28.11.2018

SURVEY REPORT

ACCESIBILITY TO PUBLIC SECTOR SERVICES AND INSTITUTIONS

DELIVERABLE N. 1 UNDER RESPECTIVE TOR

Prepared for
UNDP
Creating Open Governance R&D Unit in UNDP Armenia

Democratic Governance Portfolio

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The study was conducted according to certain criteria by which the accessibility to public services and institutions was assessed.

76 and services and institution have been surveyed, including the ministries, marzes, regional centers, as well as large cities.

1. Ministry of Nature Protection
2. Ministry of Foreign Affairs
3. Ministry of Defense
4. Ministry of Health
5. Ministry of Transport, Communication and Information Technologies
6. Ministry of Education and Science
7. Ministry of Diaspora
8. Ministry of Sport and Youth Affairs
9. Ministry of Agriculture´
10. Ministry of Economic Development and Investments
11. Ministry of Labor and Social Affairs
12. Ministry of Territorial Administration and Development
13. Ministry of Energy Infrastructures and Natural Resources
14. Ministry of Justice
15. Ministry of Finance
16. Ministry of Culture
17. State Tourism Committee of Armenia
18. Science Committee
19. State Revenue Committee of Armenia
20. Compulsory Enforcement Service
21. Water committee of RA
22. Criminal Executive Department MOJ
23. National Archive of Armenia
24. Social Security Service
25. Urban Development Committee
26. Probation service
27. Market Surveillance Inspection Body
28. Government
29. Committee of Forest
30. State Committee for Protection of Economic Competition
31. Higher Qualification Committee
32. Agency for Protection of Cultural Heritage
33. Historical and Cultural Monuments Protection Agency
34. Education Inspection Body
35. Food Safety Inspectorate
36. "SANITEK" Ltd
37. "Veolia Djur" CJSC
38. "MTS ARMENIA" CJSC
39. Beeline/ "VEON ARMENIA" CJSC
40. "UCOM" TELECOMMUNICATION COMPANY

41. GAZPROM ARMENIA

42. Language Committee

43. "ROSTELECOM" CALL CENTER FOR FIXED COMMUNICATION

44. Urban Development, Technical and Fire Safety Inspection Body

45. Statistics Committee

46. Committee of Real Estate Cadastre

47. Passport and VISA Office

48. Central Bank

49. "ELECTRIC NETWORK OF ARMENIA" CJSC

50. Ararat Marzpetaran

51. Vayots Dzor Marzpetaran

52. Armavir Marzpetaran

53. Lori Marzpetaran

54. Aragatsotn Marzpetaran

55. Gegharkunik Marzpetaran

56. Syunik Marzpetaran

57. Tavush Marzpetaran

58. Kotayk Marzpetaran

59. Shirak Marzpetaran

60. Yerevan Municipality

61. Gavar Municipality

62. Ijevan Municipality

63. Sevan Municipality

64. Metsamor Municipality

65. Artashat Municipality

66. Ashtarak Municipality

67. Vanadzor Municipality

68. Alaverdi Municipality

69. Yeghegnadzor Municipality

70. Jermuk Municipality

71. Kapan Municipality

72. Goris Municipality

73. Gyumri Municipality

74. Ejmiatsin Municipality

75. Masis Municipality

76. Hrazadan Municipality

The study was conducted with the following questionnaire:

1. IS THERE A WEBSITE?
1.Yes
2.No

2. URL
1. Immediately found
2. Found after a short search
3. Not found

3. URL NAME
1. It's easy to remember. For an average/normal citizen, it is the first idea while thinking about that service
2. A little bit difficult to remember. For an average/normal citizen, it is the first idea while thinking about that service, but it also consists of other additional components that make it difficult to remember.
3. Has a very complicated name. An average/normal citizen would never connect that name with the service.

4. IS THERE A SECTION FOR FREQUENTLY ASKED QUESTIONS (FAQ) ?	
Yes	No

5. QUESTIONS (FAQ)
1. Are simple and understandable for an average/normal citizen
2. Are complicated, but it is possible to understand
3. Are totally unclear

6. ANSWERS (FAQ)
4. Are understandable for an average/normal citizen
5. Are explained with difficult explanations
6. Are not explained: only links to the law articles

7. IS THERE A HOT LINE?
1. Yes
2. No

8. NUMBER IS ENVISAGED FOR?
1. For complaints, suggestions and questions
2. Only for questions/suggestions
3. Only for complaints

9. WE CAN FIND THE NUMBER
1. From the official website
2. From "SPYUR" information system
3. Other digital sources (Facebook, Google…)

10. THE NUMBER OF HOT LINE/PHONE NUMBER
1. Easy to remember
2. It's hard to remember
3. Impossible to remember

11. THE CALLS WERE ANSWERED AFTER
1. 0-3 signals/ immediately
2. 3-5 signals/ average speed
3. 5-8 signals/ slowly
4. 8-11 signals/ too late
5. 11---signals/ did not answer

12. THEY HAVE ANSWERED THE CALLS AFTER
1. First time
2. From the second time
3. 3 times and more
4. They did not answer

13. HOW MANY STEPS IT TAKES TO GET THE RELEVANT PERSON PROVIDING INFORMATION?
1. Immediately
2. After 1(one) step
3. After 2(two) and more steps

14. ANSWERS TO THE QUESTIONS DURING A TELEPHONE CONVERSATION
1. Very simple and clear to understand
2. Understandable
3. Basically understandable
4. Incomplete/ after asking a few questions became understandable
5. Not understandable
15. Ducked and skipped the question
16. Refused to answer

15. TO WHAT EXTENT WERE THEY POLITE?
1.   They were very polite and patiently gave complete answers to the questions
2.   They were not so polite and reluctant to answer the questions
3.   They gave rude answers

Typical Questions

Regions

- What type of cultural, educational or sport events are planned in your region for next month and how can we participate?

Ministry of foreign affairs

- How can we receive Special Residency Status in RA ?

Ministry of Diaspora

- How can we participate in the «Ari Tun» program ? What kind of limitations can we face?

Ministry of Education and Science

- If there are 2 or more students in one family do they profit from some privileges?

Higher Qualification Committee

- What is necessary to become a candidate of science?

Yerevan Municipality

- Do I need a permission for making some improvements in my yard?

Probation service

- How can I become a volunteer for the probation service?

Central bank

- How can I take a mortgage loan?

Committee of Real Estate Cadastre

- How can I get needed information on my real estate before the due time?

Ministry of Transport, Communication and Information Technologies

- What type of new regulation exists for right-hand cars ?

State Revenue Committee

- Which differences exist between VAT (value added tax) and turnover taxes? When the Entrepreneur shall be taxed under the turnover tax and when under the VAT?

Ministry of Labor and Social Affairs

- Does the foreign citizen need permission for working in RA, if yes, how can they get the needed permission?

Ministry of Justice

- Does the regulation about payment for Notary Services exist in Armenia, if yes, where can I find the regulation?

"SANITEK" Ltd

- No one takes care about the garbage in our yard, who is responsible for this issue?

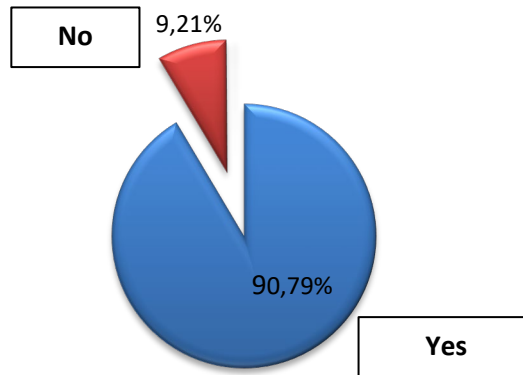**Passport and VISA Office**

- What kind of documents do I need for prolonging the deadline of my passport?
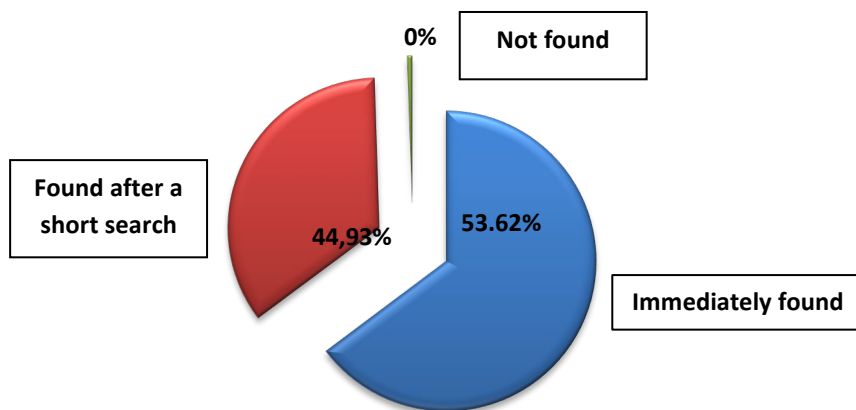
National Archives

- Is it possible to have some documents in electronic version?

RESULTS

Is there a website?			
Yes	76	69	**90,79%**
No	76	7	**9,21%**

9,21%

No

90,79%

Yes

URL			
Immediately found	69	37	**53,62%**
Found after a short search	69	31	**44,93%**
Not found	69	0	**0,00%**

0%   Not found

Found after a
short search

44,93%   53.62%

Immediately found

URL name		
It's easy to remember	69	32	**46,38%**
A little bit difficult to remember	69	29	**42,03%**
Has a very complicated name	69	8	**11,59%**

Has a very complicated name

11,59%

It's easy to remember

46,38%

42,03%

A little bit difficult to remember
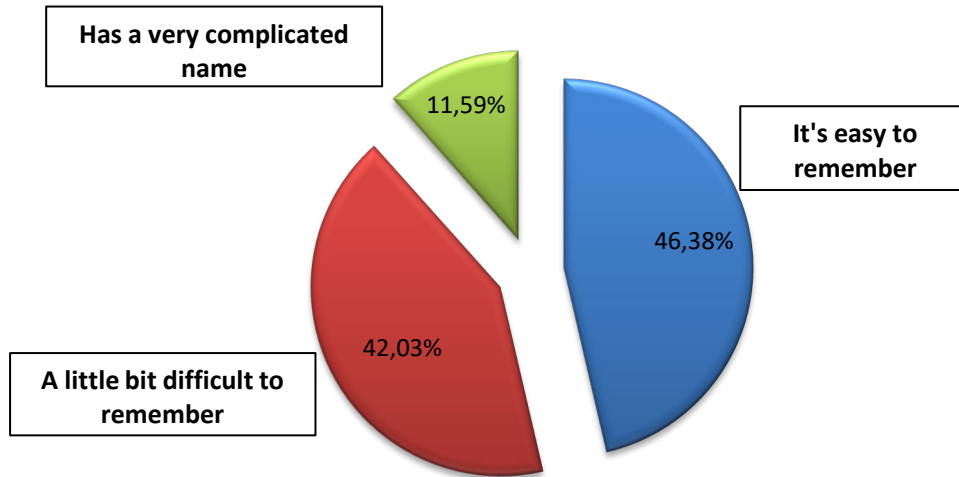
Is there a section for Frequently Asked Questions (FAQ) ?		
Yes	69	37	**53,62%**
No	69	32	**46,38%**

No

46,38%

53,62%

Yes
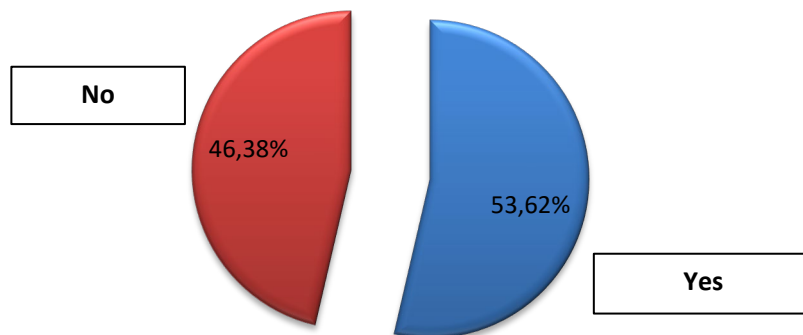
Questions (FAQ)			
Are simple and understandable	37	22	**59,46%**
Are complicated	37	13	**35,14%**
Are totally unclear	37	2	**5,41%**
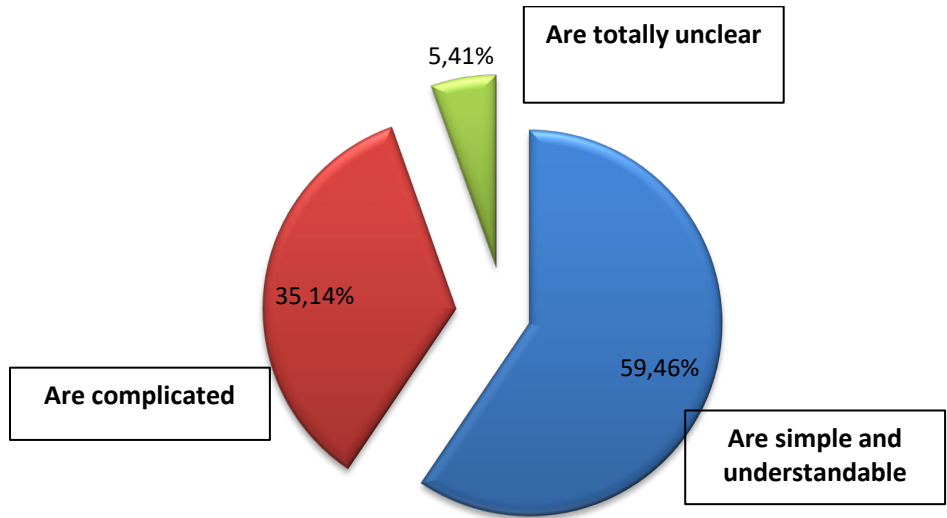
ANSWERS (FAQ)			
Are understandable	37	15	**40,54%**
Are explained with difficult explanations	37	14	**37,84%**
Are not explained: only links to the law articles	37	8	**21,62%**

Are not explained: only links to the law articles

21,62%

Are understandable

40,54%

Are explained with difficult explanations

37,84%
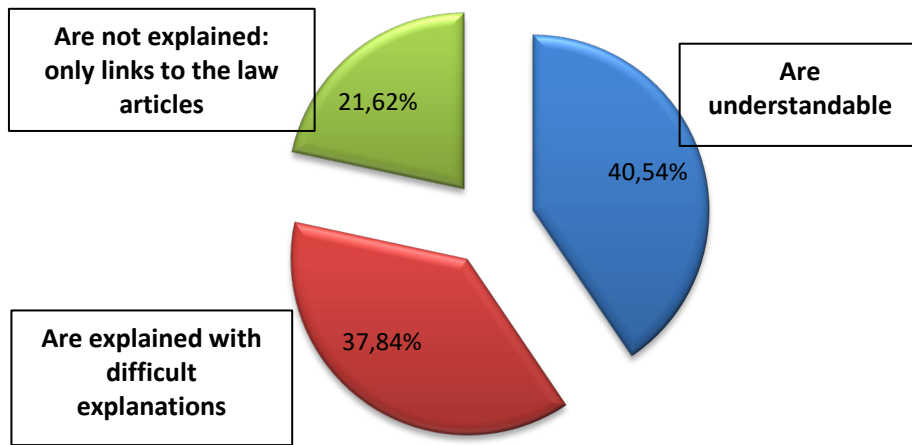
Is there a hot line?			
Yes	76	40	**52,63%**
No	76	36	**47,37%**

No

47,37%

Yes
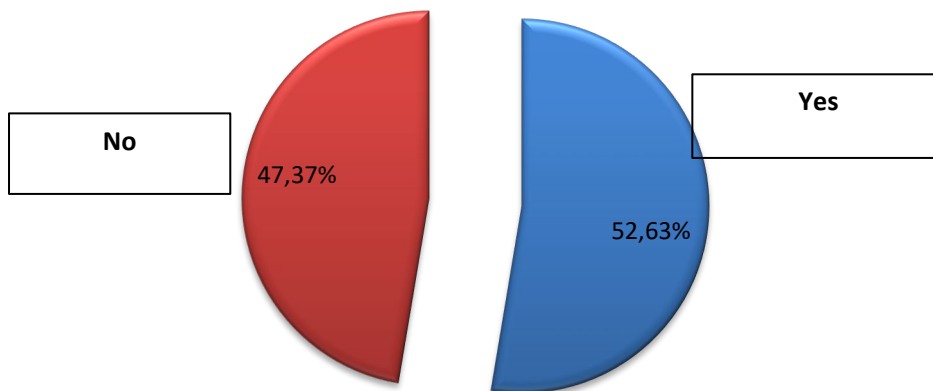
52,63%

Is there a Feedback number?			
Yes	76	36	**47,37%**
No	76	40	**52,63%**
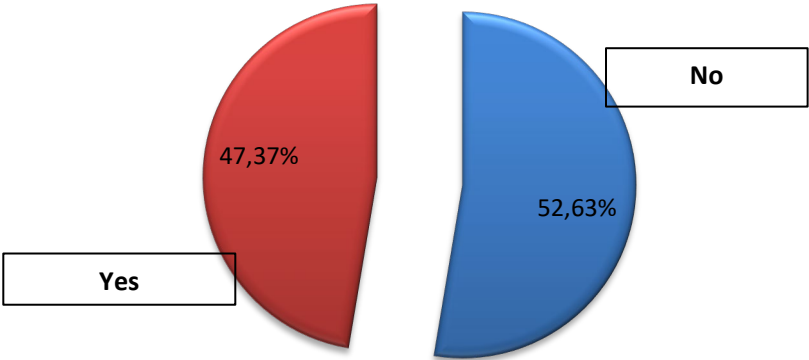
Number is envisaged for?			
For complaints, suggestions and questions	76	65	**85,53%**
Only for questions/suggestions	76	7	**9,21%**
Only for complaints	76	4	**5,26%**
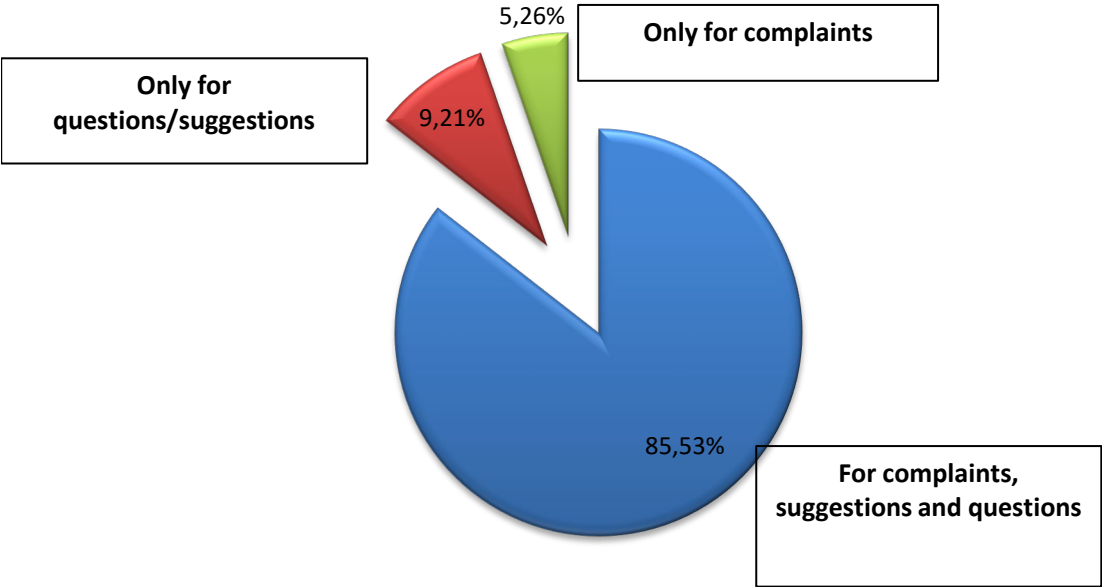
We can find the number			
From the official website	76	66	86,84%
From "SPYUR" information system	76	11	14,47%
From the Internet (Facebook, Google…)	76	0	0,00%

From "SPYUR" information system

0% From the Internet (Facebook, Google…)

14,47%

From the official website

86,84%
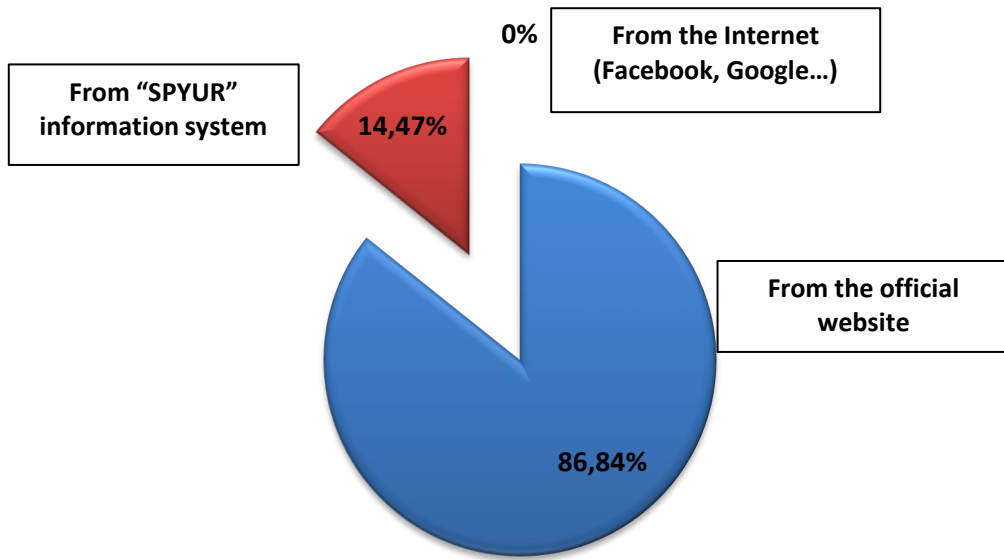
The number of hot line/phone number			
Easy to remember	76	13	**17,11%**
It's hard to remember	76	20	**26,32%**
Impossible to remember	76	44	**57,89%**

Easy to remember

17,11%

57,89%

26,32%

Impossible to remember

It's hard to remember
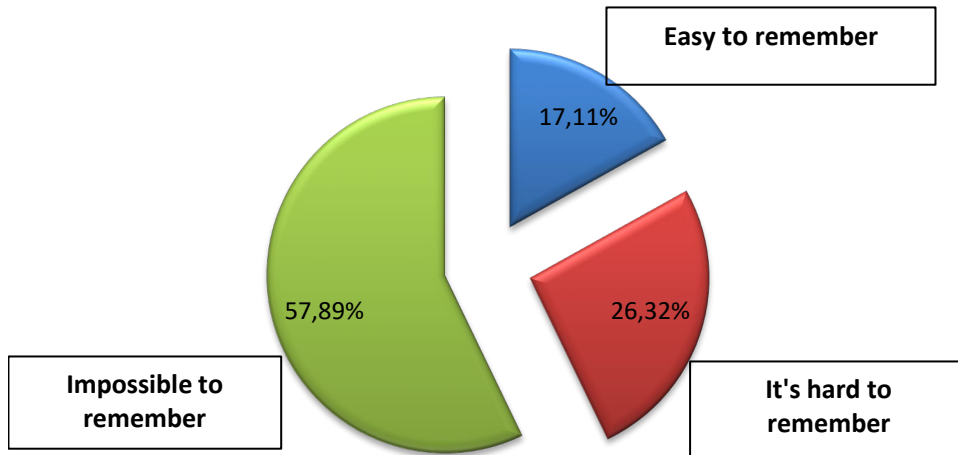
The calls were answered after			
0-3 signals/ immediately	76	34	**44,74%**
3-5 signals/ average speed	76	20	**26,32%**
5-8 signals/ slowly	76	3	**3,95%**
8-11 signals/ too late	76	5	**6,58%**
11---signals/ did not answer	76	14	**18,42%**
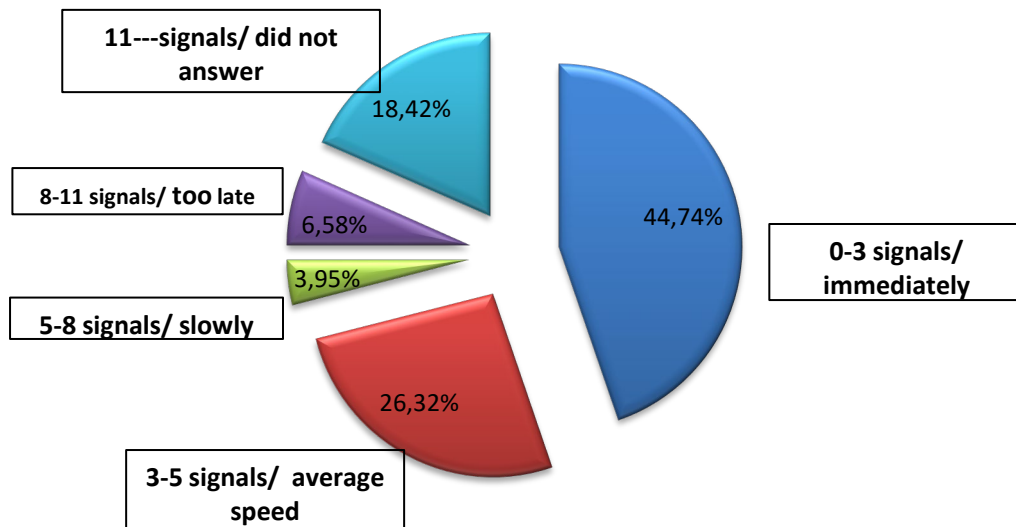
They have answered the calls after			
First time	76	54	**71,05%**
From the second time	76	8	**10,53%**
3 times and more	76	2	**2,63%**
They did not answer	76	12	**15,79%**
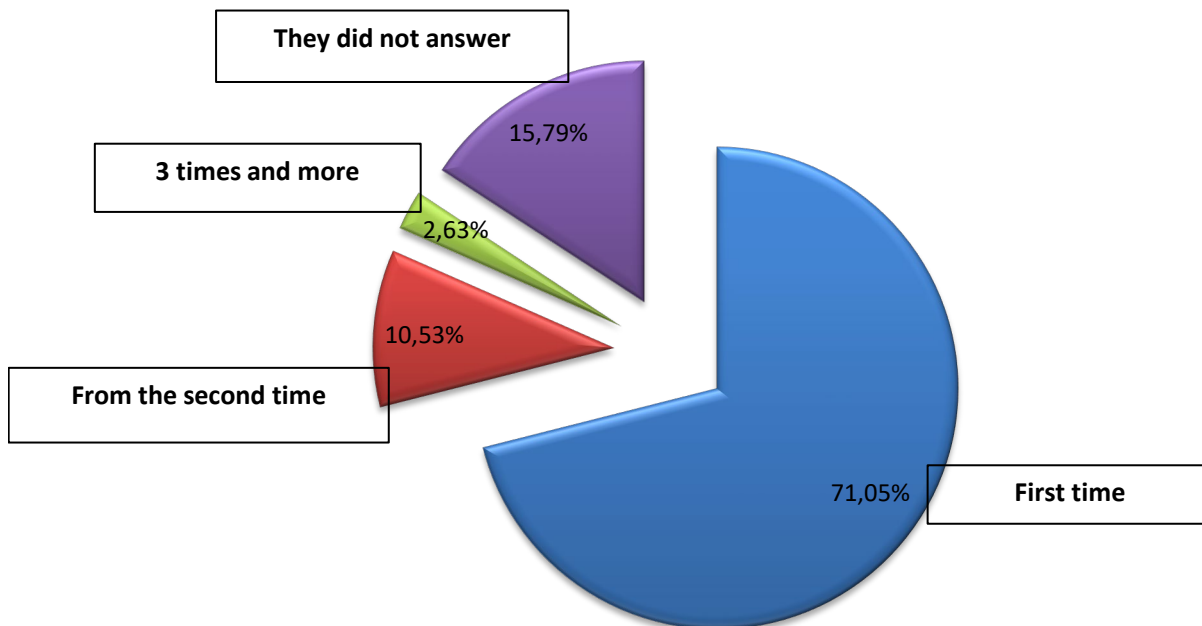
How many steps it takes to get the relevant person providing information?			
Immediately	64	20	**31,25%**
After 1(one) step	64	35	**54,69%**
After 2(two) and more steps	64	9	**14,06%**

After 2(two) and more steps

14,06%

Immediately

31,25%

54,69%

After 1(one) step
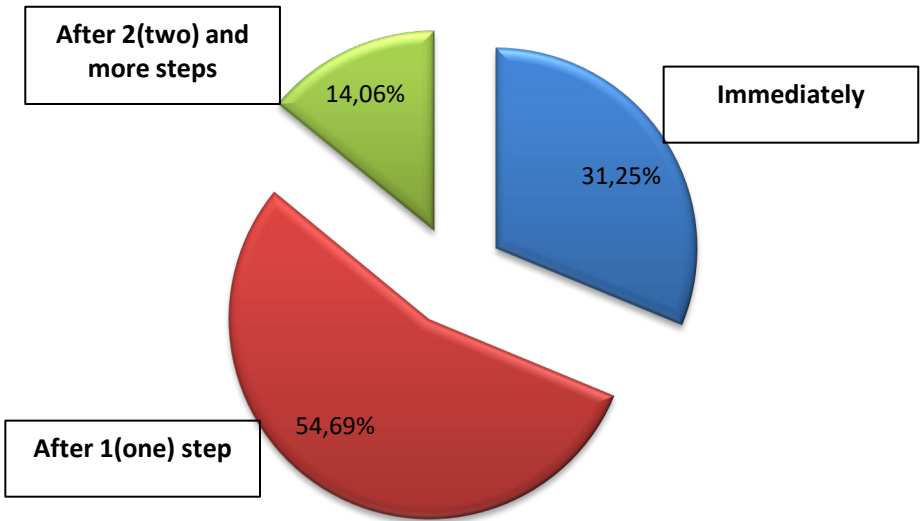
Answers to the questions during a telephone conversation			
Very simple and clear to understand	64	7	**10,94%**
Understandable	64	19	**29,69%**
Basically understandable	64	21	**32,81%**
Incomplete/ after asking a few questions became understandable	64	12	**18,75%**
Not understandable	64	0	**0,00%**
Ducked and skipped	64	4	**6,25%**
Refused to answer	64	1	**1,56%**
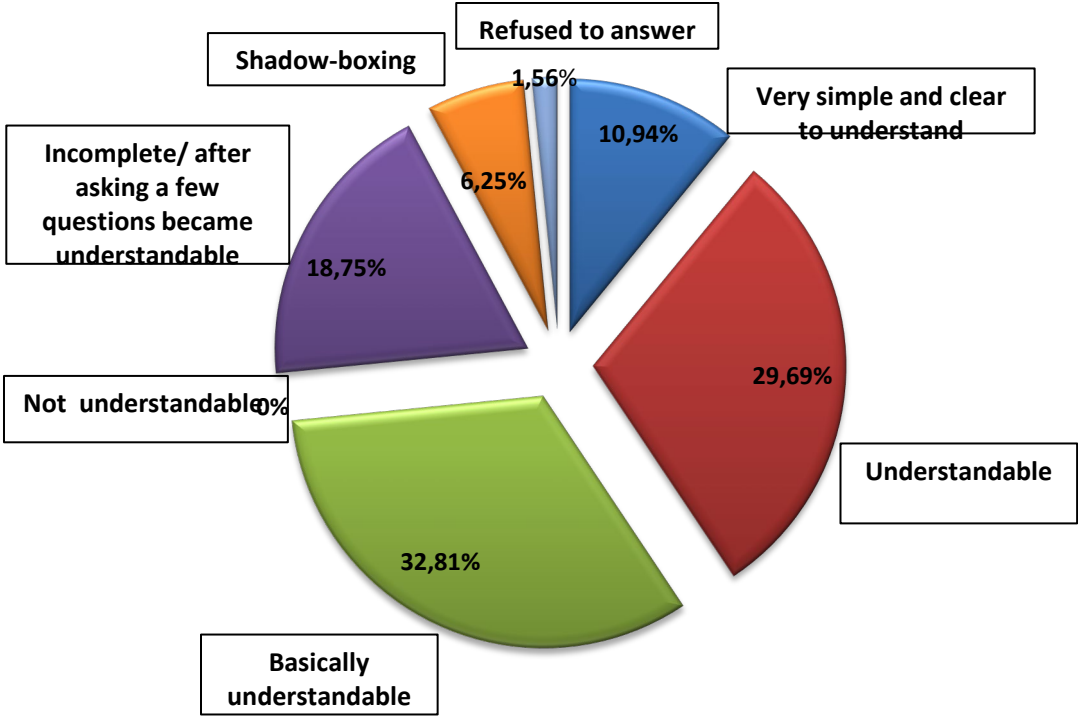
To what extent were they polite?			
They were very polite and patiently gave complete answers to the questions.	64	36	**56,25%**
They were not so polite and reluctant to answer the questions	64	26	**40,63%**
They gave rude answers.	64	2	**3,13%**

3,13%

There gave rude answers.

40,63%

They were not so polite and reluctant to answer the questions

56,25%

They were very polite and patiently gave complete answers to the questions.
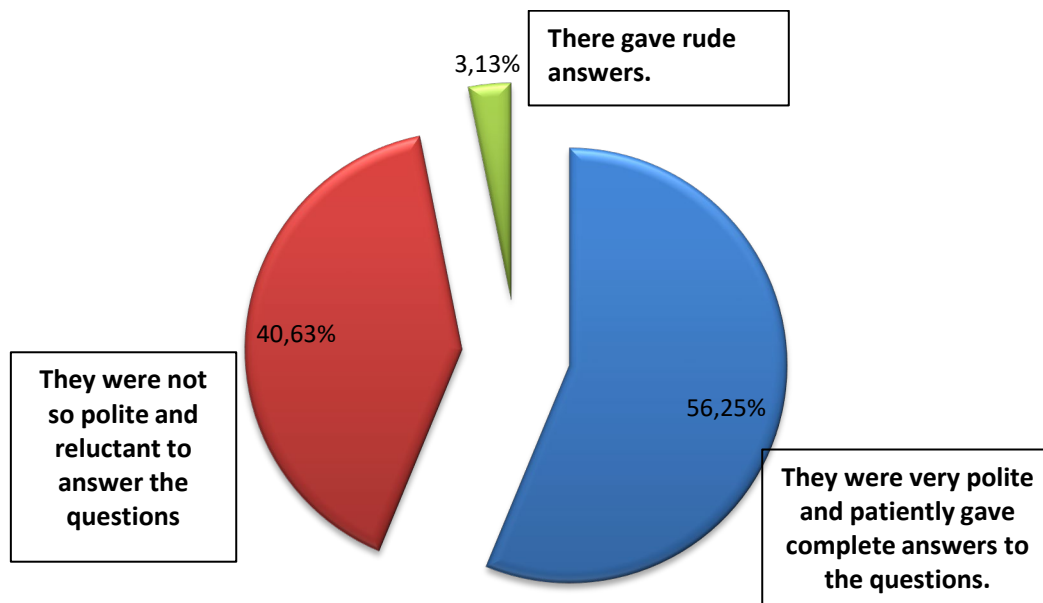
Survey of the websites and phone numbers.
The study was conducted according to the following order and standards.

Is there a website?
According to this group of criteria we have found out whether the studied service or institution has a website or not. It was found out that only 69 possess websites from 76 institutions and services.

URL
We have found out how fast the URL was found. As out of the 76 studied institutions and services only 69 have websites, therefore the assessment according to this criterion was done for the 69 bodies and services

URL name
We have found out how easy the name of the URL was to remember. The assessment according to this criterion was done for the 69 bodies and services that possess websites .

Is there a section for Frequently Asked Questions (FAQ) ?
We tried to find out whether FAQ section exists in the website of the studied institutions and services. Only 37 out of the 69 institutions and services that possess websites, contain FAQ section while the other 37 lack it.

Questions (FAQ)
The next criterion concerns to the clarity of the questions in the websites that possess FAQ section, to what extent they are clear or understandable. As only 37 out of the 69 institutions and services that possess websites, contain FAQ section, the assessment according to this criterion was done for the above mentioned 37 institutions and services.

ANSWERS (FAQ)
This group concerns to the clarity of the answers in the websites that possess FAQ section, to what extent they are clear or understandable. The study according to this criterion was also conducted for the above mentioned 37 bodies and services.

Is there a hot line?
According to this group of standards it was found out how many of the studied 76 institutions and services possess a hot line number. As a result, it was found out that 40 of them possess a hot line number and other 36 lack it.

Is there Feedback number?
According to this group of standards it was found out that if it lacks a hot line number whether it possesses a feedback number (by saying a feedback number we mean any kind of number, by which one can reach the specific institution or service, which by the way, is not considered a hot line). As a result it was found out that 36 of them lack a hot line number, but possess a feedback number.

Attention: During the survey all the institutions and services possessed certain number, by which there was possibility to reach the institution or the service. 36 of them had a form of feedback number, and the other 40 a hot line number.

Number is envisaged for?

According to this standard it was found out that with what purpose the phone number (a hot line or a feedback) was used, for only questions, complaints and proposals or for questions, complaints and proposals at the same time. As it was mentioned above, all the bodies and services possess a certain number due to which it was possible to reach them, therefore according to this criterion the study was conducted generally for all the participant 76 institutions and services.

Where can we find the number ?
With this criterion it was found out, where the phone numbers of the studied 76 institutions and services can be found from.

The number of hot line/phone number
This criterion concerns to what extent the phone numbers of the studied 76 institutions and services are easy to remember.

After how many signals the calls were answered ?
It was found out after how many signals the studied 76 institutions and services answered the phone call.

With this group of criteria, it was found out after how many calls the studied 76 institutions and services answered. During the survey with the last 2 group of criteria it was found out that 12 of the 76 bodies and services didn't answer at all.

How many steps it takes to get the relevant person providing information?
With the next group of criteria, it was found out after how many steps it was possible to reach the person who gave the requested answer of the question.

As we mentioned above during the survey 12 of the 76 bodies and services didn't answer at all, therefore with this group of criteria as well as with the following other groups of criteria the survey was conducted for the 64 bodies and services that answered the phone calls.

Answers to the questions during a telephone conversation
With this group of criteria, it was found out to what extent the answers of the 64 institutions and services were understandable.

To what extent were they polite?
With the last group of criteria, it was found out to what extent the answers of the 64 bodies and services were polite.