

THE DETERMINANTS OF TRUST TO LOCAL GOVERNMENT BASED ON THE CITY OF DJAKOVO, CROATIA

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ABSTRACT

This thesis aims to define the determinants of trust to local government in Croatia. In order to achieve this, the theory on trust in national government was applied to local context, with paying attention to specific Croatian background. Paper presented several hypotheses, which were further statistically tested, using the method of regression analysis. It turns out, that age group, evaluation of performance and provision of public goods and services, and self assessment of the level of awareness on the local issues turned out to be extremely significant in determining trust to local government. More detailed analysis also leads to some general policy advises which might be useful for government of the city and to some extend to the other municipalities under the same conditions. Among them – providing more information about matters of local significance and encouraging public participation in decision making process.

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INTRODUCTION

Trust is an important factor in determining the concept of legitimacy of political and social institutions (Dogan 2002). This issue is especially urgent under conditions of decentralization, which takes place modern transitional Croatian society. In this situation local authorities face the problem of administrative, human, financial capacity to carry out new functions and increasing amount of responsibility (Budak et al. 2004, Antić 2004, Dusenbury& Mrakovcic Supek 2002, Brosio 2006). Under such conditions trust plays a crucial role for local government: in determining the quality of reform implementation, ensuring citizens' support for established institutions by active political participation, and finally achieving sustainable national development.

This thesis is aiming to come up with determinants of trust to local government in Croatia. It is very important to define the factors that potentially influence the level of citizens' trust in local institutions. These determinants can be further used by decision makers in order to develop policies for restoring trust level. Moreover, majority of modern scholars focus their research on trust to national institutions, so providing a set of variables that can have an impact on confidence in local government can also contribute to overall trust theory.

Paper proceeds as follows. The existing theories on the phenomenon of trust and its determinants will be analyzed in Chapter 1. Chapter 2 will focus on study of transforming Croatian context, analyze the reforms of administrative system, difficulties in decentralizing process, and provide information on current level of trust in the society. The general theory of determinants of trust to national governments will be further applied to local context in Chapter 3. Based on the existing theory and data from the survey on Croatian city of Djakovo several hypotheses will be formulated. Method of regression analysis will be used to test the validity of hypotheses and define indicators that play significant role in determining the level

of trust to local government. Some general policy recommendations in order to increase the level of trust to local government will be made.

CHAPTER 1 -TRUST AND ITS DETERMINANTS: REVIEW OF CURRENT THEORIES

This chapter will provide the basic theoretical definition of generalized trust and trust to local government, and the role these phenomena play in the present Croatian administrative system. The literature on determinants of trust will be discussed briefly for identifying possible variables for the main analysis, hold in Chapter 3.

The question of trust has received great scientific attention since the book of Robert D. Putnam “Making democracy work”. According to Putnam’s theory of “Social Capital”, the more people interact with each other, the more they trust each other, and this leads to general increase in trust in public institutions (Putnam 1993). The importance of trust is emphasized by Fukuyama (1995), who concentrated on the role of trust in lowering transaction costs in any societal, economical, political relationships and transformation.

Trust is vital for representative democracy as it plays an important role in determining the concept of legitimacy of political and social institutions. “Trust is the most important ingredient, upon which the legitimacy and sustainability of political systems are built.” (Blind 2006, p. 3). Legitimacy embodies the authority that citizens provide to the institutions. If citizens think that a government rightfully holds and exercises power, then that government enjoys political legitimacy (Camões 2003). Legitimacy is readily achieved if citizens trust in the government and their representatives (Blind 2006). As such, trust leads to good governance by contributing to the building of political legitimacy. Political legitimacy, in turn, further stimulates and extends trust, thereby contributing to the democratization of governance (Dogan 2002).

1.1 Importance of trust for Croatian local self government

Local self governments are often called “schools of democracy”, as they are the closest power authorities that citizens address. “Quality social development is impossible without strong local self government, it is not questionable” (interview with Z. Lauc¹). So the question of successful performance of local government bodies, their proper functioning is of a great importance. Citizens’ support and confidence are necessary ingredients, needed to achieve sustainable community development. This statement is especially valid for present-day Croatia.

This paper focuses on Croatia, which in the context of the post socialist transformation and modern European integration is going through a long process of reforms. Under such conditions trust plays a crucial role in determining the quality of reform implementation, ensuring citizens’ support for established institutions by active political participation, and finally achieving sustainable national development. B. Bakota² in his interview noted, that “Croatian context is characterized by a dynamically changing local self government system, frequent reforms and complicated adjustment processes” (interview with B. Bakota).

1.2 The literature on local governments

Literature on trust in Local Government is scant (e.g Wenzel 2006, Blind 2006, Chivite-Matthews & Teal 1998, Roman & Moore 2004, Wallis & Dollery 2002, Jordahl 2007, Labonne et al. 2007). To the best of my knowledge, there is no research on the determinants of trust in local governments/authorities. The existing literature on local governments deals with importance, roles and responsibilities of local governments, specificity of local government development under the conditions of transitional society. Some papers on local

¹ Professor Z. Lauc is the Dean of Faculty of Law of the University of Osijek, Croatia, head of the Croatian Institute for Local Government;

² B. Bakota is a professor of Public Administration in the Faculty of Law of the University of Osijek, Croatia;

government focus precisely on Croatian context(e.g. Lauc 1998, Budak 2004, Antić 2004, Dusenbury & Mrakovcic 2002). A large number of papers have investigated determinants of political trust or trust in national governments (e.g. Uslaner 2005, Uslaner & Badescu 2002, Glaeser et al 1999, LaPorta et al. 1997, La Ferrara& Alesina 2000, Criado & Herreros 2007, Ackaert and Van Craen 2006, Blind 2006, Ke & Zhang 2003, Bjørnskov 2005, Manzetti&Wilson 2007, Kim 2005, Mishler and Rose 1995, 1998, 2001, 2005).

However, trust at the local and the national level could differ, as claimed by Leigh (2006). Leigh (2006, p. 286) distinguishes between trust at the local level and at the national level, but rather in terms of “localized trust” and “generalized trust”. It is important to note here that main goal of this thesis is to analyze the determinants of trust to local government. Hence, the phenomenon of trust may be better understood in terms of “political trust”, and not “social” one, because it captures confidence in power institutions, and not in other members of society.

The phenomenon of trust to local government has a number of specific features that make it different from confidence in national institutions. Local government is “closer” to citizens in terms of the importance of the problems. It usually is responsible for issues of local significance. “Local Councilors are directly elected by local community and supposedly do not lose touch with the people, have to care what people think... Figure of mayor is primarily seen as being identifiable as a community leader – someone who would speak up for the area and be the focus of accountability and responsibility” (Chivite-Matthews &Teal 1998, p. 4). It would be also logical to expect that people would tend to trust local government officials more than national government officials (Labonne et al. 2007). However in the literature there is controversial evidence for this (Chivite-Matthews &Teal 1998, Blind 2006).

As mentioned earlier, there is extensive research on various possible determinants of citizens’ confidence in national political institutions. In order to better understand the

determinants of trust phenomenon, these can be divided into three logical groups: the demographic characteristics of the respondents, the individual's perception of institutional performance and the factors of the social and political environment and legitimacy.

The first group of determinants includes demographical indicators. Recent scholarly used the following socio demographic indicators in explaining variations in trust level: age (Criado & Herreros 2007, Chivite-Matthews & Teal 1998), religion and ethnic background (Uslaner 2005, Glaeser et al. 1999, LaPorta et al. 1997, La Ferrara & Alesina 2000), education level (Criado & Herreros 2007, Ackaert and Van Craen 2006, Labonne et al. 2007).

The second group includes all kinds of variables which relate to citizens' perception of institutional performance. These could be economic performance (Criado & Herreros 2007), judicial efficiency (LaPorta et al. 1997), corruption in government (Manzetti & Wilson 2007, Mishler & Rose 2001, Kim 2005, Uslaner & Badescu 2002), service provision (Blind 2006), the transparency of the policy making process and information availability and access (MORI report 2001). The relationship between government performance and trust in government is extensively researched by Mishler and Rose (1995, 1998, 2001, 2005). Authors find trust as endogenous phenomenon, which can be referred to as consequence of institutional performance.

The third group of variables that could potentially determine the level of trust in the national government consists of indicators, connected to legacy and context dependency. These determinants have a direct impact on personal perception and evaluation of performance, and consequently influence the level of trust to governmental institutions. Trust turns out to be a very context dependent variable. Variations of trust in different societies can be explained by economic inequality (Jordahl 2007), ethnical heterogeneity (Labonne et al. 2007, Leigh 2006), social inequality (Uslaner 2005), cultural and historical legacies of the previous regime (La Ferrara & Alesina 2000, Gibson 2003, Reiser 1999). This is connected to

the fact that trust is a slow-changing variable. “Political leaders must understand that building trust takes time, and a series of repeated games need to take place between the citizenry and the government before trust can flourish” (Blind 2006, p.21).

Despite the fact, that modern theory provides an extensive research on the determinants of trust to political institutions, the majority of studies are dedicated to generalized trust or confidence in the national government rather than to trust in local government. This paper will build upon the existing studies on political trust and propose a set of determinants of trust in local government. In Chapter 3 thesis proceeds with testing the impact of age, gender, education level, satisfaction with the provision of public goods and services and also satisfaction with financial condition and self-assessment of level of awareness about work of City Authorities on the level of trust. This way the existing theory on trust in national government will be applied to trust in local government.

To conclude, trust plays a crucial role for successful functioning of local governments. The role of trust is especially important under the conditions of transforming society. The main goal of this thesis is to define origins of trust to local self government in Croatia. Modern scholarly provides a rich set of theories explaining origins of institutional trust that could be used as foundation in defining determinants of trust to local governments. But first it would be useful to provide general information on the Croatian administrative system and specific features of the country’s reforming context. The thesis proceeds with an analysis of the Croatian system of local self government in Chapter 2.

CHAPTER 2 – CROATIAN CONTEXT

To analyze the determinants of trust to the local government in Croatia, it is first necessary to describe the system of Croatian local government. A description of specific power authorities, their structure and functions will provide better understanding of the specificity of citizens' trust and support towards activity of these bodies. Finally, better understanding of Croatian historical and social context is necessary to assess all the peculiarities of the transformation process, which may influence individual's confidence into local self government.

The system of local government in Croatia has been subject to frequent change since 1990. Under general circumstances of globalization and Europeization decentralization became a main motive of institutional changes in the country (interview with Lauc). Power redistribution from central to local level was held in compliance with post communist transformation (Lauc 2003). Additional obscurities in this process were caused by war actions on the territory of Croatia and following after war reconstruction (Antic 2004). Given the conditions above, it is important to analyze in detail the evolution of the Croatian system of local government to its present form.

2.1 The process of change of Croatian system of local government

The tradition of local governance goes back to the 19th century. In fact, partially owing to the public-law connection of Croatia with the countries of the ex-Habsburg Monarchy it had a normative self-government (Kregar 1998). In 1985 "The Act on the Organization of Municipalities in the Kingdom of Croatia and Slavonia" was issued. It covered the matters of subordination of the municipalities to the Royal National government in Zagreb (Miskovic 1998). Act gave a strong impulse to the local self government and

established a certain redistribution of predominantly economic power on Croatian territory. So, there is a long lasting tradition of dealing with the issues of local significance on local level.

During forty years of socialist regime the local governance was also present, as a form of communal decision making. Former Socialist Republic of Yugoslavia was a federal state. It had horizontal division of power – different levels of government. On the very low level it had governments of municipalities and towns, united in Associations of Municipalities. Then there was Republican government, and finally Federal government (interview with Lauc). So, Croatia, when it was a part of Socialist Yugoslavia had an experience of decentralized government.

Local authorities dealt with the issues of local significance. However such form of the governance was overwhelmed with ideology and was built on the strong subordination, execution of front-office decisions and non-questionable communist party commitment (interview with Lauc). Principle of self-organization played an important role. Due to the officially declared “inaugural effect”, as noted by Lauc (2004), “any problem that person in socialist Yugoslavia faced, had to be solved by somebody – another person or institution”. Local party and power authorities were the closest competent bodies, which people could address. Basically, in this way the socialist system in Yugoslavia supported local government autonomy in dealing with local matters, under the principles of self organization and self-management, however with strict compliance with official party doctrine.

The collapse of communism did not lead to immediate administrative and financial decentralizing and establishing this way more efficient forms of governing. Development of local self government faced significant limitations due to aggression on the territory of The Republic of Croatia. All war and postwar circumstances subsequently led to lagging development of parts of the country, which had suffered from exposure to war.

War actions in 1990s and postwar reconstruction required political elites to take measures towards centralizing the state. However soon after this due to pressures of globalization and Europeanization and to some extent historical legacies the direction was turned towards decentralization (Interview with Bakota).

Antić (2004, p. 3) clarifies the main direction and purpose of reforming – “narrowing of the gap between citizens and the decision-making process and for their greater participation in this process, for a better identification of the problems, for the better meeting of needs and for citizens to assume greater responsibility in the management of public affairs, resulting in a lessening of the concentration of the political power of central state authority.” The first major wave of changes was introduced in 2001, when local and regional self-government units obtained new tasks in the area of basic and secondary education, health care, welfare and culture (Antić 2004).

It was also accompanied by first attempts to introduce fiscal decentralization in the country. One of the main directions of the reforming was in the reorganizing the way of tax collection (interview with Bakota). Bigger share of collected taxes now had to stay on the local level, and at the same time municipalities had to count on less state support – grants and transfers. This necessitated more sophisticated administrative and financial accounting capacities, which are not always at the disposal of municipal units, especially the small ones. This situation is more precisely described in the next sub-chapter.

The most recent trend of system’s change is connected with the integration ambitions of the Republic of Croatia. Country officially declared a will towards full integration in the European Union and now is taking all possible steps in this direction. Due to this factor the legislation is being harmonized with the EU, so a legal framework is still a subject of frequent changes (Budak et al. 2004).

To summarize, the tradition of decentralized governance and local autonomy in Croatia was disturbed by the war military activities in 1990s. Due to those historical circumstances there was an objective need to centralize the state. Today the direction of social development is shifting again towards decentralization and transferring more powers and responsibilities to the units of local self government. The decentralization process in Croatia is neither complete nor sustainable yet, and important challenges have to be resolved for an efficient and effective public service delivery (Joao 2006), which is specifically explored in next sub-chapter.

2.2 Problems of decentralization

The Republic of Croatia is currently going through transition from centralized towards decentralized governance (interview with Lauc). Decentralization facilitates the local self government units to possess new powers and responsibilities, aiming better community development and satisfaction of local needs by more democratic and more efficient governing – transparent and adequate decision making process and inclusion of community members into the local political life. However, most local government units simply do not have the capacity to perform the new delegated functions. Budak (2004) states, that the process of decentralization in Croatia led to the creation of a huge number of small, incompetent local self-government units, that are highly dependent on the central state aid and lack the capacity to manage the local development autonomously. This also leads to legitimacy deficit, as people have little confidence in incompetent, poorly performing local governments (interview with K. Vukelic³).

The main obstacles that appear before local self government units in Croatia are:

³ K. Vukelic is a sociologist, co. owner of the company for public and market opinion research Audeo, Osijek, Croatia

- lack of information and communication (Budak et al. 2004) and related to it the lack of proper monitoring and evaluation system. Public supervision of local government is not efficient. Accountability problem arises often.
- Weak administrative capacity, lack of qualified human resources (Antić 2004). Public servants have not been trained for research and administrative skills, needed for the new conditions. This led to a paradox, when the first waves of decentralization were met with the resistance of personnel, because it also meant for them the increasing responsibility, which they were not ready for.
- lack of financial capacity to perform new tasks. Newly delegated functions were not accompanied with adequate increase in revenues (Dusenbury& Mrakovcic Supek 2002, Brosio 2006)
- finally, local self government in Croatia is the field of a serious political battle between the opposition and the party in power (Kegar 1998). It leads to loud political scandals. Political parties in defending own interests and quality of decision making process becomes questionable.

Antić (2004) notes, that beside the universal problems that exist in the other transitional societies, the local government units of Croatia from the very beginning faced the special circumstances of the historical moment: “the fight for the independence of the state of Croatia, the transition to a multi-party political system and a market economy with a primarily private-ownership structure, as well as a war in which part of the country was occupied and destroyed or damaged, followed by reintegration of the occupied regions into the legal system of the Republic of Croatia” (Antić 2004, p.1).

Another obstacle for successful implementation of decentralization strategy might be a problem of coordination between top-down and bottom up policy introduction and

implementation processes (interview with Lauc). It looks like the Government of the Republic of Croatia is demonstrating a strong political will for decentralizing. But at the same time, for example, The Program for Decentralization and State Development (Decentralizacija i razvoj) is rather a declarative general document, which does not clearly assign the roles and responsibilities for different level power institutions (Antić 2004, p. 14). Opinion of local decision makers has to be taken into account while introducing major changes of the administrative system.

It is important to emphasize the role the local communities play in this process. Citizens need to understand the purpose of the reforming – creating a system of more efficient, sustainable, transparent government. Due to principle of subsidiarity it will deal with the issues of local significance in more efficient manner. During the reforming process local self government units are facing the problem of poor performance. It is connected to lack of experience and poor capacity (administrative, human, financial, etc). Local government needs a certain amount of public confidence and support in order to overcome transition difficulties and legitimacy deficit at this stage. This comes back to the issue of importance of trust within present unsettled system of Croatian local self government.

2.3 The system of Croatian local and regional self government

In the context of analyzing trust to local authorities it is necessary to provide a general overview of the current local government system in the Republic of Croatia. Local self government structure and activity in Croatia is regulated by Constitution, Law on Local Self government, ratified international documents (European chapter of local self government), other laws and acts.

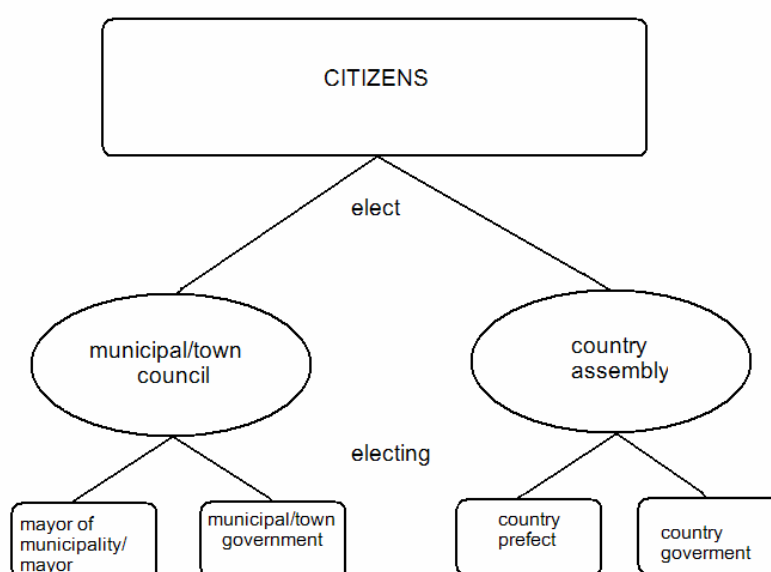
The main source of legal norms that regulate the local self government is comprehended by the 1993 Constitution. Art. 128 guarantees “the citizens the right to local

self government”, encompassing the right to make a decision in accordance with the needs and interests of citizens on the local level. The types of local self-government and basic functions are set in Chapter VI of the Constitution (Articles 128-131). The constituent units of local self-government are municipalities and towns and the units of regional self government are counties. Administrative system contains of 426 municipalities, 123 towns, 20 counties and the city of Zagreb (Guide to Croatian regional and local self government 2006).

Towns and municipalities deal with affairs of local significance within their self government capacity, which directly satisfy needs of citizens. Counties deal with activities of regional importance that have not been assigned to government bodies by the Constitution or the Law (Antic 2005, Guide on local and regional self government in Croatia 2006).

The bodies of municipality, town and county include representative and executive bodies. Representative bodies, depending on the level of self government are: municipal council, town council and county assembly. Executive bodies – respectfully municipal government, town government, county government, mayor of municipality, mayor and county prefect (see Figure 1).

Figure 1. Bodies of local and regional self government



Source: Guide on local and regional self government in Croatia, 2006

Regular mandate for the members of representative body is four years. They are elected by direct and secret ballot on basis of proportional electoral system by Croatian citizens who are at least 18 years old, with permanent residence in the municipality/town/county where the elections are taking place. The mayor of municipality, mayor and county prefect, their deputies and members of local government are elected by municipal/town council or by the county assembly by an absolute majority. The mayor of municipality, mayor and county prefect are elected from among the members of the representative body.

The issue of executive bodies of local government, their functions and electing process had become a subject for a public debate recently (interview with Bakota, research of Puls). According to the present system of Local City Government the position of Mayor is not directly elected. Citizens vote for political parties list to form City Council, and deputies later elect Mayor and Government. As a result the figure of Mayor becomes clearly politically determined and dependent on the internal will of party leadership. Often the citizens were not satisfied with the figure of Municipal Head or the Mayor. This made them to believe, that their voice did not matter, and to make a decision not to participate in the local elections. Now this system is a subject of change and the results will be visible next year. This change of electoral system is of a great importance for the present research. Low voters' turnover is an unfortunate consequence of low level of trust that further leads to questioning the legitimacy of power authority.

If looking a little bit forward, next chapter will analyze the trust in the municipality of Djakovo. Suggested survey examines the level of public confidence in City Council, City Mayor, City Government and City administration. The category of city administration also needs to be explained in the context of this sub-chapter. At local city level there exists no

constituent body of state or self government administration. Taking into account the institutional set up and following the data from interviews with survey organizers (interview with Vukelic), under City Administration we will understand the power activities of all the local government authorities in general. This is trust to bureaucrats as such.

To conclude, the system of local self government is rather complicated and is still undergoing the process of change. Some of the administrative settings turn out to have an impact on public confidence in these local institutions and have to be bared in mind. For example, indirect mayoral election lead to low voters turnover, as citizens do not believe they have influence on political process. This in its turn leads to a question of legitimacy of such an institution and its representative authority.

2.4 The current level of trust

The transition, and all its consequences, which Croatian local government is currently facing, requires a certain amount of public confidence and support. Literature on political trust, analyzed more precisely in the previous chapter, suggest that trust of citizens in transforming institutions reduces “transaction costs” and leads to faster and more successful reform process. The role of trust in modern decentralizing Croatia has been researched by several Croatian scholars.

For example, Matic (2000) argues that trust may not be considered only as a exclusive product of a specific society’s local traditions and culture. “Trust is an active political achievement, a phenomenon that results from the continuity of certain fundamental institutional characteristics of society” (Matic 2000, p. 7). The author elaborates recommendations for Croatian government and comes to the conclusion that great attention should be paid towards institutional performance in order to increase trust level.

The idea of Matic about political conditions and the degree of their impact on trust level can also be found in the research of Štulhofer & Landripet (2004). They study the erosion of social capital in the period of 1995 – 2003 by analyzing the values of three standard indicators –generalized trust, trust in institutions, and civic participation (membership in civic organizations). Authors also included OLS regression analysis in their research, trying to define correlates of Social Capital. (You can see regression results in Attachment 3) They entered a number of socioeconomic (education, income) and demographic indicators (gender, the size of settlement), religiousness, political orientation, and the perception of corruption in the regression. All sociometric and demographic variables but the household income turned out to be significant for explaining Social Capital. Religiousness is significant for Social Capital, because religious people are more actively participating in organizations. Perception of corruption among civil servants turned out to be the strongest correlate of social capital. In two additional regression analyses, computed separately on 1995 and 2003 data, religiousness and perception of corruption were identified as the only robust correlates.

The Researchers conclude with paradoxically higher levels of trust in 1995 than in 2003, despite political stabilization, economic growth and international success experienced by Croatia in the period between 1995 and 2003. But the survey of 1993 was carried out only weeks after the decisive military action, which de facto brought the war in Croatia to an end. So Štulhofer & Landripet (2004) conclude that these forms of social confidence in Croatia are to great extent influenced by the short-term contextual effects: e.g. military actions.

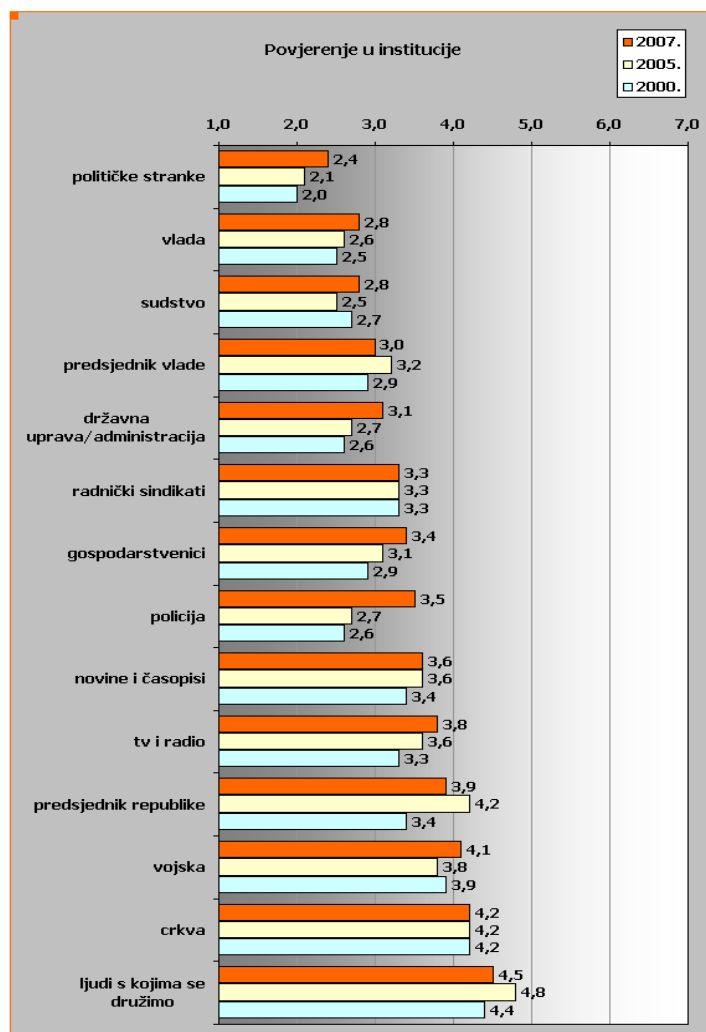
Several surveys measured the level of trust to national and local government (e.g. report of GRK, report of Puls, Ivanovic 2004). However their main purpose was to measure level of trust to national, local political and social institutions. Some projects contain cross-time comparison (GFK report), some focus on comparing different kinds of trust (Puls

report). But results, found in official reports or in media, often do not further analyze the reasons of the trust variations, they are not attempting to come up with factors determining changes. Main conclusion, drawn from the results, was the extremely low level of citizens' confidence in major power institutions, relatively higher, but still not efficient level of confidence in institutions of local level.

International sociological agency GFK group conducted a set of surveys on trust to major political and social institutions in Croatia in 2000, 2005, and 2007. According to the results of a survey held in 2007 trust in main political and social institutions is 2.4 out of 7 point scale. Exceptions are church and military institutions that traditionally receive score above 4. Trust in political parties scores the lowest: about 43-45 % of respondent do not have any trust in political parties.

The results of survey on trust in main political and social institutions, conducted in July 2007, can be demonstrated in Table 1. It also includes comparison with the previous years. Table 1 explains trust to: political parties, government, judicial system, presidential institution, state administration, labor unions, entrepreneurs, police, newspapers and magazines, TV and radio, president, army, church, people around (in respectful order).

Table 1. Trust in institutions in Croatia in 2000, 2005, 2007



Source: GFK group report available online at

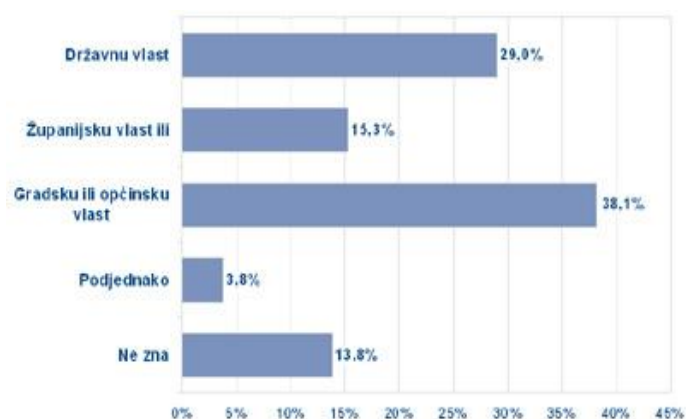
<http://www.gfk.hr/press1/povjerenje1.htm> , 2007

Another survey, conducted by the agency Puls in 2006, was primarily caused by extremely widespread problem of absenteeism on local elections. The survey design concerned public support of the direct elections of mayor. According to the present system of Local City Government, the position of Mayor is not directly elected. Citizens vote for the list of political parties to form City Council, and deputies later elect Mayor and Government, who may be purely politically established figure. This system is explained in detail in subchapter on the system of local governance in Croatia.

The survey also contained question on trust to political institutions of different levels (see Table 2). Respondents were asked the question, what level of government (state,

regional, or local) do they trust the most. Table 2 illustrates percentage of respondents who trust state government the most, regional government the most, local government the most; trust all three levels of government equally, or do not know (answers are translated in respectful order).

Table 2. Trust in different levels of power authorities.



Source: Puls report available on line at

<http://isite23.isite.com.hr/default.asp?ru=1&gl=200603160000003&sid=&jezik=1>, 2006

It turns out that 38% of the citizens have the highest trust in municipal authorities; on the second place there are state authorities (29%) and finally regional authorities receive 15% of the answers of the highest trust level. Results show relatively higher level of trust of people in local, municipal and city authority, because a big percentage of the citizens stated that LG could provide higher quality of services, comparing to the state level authorities. As a result, citizens want their local governments to deal with such centralized fields as healthcare, traffic control, road maintenance, protection from criminal activities.

According to survey analysis, the main source of trust to local government is the feeling of closeness, knowing the people, feeling that they take care of problems in the community (Puls report 2006). Reasons of trust to state level institutions concern the biggest amount of authority and also higher levels of expertise and less corruption. Main source of

trust for regional county level, according to the results, is coming from the feeling that it is efficient, because it does concentrate neither on too general nor on too specific policies.

Ivanović (2004) did research on the theoretical aspects of social cohesion and social capital in Croatia in general and in Slavonia⁴ particularly. He indicates that trust in social institutions is extremely low. The leading positions of public confidence level belong to Church (53%) and civil organizations (44%). 22-30% of respondents trust syndicates, media and entrepreneurs. And local authorities, according to this research, enjoy the confidence of only 13-18% of citizens. Ivanovic (2004) also states, that trust does not depend on recent political events and cannot be increased immediately by effective policy, dedicated to elections. According to him low level of general trust in institutions is a result of unfair privatization, inadequate and ineffective economic and financial policies, and corrupted legal system. Finally, high distrust might be one of the reasons of poor economic performance.

So, there had been some research made on social capital and trust in political and social institutions of different level in Croatia. Scholars conclude that the level of trust to the institutions of Croatian local and state government is extremely low. Local governments do receive higher levels of confidence, but these are still low. Researchers also try to come up with factors that might explain trust change. Among them there are education, political circumstances, cultural legacies, different performance evaluation indicators, etc. However the majority of the research available is rather descriptive and does not contain much of regression analysis to establish causality and significance. The paper proceeds with specific research on determinants of trust to local government, based on the survey hold in Croatian city of Djakovo.

1. Slavonia is a name of historical land in Eastern Croatia. The municipality of Djakovo, which is the subject of research in the next chapter is situated there.

CHAPTER 3 – DATA DESCRIPTION AND ANALYSIS

This chapter proposes and statistically tests a number of hypotheses on the determinants of trust to the local government in Croatia. The statistical analysis utilizes data from a survey, conducted in the city of Djakovo. Specific Croatian context and its role in determining public confidence in main institutions was a subject of study in chapter two. Croatia has long tradition of local governance. However one may not conclude that it was sustainable and uninterrupted. Forty years of communist rule, followed by military aggression of 1990s have led to the process long lasting changes of the system of state administration and local government, and reforms are far from being over today. Analyzing general trends, the confidence in institutions of the local government receives higher scores comparing to the state or regional level authorities. Still, it is below medium and may eventually question the legitimacy of local government bodies.

3.1 Hypotheses

Chapter 1 contained a detailed description of modern literature on the trust to national government and its determinants. Chapter 2 described Croatian context, where the present research took place. Based on the analysis in Chapters 1 and 2, I put forth the following hypotheses in order for further identifying the determinants of trust to local government. In this way the existing theory on trust in national government will be applied to trust in local government. However, instead of testing suggested variables on the national level, analysis will concentrate on the local level.

Hypothesis 1: Age has a positive impact on trust (according to Criado & Herreros 2007), which means that older people will probably tend to trust local government more. At the same time Cole (1973) finds, that most of socioeconomic variables, including age, initially

considered as possible contributors to persons' political trust failed affecting trust directly. I stipulate that age has a positive effect on trust to local government in Djakovo, Croatia, because older people still have memory of a stable confidence in the system, as it was part of the ruling ideology.

Hypothesis 2. Gender will probably be not that significant for the level of trust. This hypothesis is supported by study of Criado and Herreros (2007), who find gender being insignificant in determining the level of trust in national government.

If hypothesis does not hold it could indicate that different social roles are assigned to men and women in traditional Croatian society, men and women participate in local political life to different extend and as a result have dissimilar confidence in local institutions.

Hypothesis 3. Education will have a strong positive impact on the level of trust to local government. This hypothesis can be found in study of Criado & Herreros (2007), who find strong evidence of higher education level causing higher trust to national government. At the same time Ackaert and Van Craen (2006) do not find evidence that more educated people trust institutions of local level more. They do participate in community activities to a greater extend, but it does not necessarily mean they trust the local administration. So authors draw a conclusion, that relationship between education and trust is non-linear one (Ackaert & Van Craen 2006, p. 10). In the World Bank study run by Labonne et al. It is proven that education level is negatively correlated with the trust (Labonne et al. 2007).

I state that level of education will have a significant impact on the confidence level, and I predict it will be positive. Highly educated people will know better the system of governance, assigned duties and responsibilities. This way there will be no misunderstanding and performance evaluation will be more objective. As a result they will trust their local government more.

Hypothesis 4. People, more satisfied with their financial situation will support and trust official authorities more. My hypothesis goes in line with the theory of Uslaner (2002). Author states that subjective wellbeing positively influences general trust in the society. I consider financial satisfaction being a part of general wellbeing, Satisfaction with financial situation does not necessarily mean that person is rich. It means that he/she earns enough money for satisfying needs and interests. People more satisfied with financial condition will tend to trust and support local authorities. If they already achieved this good economic condition, they perhaps think that government was good enough in creating conditions to allow them to do so.

Hypothesis 5. Respondents, satisfied with provision of public goods and services will trust more local government bodies that are responsible for these functions. Modern literature provides enough evidence of it. Perception of public institutions performance and quality of the services provided is strongly positively correlated with trust to these institutions (MORI report 2001). Blind (2006) names bad service provision among determinants of overall general trust decrease.

Hypothesis 6. Citizens, more informed on local affairs will trust government more. Support for this hypothesis can be found in the report of MORI agency on trust to public institutions (2001). Authors conclude that the information availability and access is playing an important role in determining trust, especially in local communities. "The government should be more open about how it makes its decisions" (MORI report 2001, p. 37). Effective publicity, higher levels of information and exposure of institutions do have a positive impact on public attitude toward them, and trust as well. This way they consider the work being more understandable and transparent. People, who consider themselves adequately informed, according to my hypothesis, will not question the validity of decisions of local power authorities. As a result the confidence level will be higher.

Now, when all hypotheses are drawn, the paper proceeds with the data description and further with actual analysis and hypotheses testing.

3.2 Survey description

The case of Djakovo was chosen due to data availability for this municipality. The survey was held in spring 2007 on the sampled set of local households. The number of survey respondents was 707. The survey was developed and performed by the Croatian Institute for Local Government (HILS), Osijek, Croatia and the sociological agency VNG International.

The survey questions were designed by specialists of the city government and professionals from HILS and VNG (English translation of complete questionnaire is available in Attachment 2). The local administration specialists were mainly interested with city finances, development strategies, and identification of main local problems. NGO's workers were first of all interested in implementing bigger project that covered municipalities in the whole county. They insisted on including the questions on satisfaction with performance, level of awareness about the work of local government, and trust to bodies of local self government.

After a negotiation process the administration of Djakovo and researchers agreed to include a set of questions on performance and trust (interview with Vukelic). The city of Djakovo is the only one case, where trust variables were included in the household questionnaires. "Local governments are sometimes not ready to admit the criticism of population. Djakovo has a long tradition of successful and dynamic local financial development. Moreover, the mayor of the city – Zoran Vinkovic is quite popular among local people, he had been re-elected for several terms in a row" (interview with Vukelic).

Thus, I expect that the level of trust in this city will be above the average compared to other local government units. The conclusions drawn in the end cannot be generalized for the

rest of the municipalities in the country. However some ideas could contribute to a general theory on trust in local governments in transition states.

3.3 Variables' description

The dependent variable is trust in local government. In the analysis, the measure of trust is the answer to Question #22 (see Attachment 2), where the respondents were asked to evaluate their trust to the following local self government bodies: City Council, City Government, City administration (public servants), and City Mayor. Chapter 2 explains roles and responsibilities of these institutions in more detailed manner.

For each government body, individuals were asked to choose to indicate their level of confidence in the particular local government authority on the scale of 1 (high level of confidence) to 5 (low level of confidence). Question also contained the variant "Hard to answer" (coded as zero). So the more person trust in certain local government body, that highest value is assigned.

Explanatory variables of age, gender, education level, and satisfaction with financial situation can be taken from the survey (Questions 23, 24, 26, 28 in Attachment 2). Age variable was coded in the following way: if respondent belonged to age group of 15-29, the value of 1 was assigned, 30-44 – value of 2, 45-59 – value of 3, 60 and above – value of 4. So the older is person, the higher value was assigned. Gender was designed as a dummy variable, variant "male" was coded 1, and "female" – 2.

Education level was measured by the highest level of education respondent received. Unfinished and finished elementary school was coded 1, middle school was coded 2, gimnasium (equivalent to grammar school) was coded 3, high school, considered as being indicator of professional education received a code 4, and finally bachelors, masters, PhD –

university educated, received a code of 5. So the more educated the person is, the more value the variable of education receives.

Satisfaction with financial situation was coded with five point scale from very unsatisfied (coded as 1) to very satisfied (coded 5), and the variant when respondent does not want to provide this kind of information (coded as zero). So more satisfied respondents received higher values.

To measure local government performance, I use a survey question on individual satisfaction with provision of public goods and services (Question 5 in Attachment 2). The respondents were asked to evaluate the quality of provision of the following communal services:

- Maintenance of pavements
- Cleaning and maintenance of water pits
- Waste management and disposal
- Maintenance of graveyards
- Maintenance of public lights
- Maintenance of roads
- Large garbage disposal
- Maintenance of Strossmayergorod Square⁵
- Drinking water provision

They received a five point scale of optional answers - from very unsatisfied (coded as 1) to very satisfied (coded 5), plus the variant (coded 0) when it is hard for respondent to answer. So the more satisfied the person is, the bigger value was assigned.

The self assessment of awareness on local affairs and work of local power authorities can be measures using question 19 in the survey (see Attachment 2). The way the question is

⁵ Strossmayergorod Square is the main square of the city of Djakovo

formulated in the questionnaire (*Do You consider yourself to be adequately informed on performance of town government?*) and suggested answers (*a. yes (coded as 1); b. no, but I would like to receive more information about the activities of city government (coded as 2); c. no, but I am not interested anyways (coded as 3); d. I never thought about this (coded as 0)*) makes one to conclude, that it is not only an indicator of individual's level of information about the work of local government, but also a measure of interest in local affairs. That is why it will be valuable to look if the level of information and interest influence trust, and if yes – how exactly.

It is also important to emphasize how this indicator was coded. If respondent answered “yes”, the lowest value of 1 would be assigned. So the more informed and interested respondent is, the less value his answer receives.

3.4 Analysis

Aim of analysis is to figure out what independent variables (out of set, suggested above) are statistically significant in determining the trust to local government. Afterwards, predictions can be analyzed and transformed in policy advices.

In order to achieve this result I use the method of linear regression analysis. I regress each the dependent variables – Trust to City Council, City Government, City Administration, City Mayor on a set of independent variables (the set does not vary from one dependent variable to the next): age, gender, satisfaction with financial condition, education level, self-assessment of level of awareness about work of City Authorities, satisfaction with the provision of public goods and services. Final results of the regression are illustrated in the tables in Attachment 3.

3.5 Results description

Analysis of the regression data shows, that age group turns out to be significant in determining trust to all three bodies of local self government and to city administration. The coefficient has a positive value, which means that there is a positive relationship between respondent's age and trust. Older people tend to trust their local government more. This can be connected to the issue of socialist legacy. Communist party rule in Yugoslavia, and in Croatia as its part, was the "softest" comparing to other socialist states. Local governments were functioning in compliance with ideological basis, but still according to principles of solidarity and subsidiarity (interview with Lauc). Due to "inaugural effect", described in Chapter 2, government on local level was supposed to deal the issues of local significance and this way satisfy needs of people. Perhaps the strong belief in this system in minds of older generations makes them trust more modern local self government, despite current changes and difficulties it is facing.

Gender proves to be insignificant in determining trust to all institutions – mayor, government, council, administration. Satisfaction with financial situation does not play any role in determining trust level as well. The coefficient is negative, which indicates, that people who are satisfied with their financial situation would tend to trust government less; however this conclusion may not be valid, because such connection is definitely very statistically insignificant.

Education influences trust a little bit more, than satisfaction with financial situation, but this influence is still insignificant even at 10 percent level. Coefficient has negative value as well, which could have meant that more educated people tend to trust government less, but still this conclusion cannot be convincing. This problem might have arisen due to data imperfection. The proposed sample of respondents contained too big of a percentage of respondents without higher education.

Satisfaction with provision of public goods and services turned out to determine trust to executive bodies of local self government, but not city council. This is logical, because managing and providing the proposed communal services (maintenance of pavements; cleaning and maintenance of water pits; waste management and disposal; maintenance of graveyards; maintenance of public lights; maintenance of roads; large garbage disposal; maintenance of Strossmayergorod Square; drinking water provision) belongs to the responsibilities of public servants and executive bodies. Good maintenance of roads seems to play a big role in evaluating performance and determining trust to mayor and administration (public servants). The condition of water pits and pavements seem to be perceived as the responsibility of city government and influence citizens' confidence and evaluation of performance. In general, successful fulfillment of assigned functions and responsibilities by bodies of local self government leads to better individual evaluation of their performance and increase in trust level. Communal services belong to those functions that are visible to each and every citizen that is why their excellent management and provision is a strong determinant of the public confidence.

Finally, self assessment of the level of awareness on work of the city self government proved to be very significant in all four cases. It is a strong determinant of trust to local government. The value of the coefficient is negative in all cases. It means the less is the value of awareness and interest, the more is the value of trust. But it is important to remember that this question was coded differently. Those who were the most informed received the lowest scores (see variables description). So people who consider themselves being adequately informed on the work of the city authorities tend to trust their local government more than those who whether do not receive enough of information or are not interested at all.

3.6 Policy recommendations

Further analysis of regression results gives a possibility to compose policy recommendations in order for local government to increase citizens' trust. It is especially important in given Croatian context, where local power authorities are in shaky position because of constant reforms, transformations, and adjusting processes.

Prior introducing changes policy makers should think ahead, and implement all possible strategies in order to secure support in the future. For this purpose it is very important to restore trust among representatives of young generation.

Providing an adequate level of information and increasing interest in local affairs seems to be one of the possible tools for this aim. If the government provides optimal amount of information on performance, its work is perceived as transparent and accountable. Person should feel he or she knows enough of data that satisfy his/her interest, and the access should not be limited. Adequately informed person will tend to trust government more.

Local government also should aim those groups of respondents, who do not receive enough information and are not interested in matters of local significance anyways. These people tend to trust less and as a result support is minor as well. If person is concerned about the local political life, he or she will participate more actively in it, which may solve the legitimacy deficit. This will also support local authorities in transformation process in dimensions of responsibility assignment and sharing – people will feel contributing and responsible for solving local problems. At the same time governments shall encourage public participation by creating possibilities of open public debates, hearings, meetings and other forms of inclusion in local decision making. This would be another tool for increasing confidence in transforming local self government institutions.

So, in this chapter we analyzed the data from the city of Djakovo. In order to figure out the determinants of trust to city government the method of regression analysis was

chosen. The dependent variables were trust to city council, government, mayor and administration. According to previous research and data availability a set of independent indicators was chosen. The independent variables were: age, gender, satisfaction with financial condition, education level, self-assessment of level of awareness about work of City Authorities, satisfaction with the provision of public goods and services. Age group, evaluation of performance and provision of public goods and services, and self assessment of the level of awareness on the local issues turned out to be extremely significant in determining trust to local government. The other indicators – gender, education level, satisfaction with financial situation seem to play very insignificant role in predicting and changing level of confidence. More detailed analysis also led to some general policy advises, which might be useful for government of the city and to some extend to the other municipalities under the same conditions.

One of the main problems of analysis was connected to data availability. It is important to remember, that all these results are valid only for city of Djakovo under present circumstances. However analysis that had been made, allows proving that some trust determinants, suggested in literature are valid also for a Djakovo case (age, performance evaluation, information and awareness). This may still be considered a contribution to overall trust theory, which was the initial aim of the paper.

CONCLUSIONS

Successful local self government is crucial for sustainable social development. Under the conditions of transforming Croatian society, where local governments are going through the set of reforms, the role of trust is especially important. Transforming institutions face the problem of legitimacy deficit and need a certain level of public confidence. That is why decision makers should pay attention to those factors that may influence the level of trust in bodies of self government.

The aim of this thesis was to define the determinants of trust to local government in Croatia. In order to achieve this, the theory on trust in national government was applied to local context, with paying attention to specific context of research. The paper presented several hypotheses, which were further statistically tested.

The results of the research demonstrate that age group, evaluation of performance and provision of public goods and services, and self assessment of the level of awareness on the local issues turned out to be extremely significant in determining trust to local government. The other indicators – gender, education level, satisfaction with financial situation seem to play very insignificant role in predicting and changing level of confidence. More detailed analysis also led to some general policy recommendations which might be useful for a city government and to some extent to the other municipalities under the same conditions. Among them – providing more information about matters of local significance and encouraging public participation in decision making process.

ATTACHMENT 1

Correlates of Social Capital

	N = 1378
	<i>Beta</i>
Age	0,02
Gender (1 = female)	0,06*
Education	0,07*
Size of the settlement	−0,06*
Household income	−0,04
Religiousness	0,14***
Perception of corruption	−0,18***
Political orientation (left-right)	0,08**
* p < 0,05; ** p < 0,01; *** p < 0,001	

Source: Štulhofer & Landripet (2004)

ATTACHMENT 2

The survey for City of Djakovo (English translation)

Question N1

If you had a possibility to decide how the means of city budget would be distributed, where would you allocate money? (no more than 3 variants)

- a. Strossmayergorod Square
- b. Building and maintenance of public roads
- c. Building and maintenance of pavements
- d. Maintenance of public lights
- e. Establishing city transport system
- f. Creating town collector
- g. Maintenance of public spaces
- h. Sports, recreational facilities
- i. Cultural events

Question N2

Planned budget for Djakovo for the year of 2007 is 42.1 mln kuna. Out of it 2.3 mln kuna or 5.5% is dedicated to sports development. What is Your opinion on it?

- a. sport activities receive to small amount of financing
- b. this amount is ok, but probably sport needs even more
- c. this is absolutely too much, clubs do not perform too good
- d. I am not sure, I have never thought about it

Question N3

Which sport facility does our town need?

- a. bicycle track
- b. in-door swimming pool
- c. ice-skating ring
- d. something else _____
- e. nothing from above, we have just enough

Question N4

Do You think that environment and lakes by Djakovo should be taken care of? Should we turn them into public swimming places?

- a. yes
- b. I do not know
- c. no, this is too big of investment, and it is questionable whether it pays off

Question 5

What is the level of satisfaction with following communal services in town of Djakovo?

	Very unsatisfi ed	Unsatisfied	Neither unsatisfied nor satisfied	Satisfied	Very satisfied	I never thoug ht of that
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Maintenance of pavements	1	2	3	4	5	0
Cleaning and maintenance of water pits	1	2	3	4	5	0
Waste management and disposal	1	2	3	4	5	0
Maintenance of graveyards	1	2	3	4	5	0
Maintenance of public lights	1	2	3	4	5	0
Maintenance of roads	1	2	3	4	5	0
Large garbage disposal	1	2	3	4	5	0
Maintenance of Strossmayergorod Square	1	2	3	4	5	0
Drinking water provision	1	2	3	4	5	0

Question 6

Few years ago major investments had been made in drainage system. What is Your opinion on this topic.

- I see improvements
- I see no change, situation is even worse
- I do not know, I never faced this problem

Question 7

What is Your opinion on introducing special tax on neglected or empty business spaces, owned by private persons.

- I agree with it, this will stimulate owners
- I am against such things, but you need to stimulate owners in different way
- Private ownership is untouchable, and such taxes should not be introduced
- I do not know, I do not have special opinion on it

Question 8

Entrepreneur centers are institutions to support entrepreneurship, provide technical and professional support, organize seminars and professional education, especially for the beginners. Do You think our town needs such institutions?

- Yes, absolutely
- I am not sure, this will be a big investment
- No, I do not think Djakovo needs them at the moment
- I haven't thought about this issue

Question 9

Do Djakovo and it's suburbs need town transport system?

- a. yes
- b. yes, but it is a major investment and it is questionable whether it will pay back
- c. no
- d. I did not think about it

Question 10

In case Djakovo will introduce transport system, connecting town and suburbs, would You use it?

- a. Yes, on everyday bases
- b. Yes, occasionally
- c. Maybe, depending on the price of the ticket
- d. I would not use it

Question 11

To Your opinion, does our town have enough of cultural events?

- a. Yes
- b. No
- c. I do not know

Question 12

How would you grade any of them?

	Very bad	bad	Neither bad nor good	good	Very good	I never thought of that
Event 1	1	2	3	4	5	0
Event 2	1	2	3	4	5	0
Event 3	1	2	3	4	5	0
Event 4	1	2	3	4	5	0
Event 5	1	2	3	4	5	0
Event 6	1	2	3	4	5	0

Question 13

Do you have any suggestions to the cultural events?

- a. no
- b. yes _____

Question 14

How would you grade present tourist services and quality?

	Very bad	bad	Neither bad nor good	good	Very good	I never thought of that
Cultural evens	1	2	3	4	5	0
Cathedral	1	2	3	4	5	0
Horses	1	2	3	4	5	0
Museums	1	2	3	4	5	0
Nature	1	2	3	4	5	0

Question 15

What is the most hindering factor for tourism development?

- a. lack of lodging
- b. lack of tourist products
- c. weak gastronomic offer
- d. tourist potential is not used enough
- e. lack of cultural events
- f. lack of _____
- g. I do not think Djakovo should be oriented towards tourism
- h. I do not know, never thought about it
- i. Djakovo has enough developed tourism

Question 16

What are the most important problems of young people in Djakovo?

	Very small	small	Neither small nor big	big	Very big	I never thought of that
Lack of place for free time spending	1	2	3	4	5	0
Unemployment, bad perspectives	1	2	3	4	5	0
Drugs, alcohol	1	2	3	4	5	0
Passivity	1	2	3	4	5	0
Delinquency	1	2	3	4	5	0
Lack of finances to continue education or open business	1	2	3	4	5	0
Small number of young people in leading positions	1	2	3	4	5	0

Question 17

Do You think Djakovo needs a disco-club?

- a. yes
- b. no
- c. I do not know

Question 18

Do You think young people should have a separate space where they will spend spare time?

- a. yes, of course
- b. I do not know, I am not sure if they will use it in a proper way
- c. no

Question 19

Do You consider yourself to be adequately informed on performance of town government?

- a. yes

- b. no, but I would like to receive more information about the activities of town government
- c. no, but I am not interested anyways
- d. I never thought about this

Question 20

How do You usually get information on the activities of town government?

- a. local newspapers
- b. local radio
- c. regional TV
- d. national TV
- e. internet
- f. information, notifications, newsletters from town government
- g. other source _____
- h. I am not interested in work of town government

Question 21

By which means would You prefer to receive information about activities of town government?

- a. Public meetings in the city hall
- b. more information in local media (radio, newspapers)
- c. town newspaper, which would be at free access in the town hall
- d. occasional e-mails and internet notifications
- e. other _____
- f. nothing from listed above, I consider myself adequately informed

Question 22

The level of trust to the following local government authorities can be evaluated as:

	Very low	low	Neither low nor high	high	Very high	Hard to answer
Local Council	1	2	3	4	5	0
Local Government	1	2	3	4	5	0
Local Administration	1	2	3	4	5	0
Mayor	1	2	3	4	5	0

Question 23.

How old are you?

- a. 15-19
- b. 20-29
- c. 30-44
- d. 45-59
- e. 60 and above

Question 24

Gender

- a. male
- b. female

Question 25

Place of living

- a. Djakovo
- b. Budrovci
- c. Durdanci
- d. Ivanovci Gorjanski
- e. Kusevac
- f. Novi Perkovci
- g. Piskorevci
- h. Selci Dakovacki
- i. siroko polje

Question 26

Name the highest received education level

- a. unfinished and finished elementary school
- b. Middle school
- c. Gymnasium
- d. High school
- e. Bachelors, masters, PhD

Question 27

Occupation

- a. employed
- b. unemployed
- c. student
- d. retired
- e. farmer
- f. housewife

Question 28

Are you satisfied with your financial situation?

- a. very unsatisfied
- b. unsatisfied
- c. neither unsatisfied nor satisfied
- d. satisfied
- e. very satisfied
- f. I do not want to give an answer

Comments_____

ATTACHMENT 3

Table 1. Regression results on trust to City Council

		Coefficients ^a				
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	1,413	,391		3,617	,000
	Maintenance of pavements	,088	,048	,091	1,838	,067
	Cleaning and maintenance of water pits	,121	,054	,111	2,253	,025
	Maintenance of graveyards	,122	,058	,124	2,115	,035
	waste management	-,073	,055	-,077	-1,321	,187
	Maintenance of public lights	,015	,048	,018	,321	,748
	Maintenance of roads	-,006	,051	-,006	-,110	,913
	large garbage disposal	,119	,045	,139	2,647	,008
	Maintenance of Strossmayergorod Square	,103	,052	,107	1,960	,051
	drinking water provision	,071	,051	,076	1,374	,170
	education level	-,066	,037	-,084	-1,783	,075
	satisfaction with financial situation	-,052	,046	-,054	-1,134	,257
	age group	,204	,048	,209	4,209	,000
	gender	,085	,096	,042	,888	,375
	self-assesment of level of awareness about work of City	-,234	,084	-,130	-2,784	,006

a. Dependent Variable: City council

Table 2. Regression results on trust to City Government

Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	1,711	,378		4,523	,000
	Maintenance of pavements	,142	,046	,148	3,097	,002
	Cleaning and maintenance of water pits	,113	,052	,102	2,173	,030
	Maintenance of graveyards	,104	,055	,106	1,895	,059
	waste management	-,030	,054	-,031	-,561	,575
	Maintenance of public lights	,079	,046	,090	1,706	,089
	Maintenance of roads	-,057	,050	-,058	-1,143	,254
	large garbage disposal	,112	,044	,129	2,555	,011
	Maintenance of Strossmayergorod Square	,068	,051	,071	1,349	,178
	drinking water provision	,103	,050	,110	2,058	,040
	education level	-,062	,036	-,078	-1,727	,085
	satisfaction with financial situation	-,065	,044	-,066	-1,457	,146
	age group	,179	,047	,183	3,824	,000
	gender	,092	,093	,045	,986	,325
	self-assesment of level of awareness about work of City	-,378	,082	-,208	-4,629	,000

a. Dependent Variable: City government

Table 3. Regression results on trust to City Administration

Coefficients ^a					
Model		Unstandardized Coefficients		Standardized Coefficients	Sig.
		B	Std. Error	Beta	
1	(Constant)	1,843	,363		,000
	Maintenance of pavements	,046	,044	,053	,298
	Cleaning and maintenance of water pits	,095	,050	,093	,060
	Maintenance of graveyards	,081	,053	,089	,128
	waste management	-,022	,052	-,026	,666
	Maintenance of public lights	,056	,044	,070	,207
	Maintenance of roads	,091	,048	,102	,055
	large garbage disposal	,073	,042	,093	,083
	Maintenance of Strossmayergorod Square	,075	,049	,085	,128
	drinking water provision	,057	,048	,068	,230
	education level	-,043	,034	-,059	,216
	satisfaction with financial situation	-,036	,043	-,040	,401
	age group	,081	,045	,091	,070
	gender	,151	,089	,081	,092
	self-assessment of level of awareness about work of City	-,266	,078	-,160	,001

a. Dependent Variable: City administration

Table 4. Regression results on trust to City Mayor

		Coefficients ^a				
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	2,700	,439		6,149	,000
	Maintenance of pavements	,086	,054	,080	1,596	,111
	Cleaning and maintenance of water pits	,085	,061	,069	1,402	,162
	Maintenance of graveyards	,117	,063	,107	1,849	,065
	waste management	,027	,064	,025	,424	,672
	Maintenance of public lights	,068	,053	,070	1,286	,199
	Maintenance of roads	-,121	,058	-,110	-2,088	,037
	large garbage disposal	,055	,051	,057	1,070	,285
	Maintenance of Strossmayergorod Square	,042	,060	,039	,694	,488
	drinking water provision	,091	,059	,087	1,547	,123
	education level	-,047	,041	-,054	-1,146	,253
	satisfaction with financial situation	-,056	,051	-,053	-1,092	,275
	age group	,154	,054	,142	2,846	,005
	gender	,044	,107	,020	,410	,682
	self-assesment of level of awareness about work of City	-,307	,095	-,153	-3,245	,001

a. Dependent Variable: City mayor

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