

## Questionnaire for citizens/employees structured according to the 12 principles of good democratic governance

*Interview (can also be by phone) with citizens/employees residing in the commune/city in question*

### Introduction

Hello, I'm calling from \_\_\_\_ ( *name of the organization conducting the survey* ). We are calling you on behalf of \_\_\_\_ ( *name of local authority* ) about a survey of people's views on local policies and services, this survey being carried out by \_\_\_\_\_. We would like to hear about your experiences and opinion of the work of the local authority. By taking part in this study and giving us your views, you can make your contribution to improving local democracy. We would like to inform you that participation in this study is voluntary and that all the information you provide us will be used anonymously and identification of the respondents will not be possible. The project will end in \_\_\_\_\_.

**NB:** *Note if the respondent refuses to participate, wishes to participate at another time (to state), or wishes to be interviewed.*

- 1) He refuses to participate
- 2) Would like to be interviewed later: \_\_\_\_\_
- 3) He wants to be interviewed now

### **Other information required:**

1. Gender:

1) Male

2) Woman

Commune/city: \_\_\_\_\_

Date of interview: \_\_\_\_\_

People may have different opinions about local conditions. I will now read some statements out loud and ask you to tell me how much you agree with them and how well they apply to your experiences with the local authority in the township/city where you live.

### **Interviewer :**

sentence used is "*How well do these statements/statements apply to your experiences with the local authority in the commune/city where you live: do they apply very well, fairly well, fairly little or very little?*". It is repeated as many times as necessary

		I do not know/ No opinion (0)	It applies very little (1)	It applies quite a bit (2)	It applies quite well (3)	It applies very well (4)
<b>p</b>						
1	<b>Fair elections, participation and representation</b> ensure real opportunities for all citizens to have a say in local public affairs					
	I am satisfied with the opportunities I have to influence local authority decisions that are of interest to me.					
2	<b>Responsiveness</b> , to ensure that the local authority responds to the legitimate expectations and needs of citizens					
	In this municipality/city, complaints about the provision of services are dealt with in a professional manner.					
3	<b>Efficiency and effectiveness</b> , to ensure that objectives are met with the best use of resources					
	Overall, I am quite satisfied with the services offered by my commune/city.					
4	<b>Openness and transparency</b> , to ensure public access to information and facilitate understanding of how local public business is conducted.					
	This municipality/city does a good job of informing citizens about issues related to the local political agenda.					
5	<b>Compliance with the law</b> , to ensure fairness, impartiality and predictability					
	In this commune/this city, the common interests of all the inhabitants prevail and not the special interests.					
6	<b>Ethical conduct</b> , to ensure that the public interest is put before the private interest					
	In this commune/city, all persons enjoy equal treatment, regardless of their connections to elected representatives and officials.					
7	<b>Competence and capacity</b> to ensure that local and operational representatives are able to fulfill their duties					
	Most of the civil servants in this town/city are competent people who know what they are doing.					
8	<b>Innovation and openness to change</b> to ensure that benefit is derived from new solutions and best practices					
	In this commune/city there are good procedures for managing citizens' suggestions for improving the provision of public services.					
9	<b>Sustainability and long-term orientation</b> , the interests of future generations are taken into account					
	In this commune/city, decision makers involve citizens in trying to find solutions to local problems.					
10	<b>Sound financial management</b> , to ensure the prudent and productive use of public funds					
	This local authority does a good job of informing citizens of what taxpayers are getting for their money.					
11	<b>Human rights, cultural diversity and social cohesion</b> , to ensure that all citizens are protected and respected and that no one is discriminated against or excluded					
	In this commune/city, human rights are respected and their implementation brings improvements for all segments of the population.					

