

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

Citizen experience with local government is:

58% mostly negative

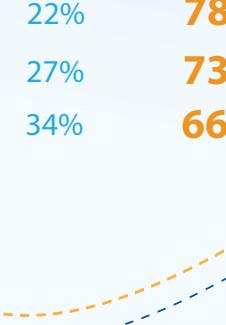


42% mostly positive

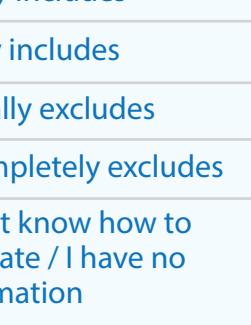
Positive-negative experiences in relation to the age category



Cities with the most positive experiences:



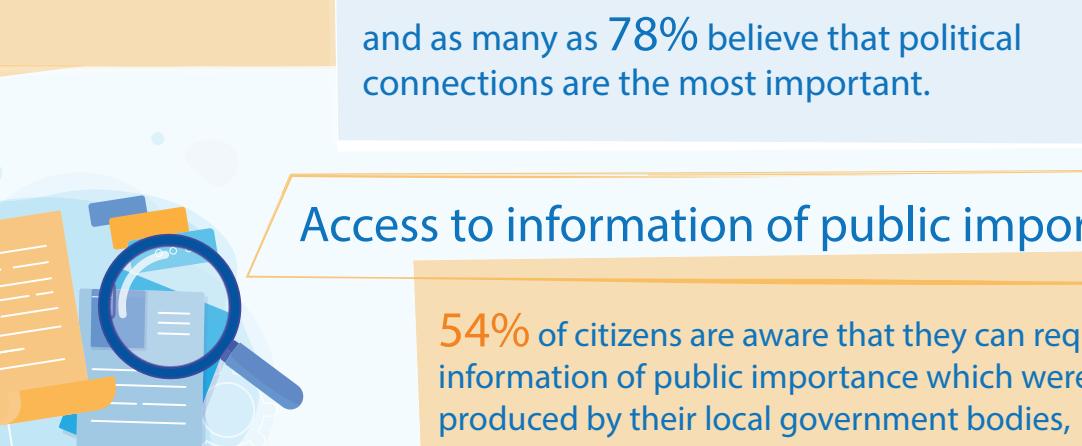
Cities with the most negative experiences



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



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?

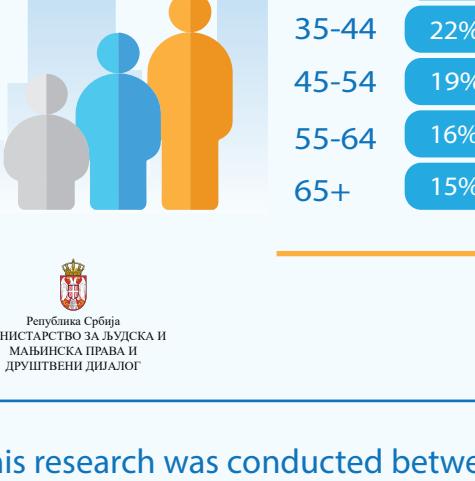


Civil servant asked you to obtain and deliver needed documents from the official records yourself
27%



Civil servant informed you that they can obtain needed documents for you
72%

Gender



Most respondents:



Age

