

# **Citizen Experience and Quality of Life**

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## Target population

Men & Women, 18 – 65 y.o.

## Sample size

2,000

## Where?

Urban area  
Romania, Bulgaria, Croatia,  
Hungary



# Romanian Public Services at a Glance

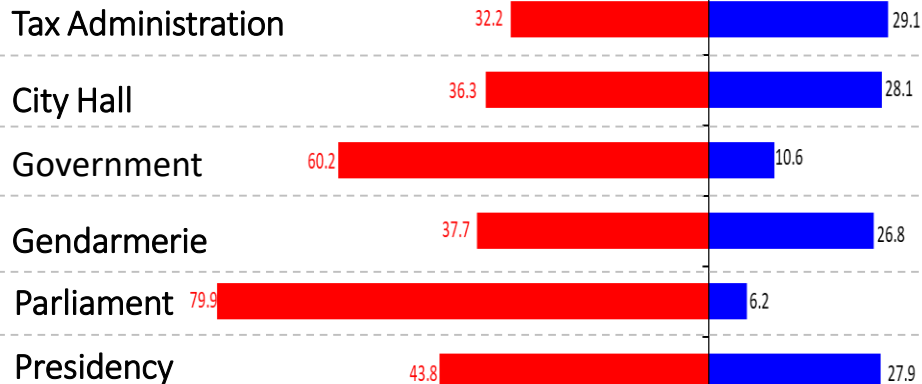
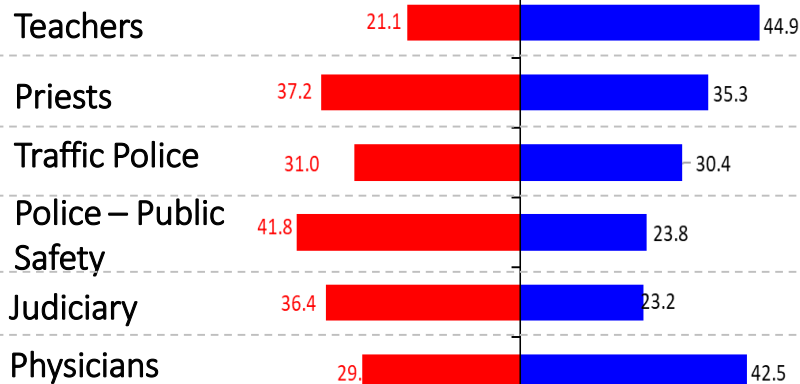
# Satisfaction towards Public Services

Bottom 2 Boxes

Top 2 Boxes

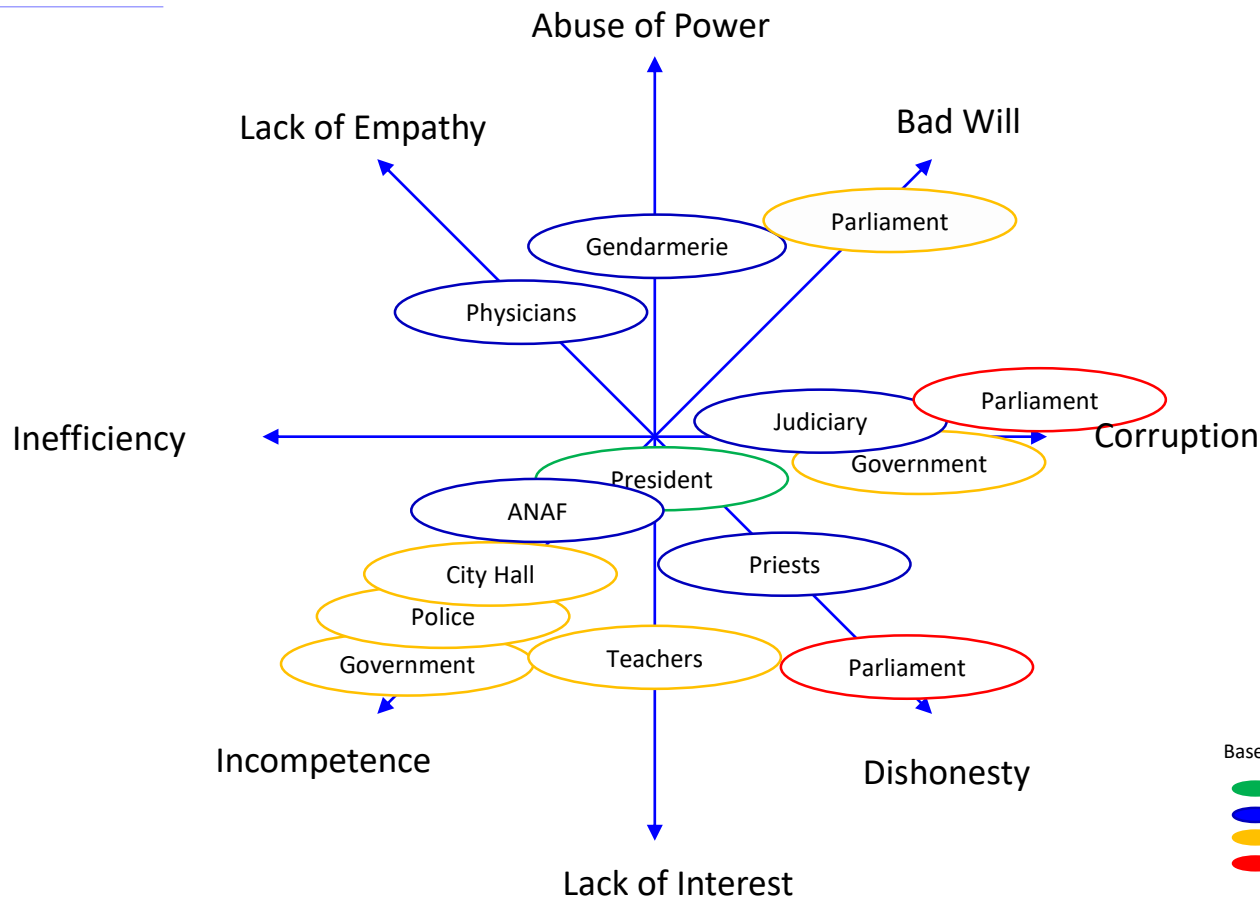
Bottom 2 Boxes

Top 2 Boxes



*Q: What is your level of satisfaction regarding the work of the following public functions and institutions, whether you have interacted with them or not?*

# Public Services Perception

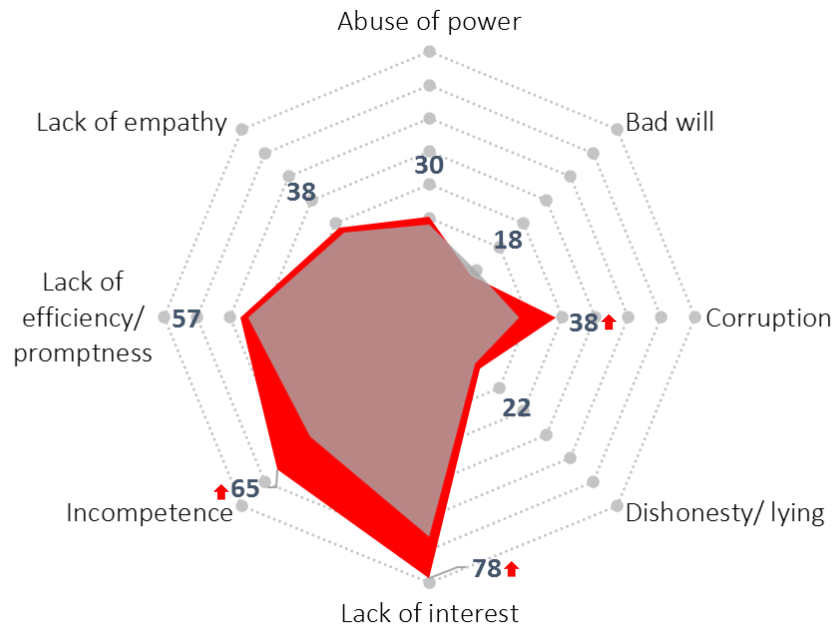
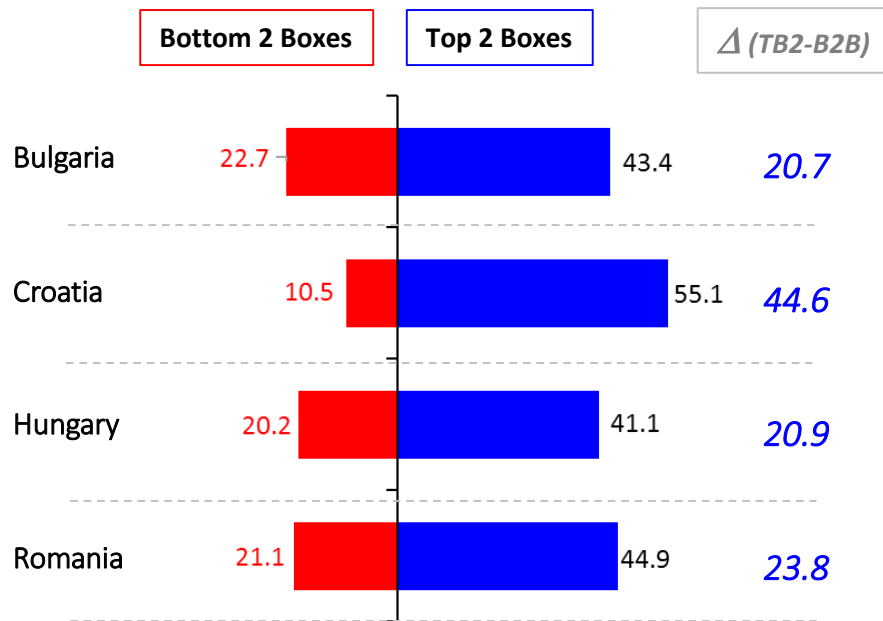


# Citizen Experience – Regional Benchmark



# Satisfaction towards Teachers

## Main Complaints (Romania vs. Region)



Base: Bottom 2 Boxes

↑↓ Significant differences towards **Regional Score** (95% level of confidence)

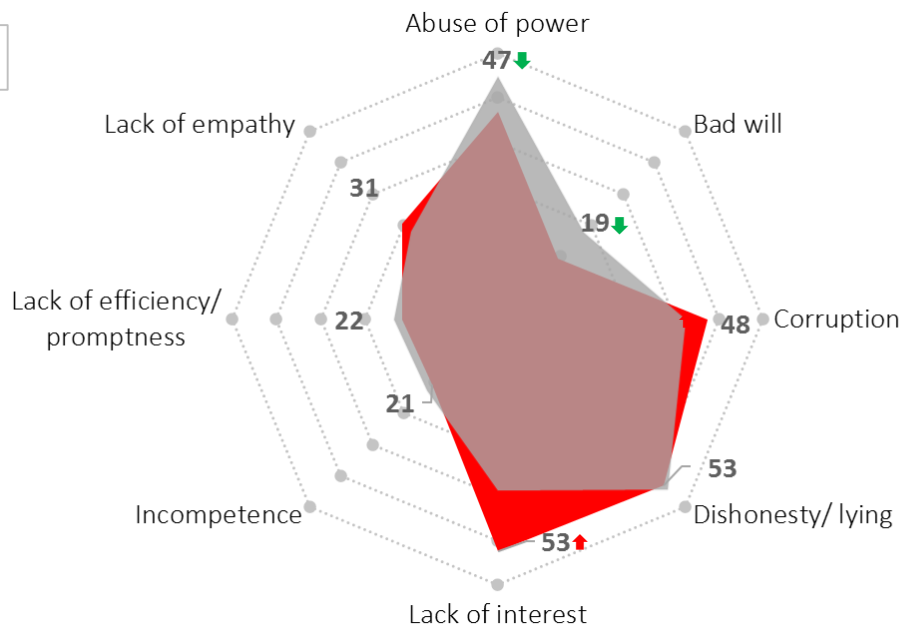
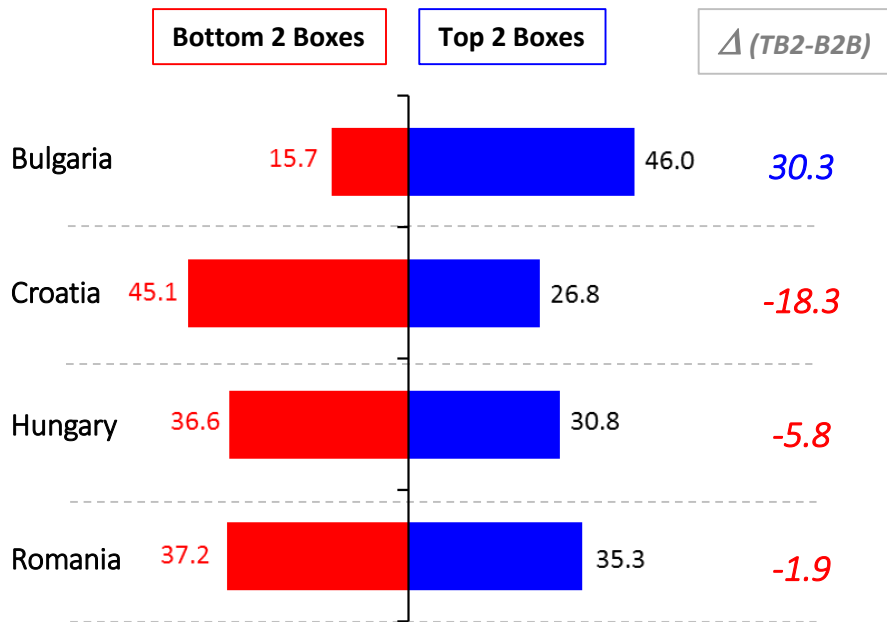
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Q: Which of the following do you think are the main problems of the categories of functions paid from the budget that you said you were dissatisfied with? Check everything that applies.



# Satisfaction towards Priests

## Main Complaints (Romania vs. Region)



Base: Bottom 2 Boxes

■ Romania    ■ Regional score  
↑ ↓ Significant differences towards **Regional Score** (95% level of confidence)

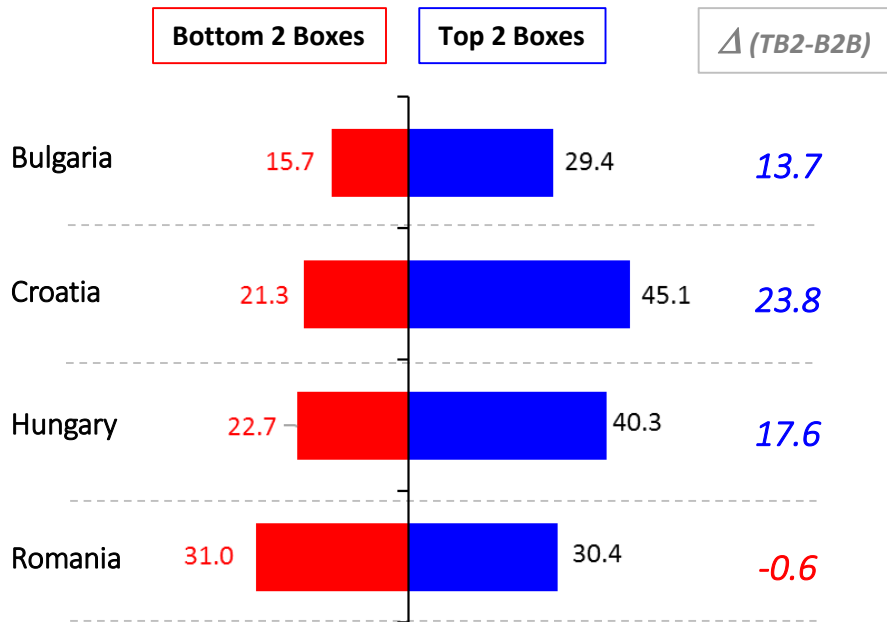
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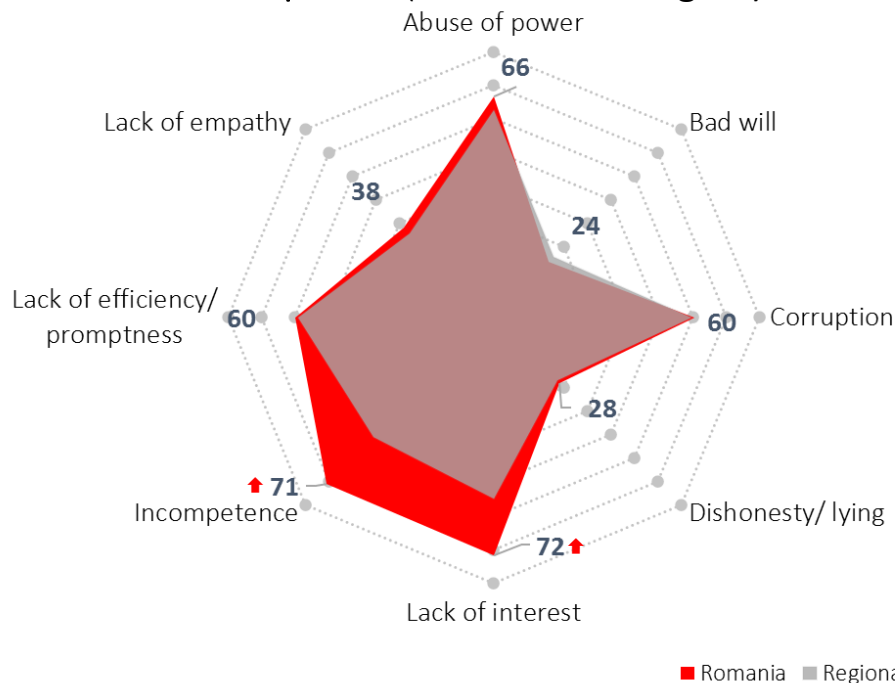




# Satisfaction towards Traffic Police



## Main Complaints (Romania vs. Region)



Base: Bottom 2 Boxes

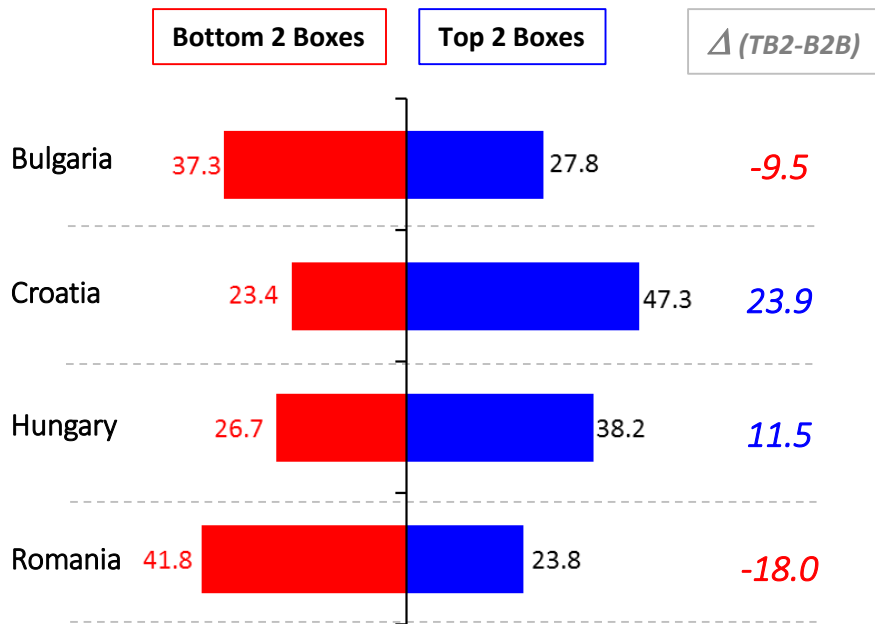
↑↓ Significant differences towards **Regional Score** (95% level of confidence)

Q: What is your level of satisfaction regarding the work of the following public functions and institutions, whether you have interacted with them or not?

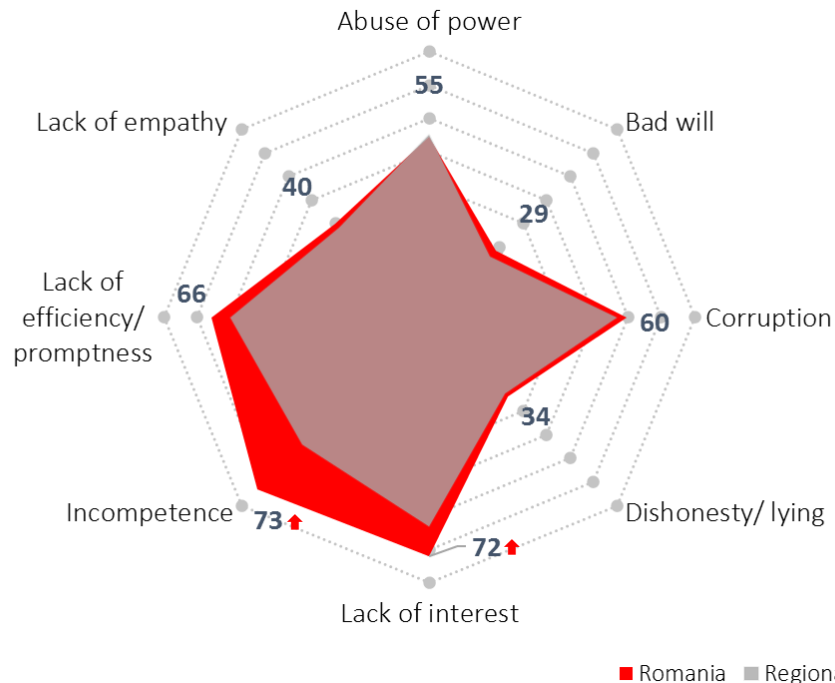
Q: Which of the following do you think are the main problems of the categories of functions paid from the budget that you said you were dissatisfied with? Check everything that applies.



# Satisfaction towards Police - Public Safety



## Main Complaints (Romania vs. Region)



Base: Bottom 2 Boxes

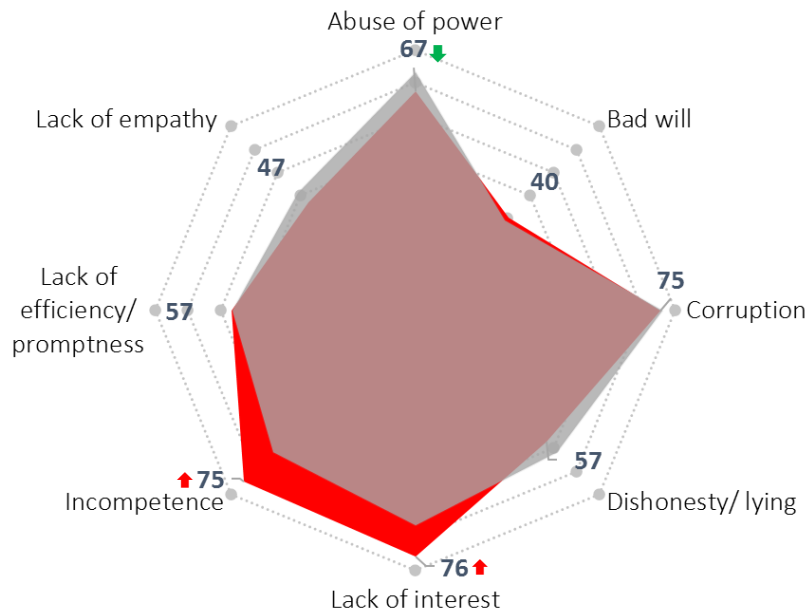
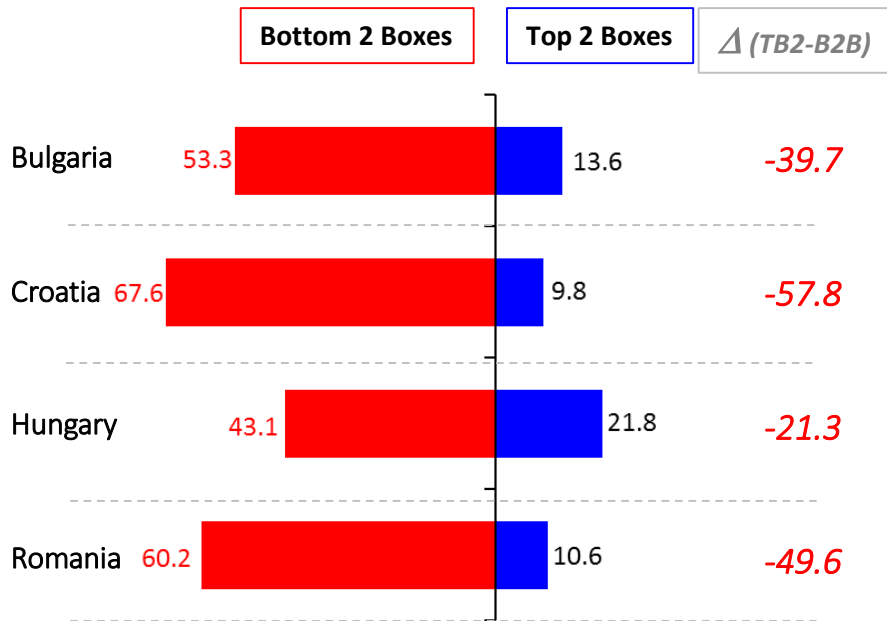
↑↓ Significant differences towards **Regional Score** (95% level of confidence)

Q: What is your level of satisfaction regarding the work of the following public functions and institutions, whether you have interacted with them or not?

Q: Which of the following do you think are the main problems of the categories of functions paid from the budget that you said you were dissatisfied with? Check everything that applies.

# Satisfaction towards Government

## Main Complaints (Romania vs. Region)



Base: Bottom 2 Boxes

↑ ↓ Significant differences towards **Regional Score** (95% level of confidence)

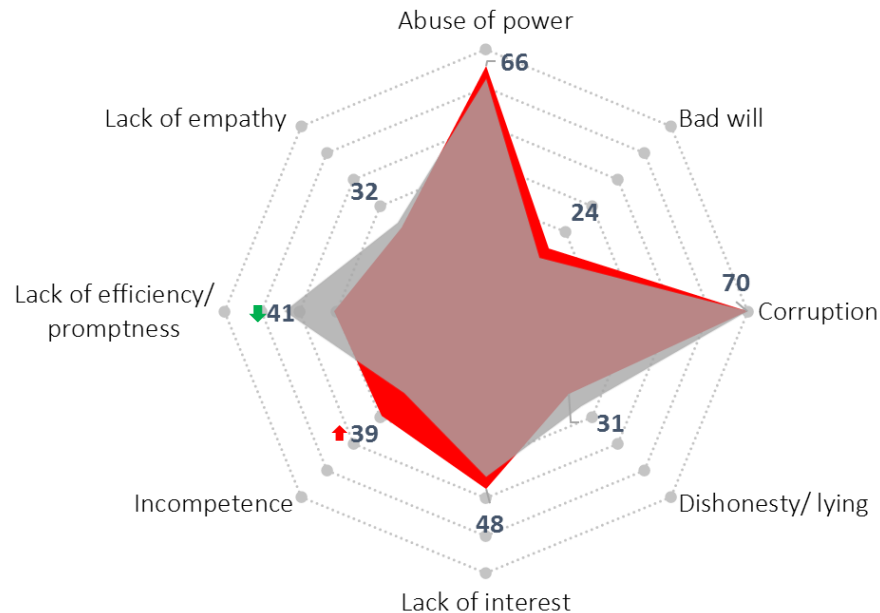
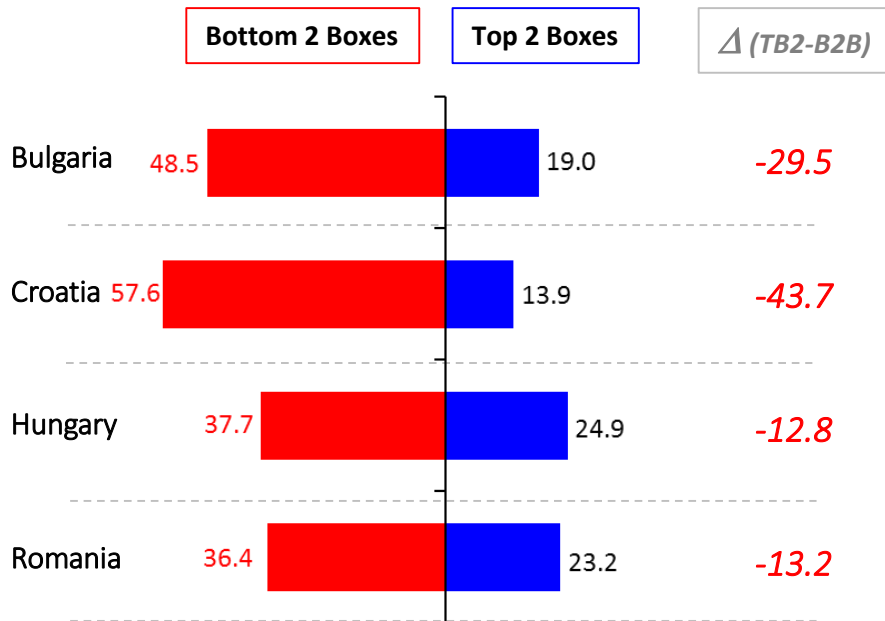
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Q: Which of the following do you think are the main problems of the categories of functions paid from the budget that you said you were dissatisfied with? Check everything that applies.



# Satisfaction towards Judiciary

## Main Complaints (Romania vs. Region)



Base: Bottom 2 Boxes

■ Romania    ■ Regional score  
↑ ↓ Significant differences towards **Regional Score** (95% level of confidence)

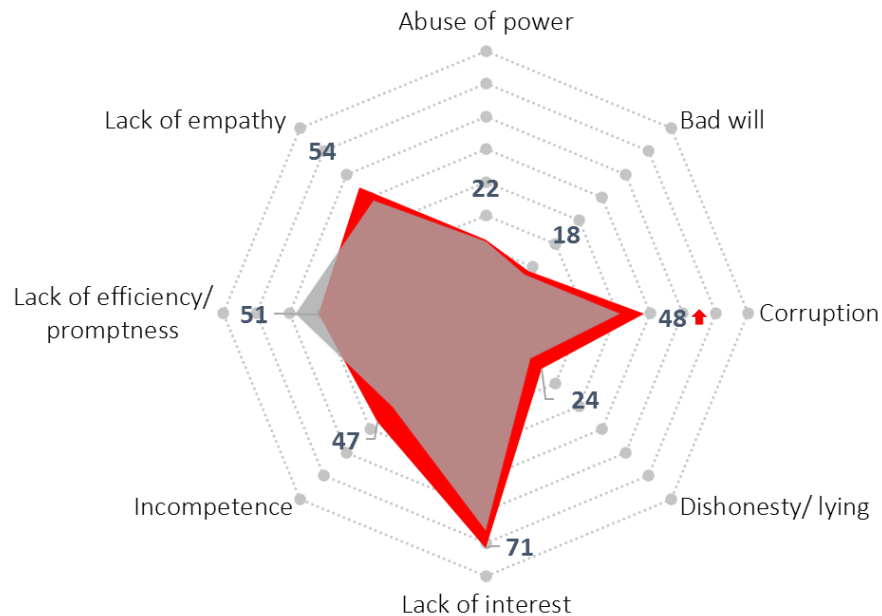
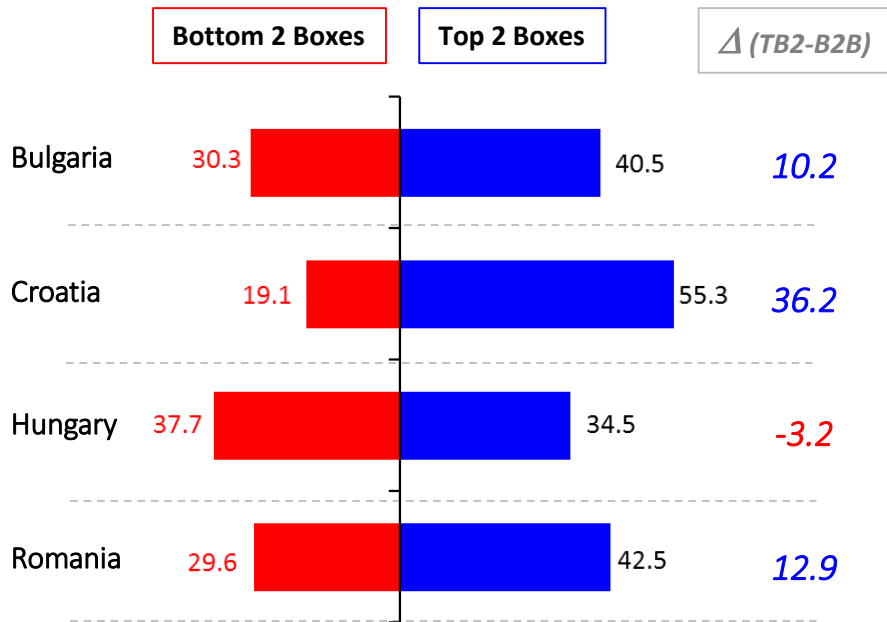
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Q: Which of the following do you think are the main problems of the categories of functions paid from the budget that you said you were dissatisfied with? Check everything that applies.



# Satisfaction towards Physicians

## Main Complaints (Romania vs. Region)



Base: Bottom 2 Boxes

■ Romania    ■ Regional score  
 ▲ ▼ Significant differences towards **Regional Score** (95% level of confidence)

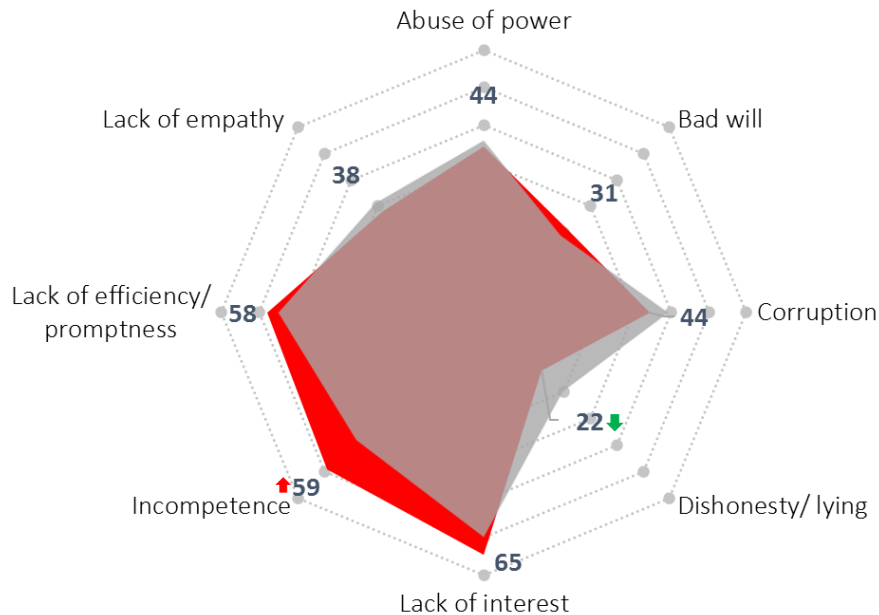
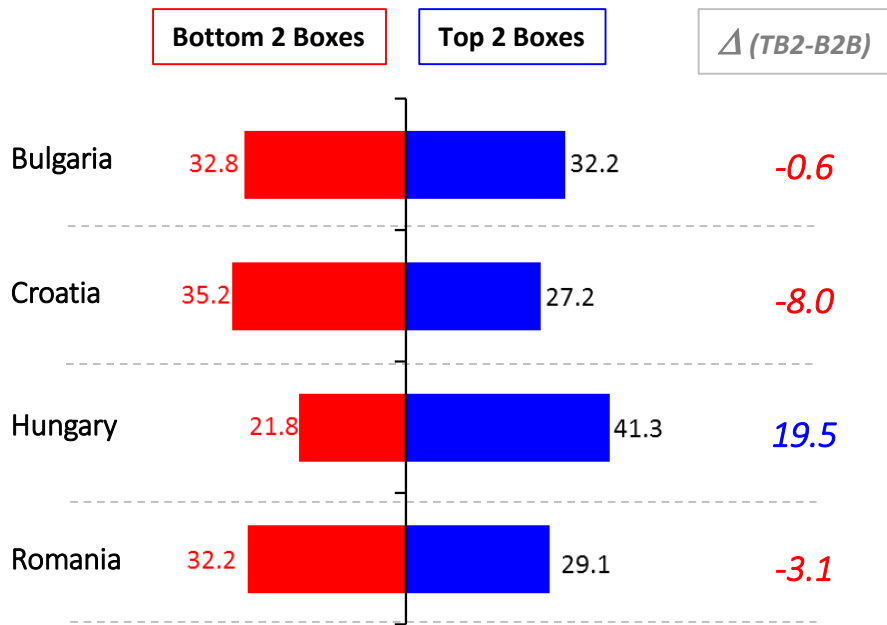
Q: What is your level of satisfaction regarding the work of the following public functions and institutions, whether you have interacted with them or not?

Q: Which of the following do you think are the main problems of the categories of functions paid from the budget that you said you were dissatisfied with? Check everything that applies.



# Satisfaction towards Tax Administration

## Main Complaints (Romania vs. Region)



■ Romania ■ Regional score

Base: Bottom 2 Boxes

↑↓ Significant differences towards **Regional Score** (95% level of confidence)

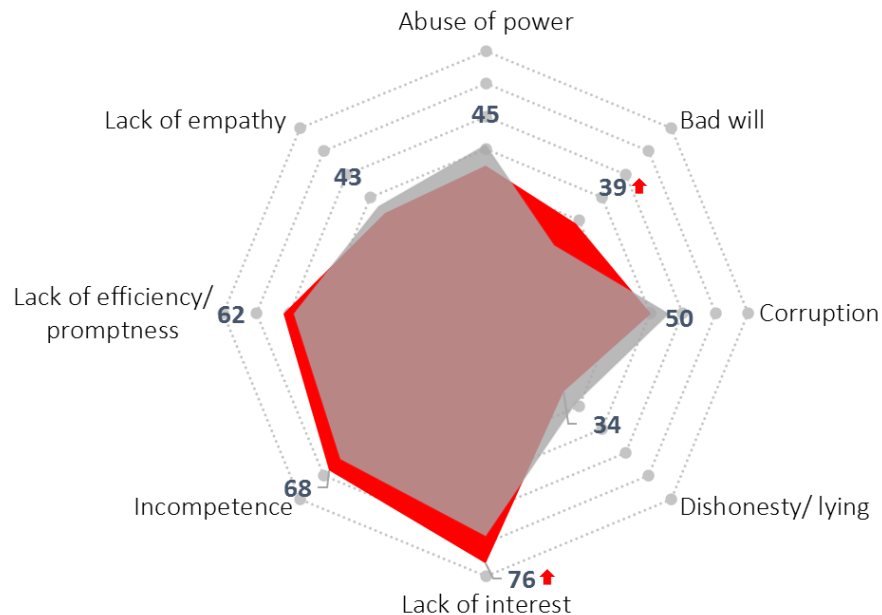
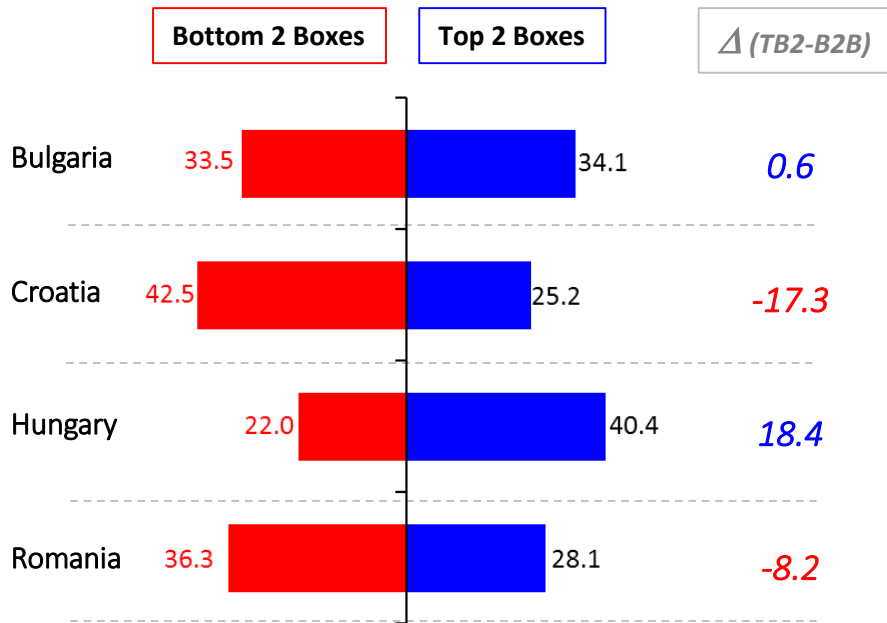
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Q: Which of the following do you think are the main problems of the categories of functions paid from the budget that you said you were dissatisfied with? Check everything that applies.



# Satisfaction towards City Hall

## Main Complaints (Romania vs. Region)



Base: Bottom 2 Boxes

■ Romania    ■ Regional score  
 ▲ ▼ Significant differences towards **Regional Score** (95% level of confidence)

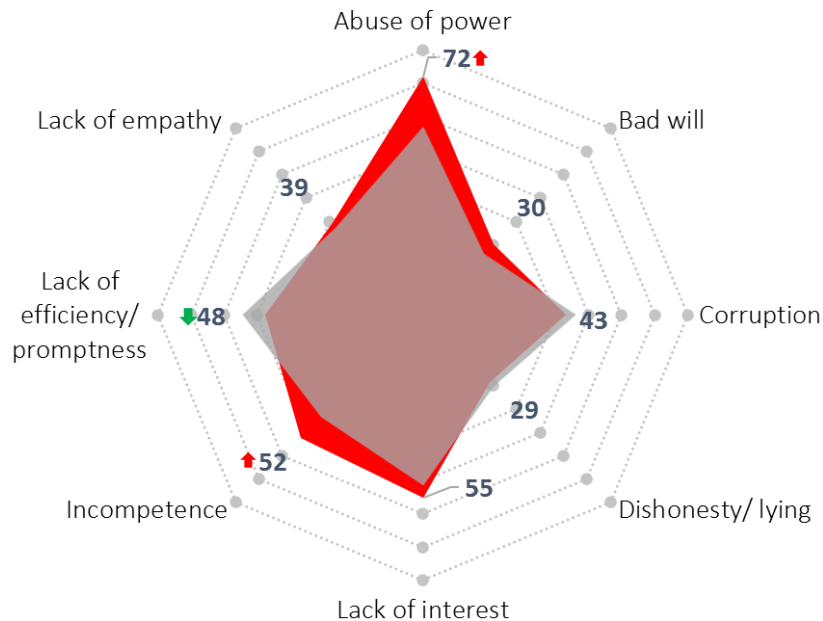
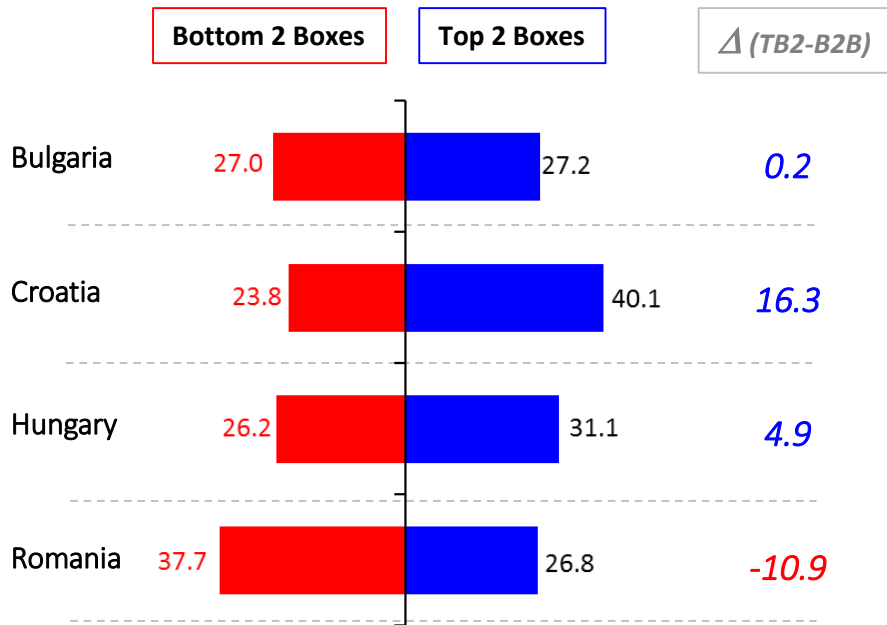
Q: What is your level of satisfaction regarding the work of the following public functions and institutions, whether you have interacted with them or not?

Q: Which of the following do you think are the main problems of the categories of functions paid from the budget that you said you were dissatisfied with? Check everything that applies.



# Satisfaction towards Gendarmerie

## Main Complaints (Romania vs. Region)



■ Romania    ■ Regional score

Base: Bottom 2 Boxes

↑↓ Significant differences towards **Regional Score** (95% level of confidence)

Q: What is your level of satisfaction regarding the work of the following public functions and institutions, whether you have interacted with them or not?

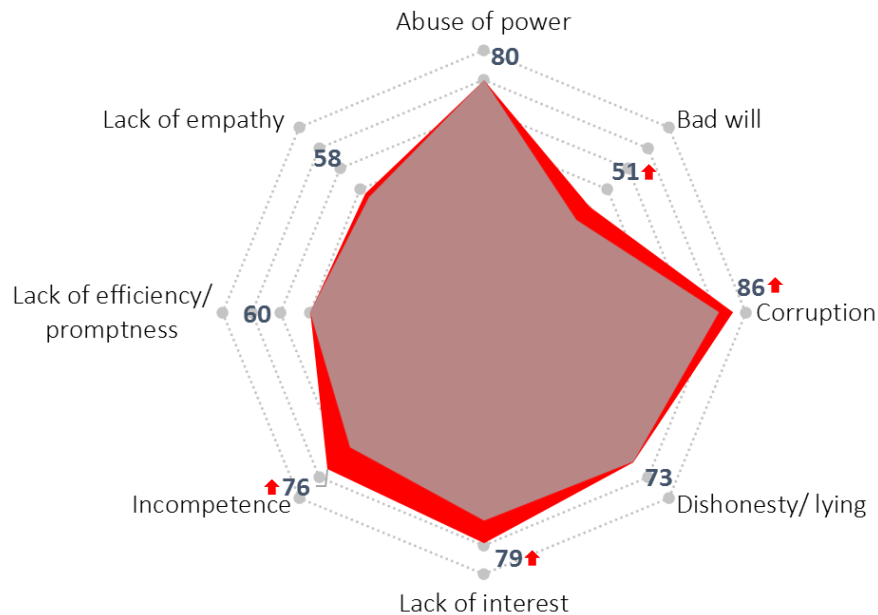
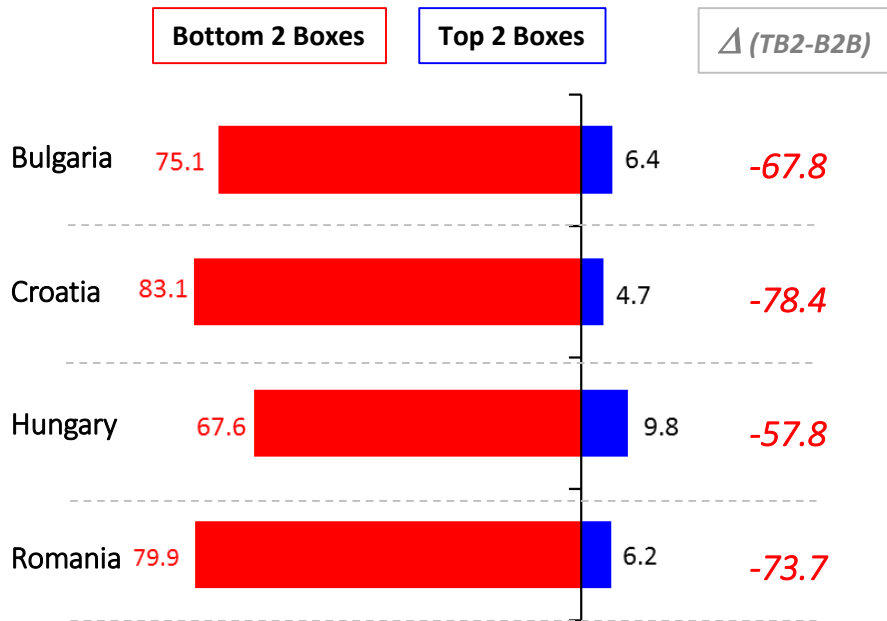
Q: Which of the following do you think are the main problems of the categories of functions paid from the budget that you said you were dissatisfied with? Check everything that applies.





# Satisfaction towards Parliament

## Main Complaints (Romania vs. Region)



Base: Bottom 2 Boxes

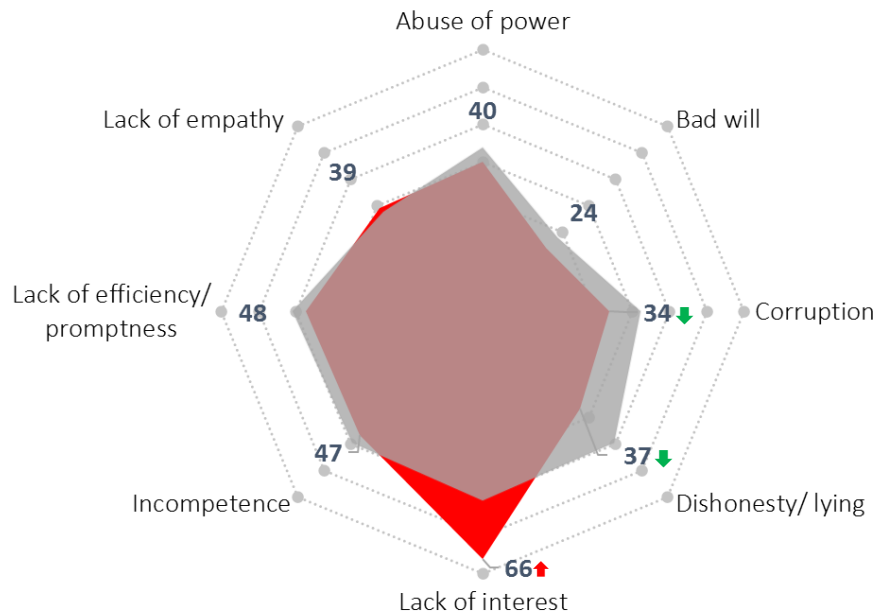
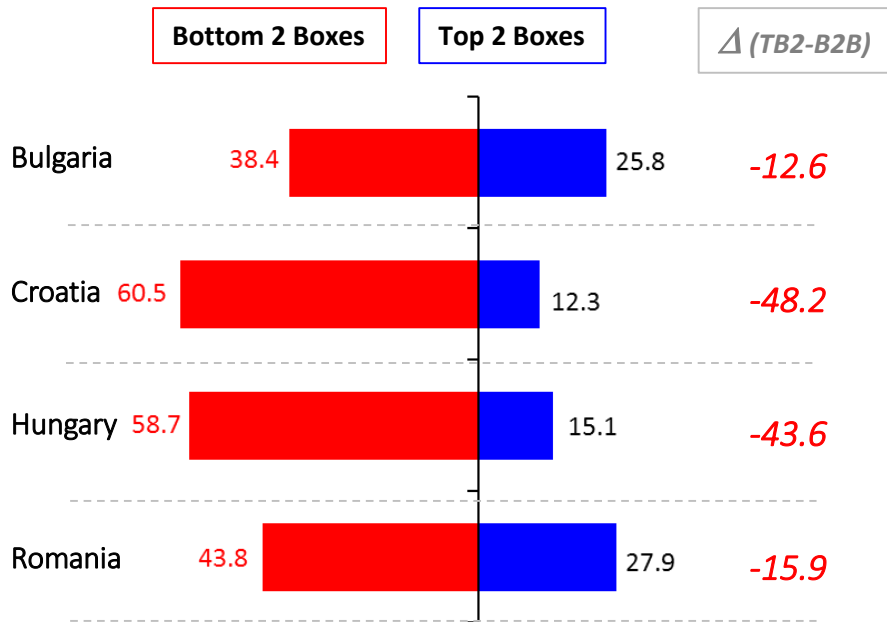
■ Romania    ■ Regional score  
↑ ↓ Significant differences towards **Regional Score** (95% level of confidence)

Q: What is your level of satisfaction regarding the work of the following public functions and institutions, whether you have interacted with them or not?

Q: Which of the following do you think are the main problems of the categories of functions paid from the budget that you said you were dissatisfied with? Check everything that applies.

# Satisfaction towards President

## Main Complaints (Romania vs. Region)



Base: Bottom 2 Boxes

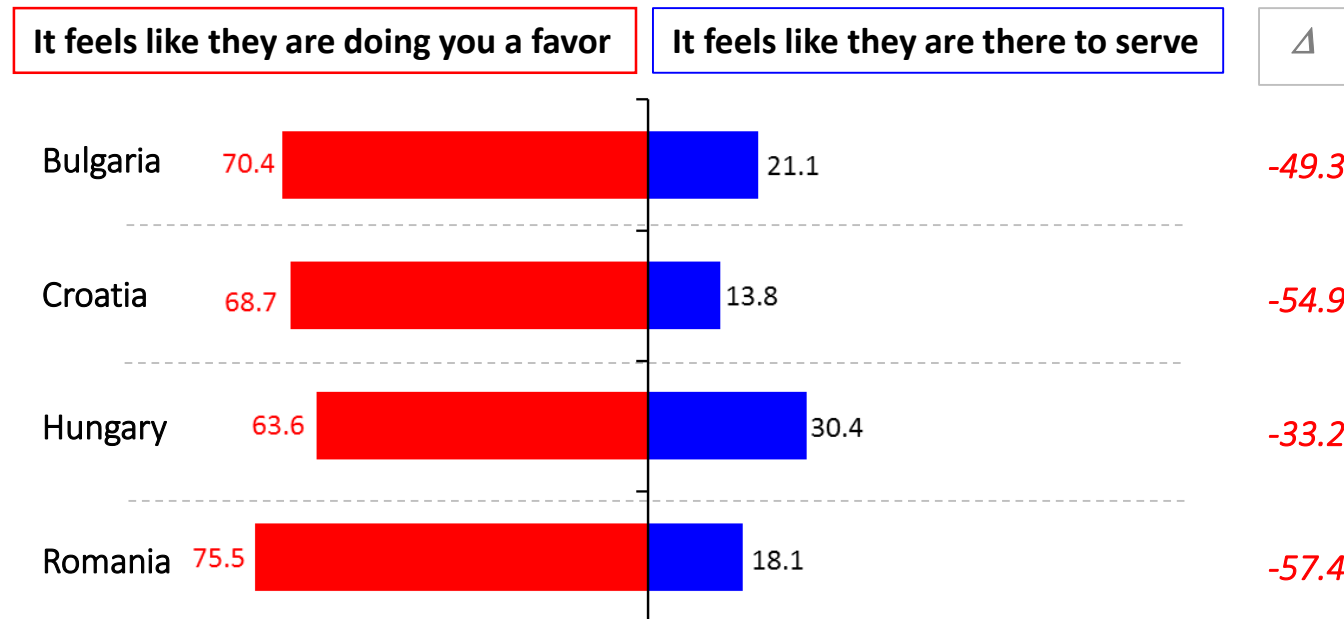
■ Romania    ■ Regional score  
 ▲ ▼ Significant differences towards **Regional Score** (95% level of confidence)

Q: What is your level of satisfaction regarding the work of the following public functions and institutions, whether you have interacted with them or not?

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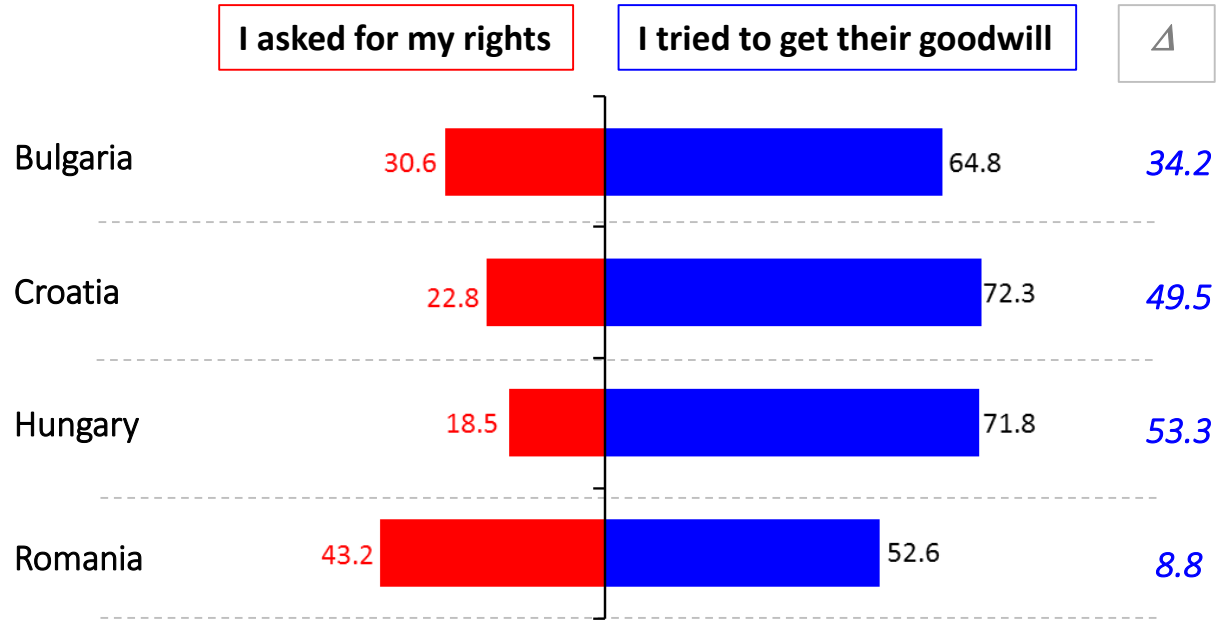
# Civil Servants Attitude. Citizens' response

# Perception on Civil Servants Behaviour



Q: Which of the following statements best suits the way civil servants generally behave when interacting with them?

# Reaction when Dissatisfied with Public Services Offered



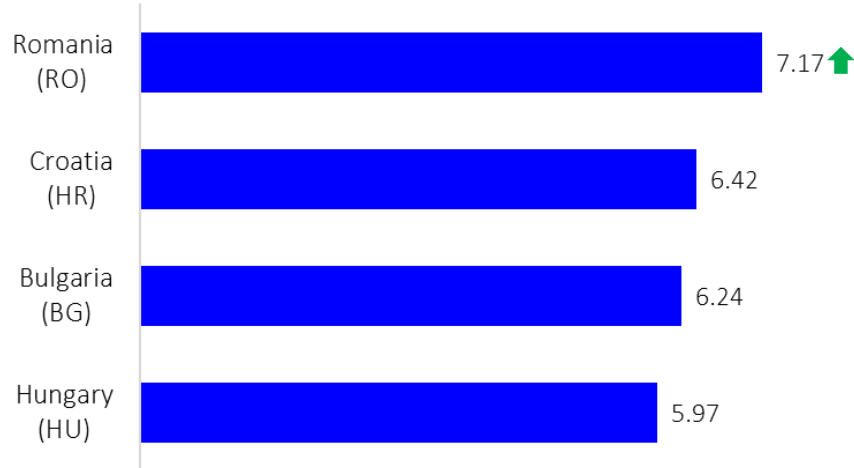
Q: Which of the following statements best describe your reaction towards civil servants last time when you were dissatisfied with their services?

# Quality of Life

# Perception of Life's Quality



Quality of Life  
Regional score 6.45



↑↓ Significant differences towards **Regional Score** (95% level of confidence)

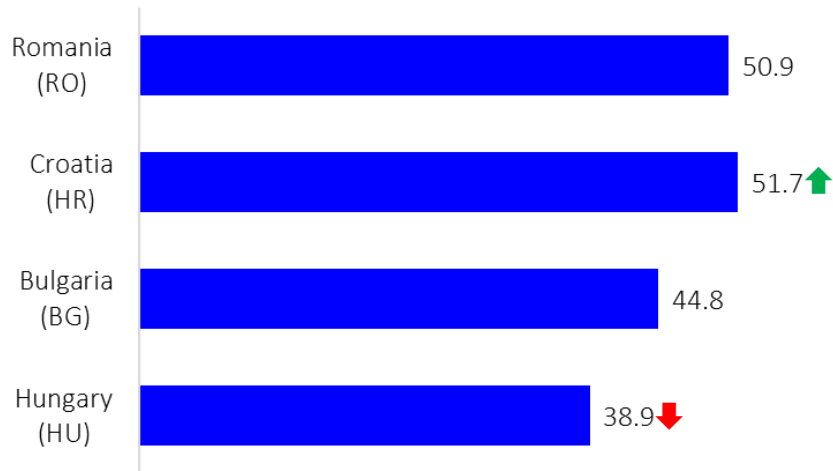
Weak but significant correlations with satisfaction towards:

- Judiciary
- ANAF
- City Hall
- Government
- Gendarmerie

*Q: If you were to give a grade from 1 to 10 for the quality of your life in general, where 1 means a very poor quality of life and 10 an excellent quality of life, what grade would you allocate for your life?*

# Intention to Leave the Country

Intention to Leave  
Regional score 46.57



↑↓ Significant differences towards **Regional Score** (95% level of confidence)

Weak but significant correlation with dissatisfaction towards:

- Politicians/Parliament

*Q: During the last 12 months have you considered the option to permanently leave the country/ work in another country?*



**THANK YOU!**

