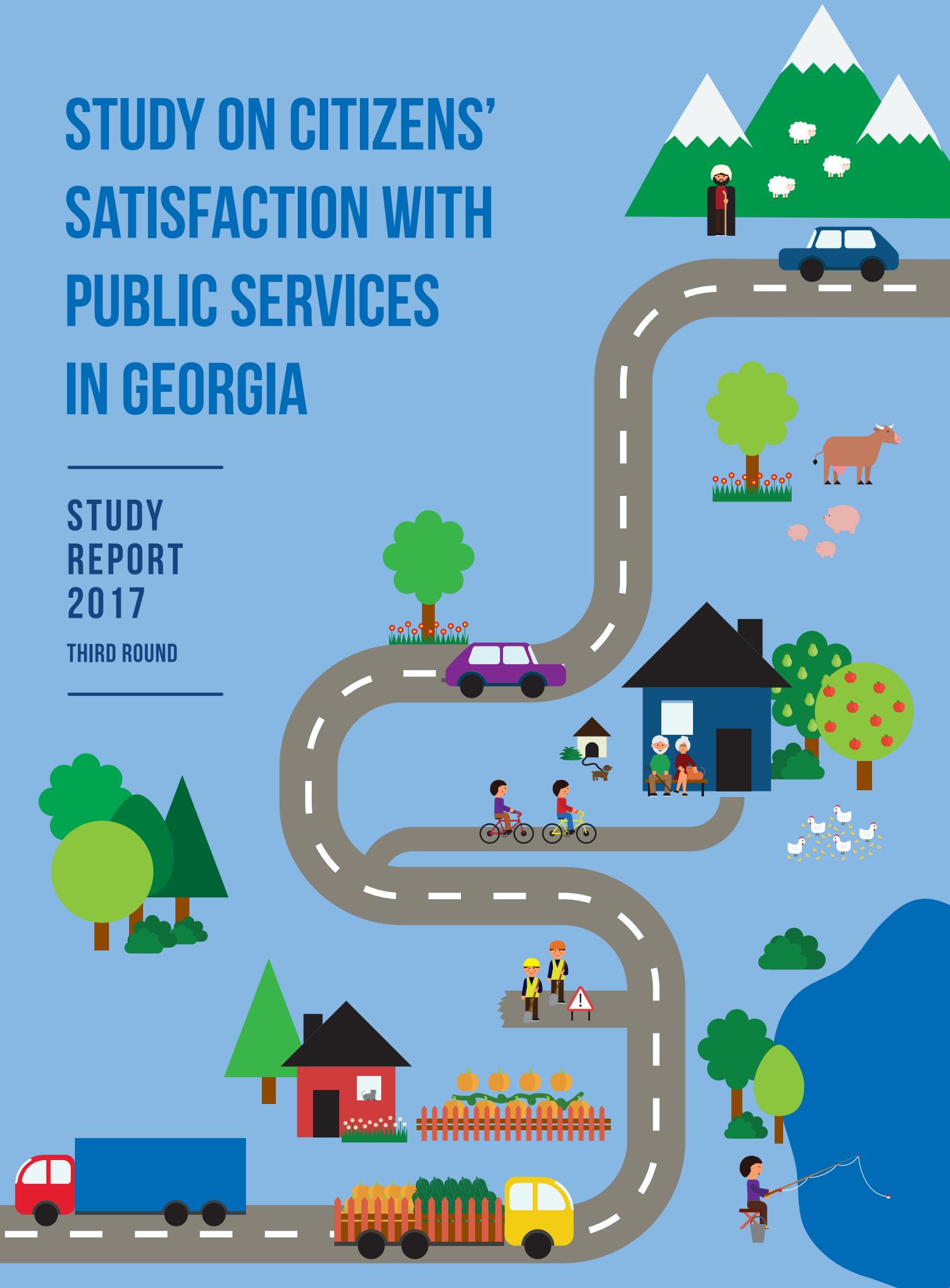


STUDY ON CITIZENS' SATISFACTION WITH PUBLIC SERVICES IN GEORGIA

STUDY
REPORT
2017

THIRD ROUND



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Swiss Agency for Development
and Cooperation SDC



WITH FUNDING FROM
**AUSTRIAN
DEVELOPMENT
COOPERATION**



The survey was prepared by ACT
for the United Nations Development Programme (UNDP)

The survey was published within the framework of the "Fostering Regional and Local Development in Georgia" project, implemented by the United Nations Development Programme (UNDP) with support from the Swiss Cooperation Office in the South Caucasus (SCO) and the Austrian Development Cooperation (ADC).

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Introduction

This document is a report based on the results of a study into the level of public satisfaction with the services provided by municipalities/central government in Georgia. The study was funded by the UNDP.

The study was conducted nationwide in March 2017; respondents were adult (18+) Georgian citizens. In order to obtain comprehensive information for the study, desk research as well as quantitative and qualitative study methods were utilized. This report incorporates data gathered through qualitative and quantitative surveys and also compares 2017 data with the results of analogical studies conducted in 2015 and 2013.

The study results will be used by the UNDP to identify priority intervention areas and plan corresponding activities. The survey results will help decision makers identify the population's level of satisfaction with various services and plan activities accordingly.

The report was prepared by ACT for the UNDP.

The document comprises of the following chapters: survey background; Georgian context; study design and methodology; study results; and conclusion.

Survey Background

1

Poor quality public services have been a major constrain for Georgia's development in recent years. While many progressive steps have been made to improve services, many problems still need to be addressed, especially at the regional and local level.

UNDP aims to support Georgia's regional and local development by increasing the capabilities of the central and local authorities. Both the central and local authorities have a prominent role in encouraging balanced, inclusive and sustainable development, which will enable poverty reduction and provide all citizens with equal opportunities. Unfortunately, the lack of qualifications and the inadequate skill level of public servants at both the central and local level are a major hindrance to promoting further development. Indeed, the lack of decentralization and fundamentally limited capacities make it difficult for the authorities at the local level to advocate or act on their own and design policy that targets the major needs in their communities. Improving the qualification level of the local authorities is a key part of promoting the development of services on the regional and local level.

As part of this program, UNDP conducted a study to determine and analyze the level of citizens' satisfaction with the services that are currently provided by Georgian municipalities/central government. The findings of the studies conducted in 2013, 2015 and 2017 will serve as the base for decision makers to identify priority intervention areas and plan activities accordingly.

Georgian Context

2

2.1. Overview

As a rule, local self-government has two goals which affect public satisfaction: provide public services and consistently communicate with citizens in order to take local interests into consideration. In Georgia, the government has traditionally, but not always, provided public services through local self-governments. It has not always considered local interests or ensured public participation in management processes, however.

Public participation, both terms of governance and decision-making processes, has long been a formality, in part due to Georgia's Soviet legacy. Even the minor rights guaranteed by the country's legislation have never been practiced in reality.

Consequently, the central government has failed to represent the interests of local groups while implementing different programs. These circumstances have negatively influenced the public's attitude and have contributed to the public's frustration and nihilism towards the state.

In the 25 years since Georgia regained its independence, the country's political elite have failed to decentralize the government and redistribute duties and resources to local governments. Politicians have justified this policy on the grounds that citizens are not ready to participate in the process. In addition, decentralization has never been a priority given all the other challenges the country has faced (reinstatement of territorial integrity, severe social and economic crisis, etc.). The development of local self-governance systems since 1991 may be divided into several stages:

- ➔ Stage I – The local self-government system was created as a result of the first multi-party elections, held in 1991, and started operating. It was strictly controlled by the central government (prefects appointed by president), and further development was terminated due to civil war (1992) and its aftermath.
- ➔ Stage II – A period of centralized governance (1992-1998), when mayors and governors (in municipalities) and state governors (in regions) were directly appointed by the central government and were in charge of the government on the local level.

- Stage III – The reestablishment of self-governments (1998-2006). Municipal elections were held in 1998 and 2002; local representative bodies, such as councils, were created at the town, borough, community and village levels as well as on the municipality level. The rights and responsibilities of self-governing units were defined in the state legislation. Despite the fact that there were frequent changes in the duties and responsibilities assigned to local governments, the central government did not allocate financial and material resources to locals and, as a result, self-governments were not able to fulfill their legal duties and responsibilities.
- Stage IV (2006-2012) – After the “Rose Revolution,” particularly following the re-organization of the territorial basis of self-governments, there was a tendency in Georgia to move away from decentralization: the lowest level of self-government was eliminated on the grounds that the municipality level would gain more financial resources to implement duties and responsibilities, however the process of decentralizing public finances did not start until later. Simultaneously, the central government strengthened control over local self-governments, which came close to losing their right to make independent decision.
- Stage V (since 2012) – The government that came to power in the October 2012 parliamentary elections has made decentralization one of its priorities and has taken several steps in this direction, although the rate of reforms, particularly since 2015, has decreased and now there is a tendency to return to a centralized form of governance (expansion of self-governanced units, reducing the sources of financing, attempting to overthrow local self-governments by central government, etc.)

The limited rights given to self-governments in the fourth stage of reforms have further weakened the already poor level of public engagement. At the same time, the centralized system of public services often falls short of meeting local demands. As a result, self-governments have become more politicized: with every change of

government at the central level, self-government officials have traditionally switched party alliances (1992, 2003, and 2012).

2.2. General Situation

The general tendencies in local self- governance are clearly reflected in the different directions of the decentralization process:

Legislation. The legislative framework needs to be significantly changed. In particular, normative acts often contradict each other as well as the principles recognized in the Constitution of Georgia, European Charter on Self-government and Georgian law, specifically the code on local self-government. Moreover, there are contradictory provisions in separate articles of a particular law. Legislation is frequently changed. Approximately 200 laws need to be aligned with the organic law on local self-governments. At the end of 2015, the government of Georgia developed a set of amendments intended for 174 of these laws. The proposed changes passed the first hearing at the parliament but the process is currently suspended. In addition, is not clear if the government will implement a large number of code-imposed obligations (separating specific taxes on the local and central levels; taking inventory of state-owned property and initiating the process of transferring a large part to local governments; preparing a government strategy for Georgia's territorial optimization; increasing the power of the local governmental, etc.) by the deadline or not as the government has not made any public statement about the issue.

Territorial organization. In 2006, the lower level of self-government was eliminated with an aim to streamline local self-government resources (over 1000 units); five self-governing towns and municipalities were created as the country's only self-government level units.

Based on a new law adopted in 2014, the number of self-governing cities increased from 5 to 12 as a result of separating regional centers from the ex-

isting municipalities. The territorial management in the remaining municipalities has not changed, however. Despite a law that required that the Georgian government create territorial optimization models (in favor of dividing large municipalities into homogeneous entities) throughout the country, which should have been handed to the parliament before October 2016, no such model has been made. In 2017, the decision was made to reunite back these units. Consultations with respective councils were held according to the article 12 of the code of local self-governance and on July 27, 2017, the Parliament of Georgia made amendment to the 151 article of the code, which merged cities of Gori, Mtskheta, Telavi, Ambrolauri, Akhaltsikhe, Zugdidi and Ozurgeti with respective self-governing unites. In 2017, the local self-governance elections were held in united municipalities.

Despite 25 years of discussion on the feasibility of creating a regional level of self-government in the country, the issue of territorial organization remains a problem. The central government is represented by the governor, who is appointed in regions that lack an elected body. Self-governing Tbilisi, the autonomous regions of Adjara and Abkhazia, and the "former South Ossetian provisional administration" are exceptions to that rule. In 2014-2015 years, along with establishment of the regional councils, the GoG also endorsed the regional development programmes. Governors (representatives of the GoG to regions) were assigned to monitor the implementation of the programmes together with regional councils. However, the roles and responsibilities of the governors have not been established so far. It is under consideration discussion to authorize governors to carry out the state supervision of municipalities (this model was in place in 2017-2014 years). Governors may also be delegated certain tasks of the GoG. However, no specific steps have been take yet.

The new legislation establishes councils, which include the heads of regional municipalities, at the regional level. The councils serve in an advisory capacity. To date, a distinct breakdown of the rights and responsibilities of the regions does not exist and is not under consideration. This issue has created some problems due to the implementation of obligations undertaken by the Association Agreement between Georgia and the European Union.

Formation and activity of self-government structures. The council is representative branch of the local self-government unit, while the mayor is the executive branch of the local self-government.¹

In the 1990s, the central authorities directly managed all levels of government. Even when local self-government was introduced during the 1998 elections, the capital remained firmly in control of local affairs. Following the "Rose Revolution," the ruling party managed to secure a one-party system at every level of government.

In the 2014 municipal elections, executive bodies of the municipalities – mayors and district governors – were elected directly. Following the elections there was a significant increase in the number of opposition parties represented in the municipalities. It is noteworthy that directly elected executives have traditionally displayed a higher level of awareness and responsibility towards the public following the election. Problems remain, however: pressure on self-governments from the central government appears to be increasing as the date of the 2017 local elections draws closer. In addition, the quality of the legislative acts and regulations is still unsatisfactory.

Duties and responsibilities. Local self-governments implement their own duties and responsibilities, in addition to those delegated to them by law. The following is a list of responsibilities as defined by the law (16th article of Georgia's organic law on local self-governments):

1. The study was carried out before the amendments to the LSG code were made. By that time executive branch of the local self-government was represented by local administration (in municipalities) and the mayor's office (in self-governing towns)

- Management of natural resources of local significance;
- Spatial-territorial planning of municipalities and development of relevant rules and procedures in the field;
- Approval of urban planning documents;
- Municipal landscaping;
- Maintain and clean the municipality streets, parks, squares and other public places, landscaping, provision of street illumination;
- Municipal waste management;
- Water (including technical water) and sewerage provision;
- Development of local reclamation system;
- Establishment of preschool and after-school education programs as well as provision and maintenance of the necessary facilities;
- Management of local roads and traffic organization;
- Provision of parking spaces for transportation and regulation of relevant rules;
- Provision of permits for regular transportation within the municipal territory;
- Organization of municipal transportation services for citizens;
- Regulation of outside trading, bazaars and markets;
- Issuance of construction permissions and their monitoring;
- Regulation of issues related to meetings, rallies and demonstrations;
- The naming of sites within the municipal boundaries;
- Regulation of outside advertisement;
- Resolution of issues related to domestic and stray animals;
- Creation and maintenance of cemeteries;
- Protection and development of local customs and traditions, creative activities and cultural heritage;
- Maintenance, reconstruction and rehabilitation of local cultural monuments;
- Management of municipal libraries, clubs, cinemas, museums, theaters, exhibition halls, and sports facilities and establishment of new facilities;
- Development of appropriate infrastructure at local facilities for people with disabilities,

children and the elderly citizens;

- Registration of the homeless and the provision of shelter for them.

In addition to these tasks, the municipality has the right to resolve any issue that is not already assigned to another governmental body and is not prohibited by law: activities regarding employment; agriculture, including agricultural cooperation; tourism support and development; social assistance and health care; development of local youth policy; promotion of public sports; environmental protection; public education; support for gender equality; creation of local archives; public health; environmental protection; attraction of investments for the municipal area; support and development of innovations.

The responsibilities listed under the 2014 code represented an increase in the burden on local governments. For example, responsibility over the local water supply and issues related to domestic and homeless animals as well as registering homeless people and providing them with shelter are new duties for the local government bodies. The absence of the necessary legislation and institutional organization, however, has complicated and delayed the implementation of these new responsibilities at the municipal level.

Some responsibilities have been transferred from the local self-government to the central government, such as responsibility over the fire and rescue service. A similar shift in duties took place during the previous government, when the central government took control of the local water supply.

Economic foundations. Local governments still struggle to meet all their responsibilities, despite the fact they generate revenue and there has been a degree of growth in the equalization payments since 2012. Local governments still struggle to meet all their responsibilities, despite the fact they generate revenue and there has been a degree of growth in the equalization payments since 2012. While there has been a trend of increased funding over the past decade, self-gov-

ernments are still dependent on financing from the central government and the funding is not sufficient. On average, 20% of the state budget is used to finance local governments.

The decision to start converting income tax into a shared tax and allocate part (tax on the revenue of a physical person – entrepreneur) for the local self-government, which started in January 2016, should be assessed as a positive development.

It is still unclear, however, how the central government funds that have been assigned to be spent at the local level will be relocated to the local self-governments' budgets. The Georgian government still needs to improve how it calculates equalization payments, changes it is obliged to make under an agreement with the Council of Europe.

The service procurement policy is also problematic and is largely focused on the price, not the quality.

The process of transferring properties to the local governments remains complicated. Under the new legislation, the government had an obligation to finish the inventory of all the properties in its possession by 2017 and begin transferring them to the municipalities. It is unlikely the government will meet this deadline since, as of May 2017, the inventory had not been conducted.

Budgets and budgeting process. The structure of local self-governments' budgets is also being changed, in terms of receipts and payments.

In exchange for allowing local governments to retain a part of citizens' income tax payments, the central government has reduced the total volume of transfers. For example, in 2015-2016 the amount of transfers was reduced by 27.3% (336 million GEL).

The distribution of funds for self-governments was also changed during this period, leading to some fundamental shifts in local governments' expenses.

- Expenses have increased in several areas: economic activity (by 14.4%, for a total of 36.2 million GEL), housing-utility sector (by 9.8%, for a total of 20.8 million GEL), health-care (by 29.0%, for a total of 10.3 million GEL) and preschool education (by 13.1%, for a total of 20.3 million GEL).
- Funds allocated were reduced: environment protection (by 5.7%, for a total of 7.9 million GEL) and, in particular, for leisure, culture and religion (by 33.7%, 110 million GEL).

It should be noted that the expense of "state service for common purpose" – the budget line that includes salaries and other expenses that are not included elsewhere – has increased (by 11.6% - 19.5 million GEL) for local governments despite the fact that the share of resources allocated to self-government bodies for public order and safety has drastically decreased, from 47.2 million to 146 thousand GEL).

As in previous years, the disorganization of the budgeting process is problematic. The amount of funds allocated from the central budget for self-governments is not finalized at the beginning of fiscal year. As a result, as funding increases or decreases over the course of the year, local budgets have to be corrected. This process disrupts the self-governments' process of planning stable, long-term programs.

Public service. Significant steps have been taken since 2012 to increase the efficiency of the local civil service reform process:

- 1% of the local self-governments' wage-fund budget is now directed towards improving the qualifications of civil servants;
- A strategy to develop service skills has been created and is being implemented;
- Local civil servants are now recruited on the basis of open competition, a reform which had been delayed since 2010 despite the existing legislation.

It is worth mentioning that the new law on public service, which includes a number of positive

provisions and had been postponed, should become fully operational in 2017. Nevertheless, serious flaws have been observed in the competition process. In addition, there were a number of complaints regarding the evaluation forms - the process differs from place to place, lacking common criterias and indicators. The degree of civil servants' qualification and motivation is still low.

2.3. Practice of Providing Public Services

The quality of public services provided in Georgia has never been high, not even in the Soviet period. The situation deteriorated after the country regained its , to the point of the near total collapse of the public service sector.

Currently, the central government finances a whole range of projects from the budget. Ambiguity over the provision of services, however, has caused unequal access to particular public goods for certain social classes.

As a result, despite the fact that local budgets have been increasing over the past ten years, the central government still has to finance various projects. The volume of funding from the central government is decreasing, however: local governments received a total of over 1.8 billion GEL from the central budget in 2014, compared to 1.567 billion GEL in 2017.

The existing challenges were apparent during the monitoring of different types of public services:

Water supply to villages is the responsibility of the local self-governing body. The current level of financial resources (5-6% of the local self-government budget) is clearly insufficient. In general, water quality is not monitored – facilities that previously operated as quality control labs are now closed in most communities. In order to resolve the drinking water supply problem in rural areas, a special legal framework was created in the second half of 2015 but the process slowed in 2016 and then stopped.

The repair of **local roads** falls under the supervision of the central government. Infrastructure development programs are usually financed by regional projects fund to be implemented in villages and from the "Village Support Program" (by 2014, approx. 350 million GEL was spent. It is worth mentioning that by 2017, funding for the program had fallen by 240 million GEL and the central government had ended the "Village Support Program".

Cleaning and waste collection is relatively well organized in towns, however the same cannot be said about villages, where these services are not widely available. The responsibility for cleaning and waste collection was assigned to rural settlements in 2014 and, while it is still not a universal service, a general positive trend has been observed since 2014 as more and more villages have started cleaning public areas and providing waste collection.

Previously self-governing cities had the exclusive right to define a schedule of **passenger transfers**. All municipalities have now been granted this right, however the necessary changes to sectoral laws have not been made, so they cannot exercise their new rights in practice.

Social assistance and healthcare is the voluntary responsibility of the local government, meaning the self-government is neither obligated nor exempted from providing these services. 5-7% of the local budget is spent on social assistance. Only 1-1.5% of the local budget is spent on public healthcare, which falls under the responsibility of local self-governments.

Kindergartens – Before 2014, only 5-7% of local budgets was spent on institutions providing pre-school education, which was only sufficient to cover 60-70% of the expenses, and thus forced beneficiary families to pay the rest. According to the governmental strategy started in 2014, local governments are now responsible for fully funding preschool education, although they have not received any additional funding from the central

government to do so. Currently, preschool education is allocated 14% of municipal budgets, but the overall quality of service provision has decreased. A number of municipal kindergartens are under construction.

Culture facilities – The central government started transferring the ownership of some facilities (libraries, etc.) to local governments in 2007, but the majority were in poor condition. As local budgets (only 3-5% of local expenses) do not have sufficient resources, the majority of such institutions (mainly libraries) were closed.

Licensing – Most administrative services have been centralized since 2005. Currently, local governments only have the right to issue building permits. No important developments have been observed in this regard and, unlike previous years, there are no new statements by the central government about plans to delegate this right to local self-governments.

2.4. Civic Engagement

In the summer of 2015, a number of amendments were incorporated in the local self-government code (Articles 85, 851, 852, 853, 854, 855, 86, 861, 87, 88), to define:

- ➔ Petition procedures (in 2015 villages received the right to submit a petition even if they do not represent 1% of the municipality's population);
- ➔ Format of the Public Advisory Council;
- ➔ Accountability forms completed by local political officials.

An additional format for civic engagement, the direct democracy of community assemblies, was introduced in 2015. Local governments are obligated by law to take into account recommendations from the assemblies when making a decision. Particular attention should be paid to the fact that the code enables local councils to grant power to community assemblies by adopting their statutes. It is difficult to say how effective these assemblies work and how much this process will deepen, however – there are concerns in the central government that the general meetings are ineffective and they should be cancelled.

It is worth mentioning that despite initial disinterest from local communities, some socially active citizen groups in some areas started to attend the general meetings of the settlement starting in the second part of 2016. By January 2017 general settlement meetings had been held in 272 villages, and 46 petitions were submitted by citizens to the local government in 2016, according to official data, which exceeds the total number of petitions submitted over the past decade.

Despite the apparent success of the general settlement meetings, research indicates that people are growing increasingly frustrated with their local governments (more than 80% of citizens have never applied to the local governments). When people do appeal directly to their local governments, the issues they raise mainly concern communal issues, social problems and the issuing of certain documents.

The reported level of civic involvement in decision-making processes in the local government was even lower.

Research Design and Methodology

3

The research design included both qualitative and quantitative studies as well as desk research.

The main goal of the research is to evaluate the level of citizens' satisfaction with the services provided by local self-governments. Specifically, the research aimed to:

- ➔ Determine the scales of services provided by local self-governments;
- ➔ Identify the level of citizens' satisfaction with specific services delivered by local and central government;
- ➔ Determine the level of the population's satisfaction with particular services provided by the central state authorities, delivery of which can be assigned to local authorities in the future;
- ➔ Determine the level of the population's satisfaction with the fee of specific public services;
- ➔ Identify the level of the population's satisfaction with their participation in the decision-making process;
- ➔ Determine the level of the population's satisfaction with the performance of public authorities;
- ➔ Identify the main reasons for the population's satisfaction and dissatisfaction with the specific public services;
- ➔ Provide a general evaluation of public views on the performance of the local authorities and regional authorities in general.

3.1. Desk Research

The goal of the desk research was to review all the existing and relevant studies related to the current situation in Georgia in terms of services provided by the central and local branches of government. Namely:

- Collect information on relevant issues and focus on the comparability of collected studies and their findings to the study to be conducted.

Desk research was undertaken by focusing on the following key questions:

- ➔ Current state of affairs in Georgia in terms of self-government;
- ➔ Level of citizen engagement in self-government issues;
- ➔ How municipal services function;
- ➔ Public attitudes toward municipal and state services.

Research tools and analysis were developed by the ACT team and an invited expert, Davit Losaberidze.

A two-stage cluster sampling with preliminary stratification was used for the survey. The sampling was done based on the results of 2014 census.

3.2. Quantitative Research

The target segment of the quantitative survey was the adult population of Georgia (over the age of 18). The survey covered all regions of Georgia with the exception of the occupied territories.

A total of 3400 face-to-face interviews were conducted within the scope of the survey; each interview lasted approximately 40-45 minutes.

Ten interviews were conducted in each Primary Sampling Unit (PSU) and a single interview was conducted at the Secondary Sampling Unit (household). The selection of the respondent was made based on the principle of the last birthday. The table below describes the distribution of the sample size by region, according to rural and urban type settlements (See table 1).

Table # 1 - Sample size and distribution in strata

Sample size	Town	Village	Total
	Proportional distribution	Proportional distribution	
Tbilisi	400	0	400
Kakheti	70	230	300
Shida Kartli	120	180	300
Kvemo Kartli	130	170	300
Samtskhe-Javakheti	100	200	300
Adjara	130	170	300
Guria	80	220	300
Samegrelo-Zemo Svaneti	120	180	300
Imereti	140	160	300
Racha-Lechkhumi and Kvemo Svaneti	60	240	300
Mtskheta-Mtianeti	70	230	300
Total	1460	1940	3400

A significance of 95% was defined as the statistical significance to calculate the overall margin of error. The overall sampling error for 3400 interviews varies between 1.7 to 1.8%. Margin of error for each region is 5.5 to 6.0%, and 4.5 to 5 % in Tbilisi. The margin of error in high mountainous regions varied from 4 to 4.5 %.

3.3. Qualitative Research

Within the scopes of the qualitative study, four focus group discussions were conducted in Tbilisi and Imereti Region.

The focus group participants were selected based on their experience or absence of experience with self-government bodies (Gamgeoba, Sakrebulo).

The focus groups were attended by eight respondents between the ages of 25 and 50.

Focus group discussions lasted approximately 2.5 hours. Detailed transcripts of the discussions were prepared after the FGs; the transcripts were used for the final report of the study.

Study Limitations

4

In order to identify the level of public satisfaction with various public services throughout Georgia, the study utilized a comprehensive methodology that combined qualitative, quantitative and desk research techniques. Regardless of the precision of the methodology, the variety and number of state and municipal services targeted in the frame of the survey made it difficult to obtain in-depth and comprehensive information on each service. Although the study provides stakeholders with important information on the accessibility and level of satisfaction with public services, it would be desirable to obtain more detailed information. Namely, more insight into the problems related with the utilization of the services from the point of view of population, possible ways for improvement of the services, etc.

A total of 3400 face-to-face interviews were conducted within the scope of the survey throughout Georgia. The sample enabled the analysis of the data nationwide and for the following groups: (1) Tbilisi and 10 administrative regions of Georgia; (2) urban and rural settlements; (3) highland and lowland settlements; (4) main demographic characteristics of the customers. Analysis of the data on the level of these groups provides interesting insights for the development of various state services, and serves as an effective tool for policy planning. A larger study sample would be necessary, which was not possible given the project's budget and time limitations, in order to analyze each municipality separately.

Another sample limitation – individual analysis of every self-governing town in Georgia – was not envisaged in the sampling, although that would be extremely beneficial and interesting for a future study.

Research Results

5

This chapter presents the results and findings of the research. Research results are analyzed according to the issues that were examined within the scopes of the study:

- ➔ Preschool, secondary and vocational education;
- ➔ Social assistance;
- ➔ Healthcare;
- ➔ Recreation, leisure and tourism;
- ➔ Utility infrastructure;
- ➔ Roads;
- ➔ Service of self-governments;
- ➔ Various services.

The report presents a frequency analysis of the information obtained through research. In addition, data are analyzed according to different features, such as settlement type, region, gender and so on. The report also presents a comparison between highland² villages and other areas. All of the data from the 2017 survey has been compared to the results of the same survey conducted in 2013 and 2015.

Research results are weighted so they can also be used to generalize the situation in the rest of the country.

Information obtained from the research was processed using SPSS 23.0 statistical software. Pearson Chi Square was used to determine the reliability of the frequency distribution of the research variable rate, while One-way Analysis of variance (ANOVA) was used to evaluate the reliability of the difference of the average rates.

The data presented in the report is limited to that which was found to be 95% reliable according to statistical tests³.

2. "The high mountain region is inhabited territory which is located at 1500 meters above the sea but due to different parameters (abruptness of mountain slopes and platforms, geographical location, natural environment, ethnographic and economic peculiarities, lack and barrenness of agricultural lands, demographic capacity, aggravated migration processes, danger of economic loss of emptied out territories) its lower limit is decreased to 1000 meters (in exceptional case even to 800 meters) in regions located at south slope of Caucasian and Adjara-Guria highland and remains 1500 meters in highland districts of South Georgia" – The law of Georgia on socio-economic and cultural development of high mountain regions.

Because of the high volume of data, the report addresses only significant differences between different indicators. Research results are fully presented in the annex (**See annex #2**)⁴.

Information obtained as a result of the qualitative research is also integrated in the research results. Discussions in focus groups mainly concerned opinions about the local self-governments, therefore the results from qualitative research are most frequently cited in the sub-chapter on the general evaluation of self-governments.

5.1. Preschool, secondary and vocational education

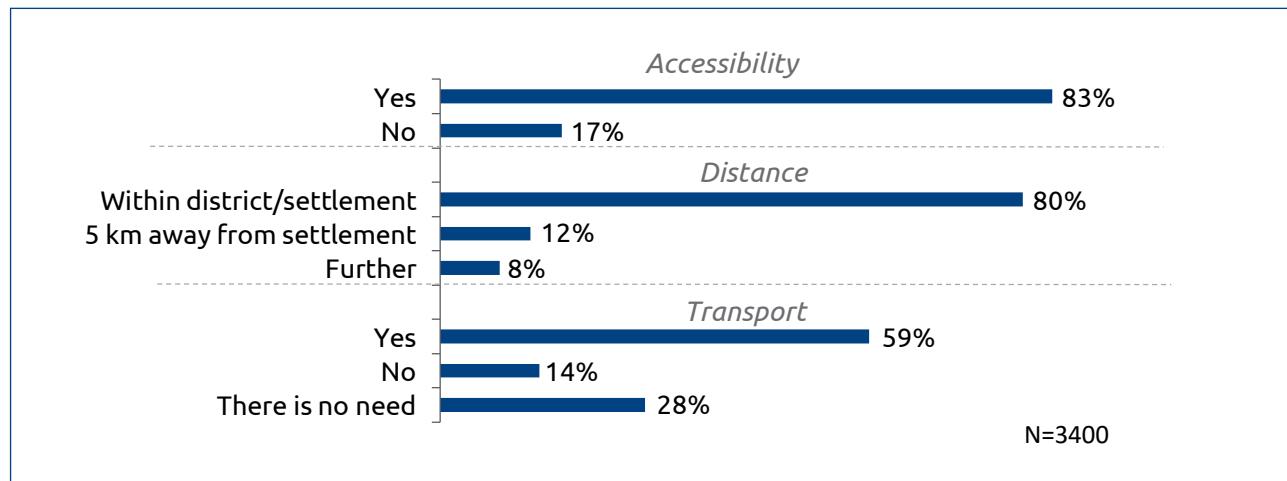
The availability of public educational institutions was studied within the survey, as well as the population's satisfaction level with these services.

5.1.1. Municipal Kindergartens

The 2017 study found that municipal kindergartens are largely available (83%) nationwide. The majority of respondents report that municipal kindergartens function in their settlement/municipality (80%). 12% and 8% of the respondents note that state kindergartens are available at a distance of 2.5 km or farther from their settlement/district.

Regarding transportation, a large portion of the respondents (59%) noted that public transportation is available to travel to the nearest kindergarten. A significant part of respondents said they do not need transportation to reach kindergarten (28%). Public transportation to the nearest kindergarten is not available for 14% of respondents, according to the survey results.

Figure # 1 - Availability of municipal kindergartens in the settlements/districts, distance to them, availability of transportation – 2017 data



3 In statistics "significant" means probably true (not due to chance). A research finding may be true without being important. When statisticians say a result is "highly significant" they mean it is very probably true. They do not (necessarily) mean it is highly important. Significance levels show you how likely a result is due to chance. The most common level, used to mean something is good enough to be believed, is .95. This means that the finding has a 95 % chance of being true. However, this value is also used in a misleading way. No statistical package will show you "95%" or ".95" to indicate this level. Instead it will show you ".05," meaning that the finding has a five % (.05) chance of not being true, which is the converse of a 95 % chance of being true.

4 Data obtained as a result of research (2017) are fully presented in annex #2

The study found that most respondents are mostly satisfied with different factors at the nearest kindergarten. Survey participants are the most satisfied with infrastructure (78%) and the least

satisfied with registration procedures (63%). It is worth mentioning that **according to gender**, women are more satisfied than men with all aspects of the services at kindergarten.

Table # 2 - Level of satisfaction with different factors at nearest kindergarten – 2017 data

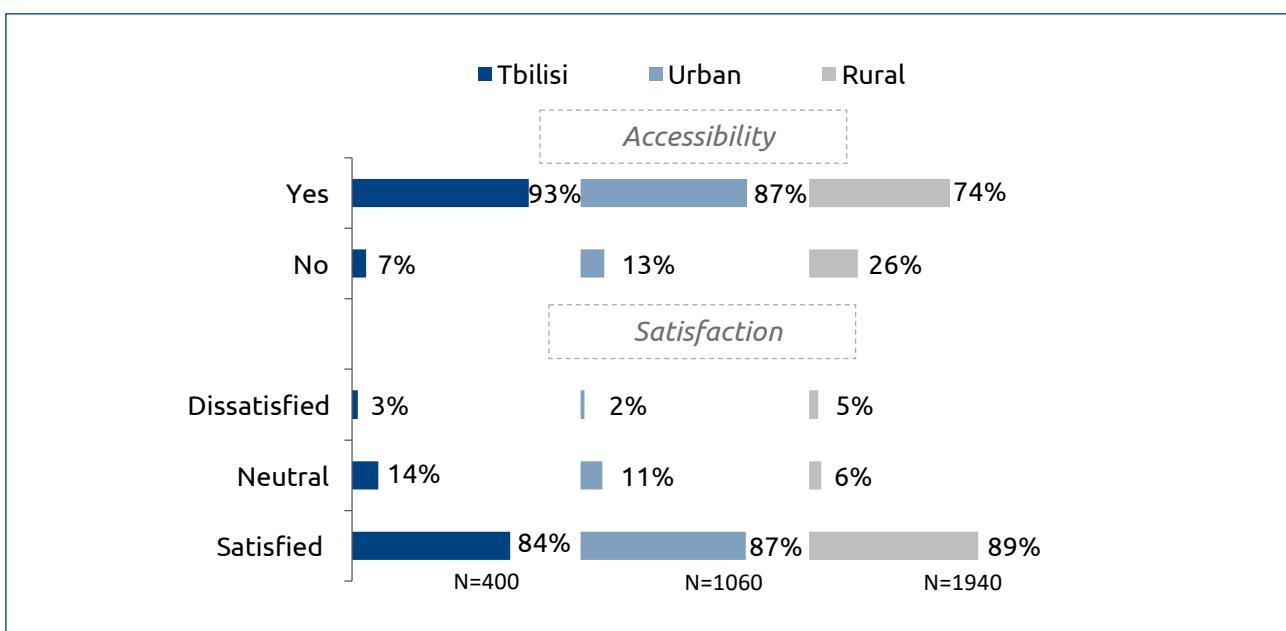
	Dissatisfied	Satisfied	D/K
Infrastructure	5%	78%	17%
Management	2%	71%	27%
Registration procedures	6%	63%	31%
Food	2%	70%	28%
Level of teachers' qualification	2%	73%	25%

In **urban/rural** areas, the survey shows that the highest index of availability of kindergartens is reported in Tbilisi (93%). The responses from other cities also show a higher availability of kindergartens (87%) than in rural areas (74%). Kindergartens are mostly located within settlement/district in cities (Tbilisi – 92%, other cities – 85%) than in villages (67%). As expected, public transportation to kindergartens is more accessible in Tbilisi (75%) than in other geographic areas. The survey found, however, that there is not a sub-

stantial difference in the availability of transportation to the nearest state kindergarten in urban and rural areas outside of Tbilisi: 54% of respondents in urban areas and 50% of respondents in rural areas have access to public transportation to reach the nearest kindergarten.

No significant differences are observed in terms of the level of satisfaction with municipal kindergartens in cities and villages; the index of satisfaction is higher than 84% in all study segments.

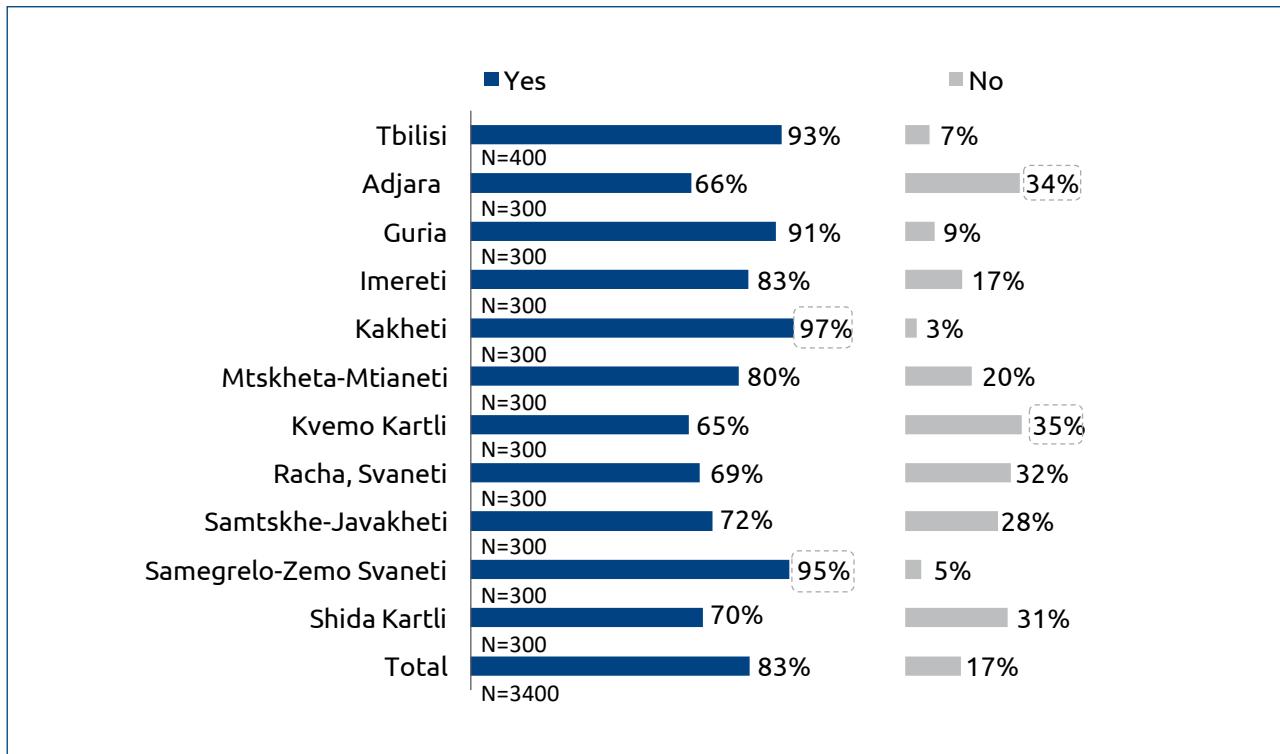
Figure # 2 - Availability of municipal kindergartens in the settlements/districts, distance to them, availability of transportation in urban/rural areas – 2017 data



In terms of the availability of municipal kindergartens **by region**, the highest index was reported in Kakheti (97%) and Samegrelo-Zemo Svaneti

(95%). The absence of state kindergartens within settlement/district was the most apparent in Kvemo Kartli (35%) and Adjara (34%).

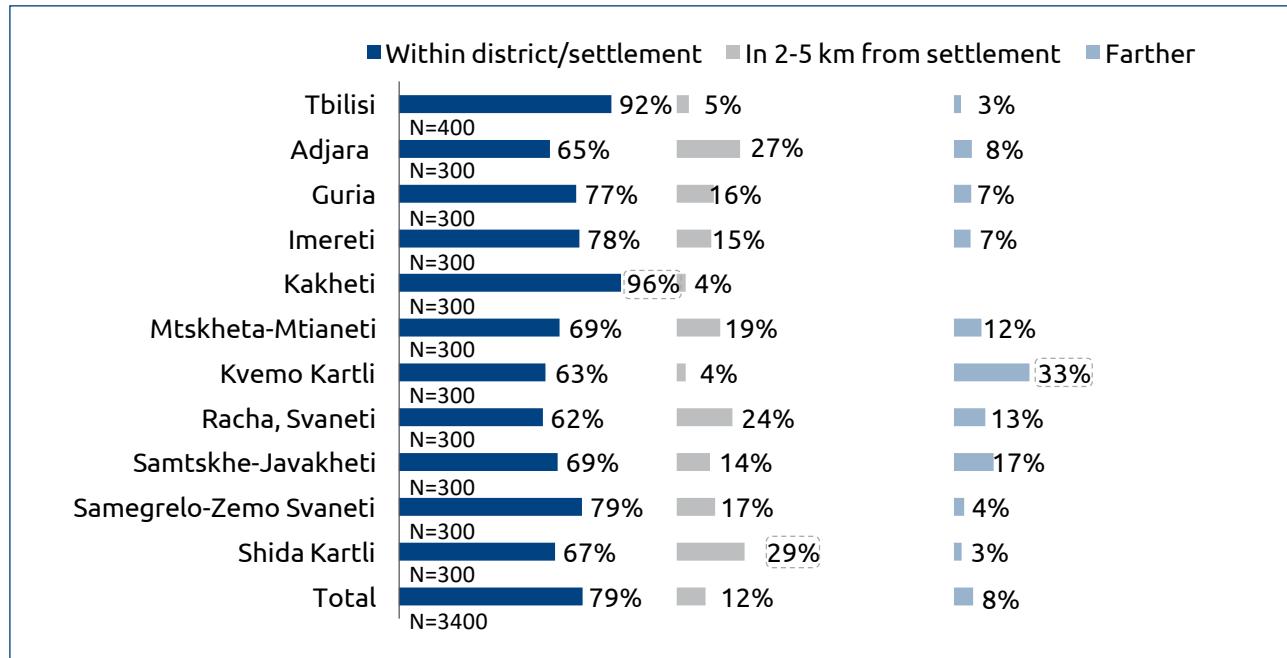
Figure # 3 - Availability of kindergartens within settlement/district by regions – 2017 data



The survey found that, in most cases, the nearest municipal kindergartens are located within the settlement/district in the regions: 96% of respondents from Kakheti say a municipal kindergarten is available within their district/settlement; the highest number of municipal kindergartens locat-

ed 2-5 km away from the settlement is reported in Shida Kartli (29%) while 33% of respondents from Kvemo Kartli report that the nearest municipal kindergarten is farther than 5 km from the settlement.

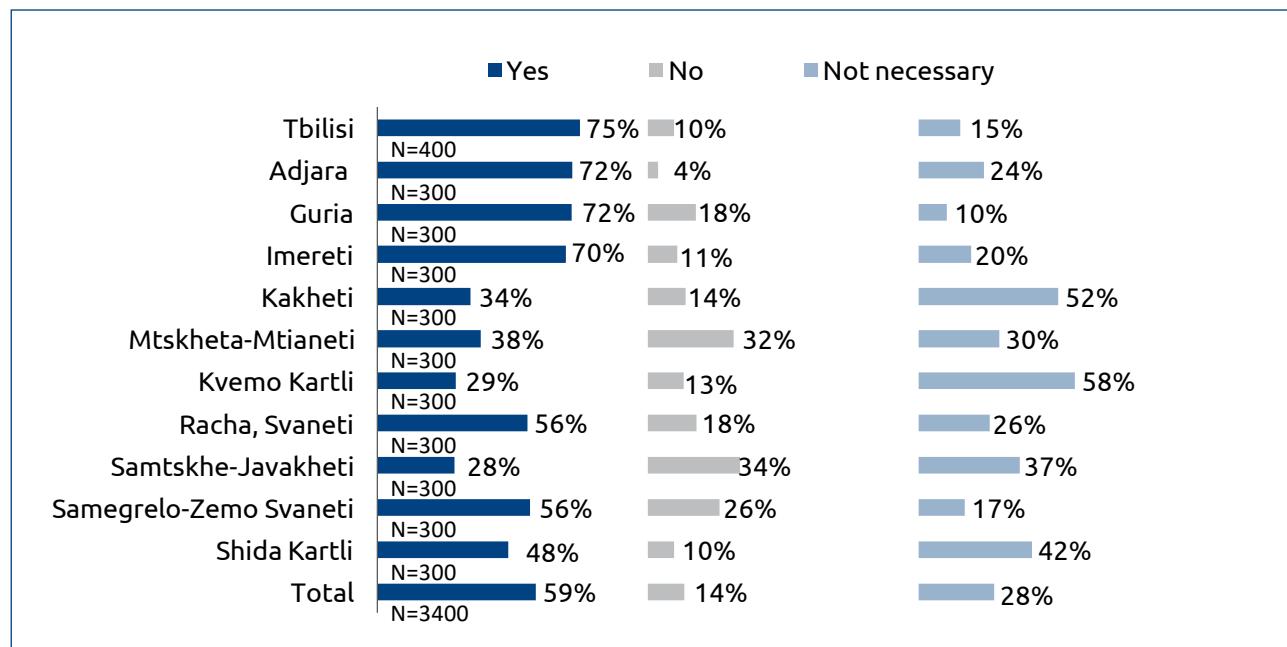
Figure # 4 - Distance to municipal kindergartens by region – 2017 data



As expected, public transportation to the nearest kindergarten is the most available in Tbilisi (75%). High indexes are also reported in Adjara (72%) and Guria (72%). Respondents living in Samtskhe-Javakheti (34%), Mtskheta-Mtianeti

(32%) and Samegrelo-Zemo Svaneti (26%) report concerns about the availability of public transportation, although the situation is the most difficult for those living in Kvemo Kartli (58%) and Kakheti (52%), according to the survey.

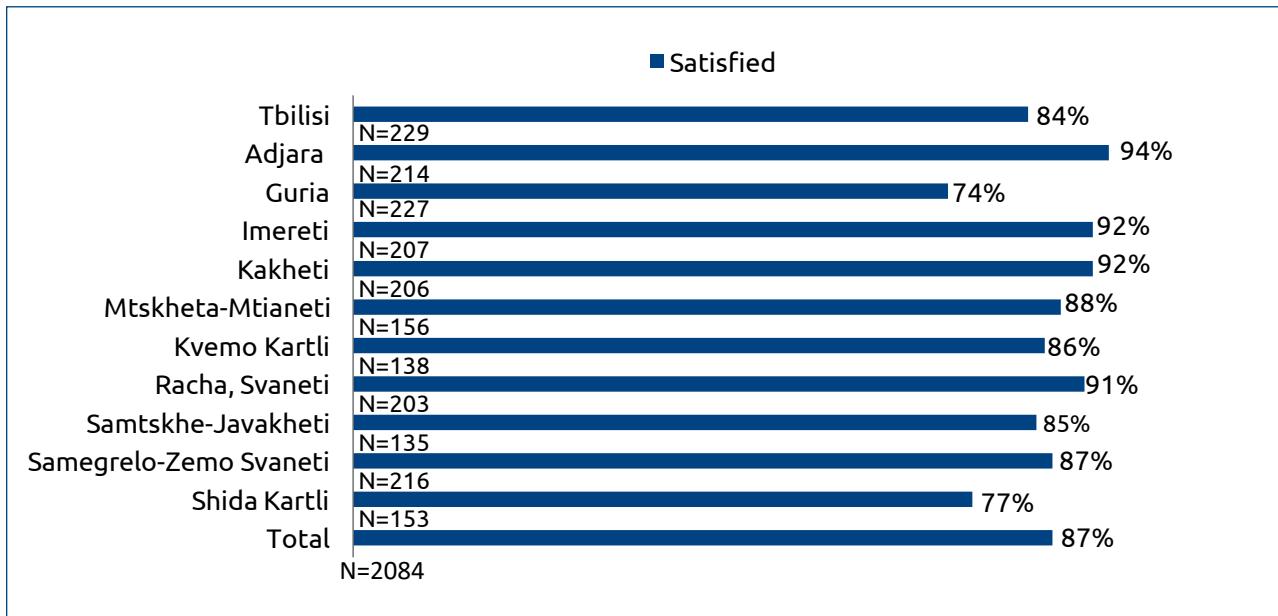
Figure # 5 - Availability of public transportation to the nearest kindergarten by regions – 2017 data



The highest level of satisfaction with state kindergartens is reported in Adjara (94%) while re-

spondents in Shida Kartli (77%) report the lowest level of satisfaction.

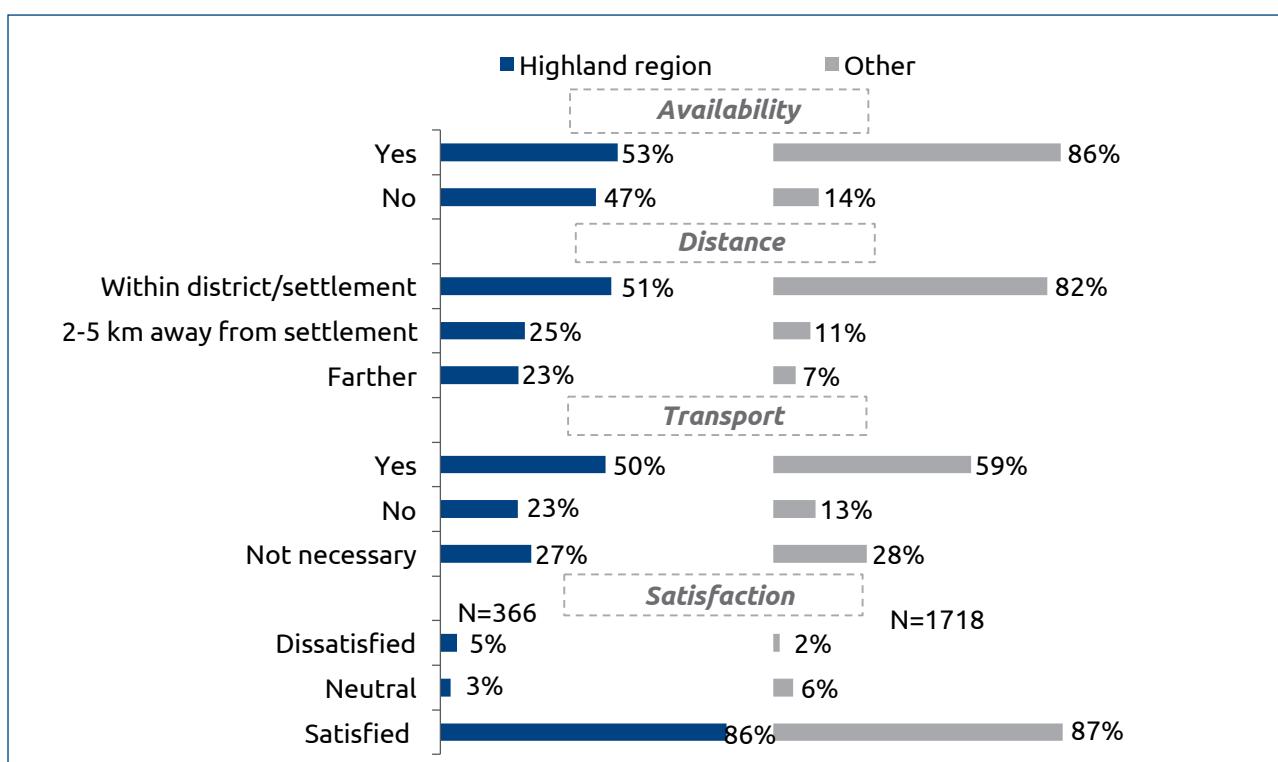
Figure # 6 -Satisfaction with municipal kindergartens by regions - 2017 data



As demonstrated by the study results, slightly over half of **highland settlements** have access to a municipal kindergarten (53%). Half of all the respondents who have access to a municipal kindergarten report that it is located within their district/settlement. A quarter of respondents from

highland settlements report that the nearest state kindergarten is 2-5 km away, while it is even farther away for 23% of the respondents. 865 of the respondents said they are satisfied with the conditions at the municipal kindergartens.

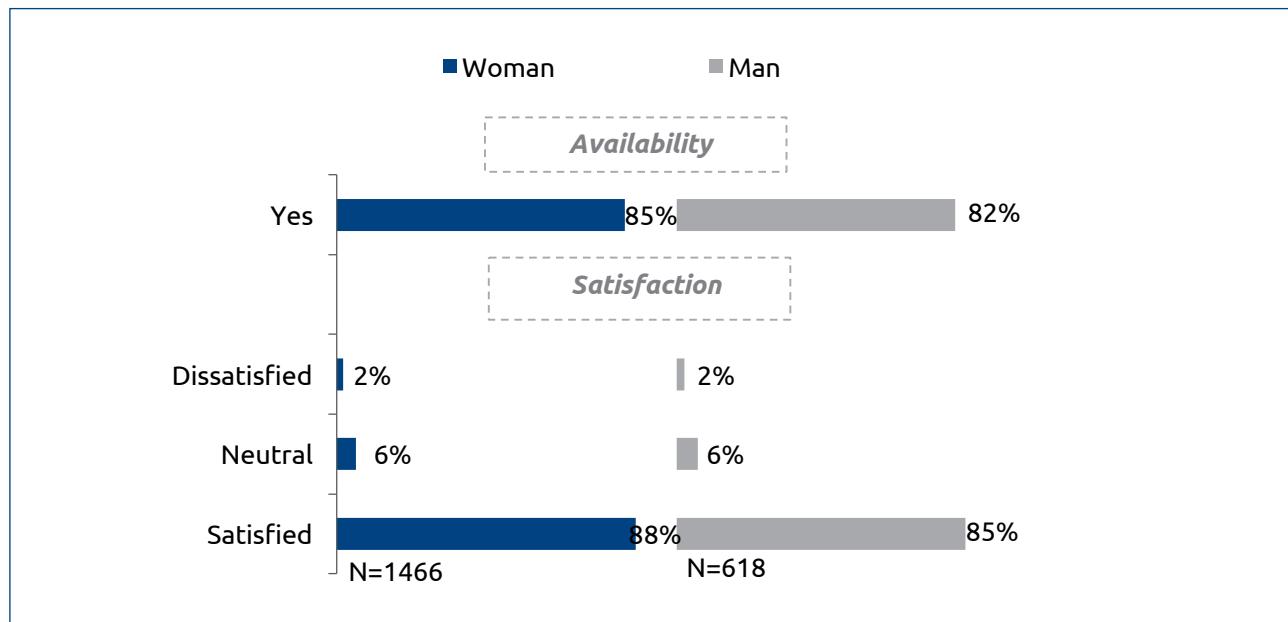
Figure # 7 - Availability of municipal kindergarten, distance, availability of transportation, satisfaction by highland settlements - 2017 data



The study results **according to gender** found that 85% of women and 82% of men say municipal kindergartens are accessible. Women (88%)

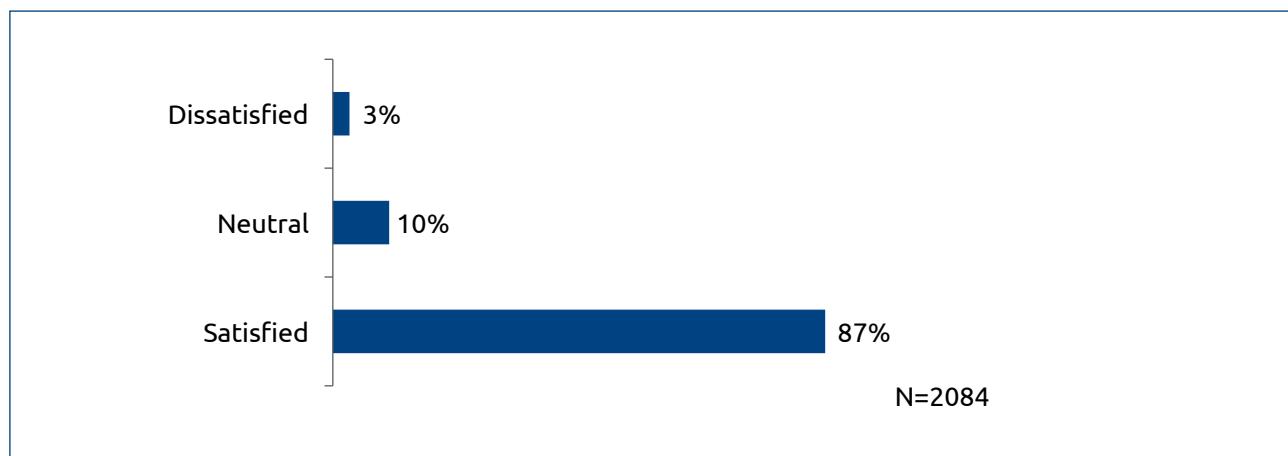
were more likely to say they are satisfied with the conditions at the nearest kindergarten compared to men (85%).

Figure # 8 - Availability of municipal kindergartens, satisfaction by gender - 2017 data



88% of respondents said they are satisfied with the kindergarten located within their settlement/district.

Figure # 9 - Satisfaction with municipal kindergartens - 2017 data

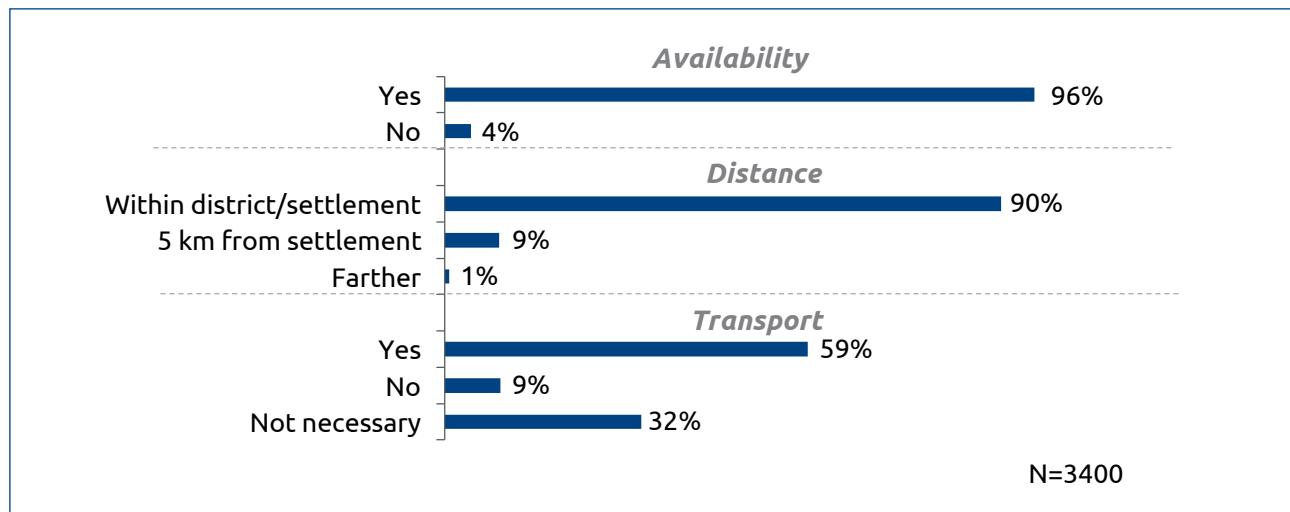


5.1.2. Public Schools

According to the study results, the absolute majority of respondents say that public schools are available (96%); 90% of respondents note that a public school is available within their district/settlements; 9% of respondents report the nearest public school is 2-5 km away from settlement/district while only 1% of respondents said they

have to travel farther. Public transportation to the nearest school is available for six out of ten respondents (59%); compared to 9% of respondents who say public transportation to school is not available. Three out of ten respondents say public transportation is not necessary for them to reach the nearest school (32%).

Figure # 10 - Availability of public schools, distance, availability of public transportation - 2017 data



Over half of the respondents (58%) report they do not know which school official to contact if they have an issue, compared to 42% who say they do know. Only 6% of the respondents report they have appealed to their local school about an issue; 94% have not. A majority of respondents (64%) report they are satisfied with conditions at the school, compared to 19% who are dissatisfied.

81% of the respondents say they are satisfied with public school infrastructure; they report lower levels of satisfaction with the actions of supervisory board (40%). When responses are analyzed by gender, it is worth mentioning that women are more satisfied with all aspects of services at the nearest public school than men.

Table # 3 - Level of satisfaction with different factors at the nearest public school - 2017 data

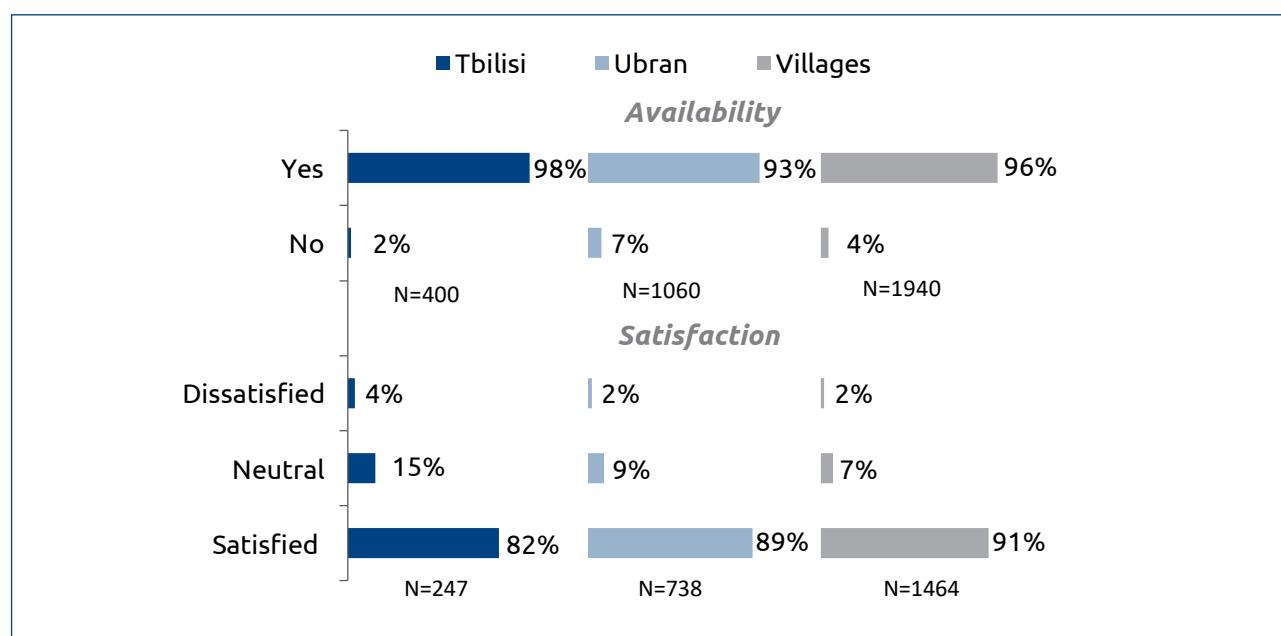
	Dissatisfied	Satisfied	D/K
Infrastructure	8%	81%	11%
Management	4%	73%	23%
Registration procedures	3%	70%	27%
Actions of supervisory board	2%	60%	38%
Level of teachers' qualification	4%	78%	18%

In **urban/rural areas**, the data indicates public schools are largely available in every type of settlement. Public schools are available for 98% of respondents in Tbilisi; 93% in urban areas; and 96% in rural areas. Public schools are located within respondents' district/settlement almost everywhere, but the highest index is reported in Tbilisi (97%). 89% of respondents in urban and 87% in rural areas also report the availability of schools in their district/settlement. Tbilisi also has the highest percent of respondents reporting access to public transportation to the nearest

public school (77%); the index is lower for other cities and villages, with 52% in both respondent groups saying public transportation is available. However, it is also worth mentioning that four out of ten respondents do not need public transportation to the nearest public school in both rural (40%) and urban (39%) areas.

The highest level of satisfaction with public schools (91%) is reported in villages and the lowest (82%) in Tbilisi. In other cities, 89% of respondents say they are satisfied.

Figure # 11 - Availability of public schools, satisfaction by urban/rural areas - 2017 data



The study results by **regions** demonstrated that availability level of public schools is higher than 80% in every region. The lowest level of availability is reported in Racha-Lechkhumi/Kvemo Svaneti (82%). The study also shows that, for the most part, public schools are located within respondents' settlement/district in all regions. Respondents report the highest number of schools located 2-5 km away from their settlement/district in Mtskheta-Mtianeti (21%), while the highest number of schools located 5 km away from the respondent's settlement/district is reported in Racha-Lechkhumi/Kvemo Svaneti region (6%). Respondents from two regions – Kvemo Kartli (72%) and Shida Kartli (67%) – report that public

transportation is not necessary to reach the nearest public school. In Guria (78%), Tbilisi (77%) and Samegrelo-Zemo Svaneti (74%) respondents report the highest level of availability of public transportation to the nearest school; the lowest levels are reported in two other regions, Samtskhe-Javakheti (25%) and Mtskheta-Mtianeti (22%).

In Samtskhe-Javakheti, the highest number of respondents (71%) report they know which school official to contact at local schools if they have an issue, compared to Adjara (60%), Imereti (54%) and Racha-Lechkhumi/Kvemo Svaneti (52%) regions. Few respondents in the regions report

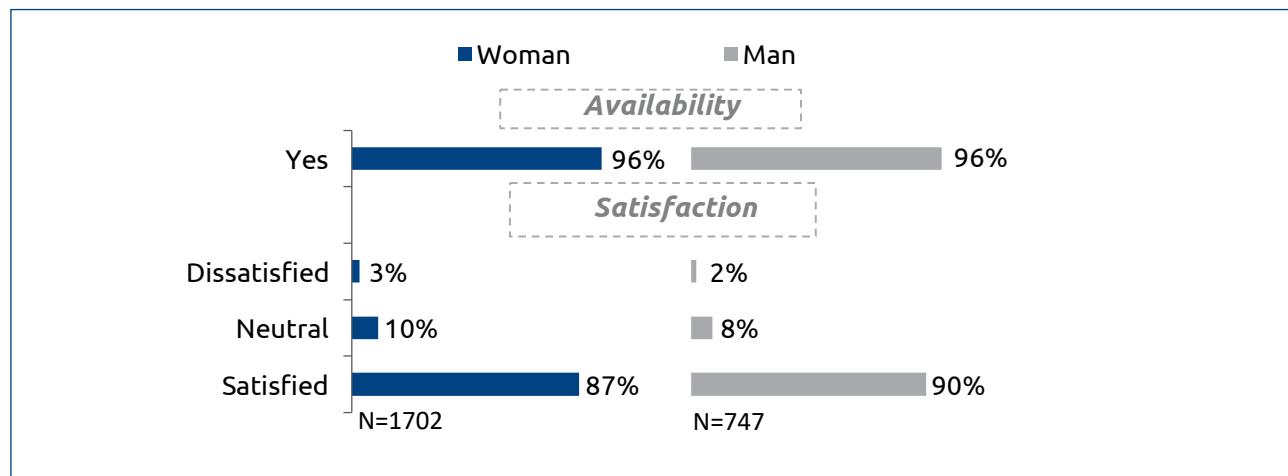
they have complained to the local school (6%), compared to in Tbilisi, where 15% say they have complained.

The study shows that public schools are very accessible in **highland settlements** (93%). The majority of respondents (89%) report the schools are located in their settlement/district (89%); schools are 2-5 km away from settlement/district for 10% of respondents, compared to 2% who say the public schools are farther than 5 km. Seven

out of ten respondents (71%) from highland settlement say they are satisfied with public schools.

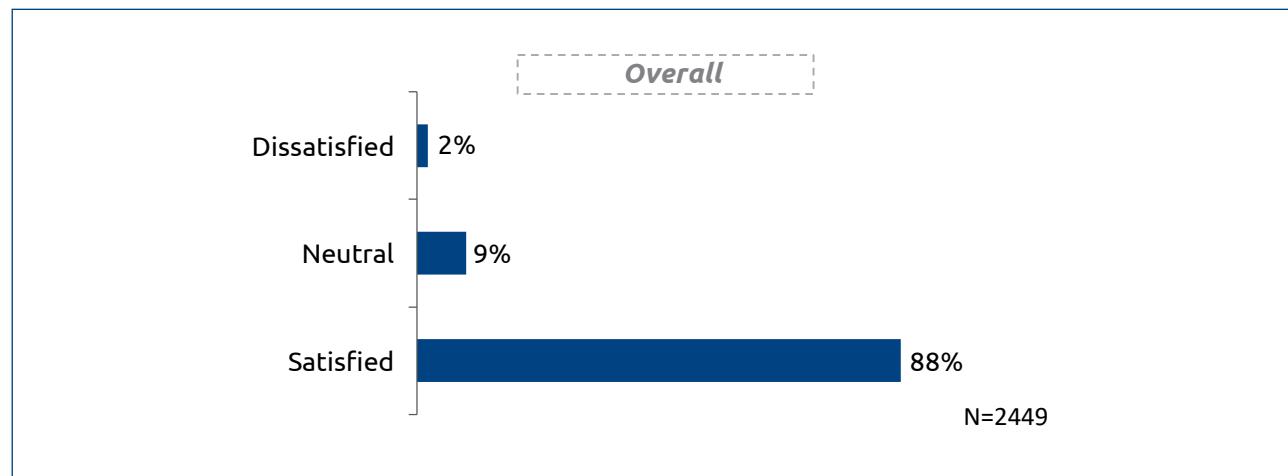
When the survey results are grouped by **gender**, there was no noticeable difference in how men and women report the availability of public schools: 96% of men and women report that public schools are available in their settlements. Both men (90%) and women (87%) also report a similar level of satisfaction with the work of public schools.

Figure # 12 - Availability of public schools, satisfaction by gender - 2017 data



As for overall satisfaction with public schools, nearly nine out of ten respondents (88%) are satisfied with public schools while only 2% of respondents express dissatisfaction.

Figure # 13 - Satisfaction with public schools - 2017 data

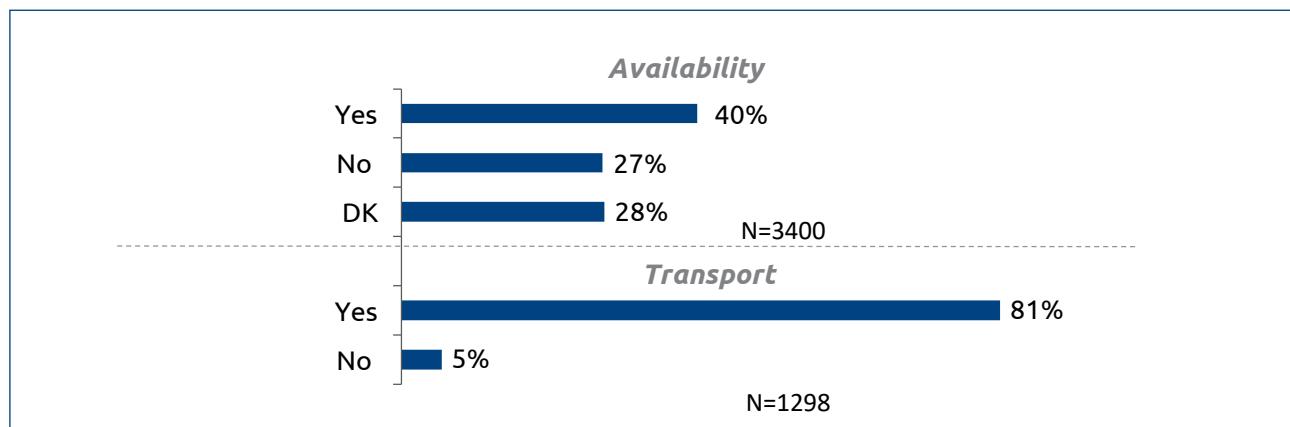


5.1.3. Vocational Education Institutions

40% of respondents say vocational educational institutions are accessible in their district/region, compared to 27% who report there are no vocational education institutions located in their dis-

trict/region – and 28% say they do not know if a vocational institution list located in their district/region. Most respondents (81%)say public transportation is available to nearby vocational institutions.

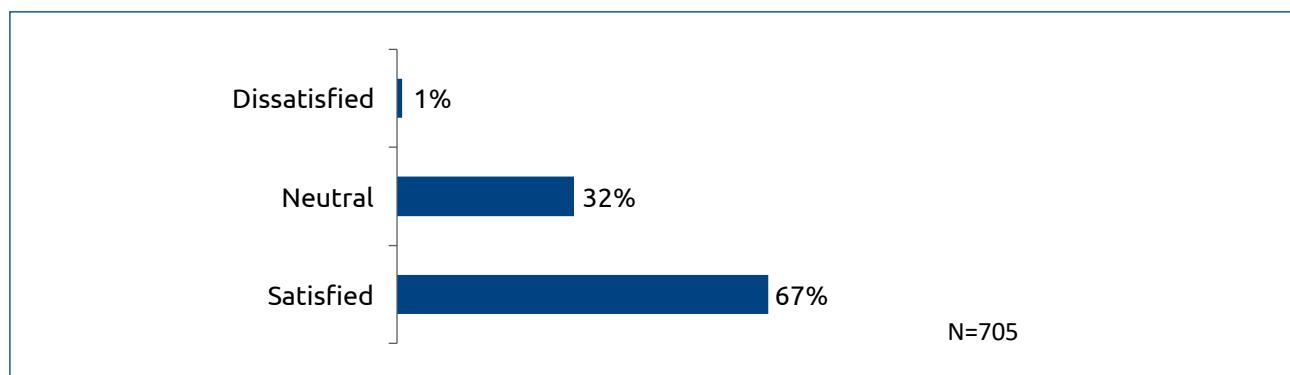
Figure # 14 - Availability of vocational education institutions, public transportation - 2017 data



Half of respondents with access to a vocational institution in their district/region report they do not have any information about tuition fees (54%); out of the 13% of respondents who know the fee, 44% believe it would be acceptable if they or their family members wanted to study

there. A slightly smaller number – 32% – feel it would be more or less acceptable. A little more than a third of respondents – 32% – report they are overall satisfied with the vocational institutions within district/region; 15% are more or less satisfied.

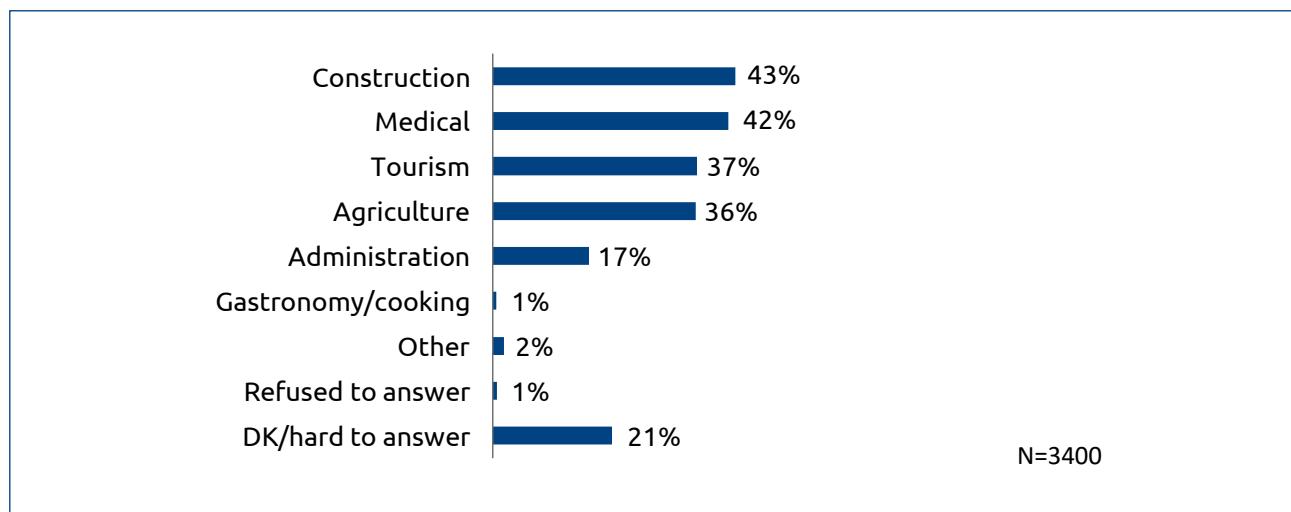
Figure # 15 - Satisfaction with vocational education institutions - 2017 data



As part of the study, respondents prioritized fields of study: constructions (43%); medicine, including programs for nurses and orderlies (42%);

tourism (37%); agriculture (36%); and administration (17%).

Figure # 16 - High priority fields for the residents of settlement/city to master at vocational education institutions - 2017 data

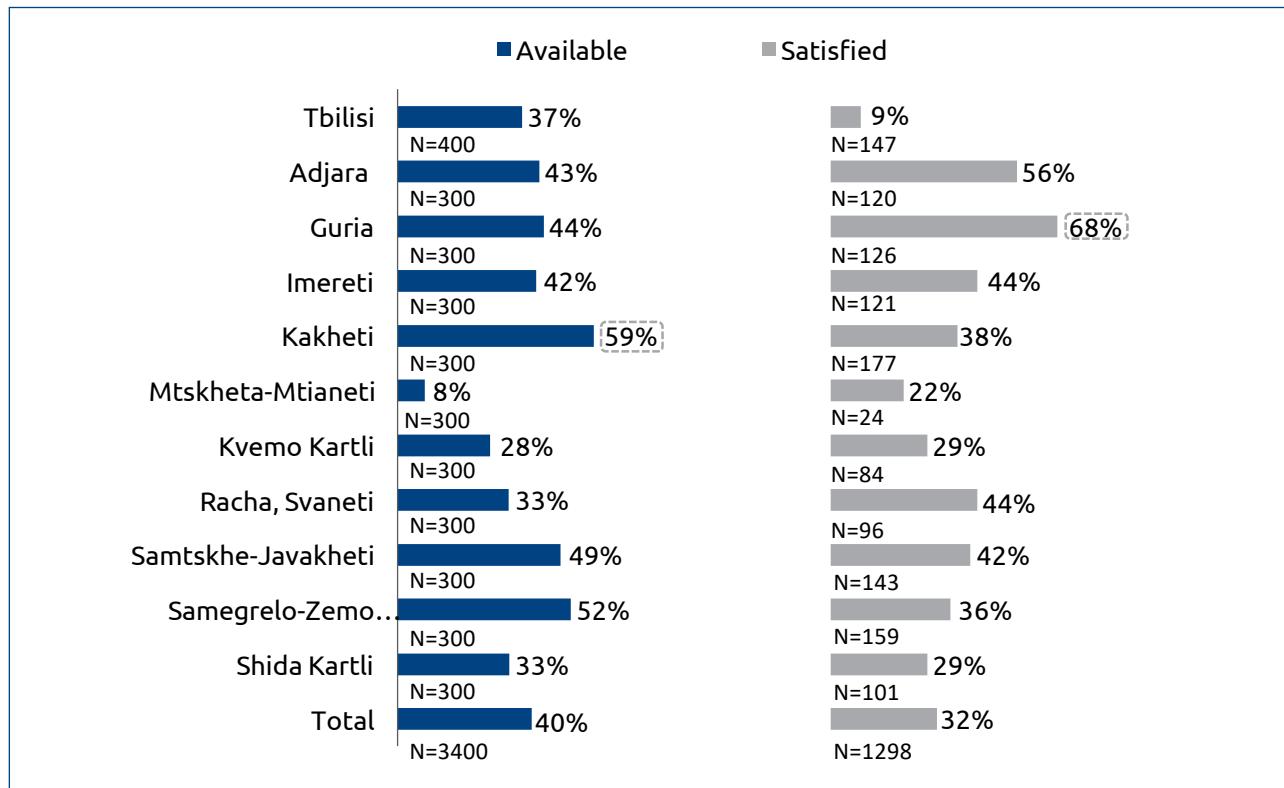


Study results in **urban/rural perspective** show that vocational institutions are mostly located in urban areas (Tbilisi – 37%, other towns – 53%). 34% of respondents in rural areas say they are available. Availability of public transportation to travel to the nearest vocational institution is higher in cities outside of Tbilisi (89%) and rural areas (83%) than in Tbilisi (69%). In terms of the general awareness about vocational schools, the results are not different in other cities and villages (70%-70%).

The study by **region** showed that professional schools are reportedly the most accessible in Kakheti (59%) and Samegrelo-Zemo Svaneti (52%), compared to 8% in Mtskheta-Mtianeti. Public

transportation to vocational schools is available in most regions in the country, although 18% of respondents in Racha-Lechkhumi/Kvemo Svaneti region report they do not have access to public transportation to travel to the nearest vocational education institution. In terms of overall satisfaction, respondents across all regions say they are satisfied with the vocational schools functioning in their district/region. The highest level of satisfaction is reported in Guria (68%) while the lowest level of satisfaction is noted in Tbilisi (9%). In Kakheti and Samegrelo-Zemo Svaneti, where vocational schools appear to be the most accessible, respondents are largely satisfied – 38% in Kakheti and 36% in Samegrelo-Zemo Svaneti.

Figure # 17 - Availability of vocational schools, satisfaction by regions - 2017 data



Responses concerning priority fields for study in vocational institutions **by regions** fell into three main categories: respondents from the majority of regions (Kakheti, Mtskheta-Mtianeti, Kvemo Kartli, Racha-Lechkhumi/Kvemo Svaneti, Samtskhe-Javakheti, Guria) prioritize professions

in the field of agriculture; respondents from Tbilisi and Imereti prioritize jobs in construction; and the medical field is preferred in Samegrelo-Zemo Svaneti and Shida Kartli. Respondents in Adjara gave preference to tourism-related jobs.

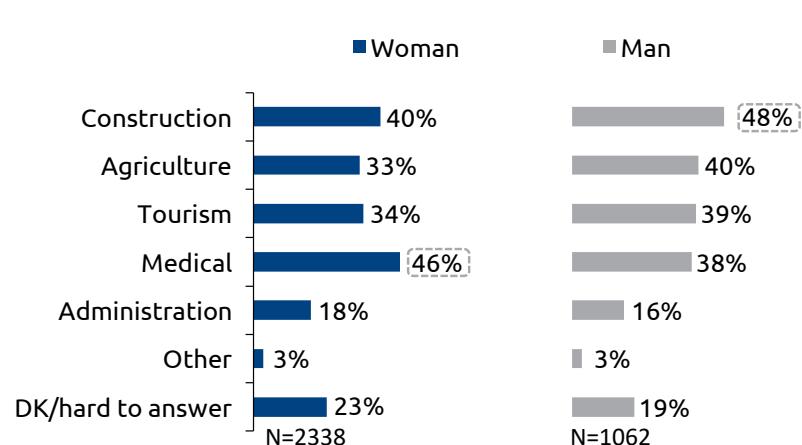
Table # 4 - Priority fields to study at vocational institutions by regions - 2017 data

	Construction	Medical	Tourism	Agriculture	Administration	DK/refused to answer
Tbilisi - N=400	54%	47%	50%	12%	28%	16%
Adjara - N=300	43%	44%	66%	39%	19%	9%
Guria - N=300	36%	39%	32%	63%	10%	21%
Imereti - N=300	69%	53%	39%	62%	19%	8%
Kakheti - N=300	15%	27%	10%	50%	11%	29%
Mtskheta-Mtianeti - N=300	21%	25%	16%	52%	6%	21%
Kvemo Kartli - N=300	18%	25%	12%	32%	6%	46%
Racha-Lechkhumi/ Kvemo Svaneti - N=300	52%	32%	48%	79%	12%	12%
Samtskhe-Javakheti - N=300	43%	50%	22%	55%	9%	19%
Samegrelo-Zemo Svaneti - N=300	42%	46%	40%	40%	15%	21%
Shida Kartli - N=300	33%	39%	21%	29%	6%	43%
Total - N=3400	43%	42%	37%	36%	17%	21%

29% of respondents from **highland settlements** say vocational education is available in their district, compared to 44% of respondents who say that this type of educational institution does not exist in their settlement. The respondents prioritized agriculture-related professions (69%).

When analyzed by **gender**, the survey shows that women were more likely to name jobs in the medical field (46%) while men were more likely to prioritize jobs in the construction field (48%).

Figure # 18 - High priority professions to master at vocational institutions by gender - 2017 data



Preschool, secondary and vocational education - 2013/2015/2017

The 2017 survey shows that the availability of **municipal kindergartens** at local settlements around the country has increased (83%) compared to the 2013 (77%) and 2015 (77%) rounds of the survey. Respondent satisfaction in the overall quality of municipal kindergartens peaked in 2015 at 89%.

Results by **regions** also showed that the availability of kindergartens has increased in nearly every region since 2015: exceptions are in Tbilisi (100%) and Shida Kartli (78%), where the highest availability of kindergarten in settlement/district was reported in 2015. In Adjara, the situation did not change between 2015 and 2017 (66%-66%). One exception is Imereti, where the highest level of availability (86%) was recorded in the 2013 survey. Satisfaction with the kindergartens was also the highest in the 2015 survey, with the exception of Tbilisi (85%) and Samegrelo-Zemo Svaneti (87%) where the satisfaction level is higher in 2017 than in previous surveys.

Table # 5 - Availability of kindergarten in settlement/district, satisfaction by regions - 2013/2015/2017 data

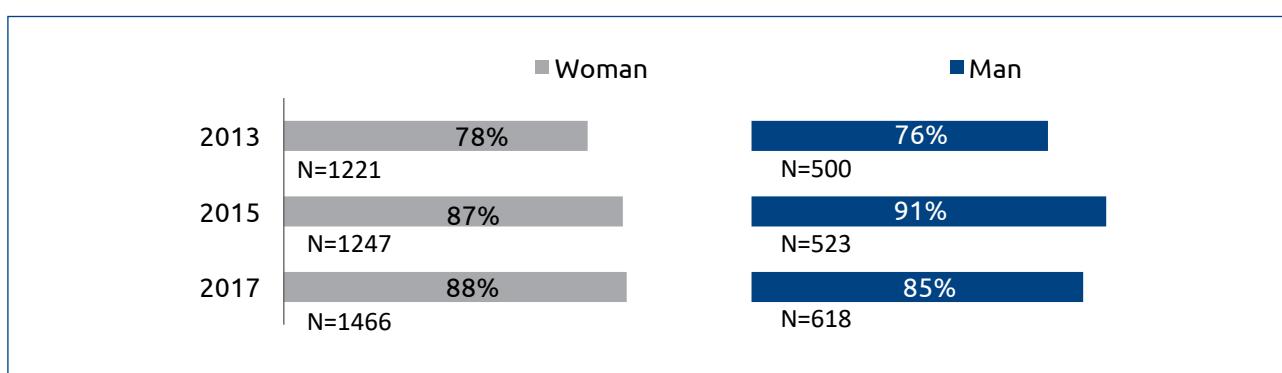
	Availability			Satisfied		
	2013	2015	2017	2013	2015	2017
Tbilisi - N=400	89%	100%	93%	64%	82%	84%
Adjara - N=300	52%	66%	66%	86%	95%	94%
Guria - N=300	72%	79%	91%	84%	93%	74%
Imereti - N=300	86%	72%	83%	94%	95%	92%
Kakheti - N=300	87%	93%	97%	73%	96%	92%
Mtskheta-Mtianeti - N=300	66%	61%	80%	81%	95%	88%
Kvemo Kartli - N=300	57%	38%	65%	43%	85%	86%
1. Racha-Lechkhumi/Kvemo Svaneti - N=300	43%	51%	69%	89%	94%	91%
Samtskhe-Javakheti - N=300	52%	43%	72%	87%	87%	85%
Samegrelo-Zemo Svaneti - N=300	89%	87%	95%	84%	85%	87%
Shida Kartli - N=300	59%	78%	70%	81%	84%	77%

The availability of municipal kindergartens has increased in **highland settlements** over the course of the three studies (2013 – 35%, 2015 – 38%, 2017 – 53%). In terms of availability of kindergartens in **urban/rural areas**, the study demonstrated that the situation has remained largely unchanged over the years in urban areas: nine out of ten respondents report that a kindergarten is available in their settlement/district. The situation significantly changed in rural areas in 2017 compared to previous years (2013 – 59%, 2015 – 59%, 2017 –

74%). The highest level of satisfaction with the kindergartens in both types of settlements was reported in 2015 (urban – 88%, rural – 91%).

When results are grouped by **gender**, women report an increasing level of satisfaction with kindergartens (2013 – 78%, 2015 – 87%, 2017 – 88%), while men reported the highest level of satisfaction with the quality at municipal kindergartens in 2015 (91%).

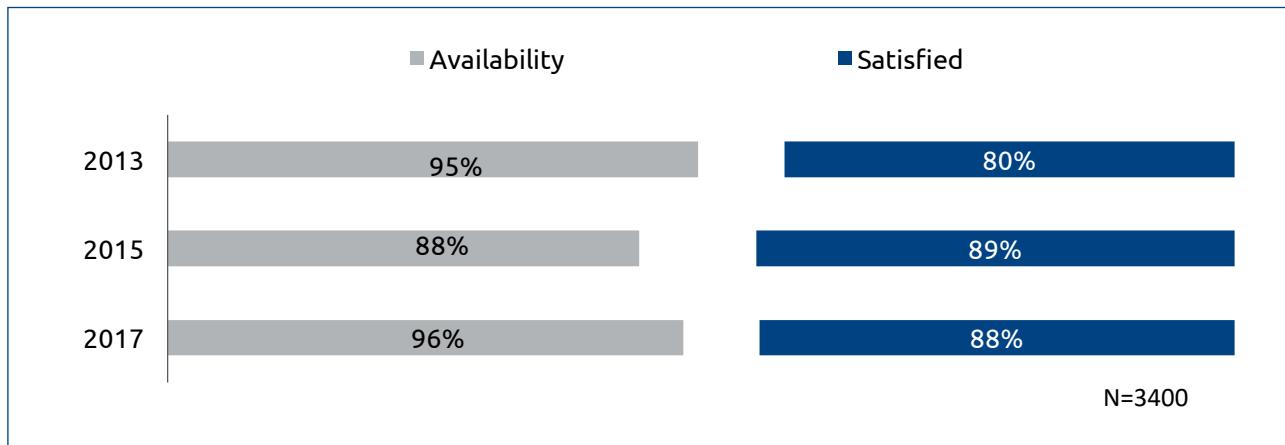
Figure # 19 - Satisfaction with municipal kindergartens by gender - 2013/2015/2017 data



The findings from the three study rounds of the survey indicate that the availability of **public schools** increased in 2017 compared to previous years (2013 - 95%, 2015 - 88%, 2017 - 96%). The level of satisfaction with public schools has also

slightly increased: nine out of ten respondents were satisfied with public schools in 2015 (89%) and 2017 (88%), compared to eight out of ten respondents (80%) in 2013.

Figure # 20 - Availability of public schools, satisfaction - 2013/2015/2017 data



The results **by region** demonstrated that, compared to 2015, the availability of public schools increased in almost every region in 2017. It is worth mentioning that respondents from three regions - Adjara, Kvemo Kartli and Samtkhe-Javakheti – reported the 100% availability of public schools in 2013, and respondents in Tbilisi reported the same in 2015. The level of satisfaction in every

region has increased since 2013: over the past two surveys, respondents in Tbilisi reported 81% and 82% satisfaction rates respectively; Adjara – 94% and 97%; Kakheti – 89% and 93%; Kvemo Kartli – 80% and 87%; and Samtskhe-Javakheti – 90% and 92%. In other regions, however, the level of satisfaction decreased in 2017, compared to 2015.

Table # 6- Availability of public schools, satisfaction by regions - 2013/2015/2017 data

	Availability			Satisfaction		
	2013	2015	2017	2013	2015	2017
Tbilisi - N=400	98%	100%	98%	71%	81%	82%
Adjara - N=300	100%	75%	86%	80%	94%	97%
Guria - N=300	88%	87%	97%	84%	93%	76%
Imereti - N=300	90%	79%	95%	94%	98%	92%
Kakheti - N=300	94%	96%	97%	79%	89%	93%
Mtskheta-Mtianeti - N=300	83%	78%	89%	81%	93%	87%
Kvemo Kartli - N=300	100%	79%	97%	63%	80%	87%
Racha-Lechkhumi/Kvemo Svaneti - N=300	75%	61%	82%	90%	96%	90%
Samtskhe-Javakheti - N=300	100%	84%	91%	84%	90%	92%
Samegrelo-Zemo Svaneti- N=300	93%	96%	99%	91%	93%	91%
Shida Kartli - N=300	90%	87%	97%	82%	92%	87%

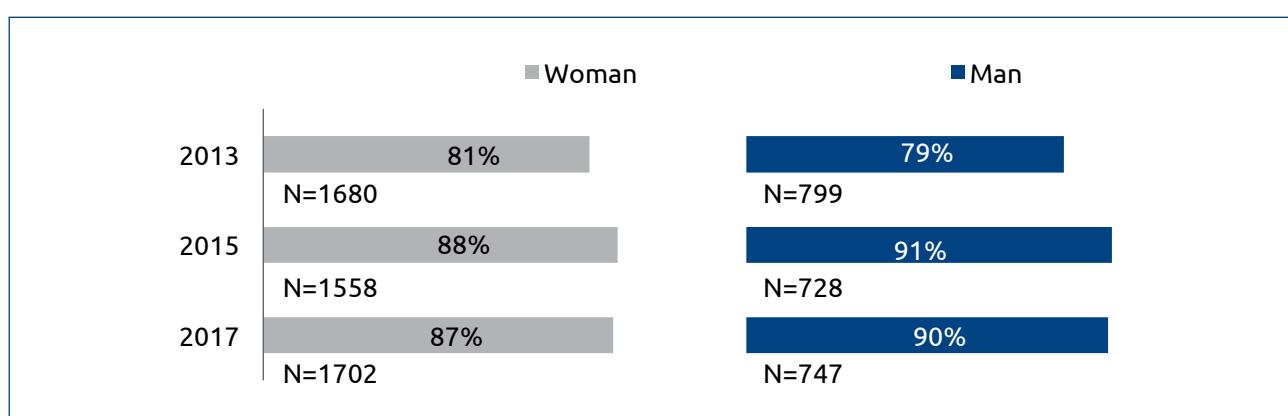
The availability of public schools also increased in **highland settlements** (2013 - 88%, 2015 - 74%, 2017 - 93%). In terms of overall satisfaction, respondents reported the highest level of satisfaction in 2017 (2013 - 80%, 2015 - 88%, 2017 - 90%).

According to urban/rural areas, the data indicates that the availability of public schools has increased in rural areas, with the highest index reported in 2017 (2013 – 95%, 2015 – 88%, 2017 – 96%); the availability of public schools in urban

areas was the highest in 2013 (99%). The level of satisfaction with public schools is higher in rural areas than in urban areas in all three rounds of the study.

Results by **gender** show the levels of satisfaction reported by men and women have remained high in all three surveys, with both recording the highest levels of satisfaction in 2015 – 91% for men and 88% for women.

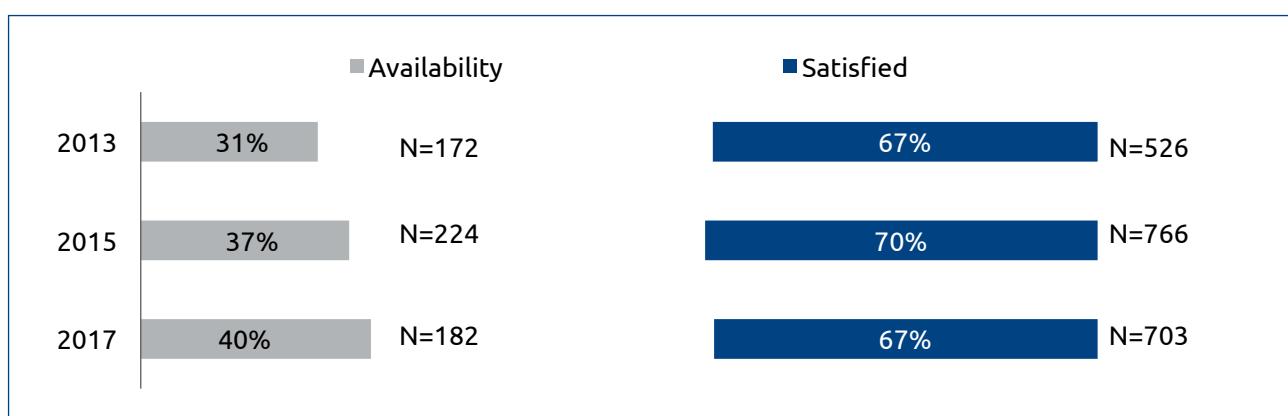
Figure # 21 - Satisfaction with public schools by gender - 2013/2015/2017 data



Based on the responses concerning **vocational institutions** in all three rounds of the survey, there is a steady increase in the availability of vocational institutions in respondents' district/region, with the highest index (40%) reported

in 2017. Satisfaction with the vocational institutions has remained constant, with seven out of ten respondents expressing satisfaction in all three studies.

Figure # 22 - Availability of vocational institutions in district/region, satisfaction 2013/2015/2017 data



The highest level of availability of vocational institutions in **regions** was reported in 2015. In the last round of the survey, an increase in the availability of vocational institutions was reported in Tbilisi, Guria and Samegrelo-Zemo Svaneti, in addition to Mtskheta-Mtianeti, where the level of availability of vocational institutions is the lowest in general. Respondents' reported levels of satisfaction vary greatly by geographic location and

year: the highest level of satisfaction in Tbilisi, Kakheti, Racha-Lechkhumi/Kvemo Svaneti and Samegrelo-Zemo Svaneti was reported in 2013. In Guria, Imereti, Mtskheta-Mtianeti and Kvemo Kartli, the highest level of satisfaction was reported in 2015; the highest level of satisfaction in Adjara, Samtskhe-Javakheti and Shida Kartli regions was reported in 2017.

*Table # 7 - Availability of vocational institutions in district/region, satisfaction by regions
- 2013/2015/2017 data*

	Availability			Satisfaction		
	2013	2015	2017	2013	2015	2017
Tbilisi - N=400	21%	20%	37%	60%	39%	43%
Adjara - N=300	47%	52%	43%	75%	76%	95%
Guria - N=300	36%	34%	44%	81%	93%	80%
Imereti - N=300	37%	50%	42%	74%	87%	73%
Kakheti - N=300	68%	47%	59%	69%	60%	57%
Mtskheta-Mtianeti - N=300	5%	3%	8%	71%	100%	73%
Kvemo Kartli - N=300	14%	33%	28%	44%	72%	57%
Racha-Lechkhumi/Kvemo Svaneti - N=300	13%	45%	33%	90%	86%	77%
Samtskhe-Javakheti - N=300	27%	59%	49%	53%	70%	82%
Samegrelo-Zemo Svaneti - N=300	39%	36%	52%	63%	44%	61%
Shida Kartli - N=300	15%	47%	33%	32%	39%	65%

In **highland settlements**, 27% of respondents report there are functioning vocational institutions in their district/region in 2017, compared to 27% in 2013 and 42% in 2015. Respondents registered around a 70% satisfaction level with the services of the vocational institutions in their area in all three surveys: 2013 – 74%, 2015 – 68% and 2017 - 72%.

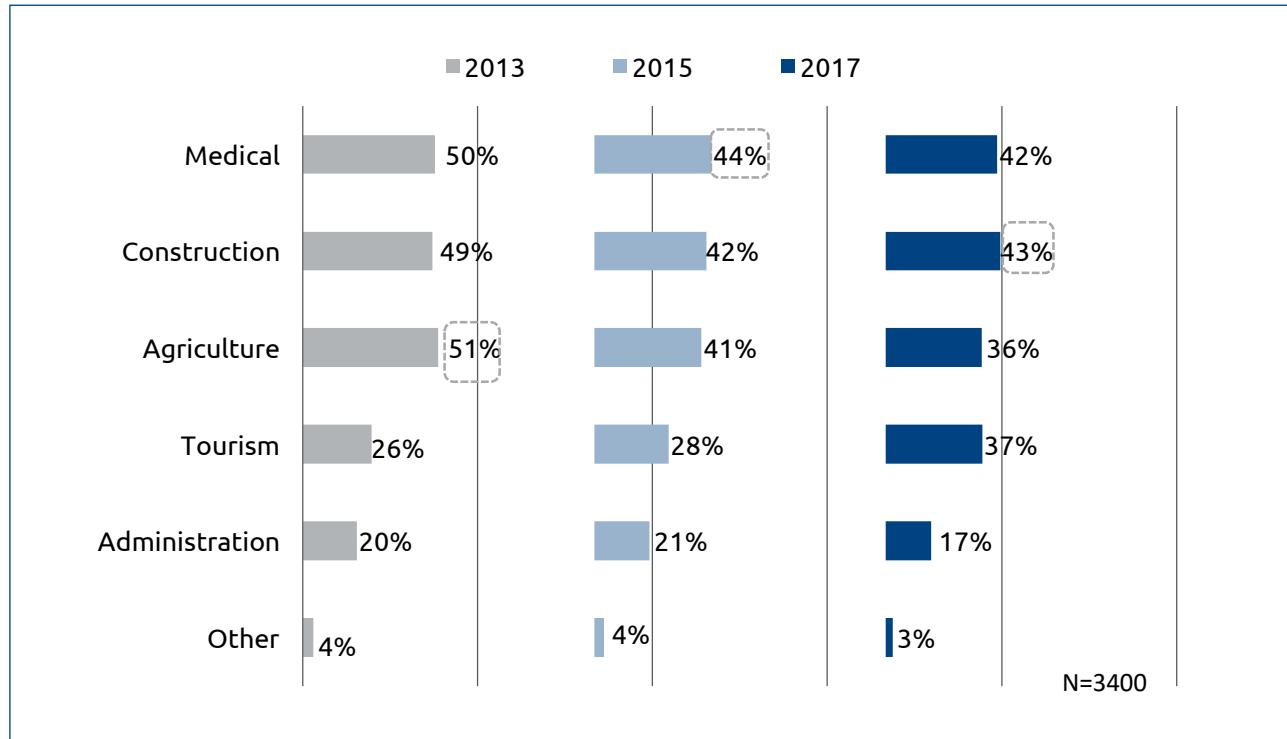
Results by **urban/rural areas** found the number of vocational institutions in urban areas increased in 2017 (45%) compared to the previous two surveys, however the highest level of availability in rural areas was reported in 2015 (35%). Respondents from rural areas reported the highest level of satisfaction with vocational institutions in general, with levels peaking in 2015 in both urban and

rural areas: urban (68%) and rural (72%) areas.

Results by **gender** show that among those who reported that there are functioning vocational institutions in their district/region, men's level of satisfaction in vocational education services has decreased over the past two surveys (2015 - 74%, 2017 – 63%), while women reported an increased level of satisfaction (2015 – 67%, 2017 – 71%).

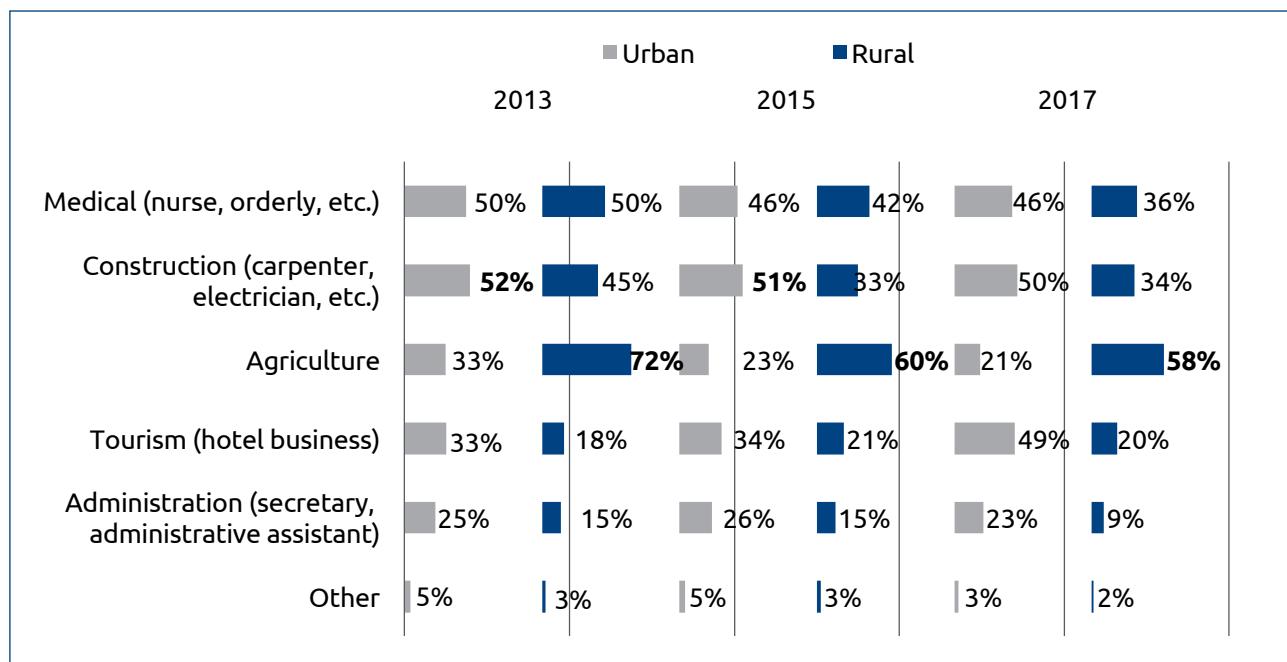
Respondents prioritized different fields of study for the residents of their settlements/towns at vocational institutions over the course of the three surveys. For instance, agriculture (51%) was the highest priority field in 2013, while the majority named medical fields (44%) in 2015 and construction jobs (43%) in 2017.

Figure # 23 - Priority fields to study at vocational institutions - 2013/2015/2017 data



It is worth mentioning that the construction sector is perceived as a high priority field in **urban areas** while agriculture is preferred in **rural areas**.

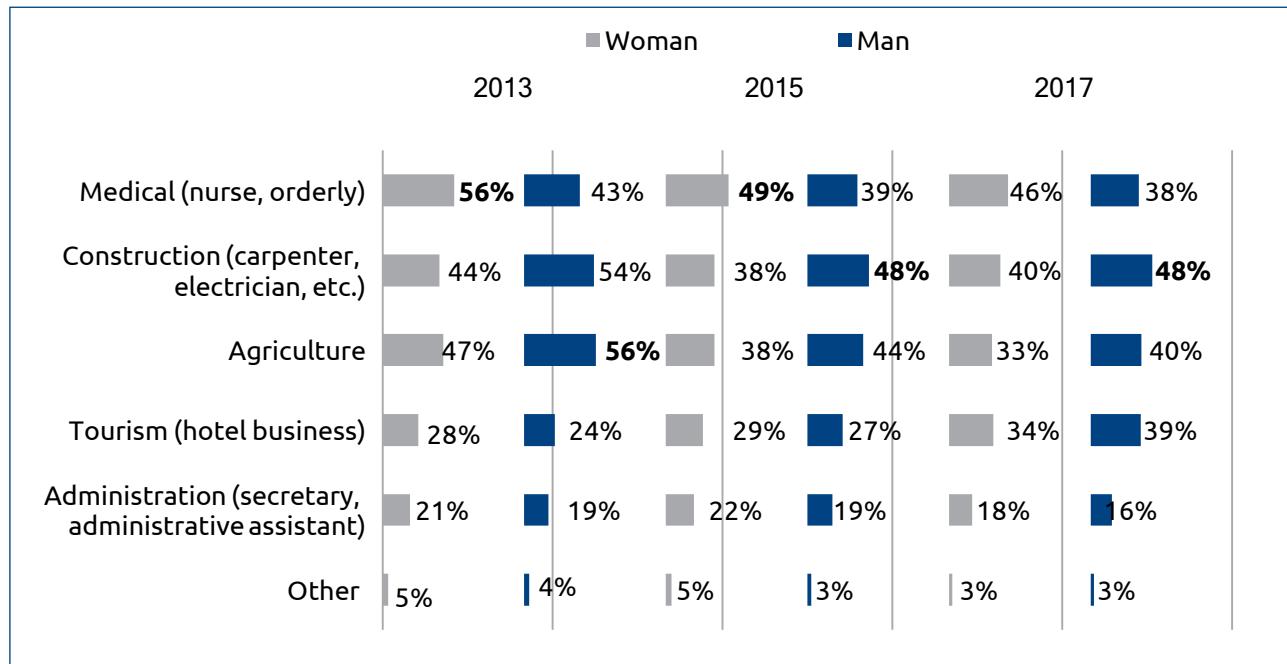
Figure # 24 - Priority fields to study at vocational institutions by urban/rural areas - 2013/2015/2017 data



Survey results according to gender found that, in all three years of the study, women have prioritized jobs in the medical field while men changed

their minds between 2013 and 2015, naming agriculture in 2013 and the construction field in 2015 and 2017.

Figure # 25 - High priority fields to study at vocational institutions by gender - 2013/2015/2017 data



Results of Qualitative Research – Education

Focus group participants identified problems in different areas of education. When discussing municipal kindergartens, they said the main problem is that an insufficient number of groups and crowded kindergartens make it difficult for personnel to do their jobs. Participants positively noted improvements in the quality of food served to children at the kindergartens.

"A group of 12 becomes a group of 18." [Woman, medium income, Tbilisi resident]

"There are too many children in a group. When 40 children are in one group and 35 cannot sleep... there are 40 small children in one group who cannot do anything independently; two people [nurse, teacher] are not enough." [Woman, medium income, Tbilisi resident]

"The food is very good. They have fish, beef, fruit." [Woman, medium income, Tbilisi resident]

The issue of kindergarten and public school registration was also identified as a problem. Although it was noted that online registration has the potential to simplify the process, in practice

it causes more problems because there is a short registration period and a limited number of available places at good schools.

"I do not approve of internet registration, I'd rather go there and register." [Man, medium income, Tbilisi resident]

"I registered my child last year and I have to [travel across town to] take him/her from Gldani to Varketili [districts in Tbilisi]." [Woman, medium income, Tbilisi resident]

The lack of public schools is also a problem in a specific district in the capital city, according to focus group participants ("There is only one public school in Didi Dighomi [district in Tbilisi]").

In terms of public schools, participants named several problems, including school administration not following sanitary standards, inadequate infrastructure and disorderly renovation efforts. In particular, people in the focus groups reported that public schools are not cleaned properly; the cleaning staff is not big enough; and lavatories do not meet the necessary standards – the girls and boys toilets are in one area and separate facilities do not exist for younger pupils.

"There is problem in [the school]... the smell from the toilets is permeates the entire school, my child is in the first grade and s/he hates it so much that

s/he can't go to the toilet; there is no cleaning staff at schools, schools are not cleaned... there is no soap, toilets for boys and girls are together and a child of the first grade and a man from the 12th grade use the same toilet." [Woman, low income, Tbilisi resident]

"If you visit the school, you will find that a teacher cleans the floor. It's an old school and looks like prison... the first floor has been renovated while flooring is coming off on the second floor, the

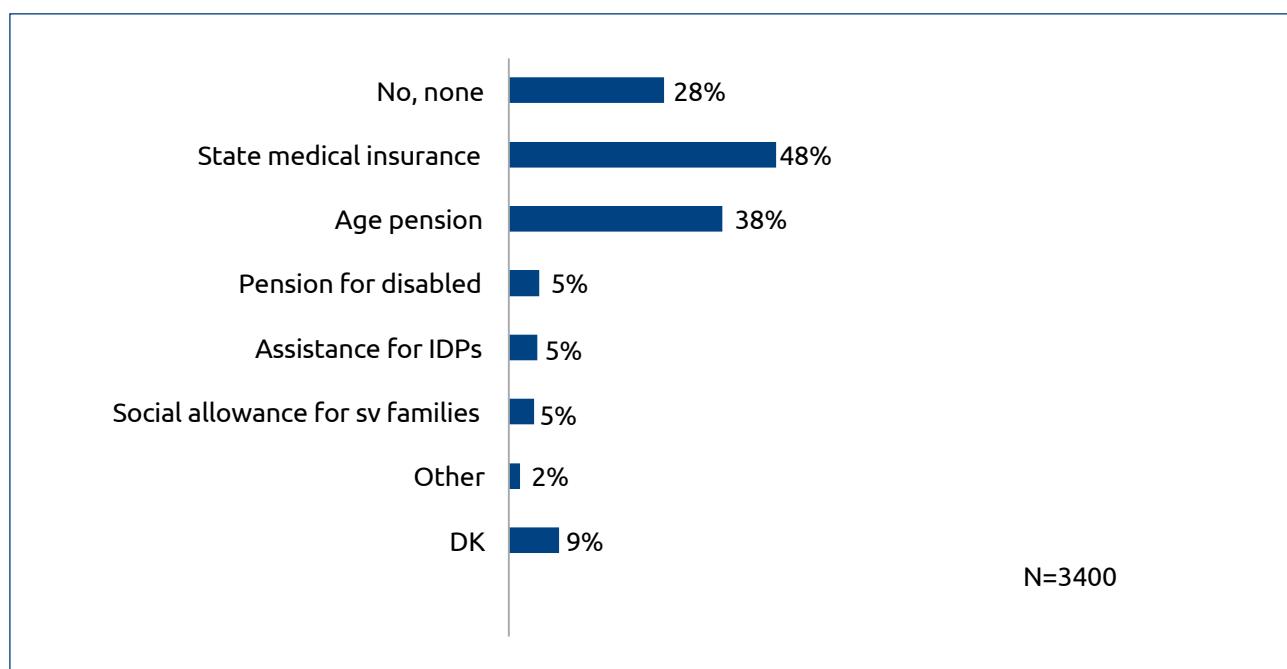
heating system is old and is just hung on the wall; it's not even attached [to the wall] to prevent it from falling on a child." [Woman, low income, Tbilisi resident]

5.2. Various Social Services

5.2.1. Social Assistance

The study included issues related to social assistance. When asked if the respondent or any family member receives social assistance, 28% report that they do not receive any assistance from the state; 48% have state medical insurance and 38% receive age pension.

Figure # 26 - Use of different social assistances - 2017 data



The majority of those who have state medical insurance report that the registration process was rather simple (88%) and most of them report that the service is provided in a timely manner (79%). As for age pension, most reported that the registration process is simple or very simple (94%) and 99% said they receive their pensions in a timely manner.

In **urban/rural** areas, more respondents living in villages report using state medical insurance (51%) than those living in Tbilisi (45%) or other cities (46%). More respondents from villagers

also report receiving a pension (47%), compared to 32% respondents in both Tbilisi and other cities. Respondents in both urban and rural areas say they receive their pensions in a timely manner.

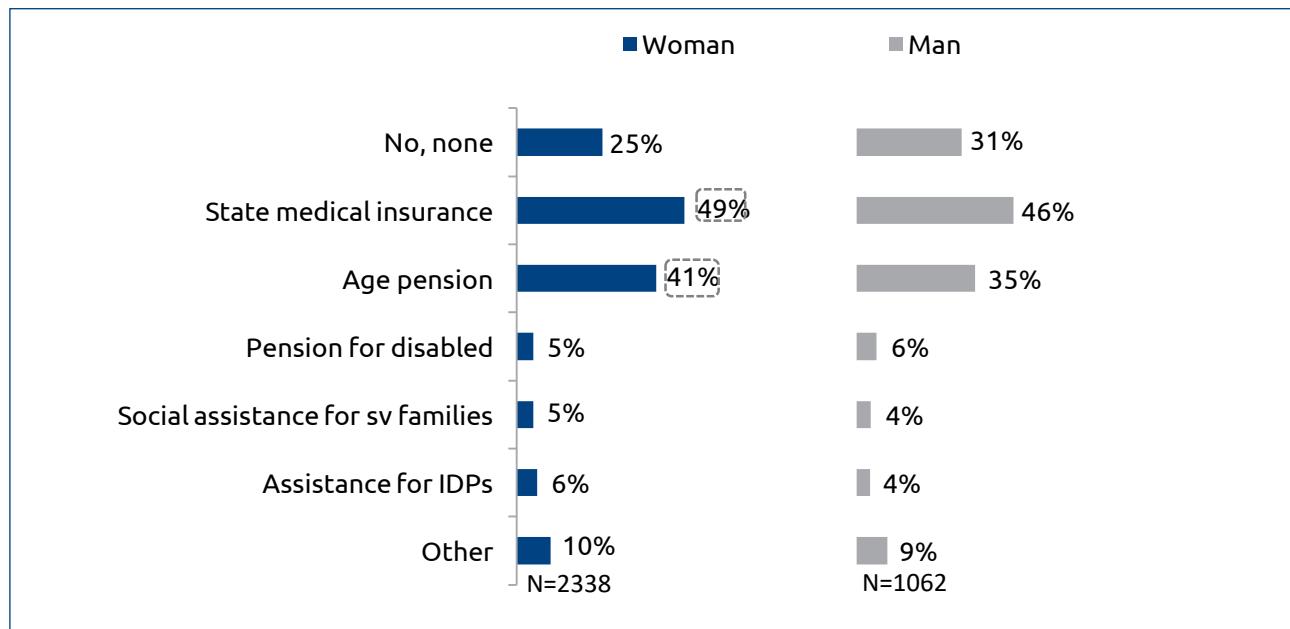
In terms of the **regions**, the highest number of respondents report using state medical insurance in Kakheti (89%); more respondents report receiving an age pension in Racha-Lechkhumi/Kvemo Svaneti (57%). The study results showed that residents in the regions are satisfied with the most prevalent services (state medical insurance,

age pension) as well as with the simplicity of the registration procedures for these services. The survey results from the **highland settlements** show that more respondents (47%) receive age pension than state medical insurance (35%). Similar to the findings in other regions in the country, respondents in highland settlements report that

the registration procedures to receive the services are simple and services are provided in a timely manner.

In terms of **gender**, the study results show that a higher number of women report receiving state medical insurance and age pensions.

Figure # 27 - Use of different social services by gender - 2017 data

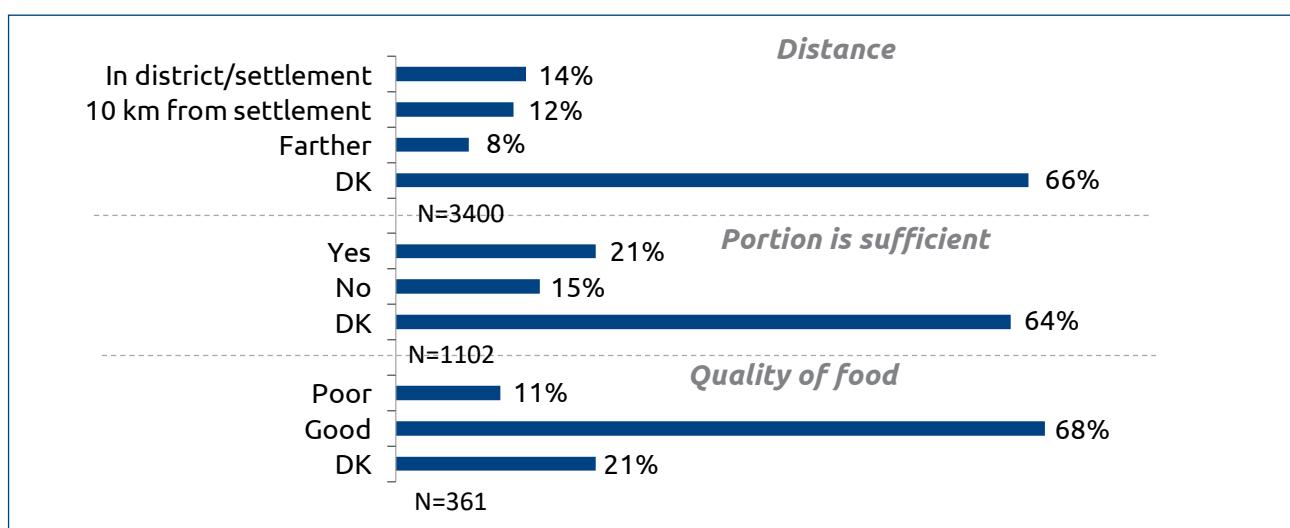


5.2.2. Free State Canteen

The study results suggest that the majority of respondents (66%) do not know the distance from their home to the nearest free state canteen. Among those who know about the free canteen in their area, the majority do not know whether

the portion of food allocated per person is sufficient (64%). 21% of respondents believe that portion of food for one person at the free canteen is sufficient while 15% believes that it is not. The majority of respondents (68%) positively evaluated the quality of food at the canteen.

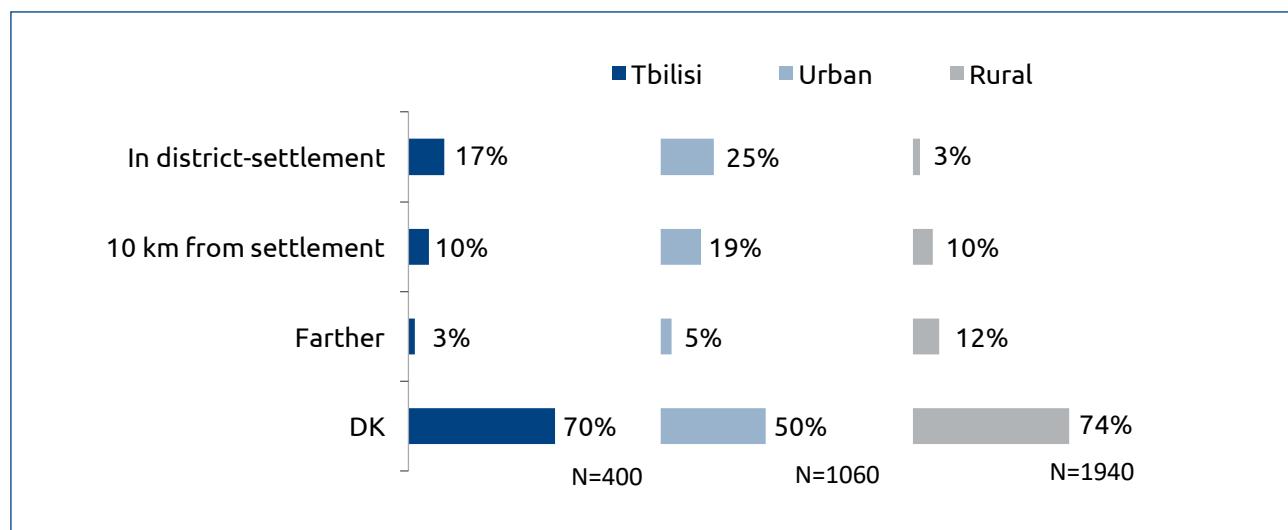
Figure # 28 - Availability of free state canteen, portions, quality of food - 2017 data



The study results by **urban/rural** areas found that more respondents in rural areas do not know about the free state canteen in their areas (74%) compared to Tbilisi (70%) or other cities (50%). It is also worth mentioning that the number of re-

spondents in other cities (25%) who report that a free canteen is available in their district/settlement is higher than in Tbilisi (17%). In rural areas, respondents say that most free state canteens are available 10 km from district/settlement.

Figure # 29 - Availability of free state canteen, urban/rural areas - 201



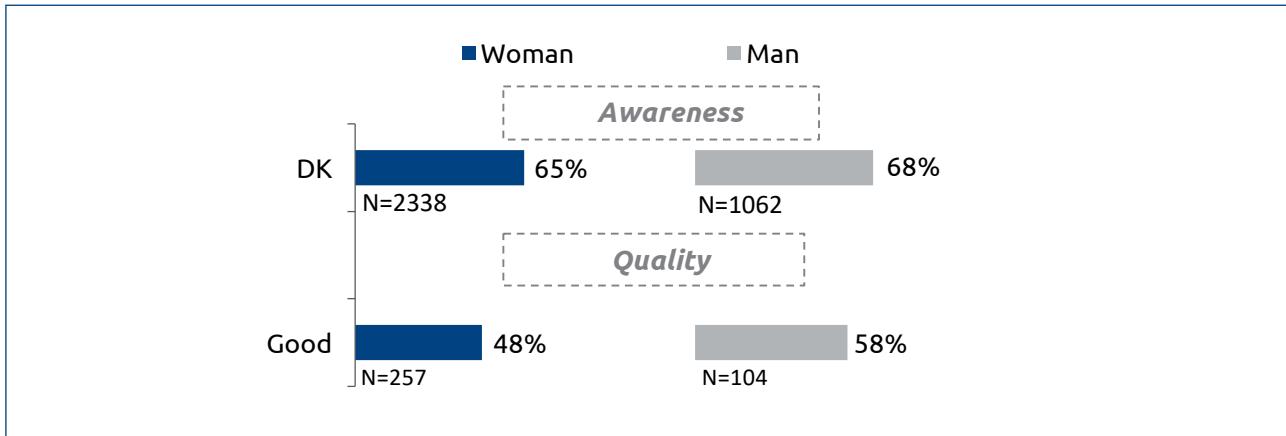
Among the group of urban respondents who say they are informed about the portion of food allocated per person, 24% said it is sufficient, compared to 22% in Tbilisi and 15% in rural areas.

The study results by **region** indicated that Kvemo Kartli has the highest level of availability of free state canteens within district/settlement (22%), followed by Tbilisi (17%). In Adjara and Imereti, roughly a quarter of respondents report that a free canteen is available 10 km away from their district/settlement – the most popular response for both regions. Racha-Lechkhumi/Kvemo Svaneti region both report the highest index for free canteens available farther than 10 km (20%). The majority of respondents say they are not informed about the quantity of food allocated for one person. Among respondents who do know how much food is given to each beneficiary,

the largest number report it is sufficient in Racha-Lechkhumi/Kvemo Svaneti (43%). The largest number of respondents say the quantity of food is insufficient in Kvemo Kartli (38%). Respondents around the country are mostly satisfied with the quality of food offered in free state canteens, according to the survey.

Residents of **highland settlements** are mostly unaware of free canteen (68%). In terms of availability, it seems that free state canteens in these settlements are mostly 10 km away (13%) or farther (18%). Results by **gender** show that 65% of women and 68% of men do not have any information about free canteens. Among those who are informed about canteens, more men (58%) express a positive attitude towards the quality of food offered than women (48%).

Figure # 30 - Availability of free state canteen, evaluation of quality of food by gender - 2017 data



5.2.3. Evaluation of Various State Social Services

The overall satisfaction of the population with various state social services was evaluated within the scope of the study. Respondents are more

likely to positively assess state medical insurance for aged people; they are more likely to negatively assess state assistance for finding employment. All other social services positively were also assessed positively.

Table # 8 - Evaluation of various state social services as "more or less good/good" - 2017 data

Shelters for aged people	76% (N=1898)
Medical insurance for aged people	83% (N=2332)
Care for disabled people	78% (N=2082)
Supporting integration of ethnic minorities	85% (N=1738)
Offering special services of IDPs	84% (N=1821)
State assistance in getting employment	40% (N=2347)

Various Social Services - 2013/2015/2017

The results of the study show that three out of ten respondents do not use any **social assistance**. As for the two most widely used types of social assistance, *state medical insurance* and *age*

pension, 38% of respondents received state medical insurance in 2013; that index increased to 72% in 2015 and decreased to 48% in 2017. The number of respondents who reported receiving age pension did not change significantly throughout the three studies: 40% in 2013 and 2015, and 38% in 2017.

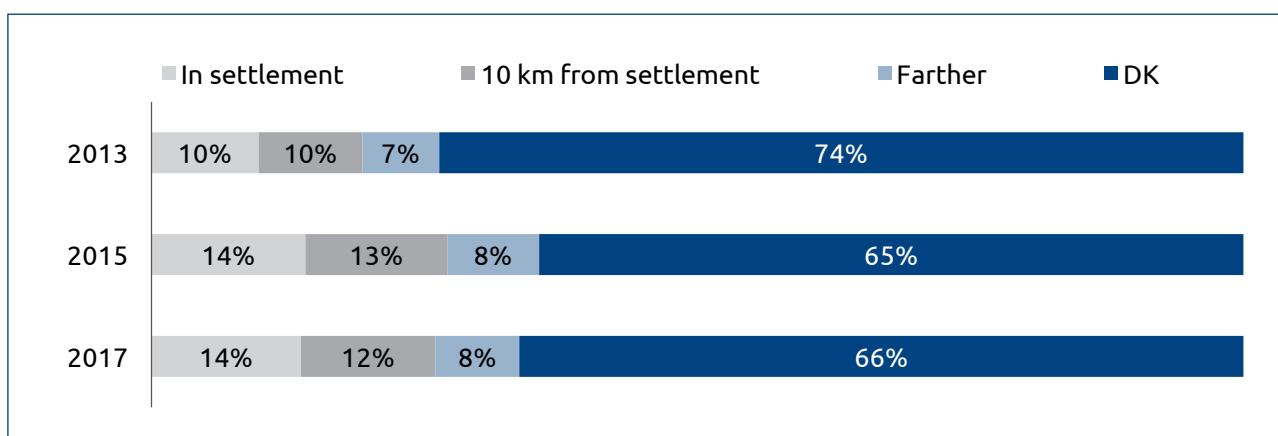
Table # 9 - Use of various social services by regions – 2013/2015/2017 data

	None	State medical insurance	Age pension	None	State medical insurance	Age pension	None	State medical insurance	Age pension
Tbilisi - N=400	28%	45%	31%	14%	74%	28%	31%	46%	32%
Adjara - N=300	32%	31%	43%	13%	81%	37%	36%	31%	37%
Guria - N=300	17%	48%	54%	3%	95%	55%	13%	72%	52%
Imereti - N=300	32%	31%	46%	1%	98%	48%	13%	82%	41%
Kakheti - N=300	12%	71%	37%	1%	95%	45%	29%	89%	52%
Mtskheta-Mtianeti - N=300	38%	36%	45%	14%	79%	39%	15%	66%	46%
Kvemo Kartli - N=300	23%	47%	35%	20%	63%	40%	44%	12%	34%
Racha-Lechkhumi/Kve-mo Svaneti - N=300	20%	40%	56%	2%	94%	57%	3%	87%	57%
Samtskhe-Javakheti - N=300	37%	28%	45%	41%	18%	42%	49%	1%	45%
Samegrelo-Zemo Svaneti-N=300	25%	29%	47%	23%	42%	43%	17%	49%	42%
Shida Kartli - N=300	38%	0%	40%	28%	41%	45%	53%	19%	32%
Total - N=3400	28%	38%	40%	14%	72%	40%	29%	48%	38%

When questioned about **free state canteens**, the majority of respondents said they are unaware of this service, although the trend indicated that more people had learned about the canteens over the course of the three studies (2013 – 74%,

2015 – 65%, 2017 – 66%). The availability of free canteens in respondents' district/settlement increased in 2015 compared to the first round of the survey (2013 -10%, 2015 – 14%, 2017 - 14%).

Figure # 31 - Availability of free state canteens - 2013/2015/2017 data



In **regions**, the availability of free state canteens in respondents' district/settlement has increased; in 2017, the highest availability of canteens was reported in Guria (9%), Kvemo Kartli (22%), Ra-cha-Lechkhumi/Kvemo Svaneti (13%) and Same-

grelo-Zemo Svaneti (17%). More respondents in Shida Kartli also reported that a free canteen is available in their district/settlement in 2017: 10%, compared to zero in 2013 and 2015.

Table # 10 - Availability of free state canteen by regions - 2013/2015/2017 data

	2013				2015				2017			
	In settlement	10 km from settle-ment	Farther	DK	In settlement	10 km from settle-ment	Farther	DK	In settlement	10 km from settle-ment	Farther	DK
Tbilisi - N=400	14%	9%	4%	73%	23%	6%	3%	68%	17%	10%	3%	70%
Adjara - N=300	4%	14%	3%	80%	17%	30%	6%	47%	5%	27%	15%	54%
Guria - N=300	4%	12%	5%	80%	8%	24%	15%	54%	9%	9%	9%	73%
Imereti - N=300	17%	15%	23%	45%	16%	28%	14%	42%	12%	25%	15%	49%
Kakheti - N=300	15%	13%	4%	69%	16%	7%	7%	70%	11%	11%	9%	69%
Mtskheta-Mtianeti - N=300	10%	6%	3%	80%	11%	6%	9%	74%	9%	8%	11%	71%
Kvemo Kartli - N=300	8%	6%	5%	81%	4%	10%	11%	75%	22%	7%	9%	61%
Racha-Lechkhumi/ Kvemo Svaneti - N=300	6%	4%	8%	82%	10%	31%	10%	49%	13%	11%	20%	57%
Samtskhe-Javakheti - N=300	4%	5%	4%	87%	6%	8%	15%	71%	1%	3%	7%	89%
Samegrelo-Zemo Svaneti -N=300	2%	6%	6%	86%	14%	6%	5%	76%	17%	8%	4%	72%
Shida Kartli - N=300	0%	4%	2%	94%	0%	4%	12%	83%	10%	3%	3%	85%

The study results from **urban/rural areas** as well as **highland settlements** indicated that free state canteens are mostly located 10 km or farther from respondents' district/settlement and the index of availability has not substantially changed since 2013. The quality of food was pos-

itively evaluated in all rounds of the study and in all respondent categories.

Respondents' assessment of **various state social services**, as defined on a list provided for them, was the most positive in 2017.

Table # 11 - Evaluation of various social services as "more or less good/good" - 2013/2015/2017 data

	2013	2015	2017
Shelters for aged people	71% (N=2410)	68% (N=2687)	76% (N=1898)
Medical insurance for aged people	77% (N=2724)	76% (N=2973)	83% (N=2332)
Care for disabled people	67% (N=2308)	67% (N=2663)	78% (N=2082)
Supporting integration of ethnic minorities	74% (N=1923)	70% (N=2270)	85% (N=1738)
Offering special services of IDPs	71% (N=1948)	70% (N=2236)	84% (N=1821)
State assistance in getting employment	31% (N=2636)	34% (N=2850)	40% (N=2347)

Results of Qualitative Study – Various Social Services

When asked to assess the quality of various types of social assistance, focus group participants highlighted state medical insurance as the service discussion participants or their relatives apply for the most frequently at local self-governments and they express satisfaction with the quality of the services they received. Study participants negatively evaluated any plans to change the program, including ending universal coverage. One of the focus group participants' main narratives was that limitations on the universal state medical insurance program will result in serious problems for people.

"My child was taken by ambulance and I went as well.. Once we entered the hospital, without even looking at the child, the doctor told me I had to pay 100 GEL. When I asked about universal insurance, I was told it has not been funded since March 1. Presumably the child will require tests and this is why 100 GEL should be paid – that is what I was

*told." [Man, high income, Tbilisi resident]
"A patient has a ruptured aneurism, one surgery has been performed and one more is needed. When s/he felt sick, an ambulance was called and first aid was provided but they can't take him/her to hospital, the family lives in poverty and cannot afford tests... It was so good when people like this had free examinations and tests for three days after being transferred to the hospital." [Woman, low income, Tbilisi resident]*

Focus group participants also noted that they have heard about free state canteens and the fact that these canteens are used by elder people as well as socially vulnerable citizens.

*"One of my neighbors goes to [the free canteen] and brings food home for one family member; they are very satisfied. They were given many presents for Easter and they were satisfied. Some people don't eat there; they just take food home." [Woman, low income, Kutaisi resident]
"I know that portions are sufficient. Mostly elder people go there. Some eat there, some take food home." [Man, medium income, Tbilisi resident]*

5.3. Healthcare

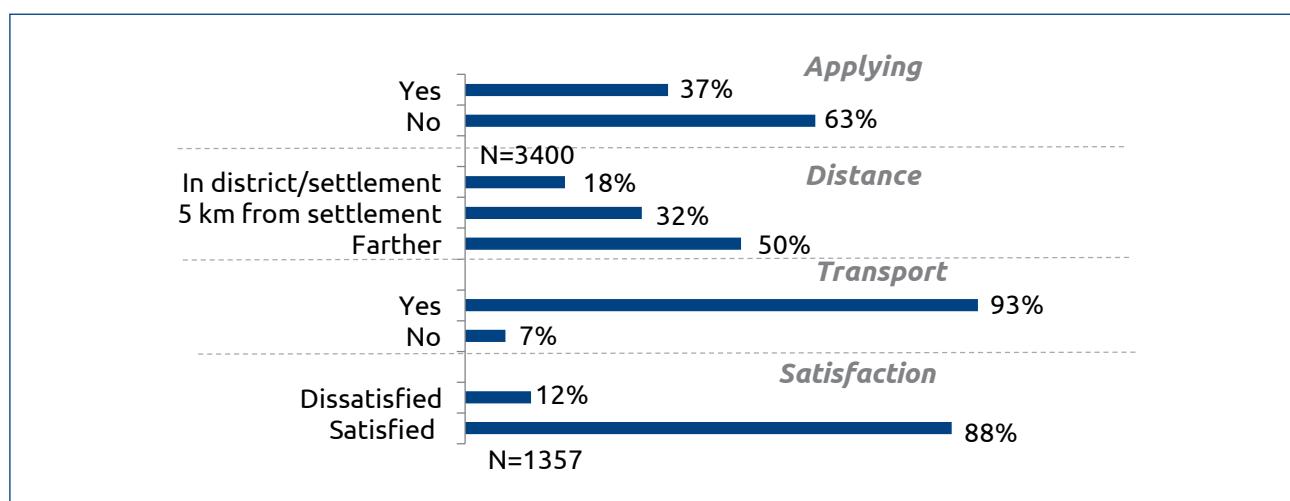
5.3.1. Seeking Treatment for Illness at Medical Institutions

Hospital

The study demonstrated that almost 40% of respondents or their family members have gone

to the hospital at least once within the last year due to sickness (37%). Every second respondent reported that the nearest hospital is farther than 5 km from their settlement/district (50%), but public transportation to travel to the hospital is widely available (93%). Nine out of ten respondents are satisfied or very satisfied with hospitals (88%), according to the study results

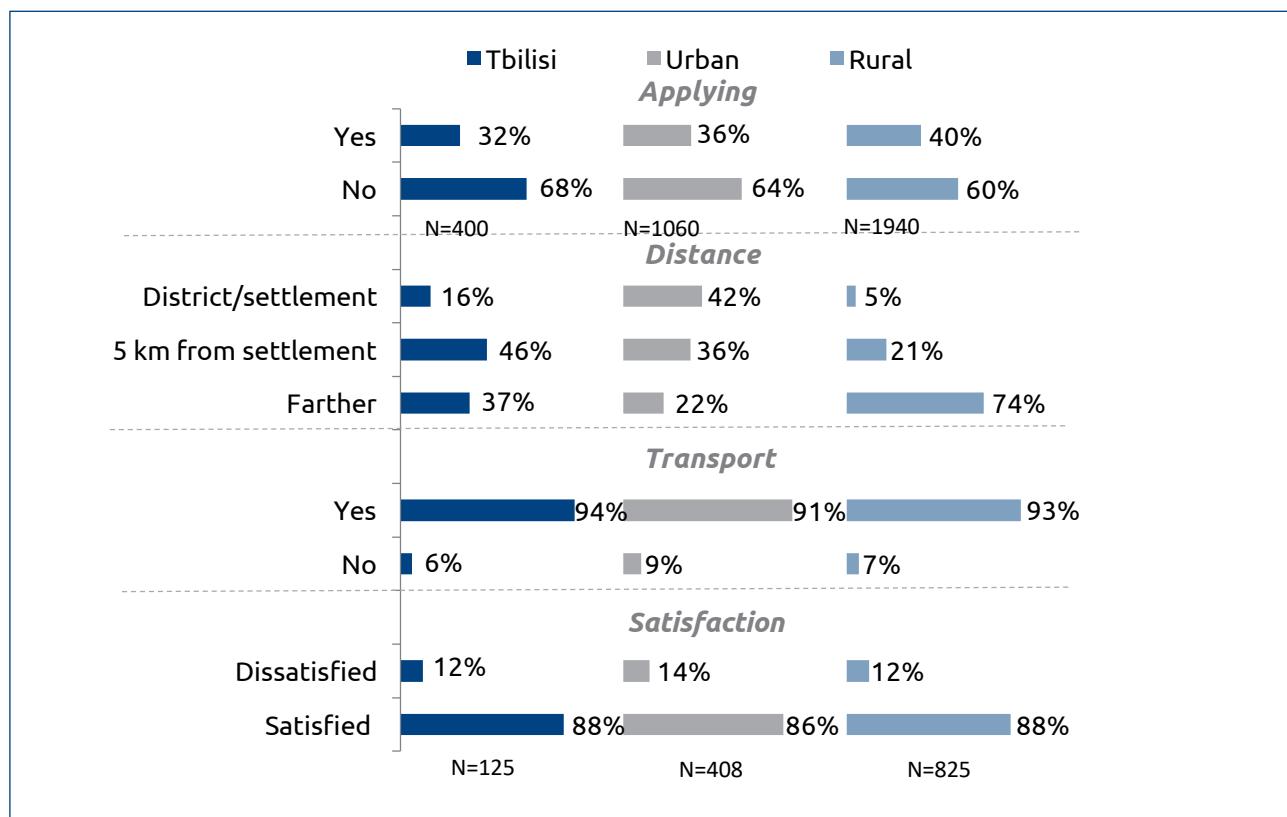
Figure # 32 – Treatment (visit) at a hospital, distance, availability of transportation, satisfaction - 2017 data



In **urban/rural** areas, the results indicate that more people in rural areas have sought treatment at the hospital over the past year (40%), compared to 32% in Tbilisi and 36% in other cities. Urban respondents in cities other than Tbilisi report the highest number of hospitals in their district/settlements (42%). In Tbilisi, hospitals

are mostly located 5 km away (47%), while in the villages, hospitals are usually farther than 5 km (74%). Public transportation to travel to the hospital is widely available for every type of settlement. The people living in villages (88%), Tbilisi (88%) and other cities (86%) are satisfied with hospitals, according to the survey.

Figure # 33 - Using a hospital, distance, availability of transportation, satisfaction by urban/rural areas - 2017 data

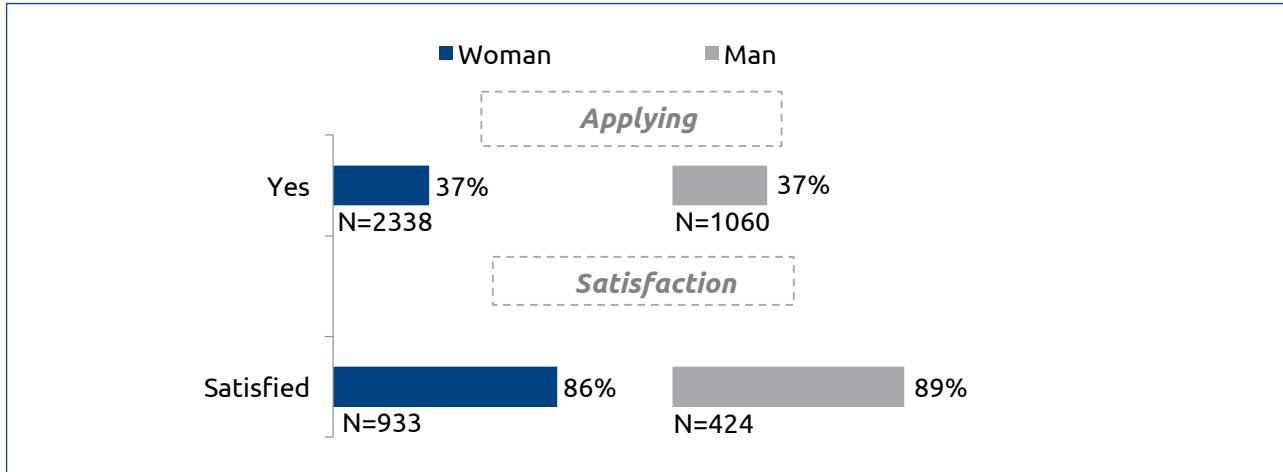


The study found that in **regions**, respondents from Mtskheta-Mtianeti were most likely to report going to the hospital during the year (51%), compared to 16% in Samegrelo-Zemo Svaneti. The highest number of hospitals within district/settlement is in Samegrelo-Zemo Svaneti (26%); the highest number of hospitals located 5 km away from settlement/district is reported in Tbilisi (47%) and Adjara (43%). Respondents in Racha-Lechkhumi/Kvemo Svaneti report the highest number of hospitals located even farther (80%); they also report that public transportation to travel to the hospital is widely available in this region (95%). In terms of overall satisfaction, the highest level of satisfaction is reported in Ra-

cha-Lechkhumi/Kvemo Svaneti (95%). In **highland settlements**, 49% of respondents say that s/he or his/her family member has sought treatment at the hospital within the past year. Hospitals are usually more than 5 km away from settlements (76%) and public transportation is available for 90% of the respondents. The level of satisfaction is high in highland settlements – 89%.

Results by **gender** indicate that that an equal number of men and women sought treatment in hospitals over the past year (37%-37%). Among them no significant difference has been reported in terms of satisfaction: 89% for men and 86% for women.

Figure # 34 - Seeking treatment at hospital, satisfaction by gender - 2017 data

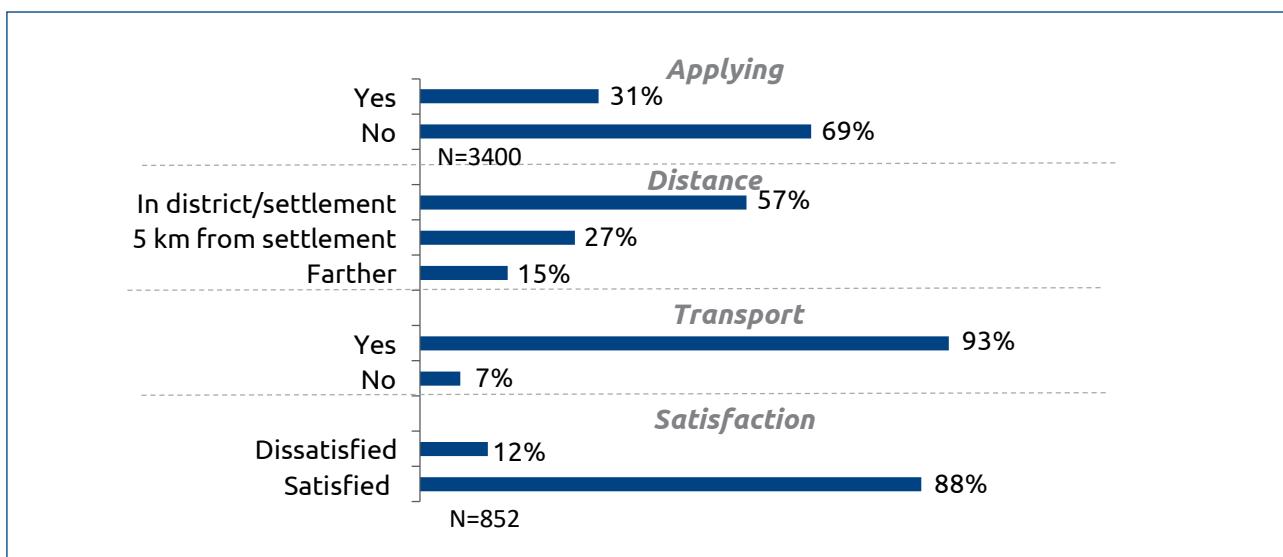


Clinics

Three out of ten respondents or their family members have sought treatment at medical clinics over the past year (31%), According to the study results, six out of ten respondents report

that the nearest clinic is in their settlement/district (57%) and 93% report that public transportation is available. The vast majority of respondents are satisfied with clinics (88%), according to the survey results.

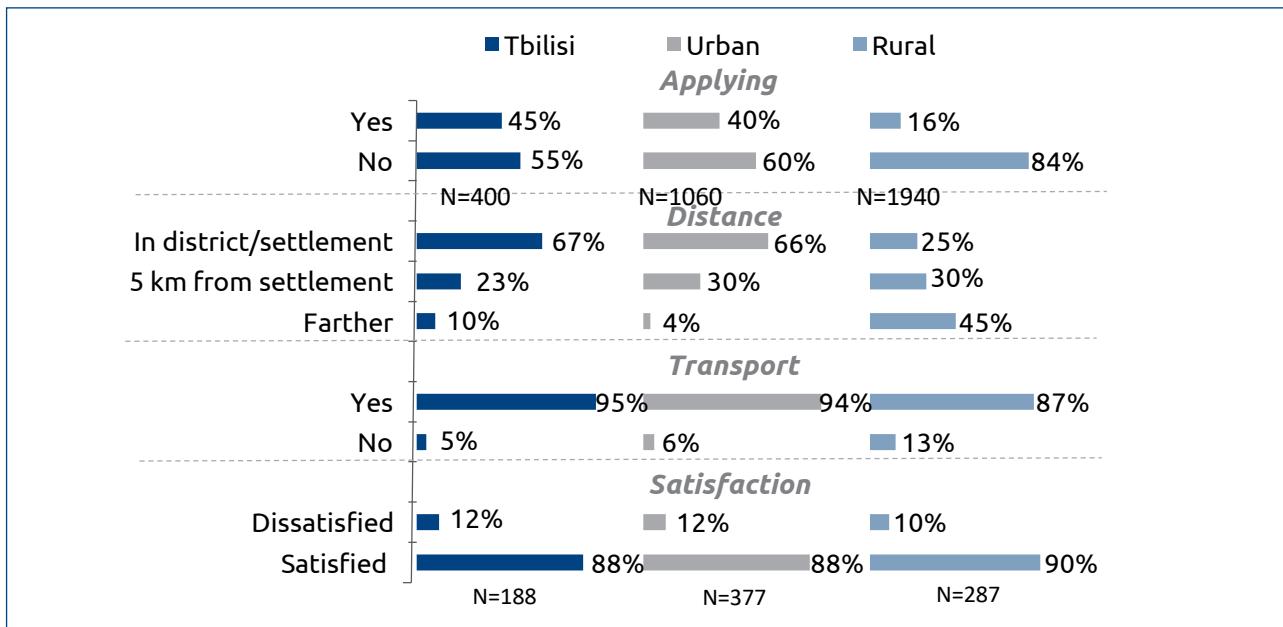
Figure # 35 - Using clinics, distance, availability of transportation, satisfaction - 2017 data



The study results by **urban/rural** areas demonstrated that, over the past year, respondents in rural areas were the least likely to seek care at clinics (16%) when sick, compared to 45% in Tbilisi and 40% in other cities. In Tbilisi and other cities, the nearest clinic is most likely to be located within the district/settlement (67%-66%),

while clinics in villages are usually farther than 5 km (45%). In rural areas, 87% of respondents say there is public transportation to the nearest clinic; compared to 95% in Tbilisi and 94% in other cities. The overall satisfaction is equally high in cities and villages, according to the survey results.

Figure # 36 - Seeking treatment at clinics, distance, availability of transportation, satisfaction by urban/rural areas - 2017 data

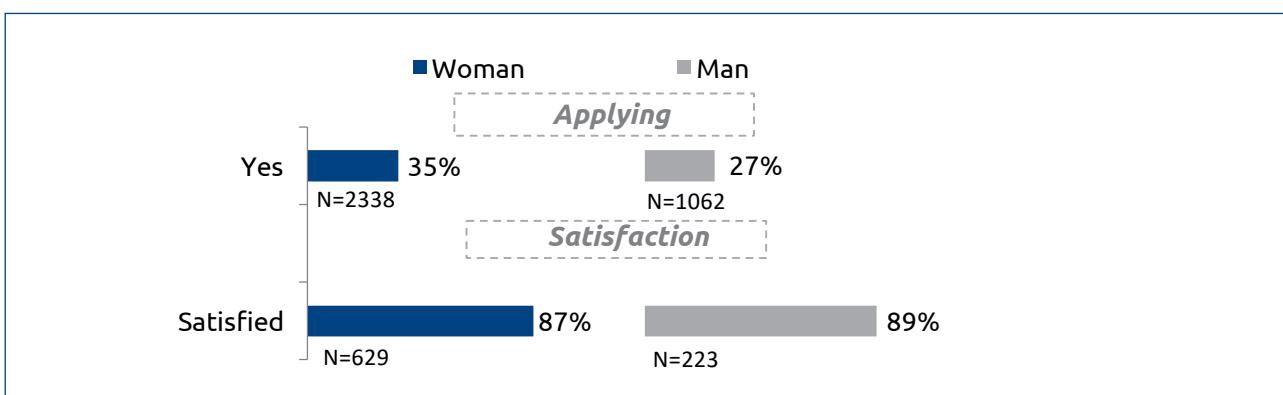


Results by **regions** indicate that more respondents have gone to clinics in Tbilisi (45%) and Kvemo Kartli (41%) over the past year, compared to 6% in Samtskhe-Javakheti. Clinics are the most accessible in district/settlements in Samegrelo-Zemo Svaneti (86%); the highest index of respondents report that clinics are 5 km from settlements in Adjara (43%), while most respondents in Mtskheta-Mtianeti say that clinics are farther than 5km (53%). Respondents in nearly every region say public transportation is available to the nearest clinic, with the exception of Samtskhe-Javakheti, where 37% of respondents say that public transportation is not available to travel to the nearest clinic. In terms of satisfaction with the service at clinics, respondents in Shi-

da Kartli (23%) are the least satisfied, compared to Racha-Lechkhumi/Kvemo Svaneti, where most respondents (98%) say they are satisfied.

In **highland settlements**, clinics are mostly 5 km (35%) or farther (49%) from settlement/districts, according to respondents. Although public transportation is mostly available (75%) to travel to the nearest clinic, the majority of respondents or their family members (90%) have not used this service over the past year. The study results by **gender** show that more women (35%) use clinics than men (27%), however, among those who used clinics, both men and women indicate the same level of satisfaction with the services at medical clinics (men - 89%, women - 87%).

Figure # 37 - Seeking treatment at clinics, satisfaction by gender - 2017 data

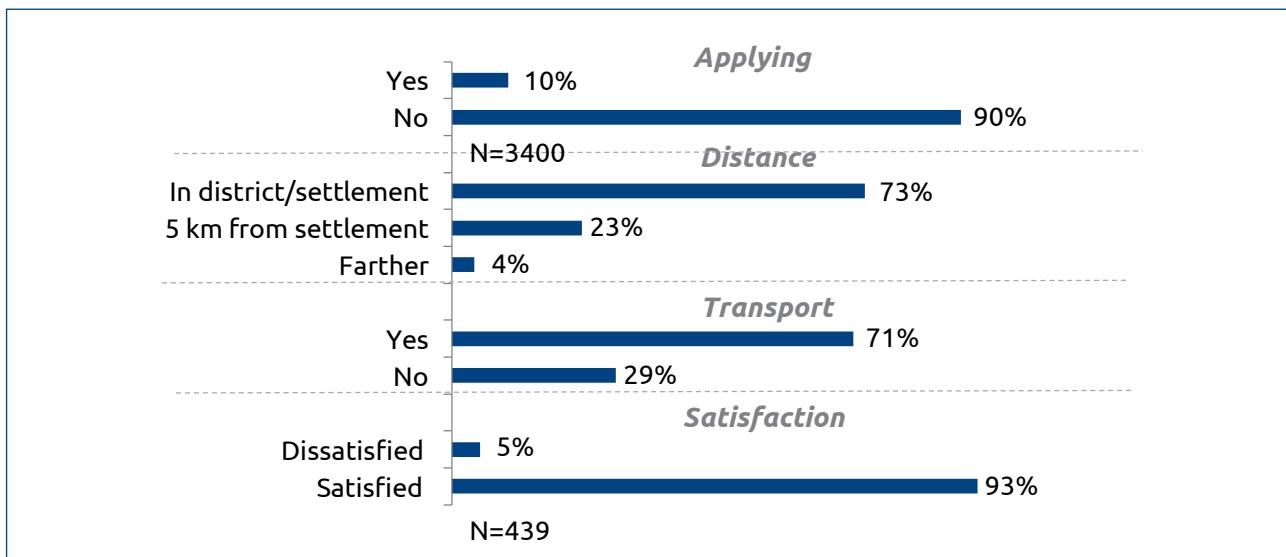


Ambulatory / Medical Institution

The study shows that the majority of respondents or their family members have not sought treatment at an ambulatory when sick (90%). Am-

bulatories are mostly located within the district/settlement (73%) and public transportation to them is mostly available (71%). Respondents who have used ambulatory service say they are satisfied with it (93%).

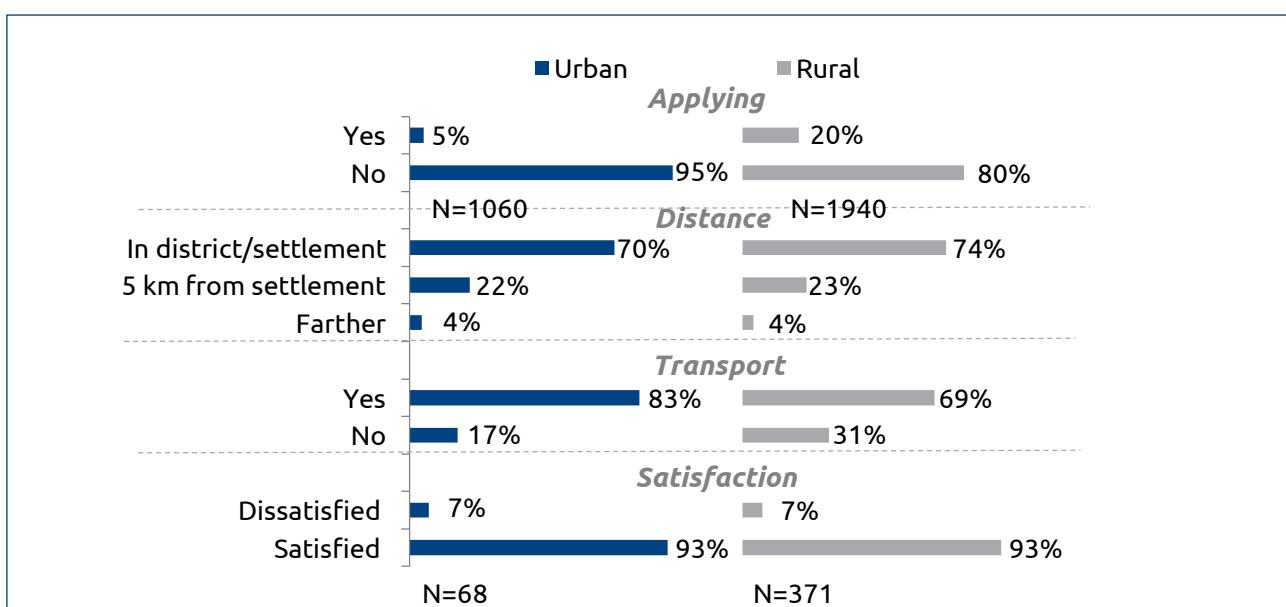
Figure # 38 - Seeking treatment at an ambulatory, distance, availability of transportation, satisfaction - 2017 data



In **urban/rural** areas, only 5% of respondents sought treatment at ambulatories during the past year in cities, excluding Tbilisi, compared to 20% in rural areas. Outside of the cities, ambulatories appear to be more popular than other medical institutions: 74% of respondents in rural

areas and 70% of respondents in urban areas report using them. No significant differences have been identified in terms of the availability of public transportation to the nearest ambulatory and satisfaction with this medical institution is high in both types of settlements.

Figure # 39 - Seeking treatment at an ambulatory, distance, availability of transportation, satisfaction by urban/rural areas - 2017 data

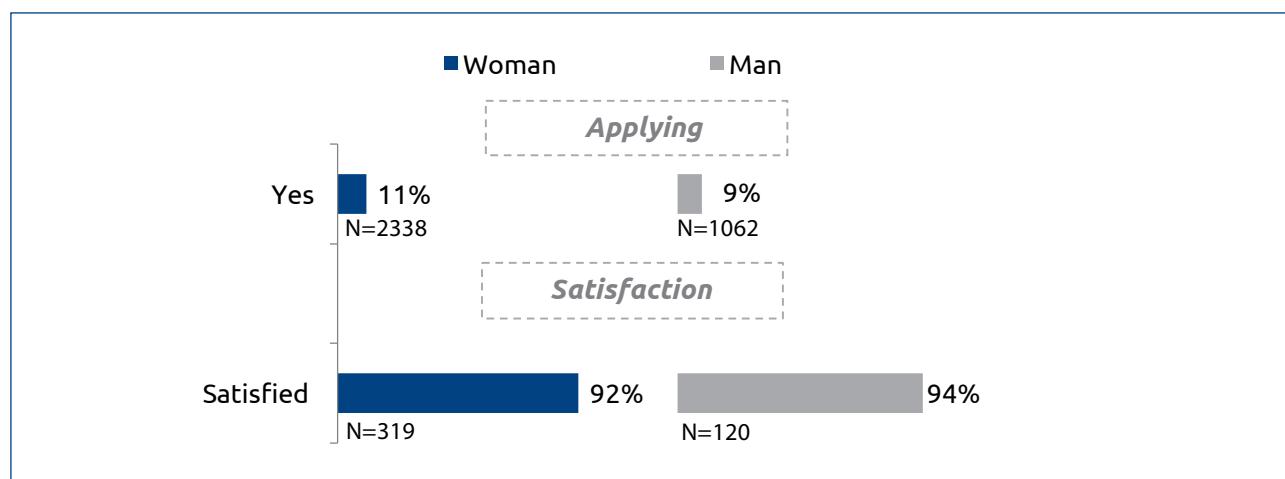


Based on the study results, an almost equal number of respondents report that ambulatories are available in their district/settlement (42%) and 5 km away from settlement (46%) in **highland settlements**. 12% of respondents say that the nearest ambulatory is available even farther. 15% of respondents say they have used this type of medical institution to get treatment for an illness over the past year. Survey results by **region** indicate that residents of Kakheti (28%) applied to ambulatories the most frequently over the past year and residents of Samtskhe-Javakheti are the most unlikely to seek care at ambulatories (4%). In the majority of regions ambulatories are within

respondents' settlement/district; the largest index of availability of ambulatories located 5 km away is in Racha-Lechkhumi/Kvemo Svaneti region (32%), according to the survey. Respondents across all regions report they are mostly satisfied with the service provided at ambulatories.

Results by **gender** indicate that the rate of applying to an ambulatory for care is low for both women (11%) and men (9%) in general and within that small pool pf respondents no substantial difference exists in terms of satisfaction (men - 94%, women 92%).

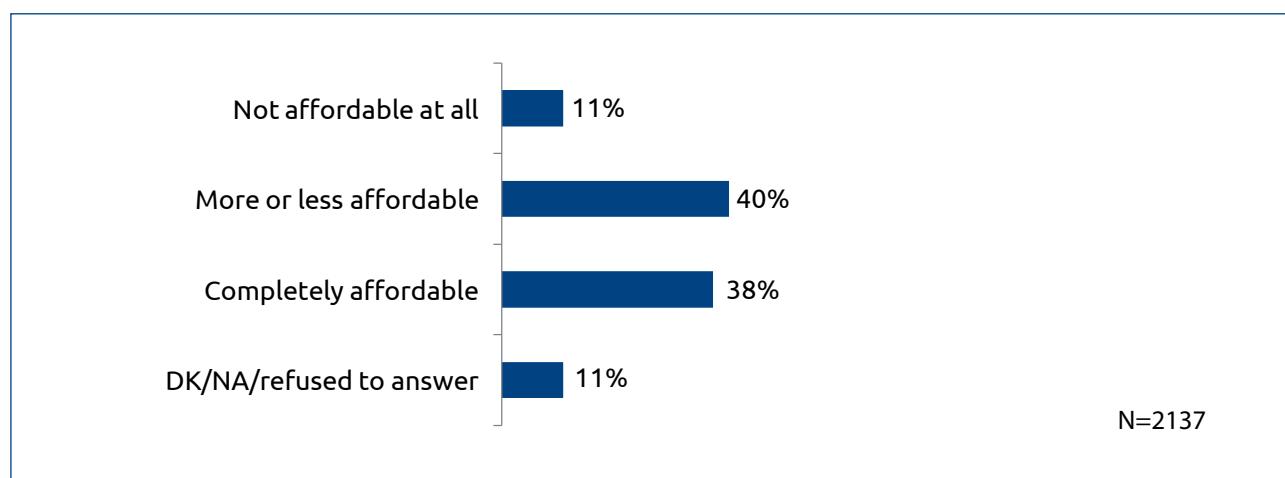
Figure # 40 - Seeking treatment at an ambulatory, satisfaction by gender - 2017 data



In terms of the affordability of service fees at all three types of medical institution (hospital, clinic, ambulatory), the study shows that, based on the responses from respondents who have

sought treatment at these institutions, 40% say fees are more or less acceptable; 38% say the fees are absolutely affordable.

Figure # 41 - Affordability of service fees in medical institutions (hospital, clinic, ambulatory) - 2017 data

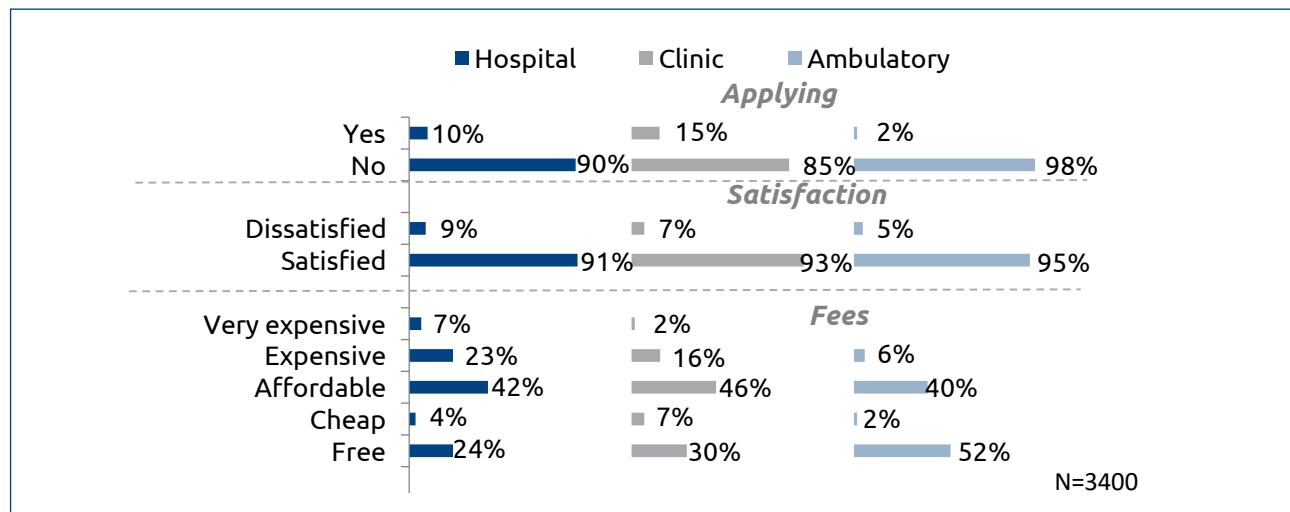


5.3.2. Seeking Preventive Treatment at Medical Institutions

The study results show that clinics (15%) are the most frequently visited by respondents for preventive care, compared to ambulatories (2%). The

majority of respondents are satisfied with the services provided by all three - the nearest hospital, ambulatory and clinic. Most respondents report that the service fees are affordable at all three types of medical facilities.

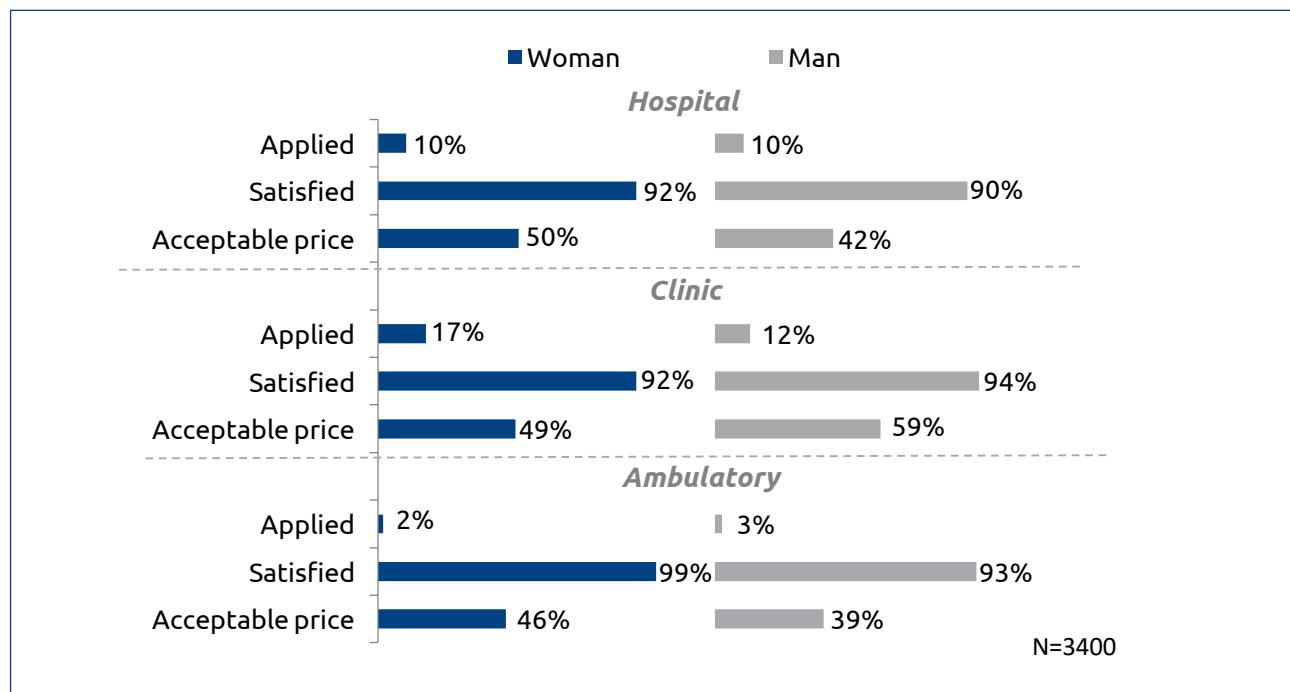
Figure # 42 - Seeking treatment at a medical facility (hospital, clinic, ambulatory) for prevention examination, satisfaction, service fee - 2017 data



Study results by gender indicate that an equal number of women and men sought preventive treatment at the nearest hospital and ambula-

try; slightly more women went to clinics for preventive care in 2017 (17%) than men (12%).

Figure # 43 - Seeking treatment at a medical facility (hospital, clinic, ambulatory) for preventive examinations, satisfaction and service fees by gender - 2017 data

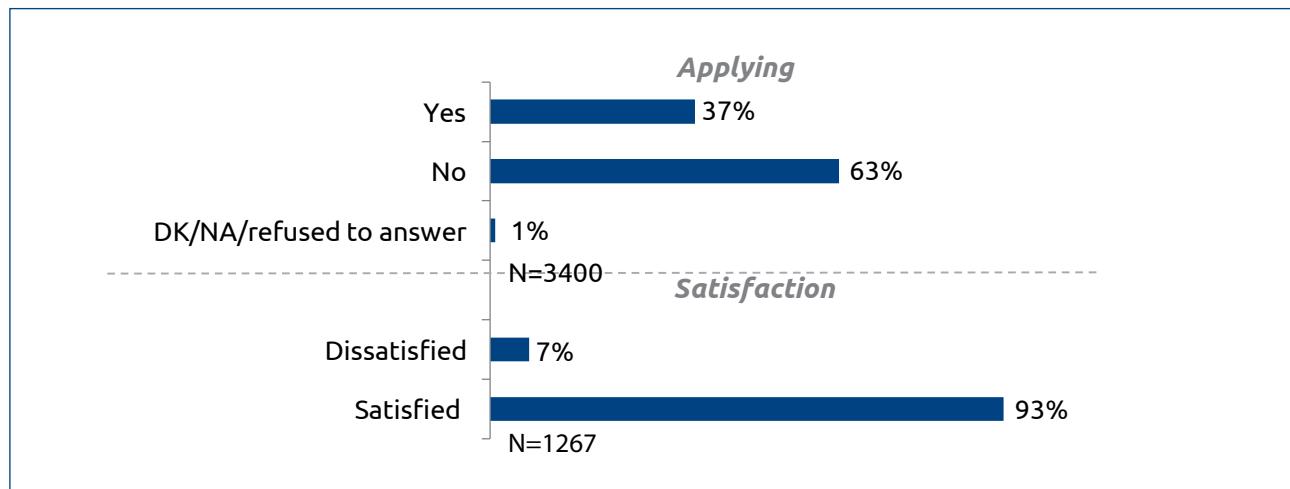


5.3.3. Emergency Medical Service

Approximately four out of ten respondents have received emergency medical aid (37%) over the

past year. The majority of them report that the ambulance arrived on time (86%), and 93% are satisfied with the service provided.

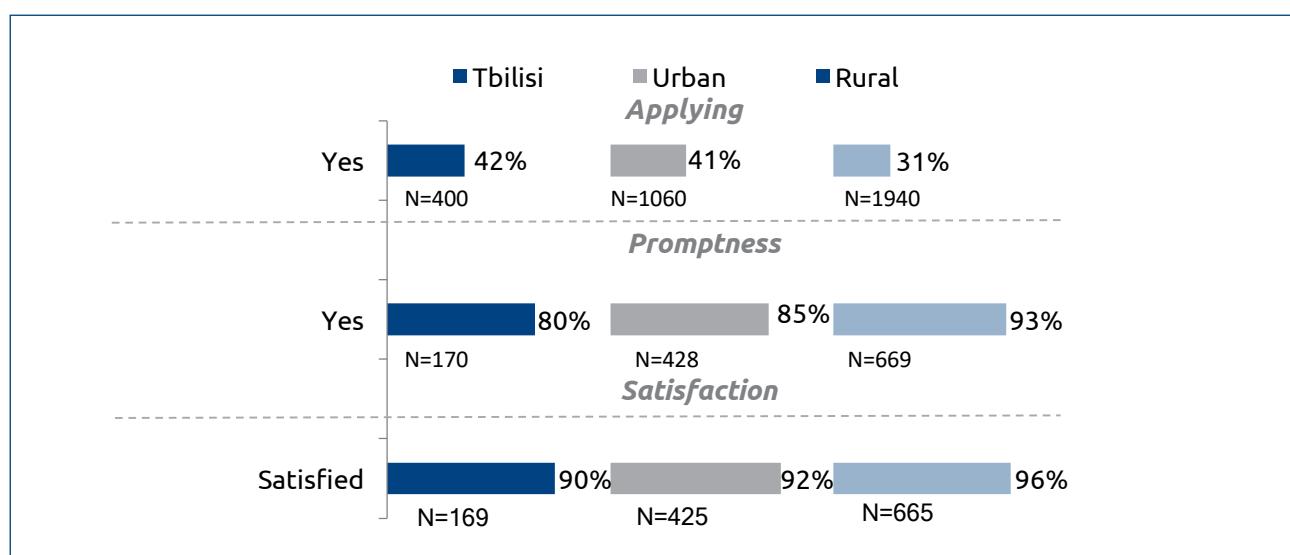
Figure # 44 - Use of emergency medical service, satisfaction - 2017 data



Results by **urban/rural** areas show that emergency medical aid has been provided to four out of ten respondents in Tbilisi and other cities, compared to three out of ten respondents in rural areas in 2017. In terms of promptness, 93% of

respondents living in villages who used an ambulance said it arrived on time, compared to 80% of respondents in Tbilisi and 85% of respondents in other cities.

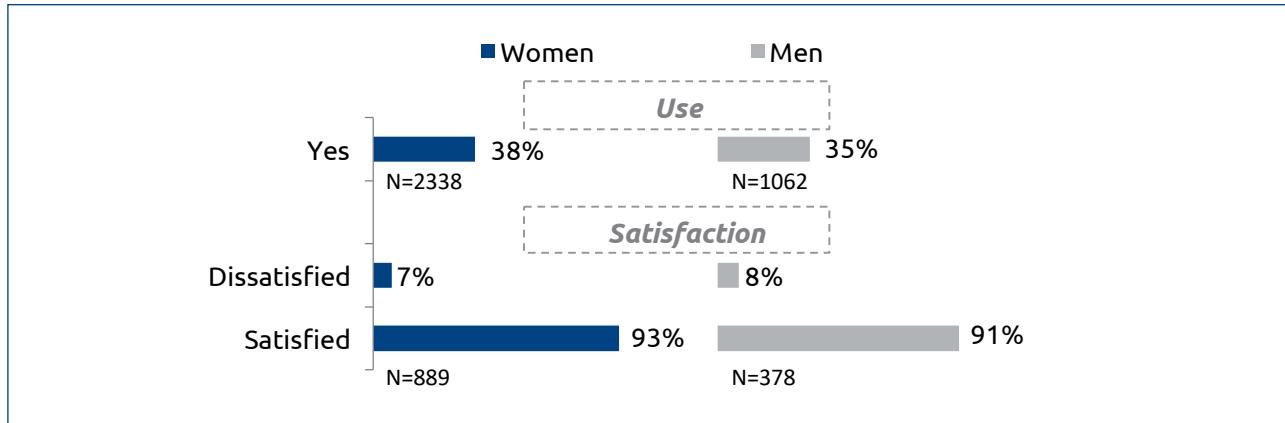
Figure # 45 - Use of urgent medical service, promptness, satisfaction by urban/rural areas - 2017 data



The study results in **highland settlements** indicate that 34% of respondents have received emergency medical aid in 2017. The majority say that the ambulance arrived promptly (95%) and the level of satisfaction is 97%. Results by regions show that the largest number of respondents received emergency medical services in Mtskheta-Mtianeti and Kvemo Kartli (47%-47%), com-

pared to 23% in Samegrelo-Zemo Svaneti (23%). No substantial difference was noted in results by **gender**: 38% of women and 35% of men used the ambulance service in the past year, 93% of women and 91% of men, among those who used the ambulance service, are satisfied with the service they received.

Figure # 46 - Use of urgent medical service, satisfaction by gender - 2017 data

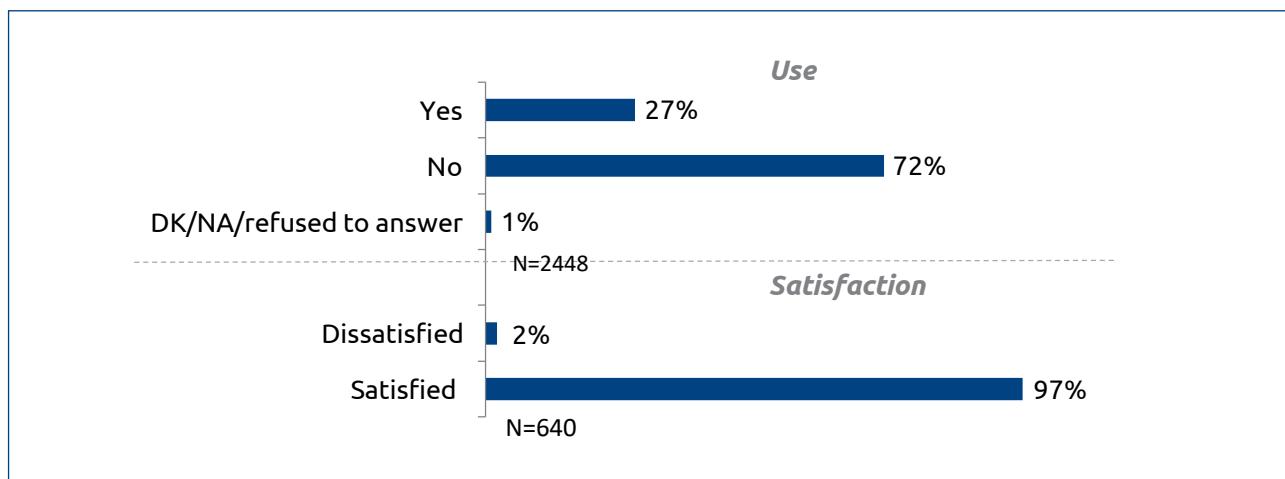


5.3.4. Preventive Vaccination of Population

Seven out of ten respondents are aware of the state preventive vaccination program (70%); 27% of respondents (or their family members) have had preventive vaccines provided by state program in the past year and, out of that group,

92% did not pay anything for this service. 61% of those who did pay for the vaccination say that the fee was acceptable; 11% say it is inexpensive. The majority of respondents who received preventive vaccinations under the state program are satisfied (98%).

Figure # 47 - Use of state preventive vaccination program for the population, satisfaction - 2017 data



In **urban/rural** areas, it is worth mentioning that respondents in Tbilisi are the least informed about the state vaccination program (57%), compared to other cities (72%) or rural areas (77%). The vaccination service was used more frequently in cities other than Tbilisi (30%); 27% of respondents in Tbilisi – and 26% of respondents from villages – reported using the state vaccination program. The level of satisfaction was over 90% among respondents who used the program,

regardless of geographic location: Tbilisi (96%) as well as in other cities (98%) and villages (97%).

77% of respondents in **highland settlements** are informed about the state vaccination program. Among them, 29% of respondents have used the service and the absolute majority of them are satisfied (98%). Results by **regions** indicate that Imereti (90%) is the most informed and Samtskhe-Javakheti (10%) is the least informed

about the program. The highest number of respondents who used the vaccination service over the past year was reported in Kvemo Kartli – 41%,

compared to 18% in Racha-Lechkhumi/Kvemo Svaneti. Residents from all regions report they are satisfied with the service.

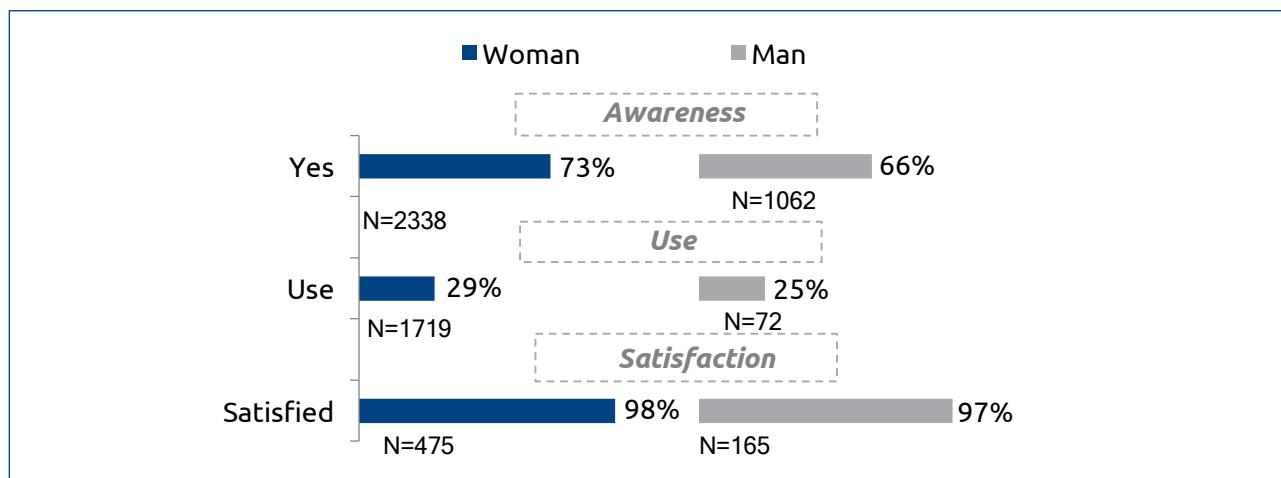
Table # 12 - Awareness of population about the preventive vaccination program, use of program service, satisfaction by regions - 2017 data

	Awareness				Use				Satisfaction				N
	Yes	No	DK	N	Yes	No	DK	N	Dissatisfied	Satisfied	DK/refused to answer		
Tbilisi	57%	11%	32%	400	27%	73%	1%	240	3%	96%	1%	65	
Adjara	83%	6%	11%	300	33%	65%	2%	252	1%	99%	0%	84	
Guria	82%	2%	16%	300	21%	78%	1%	244	0%	98%	2%	46	
Imereti	90%	3%	7%	300	21%	78%	0%	275	0%	100%	0%	57	
Kakheti	80%	5%	15%	300	24%	75%	0%	243	0%	100%	0%	62	
Mtskheta-Mtianeti	63%	14%	24%	300	30%	69%	1%	179	1%	99%	0%	50	
Kvemo Kartli	63%	8%	28%	300	41%	58%	1%	180	0%	97%	3%	67	
Racha, Svaneti	85%	5%	10%	300	18%	82%	1%	259	2%	98%	0%	49	
Samtskhe-Javakheti	56%	10%	34%	300	38%	59%	2%	165	3%	97%	0%	63	
Samegrelo, Zemo Svaneti	62%	9%	28%	300	24%	74%	2%	187	6%	90%	4%	46	
Shida Kartli	76%	5%	19%	300	24%	75%	1%	224	4%	96%	0%	51	
Total	70%	8%	22%	3400	27%	72%	1%	2448	2%	97%	1%	640	

Women are more informed (73%) than **men** (66%) about the state preventive vaccination program, according to the survey results. In addition, slightly more women (29%) than men (25%) have used this program. Among those who used the

state preventive vaccination program, there is no reported difference between women and men (98% vs. 97%) in terms with their level of satisfaction with the state vaccination program.

Figure # 48 - Awareness of state preventive vaccination program, use of service, satisfaction by gender - 2017 data

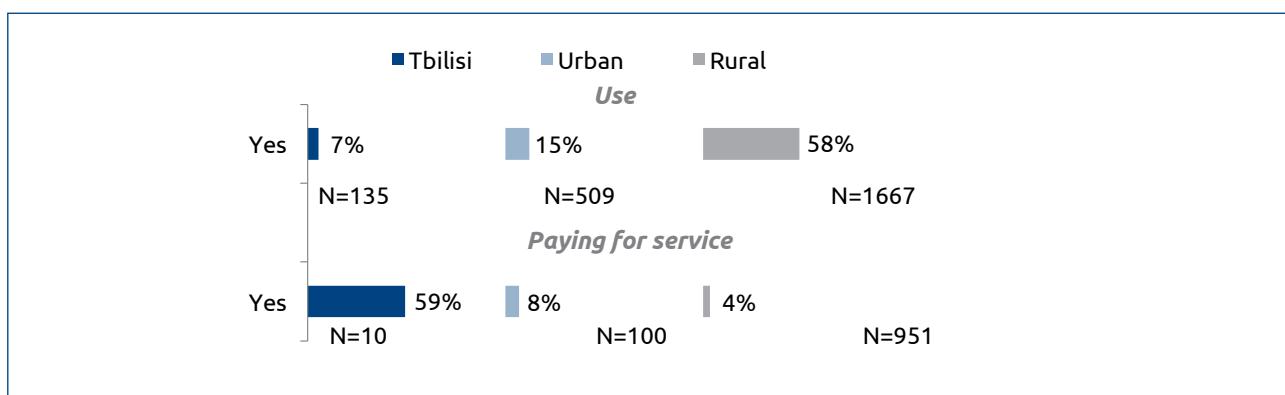


5.3.5. Preventive Vaccination for Domestic Animals

The study results show that 61% of respondents are informed about the state preventive vaccination program for domestic animals. 40% of respondents report they have used this service over the past year and most (93%) did not pay anything. The majority of those who paid for this service believe that price was acceptable (39%) or inexpensive (26%). The majority of respondents are satisfied with the vaccinations provided for cattle/domestic animals/poultry (93%).

Results according to **urban/rural** areas indicated that, as expected, residents living in rural areas (87%) are more informed about the program than residents living in Tbilisi (36%) or other cities (48%). In addition, more respondents in villages used this service over the past year (58%) than in Tbilisi (7%) or other cities (15%). Additionally, more respondents living in rural areas were provided with this service for free (95%) than in Tbilisi (33%) or other cities (89%). Respondents are satisfied with this program in around the country, with the highest level of satisfaction reported in other cities (98%).

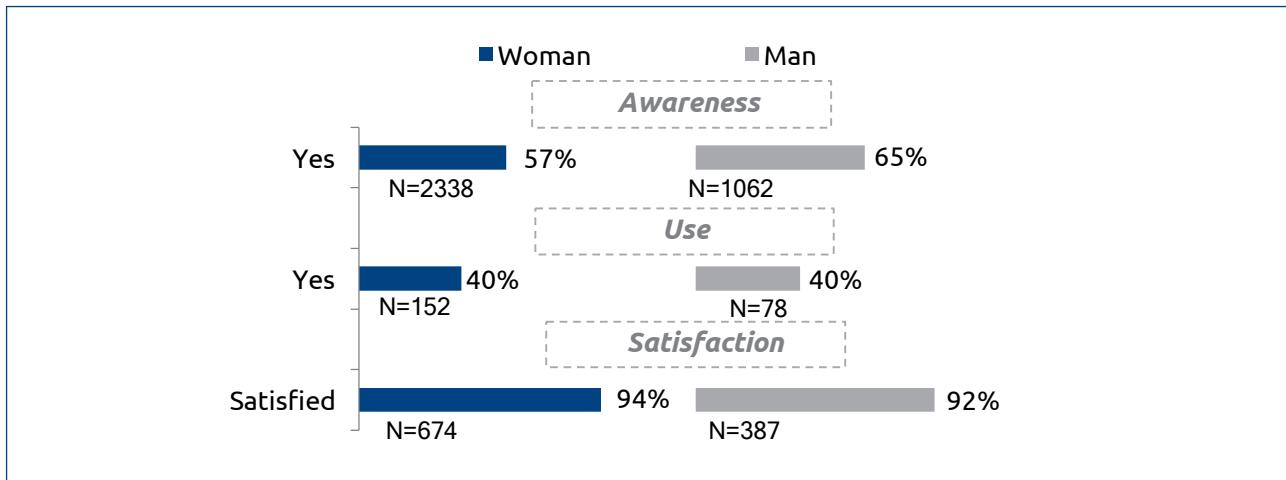
Figure # 49 - Use of state preventive vaccination program for domestic animals, paying for service, satisfaction by urban/rural areas - 2017 data



In results by **regions**, the highest level of awareness about the state preventive vaccination program for domestic animals is reported in Racha-Lechkhumi/Kvemo Svaneti (97%) while the lowest level is reported in Tbilisi (36%). Over the past year, this service was most widely used in Samtshe-Javakheti (65%) and used the least in Tbilisi (7%). Most consumers of this service in the regions did not pay anything and most respondents report they are satisfied with this service.

In **highland settlements**, study results show that 90% of respondents are informed about the state program. Out of respondents who know about the program, 69% used this service over the past year and the majority is satisfied with the service (97%). Results by **gender** show that men are more informed (65%) than women (57%) about state preventive vaccination program for domestic animals, although an equal number of women and men (40%-40%) have used this service and there was no substantial differences in terms of their reported level of satisfaction with the program.

Figure # 50 - Awareness of state preventive vaccination program for domestic animals, use of service, satisfaction by gender - 2017 data

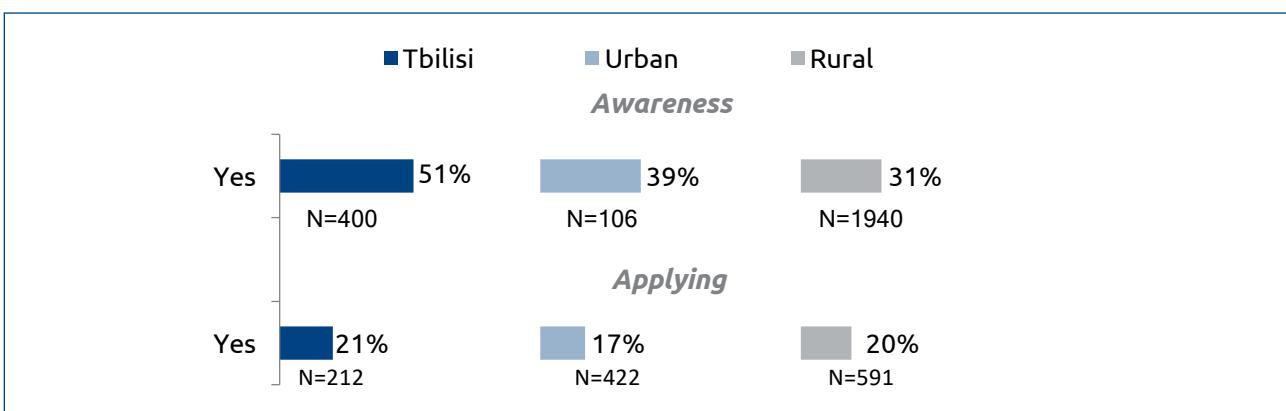


5.3.6. State Healthcare Programs

Four out of ten respondents have heard about other state healthcare programs (39%), however, the majority of them have not used these services (80%), according to the survey results. In urban/rural areas, the study results suggest that awareness about state healthcare programs is lower in

rural areas (31%) than in Tbilisi (51%) or other cities (39%). It also appears that an almost identical share of informed respondents in Tbilisi and the villages (21%-20% respectively) received services from the healthcare programs, compared to 17% in other cities.

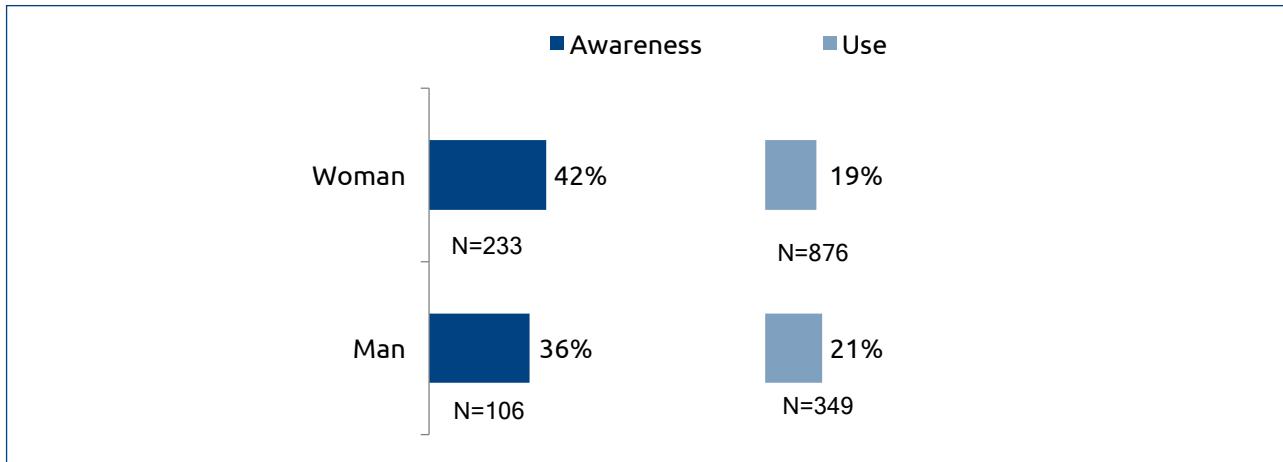
Figure # 51 - Awareness of state healthcare programs, applying to these programs by urban/rural areas - 2017 data



The most informed **region** on healthcare programs is Shida Kartli (77%) while Samtskhe-Javakheti (14%) is the least informed. The highest number of recipients of these services is reported in Mtskheta-Mtianeti (30%), according to the study results. In **highland settlements**, 22% of respondents have heard about other healthcare

programs provided by the state and 29% of them have used these programs. Results by **gender** show that slightly more women are informed about state healthcare programs (42%) than men (36%). Men (21%) appear to use the services slightly more frequently than women (19%), however.

Figure # 52 - Awareness of other healthcare programs, applying to these programs by gender - 2017 data

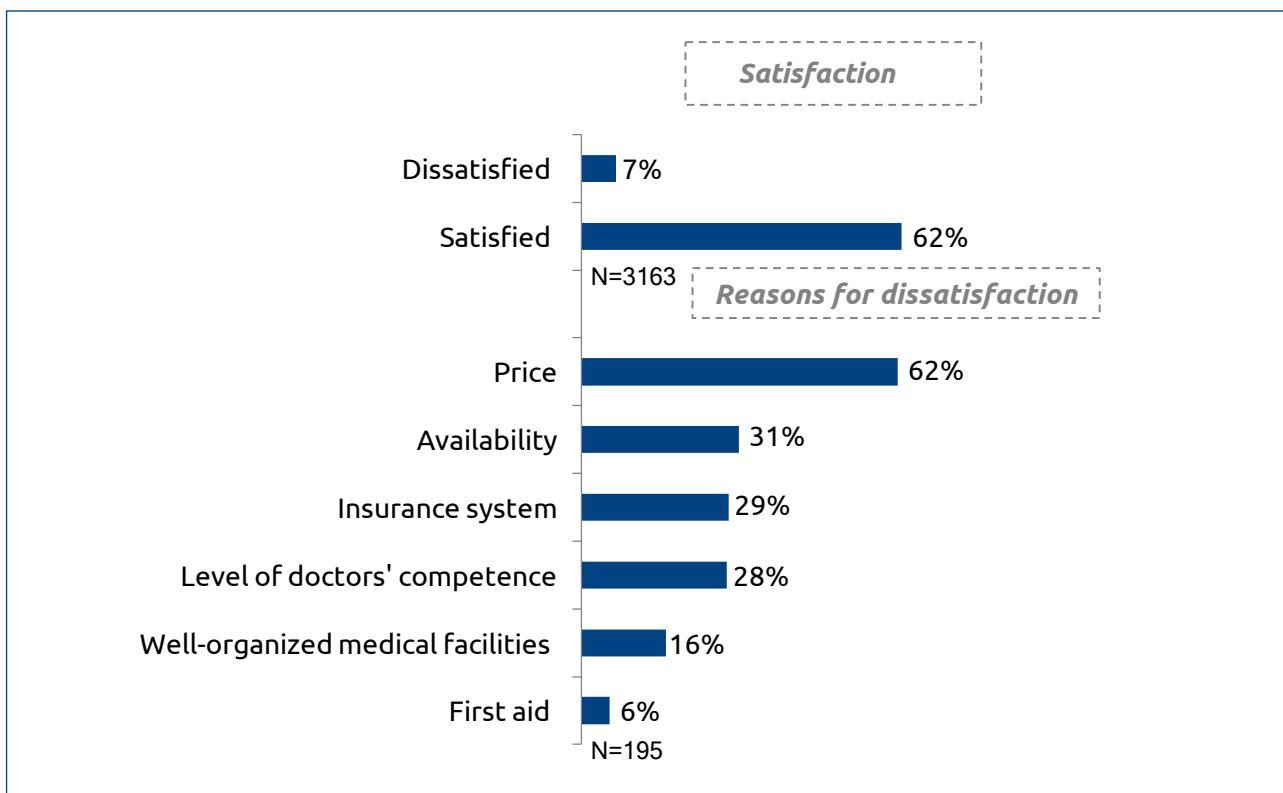


5.3.7. General Satisfaction with Healthcare System

The study found that six out of ten respondents (62%) are satisfied with the country's healthcare

system. Those who are dissatisfied with this system mostly blame cost of treatment (61%), availability (31%), insurance system (29%) and level of doctors' competence (28%).

Figure # 53 - Reasons for dissatisfaction with healthcare system - 2017 data



In the **regions**, residents of Racha-Lechkhumi/Kvemo Svaneti (77%) are the most satisfied with the healthcare system; residents of Mtskheta-Mtianeti (51%) are the least satisfied. In **highland settlements**, 65% of respondents are satisfied with the healthcare system. Results by

gender show men are more satisfied (62%) than women (56%) with the healthcare system. In addition, a higher level of satisfaction is reported in rural areas (75%), compared to **Tbilisi** (53%) or **other cities** (54%).

Healthcare - 2013/2015/2017

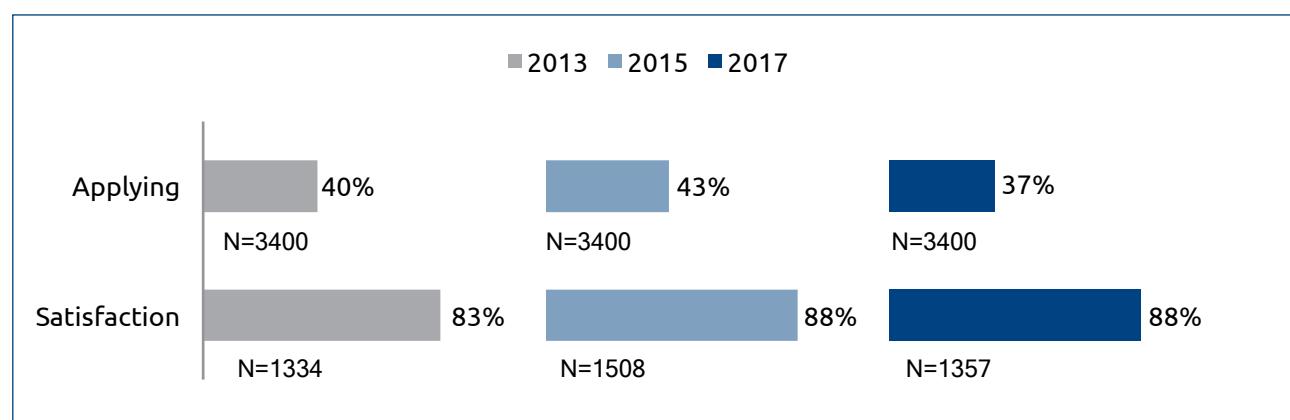
No substantial differences have been noted over the course of the study in terms of **seeking treatment for illness at hospitals**: four out of ten respondents sought treatment at hospitals due to illness in all three surveys (2013 – 40%, 2015 – 43%, 2017 – 37%). According to data by **regions**, in 2017 the rate of applying to hospitals decreased compared to 2015, with the exception of Kakheti (2015 – 33%, 2017 – 50%), Racha-Lechkhumi/Kvemo Svaneti (2015 – 44%, 2017 – 48%) and Mtskheta-Mtianeti (2015 – 47%, 2017 – 51%). The level of satisfaction is also reported to have steadily increased across the three surveys. In **urban/rural** areas, the rate of applying to hospitals has decreased in both types of settlements: in 2013 and 2015, four out of ten respondents (41%-42%) reported they had sought treatment at hospital, compared to 34% in 2017. In rural areas, very little change was registered: 43% sought treatment at hospitals in 2015, compared to 40% and 40% in 2013 and 2017. Respondents across the country reported steady levels of satisfaction

with hospital services in all three surveys (urban: 2013 – 83%, 2015 – 86%, 2017 – 87%. Rural: 2013 – 84%, 2015 – 89%, 2017 – 88%).

In **highland settlements**, the study demonstrated that the availability of hospitals has increased compared to 2013 but decreased compared to 2015 (2013 – 37%, 2015 – 53%, 2017 – 50%). There is a growing tendency in the reported level of satisfaction (2013 – 82%, 2015 – 88%, 2017 – 89%). In terms of gender, on average, women and men seek treatment at hospitals in equal numbers; 2015 was an exception - more women (45%) sought treatment for an illness than men (40%). Among those who used the service provided at hospitals, the results of the three surveys indicate that men are more satisfied with the service than women.

The overall level of satisfaction with hospitals has increased compared to the first round of the study (2013 – 83%, 2015 – 88%, 2017 – 88%), according to the results of the surveys.

Figure # 54 - Seeking treatment at hospital due to sickness, satisfaction - 2013/2015/2017 data



The number of people seeking treatment at **clinics due to sickness** was more or less stable in 2013, 2015, 2017 (respectively 29%, 33%, 31%). Results in terms of **urban/rural** responses show that villages had the highest rate of visiting clinics in 2015 (22%), compared to 19% in 2013 and 16% in 2017. There is a tendency of growing satisfaction with clinics in rural areas (2013 – 80%, 2015 – 92%, 2017 – 93%), according to the results.

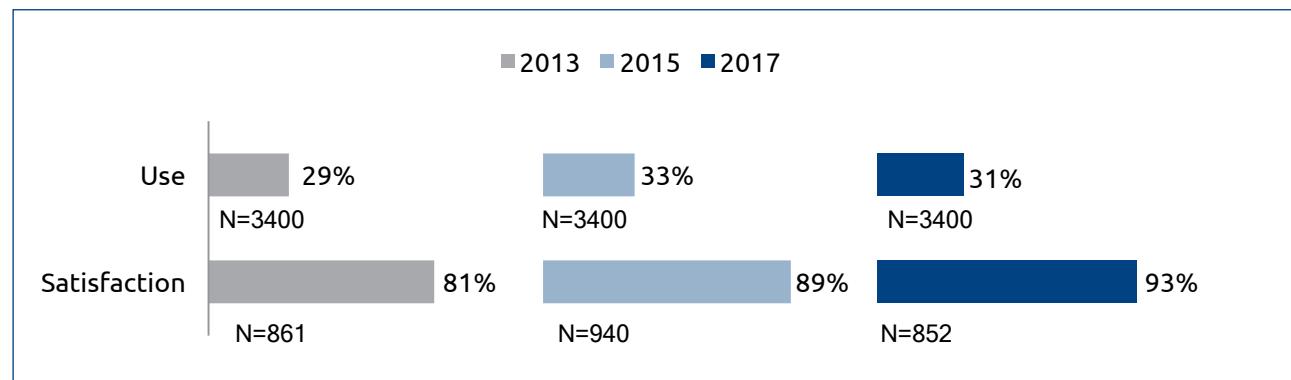
Visits to clinics in cities have increased since 2013 (37%) but it did not change in 2015 and 2017 (43%-43%). The majority of respondents in cities reported they are satisfied with the service provided in clinics in all three rounds of the survey (2013 - 83%, 2015 – 86%, 2017 – 87%).

In **highland settlements**, the highest usage rate of clinics was reported in 2015 (18%), compared

to 11% in 2013 and 10% in 2017. People reported an increased level of satisfaction with the quality of services over the course of the three surveys: 80% in 2013, 92% in 2015 and 93% in 2017. Overall, the rate of respondents seeking treatment at clinics due to sickness decreased in the majority of **regions**. Results by **gender** indicate that more

women (2013 – 31%, 2015 – 37%, 2017 – 35%) sought care at clinics when ill, compared to men (2013 – 26%, 2015 – 28%, 2017 – 27%). No substantial differences by gender were observed in terms of the level of satisfaction with clinics' services. The overall level of satisfaction with clinics is high throughout the three rounds of the survey.

Figure # 55 - Seeking treatment at clinics in sickness, satisfaction - 2013/2015/2017 data

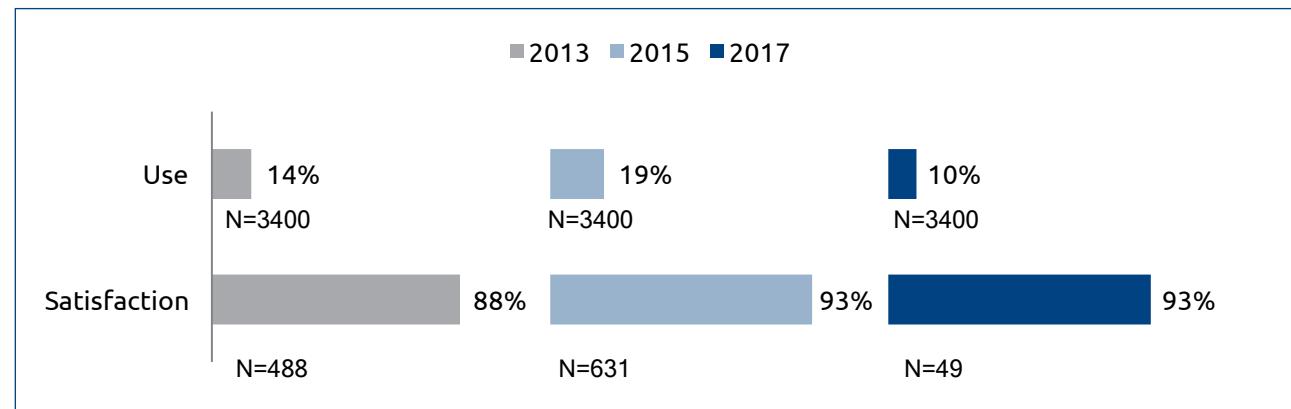


Ambulatories /medical institutions were most frequently visited in 2015 (19%), compared to 14% in 2013 and 10% in 2017. As expected, ambulatories are most frequently used in **rural areas** compared to cities; the highest frequency of visits was reported in 2015 in both types of settlements: in rural areas - 19% in 2013, 28% in 2015 and 20% - in 2017, compared to 9% in 2013, 11% in 2015 and 3% in 2017 for respondents in cities. Respondents in cities reported the highest level of satisfaction in 2017 (93%); in villages, the highest level of satisfaction with the services provided at ambulatories was reported in 2015 (97%).

In **highland settlements** the highest number of visits to ambulatories was recorded in 2015 (28), compared to 12% in 2013 and 15% in 2017. The level of satisfaction was 93% in 2013, 97% in 2015 and 96% in 2017. Compared to the previous round of the survey, the rate of visits to ambulatories fell in the majority of **regions in 2017**. Results by **gender** indicate that the number of visits to ambulatories decreased in 2017 for women (2013 – 14%, 2015 – 18%, 2017 – 11%) as well as men (2013 – 14%, 2015 – 20%, 2017 – 9%).

The level of satisfaction with the services provided remained unchanged in 2015 and 2017 at 93%; in 2013, it was 88%.

Figure # 56 - Using ambulatory services, satisfaction - 2013/2015/2017 data



The rate of **visiting medical institutions** for preventive treatment is very low and responses have

not changed significantly throughout the three rounds of surveys, regardless of the respondent group.

Table # 13 - Applying to medical facilities for preventive treatment by gender - 2013/2015/2017 data

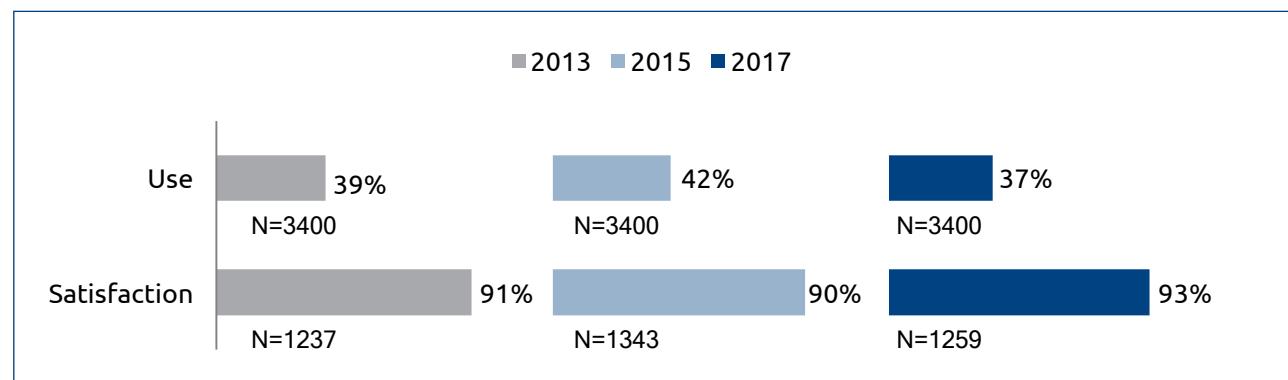
	2013			2015			2017		
	Woman	Man	Total	Woman	Man	Total	Woman	Man	Total
Hospital	14%	10%	12%	15%	17%	16%	10%	10%	10%
Clinic	13%	11%	12%	19%	13%	16%	17%	12%	15%
Ambulatory	4%	4%	4%	7%	7%	3%	2%	3%	2%

Emergency medical aid service was used the most frequently in 2015 (42%), compared to 39% in 2013 and 37% in 2017.

In **urban/rural** areas, the results of the survey show that emergency medical aid was most frequently used in 2015 in both urban (2015 – 43%, 2015 - 44%, 2017 – 41%) and rural (2015 – 34%, 2015 - 39%, 2017 – 31%) settlements. The lowest level of satisfaction was reported in 2015 in cities (2013 – 90%, 2015 - 88%, 2017 – 90%) as well as

in villages (2013 - 92%, 2015 – 90%, 2017 – 95%). In **highland settlements**, the situation in terms of emergency medical aid has changed very little over the past three surveys (2013 – 31%, 2015 – 35%, 2017 – 34%). In terms of **gender**, it is worth mentioning that in 2017, compared to the previous round of the survey, use of emergency services decreased for both women (2013 – 39%, 2015- 42%, 2017 – 38%) and men (2013 – 37%, 2015 – 41%, 2017 – 35%).

Figure # 57 - Seeking urgent medical aid, satisfaction - 2013/2015/2017 data



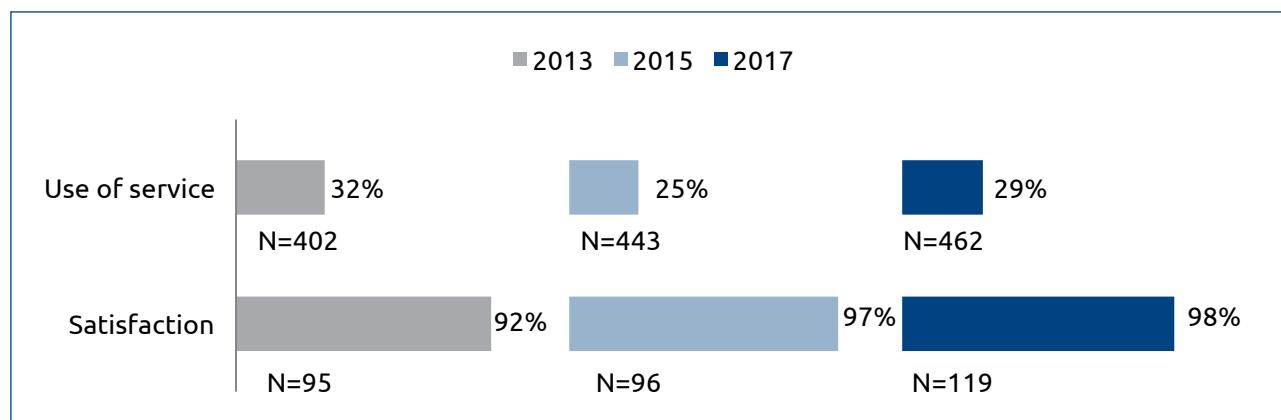
Study results showed that the number of respondents who are unaware of state **preventive vaccination program for the public** has increased (2013 – 16%, 2015 – 14%, 2017 – 21%). The number of respondents who have had a preventive vaccination has remained largely unchanged in all three rounds of the survey (2013- 27%, 2015

– 28%, 2017 – 27%). In terms of **regions**, the number of respondents who are unaware of the state program increased in all regions with the exception of Imereti and Kakheti. Results in terms of **gender** demonstrated that women were more informed about the state vaccination during all three rounds of the study than men. In **urban/**

rural areas, respondents were more aware of the preventive vaccination program in villages (2013 – 76%, 2015 – 80%, 2017 – 77%), than in cities (2013 - 72%, 2015- 65%, 2017 - 65%). The vaccination program was used by an almost equal number of respondents in urban and rural areas. No significant differences in terms of the level of reported satisfaction with this service were observed. The highest level of satisfaction was reported in 2017 in both types of settlements (urban: 2013 – 93%, 2015 – 95%, 2017 – 97%; rural: 2013 – 96%, 2015 – 94%, 2017 – 97%).

In **highland settlements**, the highest level of awareness about the state vaccination program was reported in 2015 (2013 - 71%, 2015 - 81%, 2017 - 77%), although that was the year that this service was reportedly the least used (2013 – 32%, 2015 – 25%, 2017 – 29%). The level of satisfaction about the program is increasing in highland settlements (2013 – 92%, 2015 – 97%, 2017 – 98%), according to survey results.

Figure # 58 - Use of state preventive vaccination program for the population, satisfaction in highland settlements - 2013/2015/2017 data



The highest level of awareness about the **state preventive vaccination program for domestic animals** was reported in 2015 (2013 – 49%, 2015 – 67%, 2017 – 30%). The highest number of respondents reported using this service in 2013 (50%), compared to 47% in 2015 and 40% in 2017.

When comparing the last two rounds of the survey, the level of awareness about the program for the preventive vaccination of domestic animals slightly decreased in **highland settlements** (2013 – 71%, 2015 – 74%, 2017 – 69%). Results by **urban/rural** areas indicated that more respondents living in villages are informed about this program (2013 – 72%, 2015 – 91%, 2017 – 87%) than in cities (2013 – 28%, 2015 – 46%, 2017 – 41%). In urban settlements the index was much lower in all three rounds of the study (2013 – 11%, 2015 – 18%, 2017 – 11%), compared to the responses from rural areas (59% in 2013, 64% in

2015 and 58% in 2017). In terms of **gender**, the results show that the state program was the most widely used in 2015 by both women (2013 – 47%, 2015 – 66%, 2017 – 57%) and men (2013 – 50%, 2015 – 68%, 2017 – 65%). The majority of those who used this service were satisfied in all categories and every survey.

The lowest level of awareness on **other healthcare programs** was reported in 2017 (39%), compared to 45% in 2013 and 49% in 2015. In terms of using any other healthcare program, the results are almost identical for all three rounds of the study (2013 – 19%, 2015 – 18%, 2017 – 19%). Study respondents were less satisfied with the programs in 2013 (81%) compared to 93%-93% in 2015 and 2017.

Results by **regions** found that respondents in Shida Kartli (62%) were the most satisfied with

the healthcare system in 2013; the highest level of satisfaction was reported in Kakheti (71%) and Samegrelo-Zemo Svaneti (72%) as well as in Adjara (71%) and Guria (70%) in 2015. Residents

of Racha-Lechkhumi/Kvemo Svaneti report the highest level of satisfaction with the healthcare system (79%) in 2017.

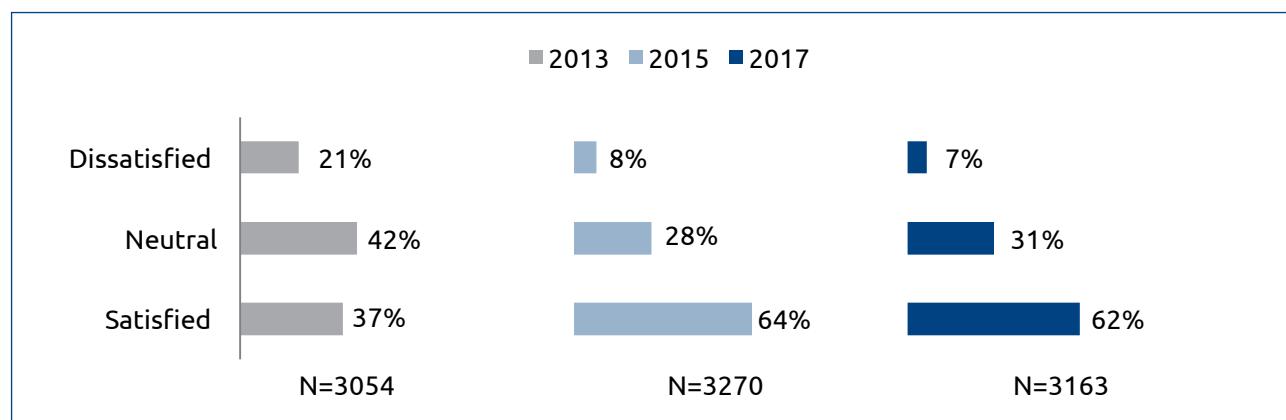
Table # 14 - Overall satisfaction with healthcare system by regions - 2013/2015/2017 data

	2013			2015			2017		
	Dissatisfied	Satisfied	Neutral	Dissatisfied	Satisfied	Neutral	Dissatisfied	Satisfied	Neutral
Tbilisi - N=400	34%	24%	42%	10%	58%	32%	10%	53%	36%
Adjara - N=300	16%	38%	47%	9%	71%	20%	4%	68%	28%
Guria - N=300	18%	37%	45%	8%	70%	22%	5%	61%	35%
Imereti - N=300	13%	40%	47%	6%	68%	26%	3%	72%	26%
Kakheti - N=300	14%	44%	43%	9%	72%	19%	3%	58%	38%
Mtskheta – Mtianeti N=300	24%	36%	40%	13%	63%	24%	12%	55%	34%
Kvemo Kartli - N=300	26%	27%	47%	10%	50%	40%	10%	61%	29%
Racha-Lechkhumi/Kvemo Svaneti - N=300	15%	42%	43%	8%	67%	25%	2%	79%	19%
Samtskhe-Javakheti - N=300	23%	37%	40%	8%	52%	40%	5%	71%	24%
Samegrelo-Zemo Svaneti - N=300	17%	54%	29%	2%	72%	25%	5%	71%	25%
Shida Kartli - N=300	9%	62%	29%	3%	69%	28%	5%	68%	28%

The study results in **urban/rural** areas showed that the highest level of awareness on other healthcare programs in cities was reported in 2015 (57%) and in 2013 (47%) rural areas. The level of satisfaction is higher in villages than in cities according to the data from all three rounds (urban: 2013 - 30%, 2015 – 58%, 2017 – 52%; rural:

2013 – 38%, 2015 – 65%, 2017 – 68%). In terms of **gender**, more women have heard about other healthcare programs than men according to all three rounds of the study. The highest level of satisfaction among women was reported in 2015 (66%); the level of satisfaction among men did not change in the last two rounds of the study.

Figure # 59 - Overall satisfaction with healthcare system - 2013/2015/2017 data



Results of Qualitative Study – Healthcare

FG participants discussed both the negative and positive aspects of healthcare in the country. Participants were the most positive about using universal healthcare program.

Discussions in the regions noted problems related to the *low competence of doctors, slow service and the importance of nepotism in order to receive doctor's consultation*. Participants in the regions said the low level competence of local doctors makes it necessary for them to visit a doctor in Tbilisi for treatment of serious health problems.

"We have lots of overly arrogant doctors, successful doctors are very arrogant and they will see you if they are in the right mood. This is a very serious problem because, unless you have someone to ask the doctor to agree to see you, they won't receive you [for a consultation]. If you have someone to lobby for you, then they treat you well..." [Man, low income, Kutaisi resident]

"There are problems at clinics: working hours start at 10 a.m. but no one [medical staff] comes until 11 a.m." [Man, low income, Kutaisi resident]

In addition, it was noted that there are different standards of services at hospitals in the regions and the capital. Residents from the regions said there is a high rate of people seeking medical treatment in Tbilisi for two reasons: the low level of doctors' competence and better service at medical facilities in Tbilisi.

"You lose trust in the doctors because you think the test results are incorrect (high error rate)." [Woman, low income, Kutaisi resident]

"90% of people go to Tbilisi [due to the low competence of local doctors]." [Woman, low income, Kutaisi resident]

"You have to go to Tbilisi even when you have a headache because there is a lack of professional staff, sometimes they don't have medical devices and sometime they have them but don't know how to use them." [Woman, low income, Kutaisi resident]

"I have experience [with hospitals in Tbilisi], I call, make an appointment and see the doctor according to my queue number without wasting time."

[Woman, low income, Kutaisi resident]

FG participants discussed issues related to **emergency medical aid** service. FG participants in the capital city emphasized the proper functioning of the emergency medical service and positively evaluated the emergency staff as well as the availability of the necessary medicines. They did note some problems, especially instances when an ambulance arrived late. Participants noted that the public's habit of taking advantage of the service is taking its toll on emergency service's efficiency – unnecessary calls make it more difficult for the emergency team to work.

"It has happened quite often when the doctor [doctor of emergency medical service] was very competent and gave better advice than a doctor of a hospital." [Man, medium income, Tbilisi resident]

"Naturally, an ambulance won't be equipped with special medicines. They have what is needed. They are equipped with an ECG machine and can test blood sugar level..." [Man, medium income, Tbilisi resident]

"What hinders the work of emergency medical service in our country is useless calls, for example, when people call an ambulance to measure their blood pressure. There are not many calls now but from the end of October and in the beginning of March, there are so many calls related to flu and viruses, there are cases when ambulance calls you and warns you that they cannot arrive quickly, they will need e.g. 40 minutes..." [Woman, low income, Tbilisi resident]

In the regions, focus group participants do not have complaints about the emergency medical service staff but they note the lack of ambulances and, in particular, the slow service, which participants believe is due to a problem with the effectiveness of the management system at 112 (Emergency and Operative Response Center). Another problem is that 112 operators do not know the region or city and frequently they do

not know the area well enough to understand patients' addresses. This means a lot of time is wasted explaining addresses, which creates serious problems for patients and potential customers.

"The ambulance arrived 45 minutes after we called... I called them again and asked what was going on. I was told that there are 10 ambulances in Kutaisi (which is a very small number) and they said 'We are with a patient, we cannot run away, right?'" [Man, low income, Kutaisi resident]

"It works well, but the service is slow... You have to call in Tbilisi, Tbilisi calls the regions and time is wasted. As it affects the life and health of people, time matters and this problem needs to be solved."

[Man, medium income, Kutaisi resident]

"There [112] are operators who do not know Kutaisi, its districts. You call and say the district and then the operator asks about the city and region. S/he needs to sort it out first, then inform Kutaisi and Kutaisi needs to confirm and so many time is wasted... you lose at least 10 minutes." [Man, low income, Kutaisi resident]

It was also emphasized that despite the free emergency medical aid, various services offered by the 112 Center are not entirely free because citizens pay for each call.

"It is free, but is 112 really free?... Companies pay 50 tetri from a cell phone account, physical entities pay 20 tetri for calls. This is too expensive... It should not be called free because people actually pay." [Man, medium income, Kutaisi resident]

5.4. Recreation, Leisure and Culture

Study results show that playgrounds are the most common (73%) recreational place in settlements/cities; the majority of respondents name playgrounds priority recreational places (62%) while museums are ranked as the lowest priority (10%). Most respondents evaluated the condition of recreational facilities as medium or good.

Table # 15 - Existing recreational places in settlement/city, their condition and priority places - 2017 data

	Existing recreational places	Evaluation of condition			Priority recreational places
		Poor	Medium	Good	
Theatre	46%	4%	44%	52%	26%
Museum	46%	4%	48%	48%	10%
Library	56%	5%	54%	41%	32%
Public park	55%	6%	49%	45%	52%
Playground	73%	7%	53%	40%	62%
Culture house/village club	27%	9%	56%	36%	30%
None	17%				2%

Two respondent groups – **gender** and **highland settlements** – prioritized playgrounds, which are also ranked as more prevalent than other recreational/culture places. In **urban/rural** areas, playgrounds are the most widely available recreational space, but while playgrounds (61%) are high priority recreational places in villages, residents

of Tbilisi and other cities prioritize public parks (73%-58%).

Results by **regions** indicate that playgrounds are the most widely available recreational places, which respondents say are of medium quality. Playgrounds are preferred in the majority

of regions, with some exceptions: in Adjara respondents equally prioritized public parks and playgrounds; in Samegrelo-Zemo Svaneti, re-

spondents also name libraries as a high priority recreational area (42%).

Table # 16 - Priority recreational places for settlement by regions - 2017 data

	Theatre	Museum	Library	Public park	Playground	Culture house/ village club	None	Hard to answer
Tbilisi - N=400	40%	15%	28%	73%	67%	4%	1%	4%
Adjara - N=300	16%	8%	25%	63%	63%	26%	4%	4%
Guria - N=300	13%	10%	34%	20%	48%	42%	7%	9%
Imereti - N=300	21%	8%	59%	38%	72%	52%	0%	1%
Kakheti - N=300	15%	15%	32%	50%	66%	64%	0%	0%
Mtskheta-Mtianeti - N=300	18%	9%	24%	29%	43%	35%	6%	14%
Kvemo Kartli - N=300	25%	1%	18%	49%	56%	24%	7%	7%
Racha-Lechkhumi/Kvemo Svaneti - N=300	19%	8%	55%	12%	66%	64%	3%	3%
Samtskhe-Javakheti - N=300	19%	11%	28%	51%	60%	45%	1%	4%
Samegrelo-Zemo Svaneti - N=300	27%	10%	42%	33%	41%	39%	5%	13%
Shida Kartli - N=300	13%	7%	14%	43%	54%	37%	1%	13%

Attitudes towards recreational places did not change significantly throughout the three rounds of surveys; the studies in 2013, 2015 and 2017

show playgrounds are the most widely available recreational area, as well as the most highly prioritized by respondents.

Table # 17 - Priority recreational places for settlement - 2013/2015/2017 data

	Existing			Priority		
	2013	2015	2017	2013	2015	2017
Theatre	47%	48%	46%	28%	28%	25%
Museum	48%	47%	46%	14%	16%	10%
Library	59%	55%	56%	35%	34%	31%
Public park	49%	53%	55%	47%	44%	51%
Playground	71%	72%	73%	52%	60%	67%
Culture house / village club	40%	43%	27%	38%	38%	32%
None	16%	20%	17%	3%	2%	2%

Results of Qualitative Research - Recreation, Leisure, Culture

FG participants in Kutaisi discussed recreational facilities in the city and negatively evaluated the existing situation. The discussions focused on the fact that there are only a few recreational places in the city and they do not function properly. It was also noted that compared to other places, there are more playgrounds but some are closing and those that remain need to be renovated. The biggest problem in terms of leisure and recreation is the lack of a movie theatre in Kutaisi, according to the discussion. One of the prominent narratives in this context is that generations are growing up in Kutaisi who do not know how to behave in a movie theater. FG participants also noted that the government prioritizes development in the capital (Tbilisi) and ignores people's needs in the regions (Kutaisi).

"There is only one carrousel from the Soviet era and even it is dangerous..." [Woman, medium income, Kutaisi resident]

"There is no movie theatre in Kutaisi.... just the building." [Woman, low income, Kutaisi resident]

"Lots of playgrounds are not usable; the equipment is broken." [Man, low income, Kutaisi resident]

"Museums work more or less and the theatre too."
[Woman, low income, Kutaisi resident]

"Kutaisi has not had a movie theatre for years".
[Woman, medium income, Kutaisi]

"[The movie theatre] operated for three days as a trial period and could not continue functioning - not because of a lack of audience, but because

people did not know how to behave in the movie theatre...". [Woman, medium income, Kutaisi resident]

"The audience needs to learn the rules; after several visits, they would learn how to behave but it is believed that everything good must be in Tbilisi and Kutaisi needs nothing – Kutaisi does not need a good shop or a movie theatre..." [Woman, medium income, Kutaisi resident]

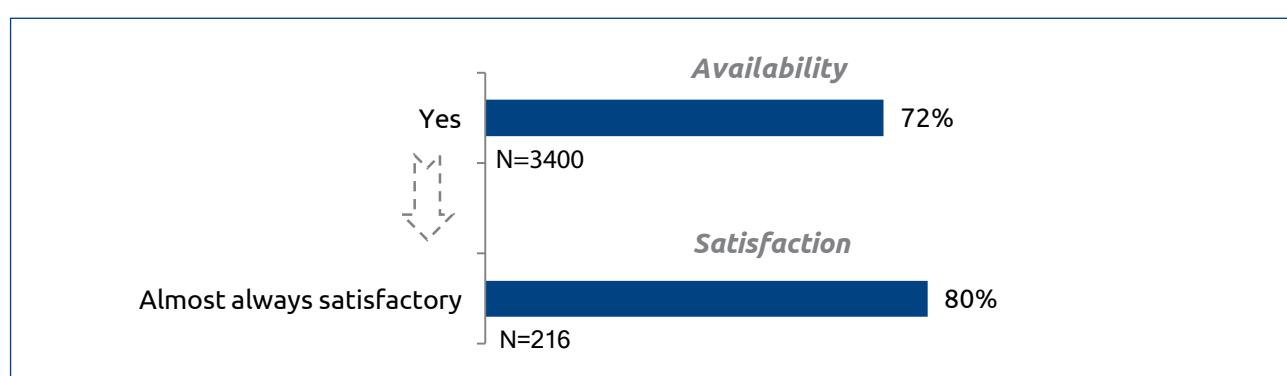
5.5. Utility Infrastructure

Issues related to infrastructure, like water supply, sewage system, electricity and gas supply, waste collection and cleaning were studied as part of the research.

5.5.1. Water Supply

The study results indicate that the majority of the Georgian population has access to the central water supply (72%). The majority of those who use this service say that the water is drinkable (88%). Most respondents report that the water supply is nearly always available (79%) or that water is available every day for certain period of time (17%). The majority of respondents also say that there is enough water to meet household needs (87%). Nearly half of the respondents report that the water service fee is usually calculated according to the number of family members (48%); 37% pay based on how much water they use. Seven out of ten respondents (71%) said the fee is affordable and the majority of interviewees are satisfied with water supply (80%).

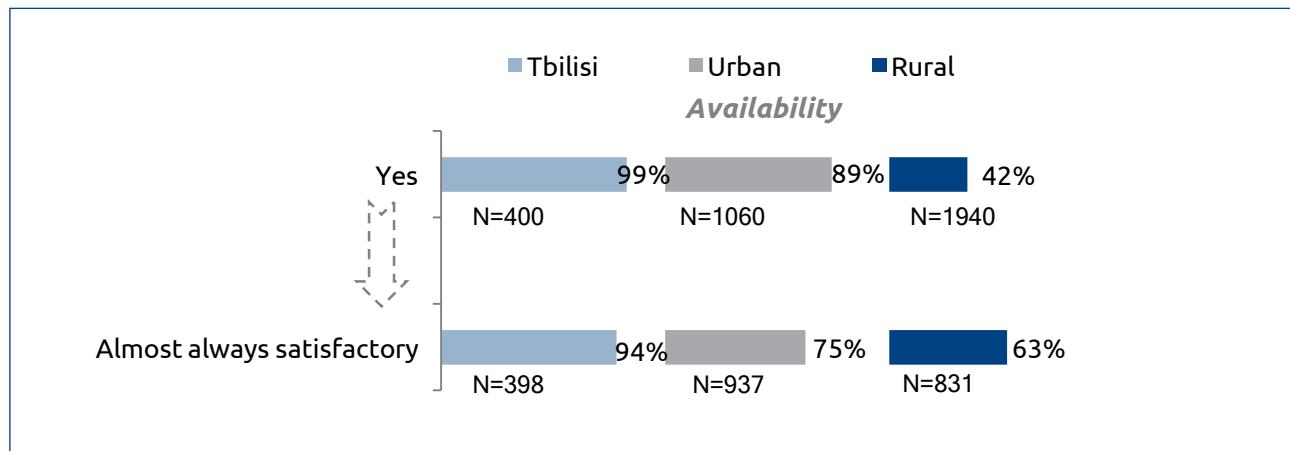
Figure # 60 - Availability of water supply, satisfaction - 2017 data



Results by **urban/rural** areas demonstrated that, as expected, the availability of the centralized water supply is the lowest in rural areas (42%). Central water is available for 99% of respondents in Tbilisi and 89% of respondents in other cities. Drinkable water is the most widely available in Tbilisi (96%) compared to other cities (79%). 87% of respondents from villages report that the wa-

ter is drinkable. The water supply is nearly constant and the quantity of water is satisfactory in all types of settlements, according to the survey. The highest level of satisfaction with the water supply is reported in Tbilisi (94%); compared to a 75% satisfaction rate in other cities and 63% in rural areas.

Figure # 61 - Availability of water supply, satisfaction by urban/rural areas - 2017 data

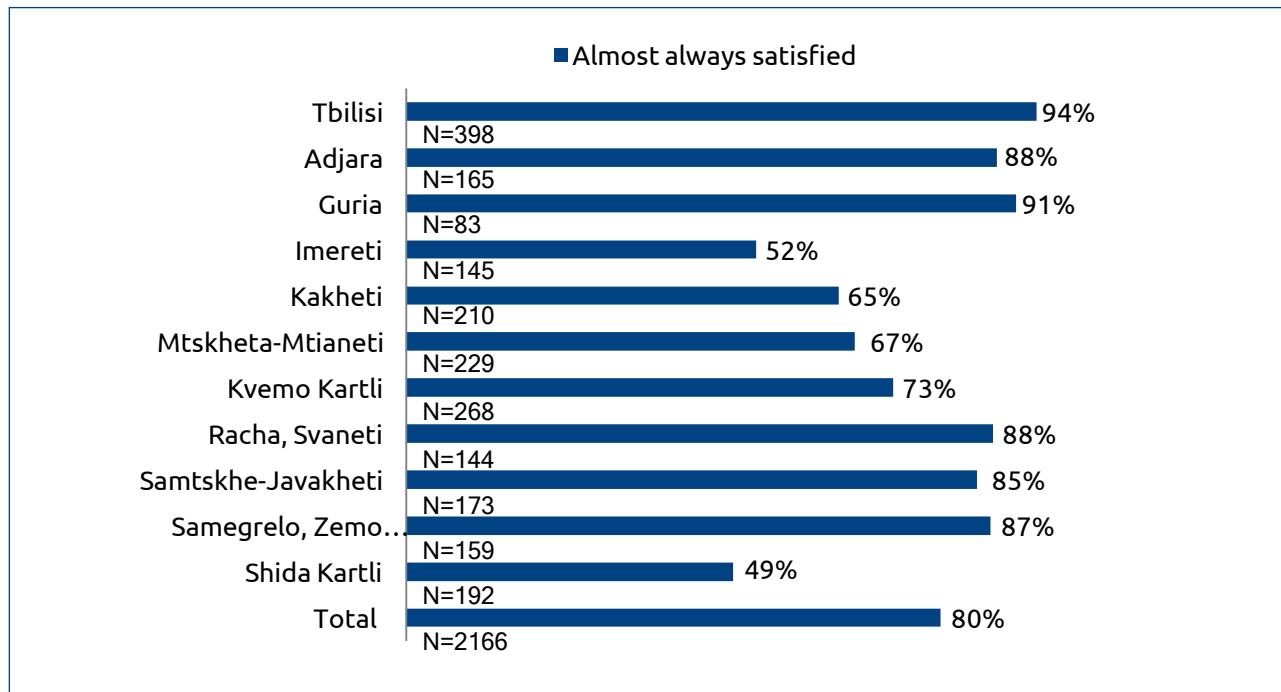


The survey found that the practice of paying for water according to the number of people in the family is the most prevalent in Tbilisi (74%). Meters are most widely used to calculate the price of water in other cities (63%). In rural areas, 27% pays according to the number of people in the family while 23% pays according to the volume of water used.

Results by **regions** show that, outside of Tbilisi, the highest level of water availability is reported in Kvemo Kartli (89%) and the lowest level of availability is in Guria (27%). Water from the central distribution system is drinkable in all regions. The majority of respondents in all regions say the water supply is constant, although water is only

available for certain period of time every day in Imereti (66%) and Shida Kartli (46%). Residents from almost every region say the volume of water is sufficient for household needs; 37% of respondents in Imereti and 47% in Shida Kartli note there is not enough water to satisfy these needs. Water usage is paid for based on the number of people in the family and most respondents say the rate is affordable. Respondents in two regions – Mtskheta-Mtianeti (39%) and Racha-Lechkhumi/Kvemo Svaneti (28%) – report they do not pay for water. The highest level of satisfaction with the water supply service is reported in Tbilisi (94%) and Guria (91%); the lowest level is reported in Shida Kartli (49%).

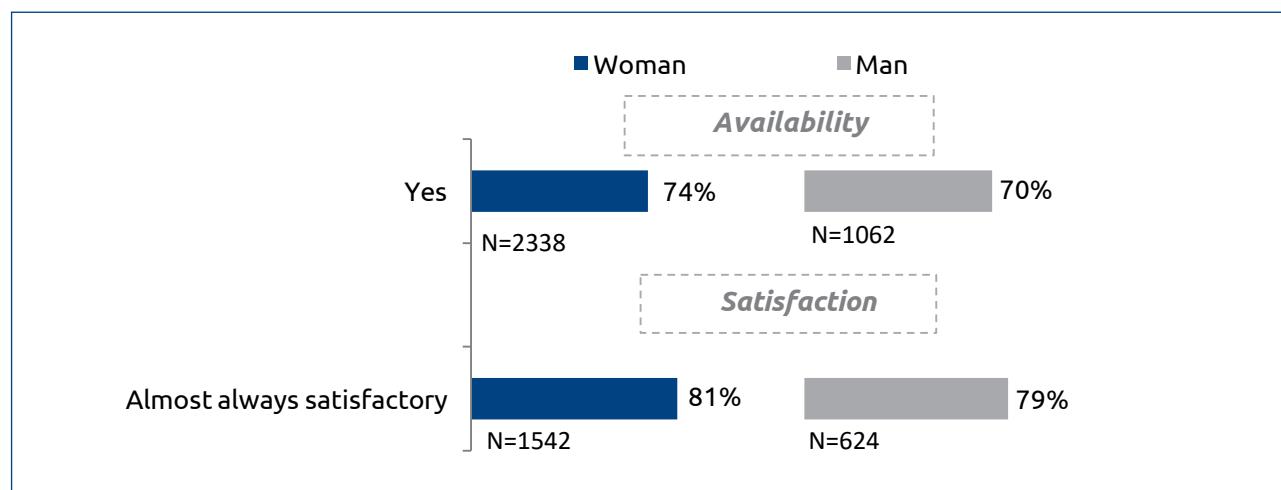
Figure # 62 - Satisfaction with water supply by regions - 2017 data



The study results in **highland settlements** show that 36% of interviewees have access to the central water supply and seven out of ten consumers are satisfied with the service (70%). Out of the group of respondents who have access to the central water supply in highland settlements, 43% pay according to the number of people in

the family; 31% do not pay a fee of water at all. In terms of **gender**, 74% of women and 70% of men report that they have access to the central water supply. Among those who has an access to the service, both women (81%) and men (79%) say that water supply is almost always satisfactory.

Figure # 63 - Availability of water supply, satisfaction by gender - 2017 data



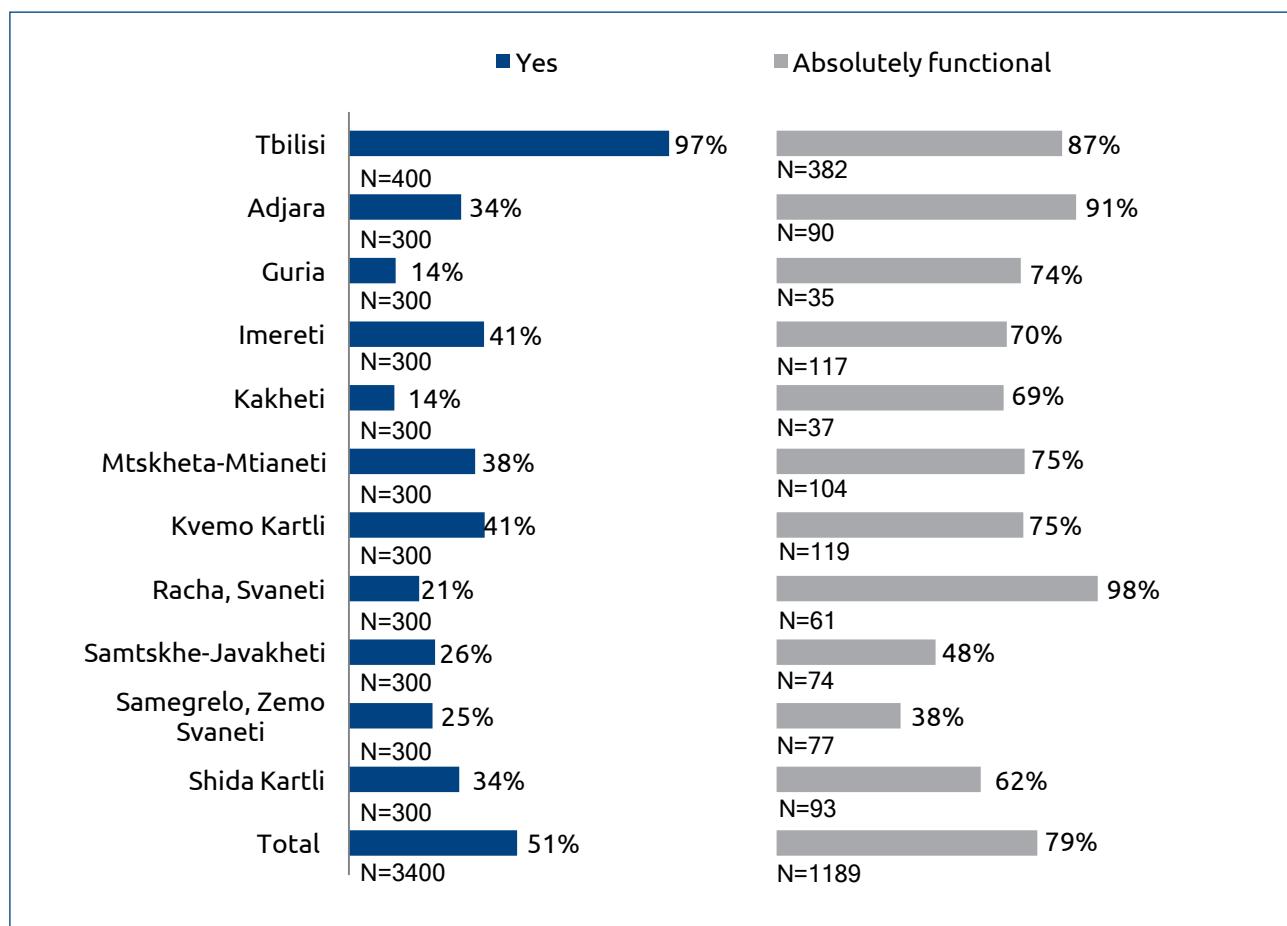
5.5.2. Sewage System

The study found that the central sewage system is available in only half of the settlements where respondents live (51%). Among that group, 97% of interviewees have access to it, and 97% of them report that the system works properly.

In **urban/rural** areas, as expected, the central sewage system is available for most respondents in Tbilisi (97%); 75% of respondents in other cities have access to this system, compared to 4% of

rural areas. The majority of residents in **highland settlements** do not have access to this service (93%). Results by regions show, as expected, that highest level of availability is in Tbilisi. Outside of the capital, 14% of respondents from Guria and Kakheti say no sewage system is available in their settlements. The highest level of satisfaction with the central sewage system is in Racha-Lechkhumi/Kvemo Svaneti region (98%), compared to 38% in Samegrelo-Zemo Svaneti.

Figure # 64 - Availability of central sewage system, proper functioning of the system by regions - 2017 data



5.5.3. Electricity

The study found that an absolute majority of the Georgian population (98%) has access to a constant supply of electricity and an absolute majority in all regions, cities and villages report they have electricity 24 hours a day. The majority of interviewees are also satisfied with the quality of electricity (voltage) in the winter (97%) and during other seasons (98%). In addition, 97% of

respondents across the country positively evaluated power providers for promptly resolving problems related to the service.

5.5.4. Central Gas Supply System

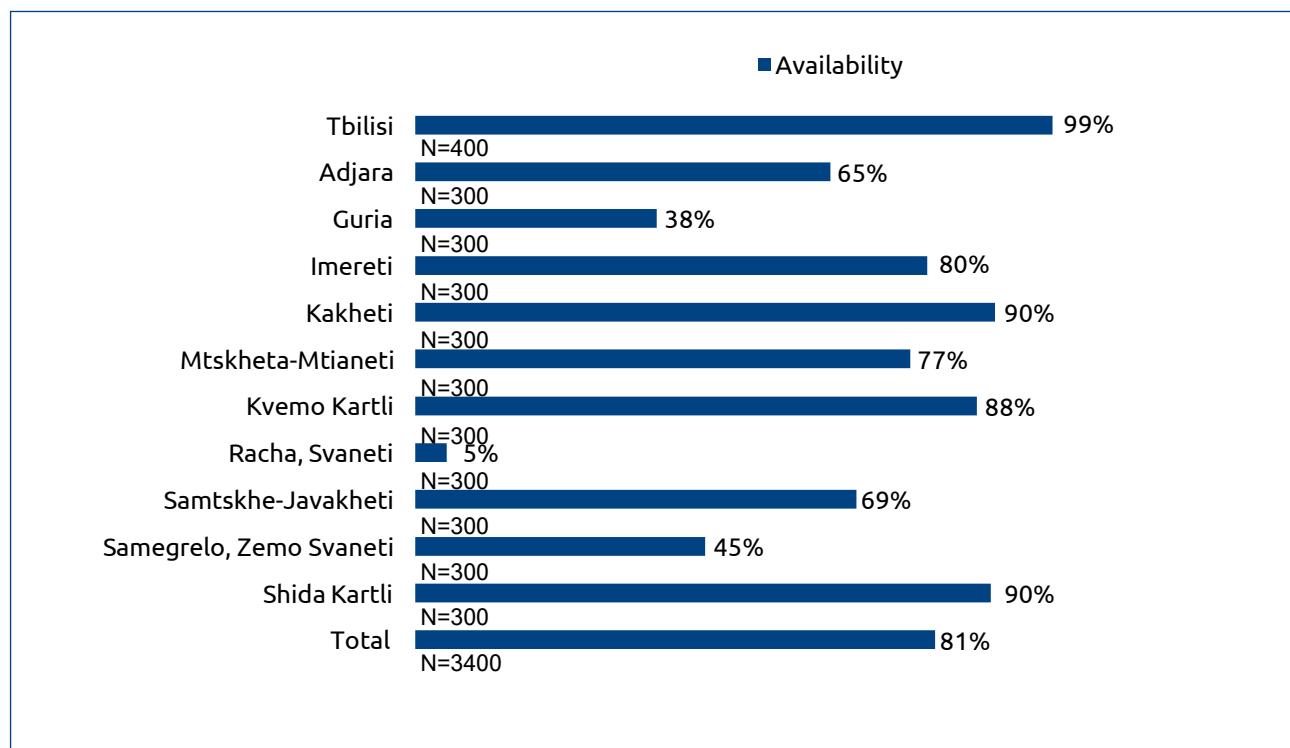
Eight out of ten survey respondents report that the central natural gas system is available in their settlements (81%); 94% report direct access to the system. The majority of those who use the

central gas supply are satisfied with the quality of gas (87%) and the satisfaction level regarding gas supply service is very high (97%).

The availability of the central gas supply system differs between **urban/rural** areas: 99% of respondents in Tbilisi and almost all respondents (95%) in other cities have access to the system. In rural areas, 59% of respondents report the central gas supply system is accessible and, out of that group, 91% report using this service. No substantial difference can be observed in the level of satisfaction with the quality of gas (pressure) and the services related to gas supply in urban and rural areas people.

44% of **highland settlements** have access to the central gas supply system and respondents report a high level of satisfaction with the quality of the gas and service. Results by **region** however indicate that outside of the capital city (99%), access to the central gas system differs greatly: 90% availability is reported in Kakheti and Shida Kartli, compared to Samegrelo-Zemo Svaneti (45%), Guria (38%) and 5% access in Racha-Lechkhumi/Kvemo Svaneti. It is also worth mentioning the majority of respondents in all regions are now supplied with gas from central system, not from other sources as was the practice in the past.

Figure # 65 - Availability of central gas system by regions - 2017 data



5.5.5. Waste Collection

Eight out of ten respondents (79%) report that centralized waste collection is available in their settlement district, according to survey results. Out of that group, 58% of respondents report that waste is collected every day and 38% report it is completely affordable (32% say the service is more or less affordable). The survey found that 90% of consumers are satisfied.

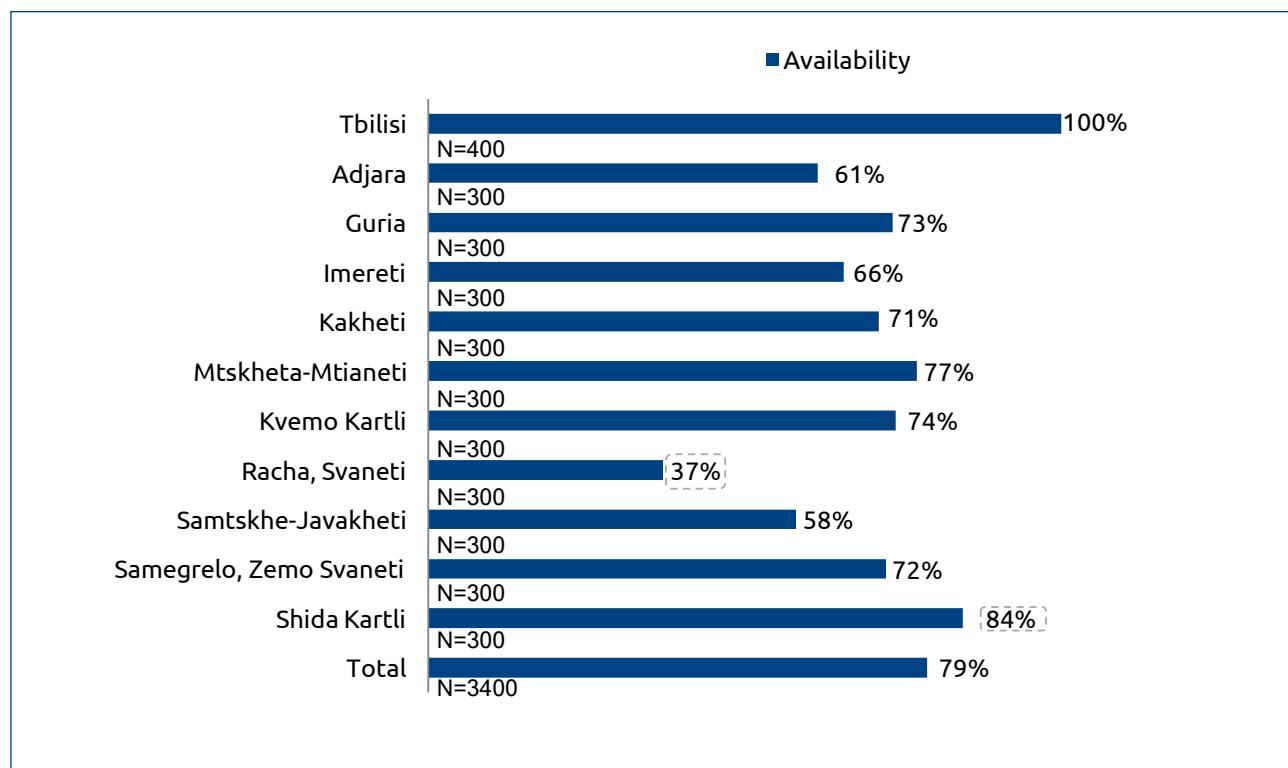
Results by **urban/rural** areas show that the centralized waste collection is universally available (100%) in Tbilisi; 94% of respondents in other cities reported the availability of this service while 54% of respondents have access to it. Daily waste collection is frequent in Tbilisi (94%) and other cities (59%). In the villages, 53% of respondents report waste is collected once per week. No significant differences were reported in terms

of overall satisfaction according to settlement types, which was high in both rural and urban areas.

In the **regions**, with the exception of Tbilisi where waste collection service is universally available, the highest level of availability is reported in Shida Kartli (84%) and the lowest in Racha-Lechkhumi/Kvemo Svaneti (37%). There is daily waste

collection service in Tbilisi, Adjara, Imereti and Samegrelo-Zemo Svaneti. In Mtskheta-Mtianeti, Racha-Lechkhumi/Kvemo Svaneti and Samtskhe-Javakheti, waste is collected every second day; the service is available only once a week in Guria, Kakheti and Shida Kartli. Respondents in every region report a high level of satisfaction with the service, which they say is affordable.

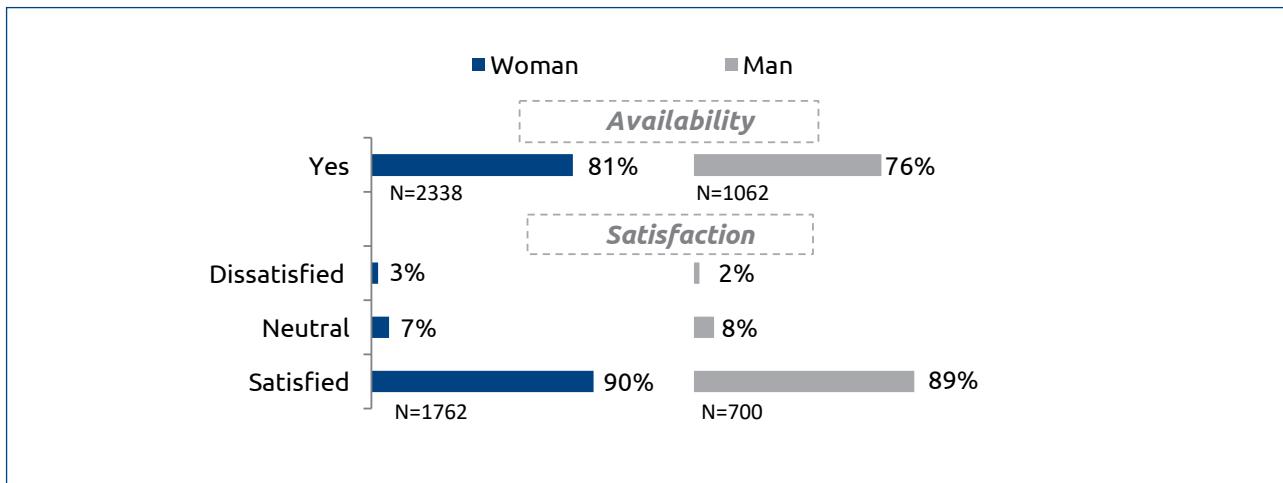
Figure # 66 - Availability of centralized waste collection service by regions - 2017 data



Four out of ten interviewees (38%) in **highland settlements** have access to a centralized waste collection service. The service is most commonly available once a week (43%) in these settlements and most respondents say the fee is affordable. 89% of respondents in highland settlements say they are satisfied with the level of service. Re-

sults by **gender** show that more women (81%) report the availability of centralized waste collection in their district/settlement than men (76%). Among them both men and women report high levels of satisfaction with the service provided in their areas.

Figure # 67 - Availability of centralized waste collection service, satisfaction by gender - 2017 data



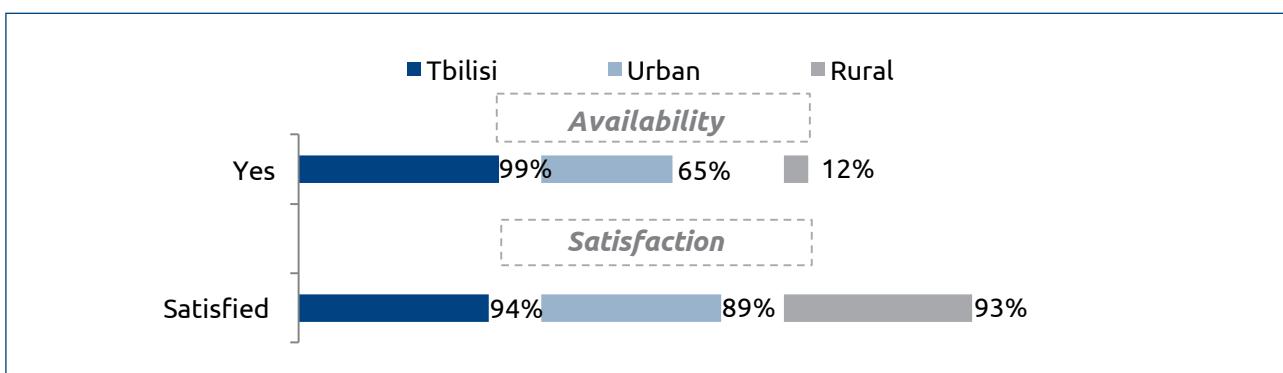
5.5.6. Cleaning Service

52% of interviewees report that streets in their settlement/district are cleaned. Streets are most commonly cleaned everyday (79%). 92% of interviewees are satisfied with street cleaning service.

Results in **urban/rural** areas show that while street cleaning service is widely available in urban areas, that is not the case in rural areas: 99% of

respondents in Tbilisi report streets are cleaned, compared to 65% in other cities and 12% of respondents in rural areas. Streets are cleaned on daily basis in Tbilisi (94%) and other cities (69%); street cleaning is done once a week in rural areas (34%). Nearly all respondents are satisfied with the cleaning service in Tbilisi (94%) and rural areas (93%); compared to 89% in other cities.

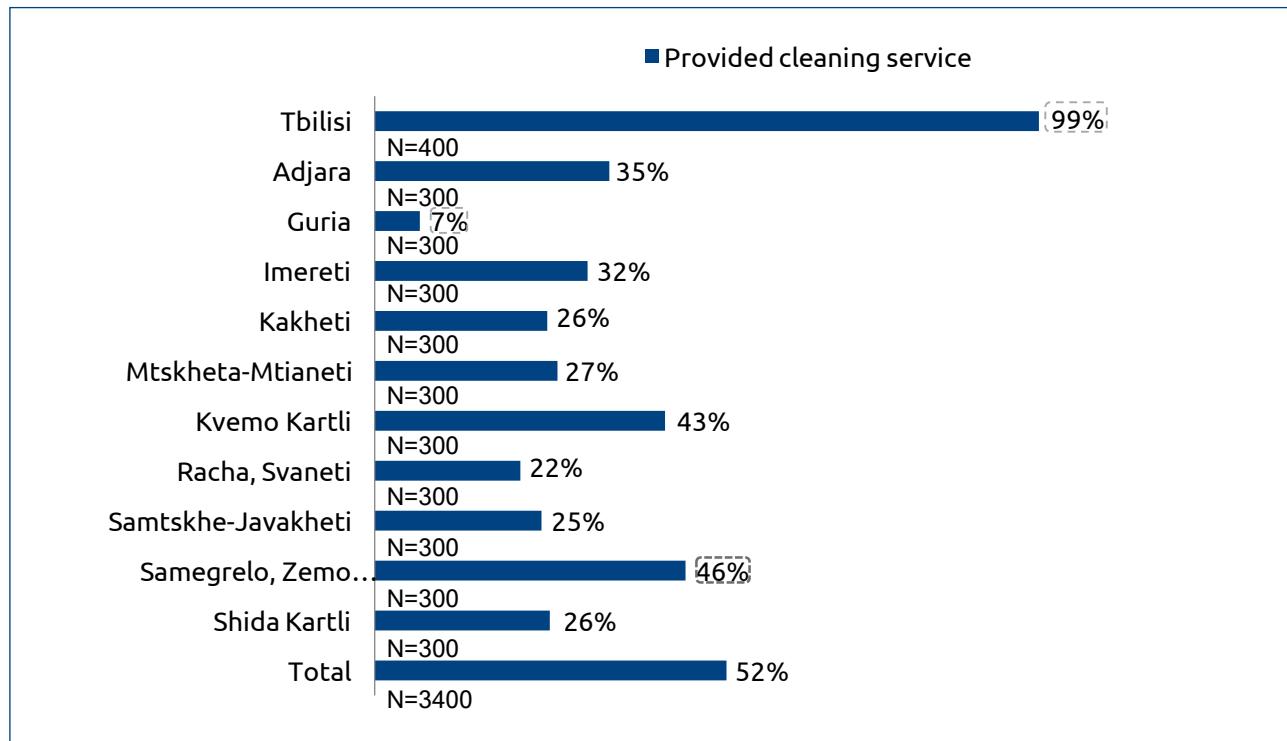
Figure # 68 - Availability of street cleaning service in settlement/district, satisfaction by urban/rural areas- 2017 data



In **highland settlements**, this service is not available for most respondents (97%). Results by **regions** show that, apart from Tbilisi – where almost every respondent is provided with street cleaning service (99%) – the highest level of

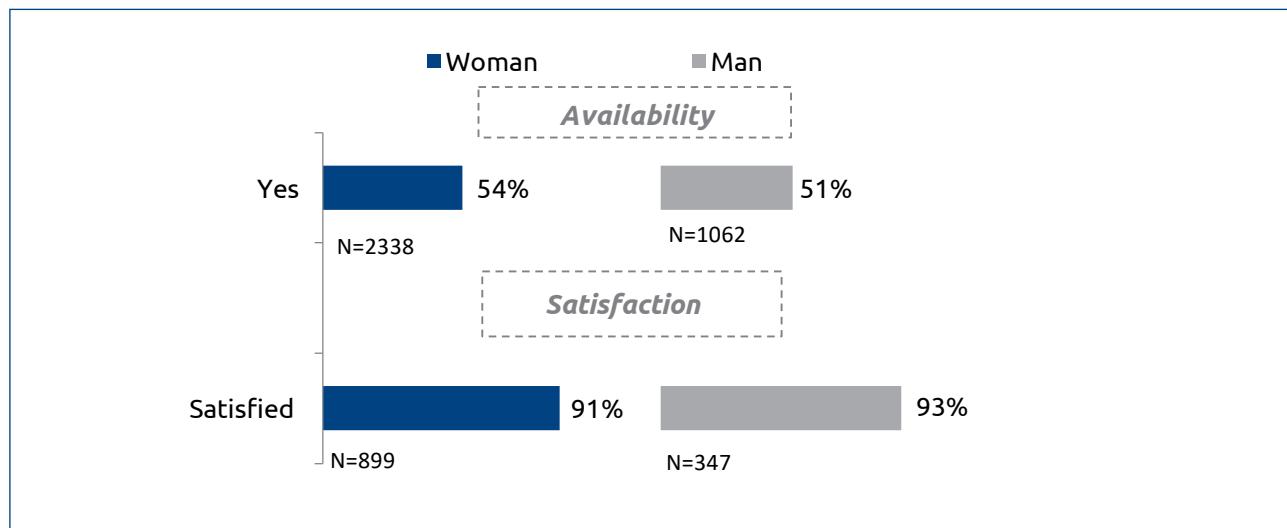
availability is reported in Samegrelo-Zemo Svaneti (46%) and the lowest level of availability is in Guria (7%). Where street cleaning service is available in the regions, it is provided on a daily basis, according to the survey results.

Figure # 69 - Street cleaning in settlement/district by regions - 2017 data



54% of **women** and 51% of **men** report street cleaning service is available in their areas and among them slightly more men (93%) are satisfied with this service than women (91%).

Figure # 70 - Street cleaning in settlement/district by gender - 2017 data



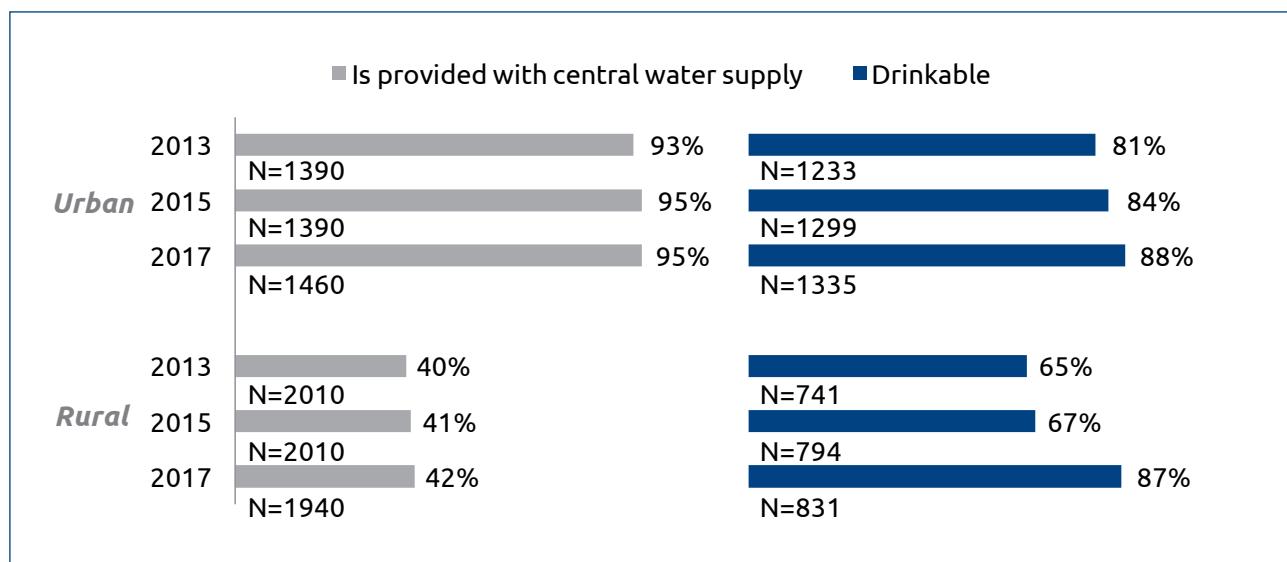
Utility Infrastructure - 2013-2015-2017

The study results show that the situation in terms of the central **water supply** has slightly improved: in 2013, the central water supply was available for 68% of interviewees, compared to 69% in 2015 and 72% in 2017.

According to all three study rounds, nine out of ten respondents in **cities** confirmed the availabil-

ity of the central water supply, compared to four out of ten respondents in **rural** areas. In both urban and rural areas, the number of respondents who reported that centrally provided water is drinkable increased over the three rounds of the survey (urban responses: 2013 – 81%, 2015 – 84%, 2017 – 88%) and (rural responses: 2013 – 65%, 2015 – 67%, 2017 – 87%). In both rural and urban areas, respondents reported a higher level of satisfaction in 2017.

Figure # 71 - Availability of central water supply, drinkability of provided water by urban/rural areas - 2013/2015/2017 data



Results by **regions** show that compared to 2015, the availability of the central water supply has significantly improved in Racha-Lechkhumi/Kvemo Svaneti (2015 – 18%, 2017 – 47%). The level of satisfaction is the same or has increased in the majority of regions in 2015 and 2017. Exceptions to that trend were noted in Racha-Lech-

khumi/Kvemo Svaneti and Shida Kartli, where satisfaction with the water supply service has decreased. In Shida Kartli, the number of respondents who reported access to the central water supply increased from 64% in 2013 to 66% in 2017.

Table # 18 - Availability of central water supply, satisfaction by regions - 2013/2015/2017 data

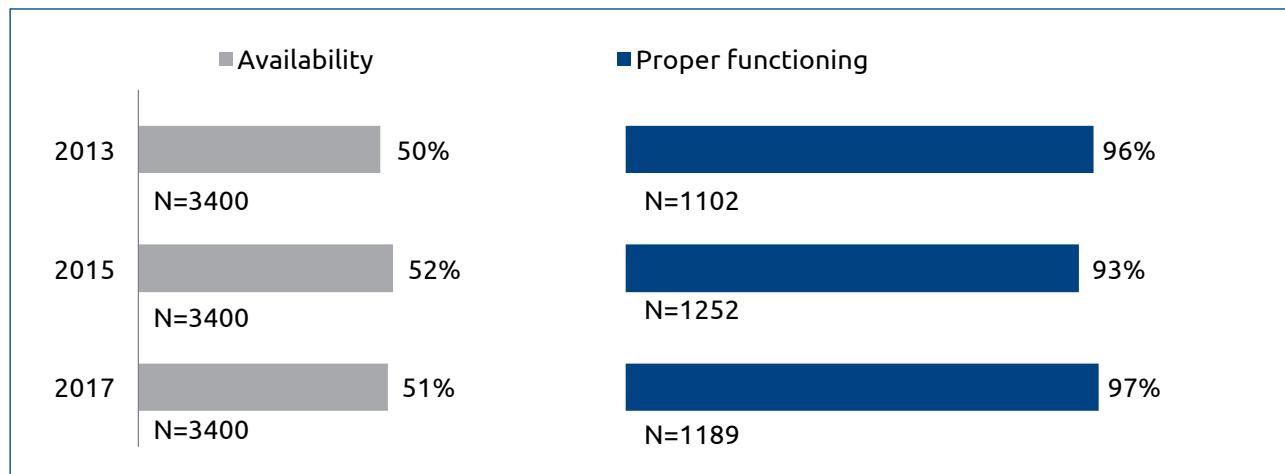
	Availability			Satisfaction		
	2013	2015	2017	2013	2015	2017
Tbilisi - N=400	99%	100%	99%	81%	92%	94%
Adjara - N=300	64%	61%	55%	75%	80%	88%
Guria - N=300	32%	45%	27%	40%	67%	91%
Imereti - N=300	57%	51%	49%	44%	37%	52%
Kakheti - N=300	69%	67%	68%			
Mtskheta-Mtianeti - N=300	49%	87%	76%	58%	66%	67%
Kvemo Kartli - N=300	82%	73%	89%	56%	71%	73%
Racha-Lechkhumi/Kvemo Svaneti - N=300	26%	18%	47%	78%	100%	88%
Samtskhe-Javakheti - N=300	45%	40%	57%	74%	73%	85%
Samegrelo-Zemo Svaneti - N=300	32%	53%	51%	90%	60%	87%
Shida Kartli - N=300	64%	65%	66%	62%	73%	49%
Total - N=3400	68%	69%	72%	68%	72%	80%

In **highland settlements** the availability of the central water supply has steadily increased over the course of the three surveys (2013 – 26%, 2015 – 32%, 2017 – 36%). The level of satisfaction increased significantly in 2015 and held steady in 2017 (2013 – 43%, 2015 – 71%, 2017 – 70%). In terms of **gender**, there is no observable difference in how men and women responded. Overall, respondents appear to be more satisfied with

their access to the central water supply: 68% of respondents were satisfied in 2013, compared to 72% in 2015 and 80% in 2017.

Half of the respondents have access to **sewage system** and the overall level of satisfaction with the system is high throughout the three rounds of the survey.

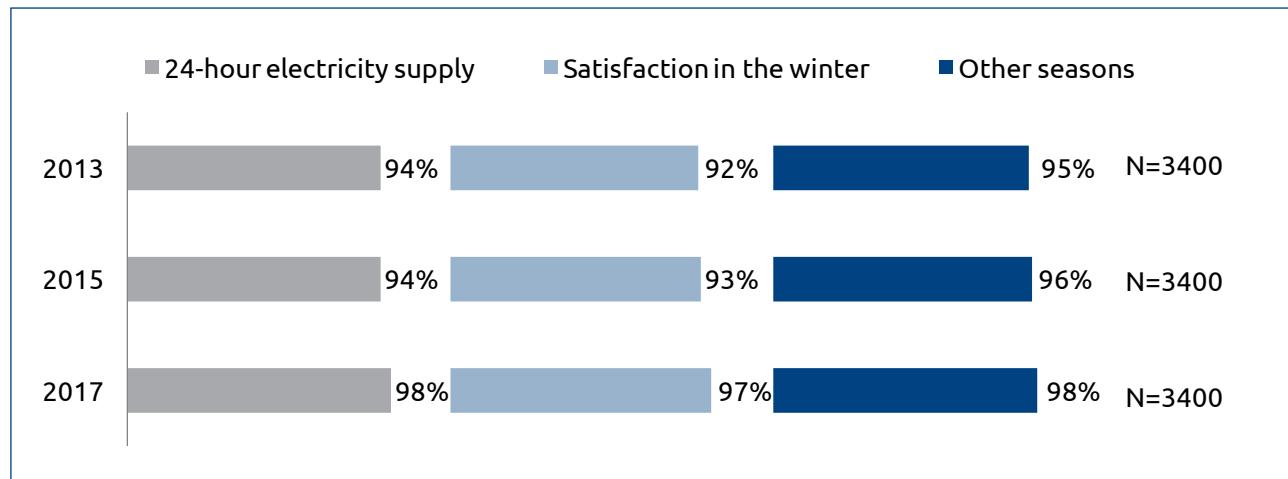
Figure # 72 - Availability of sewage system, proper functioning of the system - 2013/2015/2017 data



Study results suggest that the absolute majority of respondents are provided with **electricity** 24 hours a day (2013 – 94%, 2015 – 94%, 2017 – 98%), regardless of where they live. The majority

of respondents are also satisfied with the quality of electricity (voltage) in the winter (2013 - 92%, 2015 – 93%, 2017 - 97%) and during other seasons (2013 – 95%, 2015 – 96%, 2017 – 98%).

Figure # 73 - Availability of electricity, satisfaction - 2013/2015/2017 data



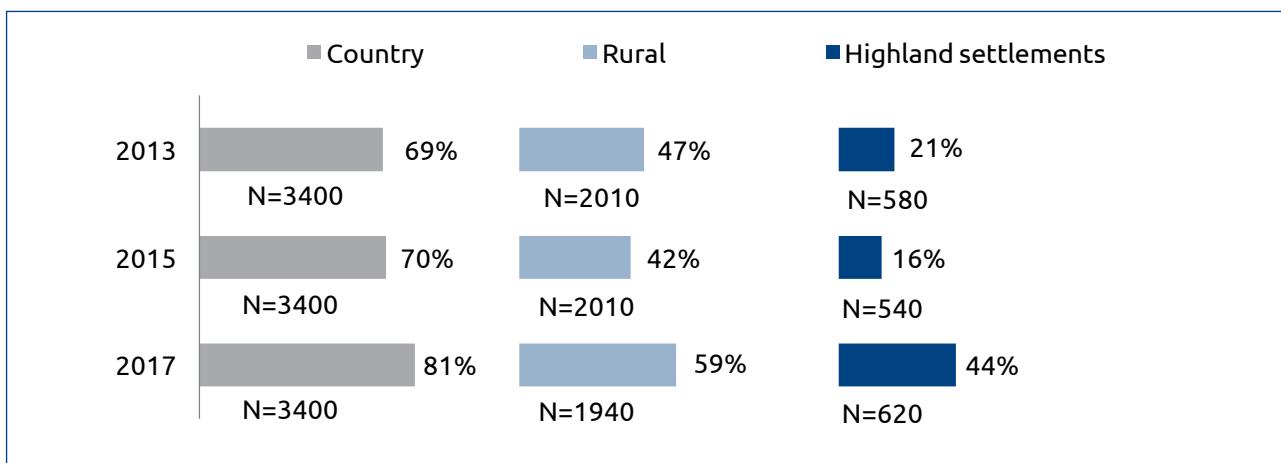
The study results show an increase in the availability of the **central gas supply** system in settlements: 69% of respondents confirmed the availability of this service in 2013, compared to 70% in 2015 and 81% in 2017. The study also shows a positive tendency in terms of families receiving natural gas from the central system: 75% of respondents confirmed access to gas supply in 2013, compared to 92% in 2015 and 94% in 2017.

Nearly all respondents from **urban** areas have access to the central gas supply (2013 – 89%, 2015 – 95%, 2017 – 97%); in **rural** areas, the number of respondents with access to the central gas supply has increased in 2017 (2013 – 47%, 2015 – 42%, 2017 – 59%). In settlements where the gas supply is available, the number of respondents directly using this service has not changed over the last two rounds of the study in the cities, where 95% reported access to the gas supply. In rural areas, a

growing number of respondents are reporting access to the central gas supply: 49% in 2013, compared to 84% in 2015 and 91% in 2017.

Results by **regions** indicate the availability of the system has increased in almost every region except Racha-Lechkhumi/Kvemo Svaneti (2013 – 14%, 2015 – 10%, 2017 – 5%) and Guria (2013 – 53%, 2015 – 49%, 2017 – 38%). In addition, the share of respondents who are provided with gas from the central system has increased in the majority of regions. In **highland settlements**, a growing number of respondents report access to the central gas supply system: 21% in 2013, 16% in 2015 and 44% in 2017. The surveys found that the majority of respondents receive gas in the settlements that are connected to the central gas system. The level of satisfaction with the service has been high in all rounds of the survey (2013- 95%, 2015 – 98%, 2017 – 97%).

Figure # 74 - Availability of central gas system: nationwide, village and highland settlements - 2013/2015/2017 data



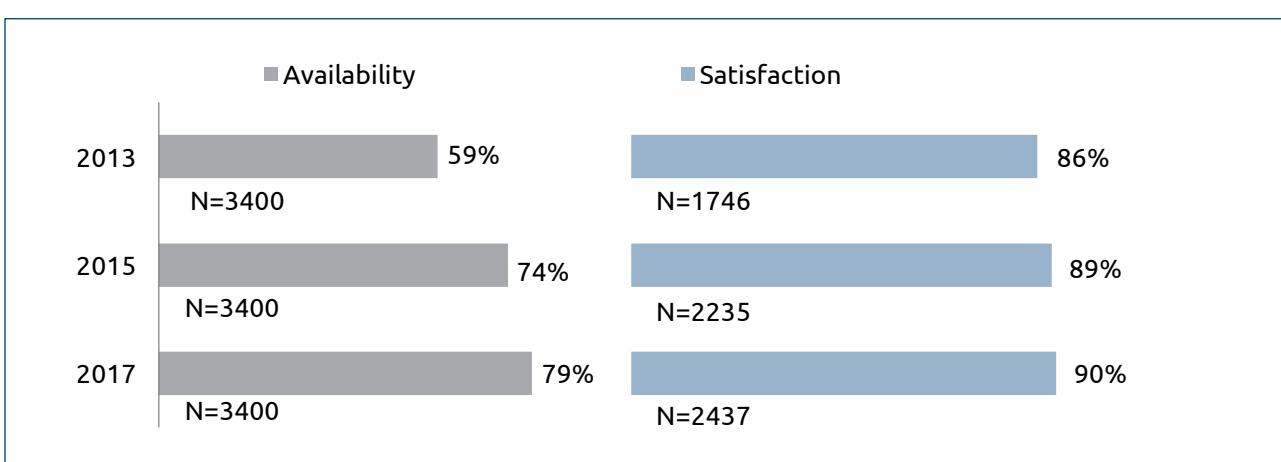
The study results revealed improved access to **waste collection** in respondents' settlement/district: 59% of respondents reported the availability of this service in 2013, compared to 74% in 2015 and 79% in 2017. Respondents reported high levels of satisfaction with the service in all three rounds of the survey (2013 – 86%, 2015 – 89%, 2017 – 90%).

93% of respondents in **urban** areas reported the availability of the central waste collection system in all three rounds of the survey; in **rural** areas, 21% of respondents reported access in 2013,

48% in 2015 and 54% in 2017. The majority of respondents in both types of settlements reported they are satisfied with this service in all three rounds.

The number of respondents who reported being dissatisfied with waste collection service is small, and most were unhappy with the frequency of waste collection in their areas. The majority of respondents around the country reported that the price for the service is affordable (2013 – 69%, 2015 – 69%, 2017 – 71%).

Figure # 75 - Availability of central waste collection system, satisfaction - 2013/2015/2017 data



According to the results from the three rounds of the survey, more respondents are reporting street **cleaning** service in their settlement/district: 52% in 2017, compared to 47% in 2015 and

40% in 2013. It is worth mentioning that street cleaning services are available for most residents in **urban** areas (2013 – 76%, 2015 – 84%, 2017 – 82%). In **rural** areas, most respondents reported

the absence of street cleaning services in 2013; 6% reported the service existed in rural communities in 2015 and 12% in 2017.

Out of the respondents who have access to street cleaning services, the majority have said it is available everyday (2013 – 79%, 2015 – 80%, 2017 – 79%). The level of satisfaction with the service appears to be growing, according to the results of the three waves of surveys: 83% in 2013, 87% in 2015 and 92% in 2017.

Results of Qualitative Research – Utility Infrastructure

It is worth mentioning that participants of the FG discussions held in Kutaisi named the **water supply** as one of the most important problems for their settlement. They noted that, although there are certain districts which have a 24-hour water supply, a large portion of the city receives water according to a limited schedule. Discussion participants reported that, despite political promises that a constant water supply will be provided to all neighborhoods in the city, that is not the case. They noted, however, that intensive work is underway and it is anticipated that at the end of 2018, the water supply will be available 24 hours a day for the entire city.

"We were promised that the water supply would be constant but I only have water for four hours a day, in the evening." [Woman, low income, Kutaisi resident]

"We did not have any water the day before yesterday. I believed in this government and did not install a reserve water tank but I was wrong."

[Woman, medium income, Kutaisi resident]

"[According to the project] water flows into the reservoirs and will flow to homes from there, which will be enough for 60% of the city. [The project] was supposed to be completed in 2016.

A reservoir was to be built by a Spanish company; now they have given it [the project] to another company and we have been promised that this work will be finished before September-October of

2018." [Man, medium income, Kutaisi resident]

"It has been delayed; the money has been allocated and Kutaisi should have been provided with water 24 hours a day; there was a project to divert water from Lechkhumi [region in Georgia]." [Man, medium income, Kutaisi resident]

In terms of the utility infrastructure, FG participants mentioned issues related to **cleaning**. Although they noted that it could be better, most positively assessed the street cleaning services in both Tbilisi and Kutaisi. It is also worth mentioning that participants largely supported fines for littering.

"The situation is not ideal, the ideal situation does not exist anywhere, but it is also not alarming."

[Man, low income, Kutaisi resident]

"The streets are cleaned in the morning and evening." [Man, medium income, Kutaisi resident]

"When concerts are over, you look and everything is cleaned up in no time." [Woman, medium income, Kutaisi resident]

"Cleanliness has become more appreciated over the past few years which is something I really approve of. I like that fines are being imposed, e.g. 80 GEL is the fine for throwing a cigarette." [Woman, medium income, Kutaisi resident]

FG participants in both cities highlighted street vendors as a problem. While it was noted that unemployment is a serious issue and those who sell items on the streets will have problems after regulations come in force, the prohibition of street vendors in Tbilisi was widely supported. They also mentioned the issue of citizens' responsibility, noting that people should not buy anything from street vendors.

"A cleaning service is provided but I would negatively evaluate street vendors. They are very disruptive in our city because you can't move in central streets." [Woman, low income, Kutaisi resident]

"If we have an ambition to become a member of NATO, the city should not look like India." [Man, medium income, Tbilisi resident]

"I understand this is a source of income but they

*[street vendors] do not care about the environment." [Woman, medium income, Tbilisi resident]
"The people themselves are a problem; we should close off the space." [Man, medium income, Kutaisi resident]*

"There are no longer street vendors on the streets, it has been prohibited. It was so terrible where I lived, you could not walk in the street."

*[Woman, low income, Tbilisi resident]
"The city has been cleaned [after street vendors were prohibited]." [Man, medium income, Tbilisi resident]*

5.6. Road Infrastructure

A large portion of respondents positively evaluated the nearest highway (89%) as well as access roads (77%) to settlements, but they were more critical about local roads (inside settlements) –

which are in "poor" condition, according to 44% of respondents.

The majority of study respondents positively evaluate the frequency of public transportation (81%) as well as its affordability (81%). A quarter of interviewees say that traffic signs are not available in their settlement while 17% of those who report that signs exist in their settlements say there are not enough of them.

42% of interviewees note the absence of traffic lights, while 12% say that traffic lights are in "poor" condition. Regarding house numbering, 38% of respondents report this service is not available in their settlement; 13% say house numbering is "bad" in their area. 76% of respondents positively assess the illumination of streets/settlements, however.

Table # 19 - Evaluation of traffic signs, house numbering, work of traffic lights and street illumination - 2017

	Poor	Good	Not available
Roads inside settlement	43%	57%	-
Access roads to settlement	23%	77%	-
The nearest highway	10%	89%	1%
Frequency of public transportation	15%	81%	4%
Affordability of price of public transportation	18%	81%	1%
Sufficient quantity of traffic signs	17%	58%	25%
Sufficient number of traffic lights	12%	46%	42%
Illumination of streets/settlements	9%	76%	15%
House numbering	13%	49%	38%

In terms of **urban/rural** areas, respondents report that local roads in the cities are mostly good (73%) while the condition of local roads in rural areas is poor (65%). Respondents from rural areas also report an insufficient number of traffic signs (52%) and traffic lights (85%). In addition, 84% of villages do not have house numbering. Results by **regions** showed that local roads received the best evaluations in Adjara (60%); respondents in Guria were more likely to negative assess the

condition of the local roads (77%). Outside roads received the highest evaluations in Tbilisi (86%), while they received the highest negative assessment in Racha-Lechkhumi/Kvemo Saneti (41%). Highways were evaluated as "good" in Shida Kartli (99%); the highest "bad" index was reported in Guria (27%). Respondents in Adjara were the most positive about local public transportation services (87%) and its price (96%).

Table # 20 - Evaluation of infrastructure (local roads, outside roads, highway, public transportation, price of transportation) by regions - 2017 data

	Local roads			Outside roads			Highway			Public transportation			Price of transportation		
	Bad	Good	Not available	Bad	Good	Not available	Bad	Good	Not available	Bad	Good	Not available	Bad	Good	Not available
Tbilisi - N=400	19%	81%	0%	14%	86%	0%	6%	94%	0%	18%	82%	0%	33%	66%	1%
Adjara - N=300	40%	60%	0%	26%	74%	0%	15%	85%	0%	10%	87%	3%	4%	96%	0%
Guria - N=300	77%	23%	0%	35%	65%	0%	27%	54%	19%	16%	68%	16%	19%	80%	0%
Imereti - N=300	49%	51%	0%	30%	70%	0%	4%	96%	0%	17%	82%	1%	7%	93%	0%
Kakheti - N=300	69%	31%	0%	28%	72%	0%	14%	86%	0%	13%	84%	3%	17%	82%	1%
Mtskheta-Mtianeti - N=300	60%	40%	0%	22%	78%	0%	10%	90%	0%	17%	72%	11%	31%	63%	6%
Kvemo Kartli - N=300	49%	51%	0%	24%	76%	0%	4%	96%	0%	18%	79%	3%	12%	86%	2%
Racha-Lechkhumi/ Kvemo Svaneti - N=300	61%	39%	0%	41%	59%	0%	9%	91%	0%	30%	46%	24%	30%	65%	5%
Samtskhe-Javakheti - N=300	60%	39%	1%	36%	64%	0%	18%	69%	13%	26%	60%	13%	21%	75%	5%
Samegrelo-Zemo Svaneti - N=300	42%	58%	0%	32%	68%	0%	20%	80%	0%	12%	76%	13%	3%	96%	1%
Shida Kartli - N=300	68%	32%	0%	11%	88%	0%	1%	99%	0%	5%	93%	2%	9%	91%	1%
Total - N=3400	43%	56%	0%	23%	77%	0%	10%	89%	1%	15%	81%	4%	18%	81%	1%

57% of the respondents in Racha-Lechkhumi/ Kvemo Svaneti say their settlements lack *traffic lights*, according to the survey results and 99% of respondents in Guria report there are no *traffic lights* at all where they live. The situation is much different in Tbilisi, where 82% positively evaluate the *traffic light* situation. The absence of

street *illumination* was the most reported in Racha-Lechkhumi/Kvemo Svaneti (32%). In terms of house numbering, 87% of interviewees in Guria said there is no house numbering at all, compared to Tbilisi, where 86% report house numbering is good in the capital.

Table # 21 - Evaluation of infrastructure (traffic signs, traffic lights, house numbering) by regions - 2017 data

	Traffic signs			Traffic lights			Illumination			House numbering		
	Bad	Good	Not avail-able	Bad	Good	Not avail-able	Bad	Good	Not avail-able	Bad	Good	Not avail-able
Tbilisi - N=400	18%	82%	0%	15%	85%	0%	5%	95%	0%	13%	86%	2%
Adjara - N=300	9%	45%	46%	11%	37%	52%	10%	63%	27%	4%	56%	40%
Guria - N=300	7%	62%	31%	0%	1%	99%	15%	52%	33%	7%	6%	87%
Imereti - N=300	19%	38%	43%	16%	27%	57%	11%	59%	30%	15%	36%	49%
Kakheti - N=300	16%	56%	28%	2%	18%	80%	4%	79%	16%	3%	21%	76%
Mtskheta-Mtianeti - N=300	19%	29%	52%	10%	2%	88%	15%	70%	15%	12%	28%	60%
Kvemo Kartli - N=300	13%	47%	40%	19%	38%	43%	12%	67%	22%	18%	38%	44%
Racha-Lechkhumi/Kve-mo Svaneti - N=300	11%	32%	57%	1%	2%	98%	9%	58%	32%	4%	13%	83%
Samtskhe-Javakheti - N=300	21%	37%	43%	6%	18%	76%	19%	72%	10%	10%	35%	55%
Samegrelo-Zemo Svaneti - N=300	16%	71%	14%	12%	46%	42%	12%	67%	22%	34%	26%	40%
Shida Kartli - N=300	28%	46%	26%	1%	35%	64%	14%	82%	4%	3%	38%	59%
Total - N=3400	17%	58%	25%	12%	46%	42%	9%	76%	15%	13%	49%	38%

In the **highland settlements**, the survey shows there is a limited availability of different infrastructural services. Namely, these settlements are not provided with house numbering (88%), traffic lights (95%) and traffic signs (79%). Local

roads are mostly evaluated as "bad" (67%), but highway (73%), public transportation (62%) and its price (75%) were evaluated positively by most interviewees.

Table # 22 - Evaluation of infrastructure (local roads, outside roads, highway, public transportation, price of transportation, traffic signs, traffic lights, street illumination) by highland settlements - 2017 data

	Highland settlements		
	Bad	Good	NA
Local roads	67%	33%	0%
Outside roads	47%	53%	0%
Highway	24%	73%	3%
Public transportation	27%	62%	10%
Price of transportation	21%	75%	4%
Traffic signs	6%	15%	79%
Traffic lights	3%	2%	95%
Illumination	18%	48%	34%
House numbering	6%	6%	88%

The study results show a positive trend in terms of road infrastructure changes: the unavailability rate of traffic signs, traffic lights, illumination and house number was the highest in 2013, with marked im-

provement in all indexes in 2015 and 2017. In addition, 2017 evaluations are the highest in terms of local roads, public transportation and its price, traffic lights, illumination and house numbering.

Table # 23 - Road infrastructure - 2013/2015/2017 data

	2013			2015			2017		
	Bad	Good	Not available	Bad	Good	Not available	Bad	Good	Not available
Local roads	53%	47%	-	46%	54%	-	43%	57%	-
Outside roads	28%	73%	-	19%	80%	-	23%	77%	-
Highways	8%	88%	4%	6%	92%	1%	10%	89%	1%
Public transportation	22%	73%	6%	12%	82%	6%	15%	87%	4%
Price of transportation	32%	66%	2%	20%	79%	1%	18%	81%	1%
Traffic signs	14%	65%	33%	18%	64%	17%	17%	58%	25%
Traffic lights	11%	39%	49%	11%	41%	48%	12%	46%	42%
Illumination	12%	62%	26%	11%	66%	22%	9%	76%	15%
House numbering	20%	42%	38%	14%	46%	39%	13%	49%	37%

Results of Qualitative Study – Road Infrastructure

FG discussion participants spoke about various issues related to road infrastructure: condition of roads, parking, public transportation, traffic lights, house numbering.

Regarding the **condition of roads**, discussion participants noted ongoing work, which in itself was evaluated positively. People complained, however, that the work is inconsistent and poorly planned. Group participants mentioned problems related to white lines and the marking of pedestrians crossing (known as a "zebra") as well as improper regulatory signs. Respondents noted that more crosswalks are necessary in the city because not everyone can use the existing overpass bridges and underground passages are not always in good condition.

"They dig roads, then repair them, dig again and re-repair. For example, they installed water pipes and repaired the road, then it turns out they forgot something and had to dig it up again... We have already lost count how many times they have done this and where they put pipes." [Woman, medium income, Kutaisi resident]

"The white traffic marks [on the roads] are faded;

they are no longer visible." [Man, medium income, Tbilisi]

"A lot of streets lack white markings. You can't understand which side is yours and which not." [Man, medium income, Kutaisi resident]

"The speed limit signs are regularly damaged and no one replaces them; even speed bumps are not repaired, this is particularly important on small streets where children are moving around." [Woman, low income, Tbilisi resident]

"There are not enough of the so-called "zebra" crossings in the city, there should be more to allow people walk; they often run to cross the street." [Man, medium income, Tbilisi resident]

Problems related to **house numbering** was highlighted by FG participants in Kutaisi where it was noted that this is a major issue in many districts of the city.

"Our district is old and no one has updated the house numbers since they were originally done in during the Soviet Union." [Man, medium income, Kutaisi resident]

"There is a district which has no house numbering at all." [Woman, low income, Kutaisi resident]

In terms of road infrastructure, **parking** was named as one of the most serious problems in Tbilisi. According to FG participants, the prob-

lem is due to the excessive number of vehicles in the city as well as the lack of control over the behavior of public transportation vehicles, mainly minibuses. Other contributing factors include drivers' use of pedestrian areas and the absence of bicycle paths. Discussion participants had specific suggestions to address this problem. Namely, they mentioned imposing certain scheduled limits on the movement of cars in the city as well as introducing a lower price for public transportation. However, it was also noted that these strategies may not work due to cultural preferences, like the habit of driving everywhere.

"There are no parking lots, there are so many cars parked along the roads that there is no space to move. I would approve if the government imposes fines for parking on the sidewalk." [Woman, medium income, Tbilisi resident]

"I ride a bicycle to work and the roads are terrible, there have been rumors about creating cycling paths but there is still no progress." [Woman, medium income, Tbilisi resident]

"In my opinion, regarding traffic jams, the following principle would be good: cars with odd numbers could drive one day, cars with even numbers could drive the next day. This would reduce the traffic." [Man, low income, Tbilisi resident]

"I remember when one of the candidates won the election for mayor in some city in a Baltic country due to his program for simplifying traffic jams. I don't remember exactly, but I guess municipal transportation became completely free or very cheap and it worked, it motivated people to take the bus to work. I think Tbilisi City Hall could elaborate a similar principle here too. Drivers may like it and not drive their cars to work." [Woman, low income, Tbilisi resident]

"This would be ideal, but you have to consider the Georgian way of thinking. People drive even when they want to buy bread." [Man, low income, Tbilisi resident]

In another discussion about road infrastructure in Tbilisi, people mentioned **traffic lights**. Respondents highlighted the advantage of "traffic lights with countdown timers".

"[Traffic lights with timers] are very good, you see that it will change in two minutes and you don't run like crazy." [Man, medium income, Tbilisi resident]
"Yellow lights are not recommended; there must be green and red lights. Yellow is from the Communist era." [Man, medium income, Tbilisi resident]

FG participants gave a positive assessment to the introduction of new buses in Tbilisi when they discussed public transportation in the capital. As noted during the discussion, important changes need to be implemented in this direction in order to improve the flow of traffic in the city. According to one of the suggestions, although it is an expensive project, the tram line should be restored in Tbilisi and the number of minibuses should be reduced. It was also noted that although the availability of new buses is clearly a positive change, the infrastructure is not ready for the new buses. For example, disabled passengers can use these new adapted buses, but the bus stops have not been adapted for their needs. In terms of public transportation in Kutaisi, it was noted that the lack of bus stops is a problem; respondents expressed a desire to have proper bus stops with information boards installed in the city ("When you arrive at a bus stop, you can't even tell whether it is bus stop or not. Could they not install a proper bus stop for people to wait in the rain?").

"If we want the situation to improve in Tbilisi, I would add electric modes of transportation, I would cut the number of minibuses. A tram would be safe; it is ecologically clean." [Man, medium income, Tbilisi resident]

"Introducing new buses was important. When taking that bus, I feel like I am in Europe for at least 15 minutes; these buses are very comfortable but once you get off, you face a different reality... even for wheelchair users, disabled persons – the environment [at the bus stops] has not been adapted [to their needs]." [Woman, low income, Tbilisi resident]

"Before they introduced the new buses, they should have repaired the roads. Their work is inconsistent." [Man, low income, Tbilisi resident]

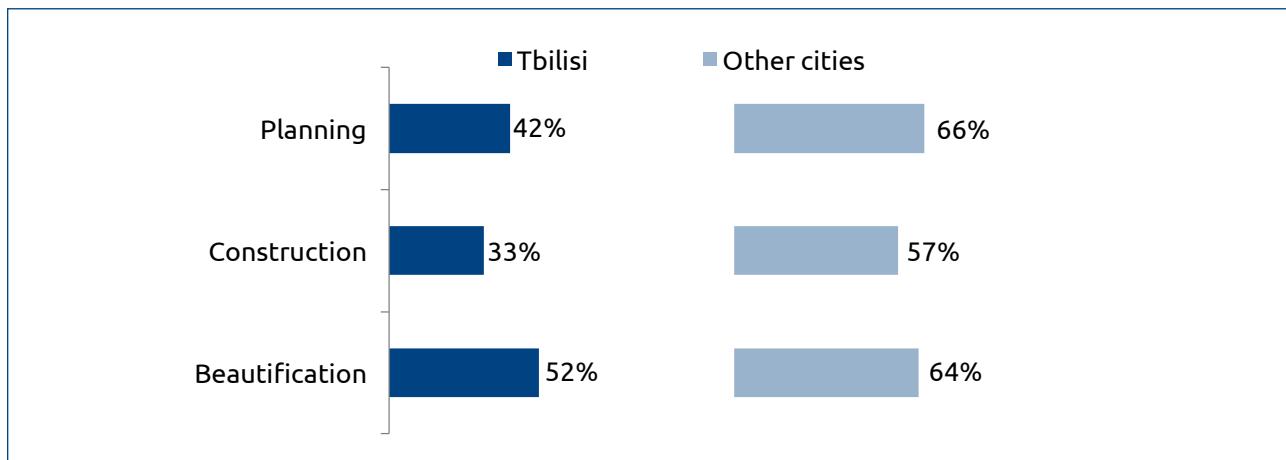
5.7. Various Services

5.7.1. Planning of Settlements

Within the scopes of the study, only city residents expressed a high level of satisfaction with urban planning, construction regulation and beautification. The results of the study show that interviewees residing in urban areas are mostly sat-

isfied with the planning of their cities as well as construction regulations and beautification. It is worth mentioning, however, that the level of satisfaction is higher in cities other than Tbilisi and the number of respondents who are dissatisfied with all three components is rather high (three-four urban residents out of every ten).

Figure # 76 - Satisfaction with urban planning, construction, beautification by Tbilisi/other cities - 2017 data

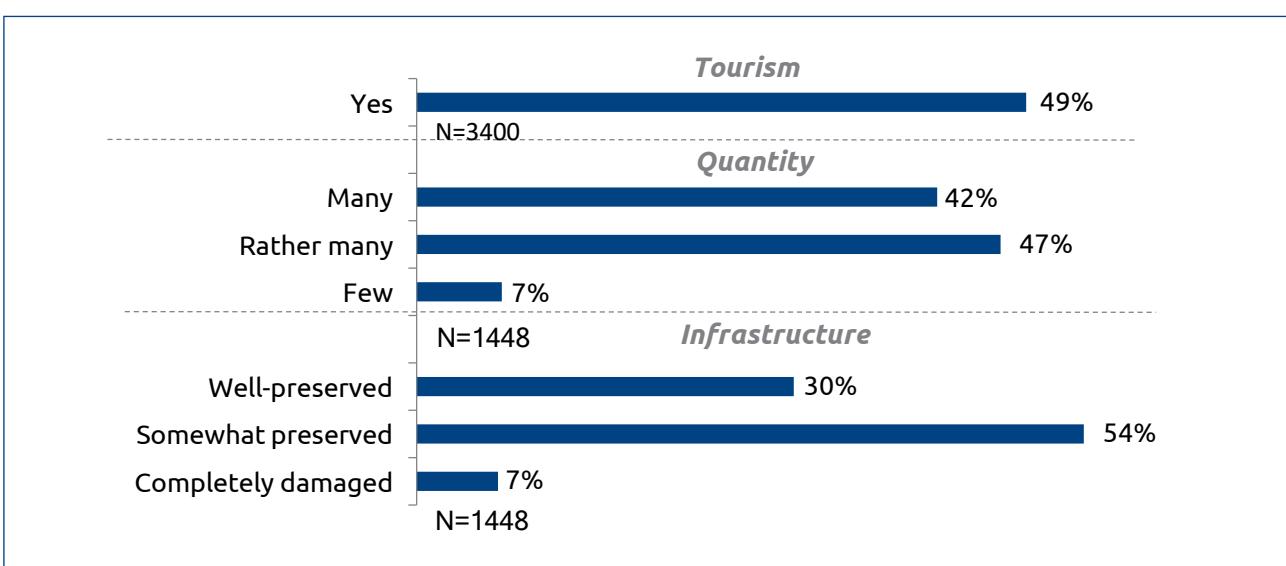


5.7.2. Tourism

49% of the study respondents report that tourism is developing in their region. Nearly half of them say that many tourists travel to their district; slightly fewer – 47% – categorize the number of tourists visiting their district/region as

“rather many.” The respondents also highly assess the tourism infrastructure in their district: 54% said it is somewhat adequate and 30% said it is completely satisfactory. 65% of respondents report that the largest number of tourists come to their area in the summer.

Figure # 77 - Development/priority of tourism in the district/region, number of tourists, evaluation of infrastructure - 2017 data



The study results indicated that tourism is the mostly highly developed in the capital (79%) and less developed in other **cities** (43%) or **rural areas** (32%). Results by **regions** show that, apart from Tbilisi, the highest level of development is reported in Adjara (69%) and the lowest in Kve-mo Kartli (6%). According to respondents, there

is adequate infrastructure in their regions to host tourists. Summer is the most popular tour-istic season for every region excluding Mtskhe-ta-Mtianeti and Shida Kartli. These two regions are intensively visited throughout year (48% - 47%), according to the survey.

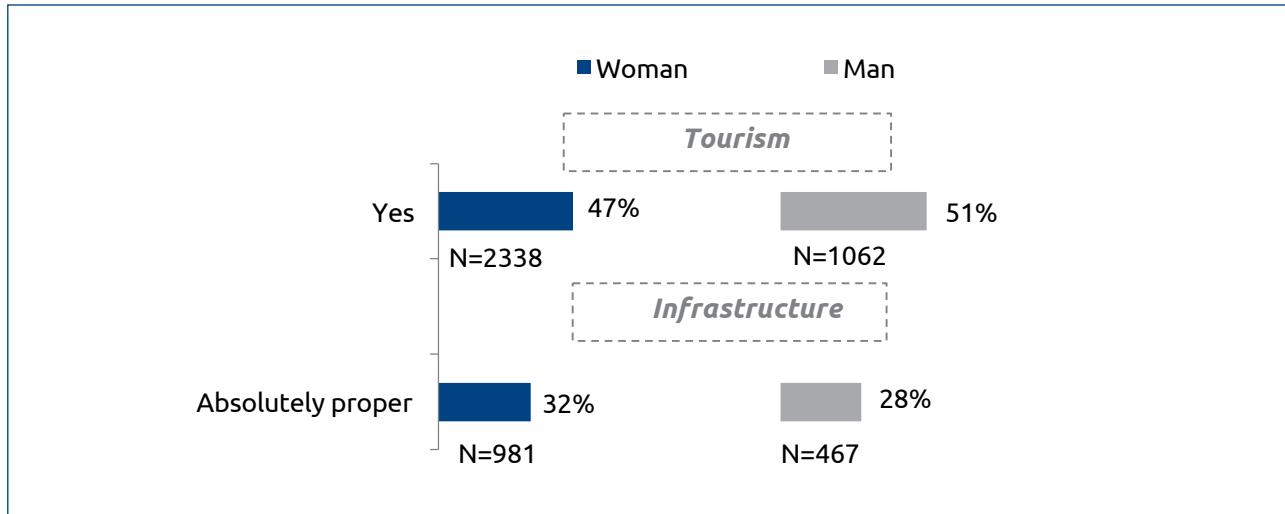
Table # 24 - Development/priority of tourism in district/region, evaluation of infrastructure, season - 2017 data

	Tourism	Infrastructure			Season				Entire year
		Yes	Completely improper	Somewhat proper	Completely proper	Autumn	Winter	Spring	
Tbilisi - N=400	79%	7%	48%	31%	0%	5%	3%	50%	34%
Adjara - N=300	69%	6%	39%	51%	0%	5%	1%	88%	6%
Guria - N=300	23%	9%	89%	1%	0%	0%	3%	97%	0%
Imereti - N=300	31%	8%	55%	30%	1%	1%	7%	82%	5%
Kakheti - N=300	47%	4%	90%	4%	3%	0%	4%	77%	13%
Mtskheta-Mtianeti - N=300	48%	8%	35%	43%	2%	2%	2%	42%	48%
Kvemo Kartli - N=300	5%	7%	46%	26%	0%	0%	0%	86%	10%
Racha-Lechkhumi/Kvemo Svaneti - N=300	54%	14%	55%	26%	0%	0%	4%	93%	0%
Samtskhe-Javakheti - N=300	41%	9%	54%	25%	0%	13%	3%	73%	9%
Samegrelo-Zemo Svaneti -N=300	49%	4%	66%	26%	0%	0%	2%	91%	6%
Shida Kartli - N=300	23%	0%	60%	36%	1%	0%	10%	35%	47%
Total - N=3400	49%	7%	54%	30%	1%	4%	3%	65%	22%

In **highland settlements** 26% of respondents say tourism is developed in their region and many (21%) or rather many (45%) tourists come to visit. In terms of infrastructure, interviewees in the majority of settlements note that infrastruc-ture is somewhat adequate (52%) or completely adequate (21%). Two out of ten respondents report that local infrastructure is in very poor condition, however. Summer is the peak (68%) season for highland settlements, although some

respondents did note tourists travel to the region throughout the year (11%), with 15% underscor-ing the number of visitors in the winter months. Results by **gender** show that more men (51%) report tourism development in their district than women (47%). In terms of tourism infrastructure, among those who said tourism is developed in their region, 32% of women say it is absolutely functional in due condition to host tourists, com-pared to 28% of men.

Figure # 78 - Development of tourism in district/region, evaluation of infrastructure by gender - 2017 data

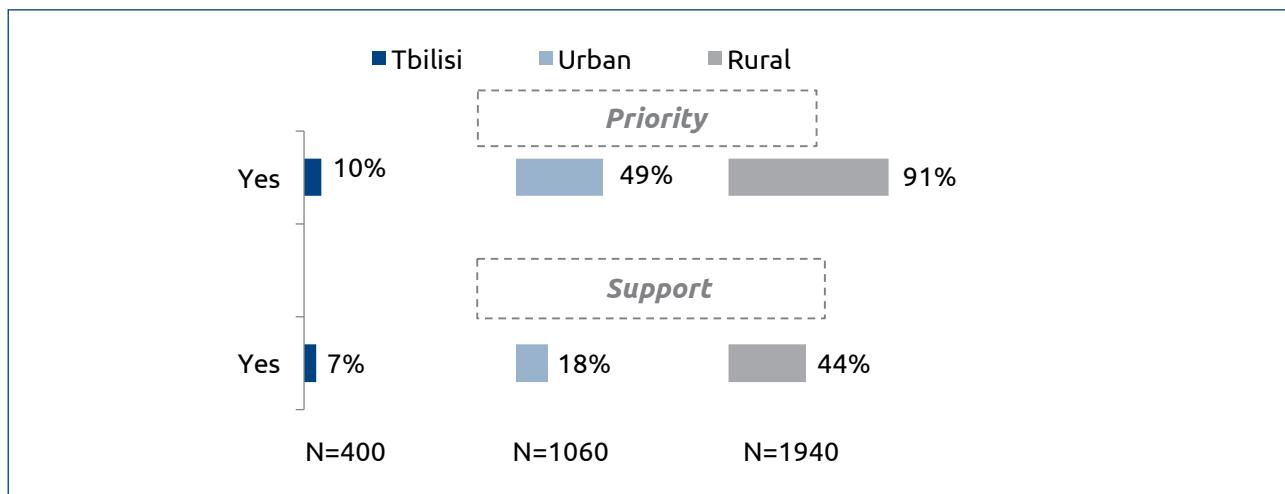


5.7.3. Agriculture

The study results show that agriculture is a priority field for 55% of respondents. Respondents were nearly evenly split over the existence of state support in that sector: 26% said support exists, compared to 30% who report no state support exists in their settlement. The majority of interviewees (73%) do not use any kind of state assistances for any type of agriculture activities. 23% of interviewees report they have access to vouchers allocated for land processing and technical equipment, 10% of respondents say they have used the assistance allocated for fertilizers/pesticides and were satisfied with it.

As expected, agriculture was named as a priority field by far more respondents (91%) in **rural areas** than in other cities (49%) or in Tbilisi (10%). Although 44% of respondents in rural areas said state support for agriculture is available, 39% of interviewees said that the state does not support agriculture in their regions. 48% of respondents in rural areas do not use any of the state allowances allocated for different agriculture activities. 44% of respondents report a high availability of vouchers for land processing and technical equipment in rural areas, however. In addition, interviewees residing in rural areas note the availability of fertilizers/pesticides (19%) and the possibility to rent technical equipment (13%).

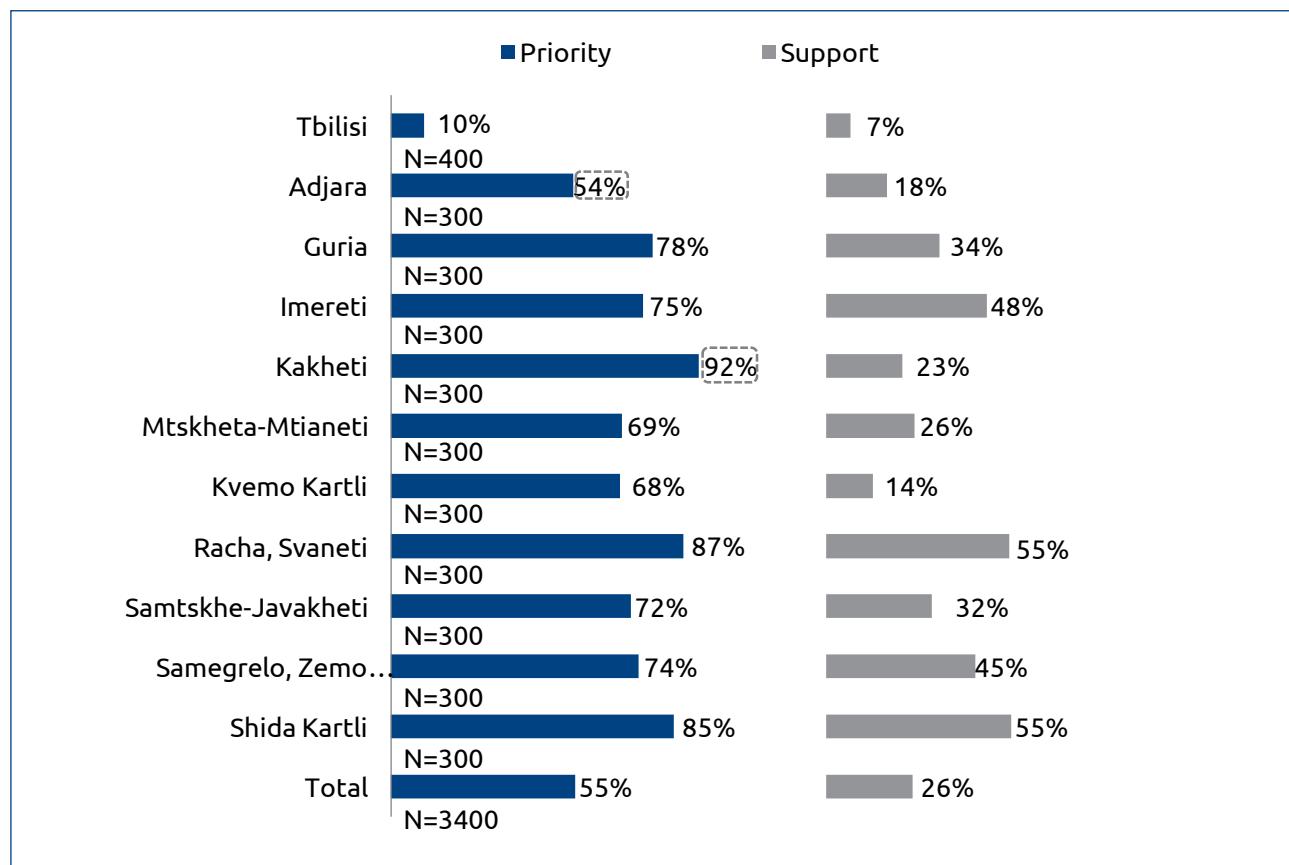
Figure # 79 - Priority of agriculture, support of the state by urban/rural areas - 2017 data



In the **regions**, agriculture appeared to be the highest priority for Kakheti (92%) and, if responses from Tbilisi are discounted as it is not a priority area in the capital, Adjara region is the least in-

terested (54%). The highest level of state support is reported in Shida Kartli (55%) and Racha-Lechkhumi/Kvemo Svaneti (55%); the lowest level of support is reported in Kakheti (14%).

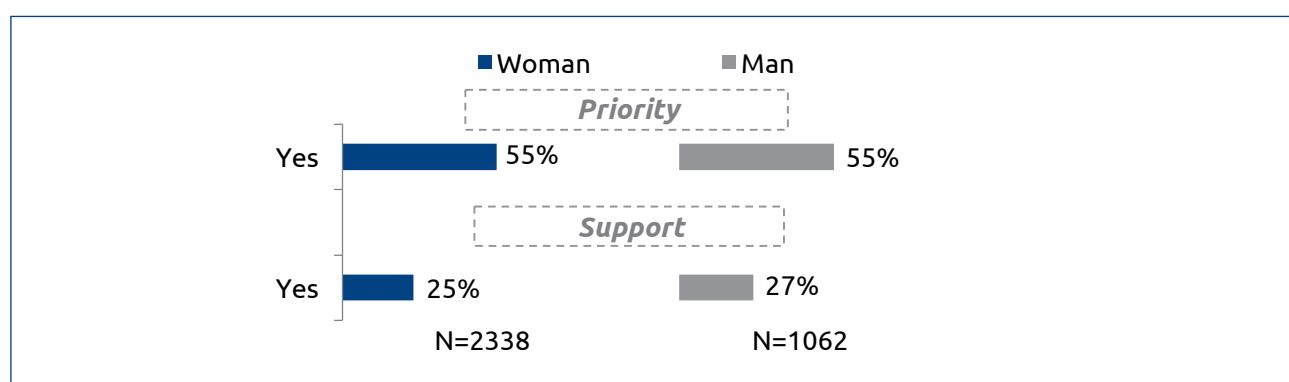
Figure # 80 - Priority of agriculture, state support of the field by regions - 2017 data



In **highland settlements**, nine out of ten interviewees named agriculture as a priority for their district (90%). 38% of them say that the state supports agriculture, compared to 53% who say it does not.

The results by **gender** indicate that agriculture is viewed as a priority by an equal number of women and men (55%-55%). There are no substantial differences in men and women's responses about state support (women – 25%, men – 27%).

Figure # 81 - Priority of agriculture, state support of the field by gender - 2017 data



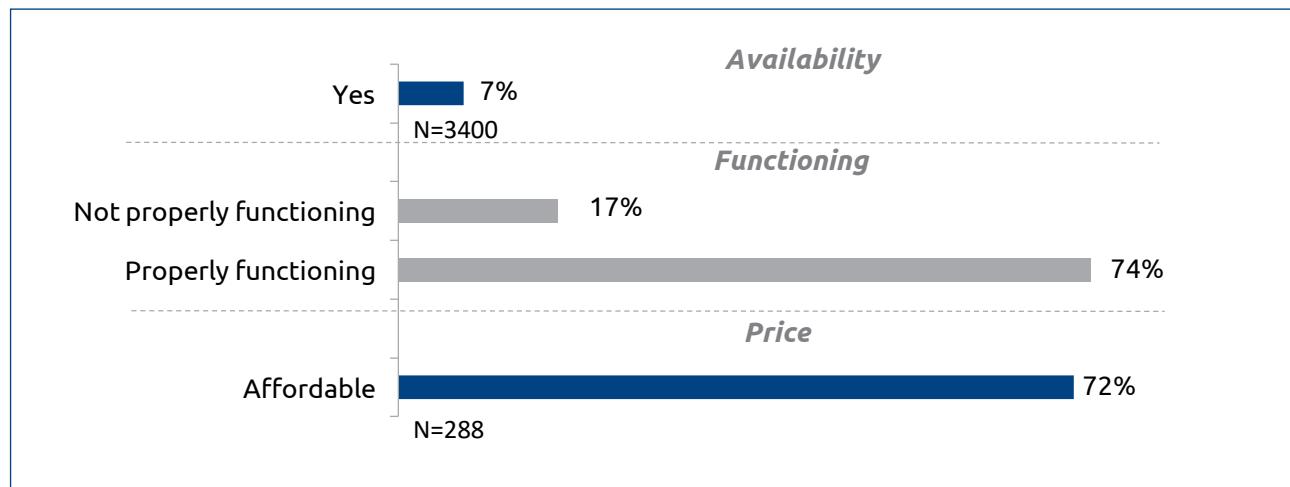
There are no substantial differences in terms of using different state assistances as most respondents in the regions and the highland settlements do not report using any assistance. Among the assistance offered in their areas, vouchers for land processing and technical equipment and fertilizers/pesticides are the most widely available. It is also worth mentioning that respondents are

mostly satisfied with the assistance provided.

5.7.4. Irrigation System

Only 7% of interviewees have access to irrigation service, 26% say they do not need it. Out of the group who has access to an irrigation system, which is largely based in villages, 74% say it works properly and 72% say it is affordable.

Figure # 82 - Availability of irrigation system, proper functioning, evaluation of service fee - 2017 data

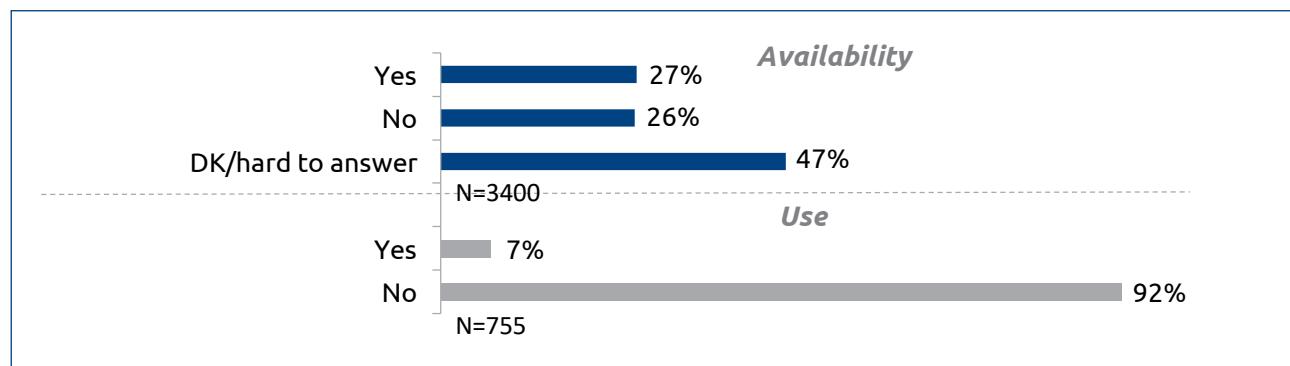


5.7.5. Free Legal Aid

Almost an identical number of respondents report the availability (27%) and unavailability

(26%) of free legal aid in their district. The majority of the respondents or their family members have not used this service (92%).

Figure # 83 - Availability of free legal aid, use of service - 2017 data



Results by **urban/rural** areas show that respondents noted that free legal aid is the most widely available in Tbilisi (38%), compared to 28% of respondents in other cities and 18% of respondents in rural areas. Almost half of respondents are not informed about free legal aid services in both urban (48%) and rural (48%) areas. 44% of

Tbilisi residents do not know about free legal aid. In the **regions**, free legal aid is reported to be the most widely available in Shida Kartli (55%), compared to 10% in **highland settlements**. In terms of **gender**, out of the 7% who report using free legal aid services, 68% was female and 32% was male. The majority of respondents have not used

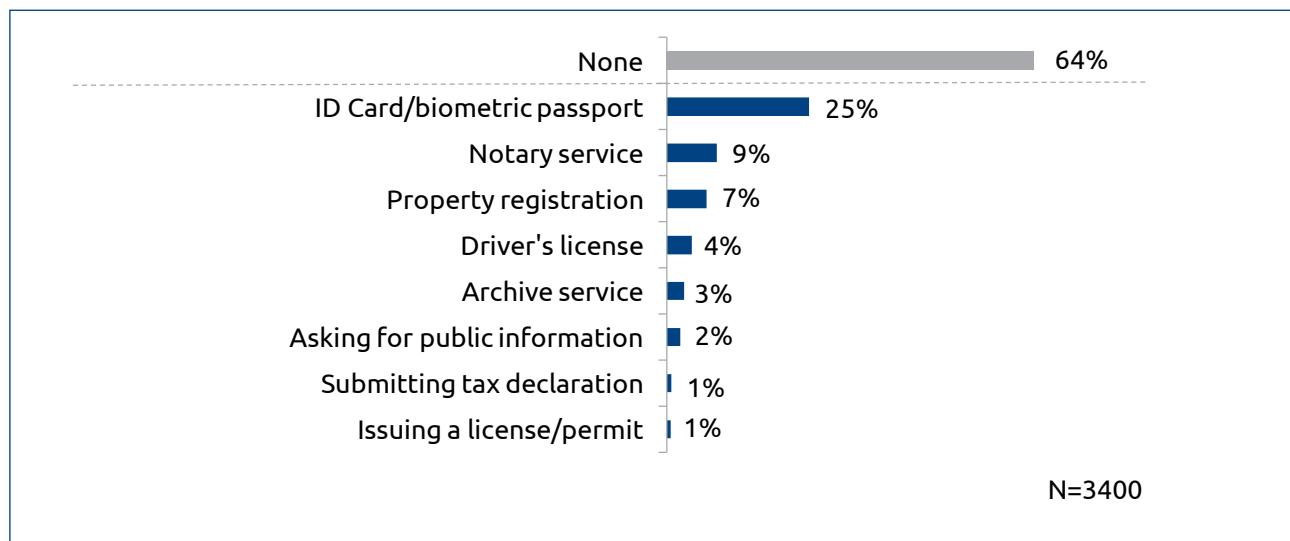
this service. However, among those who were provided with free legal aid, the majority is satisfied with the speed of the service as well as the professionalism of the staff.

5.7.6. Various Public Services

Various public services used by the study respon-

dents over the past two years have been evaluated within the study. The results show that the majority of the respondents have not used any of the public services included on the list provided (64%). However, among the services used by the respondents, the most popular service is obtaining an ID card/biometric passport (25%).

Figure # 84 - Consumption of various public services - 2017 data

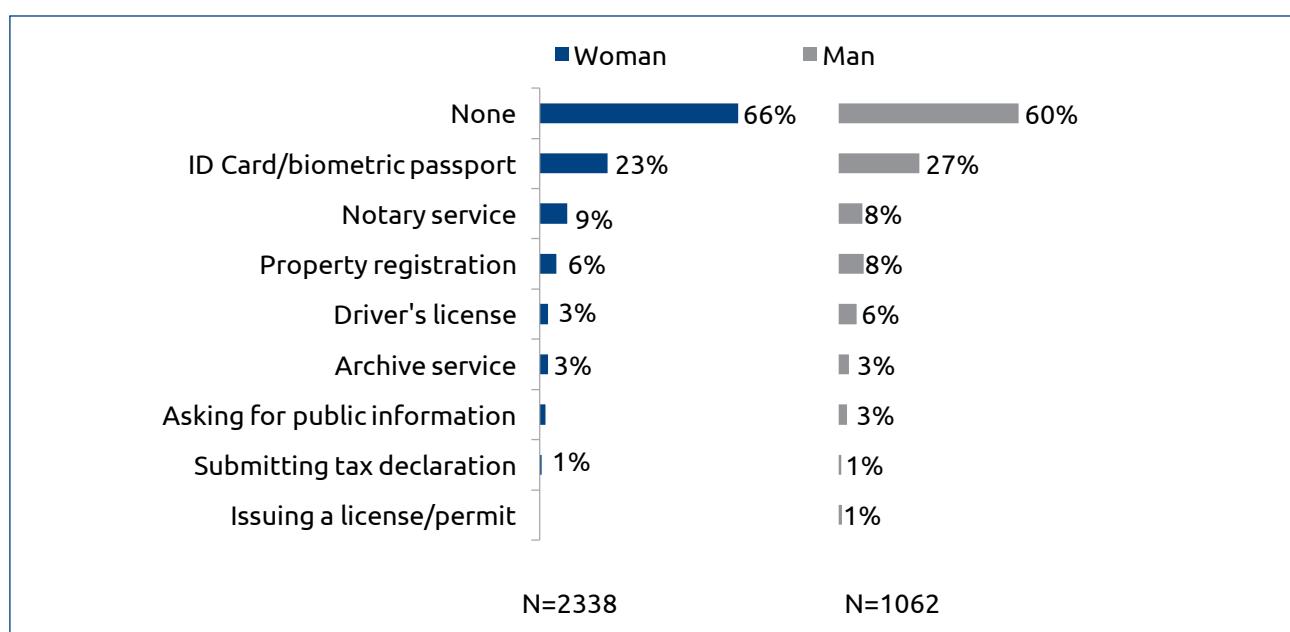


The study results suggest that consumers of public services do not have any complaints about the timely provision of documents and responses to requests for information or the location of institutions. Overall, respondents are satisfied with the services they have used, and the majority of

those who have used public services say the fees are affordable.

In terms of **gender**, more men (27%) report they have obtained an ID card/biometric passport than woman (23%).

Figure # 85 - Consumption of various public services by gender - 2017 data



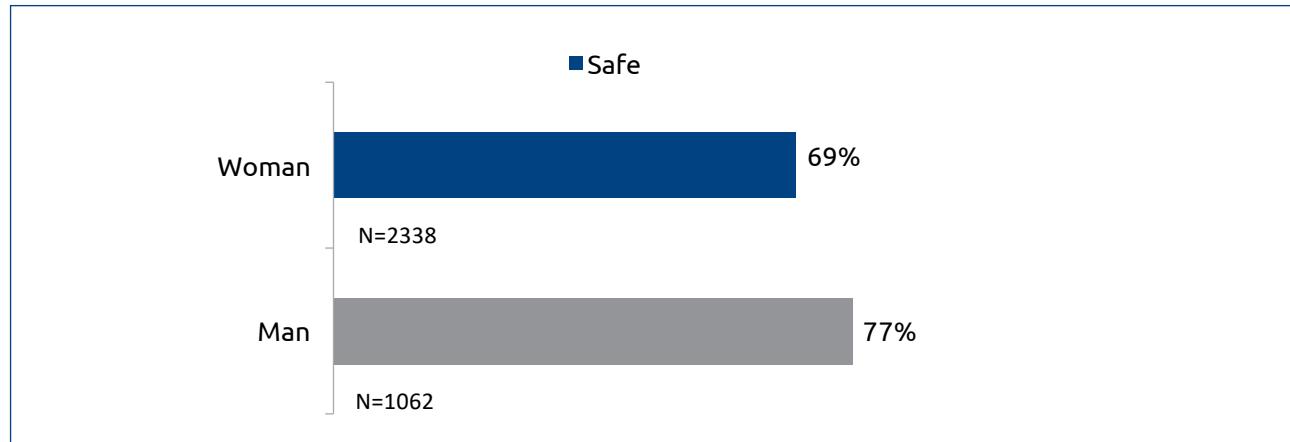
Only 10 respondents in the survey took part in public tenders, auctions and procurements, which is too small of a pool of interviewees to conduct an analysis of the respective data.

5.7.7. Safety

The majority of interviewees feel safe in their communities (77%), according to the survey re-

sults. Residents in **rural** areas feel far safer (91%) than in Tbilisi (54%) or other cities (77%), however. According to **regions**, residents in Racha-Lechkhumi/Kvemo Svaneti feel the safest (94%). The majority (87%) of respondents in **highland communities** also feel safe. In terms of **gender**, men feel safer (77%) than women (69%).

Figure # 86 - Sense of safety by gender - 2017 data



The study results suggest that respondents perceive the consumption of alcohol (29%) as one of the biggest problems in their communities. The

majority of respondents do not think that drug abuse, minor hooliganism, divorce or domestic violence are problems in their settlements.

Table # 25 - Prevalent problems in community - 2017 data

	Not prevalent	Prevalent	Don't know
Robbery	85%	9%	6%
Drug abuse	75%	13%	12%
Consumption of alcohol	66%	29%	5%
Minor hooliganism	78%	13%	9%
Domestic violence	67%	10%	24%
Divorce	63%	16%	21%

In terms of **gender**, slightly more women (12%) than men (7%) believe that domestic violence and divorce are problems in their communities; 20% of women believe divorce is a problem, compared to 13% of men.

The consumption of alcohol is more often perceived as a problem in Tbilisi (58%) and other cities (27%) rather than in rural areas (11%), according to the results of the study. In regions outside of the capital, the highest number of respondents who believe alcoholism is a problem was registered in Mtskheta-Mtianeti (47%).

Table # 26 - Prevalence of alcoholism by regions - 2017 data

	Almost not prevalent	Prevalent
Tbilisi (N=400)	34%	58%
Adjara (N=300)	88%	9%
Guria (N=300)	90%	7%
Imereti (N=300)	86%	13%
Kakheti (N=300)	69%	29%
Mtskheta-Mtianeti (N=300)	49%	47%
Kvemo Kartli (N=300)	66%	27%
Racha-Lechkhumi/Kvemo Svaneti (N=300)	95%	4%
Samtskhe-Javakheti (N=300)	82%	14%
Samegrelo-Zemo Svaneti (N=300)	81%	16%
Shida Kartli (N=300)	88%	8%
Total (N=4300)	66%	29%

Fire and Rescue Services

Fire (93%) and rescue (85%) services are available for the majority of Georgian population, according to the study results. Most interviewees have

not used these services; the majority of those who have used the services report that assistance was provided quickly and have high levels of satisfaction for both services.

Table # 27 - Availability of fire and rescue services, consumption, timely assistance, overall satisfaction - 2017

	Availability	Consumption		Timely assistance		Overall satisfaction		Cannot say
		Yes	No	Yes	No	Satisfied	Dissatisfied	
Fire service	93%	10%	90%	84%	16%	92%	1%	7%
Rescue service	85%	11%	89%	85%	15%	91%	2%	7%

Fire and rescue services are available in every **region** according to 70% of the respondents. However, it is worth mentioning that the lowest availability of both fire and rescue services is reported in Shida Kartli (84% and 69% respectively). In terms of **urban/rural** areas, the study showed that fire fighting services are equally available in both urban and rural areas. The availability of the rescue service, however, differs depending on the location of the respondent: the level of availability is the highest in the capital (92%); compared to other cities (84%) and rural areas (80%). More people use fire (15%) and rescue (12%) services

in rural areas. Respondents also reported differences in the timeliness of the services provided: 89% of interviewees in rural areas and other cities reported prompt fire services in their areas, compared to 47% in Tbilisi. Swift rescue service was reported by the most respondents in other cities (93%), compared to 89% in rural areas and 72% in Tbilisi.

5.7.8. Online Services

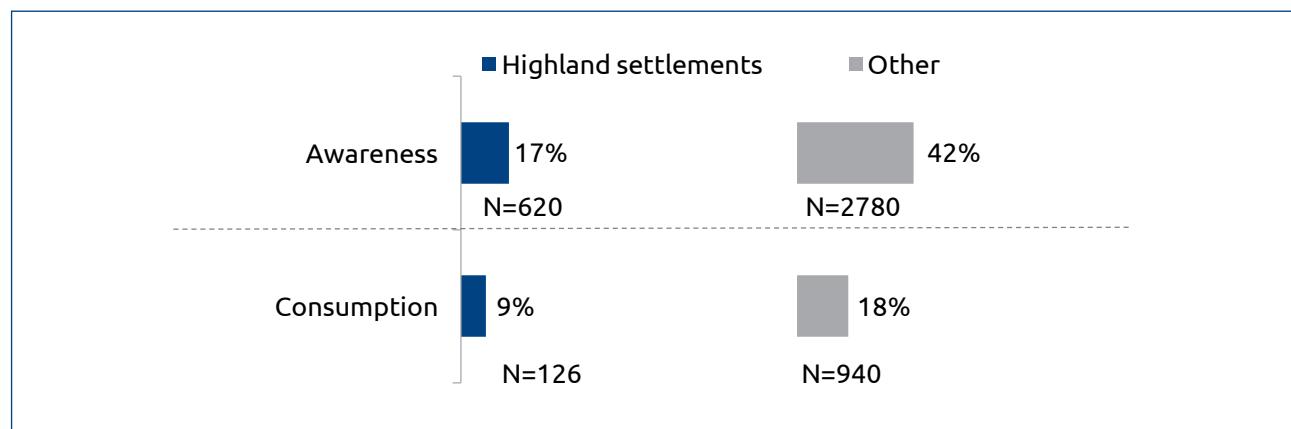
The study results show that four out of ten interviewees are informed about online services provided by the state (39%). Out of that group,

however, only 18% has actually used state e-services and an absolute majority of them (98%) is satisfied.

The level of awareness about e-services is higher in **urban** areas (Tbilisi – 63%, other cities – 35%) than in rural areas (26%) and the services are also used more frequently in cities (Tbilisi – 21%, other cities – 25%) than in villages (7%). However, there are no substantial differences in terms of satisfaction with e-services as an absolute majority of respondents across the country (rural – 100%, Tbilisi – 97%, other cities – 98%) are satisfied with the services they have used.

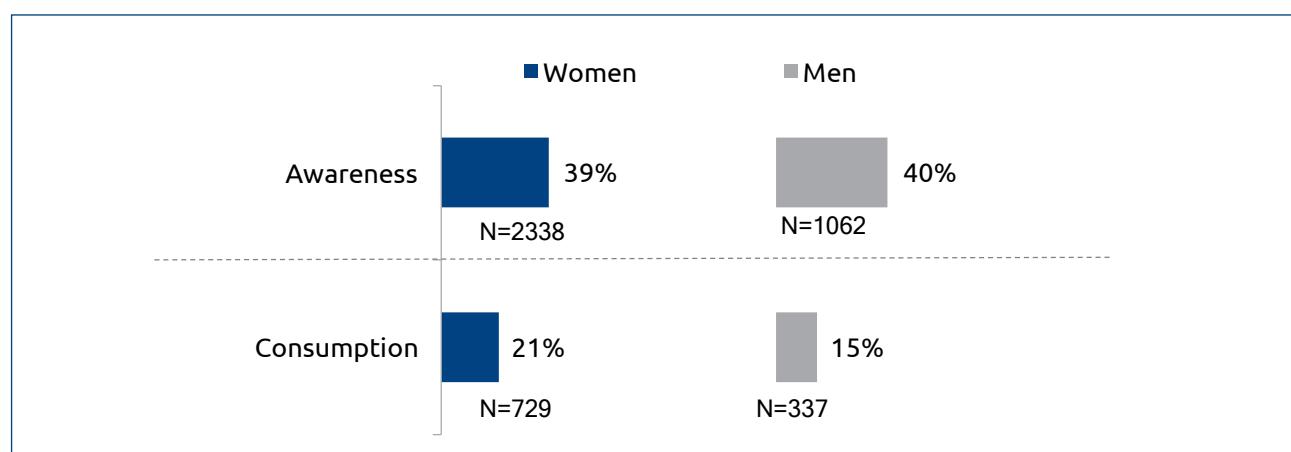
In terms of **regions**, the level of awareness about state e-services is the highest in Shida Kartli (69%) and the lowest in Samtskhe-Javakheti (15%). The highest rate of respondents who report using e-services (outside of the capital) is in Kvemo Kartli (27%), according to the survey results. There are almost no differences in terms of satisfaction with services in regions due to the fact that the level of satisfaction is high in every region. In **highland settlements**, 17% of interviewees are aware of e-services and only 9% of them reported using them.

Figure # 87 - Awareness on e-services, consumption of e-services by highland settlements - 2017 data



In terms of gender, women (39%) and men (40%) are equally informed about e-services but slightly more women (21%) used the services than men (15%).

Figure # 88 - Awareness on e-services, consumption by gender - 2017 data



5.7.9. Ecology

According to the study results, the majority of interviewees believe that the air in their community is polluted (44%); 42% say the soil is not polluted and, out of that group, 35% believe the nat-

ural water reservoirs in their settlements are not polluted, either. 32% of the respondents say that the government does not organize any activities to clean polluted areas.

Table # 28 - Condition of air, soil, natural water reservoirs - 2017 data

	Air	Soil	Natural water reservoirs
Polluted	44%	37%	33%
Not polluted	38%	42%	35%
More or less polluted	15%	12%	10%

In **urban/rural** areas, there is a stark difference in how respondents assess their environment: 89% of interviewees in Tbilisi and 48% on other cities reported that the air is polluted in their settlement, compared to 12% in rural areas. The results are similar in terms of perceptions about the pol-

lution of the soil or natural water reservoirs. In the **regions**, respondents from Racha-Lechkhumi/Kvemo Svaneti report the fewest concerns about pollution in the area. Few respondents report pollution in highland settlements.

Table # 29 - Index of air, soil and water reservoir polluted by regions - 2017 data

	Tbilisi	Adjara	Guria	Imereti	Kakheti	Mtskheta-Mtianeti	Kvemo Kartli	Racha-Lechkhumi, Svaneti	Samtskhe-Javakheti	Samegrelo-Zemo Svaneti	Shida Kartli
Air	89%	30%	16%	40%	23%	15%	15%	2%	13%	23%	25%
Soil	78%	17%	12%	35%	21%	7%	13%	1%	10%	15%	14%
Natural water reservoir	60%	10%	21%	35%	23%	21%	24%	4%	23%	18%	11%

In terms of **gender**, more women perceive the environment as polluted than men in all three areas: air, soil and natural water reservoirs.

Table # 30 - Condition of air, soil and natural water reservoir by gender - 2017 data

	Air		Soil		Natural water reservoir	
	Woman	Man	Woman	Man	Woman	Man
Polluted	47%	41%	38%	35%	35%	30%
More or less polluted	14%	16%	11%	13%	9%	11%
Not polluted	36%	41%	41%	43%	34%	38%

Various Services - 2013/2015/2017

Results in **urban planning** showed that during all three rounds, respondents are the least satisfied with construction and the most satisfied with beautification efforts, although it should be noted that the number of respondents dissatisfied with each parameter is rather high. The number of respondents reporting dissatisfaction with urban planning was fairly stable in all three rounds (2013 – 59%, 2015 – 57%, 2017 – 59%). Respondents were the most unhappy with construction in 2017 (2013 – 54%, 2015 – 56%, 2017 – 55%). And they reported the lowest satisfaction levels

for beautification in 2013 (48%), compared to 62% in 2015 and 64% in 2017.

Over the course of the three rounds of surveys, a growing number of respondents reported tourism development in their settlements: 29% in 2013, 38% in 2015 and 49% in 2017.

In the **regions**, tourism development increased in the majority of regions in the 2015 and 2017 surveys, especially in Tbilisi (2013 – 50%, 2015 – 50%, 2017 – 79%) and Adjara (2013 – 51%, 2015 – 53%, 2017 – 69%).

Table # 31 - Tourism development by regions - 2013/2015/2017 data

	2013	2015	2017
Tbilisi - N=400	50%	50%	79%
Adjara - N=300	51%	53%	69%
Guria - N=300	4%	17%	23%
Imereti - N=300	52%	34%	31%
Kakheti - N=300	58%	38%	47%
Mtskheta-Mtianeti - N=300	27%	33%	48%
Kvemo Kartli - N=300	11%	13%	6%
Racha-Lechkhumi/Kvemo Svaneti - N=300	9%	65%	54%
Samtskhe-Javakheti - N=300	25%	47%	41%
Samegrelo-Zemo Svaneti -N=300	12%	34%	49%
Shida Kartli - N=300	7%	30%	23%
Total - N=3400	29%	38%	49%

As expected, there are significant differences in urban and rural areas in terms of the degree that **agriculture** is viewed as a priority: 38% of urban residents considered agriculture as a priority for their district in 2015, compared to 87% of rural residents the same year. In 2017, the number fell in urban areas to 29% but grew to 91% in rural areas. The majority of urban residents who believe that agriculture is a priority for their district do not receive any assistance. In rural areas, 81% of respondents received vouchers for land processing/technical equipment in 2013, compared to 70% in 2015 (70%). The number fell in 2017, with 48% of rural respondents reporting they did not receive any agricultural assistance.

The responses from all three rounds of the study indicate that only a small portion of the population has access to the central **irrigation** system (2013 – 8%, 2015 – 10%, 2017 – 7%). As expected, the availability of the system is higher in rural areas (2013 – 15%, 2015 – 21%, 2017 – 13%) than in urban areas (2013 – 2%, 2015 – 1%, 2017 – 3%).

The number of respondents reporting the availability of **free legal aid** in their district has steadily increased over the three rounds of surveys (2013 – 16%, 2015 – 23%, 2017 – 27%), although the reported number of people using the service has fallen from 11% in 2013 and 2015 to 7% in 2017.

Free legal aid is more accessible in **urban** areas than in **villages**; increased availability is also noticeable in cities while no change has been noticed in rural areas (urban: 2013 – 20%, 2015 – 28%, 2017 – 33%; rural: 2013 – 12%, 2015 – 18%, 2017 – 18%). In **highland settlements**, the

highest level of availability was reported in 2015 (14%), compared to 7% in 2013 and 10% in 2017. In the **regions**, an increase in the availability of free legal aid was reported in Kvemo Kartli, Shida Kartli, Imereti and Tbilisi in the last two rounds of the survey.

Table # 32 - Availability of free legal aid by regions - 2013/2015/2017 data

	2013	2015	2017
Tbilisi - N=400	25%	26%	38%
Adjara - N=300	17%	29%	16%
Guria - N=300	14%	44%	26%
Imereti - N=300	12%	21%	23%
Kakheti - N=300	10%	13%	13%
Mtskheta-Mtianeti - N=300	17%	18%	16%
Kvemo Kartli - N=300	12%	13%	24%
Racha-Lechkhumi/Kvemo Svaneti - N=300	13%	24%	16%
Samtskhe-Javakheti - N=300	7%	32%	13%
Samegrelo-Zemo Svaneti - N=300	7%	31%	13%
Shida Kartli - N=300	28%	17%	55%
Total - N=3400	16%	23%	27%

In all three rounds of the study, interviewees listed the **public services** they have received over the last two years. The results from all three rounds of the survey indicate that a growing number of respondents are not using public services: (2013 – 55%, 2015 – 58%, 2017 - 64%). Obtaining an ID card/biometric passport is reportedly the most widely used public service: 30% of respondents said they used the service in 2013 (30%), compared to 28% in 2015 and 25% in 2017.

Respondents have consistently reported a high level of satisfaction with the procedures to obtain an ID card/biometric passport, with the highest level recorded in 2017 (2013 – 92%, 2015 – 93%, 2017 – 98%). The number of respondents who said the fee for the service is affordable has steadily decreased, however: (2013 – 66%, 2015 – 57%, 2017 – 53%).

The study results indicated that respondents' sense of **safety** was the highest in 2013 and the lowest in 2017 (2013 – 88%, 2015 – 85%, 2017 – 77%). In all three rounds of the survey, respondents identified the consumption of alcohol as the most prevalent problem in their communities (2013 – 24%, 2015 – 24%, 2017 – 30%). The majority of the respondents do not perceive robbery, drug abuse, minor hooliganism, domestic violence and divorce as widespread problems in their community. In terms of **gender**, in general, men feel safer than women. Both men and women reported the highest feelings of safety in 2013.

Alcoholism is the most prevalent problem noted in all three surveys, with an increasing number of respondents identifying it as the main problem in their community in 2017.

Table # 33 - Prevalent problem in district/settlement - 2013/2015/2017 data

	2013				2015				2017			
	Not prevalent	Rare	Rather prevalent	Very prevalent	Not prevalent	Rare	Rather prevalent	Very prevalent	Not prevalent	Rare	Rather prevalent	Very prevalent
Robbery	76%	18%	3%	0%	73%	18%	4%	0%	57%	28%	8%	1%
Drug abuse	71%	14%	6%	1%	70%	12%	6%	1%	55%	20%	12%	2%
Alcoholism	39%	33%	20%	4%	46%	26%	20%	4%	30%	36%	25%	5%
Minor hooliganism	69%	21%	5%	0%	65%	22%	6%	1%	47%	32%	12%	2%
Domestic violence	71%	13%	3%	1%	66%	13%	5%	1%	46%	21%	9%	1%
Divorce	60%	18%	5%	2%	57%	18%	10%	2%	33%	29%	13%	4%

The study results show a high availability of **fire and rescue services** around the country, with the highest level of availability reported in 2015 (fire: 2013 – 78%, 2015 – 95%, 2017 – 93%; rescue: 2013 – 67%, 2015 – 92%, 2017 – 85%). A small pool of respondents have reported using these services, with the highest rates reported in 2017 (fire: 2013 – 11%, 2015 – 9%, 2017 – 10%; rescue: 2013 – 8%, 2015 – 7%, 2017 – 11%). The reported level of satisfaction has increased for both fire (2013 – 75%, 2015 – 85%, 2017 – 92%) and rescue (2013 – 81%, 2015 – 90%, 2017 – 91%) services.

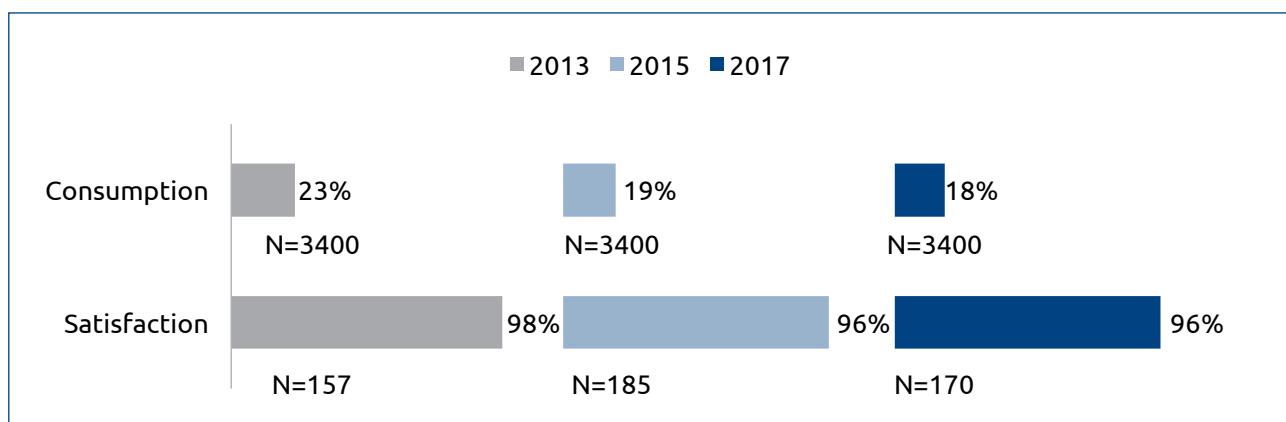
The number of those respondents who have heard about **online services** has increased over the three rounds of the survey: 32% in 2013, 34% in 2015 and 39% in 2017.

In terms of **urban/rural areas**, respondents residing in urban settlements are more informed

about e-services (2013 – 42%, 2015 – 40%, 2017 – 50%) compared to rural areas (2013 – 21%, 2015 – 26%, 2017 – 26%). In **highland settlements**, respondents are less informed about these services (2013 – 17%, 2015 – 5%, 2017 – 9%). **Regionally**, the highest level of awareness about e-services is reported in Tbilisi and Shida Kartli. In terms of **gender**, responses in all three rounds of the survey indicate that men are more informed about e-services (2013 – 36%, 2015 – 36%, 2017 – 40%) than women (2013 – 29%, 2015 – 32%, 2017 – 39%). More women reported using eservices in 2017 than men: 21% to 15% respectively.

The number of respondents who have used e-services has decreased over the three rounds of the survey: (2013 – 23%, 2015 – 19%, 2017 – 18%). In the group of e-services users, however, the level of satisfaction with the services increased between 2015 (96%) and 2017(98%).

Figure # 89 - Consumption of e-services, satisfaction - 2013/2015/2017 data



In questions concerning **ecology**, the number of respondents who believe that the air, soil and natural water reservoirs are polluted in their settlement is increasing. The majority of respondents believe that the government does not implement any clean-up efforts (2013 – 51%, 2015 – 46%, 2017 – 32%). It is worth mentioning, however, that there is a slight, but growing, tendency in the number of respondents who believe that the government is making an effort to clean polluted areas (2013 – 8%, 2015 – 15%, 2017 – 16%).

Results of Qualitative Study – Various Services

When discussing various services, FG participants in Tbilisi listed urban planning and construction issues as one of the most problematic areas. Discussion participants said it is necessary to introduce/strengthen control mechanisms over urban planning.

"Urban planning is poor. Residential buildings are being built everywhere. Planning should ensure that open spaces remain [in the city]." [Man, medium income, Tbilisi resident]

"Construction and urban planning are not properly [managed] in the city. Residential buildings are built next to each other, there is no space between them, no yards. Visually this is not attractive. A plan needs to be developed and the situation must improve." [Woman, low income, Tbilisi resident]

"Is any agency responsible for undertaking seismology studies? As far as I know, there is no such institution. There should be defined control mechanisms when buildings are built over subway stations..." [Man, low income, Tbilisi resident]

FG participants in Kutaisi highlighted the effective and prompt work of **fire and rescue services** in a discussion about various services offered by the government.

"I accidentally locked the door on the third floor. The fire brigade arrived promptly and opened the door." [Woman, medium income, Kutaisi resident]

"I have a SUV. I got stuck in a bad spot in the winter; the car was sliding and I could not get the car out. I called the rescue service and they got it out for free." [Man, medium income, Kutaisi resident]
"We went hunting in the winter and needed help several times; we fell off the road and were rescued." [Man, low income, Kutaisi resident]

FG participants both in Tbilisi and Kutaisi also discussed tourism in terms of services. They noted that tourism is more or less developed in the country but there is the potential to do much more. FG participants in Kutaisi listed Shaori lake (Racha-Lechkhumi Region) and, particularly, the restoration-development of Tskaltubo resort (Imereti Region) as potential attractions. Tskaltubo resort was highlighted as an important potential source of employment for the local population, as well as a tourism attraction.

"There is Sataplia cave [Imereti Region] which attracts tourists, it is well organized.." [Man, medium income, Kutaisi resident]

"No one knew about [Kutaisi] botanical garden, but they revived the place and now everyone [foreigners and locals] visits it. It will be better for tourists if more places like this are fixed up." [Man, medium income, Kutaisi resident]

"Lots of things need to be done, the potential is not being fully utilized. Gelati [Imereti Region] is being renovated now, it's entirely in scaffolding."

[Woman, medium income, Kutaisi resident]

"We have a resort that is one of its kind in Georgia – Tskaltubo. There are types of water - Sairme, Mitarbi – are unmatched [anywhere in the world] but the infrastructure needs work." [Man, low income, Kutaisi resident]

"If Tskaltubo is flourishing, Kutaisi will flourish too... this is the only resort where visitors can come in every season of the year; the [healing] waters are always available." [Man, low income, Kutaisi resident]

It is worth mentioning that FG participants in Tbilisi also highlighted problems related to tourism, such as the absence of public restrooms. According to the main narrative, this is a serious issue that is important not only for tourists but

also for the locals. Problems with the roads were also mentioned.

"There are no public lavatories in the city, which is very bad. When you are abroad, you just need a coin – this type of facility is available, while in Tbilisi you have to enter a private shop. I have had many guests and had to deal with this problem. This needs to be addressed." [Man, medium income, Tbilisi resident]

"You can't even use the lavatories that are available in the city, they are in poor condition." [Man, low income, Tbilisi resident]

"Cycling infrastructure is related to tourism; there are many tourists who ride bicycles and it is dangerous for them to move around." [Woman, medium income, Tbilisi resident]

In terms of tourism, discussion participants reported a sufficient quantity of hotels and positively evaluated the quality of food available. It was noted, however, that finding high quality service is still problematic and the personnel working in the service field needs to be trained. Discussion participants also noted that more proactive efforts are needed to attract tourists.

"I had guests last year; they like some places but disliked others. They did not like many hotels in Batumi; they were disappointed in the service provided by the personnel." [Woman, low income, Kutaisi resident]

"People argue everywhere [with tourists]." [Man, low income, Kutaisi resident]

"There are hotels, the food is ideal." [Man, medium income, Tbilisi resident]

"There have been promotions to attract tourists in the past and the tourists they attracted still come to visit. More attention needs to be paid to promoting [the country for tourism] ..." [Man, low income, Kutaisi resident]

Environmental protection and issues related to **ecology** were highlighted by FG participants in Tbilisi. In particular, the lack of green space in the city was discussed. Namely, discussion participants believe that cutting down existing trees is a

serious problem that is connected to poor urban planning and construction. In addition, respondents also said that no one thinks about taking care of the newly planted trees once they are in the ground.

"They built so many residential buildings in Varketili [a neighborhood in Tbilisi], in the Chinese settlement... there used to be a small fir forest but they cut down the trees and there used to be a field where now buildings are being built."

[Woman, low income, Tbilisi resident]

"The issue of green space is a serious problem in the city." [Woman, low income, Tbilisi resident]

"Green space per capita must be 15 square meters. 7-8 square meters was the standard during Soviet era. Now it's probably less than half a square meter." [Man, low income, Tbilisi resident]

"There is a rose garden on Aghmashenebeli Avenue [a prominent street in Tbilisi]; they built a hotel in that garden which is totally unacceptable. It might be beautiful for someone who stays in that hotel but so many trees were cut and the garden has been turned into the yard of a hotel." [Woman, medium income, Tbilisi resident]

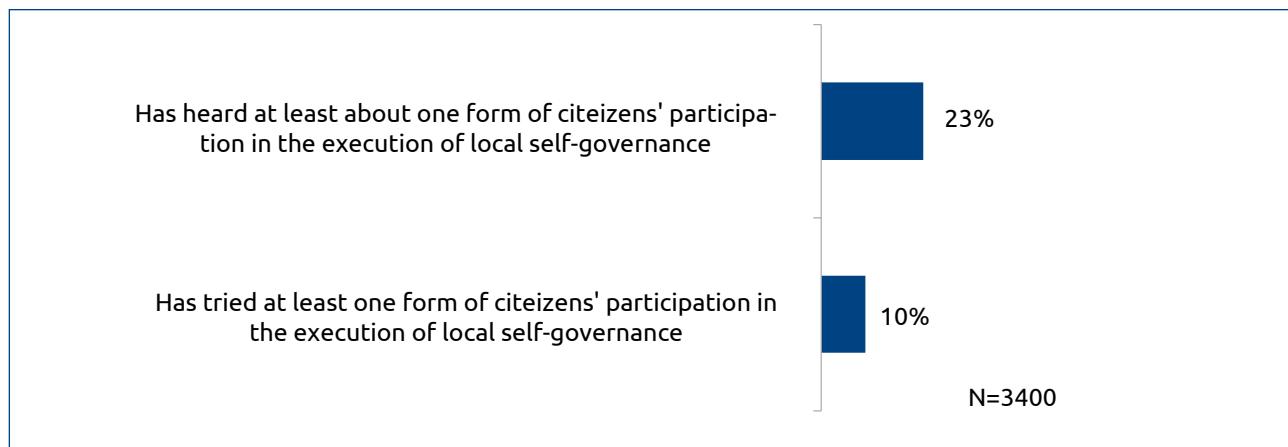
"In terms of green spaces, I witnessed once that three trucks arrived from the greening service and planted trees but this was a one-time activity. The trees require additional care but no one pays attention." [Woman, medium income, Tbilisi resident]

5.8. General Evaluation of the Self-government's Services

5.8.1. Citizens' Participation in the Execution of Self-Governance

The majority of interviewees are not aware of the forms of civic engagement at the level of local self-governance listed in the survey. The study results indicate that 23% of respondents are aware of at least one of the forms of civic engagement at the level of local self-governance listed in the survey. And only one out of ten interviewees (10%) has tried at least one form of citizens' participation in the execution of local self-governance.

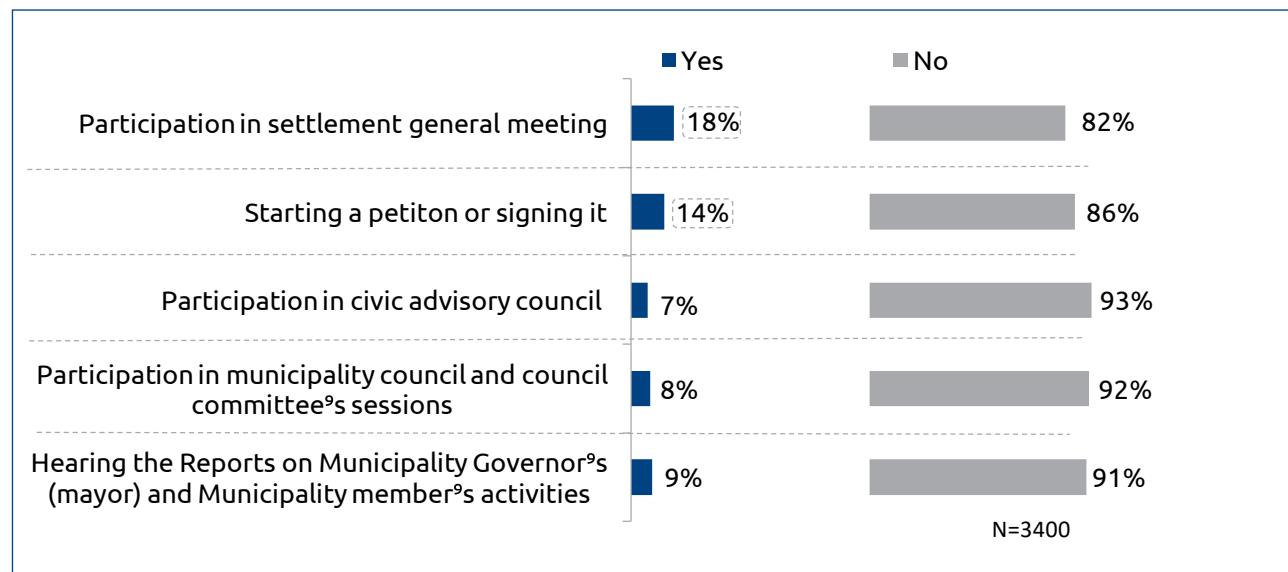
Figure # 90 - Awareness on at least one form of civic engagement in the execution of local self-governance; tried at least one form of activity - 2017 data



The largest number of respondents are aware of the fact they could participate in community

meetings (18%) and start/sign a petition (14%).

Figure # 91 - Awareness on forms of civic engagement in the execution of local self-governance - 2017 data

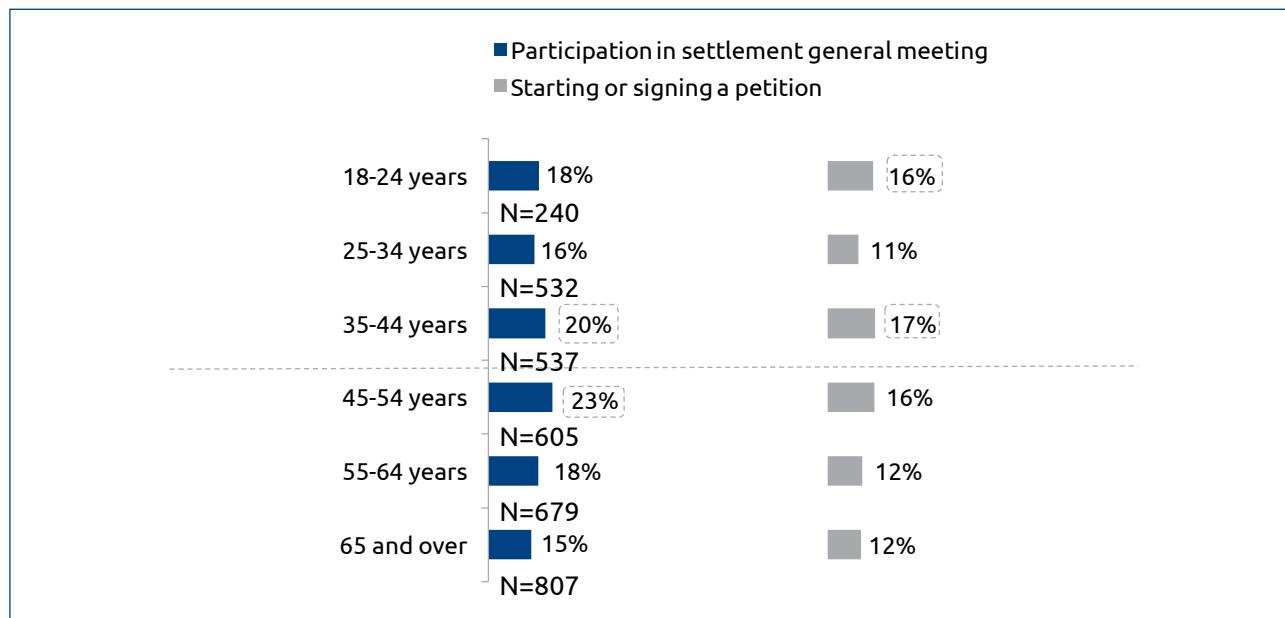


The study results indicate that awareness of the most popular form of civic engagement in local self-governance – participation in settlement general meeting – is slightly higher among rural respondents (20%) than in Tbilisi (18%) or other cities (15%). **Regionally**, the population of Racha-Lechkhumi/Kvemo Svaneti (29%) and Adjara (26%) are the most informed about this form of civic engagement; Kvemo Kartli and Shida Kartli are the least informed (10%-10%). 31% of respondents in **highland settlements** are informed

about opportunities to participate in the general meeting at their settlements. In terms of **gender**, men are more informed (22%) than women (15%).

Results by respondents' **age** show that the highest level of awareness is reported among 45-54 year-olds (23%) and 35-44 (20%) year-olds. In terms of starting/signing a petition, the respondents' awareness is nearly identical across three age groups: 35-44, 45-54 and 18-24 .

Figure # 92 - Awareness about participation in general meeting in settlements and starting/signing a petition by age categories - 2017 data

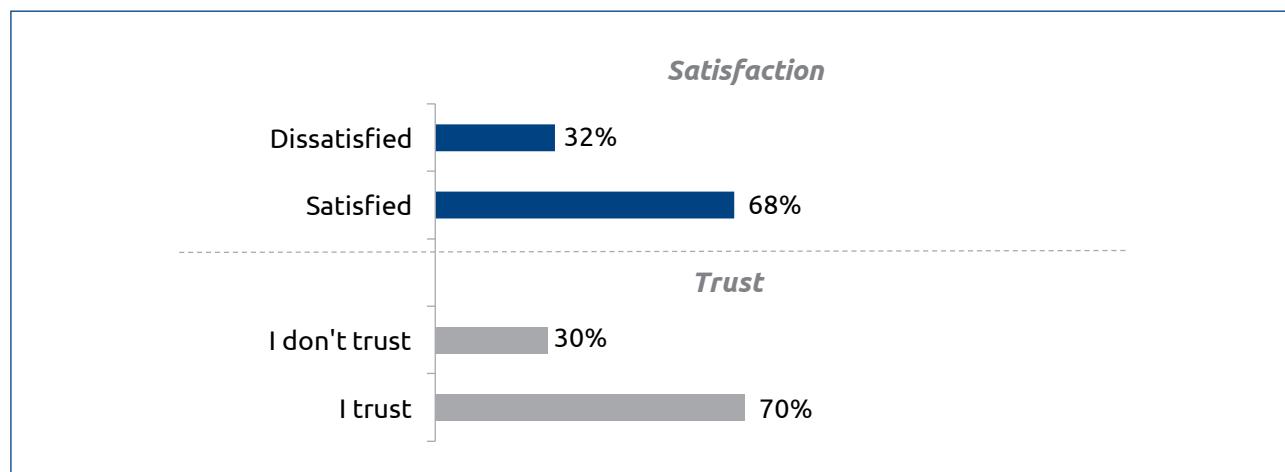


5.8.2. Satisfaction and Trust towards Local Self-Governments

The study results show that respondents are mostly satisfied with the work conducted by local self-governments (68%) and trust them (70%).

Respondents explain their positive attitude by noting that these local self-government bodies work well, care about people and pay attention to them (22%).

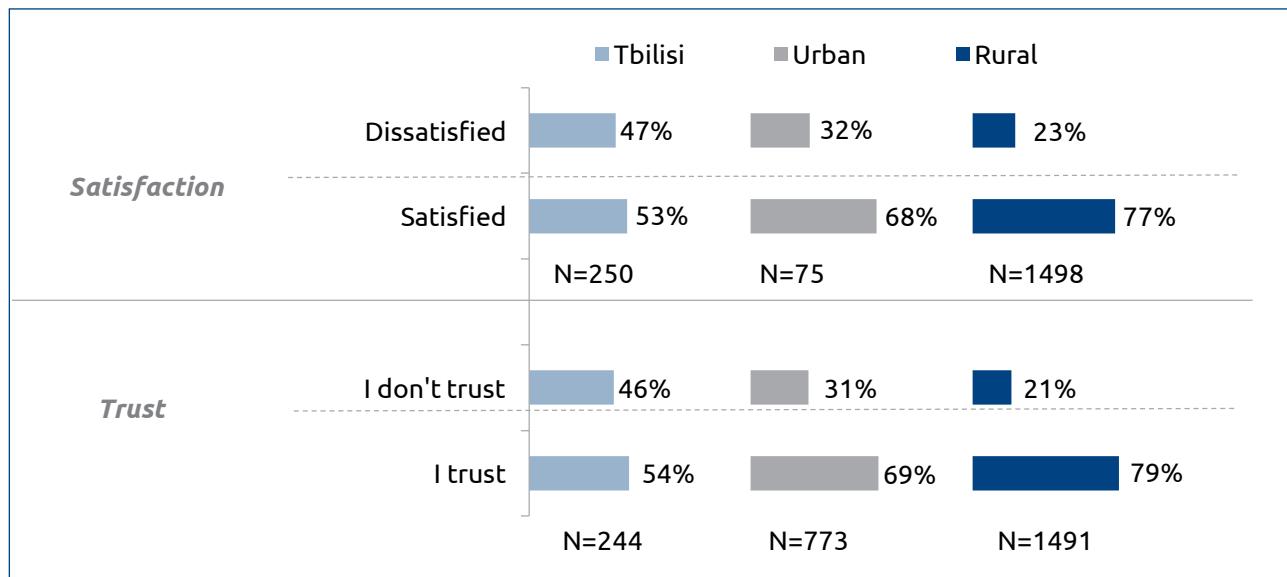
Figure # 93 - Satisfaction with self-government, trust - 2017 data



The study showed that respondents interviewed in **rural** areas are more satisfied with the work of local self-governments (77%) than respondents

in Tbilisi or other cities. In addition, local self-government bodies enjoy a higher level of trust (79%) in rural areas than in urban areas.

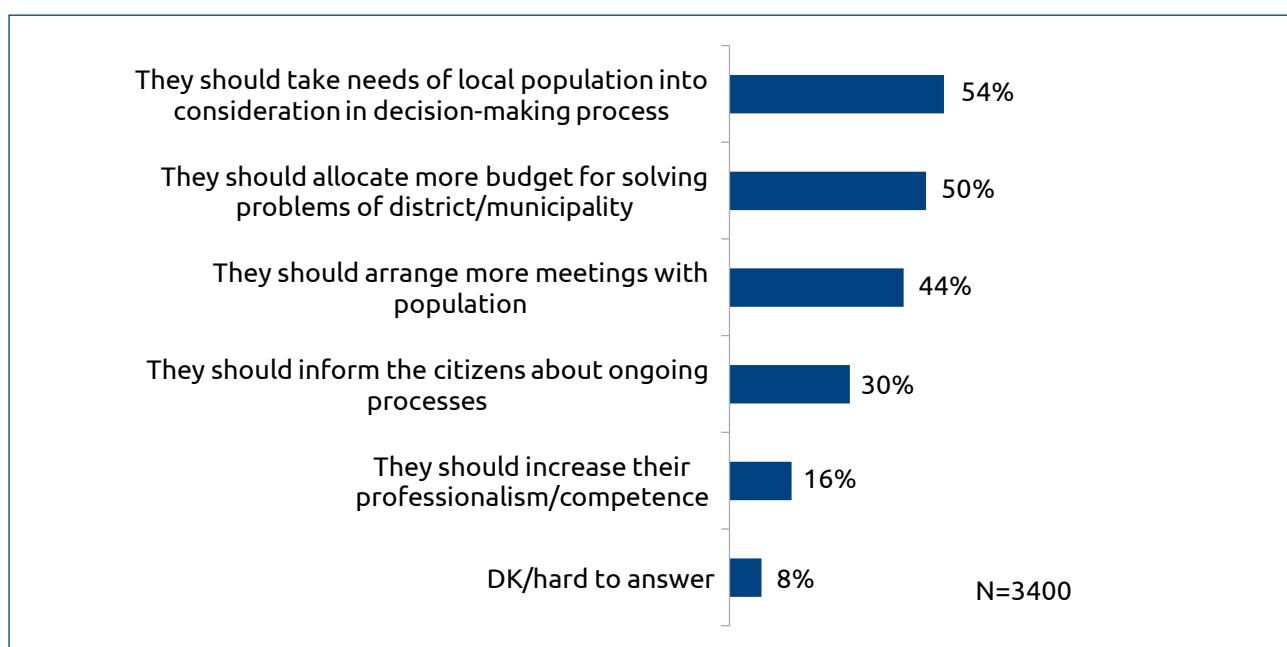
Figure # 94 - Satisfaction with self-government, trust by urban/rural areas - 2017 data



Regionally, respondents in Racha-Lechkhumi/Kvemo Svaneti appear to be the most satisfied (86%) with the work of local self-government bodies – and have a higher level of trust (85%) towards them. Respondents living in **highland settlements** are satisfied with the work of local

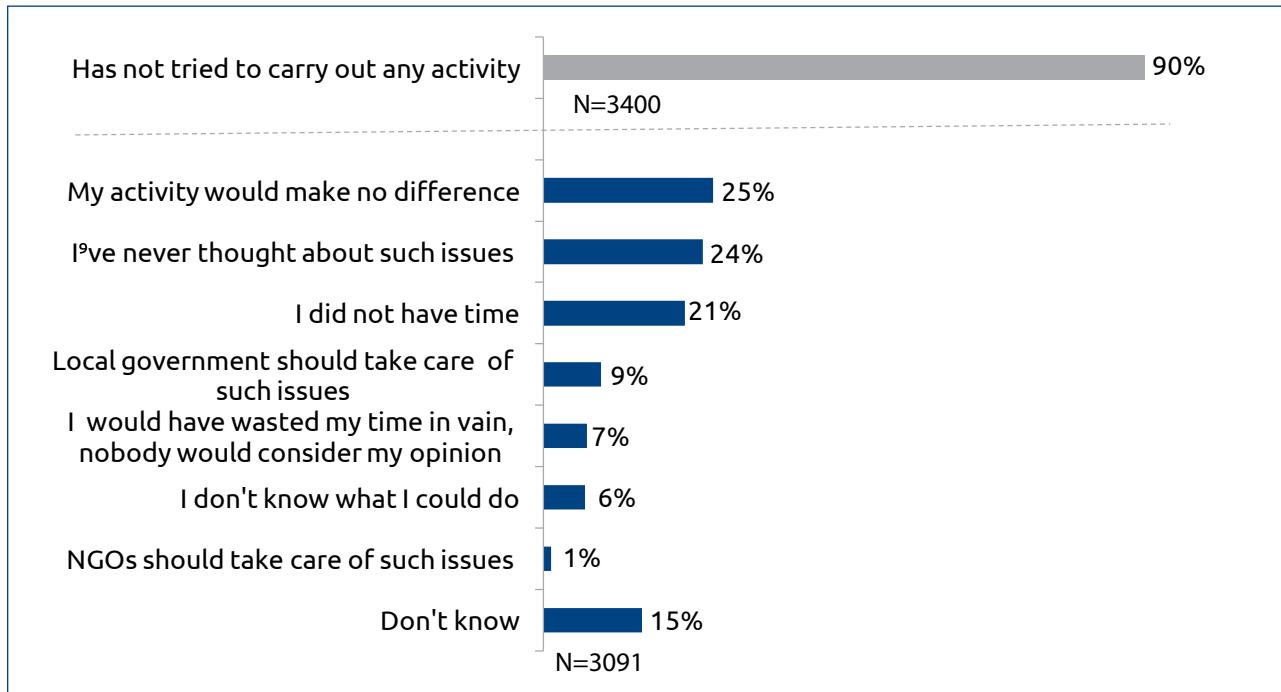
self-governing bodies and trust them. They note, however, that in order to better serve their communities, local self-governing bodies need to pay attention to the needs of the local population when they are making decisions (54%).

Figure # 95 - Issues that need to be addressed by self-governments to better satisfy citizens' needs - 2017 data



90% of respondents have not been involved in civic activism in the past year because, according to them, their efforts would not have changed anything (25%).

Figure # 96 - Reasons for not being involved in civic activities - 2017 data

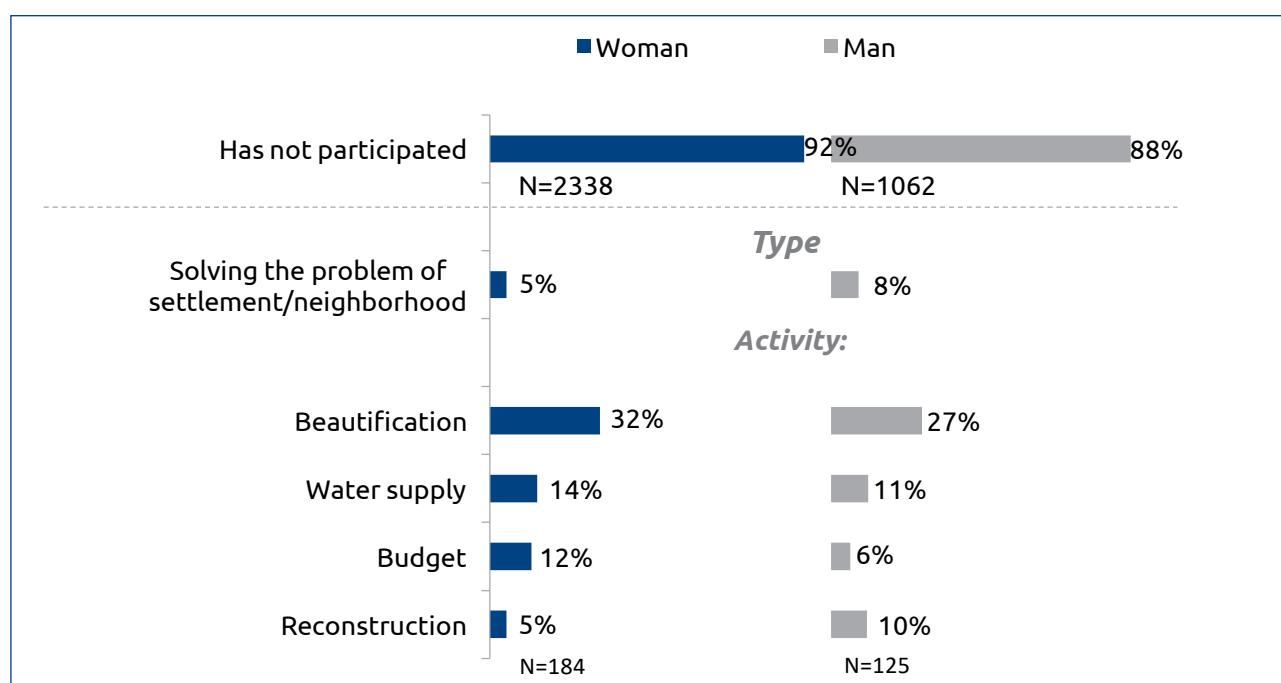


Out of the group of respondents who have been active, most efforts were directed towards a problem faced by the settlement/neighborhood (7%), with 29% of that small subgroup reporting civic activities concerning beautification issues.

In terms of **gender**, more **women** (92%) than **men** (88%) say they are not involved in civic activities. Out of the group of respondents who are engaged in civic activities, 5% of women

and 8% of men are focused on issues concerning their settlement/neighborhood. Within that small pool of respondents, 32% of women have worked on beautification issues, compared to 12% on budget issues and 14% on issues concerning the water supply. The three most frequently implemented activities by men are beautification (27%), water supply (11%) and reconstruction (10%) issues.

Figure # 97 - Participation in civic activism, type of activity, specific issue by gender - 2017 data

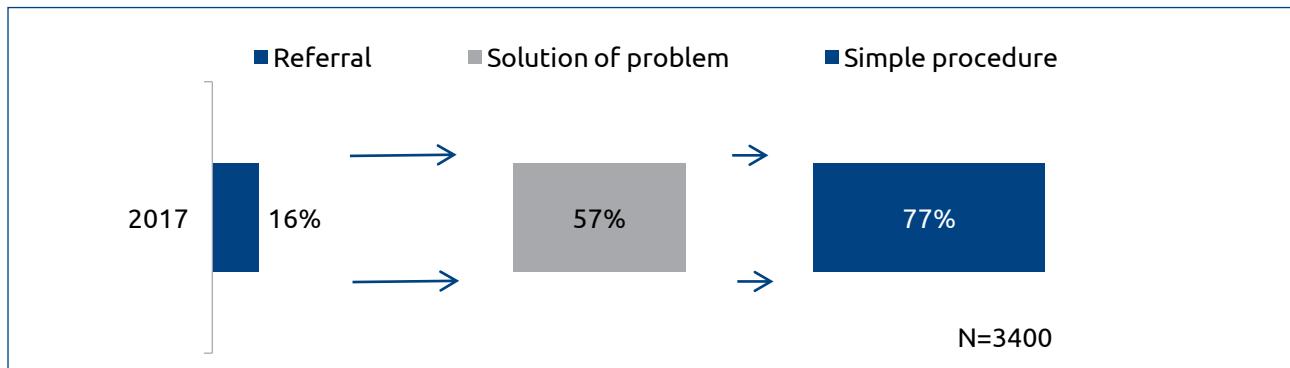


5.8.3. Appealing to Self-Governments

The study results show that 16% of respondents have applied to the local self-government at least once over the past two years. The majority of those respondents report that the local self-government completely or partially solved their

problems (57%). 31% of respondents, however, report that the self-government body did not even try to help. 77% of those who appealed to a self-government body for help on an issue said the procedures are simple.

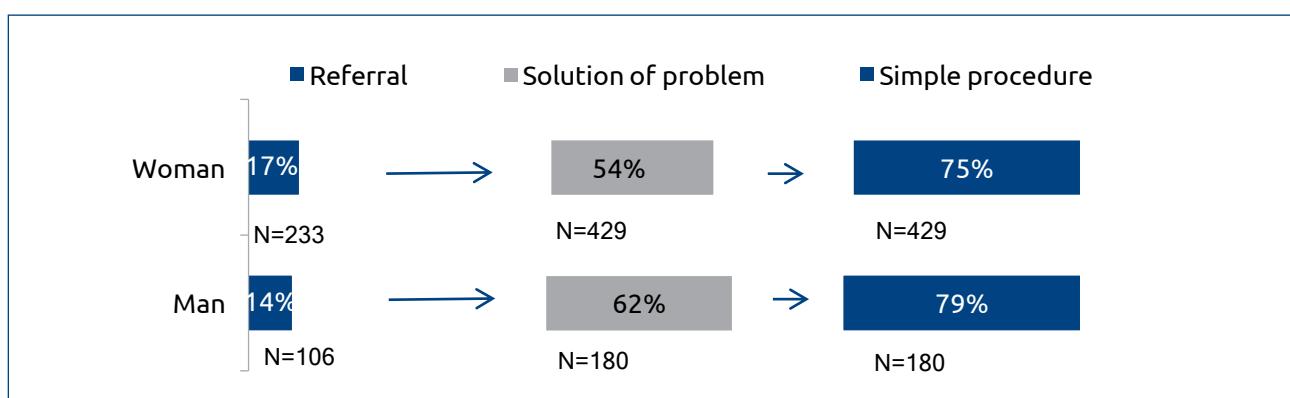
Figure # 98 - Appealing to self-government, solution of problem, simplicity of procedure - 2017 data



In terms of **gender**, 17% of women and 14% of men have appealed to a self-government body to solve a problem. Within that pool of respondents, 79% of men and 75% of women say the proce-

dure was simple and 54% of women and 62% of men reported that their problems were partially or fully solved by the self-government.

Figure # 99 - Appeals to self-government, solution of problem, simplicity of procedure by gender- 2017 data



In **urban/rural areas**, nearly an equal number of respondents have applied self-government bodies in Tbilisi (16%), other cities (14%) and villages (17%) over the past two years. More respondents in rural areas report that their problems were solved by the local self-government (43%) than in Tbilisi (33%) and other cities (32%).

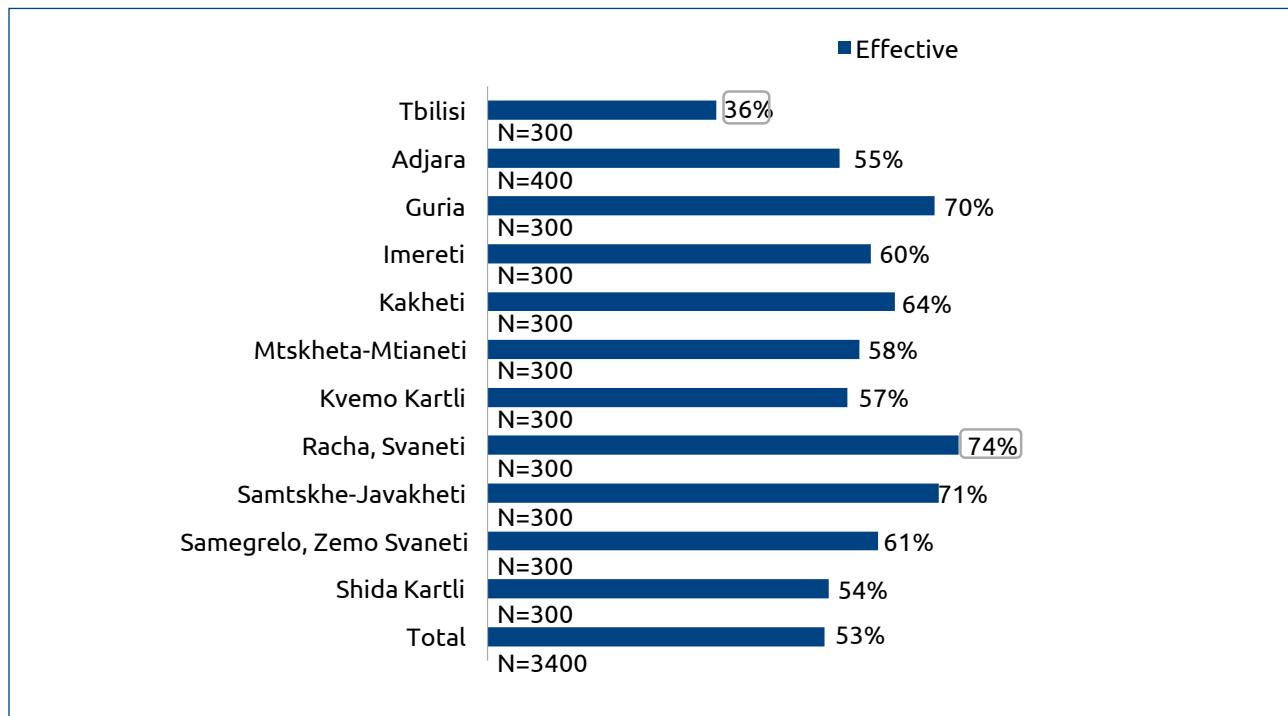
23% of respondents in **highland settlements** have applied to self-government bodies to solve

different problems over the past two years; out of them, 37% report that their problems were solved. In the **regions**, the study found that more people applied to a self-government body in Samtskhe-Javakheti (26%), compared to Shida Kartli (10%) and Imereti (10%). As noted by the respondents, problems were largely solved by self-governments in the majority of regions. It is also worth mentioning that respondents across the country said the appeal procedures were simple.

Every second respondent across the country believes that local government officials are effective at communicating with the public (53%), a sentiment that is shared by the majority of respondents in **rural** areas (66%). **Regionally**, respondents report that government officials are the most effective at communicating with the public in Racha-Lechkhumi/Kvemo Svaneti (74%)

and the most ineffective in Tbilisi (36%). The majority of respondents in **highland settlements** (67%) also note the effective communication skills of government officials. In terms of **gender**, 52% of women and 54% of men believe that government officials have an effective communication policy with the public.

Figure # 100 - Evaluation of government officials communication with the population by regions – 2017 data

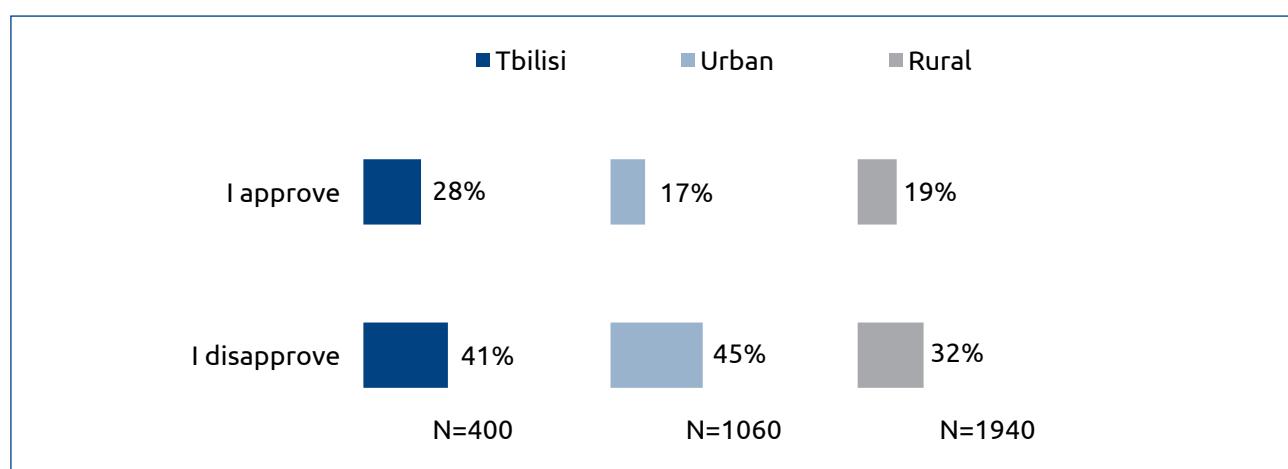


5.8.4. Division of Municipalities into Smaller Units

The survey results show that the highest number of respondents in urban and rural areas are against the idea of dividing municipalities into smaller

units. The highest number of respondents who approve of the idea is reported in Tbilisi (28%), compared with 17% in other cities and 19% in rural areas.

Figure # 101 - Attitude of population on dividing municipalities into smaller unites by urban/rural areas - 2017 data



Three out of ten respondents say they do not support the idea of dividing municipalities into smaller units because they believe it will make the local government less effective at solving their problems. It is worth noting that four out of ten respondents say it is difficult to express their opinion regarding this issue (44%). 25% of respondents say dividing the municipalities into smaller units will ultimately improve communication between officials and the public; 56% could not express their opinion about this issue. Among those who favor simplified communication, 45% thinks that it will be easier to receive services from self-government bodies under the proposed plan.

5.8.5. Direct Election of Governor (Mayor)

53% of respondents approve of the direct election of governor (mayor) and 41% of respondents think that the district (city) should have the right to dismiss the governor (mayor).

The majority of respondents in urban/rural areas and highland settlements approve of direct elections. In addition, four out of ten interviewees think that the public should have the right to dismiss the governor (mayor).

Regionally, according to the study responses, the majority of respondents approve of the direct election of the governor (mayor), especially in Guria (71%) and Kakheti (70%). The majority disapproves of the direct election of the governor (mayor) in two regions: Mtskheta-Mtianeti (51%) and Racha-Lechkhumi/Kvemo Svaneti (54%). Respondents in many regions are in favor of having the right to dismiss the municipality/town governor (mayor), although opinions differ across the country: the idea is widely supported in Imereti (57%) while 55% in Racha-Lechkhumi/Kvemo Svaneti are against it.

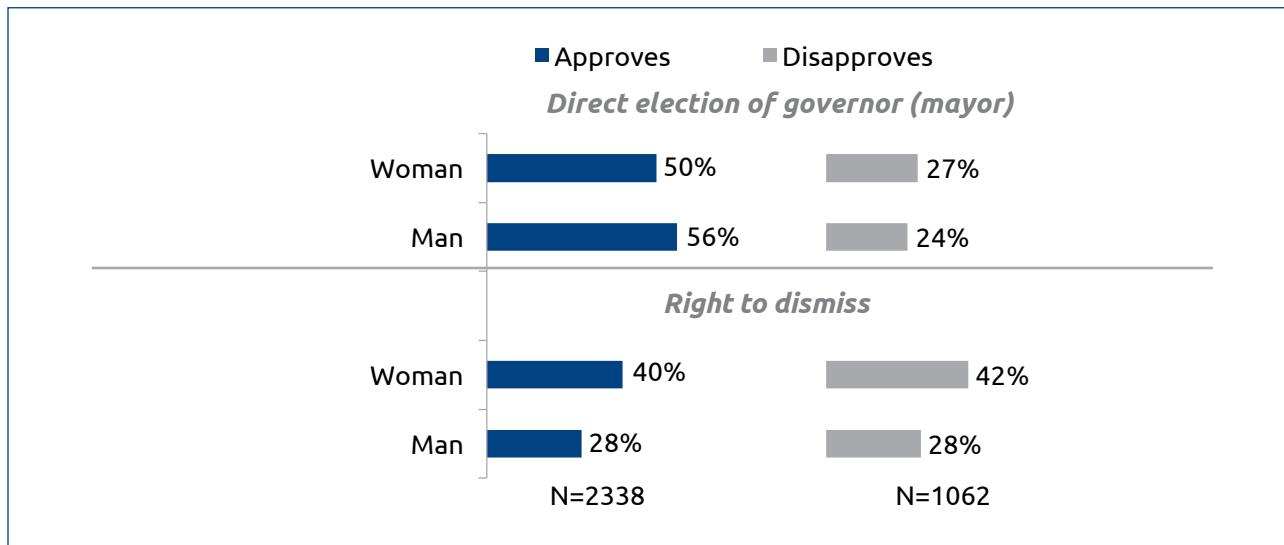
Table # 34 - Attitude towards direct election of governor (mayor) and right to dismiss by regions - 2017 data

	Direct election of governor (mayor)		Right to dismiss governor (mayor)	
	Approves	Disapproves	Approves	Disapproves
Tbilisi (N=400)	54%	27%	41%	30%
Adjara (N=300)	42%	39%	39%	39%
Guria (N=300)	71%	23%	54%	19%
Imereti (N=300)	57%	32%	57%	32%
Kakheti (N=300)	70%	11%	47%	32%
Mtskheta-Mtianeti (N=300)	33%	51%	39%	30%
Kvemo Kartli (N=300)	48%	16%	35%	21%
Racha-Lechkhumi/Kvemo Svaneti (N=300)	39%	54%	38%	55%
Samtskhe-Javakheti (N=300)	66%	13%	38%	21%
Samegrelo-Zemo Svaneti (N=300)	48%	27%	28%	29%
Shida Kartli (N=300)	41%	11%	26%	7%
Total (N=4300)	53%	25%	41%	28%

It is also worth mentioning that more men (56%) approve of the direct election of governor (mayor) than women (50%). Both men and women

support the right of the public to dismiss a governor (mayor), according to the survey results.

Figure # 102 - Attitude towards direct election of governor (mayor) and right to dismiss by gender - 2017 data



General Evaluation of Self-Government's Service - 2013/2015/2017

The study results show that the **level of satisfaction** with local self-government dipped to its highest level in 2013 (2013 – 71%, 2015 – 66%, 2017 – 68%). A similar trend can be observed in terms of trust towards local self-government bodies: the highest level of trust was reported in 2013 (71%) with levels decreasing in 2015 and 2017 (2015 – 67%, 2017 – 70%).

In general, the level of satisfaction is higher in rural areas than in urban areas, according to all three rounds of the study (Rural: 2013 – 78%, 2015 – 72%, 2017 – 77%; Urban: 2013 - 63%, 2015 – 59%, 2017 – 60%). The study also found the levels of trust in self-government bodies was consistently higher in rural areas across all three polls.

The results indicate that, in order to better satisfy the needs of respondents, self-governing bodies should consider the needs of respondents when making decisions (2013 – 65%, 2015 – 62%, 2017 – 54%). Another important step appears to be the allocation of more budgetary funds to solve problems in the district/municipality; the call for more budgetary financing was even more apparent in 2017, compared to the previous two rounds (2013 – 48%, 2015 – 40%, 2017 – 50%).

Respondents in **urban and rural areas** expressed nearly identical demands for local self-governance bodies. It is worth mentioning, however, that according to the 2017 study, the importance of holding more frequent meetings with the public has increased in urban areas (2013 – 45%, 2015 – 39%, 2017 – 49%). While in rural areas, it has become more important to allocate more budgetary fund to solve district/municipality problems (2013 – 49%, 2015 – 47%, 2017 – 58%).

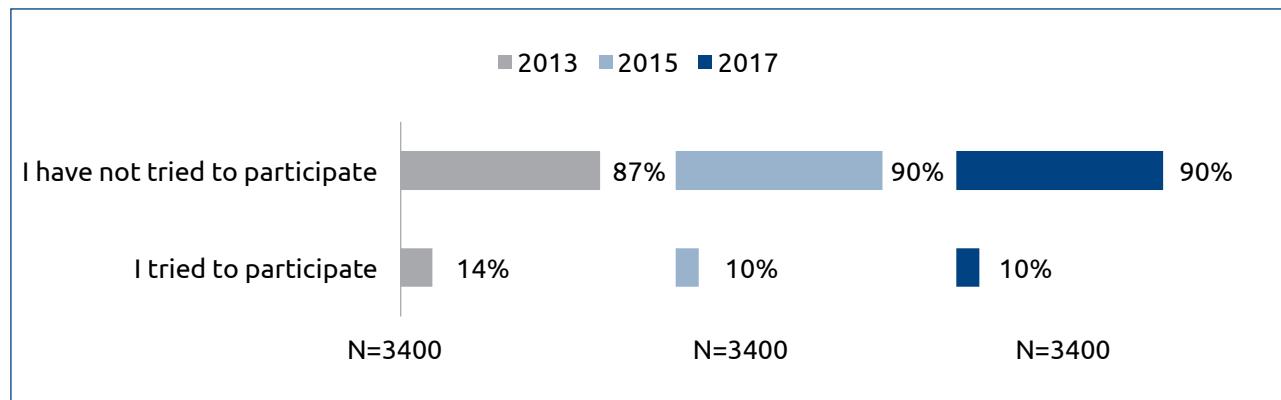
No substantial differences are reported in terms of **gender** because both women and men report that, in order to better satisfy population's needs, self-governments should take their needs into consideration when making decisions, according to the results of all three rounds of the survey.

Fewer respondents in **highland settlements** say officials should pay attention to the public's needs when making decisions in 2017: (2013 – 71%, 2015 – 70%, 2017 – 58%). Instead, results from the 2015 and 2017 surveys found people prioritizing more budgetary funding to address the problems facing the district/municipality. There is also a focus on holding more frequent meetings with the public and providing people with information about ongoing processes.

In all three rounds of surveys, responses concerning people's involvement in civic activism showed that nine out of ten respondents are not civically active (2013 – 87%, 2015 – 90%, 2017 – 90%).

Among the small part of the respondents who participated in some type of civic activity, most focused on solving a problem in their settlement/neighborhood (2013- 8%, 2015 – 7%, 2017 – 7%).

Figure # 103 - Participation in civic activities – 2013/2015/2017 data

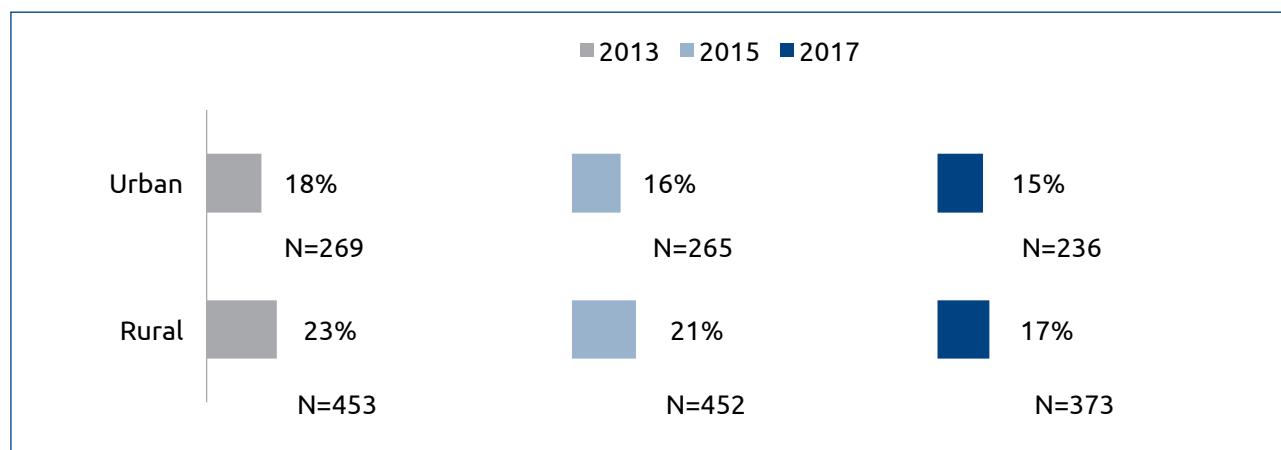


Civic activity in terms of **applying to local self-government bodies** is rather low: 20% of respondents applied to council/local government for solving concrete problem in 2013, 18% in 2015 and 16% in 2017.

The study results by **urban/rural** areas showed that the number of people applying to local self-government bodies is slightly higher in rural areas (2013 – 23%, 2015 – 21%, 2017 – 17%) than in the cities (2013 – 18%, 2015 – 16%, 2017 – 15%). The highest number of people appealing to self-governing bodies for a concrete problem

has been registered in Guria and Racha-Lechkhumi/Kvemo Svaneti, according to the results of all three rounds of the study. In most regions, fewer respondents reported appealing to local self-government bodies in 2015 and 2017. That is not the case in three regions, however: Mtskheta-Mtianeti (2013 – 15%, 2015 – 23%, 2017 – 27%), Samtskhe-Javakheti (2013 – 17%, 2015 – 18%, 2017 – 26%) and Shida Kartli, where there was a drop in appeals between 2013 (17%) and 2015 (8%), but the number grew in 2017 (10%), according to the survey results.

Figure # 104 - Appeals to local self-government bodies by urban/rural areas - 2013/2015/2017 data



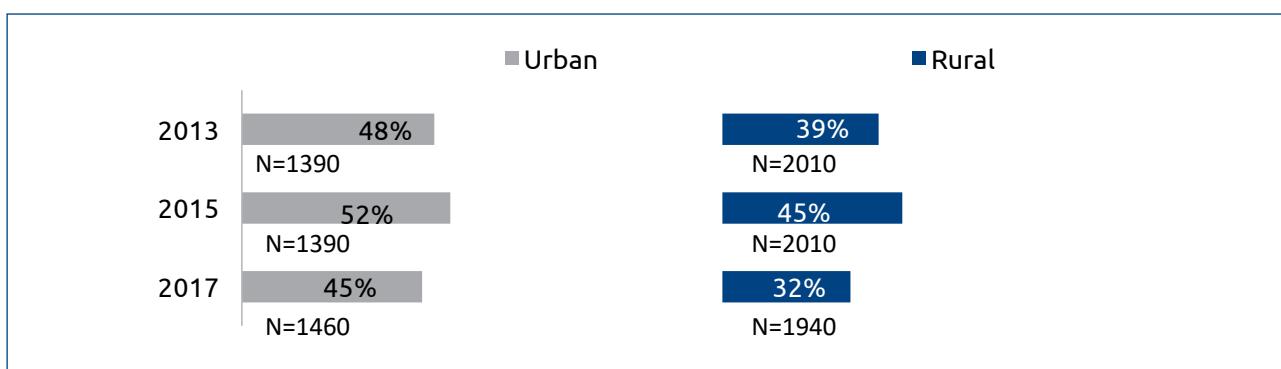
In terms of **gender**, no substantial differences were reported in terms of appealing to self-government bodies to solve a concrete problem: women (2013 – 20%, 2015 – 19%, 2017 – 17%) and male (2013 – 21%, 2015 – 17%, 2017 – 14%).

The results across the three surveys showed a growing number of respondents reporting that their problems were solved and that the bureaucratic procedures at self-governance bodies were simple. Self-governments' public communication policy was found to be the most effective in 2015 (58%), with slightly lower indexes reported in the other two surveys (2013 – 52%, 2017 – 53%). **Regionally** local self-government bodies are perceived to have the most effective public communication policy in Guria, Kakheti, Racha-Lechkhumi/Kvemo Svaneti and Samegrelo-Zemo Svaneti.

In addition, government officials are perceived as being better at communication in rural areas (2013 – 66% 2015 – 67%, 2017 – 66%) than in **urban** areas (2013 – 39%, 2015 – 51%, 2017 – 44%).

Data from all three study rounds regarding the **division of municipalities into smaller units** were analyzed separately for Tbilisi and other Georgian cities and villages due to the specific administration arrangement in the capital. The results show that respondents in Tbilisi do not approve of the idea of dividing the city into smaller units (2013- 29%, 2015 – 42%, 2017 – 41%). In other cities and villages, the idea of dividing municipalities into smaller units was the least popular in 2015, and gained some support in 2017 (urban: 2013 – 48%, 2015 – 52%, 2017 – 45%; rural: 2013 – 39%, 2015 – 45%, 2017 – 32%).

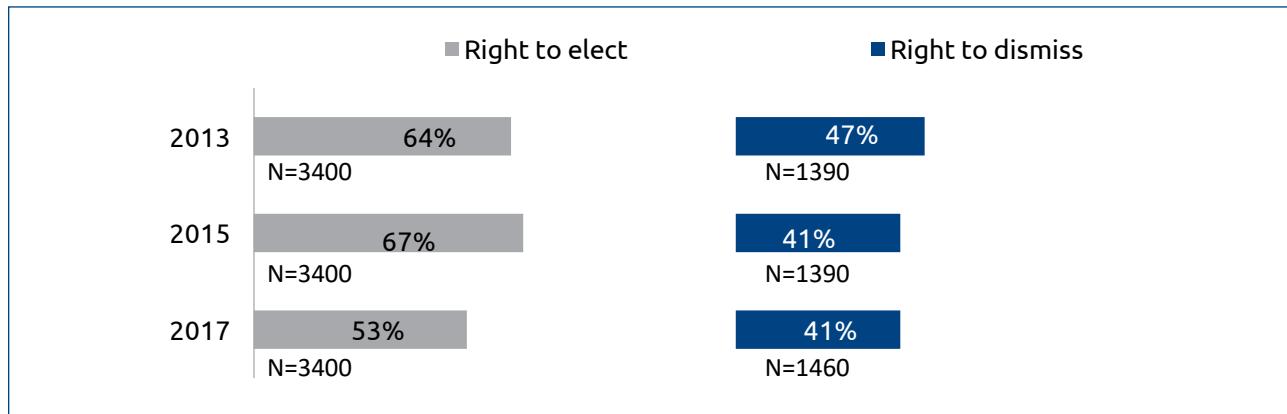
Figure # 105 - Number of respondents against division of municipalities into smaller units by urban/rural areas - 2013/2015/2017 data



The small group of respondents who support the idea of dividing municipalities into smaller units believe that will make it easier to receive services from self-governing bodies (2013 – 66%, 2015 – 62%, 2017 – 45%). However, in general, most respondents believe the division of the existing municipalities into smaller units will not lead to improvements (urban: 2013 – 31%, 2015 – 39%, 2017 – 33%; rural 2013 – 25%, 2015 – 39%, 2017 – 24%).

While the majority of respondents spoke in favor of the **direct election of governor (mayor)** in all three rounds of the survey, the number of people who support the initiative fell in 2017 (2013 – 64%, 2015 – 67%, 2017 – 53%). It is also worth mentioning that four out of ten respondents would like to have the right to dismiss district/city governor/mayor – a level of support that has been stable throughout all three rounds of the survey (2013 – 47%, 2015 – 41%, 2017 – 41%).

Figure # 106 - Right to elect and dismiss governor (mayor) - 2013/2015/2017 data



Results of Qualitative Study - General Evaluation of Self-Government's Service

FG participants spoke about appealing to local self-government bodies for help on issues such as health problems and the allocation of funding for different medical services as well as infrastructural issues (house roofing, renovation of elevators, installing entrance doors in entrance halls, access roads to entrance halls). While survey respondents noted some problems, most FG participants spoke favorably about the response from local self-government bodies and noted the government's prompt reaction to their proposals. Discussion participants also noted the need for citizens to be more active and involved in civic processes in order to solve many issues.

"We were provided with materials for a roof for a two-story building but roofing costs are too expensive and we are storing these materials... There was a project and we submitted an application. There are projects but building residents must be active to ensure a prompt outcome." [Woman, low income, Kutaisi resident]

"I can't say anything negative. We submitted a project on beautification, they called and invited me to go and see the project." [Man, medium income, Kutaisi resident]

"The residents of the building applied for co-funding in order to renovate the entrance halls. They renovated one entrance hall and we are satisfied: they installed an iron door and sensor lights and now we are waiting for the same improvements in

the other entrance halls, too. The co-funding money has not been collected yet but we can't blame City Hall for this." [Man, medium income, Kutaisi resident]

"We applied to the head of the partnership [form of cooperation used in Georgia] and he/she applied for the renovation of the pavement in the yard and 80% of the funding was allocated."

[Woman, medium income, Tbilisi resident]
"I have a private house and there are old trees outside the house. I sent the municipality information via the internet and asked them to come. They called me back the same evening, asked the address and clarified whether the neighbors agreed to have the trees cut down. They called us in three days, came and cut the trees down." [Woman, low income, Tbilisi resident]

"When the street was renovated, we wanted speed bumps to be installed for the children's safety, we called and they came and did it." [Woman, low income, Tbilisi resident]

FG participants also pointed out the need to increase the professionalism of the staff employed at self-government bodies. Although it was noted that some professionals work there, according to the main narrative of the discussion, local self-governments face a serious problem in terms of professional staff.

"I think service quality in our country is improving."
[Man, low income, Tbilisi]

"Most positions are filled by professionals but there are some unprofessional employees too."
[Man, low income, Kutaisi resident]

"I knew one lady who worked in City Hall and was dismissed due to her age; they hired someone younger who knew nothing and could not do the job. They used to call this lady and ask to her to teach this young employee how to work." [Man, medium income, Kutaisi resident]

"The staff is made up of employees who do not know what to do, they just kill time [at work] and get paid." [Man, medium income, Tbilisi resident]

"Professionalism is one thing and attitude is another: The people who have to use the public services [at the House of Justice] have their own problems and have an arrogant attitude... when they say the employees at the House of Justice have artificial smiles on their face, this is correct: you have your problems and don't need to see staff members with sad faces." [Woman, medium income, Tbilisi resident]

FG participants in both Tbilisi and Kutaisi approve of the **direct election of governor (mayor)** for several reasons: the importance of the right to vote; the additional sense of responsibility that comes from being a candidate for public office; and an elected candidate's increased level of accountability to the population. FG participants believe that the main risk related to the indirect election/appointment of governor (mayor) is that a concrete agency (e.g. council which may elect or appoint mayor) may select an unfit individual and have limited means to influence him/her. It is also interesting that FG participants in Tbilisi highlighted the importance of electing/appointing local residents in self-government bodies.

"I don't approve officials being appointed, because an election is decided by the people's will...The Georgian government should be governed by the will of Georgian people. Members of the government, the mayor, parliament must be elected."
[Man, low income, Kutaisi resident]

"People have more hope that their candidate will do something." [Woman, low income, Kutaisi resident]

"I think that people must elect the mayor in direct elections because in that case the mayor will be more independent and be more effective." [Woman,

an, medium income, Kutaisi resident]

"They may appoint someone we don't even know. When you elect someone, then s/he is accountable to you." [Man, medium income, Kutaisi resident]
"...We could elect a mayor from Kutaisi but if the central government dislikes him, then our choice is meaningless... the main thing for us is to ensure there are people working in the higher levels of management who care about our region's problems. Let them appoint a Kutaisi resident and help him/her. If you don't enable him to do his job, what is the point to electing or appointing?!" [Man, medium income, Kutaisi resident]

"A mayor should be elected by the people and s/he should be local. Don't tell me that a man from Tbilisi cares more about our city than a local."
[Man, medium income, Kutaisi resident]

However, there was another narrative that highlighted discussion participants' skepticism about electing a governor (mayor). In one case, people argued that it won't change the situation. In addition, some people maintained that the most important thing is to achieve a result regardless of the method used to achieve it. Other FG participants say it is dangerous if local self-governments lose their independence and fall under the influence of the central government.

"It does not matter who they elect, the main thing is that the people are taken care of." [Man, low income, Kutaisi resident]

"Local elections are held because we have elections and then a competition must be held by the governor who will appoint a mayor. The main thing is to do the job..." [Man, low income, Kutaisi resident]

"We may elect someone, but unless s/he has support from [the central government], they say he is not "our man" and that's it..." [Man, medium income, Tbilisi resident]

"They won't give him a chance to do his job."
[Woman, medium income, Tbilisi resident]

"It does not matter whether people elect him or his deputies, all this just a formality, everything will be decided according to the will of the central government." [Man, low income, Tbilisi resident]

FG participants noted that they are not well-informed about how they can engage at the level of self-governance and their participation is currently limited to applying to these bodies for various infrastructural issues or health problems. Participants explained the low level of awareness about types of civic activism is due to a lack of information. They highlighted that, for the most part, the population wants to be informed about their rights and types of civic engagement but do not know where to seek this information. Despite expressing skepticism about civic activism, it was also noted that civic engagement is very important and it is necessary to involve more citizens in the processes.

"We don't care who [government officials] will do what. If people have food, they don't care who is in government. This is the country's situation in general. When we don't have any money at all, then we are interested in what is going on." [Man, low income, Kutaisi resident]

"Information is not disseminated to the people and people have closed their eyes to everything but, when more information is available, people will be more active." [Man, low income, Kutaisi resident]

"We, citizens, must be more aware about this issue because information must be available for us and we should demand it from the local government, self-government, central government and everyone." [Man, medium income, Kutaisi resident]

"We can be better citizens and hold our mayor and government accountable to us." [Woman, medium income, Tbilisi resident]

In discussions concerning communication between the government (central and local) and the population, FG participants highlighted that the current communication strategy is ineffective, especially compared to the practice of the previous government. They noted that it is not enough to implement projects and reforms; the public must be informed about them.

"They don't advertise what they do, they don't promote their activities. If they would imitate the promotion strategy of the previous government, it would be good. If the hepatitis C elimination

program had been introduced during Misha [the previous government, ex-president Saakashvili], it would have been promoted even on Mars. Promotion is necessary." [Man, medium income, Tbilisi resident]

"They have one big gap [in their strategy]: people do not know about the things they do. They should show us what they are doing." [Woman, medium income, Tbilisi resident]

It is worth mentioning that FG participants have concrete ideas about their rights; ways to be engaged at the level of local self-governing; and mechanisms for increasing awareness on civic engagement. They said that one of the most effective ways of ensuring more public awareness is to use the media. They also mentioned communication methods such as distributing flyers, displaying information boards in public areas (e.g. information boards can be installed at the entrances of kindergartens). Another proposal was to organize regular meetings between representatives from the self-government and the population, which would give government officials the opportunity to learn about citizens' need directly from the public – and citizens would have a chance to find out about implemented or ongoing projects and various programs. Respondents also emphasized the importance of intensively teaching civic education to school age children.

"A year ago I happened to find out that the local government had a program that provided free examinations of children's backbones and feet until age six. Couldn't they disseminate flyers at kindergartens? What effort does it take to print out flyers? Sometimes I have the feeling that this government thinks 'We do our job and if you don't know about it, it is your problem.'" [Woman, low income, Tbilisi resident]

"More communication with people [is necessary]. Voters do not ask for anything else. You need to explain to people what you can do and what is impossible to do." [Man, low income, Kutaisi resident]

"Those who are not active on social networks tend to watch TV more frequently so the most effective thing would be to show promotional videos during

news programs or soap operas.” [Woman, low income, Tbilisi resident]

“Young people may find out from flyers, but older people won’t.” [Man, low income, Kutaisi resident]

“Older people get information from TV, from the media.” [Woman, low income, Kutaisi resident]

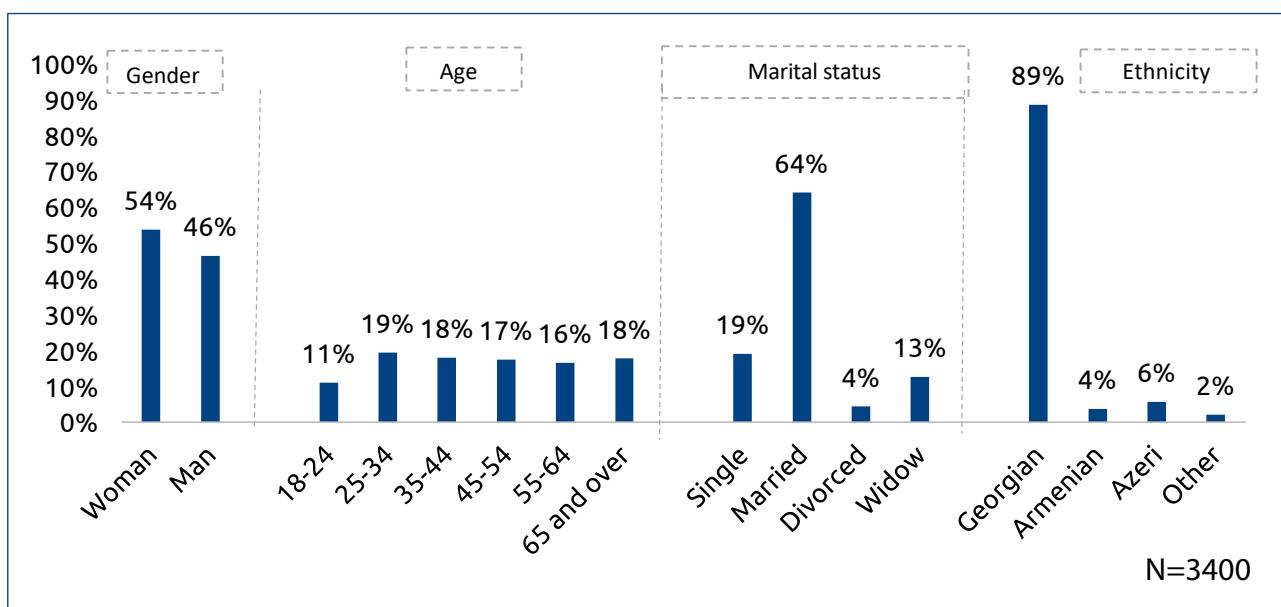
“The biggest media outlet is social networks...”

[Woman, low income, Tbilisi resident]

“I’ve seen information when riding on public transportation, e.g. on the EU and it was interesting. Besides, you see the same information again and again.” [Woman, medium income, Tbilisi resident]

“Schools must help children whose families fail to explain various things to them.” [Woman, low income, Tbilisi resident]

Figure # 107 - Gender, age, marital status and nationality – 2017 data



On average, respondents came from four-people families: 48% of respondents did not have children in their families, compared with 43% who

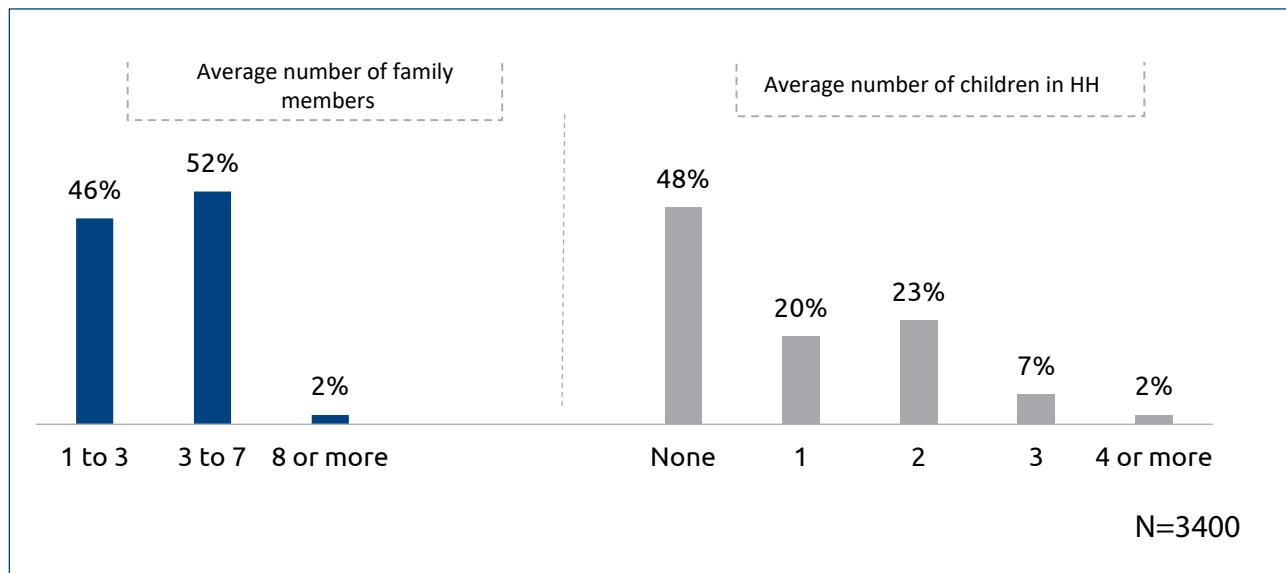
5.9. Socio-Demographic Profile of Population

According to the study results, 54% of respondents in the 2017 survey are female and 46% are male. The largest age groups represented are 25-34 years old, followed by 33-44 years old. By age, the smallest number of respondents are between 18-24 years old. All other ages represent 16% or more of the respondents.

64% of interviewees are married. The majority of respondents identified themselves as ethnically Georgian (89%), 4% as Armenian and 6% as Azeri.

have one or two children – and 9% who have three or more offspring.

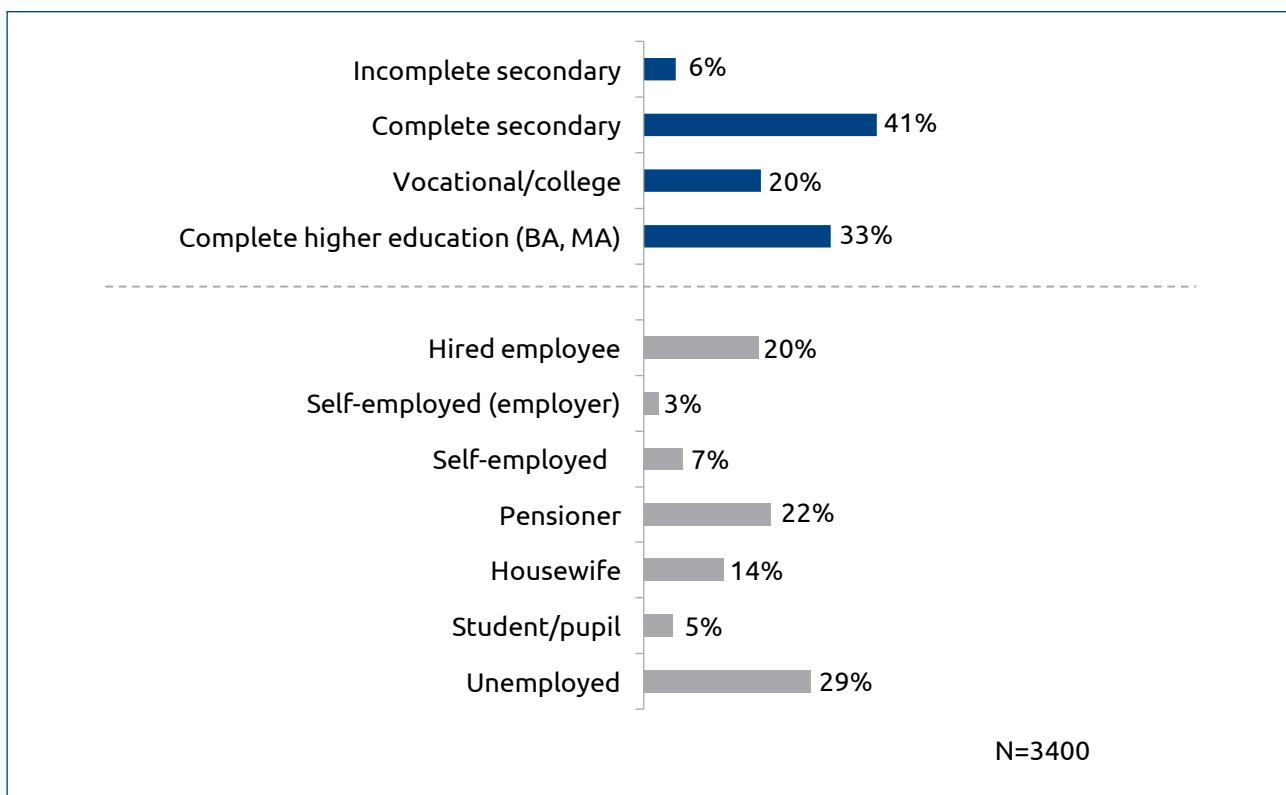
Figure # 108 - Composition of family – 2017 data



8% of respondents note their immediate family receives government assistance due to their status as socially vulnerable households; 4% report being displaced due to one of Georgia's territorial conflicts.

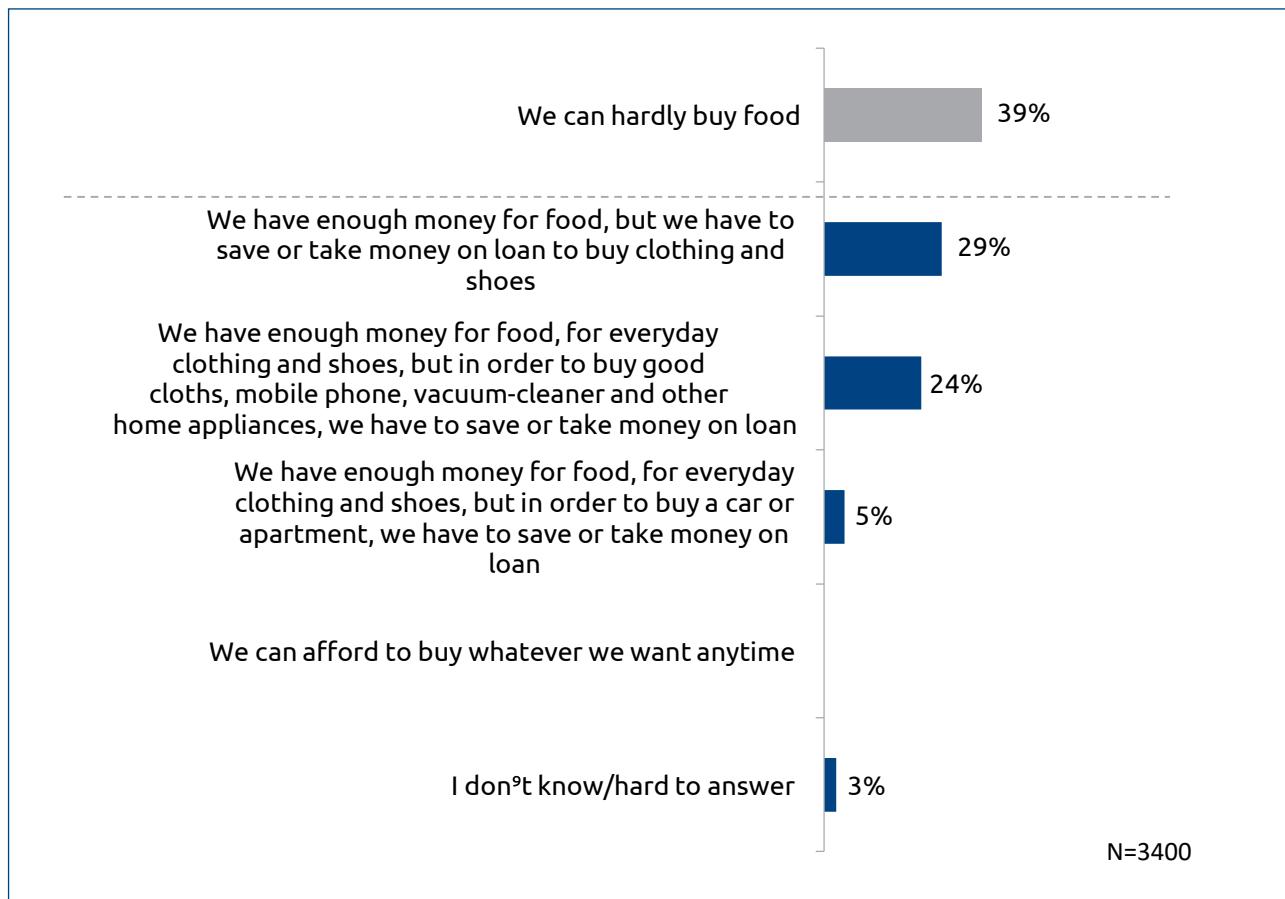
41% of respondents have a secondary education, compared to 33% who have attended university or another form of higher education. 29% of respondents are unemployed, 22% receive pensions and 20% have jobs.

Figure # 109 - Education and employment status–2017 data



According to the study results, a significant portion of the participating households have difficulty purchasing food (39%).

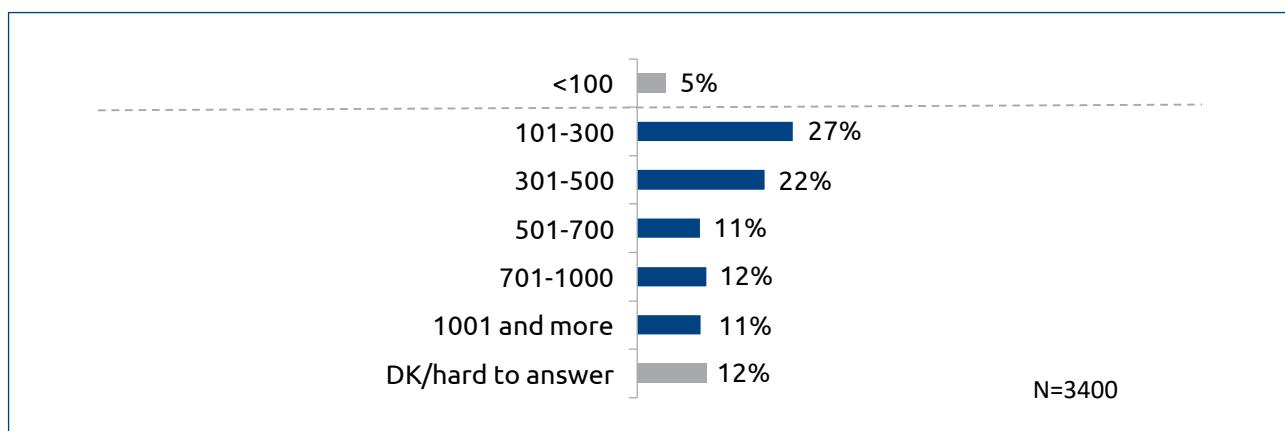
Figure # 110 - Evaluation of financial condition – 2017 data



5% of households involved in the survey report a monthly income of less than 100 GEL; the monthly income for three out of ten participating households is between 101 and 300 GEL (27%).

The monthly income figures include all types of earnings, including social assistance and pensions.

Figure # 111 - Monthly average income of HH (GEL) – 2017 data



6

Conclusion

This document has been prepared by ACT for UNDP within the scope of this project. It presents the results of the 2017 survey on the population's satisfaction with public services as well as an analysis of all three rounds of the survey (2013, 2015 and 2017).

The 2017 study results show that **municipal kindergartens** are available for most respondents in every type of settlement. Respondents report a high level of availability of public transportation to the nearest kindergarten and a high level of satisfaction with the kindergartens. It is worth noting, however, that respondents are less satisfied with certain services, especially with the kindergarten registration process (63%). The participants in focus groups (FG) also highlighted problems and shortcomings with the registration process. The FG participants noted that while online registration simplifies some aspects of the registration process for schools and kindergartens, it also creates many problems. Namely, it is challenging for those who lack experience using e-services; the registration period is very short; and there are a limited number of available places at kindergartens and schools.

One insightful discussion during the FG noted that the increase of the availability of a service does not necessarily imply that the level of satisfaction with this service will also increase – a fact that is supported by various data. For example, the availability of kindergartens in highland settlements has increased over the years of the study (2013 - 35%, 2015 – 38%, 2017 – 53%) however, the level of satisfaction has been steadily falling (2013 - 90%, 2015 – 91%, 2017 – 86%).

Regarding **public schools**, schools – and modes of public transportation to reach them – are widely available. However, as expected, these services are more available in cities than in villages. The level of satisfaction with schools is also high. It is worth noting, however, that only 42% of respondents say they know how to address problems at the school, and even fewer people report appealing to the school authorities when they have an issue.

Although focus group participants mentioned infrastructural problems at schools (poor restroom facilities, a lack of cleanliness), survey respondents gave infrastructure high marks (81%), compared to the other school-re-

lated issues. The availability of schools increased in 2017 (96%) compared to 2015 (88%), but the level of satisfaction remained stable (2015 – 89%, 2017 – 88%), according to the survey results.

Vocational institutions are available for four out of ten interviewees (40%). Respondents were given the opportunity to list the fields of study that are a priority for their districts: overall, 43% prioritize construction, followed closely by medical professions (42%). In regions and highland settlements, agriculture is the highest priority, while respondents in Adjara prioritize tourism. The results from over the course of the three rounds of the survey indicate that respondents in urban settlements prefer construction-related jobs while rural settlements prioritize agriculture.

The two most widespread **social services** are state medical insurance and age pension. Respondents report that assistance is delivered in a timely manner and it is easy to register for the services.

Although many respondents say they are not informed about **state-run free canteens**, those who have heard about this service positively evaluated the quality and quantity of food allocated per person. It is also worth mentioning that according to the study rounds, free canteens became slightly more available in settlement/district in all regions in between 2013 and 2015, with the results remaining stable in 2017 (2013 – 10%, 2015 – 14%, 2017 - 14%).

The number of people who say they seek **medical treatment** for illness at medical institutions appears to be more or less stable: around 40% report going to hospitals for medical care (2013 – 40%, 2015 – 43%, 2017 – 37%), and 30% opt for clinics (2013 – 29%, 2015 – 33%, 2017 – 31%). Few people reported using ambulatories in all three years of the survey; results showed that, as expected, this service is used the most frequently in rural areas. The results of the focus group indicate that satisfaction with hospitals is high, although the discussion in Kutaisi highlighted concerns about the low competence of doctors as well as the low

quality of the service (disorganized queues, poor infrastructure) and slow service. They said these issues cause people to travel to Tbilisi to receive medical service.

A high level of satisfaction with **emergency medical** aid was reported during all rounds of the study, although some problems were highlighted during FG discussion in Kutaisi. While there were no complaints regarding the competence and professionalism of doctors and the level of service, there were concerns about response times. Discussion participants blamed the delay on organizational issues at 112 (Emergency and Operative Response Center): the centralized nature of the service created problems in Kutaisi because too much time is wasted on establishing the caller's address. People noted that while the centralized system has its benefits, emergency services are slow to reach patients in areas outside of the capital due to the fact that the Tbilisi-based operators are not familiar with every community.

It is worth mentioning that more people report they are not informed about the state **preventive vaccination program for the population** in 2017, compared to previous years (2013 – 16%, 2015 – 14%, 2017 – 21%); a similar trend can also be observed concerning the state **preventive vaccination program for domestic animals** (2013 – 49%, 2015 – 67%, 2017 – 30%).

The most available **recreational place** is the local playground in every type of settlement, according to all three rounds of the study. Playgrounds are the highest priority in terms of recreational facilities in both urban and rural communities. Public parks are also a high priority in urban areas, especially in Tbilisi (Tbilisi – 73%, other cities – 58%). In this context, it should be noted that during FG discussions in Tbilisi, participants paid particular attention to the lack of green space in the city. The practice of cutting down trees as well as the lack of long-term service for newly planted trees were both noted as serious issues. The lack of a movie theater was the biggest problem noted in Kutaisi in terms of recreation and leisure.

There is no substantial change in terms of **access to the central water supply**: seven out of ten respondents reported that the central water supply was available in all three rounds of the survey (2013 – 68%, 2015 – 69%, 2017- 72%). It is worth mentioning that issues related to the water supply were a serious concern for FG participants in Kutaisi. Their complaints were echoed by the survey: one of the lowest levels of satisfaction with the central water supply is reported in Imereti (52%). 66% of respondents from Imereti report water is available every day but on a limited schedule and 37% of respondents say the volume of water is insufficient for household needs. The reported availability of water in Imereti fell across the three rounds of the survey (2013 - 57%, 2015 - 51%, 2017 - 49%), but level of satisfaction among the existing consumers is more or less stable (2013 - 63%, 2015 - 65%, 2017 - 66%). It is also worth mentioning that, according to quantitative data, the situation is worse in Shida Kartli.

About half of all respondents reported they have access to the **central sewage system** in all three rounds of the survey.

Regarding **electricity service**, respondents around the country reported 24-hour electricity in their communities and high levels of satisfaction with its quality and prompt service during all seasons. Results from the three rounds of surveys indicate the availability of electricity is increasing, as is the level of respondent satisfaction with the service

More respondents are reporting access to the central **gas supply** according to results in all three rounds of the survey. It is worth mentioning that significant growth in terms of the number of consumers in villages connected to central gas supply system was noted during the three-year study (2013 - 49%, 2015 – 84%, 2017 – 91%). Access in highland settlements is also increasing (2013 – 21%, 2015 – 16%, 2017 – 44%).

A steady increase in the number of respondents with access to the **waste collection service** can be seen across all three rounds of the survey: 59% reported access in 2013, compared to 74% in 2015 and 79% in 2017. The biggest change has

been noted in rural communities: 54% reported access in 2017, up from 21% in 2013 and 48% in 2015.

Although **street cleaning** is more widely available in urban areas, an overall increase is reported in every type of settlement in terms of availability of this service and respondents' satisfaction with it. FG participants both in Tbilisi and Kutaisi particularly highlighted the problem of street vendors during discussions about street cleaning. They supported efforts to limit street vendor activities, and highlighted the role of consumers in ending this practice. In addition, respondents say they approve of a system of fines for littering.

In terms of **road infrastructure** around the country, respondents in Tbilisi report that local roads are in good condition, while the road condition is described as "bad" in the majority of regions in the country. The situation in Racha-Lechkhumi/Kvemo Svaneti is reportedly the worse: 24% of respondents report there is no public transportation and 30% say it is in poor condition. Respondents from this region also gave poor marks to the condition of the local and outside roads. This region also faces a problem with traffic signs – six out of ten respondents say they do not have any in their settlements (57%). Traffic lights are serious problem in Guria (99%) and Racha-Lechkhumi/Kvemo Svaneti (98%) where very few respondents report the existence of traffic lights in their settlements. The majority of respondents complain of the lack of traffic lights in Kakheti (80%) and Mtskheta-Mtianeti (88%). Respondents across the country report they are satisfied with the situation in terms of street illumination with the exception of Guria and Racha-Lechkhumi/Kvemo Svaneti, where three out of ten interviewees note there is no street illumination in their settlement. Every region outside of Tbilisi has a problem with house numbering; the situation is particularly severe in Guria (87% report no house numbering) and Racha-Lechkhumi/Kvemo Svaneti (83% report no house numbering). Respondents in Tbilisi were largely satisfied with all aspects of road infrastructure in the city, giving the city better marks than any other region with one

exception: respondents in Adjara report a higher level of satisfaction with public transportation in terms of service and price. In general, the survey results found that every region outside of the capital lacks a sufficient number of traffic signs, traffic lights and house numbering. It should be noted, however, that respondents around the country report relative levels of satisfaction with outside roads, highways, public transportation and the price of public transportation.

Although survey respondents in Tbilisi gave high marks to all parameters of road infrastructure in the capital, various issues came up during the focus group. Namely, people noted the absence of proper parking infrastructure in the capital; traffic signs that are in poor condition and should be replaced; roads need to be marked (that includes the need to mark pedestrians' crossings and white lines); and the advantage of traffic lights with countdown timers compared to the existing traffic lights. In terms of public transportation, FG participants in Tbilisi highlighted satisfaction with the new buses, but they emphasized the importance of providing infrastructure for the new buses, a tram and bicycle paths as well as the necessity to provide the necessary infrastructure for disabled people.

The focus group in Kutaisi said the lack of modern house numbering is a serious problem. In addition, in terms of public transportation, discussion participants highlighted the importance of providing bus stops equipped with information on bus schedules.

City respondents were fairly evenly split on their levels of satisfaction concerning **urban planning, construction and beautification**. The most positive evaluations are reported in terms of beautification. Participants in the Tbilisi focus group were particularly unhappy with urban planning in the city.

Regarding **tourism**, the 2017 results indicate the sector is the most developed in Tbilisi (79%) and Adjara (69%), where summer is the peak season. 48% of respondents in Tbilisi say the tourism infrastructure in the city is in proper condition, com-

pared to 39% in Adjara. Infrastructure is believed to be more or less adequate in every region, with the highest level of satisfaction reported in Kakheti (90%). As for the two regions where respondents report that tourists visit throughout the year, infrastructure is in better condition in Shida Kartli (60%) than in Mtskheta-Mtianeti (35%), according to the survey. Results over the span of the three surveys show that the highest level of tourism development in several regions (Imereti, Kvemo Kartli, Racha-Lechkhumi/Kvemo Svaneti, Samtskhe-Javakheti, Shida Kartli) was reported in 2015. Only one region – Kakheti – fell in this index, where tourism development was ranked higher in 2013 at 58%, falling to 38% in 2015 and 47% in 2017. The rest of the regions show a growing tendency in terms of the development of the field. The highest level of development is reported in Tbilisi (2015 – 50%, 2017 – 79%).

Tourism was also discussed by FG participants. Although they confirmed that the situation is improving and the level of infrastructure is more or less adequate, they note problems remain in the sector that need to be addressed. In Tbilisi, discussion participants highlighted the unavailability of public toilets and the poor condition of the existing stock. This problem hinders the development of tourism and also creates a serious inconvenience for residents, they said. The FG participants in Kutaisi highlighted positive developments, noting however that the tourism potential of the region has not been fully utilized, especially concerning Tskaltubo resort (Imereti Region). The development of this resort is believed to be vitally important, not only for the region (especially in terms of employment opportunities for locals) but also for the country's economy in general.

Concerning **agriculture**, it is worth mentioning that, as expected, agriculture is considered a higher priority in rural areas than in urban areas in all the rounds of this study. The level of satisfaction with state support for agriculture fell over the course of the three surveys, which might be connected to the fact that the number of respondents receiving various assistance in this field has

decreased with every subsequent survey: eight out of ten rural residents received vouchers for land processing/technical equipment (81%) in 2013, compared to 70% in 2015. In 2017, 48% of village residents report not receiving any kind of assistance from state.

Half of all respondents said they are not aware of **free legal aid**, and the results show that few people use this service. While results over the three rounds of the survey indicate a growing level of awareness about free legal aid (2013 – 16%, 2015 – 23%, 2017 – 27%), the number of people reporting they use the service decreased from 11% in both 2013 and 2015 to 7% in 2017.

The number of respondents who do not use **public services** is increasing every year, according to survey results: 2013 – 55%, 2015 – 58%, 2017 – 64%. The most frequently used public service is obtaining an ID card/biometric passport. While the number of respondents who are satisfied with the price of this service is falling (2013 – 66%, 2015 - 58%, 2017 – 53%), the level of overall satisfaction with the service has increased (2013 – 92%, 2015 – 93%, 2017 – 98%).

In terms of a sense of **safety**, the data shows that people feel less safe now than in 2013 (2013 – 88%, 2015 – 85%, 2017 – 77%). The prevalence of alcoholism, which is named as the most serious problem in many parts of the country, has increased (2013 – 24%, 2015 – 24%, 2017 – 30%).

The availability of **fire and rescue services** has increased compared to the first round of the study, but it is also worth mentioning that the highest level of availability was reported in 2015 (fire: 2013 – 78%, 2015 – 95%, 2017 – 93%; rescue: 2013 – 67%, 2015 – 92%, 2017 – 85%). Both survey respondents and participants in the focus group discussions expressed a high level of satisfaction with the fire and rescue services.

Few respondents reported being aware of the state's **e-services**, especially in rural areas. Although the level of awareness is equally low in terms of gender, more women (21%) are using e-services than men (15%). It is also worth men-

tioning that there is a growing awareness about e-services: 32% of interviewees were informed in 2013, compared to 39% in 2017.

When asked about **pollution**, respondents believe the air is in worse condition than the soil and natural water reservoirs. The most serious situation is reported in Tbilisi. The majority of respondents believe that the government does not implement any activities in order to clean polluted areas or prevent pollution; results from all three surveys indicate the public feels the state is doing less and less (2013 – 51%, 2015 – 46%, 2017 – 32%). FG participants in Tbilisi highlighted the issue of environmental pollution as a problem.

In terms of local self-government, it is worth mentioning that more respondents disapproved of the idea of **dividing municipalities into smaller units** than approved it. This idea has fewer supporters in urban areas than in villages. The small portion of the respondents who support the change believe that it will make it easier to receive services from the self-government.

Over the course of the study, support for the **direct election of governor (mayor)** has decreased from 67% in 2015 to 53% in 2017. The highest level of support for the right to dismiss governor (mayor) was registered in 2013 (47%), falling to 41% in the 2015 and 2017 surveys.

Every second respondent is satisfied with the work done by local self-governing bodies, with an equal number expressing trust in the council and municipality government. Awareness about types of **civic engagement at the level of the local self-government** is quite low according to the survey results; the biggest index was participation in a settlement's general meeting (18%) and starting/signing a petition (14%).

When discussing strategies for better satisfying the population's needs, respondents believe that one of the most important strategies is more frequent meetings between self-government officials and population (2013- 45%, 2015 – 39%, 2017 – 49%). In this context, it is quite

interesting that FG participants in both Tbilisi and Kutaisi highlighted the importance of this strategy. While half of all respondents said that local self-government officials have an effective communication policy (2013 – 52%, 2015 – 58%, 2017 – 53%), participants in the focus group discussion disagreed. FG participants in both Tbilisi and Kutaisi said local officials have become less effective at communicating with the public, noting that only meeting with the public during the “pre-election period” is not sufficient. They noted that regular meetings with representatives of the self-government are an important element of a good communication strategy and officials should make the effort to organize them.

As revealed during the discussions, people are largely uninformed about their rights and ways of civic engagement with the local government (which is verified by quantitative data), but they also express a desire and readiness to be informed. Discussion participants outlined a number of concrete suggestions in order to raise awareness, including distributing flyers and other advertising methods and selecting prominent, public places for disseminating information (e.g. public transportation). In addition, they highlighted the importance of actively teaching civic education in schools. However, the most important channel for raising awareness is believed to be the media. Respondents highlighted the importance of traditional media as the format that is most widely used by all age groups.

It is also worth noting that FG participants in Kutaisi reported that the central government is ignoring the rights of the local government and prioritizing the capital in many areas, including providing recreational infrastructure (... *it is believed that everything good is in Tbilisi and Kutaisi does not need anything, not a good shop or a movie theatre...*). It was also stated that it is important to include local residents in self-government bodies. Another important narrative, which referred to the awareness of population, highlighted the government’s ineffective communication strategy. Members of the focus group negatively compared the communication strategy of the exist-

ing government to the strategy of the previous government. The discussion revealed that it is necessary to keep society informed about the work that the government has done. They said the government needs to promote the country not only to attract tourists (*...tourists influenced by that [previous] campaign are still coming. More attention must be paid to promotion...*), but also in terms of everyday issues (“*they don’t advertise, don’t promote*”, “*they have one big gap [in their strategy]: people do not know what they are doing*”).

6.1. Findings

General findings

- Similar to the studies implemented in 2013 and 2015, the 2017 study demonstrates differences in terms of the situation in public service delivery as well as the degree of citizens’ satisfaction with these services. People feel positive about changes when they see visible outcomes. At the same time, citizens often express higher satisfaction with services even when their availability is assessed negatively – an attempt to solve the problem makes them feel positive. This particularly applies to village residents.
- In general, residents in rural areas give more positive evaluations to the work of the central or local government than in urban areas. For instance, 53% of respondents in Tbilisi express satisfaction with the work of executive branch (mayor/governor), compared to 68% in other cities and 77% in rural areas.

Society reacts adequately to positive or negative changes without being able to provide an in-depth analysis about a specific change. For instance:

- Regardless of the fact that the number of the respondents who support the division of municipalities in smaller units has not increased, the quantity of those who were against this

idea has decreased from 52% (2015) to 45% (2017) in urban areas and from 45% (2015) to 32% in rural areas. At the same time, the number of the respondents who find it difficult to answer this question has increased (2013 – 25%, 2015 – 27%, 2017 – 44%). We can assume that:

- *Compared to the previous years, the issue is less discussed in public space and the lack of information prevents a large portion of society from determining their position;*
- *We can assume that the establishment of seven new self-governing cities and the work carried out there resulted in a decreased number of skeptics, but without undertaking a targeted study directly in the target cities this assumption cannot be confirmed or disproved;*
- *The number of those who supported the direct election of governor (mayor) has decreased (2013 – 64%, 2015 – 67%, 2017 – 53%). It is worth mentioning that citizens could not see any specific results because the election of heads of self-government bodies did not lead to them receiving any real influence and their power to make independent decisions has not increased;*
- *The important strategy of communication between the public and self-governments is believed to be more frequent meetings between local government officials and citizens (2013- 45%, 2015 – 40%, 2017 – 44%) as well as allocating more finances to solve local problems (2013 – 48%, 2015 – 40%, 2017 – 50%). A comparison of the survey results from all three years demonstrates that when the government made concrete steps in this direction (planning mechanisms for citizens' engagement in 2015, increase of volume of local budgets), public attitudes improved.*

Citizens' attitudes towards various types of public services differ. Positive tendencies:

- Some of the services were also positively evaluated in the previous rounds, a trend that continued in 2017. This includes satisfaction with the work of public schools (2013 – 80%, 2015 – 89%, 2017 – 88%); availability of electricity (2013 – 94%, 2015 – 94%, 2017 – 98%); tendency of tourism development (2013 – 29%, 2015- 38%, 2017 – 49%); satisfaction with the most popular public service – taking a ID card/biometric passport (2013 – 92%, 2015 – 93%, 2017 – 98%).
- There are higher levels of satisfaction with the quality of local roads inside the settlement (2013 – 47%, 2015 – 54%, 2017 – 57%); the proper functioning of public transportation (2013 – 73%, 2015 – 82%, 2017 – 87%); the availability of preschool institutions (2013 – 77%, 2015 – 77%, 2017 – 83%) and the network of vocational schools (2013 – 31%, 2015 – 37%, 2017 – 40%); access to drinking water supply (2013 – 68%, 2015 – 69%, 2017 – 72%); gasification in rural areas (2013 – 47%, 2015 – 42%, 2017- 59%); and satisfaction with improved waste management (2013 – 21%, 2015 – 48%, 2017- 54%).
- We also need to mention the services that did not previously exist have just started to operate. For example, street cleaning in rural settlements, which was available to just 6% of rural respondents in 2015, compared to 12% in 2017.

Apart from positive tendencies, there are fields where the situation is severe or has gotten worse:

- Respondents negatively assessed the lack of several services, for example, the sewage system is not available for half of the population (rural settlements). Another example is the low level of civic engagement in public life – 90% of inquired respondents have not participated in any kind of civic activity at all.
- Respondents report a low level of satisfaction with urban planning (2013 – 59%, 2015 – 57%, 2017 – 59%) and construction policy (2013 – 54%, 2015 – 56%, 2017 – 55%).

- The following rates started off low in the first survey and fell in subsequent years: number of beneficiaries of free legal aid (2013 – 11%, 2015 – 11%, 2017 – 7%); citizen appeals to self-government bodies (2013 – 20%, 2015 – 18%, 2017 – 16%).
- A similar tendency can be seen in the level of awareness about the state preventive vaccination program for the population (2013 – 84%, 2015 – 86%, 2017 – 79%) and domestic animals (2013 – 49%, 2015 – 67%, 2017 – 30%) as well as in regard to the number of people receiving agricultural programs (vouchers) (2013 – 81%, 2015 – 70%, 2017 – 48%).

The third round of the study identified a cluster of public services where the situation improved between the first two rounds (2013-2015) and then got worse (2015-2017):

- Decreased number of beneficiaries of state insurance (2013 – 38%, 2015 – 72%, 2017 –

48%); reduced number of citizens seeking treatment at hospitals (2013 – 40%, 2015 – 43%, 2017 – 37%) and clinics (2013 – 29%, 2015 – 33%, 2017 – 31%).

- We also need to mention the decreased level of satisfaction with roads outside the settlements (2013 - 73%, 2015 – 80%, 2017 – 77%).

The study format does not enable us to record the views and opinions of respondents on every issue, however, according to one of the most significant findings of the research, it can be said that increasing the availability of services is not enough to ensure an increased level of satisfaction with that service. This finding is consistently verified by quantitative data. In addition, the study results allow us to conclude that it is necessary to keep the population informed – not only about the work of self-governments, but also about the work carried out in different directions and the achieved outcomes.

