



**Results of a research of public opinion done by
Regional Centre of Civil Action "LINGUA"- Kraljevo**

Annotation:

Research technique: Direct interviews
Target group: Adult population of Kraljevo Municipality

Sample: Stratification 3 phase's sample
Territory: Municipality of Kraljevo
Stratification: Allocation in size stratum (150 persons)

Sample phase: 1. phase: local communities– circles (PPS sample- 18 + inhabitants)
2. Phase: Households - contingency step (simulation of SRSWOR sample method)
3. Phase: Household member according the method of Kish scheme (simulation of SRSWOR sample method)

Sample method: Plan: 150 question marks
Sample selection: Lechery method
Sample unity: 15 (10 citizens/ 1 sample unity)
Realisation: 146 complete question marks

Research period: December 9 into December 20, 2004.

According the plan of research, citizens were grouped in a several groups inside the demographic parameters: sex, type of living area (country, urban area, suburban area), education level (primary and less, high school, college and university level), avocation (employed, unemployed, pensioner, farmers), family budget/member of family (from 4000 din, 4001-8000 din, 8001-15000 din, 15001+ din).

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THE MOST ACTUAL PROBLEMS OF KRALJEVO MUNICIPALITY

1. Two problems which are the most actual? (two possible answers)

Poverty problem (low lifestyle level)	45.9%
Unemployment	44.5%
High number of refugees and IDP settled in Kraljevo	26 %
Criminal and corruption problems	13.6%
Public water supplying system	11%
Young people (life style, drug problem, alcoholism ...)	11%
Communal problems (communal hygiene)	9%
Economy problems	8.9%
Health protection problems	4.7%
Urbanism	4.1%
Ecological problems	3.4%
Traffic problems (city streets, roads, parking places)	3.1%
Municipality administration	2.1%
Infrastructure problems (public gas line, public heating problems)	2.%
Agriculture investments	0.6%
Social care system	0%
Other answers	0%

2. Evaluation of working of public Institutions and companies organized by the municipality (Public purity service, Public open market company, Public water supply company, Local officially newspaper, Public heating company, Public road service company, Museum, Official public direction for urbanism, Theatre, Sport Centre Ibar, Tourist Organisation of Kraljevo, Public kindergarten, Centre for Social work, Kidd resort Goc, Commissioner for refugees ...)?

Good	56.2%
Bad	43.1%
Excellent	0.7%

3. Which public enterprises is the best functioning?

Public purity service	24.6%
Public open market company	12.3%
Out of answer	10.2%
Public water supply company	10.1%
Local officially newspaper	8.9%
Public heating company	6.8%
Public road service company	5.5%
Museum	4.8%
Official public direction for urbanism	4.1%
Theatre	4.1%
Sport Centre Ibar	2%
Tourist Organisation of Kraljevo	2%
Public kindergarten	1.4%
Centre for Social Work	0.6%
Kidd resort Goc	0.6%
Commissioner for refugees	0.6%

4. Which public enterprises is the worst functioning?

Public road service company	33.4%
Official public direction for urbanism	14.9%
Sport Centre Ibar	8.9%
Public water supply company	7.5%

Out of answer	7.5%
Centre for Social work	5.5%
Commissioner for refugees	4.1%
Public open market company	3.4%
Tourist Organisation of Kraljevo	2.7%
Public kindergarten	1.3%
Public heating company	0.6%
Museum	0.6%
Kidd resort Goc	0.6%

5. The most efficient method for presentation life problems?

Community initiatives	41.8%
NGO initiatives	22.6%
By using of official state and municipality authorities	18.5%
Independently	7.5%
Individually, with jurist's legal assistance	5.5%
Other answers	4.1%

6. Did you have an opportunity to solve your life problems in last year, by using one of mentioned methods?

Several times	24,8%
Once	13%
None of time	61,6

SECURITY

1. Is public order and peace respected in your quart?

Yes	62,3%
No	35,6%
Out of answer	2,1%

2. Are the schools securing in your quart?

Yes	62,3%
No	34,2%
Out of answer	3,5%

3. Are the policemen present in your quart?

Yes	55,5%
No	44,5%

4. Are you satisfied with the treatment of the local police?

Yes	54,7%
No	41,8%
Out of answer	3,5%

5. Is level of crime and corruption less than last year?

Same level	51,4%
No	30,1%
Yes	14,4%
Out of answer	4,1%

CORUPTION

1. In which domain the corruption is most spread?

Public health system	28,1%
Police department and custody	24%
Juristically department	19,8%

Local authorities and public services	14,4%
Other answers	12,3%
Education	1,4%

2. Would decrease of corruption in the society effect on the improvement of your life standard?

Positive	50,7%
Partly	36,3%
Without effect	11%
Out of answer	2%

3. Have you noticed that new local authorities change their politics about the corruption?

No	50,7
Yes but not inaff	37%
Yes, but negative	6,8%
Out of answer	3,5%
Yes, positive	2%

4. Have you noticed that new state authorities change their politics about the corruption?

No	45,9%
Yes but not inaff	35,6%
Yes, but negative	9,6%
Out of answer	7,9%
Yes, positive	2%

5. Have you personally faced, and if you have, where, with any form of corruption?

No	50%
Yes	47,9%
No answer	2,1%

6. If you have, can you suggest in what domain?

No answer	45,3%
Health system	19,2%
Police	16,4%
Municipality	6,8%
Law	5,5%
Education	4,1%
Economy	2,7%

7. In your opinion, what is the best way to fight against the corruption?

Application of the law	34,2%
Rigorous criminal law	23%
Public disgrace of corrupted persons	13,7%
Arising awareness of the citizens about consequences of corruption	10,3%
Increased salaries for the employed in public services	9,6%
More active participation of the citizens in resisting corruption	5,5%
Something else	2,7%
No answer	1%

8. Have "Lingua" campaign "Be brave! Say no to corruption", encouraged our fellow citizens to resist the corruption?

Partially	47,3%
Yes	27,3%
No	22%
No answer	3,4%

QUALITY OF EDUCATION

1. Are you satisfied with the quality of school and school equipment of the school that your children attend?

No answer	35,7%
No	34,2%
Yes	30,1%

2. Wherewith you are not satisfied?

No answer	41,1%
The volume of teaching material	34,9%
Lack of equipment	34,9%
Relationship between teachers and students	22,1%
Something else	8,1%

3. Do you have any suggestion for the improvement?

No suggestion	84,3%
With suggestion	15,7%

4. Can you enrol your child in the kindergarten?

Yes	65,7%
No	34,3%

Remark: 67% of the answers were processed, the rest of the examined people don't have a children who are going to kindergarten

5. How would you evaluate the quality of education, with what mark?

- without the mark –39%
- 3 – 24%
- 2 – 13,7%
- 4 – 13%
- 5 – 6,2%
- 1 – 3,4%

HEALTH CARE

1. Are you satisfied with the services of the basic health care in our town?

Partially	44,5%
Yes	26%
No	24%
No answer	5,5%

2. Unless you are not satisfied, wherewith you are not satisfied?

Big crowds	26,7%
No answer	26,7%
Corruptibility of the personnel employed in health system	15,8%
Relationship between doctor and patient	14,4%
Un-professionalism of medical workers	8,9%
Inadequate equipment of the medical centres	7,5%
Something else	0%

3. Do you have any suggestion for the improvement?

No suggestions	82,2%
With the suggestion (several different answers, which can not be group)	17,8%

4. Is there any positive improvement in extending health care services through program "chosen doctor"?

Partially	35,6%
Yes	32,7%
No	21,2%
No answer	5,5%

5. Do you know the name of your "chosen doctor"?

Yes	67,1%
No	32,9%

6. Are you satisfied with supply of the medicaments in public pharmacies?

Partially	44,5%
Yes	36,3%
No	14,7%
No answer	4,5%

BELIFE OF THE CITIZENS IN LOCAL AHTHORITIES

1. What has new local authorities fulfilled from the pre-election promises?

Nothing	50%
Partially	36,3%
No answer	11%
Everything	2,7%

2. If it is fulfil, can you tell us what promises are fulfil?

No answer	63,7%
Nicer and cleaner town	15,1%
Municipal services have become services of the citizens	4,8%
Better conditions in school and kindergartens	4,1%
Successful co-operation with international donors	4,1%
Richer sports and cultural life	3,4%
Bringing criminal charges against those who let down interest of citizens (previously in power)	2,1%
Something else	1,4%
Better co-operation with republican authorities	0,7%
Lower prices of services and administrative taxes	0,7%

3. If it is not fulfil, what is the reason?

No answer	20,5%
Bad politics	16,4%
Disorganisation	16,4%
Corruption	14,4%
Un-professionalism	11,6%
Indifference and un-motivation	11%
Lack of money	8,2%
Something else	1,5%

4. Do you believe that promises will be fulfil next year?

No	82,2%
Yes	10,3%
No answer	7,5%

5. Are the civil servants of the municipal management that you met, polite and efficient?

Neither	41,1%
Just polite	22,6%
Both	19,2%
No answer	9,6%

Just efficient	7,5%
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6. Which municipal service, in your opinion, is the worst?

Information services	30,1%
Tax services	19,9%
No answer	15,8%
Communal and inspection department	14,4%
All services	9,6%
Public notary service	4,1%
Registry service	3,4%
Something else	2,7%

7. What is the most efficient municipality service?

Registry service	31,5%
None of all	23,3%
Out of answer	17,1%
Public notary service	9,6%
Communal and inspection department	6,8%
Tax services	5,5%
All of them	4,8%
Something else	1,4%

8. Possibility for controlling municipality authorities:

Partly	42,5%
None	35,6%
Complitley	17,8%
Out of answer	4,1%

9. Why they can't be controlled?

Out of answer	24,7%
Unaccessibility	19,7%
Uninforming	15,7%
Corruption problems	15,1%
Uncapability of members of municipality assembly	13,6%
Low unimplementation	11,2%
Other reasons	0%

10. Level of transparency of local authority's efficiency:

Partly	43,2%
Don't have	39%
Not interested	9,6%
Complitley	4,1%
Out of answer	4,1%

11. Way's of getting informations about work of local authorities:

Radio and television	65,8%
On other way's (colleques, friends...)	20,5%
Out of answer	7,5%
Local press	6,2%
From members of municipality assembly	0%

12. Exemples of things that local authorities have done until this moment:

None	50%
Streets and lightening	23,3%
Embellish of city	11,6%
Cultural life	5,5%
Out of answer	5,5%
Other	4,1%

13. The most available official in municipality (or the most confident):

None	63%
Mayor of municipality - Radoslav Jović	15%
Vice mayor – Darko Vilotijević	8,9%
Head of assembly - Dejan Milović	4,1%
Manager of municipality– Jovan Nešović	3,4%
Secretary of assembly– Danijela Grahovac	2,7%
Vice president of assembly –Dragan Ivanović	0,6%
Commissioner of municipality office– Zoran Raspopović	0,6%
Members of municipality board	0,6%
Others	0,6%

14. Are you satisfied with contacts of your member of municipality assembly with citizens?

No	71,9%
Partly	22,6%
Other	4,1%
Complitly	1,3%

15. Do you know the name of your member of municipality?

Don't know	74,8%
Know	24,6%
Out of answer	0,6%

16. Does local TV should transfer sessions of assembly?

Yes	66,4%
No	30,9%
Out of answer	2,7%

OTHER

1. Do you think that there is some other actual problem which wasn't mentioned in this questionnaire?
Many different answers that could not be place in one group.

2. Gender of examinee:

- Male 72 (49, 31 %)
 Female 74 (50,68 %)