

# WHAT DO SERBIAN CITIZENS SAY ABOUT THEIR EXPERIENCE WITH THEIR LOCAL GOVERNMENTS?

Citizen experience with local government is:

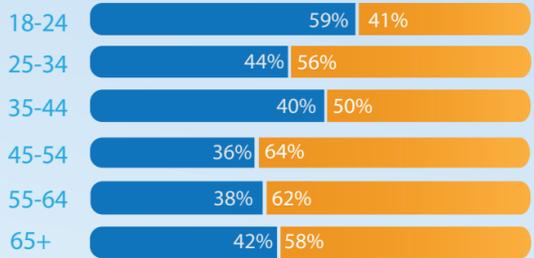
58% mostly negative

42% mostly positive



Positive-negative experiences in relation to the age category

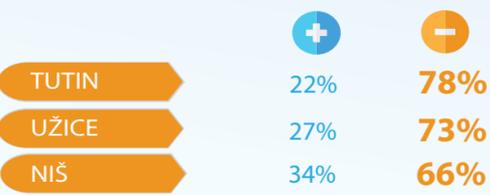
● mostly positive  
● mostly negative



Cities with the most positive experiences:



Cities with the most negative experiences

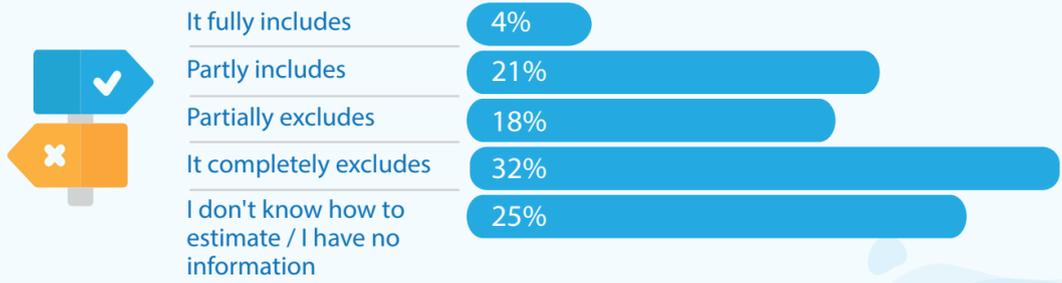


The majority of Serbian citizens do not participate in shaping of decisions of their local governments.



Only 11% of citizens consider that there was a possibility to get involved in the adoption of the municipal or city budget.

To what extent does your local government includes citizens in the decision-making process?



## Employment through a personal or political connection in a local government

Only 17% of citizens believe that civil servants in their city / municipal administration are employed based on their qualifications, expertise and abilities.

83% believe that political or personal connections are key for employment, of which 22% state that personal connections and acquaintances of employees are crucial, and as many as 78% believe that political connections are the most important.

## Access to information of public importance

54% of citizens are aware that they can request information of public importance which were produced by their local government bodies, however only 38% know how to do it.

Since 2015, public servants have been required to offer citizens an option to obtain a document from the official records for them. Do they actually do that?



Civil servant asked you to obtain and deliver needed documents from the official records yourself

27%



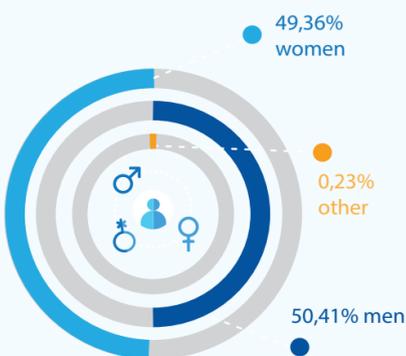
Civil servant informed you that they can obtain needed documents for you

72%

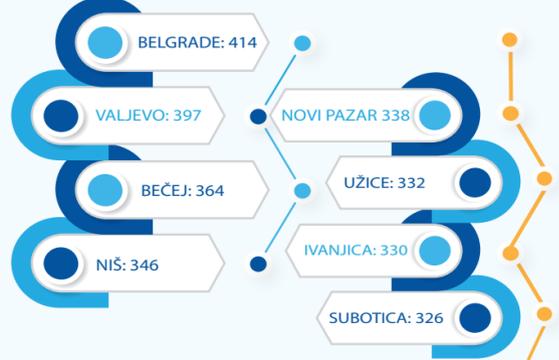
5204 respondents

Street actions 17 cities and municipalities

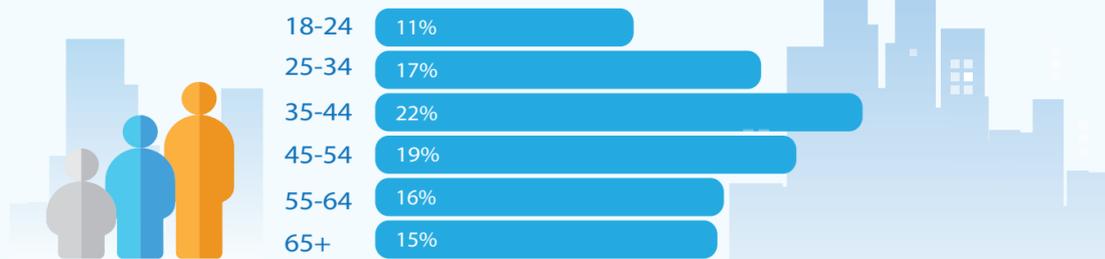
### Gender



Most respondents:



### Age



This research was conducted between June - November 2021, in 17 cities and municipalities in Serbia and online throughout Serbia through the portal [www.pratimja.rs](http://www.pratimja.rs), on a total sample of 5024 surveyed citizens of Serbia. The research was conducted within the project "Public Administration Monitoring for Better Local Governance – Prati JA". The project is implemented by the European Policy Centre (CEP) together with partners (Center for Equitable Regional Development (CenTriR), National Coalition for Decentralization (NKD) and Ecological Center Stanište). The project is funded by the European Union, and co-funded by the Ministry of Human and Minority Rights and Social Dialogue. The content of this infographic is the sole responsibility of CEP, CenTriR, NKD and Stanište and by no means expresses the views of the European Union or the Ministry.