

# Perception, assimilation and support by the population of e-Government and Modernization of government services

## EXIT SURVEY FOR ASSESSING THE LEVEL OF SATISFACTION WITH THE SELECTED PUBLIC SERVICES



Survey conducted for the Electronic Government Agency within the “Modernization of Government Services” Project, implemented with the support of the World Bank Group

Chisinau, Republic of Moldova

2020

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## Introduction

Since 2006, the Republic of Moldova started the Central Public Administration Reform in order to modernize the legislation in the field of public services and administrative processes. At the same time, following the signing in 2014 of the Association Agreement with the EU, additional efforts were needed to transform the public administration in order to bring it in compliance with the European standards. Thus, the Government requested the assistance of the World Bank for public administration reform, the support being provided within the Government Services Modernization Project (PMSG) for the period 2018-2023.

**Government Services Modernization Project**, taking into account the Government's vision, expressed in the Strategy on Public Administration Reform 2016-2020<sup>1</sup> based on the Action Plan on Public Services Modernization Reform for 2017-2021<sup>2</sup>, **aims to capitalize on and continue the achievements of the e-Government Transformation Project**, implemented by the Government of the Republic of Moldova and the World Bank. The main objective of the Government Services Modernization Project is intended to **increase access, efficiency and quality in the provision of government services** and a key element is **evaluation by beneficiaries / citizens of the quality and accessibility of services**.

In this context, this study is carried out for collecting data on the dynamics of key indicators of the Public Services Modernization Project and complements the results of the study "Perception, assimilation and support by the population of e-Government and Modernization of government services" conducted among general population in the same research project.

In particular, this study targets **the level of satisfaction with the quality and accessibility of 7 public services** selected that are in the process of modernization within the Government Services Modernization Project:

- Determining the level of disability and work capacity (National Council for Determining Disability and Work Capacity, National House for Social Insurance);
- Granting unemployment allowance (National Employment Agency);
- Issuance of driving licenses (Public Services Agency);
- Granting retirement pension (age limit) (National House for Social Insurance);
- Monthly maternity allowance (National House for Social Insurance);
- Birth registration (Public Services Agency);
- Modification, rectification and completion of civil status documents (7 acts) (Public Services Agency);

Unlike the Annual National Survey conducted on the general population, this study focuses on the concrete experience of beneficiaries in obtaining the selected service and measures the level of satisfaction with the quality of services received and the accessibility of the services referred to. Monitored indicators for the 7 selected services:

1. **Level of satisfaction with the quality of the selected services**, satisfied customers being considered those who gave grades 5 and 6 on a scale of 1 to 6.

2. **Level of satisfaction with the accessibility of the selected services**, accessibility being disaggregated in *physical accessibility / infrastructure, economic accessibility and consistency of information* - how accessible and clear the available information and the scheme of service provision are.

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<sup>1</sup> <http://lex.justice.md/index.php?action=view&view=doc&lang=1&id=366209>

<sup>2</sup> <http://lex.justice.md/md/366273/>

The respective study is a quantitative one, the data collection being carried out through a structured questionnaire.

The results of the study are structured according to the applied questionnaire, in the analytical part being presented data both with reference to the whole sample and by comparison per service.

The data in the report are also presented in a disaggregated way, depending on the different characteristics of the respondents: *age groups, sex, occupational status, level of education*. Information is also presented on *areas of residence and per service*.

## Methodological aspects

- **Sample volume:** 2577 people aged 18 and over;
- **Sample type:** simple random;
- **Data collection method:** two methods were applied - telephone survey (CATI) and survey on the exit from service establishments (Exit Poll) through computer application (CAPI).

		Method
Service:	Maternity allowance	CATI
	Birth registration	CAPI
	Unemployment benefits	CATI
	Determining disability and work capacity	CATI
	Issuing of civil status documents	CAPI
	Issuing driving license	CAPI
	Age pension	CATI

### Sampling:

- Simple random selection in case of services for which the data were collected by telephone;
- Exhaustive selection in case of services for which the data were collected at the exit;

**Representativeness:** the sample is representative for

- the population that has benefited from the services selected in the last 12 months in the case of services for which the data were collected by telephone;
- the population that benefited from the services during the data collection period, in the case of services for which the data were collected at the exit;

**Data collection period:** August 18 - November 28, 2020;

**Table 1. Sample structure**

		Number	%
Total		2577	100,0%
Gender of the respondent	Male	912	35,4%
	Female	1665	64,6%
Age of the respondent:	18-29 years	721	28,0%
	30-44 years	860	33,4%
	45-59 years	649	25,2%
	60+ years	347	13,5%
Residence area:	Urban	1419	55,1%
	Rural	1158	44,9%
Level of education:	Incomplete secondary or lower education level	295	11,4%
	General secondary	405	15,7%
	Secondary vocational	978	38,0%
	Higher	892	34,6%

		Number	%
	Refuse <sup>3</sup>	7	,3%
Availability of computer:	Yes	1638	64,5%
	No	902	35,5%
Level of income:	40% with the lowest level	1037	40,2%
	60% with the highest level	1540	59,8%
Service	Maternity allowance	380	14,7%
	Birth registration	367	14,2%
	Unemployment benefits	350	13,6%
	Determining disability	385	14,9%
	Issuing of civil status documents	323	12,5%
	Issuing driving license	392	15,2%
	Age pension	380	14,7%

### Personal data protection:

To ensure that the procedure complies with the relevant national legislation on the processing of personal data of respondents who agreed to be interviewed by telephone by CBS-Research:

1) Agreements have been concluded, with the support of the e-Government Agency, with each selected service provider (in their capacity as personal data operator), whereby:

- it has been assured that the selected public authorities / service providers previously obtained from the citizens / beneficiaries of the services - at the data collection stage - consent for their personal data (telephone number, location of service provision) to be processed by a third party (CBS-Research) to conduct customer satisfaction research;
- the relevant personal data concerning the services that have been provided for further processing by CBS-Research strictly for the purpose of conducting the surveys, in accordance with national legislation on the personal data protection.

2) the National Center for Personal Data Protection has been notified, before starting the personal data processing operations, regarding the system in which the Consultant intends to process the relevant personal data, in accordance with the provisions of the Law no. 133/2011 of the Republic of Moldova on the personal data protection.

LIMITATIONS: Survey data should be treated in light of the potential impact of the COVID-19 pandemic on citizens' perceptions and behaviour. The pandemic and lockdowns in force for most of 2020 have impacted all dimensions of social life, including the way and degree of need and access to public services. The full extent of this impact is too early to be estimated and realized, but at present we can certainly admit (by analogy with access to other services) that restrictions imposed during the pandemic have reduced the natural access and government services, with all related effects on all indicators measured in the study.

Likewise, the study was carried out at a time when the provision of many services was either stopped or provided specifically, which also affects both the quality of the process and its perception by the beneficiary.

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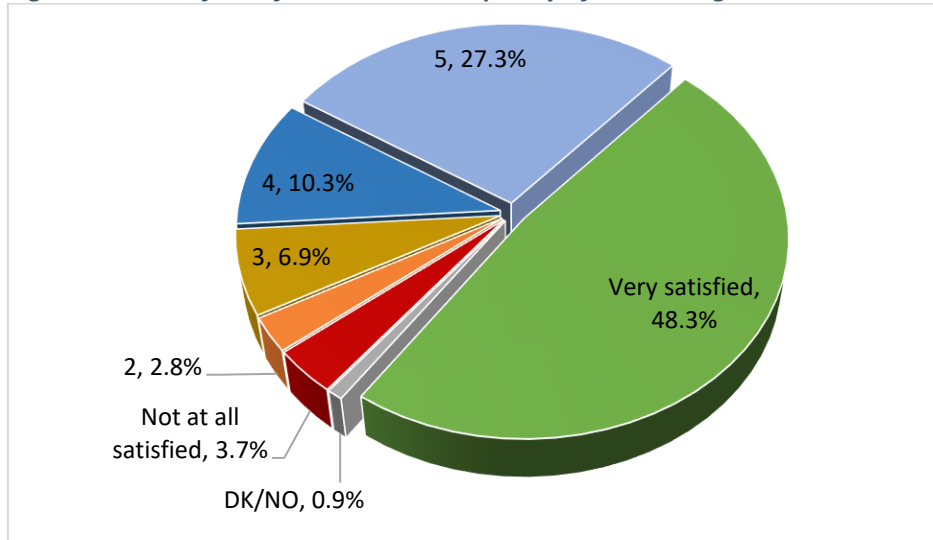
<sup>3</sup> Excluded from disaggregated analysis

## 1. Satisfaction with the quality of selected government services

The basic indicator of the study come out from the monitoring and evaluation matrix of the Government Services Modernization Project and targets **the level of satisfaction of citizens with the quality of selected government administrative services**, expressed by the cumulative weight of ratings of 5 and 6 on a scale from 1 (not at all satisfied) to 6 (very satisfied). Most of the respondents benefiting from the 7 services expressed satisfaction with the quality of their provision 48.3% gave the highest grade; others 27.3% gave the grade 5. Cumulatively the indicator reaches the level of 75.6%.

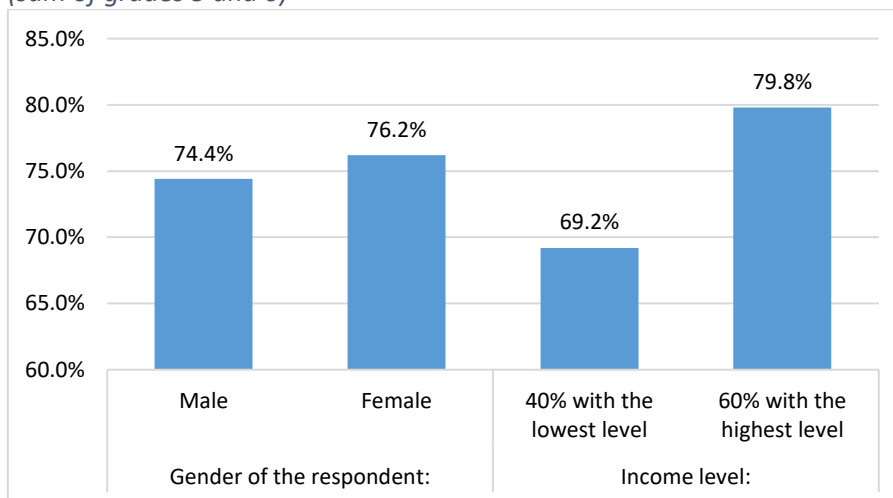
6.5% gave very negative assessments (grades 1 and 2), and 17.2% assessed by 3 or 4.

**Figure 1. Level of satisfaction with the quality of accessed government services**



The Level of assessment of the quality of services according to the gender of the respondent does not differ substantially (74.4% for men and 76.2% for women). In contrast, compared to the level of income, the discrepancy of assessment is very large, the poorest 40% of respondents giving positive assessments with a share of 10 percent lower than respondents in the category of those with a higher level (69.2% compared to 79.8%).

**Figure 2. Level of satisfaction with the quality of services accessed according to gender and income (sum of grades 5 and 6)**



The Level of assessment of the quality of services varies considerably in some socio-demographic categories.

The value of the service quality satisfaction indicator is slightly higher among young people (over 82%), urban dwellers (79.2% vs. 71.0% in rural areas). The level of satisfaction with the quality of service is also higher among respondents with higher education (80.7%), those who have a computer at home (78.6% vs. 70.4%).

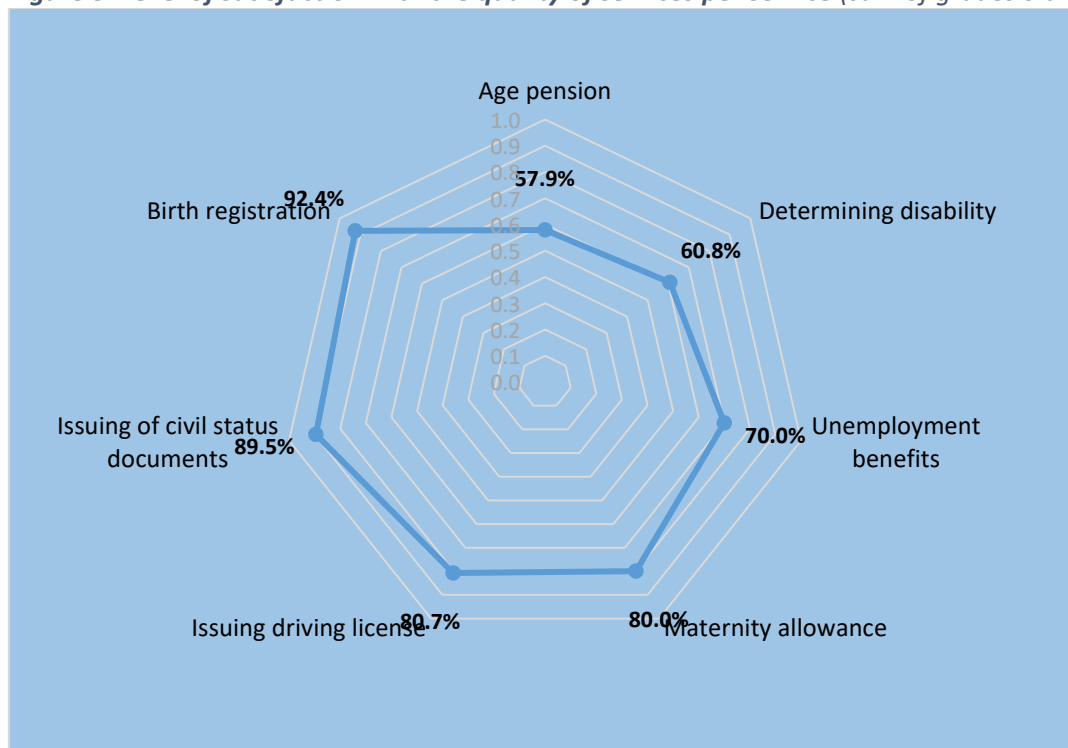
**Table 2. Level of satisfaction with the quality of accessed government services, disaggregated**

		Combined indicator
Total		75,2%
Age of the respondent:	18-29 years	82,6%
	30-44 years	81,7%
	45-59 years	65,5%
	60-74 years	64,6%
Residence area:	Urban	79,2%
	Rural	71,0%
Level of education:	Incomplete secondary or lower education level	76,9%
	General secondary	65,7%
	Secondary vocational	74,6%
	Higher	80,7%
Availability of computer:	Yes	78,6%
	No	70,4%

At the same time, these variations, most of them seem to be affected by the variation of satisfaction from one service to another, which is very pronounced. The most problematic in this respect are the services **granting the age pension** and **determining the level of disability**, to which a satisfaction level of about 60% was attested. The most appreciated service is **birth registration**, the only service with over 90% appreciation. A level close to this figure also records the service of **issuing of civil status documents**.

**Issuing the driving license** and **granting maternity benefits** accumulates about 80% positive reviews and **granting unemployment benefits** 70%.

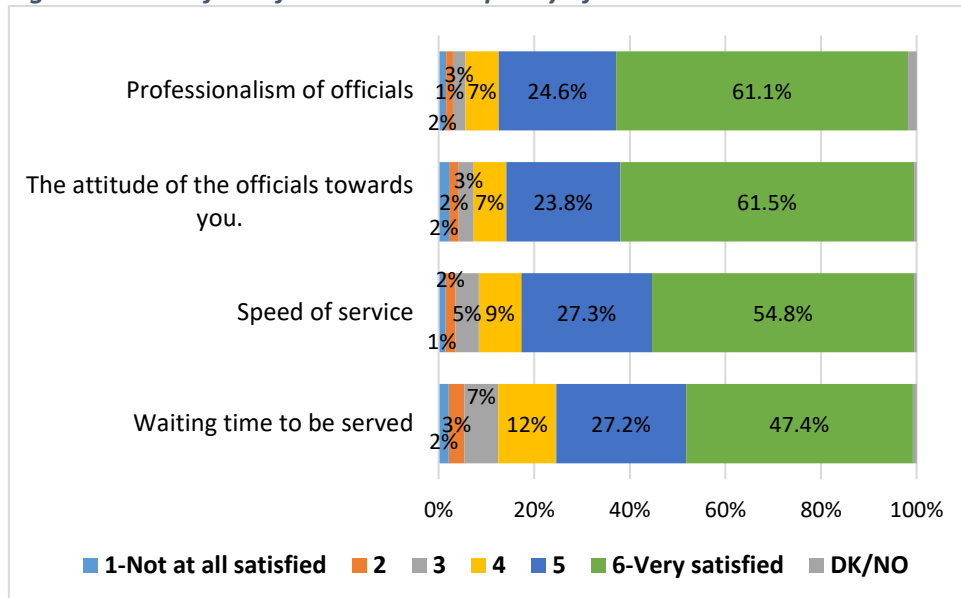
**Figure 3. Level of satisfaction with the quality of services per service (sum of grades 5 and 6)**



For each service, the beneficiaries were asked to assess several aspects related to the functionality of the service provision, i.e. the constituent elements of quality.

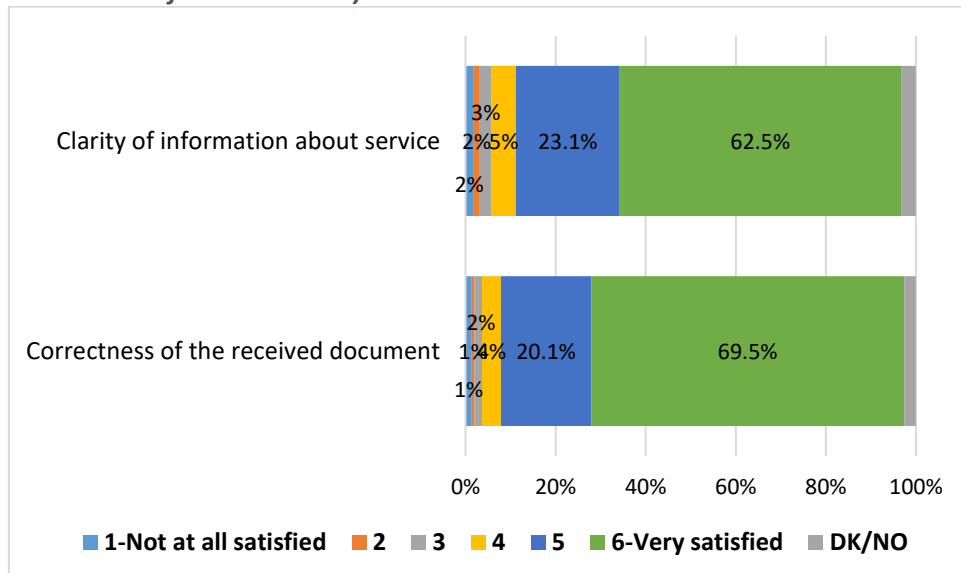
In terms of **quality of service** the variation is between 74.6% in assessment of the waiting time to be served and 85.7% in assessment of the professionalism of officials. Between these levels there are the attitude of the officials towards the client (85.3% positive assessments) and the speed of service (82.3%).

**Figure 4. Level of satisfaction with the quality of service**



Finally, when assessing the elements related to the quality of service provision, 85.6% rated positively the cost of the service and 89.6% the correctness of the act.

**Figure 5. Level of satisfaction with the quality of the service (in terms of clarity of information and correctness of the document)**



We notice slightly lower scores as regards the **disability determination services** and **driving license issuance services** regarding *waiting time, speed of service and attitude of officials*. The lowest average of the assessments in terms of *the correctness of the issued document* was registered in the case of **the retirement pension service**. This service, together with the services for granting unemployment benefits and maternity benefits, obtained slightly lower scores in terms of clarity of information about the service.

**Table 3. Variation of quality indicators per service**

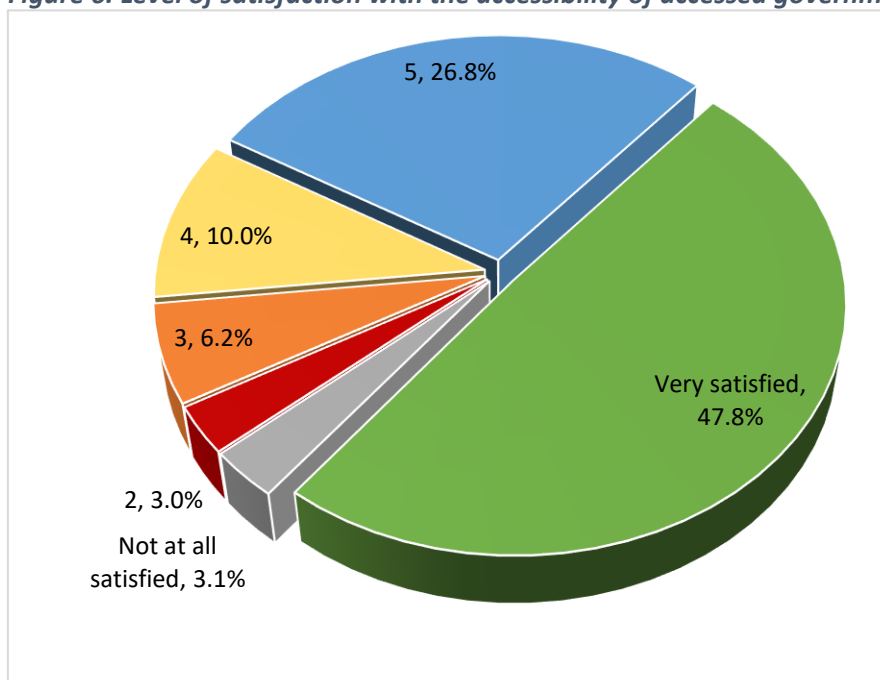
	Maternity allowance	Birth registration	Unemployment benefits	Determining disability	Issuing of civil status documents	Issuing of driving license	Age pension
Waiting time to be served	5,1	5,5	5,2	4,7	5,3	4,6	5,0
Speed of service	5,3	5,6	5,3	4,9	5,4	5,0	5,2
The attitude of the officials towards you	5,4	5,6	5,4	5,1	5,5	5,2	5,3
Professionalism of officials	5,5	5,5	5,5	5,3	5,5	5,3	5,3
Correctness of the received document	5,6	5,7	5,7	5,5	5,5	5,7	5,4
Clarity of information about service	5,4	5,6	5,4	5,5	5,5	5,6	5,4

*The lowest values compared to other services*

## 2. Satisfaction with the accessibility of selected government services

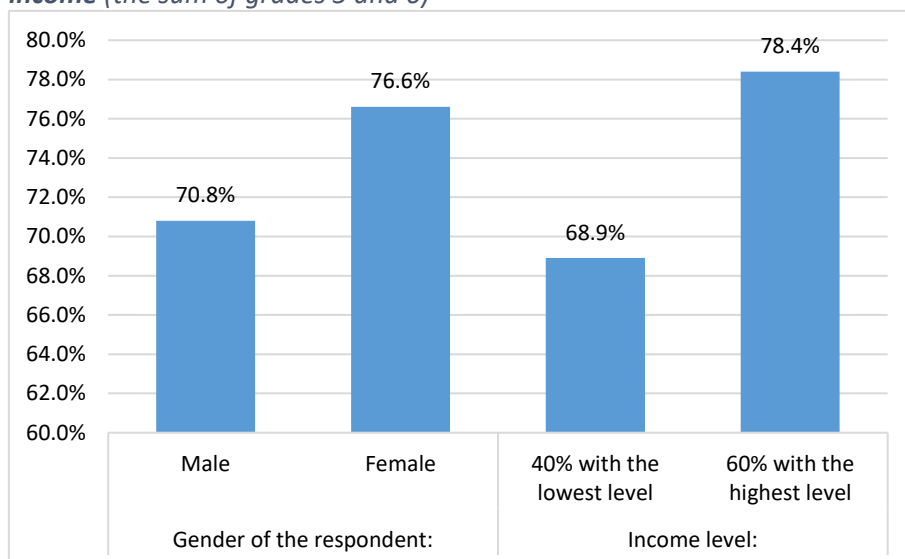
The second component which is subject of the government service delivery standards, assessed in the study, was related to the **accessibility of selected services** for beneficiaries. The first indicator, the general assessment of the **level of accessibility records 74.6%** of positive ratings (5 and 6), 16.2% of moderate ratings (3 and 4) and 6.1% of negative ratings.

**Figure 6. Level of satisfaction with the accessibility of accessed government services**



Within the specific groups of gender and income level, the variation is notable. The level of accessibility of the service is appreciated more moderately by men -70.8%, compared to 76.6% for women. 68.9% of respondents in the group with lower incomes (among the two poorest quintiles) rate the accessibility of services with grades of 5 and 6, which is 10% less than the average among respondents with a higher level of income - which is 78.4%.

**Figure 7. Level of satisfaction with the accessibility of the services accessed according to gender and income (the sum of grades 5 and 6)**



Variations on socio-demographic categories are also prominent, in similar directions as in the case of the quality indicator. The least satisfied are the elderly (less than 70% in the age groups of 45 and over) - which perfectly correlates with the assessments given to the services for establishing disability and granting the age pension. Somewhat more satisfied, in addition to young people, are the inhabitants of urban areas (78.1%), those with higher education (79.3%), who have a computer at home (77.8%)

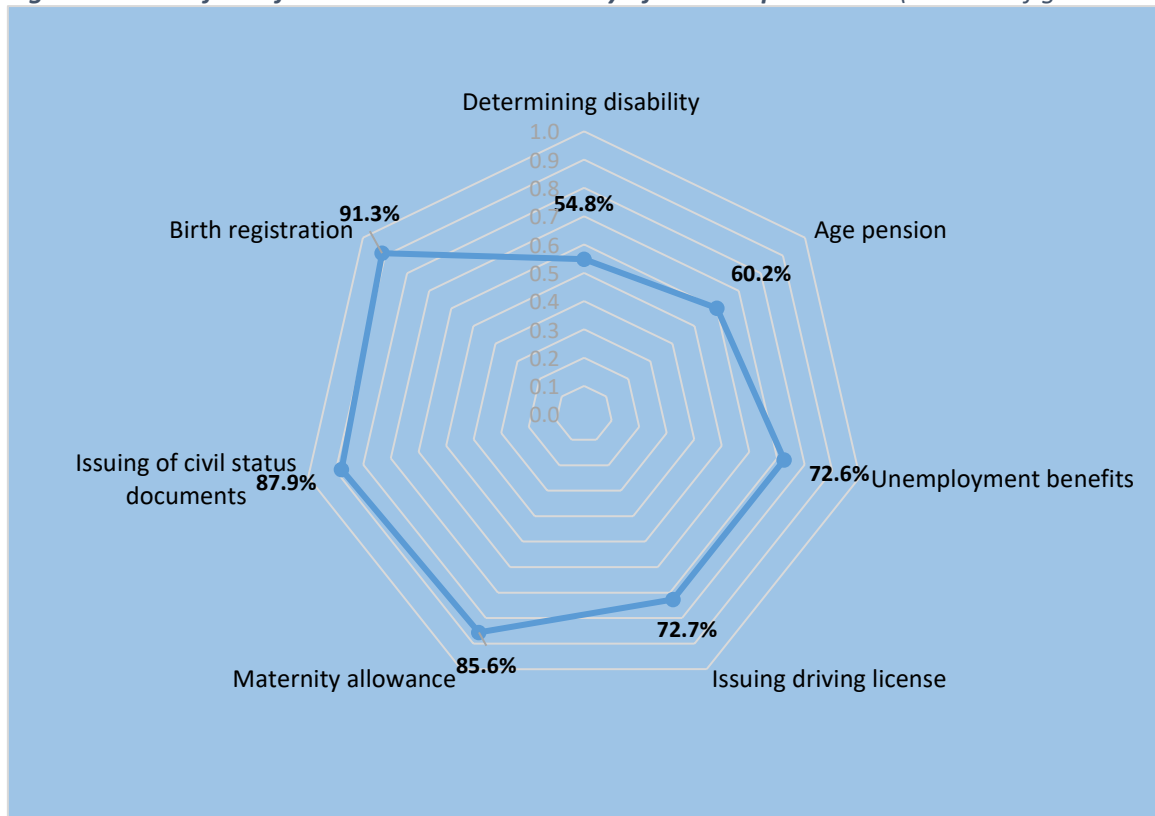
**Table 4. Level of satisfaction with the accessibility of accessed government services, disaggregated**

		Combined indicator
Total		74,6%
Age of the respondent:	18-29 years	80,1%
	30-44 years	80,2%
	45-59 years	66,3%
	60-74 years	65,1%
Residence area:	Urban	78,1%
	Rural	70,5%
Level of education:	Incomplete secondary or lower education level	74,6%
	General secondary	70,4%
	Secondary vocational	72,3%
	Higher	79,3%
Availability of computer:	Yes	77,8%
	No	69,0%

In terms of accessibility, the most problematic are the **disability determination services**, and **granting the age pension**, in which case a satisfaction level of about 60% was attested. The most appreciated service is **birth registration**, the only service with over 90% ratings of 5 and 6. A level close to this figure records the services of **issuing of civil status documents** and **granting maternity allowance**.

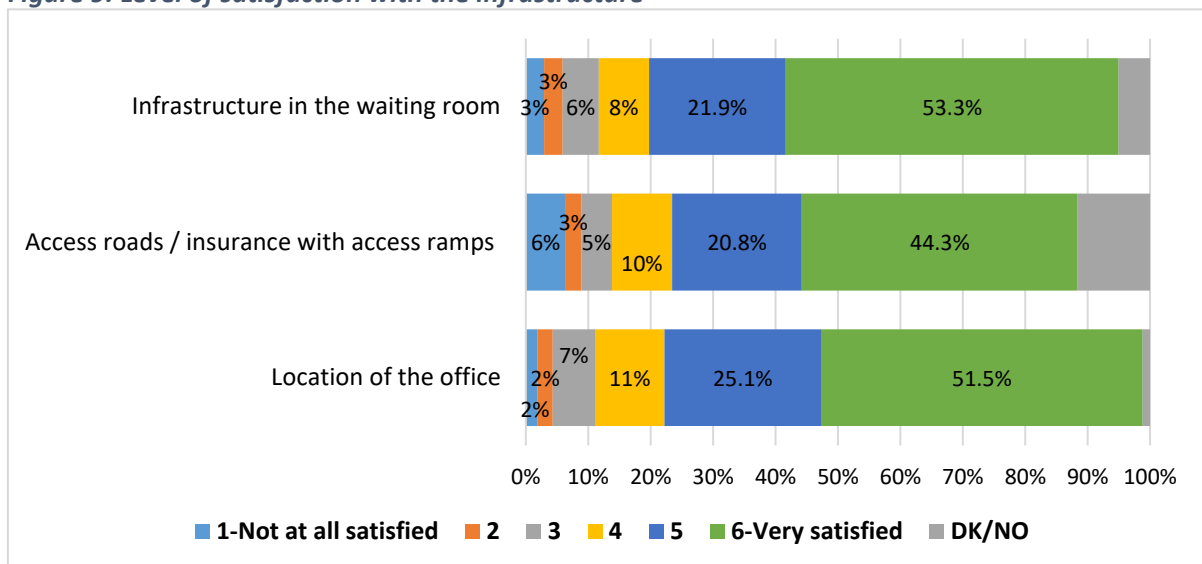
**Issuing the driving license and granting unemployment benefits services** record a little over 70% positive reviews.

**Figure 8. Level of satisfaction with the accessibility of services per service (the sum of grades 5 and 6)**



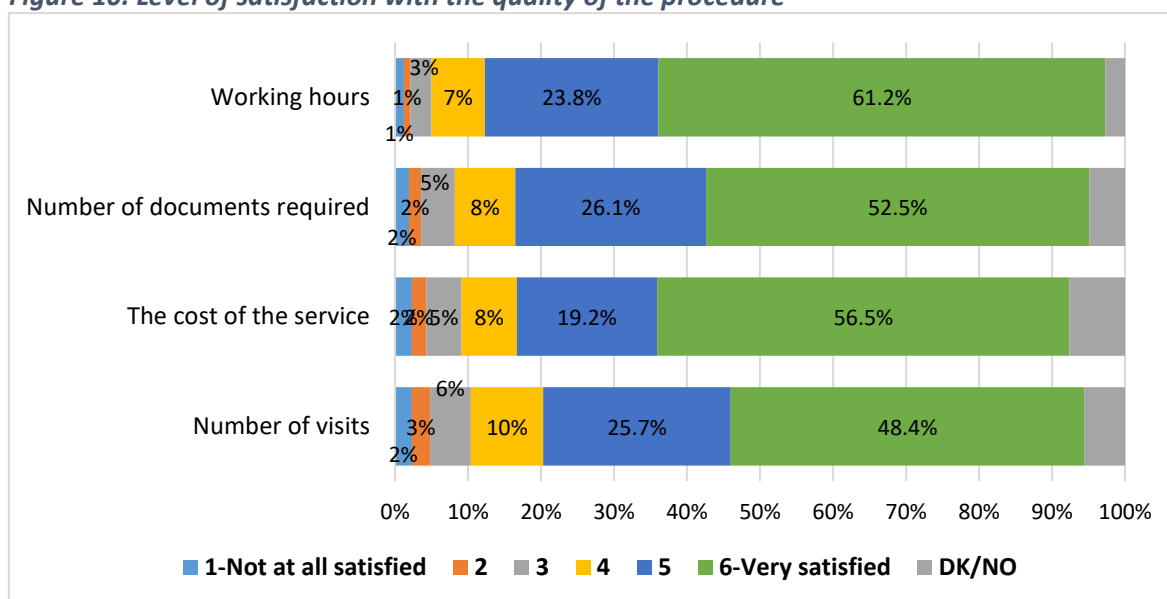
Regarding the level of satisfaction with the elements related to the infrastructure, the positive assessments vary from **65.1% in appreciation of access ways and insurance with access ramps** (a very low level, taking into account the fact that the majority of respondents do not have deficiencies of movement) and **75.1% in the assessment of the location of the service point**.

**Figure 9. Level of satisfaction with the infrastructure**



If we report the level of satisfaction with the procedure for providing services (working hours, number of documents requested, cost, number of visits) then we find that it varies between 74.1% ( 5 and 6) in the case of assessing the number of visits required to successfully complete the service, and 85% positive reviews on the working hours.

**Figure 10. Level of satisfaction with the quality of the procedure**



An important aspect of the study was to study the opinion of citizens about **the total duration of obtaining the services**, namely: *travel time, waiting time in queue and duration of service provision*. Therefore, the travel of the beneficiary to the point of service ranges between 20 and 40 minutes, **the longest duration being recorded in the case of the disability determination service**.

For most services two visits are required, in the case of the birth registration and documentation service, a single visit and for the issuance of the driving license an average of 3 visits (it is also possible to confuse with visits for Driver License Exams).

**Five of the 7 services require a calendar month from the beginning to the end, the issuance of the civil status documents - five days, and the issuance of the birth certificates - one day.**

Most services require 10 minutes of waiting time in queue, 20 minutes on average waiting time to determine the degree of disability and ability to work, 5 and 7 minutes for unemployment benefits and driving license.

**Table 5. Duration of processes<sup>4</sup>**

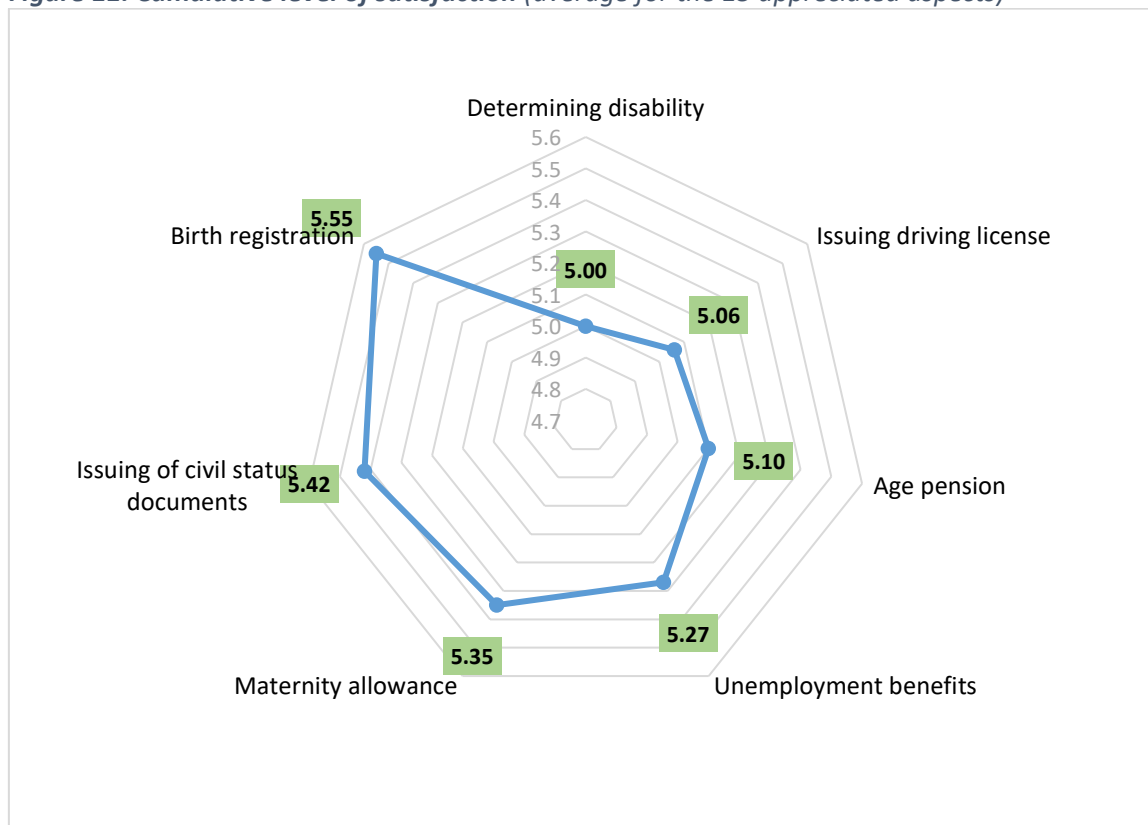
	Time required for travel to the institution	Number of visits required until completion of the service	Number of days for completion of the service	Waiting time in queue
<i>Units</i>	<i>Minutes</i>	<i>No. of visits</i>	<i>Days</i>	<i>Minutes</i>
Maternity allowance	20	2	30	10
Birth registration	20	1	1	10
Unemployment benefits	20	2	30	5
Determining disability	40	2	30	20
Issuing of civil status documents	25	2	5	10
Issuing driving license	30	3	30	7
Age pension	30	2	30	10

<sup>4</sup>The median values of the indicators are used because they are more stable than the average value.

### 3. Cumulative satisfaction indicator

The average assessment for the 13 measured aspects is 5 points and more, on a scale from 1 to 6. At the same time, the lowest averages obtained the services of **determination of disability** (5.00) and **granting the age pension** (5.10), between them was placed the **issuance of the driving license** (5.06).

*Figure 11. Cumulative level of satisfaction (average for the 13 appreciated aspects)*



**Depending on gender and income** it should be noted that we have notable differences (more than 3 tenths of the average) in the case of the age pension service, which was more modestly appreciated by women compared to men (5.0 vs. 5.3) and in the case of services such as determining disability and obtaining the driving license, in both cases the average among the poorest two quintiles being 3 tenths below the average in the rest of the sample.

*Table 6. Cumulative level of satisfaction (the average for the 13 appreciated aspects) according to gender and income*

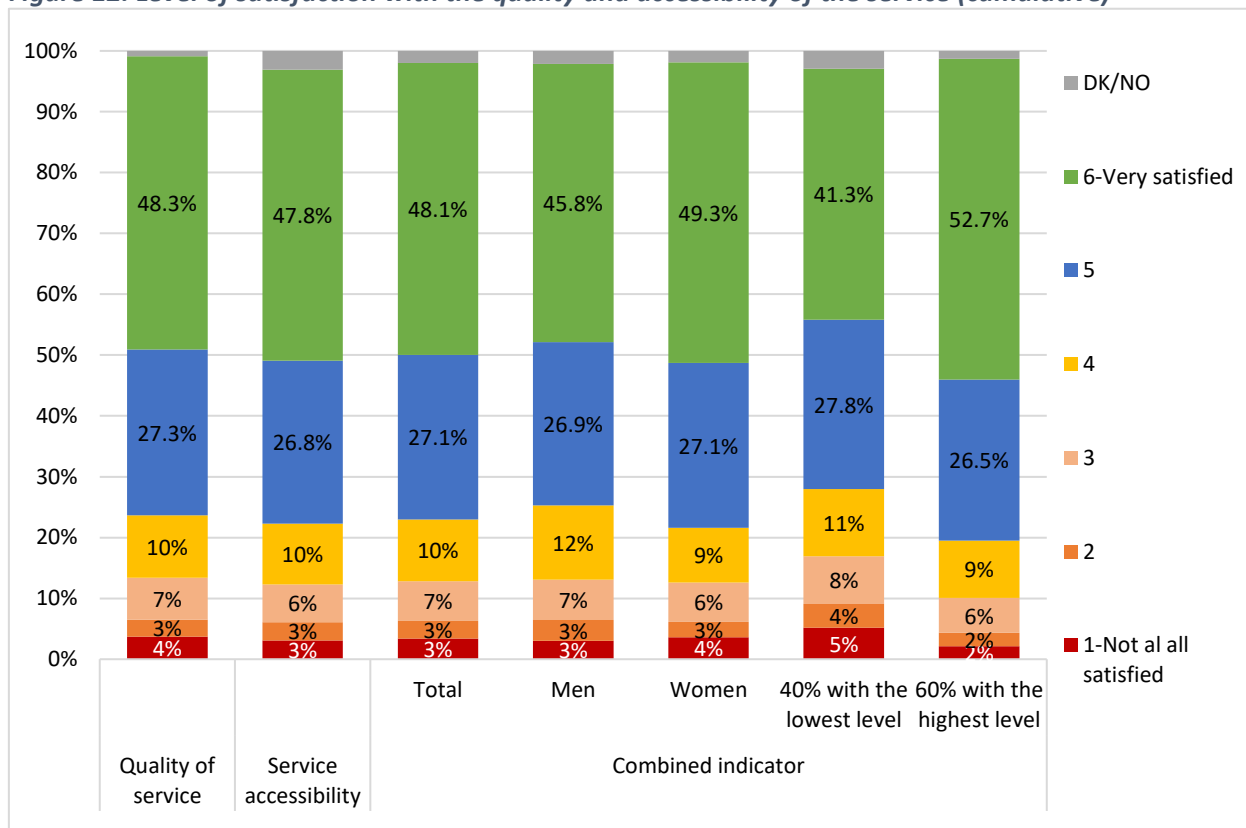
	Total	Gender:		Income level:	
		Male:	Female:	40% with the lowest level	60% with the highest level
Maternity allowance	5,4	5,4	5,4	5,3	5,4
Birth registration	5,6	5,5	5,6	5,5	5,6
Unemployment benefits	5,3	5,3	5,2	5,3	5,3
Determining disability	5,0	4,9	5,1	4,9	5,2
Issuing of civil status documents	5,4	5,3	5,5	5,4	5,5
Issuing driving license	5,1	5,0	5,1	4,8	5,1
Age pension	5,1	5,3	5,0	5,0	5,2

*The lowest values compared to other services*

Finally, as a recapitulation, the combined indicator, which includes both assessed elements - quality and accessibility, cumulates 75.2% of respondents who scored with grades of 5 or 6; moderate assessments gave 16.8% of respondents and negative 6.3%.

The value of the combined indicator is approximately the same in the gender groups (76.4% vs. 72.7%) but the discrepancy between the income groups is noticeable (about 10%)

**Figure 12. Level of satisfaction with the quality and accessibility of the service (cumulative)**



## Extract from the Results Matrix of the Government Services Modernization Project

### Perception, assimilation and support indicators (measurable through the Annual National Survey) Update December, 2020

Project Development Objective: To improve the access, efficiency and quality of selected government administrative services.							
Indicators of the Project Development Objectives		Basic value	Target Year 1	Target Year 2	Target Year 3	Target Year 4	Final target
Share of citizens satisfied with the quality of selected public services:	general	75.6%	58.8%	61%	63%	66%	70%
	% women	65.2%	46.5%	46.5%	47.5%	48.5%	49.5%
	groups with low income (the poorest 40%)	36.9%	30%	30%	33%	35%	40%

## Conclusions

### Assessing the level of satisfaction with the quality of selected public services

- Level of satisfaction with the quality of selected public services **is recorded in the first year of intervention at a moderate to high level**. The share of assessments of 5 or 6 is 75.6%.
- The value of the indicator among the poorest 40% of respondents is about 6% lower than the entire sample and over 10% lower than the other 60% of respondents, which substantiates the conclusion that **the poorest social backgrounds of the population receive public services at lower standards**.
- The elderly in rural areas **benefit from lower quality public services**;
- The level of satisfaction with the quality of the service provided varies from one service to another. The lowest assessments in terms of quality are recorded by the age pension services and the determination of disability.
- Service delivery quality components are positively assessed by 80% -90%. The only aspect that has recorded a satisfaction level below 80% is the waiting time to be served.
- Determining the disability and issuing the driving license compared to the other aspects of quality get lower scores in terms of waiting time, speed of service and attitude of officials.
- Maternity benefits, unemployment benefits and age pensions are the services that stand out (negatively) in terms of clarity of information about the service.

### Assessing the level of satisfaction with the accessibility of selected public services

- **Accessibility of services**, as a component of quality, also registers a level of satisfaction from moderate to high - 74.6%.
- In the case of this indicator, there are discrepancies depending on gender, men having a level of the indicator about 5% lower than the general one per sample and 6% lower than among women. The discrepancy between the income groups is even more prominent, about 10%.
- According to this indicator, there are also inconsistencies in gender, for men the level of the indicator is about 5% lower than the general one for the sample and 6% lower than for women. The difference between income groups is even more noticeable - about 10%.
- Here there are lower levels of satisfaction among the older population in rural areas.
- Per service, the least accessible service is the disability determination service, with only 54.8% satisfied, followed by the age pension.
- In terms of duration, for most services the travel of the beneficiary to the service point takes about 30 minutes, requires two visits, is provided in 30 days and waiting time in queue takes an average of 10 minutes per visit.

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**Table 7. Using the rating scale from 1 (Not at all satisfied) to 6 (Very satisfied), Please appreciate how satisfied you are in general with the ... you have benefited from this institution? - Quality of service**

		Not at all satisfied	2	3	4	5	Very satisfied	Indicator (5+6)	DK/NO
Total		3,1%	3,0%	6,2%	10,0%	26,8%	47,8%	74,6%	3,1%
Gender of the respondent:	Male	3,1%	3,6%	6,4%	12,8%	25,5%	45,3%	70,8%	3,3%
	Female	3,1%	2,6%	6,1%	8,4%	27,4%	49,2%	76,6%	3,0%
Age of the respondent:	18-29 years	2,4%	2,1%	5,1%	10,1%	26,4%	53,7%	80,1%	0,3%
	30-44 years	1,9%	2,3%	4,5%	9,3%	28,6%	51,6%	80,2%	1,7%
	45-59 years	4,6%	4,6%	8,3%	10,2%	29,0%	37,3%	66,3%	6,0%
	60+ years	4,9%	3,5%	8,6%	11,0%	19,0%	46,1%	65,1%	6,9%
Residence area:	Urban	2,5%	2,6%	5,2%	10,1%	25,2%	52,9%	78,1%	1,6%
	Rural	3,9%	3,5%	7,4%	9,8%	28,8%	41,7%	70,5%	4,9%
Level of education:	Incomplete secondary or lower education level	2,4%	2,7%	5,4%	12,2%	25,4%	49,2%	74,6%	2,7%
	General secondary	3,5%	3,5%	8,1%	10,9%	28,4%	42,0%	70,4%	3,7%
	Secondary vocational	3,7%	3,2%	7,0%	9,2%	26,9%	45,4%	72,3%	4,7%
	Higher	2,6%	2,6%	4,8%	9,6%	26,5%	52,8%	79,3%	1,1%
Availability of computer:	Yes	2,1%	2,4%	5,7%	9,7%	27,0%	50,8%	77,8%	2,3%
	No	4,9%	4,0%	7,1%	10,4%	26,3%	42,7%	69,0%	4,5%
Level of income:	40% with the lowest level	4,5%	4,1%	7,1%	10,6%	28,4%	40,5%	68,9%	4,7%
	60% with the highest level	2,1%	2,3%	5,6%	9,5%	25,6%	52,8%	78,4%	2,0%
Service	Maternity allowance	1,1%	1,6%	4,2%	7,4%	31,1%	54,5%	85,6%	0,3%
	Birth registration	0,3%	1,4%	1,1%	6,0%	21,0%	70,3%	91,3%	0,0%
	Unemployment benefits	4,0%	3,7%	7,1%	9,4%	28,0%	44,6%	72,6%	3,1%
	Determining disability	5,5%	5,7%	10,6%	13,0%	26,2%	28,6%	54,8%	10,4%
	Issuing of civil status documents	0,9%	0,6%	2,8%	7,7%	29,4%	58,5%	87,9%	0,0%
	Issuing driving license	3,3%	3,3%	7,1%	13,5%	30,6%	42,1%	72,7%	0,0%
Age pension	6,3%	4,2%	9,7%	12,1%	21,3%	38,9%	60,2%	7,4%	

**Table 8. Using the rating scale from 1 (Not at all satisfied) to 6 (Very satisfied), Please appreciate how satisfied you are in general with the ... you have benefited from this institution? - Accessibility of the service**

		Not at all satisfied	2	3	4	5	Very satisfied	Indicator (5+6)	DK/NO
Total		3,1%	3,0%	6,2%	10,0%	26,8%	47,8%	74,6%	3,1%
Gender of the respondent:	Male	3,1%	3,6%	6,4%	12,8%	25,5%	45,3%	70,8%	3,3%
	Female	3,1%	2,6%	6,1%	8,4%	27,4%	49,2%	76,6%	3,0%
Age of the respondent:	18-29 years	2,4%	2,1%	5,1%	10,1%	26,4%	53,7%	80,1%	0,3%
	30-44 years	1,9%	2,3%	4,5%	9,3%	28,6%	51,6%	80,2%	1,7%
	45-59 years	4,6%	4,6%	8,3%	10,2%	29,0%	37,3%	66,3%	6,0%
	60+ years	4,9%	3,5%	8,6%	11,0%	19,0%	46,1%	65,1%	6,9%
Residence area:	Urban	2,5%	2,6%	5,2%	10,1%	25,2%	52,9%	78,1%	1,6%
	Rural	3,9%	3,5%	7,4%	9,8%	28,8%	41,7%	70,5%	4,9%
Level of education:	Incomplete secondary or lower education level	2,4%	2,7%	5,4%	12,2%	25,4%	49,2%	74,6%	2,7%
	General secondary	3,5%	3,5%	8,1%	10,9%	28,4%	42,0%	70,4%	3,7%
	Secondary vocational	3,7%	3,2%	7,0%	9,2%	26,9%	45,4%	72,3%	4,7%
	Higher	2,6%	2,6%	4,8%	9,6%	26,5%	52,8%	79,3%	1,1%
Availability of computer:	Yes	2,1%	2,4%	5,7%	9,7%	27,0%	50,8%	77,8%	2,3%
	No	4,9%	4,0%	7,1%	10,4%	26,3%	42,7%	69,0%	4,5%
Level of income:	40% with the lowest level	4,5%	4,1%	7,1%	10,6%	28,4%	40,5%	68,9%	4,7%
	60% with the highest level	2,1%	2,3%	5,6%	9,5%	25,6%	52,8%	78,4%	2,0%
Service	Maternity allowance	1,1%	1,6%	4,2%	7,4%	31,1%	54,5%	85,6%	0,3%
	Birth registration	0,3%	1,4%	1,1%	6,0%	21,0%	70,3%	91,3%	0,0%
	Unemployment benefits	4,0%	3,7%	7,1%	9,4%	28,0%	44,6%	72,6%	3,1%
	Determining disability	5,5%	5,7%	10,6%	13,0%	26,2%	28,6%	54,8%	10,4%
	Issuing of civil status documents	0,9%	0,6%	2,8%	7,7%	29,4%	58,5%	87,9%	0,0%
	Issuing driving license	3,3%	3,3%	7,1%	13,5%	30,6%	42,1%	72,7%	0,0%
	Age pension	6,3%	4,2%	9,7%	12,1%	21,3%	38,9%	60,2%	7,4%

**Table 9. Using the rating scale from 1 (Not at all satisfied) to 6 (Very satisfied), Please appreciate how satisfied you are with the following in accessing the service you received at this institution? - Location of the office**

		Not at all satisfied	2	3	4	5	Very satisfied	Indicator (5+6)	DK/NO
Total		1,9%	2,4%	6,8%	11,1%	25,1%	51,5%	76,6%	1,2%
Gender of the respondent:	Male	1,8%	2,5%	6,6%	12,3%	26,0%	49,8%	75,8%	1,1%
	Female	2,0%	2,3%	6,8%	10,5%	24,7%	52,4%	77,1%	1,2%
Age of the respondent:	18-29 years	0,8%	2,2%	6,8%	13,0%	23,3%	53,5%	76,8%	0,3%
	30-44 years	1,7%	2,2%	5,6%	8,7%	25,7%	55,2%	80,9%	0,8%
	45-59 years	3,4%	2,5%	8,5%	12,0%	27,7%	43,6%	71,3%	2,3%
	60+ years	2,0%	2,9%	6,3%	11,5%	22,8%	52,7%	75,5%	1,7%
Residence area:	Urban	1,6%	2,1%	6,1%	10,4%	22,3%	56,7%	79,0%	0,6%
	Rural	2,3%	2,7%	7,5%	12,0%	28,6%	45,1%	73,7%	1,8%
Level of education:	Incomplete secondary or lower education level	2,4%	1,7%	6,8%	8,8%	27,1%	52,5%	79,6%	0,7%
	General secondary	2,2%	2,0%	7,9%	13,3%	26,9%	45,7%	72,6%	2,0%
	Secondary vocational	2,1%	2,4%	5,2%	12,0%	27,3%	49,3%	76,6%	1,7%
	Higher	1,3%	2,8%	8,0%	10,0%	21,3%	56,3%	77,6%	0,3%
Availability of computer:	Yes	1,5%	2,3%	7,1%	11,8%	24,5%	52,0%	76,5%	0,8%
	No	2,8%	2,4%	6,2%	9,9%	26,2%	50,7%	76,9%	1,8%
Level of income:	40% with the lowest level	2,7%	2,5%	6,1%	12,0%	28,4%	46,8%	75,2%	1,6%
	60% with the highest level	1,4%	2,3%	7,2%	10,6%	23,0%	54,7%	77,7%	0,8%
Service	Maternity allowance	1,1%	1,3%	5,0%	8,4%	25,3%	58,7%	84,0%	0,3%
	Birth registration	1,1%	1,6%	4,4%	6,3%	19,3%	67,0%	86,3%	0,3%
	Unemployment benefits	3,4%	1,4%	6,0%	11,1%	22,3%	54,0%	76,3%	1,7%
	Determining disability	3,9%	3,6%	10,6%	11,4%	31,7%	34,0%	65,7%	4,7%
	Issuing of civil status documents	0,3%	2,2%	4,3%	4,6%	25,7%	62,8%	88,5%	0,0%
	Issuing driving license	0,8%	3,6%	11,2%	21,4%	24,5%	38,5%	63,0%	0,0%
	Age pension	2,9%	2,6%	5,0%	13,2%	26,8%	48,4%	75,2%	1,1%

**Table 10. Using the rating scale from 1 (Not at all satisfied) to 6 (Very satisfied), Please appreciate how satisfied you are with the following in accessing the service you received at this institution? - Access roads / providing access ramp**

		Not at all satisfied	2	3	4	5	Very satisfied	Indicator (5+6)	DK/NO
Total		6,4%	2,5%	4,9%	9,7%	20,8%	44,3%	65,1%	11,6%
Gender of the respondent:	Male	6,7%	3,0%	5,2%	11,0%	19,2%	44,4%	63,6%	10,6%
	Female	6,2%	2,2%	4,7%	8,9%	21,7%	44,2%	65,9%	12,1%
Age of the respondent:	18-29 years	6,7%	2,2%	5,1%	11,4%	19,7%	47,0%	66,7%	7,9%
	30-44 years	5,2%	2,8%	4,4%	8,8%	21,6%	45,6%	67,2%	11,5%
	45-59 years	8,0%	2,5%	4,5%	8,8%	21,9%	39,6%	61,5%	14,8%
	60+ years	5,5%	2,3%	6,1%	9,8%	19,0%	44,1%	63,1%	13,3%
Residence area:	Urban	5,0%	1,8%	4,2%	8,7%	19,7%	48,3%	68,0%	12,3%
	Rural	8,0%	3,3%	5,6%	10,9%	22,1%	39,4%	61,5%	10,7%
Level of education:	Incomplete secondary or lower education level	7,8%	3,4%	4,1%	9,2%	20,3%	45,8%	66,1%	9,5%
	General secondary	6,2%	2,2%	5,9%	10,1%	24,7%	37,8%	62,5%	13,1%
	Secondary vocational	7,3%	2,0%	4,7%	9,6%	22,8%	43,6%	66,4%	10,0%
	Higher	5,0%	2,8%	4,8%	9,8%	17,0%	47,6%	64,6%	12,9%
Availability of computer:	Yes	6,0%	2,3%	4,9%	10,6%	20,1%	45,9%	66,0%	10,1%
	No	6,9%	2,9%	4,8%	8,0%	21,9%	41,4%	63,3%	14,1%
Level of income:	40% with the lowest level	8,1%	2,8%	5,3%	10,5%	23,0%	39,1%	62,1%	11,3%
	60% with the highest level	5,2%	2,3%	4,5%	9,1%	19,4%	47,8%	67,2%	11,8%
Service	Maternity allowance	2,6%	1,1%	6,1%	6,8%	21,1%	52,1%	73,2%	10,3%
	Birth registration	3,5%	0,8%	1,9%	6,8%	19,1%	55,9%	75,0%	12,0%
	Unemployment benefits	6,9%	2,3%	5,7%	8,3%	16,6%	41,4%	58,0%	18,9%
	Determining disability	8,6%	4,2%	7,0%	9,9%	25,7%	32,5%	58,2%	12,2%
	Issuing of civil status documents	1,5%	0,6%	0,9%	8,4%	21,7%	57,3%	79,0%	9,6%
	Issuing driving license	14,8%	4,8%	7,1%	18,9%	19,4%	34,4%	53,8%	0,5%
	Age pension	5,5%	3,2%	4,5%	7,9%	21,8%	38,9%	60,7%	18,2%

**Table 11. Using the rating scale from 1 (Not at all satisfied) to 6 (Very satisfied), Please appreciate how satisfied you are with the following in accessing the service you received at this institution? - Infrastructure in the waiting room (availability of chairs, armchairs, temperature, etc.)**

		Not at all satisfied	2	3	4	5	Very satisfied	Indicator (5+6)	DK/NO
Total		2,9%	3,0%	5,8%	8,0%	21,9%	53,3%	75,2%	5,0%
Gender of the respondent:	Male	2,6%	3,7%	5,8%	9,3%	21,6%	52,3%	73,9%	4,6%
	Female	3,1%	2,6%	5,8%	7,3%	22,1%	53,8%	75,9%	5,2%
Age of the respondent:	18-29 years	1,8%	2,1%	4,9%	7,4%	21,1%	61,0%	82,1%	1,8%
	30-44 years	2,8%	2,8%	5,6%	7,0%	22,4%	55,5%	77,9%	4,0%
	45-59 years	4,3%	3,4%	6,6%	9,7%	24,3%	42,7%	67,0%	8,9%
	60+ years	3,2%	4,9%	6,6%	8,9%	17,9%	51,6%	69,5%	6,9%
Residence area:	Urban	2,5%	2,7%	5,2%	6,7%	21,1%	58,7%	79,8%	3,2%
	Rural	3,5%	3,5%	6,5%	9,7%	23,0%	46,6%	69,6%	7,3%
Level of education:	Incomplete secondary or lower education level	2,0%	3,1%	4,4%	7,5%	22,4%	57,3%	79,7%	3,4%
	General secondary	3,2%	3,2%	6,2%	8,6%	27,7%	47,9%	75,6%	3,2%
	Secondary vocational	3,4%	2,4%	6,0%	7,7%	20,7%	52,7%	73,4%	7,3%
	Higher	2,6%	3,7%	5,7%	8,3%	20,4%	55,4%	75,8%	3,9%
Availability of computer:	Yes	2,1%	2,4%	5,9%	7,8%	20,9%	57,0%	77,9%	3,9%
	No	4,5%	4,2%	5,5%	8,4%	23,7%	46,8%	70,5%	6,9%
Level of income:	40% with the lowest level	4,1%	3,2%	6,2%	9,7%	23,9%	46,2%	70,1%	6,7%
	60% with the highest level	2,1%	2,9%	5,5%	6,9%	20,6%	58,1%	78,7%	3,9%
Service	Maternity allowance	2,4%	3,4%	5,8%	9,5%	26,8%	51,6%	78,4%	0,5%
	Birth registration	0,3%	0,3%	1,9%	5,4%	15,5%	75,7%	91,2%	0,8%
	Unemployment benefits	5,7%	4,0%	9,4%	12,6%	23,7%	37,1%	60,8%	7,4%
	Determining disability	5,7%	4,9%	6,5%	7,8%	22,6%	35,6%	58,2%	16,9%
	Issuing of civil status documents	0,3%	0,9%	0,9%	2,2%	18,6%	77,1%	95,7%	0,0%
	Issuing driving license	1,5%	3,3%	8,4%	7,7%	24,2%	54,3%	78,5%	0,5%
	Age pension	4,5%	3,9%	6,8%	10,5%	21,3%	44,7%	66,0%	8,2%

**Table 12. Using the rating scale from 1 (Not at all satisfied) to 6 (Very satisfied), Please appreciate how satisfied you are with the following in accessing the service you received at this institution? - Waiting time to be served**

		Not at all satisfied	2	3	4	5	Very satisfied	Indicator (5+6)	DK/NO
Total		2,1%	3,3%	7,1%	12,1%	27,2%	47,4%	74,6%	0,8%
Gender of the respondent:	Male	2,3%	3,7%	9,2%	12,4%	26,6%	45,1%	71,7%	0,7%
	Female	2,0%	3,0%	6,0%	11,9%	27,6%	48,6%	76,2%	0,8%
Age of the respondent:	18-29 years	1,8%	3,5%	7,8%	13,6%	26,6%	46,3%	72,9%	0,4%
	30-44 years	1,3%	2,8%	6,5%	10,9%	29,4%	48,7%	78,1%	0,3%
	45-59 years	3,5%	3,1%	6,9%	12,0%	27,6%	45,1%	72,7%	1,7%
	60+ years	2,3%	4,3%	7,8%	11,8%	22,5%	50,4%	72,9%	0,9%
Residence area:	Urban	1,8%	3,0%	6,9%	11,1%	27,1%	49,8%	76,9%	0,4%
	Rural	2,6%	3,6%	7,4%	13,2%	27,5%	44,4%	71,9%	1,3%
Level of education:	Incomplete secondary or lower education level	1,4%	2,7%	6,1%	9,8%	26,8%	52,2%	79,0%	1,0%
	General secondary	2,5%	2,0%	8,9%	13,1%	29,4%	44,0%	73,4%	0,2%
	Secondary vocational	2,5%	2,7%	7,3%	13,4%	26,0%	47,1%	73,1%	1,1%
	Higher	1,9%	4,6%	6,6%	11,0%	27,6%	47,8%	75,4%	0,6%
Availability of computer:	Yes	1,6%	3,1%	7,6%	12,6%	27,2%	47,2%	74,4%	0,7%
	No	3,0%	3,5%	6,4%	11,1%	27,4%	47,7%	75,1%	1,0%
Level of income:	40% with the lowest level	2,7%	3,1%	7,7%	11,8%	29,9%	43,7%	73,6%	1,2%
	60% with the highest level	1,8%	3,4%	6,8%	12,3%	25,5%	49,9%	75,4%	0,5%
Service	Maternity allowance	1,6%	3,4%	6,1%	14,2%	26,1%	48,2%	74,3%	0,5%
	Birth registration	0,3%	0,5%	3,5%	6,0%	25,9%	63,2%	89,1%	0,5%
	Unemployment benefits	1,7%	2,9%	5,4%	10,0%	27,4%	51,1%	78,5%	1,4%
	Determining disability	4,4%	5,2%	11,2%	13,2%	25,5%	38,4%	63,9%	2,1%
	Issuing of civil status documents	0,3%	0,9%	5,6%	7,1%	30,0%	56,0%	86,0%	0,0%
	Issuing driving license	2,3%	5,9%	11,7%	19,1%	30,9%	30,1%	61,0%	0,0%
	Age pension	3,9%	3,4%	5,8%	13,4%	25,3%	47,4%	72,7%	0,8%

**Table 13. Using the rating scale from 1 (Not at all satisfied) to 6 (Very satisfied), Please appreciate how satisfied you are with the following in accessing the service you received at this institution? - Speed of service**

		Not at all satisfied	2	3	4	5	Very satisfied	Indicator (5+6)	DK/NO
Total		1,4%	2,1%	4,9%	8,9%	27,3%	54,8%	82,1%	0,5%
Gender of the respondent:	Male	1,5%	2,4%	5,9%	9,4%	27,2%	52,7%	79,9%	0,8%
	Female	1,3%	2,0%	4,4%	8,6%	27,4%	55,9%	83,3%	0,4%
Age of the respondent:	18-29 years	1,1%	2,6%	5,3%	9,2%	27,9%	53,7%	81,6%	0,3%
	30-44 years	1,2%	2,0%	4,0%	7,9%	27,2%	57,7%	84,9%	0,1%
	45-59 years	2,3%	1,4%	5,4%	9,6%	28,7%	51,6%	80,3%	1,1%
	60+ years	0,9%	2,9%	5,8%	9,5%	23,9%	55,9%	79,8%	1,2%
Residence area:	Urban	1,4%	1,8%	4,1%	8,7%	26,6%	57,0%	83,6%	0,4%
	Rural	1,4%	2,5%	6,0%	9,2%	28,2%	52,1%	80,3%	0,8%
Level of education:	Incomplete secondary or lower education level	1,0%	3,1%	4,7%	6,4%	25,4%	59,0%	84,4%	0,3%
	General secondary	1,5%	2,5%	5,9%	9,4%	29,4%	50,6%	80,0%	0,7%
	Secondary vocational	1,3%	1,7%	5,5%	9,7%	27,5%	53,4%	80,9%	0,8%
	Higher	1,6%	2,1%	3,8%	8,5%	26,8%	57,0%	83,8%	0,2%
Availability of computer:	Yes	1,2%	1,9%	5,0%	9,0%	27,6%	54,8%	82,4%	0,5%
	No	1,8%	2,6%	4,8%	8,7%	26,8%	54,7%	81,5%	0,5%
Level of income:	40% with the lowest level	1,4%	2,4%	6,1%	9,0%	30,8%	49,6%	80,4%	0,8%
	60% with the highest level	1,4%	1,9%	4,2%	8,8%	25,0%	58,3%	83,3%	0,4%
Service	Maternity allowance	0,8%	2,9%	3,4%	7,1%	26,3%	59,2%	85,5%	0,3%
	Birth registration	0,8%	0,5%	2,2%	4,1%	23,7%	68,7%	92,4%	0,0%
	Unemployment benefits	1,4%	0,6%	4,9%	6,6%	28,9%	56,9%	85,8%	0,9%
	Determining disability	3,6%	3,4%	8,1%	12,5%	29,1%	41,8%	70,9%	1,6%
	Issuing of civil status documents	0,6%	0,9%	4,3%	7,1%	25,4%	61,6%	87,0%	0,0%
	Issuing driving license	0,5%	3,8%	7,9%	13,5%	30,9%	43,4%	74,3%	0,0%
	Age pension	1,8%	2,4%	3,4%	10,5%	26,6%	54,2%	80,8%	1,1%

**Table 14. Using the rating scale from 1 (Not at all satisfied) to 6 (Very satisfied), Please appreciate how satisfied you are with the following in accessing the service you received at this institution? - The attitude of the officials towards you.**

		Not at all satisfied	2	3	4	5	Very satisfied	Indicator (5+6)	DK/NO
Total		2,2%	2,0%	3,0%	7,0%	23,8%	61,5%	85,3%	0,5%
Gender of the respondent:	Male	1,9%	2,1%	3,8%	7,9%	25,5%	58,2%	83,7%	0,5%
	Female	2,3%	1,9%	2,6%	6,5%	22,9%	63,2%	86,1%	0,5%
Age of the respondent:	18-29 years	2,2%	1,5%	3,3%	8,6%	21,6%	62,4%	84,0%	0,3%
	30-44 years	1,6%	2,1%	3,4%	7,2%	22,8%	62,8%	85,6%	0,1%
	45-59 years	2,9%	2,6%	2,8%	4,6%	26,5%	59,6%	86,1%	0,9%
	60+ years	2,0%	1,4%	2,0%	7,8%	25,9%	59,7%	85,6%	1,2%
Residence area:	Urban	2,3%	1,6%	3,0%	6,8%	23,4%	62,4%	85,8%	0,4%
	Rural	2,0%	2,4%	3,0%	7,3%	24,4%	60,3%	84,7%	0,7%
Level of education:	Incomplete secondary or lower education level	1,7%	1,4%	2,4%	5,4%	22,7%	65,8%	88,5%	0,7%
	General secondary	2,2%	2,2%	4,0%	6,7%	26,2%	58,5%	84,7%	0,2%
	Secondary vocational	1,9%	2,4%	2,7%	7,2%	25,4%	59,6%	85,0%	0,9%
	Higher	2,5%	1,7%	3,3%	7,6%	21,4%	63,5%	84,9%	0,1%
Availability of computer:	Yes	1,8%	1,5%	3,2%	7,4%	23,3%	62,5%	85,8%	0,4%
	No	2,9%	2,8%	2,8%	6,4%	24,8%	59,7%	84,5%	0,6%
Level of income:	40% with the lowest level	2,1%	2,8%	2,8%	7,9%	25,2%	58,4%	83,6%	0,8%
	60% with the highest level	2,2%	1,4%	3,2%	6,4%	22,9%	63,5%	86,4%	0,3%
Service	Maternity allowance	2,1%	2,4%	2,6%	7,6%	20,8%	64,2%	85,0%	0,3%
	Birth registration	1,4%	0,8%	1,4%	6,3%	18,3%	71,7%	90,0%	0,3%
	Unemployment benefits	2,6%	1,7%	3,7%	5,4%	22,6%	63,1%	85,7%	0,9%
	Determining disability	3,1%	3,4%	6,0%	6,8%	28,1%	51,7%	79,8%	1,0%
	Issuing of civil status documents	1,2%	1,2%	1,2%	4,3%	22,6%	69,3%	91,9%	0,0%
	Issuing driving license	1,8%	2,6%	4,3%	11,7%	25,5%	54,1%	79,6%	0,0%
Age pension	2,9%	1,6%	1,6%	6,3%	28,4%	58,2%	86,6%	1,1%	

**Table 15. Using the rating scale from 1 (Not at all satisfied) to 6 (Very satisfied), Please appreciate how satisfied you are with the following in accessing the service you received at this institution? - Professionalism of officials**

		Not at all satisfied	2	3	4	5	Very satisfied	Indicator (5+6)	DK/NO
Total		1,6%	1,4%	2,6%	7,0%	24,6%	61,1%	85,7%	1,8%
Gender of the respondent:	Male	1,6%	1,0%	2,7%	8,1%	25,8%	58,6%	84,4%	2,2%
	Female	1,6%	1,6%	2,5%	6,4%	23,9%	62,5%	86,4%	1,6%
Age of the respondent:	18-29 years	1,7%	0,7%	1,8%	7,6%	25,1%	62,6%	87,7%	0,6%
	30-44 years	1,2%	1,4%	3,0%	7,6%	22,9%	62,9%	85,8%	1,0%
	45-59 years	2,3%	1,8%	2,8%	5,5%	26,3%	57,3%	83,6%	3,9%
	60+ years	1,2%	2,0%	2,9%	6,9%	24,2%	60,5%	84,7%	2,3%
Residence area:	Urban	1,7%	1,1%	2,3%	7,6%	23,0%	62,6%	85,6%	1,7%
	Rural	1,5%	1,8%	2,9%	6,2%	26,4%	59,2%	85,6%	1,9%
Level of education:	Incomplete secondary or lower education level	1,4%	2,0%	2,0%	4,7%	22,4%	66,1%	88,5%	1,4%
	General secondary	1,7%	1,0%	4,0%	6,4%	28,4%	57,5%	85,9%	1,0%
	Secondary vocational	1,2%	1,6%	2,6%	6,3%	26,1%	59,8%	85,9%	2,4%
	Higher	2,0%	1,1%	2,2%	8,7%	21,7%	62,7%	84,4%	1,5%
Availability of computer:	Yes	1,4%	1,0%	2,5%	7,4%	24,4%	61,8%	86,2%	1,4%
	No	1,9%	2,0%	2,8%	6,2%	24,9%	59,7%	84,6%	2,4%
Level of income:	40% with the lowest level	1,7%	1,7%	2,5%	7,0%	27,2%	57,8%	85,0%	2,0%
	60% with the highest level	1,5%	1,2%	2,7%	6,9%	22,8%	63,3%	86,1%	1,6%
Service	Maternity allowance	1,1%	1,1%	2,4%	8,2%	21,3%	65,3%	86,6%	0,8%
	Birth registration	1,1%	1,1%	1,4%	5,7%	20,4%	69,8%	90,2%	0,5%
	Unemployment benefits	1,7%	0,6%	2,3%	6,0%	25,1%	60,6%	85,7%	3,7%
	Determining disability	2,1%	3,1%	3,4%	7,0%	27,0%	52,7%	79,7%	4,7%
	Issuing of civil status documents	1,2%	0,6%	2,2%	5,0%	24,5%	66,6%	91,1%	0,0%
	Issuing driving license	1,3%	1,0%	3,3%	9,9%	27,0%	56,9%	83,9%	0,5%
	Age pension	2,6%	2,1%	3,2%	6,6%	26,3%	57,1%	83,4%	2,1%

**Table 16. Using the rating scale from 1 (Not at all satisfied) to 6 (Very satisfied), Please appreciate how satisfied you are with the following in accessing the service you received at this institution? - Number of visits**

		Not at all satisfied	2	3	4	5	Very satisfied	Indicator (5+6)	DK/NO
Total		2,3%	2,5%	5,6%	9,9%	25,7%	48,4%	74,1%	5,6%
Gender of the respondent:	Male	2,0%	3,0%	6,7%	10,3%	28,2%	44,5%	72,7%	5,4%
	Female	2,5%	2,2%	5,0%	9,7%	24,4%	50,5%	74,9%	5,7%
Age of the respondent:	18-29 years	1,8%	2,6%	5,5%	11,5%	25,0%	51,5%	76,5%	2,1%
	30-44 years	1,6%	2,9%	6,4%	8,0%	26,6%	50,3%	76,9%	4,1%
	45-59 years	3,2%	2,5%	5,1%	10,8%	26,5%	42,4%	68,9%	9,6%
	60+ years	3,2%	1,2%	4,6%	9,8%	23,6%	48,4%	72,0%	9,2%
Residence area:	Urban	2,4%	2,3%	5,6%	9,4%	24,9%	51,3%	76,2%	4,1%
	Rural	2,2%	2,7%	5,6%	10,5%	26,8%	44,8%	71,6%	7,4%
Level of education:	Incomplete secondary or lower education level	1,4%	2,4%	7,1%	8,1%	28,8%	48,5%	77,3%	3,7%
	General secondary	2,7%	1,7%	5,4%	8,9%	29,4%	47,4%	76,8%	4,4%
	Secondary vocational	1,9%	2,6%	5,0%	10,6%	26,7%	45,2%	71,9%	8,0%
	Higher	2,8%	2,7%	5,8%	10,2%	22,1%	52,5%	74,6%	3,9%
Availability of computer:	Yes	2,0%	2,7%	5,2%	10,6%	25,3%	50,1%	75,4%	4,2%
	No	2,9%	2,0%	6,3%	8,7%	26,5%	45,5%	72,0%	8,1%
Level of income:	40% with the lowest level	2,3%	2,5%	5,2%	10,4%	28,7%	43,1%	71,8%	7,7%
	60% with the highest level	2,3%	2,5%	5,8%	9,6%	23,7%	51,9%	75,6%	4,2%
Service	Maternity allowance	2,1%	1,6%	7,1%	7,6%	27,6%	51,8%	79,4%	2,1%
	Birth registration	1,1%	1,9%	2,7%	4,6%	24,0%	65,7%	89,7%	0,0%
	Unemployment benefits	2,3%	2,0%	4,6%	10,0%	22,6%	51,1%	73,7%	7,4%
	Determining disability	2,9%	2,6%	6,5%	10,6%	23,1%	36,9%	60,0%	17,4%
	Issuing of civil status documents	0,6%	3,1%	4,6%	8,0%	30,3%	52,9%	83,2%	0,3%
	Issuing driving license	1,8%	4,6%	8,9%	18,1%	26,8%	39,8%	66,6%	0,0%
	Age pension	5,0%	1,6%	4,2%	9,7%	26,1%	42,4%	68,5%	11,1%

**Table 17. Using the rating scale from 1 (Not at all satisfied) to 6 (Very satisfied), Please appreciate how satisfied you are with the following in accessing the service you received at this institution? - Working hours**

		Not at all satisfied	2	3	4	5	Very satisfied	Indicator (5+6)	DK/NO
Total		1,2%	0,9%	2,9%	7,3%	23,8%	61,2%	85,0%	2,7%
Gender of the respondent:	Male	1,0%	0,9%	4,4%	8,6%	24,1%	58,8%	82,9%	2,3%
	Female	1,3%	0,8%	2,2%	6,5%	23,7%	62,6%	86,3%	2,9%
Age of the respondent:	18-29 years	0,4%	0,3%	2,4%	6,7%	22,2%	66,7%	88,9%	1,4%
	30-44 years	0,8%	0,6%	3,1%	7,1%	23,6%	62,2%	85,8%	2,6%
	45-59 years	2,3%	1,8%	3,2%	7,7%	25,1%	55,9%	81,0%	3,9%
	60+ years	1,4%	0,9%	3,2%	8,1%	25,4%	57,3%	82,7%	3,7%
Residence area:	Urban	1,2%	0,6%	2,6%	6,1%	22,2%	65,3%	87,5%	2,0%
	Rural	1,1%	1,2%	3,4%	8,6%	25,8%	56,2%	82,0%	3,6%
Level of education:	Incomplete secondary or lower education level	1,0%	2,0%	3,7%	8,5%	24,7%	58,0%	82,7%	2,0%
	General secondary	1,2%	0,5%	3,2%	6,7%	31,9%	53,8%	85,7%	2,7%
	Secondary vocational	1,2%	0,8%	2,7%	8,0%	24,6%	59,3%	83,9%	3,4%
	Higher	1,1%	0,6%	2,8%	6,4%	19,1%	68,0%	87,1%	2,0%
Availability of computer:	Yes	0,7%	0,6%	3,0%	7,3%	23,6%	62,6%	86,2%	2,3%
	No	1,9%	1,3%	2,9%	7,2%	24,3%	58,9%	83,2%	3,5%
Level of income:	40% with the lowest level	1,7%	1,4%	3,0%	9,0%	27,3%	53,6%	80,9%	4,0%
	60% with the highest level	0,8%	0,5%	2,9%	6,1%	21,5%	66,4%	87,9%	1,9%
Service	Maternity allowance	1,1%	0,5%	2,1%	7,1%	24,5%	62,9%	87,4%	1,8%
	Birth registration	0,0%	0,0%	1,9%	7,6%	18,5%	70,8%	89,3%	1,1%
	Unemployment benefits	1,7%	1,7%	2,3%	4,6%	24,0%	63,1%	87,1%	2,6%
	Determining disability	2,1%	2,3%	4,9%	9,4%	24,2%	48,1%	72,3%	9,1%
	Issuing of civil status documents	0,6%	0,0%	2,2%	8,4%	20,7%	68,1%	88,8%	0,0%
	Issuing driving license	0,3%	0,5%	3,8%	5,9%	25,5%	64,0%	89,5%	0,0%
	Age pension	2,4%	0,8%	3,2%	7,9%	28,7%	53,2%	81,9%	3,9%

**Table 18. Using the rating scale from 1 (Not at all satisfied) to 6 (Very satisfied), Please appreciate how satisfied you are with the following in accessing the service you received at this institution? - Number of documents requested**

		Not at all satisfied	2	3	4	5	Very satisfied	Indicator (5+6)	DK/NO
Total		1,9%	1,7%	4,6%	8,3%	26,1%	52,5%	78,6%	4,9%
Gender of the respondent:	Male	1,2%	2,3%	5,6%	9,1%	26,8%	50,8%	77,6%	4,3%
	Female	2,2%	1,4%	4,0%	7,9%	25,7%	53,5%	79,2%	5,2%
Age of the respondent:	18-29 years	0,8%	0,4%	4,0%	9,6%	23,3%	60,3%	83,6%	1,5%
	30-44 years	1,6%	2,3%	4,9%	6,2%	27,1%	54,8%	81,9%	3,1%
	45-59 years	2,9%	2,3%	4,8%	9,1%	29,1%	42,7%	71,8%	9,1%
	60+ years	2,6%	2,0%	4,6%	9,8%	23,6%	49,0%	72,6%	8,4%
Residence area:	Urban	1,6%	1,8%	4,2%	8,0%	24,6%	56,9%	81,5%	3,0%
	Rural	2,2%	1,7%	5,1%	8,7%	27,9%	47,1%	75,0%	7,3%
Level of education:	Incomplete secondary or lower education level	2,0%	1,7%	4,7%	8,1%	27,8%	52,2%	80,0%	3,4%
	General secondary	1,7%	0,7%	4,2%	10,4%	30,6%	47,9%	78,5%	4,4%
	Secondary vocational	1,9%	1,9%	5,3%	7,6%	26,2%	50,0%	76,2%	7,1%
	Higher	1,8%	1,8%	3,8%	8,4%	23,4%	57,6%	81,0%	3,1%
Availability of computer:	Yes	1,3%	1,7%	4,3%	8,4%	27,1%	53,8%	80,9%	3,4%
	No	2,9%	1,8%	5,0%	8,2%	24,3%	50,3%	74,6%	7,6%
Level of income:	40% with the lowest level	2,3%	1,8%	4,9%	9,7%	28,7%	44,6%	73,3%	7,8%
	60% with the highest level	1,6%	1,7%	4,4%	7,4%	24,3%	57,8%	82,1%	2,9%
Service	Maternity allowance	1,3%	1,1%	3,7%	7,4%	23,9%	61,6%	85,5%	1,1%
	Birth registration	0,8%	1,4%	0,8%	4,4%	24,8%	67,8%	92,6%	0,0%
	Unemployment benefits	1,4%	2,0%	4,3%	9,7%	26,6%	51,1%	77,7%	4,9%
	Determining disability	3,4%	2,9%	8,8%	10,6%	23,1%	33,8%	56,9%	17,4%
	Issuing of civil status documents	0,9%	2,2%	4,0%	7,4%	28,2%	57,0%	85,2%	0,3%
	Issuing driving license	0,5%	1,0%	5,4%	10,2%	28,1%	54,8%	82,9%	0,0%
	Age pension	4,5%	1,8%	4,7%	8,4%	28,2%	42,6%	70,8%	9,7%

**Table 19. Using the rating scale from 1 (Not at all satisfied) to 6 (Very satisfied), Please appreciate how satisfied you are with the following in accessing the service you received at this institution? - Service cost**

		Not at all satisfied	2	3	4	5	Very satisfied	Indicator (5+6)	DK/NO
Total		2,3%	2,0%	4,8%	7,6%	19,2%	56,5%	75,7%	7,6%
Gender of the respondent:	Male	1,9%	3,2%	6,6%	8,6%	21,3%	51,4%	72,7%	7,1%
	Female	2,5%	1,4%	3,8%	7,0%	18,1%	59,3%	77,4%	7,8%
Age of the respondent:	18-29 years	1,8%	1,9%	7,5%	10,0%	20,2%	56,2%	76,4%	2,4%
	30-44 years	2,3%	1,9%	4,2%	7,2%	18,7%	59,3%	78,0%	6,4%
	45-59 years	3,2%	1,8%	2,9%	6,3%	18,8%	54,2%	73,0%	12,6%
	60+ years	1,4%	2,9%	4,0%	5,8%	19,3%	54,8%	74,1%	11,8%
Residence area:	Urban	2,3%	1,8%	4,5%	7,5%	17,8%	60,0%	77,8%	6,1%
	Rural	2,2%	2,3%	5,1%	7,7%	21,0%	52,2%	73,2%	9,4%
Level of education:	Incomplete secondary or lower education level	1,7%	1,7%	3,4%	8,1%	24,7%	56,9%	81,6%	3,4%
	General secondary	2,5%	2,0%	4,2%	8,6%	23,7%	52,3%	76,0%	6,7%
	Secondary vocational	2,4%	2,4%	5,2%	8,7%	18,2%	53,2%	71,4%	10,0%
	Higher	2,4%	1,7%	4,9%	5,7%	16,7%	62,0%	78,7%	6,6%
Availability of computer:	Yes	1,9%	1,9%	5,7%	8,9%	20,1%	55,7%	75,8%	5,9%
	No	3,0%	2,2%	3,2%	5,3%	17,8%	57,9%	75,7%	10,5%
Level of income:	40% with the lowest level	2,4%	2,2%	3,8%	7,5%	21,3%	52,4%	73,7%	10,4%
	60% with the highest level	2,2%	1,9%	5,5%	7,6%	17,9%	59,4%	77,3%	5,6%
Service	Maternity allowance	1,6%	0,5%	1,8%	3,4%	17,1%	72,9%	90,0%	2,6%
	Birth registration	0,5%	0,8%	2,2%	6,0%	19,9%	69,5%	89,4%	1,1%
	Unemployment benefits	3,1%	0,3%	1,4%	1,7%	16,9%	64,0%	80,9%	12,6%
	Determining disability	3,6%	2,3%	4,2%	4,7%	12,5%	51,9%	64,4%	20,8%
	Issuing of civil status documents	1,2%	3,7%	4,0%	15,2%	24,8%	51,1%	75,9%	0,0%
	Issuing driving license	3,3%	4,3%	16,1%	17,6%	24,7%	33,7%	58,4%	0,3%
Age pension	2,4%	2,1%	2,9%	4,7%	19,5%	53,7%	73,2%	14,7%	

**Table 20. Using the rating scale from 1 (Not at all satisfied) to 6 (Very satisfied), Please appreciate how satisfied you are with the following in accessing the service you received at this institution? - Correctness of the document received (no mistakes)**

		Not at all satisfied	2	3	4	5	Very satisfied	Indicator (5+6)	DK/NO
Total		1,4%	0,6%	1,7%	4,2%	20,1%	69,5%	89,6%	2,6%
Gender of the respondent:	Male	1,5%	0,7%	2,0%	5,3%	21,5%	66,7%	88,2%	2,4%
	Female	1,3%	0,6%	1,5%	3,5%	19,3%	71,0%	90,3%	2,7%
Age of the respondent:	18-29 years	0,4%	0,4%	1,4%	3,9%	17,8%	75,3%	93,1%	0,8%
	30-44 years	1,0%	0,6%	1,4%	3,3%	19,7%	72,6%	92,3%	1,5%
	45-59 years	2,5%	0,8%	1,7%	4,8%	22,2%	62,2%	84,4%	5,9%
	60+ years	2,3%	0,9%	2,9%	5,8%	22,2%	63,1%	85,3%	2,9%
Residence area:	Urban	1,1%	0,4%	1,5%	3,7%	18,2%	72,8%	91,0%	2,3%
	Rural	1,7%	0,9%	1,9%	4,7%	22,5%	65,4%	87,9%	2,9%
Level of education:	Incomplete secondary or lower education level	1,0%	1,4%	0,7%	2,0%	24,1%	69,5%	93,6%	1,4%
	General secondary	1,7%	0,7%	1,0%	6,2%	25,2%	62,0%	87,2%	3,2%
	Secondary vocational	1,3%	0,3%	2,1%	5,5%	22,0%	66,1%	88,1%	2,7%
	Higher	1,3%	0,6%	1,8%	2,5%	14,5%	76,7%	91,2%	2,7%
Availability of computer:	Yes	1,0%	0,5%	1,8%	4,0%	20,6%	69,8%	90,4%	2,1%
	No	2,0%	0,9%	1,4%	4,4%	19,2%	68,8%	88,0%	3,4%
Level of income:	40% with the lowest level	1,8%	0,8%	1,6%	5,0%	23,3%	64,4%	87,7%	3,0%
	60% with the highest level	1,1%	0,5%	1,7%	3,6%	17,9%	72,9%	90,8%	2,3%
Service	Maternity allowance	1,3%	1,1%	1,3%	3,4%	17,4%	74,5%	91,9%	1,1%
	Birth registration	0,8%	0,0%	1,6%	2,5%	16,3%	78,5%	94,8%	0,3%
	Unemployment benefits	1,4%	0,9%	0,6%	3,1%	19,4%	66,0%	85,4%	8,6%
	Determining disability	2,6%	0,8%	2,1%	5,5%	18,2%	66,8%	85,0%	4,2%
	Issuing of civil status documents	0,3%	0,6%	3,1%	5,0%	27,6%	62,8%	90,4%	0,6%
	Issuing driving license	0,3%	0,0%	0,5%	4,1%	20,9%	74,2%	95,1%	0,0%
Age pension	2,9%	1,1%	2,6%	5,5%	21,8%	62,4%	84,2%	3,7%	

**Table 21. Using the rating scale from 1 (Not at all satisfied) to 6 (Very satisfied), Please appreciate how satisfied you are with the following in accessing the service you received at this institution? - Clarity of information about service**

		Not at all satisfied	2	3	4	5	Very satisfied	Indicator (5+6)	DK/NO
Total		1,7%	1,5%	2,6%	5,4%	23,1%	62,5%	85,6%	3,3%
Gender of the respondent:	Male	1,8%	1,2%	3,1%	6,0%	26,1%	59,1%	85,2%	2,7%
	Female	1,6%	1,6%	2,3%	5,0%	21,4%	64,3%	85,7%	3,7%
Age of the respondent:	18-29 years	1,2%	0,8%	1,2%	4,7%	21,5%	69,6%	91,1%	0,8%
	30-44 years	1,3%	0,8%	3,0%	4,8%	23,6%	64,4%	88,0%	2,1%
	45-59 years	2,2%	2,6%	3,1%	6,2%	24,2%	55,3%	79,5%	6,5%
	60+ years	2,6%	2,3%	3,5%	6,6%	23,1%	56,2%	79,3%	5,8%
Residence area:	Urban	1,7%	1,4%	2,8%	5,1%	22,0%	65,0%	87,0%	1,9%
	Rural	1,6%	1,6%	2,3%	5,6%	24,4%	59,3%	83,7%	5,1%
Level of education:	Incomplete secondary or lower education level	0,7%	1,7%	1,7%	5,1%	25,4%	63,1%	88,5%	2,4%
	General secondary	1,7%	1,7%	1,7%	5,7%	28,6%	56,3%	84,9%	4,2%
	Secondary vocational	1,6%	1,5%	3,3%	4,7%	23,6%	60,9%	84,5%	4,3%
	Higher	1,9%	1,1%	2,6%	6,1%	18,9%	67,2%	86,1%	2,2%
Availability of computer:	Yes	1,0%	1,2%	2,5%	5,6%	24,4%	63,1%	87,5%	2,2%
	No	2,8%	1,9%	2,8%	5,0%	20,8%	61,4%	82,2%	5,3%
Level of income:	40% with the lowest level	2,2%	1,7%	2,1%	5,4%	25,7%	57,6%	83,3%	5,3%
	60% with the highest level	1,3%	1,3%	2,9%	5,3%	21,4%	65,8%	87,2%	2,0%
Service	Maternity allowance	1,6%	2,1%	3,2%	5,8%	20,3%	66,8%	87,1%	0,3%
	Birth registration	0,8%	0,5%	1,4%	2,5%	21,5%	73,3%	94,8%	0,0%
	Unemployment benefits	1,4%	3,1%	2,9%	6,6%	21,7%	61,4%	83,1%	2,9%
	Determining disability	2,9%	1,8%	3,4%	4,9%	22,3%	52,5%	74,8%	12,2%
	Issuing of civil status documents	1,5%	0,9%	1,9%	5,0%	25,7%	65,0%	90,7%	0,0%
	Issuing driving license	0,8%	0,0%	1,8%	5,4%	24,7%	67,1%	91,8%	0,3%
	Age pension	2,6%	1,8%	3,7%	7,4%	25,5%	51,8%	77,3%	7,1%

**Table 22. Please tell us how long it took you from home to the given institution: the number of minutes**

		Average	Median	Mode	Standard deviation	Standard average error
Total		35	30	30	36	1
Gender of the respondent:	Male	34	25	30	39	1
	Female	35	30	30	34	1
Age of the respondent:	18-29 years	33	30	30	30	1
	30-44 years	31	20	30	31	1
	45-59 years	41	30	30	48	2
	60+ years	35	30	30	31	2
Residence area:	Urban	26	20	30	30	1
	Rural	46	33	30	39	1
Level of education:	Incomplete secondary or lower education level	40	30	30	43	3
	General secondary	40	30	60	44	2
	Secondary vocational	37	30	30	35	1
	Higher	29	20	30	30	1
Availability of computer:	Yes	32	20	30	31	1
	No	40	30	30	43	1
Level of income:	40% with the lowest level	43	30	30	41	1
	60% with the highest level	29	20	30	31	1
Service	Maternity allowance	29	20	30	26	1
	Birth registration	23	20	20	21	1
	Unemployment benefits	32	20	30	44	2
	Determining disability	53	40	60	52	3
	Issuing of civil status documents	30	25	30	26	1
	Issuing driving license	40	30	30	31	2
	Age pension	36	30	30	33	2

**Table 23. Please tell us how many times it was necessary to come to the given institution, until you managed to get the service: the number of visits**

		Average	Median	Mode	Standard deviation	Standard average error
Total		2,9	2	2	4	0
Gender of the respondent:	Male	3,2	2	2	4	0
	Female	2,7	2	2	3	0
Age of the respondent:	18-29 years	3,0	2	2	4	0
	30-44 years	2,5	2	2	3	0
	45-59 years	3,2	2	2	5	0
	60+ years	2,9	2	2	4	0
Residence area:	Urban	2,8	2	2	3	0
	Rural	3,0	2	2	4	0
Level of education:	Incomplete secondary or lower education level	2,7	2	2	4	0
	General secondary	2,7	2	2	3	0
	Secondary vocational	3,2	2	2	5	0
	Higher	2,7	2	2	2	0
Availability of computer:	Yes	2,8	2	2	3	0
	No	3,0	2	2	4	0
Level of income:	40% with the lowest level	3,0	2	2	4	0
	60% with the highest level	2,8	2	2	3	0
Service	Maternity allowance	2,4	2	2	1	0
	Birth registration	1,6	1	1	2	0
	Unemployment benefits	3,5	2	2	3	0
	Determining disability	3,1	2	1	5	0
	Issuing of civil status documents	2,6	2	2	4	0
	Issuing driving license	4,1	3	2	4	0
	Age pension	2,9	2	1	4	0

**Table 24. Please tell us approximately how long you received the requested service (time from when the need for the service appeared, information about the service and until it was obtained): number of days**

		Average	Median	Mode	Standard deviation	Standard average error
Total		29	30	30	39	1
Gender of the respondent:	Male	28	20	30	42	1
	Female	29	30	30	37	1
Age of the respondent:	18-29 years	27	30	30	39	1
	30-44 years	25	18	30	35	1
	45-59 years	33	30	30	42	2
	60+ years	35	30	30	42	2
Residence area:	Urban	27	20	30	41	1
	Rural	31	30	30	37	1
Level of education:	Incomplete secondary or lower education level	25	15	30	35	2
	General secondary	27	30	30	33	2
	Secondary vocational	31	30	30	43	1
	Higher	29	30	30	39	1
Availability of computer:	Yes	27	21	30	39	1
	No	32	30	30	40	1
Level of income:	40% with the lowest level	31	30	30	39	1
	60% with the highest level	28	30	30	39	1
Service	Maternity allowance	38	30	30	30	2
	Birth registration	6	1	1	11	1
	Unemployment benefits	35	30	30	53	3
	Determining disability	40	30	30	40	2
	Issuing of civil status documents	12	5	1	21	1
	Issuing driving license	33	30	30	45	2
	Age pension	41	30	30	42	2

**Table 25. Please tell us approximately how long you have been waiting until you reach the counter / clerk: number of minutes**

		Average	Median	Mode	Standard deviation	Standard average error
Total		18	10	5	29	1
Gender of the respondent:	Male	19	10	5	30	1
	Female	18	10	5	28	1
Age of the respondent:	18-29 years	16	10	5	26	1
	30-44 years	18	10	10	28	1
	45-59 years	21	10	5	34	1
	60+ years	20	10	10	27	1
Residence area:	Urban	15	10	5	23	1
	Rural	22	10	5	35	1
Level of education:	Incomplete secondary or lower education level	22	10	5	39	2
	General secondary	20	10	5	27	1
	Secondary vocational	21	10	5	33	1
	Higher	14	10	10	19	1
Availability of computer:	Yes	16	10	5	25	1
	No	22	10	5	35	1
Level of income:	40% with the lowest level	23	10	10	35	1
	60% with the highest level	15	10	5	24	1
Service	Maternity allowance	16	10	10	28	1
	Birth registration	14	10	10	16	1
	Unemployment benefits	12	5	0	21	1
	Determining disability	34	20	30	46	2
	Issuing of civil status documents	14	10	5	21	1
	Issuing driving license	15	7	5	24	1
	Age pension	22	10	0	30	2

