

# **Land Administration and Management Project – LAMP – cadastre service users**

Final draft -

CEED Consulting

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## 1. INTRODUCTION, PROJECT BACKGROUND AND RATIONAL FOR THE STUDY

Land Administration and Management Project (LAMP) is aimed at improving efficiency in the process of planning, permitting and property registration.

The expected results consist of: (a) increased activity in the housing market, including impact on property values and the impact of increased number of transactions of all kinds, (b) simplifying and increasing the efficiency of urban planning and improvement process of issuing building permits and monitoring construction projects, and (c) increase government revenue and municipality based on the above improvements.

The project is in part funded from loans from the World Bank (IBRD), and partly from the Government of Montenegro. Institutions that are holders of the activities are the Ministry of Physical Planning and Environment and Real Estate Directorate (Ministry of Finance). The LAMP project, among other things, finances urban spatial development plans (PUP) in municipalities with limited financial and other resources.

Within the LAMP project in Montenegro was carried out research which will provide detailed insight into the level of citizen satisfaction with the services of the Real Estate Directorate and the district units.

## 2. OBJECTIVE AND METHODOLOGY OF THE RESEARCH

Social study of the Land Administration and Management Project – Cadastre Service Users Satisfaction is based on conducting the survey, which for the needs of the Ministry for Spatial Planning and Environment, was carried out by selected company CEED Consulting.

The quantitative survey (face-to-face) was carried out in order to get more detailed insight into and views and opinions of respondents on given topics. The survey included two respondent categories: natural persons and legal entities.

Interviewing natural persons was conducted with the purpose of getting insight into their awareness of cadastre services, level of their using, as well as identifying the level of satisfaction with these services. The survey included 997 natural persons, from 20 Montenegrin municipalities, where 68.5% of respondents were living in urban, and 31.5% of them in rural areas. A detailed overview of conducted interviews was given in Table 1.

**Table 1. Municipality/region in which interviewed natural persons were concentrated**

Municipality	%	Region	%
Podgorica	32.4 %	Central region	46.5 %
Nikšić	7.3 %		
Cetinje	2.4 %		
Danilovgrad	4.4 %		
Bijelo Polje	7.7 %	Northern region	26.8 %
Berane	4.2 %		
Pljevlja	4.2 %		

Kolašin	2.2 %		
Mojkovac	1.3 %		
Rožaje	2.2 %		
Andrijevica	0.7 %		
Plav	1.3 %		
Šavnik	0.4 %		
Žabljak	2.5 %		
Herceg Novi	6.5 %	Southern region	26.7 %
Bar	7.7 %		
Ulcinj	3.2 %		
Budva	3.2 %		
Kotor	1.9 %		
Tivat	4.1 %		

Interviewing of legal entities was conducted for the purpose of getting insight into their use of cadastre services and identifying the level of their satisfaction with the same. The survey included 297 legal entities, from 19 municipalities. A detailed overview of interviews conducted was given below.

**Table 2. Municipality/region in which interviewed legal entities were concentrated**

Municipality	%	Region	%
Podgorica	35.7 %	Central region	49,2 %
Nikšić	7.1 %		
Cetinje	2 %		
Danilovgrad	4.4 %		
Bijelo Polje	8.1 %	Northern region	24,2 %
Berane	4.7 %		
Pljevlja	1 %		
Kolašin	2 %		
Mojkovac	1.7 %		
Rožaje	2 %		
Andrijevica	1.3 %		
Plav	1.7 %	Southern region	26,6 %
Žabljak	1.7 %		
Herceg Novi	6.4 %		
Bar	8.1 %		
Ulcinj	3 %		
Budva	2.7 %		
Kotor	2 %		
Tivat	4.4 %		

Field data collection was carried out during November 2010 by the method of direct interviewing. For the field work, CEED Consulting hired 43 polltakers, who attended one-day training on questionnaire content, the aim of the research as well as on the deadlines for data collection.

The created questionnaire contained questions of both closed and open type as well as the Likert type scale was created for each category of every respondent. Likert scale is comprised of a series of statements expressing either positive or negative attitude towards certain phenomenon. A respondent on the scale, usually from 1-5, expresses the level of (dis)satisfaction/ (dis)agreement) with particular statement, where 1 stands for – completely dissatisfied and 5 – completely satisfied.

The interviewed respondents were guaranteed anonymity, which contributed to obtaining more honest and accurate data that were processed in this report.

Data entry was done in Microsoft Excel, while data processing with necessary logical controls was performed in SPSS software (Statistical package for social sciences used for data processing and analysis).

In accordance with the goals of the survey, CEED Consulting analyst team carried out data analysis and prepared conclusions.

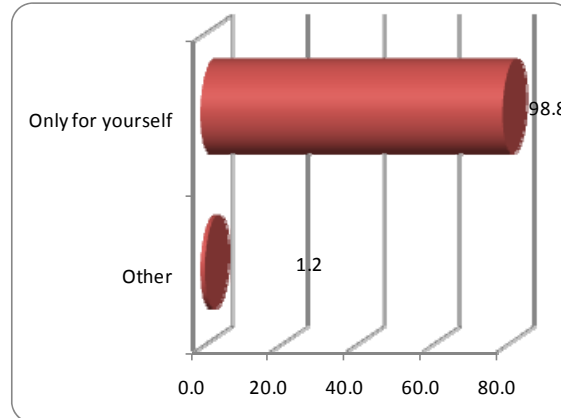
Taking into account the way the sample has been created, its representativeness, as well as the prepared methodology, CEED Consulting believes that the presented results may be treated as valid indicators of social study on the Land Administration and Management Project – LAMP.

### 3. CADASTRE SERVICE USERS – NATURAL PERSONS

#### 3.1 Function and use of cadastre

When asked on whose behalf they were there, almost all interviewed people (98.8%) said they were visiting cadastre for their own purposes, while a very small percentage was visiting this institution on behalf of their family members or friends (see Graph 1).

**Graph 1. On whose behalf do you perform this activity?**

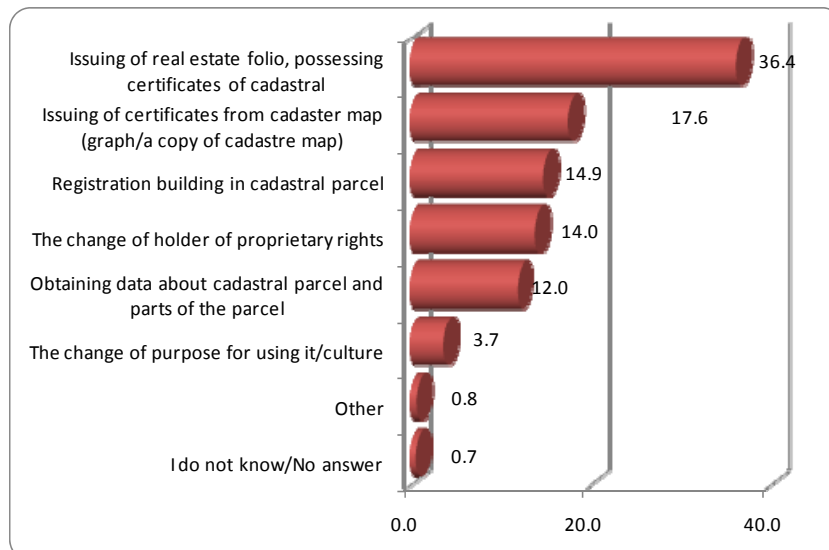


In order to review the awareness of citizens of how cadastre functions, they were asked: *What is the purpose of cadastre, or what are its functions?* and on this occasion, among two-three functions of cadastre (five the most) that were usually mentioned were the following:

- ✓ Issuing real estate folios, title deeds and certifications – 36.4% of answers,
- ✓ Issuing excerpt from cadastre plan (graphic scheme/copy of a plan) – 17.6% of answers,
- ✓ Building registration on the parcel – 14.9% of answers,
- ✓ Change of right holder (proprietor) - 14 % of answers.

Given answers indicate that respondents are well aware of activities performed by Cadastre.

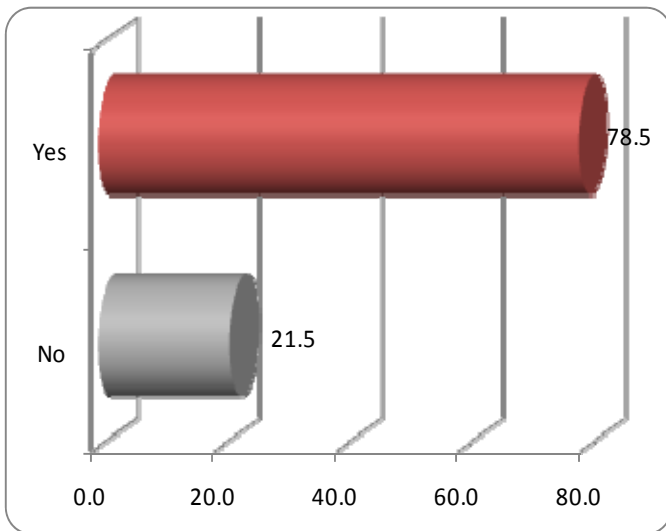
**Graph 2. Functions of Cadastre**



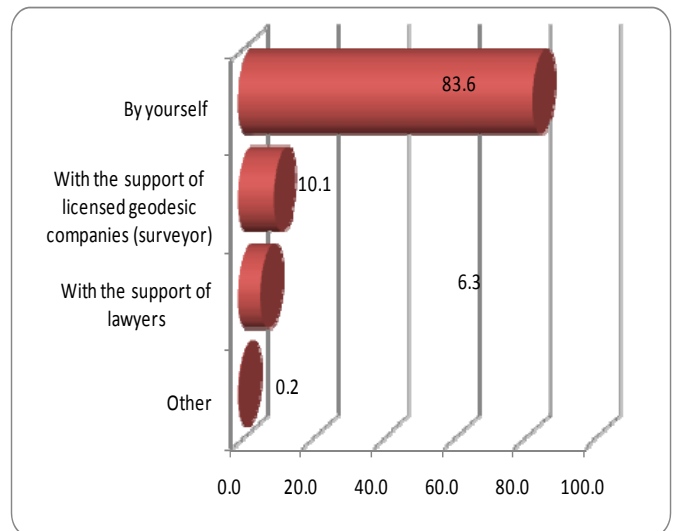
Respondents had the opportunity to state the details on using cadastre services and the findings were the following:

- ✓ 78.5% of respondents used cadastre services within last 5 years (Graph 3),
- ✓ natural persons (83.4%) usually solved their matters in cadastre by themselves, or authorized geodetic agencies and legal representatives-lawyers (10.1%, 6.3%, respectively, Graph 4).

**Graph 3. Did you in the last 5 years use cadastre services?**

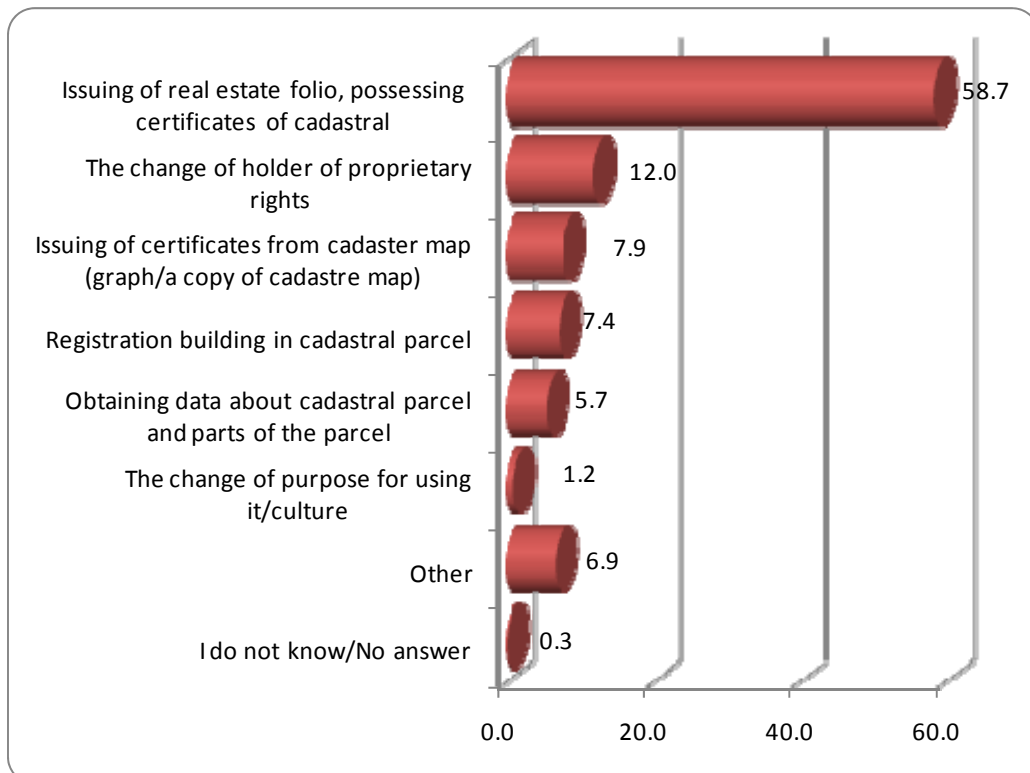


**Graph 4. How did you solve the matter, which you were in cadastre for?**



Speaking of the reason for visit to cadastre, interviewed natural persons usually needed *Real Estate Folios and Title Deeds* (58.7%) and to register the *change of the right holder/proprietor* (12%, Graph 5).

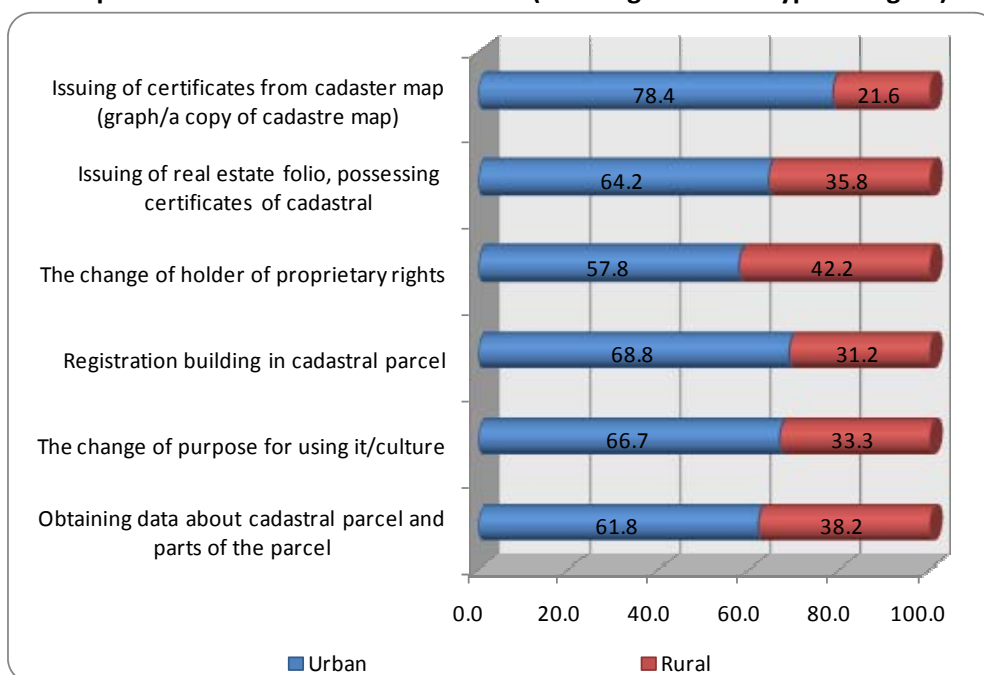
**Graph 5. Reason for visit to cadastre**



If we consider the data that 68.5% of respondents live in urban and 32.5% in rural areas, a detailed analysis of the reason for visit to cadastre showed that citizens from urban areas used more often *Issuing Excerpts from cadastre plan*, while those living in rural areas use more often services such as *Issuing Real Estate Folios, Title Deeds and certifications*, and especially the service *Change of the right holder/proprietor*.

*Building registration on the parcel and Change of purpose of use/culture* are services almost equally used by natural persons both from rural and urban areas.

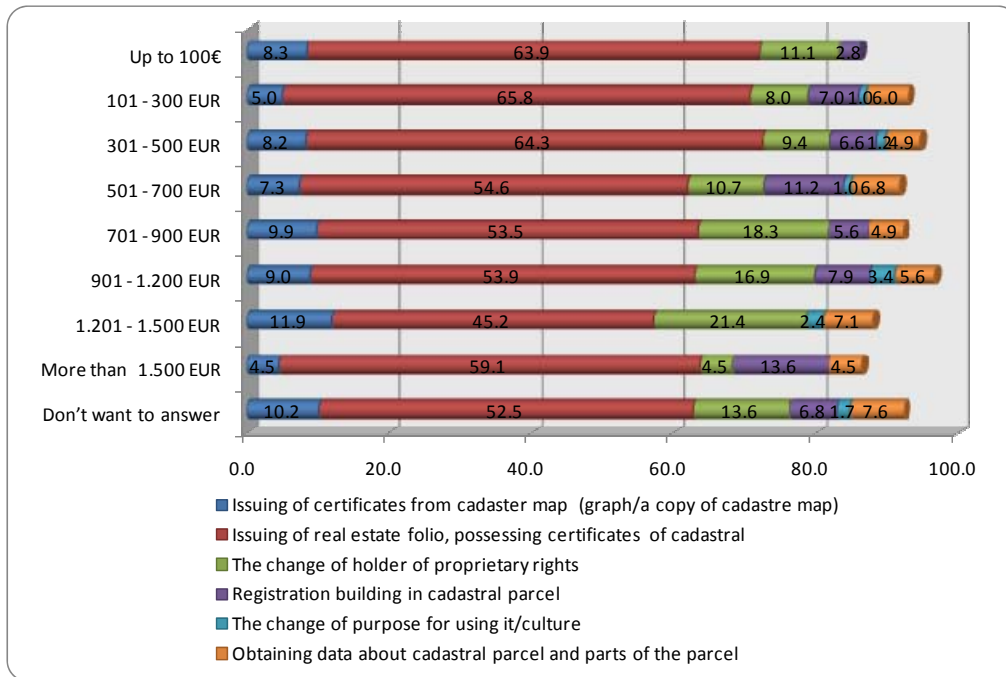
**Graph 6. Reason for visit to cadastre (with regard to the type of region)**



If we consider the reasons for visit to cadastre from the perspective of total monthly income of the respondents' household the following conclusions were reached:

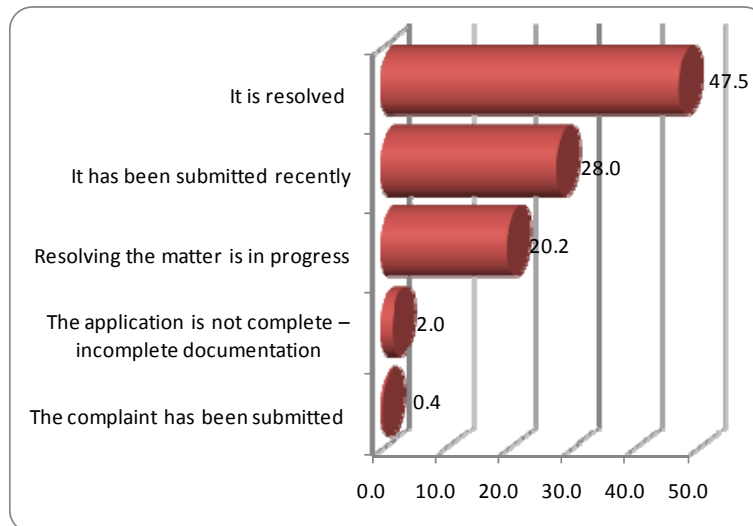
- ✓ *Issuing Excerpt from cadastre plan* is the service most often used regardless of the amount of monthly income, and the most frequent in the households with monthly income of €301-€500 (64.3%), and the least frequent at households with the income of €1201-€1500 (45.2%),
- ✓ The service *Change of the right holder/proprietor*, as second-rated is the most present in households with higher monthly income, particularly those with €1201-€1500 (21.4%), and €701-€900 (18.3%).
- ✓ Household with the lowest monthly income (up to €100) in the last five years did not use the services *Change of the purpose of use/culture* and *obtaining information on parcel and parts of the parcel*.

**Graph 7. Reason for visit to cadastre (with regard to total monthly income)**



Regarding the phase the case of interviewed persons is in, the findings show that most often the cases were either already solved (47.5%), or just submitted (28%), while for 20.2% of them were pending. Very small percentage of respondents filed a complaint to cadastre decisions or had incomplete documentation related to case concerned, which is presented at the Graph below.

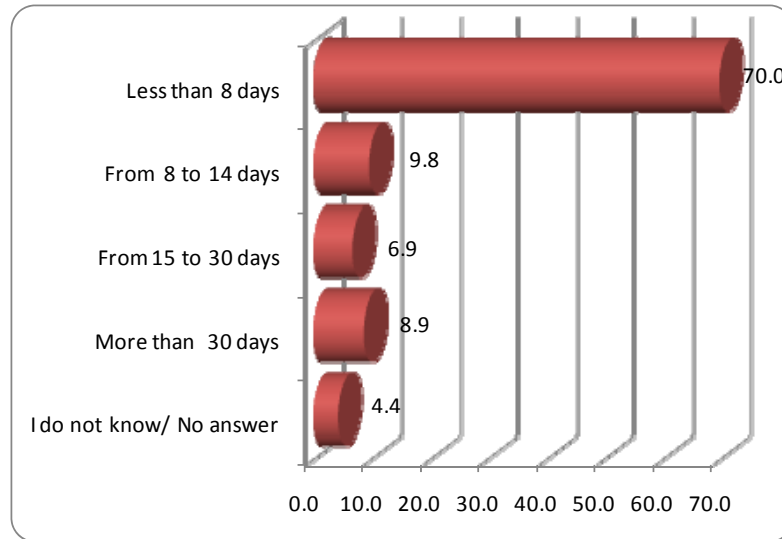
**Graph 8. Which phase the case is in?**



Asked how much time has passed since the moment of request submission until receiving notice via mail/taking it in person, the findings showed that 13 days had passed on average. In addition, seven out of ten respondents stated that they waited for notification via mail/taking it is person had passed seven days, while every tenth said they waited from 8-14 days.

A more detailed overview how much time respondents waited for notification is given on Graph 9.

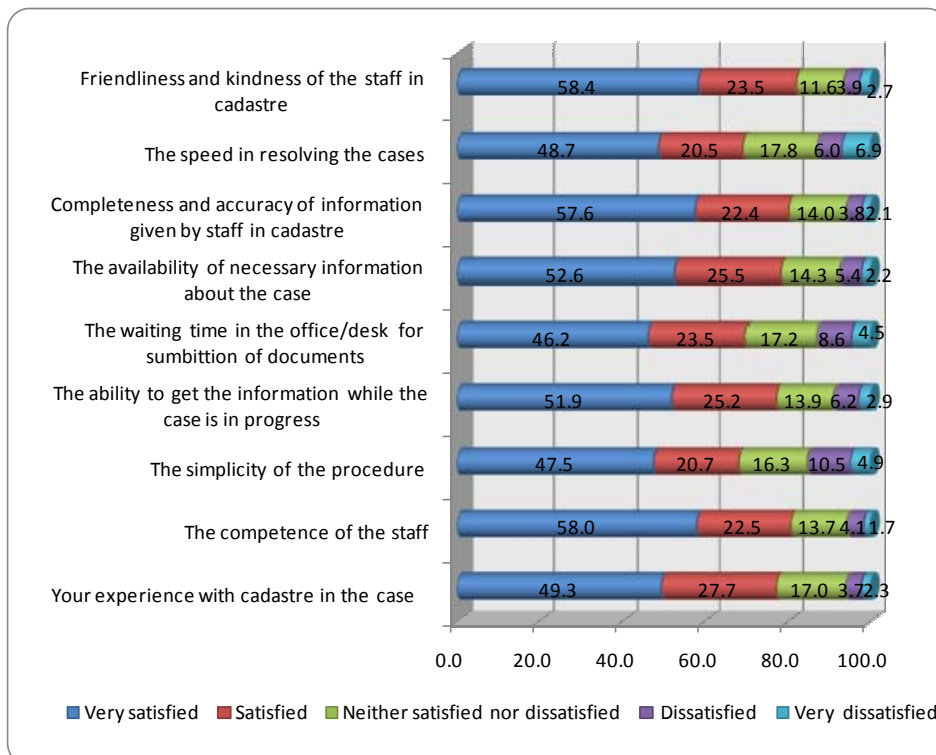
**Graph 9. How much time passed since the moment of request submission until receiving notice via mail/taking it in person?**



**3.2 Cadastre service satisfaction**

Respondents had the opportunity to assess the level of their satisfaction with services during the proceedings they are having or the procedure they had in cadastre for each given category by rates from 1 – completely dissatisfied to 5 – completely satisfied. Observed by all given categories, it can be concluded that respondents were generally satisfied with cadastre services. Namely, more than a half of respondents were the most satisfied with: friendliness and kindness of the staff in cadastre, accuracy of information obtained as well as with availability of information during the proceedings, Graph 10.

**Graph 10. Cadastre service satisfaction**



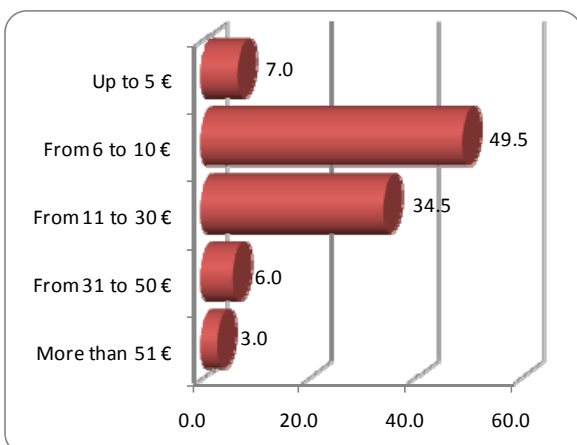
Observed by the type of settlement, average satisfaction rates are mutually balanced, and the satisfaction with cadastre services was slightly higher in rural than in urban settlements, which can be seen from the following Table3. Also, respondents from rural areas more often gave the rate 5 – completely satisfied for all categories in relation to those in urban areas. Furthermore, a more detailed analysis by gender shows that there were no significant discrepancies between male and female respondents in cadastre service satisfaction.

**Table 3. Average satisfaction rate with cadastre services**

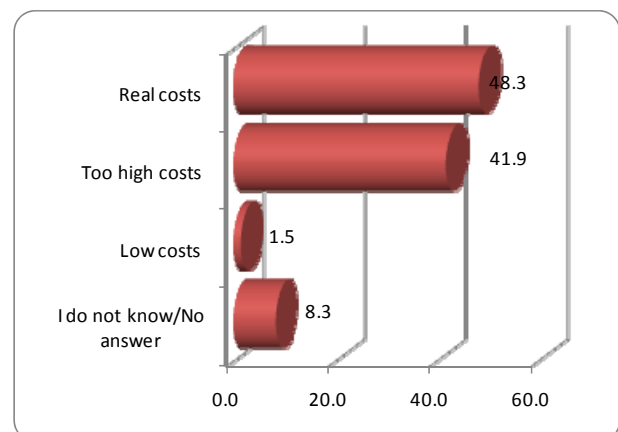
	General	Urban	Rural	Male	Female
Friendliness and kindness of the staff in cadastre	4.31	4.30	4.31	4.3	4.3
The speed in resolving the cases	3.98	3.92	4.09	3.9	4.1
Completeness and accuracy of information given by staff in cadastre	4.30	4.25	4.38	4.3	4.3
The availability of necessary information about the case	4.21	4.17	4.27	4.2	4.2
The waiting time in the office/desk for submittion of documents	3.98	3.93	4.06	4.0	4.0
The ability to get the information while the case is in progress	4.17	4.15	4.21	4.2	4.1
The simplicity of the procedure	3.95	3.92	3.98	3.9	4.0
The competence of the staff	4.31	4.27	4.38	4.3	4.3
Your experience with cadastre in the case	4.18	4.13	4.28	4.2	4.2

Respondents had the opportunity to state the amount of the costs/fees they paid at Real Estate Directorate or its district unit, and based on answer analysis, the average value of costs amounted €35.6. However, for every second respondent, the costs amounted from €6 to €10. In addition, almost every second respondent stated the costs were real, while two fifths of respondents (41.9%) believed the costs were too high.

**Graph 11. Amount of costs paid at Real Estate Directorate**

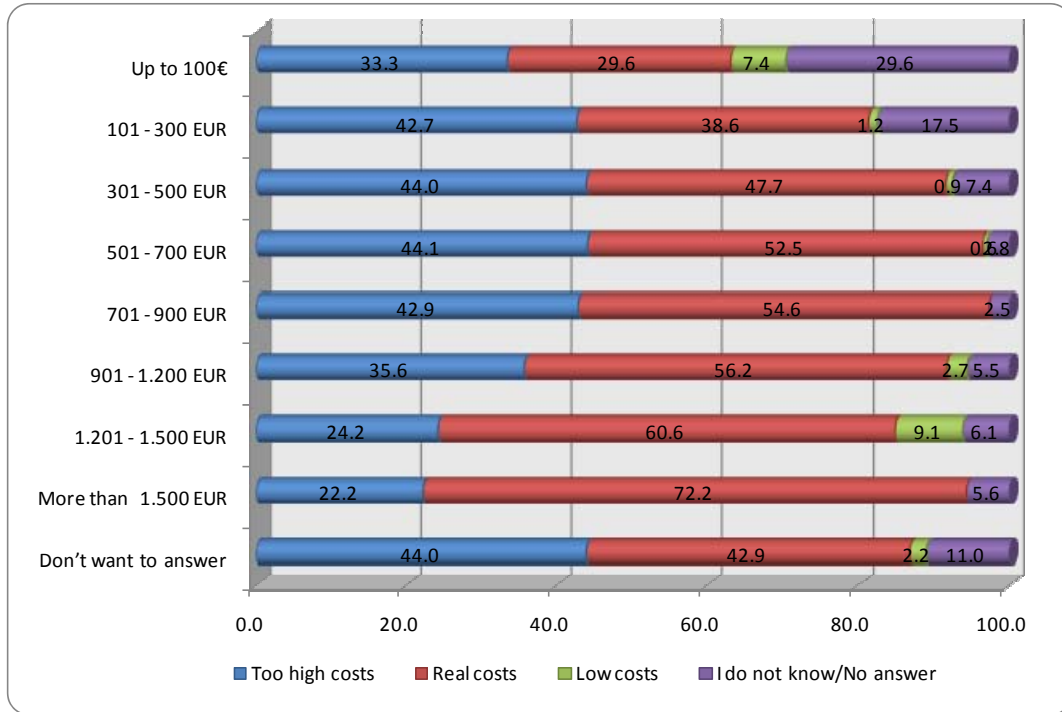


**Graph 12. Cost assessment at Real Estate Directorate**



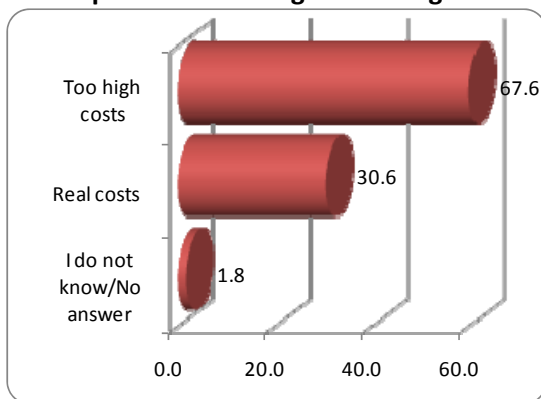
A more detailed data analysis by household monthly income shows that amount of income has influence on respondents' attitude on cost amount. Majority of respondents with monthly income not exceeding €300 said the costs were too high, while for the respondents with higher income the costs were real, Graph 13.

**Graph 13. Cost assessment in relation to the amount of household monthly income**

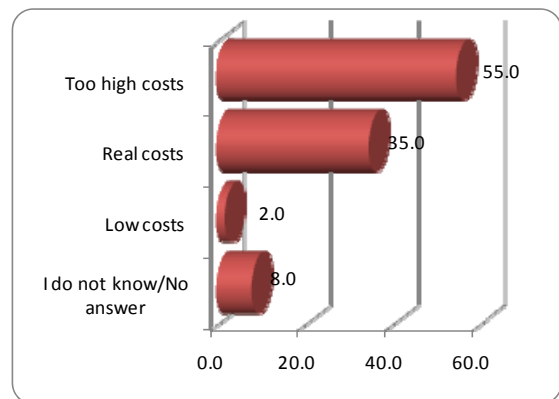


Average costs for hiring private geodetic agency amount €192, while for hiring lawyer, respondents on average paid €284. Even though the costs of hiring a lawyer were higher, slightly higher percentage of respondents (67.6%), who used services of licensed geodetic agency said these costs were too high, while this was the case with every second respondent who hired a lawyer (Graph 14, 15).

**Graph 14. Cost assessment of hiring private licensed geodetic organization**

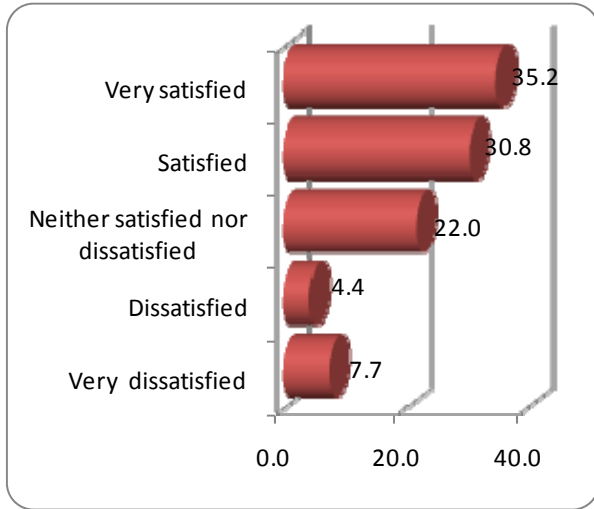


**Graph 15. Cost assessment of hiring a lawyer**

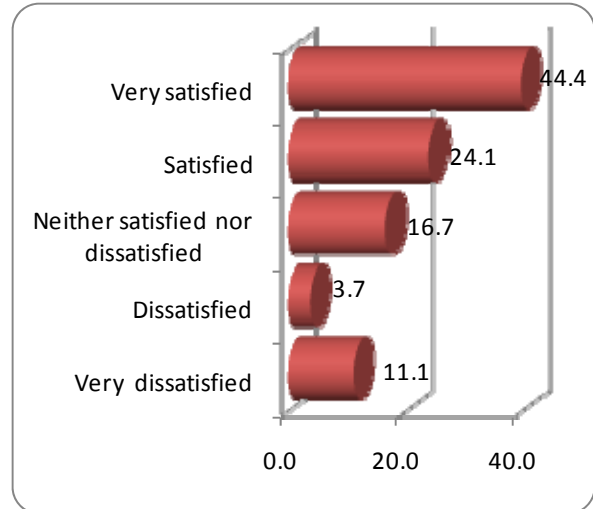


In general, respondents positively assessed the work of both geodetic agencies and lawyers. Every third respondents (35.2%) was very satisfied with the work of licensed geodetic organization, while 30.8% was satisfied (Graph 16). When it comes to the lawyers performance, slightly above two fifths (44.4%) was very satisfied, while every fourth was satisfied (Graph 17).

**Graph 16. Satisfaction assessment with the licensed geodetic organization performance**

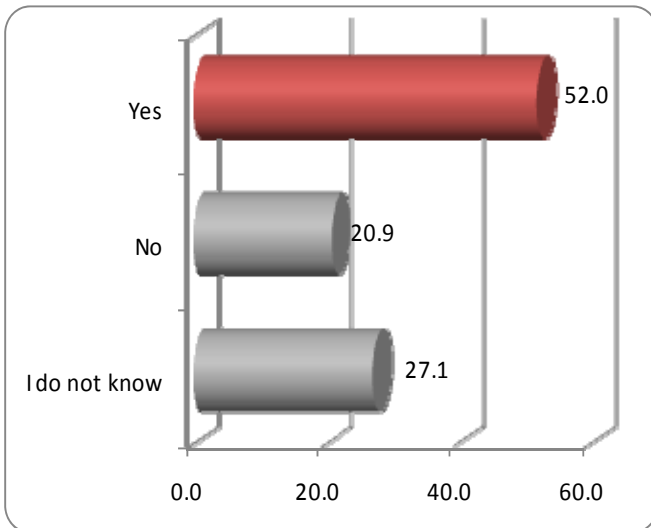


**Graph 17. Satisfaction assessment with lawyers performance**

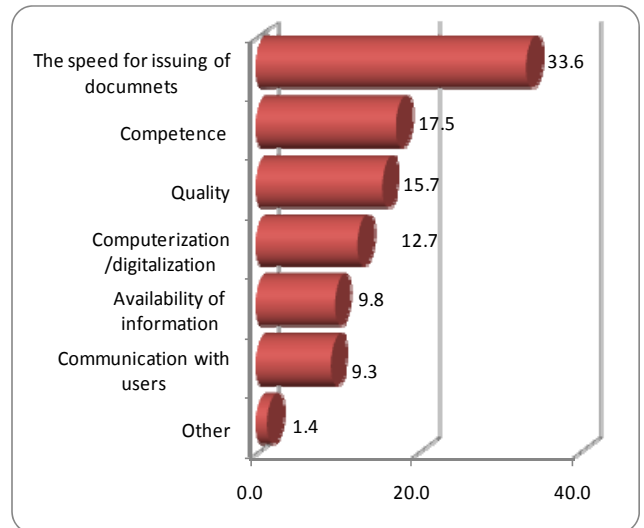


Every second respondent said they noticed some improvements in the cadastre performance, while every fifth said they did not see any improvements. When speaking of the areas where the improvement was noticed, in majority of cases it was about the speed of issuing the documents (33.6%) and promptness in work (17.5%).

**Graph 18. Have you seen any improvements in cadastre performance lately?**



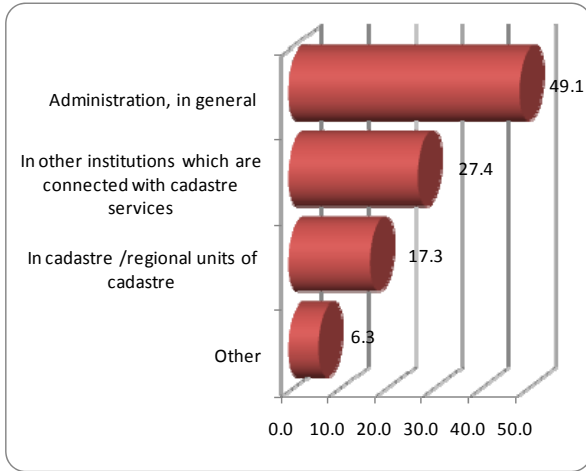
**Graph 19. If yes, please specify in which segment?**



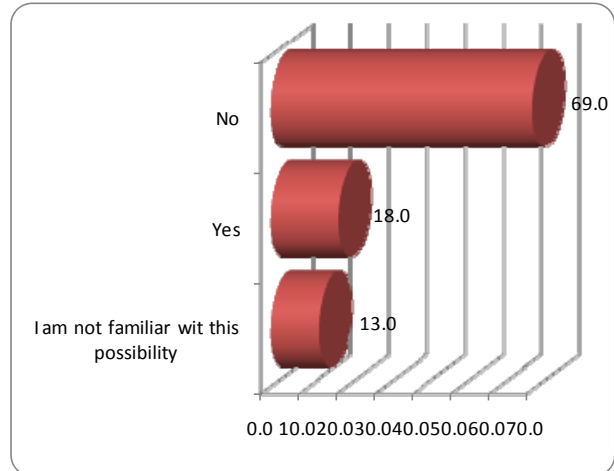
As biggest obstacles in solving real estate related requests, half of the respondents stated administration, while 27.4% stated other cadastre-related institutions (Graph 20).

Regarding the Real Estate services, even seven out of ten respondents did not use these services via Internet, while 13.0% was not even aware this possibility existed (Graph 21).

**Graph 20. The biggest obstacles in solving real-estate related requests**

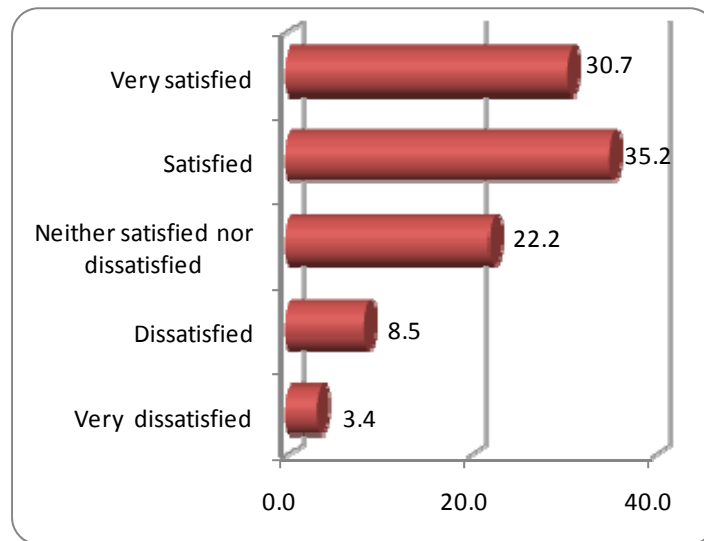


**Graph 21. Do you use Real estate Directorate services via Internet?**



When asked to what extent they were satisfied with the data obtained in cadastre, respondents in two thirds of cases were either satisfied or very satisfied (Graph 22).

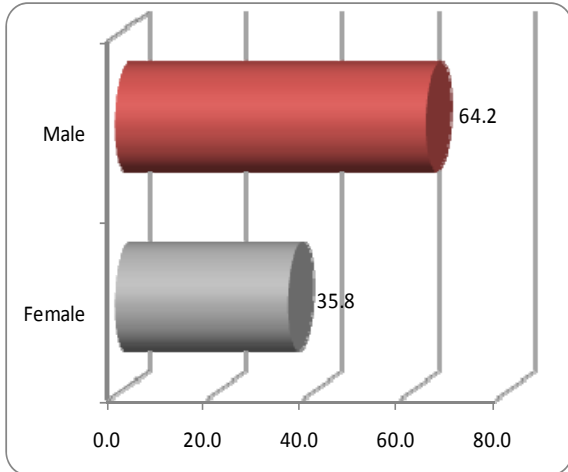
**Graph 22. Satisfaction assessment with Real Estate Directorate Internet page**



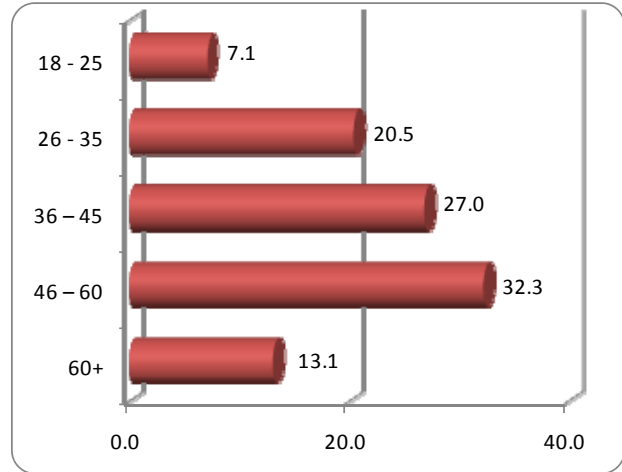
### 3.3 Demographic characteristics

In most cases, the interviewed are men (64.2%) with the average age of 44. Precisely, the third of the respondents are from 46 to 60 years old.

**Graph 23. Gender of the respondents**



**Graph 24. Age of the respondents**

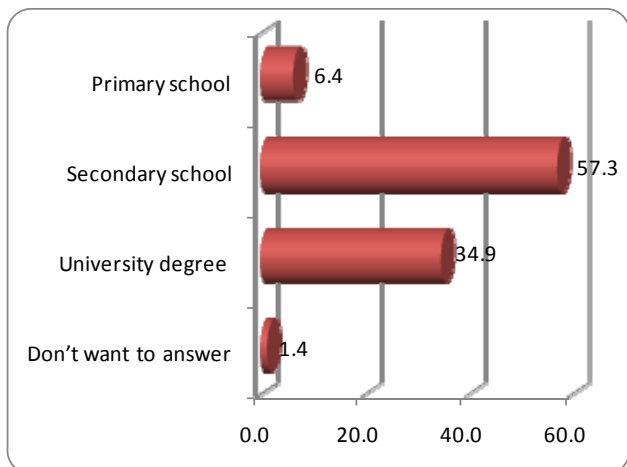


When it is about the degree of the respondents' education, in most cases, they are physical entities with secondary education (57.3%) or high university education (34.9%). (Graphic 25).

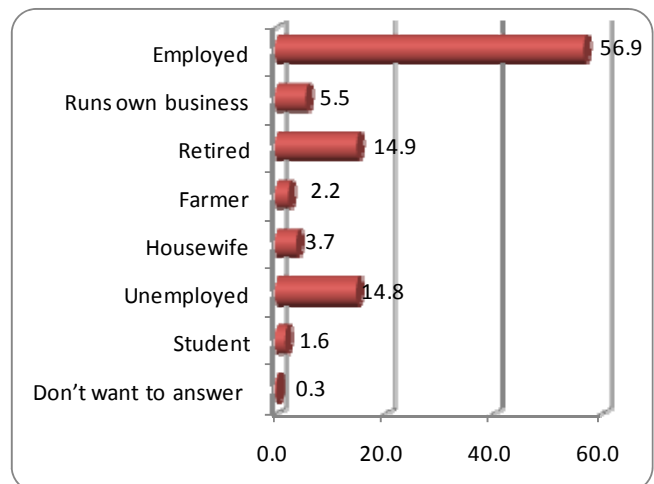
Observing more detailed analysis of the respondents' occupation, it can be concluded that 56.9% of the respondents are employed (5.5% of them run their own business), and almost 15% of them are unemployed. About 15% of them are retired, students, housewives and agricultural producers. (Graphic 26).

Detailed data about the above mentioned characteristics are shown at the following graphics.

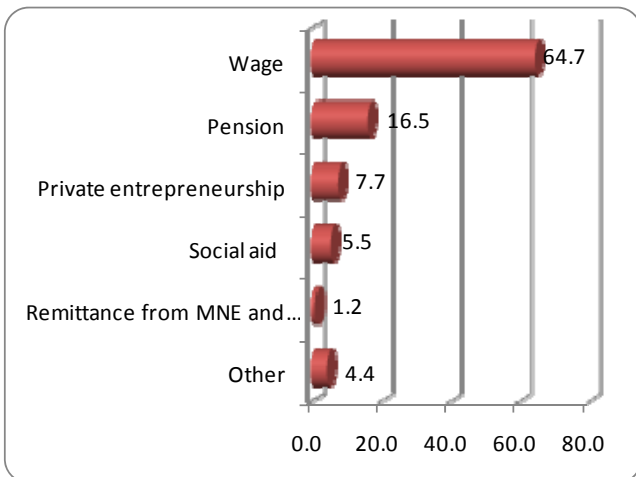
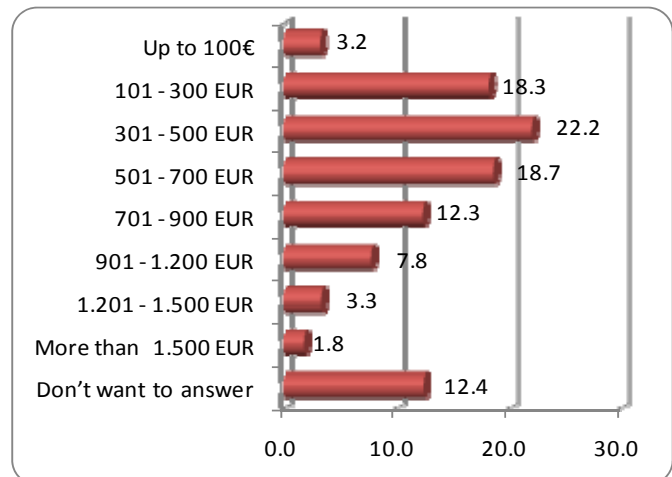
**Graph 25. Education degree of the respondents**



**Graph 26. Current occupation of the respondents**



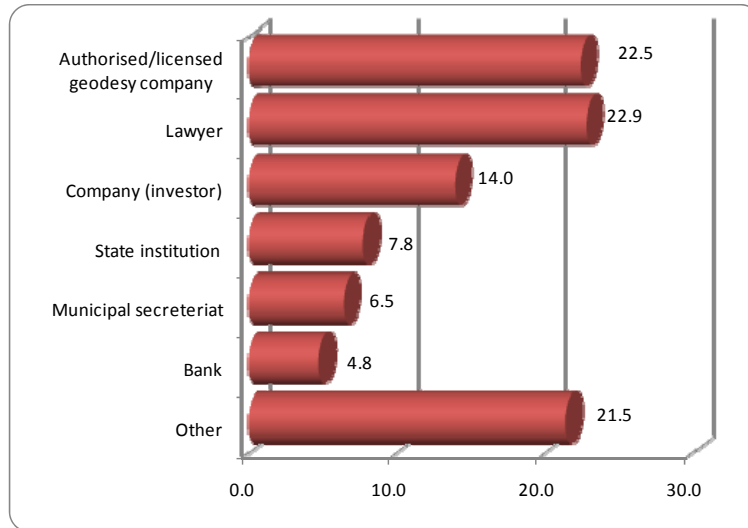
The respondents are usually from four-member households. While observing the total sample (at the level of all respondents' households), the monthly revenues of three-fifths of the cases are in the range from €101 to €700, and most often from €301 to €500 (22.2%), while the principle source of the households is salary (67.4%) and pension (16.5%); on the other side there are social and other kinds of the allowances. The above mentioned data are presented at the following graphics (Graphic 27 and 28).

**Graph 27. Principle source of household income****Graph 28. Total monthly household income**

#### 4. USERS OF CADASTRAL SERVICES– LEGAL ENTITIES

When it is about categories of the legal entities, in most cases, the survey includes lawyers, land surveying companies and investors. It is presented at the Graphic 29.

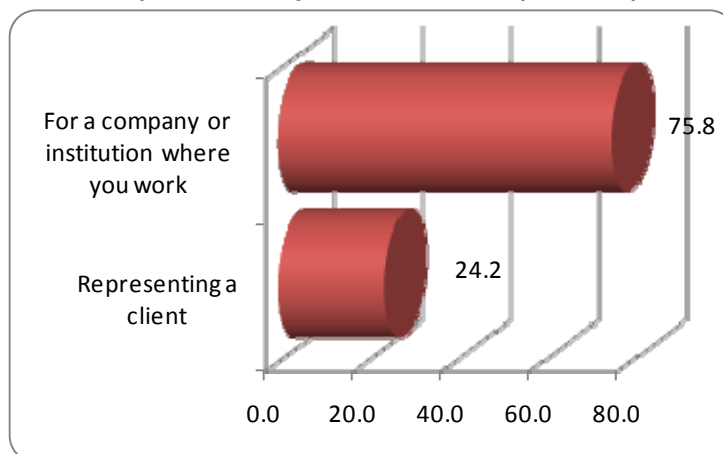
**Graph 29. The category of the legal entity**



#### 4.2 The function and the usage of the cadastral services

Based on the question for which they perform affairs in cadastre, three-fourths of the legal entities' respondents mentioned the company/institution, and the rest mentioned the party that they represent. (Graphic 30).

**Graph 30. Entity for which the respondent performs a job**



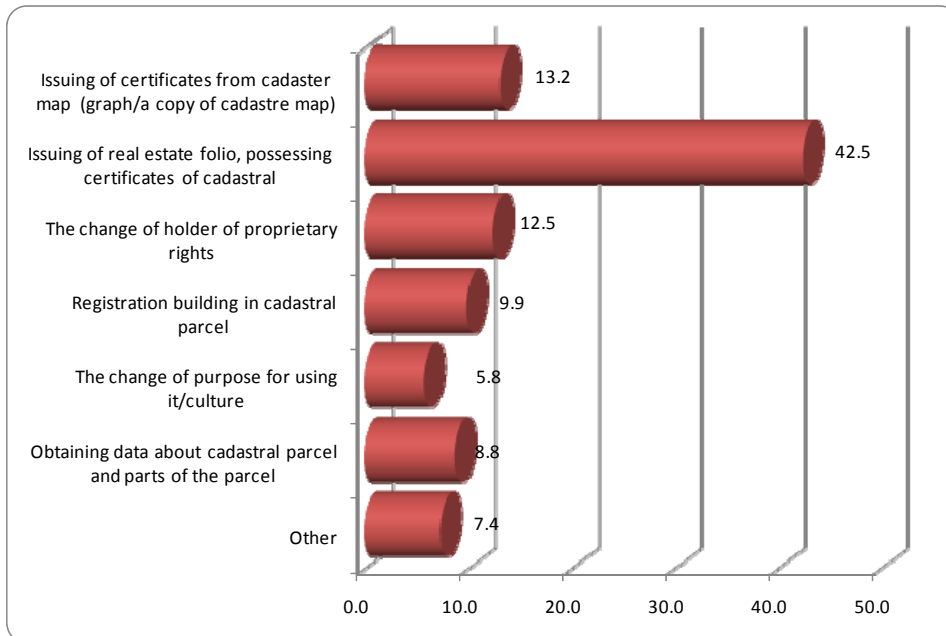
While visiting the cadastre, the interviewed representatives of the legal entities use the following services:

- ✓ Issuing of certificate from cadastre map (graphic/a copy of cadastre map);
- ✓ Issuing of real estate folio, possessing certificates of cadastral,
- ✓ The change of holder of proprietary rights,
- ✓ Building registration in cadastral parcel,
- ✓ The change of purpose for used/culture,
- ✓ Obtaining data about cadastral parcel and parts of the parcel,

- ✓ Other (registration of the mortgage, administrative proceedings, probate process, admission of the decisions, the request for the land demarcation).

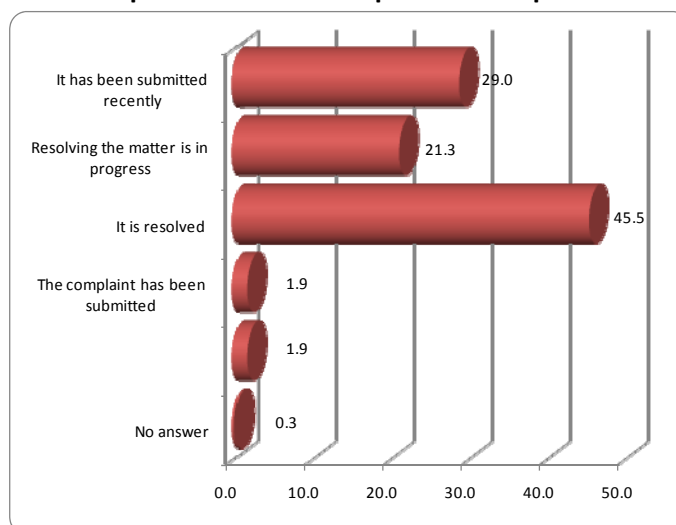
Regarding the above mentioned services, the legal entities are provided for the first three services in the most cases: (13.2 %), (42.5%), (12.5%).

**Graph 31. The reason for their visit of cadastre**



Regarding the above mentioned cadastral services, when it is about the phase at which the case of the legal entities is, we come to the conclusion that the same cases have been resolved (45.5%), or recently submitted (29%), while 21.3% of the cases are under the process (Graphic 32).

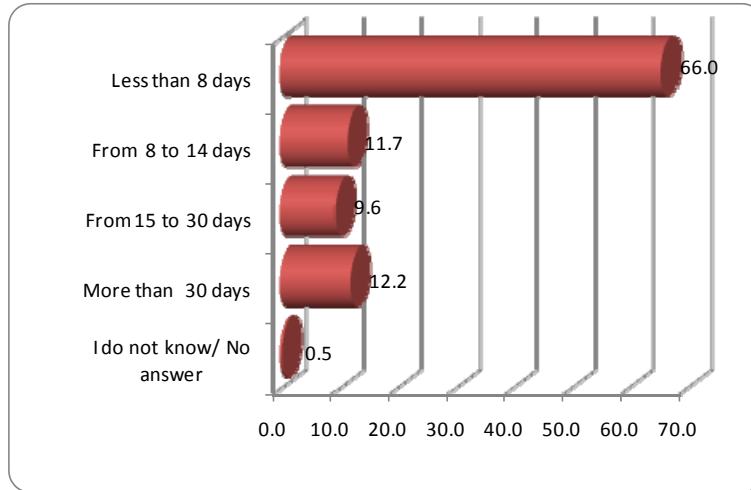
**Graph 32. The current phase of the procedure**



The interviewed were asked to state how much time had passed since the submission of the request to the obtaining of the notification by post/taking it in person, and it can be concluded that it lasted in average for 11,5 days. Namely, two-thirds of the representatives of the legal entities stated that they waited for

receiving a notification by post/ taking it in person a week, while every ninth respondent stated that they waited for 8-14 days.

**Graph 33. Time that passed since the submission of the request to the obtaining of the notification by post/taking it in person**



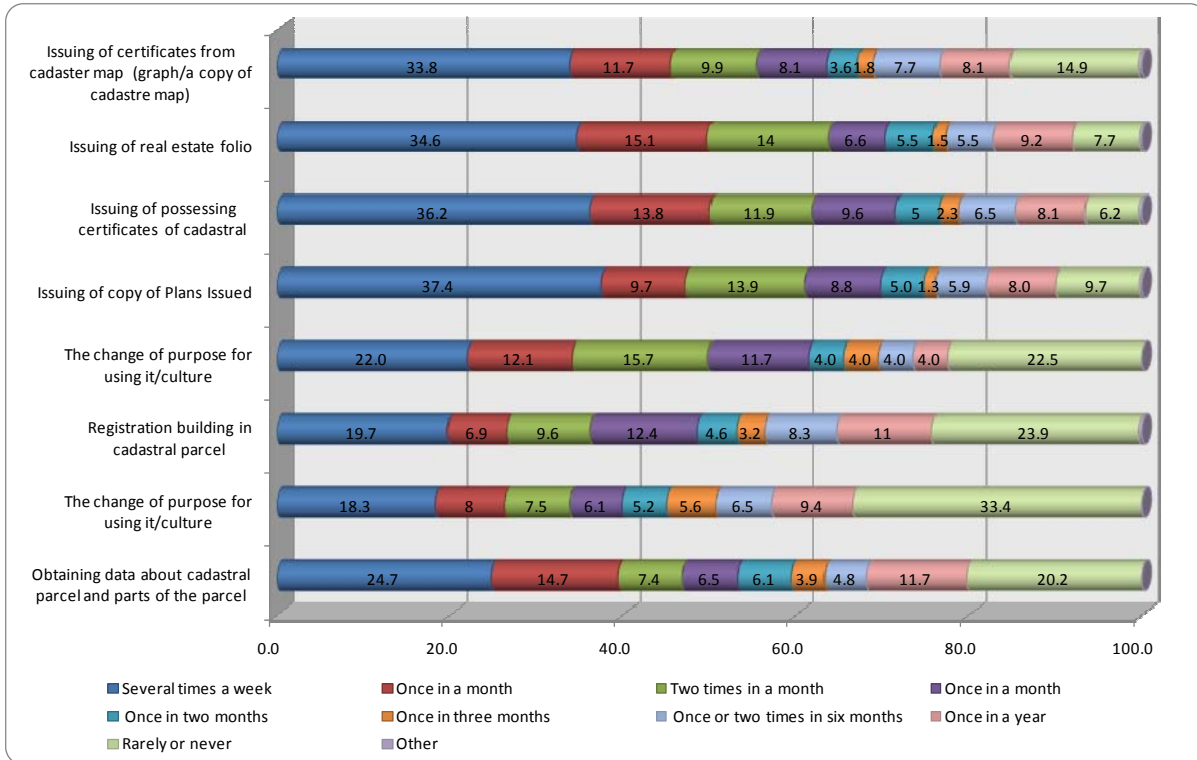
#### 4.2 The satisfaction with the services of the cadastre

The representatives of the legal entities had an opportunity to indicate how often they used each of the services of cadastre, and it can be concluded that they visited cadastre several times during a week, especially due to the following purposes:

- ✓ Issuing of certificate from cadastre map (graphic/a copy of cadastre map) - 33.8%
- ✓ Issuing of real estate folio - 34.6%
- ✓ Issuing the possessing certificates of cadastral - 36.2%
- ✓ Issuing certificates - 37.4%.

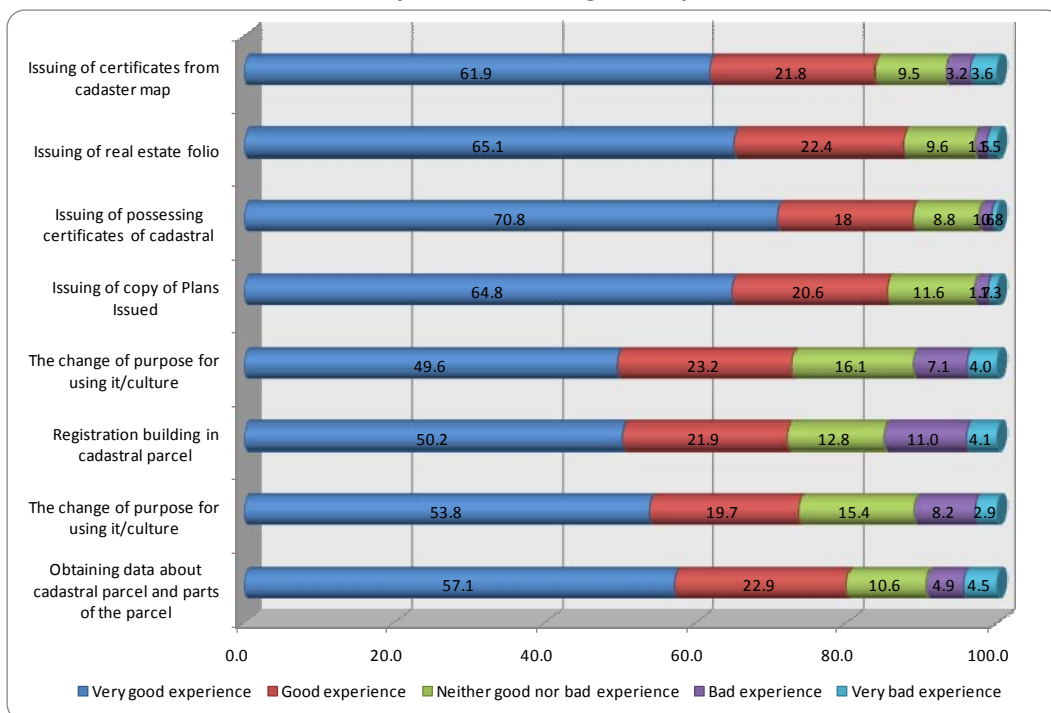
A more detailed review is shown at the graphic below regarding the frequency of visits to the cadastre for the purposes of the other categories of the services.

**Graph 34. Frequency of the the usage of cadastre services**



Representatives of the legal entities had an opportunity to assess their experience with the each of the mentioned activities that they often use from 1-very bad experience to 5 – very good experience. Analyzing their answers, we come to the conclusion that they are generally satisfied with the services provided in the cadastre, regarding that fact that none of the average levels of satisfaction for services is lower than grade 4. The respondents are the most satisfied with the service of *issuing Title Deed* (4.56).

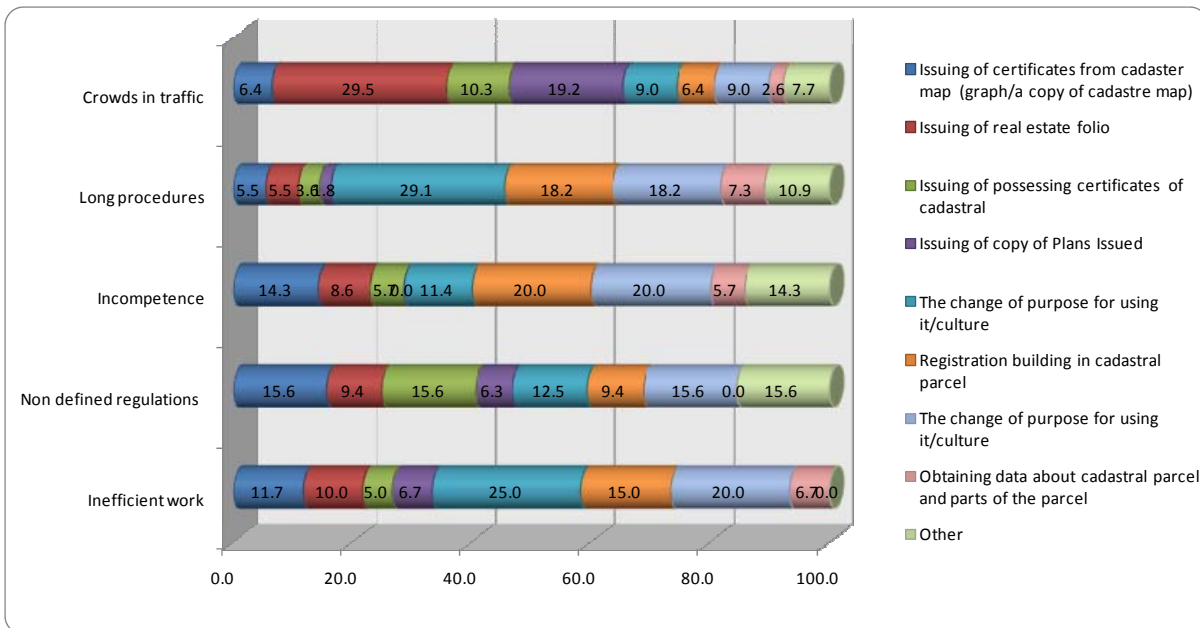
**Graph 35. The assessment of the experience with the services that are often used (1-bad experience to 5 – good experience)**



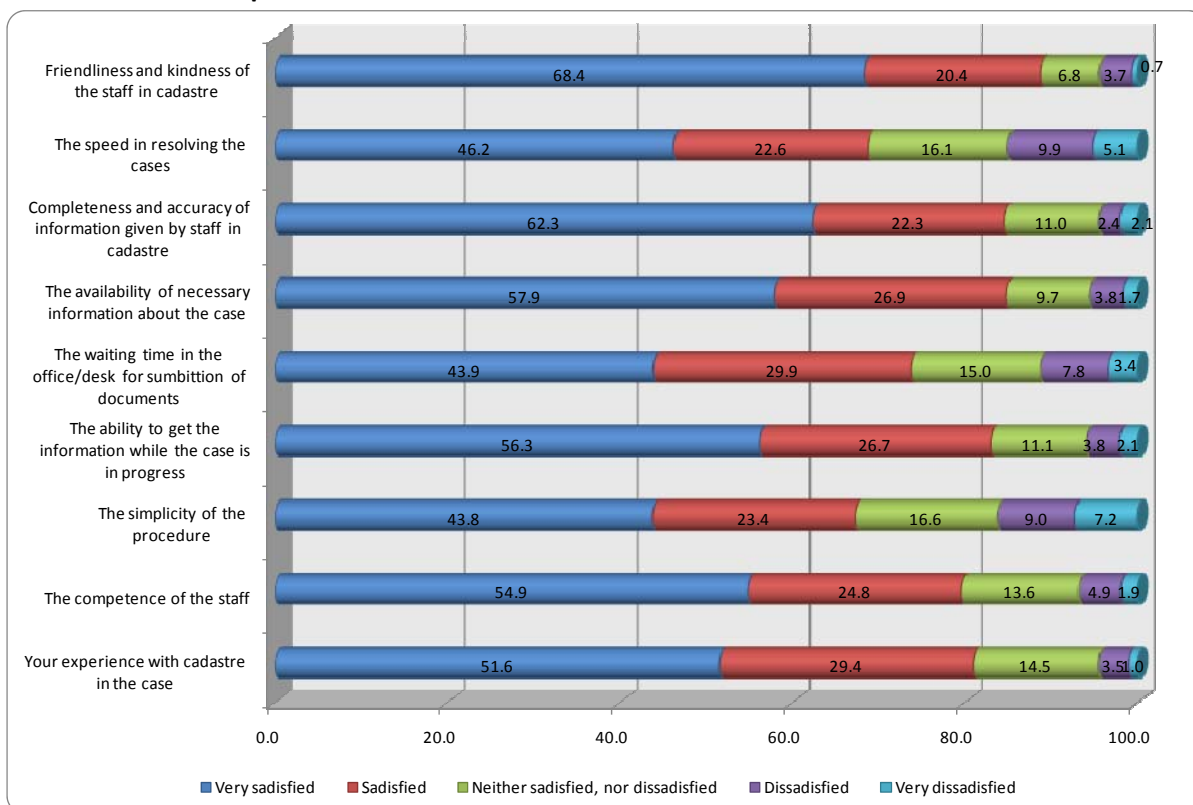
When they were asked to answer the question about the reason related to the bad experience, respondents stated various reasons depending on the type of the services, and we come to the following conclusions:

- ✓ Big crowd is a problem which is mostly present (29.5%) regarding the *issuing of certificates from cadastre map*,
- ✓ The length of the proceedings is a problem which is most noticeable regarding *the change of holder of proprietary rights* (29.1%) and *the change of the purpose for used/culture* (18.2%),
- ✓ Incompetence was most noticeable in the case *building registration in the cadastral parcel* (20%) and *the change of the purpose for used/culture* (20%),
- ✓ Imprecise regulations are the most noticeable related to the case of *issuing certificates from cadastre map* (15.6%), as well as *the change of the purpose for used/culture* (15.6%),
- ✓ Slow pace at work is a problem which is the most noticeable related to the *change of holder of proprietary rights* (25%) and *the change of the purpose for used/culture* (20%),
- ✓ Obtaining data is the most problematic related to the way of informing about cadastral parcels and parts of the parcels (44%).

**Graph 36. Reason for the bad experience**



When it is about satisfaction with the service related to the proceedings that are carried out by legal entities or they were carried out proceedings in cadastre related to all mentioned categories, it can be concluded that the situation is very positive. Namely, the representatives of the legal entities are very satisfied with the cadastre services, especially with *the friendliness and kindness of the staff in cadastre*, completeness and accuracy of information given by staff, as well as the availability of necessary information about a case. The overall review of the respondents' responses is given at the table below.

**Graph 37. The assessment of the satisfaction with the cadastre services**

While observing the municipalities, the average grades of the satisfaction are almost equally rated, with regards that the satisfaction with cadastral services are more noticeable in the north in comparison to the central and the southern part of Montenegro, which is shown in the table below.

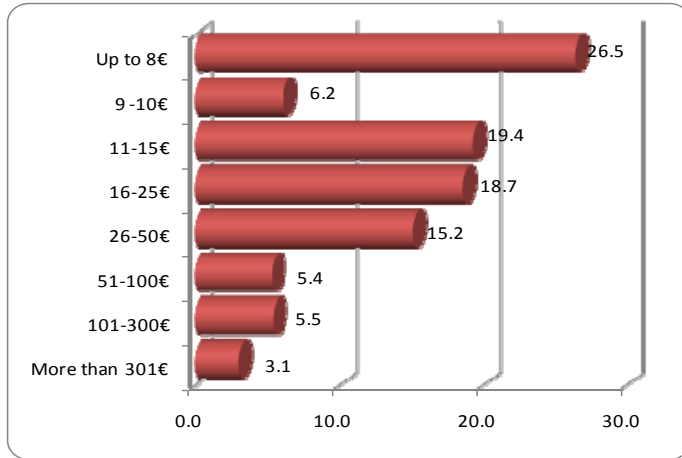
**Table 4. average grade of the satisfaction with the cadastre services**

	General	Central	North	South
Friendliness and kindness of the staff in cadastre	4.5	4.5	4.7	4.5
The speed in resolving the cases	3.9	3.9	4.4	3.7
Completeness and accuracy of information given by staff in cadastre	4.4	4.5	4.7	4.1
The availability of necessary information about the case	4.4	4.4	4.6	4.2
The waiting time in the office/desk for submission of documents	4.0	4.1	4.3	3.7
The ability to get the information while the case is in progress	4.3	4.3	4.5	4.1
The simplicity of the procedure	3.9	3.8	4.3	3.6
The competence of the staff	4.3	4.0	4.6	4.3
Your experience with cadastre in the case	4.3	4.3	4.6	4.0

The representatives of the legal entities had an opportunity to specify how much the costs/charges were they paid for the administration procedure in the Real Estate Directorate or the regional units. Based on

their responses, it can be concluded that the average costs amounted €50.67, while in one third of the cases only €10 was paid.

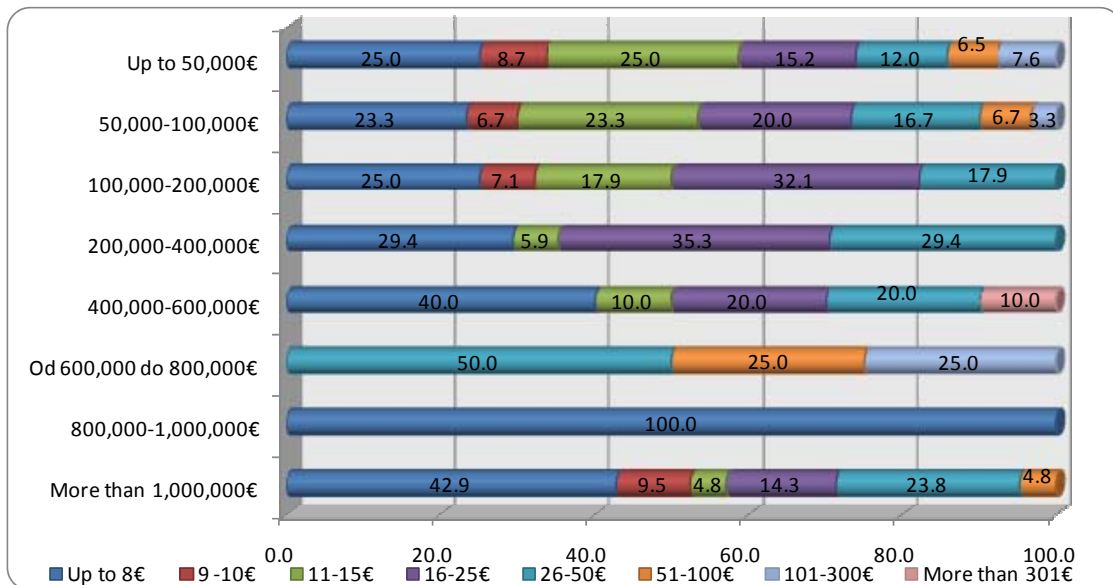
**Graph 38. Amount of expenditures/charges paid for the procedure at the Real Estate Directorate or the regional units**



While observing the structure of the expenditures according to the annual income of the legal entities, we come to the following conclusions:

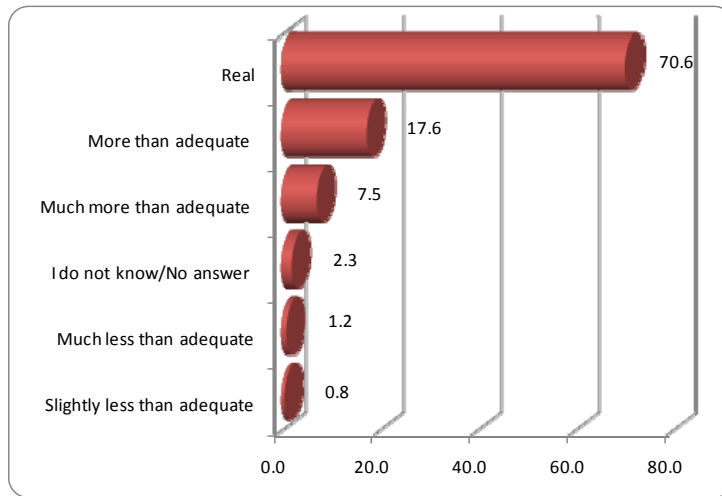
- ✓ The highest costs (more than €900) are set by legal entities that make profit in the interval from €800 000-€1 000 000 in 2009.
  - ✓ Companies that make profit from € 50 000 to €600 000 usually pay expenditures up to €8 or from €16-€25 in 2009.
- Companies that make profit more than € 800 000 usually pay up to € 8 for various cadastral charges.

**Graph 39. Amount of expenditures/charges paid for the procedure at the Real Estate Directorate or the regional units**



The representatives of the legal entities usually consider the costs as real ones.

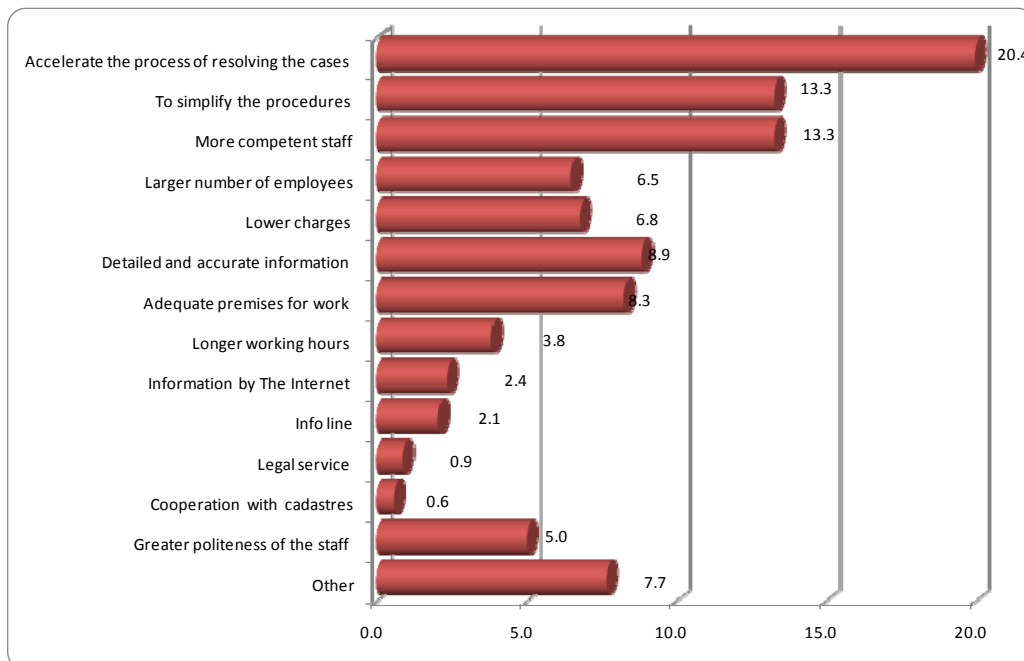
**Graph 40. The assessment of the expenditures in the procedure at the Real Estate Directorate**



The interviewed were asked to specify three the most important priorities for the improvement of the cadastral services and they usually stated the following ones:

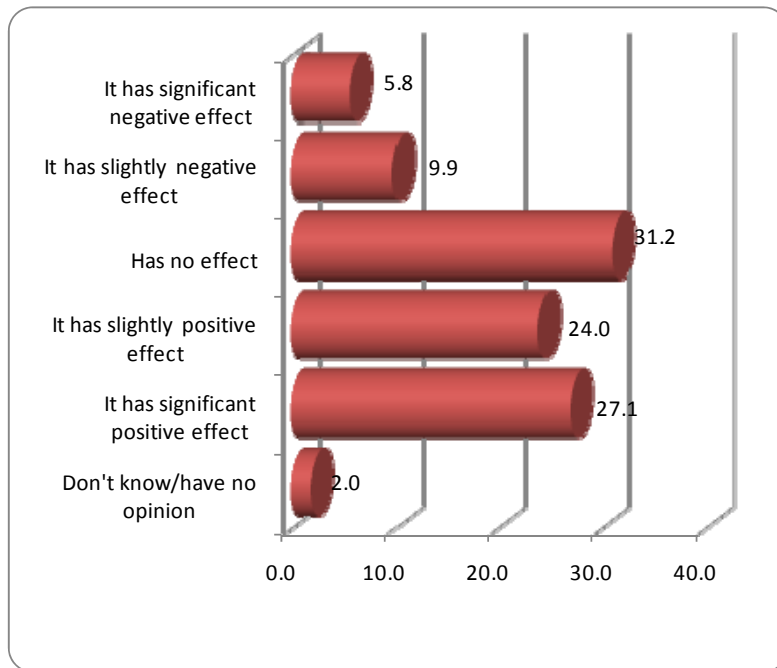
- ✓ Speed up the procedures resolution;
- ✓ Simplification of the procedures;
- ✓ More competent staff.

**Graph 41. The most important three priorities for the improvement of the cadastre services**



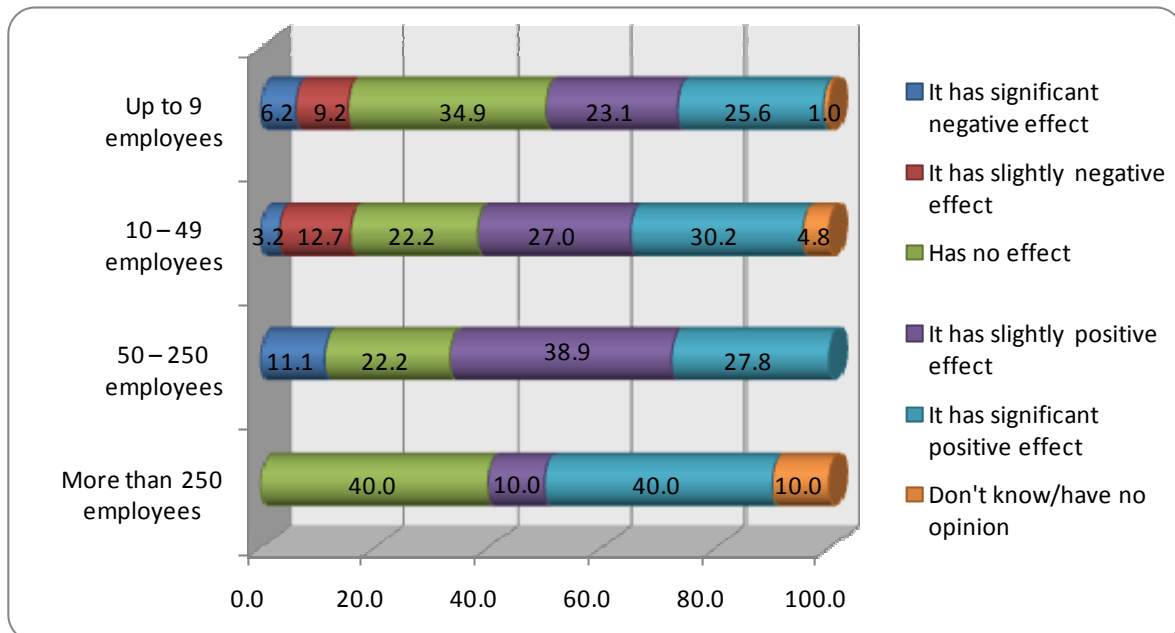
The respondents assessed cadastre activities as very positive (27.1%) or they influenced positively on the business of the legal entity that they deputize. On the other side, every third respondent considers that there is no influence which is evident at the following graphic.

**Graph 42. Intensity of the influence of the current cadastre services on the business of the legal entities**



While observing the size of the companies, the results of the more detailed analysis showed that the positive result is more evident related to large enterprises (more than 250 employees), but the same enterprises stated the negative influence of the cadastre services which can be seen at the graphic 43.

**Graph 43. Intensity of the influence of the current cadastre operations on the businesses of the legal entities**

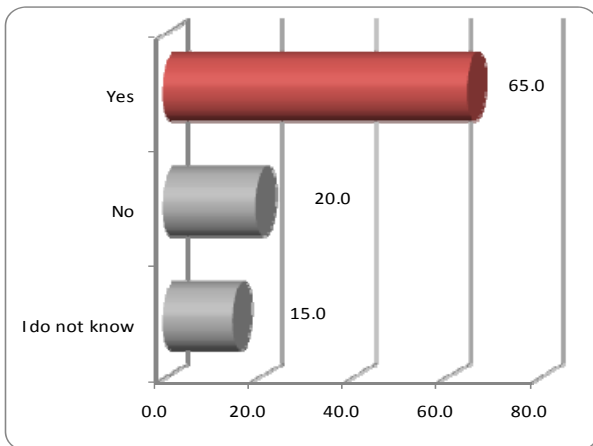


The interviewed were asked to specify whether they had noticed some improvements regarding the cadastral services, and four out of six representatives of the legal entities specified positive responses, while 15% of the respondents were not quite sure about it. When it is about fields where the improvement

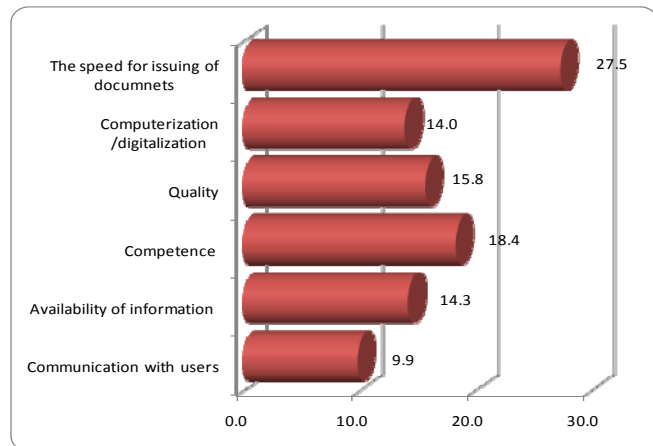
is noticeable, in most cases it is about the speed of the issuing documents (27.5%) and promptness in the work (18.4%).

The above mentioned details about the improvement of the cadastre services are presented at the following graphics.

**Graph 44. Have you noticed the improvement regarding cadastre services recently?**

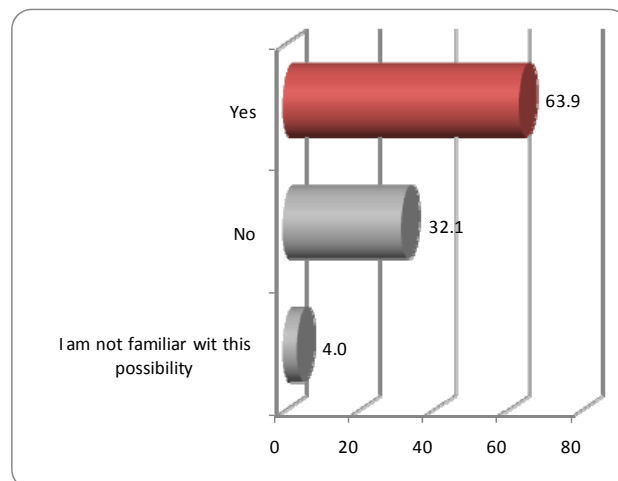


**Graph 45. If the answer is yes, specify in which segment?**



When it is about services of the Real Estate Directorates, about 63.9% of the respondents specified that they use its on-line services, which is represented at the following graphic.

**Graph 46. Do you use on-line services of the Real Estate Directorate?**



On the question to which extent they are satisfied about the obtained data from the cadastre, the respondents were satisfied or very satisfied with cadastre services in the in three-fourth of the cases.

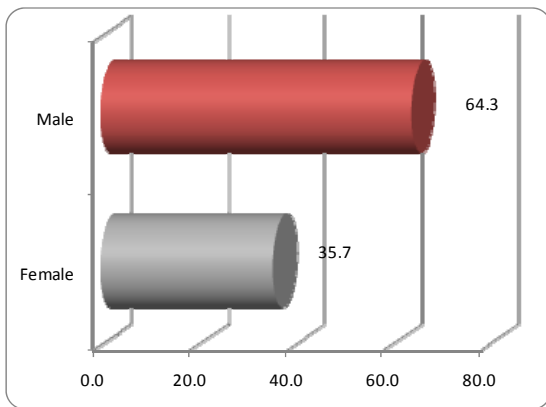
**Table 5. The assessment of the satisfaction with the obtained data on the web page of the Real Estate Directorate**

	%
Very satisfied	45.2
Satisfied	30.3
Neither satisfied, nor dissatisfied	19.7
Dissatisfied	2.7
Very dissatisfied	2.1
<b>Mean value</b>	<b>4.1</b>

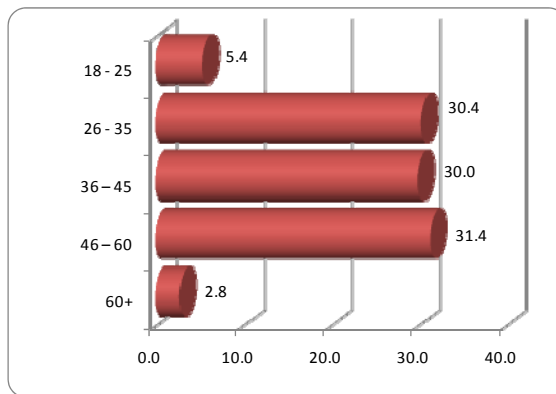
**4.3 Demographic characteristics of the respondents**

The interviewed were usually middle-aged men (63.4%).

**Graph 47. Gender of the respondents**

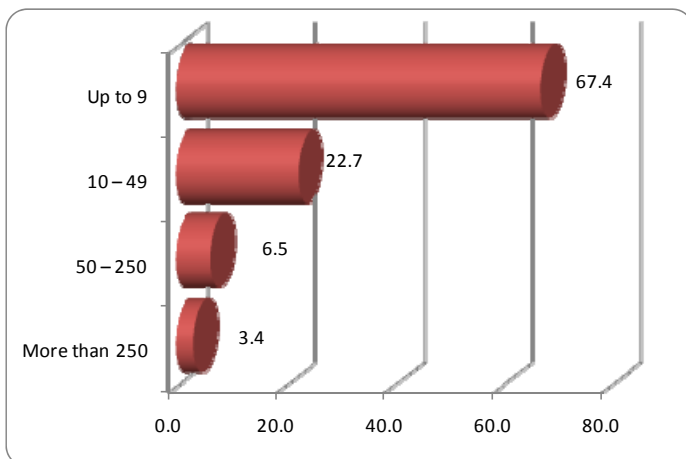


**Graph 48. Age of the respondents**

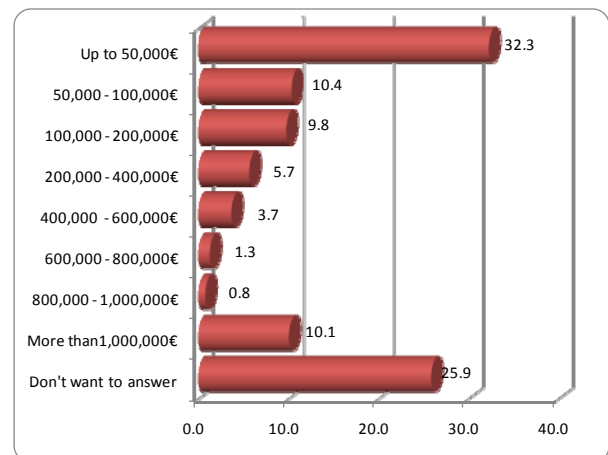


When it is about the size of the company, the representatives of the small enterprises are dominant in the structure of the interviewed (up to 9 employees -67.4%), as well as the enterprises that made profit in the amount of € 50 000 in 2009. More detailed data related to the characteristics are shown at the following graphics.

**Graph 49. The number of the employees at the enterprise**



**Graph 50. Total business income (2009)**



## 5. Annex

### 5.1 CITIZENS CROSSTABULATION

#### 5. Why do you usually go to cadastre?

##### q5.1. Why do you usually go to cadastre? \* Urban/Rural Crosstabulation

	Issuing of certificates from cadaster map (graph/a copy of cadastre map)	Issuing of real estate folio, possessing certificates of cadastral	The change of holder of proprietary rights	Registration building in cadastral parcel	The change of purpose for using it/culture	Obtaining data about cadastral parcel and parts of the parcel	Other	I do not know/No answer
Urban	9,1	56,3	11,2	8,5	1,3	6,2	7,0	0,4
Rural	5,7	63,0	13,9	5,4	0,9	4,8	6,3	0,0

##### q5.1. Why do you usually go to cadastre? \* q26.Total monthly income Crosstabulation

	Issuing of certificates from cadaster map (graph/a copy of cadastre map)	Issuing of real estate folio, possessing certificates of cadastral	The change of holder of proprietary rights	Registration building in cadastral parcel	The change of purpose for using it/culture	Obtaining data about cadastral parcel and parts of the parcel	Other	I do not know/No answer
Up to 100€	8,3	63,9	11,1	2,8			13,9	
101 - 300 EUR	5,0	65,8	8,0	7,0	1,0	6,0	6,5	0,5
301 - 500 EUR	8,2	64,3	9,4	6,6	1,2	4,9	5,3	
501 - 700 EUR	7,3	54,6	10,7	11,2	1,0	6,8	8,3	
701 - 900 EUR	9,9	53,5	18,3	5,6		4,9	7,7	
901 - 1.200 EUR	9,0	53,9	16,9	7,9	3,4	5,6	3,4	

1.201 - 1.500 EUR	11,9	45,2	21,4		2,4	7,1	11,9	
More than 1.500 EUR	4,5	59,1	4,5	13,6		4,5	9,1	4,5
Don't want to answer	10,2	52,5	13,6	6,8	1,7	7,6	6,8	0,8

q8 Assess your satisfaction with the services in the case you lead or have led in the cadaster/ q27.Urban/Rural

**Q8.1.Friendliness and kindness of the staff in cadastre**

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Urban	57,3	24,0	12,2	4,2	2,3
Rural	59,1	23,2	10,7	3,4	3,7

**Q8.2.The speed in resolving the cases**

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Urban	46,9	18,9	20,8	6,3	7,2
Rural	52,5	22,7	12,5	5,8	6,4

**q8.3. Completeness and accuracy of information given by staff in cadastre**

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Urban	55,4	23,1	15,1	4,2	2,2
Rural	62,5	20,6	11,5	3,4	2,0

**Q8.4. The availability of necessary information about the case**

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Urban	51,3	24,6	16,2	5,6	2,2
Rural	55,1	27,0	10,5	5,1	2,4

**q8.5. The waiting time in the office/desk for submission of documents**

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Urban	45,1	22,8	17,2	10,0	5,0
Rural	47,7	24,5	17,8	6,0	4,0

**q8.6. The ability to get the information while the case is in progress**

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Urban	50,8	24,7	15,1	6,4	2,9
Rural	54,0	25,6	11,1	6,2	3,1

**Q8.7. The simplicity of the procedure**

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Urban	46,4	20,3	17,3	11,1	4,8
Rural	49,1	20,8	14,7	9,6	5,8

**Q8.8. The competence of the staff**

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Urban	55,9	22,6	15,6	4,2	1,7
Rural	62,0	21,7	10,2	4,4	1,7

**q8.9. Your experience with cadastre in the case**

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Urban	46,7	27,8	19,3	3,9	2,3
Rural	54,3	27,6	12,3	3,4	2,4

**Mean values**

	General	Urban	Rural
1.Friendliness and kindness of the staff in cadastre	4,31	4,30	4,31
2.The speed in resolving the cases	3,98	3,92	4,09
3.Completeness and accuracy of information given by staff in cadastre	4,30	4,25	4,38
4.The availability	4,21	4,17	4,27

of necessary information about the case			
5.The waiting time in the office/desk for submission of documents	3,98	3,93	4,06
6.The ability to get the information while the case is in progress	4,17	4,15	4,21
7.The simplicity of the procedure	3,95	3,92	3,98
8.The competence of the staff	4,31	4,27	4,38
9.Your experience with cadastre in the case	4,18	4,13	4,28

q8 Assess your satisfaction with the services in the case you lead or have led in the cadaster/ q20 Gender

Q8.1.Friendliness and kindness of the staff in cadastre

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Male	59,4	23,7	10,2	4,0	2,7
Female	56,4	23,3	14,0	3,8	2,6

**Q8.2.The speed in resolving the cases**

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Male	47,2	21,2	16,8	6,1	8,7
Female	51,3	19,6	19,3	5,9	3,9

**q8.3. Completeness and accuracy of information given by staff in cadastre**

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Male	58,1	21,9	13,4	3,9	2,7
Female	57,1	22,8	15,4	3,8	0,9

**Q8.4. The availability of necessary information about the case**

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Male	53,0	26,7	12,1	5,3	2,9
Female	51,9	23,0	18,6	5,6	0,9

**q8.5. The waiting time in the office/desk for submittion of documents**

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Male	46,9	21,9	17,9	8,1	5,2
Female	44,6	26,7	15,5	9,7	3,5

**q8.6. The ability to get the information while the case is in progress**

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Male	52,9	25,2	13,1	5,0	3,6
Female	50,0	24,8	15,2	8,5	1,5

**Q8.7. The simplicity of the procedure**

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Male	47,4	21,1	14,8	10,2	6,5
Female	48,1	19,6	18,5	11,4	2,3

**Q8.8. The competence of the staff**

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Male	57,4	24,6	12,1	3,9	1,9
Female	59,1	18,5	16,5	4,7	1,2

**q8.9. Your experience with cadastre in the case**

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Male	48,5	28,4	16,3	3,7	3,1
Female	50,9	26,0	18,3	3,8	0,9

Mean values

	General	Male	Female
1.Friendliness and kindness of the staff in cadastre	4,31	4,3	4,3
2.The speed in resolving the cases	3,98	3,9	4,1
3.Completeness and accuracy of information given by staff in cadastre	4,30	4,3	4,3
4.The availability of necessary information about the case	4,21	4,2	4,2
5.The waiting time in the office/desk for submission of documents	3,98	4,0	4,0
6.The ability to get the information while the case is in progress	4,17	4,2	4,1
7.The simplicity of the procedure	3,95	3,9	4,0
8.The competence of	4,31	4,3	4,3

the staff			
9.Your experience with cadastre in the case	4,18	4,2	4,2

q10. Assess the costs that you had in this process in Real Estate Administration or in real estate regional unit\* q26. Total monthly income

	Too high costs	Real costs	Low costs	I do not know/No answer
Up to 100€	33,3	29,6	7,4	29,6
101 - 300 EUR	42,7	38,6	1,2	17,5
301 - 500 EUR	44,0	47,7	0,9	7,4
501 - 700 EUR	44,1	52,5	0,6	2,8
701 - 900 EUR	42,9	54,6		2,5
901 - 1.200 EUR	35,6	56,2	2,7	5,5
1.201 - 1.500 EUR	24,2	60,6	9,1	6,1
More than 1.500 EUR	22,2	72,2		5,6
Don't want to answer	44,0	42,9	2,2	11,0

5.2 LEGAL ENTITY CROSTABULATION

10. How much have you paid for charges/fees for the procedure to Real Estate Administration or to real estate regional unit?/q22. Business revenue (2009)

	Up to 50,000€	50,000-100,000€	100,000-200,000€	200,000-400,000€	400,000-600,000€	Od 600,000 do 800,000€	800,000-1,000,000€	More than 1,000,000€	No answer
1. Up to 8€	25,0	23,3	25,0	29,4	40,0		100,0	42,9	
2. 9 -10€	8,7	6,7	7,1					9,5	
3. 11-15€	25,0	23,3	17,9	5,9	10,0			4,8	
4. 16-25€	15,2	20,0	32,1	35,3	20,0			14,3	
5. 26-50€	12,0	16,7	17,9	29,4	20,0	50,0		23,8	
6. 51-100€	6,5	6,7				25,0		4,8	100,0
7. 101-300€	7,6	3,3				25,0			
8. More than 301€					10,0				

13. In what way the current cadastre functioning affects your business?/q21. Number of the employees

	Up to 9 employees	10 – 49 employees	50 – 250 employees	More than 250 employees
1. It has significant negative effect	6,2	3,2	11,1	
2. It has slightly negative effect	9,2	12,7		
3. Has no effect	34,9	22,2	22,2	40,0
4. It has slightly positive effect	23,1	27,0	38,9	10,0
5. It has significant positive effect	25,6	30,2	27,8	40,0
6. Don't know/have no opinion	1,0	4,8		10,0

## q9 / q24. Region

## 1.Friendliness and kindness of the staff in cadastre

	Central	Northern	Southern
Very satisfied	100,0		
Satisfied	72,7		27,3
Neither satisfied nor dissatisfied	60,0	20,0	20,0
Dissatisfied	35,0	25,0	40,0
Very dissatisfied	50,2	26,4	23,4

## 3.Completeness and accuracy of information given by staff in cadastre

	Central	Northern	Southern
Very satisfied	66,7		33,3
Satisfied	42,9	14,3	42,9
Neither satisfied nor dissatisfied	46,9	9,4	43,8
Dissatisfied	33,8	23,1	43,1
Very dissatisfied	54,9	28,6	16,5

## 2.The speed in resolving the cases

	Central	Northern	Southern
Very satisfied	53,3	6,7	40,0
Satisfied	69,0	3,4	27,6
Neither satisfied nor dissatisfied	44,7	19,1	36,2
Dissatisfied	43,9	25,8	30,3
Very dissatisfied	48,1	32,6	19,3

## 4.The availability of necessary information about the case

	Central	Northern	Southern
Very satisfied	80,0	20,0	
Satisfied	72,7		27,3
Neither satisfied nor dissatisfied	42,9	7,1	50,0
Dissatisfied	35,9	29,5	34,6
Very dissatisfied	53,6	26,8	19,6

**5.The waiting time in the office/desk for submittion of documents**

	Central	Northern	Southern
<b>Very satisfied</b>	60,0	10,0	30,0
<b>Satisfied</b>	39,1	13,0	47,8
<b>Neither satisfied nor dissatisfied</b>	52,3	13,6	34,1
<b>Dissatisfied</b>	44,3	27,3	28,4
<b>Very dissatisfied</b>	51,9	29,5	18,6

**7.The simplicity of the procedure**

	Central	Northern	Southern
<b>Very satisfied</b>	57,1	9,5	33,3
<b>Satisfied</b>	76,9	7,7	15,4
<b>Neither satisfied nor dissatisfied</b>	37,5	18,8	43,8
<b>Dissatisfied</b>	44,1	25,0	30,9
<b>Very dissatisfied</b>	49,6	32,3	18,1

**9.Your experience with cadastre in the case**

	Central	Northern	Southern
<b>Very satisfied</b>	66,7		33,3
<b>Satisfied</b>	60,0	10,0	30,0

**6.The ability to get the information while the case is in progress**

	Central	Northern	Southern
<b>Very satisfied</b>	50,0	16,7	33,3
<b>Satisfied</b>	54,5	18,2	27,3
<b>Neither satisfied nor dissatisfied</b>	43,8	12,5	43,8
<b>Dissatisfied</b>	46,8	23,4	29,9
<b>Very dissatisfied</b>	52,5	27,8	19,8

**8.The competence of the staff**

	Central	Northern	Southern
<b>Very satisfied</b>	75,0		25,0
<b>Satisfied</b>	70,0	10,0	20,0
<b>Neither satisfied nor dissatisfied</b>	60,7	21,4	17,9
<b>Dissatisfied</b>	29,4	21,6	49,0
<b>Very dissatisfied</b>	37,2	37,2	25,7

<b>Neither satisfied nor dissatisfied</b>	47,6	7,1	45,2
<b>Dissatisfied</b>	44,7	24,7	30,6
<b>Very dissatisfied</b>	49,7	31,5	18,8

**Mean values**

	<b>Central</b>	<b>Northern</b>	<b>Southern</b>
<b>1.Friendliness and kindness of the staff in cadastre</b>	4,5	4,7	4,5
<b>2.The speed in resolving the cases</b>	3,9	4,4	3,7
<b>3.Completeness and accuracy of information given by staff in cadastre</b>	4,5	4,7	4,1
<b>4.The availability of necessary information about the case</b>	4,4	4,6	4,2
<b>5.The waiting time in the office/desk for submittion of documents</b>	4,1	4,3	3,7
<b>6.The ability to get the information while the case is in progress</b>	4,3	4,5	4,1
<b>7.The simplicity of the procedure</b>	3,8	4,3	3,6
<b>8.The competence of the staff</b>	4,0	4,6	4,3
<b>9.Your experience with cadastre in the case</b>	4,3	4,6	4,0