



Istituto di Sociologia Internazionale
Institute of International Sociology
Gorizia

**ELoGE – European Label of Governance
Excellence**

2025

RESIDENTS QUESTIONNAIRE



ELOGE – European Label of Governance Excellence is a Council of Europe program that promotes the 12 principles of democratic good governance at the local level.

ISIG – Institute of International Sociology of Gorizia – is a research institute that supports local authorities and partner institutions in the implementation of the program. In this role, ISIG provides scientific expertise, methodological guidance, and training activities, assuming full editorial responsibility for this manual. The content does not necessarily reflect the opinions of the Council of Europe.



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**ISTITUTO DI SOCIOLOGIA INTERNAZIONALE
INSTITUTE OF INTERNATIONAL SOCIOLOGY
GORIZIA**

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Scientific and editorial responsibility: ISIG

ISIG – Istituto Internazionale di Sociologia di Gorizia

VISION

ISIG believes in a future of peaceful relations built on the mutual recognition of differences as enriching resources.

The Institute studies and promotes transformations within societies with the goal of fostering peaceful and lasting coexistence, placing democratic participation, human rights, and the rule of law at the center.

MISSION

ISIG is committed to promoting innovation within communities through scientific and social research, co-design, and strategic consulting. The Institute fosters sustainable community development, participatory governance, and risk management and reduction, contributing to the creation of inclusive and resilient societies.

ISIG fulfills its mission through the design and management of projects, continuous training, and capacity building, providing tools and knowledge to professionals, public, and private entities to address global and local challenges in a thoughtful, effective, and responsible manner.

RESEARCH AREAS

Social Inclusion and Community Development

Governance and Sustainable Development

Resilience, Disaster Risk Management, and Reduction

Emerging Technologies, Ethics, and Privacy

Culture, Development, and the Impact of Cultural

www.isig.it/eloge-malta

INTRODUCTION

As part of the **ELoGE reference framework**, the ELoGE self-assessment process also includes three types of surveys addressed to citizens, elected officials, and municipal employees.

Each questionnaire contains **12 questions**, one for each of the **12 Principles of Good Democratic Governance**: Democratic Participation, Human Rights, Rule of Law, Public Ethics, Accountability, Openness and Transparency, Efficient, Effective, and Sound Administration, Leadership, Capability and Capacity, Responsiveness, Sound Financial and Economic Management, Sustainability and Long-Term Orientation, Openness to Change and Innovation

The questionnaires support the **complete evaluation of good governance practices** in the local authority.

They provide all involved stakeholders the opportunity to contribute to the assessment of their local authority's democratic governance.

Responses to the questionnaires help **corroborate the conclusions of the self-assessment** of the reference framework through the perceptions of those who directly "experience" good democratic governance in the municipality.

Structure

The questionnaire below is organized into four sections:

- **Section 1** – Privacy Notice: Specific to the context and supporting, where applicable, compliance with the General Data Protection Regulation (GDPR).
- **Section 2** – Local Council of residence (mandatory)
- **Section 3** – Questions Related to the 12 Principles of Good Democratic Governance (mandatory)
- **Section 4** – Additional (optional) questions on the socio-demographic profile of the respondent.
- **Section 5** – Additional (optional) questions about the respondent themselves.

1 SECTION 1 – PRIVACY NOTICE

What data do we process?

The data, and generally all information shared with us*. Your data is valuable: please do not share unnecessary data with us.

() No personal or identifying data is collected in this questionnaire.*

Why do we process it?

For the purpose specifically indicated in the extended information accompanying this document and for the implementation of the **ELoGE Malta 2025 Program**.

Why can we do this?

Processing is lawful when:

- **Contract:** It is necessary for the performance of a contract to which the Data Subject is a party, or to take pre-contractual steps requested by the Data Subject.
- **Consent:** The Data Subject freely, specifically, informedly, and unambiguously gives their consent.
- **Legal obligation:** It is necessary to comply with a legal obligation to which the Data Controller is subject.

- **Legitimate interest:** It is necessary to pursue the legitimate interests of the Data Controller or a third party.
- **Protection of vital interests:** It is carried out to protect the Data Subject from a serious and immediate threat to their life.
- **Public interest:** It is necessary for the performance of a task carried out in the public interest or in the exercise of official authority.

How do we process it?

We take appropriate measures to protect your data and comply with the law (Article 4, paragraph 2, GDPR: e.g., collection, storage, and use of data).

Who do we share it with?

With those who help us perform our work and achieve the indicated objectives (employees, consultants, collaborators, external professionals, consulting companies, and our providers such as those managing our IT system, etc.).

How long do we process it?

The minimum amount of time necessary to achieve the purposes for which we process it (for some purposes a deadline will be specified). Longer only if necessary for authorities or to protect rights.

If your consent is required, we process the data as long as you agree. You can withdraw your consent at any time.

Where do we get it?

You provide it by filling in questionnaire attached to this policy or on the SurveyMonkey platform.

What are your rights?

Access your data, request its deletion, object or withdraw consent, complain, lodge a complaint with the Data Protection Authority, and much more: ask us!

Who can you contact?

I.S.I.G. – International Sociology Institute of Gorizia, Gorizia (GO), Via Giuseppe Mazzini n. 13, isig@isig.it
If you wish to contact the Data Protection Authority, you can find them here: Contact the Data Protection Authority (protocollo@gdpr.it)

ACKNOWLEDGEMENT

Declaration of acknowledgement and understanding:

- I declare that I have read the extended privacy policy and understand its content.

Consent:

- I give my consent for the use of the information provided for the purposes indicated in the extended privacy policy.

2 SECTION 2: LOCAL COUCLY OF RESIDENCE (MANDATORY)

Please indicate the Local Council of residence: _____

3 SECTION 3: ELOGE ASSESSMENT (MANDATORY)

1. Do you feel our local council genuinely engages citizens in their processes?
 - NOT AT ALL - They acknowledge the need but don't involve us.
 - PARTIALLY - They attempt to involve us, but actions are limited.
 - SUFFICIENTLY - They frequently engage us and act on our feedback.
 - FULLY - They consistently involve us and value our contributions.

2. Do you believe our local council promotes fairness, dignity, equality, and respect?
 - NOT AT ALL - They are aware but don't implement these values.
 - PARTIALLY – The Municipality acts around these values, but actions are limited.
 - SUFFICIENTLY - They act with these values in consideration.
 - FULLY - They consistently uphold these values with evident results.

3. Do you believe everyone is treated fairly and equally by our local council?
 - NOT AT ALL - They understand the importance of fairness but don't implement it.
 - PARTIALLY - They occasionally act fairly, but not consistently.
 - SUFFICIENTLY - They usually ensure everyone is treated fairly.
 - FULLY - Fair treatment is always evident in their actions.

4. Do you trust our local officials to act in the public's best interest?
 - NOT AT ALL - I often question their commitment to the public good.
 - PARTIALLY - They occasionally act in the public's interest.
 - SUFFICIENTLY - They usually act with the public's welfare in mind.
 - FULLY - They always prioritise the public good.

5. Do you believe our local council is accountable for its actions?
 - NOT AT ALL - They frequently avoid responsibility.
 - PARTIALLY - They occasionally take responsibility, but not consistently.
 - SUFFICIENTLY - They usually acknowledge their actions.
 - FULLY - They consistently accept full responsibility for their actions.

6. Do you believe our local council is transparent in its decisions?
 - NOT AT ALL - Decisions often seem obscured.
 - PARTIALLY - They occasionally share decisions, but not always transparently.
 - SUFFICIENTLY - They frequently make their decisions public.
 - FULLY - They consistently operate with full transparency.

7. Do you believe our local council utilises public resources to ensure the maximum benefit for all members of our community?
 - NOT AT ALL - Resources often seem misallocated.
 - PARTIALLY - They occasionally use resources equitably, but not consistently.
 - SUFFICIENTLY - They typically allocate resources for the broader community benefit.

- FULLY - They consistently ensure equitable resource allocation.
8. How would you assess the capability of our public officials?
- NOT AT ALL - Officials frequently seem underqualified.
- PARTIALLY - Some officials are capable, but not all.
- SUFFICIENTLY - Most officials are competent and serve effectively.
- FULLY - Each official is highly skilled and efficient.
9. Do you believe our local council responds effectively to community needs?
- NOT AT ALL - They frequently seem to disregard our needs.
- PARTIALLY - They occasionally respond to our needs, but not always sufficiently.
- SUFFICIENTLY - They are typically responsive to community needs.
- FULLY - They consistently respond promptly and effectively to our needs.
10. Do you trust our local council's handling of public funds?
- NOT AT ALL - They frequently seem wasteful.
- PARTIALLY - They display some care with funds, but there's room for improvement.
- SUFFICIENTLY - They typically handle funds responsibly.
- FULLY - They consistently manage funds with the utmost care.
11. Do you believe our local council considers the long-term impact of its decisions?
- NOT AT ALL - They frequently prioritise short-term gains.
- PARTIALLY - They occasionally think long-term, but it's inconsistent.
- SUFFICIENTLY - They typically make decisions with a future orientation.
- FULLY - Every decision is made with long-term considerations.
12. Do you believe our local council is receptive to innovative ideas to enhance services?
- NOT AT ALL - They frequently resist new methods or ideas.
- PARTIALLY - They occasionally adopt innovative methods, but not consistently.
- SUFFICIENTLY - They are typically open to novel ideas and methods.
- FULLY - They consistently embrace innovation and change.

4 SECTION 4 – FURTHER QUESTIONS ON RESPONDENT (OPTIONAL)

4.1 SOCIO-DEMOGRAPHICS

13. Age (Optional):

_____ years

14. Gender (Optional):

- Male
- Female
- Other: _____
- I prefer not to answer

15. Educational Background (Optional):

- Primary School
- High School
- Vocational Training
- University/College
- Other: _____

4.2 EMPLOYMENT AND PROFESSIONAL LIFE:

16. Current Employment Status:

- Public Sector Employee
- Private Sector Employee
- Self-Employed/Entrepreneur
- Student
- Retired, Pensioner
- Beneficiary of Subsidy/Annuity
- Unemployed
- Other: _____

4.3 LOCAL EXPERIENCE:

17. Duration of Residence in Municipality (Optional):

- Less than 1 year
- 1-5 years
- 6-10 years
- 11-20 years
- Over 20 years

5 SECTION 5 – ADDITIONAL QUESTIONS ABOUT THE RESPONDENT (OPTIONAL)

5.1 COMMUNITY PARTICIPATION AND ENGAGEMENT:

18. Local Election Participation: How often do you participate in local elections?

- Always
- Often
- Sometimes
- Rarely
- Never

19. Local Decision-Making: How would you describe your involvement in local decision-making processes (e.g., town hall meetings, public forums)?

- Actively involved
- Occasionally participate
- Aware but don't participate
- Not aware of such processes

Not interested

20. Have you ever provided feedback or voiced your opinion on a local decision or policy (e.g., through public comments, letters to council members)?

Yes

No

5.2 VOLUNTEERISM:

21. Do you currently volunteer or have volunteered in the past for any local community organisations, events, or causes?

Yes, I currently volunteer

I have volunteered in the past, but not currently

No, I have never volunteered

22. If you have volunteered, how often do you typically engage in volunteer activities?

Weekly

Monthly

Quarterly

Annually

Rarely

23. What motivates you to volunteer? (Choose up to two reasons)

Personal satisfaction or fulfilment

To give back to the community

Social connections or to meet new people

Skills development or professional networking

Other: _____

End of the questionnaire

Thank you for completing the ELoGE Citizen Survey. For more information, please contact us at:
lca@lca.org.mt

ISIG
ISTITUTO DI SOCIOLOGIA INTERNAZIONALE
INSTITUTE OF INTERNATIONAL SOCIOLOGY
GORIZIA

www.isig.it

Via Mazzini, 13
34170 – Gorizia
Italia

T. +39.0481.533632
isig@isig.it | isig@pec.isig.it
P.IVA /CF: 00126770312