

KANTAR



REFORMS DELIVERY OFFICE
CABINET OF MINISTERS OF UKRAINE

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Quantitative research report

Perception of Public Administration
and Civil Service by the Citizens of
Ukraine

Conducted in February 2021



**PUBLIC ADMINISTRATION
REFORM**



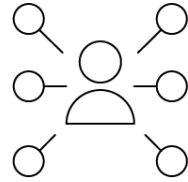
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Key findings of the public opinion survey (1/2)



82% agree that **the success of other reforms depends on** organization capabilities of the Civil Service and public agencies



All **directions of public administration reform show a high desirability.**

However, there is a **discrepancy** between the features that are considered necessary for quality and effective public administration and its actual state



Respondents attribute the **positive** characteristics of the existing system of public administration - the **provision of public services and digitalization.**

Note the progress in:

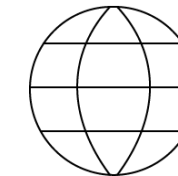
- convenient Administrative Service Centers (CNAPs)
- convenient e-services and mobile applications;
- politeness of civil servants



73% **applied** to government agencies within 2 years
65% are **satisfied** with the service and positively evaluate their own experience (especially Administrative Service Centers, State Migration Service)



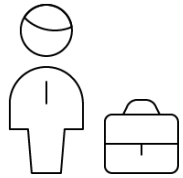
68% would like to minimize contacts with government agencies and services



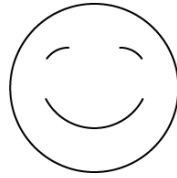
68% **interact offline** with government agencies
45% prefer a **combination of online and offline**
24% - prefer **full online**

Key findings of the public opinion survey (2/2)

Civil Service

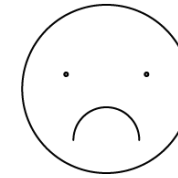


20% consider the **civil service as a place of work**
68% believe that entering the civil service **requires high training, knowledge and professionalism**, not connections and acquaintances



TOP features of motivation to enter the civil service:

- The idea of serving society
- Official employment
- Stability of the workplace

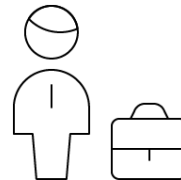


According to the respondents, the **barriers to entering the civil service** are:

- Dishonesty of selection (61%)
- Corrupt work (55%)
- Dependence on the leader (53%)



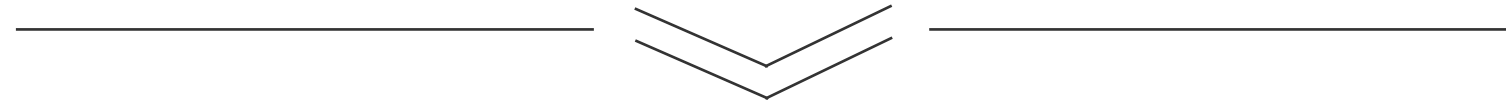
24% of respondents believe that **entering the civil service has become easier** over the past 5 years



Civil servants are **responsible for providing public services to the population (52%)** and have little responsibility for the quality of public administration in general

1 Study Design

Perception of public administration and civil service



Perception
Behavioral attitude

Vision of PA

- Actual state assessment
- Accountability

Involvement in PA

- Participation in decision making
- Willingness to stand up for rights
- Willingness to join Civil Service
- The use of services

Evaluation
(general and in detail)

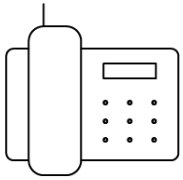
PA assessment

- Assessment of the Public Administration's work in general (current state and comparison)
- Actual and ideal state correlation

Experience

- Location accessibility
- Information availability
- Quality
- Convenience
- Client-oriented approach
- Availability of payment service
- Not corrupted
- Time consuming
- Transparency

Study design



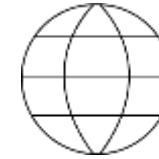
Method

Telephone survey (CATI)



Target audience

-
- Males and females
 - 18-65 years old



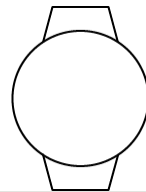
Geography

-
- Ukraine, urban and rural



Sample

Nation-wide, 1000 respondents



Timing

Duration: up to 20 minutes
Survey conducted by Kantar Ukraine
Fieldwork: from 29.01.2021 to
07.02.2021



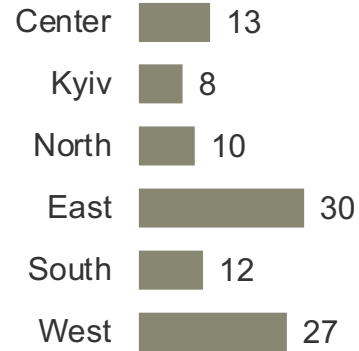
Reporting

-
- Report in Ukrainian and English, in PPT format

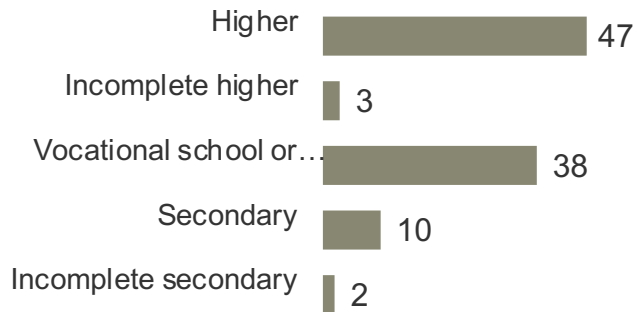
Social and demographic profile of respondents

%

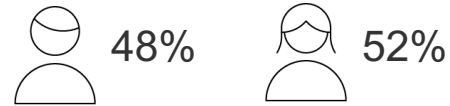
Region



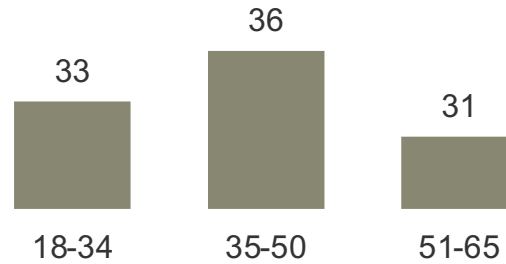
Education



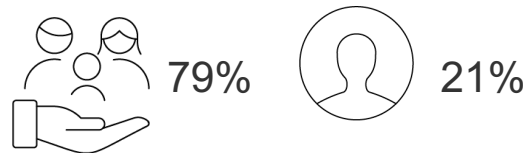
Gender



Age



Children



Employment status

68% are employed

Occupation



2

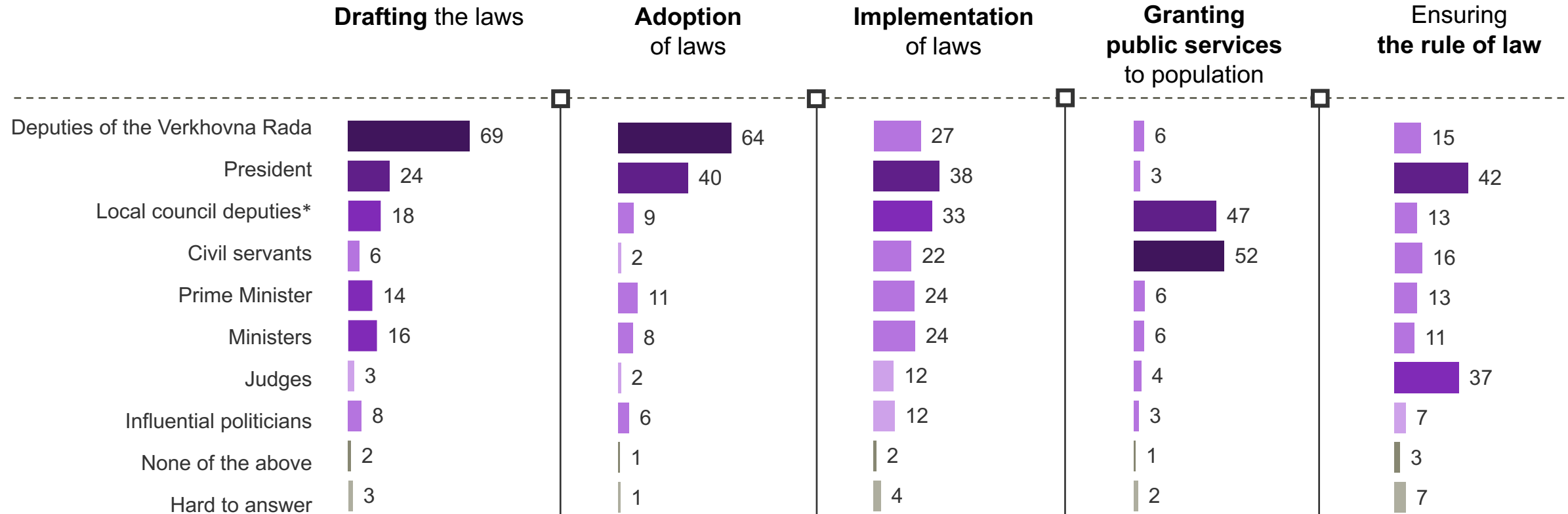
Public Administration: Desirable and Actual State

Responsibility for public administration – branches of government

Civil servants and deputies of city councils are considered to be primarily responsible for the provision of public services to the population.

The task of implementing the laws is entrusted, first of all, to the President and deputies of local councils.

%



*Local council deputies= Local council deputies, mayors, OTG chairmen

Responsibility for public administration – state authorities

Civil servants are most often associated with the provision of public services to the population as well as representatives of local authorities (deputies of local councils, mayors, heads of United territorial communities (OTG)). Responsibility for enforcing laws is more often attributed to influencing politicians, ministers and the prime minister. The President is more often held accountable for passing laws and ensuring the rule of law. The key function of deputies of the Verkhovna Rada is to prepare draft laws.

%	Deputies of the Verkhovna Rada	President	Local council deputies	Civil servants	Prime Minister	Ministers	Judges	Influential politicians
N=	895	783	706	642	459	431	443	227
Drafting the laws	77	30	26	10	30	38	8	33
Adoption of laws	71	50	12	3	24	19	4	27
Implementation of laws	30	48	47	34	51	56	26	53
Control over compliance of laws with the Constitution, ensuring the rule of law	17	54	18	25	28	27	83	29
Granting public services to the population	7	4	67	81	14	14	10	12

The features of public administration – top features

The most desirable feature of public administration is the inevitability of punishment for violating the law, but inherent in modern public administration in Ukraine, this feature is considered by only a quarter of respondents. Convenient administrative Services Centers (44%), creation of information resources / portals (43%) and mobile applications (40%) are considered to be the most characteristic of the modern system of public administration of Ukraine.



Desirable features of public administration – territorial distribution

For residents of large cities and Kyiv, it is more desirable than for the sample as a whole to eliminate contradictions in laws, instructions, etc.

%, Important (4,5)

	Total	Big cities	Mid. towns	Small towns	Villages	Centre	Kyiv	North	East	South	West
	1000	244	227	213	316	130	80	102	301	117	270
The inevitability of punishment for violating the law	93	95	96	94	89	95	95	91	95	94	90
The creation of information resources/ portals	90	92	90	93	86	85	90	86	93	91	89
Timely and clear informing of the population about the changes in laws	86	86	90	87	84	79	84	89	90	84	86
The elimination of contradictions in laws, instructions, etc.	78	85	81	77	72	71	89	77	83	79	73
The involvement of the public in decision-making	72	64	68	78	78	78	54	75	69	75	76
Reducing the number of civil servants	62	56	61	62	67	70	47	64	58	62	66

■ Base: all respondents, N=1000
■ Significantly higher/lower at the level of 95% vs Total
 PR4. LET'S DISCUSS WHAT IS IMPORTANT FOR PUBLIC ADMINISTRATION IN UKRAINE TO BE QUALITATIVE AND EFFECTIVE? I WILL READ OUT CHARACTERISTICS. PLEASE, ASSESS HOW THESE CHARACTERISTICS ARE IMPORTANT FOR THIS
 Ranked by General

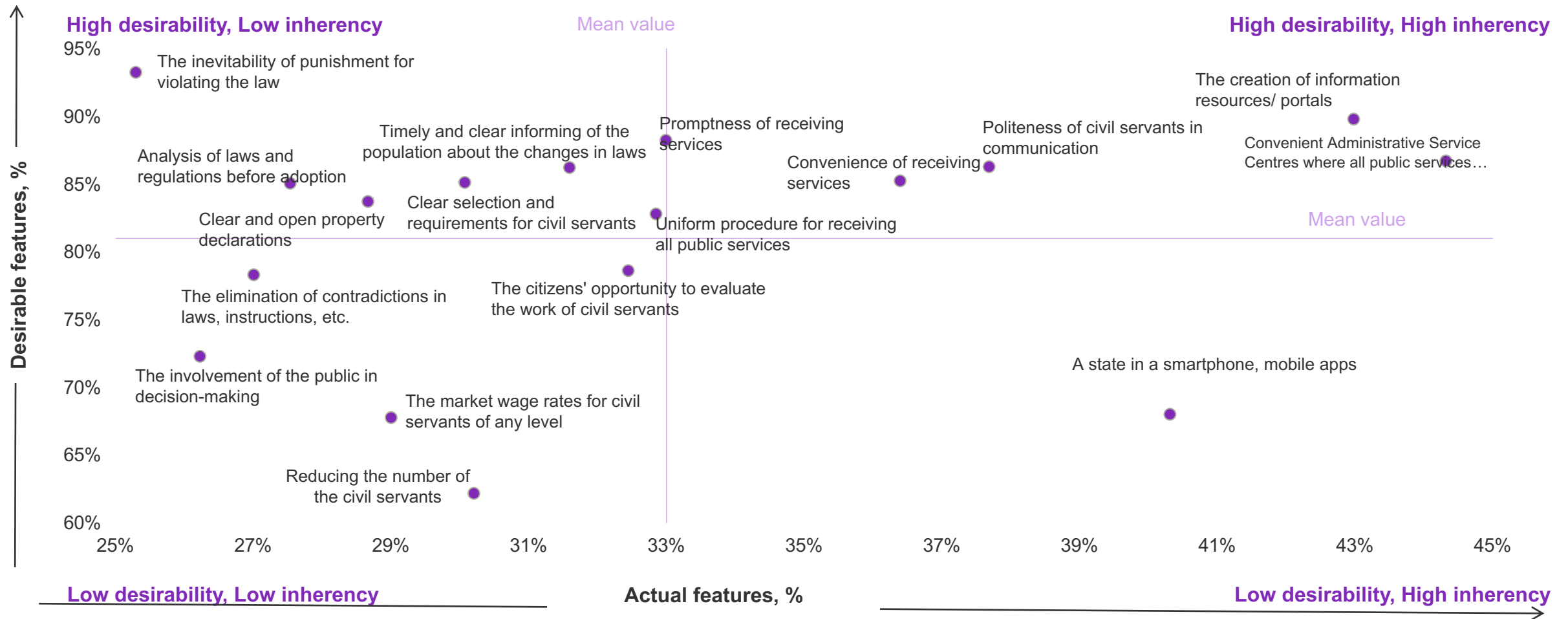
Actual features of public administration – territorial distribution

Villagers are more likely than the sample as a whole to provide public administration with the traits proposed for selection, while residents of large cities do so less frequently.

%, Top2Box	Total	Big cities	Mid. towns	Small towns	Villages	Centre	Kyiv	North	East	South	West
	1000	244	227	213	316	130	80	102	301	117	270
Convenient Administrative Service Centres where all public services can be received	44	46	44	42	45	39	38	38	42	46	53
The creation of information resources/ portals	43	39	38	43	49	40	36	39	43	49	45
Mobile apps	40	33	40	42	45	36	34	43	37	43	46
Politeness of civil servants in communication	38	30	35	40	45	31	30	39	38	39	42
Uniform procedure for receiving all public services	33	29	27	32	40	28	28	24	32	41	37
Downsizing the civil servants	30	20	31	30	38	29	17	31	31	29	34
Clear selection and requirements for civil servants	30	25	25	30	38	29	21	28	30	42	28
Clear and open property declarations	29	24	23	30	35	26	25	27	26	35	32
Analysis of laws and regulations before adoption	28	21	25	27	35	26	24	27	25	31	30
The elimination of contradictions in laws, instructions, etc.	27	22	24	26	34	27	21	27	26	33	27
The involvement of the public in decision-making	26	19	22	27	35	25	20	29	22	28	32
The inevitability of punishment for violating the law	25	19	21	25	33	23	19	22	25	27	29

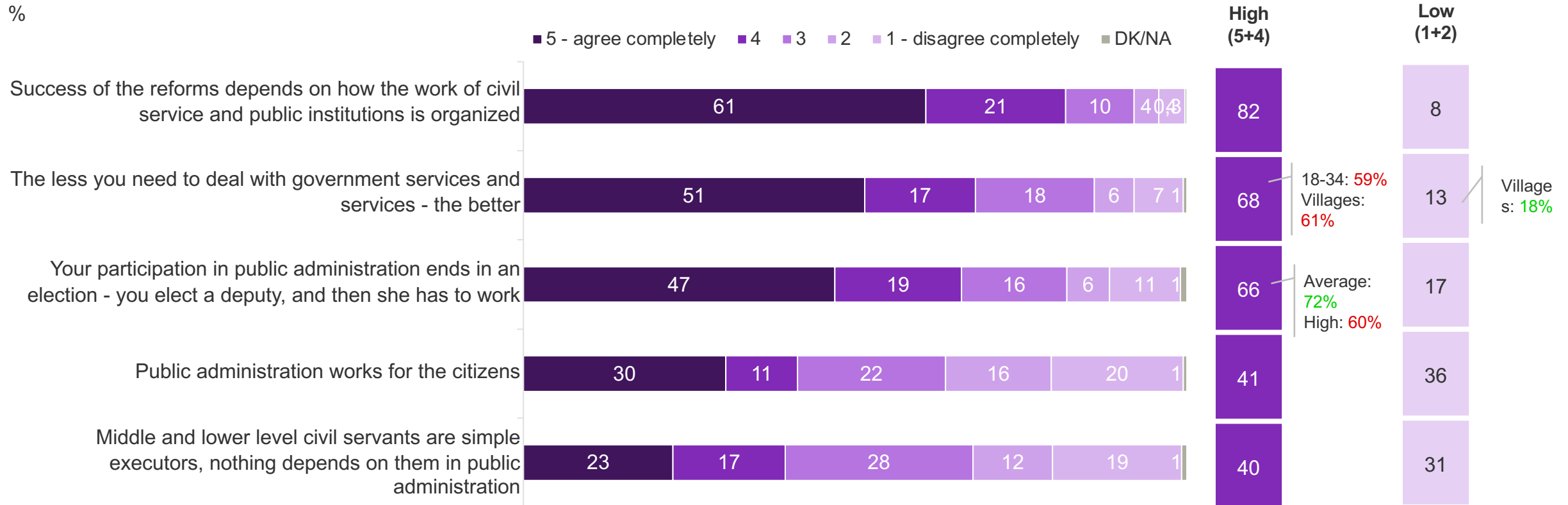
The PA desirable and actual features mapping

The most problematic are the following features: inconsistency of punishment for violation of the law, early and clear notification population changes in laws, speed of obtaining services, analysis of laws and regulations before adoption, clear selection and requirements for civil servants, clear and open property declarations, a single procedure for obtaining all public services



The general idea of public administration and civil servants

The majority of respondents (82%) agree that the success of reforms depends on the organization of public services and institutions. At the same time, respondents tend to believe that it is better to have less contact with public services (68%) and see their participation in public administration only in the election of a deputy (66%). Young people and villagers are less likely to agree that less interaction with public services is better.



3

Civil Service as an Employer

Willingness to join the Civil Service and its characteristics

Two thirds of respondents tend to believe that entering the civil service requires high training, knowledge and professionalism (68%), rather than connections and acquaintances. More than half agree that civil servants remain in work even after the change of government (57%)

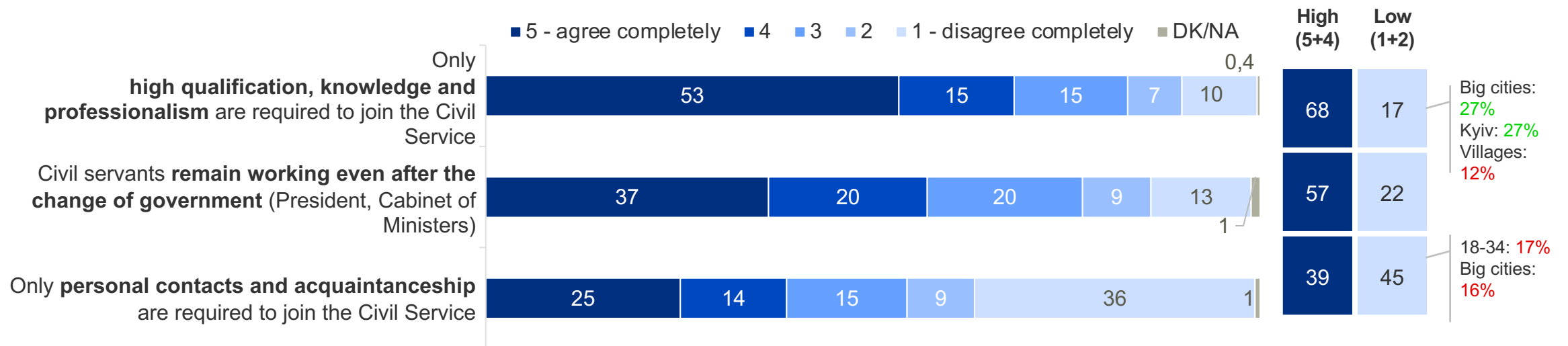
20% wish to join the Civil Service

51-65: 14%

24% believe that it has become easier to join civil service during the last 5 years

18-34: 31%
51-65: 19%

%



Base: all respondents, N=1000

PS2. WOULD YOU LIKE NOW TO JOIN THE CIVIL SERVICE? PS3. WHAT ARE YOU ATTRACTED WITH IN THE CIVIL SERVICE?

PS5. DO YOU THINK THAT IT BECOMES EASIER TO JOIN THE CIVIL SERVICE FOR THE LAST 5 YEARS?

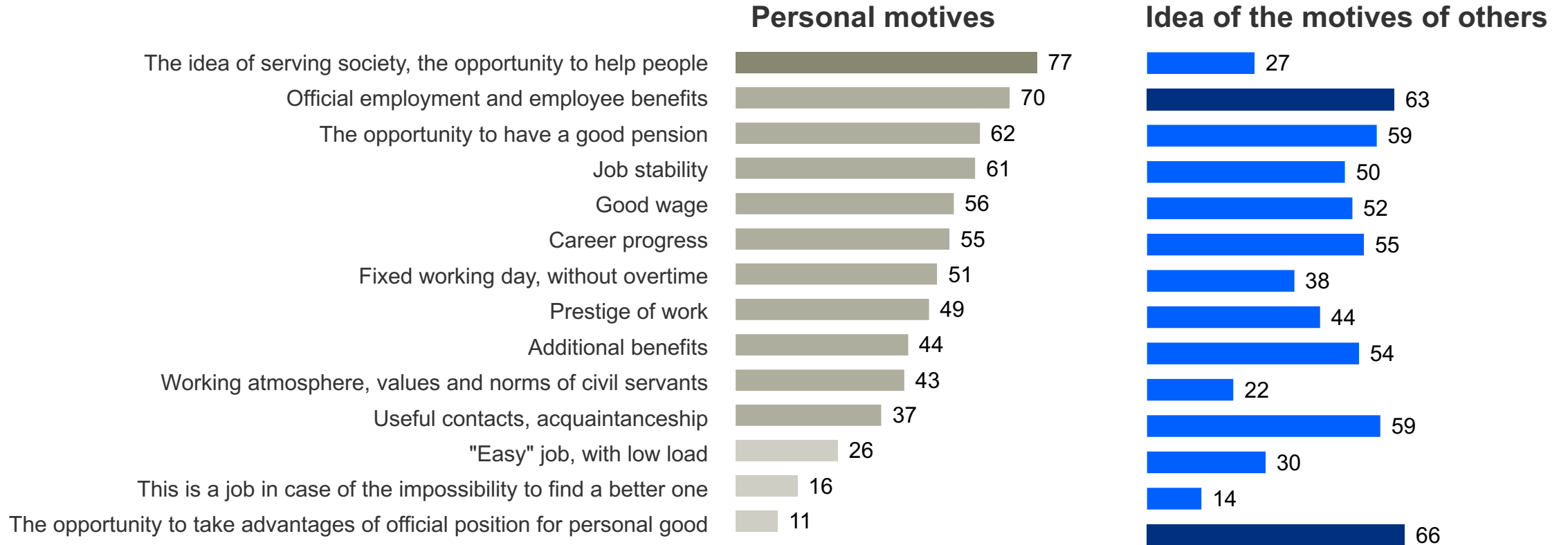
PR6. NOW I WILL READ OUT STATEMENTS. PLEASE, ASSESS HOW MUCH YOU AGREE WITH EACH STATEMENT

Ranked by High

Drivers for entering the civil service: personal and imaginary

Those who do not deny their own entry into the civil service believe that the idea of serving society is the most attractive, and working conditions are also quite attractive. Respondents generally note that civil servants work primarily for their own benefit, but also because of working conditions, useful connections and the opportunity to have a good pension.

%



Drivers for joining the Civil Service: wage

Salary is one of the important motives for entering the civil service, but not the main barrier. Half of the population shares the opinion that modern civil servants work for a good salary, especially this opinion is widespread among people with secondary education, older people, unskilled workers, those who according to objective criteria can not be a civil servant (education, citizenship, etc.).

20% wish to join the Civil Service



52% attracts a good wage

5 rank among 14 drivers to joining the Civil Service

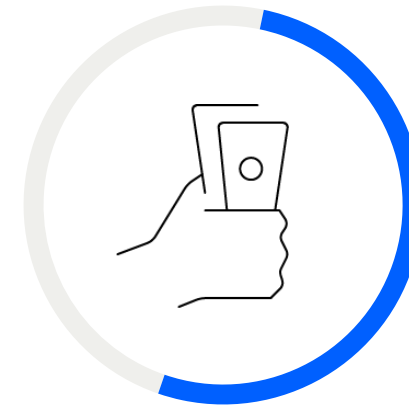
65% would not like to join the Civil Service



24% Low salary - barriers to joining the Civil Service

8 rank among 14 barriers to joining the Civil Service

52% believe that Civil Servants work for a good wage



51-65 y.o. – 61%
Secondary – 68%
Vocational school or college – 59%
Unskilled worker – 68%
Higher – 44%
Owner/co-owner of the company – 39%
Head of the department – 38%

Personal drivers for joining the Civil Service – age distribution

Personal motives for entering the civil service do not differ significantly among respondents from different age groups

%

	Total	18-34 y.o.	35-50 y.o.	51-65 y.o.
	313	107	119	88
The idea of serving society, the opportunity to help people	77	72	79	79
Official employment and employee benefits	70	64	72	74
The opportunity to have a good pension	62	57	61	70
Job stability	61	59	62	62
Good wage	56	54	55	58
Career progress	55	61	55	47
Fixed working day, without overtime	51	44	54	58
Prestige of work	49	46	47	57
Additional benefits	44	38	45	49
Working atmosphere, values and norms of civil servants	43	38	41	52
Useful contacts, acquaintanceship	37	41	36	34
"Easy" job, with low load	26	30	25	23
This is a job in case of the impossibility to find a better one	16	11	16	21
The opportunity to take advantages of official position for personal good	11	8	13	11

Personal drivers for joining the Civil Service – territorial distribution

Residents of medium-sized cities in the civil service are more often, compared to the sample as a whole, attracted by career growth, residents of the West - the prestige of work

%	Total	Center	Kyiv	North	East	South	West	Big cities	Mid towns	Small towns	Villages
	313	40	26	22	95	44	88	82	70	67	95
The idea of serving society, the opportunity to help people	77	75	66	77	75	81	81	79	71	81	76
Official employment and employee benefits	70	77	81	73	64	81	64	77	76	67	61
The opportunity to have a good pension	62	63	69	78	56	64	62	70	70	53	57
Job stability	61	65	65	64	52	65	65	65	63	54	62
Good wage	56	58	58	54	58	52	53	60	62	48	53
Career progress	55	56	65	64	53	53	51	59	68	40	51
Fixed working day, without overtime	51	51	65	59	40	52	57	60	50	47	48
Prestige of work	49	47	54	44	37	51	62	48	57	44	48
Additional benefits	44	47	50	59	39	42	43	51	50	30	43
Working atmosphere, values and norms of civil servants	43	43	35	41	36	47	51	40	40	39	50
Useful contacts, acquaintanceship	37	30	38	37	38	37	40	43	46	25	34
"Easy" job, with low load	26	23	23	14	24	22	35	26	26	20	31
This is a job in case of the impossibility to find a better one	16	17	12	8	12	14	23	12	6	24	21
The opportunity to take advantages of official position for personal good	11	4	19	18	10	9	11	15	13	4	11

Imaginary motives for entering the civil service – age distribution

Representatives of the older age group more often believe that they generally enter the civil service because of good salaries, official employment and the social package. And young and middle-aged people more often believe that they come to the civil service in general for the opportunity to use their official position for their own purposes.

%

	Total	18-34 y.o.	35-50 y.o.	51-65 y.o.
	1000	330	363	307
The idea of serving society, the opportunity to help people	27	27	26	29
Official employment and employee benefits	63	63	62	64
The opportunity to have a good pension	59	58	56	62
Job stability	50	50	50	51
Good wage	52	47	50	61
Career progress	55	53	53	60
Fixed working day, without overtime	38	38	37	37
Prestige of work	44	44	42	47
Additional benefits	54	53	53	57
Working atmosphere, values and norms of civil servants	22	21	21	24
Useful contacts, acquaintanceship	59	62	59	58
"Easy" job, with low load	30	30	28	34
This is a job in case of the impossibility to find a better one	14	10	16	15
The opportunity to take advantages of official position for personal good	66	67	68	62

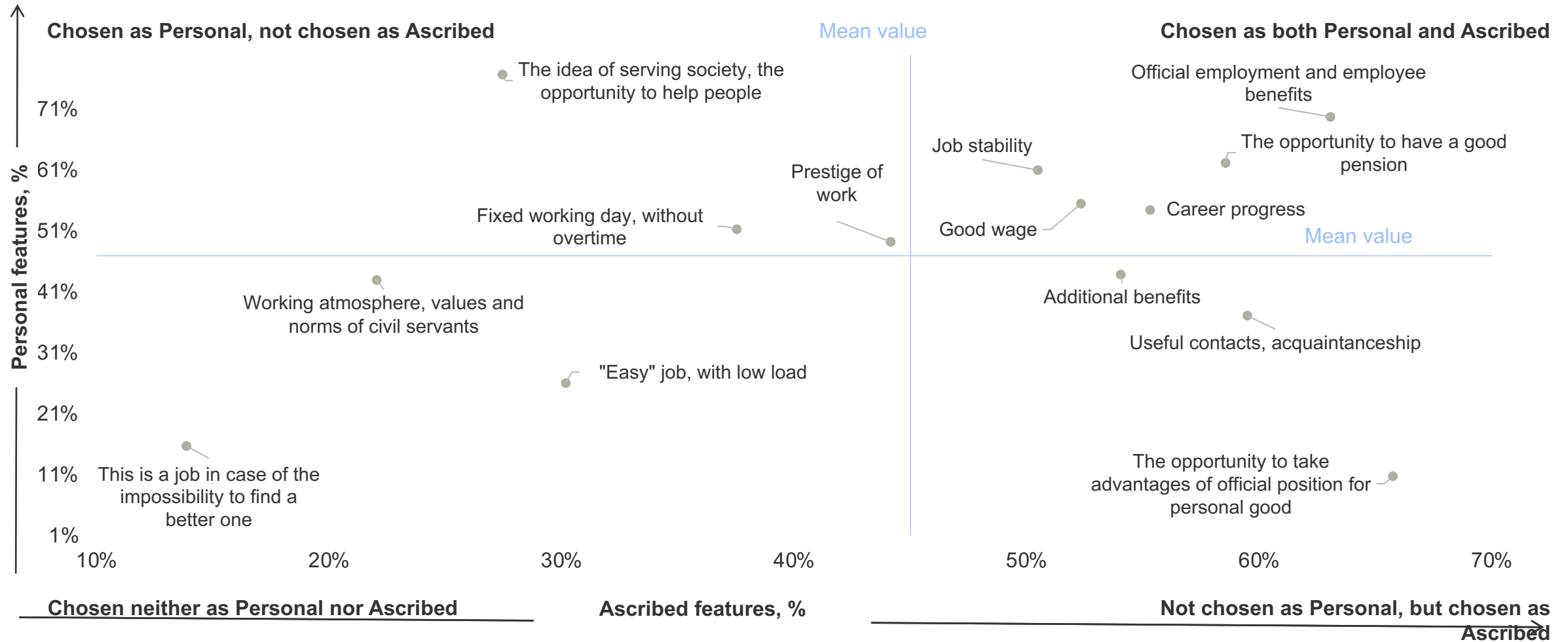
Imaginary motives for entering the Civil Service – territorial distribution

Residents of large cities more often than the sample as a whole note that they enter the civil service because of the opportunity to use their official position for their own purposes and useful connections, acquaintances. Villagers are less likely to respond that they enter the civil service for their own benefit, official employment and useful connections.

%	Total	Center	Kyiv	North	East	South	West	Big cities	Mid towns	Small towns	Villages
	1000	130	80	102	301	117	270	244	227	213	316
The idea of serving society, the opportunity to help people	27	31	25	24	24	22	34	23	23	31	31
Official employment and employee benefits	63	59	71	61	63	63	63	68	66	63	57
The opportunity to have a good pension	59	57	58	54	59	53	63	60	60	56	58
Job stability	50	53	52	51	50	52	48	53	55	46	48
Good wage	52	60	43	46	53	48	55	48	53	53	55
Career progress	55	55	51	52	56	59	56	57	59	52	54
Fixed working day, without overtime	38	36	41	37	37	37	39	38	40	36	36
Prestige of work	44	42	46	41	44	46	45	44	43	45	45
Additional benefits	54	52	56	49	55	52	55	57	59	48	53
Working atmosphere, values and norms of civil servants	22	26	19	16	21	25	24	18	20	22	27
Useful contacts, acquaintanceship	59	52	69	60	61	62	57	67	66	57	50
"Easy" job, with low load	30	34	22	24	30	28	34	25	32	31	32
This is a job in case of the impossibility to find a better one	14	11	16	19	11	15	15	13	14	14	15
The opportunity to take advantages of official position for personal good	66	61	70	70	67	65	64	73	73	61	58

Drivers for joining the Civil Service mapping

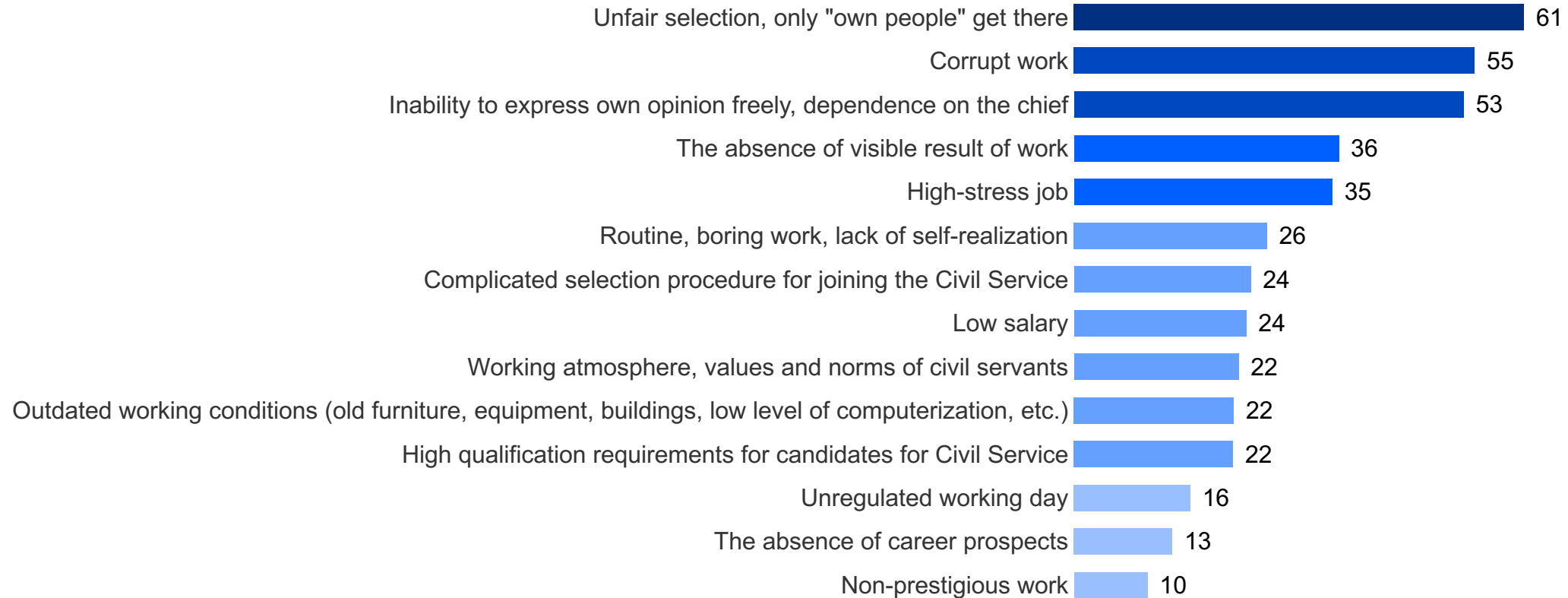
Working conditions are selected as personal and assigned motives for entering the civil service. Respondents personally choose, but do not consider that they are key for civil servants, the following motives: the idea of serving society, the prestige of work and a fixed working day. Respondents tend to believe that civil servants choose their employment because of additional benefits, useful connections and their own benefit



Barriers to joining the Civil Service

The most negative traits that repel the idea of employment in the civil service are considered to be dishonesty of selection, corruption and inability to express one's opinion freely, dependence on the manager, as well as the lack of visible work results and stress factor.

%



Barriers to joining the Civil Service – age distribution

Respondents aged 35-50 are more often pushed away from the civil service by low wages than the sample as a whole, while respondents aged 51-65 are less likely

%

	Total	18-34 y.o.	35-50 y.o.	51-65 y.o.
	687	223	244	219
Unfair selection, only "own people" get there	61	59	60	66
Corrupt work	55	55	57	52
Inability to express own opinion freely, dependence on the chief	53	55	54	51
The absence of visible result of work	36	39	39	30
High-stress job	35	41	35	30
Routine, boring work, lack of self-realization	26	25	30	24
Complicated selection procedure for joining the Civil Service	24	27	21	25
Low salary	24	27	30	13
Working atmosphere, values and norms of civil servants	22	28	18	22
Outdated working conditions (old furniture, equipment, buildings, low level of computerization, etc.)	22	27	21	18
High qualification requirements for candidates for Civil Service	22	26	19	21
Unregulated working day	16	16	16	16
The absence of career prospects	13	13	15	13
Non-prestigious work	10	9	12	9

Barriers to joining the Civil Service – territorial distribution

Residents of large cities and Kyivites are more often pushed away from the civil service by corruption, low wages and outdated working conditions.

%	Total	Center	Kyiv	North	East	South	West	Big cities	Mid towns	Small towns	Villages
	687	90	54	80	206	73	182	162	157	146	221
Unfair selection, only "own people" get there	61	71	58	61	57	60	64	58	66	60	62
Corrupt work	55	54	69	56	55	56	50	63	56	52	50
Inability to express own opinion freely, dependence on the chief	53	52	60	46	55	53	53	59	53	56	47
The absence of visible result of work	36	36	49	28	33	38	39	40	28	38	38
High-stress job	35	33	37	33	36	37	35	34	29	37	40
Routine, boring work, lack of self-realization	26	18	35	28	30	28	23	34	27	25	21
Complicated selection procedure for joining the Civil Service	24	20	25	24	24	27	24	20	24	28	24
Low salary	24	10	49	27	22	21	24	36	22	21	17
Working atmosphere, values and norms of civil servants	22	19	30	10	27	32	19	29	19	22	20
Outdated working conditions	22	17	40	26	17	24	22	32	24	16	16
High qualification requirements for candidates for Civil Service	22	29	15	16	21	20	24	12	21	25	27
Unregulated working day	16	18	16	24	16	14	12	14	18	18	15
The absence of career prospects	13	13	23	16	12	13	12	19	14	15	8
Non-prestigious work	10	8	20	12	8	10	9	11	9	11	9

4

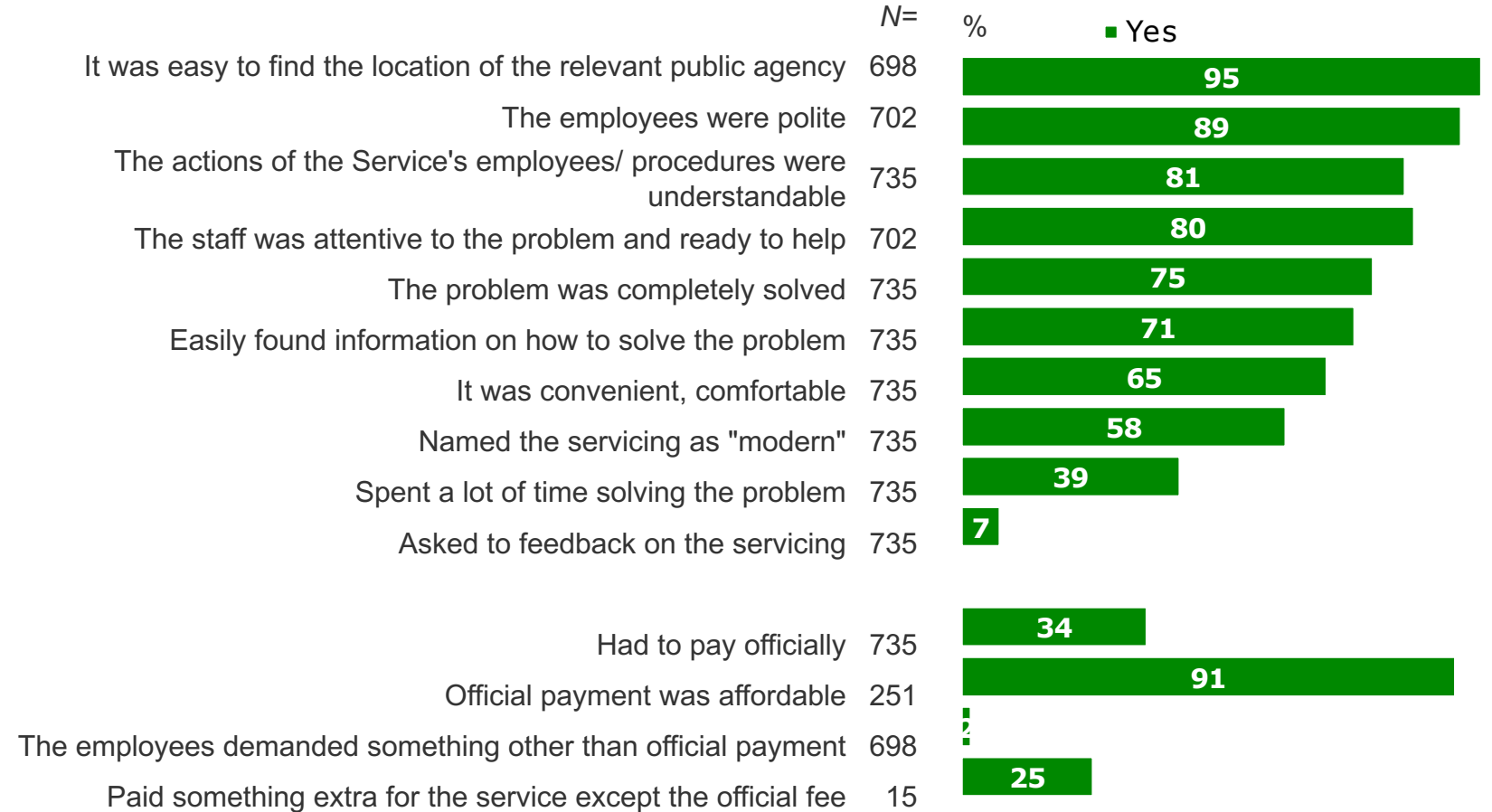
Civil Services and the Work of Public Agencies

Satisfaction with the servicing level of public authorities

73% have applied to government agencies for the last 2 years. 65% of those who applied to government agencies are satisfied with the service. One third of respondents had to pay officially, but this fee was affordable. Additional payments, in addition to the official ones, were made by only a few respondents.

Applied to public agencies

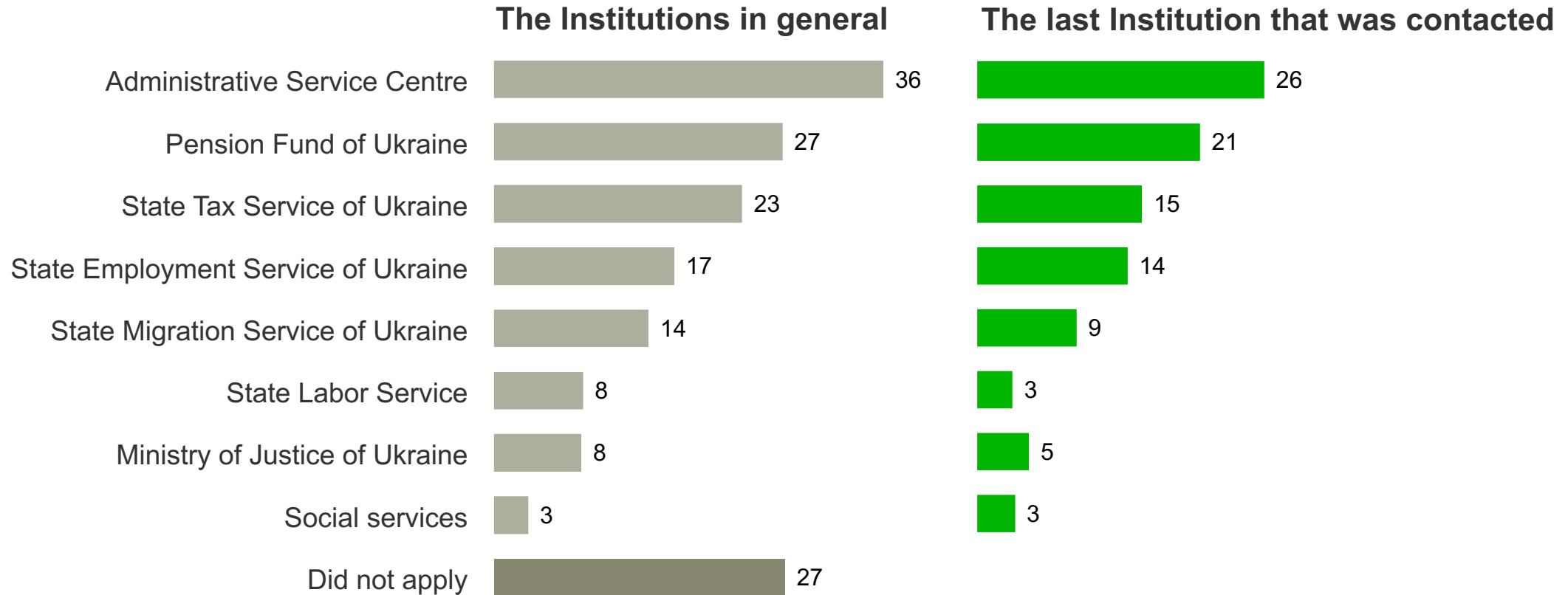
73%



Public institutions contacted

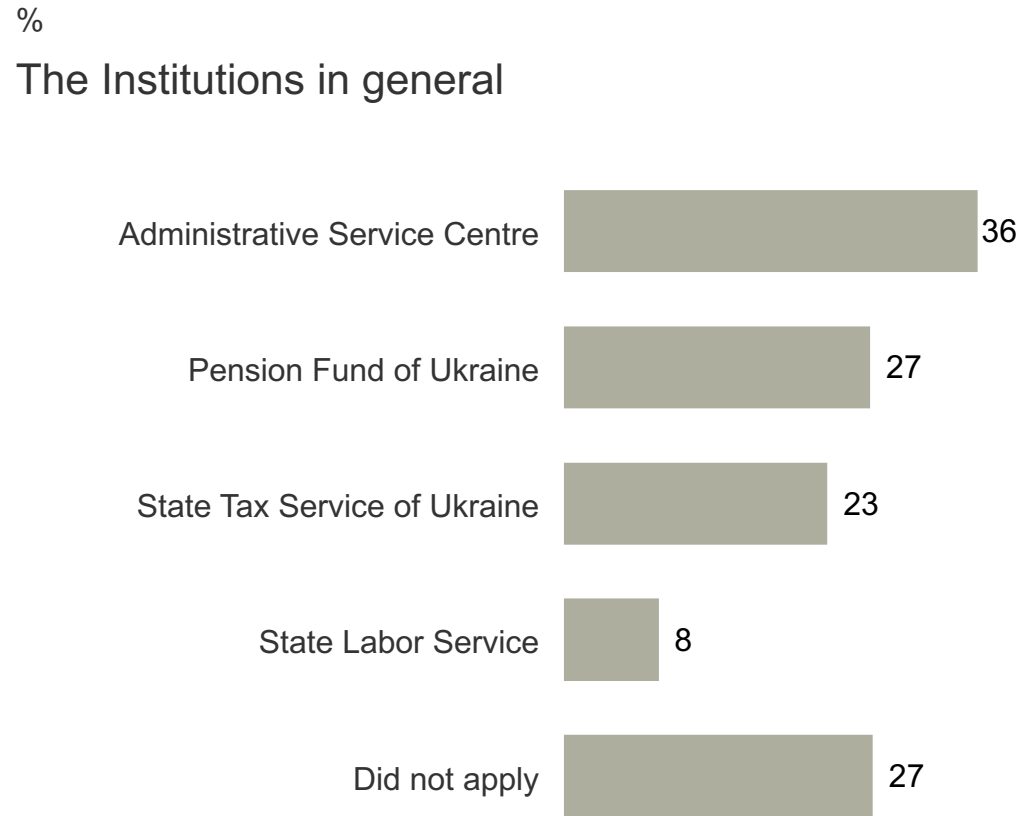
Administrative Service Centres are the most often visited among public agencies. Pension Fund and State Tax Service are also visited often, and less often – State Employment Service and State Migration Service

%



The institutions contacted – significant differences

Older respondents and villagers are less likely to apply to the Administrative Services Centers and the State Tax Service of Ukraine in general. Older respondents more often contact the Pension Fund, young people - the State Labor Service. Villagers often do not apply for public services

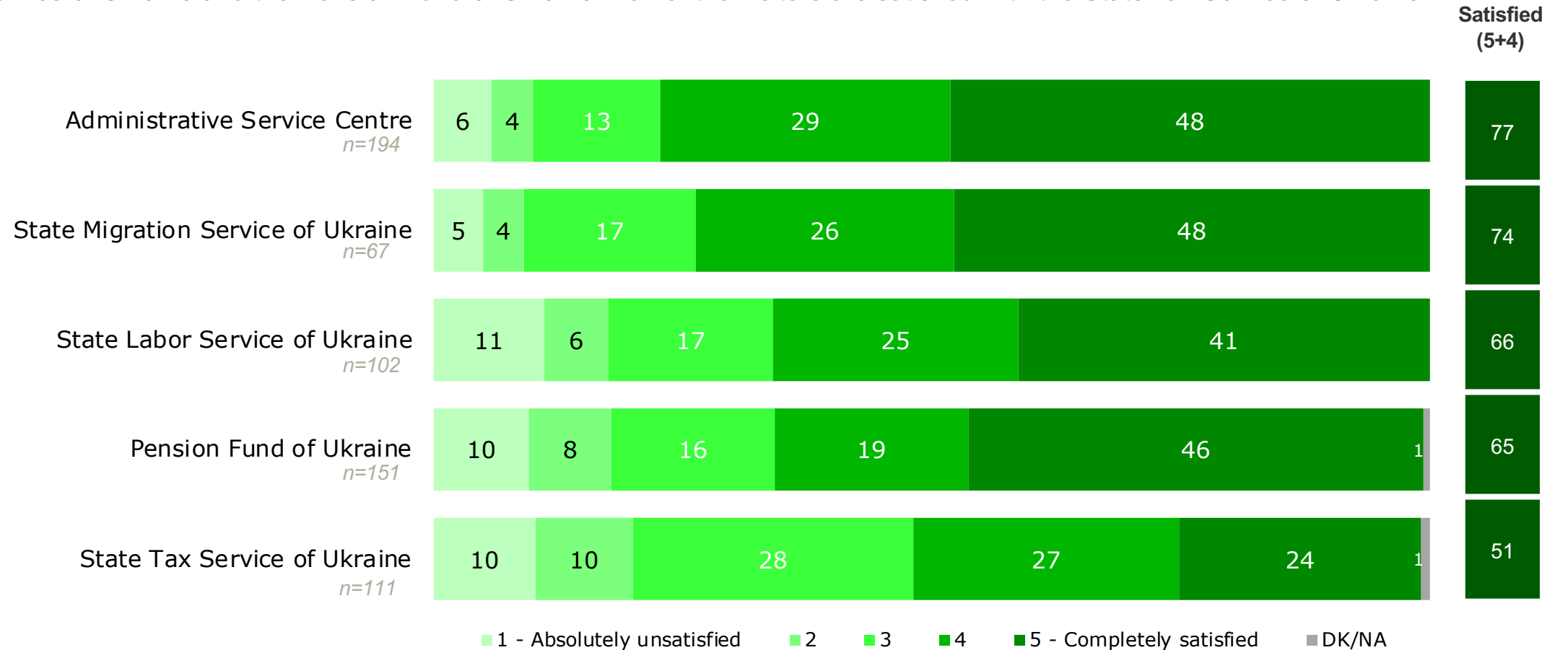


	18-34 y.o. 330	35-50 y.o. 363	51-65 y.o. 307	Villages 316
Administrative Service Centre			28	26
Pension Fund of Ukraine	16	21	45	
State Tax Service of Ukraine			17	16
State Labor Service	13			
Did not apply				33

Satisfaction with the servicing level

Respondents are mostly satisfied with the visits to the administrative Services Centers, the State Migration Service of Ukraine, the State Employment Service of Ukraine and the Pension Fund of Ukraine. Half of the visitors are satisfied with the State Tax Service of Ukraine

%

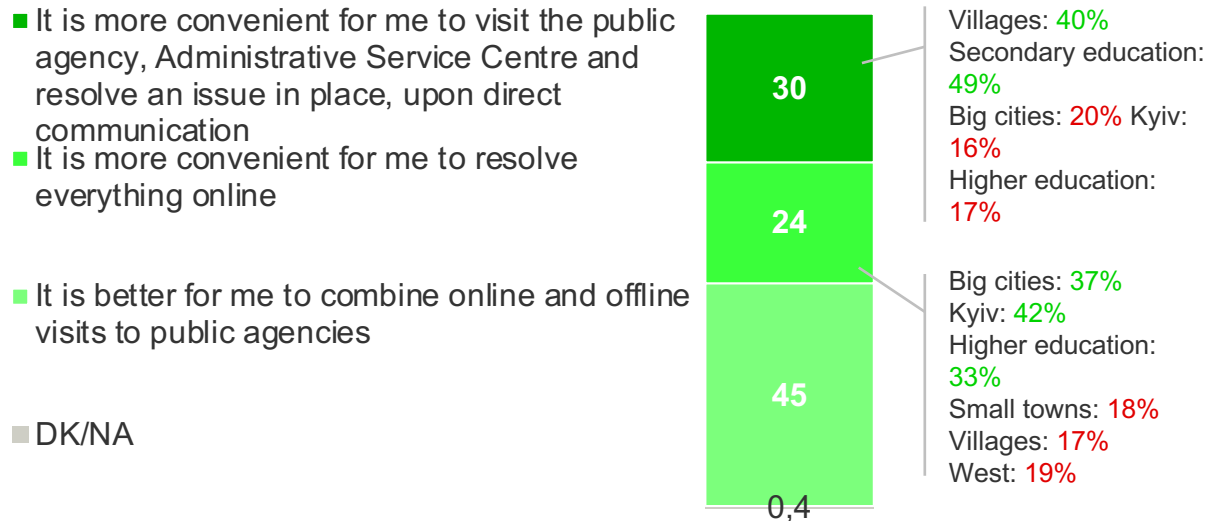


Convenience of different formats

Most often they interact with government agencies offline (68%). However, respondents are positive about the ability to combine physical visits with an online format. Older respondents and villagers are more prone to offline, residents of large cities - online format

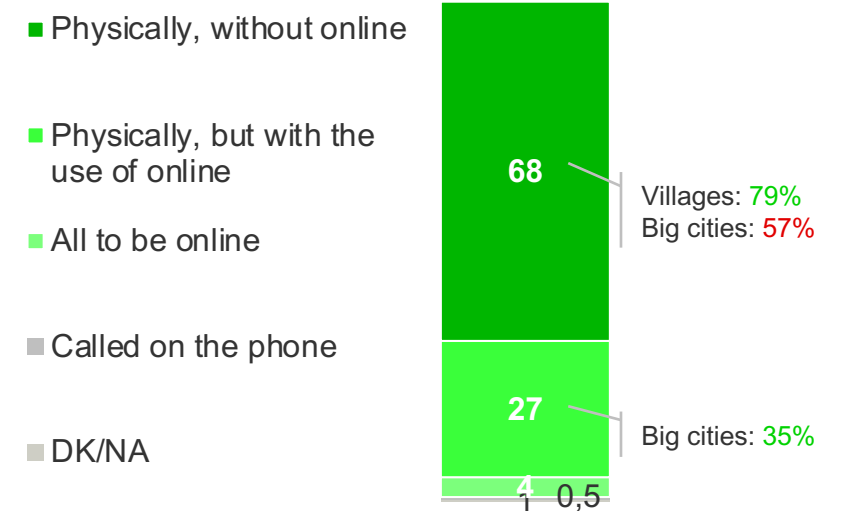
24% Give preference to online

% Which one of the statements do you agree the most?



31% Used online

Do you only physically visit this service, or also use it online?



Convenience of different formats – significant age-related differences

It is more convenient for respondents from the older age group to solve their problems directly in a government agency

%

	Total	18-34 y.o.	35-50 y.o.	51-65 y.o.
	1000	330	363	307
It is more convenient for me to visit the public agency, ASC and resolve an issue in place	30	25	27	39
It is more convenient for me to resolve everything online	24	26	28	18
It is better for me to combine online and offline visits to public agencies	45	48	45	42
Difficult to answer/No answer	0,4	1	0,3	0,3
	735	242	278	215
Physically, without online	68	64	66	74
Physically, but with the use of online	27	32	26	23
All to be online	4	3	5	3
Called on the phone	0,5	0,4	1	-
Difficult to answer/No answer	1	1	1	-

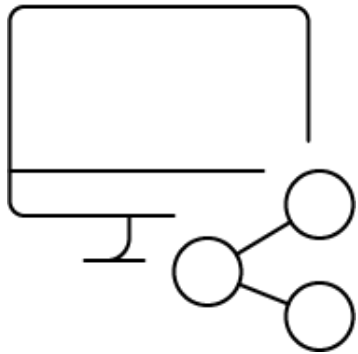
5

Online Services

Awareness and usage of e-services

The majority are aware of e-services and Diia app. About one fourth used the Diia app.
The majority did not have a need in using e-services or did not know that such services were available online

%



75% are aware of e-services

Conversion 37

28% used e-services in the last 2 years

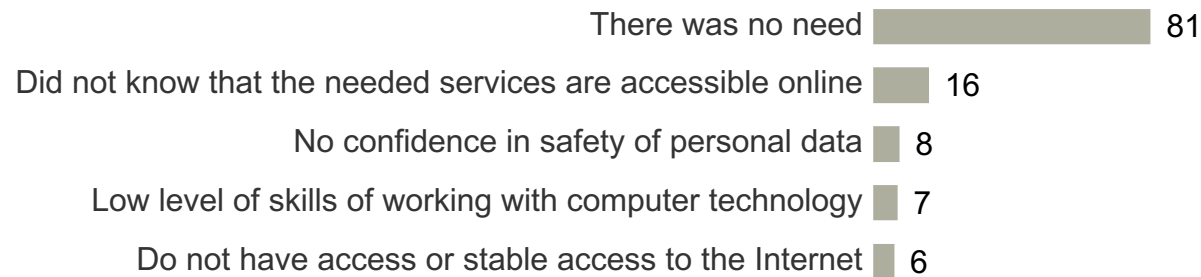


64% are aware of Diia app

Conversion 38

24% used Diia app

Barriers to using e-services



Awareness of e-services:

- 51-65 y.o. **81%** vs 18-34 y.o.: **68%**
- Higher education **80%**

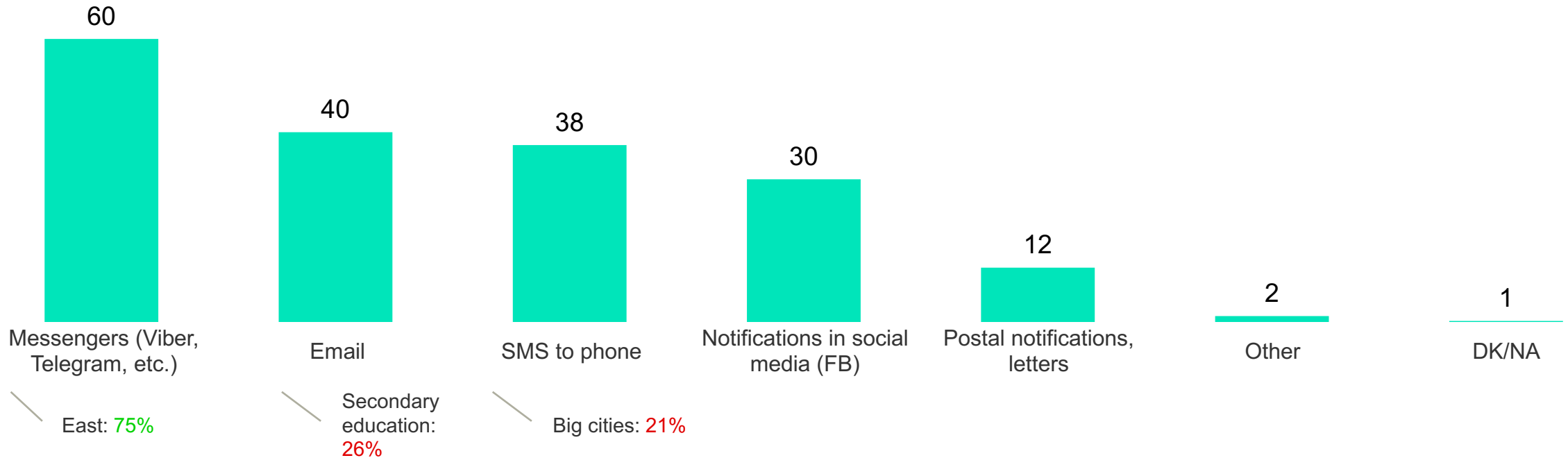
Awareness of Diia app:

- 18-34 y.o.: **73%** vs 51-65 y.o. **49%**
- 500k+ **75%** (Kyiv **76%**) vs village **54%**
- Higher education **78%** vs complete secondary education **45%**
- Sole proprietorship **85%**, managers **87%** vs skilled worker **56%**

Desirable format of informing about e-services

Three quarters of respondents would like to be informed about e-government services. The most convenient formats of information are messengers, followed by e-mail, SMS to the phone and messages on social networks

%
78% would like to be informed about e-services





**PUBLIC ADMINISTRATION
REFORM**



REFORMS DELIVERY OFFICE
CABINET OF MINISTERS OF UKRAINE

EU4PAR



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