



## **ANNEXES 1-3**

**A Review of National Statistics Offices' Practices and Methodological Considerations in  
Measuring Citizen Satisfaction with Public Services**

**Inputs for SDG Indicator 16.6.2 Measurement Methodology**

**UNDP Oslo Governance Centre  
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## Annex 1: Responses by Informants from Selected NSOs/Government Agencies<sup>1</sup>

### Annex 1.1: Cameroon

1. Please list here the relevant survey questions (ideally in English) used by your NSO to measure people's satisfaction with public service delivery (or provide a copy of relevant survey questionnaires).

The National Institute of Statistics in the accessibility to basic infrastructure section of the Cameroon Household Survey (ECAM) collects information on the proximity of households to its infrastructure, the use of its infrastructures and satisfaction.<sup>2</sup>

#### 2. Scope of Surveys on People's Satisfaction with Public Services

Questions	Responses
1. Which sectors/categories of services are included in your data collection?	Sectors/categories that are included in the data collection are: Education; Health; Civil status centre; Water; Electricity; Food market; Road; Motor Park; Police/Gendarmerie Post
2. Why did you choose to focus on these specific sectors/categories of services?	We focused on those sectors/categories because, first of all, the State have to provide this basic infrastructure to community according to the law or in accordance with the State's official mission. In second, some of these sectors are priority sector (education, health). We also care about this because the supply may vary with area of residence. We also focused on sector with particular interest like security, agriculture and livestock (most of working people worked in this sector).
3. Which sectors/categories of public services would your NSO recommend to be included in the measurement of SDG 16.6.2?	We will recommend including in the measurement of SDG 16.6.2, sector/categories that are provide by the State (Government, City Council) or who depend on the responsibilities of the State (Government, City Council). Those sector/categorie can be: Education, Health, Security (Police), Justice, Land

<sup>1</sup> Responses by informants from participating countries (in the alphabetical order)

<sup>2</sup> An example of what is done can be show be following this link: <http://nada.stat.cm/index.php/catalog/114/download/952> in order to download the questionnaire of the survey conducted in 2014 on the field. The name of the section is: "section 08: accessibility to basic infrastructures". This section is available for all the edition of the ECAM (2001, 2007 and 2014).

<b>Questions</b>	<b>Responses</b>
	services, Customs, City Council, Civil Status center, Public transport, Water supply, etc.

## Question Formulation

Questions	Responses
<p>1. Do you apply the same generic satisfaction questions across all sectors/categories of services, or do you tailor your questions to the specific services being evaluated? Please explain briefly why your NSO has chosen this approach to question formulation.</p>	<p>We apply the same generic satisfaction question across all sectors/categories of services.</p> <p>The measure of public satisfaction by National Institute of Statistics (NIS), focused on proximity, utilization, accessibility and satisfaction. NIS use this approach to question formulation because we want to know if the service supply is as reasonable level. This approach can also help to compare sectors/categories of services among them.</p> <p>The goal of a State is to bring the administration closer to the citizen. Therefore, the NIS have a way to measure if the administration is coming closer to the citizen or not. We also, through this module of questionnaire, appreciate the satisfaction of users (objective) or not users (subjective) and the reasons why people are not satisfy in order to help policy makers to ameliorate the quality of service.</p> <p>Sometimes, answers to questions on overall satisfaction tend to be more positive than to questions on specific attributes, depending of population taking on consideration.</p>
<p>2. How do you order your questions to ask people about their satisfaction with public services? Do you ask a question about satisfaction with service provision in general first, followed by more specific questions based on the various attributes of a service? Or do you ask attribute-specific questions before a general satisfaction question? Please explain briefly why your NSO has chosen this approach to question formulation.</p>	<p>We started by asking more question on various attributes of the service (distance between infrastructure and household, utilization, main mean of transport use to go there) before the question on satisfaction.</p> <p>NIS use this approach because we want first of all see if the infrastructure is available before try to measure the satisfaction.</p>
<p>3. Are your survey questions experience-based or perception-based, or both? Please explain briefly why your NSO has chosen this approach to question formulation.</p>	<p>The survey questions are both experienced-based or perception-based.</p> <p>NIS use this approach to have measure of satisfaction based on objective approach and measure of satisfaction based on subjective approach. Having the two, we can make a comparison.</p>

Questions	Responses
4. Do your survey questions ask respondents about 'their last experience' in using/accessing public services, or do they ask about their experiences 'in general', and/or over a certain period of time (e.g. over the past 12 months, over the past three years, etc.)? Please explain briefly why your NSO has chosen this approach to question formulation.	The survey question ask respondent about their experience in a certain period of time (during data collection).

### 3. Response Modalities

Questions	Responses
1. What response formats do you use for survey questions on people's satisfaction with public services? Do you use numerical or narrative scales? Please explain briefly why your NSO has chosen this approach to question formulation.	The response formats use by NIS for satisfaction with public service are narrative scales. It this easier to use it during data collection rather than numeric scales. In plus, by using the narrative scales we are sure that every respondent has the same understanding.

### 4. Survey Implementation

Questions	Responses
1. Who is your target population for survey questions on people's satisfaction with public services? Randomly selected respondents? Or heads of households? Or respondents who are representatives of households (but not necessarily household heads)? Please explain briefly why your NSO has chosen this approach.	The respondent is a member of household, not randomly selected. But, usually it's the head of household. The respondent is the representative of the household. NIS use this approach to avoid cluster effect. Assuming that, if the quality of service is the same for all member of household, it will be better to interview one member rather than all the members.
2. How frequently do you administer questions on people's satisfaction with public services in your surveys? On an annual basis, every two years, every five years or every ten years?	This section is included on the Cameroon Household Survey (Enquête Camerounaise Auprès des Ménages) which is supposed to be conducted on the field every 5 years. Unfortunately, the first edition was in 1996, the second in 2001, the third in 2007 and the fourth in 2014 (ECAM4). In 2016, NIS conducted the Supplementary Survey on ECAM4 that make available the data on public satisfaction.

<b>Questions</b>	<b>Responses</b>
<p>3. What are the main factors influencing the frequency of surveying for various sectors/categories of services? Are there sectors/services which you survey more regularly than others because they are more frequently used (e.g. public health services vs. birth registration services)? Or are other factors coming into play, such as funding availability, policy priorities, user demand, or any other factor?</p>	<p>Lack of financial resources are one of the factor influencing the frequency of the survey. Cameroon Household Survey (ECAM) started by including Health, water and Education sectors. With the times, other factor coming into play like birth registration, security, agriculture and livestock.</p>

## 5. Examples of Questions about Citizen Satisfaction with Public Services

See Q6, Q7, Q13, Q29, Q32-Q38 for details

SECTION 08 : ACCESSIBILITY TO BASIC INFRASTRUCTURES		Q0 : SERIAL NUMBER OF THE RESPONDENT						(SEE SECTION 01)	
Q1	Q2	Q3	Q4	Q5	Q5a	Q6	Q7		
Type of infrastructure	How far is (name of infrastructure) from your lodging? <i>1= m if &lt; 1km 2= km 7=Does not know the infrastructure=&gt; go to the next infrastructure 8= Does not know the distance =&gt; Q3 NB : 1km= 1 000m</i>	Does at least a member of your household use [name of infrastructure]? <i>1 = Yes 2 = No</i>	What is the main means of transport that your household uses/may use to go to [name of infrastructure]? <i>1 = On foot 2 = Bicycle/Bike 3 = Motorcycle 4 = Car/vehicle 5 = Horse/donkey 6=Other (specify)</i>	What average time is needed to reach [name of Infrastructure] with the main means of locomotion that may be used / that is used by your household? <i>Record the time in minutes 999= DK</i>	If Q4=1, go to Q6 <i>If you were to go on foot, what average time would you need to reach [name of Infrastructure]</i>	How do you appreciate the services offered by [name of infrastructure]? <i>1= Too satisfactory 2= Satisfactory 3= Indifferent/DK 4= A bit satisfactory 5= Not at all satisfactory</i>	What are in order of importance the two main reasons of this dissatisfaction? <i>1 = Too expensive 2 = Too far 3 =Poor quality of services 4 =Coming of services/bribery? 5 = Difficult accessibility 6 = Lack of equipment 7 = Other (specify) 9 = No 2<sup>nd</sup> reason'</i>		
Name							Reason 1	Reason 2	
The nearest public nursery school	01	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
The nearest private nursery school	02	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
The Nearest government primary school	03	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
The nearest private primary school	04	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
The nearest public secondary school	05	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
The nearest private secondary school	06	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
The nearest district hospital/sub divisional medical centre	07	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
The nearest integrated Health centre	08	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
The nearest pharmacy or pro-pharmacy	09	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
The nearest food market	10	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
The nearest motor park	11	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
The nearest tarred road	12	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
The nearest source of potable water opened to the public	13	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
The nearest CDE/SNEC/CAMWATER connexion point	14	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
The nearest refuse can/refuse collection point	15	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
The nearest civil status registration centre	16	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
The nearest police /gendarmerie post	17	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
The nearest AES-SONEL electric pool/electricity connexion point	18	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
The nearest public light pool	19	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
The nearest agric post	20	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
The nearest zootechnic and veterinary centre	21	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Q13. About the provision for the minimum needs of your household with regard to [name of the item], are you very satisfied, satisfied, not satisfied or not at all satisfied? 1= Very satisfied 2= Satisfied 3=Indifferent 4= Not satisfied 5= Not at all satisfied										
Feeding	Clothing and shoes	Lodging	Household equipment	Health	Boby care	Transports	Communications	Leisure	Education	Relations with individuals or groups
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

<b>Q29</b>					
Do you think the government policy aiming at bringing [name of the basic infrastructure] near the populations within the past 7 years is.....?					
A. Primary schools B. Grammar secondary education establishments C. Technical secondary education establishments D. Health Centres E. Roads F. Security (police, gendarmerie)					
1= Very satisfactory 2= Satisfactory 3= Indifferent/Doesn't know 4= Not satisfactory 5= Not at all satisfactory					
A	B	C	D	E	F
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q32	Q33	Q34	Q35	Q36	Q37	Q38
How do you appreciate the quality of AES-SONEL electricity services?	For which main reason are you not satisfied with these services?	Did you suffer of power cuts during the past 30 days (since ...)?	If yes, how long do you estimate the total duration of power cuts for the last 30 days (i.e. since )?	How do you appreciate the quality of potable water offered by CDE/CAMWATER/SNEC?	For which main reason are you not satisfied with these services?	Did you suffer from water cuts during the past 30 days (since ...)?
1= Very satisfactory 2= Satisfactory 3= Indifferent/Doesn't know 4= Not satisfactory 5= Not at all satisfactory 6= Not concerned <i>If 1, 2 go to Q34 If 6 go to Q36.</i>	1=Frequent power cuts 2=Over voltage 3=Low voltage 4=Difficulty to pay bills 5=Other (specify) _____	1=Yes 2=No  <i>If 2 go to Q36</i>	<i>NB. Duration in hours if less than a day</i>  TU 1= Hours 2= Days	1= Very satisfactory 2= Satisfactory 3= Indifferent/Doesn't know 4= Not satisfactory 5= Not at all satisfactory 6= Not concerned  <i>If 1, 2 go to Q38 If 6, go to Q40</i>	1= Frequent cuts 2=Dirty water 3=Very weak flow 4=Difficulty to pay bills 5=Other (specify) _____	1= Yes 2= No  <i>If 2 go to Q40</i>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



## Annex 1.2. Georgia

1. Please list here the relevant survey questions (ideally in English) used by your agency to measure people’s satisfaction with public service delivery (or provide a copy of relevant survey questionnaires). *[Users’ feedback at Public Service Hall, not survey-based]*

### 2. Scope of Surveys on People’s Satisfaction with Public Services

Questions	Responses
1. Which sectors/categories of services are included in your data collection?	LEPL Public Service Hall provides a wide variety of public services, among which: the services of the Civil Registry Agency services, the National Agency of Public Registry, the National Archives, the National Bureau of Enforcement, the Notary Chamber of Georgia and others. All abovementioned categories of services are included in our data collection.
2. Why did you choose to focus on these specific sectors/categories of services?	We chose to focus on high quality service delivery, since all governmental or private services provided by the LEPL Public Service Hall are highly demanded by all groups of population regardless of their age, gender, and ethnicity.
3. Which sectors/categories of public services would your NSO recommend to be included in the measurement of SDG 16.6.2?	<i>[No answer to this question]</i>

### 3. Question Formulation

Questions	Responses
1. Do you apply the same generic satisfaction questions across all sectors/categories of services, or do you tailor your questions to the specific services being evaluated? Please explain briefly why your NSO has chosen this approach to question formulation.	The LEPL Public Service Hall offers the same mechanisms and predetermined standards of service delivery for all clients, therefore we apply the same generic satisfaction questions across all categories of services.
2. How do you order your questions to ask people about their satisfaction with public services? Do you ask a question about satisfaction with service provision in general first, followed by more specific questions based on the various attributes of a service? Or do you ask attribute-specific questions before a general satisfaction question? Please explain briefly why your NSO has chosen this approach to question formulation.	In our questionnaires, general inquiries are followed by more specific questions. The rationale behind this is, that general considerations on our service from the customers appear first and subsequently it’s followed by feedback on specific issue.

Questions	Responses
3. Are your survey questions experience-based or perception-based, or both? Please explain briefly why your NSO has chosen this approach to question formulation.	Our survey questions are both experience-based and perception-based. Indeed, we aim to find out our customers' opinions towards public service delivery practices, which are already implemented by our organization, as well as detect their future expectations which will be used as recommendations for further development of our services.
4. Do your survey questions ask respondents about 'their last experience' in using/accessing public services, or do they ask about their experiences 'in general', and/or over a certain period of time (e.g. over the past 12 months, over the past three years, etc.)? Please explain briefly why your NSO has chosen this approach to question formulation.	Our survey asks respondents about both their last and their general experiences in using public services. Customers' recent or last experiences may be the most memorable, and their impressions are more reliable. But as the specific example set by one recent experience may differ from general circumstances, we ask respondents about their general satisfaction with the services too.

#### 4. Response Modalities

Questions	Responses
<b>1. What response formats do you use for survey questions on people's satisfaction with public services? Do you use numerical or narrative scales? Please explain briefly why your NSO has chosen this approach to question formulation.</b>	We use structured response formats for the quantitative part of research and unstructured response formats for the qualitative part. We use both numerical and narrative scales, depending on the content of the question.

#### 5. Survey Implementation

Questions	Responses
1. Who is your target population for survey questions on people's satisfaction with public services? Randomly selected respondents? Or heads of households? Or respondents who are representatives of households (but not necessarily household heads)? Please explain briefly why your NSO has chosen this approach.	Our target population is a group of people who have visited the Public Service Hall during the last 3 months. We think that focusing on experiences that occurred recently can give us information about the current considerations of our customers and the status of our organization at this time.
2. How frequently do you administer questions on people's satisfaction with public services in your surveys? On an annual basis, every two years, every five years or every ten years?	Questions on people's satisfaction with our services are administered annually.

<b>Questions</b>	<b>Responses</b>
<p>3. What are the main factors influencing the frequency of surveying for various sectors/categories of services? Are there sectors/services which you survey more regularly than others because they are more frequently used (e.g. public health services vs. birth registration services)? Or are other factors coming into play, such as funding availability, policy priorities, user demand, or any other factor?</p>	<p>To measure the satisfaction of the population (customers), all services that are provided by LEPL Public Service Hall are surveyed annually, within the range of the same survey.</p>

### Annex 1.3. Germany

**1. Please list here the relevant survey questions (ideally in English) used by your NSO to measure people’s satisfaction with public service delivery (or provide a copy of relevant survey questionnaires).**

- 2015 and 2017 Surveys on Citizen Satisfaction with Public Offices and Authorities
- The Federal Statistical Office of Germany (Destatis) conducted surveys in partnership with TNS, a private research firm
- Survey questionnaire in German [see the self-explanatory notes by Destatis in the Questionnaire on how they have collected the data]
- Citizens (2015): [https://www.amtlich-einfach.de/SharedDocs/Downloads/Fragebogen\\_Buerger.pdf?\\_\\_blob=publicationFile&v=4](https://www.amtlich-einfach.de/SharedDocs/Downloads/Fragebogen_Buerger.pdf?__blob=publicationFile&v=4)
- Businesses (2015): [https://www.amtlich-einfach.de/SharedDocs/Downloads/Fragebogen\\_Unternehmen.pdf?\\_\\_blob=publicationFile&v=2](https://www.amtlich-einfach.de/SharedDocs/Downloads/Fragebogen_Unternehmen.pdf?__blob=publicationFile&v=2)
- Citizens (2017): [https://www.amtlich-einfach.de/SharedDocs/Downloads/Fragebogen\\_Buerger2.pdf?\\_\\_blob=publicationFile&v=2](https://www.amtlich-einfach.de/SharedDocs/Downloads/Fragebogen_Buerger2.pdf?__blob=publicationFile&v=2)
- Businesses (2017): [https://www.amtlich-einfach.de/SharedDocs/Downloads/Fragebogen\\_Unternehmen17.pdf?\\_\\_blob=publicationFile&v=2](https://www.amtlich-einfach.de/SharedDocs/Downloads/Fragebogen_Unternehmen17.pdf?__blob=publicationFile&v=2)
- [2015 Report in English “Are citizens and Businesses \(Dis\)satisfied with the Public Administration in Germany?”](#)

**2. Scope of Surveys on People’s Satisfaction with Public Services**

Questions	Responses
1. Which sectors/categories of services are included in your data collection?	<p>The Federal Statistical Office of Germany (Destatis) examined the interactions between public administration and citizens and companies on behalf of the Federal Government in the following life events.</p> <p><b>Citizens:</b> Vocational training, higher education, beginning of career, driving license, vehicle registration, unemployment, financial problems, starting second job, marriage/same-sex partnership, divorce/dissolution of same-sex partnership, birth of a child, government help with childcare, moving house, buying a property, retirement, poverty in old age, patient decree, long-term sickness, disability, care dependency, death of a family member/close friend, voluntary work for a club or society</p> <p><b>Businesses:</b> Business start-up, finance and taxes, appointment of employees, vocational and continuing training, health and safety at work, construction of an establishment, research &amp; development, patent and trademark protection, participation in tendering</p>

Questions	Responses
	<p>process, importing/exporting, discontinuation or transfer of business.</p>
<p>2. Why did you choose to focus on these specific sectors/categories of services?</p>	<p>We adopted the life-events approach from the French Government’s Secretariat-General for Government Modernisation (SGMAP). Hence, the starting point was the life events analysed in the French studies. Then, we added other services provided by public authorities on their respective websites to the shortlist.</p> <p><b>For citizens</b>, we conducted an online survey of 1,000 persons and deselected those short-listed life-events with a low level of incidence and high levels of satisfaction at the same time, since the potential for improvement would be rather low.</p> <p><b>For companies</b>, we presented and discussed the short-listed situations with representatives of trade associations, trade unions and federal ministries, who then ranked the life events according to their importance.</p>
<p>3. Which sectors/categories of public services would your NSO recommend to be included in the measurement of SDG 16.6.2?</p>	<p>Depending on the capacities of NSOs, we recommend establishing a good mixture of services.</p> <p>On the one hand, <b>mass procedures involved in situations such as vehicle registration, moving house and tax declarations</b> should be included, as a large portion of the population is affected.</p> <p>On the other hand, <b>services concerning social difficulties such as applications for social benefits</b> should be included because of the importance for the people involved.</p> <p>For companies, especially <b>services relevant for corruption prevention</b> should be examined, e.g. <b>construction or tendering processes</b>.</p>

### 3. Question Formulation

Questions	Responses
<p>1. Do you apply the same generic satisfaction questions across all sectors/categories of services, or do you tailor your questions to the specific services being evaluated? Please explain briefly why your NSO has chosen this approach to question formulation.</p>	<p>For each public authority examined, we collected information on the following <b>16 different factors of satisfaction</b>: information on the stages of the process, comprehensibility of the forms, access to necessary forms, option of e-government, access to the right office, spatial accessibility, opening hours, waiting times, information on the further course of action, helpfulness of staff, expertise of staff, overall duration of process, trustworthiness of the authority, non-discrimination, incorruptibility, comprehensibility of the law.</p> <p>Furthermore, we asked a <b>question on the overall satisfaction with the public authority</b>.</p> <p><b>Using the same question format allows a better comparability of the responses.</b> Additionally, it <b>reduces the costs of constructing the questionnaire and the subsequent programming</b>.</p>
<p>2. How do you order your questions to ask people about their satisfaction with public services? Do you ask a question about satisfaction with service provision in general first, followed by more specific questions based on the various attributes of a service? Or do you ask attribute-specific questions before a general satisfaction question? Please explain briefly why your NSO has chosen this approach to question formulation.</p>	<p>In 2015, we asked first the specific questions and then the general one. The results showed no large differences between the average of the specific questions and the general one indicating consistency in the response behaviour.</p> <p>However, that way the general question provides no essential additional information. For that reason, we turned the order of questions in 2017.</p> <p>The hope is that the general question will show a more emotional response and the specific questions will provide a rational perspective.</p>
<p>3. Are your survey questions experience-based or perception-based, or both? Please explain briefly why your NSO has chosen this approach to question formulation.</p>	<p>We try to incorporate <b>both</b> ideas as we ask the respondents to remember <b>their experiences with public authorities during the previous two years</b>. Then, we ask <b>questions about how they perceived these interactions</b>.</p>
<p>4. Do your survey questions ask respondents about 'their last experience' in using/accessing public services, or do they ask about their experiences 'in general', and/or over a certain period of time (e.g. over the</p>	<p>We ask for the experiences <b>over the past two years</b>, because we want to analyse the current state of public administration in Germany.</p>

Questions	Responses
past 12 months, over the past three years, etc.)? Please explain briefly why your NSO has chosen this approach to question formulation.	

#### 4. Response Modalities

Questions	Responses
1. What response formats do you use for survey questions on people's satisfaction with public services? Do you use numerical or narrative scales? Please explain briefly why your NSO has chosen this approach to question formulation.	<p>We opted for a <b>five-point, Likert scale</b> with the following levels: very dissatisfied, somewhat dissatisfied, neither satisfied nor dissatisfied, somewhat dissatisfied, very dissatisfied. For calculation purposes, we <b>translated these response levels into a scale from -2 to +2.</b></p> <p>As we conducted a telephone survey, more than five response levels can easily overwhelm respondents. Since the <b>Likert scale is well established in scientific literature and our pre-test did not indicate any problems, we selected this type of scale.</b></p>

#### 5. Survey Implementation

Questions	Responses
1. Who is your target population for survey questions on people's satisfaction with public services? Randomly selected respondents? Or heads of households? Or respondents who are representatives of households (but not necessarily household heads)? Please explain briefly why your NSO has chosen this approach.	We targeted <b><u>German-speaking residents above the age of 15 years</u></b> . They were <b>randomly selected according to the German industry standard. Respondents on mobile phones were interviewed directly</b> , while for those on a <b>landline connection a household member was randomly selected employing a Kish grid.</b>
2. How frequently do you administer questions on people's satisfaction with public services in your surveys? On an annual basis, every two years, every five years or every ten years?	We <b>administer the surveys every two years.</b> The first was in 2015 and the second in 2017.
3. What are the main factors influencing the frequency of surveying for various sectors/categories of services? Are there sectors/services which you survey more regularly than	The <b>organisation of a survey takes roughly one year and the actual conduct about four months.</b> Hence, the rhythm of <b>two years fit our schedule quite well.</b>

Questions	Responses
others because they are more frequently used (e.g. public health services vs. birth registration services)? Or are other factors coming into play, such as funding availability, policy priorities, user demand, or any other factor?	Furthermore, it is important <b>to feedback the results into the political process and to receive ideas</b> , which might be interesting for the next surveys.

#### Annex 1.4: Kenya

- Please list here the relevant survey questions (ideally in English) used by your NSO to measure people's satisfaction with public service delivery (or provide a copy of relevant survey questionnaires).**

See 2014 African Peer Review Mechanism (APRM) Kenya National Sample Survey Household Questionnaire [Examples of questions about satisfaction in Section 6]

#### 2. Scope of Surveys on People's Satisfaction with Public Services

Questions	Responses
1. Which sectors/categories of services are included in your data collection?	<ul style="list-style-type: none"> <li>a) National Registration Bureau</li> <li>b) Health Sector</li> <li>c) Police</li> <li>d) Judiciary</li> <li>e) Lands sector</li> <li>f) Public Prosecution</li> <li>g) Ant- Corruption</li> <li>h) Water sector</li> <li>i) Electricity agency</li> <li>j) Transport sector</li> </ul>
2. Why did you choose to focus on these specific sectors/categories of services?	a) They provide most of the essential public sector services. For instance, it is compulsory for all persons age 18 years and above to acquire a national identity card. Similarly, one of the mandate of the government is to offer other services mentioned above its citizens)
3. Which sectors/categories of public services would your NSO recommend to be included in the measurement of SDG 16.6.2?	a) As mentioned above
4. Which criteria/attributes would your NSO recommend to be captured in the measurement of SDG 16.6.2?	<ul style="list-style-type: none"> <li>- Satisfaction with government policies in services being provided</li> <li>- Performance of service providers</li> <li>- Accessibility of services</li> <li>- Satisfaction with quality of services</li> <li>- Affordability of services</li> </ul>



### 3. Question Formulation

Questions	Responses
<p>1. Do you apply the same generic satisfaction questions across all sectors/categories of services, or do you tailor your questions to the specific services being evaluated? Please explain briefly why your NSO has chosen this approach to question formulation.</p>	<p>a) We do not apply the same generic satisfaction questions across all sectors/ categories of services. This is because different sectors have different priorities in terms of provision of services to the population</p> <p>b) Do answers to questions on overall satisfaction tend to be more positive than answers to questions on specific attributes? Yes , since in some instances, one may have not used any specific public service that we are interested in. For instance, if we asked: “ Are you satisfied with services offered by the Government ?” One would just answer “Yes” depending on the level of his/her interaction with any of the government services.</p>
<p>2. How do you order your questions to ask people about their satisfaction with public services? Do you ask a question about satisfaction with service provision in general first, followed by more specific questions based on the various attributes of a service? Or do you ask attribute-specific questions before a general satisfaction question? Please explain briefly why your NSO has chosen this approach to question formulation.</p>	<p>a) We ask a question about satisfaction with service provision in general first, followed by more specific questions based on the various attributes of a service. This is because sometimes it is important to start with the general questions before moving to the specific questions to bring out more detailed issues.</p>
<p>3. Are your survey questions experience-based or perception-based, or both? Please explain briefly why your NSO has chosen this approach to question formulation.</p>	<p>The survey questions are both experience and perception – based. This is because, if we asked about experience only, sometimes we may get only a few respondents who may have experienced the phenomenon we are asking about. Therefore it is important to combine both since perception questions will also give us an idea about what is happening.</p>
<p>4. Do your survey questions ask respondents about ‘their last experience’ in using/accessing public services, or do they ask about their experiences ‘in general’, and/or over a certain period of time (e.g. over the past 12 months, over the past three years, etc.)? Please explain briefly why your NSO has chosen this approach to question formulation.</p>	<p>a) We ask respondents about their last experience in using/accessing certain public services in general before asking them about specific experiences. This assists to capture specific services such offered by the Government</p> <p>b) We ask about experience in the last 12 months. This is because of the recall period.</p>

#### 4. Response Modalities

Questions	Responses
1. What response formats do you use for survey questions on people's satisfaction with public services? Do you use numerical or narrative scales? Please explain briefly why your NSO has chosen this approach to question formulation.	a) We use narrative scales. For instance: i) Very satisfied or extremely satisfied ii) Satisfied iii) Ok iv) Dissatisfied v) Very dissatisfied or Not at all satisfied

## 5. Survey Implementation

Questions	Responses
1. Who is your target population for survey questions on people's satisfaction with public services? Randomly selected respondents? Or heads of households? Or respondents who are representatives of households (but not necessarily household heads)? Please explain briefly why your NSO has chosen this approach.	a) Our survey targets are persons aged 18 years and above, who are randomly selected from a household listing. This is because persons who are aged 18 years and above are considered adults.
2. How frequently do you administer questions on people's satisfaction with public services in your surveys? On an annual basis, every two years, every five years or every ten years?	a) We administer questions on people's satisfaction in surveys which are ad hoc since we do not have programmed survey period.
3. What are the main factors influencing the frequency of surveying for various sectors/categories of services? Are there sectors/services which you survey more regularly than others because they are more frequently used (e.g. public health services vs. birth registration services)? Or are other factors coming into play, such as funding availability, policy priorities, user demand, or any other factor?	a) As I mentioned above in Q2, the main factors influencing the surveys for various factors depends on ad hoc surveys by donors and there user demands.

## 6. Examples of Questions about Citizens' Satisfaction

**Source: 2014 African Peer Review Mechanism (APRM) Kenya National Sample Survey Household Questionnaire**

2.7. How do you rate the performance of the different stakeholders in the provision of these services: *Ranking: 1. Excellent 2. Good 3. Fair 4. Poor 5. Very poor 6. Don't Know*

	Government	Development partner	NGO	Community	other (Specify)
a. Education .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Health .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Water and sanitation...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Electricity.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Financial services.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Roads.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. ICT Services.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Agricultural services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2.11. How would you rate the quality of services from these facilities? (*Read out the options to the respondent and rate appropriately*)

*Ranking: 1. Excellent 2. Good 3. Fair 4. Poor 5. Very poor 6. Don't Know*

a. Education.....	<input type="checkbox"/>
b. Health .....	<input type="checkbox"/>
c. Water and sanitation..	<input type="checkbox"/>
d. Electricity.....	<input type="checkbox"/>
b. Financial services.....	<input type="checkbox"/>
c. Roads.....	<input type="checkbox"/>
d. ICT Services.....	<input type="checkbox"/>
e. Agricultural services..	<input type="checkbox"/>

2.46. How would you rate the quality of services provided by the facilities mentioned?

*Rankings: 1. Very good 2. Good 3. Moderate 4. Poor 5. Very poor*

	Government	Private	Mission	NGO	Other
1. Hospital.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Health centre .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Dispensary.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Other (specify) _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### Questions about Satisfaction with Government Policies, Performance and Affordability

1. How do you rate the performance of the government in ensuring access to?

NO	SERVICE	Very Good	Good	Fair	Poor	Very Poor	Don't Know
1	Clean drinking water						
2	Proper and hygienic sanitation						
3	Affordable energy for domestic use						
4	Adequate housing						
5	Adequate security						
8	Education						
7	Justice						
8	Transport						
9	Security						

10	Electricity						
11	Housing						
12	Medication						
13	Employment opportunities						
14	Sanitation						

2. How do you rate the performance of the government in ensuring affordability of the following services?

NO	SERVICE	Very Good	Good	Fair	Poor	Very Poor	Don't Know
1	Clean drinking water						
2	Proper and hygienic sanitation						
3	Energy for domestic use						
4	Adequate housing						
5	Adequate security						
8	Education						
7	Justice						
8	Transport						
9	Security						
10	Electricity						
11	Housing						
12	Medication						
13	Sanitation						

3. Are you satisfied with the current government policies on?

NO	SERVICE	ANSWER		
		YES	NO	DON'T KNOW
1	Primary education			
2	Secondary education			
3	Middle level college education			
4	University education			
5	Health			
6	Security			
7	Transport			
8	Electricity			
9	Water			
10	Housing			
11	Judiciary			
12	Public prosecution			
13	Anti-corruption			

## Annex 1.5: Latvia

1. Please list here the relevant survey questions (ideally in English) used by your NSO to measure people’s satisfaction with public service delivery (or provide a copy of relevant survey questionnaires).

See example questions in Session 6

### 2. Scope of Surveys on People’s Satisfaction with Public Services

Questions	Responses
1. Which sectors/categories of services are included in your data collection?	<p>Citizen Satisfaction with Public Administration Institutions Survey that asks citizens’ satisfactions with experiences of public administration institutions (not with public services) over a period of three years and public administration compliance with good governance principles.</p> <p>A wide range of public institutions is included</p> <p>A national survey of performance of e-services and network of state and municipal unified customer service centres is under development</p>
2. Why did you choose to focus on these specific sectors/categories of services?	<p>Surveyed public administration institutions were chosen based on analysis of the most popular services used in the country (in absolute numbers). Survey shows results of the State Chancellery’s led “Better Service” movement, as well as feeds into evaluation of public administration reforms and institutions’ performance improvement</p>
3. Which sectors/categories of public services would your NSO recommend to be included in the measurement of SDG 16.6.2?	<p>Survey includes most popular services (survey 2016). Due to the size of the population and the omnibus method of the survey, not all even most popular services gathered enough answers for data to be verifiable.</p> <p>Verifiable data was collected on following services: tax revenues and other mandatory payments; social insurance and social services; vehicle registration and qualification of drivers; assistance to unemployed and employment; population register and migration; emergency and disaster medicine.</p> <p>Survey also included, but not verifiable data was obtained, following services: state police; real property registry and property object data; rural support (agriculture, forestry, fisheries and rural development); food and animal surveillance; courts; supervision and control of health services; enterprise registry; forest and hunting management; information processing and</p>

<b>Questions</b>	<b>Responses</b>
	analysis in the area of combating crime and protection of public order.

### 3. Question Formulation

Questions	Responses
1. Do you apply the same generic satisfaction questions across all sectors/categories of services, or do you tailor your questions to the specific services being evaluated? Please explain briefly why your NSO has chosen this approach to question formulation.	Questions are the same for all public institutions in the survey.
2. How do you order your questions to ask people about their satisfaction with public services? Do you ask a question about satisfaction with service provision in general first, followed by more specific questions based on the various attributes of a service? Or do you ask attribute-specific questions before a general satisfaction question? Please explain briefly why your NSO has chosen this approach to question formulation.	Attributes-based questions first to capture users' actual encounters/interactions with public institutions  General satisfaction and compliance with good governance principles comes later
3. Are your survey questions experience-based or perception-based, or both? Please explain briefly why your NSO has chosen this approach to question formulation.	Experience-based with questions about attributes – since users can only assess the services once they have used them.  Perception-based with questions about satisfaction as follow-ups to evidence-based questions
4. Do your survey questions ask respondents about 'their last experience' in using/accessing public services, or do they ask about their experiences 'in general', and/or over a certain period of time (e.g. over the past 12 months, over the past three years, etc.)? Please explain briefly why your NSO has chosen this approach to question formulation.	Both about 'last experience' and 'satisfaction in general' afterwards

### 4. Response Modalities

Questions	Responses
1. What response formats do you use for survey questions on people's satisfaction with public services? Do you use numerical or narrative scales? Please explain briefly why your NSO has chosen this approach to question formulation.	When it comes to asking about satisfaction, users were asked to rate how public institutions served them – 11 questions based on principles laid down in national handbook for quality service for clients ("correspond", "does not correspond", "cannot evaluate/does not conform to my situation").  Also question is asked if progress since previous encounter with respective institution is observed ("significantly improved", "improved", "hasn't



<b>Questions</b>	<b>Responses</b>
	changed”, “declined”, “significantly declined”, “this was first encounter”, “don’t know”).

## 5. Survey Implementation

Questions	Responses
<p>1. Who is your target population for survey questions on people’s satisfaction with public services? Randomly selected respondents? Or heads of households? Or respondents who are representatives of households (but not necessarily household heads)? Please explain briefly why your NSO has chosen this approach.</p>	<p>Users who have encountered public institutions over the past three years</p> <p>Citizens from the age of 18 years old</p> <p>Anyone who has encountered a public institution within the past three years</p>
<p>2. How frequently do you administer questions on people’s satisfaction with public services in your surveys? On an annual basis, every two years, every five years or every ten years?</p>	<p>For the current survey, it is done every year.</p> <p>For citizen satisfaction with e-services, the intention is to do surveys every year too.</p> <p>Decisions on future frequency and methodology of both surveys will be made by late October.</p>
<p>3. What are the main factors influencing the frequency of surveying for various sectors/categories of services? Are there sectors/services which you survey more regularly than others because they are more frequently used (e.g. public health services vs. birth registration services)? Or are other factors coming into play, such as funding availability, policy priorities, user demand, or any other factor?</p>	<p>The main consideration is <b>national budget</b> for national surveys and how to justify using national budget for public polls while the media and other institutions can provide the data/information.</p> <p>Within the UN SDG framework it is important not to impose obligatory additional data collection, which would bear additional costs.</p> <p>Also different countries provide seemingly similar services, but which actually are incomparable due to their scope, content and needs of the society.</p>

## 6. Examples of Questions in Latvia's Citizen Satisfaction with Public Institutions

### Rating How Public Institutions Serve Clients (*excellent, well, medium, rather bad or very bad*) after listing all public institutions

The screenshot shows a Google search result for a Latvian question. The search engine is Google, and the results are displayed in a two-column format. The left column contains the original Latvian text, and the right column contains the English translation. Below the search results, there are several links related to Google Translate, including 'About Google Translate', 'Download and use Google', and 'Translate Community'. The bottom of the screenshot shows the Windows taskbar with various application icons and the system tray.

Latvian - detected

English

**KARTĪTE T4**  
Jautāt tikai par tām iestādēm, kuras ir atzīmētas jautājumā T2  
T4 Lūdzu, pamēģiniet atcerēties savu saskarsmes pieredzi ar visām tām iestādēm, ar kurām Jūs pēdējo trīs gadu laikā esat sazinājies, saņēmis kādu pakalpojumu vai kārtojis lietas. Kopumā ņemot, kā Jūs novērtētu savu pieredzi ar [iestādes nosaukums] (jautāt atsevišķi par katru, kas atzīmēta T2 jautājumā)? Vai Jūs teiktu, ka šī iestāde apkaipo iedzīvotājus un sniedz savus pakalpojumus teicami, labi, viduvēji, drīzāk slikti vai arī ļoti slikti?

**SHOW T4**  
Ask only those institutions that are listed on T2  
T4 Please try to recall your contact experience with all the authorities with whom you have been in the last three years  
You have contacted, received, or ordered things during the time. Generally speaking, how would you rate your experience with [institution name] (ask separately for each one marked T2 question)? Would you say that this institution serves the public and renders its services excellently, well, Mediocre, rather bad or very bad?

Google Translate

translate.google.com

Google Translate is a free multilingual machine translation service developed by Google, to translate text, speech, images, sites, or real-time video from one language into another. Wikipedia

Date launched: April 26, 2006  
Users: Over 200+ million people daily  
Available in: 103 languages, see below  
Owner: Google

People also search for

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petijums\_valsts\_pa...pdf

13:23 21/09/2017

## Aptaujā izmantotā anketa

T1. Lūdzu, nosauciet valsts iestādi, kura, Jūsaprāt, vislabāk strādā, apkalpojot iedzīvotājus, un varētu šajā ziņā kalpot par paraugu citām iestādēm!

Nākamie jautājumi būs par valsts iestādēm

KARTĪTE T2

T2. Ar kurām no šīm iestādēm Jūs pēdējo trīs gadu laikā esat saskāries/-usies, t.i., ar kurām iestādēm Jūs sazinājāties, saņēmt kādu tās pakalpojumu vai kārtojāt tajā lietas klātienē (personīgi), zvanot pa telefonu vai izmantojot pastu, internetu? (Atzīmēt visas atbilstošās atbildes stabīnā T2!)

T3. Lūdzu, norādiet, ar kuru no šeit uzskaitītajām iestādēm Jūs saskārāties (sazinājāties, saņēmt kādu pakalpojumu vai kārtojāt lietas tajā) kā ar pēdējo? (Atzīmēt vienu atbildi stabīnā T3!)

	T2	T3
Valsts ieņēmumu dienests (VID)	1	1
Valsts sociālās apdrošināšanas aģentūra (VSAA)	2	2
Ceļu satiksmes drošības direkcija (CSDD)	3	3
Nodarbinātības valsts aģentūra (NVA)	4	4
Pilsonības un migrācijas lietu pārvalde (PMLP)	5	5
Valsts zemes dienests	6	6
Lauku atbalsta dienests (LAD)	7	7
Uzņēmumu reģistrs	8	8
Veselības inspekcija	9	9
Valsts meža dienests	10	10
Iekšlietu ministrijas Informācijas centrs	11	11
Tiesas, tiesu administrācija (t.sk. rajonu (pilsētu) tiesas, apgabaltiesas un zemesgrāmatu nodaļas)	12	12
Pārtikas un veterinārais dienests (PVD)	13	13
Valsts policija	14	14
Neatliekamās medicīniskās palīdzības dienests (NMPD, t.s. „ātrā palīdzība”)	15	15
Nevienu no šīm	16	16
Grūti pateikt/ NA	98	98

INTERVĒTĀJI! Ja T2 jautājumā atzīmēta 16. Atbilde „Nevienu no šīm”, pāriet pie jautājuma T10!

## Annex 1.6: Mexico

1. Please list here the relevant survey questions (ideally in English) used by your NSO to measure people's satisfaction with public service delivery (or provide a copy of relevant survey questionnaires).

See Section 6 that captures examples from Mexico's National Survey on Governmental Quality and Impact (ENCIG, 2015) and ENCIG 2015

### 2. Scope of Surveys on People's Satisfaction with Public Services

Questions	Responses
1. Which sectors/categories of services are included in your data collection?	<p><b>a. Basic Public Services</b></p> <ol style="list-style-type: none"> <li>1. Potable Water</li> <li>2. City Parks and Gardens</li> <li>3. Drainage and Sewage Systems</li> <li>4. Street Lighting</li> <li>5. Waste Disposal</li> <li>6. Police</li> <li>7. Streets and avenues</li> <li>8. Highways and Freeways</li> </ol> <p><b>b. On-demand Public Services</b></p> <ol style="list-style-type: none"> <li>1. Public Education</li> <li>2. Public Healthcare Services</li> <li>3. Electricity</li> <li>4. Public Transportation in Different Modalities</li> <li>5. Turnpikes</li> </ol> <p><b>c. Public Proceedings</b></p> <ol style="list-style-type: none"> <li>1. List of payments, public proceedings (such a driver license, building permits, issuing of passport, etc.).</li> <li>2. Personal experience.</li> <li>3. Internet and other alternatives to complete the proceeding or government facilities.</li> </ol>
2. Why did you choose to focus on these specific sectors/categories of services? -	<p>We focus on these sectors/services that are of high demand by the population, in order to measure the government quality from a <i>client-citizen satisfaction approach</i> implemented by the Mexican government in recent years. We made a conceptual and best practices review at national and international levels such as: <i>Citizens First Survey of the Institute for Citizen-Centred Service</i>, and the <i>Encuesta Nacional de Corrupción y Buen Gobierno of Mexican Transparency</i>.</p> <p>Another aspect taken into account is the interaction between the citizen and the public servant to obtain the service: Services that include little or any contact to the authorities (basic public services and on-demand public services) and those that necessarily</p>

Questions	Responses
	<p>include direct contact with the authorities (requests for services and payments). In this sense, the most frequent public proceedings and services provided by municipal and state governments were identified from <b>National Censuses on Municipal and State Governments</b>; as well as the results of the <b>National Survey on Governmental Quality &amp; Impact (ENCIG) 2011</b> to identify the public proceedings of higher and lower frequency to include in ENCIG 2013 and 2015.</p> <p>On the other hand, the <b>sector/services are public policy oriented</b>. These can be directly related to government institutions that provide the services, for instances: the basic public services offered by municipal government, or the health services provided for different health subsystems</p>
<p>3. Which sectors/categories of public services would your NSO recommend to be included in the measurement of SDG 16.6.2?</p>	<ul style="list-style-type: none"> <li>• Potable water</li> <li>• Drainage and Sewage Systems</li> <li>• Waste disposal</li> <li>• Public Education Services</li> <li>• Public Healthcare Services</li> <li>• Electricity</li> <li>• Public Transportation</li> </ul>
<p>4. Which key attributes should be measured to inform the quality of public services that you propose below? Should there be a set of fixed key attributes for all of the following suggested public services, or should there be sector-based attributes?</p>	<p>Certainly, it can be quite complex to establish fix attributes for all countries, since context can vary greatly. However, it might be possible to define certain areas that can be the main categories. For instance, for potable water availability (Population Census have a long tradition in this area, with questions about connection and pipelines inside the house), while other criteria can include pureness, pressure and continuity of the supply.</p>
<p>5. Where should the data about citizen satisfaction with experiences with public services come from? Should there be a national citizen satisfaction survey anchored at the National Statistics Office through a census, or should there be sector-based citizen satisfaction surveys and the NSO will gather and come up with SDG reporting?</p>	<p>While NSOs not necessarily have experience in measuring public services satisfaction, they have the expertise for survey design, sampling, collection and quality assurance. Therefore, in our view, citizen satisfaction survey should be anchored at the National Statistics Office, and NSOs must work with Government Agencies that promotes improvements in management and service quality in the production of reports and ensure the use of data for policy making purposes.</p>

### 3. Question Formulation

Questions	Responses
<p>1. Do you apply the same generic satisfaction questions across all sectors/categories of services, or do you tailor your questions to the specific services being evaluated? Please explain briefly why your NSO has chosen this approach to question formulation.</p>	<p>Questions about specific sectoral attributes basing on experiences, followed by questions about satisfaction levels in a narrative format for all three groups of public services (from ‘very satisfied’ to ‘very dissatisfied’) (see Annex 1)</p> <p>Answers to questions on overall satisfaction tend to be more positive than answers to questions on specific attributes. The ENCIG 2011 did not use specific attributes unlike the ENCIG 2013. ENCIG 2011 reported around 33% more satisfaction than that reported by ENCIG 2013 for public healthcare services.</p>
<p>2. How do you order your questions to ask people about their satisfaction with public services? Do you ask a question about satisfaction with service provision in general first, followed by more specific questions based on the various attributes of a service? Or do you ask attribute-specific questions before a general satisfaction question? Please explain briefly why your NSO has chosen this approach to question formulation.</p>	<p>Attribute-specific questions first, followed by a general satisfaction question using a narrative and numerical scale (from ‘very satisfied’ to ‘very dissatisfied’).</p> <p>The ENCIG 2015 uses a scale of quality attributes to provide respondents with elements that allow them to recall their experiences and assess the quality of public services with more objectivity to determine their satisfaction level.</p> <p>As an example, the ENCIG 2011 did not use specific attributes unlike the ENCIG 2013. Result: the ENCIG 2011 reported around 33% more satisfaction than that reported by ENCIG 2013 for public healthcare services.</p>
<p>3. Are your survey questions experience-based or perception-based, or both? Please explain briefly why your NSO has chosen this approach to question formulation.</p>	<p>Experience-based first and perception-based for satisfaction rating.</p> <p>Using a <b>scale of quality attributes</b> to provide the informants with elements that allow them to recall their experiences and assess the quality of public services with more objectivity.</p> <p>The quality attributes measure the factors and circumstances that <b>guide the informants to evaluate quality</b> of the public services and to help them determine their satisfaction level.</p>

Questions	Responses
<p>4. Do your survey questions ask respondents about 'their last experience' in using/accessing public services, or do they ask about their experiences 'in general', and/or over a certain period of time (e.g. over the past 12 months, over the past three years, etc.)? Please explain briefly why your NSO has chosen this approach to question formulation.</p>	<p>Citizens are asked for their personal/direct experiences in general during the year of the survey and not only for <i>their last experience</i>. For public proceedings, they are asked by the three last proceedings made during the year of the survey.</p>

#### 4. Response Modalities

Questions	Responses
<p>1. What response formats do you use for survey questions on people's satisfaction with public services? Do you use numerical or narrative scales? Please explain briefly why your NSO has chosen this approach to question formulation.</p>	<p>The ENCIG uses both narrative and numerical scale.</p> <p>INEGI has developed a technical framework in order to standardize the process for generating statistical information. In this case the type of responses suggested by INEGI's framework (Questionnaire Design for this case) is the use of a narrative scale from positive to negative for measuring the intensity or degree of attitudes, opinions or experiences.</p> <p>The ENCIG 2013 and 2015 used a scale of quality attributes to provide respondents with elements that allow them to recall their experiences and assess the quality of public services with more objectivity to determine their satisfaction level: from <i>Very satisfied</i> to <i>Very dissatisfied</i> (narrative scale). Immediately after, through a card the respondent is asked to provide a numerical value related to the level of satisfaction already provided by the narrative scale. The narrative scale is <i>Very satisfied</i> to <i>Very dissatisfied</i> that correspond with a numerical scale 10 to 1 respectively (see <i>the Card of Scales in Section 6</i>). With the application of this process in each of the procedures and services, the informant has the necessary tools to provide an informed judgment and thus controlling the bias.</p>

#### 5. Survey Implementation



Questions	Responses
<p>1. Who is your target population for survey questions on people’s satisfaction with public services? Randomly selected respondents? Or heads of households? Or respondents who are representatives of households (but not necessarily household heads)? Please explain briefly why your NSO has chosen this approach.</p>	<p>Urban residents from the age of 18 from resident areas with the population size of 100,000 people or more</p> <p>Respondents are randomly selected and they are asked for their personal and direct experiences in order to avoid the bias or lack of responses to guarantee the quality of information.</p> <p>This is a representativeness issue as well as the budget available for the survey. The National Census of Population and Housing Units provides information regarding the availability of basic public services, showing that is more concentrated in urban areas, therefore, in rural areas the cost for the survey increases as well as the lack of information due to availability of basic public services.</p>
<p>2. How frequently do you administer questions on people’s satisfaction with public services in your surveys? On an annual basis, every two years, every five years or every ten years?</p>	<p>Biennial</p> <p>Time-series data available (first survey in 2011, followed by 2013, 2015 surveys. The next survey is scheduled for the last quarter 2017)</p>
<p>3. What are the main factors influencing the frequency of surveying for various sectors/categories of services? Are there sectors/services which you survey more regularly than others because they are more frequently used (e.g. public health services vs. birth registration services)? Or are other factors coming into play, such as funding availability, policy priorities, user demand, or any other factor?</p>	<p>The ENCIG is a biennial survey that includes all the mentioned services together. The periodicity was defined by the Governing Board of INEGI when the Survey was declared National Interest Information in 2014.</p>

## 6. Examples on Questions about Citizen Satisfaction with Public Services

### 1. Basic Services – Examples

#### a. Portable Water

4.1 Based on your own experience, is potable water in this city...  
RECORD EACH OPTION CORRESPONDING CODE WHEN ALL OPTIONS ARE CODE 9, SKIP TO 4.2

Yes..... 1  
 No..... 2  
 Unknown/unanswered..... 9

1 constantly supplied (with no interruptions and good pressure)?

2 pure and crystal clear?.....

3 drinkable with no fear of illness?.....

4 wasted due to leaks in the pipes found in streets?.....

4.1a Bearing in mind the aforementioned features that potable water must have, how satisfied are you with it?

SHOW CARD "B" AND CIRCLE THE CORRESPONDING CODE

Very satisfied ..... 1  
 Satisfied..... 2  
 Somewhat satisfied ..... 3  
 Somewhat dissatisfied ..... 4  
 Dissatisfied ..... 5  
 Very dissatisfied..... 6  
 Unknown/unanswered ..... 9

4.1b Which of both rates would you assign it?  
RECORD IN NUMBERS

#### b. Drainage and Sewage Systems

4.2 Based on your own experience, do drainage and sewage systems in this city...  
RECORD EACH OPTION CORRESPONDING CODE WHEN ALL OPTIONS ARE CODE 9, SKIP TO 4.3

Yes..... 1  
 No..... 2  
 Unknown/unanswered..... 9

1 have connection to your housing in such a way that waste is properly download?.....

2 receive frequent maintenance that avoids unpleasant odors and pests (cockroaches, rats, etc.)?.....

3 get constantly cleaning in such a way as to avoid flooding and being bloated?.....

4 present blackwater leaks from drainage breaks?.....

4.2a Bearing in mind the aforementioned features that drainage and sewage systems must have, how satisfied are you with their service?

SHOW CARD "B" AND CIRCLE THE CORRESPONDING CODE

Very satisfied ..... 1  
 Satisfied..... 2  
 Somewhat satisfied ..... 3  
 Somewhat dissatisfied ..... 4  
 Dissatisfied ..... 5  
 Very dissatisfied..... 6  
 Unknown/unanswered ..... 9

4.2b Which of both rates would you assign them?  
RECORD IN NUMBERS

### c. Waste Disposal

4.5 Based on your own experience, is the waste disposal in this city...

*RECORD EACH OPTION CORRESPONDING CODE WHEN ALL OPTIONS ARE CODE 9, SKIP TO 4.6*

Yes..... 1  
 No..... 2  
 Unknown/unanswered..... 9

1 timely? .....

2 collected without extra fees or tips to employees?.....

3 requested to be separated in kinds (organic and inorganic)?.....

4.5a Bearing in mind the aforementioned features that waste disposal must have, how satisfied are you with it?

*SHOW CARD "B" AND CIRCLE THE CORRESPONDING CODE*

Very satisfied ..... 1  
 Satisfied ..... 2  
 Somewhat satisfied ..... 3  
 Somewhat dissatisfied ..... 4  
 Dissatisfied ..... 5  
 Very dissatisfied ..... 6  
 Unknown/unanswered ..... 9

4.5b Which of both rates would you assign it?  
*RECORD IN NUMBERS*

## 2. On-demand Public Services

### a. Elementary, secondary, and upper-secondary public education

5.2 During 2015, elementary, secondary and upper-secondary public education in (STATE)...

*RECORD EACH OPTION CORRESPONDING CODE WHEN ALL OPTIONS ARE CODE 9, DO NOT ASK 5.2a AND VERIFY THE CORRECT SEQUENCE IN 5.1*

Yes ..... 1  
 No ..... 2  
 Unknown/unanswered ..... 9

1 is it free and does not ask parents fees? .....

2 has it adequate facilities and furniture in good condition? .....

3 has it clean and tidy facilities? .....

4 does it fulfill syllabus? .....

5 does it fulfill scheduled school days? .....

6 does it have enough teachers? .....

7 does it have teachers in whom can be trust for their abilities? ...

9 do classrooms have few pupils for improving students' attention? .....

9 due to the quality of its teaching, does it guarantee that the graduates be capable to access the following educational level or to get a good job? ..

5.2a Bearing in mind the aforementioned features that elementary, secondary and upper-secondary public education must have, how satisfied are you with it?

*SHOW CARD "B" AND CIRCLE THE CORRESPONDING CODE*

Very satisfied ..... 1  
 Satisfied ..... 2  
 Somewhat satisfied ..... 3  
 Somewhat dissatisfied ..... 4  
 Dissatisfied ..... 5  
 Very dissatisfied ..... 6  
 Unknown/unanswered ..... 9

5.2b Which of both rates would you assign it?  
*RECORD IN NUMBERS*

### b. Public Healthcare Services

5.4 During 2015, health care services in this city, IMSS.....

*RECORD EACH OPTION CORRESPONDING CODE WHEN ALL OPTIONS ARE CODE 9, DO NOT ASK 5.4a AND VERIFY THE CORRECT SEQUENCE IN 5.1*

Yes ..... 1  
 No ..... 2  
 Unknown/unanswered ..... 9

1 does it provide immediate health care? .....

2 are services respectfully provided? .....

3 does it give you timely and understandable information about your health? .....

4 does it have adequate facilities with the necessary equipment?.....

5 does it have clean and tidy facilities?.....

6 does it have available drugs? .....

7 does it serve without asking you healing materials or medical equipment? .....

8 does it have enough physicians? .....

9 does it have physicians in whom can be trust for their abilities?.....

10 does it have clinics and hospitals crowded by many patients?.....

11 is it deficient, so you have had to pay for a private health care service?.....

5.4a Bearing in mind the aforementioned features that health care services must have, how satisfied are you with IMSS?

*SHOW CARD "B" AND CIRCLE THE CORRESPONDING CODE*

Very satisfied ..... 1  
 Satisfied ..... 2  
 Somewhat satisfied ..... 3  
 Somewhat dissatisfied ..... 4  
 Dissatisfied ..... 5  
 Very dissatisfied ..... 6  
 Unknown/unanswered ..... 9

5.4b Which of both rates would you assign it?  
*RECORD IN NUMBERS*

### 3. Public Proceedings

After a set of questions about attributes to quality of procedures and public services, the following questions are posed:

7.6 Time spent in payments or procedures must be consistent with their difficulty. How satisfied are you with the time spent doing the payment or procedure?

SHOW CARD "B"  
AND RECORD  
A SINGLE CODE

- 1 Very satisfied
- 2 Satisfied
- 3 Somewhat satisfied
- 4 Somewhat dissatisfied
- 5 Dissatisfied
- 6 Very dissatisfied
- 9 Unknown/unanswered

7.7 Government staff must be kind, efficient and willing to help. How satisfied are you with the attentiveness of government staff?

SHOW CARD "B"  
AND RECORD  
A SINGLE CODE

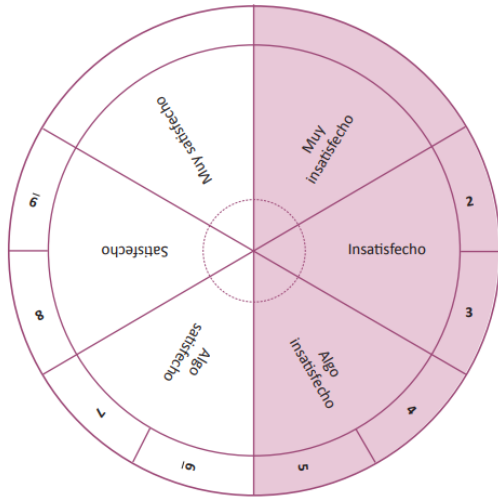
- 1 Very satisfied
- 2 Satisfied
- 3 Somewhat satisfied
- 4 Somewhat dissatisfied
- 5 Dissatisfied
- 6 Very dissatisfied
- 9 Unknown/unanswered

7.12 Beyond finishing the procedure or service you required and considering time, attentiveness, understandable information and times you have to go back to do it, how satisfied are you?

SHOW CARD "B" AND  
RECORD A SINGLE CODE

- 1 Very satisfied
- 2 Satisfied
- 3 Somewhat satisfied
- 4 Somewhat dissatisfied
- 5 Dissatisfied
- 6 Very dissatisfied
- 9 Unknown/unanswered

#### Card of scales



## Annex 1.7: New Zealand

1. Please list here the relevant survey questions (ideally in English) used by your NSO to measure people’s satisfaction with public service delivery (or provide a copy of relevant survey questionnaires). [See examples of questions in Section 6]

Copies of Kiwis Count questionnaires can be found here:

<http://www.ssc.govt.nz/kiwis-count>

2. Scope of Surveys on People’s Satisfaction with Public Services

Questions	Responses
1. Which sectors/categories of services are included in your data collection?	<p>The 2017 version of Kiwis Count covers the following public sectors:</p> <ul style="list-style-type: none"> <li>- Education &amp; training</li> <li>- Transport</li> <li>- Health</li> <li>- Local government</li> <li>- Citizenship, passports and border</li> <li>- Justice &amp; emergency</li> <li>- Social assistance &amp; housing</li> <li>- Taxation &amp; information</li> <li>- Culture &amp; recreation</li> </ul>
2. Why did you choose to focus on these specific sectors/categories of services?	<p>With Kiwis Count we want to capture New Zealanders aggregate views on public services. So our scope in terms of sectors is as wide as possible. What narrows things, in particular for the individual services that we ask for in questions A1 and A2, are the extent that they can be captured using the Kiwis Count methodology. Kiwis Count questions are asked around people specific use/interaction of public services. Many public services, such as Defence, cannot be captured in this way.</p> <p>The methodology we use is based on the Canadian Citizens First survey. A key idea behind this methodology is that you should ask people to rate a specific service interaction.</p> <p>“When citizens evaluate services they have used recently, they draw on particular memories of actual experiences. The result is a wide range of scores for different government services that is similar to the range of scores generated for private sector services. When citizens rate government services in general, they draw on opinions and possibly stereotypes of government, and these tend to be negative, as this</p>

Questions	Responses
	<p>research and many other surveys have amply demonstrated. A meaningful comparison of government and private sector services must account for any differences in specificity and recency of use." <i>Citizens First (October 1998) Erin Research for the Citizen-Centred Service Network and the Canadian Centre For Management Development</i></p>
<p>3. Which sectors/categories of public services would your NSO recommend to be included in the measurement of SDG 16.6.2?</p>	<p>As wide a range as possible.</p>

### 3. Question Formulation

Questions	Responses
1. Do you apply the same generic satisfaction questions across all sectors/categories of services, or do you tailor your questions to the specific services being evaluated? Please explain briefly why your NSO has chosen this approach to question formulation.	We apply the same generic satisfaction question across all sectors/categories. We do this because we aggregate the answers to specific services up into an aggregate Service Quality Score (SQS).
2. How do you order your questions to ask people about their satisfaction with public services? Do you ask a question about satisfaction with service provision in general first, followed by more specific questions based on the various attributes of a service? Or do you ask attribute-specific questions before a general satisfaction question? Please explain briefly why your NSO has chosen this approach to question formulation.	See questionnaire. We ask them to first to rate all services they used. Then ask them follow up questions based on their most recent service.
3. Are your survey questions experience-based or perception-based, or both? Please explain briefly why your NSO has chosen this approach to question formulation.	We ask experience-based questions around service. For trust we ask both experience and perception based questions. Based on Canadian methodology we think experience based questions are more accurate (see previous quote).
4. Do your survey questions ask respondents about 'their last experience' in using/accessing public services, or do they ask about their experiences 'in general', and/or over a certain period of time (e.g. over the past 12 months, over the past three years, etc.)? Please explain briefly why your NSO has chosen this approach to question formulation.	See questionnaire. We first ask to rate all services over the past 12 months. Then ask them to rate their last service experience in more detail.

### 4. Response Modalities

Questions	Responses
1. What response formats do you use for survey questions on people's satisfaction with public services? Do you use numerical or narrative scales? Please explain briefly why your NSO has chosen this approach to question formulation.	See questionnaire. Scale of 1 to 5. We use this as this is what the Canadians used and we wanted to benchmark our results to theirs.

### 5. Survey Implementation

Questions	Responses
<p>1. Who is your target population for survey questions on people’s satisfaction with public services? Randomly selected respondents? Or heads of households? Or respondents who are representatives of households (but not necessarily household heads)? Please explain briefly why your NSO has chosen this approach.</p>	<p>Randomly selected respondents over the age of 18. New Zealand does not use the concept of a “head of the household” in any surveying as far as I’m aware.</p>
<p>2. How frequently do you administer questions on people’s satisfaction with public services in your surveys? On an annual basis, every two years, every five years or every ten years?</p>	<p>We run the survey continuously through the year, and report publically annually.</p>
<p>3. What are the main factors influencing the frequency of surveying for various sectors/categories of services? Are there sectors/services which you survey more regularly than others because they are more frequently used (e.g. public health services vs. birth registration services)? Or are other factors coming into play, such as funding availability, policy priorities, user demand, or any other factor?</p>	<p>Doing the survey continuously gives us flexibility in reporting,</p>



## 6. Examples of questions

### Section A: Experiences of public services

**A1** This survey is about **your opinions** of public services in New Zealand. Public services are **all services provided by local and central government**. The word “services” refers to all facilities or places you have used or visited as well as services where you dealt with people.

- A. We are only interested in those public services that you have used for yourself or on behalf of someone else **for personal reasons**, but not those you have used on behalf of your employer.
- B. Some of the services in the list may also be available from private organisations. We are only interested in those services you have used or had contact with from a **public service or government organisation**.
- C. You may have contacted the service or they may have contacted you.
- D. Where you use a service often and your experience varies, please respond with an **overall rating** for the service you receive.
- F. The survey is not about your opinion of politicians.
- G. You will have an opportunity later in the survey to explain what you have selected and why.

Please use a pen and mark your answer like this.

Please tick  Please circle one number in each row.

	No	Yes	Very poor	1	2	3	4	5	Very good
1 Question...	<input checked="" type="checkbox"/>	<input type="checkbox"/>		1	2	3	4	5	
2 Question...	<input type="checkbox"/>	<input checked="" type="checkbox"/>		1	2	3	4	5	

**A2** Please tick ‘no’ or ‘yes’ to show if in the last 12 months you have personally used or had contact with a **public service organisation** about any of the following. For each you have ticked ‘yes’ to, please then rate the quality of the service provided.

In the last 12 months have you ...

Please tick

If ‘Yes’, rate the quality of the service  
Please circle one number in each row.

	No	Yes	Very Poor	1	2	3	4	5	Very Good
<b>01</b> Education and Training Public Services Used or contacted a state or state integrated (public) school that a child in your care attends or may attend in the future	<input type="checkbox"/>	<input type="checkbox"/>		1	2	3	4	5	
<b>02</b> Attended or contacted a university, polytechnic or wānanga about a course you are attending or may attend in the future	<input type="checkbox"/>	<input type="checkbox"/>		1	2	3	4	5	

**A12** How satisfied or dissatisfied are you with the quality of services provided by the following sectors overall?

This includes all public sector services in this category, not just those listed at question A2. If you have not used any services from the sector, rate your overall perception of the sector.

Please circle one number in each row

	Very dissatisfied	1	2	3	4	5	Very satisfied	Don't know
Education and training public services overall		1	2	3	4	5		DK
Transport sector public services overall		1	2	3	4	5		DK
Public health services overall		1	2	3	4	5		DK
Local government (council) services overall		1	2	3	4	5		DK
Citizenship, passport and border public services overall		1	2	3	4	5		DK
Justice & emergency public services overall		1	2	3	4	5		DK
Social assistance and housing public services overall		1	2	3	4	5		DK
Taxation and information public services overall		1	2	3	4	5		DK
Culture and recreation public services overall		1	2	3	4	5		DK

## Annex 1.8: Norway

1. Please list here the relevant survey questions (ideally in English) used by your NSO to measure people's satisfaction with public service delivery (or provide a copy of relevant survey questionnaires). [See Section 6]

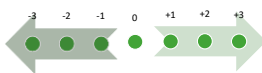
### 2. Scope of Surveys on People's Satisfaction with Public Services

Questions	Responses
1. Which sectors/categories of services are included in your data collection?	<ul style="list-style-type: none"> <li>• Nature and environment</li> <li>• Culture and sports</li> <li>• Shopping and services</li> <li>• Employment and education</li> <li>• Transport and communications</li> <li>• Childhood and adolescence</li> <li>• Nursing and care</li> <li>• Health and social assistance</li> <li>• Safety</li> <li>• Information and service from the municipality</li> <li>• Etc.</li> </ul> <p><i>(See full list in Section 6, which includes both institutions and services)</i></p>
2. Why did you choose to focus on these specific sectors/categories of services?	<p>Available services (being provided by either public or private institutions) - to track service performance from citizen perspective</p> <p>A national approach which ensures</p> <ul style="list-style-type: none"> <li>- Full ownership</li> <li>- Full transparency</li> <li>- Free to adopt and use</li> <li>- A thorough development process</li> <li>- Standardized methods, themes and questions</li> <li>- Quality and regularity in collecting data (every second year)</li> <li>- Benchmarking - Comparison across sectors and regions</li> <li>- Data on the big picture</li> <li>- Developing models for key satisfaction indicators in public sector</li> </ul>
3. Which sectors/categories of public services would your NSO recommend to be included in the measurement of SDG 16.6.2?	<ul style="list-style-type: none"> <li>- Education</li> <li>- Healthcare</li> <li>- Courts</li> <li>- Police</li> <li>- Welfare (birth, death)</li> </ul>

### 3. Question Formulation

Questions	Responses
1. Do you apply the same generic satisfaction questions across all sectors/categories of services, or do you tailor your questions to the specific services being evaluated? Please explain briefly why your NSO has chosen this approach to question formulation.	The same generic question about how citizens assess the service in their municipality  “? How <i>good or poor</i> do you find the following to be in your municipality?”  To capture citizen perspective of services in general (individual respondents that can answer paper-based or Internet-based questionnaires)
2. How do you order your questions to ask people about their satisfaction with public services? Do you ask a question about satisfaction with service provision in general first, followed by more specific questions based on the various attributes of a service? Or do you ask attribute-specific questions before a general satisfaction question? Please explain briefly why your NSO has chosen this approach to question formulation.	One single question about how citizens find the services (i.e. how good or bad)  Followed up by one question about users’ satisfaction using following attributes:  - Quality, accessibility, benefit - Information, communication - Consumer orientation (service) - Competence, capacity - Trust - Satisfaction all in all
3. Are your survey questions experience-based or perception-based, or both? Please explain briefly why your NSO has chosen this approach to question formulation.	Perception-based (citizen perspective: with or without experience)
4. Do your survey questions ask respondents about ‘their last experience’ in using/accessing public services, or do they ask about their experiences ‘in general’, and/or over a certain period of time (e.g. over the past 12 months, over the past three years, etc.)? Please explain briefly why your NSO has chosen this approach to question formulation.	Perception-based (citizen perspective: with or without experience) in general  About access to information or contacts with municipal politicians/employees, basing on individuals’ experience over the past 12 months

#### 4. Response Modalities

Questions	Responses
1. What response formats do you use for survey questions on people’s satisfaction with public services? Do you use numerical or narrative scales? Please explain briefly why your NSO has chosen this approach to question formulation.	On the scale from -3 to +3  

## 5. Survey Implementation

Questions	Responses
1. Who is your target population for survey questions on people's satisfaction with public services? Randomly selected respondents? Or heads of households? Or respondents who are representatives of households (but not necessarily household heads)? Please explain briefly why your NSO has chosen this approach.	Citizens born in Norway  Anyone that is registered in Norway
2. How frequently do you administer questions on people's satisfaction with public services in your surveys? On an annual basis, every two years, every five years or every ten years?	Every second year (biennial)
3. What are the main factors influencing the frequency of surveying for various sectors/categories of services? Are there sectors/services which you survey more regularly than others because they are more frequently used (e.g. public health services vs. birth registration services)? Or are other factors coming into play, such as funding availability, policy priorities, user demand, or any other factor?	For monitoring of service performance

## 6. Example of Citizen Satisfaction Questions

### Sample Questions

- *In this survey, you will be asked about how it is to live in your **municipality**, and about receiving services from the municipality, **county** and the **state**.*
- *Please try to answer all the questions: Answer on the basis of your experience when you have used a public service, and otherwise according to what you have seen, heard or read.*
- How good or poor do you find the following to be in your municipality?
  - Nature and environment
  - Culture and sports
  - Shopping and services
  - Employment and education
  - Transport and communications
  - Childhood and adolescence
  - Nursing and care
  - Health and social assistance
  - Safety

- Information and service from the municipality

#### **Diffi's Citizen Satisfaction with Public Services Survey (Innbyggerundersøkelsen)**

- The largest survey of public services in Norway
- 40 000 were invited to participate in 2017 (40% of response rate achieved)
- Respondent is an individual; Citizen perspective: With or without experience
- Is carried out every second year
- Questionnaire on paper or in the web
- Stratification – Peoples register in Norway

#### **Scope of Services**

- Day-care facilities (Kindergarten)
- Supervised after-school activities (SFO)
- Primary/lower secondary school
- Upper secondary education
- Primary doctor
- Emergency medical services
- Nursing homes
- Sheltered housing and retirement homes
- Home nursing care/Home assistance
- Public health centre/ school health services
- Agency for Planning and Building Services
- Public libraries
- The Police
- Norwegian Customs and Excise (customs control, annual vehicle duty, import of goods)
- Norwegian Tax Administration
- Hospitals
- Norwegian Labour and Welfare Administration (NAV) (labour, pensions social benefits)
- University colleges/Universities
- Norwegian State Educational Loan Fund
- Church of Norway (until 2015)
- Norwegian Public Roads Administration (construction/maintenance of roads, vehicle inspection)

## Annex 1.9. Pakistan

### Indicator 16.6.2: Proportion of population satisfied with their last experience of basic services

Pakistan's Social and Living Standards Measurement Survey provides geographically disaggregated data on social and economic indicators. Initiated in 2004, it has served as one of the primary survey tools for reporting on MDGs, and with the adoption of Agenda 2030, it will also be used to report on numerous social development indicators. The survey has a sample size of 75,000 to 80,000 households and reports most indicators at national, provincial and district level and by rural/urban divide and gender disaggregation.

#### 1. **Scope: sectors/categories of services included (some of particular relevance to urban vs. rural areas, sectors/services of particular relevance from a gender perspective, etc.)**

The basic services included in the survey are:

- Basic Health Unit
- Family Planning Unit
- School
- Veterinary Clinic
- Agriculture expansion facilities
- Police
- Bank
- Road
- Drinking water
- Bus
- Railway
- Post office

Services like Basic Health Unit, Family Planning Unit and Agriculture expansion facilities are more important for rural inhabitants. Transport services including bus and railway are also essential to provide connectivity to markets and easy mobility to women. From a gender perspective, family planning unit and basic health unit are of particular significance.

#### 2. **Question formulation: questions tailored to each service vs. same questions asked for all services; use of service-specific 'attributes' to guide respondents in their assessment of the quality of service provision (e.g. affordability, geographical proximity, professionalism of employees, etc.); hierarchy/ordering of questions; focus on 'last experience' or 'service provision in general', etc.**

The module is structured in a manner to ask the same set of questions for all services while the focus is on inquiring the level of usage, issues with access or availability, and the overall level of satisfaction and perception about the change in the quality of the service over time. The Pakistan Bureau of Statistics reports on the proportion of population satisfied with each service where the denominator is only the number of households who are using the service.

The questionnaire is as below:

**QA.** *How many times do you use this service?*

1. Not at all
2. Once in a while
3. Often
4. Always

If the response is 1 or 2, then ask Question B. If the response is 2,3 or 4, then ask Question C & D.

**QB.** *Any particular reason for not using the service once in a while?*

1. Far away
2. Very costly
3. Does not suit
4. Lack of tools/staff
5. Not enough facility
6. Other
7. N/A

**QC.** *To what extent are you satisfied?*

1. Satisfied
2. Not satisfied

**QD.** *What type of change you found in the service in the last 12 months?*

1. Worst
2. Like before
3. Better than before
4. Don't know

**3. Response modalities: numerical vs. narrative response scales, larger vs. smaller response scales (0-10, 0-7 or 1-4), etc.**

Responses are numerical as can be seen from above Questions C and D.

**4. Survey implementation issues: who is the respondent (an individual or an individual representing the household), frequency of survey (higher/lower frequency depending on sectors/services), etc.**

As PSLM is a household based survey, the respondent is an individual representing the household and is mostly the household head. The survey is held after every two years.

**5. Pros and Cons of survey design**

The questionnaire captures respondents' satisfaction from basic services based on their personal experiences. Although this results in reducing the overall number of responses by excluding all those respondents who have not used the service, it provides more reliable information regarding the quality

of service. Secondly, if a higher proportion of population is literate, it is more appropriate to use longer scale length that provides more granularity in responses. But as countries like Pakistan where a higher proportion of population has low levels of literacy, it is better to use small scales in yes or no formats. However, this also leaves little scope for granularity in responses. Ideally, to provide more authentic and detailed response, it would be best to triangulate the survey results with qualitative data for an in-depth analysis.



## Annex 1.10: Philippines

1. Please list here the relevant survey questions (ideally in English) used by your NSO to measure people's satisfaction with public service delivery (or provide a copy of relevant survey questionnaires). [See Section 6]

### 2. Scope of Surveys on People's Satisfaction with Public Services

Questions	Responses
1. Which sectors/categories of services are included in your data collection?	Information on satisfaction with last experience of public services can be obtained from the <b>National Demographic and Health Survey (NDHS)</b> but this pertains only to <b>satisfaction on confinement to hospitals/clinics</b> .
2. Why did you choose to focus on these specific sectors/categories of services?	The NDHS is a national survey that aims to provide information on fertility, family planning, and health in the country mainly for the use of the government in monitoring the progress of its programs on population, family planning and health.
3. Which sectors/categories of public services would your NSO recommend to be included in the measurement of SDG 16.6.2?	Payment of taxes and other duties; Access to justice; Availing of social services; Securing registry, permits and other licenses

### 3. Question Formulation

Questions	Responses
1. Do you apply the same generic satisfaction questions across all sectors/categories of services, or do you tailor your questions to the specific services being evaluated? Please explain briefly why your NSO has chosen this approach to question formulation.	A section of NDHS questionnaire deals with <b>health care utilization, particularly access and satisfaction with the services of a health care facility, either public or private</b> . The principal reason for non-response among women in the NDHS was the failure to find individuals at home, despite interviewers' repeated visits to the household.
2. How do you order your questions to ask people about their satisfaction with public services? Do you ask a question about satisfaction with service provision in general first, followed by more specific questions based on the various attributes of a service? Or do you ask attribute-specific questions before a general satisfaction question? Please explain briefly why your NSO has chosen this approach to question formulation.	The NDHS asks about general satisfaction first, followed by specific questions if the response is NO to the general satisfaction question.  The questions do not include service-specific attributes that could guide the respondents in their assessment of the quality of service provision.
3. Are your survey questions experience-based or perception-based, or both? Please explain briefly why your NSO has chosen this approach to question formulation.	The information obtained <b>is based on experience</b> and not on perception of respondent.

Questions	Responses
4. Do your survey questions ask respondents about 'their last experience' in using/accessing public services, or do they ask about their experiences 'in general', and/or over a certain period of time (e.g. over the past 12 months, over the past three years, etc.)? Please explain briefly why your NSO has chosen this approach to question formulation.	The reference period is within 12 months prior to survey. But if "incident" occurred more than once during the reference period, the last incident is reported.

#### 4. Response Modalities

Questions	Responses
1. What response formats do you use for survey questions on people's satisfaction with public services? Do you use numerical or narrative scales? Please explain briefly why your NSO has chosen this approach to question formulation.	Question specifically for satisfaction of services in the NDHS is answerable by " <b>yes</b> " or " <b>no</b> ". Related questions require write-in responses such as length of stay in the hospital or pre-coded responses like the question on where confined and reason for not being satisfied.

#### 5. Survey Implementation

Questions	Responses
1. Who is your target population for survey questions on people's satisfaction with public services? Randomly selected respondents? Or heads of households? Or respondents who are representatives of households (but not necessarily household heads)? Please explain briefly why your NSO has chosen this approach.	The eligible respondent for the NDHS is any <b>responsible adult member of the household</b> who can provide accurate information or answers to all or most of the questions pertaining to all household members. <b>The head of the household or his spouse is the most qualified respondent.</b>  The NDHS is done through a team approach and a <b>face-to-face interview with the respondent</b> . As the survey uses lengthy questionnaire, response fatigue is expected to occur.
2. How frequently do you administer questions on people's satisfaction with public services in your surveys? On an annual basis, every two years, every five years or every ten years?	The NDHS is conducted <b>every five years</b> which started in 1968. For 2013 NDHS, household response rate is 99.4 percent.
3. What are the main factors influencing the frequency of surveying for various sectors/categories of services? Are there sectors/services which you survey more regularly than others because they are more frequently used (e.g. public health services vs. birth registration services)? Or are other factors coming into play,	Trend of past results of citizen's feedback would be helpful in deciding how often the collection of feedback is. If level of satisfaction on a public service is almost constant, then collection of feedback should not be too frequent. If there is seasonality in the level of satisfaction, then conduct of feedback gathering should be more often.

Questions	Responses
such as funding availability, policy priorities, user demand, or any other factor?	

## 6. Question Formulation in NDHS by the NSO

The following questions are included in the 2013 NDHS to measure satisfaction of public hospitals and clinics:

	In the last 12 months ... has any member of your household been confined in a hospital/clinic? Yes ..... 1 No .....2
ii	Where was (Name of the family member that was confined) confined? (If confined more than once, report the last one) Public Sector Regional Hospital/ Public Medical Center ..... 11 Provincial Hospital ..... 12 District Hospital..... 13 Municipal Hospital ..... 14 Private Sector Private Hospital..... 21 Lying-in Clinic/Birthing Home ..... 22 Private Clinic ..... 23 Other _____ 96 Don't know ..... 98
iii	How long was (Name of the family member that was confined) confined? Days ..... Still Confined ..... 995
iv	Were you satisfied with the services in the i? Yes ..... 1 No .....2
Item v is asked if at least one member of the respondent's household answered/No in item iv.	
v	Why were you not satisfied? Any other reasons? Insufficient Staff ..... A Inexperienced Staff ..... B Uncaring or rude staff ..... C Unfair treatment ..... D Insufficient medicines ..... E Insufficient supplies ..... F Insufficient/Malfunctioning equipment ..... G Poor or dirty environment ..... H Too expensive ..... I Under the table payment ..... J

	Other _____	X
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**Annex 1.11: South Africa**

- Please list here the relevant survey questions (ideally in English) used by your NSO to measure people’s satisfaction with public service delivery (or provide a copy of relevant survey questionnaires). General Household Survey 2016**  
See example questions in Session 6

**2. Scope of Surveys on People’s Satisfaction with Public Services**

Questions	Responses
1. Which sectors/categories of services are included in your data collection?	<p><b>In General Household Survey 2016</b></p> <ul style="list-style-type: none"> <li>- Quality of Health Services</li> <li>- Quality of Water Supply Services</li> <li>- Quality of Electricity Supply Services</li> </ul>
2. Why did you choose to focus on these specific sectors/categories of services?	<p><b>The General Household Survey collects data annually.</b></p> <p>The data is used as input towards the monitoring and evaluation programs of various Government Departments. Post the 1994 democratic transition, one of the primary priorities of Government was the improvement of service delivery. Our main partners for the GHS, besides the department of education, are the Departments of Water and Sanitation, Energy, Human settlements, Environmental Affairs. These departments periodically review the questionnaire with us. They may ask for additions or modifications based on their strategic priorities.</p>
3. Which sectors/categories of public services would your NSO recommend to be included in the measurement of SDG 16.6.2?	Water, education, health, documentation (civil registration like birth certificates and identity documents).

**3. Question Formulation**

Questions	Responses
<p>1. Do you apply the same generic satisfaction questions across all sectors/categories of services, or do you tailor your questions to the specific services being evaluated? Please explain briefly why your NSO has chosen this approach to question formulation.</p>	<p>No, different for public health services (from 'very satisfied' to 'very dissatisfied') from water and electricity supply services (Good, Average, Poor)</p> <p>Some questions such as the one on health services is more recent than the questions on water and electricity. The water question was introduced in 2004 and has been subsequently retained as is to maintain the time series. When electricity was added it was standardised based on the water question. The health question was introduced in 2009 and is phrased around satisfaction levels.</p>
<p>2. How do you order your questions to ask people about their satisfaction with public services? Do you ask a question about satisfaction with service provision in general first, followed by more specific questions based on the various attributes of a service? Or do you ask attribute-specific questions before a general satisfaction question? Please explain briefly why your NSO has chosen this approach to question formulation.</p>	<p>Our questions are not in a service delivery section per se, but <b>appear in the service delivery domain it pertains to. These questions are preceded by in the case of health questions</b> on health seeking behaviour, health status and whether the service was used recently.</p> <p>In the case of <b>water and electricity</b> the question is currently <b>preceded by questions on access; then the question on rating the service; then questions about quality and functionality.</b></p> <p>We do <b>prefer to ask about general satisfaction/rating prior to exploring issues such as details on service interruptions and cuts.</b></p> <p>A battery of stand alone questions on satisfaction with service delivery (divorced from a subset of detailed questions about the nature of the services) will yield different results, because the respondent's thinking is not focussed on a specific sector.</p>

Questions	Responses
<p>3. Are your survey questions experience-based or perception-based, or both? Please explain briefly why your NSO has chosen this approach to question formulation.</p>	<p><b>For health, water and electricity we include perception and experience based questions.</b> Additional questions on the frequency of supply interruptions etc. help to moderate responses based on perceptions.</p>
<p>4. Do your survey questions ask respondents about 'their last experience' in using/accessing public services, or do they ask about their experiences 'in general', and/or over a certain period of time (e.g. over the past 12 months, over the past three years, etc.)? Please explain briefly why your NSO has chosen this approach to question formulation.</p>	<p><b>Water and energy is a general rating irrespective of time. Quality issues</b> such as frequency and duration of supply interruptions are about the <b>past twelve months.</b></p> <p>For <b>public health services</b>, the survey was about the '<b>last visit</b>'.</p>

#### 4. Response Modalities

Questions	Responses
<p>1. What response formats do you use for survey questions on people's satisfaction with public services? Do you use numerical or narrative scales? Please explain briefly why your NSO has chosen this approach to question formulation.</p>	<p>Narrative scales for all three services.</p> <p>Generally we find that simpler response scales work better in our communities and we <b>would not go beyond five point scales.</b> Continuums are difficult to explain in the field and respondents who are not very numerate or literate find it difficult to relate.</p>

## 5. Survey Implementation

Questions	Responses
<p>1. Who is your target population for survey questions on people’s satisfaction with public services? Randomly selected respondents? Or heads of households? Or respondents who are representatives of households (but not necessarily household heads)? Please explain briefly why your NSO has chosen this approach.</p>	<p>Our first preference is <b>head of household/partner/spouse</b>. If we are unable to find this individual another responsible adult may complete on behalf of the household.</p> <p>In the CSS survey which was done only once in one province each adult member of the household was asked to rate the service.</p>
<p>2. How frequently do you administer questions on people’s satisfaction with public services in your surveys? On an annual basis, every two years, every five years or every ten years?</p>	<p>Annually at national and provincial level. However, we are working towards a continuous population survey (CPS) which will enable reporting at municipal level. This may result in only reporting <b>every two years</b>.</p>
<p>3. What are the main factors influencing the frequency of surveying for various sectors/categories of services? Are there sectors/services which you survey more regularly than others because they are more frequently used (e.g. public health services vs. birth registration services)? Or are other factors coming into play, such as funding availability, policy priorities, user demand, or any other factor?</p>	<p>Currently all sectors are included every year. However, with the introduction of the CPS we may include details <b>per sector on a rotational basis</b> i.e. not measure details on all sectors every year.</p> <p><b>Questions on satisfaction included in the planned Governance, Public Safety and Justice questionnaire</b> will be measured <b>every two years</b> from 2018 onwards.</p> <p>Cost is the major factor that influence this decision.</p> <p><b>Ideally every two years so that governments can be reminded that they are being tracked. Realistically, change will take longer to reflect in the stats, so perhaps after five years.</b></p>

## 6. Examples of Questions

### General Household Survey 2016

<p><b>A: Particulars of the dwelling</b></p> <p>A1: PSU Number Segment</p> <p>A2: Dwelling Unit Number</p> <p>A3: Physical ID of the Dwelling Unit/Household</p> <p>A4: Telephone number of enumerated household</p> <p>A5: Total number of persons in household</p> <p>A6: Questionnaire number of this household</p> <p><b>B: Households at the selected dwelling unit</b></p> <p>B1: Household number for this household</p> <p>B2: Total number of households at selected dwelling</p> <p><b>C: Field staff</b></p> <p>Survey Officer name      Assignment Number</p> <p>DSC name      Assignment Number</p> <p>PQM name      Assignment Number</p>	<p>Unique No.      2 0 1 6</p> <p><b>D: Survey period</b></p> <p>D1 Collection month</p> <p><b>E: Response details</b></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Visit No.</th> <th>Date actual</th> <th>Result Code</th> <th>Next Visit (Planned)</th> </tr> <tr> <th></th> <th>d d m m y y y y</th> <th>d d m m y y y y</th> <th>d d m m y y y y</th> </tr> </thead> <tbody> <tr><td>1</td><td></td><td></td><td></td></tr> <tr><td>2</td><td></td><td></td><td></td></tr> <tr><td>3</td><td></td><td></td><td></td></tr> <tr><td>4</td><td></td><td></td><td></td></tr> </tbody> </table> <p>E2: FINAL RESULT CODE</p> <p>E3: Comments and full details for result codes 12-37</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th colspan="2">RESULT CODES</th> </tr> </thead> <tbody> <tr><td>11 Completed</td><td>32 Vacant dwelling</td></tr> <tr><td>12 Partly completed</td><td>33 Demolished</td></tr> <tr><td>21 Non-Contact</td><td>34 New dwelling U.C.</td></tr> <tr><td>22 Refusal</td><td>35 Status change</td></tr> <tr><td>23 Other non-response</td><td>36 Listing error</td></tr> <tr><td>31 Unoccupied dwelling</td><td>37 Non-household Member</td></tr> </tbody> </table>	Visit No.	Date actual	Result Code	Next Visit (Planned)		d d m m y y y y	d d m m y y y y	d d m m y y y y	1				2				3				4				RESULT CODES		11 Completed	32 Vacant dwelling	12 Partly completed	33 Demolished	21 Non-Contact	34 New dwelling U.C.	22 Refusal	35 Status change	23 Other non-response	36 Listing error	31 Unoccupied dwelling	37 Non-household Member
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22 Refusal	35 Status change																																						
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31 Unoccupied dwelling	37 Non-household Member																																						

### Quality of Health Services

<p><b>7.4</b> When was your (the respondent's) last visit to the health facility normally used by the household?</p> <p>1 = During the past twelve months</p> <p>2 = More than twelve months ago</p> <p>3 = I have never been there</p> <p style="text-align: right;">→ Go to Q7.6</p>	<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3
<p><b>7.5</b> How satisfied were you (the respondent) with the service you received during this particular visit?</p> <p>1 = Very satisfied</p> <p>2 = Somewhat satisfied</p> <p>3 = Neither satisfied nor dissatisfied</p> <p>4 = Somewhat dissatisfied</p> <p>5 = Very dissatisfied</p>	<input type="checkbox"/>

### Quality of Water Supply Services

<p><b>5.17</b> Ask if "Yes" in Q5.16</p> <p><b>How do you rate the municipal water services you receive?</b></p> <p>1 = Good</p> <p>2 = Average</p> <p>3 = Poor</p>	<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3
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### Quality of Electricity Supply Service

<p><b>5.29a</b> How do you rate the quality of the electricity supply services (maintenance, meter reading, billing, complaint handling, connection installation) you receive?</p> <p>1 = Good</p> <p>2 = Average</p> <p>3 = Poor</p>	<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3
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## Annex 1.12: Tunisia

1. Please list here the relevant survey questions (ideally in English) used by your NSO to measure people's satisfaction with public service delivery (or provide a copy of relevant survey questionnaires).

### 2. Scope of Surveys on People's Satisfaction with Public Services

Questions	Responses
1. Which sectors/categories of services are included in your data collection?	<ul style="list-style-type: none"> <li>• Healthcare</li> <li>• Education</li> <li>• Police</li> <li>• Court services</li> <li>• Local authorities services</li> <li>• All other public services related to citizen locally</li> </ul> <p>In 'National Survey on Perception of Citizens of Democracy and Local Governance'</p>
2. Why did you choose to focus on these specific sectors/categories of services?	We covered all sectors with zoom on police, education and health because they have been identified as national priorities.
3. Which sectors/categories of public services would your NSO recommend to be included in the measurement of SDG 16.6.2?	Health, education

### 3. Question Formulation

Questions	Responses
1. Do you apply the same generic satisfaction questions across all sectors/categories of services, or do you tailor your questions to the specific services being evaluated? Please explain briefly why your NSO has chosen this approach to question formulation.	Both of them
2. How do you order your questions to ask people about their satisfaction with public services? Do you ask a question about satisfaction with service provision in general first, followed by more specific questions based on the various attributes of a service? Or do you ask attribute-specific questions before a general satisfaction question? Please explain	we ask a question about satisfaction with service provision in general first, followed by more specific questions to measure objective indicators such as personal experience during the last 12 months.

Questions	Responses
briefly why your NSO has chosen this approach to question formulation.	
3. Are your survey questions experience-based or perception-based, or both? Please explain briefly why your NSO has chosen this approach to question formulation.	Both, because both indicators are needed for in depth analysis
4. Do your survey questions ask respondents about 'their last experience' in using/accessing public services, or do they ask about their experiences 'in general', and/or over a certain period of time (e.g. over the past 12 months, over the past three years, etc.)? Please explain briefly why your NSO has chosen this approach to question formulation.	In general then their own experience during the past 12 months

#### 4. Response Modalities

Questions	Responses
1. What response formats do you use for survey questions on people's satisfaction with public services? Do you use numerical or narrative scales? Please explain briefly why your NSO has chosen this approach to question formulation.	Narrative scale, this scale is more assimilated by interviewers to get reliable and harmonized data. Scale length is about 4 modalities in order to avoid the middle and to make it easy for interviewers to interpret (very satisfied, satisfied, not satisfied, not satisfied at all).

#### 5. Survey Implementation

Questions	Responses
1. Who is your target population for survey questions on people's satisfaction with public services? Randomly selected respondents? Or heads of households? Or respondents who are representatives of households (but not necessarily household heads)? Please explain briefly why your NSO has chosen this approach.	<ul style="list-style-type: none"> <li>• Targeted population: 18 years and above</li> <li>• Face to face</li> <li>• Radom stratification</li> <li>• Individual questionnaire ( we take all members in the household having 18 years and above)</li> <li>• Scientific method, already approved</li> </ul>
2. How frequently do you administer questions on people's satisfaction with public services in your surveys? On an annual basis, every two years, every five years or every ten years?	Every 3 years

Questions	Responses
3. What are the main factors influencing the frequency of surveying for various sectors/categories of services? Are there sectors/services which you survey more regularly than others because they are more frequently used (e.g. public health services vs. birth registration services)? Or are other factors coming into play, such as funding availability, policy priorities, user demand, or any other factor?	Between two elections (presidential, ...)

### 6. Examples of Questions about Citizen Satisfactions with Public Services

Healthcare services [in 'Section 6: Health, social and educational services at local level' in 'National Survey on Perception of Citizens of Democracy and Local Governance']

**607. Did you or one of your household member go to local or regional hospital in your area during the past 12 months?**

Yes/No/Don't Know

**608. If yes, to what extent are you satisfied with hospital services?**

1	Total satisfaction
2	satisfied
3	Not satisfied
4	Not satisfied at all
8	I don't know
9	I refuse to answer

**609. If you are not satisfied, what is it due to? [multiple choices allowed]**

Room and building conditions
Lot of patients in the room
Lack of careness of rain
Lack of care of medical staff
Lack of medical services
Lack of personal care for patients
Length of time to get an appointment for an operation
Lack of respect for patients
Other

## Annex 1.13: Viet Nam

### 1. Please list here the relevant survey questions (ideally in English) used by your NSO to measure people's satisfaction with public service delivery (or provide a copy of relevant survey questionnaires).

- Vietnam NSO is in the process of developing indicators for Vietnam's SDGs (VSDGIs). By the VSDGI development plan, not until September 2018 will Vietnam (tentatively) issue its own the set of VSDG indicators.
- By now, it is not yet known whether Vietnam's NSO will have this indicator explicitly spelled out and disaggregated by demographic groups as required.
- Vietnam Government Statistics Office (GSO) is reviewing methodology to measure SDG16.6.2.
- Challenges are with defining which are "public services" and how to weigh each public service to be aggregated into VSDG16.6.2. Concerns are also with credibility of data to be collected by state agencies, while budget for the NSO is limited (difficult to include additional modules in current national surveys being administered by Vietnam GSO).
- Sources under review include PAPI and other sectoral surveys, but they are not seen as "official" sources by the 2015 Law on Statistics.
- Vietnam GSO is considering the feasibility to incorporate "unofficial" sources of data vs. to develop a new set of surveys to collect national data. They see challenges in defining samples to reflect demographic groups by disaggregation as required.
- But Vietnam GSO is proposing to temporarily incorporate UN/DP's PAPI<sup>3</sup> to inform the VSDG 16.6.2 (see the Excel file regarding the first draft VSDGIs).
- SDG16.6.2 indicator is not set as a national account, but as a national indicator. For now, it is put as an "unfeasible indicator" in the first VSDGIs, and there is "no national baseline" for the indicator yet.
- "It is very challenging to set up the metadata for VSDG16.6.2 for Viet Nam".
- Vietnam GSO, by the first draft VSDGIs, will be the agency in charge of collecting data for SDG16.6.2, and the data collection plan is on an annual basis.
- UNDP is defined as the focal point from the UN in this indicator in Viet Nam in the current set of draft VSDG indicators.
- Suggestions by the informant about which public sectors to be included in the global SDG 16.6.2:
  - Public Healthcare
  - Public Education
  - Basic Infrastructure (e.g. electricity, road, water)
  - Public Order and Safety
  - Social Security Services (e.g. social insurance, welfare assistance);
  - Environmental Services (e.g. trash collection);

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<sup>3</sup> See the list of indicators that PAPI informs in Section 6

## 2. Scope of Surveys on People’s Satisfaction with Public Services

Questions	Responses
1. Which sectors/categories of services are included in your data collection?	None
2. Why did you choose to focus on these specific sectors/categories of services?	Not yet defined [still working on it]
3. Which sectors/categories of public services would your NSO recommend to be included in the measurement of SDG 16.6.2?	<ul style="list-style-type: none"> <li>• Public Healthcare</li> <li>• Public Education</li> <li>• Basic Infrastructure (e.g. electricity, road, water)</li> <li>• Public Order and Safety</li> <li>• Social Security Services (e.g. social insurance, welfare assistance);</li> <li>• Environmental Services (e.g. trash collection);</li> </ul>

## 3. Question Formulation

Questions	Responses
1. Do you apply the same generic satisfaction questions across all sectors/categories of services, or do you tailor your questions to the specific services being evaluated? Please explain briefly why your NSO has chosen this approach to question formulation.	Not yet defined
2. How do you order your questions to ask people about their satisfaction with public services? Do you ask a question about satisfaction with service provision in general first, followed by more specific questions based on the various attributes of a service? Or do you ask attribute-specific questions before a general satisfaction question? Please explain briefly why your NSO has chosen this approach to question formulation.	Not started yet
3. Are your survey questions experience-based or perception-based, or both? Please explain briefly why your NSO has chosen this approach to question formulation.	Not started yet

Questions	Responses
4. Do your survey questions ask respondents about 'their last experience' in using/accessing public services, or do they ask about their experiences 'in general', and/or over a certain period of time (e.g. over the past 12 months, over the past three years, etc.)? Please explain briefly why your NSO has chosen this approach to question formulation.	Not started yet

#### 4. Response Modalities

Questions	Responses
1. What response formats do you use for survey questions on people's satisfaction with public services? Do you use numerical or narrative scales? Please explain briefly why your NSO has chosen this approach to question formulation.	Not started yet

#### 5. Survey Implementation

Questions	Responses
1. Who is your target population for survey questions on people's satisfaction with public services? Randomly selected respondents? Or heads of households? Or respondents who are representatives of households (but not necessarily household heads)? Please explain briefly why your NSO has chosen this approach.	Not started yet
2. How frequently do you administer questions on people's satisfaction with public services in your surveys? On an annual basis, every two years, every five years or every ten years?	Not started yet
3. What are the main factors influencing the frequency of surveying for various sectors/categories of services? Are there sectors/services which you survey more regularly than others because they are more frequently used (e.g. public health services vs. birth registration services)? Or are other factors coming into play, such as funding availability, policy priorities, user demand, or any other factor?	Not started yet

6. Examples of Indicators from PAPI Surveys that can inform SDG 16.6.2 (as put in draft VSDI as a source of data from UNDP)

Goal 16 – Targets relevant to PAPI	Goal 16 – Indicators relevant to PAPI	2016 PAPI Questions	Findings from 2016 PAPI
<p><b>16.6 Develop effective, accountable and transparent institutions at all levels</b></p>	<p>16.6.2* Proportion of the population satisfied with their last experience of public services</p>	<p>D5 and D6 questions about public services provided by local governments (administrative services, health care, health insurance, primary education, water supply, solid waste collection, access to electricity)</p>	<p>The rating of user satisfaction is presented by types of public services under PAPI 2016 survey:</p> <p><b>a. Public Administrative Services</b> (by percentage of users satisfied with the services):</p> <ul style="list-style-type: none"> <li>- Public certification services: 81%</li> <li>- Public service for construction permits: 71%</li> <li>- Public service for LURCs: 61%</li> <li>- Public service for personal papers: 81%</li> </ul> <p><b>b. Public Services</b> (by total quality rating):</p> <ul style="list-style-type: none"> <li>- Health care service at district public hospitals: 5.22 points on the 10-point scale</li> <li>- Public primary schools: 4.99 points on the 9-point scale</li> </ul>

## Annex 1.14: OECD

1. Please list here the relevant survey questions (ideally in English) used by your NSO to measure people’s satisfaction with public service delivery (or provide a copy of relevant survey questionnaires).

See Sections 6 and 7 for detailed questions

2. Scope of Surveys on People’s Satisfaction with Public Services

Questions	Responses
1. Which sectors/categories of services are included in your data collection?	<ul style="list-style-type: none"> <li>• Health (<i>health insurance coverage and healthcare services</i>)</li> <li>• Education (<i>all levels of education</i>)</li> <li>• Justice (<i>civil, administrative and commercial justices</i>)</li> </ul>
2. Why did you choose to focus on these specific sectors/categories of services?	<p>Available data from OECD countries (mostly from administrative sources, and some from Common Wealth Funded Surveys, PISA, with mixed survey methods)</p> <p>Available from Gallup World Polls (in partnership with Gallup to get national aggregate data to inform general citizen satisfaction data)</p> <p>Justice data available from World Justice Project (Opinion Poll for General Population 2016)</p> <p>OECD doesn’t conduct household surveys but use data from national sources, Common Wealth funded surveys, Gallup and WJP surveys</p>
3. Which sectors/categories of public services would your NSO recommend to be included in the measurement of SDG 16.6.2?	<ul style="list-style-type: none"> <li>• Health;</li> <li>• Education;</li> <li>• Justice (<i>need to be cautious with the number of users—which are very few</i>);</li> <li>• Tax Administration (<i>potential area to add in</i>)</li> </ul>

3. Question Formulation

Questions	Responses
1. Do you apply the same generic satisfaction questions across all sectors/categories of services, or do you tailor your questions to the specific services being evaluated? Please explain briefly why your NSO has chosen this approach to question formulation.	<p>Through Gallup Global Poll, general satisfaction questions are asked for each service (see Annex 1 for detailed questions)</p> <p>GGP has available data to inform general public satisfaction with services for OECD’s report (perception-based)</p>



Questions	Responses
	World Justice Project's data: proxies to inform about citizen satisfaction using experience-based attributes
2. How do you order your questions to ask people about their satisfaction with public services? Do you ask a question about satisfaction with service provision in general first, followed by more specific questions based on the various attributes of a service? Or do you ask attribute-specific questions before a general satisfaction question? Please explain briefly why your NSO has chosen this approach to question formulation.	<p>For healthcare and education services, general questions are raised for each type of services (see Annex 1 for the questions)</p> <p>For justice services, questions about satisfaction with information obtained come after questions about where citizens go to obtain information, and a follow-up question is about why citizens are dissatisfied with the information they obtain.</p> <p>For dispute-related questions, satisfaction might be drawn from how citizens experience interacting different dispute settlement institutions.</p>
3. Are your survey questions experience-based or perception-based, or both? Please explain briefly why your NSO has chosen this approach to question formulation.	<p>Perception-based mostly</p> <p>Some evidence-based indicators to inform satisfaction with justice services</p>
4. Do your survey questions ask respondents about 'their last experience' in using/accessing public services, or do they ask about their experiences 'in general', and/or over a certain period of time (e.g. over the past 12 months, over the past three years, etc.)? Please explain briefly why your NSO has chosen this approach to question formulation.	<p>The questions are to collect 'in general' feedback.</p> <p>World Justice Project surveys ask about experience in the past 12 months.</p> <p>For Gallup Global Polls, there is no time frame for general satisfaction questions</p>

#### 4. Response Modalities

Questions	Responses
1. What response formats do you use for survey questions on people's satisfaction with public services? Do you use numerical or narrative scales? Please explain briefly why your NSO has chosen this approach to question formulation.	<p>For Gallup World Poll, it is a Yes/No question.</p> <p>For justice service in World Justice Survey, estimates about users' satisfaction can be drawn from experience-based questions (basing on things that individuals or their household members have done over the past 12 months when encountering disputes)</p>

## 5. Survey Implementation

Questions	Responses
1. Who is your target population for survey questions on people's satisfaction with public services? Randomly selected respondents? Or heads of households? Or respondents who are representatives of households (but not necessarily household heads)? Please explain briefly why your NSO has chosen this approach.	Gallup Public Poll: open to any individual  World Justice Project's Surveys: enrolled interviewees through local collaborators (around 1000 individuals per country)
2. How frequently do you administer questions on people's satisfaction with public services in your surveys? On an annual basis, every two years, every five years or every ten years?	First time in 2016 for the OECD Report 'Government at a Glance 2017' (a large number of data gaps still)
3. What are the main factors influencing the frequency of surveying for various sectors/categories of services? Are there sectors/services which you survey more regularly than others because they are more frequently used (e.g. public health services vs. birth registration services)? Or are other factors coming into play, such as funding availability, policy priorities, user demand, or any other factor?	Available data from countries and different surveys  Administrative data for health and education available from OECD's member countries (frequent)  Gallup Global Surveys – annual basis (aggregate data by country only)  World Justice Project's surveys – annual basis

## 6. Data Gap for Cross-national Comparison

Questions	Responses
1. How OECD is going to fill in the data gap (not available data) for a comparative perspective?	Working with a number of institutions to collect data (especially for justice, as justice is emerging as a core pillar for OECD to report on)

## 6. Examples of Questions on Citizen Satisfaction with Public Services

## OECD Serving Citizens Framework

Dimension	Criteria
Access	- Affordability - Geographical proximity - Access to information
Responsiveness	- Courtesy and treatment - Match of services to special needs - Timeliness
Quality	- Effective delivery of services and outcomes - Consistency in service delivery and outcomes - Security/Safety

Source: OECD (2017)

## Data collected by the Gallup World Poll

- Data on the level of satisfaction with health care refer to the percentage of people who answered “satisfied” to the question: **“In the city or area where you live, are you satisfied or dissatisfied with the availability of quality health care?”**  
[How does the rating look like? We cannot get access to the Questionnaire]
- For education, data refer to the percentage of people who answered “satisfied” to the question: **“In the city or area where you live, are you satisfied or dissatisfied with the educational system or the schools?”**  
[How does the rating look like? We cannot get access to the Questionnaire]
- For justice, data refer to the percentage of people who answered “Yes” to the question: **“In this country, do you have confidence in each of the following, or not? How about the judicial system and courts?”**.  
In the format of ‘Yes/No’ selection. [We cannot get access to the original Questionnaire]

## Data collected by the World Justice Project (examples)

(Source:

### Access to Information

q16	During the last <u>12 months</u> , that is between [today's month 2015] and now, did you look for information published by a government agency <u>on the web</u> ?	Yes .....1 No.....2 GO TO q18 (DON'T READ) Don't know/No answer.....99 GO TO q18
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q17b	How satisfied were you with the information that you found?	Very satisfied.....1 GO TO q18 Satisfied.....2 GO TO q18 Unsatisfied.....3 Very unsatisfied.....4 <b>(DON'T READ)</b> Don't know/No answer.....99 GO TO q18		
q17c	What is the main reason why you were unsatisfied?  <b>[SURVEYOR: DO NOT READ OUT OPTIONS.          ALLOW RESPONDENT TO ANSWER FREELY.          MARK A <u>SINGLE</u> ANSWER]</b>	The information on the web page is insufficient, inaccurate, or incomplete .....1 It is difficult to find the information online .....2 The web page crashed.....3 The information on the web page is not up to date.....4 The information on the web page is in a format that makes it difficult to use.....5 Other (Specify).....6 <table border="1" data-bbox="824 447 1419 562"> <tr> <td data-bbox="824 447 927 562">q17c_other If "Other" is selected, specify in this box</td> <td data-bbox="932 447 1419 562"></td> </tr> </table> Don't know/No answer.....99	q17c_other If "Other" is selected, specify in this box	
q17c_other If "Other" is selected, specify in this box				

## 7. Experience with Services to Resolve Disputes

**Read:** I am going to read a list of types of disputes that a household may have with others, including family, individuals, other households, or the government. For this section we are only interested in serious problems that you or your household were not able to resolve quickly and that occurred during the last 12 months: (between [today's month 2015] and now). Some of these disputes may be hard to talk about, so we appreciate your courage and honesty.

In the past 12 months, has your household experienced any of the following disputes or problems?

	Dispute Type Code		
q36a	A	Land disputes (disputes over land title, land grabbing, disputes related to selling or buying property, expropriation, etc.)	Yes.....1 No.....2 <b>(DON'T READ)</b> Don't know/No answer....99
q36b	B	Problems obtaining ID cards or birth certificates	Yes.....1 No.....2 <b>(DON'T READ)</b> Don't know/No answer....99
q36c	C	Problems obtaining marriage or divorce certificates	Yes.....1 No.....2 <b>(DON'T READ)</b> Don't know/No answer....99
q36d	D	Problems obtaining land or property titles	Yes.....1 No.....2 <b>(DON'T READ)</b> Don't know/No answer....99
q36e	E	Problems obtaining public benefits (for example, social security and medical treatment)	Yes.....1 No.....2 <b>(DON'T READ)</b> Don't know/No answer....99
q36f	F	Divorce or separation	Yes.....1

q38	Who was the dispute with? <b>[SURVEYOR: DO NOT READ OUT OPTIONS. ALLOW RESPONDENT TO ANSWER FREELY. MARK A SINGLE ANSWER]</b>	1=Your family 2=Another family 3=An individual 4=A group of people or an organization 5=A company 6=The police 7=The local government 8=The national government 9=Other 99=Don't know/No answer
q39	During the dispute resolution process, did you or anyone in your household <u>receive</u> legal advice or legal help from another person or group, for example, a local leader, an attorney, or a paralegal?	Yes.....1 No.....2 (GO TO q41) <b>(DON'T READ)</b> Don't know/No answer.....99 (GO TO q42)
q40	From whom did you receive it? <b>[SURVEYOR: DO NOT READ OUT OPTIONS. ALLOW RESPONDENT TO ANSWER FREELY. MARK ALL MENTIONED ANSWERS]</b>  <b>[SURVEYOR: GO TO q42]</b>	1=A family member or a friend 2=A local religious leader 3=A local community leader 4=A private attorney or law firm 5=A government legal aid office 6=A paralegal 7=A civil society organization 8=Other organization  <b>[SURVEYOR: GO TO q42]</b>
q41	Why didn't you attempt to get legal advice or legal help?	1=I did not think I needed advice or legal help

**Read:** Now, I am going to ask you some questions about how you or other members of your household resolved the dispute that you indicated as the most important one.

q43	Did you (or the person in your household) or the other party go to a person, group, or institution to look for a resolution to	Yes.....1 (GO TO q45a) No.....2 <b>(DON'T READ)</b> Don't know/No answer.....99 (GO TO q47a)
	your problem or dispute?	
	<b>q45</b>	<b>q46 (If applicable)</b>
a. Where was the dispute taken?	1=To a court or small-claims court 2=To commercial arbitration 3=To a chief or traditional ruler 4=To the police 5=To a government office 6=To a civil society organization or a non-profit 7=To a third-party (family, friend, local leader) for mediation or negotiation 8=Other 99=Don't know/No answer	1=To a court or small-claims court 2=To commercial arbitration 3=To a chief or traditional ruler 4=To the police 5=To a government office 6=To a civil society organization or a non-profit 7=To a third-party (family, friend, local leader) for mediation or negotiation 8=Other 99=Don't know/No answer
b. Who chose to take the dispute to this person, group, or institution?	1=You or your household 2= The other party (GO TO q45d) 3= Both 99= <b>(Don't Read)</b> Don't know/No answer	1=You or your household 2= The other party (GO TO q46d) 3= Both 99= <b>(Don't Read)</b> Don't know/No answer
c. What was the main reason why you or someone in your household decided to go to this particular person, group, or institution instead of going somewhere else?  <b>[SURVEYOR: DO NOT READ OUT OPTIONS. ALLOW RESPONDENT TO ANSWER FREELY. MARK A SINGLE ANSWER]</b>	1=Cost 2=Person/group/institution has community respect 3= Person/group/institution has skills/knowledge 4= Person/group/institution is impartial 5= Person/group/institution is very prompt 6=Would cause least disruption to life 7= Person/group/institution is familiar to me 8=Everybody goes to this person/group/institution 9=They have responsibility/authority 10=I am most comfortable with this person/group/institution 99= <b>(Don't Read)</b> Don't know/No answer	1=Cost 2=Person/group/institution has community respect 3= Person/group/institution has skills/knowledge 4= Person/group/institution is impartial 5= Person/group/institution is very prompt 6=Would cause least disruption to life 7= Person/group/institution is familiar to me 8=Everybody goes to this person/group/institution 9=They have responsibility/authority 10=I am most comfortable with this person/group/institution 99= <b>(Don't Read)</b> Don't know/No answer
d. What was the <u>one</u> main outcome that you hoped to achieve from this person, group, or institution?	1=A fair application of the law to my dispute/grievance 2=Revenge	1=A fair application of the law to my dispute/grievance 2=Revenge

## Annex 2: Suggested questions for Justice Services

1. When did you or a member of your family last go to the local court to resolve any administrative, civil or commercial dispute?

- 1. YYYY *[to be cleaned later to match the frequency of household surveys in each country]*
- 0. Never *[skip 2 and 3]*
- 777. I/my family didn't go to the local court but use another channel *[go to Question 4]*
- 999. Can't remember *[skip 2 and 3]*

2. *[If 1 = YYYY]* As I read you the following statements about that court, please tell me whether you agree or disagree with them. *[0-1 scale – convenient for interviews through phones and in person. Don't Know and Refuse to Answer are not uttered during interviews, but respondents will tell enumerators.]*

Attributes (*)	Yes	No	<i>[Don't Know]</i>	<i>[Refuse to Answer]</i>
a. Getting to the courthouse was easy.	1	0	888	999
b. I/my family member had no difficulty getting the information needed when I/my family member got to the courthouse.	1	0	888	999
c. I/my family member felt safe in the courthouse.	1	0	888	999
d. Court personnel treated me/my family member with respect.	1	0	888	999
e. The judge or other judicial officer hearing my/ my family member's case listed to me/them.	1	0	888	999
f. I/my family member understood the instructions of the court on what to do next.	1	0	888	999
g. The case or other related business I/my family member had with the court was handled in a timely manner.	1	0	888	999
h. I/my family member was treated equally. My/my family member's ethnicity, gender, social, economic status, or age made no difference in how I/s/he was treated by the court.	1	0	888	999

3. *[If 1 = YYYY]* How satisfied were you/your family member with the court service you/your household member received? *[1-5 scale]*

- 5. Very satisfied
- 4. Satisfied
- 3. Somewhat satisfied
- 2. Not satisfied
- 1. Not satisfied at all
- 888. *[DK]*                       999. *[RA]*

4. *[If 1 = I/my family didn't go to the local court but use another channel]* Which channel did you/your family member go to instead? *[multiple choice allowed]*

- 4. The arbitrator we know / the local arbitrators association
- 3. The legal aid centre in our community
- 2. The mediator/mediators group in my community
- 1. Self-enforced dispute resolution
- 7. Other (please specify) .....
- 888. *[DK]*                       999. *[RA]*

5. *[If 4 = 4, 3, 2, and/or 7]* How satisfied were you/your family member with the service you/your household member received? *[1-5 scale]*

- |  |  |  |
|--|--|--|
| <input type="checkbox"/> 5. Very satisfied | <input type="checkbox"/> 4. Satisfied            | <input type="checkbox"/> 3. Somewhat satisfied |
| <input type="checkbox"/> 2. Not satisfied  | <input type="checkbox"/> 1. Not satisfied at all |  |
| <input type="checkbox"/> 888. <i>[DK]</i>  | <input type="checkbox"/> 999. <i>[RA]</i>        |  |

**(\*) References**

Suggested attributes come from the Framework for Court Users’ Satisfaction Survey being proposed by the International Consortium for Court Excellence in their June 2017 report “Global Measures of Court Performance”, pp. 25-38 (Measure 1: Court User Satisfaction)

The International Consortium for Court Excellence (June 2017). Global Measures of Court Performance (Second Edition). Available at <http://www.courtexcellence.com/~media/Microsites/Files/ICCE/GLOBAL%20MEASURES%20Advanc%20Review%20Copy%20Jun%202017.ashx>

The International Consortium for Court Excellence website: <http://www.courtexcellence.com/>

### Annex 3: Relevant Data from Cross-National and International Institutions and Global Projects

This section summarises emerging tools and platforms for citizen satisfaction surveys and citizen-centric indicators relating to SDG 16.6.2, apart from traditional global and regional indexes like the World Governance Indicators, World Values Surveys, Gallup World Polls, Global Justice Project's Rule of Law Indicators, that countries can consider learning from in development of the indicator on citizen satisfaction with public services. It provides an overview of efforts that bring citizen voices to the fore being made by OECD, UNDP, the World Bank Group, the European Union, and the Governance and Local Development Initiative. For the tools being developed and/or adopted by OECD, WB and EU, the data sources are both administrative and citizen surveys. For UNDP's HDI, it relies heavily on administrative data regarding life expectancy and years of schooling. Missing data from countries is a major challenge for aggregation of data to measure quality of public services across countries and over time in all these global and regional monitoring tools.

#### Organization for Economic Cooperation and Development (OECD)

OECD (2015)<sup>4</sup> suggests a framework for measuring public services to citizens that include key indicators for measurement of quality of three services, including **health, education and justice**. However, the focus of most of the indicators is on the supply side, with data inputs from administrative data sources rather than from citizen surveys. The 2017 'Government at a Glance' suggests 'the OECD Serving Citizens Framework' that focuses on three pillars (Access, Responsiveness, and Quality) to assess the quality of the three selected public services. Under Access, three indicators are Affordability, Geographic Proximity, and Access to Information. In Responsiveness, 'Courtesy and Treatment', 'Match of Services to Special Needs' and 'Timeliness' are the focuses. In Quality, OECD looks at 'Effective Delivery of Services and Outcomes', 'Consistency in Service Delivery and Outcomes' and 'Security/Safety'. On citizen satisfaction with the services, questions about 'overall satisfaction' with the services provided in citizens' residential places are asked by the Gallup World Polls. For experience with justice services, OECD extracts data from the World Justice Project's Rule of Law Public Opinion Polls.

#### United Nations Development Programme (UNDP)

A few UNDP country offices have taken initiatives in collecting citizens' experience with democratic governance and public service delivery. For instance, since 2009, the Viet Nam Country Office has been conducting the Provincial Governance and Public Administration Performance Index (known for short as PAPI)<sup>5</sup> that measures citizens' experiences with interacting with state agencies and using public services. In terms of public services, PAPI measures citizens' experience with using services like **education, healthcare, water, electricity, sanitation, law and order, and administrative services** (certification, construction permits, land tenures and personal documents). The way PAPI structures its questionnaire is from specific attributes to general satisfaction so that citizens can recall what made them satisfied or dissatisfied in specific terms. It uses filters to drill down to actual users' experiences, and users can be individuals who are respondents, or their family members living within their households.

In Georgia, UNDP-led nationwide surveys on Citizens' Satisfaction with Public Services was conducted in 2013 and 2015.<sup>6</sup> The surveys focused on citizens' satisfaction with public services being provided by central and local Georgian central and local governments, including **education, healthcare, social assistances, utility infrastructure, roads, and other public services**.

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<sup>4</sup> See OECD (2015), "The OECD serving citizens' framework", in Government at a Glance 2015, OECD Publishing, Paris.

<sup>5</sup> See [www.papi.org.vn/eng](http://www.papi.org.vn/eng).

<sup>6</sup> See the report at [http://www.ge.undp.org/content/georgia/en/home/library/democratic\\_governance/citizen-satisfaction-with-public-services-in-georgia--2015.html](http://www.ge.undp.org/content/georgia/en/home/library/democratic_governance/citizen-satisfaction-with-public-services-in-georgia--2015.html)



## The World Bank Group

The World Bank Institute Governance and Anti-corruption (GAC) Diagnostic Surveys<sup>7</sup> include use of experience-based vs. 'opinions' type of information. Participating countries could select sectors they wished to focus on. Sectors that were covered in GAC surveys include, but do not limit to, **health, education**, and transport.

The Service Delivery Indicators (SDI)<sup>8</sup> are also another data initiative that collects actionable data on **service delivery in schools and health facilities**. SDI has been launched by the World Bank in partnership with the African Economic Research Consortium and the African Development Bank. The indicators are used to assess the quality and performance of education and health services for decision makers to track progress over time, and for citizens to hold governments accountable for public spending. Users' perspective is reflected through students/pupils and teaching staff at schools.

## European Union Public Administration Network

The European Union (EU) is collaborating with the World Bank Group in developing a report on **Indicators of Citizen-Centric Governance** for the European Union (EU) under its Actionable Regional Governance Indicators for Public Administrative Performance and Capacity Initiative funded by the European Commission (EC). Once this report is finalised, it can provide useful guidelines on how to collect data from citizen surveys regarding **public administrative services** (through one-stop shops or citizen service centres, or through government e-portals).

## Governance and Local Development Initiative

The Local Governance Performance Index (LGPI), a product developed by the Program on Governance and Local Development (GLD) first at Yale University and now at the University of Gothenburg, directed by Ellen Lust and her associates (Ellen Lust et al., 2015),<sup>9</sup> is a new approach to the measurement, analysis and improvement of local governance. LGPI can serve as a tool to help countries collect, assess, and benchmark the performance of local governments and public sectors from the perspective of citizens and businesses. LGPI emphasises citizens' experiences and it includes experiences of both users and non-users with **health, education, security, public administration** and other services. LGPI also can be used to understand how socioeconomic status, gender, and other demographic factors are related to citizens' engagement, governance, and quality service provision. Countries can adopt LGPI questionnaire to measure citizen satisfaction with public services from experiential points of views.

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<sup>7</sup> See <http://siteresources.worldbank.org/PUBLICSECTORANDGOVERNANCE/Resources/285741-1357839017667/GovernanceDiagnosticBriefjan2011.pdf>

<sup>8</sup> See <http://www.sdindicators.org/about>

<sup>9</sup> See <http://gld.gu.se/en/research-projects/lgpi/>