

European Label of Governance Excellence Accreditation Platform Questionnaires

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

Each questionnaire includes 12 questions, one for each of the 12 Principles of Good Democratic Governance:

Democratic participation; Human rights; Rule of law; Public ethics; Accountability; Openness and transparency; Efficient, effective and sound administration; Leadership, capability and capacity; Responsiveness; Sound financial and economic management ;Sustainability and long-term orientation; Openness to change and innovation

The questionnaires help complete the 360⁰ evaluation of the good governance practice within the local authority. They offer all key stakeholders and actors the opportunity to contribute to measuring the good democratic governance of their local authority.

Responses to the questionnaires serve to corroborate the findings of the Benchmark self-assessment with the perception of those who 'experience' good democratic governance by the municipality.

The national ELoGE Stakeholder's Platform can decide on whether to impose a minimum response threshold for each of the questionnaires. The Platform can also decide on how the questionnaires should be administered.

Structure

Each questionnaire below contains 4 sections

- Section 1 is the privacy notice that should be context-specific and conform, where applicable, with the [General Data Protection Regulation](#).
- Section 2 contains the questions related to the 12 Principles of Good Democratic Governance
- Section 3 contains additional (optional) questions the socio-demographic profile of the respondent;
- Section 4 contains additional (optional) questions the respondent.

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 1 – PRIVACY NOTICE

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

2.2 SECTION 2 – ELoGE ASSESSMENT

1. The Council strives to put people at the centre of policy and decision-making processes.
 - NOT AT ALL - The importance of resident involvement is recognised, but little is done.
 - PARTIALLY - Attempts to involve residents are made, but they are limited.
 - SUFFICIENTLY - The council frequently engages residents and acts on their feedback.
 - FULLY - Resident involvement is consistent and their contributions are valued.

2. The Council promotes the principles of fairness, dignity, equality, and respect in its operations.
 - NOT AT ALL - The significance of these principles is acknowledged, but little is done.
 - PARTIALLY - Strategies centred on these principles are devised, but not consistently applied.
 - SUFFICIENTLY - The council regularly integrates these principles into its operations.
 - FULLY - These principles are mainstreamed through all policy and decision-making processes.

3. The Council is committed to ensuring everyone receives fair and equal treatment under the law.
 - NOT AT ALL - The principle of equitable treatment is recognised but little is done.
 - PARTIALLY - There are occasional efforts to ensure just treatment for all.
 - SUFFICIENTLY - The council makes efforts to ensure fair treatment for all under the law.
 - FULLY – Council decisions treat everyone in a dignified, equal and proportional manner.

4. The Council acts in the best interests of the public in the decisions it takes.
 - NOT AT ALL – The Council often appears to overlook the public's best interests.
 - PARTIALLY – Actions are sometimes taken in the public's interests but it is not systematic.
 - SUFFICIENTLY - Most actions and decisions appear to be taken with best interests of the public in mind.
 - FULLY – Policy and decision-making pursues the public good before individual interests.

5. The Council is committed to taking responsibility and being held accountable for its actions.
 - 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 – The Council takes responsibility for and is open to scrutiny of all decisions.

6. The council is dedicated 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 it is not systematic.
 - SUFFICIENTLY - The Council generally ensures its decisions are open to the public.
 - FULLY - Decisions are made in an open and transparent manner.

7. The Council uses public resources efficiently and effectively.
 - NOT AT ALL – There is inefficient or ineffective use of Council resources.
 - PARTIALLY – Some resources are used and allocated effectively, but it is not systematic.
 - SUFFICIENTLY - Council coordinates across services on the use and allocation of resources.
 - FULLY - Available resources are used in the best way possible for the benefit of all residents.

8. The organisational leadership and professional competence enable the Council to deliver good democratic governance
 - NOT AT ALL – The Council is poorly led and public servants seem unqualified for their roles.
 - PARTIALLY - Some public servants demonstrate capability, but the Council could benefit from improved vision and leadership.
 - SUFFICIENTLY – The Council seeks to foster good governance and most public servants display the required expertise for their roles.
 - FULLY – The Council is results oriented and citizen-focused and public servants demonstrate high levels of competence and capacity in their roles.

9. The Council is responsive to the legitimate expectations and needs of those it serves.
 - NOT AT ALL - The Council doesn't respond to the expectations and needs of the community.
 - PARTIALLY – Responses are not always given in a timely and systematic manner.
 - SUFFICIENTLY - The Council generally responds community concerns.
 - FULLY – The council responds in a structured, coherent, fair and transparent manner.

10. The Council manages finances and public resources that promote the well-being of everyone.
 - NOT AT ALL - Financial management often seems careless or misdirected.
 - PARTIALLY – Financial and economic policy is not clearly linked to objectives and plans.
 - SUFFICIENTLY - The Council manages finances in line with plans and strategies.
 - FULLY - Financial policy has fixed objectives to support long-term growth and manage risks.

11. The Council take into account the potential impact of decisions on future generations.
 - NOT AT ALL - Decisions are taken to address short-term needs and current crises.
 - PARTIALLY – There is some forward-thinking, but it is not systematic.
 - SUFFICIENTLY - Council decisions often reference resilience and sustainability.
 - FULLY - Every decision gives priority to long-term sustainability.

12. The Council is open to adopting innovative methods to enhance public services.
 - NOT AT ALL - The council often seems set in its ways, resistant to innovation.
 - PARTIALLY - They occasionally adopt innovative methods, but not consistently.
 - SUFFICIENTLY - Council is generally amenable to and seeks out innovative solutions.
 - FULLY – Council is open to pilot new tools and adapt to changing policy contexts.

2.3 SECTION 3 – FURTHER QUESTIONS ON RESPONDENT (OPTIONAL)

2.3.1 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: _____

2.3.2 PROFESSIONAL BACKGROUND:

16. Current Employment Position:

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

2.3.3 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: _____

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

2.4.1 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: _____

2.4.2 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

2.4.3 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: _____

2.4.4 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: _____

2.4.5 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: _____

2.4.6 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: _____

2.4.7 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: _____

2.4.8 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 1 – PRIVACY NOTICE

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

3.2 SECTION 2 – ELoGE ASSESSMENT

1. The Council makes efforts to put people at the centre of policy and decision-making processes.
 - NOT AT ALL - The importance of resident involvement is recognised, but little is done.
 - PARTIALLY - Attempts to involve residents are made, but they are limited.
 - SUFFICIENTLY - The council frequently engages residents and acts on their feedback.
 - FULLY - Resident involvement is consistent and their contributions are valued.

2. 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 from a human rights perspective.
 - FULLY - These principles are mainstreamed through all procedures and policy processes.

3. The Council is dedicated to ensuring everyone receives fair and equal treatment under the law.
 - NOT AT ALL - The principle of equitable treatment is recognised but little is done.
 - PARTIALLY - There are occasional efforts to ensure just treatment for all.
 - SUFFICIENTLY - The council makes efforts to ensure fair treatment for all under the law.
 - FULLY – Council decisions treat everyone in a dignified, equal and proportional manner.

4. Values such as legality, integrity, objectivity, accountability, transparency, honesty, respect, and leadership taken into account by the Council in policies and processes.
 - NOT AT ALL – Those values are not considered a priority.
 - PARTIALLY - Some guidelines address these issues, but application is not systematic.
 - SUFFICIENTLY – Guidelines are in place to build confidence and trust of citizens.
 - FULLY – High standards of public ethics are observed by Council officials.

5. Internal guidelines underline the importance of taking responsibility, 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. The Council's decision-making procedures are laid out in a transparent and open way through internal guidelines and processes.
 - NOT AT ALL - Transparency is rarely the hallmark of decision-making procedures.
 - PARTIALLY - Some procedures promote transparency, but it is not systematic.
 - SUFFICIENTLY - The Council generally ensures its decisions are open to the public.
 - FULLY - Decisions are made in an open and transparent manner.

7. The Council uses public resources efficiently and effectively.
 - NOT AT ALL - There is inefficient or ineffective use of Council resources.
 - PARTIALLY – Some resources are used and allocated effectively, but it is not systematic.
 - SUFFICIENTLY - Council coordinates across services on the use and allocation of resources.
 - FULLY - Available resources are used in the best way possible for the benefit of all residents.

8. Training and capacity-building programmes for staff are designed to respond to needs and develop skills in a coherent manner.
 - NOT AT ALL - Training programmes appear outdated or lack depth.
 - PARTIALLY - Some training opportunities address needs, but there is no training strategy.
 - SUFFICIENTLY – The training offer addresses most needs and promotes professional development.
 - FULLY – Training needs assessment and training strategy updated regularly to identify the desirable skills and competencies of public officials.

9. The Council's operational framework is sufficiently flexible to adapt and respond 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 enables staff to respond to needs of residents .
 - FULLY – Responding to the needs of citizens is the core focus of the design, communication, monitoring, and delivery of public services by the Council.

10. The Council's financial procedures are designed to ensure prudent use of public funds.
 - NOT AT ALL - Financial procedures often appear wasteful.
 - PARTIALLY - Financial procedures are not clearly linked to objectives and plans..
 - SUFFICIENTLY - Most procedures are designed to optimise use of public funds.
 - FULLY - Financial policy has fixed objectives to support long-term growth and manage risks.

11. The Council's decision-making procedures are forward-thinking, mindful of future impact.
 - NOT AT ALL - Decisions often appear short-sighted, neglecting long-term impacts.
 - PARTIALLY - Long-term benefits are occasionally the focus, but it's not systematic.
 - SUFFICIENTLY - Most decisions have a clear reference to resilience, sustainability.
 - FULLY – Strategic planning and foresight maximises sustainability of decision-making.

12. How receptive is the Council's to innovative approaches or methodologies?
 - NOT AT ALL - The Council seems entrenched in its ways, resistant to change.
 - PARTIALLY - There's sporadic adoption of innovative methods, but it's not systematic.
 - SUFFICIENTLY - Council is generally amenable to and seeks out innovative solutions.
 - FULLY - Council is open to pilot new tools and adapt to changing policy contexts.

3.3 SECTION 3 – FURTHER QUESTIONS ON RESPONDENT (OPTIONAL)

3.3.1 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: _____

3.3.2 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: _____

3.3.3 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

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

3.4.1 OVERALL WORK SATISFACTION:

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

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

3.4.2 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

3.4.3 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
- Lacking in confidence
- 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

3.4.4 WORKLOAD:

27. How would you rate your current workload?

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

3.4.5 USE OF INFORMATION TECHNOLOGY:

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

- 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