

Citizen satisfaction with public services

Data regularly collected through the Gallup World Poll allows some comparative analysis of the satisfaction level of citizens with a range of public services, notably in the areas of health, education and justice, across OECD and partner countries.

A vast majority of people in most OECD countries are satisfied with the availability of quality health services in the area where they live. On average across OECD countries, 71% of people reported being satisfied with their health care system in 2014. However, there are wide variations across countries. In Austria, Belgium, Luxembourg and Switzerland, about 9 citizens out of 10 reported being satisfied with their health care system. This proportion was much lower in Chile and Greece where less than 4 citizens out of 10 reported such satisfaction. In these two countries, the satisfaction with the health care system has decreased substantially since 2007. In Greece, this has coincided with deep cuts in public spending on health, following the economic crisis and successive waves of austerity measures to reduce public deficits and debts (OECD, 2014). Public satisfaction with the health care system generally tends to be lower in other major economies, notably in Ukraine, Brazil and Russia.

A majority of citizens in OECD countries are also satisfied with their education system. On average across OECD countries, about 67% of citizens reported being satisfied with their educational system and schools in 2014. Citizens in Belgium, Finland, Iceland, Ireland, Norway and Switzerland reported the highest level of satisfaction with their education system and schools at above 80%, whereas less than half of the population in Greece reported being satisfied with their education system. The satisfaction level with the education system in other major economies was generally higher than for the health care system, although it was fairly low in Brazil, Colombia, Russia and Ukraine and declining in the case of Brazil and Colombia.

The reported level of confidence with the judicial system and the courts is generally below the satisfaction levels with health and education systems. On average across OECD countries, just over half (54%) of citizens reported having confidence in their country's judicial system and courts. There are significant differences across

OECD countries, with more than 80% of citizens in Denmark, Norway and Switzerland reporting having confidence in their judicial system and courts, whereas less than 20% of the population in Chile expressed such confidence. Confidence in the judicial system has mainly decreased in Turkey and Italy since 2007. Among other major economies, the level of confidence with the judicial system in 2014 was particularly low in Ukraine but also in Colombia and Latvia.

Methodology and definitions

Data were collected by Gallup World Poll, generally based on a representative sample of 1000 citizens in each country. More information about this survey is available at: www.gallup.com/home.aspx.

Data on the level of satisfaction with health care refer to the percentage of people who answered "satisfied" to the question: "In the city or area where you live, are you satisfied or dissatisfied with the availability of quality health care?"

For education, data refer to the percentage of people who answered "satisfied" to the question: "In the city or area where you live, are you satisfied or dissatisfied with the educational system or the schools?"

For justice, data refer to the percentage of people who answered "Yes" to the question: "In this country, do you have confidence in each of the following, or not? How about the judicial system and courts?"

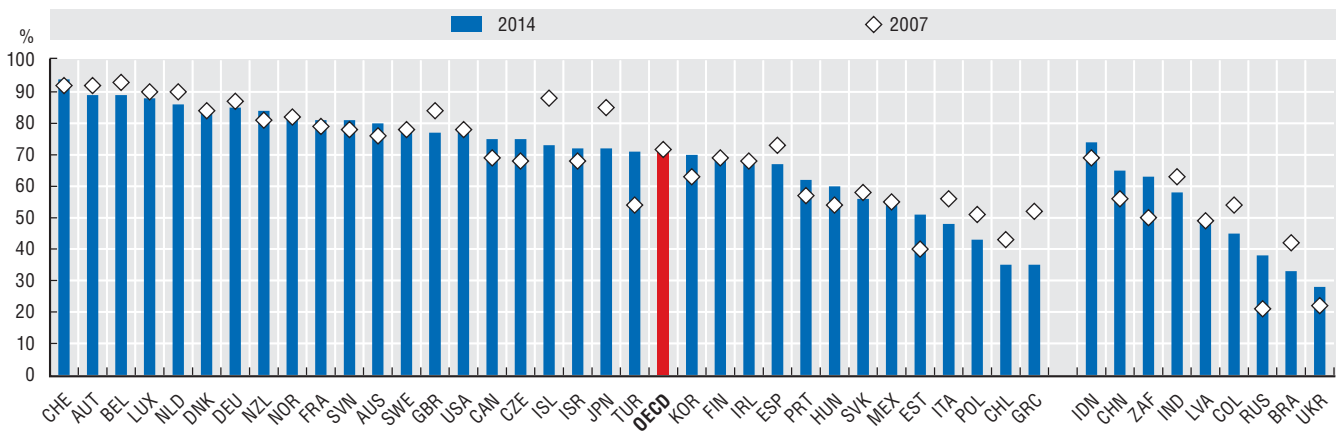
Figure notes

Data for Austria, Finland, Ireland, Norway, Portugal, the Slovak Republic, Slovenia and Switzerland are for 2006 rather than 2007. Data for Iceland and Luxembourg are for 2008 rather than 2007. Data for Australia, Canada, Chile, Hungary, Iceland, Japan and Korea are for 2013 rather than 2014. Data for China, Latvia and South Africa are for 2013 rather than 2014.

12.4: Data for China are not available.

Information on data for Israel: <http://dx.doi.org/10.1787/888932315602>.

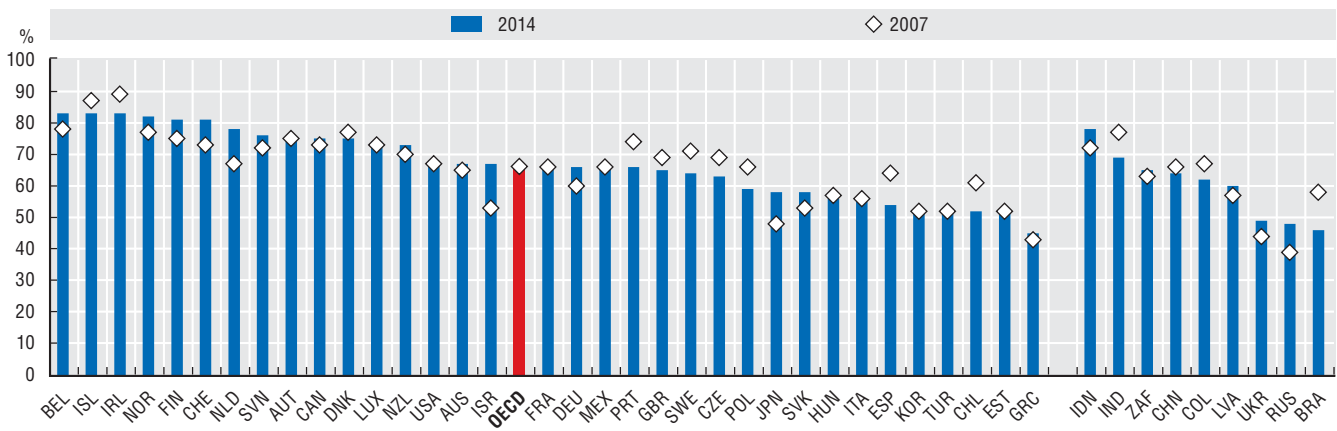
12.2. Citizen satisfaction with the health care system, 2007 and 2014



Source: Gallup World Poll.

StatLink <http://dx.doi.org/10.1787/888933249354>

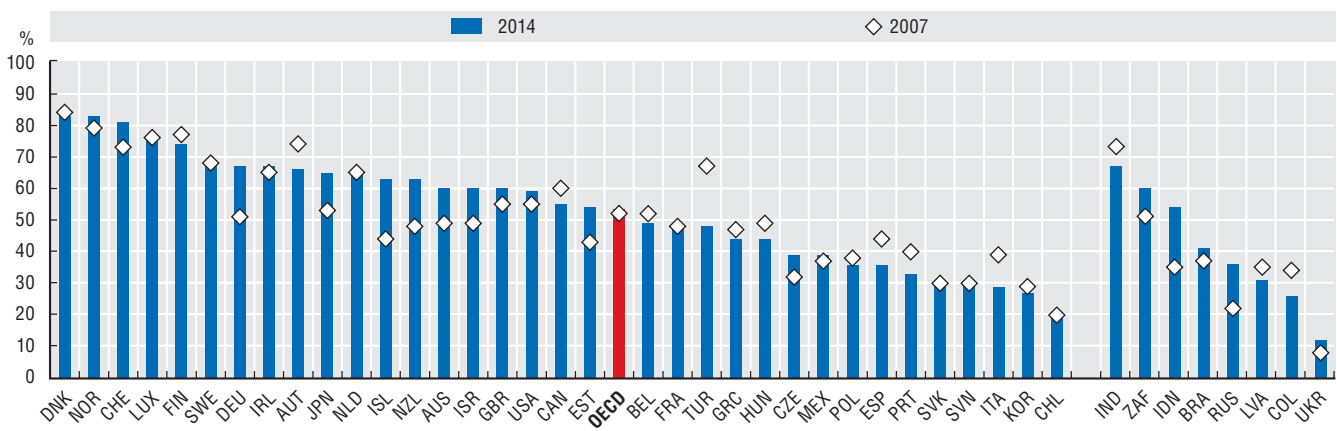
12.3. Citizen satisfaction with the education system, 2007 and 2014



Source: Gallup World Poll.

StatLink <http://dx.doi.org/10.1787/888933249368>

12.4. Citizen confidence with the judicial system, 2007 and 2014



Source: Gallup World Poll.

StatLink <http://dx.doi.org/10.1787/888933249375>



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