

# *How do you evaluate* **THE WORK OF THE PUBLIC ADMINISTRATION?**

For 128 000 public employees,

**32,3%** The number of public employees as to big and a overburden to the economy,

**28%** believe that there is a need for decrease of staff in the public administration of the Republic of Macedonia.

# What is the expertise and competence of the public administrative employees?

**35,3%**

The biggest part of the population are ambivalent about this question.

Those who agree about solid expertise are **21,5%**

and those who think that public administration employees who are not competent enough are

**25, 5%**



Survey shows that citizens are distributed in approximately one third of those who are not satisfied from the competences of public administration and another third of those who are satisfied, while the biggest number of citizens are not certain about this issue.

# How do you evaluate the kindness of public administration employees?



35,1%

The infographic consists of three blue circles, each with a white percentage inside. The circles are arranged horizontally. The first circle on the left is labeled 'are neutral considering this question' below it. The middle circle is labeled 'agree that employees in the public administration are kind' below it. The third circle on the right is labeled 'believe the employees are not kind, hence declare the opposite' below it. The circles are set against a light blue background with a white geometric shape behind them.

are neutral  
considering  
this question

22%

agree that  
employees in  
the public  
administration  
are kind

25,9%

believe the  
employees are  
not kind,  
hence declare  
the opposite



There is very similar proportion of people who evaluated the readiness of the public employees to assist the citizens with

**33%**

and those who agreed that the administration shows effectiveness in work

**30%**



## REASONS WHY CITIZENS ARE NOT SATISFIED FROM THE WORK OF THE PUBLIC ADMINISTRATION EMPLOYEES

**31,5%** of the citizens point out to insufficient expertise and professionalism of the staff

**21,9%** believe that employees are simply not doing their job regardless of their expertise



## TRUST IN INSTITUTIONS

**29,3 %** have trust in the  
state and public institutions



## EXPERTISE AND COMPETENCE


**31,2 %** said that employees of the public  
institutions possess expertise  
and competences



## EXTENT OF CORRUPTION

**35,6 %** believe corruption is widely dis-  
tributed in the state and public  
administration





A good illustration for the citizen's opinion represents the question about how satisfied they are in general from the quality of services provided in regards to the money they contribute with taxes and expenses for the functioning of the administration. Namely, one-fourth of the citizens or **26,4%** do not agree that the quality of service pays off the invested money and the percentage of those who are not certain about this question is a bit smaller. Those who agree that the quality pays off are **16%**, while those who agree the most on the provided quality of services are **8,4 %**.