

European Label of Governance Excellence Accreditation Platform

Questionnaires

In addition to the Good Democratic Governance Benchmark, ELoGE self-assessment also includes three surveys to be addressed to citizens, elected officials, and the staff of the municipality.

The questionnaires help complete the 360⁰ evaluation of the good governance practice within the local authority. They serve to corroborate the Benchmark self-assessment with the perception of those who 'experience' good democratic governance by the municipality (e.g. citizens).

The questionnaires use the same rating scale as the benchmark and include one summary question for each principle.

The questionnaire scores can support the calculation of the final ELoGE Score.

Q1 - QUESTIONNAIRE FOR CITIZENS

Structure

- Questions related to the 12 Principles (i.e., one question per Principle, perception of the extent to which the local authority's performance reflects a particular Principle, on a scale of 1-4, where 1 = do not agree at all, 4 = fully agree,); |
 - questions on socio-demographic profile of the respondent - Optional;
 - questions on community engagement and participation and volunteerism – Optional.
- b) **Administration** - 'free' dissemination of a link to the online questionnaire. Suggested minimum response threshold based on the number of inhabitants in the participating local authorities:

THRESHOLDS BY NUMBER OF INHABITANTS	N. MIN. ANSWERS
< 1.000	50
1.001 - 5.000	100
5.001 - 10.000	150
10.001 - 20.000	200
20.001 - 30.000	250
30.001 - 70.000	300
70.001 - 100.000	400
100.001 - 250.000	500
250.001 - 500.000	600
OVER 500,000	700

1 CITIZENS SURVEY

1.1 SECTION 1 – PRIVACY NOTICE

Insert text of the Information Sheet and Informed Consent Form for each of the questionnaires.

1.2 SECTION 2 – ELoGE ASSESSMENT

1. Do you feel our local council genuinely engages citizens in their processes?
 - NOT AT ALL - They acknowledge the need but don't involve us.
 - PARTIALLY - They attempt to involve us, but actions are limited.
 - SUFFICIENTLY - They frequently engage us and act on our feedback.
 - FULLY - They consistently involve us and value our contributions.

2. Do you believe our local council promotes fairness, dignity, equality, and respect?
 - NOT AT ALL - They are aware but don't implement these values.
 - PARTIALLY – The Municipality acts around these values, but actions are limited.
 - SUFFICIENTLY - They act with these values in consideration.
 - FULLY - They consistently uphold these values with evident results.

3. Do you believe everyone is treated fairly and equally by our local council?
 - NOT AT ALL - They understand the importance of fairness but don't implement it.
 - PARTIALLY - They occasionally act fairly, but not consistently.
 - SUFFICIENTLY - They usually ensure everyone is treated fairly.
 - FULLY - Fair treatment is always evident in their actions.

4. Do you trust our local officials to act in the public's best interest?
 - NOT AT ALL - I often question their commitment to the public good.
 - PARTIALLY - They occasionally act in the public's interest.
 - SUFFICIENTLY - They usually act with the public's welfare in mind.
 - FULLY - They always prioritise the public good.

5. Do you believe our local council is accountable for its actions?
 - NOT AT ALL - They frequently avoid responsibility.
 - PARTIALLY - They occasionally take responsibility, but not consistently.
 - SUFFICIENTLY - They usually acknowledge their actions.
 - FULLY - They consistently accept full responsibility for their actions.

6. Do you believe our local council is transparent in its decisions?
 - NOT AT ALL - Decisions often seem obscured.
 - PARTIALLY - They occasionally share decisions, but not always transparently.
 - SUFFICIENTLY - They frequently make their decisions public.
 - FULLY - They consistently operate with full transparency.

7. Do you believe our local council utilises public resources to ensure the maximum benefit for all members of our community?
 - NOT AT ALL - Resources often seem misallocated.
 - PARTIALLY - They occasionally use resources equitably, but not consistently.
 - SUFFICIENTLY - They typically allocate resources for the broader community benefit.
 - FULLY - They consistently ensure equitable resource allocation.

8. How would you assess the capability of our public officials?
 - NOT AT ALL - Officials frequently seem underqualified.
 - PARTIALLY - Some officials are capable, but not all.
 - SUFFICIENTLY - Most officials are competent and serve effectively.
 - FULLY - Each official is highly skilled and efficient.

9. Do you believe our local council responds effectively to community needs?
 - NOT AT ALL - They frequently seem to disregard our needs.
 - PARTIALLY - They occasionally respond to our needs, but not always sufficiently.
 - SUFFICIENTLY - They are typically responsive to community needs.
 - FULLY - They consistently respond promptly and effectively to our needs.

10. Do you trust our local council's handling of public funds?
 - NOT AT ALL - They frequently seem wasteful.
 - PARTIALLY - They display some care with funds, but there's room for improvement.
 - SUFFICIENTLY - They typically handle funds responsibly.
 - FULLY - They consistently manage funds with the utmost care.

11. Do you believe our local council considers the long-term impact of its decisions?
 - NOT AT ALL - They frequently prioritise short-term gains.
 - PARTIALLY - They occasionally think long-term, but it's inconsistent.
 - SUFFICIENTLY - They typically make decisions with a future orientation.
 - FULLY - Every decision is made with long-term considerations.

12. Do you believe our local council is receptive to innovative ideas to enhance services?
 - NOT AT ALL - They frequently resist new methods or ideas.
 - PARTIALLY - They occasionally adopt innovative methods, but not consistently.
 - SUFFICIENTLY - They are typically open to novel ideas and methods.
 - FULLY - They consistently embrace innovation and change.

SECTION 3 – FURTHER QUESTIONS ON RESPONDENT (OPTIONAL)

1.3.1 SOCIO-DEMOGRAPHICS:

13. Age (Optional):

- _____ years

14. Gender (Optional):

- Male
- Female
- Other: _____
- I prefer not to answer.

15. Educational Background (Optional):

- Primary School
- High School
- Vocational Training
- University/College
- Other: _____

1.3.2 EMPLOYMENT AND PROFESSIONAL LIFE:

16. Current Employment Status:

- Public Sector Employee
- Private Sector Employee
- Self-Employed/Entrepreneur
- Student
- Retired, Pensioner
- Beneficiary of Subsidy/Annuity
- Unemployed
- Other: _____

1.3.3 LOCAL EXPERIENCE:

17. Duration of Residence in Municipality (Optional):

- Less than 1 year
- 1-5 years
- 6-10 years
- 11-20 years
- Over 20 years

1.4 SECTION 4 – ADDITIONAL QUESTIONS ABOUT THE RESPONDENT (OPTIONAL)

1.4.1 COMMUNITY PARTICIPATION AND ENGAGEMENT:

18. Local Election Participation: How often do you participate in local elections?

- Always
- Often
- Sometimes
- Rarely
- Never

19. Local Decision-Making: How would you describe your involvement in local decision-making processes (e.g., town hall meetings, public forums)?

- Actively involved
- Occasionally participate
- Aware but don't participate
- Not aware of such processes
- Not interested

20. Have you ever provided feedback or voiced your opinion on a local decision or policy (e.g., through public comments, letters to council members)?

- Yes
- No

1.4.2 VOLUNTEERISM:

21. Do you currently volunteer or have volunteered in the past for any local community organisations, events, or causes?

- Yes, I currently volunteer
- I have volunteered in the past, but not currently
- No, I have never volunteered

22. If you have volunteered, how often do you typically engage in volunteer activities?

- Weekly
- Monthly
- Quarterly
- Annually
- Rarely

23. What motivates you to volunteer? (Choose up to two reasons)

- Personal satisfaction or fulfilment
- To give back to the community
- Social connections or to meet new people
- Skills development or professional networking
- Other: _____

2 SURVEY OF ELECTED OFFICIALS

2.1 SECTION 2 – ELoGE ASSESSMENT

1. How would you assess the council's efforts in involving residents in its processes?
 - NOT AT ALL - The significance of resident involvement is recognised, but there's a dearth of initiative.
 - PARTIALLY - Attempts to involve residents are made, but they are intermittent.
 - SUFFICIENTLY - The council often involves residents and values their feedback.
 - FULLY - Resident involvement is a consistent and integral part of the council's processes.

2. To what degree do you believe the council embodies principles of fairness, dignity, equality, and respect in its operations?
 - NOT AT ALL - The significance of these principles is acknowledged, but there's scarce enactment.
 - PARTIALLY - Strategies centred on these principles are devised, but consistent application is wanting.
 - SUFFICIENTLY - The council regularly integrates these principles into its operations.
 - FULLY - These principles are foundational and consistently observed in all undertakings.

3. How would you appraise the council's dedication to ensuring everyone receives fair and equal treatment under the law?
 - NOT AT ALL - The principle of equitable treatment is recognised but inconsistently enacted.
 - PARTIALLY - There are occasional efforts to ensure just treatment for all.
 - SUFFICIENTLY - The council regularly ensures fair treatment under the law.
 - FULLY - Each decision and action consistently champions the values of justice and equity.

4. How assured are you that public officials and institutions act in the best interests of the public?
 - NOT AT ALL - Public officials and institutions often appear to overlook the public's best interests.
 - PARTIALLY - Whilst the public's interests are sometimes prioritised, it's not consistent.
 - SUFFICIENTLY - Most actions and decisions seem to chime with the public's best interests.
 - FULLY - Every action and decision consistently centres on the public's best interests.

5. How would you assess the council's dedication to taking responsibility for its actions and decisions?
 - NOT AT ALL - The council frequently seems to shy away from responsibility.
 - PARTIALLY - There's periodic recognition of actions and their repercussions.
 - SUFFICIENTLY - The council generally shoulders responsibility for its actions.
 - FULLY - Every action and decision is taken with a clear sense of accountability.

6. How would you gauge the council's dedication to making its decision-making processes transparent and accessible to the public?
 - NOT AT ALL - Decision-making processes often seem shielded from the public.
 - PARTIALLY - Some decisions are communicated, but transparency isn't consistent.
 - SUFFICIENTLY - The council generally ensures its decisions are open to the public.
 - FULLY - Each decision is made with an unwavering commitment to transparency.

7. How do you view the council's distribution of public resources to ensure the community benefits equitably?
 - NOT AT ALL - Resource allocation often seems biased or not centred on the community.
 - PARTIALLY - There's occasional equitable distribution, but it's sporadic.
 - SUFFICIENTLY - The council often ensures resources are used for the wider benefit of the community.
 - FULLY - Every resource allocation decision prioritises the community's equitable benefit.

8. How would you assess the competence of public servants within the council?
 - NOT AT ALL - Public servants often seem ill-prepared for their roles.
 - PARTIALLY - Some servants exhibit capability, whilst others could benefit from further training.
 - SUFFICIENTLY - Most public servants display the required expertise for their roles.
 - FULLY - Every public servant operates with top-tier proficiency and capability.

9. How would you assess the council's responsiveness to community needs?
 - NOT AT ALL - The council often seems to turn a blind eye to community feedback.
 - PARTIALLY - There's periodic attention to community needs, but the response could be more robust.
 - SUFFICIENTLY - The council is generally attuned to community concerns.
 - FULLY - Every community concern is met with swift and effective action.

10. How would you rate the council's management of public funds?
 - NOT AT ALL - Financial stewardship often seems careless or misdirected.
 - PARTIALLY - There are moments of prudent financial management, but it's sporadic.
 - SUFFICIENTLY - The council typically manages funds with care.
 - FULLY - Financial decisions are consistently taken with accuracy and with the public's interests at heart.

11. How would you assess the council's dedication to long-term, sustainable decision-making?
 - NOT AT ALL - Decisions often favour short-term gains over lasting sustainability.
 - PARTIALLY - There's a smattering of forward-thinking, but it's intermittent.
 - SUFFICIENTLY - The council often makes decisions with an eye to the future.
 - FULLY - Every decision gives priority to long-term sustainability.

12. How open do you find the council to innovative methods to enhance public services?
- NOT AT ALL - The council often seems set in its ways, resistant to innovation.
 - PARTIALLY - There's intermittent adoption of innovative methods.
 - SUFFICIENTLY - The council is generally amenable to and seeks out innovative solutions.
 - FULLY - Innovation is consistently embedded into the council's operations.

2.2 SECTION 3 – FURTHER QUESTIONS ON RESPONDENT (OPTIONAL)

2.2.1 SOCIO-DEMOGRAPHICS

13. Age (Optional):

- _____ years

14. Gender (Optional):

- Male
- Female
- Other: _____

15. Highest Level of Education (Optional):

- Primary School
- High School
- Vocational Training
- University
- Other: _____

2.2.2 PROFESSIONAL BACKGROUND:

16. Current Employment Position:

- Public Sector Employee
- Private Sector Employee
- Entrepreneur/Business Owner
- Student
- Retired/Pensioner
- Unemployed
- Other: _____

2.2.3 POLITICAL INVOLVEMENT:

17. Municipal Council Membership:

- Yes, I am a member.
- No, I am not a member.

18. Number of Terms Served on the Municipal Council (including the current term):

- One term
- Two terms
- Three or more terms

19. Executive Council Membership:

- Yes, I am a member.
- No, I am not a member.

20. Political Affiliation (Optional):

- Affiliated with a Political Party/Movement
- Representing a Civic List
- Other: _____

2.3 SECTION 4 – ADDITIONAL QUESTIONS ABOUT THE RESPONDENT (OPTIONAL)

2.3.1 TENURE AND EXPERIENCE:

21. How many years have you been involved in politics?

- Less than 1 year
- 1-5 years
- 6-10 years
- 11-20 years
- Over 20 years

22. Have you held any other political positions before your current one?

- Yes
- No
- If yes, please specify: _____

2.3.2 COMMITTEE INVOLVEMENT:

23. Are you a member of any specific committees within the council?

- Yes
- No
- If yes, please specify: _____

24. Do you hold a leadership position in any of these committees?

- Yes
- No

2.3.3 TRAINING AND DEVELOPMENT:

25. Have you attended any training or development programs related to your role?

- Yes
- No

26. Are there specific areas where you feel you need more training or information?

- Yes
- No
- If yes, please specify: _____

2.3.4 COMMUNICATION AND ENGAGEMENT:

27. How often do you engage with your constituents?

- Weekly
- Monthly
- Quarterly
- Annually
- Rarely

28. What methods do you primarily use to communicate with the public? (Choose all that apply)

- Social media
- Newsletters
- Local media (TV, radio, newspaper)
- Town hall meetings
- Other: _____

2.3.5 CHALLENGES AND OPPORTUNITIES:

29. What are the biggest challenges you face in your role? (Choose up to three)

- Lack of resources
- Communication with constituents
- Bureaucratic red tape
- Internal council disagreements
- External pressures (e.g., state or federal mandates)
- Other: _____

30. Are there specific projects or initiatives you are championing?

- Yes
- No
- If yes, please specify: _____

2.3.6 PERSONAL MOTIVATION AND VISION:

31. What motivated you to become an elected representative? (Choose one)

- Desire to make a difference
- Personal or family legacy in politics
- Encouragement from peers or community
- Other: _____

32. What is your primary long-term vision for your municipality or region?

- Economic growth
- Improved public services
- Environmental sustainability
- Cultural or community development
- Other: _____

2.3.7 SUPPORT AND RESOURCES:

33. Do you feel you have adequate resources and support to fulfil your duties?

- Yes
- No

34. What additional resources or tools would you find most useful? (Choose up to two)

- More staff or administrative support
- Training programs
- Better technology or software tools
- More budget or funding
- Other: _____

2.3.8 FEEDBACK AND IMPROVEMENT:

35. How do you primarily gather feedback from your constituents? (Choose all that apply)

- Direct communications (e.g., emails, calls)
- Feedback forms or surveys
- Town hall meetings or public forums
- Social media interactions
- Other: _____

36. Are there areas where you believe the council or its processes could be improved?

- Yes
- No
- If yes, please specify: _____

3 STAFF SURVEY

3.1 SECTION 2 – ELoGE ASSESSMENT

1. How would you rate the council's framework for involving residents in its processes?
 - NOT AT ALL - There seems to be a scant framework for resident involvement.
 - PARTIALLY - Some structures exist for resident participation, but their application is inconsistent.
 - SUFFICIENTLY - Resident participation frameworks are routinely utilised.
 - FULLY - Resident participation is a core part of the council's strategy.

2. How well are the principles of fairness, dignity, equality, and respect integrated into the council's operational procedures?
 - NOT AT ALL - Procedures rarely embody these values.
 - PARTIALLY - Some procedures uphold these principles, but it's not uniform.
 - SUFFICIENTLY - Most procedures are crafted with these human rights values at the forefront.
 - FULLY - Every procedure and guideline radiate these principles.

3. How consistently does the council's framework ensure fair and equal treatment for all under its jurisdiction?
 - NOT AT ALL - Fair treatment seems to be an afterthought in procedures.
 - PARTIALLY - Some procedures champion fair treatment, but there's inconsistency.
 - SUFFICIENTLY - Procedures mostly advocate just and equal treatment.
 - FULLY - Every procedure guarantees fairness and equality.

4. How well do you think public officials' mandates and organisational guidelines align with the broader public interest?
 - NOT AT ALL - Guidelines rarely centre on the public interest.
 - PARTIALLY - Some guidelines underscore public welfare, but it's patchy.
 - SUFFICIENTLY - Most guidelines are anchored in advancing the public's well-being.
 - FULLY - Every directive prioritises the common good.

5. How prominently do internal guidelines stress ownership and accountability for decisions and actions?
 - NOT AT ALL - Accountability seems an afterthought in procedures.
 - PARTIALLY - Accountability is occasionally highlighted, but not uniformly.
 - SUFFICIENTLY - Most guidelines underscore the imperatives of accountability.
 - FULLY - Each guideline is crafted with clear accountability markers.

6. How transparent do you find the council's decision-making processes, as laid out in internal guidelines?
 - NOT AT ALL - Transparency is rarely the hallmark of decision-making procedures.
 - PARTIALLY - Some procedures promote transparency, but it's not across the board.
 - SUFFICIENTLY - Transparency is a recurring theme in most procedures.
 - FULLY - Every decision-making step is enconced in transparency.

7. How much the criteria of equitable benefit to the entire community are guiding the allocation of resources??
 - NOT AT ALL - Procedures seldom focus on benefits that span the entire community.
 - PARTIALLY - Equitable benefits are a feature in some procedures, but not all.
 - SUFFICIENTLY - The bulk of procedures prioritise benefits that touch all community segments.
 - FULLY - Every resource decision is rooted in broad-based community benefits.

8. How effective do you find the training and capacity-building programmes for staff?
 - NOT AT ALL - Training programmes appear outdated or lack depth.
 - PARTIALLY - Some training modules hit the mark, but not all.
 - SUFFICIENTLY - The majority of training modules empower staff with requisite skills.
 - FULLY - Every training module ensures staff are primed for their roles.

9. How agile do you find the council's operational framework in responding to community feedback and needs?
 - NOT AT ALL - The framework appears rigid and less receptive to community feedback.
 - PARTIALLY - There's a degree of agility, but it's not universal.
 - SUFFICIENTLY - The operational framework is mostly adaptive based on community cues.
 - FULLY - The framework's design ensures it is consistently responsive to community inputs.

10. How would you rate the council's financial procedures in ensuring prudent use of public funds?
 - NOT AT ALL - Financial procedures often appear profligate.
 - PARTIALLY - Procedures occasionally exhibit financial prudence, but it's patchy.
 - SUFFICIENTLY - Most procedures underscore optimal use of public funds.
 - FULLY - Every financial move is a paragon of fiscal responsibility.

11. How forward-thinking do you perceive the council's procedures in its decision-making?
 - NOT AT ALL - Decisions often appear short-sighted, neglecting long-term impacts.
 - PARTIALLY - Long-term benefits are occasionally the focus, but it's not uniform.
 - SUFFICIENTLY - Most decisions are crafted with an eye on the future.
 - FULLY - Every decision is made with longevity and future benefits at its core.

12. How receptive do you find the council's operational playbook to innovative approaches or methodologies?

- NOT AT ALL - The playbook seems entrenched in its ways, resistant to change.
- PARTIALLY - There's sporadic adoption of innovative methods, but it's not uniform.
- SUFFICIENTLY - The playbook regularly integrates fresh approaches and innovations.
- FULLY - The playbook is inherently adaptive, always open to innovation.

3.2 SECTION 3 – FURTHER QUESTIONS ON RESPONDENT (OPTIONAL)

3.2.1 SOCIO-DEMOGRAPHICS:

13. Age (Optional):

- ____ years

14. Gender (Optional):

- Male
- Female
- Other: _____

15. Educational Background (Optional):

- Primary School
- High School
- Vocational Training
- University/College
- Other: _____

3.2.2 EMPLOYMENT INFORMATION:

16. Duration of Employment with Municipal Administration:

- ____ years

17. Job Area (Optional):

1. Administrative
2. Economic-Financial
3. Supervisory
4. Technical
5. Social and Welfare Services
6. Education and Cultural Services
7. Communication
8. Information Technology
9. Other: _____

18. Current Work Department(s) (Optional - you may select more than one):

- Municipal Secretary's Office
- General Affairs (e.g., HR, Legal Affairs, Election Office)
- Financial Services (e.g., Accounting, Taxes, Treasury)
- Citizen Services (e.g., Registry, Civil Status, Social Policies, Culture, Libraries, Museum Services, Education, Kindergartens)
- Public Works (e.g., Maintenance, Procurement, Public Works, Waste Management, Roads, Housing)
- Environment and Territory (e.g., Town Planning, Environment, Tourism, Agriculture, Single Contact Point for Productive Activities)
- Municipal Police (e.g., Local Police, Civil Protection)
- Other: _____

3.2.3 JOB SATISFACTION:

19. Satisfaction with Influence Over Work Situation: Please indicate your agreement with the statement: I am very satisfied with the possibilities I have to influence my work situation.

- Don't know/No opinion
- Strongly Disagree
- Disagree
- Neutral
- Agree
- Strongly Agree

3.3 SECTION 4 – ADDITIONAL QUESTIONS ABOUT THE RESPONDENT (OPTIONAL)

3.3.1 OVERALL WORK SATISFACTION:

20. Overall, how satisfied are you with your current job?

- Extremely satisfied
- Very satisfied
- Neutral
- Unsatisfied
- Extremely unsatisfied

3.3.2 WORK RELATIONSHIPS:

21. How would you rate your relationship with your colleagues?

- Excellent
- Very good
- Good
- Fair
- Poor

22. How would you rate your relationship with your supervisors?

- Excellent
- Very good
- Good
- Fair
- Poor

23. How would you describe your interactions with elected representatives?

- Very positive
- Generally positive
- Neutral
- Generally negative
- Very negative

3.3.3 RESOURCES AND CAPACITY:

24. Do you feel you have the resources necessary to effectively perform your job tasks?

- Always
- Most of the time
- Sometimes
- Rarely
- Never

25. How confident are you in your current capacities and skills to perform your job effectively?

- Extremely confident
- Very confident
- Neutral
- Somewhat unconfident
- Not confident at all

26. How frequently do you receive training or professional development to enhance your capacities and skills for your job?

- Regularly (at least once a year)
- Occasionally (once every 2-3 years)
- Rarely (once every 4 years or more)
- Never
- I seek out my own training opportunities

3.3.4 WORKLOAD:

27. How would you rate your current workload?

- Very light
- Manageable
- Heavy but manageable
- Very heavy
- Overwhelming

3.3.5 USE OF IT:

28. How would you rate the IT tools and software provided for your job in terms of efficiency and ease of use?

- Excellent
- Good
- Average
- Poor
- Very poor

29. How frequently do you receive IT training or updates to ensure you're making the best use of available tools?

- Regularly (at least once a year)
- Occasionally
- Rarely
- Never