

Dear Sirs,

This Questionnaire does not deal with the behavior of individuals and does not assess corruption, but the exposure to uncontrolled risks that are tackled through efficient measures for their removal and overcoming, with the aim to protect the integrity and trust of the citizens in common values, resources and goals of the local self-government. The Questionnaire for local self-government units includes the integrity of local self-government units, as well as the integrity of local administration authorities and the integrity of staff.

Expressions used in this Questionnaire for physical entities in masculine imply the same expressions in feminine gender.

1. Integrity of the municipality (local administration authorities and local self-government) depends on the trust of the citizens (it is possible to choose several of the offered answers)

NO, trust of the citizens has nothing to do with integrity of the local authority, because it works in accordance with the law

NO, trust in the local authority is not an issue for the streets, but for the elected councilors in the local assembly

NO, citizens cannot and do not know how to properly judge the responsibility in case of management of the local self-government

YES, because they decide in the elections who to vote for

YES, citizens have the right to participate and exercise democratic control, and to criticize our work

YES, this creates the impression that we do well even when we make mistakes

2. Integrity of the municipality (local administration authorities and local self-government) depends on the ability of the citizens to get information about their work

NO, it has nothing to do with the integrity of the local authority

NO, there is no need to be informed, because the decisions are not made by the citizens, but by the assembly

NO, there is no need, because everyone has the possibility to agree on his/her wishes and interests with their respective councilors in the assembly

YES, because they decide in the elections who to vote for

YES, it is only in this way that they can participate and exercise democratic control and criticize our work

YES, this creates the impression that we do well even when we make mistakes

3. How many complaints do you receive annually regarding the work of your municipality (local administration authorities and local self-government authorities); if the answer is YES, please circle the approximate number

YES / NO

Less than 10

Less than 50

Less than 100

More than 100

If you wish, specify the most common reason for complaints:

4. In the past five years did you have cases of lawsuits for compensation of damage caused by regulations, acts or material actions of your municipality; if the answer is YES, please circle the approximate number

YES NO

Less than 3

Less than 10

Less than 30

More than 30

If you wish, specify the cause and result of the procedure:

5. Do you have cases where the state regulations cause dissatisfaction of the citizens with the operation of the legal state and the work of your municipality; if the answer is YES, please circle one of the answers or add your own opinion

YES NO

Weak regulations

Regulations are not mutually harmonized

Regulations are obsolete

Regulations are not understandable

Regulations do not give necessary answers to real problems

Regulations are not adopted, although they are necessary for the normal work of the municipality and the life of the citizens in the local self-government

If you wish, add your opinion:

6. Do you have cases where the work of state authorities creates causes for dissatisfaction and suspicion in the work of your municipality (several answers may be circled); if the answer is YES, specify one of the offered answers or add your own opinion

YES NO

Their opinions and decisions on implementation of regulations are not competent

Their opinions and decisions on implementation of regulations are unclear

Their opinions and decisions on implementation of regulations are mutually incompatible

Their opinions and decisions on implementation of regulations violate agreed/ stipulated deadlines

- They do not provide answers to the questions and requests in their competence

If you wish, add your own opinion:

7. Do you monitor citizen satisfaction with the work of your local self-government/ local government (several answers are possible)

NO, there is no need, we know that they are satisfied with our work

NO, citizens are obliged to respect the local authority

YES, through a survey

YES, by following media reporting

YES, by monitoring complaints and praises in concrete procedures

YES, through public consultations about proposals of our regulations and other decisions

8. How many decisions, other regulations and general acts are adopted annually by the assembly of your municipality

- Less than 10
- Less than 50
- Less than 100
- More than 100

9. Does the local population – citizens get involved in the process of development and adoption of regulations and general acts of the municipality (several answers are possible)

NO, there is no need for them to get involved because the decisions are not made by the citizens

YES, every citizen can agree a meeting with his councilor in his officer or anywhere else and ask hi to vote or act in accordance with his interests or rights that he wants to see regulated in the local regulation or act

YES, all documents are available to the interested public

YES, they can participate in discussions in the meetings of the committees

YES, they can participate directly in the discussion during the adoption of the final decisions in the assembly

10. Do you record cases of lobbying and other influence on the preparation and adoption of your regulations and general acts; if the answer is YES, specify how many you have recorded so far

YES NO

Less than 3

Less than 10

Less than 30

More than 30

11. Assess the danger of the following risks in your municipality

RISKS	risk, assessment from 0 to 10										
	0	1	2	3	4	5	6	7	8	9	10
1) exposure to harm or possibility of harm to health or security, physical and moral integrity of the staff by the colleagues during work											
2) exposure to harm or possibility of harm to health or security, physical and moral integrity of the staff during work by the persons from external environment, including other persons involved in the procedures of the municipality											
3) exposure to uncontrolled situations where there is a danger that the employee may violate his duty through prohibited, illicit or unethical actions that harm or may harm the reputation and integrity of the municipality											
4) exposure to uncontrolled situations in which, due to the lack of knowledge or experience of the staff, there is a danger of violation of duty or other actions that harm or may harm the reputation and integrity of the municipality											
5) exposure to uncontrolled situations in which, due to the lack of exchange or low quality of exchange of information between employees or with external environment, there is a danger of violation of duty or other actions that harm or may harm the reputation and integrity of the municipality											
6) exposure to uncontrolled situations in HR policy, recruitment and HR management, where there is a danger of violation of duty or other actions that harm or may harm the reputation and integrity of the municipality											
7) exposure to uncontrolled situations where there is a serious danger of corruption, abuse of office and authority or some other actions with elements of criminal offenses or other serious violations of the legal order that lead or may lead to acquisition of illicit benefits to the detriment of the public interest and social values.											
8) exposure to illicit gifts or acceptance of services or other benefits that harm or may harm the reputation and integrity of the municipality											
9) exposure to psychological or physical violence with the intention to ensure illicit benefits for a physical or legal entity or a particular interest group, or to harm the public interest in some other way											
10) exposure to non-transparent, hidden influence or attempted influence of that kind in the development, adoption or implementation of regulations or other general acts, in order to achieve the interests of a physical or legal entity or particular interest groups											
11) exposure to physical or psychological violence in order to refrain from reporting corruption or other harmful phenomena that harm the public interest or integrity of the municipality											
12) exposure to physical or psychological violence as retaliation for detection and reporting of corruption or other harmful phenomena that harm the public interest or violate the integrity of the municipality											

12. Do you enable the staff in your municipality to get information and properly react to situations described in the previous question (several answers are possible)

- 1. NO, there is no need, our employees cannot be exposed to such situations
- 2. NO, our employees are obliged to inform themselves about the manner in which they are supposed to react in such situations
- 3. NO, we left that to the state authorities and civil society, to educate our staff about these situations through their activities
- 4. NO, burdening the employees with discussions about such situations will have a negative impact on their mood and performance at work
- 5. YES, we regularly discuss these issues and jointly look for solutions
- 6. YES, through the practice of the ethics committees and education in cooperation with the Union of Municipalities
- 8. YES, through seminars and other forms of education in cooperation with the Human Resource Management Authority
- 9. YES, in some other way, please specify briefly how

Please mark which one of the specified options is the best in your opinion

1	2	3	4	5	6	7	8	9	10
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13. Based on your knowledge of operation of your municipality, assess the degree of probability that some of the described risks already exist in your municipality

RISKS	Probability from 0 to 10										
	0	1	2	3	4	5	6	7	8	9	10
1) exposure to harm or possibility of harm to health or security, physical and moral integrity of the staff during work, which harms or may harm the reputation and integrity of the municipality											
2) exposure to uncontrolled situations where there is a danger that the employee may violate his duty through prohibited, illicit or unethical actions that harm or may harm the reputation and integrity of the municipality											
3) exposure to uncontrolled situations in which, due to the lack of knowledge, experience or information of the staff, there is a danger of violation of duty or other actions that harm or may harm the reputation and integrity of the municipality											
4) exposure to uncontrolled situations in HR policy, recruitment and HR management, where there is a danger of violation of duty or other actions that harm or may harm the reputation and integrity of the municipality											
5) exposure to uncontrolled situations where there is a serious danger of corruption, abuse of office and authority or some other actions with elements of criminal offenses or other serious violations of the legal order that lead or may lead to acquisition of illicit benefits to the detriment of the public interest and social values											
6) exposure to illicit gifts or acceptance of services or other benefits that harm or may harm the reputation and integrity of the municipality											
7) exposure to psychological or physical violence with the intention to ensure illicit benefits for a physical or legal entity or a particular interest group, or to harm the public interest in some other way											
8) exposure to non-transparent, hidden influence or attempted influence of that kind in the development, adoption or implementation of regulations or other general acts, in order to achieve the interests of a physical or legal entity or particular interest groups											
9) exposure to physical or psychological violence in order to refrain from reporting corruption or other harmful phenomena that harm the public interest or integrity of the municipality											
10) exposure to physical or psychological violence as retaliation for detection and reporting of corruption or other harmful phenomena that harm the public interest or violate the integrity of the municipality											

14. Based on your knowledge of operations of your municipality, please assess the damage to its integrity, common values, resources and goals if one of the described situations were to happen as a concrete case with all the dangerous consequences

RISKS	harm/consequences from 0 to 10										
	0	1	2	3	4	5	6	7	8	9	10
1) exposure to harm or possibility of harm to health or security, physical and moral integrity of the staff during work, which harms or may harm the reputation and integrity of the municipality											
2) exposure to uncontrolled situations where there is a danger that the employee may violate his duty through prohibited, illicit or unethical actions that harm or may harm the reputation and integrity of the municipality											
3) exposure to uncontrolled situations in which, due to the lack of knowledge, experience or information of the staff, there is a danger of violation of duty or other actions that harm or may harm the reputation and integrity of the municipality											
4) exposure to uncontrolled situations in HR policy, recruitment and HR management, where there is a danger of violation of duty or other actions that harm or may harm the reputation and integrity of the municipality											
5) exposure to uncontrolled situations where there is a serious danger of corruption, abuse of office and authority or some other actions with elements of criminal offenses or other serious violations of the legal order that lead or may lead to acquisition of illicit benefits to the detriment of the public interest and social values											
6) exposure to illicit gifts or acceptance of services or other benefits that harm or may harm the reputation and integrity of the municipality											
7) exposure to psychological or physical violence with the intention to ensure illicit benefits for a physical or legal entity or a particular interest group, or to harm the public interest in some other way											
8) exposure to non-transparent, hidden influence or attempted influence of that kind in the development, adoption or implementation of regulations or other general acts, in order to achieve the interests of a physical or legal entity or particular interest groups											
9) exposure to physical or psychological violence in order to refrain from reporting corruption or other harmful phenomena that harm the public interest or integrity of the municipality											
10) exposure to physical or psychological violence as retaliation for detection and reporting of corruption or other harmful phenomena that harm the public interest or violate the integrity of the municipality											

15. Does your municipality have a special regulation, general act or instruction for action, information, internal investigation and assistance to employees in case they find themselves in one of the following situations in the performance of their tasks at work, specify YES or NO

RISKS	regulation /act	
	yes	no
1) exposure to harm or possibility of harm to health or security, physical and moral integrity of the staff during work, which harms or may harm the reputation and integrity of the municipality	yes	no
2) exposure to uncontrolled situations where there is a danger that the employee may violate his duty through prohibited, illicit or unethical actions that harm or may harm the reputation and integrity of the municipality	yes	no
3) exposure to uncontrolled situations in which, due to the lack of knowledge, experience or information of the staff, there is a danger of violation of duty or other actions that harm or may harm the reputation and integrity of the municipality	yes	no
4) exposure to uncontrolled situations in HR policy, recruitment and HR management, where there is a danger of violation of duty or other actions that harm or may harm the reputation and integrity of the municipality	yes	no
5) exposure to uncontrolled situations where there is a serious danger of corruption, abuse of office and authority or some other actions with elements of criminal offenses or other serious violations of the legal order that lead or may lead to acquisition of illicit benefits to the detriment of the public interest and social values	yes	no
6) exposure to illicit gifts or acceptance of services or other benefits that harm or may harm the reputation and integrity of the municipality	yes	no
7) exposure to psychological or physical violence with the intention to ensure illicit benefits for a physical or legal entity or a particular interest group, or to harm the public interest in some other way	yes	no
8) exposure to non-transparent, hidden influence or attempted influence of that kind in the development, adoption or implementation of regulations or other general acts, in order to achieve the interests of a physical or legal entity or particular interest groups	yes	no
9) exposure to physical or psychological violence in order to refrain from reporting corruption or other harmful phenomena that harm the public interest or integrity of the municipality	yes	no
10) exposure to physical or psychological violence as retaliation for detection and reporting of corruption or other harmful phenomena that harm the public interest or violate the integrity of the municipality	yes	no

16. Is there a law, bylaw or some other general act at the state level that regulates the behavior, information, internal investigation and assistance in case your employees find themselves in one of the situations specified below in the performance of their tasks at work, please specify YES or NO

RISKS	regulation/ act	
	yes	no
1) exposure to harm or possibility of harm to health or security, physical and moral integrity of the staff during work, which harms or may harm the reputation and integrity of the municipality	yes	no
2) exposure to uncontrolled situations where there is a danger that the employee may violate his duty through prohibited, illicit or unethical actions that harm or may harm the reputation and integrity of the municipality	yes	no
3) exposure to uncontrolled situations in which, due to the lack of knowledge, experience or information of the staff, there is a danger of violation of duty or other actions that harm or may harm the reputation and integrity of the municipality	yes	no
4) exposure to uncontrolled situations in HR policy, recruitment and HR management, where there is a danger of violation of duty or other actions that harm or may harm the reputation and integrity of the municipality	yes	no
5) exposure to uncontrolled situations where there is a serious danger of corruption, abuse of office and authority or some other actions with elements of criminal offenses or other serious violations of the legal order that lead or may lead to acquisition of illicit benefits to the detriment of the public interest and social values	yes	no
6) exposure to illicit gifts or acceptance of services or other benefits that harm or may harm the reputation and integrity of the municipality	yes	no
7) exposure to psychological or physical violence with the intention to ensure illicit benefits for a physical or legal entity or a particular interest group, or to harm the public interest in some other way	yes	no
8) exposure to non-transparent, hidden influence or attempted influence of that kind in the development, adoption or implementation of regulations or other general acts, in order to achieve the interests of a physical or legal entity or particular interest groups	yes	no
9) exposure to physical or psychological violence in order to refrain from reporting corruption or other harmful phenomena that harm the public interest or integrity of the municipality	yes	no
10) exposure to physical or psychological violence as retaliation for detection and reporting of corruption or other harmful phenomena that harm the public interest or violate the integrity of the municipality	yes	no

17. Taking into consideration the previous assessments, please mark the extent to which the existing system of internal controls in your municipality is sufficient for monitoring and overcoming the following situations

RISKS	efficiency of control from 0 to 10										
	0	1	2	3	4	5	6	7	8	9	10
1) exposure to harm or possibility of harm to health or security, physical and moral integrity of the staff during work, which harms or may harm the reputation and integrity of the municipality											
2) exposure to uncontrolled situations where there is a danger that the employee may violate his duty through prohibited, illicit or unethical actions that harm or may harm the reputation and integrity of the municipality											
3) exposure to uncontrolled situations in which, due to the lack of knowledge, experience or information of the staff, there is a danger of violation of duty or other actions that harm or may harm the reputation and integrity of the municipality											
4) exposure to uncontrolled situations in HR policy, recruitment and HR management, where there is a danger of violation of duty or other actions that harm or may harm the reputation and integrity of the municipality											
5) exposure to uncontrolled situations where there is a serious danger of corruption, abuse of office and authority or some other actions with elements of criminal offenses or other serious violations of the legal order that lead or may lead to acquisition of illicit benefits to the detriment of the public interest and social values											
6) exposure to illicit gifts or acceptance of services or other benefits that harm or may harm the reputation and integrity of the municipality											
7) exposure to psychological or physical violence with the intention to ensure illicit benefits for a physical or legal entity or a particular interest group, or to harm the public interest in some other way											
8) exposure to non-transparent, hidden influence or attempted influence of that kind in the development, adoption or implementation of regulations or other general acts, in order to achieve the interests of a physical or legal entity or particular interest groups											
9) exposure to physical or psychological violence in order to refrain from reporting corruption or other harmful phenomena that harm the public interest or integrity of the municipality											
10) exposure to physical or psychological violence as retaliation for detection and reporting of corruption or other harmful phenomena that harm the public interest or violate the integrity of the municipality											

18. Were there any external audits of the system of internal controls and affairs conducted in the past five years; if the answer is YES, specify the number that is closest to the number of audits and circle the type of audit

- YES NO
- Less than 3
 - Less than 5
 - More than 5

Specify the institution that performed the audit

- State Audit Institution
- Other audit institutions

19. Would the special service of internal auditors for local self-governments contribute to the strengthening of integrity and reduction of costs of the municipality in the management of internal controls and procedures, with the existing possibility of audit performed by the State Audit Institution and external audit institutions?

YES NO

20. Assess the extent to which specified risk areas have a negative impact on the satisfaction and trust of the citizens in the reputation and integrity of your municipality

Risk area	negative impact from 0 to 10										
	0	1	2	3	4	5	6	7	8	9	10
1) tax administration and inspection control											
2) communal activities											
3) waste management											
4) energy											
5) roads and public transportation in road transport											
6) physical development and construction of buildings											
7) nature protection											
8) prevention and control of environmental pollution											
9) tourism and tourist organizations											
10) water management											
11) mining											
12) management of state assets in the municipality											
13) public procurement											
14) entrusting public services to other legal entities											
15) access to information of public interest											
16) procedures for adoption of regulations and other general acts											
17) legalization of illegally constructed buildings											
18) financing by international institutions											
19) municipal public services											
20) cooperation with the civil society and NGOs											

If you wish, please specify and assess other risk areas with similar impact on the integrity of your municipality

OTHER RISK AREAS	assessment from 1 to 10										
	0	1	2	3	4	5	6	7	8	9	10
