SATISFACTION WITH PUBLIC SERVICES IN GEORGIA

Study Report
2021

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Fifth Round

INSTITUTE OF SOCIAL STUDIES AND ANALYSIS

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Tbilisi

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INTRODUCTION

One of the main building blocks in constructing a democratic and fair Georgian state is having a system in place built with local resources, which is effective in responding to local challenges and needs. Proving welfare for all, creating an environment conducive to free development of individuals or groups, as well as ensuring effective state services and unhindered delivery to communities are all fundamental prerequisites for the country's development. Creating conditions to ensure equal rights for all to participate in decision-making is thus a crucial task for the incumbent authorities since, as has been proved over the course of many years.

In spite of important steps having been made towards addressing this issue in recent years, decentralization remains a significant challenge since various public services are still provided by central authorities who are not best positioned to adequately assess local needs and priorities. Therefore, there is a need to increase the role of municipalities in service provision, the design and planning of which requires clearly-defined accessibility and quality indicators as well as ensuring public participation. Existing gaps in the design and delivery of public services should thus be addressed locally with their specific social and economic situation and available resources taken into close account. The country needs a citizen-centric service delivery system to ensure access to quality and affordable services for all citizens.

Local self-government is one of the most important democratic institutions in the decentralization of governance. Essentially, devolution of governance to the local level is a means of enabling citizens to exercise their fundamental rights.

Fostering Regional and Local Development in Georgia – Phase 2. This project, which has been implemented by UNDP with funding from the Swiss, Austrian, and Georgian governments, supports the systemic and consistent implementation of regional and local self-governance in the country through developing strong and competent local self-government institutions.

Support rendered for the creation of an environment conducive to local economic development within the project, including capacity building of local self-governments and measures aiming at greater public participation, has paved the way towards the delivery of more effective municipal services. This research, which is the fifth in a series commissioned by UNDP in 2013 (I – 2013, II – 2015, III – 2017, IV – 2019, and now V- 2021), is part of an ongoing project aimed at assessing the level of satisfaction among the Georgian public with respect to municipal services. The present report outlines the findings of the latest (fifth) round of research and these are also compared with the findings of the fourth round.

The report is structured into four main parts and starts with a description of the methodology. This part, naturally, describes the methodology, the qualitative and quantitative research design, the respondent selection and distribution criteria, and the limitations of the research. The next part overviews changes and trends in local self-government and municipal service delivery over the past two years. Key findings of the survey are then shown, followed by an analysis of the information collected throughout the research. The reports present findings of the survey in thematic blocs based on the following specific municipal services: education, social and health programs, recreation, leisure, culture, utility and road infrastructure, general assessment of the performance of municipal authorities, and citizens' participation in the execution of local self-government. The findings of the qualitative and quantitative research are then presented together.

The findings will be used by UNDP to set priorities and plan for respective interventions, as well as by decision-makers to better understand the extent to which various services satisfy their users, and then come up with more informed responses. A comparison with the findings of previous rounds will bring existing trends and dynamics of municipal service provision to the fore.

METHODOLOGY

The main goal of the research was to assess citizens' level of satisfaction with public services, and in particular those provided by local self-governments. The team of researchers also looked into the extent to which citizens are engaged in local decision-making and budgeting processes. To this end, the research aimed to:

- Identify the types of services provided by local authorities;
- Assess the level of awareness about, and satisfaction with, specific public services provided by local authorities;
- Assess the level of satisfaction with the affordability of certain public services;
- Understand the underlying causes of satisfaction and dissatisfaction with specific public services;
- Assess the quality of public participation in decision-making/budget-planning processes;
- Assess the level of satisfaction with regard to public participation in decision-making;
- Assess the level of satisfaction with the quality of work performance of local leadership;
- Provide a general assessment of the performance of local self-governments; and
- Assess the participation of citizens in local self-governance.

The research design included both qualitative and quantitative methods as well as desk research.

Desk Research

The desk research was aimed toward analyzing political, legal, and economic context with regard to the latest developments relating to local self-government and decentralization reform. In addition, the research team looked into the practical aspects of public service delivery at the local level and forms of citizen participation. It also covered an overview of the relevant legal framework, the decentralization strategy, sources of financing of local self-governments, economic foundations, and forms of public participation. The research team also assessed changes and trends in municipal service delivery for the past two years.

Finally, the desk research also included a brief overview of the body of similar research concerning the delivery of public services by local authorities in Georgia.

Quantitative Research

The target segment of the quantitative survey was the adult population of Georgia (18 years old and above). The survey covered all regions of Georgia except for the occupied territories.

Respondents were interviewed using a face-to-face interview method. They were selected on the basis of a random selection principle, specifically through a two-stage cluster sampling method. The sampling was based on the results of the 2014 census.

During the sampling process, the researchers identified the following primary, secondary, and final sampling units:

- **Primary sampling unit (PSU):** census precincts in urban and rural settlements
- **Secondary sampling unit (SSU):** households
- **Final sampling unit (FSU):** individuals aged 18 years and above selected based on the "last birthday" principle in the household

The scope of the study was **3400 respondents,** considered a representative sample for the entire population of the country. Table A below shows the distribution of the sample according to some variables including region, urban/rural settlements, sex, and age.

Table A - Number of Respondents and their Distribution in Strata

	Number of Interviews	Margin of Error at 95% Reliability
Region		
Tbilisi	400	4.9%
Adjara	300	5.7%
Guria	300	5.7%
Imereti	300	5.7%
Kakheti	300	5.7%
Mtskheta-Mtianeti	300	5.6%
Racha-Lechkhumi-Kvemo Svaneti	300	5.6%
Samegrelo-Zemo Svaneti	300	5.7%
Samtskhe-Javakheti	300	5.7%
Kvemo Kartli	300	5.7%
Shida Kartli	300	5.7%
Urban/Rural Settlements		
Urban settlements	1942	2.2%
Rural settlements	1458	2.6%
High Mountain/Other Settlements		
High mountain settlements	618	4.9%
Other (lowland) settlements	2782	1.8%
Sex		
Men	1503	2.4%
Women	1897	2.3%
Age		
18-24 y	294	4.8%
25-34 y	553	3.9%
35-44 y	600	4.1%
45-54 y	645	4%
55-64 y	609	4.2%
65 y and above	699	3.9%
Ethnic Minorities		
Ethnic minorities	495	4.9%
Total	**3400**	**1.7%**

Qualitative Research

Two qualitative data collection techniques were used during the study: focus group discussions and in-depth interviews with key informants (experts). The findings of the survey, as well as prominent and controversial matters, were taken into consideration in the qualitative research to explain and interpret the data.

A total of nine **focus group discussions** were conducted in the following target regions of the *Fostering Regional and Local Development in Georgia, Phase* 2 project: Racha-Lechkhumi-Kvemo Svaneti, Samegrelo-Zemo Svaneti, Guria, and Kvemo Kartli. Tbilisi was also added to the cohort in order to examine the specifics of public participation in decision-making in the capital city.

Table B below shows the breakdown of the focus group discussions across types of settlement.

Table B - Number of Focus Group Discussions across Target Regions and by Type of Settlement

Region	Urban Settlement	Rural Settlement
Tbilisi	1	
Racha-Lechkhumi-Kvemo Svaneti	1	
		1
Samegrelo-Zemo Svaneti	1	
		1
Guria	1 (mixed group)	
Kvemo Kartli	1	
		1
	1 (with representatives of ethnic minorities)	

Respondents of various backgrounds, employment status, ages, sex, and levels of educational attainment took part in the focus group discussions. Some of them had had experience of cooperating with local authorities previously while others had not. Such an approach enabled multi-faceted research as well as further interpretation. Ultimately, on average eight participants took part in each given discussion.

As for in-depth interviews (with experts), the pool of respondents included state representatives, local non-governmental organizations working in the field of local self-government, and representatives of local self-governments. The researchers conducted 12 interviews in total across five Georgian regions (Tbilisi, Racha-Lechkhumi-Kvemo Svaneti, Samegrelo-Zemo Svaneti, Guria, and Kvemo Kartli (see Table C)).

Table C - Number and Distribution of In-depth Interviews (with Experts) across Regions and Target Groups

Region	State Representatives	Local NGOs	Municipal City Hall	Municipal Council
Tbilisi				1
Racha-Lechkhumi-Kvemo Svaneti		1	2	
Samegrelo-Zemo Svaneti		1	1	
Guria	1	1	1	
Kvemo Kartli	1	1	1	

Respondents of both focus group discussions and in-depth interviews were selected based on non-random criteria, applying the principle of targeted selection.

Considering the situation with regard to the Covid-19 pandemic in the country, respondents of both qualitative and quantitative studies were interviewed through the ZOOM platform. Internet packages were purchased for all respondents who reported having limited or no access to the internet so that they could access the ZOOM platform and take part. Moreover, each of the participants was provided with a link through which they could access a ZOOM session from a mobile phone, PC, or laptop. Prior to the scheduled meetings, the technical manager of the Institute of Social Studies and Analysis provided training for the respondents of interviews as well as participants of focus group discussions on how to use this online platform.

Limitations of the Study

A combination of qualitative research methods (focus group discussions, expert interviews, and desk research) and quantitative research methods was used during the study. However, given the large number of state and municipal services to be surveyed, each service within the study could not be analyzed in depth. The scope of the study (3400 face-to-face interviews throughout the country) was deemed sufficient to collect representative data both for the entire population as well as for the following: 1) regions; 2) Tbilisi/urban and rural settlements; 3) high mountain/other settlements; 4) ethnic Georgians/representatives of ethnic minorities; 5) sex; and 6) age. However, the data could not be analyzed at the municipal level in the course of the study. This would have required a significant increase in the survey sampling size, which was not deemed feasible.

The findings of the study provide valuable information concerning the accessibility of public services and the level of satisfaction of the consumers of these services. However, in the future, in order to get more detailed information about specific services, it will be necessary to take a closer look at each of them by carrying out more focused research.

An Overview

Having in place a political system based on the principle of local self-governance is critical when it comes to democratic and judicial state-building in Georgia. Pertinently, effective delivery of state and municipal services to the country's population remains a significant challenge. It needs to create conditions for its citizens to enjoy equal rights in the decision-making processes. There is ample evidence to corroborate that effective public service delivery is unfeasible under centralized governance arrangements. Indeed, public participation in decision-making at the local level and ensuring that needs are adequately met requires fair distribution of governance powers between central and local authorities.[1]

The development of local self-government is a means to this particular end. It is one of the most important democratic institutes of decentralized governance. In essence, decentralization of governance paves the way to enabling citizens to exercise their fundamental rights at the local level.

Legal Framework

The Constitution of Georgia defines the notion and principles of local self-governance through which citizens of Georgia should take care of matters of local importance. It draws a line between the powers of state authorities based on the subsidiarity principle (Article 7(4)). Importantly, the two main principles of subsidiarity and commensurability reflect fundamental aspects of the European Charter of Local Self-Government.

Article 9 of the Georgian Constitution is fully dedicated to local self-government, its legal foundation, powers of local self-government units, and relevant safeguards. According to the Constitution, powers of state and municipal authorities are separated, which means that the local self-governing unit makes decisions with regard to matters not falling under the powers of state authorities or those of an autonomous republic, and the execution of which are not prohibited by law. Based on the changes to the Constitution introduced in 2017, the separation of powers between state and local authorities was based on the subsidiarity principle. In other words, the state declared its commitment to ensure that local self-governments would have adequate financial resources to execute the powers prescribed by the organic law. According to Article 75(3) of the Constitution of Georgia "a self-governing unit shall exercise their powers independently and be responsible for doing so within the ambit of the legislation of Georgia. A self-governing unit's powers, as defined by the organic law, shall be full and exclusive."

In 2014, the Parliament of Georgia endorsed the Local Self-Government Code, an organic law combining all laws pertaining to the sphere of local self-government. The Code introduced direct elections of gamgebelis[2]/ mayors. In parallel to greater legitimacy, the scope of functions of a gamgebeli/mayor was also broadened as the position became the top office within the municipality.[3] In 2015, a new (fourth) section was added to the Code to deal with citizens' participation in the execution of local self-government. As a result of the change, two new mechanisms - a general assembly of the settlement and civil advisory council of the mayor

1 Assigning competences and functions to local self-government in four EU member states: a comparative review (2005).
2 Until 2017, a gamgebeli was the equivalent of the mayor for rural self-governments. Since 2017, "mayor" has referred to the executive branch of both rural and urban municipalities.
3 Self-Government Code of Georgia, Articles 48-49, https://matsne.gov.ge/en/document/view/2244429?publication=44

- were added to the existing participatory mechanisms.[4] In addition, two new powers relating to drinking and irrigation water provision,[5] and accommodating and registering the homeless were devolved to local authorities,[6] while clauses concerning local natural resource management[7] were revised and edited.

Since 2019, further to a decision of the central authorities, municipal governments have been empowered to carry out small-scale rehabilitation work on schools and to provide a transportation service for schoolchildren. The new powers have been accompanied by corresponding financial allocations. Meanwhile, financial resources to be distributed across municipalities have been tied to VAT.

Currently, local authorities exercise various delegated powers. For example, Article 36 of the Law of Georgia on Public Health outlines delegated services[8] including but not limited to the conduct of measures for the prevention of infectious diseases, disinfection measures, and oversight of adherence to hygienic norms.

In 2019, Georgia adopted the Code on the Rights of the Child as a result of which changes were also made to the Code of Local Self-Government which prescribed the following exclusive powers to municipalities: exercise of preventive and appropriate response measures under the Code of Rights of the Child for the purpose of protecting a child in a public space; observing rules for the transportation of a group of children to participate in a public event and fulfilling the obligations of a person carrying out surveillance of a child (i.e. an event organizer); permitting a child to communicate with printed media, to attend a public screening, and to enter a mass entertainment dancing center (i.e. a night club); observing the legal restrictions for a film recorded for children; and observing the rules for the prohibition of free and paid supply of alcoholic, narcotic, psychotropic, and toxic substances and other means of intoxication, and of products and capsules containing alcohol, tobacco, or nicotine to a child.[9]

Since 2019, the local authorities in Tbilisi have been stripped of the power to provide urgent medical services to residents.[10]

In 2019, the Georgian Ministry for Regional Development and Infrastructure, supported by the World Bank and the Swiss Agency for Development and Cooperation, launched a project aimed at introducing unified electronic services in Georgian municipalities. More specifically, high-quality electronic services will help to decrease red tape and contribute to greater transparency in 63 municipalities across the country. In addition, after having introduced the electronic service system, the target municipalities will have direct access to the electronic systems being operated at the central level.[11]

In 2020, with the purpose of helping municipalities to effectively execute their powers, municipal councils were entitled to establish a legal entity under public law in settlements/part(s) of settlements/more than one settlement within the municipal administrative boundaries to execute the following powers prescribed to local authorities by law: collect local fees; develop engineering infrastructure; cleaning of streets, parks, neighborhood parks, and other public spaces; manage municipal waste; manage roads of local importance; ensure parking space provision for motor vehicles; issue construction permits; carry out oversight on construction; and administer the placement of outdoor advertising.[12]

4 Ibid, Section IV
5 Ibid, Paragraph H
6 Ibid, Paragraph V
7 Ibid, Article 16(2)(C)
8 Law of Georgia on Public Health, Article 36, https://matsne.gov.ge/en/document/view/21784?publication=37
9 Local Self-Government Code of Georgia, Article 16(2)(X) https://matsne.gov.ge/en/document/view/2244429?publication=44
10 On Amending the Self-Government Code of Georgia, https://matsne.gov.ge/ka/document/view/4681060?publication=0
11 Georgian Municipalities to Start Introducing Unified Electronic Services – the Georgian Ministry for Regional Development and Infrastructure, https://bit.ly/3w3VmaX
12 Self-Government Code of Georgia, Article 1561, https://matsne.gov.ge/ka/document/view/2244429

Changes to the law on motor transport introduced in 2020 allow municipal authorities to provide and regulate municipal transportation within respective administrative boundaries as prescribed by the Code of Local Self-Government.[13] Local authorities in Tbilisi are now allowed to issue permits for the transportation of passengers by taxi (M1 category).

Since 2021, municipalities have had the power to participate in the planning of the reconstruction and construction of windbreaks (shelterbelts), the rehabilitation, construction, maintenance, protection of and oversight over windbreaks (shelterbelts) in the territory of the municipality, the transfer of municipality-owned land with the status of windbreak (shelterbelt) or part thereof to the third party with the right to use and make a decision on the cutting of timber with a specific purpose in the windbreak (shelterbelt) zone owned by the municipality, and on approving a plan for the management of a windbreak (shelterbelt) owned by the municipality.[14]

In 2020-2021, the legal framework concerning local self-government underwent considerable changes, with 172 legal acts harmonized with the Local Self-Government Code.

The 2020-2025 Decentralization Strategy and the 2020-2021 Action Plan

In December 2019, the Georgian Ministry of Regional Development and Infrastructure coordinated a joint effort of government officials, organizations, and experts to develop the 2020-2025 Decentralization Strategy and the 2020-2021 Action Plan.[15] The action plan includes activities designed to increase public participation in decision-making and to contribute to broadening the responsibilities of municipalities with regard to a considerable part of public affairs, as well as social and economic development.

The 2020-2025 strategy aims to implement principles of good governance, to improve competitiveness of human resources as well as access to and the quality of municipal services, and to financially and economically empower localities. The strategy closely abides by the development of planning and monitoring systems and results-oriented management.[16]

The 2020-2021 action plan of the decentralization strategy defines three goals, eight objectives, 26 activities, and 46 performance indicators. It should be noted that, as a result of the activities implemented in 2020, 171 legal changes were made to harmonize the legislation, 21 municipalities introduced an electronic system for information management, more than 3000 local civil servants were retrained, and three draft legislative initiatives were prepared.[17]

Economic Foundations

The budgeting process in the municipalities is regulated by the Budget Code of Georgia which lays down the principles for the country's budget system.

Every municipality has its own budget which is independent from those of other municipalities, the state budget, or the budgets of the autonomous republics.

State authorities and the governments of the autonomous republics have no right to meddle in local budget-related powers.[18]

13 On Amending the Law of Georgia on Motor Vehicle, https://matsne.gov.ge/ka/document/view/4892812?publication=0
14 On Amending the Self-Government Code of Georgia, https://matsne.gov.ge/ka/document/view/5270607?publication=0
15 The 2020-2025 Decentralization Strategy, 2019, https://mrdi.gov.ge/pdf/5e468e292b317.pdf/Decentralization-strategy-ENG.pdf
16 The 2020-2025 Decentralization Strategy, 2019, https://mrdi.gov.ge/pdf/5e468e292b317.pdf/Decentralization-strategy-ENG.pdf
17 https://parliament.ge/media/news/regionuli-politikisa-da-tvitmmartvelobis-komitetma-detsentralizatsiis-strategi-is-2020-2021-tslebis-samokmedo-gegmis-gankhortsielebis-angarishi-moismina
18 Ibid, Article 65

Until 2019, the main source of financing for municipal budgets was an equalization transfer calculated with a special formula. However, as a result of changes to the municipal financing system, now municipalities receive financing based on the distribution of money collected through VAT. More specifically, a total of 19% of financial resources levied through VAT is distributed across the municipalities.

It is expected that municipal revenues will progressively increase. On 31 December 2019, the Government of Georgia endorsed Resolution N678 approving the 2020-2025 Decentralization Strategy and the 2020-2021 Action Plan which, inter alia, envisages ensuring that municipalities have adequate material and financial resources. In this regard, the strategy is focused on supporting a consistent increase in municipalities' own revenues by various means, including enlarging the share of municipalities in the revenues received from the disposal of state property. More specifically, there are plans to introduce changes to the Budget Code with the aim of increasing municipalities' own revenues so that local authorities can execute their exclusive powers. To this end, one of the relevant mechanisms may imply the revision of the percentage/share in income tax. A legal framework ensuring the administration of income tax based on the place of registration of the taxpayer will also be developed.

According to the 2020-2025 decentralization strategy, a series of significant changes will be made to the existing system of municipal property management, including:

- The rule for property tax and existing tax benefits will be revised and so too will a list of state-owned property, forms, and terms of their transfer to municipalities; and
- Procedures for property transfer to municipal authorities and registration will be revised (by the end of 2025, municipalities will own unregistered property located in respective municipalities).[19]

The decentralization strategy is also intended to improve the principle of distribution of revenues and mechanisms for the financing of local self-governments for effective execution of delegated powers.

In terms of the share of municipal expenses in GDP, Georgia scores below average compared to European countries. Even though there are other countries which fare worse, the share of municipalities' revenues vis-à-vis GDP remains relatively small. In addition, there is considerable inequality among Georgian municipalities. The effective implementation of the decentralization process requires the introduction of sound and reasonable equalization mechanisms which will enable every citizen to have more or less equal access to local services regardless of the municipality in which they live. As a response to these challenges, one of the targets defined by the strategy envisions local authorities enjoying trust among local communities with regard to responding to local needs and local development.

Furthermore, according to the strategy, central authorities will devolve powers which are more effectively implemented at the local level provided that the local authorities have necessary property and financial resources. At the same time, total local revenues will amount to a minimum of 7 percent of the GDP.[20]

Citizens' Participation

Citizens' participation at the local level is of the utmost importance when it comes to ensuring the effectiveness of local self-government and cementing democratic governance. Citizens' participation in decision-making and their active involvement in efforts directed at overcoming local challenges are preconditions for the transparency and accountability of local authorities.

19 Resolution N678 of the Government of Georgia of 31 December 2019 on Approving the 2020-2025 Decentralization Strategy and the 2020-2021 Action Plan, https://matsne.gov.ge/document/view/4764626?publication=0
20 Ibid

Local economic development goes beyond incremental growth of economic parameters. It is part of the process carried out with the active involvement of local communities making development tailored to their interests. Citizens' participation takes far more diverse forms than prescribed by law. While forms of participation for citizens, municipalities, civil society, and businesses are defined by law, for instance, civil advisory councils for mayors, they also have the freedom to offer various forms of cooperation to the municipality with respect to policy planning, improving the environment for investments, as well as supporting businesses, employment, and many other aspects.

Citizens' participation is regulated by the Local Self-Government Code. Changes introduced to the Code in 2015 defined the legal framework for public participation in local processes. Moreover, pursuant to the Code, municipal bodies and officials are responsible for creating organizational and material-technical arrangements pursuant to the effective participation of local communities. Moreover, programs fostering participation should also be included in local budgets. Articles 85-86 of the Code define the following forms of citizens' participation in the execution of local self-governance:

- General assembly of the settlement;
- Petition;
- Civil Advisory Council;
- Participation in the sittings of municipal councils and their commissions; and
- Hearing reports on the work performed by the mayor of the municipality or by a member of the municipal council.[21]

It is important that forms of citizens' participation defined by the Local Self-Government Code be broadened. Possible mechanisms here may include participatory budgeting, civic budgeting, and local referenda. With the exception of the latter, the other mechanisms may be introduced under the initiative of local authorities. A local referendum would however require legal changes.

Even though the participation of citizens is regulated by a legal framework which also provides respective judicial conditions, the level of citizens' participation at the local level remains low. A local self-government index introduced in 2017[22] was designed to assess the performance of local authorities in Georgia's 64 municipalities. One of the blocks under the index concerns citizens' participation and accountability. Meanwhile, a separate sub-block is dedicated specifically to the participation rate in local self-government. According to the 2019 data, the participation rate in local self-government processes was estimated at 25%, while the data from 2021 revealed a decrease to 18%. This finding suggests that citizens do not tend to participate in everyday matters and generally refrain from getting involved in civic activism and public processes. The data also demonstrate an urban/rural split: while the citizen participation rate is high in Batumi (2021 – 66%; 2019 – 87%), Rustavi (2021 - 44%; 2019 – 72%), and Kutaisi (2021 – 27%; 2019 – 61%), it remains low in the cases of Gardabani (2021 – 6%; 2019 - 6%) and Kaspi (2021 – 6%; 2019 - 8%). Importantly, the rate of citizen participation in 2021 decreased in most municipalities.[23]

Citizen Participation in the Implementation of Local Self-Governance, a study report published in 2020[24], describes the main challenges affecting public participation. According to the report, some forms of citizen participation practiced in the municipalities are not formalized through respective legal acts which raises

21 Local Self-Government Code of Georgia, Article 85, https://matsne.gov.ge/en/document/view/2244429?publication=44

22 The index was developed by the Center for Training and Consultancy (CTC), the Institute for Development of Freedom of Information (IDFI), and the Management Systems Development Center (MSDC). The index aims to contribute to the development of transparent and accountable governance in Georgia through ensuring an instrument for the unified national assessment of the Georgian municipalities, enhancing citizens' participation in local affairs and minimizing corruption risks.

23 Local Self-Government Index, http://www.lsgindex.org/ge/analysis/

24 Citizen Participation in the Implementation of Local Self-Governance, 2020, G.Toklikashvili, et al. https://tvitmmartveloba.ge/2021/03/25/citizen-participation-in-the-implementation-of-local-self-governance-brief-report/

questions about their sustainability, since it is not clear whether they would be maintained after a change to the incumbent authorities. The openness of the submission of reports by mayors and municipal council members, and the extent to which local communities are informed about this process, remains significantly challenging. Reporting procedures are often attended by specially invited guests and staff of municipal departments. Reports are rarely published before their hearing which further restricts the possibilities for informed participation of local communities in this process.

According to a report on decentralization and local self-government in Eastern European countries (2020)[25], opportunities for civil society participation in local self-government come through advocacy institutions, citizen budgets, and other initiatives. Even though public organizations play an important role in exerting pressure on policies, especially in terms of human rights, gender equality, and the protection of the rights of minorities, the effectiveness of their work has been challenged by a lack of trust, a low level of engagement and support from the public, as well as a reluctance on the part of the Government to cooperate closely. In general, the Government is mostly willing to work with the donor community and civil society organizations on matters that are less contested, such as rural development, healthcare, environmental protection, and waste management. While any civil society organizations are members of multiple consultation mechanisms and working groups at the governmental level, their participation is often merely symbolic.

The importance of citizens' participation is highlighted in the Additional Protocol to the European Charter of Local Self-Government on the Right to Participate in the Affairs of a Local Authority which obliges signatory countries, including Georgia, to secure for everyone within their jurisdiction the right to participate in the affairs of local authorities and provide means for facilitating the exercise of this right.[26]

According to the Protocol, local authorities have the right to establish procedures for involving people which may include consultative processes, local referendums, and petitions as well as ensuring access for local communities to official documents, and procedures and mechanisms for dealing with and responding to complaints and suggestions regarding the functioning of local authorities and local public services.

The Additional Protocol to the European Charter took effect on 1 March 2020. However, there have been no changes to the existing legal framework to introduce new instruments or improve the existing ones relating to citizens' participation.

According to the 2020 report concerning decentralization and local self-government in Eastern Partnership countries[27], Georgia has been making progress in the development of local self-government, inter-municipal cooperation, participation of civil society organizations in decision-making, the introduction of e-governance, and access to digital services. However, the report shows that the level of trust towards civil society organizations has been on the decline. Therefore, it is recommended to improve both the transparency of civil society organizations and their communication strategies. In addition, it is also recommended to take measures in order to economically empower local communities through public and private partnership mechanisms. Currently, the capacities of the business sector with regard to the diversification of municipal services, and the protection of public interests, remain underexploited.

25 Decentralisation and Local Self-government in Eastern Partnership countries, 2020 https://www.euneighbours.eu/sites/default/files/publications/2021-04/Decentralisation-and-Local-Self-government-in-Eastern-Partnership-Countries.pdf

26 Additional Protocol to the European Charter of Local Self-Government on the Right to Participate in the Affairs of a Local Authority, 2019, https://rm.coe.int/168008482a

27 Decentralization and Local Self-Government in Eastern Partnership Countries, 2020 https://www.euneighbours.eu/sites/default/files/publications/2021-04/Decentralisation-and-Local-Self-government-in-Eastern-Partnership-Countries.pdf

Impact of the Covid-19 Pandemic on Georgia's Municipalities

On 11 March 2020, the World Health Organization declared the Covid-19 virus a pandemic. The Government of Georgia had already started taking measures to prevent the spread of the virus as early as 29 January 2020. These measures had a dramatic effect on local municipalities in the following four regards:

- Citizens' participation in local self-governance;
- Accountability and transparency of mayors and municipal councils;
- Delivery of municipal services; and
- Municipal budgets.

Based on the data collected by a wide-scale and dynamic research engine, lsgindex.org,[28] the performances on the following indicators have drastically worsened compared to 2019:

- Participation of citizens in municipal council sessions (2021 – 47%; 2019 – 59%);
- Participation of citizens in council commission councils (2021 – 41%; 2019 – 53%);
- The functioning of the general assembly of settlements (2021 – 2%; 2019 – 9%);
- Informational support to Civil Advisory Council (2021 – 14%; 2019 – 24%);
- Public hearings of reports on the work of mayors (2021 – 9%; 2019 – 17%); and
- Public hearings of members of municipal councils (2021 – 7%; 2019 – 15%).

At the same time, there were some challenges relating to communication with municipalities when it comes to requesting public information and proactive publishing of information.

Further to instructions issued by the central authorities, significant changes were made to local service delivery and management of local administrative bodies, including the following:

- Municipal transport was stopped[29]; and
- An online working mode was introduced[30].

As is the case in many countries across the world, measures undertaken in response to the Covid-19 pandemic have had a significant impact on the performance of local authorities in Georgia in terms of municipal service delivery and the management of municipal administrations.

A local self-government body was responsible for ensuring smooth remote working process with staff members being allowed to take home equipment assigned to them. Overall, 35% of respondents reported experiencing problems while working remotely.

The Covid-19 pandemic has significantly changed the management conditions for municipal bodies. Under periods of lockdown and/or state of emergency, some municipal services had to be temporarily halted, while others were still provided albeit with tight restrictions, as detailed below.

Municipal transport: On 21 March 2020, all municipal transport was halted including in Tbilisi. In late May 2020, the underground was reopened in Tbilisi followed by the reopening of municipal and inter-municipal transport (buses and minibuses) in mid-June. However, short-term lockdowns returned following summer 2020.

28 Local self-government index, www.lsgindex.org
29 Resolution N322 of the Government of Georgia of 23 May 2020 on Approving the Rules of Isolation and Quarantine
30 Resolution N529 of the Government of Georgia of 12 March 2020 on Introducing Special Measures in Public Institutions for the Prevention of Potential Spread of the New Coronavirus (Covid-19)

Pre-school education: On 21 March 2020, all pre-school institutions of Georgia were closed to children, while teachers and support staff were sent home until the end of the state of emergency with the guarantee that they would receive due remuneration.

The cleaning of the territory of the municipality: Waste collection and transportation continued under the state of emergency and lockdown, and so too did cleaning services.

Street lighting and landscaping: Outdoor lighting and green infrastructure services continued to be delivered under the state of emergency and the nationwide lockdown, with no instances of shortfalls in street lighting or green infrastructure reported.

Social assistance program: Municipal social assistance programs have not been significantly affected by the Covid-19-induced crisis.[31]

Under the lockdown, harsh restrictions affected 10 Georgian municipalities in particular (Marneuli, Bolnisi, Lentekhi, Kobuleti, Khashuri, Tbilisi, Rustavi, Kutaisi, Batumi, and Tetritskaro). However, considering the concentration of the population (1930.5 thousand) in these municipalities, more than half of the country's population (52%) was subject to restrictions. Municipal budgets sustained the biggest loss due to a decision taken by the state authorities to mobilize VAT by reducing a share of the municipalities. The decision was based on objective (shrinking of the national economy) and subjective (benefits offered by the central authorities) factors.

In addition, with the purpose of mitigating the effects of the pandemic, a decision was made to introduce benefits and concessions with regard to property tax, thereby significantly reducing municipal revenues.[32]

The pandemic has underscored the importance of decentralization for Georgia. In particular, it is critical that local authorities have sectoral powers (economy, healthcare, education, and social protection) so that they can undertake a wide range of measures to address the pandemic, and effectively cope with its implications. Therefore, the principle of distribution of powers needs to be changed in a way which will ensure the full devolution of powers from central to local authorities rather than the delegation of objectives. In addition, municipalities should improve their material and technical base, and develop regulations for remote work so that municipal bodies perform at their best in the event of further crises.[33]

31 The National Association of the Local Authorities of Georgia, a report on the challenges of municipal administration under the Covid-19 pandemic (Tbilisi, 2020)
32 The National Association of the Local Authorities of Georgia, a report on the implications of the Covid-19 pandemic on municipal budgets and revenues in Georgia (Tbilisi, 2020)
33 The National Association of the Local Authorities of Georgia, a report on the challenges of municipal administration under Covid-19 pandemic. Tbilisi, 2020

KEY FINDINGS

Awareness about municipal programs/sub-programs

The findings of the fifth round of the survey suggest that the level of awareness among respondents about municipal programs/sub-programs is rather low. Significant number of respondents said they were well aware of utility services (17.5%) and transport (16.1%). The share of uninformed respondents significantly exceeded that of the informed especially when it comes to matters relating to employment/local economic development (30.6%), and cultural programs (30.3%). Social circles and/or television were mentioned as the main sources of information about municipal programs.

Public schools/public pre-schools

In all five rounds of the survey, the majority of respondents have said there was a public pre-school/ public school in their settlements. Furthermore, in most cases the distance between these educational institutions and the settlement in which the respondent was living was less than 5 km. Notably, the number of respondents with public schools/pre-schools within 5 km of their residence was higher in the fifth round compared to the results of the 2019 survey (fourth round). A comparison of the results across all five rounds reveals some changes however (for public pre-schools: 2021 - 81.7%; 2019 – 74.1%; 2017 – 79.5%; 2015 – 75.8%; and 2013 – 76.5%; for public schools: 2021 - 86.1%; 2019 – 83.4%; 2017 – 90.4%; 2015 – 86.5%; and 2013 – 94.6%). The number of respondents indicating that they used public transport to get to educational institutions, both schools (66.6%) and pre-schools (65.5%), was at its highest in 2015. In 2015, approximately one in every three respondents indicated that they did not need public transport to reach the educational institution. Meanwhile, the majority of respondents surveyed in 2021 and 2019 said that the timetables for public transport and the operating hours of schools/pre-schools coincided.

The assessment of the level of satisfaction of respondents with public pre-schools and schools suggested that approximately half of respondents in all five rounds of the survey were content with the infrastructure in the educational institutions (2021 – 48.4%; 2019 – 56.2%; 2017 – 51%; 2015 – 47.8%; and 2013 – 54.9%).

At the same time, it should be mentioned that respondents surveyed in 2021 (6%), 2015 (4.8%), and 2013 (10.6%) were the least satisfied with the infrastructure of their educational institutions while in 2017 (3.7%) and 2019 (5.6%) registration procedures were named the biggest cause of dissatisfaction by respondents. As for public schools, in the first four rounds most respondents were positively disposed towards the educational institutions. In the first three rounds, most respondents (2017 – 58.9%; 2015 – 60.9%; 2013 – 62.4%) were happy with the infrastructural arrangements of the educational institutions while respondents in the fourth and fifth rounds were mostly content with the accessibility of such institutions (2021 – 66.1%; 2019 – 62.4%).

A comparison of the five rounds of the survey suggests that with the exception of 2015 (48.9%), the majority of respondents (i.e. more than 50%) were generally satisfied with public pre-schools. At the same time, the share of respondents content with public schools in each of the rounds has always exceeded 50%. The results for 2021 and 2019 rounds demonstrate that while confidence in public schools (2021 - 68.8%; 2019 – 73%) and public pre-schools (2021 – 62.9%; 2019 – 68.9%) has remained high, it has nevertheless diminished compared to earlier rounds.

Vocational training institutions

With the exception of the third round (2017), the majority of respondents said there is a vocational training facility in their settlement and most of them said these facilities are accessible by public transport. Most respondents of the latest two rounds (2019 and 2021) pointed out that working hours for the vocational training institutions and the timetable for public transport were compatible (2021 - 74.6%; 2019 – 76%). Most respondents in the last two rounds of the survey (2021 – 58.3%; 2019 – 63.9%) stated that they trusted these institutions. Importantly, the level of satisfaction, which remained unchanged during 2013-2017, somewhat increased in the last two rounds (2021 – 58.7%; 2019 – 51.5%).

Vocational Training Institutions in the Regions (Beyond Municipal Boundaries)

A quarter of respondents in the fifth round (26.5%) said there were vocational training institutions in their region (beyond the respective municipal boundaries) while 54.4% of those reported that the institutions were accessible by public transport. However, 22.8% noted that there was no public transport to access these institutions. Meanwhile, 10% of those who said there was a public transport service in place to access these institutions reported a disparity in the working hours of these institutions and the public transport timetable. The majority of respondents (57.9%) had confidence in the vocational training facilities in their region, while 47.1% were content with them. A small group of respondents who were unsatisfied with the performance of vocational training facilities named the level of qualification of teachers, poor curricula (including lack of demand for certain specialties), and limited accessibility as the main reasons for their dissatisfaction.

Agriculture, construction, and healthcare (nursing) remained high-priority sectors from 2013 to 2019 (inclusive). By 2021, the priority sectors had somewhat changed with tourism overtaking construction. Within agriculture, cattle breading was named as the highest priority activity (2021 – 23.9%; 2019 - 30.3%).

Higher Education Institutions

The results of the fifth round suggest that, compared to the previous rounds, the share of respondents indicating that there were no higher education institutions in their respective municipalities (2021 – 61.2%; 2019 – 49.6%) increased. The majority of respondents in the last two rounds estimated the distance from their home to the nearest higher education institutions to range from 1 km to 10 km. Public higher education institutions were accessible by public transport for the absolute majority of respondents (2021 – 91.9%; 2019 – 91.9%). At the same time, the findings suggest that the timetable for public transport and the working hours for higher education institutions coincided (2021 – 75.2%; 2019 – 84.3%). It would thus appear that respondents in the last two rounds were satisfied with, and even reported having confidence in, the higher education institutions. When it comes to the reasons behind dissatisfaction with publicly-funded higher education institutions, the majority of respondents in the 2019 and 2021 rounds named a lack of expertise and knowledge among teachers and the quality of the curricula.

Higher education institutions outside municipal/city boundaries were claimed to be accessible for 23.3% of respondents, 40% of whom indicated that the distance between their home and respective higher education institution varied from 31 km to 50 km. Overall, 60.8% of those respondents who could access public higher education institutions with public transport (67.7%) said that the working hours of the institution and the timetable of the transport services coincided. The majority of respondents were satisfied with (61.6%) and confident in (75.9%) public higher education institutions (outside of their respective municipalities or cities).

Various Social Services

The majority of respondents in the fifth round (2021) said they had never used any form of municipal social assistance and nor had any of their family members. Around one-tenth of respondents reported having received one-time social assistance (monetary or otherwise).

Importantly, Kvemo Kartli, Samegrelo-Zemo Svaneti, and Samtskhe-Javakheti were the regions with the least respondents to have had no experience of receiving social assistance (65%, 64%, and 63% respectively).

Municipal benefits such as free travel schemes and soup kitchen programs were reported as common practice in Tbilisi, while **one-time social assistance (monetary and other forms)** was named the dominant form of social support in Georgian towns and villages.

Among respondents from an ethnic minority background, the majority (64%) said they did not receive municipal assistance, and this figure was slightly lower for ethnic Georgian respondents (53%).

Beneficiaries of long-term municipal social assistance reported that this support had been provided to them in a **timely** manner.

The majority of respondents (more than 60%) who had received various types of social assistance evaluated the **registration procedures** as “easy.” However, there were also services which respondents believed to be “difficult” to access including housing for the homeless and support for victims of violence. Therefore, the performance of municipal authorities as a service provider was evaluated as more or less satisfactory (i.e. the municipality provides housing for the homeless to some extent (agreed to by 51.1% of respondents), and the municipality assists victims of various types of violence (agreed to by 58.1%)).

Most respondents surveyed during all five rounds (within a 55-75% range) did not know what the distance was between their home and the nearest soup kitchen. Others said that the distance was within 10 km.

Those respondents who knew where a soup kitchen was in their vicinity struggled to confirm the size of portion per individual. At the same time, most respondents in all five rounds believed the quality of food provided by the municipal soup kitchens to be satisfactory with the following3 and 4 point scores recorded on a 4-point scale: 2021 – 59.3%; 2019 – 75.7%; 2017 – 52.8%; 2015 – 65.1%; and 2013 – 47.4%.

Healthcare

The findings of the fifth round suggest that neither the majority of respondents (85.6%) nor their family members had accessed municipal healthcare. One-tenth of respondents believed that municipal authorities provided medication free of charge for local communities.

Respondents from the regions of Kvemo Kartli and Samtskhe-Javakheti, which are both heavily populated by ethnic minorities, were least prone to using municipal healthcare services (94% and 93% respectively).

Municipalities in high mountain settlements reportedly provide medicaments for free to their communities more often than other municipal authorities (16% in high mountain settlements as opposed to 8% in other settlements).

Most respondents who had used municipal healthcare services reported that these services were provided in a timely manner. They were also satisfied with the ease of the registration procedures. However, some complications were reported with regard to a municipal program for the rehabilitation of children on the autism spectrum. One quarter of users said the support stipulated by the program had been delayed. The performance of the municipalities was also assessed negatively. Meanwhile, with regard to other healthcare services, respondents were generally content with the performance of the municipal authorities.

The majority of respondents, except for in 2013, said a state program in their area provided preventative vaccination for domestic animals/poultry (2021 – 54%; 2019 – 67.7%; 2017 – 60.8%; 2015 – 67%; and 2013 – 48.5%). Most respondents from the fifth round, unlike in previous rounds, said they benefited from these services mostly for free. Meanwhile, those who paid for the service considered the fee to be reasonable.
It should be noted that the absolute majority of respondents in all five rounds were satisfied with the service (2021 – 97.7%; 2019 – 97.9%; 2017 – 92.9%; 2015 – 96.7%; and 2013 – 91.2%). Moreover, most of them trusted the quality of the animal vaccination service provided under the state program (2021 – 79.6%; 2019 – 79.3%).

Recreation/leisure/culture

The majority of respondents in all five rounds said there was a playground, public park, and a library in their settlement/city. However, a theater (2021 – 7.6%; 2019 – 8.8%; 2017 – 14.3%; 2015 – 14.3%; and 2013 – 14.1%) and a culture/village club (2021 – 7.9%; 2019 – 6.5%; 2017 – 8.4%; 2015 – 12.6%; and 2013 – 12.1%) were the two types of facility least mentioned by respondents. Interestingly, more respondents in the rounds conducted between 2013-2017 said there was a theater and a museum in their locality as compared to those surveyed in 2019-2021. Each recreational/leisure facility was reported as being within 0-3 km of the respondents' home. It appears that over the years the condition of recreational/cultural facilities has improved across the country. In the fifth round, the condition of every recreational/leisure facility was evaluated as "good" (with an average of 60%). The findings of the 2021 survey demonstrated positive dynamics as well with improved results compared to the previous rounds.

The respondents in the 2013-2019 rounds listed adequate functioning of libraries, public parks, playgrounds, and culture/village clubs as priorities in their localities. The results of the 2021 survey, however, suggested that playgrounds and public parks remained a priority coupled with the adequate functioning of other sports infrastructure (13%).

Utility Infrastructure

The number of respondents with access to the central water system has increased over the years. At the same time, the majority of respondents in all five rounds said water provided through the central system was suitable for drinking. It should also be noted that the rate of uninterrupted water supply has been increasing (2021 – 72.3%; 2019 – 71.8%; 2017 – 78.6%; 2015 – 66.7%; and 2013 – 64.7%). The water supply schedule was recorded as satisfactory for respondents in all five rounds. Moreover, respondents with access to central water provision indicated that the quantity of water was sufficient for household use. However, there are certain **differences** across the country to bear in mind, such as: a) Tbilisi-based respondents reported a better quality of drinking water compared to those residing in rural areas and other cities in the country; and b) the shares of respondents living in Tbilisi (84%) or **other cities** (81%) who were mostly content with the water supply schedule were considerably greater than in **rural settlements** (49%).

Some respondents in 2019 said that the fee for water was calculated per capita (40.3%). In the following round, a greater percentage of respondents said they paid for water based on meter readings (45.6%). As for the affordability of water, more than half of respondents in all rounds of the survey said the fee was affordable than not. Most respondents of the 2019 and 2021 rounds said they trusted central water supply (with the following percentage of 4 and 5 point responses given on a 5-point scale: 2021 – 71.1%; 2019 – 76.9%). However, it should be noted that the level of trust had somewhat dwindled by the last round of the survey. As for the central irrigation system, most respondents indicated that there was no such system in their settlement. The respondents who said they had access to such a system in the 2013-2019 rounds assessed it as well-functioning. However, the share of such respondents in 2021 decreased markedly (2021 – 45.6%; 2019 – 73.5%; 2017 – 74.3%; 2015 – 66.1%; 2013 – 66.6%). At the same time, fewer respondents in the 2021 round said the service fee was acceptable to them. In 2019, most respondents trusted the irrigation system but this also saw a significant decrease in 2021 (43.4%) compared to 2019 (70.8%).

The share of respondents who have access to the central sewage system in their settlement increased from 2013 to 2021 (2021 – 55.1%; 2019 – 53%; 2017 – 51.2%; 2015 – 52.3%; 2013 – 49.6%). At the same time, in places where there is a central sewage system in place, it is connected to residential homes and the respondents said the system was well-functioning. Moreover, most respondents in the 2019 and 2021 rounds indicated that they trusted the system.

The absolute majority of the respondents in all five rounds had a 24-hour electricity supply for the three months running up to the survey (2021 – 98.2%; 2019 – 94.7%; 2017 – 97.9%; 2015 – 93.8%; 2013 – 94.3%). Respondents have generally been satisfied with the quality of electricity during winter as well as during other seasons. In addition, most respondents were content with the quality of electricity provision and most respondents in the 2019 and 2021 rounds said they trusted the service (2021 – 88%; 2019 – 89%).

The majority of respondents in all rounds of the survey indicated that there was a central gas pipeline in their settlement. It should also be noted that the number of respondents with access to gas from the centralized system has increased over the years (2021 – 96.2%; 2019 – 95.5%; 2017 – 93.5%; 2015 – 92%; 2013 – 75.3%). Most respondents in all rounds were content with the quality of gas and the respective service. Meanwhile, the absolute majority of respondents for the 2019 and 2021 rounds said they trusted the gas service.

Most respondents in all five rounds said waste was collected regularly from their settlement/neighborhood. At the same time, the level of satisfaction with the performance of the service has steadily improved over the years (2013 – 59%; 2015 – 73.5%; 2017 – 78.7%; 2019 – 88.6%; 2021 – 90.9%). At least every second respondent in all rounds indicated that waste was collected daily. It should be noted that the share of respondents from high mountain settlements to indicate that there was a centralized system of waste management in their locality increased by 11% in 2021 compared to 2019 (84.4%).

Respondents of all survey rounds were generally satisfied with the quality of waste management service. However, in 2021, the share somewhat decreased compared to previous years (2021 – 83.4%; 2019 – 90.7%; 2017 – 89.2%; 2015 – 87.8%; 2013 – 85.8%). There have been three main reasons cited by respondents for their dissatisfaction with the waste management service across the years: frequency, quality, and hygiene. It should be noted that the service fee has been reported as affordable for most participants of all survey rounds. Respondents of the 2019-2021 rounds indicated that they trusted the centralized waste management service.

As for the street cleaning service, the majority of respondents said that streets were cleaned on a daily basis (2021 – 71.2%; 2019 – 73.4%; 2017 – 78.5%; 2015 – 80.1%; 2013 – 79.1%). As for dissatisfaction with said service, the reasons cited by respondents included quality, frequency, and hygiene. The findings of the 2019 and 2021 rounds suggested that, overall, respondents were satisfied with the quality of the street cleaning service.

Roads and Public Transport

Components of road infrastructure such as internal municipal roads (2021 – 63.2%; 2019 – 63.9%; 2017 – 56.5%; 2015 – 53.5%; 2013 – 46.5%), access roads to settlements/districts/cities (2021 – 83.5%; 2019 – 84.4%; 2017 – 76.8%; 2015 – 80.1%; 2013 – 72.4%), nearest highway (2021 – 87.6%; 2019 – 88.4%; 2017 – 89.3%; 2015

– 92%; 2013 – 88.2%), frequency of public transport (2021 – 64.7%; 2019 – 71.2%; 2017 – 80.6%; 2015 – 82%; 2013 – 72.9%), fares for public transport (2021 – 75.6%; 2019 – 72.2%; 2017 – 81.3%; 2015 – 79.1%; 2013 – 66.2%), number of road signs (2021 – 59%; 2019 – 63.5%; 2017 – 58.1%; 2015 – 64.4%; 2013 – 53%), number of traffic lights (2021 – 39.7%, 2019 – 39.4%; 2017 – 45.7%; 2015 – 40.8%; 2013 – 39%), street lighting (2021 – 76.9%; 2019 – 78.6%; 2017 – 75.7%; 2015 – 66.4%; 2013 – 61.5%), and numbering of houses (2021 – 50.6%; 2019 – 48.3%; 2017 – 49.4%; 2015 – 45.9%; 2013 – 41.5%) were, with a few exceptions (namely traffic lights), positively assessed by most respondents in all five rounds.

Most respondents in all five rounds of the survey were unhappy with the condition of internal municipal roads (2021 – 56%; 2017 – 74%; 2015 – 66%; 2013 – 65%).

The components of road infrastructure that respondents stated needed to be improved included: the quality of roads (2021 - 30.5%; 2019 – 37.6%); the organization of pedestrian crossings (2021 – 10.8%; 2019 – 11.3%); speed bumps (2021 – 13.8%; 2019 – 13.7%); road signs (2021 – 11.6%; 2019 – 6.5%); and warning signs on roads (2021 - 10%; 2019 - 9.6%), as well as pedestrian/cycle paths and sidewalks (2021 - 9.6%; 2019 – 11.8%).

Problems cited relating to public transport mentioned by the respondents of the 2019 and 2021 rounds included the accessibility of transport in both central areas and suburbs (2021 – 17.1%; 2019 - 11%), scheduling (2021 – 16.1%; 2019 – 19.6%), poor condition of vehicles (2021 - 11.6%; 2019 - 13.8%), malfunctioning (2021 - 10.7%; 2019 - 17.5%), and journey time (2021 - 5.4%; 2019 - 17%).

Miscellaneous Services

With regard to the level of satisfaction with various services, a comparison between the findings of all five rounds suggests that the respondents of the first round (72.1%) and the fifth round (72.1%) were most satisfied with settlement/urban planning, while the respondents of the 2021 and 2015 rounds seemed generally content with the construction regulation in their settlements and cities (54.8% and 49.2% respectively). As for landscaping in settlements and cities, the findings across all rounds indicate that respondents of the 2021 round (74.2%) and 2019 round (65%) appeared to be the most satisfied with said service. The respondents of the 2021 round named reasons for their dissatisfaction with the services: lack of green space (24.1%) was the most commonly-given reason behind the discontent of respondents with regard to urban planning, while the issues related to the regulation of the construction of multi-story buildings was cause of miscontent cited by almost the same percentage of respondents (23.4%). Those unhappy with landscaping services said they were particularly dissatisfied with the poor condition of public parks and neighborhood parks (30.5%). A lack of ramps for wheelchair users seems was main reason for dissatisfaction cited with regard to adapting the environment for persons with disabilities (44.6%).

Tourism

A considerable majority of respondents in the 2021 and 2019 rounds thought that tourism played an important role in the economic development of their respective municipalities. There was also a rising trend in the number of tourists visiting municipalities during the first three rounds of the survey. However, this dropped during the fourth and especially fifth rounds, largely because of the pandemic (2021 – 77.4%; 2019 – 83.8%; 2017 – 88.8%; 2015 – 78.1%; 2013 – 76.1%). The majority of the respondents in all five rounds said summer was the most popular holiday season among visitors.

Outdoor Trade/Markets

Most respondents were satisfied with the services related to outdoor trade and the organization of markets. In total, 69.5% of respondents were satisfied with the way outdoor markets were organized in their settlement, while 17.6% were dissatisfied and 2.6% were very dissatisfied with this aspect. The share of respondents content with the organization of markets/marketplaces in the survey amounted to 73.9%, while 16.9% indicated that they were not happy with this service, mainly due to litter and sanitary standards.

Agriculture

The majority of respondents in all five rounds believed that agriculture was the priority for the development of their municipalities.

On the other hand, since 2015, the number of respondents pointing out the lack of adequate state support for the development of small- and medium-sized household farming or indicated that they had no information pertaining to such support, has been on the rise.

Importantly, there has been an increase in the number of respondents saying that they have no access to state support programs on the development of agriculture. Those with such access named the most common types of state support as vouchers, fertilizers, pesticides, and the leasing of agricultural machinery. Respondents have generally been mostly happy with the support received through this and other services.

Safety

Respondents of various rounds of the survey indicated that they felt safe in their settlement/city/district (2021 – 80.7%; 2019 – 64.8%; 2017 – 72.2%; 2015 – 83.2%; 2013 – 85.5%). Moreover, respondents also indicated that there had been some cases of theft/robbery (2021 – 87.5%; 2019 – 83.5%; 2017 – 85.3%; 2015 – 91.5%; 2013 – 94.4%), drug abuse (2021 – 69.4%; 2019 – 56.9%; 2017 – 74.9%; 2015 – 81.6%; 2013 – 85.6%), alcohol abuse (2021 – 59%; 2019 – 50.8%; 2017 – 65.9%; 2015 – 72%; 2013 – 72%), minor offences (hooliganism) (2021 – 81.4%; 2019 – 72.8%; 2017 – 78.4%; 2015 – 87%; 2013 – 89.5%), domestic violence (2021 -71.6%; 2019 – 69.2%; 2017 – 66.6%; 2015 – 79%; 2013 – 83.4%), and divorce (2021 – 70.6%; 2019 – 60.6%; 2017 – 62.5%; 2015 – 74.3%; 2013 – 78.1%) in their settlement. This trend seems to have been consistent across all rounds of the survey. More specifically, a rise was noted in problems relating to safety from 2013 to 2021.

Electronic Services

There has been an improvement in respondents' knowledge about public electronic services over time (2021 – 52. 5%, 2019 – 37.8%; 2017 – 39.3%; 2015 – 33.6%; 2013 – 32%) as well as their utilization (2021 – 45.7%; 2019 – 26.5%; 2017 – 17.9%; 2015 – 19.3%; 2013 – 22.9%). Moreover, the majority of respondents in various rounds of the survey were satisfied with the electronic services (2021 - 93.5%; 2019 – 93.9%; 2017 – 97.5%; 2015 – 95.7%; 2013 - 97.5%), while most respondents in the 2019 and 2021 rounds said they trusted the public electronic services (2021 – 70.2%; 2019 - 70.2%).

The findings of the surveys suggest that about half of respondents of the 2019 and 2021 rounds (2021 – 50.6%; 2019 – 53.4%) had never heard about electronic services, while only a small number of those who had heard about such services reported having actually used them (2021 – 12.1%; 2019 – 13.5%). More specifically, some respondents indicated that they had visited a webpage of the municipality (2021 – 61.3%; 2019 – 55.7%) or the municipal council (2021 – 25.7%; 2019 – 15.8%). In general, the majority of respondents in the 2019 and 2021 rounds (2021 – 73.7%; 2019 – 73.3%) were happy with municipal electronic services. By 2021, the number of respondents who trusted municipal electronic services had risen notably (2021 – 70.8%; 2019 – 62.2%).

Environmental Protection

The respondents in all five rounds tended to positively assess the following three parameters of environmental conditions in their locality: air pollution, soil pollution, and the pollution of natural water reservoirs (with the exception of 2013 when the assessment was more negative than positive). However, across survey rounds, between 11% and 44% of respondents stated they were unhappy with the environment in their locality, especially with respect to air pollution.

The majority of respondents in all five rounds did not know if the state authorities undertook any measures to improve environmental protection or indicated that there were no such measures being implemented.

Informed respondents (i.e. those aware of measures being implemented by the Government) of all rounds of the survey underscored two main measures: a) timely/effective cleaning of environment; and b) restrictions and control over the cutting of timber in forests.

Women's Rooms

The majority of respondents of the 2019 and 2021 rounds had never heard of women's rooms operating in their municipality while those who were aware of such rooms did not know anyone who had been referred to a women's room. Only a few respondents said they had benefited from this service.

The number of respondents surveyed to indicate that state services on protection from violence were available in their municipality dropped quite significantly (2021 – 41.4%; 2019 – 56.7%). Moreover, the majority of respondents had never advised anyone else to seek out domestic violence services.

More respondents in the 2019 cohort thought positively about state protection services than those surveyed in 2021 (54% and 49.5% respectively). However, this trend is attributable to an increase in the number of respondents taking a neutral stance on this matter.

General Assessment of Municipal Services

The respondents in all five rounds of the survey generally demonstrated a moderately positive attitude towards local self-government bodies (city halls/municipal councils) and mayoral representatives in villages indicating, with most stating that they were either "satisfied" or "trusted" said bodies. On the other hand, every fourth or fifth respondent (but every third in the 2021 cohort) was either dissatisfied or extremely dissatisfied with the performance of city halls/municipal councils. When it comes to identifying their reasons for dissatisfaction, respondents mainly complained that local needs were largely overlooked and that there was no contact between local authorities and communities.

Respondents from the following **five regions** of Georgia were the most satisfied with the performance of local self-governments: Shida Kartli (57%); Guria (57%); Racha-Lechkhumi-Kvemo Svaneti (57%); Imereti (56%); and **Adjara** (55%). The regions with the lowest satisfaction levels with local authorities were Tbilisi (39%), **Adjara** (39%), Mtskheta-Mtianeti (37%), and Kvemo Kartli (34%).

Respondents falling into the age group of 18-24 were least satisfied with the performance of local authorities in all five rounds of the survey.

Interestingly, in all five rounds of the survey, ethnic Georgians were found to be happier with municipal authorities than respondents with ethnic minority backgrounds.

In the 2019 and 2021 rounds, at least every second respondent maintained a moderately positive attitude towards local self-government bodies and agreed that the local decision-making process was more or less responsive to local needs.

Respondents issued the following three recommendations which, in their opinion, would be likely to improve the performance of local authorities in terms of responsive actions:

- Pay closer attention to the needs of local communities when making decisions;
- Allocate more financial resources to address local problems; and
- Hold more frequent meetings with the local population.

The majority of respondents in various rounds of the survey (2021 – 55.5%; 2017 – 52.6%; 2015 – 54.6%), and in some rounds nearly half of respondents (2019 – 48.5%; 2013 – 47.5%) agreed that local authorities in their respective municipalities engaged in effective communication with local communities. On the other hand, at least every third respondent in all five rounds believed that the communication between local authorities and communities was ineffective.

Most respondents in the 2019 and 2021 rounds (52-56%) agreed that citizens were more or less engaged in decision-making at the local level. At the same time, most respondents in the 2021 cohort stated that men and women participated equally in the process (in 2019, considerably fewer respondents (35%) indicated the same while approximately the same number of respondents believed men were more actively engaged in decision-making).

More respondents in both the 2019 (45%) and 2021 (32%) rounds believed that local authorities took no measures to incentivize the engagement of young people in decision-making.

The findings from the survey suggest that for the past two years, the majority of respondents have not referred to a city hall/municipal council in order to resolve a problem. The highest rate of referral over the covered period was observed in 2019 (22%). The majority of respondents with experience of applying to local authorities had done so once, twice, or three times. It should also be noted that compared to 2019, the frequency of referral had declined by 2021 largely due to the pandemic. Moreover, most respondents in the fifth round (54.7%) were satisfied with the performance of the municipal authorities (city hall/municipal council) while one fifth (20.1%) found it difficult to answer the question.

The respondents named the following two issues as those they most often referred to the local authorities (city hall/municipal council) for:

- Social matters (social assistance, unemployment, etc.); and
- Infrastructural problems (installation of gas pipelines in villages, water supply, electricity, etc.).

The opinions of respondents in all five rounds varied with regard to the effectiveness of local authorities when responding to their problems: about one third (sometimes more) pointed out that local authorities failed to solve their problems (2021 – 32.5%; 2019 – 38.2%; 2017 – 31.2%; 2015 – 38%; 2013 – 35.2%). Meanwhile, slightly less than a third stated that the local authorities successfully managed to resolve all of their problems (2021 – 28.3%; 2019 – 29.3%; 2017 – 31.4%; 2015 – 30.1%; 2013 – 28.6%).

Findings of all five rounds suggested that the majority of respondents (ranging from 71% to 87%) had not tried to carry out any civic activity which would demonstrate their motivation to participate in the implementation of local self-governance within the last year (77.3% of respondents fell under this category in the 2021 round).

Based on the findings, respondents had attempted to undertake the following activities:

- Responding to problems in the given settlement/neighborhood;
- Asking a question at a public gathering;

- Appealing in person or in writing to a politician or a representative of the central or local authorities; and
- Participating in meetings dedicated to political or educational matters.

In most cases, the efforts made to undertake any such civic acts included tangible steps.

Respondents to have indicated that they had undertaken any such civic acts for the past year were asked to specify the purpose of their actions. These actions (in 2021, 2019, and 2017) included the following:

- Landscaping - cleaning, greening, and lighting of streets, public parks, community parks, and other public places;
- Issues related to water supply;
- Spatial and territorial planning; and
- Preparing/discussing/endorsing/amending the budget (in 2017 and 2021).

Respondents who had not undertaken any civic act in the last year explained their inaction, with the following reasons being the most common:

- Lack of time;
- Perception of pointlessness; and
- Never thinking about such issues.

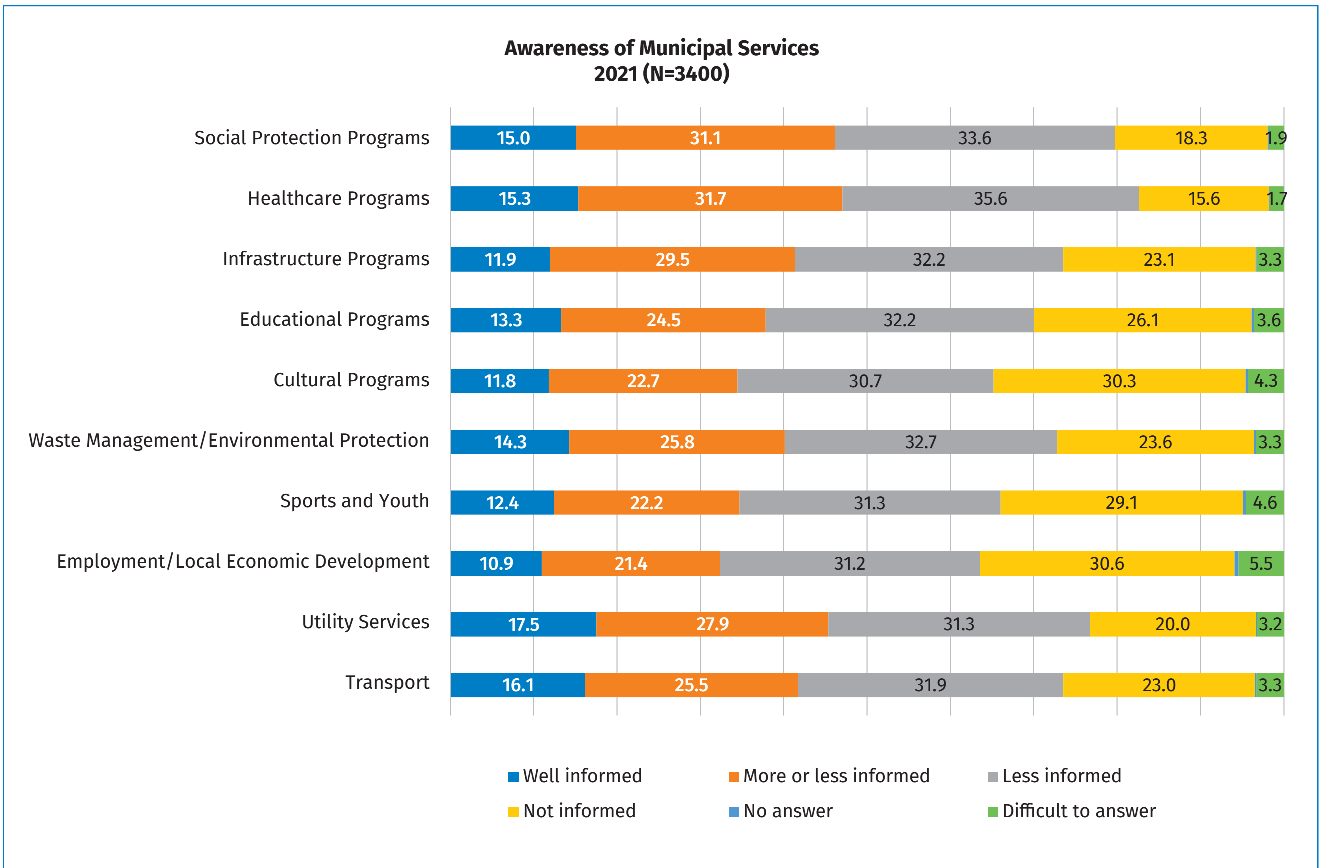
AWARENESS

საზოგადოებრივი მომსახურებებით საქართველოს მოსახლეობის კმაყოფილების კვლევის ფარ-
Respondents participating in the 2021 Citizen Satisfaction Survey assessed the level of awareness of municipal programs/sub-programs including those focusing on: social protection, healthcare, infrastructure, education and culture, waste management, environmental protection, sports, youth, employment/local development, utilities, and transport.

The survey findings indicated that a relatively large share of respondents believed that they were "well informed" about municipal services such as utilities (17.5%) and transport (16.1%). In relation to other above-listed services, the share of respondents to consider themselves "well informed" varied between 10.9% and 15.3%. The share of respondents saying they lacked information about municipal services was significantly larger than those that felt well-informed. The lack of information about employment/local development and cultural programs was confirmed by one third of respondents (30.6% and 30.3% respectively). The share of uninformed respondents was lower when asked about healthcare (15.6%) and social protection programs (18.3%) (see Diagram #1).

The survey data, when disaggregated by region, indicate that along with awareness of transport services in Adjara (39.2%), the population of Racha-Lechkhumi-Kvemo Svaneti region was the best informed (the share of respondents to be "*well informed*" about all municipal programs varied between 35.8% and 38.3%). Utility services (38.3%), healthcare (38%), waste management and environmental protection (38%), social protection programs (36.7%), and transportation (36%) were among the services that the population of Racha-Lechkhumi- Kvemo Svaneti were well-informed. Awareness of municipal services was found to be relatively high in Adjara as well, but lower in relation to some services when compared to the population of Tbilisi. For example, cultural programs (Adjara – 19%; Tbilisi 20.4%) and employment/local development (Adjara 18%; Tbilisi – 20.9%). The data, when disaggregated by region, also indicate that the lack of awareness of municipal services was highest in Imereti region, where the share of people "not informed" varied between 21.7% and 60.3%. Cultural programs (60.3%) and programs focused on youth and sports (60.2%) were municipal services about which the population of Imereti lacked information the most. Similar to Imereti, the populations of other regions also lacked information about specific programs. Indeed, the share of respondents not informed about infrastructure (62.1%) and healthcare (60.3%) programs was extremely high in Tbilisi.

Diagram #1 – Awareness of Municipal Services



The data on public awareness of municipal services, when disaggregated by type of settlement, indicated that the share of respondents that were "*well informed"* was almost identical in urban and rural settlements with the exception of programs focused on youth and sports (urban – 14.1%; rural – 8.8%). Notably, the share of Tbilisi's population that was well-informed about almost all surveyed municipal services was higher when compared to other urban and rural settlements, with the exception of healthcare (Tbilisi – 14%; other urban – 17.5%; rural – 13.4%) and infrastructure (Tbilisi – 13.7%; other urban – 12.8%; rural – 10.5%) programs. Awareness of healthcare programs (urban – 17.5%; rural – 13.4%), utility services (urban – 18.2%; rural – 14.9%) and transport (urban – 16.6%; rural – 13.7%) was the highest among both the urban and rural populations. Awareness of social protection programs along with utility services and transport was reasonably high among Tbilisi's population. The share of respondents "*not aware*" of municipal services was higher in Tbilisi and rural settlements than in urban communities outside Tbilisi. It is notable that the population of Tbilisi was less aware of social protection, healthcare, and infrastructure programs than those in rural settlements. Employment/local economic development (urban – 24%; rural – 37.6%), cultural programs (urban – 24.2%; rural – 35.9%), and services focused on sports and youth (urban – 23.1; rural – 35.3%) were the municipal services that the populations of urban and rural settlements lacked awareness of the most. Tbilisi residents named infrastructure, education, and waste management/environmental protection programs along with the above-listed services as those they were not informed about (see Table #1).

Table #1 – Awareness of Municipal Services by Urban/Rural Settlement

Awareness of Municipal Services by Urban/Rural Settlement N=3400		Well informed	More or less informed	Less informed	Not informed	Difficult to answer	No answer
		%					
Social Protection Programs	Tbilisi	19.5	25.5	28	26.3	0	0.8
	Other Urban	15.5	30.1	36.1	15.3	0.1	2.8
	Rural	13.3	33.6	32.5	19.3	0.1	1.2
	Georgia	**15**	**31.1**	**33.6**	**18.3**	**0.1**	**1.9**
Healthcare Programs	Tbilisi	14	25	36	24.3	0	0.8
	Other Urban	17.5	30.1	38.3	11.4	0.2	2.4
	Rural	13.4	35.1	32.6	17.6	0	1.2
	Georgia	**15.3**	**31.7**	**35.6**	**15.6**	**0.1**	**1.7**
Infrastructure Programs	Tbilisi	13.7	22.7	31.2	30.9	0.2	1.2
	Other Urban	12.8	30.7	34.5	17.7	0.3	4.1
	Rural	10.5	29.9	30	26.6	0	2.9
	Georgia	**11.9**	**29.4**	**32.2**	**23.1**	**0.1**	**3.3**
Educational Programs	Tbilisi	18	23.7	28.4	28.9	0.2	0.7
	Other Urban	13.9	24.5	35.4	21.1	0.6	4.5
	Rural	11.4	24.9	29.9	30.5	0	3.3
	Georgia	**13.3**	**24.6**	**32.2**	**26.1**	**0.3**	**3.6**
Cultural Programs	Tbilisi	20.4	18.9	25.6	32.8	0.5	1.7
	Other Urban	12.4	22.8	34.9	24.2	0.4	5.3
	Rural	8.8	23.5	27.7	35.9	0.1	4.1
	Georgia	**11.8**	**22.7**	**30.7**	**30.2**	**0.3**	**4.4**
Waste Management/ Environmental Protection	Tbilisi	19.8	22	27.3	29.8	0.3	1
	Other Urban	15.5	26.5	36.7	16.7	0.5	4
	Rural	11.4	26.2	29.9	29.2	0.1	3.2
	Georgia	**14.3**	**25.8**	**32.7**	**23.6**	**0.3**	**3.3**
Sports and Youth	Tbilisi	19	22.3	27.8	29.3	0.3	1.5
	Other Urban	14.1	21.4	35.8	23.1	0.6	5
	Rural	8.8	23.2	27.5	35.3	0.2	4.9
	Georgia	**12.4**	**22.3**	**31.3**	**29.1**	**0.4**	**4.6**
Employment/Local Economic Development	Tbilisi	20.9	19.7	27.2	29.9	0	2.2
	Other Urban	11	21.7	36.3	24	0.7	6.2
	Rural	8.1	21.6	26.9	37.6	0.3	5.5
	Georgia	**10.9**	**21.4**	**31.2**	**30.6**	**0.4**	**5.5**

(continue)

Awareness of Municipal Services by Urban/Rural Settlement N=3400		Well informed	More or less informed	Less informed	Not informed	Difficult to answer	No answer
		%					
Utility Services	Tbilisi	24.3	21.5	32	21.3	0.3	0.8
	Other Urban	18.2	27.4	35.3	14.9	0.1	4.1
	Rural	14.9	30.1	27	24.9	0.1	2.9
	Georgia	**17.5**	**27.9**	**31.3**	**20**	**0.1**	**3.2**
Transport	Tbilisi	23.3	19.8	32.3	24.3	0	0.5
	Other Urban	16.6	25.7	35.3	18.2	0.1	4.1
	Rural	13.7	26.9	28.2	27.8	0.2	3.2
	Georgia	**16.1**	**25.6**	**31.9**	**23**	**0.1**	**3.3**

The number of respondents "*well informed*" about all surveyed municipal services has been significantly higher among survey participants from high mountain settlements than other types of settlement. Approximately, one quarter of respondents from high mountainous settlements was well informed about social protection programs (26.9%), healthcare programs (27.6%), utility services (25.5%), and waste management/environmental protection (24.9%). Awareness of other municipal services varied between 18% and 23.7%. In other types of settlement, 9.4-15.7% of respondents were well informed about various municipal services. Overall, 33.8% of respondents from other types of settlement had no awareness of any municipality-supported cultural programs, while 32.5% had no information about services focused on sports and youth, and 34.1% considered themselves unaware of employment/local economic development programs. The share of uninformed respondents in high mountain settlements did not exceed 14.4% in relation to any surveyed municipal service/program, and every third survey participant confirmed being "more or less informed" (see Table #2).

Table #2 – Awareness of Municipal Services by High Mountain/Other Settlements

Awareness of Municipal Services by High Mountain/Other Type of Settlements N=3400		Well informed	More or less informed	Less informed	Not informed	No answer	Difficult to answer
		%					
Social Protection Programs	High mountainous settlement	26.9	42.9	20.1	6,7	0	3.4
	Other settlement	12.4	28.5	36.6	20.9	0.1	1.5
	Georgia	**15**	**31.1**	**33.6**	**18.3**	**0.1**	**1.9**
Healthcare Programs	High mountainous settlement	27.6	40.7	22.1	6.5	0	3.1
	Other settlement	12.6	29.7	38.6	17.6	0.1	1.4
	Georgia	**15.3**	**31.7**	**35.6**	**15.6**	**0.1**	**1.7**

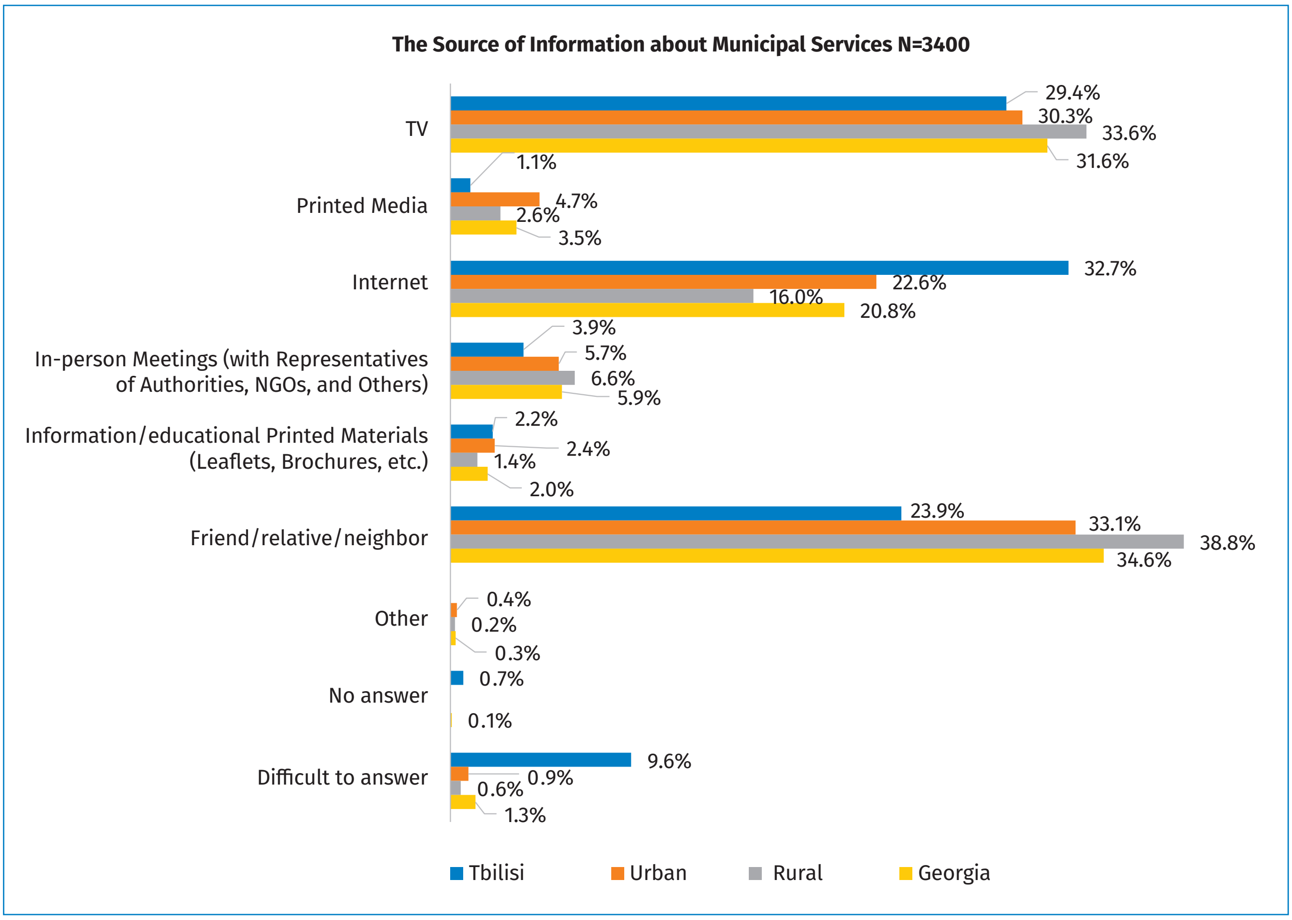
(continue)

Awareness of Municipal Services by High Mountain/Other Type of Settlements N=3400		Well informed	More or less informed	Less informed	Not informed	No answer	Difficult to answer
Infrastructure Programs	High mountainous settlement	22.3	37	21.7	12.7	0	6.4
	Other settlement	9.6	27.8	34.5	25.3	0.2	2.6
	Georgia	**11.9**	**29.4**	**32.2**	**23.1**	**0.1**	**3.3**
Educational Programs	High mountainous settlement	23.2	34.3	27.6	9.4	0	5.5
	Other settlement	11.1	22.4	33.2	29.8	0.4	3.2
	Georgia	**13.3**	**24.5**	**32.2**	**26.1**	**0.3**	**3.6**
Cultural Programs	High mountainous settlement	20.3	34.6	24.4	14.3	0	6.5
	Other settlement	9.9	20	32.1	33.8	0.3	3.8
	Georgia	**11.8**	**22.7**	**30.7**	**30.3**	**0.2**	**4.3**
Waste Management/Environmental Protection	High mountainous settlement	24.9	36.4	19.2	12.8	0	6.7
	Other settlement	12	23.5	35.7	25.9	0.4	2.6
	Georgia	**14.3**	**25.8**	**32.7**	**23.6**	**0.3**	**3.3**
Sports and Youth	High mountainous settlement	21.6	33	24.9	13.7	0.3	6.5
	Other settlement	10.4	19.9	32.8	32.5	0.4	4.1
	Georgia	**12.4**	**22.2**	**31.4**	**29.1**	**0.4**	**4.6**
Employment/Local Economic Development	High mountainous settlement	18	35.4	24.7	14.4	0.5	7
	Other settlement	9.4	18.3	32.6	34.1	0.4	5.1
	Georgia	**10.9**	**21.4**	**31.2**	**30.6**	**0.4**	**5.5**
Utility Services	High mountainous settlement	25.5	37.6	18.5	11.9	0.2	6.3
	Other settlement	15.7	25.7	34.2	21.8	0.1	2.5
	Georgia	**17.5**	**27.9**	**31.4**	**20**	**0.1**	**3.2**
Transport	High mountainous settlement	23.7	41	15.9	13	0.3	6
	Other settlement	14.4	22.2	35.4	25.2	0.1	2.7
	Georgia	**16.1**	**25.6**	**31.9**	**23**	**0.1**	**3.3**

Focus group participants confirmed that they lacked information about programs aimed at promoting local economic development that were supported by the local self-government. Respondents in Tbilisi mentioned being aware of a social enterprise producing handicrafts while employing PwDs with the financial support of the municipality. Respondents were also informed about services provided by state and private sectors in rural areas as well as increased funding for healthcare programs, which improved access to healthcare. During focus groups, respondents named a number of initiatives implemented by municipalities that they considered positive, including: banning illegal extraction of sand and gravel (village of Kviriketi (Ozurgeti Municipality)); opening a rehabilitation center for children with disabilities in Rustavi Municipality; and opening a professional training center in all three municipalities of Guria region. Participants of focus groups with non-governmental organizations highlighted that for the last two years municipalities had focused on infrastructure development and the improvement of public facilities.

The main source of information about municipal programs for every third respondent was a friend, relative, or neighbor (34.6%). In total, 31.6% of survey participants mentioned that their main source of information was TV while one fifth of respondents stated they received their information from the internet (20.8%). In total, only 6% of respondents mentioned that their main sources of information were printed media, in-person meetings, printed information/educational materials, or another source. TV was mentioned as the main source of information by an equal share of respondents in Tbilisi, other urban areas, and rural settlements. Almost one third of respondents in Tbilisi (32.7%), 22.6% of them in other urban areas, and 16% of them in rural settlements named the internet as their main source of information. Over a third of respondents from rural settlements (38.8%) and every third respondent in urban areas named a friend, relative, or neighbor as their main source of information. The primacy of informal sources of information was confirmed by only 23.9% of respondents in Tbilisi (see Diagram #2).

Diagram #2 – Main Source of Information about Municipal Services



EDUCATION (PRE-SCHOOL, SECONDARY, VOCATIONAL, AND HIGHER EDUCATION)

Public Kindergarten / Public School

The vast majority of respondents in the 2021 survey (88.6%) confirmed that there was at least one public kindergarten in their district/settlement. An even greater majority of respondents (94.5%) mentioned that there was a public school in their district/settlement. A comparison of findings from all five rounds of the survey indicated that the majority of respondents confirmed that there was a public school and a public kindergarten in their district/settlement (see Table #3).

Table #3 – Access to Public Kindergarten/Public School in Settlements/Districts

Is there a public kindergarten/public school in your settlement/district?	Public Kindergarten		Public School	
	%			
	Yes	No	Yes	No
2021 (N=3400)	88.6	11.4	94.5	5.5
2019 (N=3400)	80.9	19.1	92.5	7.5
2017 (N=3400)	83.4	16.6	95.8	4.2
2015 (N=3400)	77.3	22.7	88.1	11.9
2013 (N=3400)	76.5	23.5	94.6	5.4

The survey data, when disaggregated by region showed that there was a public kindergarten in the district/settlement of the majority of respondents. The highest level of access to public kindergartens was confirmed in Tbilisi (100%) with the access rate in other settlements varying between 73.3% and 95%. The greatest lack of access was expressed in Kvemo Kartli (26.7%) and Racha-Lechkhumi-Kvemo Svaneti regions (22%). The increase in access to public kindergartens within the neighborhood/settlement over the covered period was the most significant in Racha-Lechkhumi-Kvemo Svaneti region. In 2013, only 42.9% of the survey participants in the region confirmed having access to a public kindergarten, while by 2021 this share had increased to 78%. A notable increase was also confirmed in Samtskhe-Javakheti region (2021 – 89.3%; 2013 – 51.9%). In 2021, compared to previous rounds of the survey, the majority of respondents confirmed increased access to public kindergartens in their neighborhood/settlement (see Table #4).

Table #4 - Access to Public Kindergartens in Settlements/Districts by Region

Is there a public kindergarten in your settlement/district?	2021 N=3400		2019 N=3400		2017 N=3400		2015 N=3400		2013 N=3400	
	%									
	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
Tbilisi	100	0	85	15	92.9	7.1	99.5	0.5	89.5	10.5
Samegrelo-Zemo Svaneti	93.3	6.7	89.4	10.6	95.2	4.8	87.3	12.7	89.4	10.6
Guria	90.3	9.7	81.3	18.7	91.6	8.4	79.1	20.9	71.9	28.1
Adjara	84	16	72.4	27.6	65.8	34.2	65.9	34.1	52.1	47.9
Racha-Lechkhumi-Kvemo Svaneti	78	22	68.8	31.3	68.8	31.3	51.2	48.8	42.9	57.1

(continue)

Is there a public kindergarten in your settlement/district?	2021 N=3400		2019 N=3400		2017 N=3400		2015 N=3400		2013 N=3400	
	%									
	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
Imereti	88	12	77.9	22.1	83.1	16.9	72	28	86.4	13.6
Samtskhe-Javakheti	89.3	10.7	57.6	42.4	72.2	27.8	42.9	57.1	51.9	48.1
Shida Kartli	95	5	80.9	19.1	69.3	30.7	77.8	22.2	59.3	40.7
Mtskheta-Mtianeti	91.7	8.3	79.5	20.5	79.8	20.2	60.6	39.4	65.7	34.3
Kvemo Kartli	73.3	26.7	74.6	25.4	65.2	34.8	37.8	62.2	57.3	42.7
Kakheti	87.3	12.6	93.2	6.8	96.6	3.4	92.8	7.2	87.1	12.9
Georgia	**88.6**	**11.4**	**80.9**	**19.1**	**83.4**	**16.6**	**77.3**	**22.7**	**76.5**	**23.5**

One of the participants of the focus group discussion highlighted a lack of public pre-school education facilities, stating:

> *"The number of enquiries increases in the fall, and there are cases when it is difficult to register a child in a public kindergarten as there is not enough free space available" (Woman, 64, Rustavi, Kvemo Kartli).*

During the interview, a civil society organization representative from Samegrelo-Zemo Svaneti region claimed that pre-school facilities did not meet required standards. It was also mentioned that there were no, or not enough, pre-school education facilities in villages densely populated by ethnic Azerbaijanis in Kvemo Kartli region.

The findings of the fifth round of the survey showed that in every region over 91% of respondents confirmed having access to public schools in their district/settlement with the exception of Kakheti (85.7%) and Racha-Lechkhumi-Kvemo Svaneti (82.3%). All survey participants in Samegrelo-Zemo Svaneti, Samtskhe-Javakheti, and Kvemo Kartli regions confirmed having access to public schools. Meanwhile, the lowest level of access was found in Racha-Lechkhumi-Kvemo Svaneti region (82.3%). Elsewhere, a decrease in access to public schools was seen in Adjara, Kvemo Kartli, and Shida Kartli regions between in 2017 compared to 2013. Pertinently, access to public schools has increased in all regions over the covered period (see Table #5).

Table #5 – Access to Public Schools in Districts/Settlements by Region

Is there a public school in your district/settlement?	2021 N=3400		2019 N=3400		2017 N=3400		2015 N=3400		2013 N=3400	
	%									
	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
Tbilisi	98.3	1.8	95	5	98.3	1.7	99.7	0.3	98	2
Samegrelo-Zemo Svaneti	100	0	94.8	5.2	99.4	0.6	95.9	4.1	92.9	7.1
Guria	91.7	8,3	85	15	96.3	3.7	86.8	13.2	87.8	12.2
Adjara	97	3.0	84.4	15.6	86	14	74.9	25.1	100	0
Racha-Lechkhumi-Kvemo Svaneti	82.3	17.7	78.1	21.9	81.3	18.8	60.5	39.5	74.4	25.6
Imereti	94	6	92.6	7.4	95.2	4.8	79.1	20.9	90	10
Samtskhe-Javakheti	100	0	90.3	9.7	91	9	83.8	16.2	100	0

(continue)

Is there a public school in your district/settlement?	2021 N=3400		2019 N=3400		2017 N=3400		2015 N=3400		2013 N=3400	
	%									
	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
Shida Kartli	96.3	3.7	92.9	7.1	96.3	3.7	86.8	13.2	90.1	9.9
Mtskheta-Mtianeti	93.3	6.7	83	17	88.8	11.2	77.8	22.2	82.8	17.2
Kvemo Kartli	100	0	94.7	5.3	97.3	2.7	78.6	21.4	100	0
Kakheti	85.7	14.3	94.6	5,4	96.9	4.8	96.2	3.8	94	6
Georgia	**94.5**	**5.5**	**92.5**	**7.5**	**95.8**	**4.2**	**88.1**	**11.9**	**94.6**	**5.4**

The findings from the qualitative research showed that the infrastructure of educational facilities has significantly improved in Marneuli Municipality where eight public schools are currently under construction while three are under rehabilitation.

> *"Eight public schools are under construction in Marneuli, and some of them are already finished in line with all required standards and fully equipped including computers, sports facilities, and libraries. There are eight fully-equipped and three rehabilitated schools" (Representative of Marneuli Municipality City Hall).*

The 2021 data showed that only 74.9% of the rural population confirmed having a public kindergarten in their district/settlement, while the vast majority of respondents from Tbilisi and other urban settlements stated the same (Tbilisi – 100%; other urban settlements – 98.5%). Over 90% of residents of Tbilisi, other urban areas, and rural areas confirmed having access to public schools in their location. A comparison of the survey data showed a decrease in access to public kindergartens in urban areas over time and an increase for rural settlements between 2013 and 2019 (see Table #6).

Table #6 – Access to Public Kindergartens/Public Schools in Districts/Settlements by Type of Settlement

Is there a public kindergarten/public school in your settlement/district?			Tbilisi	Other Urban Area	Rural Area	Georgia
			%			
2021 N=3400	Public Kindergarten	Yes	100	98.5	74.9	88.6
		No	0	1.5	25.1	11.4
	Public School	Yes	98.3	97.9	90.1	94.5
		No	1.8	2.1	9.9	5.5
2019 N=3400	Public Kindergarten	Yes	85	81.3	77.8	80.9
		No	15	18.7	22.2	19.1
	Public School	Yes	95	90.4	92.1	92.5
		No	5	9.6	7.9	7.5
2017 N=3400	Public Kindergarten	Yes	92.9	87.5	74.2	83.4
		No	7.1	12.5	25.8	16.6
	Public School	Yes	98.3	92.9	95.9	95.8
		No	1.7	7.1	4.1	4.2

(continue)

Is there a public kindergarten/public school in your settlement/district?			Tbilisi	Other Urban Area	Rural Area	Georgia
			%			
2015 N=3400	Public Kindergarten	Yes	99.5	87.2	59.4	77.3
		No	0.5	12.8	40.6	22.7
	Public School	Yes	99.7	88	81.9	88.1
		No	0.3	12	18.1	11.9
2013 N=3400	Public Kindergarten	Yes	89.5	94.8	58.8	76.5
		No	10.5	5.2	41.2	23.5
	Public School	Yes	98	99.1	90.1	94.6
		No	2	0.9	9.9	5.4

ვThe majority of participants in the fifth round of the survey indicated that the distance between their home and educational facilities (kindergartens and public schools) was less than 5 km. It is notable that this share increased in 2021 compared to previous rounds. In particular, in 2021, 81.7% of respondents confirmed that there was an educational facility in their district/settlement. For public schools, the corresponding share was 86.1%. Compared to the first round (2013), in 2021 fewer respondents said that the distance to the nearest public kindergarten was more than 5 km (2021 – 4.4%; 2019 – 7.2%; 2017 – 8.2%; 2015 – 8.9%; 2013 – 12.4%). A similar decreasing tendency was observed in the case of public schools as well (see Table #7).

Table #7 – Distance between Home and Public Kindergarten/Public School

What is the distance from your home to public kindergarten/public school?	Public Kindergarten			Public School		
	In district/ settlement	5 km from the district/settlement	Further than 5 km	In district/ settlement	5 km from the district/settlement	Further than 5 km
	%					
2021 (N=3400)	81.7	13.8	4.4	86.1	13	0.9
2019 (N=3400)	74.1	18.7	7.2	83.4	14.3	2.3
2017 (N=3400)	79.5	12.4	8.2	90.4	8.8	0.8
2015 (N=3400)	75.8	15.3	8.9	86.5	11.9	1.6
2013 (N=3400)	76.5	11.1	12.4	94.6	4.1	1.3

The survey data, when disaggregated by type of settlement, show that there is a public school and a public kindergarten in the local district/settlement for the vast majority of Tbilisi residents. In total, 88.8% of respondents from other urban areas and 70.4% of those from rural areas confirmed that there was a public kindergarten in their district/settlement. Moreover, 86.5% of urban residents and 83.2% of rural residents indicated having a public school in their settlement. Compared to previous rounds there has been an increase in the number of rural respondents to confirm having public kindergartens closer to their homes. A positive tendency was observed in other urban areas as well. Indeed, there is a different dynamic for public schools, the share of respondents in urban and rural areas to confirm having a public school in their district/settlement decreased in the fifth round compared to the first (urban: 2021 – 86.5%; 2013 – 99.1%; rural: 2021 – 83.2%; 2013 – 90.1%) (see Table #8).

Table #8 – Distance between Home and Public Kindergarten/Public School by Type of Settlement

What is the distance between your home and the nearest public kindergarten/ public school?			Tbilisi	Urban (non-Tbilisi)	Rural	Georgia
			%			
2021 N=3400	Public Kindergarten	In district/settlement	96	88.8	70.4	81.7
		5 km from district/settlement	4	10.8	19.6	13.8
		Further than 5 km	0	0.3	10	4.4
	Public School	In district/settlement	95	86.5	83.2	86.1
		5 km from district/settlement	5	12.7	15.5	13
		Further than 5 km	0	0.8	1.2	0.9
2019 N=3400	Public Kindergarten	In district/settlement	84.3	77.9	64.4	74.1
		5 km from district/settlement	9.7	15.9	26.9	18.7
		Further than 5 km	6	6.2	8.7	7.2
	Public School	In district/settlement	91.6	86.1	76	83.4
		5 km from district/settlement	7.4	11.1	21.1	14.3
		Further than 5 km	1.1	2.8	2.9	2.3
2017 N=3400	Public Kindergarten	In district/settlement	91.8	84.9	67.3	79.5
		5 km from district/settlement	5.2	12.4	17.3	12.4
		Further than 5 km	3	2.7	15.4	8.2
	Public School	In district/settlement	96.4	88.6	87.2	90.4
		5 km from district/settlement	30.2	11.1	11.3	8.8
		Further than 5 km	0.4	0.2	1.5	0.8
2015 N=3400	Public Kindergarten	In district/settlement	99.9	85.2	57.3	75.8
		5 km from district/settlement	0	14.5	24.1	15.3
		Further than 5 km	0.1	0.3	18.6	8.9
	Public School	In district/settlement	100	86.4	79.2	86.5
		5 km from district/settlement	0	13.3	17.6	11.9
		Further than 5 km	0	0.3	3.2	1.6
2013 N=3400	Public Kindergarten	In district/settlement	89.5	94.8	58.8	76.5
		5 km from district/settlement	4.2	4.8	18.4	11.1
		Further than 5 km	6.4	0.4	22.7	12.4
	Public School	In district/settlement	98	99.1	90.1	94.6
		5 km from district/settlement	1.6	0.7	7.3	4.1
		Further than 5 km	0.3	0.1	2.6	1.3

The majority of the fifth-round survey participants confirmed that there was public transport available to take them to or near a public kindergarten (41.2%) and a public school (43.2%). The highest shares of respondents indicating having access to public transport to reach education facilities over the various rounds were in 2015 (to reach public kindergarten – 65.6%; to reach public school – 66.6%), 2017 (to reach public kindergarten – 58.5%; to reach public school – 59%), and 2019 (to reach public kindergarten – 53.5%; to reach public school – 57.8%).

In 2021, every third respondent mentioned that there was no need for public transport to reach either a public school or kindergarten which was a higher proportion compared to the findings of all other rounds except 2013 (to reach public kindergarten – 41.2%; to reach public school – 45.7%). Overall, 25% of the 2021 survey participants noted that they had no access to public transport to reach kindergarten. Meanwhile, 22.5% of respondents mentioned the same issue with regard to reaching public school. The shares of respondents to have no access to public transport to take them to or near public kindergarten was highest in 2021 (25%) and lowest in 2013 (10.4%), while for public schools the highest rate was also recorded in 2021 and the lowest was in 2017 (9%) (see Table #9).

Table #9 – Access to Public Transport to Reach the Nearest Public Kindergarten/Public School

Is there public transport available to reach the nearest public kindergarten/public school?	Public Kindergarten			Public School		
	%					
	Yes	No	There is no need	Yes	No	There is no need
2021 (N=3400)	41.2	25	33.9	43.2	22.5	34.3
2019 (N=3400)	53.5	23.4	23.1	57.8	16.3	25.9
2017 (N=3400)	58.5	13.6	27.9	59	9	32
2015 (N=3400)	65.6	21.5	12.8	66.6	15	18.4
2013 (N=3400)	48.4	10.4	41.2	42.9	11.4	45.7

The data disaggregated by region show that most participants of the fifth-round survey from Adjara (77.7%), Samegrelo-Zemo Svaneti (82.9%), and Tbilisi (75.5%) confirmed that they had access to public transport to reach educational facilities. The highest shares of respondents to not have access to public transport to reach their nearest public kindergarten were from Samtskhe-Javakheti (56.3%) and Racha-Lechkhumi-Kvemo Svaneti (54.5%). Between 2013 and 2017, there were positive dynamics observed in Guria (2017 – 72%; 2015 – 57%; 2013 – 23.2%) and Imereti (2017 - 69.6%; 2015 – 61.8%; 2013 – 51.4%) with regard to access to public transport to reach their nearest public kindergarten, though there were negative trends in the next two rounds. The dynamics in Kakheti and Shida Kartli regions have also been interesting to observe. Access to public transport in Kakheti increased from 8.3% to 38.6% from 2013 to 2019 and in Shida Kartli from 9% to 49%, though it decreased for both in 2021 (see Table #10).

Table #10 – Access to Public Transport to Reach the Nearest Public Kindergarten by Region

Is there public transport available to reach the nearest public kindergarten?	2021 N=3400			2019 N=3400			2017 N=3400			2015 N=3400			2013 N=3400		
	Yes	No	There is no need	Yes	No	There is no need	Yes	No	There is no need	Yes	No	There is no need	Yes	No	There is no need
	%														
Tbilisi	75.5	2.8	21.8	50.3	17.5	32.2	74.8	9.7	15.5	97	0.3	2.7	91.9	1.5	6.6
Samegrelo-Zemo Svaneti	82.9	8.4	8.7	69.4	19	11.6	56.5	26.5	17.1	80.4	18.8	0.8	33.1	17.9	48.9
Guria	43.3	16	40.7	56.1	33.6	10.3	72	17.8	10.3	57	31.6	11.4	23.2	12.2	64.6
Adjara	77.7	4.3	18	81.3	15.7	3	72.1	3.7	24.3	96.1	3.9	0	48.3	7.6	44.1
Racha-Lechkhumi-Kvemo Svaneti	3.7	54.5	41.9	37.5	34.4	28.1	56.3	18.8	25	59.5	31	9.5	5.3	31.6	63.2
Imereti	27.7	36	36.3	59	21.7	19.3	69.6	10.9	19.5	61.8	25.8	12.4	51.4	9.3	39.4
Samtskhe-Javakheti	16	56.3	27.7	43.8	45.8	10.4	28.5	34	37.5	41.2	51.6	7.2	10.1	29.1	60.8
Shida Kartli	35	14.7	50.3	49	30.3	20.7	48.5	9.5	41.9	42.4	51	6.6	9	11.7	79.3
Mtskheta-Mtianeti	41	33.7	25.3	50	31.8	18.2	38.2	31.5	30.3	45	17	38	3.1	26.2	70.8
Kvemo Kartli	35	17	48	39.5	19.5	41.1	28.9	13.1	58	35	36.9	28.1	28.6	21.4	50
Kakheti	4	38.3	57.7	38.6	39.7	21.7	34.4	13.9	51.7	18.1	32.5	49.4	8.3	9.4	82.4
Georgia	**41.2**	**25**	**33.9**	**53.5**	**23.4**	**23.1**	**58.5**	**13.6**	**27.9**	**65.6**	**21.5**	**12.8**	**48.4**	**10.4**	**41.2**

In 2021, the highest shares of respondents to confirm having access to public transport to reach the nearest public school were in Samegrelo-Zemo Svaneti (82.9%), Tbilisi (75.6%), and Adjara (74.3%) while the lowest were in Samtskhe-Javakheti (9%) and Kakheti (4%). Access to public transport significantly increased between 2013 and 2019 in Kakheti and Mtskheta-Mtianeti. Indeed, an increase in access to public transport was recorded in all regions throughout the five rounds of the survey except for Tbilisi (2021 – 75.6%; 2013 – 87.9%), Guria (2021 – 37.3%; 2013 – 46%), and Kakheti (2021 – 4%; 2013 – 10.3%) (see Table #11).

Table #11 – Access to Public Transport to Reach the Nearest Public School by Region

Is there public transport available to reach the nearest public school?	2021 N=3400			2019 N=3400			2017 N=3400			2015 N=3400			2013 N=3400		
	Yes	No	There is no need	Yes	No	There is no need	Yes	No	There is no need	Yes	No	There is no need	Yes	No	There is no need
	%														
Tbilisi	75.6	3.2	21.2	49.5	12.4	38.1	76.8	8.6	14.6	97	0.3	2.7	87.9	2.8	9.3
Adjara	74.3	3.7	22	86.7	11.6	1.7	69.8	2.3	27.9	97.1	2.9	0	40.9	10	49.1
Guria	37.3	20.3	42.3	63.6	27.1	9.3	78.5	11.2	10.3	60.9	27	12.2	46	7	47
Imereti	53.5	9.7	36.8	69.6	10.9	19.6	69	5.6	25.4	72.5	20.4	7.1	48.8	9.1	42.1
Kakheti	4	38.7	57.3	50.2	29.2	20.7	43.9	11.9	44.2	19.7	27.3	53	10.3	10.7	79
Mtskheta-Mtianeti	40.3	33.3	26.3	61.8	18	20.2	53.4	21.6	25	31.6	16.3	52	1.2	23.2	75.6
Kvemo Kartli	34	22.3	43.7	37.2	17.9	44.9	19.7	8	72.3	23.3	11.8	64.9	15.1	26.6	58.2
Racha-Lechkhumi-Kvemo Svaneti	18.9	40.9	40.2	54.8	19.4	25.8	53.1	12.5	34.4	55.8	30.2	14	3.1	31.3	65.6
Samtskhe-Javakheti	9	58.7	32.3	42.4	38.2	19.4	24.8	24.8	50.3	35.7	18.2	46.1	5.9	22.9	71.2
Samegrelo-Zemo Svaneti	82.9	8.4	8.7	75.6	10.3	14.1	73.9	9.7	16.5	84.5	14.9	0.5	34.8	15.8	49.4
Shida Kartli	34.7	15	50.3	56.6	20.2	23.1	25.3	7.9	66.8	46.7	47.1	6.1	6.4	6.9	86.7
Georgia	**43.2**	**22.5**	**34.3**	**57.8**	**16.3**	**25.9**	**59**	**9**	**32**	**66.6**	**15**	**18.4**	**42.9**	**11.4**	**45.7**

In 2021, 75.5% of respondents from Tbilisi confirmed that there was public transport available to them to reach their nearest public kindergarten. The same accessibility was confirmed by 39.3% of other urban and 33.7% of rural respondents. Meanwhile, there was no need for public transport to help them reach the nearest public kindergarten, according to 38.6% urban residents. The same view was shared by just over one-fifth of Tbilisi respondents and by almost one-third of rural residents (Tbilisi – 21.8%; rural – 32.2%). An increase in access to public transport was recorded in urban and rural settlements between the first and fourth rounds of the survey. Access to public transport to reach the nearest public kindergarten increased by 22% in urban areas (2019 – 54%; 2013 – 32%) and 27% in rural settlements (2019 – 55%; 2013 – 28%). There was a significant decrease in this figure by 2021, partly because there was an increase in the share of survey respondents believing there was no need for such a service.

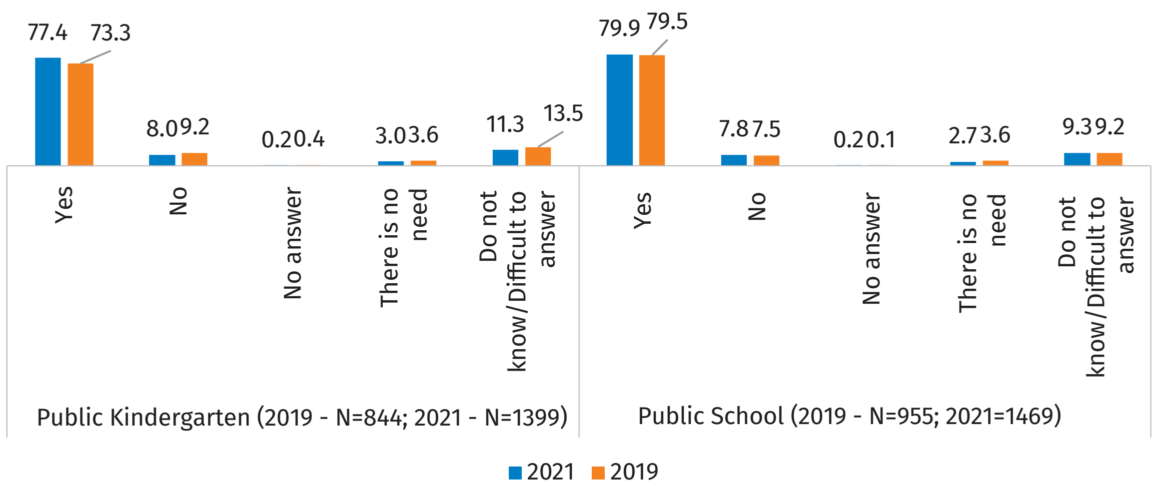
There was no significant difference in access to public transport to reach the nearest public school when the data are disaggregated by type of settlement. In addition, there was almost no change or only a minor increase in access to public transport in urban and rural areas between 2013 and 2019. There was a negative tendency observed in 2021 however. Indeed, in 2021 (compared to 2019) there were 14.9% and 14.2% increases in the shares of respondents from urban and rural areas, respectively, to say they did not need public transport to reach their nearest public school while there was a decrease in the 2019 figure when compared to the first-round outcomes (urban: 2021 – 39%, 2019 – 24.1%; rural: 2021 – 32.8%, 2019 – 18.6%) (see Table #12).

Table #12 – Access to Public Transport to Reach the Nearest Public Kindergarten/Public School by Type of Settlement

Is there public transport available to reach the nearest public kindergarten/public school?			Tbilisi	Other Urban	Rural	Georgia
			%			
2021 N=3400	Public Kindergarten	Yes	75.5	39.3	33.7	41.1
		No	2.8	22.1	34.1	25
		There is no need	21.8	38.6	32.2	33.9
	Public School	Yes	75.6	37.9	39.9	43.2
		No	3.2	23.1	27.3	22.5
		There is no need	21.2	39	32.8	34.3
2019 N=3400	Public Kindergarten	Yes	50.3	54.5	55	53.5
		No	17.5	22.4	28.3	23.4
		There is no need	32.2	23.2	16.7	23.1
	Public School	Yes	49.5	58.6	63.1	57.8
		No	12.4	17.3	18.3	16.3
		There is no need	38.1	24.1	18.6	25.9
2017 N=3400	Public Kindergarten	Yes	74.8	53.8	50.2	58.5
		No	9.7	10.4	18.3	13.6
		There is no need	15.5	35.8	31.5	27.9
	Public School	Yes	76.8	51.9	51.2	59
		No	8.6	9.7	8.9	9
		There is no need	14.6	38.4	39.8	32
2015 N=3400	Public Kindergarten	Yes	97	57.9	53.2	65.6
		No	0.3	25.1	30.9	21.5
		There is no need	2.7	17	15.9	12.9
	Public School	Yes	97	60	53.9	66.5
		No	0.3	23.6	18	15
		There is no need	2.7	16.4	28.1	18.4
2013 N=3400	Public Kindergarten	Yes	91.9	32	28.2	48.4
		No	1.5	13.9	14.2	10.4
		There is no need	6.6	54.1	57.6	41.2
	Public School	Yes	87.9	30.7	24.1	42.9
		No	2.8	13.1	15.4	11.4
		There is no need	9.3	56.2	60.5	45.7

In 2019 and 2021, the survey respondents were also asked a question about the timetables of public transport and whether these coincided with the working hours of educational facilities. The significant majority of respondents in both rounds confirmed that there was correlation in the working hours of both public services, namely public transport and public kindergarten (2021 – 77.4%; 2019 – 73.3%). A similarly-sized share of respondents confirmed the same for public schools and public transport (2021 – 79.9%; 2019 – 79.5%) (see Diagram #3).

Diagram #3 – Working Hours of Public Transport and Public Kindergarten/Public School



When analyzing the survey data disaggregated by type of settlement, a decrease was observed in the share of respondents in rural areas believing that public transport working hours matched with those of public kindergartens and public schools. In 2021, 66.4% of rural respondents mentioned that there was a match in the working hours of public transport and public kindergartens, compared to 75.9% in 2019. There was a 10% decrease in the share of survey participants from rural areas who believed that public transport working hours coincided with those of public schools (2021 – 72.7%; 2019 – 82.7%) (see Table #13).

Table #13 – Working Hours of Public Transport and Public Kindergarten/Public School by Type of Settlement

Do public transport working hours match with those of public kindergartens/public schools?		2021				2022			
		Tbilisi	Other Urban	Rural	Georgia	Tbilisi	Other Urban	Rural	Georgia
		%							
Public Kindergarten (2021 N=1400; 2019 N=1805)	Yes	89.7	80.3	66.4	77.4	69.2	75.9	74.2	73.3
	No	3.3	3.6	16.3	8	9.2	6	11.3	9.2
	No answer	0	0.3	0.2	0.2	0	1.4	0	0.4
	There is no need	3	2.5	3.7	3	6.3	3.3	2	3.6
	Do not know/Difficult to answer	4	13.2	13.4	11.3	15.3	13.4	12.4	13.5
Public School (2021 N=1469; 2019 N=2012)	Yes	89.4	82.3	72.7	79.9	73.2	80.1	82.7	79.5
	No	3	3.6	14.4	7.8	7	6	8.8	7.5
	No answer	0	0.3	0.3	0.2	0	0.4	0	0.1
	There is no need	2.6	2.1	3.3	2.7	7.2	3.3	1.9	3.6
	Do not know/Difficult to answer	5	11.7	9.3	9.3	12.6	10.3	6.7	9.2

The survey participants were asked to classify their level of satisfaction with services provided by their nearest public kindergarten and public school. Their level of satisfaction was determined according to the following elements: infrastructure; management; registration procedures; supervisory board performance; food; teachers' competence; safety; and access.

Public Kindergarten

The respondents were satisfied (satisfied or very satisfied) with the services provided by public kindergartens throughout all five rounds of the survey. The shares of satisfied respondents varied between 50.3% and 58% in 2021. Around half of survey participants were satisfied with infrastructure (2021 – 48.4%, 2019 – 56.2%, 2017 – 51%, 2015 – 47.8%, 2013 – 54.9%) in all five rounds. The highest share of respondents not satisfied with infrastructure was observed in 2013 (9.8%). In the same year, 10.6% of respondents were dissatisfied with public kindergarten fees. The highest proportions of dissatisfaction with infrastructure were recorded in 2015 (4.8%) and 2021 (6%). In 2017 and 2019, respondents were most dissatisfied with the registration procedures (2019 – 5.6%; 2017 – 3.7%). The share of respondents to negatively assess the services provided by public kindergartens (dissatisfied or very dissatisfied) was very low in all five rounds of the survey.

Public School

The majority of survey participants provide positive assessment (satisfied and very satisfied) of public schools in all five rounds. In 2021 every second respondent is satisfied by infrastructure as well as by management, supervisory board performance, teachers' competence level, safety and etc. The share of satisfied respondents varies between 52.8% and 66.1%, though in regard to some features the figure sometimes falls below 50%. The majority of the first three round survey participants were the most satisfied with public school infrastructure (2017 – 58.9%, 2015 – 60.9%, 2013 – 62.4%), while in the fourth and fifth rounds the respondents were most satisfied with access (2021 – 66.1%; 2019 – 63.4%). Dissatisfaction expressed with regard to any element never exceeded 10.9% (the highest share of dissatisfied respondents was recorded in 2013). Throughout all five rounds of the survey, dissatisfaction with infrastructure was the most significant (2021 – 7.8%; 2019 – 9%; 2017 – 5.9%; 2015 – 5.7%; 2013 – 11.5%).

Satisfaction with Public Kindergartens/Public Schools

Since 2013, the majority of survey participants (over 50%) have been satisfied (satisfied or very satisfied) with public kindergartens except for 2015 (2021 – 60.3%, 2019 – 55.4%, 2017 – 52.3%, 2015 – 48.9%, 2013 – 52.3%). The shares of respondents to negatively assess their performance (very dissatisfied or dissatisfied) varied between 1.4% and 3.8% across all rounds of the survey. The majority of respondents also confirmed their satisfaction with public schools. The highest figures here were recorded in 2021 (66.6%) and 2019 (63.5%). The share of respondents not satisfied with public schools never exceeded 5.1% in any round of the study (see Table #14).

Table #14 – Satisfaction with the Nearest Public Kindergarten/Public School

Are you satisfied with the public kindergarten/ public school in your settlement/district?	Public Kindergarten					Public School				
	2021 N=3400	2019 N=3400	2017 N=3400	2015 N=3400	2013 N=2602	2021 N=3400	2019 N=3400	2017 N=3400	2015 N=3400	2013 N=3217
	%									
Very dissatisfied	0.2	0.4	0.6	0.2	0.9	0.5	1.2	0.1	0.5	1
Dissatisfied	1.3	3.4	1.5	1.2	2.7	1.9	3.9	1.5	1.7	3.2
Neither dissatisfied not satisfied	7.8	5.5	5.9	4.7	12.6	8.3	6.6	6.6	5.2	11.2
Satisfied	51.8	48.1	46.2	40.1	51.2	57.3	54.9	54.2	49.7	57.2
Very satisfied	8.5	7.3	6.1	8.8	3	9.3	8.6	7.7	11.7	4.7
No answer	0.7	0.1	0.4	0.5	0.4	0.2	0.4	0.6	0.4	0.3
Not relevant	19.8	25.6	27.4	31.5		15.3	18.2	20.8	19.4	
Do not know/Difficult to answer	9.9	9.6	11.9	12.9	29.3	7.2	6.2	8.4	11.3	22.6

The 2021 data disaggregated by ethnic group show that ethnic Georgians (62.6%) were more satisfied with public kindergartens than ethnic minorities (47.3%). From the first round of the survey onwards, no significant changes were observed in the share of respondents satisfied/dissatisfied with public kindergartens when analyzed by ethnic group. The 2021 data also show almost no difference in the shares of ethnic Georgians and ethnic minorities satisfied with public schools (ethnic Georgians – 67%; ethnic minorities – 63.8). The variation in the figures since the first round was insignificant, although an increase in the share of dissatisfied respondents among ethnic minorities was noteworthy from 2013 (9.3%) to 2019 (10%) (see Table #15).

Table #15 – Satisfaction with the Nearest Public Kindergarten/Public School by Ethnic Group

		Very Dissatisfied	Dissatisfied	Neither Dissatisfied nor Satisfied	Satisfied	Very Satisfied	No Answer	Not Relevant	Do Not Know/ Difficult to Answer
Public Kindergarten		%							
2021 N=3400	Ethnically Georgian	0.1	1.1	7.3	53.8	8.8	0.5	18.1	10.3
	Ethnic Minority	0.6	2.2	11	40.5	6.8	2	29.7	7.2
	Georgia	**0.2**	**1.3**	**7.8**	**51.8**	**8.5**	**0.7**	**19.8**	**9.9**
2019 N=3400	Ethnically Georgian	0.4	3.3	5.6	48.9	7.5	0.1	25	9.3
	Ethnic Minority	0.9	4.4	4.4	40	5.7	0.1	31.9	12.7
	Georgia	**0.4**	**3.4**	**5.5**	**48.1**	**7.3**	**0.1**	**25.6**	**9.6**

(continue)

		Very Dissatisfied	Dissatisfied	Neither Dissatisfied nor Satisfied	Satisfied	Very Satisfied	No Answer	Not Relevant	Do Not Know/ Difficult to Answer
2017 N=3400	Ethnically Georgian	0.5	1.4	6.2	48.4	6.3	0.3	25.4	11.5
	Ethnic Minority	1.6	1.9	4.2	29.2	5	0.8	42.2	15.1
	Georgia	**0.6**	**1.5**	**5.9**	**46.2**	**6.1**	**0.4**	**27.4**	**11.9**
2015 N=3400	Ethnically Georgian	0.2	1.2	4.8	41.9	9.7	0.3	27.9	14
	Ethnic Minority	0	1.6	3.3	25.8	1.6	1.6	62.2	3.8
	Georgia	**0.2**	**1.2**	**4.7**	**40.1**	**8.8**	**0.5**	**31.5**	**12.9**
2013 N=2602	Ethnically Georgian	0.9	2.5	12.5	51.9	3.2	0.3		28.8
	Ethnic Minority	0	5.7	14.2	41.5	1.1	1.7		35.8
	Georgia	**0.9**	**2.7**	**12.6**	**51.2**	**3**	**0.4**		**29.3**
Public School		**%**							
2021 N=3400	Ethnically Georgian	0.3	1.6	7.7	57.5	9.5	0.2	15	7.9
	Ethnic Minority	2	4	12.2	56	7.8	0.2	14.6	3.2
	Georgia	**0.5**	**1.9**	**8.3**	**57.3**	**9.3**	**0.2**	**15.3**	**7.2**
2019 N=3400	Ethnically Georgian	1.1	3.5	6.4	55.6	8.6	0.4	18.3	6.1
	Ethnic Minority	2	8	8.6	48.3	8.5	0	17	7.7
	Georgia	**1.2**	**3.9**	**6.6**	**54.9**	**8.6**	**0.4**	**18.2**	**6.2**
2017 N=3400	Ethnically Georgian	0.1	1.4	6.5	55.1	7.3	0.6	20.7	8.4
	Ethnic Minority	0.5	2.9	7.7	47.8	11.6	0	21.1	8.4
	Georgia	**0.1**	**1.5**	**6.6**	**54.2**	**7.7**	**0.6**	**20.8**	**8.4**
2015 N=3400	Ethnically Georgian	0.5	1.6	4.7	49.4	12	0.5	19.6	11.7
	Ethnic Minority	0.3	2.7	9	52.7	9	0.3	18	7.9
	Georgia	**0.5**	**1.7**	**5.2**	**49.7**	**11.7**	**0.4**	**19.4**	**11.3**
2013 N=3217	Ethnically Georgian	0.8	2.7	11.3	57	4.8	0.2		23.3
	Ethnic Minority	2.1	7.2	10.3	58.7	3.8	0.8		17.2
	Georgia	**1**	**3.2**	**11.2**	**57.2**	**4.7**	**0.3**		**22.6**

In 2021 and 2019, the survey respondents were asked to rate their trust in public kindergartens and public schools. Trust in public schools (2021 - 68.8%; 2019 – 73%) and public kindergartens (2021 – 62.9%; 2019 – 68.9%) was high in both rounds of the survey, with the slight decrease explained to some degree by the increase in the share of respondents to not provide an answer. The share of survey participants who did not trust public kindergartens and public schools did not exceed 5% in either round (see Table #16).

Table #16 - Trust in the Nearest Public Kindergarten/Public School

	Do not trust at all	Do not trust	Neither do not trust nor trust	Trust	Completely trust	No answer	Do not know/ Difficult to answer
Public Kindergarten							
%							
2021 (N=3400)	0.1	1.1	6.8	54.1	8.8	19.9	9.1
2019 (N=3400)	0.5	2.3	5.4	60	8.9	3.3	19.7
Public School							
	Do not trust at all	**Do not trust**	**Neither do not trust nor trust**	**Trust**	**Completely trust**	**No answer**	**Do not know/ Difficult to answer**
%							
2021 (N=3400)	0.4	1.5	7.2	58.8	10	15.2	6.9
2019 (N=3400)	0.7	3.5	6.7	62.9	10.2	1.3	14.7

The fifth-round survey data show that more ethnic Georgians trust public kindergartens compared to ethnic minorities (ethnic Georgians – 65.2%; ethnic minorities – 49.4%). The figures are closer when it comes to trust in public schools (ethnic Georgians – 69.5%; ethnic minorities – 64.7%). A comparison of the 2021 and 2019 findings shows a decrease in the positive assessments made of public kindergartens and public schools, but no increase in the share of respondents to not trust these public services was recorded (see Table #17).

Table #17 – Trust in the Nearest Public Kindergarten/Public School by Ethnic Group

		Do not trust at all	Do not trust	Neither do not trust nor trust	Trust	Completely trust	No answer	Do not know/ Difficult to answer
Public Kindergarten		%						
2021 N=3400	Ethnically Georgian	0	0.9	6	55.9	9.3	18.3	9.5
	Ethnic Minority	0.4	2.4	12	43.8	5.6	29	6.8
	Georgia	**0.1**	**1.1**	**6.8**	**54.1**	**8.8**	**19.9**	**9.1**
2019 N=3400	Ethnically Georgian	0.5	2.5	5.6	60.6	9	2.7	19.1
	Ethnic Minority	0	0.8	2.8	54.8	8.2	8.5	25
	Georgia	**0.5**	**2.3**	**5.4**	**60**	**8.9**	**3.3**	**19.7**
Public School		%						
2021 N=3400	Ethnically Georgian	0.2	1.2	6.1	58.9	10.6	15.4	7.5
	Ethnic Minority	1.2	3.4	13.2	58.1	6.6	14.4	3
	Georgia	**0.4**	**1.5**	**7.2**	**58.8**	**10**	**15.2**	**6.9**
2019 N=3400	Ethnically Georgian	0.7	3.4	6.8	63	10.1	1.4	14.6
	Ethnic Minority	0.9	4.1	5.3	61.7	11	1.1	15.9
	Georgia	**0.7**	**3.5**	**6.7**	**62.9**	**10.2**	**1.3**	**14.7**

In the context of high mountain and other settlements, the findings of both the 2021 and 2019 rounds show that residents from high mountain settlements trust public kindergartens and public school more than others (2021: public kindergartens – high mountain settlements 71.3%, other settlements 61.1%; public schools – high mountain settlements 76.9%, other settlements 67%. 2019: public kindergartens – high mountain settlements 73.8%, other settlements 68.5%; public schools – high mountain settlements 87.4%, other settlements 71.7%). The data also show a decrease in trust in both public services in both types of settlement (see Table #18).

Table #18 - Trust in the Nearest Public Kindergarten/Public School by Type of Settlement

		Do not trust at all	Do not trust	Neither do not trust nor trust	Trust	Completely trust	No answer	Do not know/ Difficult to answer
Public Kindergarten		**%**						
2021 N=3400	High mountain settlement	0	0.6	3.7	66.1	5.2	19.2	5.2
	Other type of settlement	0.1	1.3	7.5	51.5	9.6	20	10
	Georgia	**0.1**	**1.1**	**6.8**	**54.1**	**8.8**	**19.9**	**9.1**
2019 N=3400	High mountain settlement	0	0.4	4.7	63.9	9.9	3	18
	Other type of settlement	0.5	2.5	5.4	59.7	8.8	3.3	19.8
	Georgia	**0.5**	**2.3**	**5.4**	**60**	**8.9**	**3.3**	**19.7**
Public School		**%**						
2021 N=3400	High mountain settlement	0	1	2.8	71.1	5.8	16.4	2.9
	Other type of settlement	0.4	1.7	8.2	56.1	11	15	7.8
	Georgia	**0.4**	**1.5**	**7.2**	**58.8**	**10**	**15.2**	**6.9**
2019 N=3400	High mountain settlement	0	1.2	4.3	73	14.4	1	6.1
	Other type of settlement	0.8	3.7	6.9	62	9.8	1.4	15.5
	Georgia	**0.7**	**3.5**	**6.7**	**62.9**	**10.2**	**1.3**	**14.7**

Vocational Education Institutions

The share of respondents to believe there was no vocational education institution in their municipality/ region exceeded the share of those who thought there was one in all rounds of the survey except 2017 (see Table #19).

Table #19 – Access to Vocational Education Institutions in the Municipality/Region

Is there a vocational education institution in your municipality/region?	2021 N=3400	2019 N=3400	2017 N=3400	2015 N=3400	2013 N=3400
	%				
Yes	38.6	35.9	40.2	36.9	31
No	43.2	41.4	27.3	39.4	44
No answer	0	0.1	0.2		0
Nor relevant/No need	5.1	3.2	4.8	3.1	2.7
Do not know/Difficult to answer	13	19.5	27.5	20.5	22.2

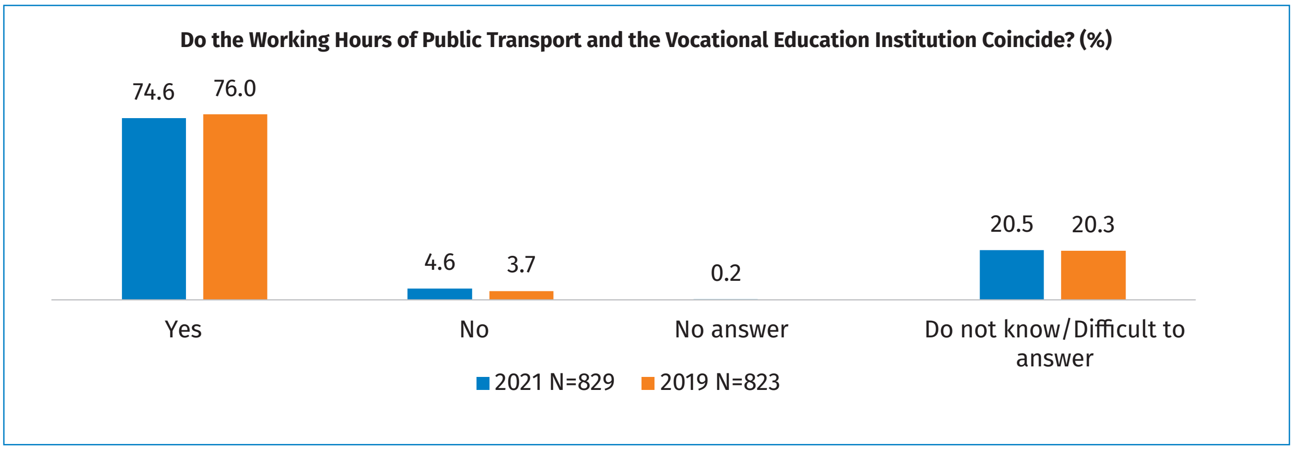
The majority of survey participants to mention that there was a vocational education institution in their municipality/region confirmed that there was public transport available to reach the institution, but their share was notably lower compared to previous rounds (2021 – 63.9%, 2019 – 76.1%, 2017 – 81.2%, 2015 – 89.8%, 2013 - 78%). Overall, 18.3% of participants in the 2021 round mentioned that there was no public transport available to reach the institution, while 11.9% said there was no need (see Table #20).

Table #20 – Access to Public Transportation to Reach the Nearest Vocational Education Institution

Is there public transport accessible to reach the nearest vocational education institution?	2021 N=1313	2019 N=1221	2017 N=1365	2015 N=1256	2013 N=1056
	%				
Yes	63.9	76.1	81.2	89.8	78
No	18.3	9.6	5.5	6.8	10.6
No answer	0.1		0.1		
Nor relevant/No need	11.9	7.6	3.1	0.9	1.7
Do not know/Difficult to answer	5.9	6.8	10.1	2.6	9.7

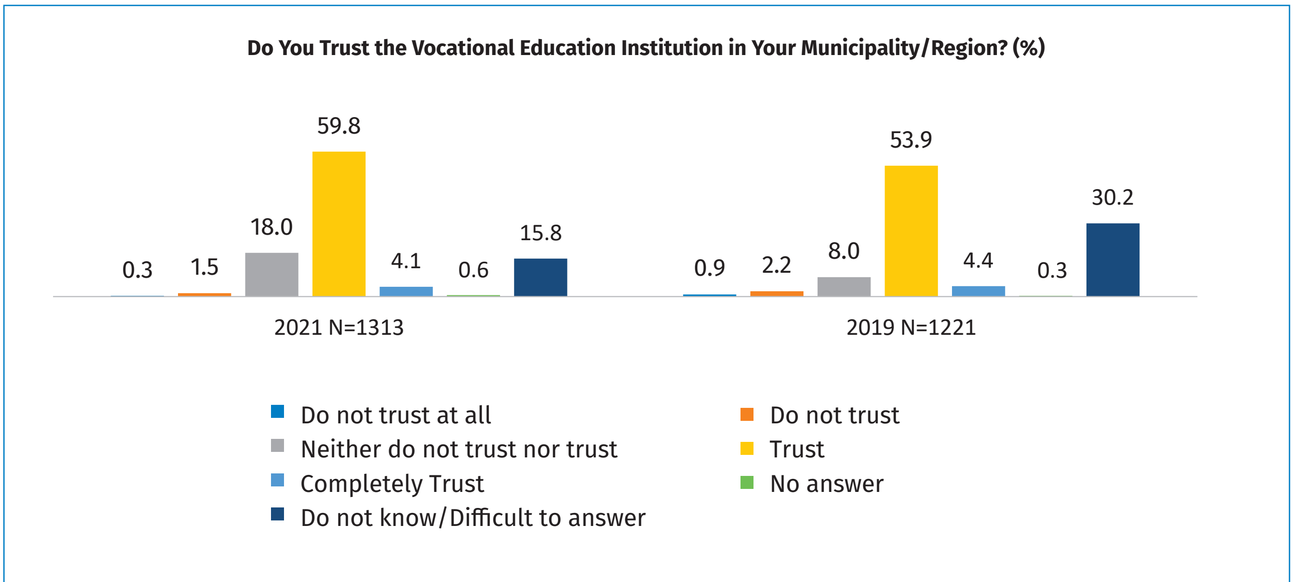
The survey participants to confirm that there was public transport accessible to them to help them reach the nearest vocational education institution in the last two rounds of the survey (2021 and 2019) mentioned that the working hours for both municipal services (transport and vocational education) coincided with each other (Diagram #4).

Diagram #4 – Working Hours of Vocational Education Institutions and Public Transport



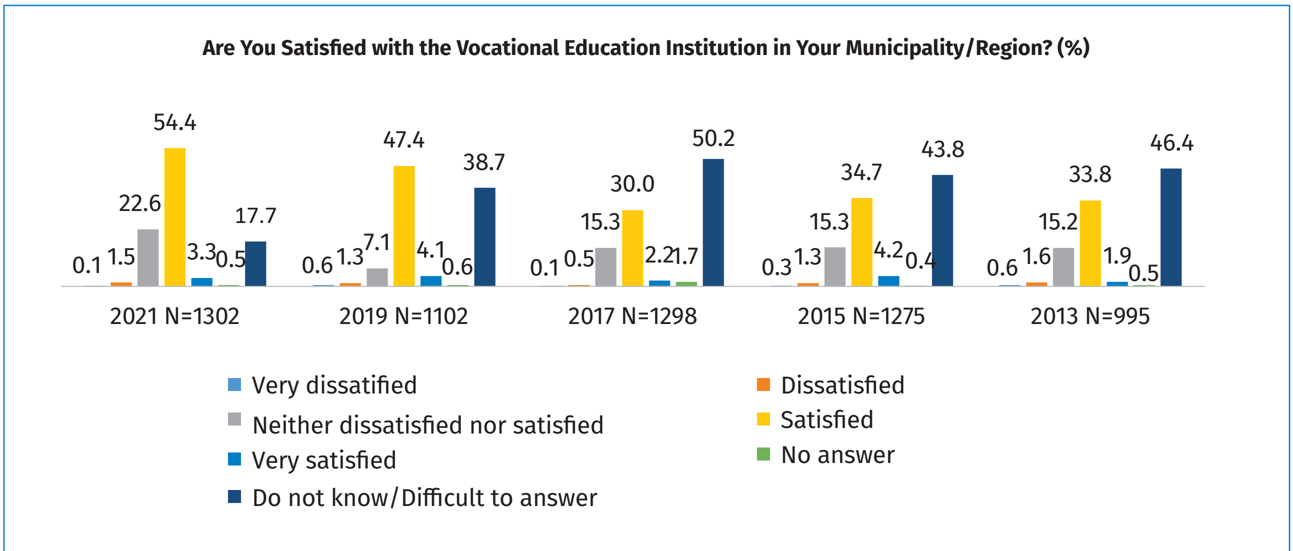
Trust in vocational education institutions in the municipality/region was assessed during the last two rounds of the survey. The survey findings illustrated that the majority of respondents trusted them (completely trust or trust: 2021 – 63.9%; 2019 – 58.3%). The share of respondents with a neutral attitude toward these institutions increased in 2021 (18%) compared to 2019 (8%) (see Diagram #5).

Diagram #5 – Trust in Municipal/Regional Vocational Education Institutions



In 2021, the majority of respondents with access to vocational education institutions were satisfied with them (57.7%). The survey findings also revealed a positive dynamic in the assessment of vocational education institutions' services. While there was no change between 2013 and 2017, the level of satisfaction significantly increased during the last two rounds (2021 – 58.7%; 2019 – 51.5%). The small number of respondents not satisfied with vocational education institutions named the teachers' competence and/or fee as the main reasons for their dissatisfaction (see Diagram #6).

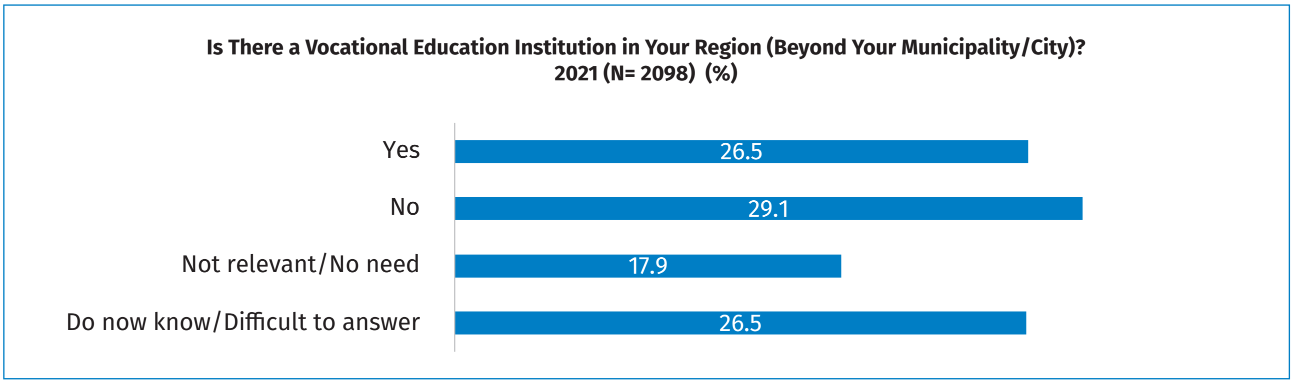
Diagram #6 – Satisfaction with Municipal/Regional Vocational Education Institutions



Other Vocational Education Institutions in the Regions (except within own municipality/city)

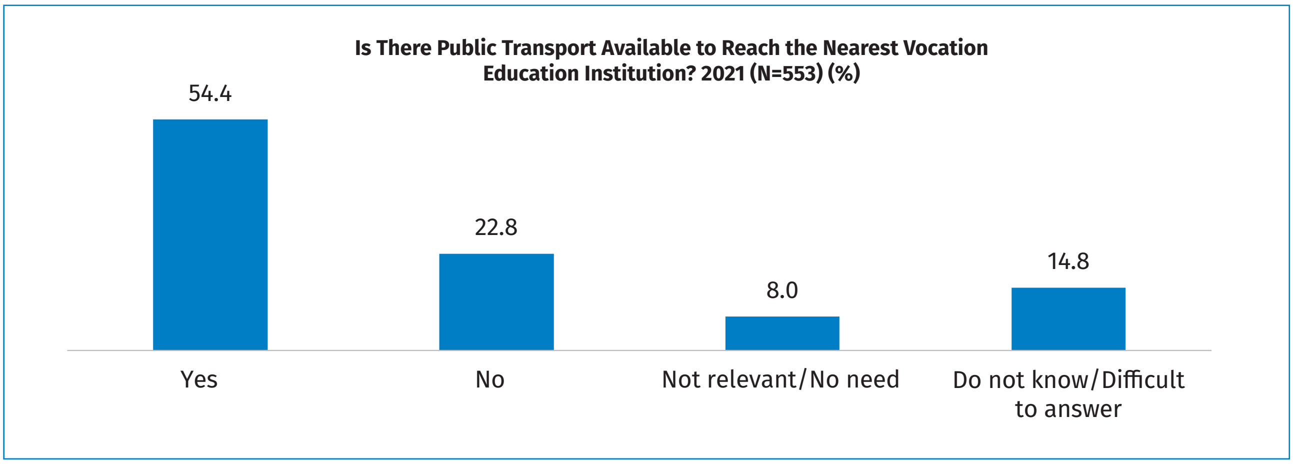
In 2021, the survey participants separately assessed the performance of regional vocational education institutions not located in their own municipality/city. Just over one-quarter of survey participants (26.5%) confirmed that there was such an institution in their region, while 29.1% said there was not and 26.5% had no information (difficult to answer) (see Diagram #7).

Diagram #7 – Access to Vocational Education Institutions in the Regions (Beyond own Municipality/City)



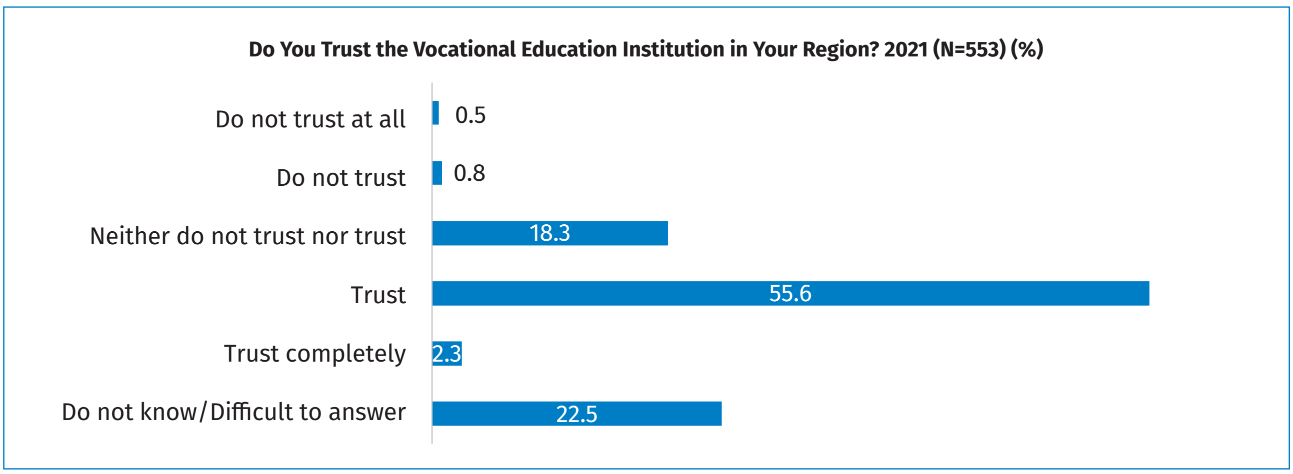
Over half of respondents (54.4%) to confirm that there was a vocational education institution in their region beyond their own municipality/city, mentioned that there was public transport accessible to help them reach it, while 22.8% said there was none. Only 10% of those to have access to public transport thought that the working hours of the public transport did not coincide with the working hours of the institution and 56.6% said the schedule of both services corresponded with each other (see Diagram #8).

Diagram #8 – Access to Public Transport to Reach the Nearest Vocational Education Institution



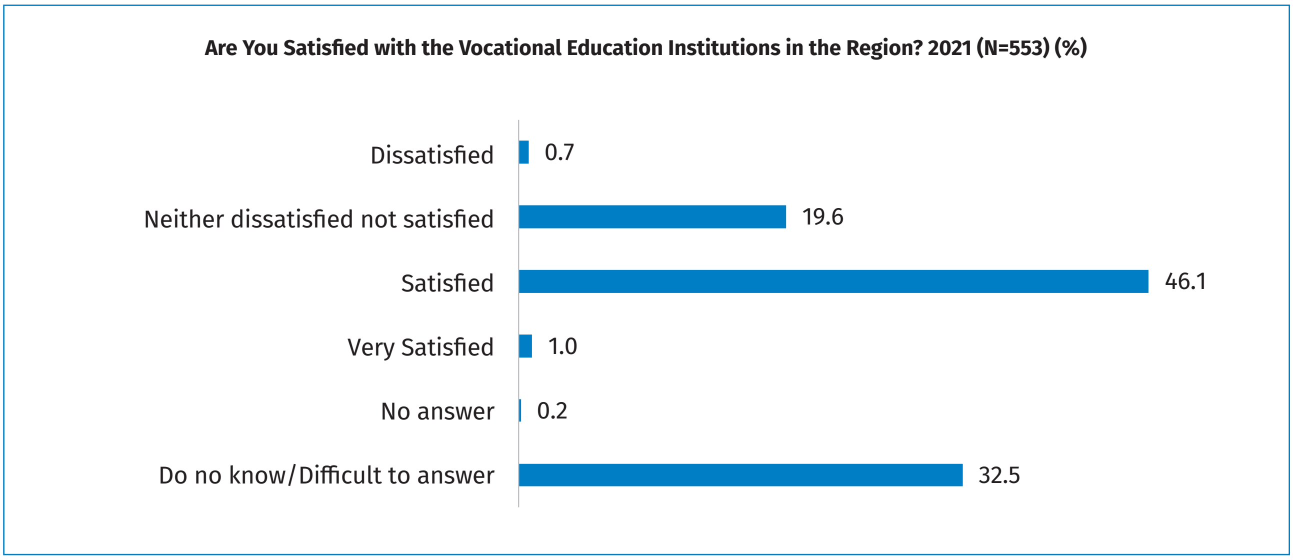
The majority of survey participants (57.9%) trusted the vocational education institution in their region and 18.3% were neutral about it/them. Only 0.5% of respondents do not trust such institutions (see Diagram #9).

Diagram #9 – Trust in Vocational Education Institutions in the Regions (Beyond Own Municipality/City)



Overall, 47.1% of the survey participants expressed their satisfaction with the vocational education institutions (very satisfied or satisfied). The share of dissatisfied respondents was quite low, but teachers' competence, limited choice of specializations, and access were named as the main reasons for dissatisfaction (see Diagram #10).

Diagram #10 – Satisfaction with Vocational Education Institutions in the Region (Beyond Own Municipality/City)



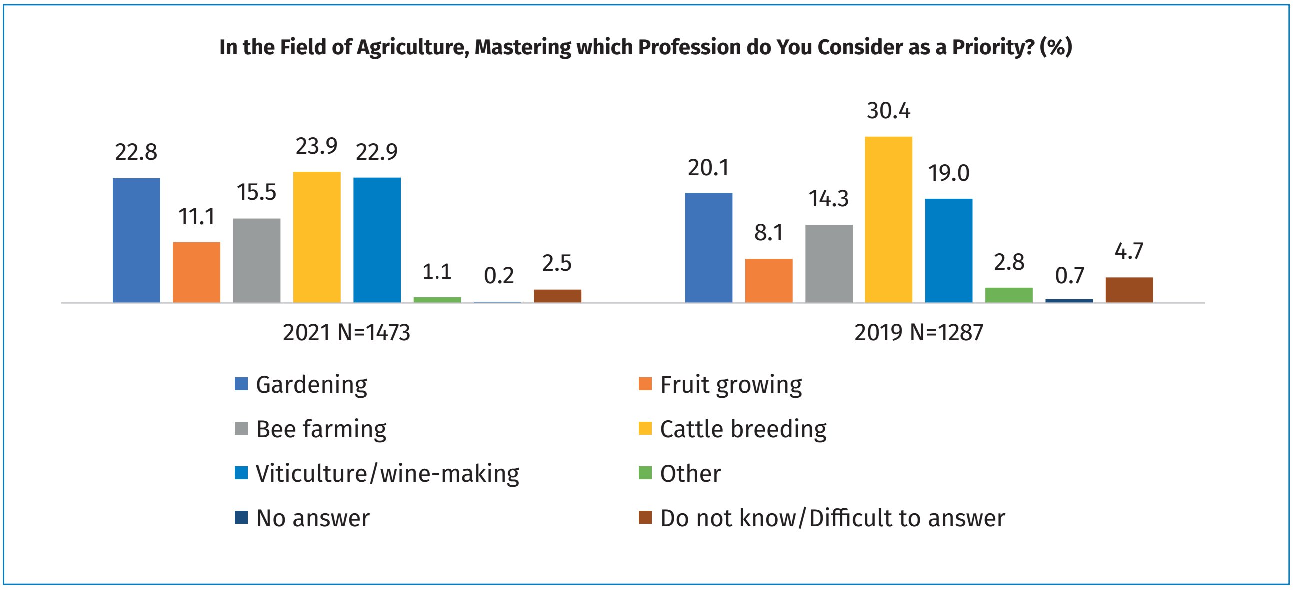
As a part of the survey, respondents were asked to name three professions/specializations that they considered a high priority in their settlements/cities for vocational education institutions. In 2021, agriculture (20.3%), tourism (hotel business) (19%), and medical (nurse) (16.2%) as the most relevant. While agriculture, construction, and medical professions/specializations were named as the top priorities between 2013 and 2019, there was a change in 2021 when construction was replaced by tourism (see Table #21).

Table #21 – High-priority Fields for Residents of Settlements/Cities at Vocational Education Institutions

Fields deemed a priority for vocational education institutions by residents of your settlement/city N=598 (2021)	2021 N=3400	2019 N=3400	2017 N=3400	2015 N=3400	2013 N=3400
	%				
Agriculture	20.3	16.7	18.1	20.7	24
Tourism (hotel business)	19	15.7	18.2	14.3	12.2
Construction (qualifying as a carpenter, electrician, mechanic, etc.)	14	17.2	21.7	21.6	23
Medical (nurse)	16.2	17.4	21	22.6	23.4
Administration (secretary, administrative assistant)	3.7	3.2	8.6	10.6	9.5
IT	10.4	7.9	0.2	0.1	0.3
Engineering	6.3	6.1			
Other	0.8	5.1	1.4	2	1.6
No answer	1.2	0.6	0.3	0.3	0.2
Do not know/Difficult to answer	8.3	10.1	10.7	7.8	5.7

The respondents who named agriculture among the highest priority fields for vocational education institutions in 2021 and 2019 also named the specific occupations they considered to be a priority for their settlement. The findings of the both rounds showed that significant chares of respondents believed cattle breeding to be the most important specialization (2021 – 23.9%; 2019 - 30.4%). Gardening (22.8%), viticulture/wine-making (22.9%), and bee farming (15.5%) were also listed among the priority specializations. The findings for 2021 were similar to the 2019 data (see Diagram #11).

Diagram #11 – Priority Specializations in Agriculture



The data disaggregated by high mountain and other type of settlement show that respondents from high mountain municipalities considered viticulture/wine-making (37.8%) and bee farming (35.1%) to be the most important specializations in 2021, while in the previous round (2019) 52.1% named cattle breading (the share decreased notably to 17.1% in 2021). The survey participants from other types of settlement named gardening (2021 – 28.8%; 2019 – 21.9%) and cattle breading (2021 – 26.2%; 2019 -26.5%) as the top priority specializations in both 2019 and 2021 (see Table #22).

Table #22 - Priority Specializations in Agriculture by High Mountain/Other Type of Settlement

		Gardening	Fruit growing	Bee farming	Cattle breeding	Viticulture/wine-making	Other	No answer	Do not know/Difficult to answer
		%							
2021 N=1473	High mountain	5.2	1.6	35.1	17.1	37.8	1.1	0.5	1.6
	Other type of settlement	28.8	14.2	8.9	26.2	17.9	1.2	0.2	2.7
	Georgia	22.8	11	15.5	23.9	22.9	1	0.3	2.5
2019 N=1287	High mountain	10.4	1.8	16.6	52.1	12.9	2.4	1.2	2.5
	Other type of settlement	21.9	9.3	14	26.5	20.1	2.6	0.6	5.1
	Georgia	20.1	8.1	14.4	30.4	19	2.7	0.7	4.7

The qualitative research findings showed that municipalities can assist local populations to gain a vocational education that in the long run should increase the employment rate. Respondents in high mountain settlements generally outlined a need for qualified wine-makers and veterinarians, while the need to support employment among women was widely expressed by those living in municipalities densely populated by ethnic minorities. The importance of having access to vocational education locally was also highlighted by one respondents in particular: *"Sewing, knitting for girls, there are many professions that can be taught locally" (woman, 25, rural settlement, Gardabani Municipality, Kvemo Kartli).*

Local self-governments could sometimes disseminate information about employment opportunities, organize job fairs and forums, and announce grant competitions to promote private initiatives.

When discussing employment opportunities, Tbilisi residents listed positions not requiring specific qualifications. Such positions are available in trade, transport (i.e. taxi driver), service (consultancy, delivery), and construction (worker). Meanwhile, IT (web-design, business analysis) was named as a field requiring specific qualifications. Demand for these professions/specializations has significantly increased since the pandemic started as the majority of businesses/organizations had to turn to remote working regimes and online services/sales soared. According to respondents residing in Tbilisi, it was possible to find a job in Tbilisi that paid enough to cover all basic needs, while those living in the regions believed employment in their municipalities could barely cover their basic needs. One respondent in Tbilisi outlined:

> *"I think that we cannot do something grand in the situation [context] we live in. All we can do is minimal, just not starve" (man, 20, Tbilisi).*

Finding employment is harder in towns and villages compared to larger cities and Tbilisi. Residents of the regions generally believe that unemployment issues could be better addressed by opening factories similar to those operating in the Soviet era when the majority of rural and small city residents were employed and had regular income. Some of the focus group discussion participants believed that it was important to support private initiatives giving the local population an opportunity to utilize their capacity and skills. This, they claim, would contribute to local economic development and improve the situation in the long run. It was also mentioned that some local residents preferred to be employed in the public sector. One respondent opined:

> *"I think people should be employed in the public sector, as not many have private initiatives and they might not be able to find a job in business" (woman, 21, Samegrelo-Zemo Svaneti).*

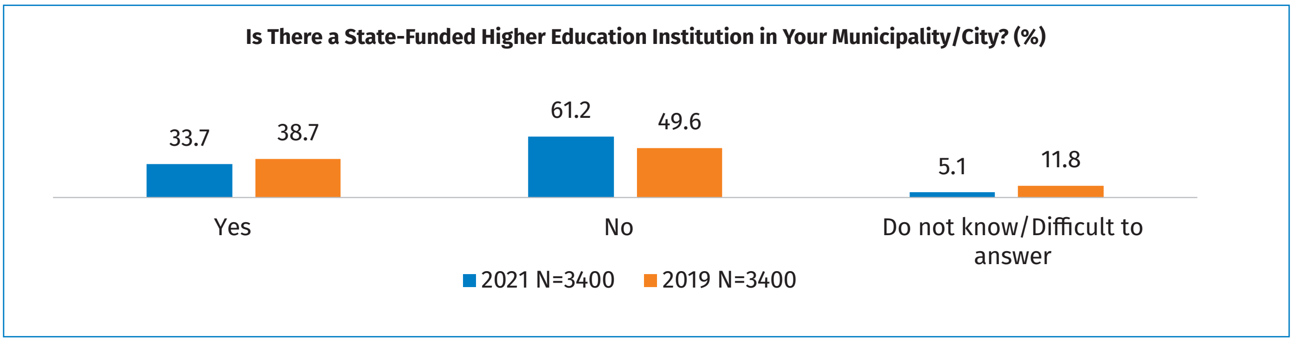
Meanwhile, municipality representatives mentioned that salaries in the public sector were quite low, and that it would be very difficult to keep highly-qualified staff members. Recruiting young people who had gained education in big cities (Tbilisi, Kutaisi, or Batumi) was even harder as they would usually try to stay in the cities to have more opportunities. One respondent noted:

> *"The net salary of a mayor is GEL 2066, so can you imagine the salary of municipality staff members? This is not a source of motivation. You have to really believe in being a public servant to stay and work, but everyone has a family, right? The job market is larger in Tbilisi, and this needs no explanation. It is easier to find a job there" (representative of a municipality).*

Higher Education Institutions

In 2021 and 2019, the performance of state-funded higher education institutions was also assessed. In 2021, more respondents confirmed that there was such an institution in their municipality (2021 – 61.2%; 2019 – 49.6%). The shares of those believing there was no such institution were as follows: 2021 – 33.7%; 2019 – 38.7%. The majority of survey participants to mention that there was a state-funded higher education institution in their region say there was a 1-10 km distance to these facilities from their home. The shares of these respondents have increased since 2019 (2021 – 77.3%; 2019 – 56.9%).

Diagram #12 – Access to State-funded Higher Education Institutions in Municipalities/Cities



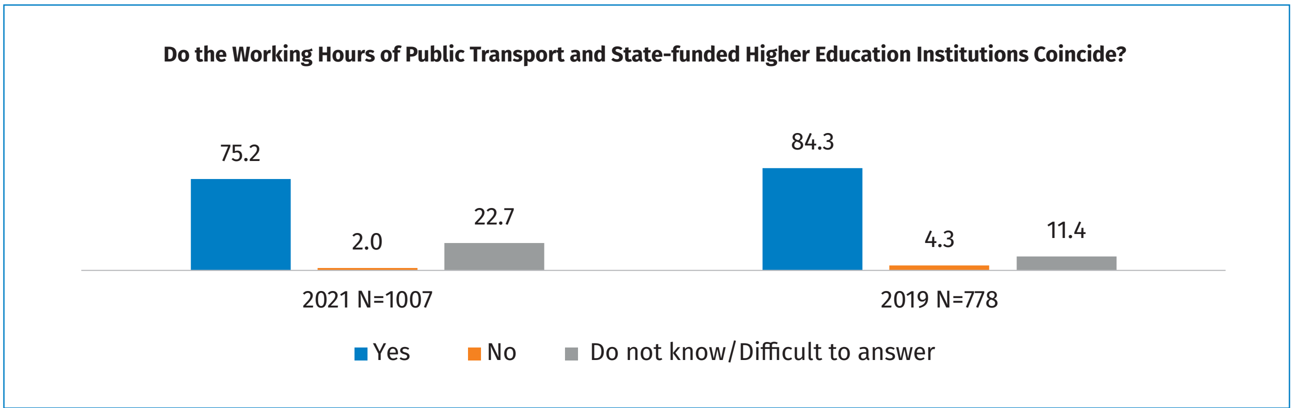
Data disaggregated by region show that 95% of respondents in Tbilisi, 79.3% in Samtskhe-Javakheti, and 54.3% in Shida Kartli confirmed the existence of a state-funded higher education institution in their municipality/city. The majority of respondents in Guria (99%) and Racha-Lechkhumi-Kvemo Svaneti regions said there was no such institution in their municipality/city. A comparison of 2019 and 2021 data illustrated a significant increase in access to state-funded higher education institutions in Tbilisi, Kvemo Kartli, and Samtskhe-Javakheti. The absolute majority of survey participants in Racha-Lechkhumi-Kvemo Svaneti (2021 – 92.3%; 2019 – 90.6%) and Mtskheta-Mtianeti (2021 – 96.7%; 2019 – 92.1%) confirmed that there was no such institution in their region in 2021 as well as in 2019 (see Table #23).

Table #23 – Access to State-funded Higher Education Institutions in Municipalities/Cities by Region

Is there a state-funded higher education institution in your municipality/city?	2021 N=3400			2019 N=3400		
	Yes	No	Do not know/Difficult to answer	Yes	No	Do not know/Difficult to answer
	%					
Tbilisi	95	0	5	67.5	25.1	7.4
Adjara	33	65.7	1.3	35.7	55.7	8.7
Guria	0	99	1	0.9	93.5	5.6
Imereti	20	74	6	32.6	56.5	10.9
Kakheti	21	78	1	27.2	63.9	8.8
Mtskheta-Mtianeti	0	96.7	3.3	0	92.1	7.9
Kvemo Kartli	0	75.7	24.3	10.7	62.3	27
Racha-Lechkhumi-Kvemo Svaneti	0	92.3	7.7	0	90.6	9.4
Samtskhe-Javakheti	79.3	19	1.7	35	55.2	9.8
Samegrelo-Zemo Svaneti	47.7	48.3	4	30.3	52.9	16.8
Shida Kartli	54.3	45	0.7	40.7	44.4	14.9
Georgia	33.7	61.2	5.1	38.7	49.6	11.8

During the last two rounds of the survey, the absolute majority of respondents to confirm that there was a state-funded higher education institution in their municipality/city said that public transport was accessible to help them reach the institution (2021 – 91.9%; 2019 – 91.9%) and that the transport schedule coincided with those of the higher education institution (2021 – 75.2%; 2019 – 84.3%) (see Diagram #13).

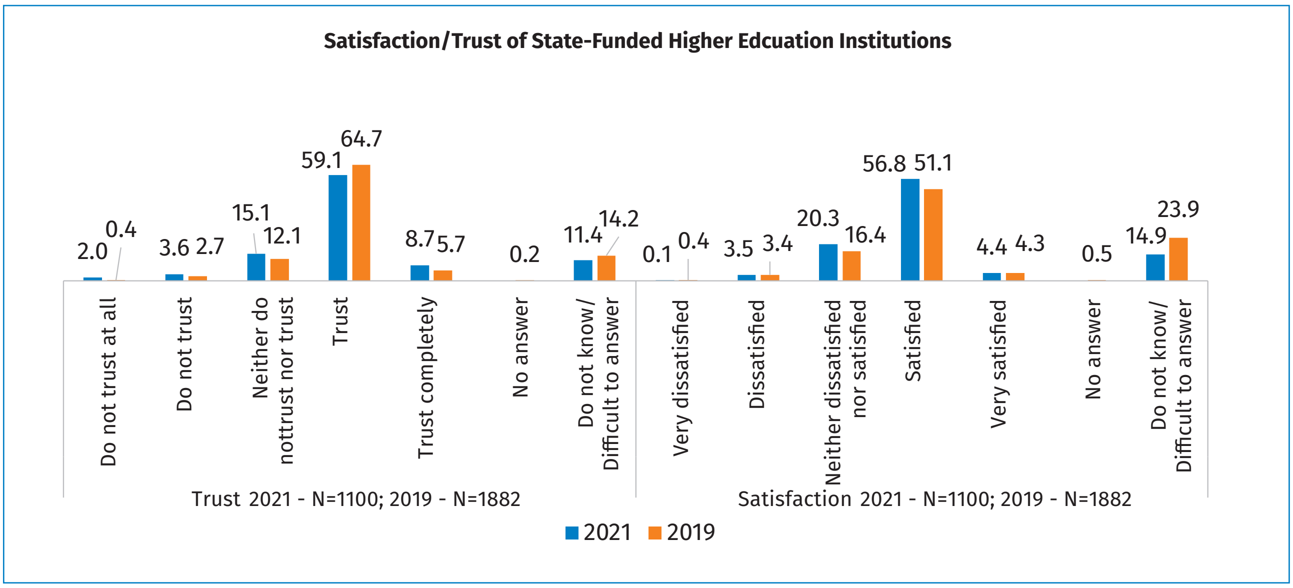
Diagram #13 – Working Hours of Public Transport and State-funded Higher Education Institutions



In 2019 and 2021, the majority of respondents who stated that there was a state-funded higher education institution in their municipality/city were satisfied (2021 – 61.2%; 2019 – 55.4%) with this institution and trusted it (2021 – 67.8%; 2019 – 70.4%) (see Diagram #14).

Those who are not satisfied with the state-funded higher education institution named the teachers' knowledge/competence (2021 - 24.9%; 2019 - 19.7%) and the curriculum (2021 - 19.8%; 2019 – 18.1%) as the main reasons behind their dissatisfaction. The share of respondents listing the above-mentioned reasons for their dissatisfaction increased in the last round of the survey.

Diagram #14 – Satisfaction/Trust with Regard to State-funded Higher Education Institutions in Municipalities/Cities



Trust towards state-funded higher education institutions decreased among ethnic minorities in the last round of the survey compared to the previous round (2021 – 52.6%; 2019 – 61.1%), while the share of respondents with a similar attitude remained the same among ethnic Georgians (2021 – 71.9%; 2019 – 71.1%). The share of respondents with a neutral attitude also increased significantly among ethnic minorities (neither do not trust nor trust: 2021 – 21.9%; 2019 – 2.4%). No notable changes were observed in the number of respondents who did not trust state-funded higher education institutions, either among ethnic Georgians or ethnic minorities (see Table #24).

Table #24 - Satisfaction/Trust with Regard to State-funded Higher Education Institutions in Municipalities/Cities by Ethnic Group

Do you trust a state-funded higher education institution in your municipality/city?		Do not trust at all	Do not trust	Neither do not trust nor trust	Trust	Trust completely	No answer	Do not know/ Difficult to answer
		%						
2021 N=1100	Ethnically Georgian	2.2	3.9	13.3	63.5	8.4		8.8
	Ethnic minority	1.3	2.6	21.9	42.5	10.1		21.5
	Georgia	2	3.6	15.1	59.2	8.8		11.4
2019 N=1882	Ethnically Georgian	0.4	2.7	12.8	65.3	5.8	0.1	13
	Ethnic minority	0	2.8	2.4	55.5	5.6	0.5	33.3
	Georgia	0.4	2.7	12.1	64.7	5.7	0.2	14.2

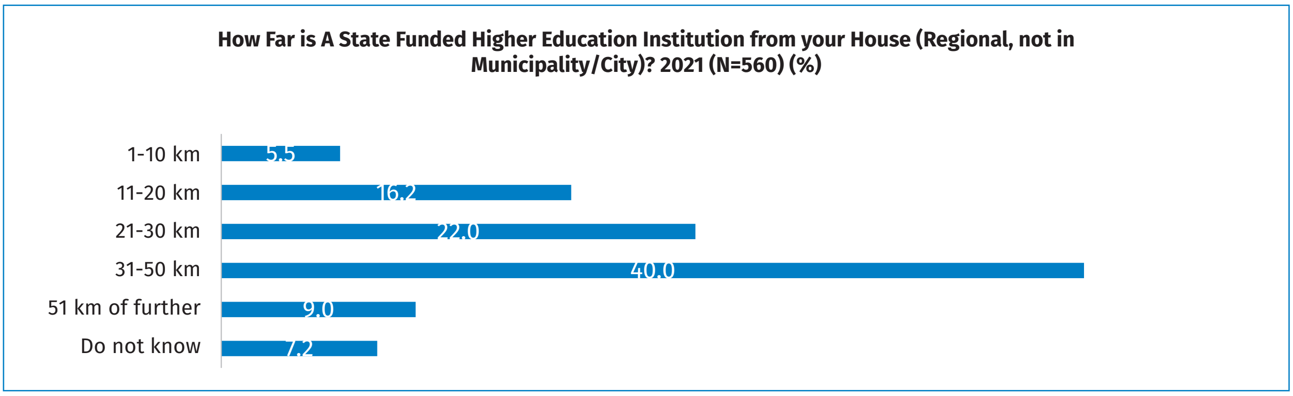
In 2021, satisfaction with state-funded higher education institutions was higher among ethnic Georgians (63.6%) than among ethnic minorities (51.8%). The share of satisfied respondents was previously similar among different ethnic groups in 2019 (ethnic Georgians – 55.5%; ethnic minorities – 54.5%) (see Table #25).

Table #25 – Satisfaction with State-funded Higher Education Institutions in Municipalities/Cities

Are you satisfied with the state-funded higher education institution in your municipality/city?		Very dissatisfied	Dissatisfied	Neither dissatisfied nor satisfied	Satisfied	Very satisfied	No answer	Do not know/Difficult to answer
		%						
2021 N=1100	Ethnically Georgian	0.1	3.3	20.3	60.9	2.7		12.6
	Ethnic minority	0	3.9	20.6	40.8	11		23.7
	Georgia	0.1	3.4	20.4	56.8	4.4	-	14.9
2019 N=1882	Ethnically Georgian	0.4	3.5	17.2	51.2	4.3	0.4	22.9
	Ethnic minority	0	0.5	4.6	50	4.5	1	39.4
	Georgia	0.4	3.4	16.4	51.1	4.3	0.5	23.9

In 2021, 63.9% of survey participants said that there was no state-funded higher education institution in their region, while 23.3% said there was one and 12.8% had no information (do not know). The data also show that most respondents lived 31-50 km from such institutions. Only 22% of those surveyed lived within 21-30 km, 16.2% lived within 11-20 km, and 5.5% lived within 1-10 km (see Diagram #15).

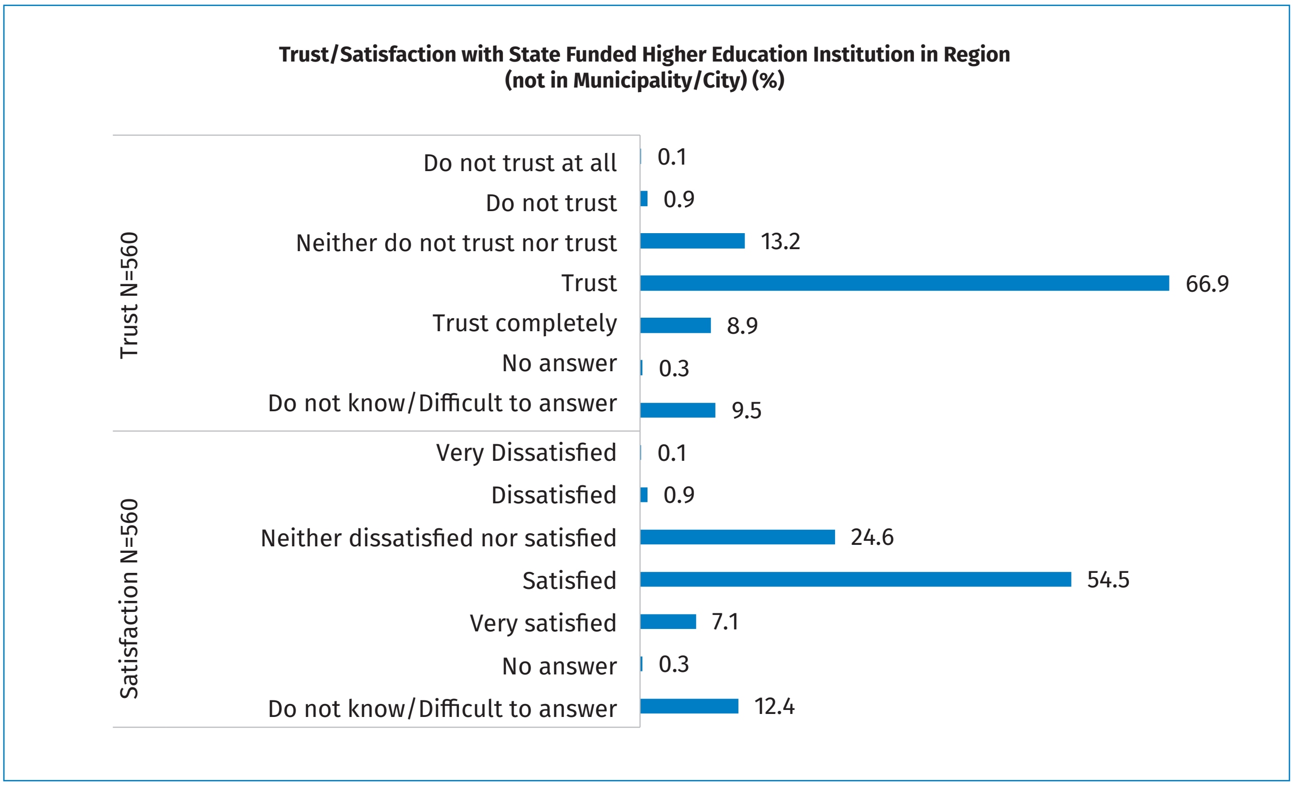
Diagram #15 – Distance to Nearest State-funded Higher Education Institutions (in region, not in municipality/city)



The survey findings showed that the majority of respondents (67.7%) had access to public transport to help them reach a state-funded higher education institution. One-fifth of respondents (20.5%) denied having access to such a service. Meanwhile, 60.8% mentioned that the working hours of public transport and those of state-funded higher education institutions coincided. Only 7.3% thought there was no such match, and 32% had no information (do not know).

The majority of respondents had trust in (75.9%) and were satisfied with (61.1%) state-funded higher education institutions in their region (not municipality/city). Only 1% expressed dissatisfaction. The curriculum and teachers' competence/knowledge were named as the main reasons for their dissatisfaction. Meanwhile, dissatisfaction with infrastructure, lack of choice in specializations, fees, and management were all named by only one person (see Diagram #16).

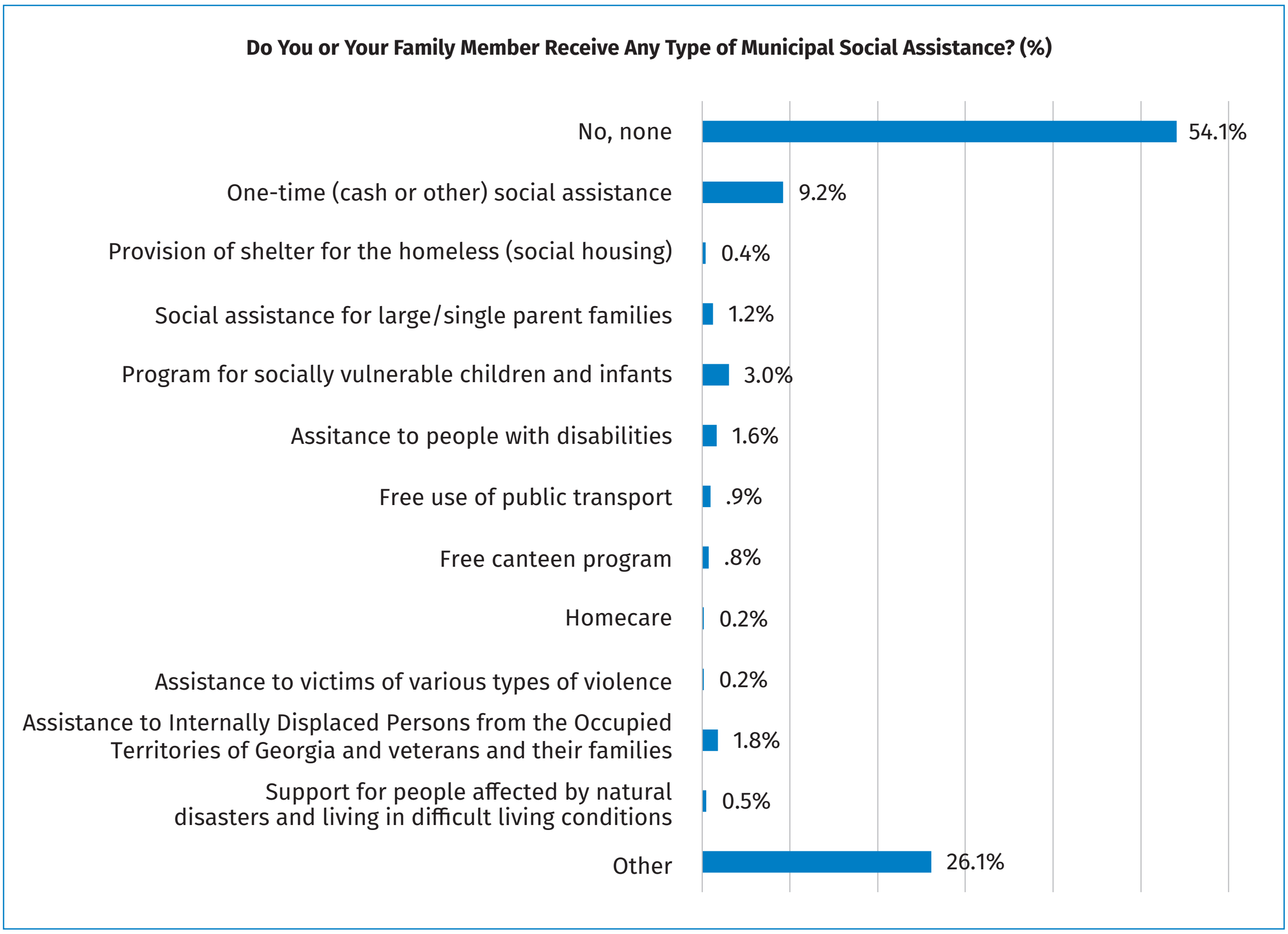
Diagram #16 – Satisfaction/Trust with Regard to State-funded Higher Education Institutions (in region, not in municipality/city)



Social Assistance

During the fifth round of the survey, respondents were presented with a list of municipal social assistance programs. The results showed that the majority (54.1%) said that neither themselves nor their family members had benefited from any such programs. Overall, 10% of respondents had received one-time (cash or other) social assistance (see Diagram #17).

Diagram #17 – Benefiting from Municipal Social Assistance Programs by Respondent or their Family Members



The data disaggregated by region show a similar distribution, illustrating that the majority of respondents and their family members are not beneficiaries of any municipal social assistance programs. The shares of such assistance were highest in Kvemo Kartli (65.1%), Samegrelo-Zemo Svaneti (63.6%), and Samtskhe-Javakheti (63.1), and lowest in Kakheti (39.3%). The one-time assistance (cash or other) and assistance to IDPs from the Occupied Territories of Georgia and veterans and their families were named among the programs used by respondents (see Table #26).

Table #26 - Benefiting from Municipal Social Assistance Programs by a Respondent or their Family Member by Region

Do you or your family members receive any type of municipal social assistance?	%											
	Tbilisi	Samegrelo-Zemo Svaneti	Guria	Adjara	Racha-Lechkhumi-Kvemo Svaneti	Imereti	Samtskhe-Javakheti	Shida Kartli	Mtskheta-Mtianeti	Kvemo Kartli	Kakheti	Georgia
No, none	58.5	63.6	45.6	60.5	43.4	51	63.1	51.5	55.8	65.1	39.3	54.1
One-time (cash or other) social assistance	7.4	5.6	10.5	9.7	7.6	7.5	9.5	10.3	12	7.1	14.3	9.2
Provision of shelter for the homeless (social housing)	0.4	1.3	0	0.5	0	0.3	0.4	0.4	0	0.2	0.7	0.4
Social assistance for large/single parent families	1.5	1	1.2	1.1	0.5	1.1	2.5	0.8	0.3	0.5	2.5	1.2
Program for socially vulnerable children and infants	3.5	3	2.4	4.3	2.5	0.5	2.5	1	1.4	0.9	10.3	3
Assistance to people with disabilities	1.1	0.8	2.4	3.3	0.2	0.8	1.4	2.2	0.8	1.1	3.7	1.6
Free public transport	3.7	0.5	0.4	1.6	0.5	0.4	0	0.4	0	2.1	0	0.9
Free canteen program	2.5	0.7	0.3	0.2	0	0.5	1	0.7	1.4	0	0.4	0.8
Homecare	0	0.6	0	0	0	0	0	0	1.4	0	0	0.2
Assistance to victims of various types of violence	0	0.8	0	0	0	0.6	0	0.4	0	0	0	0.2
Assistance to Internally Displaced Persons from the Occupied Territories of Georgia and veterans and their families	5.7	6.5	0.2	0	0.3	2.9	0	1.2	0	0.8	0.9	1.8
Support for people affected by natural disasters and living in difficult conditions	0.2	0	0.5	2.3	1	0	0	0.7	0	0	0.9	0.5
Other	15.7	15.6	36.6	16.4	44	34.4	19.7	30.6	26.8	22.2	27.1	26.1

The data disaggregated by type of settlement show no significant difference in the uptake of municipal social assistance programs in high mountain municipalities or other types of settlement: high mountain settlement – 50.2%; other types of settlement – 55%. A slightly greater proportion of residents living in high mountain municipalities had benefited from programs providing support to large/single parent families and people affected by natural disasters and living in difficult conditions than those residing in other types of settlement:

- Large/single parent families: high mountain settlement – 1.6%; other types of settlement – 1.1%.
- People affected by natural disasters and living in difficult conditions: high mountain settlement – 1.1%; other types of settlement – 0.3% (see Table #27).

Table #27 - Benefiting from Municipal Social Assistance Programs by Respondent or their Family Member by Type of Settlement

%			
Do you or your family members receive any type of municipal social assistance?	**High mountain settlement**	**Other type of settlement**	**Georgia**
No, none	50.2	55	54.1
One-time (cash or other) social assistance	8.2	9.5	9.2
Provision of shelter for the homeless (social housing)	0	0.5	0.4
Social assistance for large/single parent families	1.6	1.1	1.2
Program for socially vulnerable children and infants	2.3	3.2	3
Assistance to people with disabilities	1.3	1.7	1.6
Free public transport	0.5	1	0.9
Free canteen program	0.7	0.8	0.8
Homecare	0.6	0.1	0.2
Assistance to victims of various types of violence	0	0.2	0.2
Assistance to Internally Displaced Persons from the Occupied Territories of Georgia and veterans and their families	0.2	2.1	1.8
Support for people affected by natural disasters and living in difficult conditions	1.1	0.3	0.5
Other	33.2	24.5	26.1

The data disaggregated by type of settlement show that neither rural nor urban residents are frequent beneficiaries of municipal social services. They also show that a greater proportion of Tbilisi residents are recipients of free public transportation and free canteen services compared to those living in other urban areas or rural areas:

- Free public transportation: Tbilisi – 3.7%; other urban – 0.8%; rural – 0.4%.
- Free canteen program: Tbilisi – 2.5%; other urban – 0.9%; rural – 0.1%

The data also illustrate that the survey participants living in other urban and rural areas are more frequent recipients of one-time social assistance (cash or other) than those living in the capital:

- Tbilisi – 7.4%; other urban 9.6%; rural – 9.3% (see Table #28).

Table #28 - Benefiting from Municipal Social Assistance Programs by Respondent or their Family Members by Type of Settlement (urban/rural)

%				
Do you or your family members receive any type of municipal social assistance?	**Tbilisi**	**Other Urban**	**Rural**	**Georgia**
No, none	58.5	54.8	52.2	54.1
One-time (cash or other) social assistance	7.4	9.6	9.3	9.2
Provision of shelter for the homeless (social housing)	0.4	0.5	0.2	0.4
Social assistance for large/single parent families	1.5	1.4	1	1.2
Program for socially vulnerable children and infants	3.5	2.6	3.4	3
Assistance to people with disabilities	1.1	1.8	1.6	1.6
Free public transport	3.7	0.8	0.4	0.9
Free canteen program	2.5	0.9	0.1	0.8
Homecare	0	0.4	0	0.2
Assistance to victims of various types of violence	0	0.3	0.1	0.2
Assistance to Internally Displaced Persons from the Occupied Territories of Georgia and veterans and their families	5.7	1.9	0.5	1.8
Support for people affected by natural disasters and living in difficult conditions	0.2	0.2	0.9	0.5
Other	15.7	24.9	30.3	26.1

The data disaggregated by ethnic group show that the share of representatives of ethnic minority groups not receiving any type of municipal social assistance is higher than for ethnic Georgians (ethnic minorities – 63.7%; ethnic Georgians - 52.5%). The survey findings indicate that representatives of ethnic minority groups more regularly use the following municipal social services: assistance to large and single parent families; assistance to socially vulnerable children and infants; and support for people with disabilities. However, overall, the number of beneficiaries is extremely low:

- Social assistance for large/single parent families: ethnic minorities – 2.2%; ethnic Georgians – 1.1%
- Programs for socially vulnerable children and infants: ethnic minorities – 4%; ethnic Georgians – 2.9%.
- Assistance for people with disabilities: ethnic minorities – 2.9%; ethnic Georgians – 1.4% (see Table #29).

Table #29 - Benefiting from Municipal Social Assistance Programs by Respondent or their Family Members by Ethnic Group

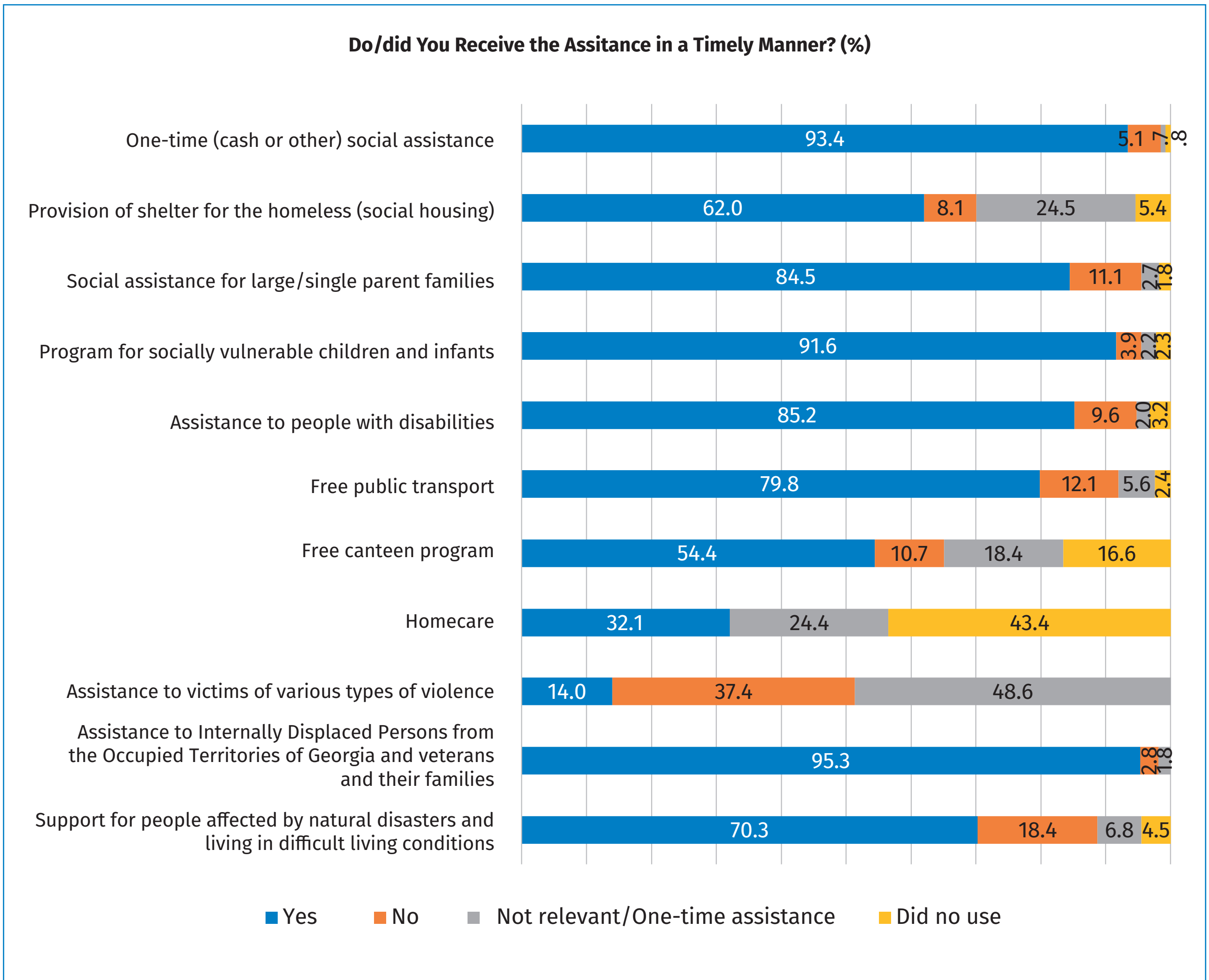
%			
Do you or your family members receive any type of municipal social assistance?	**Ethnic Minority**	**Ethnically Georgian**	**Georgia**
No, none	63.7	52.5	54.1
One-time (cash or other) social assistance	7	9.6	9.2
Provision of shelter for the homeless (social housing)	0.2	0.4	0.4
Social assistance for large/single parent families	2.2	1.1	1.2
Program for socially vulnerable children and infants	4	2.9	3
Assistance to people with disabilities	2.9	1.4	1.6
Free public transport	0	1.1	0.9
Free canteen program	0.6	0.8	0.8
Homecare	0	0.2	0.2
Assistance to victims of various types of violence	0	0.2	0.2
Assistance to Internally Displaced Persons from the Occupied Territories of Georgia and veterans and their families	0.1	2	1.8
Support for people affected by natural disasters and living in difficult conditions	0.6	0.5	0.5
Other	18.6	27.4	26.1

According to the majority of survey participants, they received municipal social assistance in a timely manner. The most positive feedback was recorded in relation to the following services:

- One-time social assistance (cash or other) – 93.4%;
- Programs for socially vulnerable children and infants – 91.6%; and
- Assistance to IDPs from the Occupied Territories of Georgia and veterans and their families – 95.3%.

In relation to other services, it was highlighted that they were only of one-time character (see Diagram #18).

Diagram #18 - Benefiting from Municipal Social Assistance Programs by Respondent or their Family Members



The majority of respondents to have received any municipal social services report that the registration process was simple (between 60-88%) while 44.8% said that it was easy to register for the free canteen program (scoring 3 or 4 points on a 4-point scale).

The following municipal services were said to have difficult registration procedures (scoring 1 or 2 points on a 4-point scale):

- Provision of shelter for the homeless (social housing) – 33.6%; and
- Assistance to victims of various types of violence – 51.4%.

Overall, the performance of municipalities in relation of various social services was positively assessed by the majority of respondents: 50-68% (scoring 4 and 5 points on a 5-point scale). However, the following services received a relatively neutral assessment (scoring 3 points on a 5-point scale):

- Provision of shelter for the homeless (social housing) – 51.1%;
- Assistance to victims of various types of violence – 58.1%; and
- Assistance to IDPs from the Occupied Territories of Georgia and veterans and their families – 69% (see Table #30).

Table #30 – Assessment of Municipal Performance and Registration Procedures of Municipal Social Assistance Services

		One-time (cash or other) social assistance	Provision of shelter for the homeless (social housing)	Social assistance for large/single parent families ა	Program for socially vulnerable children and infants	Assistance to people with disabilities	Free public transport	Free canteen program	Homecare	Assistance to victims of various types of violence	Assistance to Internally Displaced Persons from the Occupied Territories of Georgia and veterans and their families	Support for people affected by natural disasters and living in difficult conditions
		%										
Did you manage to register easily to receive the assistance/ were registration procedures simple?	Very difficult	5.3	18.4	4.6	4.9	5.5	10.5	20.1	13	16.4	6.2	5.4
	Difficult	12.4	15.2	16.5	14.6	20.5	17	2.8	0	34.9	2.6	22.7
	Simple	68.2	27.7	66.6	68	55.5	56.2	39.5	19.2	14	72.7	60.7
	Very simple	10	8.8	10.6	9.1	10.5	9.3	5.3	0	0	13.9	0
	Did not require registration	4.2	29.9	1.7	3.4	8.1	7	32.3	67.9	34.6	4.6	11.3
How well does the municipality execute these services?	Very bad	1	5.5	0	1.5	0	2.2	3.6	0	0	1.2	0
	Bad	3.1	22	1.8	3.9	11.3	7	13.9	13	21	6.6	13.2
	More or less	36.3	51.1	46.3	37.9	31	27	27.2	19.2	58.1	69	19.4
	Good	44.3	0	40.1	32.1	31.5	49.2	31.3	67.9	21	23.3	28.7
	Very good	12.8	21.4	10.1	22.3	21.2	14.7	21.2	0	0	0	34.2
	Do not know	2.4	0	1.7	2.3	5.1	0	2.8	0	0	0	4.5

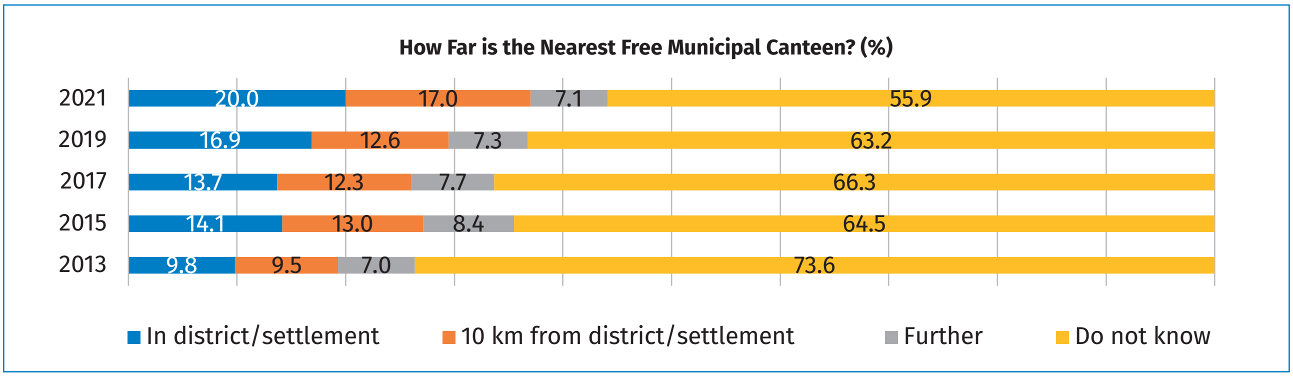
The representatives of the municipalities highlighted that municipal social assistance programs needed further improvement. It would be impossible to address all needs of their local population as they lack the necessary financial resources. While representatives of civil society organizations (CSOs) did agree with this statement, they referred to other issues.

Public officials generally believe that the allocation of more funds is necessary to improve service delivery, but that is not all. They assert that public services would need to be tailored to public needs. Furthermore, they consider it necessary to improve financial resource management and to simplify administrative procedures. In some state organizations, public officials cannot and/or will not fulfill all of their responsibilities for various reasons, including lack of qualifications and motivation.

Free Municipal Canteens

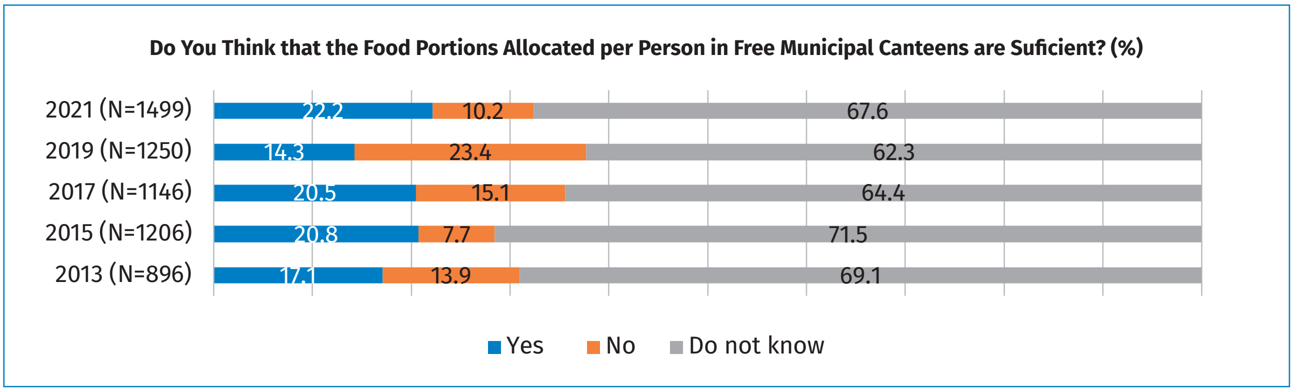
The survey results show that the majority of respondents did not know the distance from their home to the nearest free municipal canteen (2021 – 55.9%; 2019 – 63.2%; 2017 – 66.3%; 2015 – 64.5%; 2013 – 73.6%). Among those who did know about the free canteen, they understood that there was one in their district/settlement or within 10 km (see Diagram #19).

Diagram #19 – Distance to the Nearest Free Municipal Canteen



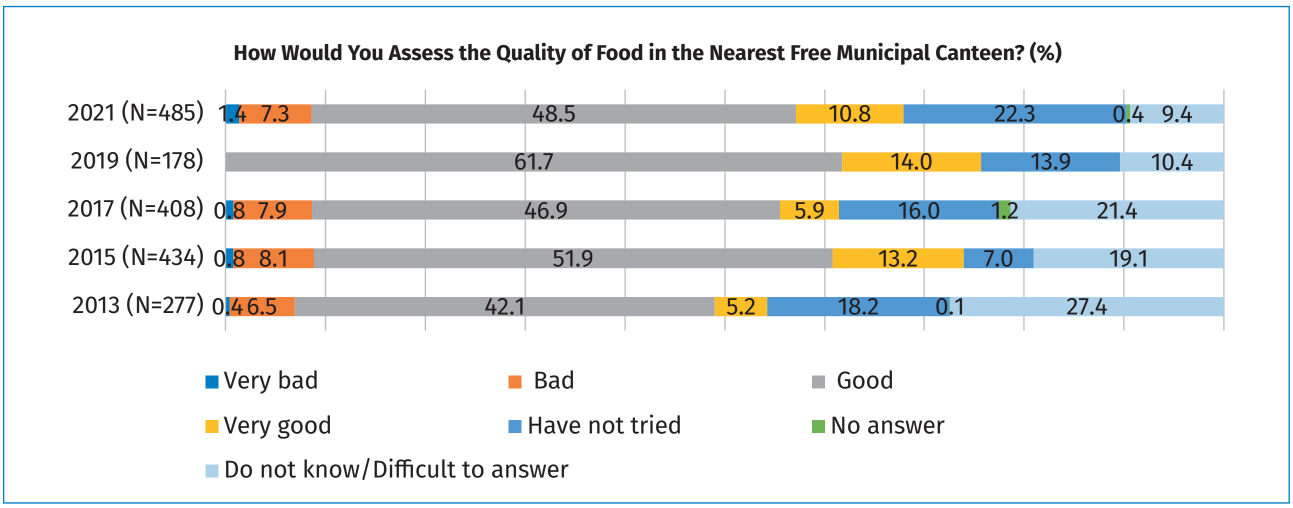
The respondents who were aware of the free municipal canteens did not know whether the portions of food allocated per person were sufficient or not. This situation barely changed through the years: 2021 – 67.6%; 2019 – 62.3%; 2017 – 64.4%; 2015 – 71.5%; 2013 – 69.1%. The 2021 data show that over one-fifth of respondents (22.2%) believed that the portions were sufficient, the highest figure since the first round (see Diagram #20).

Diagram #20 – Assessment of Portion Size at the Nearest Free Municipal Canteens



The majority of respondents assessing the food quality in the free municipal canteens provided positive feedback from the first round onwards, although their shares varied (scoring 3 or 4 points on a 4-point scale): 2021 – 59.3%; 2019 – 75.7%; 2017 – 52.8%; 2015 – 65.1%; 2013 – 47.3% (see Diagram #21).

Diagram #21 – Assessment of Quality of Food in the Nearest Free Municipal Canteen

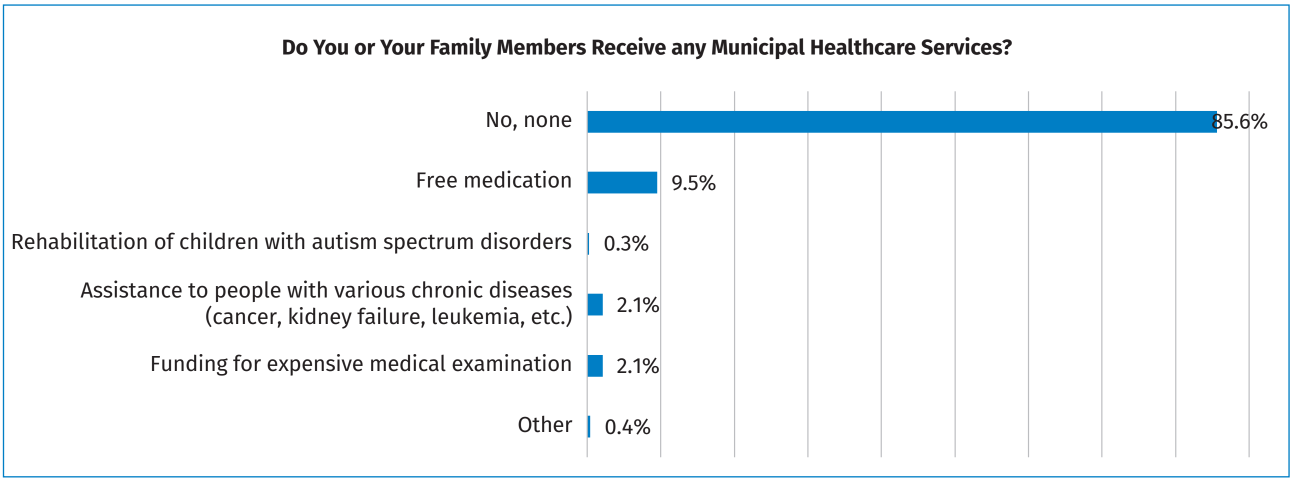


HEALTHCARE

Healthcare services

During the survey, participants were presented with a list of municipal healthcare programs and asked for their feedback. The data show that the majority (85.6%) had not received any of the services, nor had their family members. Provision of free medication was the service named as the most used municipal healthcare service (9.5%) (see Diagram #22).

Diagram #22 – Benefiting from Municipal Healthcare Programs



The situation here is similar across all regions. Over 70% of the respondents in each region reported that neither they nor their family members had benefited from municipal healthcare services. The share of these respondents was highest in Imereti (90.2%), Samtskhe-Javakheti (93.4%), and Kvemo Kartli (93.9%), but relatively lower in Racha-Lechkhumi-Kvemo Svaneti (72.5%). In each region, the most popular services was free medication program (see Table #31).

Table #31 – Benefiting from Municipal Healthcare Programs by Respondents or their Family Members by Region

	%											
Do you or your family members receive any municipal healthcare services?	**Tbilisi**	**Samegrelo-Zemo Svaneti**	**Guria**	**Adjara**	**Racha-Lechkhumi-Kvemo Svaneti**	**Imereti**	**Samtskhe-Javakheti**	**Shida Kartli**	**Mtskheta-Mtianeti**	**Kvemo Kartli**	**Kakheti**	**Georgia**
No, none	84.3	87.8	88.4	81.9	72.5	90.2	93.4	81.4	86.2	93.9	82.8	85.6
Provision of free medication	9.7	6.7	8.6	12.4	24.3	6.7	4.7	10.2	5.4	4.8	10.7	9.5
Rehabilitation of children with autism spectrum disorders	0.2	1.5	0	0.3	0	0.4	0	0	0	0.6	0	0.3

(continue)

Do you or your family members receive any municipal healthcare services?	Tbilisi	Samegrelo-Zemo Svaneti	Guria	Adjara	Racha-Lechkhumi-Kvemo Svaneti	Imereti	Samtskhe-Javakheti	Shida Kartli	Mtskheta-Mtianeti	Kvemo Kartli	Kakheti	Georgia
	%											
Assistance to people with various chronic diseases (cancer, kidney failure, leukemia, etc.)	2.8	2.8	0.9	4.1	0.3	0.6	0.6	2.6	5.2	0.6	2.1	2.1
Funding for expensive medical examination	2.3	0.8	0.9	1.1	2.9	1.7	1	5	2.9	0	4.1	2.1
Other	0.6	0.3	1.2	0.3	0	0.3	0.3	0.9	0.3	0	0.3	0.4

In Tbilisi, other urban areas, and rural settlements, the majority of respondents had not received any municipal healthcare services (Tbilisi – 84.3%; other urban – 87.3%; rural – 84.3%). The largest group is benefiting from the provision of free medication (Tbilisi 9.7%; other urban – 8.7%; rural – 10.2%). The share of those receiving any other municipal healthcare program has not exceeded 3% (see Table #32).

Table #32 - Benefiting from Municipal Healthcare Programs by Respondents or their Family Members by Type of Settlement (urban/rural)

Do you or your family member receive any municipal healthcare services?	Tbilisi	Other Urban	Rural	Georgia
	%			
No, none	84.3	87.3	84.3	85.6
Provision of free medication	9.7	8.7	10.2	9.5
Rehabilitation of children with autism spectrum disorders	0.2	0.6	0	0.3
Assistance to people with various chronic diseases (cancer, kidney failure, leukemia, etc.)	2.8	1.9	2.1	2.1
Funding for expensive medical examination	2.3	1.2	2.9	2.1
Other	0.6	0.3	0.5	0.4

A similar situation was recorded in other types of settlement as well. The majority of respondents do not benefit from any municipal healthcare programs: high mountain settlements – 80.9%; other settlements – 86.7%. However, the share of residents receiving free medication is higher in high mountain settlements then in others: high mountain settlements – 15.6%; other settlements – 8.1%.

The share of ethnic minority representatives receiving any municipal healthcare service is extremely low. Indeed, 94.1% had not used any of these services, while only 4.4% had received free medication.

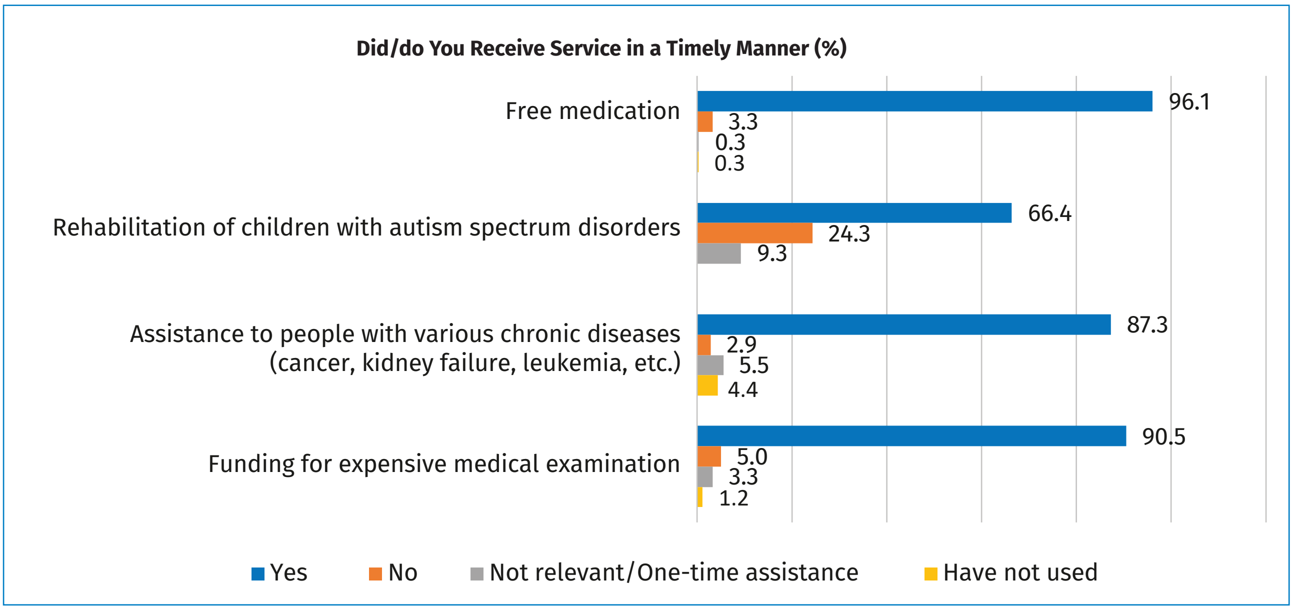
Similar tendencies were observed across all age groups. The share of non-recipients was higher among the 18-24 (92.6%) and 25-34 (94.9%) age groups. Older respondents had experience of receiving free medication, funding for expensive medical examination, and assistance with various chronic diseases. The increase in uptake of healthcare services with age can be considered reasonable (see Table #33).

Table #33 - Benefiting from Municipal Healthcare Programs by Respondents or their Family Members by Age

%							
Do you or your family members receive any municipal healthcare services?	**18-24**	**25-34**	**35-44**	**45-54**	**55-64**	**65 or older**	**Georgia**
No, none	92.6	94	87.2	88	81.7	72.4	85.6
Provision of free medication	3.6	3.5	7.5	7	12.5	21	9.5
Rehabilitation of children with autism spectrum disorders	0	0.2	0.8	0.3	0.2	0.1	0.3
Assistance to people with various chronic diseases (cancer, kidney failure, leukemia, etc.)	2	1.1	1.8	1.7	2.4	3.4	2.1
Funding for expensive medical examination	1	1.1	2.2	2.6	2.9	2.4	2.1
Other	0.7	0.2	0.5	0.3	0.3	0.6	0.4

Beneficiaries of municipal healthcare programs reported that the services were delivered to them in a timely manner. For cases of rehabilitation of children with autism spectrum disorders, 24.3% said that there were delays in service delivery, but overall 66.4% reported having a positive experience with this service (see Diagram #23).

Diagram #23 - Benefiting from Municipal Healthcare Programs by Respondents or their Family Members



The majority of municipal healthcare service beneficiaries confirmed that the registration procedures were simple: 75-90% said that procedures were "simple" or "very simple." A different experience was reported by beneficiaries of the program for rehabilitation of children with autism spectrum disorders, with 42.1% of the respondents saying that the registration procedures were difficult and 19.8% saying they were very difficult.

The majority of respondents positively assessed the performance of municipalities in relation to healthcare programs (scoring 4 and 5 points on a 5-point scale). Almost half (48%) of them believed that the performance was bad or very bad in terms of delivering rehabilitation programs for children with autism spectrum disorders. The negative feedback on the registration procedures is likely to have had a bearing on the overall municipal performance evaluation (see Table #34).

Table #34 - Assessment of Municipal Performance and Registration Procedures of Municipal Healthcare Programs

%					
		Provision of free medication	Rehabilitation of children with autism spectrum disorders	Assistance to people with various chronic diseases (cancer, kidney failure, leukemia, etc.)	Funding for expensive medical examination
Did you manage to register easily to receive the assistance/were registration procedures simple?	Very difficult	3.5	19.8	2.6	5.1
	Difficult	8.8	22.3	14.2	9.8
	Simple	74.8	57.9	50.8	55.6
	Very simple	12.6	0	25.9	26.1
	Did not require registration	0.3	0	6.6	3.4
How well does the municipality execute these services?	Very bad	1.7	8.3	0	2.7
	Bad	1.8	39.6	2.5	1.2
	More or less	33.5	41.6	21.6	16.8
	Good	45.7	10.4	39	40
	Very good	16.5	0	28.8	37
	Do not know	0.8	0	8.1	2.2

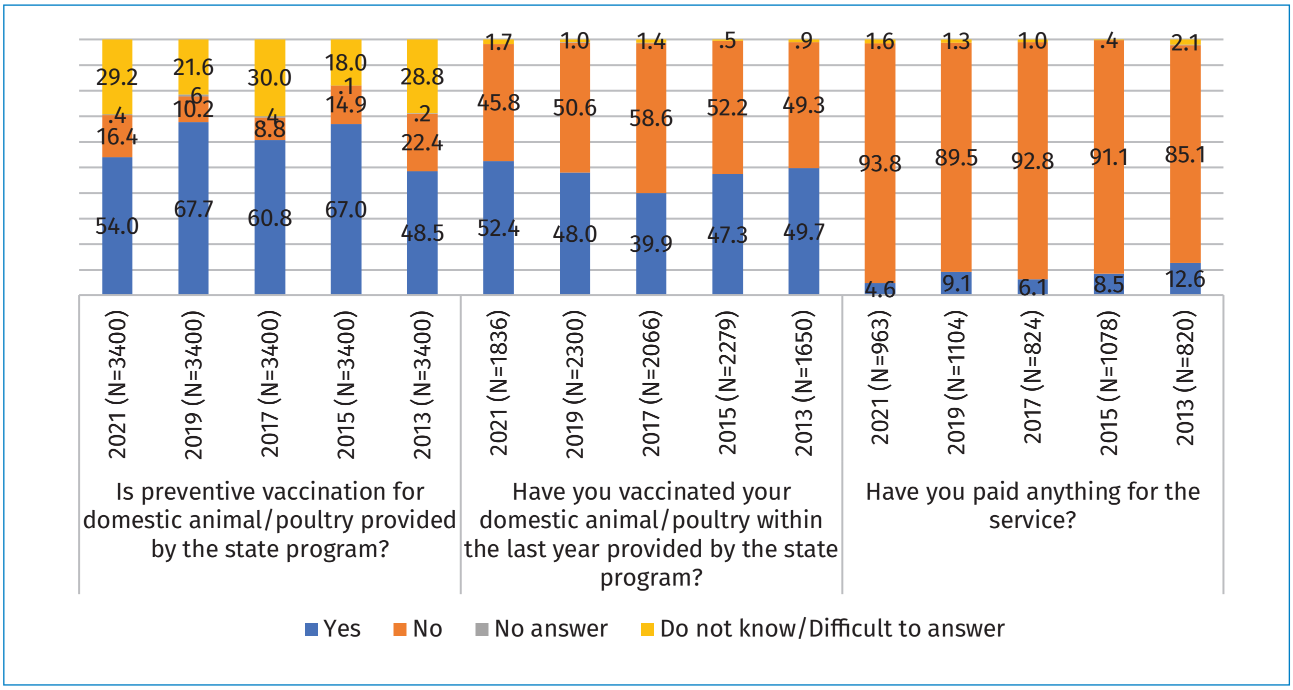
Vaccination of Domestic Animals

The majority of survey participants were aware of the state-funded vaccination programs for poultry/domestic animals. The awareness increased since the first round with a minor fluctuation in results (answer "yes"): 2021 – 54%; 2019 – 67.7%; 2017 – 60.8%; 2015 – 67%; 2013 – 48.5%.

In 2021, the majority of respondents (52.4%) confirmed vaccinating their domestic animals/poultry with support from a state-funded program within the last year. The share of those not utilizing this opportunity was higher in previous rounds, reaching its highest point (58.6%) in 2017 (answer: "no").

The majority of respondents with experience of vaccinating their domestic animals/poultry within the framework of the state vaccination program reported not paying a fee for vaccination since the first round. Their shares varied between 85% and 94%, peaking in 2021 at 93.8% (see Diagram #24).

Diagram #24 – Practice, Experience, and Fees in State-funded Vaccination of Domestic Animals/Poultry

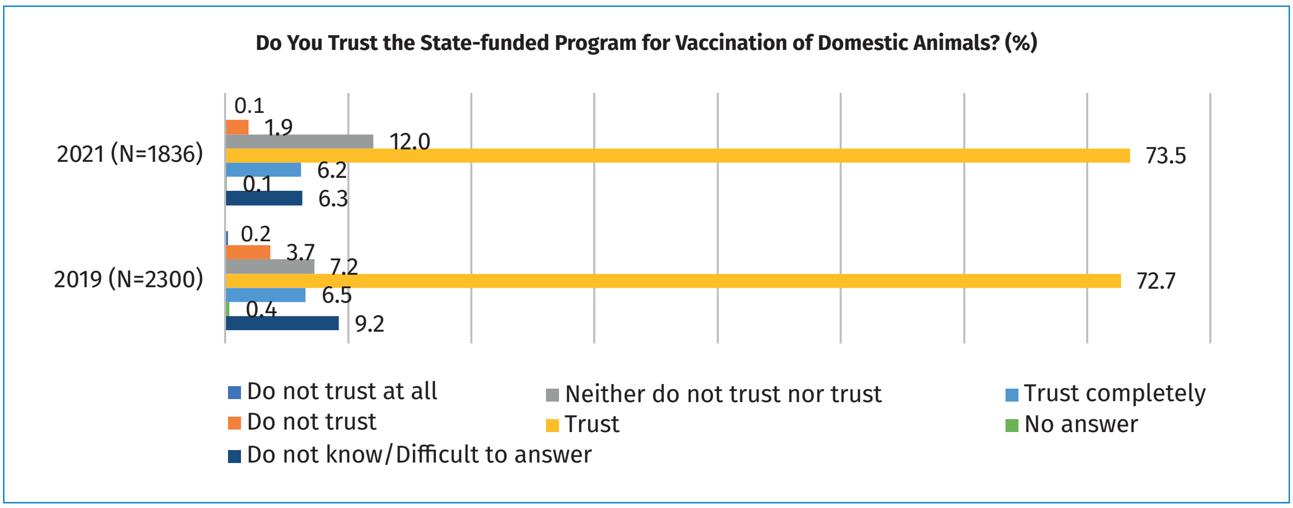


Those respondents that paid a fee for preventive vaccination of their domestic animals confirm that the fee was acceptable. The majority of survey participants of all five rounds believed that it was “cheap” or “acceptable.” Between 2015 and 2019, 18-33% believed that it was “cheap” but this share decreased to 5.9% by 2021. In 2021, 72.3% said the fee was “acceptable.”

The absolute majority of respondents in all five rounds of the survey were satisfied with the service (scoring 3 and 4 points on a 4-point scale): 2021 – 97.7%; 2019 – 97.9%; 2017 – 92.9%; 2015 – 96.7%; 2013 – 91.2%.

Trust towards the state-funded preventive vaccination program for domestic animals was assessed during the last two rounds of the survey. The findings of the 2019 and 2021 rounds show that a nearly identical share of respondents trusted this service: 2021 – 79.6%; 2019 – 79.3% (see Diagram #25).

Diagram #25 – Trust in State-funded Vaccination Program for Domestic Animals



RECREATION, LEISURE, AND CULTURE

Playgrounds were named the most accessible recreational area by the majority of respondents in all five rounds of the survey: 2021 – 18%; 2019 – 18%; 2017 – 22.8%; 2015 – 21.3%; 2013 – 21.5%. In 2021, similar to 2019, a decrease in access to these facilities was confirmed compared to 2013-2017. Moreover, similar to the previous rounds, in 2021 theaters and culture houses/village clubs were named the least accessible facilities.

Distance to recreational areas was assessed in 2019 and 2021. The majority of respondents (over 50%) mentioned that the distance between their houses and recreational facilities was under 3 km. Playgrounds (2021 – 86.6%; 2019 – 92.3%), public squares (2021 – 85.4%; 2019 – 90.3%), and culture houses/village clubs (2021 – 80.4%; 2019 – 75.4%) were closest for the majority of survey participants (see Table #35).

Table #35 – Distance to Recreational and Leisure Facilities

	%				
	What is the distance to the following recreational/leisure facilities from your home?	**0-3 კმ-მი**	**4-6 კმ-მი**	**7-10 კმ-მი**	**Further**
2021	Theater (N=1003)	65.4	23.6	8.5	2.5
	Museum (N=1423)	74.9	17	6.1	1.9
	Library (N=1850)	80.8	14.3	3.5	1.4
	Public Park (N=1560)	74.6	19.4	5.5	0.5
	Playground (N=2368)	86.6	10.6	2.6	0.2
	Other Sports Infrastructure (N=795)	78.3	15.8	4.4	1.5
	Culture House/Village Club (N=1039)	80.4	14	3.3	2.4
	Monuments of Cultural Heritage of Local Importance (N=761)	73.4	18.6	5	3
	Public Square (N=1436)	85.4	10.7	3.5	0.5
	Cinema (N=543)	63.1	20.8	10.2	5.9
2019	Theater (N=1100)	50.4	24.7	17.3	7.6
	Museum (N=1193)	50.7	22	17.6	9.7
	Library (N=1736)	72.2	16	7.9	3.9
	Public Park (N=1579)	79.5	11.9	6	2.7
	Playground (N=2233)	92.3	5.6	0.9	1.2
	Other Sports Infrastructure (N=810)	78.8	13.7	4.7	2.7
	Culture House/Village Club (N=813)	75.4	17	6	1.6
	Monuments of Cultural Heritage of Local Importance (N=959)	63.2	19.1	10.6	7
	Public Square (N=1455)	90.3	3.6	3	3.1
	Other (N=10)	92.4	0	0	7.6

Improving the infrastructure of playgrounds and public parks represented a priority for the majority of respondents in all five rounds of the survey. A similar tendency was also observed in 2021. The following four facilities were named as a priority in 2013-2019:

- Library
- Public square
- Playground
- Culture house/village club

In 2021, enhancing the functioning of other sports facilities (13.2%) was named as a priority overtooking culture house/village club. This option was only offered to respondents in 2019 and 2021. Further details of access to, and priority of, recreational and leisure facilities are presented in Table #36.

Table #36 – Access to Recreational/Leisure Facilities and their Priority

%						
Is there a recreational/leisure facility in your district/settlement? In your opinion, which recreational/leisure facilities are the priority for the local population?		**2021**	**2019**	**2017**	**2015**	**2013**
Theater	Yes, there is	7.6	8.8	14.3	14.3	14.1
	Priority	5.9	8.8	11.8	12.8	13.1
Museum	Yes, there is	10.8	9.6	14.5	13.9	14.6
	Priority	4.9	4.5	4.7	7	6.2
Library	Yes, there is	14	14	17.4	16.5	17.9
	Priority	12.6	15.4	14.6	15.5	17.1
Public Park	Yes, there is	11.8	12.7	17.2	15.6	14.9
	Priority	13.7	14.1	23.7	20.3	21.6
Playground	Yes, there is	18	18	22.8	21.2	21.5
	Priority	18.8	21.5	28	26	23.3
Culture House/Village Club	Yes, there is	7.9	6.5	8.4	12.6	12.1
	Priority	7.5	7.9	13.8	17	16.4
Other Sports Infrastructure	Yes, there is	6	6.5			
	Priority	13.2	7.9			
Monuments of Cultural Heritage of Local Importance	Yes, there is	5.8	7.7			
	Priority	3	2.2			
Public Square	Yes, there is	10.9	11.7			
	Priority	10.3	13.5			
Cinema	Yes, there is	4.1				
	Priority	7				
Other	Yes, there is	0.01	0.1			
	Priority	0.4	1.1			
None	Yes, there is	3.1	4.4	5.4	6	4.9
	Priority	2.4	2.5	1.1	0.9	0.9

Access to playgrounds and public squares in their district/settlement was confirmed by respondents in Tbilisi through all five rounds of the survey. Similar findings were observed in other urban and rural settlements, though respondents from rural areas expressed concern about the lack of access to recreational/leisure facilities. The share of these respondents was highest in 2013-2017. When discussing priorities, the respondents prioritized facilities offering physical activities above others, though libraries were also named among Tbilisi respondents as well as in other urban and rural settlements. In 2021, libraries, public parks, and playgrounds were named as the highest priority facilities in all types of settlement:

- Tbilisi: library – 13.6%; public park – 20.6%; playground – 18.7%.
- Other urban areas: library – 12.3%; public park – 13.1%; playground – 16.1%.
- Rural areas: library – 12.7%; public park – 12.7%; playground – 21.7%.

Culture houses/village clubs were named as priority recreational/leisure facilities in rural areas in the first four rounds of the survey: 2019 – 13.8%; 2017 – 26.4%; 2015 – 26.7%; 2013 – 27.1%. In 2021, only 10.1% named this as a priority (see Table #37).

Table #37 – Priority Recreational/Leisure Facilities by Type of Settlement

In your opinion, having which recreational/leisure facilities in proper condition is a priority for the local population?	%	Tbilisi	Other Urban	Rural	Georgia
Theater	2021	6.6	9.3	1.9	5.9
	2019	9.5	13.8	4.7	8.8
	2017	17.4	17.9	3.1	11.8
	2015	20.7	20.3	3.9	12.8
	2013	20	17.7	6.3	13.1
Museum	2021	3.5	7.5	2.3	4.9
	2019	4.5	5.8	3.6	4.5
	2017	6.4	5.8	2.5	4.7
	2015	4.7	12.4	4.8	7
	2013	6.7	11.1	2.9	6.2
Library	2021	13.6	12.3	12.7	12.6
	2019	15.6	13.7	16.5	15.4
	2017	12.1	12.9	17.8	14.6
	2015	10.9	15.5	17.9	15.5
	2013	14.6	18	17.9	17.1
Public Park	2021	20.6	13.1	12.7	13.7
	2019	18.2	14.6	10.7	14.1
	2017	31.2	25.9	16.3	23.7
	2015	31.8	18.3	15.6	20.3
	2013	29.2	19.1	19	21.6
Playground	2021	18.7	16.1	21.7	18.8
	2019	21.1	18.2	24.3	21.5
	2017	28.9	24.8	29.4	28
	2015	28.2	19.1	29.3	26
	2013	24.6	20.1	24.4	23.3
Culture House/Village Club	2021	0.5	6.7	10.1	7.5
	2019	1.1	6.3	13.8	7.9
	2017	1.8	8.9	26.4	13.8
	2015	2.7	13.5	26.7	17
	2013	3.2	11	27.1	16.4
Other Sports Infrastructure	2021	12.8	12.4	14.2	13.2
	2019	7.9	7.2	8.3	7.9
Monument of Cultural Heritage of Local Importance	2021	4	3.2	2.4	3
	2019	2.5	2.9	1.3	2.2
Public Square	2021	12.4	8.2	12.2	10.3
	2019	18.2	11.6	11.3	13.5
Cinema	2021	2.9	9.4	5.4	7
Other	2021	0.2	0.5	0.4	0.4
	2019	0.7	1.7	0.8	1.1
None	2021	3.9	1	3.6	2.4
	2019	0.5	3.5	3.4	2.5
	2017	0.3	1.4	1.4	1.1
	2015	1	0.6	1	0.9
	2013	0.9	0.2	1.3	0.9

The survey data disaggregated by age group indicates that improving the infrastructure of playgrounds, public parks, and public squares was deemed important for all. Prioritization of well-functioning libraries was more observed among respondents aged 45 or above. In 2013-2015, this age group prioritized culture houses/village clubs. In 2021, the first four age groups prioritized public parks, playgrounds, and other sports infrastructure. Playgrounds were the most popular facilities: 18-24 – 18.7%; 25-34 – 17.9%; 35-44 – 19.2%; 45-54 – 18.3%. Older generations have tended to prioritize libraries over other sports infrastructure (see Table #38).

Table #38 - Priority Recreational/Leisure Facilities by Age Group

%								
In your opinion, having which recreational/leisure facilities in proper condition is a priority for the local population?		**18-24**	**25-34**	**35-44**	**45-54**	**55-64**	**65 and above**	**Georgia**
Theater	2021	3.9	5.9	6.5	6.2	6.6	5.6	5.9
	2019	8.1	9.4	9.2	7.9	9.2	8.8	8.8
	2017	15.6	11.4	12.9	9.6	11.7	10.9	11.8
	2015	15.6	12.4	14.1	12.9	11	11.2	12.8
	2013	14.6	14	13.6	12.6	11.8	11.7	13.1
Museum	2021	3.9	4.2	4.1	5.6	5.7	5.7	4.9
	2019	6	4.4	4.5	4.2	4.4	3.9	4.5
	2017	6	4.5	5	4.6	3.7	4.7	4.7
	2015	7.7	6	7.7	7.5	7.1	6.6	7
	2013	6.7	5.7	5.9	6.3	6.2	6.6	6.2
Library	2021	10.6	11.9	12.4	12.8	13.2	14.4	12.6
	2019	19.2	14.9	15.8	15.1	13.3	15	15.4
	2017	12.7	13.4	14.4	14.6	15.8	16.4	14.6
	2015	14.5	15.5	15.9	14.9	16.8	15.4	15.5
	2013	16.2	15.7	18.3	16.5	17.1	19.1	17.1
Public Park	2021	17.5	13	13.8	13	13.5	12.5	13.7
	2019	14.7	15.8	13.8	13.6	12.8	13.9	14.1
	2017	25.7	27.4	23.1	24.2	21.3	20.5	23.7
	2015	25	21.4	19.3	20	18.9	18.7	20.3
	2013	22.6	24.1	21.6	21	19.8	20.1	21.6
Playground	2021	18.7	17.9	19.2	18.3	20.1	18.9	18.8
	2019	18.8	20	21	24	23.3	21.7	21.5
	2017	27.4	29	29.2	29.1	27.5	24.9	28
	2015	24.7	27.7	24.6	26.2	26	25.9	26
	2013	23.1	22.5	23.8	24.2	24.2	21.9	23.3
Culture House/Village Club	2021	4.6	8	8.3	8.1	7.8	7.5	7.5
	2019	5.1	6.2	6.7	8.5	10	9.6	7.9
	2017	10.9	12	12.7	14.1	15.6	16.6	13.8
	2015	11.4	15.8	17.6	16.9	18.9	20.2	17
	2013	15.1	15.7	14.9	17.3	18.1	17.5	16.4
Other Sports Infrastructure	2021	16.5	13.8	13	13.5	11.1	11.8	13.2
	2019	7.1	6.8	9.9	10.9	7.6	5.1	7.9
Monuments of Cultural Heritage of Local Importance	2021	2.2	3.3	3	3.6	2.8	2.6	3
	2019	2.5	1.4	1.3	2.8	2.8	2.4	2.2

(continue)

In your opinion, having which recreational/leisure facilities in proper condition is a priority for the local population?		18-24	25-34	35-44	45-54	55-64	65 and above	Georgia
%								
Public Square	2021	9.5	11.1	10.1	9.8	9.9	11.3	10.3
	2019	15.6	16.5	14.5	10.5	11.8	12.6	13.5
Cinema	2021	9.3	8.3	6.7	6.7	5.8	5.5	7
Other	2021	0.3	0.7	0.3	0.5	0.3	0.3	0.4
	2019	0.6	1.5	1	0.5	0.9	1.5	1.1
None	2021	2.8	1.9	2.2	1.8	2.7	3.3	2.4
	2019	1.3	2.6	1.7	1.6	3.3	4.2	2.5
	2017	0.8	0.7	1	1.7	0.8	1.2	1.1
	2015	1	0.7	0.4	1.2	0.6	1.3	0.9
	2013	0.6	0.7	0.7	0.7	1.1	1.7	0.9

Results of the qualitative research indicated that the infrastructure on municipal territory that can be used for recreational/leisure purposes in most cases was the property of the Ministry of Economy and Sustainable Development of Georgia and could not be utilized by the local self-government. One municipality representative outlined:

> *"We wanted to build a playground for children. It turned out that the territory is the property of the Ministry of Economy and Sustainable Development. We had to invest a lot of effort for the Ministry to transfer this property to us" (woman, 62, Ozurgeti Municipality, Guria).*

The survey participants were also asked to assess the infrastructure of the recreational/leisure facilities. The findings indicated an improvement in these facilities over the years. While the infrastructure was assessed as "average" in 2013, by 2021 they were evaluated as "good" (see Table #39).

Table #39 – Condition of Recreational/Leisure Facilities

What is the condition of the recreational/leisure facilities in your district/settlement?		Bad	Average	Good	Do not know/ Difficult to answer
%					
Theater	2021 (N=1003)	5.2	26	63.3	5.4
	2019 (N=1100)	7.9	48.4	43.6	0
	2017 (N=1559)	4.4	43.9	51.6	0
	2015 (N=1645)	4.7	38.2	56.5	0.6
	2013 (N=1585)	5.6	38.8	45.6	10
Museum	2021 (N=1422)	4.5	31.5	58.5	5.5
	2019 (N=1193)	4.3	46.2	49.5	0
	2017 (N=1579)	3.8	48.4	47.7	0
	2015 (N=1601)	2.9	42.2	54.7	0.2
	2013 (N=1636)	5.3	41.2	42	11.5

(continue)

%					
What is the condition of the recreational/leisure facilities in your district/settlement?		**Bad**	**Average**	**Good**	**Do not know/ Difficult to answer**
Library	2021 (N=1849)	4.8	39	49.7	6.6
	2019 (N=1736)	6.6	51.5	41.9	0
	2017 (N=1891)	5.2	53.9	40.8	0
	2015 (N=1902)	5.6	51.3	43	0.1
	2013 (N=2017)	8.8	49.7	31.3	10.1
Public Park	2021 (N=1560)	5.7	33.3	59	1.9
	2019 (N=1579)	5.6	41.2	53.1	0
	2017 (N=1873)	6.4	48.7	44.9	0
	2015 (N=1796)	6.2	42.9	50.7	0.2
	2013 (N=1679)	6.6	47.1	42.9	3.4
Playground	2021 (N=2366)	8.3	37.9	51.5	2.2
	2019 (N=2233)	9.3	40.5	50.2	0
	2017 (N=2487)	7.3	53	39.7	0
	2015 (N=2442)	8.7	49.3	41.4	0.6
	2013 (N=2421)	10.7	48.1	39.3	1.9
Other Sports Infrastructure	2021 (N=795)	6.2	22.7	67.3	3.9
	2019 (N=810)	5.5	48	46.5	0
Culture House/Village Club	2021 (N=1039)	11	30.6	52.6	5.8
	2019 (N=813)	12.6	48.2	39.2	0
	2017 (N=918)	8.9	55.7	35.5	0
	2015 (N=1447)	11.5	54.3	32.7	1.5
	2013 (N=1356)	17.6	47.3	25.3	9.7
Monument of Cultural Heritage of Local Importance	2021 (N=760)	11.5	21.1	63.7	3.7
	2019 (N=959)	14.2	49.7	36.1	0
Public Square	2021 (N=1435)	3.6	28.6	67	0.8
	2019 (N=1455)	13.5	40.2	46.2	0
Cinema	2021 (N=543)	8.4	23.1	62.7	5.8
Other	2021 (N=2)	0	0	100	0
	2019 (N=10)	0	28.4	71.6	0

Water Supply

The survey participants were also asked to assess utility infrastructure. Throughout all five rounds of the survey, the majority of respondents confirmed having access to a central water supply (2021 – 78.6%; 2019 – 75.2%; 2017 – 72.2%; 2015 – 69.4%; 2013 – 67.9%). Notably, the share of respondents with access to a central water supply has been increasing since 2013 (67.9%), reaching 78.6% in 2021 (see Table #40).

Table #40 – Access to a Central Water Supply

	%				
Do you have access to a central water supply	**2021 (N=3400)**	**2019 (N=3400)**	**2017 (N=3400)**	**2015 (N=3400)**	**2013 (N=3400)**
Yes	78.6	75.2	72.2	69.4	67.9
No	21.2	24.7	27.7	30.6	31.8
No answer/Do not know/Difficult to answer	0.2	0.1	0.1	0	0.3

The respondents who had access to a central water supply were also asked to assess the quality of the supplied water. A significant majority of them confirmed that the supplied water was suitable for drinking. In 2017, 87.9% believed that the water quality was suitable for drinking after which their share decreased in 2019 (80.4%) before recovering in 2021 to 84.4% (see Table #41).

Table #41 – Quality of Centrally-supplied Water

	%				
Do you use centrally-supplied water for drinking?	**2021 (N=2672)**	**2019 (N=2558)**	**2017 (N=2455)**	**2015 (N=2359)**	**2013 (N=2310)**
Yes	84.4	80.4	87.9	79.3	76.5
Partially	10.9	8.2	7.6	11.3	9.9
No	4.2	9.6	4	9	12.8
No answer/Do not know/Difficult to answer	0.5	1.8	0.5	0.4	0.8

Throughout all five rounds of the survey, the majority of respondents, living in rural as well as urban areas, believed that the centrally-supplied water was suitable for drinking (urban: 2021 – 87.5%; 2019 – 78.9%; 2017 – 79.2%; 2015 – 74.8%; 2013 – 67.1% / rural: 2021 – 73.2%; 2019 – 67.6%; 2017 – 86.8%; 2015 – 66.9%; 2013 – 64.7%). The share of the urban population believing that centrally-supplied water was good for drinking has been higher than among the rural population since 2013, except for 2019. It is also notable that assessments of the water quality have been higher in Tbilisi than in other urban or rural areas over the covered period (see Table #42).

Table #42 - Quality of Centrally-supplied Water by Type of Settlement (Urban/Rural)

Do you use centrally-supplied water for drinking?		Yes %	Partly %	No %	No answer/Do not know/Difficult to answer %
2021 (N=2672)	Tbilisi	96.2	3.8	0	0
	Other Urban	87.5	9.3	3.1	0.1
	Rural	73.2	17.3	8.2	1.3
	Georgia	84.4	10.9	4.2	0.5
2019 (N=2558)	Tbilisi	91	5.8	1.9	1.3
	Other Urban	78.9	11.7	7.4	1.9
	Rural	67.7	12.5	17.5	2.3
	Georgia	80.4	9.6	8.2	1.8
2017 (N=2455)	Tbilisi	95.8	2.4	1.2	0.6
	Other Urban	79.2	14.6	6.1	0.1
	Rural	86.8	6.6	5.9	0.7
	Georgia	87.9	7.6	4	0.5
2015 (N=2359)	Tbilisi	93	3.5	3	0.6
	Other Urban	74.8	14.6	10.6	0
	Rural	66.9	17.6	14.9	0.6
	Georgia	79.3	11.3	9	0.4
2013 (N=2310)	Tbilisi	94.1	0.9	4.1	0.9
	Other Urban	67.1	19	13	0.9
	Rural	64.7	20.9	13.8	0.6
	Georgia	76.5	12.8	9.9	0.8

Positive dynamics can be observed between 2019 and 2021 in water quality assessment in high mountain settlements. The share of respondents in high mountain settlements to believe that centrally-supplied water was suitable for drinking increased from 73% in 2019 to 81.6% in 2021. A similarly positive tendency was observed in other types of settlement: 2019 – 80.9%; 2021 – 85.1% (see Table #43).

Table #43 - Quality of Centrally-supplied Water by Type of Settlement (High Mountain/Other)

Do you use centrally-supplied water for drinking? (%)	2021 (N=2672)			2019 (N=2558)		
	High mountain settlement	Other type of settlement	Georgia	High mountain settlement	Other type of settlement	Georgia
Yes	81.6	85.1	84.4	73	80.9	80.4
Partially	10.1	11.1	10.9	14.8	7.8	9.6
No	8.4	3.2	4.2	11.3	9.5	8.2
No answer/Do not know/Difficult to answer	0	0.6	0.5	0.9	1.8	1.8

The survey participants with access to centrally-supplied water were also asked to assess the frequency of supply. The majority of respondents in all five rounds confirmed having an uninterrupted supply (2021 – 72.3%; 2019 – 71.8%; 2017 – 78.6%; 2015 – 66.7%; 2013 – 64.7%). The share of respondents saying that they had an uninterrupted supply of water was at its highest in 2017 (78.6%) and at its lowest in 2013 (64.7%). In 2021, their share (72.3%) was higher compared to all other rounds except 2017 (see Table #44).

Table #44 – Frequency of Centrally-supplied Water

	%				
How often is centrally -supplied water available to you?	**2021 (N=2672)**	**2019 (N=2558)**	**2017 (N=2455)**	**2015 (N=2359)**	**2013 (N=2310)**
Almost always	72.3	71.8	78.6	66.7	64.7
Every day for a certain period of time	21.1	19.5	16.7	24.3	23.5
Several times a week	5.1	6.4	3.2	7.4	10.8
Once a week	0.8	0.8	0.8	1.3	0.5
Once in two weeks	0.2	0	0	0	0
Once a month	0.3	0.5	0.1	0.2	0.2
Less than once a month	0.1	0.6	0.5	0	0.2
No answer	0	0.3	0.1	0	0

The majority of respondents were satisfied with the schedule of centrally-supplied water (2021 – 71.6%; 2019 – 74.9%; 2017 – 80%; 2015 – 72%; 2013 – 68.1%). The level of satisfaction was highest in 2017 (80%) but then decreased in 2019 (74.9%) and 2021 (71.6%) (see Table #45).

Table #45 – Satisfaction with the Frequency of Centrally-supplied Water

	%				
Are you satisfied with the schedule of centrally-supplied water?	**2021 (N=2672)**	**2019 (N=2558)**	**2017 (N=2455)**	**2015 (N=2359)**	**2013 (N=2310)**
Water supply is almost always unsatisfactory	10.4	12.8	7.1	10.1	13.1
Water supply is unsatisfactory sometimes	18	12.3	12.9	17.9	18.9
Water supply is almost always satisfactory	71.6	74.9	80	72	68.1

In 2021, the share of respondents almost always satisfied with the schedule of centrally-supplied water was significantly higher in Tbilisi (84%) and other urban areas (80.9%) than in rural areas (48.9%). It is also notable that satisfaction with the frequency of water supply was at its lowest point in 2021 compared to the previous rounds (2019 – 61.3%; 2017 – 62.8%; 2015 – 53.2%; 2013 – 57.5%). The level of satisfaction has increased with respect to the water supply schedule in urban areas since 2013 (2021 – 80.9%; 2017 – 75.2%; 2015 – 65.1%; 2013 – 62.7%) with the only exception being in 2019 when it decreased to 68.3% (see Table #46).

Table #46 - Satisfaction with the Schedule of Centrally-supplied Water by Type of Settlement

Are you satisfied with the schedule of centrally-supplied water? (%)		Water supply is almost always unsatisfactory	Water supply is unsatisfactory sometimes	Water supply is almost always satisfactory
2021 (N=2672)	Tbilisi	5.6	10.4	84
	Other Urban	6	13.2	80.9
	Rural	20.8	30.3	48.9
	Georgia	10.4	18	71.6
2019 (N=2558)	Tbilisi	5	4.7	90.3
	Other Urban	19.1	12.6	68.3
	Rural	16.5	22.2	61.3
	Georgia	12.8	12.3	74.9
2017 (N=2455)	Tbilisi	3.1	2.5	94.4
	Other Urban	12.1	12.7	75.2
	Rural	6.7	30.4	62.8
	Georgia	7.1	12.9	80
2015 (N=2359)	Tbilisi	3.9	4.3	91.8
	Other Urban	9.8	24.7	65.1
	Rural	18.6	27.3	53.7
	Georgia	10.1	17.9	71.7
2013 (N=2310)	Tbilisi	8.2	10.7	81.1
	Other Urban	12.4	24.9	62.7
	Rural	20.2	22.2	57.5
	Georgia	13	18.8	68.1

Satisfaction with the schedule of water supply increased from 68.2% in 2019 to 74.1% in 2021 in high mountain settlements. A negative tendency was observed in other types of settlement as the satisfaction level decreased from 75.3% in 2019 to 70.9% in 2021 (see Table #47).

Table #47 - Satisfaction with the Schedule of Centrally-supplied Water by Type of Settlement (High Mountain/Other)

%	2021 (N=2672)			2019 (N=2558)		
Are you satisfied with the schedule of centrally-supplied water?	High Mountain Settlement	Other Type of Settlement	Georgia	High Mountain Settlement	Other Type of Settlement	Georgia
Water supply is almost always unsatisfactory	5.1	11.7	10.4	14.1	12.7	12.8
Water supply is unsatisfactory sometimes	20.8	17.3	18	17.7	12	12.3
Water supply is almost always satisfactory	74.1	70.9	71.6	68.2	75.3	74.9

The data disaggregated by region indicate that the significant majority of respondents in Imereti (90%), Racha-Lechkhumi-Kvemo Svaneti (84.7%), Tbilisi (84%), Samegrelo-Zemo Svaneti (82.5%), and Adjara (82.2%) regions are almost always satisfied with the frequency of the central water supply. Satisfaction with the schedule of the water supply was lower in Kvemo Kartli (47.2%) and Samtskhe-Javakheti (55.4%).

Satisfaction with the frequency of water supply has been quite high in Tbilisi (2021 - 84%; 2019 – 90.3%; 2017 – 94.4%; 2015 – 91.8%; 2013 – 81.1%), albeit with a notable decline between 2017 and 2021.

While the level of satisfaction with water supply was quite low in Imereti in all previous rounds (2019 – 47.3%; 2017 – 52.3%; 2015 – 36.5%; 2013 – 43.6%), it was among the highest among all regions in 2021 (90%).

In Kvemo Kartli region, the data show some fluctuation in the level of satisfaction with water supply frequency (2019 – 59.4%; 2017 – 72.8%; 2015 – 70.7%; 2013 – 56.4%), but reaching its lowest point in 2021 (47.2%) (see Table #48).

Table #48 - Satisfaction with the Schedule of Centrally-supplied Water by Region

%													
Are you satisfied with the schedule of centrally-supplied water?		**Tbilisi**	**Samegrelo-Zemo Svaneti**	**Guria**	**Adjara**	**Racha-Lechkhumi-Kvemo Svaneti**	**Imereti**	**Samtskhe-Javakheti**	**Shida Kartli**	**Mtskheta-Mtianeti**	**Kvemo Kartli**	**Kakheti**	**Georgia**
2021	Water supply is almost always unsatisfactory	5.6	6	9.2	5.2	4.4	1.7	18	11.7	16.2	19.5	14.6	10.4
	Water supply is unsatisfactory sometimes	10.4	11.5	10.8	12.6	10.9	8.3	26.6	19.6	27.3	33.3	20.5	18
	Water supply is almost always satisfactory	84	82.5	80	82.2	84.7	90	55.4	68.7	56.5	47.2	64.9	71.6
2019	Water supply is almost always unsatisfactory	5	0.7	13.3	6.8	11.1	35.2	19.8	16.5	9.9	16.1	23.6	12.8
	Water supply is unsatisfactory sometimes	4.8	9	21.7	7.3	16.7	17.4	15.7	12.4	22.5	24.5	20.9	12.3
	Water supply is almost always satisfactory	90.3	90.3	65	85.9	72.2	47.3	64.5	71.2	67.6	59.4	55.6	74.9
2017	Water supply is almost always unsatisfactory	3.1	0.6	3.4	3	0	34.9	6	5.7	14.9	4.2	7	7.1
	Water supply is unsatisfactory sometimes	2.5	11.5	6.9	8.5	7.1	12.9	8.4	45.3	17.9	23	28.5	12.9
	Water supply is almost always satisfactory	94.4	87.9	89.7	88.4	92.9	52.3	85.5	49.1	67.2	72.8	64.5	80
2015	Water supply is almost always unsatisfactory	3.9	16	2.9	9.9	0	13.1	8.2	6.3	23	12	22.9	10.1
	Water supply is unsatisfactory sometimes	4.3	21.1	29.4	9.4	0	50.4	18	20.9	11.5	16.5	33.6	17.9
	Water supply is almost always satisfactory	91.8	60.3	66.7	80.7	100	36.5	73.8	72.8	65.5	70.7	43.5	71.7
	No answer	0	2.6	0	0	0	0	0	0	0	0.8	0	0

(continue)

	%												
Are you satisfied with the schedule of centrally-supplied water?		**Tbilisi**	**Samegrelo-Zemo Svaneti**	**Guria**	**Adjara**	**Racha-Lechkhumi-Kvemo Svaneti**	**Imereti**	**Samtskhe-Javakheti**	**Shida Kartli**	**Mtskheta-Mtianeti**	**Kvemo Kartli**	**Kakheti**	**Georgia**
2013	Water supply is almost always unsatisfactory	8.2	5	18.9	7.3	8.3	26.8	5.8	15.5	25	19.1	10	13
	Water supply is unsatisfactory sometimes	10.7	5	40.5	17.4	16.7	29.6	20.3	22.6	16.7	24.5	30.5	18.8
	Water supply is almost always satisfactory	81.1	90	40.5	75.3	75	43.6	73.9	61.9	58.3	56.4	59.5	68.1

The majority of respondents to confirm having access to centrally-supplied water believed that the amount of water was sufficient for their household needs (2021 - 79.4%; 2019 – 85.1%; 2017 – 86.5%; 2015 – 79.2%; 2013 – 77.7%). The positive assessments of the amount of supplied water in 2021 dropped compared to 2017 and 2019 (see Table #49).

Table #49 – Satisfaction with the Amount of Centrally-supplied Water

%					
Is the amount of centrally-supplied water sufficient for your household needs?	**2021 (N=2672)**	**2019 (N=2558)**	**2017 (N=2455)**	**2015 (N=2359)**	**2013 (N=2310)**
Completely insufficient	4.2	3.6	3.3	5.3	8.1
Insufficient	15.8	11	10	14.7	13.8
Sufficient	51.5	45	44.6	48.4	44.8
Completely sufficient	27.9	40.1	41.9	30.9	32.9
No answer	0.7	0.3	0.1	0.8	0.3

The data for all five rounds show that the majority of respondents paid a water supply fee either according to the number of household members (2021 – 35.6%; 2019 – 40.3%; 2017 – 47.5%; 2015 – 49.7%; 2013 – 60.9%) or meter readings (2021 – 45.6%; 2019 – 38.5%; 2017 – 37%; 2015 – 31.5%; 2013 – 22.8%). A larger share of respondents paid their fees by the number of household members until 2019, after which the share of those paying service fees based on meter readings became more common (see Table #50).

Table #50 – Central Water Supply Service Fees

%					
Do you know how central water supply service fees are calculated?	**2021 (N=2672)**	**2019 (N=2558)**	**2017 (N=2455)**	**2015 (N=2359)**	**2013 (N=2310)**
According to number of household members	35.6	40.3	47.5	49.7	60.9
Based on meter readings	45.6	38.5	37	31.5	22.8

Since 2013, the majority of respondents confirmed that central water supply service fees were affordable (2021 – 66.3%; 2019 – 50.6%; 2017 – 65.5%; 2015 – 57.7%; 2013 – 50.2%). In 2021, 32.2% said that water supply service fees were "more affordable than not" and 34.1% mentioned that they were "fully affordable." It is notable that, in 2021, the share of respondents to think that water supply service fees were completely affordable significantly increased compared to the previous rounds (see Table #51).

Table #51 – Affordability of Central Water Supply Service Fees

%					
Are the central water supply service fees affordable for you?	**2021 (N=2672)**	**2019 (N=2558)**	**2017 (N=2455)**	**2015 (N=2359)**	**2013 (N=2310)**
Not affordable at all	3.9	3.1	2.5	7.1	8
More not affordable than affordable	11	14.3	16.1	16.9	24.4
More affordable than not affordable	32.2	56.1	64.9	57.7	50.2
Fully affordable	34.1	9.4	6.1	3.8	6
Not relevant/Do not pay service fee	16	14.3	0	0	0
No answer	2.7	2.8	4.8	11.4	9

In 2019, almost half of respondents in high mountain settlements (47.9%) mentioned that they did not pay a water supply service fee and over one-third (35.4%) said that the service fee was more affordable than not. In 2021, the affordability of water supply service fees increased in high mountain settlements as 40.3% mentioned that the fee was fully affordable. In 2019, the majority of respondents in the other types of settlement (57.4%) said that the water supply service fee was more affordable than not, while in 2021 a total of 35.4% said that service fees were more affordable than not and 32.6% described them as fully affordable (see Table #52).

Table #52 - Affordability of Central Water Supply Service Fees by Type of Settlement (High Mountain/Other)

%						
	2021 (N=2672)			**2019 (N=2558)**		
Are water supply service fees affordable for you?	**High Mountain Settlement**	**Other Type of Settlement**	**Georgia**	**High Mountain Settlement**	**Other Type of Settlement**	**Georgia**
Not affordable at all	3.4	4	3.9	1	3.2	3.1
More not affordable than affordable	1.3	13.4	11	2.9	15	14.3
More affordable than not affordable	19.4	35.4	32.2	35.4	57.4	56.1
Fully affordable	40.3	32.6	34.1	7.7	9.5	9.4
Not relevant/Do not pay service fee	31.7	12.2	16	47.9	12.2	14.3
No answer	3.8	2.3	2.7	5.1	2.7	2.8

In 2021, the data disaggregated by region indicated that the affordability of water supply service fees was highest in Guria (89.2%), Imereti (81.6%), Kvemo Kartli (80.9%), Shida Kartli (76.2%), and Samegrelo-Zemo Svaneti (74.5%) regions. The affordability of water supply service fees was confirmed by the fewest respondents in Tbilisi (57.1%) and Racha-Lechkhumi-Kvemo Svaneti (49.8%).

It is notable that the share of respondents in Tbilisi to confirm the affordability of water supply service fees increased from 2013 to 2019, while significantly dropping in 2021 (2021 – 57.1%; 2019 – 70.3%; 2017 – 63.3%; 2015 – 59.5%; 2013 – 46.6%).

In Racha-Lechkhumi-Kvemo Svaneti region, according to local residents, the affordability of water supply service fees increased between 2013 and 2015, and decreased between 2017 and 2021 (2021 – 49.8%; 2019 – 47.4%; 2017 – 57.1%; 2015 – 87.5%; 2013 – 63.6%).

The share of respondents to consider the water supply service fees affordable was at its highest in Guria (2021 – 89.1%; 2019 – 64.5%; 2017 – 72.4%; 2015 – 56.9%; 2013 – 77.8%) and Imereti (2021 – 81.6%; 2019 – 67.9%; 2017 – 77.6%; 2015 – 74.5%; 2013 – 59.6%) in 2021 (see Table #53).

Table #53 - Affordability of Central Water Supply Service Fees by Region

		%											
Are water supply service fees affordable for you?		**Tbilisi**	**Samegrelo-Zemo Svaneti**	**Guria**	**Adjara**	**Racha-Lechkhumi-Kvemo Svaneti**	**Imereti**	**Samtskhe-Javakheti**	**Shida Kartli**	**Mtskheta-Mtianeti**	**Kvemo Kartli**	**Kakheti**	**Georgia**
2021	Not affordable at all	10.4	0	2.3	0	6.6	0.6	9.7	0.6	1.1	1.1	4.5	3.9
	More not affordable than affordable	25	16.7	5.4	4.1	0.4	8.4	3.7	3	10	16.7	13.4	11
	More affordable than not affordable	38.4	50.5	54.3	15.6	0.9	33.5	27.7	27.4	30	50.7	30.2	32.2
	Fully affordable	18.7	24.1	34.9	45.6	48.9	48	33.3	48.8	30.7	30.1	31	34.1
	Not relevant/Do not pay service fee	1.3	7.9	1.6	33	35.4	9.5	23.2	19.5	25.2	0.7	19.4	16
	No answer	0	0	0.8	0	1.3	0	0.4	0	0	0	0.4	2.7
	Do not know/Difficult to answer	6.3	0.9	0.8	1.9	6.6	0	1.9	0.6	3	0.7	1.1	0
2019	Not affordable at all	5.4	0.8	4.8	1.1	0	3	2.5	0.6	0	1.9	1.3	3.1
	More not affordable than affordable	20.7	7.6	4.8	7.3	0	15.8	6.7	7.6	9.9	14.2	8	14.3
	More affordable than not affordable	58	64.4	50	48	21.1	63.8	41.7	64.7	23.9	58.1	53.1	56.1
	Fully affordable	12.3	6.8	14.5	10.2	26.3	4.2	9.2	11.2	5.6	5.8	5.8	9.4
	Not relevant/Do not pay service fee	1.7	18.9	21	28.8	52.6	10.2	35.8	12.9	59.2	15.8	29.2	14.3
	No answer	0.2	0	1.6	0.6	0	0	1.7	0	0	1.3	0	2.8
	Do not know/Difficult to answer	1.8	1.5	3.2	4	0	3	2.5	2.9	1.4	2.9	2.7	0
2017	Not affordable at all	4.5	0.6	3.4	0	0	1.7	4.8	1.3	1.5	1.2	0	2.5
	More not affordable than affordable	29.2	8.2	13.8	4.9	0	13.3	10.8	0.6	4.5	8.7	1.5	16.1
	More affordable than not affordable	61.1	76.6	72.4	67.7	42.9	66.4	59	68.6	31.3	75.2	63.5	64.9
	Fully affordable	2.2	3.2	0	10.4	14.3	11.2	6	20.1	6	6.9	7	6.1
	Not relevant/Do not pay service fee	0	7.6	3.4	6.1	28.6	6.6	8.4	3.8	38.8	3.6	9	0
	No answer	0	0	0	0.6	0	0	0	0	4.5	0	0.5	4.8
	Do not know/Difficult to answer	3	3.8	6.9	10.4	14.3	0.8	10.8	5.7	13.4	4.5	18.5	0

(continue)

Are water supply service fees affordable for you?		Tbilisi	Samegrelo-Zemo Svaneti	Guria	Adjara	Racha-Lechkhumi-Kvemo Svaneti	Imereti	Samtskhe-Javakheti	Shida Kartli	Mtskheta-Mtianeti	Kvemo Kartli	Kakheti	Georgia
		%											
2015	Not affordable at all	13.7	3.1	5.9	0.6	0	3.5	3.3	5.7	1.1	4.5	2.3	7.1
	More not affordable than affordable	25.5	12.9	5.9	9.9	12.5	10.3	8.3	19.5	11.5	18	3.8	16.9
	More affordable than not affordable	57.7	61.3	51	41.5	62.5	69.5	71.7	51.6	16.1	51.5	78.9	57.7
	Fully affordable	1.8	4.1	5.9	9.4	25	5	0	3.1	3.4	5.3	3.3	3.8
	Not relevant/Do not pay service fee	0	7.2	29.4	33.3	0	6.4	16.7	19.5	67.8	13.9	10.8	0
	No answer	0	0.5	0	0.6	0	0	0	0	0	0.8	0	11.4
	Do not know/Difficult to answer	1.3	10.8	2	4.7	0	5.3	0	0.6	0	6	0.9	0
2013	Not affordable at all	10.6	10.2	13.9	7.9	0	9.6	5.8	1.9	-	5.7	4.1	8
	More not affordable than affordable	38.8	10.2	8.3	27.5	0	15.6	15.9	12.2	20.8	17.2	11	24.4
	More affordable than not affordable	41.2	53.4	72.2	33.1	45.5	56.7	49.3	67.9	54.2	53.5	68	50.2
	Fully affordable	5.5	4.2	5.6	9	18.2	2.9	4.3	7.1	4.2	7.4	8.7	6
	Not relevant/Do not pay service fee	0	22	0	19.1	27.3	14.3	23.2	7.7	14.6	12.8	7.8	0
	No answer	0	0	0	1.7	0	0	0	0	2.1	1.3	0	9
	Do not know/Difficult to answer	4	0	0	1.7	9.1	1	1.4	3.2	4.2	2	0.5	0

In 2019 and 2021, the majority of respondents (2021 – 72.1%; 2019 – 76.9%) expressed trust towards the central water supply service, though the share slightly decreased in 2021 (see Table #54).

Table #54 – Trust in the Central Water Supply

Do you trust the central water supply service in your settlement/district?	2021 (N=2672)	2019 (N=2558)
	%	
Completely do not trust	1.5	2.1
Do not trust	5.6	6.3
Neither do not trust nor trust	19.1	12.9
Trust	63.4	71.3
Completely trust	8.7	5.6
No answer/Do not know/Difficult to answer	1.8	1.8

During the interviews, representatives of Kvemo Kartli regional administration and local self-government mentioned that the supply of high-quality (drinkable) water posed a major challenge in the region. Rehabilitation of the water supply system had been initiated two years prior to the interviews and was still underway, covering high mountain settlements and remote areas. One respondent noted:

“One of the priorities was to rehabilitate drinkable water supply system in 8 villages near Algeti that became operative last year and cost over GEL 3,500,000” (representative of local self-government, Kvemo Kartli).

Irrigation Systems of Local Importance

According to the results of all five rounds of the survey, the majority of respondents confirmed the existence of a central irrigation system in their settlement with some minor fluctuation in the percentages over time: 2021 - 63%; 2019 – 66.1%; 2017 – 63.6%; 2015 – 61.6%; 2013 – 63.9% (see Table #55).

Table #55 – Access to Central Irrigation System

%					
Is there a central irrigation system in your settlement?	**2021 (N=3400)**	**2019 (N=3400)**	**2017 (N=3400)**	**2015 (N=3400)**	**2013 (N=3400)**
Yes	8.3	10.3	6.9	10.3	7.8
No	63	66.1	63.6	61.6	63.9
No need/Not relevant	24.3	17.9	25.7	25.6	23
No answer/Do not know/Difficult to answer	4.3	5.7	4	2.5	5.3

In 2021 as well as in 2019, the majority of respondents living in high mountain settlements said that there was not a central irrigation system in their settlement. Moreover, the share of those confirming the existence of such a system decreased in 2021 compared to 2019 (2021 – 1.8%; 2019 – 10.6%). A slight decrease was observed in the share of respondents without access to an irrigation system in other types of settlement (2021 – 58.3%; 2019 – 64.6%). The share of those having access to the system remained unchanged (2021 – 9.7%; 2019 – 10.3%) (see Table #56).

Table #56 - Access to the Central Irrigation System by Type of Settlement (High Mountain/Other)

%						
Is there a central irrigation system in your settlement?	**2021 (N=3400)**			**2019 (N=3400)**		
	High Mountain Settlement	**Other Type of Settlement**	**Georgia**	**High Mountain Settlement**	**Other Type of Settlement**	**Georgia**
Yes	1.8	9.7	8.3	10.6	10.3	10.3
No	84.4	58.3	63	83.2	64.6	66.1
No need/Not relevant	6.2	28.4	24.3	3.1	19.3	17.9
No answer/Do not know/Difficult to answer	7.6	3.6	4.3	3.1	5.9	5.7

The results of five rounds of the survey indicated that fewer respondents who had access to an irrigation system in their settlement believed that the system was functioning well in 2021 than in previous years. In 2013-2019, the majority of survey participants (66.5%-74.3%) believed that the system was fully functional. In 2021, the share decreased to 45.6% while 44.5% said that the system was malfunctioning (see Table #57).

Table #57 – Operation of the Central Irrigation System

	%				
Is the central irrigation system functional?	**2021 (N=281)**	**2019 (N=352)**	**2017 (N=236)**	**2015 (N=352)**	**2013 (N=265)**
Completely malfunctional	5.3	2.4	0.4	5.1	2.3
Malfunctional	39.2	16.7	16.9	26.7	26.5
Functional	42	61.5	70.2	59.1	60.9
Completely functional	3.6	12	4.1	7	5.6
Do not know/Difficult to answer	9.9	7.3	8.4	2.2	4.7

The survey participants confirming the existence of a central irrigation system in their settlement also assessed the affordability of the service fee. The majority of them thought that the service fee was affordable or cheap (2021 – 53.4%; 2019 – 56.2%; 2017 – 72.2%; 2015 – 54.6%; 2013 – 57.9%). The share of those holding such a view was at its lowest in 2021 (53.4%) compared to the previous rounds, though it is also notable that over one-third of respondents (35.2%) were reluctant to provide an assessment (see Table #58).

Table #58 – Affordability of the Central Irrigation System Service Fee

	%				
Is the central irrigation system service fee affordable?	**2021 (N=281)**	**2019 (N=352)**	**2017 (N=236)**	**2015 (N=349)**	**2013 (N=265)**
Very expensive	1	2	0.3	8	1.9
Expensive	10.5	12.6	6.6	20	13
Affordable	45.6	47	65.6	40.6	47.9
Cheap	7.8	9.1	6.6	13.9	10.1
No answer/Do not know/Difficult to answer	35.2	29.2	20.9	17.4	27.2

The respondents were also asked to declare the level of trust they held towards the irrigation system service in their settlement. In 2019, a significant majority of respondents (70.8%) said they trusted the service. In 2021, their share decreased to 43.5% (see Table #59).

Table #59 – Trust in the Central Irrigation System

	%	
Do you trust the central irrigation system?	**2021 (N=281)**	**2019 (N=352)**
Do not trust at all	2	0.9
Do not trust	16.7	7.5
Neither do not trust nor trust	24.9	10.2
Trust	39.5	64.6
Completely trust	3.9	6.2
No answer/Do not know/Difficult to answer	12.9	10.6

Kvemo Kartli is an agricultural region and the provision of irrigation services to villages here represents a major challenge. During the interview, the local expert mentioned that the irrigation system in Bolnisi municipality was privatized and that services were provided for a certain fee, making the service less accessible for community members. A representative of Marneuli municipality stated that the central government was responsible for managing the “main” (central) irrigation system, outlining:

> *“There is a problem, but it is beyond the mandate of the Mayor’s Office of Marneuli Municipality. The United Water Supply Company of Georgia is working on the central irrigation system, but there is much more to be done” (representative of the Mayor’s Office of Marneuli Municipality).*

During the interview it was also highlighted that the private company responsible for rehabilitating the water supply system in Marneuli municipality (following an international tender) had failed to fulfill its obligations. The contract with the company had been terminated and documents were being prepared to announce a new competition. Delays in the rehabilitation of the water supply system had caused dissatisfaction among the local population.

Sewage System

In 2021, more respondents confirmed having access to a sewage system compared to all previous rounds (see Table #60).

Table #60 – Access to a Central Sewage System

	%				
Is there a sewage system in your settlement?	**2021 (N=3400)**	**2019 (N=3400)**	**2017 (N=3400)**	**2015 (N=3400)**	**2013 (N=3400)**
Yes	55.1	53	51.2	52.3	49.6
No	44.6	46.5	47.7	47.7	50.4
No answer/Do not know/Difficult to answer	0.3	0.4	1	0	0

According to the results of all five rounds of the survey, the absolute majority of respondents to confirm the existence of a sewage system in their settlement also confirmed that their home was connected to the system. In 2021, 95% said that their home was connected to the central system compared to 90% in 2013 (see Table #61).

Table #61 – Connection of Home to Central Sewage System

	%				
Is your home connected to the central sewage system?	**2021 (N=1871)**	**2019 (N=1804)**	**2017 (N=1658)**	**2015 (N=1779)**	**2013 (N=1685)**
Yes	95	96.6	96.8	95.5	90
No	4.5	3.2	3	4.4	10
No answer/Do not know/Difficult to answer	0.5	0.2	0.2	0	0

According to the majority of service users, the system was functioning properly (58.3%-79.3%). The most positive assessment was recorded in 2017 (79.3%) with a subsequent decrease in 2019 (65.3%) and 2021 (67.1%) (see Table #62).

Table #62 – Operation of the Central Sewage System

	%				
Is the sewage system in your settlement functional?	**2021 (N=1767)**	**2019 (1742)**	**2017 (N=1686)**	**2015 (N=1700)**	**2013 (N=1561)**
Completely malfunctional	3.6	7.8	2.7	6.3	4.4
Partly functional	27.9	25.7	17.6	19.6	20.4
Completely functional	67.1	65.3	79.3	73.1	75.1
No answer/Do not know/Difficult to answer	1.4	1.2	0.4	1	0.2

In 2019 and 2021, respondents were asked to determine their level of trust toward the sewage system service in their settlement. The majority trusted the service (2021 – 73.7%; 2019 – 76.1%) (see Table #63).

Table #63 – Trust in the Central Sewage System Service

	%	
Do you trust the central sewage system service in your settlement?	**2021 (N=1767)**	**2019 (N=1742)**
Do not trust at all	0	1
Do not trust	3.6	8
Neither do not trust nor trust	20.4	11.4
Trust	63.8	68.3
Completely trust	9.9	7.8
No answer/Do not know/Difficult to answer	2.2	3.6

Electricity

According to the results of all five rounds of the survey, the absolute majority of respondents (94.3%-98.2%) enjoyed an uninterrupted supply of electricity throughout the three months preceding the survey, peaking in 2021 (98.2%) (see Table #64).

Table #64 – Supply of Electricity for the Last Three Months

	%				
How frequent has the electricity supply been for the last three months?	**2021 (N=3400)**	**2019 (N=3400)**	**2017 (N=3400)**	**2015 (N=3400)**	**2013 (N=3400)**
24 hours	98.2	94.7	97.9	93.8	94.3
Not scheduled, often goes off	1.4	4.5	1.6	5	5.3
Scheduled – several hours per day	0.2	0.1	0	0.8	0.3
Scheduled – several times a week	0.1	0	0.1	0.4	0
Scheduled – several times a month	0	0	0	0	0
No answer/Do not know/Difficult to answer	0	0.1	0.3	0	0.1

According to the results of all five rounds of the survey, the majority of respondents were satisfied with the quality of supplied electricity in winter (2021 – 95.9%; 2019 – 89.3%; 2017 – 96.7%; 2015 – 92.9%; 2013 – 92%). The positive assessment given in 2021 was slightly lower than in 2017.

A similar tendency was observed in other seasons as well, as the absolute majority of survey participants were satisfied or very satisfied with the quality of supplied electricity (2021 – 95.2%; 2019 – 93.7%; 2017 – 98.4%; 2015 – 95.9%; 2013 – 94.5%).

The results of all five rounds of the survey indicated that the majority of respondents were satisfied or very satisfied with the electricity supply service (2021 – 94.2%; 2019 – 90.9%; 2017 – 92.6%; 2015 – 87.8%; 2013 – 87.2%) with the peak coming in 2021 (see Table #65).

Table #65 – Satisfaction with the Quality of Supplied Electricity and Service

%					
Are you satisfied with the quality of supplied electricity in winter?	**2021 (N=3400)**	**2019 (N=3400)**	**2017 (N=3400)**	**2015 (N=3400)**	**2013 (N=3400)**
Very dissatisfied	0.6	1.3	0.3	0.3	1.9
Dissatisfied	3.2	8	2.9	6.5	5.9
Satisfied	71.6	75	75.8	73.2	74
Very satisfied	24.2	14.3	20.9	19.7	18
No answer/Do not know/Difficult to answer	0.3	1.4	0.2	0.3	0.1
Are you satisfied with the quality of supplied electricity in other seasons?	**2021 (N=3395)**	**2019 (N=3400)**	**2017 (N=3395)**	**2015 (N=3400)**	**2013 (N=3400)**
Very dissatisfied	0.6	1.1	0.1	0.4	1.9
Dissatisfied	3.5	4.4	1.4	3.5	3.4
Satisfied	69.2	78.2	74.5	72.7	74.4
Very satisfied	26.2	15.5	23.9	23.2	20.1
No answer/Do not know/Difficult to answer	0.4	0.8	0.2	0.3	0.2
Are you satisfied with the service related to electricity supply?	**2021 (N=3400)**	**2019 (N=3400)**	**2017 (N=3400)**	**2015 (N=3400)**	**2013 (N=3400)**
Very dissatisfied	0.3	0.3	0.1	0.6	2.4
Dissatisfied	2.8	4.9	2.4	7	4.9
Satisfied	78.5	80.1	75.7	69	72.2
Very satisfied	15.7	10.8	16.9	18.8	15
No answer/Do not know/Difficult to answer	2.7	3.9	4.9	4.5	5.6

In 2019 and 2021, the majority of respondents trusted the service supplying electricity (2021 - 88%; 2019 - 89.3%) (see Table #66).

Table #66 – Trust in the Service Supplying Electricity

%		
Do you trust the service supplying electricity?	**2021 (N=3400)**	**2019 (N=3400)**
Do not trust at all	0.1	0.5
Do not trust	1.2	2.6
Neither do not trust nor trust	9.3	5.6
Trust	77.2	81.1
Completely trust	10.8	8.2
No answer/Do not know/Difficult to answer	1.5	2

Central Gas Supply System

According to all five rounds of the survey, the majority of respondents (70.1%-88.8%) confirmed the existence of a central gas supply in their settlement, with the largest share coming in 2021 (88.8%).

The share of respondents (96.2%) to confirm having access to a central gas supply was largest in 2021, compared to previous rounds (2019 – 95.5%; 2017 – 93.5%; 2015 – 92%; 2013 – 75.3%). This figure gradually increased from 2013 onwards.

The majority of respondents were satisfied with the quality of supplied gas. Their share was largest in 2021 across the covered period (2021 – 96.5%; 2019 – 84.8%; 2017 – 87.3%; 2015 – 95%; 2013 – 93.2%).

The majority of respondents were also satisfied with the service. Indeed, a positive assessment of the gas supply service was expressed throughout all five rounds of the survey (2021 – 94.4%; 2019 – 86.8%; 2017 – 90.4%; 2015 – 90.8%; 2013 – 86%) (see Table #67).

Table #67 – Satisfaction with the Quality of Supplied Gas and Service

	%				
Are you satisfied with the quality of supplied gas?	**2021 (N=2905)**	**2019 (N=2800)**	**2017 (N=2574)**	**2015 (N=2195)**	**2013 (N=1780)**
Very dissatisfied	0.8	1.8	1.4	0.5	1.8
Dissatisfied	2.1	12.6	10.3	4.1	4.7
Satisfied	75.9	73.5	71.9	79.1	76.6
Very satisfied	20.6	11.3	15.5	15.9	16.6
No answer/Do not know/Difficult to answer	0.5	0.8	0.9	0.5	0.3
Are you satisfied with the service supplying gas?	**2021 (N=2905)**	**2019 (N=2800)**	**2017 (N=2574)**	**2015 (N=2195)**	**2013 (N=1780)**
Very dissatisfied	0.4	0.9	0.4	0.1	1.3
Dissatisfied	1.5	4.6	2.8	1.9	3
Satisfied	77.8	75.9	76.1	76.9	71.8
Very satisfied	16.6	10.9	14.3	13.9	14.3
No answer/Do not know/Difficult to answer	3.7	7.7	6.4	7.2	9.6

In 2021, the majority of respondents were satisfied with the quality of supplied gas in high mountain settlements (97%) as well as in other types of settlement (96.5%). While the level of satisfaction remained almost the same in high mountain settlements compared to 2019 (94.8%), there was a significant increase among respondents living in other types of settlement (84.5%) (see Table #68).

Table #68 - Satisfaction with the Quality of Supplied Gas by Type of Settlement (High Mountain/Other)

%						
Are you satisfied with the quality of supplied gas?	2021 (N=2905)			2019 (N=2800)		
	High Mountain Settlement	Other Type of Settlement	Georgia	High Mountain Settlement	Other Type of Settlement	Georgia
Very dissatisfied	1.7	0.7	0.8	0.5	1.8	1.8
Dissatisfied	1.4	2.2	2.1	4	12.9	12.6
Satisfied	88.7	74.1	75.9	89.5	72.9	73.5
Very satisfied	8.3	22.4	20.6	5.3	11.6	11.3
No answer/Do not know/Difficult to answer	0	0.6	0.5	0.8	0.8	0.8

In 2019 and 2021, the absolute majority of survey participants trusted the service supplying gas (2021 – 88.8%; 2019 – 87.1%). Their share was larger in 2021 compared to 2019 (see Table #69).

Table #69 – Trust in the Service Supplying Gas

%		
Do you trust the service supplying gas?	2021 (N=2904)	2019 (N-2800)
Do not trust at all	0,1	0.7
Do not trust	0.7	3.5
Neither do not trust nor trust	8.6	6.6
Trust	75.2	78.6
Completely trust	13.6	8.5
No answer/Do not know/Difficult to answer	1.8	2.1

Waste Management

In all five rounds of the survey, the majority of respondents confirmed that waste was collected on a regular basis from their settlement/district with a gradual increase from 59% in 2013 to 90.9% in 2021 (2021 – 90.9%; 2019 – 89.6%; 2017 – 78.7%; 2015 – 73.5%;; 2013 – 59%).

The majority of respondents confirmed that waste was collected on a daily basis. Notably, the share of respondents indicating the existence of daily collection of waste was larger in 2013-2017 (2017 – 57.5%; 2015 – 51.1%; 2013 – 57.3%) than in 2019-2021 (2021 – 49.7%; 2019 – 49.7%). In 2019 and 2021, many survey participants said that waste was collected every second day (2021 – 25.4%; 2019 – 25.6%).

The majority of respondents were satisfied with waste collection services, though their share decreased in 2021 compared to previous years (2021 – 83.5%; 2019 – 90.7%; 2017 – 89.2%; 2015 – 87.8%; 2013 – 85.8%) (see Table #70).

Table #70 – Waste Collection: Practice, Frequency, and Satisfaction with the Service

%					
Is waste collected from your settlement/district?	**2021 (N=3400)**	**2019 (N=3400)**	**2017 (N=3400)**	**2015 (N=3400)**	**2013 (N=3400)**
Yes	90.9	88.6	78.7	73.5	59
No	5.5	10.9	21	26.5	40.4
No answer/Do not know/Difficult to answer	2.5	0.5	0.3	0	0.6
How often is waste collected from your settlement/district?	**2021 (N=3092)**	**2019 (N=3045)**	**2017 (N=2675)**	**2015 (N=2499)**	**2013 (N=2005)**
Every day	49.7	49.7	57.5	51.2	57.3
Every second day	25.4	21	13.1	11.9	11.5
Once a week	18.8	20.3	22.8	31	24.5
Once in two weeks	0.9	1.2	1.3	1.3	0.8
Once in a month	0.3	0.4	0.7	0.3	0.6
Rarer than once in a month	0.1	0	0.1	0	0.3
No answer/Do not know/Difficult to answer	4.8	7.3	4.4	4.1	5
Are you satisfied with the waste collection service?	**2021 (N=3092)**	**2019 (N=3045)**	**2017 (N=2675)**	**2015 (N=2499)**	**2013 (N=2005)**
Very dissatisfied	1.3	0.4	0.3	0.7	1.8
Dissatisfied	4.4	3.2	2.2	2.7	4.3
Neither dissatisfied nor satisfied	10.9	5.1	7.6	7.4	7.6
Satisfied	71.7	77.1	72.1	70.6	64.7
Very satisfied	11.8	13.6	17.1	17.2	21.1
No answer/Do not know/Difficult to answer	0	0.6	0.7	1.4	0

In 2021, the share of respondents living in high mountain settlements confirming that waste collection services were provided in their settlement increased by 10.9% compared to 2019 (84.5%). The share of respondents living in other types of settlement confirming access to waste collection services remained unchanged (2021 - 90%; 2019 - 89.9%).

In 2021, compared to 2019, satisfaction with waste collection services decreased among the population living in high mountain settlements as well as in other types of settlement (see Table #71).

Table #71 – Satisfaction with Waste Collection Service by Type of Settlement (High Mountain/Other)

%						
Are you satisfied with the waste collection service?	2021 (N=3092)			2019 (N=3045)		
	High Mountain Settlement	Other Type of Settlement	Georgia	High Mountain Settlement	Other Type of Settlement	Georgia
Very dissatisfied	1.2	1.3	1.3	1.1	0.4	0.4
Dissatisfied	2.6	4.7	4.4	2.4	3.2	3.2
Neither dissatisfied nor satisfied	7	11.7	10.9	4.2	5.1	5.1
Satisfied	85.7	67.3	71.7	80.8	76.8	77.1
Very satisfied	3.2	13.6	11.8	11.4	13.8	13.6
No answer/Do not know/Difficult to answer	0.3	1.5	1.3	0.1	0.6	0.6

The survey participants named the following three reasons as contributing to their dissatisfaction with the waste collection service throughout all rounds of survey: regularity (2021 – 37.9%; 2019 – 39.9%; 2017 – 66.6%; 2015 – 45.6%; 2013 – 41.4%), quality (2021 – 25.5%; 2019 – 27.2%; 2017 – 16.8%; 2015 – 20.2%; 2013 – 14.6%) and adherence to hygiene norms (2021 – 27.3%, 2019 – 17.6%, 2017 – 7.3%, 2015 – 15.1%, 2013 – 20.6%). In 2021, the share of respondents dissatisfied with the quality of the service is larger compared to previous rounds except for 2019.

The respondents living in Tbilisi and other urban areas were equally dissatisfied with the regularity (Tbilisi – 30.2%; other urban – 30.1%), quality (Tbilisi – 31.5%; other urban – 31.1%), and adherence to hygiene norms (Tbilisi – 32.5%; other urban – 30.6%) of the waste collection service, while in rural areas regularity posed the most important challenge (52.6%). It is notable that in 2017 and 2019, the shortcomings regarding the regularity of waste collection were more pronounced in Tbilisi (2019 - 40.9%; 2017 - 66.7%) and other urban areas (2019 - 47.4%; 2017 - 80.6%) than in rural settlements (2019 – 33.7%; 2017 - 48%). In 2013 and 2015, Tbilisi residents were mainly concerned with the quality of service (2015 - 44.8%; 2013 – 32.4%). In 2013, the service fee was also named as a major challenge by respondents living in Tbilisi and rural areas (Tbilisi – 21.9%; rural – 16%), the importance of which significantly decreased in Tbilisi (4.3%) and almost disappeared in rural settlements (0%) by 2021 (see Table #72).

Table #72 – Reasons for Dissatisfaction with Waste Collection Service by Type of Settlement (Urban/Rural)

What is the reason for your dissatisfaction with the waste collection system?		% Regularity	Quality	Hygiene norms	Service fee	Waste bins are far/available only on main streets
2021 (N=3092)	Tbilisi	30.2	31.5	32.5	4.3	1.5
	Other Urban	30.1	31.1	30.6	3.7	0
	Rural	52.6	14.6	19.9	0	6.6
	Georgia	37.9	25.5	27.3	2.5	2.6
2019 (N=3045)	Tbilisi	40.9	31.3	13.7	10.4	3.7
	Other Urban	47.4	22.2	22	0	2.2
	Rural	33.7	26.1	18.8	0	5.4
	Georgia	39.9	27.2	17.6	4.1	4
2017 (N=2675)	Tbilisi	66.7	0	16.1	0	0
	Other Urban	80.6	11.5	4.5	0	0
	Rural	48	29.9	7.8	0.3	2.6
	Georgia	66.6	16.8	7.3	0.1	0.9
2015 (N=2499)	Tbilisi	27.3	44.8	14.9	4.9	0
	Other Urban	61.4	8.3	30.3	0	0
	Rural	51.6	6.8	6.5	0	6.4
	Georgia	45.6	20.2	15.1	1.7	2.7
2013 (N=2005	Tbilisi	20.8	32.4	7.3	21.9	17.6
	Other Urban	53.7	10	25.5	3	2.8
	Rural	32.3	6.2	22.9	16	10
	Georgia	41.4	14.6	20.6	10.2	7.9

According to the results of all five rounds of the survey, the waste collection service fee was “affordable” or “more-or-less affordable” for the majority of respondents (2021 – 69.8%; 2019 – 62.3%; 2017 – 70.4%; 2015 – 68.5%; 2013 – 69.3%). The share of respondents to consider the service fee affordable was largest in 2021 (see Table #73).

Table #73 – Affordability of Waste Collection Service Fee

Is the waste collection service fee affordable for you?	% 2021 (N=3071)	2019 (N=3045)	2017 (N=2675)	2015 (N=2499)	2013 (N=2005)
Not affordable at all	1.6	1.4	2.2	5.7	11.3
More-or-less affordable	24.6	19	32.2	26.2	40.2
Affordable	45.2	43.3	38.2	42.3	29.1
Not relevant	22.8	31.2	23.6	20.4	14.6
No answer/Do not know/Difficult to answer	5.4	5	3.6	5.3	4.4

In 2019 and 2021, the absolute majority of survey participants trusted the waste collection service (2021 – 81.2%; 2019 – 91.6%), though fewer respondents expressed trust in it in 2021 (see Table #74).

Table #74 – Trust in the Waste Collection Service

%		
Do you trust the waste collection service?	**2021 (N=3092)**	**2019 (N=3045)**
Do not trust at all	0.8	0.3
Do not trust	2.5	0.9
Neither do not trust nor trust	13.1	5.5
Trust	72.2	81.3
Completely trust	9	10.3
No answer/Do not know/Difficult to answer	2.4	1.8

In 2019 and 2021, many respondents confirmed that there was a waste disposal site in their municipality (2021 – 40.8%; 2019 – 39.6%), while over one-third said there was none (2021 – 33.2%; 2019 – 37.5%). It is also notable that large proportions of respondents did not answer the question (2021 – 25.9%; 2019 – 22.5%).

According to field experts, no standards had been established to assess the performance of municipalities in providing waste collection services, although general guidelines were available. The Georgian legislation obliges municipalities to develop five-year action plans on waste management. These action plans define specific activities to be carried out (distribution of waste bins, procurement of waste collection trucks, etc.). Unfortunately, these plans are rarely fulfilled, largely as they demand more advanced administrative resources and increased service fees. The results of the qualitative research also showed that local community members generally did not believe that the collected waste was being disposed in specially designated areas and was thus causing environmental pollution.

Public Area Cleaning

According to the results of all rounds of the survey, the majority of respondents confirmed that the streets were cleaned on a daily basis (2021 – 71.2%; 2019 – 73.4%; 2017 – 78.5%; 2015 – 80.1%; 2013 – 79.1%). It is notable that fewer respondents in 2021 confirmed this practice compared to some of the previous years.

The majority of respondents were satisfied with the public area cleaning service (2021 – 81.1%; 2019 – 89%; 2017 – 91.8%; 2015 – 86%; 2013 – 82.9%). Meanwhile, the level of satisfaction with the provided service slightly decreased in 2021 (see Table #75).

Table #75 –Street Cleaning Schedule and Satisfaction with the Service

	%				
How often are streets cleaned?	**2021 (N=1763)**	**2019 (N=1788)**	**2017 (N=1780)**	**2015 (N=1605)**	**2013 (N=1360)**
Every day	71.2	73.4	78.5	80.1	79.1
Every second day	12.6	6.4	5.5	6.5	5.7
Once a week	5.3	7.2	8.1	6.4	5.4
Once in two weeks	1.6	1.9	0.5	0.8	1.5
Once a month	1	2.5	0.8	1.3	1.1
Rarer than once a month	0.9	3.2	1.1	0.9	0.9
No answer/Do not know/Difficult to answer	7.4	5.5	5.5	4.1	6.4
Are you satisfied with the street cleaning service?	**2021 (N=1763)**	**2019 (N=1788)**	**2017 (N=1780)**	**2015 (N=1605)**	**2013 (N=1360)**
Very dissatisfied	0.5	0.5	0.4	0.5	1.7
Dissatisfied	4.5	2	1	2.3	2.4
Neither dissatisfied nor satisfied	13.9	8.3	6.5	9.7	12.3
Satisfied	68.3	76.2	75.9	68.1	57.2
Very satisfied	12.8	12.8	15.9	17.9	25.7

The survey participants named the following three factors as contributing to their dissatisfaction with the street cleaning service: quality (2021 – 45.1%; 2019 – 31.6%; 2017 – 30.2%; 2015 – 35.4%; 2013 – 37.4%), regularity (2021 – 21.2%; 2019 – 31.6%; 2017 – 41.7%; 2015 – 22.7%; 2013 – 28.5%) and Adherence to hygiene norms (2021 – 20.1%; 2019 – 15.9%; 2017 – 19%; 2015 – 21.4%; 2013 – 20%). Dissatisfaction with quality and shortcomings in hygiene were highlighted in 2021, while regularity was named as a less important challenge compared to previous years.

In 2019 and 2021, the large majority of respondents trusted the street cleaning service (2021 – 78.6%; 2019 – 88.8%), though their share decreased by 10 percentage points in 2021 compared to 2019 (see Table #76).

Table #76 – Trust in the Street Cleaning Service

	%	
Do you trust the street cleaning service?	**2021 (N=1763)**	**2019 (N=1788)**
Do not trust at all	0.1	0.2
Do not trust	1.5	1.5
Neither do not trust nor trust	16.5	8.2
Trust	67.6	77.1
Completely trust	11	11.7
No answer/Do not know/Difficult to answer	3.2	1.3

ROAD INFRASTRUCTURE AND PUBLIC TRANSPORT

The survey participants assessed road infrastructure on a 4-point scale. The majority provided positive feedback on the condition of roads within their settlement (2021 – 63.2%; 2019 – 63.9%; 2017 – 56.5%; 2015 – 53.5%; 2013 – 46.5%). The proportion of positive assessments increased in 2019 and 2021 compared to the previous rounds.

The condition of access roads to the settlement was also positively assessed (2021 – 83.5%; 2019 – 84.4%; 2017 – 76.8%; 2015 – 80.1%; 2013 – 72.4%). Meanwhile, the level of satisfaction with the infrastructure of these roads slightly decreased in 2021 compared to 2019.

The majority of respondents were satisfied with the condition of the nearest highway (2021 – 87.6%; 2019 – 88.4%; 2017 – 89.3%; 2015 – 92%; 2013 – 88.2%). The positive feedback in 2021 is slightly less buoyant than in previous rounds (see Table #77).

Table #77 – Road Infrastructure

%						
Please assess the infrastructure of roads (within the settlement, leading to the settlement, nearest highway)		**2021 (N=3400)**	**2019 (N=3400)**	**2017 (N=3400)**	**2015 (N=3400)**	**2013 (N=3400)**
Roads within the settlement	Very bad	10.1	12.3	7.8	12.7	15.6
	Bad	26.6	23.8	35.6	33.4	37.7
	Good	56.5	49.8	54.2	49.2	43.9
	Very good	6.7	14.1	2.3	4.3	2.6
	There is none	0.1	0	0.1	0.4	0.2
Roads leading to the settlement	Very bad	3.9	3.8	4.1	3.6	5.9
	Bad	12.5	11.8	19.1	15.8	21.6
	Good	71.4	63.8	73.1	69.5	65.1
	Very good	12.1	20.7	3.8	10.6	7.4
	There is none	0.1	0	0.1	0.4	0.1
The nearest highway	Very bad	1.3	1	1.2	1.1	1.5
	Bad	6.6	5.6	8.3	5.1	6.1
	Good	68.4	61.6	80.3	72.5	75.8
	Very good	19.2	26.8	9	19.4	12.5
	There is none	4.5	5	1.2	1.9	42

In 2013-2021, the condition of roads within settlements was negatively assessed in rural areas (2021 – 56.1%; 2017 – 73.5%; 2015 – 65.9%; 2013 – 65.2%) with the exception of 2019, when the majority of respondents (52.4%) provided positive feedback. Residents of Tbilisi and other urban settlements have provided positive evaluations of roads within their settlements since 2013:

- Tbilisi: 2021 – 79.5%; 2019 – 71.2%; 2017 - 81%; 2015 – 73.4%; 2013 – 75.2%
- Other urban areas: 2021 – 77.3%; 2019 - 74%; 2017 – 63.8%; 2015 – 68.2%; 2013 – 54.7% (see Table #78).

Table #78 – Condition of Roads Within the Settlement

%						
Please assess the infrastructure of roads within your settlement		Very bad	Bad	Good	Very good	There is none
2021 (N=3400)	Tbilisi	2	17.8	70.7	8.8	0.8
	Other Urban	5.3	17.3	67.7	9.7	0
	Rural	17.4	38.7	40.9	3	0
	Georgia	10.1	26.6	56.5	6.7	0.1
2019 (N=3400)	Tbilisi	6.5	22.4	56.3	14.9	0
	Other Urban	7	19	56.5	17.5	0
	Rural	19.9	27.8	41	11.4	0
	Georgia	12.3	23.8	49.8	14.1	0
2017 (N=3400)	Tbilisi	1.4	17.7	76.9	4.1	0
	Other Urban	5.3	30.8	62.7	1.1	0.1
	Rural	13.9	51.3	32.7	1.9	0.2
	Georgia	7.8	35.6	54.2	2.3	0.1
2015 (N=3400)	Tbilisi	5.1	21.5	68.7	4.7	0
	Other Urban	4.8	25.6	61	7.2	1.4
	Rural	21.5	44.4	31.7	2.4	0
	Georgia	12.7	33.4	49.2	4.3	0.4
2013 (N=3400)	Tbilisi	3.8	21	71.4	3.8	0
	Other Urban	14.9	30.1	50.7	4	0.3
	Rural	22.3	51.2	25	1.3	0.3
	Georgia	15.6	37.7	43.9	2.6	0.2

The majority of respondents positively evaluated the frequency of public transport in their district/settlement (2021 – 64.7%; 2019 – 71.2%; 2017 – 80.6%; 2015 – 82%; 2013 – 72.9%). The share of respondents giving positive feedback decreased in 2021 compared to the previous rounds however.

According to the results of all five rounds of the survey, the majority of respondents considered public transport fees affordable (2021 – 75.6%; 2019 – 72.2%; 2017 – 81.3%; 2015 – 79.1%; 2013 – 66.2%). Positive feedback dominated in this regard with only minor fluctuations between rounds.

The study results show that the majority of respondents gave a positive assessment of the number of road signs in their district/settlement (2021 – 59%; 2019 – 63.5%; 2017 – 58.1%; 2015 – 64.4%; 2013 – 53%). The 2021 results saw an improvement compared to 2013, but were slightly lower than in 2015 and 2019 (see Table #79).

Table #79 – Frequency and Affordability of Public Transport and Assessment of Road Signs

%						
Please assess the frequency of public transport, the affordability of public transport fees, and the number of road signs in your district/settlement		**2021 (N=3400)**	**2019 (N=3400)**	**2017 (N=3400)**	**2015 (N=3400)**	**2013 (N=3400)**
Frequency of public transport in the district/settlement	Very bad	3.1	7.2	2.6	1.7	5
	Bad	16.8	13	12.8	10.2	16.5
	Good	54.9	53.4	73.9	70.3	66
	Very good	9.8	17.8	6.7	11.7	6.9
	There is none	15.4	8.6	4	6.1	5.6
Affordability of public transport fees	Very bad	2.8	2.8	1.2	2	5
	Bad	20.9	15.5	16.5	18.3	27
	Good	66.9	62	79.7	72.7	63
	Very good	8.8	10.2	1.5	6.3	3.1
	There is none	0.7	9.6	1	0.6	1.7
Number of road signs in the district/settlement	Very bad	3.3	3	1	1.7	2
	Bad	20.5	11.4	16	16	11.8
	Good	51.9	51.4	56.9	58.1	48.7
	Very good	7	12.1	1.1	6.3	4.3
	There is none	17.3	22.1	25	17.9	33.2

A positive assessment of the traffic lights within the respondents' settlements was provided by less than half for all rounds (2021 – 39.7%; 2019 – 39.4%; 2017 – 45.8%; 2015 – 40.8%; 2013 – 39%). In 2021, positive feedback here was at its lowest compared to other rounds. It is notable here that many survey respondents said there were no traffic lights in their settlement (2021 – 35.7%; 2019 – 47.2%; 2017 – 42.5%; 2015 – 48.3%; 2013 – 49.8%). In 2021, the results of the survey showed a decrease in the share of respondents mentioning that there were no traffic lights in their settlement compared to all previous rounds.

Streetlights in settlements were also positively evaluated by the majority of respondents (2021 – 76.9%; 2019 – 78.5%; 2017 – 75.8%; 2015 – 66.3%; 2013 – 61.5%). There were higher shares of positive assessments during the last two rounds. In 2021, the share of respondents to say that there were no streetlights in their settlement significantly decreased (2021 – 3.7%; 2019 – 7.8%; 2017 – 15%; 2015 – 22.4%; 2013 – 26.3%).

The majority of respondents provided positive feedback on house numbering practices in 2021 but not in previous rounds (2021 – 50.7%; 2019 – 48.3%; 2017 – 49.4%; 2015 – 46%; 2013 – 41.5%). It is also notable, that many survey participants said that houses were not numbered in their settlement/district (2021 – 22.3%; 2019 – 35.8%; 2017 – 37.8%; 2015 – 39.9%; 2013 – 38.8%). This share significantly decreased in 2021 (see Table #80).

Table #80 – Traffic lights, Streetlights, and House Numbering Practices

%						
Please assess the condition of traffic lights and streetlights and the house numbering practices in your district/settlement		2021 (N=3400)	2019 (N=3400)	2017 (N=3400)	2015 (N=3400)	2013 (N=3400)
Traffic lights	Very bad	6.4	3.5	0.8	1.8	2.1
	Bad	18.2	9.8	11	9.1	9.2
	Good	33.3	31.1	43.8	36.8	34.4
	Very good	6.4	8.3	2	4	4.6
	There is none	35.7	47.2	42.5	48.3	49.8
Streetlights	Very bad	3.1	3.2	0.8	2.6	2
	Bad	16.3	10.4	8.4	8.6	10.2
	Good	63.1	57	68.3	57.4	50.6
	Very good	13.8	21.5	7.5	8.9	10.9
	There is none	3.7	7.8	15	22.4	26.3
House numbering practices	Very bad	7.7	4.1	3	2.8	5.7
	Bad	19.4	11.8	9.8	11.3	14
	Good	42	38	45.3	39.8	36.7
	Very good	8.7	10.3	4.1	6.2	4.8
	There is none	22.3	35.8	37.8	39.9	38.8

In 2019 and 2021, the majority of respondents in high mountain settlements provided positive assessments of the frequency of public transport in their settlement (2021 - 69%; 2019 – 72.7%). Negative dynamics were observed in other types of settlement as the share of respondents giving positive feedback decreased from 54.4% in 2019 to 45% in 2021.

In 2019, a total of 27% of respondents in high mountain settlements said that they could not afford public transport fees, while 43.9% said they were affordable. In 2021, the majority of residents of high mountain settlements (81.4%) confirmed that public transport fees were affordable.

In 2019, 13.5% of respondents in high mountain settlements said that there were no streetlights in their settlements. This share decreased to 5.9% by 2021. Indeed, positive assessments of streetlights increased to 75% in 2021, from 63.4% in 2019. In 2019 and 2021, positive feedback on streetlights was provided by the majority of residents of other types of settlement as well (2021 – 77.3%; 2019 – 79.9%) (see Table #80).

Table #81 - Frequency and Affordability of Public Transport and Assessment of Streetlights by Type of Settlement (High Mountain/Other)

%							
Please assess the frequency of public transport, the affordability of public transport fees, and the quality of streetlights in your district/settlement		2021 (N=3400)			2019 (N=3400)		
		High Mountain Settlement	Other Type of Settlement	Georgia	High Mountain Settlement	Other Type of Settlement	Georgia
Frequency of public transport	Very bad	2.7	4.7	3.1	7.2	6.9	7.2
	Bad	15.5	23.1	16.8	13.1	12.8	13
	Good	57.8	41.6	54.9	54.6	40.2	53.4
	Very good	11.2	3.4	9.8	18.1	14.2	17.8
	There is none	12.7	27.2	15.4	7	25.9	8.6
Affordability of public transport fees	Very bad	1.4	3	2.8	5.4	2.5	2.8
	Bad	15.3	21.9	20.9	21.6	14.9	15.5
	Good	77.8	64.9	66.9	36.3	64.3	62
	Very good	3.6	9.6	8.8	7.6	10.4	10.2
	There is none	1.9	0.5	0.7	29.1	7.8	9.6
Streetlights	Very bad	2.3	3.2	3.1	5.4	3	3.2
	Bad	16.9	16.2	16.3	17.7	9.8	10.4
	Good	66.7	62.3	63.1	45.8	58	57
	Very good	8.3	15	13.8	17.6	21.9	21.5
	There is none	5.9	3.3	3.7	13.5	7.3	7.8

In 2021, the respondents provided relatively positive assessments of the tourist information banners in the streets (47.4%), the number of speedbumps (56.4%), the condition of sidewalks (50.2%), and the condition of pedestrian crossings (48.3%), while many highlighted that infrastructure was not well developed in their settlement (see Table #82).

Table #82 – Assessment of Condition of Tourist Information Banners, Speedbumps, Sidewalks, and Pedestrian Crossings

%					
Please assess the condition of tourist information banners, speedbumps, sidewalks, and pedestrian crossings in your district/settlement (2021)	Very bad	Bad	Good	Very good	There is none
Tourist information banners	5.9	20.4	41	6.4	26.3
Number of speedbumps	4.5	22.7	49.3	7.1	16.4
Condition of sidewalks	7.6	25.7	44.1	6.1	16.5
Condition of pedestrian crossings	6.4	26.2	42	6.3	19.2

In 2019 and 2021, the respondents listed the aspects of road infrastructure needing improvement. The quality of roads (2021 – 30.5%; 2019 – 37.6%) and the condition of pedestrian crossings (2021 – 10.8%; 2019 – 11.3%) were named the most important. Meanwhile, the number of speedbumps (2021 – 13.8%; 2019 – 13.7%) and the condition of sidewalks (2021 – 10.2%; 2019 – 16.3%) were also named as priorities. In 2021, respondents also mentioned that road surface markings (11.6%) and traffic signs (10%) needed further improvement, while in 2019 the importance of well-developed lanes for bicycles and sidewalks was highlighted (11.8%). Some survey participants listed traffic signs (2021 – 19.3%; 2019 – 13.5%), lanes for bicycles and sidewalks (2021 – 10.2%, 2019 – 12.5%), and speedbumps (2021 – 11.7%, 2019 – 20%) as the third priority to be addressed by authorities (see Table #83).

Table #83 - Road Infrastructure Needing to be Improved

	%					
Road infrastructure needing improvement in your district/settlement (2021-2019)	2021 (N=3400)			2019 (N=3400)		
	I Priority	II Priority	III Priority	I Priority	II Priority	III Priority
Road quality	30.5	8.3	4.4	37.6	12.5	7
Access to roads all year round	8.3	7.1	3.2	2.1	6.8	5
Pedestrian crossings	10.8	10.2	5.7	11.3	16.3	11
Sidewalks/bicycle lanes	8.4	9.6	10.2	9.7	11.8	12.3
Bus shelters	5.6	9.7	7.2	4.3	8.7	12.5
Road surface markings	4.6	11.6	9	2.5	6.5	7.7
Speedbumps	7	13.8	11.7	9.2	13.7	20
Traffic signs	3.6	10	19.3	5.9	9.6	13.5
Streetlights	3.1	8.1	8.6	6.5	12.8	10
No answer/Do not know/Difficult to answer	18	11.7	20.6	9.2	0	0

In 2021, similar to 2019, Tbilisi residents named the quality of roads (2021 – 17.5%; 2019 – 26.9%), pedestrian crossings (2021 – 17%; 2019 – 16.4%), and sidewalks/bicycle lanes (2021 – 15.8%; 2019 – 10.6%) as priorities needing attention and improvement. Similar concerns were raised by other urban residents who highlighted the importance of the quality of roads (2021 – 25.7%; 2019 –32.1%) and pedestrian crossings (2021 – 11.9%; 2019 – 15.1%). Indeed, quality of roads (2021 – 39.1%; 2019 – 48.5%) turned out to be a major concern for residents living in rural settlements both in 2019 and 2021 (see Table #84).

Table #84 - Road Infrastructure Needing to be Improved (First Priority) by Type of Settlement (Urban/Rural)

%								
	2021 (N=3400)				2019 (N=3400)			
Road infrastructure needing improvement in your district/settlement (top priority) (2021-2019)	Tbilisi	Other Urban	Rural	Georgia	Tbilisi	Other Urban	Rural	Georgia
Road quality	17.5	25.7	39.1	30.5	26.9	32.1	48.5	37.6
Access to roads all year round	9.5	5.7	10.7	8.3	2	1.2	2.9	2.1
Pedestrian crossings	17	11.9	8	10.8	16.4	15.1	5.2	11.3
Sidewalks/bicycle lanes	15.8	9	5.8	8.4	15.7	10.6	5	9.7
Bus shelters	5.3	6.4	4.9	5.6	3.7	4.7	4.4	4.3
Road surface markings	4.3	4.6	4.7	4.6	3	3.8	1.2	2.5
Speedbumps	3.5	8.3	6.5	7	8.4	8.6	10.1	9.2
Traffic signs	2	4.2	3.5	3.6	8.6	6.6	3.6	5.9
Streetlights	1.5	1.4	5.4	3.1	4.7	2.3	10.6	6.5
No answer/Do not know/Difficult to answer	23.8	22.9	11.4	18	8.6	12.4	7.5	9.2

The results of the qualitative research showed that Tbilisi Municipality had developed a traffic management policy[34]. Rehabilitation of Ilia Chavchavadze Avenue was a major project carried out by Tbilisi City Hall in recent years. The works were carried out to better serve the needs of pedestrians, public transport, and the environment. The renewal of the city's bus network was developed in partnership with international consultancy company "Sistra."[35]

During an interview, a representative of Tbilisi City Hall highlighted that the municipality was studying perceptions of local residents about the services it provides. This approach was used in relation to an online car parking application developed by the municipality. After the launch of the application, the Municipality Development Fund conducted a survey and assessed the level of citizens' satisfaction before using the survey results to upgrade the application.

In 2019 and 2021, respondents listed factors related to public transport that needed improvement. The transport schedule (2021 - 16.1%; 2019 – 19.6%) was named as top priority. In 2019, respondents also cited the poor condition of public transport (13.8%) and in 2021 access to public transport in central as well as remote areas (17.1%) was noted. In 2019, malfunctioning transport (17.5%) and time spent on public transport (17%) were listed as factors of secondary importance, while in 2021 the following aspects were named as needing attention from the authorities: transport schedule (19.1%); access to public transport in central as well as remote areas (13.9%); and poor condition of transport (11.8%). In 2021, similar to 2019, the following factors were named as the third priority to be improved in public transportation: time spent on public transport (2021 – 13%; 2019 – 19.8%); malfunctioning transport (2021 – 9.5%; 2019 – 18.1%); public transport fees (2021 – 9%; 2019 – 14.4%); and poor condition of transport (2021 – 13.8%; 2019 – 15.5%) (see Table #85).

34 Source: Tbilisi City Hall: https://tbilisi.gov.ge/news/10757?fbclid=IwAR1hgToarIb3C_p6QymL4HpRcUHFLS85rMEjhNggqKrkCpyO-3QuuZeQHQGY

35 Source: Tbilisi City Hall: https://tbilisi.gov.ge/news/10411?fbclid=IwAR0yBk_JtW-_3DVW_pLKxOs56Uq-iAEvLgaoa1jniSkaaCCnek-S7LeFMoYA

Table #85 – Factors Related to Public Transport Needing Improvement

Factors in municipal public transport needing improvement (2019-2021)	%					
	2021 (N=3400)			2019 (N=3400)		
	I Priority	II Priority	III Priority	I Priority	II Priority	III Priority
Public transport schedule	16.2	19.1	7.8	19.6	15.5	11.9
Access to public transport in central and remote areas	17.1	13.9	6.5	11	14.3	9.1
Poor condition of transport (malfunctioning of air conditioning, poor seating, etc.)	11.6	11.8	13.8	13.8	14.7	15.5
Malfunctioning transport (technical malfunctioning)	4.3	10.7	9.5	6.4	17.5	18.1
Lack of professionalism among drivers	3.1	5	7	5.2	9.3	11.1
Public transport fees	8.3	10.6	9	11	11.6	14.4
Time spent on public transport	3.4	5.4	13	7.4	17	19.8
No answer/Do not know/Difficult to answer	36	23.5	33.4	16.6	0	0

In 2021, similar to 2019, Tbilisi residents were more concerned about the public transport schedule (2021 – 16%; 2019 – 20.8%). In other urban areas, the poor condition of public transport (2021 – 14.3%; 2019 – 13.9%) was the priority concern. In 2019, in rural areas, residents were mostly concerned about the schedule of transport (19.5%), while in 2021 it was access to public transport in central and remote areas (22.1%) (see Table #86).

Table #86 – First-choice Factors Related to Public Transport Needing Improvement by Type of Settlement (Urban/Rural)

First-choice factors related to public transport that needs improvement (2021-2019)	%							
	2021 (N=3400)				2019 (N=3400)			
	Tbilisi	Other Urban	Rural	Georgia	Tbilisi	Other Urban	Rural	Georgia
Public transport schedule	16	13.9	18.7	16.2	20.8	18.4	19.5	19.6
Access to public transport in central and remote areas	10.3	14	22.1	17	11.3	10.3	11.2	11
Poor condition of transport (malfunctioning of air conditioning, poor seating, etc.)	7.8	14.3	9.7	11.6	23.4	13.9	7.1	13.8
Malfunctioning transport (technical malfunctioning)	6.5	4.2	3.8	4.3	8.6	6.8	4.6	6.4
Lack of professionalism among drivers	8	3.6	1.4	3.1	6.7	7.3	2.8	5.2
Public transport fees	1.3	8.9	9.5	8.3	6.8	9.9	14.8	11
Time spent on public transport	9.5	2.9	2.3	3.4	12.7	6.2	4.5	7.4
No answer/Do not know/Difficult to answer	40.6	38.2	32.5	36	7.8	19.7	20.8	16.6

The results of the qualitative research showed that residents of rural settlements were mainly concerned about the lack of access to municipal transport. One respondent from Guria noted: “It is very difficult to add a public transport line to reach certain areas of the settlement as regular transportation services are offered by private companies and not by municipalities, and they are guided by their own interests” (representative of the regional administration of Guria). Respondents confirmed that there were regular transport options, but there was a need for more frequent connections between villages and the administrative center, thus there was an urgent need for municipal transport. A municipal transport option opens up opportunities for vulnerable groups by introducing various fee reduction schemes.

VARIOUS SERVICES

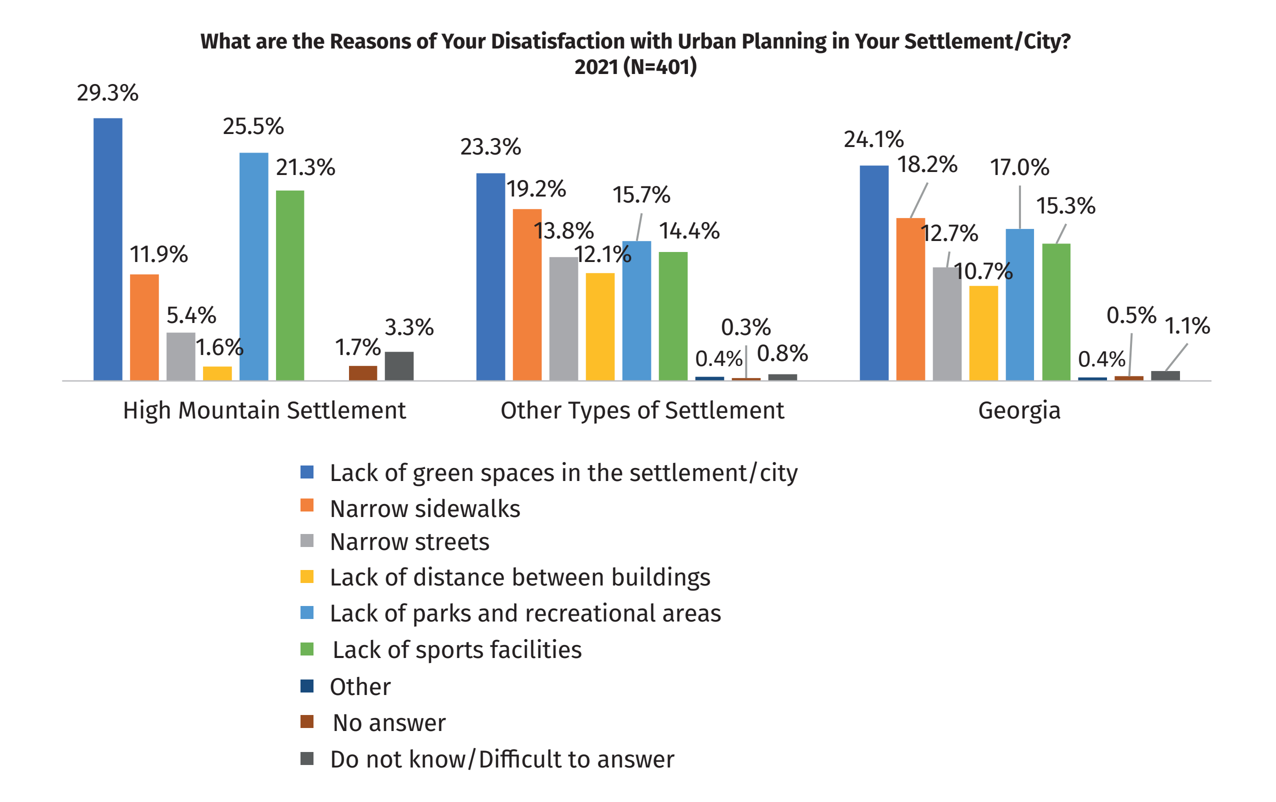
During all five rounds of the survey, the respondents provided feedback on their satisfaction with the delivery of various municipal services and listed the reasons for their dissatisfaction as well. In particular, they assessed the performance of municipalities in relation to the following services: settlement/city planning (greenery, construction planning/distance between buildings, street width), construction regulations (construction of loggia, building additional floors, construction of garages/parking spaces), settlement/city beautification (squares, parks, roads) and development of friendly public environments for PwDs.

The survey results indicated that in 2021 the majority of respondents were satisfied (satisfied or very satisfied) with settlement/city planning (72.1%) and beautification (74.2%). The share of dissatisfied respondents did not exceed one-fifth for both services. In 2013, the majority of survey participants (54.4%) were also satisfied with settlement/city planning. Between 2015 and 2019 respondents were mainly satisfied with settlement/city beautification practices (2015 – 58.8%; 2017 – 57.8%; and 2019 – 65%). Adaptation of public spaces to the needs of PwDs was a service with which every third respondent expressed dissatisfaction (34.1% - dissatisfied or very dissatisfied). Every second survey participant said that they were satisfied or very satisfied with construction regulation practices.

Lack of green spaces was named by 24.1% of the survey participants as the main reason for their dissatisfaction with settlement/city beautification. Meanwhile, 18.2% of respondents expressed concern about the narrow width of sidewalks, while 17% were dissatisfied with the number of parks and squares. Lack of distance between buildings, narrow streets, and a shortage of public sport facilities were named as concerns by up to 15.3% of respondents (in relation to each service).

While lack of green spaces was named as the main reason for dissatisfaction with urban planning in both high mountain settlements and other types of settlement, it was more severely felt by residents of high mountain settlements (29.3%). They also named the shortage of public parks and squares (25.5%) and sports facilities (less than one-fifth of respondents) as reasons behind their dissatisfaction. Residents of other types of settlement (19.2%) also named the narrow width of sidewalks as their main concern (see Diagram #26).

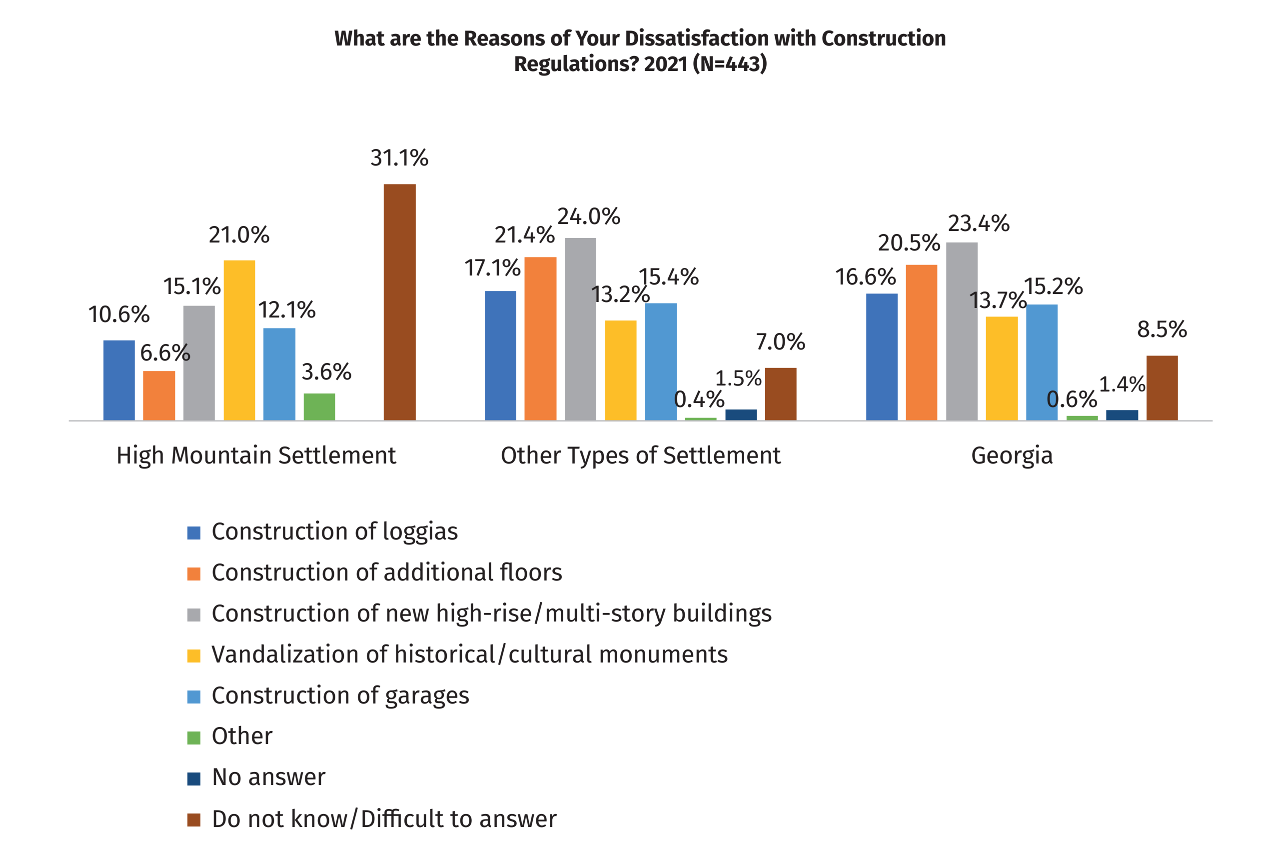
Diagram #26 – Reasons for Dissatisfaction with Urban Planning by Type of Settlement (High Mountain/ Other)



The respondents to have expressed dissatisfaction with construction regulations named the following reasons for their negative assessment: construction of multi-story/high-rise buildings (23.4%); construction of additional floors (20.5%); and construction of loggias (16.6%). Along with these aspects, the survey participants also listed the construction of garages and the vandalization of historical/cultural monuments.

Overall, 21% of respondents in high mountain settlements who were dissatisfied with construction regulations said that they were concerned about possible vandalization of historical/cultural monuments, while 24% in other types of settlement named construction of high-rise/multi-story buildings as the main reason for their dissatisfaction, and 21.4% indicated the construction of additional floors (see Diagram #27).

Diagram #27 - Reasons for Dissatisfaction with Construction Regulations by Type of Settlement (High Mountain/Other)



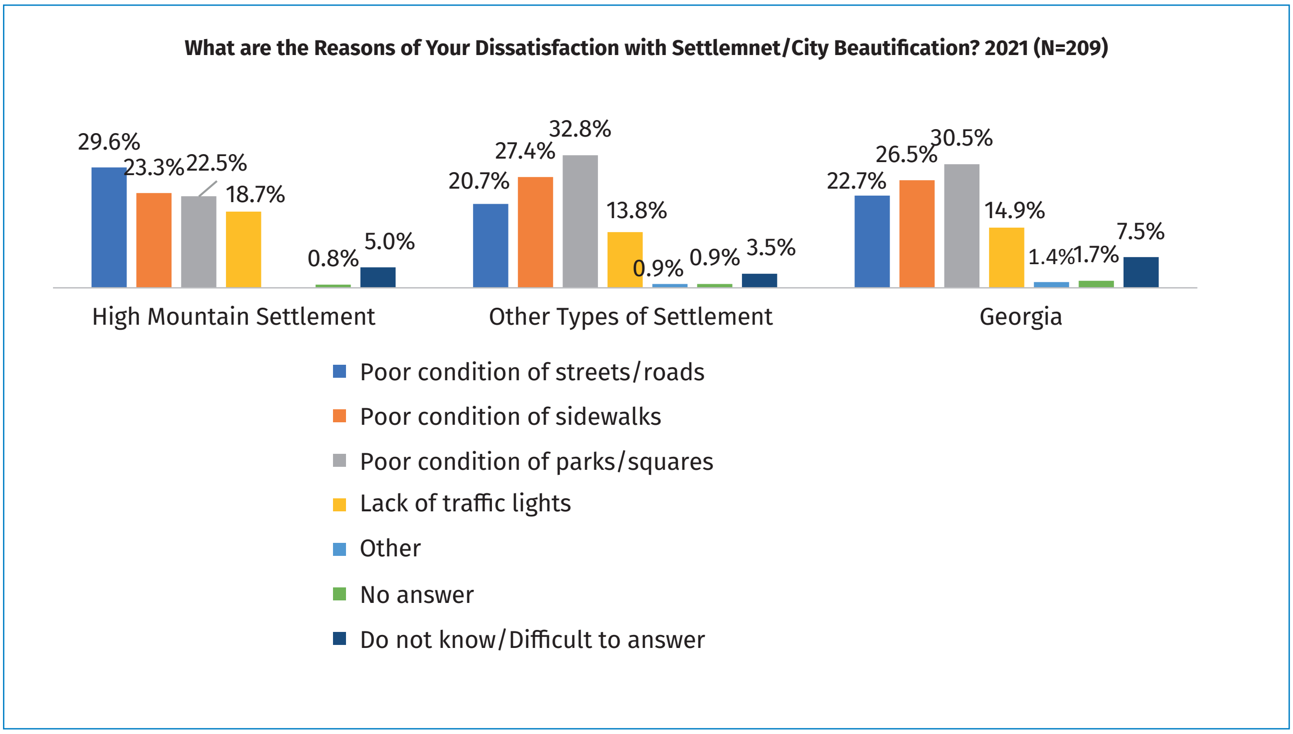
In relation to construction regulations, the results of the qualitative research showed that many respondents were concerned that there were no urban development plans in their municipalities. One respondent from Guria stated:

> *"There is no development plan for Gomi Mountain and it is awful; houses are being built on top of each other" (woman, 62, Ozurgeti, Guria).*

The respondents listed the poor condition of public parks/squares (30.5%) and sidewalks (26.5%) as the main reasons for their dissatisfaction with settlement/city beautification. Over one-fifth of survey participants were dissatisfied with the poor condition of streets/roads, while 14.9% were worried about the lack of traffic lights.

The following three main reasons for dissatisfaction with settlement/city beautification practices were named by residents of high mountain settlements and other types of settlement: poor condition of streets/roads; poor condition of sidewalks; and poor condition of public parks/squares. The severity of each challenge is different according to the type of settlement. In particular, in high mountain settlements, local residents were more concerned with the poor condition of streets/roads (29.6%) and sidewalks (23.3%), rather than with public parks/squares (22.5%). In other types of settlement, respondents were more dissatisfied with public parks/squares (32.8%) (see Diagram #28).

Diagram #28 - Reasons for Dissatisfaction with Settlement/City Beautification by Type of Settlement (High Mountain/Other)

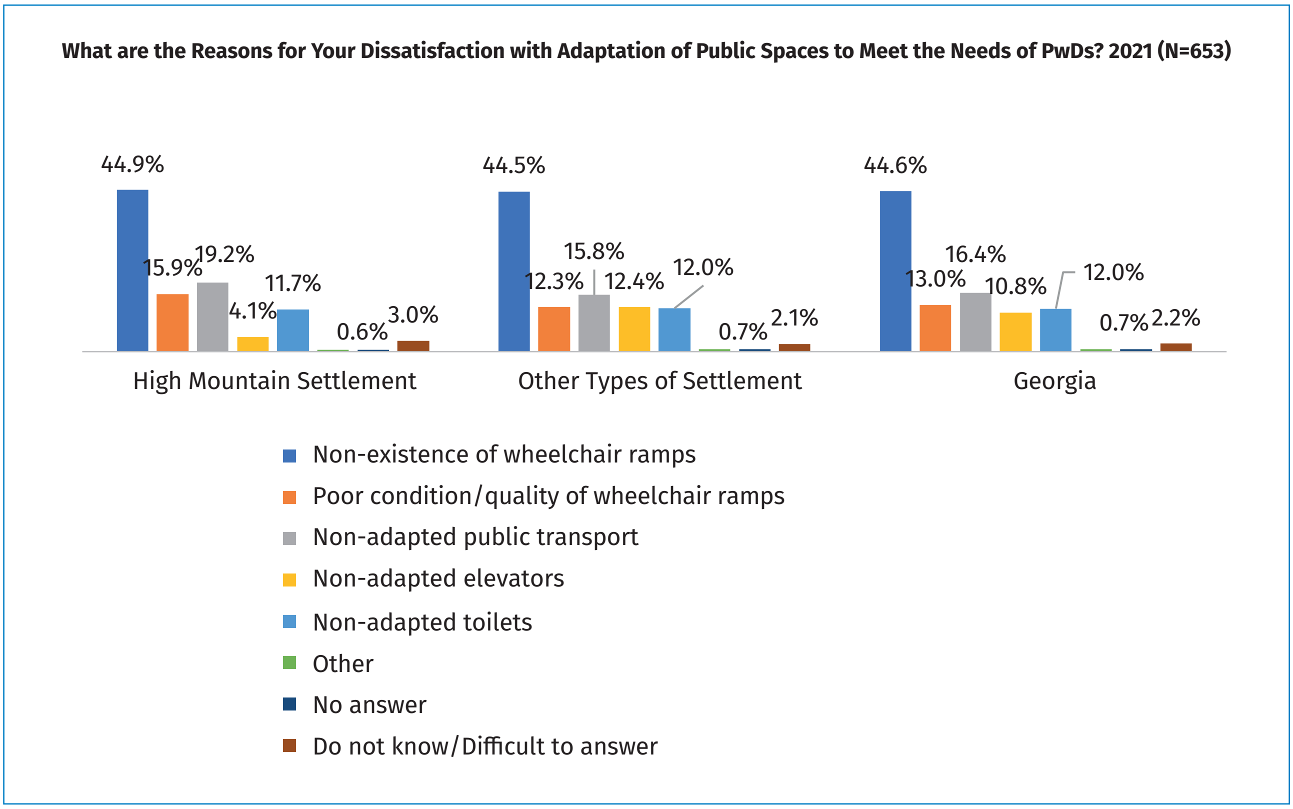


Participants of focus groups in Kvemo Kartli region mentioned that roads leading to Marneuli Municipality villages had been paved or rehabilitated. In 2022, improvement of the condition of inter-settlement/district roads is planned. Meanwhile, the street lighting service has also improved, covered by Marneuli Municipality's local budget.

In Tbilisi, the focus group participants positively assessed interest towards, and initiatives improving, infrastructure in remote districts during the last two years.

The research results indicated that the respondents were mainly dissatisfied with the adaptation of public spaces to meet the needs of PwDs. Overall, 44.6% of survey participants named a shortage of ramps for wheelchair users as the main reason for their dissatisfaction. Otherwise, 13% of respondents to have confirmed the existence of wheelchair ramps in their settlement/city, mentioned that they were of low quality or in poor condition. Lack of adaptation of public transport (buses), elevators, and toilets were also listed among the reasons for their dissatisfaction. It is notable that the non-existence of wheelchair ramps was named as the main problem by respondents living in high mountain settlements as well as other types of settlement (see Diagram #29).

Diagram #29 - Reasons for Dissatisfaction with Adaptation of Public Spaces to Meet the Needs of PwDs by Type of Settlement (High Mountain/Other)



The results of the qualitative research showed that respondents observed positive changes in relation to adapting public spaces to the needs of PwDs. For instance, buses in Tbilisi and Rustavi Municipalities were replaced by new ones adapted to the needs of PwDs. In Senaki Municipality, a “Room for Children” was established with adapted infrastructure and staff members, including psychologists with special training. As a result of consultations and cooperation with local non-governmental organizations, Senaki Municipality started offering home assistance services to PwDs with no members of their immediate family.

TOURISM

In addition to the above-mentioned issues, the respondents of the surveys in 2021 and 2019 were also asked to assess the importance of tourism for the economic development of their respective municipalities. More respondents in the fifth round of the survey believed that tourism was important for local economic development compared to the 2019 cohort (78.3% and 81.1% for 2019 and 2021 respectively). The analysis of the importance of tourism from the perspective of respondents living in high mountain/other settlements suggests that more respondents from high mountain areas in both 2021 and 2019 cohorts considered tourism development to be important for their regions than those from other types of settlement *(2021: high mountain settlement - 87.9%; other types of settlement - 85.1%; 2019: high mountain - 77.7%; other types of settlement - 84.5%) (see Table #87).*

Table #87 - Importance of Tourism for Municipal Economic Development in High Mountain/Other Settlements

		%					
How important is tourism for the economic development of your municipality?		**Not important at all**	**Not important**	**Important**	**Very important**	**Refused to answer**	**I do not know**
2021 N=3400	High mountain	0.2	3.1	60.4	27.5	0.7	8.1
	Other type	2	9.1	59.4	20.2	0.3	9.1
	Georgia	1.7	8	59.6	21.5	0.3	8.9
2019 N=3400	High mountain	2.1	5	56.7	28.4	1.8	6
	Other types	3.4	10.8	49.3	28.4	0.2	7.9
	Georgia	3.3	10.3	49.9	28.4	0.3	7.7

Focus group discussions with local communities revealed a demand for economic activities to be incentivized mainly in the fields of agriculture and tourism.

Overall, 49.6% of respondents of the 2021 round pointed out the importance of tourism. At the same time, it should be noted that the number of respondents perceiving tourism to be important/developed was on the rise until and including 2017 (2013 - 29%; 2015 - 38%; 2017 – 49%) (see Table #88).

Table #88 - The degree of importance/development of tourism in the municipality

	%				
Is tourism developed/important for your municipality?	**2021 N=3400**	**2019 N=3400**	**2017 N=3400**	**2015 N=3400**	**2013 N=3400**
Yes	49.6	46.5	49	37.8	28.5
No	38.8	43.3	39	50.9	61.3
Refused to answer	0.4	0.3	0.9	0.7	0
I do not know/hard to answer	11.3	9.9	11	10.6	10.2

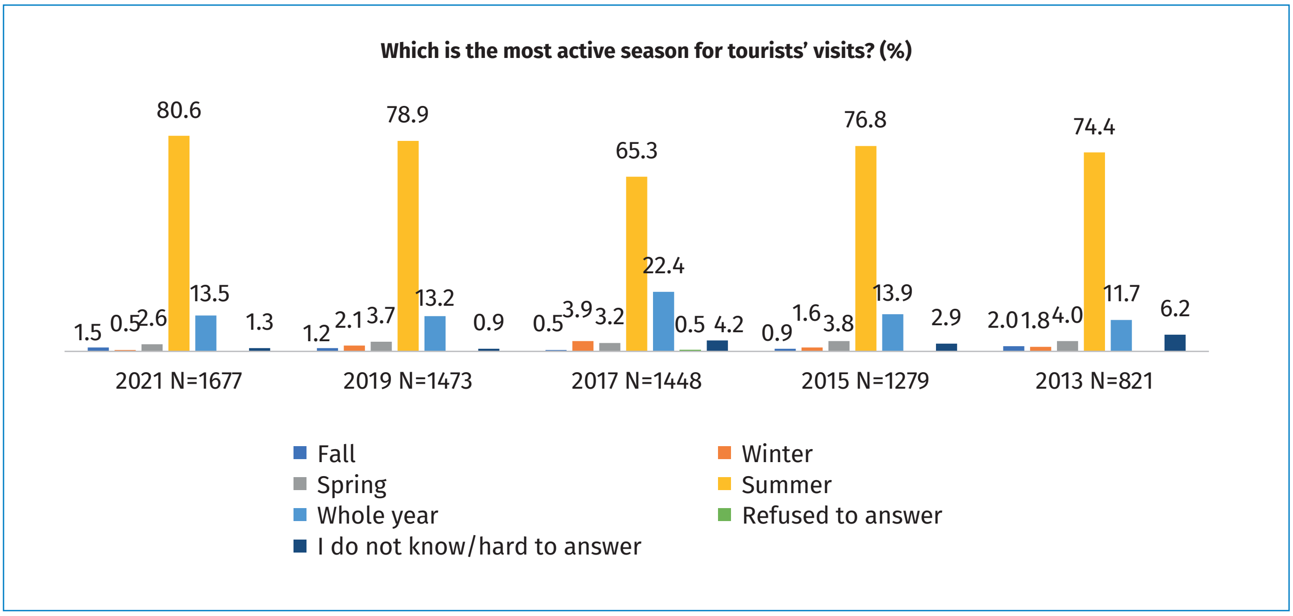
As for the number of tourists visiting the municipality, respondents who indicated that tourism was developed/important for their municipality also said their settlements were visited by many tourists (77.4%). A comparison with the findings from previous rounds suggested a rising trend in the first three rounds, with the fourth and fifth rounds revealing a negative dynamic (2021 – 77.4%; 2019 – 83.8%; 2017 – 88.8%; 2015 – 78.1%; 2013 – 76.1%). Respondents of the focus group discussions underscored that diminished tourist flows following the outbreak of the Covid-19 pandemic had put a hold on the development of tourism in their localities. One resident of Samegrelo-Zemo Svaneti admitted:

> *"Tourism could have been better developed in Svaneti. If it was not for the pandemic, we would have had better results in the tourism sector (male, 30, a resident of Samegrelo-Zemo Svaneti)*

The respondents who believed tourism was developed in their municipalities were also asked to assess the condition of tourism infrastructure and to name the most active season in terms of tourists' visits. The share of respondents with positive attitudes underwent slight changes in each of the rounds with a positive trend marking the rounds from 2013 to 2017. However, under the fourth and fifth rounds, the share of such respondents declined (2021 – 26.1%; 2019 – 28%; 2017 – 30.3%; 2015 – 24.5%; 2013 – 20.3%).

The overwhelming majority of respondents in all five rounds indicated that summer was the most active season for visitors. The share of respondents saying that the flow of tourists did not change across the year was particularly big in 2017, constituting 22.4% (see Diagram #30).

Diagram #30 - The Most Active Season for Tourists' Visits



Participants of the focus group discussions generally believed that Georgia's natural diversity and culture had the most important potential for tourism development. The past few years have seen tourism infrastructure improve significantly in the regions. Indeed, tourism potential was covered by focus group discussions held in the target regions in both rural and urban settlements.

Participants of a focus group discussion held in Tbilisi highlighted the significance of security as one of the most important factors in tourism development, including the following Tbilisi resident:

"Security is most important at this stage. Tbilisi is not a safe city for tourists as well as myself, as a local resident" (Female, 20, a student from Tbilisi).

Respondents also noted that most tourist attractions in Tbilisi were concentrated in the city's old district and that there was a need to make the suburbs and peripheral districts of the capital attractive to tourists as well.

A member of the City Council of Tbilisi pointed out that since 2019 the City Hall had been actively cooperating with the UN's World Tourism Organization to set up an administrative unit focusing on sustainable tourism development. The respondents also noted that diversification of tourism attractions in Tbilisi was among the priorities being tackled jointly by the City Council and the City Hall.

In spite of the considerable losses sustained by the tourism industry in Racha-Lechkhumi-Kvemo Svaneti as a result of the Covid-19 pandemic, respondents from this region pointed out that domestic tourism was developing with a growing number of Georgians now interested in traveling to various places in the country including Racha-Lechkhumi-Kvemo Svaneti. However, a series of problems have emerged on the surface as the tourism sector grows including scarcity of products and a limited labor force. The region is also affected by a lack of guides. Tourism infrastructure needs further improvement as well, especially water closets along trails. There are not many cafes, restaurants, and eateries in the region. A representative of Oni Municipality pointed out that, compared to previous years, in 2021 Oni hosted 20-30% more tourists. However, local accommodation was not enough to cater for the growing number of tourists. The Oni representative noted:

"This year was the first time when there was a mismatch between the capacity of Oni hotels and guesthouses and the number of visitors. There were 20-30% more tourists than local facilities could accommodate. Therefore, a lot of tourists had to spend nights in a tent" (representative of Oni municipal authorities).

Participants of a focus group held in Rustavi believed that the city, founded by the Soviet authorities, had tourist potential given its interesting and unique history, largely concerning the development of heavy industry. Therefore, a tourist route would need to be developed which would provide information about Rustavi's history and development to visitors in an appealing way. One Rustavi resident stated:

"There are up to 40 heavy industry factories in Rustavi. There were up to 55 in Soviet times. [They] should develop from a touristic perspective. Our city has a great history [male, 47, Rustavi City, Kvemo Kartli].

Over the past few years, along with the development of tourism in Samegrelo-Zemo Svaneti, many residential homes have been redesigned into guest houses with family members assuming various duties (i.e., driver, cook, guide, etc.). With tourism's development, agriculture has declined in its priority status for local communities.

According to a representative of the administration of the State Representative to Guria, the region now has greater tourism potential compared to previous years. More specifically, s/he mentioned the particular facilities frequented by tourists, including the Black Sea Arena, Shekvetili Dendrological Park, and the Tsitsinatela amusement park. In addition, the past few years have seen the development of the seasonal resorts of Bakhmaro and Gomis Mta. The so-called Gurian Krimanchuli Route is an example of cultural tourism here. Tourists can learn about local traditions in the folklore center and in an authentic environment (for example, how labor songs were composed, or how lullabies were sung in their original environment). In Guria, similar to other regions, municipal authorities have the power to build and develop tourism infrastructure. There are both mountain as well as sea resorts in Ozurgeti Municipality with infrastructure that needs to be developed. In the absence of proper regulation, resorts are developed chaotically. Representatives of the administration of the State Representative to Guria pointed out that regions should have a communication strategy for tourism so that it can promote local tourism within the country as well as beyond. Digitalization will be critical for the region, as on respondent noted: “We must have an excellent webpage and be well-represented on the internet with our supporters” (A representative of the administration of the State Representative in Guria).

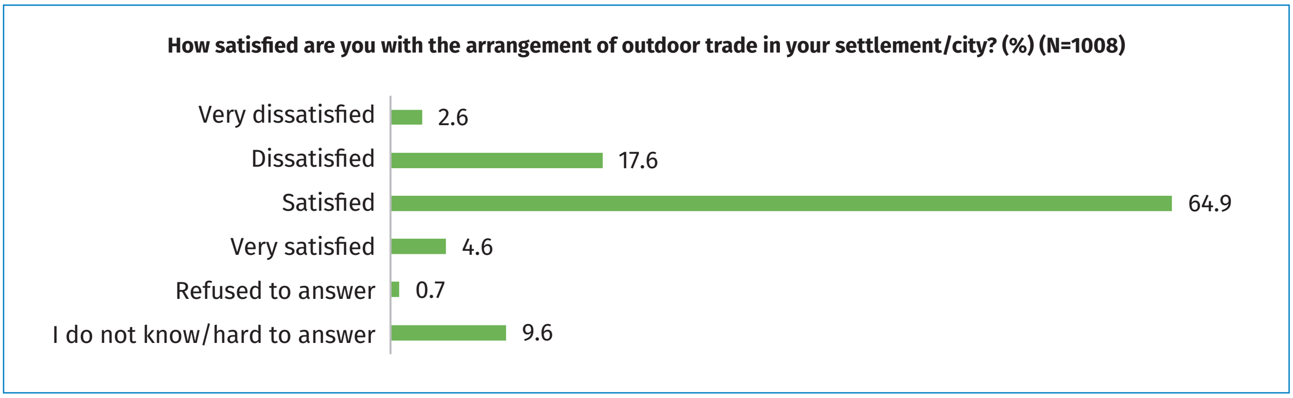
Development of tourism infrastructure in Kvemo Kartli region was also mentioned as a priority by the interviewed representatives of the administration of the State Representative in Kvemo Kartli and Marneuli City Hall. Even though there are walking trails in the region, more efforts need to be made. One of the representatives of the municipal authorities from Kvemo Kartli underscored that while the proximity of the region to the capital Tbilisi is an advantage on the one hand, it may also be a hindrance on the other. It would be possible to develop joint tourist routes across the region to cover important attractions in short-term visits. Due to the region’s proximity to Tbilisi, the development of the hospitality sector has been slow as visitors coming from Tbilisi tend to do day trips only. Therefore, it is critical that the tourism infrastructure in the region be developed in such a manner to support and encourage long-term stays among visitors to the region.

OUTDOOR TRADE/MARKETS

Matters related to the arrangement of outdoor trade, markets, and fairs were among the issues evaluated by respondents of the fifth round.

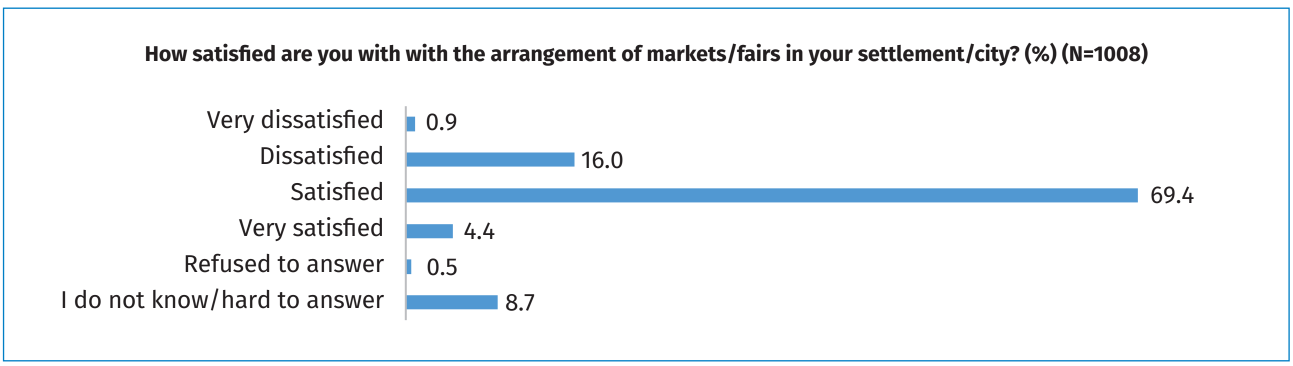
Respondents with positive attitudes towards the arrangement of outdoor trade amounted to 69.5%. As for those with a negative view, one-fifth of them were unhappy with the way outdoor trade was organized (17.6%) while a few were very unhappy (2.6%). The most cited cause for dissatisfaction (29.7%) was the hygienic conditions/sanitary standards. At the same time, 22.9% of respondents mentioned furnishing as a problem, while slightly less than one-fifth of respondents believed that outdoor trade distorted the appearance of the town/city. Respondents indicating that outdoor trade was organized chaotically or those believing that permits were issued illegally or through cronyism constituted relatively small numbers (see Diagram #31).

Diagram #31 - Satisfaction with the Arrangement of Outdoor Trade in the Settlement/City



The percentage of respondents who seemed satisfied with the arrangement of markets/fairs was high (73.8%) while the number of dissatisfied respondents constituted only 16.9%. Moreover, 28.2% of the dissatisfied respondents based their dissatisfaction on the violation of sanitary standards, while around one-quarter of them indicated that markets/fairs were poorly furnished. Chaotic organization of markets and fairs was a subject of concern for no more than 13.3% of respondents (see Diagram #32).

Diagram #32 - Satisfaction with the Arrangement of Markets/Fairs in the Settlement/City

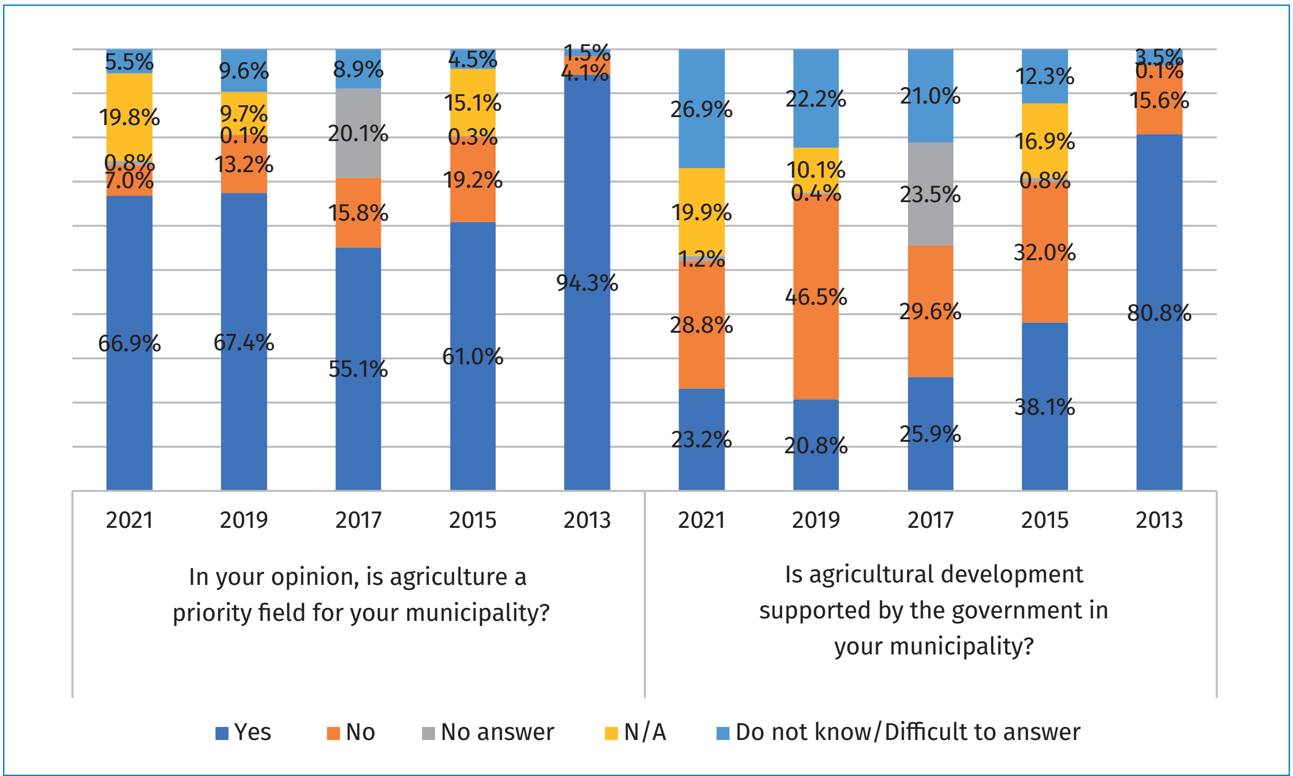


AGRICULTURE

In all five rounds of the survey, the majority of respondents believed agriculture was important to their municipalities. In 2013, an overwhelming majority of respondents (94.3%) held this view while in the following years the share dwindled to 60% on average. In 2021, the percentage of respondents prioritizing agriculture for their respective municipalities totaled 66.9% which was slightly less than in 2019 (67.5%).

Meanwhile, 80.8% of the respondents in the 2013 cohort indicated that the state supported small- and medium-sized farming development in their municipalities. Subsequent years saw a decrease in numbers: 2021 – 23.2%; 2019 – 20.8%; 2017 – 25.9%; 2015 – 38.1%. Moreover, the majority of respondents in the 2019 and 2021 cohorts believed that there was no such support from the state. Importantly, this percentage decreased by almost 20% in 2019 compared to the previous round (2021 – 28.8%; 2019 – 46.5%) (see Diagram #33).

Diagram #33 - Providing Adequate Support to Small- and Medium-sized Farmers and Agriculture as a Priority Sector



When broken down into regions, the analysis of the data revealed that agriculture was a priority sector in each region. However, the proportion of positive answers to this question declined with each passing round though. In 2013, more than 90% of respondents[36] believed agriculture to be a priority sector compared to the 69% by 2021. Furthermore, 45.7% of respondents from Kvemo Karti in the fifth round of the survey said agriculture was a priority, marking a drastic decline from the 77% average observed in the previous rounds (see Table #89).

36 In 2013, Tbilisi-based respondents were not asked the question. Therefore, the mentioned rate does not include Tbilisi data.

Table #89 - Agriculture as a Priority Sector - Regional Breakdown

In your opinion, is agriculture a priority field for your municipality?		Tbilisi	Samegrelo-Zemo Svaneti	Guria	Adjara	Racha-Lechkhumi-Kvemo Svaneti	Imereti	Samtskhe-Javakheti	Shida Kartli	Mtskheta-Mtianeti	Kvemo Kartli	Kakheti	Georgia
		%											
2021	Yes	1	73	77	74.7	86.6	69.1	73.7	88	75.3	45.7	93.3	66.9
	No	14.3	9.7	6	8	5.4	7	8.3	1.3	8.4	4	2.7	7
	Refused to answer	0	0	0	0.3	1.7	0	0.3	0	0.3	6.3	0	0.8
	N/A	81.3	10.3	14.7	14.7	0	23.3	12	2.7	10.4	28.3	0.7	19.8
	I do not know/hard to answer	3.5	7	2.3	2.3	6.4	0.7	5.7	8	5.7	15.7	3.3	5.5
2019	Yes	53.5	77.2	90.7	61.7	84.4	66.4	75	76.8	75.9	70.7	83.4	67.4
	No	15.5	8.7	4.7	23.3	9.4	15.1	6.3	9.5	9.2	11.7	9.2	13.2
	Refused to answer	0	0	0	0	0	0.4	0.7	0	0	0	0.3	0.1
	N/A	23	1	0	1.7	0	9.9	6.9	1.7	0	6.9	0.3	9.7
	I do not know/hard to answer	8	13.2	4.7	13.3	6.3	8.2	11.1	12	14.9	10.7	6.8	9.6
2017	Yes	9.9	74.1	77.8	54.7	87.5	75.5	72	84.6	69.3	68.4	92.2	55.1
	No	23.7	12.9	15.7	17	9.4	16.3	9.1	4.1	14.8	14.7	5.1	15.8
	Refused to answer	54.1	2.9	0.9	15	0	5.8	6.3	2.1	0	8.6	1.7	20.1
	I do not know/hard to answer	12.4	10	5.6	13.3	3.1	2.4	12.6	9.1	15.9	8.3	1	8.9
2015	Yes	13.3	77	89.5	55	79.1	66.9	85.7	89.3	85.8	78.6	93.1	61
	No	28.8	15.7	3.5	26.1	16.3	30.2	9.1	7.8	13.1	11.8	1.9	19.2
	Refused to answer	0.2	0.3	0	1.1	0	0.2	0	0	0	1.1	0	0.3
	N/A	53.2	0.3	0	11.1	2.3	0.4	0	0	0	4.4	0.6	15.1
	I do not know/hard to answer	4.5	6.8	7	6.8	2.3	2.4	5.2	2.9	2	4.1	4.4	4.5
2013	Yes		95.5	92.9	86.8	88.6	96	96.1	92.3	91.9	93.3	98.8	94.3
	No		2.7	6	11.3	5.7	2.7	1.9	6.4	4.1	4.5	1.2	4.1
	Refused to answer		0	0	0	0	0	1	0	0	0	0	0.1
	I do not know/hard to answer		1.8	1.2	2	5.7	1.3	1	1.3	4.1	2.2	0	1.5

In 2013, the majority of respondents in each of the regions believed there was state support for the development of household farming, but a change was observed in the following rounds. Looking at the 2015 round, Adjara (37.6%), Mtskheta-Mtianeti (45%), and Kvemo Kartli (39.2%) showed a negative trend. In 2017, there were only four regions in which respondents reported the presence of state support: Samegrelo-Zemo Svaneti (44.5%), Racha-Lechkhumi-Kvemo Svaneti (53.1%), Imereti (48.1%), and Shida Kartli (55.2%). A rise in negative responses has been observed in every region since 2019. In 2021, assessments were more positive in Adjara (29.3%), Racha-Lechkhumi-Kvemo Svaneti (38.9%), Shida Kartli (38.5%), Mtskheta-Mtianeti (27%), and Kakheti (30%) while other regions maintained a negative trend (see Table #90).

Table #90 - Providing Adequate Support for the Development of Agriculture in the Regions

		%											
Is agricultural development supported by the government in your municipality?		**Tbilisi**	**Samegrelo-Zemo Svaneti**	**Guria**	**Adjara**	**Racha-Lechkhumi-Kvemo Svaneti**	**Imereti**	**Samtskhe-Javakheti**	**Shida Kartli**	**Mtskheta-Mtianeti**	**Kvemo Kartli**	**Kakheti**	**Georgia**
2021	Yes	1	31	21.7	29.3	38.9	17.7	17.7	38.5	27	10	30	23.2
	No	12	31.3	45.5	23.7	23.9	52	41.3	21.3	26	16.3	28.3	28.8
	Refuse to answer	0.5	1	0.7	0.7	2	0	0	0.7	0.7	5.6	1.7	1.2
	N/A	81.5	11	14	15.3	0	21	15.3	2.3	10	27.2	1	19.9
	I do not know/hard to answer	5	25.7	18.1	31	35.2	9.3	25.7	37.2	36.3	40.9	39	26.9
2019	Yes	13.8	36.3	24.3	23.9	33.3	14.3	24.8	29.2	23.6	15.2	30.5	20.8
	No	39.1	43.1	50.5	52.8	48.5	56.3	44.1	50.8	48.3	47.9	45.8	46.5
	Refuse to answer	0	0.6	0	0	3	0.8	0.7	0	0	0	1.4	0.4
	N/A	23.1	0.3	0.9	1.7	3	10.1	6.9	0.4	1.1	11	0.3	10.1
	I do not know/hard to answer	23.9	19.6	24.3	21.6	12.1	18.5	23.4	19.6	27	25.9	22	22.2
2017	Yes	7.2	44.5	33.6	18.3	53.1	48.1	31.3	55.2	26.1	13.9	22.8	25.9
	No	19.6	16.8	48.6	40.7	37.5	30.4	43.1	9.5	52.3	33.2	56.5	29.6
	Refuse to answer	55.3	9	0	22	3.1	6.6	6.9	6.6	1.1	20.3	2.7	23.5
	I do not know/hard to answer	17.9	29.7	17.8	19	6.3	14.9	18.8	28.6	20.5	32.6	18	21
2015	Yes	5.9	65.6	57	29	46.5	47.6	56.9	59.8	43	37.5	50.9	38.1
	No	26.6	21.7	27.2	37.6	44.2	45.6	36.6	27	45	39.2	18.9	32
	Refuse to answer	0	0.3	0	1.1	2.3	0.2	0	0	1	1.6	4.4	0.8
	N/A	57.2	1.9	0	13.3	2.3	0.4	0	0	1	7.7	0.6	16.9
	I do know/hard to answer	10.3	10.6	15.8	19	4.7	6.2	6.5	13.1	10	14	25.2	12.3
2013	Yes		94.4	78.2	71.8	67.7	81.1	88.9	88.2	56.5	61	91.9	80.8
	No		4.7	11.5	20.6	25.8	18.2	9.1	11.1	39.1	31	5.6	15.6
	Refuse to answer		0	1.3	0	0	0	1	0	0	0	0	0.1
	I do not know/hard to answer		0.9	9	7.6	6.5	0.7	1	0.7	4.3	8.1	2.4	3.5

Respondents from high mountain settlements as well as from other types of settlement stated that agriculture was a priority sector for their municipalities, as shown below:

- 2021: high mountain - 89.6%; other types of settlement - 61.9%
- 2019: high mountain - 83.7%; other types of settlement - 65.9%
- 2015: high mountain - 90.4%; other types of settlement - 58.7%

On the other hand, assessments have been mixed with regard to the adequacy of government support. More than one-quarter (26.3%) of the respondents from high mountain settlements in the 2021 cohort said the government did provide such support, an opinion shared by only one-fifth of respondents from other types of settlement (20.3%). Importantly, many respondents found it difficult to provide an opinion about the matter or they did not have relevant information. In the earlier rounds of the survey, opinions differed. In 2019, half of the respondents from both high mountain settlements as well as from other types believed that the government did not provide such support. Conversely, in 2015, more respondents indicated that the government supported the development of agricultural activities (57.1%) (see Tables #91 and #92).

Table #91 - Agriculture as a Priority Sector in High Mountain/Other Settlements

%				
In your opinion, is agriculture a priority field for your municipality?		High mountain settlements	Other types of settlement	Georgia
2021	Yes	89.6	61.9	66.9
	No	4.6	7.5	7
	Refused to answer	0.8	0.8	0.8
	N/A	1	24	19.8
	I do not know/hard to answer	4.1	5.8	5.5
2019	Yes	83.7	65.9	67.4
	No	6.7	13.8	13.2
	Refused to answer	0.3	0.1	0.1
	N/A	3.1	10.3	9.7
	I do not know/hard to answer	6.2	9.9	9.6
2015	Yes	90.4	58.7	61
	No	7.9	20	19.2
	Refused to answer	0	0.3	0.3
	N/A	0	16.2	15.1
	I do not know/hard to answer	1.7	4.7	4.5

Table #92 - Support for Agricultural Activities in High Mountain/Other Settlements

%				
Is agricultural development supported by the government in your municipality?		High mountain settlements	Other types of settlement	Georgia
2021	Yes	36.3	20.3	23.2
	No	24.6	29.7	28.8
	Refused to answer	1.1	1.2	1.2
	N/A	2.4	23.8	19.9
	I do not know/hard to answer	35.6	25	26.9

(continue)

%				
Is agricultural development supported by the government in your municipality?		**High mountain settlements**	**Other types of settlement**	**Georgia**
2019	Yes	31.1	19.9	20.8
	No	48.9	46.3	46.5
	Refused to answer	0.6	0.3	0.4
	N/A	3.1	10.8	10.1
	I do not know/hard to answer	16.3	22.8	22.2
2015	Yes	57.1	36.6	38.1
	No	37	31.6	32
	Refused to answer	0	0.9	0.8
	N/A	1.3	18.1	16.9
	I do not know/hard to answer	4.6	12.8	12.3

Respondents of all age groups in all five rounds of the survey pointed out that agriculture was a priority sector in their municipality. This generally positive trend has been on the decline since 2013. More than 90% of respondents of all age groups in the first round considered agriculture to be a priority, while by 2021 only 55.1% of respondents in the 18-24 age group believed so. Since 2013, the number of respondents indicating that agriculture was a priority sector has dwindled, hitting a low in the 2017 cohort with only 41% of respondents from the 18-24 age group answering positively. In the following rounds, the trend somewhat recovered. In 2021, most respondents considering agriculture to be a priority sector were from the 55-64 age group (70.1%) followed by the 65 and above group (68.7%) (see Table #93).

Table #93 – Agriculture as a Priority Sector by Age Group

%								
In your opinion, is agriculture a priority field for your municipality?		**18-24**	**25-34**	**35-44**	**45-54**	**55-64**	**65 or over**	**Georgia**
2021	Yes	55.1	65.9	70.1	68	70.1	68.7	66.9
	No	9.3	5.2	5.3	7	7.9	8.1	7
	Refused to answer	1.2	0.9	1.4	0.2	1.1	0.3	0.8
	N/A	27.4	22	18.9	19.4	14.8	18	19.8
	I do not know/hard to answer	6.9	6	4.3	5.5	6	4.8	5.5
2019	Yes	67.7	69.2	65.7	68.4	73.7	61.5	67.4
	No	16.2	11.4	13.2	13.9	11.4	13.7	13.2
	Refused to answer	0	0	0.1	0.1	0.2	0.2	0.1
	N/A	9.5	8.8	11.2	6.8	7	14	9.7
	I do not know/hard to answer	6.6	10.6	9.8	10.9	7.6	10.7	9.6
2017	Yes	41	51.8	50.5	57.2	61.1	64.6	55.1
	No	27.2	17.1	14.5	13.5	12.7	13.6	15.8
	Refused to answer	21	19.5	24.8	20.4	19.6	15.8	20.1
	N/A	10.8	11.5	10.1	8.9	6.6	6	8.9

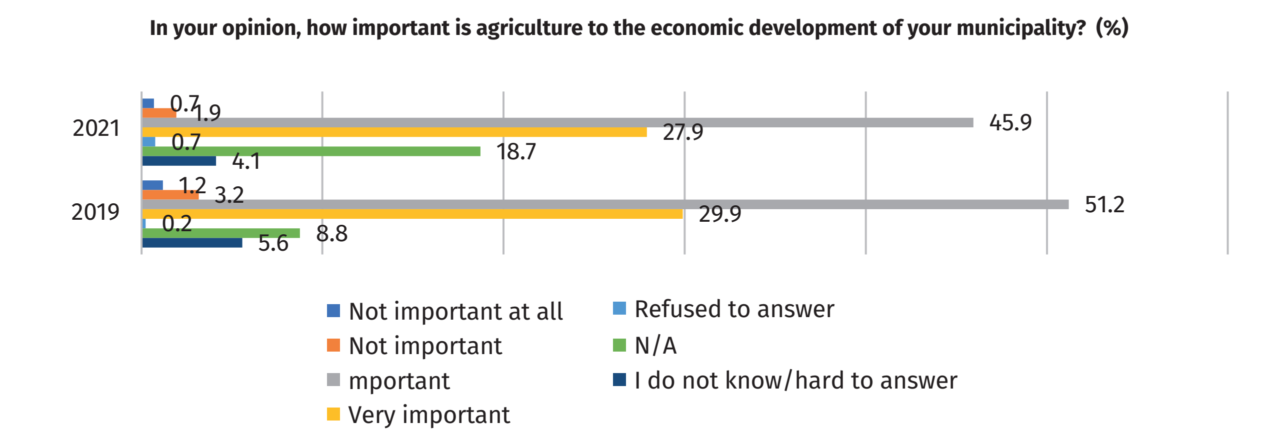
(continue)

In your opinion, is agriculture a priority field for your municipality?		% 18-24	25-34	35-44	45-54	55-64	65 or over	Georgia
2015	Yes	50.6	60.4	58.8	60	63.7	68.7	61
	No	25.3	17.8	21.5	21	18.7	13.5	19.2
	Refused to answer	0.6	0.5	0.3	0	0.2	0.4	0.3
	N/A	19.4	15.5	16.1	14.7	11.4	14.4	15.1
	I do not know/hard to answer	4.1	5.8	3.2	4.4	6	3	4.5
2013	Yes	95.4	90.7	95.9	97.3	94.8	92.6	94.3
	No	3.2	8.3	2.7	2.1	3.4	4.4	4.1
	Refused to answer	0.5	0	0	0	0	0	0.1
	I do not know/hard to answer	0.9	1	1.4	0.6	1.7	3	1.5

In 2021, almost one-quarter of respondents (23.3%) indicated that only a small part of the population in their municipality was engaged in agriculture, while 29.8% believed the same to be true for a significant part of the local population (compared to 28.8% and 13.9%, respectively, in the 2019 cohort).

While 81.1% of respondents of the 2019 round considered agriculture an important sector for municipal economic development, in 2021 only 73.8% held this view. However, the trend has remained dominant (3 or 4 points on a 4-point scale) (see Diagram #34).

Diagram #34 - Importance of Agriculture for the Municipality's Economic Development



Many respondents of the focus group discussions with rural communities believed that developed agriculture could contribute to a reduction in unemployment. The respondents pointed out that growing blueberries and snail breeding had become rather popular in the western regions of Georgia (Guria and Samegrelo-Zemo Svaneti) while hazelnut is now perceived a traditional crop. Respondents from Racha-Lechkhumi-Kvemo Svaneti, including representatives of local authorities highlighted the importance of vineyards and wine tourism in the region. One of them stated:

> *"There are three unique types of grape in the region – Tsolikauri, Usakhelauri, and Ojaleshi. The popularity of wine tourism has led to a revitalization of the private sector and the emergence of family-run wine cellars. State programs such as "Enterprise Georgia" have also helped" (A representative of Tsageri City Hall).*

Respondents were given a list of various state support initiatives in agriculture. Most respondents from the 2015, 2017, 2019, and 2021 cohorts pointed out that they could not access any of these forms of support (66.5% of respondents chose this option in 2021). In 2013, however, 40.8% said they could access a voucher for land cultivation/technical equipment. Vouchers, fertilizers, pesticides, and rent of agricultural equipment dominated the mentioned categories in various rounds of the survey. However, in 2013 the cumulative percentage of these and other types of support did not even amount to 10% (see Table #94).

Table #94 - Accessibility of the State Assistance in Agriculture

%					
Is state agriculture assistance affordable for you in the following areas?	**2021**	**2019**	**2017**	**2015**	**2013**
Services of an agronomist	3.3	3.8	0.7	4.1	5.5
Rent of agricultural technical equipment	7.9	8.5	5.7	10.2	14.1
Seeds and saplings	5.1	3.9	1.4	5.9	8.5
Fertilizers and pesticides	6	9.6	9.1	18.5	25.2
Vouchers for land cultivation/technical equipment	8.6	4.2	19.7	26.1	40.8
Consultations about rural projects funded by the Rural Development Agency	1.9	2.5			
Other	0.7	0.1	0.02	0.1	0.5
None	66.5	64.1	63.4	35.1	5.4

Importantly, in the 2021 and 2019 cohorts, the majority of respondents from both high mountain settlements and other types of settlement indicated that no state agricultural assistance was accessible to them, as shown below:

- 2021: high mountain - 61.6%; other types of settlement - 67.6%
- 2019: high mountain - 62.7%; other types of settlement - 64.2%

This is a different picture from that of 2015 when 37.8% of respondents from high mountain settlements said they could use vouchers for land cultivation/technical equipment and 27.8% said they could get them for fertilizers and pesticides (see Table #95).

Table #95 - Accessibility of State Assistance for Agriculture in High Mountain Settlements and Other Types of Settlement

%				
Is state agriculture assistance accessible to you in the following directions?		**High mountain settlements**	**Other types of settlement**	**Georgia**
Services of an agronomist	2021	4.8	3	3.3
	2019	3.9	3.8	3.8
	2015	4.6	4	4.1
Rent of agricultural technical equipment	2021	11.3	7.1	7.9
	2019	12.6	8.2	8.5
	2015	11.9	10	10.2

(continue)

Is state agriculture assistance accessible to you in the following directions? (%)		High mountain settlements	Other types of settlement	Georgia
Seeds and saplings	2021	3.9	5.4	5.1
	2019	3.9	3.9	3.9
	2015	6.6	5.9	5.9
Fertilizers/pesticides	2021	5	6.2	6
	2019	5.4	10	9.6
	2015	27.8	17.7	18.5
Vouchers for land cultivation/technical equipment	2021	10	8.3	8.6
	2019	4.6	4.1	4.2
	2015	37.8	25.1	26.1
Consultations about rural projects funded by the Rural Development Agency	2021	1.6	1.9	1.9
	2019	4.7	2.3	2.5
	2015			
Other	2021	1.8	0.5	0.7
	2019	2.3	3.6	0.1
	2015	0.3	0.1	0.1
None	2021	61.6	67.6	66.5
	2019	62.7	64.2	64.1
	2015	11.1	37.2	35.1

The majority of respondents who said they could access state assistance seemed satisfied with the respective services (65% on average / 3 or 4 points on a 4-point scale). However, some were dissatisfied with such assistance (from 1 to 20%). The same pattern was observed in the previous rounds (see details in Table #96).

Table #96 – Satisfaction with State Assistance in Agriculture

How satisfied are you with the following assistance? (%)		Very dissatisfied	Dissatisfied	Satisfied	Very satisfied	Hard to say
Services of an agronomist	2021 (N=133)	1.9	13	57.5	4.4	23.2
	2019 (N=154)	0.2	12	57	5.4	25.4
	2017 (N=26)	0	5.8	78.8	3.1	12.4
	2015 (N=212)	2.5	22.8	40.7	4.5	29.4
	2013 (N=165)	3.2	38.3	46.8	5.6	6
Rent of agricultural technical equipment	2021 (N=314)	2.7	14.7	63.1	4.1	15.5
	2019 (N=345)	1.8	18.5	59.4	5.4	14.9
	2017 (N=222)	0	5.7	83.7	2.5	8
	2015 (N=528)	1.3	14.6	64.6	4.6	14.9
	2013 (N=419)	3.8	14.6	72.8	6.6	2.2
Seeds and saplings	2021 (N=204)	2.2	18	60.1	5	14.7
	2019 (N=156)	2.9	7.2	60.9	6.3	22.6
	2017 (N=54)	0	4.6	74.7	9.1	11.5
	2015 (N=307)	1.4	32.5	41	5.6	19.5
	2013 (N=252)	3.3	22.2	60.9	7.9	5.7

(continue)

How satisfied are you with the following assistance? %		Very dissatisfied	Dissatisfied	Satisfied	Very satisfied	Hard to say
Fertilizers/pesticides	2021 (N=239)	2.9	12.7	67.9	4.4	12.1
	2019 (N=390)	2.8	20.3	63.3	3.7	9.9
	2017 (N=354)	0.2	1.9	84.7	8	5.2
	2015 (N=963)	1.2	10.2	66.7	14.1	7.9
	2013 (N=751)	1.8	4.2	78.4	14.9	0.7
Vouchers for land cultivation/technical equipment	2021 (N=343)	4	16.3	62.2	6.1	11.4
	2019 (N=169)	4.3	8.9	67	2.8	17.1
	2017 (N=765)	0.1	3.9	83.7	7.3	4.9
	2015 (N=1356)	0.9	7.9	70.8	12.2	8.2
	2013 (N=1215)	2.8	7.3	71.4	14.8	3.6
Consultations about rural projects funded by the Rural Development Agency	2021 (N=75)	5	23.4	50.2	3.9	17.6
	2019 (N=100)	5.9	21.2	51.5	3	18.5

The participants of focus group discussions and respondents of interviews who were engaged in agriculture complained about the lack of state assistance. As an example, the financial contribution provided by the state was deemed by many to not be sufficient for the development of agriculture, while selling products posed a challenge for many as well. Participants of one focus group discussion held with a local community raised the issue of needing a service or a staff member to advise local communities with regard to the sale of products, including pricing.

Representatives of local authorities from the Kvemo Kartli region pointed out that some farmers chose not to use agriculture insurance to save money, which the following respondent thought was a mistake:

> *"Land must be insured from natural disasters, especially when you have 100 or 200 ha. Farmers do not want to pay money and are hoping that nothing will happen and that they will be able to collect their harvest" (A representative of Marneuli City Hall).*

The prominence of small-scale farming is a significant problem affecting the development of agriculture, as is the lack of investments in agriculture which could be overcome by establishing rural cooperatives among individual farmers, as suggested by the following respondent:

> *"It is impossible to sustain your family and give some benefits to the state when you have just a hectare of land. It is impossible to use advanced technologies and fully exploit technical equipment, etc." (A representative of the Administration of the State Representative to the Kvemo Kartli region).*

Government representatives in Kvemo Kartli underscored that the number of cold storages had been rising in the municipality, allowing farmers to store their produce for a certain period of time, before selling it. Some respondents also noted that the processing industry was well-developed in Kvemo Kartli largely due to the presence of a Marneuli-based food processing plant. There is also a powerful cooperative functioning in Dmanisi while a vocational school molding specialists in various spheres of agriculture has been set up by the state with the support of foreign investors. However, some respondents believed that the gravest problems in the region lay in the lack of knowledge about modern technologies and methods.

SAFETY

A significant majority of respondents across various rounds believed that the safety of communities in their settlement/city/borough was protected (2021 – 80.7%; 2019 – 64.8%; 2017 – 72.8%; 2015 – 83.2%; 2013 – 85.4%). Strikingly however, by 2021 the share of respondents who believed this to be the case lagged behind the 2013-2015 cohort. However, it should also be noted that in 2021 there was a significant increase compared to 2019 (see Table #97).

Table #97 – Safety of the Population

	%				
How would you describe the protection of the safety of the population in your settlement/town/borough?	**2021 (N=3092)**	**2019 (N=3045)**	**2017 (N=2675)**	**2015 (N=2499)**	**2013 (N=2005)**
Completely unsafe	1.5	3.6	2.5	2.7	1.9
Unsafe	14.2	24.9	20,1	11.5	10.1
Safe	70.2	60.3	63.4	65.9	68.1
Completely safe	10.5	4.5	9.4	17.3	17.3
Refused to answer/I do not know/hard to answer	3.6	6.7	4.7	2.7	2.6

A significant majority of respondents in all rounds indicated that robbery/theft in their settlement was uncommon or rare (2021 – 87.5%; 2019 – 83.5%; 2017 – 85.3%; 2015 – 91.5%; 2013 – 94.4%). The rate for the 2021 round lagged behind 2013 and 2015 however.

Participants of focus group discussions brought up the case of a bank robbery in Zugdidi, with one stating: “everyone remembers when a bank was robbed in Zugdidi, this is my worst memory” (male, 18, student, resident of Zugdidi, Samegrelo-Zemo Svaneti region).

The majority of respondents across all five rounds said drug abuse was either not common in their settlement or happened rarely (2021 – 69.5%; 2019 – 57%; 2017 – 74.9%; 2015 – 81.6%; 2013 – 85.6%). Importantly, the percentages of respondents in the 2019 and 2021 cohorts concurring with the same view was smaller than in previous rounds.

According to the majority of respondents of various rounds of the survey, alcohol abuse was uncommon or rare in their settlements (2021 – 59%; 2019 – 50.7%; 2017 – 65.9%; 2015 – 72%; 2013 – 72%). In this regard, the rates observed in 2019 and 2021 lagged behind that of other years (see Table #98).

Table #98 - Safety Problems in Settlements

How prevalent is each problem in your settlement?		2021 (N=3400)	2019 (N=3400)	2017 (N=3400)	2015 (N=3400)	2013 (N=3400)
		%				
Robbery/theft	Uncommon	60.6	54.7	57.1	73	75.9
	Rare	26.9	28.8	28.1	18.4	18.2
	Rather common	6.6	9.9	8.4	4	2.9
	Very common	2.8	0.8	0.6	0.2	0.1
	I do not know	3	5.8	5.7	4.3	2.9
Drug abuse	Uncommon	45.1	42.5	54.6	69.5	71.4
	Rare	24.4	14.5	20.3	12.1	14.2
	Rather common	14.3	18.8	11.5	5.9	5.5
	Very common	5.7	6	1.8	0.6	0.5
	I do not know	10.5	18.2	11.8	11.8	8.4
Alcohol abuse	Uncommon	22	22.8	30	45.5	39.2
	Rare	37	27.9	35.9	26.4	32.8
	Rather common	30.1	34.4	24.7	19.6	20.2
	Very common	7.4	7.2	4.8	3.9	3.6
	I do not know	3.6	7.6	4.6	4.6	4.2

An analysis of the assessment of the prevalence of certain problems in settlements per region as perceived by respondents demonstrated that Mtskheta-Mtianeti, Racha-Lechkhumi -Kvemo Svaneti, and Kakheti regions were those least affected by theft and robbery (84.9%, 81.7%, and 82.7% respectively described it as uncommon or rare). Based on the responses of those who believed theft and robbery were common in their localities, Samtskhe-Javakheti, Adjara, and Tbilisi (18%, 14%, and 12% respectively) were the most affected regions. Comparative analysis of the data from all five rounds indicated a decline from 2013 to 2021 in the number of respondents from Guria, Racha-Lechkhumi-Kvemo Svaneti, Samtskhe-Javakheti, and Samegrelo-Zemo Svaneti who said that robbery and theft were not common in their settlements. Moreover, it should be noted that while, by the second round, the number of Tbilisi-based respondents indicating that theft and robbery was rather or very common doubled (2015 – 11%, 2017 – 22.3%), by 2021 the number had retreated to 12% (see Table #99).

Table #99 - Incidence of Theft and Robbery in the Regions

How common are theft and robbery in your settlement? (%)		Tbilisi	Adjara	Guria	Imereti	Kakheti	Mtskheta-Mtianeti	Kvemo Kartli	Racha-Lechkhumi-Kvemo Svaneti	Samtskhe-Javakheti	Samegrelo-Zemo Svaneti	Shida Kartli	Georgia
		%											
2021	Uncommon	49	63	65	63.5	82.7	84.9	39.8	81.7	36.7	49.3	54.8	60.6
	Rare	34.8	22	32	32.8	12	8	18.1	16.7	38.3	49	29.6	26.9
	Rather common	10.5	11.3	1.3	3	2.3	2.7	2.7	0.3	8.3	1.3	10.6	6.6
	Very common	1.5	2.7	0	0	0	0.3	0.3	0	9.7	0	0.7	2.8
	I do not know	4.3	1	1.7	0.7	3	4	4	1.3	7	0.3	4.3	3

(continue)

How common are theft and robbery in your settlement? (%)		Tbilisi	Adjara	Guria	Imereti	Kakheti	Mtskheta-Mtianeti	Kvemo Kartli	Racha-Lechkhumi-Kvemo Svaneti	Samtskhe-Javakheti	Samegrelo-Zemo Svaneti	Shida Kartli	Georgia
2019	Uncommon	31.3	41.3	79.4	69	66.4	76.1	62.6	93.5	62.2	78.3	56.4	54.7
	Rare	39.7	37	15	21.5	24.7	18.2	23.5	6.5	25.2	17.5	30.3	28.8
	Rather common	19.8	8.7	2.8	4.4	4.4	1.1	7.5	0	7	2.9	8.7	9.9
	Very common	0.9	1.7	0	1.6	0	0	0.5	0	0.7	0.3	0.8	0.8
	I do not know	8.3	11.3	2.8	3.4	4.4	4.5	5.9	0	4.9	1	3.7	5.8
2017	Uncommon	15.5	83	86.9	72	77.2	78.9	61.9	93.8	83.2	77.4	68.6	57.1
	Rare	48.7	15	9.3	22.7	17.3	14.4	25.9	6.3	13.3	17.4	24.8	28.1
	Rather common	20.4	1.7	1.9	3.4	3.4	2.2	6.1	0	1.4	2.3	2.9	8.4
	Very common	1.9	0	0	0.4	0.4	0	0.3	0	0	0	0	0.6
	I do not know	13.6	0.3	1.9	1.9	1.4	4.4	5.9	0	2.1	2.9	3.7	5.7
2015	Uncommon	38.4	78.9	87.6	92	79	92.9	78.1	97.6	87.7	82.9	87.7	73
	Rare	38.2	16.8	8.8	7.8	12.9	6.1	17.5	2.4	9.7	13.8	7.8	18.4
	Rather common	10.1	3.2	2.7	0.2	2.8	1	1.9	0	0.6	3	2.5	4
	Very common	0.9	0	0	0	0	0	0	0	0	0	0	0.2
	I do not know	12.3	1.1	0.9	0	5.3	0	2.5	0	1.9	0.3	2.1	4.3
2013	Uncommon	50.7	87.5	88.6	91.1	72.6	85.9	85.8	95.2	94.2	90.8	61.2	75.9
	Rare	31.2	9.3	10.5	8	24.5	8.1	12.9	4.8	3.9	8.7	38	18.2
	Rather common	8.3	2.5	0	0	2.5	3	1.1	0	0.6	0.3	0.8	2.9
	Very common	0.1	0.7	0	0	0	0	0	0	0	0	0	0.1
	I do not know	9.7	0	0.9	0.9	0.3	3	0.3	0	1.3	0.3	0	2.9

The data from the 2021 round suggest that drug abuse seemed most prevalent in Tbilisi, Kvemo Kartli, and Adjara (45.8%, 38%, and 29.9% respectively) while Mtskheta-Mtianeti (5.3%) and Racha-Lechkhumi-Kvemo Svaneti (2.3%) regions appeared to be least affected by this issue. The analysis of drug abuse dynamics across years demonstrated that the share of those respondents to indicate that drug abuse was uncommon in their settlement significantly shrank in Imereti (2021 – 58.7%; 2013 – 90.7%), Kvemo Kartli (2021 – 20%; 2013 – 83.8%), Samtskhe-Javakheti (2021 – 49.8%; 2013 – 94.8%), and Samegrelo-Zemo Svaneti (2021 – 26.8%; 2013 – 88%). Mtskheta-Mtianeti and Racha-Lechkhumi-Kvemo Svaneti maintained a more or less positive dynamic with regard to drug abuse (see Table #100).

Table #100 – Drug Abuse by Regions

	How common is drug abuse in your settlement? (%)	Tbilisi	Adjara	Guria	Imereti	Kakheti	Mtskheta-Mtianeti	Kvemo Kartli	Racha-Lechkhumi-Kvemo Svaneti	Samtskhe-Javakheti	Samegrelo – Zemo Svaneti	Shida Kartli	Georgia
2021	Uncommon	24.3	41.9	26.3	58.7	62.9	77	20	72	49.8	26.8	43	45.1
	Rare	24.5	19.3	50.3	22	15.1	8.7	15.3	24	17.1	52.8	19.3	24.4
	Rather common	33.8	21.9	9.7	11	10.7	4.3	21	2.3	9.7	7	19.7	14.3
	Very common	12	8	1.3	1.3	0.3	1	17	0	7.4	4.7	6.7	5.7
	I do not know	5.5	9	12.3	7	11	9	26.7	1.7	16.1	8.7	11.3	10.5
2019	Uncommon	17	35.3	57	56.7	53.2	53.4	55.3	68.8	60	61.4	46.1	42.5
	Rare	14.6	19	14	11.5	14.6	13.6	8.6	12.5	15.2	15.8	21.2	14.5
	Rather common	38.1	18.7	9.3	9.3	9.2	9.1	7.8	6.3	8.3	11.6	12.9	18.8
	Very common	13.4	4	2.8	4.8	1	3.4	3.5	0	2.1	2.3	1.2	6
	I do not know	16.9	23	16.8	17.7	22	20.5	24.9	12.5	14.5	9	18.7	18.2
2017	Uncommon	12.3	79.7	83.2	76.6	72.4	77.3	58.3	96.9	79.2	71.1	66	54.6
	Rare	32.5	13.3	8.4	11.5	16.7	6.8	23.3	3.1	6.9	20.3	15.8	20.3
	Rather common	30.7	1.3	0	4	4.1	2.3	8.6	0	1.4	1.9	0.8	11.5
	Very common	5.3	0	0	1.2	0	0	0	0	0	0.6	0	1.8
	I do not know	19.2	5.7	8.4	6.7	6.8	13.6	9.9	0	12.5	6.1	17.4	11.8
2015	Uncommon	27.7	79.2	79.1	89.4	70.8	88.8	80.3	97.7	94.1	85.3	88.1	69.5
	Rare	21.6	14	13	6.7	13.2	6.1	10.7	2.3	3.3	7.9	4.9	12.1
	Rather common	19.5	1.4	2.6	0.9	3.1	2	1.6	0	0	1.1	0.4	5.9
	Very common	2.1	0	0	0	0.3	0	0.3	0	0	0	0	0.6
	I do not know	29.2	5.4	5.2	2.9	12.5	3.1	7.1	0	2.6	5.7	6.6	11.8
2013	Uncommon	36.7	82.4	87.7	90.7	74.3	77.3	83.8	90.5	94.8	88.0	65.4	71.4
	Rare	22.7	9.7	7.9	6.2	18.2	6.2	8.8	7.1	26	9.8	31.3	14.2
	Rather common	17.2	2.9	0.9	0.5	2.2	3.1	3	0	0	0.8	0.4	5.5
	Very common	1.4	0.4	0	0	0	0	0.5	0	0	0	0	0.5
	I do not know	22	4.7	3.5	2.6	5.3	13.4	3.8	2.4	2.6	1.4	2.9	8.4

A significant majority of respondents across various rounds of the survey stated that minor offenses and misdemeanors were uncommon or rare in their settlement (2021 – 81.4%; 2019 – 72.8%; 2017 – 78.4%; 2015 – 87%; 2013 – 89.5%). In 2021, the share of respondents concurring with this view was smaller than in 2013 and 2015.

According to the majority of the respondents, domestic violence was either uncommon or rare in their settlements (2021 – 71.6%; 2019 – 69.2%; 2017 – 66.6%; 2015 - 79%; 2013 – 83.4%). Importantly, in the 2021 cohort, there were fewer respondents, compared to those in 2013 and 2015 (but more than in 2017 and 2019) who shared the same view.

As for the prevalence of divorce in their settlement, according to respondents from various rounds, it was either uncommon or rare (2021 – 70.6%; 2019 – 60.7%; 2017 – 62.5%; 2015 – 74.3%; 2013 – 78.1%). However, in 2021, fewer respondents held the same view compared to 2013 and 2015 (see Table #101).

Table #101 – Minor Offenses and Misdemeanors, Domestic Violence, and Divorce

How common is each of these problems in your settlement?		2021 (N=3400)	2019 (N=3400)	2017 (N=3400)	2015 (N=3400)	2013 (N=3400)
		%				
Minor offenses/ misdemeanors	Uncommon	48.8	50.7	46.7	65	68.8
	Rare	32.6	22.1	31.7	22	20.7
	Rather common	9	12.8	11.6	6.3	4.6
	Very common	3.9	2.6	1.5	0.6	0.3
	I do not know	5.7	11.8	8.5	6.1	5.6
Domestic violence	Uncommon	46.4	54.1	45.6	66.2	70.8
	Rare	25.2	15.1	21	12.8	12.6
	Rather common	9.1	7.6	8.5	5	2.6
	Very common	2.2	1.5	1.2	1	0.5
	I do not know	17.1	21.7	23.7	15	13.5
Divorce	Uncommon	35.3	42.2	33.2	56.8	60.1
	Rare	35.3	18.5	29.3	17.5	18
	Rather common	10.6	13.2	12.7	9.8	5.3
	Very common	2.4	3.6	3.5	1.8	1.7
	I do not know	16.3	22.6	21.2	14	14.9

Compared to previous years, more respondents with an ethnic minority background in the 2021 cohort indicated that there were domestic violence cases in their localities (2021 - 22.8%; 2019 – 7.3%; 2017 - 4%; 2015 – 6.3%; 2013 – 3.3%). As for ethnic Georgian respondents, there has been an increasing trend with regard to the prevalence of domestic violence observed across the years since 2017 (2021 – 9.3%; 2019 – 9.3%; 2017 – 10.4%; 2015 – 2.5%; 2013 – 2.5%) (see Table #102).

Table #102 - Assessment of the Prevalence of Domestic Violence by Ethnic Groups

How common is domestic violence in your settlement?		Uncommon	Rare	Rather common	Very common	I do not know
		%				
2021	Ethnic Georgian	49.9	23.7	7.7	1.6	17
	Ethnic minorities	26.2	33.4	17.4	5.4	17.6
	Georgia	46.4	25.1	9.1	2.2	17.1
2019	Ethnic Georgian	53.3	15.2	7.8	1.5	22.2
	Ethnic minorities	62.1	14.6	5.9	1.4	16
	Georgia	54.1	15.1	7.6	1.5	21.7
2017	Ethnic Georgian	44.3	21.9	9.1	1.3	23.5
	Ethnic minorities	57	14	2.9	1.1	25.1
	Georgia	45.7	21	8.4	1.3	23.6
2015	Ethnic Georgian	73.5	9.8	2.5	0	14.2
	Ethnic minorities	65.3	13.2	5.2	1.1	15.1
	Georgia	66.2	12.8	4,9	1	15
2013	Ethnic Georgian	74	12	2	0.5	11.5
	Ethnic minorities	70.4	12.6	2.7	0.6	13.7
	Georgia	70.8	12.6	2.6	0.6	13.5

A significant majority of respondents in 2021 believed that early marriage in their settlement was either uncommon or rare (74.4%). However, more respondents of an ethnic minority background indicated that early marriage was common in their settlement than ethnic Georgian respondents (22.6% and 7.2% respectively) (see Table #103).

Table #103 - Early Marriage (by Ethnic Groups)

	%				
How common is early marriage in your settlement?	**Uncommon**	**Rare**	**Rather common**	**Very common**	**I do not know**
Ethnic Georgian	51.3	25.6	6.2	1	15.8
Ethnic minority	27.3	35.3	16.8	5.8	14.8
Georgia	47.8	27	7.8	1.7	15.7

According to a representative of the administration of the State Representative in Kvemo Kartli, due to local socio-cultural norms, early marriage was a problem which generated a series of ensuing problems for young women, such as limited access to education, and social and economic dependence. A women's room in the municipal city hall has played an important role in improving education, integration, and employment for women and so too has the women's councils operating across the entire region of Kvemo Kartli. There are numerous incentivizing projects such as I Choose Education, in which girls reflect on their experiences of resisting their families who wanted them to get married. One respondent noted:

> *"Avoiding early marriage is something that is not related to only physiological processes. It has to do with women's access to education, integration, and economic independence" (a representative of the administration of the State Representative in Kvemo Kartli).*

ELECTRONIC SERVICES

Compared to previous years, respondents in the 2021 cohort demonstrated improved knowledge about state electronic services (2021 – 52.5%; 2019 – 37.8%; 2017 – 39.3%; 2015 – 33.6%; 2013 – 32%). Importantly, the utilization rate of these services improved by 20% as compared to 26.5% in the fourth round (2017 – 17.9%; 2015 – 19.3%; 2013 – 22.9%). The findings suggest that respondents of all five rounds are generally satisfied with state electronic services (3 or 4 points on a 4-point scale) (2021 - 93.5%; 2019 - 93.9%; 2017 - 97.5%; 2015 – 95.7%; 2013 – 97.5%) (see Table #104).

Table #104 - Awareness, Experience, and Satisfaction with Public Electronic Services

%					
Have you heard about state electronic services?	**2021 (N=3400)**	**2019 (N=3400)**	**2017 (N=3400)**	**2015 (N=3400)**	**2013 (N=3400)**
Yes	52.5	37.8	39.3	33.6	32
No	43	55	44.2	56	52.1
Refused to answer/I do not know/hard to answer	4.5	7.3	16.5	10.3	15.9
Have you ever used state electronic services?	**2021 (N=1784)**	**2019 (N=1285)**	**2017 (N=1336)**	**2015 (N=1144)**	**2013 (N=1088)**
Yes	45.7	26.5	17.9	19.3	22.9
No	53.3	72.8	80.8	80.5	77.1
Refused to answer/I do not know/hard to answer	1	0.7	1.4	0.2	0
In general, how satisfied are you with electronic services?	**2021 (N=815)**	**2019 (N=340)**	**2017 (N=239)**	**2015 (N=221)**	**2013 (N=249)**
Very dissatisfied	0.6	0	0.9	0	1.3
Dissatisfied	3.2	5.5	1.5	4	0.9
Satisfied	84	80.5	84.6	88.3	77
Very satisfied	9.5	13.4	12.9	7.4	20.5
Refused to answer/I do not know/hard to answer	2.8	0.6	0	0.3	0.3

Interestingly, in 2021, compared to 2019, significantly more respondents from **high mountain settlements** had heard about state electronic services (2021 – 46.5%; 2019 - 25.7%). As for **other types of settlement,** the level of knowledge remained almost unchanged (2021 – 41.4%; 2019 – 40.9%) (see Table #105).

Table #105 - Awareness of State Electronic Services in High Mountain/Other Types of Settlement

%						
Have you heard about state electronic services?	2021 (N=3400)			2019 (N=3400)		
	High mountain	Other types of settlement	Georgia	High mountain	Other types of settlement	Georgia
Yes	46.5	41.4	52.5	25.7	40.9	37.8
No	38.2	53.3	43	64.3	52.5	55
Refused to answer/I do not know/hard to answer	15.3	5.3	4.5	10	6.7	7.3

The majority of respondents in the 2019 and 2021 rounds said they trusted state electronic services (70.2% in both rounds) (see Table #106).

Table #106 – Trust in State Electronic Services

%		
In general, to what extent do you trust state electronic services?	2021 (N=1781)	2019 (N=1285)
I do not trust them at all	0.4	1.3
I do not trust them	1.1	2.7
I neither trust nor distrust them	17.9	13.7
I trust them	65	63.9
I completely trust them	5.2	6.3
Refuse to answer/I do not know/hard to answer	10.5	12.2

About half of the respondents participating in the 2019 and 2021 rounds had never heard about municipal electronic services (2021 - 50.6%; 2019 - 53.4%). Only a few of those to have heard about such services reported using them in the past year (2021 – 12.1%; 2019 - 13.5%).

When it comes to concrete municipal electronic services, the majority of respondents in both rounds had accessed the webpages of the municipal city hall (2021 – 61.3%; 2019 – 55.7%), and municipal councils (2021 – 25.7%; 2019 – 15.8%).

In general, an overwhelming majority of respondents participating in the 2019 and 2021 rounds were satisfied with the municipal electronic services (2021 – 91.2%; 2019 – 73.7%). There was an increase of almost 20 percentage points in the number of satisfied respondents between 2019 and 2021.

As for trust, by 2019, 62.2% of the respondents said they trusted municipal electronic services while in 2021 this rose to 70.8% (see Table #107).

Table #107 - Awareness, Experience, and Satisfaction with Municipal Electronic Services

%		
Have you heard about municipal electronic services?	**2021 (N-3400)**	**2019 (N-3400)**
Yes	42.3	39.6
No	50.6	53.4
Refused to answer/I do not know/hard to answer	7.1	6.9
Have you used municipal electronic services during the last year?	**2021 (N=1440)**	**2019 (N=1347)**
Yes	12.1	13.5
No	86.4	85.9
Refused to answer/I do not know/hard to answer	1.4	0.6
In general, how satisfied are you with municipal electronic services?	**2021 (N=175)**	**2019 (N=182)**
Very dissatisfied	0	1.1
Dissatisfied	4.2	18.4
Satisfied	83.2	64.2
Very satisfied	8	9.5
Refused to answer/I do not know/hard to answer	4.6	6.9
In general, to what extent do you trust municipal electronic services?	**2021 (N=1440)**	**2019 (N=1347)**
I do not trust them at all	0.4	1.2
I do not trust them	1.1	4.5
I neither trust nor distrust them	17.9	13.5
I trust them	65	57.4
I completely trust them	5.2	4.8
Refuse to answer/I do not know/hard to answer	10.5	18.5

In 2021, compared to 2019, there was an increase in awareness about municipal electronic services among respondents of an ethnic minority background (2021 – 31.2%; 2019 – 13.3%). As for ethnic Georgian respondents, the level of awareness about municipal services remained almost unchanged between 2019 and 2021 (2021 – 44.3%; 2019 – 42.3%) (see Table #108).

Table #108 - Awareness about Municipal Electronic Services by Ethnic Groups

%				
Have you heard about municipal electronic services?		**დიახ**	**არა**	**I do not know/ refuse to answer**
2021 (3400)	Ethnic Georgian	44.3	49.4	6.2
	Ethnic minorities	31.2	57	11.8
	Georgia	42.4	50.5	7.1
2019 (3400)	Ethnic Georgian	42.3	51.5	6.1
	Ethnic minorities	13.3	72.1	14.6
	Georgia	39.6	53.4	6.9

According to a representative of the administration of the State Representative in Kvemo Kartli, municipal electronic services were easier to access in municipalities with predominantly ethnic Georgian population. In settlements with large ethnic minority communities, older generations have poor or no knowledge of the Georgian language and, therefore, they find it difficult to access municipal services. However, importantly, the rate of use of municipal services by ethnic minority communities has been on the increase. Municipal bodies have tried to provide information to ethnic minorities in their respective languages. The language barrier hampers social integration in terms of information, employment opportunities, and engaging in public life. One respondent noted:

> *"There has been progress because there are a lot of people willing to learn the Georgian language. The Zhvania School has been rather active in this direction, as have NGOs and donor organizations. The 2+1 program has also been effective" (a representative of the Administration of the State Representative).*

According to a representative of Oni City Hall, the local administration has moved to an electronic system which means services are now provided online to citizens. On the one hand, remote communication comes in handy since it allows citizens to save on time and resources. However, on the other hand, access to the Internet remains challenging especially in high mountain settlements. Similarly, the quality of computer literacy is still low there. These factors impede access to services. One respondent stated:

> *"When you tell a person that she or he may plug a reader [of an ID card] into a computer and register an application without leaving home, this is indeed great and those who can access this [service] use it. But we are talking about two or three applicants out of a hundred. The rest, who have to commute to Oni, are having difficulties since before they had to simply write an application on paper and submit it to the city hall and now it is more difficult because the application has to be electronic" (a representative of Oni municipal city hall).*

Communities in high mountain settlements are particularly affected by the limited access to the internet. One respondent observed:

> *"The municipality indeed has the capacity to accept an application or a complaint from the population electronically. However, citizens have no means to run correspondence electronically. It comes down to a problem of the Internet in high mountain villages and not having basic skills to use a computer" (A representative of the administration of the State Representative).*

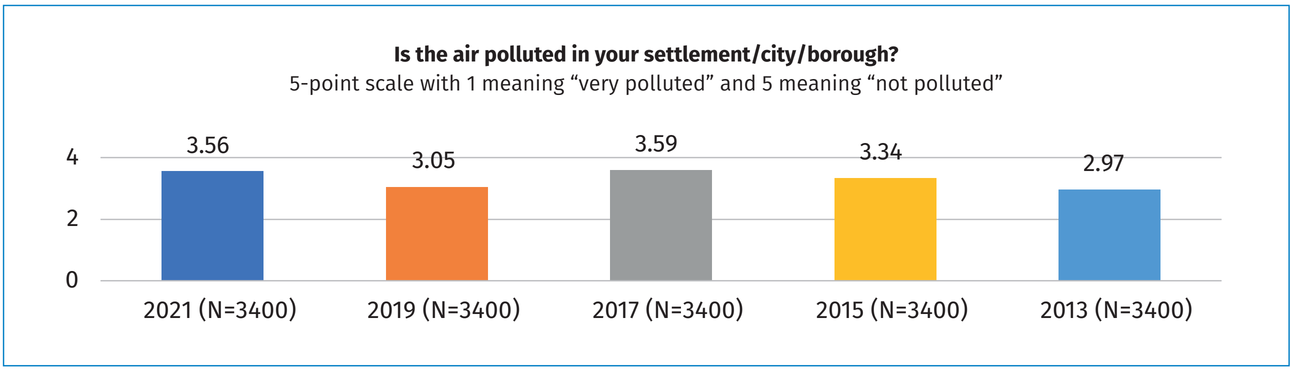
According to representatives of city halls of the high mountain municipalities of Tsageri and Oni, even though there is a state program for internetization running across the country, internet providers are not particularly interested from an economic perspective in providing internet access to small settlements.

Pollution of Air, Water, and Natural Reservoirs

With regard to air pollution, the data show that the percentage of respondents claiming the air was "very polluted" was smallest in 2021 (2021 – 6.5%; 2019 – 21.3%; 2017 – 21.4%; 2015 – 15.9%; 2013 – 11.5%). However, more respondents in the 2021 round as compared to the previous rounds indicated that the air was "somewhat polluted" (19.1%).

Plotting responses on a 5-point scale allows for the identification of dominant trends. More specifically, respondents of the 2013 cohort were the most skeptical about air pollution. However, the data from the following rounds were more positive (average >3). However, it should also be noted that the means stand close to the median of 3, indicating that the perceptions of respondents are not especially positive (see Diagram #35).

Diagram #35 – Assessment of Air Pollution Level in Settlements



When it comes to the differences between urban and rural areas, the findings of all five rounds of the survey showed the majority of Tbilisi-based respondents thought the air was polluted in their city (within a range of 66-89%) while the share of respondents holding the same view was rather small in rural areas. As expected, only a small proportion of respondents from rural areas (within a range of 11-18%) said the air was very polluted or polluted. There was an interesting development in the 2021 round compared to previous ones: in Tbilisi, fewer respondents said the air was "polluted" whereas more respondents believed the air to be "somewhat polluted" (see Table #109).

Table #109 – Assessment of Air Pollution Level in Urban/Rural Areas

%					
Is the air polluted in your settlement/city/borough?		Tbilisi	Other Urban	Rural	Georgia
2021	Polluted	66	25.1	11.3	24
	Somewhat polluted	22.3	22	16.2	19.5
	Less polluted/not polluted	11.8	49	69.9	53.6
	Refused to answer/I do not know/hard to answer	0	3.9	2.7	2.9
2019	Polluted	75.3	49.1	17.6	43.5
	Somewhat polluted	10.7	11.3	15	12.7
	Less polluted/not polluted	12.8	33.1	63.4	40
	Refused to answer/I do not know/hard to answer	1.3	6.4	4	3.9
2017	Polluted	88.5	45.2	11.5	43.8
	Somewhat polluted	6.8	23.2	15.1	14.9
	Less polluted/not polluted	4.2	26	70.4	38.4
	Refused to answer/I do not know/hard to answer	0.6	5.6	3	3
2015	Polluted	77.1	40.7	10.6	35.8
	Somewhat polluted	11.6	16	10.6	12.4
	Less polluted/not polluted	10.8	38.2	77.3	49.6
	Refused to answer/I do not know/hard to answer	0.5	5.1	1.4	2.2
2013	Polluted	47.4	36.1	18.3	30.6
	Somewhat polluted	7.5	11.9	13.9	11.7
	Less polluted/not polluted	17.9	36.5	58.6	42.1
	Refused to answer/I do not know/hard to answer	5.7	2.1	4.4	4.1

The analysis of data from a regional perspective reveals that, in addition to Tbilisi, air pollution is a concern for respondents from Kvemo Kartli, Imereti, and Adjara regions. However, the air is deemed least polluted or not polluted at all in Racha-Lechkhumi-Kvemo Svaneti and Mtskheta-Mtianeti regions (see Table #110).

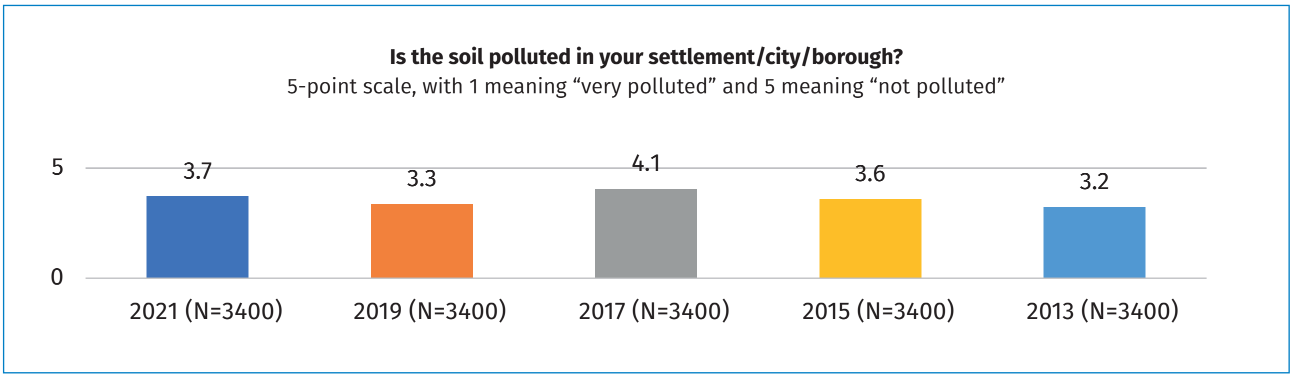
Table #110 - Assessment of Air Pollution Level by Regions

	Is the air polluted in your settlement/city/borough?	Tbilisi	Samegrelo – Zemo Svaneti	Guria	Adjara	Racha-Lechkhumi - Kvemo Svaneti	Imereti	Samtskhe-Javakheti	Shida Kartli	Mtskheta-Mtianeti	Kvemo Kartli	Kakheti	Georgia
		%											
2021	Polluted	66	22.6	12.3	31.3	19	16.3	15.9	18.7	3	34.7	9.7	24
	Somewhat polluted	22.3	23.6	16.7	28.7	4.7	28.6	18.3	39.5	6	9.3	16.7	19.5
	Less polluted/not polluted	11.8	50.8	70.3	40	76.3	48.8	55.8	39.1	90.3	53.7	66.7	53.6
	Refused to answer/I do not know/hard to answer	0	3	0.7	0	0	6.3	10	2.7	0.7	2.3	7	2.9
2019	Polluted	75.3	30.3	22.4	35.3	5.1	41.1	8.2	28.3	14.7	37.4	18.1	43.5
	Somewhat polluted	10.7	12.4	19.3	9	11.7	15.9	8.6	11.4	12.3	14.3	17.2	12.7
	Less polluted/not polluted	12.8	55.3	53.6	45	80.5	39.6	79.1	56.9	69.7	44.4	55.8	40
	Refused to answer/I do not know/hard to answer	1.3	2	4.6	10.6	2.7	3.4	4.1	3.4	3.2	3.9	8.9	3.9
2017	Polluted	88.5	23	15.7	30.4	1.5	39.9	12.5	24.6	14.6	15.1	22.9	43.8
	Somewhat polluted	6.8	14.2	21.9	15.1	6.6	17.8	8.8	14.6	13	24.5	27.9	14.9
	Less polluted/not polluted	4.2	54.5	58.6	51.1	91.4	42.1	77.1	55.7	68.7	56	42.1	38.4
	Refused to answer/I do not know/hard to answer	0.6	8.2	3.8	3.3	0.5	0.2	1.5	5.1	3.7	4.4	7.2	3
2015	Polluted	77.1	8.9	11.2	30.5	6.7	29.6	7.9	25.7	4.8	32.1	17.6	35.8
	Somewhat polluted	11.6	14.5	18.2	8.9	9.6	13.1	16.8	12.8	7.2	6.3	18.2	12.4
	Less polluted/not polluted	10.8	68	66	57.2	83.1	55.2	75.1	59.9	87.6	61.2	62.3	49.6
	Refused to answer/I do not know/hard to answer	0.5	8.6	4.7	3.4	0.7	2.2	0.2	1.6	0.4	0.4	2.0	2.2
2013	Polluted	54.9	14.8	17.4	16.4	2.5	32.6	3.8	6.7	6.3	24.6	16.5	27.9
	Somewhat polluted	14	11.4	13.2	17.8	0.9	11.4	6.4	17.7	10.2	15.9	22.2	14.2
	Less polluted/not polluted	25.4	70.9	66.6	62.4	95.7	52.3	87.4	64.1	81.5	58.6	58.3	53.8
	Refused to answer/I do not know/hard to answer	5.7	3	2.8	3.4	0.8	3.7	2.5	11.4	2	0.9	3	4.1

Participants of focus group discussions talked about environmental problems of local importance which needed to be addressed. The mentioned problems included air pollution in Rustavi, where one participant stated: "The situation is likely to get grave in Rustavi. I am afraid we will top the rankings in Europe" (male, 25, Rustavi city, Kvemo Kartli).

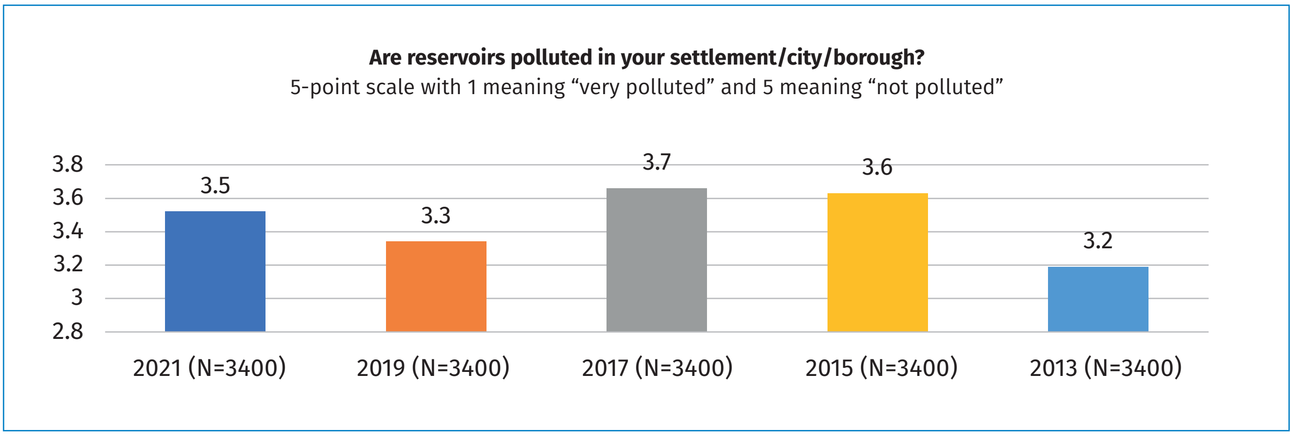
Respondents were the most critical with regard to **soil pollution** in the 2013 cohort. The following rounds, however, saw a more positive assessment. It should be noted that the pattern of positive assessments zigzagged over the rounds: the assessment of the quality of soil was most positive in 2017 (MEAN = 4.05). There was a substantial difference here when comparing perceptions to air pollution: the assessment of soil pollution was never negative overall (based on the average rates) (see Diagram #36).

Diagram #36 – Assessment of Soil Pollution Level



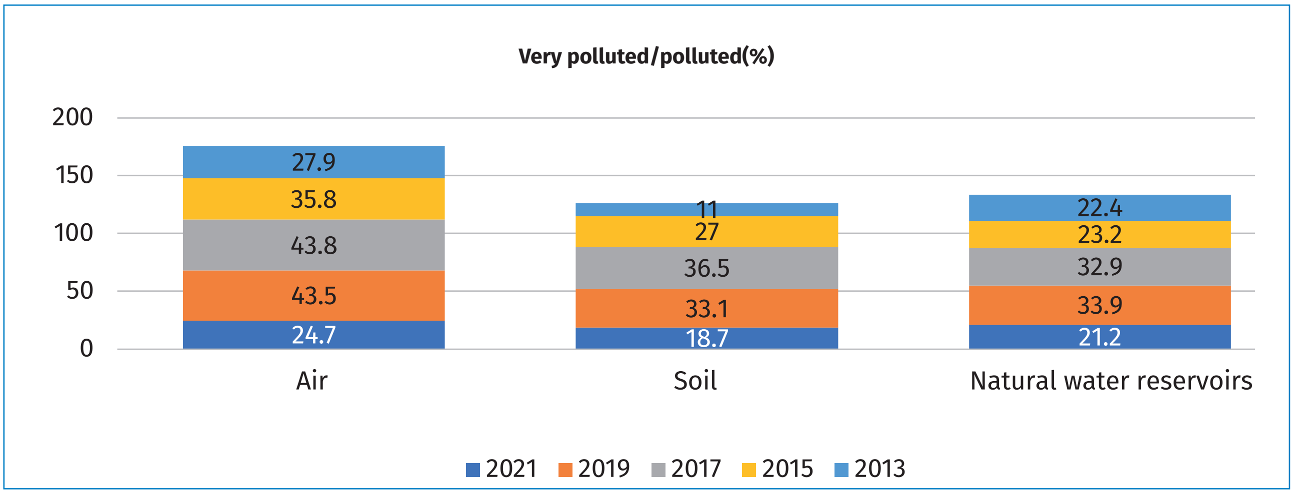
The assessment of **natural reservoirs** was similar to that of soil pollution: respondents in all five rounds positively assessed the condition of natural reservoirs. However, respondents of the 2013 cohort seemed to be least content with the quality of natural reservoirs. In the following rounds, however, a zigzag pattern was observed (see Diagram #37).

Diagram #37 – Assessment of Pollution in Reservoirs



The analysis of those respondents to believed air, soil, and natural reservoirs to be "very polluted" or "polluted" revealed that those negatively disposed towards the environmental situation were the most dissatisfied with air quality (in the 2013 and following cohorts the percentage of such responses ranged from 25% to 44%), while those complaining about the quality of soil ranged from 11% to 37%, and from 21% to 34% of respondents were unhappy with the pollution of natural reservoirs (see Diagram #38).

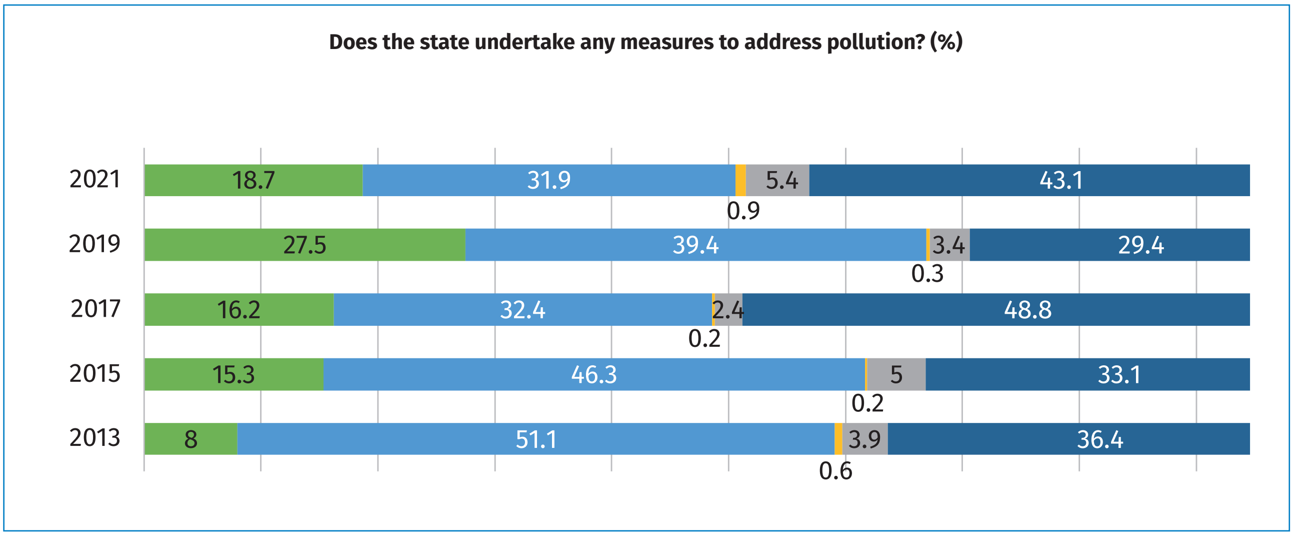
Diagram #38 - Perception of the Degree of Pollution in Air, Soil, and Natural Reservoirs



Measures taken by the state to protect the environment

Responses to the question of whether or not the state undertakes any measures (including preventive ones) to address pollution, all five rounds were dominated by “I do not know” and “no.” Meanwhile, the percentage of those who positively answered the question ranged from 8% to 24% (see Diagram #39).

Diagram #39 – Measures Taken by the State to Improve Environmental Protection



The respondents who indicated that state institutions did undertake certain measures to address pollution mostly identified the following two main measures:

- Immediate/effective cleaning of the environment; and/or
- Controls and restrictions on cutting timber in forests.

For more details, see Table #111:

Table #111 - Measures Taken by the State to Improve Environmental Protection

%					
What measures does the state take to address pollution in your settlement/city/borough?	**2021**	**2019**	**2017**	**2015**	**2013**
Controls/restrictions on the utilization (recycling) of industrial waste	11.7	9.2	10.7	15	8.9
Immediate/effective cleaning of the environment	30.3	26.8	20.8	17	23.3
Continuous monitoring of environmental pollution	8.9	11	13.3	10.3	10.1
Imposition of certain restrictions on transport or technical maintenance	6	5.6	1.7	2.4	1.4
Controls/restrictions on cutting timber in forests	22.4	18.8	24.8	34.3	24.4
Planting saplings/forestation	15.2	15.1	18.4	16.1	19.7
Air pollution control	3.1	6.7	4	2.4	7.6
Soil pollution (quality) control	1.1	3.6	1.8	1.7	3.6

Note: Respondents were allowed to check more than one option

An overwhelming majority (80%) of respondents who checked one or more of the above-mentioned measures were satisfied with these measures, with up to 10% being “very satisfied.” However, between 1% and 20% of respondents seemed to be unhappy with the measures taken by the state to address environmental pollution.

The extent to which respondents were satisfied with regard to each of the above-mentioned measures is well illustrated by the means plotted on a 4-point scale, with 2.5 points indicating a neutral disposition. Points above 2.5 indicate a positive assessment, while any point below 2.5 is classed as a negative assessment. Respondents in the 2021 cohort were the most satisfied with measures related to soil pollution control (3.2), while continuous monitoring of environmental pollution was the measure with which respondents were least satisfied (2.9) (see Table #112).

Table #112 - Satisfaction with the Measures Undertaken by the State to Address Pollution

4-point scale with 1 indicating “very dissatisfied” and 4 indicating “very satisfied”					
How satisfied are with you the following measures?	**2021**	**2019**	**2017**	**2015**	**2013**
Controls/restrictions on the utilization (recycling) of industrial waste	3	3	2.9	3.2	2.8
Immediate/effective cleaning of the environment	3.1	2.9	3	3	3
Continuous monitoring of environmental pollution	2.9	2.9	2.9	3.2	2.9
Imposition of certain restrictions on transport or technical maintenance	3.1	2.9	3	2.9	2.5
Controls and restrictions on cutting timber in forests	2.9	2.9	3	3.2	3
Planting saplings/forestation	3.1	3	3.2	3.1	2.9
Air pollution control	3	3.1	2.9	3	2.6
Soil pollution (quality) control	3.2	3.1	3.1	3	2.6

A comparison of responses generated in **urban and rural areas** yields some interesting findings. Specifically, only 14% of Tbilisi-based respondents in the 2021 cohort indicated that the state undertakes measures to address air pollution. This rate significantly lagged behind those of 2019 and 2017, but is close to the 2015 and 2013 rounds. Outside of Tbilisi, an average of one-quarter of respondents based in other urban areas in the 2021 and 2019 cohorts believed that the state undertakes certain measures, which exceeds the number of those who held the same view in the 2017, 2015, and 2013 rounds. The majority of rural respondents did not seem to be concerned about air pollution. Therefore, the question about measures undertaken by the state was not relevant to them (see Table #113).

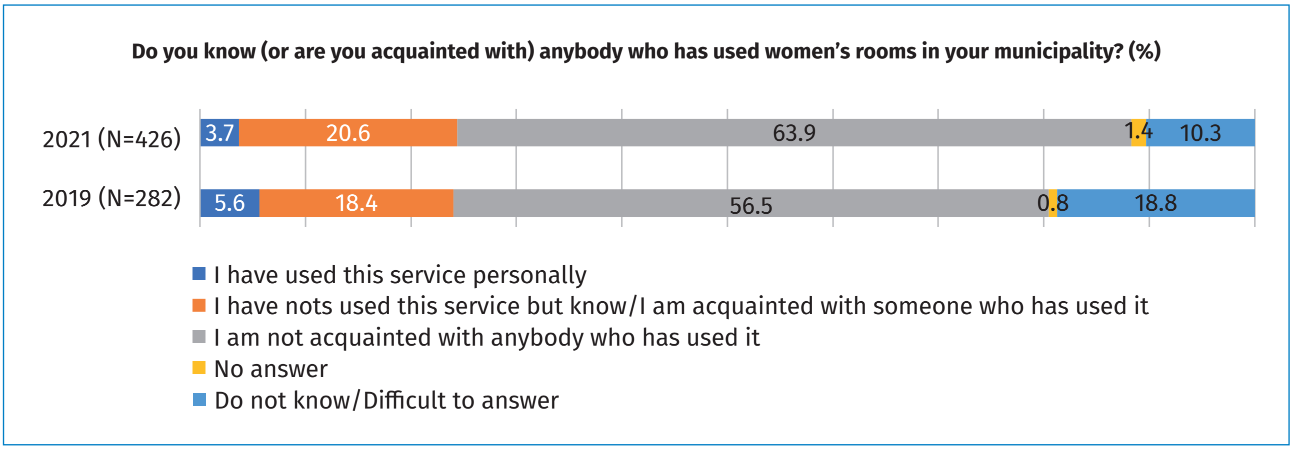
Table #113 – State-supported Programs to Enhance Air Quality by Types of Settlement (Urban/Rural)

		%			
Does the state undertake any measures to clean the environment?		Tbilisi	Other Urban	Rural	Georgia
2021	Yes	13.8	23.8	14.7	18.7
	No	43.8	22.7	38.2	31.9
	Refused to answer/N/A/I do not know/hard to answer	42.5	53.4	47.1	49.4
2019	Yes	32.8	27.6	23.8	27.5
	No	33.8	36.3	45.2	39.4
	Refused to answer/N/A/I do not know/hard to answer	33.4	36.1	30.9	33.1
2017	Yes	21.4	14.1	14	16.2
	No	39.3	31	28.5	32.4
	Refused to answer/N/A/I do not know/hard to answer	39.3	54.9	57.5	51.3
2015	Yes	14.6	14.3	16.3	15.3
	No	47.8	49.6	43.7	46.3
	Refused to answer/N/A/I do not know/hard to answer	37.6	36.1	40.1	38.4
2013	Yes	10.4	10.2	5.4	8
	No	44.6	51.4	54.5	51.1
	Refused to answer/N/A/I do not know/hard to answer	45	38.4	40	40.9

WOMEN'S ROOMS[37]

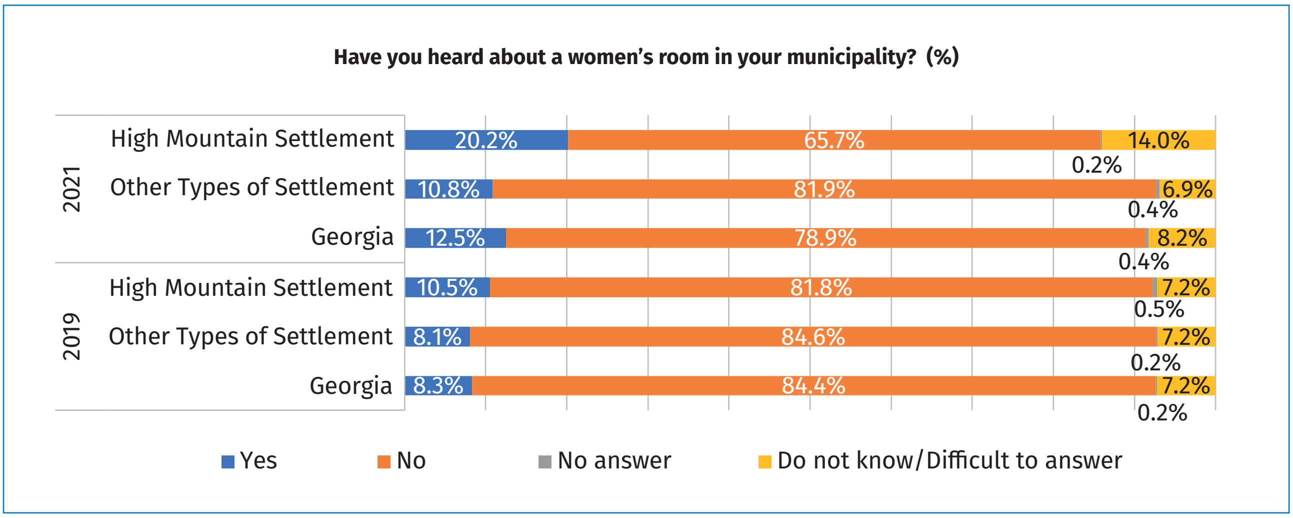
The majority of respondents had never heard about women's rooms operating in their respective municipalities (2021 – 78.9%; 2019 – 84.4%). Those who did know about this service did not know anyone who had used it. The share of respondents to have personally benefited from this service (option "I have used this service personally") was even smaller (2021 – 3.7%; 2019 – 5.6%). Notably, levels of both awareness and utilization increased between 2019 and 2021 (see Diagram #40).

Diagram #40 – Access to Women's Rooms



The findings of the last two rounds of the survey revealed that the majority of respondents residing in **high mountain areas or other types of settlement** had no information about women's rooms in their respective municipalities. It is important to note that when it comes to the responses provided by respondents from high mountain settlements, the share of those aware of such a service increased by around 10 percentage points in 2021 compared to 2019 (see Diagram #41).

Diagram #41 - Awareness of Women's Rooms by High Mountain Areas/Other Types of Settlement



37 Questions about women's rooms were included only in the 2019 and 2021 rounds

It appears that the majority of respondents from **Tbilisi as well as other urban areas and rural settlements** had never heard about women's rooms. It should be noted here that the level of awareness about this service was particularly low among the rural population (option: "I have not heard"), as outlined below:

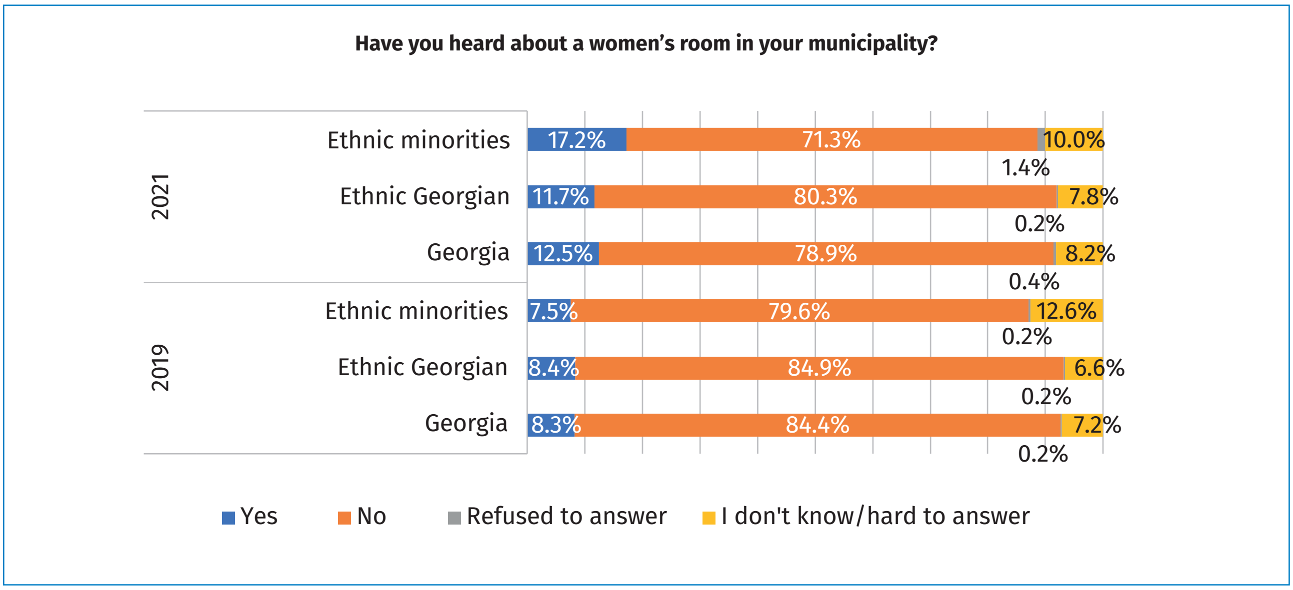
- 2021: Tbilisi - 77%; Other Urban - 76.3%; Rural - 82.1%
- 2019: Tbilisi - 82.2%; Other Urban - 83.1%; Rural - 86.8%

The level of awareness was also low among **respondents from an ethnic minority background.** However, by 2021 more respondents said they had heard about women's rooms compared to those in 2019 (option "yes, I have heard"), as detailed below:

- 2021: ethnic minority respondents - 17.2%; ethnic Georgian - 11.7%.
- 2019: ethnic minority respondents - 7.5%; ethnic Georgian - 8.4%.

Representatives of ethnic minorities were more informed about the presence of similar services compared to ethnic Georgians. However, the general trend is one of a lack of information and awareness (see Diagram #42).

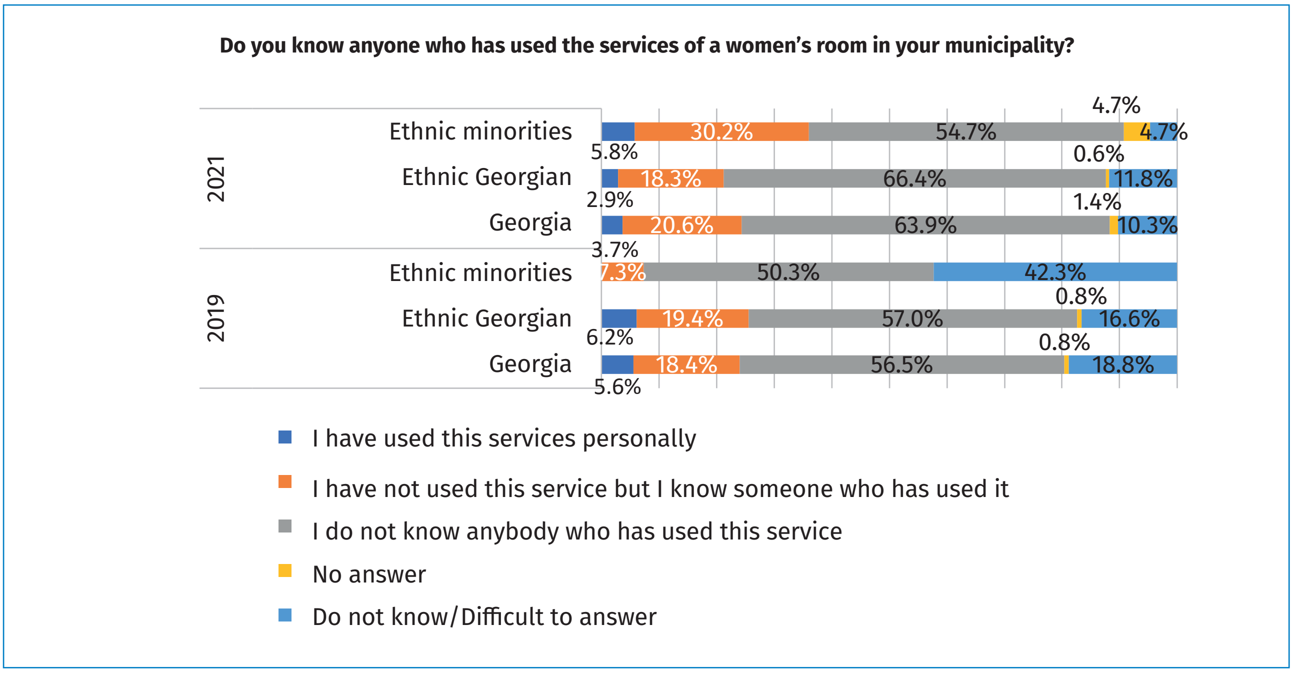
Diagram #42 - Awareness of Women's Rooms by Ethnic Groups



In 2019, none of the respondents from an **ethnic minority background** had used services provided by a women's room and only 7.3% indicated that they knew someone who had benefited from such services. By 2021, however, the situation had changed drastically with 5.8% of respondents from ethnic minority communities indicating that they had used a women's room while almost one-third (30.2%) knew someone who had used its services. Nevertheless, the majority of respondents still did not know a person who had used a women's room, as outlined below:

- 2021: representatives of ethnic minorities – 54.7%; ethnic Georgian – 66.4%.
- 2019: representatives of ethnic minorities – 50.3%; ethnic Georgian – 57% (see Diagram #43).

Diagram #43 - Awareness of Beneficiaries of Women's Rooms by Ethnic Groups

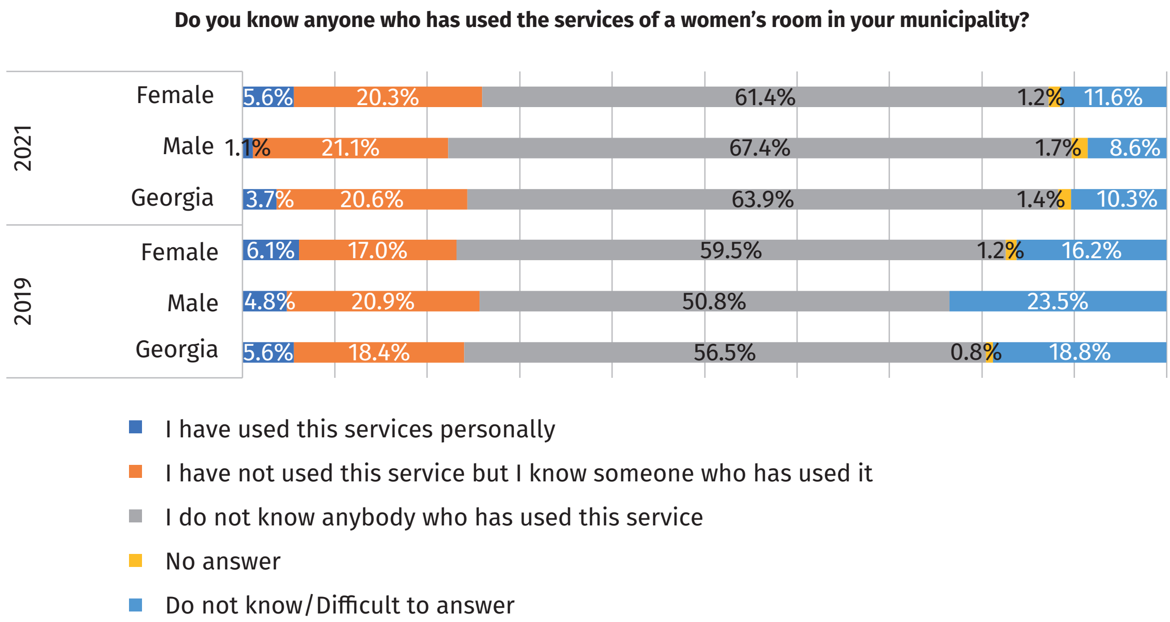


There were no statistically significant differences between responses concerning the use and awareness of women's rooms from a **gender** perspective. The majority of both male and female respondents had not heard about a women's room in their municipality, as shown below:

- 2021: female - 76.8%; male - 81.1%.
- 2019: female – 82.7%; male – 86.3%.

The level of awareness has slightly improved but the majority of respondents still did not know anyone who had used this service. Interestingly, compared to the data from 2019, by 2021 even fewer respondents had used this service: in 2019, 6.1% of women and 4.8% of men had accessed the service, dwindling to 5.6% (women) and 1.1% (men) in 2021. At the same time, there were more respondents, especially among men, in the fifth round of the survey who knew a beneficiary of a women's room (see Diagram #44).

Diagram #44 - Knowing Beneficiaries of Women's Rooms (Gender)



The majority of respondents in both the 2019 and 2021 cohorts who indicated that they were aware of the presence of women's rooms said they had not been advised by anybody to access state services for those affected by domestic violence. While the responses from both cohorts were predominantly negative, the experience in question seems to have reduced by at least 10 percentage points between the two rounds: 2021 – 68.7%; 2019 - 77.6%.

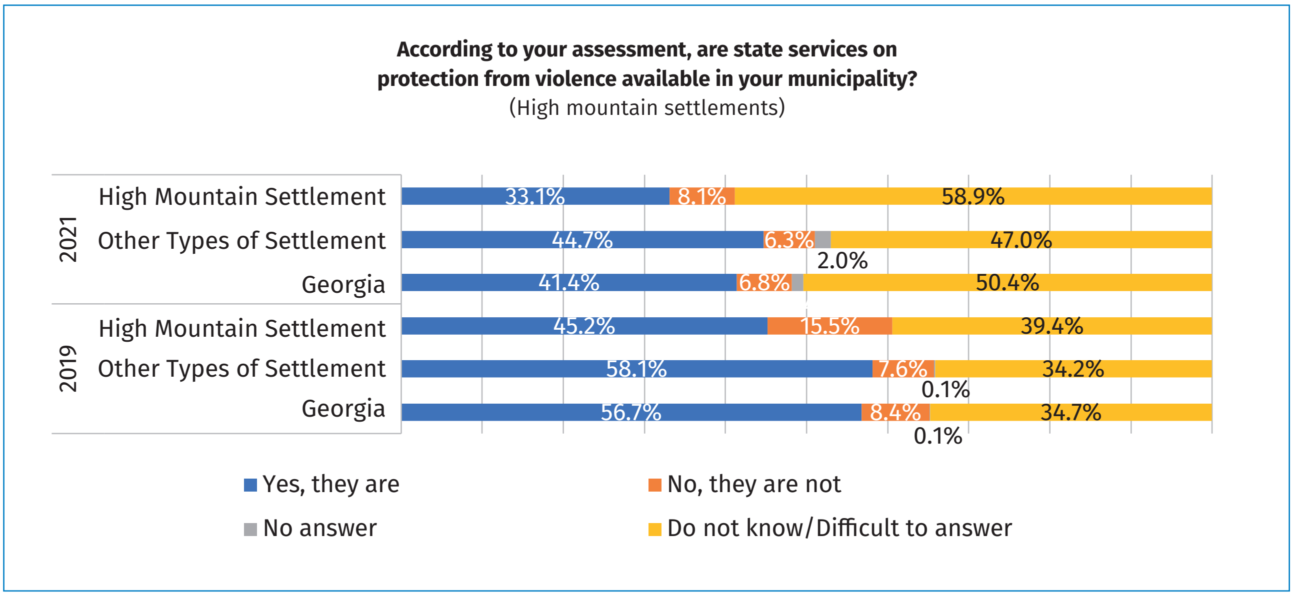
When it comes to the assessment of state services on protection from domestic violence, the majority of the respondents in the 2019 round (56.7%) believed such services to be available in their municipality. However, by 2021, the rate had reduced to 41.1%. The share of those respondents who said they did not know such information or refused to answer (50.4%) was bigger in the 2021 round (see Table #114).

Table #114 – Provision of consultancies and Availability of the State Services on Protection from Domestic Violence

%			
		2021 (N=426)	2019 (N282)
Have you advised anybody to use state services on protection from domestic violence?	Yes, I have	15.9	14.7
	No, I have not	68.7	77.6
	Refused to answer	2.6	0.9
	I do not know/hard to answer	12.7	6.8
According to your knowledge, are state services on protection from domestic violence available in your municipality?	Yes, they are	41.4	56.7
	No, they are not	6.8	8.4
	Refused to answer	1.4	0.1
	I do not know/hard to answer	50.4	34.7

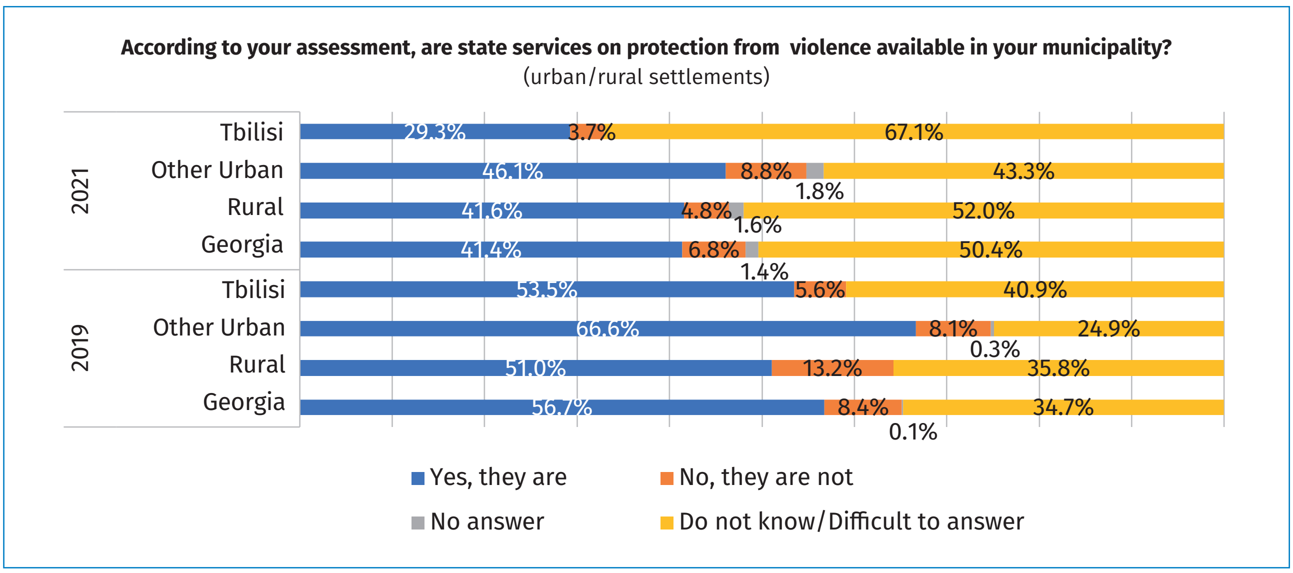
In the 2019 round, the majority of respondents from both high mountain **and other settlements** believed that state protection services were available in their settlements: high mountain - 45.2%; other settlements - 58.1%. In the 2021 round, the rate reduced, however the share of respondents who did not have relevant information or found it difficult to assess the situation had grown. This was particularly true with regard to respondents from high mountain settlements (58.9%) (see Diagram #45).

Diagram #45 - Availability of State Services on Protection from Violence in High Mountain/Other Settlements



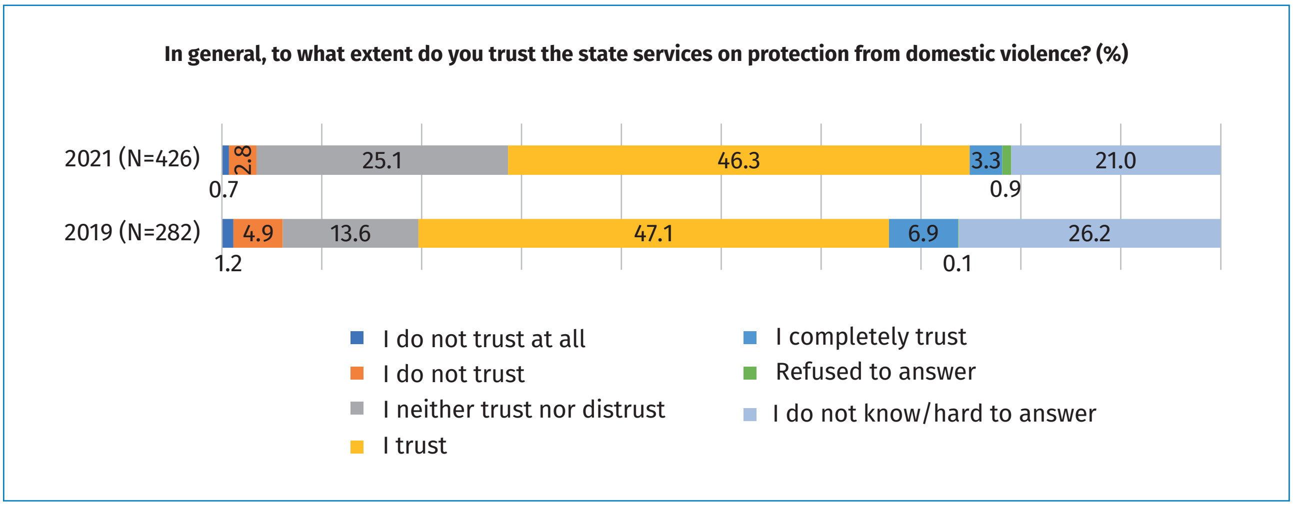
While the majority of respondents participating in the 2019 round residing in **Tbilisi as well as other urban areas and rural areas** believed that the state services on protection from domestic violence were available in their municipality, the 2021 round saw the share of respondents holding the same view diminish. The change here was particularly noticeable in Tbilisi where only 29.3% of respondents in the fifth round confirmed the availability of such services compared to 53.5% in the 2019 round. The rate dropped by 20% with regard to respondents from other urban areas. The share of respondents who found it difficult to assess the matter or had no relevant information also increased (see Diagram #46).

Diagram #46 - Availability of State Services on Protection from Violence in Rural/Urban Areas



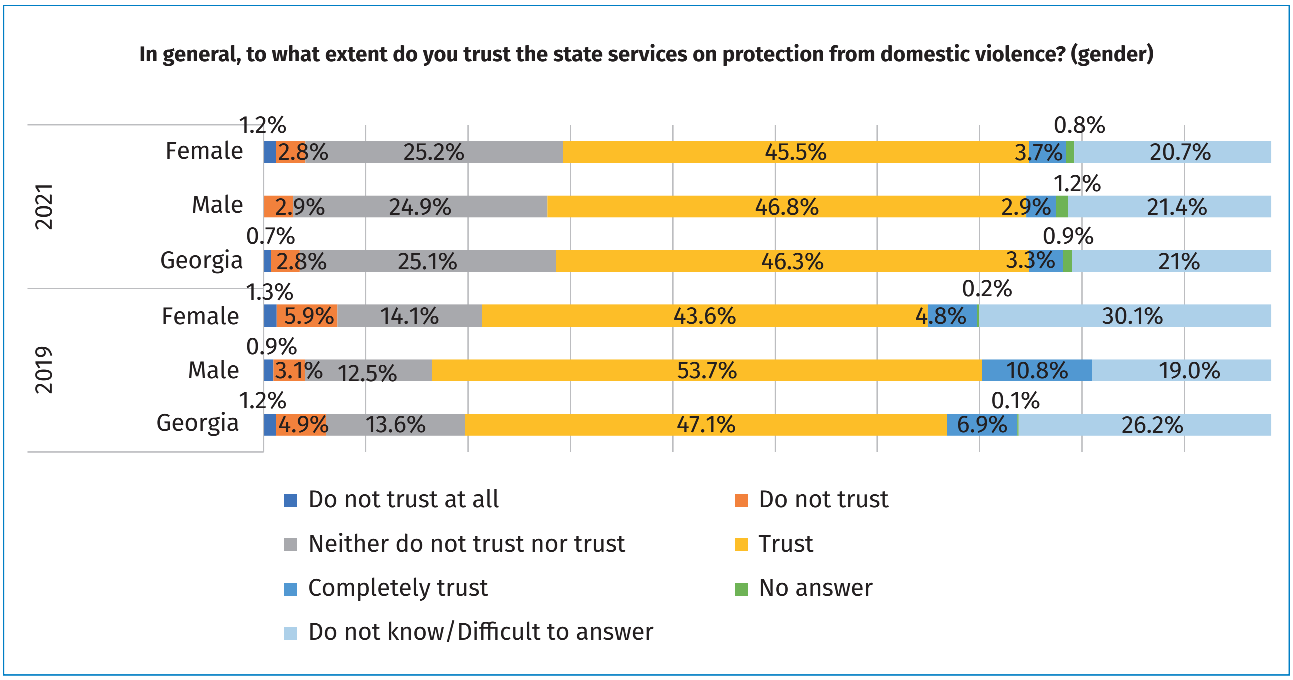
Respondents in the 2019 round had a more positive attitude towards state services on protection from violence available in their municipality, with the majority (54%) trusting these services (scoring 4 or 5 on a 5-point scale). The findings of the 2021 round showed a reduction here with 49.5% saying they trusted the services. It is important to note that this reduction does not mean an increase in mistrust but rather an increase in the number of respondents to display a neutral position toward the matter (scoring 3 on a 5-point scale) (see Diagram #47).

Diagram #47 - Trust in State Services on Protection from Violence



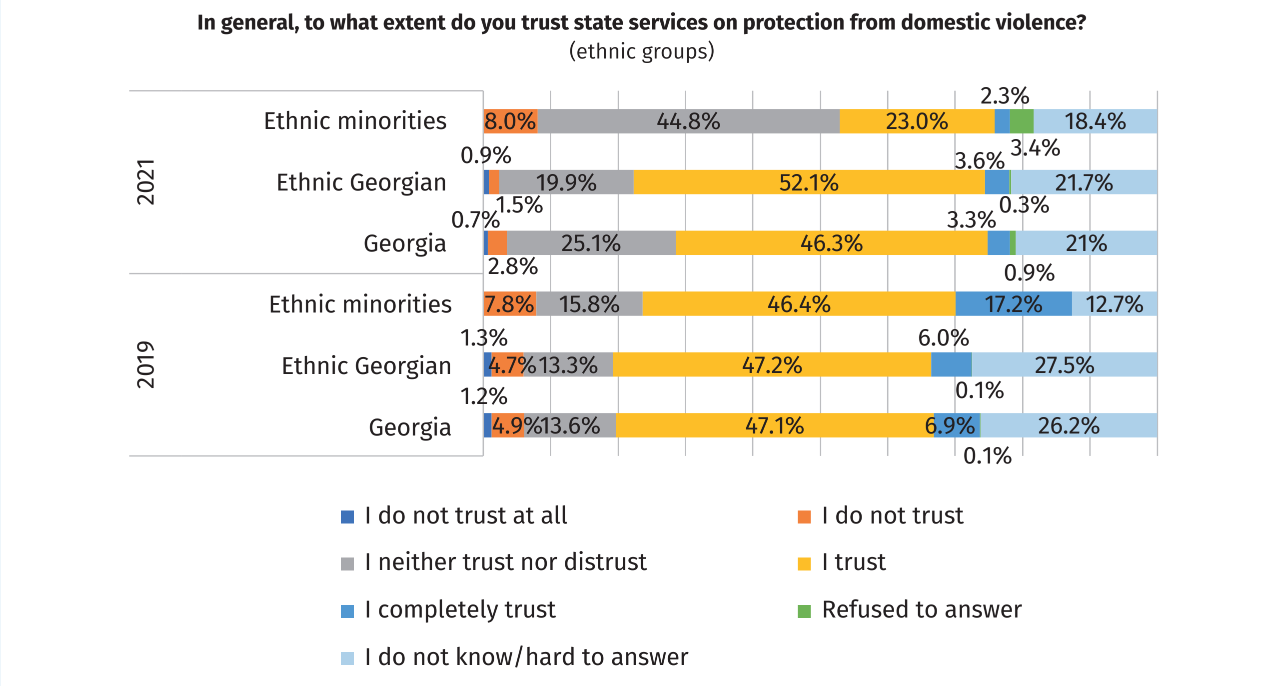
In the 2019 and 2021 rounds, both female and male respondents seemed to trust the state services on protection from violence available in their municipality. However, it is worth noting that the level of trust was higher in 2019. The change was striking with regard to responses provided by male respondents: in 2021, the percentage of those who said they trusted these services reduced to 49.7% from 64.5% in the 2019 round. It should also be noted that the number of respondents with a neutral attitude increased by more than 10% (see Diagram #48).

Diagram #48 - Trust in State Service on Protection from Violence (by Gender)



Interestingly, in the 2019 round, respondents from an ethnic minority background had greater trust in the state services on protection from violence in their municipality (63.6%) than ethnic Georgian respondents (53.1%). However, the findings of the 2021 survey showed that nearly half of ethnic minority respondents had shifted to a neutral position (44.8%) with the indicator for trust having reduced drastically to 25.3% (see Diagram #49).

Diagram #49 - Trust in State Service on Protection from Violence by Ethnic Groups



Representatives of NGOs interviewed under the qualitative research believed that local authorities should plan certain activities to support the economic empowerment of female victims of violence and single mothers. In general, it has been claimed that local self-governments should take effective measures to engage women in public affairs so that women's voices become stronger in decision-making processes.

The Mayor of Ozurgeti Municipality initiated an online meeting to discuss the problems faced by women during the Covid-19 pandemic so that local authorities could render relevant assistance, as outlined below:

> *"We organized an interesting meeting dedicated to the problems faced by women during the pandemic. You would be surprised to hear the multitude of problems that we identified. We are trying to launch a program in order to help women improve their conditions in the pandemic" (a representative of Ozurgeti City Hall).*

The findings of the interviews held with representatives of local authorities from Kvemo Kartli region revealed that, according to respondents, making women more active in ethnic minority communities was a difficult endeavor due to a language barrier, as well as socio-cultural norms discouraging women from participating in public affairs. One respondent outlined:

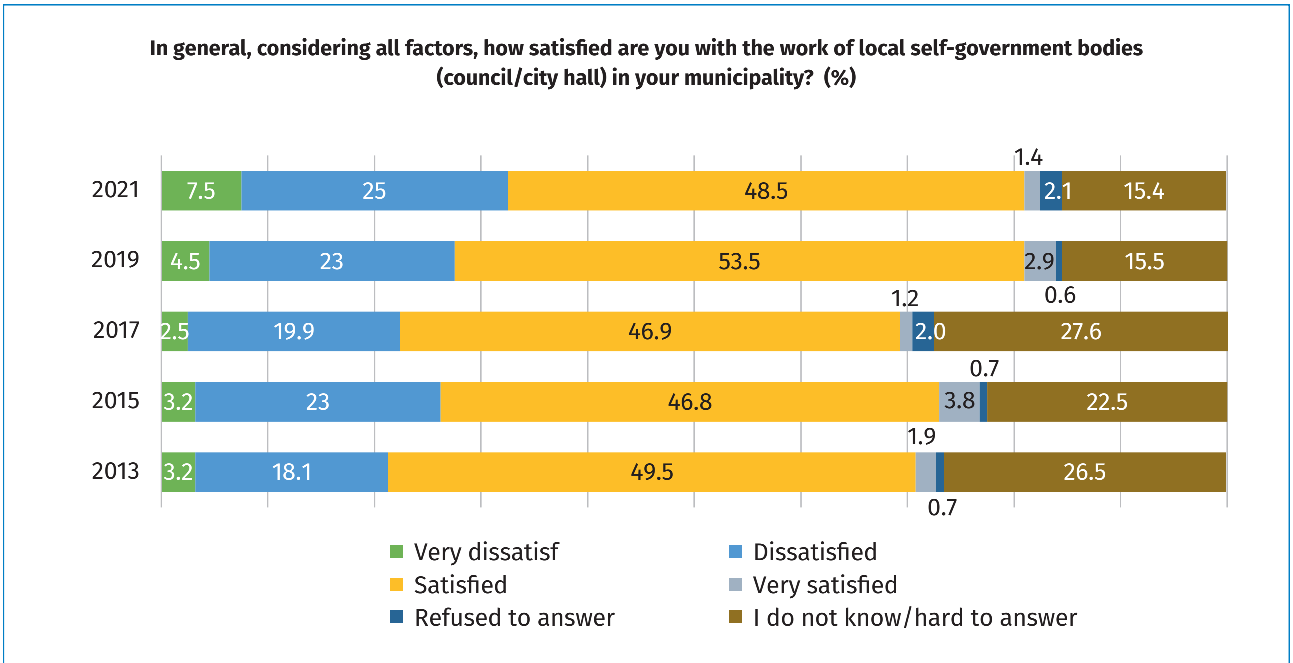
> *"We have held a series of meetings with women entrepreneurs in a district center of Marneuli, in the village of Tamarisi. A deputy minister of agriculture, the leadership of the agency, and others also attended. It was very important, but the pace was slow because, perhaps, women are more reluctant to take actions for certain reasons" (a representative of Marneuli City Hall).*

GENERAL ASSESSMENT OF MUNICIPAL SERVICES

Satisfaction with and trust in the work of municipal councils/city halls and mayoral representatives in villages

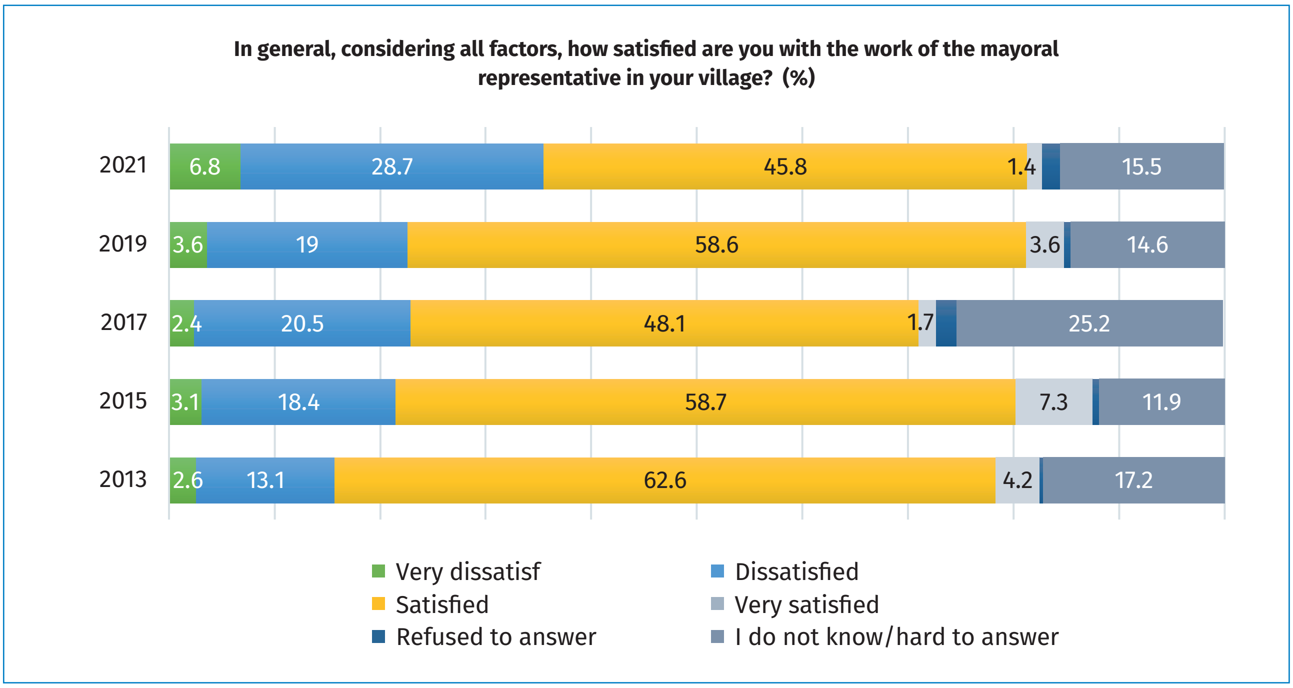
In response to the question: “in general, considering all factors, how satisfied are you with the work of local self-government bodies (council/city hall)?” most respondents in all five rounds said they were satisfied with their respective local authorities. Those who were dissatisfied (including “very dissatisfied”) constituted just one-fifth or one-quarter of the total number. Importantly, the last round of the study saw the share of dissatisfied respondents somewhat increase (compared to other rounds) making up almost one-third (see Diagram #50).

Diagram #50 - Satisfaction with the Work of Local Self-government Bodies (Council/City Hall)



Respondents from rural areas seemed rather satisfied with the work of **mayoral representatives** in **their village**. Such respondents constituted a majority in most rounds. The findings from the 2021 round stand out with satisfied respondents making up the largest group. However, the share of satisfied respondents was smaller compared to the previous rounds: “satisfied” – 45.8%; “very satisfied” – 1.4%. Therefore, the share of dissatisfied respondents increased compared to other rounds (35.5%) (see Diagram #51).

Diagram #51 - Satisfaction with the Work of Mayoral Representatives



Analysis of the findings from a **regional perspective** suggests that respondents residing in five regions of Georgia were most satisfied with the work of their local self-government bodies. More than a half of respondents from the following regions were either "very satisfied" or "satisfied" with their local authorities: Shida Kartli – 57%; Guria – 56.9%; Racha-Lechkhumi-Kvemo Svaneti – 56.7%; Imereti – 56.3%; and Adjara – 54.5%. In the remaining six regions, less than a half of the respondents were of the same opinion. A higher concentration of "dissatisfied" and "very dissatisfied" respondents was observed in the following regions: Tbilisi – 38.7%; Adjara – 39.1%; Mtskheta-Mtianeti – 36.7%; and Kvemo Kartli – 34.4%. It should be noted that the findings from Adjara in the 2021 round revealed the largest shares of both satisfied (54.5%) and dissatisfied (39.1%) respondents partly due to the smallest share of respondents to say they found it difficult to give an opinion or refusing to answer (6.4%) resided in Adjara.

When compared to the findings from the other rounds, the 2021 results demonstrated that the level of dissatisfaction with the work of municipal authorities was on the rise, along with the number of satisfied respondents (largely due to the fact that the number of respondents who refused to answer or did not provide an opinion significantly diminished). The level of dissatisfaction among respondents in the 2021 round was higher in almost all regions compared to the previous rounds (see Table #115).

Table #115 - Satisfaction with the Work of Local Self-government Bodies from a Regional Perspective [38]

		%											
In general, considering all factors, how satisfied are you with the work of local self-government bodies?		Tbilisi	Samtskhe-Javakheti	Guria	Adjara	Racha-Lechkhumi – Kvemo Svaneti	Imereti	Samtskhe-Javakheti	Shida Kartli	Mtskheta-Mtianeti	Kvemo Kartli	Kakheti	Georgia
2021	Dissatisfied	38.7	30.8	32.8	39.1	27	33	27.6	25	36.7	34.4	30	32.5
	Satisfied	42.4	45.2	56.9	54.5	56.7	56.3	47.8	57	42.7	44.1	48.7	50
	Refused to answer/I do not know/hard to answer	19	24.1	10.4	6.4	16.3	10.7	24.6	18	20.7	21.4	21.3	17.6
2019	Dissatisfied	32.7	25.4	20.6	17.4	17.3	30.1	16.3	24.9	29.5	29.7	25.4	27.5
	Satisfied	50.4	66.8	60.3	63.7	72.5	56.7	59.2	56.1	54.3	50.8	61.6	56.4
	Refused to answer/I do not know/hard to answer	16.9	7.8	19.1	18.8	10.2	13.2	24.5	19.1	16.1	19.6	13	16.1
2017	Dissatisfied	29.1	18.8	19.1	20.4	12.5	18.6	16.6	15.5	25.2	21	23.5	22.4
	Satisfied	32.5	55.5	64.9	56.3	74.9	62.3	62	35.5	51.3	46.8	56.5	48.1
	Refused to answer/I do not know/hard to answer	38.5	25.6	16	23.3	12.6	19.1	21.5	49	23.4	32.1	20	29.5
2015	Dissatisfied	26.8	18.7	20.7	28.2	21.2	33.1	22.8	27.1	33.2	31.2	15.2	26.2
	Satisfied	37.7	63.3	67.3	53.8	67.9	55	70.3	44.3	55.5	43.3	54.2	50.6
	Refused to answer/I do not know/hard to answer	35.5	17.9	12	18	11	11.9	6.9	28.7	11.3	25.4	30.6	23.2
2013	Dissatisfied	28.4	13.7	13.2	19.9	13.6	25.4	18.5	8.8	21.4	26	15.1	21.4
	Satisfied	32.4	62.6	60.6	61.4	71.3	57.7	62.6	51.9	51.9	53.2	56.4	51.4
	Refused to answer/I do not know/hard to answer	39.2	23.7	26.3	18.7	15.1	16.8	18.9	39.4	26.7	20.7	28.4	27.2

Analysis of the findings from an age group perspective in all five rounds revealed that young respondents (18-24 years) were the least satisfied with the work of local self-governments with every third or fourth respondent in this group saying they were not happy with municipal authorities. Respondents falling under the 45-54 and 55-64 age groups maintained a consistent trend with regard to their satisfaction with local self-governments.

38 The categories in the table are combined into groups on a four-point scale with 1 indicating "very dissatisfied" and 4 meaning "very satisfied." The categories are grouped in the following way: "dissatisfied" corresponds to the sum of points 1 and 2 on the scale, and "satisfied" is the sum of points 3 and 4.

Table #116 - Satisfaction with the Work of Local Self-government Bodies by Age Group

	In general, considering all factors, how satisfied are you with the work of local self-government bodies? (%)	18-24 years	25-34 years	35-44 years	45-54 years	55-64 years	65 years and above	Georgia
2021	Dissatisfied	31.1	31.7	35.7	29.4	34.8	32.1	32.5
	Satisfied	45	50.2	48.9	54	49.5	50.7	50
	Refused to answer/I do not know/hard to answer	23.9	18.2	15.4	16.6	15.6	17.2	17.6
2019	Dissatisfied	34.5	34	26.5	23.8	26.4	22.1	27.5
	Satisfied	49.4	51.5	58.6	56.2	60.8	60.5	56.4
	Refused to answer/I do not know/hard to answer	16.1	14.4	14.9	20	12.8	17.4	16.1
2017	Dissatisfied	24.5	26.3	17	25.9	21	20.2	22.4
	Satisfied	40.8	44.8	51.5	48.2	52.5	48.3	48.1
	Refused to answer/I do not know/hard to answer	34.7	28.9	31.5	25.8	26.5	31.6	29.5
2015	Dissatisfied	28.7	25.2	26.1	28.8	26.9	23	26.2
	Satisfied	44.8	51.3	50.1	48.5	52.6	54	50.6
	Refused to answer/I do not know/hard to answer	26.6	23.6	23.8	22.7	20.6	23	23.2
2013	Dissatisfied	20.6	20.5	22.9	24.1	20.9	18.6	21.4
	Satisfied	47.8	50.9	50.4	54.8	53.8	49.9	51.4
	Refused to answer/I do not know/hard to answer	31.6	28.6	26.6	21.1	25.3	31.4	27.2

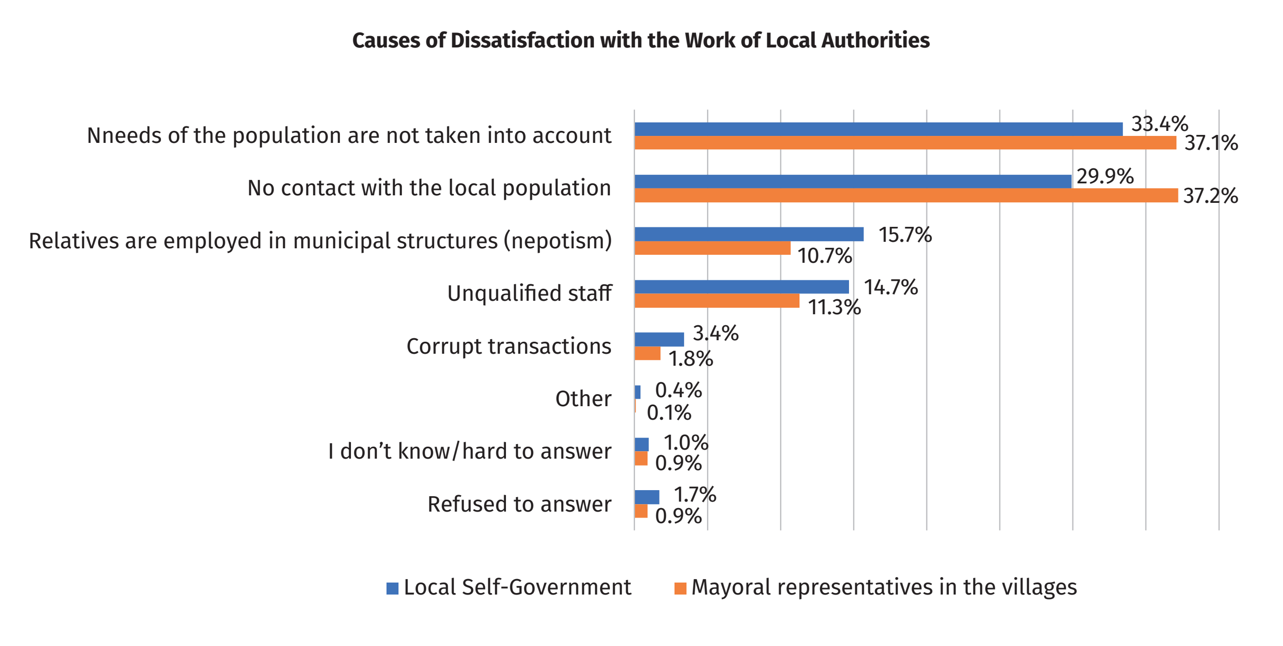
When analyzed from the perspective of **ethnicity,** the findings in all five rounds of the study revealed similar trends. More specifically, the level of satisfaction with the work of municipal bodies differed across ethnic groups with ethnic Georgians demonstrating a higher satisfaction level than their fellow citizens from an ethnic minority background. Every other ethnic Georgian respondent was “satisfied” with the work of municipal bodies while ethnic minority respondents demonstrated a somewhat lower level of satisfaction (see Table #117).

Table #117 - Satisfaction with the Work of Local Self-government Bodies by Ethnic Groups

%				
In general, considering all factors, how satisfied are you with the work of local self-government bodies?		Ethnic Georgian	Ethnic minorities	Georgia
2021	Dissatisfied	32.4	33.2	32.5
	Satisfied	51.3	41.8	49.9
	Refused to answer/I do not know/hard to answer	16.3	25	17.6
2019	Dissatisfied	27.5	27.4	27.5
	Satisfied	57.2	48.3	56.4
	Refused to answer/I do not know/hard to answer	15.3	24.3	16.1
2017	Dissatisfied	23.1	16.5	22.4
	Satisfied	48.5	45.8	48.1
	Refused to answer/I do not know/hard to answer	28.4	37.6	29.5
2015	Dissatisfied	28.9	25.9	26.2
	Satisfied	51.5	50.5	50.6
	Refused to answer/I do not know/hard to answer	19.7	23.6	23.2
2013	Dissatisfied	17.5	21.9	21.4
	Satisfied	54.8	51	51.4
	Refused to answer/I do not know/hard to answer	27.7	27.1	27.2

In the 2021 round, respondents dissatisfied with the work of municipal councils/city halls as well as that of mayoral representatives in the villages **listed reasons** for their dissatisfaction. With regard to both questions, the findings revealed two main causes of dissatisfaction: a) failure to consider local needs; and b) lack of contact with local communities (see Diagram #52).

Diagram #52 - Causes of Dissatisfaction with the Work of Local Authorities



Participants of focus group discussions held in Tbilisi named the municipal services which they were most **satisfied** with. These services were cleaning, social and healthcare services, infrastructure, and greening.

The findings demonstrated that the levels of satisfaction with the work of municipal authorities (both municipal councils/city halls, as well as mayoral representatives in the villages) correlated with the level of trust held by respondents in their municipal authorities: most respondents in all five rounds of the study indicated that they trusted their local authorities. In addition, respondents from rural areas demonstrated a higher level of trust with regard to mayoral representatives compared to municipal councils/city halls. In addition, the findings of the 2021 round showed a higher level of distrust (See Tables #118 and #119).

Table #118 – Trust in Local Self-government Bodies (Councils/City Halls)

%					
In general, considering all factors, to what extent do you trust your local self-government bodies (council/city hall) of your municipality?	**2021**	**2019**	**2017**	**2015**	**2013**
I do not trust them at all	7.7	4.2	2.6	2.4	2.6
I do not trust them	24.6	22.4	18.9	23.4	18.4
I trust them	48.9	58.4	47.9	47.6	50.4
I completely trust them	1.2	3.4	1.3	3.8	2.1
Refused to answer	2.2	0.7	2.9	0.9	0.7
I do not know/hard to answer	15.4	11	26.3	22	25.9

Table #119 – Trust in Mayoral Representatives

%					
In general, considering all factors, to what extent do you trust the mayoral representative in your village?	**2021**	**2019**	**2017**	**2015**	**2013**
I do not trust them at all	7.2	2.8	2.7	1.9	1.9
I do not trust them	28.7	16	19.7	18.2	12
I trust them	45.2	64.7	48.5	58.2	63.6
I completely trust them	1.8	3.9	1.4	9.2	4.9
Refused to answer	2	0.8	2.8	0.8	0.6
I do not know/hard to answer	15.1	11.7	24.8	11.8	17

Analysis of the findings from a **regional** perspective painted the following picture: in 2021 more than a half of respondents from the following four Georgian regions trusted their municipal councils and city halls: Racha-Lechkhumi-Kvemo Svaneti (58%); Shida Kartli (56.7%); Imereti (56.1%); and Adjara (55.3%). As for mistrust towards local self-government bodies, the number of respondents indicating that they mistrusted local bodies constituted about one-quarter of the total number of respondents in all regions combined.

As for the findings from previous rounds, it should be noted that respondents in the fourth round demonstrated the highest level of trust (2019). In that cohort, the majority of respondents from all target regions seemed to trust local self-government bodies. As for the first three cohorts, Tbilisi-based respondents demonstrated a somewhat higher level of mistrust in local authorities compared to 2019. On the other hand, respondents from the first three cohorts from other regions demonstrated a high level of trust in local authorities with the exception of Kvemo Kartli (see Table #120).

Table #120 - Trust in Local Municipal Bodies (Councils/City Halls) by Regions[39]

	In general, considering all factors, to what extent do you trust your local self-government bodies (councils/city halls) of your municipality?	Tbilisi	Samegrelo – Zemo Svaneti	Guria	Adjara	Racha-Lechkhumi – Kvemo Svaneti	Imereti	Samtskhe-Javakheti	Shida Kartli	Mtskheta-Mtianeti	Kvemo Kartli	Kakheti	Georgia
2021	I do not trust them	38.2	32	33.9	39	28.3	31.6	27	24.7	34.7	34.2	29.8	32.3
	I trust them	43.6	48.7	48.8	55.3	58	56.1	46.3	56.7	42	47.2	49.8	50
	Refused to answer/I do not know/hard to answer	18.2	19.3	17.3	5.7	13.7	12.3	26.7	18.7	23.3	18.6	20.4	17.7
2019	I do not trust them	32.3	21	20.2	17.8	13.8	29	16.4	28.8	27.3	29.5	20.5	26.6
	I trust them	57	72.8	66.3	67.2	79.9	60.9	58.8	57.9	53.8	57.9	70.1	61.7
	Refused to answer/I do not know/hard to answer	10.6	6.3	13.5	15	6.2	10.1	24.8	13.3	18.9	12.5	9.4	11.7
2017	I do not trust them	28.3	17.4	17.6	17	13.2	19.7	17.9	12.9	25.4	20.4	21.6	21.5
	I trust them	33.1	56.7	63.5	63.8	73.1	62.7	60.6	39.4	53.4	49.9	52.1	49.3
	Refused to answer/I do not know/hard to answer	38.6	25.9	18.9	19.2	13.7	17.6	21.5	47.7	21.1	29.7	26.3	29.2
2015	I do not trust them	26.3	15.5	17.6	28.1	19	34.9	23.7	25.9	31.1	32.3	13.4	25.7
	I trust them	38.8	64.8	67.4	56.1	72.2	54.3	68.7	45.7	58	45.5	53.6	51.4
	Refused to answer/I do not know/hard to answer	35	19.7	15	15.8	8.8	10.8	7.6	28.4	11	22.1	33	22.9
2013	I do not trust them	31.1	13.3	12.6	18	12	22.4	16	7.1	20.3	24.3	16	21
	I trust them	29.5	60.5	62.8	65	75.2	61.7	64.6	54	54	57.8	58	52.4
	Refused to answer/I do not know/hard to answer	39.4	26.2	24.6	17.1	12.8	15.9	19.4	39	25.8	17.9	26	26.6

When analyzed from the perspective of **locality** (high mountain/other types of settlement), the findings with regard to trust in local authorities revealed the same trend in the cohorts of the 2021, 2019, and 2015 rounds: respondents from high mountain settlements tend to have greater trust in local self-government bodies compared to those from other types of settlement (see Table #121).

39 The categories in the table are combined into groups on a four-point scale with 1 indicating “I do not trust at all” and 4 meaning “completely trust.” The categories are grouped in the following way: “I do not trust” corresponds to the sum of points 1 and 2 on the scale, and “trust” is the sum of points 3 and 4.

Table #121 - Trust in Local Self-government bodies (Councils/City Halls) from the Perspective of Locality (High Mountain Settlements/Other Types of Settlement)

		%		
In general, considering all factors, to what extent do you trust your local self-government bodies (councils/city halls) of your municipality?		Other types of settlement	High mountain settlements	Georgia
2021	I do not trust them	32.7	30.5	32.3
	I trust them	49.2	53.9	50.1
	Refused to answer/I do not know/hard to answer	18.1	15.6	17.7
2019	I do not trust them	27.6	15.2	26.6
	I trust them	60.6	74.3	61.7
	Refused to answer/I do not know/hard to answer	11.8	10.5	11.7
2015	I do not trust them	25.6	27.1	25.7
	I trust them	50.6	62.1	51.4
	Refused to answer/I do not know/hard to answer	23.8	10.8	22.9

The analysis of the data from an **ethnicity** perspective suggests that ethnic Georgian respondents across all five rounds seemed to have greater trust in the work of their municipal councils/city halls than ethnic minorities. The differences between ethnic groups were striking in the 2021 and 2013 cohorts. The findings of the 2021 round, when compared to those from the previous rounds, unveiled a growing level of mistrust in respondents of both groups, peaking in the fifth round of the study: 32.2% of ethnic Georgians and 32.6% of respondents from an ethnic minority background indicated that they did not trust their municipal councils/city halls (see Table #122).

Table #122 - Trust in Local Self-government Bodies (Councils/City Halls) by Ethnic Groups

		%		
In general, considering all factors, to what extent do you trust your local self-government bodies (councils/city halls) of your municipality?		Ethnic Georgian	Ethnic minorities	Georgia
2021	I do not trust them	32.2	32.6	32.3
	I trust them	51.4	42.4	50.1
	Refused to answer/I do not know/hard to answer	16.4	25	17.6
2019	I do not trust them	26.5	27.4	26.6
	I trust them	62.4	54.5	61.7
	Refused to answer/I do not know/hard to answer	11	18.1	11.7
2017	I do not trust them	22.1	16.4	21.5
	I trust them	49.5	48.7	49.3
	Refused to answer/I do not know/hard to answer	28.5	34.9	29.2
2015	I do not trust them	27.8	25.4	25.7
	I trust them	51.7	51.4	51.4
	Refused to answer/I do not know/hard to answer	20.6	23.2	22.9
2013	I do not trust them	17.2	21.5	21
	I trust them	56.1	52	52.4
	Refused to answer/I do not know/hard to answer	26.7	26.6	26.6

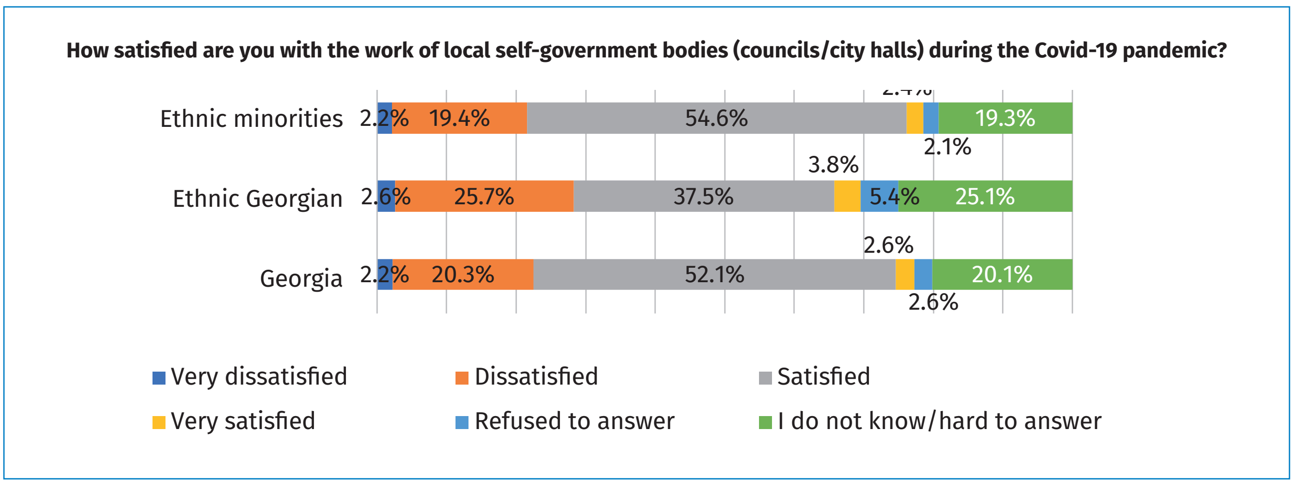
In the 2021 round, the majority of respondents in all regions pointed out that they were content with the work of local self-government bodies during the pandemic. This view was particularly common in Adjara (65.7%), Racha-Lechkhumi–Kvemo Svaneti (77.4%), and Shida Kartli (62.7%) where most respondents were either "satisfied" or "very satisfied". On the other hand, respondents from Tbilisi and Kvemo Kartli were the least satisfied (41.3% and 39.7% respectively). The share of respondents whose assessment of the work performed by their local municipal bodies was either negative or extremely negative was also comparatively larger in these two regions: Tbilisi – 36.5%; Kvemo Kartli – 34% (see Table #123).

Table #123 - Satisfaction with the Work of Local Self-government Bodies (Councils/City Halls) during the Covid-19 Pandemic by Regions

	%											
How satisfied are you with the work of local self-government bodies (councils/city halls) of your municipality during the Covid-19 pandemic?	Tbilisi	Samegrelo – Zemo Svaneti	Guria	Adjara	Racha-Lechkhumi-Kvemo Svaneti	Imereti	Samtskhe-Javakheti	Shida Kartli	Mtskheta – Mtianeti	Kvemo Kartli	Kakheti	Georgia
Very dissatisfied	2.3	2.3	2.3	4	2.3	1.7	3.7	0.7	1.3	2.7	1.7	2.3
Dissatisfied	34	12.3	20.7	25	9	19.6	13.7	19.3	18.7	31.3	15	20.3
Satisfied	40.3	53.2	57.3	60.7	75.7	57.8	45.3	60	42.5	39	45.3	52.1
Very satisfied	1	3	0.3	5	1.7	3.7	6.3	2.7	2.3	0.7	2.3	2.6
Refused to answer	1.8	7.3	2.7	0	1	0.3	0.3	2	0.7	8.3	4.7	2.6
I do not know/hard to answer	20.5	21.9	16.7	5.3	10.3	16.9	30.7	15.3	34.4	18	31	20.1

In the fifth round, most respondents (both ethnic Georgians as well as those from an ethnic minority background) positively assessed the work of local self-government bodies. The majority of ethnic Georgian respondents seemed to be content with their local authorities (57%) while this was lower for those from an ethnic minority background (41.3%). Ethnic minority groups were more forthcoming in expressing their dissatisfaction with regard to the work of municipal councils/city halls (28.3%) (see Diagram #53).

Diagram #53 - Satisfaction with the Work of Local Self-government Bodies (Councils/City Halls) during the Covid-19 Pandemic by Ethnic Groups



Some of the participants of focus group discussions found it difficult to name the public institutions which they trusted or distrusted the most due to the fact that some elements of local communities had no information about the work of various public institutions. When it comes to the institutions operating at a central level, some groups of the population seemed to trust the healthcare system most, followed by the police and public service halls (justice houses). Respondents of municipalities with predominantly ethnic minority populations also trusted the Office of the Public Defender of Georgia. As for trust in municipal authorities, some respondents pointed out that the harsh social and economic situation in the regions led the populations to negatively perceive authorities in general, including local authorities. One respondent from Guria explained:

> *"People in general are largely dissatisfied. A hungry person does not care if they walk on a sidewalk. Unemployment and poverty are the top problems" (male, 40, Ozurgeti, Guria).*

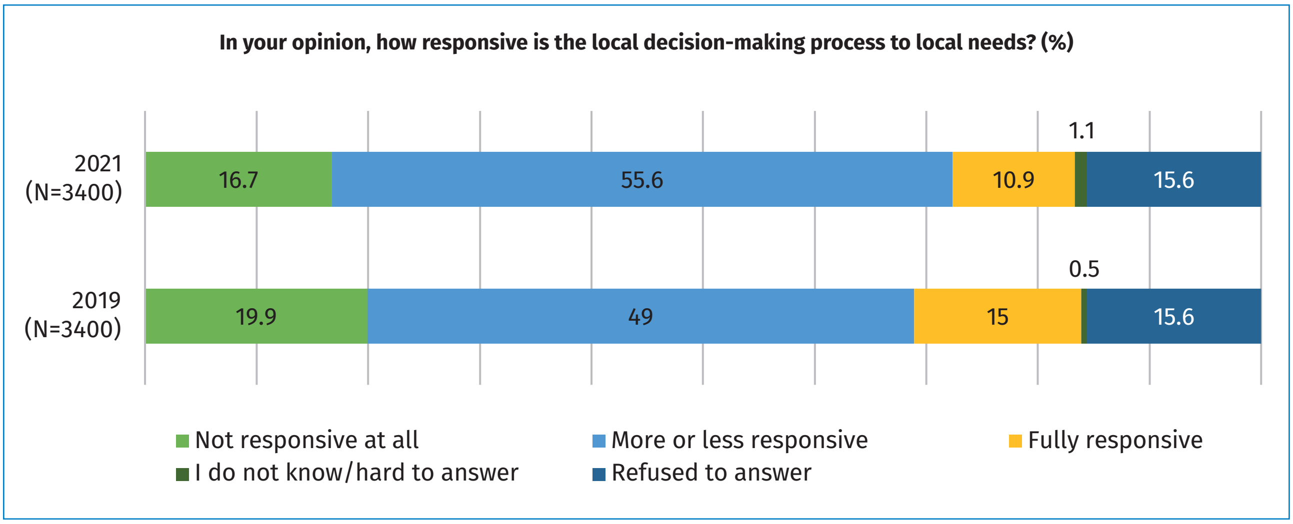
Participants of the focus group discussions seemed to trust city halls the most, especially in the regions where the community members have frequent contact with city halls. Residents in regions often apply to municipal bodies to access information even if the subject does not fall under the remit of the local self-government.

During the focus group discussions, the participants cited some of the causes of **discontent** with regard to local authorities. The following reasons for dissatisfaction were highlighted in particular:

- **Unresolved problems:** One of the reasons for dissatisfaction seemed to be the passiveness of local authorities who tended to become active only during the runup to elections to gain as many votes as possible. Promises made during runups were reportedly never or only partially delivered. Respondents also noted a problem that often promises made before elections were beyond the capacities of local self-governments.
- **Lack of accountability:** A perceived lack of accountability of local authorities further deepens the mistrust toward them held by local community members.
- **Rejected access to municipal services:** Those respondents who had been rejected access to municipal services did not always understand the reasons why. Reportedly, there had been cases where citizens failed to make it into a target group for certain programs, or to meet the criteria laid down by such programs. In such cases, local authorities have an obligation to provide a detailed explanation for the rejection.
- **Inappropriate conduct of a public official:** One of the reasons for dissatisfaction named by participants of the focus groups was inappropriate conduct by local officials. One respondent recalled: "When there was a rally against the construction of a prison, a government representative approached one of the participants and, instead of trying to negotiate, told him/her that he would give him/her a job in the prison" (male, 47, Rustavi City, Kvemo Kartli). As many respondents pointed out, some public officials act like they are masters of their local population.
- **Nepotism:** Some respondents believed that employment in the public sector is arranged through membership in the ruling party and kinship.
- **A lack of expertise among public servants:** There were cases when the local authorities failed to fulfil their obligations. For instance, they would first build a road and then move on to installing communications. Such practices triggered questions among local communities. One respondent noted: *"Asphalt on a road will be removed because they are installing communications. It is not clear why they would want to do this"* (female, 57, Ozurgeti, Guria).

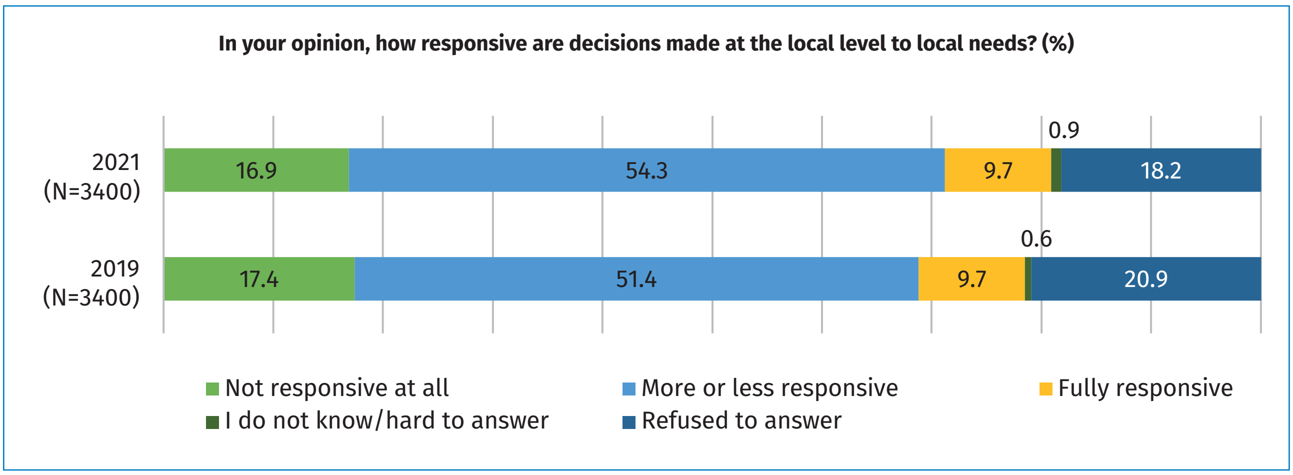
Respondents demonstrated a moderately positive attitude towards local self-government bodies in response to a question intended to measure the extent to which a local decision-making process responds to local needs.[40] The majority of respondents in both rounds (2019 and 2021) believed that local decision-making processes met local needs "to a certain extent." Around every fifth respondent of both rounds believed that local needs were not met at all, while a smaller portion believed that decision- making processes were fully responsive to local needs (see Diagram #54).

Diagram #54 – Relevance of the Local Decision-making Process to Local Needs



The majority of respondents held a moderate attitude towards not only the responsiveness of the decision-making process to local needs, but also towards the relevance of decisions made with respect to the needs of local communities (see Diagram #55).

Diagram #55 - Relevance of Decisions Made at Local Level with Respect to Local Needs



Respondents of all five rounds named three measures which would contribute to more effective responses to local needs (see Table #124).

40 This variable was introduced in the 2019 round

Table #124 - Changes to be Undertaken by the Local Self-government Bodies (Councils/City Halls) to Improve Responsiveness to Local Needs

%					
In your opinion, which of these areas should the local authorities (councils/city halls) improve in order to better respond to your needs?	**2021**	**2019**	**2017**	**2015**	**2013**
Consider the needs of local communities more seriously while making decisions	24.5	25.1	26.5	30.6	28.7
Allocate more financial resources to address local problems	20.2	20.7	24.3	19.9	21
Improve expertise	6.9	7.4	7.6	8.2	6.4
Hold frequent meetings with local communities	18.4	19.9	21.6	19.6	19.8
Inform local communities about ongoing processes (what has been done, what is planned, etc.)	12.1	8.7	14.9	15.5	17.2
Ensure the participation of local communities in the execution of local self-government activities	6.4	4			
Consider the needs of persons with disabilities more seriously while making decisions	3.2	3.7			
Consider the needs of minorities (ethnic, religious, sexual) more seriously while making decisions	1.8	0.8			
Consider the needs of women and girls more seriously while making decisions	1.4	1.8			
Other	0.6	4.1	1.1	1.4	2.7
Refused to answer	1.5				0.1
I do not know/hard to answer	3.7	3.8	4	4.8	4.1

The analysis of the findings from a **regional** perspective revealed that the "more or less responsive" option dominated the responses in all rounds of the study when it comes to the relevance of decision-making to local needs. The largest shares of respondents believing the local decision-making process to be fully responsive to local needs were found in Samegrelo-Zemo Svaneti and Racha-Lechkhumi-Kvemo Svaneti regions. Notably, in the 2021 round, the share of negatively disposed (those who checked "not responsive at all") Tbilisi-based respondents significantly reduced (2021 – 15.3%; 2019 – 24.3%). Moreover, in the 2021 cohort, every fifth respondent found it difficult to answer the question or refused to give an answer (in 2019, the number of such respondents constituted up to 10%) (see Table #125).

Table #125 - The Relevance of a Local Decision-making Process with Local Needs by Regions

		%											
How responsive is the local decision-making process to local needs?		Tbilisi	Samegrelo – Zemo Svaneti	Guria	Adjara	Racha-Lechkhumi – Kvemo Svaneti	Imereti	Samtskhe-Javakheti	Shida Kartli	Mtskheta – Mtianeti	Kvemo Kartli	Kakheti	Georgia
2021	Not responsive at all	15.3	10.7	22.9	20.3	11	20	17.9	12.3	24	14.3	16	16.7
	More or less responsive	53.5	59.7	62.1	61	56.1	58	44.2	57.3	51.3	45.7	63	55.6
	Completely responsive	10.5	16	4.3	9.7	17.6	12.7	11.3	12.3	6.7	12.7	6.3	10.9
	Refused to answer/I do not know/hard to answer	20.8	13.7	10.6	9	15.3	9.3	26.6	18	18	27.3	14.7	16.8
2019	Not responsive at all	24.3	13.3	15.5	17.3	13	19.5	14.3	18.5	18.9	25.4	15.4	19.9
	More or less responsive	53.4	54.2	53.2	37.1	50.3	46.2	44.2	46.7	44.5	41.6	57.9	49
	Completely responsive	12.7	19.4	12.6	19.1	24.8	17.8	16.2	15.4	14.5	11.7	12.7	15
	Refused to answer/I do not know/hard to answer	9.6	13	18.8	26.6	12	16.5	25.3	19.4	22.1	21.3	14	16.1

The analysis of the findings desegregated based on **types of settlement** suggested that the attitudes expressed by respondents in the 2021 round from both high mountain as well as other types of settlement were similar to the majority view, checking the "more or less responsive" option. However, there was a significant difference between the results of the 2021 and 2019 rounds: respondents of the 2019 survey from high mountain settlements seemed to be more optimistic as opposed to those from other types of settlement. More specifically, nearly every fourth respondent (23.7%) said that the local decision-making process was fully responsive to local needs while this view was held only by 14.2% of respondents from other types of settlement. In the 2021 round, fewer respondents (11.4%) believed the same to be true (see Table #126).

Table #126 - The Relevance of the Local Decision-making Process to Local Needs in High Mountain/Other Settlements

		%		
How responsive is the local decision-making process to local needs?		Other types of settlement	High mountain settlements	Georgia
2021	Not responsive at all	16.5	17.8	16.7
	More or less responsive	56	54.2	55.7
	Completely responsive	10.8	11.4	10.9
	Refused to answer/I do not know/hard to answer	16.7	16.6	16.7
2019	Not responsive at all	20.5	13.5	19.9
	More or less responsive	49.4	43.8	49
	Completely responsive	14.2	23.7	15
	Refused to answer/I do not know/hard to answer	15.8	19	16.1

Data segregated based on the **ethnicity** of respondents demonstrated that in the 2019 and 2021 rounds, non-Georgian respondents, compared to ethnic Georgians, found it more difficult to determine the relevance of a local decision-making process to local needs (at least every fourth respondent chose "refused to answer" or "hard to answer"). The dominant response in both groups was "more or less responsive", however more ethnic Georgian respondents chose these responses compared to respondents from an ethnic minority background (see Table #127).

Table #127 - The Relevance of a Local Decision-making Process to Local Needs by Ethnic Groups

	%			
	How responsive is the local decision-making process to local needs?	**Ethnic Georgian**	**Ethnic minorities**	**Georgia**
2021	Not responsive at all	16.6	17.4	16.7
	More or less responsive	57.9	42.4	55.6
	Completely responsive	10.6	12.8	10.9
	Refused to answer/I do not know/hard to answer	14.9	27.4	16.8
2019	Not responsive at all	19.6	22.9	19.9
	More or less responsive	50.1	38.1	49
	Completely responsive	15.2	13.1	15
	Refused to answer/I do not know/hard to answer	15.1	25.9	16.1

Communication with local communities and referrals to local self-government bodies

More than half of respondents in the 2021, 2017, and 2015 rounds shared the view that the communication of their local authorities with communities was effective. The largest shares of respondents holding the same view were found in the 2013 (47.5%) and 2019 (48.5%) cohorts, however these respondents did not amount to a majority. The share of respondents perceiving communication as effective was largest (55.5%) in the 2021 round. Notably, more than one-third of respondents in all five rounds stated that the relationship between municipal authorities and their constituencies was ineffective. Only a relatively small share of respondents held extremely positive ("very effective") or extremely negative views ("very ineffective") (see Table #128).

Table #128 - Communication of Municipal Authorities with Local Communities

%					
How effectively do your local government representatives communicate with local communities?	**2021**	**2019**	**2017**	**2015**	**2013**
Very effectively	5.4	4.5	0.5	1.7	2
Effectively	55.5	48.5	52.6	54.6	47.5
Ineffectively	35.3	39.3	42.4	34.5	39.9
Very ineffectively	3.8	7.7	4.6	5.9	5.6
I do not know/hard to answer	0	0	0	3.3	5

The segregation of data from a **regional** perspective revealed that the majority of respondents perceived communication between municipal authorities and local communities to be effective. In the 2021 round, respondents from Guria (65.5%), Racha-Lechkhumi-Kvemo Svaneti (69%), Imereti (62.1%), and Shida Kartli (68.6%) regions were particularly positive about the communication (checking "effectively" or "very effectively").

The previous rounds also demonstrated positive experiences with regard to communication between municipal authorities and local communities. However, it should be noted that Tbilisi-based respondents of all these rounds did not seem to be happy with the quality of communication (checking "ineffectively" and "very ineffectively"): 2019 – 63%; 2017 – 64%; 2015 – 47.8%; 2013 – 62.2%. The situation seemed to have improved by 2021, with 60.6% of Tbilisi-based respondents believing the communication with local authorities to be effective.

It should also be noted that 50% of respondents from Shida Kartli in the 2015 round assessed the communication as ineffective, while by 2021 this was improved with 68.6% of respondents positively evaluating the quality of communication (see Table #129).

Table #129 – Communication between Municipal Authorities and Local Communities by Region

How effectively do your local government representatives communicate with local communities?		Tbilisi	Samegrelo – Zemo Svaneti	Guria	Adjara	Racha-Lechkhumi – Kvemo Svaneti	Imereti	Samtskhe-Javakheti	Shida Kartli	Mtskheta – Mtianeti	Kvemo Kartli	Kakheti	Georgia
2021	Very effectively	6.3	4.7	2.3	8	3.7	2	9.7	6.7	2	9.7	4	5.4
	Effectively	54.3	53	63.2	52.8	65.3	60.1	48.3	61.9	52	45.3	55.3	55.6
	Ineffectively	35.5	40.3	31.4	34.4	25.3	33.9	36	29.8	42.7	42	36.7	35.3
	Very ineffectively	4	2	3	4.7	5.7	4	6	1.7	3.3	3	4	3.8
	I do not know/hard to answer												
2019	Very effectively	1.9	6.2	8.5	7.9	9.3	6.6	6.1	3.7	4.6	4.1	2.7	4.5
	Effectively	35.1	61.1	56.2	56.4	65.2	45.5	64	54.6	56.1	47.5	60.6	48.5
	Ineffectively	51.9	25	28.8	32.2	20.5	39.3	27.2	37.8	32.9	39.4	33.5	39.3
	Very ineffectively	11.1	7.7	6.5	3.6	5.1	8.6	2.6	3.9	6.4	9	3.2	7.7
	I do not know/hard to answer												
2017	Very effectively	0	0	0	0.3	0	0.2	2.1	0.4	3.4	0.8	1.4	0.5
	Effectively	36	61.3	70.1	55.1	75	60	68.8	53.5	55.1	55.9	62.9	52.6
	Ineffectively	56.2	33.2	29.9	42.9	25	32	27.8	45.6	36	42	34.7	42.4
	Very ineffectively	7.8	5.5	0	1.7	0	7.8	1.4	0.4	5.6	1.3	1	4.6
	I do not know/hard to answer												
2015	Very effectively	2.1	0.5	4.4	2.9	2.3	0.9	7.2	0	1	0.5	1.9	1.7
	Effectively	41.8	73.9	64	58.8	69.8	55.3	57.2	48.4	56.1	46.8	68.2	54.5
	Ineffectively	40.7	22.8	26.3	31.9	25.6	29.5	32.9	49.6	37.8	45.5	22.3	34.5
	Very ineffectively	7.1	2.4	5.3	4.3	2.3	14.4	1.3	0.4	5.1	6.3	0.3	5.9
	I do not know/hard to answer	8.3	0.3	0	2.2	0	0	1.3	1.6	0	0.8	7.2	3.3

(continue)

How effectively do your local government representatives communicate with local communities?		Tbilisi	Samegrelo – Zemo Svaneti	Guria	Adjara	Racha-Lechkhumi – Kvemo Svaneti	Imereti	Samtskhe-Javakheti	Shida Kartli	Mtskheta – Mtianeti	Kvemo Kartli	Kakheti	Georgia
2013	Very effectively	3.8	0.5	0.9	1.4	7	0.5	4.5	0.4	1	2.5	0.6	1.9
	Effectively	22.4	60.4	70.2	54.8	60.5	52.4	55.2	54.3	52	47.8	65.3	47.5
	Ineffectively	54.6	32.2	23.7	34.8	25.6	42.7	31.8	41.6	32.7	41.3	19.7	39.9
	Very ineffectively	7.6	2.7	4.4	6.5	4.7	4	7.8	0.4	2	7.4	8.1	5.6
	I do not know/hard to answer	11.6	4.1	0.9	2.5	2.3	0.4	0.6	3.3	12.2	1.1	6.3	5.1

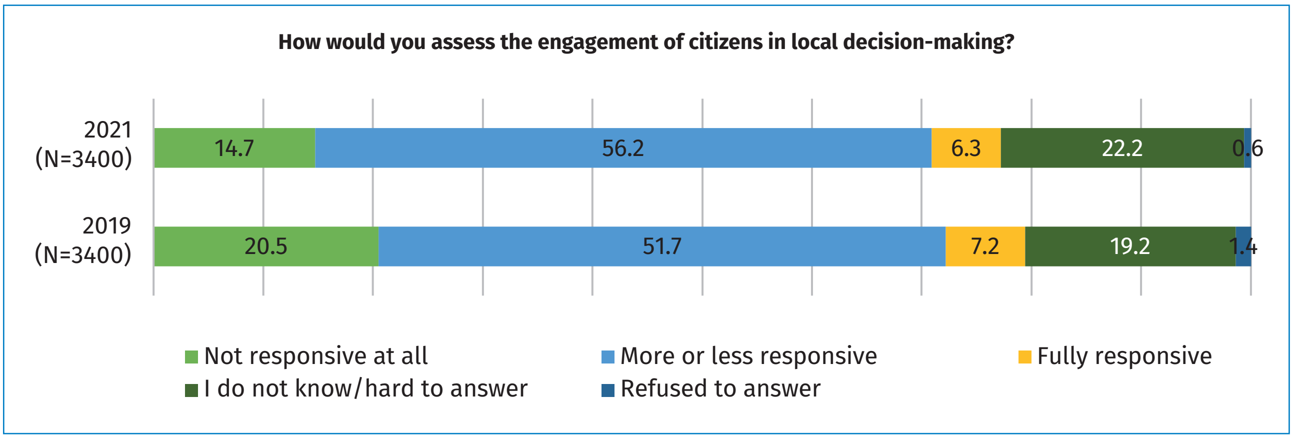
Participants of focus group discussions named the motivation of holding an office as one of the most important preconditions behind the effective performance of local authorities. Some participants of the focus group discussions noted that there had been cases of local authorities prioritizing the needs of their active supporters. Therefore, problems of government supporters stood a higher chance of being resolved than those faced by others. One respondent noted: “It has been like this under every government. Supporters have a shortcut to an outcome, they have more leverages and opportunities to receive a positive answer” (male, 38, Mestia, Samegrelo-Zemo Svaneti). One of the barriers hindering the effective work of municipal bodies is the practice of local issues, even though they fall within the powers of local self-governments, being agreed with regional representatives and/or central authorities.

As for the views of representatives of NGOs on the effectiveness of the work of municipal bodies, the respondents said there was a need for **more qualified staff** in the public sector in order to ensure the **effective work of local self-government bodies.** As a rule, the working experience and expertise of a candidate was overlooked if they demonstrated loyalty to the government. The majority of staff employed by municipal bodies become important administrative resources during elections. A considerable part of the budgets allocated to non-commercial legal entities established by municipal authorities is usually spent on the salaries of staff. Meanwhile, there is a varying number of non-commercial bodies across municipalities, and many experts believe it would be impossible to ascertain what determines the number of such entities. This situation affects the quality of service delivery since the number of non-commercial municipal entities as well as the quantity of personnel in them is largely dependent on the personal discretion of a few public officials.

A moderately positive attitude towards the relationship between the municipal leadership and communities was demonstrated by the majority of the respondents in response to the question **“how would you assess the level of engagement of local communities in municipal decision-making?”** The dominant response was **“more or less engaged.”** It should be noted that the respondents of the 2021 cohort had a more positive view of citizens’ engagement (56.2% - “more or less engaged”) compared to those of the 2019 round (51.7%)[41] (see Diagram #56).

41 Only respondents of the 2019 and 2021 rounds were asked this question.

Diagram #56 - Engagement of Local Communities in the Municipal Decision-making



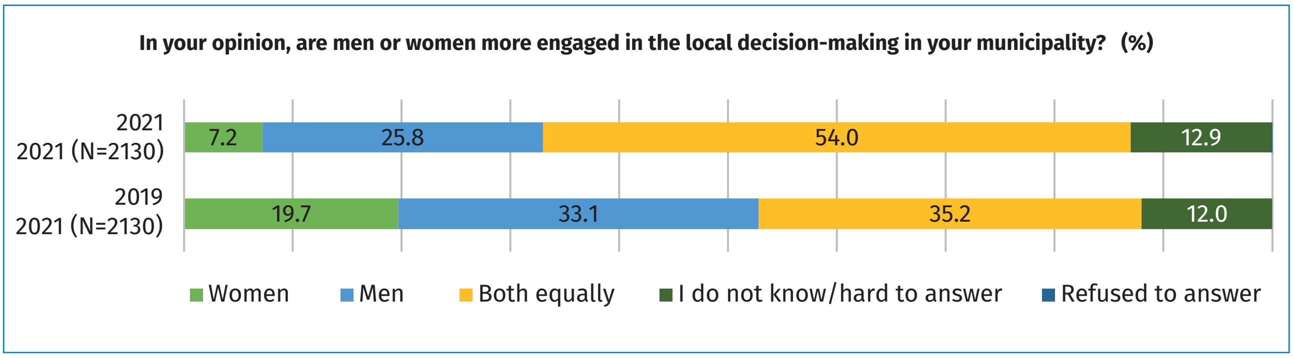
Focus group discussions revealed that communities knew little about the work of municipal councils since they were reportedly less active than city halls. One respondent stated: “The council is inactive to the point of being invisible” (male, 57, Senaki, Samegrelo-Zemo Svaneti). The lack of citizens’ engagement in the work of municipal councils could be explained by information being released (i.e. on Facebook) after a decision has been made, and not in the process of deliberation. Due to a lack of awareness, populations generally do not participate in the work of municipal councils. The process is further hampered by a lack of knowledge of the ways which would help local communities to participate in budget planning. However, the respondents also noted that occasional meetings are convened in villages to inform local populations about what has been planned to be financed by the budget.

Representatives of NGOs were of a generally positive view when it came to program budgeting. However, they also saw the need to assess the needs of local communities and to reflect these in the budgeting process. The problem here is that budgets developed by some of the municipalities are rather similar which means that local authorities fail to pay due attention to local needs. NGOs carry out local needs assessments and monitoring of the delivery of municipal services with support from donor organizations, and reports on findings and recommendations are submitted to local authorities for their review.

Respondents of the qualitative research pointed out that local citizens were more or less engaged or fully engaged in local decision-making. In response to the question **“considering gender,** who are more active in engagement – men or women?”[42] the majority of respondents (54%) of the 2021 round said both sexes were equally engaged while only 35.2% of the 2019 cohort held the same view. The findings of both rounds converged in that more respondents of both cohorts believed that men were more engaged than women. At the same time, women’s participation seemed to have significantly dwindled by 2021 (see Diagram #57).

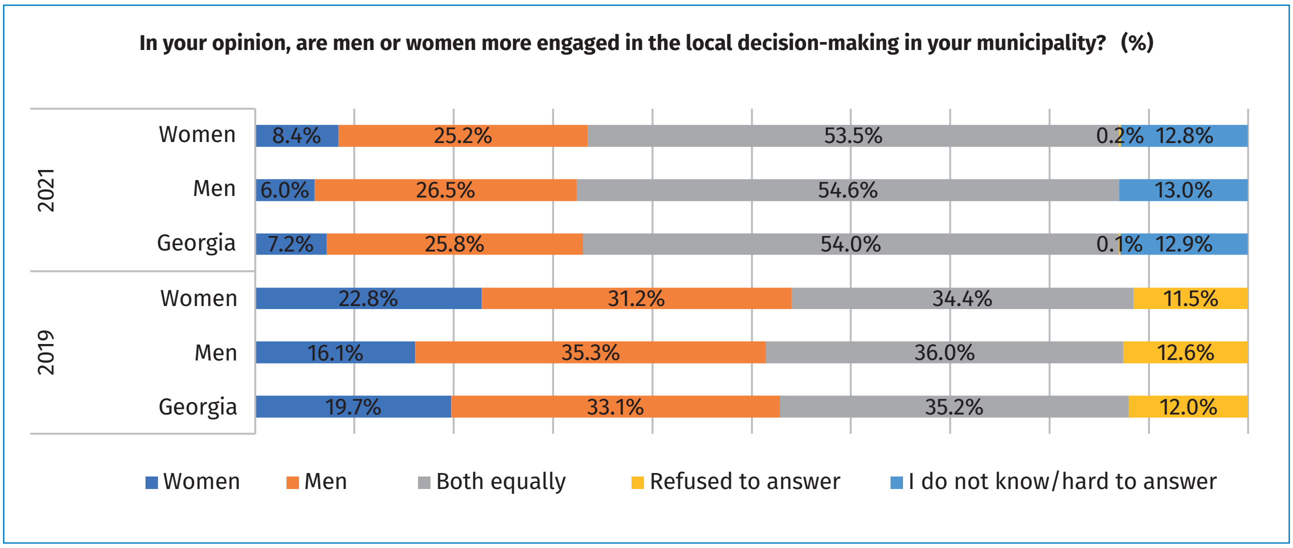
42 Only respondents of the 2019 and 2021 rounds were asked this question

Diagram #57 - Engagement of Men and Women in the Local Decision-making



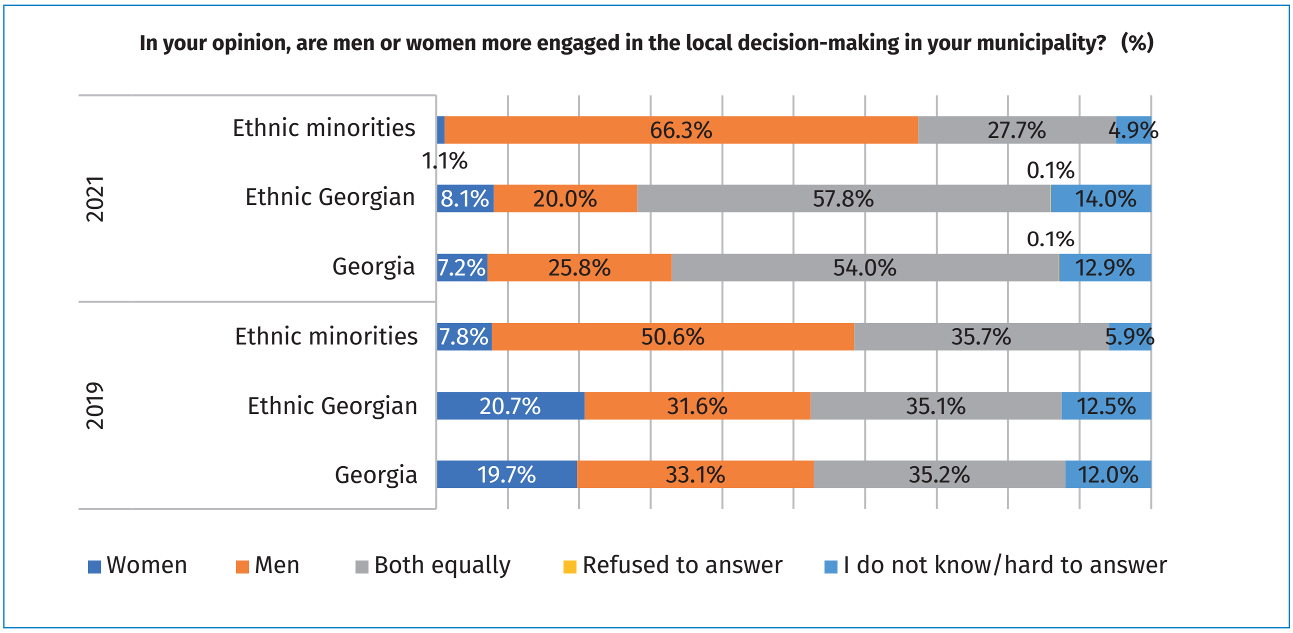
The majority of both male and female respondents in the 2019 and 2021 rounds pointed out that both sexes were equally engaged in local decision-making. More respondents in the fifth round said there was equality. However, the number of respondents who believed women to be more engaged was higher in 2019: female respondents - 22.8%; male respondents - 16.1%. By comparison, the 2021 round yielded significantly different responses: female respondents – 8.4%; male respondents - 6% (see Diagram #58).

Diagram #58 - Engagement of Men and Women in Local Decision-making from a Gender Perspective



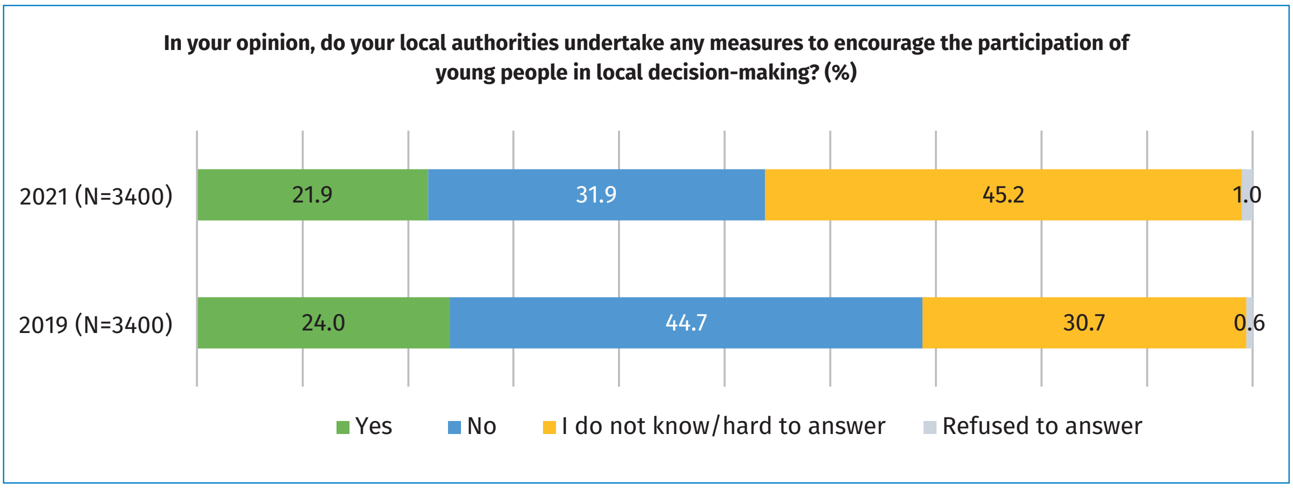
The majority of **respondents from an ethnic minority background** believed men to be more engaged in the local decision-making: 2021 – 66.3%; 2019 – 50.6%. Meanwhile, ethnic Georgian respondents of both rounds pointed out the equal engagement of men and women: 2021 – 57.8%; 2019 – 35.1% (see Diagram #59).

Diagram #59 - Engagement of Men and Women in Local Decision-making by Ethnic Groups



More respondents in both the 2021 and 2019 rounds (31.9% in 2021 and 44.7% in 2019) believed that the local authorities did not undertake any measures in order to **encourage young people to take part in the decision-making process.** It should be noted that a sizeable portion of respondents found it difficult to provide an answer to this question[43] (see Diagram #60).

Diagram #60 - Measures Undertaken by Municipal Authorities to Encourage the Participation of Young People in Local Decision-making

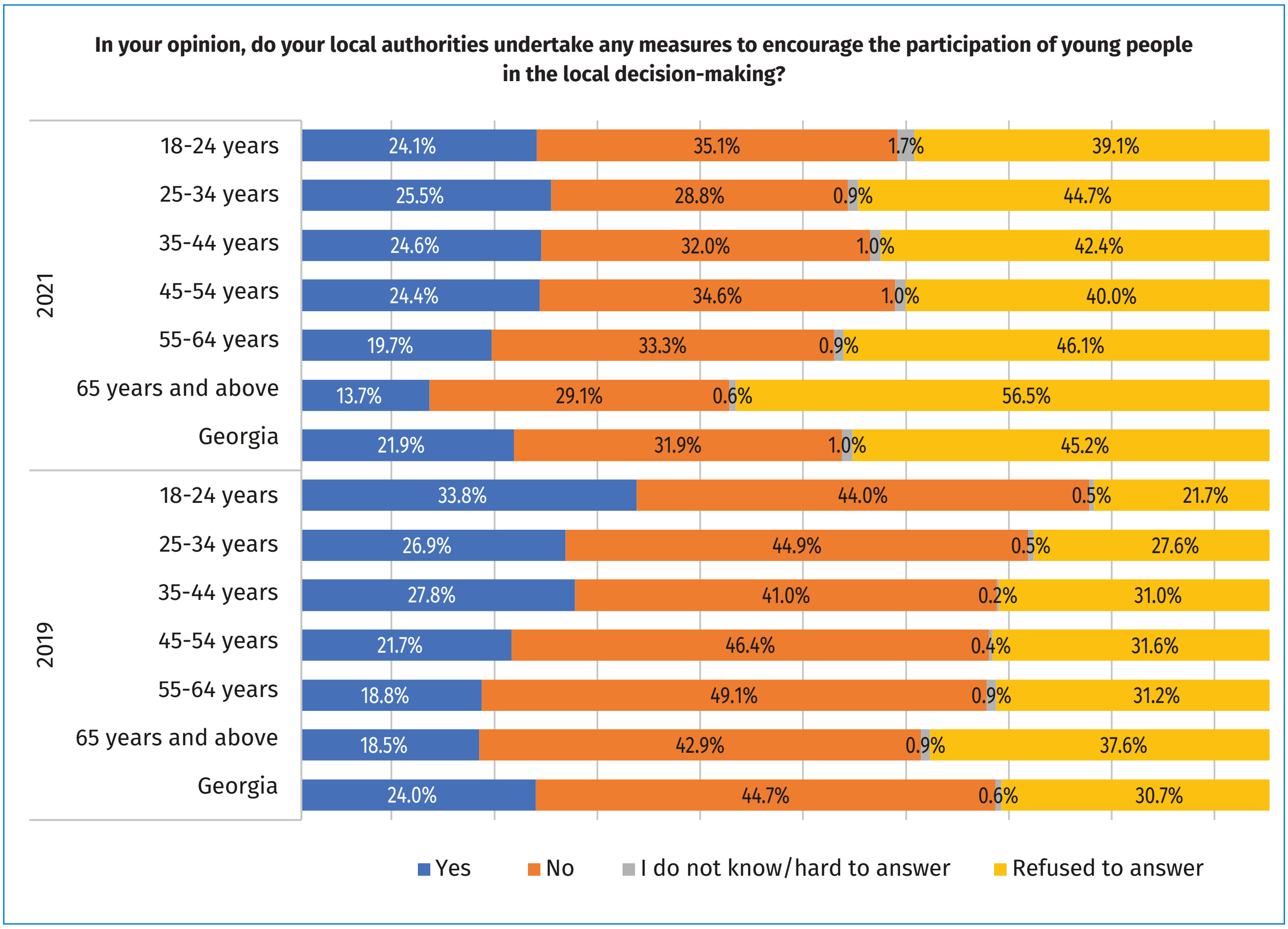


43 Only respondents of the 2019 and 2021 rounds were asked this question

The majority of respondents in each **age group** believed that the local authorities did not take any measures to encourage the participation of young people in the local decision-making. Importantly, the rate of negative responses was higher in 2019, with the difference between responses exceeding by 10%. By 2021, the situation improved, as shown below:

- **2021:** 18-24 years - 35.1%; 25-34 years - 28.8%; 35-44 years - 32%; 45-54 years - 34.6%; 55-64 years - 33.3%; 65 years or above - 29.1%.
- **2019:** 18-24 years - 44%; 25-34 years - 44.9%; 35-44 years - 41%; 45-54 years - 46.4%; 55-64 years - 49.1%; 65 years or above - 42.9% (see Diagram #61).

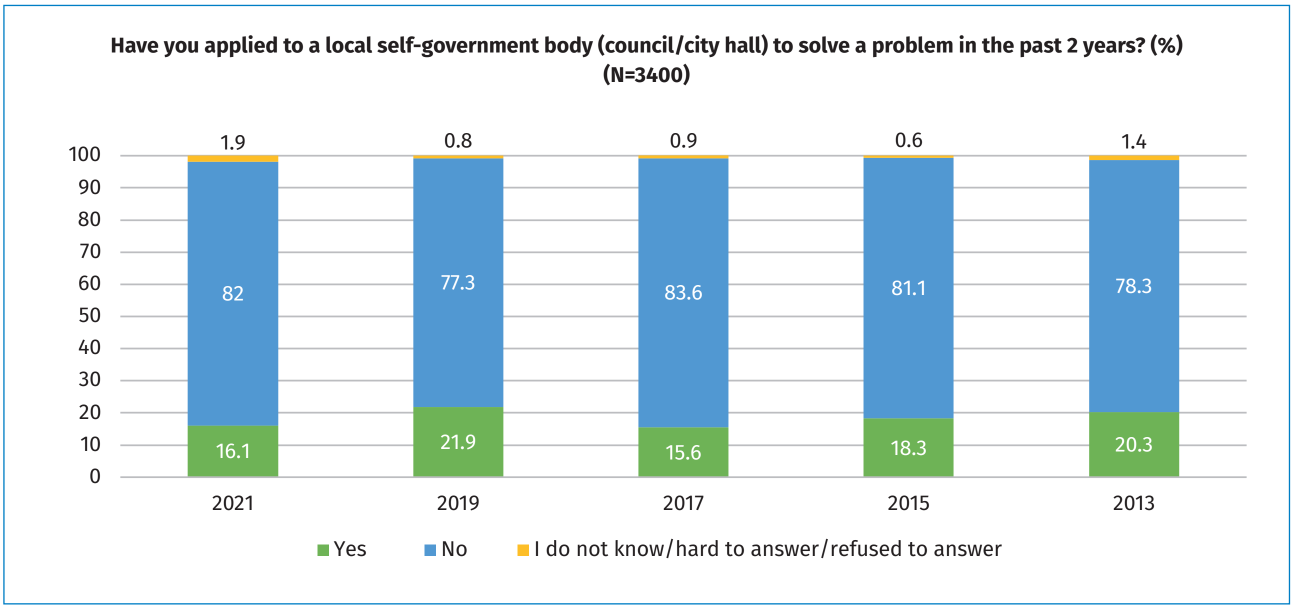
Diagram #61 - Measures Undertaken by Municipal Authorities to Encourage the Participation of Young People in the Local Decision-making (by Age Group)



Participants of focus group discussions, while discussing the effectiveness of the work of local self-government bodies, pointed out that young people had limited opportunities to find jobs in the public sector. As a rule, staff are rarely replaced. In order to introduce new initiatives, visions, and approaches, municipal authorities were advised by participants to provide better employment opportunities for young people in local municipal bodies which would lead to more effective performance by local authorities. In an interview held within the qualitative research, a member of Tbilisi municipal council stated that in the runup to local elections in 2017, young people were selected as majoritarian candidates responsible for establishing direct communication with respective constituencies. The respondent stated: “They have stronger enthusiasm and desire to communicate” *(a member of Tbilisi municipal council).*

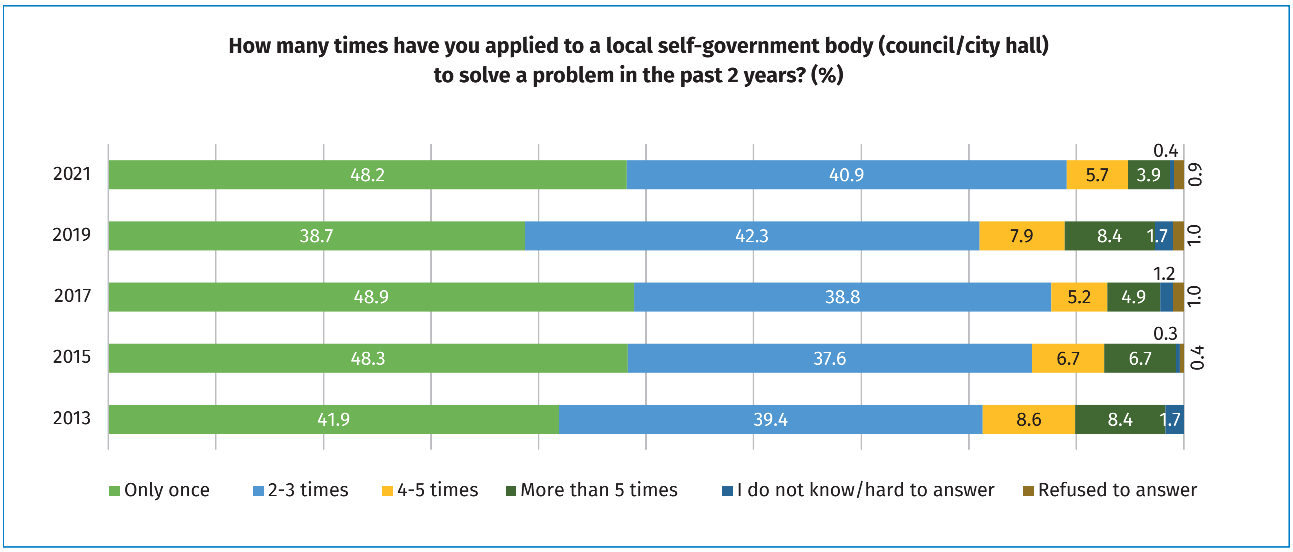
Findings of all five rounds of the study showed that the majority of respondents had not referred to local municipal bodies (councils/city halls) to resolve a problem in the past two years. The highest rate of referral was observed in 2019 (21.9%) compared to all other rounds including 2021 (16.1%) (see Diagram #62).

Diagram #62 - Referrals to the Local Authorities (Councils/City Halls) to Resolve a Problem



As for the **frequency of referrals** to local self-governments, the findings of various rounds were consistent: the majority of respondents had referred to local authorities once, twice, or three times. More respondents in the 2021 round had referred to municipal bodies once (compared to 2019). The situation seems to have slightly improved compared to the first three rounds. The share of those respondents to have referred to local authorities four, five, or more times was small and did not exceed 8-9% in all rounds. Importantly, compared to 2019, respondents in 2021 rarely referred to their respective local authorities: a total of 16.1% of the respondents of the 2019 round said they referred to local authorities four, five, or more times compared to 9.6% in 2021 (see Diagram #63).

Diagram #63 - Frequency of Referrals to Local Authorities (Council/City Hall) to Solve a Problem in the Past Two Years



The survey highlighted the following two issues which local communities generally try to resolve by referring to local self-government bodies (councils/city halls):

- Social issues (social assistance, unemployment, etc.); and
- Infrastructural problems (installing gas pipelines in the villages, water supply, electricity, etc.).

Respondents also mentioned other problems[44] that they tried to respond to (see Table #130).

Table #130 - Subject Matter of Referrals to the Local Self-government Bodies in the Past Two Years

%		
In connection with which issues have you applied to the local self-government within the last 2 years?	**2021**	**2019**
Establishing preschool (kindergarten) and out-of-school (specialized institutions) education units and ensuring their functioning	3.6	2.6
Improvement of environment related to various social groups (persons with disabilities, children, elderly, homeless, etc.)	5.3	6.5
Cultural issues (creative activities, cultural heritage)	3.1	1.7
Operation of cultural/public facilities (libraries, clubs, exhibitions, sports facilities, etc.)	3.4	1.2
Infrastructural problems (gas supply in the village, water supply, power supply, etc.)	16.2	14.8
Improvement of road infrastructure (parking, municipal transport, etc.)	5.5	5
Issuing construction permits	7.1	5.4
Area improvement (cleaning and waste collection, external lighting, landscaping, etc.)	5.9	5.2
Environmental issues (water/air contamination, soil erosion, etc.)	5.1	2.4
Issues related to stray animals	2.2	2.8
Issues of outdoor trade, outdoor advertising, and licensing of economic activities	0.5	0.6
Services terminated due to nonpayment of fees	0.9	0.7
Social issues (social benefits, unemployment, etc.)	27.3	25.6
Other (please specify)	4.5	20
I don't know/hard to answer	4.8	3.2
Refused to answer	2.2	2.2

Around one-third of respondents in all rounds who indicated that they had referred to local self-government bodies to have a specific problem solved, pointed out that the **local authorities had not solved any problem**. However, it should be noted that this rate reduced from 38.2% in 2019 to 32.5% in 2021. A comparatively smaller proportion of respondents pointed out that the local authorities had managed to **fully resolve** their problems, while about one-fifth of respondents said their problems had been only **partially** resolved. It should be noted that this experience was most common in the 2021 round (24.2%) with an almost 10 percentage-point increase compared to 2019 (2019 – 15.1%). (see Table #131).

44 Only respondents of the 2019 and 2021 rounds were asked this question

Table #131 – Responses to Specific Problems by Local Self-government Bodies

%					
Did the self-government body solve the problem about which you applied?	**2021**	**2019**	**2017**	**2015**	**2013**
None of the problems were solved (they did not even try)	32.5	38.2	31.2	38	35.2
They made an effort to help me but the problem was not solved due to other reasons	9.5	10.8	8.3	8.2	8.9
They have solved my problem partially	24.2	15.1	20.2	18.3	22.1
They have solved my problem	28.3	29.3	31.4	30.1	28.6
They have solved all my problems regarding the issue I applied about	3.8	3.7	5.7	4.8	4.2
I don’t know/hard to answer	1.3	1.2	2.4	0.4	1
Refused to answer	0.5	1.7	0.8	0.3	0

The respondents to have referred to local authorities to solve a specific problem or problems were asked to assess the level of difficulty of the referral procedure. The majority of respondents in all five rounds (within the range of 61%-65%) pointed out that the referral procedure was **simple**. At the same time, an average of 10% indicate that the procedures were “very simple.” The share of respondents who believed the procedure to be complicated or very complicated ranged from 17% to 25%. Around one-tenth of respondents in the 2013 round indicated that the referral procedure was very simple. However, the following rounds saw a rising trend, reaching a peak in 2019 (17.1%). Notably, by 2021, the share of respondents who held the same view decreased by 10 percentage points, totaling 7.3% (see Table #132).

Table #132 - Assessment of the Referral Procedure

%					
Is it easy to apply to a self-government body?	**2021**	**2019**	**2017**	**2015**	**2013**
Procedures are very complicated	4.3	2.6	3.8	3.6	5.5
Procedures are complicated	18.4	15.6	13.4	18	15.7
Procedures are simple	65.3	62.3	64.6	61.1	61.5
Procedures are very simple	7.3	17.1	12.1	10.7	9.2
I don’t know/hard to answer	0.2	0.7	0.4	0.9	0.2
Refused to answer	4.5	1.6	5.6	5.8	7.9

Focus group discussions with regard to **issues that participants tried to solve by referring to their local authorities** yielded some interesting outcomes. Participants of the focus group discussions pointed out that they would go to local municipal bodies to resolve issues of the utmost importance including social, economic, and healthcare problems. Respondents also mentioned issues such as roofing and repair of sewage systems. There were other issues raised which require collective action, such as building roads and sidewalks, and issues related to greening.

Those respondents who said they had referred to a city hall, were in general satisfied with the services. Some respondents whose requests were denied were not happy with the performance of their respective city halls. The issues which local authorities had reportedly failed to respond to included social assistance and problems pertaining to water supply. Residents of Rustavi City had apparently appealed to local authorities to freeze the existing fares for transport. One respondent claimed: "Civil activists and an active part of the Rustavi population managed to maintain the existing fare for eight months. However, sadly, they increased the price in the end" (male, 26, Rustavi, Kvemo Kartli). Based on the experiences shared by focus group participants, it can be concluded that an issue/problem is more likely to be resolved when citizens appeal to local authorities collectively or when an organization does so. In the event of individual referrals, the likelihood of the response being protracted increases.

According to the information provided by focus group participants, referral procedures have changed. While before it would be sufficient/possible to talk to a decision-maker, now citizens have to go through a series of procedures including referring in writing to the given chancellery. Respondents generally held a positive view when it comes to the application review procedures. Meanwhile, as a result of changes made to Tbilisi City Hall, services were now being provided through a "single desk" principle.[45]

Participants of the focus group discussions cited some reasons behind their reservation in applying to local authorities. These included:

- **No need to apply.** Some citizens had had no need to refer to municipal authorities.
- **Lack of awareness among citizens.** Local communities, especially those in rural areas, had no information as to what issues could be solved at local level.
- **Lengthy procedures due to red tape.** Procedures following the submission of an application are lengthy. One respondent stated: *"First, you have to write an application which needs to be reviewed. Sometimes they forget something. Then they send it to the chancellery and from there to the financial department. In short, there is a lot to do and it takes a lot of time" (female, 45, Tbilisi).*
- **Mistrust in government, including municipal authorities.** Some respondents pointed out that they did not want anything to do with the government. Therefore, citizens refrained from applying to them. One respondent noted: *"There are moments, including from a political perspective, when people with dissenting political views try to avoid communication, therefore, they do not go to local authorities" (male, 39, Mestia, Samegrelo-Zemo Svaneti).* When a citizen does not want to go to the local authorities, issues are resolved through the chair of a homeowner's association in urban areas or a mayoral representative in villages.
- **Negative experience.** Some members of the public had had a negative experience of communicating with local authorities and were demotivated to re-apply. It should be noted that the negative experience of a fellow member of the community (e.g. a neighbor or relative) also contributes to the development of a negative attitude toward the work of municipal authorities. The smaller the settlement is, stronger the influence of an individual's experience.
- **Covid-19-related regulations.** Respondents also mentioned Covid-19-related regulations as being among the reasons for which they decided against going to the municipal authorities. However, many also pointed out that some issues were less pressing and there was no urgent need to appeal to the local authorities.

It should be mentioned that according to the findings of the focus group discussions, there seemed to be a "virtual" relationship between the population and local authorities. More specifically, there were special Facebook groups, the members of which discuss various pressing issues. These groups have representatives of municipal authorities as their members, and this practice seems to be more common in urban areas.

45 Georgian municipalities launch unified electronic services: 1) Georgian Ministry for Regional Development and Infrastructure (mrdi.gov.ge); 2) Georgian Ministry for Regional Development and Infrastructure (mrdi.gov.ge)

Citizen Participation in Local Self-governance/Civil Activism

The majority of respondents participating in the 2019 and 2021 rounds had no information about the forms and mechanisms to participate in local self-governance. The share of such responses was 56% in 2019 and decreased to 49.6% in 2021. A lack of awareness of participatory mechanisms was observed in Guria (62.6%), Imereti (67.6%), Mtskheta-Mtianeti (62.5%), and Kvemo Kartli (60.6%) regions. A negative tendency has been observed in the following regions since 2019 (share of respondents who "have no information"):

- Guria: 2021 – 62.6%; 2019 – 37.9%.
- Imereti: 2021 – 67.6%; 2019 – 66.3%.
- Shida Kartli: 2021 – 55.7%; 2019 – 49.9%.
- Kvemo Kartli: 2021 – 60.6%; 2019 – 58.9%.

Participation in settlement general meetings and mayor/council annual report meetings were the most frequently named mechanisms of citizen engagement. In 2021, almost one-fifth of respondents (18.5%) from Tbilisi, 12.6% in Adjara, and 11.8% in Kakheti confirmed their awareness of petitions while 10.3% in Samtskhe-Javakheti and 10.5% in Kakheti said they were informed about citizen participation opportunities in local council/council committee meetings. Only a few respondents (2021 – 5.5%; 2019 – 7%) were informed about the civil advisory councils. Positive dynamics were observed in Tbilisi (2021 – 8.4%, 2019 – 4.1%), Adjara (2021 – 9.7%; 2019 - 4.8%), and Imereti (2021 – 3%; 2019 – 1.1%), where the share of respondents informed about civil advisory councils more than doubled compared to 2019 (see Table #133).

Table #133 – Awareness of Civil Participation Mechanisms by Regions

Please name the mechanisms of citizen participation in local self-governance of which you are aware		% Tbilisi	Samegrelo-Zemo Svaneti	Guria	Adjara	Racha-Lechkhumi-Kvemo Svaneti	Imereti	Samtskhe-Javakheti	Shida Kartli	Mtskheta-Mtianeti	Kvemo Kartli	Kakheti	Georgia
Have not heard any of them	2021	37.5	57.6	62.6	30.9	38.1	67.6	50	55.7	62.5	60.6	40.1	49.6
	2019	56.3	51.3	37.9	49.4	56.5	66.3	49.8	49.9	66	58.9	59.4	56
Participation in settlement general meetings	2021	10.3	11.2	8.4	24	15.1	12.4	19	12.7	12.4	2.8	9.6	12.8
	2019	7.3	20.6	15.8	12.1	12.1	5	12.8	15.8	13.7	14.7	11.2	11.2
Civil advisory councils	2021	8.4	3.2	1.5	9.7	0.3	3	1.1	2.2	1.1	1.1	5.5	3.9
	2019	4.1	3.6	4.5	4.8	3.3	1.1	2.1	3.2	2.4	2.6	7	3.7
Participation in council/council committee meetings	2021	7.7	4.1	3.6	8.8	4.7	2.9	10.3	5.1	3.8	2.1	10.5	6.1
	2019	5.1	5.3	10.2	7.3	5.5	2.7	4.5	3.7	4.9	1.4	7.9	4.9
Attended annual report meeting of mayor or a council	2021	5.1	2.8	8.5	9	4.4	1.3	9.6	4.5	2.1	2.4	14.2	6.2
	2019	5	6.4	8.3	7	3.8	1.5	3.9	2.8	3.1	2.3	8.5	4.8
Petition(s)	2021	18.5	3.9	5.8	12.6	0.7	5.6	4.3	5.7	5.9	2.8	11.8	7.9
Other	2019	0.4	0	0.3	0	0	1	0	0	0.7	0	0	0.3
No answer	2021	0	2	0.8	0.2	9.2	1.1	2.2	2.2	1.3	14.1	1.7	2.8
	2019	1	0	2.8	0.7	0.8	2.6	6.1	0.2	0	2.3	0.2	1.3
Do not know/Difficult to answer	2021	12.5	15.1	8.8	4.8	27.5	6.2	3.6	11.9	10.8	14.1	6.6	10.7
	2019	20.8	12.8	20.3	18.7	18	19.7	20.8	24.5	9.1	17.7	5.7	17.8

The majority of respondents (54.8%) of ethnic minority groups and almost half (48.8%) of ethnic Georgian respondents lacked awareness of any mechanism of citizen participation in local self-governance. More ethnic Georgians (14.1%) were aware of settlement meetings than ethnic minority respondents (5%). Attendance of council/mayor annual report meetings were the most frequently named mechanisms known to representatives of ethnic minorities (7.1%).

It is notable that in 2019, ethnic Georgians, as well as representatives of ethnic minority groups, were more aware of opportunities to participate in settlement meetings and less aware of any forms of citizen participation than in 2021 (see Table #134).

Table #134 - Awareness of Civil Participation Mechanisms by Ethnic Groups

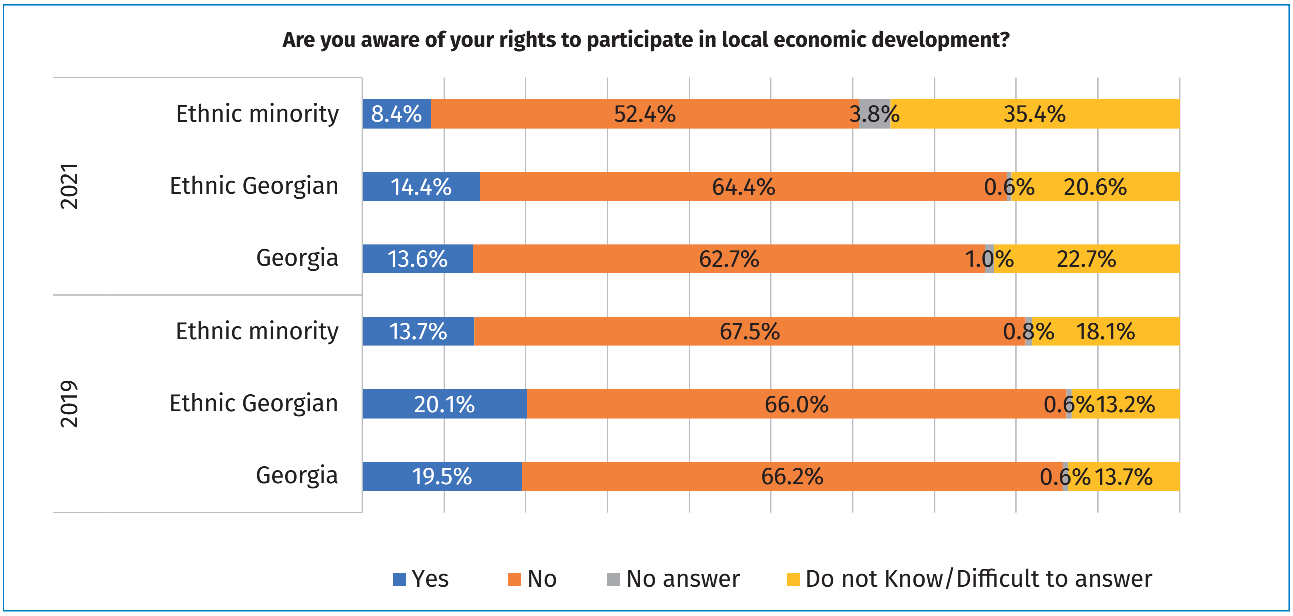
		%								
Please name the mechanisms of citizen participation in local self-governance of which you are aware		Have not heard any of them	Participation in settlement general meetings	Civil advisory councils	Participation in council/ council committee meetings	Attendance at mayor/ council annual report meetings	Petition(s)	Other	Do not know/Difficult to answer	No answer
2021	Ethnic minority	54.8	5	1	6.8	7.1	6.7		8.4	10.2
	Ethnic Georgian	48.8	14.1	4.3	6	6	8		11	1.7
	Georgia	49.6	12.8	3.9	6.1	6.2	7.9		10.7	2.8
2019	Ethnic minority	57.6	11.3	2.6	1.2	2		0	19.6	5.6
	Ethnic Georgian	55.9	11.1	3.8	5.3	5		0.3	17.7	0.9
	Georgia	56	11.2	3.7	4.9	4.8		0.8	17.8	1.3

No significant changes were observed in the level of awareness of opportunities to engage in local economic development. The majority of ethnic Georgian and ethnic minority respondents were unaware of their rights to participate in local economic development, as depicted below:

- 2021: ethnic minority – 52.4%; ethnic Georgian – 64.4%
- 2019: ethnic minority – 67.5%; ethnic Georgian - 66%.

While a relatively positive dynamic was observed in the 2021 data, the share of respondents to give no answer was high: ethnic minority – 35.4%; ethnic Georgian – 20.6% (see Diagram #64).

Diagram #64 – Awareness of Opportunities to Engage in Local Economic Development by Ethnic Groupso



Since 2013, the survey data have shown that the majority of respondents had never tried to engage in civic activism or to participate in local self-governance (their share varied between 71% and 87%). In 2021, their share was 77.3% which was lower than all previous rounds except for 2019 (71.7%). The following mechanisms of participation were named most frequently:

- Participation in addressing settlement/neighborhood problems;
- Asking questions during public meetings;
- In-person or written appeals to local or national politicians; and
- Participation in meetings focusing on political or educational issues (see Table #135).

Table #135 – Participation in Public Activities During the Last Year

%					
Have you participated in any of following activities during the last year?	**2021**	**2019**	**2017**	**2015**	**2013**
Addressing settlement/neighborhood problems	6.2	8.5	6.3	6.5	7.7
In-person or written appeals to local or national politicians	2	2.1	0.8	1.2	2.7
Participation in public meetings on political or educational issues	2.7	1.7	0.9	1.1	2.8
Leadership or membership of local organizations (religious, social, educational, cultural, or political)	1.2	0.6	0.2	0.5	1.1
Participation in discussions around the local council budget	1.4	0.7	0.4	0.5	0.4
Asking questions during public meetings	2.5	3.9	0.8	1.6	1.7
Suing (initiating legal/court proceedings against) an organization or a company	0.5	0.4	0.2	0.3	0.4
Contribution to a local or national organization (religious, social, educational, or cultural)	0.9	1.3	0.3	0.4	2.1
Signing a petition	1.7	1.7	1.3	0.4	0.8
Participation in settlement general meetings	2.4	5.2	1.3		
Membership of a civil advisory council	0.2	0.3			
Participation in council/council committee meeting	0.4	0.8	0.1		
Participation in council/mayor annual report meeting	0.5	0.9	0.4		
Other	0.1				
None	77.3	71.7	86.9	87.4	80.3

Non-participation in citizen engagement mechanisms was extremely high across all age groups. Indeed, this exceeded 70% between 2013 and 2017. There was a minor positive shift observed in 2019 when the share decreased in the following age groups: 18-24 (67.7%); 24-34 (68.9%); and 55-64 (63.8%). In 2021, the data again showed an increase in the share of respondents to have not participated in public affairs especially among older generations: 55-64 – 78.5%; 65 and above – 82.5% (see Table #136).

Table #136 – Share of Respondents to Have Not Participated in Any Public Activity

%					
	2021	2019	2017	2015	2013
18-24	77.4	67.7	78.8	86.9	68.5
25-34	78.3	68.9	88.5	88	86.8
35-44	73.1	77.7	87.8	86.7	81.6
45-54	74.3	73.4	82.5	85.8	78.4
55-64	78.5	63.8	90.3	87	78.7
65 and above	82.5	77.1	91.1	90.1	85.7

The survey results also illustrated how respondents that had attempted to utilize citizen participation mechanisms had fared. Those to have failed to achieve their objectives named the reluctance of public institutions, personal issues, and other obstacles as the main reasons.

In 2019 and 2021, respondents clarified reasons behind their reluctance to engage in activism or to participate in local self-governance as follows:

- Did not have enough time;
- They thought their activity would make no difference; and
- Never thought about it.

It is notable that in 2019 and 2021, lack of time was named the main reason named by the majority of respondents as the reason of their non-involvement, while in 2017 it was *"my activity would make no difference"* (Table #137).

Table #137 – Reasons for Non-Involvement in Civic Activism Throughout the Past Year

%			
Please name a reason for your non-involvement in civic activism during the past year	2021	2019	2017
Did not have enough time	25	24.9	19.3
My involvement would make no difference	21.4	19.0	23.2
I am not aware of my rights/mechanisms	7.4	4.4	5.7
I would waste my time, no one would consider my opinion	8.3	9.4	6
Local government should take care of these issues	6.3	5.8	7.9
Local non-governmental organizations should take care of these issues	0.7	0.5	1
COVID-19 pandemic	4.8		
Nether thought about it	19.1	17.8	21.8
Other	1	7.2	1.6
Do not know/Difficult to answer	6.1	10.9	13.4

In 2021, the survey data disaggregated by age group illustrated that the main reason for non-engagement in civic activism for younger generations was a lack of time (18-24 - 25.6%; 25-34 - 29%; 35-44 - 28.6%; 45-54 – 26), while for older age groups it was a lack of confidence (45-54 – 22.3%; 55-64 – 22%; 65 and above – 25%). The following three reasons for non-involvement were named by all age groups:

- Did not have enough time;
- My participation would make no difference; and
- Never thought about it.

The survey results showed that, on the one hand, the majority of respondents were not interested in civic activism or had had an unsuccessful experience that discouraged them from future engagement on the other (see Table #138).

Table #138 – Reasons for Non-Involvement in Civic Activism Throughout the Past Year by Age Group

		%									
Please name a reason for your non-involvement in civic activism during the past year		Did not have enough time	My participation would make no difference	I am not aware of my rights/ mechanisms	I would waste my time, no one would consider my opinion	Local government should take care of these issues	Local non-governmental organizations should take care of these issues	COVID-19 pandemic	Never thought about it	Other (specify)	Do not know
2021	18-24	25.6	15.5	6.8	7.4	6.5	0.6	3.7	27.1	1.1	5.6
	25-34	29	20.9	5.6	7.2	7.5	1	3.4	21.2	0.2	4
	35-44	28.6	20.5	8.5	8.4	4.5	1.1	4.3	17.7	0.7	5.7
	45-54	26	22.3	6.4	9.1	7.9	0.3	3.9	17.7	0.3	6
	55-64	24.2	22	7.7	7.8	5.4	0.2	7.6	17.9	0.8	6.3
	65 and above	16.9	25	9.1	9.7	5.6	1.1	5.9	15.2	3	8.5
	Georgia	25	21.4	7.4	8.3	6.3	0.7	4.8	19.1	1	6.1
2019	18-24	34.1	11.1	3.7	8.3	10.1	0.4		21	6.8	4.6
	25-34	33.2	14.8	3.8	7.1	5.9	0.7		19.6	2.8	12.1
	35-44	35.7	18.7	4	8.3	4.9	0.6		15.7	2.7	9.4
	45-54	19.8	25.4	2.3	15.2	5.9	0.3		16.4	4.7	10.1
	55-64	21.4	18.8	6.3	8	4.5	0.1		18.7	9.5	12.8
	65 and above	11.6	21.7	6.1	8.6	4.8	0.7		17	15.5	14
	Georgia	24.9	19	4.4	9.4	5.8	0.5		17.8	7.2	10.9
2017	18-24	22.1	16.1	4.7	8.9	3.7	0.5		30.5	1.9	11.5
	25-34	23.4	22	4.6	8.3	9.1	1.6		17.5	0.2	13.3
	35-44	24.9	18.3	5.2	4.2	8.2	0.8		25	0.3	13
	45-54	16.4	27.2	6.1	5.1	8.1	0.7		21.7	1	13.6
	55-64	19.9	25.6	5.8	6	9.4	1.9		17.4	1	13
	65 and above	10.1	27.5	7.4	4.3	7.1	0.4		22.4	5.4	15.4
	Georgia	19.3	23.2	5.7	6	7.9	1		21.8	1.6	13.4

In 2021, similar to 2019 and 2017, the following policy issues were the main ones behind respondents' participation in any form of public activity:

- Landscaping (greening, cleaning and lighting of streets, parks, and other public places);
- Water supply;
- Urban planning/space planning; and
- Budgeting (drafting, discussion, approval, amendment) (see Table #139).

Table #139 – Policy Issues Triggering Interest/Engagement of Citizens

%			
Please name the policy area of your civic activism during the last year	**2021**	**2019**	**2017**
Budgeting (drafting, discussion, approval, and amendment)	5.9	2.7	6.5
Property (management and administration)	3.1	3.1	3.2
Management of natural resources	3.6	3.1	3.7
Local tax (adoption, revision, cancelation)	3.6	1.2	2.4
Urban development/space planning	7.6	5.3	5.4
Landscaping (greening, cleaning and lighting of streets, parks, and other public places)	19.2	18.8	22
Waste management	5.5	5.2	5.2
Water supply	14.9	13.5	9.3
Establishment/management of pre-school and alternative education facilities	3.7	2.5	2.9
Management of local roads (organization of traffic, parking)	4.7	6.2	3.5
Municipal transportation	3.6	3.1	1.7
Management and regulation of outdoor markets and exhibitions	1.2	0.6	0.5
Construction permits and oversight	3.1	2.4	5.5
Regulation of public demonstrations	0.7	0.2	1.2
Giving names/titles to municipal buildings/facilities	0.9	0.8	0.3
Regulation of street advertisements	0.4	0.8	1.4
Regulation on keeping pets and stray animals	2.1	1.6	0.9
Maintenance of cemeteries	0.6	1.4	0.4
Maintenance and development of cultural heritage facilities of local importance	0.8	1	0.8
Construction and maintenance of libraries, clubs, cinemas, galleries, sports facilities, etc.	1.4	1.1	1.7
Adapting public spaces to meet the needs of PwDs	1.4	0.7	3.1
Registration of homeless and provision of shelters	0.6	2.5	1.3
Other	4.8	15.3	15.5
Do not know/Difficult to answer	4.3	5.6	1.2
No answer	2.3	1.5	

The results of the qualitative study illustrated that many respondents believed that citizen participation was important to keep putting pressure on the authorities and to improve their performance. It was also expected to increase confidence among local community members, as one respondent outlined: *"People will become more motivated and realize that they have power, and many things depend on them"* (woman, 35, Tsageri, Racha-Lechkhumi-Kvemo Svaneti). Participation in discussions about the local budget is extremely important, as this keeps communities well informed about spending priorities.

During the focus group discussions, some participants confirmed that they had signed various petitions addressing issues related to: beautification of public parks; maintenance/improvement of road infrastructure; concerns linked to illegal construction; waste management; land property registration; and improvement of sports infrastructure. Representatives of local self-government highlighted that local authorities often referred to petition topics to identify the needs and priorities of local communities. Only a few focus group discussants mentioned having experience of participation in election commissions, report presentations, or other similar activities.

Some participants of the focus group discussions confirmed that they were members of civil advisory councils. They expressed concern that the work of these councils had been quite ineffective as their mandates were limited to issuing recommendations.

Qualitative study results identified the importance of personal contacts among the rural population in their attempts to solve local problems. Before appealing to the local authorities, community members try to collect information about responsible members of the municipality, how realistic resolving the problem would be, and what the procedures are to be followed through their neighbors, family, or friends. Only after the collection of basic information would they decide to pursue the issue or not. The exchange of information about local community needs and issues of local importance is also practiced during regular meetings between the local population and municipality representatives.

In the villages densely populated by ethnic minority groups, the awareness of municipal services as well as participation in local self-governance is more limited when compared to settlements mainly populated by ethnic Georgians. Lack of knowledge of the Georgian language is considered to be the main obstacle to the former's integration in public affairs. One of the participants in a focus group in Kvemo Kartli region mentioned that the Gardabani Municipality webpage was only in Georgian[46], so information published there was unattainable for the ethnic Azerbaijani population.

Some focus group participants confirmed having experience of participating in public activities organized by a local self-government body. One of them stated:

> *"Local self-government mobilized communities for a clean-up activity. They distributed gloves and garbage bags to collect waste and involved the local population in this process" (woman, 19, Chokhatauri, Guria).*

Lack of awareness was named as the main impediment preventing citizen participation in the decision-making process at local level. Community members were largely not aware of the municipality's mandate and the corresponding procedures. There is also a lack of knowledge about mechanisms of citizen participation in local self-governance. Social and economic vulnerabilities also affect the level of citizen participation. Poverty prevents citizens from active involvement in the decision-making process and they also lack motivation.

46 Gardabani Municipality web page: https://gardabani.gov.ge/

> *"People are more concerned with what to feed their children, how to get bread and where to find a job" (man, 47, rural settlement, Ozurgeti Municipality, Guria).*

Improvements to the local economic situation would be expected to lead to an increase in the level of citizen participation in local self-governance. One respondent noted: *"One cannot discuss citizen participation when people have no money for public transportation"* (woman, 62, rural settlement, Ozurgeti Municipality, Guria). It was also highlighted that the local authorities were reluctant to encourage the population to be more active in the decision-making process. The focus group respondents noted that local governments did not put enough effort into keeping communities informed about ongoing issues discussed in the municipalities.

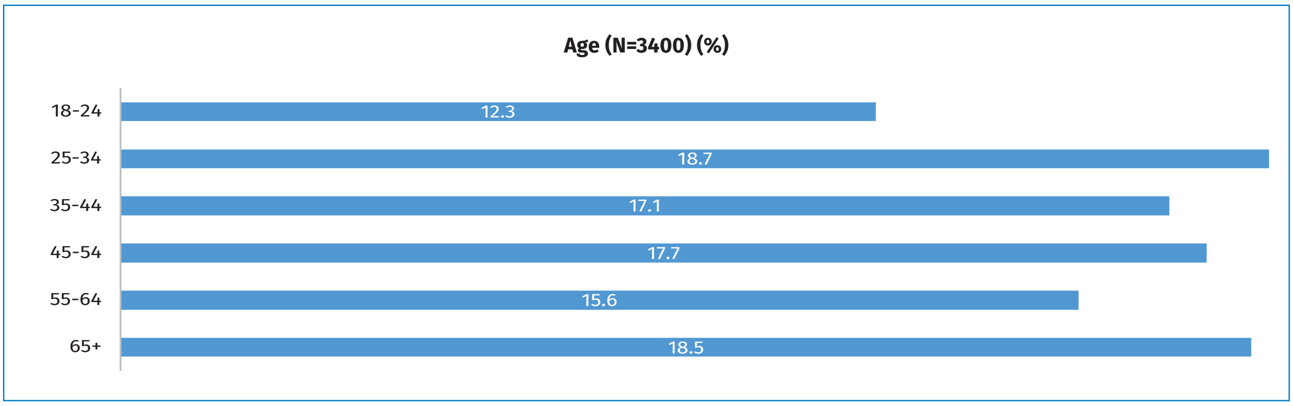
Local non-governmental organizations play a crucial role in disseminating information about citizen participation mechanisms in local communities. They have the resources to inform the population about procedures to prepare petitions, to get involved in the budget development process, and to monitor public spending. The majority of citizens were not aware that council meetings were open to the public and that participation of the local population in the budget drafting process is guaranteed by law. Representatives of local non-governmental organizations highlighted that municipalities where organizations are present and active were more open to using public participation mechanisms.

A representative of Ozurgeti Municipality mentioned that local council meetings were livestreamed. However, internet is not widely accessible in all villages, thus the level of public engagement is very low. It was also mentioned that due to the COVID-19 pandemic, the importance of the introduction of electronic tools for public participation and raising the capacity of local populations to use these tools as well as access to the internet had increased. The engagement of local non-governmental organizations in this process is extremely important. According to the research participants, Ozurgeti Municipality practices public budgeting in a way that creates opportunities for all settlements to submit ideas for funding to the municipality. The municipality has already funded the building of public squares, flower gardens, and other proposed activities. This practice, together with other initiatives implemented for young people, has increased public participation in local self-governance. One respondent claimed: *"The number of submitted ideas increased every year. People realized that they could change things in their communities, their settlements and that the municipality will support them"* (a representative of Ozurgeti Municipality, Guria).

SOCIO-DEMOGRAPHIC PROFILE OF RESPONDENTS

Overall, 51.3% of the respondents in the fifth round of survey were women and 48.7% were men. Moreover, 12.3% were 18-24 years old and 18.7% were 25-34 years old (see Diagram #65).

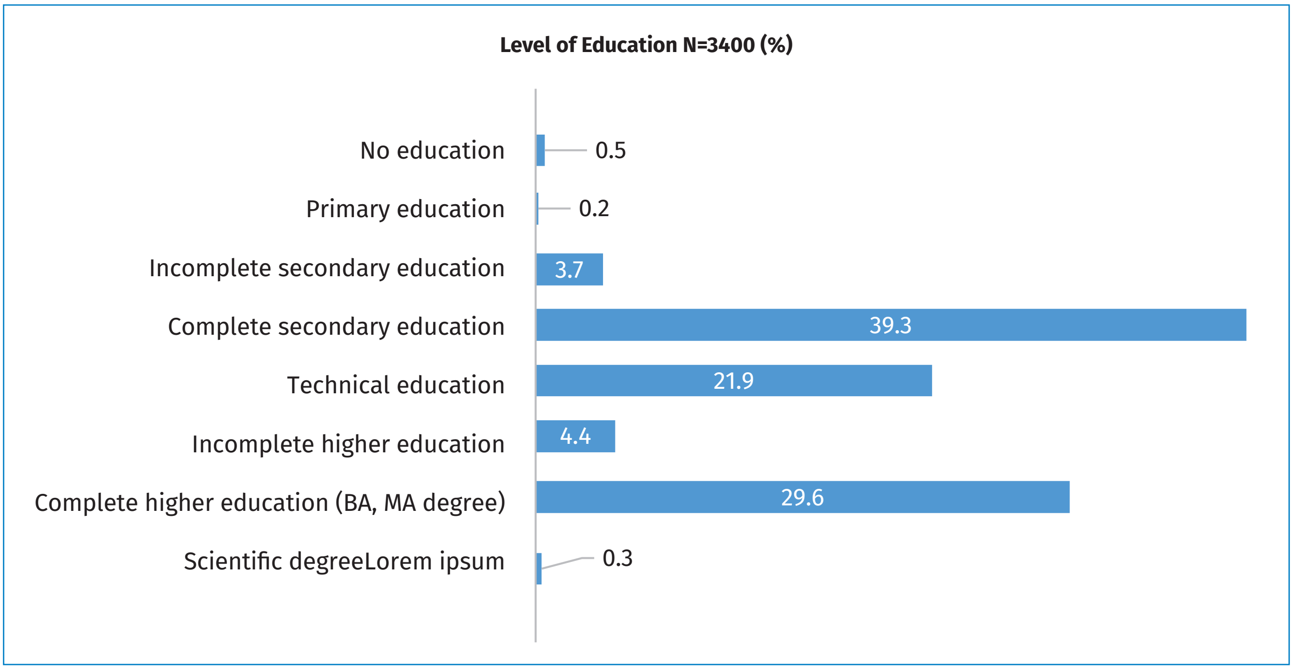
Diagram #65 – Age of Respondents



The majority of survey participants were married (59.4%), less than one-fifth were not married, and 11.4% were widowers. The share of respondents with "other" marital status was 8.1%.

In total, 39.3% of respondents had completed secondary education and 29.6% had completed higher education. Over one-fifth of survey participants (21.9%) had attained technical education (see Diagram #66).

Diagram #66 – Level of Education of Respondents



The majority of the 2021 survey respondents were ethnic Georgians (85.3%), while the shares of ethnic Armenians and Azerbaijanis were both 6.8%. The share of representatives of any other ethnic groups did not exceed 1.2%. Almost one-fifth of respondents (19.9%) lived in households with four members, and 16.6% lived in households with only two members. Every second respondent mentioned that there was no child (0-18 years old) in their household. Overall, 17.8% of respondents confirmed that there was one child in their family and 19.8% said there were two children in their household (see Table #140).

Table #140 – Number of Household Members Respondents Live With

How many members are in your household including you? N=3400				
Mean	**Median**	**Std. Deviation**	**Minimum**	**Maximum**
3.7	4	1.8	1	13
How many children (0-18 years old) do you live with? N=3400				
Mean	**Median**	**Std. Deviation**	**Minimum**	**Maximum**
0.8	0	1.1	0	8

In total, 83% of the survey participants had no special social status such as IDP, refugee, or socially vulnerable. Among those who confirmed having an official social status, 10.1% were socially vulnerable, and 4% were IDPs. The share of PwDs and refugees in the total did not exceed 3%.

In total, 26.2% of the 2021 survey participants were hired employees, 20.1% were pensioners, and 18.2% were unemployed. A comparison of data on respondents' employment status over the years shows that from 2013 through 2017, the largest proportion of respondents were unemployed (2017 – 29.1%; 2015 – 30%; 2013 – 34.5%). In 2019, the largest group comprised pensioners 23.2% and in 2021 it was hired employees (26.2%) (see Table #141).

Table #141 – Employment Status of Respondents

	%				
Employment status	**2021 (N=3400)**	**2019 (N=3400)**	**2017 (N=3400)**	**2015 (N=3400)**	**2013 (N=3400)**
Hired employee	26.2	19	20.1	20.9	18.2
Self-employed (job provider)	6.4	4.1	2.6	3.2	3.1
Self-employed	15.6	9	6.7	7.4	5.6
Pensioner	20.1	23.2	22	18.3	20.1
On a maternity leave	0.1	0.2	0.3	0.4	0.3
Housewife	8.8	17.6	13.9	14.4	13.5
Student/pupil	3.9	5.2	5	5	4.7
Unemployed	18.2	21.1	29.1	30	34.5
Never worked	0.3	0.3	20.1	20.9	18.2
Other (specify)	0	0.3	0	0	0
No answer	0.5	19	0.1	0.5	0

The data disaggregated by gender showed similar tendencies in the employment statuses of men and women. The share of women who were hired employees was 25% and among men it was 27.5%. A difference was observed in the break-down of pensioners: 24.8% were women and 15.1% were men. It was also notable that there were more unemployed men (23.1%) in the 2021 survey than unemployed women (13.5%). A comparison of data over the years shows that the share of unemployed men as well as women has decreased significantly (Women: 2021 – 13.5%; 2019 – 13.3%; 2017 – 20.2%; 2015 – 25.2%; 2013 – 25.9%. Men: 2021 – 23.1%; 2019 – 30.3%; 2017 – 39.4%; 2015 – 35.8%; 2013 – 25.9%) (see Table #142).

Table #142 - Employment Status of Respondents by Gender

Employment status		% 2021 N=3400	2019 N=3400	2017 N=3400	2015 N=3400	2013 N=3400
Hired employee	women	25,0	15,6	18.3	15.9	17
	men	27.5	23	22.2	26.7	19.7
Self-employed (job provider)	women	2.9	2.5	1.3	1.9	1.5
	men	10	5.9	4.3	4.7	5
Self-employed	women	12.8	3.6	3.9	4.1	2.6
	men	18.5	15.2	10	11.3	9.1
Pensioner	women	24.8	26.7	25.8	21.5	23.3
	men	15.1	19	17.6	14.4	16.2
On maternity leave	women	0.1	0.5	0.7	0.8	0.6
	men	0	0	0	0	0
Housewife	women	16.7	32.9	26	26.4	24.7
	men	0.5	0	0	0	0
Student/pupil	women	3.6	4.3	3.8	3.9	4.4
	men	4.3	6.1	6.5	6.3	5.2
Unemployed	women	13.5	13.3	20.2	25.2	25.9
	men	23.1	30.3	39.4	35.8	44.8
Never worked	women	0.3	0.2	0	0	0
	men	0.3	0.3	0	0	0
Other (specify)	women	0	0	0	0	0
	men	0	0	0	0.1	0
No answer	women	0.3	0.2	0.1	0.2	0
	men	0.7	0.3	0.1	0.8	0

The respondents assessed the economic situation in their households with 31.2% saying that they had enough money for food, clothing, and shoes, but in order to buy a cell phone, vacuum cleaner, or other household appliance they would need to save or borrow. The share of these respondents has significantly increased since 2013 (2021 – 31.2%; 2019 – 26.1%; 2017 – 24.1%; 2015 – 22.2%; 2013 – 13.6%). At the same time, the share of respondents to not have enough money for food decreased: 2021 – 28%; 2019 – 33.3%; 2017 – 39%; 2015 – 39.2%; 2013 – 50.3%. The share of respondents with exceptionally high income remained unchanged. Indeed, the share of respondents able to buy anything they wanted at any given moment did not exceed 1.2% in any round (see Table #143).

Table #143 – Financial Situation of Households

Which phrase describes your household the best?	2021 (N=3400)	2019 (N=3400)	2017 (N=3400)	2015 (N=3400)	2013 (N=3400)
	%				
We can hardly buy food	28	33.3	39	39.2	50.3
We have enough money to buy food, but in order to buy clothes and shoes we have to save or borrow	30.9	28.4	29.4	29.7	26.6
We have enough money for food, everyday clothes and shoes, but in order to buy good clothes, a mobile phones, a vacuum cleaner and other household appliances, we have to save or borrow	31.2	26.1	24.1	22.2	13.6
We have enough money for food, everyday clothes and shoes, but in order to buy a car or an apartment we would have to save or borrow	6.2	8.5	4.8	5.9	5.3
We can buy everything we want at any given time	0.8	1.2	0.2	0.3	0.2
Do not know/Difficult to answer	3	2.4	2.5	2.6	3.9

The monthly household income of 18.9% of survey participates was 301-500 GEL and even lower (101-300 GEL) for 15.2%. The share of respondents living in households with a monthly income of 501-700 GEL was 13.6% and those earning 701 GEL or above was 31.3%. It is noticeable that the share of respondents with a 101-300 GEL monthly household income was the largest in the first three rounds (2017 – 27%; 2015 – 32.7%; 2013 – 43.7%). In 2019, only 1.4% said that their monthly income was 101-300 GEL. In 2019, more respondents had monthly household income of 301-500 GEL (18.3%) or 501-700 GEL (18.9%). The share of respondents with a monthly household income of 701 GEL or more increased in 2019 and 2021. Meanwhile, in 2013, 2015, and 2017 their shares did not exceed 22.9%, while surpassing 33% in 2019 and 2021 (2021 – 33.1%; 2019 – 33.3%; 2017 – 22.9%; 2015 – 15.6%; 2013 – 20.5%) (see Table #144).

Table #144 – Monthly Household Income of Respondents

Monthly Household Income	2021 (N=3400)	2019 (N=3400)	2017 (N=3400)	2015 (N=3400)	2013 (N=3400)
	%				
<100	1.5	13.5	5.2	4.9	1.3
101-300	15.2	43.7	32.7	27	1.4
301-500	18.9	15.1	23.4	22.1	18.3
501-700	13.6	7.2	9.6	10.9	18.9
701-900	7.6	3.4	4.1	5.4	7.6
901-1000	8	4.9	5.3	7	4.7
1001-1500	7.7	2	3.5	5.7	9.4
1501-2000	4.2	1	1.4	2.7	4.7
2001-2500	1.6	0.3	0.5	0.3	4.3
2501-3000	1.2	0.5	0.5	0.3	1
3001-4000	0.7	0.4	0.3	0.5	0.7
4001-5000	0.2			0.3	0.4
5001<	0.2	0.2	0.2	0.6	0.4
No answer	0	0	0	0	9.5
Do not know/Difficult to answer	19.5	7.9	13.6	12.3	0.1