



Asociația Națională
a Birourilor de Consiliere
pentru Cetățeni

PUBLIC INFORMATION SERVICES IN ROMANIA BETWEEN SUPPLY AND DEMAND

STUDY CONCERNING THE CITIZENS INFORMATION NEEDS

2008



Program finanțat de
UNIUNEA EUROPEANĂ



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OBJECTIVES:

- **Identification of the citizens information behavior** (Which are the institutions frequently accessed by the citizens to get information? What types of informations are mostly accessed by the citizens ?)
- **Assessment, from the citizens view, of the information services delivered by the public institutions** (How satisfied are the citizens with the public information services?)



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OBJECTIVES:

- **Identification of the citizens information needs** (Which are the information areas accessed by the romanians ?)
- **Identificatin of the favorite ways or means to get information** (How they want to be informed?)



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RESULTS:

- The family doctor and the City Hall are the institutions the most accessed by the romanians (78% and 67%)
- **Concerning the interaction with the public institutions:** 94 % from the population interacted with 1-8 public institutions, but only 24 % had difficulties in these relations. Most frequently are named difficulties with the City Hall (concerning the local taxes). On the second place is the family doctor (regarding the medicines prescriptions.)



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RESULTS:

- **Concerning the citizens satisfaction concerning the services:**

1. The family doctor (66 points from 100)

2. Police (62 points)

3. Finance Administration (58 points)

4. Agriculture Direction (54 points)

RESULTS:

- **Satisfied or unsatisfied?**

From those who interacted with the public institutions:

49% were satisfied in all the cases

27% were satisfied in the most cases

8% were unsatisfied in the most cases

10% were unsatisfied in all the cases

RESULTS:

- The satisfied people are employed people, from urban areas
- Unsatisfied people are divided in 3 groups:
 - individuals with low incomes, poor people from rural areas
 - individuals from disadvantaged groups, vulnerable to discrimination
 - individuals with high income (“the institutions don’t have strategies and efficient public information services”)

RESULTS:

- **Information areas:**
- **22% declared they don't need to be informed**
- **22% are preferring the development package** (education, training, a job abroad, documents to travel abroad, accessing european funds and loans, obtaining a house, consumer protection, local development programmes)
- **56% are searching social informations** (health, medical services, pensions, social assistance, child protection, human rights, available local jobs, local taxes, juridical assistance, notarial procedures)

RESULTS:

- What is the content of an information in order to be satisfactory for the citizens:
 - The conditions to be fulfilled
 - Required documents
 - Services costs
 - Deadlines
 - Relevant institutions

RESULTS

- The preferred ways to be informed are:
- Face to face(54%)
- At phone(30%)
- A citizens information service(27%)

RESULTS:

Who	Information need	Favorite ways to be informed
Advantaged people	Development package	Phone, e-mail, internet
Disadvantaged people	Social package	Face to face

For disadvantaged people: we need to be proactive and to carry out outreaching activities, mobile and flexible services.

RESULTS:

- The communication between citizens and institutions is week or very week (39%)
- The main causes are: corruption, burocracy, the lack of competency of the public servants, the lack of citizens information

RESULTS:

- 76% from the population agree the existence of a local public information service
- People from urban areas are seeing it as an independent service
- People from rural areas are seeing it as a department of the City Hall



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THANK YOU!

NATIONAL ASSOCIATION OF CITIZENS ADVICE BUREAUX ROMANIA

Olimpia Neagu, Ph.D



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