

Frequencies

Notes

Output Created		27-FEB-2009 12:25:10
Comments		
Input	Data	C:\Users\admin\Desktop\Pyetesoret\citizens_final.sav
	Filter	<none>
	Weight	<none>
	Split File	<none>
	N of Rows in Working Data File	177
Missing Value Handling	Definition of Missing	User-defined missing values are treated as missing.
	Cases Used	Statistics are based on all cases with valid data.
Syntax		<pre> FREQUENCIES VARIABLES= Q1 Q2_1 Q2_2 Q2_3 Q2_4 Q2_5 Q3 Q4_1 Q4_2 Q4_3 Q4_4 Q4_5 Q4_6 Q6_1 Q6_2 Q6_3 Q7_1 Q7_2 Q7_3 Q7_4 Q8 Q9_1 Q9_2 Q9_3 Q9_4 Location Q_11 /BARCHART PERCENT /ORDER= ANALYSIS . </pre>
Resources	Elapsed Time	0:00:08.78
	Total Values Allowed	224841

[DataSet1] C:\Users\admin\Desktop\Pyetesoret\citizens_final.sav

N		
Missing	Valid	
2	175	Was the nature of your contact with LGU - Technical Assistance
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2	175	Was the nature of your contact with LGU - Technical Assistance
2	175	Was the nature of your contact with LGU - Technical Assistance
2	175	Was the nature of your contact with LGU - Permitting/licensing Assistance
2	175	Was the nature of your contact with LGU - Other
2	175	Do you know what kind of licenses and permits the LGU delivers?
2	175	Did you find preliminary information about the conditions and requirements for license obtaining on - information boards?
2	175	Did you find preliminary information about the conditions and requirements for license obtaining on - LGU website?
2	175	Did you find preliminary information about the conditions and requirements for license obtaining on - brochures/leaflets?
2	175	Did you find preliminary information about the conditions and requirements for license obtaining on - licensing department employees?
2	175	Did you find preliminary information about the conditions and requirements for license obtaining on - from close friends?
2	175	Did you find preliminary information about the conditions and requirements for license obtaining - if no check here
2	175	What is your opinion on licensing/permit registration assistance on - The regulations were understandable
2	175	What is your opinion on licensing/permit registration assistance on - The application instructions were understandable
2	175	What is your opinion on licensing/permit registration assistance on - The terms and conditions of licenses or registration were understandable
2	175	What do you think about - Officers put every effort to solve the issue
2	175	What do you think about - Officers are polite
2	175	What do you think about - Officers are competent, explain everything precisely
2	175	What do you think about - Licensing service delivery is efficient within the terms set
2	175	What do you think about the size of taxes for obtaining a license or permit ?
2	175	What is your overall impression about licensing procedures - are organized well
2	175	What is your overall impression about licensing procedures - are transparent
2	175	What is your overall impression about licensing procedures - are easy accessible
2	175	What is your overall impression about licensing procedures - Obtaining a license is connected with using informal contacts and lobbying
0	177	location
2	175	Do you notice any improvement

Frequency Table

How often have you visited the LGU during the last 3 months?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	1	.6	.6	.6
	> 5 times	39	22.0	22.3	22.9
	2-3 times	92	52.0	52.6	75.4
	I come for first time	43	24.3	24.6	100.0
	Total	175	98.9	100.0	
Missing	System	2	1.1		
Total		177	100.0		

Was the nature of your contact with LGU - General Information?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not choosen	108	61.0	61.7	61.7
	Yes	67	37.9	38.3	100.0
	Total	175	98.9	100.0	
Missing	System	2	1.1		
Total		177	100.0		

Was the nature of your contact with LGU - Problem Solution

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not choosen	123	69.5	70.3	70.3
	Yes	52	29.4	29.7	100.0
	Total	175	98.9	100.0	
Missing	System	2	1.1		
Total		177	100.0		

Was the nature of your contact with LGU - Technical Assistance

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not choosen	143	80.8	81.7	81.7
	Yes	32	18.1	18.3	100.0
	Total	175	98.9	100.0	
Missing	System	2	1.1		
Total		177	100.0		

Was the nature of your contact with LGU - Permitting/licensing Assistance

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not choosen	111	62.7	63.4	63.4

	Yes	64	36.2	36.6	100.0
	Total	175	98.9	100.0	
Missing	System	2	1.1		
Total		177	100.0		

Was the nature of your contact with LGU - Other

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not choosen	165	93.2	94.3	94.3
	Yes	10	5.6	5.7	100.0
	Total	175	98.9	100.0	
Missing	System	2	1.1		
Total		177	100.0		

Do you know what kind of licenses and permits the LGU delivers?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	51	28.8	29.1	29.1
	No	23	13.0	13.1	42.3
	Some	101	57.1	57.7	100.0
	Total	175	98.9	100.0	
Missing	System	2	1.1		
Total		177	100.0		

Did you find preliminary information about the conditions and requirements for license obtaining on - information boards?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not choosen	125	70.6	71.4	71.4
	Yes	50	28.2	28.6	100.0
	Total	175	98.9	100.0	
Missing	System	2	1.1		
Total		177	100.0		

Did you find preliminary information about the conditions and requirements for license obtaining on - LGU website?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not choosen	171	96.6	97.7	97.7
	Yes	4	2.3	2.3	100.0
	Total	175	98.9	100.0	
Missing	System	2	1.1		
Total		177	100.0		

Did you find preliminary information about the conditions and requirements for license obtaining on -

borochures/leaflets?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not choosen	143	80.8	81.7	81.7
	Yes	32	18.1	18.3	100.0
	Total	175	98.9	100.0	
Missing	System	2	1.1		
Total		177	100.0		

Did you find preliminary information about the conditions and requirements for license obtaining on - licesing department employees?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not choosen	104	58.8	59.4	59.4
	Yes	71	40.1	40.6	100.0
	Total	175	98.9	100.0	
Missing	System	2	1.1		
Total		177	100.0		

Did you find preliminary information about the conditions and requirements for license obtaining on - from close friends?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not choosen	152	85.9	86.9	86.9
	Yes	23	13.0	13.1	100.0
	Total	175	98.9	100.0	
Missing	System	2	1.1		
Total		177	100.0		

Did you find preliminary information about the conditions and requirements for license obtaining - if no check here

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not choosen	146	82.5	83.4	83.4
	Chosen	29	16.4	16.6	100.0
	Total	175	98.9	100.0	
Missing	System	2	1.1		
Total		177	100.0		

What is your opinion on licesing/permit registration assistance on - The regulations were understandable

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	19	10.7	10.9	10.9
	Yes	156	88.1	89.1	100.0
	Total	175	98.9	100.0	

Missing	System	2	1.1		
Total		177	100.0		

What is your opinion on licensing/permit registration assistance on - The application instructions were understandable

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	26	14.7	14.9	14.9
	Yes	149	84.2	85.1	100.0
	Total	175	98.9	100.0	
Missing	System	2	1.1		
Total		177	100.0		

What is your opinion on licensing/permit registration assistance on - The terms and conditions of licences or registration were understandable

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	44	24.9	25.1	25.1
	Yes	131	74.0	74.9	100.0
	Total	175	98.9	100.0	
Missing	System	2	1.1		
Total		177	100.0		

What do you think about - Officers put every effort to solve the issue

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	1	.6	.6	.6
	Yes	80	45.2	45.7	46.3
	Partially	85	48.0	48.6	94.9
	No	9	5.1	5.1	100.0
	Total	175	98.9	100.0	
Missing	System	2	1.1		
Total		177	100.0		

What do you think about - Officers are polite

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	1	.6	.6	.6
	Yes	115	65.0	65.7	66.3
	Partially	54	30.5	30.9	97.1
	No	5	2.8	2.9	100.0
	Total	175	98.9	100.0	
Missing	System	2	1.1		
Total		177	100.0		

What do you think about - Officers are competent, explain everything precisely

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	68	38.4	38.9	38.9
	Partially	94	53.1	53.7	92.6
	No	13	7.3	7.4	100.0
	Total	175	98.9	100.0	
Missing	System	2	1.1		
Total		177	100.0		

What do you think about - Licensing service delivery is efficient within the terms set

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	57	32.2	32.6	32.6
	Partially	107	60.5	61.1	93.7
	No	11	6.2	6.3	100.0
	Total	175	98.9	100.0	
Missing	System	2	1.1		
Total		177	100.0		

What do you think about the size of taxes for obtaining a license or permit ?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Normal	94	53.1	53.7	53.7
	High	67	37.9	38.3	92.0
	Very High	14	7.9	8.0	100.0
	Total	175	98.9	100.0	
Missing	System	2	1.1		
Total		177	100.0		

What is your overall impression about licensing procedures - are organized well

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	27	15.3	15.4	15.4
	Yes	148	83.6	84.6	100.0
	Total	175	98.9	100.0	
Missing	System	2	1.1		
Total		177	100.0		

What is your overall impression about licensing procedures - are transparent

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	76	42.9	43.4	43.4
	Yes	99	55.9	56.6	100.0
	Total	175	98.9	100.0	

Missing	System	2	1.1		
Total		177	100.0		

What is your overall impression about licensing procedures - are easy accessible

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	42	23.7	24.0	24.0
	Yes	133	75.1	76.0	100.0
	Total	175	98.9	100.0	
Missing	System	2	1.1		
Total		177	100.0		

What is your overall impression about licensing procedures - Obtaining a license is connected with using informal contacts and lobbying

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	67	37.9	38.3	38.3
	Yes	108	61.0	61.7	100.0
	Total	175	98.9	100.0	
Missing	System	2	1.1		
Total		177	100.0		

Location

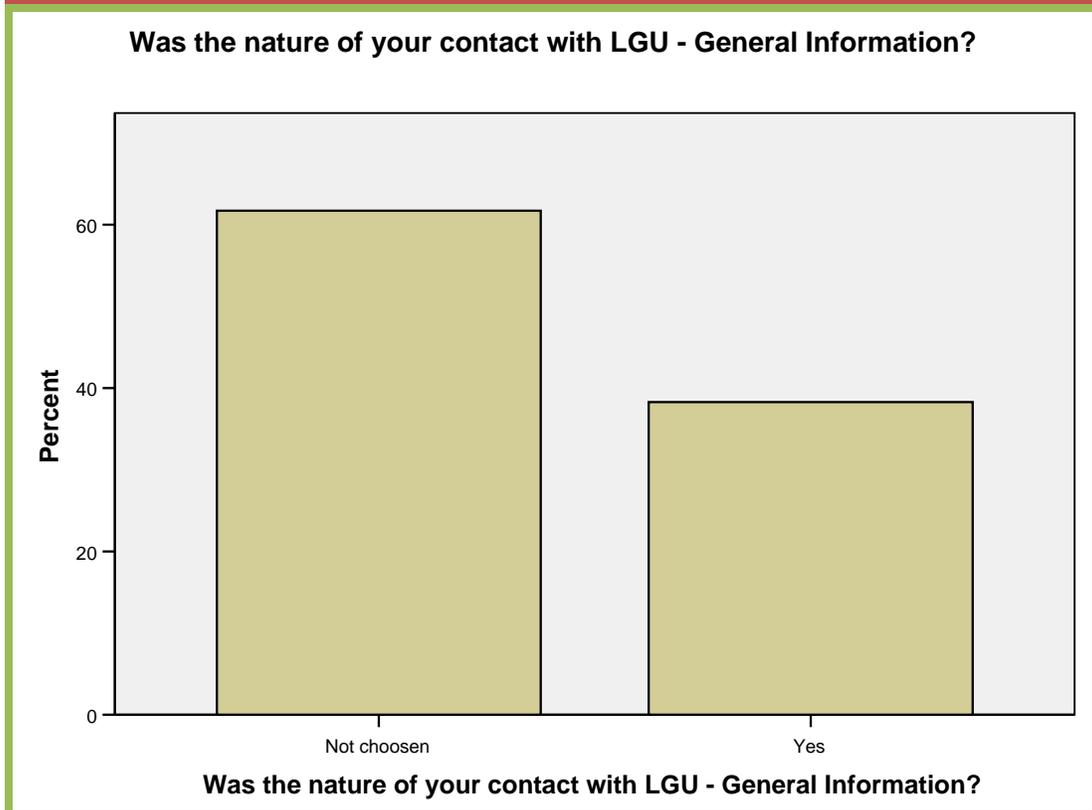
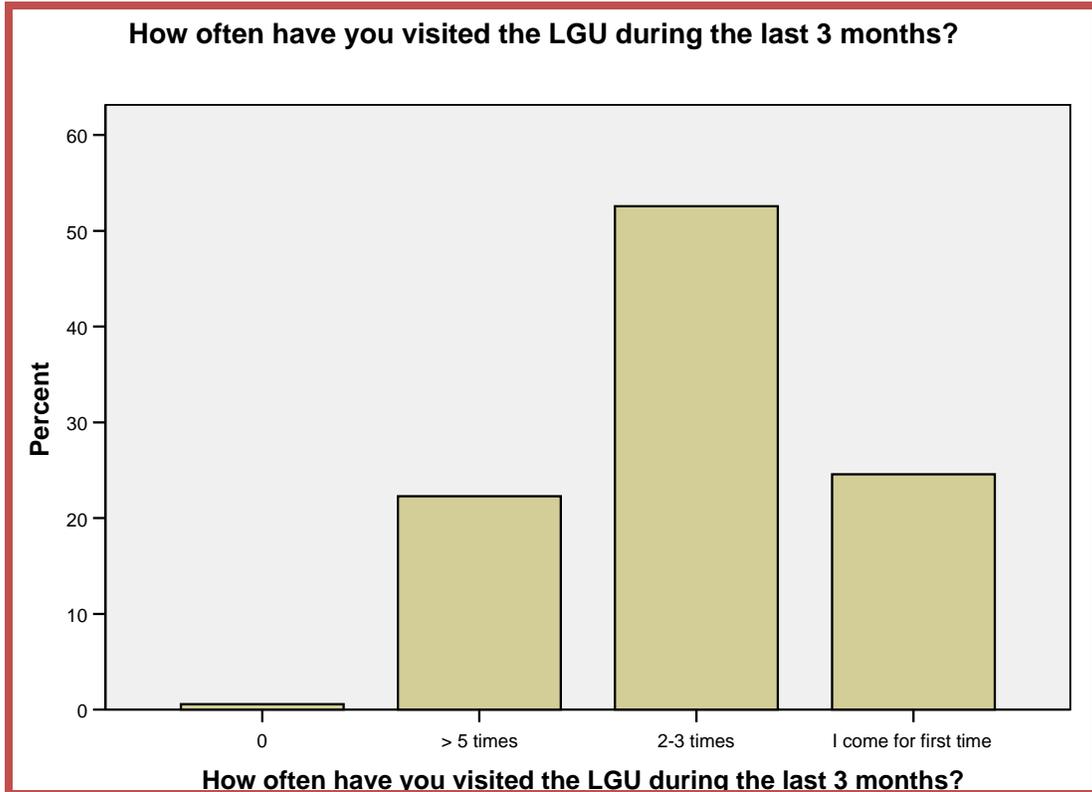
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		2	1.1	1.1	1.1
	Bashkia Kuk	5	2.8	2.8	4.0
	Berat	5	2.8	2.8	6.8
	Bradashesh	5	2.8	2.8	9.6
	Bulgarec	5	2.8	2.8	12.4
	BURREL	5	2.8	2.8	15.3
	DAJTI	5	2.8	2.8	18.1
	Elbasani	5	2.8	2.8	20.9
	Fieri	5	2.8	2.8	23.7
	Frakull	5	2.8	2.8	26.6
	Gramsh	5	2.8	2.8	29.4
	Kamez	4	2.3	2.3	31.6
	Katundi I r	1	.6	.6	32.2
	Katundi I R	4	2.3	2.3	34.5
	Kavaja	5	2.8	2.8	37.3
	KORCE	5	2.8	2.8	40.1
	ksamil	5	2.8	2.8	42.9
	kukes	1	.6	.6	43.5
	Kukes	4	2.3	2.3	45.8
	Lazarat	5	2.8	2.8	48.6
Lezhe	5	2.8	2.8	51.4	

LUKOVA	6	3.4	3.4	54.8
maqellare	5	2.8	2.8	57.6
Memaliaj	5	2.8	2.8	60.5
Mollaj	5	2.8	2.8	63.3
Ndroq	5	2.8	2.8	66.1
orosh	1	.6	.6	66.7
Orosh	4	2.3	2.3	68.9
Petrelle	5	2.8	2.8	71.8
Pogradec	5	2.8	2.8	74.6
Q. Fier	5	2.8	2.8	77.4
Qender	5	2.8	2.8	80.2
Rajca	5	2.8	2.8	83.1
Rradhima	2	1.1	1.1	84.2
Rradhime	3	1.7	1.7	85.9
SARANDA	5	2.8	2.8	88.7
Shenkoll	5	2.8	2.8	91.5
Shkoder	5	2.8	2.8	94.4
shupenc	5	2.8	2.8	97.2
vllahia	4	2.3	2.3	99.4
Vllahia	1	.6	.6	100.0
Total	177	100.0	100.0	

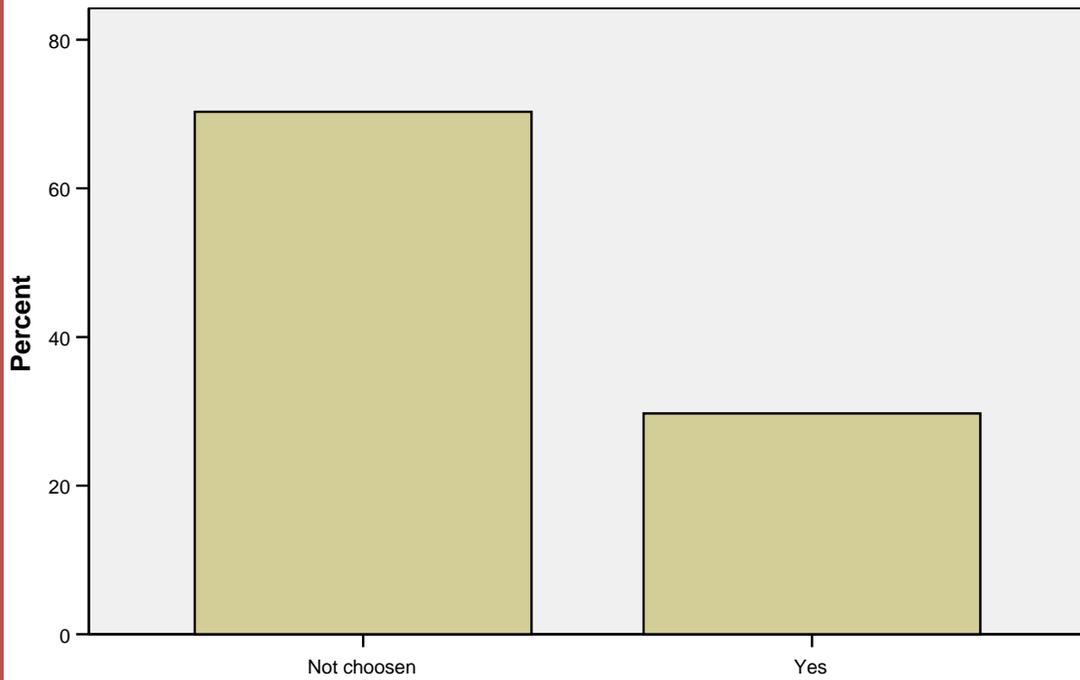
Do you notice any improvement

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	138	78.0	78.9	78.9
	Yes	37	20.9	21.1	100.0
	Total	175	98.9	100.0	
Missing	System	2	1.1		
Total		177	100.0		

Bar Chart

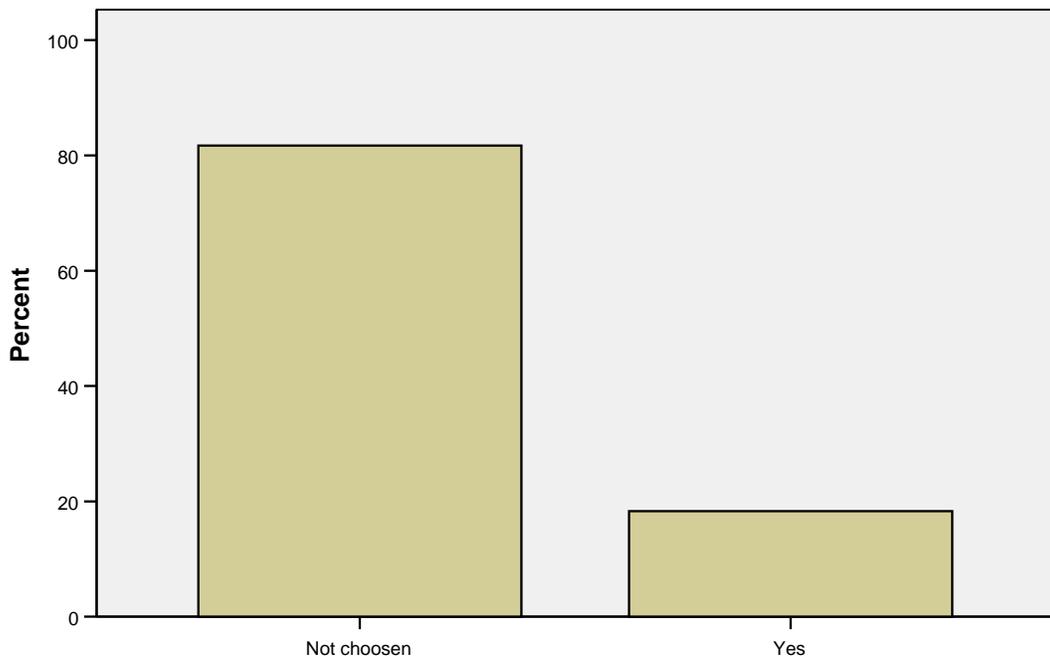


Was the nature of your contact with LGU - Problem Solution



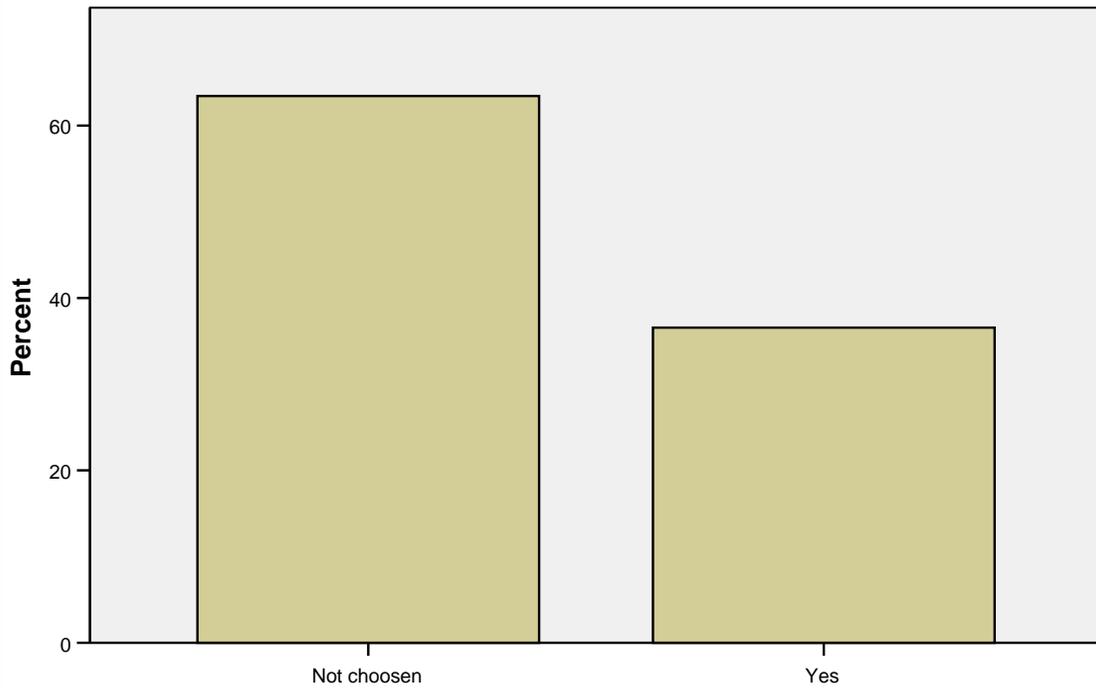
Was the nature of your contact with LGU - Problem Solution

Was the nature of your contact with LGU - Technical Assistance



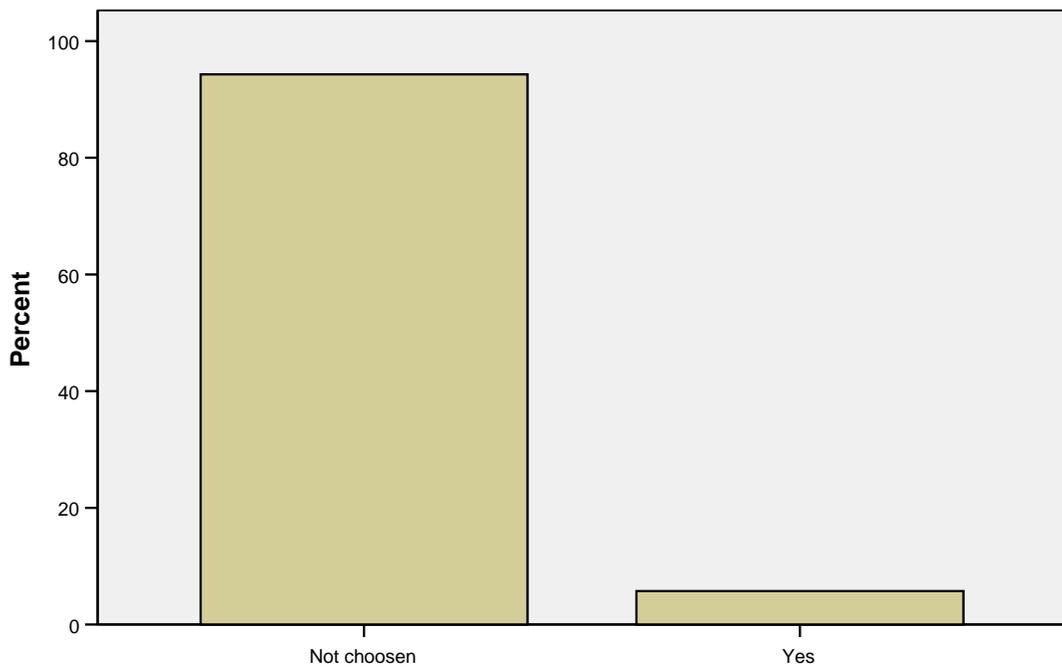
Was the nature of your contact with LGU - Technical Assistance

Was the nature of your contact with LGU - Permitting/licensing Assistance



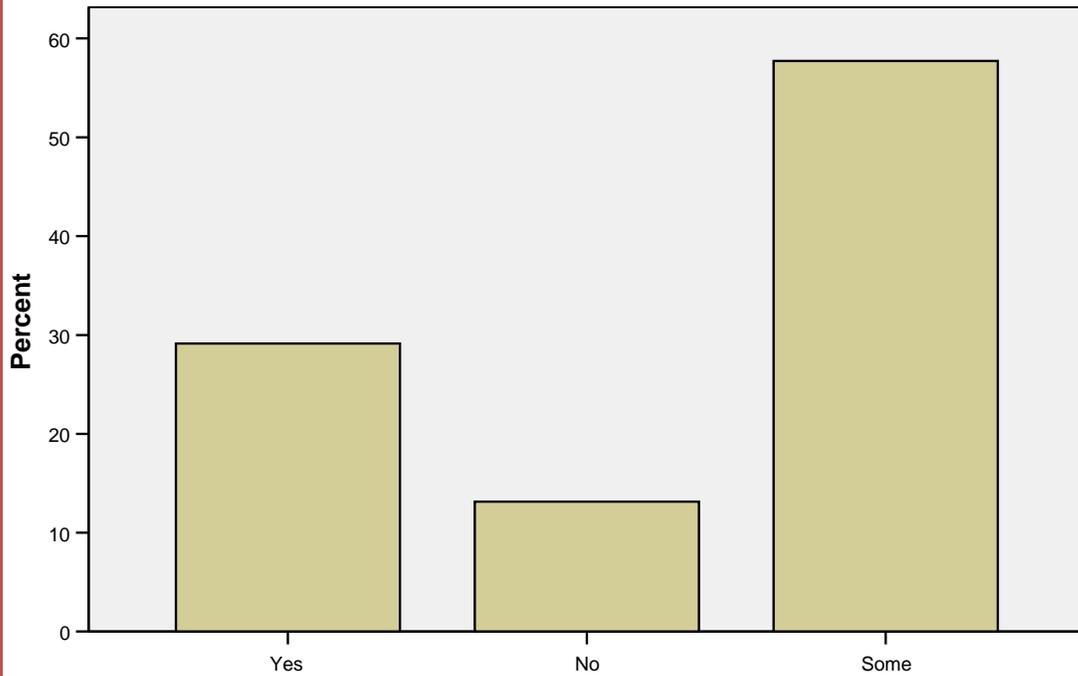
Was the nature of your contact with LGU - Permitting/licensing Assistance

Was the nature of your contact with LGU - Other



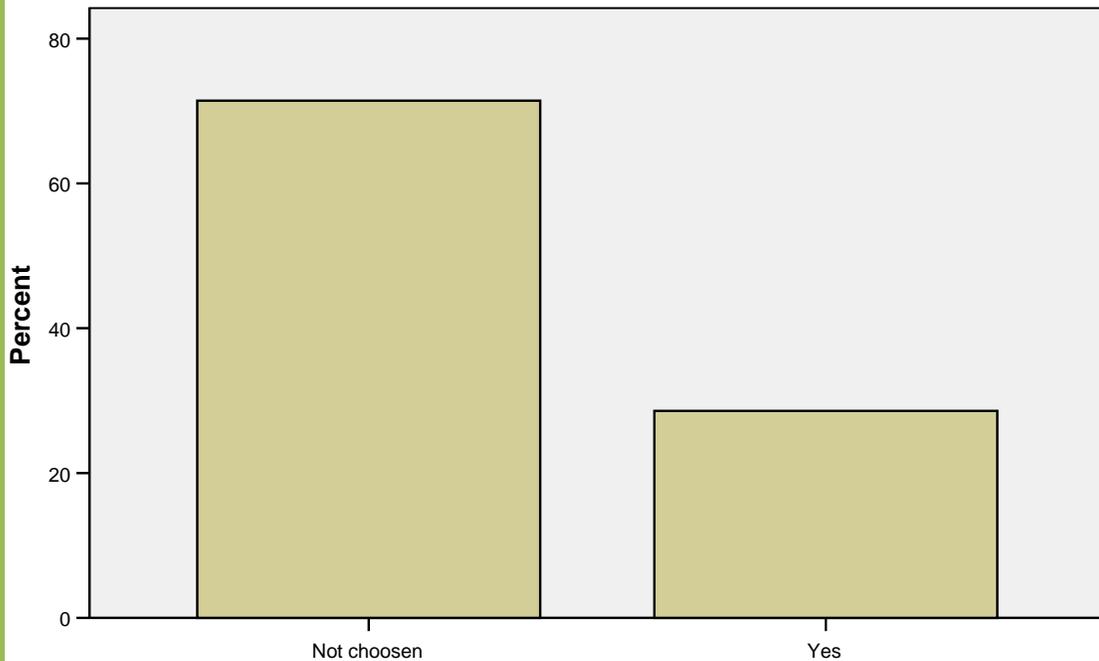
Was the nature of your contact with LGU - Other

Do you know what kind of licenses and permits the LGU delivers?



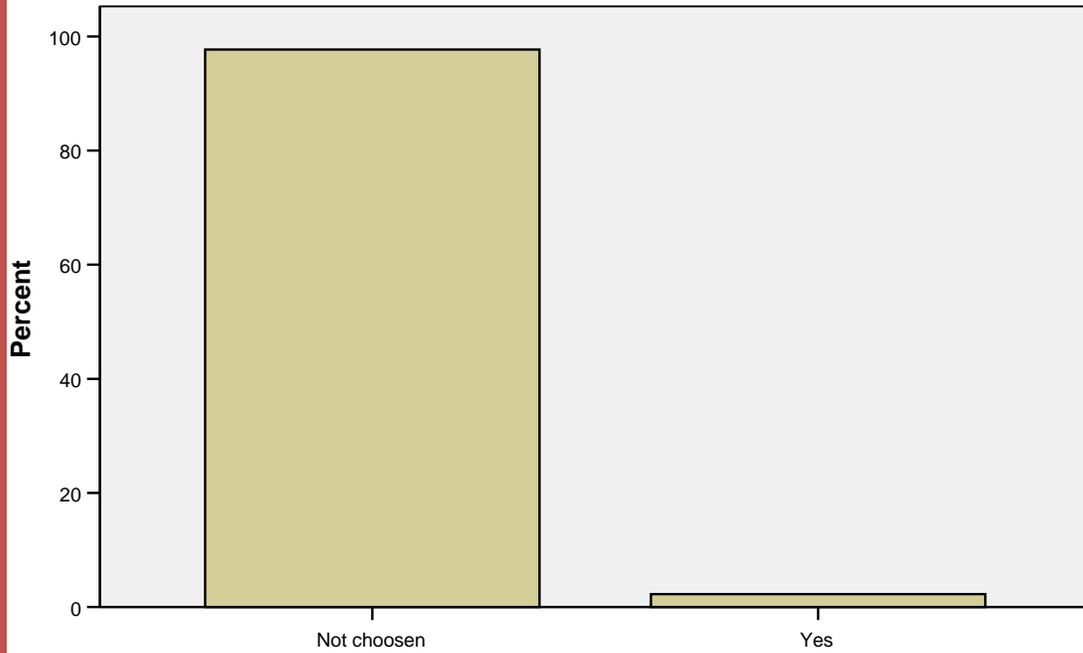
Do you know what kind of licenses and permits the LGU delivers?

Did you find preliminary information about the conditions and requirements for license obtaining on - information boards?



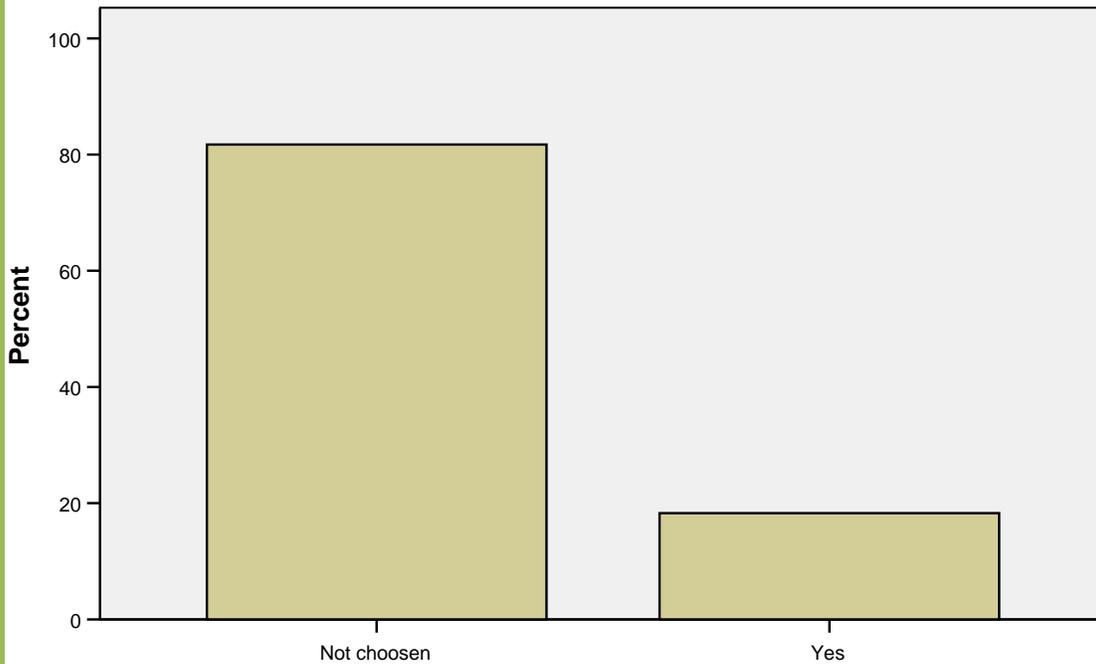
Did you find preliminary information about the conditions and requirements for license obtaining on - information boards?

Did you find preliminary information about the conditions and requirements for license obtaining on - LGU website?



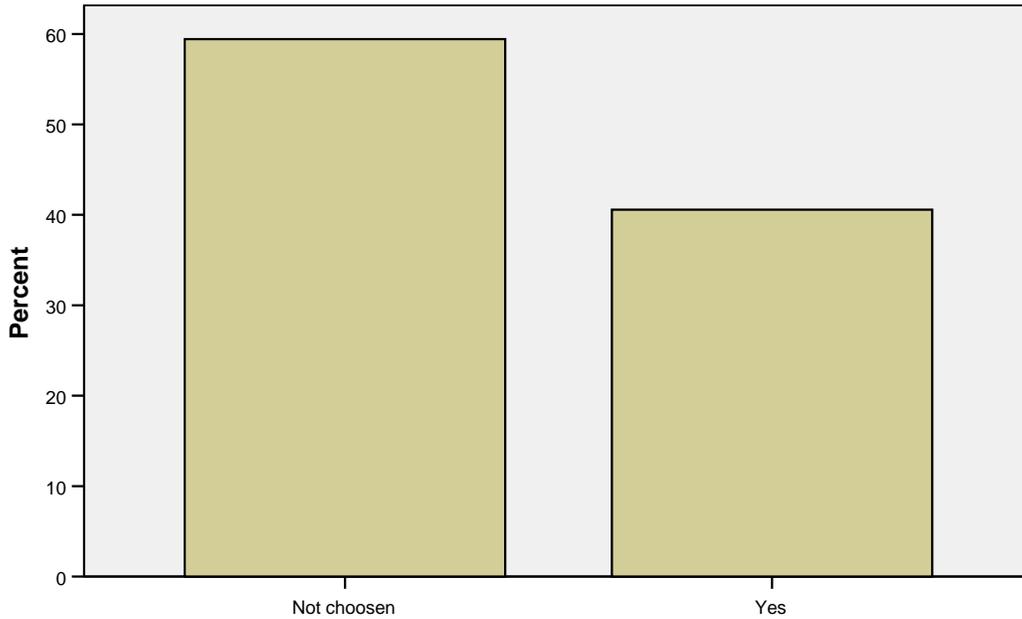
Did you find preliminary information about the conditions and requirements for license obtaining on - LGU website?

Did you find preliminary information about the conditions and requirements for license obtaining on - brochures/leaflets?



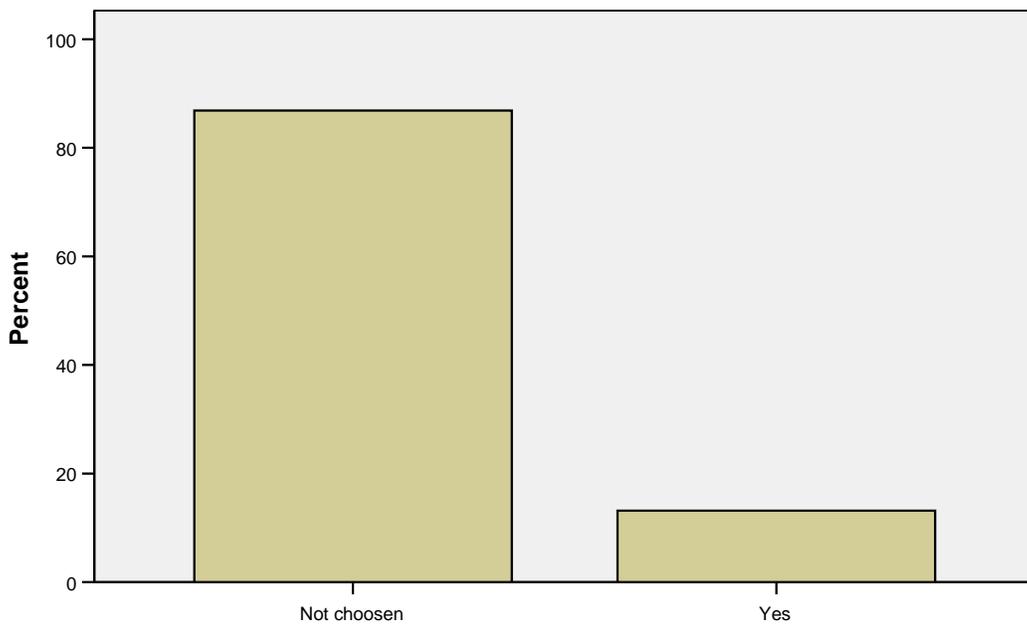
Did you find preliminary information about the conditions and requirements for license obtaining on - brochures/leaflets?

Did you find preliminary information about the conditions and requirements for license obtaining on - licesing department employees?



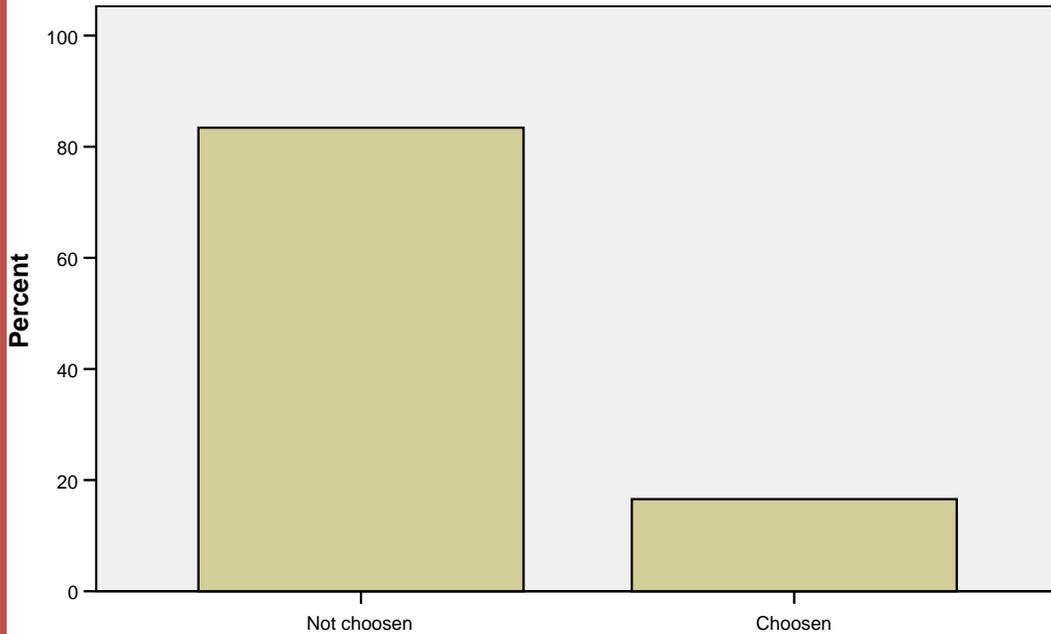
Did you find preliminary information about the conditions and requirements for license obtaining on - licesing department employees?

Did you find preliminary information about the conditions and requirements for license obtaining on - from close friends?



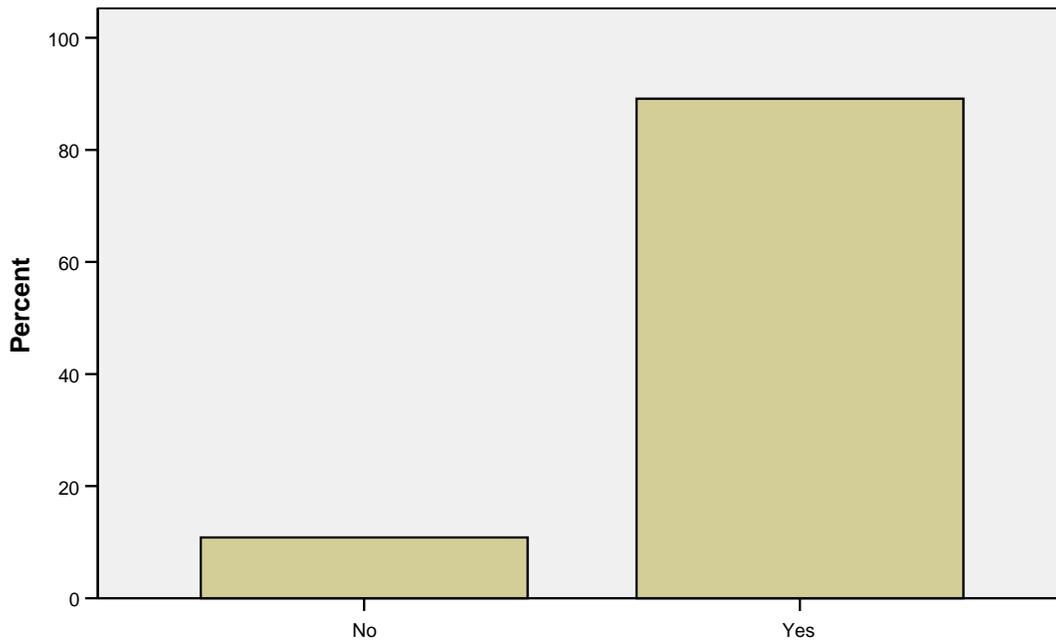
Did you find preliminary information about the conditions and requirements for license obtaining on - from close friends?

Did you find preliminary information about the conditions and requirements for license obtaining - if no check here



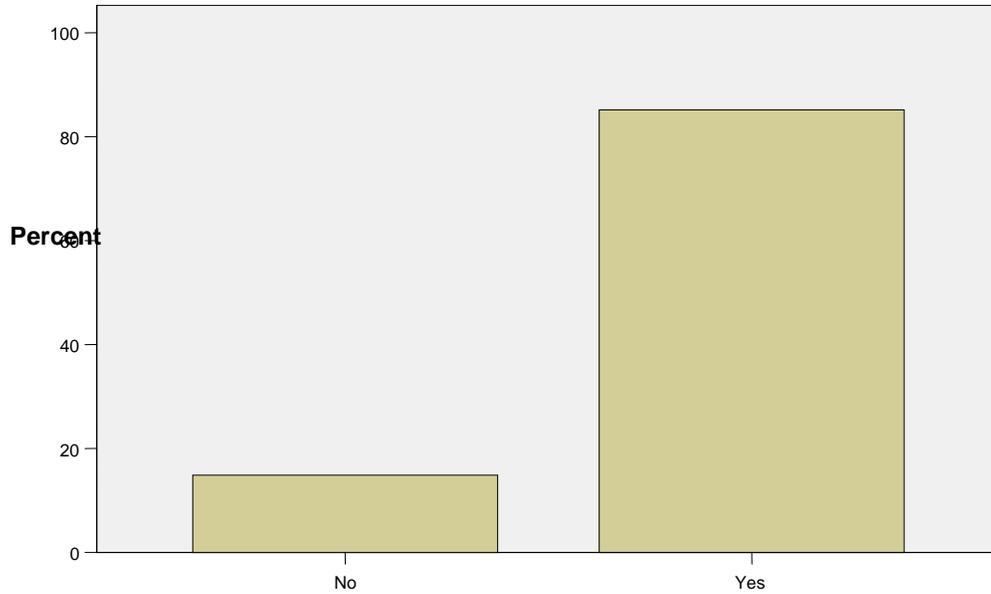
Did you find preliminary information about the conditions and requirements for license obtaining - if no check here

What is your opinion on licensing/permit registration assistance on - The regulations were understandable



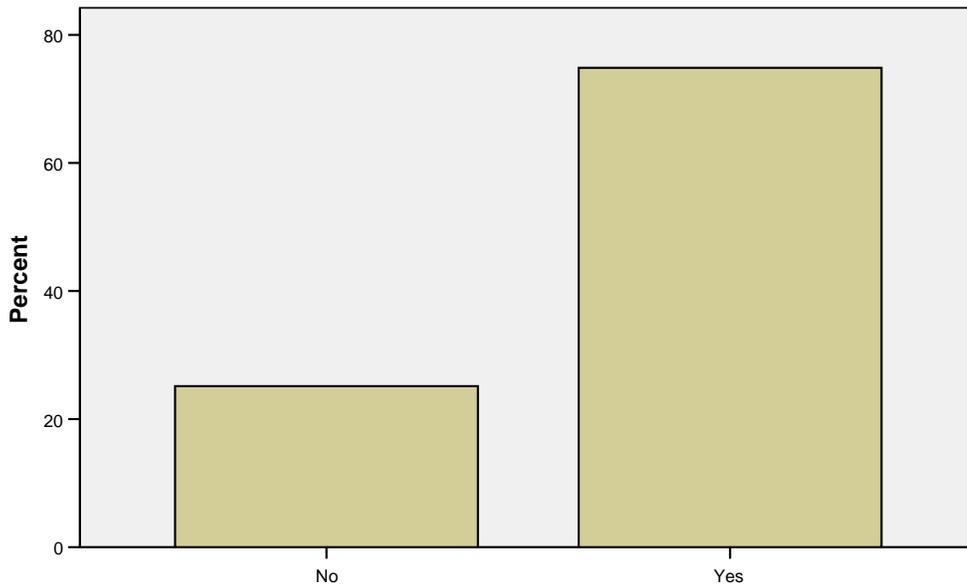
What is your opinion on licensing/permit registration assistance on - The regulations were understandable

What is your opinion on licensing/permit registration assistance on - The application instructions were understandable



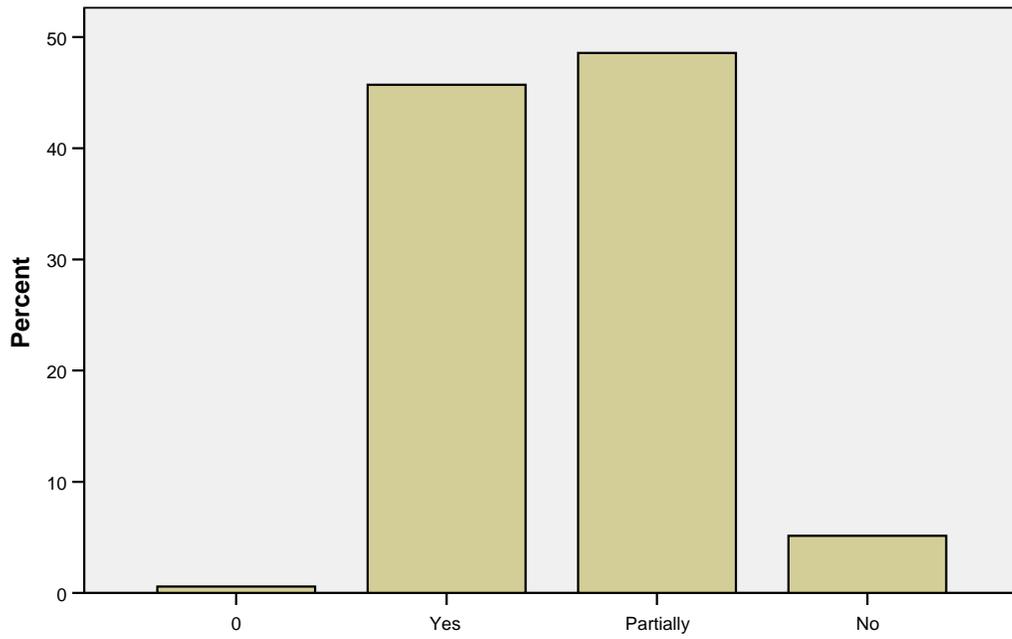
What is your opinion on licensing/permit registration assistance on - The application instructions were understandable

What is your opinion on licensing/permit registration assistance on - The terms and conditions of licences or registration were understandable



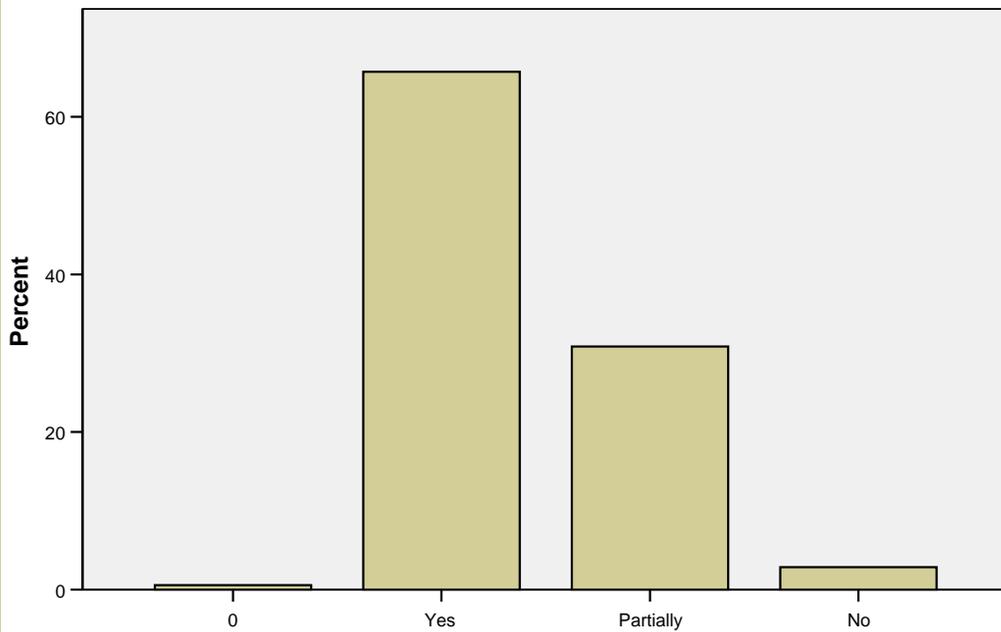
What is your opinion on licensing/permit registration assistance on - The terms and conditions of licences or registration were understandable

What do you think about - Officers put every effort to solve the issue



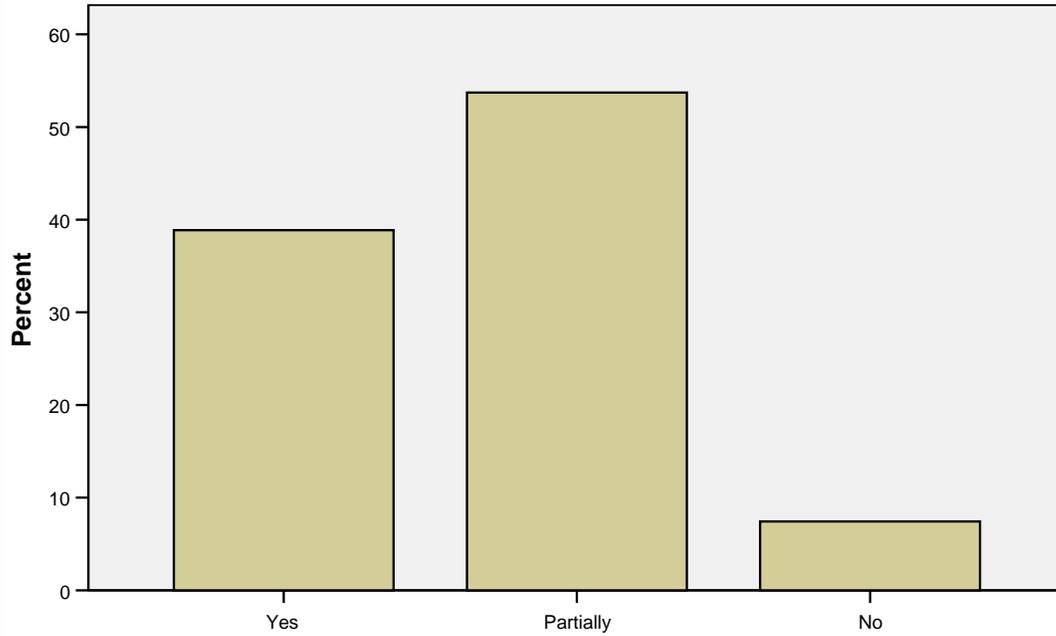
What do you think about - Officers put every effort to solve the issue

What do you think about - Officers are polite



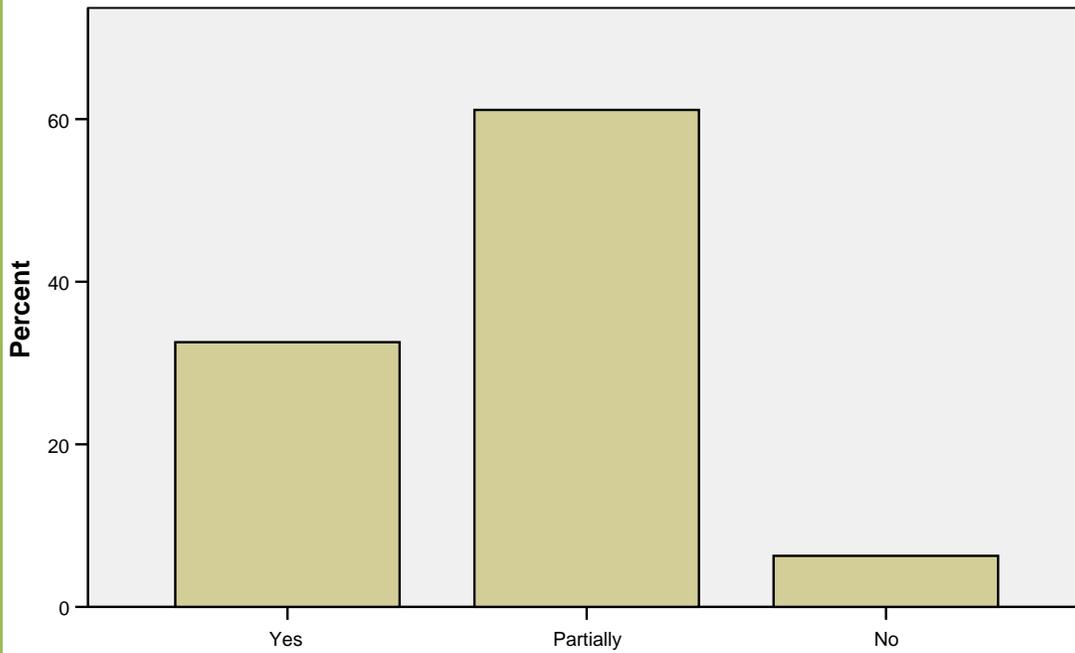
What do you think about - Officers are polite

What do you think about - Officers are competent, explain everything precisely



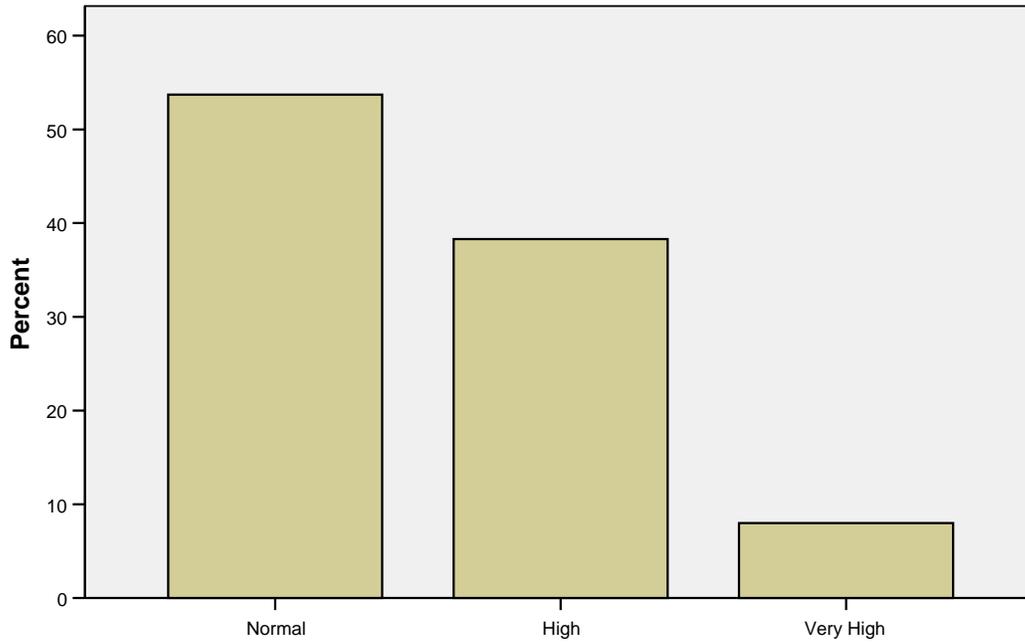
What do you think about - Officers are competent, explain everything precisely

What do you think about - Licensing service delivery is efficient within the terms set



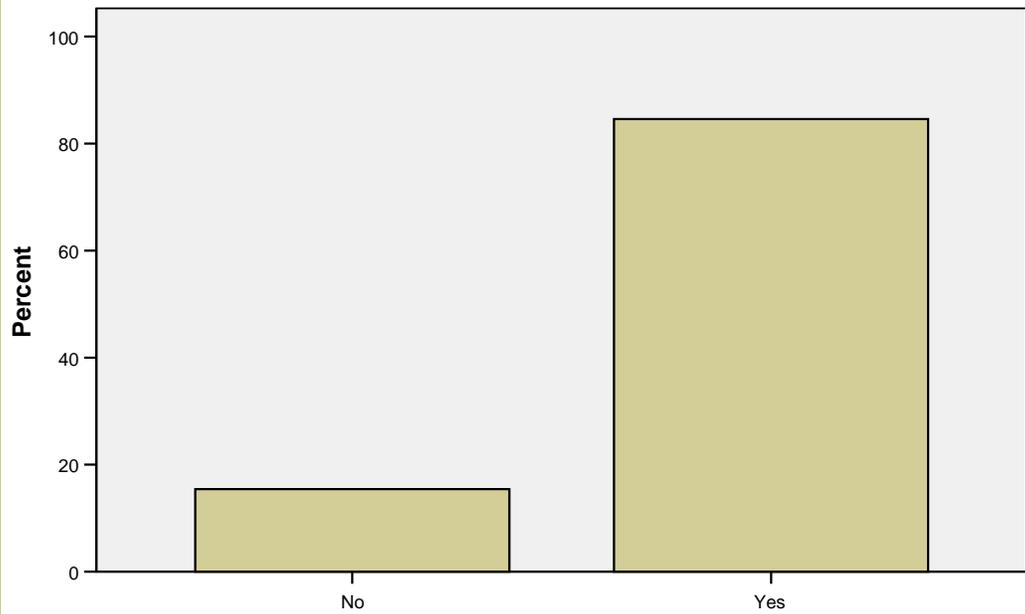
What do you think about - Licensing service delivery is efficient within the terms set

What do you think about the size of taxes for obtaining a license or permit ?



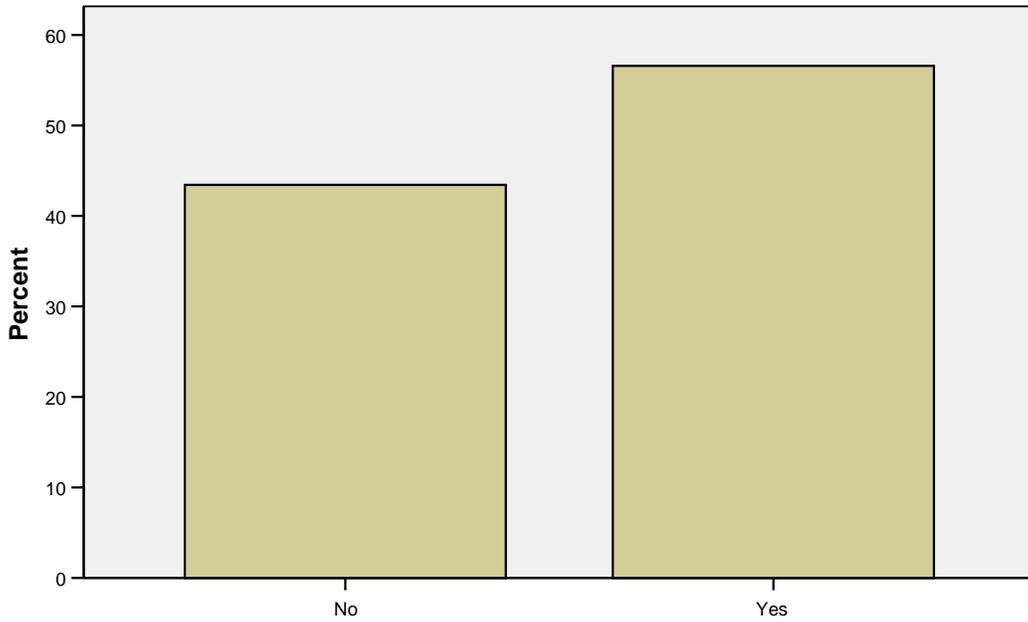
What do you think about the size of taxes for obtaining a license or permit ?

What is your overall impression about licensing procedures - are organized well



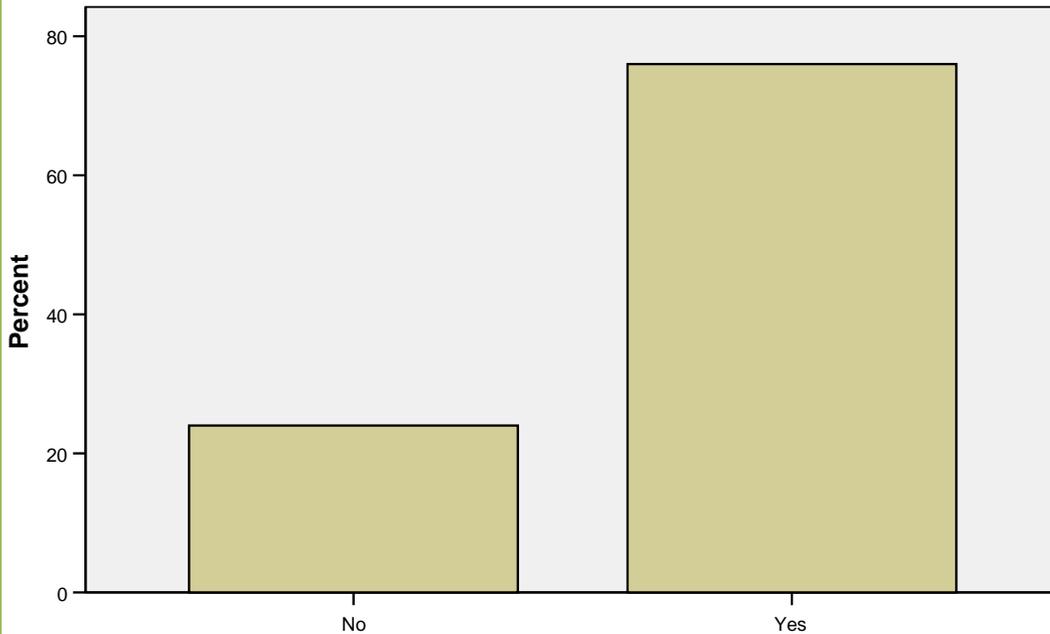
What is your overall impression about licensing procedures - are organized well

What is your overall impression about licensing procedures - are transparent



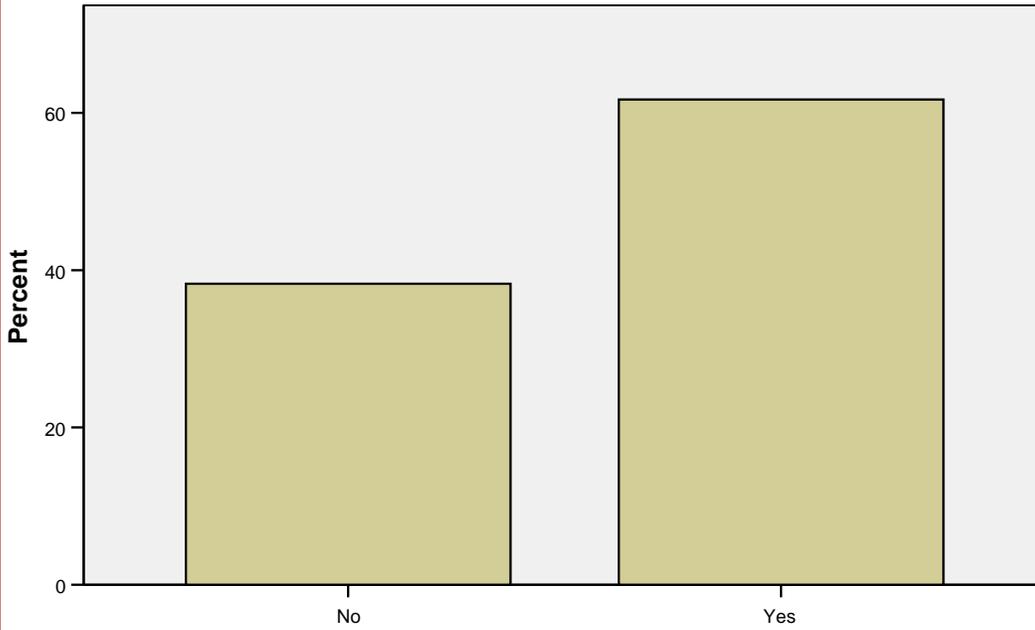
What is your overall impression about licensing procedures - are transparent

What is your overall impression about licensing procedures - are easy accessible



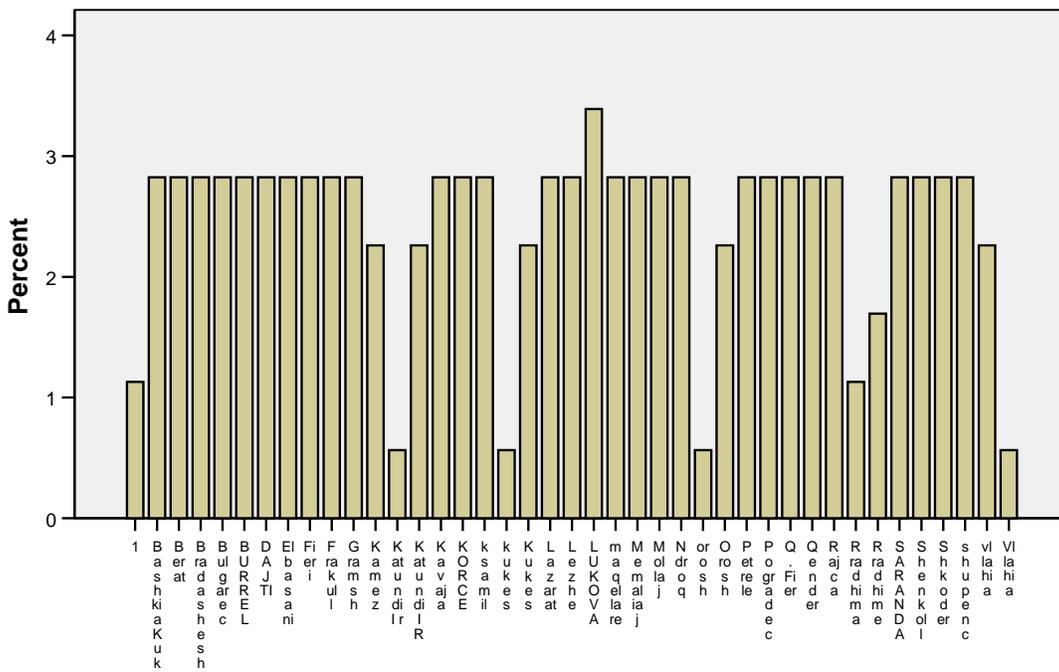
What is your overall impression about licensing procedures - are easy accessible

What is your overall impression about licensing procedures - Obtaining a license is connected with using informal contacts and lobbying



What is your overall impression about licensing procedures - Obtaining a license is connected with using informal contacts and lobbying

location



location

Do you notice any improvement

