



# European Label of Governance Excellence (ELoGE)



## Final report

Final narrative report of the Hungarian National Association of Local Authorities  
on the implementation of the European Label of Governance Excellence (ELoGE)  
Programme in Hungary

2023

## Table of contents

|   |    |
|---|----|
| 1. Introduction .....   | 3  |
| 1.1 The 12 principles .....   | 4  |
| 2. ELoGE in Hungary .....   | 5  |
| 2.1 ELoGE National Platform.....  | 6  |
| 2.2 Experts .....   | 6  |
| 2.3 The participating municipalities.....   | 7  |
| 2.4 About the 2023 tender phase .....   | 8  |
| 3. Questionnaire surveys .....  | 9  |
| 3.1 Online data collection .....  | 16 |
| 3.2 Self-assessment.....  | 17 |
| 3.3 Methodology.....  | 18 |
| 4. Popularisation .....   | 20 |
| 5. Award ceremony .....   | 21 |
| 6. Conclusions and recommendations for the coming years and for other countries ..... | 22 |

# 1. Introduction

We are delighted to have been able to launch the Council of Europe's European Label of Governance Excellence, ELoGE, in Hungary in 2021. In the first year of the ELoGE, we were pleased to see that the applicants included small municipalities from 260 residents to a metropolitan district with more than 115,000 inhabitants. In the first year of ELoGE, a total of 4,672 citizens and 1,650 municipal employees expressed their opinions on the work of the six winning municipalities. After a successful first edition, Hungarian municipalities could apply for the Label again in 2023.

Representatives of the National Association of Municipalities, the Ministry of the Interior, the Hungarian Village Association, the Association of Small Towns and the Homo Oecologicus Foundation continue to form the Hungarian National Platform, whose members, with the assistance of experts, award the Label, symbolised by a crystal dodecahedron statue with 12 principles of good governance.

In 2023, we gained further experience and enrichment for the participating municipalities, as it was confirmed that their work had received strong validation from the public during the application process, and it was useful to reflect on their work. They have had the opportunity to examine how the principles are applied in the public services of their municipalities and to learn from this. We believe that ELoGE's approach will be applied on a day-to-day basis by the municipalities that have been awarded the label, and that they will be a good example and a good example for future calls for proposals.

We would like to thank all participating municipalities, partner organisations, our colleagues, experts, the Council of Europe and all those who have contributed to making ELoGE Hungary a reality for the second year.



## 1.1 The 12 principles

The European Label of Governance Excellence is a generic quality label awarded to municipalities in participating countries that operate and demonstrate compliance with the 12 principles of good governance. The European Label of Governance Excellence is awarded to local authorities that are best practice in Europe, for a period of two years, in the form of a crystal dodecahedron with 12 pages of the 12 principles of good governance. The 12 principles of good governance in local government, as defined by the Council of Europe's "Strategy for Innovation and Local Governance", will be verified during the application process:

1. Participation, Fair Conduct of Elections, and Representation
2. Responsiveness
3. Effectiveness and efficiency
4. Openness and transparency
5. Rule of law
6. Ethical conduct
7. Competence and capacity
8. Innovation and openness to change
9. Sustainability and long-term planning
10. Sound financial management
11. Human rights, cultural diversity and social cohesion
12. Accountability

## Hogyan kaphatnak ELoGE-t az önkormányzatok?

- ✓ **Elküldi a nyilatkozatot**
- ✓ **Megkapja a kérdőíveket**
- ✓ **Kitölti és elősegíti a kérdőívek kitöltését**
- ✓ **Teljesíti az ELoGE kritériumokat**



*How can local authorities access ELoGE? Send the declaration. Receive the questionnaires. Fill in and facilitate the completion of the questionnaires. Meet the ELoGE criteria.*

## 2. ELoGE in Hungary

On 1 March 2021, TÖOSZ submitted its application for accreditation to the Council of Europe, and successfully invited the Ministry of Interior, the Hungarian Village Association, the Association of Small Towns and the Homo Oecologicus Foundation to cooperate at national level. The European Stakeholders' Platform for the European Label of Excellence in Governance (ELoGE) accreditation of the Council of Europe accepted the application of TÖOSZ at its meeting on 29 March 2021 and granted ELoGE accreditation until June 2024, which can be implemented in cooperation with the Association's professional partners. The adaptation process has already begun in order to tailor the Hungarian ELoGE programme to the realities of local government and to enable Hungarian municipalities to receive this prestigious recognition.

At the 29 March meeting - online - of the Arbitration Committee for the Accreditation of the European Label of Excellence in Governance of the Council of Europe, which is the enlarged Presidency of the Committee of Ministers of the Council of Europe, the International Secretary Katalin Kolin-Sabján, representing TÖOSZ, gave information and answered questions raised by the members of the international platform regarding the accreditation application and ideas of TÖOSZ. The Council of Europe's letter of positive assessment of accreditation underlines that in the assessment of each application, the impact of possible COVID-19 restrictions on the functioning of the accrediting organisations, their experience, capacity and expertise in good governance, the gender dimension and the involvement of civil society were taken into account. In 2023, TÖOSZ applied for an extension of its ELoGE accreditation from the Council of Europe, on the basis of which the ELoGE Accreditation Platform decided to renew the accreditation of TÖOSZ until 31 December 2026.



## 2.1 ELoGE National Platform



Representatives of the Hungarian National Association of Local Authorities, the Ministry of the Interior, the Association of Hungarian Villages, the Association of Small Towns and the Homo Oecologicus Foundation form the national platform, whose members act as a decision-making forum and award the label to the applicant municipalities according to rules prepared by experts.

Members of the National Platform:

- TÖOSZ ([www.toosz.hu/eloge](http://www.toosz.hu/eloge) )
- Ministry of the Interior (<https://kormany.hu/belugyminiszterium>)
- Association of Hungarian Villages ([www.faluszovetseg.hu](http://www.faluszovetseg.hu) )
- Association of Small Towns ([www.kisvarosok.hu](http://www.kisvarosok.hu) )
- Homo Oecologicus Foundation (<https://www.hoec.hu/> )

## 2.2 Experts

In addition to reviewing and updating, as necessary, the Hungarian ELoGE application and evaluation system developed in the Hungarian ELoGE Programme in 2023 on the basis of the 12 principles of good governance and benchmarks adapted in 2021, the experts were asked to provide professional assessment of the applications received, professional support to applicants and information during the period from the announcement of the call for proposals to the award of the prizes. The European Governance Label Award Committee, which is composed of the members of the National Platform, is composed of representatives of the listed organisations. The Label Committee decides whether to award the Label or reject the municipality's application on the basis of reports and recommendations from three independent experts.



Katalin Fekete

Dr. Tamás Ganczer

Dr. Gábor Zongor

## 2.3 The participating municipalities

Mayors who are committed to democracy, who not only run their municipalities well but are also keen to show it to the world, can apply for the Label from 24 May to 30 July 2023.

**By 30 July 2023, 18 municipalities had signed up to the programme:**

- The Municipality of Alsóörs
- Budapest Capital XIII. District Municipality
- Municipality of Bödeháza
- Municipality of Csákánydoroszló
- Érd Megyei Jogú Város Municipality
- Municipality of Gyöng
- Municipality of Hernád Nagyközség
- Municipality of Ipolytölgyes
- Municipality of Nagyvenyim
- Municipality of Pilisborosjenő
- Municipality of Pomáz City
- Municipality of Rigács
- Szarvas City Municipality
- Municipality of Szászvár
- Municipality of Sződliget Nagyközség
- Municipality of Szűcsi
- Municipality of the City of Vép
- The Municipality of Zalaszentgrót
- 

**By the deadline of 30 September 2023, the following municipalities had reached the required number of completions and submitted their applications:**

- The Municipality of Alsóörs
- Budapest Capital XIII. District Municipality
- Municipality of Bödeháza
- Municipality of Hernád Nagyközség
- Municipality of Rigács
- Szarvas City Municipality
- Municipality of the City of Vép
- The Municipality of Zalaszentgrót

**The Label Committee decided at its online meeting on 15 November 2023 to award the European Label of Governance Excellence to the following municipalities:**

- Budapest Capital XIII. District Municipality
- Municipality of Hernád Nagyközség
- Municipality of Rigács
- Szarvas City Municipality
- Municipality of the City of Vép
- The Municipality of Zalaszentgrót

## 2.4 About the 2023 tender phase



This year, for the second time, we launched the European Governance Excellence Label program in Hungary. The scheme, adapted and developed in 2021, tested well in the year of its launch, so we reviewed all the related documents with our experts - Dr. Tamás Ganczer, Katalin Fekete and Dr. Gábor Zongor - and made clarifications where necessary, which were adopted at the National Platform online meeting.

Following the announcement of the call for proposals on 24 May 2023, an ELoGE online conference - "Why and how to apply" - was held to inform interested municipalities about the call for proposals. The online questionnaires for residents and employees, which were again this year technically supported by the IKIR system of the Ministry of the Interior, were sent to all applicant municipalities together with an updated MS Excel questionnaire for self-evaluation. Thanks to the technical support of the Ministry of the Interior, we were able to retrieve the results ourselves via the IKIR interface and were notified of new completions on a weekly basis. We kept the information flowing to ensure that all municipalities could meet the required number of questionnaire completions and other conditions by the deadline of 30 September 2023. To facilitate this, all municipalities were provided with direct access to our experts, who were able to provide technical assistance in case of questions.



By the 30 July 2023 deadline, 18 municipalities had applied for the programme, and by the 30 September 2023 deadline, 8 municipalities had reached the required number of completions and submitted their applications. Based on the preliminary examination of the applications, it was found that the municipalities of Bödeháza Municipality did not achieve the minimum average score of 3 on the questionnaire and therefore, according to the rules of the European Label of Governance Excellence, the label cannot be awarded. The municipality concerned was informed of this and, following the expert examination of the material submitted for the remaining seven municipalities, the completion of the procedures for all municipalities and the evaluation of the submitted documents, the Label Committee met on 15 November, based on the reports and recommendations of the three independent experts, and decided to award the Label and, in one case, to reject the application of the municipality of Alsóörs Municipality. In this case, the municipality did not remedy all the deficiencies indicated in the call for deficiencies, according to the unanimous opinion of the experts. To our great pleasure, one municipality responded a second time to our call and fulfilled the conditions again, so the Municipality of Budapest XIII District was awarded ELoGE again in 2023 after 2021.

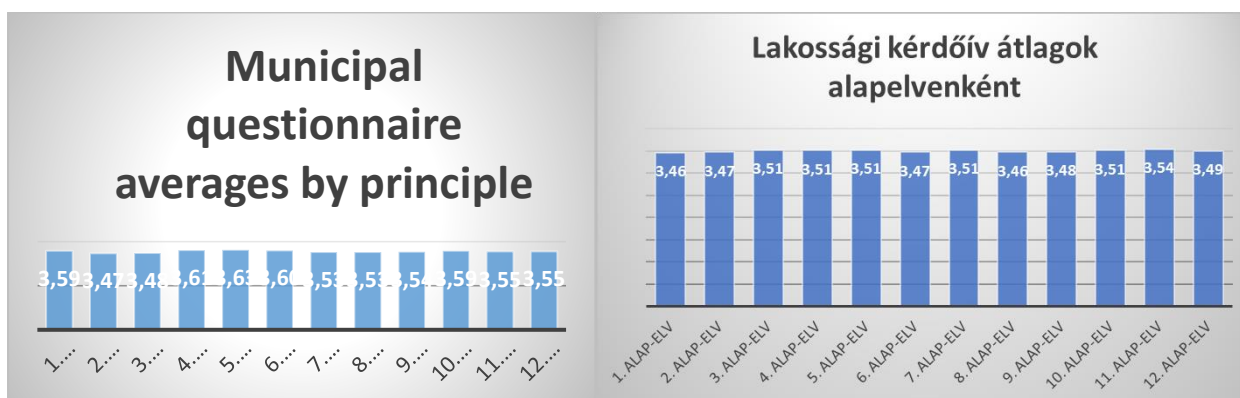


### 3. Questionnaire surveys

A summary of the municipal self-assessment, the questionnaires completed by citizens and municipal employees, elected local officials and elected representatives was compiled based on the results of a total of **2,025** municipal employee questionnaires and **7,154** citizen questionnaires received by IKIR, as well as the results of the municipal self-assessments.

Averages per principle

| Self-administered questionnaire | 1. Basic principle | 2. Basic principle | 3. Basic principle | Principle 4 | 5. Basic principle | 6. Basic principle | Principle 7 | 8. Basic principle | Principle 9 | 10. Basic principle | 11. Basic principle | Principle 12 |
|---------------------------------|--------------------|--------------------|--------------------|-------------|--------------------|--------------------|-------------|--------------------|-------------|---------------------|---------------------|--------------|
| Bp. XIII. district.             | 3,74               | 3,74               | 3,76               | 3,76        | 3,77               | 3,78               | 3,73        | 3,76               | 3,72        | 3,74                | 3,72                | 3,73         |
| Hernád                          | 3,75               | 3,69               | 3,67               | 3,82        | 3,81               | 3,79               | 3,63        | 3,71               | 3,76        | 3,71                | 3,76                | 3,70         |
| Rigács                          | 4,00               | 3,50               | 3,75               | 4,00        | 4,00               | 4,00               | 4,00        | 4,00               | 3,75        | 4,00                | 4,00                | 4,00         |
| Deer                            | 3,42               | 3,38               | 3,33               | 3,56        | 3,37               | 3,42               | 3,27        | 3,29               | 3,32        | 3,40                | 3,29                | 3,38         |
| Vép                             | 3,49               | 3,41               | 3,38               | 3,39        | 3,49               | 3,36               | 3,57        | 3,41               | 3,50        | 3,41                | 3,41                | 3,33         |
| Zalaszentgrót                   | 3,14               | 3,10               | 3,00               | 3,14        | 3,36               | 3,27               | 3,00        | 3,00               | 3,17        | 3,25                | 3,11                | 3,18         |
| <b>Average</b>                  | <b>3,59</b>        | <b>3,47</b>        | <b>3,48</b>        | <b>3,61</b> | <b>3,63</b>        | <b>3,60</b>        | <b>3,53</b> | <b>3,53</b>        | <b>3,54</b> | <b>3,59</b>         | <b>3,55</b>         | <b>3,55</b>  |
| <b>Main average</b>             | <b>3,56</b>        |                    |                    |             |                    |                    |             |                    |             |                     |                     |              |

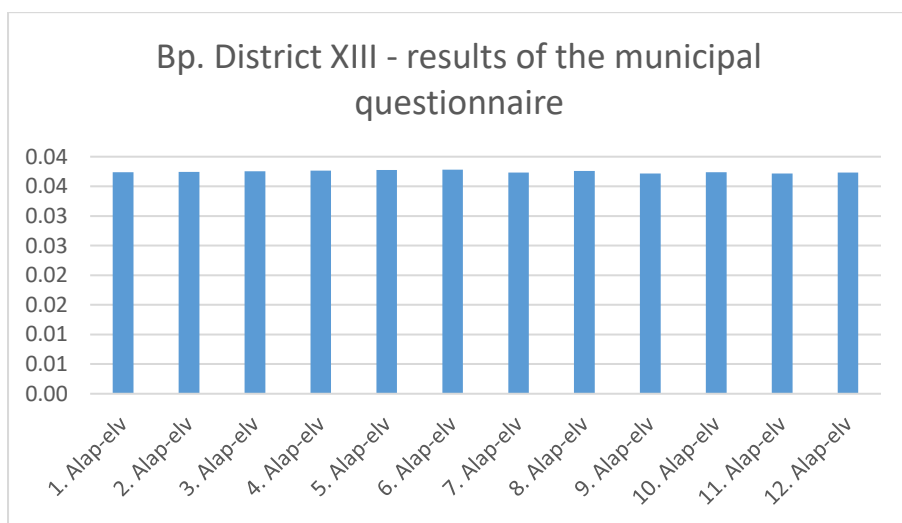


| Residents' questionnaire | 1. Basic principle | 2. Basic principle | 3. Basic principle | Principle 4 | 5. Basic principle | 6. Basic principle | Principle 7 | 8. Basic principle | Principle 9 | 10. Basic principle | 11. Basic principle | Principle 12 |
|--------------------------|--------------------|--------------------|--------------------|-------------|--------------------|--------------------|-------------|--------------------|-------------|---------------------|---------------------|--------------|
| Bp. XIII. district.      | 3,77               | 3,72               | 3,79               | 3,75        | 3,74               | 3,77               | 3,77        | 3,77               | 3,76        | 3,79                | 3,81                | 3,80         |
| Hernád                   | 3,68               | 3,61               | 3,60               | 3,64        | 3,74               | 3,74               | 3,67        | 3,65               | 3,63        | 3,70                | 3,75                | 3,70         |
| Rigács                   | 3,57               | 3,76               | 3,85               | 3,74        | 3,67               | 3,69               | 3,62        | 3,56               | 3,51        | 3,56                | 3,72                | 3,63         |
| Deer                     | 3,33               | 3,36               | 3,50               | 3,50        | 3,46               | 3,34               | 3,52        | 3,41               | 3,49        | 3,51                | 3,40                | 3,42         |
| Vép                      | 3,49               | 3,41               | 3,38               | 3,39        | 3,49               | 3,36               | 3,57        | 3,41               | 3,50        | 3,41                | 3,41                | 3,33         |
| Zalaszentgrót            | 2,89               | 2,95               | 2,96               | 3,02        | 2,96               | 2,91               | 2,93        | 2,98               | 2,97        | 3,08                | 3,14                | 3,07         |
| <b>Average</b>           | <b>3,46</b>        | <b>3,47</b>        | <b>3,51</b>        | <b>3,51</b> | <b>3,51</b>        | <b>3,47</b>        | <b>3,51</b> | <b>3,46</b>        | <b>3,48</b> | <b>3,51</b>         | <b>3,54</b>         | <b>3,49</b>  |

**Municipality of Budapest XIII. district**

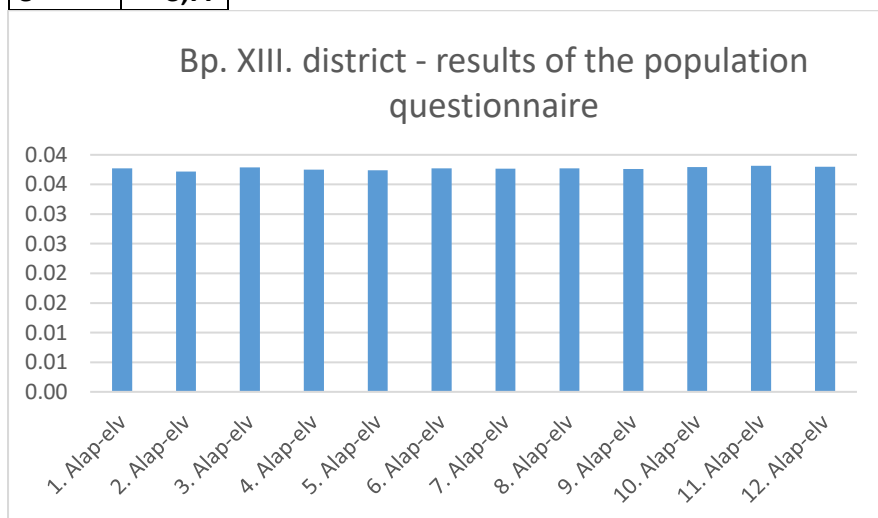
Employee questionnaire results:

|                     | 1. Basic principle | 2. Basic principle | 3. Basic principle | Principle 4 | 5. Basic principle | 6. Basic principle | Principle 7 | 8. Basic principle | Principle 9 | 10. Basic principle | 11. Basic principle | Principle 12 |
|---------------------|--------------------|--------------------|--------------------|-------------|--------------------|--------------------|-------------|--------------------|-------------|---------------------|---------------------|--------------|
| Average             | 3,74               | 3,74               | 3,76               | 3,76        | 3,77               | 3,78               | 3,73        | 3,76               | 3,72        | 3,74                | 3,72                | 3,73         |
| <b>Main average</b> | <b>3,75</b>        |                    |                    |             |                    |                    |             |                    |             |                     |                     |              |



Residents' questionnaire results:

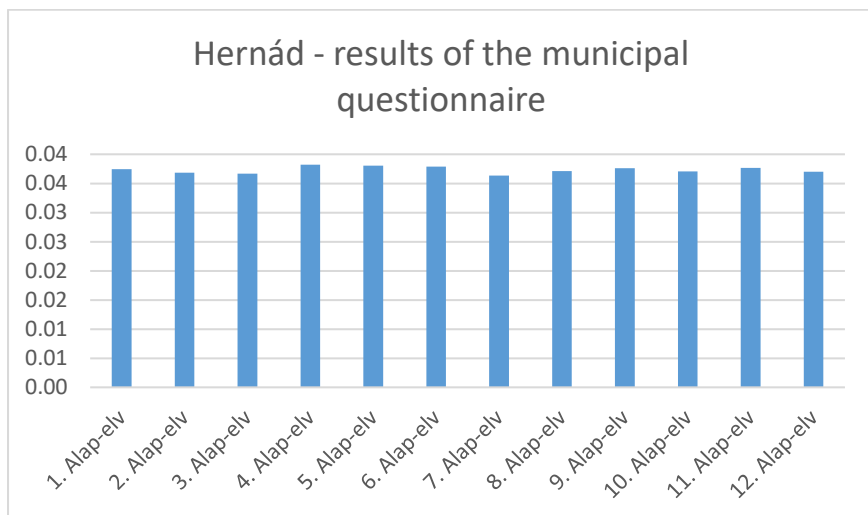
|                     | 1. Basic principle | 2. Basic principle | 3. Basic principle | Principle 4 | 5. Basic principle | 6. Basic principle | Principle 7 | 8. Basic principle | Principle 9 | 10. Basic principle | 11. Basic principle | Principle 12 |
|---------------------|--------------------|--------------------|--------------------|-------------|--------------------|--------------------|-------------|--------------------|-------------|---------------------|---------------------|--------------|
| Average             | 3,77               | 3,72               | 3,79               | 3,75        | 3,74               | 3,77               | 3,77        | 3,77               | 3,76        | 3,79                | 3,81                | 3,80         |
| <b>Main average</b> | <b>3,77</b>        |                    |                    |             |                    |                    |             |                    |             |                     |                     |              |



## Municipality of Hernád

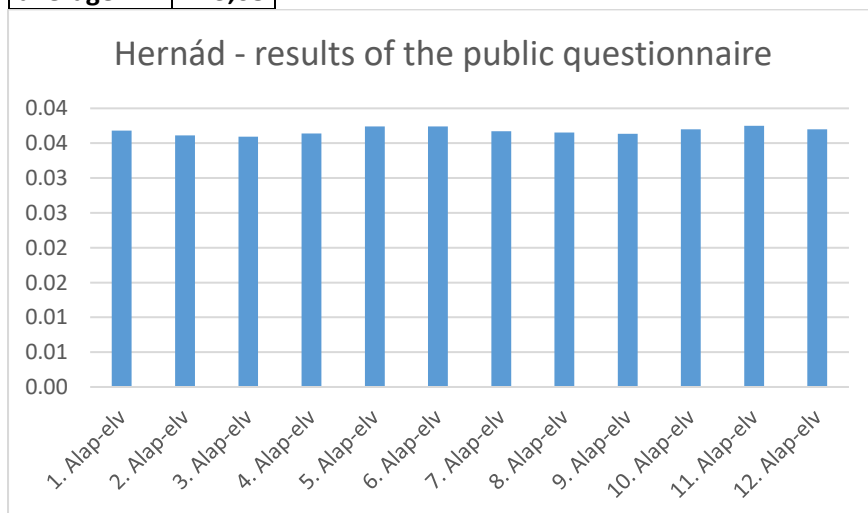
Employee questionnaire results:

|                     | 1. Basic principle | 2. Basic principle | 3. Basic principle | Principle 4 | 5. Basic principle | 6. Basic principle | Principle 7 | 8. Basic principle | Principle 9 | 10. Basic principle | 11. Basic principle | Principle 12 |
|---------------------|--------------------|--------------------|--------------------|-------------|--------------------|--------------------|-------------|--------------------|-------------|---------------------|---------------------|--------------|
| Average             | 3,75               | 3,69               | 3,67               | 3,82        | 3,81               | 3,79               | 3,63        | 3,71               | 3,76        | 3,71                | 3,76                | 3,70         |
| <b>Main average</b> | <b>3,73</b>        |                    |                    |             |                    |                    |             |                    |             |                     |                     |              |



Residents' questionnaire results:

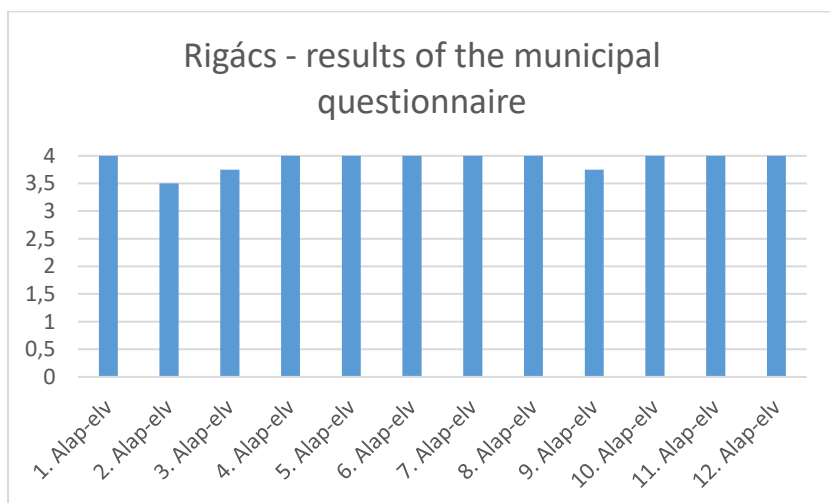
|                     | 1. Basic principle | 2. Basic principle | 3. Basic principle | Principle 4 | 5. Basic principle | 6. Basic principle | Principle 7 | 8. Basic principle | Principle 9 | 10. Basic principle | 11. Basic principle | Principle 12 |
|---------------------|--------------------|--------------------|--------------------|-------------|--------------------|--------------------|-------------|--------------------|-------------|---------------------|---------------------|--------------|
| Average             | 3,68               | 3,61               | 3,60               | 3,64        | 3,74               | 3,74               | 3,67        | 3,65               | 3,63        | 3,70                | 3,75                | 3,70         |
| <b>Main average</b> | <b>3,68</b>        |                    |                    |             |                    |                    |             |                    |             |                     |                     |              |



## Municipality of Rigács

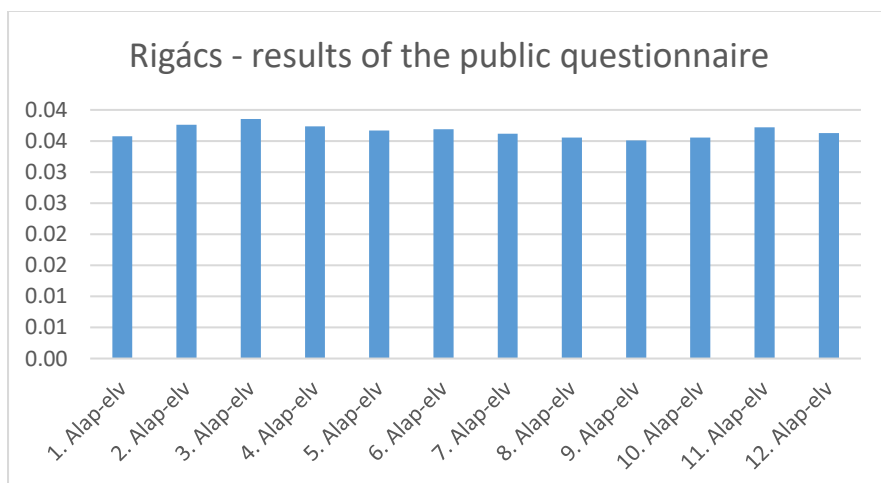
Employee questionnaire results:

|                     | 1. Basic principle | 2. Basic principle | 3. Basic principle | Principle 4 | 5. Basic principle | 6. Basic principle | Principle 7 | 8. Basic principle | Principle 9 | 10. Basic principle | 11. Basic principle | Principle 12 |
|---------------------|--------------------|--------------------|--------------------|-------------|--------------------|--------------------|-------------|--------------------|-------------|---------------------|---------------------|--------------|
| Average             | 4                  | 3,5                | 3,75               | 4           | 4                  | 4                  | 4           | 4                  | 3,75        | 4                   | 4                   | 4            |
| <b>Main average</b> | <b>3,92</b>        |                    |                    |             |                    |                    |             |                    |             |                     |                     |              |



Residents' questionnaire results:

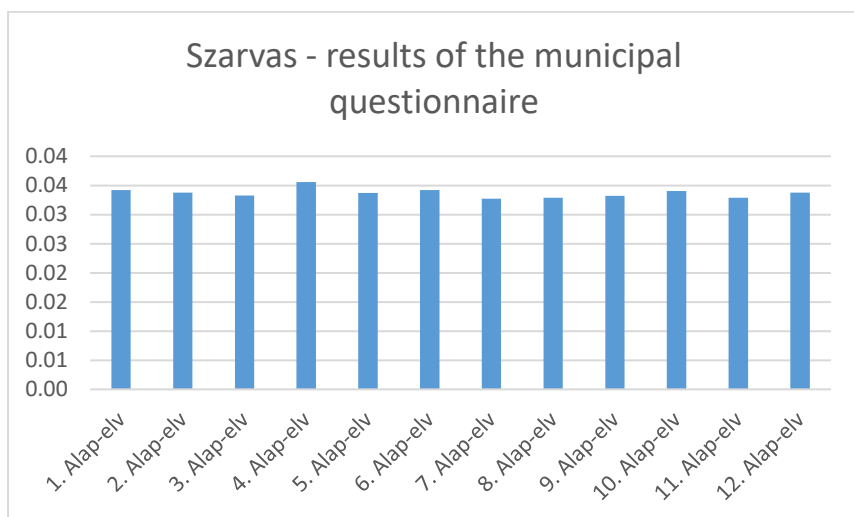
|                     | 1. Basic principle | 2. Basic principle | 3. Basic principle | Principle 4 | 5. Basic principle | 6. Basic principle | Principle 7 | 8. Basic principle | Principle 9 | 10. Basic principle | 11. Basic principle | Principle 12 |
|---------------------|--------------------|--------------------|--------------------|-------------|--------------------|--------------------|-------------|--------------------|-------------|---------------------|---------------------|--------------|
| Average             | 3,57               | 3,76               | 3,85               | 3,74        | 3,67               | 3,69               | 3,62        | 3,56               | 3,51        | 3,56                | 3,72                | 3,63         |
| <b>Main average</b> | <b>3,66</b>        |                    |                    |             |                    |                    |             |                    |             |                     |                     |              |



## Municipality of Szarvas

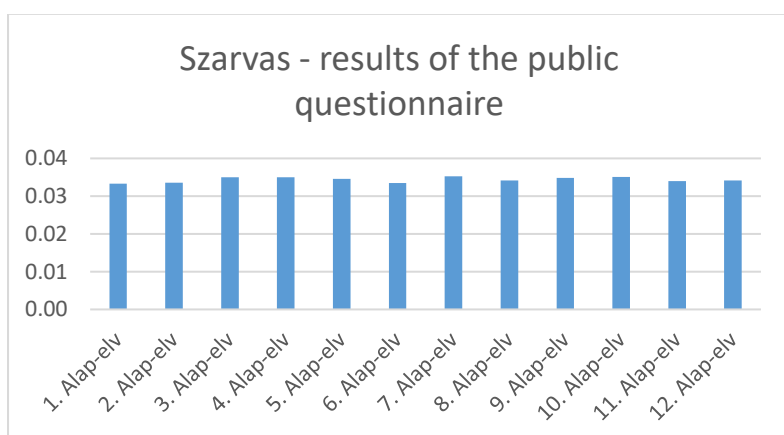
Employee questionnaire results:

|                     | 1. Basic principle | 2. Basic principle | 3. Basic principle | Principle 4 | 5. Basic principle | 6. Basic principle | Principle 7 | 8. Basic principle | Principle 9 | 10. Basic principle | 11. Basic principle | Principle 12 |
|---------------------|--------------------|--------------------|--------------------|-------------|--------------------|--------------------|-------------|--------------------|-------------|---------------------|---------------------|--------------|
| Average             | 3,42               | 3,38               | 3,33               | 3,56        | 3,37               | 3,42               | 3,27        | 3,29               | 3,32        | 3,40                | 3,29                | 3,38         |
| <b>Main average</b> | <b>3,37</b>        |                    |                    |             |                    |                    |             |                    |             |                     |                     |              |



Residents' questionnaire results:

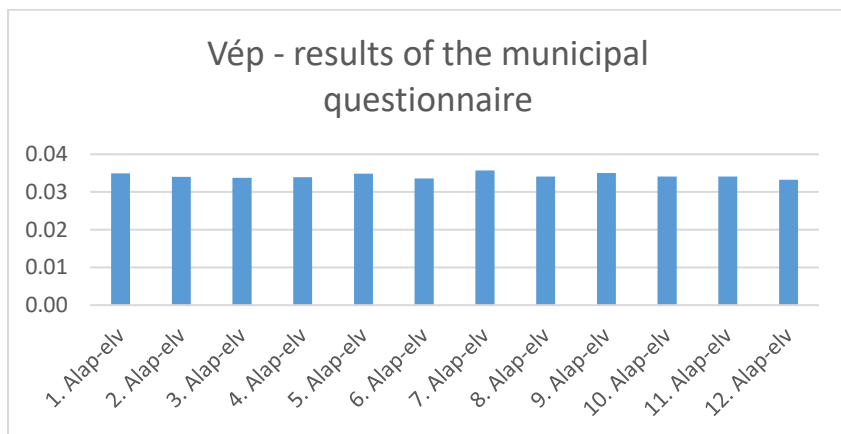
|                     | 1. Basic principle | 2. Basic principle | 3. Basic principle | Principle 4 | 5. Basic principle | 6. Basic principle | Principle 7 | 8. Basic principle | Principle 9 | 10. Basic principle | 11. Basic principle | Principle 12 |
|---------------------|--------------------|--------------------|--------------------|-------------|--------------------|--------------------|-------------|--------------------|-------------|---------------------|---------------------|--------------|
| Average             | 3,33               | 3,36               | 3,50               | 3,50        | 3,46               | 3,34               | 3,52        | 3,41               | 3,49        | 3,51                | 3,40                | 3,42         |
| <b>Main average</b> | <b>3,44</b>        |                    |                    |             |                    |                    |             |                    |             |                     |                     |              |



## Municipality of Vép

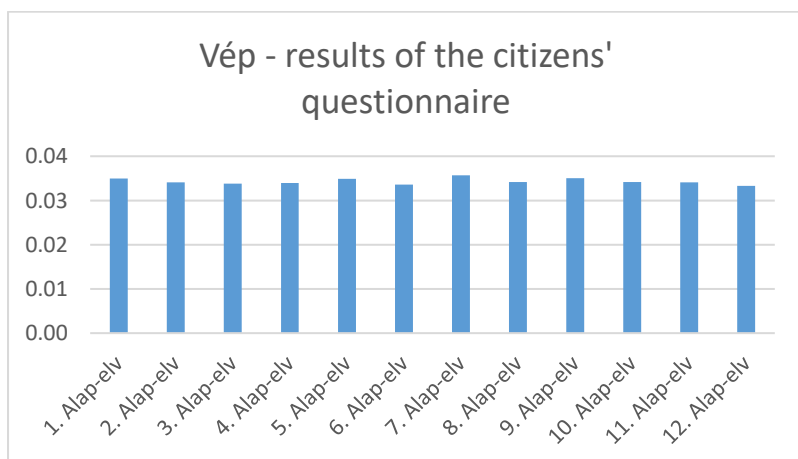
Employee questionnaire results:

|                     | 1. Basic principle | 2. Basic principle | 3. Basic principle | Principle 4 | 5. Basic principle | 6. Basic principle | Principle 7 | 8. Basic principle | Principle 9 | 10. Basic principle | 11. Basic principle | Principle 12 |
|---------------------|--------------------|--------------------|--------------------|-------------|--------------------|--------------------|-------------|--------------------|-------------|---------------------|---------------------|--------------|
| Average             | 3,49               | 3,41               | 3,38               | 3,39        | 3,49               | 3,36               | 3,57        | 3,41               | 3,50        | 3,41                | 3,41                | 3,33         |
| <b>Main average</b> | <b>3,43</b>        |                    |                    |             |                    |                    |             |                    |             |                     |                     |              |



Residents' questionnaire results:

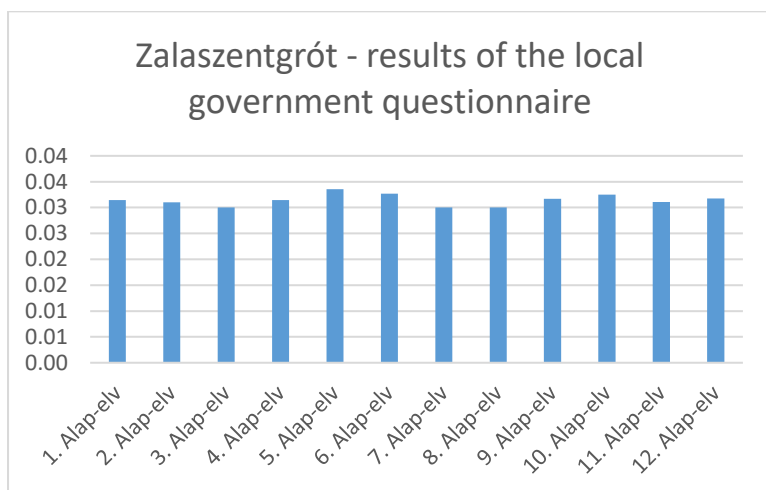
|                     | 1. Basic principle | 2. Basic principle | 3. Basic principle | Principle 4 | 5. Basic principle | 6. Basic principle | Principle 7 | 8. Basic principle | Principle 9 | 10. Basic principle | 11. Basic principle | Principle 12 |
|---------------------|--------------------|--------------------|--------------------|-------------|--------------------|--------------------|-------------|--------------------|-------------|---------------------|---------------------|--------------|
| Average             | 3,49               | 3,41               | 3,38               | 3,39        | 3,49               | 3,36               | 3,57        | 3,41               | 3,50        | 3,41                | 3,41                | 3,33         |
| <b>Main average</b> | <b>3,26</b>        |                    |                    |             |                    |                    |             |                    |             |                     |                     |              |



## Municipality of Zalaszentgrót

Employee questionnaire results:

|                     | 1. Basic principle | 2. Basic principle | 3. Basic principle | Principle 4 | 5. Basic principle | 6. Basic principle | Principle 7 | 8. Basic principle | Principle 9 | 10. Basic principle | 11. Basic principle | Principle 12 |
|---------------------|--------------------|--------------------|--------------------|-------------|--------------------|--------------------|-------------|--------------------|-------------|---------------------|---------------------|--------------|
| Average             | 3,14               | 3,10               | 3,00               | 3,14        | 3,36               | 3,27               | 3,00        | 3,00               | 3,17        | 3,25                | 3,11                | 3,18         |
| <b>Main average</b> | <b>3,14</b>        |                    |                    |             |                    |                    |             |                    |             |                     |                     |              |



Residents' questionnaire results:

|                     | 1. Basic principle | 2. Basic principle | 3. Basic principle | Principle 4 | 5. Basic principle | 6. Basic principle | Principle 7 | 8. Basic principle | Principle 9 | 10. Basic principle | 11. Basic principle | Principle 12 |
|---------------------|--------------------|--------------------|--------------------|-------------|--------------------|--------------------|-------------|--------------------|-------------|---------------------|---------------------|--------------|
| Average             | 2,89               | 2,95               | 2,96               | 3,02        | 2,96               | 2,91               | 2,93        | 2,98               | 2,97        | 3,08                | 3,14                | 3,07         |
| <b>Main average</b> | <b>2,99</b>        |                    |                    |             |                    |                    |             |                    |             |                     |                     |              |

## Winning municipalities

| Település              | Vármegye         | Lakosságszám | Önkormányzati dolgozók száma (fő) | Polgármester neve          | Lakosság kitöltési kötelezettsége (min.fő) |
|------------------------|------------------|--------------|-----------------------------------|----------------------------|--|
| Budapest XIII. kerület | Budapest Főváros | 115 237      | 2100                              | Dr.Tóth József             | 3 000                                      |
| Szarvas                | Békés            | 14 928       | 83                                | Babák Mihály               | 800  |
| Zalaszentgrót          | Zala             | 6 244        | 49                                | Baracska József            | 600  |
| Hernád                 | Pest             | 4 351        | 75                                | Zsírosné dr. Pallaga Mária | 300  |
| Vép                    | Vas              | 3 388        | 91                                | Kovács Péter Sándor        | 300  |
| Rigács                 | Veszprém         | 218          | 5                                 | Dr. Kertész-Bakos Ferenc   | 44   |

All the municipalities awarded ELOGE in 2023 exceeded the expected completion rates

## 3.1 Online data collection

For the online data collection, i.e. the electronic sharing of the questionnaires for the population and employees, we used the IKIR system mentioned earlier, with the technical assistance of the staff delegated by the Ministry of Interior, which was involved in the domestic implementation of the ELoGE Programme from the beginning. All the documents and the two URLs were sent to the municipalities applying for the programme by electronic mail, which the municipalities could then send to the relevant stakeholders, and the current results were notified at regular intervals.

Üdvözljük az ELoGE Programban!

Magyar ELoGE Program  
Címzett: [email]  
Másolatot kap: TÓOSZ Titkarság

Az üzenetet továbbította: 2023. 07. 31., 17:31.

ELJÁRÁSI SZABÁLYOK AZ EURÓPAI KIVÁLÓ KORMÁNYZÁS VÉDJEGY ODAITÉLÉSÉHEZ.pdf (205 KB)  
GYIK\_ELoGE\_2023.pdf (273 KB)  
HOGYAN KAPHATÓK\_Európai\_Kiváló\_Kormányzás\_Védjegy\_ELoGE\_2023\_.pdf (197 KB)  
Európai\_Kiváló\_Kormányzás\_Védjegy\_Benchmarking\_2023.pdf (359 KB)  
ELoGE\_Érettségi\_mátrix\_20230727.xlsx

**Ézúton megküldjük a kormányzás minőségének ellenőrzéséhez szükséges dokumentumokat:**

- 1. Kérdőív az önkormányzat számára a jó demokratikus kormányzás 12 elve szerint.** (Az önértékelésre szolgáló ún. Érettségi Mátrix, MS Excel fájlformátumú kérdőív, mellékletben csatolva)
- 2. Kérdőív a polgárok számára a jó demokratikus kormányzás 12 elve szerint (online kérdőív):**  
[https://felmeres.ikir.bm.gov.hu/ikir\\_felmeres/?ACTION=FELMERES\\_KERDOIV\\_A09D91B3A7E54694A76FA441A418E4E8\\_ITEM](https://felmeres.ikir.bm.gov.hu/ikir_felmeres/?ACTION=FELMERES_KERDOIV_A09D91B3A7E54694A76FA441A418E4E8_ITEM)
- 3. Kérdőív önkormányzati dolgozóknak, választott helyi tisztségviselőknél és megválasztott képviselőknél a jó demokratikus kormányzás 12 elve szerint (online kérdőív):**  
[https://felmeres.ikir.bm.gov.hu/ikir\\_felmeres/?ACTION=FELMERES\\_KERDOIV\\_50966F81257846B292288CD79987D873\\_ITEM](https://felmeres.ikir.bm.gov.hu/ikir_felmeres/?ACTION=FELMERES_KERDOIV_50966F81257846B292288CD79987D873_ITEM)

**Fontos időpontok**

**Beadási határidő (Az ELoGE kritériumok teljesítésének határideje): 2023. szeptember 30.**

### Welcome letter to the applicant municipalities

IKIR

Az Ön tartózkodási helye (ha nincs lakóhelye vagy élethelyzetében nem a lakóhelyén tartózkodik?)

**Köztisztviselői kérdések**

Demokratikus választás, képviselet és részvétel annak biztosítása érdekében, hogy minden polgár valódi lehetőséget kapjon a helyi közigazgatás való bevonására. Előzetesen vegyen azokkal a lehetőségekkel, amelyekkel befolyással lehetnek a számára fontos önkormányzati döntésekre. +

Nem tudja, nincs véleménye  Nagyon gyanús  Elég gyanús  Elég jó  Nagyon jó

Választásbiztonság annak biztosítása, hogy a helyi önkormányzat megfelelően a polgárok jogos elvárásait és igényeit. Ezen a területen a szociálpolitikai kapcsolatok szakszerűen kezelik. +

Nem tudja, nincs véleménye  Nagyon gyanús  Elég gyanús  Elég jó  Nagyon jó

Érdektelenség és határhelyesség, hogy biztosítsák a cílok teljesítését az erőforrások lehető legjobb felhasználása mellett. Összesítésben előzetesen vegyen az önkormányzat által nyújtott szolgáltatásokat. +

Nem tudja, nincs véleménye  Nagyon gyanús  Elég gyanús  Elég jó  Nagyon jó

Nyitottság és átláthatóság, hogy biztosítsák az információkhoz való nyilvános hozzáférést és a helyi közigazgatás leteremtését, megújítását, megújítását. Ez az önkormányzat jó munkát végez az állampolgárok tájékoztatásában a helyi politikai napirend szereplőjéről. +

Nem tudja, nincs véleménye  Nagyon gyanús  Elég gyanús  Elég jó  Nagyon jó

Jogállamiság, tisztesség, a pártatlanság és a közérdeklődés biztosítása érdekében. Ennek az önkormányzatnál az összes lakos közt érdeke érvényesül, nem pedig az egyesek közt érdeke. +

Nem tudja, nincs véleménye  Nagyon gyanús  Elég gyanús  Elég jó  Nagyon jó

Ettől függetlenül annak biztosítása érdekében, hogy a köztisztviselők a magánéletük elvárással. Ezen a területen minden személy egyenlő bánásmódot élvez, függetlenül attól, hogy milyen kapcsolatban áll a választott képviselőkkel és tisztviselőkkel. +

Nem tudja, nincs véleménye  Nagyon gyanús  Elég gyanús  Elég jó  Nagyon jó

Kompetencia és kapacitás annak biztosítása érdekében, hogy a helyi köztisztviselők a tisztességgel jól teljesíthessék feladataikat. A legfontosabb tisztviselőknél az önkormányzatnál kompetens ember, aki ért ahoz (átérték) amit csinál. +

Nem tudja, nincs véleménye  Nagyon gyanús  Elég gyanús  Elég jó  Nagyon jó

Innováció és nyitottság a változásoknak annak biztosítása érdekében, hogy az új megoldásokból és a gyakorlatokból előny tudjanak származni. Ennek az önkormányzatnál jó eljárásokat alkalmaznak az állampolgárok javát szolgáló javítás érdekében. +

Nem tudja, nincs véleménye  Nagyon gyanús  Elég gyanús  Elég jó  Nagyon jó

Fenntartás és hosszú távú tervezés a jövő generációk érdekében fejlesztés érdekében. Ennek az önkormányzatnál a döntéshozók bevonják az állampolgárokat a helyi problémák megoldására irányuló lépésekre. +

Nem tudja, nincs véleménye  Nagyon gyanús  Elég gyanús  Elég jó  Nagyon jó

Megbízható pénzügyi mérleg a közpénzek korlátozott és eredményes felhasználásának biztosítása érdekében. Ez az önkormányzat jó munkát végez abban, hogy tájékoztassa az állampolgárokat arról, hogy az adóterhek mit kapnak a pénzért. +

Nem tudja, nincs véleménye  Nagyon gyanús  Elég gyanús  Elég jó  Nagyon jó

Az emberi jogok a kultúra sokszínűsége és a társadalmi kohézió annak biztosítása érdekében, hogy minden állampolgár védelem és tiszteltve tartanak, és hogy senki ne diszkrimináljon vagy rasszizmus. Ezen a területen tiszteltve tartják az emberi jogokat, és azok végrehajtása a lakosság minden csoportjában végbemen. +

Nem tudja, nincs véleménye  Nagyon gyanús  Elég gyanús  Elég jó  Nagyon jó

Értékelhetőség, annak biztosítása, hogy a helyi köztisztviselők és tisztviselők felelősséget vállaljanak tetteikért és azokat felelősségre vonhatók legyenek. Ezen a területen a megválasztott tisztviselők jók abban, hogy elmagyarázzák döntéseiket a helyi lakosoknak. +

Nem tudja, nincs véleménye  Nagyon gyanús  Elég gyanús  Elég jó  Nagyon jó

**Köztisztviselői kérdések**

Köztisztviselői kérdések

Kérdőív, hogy kitöltésére kerüljön!

The IKIR system ELoGE questionnaire interface





## 3.3 Methodology



In order for a local authority to participate in the European Label of Governance Excellence, and thus in the quality of governance audit, it had to follow the following steps:

### 1, Sends the declaration

Please go to [toosz.hu/ELoGE](https://toosz.hu/ELoGE) and download the ELoGE Declaration of Commitment from<sup>1</sup> and send us a printed, signed and digitised version of the document in PDF, jpg or png format via the online interface.

### 2, Receive the questionnaires

Once the declaration has been received, you will receive the following questionnaires electronically:

- Questionnaire for local government on the 12 principles of good democratic governance (self-assessment, Excel questionnaire).
- Questionnaire for citizens on the 12 principles of good democratic governance (online questionnaire).
- Questionnaire for municipal employees, elected local officials and elected representatives on the 12 principles of good democratic governance (online questionnaire).

### 3, Completes and facilitates the completion of questionnaires

The questionnaire, the so-called maturity matrix, which facilitates the self-assessment of **local authorities**, can be completed by filling in the Excel questionnaire sent electronically. The completed questionnaire, together with the supporting documents specified, should be sent to the municipality by e-mail to [eloge@toosz.hu](mailto:eloge@toosz.hu).



**ELoGE**

<sup>1</sup> A statement that the municipality is committed to the 12 principles of good democratic governance in accordance with the relevant Council of Europe documents and that the municipality intends to participate in the application.

The questionnaire for **citizens** must be completed by a number of local residents in each municipality, based on the population of the municipality, as set out in the table below:

| Population                  | Minimum number of participants in the survey |
|-----------------------------|--|
| under 100 people            | 30% of the population                        |
| Between 100-499 persons     | 20% of the population                        |
| Between 500-999 persons     | 150 persons                                  |
| Between 1000-1999 persons   | 200 persons                                  |
| Between 2000-4999 persons   | 300 persons                                  |
| Between 5000-9999 persons   | 600 persons                                  |
| Between 10000-49999 persons | 800 persons                                  |
| Between 50000-99999 persons | 1000 persons                                 |
| Over 100000 inhabitants     | 3000 persons                                 |

The questionnaire for **municipal employees, elected local officials and elected representatives** must be completed by at least 50% of the persons concerned.

### Meets the ELoGE criteria

- conduct a survey in your municipality, with at least the minimum number of people;
- facilitates and completes a minimum number of public satisfaction questionnaires;
- the results of the self-assessment confirm the application of the governance quality standards set out in the progress matrix - the frame of reference developed by the Council of Europe (the municipality scores an average of 3 or more points as a result of the self-assessment, with an average of 2 or more points for each principle);
- collect and provide evidence to justify their self-assessment;
- positively justifies the self-assessment result, taking into account the evidence presented and the results of the residents' surveys

The Label Committee is composed of representatives of the organisations listed above. The Label Committee decides whether to award the Label or reject the municipality's application on the basis of reports and recommendations from at least two independent experts. The award of the label is for a period of two years, renewable if the conditions are met.



## 4. Popularisation

At the General Assembly meeting of the Hungarian National Association of Local Authorities (TÖOSZ) 2023 on 24 May 2023 and its accompanying event, Alina Tatarenko, Head of the Council of Europe's Centre of Expertise on Good Governance, informed the participating municipal leaders about the European label of good governance. Following the event, Dr. Ferenc Gyergyák, Secretary General of TÖOSZ, announced the ELoGE 2023 call for applications.



Presentation by Alina Tatarenko, Head of the Council of Europe's Centre of Expertise on Good Governance, at Hungexpo 2023, Budapest, 24 May 2023

In the period 24 May - 30 July 2023, we promoted the European Label of Governance Excellence call for proposals in the following ways, without claiming to be exhaustive, with the help of our own and the implementing organisations:

- Online information workshop
- Newsletter
- SELFGovernment (Önkormányzat) newspaper
- Websites
- Publication
- Social media
- TÖOSZ Online Platform
- Events



## 5. Awards ceremony



For the second time this year, the European Label of Governance Excellence (ELoGE) was awarded for the second time at the European Label of Governance Excellence ceremony on 20 November 2023 in the Marble Hall of the Ministry of the Interior to those municipalities that have met the criteria according to strict international standards. Six municipalities were awarded the label and the dodecahedron crystal statue that symbolises it in the second phase of the programme, which is accredited by TÖOSZ.



The event for local governments was attended by Jenő Schmidt, President of TÖOSZ, Bence Rétvári, Parliamentary State Secretary of the Ministry of Interior, Daniel Popescu, Head of the Democratic Governance Division of the Council of Europe, Miklós Dukai, State Secretary for Local Government of the Ministry of Interior, and others.



The dodecahedron crystal statues symbolizing the European label of good governance and the certificates of recognition were presented to the representatives of the awarded municipalities by Daniel Popescu, Head of the Democratic Governance Division of the Council of Europe, Jenő Schmidt, President of TÖOSZ and Conrad F. Zellmann, Senior Advisor of the Centre of Good Governance Expertise of the Council of Europe's Directorate-General for Democracy and Human Dignity.

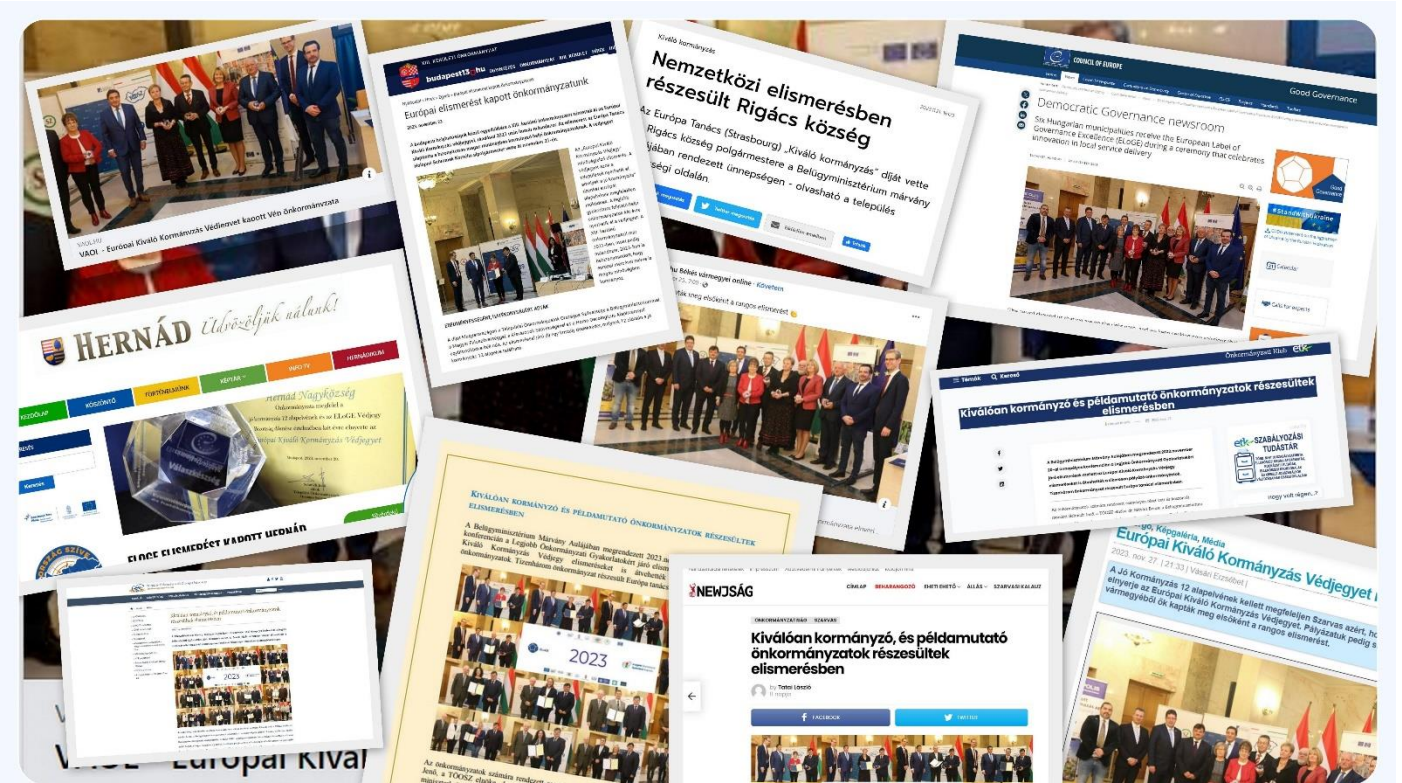
## 6. Conclusions and recommendations for the coming years and for other countries



- After the accreditation and adaptation of ELOGE 2021 and the successful implementation of the first year, we were pleased to see that in the 2023 application phase, the previous winning municipalities were eager to share their experiences with interested municipalities, and our largest applicant, the municipality of Budapest District XIII, met the criteria and won ELOGE for the second time with excellent results.
- This year, it was a good experience that experts, individually delegated to each municipality, were directly available to the municipalities with technical questions and assistance with tenders.
- A useful feedback from the municipalities is the experience that it is worth to get close to the citizens, to talk to people on the ground, at municipal events and to have a conversation, because often this topic is far away from people. The use of social media is a useful tool, but it is often not enough in itself to share questionnaires and promote the programme.
- Timing is important, as is a sufficiently long implementation period. Experience has shown that the summer period is less optimal for collecting questionnaires.
- The main value of this year's tenders is that the municipalities concerned have understood the need for conscious construction, the starting point and regular measuring tool of which is self-evaluation and citizen feedback. This was reflected both in the proposals and in the mayors' speeches at the closing conference. We have therefore thought through and written down our ideas for improvement for the coming years, our objectives to be achieved, for each principle. In this way, the competition not only provided us with an accurate mirror, but also enabled us to plan strategically." Another value added was the need to learn from each other, which could be used as a basis for networking between the municipalities that have been awarded the label.
- The second round has clearly shown that it takes time to understand and spread the approach that is essential for good governance, and to put the principles into practice, with new results every year of application.
- This year's experience confirms that the next ELOGE call for proposals should take into account the specific situation of small municipalities, especially the joint municipalities of the joint municipal offices.



## ELOGE in Hungary 2023



*Thank you to everyone who contributed to the success and congratulations to the ELOGE winners!*

The 2023 edition of ELOGE was supported with a grant from the Council of Europe. It took place in the context of and received some financial support under the project [‘Local Government Public Finance Development and Municipal Capacity Building in Hungary’](#) project, co-funded by the European Commission’s DG REFORM via the [Technical Support Instrument 2022](#) and by the Council of Europe, and implemented by the Centre of Expertise for Good Governance.

Funded by the European Union and the Council of Europe



Implemented by the Council of Europe