

ENDLINE SURVEY SUMMARY

According to the constitution of Mongolia, every person has a right to obtain access to public information except that which the State and its bodies are legally bound to protect as secret. The 2011 Law on Information Transparency and Right to Information guarantees the Mongolian citizens to access public information.

In the frame of the UNDEF-funded two-year project Globe International Center, a Mongolian NGO has conducted the baseline and final surveys to gather information the types and scale of the problems affecting transparency and integrity in public service as well as a clear picture of the level of knowledge and understanding on the right to access information and existence of the FOI law. The surveys also conducted to measure impact of the project activities. The survey involved the following areas:

- a) Level of knowledge of the citizens on their legal right to access to public information and the FOI law including their experiences in accessing public information, their perception on the transparency and integrity level of the local governments etc
- b) Level of understanding of the public officials on the legal right of citizens to access to public information and their duties to disclose the public information
- c) Assessment of the performance of the public services in the project soums by the local communities
- d) Most used information sources for the local communities including the national and local media
- e) Scale of the problems affecting transparency and integrity in the public services in the 20 project soums

The baseline survey was conducted in January- May 2013 among 1948 community members of 20 project target soums: Battengel and Ulziit soums of Arkhangai aimag, Ulaankhus, Buyant, Bayannuur soum and Tolbo soums of Bayan Ulgii aimag, Bulgan and Orkhon soums of Bulgan aimag, Khujirt and Kharkhorin soums of Uvurkhangai, Naran, Munkhkhaan, Asgat and Sukhbaatar soums of Sukhbaatar aimag, Altai soum of Khovd aimag, Tsagaan Uul, Ulaan Uul and Tsagaan nuur soums of Khuvsgul aimag, Zuungovi and Tes soums of Khuvsgul. The end-line survey was conducted between 18 February and 15 May 2015 using the same methodology and it involved a total of 1712 citizens of the above 20 soums of 8 aimag. The data was collected by Citizens monitoring teams who have been trained by the project and processed and analyzed in Ulaanbaatar.

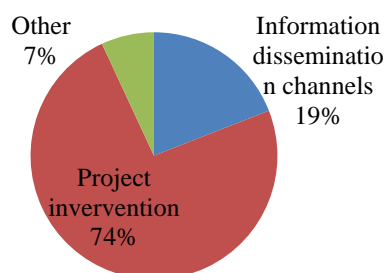
The end line survey allowed comparing data with results of the baseline survey.

Main Findings

1. Legal knowledge on the right to access public information of the target populations has increased.

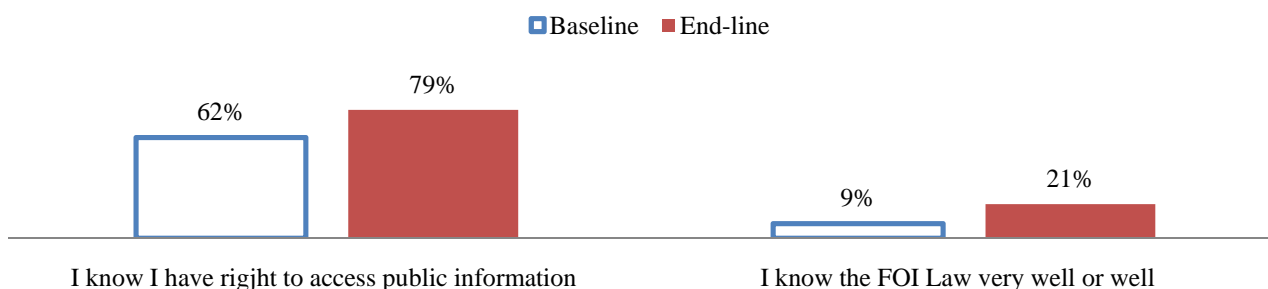
98% of the total respondents of the end-line survey said they aware on the right to access public information and FOI law thanks to the project intervention such as information dissemination channels launched by the project and distributed educational materials, and media participated in media campaigns.

Graph 1: Channels for the local populations provided knowledge on right to know and FOI law



Results of the baseline survey showed that 62% respondents were aware of the right to information, but only 9% knew the FOI law “very well” or “well”. The end-line survey revealed that, citizens knowledge on their right to access public information increased by 17 %. The number of respondents who know the FOI law “very well” or “good” has increase by 12%.

Graph 2: Knowledge on the right to know and FOI law



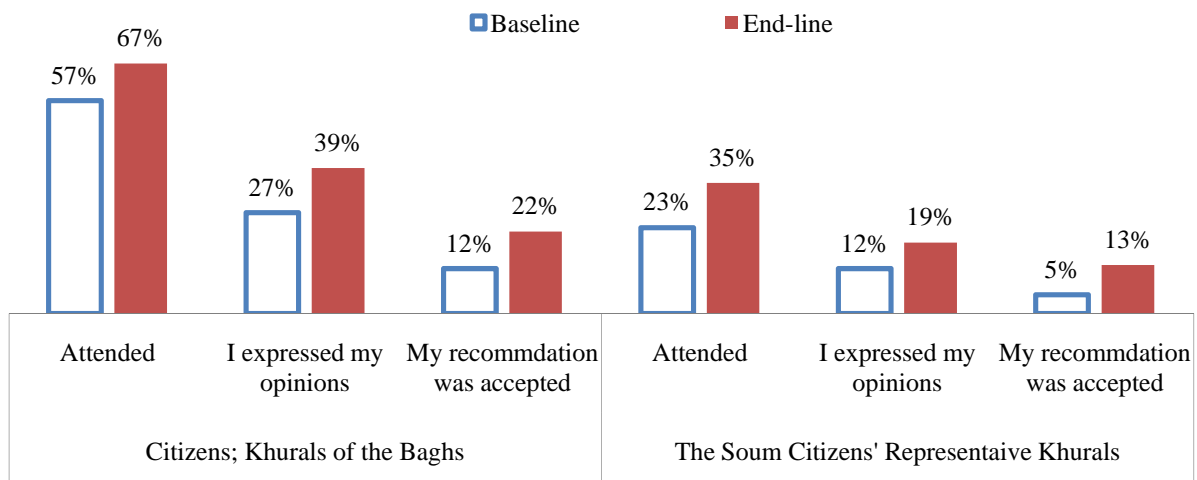
2. Citizens’ participation enhanced and their engagement to decision making improved

At the beginning of the project, 75 percent said they never attended the meetings of the Soum Citizens Representative Khurals and 43 percent never attended the Citizens Khurals of the Bahgs¹. The results of the end-line survey evidence that their attendance in the meeting increased by 10 percent at a both levels.

At the beginning, five percent of those who attended the meeting did not know, if their proposals/recommendations accepted. By the end of the project, number of citizens who knew their proposals/recommendations accepted by the decision-makers increased by 10 percent at bagh level and by 7 percent at soum level.

¹ Bagh is the smallest administrative unit in the soum.

Graph 3: Citizens’ participation in the public meetings and their engagement to the decision making



6.5 percent of the respondents was confident that Soum development depends on “my participation” by the end of the project while it was 5 percent at the beginning. It is an impressive change of the people’s mentality because changes in minds and behaviors of people take a long time. Even so, the most of citizens’ still thing Soum development depends on the Soum Governor. Slight changes have been seen in ...in another options. For example, number of people who see role of local parliaments in the local development has changed by ... percent.

3. *Progress has been made in public services*

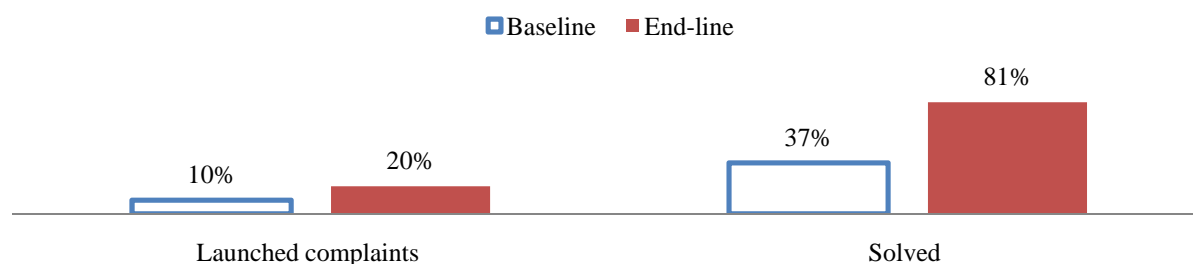
At the project beginning, citizens said public services are bureaucratic and 19 percent said public officials absent at their working places, so they come to again. The end-line survey revealed that 21 percent of the respondents said they did not face any difficulties and problems.

Level of transparency of the soum public organizations increased by 7.2 percent, integrity level- by 2.4 percent. It is little change, but good results for a short time of period. Even so, it shows it is necessary to take some actions to ensure transparency and integrity in the soums rather than a lot of efforts needed to ensure transparency and integrity.

4. *Process has been made in capacity of public officials to hold accountability*

- At the beginning of the project, 10% of respondents launched their complaints to the public offices and 37% of them got their complaints re-solved, but 51 percent of respondents who launched their complains had to wait for a half year and 29 percent- over one year and 20 percent- over one year. By the end of the project, 37 percent of respondents said their complaints were re-solved within 10 days to five months.

Graph 4: Solution of the citizens' complaints.

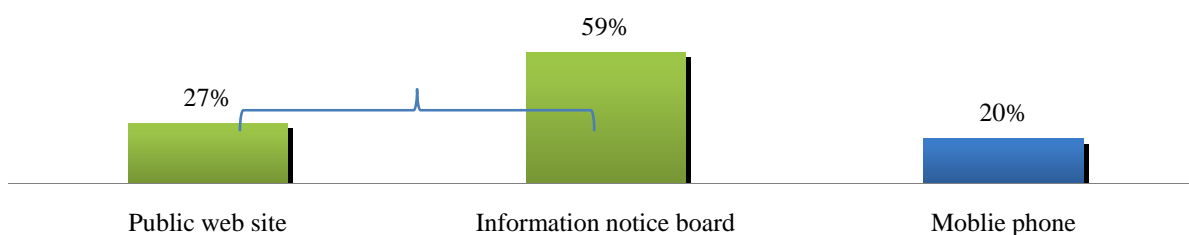


5. Public officials use Information dissemination channels launched by the project

The project launched public web sites and SMS distribution systems in the 20 target soums. A total of 16 soums out of 20 have the high speed Internet connection and four soums use modems or go the Aimag centers to update information in their web sites. The Soum authorities took their pledges to operate the information notice boards. The project planned at least 60% local citizens in the 20 soums use the information boards and public websites. The results of the end-line survey show that 86 percent of the respondents use information boards and public websites.

Since the launch of SMS system, Soums' administrations have data bases of 10,092 mobile phone users in the 20 target soums and a total of 49,459 SMSs were sent². An estimated plan was reach at least 80% of local citizens, but end-line survey shows 20 percent received SMS information.

Graph 5: Use of information channels launched by the project

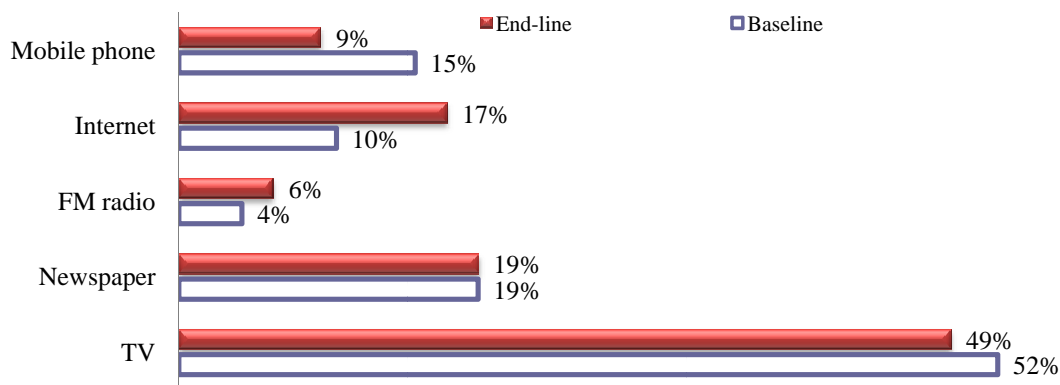


In order to select media outlets for awareness raising media campaigns, the baseline survey analyzed the use of mediums by the populations of the 20 target soums and 8 aimags.

Effectiveness of the information channels is also measured by type of mediums used by the local populations. At the beginning, more than half of respondents used TV as their main information source and only 9 percent used cell phones for receiving information.

² English summary report on usage of information dissemination channels.
<http://globeinter.org.mn/?cmd=Record&id=1200&menuid=409>

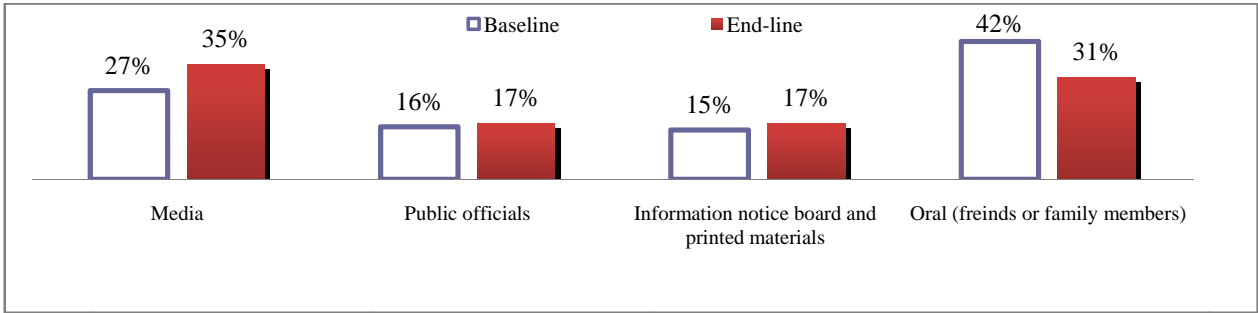
Graph 6: Use of mediums



Behavior of media users has changed over two years of the project period, so number of TV viewers decreased and number of users who make mobile phone and Internet as their information sources, increased respectively from 9 percent to 15 for mobile phone and from 10 percent to 17 for Internet. Number of newspaper readers remains the same.

At the beginning of the project, 27 percent of respondents received local news and information from media, 16 percent approached the public officials, 15 percent via information boards and printed materials and 42 percent received information orally from their friends and family members. Information seeking patterns have changed and oral information source has decrease to 31 percent and number of TV viewers also decreased and number of those who are provided information by the public officials has slightly decreased.

Graph 7: Information sources for local news



6. Transparency and information openness has improved

Based on the baseline survey the Project Teas issued the recommendations to the target soums' administrations. It was recommended to disclose information on four types of transparency, namely information on activities, human resources, budget and procurement through web sites and information boards as legal obligations imposed to the public agencies and timely update information. The end-line survey show that information post has increased by 10 percent and updating information- by 18 percent.

Some changes are listed below:

- Level of reporting of the public officials to the communities has increased by 12 percent and timely reporting by 11 percent.
- *Code of conduct of the public officials is available at the information boards and over half (53 percent) of respondents have read it*
- *Level of availability of the list of paid services and rates has increased by 32 percent*