

SATISFACTION WITH LOCAL AUTHORITIES' SERVICES

Impact indicator, Outcome indicator

Indicator Phrasing

English: % of target population satisfied with their last experience of using [specify the local authorities' service]

French: % de la population cible satisfaits de leur dernière expérience d'utilisation de [précisez le service des autorités locales]

Portuguese: % da população-alvo satisfeita com a sua última experiência de utilização [especifique o serviço das autoridades locais]

Czech: % cílové populace uvádějící spokojenost se svojí poslední zkušeností s využitím [určete službu poskytovanou místními úřady]

What is its purpose?

The indicator measures the target population's satisfaction with using a certain type of local authority service (most likely those whose quality your project aimed to improve). The indicator should be used only for services which are either used by a large part of the general population or by a very specific group of people – otherwise you will have difficulties gaining a representative number of respondents who can provide their opinion.

How to Collect and Analyse the Required Data

Collect the following data by conducting individual interviews with a [representative sample](#) of your target population:

RECOMMENDED SURVEY QUESTIONS (Q) AND POSSIBLE ANSWERS (A)

Q1: *In the past* [specify the time period], *have you used* [specify the service provided by local authority]?

A1: yes / no

(ask the following question only if the previous answer is YES)

Q2: *I would like to understand to what extent you were satisfied with using* [specify the service]. *Were you very satisfied, fairly satisfied, rather dissatisfied or very dissatisfied?*

A2:

- 1) very satisfied
- 2) fairly satisfied
- 3) rather dissatisfied
- 4) very dissatisfied

(the following question is highly recommended but not mandatory; ask it only if the answer is “rather dissatisfied” or “very dissatisfied”)

Q3: *What were your main reasons for not being satisfied?*

A3: pre-define the options based on the context and pre-testing + include an option “other – specify:”

To **calculate the indicator’s value**, divide the number of people who were “very satisfied” or “fairly satisfied” by the total number of respondents. Multiply the result by 100 to convert it to a percentage.

Disaggregate by

[Disaggregate](#) the data by gender, age, belonging to a certain social group or other criteria.

Important Comments

1) Unless you know in advance that all your respondents have used the service, **your survey sample will need to be relatively large**, so that even when you exclude people who have not used the service, you will still have a representative number of respondents.

E-Questionnaire

- [XLS form for electronic data collection - indicator Satisfaction with Local Authorities' Services](#)