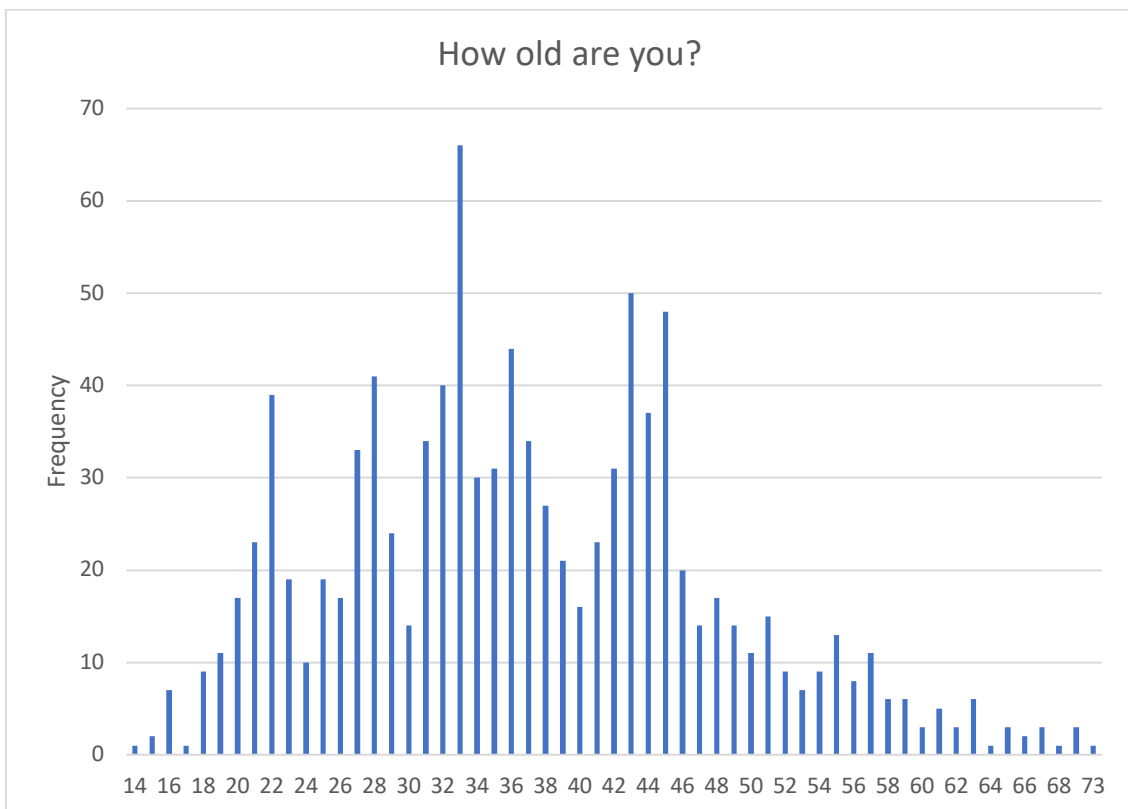


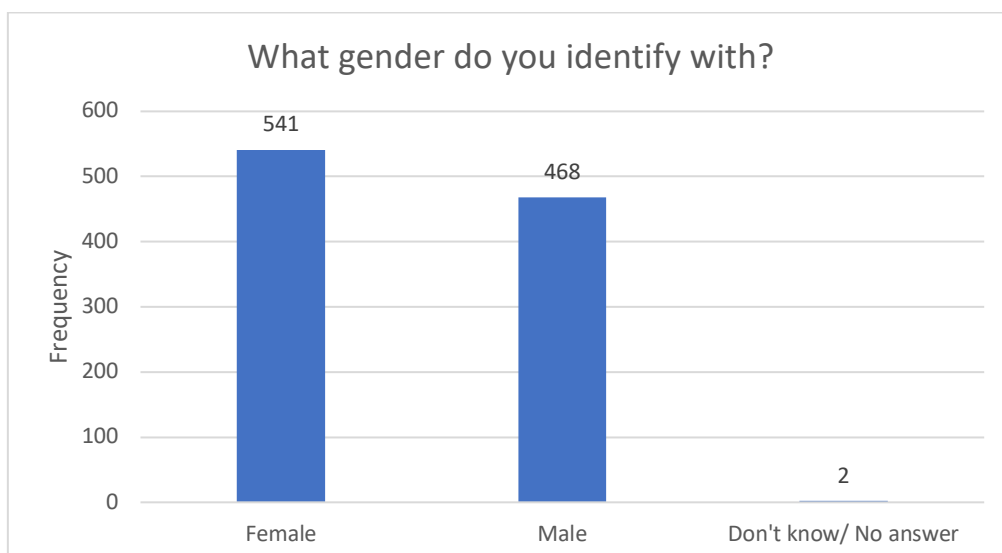
Descriptive analysis INCOOP questionnaire

The questionnaire was disseminated between January and March on various online platforms - namely social networks (LinkedIn and Facebook) - and through the various partners' databases. The questionnaire was created using the Google Ads platform. Statistical analysis was performed using IBM SPSS Statistics 28.8. All respondents were asked for their consent to use the data collected in this analysis.

The questionnaire was answered by 1029 individuals. However, only 1011 were considered valid for analysis. Questionnaires that were incomplete (more than 3 questions not answered), that had invalid answers (such as answers outside the range of possible answers indicated) or were improperly filled out were excluded.

The 1011 individuals whose answers were analysed were aged between 14 and 73 years old, residing in different European municipalities – 148 different municipalities in total. 53.5.6% (N=541) identified themselves as female and 46.3% (N=468) as male. 2 signalled the option "Don't know/no answer". On average, respondents were 37 years old.





Where do you reside?

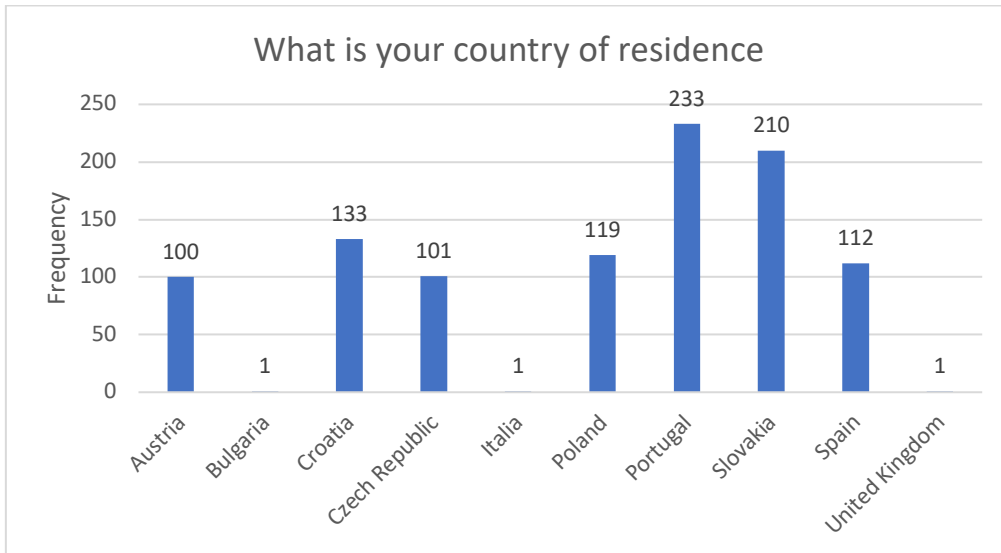
Municipality	N	%
<i>Don't know/ Don't answer</i>	2	0,2
<i>Águeda</i>	1	0,1
<i>Alcanena</i>	1	0,1
<i>Almada</i>	2	0,2
<i>Almedijar</i>	1	0,1
<i>Amadora</i>	1	0,1
<i>Amarante</i>	1	0,1
<i>Amares</i>	1	0,1
<i>Ansião</i>	1	0,1
<i>Banská Bystrica</i>	2	0,2
<i>Banská Štiavnica</i>	2	0,2
<i>Bardejov</i>	3	0,3
<i>Barreiro</i>	1	0,1
<i>BenicàYes</i>	1	0,1
<i>Benimaclet</i>	1	0,1
<i>Braga</i>	11	1,1
<i>Bratislava</i>	26	2,6
<i>Brno</i>	13	1,3
<i>Budmerice</i>	1	0,1
<i>Cabeceiras de Basto</i>	1	0,1
<i>Caldas da rainha</i>	1	0,1
<i>Cascais</i>	2	0,2
<i>Celorico de Basto</i>	1	0,1
<i>Coimbra</i>	24	2,4
<i>Condeixa</i>	4	0,4
<i>Condeixa-a-Nova</i>	8	0,8
<i>Dunajská Streda</i>	4	0,4

<i>Erdut</i>	14	1,4
<i>Esposende</i>	1	0,1
<i>Évora</i>	3	0,3
<i>Famalicão</i>	1	0,1
<i>Felgueiras</i>	1	0,1
<i>Galanta</i>	6	0,6
<i>Gandía</i>	2	0,2
<i>Godella</i>	2	0,2
<i>Gondomar</i>	5	0,5
<i>Graz</i>	28	2,8
<i>Guimarães</i>	8	0,8
<i>Havířov</i>	1	0,1
<i>Hertfordshire</i>	1	0,1
<i>Hlohovec</i>	8	0,8
<i>Hodonín</i>	5	0,5
<i>Humenné</i>	2	0,2
<i>Ílhavo</i>	1	0,1
<i>Jalžabet</i>	1	0,1
<i>Jaslovské Bohunice</i>	3	0,3
<i>Karlovy Vary</i>	11	1,1
<i>Kátlovce</i>	1	0,1
<i>Kežmarok</i>	8	0,8
<i>Komárno</i>	2	0,2
<i>Koprivnica</i>	2	0,2
<i>Košice</i>	4	0,4
<i>Kremnica</i>	1	0,1
<i>Lamego</i>	1	0,1
<i>Levoča</i>	3	0,3
<i>Liberec</i>	10	1
<i>Lisboa</i>	4	0,4
<i>Loulé</i>	1	0,1
<i>Loures</i>	2	0,2
<i>Lousã</i>	19	1,9
<i>Lučenec</i>	1	0,1
<i>Ludberg</i>	3	0,3
<i>Ludbreg</i>	8	0,8
<i>Madrid</i>	51	5
<i>Mafra</i>	2	0,2
<i>Maia</i>	3	0,3
<i>Majcichov</i>	2	0,2
<i>Malacky</i>	2	0,2
<i>Malženice</i>	1	0,1
<i>Martijanec</i>	1	0,1

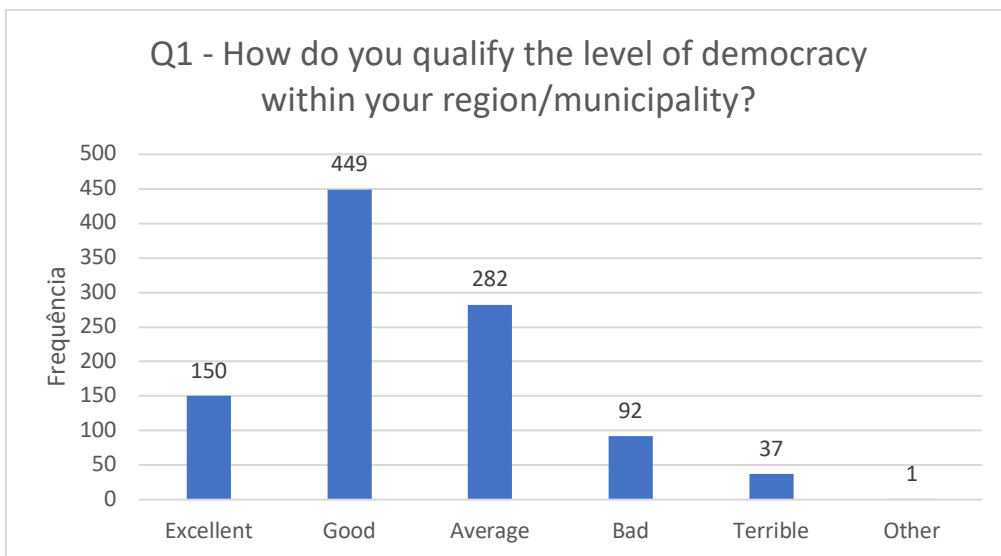
<i>Martin</i>	4	0,4
<i>Matosinhos</i>	6	0,6
<i>Mealhada</i>	10	1
<i>Međimurje</i>	1	0,1
<i>Mikroregion</i>	1	0,1
<i>Mira</i>	1	0,1
<i>Mislata</i>	1	0,1
<i>Modra</i>	2	0,2
<i>Moncada</i>	1	0,1
<i>Montemor-o-Velho</i>	12	1,2
<i>Myjava</i>	4	0,4
<i>Námestovo</i>	1	0,1
<i>Nitra</i>	6	0,6
<i>Nováky</i>	2	0,2
<i>Novi Marof</i>	1	0,1
<i>Oeiras</i>	1	0,1
<i>Olomouc</i>	8	0,8
<i>Općina Sveti Đurđ</i>	1	0,1
<i>Ostrava</i>	11	1,1
<i>Ovar</i>	1	0,1
<i>Palma</i>	1	0,1
<i>Pampilhosa da Serra</i>	28	2,8
<i>Pardubice</i>	5	0,5
<i>Penafiel</i>	1	0,1
<i>Piešťany</i>	7	0,7
<i>Plzeň</i>	11	1,1
<i>Pombal</i>	1	0,1
<i>Ponte de Lima</i>	1	0,1
<i>Poprad</i>	6	0,6
<i>Porto</i>	10	1
<i>Považská Bystrica</i>	1	0,1
<i>Póvoa de Lanhoso</i>	1	0,1
<i>Praha</i>	21	2,1
<i>Prešov</i>	5	0,5
<i>Prievidza</i>	5	0,5
<i>Púchov</i>	4	0,4
<i>Revúca</i>	1	0,1
<i>Rimavská Sobota</i>	2	0,2
<i>Rodopi</i>	1	0,1
<i>Rzeszów</i>	15	1,5
<i>Šaľa</i>	5	0,5
<i>Salzburg</i>	26	2,6
<i>Salzy</i>	1	0,1

<i>Santo Tirso</i>	2	0,2
<i>São Pedro do Sul</i>	1	0,1
<i>Šaštín</i>	3	0,3
<i>Seia</i>	1	0,1
<i>Seixal</i>	1	0,1
<i>Senec</i>	7	0,7
<i>Senica</i>	5	0,5
<i>Sered'</i>	5	0,5
<i>Sertã</i>	1	0,1
<i>Setúbal</i>	1	0,1
<i>Sines</i>	1	0,1
<i>Sintra</i>	5	0,5
<i>Skalica</i>	3	0,3
<i>Smolenice</i>	3	0,3
<i>Snina</i>	1	0,1
<i>Soure</i>	1	0,1
<i>Svet Durd</i>	1	0,1
<i>Trebišov</i>	7	0,7
<i>Trenčín</i>	12	1,2
<i>Trnava</i>	14	1,4
<i>Trzebowniko</i>	1	0,1
<i>Turčianske Teplice</i>	2	0,2
<i>Valencia</i>	50	4,9
<i>Veľké Úľany</i>	1	0,1
<i>Vienna</i>	45	4,5
<i>Vila do Conde</i>	1	0,1
<i>Vila Nova da Barquinha</i>	1	0,1
<i>Vila Nova de Famalicão</i>	3	0,3
<i>Vila Nova de Gaia</i>	26	2,6
<i>Vila Verde</i>	2	0,2
<i>Voderady</i>	1	0,1
<i>Warsaw</i>	103	10,2
<i>Zagreb</i>	100	9,9
<i>Zarzalejo</i>	1	0,1
<i>Žilina</i>	2	0,2
<i>Zlín</i>	10	1
Total	1011	100

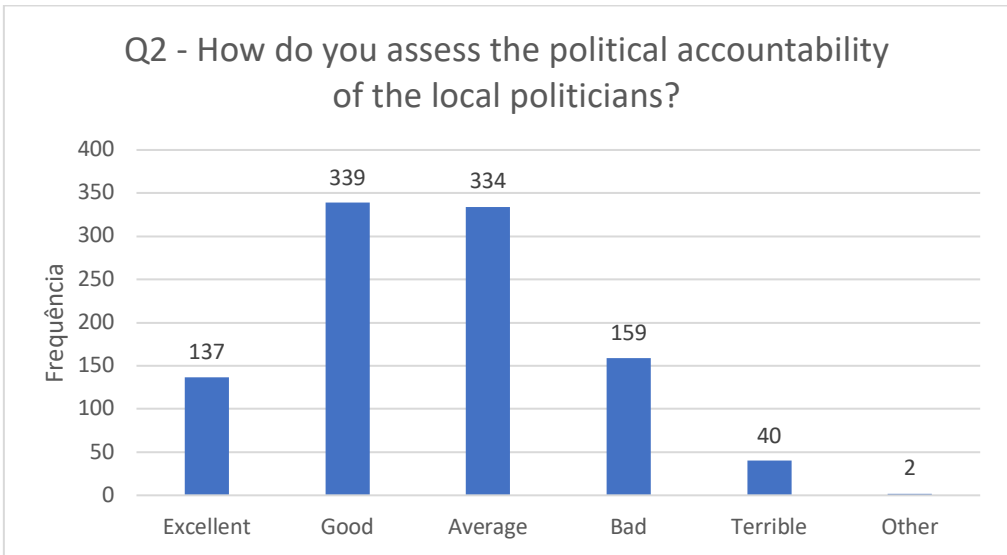
Respondents were mainly from Portugal (23% | N=233), Slovakia (20.8% | N=210), Croatia (13.2% | N= 133), Poland (11.8% | N=119), Spain (11.1% | N=112) and Czech Republic (10% | N=101).



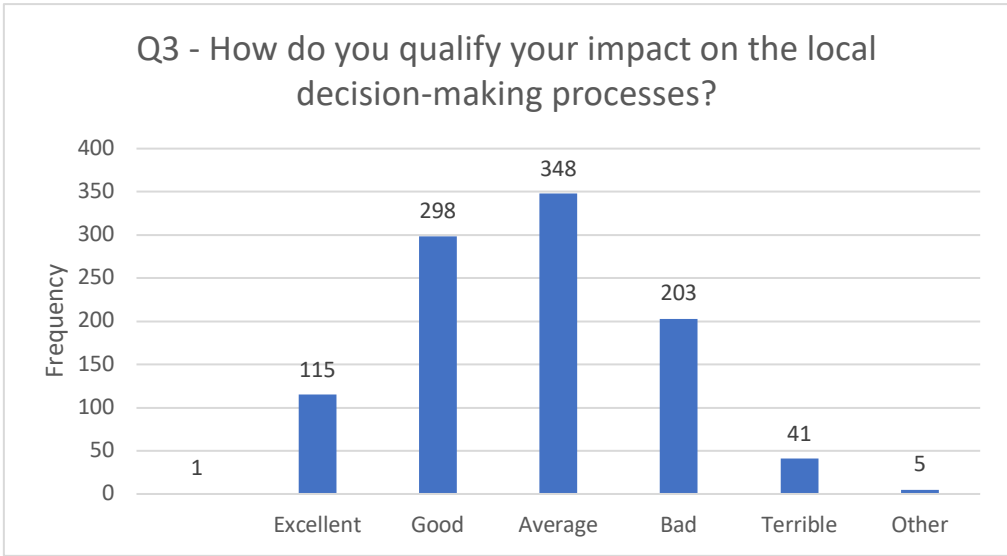
Regarding level of democracy of the region/municipality they inhabit (Q1), 44.4% (N=449) of the respondents rated it as "Good" and 27.9% (N=282) as "Average". 14.8% (N=150) described the level of democracy as "Excellent" and 9.1% (N=92) as "Bad".

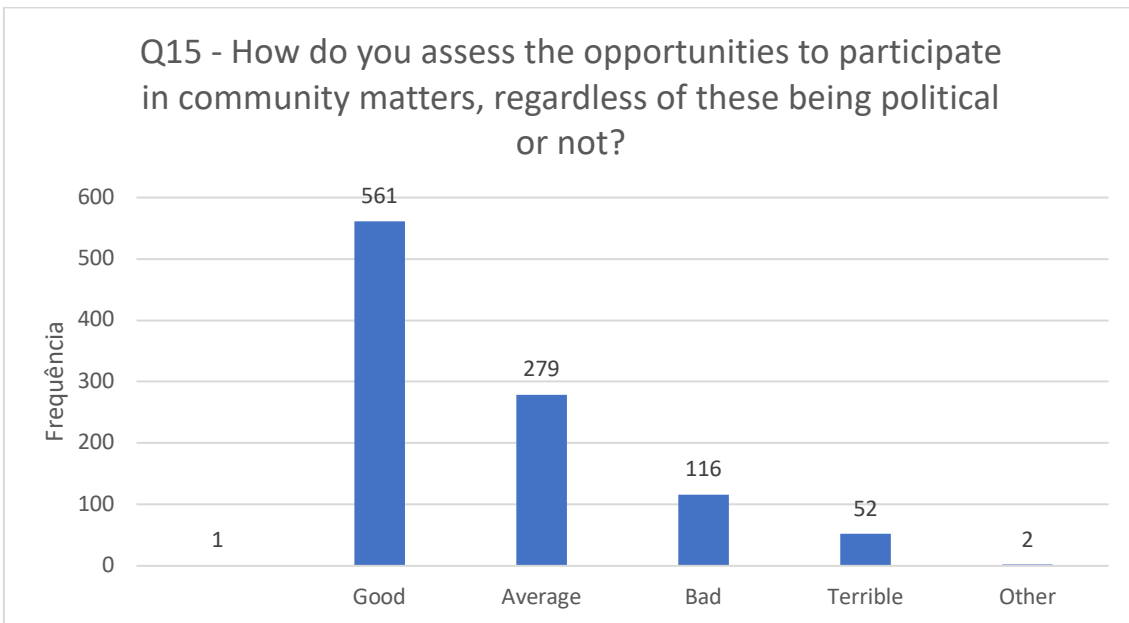
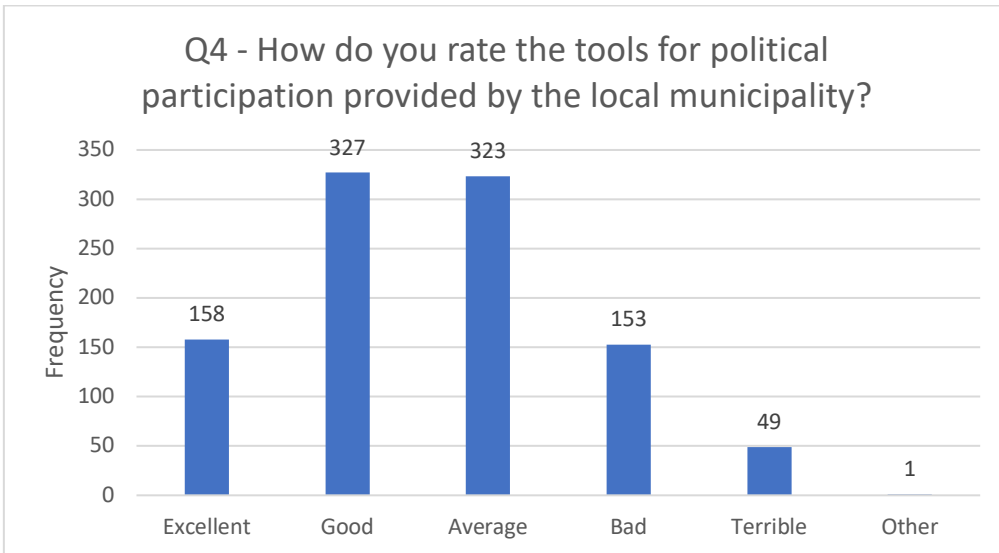


Asked about the political accountability of local politicians (Q2), 33.5% (N=339) of respondents assessed it as "Good". 33% (N=334) characterise the accountability of politicians at local level as "Average" and 15.7% (N=159) as "Bad".



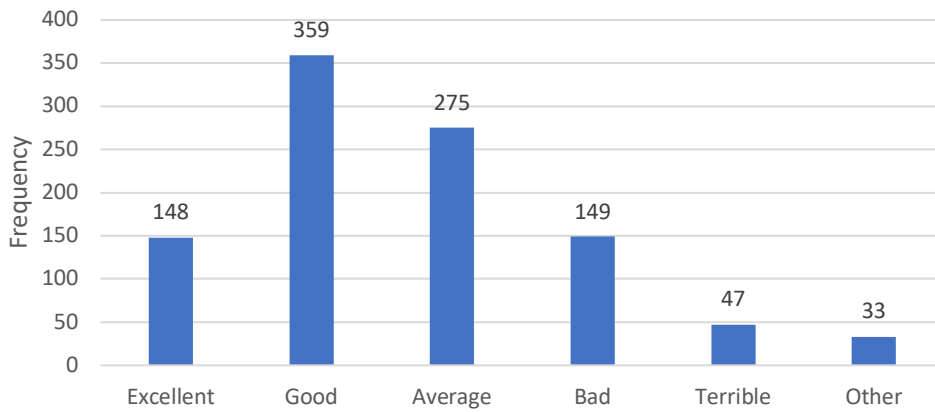
Regarding their impact on local decision-making processes (Q3), 34.4% (N=348) of respondents qualified it as "Average", 29.5% (N=298) as "Good" and 20.1% (N=203) as "Bad". As to the instruments of political participation (Q4), 32.3% (N=327) of the respondents rated them as "Good". 31.9% (N=323) describe them as "Good" and 15.6% (N=158) as "Excellent". As for the opportunities to participate in community affairs (irrespective of whether they are political in nature or not (Q15), 55.5% (N=561) rate it as "Good". 27.6% (N=279) describe it as "Average" and 11.5% (N=28) as "Bad".



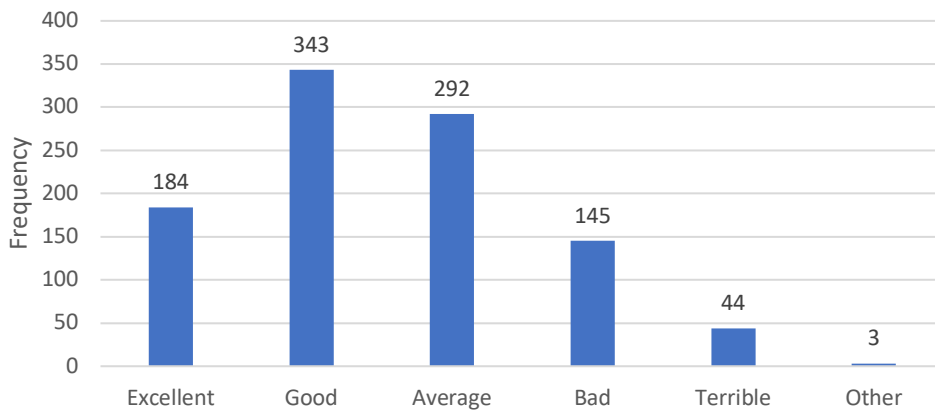


The integration of immigrants in the municipalities (Q5) is generally classified as "Average" (27.2% | N=275), or "Good" (35.5% | N=359), as is their contribution to economic and local development (Q7) – 31.8% (N=321) describe the contribution of these populations as "Good" and 31.4% (N=317) as "Average". According to the respondents, the cultural diversity of their municipality (Q6) is generally "Good" (33.9% | N=343) or "Average" (28.9% | N=292).

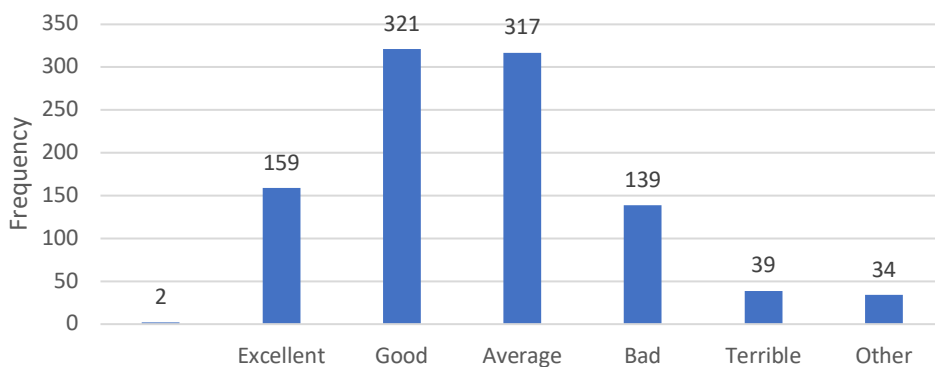
Q5 - How do you qualify the level of immigrant integration in your municipality?



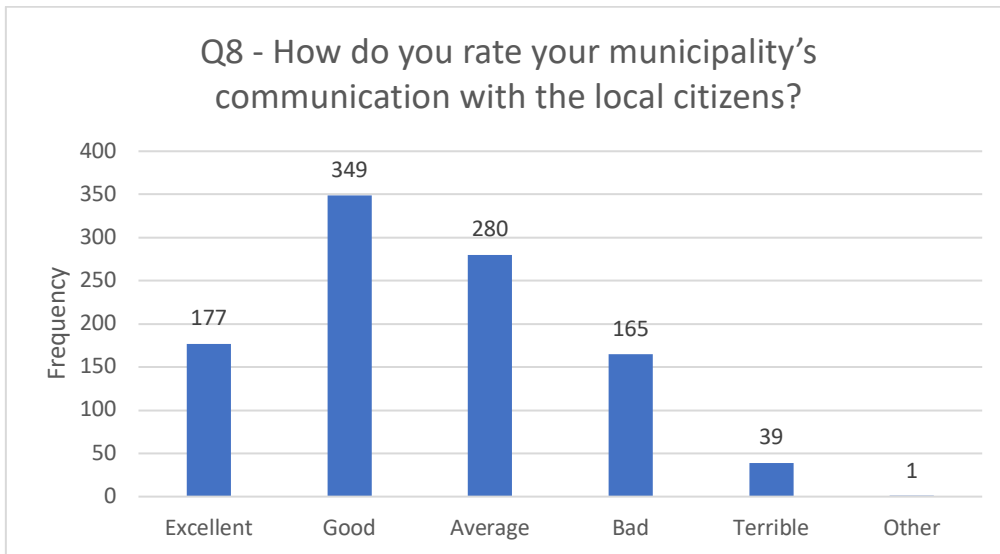
Q6 - How do you qualify the level of cultural diversity in your municipality?



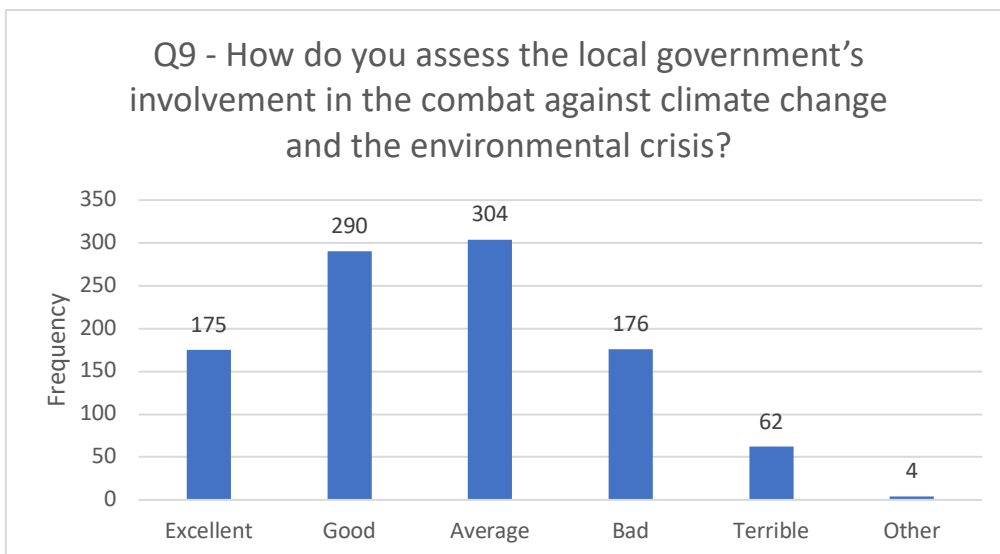
Q7 - How do you qualify the immigrants' contribution to the local economic and social development?



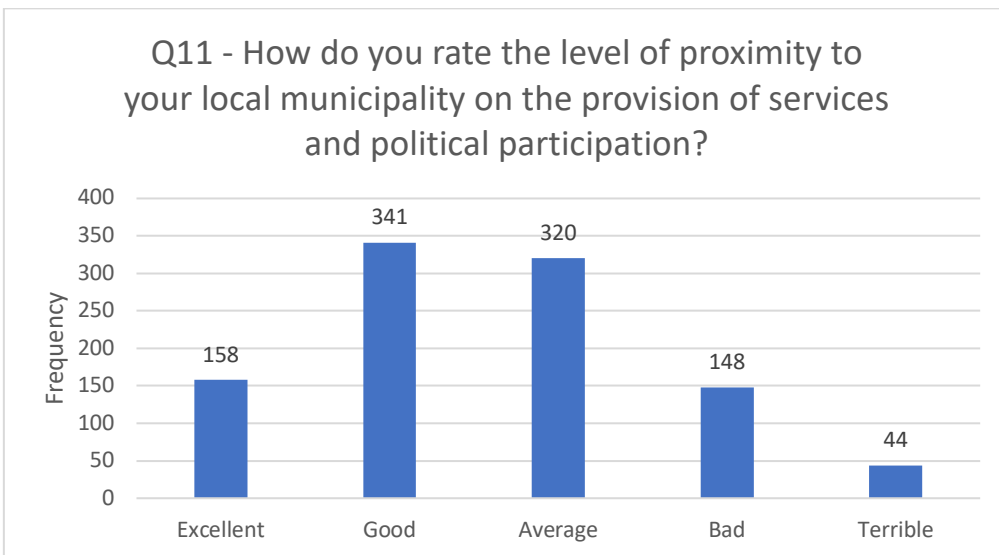
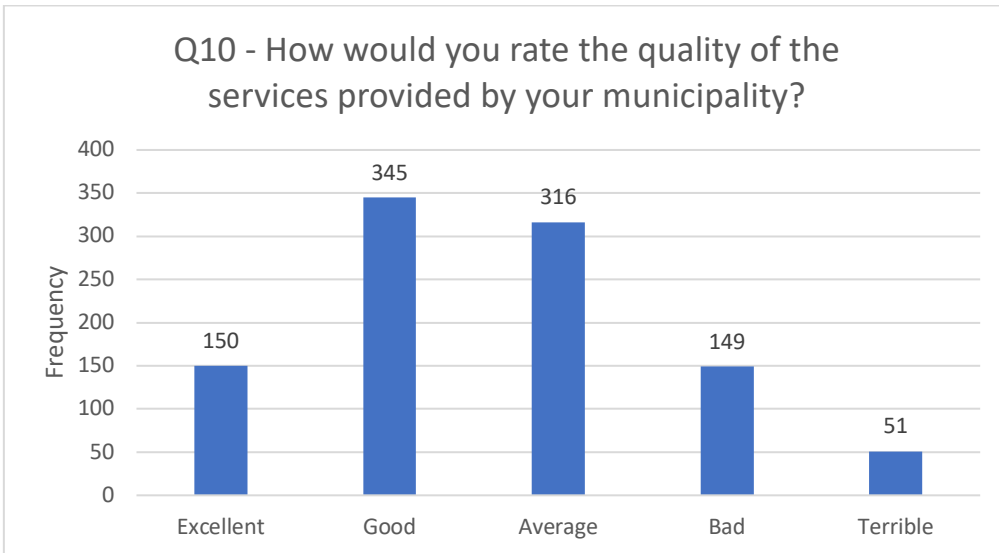
Respondents were also asked about the communication between municipality and citizens (Q8). The majority described it as "Good" (34.5% | N=349) or "Average" (27.7% | N=280).



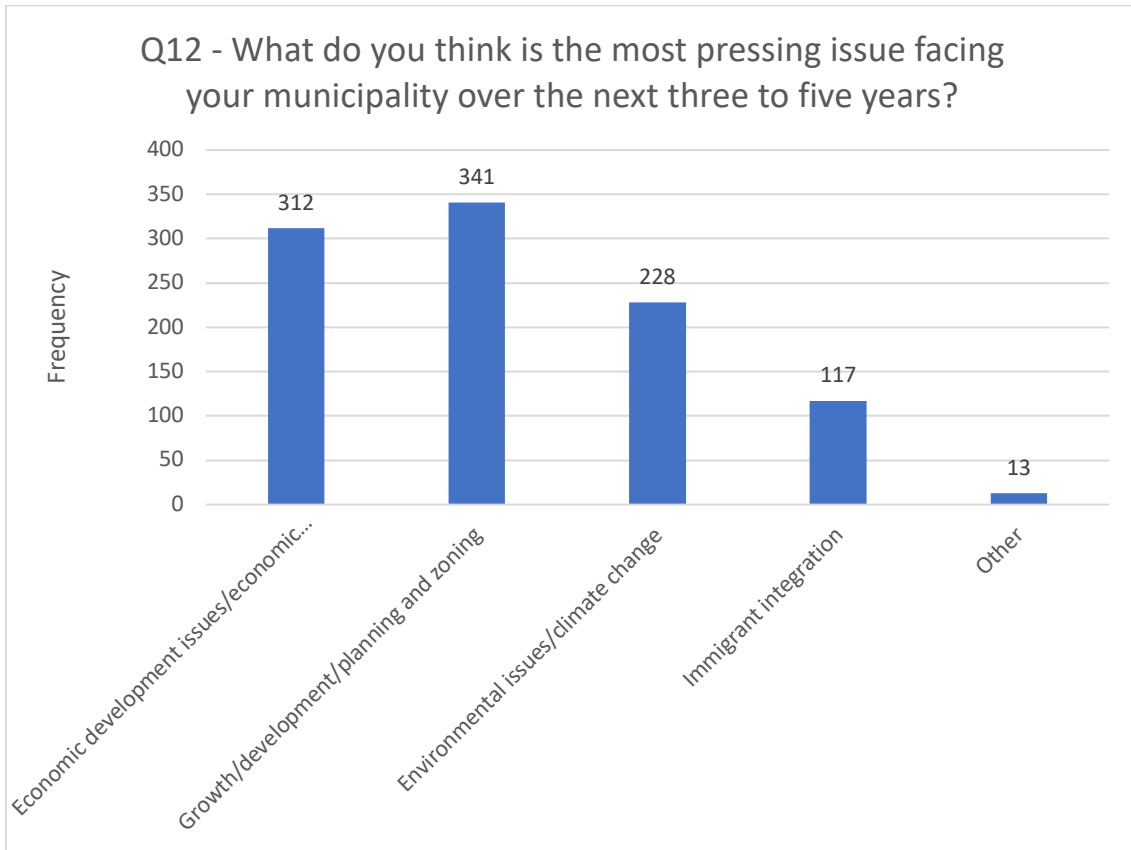
Given the topicality of the subject, a reflection on local government involvement in the fight against climate change and the environmental crisis was also proposed (Q9). 30.1% (N=304) of the respondents evaluate this involvement as "Average", 28.7% (N=290) as "Good" and 17%.4 as "Bad" (N=176) and "Excellent" (17.3% | N=175).



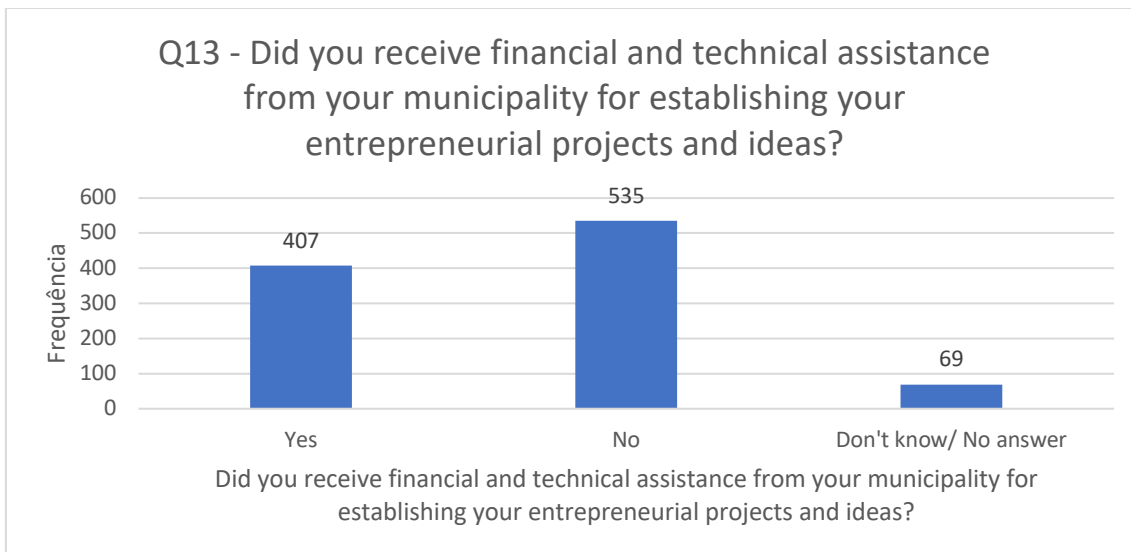
On the services provided by municipalities (Q10), 34.1% (N=345) of respondents describe them as "Good" and 31.3% (N=316) as "Average". Alongside this, when asked about the assessment of the level of proximity to the municipality in terms of service delivery and political participation (Q11), 33.7% (N=341) of the questionnaire participants describe it as "Good" and 31.7% (N=320) who describe it as "Average".



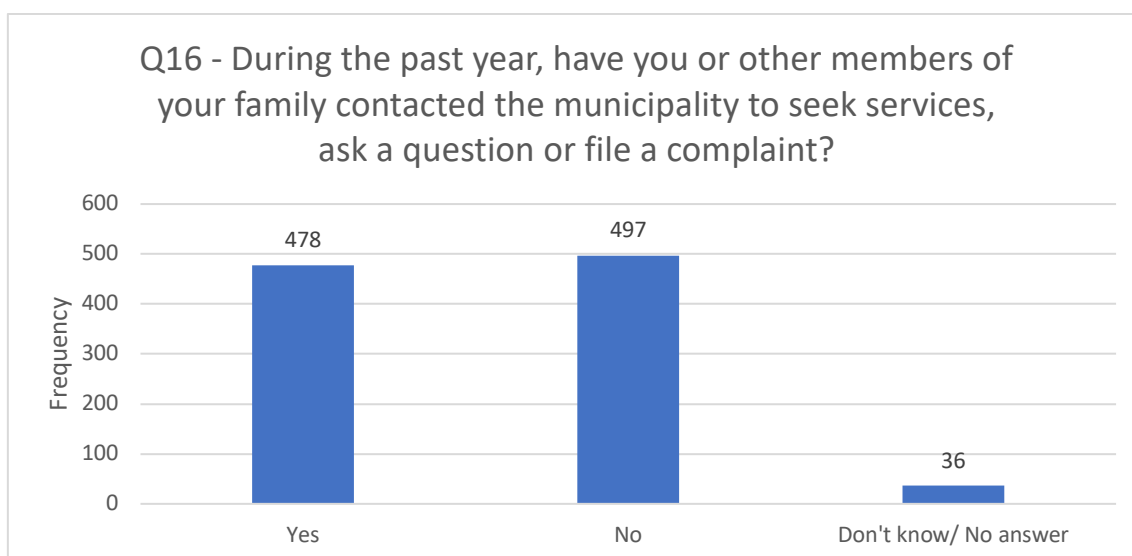
For respondents, "Growth/development/planning and planning" issues are the most pressing challenges for their municipalities (Q12) – 33.7% (N=341). 30.9% (N=312) state that "Economic development issues/ economic crisis" issues are a priority and 22.6% (N=24) point to "Environmental issues/climate change" as the most relevant. 117 respondents (11.6%) highlight "immigrant integration" as the most pressing issue for the near future.



Most individuals who responded to this questionnaire did not receive financial or technical assistance to establish projects or ideas in the field of entrepreneurship (Q13) – 52.9% (N=535) of the total number of respondents. Of the 40.3% (N=407) that stated they received assistance (Q14), 10.6% (N=117) point it as “Good” and 10.9% (N=110) as “Average”.



Asked about contacts, in the previous year, with the municipality to seek services, ask questions or make complaints (Q16), 49.2% (N=497) of respondents said they had not used this municipal support and 47.3% (N=478) said they had done so.



Country comparisons

Data was also analysed in terms of country comparisons. For this analysis, we considered data from the 6 countries with most respondents – Portugal, Slovakia, Croatia, Poland, and Austria. We analysed questions number 1, 2, 3, 4, 5, 7, 8, 10, 12, and 15.

Data shows that:

- of the 449 individuals who rate the level of democracy of their municipalities as "Good", 141 (31.4%) reside in Portugal. Of the 282 who rate it as "Medium", 66 (23.4%) reside in Slovakia;
- Concerning Q2, the respondents' feeling towards political accountability of local politicians is generally positive - between "Good" and "Average". The majority of participants from Portugal (40.8% | N=95), Slovakia (35.2% | N=74), Spain (41.1% | N=46) point it as "Average". In comparison, most inhabitants of Croatia (28.6% | N=38), Poland (30.3% | N=36) and Austria (40% | N=40) tend to have a more positive view about this subject ("Good");
- As for their impact on decisions at the local level, individuals from Slovakia and Poland tend to have the most positive view, with 32.9% (N=69) and 36.1% (N=43) of respondents from these countries rating their impact as "Good". 46.4% (N=108) of the Portuguese respondents describe their impact as "Average", as do the Austrians (32% | N=32);
- Of the 327 individuals who rated the instruments for political participation as "Good," 25.7% reside in Portugal (N=84), 19.3% in Slovakia (N=63), and 12.8% in Austria (N=42);

- As for the level of integration of immigrants, the data shows that most individuals living in Portugal (42.1% | N=98), Slovakia (34.8% | N=73), Croatia (34.6% | N=46), Czech Republic (38.7% | N=46) rate it as "Good". Individuals from Austria (38% | N=38) and Spain (35.7% | N=40) rate it mostly as "Average". On the contribution of immigrants to economic and social development, the data shows that most respondents from Portugal (39.1% | N=91), Austria (38% | N=38), Croatia (30.8% | N=41), Poland (35.3% | N=42) rate it "Average". Spain and Slovakia residents tend to have a more positive view compared to the rest - 41.4% (N=46) of Spaniards and 31.4% (N=66) of Slovaks consider the contribution "Good";
- Regarding communication between municipality and citizens, considering the number of total answers, individuals from Portugal (24.1% | N=84), Slovakia (22.3% | N=78), Austria (13.5% | N=47), Croatia (11.7% | N=41) and Poland (10.3% | N=36) tend to have a more positive view ("Good") than those from Spain - 19.6% (N=55) consider communication to be "Average". As for the quality of services provided by their municipality, most Austrians (43% | N=43) and Spaniards (37.5% | N=42) rate them as "Average", compared to Slovaks (32.4% | N=68), Portuguese (42.9% | N=100), Croatians (31.6% | N= 42) and Poles (31.1% | N= 37) who consider them as "Good";
- For individuals from Croatia (36.8% | N=49) and Slovakia (43.8% | N=92) the themes of economic development and economic crisis are the most pressing. For individuals from Poland (36.1% | N=43) and Portugal (45.9% | N=107) and Spain (30.4% | N=34) issues related to "Growth, development/ planning and zoning" are the most urgent. For residents of Austria (41% | N=41%) the issues related to "Growth/ development and zoning" are the most urgent;
- Looking at the responses for Q15 - assessment of the opportunities to participate in community matters - of the 561 respondents who characterize it as "Good", 22.8% (N=128) are from Slovakia. Responses from participants from Austria, Croatia, Poland and Spain are similar. The majority of respondents from these countries describe the opportunities as "Good". Of the 6 countries with the greatest representation in this sample, data from Portugal shows that respondents from this country tend to classify participation opportunities as "Average" - 43.8% (N=102) of the total number of Portuguese participants.

Conclusions

The overall results of this questionnaire show that Europeans tend to have a generally positive view of the level of democracy at the local level, rating the accountability of local politicians and their own impact on local decision-making as "Good" or "Average". Also, the vision regarding the opportunities and tools available at the local level and the communication established between the municipalities and the citizens are seen in a positive way, generally "Good". With regard to the integration of immigrant groups and the contribution of these groups to economic and social development, the results obtained suggest that citizens see this issue in a positive light, pointing to cultural diversity as "Good".

Current and pressing issues mentioned show that respondents understand that issues related to economic development and growth and planning are generally the priorities.

Regarding financial or technical support for the development of entrepreneurship projects, the data collected suggest that the majority of citizens still do not seek this type of support at the municipal level, an aspect that may suggest the need to improve communication and provision of information on these initiatives by the municipalities. With regard to the analysis of data by country, individuals from the six countries with the highest representation in the questionnaire tend to have a positive ("Good") or average view of democracy at the local level, with no significant disparity in responses.

Recommendations and suggestions for improving services and practices at municipal level

The results of the questionnaire applied on national territory suggest that there is room for municipalities to improve their services and practices, with a view to better integrating citizens in decision-making processes and their active involvement in civic and political participation in the regions.

Although in general the citizens surveyed say that the level of democracy in their regions or municipalities is "Good", the results show that citizens do not believe that they have a noticeable impact on decision-making processes, describing as "Medium" the instruments of political participation made available to them by the municipalities where they live. The development of integrated listening strategies can contribute to a greater involvement of citizens. By combining face-to-face consultation methods - such as round tables, open sessions, citizen services - and online methods - online questionnaires, online consultation sessions, actions in social networks, such as campaigns and pools - they can contribute to broadening the formats through which citizens can get involved in decision-making at the local level.

The data collected also indicates that the citizens who answered the questionnaire rate the communication of their municipality as "Average". Crowdsourcing strategies and the redefinition of communication strategies that include strengthening the presence in the social networks may mean the difference between reaching or not younger audience. They can also mean a clear departure from more traditional forms of governance that are less open to the active collaboration of citizens, since they promote the co-creation and collective sharing of knowledge and interaction with a larger number of participants. These communication strategies may also favour a more positive perception of citizens regarding the quality of the services provided by municipalities, the openness of municipalities to their opinions and suggestions and their proximity.

Regarding the position of municipalities towards environmental issues, the climate crisis and the integration of immigrants, participants' answers underline these as subjects that, fundamentally, should be on the agenda and be part of the strategic plans of municipalities. The opinions gathered point out that there is still work to be done, not only in terms of local policies, but also in terms of integrating citizens in the decision-making processes. Citizens' forums and assemblies are spaces that can favour

the auscultation, being public participation methods oriented towards the achievement of a social consensus and particularly useful for the resolution of sensitive issues - such as those involving beliefs and values. Also with regard to climate action and environmental issues, participatory budgeting, public planning processes and the creation of opportunities for citizens to be actively involved in voting and discussing local policies related to these issues can enhance knowledge sharing between residents and municipalities, make sense of local investments in infrastructures, equipment and others, and make residents responsible for the places and communities they live in.

The data concerning the demand for support for entrepreneurship shows that most citizens do not contact the municipalities in this sense. The support for entrepreneurship by local authorities is a fundamental aspect to strengthen the regions, as it contributes to local economic dynamism and to find innovative answers to specific problems and difficulties detected in their communities. In this sense, the results of the questionnaire suggest that on the one hand, the low demand for information and support for entrepreneurship by municipalities may be related to the perceived quality of communication between the municipalities and their inhabitants, and on the other hand, that the existing support may not be sufficient or adequate. Therefore, there are opportunities to improve the communication and dissemination of support programmes, as well as to create new incentive and advice programmes for local citizens that focus on finding and supporting disruptive responses to pressing local problems.