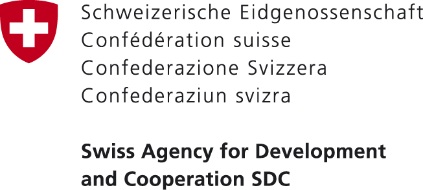
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**“Public Service Improvement” (PSI)**

**Project’s Phase II Baseline Study Report**

**National and local level (project municipalities) survey data**

**(The Issyk-Kul and Jalal-Abad regions)**

**October 2019**

**Table of contents**

|  |  |
| --- | --- |
|  | **Page** |
| **Summary of the research** | 3 |
| **Research results** | 5 |
| **Indicator 1.** Level of citizens’ satisfaction with the services at the local level……………… | 5 |
| **Indicator 3.** Percentage of women’s and men’s unpaid care and domestic work load reduction and redistribution due to improved public services at local level ……………. | 19 |
| **Indicator 5.** Percentage of men and women in project municipalities who are satisfied with the quality of the prioritized services……………………………………………… | 24 |
| **Indicator 8.** Number of municipalities satisfied with the support and services by the Union of Local Self-Government (LSG Union) and Kyrgyz State Agency for Local Self-Government and Inter-Ethnic Relations (SALSGIR)…………………………………. | 26 |
| **Indicator 9.** Number and percentage of LSGs that perceive the frame conditions for public service provision has improved……………………………………………………… | 29 |
| **Indicator 10.** Number of municipalities with socially inclusive and gender responsive service policies in place…………………………………………………………………. | 34 |
| **Research findings** | 43 |
| **Appendix** | 44 |

**Summary of the research**

**Field research objective:**

The assessment of the initial situation in the country and the identification of the initial baseline values of indicators in accordance with the logical framework of the project in regards to services provided at the local level before the start of the second phase of the project in the field.

**Research objectives:**

1. To assess the degree of citizens’ satisfaction increase with the public services at the local level.

2. To assess the reduction and redistribution of unpaid care and household work load performed by women and men due to improved public services at local level.

3. To determine the percentage of respondents (men and women) in the project municipalities who are satisfied with the quality of prioritized services.

4. To determine the number and proportion of municipalities satisfied with the support and services by the Union of Local Self-Government (LSG Union) and Kyrgyz State Agency for Local Self-Government and Inter-Ethnic Relations (SALSGIR).

5. To determine the number and percentage of LSGs that perceive the frame conditions for public service provision has improved.

6. To determine the number and proportion of municipalities with socially inclusive and gender responsive service policies in place.

***Research Methodology***

The goal will be achieved through a combination of quantitative and qualitative research methods.

The following research methods were applied in the study:

1. **Field research:** interviews (structured and semi-structured) face-to-face

2. **Desk research**: analysis of documentation (desk review) and other relevant information base.

*This report contains the results of the assessment of the base indicator values of the second phase of the project in the municipalities of two project regions (Issyk-Kul and Jalal-Abad) and also at the national level (Kyrgyzstan as a whole)*

**Indicator values**

|  |  |  |
| --- | --- | --- |
| **Indicator** | **Actual**  **Value** | **Target**  **Value** |
| 1. Level of citizens’ satisfaction rate with public services at local level | Countrywide – **48%**  Project regions – **54%** | 58% countrywide |
| 3. Percentage of women’s (W) and men’s (M) unpaid care and domestic work load is reduced and redistributed due to improved public services at local level | Time spent on  unpaid care work:  National level:  W **57,3%,** M **44,5%**  JA: W **58,1%,** M **44,3%**  IK: **W 55,6%,** M **45,6%** | 5% reduction  in project regions |
| 5. Percentage of men and women in project municipalities who are satisfied with the quality of the prioritized services | Men – **55%**  Women – **52%** | Men – 66**%**  Women – 66**%** |
| 8. Number of municipalities satisfied with support and services by LSG Union and SALSGIR | SALSGIR:  Countrywide **– 44%**  LSG Union:  Countrywide **– 49%** | SALSGIR **– 54%**  LSG Union - 6**9%** |
| 9. Number and percentage of LSGs that perceive the frame conditions for public service provision has improved | Framework conditions contribute / effective:  Countrywide – **46%**  Project regions – **49,3%** | increase to 20%  (countrywide) |
| 10. Number and percentage of municipalities with socially inclusive and gender responsive service policies in place | 0 | 100% project municipalities and at least 15 non-project municipalities in target regions |

**Research results**

**Indicator 1. Level of citizens’ satisfaction rate with public services at local level**

Satisfaction with the services provided at the local level was assessed according to four criteria: the availability of the service for the population, its quality, the attitude of the municipality's employees in the provision of services, and the availability and existence of necessary information about the service.

To assess indicator 1, all four criteria were averaged, i.e. the average satisfaction rate for the four criteria was calculated.

The average share of respondents who were fully satisfied with the services in **the Kyrgyz Republic as a whole** (including the project municipalities) amounted to **48%** (Diagram 1), including four criteria:

The list of leading satisfactory services is led by the school (74% satisfied with its services), followed by the issuance of certificates and documents: 71% of respondents are satisfied with this service nationwide (Diagram 2).

The respondents give a high score to such services as the infrastructure maintenance (61%) and pre-school education (61% satisfied).

According to the respondents, the least satisfactory services are the allocation of land for housing (24% fully satisfied), the creation of conditions for the development of the local economy (27%), services to reduce the risks of emergencies (33%), sanitation and hygiene services (34% of fully satisfied residents).

The average percentage of respondents who were completely satisfied with services in project regions as a whole was **54%**, including:

- The Jalal-Abad region **51%**

- The Issyk-Kul region **60%.**

The respondents in the Jalal-Abad region have given the highest satisfaction scores for the attitude of employees in the provision of the services (54%) and the availability and existence of information about the service (53%). The access to the service itself was fully satisfied by 48% of respondents, its quality - 49% (Diagram 3)

Respondents in the Issyk-Kul region have given higher ratings to the attitude of employees in the provision of services (61%), low - to the access to the service (59%).

It can be concluded from the above data that in both project regions, respondents have highly rated both criteria: the attitude of employees in the provision of services and the availability and existence of information about the services.

There are significant rating differences in the certain types of services between the Jalal-Abad and Issyk-Kul regions.

In the Issyk-Kul region, almost all services received a higher level of satisfaction than in Jalal-Abad region (Diagram 4). The following services have the biggest variances between the regions: schools (by 23 percentage points - hereinafter referred to as p.p.), issuance of certificates and documents (by 25 p.p.), services for the protection against domestic violence (by 35 p.p.), public transport (31 p.p.), drinking water (28 p.p.), "Single Window" services (32 p.p.) and several others.

In Jalal-Abad region, to a greater extent than in Issyk-Kul region, the respondents are satisfied with the allocation of a land plot for housing (by 33 p.p.), roads and bridges (by 18 p.p.); a slight excess in satisfaction was recorded for a number of other services - creation of the conditions for the development of the local economy, gardening and landscaping, street lighting, etc.

Men living in the Issyk-Kul region are more satisfied with the services than women (completely satisfied 61% and 59%, respectively). Estimates of men and women in the Jalal-Abad region are the same (52%) (Diagram 5).

Socially disadvantaged groups of the population have a higher level of satisfaction with the services compared to other residents, the difference amounted to 2 p.p. in both regions.

Respondents with one dependent in the family express a higher level of satisfaction with the services compared to families with two or more dependents. However, the respondents with a small number of people in the family, without any dependents, have the lowest level of satisfaction. This trend was identified both in the Issyk-Kul and in the Jalal-Abad regions.

Women in the Jalal-Abad region are more satisfied than men with the services such as services for children with disabilities, identifying and registering socially disadvantaged groups, sanitation, schools, management of municipal lands, and information provision about LSG bodies.

Men expressed a higher level of satisfaction with preschool education, the maintenance of infrastructure, land administration of the State Fund for Agricultural Land (SFSU), the development of sports, drinking water and several other services (Diagram 6).

Representatives of socially disadvantaged groups of the population in the Jalal-Abad region are more satisfied with the majority of services than the rest of the residents, including the service for identifying and registering disadvantaged groups, schools and kindergartens, social support for disadvantaged groups, management of municipal lands, allocation of land for housing (Diagram 7). These services are mainly the services provided to them by the municipalities on preferential terms.

In the Issyk-Kul region, men are more satisfied with most of the services compared to women (Diagram 8). The satisfaction of women is higher only for the services of issuing certificates and documents, “Single Window” services, social support of disadvantaged groups of the population, management of municipal lands and information provision about LSG bodies.

With a higher overall level of satisfaction compared to other residents, the disadvantaged population in the Issyk-Kul region is most satisfied with the provision of information about the activities of LSG bodies, management of municipal lands, social support for disadvantaged groups of the population, identification and registration of socially disadvantaged groups, and services for children with disabilities and a number of other services (Diagram 9).

A comparison of the satisfaction indicator in the two regions where the project work has been carried out to improve services (54%) and in the remaining regions of the country where this work has not been carried out (38%) showed the difference of 16%.

***As a result of evaluating the satisfaction indicator for the project regions, the average indicator has already been achieved (54%), with the Jalal-Abad region falling behind by 3% and in the Issyk-Kul region exceeding by 6% (Diagram 10) .***

When receiving services at the local level, 42% of respondents in both project regions experience the greatest problems with clean drinking water (lack of supply, irregularity, lack of etc.), and 18% with garbage removal. 14% of the respondents cited the lack of kindergartens in the village as the main problem, 10% cited the poor quality of roads and bridges, as well as the inability to obtain land for housing (Diagram 11).

There are differences in the level of significance of the identified problems in the Jalal-Abad and Issyk-Kul regions (Diagram 12). For example, drinking water is the most problematic service for respondents in the Jalal-Abad region compared to the Issyk-Kul. This also applies to garbage collection and street lighting.

When receiving services of preschool education, public transport, roads and bridges, and public transport, the residents of Issyk-Kul region face greater problems.

Compared to women, men in the Issyk-Kul region have more problems with the services such as drinking water, public transport, identifying and registering socially disadvantaged groups, “Single Window” services and culture. Women are more concerned about preschool education, the allocation of land for housing and roads and bridges (Diagram 13).

The problems faced by representatives of disadvantaged groups in the Issyk-Kul region are caused by the allocation of land for housing, drinking water, lack of kindergartens in the village and poor roads (Diagram 14).

In the Jalal-Abad region, men are concerned with drinking water services, roads and bridges, identifying and registering disadvantaged groups, and schools. Women are more often faced with the problems of garbage collection, the presence of kindergartens in the village, street lighting and the allocation of land for housing (Diagram 15).

The problems faced by representatives of disadvantaged groups of the population in the Jalal-Abad region are caused by poor quality or lack of regular access to drinking water, garbage collection, lack of kindergartens in the village, lack of land for housing and poor roads (Diagram 16).

It should be noted that the provision of services in general, specifically by service providers and AO, is estimated to be significantly lower than the assessment of certain types of services without specifying their provider (Table 1). Perhaps this is due to the fact that respondents assessed “lost opportunities” when answering this question, i.e. the undelivered level of services that could be provided during the last year by both individual suppliers and local authorities.

**Тable 1 – Satisfaction with service provision over the past 12 months,% of respondents**

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Countrywide** | **Respondents in**  **the Issyk-Kul region** | **Respondents in**  **the Issyk-Kul region** |
|
| By service providers | 25% | 21% | 22% |
| By Ayil Okmotu | 26% | 23% | 24% |

The level of satisfaction with the services of service suppliers and municipalities is higher at the national level than in project regions. This can be explained by the fact that the respondents of the municipalities, where the project was carried out and the situation with services is gradually improving, become more demanding and informed about the level of quality of services that can and should be provided locally, resulting in lower ratings.

The estimates of the heads of municipalities of their services over the past year are very high: 100% of them believe that municipal services have improved. With regard to the services of suppliers, the estimates are lower, however, the heads consider that the services of the suppliers have become better in 96% of the municipalities of the Jalal-Abad region and in 90% of the municipalities of the Issyk-Kul region (Diagram 17).

In municipalities, it is possible to use the monitoring mechanisms and evaluate the quality of services transferred to other organizations for execution, which include:

* Joint Monitoring and Evaluation Group (JM&EG)
* Citizens report cards
* Contracts with service providers with an integrated monitoring and evaluation system

Joint Monitoring and Evaluation Group is used and considered as the most effective mechanism in Jalal-Abad and Issyk-Kul regions (44 municipalities or 98%).

Three municipalities use also other tools to assess the quality of service providers through:

* Creation of the official committees consisting of the village’s heads and activists;
* Demand of reports and information on the provision of services;
* Hiring technical supervision specialists.

Recommendations to representatives of service providers on improving the quality of services for complaints from the population are given in 82% of the Issyk-Kul and 88% of the Jalal-Abad regions. Moreover, in 43% of cases, recommendations were implemented by 50%, in 43% of cases - by 70%, and in 14% of cases, recommendations of municipalities were implemented by 80%.

Residents of municipalities have the opportunity to contact the local government with complaints about services.

According to the interviewed secretaries, in 14 municipalities of non-project regions of Kyrgyzstan, the total number of appeals was 1305; in 20 municipalities of the Issyk-Kul region - 2255 appeals; in 25 municipalities of the Jalal-Abad region - 2777 appeals. The largest number of appeals and complaints came from men in all regions (Diagram 18).

The most effective mechanisms for residents to contact AO regarding the services of the head of the municipalities are considered to be personal and written appeals (Table 2).

The electronic system Kat-tar.kg is the most effective in the Issyk-Kul municipalities (47% of the heads of AOs), along with complaints and suggestion boxes (42%).

Citizens report cards were not used in 64% of the municipalities of Jalal-Abad and 61% of the municipalities of Issyk-Kul Oblast.

**Table 2 – Do you consider the mechanisms used by the population of your AA to handle complaints and statements regarding services, % of heads of municipalities**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | | **Countrywide** | **Jalal-Abad** | **Issyk-Kul** |
| Boxes for complaints and suggestions | Yes | 36% | 33% | 42% |
| No | 41% | 57% | 26% |
| Not applied | 24% | 10% | 32% |
| Electronic system Kattar.kg | Yes | 28% | 14% | 47% |
| No | 36% | 62% | 5% |
| Not applied | 36% | 24% | 47% |
| Personal appeal | Yes | 74% | 90% | 58% |
| No | 21% | 0% | 42% |
| Not applied | 5% | 10% | - |
| Written appeal | Yes | 98% | 100% | 95% |
| No | 2% | - | 5% |
| Not applied | - | - | - |
| Citizens report cards | Yes | 27% | 27% | 28% |
| No | 10% | 9% | 11% |
| Not applied | 63% | 64% | 61% |

The organization or improvement of services at the local level are included in the Social and economic development programmes (SEDP) in **100%** of the municipalities in the Jalal-Abad region, in **90%** of the municipalities in the Issyk-Kul region.

The following measures are envisaged in the project regions: providing the population with clean drinking water, garbage removal and its processing, improving infrastructure, lighting, creating jobs, opening kindergartens, repairing social buildings, organizing youth activities, improving veterinary services, and more.

An additional list of municipal services has been adopted, these services are already being provided in **100%** of the municipalities in the Jalal-Abad region and in 95% of the municipalities in the Issyk-Kul region. The budgets for 2019 include funds to finance these services in 100% of the municipalities of the Jalal-Abad region and 95% of the Issyk-Kul region (Diagram 19).

**Indicator 3. Percentage of women’s and men’s unpaid care and domestic work load reduction and redistribution due to improved public services at local level**

The basic data on the distribution of the daily time fund of men and women within 24 hours has been obtained. The data reflects the distribution of time for the following types of work:

* Paid work;
* Study, advanced training;
* Household;
* Farming;
* Parenting;
* Satisfaction of physiological needs;
* Help to relatives and friends;
* Free time.

According to the responses from men, the main share of their daily time (26%) is occupied by satisfying physiological needs (sleeping, eating, etc.), which is an average is 6 hours 12 minutes out of 24 hours (Diagram 20, Table 3)

Men spend 17% of their daily time on paid work; on average in the country, their working day is 4 hours 12 minutes.

The next most significant time consumption is spent on household activities (13.8%), which on average takes 3 hours 19 minutes a day in the country. Farming - 13.6%, or 3 hours 16 minutes a day. Parenting takes up 8.8% of the time among men, or 2 hours 6 minutes a day. As a result, men spend 2 hours 30 minutes on free time, or 10% of the daily time

According to the answers from women, the bulk of their daily time (25.9%), like men, is occupied with satisfying physiological needs (sleeping, eating, etc.), which averages 6 hours 9 minutes out of 24 (Diagram 21, table 3).

The next most significant time consumption is spent on household activities (24.4%), which on average takes 5 hours 54 minutes a day for women.

Parenting takes longer for women than for men - 14.2%, or 3 hours 24 minutes a day. Farming - 10.2%, or 2 hours 30 minutes a day.

There are fewer women with paid work in municipalities than men. Women spend 6% of their daily time on paid work; on average in the country, their working day is 1 hour 24 minutes. As a result of free time, women have 2 hours 12 minutes, or 9.3% of the daily time.

About 26% of the daily time for both men and women is spent on satisfying physiological needs: sleeping, personal care. This time is approximately the same - an average 6 hours 12 minutes throughout the country. Working time for working men is 11.4 p.p. higher compared to women (Diagram 22).

Household work is regarded as female work. Women spend on average about 5 hours 54 minutes daily on household activities, spending 24.4% of the daily time on this. Men spend 13.8% or 3 hours 19 minutes of their daily time on household activities.

There is more than 20 minutes of free time for men than for women (2 hours 30 minutes and 2 hours 12 minutes, respectively). Since women spend more time on household than men, their only source of time is to reduce their free time.

If the total unpaid care time is considered as the sum of the time spent on household, farming, raising children (which is the main responsibility for many women) and helping relatives and friends, we can compare the total unpaid care work between men and women.

The comparison shows that the average amount of time for unpaid care work **for men is on average 10 hours 41 minutes (44.5%), for women - 13 hours 48 minutes (57.3%)** (Table 3).

**Table 3 – Distribution of the daily time fund of men and women, hours**

|  |  |  |
| --- | --- | --- |
| Work types | Men | Women |
| Paid work | 4 hours 12 minutes | 1 hours 24 minutes |
| Study, advanced training | 30 minutes | 24 minutes |
| Household | 3 hours 19 minutes | 5 hours 54 minutes |
| Farming | 3 hours 16 minutes | 2 hours 30 minutes |
| Parenting | 2 hours 6 minutes | 3 hours 24 minutes |
| Satisfaction of physiological needs | 6 hours 12 minutes | 6 hours 9 minutes |
| Help to relatives and friends | 2 hours | 2 hours |
| Free time | 2 hours 30 minutes | 2 hours 12 minutes |
| **Total hours** | **24** | **24** |

Even if men spend more time on paid work, housework remains the responsibility of the women. On a national scale, men spend more time on paid work than women, and as a result, men are the main breadwinners in the household. At the same time, due to the general high workload, women do not have time for paid work.

*A higher workload of women with unpaid domestic work is a significant limiting factor for their full active participation in the socio-economic and political life of the local community.*

In project regions, the distribution of the daily time of men and women has approximately the same ratio as at the national level (Table 4).

**Table 4 – Distribution of the daily time fund of men and women, hours**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Work types | Jalal-Abad region | | Issyk-Kul region | |
| Men | Women | Men | Women |
| Paid work | 4 hours 19 minutes | 1 hour 23 minutes | 3 hours 58 minutes | 1 hour33 minutes |
| Study, advanced training | 20 minutes | 21 minutes | 13 minutes | 20 minutes |
| Household | 3 hours 27 minutes | 5 hours43 minutes | 3 hours 19 minutes | 5 hours 51 minutes |
| Farming | 3 hours 16 minutes | 2 hours 35 minutes | 3 hours 24 minutes | 2 hours 25 minutes |
| Parenting | 2 hours 10 minutes | 3 hours 33 minutes | 2 hours 13 minutes | 3 hours 8 minutes |
| Satisfaction of physiological needs | 6 hours14 minutes | 6 hours11 minutes | 6 hours11 minutes | 6 hours 28 minutes |
| Help to relatives and friends | 1 hour 45 minutes | 2 hours 5 minutes | 2 hours | 1 hour 57 minutes |
| Free time | 2 hours 29 minutes | 2 hours 9 minutes | 2 hours 42 minutes | 2 hours 19 minutes |
| **Total hours** | **24** | **24** | **24** | **24** |

Amount of time for unpaid care work:

* for men in the Jalal-Abad region - **10 hours 36 minutes** **(44.3%),**
* for women in the Jalal-Abad region - **13 hours 54 minutes** **(58.1%)**
* for men in the Issyk-Kul region - **10 hours 54 minutes (45.6%)**
* for women in the Issyk-Kul region - **13 hours 18 minutes (55.6%)**

A comparison of the amount of time spent on unpaid care work at the national level and by project region (Diagram 22.1) shows that women in the Jalal-Abad region spend 13.8 p.p. more time than men on unpaid work. In the Issyk-Kul region, this difference is 10 p.p.

According to respondents, there are services that can have a positive effect on reducing unpaid work and household chores for women.

According to women in the Jalal-Abad region, services to provide clean drinking water (50% of answers) and the development of the local economy with the creation of small businesses and new jobs (25% of answers) would make their lives easier (Diagram 23). For women in the Issyk-Kul region, the greatest positive impact can be exerted by the services of kindergartens (37%), the development of the local economy (20%), and the provision of public transport (14%). In order to reduce unpaid care work for women of other, non-project regions, in addition to the listed services, there is a need for educational trainings and seminars. (14%).

Thus, it can be stated that there is a gender asymmetry in the performance of unpaid care work: women participate in all types of unpaid care work (household chores, raising children, farming, helping relatives and friends), and generally spend more time on this work than men.

**Indicator 5.** **Percentage of men and women in project municipalities satisfied with the quality of prioritized services**

To implement the second phase, the Project selected priority services for the following target clusters:

Selected target clusters by municipality

|  |  |  |  |
| --- | --- | --- | --- |
| No. | Clusters/Leaders | Participants | Service |
| 1 | Bosteri AA | Kumbel AA, Temir AA | Collection, removal and disposal of solid domestic waste |
| 2 | Teplokluchenka AA | Kerege-Tash AA, Octyabr AA | Collection, removal and disposal of solid domestic waste |
| 3 | Octyabr AA | Teplokluchenka AA, Kerege Tash AA, Chelpek AA | Drinking water  supply |
| 4 | Kyzyl-Suu AA | Saruu AA, Orgochor AA,  Svetlaya Polyana AA | Collection, removal and disposal of solid domestic waste |
| 5 | Ketmen-Dobo AA | Cholpon-Ata AA | Drinking water  supply |
| 6 | Dostuk AA | Burgondu AA | Collection, removal and disposal of solid domestic waste |
| 7 | Ak-Jol AA | Jany-Jol AA, Avletim AA,  Jerge-Tal AA | Municipal roads |
| 8 | Toktogul | Jany-Jol AA, Torkent AA | Municipal roads |
| 9 | Kenesh AA | Masy AA, Beshik-Jon AA | Landfill management of solid domestic waste |

The average level of satisfaction with priority services:

- men - **55%**

- women - **52%.**

The satisfaction of men is higher than that of women in terms of garbage collection and the quality of roads and bridges (52% and 51%, respectively). Women expressed a higher level of satisfaction with drinking water services - 66% (Diagram 24).

The satisfaction of representatives of disadvantaged groups of the population in project municipalities is lower than that of other residents by an average of 8 p.p. (Diagram 25). 46% of disadvantaged groups and 51% of other residents are fully satisfied with garbage collection and processing services; drinking water supply - 58% and 68% of other residents. The quality of roads is 24% and 33%, respectively.

In the Issyk-Kul region, satisfaction with the removal and processing of solid domestic waste was 52%, in Jalal-Abad - 44%; drinking water supply - 73% and 45%, respectively (Diagram 26). Quality of roads satisfies 29% of respondents in the selected target clusters of the Jalal-Abad region; in the Issyk-Kul region, this service was not selected as a priority.

**Indicator 8. Number of municipalities satisfied with the support and services by the Union of Local Self-Government (LSG Union) and Kyrgyz State Agency for Local Self-Government and Inter-Ethnic Relations (SALSGIR)**

The number of municipalities satisfied with the support of **SALSGIR** in the field of organization and provision of services amounted to 20 municipalities out of 45 in two regions, or **44.4%.**

The satisfaction with the services of SALSGIR amounted to:

- Countrywide - **44%, or 26 municipalities**

- The Jalal-Abad region - **44%, or 11 municipalities**

- The Issyk-Kul region - **45%, or 9 municipalities.**

The number of municipalities satisfied with the work of the **LSG Union** amounted to **21** out of 45 municipalities in two regions or **46.7%**.

The satisfaction with the services of LSG Union amounted to:

- Countrywide - **49%, or 29 municipalities**

- The Jalal-Abad region - **44%, or 11 municipalities**

- The Issyk-Kul region - **50%, or 10 municipalities**.

The summarized values for indicator 8 for project regions and for Kyrgyzstan as a whole are shown in the table 5.

**Table 5 - Satisfaction with the support of SALSGIR and the work of the LSG Union at the national level and in project regions**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Jalal-Abad** | | **Issyk-Kul** | | **Countrywide** | |
| **Mun-s** | **%** | **Mun-s** | **%** | **Mun-s** | **%** |
| Satisfied with SALSGIR | 11 | 44% | 9 | 45% | 26 | 44% |
| Satisfied with LSG Union | 11 | 44% | 10 | 50% | 29 | 49% |

The question of satisfaction with the support of SALSGIR in the field of organization and provision of services and the work of the LSG Union was asked to the heads of municipalities and deputies of the local keneshes.

**44%** of heads of municipalities in the Jalal-Abad region and **45%** in the Issyk-Kul region are fully satisfied with the support of SALSGIR in organizing and providing services (Diagram 27).

Deputies of local keneshes of **52%** of municipalities in the Jalal-Abad region and **35%** of municipalities in the Issyk-Kul region are fully satisfied with this support (Fig. 28):

**44%** of the municipalities in the Jalal-Abad region and **50%** of the municipalities in the Issyk-Kul region are completely satisfied with the work of the LSG Union (Diagram 29):

The deputies of local keneshes of **29%** of the municipalities in the Jalal-Abad and **30%** of the municipalities in the Issyk-Kul region are fully satisfied with the work of the LSG Union (Diagram 30):

There is a dependence of the level of satisfaction on the experience of the experts (Diagram 31). Less experienced municipal leaders and local kenesh deputies tend to express higher satisfaction than specialists with over three years of experience.

In assessing their satisfaction with the support of SALSGIR and the work of the LSG Union, the experts (heads of municipalities and local kenesh deputies) gave comments, provided in table 6:

**Table 6 - Expert comments on the assessment of satisfaction with the support of SALSGIR and the work of the LSG Union, the number and % of responses**

|  |  |  |  |
| --- | --- | --- | --- |
|  | | **Number of answers** | **% of**  **answers** |
| Comments regarding the work of the SALSGIR | SALSGIR fully supports AO in everything, provides answers to questions, always in touch. Regularly conduct seminars, issue information materials, legal acts, laws | 22 | 49 |
| SALSGIR works well to improve and organize services, but not very active | 14 | 31 |
| No support | 9 | 20 |
| **Total:** | | **45** | **100%** |
| Comments regarding the work of the LSG Union | They provide great support in organizing round tables and discussions. Actively provide consulting and legal support, conduct trainings | 22 | 49 |
| No activity, but sometimes provide information | 11 | 24 |
| The impression that the organization does not exist. We don’t know about LSG Union | 12 | 27 |
| **Total:** | | **45** | **100%** |

**Indicator 9. Number and percentage of LSGs that perceive the frame conditions for public service provision has improved**

The framework conditions for the provision of services at the local level were evaluated in the following areas:

1. Financing and logistical support for the provision of services;

2. The existing regulatory framework for services at the local level;

3. The level/quality of implementation of the existing regulatory framework;

4. The existing system of training and professional development of municipal employees.

The heads of municipalities evaluated how the listed conditions contribute to the organization and provision of services at the local level.

Of all 59 heads of municipalities surveyed at the national level, 27 people **(47%)** believe that the local budget and the logistical support significantly contribute to the organization and provision of services at the local level. The same opinion is shared by 9 heads **(45%)** in the Issyk-Kul and 12 heads **(48%)** in the Jalal-Abad municipalities.

**51%** (29 people) of the heads of all the municipalities surveyed, including 8 heads **(40%)** in the Issyk-Kul and 18 heads **(78%)** in the Jalal-Abad regions, believe that the implementation of existing legislation also greatly facilitates the organization and local service delivery.

**31%** (18 heads) of all the municipalities surveyed, including 5 heads **(25%)** in the Issyk-Kul municipalities and 11 heads **(46%)** in the Jalal-Abad municipalities, consider the existing system of training and professional development of municipal employees to be highly effective (Table 7).

On average, in the project regions, positive answers according to the framework conditions amounted to **49.4%** **(22 municipalities).**

**At the national level, positive responses accounted for 46% (27 municipalities).**

**Table 7 - Assessment of the framework conditions for the provision of services at the local level in Kyrgyzstan as a whole and in project regions, the number and percentage of municipalities**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Areas of assessing the framework conditions** | **Kyrgyzstan** | | | **Issyk-Kul** | | | **Jalal-Abad** | | |
| **Quantity** | **%** | **Quantity** | | **%** | **Quantity** | | **%** |
| ***Financing and logistical support for the provision of services:***  The local budget and logistical support **contribute significantly** to the organization and provision of services at the local level. | 27 | 47 | 9 | | 45 | 12 | | 48 |
| ***The existing regulatory framework for services at the local level:***  Existing legislation **contributes significantly** to the organization and provision of services at the local level as a whole. | 31 | 55 | 7 | | 35 | 18 | | 78 |
| ***The level/quality of implementation of the existing regulatory framework***:  Implementation of existing legislation **contributes significantly** to the organization and provision of services at the local level. | 29 | 51 | 8 | | 40 | 18 | | 78 |
| ***The existing system of training and professional development of municipal employees***:  The existing system of training and professional development of municipal employees is **highly effective** in organizing and providing services at the local level | 18 | 31 | 5 | | 25 | 11 | | 46 |
| Total municipalities: | 59 |  | 20 | |  | 25 | |  |

A more detailed analysis of the assessment of the framework conditions for the provision of services at the local level showed the following.

***Financing and logistical support for the provision of services***

In the Jalal-Abad region, **50% (12 people)** of the surveyed heads of municipalities believe that the local budget and logistical support contribute significantly to the organization and provision of services at the local level (Diagram 32). In the Issyk-Kul region, the same opinion is shared by **45% (9 people).**

***The existing regulatory framework for services at the local level***

Most of the heads of municipalities in the Jalal-Abad region believe that the *existing legislation* significantly contributes to the organization and provision of services - 78% of the responses (18 people). The remaining 22% (or 5 people) consider this impact insignificant.

In the Issyk-Kul region, 35% (7 people) believe that legislation significantly contributes to the organization and provision of services. The majority of respondents consider this impact to be insignificant. One head in each of 2 municipalities have answered that the existing regulatory framework “does not affect in any way” and even “slightly obstructs” (5% of the answers).

When answering the question “How much does the existing legislation facilitate the organization and provision of services at the local level”, the heads of municipalities gave a number of comments. Their main part boils down to the fact that there are a number of contradictions in the legislation, in particular:

- *The law on public procurement in terms of cost and the selection mechanism of the contractor: leads to poor-quality provision of contractor services as a result of the fact that it determines the selection of the winner at the minimum cost of the service*;

- *The legislation on local self-government, article 73, paragraph 3: contradictions and barriers to the use of land for grazing and other lands;*

*- The legislation on the local council does not include an option for recalling a deputy;*

*- Problems with the delegation of authority: ayil okmotu have little authority, private enterprises do not obey them, therefore, ayil okmotu cannot improve their work;*

- *Lack of specific mechanisms for interaction between local government bodies and contractors.*

***The level/quality of implementation of the existing regulatory framework***

78% of the heads of municipalities in the Jalal-Abad region (or 18 people) believe that the *implementation of existing legislation* at the moment greatly contributes to the organization and provision of services at the local level. In the Issyk-Kul region only 40% (or 8 people) of the surveyed heads of municipalities share the same opinion. One head of municipality in the Issyk-Kul region believes that the implementation of existing legislation significantly obstructs the provision of services (5%) (Diagram 34).

***The existing system of training and professional development of municipal employees***

The existing system of training municipal officials on the organization and provision of services is considered highly effective in **46%** of the municipalities of the Jalal-Abad and in **25%** of the Issyk-Kul regions (Diagram 35) or 5 heads in the Issyk-Kul regions and 11 heads in the Jalal-Abad.

13 heads in the Jalal-Abad regions and 15 heads in the Issyk-Kul region consider the existing system of training just effective.

The number of chapters that consider this system simply effective was 13 in Jalal-Abad and 15 in the Issyk-Kul region.

In assessing the framework conditions for the provision of local services and for the development of local communities as a whole, the municipal leadership noted the most important problems and barriers (Diagram 36).

The largest share of barriers and obstacles was identified in the issue of involving the population in the process of monitoring services and supporting citizens' initiatives through incentive grants to the local community from the local budget. This is indicated by 59% to 61% of the heads of municipalities in all regions of Kyrgyzstan (Diagram 36). By summarizing all the answers of the heads of municipalities, the following is formulated:

*“- ... I believe that the project commission opaquely conducts its work on the selection of applications. We submit applications for the projects. We write projects for the repair of social facilities, prepare the entire package of documents in accordance with the provisions of the Project. Our applications are not approved. And we are not informed of the reason for the rejection of our application. Applications from completely different regions win. And we still pay for delivery, for example, from the Osh region”.*

*- "... the established amount of the share (stimulating) grant (SG) of three million soms is not enough, I think this norm should be increased to five to six million soms."*

*“- ... I believe that the members of the project commission, when selecting applications, violate the Regulation on incentive grants. The provision states that all AOs can participate in the tender. But the district commission rejected our project applications, explaining that our AO is self-sufficient.”*

A third of the municipalities in the project regions speak about the problems of inter-municipal interaction and LSG bodies with state bodies. In general, the problems are as follows:

*“... there is a problem in the exercise of delegated authority. This question is posed not only by our AO, but also by all other AOs, at different platforms for discussion on the development of regions. Unfortunately, everything remains the same, delegated authority is transferred without financial resources. Until now, we have supported the local budget of a social worker, an administration specialist, a tax specialist, and these workers perform the functions of a civil service.”*

*- “... in my opinion, it is necessary to consider the issues of ensuring the powers of local self-government with the amount of their financing, to exempt local self-government from the costs associated with the performance of unfunded functions and delegated authority. To continue work on the transfer of financing of educational institutions from the expenses of the local budget to the expenses of the republican budget”*

*““... you need to reconsider the Equalization Grant (VG) formula. I explain that until 2018, our AO was considered subsidized. We did our best and in 2018 we left the subsidy. But this did not make us happy, local budget revenues barely cover the payroll of AO’s employees.”*

Each municipality has its own problems regarding the creation of conditions for the development of entrepreneurship. For example:

*“In our AO, medicinal herbs were previously cultivated and the central authorities provided good help; 25% of the land provided by the Fund for the cultivation of medicines was free. Currently, all Fund’s lands are leased. It would be a good support for us if 25% of the FPS land was for free again. We repeatedly addressed this issue to higher authorities, unfortunately, we were not provided with any support on our appeal”*

**Indicator 10. Number of municipalities with socially inclusive and gender responsive service policies in place**

To assess the current availability of a socially inclusive and gender responsive policies in service provision, relevant conditions were identified that would facilitate the implementation of this policy in the following areas:

1. Availability of a plan/programme for the promotion of socially inclusive and gender responsive policies;

2. Knowledge and application of gender-responsive budgeting;

3. Availability of a local registry of services;

4. Availability of subsidies and benefits for disadvantaged groups;

5. Developed Regulation on the Joint Monitoring and Evaluation Group (JMEG/M&E group), taking into account gender issues;

6. Implementation of activities from the National Action Plan to achieve gender equality for 2018-2020;

7. Training plans for activities from the National Action Plan for achieving gender equality for 2018- 2020 at the request of the population;

8. The ability to allocate financial resources from the budget for such training events.

A plan to promote socially inclusive and gender responsive approaches was announced by **35 heads (or 59%)** of all municipalities surveyed at the national level, including **45%** (9 municipalities) in the Issyk-Kul region, **83%** (20 municipalities) in Jalal-Abad oblast ( Table 8).

Gender-responsive budgeting is known/applied in **42%** of all municipalities surveyed at the national level, including **15% (3 municipalities)** in the Issyk-Kul and **63% (15 municipalities)** in the Jalal-Abad regions.

A local registry of services exists in **90%** of all surveyed municipalities at the national level, including **95%** of municipalities in the Issyk-Kul and **96%** of municipalities in the Jalal-Abad regions.

There are subsidies and benefits for disadvantaged groups in **81%** of all municipalities surveyed at the national level, including **85%** of municipalities in the Issyk-Kul and **83%** of municipalities in the Jalal-Abad regions.

Gender-sensitive regulations on the M&E group have been developed in **56%** of all municipalities surveyed at the national level, including **45%** of municipalities in the Issyk-Kul and **88%** of municipalities in the Jalal-Abad regions (Table 8).

**Table 8 – Availability of conditions for implementing socially inclusive and gender responsive policies in service provision, municipalities**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Conditions** | **Countrywide** | | **Issyk-Kul** | | **Jalal-Abad** | |
| **Quantity** | **%** | **Quantity** | **%** | **Quantity** | **%** |
| Plan/Programme for the Promotion of Socially Inclusive and Gender Responsive policies | 35 | 59 | 9 | 45 | 20 | 83 |
| Knowledge / Gender Responsive Budgeting | 25 | 42 | 3 | 15 | 15 | 63 |
| Local service registry | 53 | 90 | 19 | 95 | 23 | 96 |
| Subsidies and benefits for disadvantaged groups | 48 | 81 | 17 | 85 | 20 | 83 |
| Gender sensitive M&E Regulation | 35 | 59 | 9 | 45 | 21 | 88 |
| **Total municipalities** | **59** |  | **20** |  | **25** |  |

Plan/Programme for the Promotion of Socially Inclusive and Gender Responsive policies is absent in 15% in the Issyk-Kul municipalities, and in 13% in the municipalities of the Jalal-Abad region. This document is in the planning process in 40% (or 8 municipalities) in the Issyk-Kul region, and another 4% (1 municipality) in the Jalal-Abad region (Diagram 37).

Lack of knowledge and application of gender-responsive budgeting was recorded in 60% of the municipalities in the Issyk-Kul, and in 29% of the municipalities in the Jalal-Abad regions. This document is in the planning process in 25% (or 5 municipalities) of the Issyk-Kul region, and another 8% (2 municipalities) of the Jalal-Abad region. (Diagram 38).

According to the heads of AO, the local registry of services is absent in 5% of the municipalities of the Issyk-Kul and in 4% of the municipalities of the Jalal-Abad regions. This amounts to one municipality in each of the regions (Diagram 39). This document is not in the planning process.

There are no benefits and subsidies for disadvantaged groups in three municipalities (15%) in the Issyk-Kul and in three municipalities (13%) in the Jalal-Abad regions. It is planned to implement these benefits in one municipality of the Jalal-Abad region (Diagram 40).

A regulation on the M&E group that takes into account gender issues is absent in 7 municipalities (35%) in the Issyk-Kul and 3 municipalities (13%) in the Jalal-Abad regions (Diagram 41). This document is in the planning process in 4 municipalities (20%) of the Issyk-Kul region.

According to the answers of the heads of AOs in the municipalities of the Jalal-Abad region, there were more activities carried out from the national plan for achieving gender quality in 2018 - 2020 compared to the municipalities in the Issyk-Kul region (Table 9).

The share of municipalities as at the national level that carried out the above activities over the past 12 months is higher than in the Issyk-Kul region and lower than in the Jalal-Abad region. The exception is preventive measures to protect against domestic violence.

**Table 9 – Implementation of activities from the National Action Plan for achieving gender equality in 2018 - 2020 over the last 12 months, number and % of municipalities**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Kyrgyzstan** | | | **Issyk-Kul** | | | **Jalal-Abad** | | |
| **Quantity** | **%** | **Quantity** | | **%** | **Quantity** | | **%** |
| Providing advisory support and financial literacy training to the population | 34 | 57 | 10 | | 53 | 14 | | 58 |
| Information campaigns on women’s engagement in social business projects | 43 | 73 | 13 | | 65 | 20 | | 83 |
| Training seminars for men on the Responsible Fatherhood program | 12 | 20 | 2 | | 10 | 6 | | 26 |
| Preventive measures for the protection against domestic violence, the elimination of early and forced marriage | 55 | 93 | 19 | | 95 | 23 | | 96 |
| Trainings on the topics of gender equality, women’s leadership, gender budgeting | 35 | 59 | 11 | | 55 | 14 | | 58 |
| Information campaigns for the population about the work of 112 system line for victims of gender and family violence | 44 | 75 | 14 | | 70 | 20 | | 83 |

The heads of 15 municipalities (75%) in the Issyk-Kul and 8 municipalities (32%) in the Jalal-Abad regions announced plans to train women in activities from the national plan (Table 10).

The training of men is planned in 14 municipalities (70%) of the Issyk-Kul and 12 municipalities (48%) of the Jalal-Abad regions.

Training for people with disabilities is planned in 10 (50%) and 14 (56%) municipalities in the Issyk-Kul and Jalal-Abad regions, respectively.

The smallest number of municipalities plan to train ethnic minorities in the Issyk-Kul region: 5 municipalities or 25%.

**Table 10 – Availability of training plans for activities from the National Plan on Achieving Gender Equality in 2018 - 2020 at the request of the population, number and% of municipalities**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Kyrgyzstan** | | **Issyk-Kul** | | **Jalal-Abad** | |
| **Quantity** | **%** | **Quantity** | **%** | **Quantity** | **%** |
| Training for women | 31 | 52% | 15 | 75% | 8 | 32% |
| Training for men | 33 | 56% | 14 | 70% | 12 | 48% |
| Training for people with disabilities | 31 | 52% | 10 | 50% | 14 | 56% |
| Training for ethnic minorities | 25 | 42% | 5 | 25% | 12 | 48% |
| **Total municipalities** | **59** |  | **20** |  | **25** |  |

An indicator confirming the existing socially inclusive and gender-responsive policies in municipalities should be considered as the implementation of the activities and not necessarily the plans for the implementation of the activities listed in Table 6.

Therefore, the proportion of municipalities conducting the training for the population groups listed in Table 7 was conducted (Diagram 42). *These municipalities are not included in Table 9.*

Training for women is more active in the Jalal-Abad region (54% of municipalities). Training for people with disabilities is active in the Issyk-Kul region (in 40% of municipalities). And only two municipalities in each region provide training for men and ethnic minorities.

The above data is based on the results of the survey and reflects the self-assessment of the LSG bodies about their work on social and gender policy. We conducted an additional survey of the existing practice of planning, budgeting, implementing and evaluating gender policies in municipalities. A gender analysis of strategic \ program documents was carried out: budgets, legal acts (protocols, orders, decrees) and reports of LSG bodies.

To summarize the results of the analysis, an adapted graduation scale was used, based on the approach of assessing the gender component of strategic documents used in the Methodology for the assessment and inventory of state strategic documents for compliance with the basics of strategic planning, approved by order of the Ministry of Economy of the Kyrgyz Republic No. 45 dated February 27, 2015.

In accordance with this Methodology, the following types of the assessment of the integration level of the gender dimension in the activities of local self-government are identified:

**A – *gender-positive policy*** (gender-transformative),which is based on the application of an integrated gender approach, in which issues of achieving gender equality are considered among the goals / objectives, priorities of the local government, which is reflected in the strategic / program documents of the local government.

**B – *Gender-oriented*** (gender-sensitive) policy, in which the achievement of gender equality is not considered as targets and priorities, and whenever possible, gender aspects are considered when implementing tasks and measures in different areas in which women are one of the groups of the service recipients.

**С** – ***Gender-blind*** (gender-indifferent) policy is a policy which considers de jure principle to establish the equality between men and women, does not recognize gender-related differences between the sexes, does not see gender-specific needs, interests of women and men and, accordingly, does not takes them into account when planning, implementing and evaluating their activities. As a rule, strategic documents lack gender aspects and gender analysis.

The results of assessing the level of integration of the gender dimension in the activities of local self-government bodies showed:

* 39% of municipalities adhere to a gender-oriented policy: 23 municipalities received from 5 to 3 points;
* Gender-positive policies are implemented in 11 municipalities (19%), with the majority of the municipalities in the Issyk-Kul oblast (7 local self-government bodies), 1 in the Jalal-Abad region and 3 in non-project regions. The maximum score (9 points) was received only by the Torkent ayil aimak of Toktogul district in the Jalal-Abad region;
* Gender-blind policy is noted in 5 local municipalities (3 in the Issyk-Kul, 1 in the Jalal-Abad and 1 in the Naryn regions).

These results allow us to detect discrepancies between the self-assessment of local self-government bodies and the actual practice of gender policy implementation. The questionnaire data of the LSG employees present the situation in a more positive way. For example, according to the results of the survey, 25 municipalities at the national level stated that they had knowledge and applied gender-oriented budgeting, while the analysis of strategic/program documents and budgets revealed that only in 4 LSGs budgets included financing of gender-specific goals and objectives events. A detailed analysis for each municipality can be used as an appendix to the overall report.

*The results of this gender assessment can have a practical application; when planning interventions in project municipalities, it will be possible to focus on supporting the missing elements of an integrated gender approach in a particular municipality. It is also recommended to use the proposed methodology for analyzing and assessing the level of integration of the gender dimension in the activities of the municipality during the final assessment of the project in order to determine the gender impact of the project in the project municipalities. The proposed point scale allows you to evaluate the changes in quantitative terms.*

Almost all activities from the national plan to achieve gender equality are relevant and demanded by the population of Kyrgyzstan as a whole and in project regions.

It can be noted that the population of the Issyk-Kul region is more interested in carrying out all of the events listed in Diagram 43 compared to the population of the Jalal-Abad region (Diagram 43).

The greatest interest at the national level is caused by preventive measures to protect against domestic violence (95% of respondents in the country). Information campaigns to the public about the operation of System 112 have also the great interest at the national level.

Residents of project regions are more interested in all other activities, among the most interesting are consultations and training on financial literacy (87% of the population in Issyk-Kul and 76% in the Jalal-Abad regions), and information campaigns on involving women in social business processes (80% and 78%, respectively). The need for activities is also high for other areas in the project regions.

Women in the Issyk-Kul region are interested in conducting activities to a greater extent than men (Diagram 44).

Women in the Jalal-Abad region express a relatively lower need for activities from the national action plan to achieve gender equality compared to the Issyk Kul region.

Women expressed a higher need than men in two areas: campaigns to engage women in social business processes and on financial literacy (Diagram 45).

Disadvantaged groups of the population in the Issyk-Kul region show higher interest by 2-5 p.p. compared to the rest of the residents, for all the listed activities (Diagram 46). Moreover, their motivation is much higher than that of representatives of disadvantaged groups of the population in the Jalal-Abad region.

Representatives of disadvantaged groups of the population in the Jalal-Abad region expressed a much lower need in all areas than other residents, except for activities involving women in social business processes and training in financial literacy.

Given such a high interest in carrying out activities from the national plan to achieve gender equality in 2018-2020, the issue of financing their implementation is important.

In the Jalal-Abad region, 18 municipalities (75%) have the opportunity to finance these activities from their own budget. In the Issyk-Kul region there are 8 such municipalities (or 40%). At the national level, the number of municipalities that can finance these activities amounts to 33, or 57% (Diagram 47).

The presence and implementation of a socially-oriented and gender-sensitive policy in the provision of services can be assessed to a certain extent by the number of complaints received from service recipients and the quality of response to complaints from municipalities.

**Table 11 – The number of complaints and appeals from recipients of services received by AO for the last 12 months, units**

|  |  |  |  |
| --- | --- | --- | --- |
| **Disadvantaged groups** | **Countrywide** | **Jalal-Abad** | **Issyk-Kul** |
| From women | 1918 | 785 | 619 |
| From men | 3365 | 1483 | 1265 |
| From ethnic minorities | 104 | 63 | 6 |
| From impoverished | 726 | 320 | 300 |
| From people with disabilities | 225 | 126 | 66 |
| **Total** | **6338** | **2777** | **2256** |

Women are less likely to complain to municipalities than men, with the largest difference being observed in the Issyk-Kul region, where the proportion of women among citizens who filed a complaint in AA is 34% less than men. In the Jalal-Abad region - 30% less. At the national level, approximately the same ratio is observed.

The smaller number of female complainants is probably due to the fact that women have less time and experience to interact with local authorities/LSG bodies1, although the need to change the access and quality of services for women is high.

This, among other things, actualizes the need to create conditions for broader involvement of women in discussion and decision-making in the local community.

According to the answers of the AO secretaries, 45% of complaints from women and 44% of complaints from men were left without reaction from the municipalities. The issues of 46% of complaints from women and 48% of complaints from men were completely resolved (Diagram 48).

Differences in the quality of response by municipalities to complaints from disadvantaged groups are more pronounced: no measures have been taken with regard to 58% of complaints from ethnic minorities and 36% from impoverished. Complaints from residents with disabilities were fully satisfied in 86% of cases, from poor people in 61% of cases.

**Research findings:**

* The average satisfaction indicator in project regions has already been achieved (54%), in the Jalal-Abad region it has not been reached by 3%, in the Issyk-Kul region it has been exceeded by 6%.
* There is a gender asymmetry in the performance of unpaid work: women participate in all types of unpaid work (housekeeping, raising children, farming, helping relatives and friends), while in general they spend more time on it compared to men.
* The number of municipalities satisfied with the support of SALSGIR in the field of organization and provision of services amounted to 31 out of 45 municipalities or 69% in two regions as a whole.
* Half of the municipalities in the project regions (50%) believe that there are framework conditions for the provision of municipal services. However, there are barriers and obstacles common to most municipalities regarding the involvement of the population in the process of monitoring services and supporting citizens' initiatives through incentive grants to the local community from the local budget.
* The data from the questionnaire of the local self-government employees represent the situation in a more positive way than the results of the analysis of the documents requested by the AO. For example, according to the results of the survey, 25 municipalities at the national level stated that they had knowledge and applied gender-oriented budgeting, while the analysis of strategic / program documents and budgets revealed that only in 4 municipalities did budgets include financing of gender-specific goals, objectives and activities.
* A high demand of the population for the implementation of measures of the national action plan to achieve gender equality has been identified.
* Against the background of the general insufficient level of public participation in public hearings, gender differences were revealed in access to information about the hearings and the availability of free time to participate in them.

**APPENDIX**

**Table 1**

**Shares of municipalities in the Kyrgyz Republic fully satisfied with services by criteria**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Services** | **Access** | **Quality** | **Staff Attitude** | **Access and**  **availability of**  **information** |
| Information provision about activities of Local Self-Governing (LSG) bodies | 53% | 49% | 55% | 51% |
| Management of municipal lands | 47% | 75% | 48% | 46% |
| Social support of disadvantaged groups of population by Ayil Okmotu | 48% | 45% | 47% | 46% |
| “Single Window” services | 38% | 37% | 37% | 39% |
| Issuance of certificates and documents | 71% | 71% | 70% | 70% |
| Allocation of land plots for housing | 20% | 19% | 28% | 28% |
| Drinking water | 53% | 52% | 57% | 57% |
| Roads, bridges | 32% | 30% | 40% | 40% |
| Solid domestic waste (garbage) | 52% | 51% | 55% | 53% |
| Culture | 48% | 46% | 51% | 49% |
| Youth leisure and sports development | 54% | 54% | 57% | 58% |
| Street lighting | 50% | 47% | 52% | 50% |
| Landscaping and improvement | 40% | 37% | 39% | 40% |
| Public transport | 45% | 45% | 43% | 44% |
| Creation of conditions for the development of the local economy | 25% | 24% | 31% | 28% |
| Infrastructure maintenance (schools, kindergartens, etc.) | 60% | 59% | 63% | 61% |
| Land management Farmland State Fund | 47% | 46% | 48% | 49% |
| Preschool education | 62% | 59% | 59% | 62% |
| School | 72% | 73% | 74% | 75% |
| Services to reduce the risks of emergencies (dams, ravines, etc.) | 28% | 33% | 38% | 34% |
| Sanitation and hygiene | 33% | 31% | 37% | 35% |
| Identification and registration of socially disadvantaged groups to obtain state and social benefits | 51% | 49% | 51% | 47% |
| Services for children with disabilities | 49% | 48% | 49% | 48% |
| Protection services against domestic violence | 54% | 53% | 55% | 52% |
| **Average** | **47%** | **47%** | **49%** | **48%** |

**Shares of municipalities in the Issyk-Kul region fully satisfied with services by criteria**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Services** | **Access** | **Quality** | **Staff Attitude** | **Access and**  **availability of**  **information** |
| Information provision about activities of Local Self-Governing (LSG) bodies | 61% | 59% | 61% | 59% |
| Management of municipal lands | 53% | 52% | 55% | 53% |
| Social support of disadvantaged groups of population by Ayil Okmotu | 52% | 52% | 52% | 52% |
| “Single Window” services | 61% | 61% | 62% | 61% |
| Issuance of certificates and documents | 90% | 90% | 90% | 90% |
| Allocation of land plots for housing | 4% | 4% | 5% | 5% |
| Drinking water | 77% | 77% | 77% | 77% |
| Roads, bridges | 24% | 23% | 23% | 23% |
| Solid domestic waste (garbage) | 70% | 71% | 71% | 71% |
| Culture | 65% | 65% | 65% | 65% |
| Youth leisure and sports development | 74% | 74% | 74% | 74% |
| Street lighting | 50% | 49% | 53% | 51% |
| Landscaping and improvement | 46% | 44% | 46% | 44% |
| Public transport | 65% | 65% | 64% | 64% |
| Creation of conditions for the development of the local economy | 30% | 31% | 31% | 32% |
| Infrastructure maintenance (schools, kindergartens, etc.) | 78% | 78% | 77% | 80% |
| Land management Farmland State Fund | 76% | 76% | 76% | 76% |
| Preschool education | 63% | 63% | 63% | 63% |
| School | 92% | 92% | 92% | 92% |
| Services to reduce the risks of emergencies (dams, ravines, etc.) | 46% | 46% | 45% | 45% |
| Sanitation and hygiene | 38% | 41% | 38% | 36% |
| Identification and registration of socially disadvantaged groups to obtain state and social benefits | 65% | 64% | 66% | 65% |
| Services for children with disabilities | 65% | 65% | 66% | 65% |
| Protection services against domestic violence | 89% | 89% | 89% | 89% |
| **Average** | **59%** | **58%** | **61%** | **61%** |

**Shares of municipalities in the Jalal-Abad region fully satisfied with services by criteria**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Services** | **Access** | **Quality** | **Staff Attitude** | **Access and**  **availability of**  **information** |
| Information provision about activities of Local Self-Governing (LSG) bodies | 60% | 59% | 64% | 60% |
| Management of municipal lands | 60% | 57% | 60% | 60% |
| Social support of disadvantaged groups of population by Ayil Okmotu | 55% | 55% | 56% | 55% |
| “Single Window” services | 26% | 28% | 30% | 32% |
| Issuance of certificates and documents | 61% | 66% | 68% | 66% |
| Allocation of land plots for housing | 29% | 29% | 31% | 30% |
| Drinking water | 46% | 45% | 54% | 53% |
| Roads, bridges | 31% | 33% | 49% | 50% |
| Solid domestic waste (garbage) | 54% | 55% | 61% | 59% |
| Culture | 55% | 56% | 60% | 59% |
| Youth leisure and sports development | 56% | 59% | 63% | 65% |
| Street lighting | 53% | 50% | 59% | 58% |
| Landscaping and improvement | 47% | 45% | 48% | 50% |
| Public transport | 32% | 32% | 33% | 34% |
| Creation of conditions for the development of the local economy | 35% | 34% | 44% | 40% |
| Infrastructure maintenance (schools, kindergartens, etc.) | 52% | 51% | 57% | 58% |
| Land management Farmland State Fund | 51% | 50% | 52% | 55% |
| Preschool education | 64% | 64% | 65% | 68% |
| School | 62% | 69% | 72% | 73% |
| Services to reduce the risks of emergencies (dams, ravines, etc.) | 31% | 42% | 47% | 42% |
| Sanitation and hygiene | 39% | 40% | 47% | 47% |
| Identification and registration of socially disadvantaged groups to obtain state and social benefits | 54% | 55% | 58% | 51% |
| Services for children with disabilities | 46% | 49% | 51% | 49% |
| Protection services against domestic violence | 54% | 54% | 56% | 51% |
| **Average** | **48%** | **49%** | **54%** | **53%** |

**Table 2**

**Average satisfaction with all criteria of services in terms of gender and social affiliation of respondents by region, %**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Services** | **Issyk-Kul** | | **Jalal-Abad** | | **Issyk-Kul** | | **Jalal-Abad** | |
| **Male** | **Female** | **Male** | **Female** | **Disadvantaged** | **Normal** | **Disadvantaged** | **Normal** |
| 1. **Information provision about activities of Local Self-Governing (LSG) bodies**. Access | 59% | 62% | 59% | 61% | 72% | 52% | 63% | 57% |
| Quality | 60% | 59% | 57% | 61% | 69% | 52% | 63% | 55% |
| The staff attitude in the provision of services | 61% | 60% | 62% | 66% | 70% | 54% | 70% | 58% |
| Access and availability of the necessary information | 58% | 59% | 57% | 62% | 69% | 51% | 67% | 54% |
| 2. **Management of municipal lands**. Access | 52% | 54% | 60% | 61% | 65% | 44% | 67% | 54% |
| Quality | 51% | 54% | 54% | 59% | 64% | 44% | 63% | 51% |
| The staff attitude in the provision of services | 51% | 58% | 60% | 59% | 64% | 48% | 67% | 53% |
| Access and availability of the necessary information | 51% | 54% | 59% | 60% | 64% | 44% | 68% | 53% |
| 3. **Social support of disadvantaged groups of population by Ayil Okmotu**. Access | 49% | 54% | 54% | 55% | 65% | 41% | 58% | 52% |
| Quality | 49% | 54% | 54% | 55% | 65% | 41% | 58% | 52% |
| The staff attitude in the provision of services | 50% | 55% | 57% | 56% | 66% | 42% | 61% | 52% |
| Access and availability of the necessary information | 49% | 54% | 54% | 55% | 65% | 41% | 59% | 51% |
| 4. **“Single Window” services.** Access | 53% | 67% | 26% | 26% | 72% | 53% | 23% | 28% |
| Quality | 53% | 67% | 26% | 29% | 72% | 53% | 26% | 29% |
| The staff attitude in the provision of services | 54% | 68% | 30% | 29% | 72% | 54% | 34% | 25% |
| Access and availability of the necessary information | 54% | 67% | 33% | 32% | 72% | 53% | 35% | 29% |
| **5.** **Issuance of certificates and documents.** Access | 88% | 92% | 64% | 60% | 91% | 89% | 58% | 64% |
| Quality | 88% | 92% | 68% | 64% | 91% | 89% | 66% | 66% |
| The staff attitude in the provision of services | 88% | 92% | 69% | 67% | 91% | 89% | 70% | 66% |
| Access and availability of the necessary information | 88% | 92% | 69% | 64% | 91% | 89% | 67% | 66% |
| **6.** **Allocation of land plots for housing.** Access | 4% | 5% | 33% | 26% | 5% | 4% | 29% | 29% |
| Quality | 4% | 5% | 33% | 26% | 5% | 4% | 29% | 29% |
| The staff attitude in the provision of services | 5% | 6% | 48% | 44% | 6% | 4% | 56% | 37% |
| Access and availability of the necessary information | 5% | 6% | 49% | 44% | 6% | 4% | 57% | 36% |
| **7.** **Drinking water.** Access | 78% | 77% | 45% | 46% | 82% | 74% | 38% | 53% |
| Quality | 79% | 76% | 44% | 45% | 81% | 74% | 37% | 51% |
| The staff attitude in the provision of services | 78% | 77% | 51% | 56% | 81% | 74% | 47% | 60% |
| Access and availability of the necessary information | 77% | 76% | 51% | 54% | 82% | 73% | 45% | 59% |
| **8.** **Roads, bridges** Access | 24% | 24% | 37% | 27% | 25% | 23% | 25% | 37% |
| Quality | 23% | 23% | 39% | 28% | 23% | 23% | 29% | 37% |
| The staff attitude in the provision of services | 23% | 23% | 55% | 45% | 23% | 23% | 52% | 47% |
| Access and availability of the necessary information | 23% | 24% | 56% | 46% | 23% | 24% | 54% | 47% |
| **9.** **Solid domestic waste (garbage).** Access | 72% | 69% | 54% | 54% | 67% | 73% | 48% | 60% |
| Quality | 74% | 68% | 55% | 55% | 66% | 74% | 50% | 59% |
| The staff attitude in the provision of services | 73% | 70% | 62% | 60% | 67% | 75% | 60% | 63% |
| Access and availability of the necessary information | 73% | 69% | 59% | 59% | 66% | 75% | 58% | 61% |
| **10.Culture.** Access | 67% | 63% | 57% | 53% | 68% | 63% | 58% | 52% |
| Quality | 67% | 63% | 57% | 55% | 68% | 63% | 61% | 52% |
| The staff attitude in the provision of services | 67% | 63% | 62% | 58% | 68% | 62% | 65% | 56% |
| Access and availability of the necessary information | 67% | 63% | 60% | 58% | 68% | 62% | 65% | 54% |
| **11.** **Youth leisure and sports development.** Access | 76% | 72% | 60% | 52% | 70% | 77% | 51% | 60% |
| Quality | 76% | 73% | 65% | 54% | 71% | 76% | 57% | 60% |
| The staff attitude in the provision of services | 76% | 73% | 69% | 58% | 71% | 76% | 65% | 60% |
| Access and availability of the necessary information | 76% | 72% | 72% | 60% | 71% | 76% | 65% | 66% |
| **12.** **Street lighting.** Access | 53% | 47% | 55% | 50% | 47% | 52% | 55% | 50% |
| Quality | 53% | 46% | 51% | 50% | 44% | 53% | 53% | 48% |
| The staff attitude in the provision of services | 58% | 50% | 60% | 58% | 48% | 57% | 64% | 55% |
| Access and availability of the necessary information | 55% | 47% | 59% | 57% | 46% | 55% | 62% | 54% |
| **13.** **Landscaping and improvement.** Access | 49% | 43% | 49% | 45% | 37% | 53% | 48% | 46% |
| Quality | 48% | 41% | 47% | 42% | 36% | 51% | 47% | 42% |
| The staff attitude in the provision of services | 47% | 41% | 51% | 46% | 36% | 50% | 51% | 46% |
| Access and availability of the necessary information | 47% | 41% | 53% | 48% | 36% | 50% | 53% | 47% |
| **14.** **Public transport.** Access | 67% | 62% | 28% | 36% | 51% | 75% | 32% | 32% |
| Quality | 67% | 63% | 28% | 36% | 51% | 75% | 32% | 32% |
| The staff attitude in the provision of services | 66% | 62% | 30% | 35% | 50% | 75% | 32% | 34% |
| Access and availability of the necessary information | 66% | 63% | 30% | 37% | 50% | 75% | 34% | 33% |
| **15.** **Creation of conditions for the development of the local economy**. Access | 32% | 29% | 32% | 37% | 27% | 33% | 33% | 36% |
| Quality | 33% | 30% | 35% | 34% | 28% | 33% | 34% | 34% |
| The staff attitude in the provision of services | 32% | 30% | 44% | 43% | 28% | 33% | 46% | 41% |
| Access and availability of the necessary information | 34% | 30% | 38% | 41% | 28% | 34% | 41% | 38% |
| **16. Infrastructure** maintenance (schools, kindergartens, etc.). Access | 83% | 73% | 53% | 50% | 77% | 78% | 47% | 55% |
| Quality | 83% | 73% | 53% | 49% | 77% | 78% | 50% | 52% |
| The staff attitude in the provision of services | 82% | 73% | 59% | 55% | 77% | 77% | 56% | 58% |
| Access and availability of the necessary information | 84% | 77% | 59% | 57% | 80% | 80% | 57% | 58% |
| **17.** **Land management Farmland State Fund**. Access | 76% | 76% | 53% | 49% | 74% | 77% | 53% | 49% |
| Quality | 76% | 76% | 52% | 49% | 74% | 77% | 55% | 45% |
| The staff attitude in the provision of services | 77% | 75% | 50% | 54% | 74% | 77% | 57% | 48% |
| Access and availability of the necessary information | 77% | 75% | 57% | 53% | 74% | 77% | 57% | 52% |
| **18.** **Preschool education**. Access | 67% | 60% | 67% | 61% | 59% | 66% | 62% | 65% |
| Quality | 67% | 60% | 66% | 62% | 59% | 66% | 63% | 64% |
| The staff attitude in the provision of services | 67% | 60% | 68% | 62% | 59% | 66% | 67% | 63% |
| Access and availability of the necessary information | 67% | 60% | 72% | 66% | 59% | 67% | 71% | 66% |
| **19. School (including hot meals)** Access | 92% | 92% | 60% | 63% | 89% | 93% | 62% | 62% |
| Quality | 92% | 92% | 67% | 71% | 90% | 93% | 71% | 68% |
| The staff attitude in the provision of services | 91% | 92% | 70% | 74% | 91% | 93% | 78% | 66% |
| Access and availability of the necessary information | 92% | 92% | 71% | 74% | 90% | 93% | 79% | 67% |
| **20.** **Services to reduce the risks of emergencies** (dams, ravines, etc.). Access | 47% | 45% | 31% | 31% | 46% | 46% | 29% | 33% |
| Quality | 47% | 45% | 41% | 42% | 45% | 46% | 41% | 42% |
| The staff attitude in the provision of services | 45% | 45% | 45% | 49% | 45% | 46% | 51% | 44% |
| Access and availability of the necessary information | 44% | 46% | 42% | 42% | 46% | 45% | 43% | 41% |
| **21.** **Sanitation and hygiene**. Access | 43% | 34% | 38% | 40% | 40% | 36% | 36% | 43% |
| Quality | 47% | 36% | 39% | 42% | 41% | 41% | 37% | 43% |
| The staff attitude in the provision of services | 44% | 34% | 46% | 48% | 38% | 39% | 48% | 47% |
| Access and availability of the necessary information | 42% | 32% | 46% | 48% | 38% | 35% | 46% | 48% |
| **22.** **Identification and registration of socially disadvantaged groups to obtain state and social benefits**. Access | 63% | 66% | 55% | 54% | 67% | 63% | 60% | 49% |
| Quality | 63% | 65% | 52% | 57% | 66% | 62% | 61% | 50% |
| The staff attitude in the provision of services | 64% | 67% | 56% | 59% | 69% | 63% | 64% | 52% |
| Access and availability of the necessary information | 64% | 66% | 48% | 53% | 68% | 63% | 56% | 45% |
| **23. Services for children with disabilities.** Access | 66% | 65% | 43% | 49% | 71% | 61% | 46% | 46% |
| Quality | 66% | 65% | 45% | 52% | 71% | 61% | 49% | 48% |
| The staff attitude in the provision of services | 66% | 65% | 48% | 53% | 72% | 61% | 52% | 50% |
| Access and availability of the necessary information | 66% | 65% | 45% | 52% | 72% | 60% | 48% | 50% |
| **24. Protection services against domestic violence.** Access | 90% | 88% | 53% | 54% | 90% | 88% | 53% | 54% |
| Quality | 90% | 87% | 54% | 54% | 90% | 88% | 52% | 56% |
| The staff attitude in the provision of services | 90% | 88% | 56% | 55% | 90% | 88% | 52% | 58% |
| Access and availability of the necessary information | 90% | 88% | 51% | 51% | 90% | 88% | 49% | 54% |
| **Average** | **61%** | **59%** | **52%** | **51%** | **61%** | **59%** | **52%** | **50%** |

**Table 3**

**Services with greatest problems,% of respondents by gender and social status by region**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Services** | **Issyk-Kul** | | **Jalal-Abad** | | **Issyk-Kul** | | **Jalal-Abad** | |
| **Male** | **Female** | **Male** | **Female** | **Male** | **Female** | **Male** | **Female** |
| Information provision about activities of Local Self-Governing (LSG) bodies | 4% | 6% | 0% | 0% | 1% | 9% | 0% | 0% |
| Management of municipal lands | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% |
| Social support of disadvantaged groups of population by Ayil Okmotu | 1% | 1% | 0% | 0% | 1% | 0% | 0% | 0% |
| “Single Window” services | 3% | 1% | 0% | 0% | 0% | 3% | 0% | 0% |
| Issuance of certificates and documents | 4% | 2% | 2% | 4% | 0% | 5% | 5% | 1% |
| Allocation of land plots for housing | 14% | 18% | 4% | 7% | 20% | 13% | 6% | 6% |
| Drinking water | 19% | 15% | 47% | 44% | 20% | 14% | 49% | 42% |
| Roads, bridges | 12% | 14% | 7% | 5% | 15% | 12% | 5% | 7% |
| Solid domestic waste (garbage) | 5% | 4% | 14% | 16% | 1% | 7% | 15% | 16% |
| Culture | 3% | 1% | 0% | 0% | 2% | 1% | 0% | 0% |
| Youth leisure and sports development | 4% | 3% | 1% | 0% | 3% | 4% | 1% | 1% |
| Street lighting | 2% | 1% | 5% | 5% | 1% | 2% | 2% | 8% |
| Landscaping and improvement | 0% | 0% | 0% | 1% | 0% | 0% | 0% | 1% |
| Public transport | 10% | 8% | 0% | 1% | 9% | 9% | 1% | 0% |
| Creation of conditions for the development of the local economy | 1% | 1% | 0% | 1% | 0% | 2% | 0% | 1% |
| Infrastructure maintenance (schools, kindergartens, etc.) | 1% | 4% | 5% | 3% | 1% | 4% | 3% | 4% |
| Land management Farmland State Fund | 0% | 1% | 0% | 0% | 2% | 0% | 0% | 0% |
| Preschool education | 12% | 15% | 7% | 9% | 18% | 10% | 7% | 9% |
| Schools, including hot meals | 2% | 2% | 4% | 1% | 1% | 2% | 2% | 3% |
| Services to reduce the risks of emergencies (dams, ravines) | 0% | 1% | 0% | 0% | 1% | 0% | 0% | 0% |
| Sanitation and hygiene | 0% | 2% | 0% | 0% | 0% | 2% | 0% | 0% |
| Identification and registration of socially disadvantaged groups to obtain state and social benefits | 5% | 0% | 4% | 3% | 1% | 2% | 3% | 4% |
| Services for children with disabilities | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% |

**Table 4**

**Satisfaction with the quality of priority services and access to them by project regions, %**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **JALAL-ABAD REGION** | | | | | | | | | | | | | | | | | | | | | |
| **Priority services** | | **CHOLPON-ATA АА** | | | | | | | | | | | | | | | | | | |
| **Total** | | | | **Male** | | | | **Female** | | | | **Socially disadvantaged** | | | | **Other residents** | | |
| **Quality** | | **Access** | | **Quality** | | **Access** | | **Quality** | | **Quality** | | **Access** | | **Quality** | | **Access** | **Quality** | |
| Solid domestic waste (garbage) | | 10% | | 10% | | 11% | | 11% | | 9% | | 9% | | 0% | | 0% | | 20% | 20% | |
| Drinking water | | 60% | | 60% | | 67% | | 67% | | 55% | | 55% | | 50%; | | 50% | | 70% | 70% | |
|  | | **BURGONDU АА** | | | | | | | | | | | | | | | | | | |
| **Total** | | | | **Male** | | | | **Female** | | | | **Socially disadvantaged** | | | | **Other residents** | | |
| **Quality** | | **Access** | | **Quality** | | **Access** | | **Quality** | | **Quality** | | **Access** | | **Quality** | | **Access** | **Quality** | |
| Solid domestic waste (garbage) | | 65% | | 65% | | 67% | | 56% | | 64% | | 73% | | 40% | | 50% | | 90% | 80% | |
|  | | **MASY АА** | | | | | | | | | | | | | | | | | | |
| **Total** | | | | **Male** | | | | **Female** | | | | **Socially disadvantaged** | | | | **Other residents** | | |
| **Quality** | | **Access** | | **Quality** | | **Access** | | **Quality** | | **Quality** | | **Access** | | **Quality** | | **Access** | **Quality** | |
| Solid domestic waste (garbage) | | 40% | | 40% | | 56% | | 33% | | 27% | | 27% | | 30% | | 30% | | 50% | 50% | |
|  | | **BESHIK-JON АА** | | | | | | | | | | | | | | | | | | |
| **Total** | | | | **Male** | | | | **Female** | | | | **Socially disadvantaged** | | | | **Other residents** | | |
| **Quality** | | **Access** | | **Quality** | | **Access** | | **Quality** | | **Quality** | | **Access** | | **Quality** | | **Access** | **Quality** | |
| Solid domestic waste (garbage) | | 65% | | 70% | | 78% | | 78% | | 55% | | 64% | | 70% | | 80% | | 60% | 60% | |
|  | | **JANY-JOL АА (AK-SY DISTRICT)** | | | | | | | | | | | | | | | | | | |
| **Total** | | | | **Male** | | | | **Female** | | | | **Socially disadvantaged** | | | | **Other residents** | | |
| **Quality** | | **Access** | | **Quality** | | **Access** | | **Quality** | | **Quality** | | **Access** | | **Quality** | | **Access** | **Quality** | |
| Roads, bridges | | 15% | | 15% | | 13%% | | 13% | | 17% | | 17% | | 20% | | 20% | | 10% | 10% | |
|  | | **JERGE-TAL АА** | | | | | | | | | | | | | | | | | | |
| **Total** | | | | **Male** | | | | **Female** | | | | **Socially disadvantaged** | | | | **Other residents** | | |
| **Quality** | | **Access** | | **Quality** | | **Access** | | **Quality** | | **Quality** | | **Access** | | **Quality** | | **Access** | **Quality** | |
| Roads, bridges | | 20% | | 20% | | 14% | | 14% | | 23% | | 23% | | 30% | | 20% | | 10% | 20% | |
|  | | **AVLETIM АА** | | | | | | | | | | | | | | | | | | |
| **Total** | | | | **Male** | | | | **Female** | | | | **Socially disadvantaged** | | | | **Other residents** | | |
| **Quality** | | **Access** | | **Quality** | | **Access** | | **Quality** | | **Quality** | | **Access** | | **Quality** | | **Access** | **Quality** | |
| Roads, bridges | | 25% | | 30% | | 13% | | 25% | | 33% | | 33% | | 10% | | 20% | | 40% | 40% | |
|  | | **JANY-JOL АА (TOKTOGUL)** | | | | | | | | | | | | | | | | | | |
| **Total** | | | | **Male** | | | | **Female** | | | | **Socially disadvantaged** | | | | **Other residents** | | |
| **Quality** | | **Access** | | **Quality** | | **Access** | | **Quality** | | **Quality** | | **Access** | | **Quality** | | **Access** | **Quality** | |
| Roads, bridges | | 60% | | 55% | | 56% | | 56% | | 64% | | 55% | | 50% | | 40% | | 70% | 70% | |
|  | | **TORKENT АА** | | | | | | | | | | | | | | | | | | |
| **Total** | | | | **Male** | | | | **Female** | | | | **Socially disadvantaged** | | | | **Other residents** | | |
| **Quality** | | **Access** | | **Quality** | | **Access** | | **Quality** | | **Quality** | | **Access** | | **Quality** | | **Access** | **Quality** | |
| Roads, bridges | | 15% | | 20% | | 25% | | 38% | | 8% | | 8% | | 10% | | 10% | | 20% | 30% | |
| **ISSYK-KUL REGION** | | | | | | | | | | | | | | | | | | | | | | |
|  | **KUMBEL АА** | | | | | | | | | | | | | | | | | | | | | |
| **Total** | | | | **Male** | | | | **Female** | | | | **Socially disadvantaged** | | | | **Other residents** | | | | | |
| **Quality** | | **Access** | | **Quality** | | **Access** | | **Quality** | | **Quality** | | **Access** | | **Quality** | | **Access** | | | **Quality** | | |
| Solid domestic waste (garbage) | 85% | | 85% | | 90% | | 90% | | 80% | | 80% | | 80% | | 80% | | 90% | | | 90% | | |
|  | **TEMIR АА** | | | | | | | | | | | | | | | | | | | | | |
| **Total** | | | | **Male** | | | | **Female** | | | | **Socially disadvantaged** | | | | **Other residents** | | | | | |
| **Quality** | | **Access** | | **Quality** | | **Access** | | **Quality** | | **Quality** | | **Access** | | **Quality** | | **Access** | | | **Quality** | | |
| Solid domestic waste (garbage) | 0% | | 0% | | 0% | | 0% | | 0% | | 0% | | 0% | | 0% | | 0% | | | 0% | | |
|  | **KEREGE-TASH АА** | | | | | | | | | | | | | | | | | | | | | |
| **Total** | | | | **Male** | | | | **Female** | | | | **Socially disadvantaged** | | | | **Other residents** | | | | | |
| **Quality** | | **Access** | | **Quality** | | **Access** | | **Quality** | | **Quality** | | **Access** | | **Quality** | | **Access** | | | **Quality** | | |
| Solid domestic waste (garbage) | 20% | | 20% | | 22% | | 22% | | 18% | | 18% | | 10% | | 10% | | 30% | | | 30% | | |
| Drinking water | 80% | | 80% | | 78% | | 78% | | 82% | | 82% | | 80% | | 80% | | 80% | | | 80% | | |
|  | **OCTYABR АА** | | | | | | | | | | | | | | | | | | | | | |
| **Total** | | | | **Male** | | | | **Female** | | | | **Socially disadvantaged** | | | | **Other residents** | | | | | |
| **Quality** | | **Access** | | **Quality** | | **Access** | | **Quality** | | **Quality** | | **Access** | | **Quality** | | **Access** | | | **Quality** | | |
| Solid domestic waste (garbage) | 20% | | 25% | | 11% | | 22% | | 27% | | 27% | | 20% | | 20% | | 20% | | | 30% | | |
|  | **TEPLOKLUCHENKA АА** | | | | | | | | | | | | | | | | | | | | | |
| **Total** | | | | **Male** | | | | **Female** | | | | **Socially disadvantaged** | | | | **Other residents** | | | | | |
| **Quality** | | **Access** | | **Quality** | | **Access** | | **Quality** | | **Quality** | | **Access** | | **Quality** | | **Access** | | | **Quality** | | |
| Drinking water | 80% | | 75% | | 78% | | 78% | | 82% | | 73% | | 70% | | 60% | | 90% | | | 90% | | |
|  | **CHELPEK АА** | | | | | | | | | | | | | | | | | | | | | |
| **Total** | | | | **Male** | | | | **Female** | | | | **Socially disadvantaged** | | | | **Other residents** | | | | | |
| **Quality** | | **Access** | | **Quality** | | **Access** | | **Quality** | | **Quality** | | **Access** | | **Quality** | | **Access** | | | **Quality** | | |
| Drinking water | 50% | | 50% | | 50% | | 50% | | 50% | | 50% | | 70% | | 70% | | 30% | | | 30% | | |
|  | **ORGOCHOR АА** | | | | | | | | | | | | | | | | | | | | | |
| **Total** | | | | **Male** | | | | **Female** | | | | **Socially disadvantaged** | | | | **Other residents** | | | | | |
| **Quality** | | **Access** | | **Quality** | | **Access** | | **Quality** | | **Quality** | | **Access** | | **Quality** | | **Access** | | | **Quality** | | |
| Solid domestic waste (garbage) | 95% | | 95% | | 100% | | 100% | | 92% | | 92% | | 90% | | 90% | | 100% | | | 100% | | |
|  | **SVETLAYA POLYANA АА** | | | | | | | | | | | | | | | | | | | | | |
| **Total** | | | | **Male** | | | | **Female** | | | | **Socially disadvantaged** | | | | **Other residents** | | | | | |
| **Quality** | | **Access** | | **Quality** | | **Access** | | **Quality** | | **Quality** | | **Access** | | **Quality** | | **Access** | | | **Качество** | | |
| Solid domestic waste (garbage) | 0% | | 0% | | 0% | | 0% | | 0% | | 0% | | 0% | | 0% | | 0% | | | 0% | | |
|  | **SARUU АА** | | | | | | | | | | | | | | | | | | | | | |
| **Total** | | | | **Male** | | | | **Female** | | | | **Socially disadvantaged** | | | | **Other residents** | | | | | |
| **Quality** | | **Access** | | **Quality** | | **Access** | | **Quality** | | **Quality** | | **Access** | | **Quality** | | **Access** | | | **Quality** | | |
| Solid domestic waste (garbage) | 35% | | 35% | | 56% | | 56% | | 18% | | 18% | | 30% | | 30% | | 40% | | | 40% | | |

**Table 5**

**The distribution of the daily time fund of men and women within 24 hours,**

**respondents' answers about themselves and about their spouse**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | Paid work | Study, advanced training | Household | Farming | Parenting | Physiological needs | Help to relatives and friends | Free time |
| **Average hours** | | | | | | | | | |
| Men about wife | 4,5 | 0,3 | 4,5 | 4,3 | 3,0 | 7,6 | 2,1 | 2,8 |
| Men about themselves | 5,3 | 0,6 | 4,2 | 4,1 | 2,7 | 7,9 | 2,5 | 3,1 |
| Women about husband | 3,3 | 0,2 | 5,7 | 2,0 | 2,7 | 7,5 | 2,2 | 3,5 |
| Women about themselves | 1,7 | 0,4 | 6,9 | 2,9 | 4,0 | 7,4 | 2,4 | 2,6 |
| **The share of work in days, %** | | | | | | | | | |
| Men about wife | 15,5 | 1,0 | 15,5 | 14,7 | 10,2 | 26,1 | 7,2 | 9,7 |
| Men about themselves | 17,4 | 2,0 | 13,8 | 13,6 | 8,8 | 25,8 | 8,3 | 10,2 |
| Women about husband | 12,2 | 0,9 | 21,0 | 7,5 | 9,9 | 27,6 | 8,1 | 12,8 |
| Women about themselves | 6,0 | 1,5 | 24,4 | 10,2 | 14,2 | 25,9 | 8,4 | 9,3 |
| **The number of hours in days per type of work, hours** | | | | | | | | | |
| Men about wife | 3,7 | 0,2 | 3,7 | 3,5 | 2,4 | 6,3 | 1,7 | 2,3 |
| Men about themselves | 4,2 | 0,5 | 3,31 | 3,27 | 2,1 | 6,2 | 2,0 | 2,5 |
| Women about husband | 2,9 | 0,2 | 5,0 | 1,8 | 2,4 | 6,6 | 1,9 | 3,1 |
| Women about themselves | 1,4 | 0,4 | 5,9 | 2,5 | 3,4 | 6,2 | 2,0 | 2,2 |
| **The number of minutes per day for types of work, minutes** | | | | | | | | | |
| Men about wife | 223,0 | 14,9 | 223,2 | 211,8 | 146,8 | 376,3 | 103,9 | 140,2 |
| Men about themselves | 251,1 | 28,4 | 198,7 | 196,2 | 126,2 | 372,2 | 119,7 | 147,6 |
| Women about husband | 175,7 | 12,6 | 302,5 | 108,6 | 142,7 | 396,8 | 117,0 | 184,0 |
| Women about themselves | 86,2 | 22,0 | 351,3 | 147,0 | 204,8 | 373,3 | 121,4 | 134,0 |

**Table 5**

**Full satisfaction with the quality of priority services and access to them by municipalities,%**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | Municipality | Access | | | Quality | | |
| Solid domestic waste | Drinking water | Roads, bridges | Solid domestic waste | Drinking water | Roads, bridges |
| Issyk-Kul | Bostery АО | 95% | - | - | 95% | - | - |
| Kumbel АО | 85% | - | - | 85% | - | - |
| Temir АО | 0% | - | - | 0% | - | - |
| Kerege-Tash АО | 20% | 80% | - | 20% | 80% | - |
| Octyabr АО | 25% | 85% | - | 25% | 85% | - |
| Orgochor АО | 95% | - | - | 95% | - | - |
| Svetlaya Polyana АО | 0% | - | - | 0% | - | - |
| Saruu АО | 35% | - | - | 35% | - | - |
| Kyzyl Suu АО | 70% | - | - | 70% | - | - |
| Teplokluchenka | 95% | 75% | - | 95% | 75% | - |
| Chelpek АО | - | 50% | - | - | 50% | - |
| Jalal-Abad | Ketmen Debe АО | 35% | 30% | - | 35% | 30% | - |
| Cholpon Ata АО (Jalal-Abad) | 10% | 60% | - | 10% | 60% | - |
| Dostuk АО | 20% | - | - | 20% | - | - |
| Burgondu АО | 65% | - | - | 65% | - | - |
| Beshik Jon АО | 70% | - | - | 70% | - | - |
| Kenesh АО | 70% | - | - | 70% | - | - |
| Masy АО | 40% | - | - | 40% | - | - |
| Jany Jol АО (Toktogul district) | - | - | 55% | - | - | 55% |
| Tort-Ken АО | - | - | 20% | - | - | 20% |
| Аk Jol АО | - | - | 15% | - | - | 15% |
| Jerge Tal АО | - | - | 20% | - | - | 20% |
| Avletim АО | - | - | 30% | - | - | 30% |
| Jany Jol AO (Aksy district) | - | - | 15% | - | - | 15% |
| Toktogul | - | - | 48% | - | - | 48% |

**Table 6**

**Number of respondents, people**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Jalal-Abad region | Issyk-Kul region | KR (non-project  municipalities) | Total |
| Quantity of AA/cities | 1 | 1 |  | 2 |
| Interviewed population | 560 | 460 | 370 | 1390 |
| Interviewed heads of municipalities | 25 | 20 | 14 | 59 |
| Interviewed kenesh deputies/municipality employees | 25 | 20 | 14 | 59 |
| Quantity of AA/cities | 25 | 20 | 14 | 59 |
| Of them | | | | |
| town/city | 83 | 83 | - | 166 |
| village | 552 | 437 | 412 | 1401 |
| **Total population:** | 560 | 460 | 370 | 1390 |
| **Total experts:** | 75 | 60 | 42 | 177 |
| **TOTAL:** | **635** | **520** | **412** | **1567** |

**Portrait of respondents in the survey**

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Jalal-Abad region** | **Issyk-Kul region** | **KR**  **(non-project municipalities)** |
| **Occupation of respondents:** | | | |
| Employee of AO | 2% | 1% | 1% |
| Deputy of AK | 0% | 0% | 0% |
| Employee of NGO | 1% | 0% | 0% |
| Private enterprise | 6% | 4% | 11% |
| Employee of private enterprise | 5% | 3% | 5% |
| Various | 3% | 2% | 2% |
| Other municipal / state employees | 9% | 5% | 12% |
| Farmer | 4% | 5% | 5% |
| Housewife | 28% | 25% | 21% |
| Student | 3% | 7% | 2% |
| Pensioner | 18% | 16% | 21% |
| Self employed | 4% | 15% | 2% |
| Unemployed | 11% | 10% | 10% |
| Other | 1% | 4% | 3% |
| Teacher | 6% | 4% | 4% |
| **Total:** | **100%**  **(560 respondents)** | **100%**  **(460 respondents)** | **100%**  **(370 respondents)** |
| **Number of dependents in the family:** | | | |
| One person | 3% | 17% | 8% |
| Two-four people | 27% | 36% | 41% |
| Five or more people | 69% | 29% | 46% |
| None | 1% | 18% | 5% |
| **Total:** | **100%**  **(560 respondents)** | **100%**  **(460 respondents)** | **100%**  **(370 respondents)** |
| **Nationality:** | | | |
| Kyrgyz | 83% | 94% | 80% |
| Russian | 0% | 2% | 6% |
| Uzbek | 14% | 0% | 12% |
| Other | 3% | 4% | 2% |
| **Total:** | **100%**  **(560 respondents)** | **100%**  **(460 respondents)** | **100%**  **(370 respondents)** |
| **Education:** | | | |
| No Education | 5% | 3% | 1% |
| Primary School | 3% | 1% | 0% |
| Incomplete secondary education | 2% | 4% | 1% |
| Secondary education | 59% | 55% | 50% |
| Specialized secondary education | 16% | 18% | 22% |
| Incomplete higher education | 2% | 7% | 1% |
| Higher education | 13% | 13% | 24% |
| **Total:** | **100%**  **(560 respondents)** | **100%**  **(460 respondents)** | **100%**  **(370 respondents)** |
| **Age:** | | | |
| 18 – 20 years old | 6% | 8% | 3% |
| 21 - 29 years old | 18% | 19% | 14% |
| 30 - 39 years old | 24% | 19% | 25% |
| 40 - 49 years old | 21% | 20% | 17% |
| 50 - 59 years old | 17% | 18% | 20% |
| 60 years old and older | 14% | 16% | 20% |
| **Total:** | **100%**  **(560 respondents)** | **100%**  **(460 respondents)** | **100%**  **(370 respondents)** |
| **Gender:** | | | |
| Male | 45% | 45% | 40% |
| Female | 55% | 55% | 60% |
| **Total:** | **100%**  **(560 respondents)** | **100%**  **(460 respondents)** | **100%**  **(370 respondents)** |