

# Western Balkans

## How residents view their local authorities

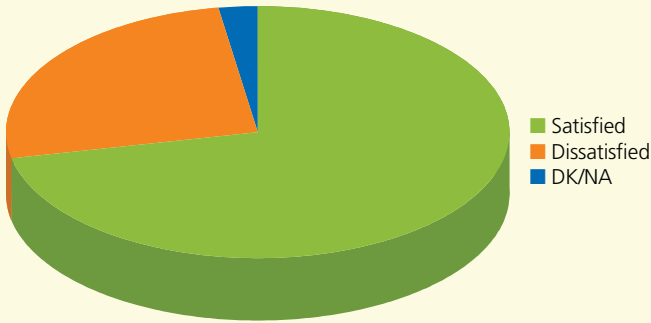


This brochure presents the most important findings from the Gallup Balkan Monitor survey at a local level, to be published in Autumn 2009 (available through the CEMR, NALAS and Gallup Balkan Monitor websites).

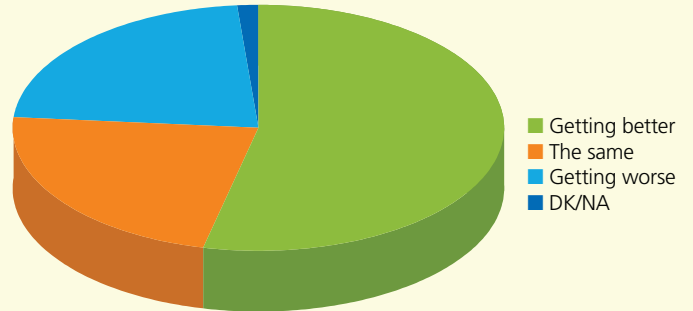
- ▶ 72% of people in the Western Balkans are satisfied with the town in which they live, while only about half of the regions' residents expect their local situation to improve in the future.
- ▶ Just over 6 in 10 respondents in the Western Balkans see their towns as being a good place to start up a new business (62%), compared to an EU average of exactly 60%.
- ▶ Slightly less than half of respondents are satisfied with the overall quality of local public services.
- ▶ Western Balkans residents are most satisfied with the quality of air and water, and least happy about the quality of roads and availability of quality health care.

## SATISFACTION OF RESIDENTS WITH THEIR TOWN

Western Balkans average - are you satisfied with the town you are living in?



Is your town getting better or worse as a place to live?

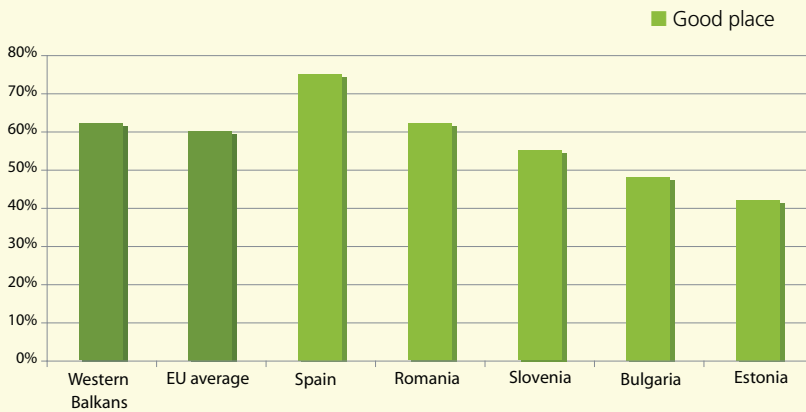


More than 7 in 10 survey participants are satisfied with the town they are living in (72%), while only about half think the local situation is getting better (53%).

Places with a high level of satisfaction are Bar, Montenegro (89%), Zagreb, Croatia (88%) and Bitola, FYR Macedonia (87%).

## ATTRACTION OF TOWNS TO ENTREPRENEURS FORMING NEW BUSINESSES

Is your town a good place to start a business?

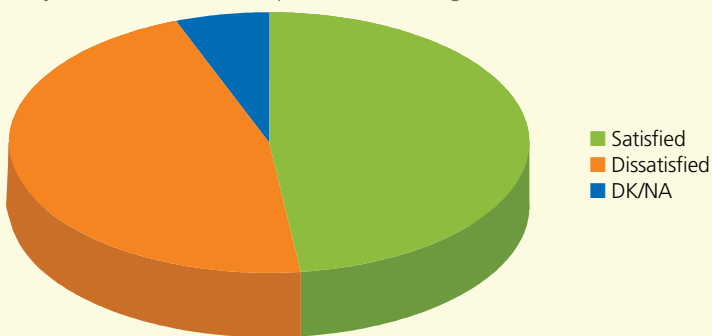


62% of residents in the Western Balkans think that their town is a good place for entrepreneurs starting up new businesses, while the average in the EU is 60%. The country of the Western Balkans seen to have the most favourable conditions for establishing new businesses is Montenegro (67%).

The towns estimated by their residents as very favourable to new businesses are Bugojno, Bosnia and Herzegovina (91%), Bar, Montenegro (85%) and Shkoder, Albania (78%).

## RESIDENTS' SATISFACTION WITH LOCAL PUBLIC SERVICES

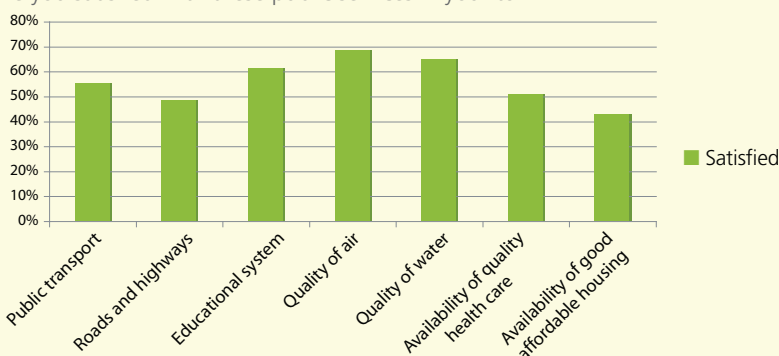
Are you satisfied with local public services in general?



48% of respondents in the Western Balkans are satisfied with the quality of local public services in general. Even if not significantly different from the average, the highest level of satisfaction was measured in Montenegro (56%).

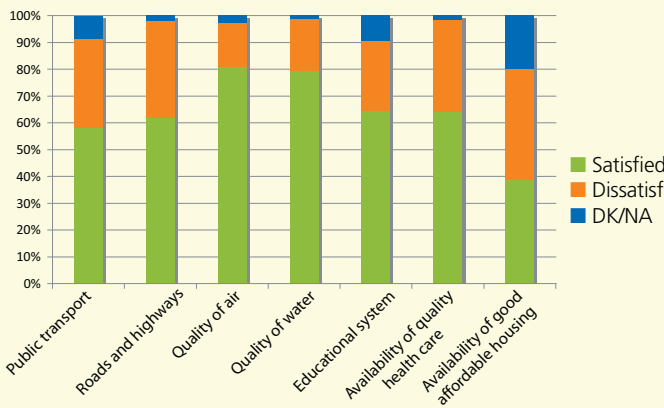
In general, residents are very satisfied with local public services in Bar (84%) and Nikšić (78%), Montenegro, and in Belgrade, Serbia (64%).

Are you satisfied with these public services in your town?

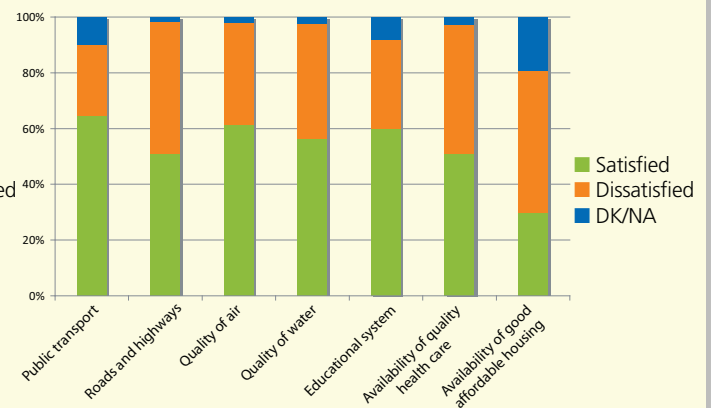


Asked to assess the quality of several public services, respondents saw the quality of air and water most positively (68 and 65%, respectively, were satisfied), while the quality of roads and health caused least satisfaction (48% and 51%).

Croatia: satisfaction with local public services

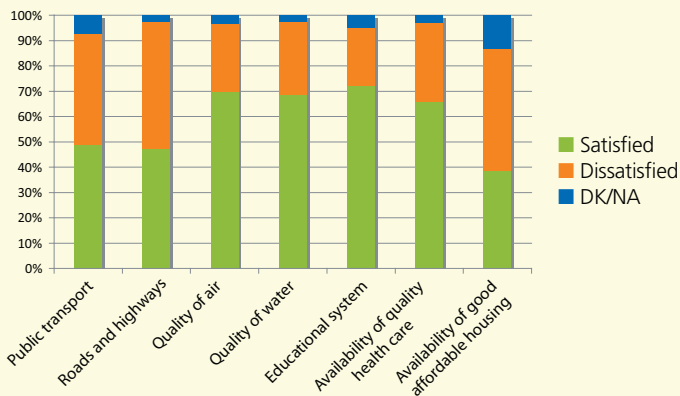


Serbia: satisfaction with local public services

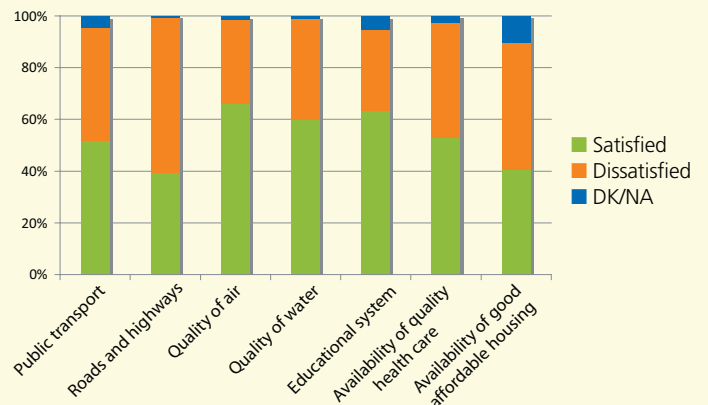


The quality of public transportation system, as well as of roads and highways, was most highly rated by residents of Serbia (65 and 51%) and Croatia (58 and 62%). A similarly high satisfaction with these services was expressed by 57% of respondents in Slovenia and Romania and 53% in Bulgaria.

Montenegro: satisfaction with local public services

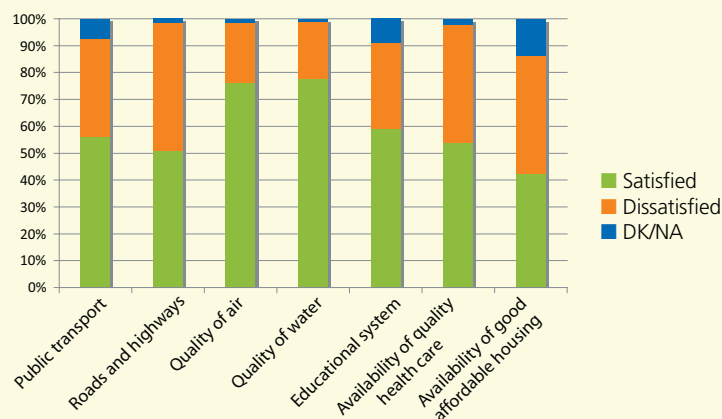


FYROM: satisfaction with local public services



Respondents in Montenegro (72%) and FYR Macedonia (63%) are more satisfied with their country's educational system than the residents of other Western Balkans countries. Slovenia (72%) and Romania (60%) reach similar levels of satisfaction.

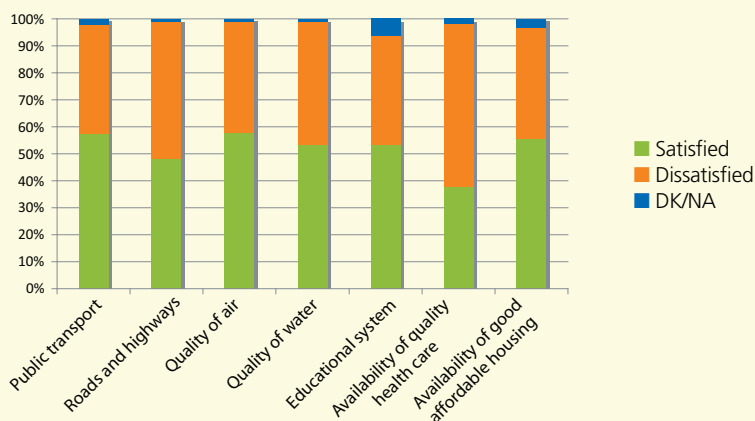
Bosnia and Herzegovina: satisfaction with local public services



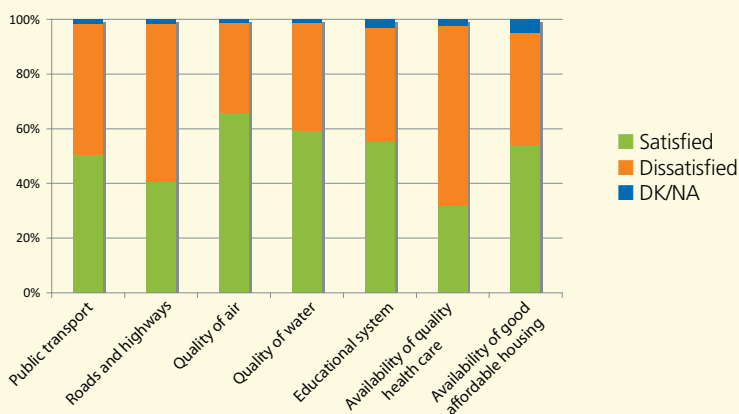
The quality of air and water is assessed very positively in Croatia (81% and 79%, respectively) and in Bosnia and Herzegovina (76% and 78%). Slovenia shows slightly higher results (82% and 85%).

Quality health care is seen as being most available in the Western Balkans by residents of Montenegro (66%) and Croatia (64%). Slovenes see their country as having an even more satisfactory medical system (78%).

### Albania: satisfaction with local public services



### Kosovo: satisfaction with local public services



People in Albania (55%) and Kosovo (54%) feel that they have access to good and affordable housing – these are the highest results in the Western Balkans.

## ABOUT THE PROJECT

The report “Western Balkans: How residents view their local authorities” is a result of a collaboration of CEMR, Gallup and NALAS. It summarises findings relevant to local governments in the Western Balkans, collected in the 2008 wave of the Gallup Balkan Monitor (GBM) - a multi-year project undertaken by Gallup and the European Fund for the Balkans (EFB). It examines how changes in various aspects of life in the Western Balkans are perceived over a period of time. The GBM was conducted in cooperation with the EFB – a joint initiative of European foundations in Albania, Bosnia and Herzegovina, Croatia, FYR Macedonia, Montenegro, Serbia and Kosovo. The EFB supports projects aimed at bringing the Western Balkans closer to the EU.

## METHODOLOGY

- Multi-year comparative project all Western Balkan countries
- A stratified random sample of 1000 respondents per country
- Stand-alone samples of ethnic minorities and other entities
- Fieldwork September-October 2008
- Face-to-face methodology
- Comparative questions allowing for time series
- Margin of error: +/- 3%

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The results of the GBM can be consulted at  
[www.balkan-monitor.eu](http://www.balkan-monitor.eu)

The European Fund for the Balkans:  
[www.balkanfund.org](http://www.balkanfund.org)