



ANALYSIS OF POPULATION CONFIDENCE INDEX IN STATE AUTHORITIES IN 2014

Bishkek 2015

Chronology of PCI assessment:



- **2010** decision on development of the **Methodic of obligatory measuring “population confidence index”** to results of the state authorities and LSG bodies’ performance
- **2011** research work on development of the Methodic of obligatory measuring “population confidence index” to results of the state authorities and LSG bodies’ performance aimed at independent and reliable assessment of their work
- **2012** for the first time the National Statistic Committee conducted assessment of performance of the state authorities and LSG bodies based on the survey among the citizens.

Хронология проведения оценки индекса ИДН:



This analytical report is prepared by the National Institute of Strategic Research of the Kyrgyz Republic on the results of the population survey (3,600 citizens of KR) by the National Statistical Committee of the Kyrgyz Republic. The survey of the population, as well as data processing for measurement of “Population Confidence Index” are conducted by the National Statistical Committee of the Kyrgyz Republic, the regularity of the survey is 3-4 times per year, at the end of each quarter.

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Characteristic of PCI index:



PCI is an integral index that consists of two components - individual indices:

1. Personal satisfaction with the work of state and municipal authorities (“Personal population confidence index to the executive public authorities and local self-governments of the Kyrgyz Republic”);
2. Personal satisfaction with public services received from the government bodies and local self-governments of the Kyrgyz Republic (“Index of assessing the quality of public and municipal services”).

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The best by PCI indicator (Top 10):

1	LSG bodies (mayor's office, ayil okmotu)	30,9
2	Rayon state administrations	29,3
3	Ministry of Emergency Situations	28,6
4	Social Fund	27,5
5	Ministry of Education and Science	26,8
6	Ministry of Foreign Affairs	25,9
7	State Agency of Physical Training and Sport	25,4
8	Mandatory Health Insurance Fund	24,1
9	Ministry of Defense of KR	23,8
10	Ministry of Health of KR	22,3

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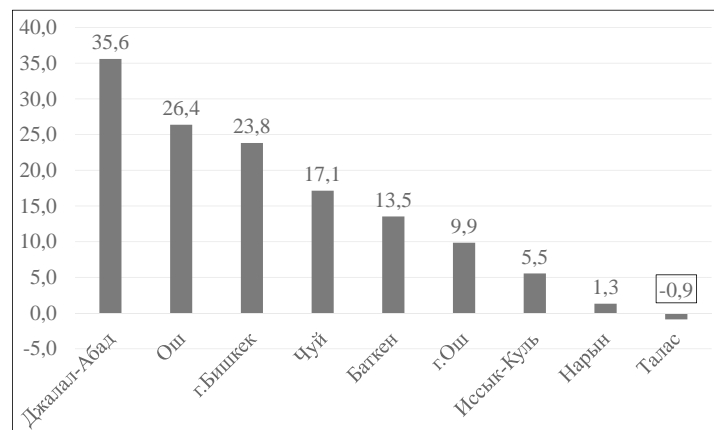
Law indicators on PCI:

In 2014 all the state authorities demonstrated striving for positive indicators. However, top 10 of worse were the following:

State Service on Drug Control	-3,4
State Service on Regulation and Control over Finance Market	1,4
Foundation on State Property Management	3,4
State Penitentiary Service	3,5
State Agency of Geology and Mineral Resources	4,1
State Service to Combat Economic Crimes	4,8
State Customs Service	5,9
State Service on Intellectual Property and Innovations	6,7
State Service on Antimonopoly Regulation	8,1
State Agency of Architecture, Construction and HPU	8,6

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Characteristics of PCI by regions:

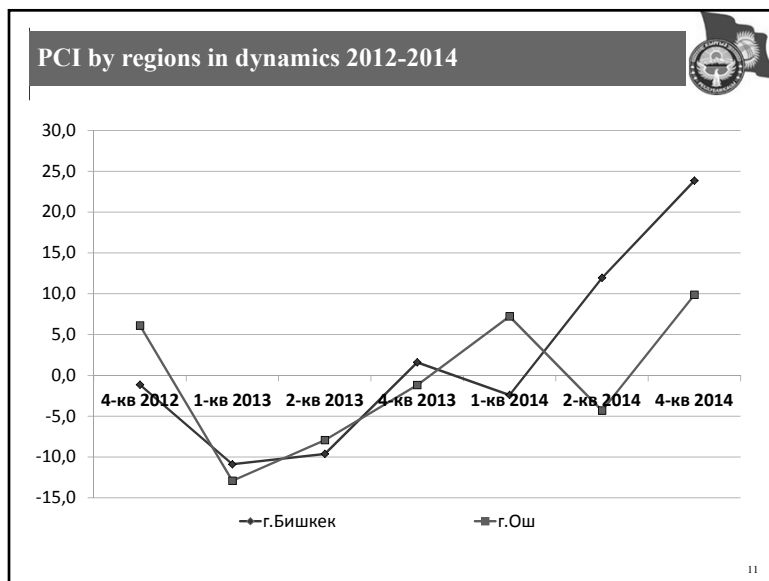
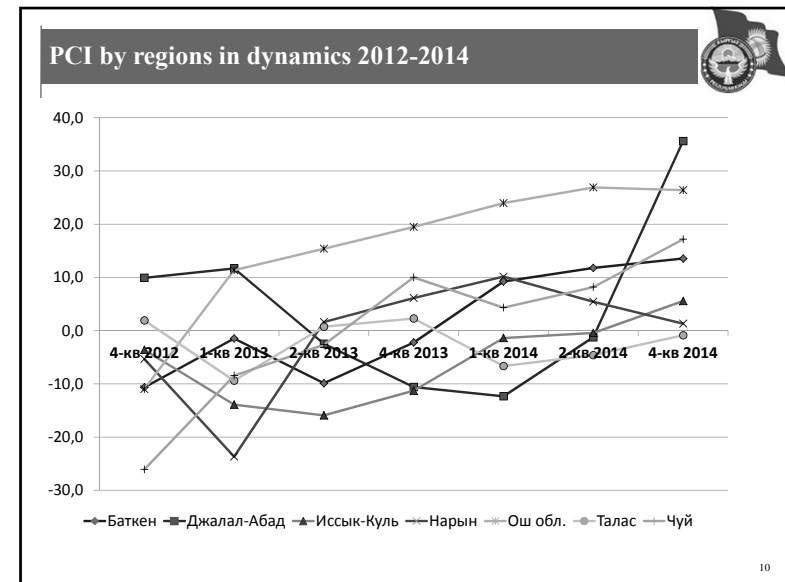
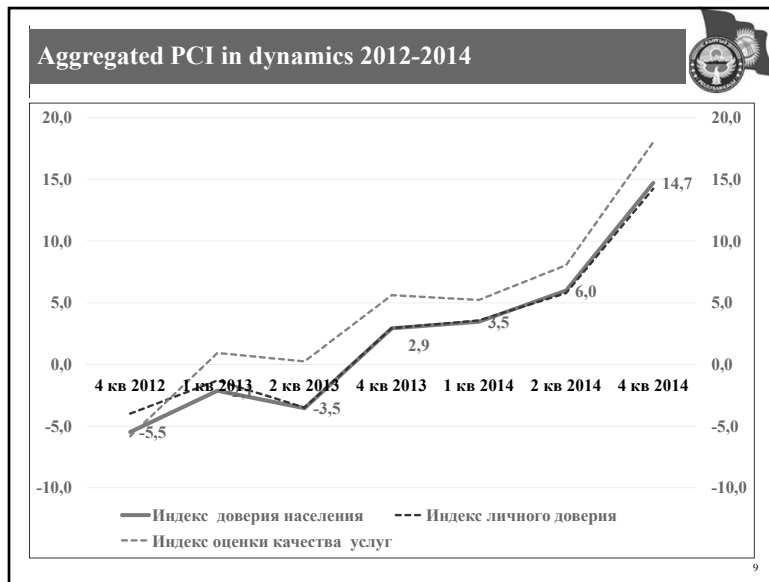


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Rating of state authorities by quality services index:



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National Institute of Strategic Research of the Kyrgyz Republic

Спасибо за внимание!

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