

Accessing Services

The following set of questions was designed to measure the frequency with which participants access several services and the ease with which participants managed to access the relevant service. The public services identified were 'public health', 'education', 'land registry', 'law enforcement', 'citizen services', 'tax authority', 'local municipality'.

Public Health

When asked about their experiences in accessing public health services (see Table 8a), the majority of participants (52,6%) noted that they visited such a service within the last month. 13,2% of participants accessed such service within the last month, 7,9% did so within the last year, while 15,8% did so more than a year ago. Asked about the ease with which they access public services (see Table 8b), the majority of participants that this was easy (21,1% thought it was 'very easy'; 23,7% thought it was 'easy' and 15,8% thought it was somewhat easy). By contrast, 21,1% of participants found it 'somewhat difficult' to access public health services, followed by 13,2 % who found it 'difficult' and 5,3% who thought it was 'very difficult'.

Table 8a: Frequency of access

		%
Accessed Public Health Services ^a	Within the last month	52.6%
	Within the past 6 months	13.2%
	Within the last year	7.9%
	More than a year ago	15.8%
	Never contacted this service	10.5%
Total		100.0%

Table 8b: Ease of access

		%
Ease of Access for Public Health Services ^a	Very easy	21.1%
	Easy	23.7%
	Somewhat easy	15.8%
	Somewhat difficult	21.1%
	Difficult	13.2%
	Very difficult	5.3%
Total		100.0%

Education

When it comes to accessing education services (see Table 9a), 34,2% of participants confirmed that they used such services within the last month, while 13,2% did so within the past six months. 7,9% used education services within the last year, while 26,3% last accessed such a service more than a year ago. 18,4% reported never having used this service. Most participants reported a positive experience regarding their ease of access to this service (see Table 9b). 5,3% thought it was very easy to access education services, 34,2% found it 'easy' and 23,7% said their access was 'somewhat easy'. By contrast, 18,4% reported that their access was 'somewhat difficult', 7,9% that it was 'difficult' and 10,5% that it was very difficult.

Table 9a: Frequency of Access

	%	
Accessed Education Services ^a	Within the last month	34.2%
	Within the past 6 months	13.2%
	Within the last year	7.9%
	More than a year ago	26.3%
	Never contacted this service	18.4%
Total	100.0%	

Table 9b: Ease of Access

	%	
Ease of Access to Education ^a	Very easy	5.3%
	Easy	34.2%
	Somewhat easy	23.7%
	Somewhat difficult	18.4%
	Difficult	7.9%
	Very difficult	10.5%
Total	100.0%	

Land Registry

When asked about their use of the Land Registry, participants reported less frequent use of this service (see Table 10a). Only 7,9% used the service within the last month, and only 10,5% reported their use of the service within the past six months. 13,2% accessed the service within the last year, whereas a large part of the respondent reported last using the service more than a year ago (39,5%). 28,9% of participants said that they had never used this service before. Participants were divided with respect to the next question, exploring the ease of access to this service (Table 10b). 5,3% found accessing the Land Registry very

easy, 34,2% thought it was 'easy', while 15,8% agreed that it was 'somewhat easy'. On the other hand, for 23,7% of participants, accessing the service was 'somewhat difficult'. 13,2% suggested that it was 'difficult' and 7,9% that it was 'very difficult'

Table 10a: Frequency of Access

		%
Accessed Land Registry Services ^a	Within the last month	7.9%
	Within the past 6 months	10.5%
	Within the last year	13.2%
	More than a year ago	39.5%
	Never contacted this service	28.9%
Total		100.0%

Table 10b: Ease of Access

		%
Ease of Access to Land Registry ^a	Very easy	5.3%
	Easy	34.2%
	Somewhat easy	15.8%
	Somewhat difficult	23.7%
	Difficult	13.2%
	Very difficult	7.9%
Total		100.0%

Law Enforcement

When asked about their use of law enforcement services, the majority reported infrequent or no use of such services (see Table 11a). Only 39,5% reported used such services within the year (10,5% within the last month; 13,2% within the past 6 months; 15,8% within the last year). 34,2% reported last using law enforcement services more than a year ago, while 26,3% never used such services. 7,9% of participants agreed that accessing law enforcement services was very difficult, while 15,8% said that doing so was difficult (see Table 11b). 23,7% found it somewhat difficult to access the services, while a similar percentage thought it was somewhat easy. 26,3% reported that their access to law enforcement services was easy, and 2,6% argued that it was very easy.

Table 11a: Frequency of Access

		%
Accessed Law Enforcement Services ^a	Within the last month	10.5%
	Within the past 6 months	13.2%
	Within the last year	15.8%
	More than a year ago	34.2%
	Never contacted this service	26.3%
Total		100.0%

Table 11b: Ease of Access

		Percent
Ease of Access to Law Enforcement Services ^a	Very easy	2.6%
	Easy	26.3%
	Somewhat easy	23.7%
	Somewhat difficult	23.7%
	Difficult	15.8%
	Very difficult	7.9%
Total		100.0%

Citizen Services

The overwhelming majority of respondents have used Citizen Services within the last year (See Table 12a). More specifically, 26,3% of respondents accessed such services within the last month, 21,1% did so within the past 6 months, and 31,6% have done so within the last year. 15.8% last used such services more than a year ago, while a very small percentage (5,3%) never used such services before. Most respondents reported that their use of Citizen Services was easy (see Table 12b). In particular, 15,8% reported very easy access to the service, while 39,5% agreed that their access was easy. 23,7% noted that they had a 'somewhat easy' experience accessing the service, while 13,2% had a 'somewhat difficult' experience. Last, 7,9% of participants reported their difficulty accessing the services.

Table 12a: Frequency of Access

		Percent
Accessed Citizen Services ^a	Within the last month	26.3%
	Within the past 6 months	21.1%
	Within the last year	31.6%
	More than a year ago	15.8%
	Never contacted this service	5.3%
Total		100.0%

Table 12b: Ease of Access

		Percent
Ease of Access to Citizen Services ^a	Very easy	15.8%
	Easy	39.5%
	Somewhat easy	23.7%
	Somewhat difficult	13.2%
	Difficult	7.9%
Total		100.0%

Tax Authority

As was the case with respect to Citizen Services, most respondents used Tax Services within the last year (see Table 13a). More specifically, 26,3% used the services within the last month, 18,4% reported using Tax services during the past 6 months, and 28,9% accessed the services at some point during the last year. It has been more than a year since 18,4% of respondents last used this service, while 7,9% of participants never accessed Tax Services before. Once again, access to the services appears to be relatively ease, as Table 13b indicates. Only 31,6% of respondents noted that their access to the service was either 'difficult' or 'somewhat difficult', and only 2,6% argued that it was very difficult. By contrast, 23,7% reported that it was somewhat easy to use the Tax Authority Services and 36,8% agreed that it was overall easy. 5,3% suggested that doing so was very easy.

Table 13a: Frequency of Access

		Percent
Accessed Tax Authority Services ^a	Within the last month	26.3%
	Within the past 6 months	18.4%
	Within the last year	28.9%
	More than a year ago	18.4%
	Never contacted this service	7.9%
Total		100.0%

Table 13b: Ease of Access

		Percent
Ease of Access to Tax Authority Services ^a	Very easy	5.3%
	Easy	36.8%
	Somewhat easy	23.7%
	Somewhat difficult	15.8%
	Difficult	15.8%
	Very difficult	2.6%
Total		100.0%

Local Municipality

When asked to consider the frequency of access to local municipality services (see Table 14a), 21,1% of the participants noted that the last used such services within the last month. 34,2% accessed services of this type sometime during the past six months, while 10,5% did so during the last year. 13,2% of the participants never used local municipality services, while for 21,1% it has been over a year. Most participants reported a positive experience accessing the services, with 18,4% noting that it was 'very easy' to do so, while 21,1% agreed that it was 'easy'. 26,3% reported that it was 'somewhat easy', but for 15,8% of the respondents, it was 'somewhat difficult' to access such services. Finally, 13,2% suggested that accessing such services was 'difficult' and 5,3% argued that it was 'very difficult'.

Table 14a: Frequency of Access

	Percent	
Accessed Local Municipality Services ^a	Within the last month	21.1%
	Within the past 6 months	34.2%
	Within the last year	10.5%
	More than a year ago	21.1%
	Never contacted this service	13.2%
Total	100.0%	

Table 14b: Ease of Access

	Percent	
Ease of Access to Local Municipality Services ^a	Very easy	18.4%
	Easy	21.1%
	Somewhat easy	26.3%
	Somewhat difficult	15.8%
	Difficult	13.2%
	Very difficult	5.3%
Total	100.0%	

Experience

As Table 15 indicates, the majority of participants (60,5%) experienced delays in the services' responses. According to respondents the most popular cause for the delay is the complex bureaucracy (31,6%), closely followed by incompetence (26,3%), lack of staff (26,3%), and the lack of use of technology (23,7%) (See Table 16)

Table 15: Delays in accessing services

Did you experience any delays in the service(s) responding to you?	%
Yes	60.5%
No	34.2%
I do not wish to answer this question	5.3%

Table 16: Causes of delays

What were the delays caused by?	%
Lack of staff	26.3%
No use of technology	23.7%
Complex bureaucracy	31.6%
Incompetence	26.3%
Not sure	15.8%
Other	7.9%