

Are Citizens and Businesses (Dis)satisfied with the Public Administration in Germany?

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Paper Abstract:

Commissioned by the Federal Government, the Federal Statistical Office conducted surveys on satisfaction with government services in Germany. It complements the measurements of administrative burdens and compliance costs employing the Standard Cost Model. In 2015, 5,666 citizens and 1,572 companies rated public agencies in respectively 22 and 10 life events. Both groups were largely satisfied with the public administration. On a scale of -2 (very dissatisfied) to $+2$ (very satisfied), the aggregate rating is $+1.06$ and $+0.94$, respectively. Respondents judged the authorities on 16 factors of satisfaction. Both citizens and businesses were most satisfied with incorruptibility and non-discrimination, whereas the comprehensibility of forms and laws received low scores. The regression analyses reveal that the different life events were influential drivers of satisfaction. Older or less educated individuals tend to be more satisfied. For companies, the legal form is very influential. Aimed to improve interactions with the public administration, the results of the regression, factor, network and importance-performance analyses provide fruitful insights to identify potential for amelioration. The Federal Statistical Office evaluates the recent surveys to begin the second wave in 2017.