

STUDY OF AWARENESS AND ATTITUDE OF GEORGIAN POPULATION TOWARDS SOCIAL POLICY, ACTORS, AND SOCIAL WELFARE GROUPS

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CHAPTER 1 – DESCRIPTION AND METHODOLOGY OF THE STUDY

Present study was conducted in July 2007 and aimed at studying the awareness and attitude of Georgian population towards country's social policy, its actors, and social welfare groups.

Sociological study was conducted by the application of a questionnairing method. In particular, a structured questionnaire containing 73 questions was used. During elaboration of the study method, the Study of Development of Welfare Organizations in Georgia, conducted by the Civil Society Institute in 2007 with a financial support¹ of EED, was used. Based on the study purposes, a questionnaire comprised questions as directly for the respondents, as well as for their family members. This concerns a part of questionnaire with questions about social assistance and attitude towards social welfare groups.

The study was conducted in 10 cities of Georgia. Target cities were divided in 5 interview zones and volume of respondents was selected according to the population density.

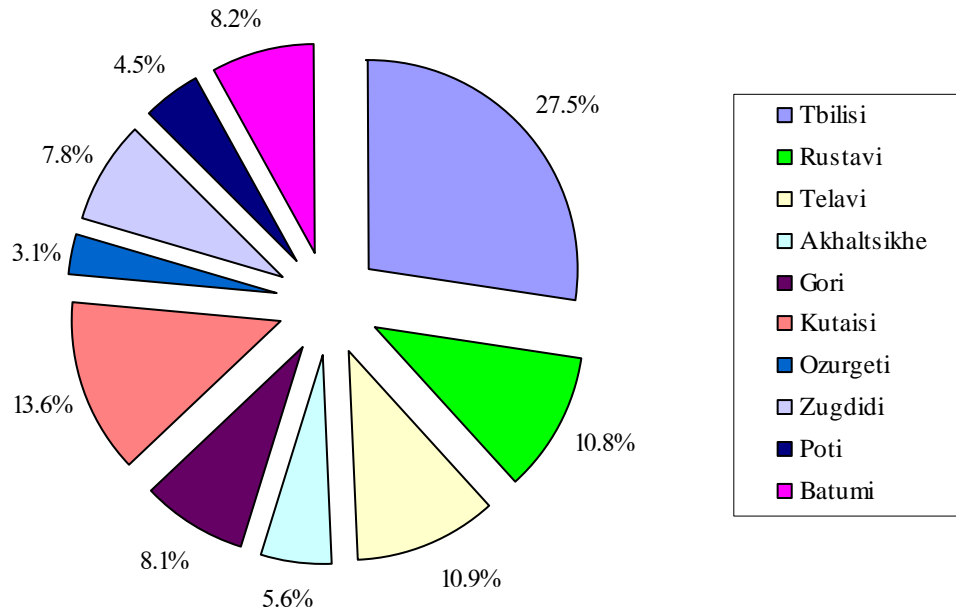
Chart 1. Number of respondents by cities

City	Volume of selection
Tbilisi	413
Rustavi	163
Telavi	164
Akhaltsikhe	84
Gori	122
Kutaisi	204
Ozurgeti	46
Zugdidi	118
Poti	67
Batumi	123
Total:	1504

Diagram #1 demonstrates percentage distribution of interviewed respondents by the target cities.

¹ www.civilin.org/welfare

Diagram 1. Distribution of interviewed respondents by cities



The data were processed in the statistical program SPSS-15.0, and the Student T-criterion of group comparison was applied to identify differences among the groups.

CHAPTER 2 – DEMOGRAPHIC PICTURE AND INCOME

1,504 respondents participated in the research - 882 (58.9%) women and 622 (41.1%) men. Under the age groups, respondents were divided in five groups. I group - 410 respondents of 18-25 years age, II group - 353 respondents of 26-35 years, III group - 297 respondents of 36-45 years, IV group - 258 respondents of 46-55 years, and V group - 182 respondents of 56 years and older.

Diagrams #2 and #3 demonstrate percentage distribution of respondents by sex and age.

Diagram 2. Distribution of respondents by sex

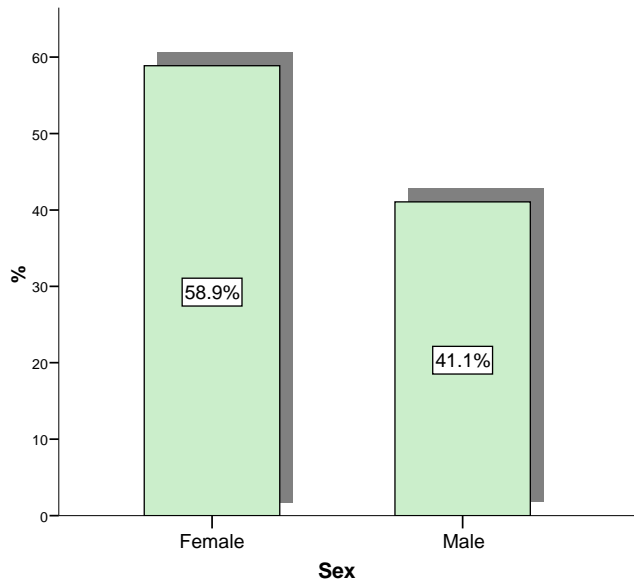
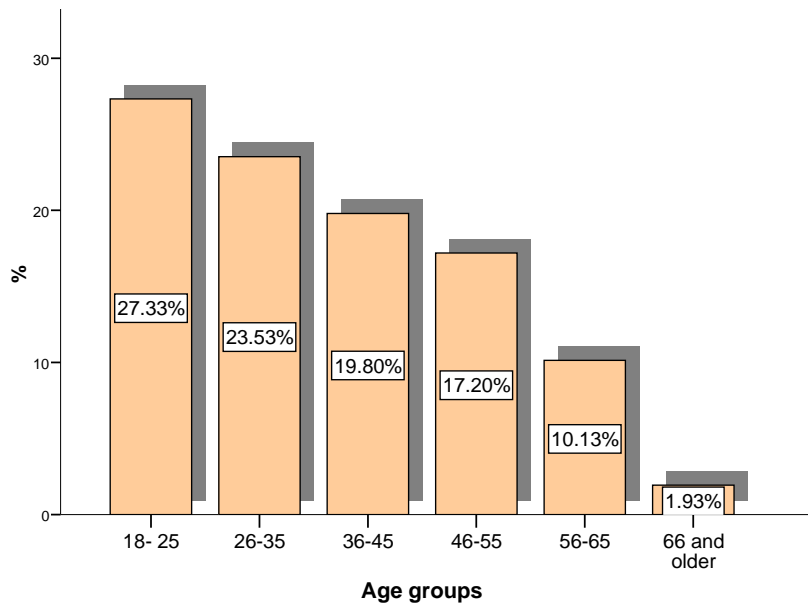
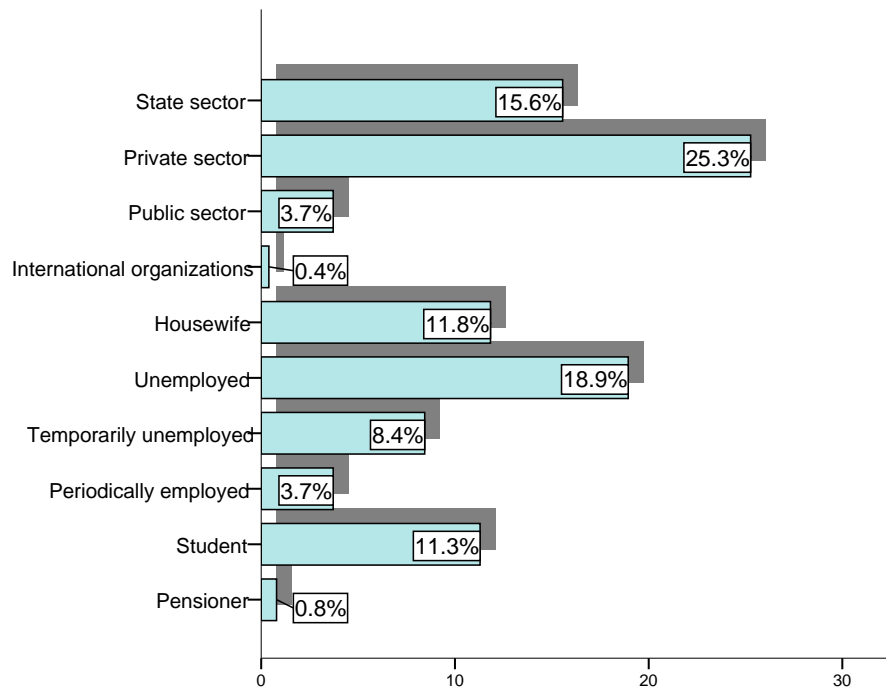


Diagram 3. Distribution of respondents by age groups



A majority of employed respondents works in the private (25.3%) and state (15.6%) sectors. A significant part of respondents (18.9%) is unemployed. A certain part of interviewed women (11.8%) represents housewives. A smallest portion of the interviewed is employed in international organizations (0.4%) and the public sector (3.7%). A distribution in these groups is displayed on Diagram #4.

Diagram 4. Distribution of interviewed respondents within employment groups



0.9% of the interviewed respondents have not received any education. 0.9% have received primary education, 18.2% - secondary education, 21.4% - incomplete high education, 56.9% - high education, and 1% of the interviewed respondents possesses a scientific degree.

Diagram 5. Distribution of respondents by education background

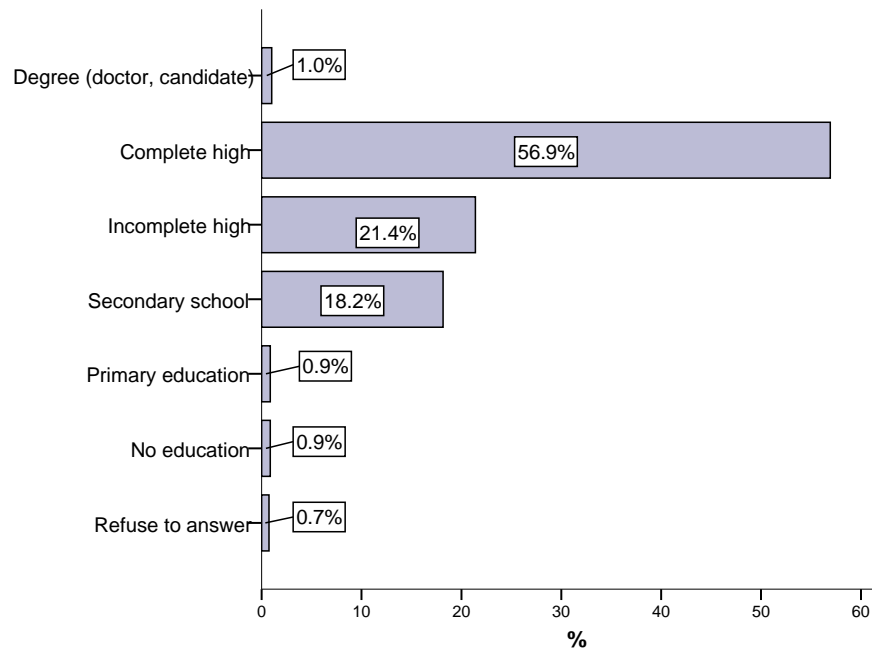


Chart #2 displays percentage and quantitative distribution of employed respondents by the fields of activity.

Chart 2. Distribution of respondents by the fields of activity

Field of Activity	%
Agriculture	1.4%
State governance	5.0%
Construction	5.0%
Transport	4.2%
Industry	3.3%
Trade	17.4%
Intermediary business	0.7%
Services (hotel, restaurant, personal services)	12.8%
Communication	2.6%
Education	16.3%
Health care	8.6%
Social protection	1.9%
Communal/private services	3.2%
Housekeeping	1.2%
Real estate	0.7%
Consulting services	3.5%
Defense/observance of public order	5.8%

Unidentified	4.0%
Non-governmental organization	2.3%
Total:	100%

A majority of interviewed respondents (66.5%) believes that they have an average income. 54.9% of respondents expect an improvement of economic conditions, and approximately third (31.6%) think that their economic conditions will remain unchanged. In the opinion of 4.3% of the respondents, their economic state is extremely grave, while 16.1% believe that it is grave.² 8.3% of the interviewed think their income is higher than average, and 0.6% believe that it is high. Respondents having average income characterized their income as follows: we have enough money for the food products, but cannot afford clothes (32.3%), we have enough money for food and clothes, can afford small savings, but cannot afford buying expensive items such as TV or refrigerator (44.7%), we can afford some expensive items such as TV or refrigerator (16.1%), we can afford anything we like (0.7%). 6.4% of interviewed respondents have not answered a question. Chart #3 depicts answers for all economic groups.

Chart 3. Economic state of the respondents' families

	Extremely grave	Grave	Average	Higher than average	High
We do not have enough money even for the food	82.5	39.2	--	---	--
We have enough money for the food products, but cannot afford clothes	12.7	49.2	32.3	5.6	---
We have enough money for food and clothes, can afford small savings, but cannot afford buying expensive items such as TV or refrigerator	--	7.5	44.7	20.2	
We can afford some expensive items such as TV or refrigerator	--	---	16.1	58.9	22.2
We can afford anything we like	---	---	0.7	9.7	55.6
Refuse to answer	4.8	4.4	6.4	6.6	22.2

² During the statistical analysis of the study results, differences were calculated for all tasks of the study (attitudes, awareness, etc.). Differences have not been confirmed for the economic state groups.

CHAPTER 3 – ATTITUDE TOWARDS SOCIAL POLICY

Degree of population’s perception of the problem, i.e. how voluminous is this or that issue for the population, determines to a certain degree the actuality of a social policy. Research team selected the opinion of the society about a number of socially vulnerable population as such indicator. Pursuant to the hypothesis of the study, the bigger a number of socially vulnerable population indicated by the respondents, more acute is the problem.³ As the study confirmed, social problems of the country raise significant concern among the society. 26.8% of the respondents believe there are up to million persons in Georgia in need of special social protection. 16.2% think that a number of such persons exceeds one million, while 48.1% believe that their number equals several thousands. 26.5% of the interviewed respondents base their conclusion about a number of socially vulnerable population on the information disseminated by the mass media means, 34.2% - based on country’s socio-economic background, and 39.3% assess situation intuitively.

Notably, out of respondents that think a number of socially vulnerable population in the country is up to million or more, a smaller number based its conclusion on information received from mass media means rather than on existing social background and intuition. This makes us conclude that media is less active in the coverage of social topics. Based on information received from mass media means, 11.6% of interviewed respondents believe that several hundreds are socially vulnerable in Georgia.

Chart #4 demonstrates a distribution of answers indicating various sources of respondents’ opinion about a number of socially vulnerable persons.

Chart 4.

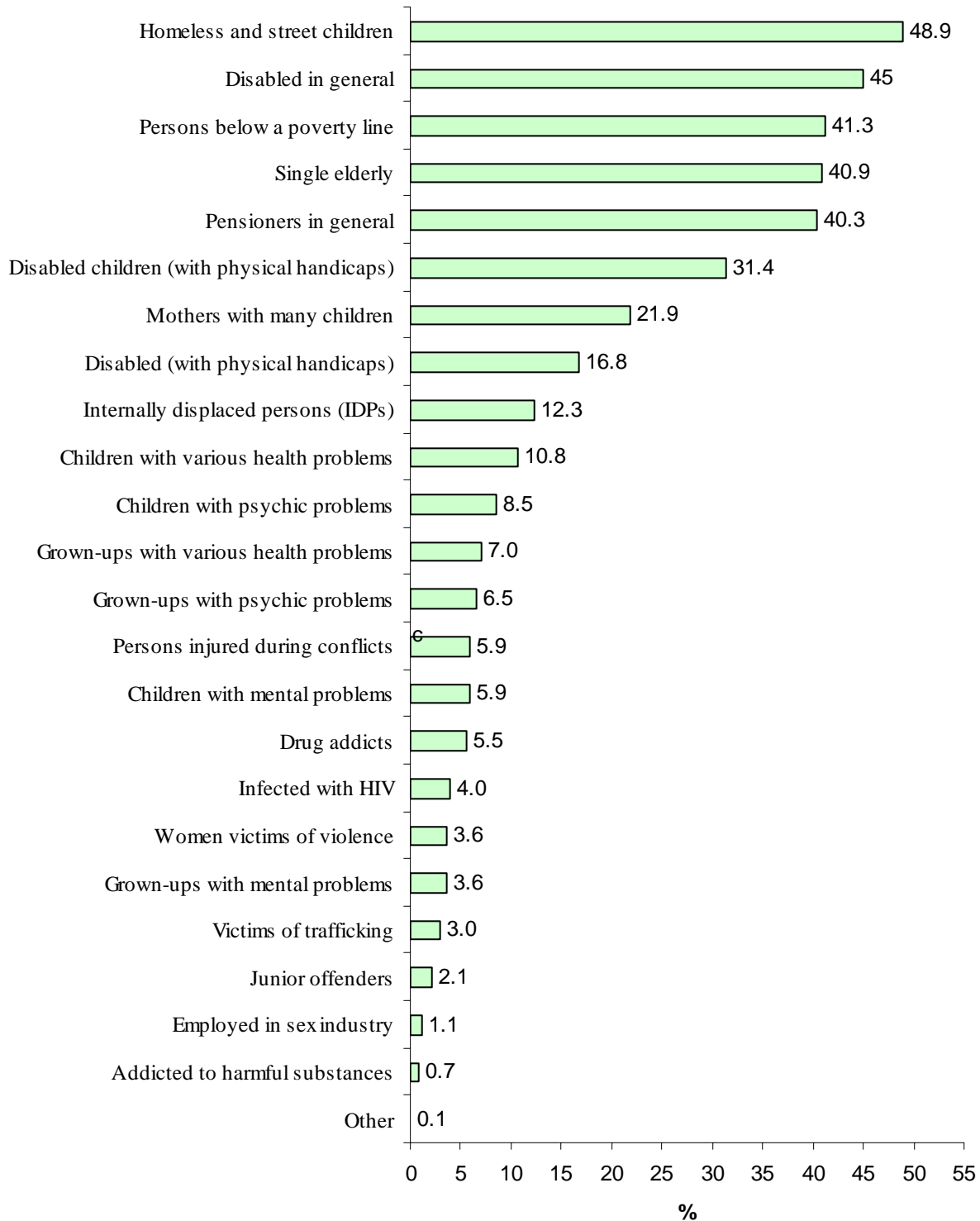
<i>In your opinion, how many persons are there in Georgia in need of special social protection?</i>	<i>How did you form your opinion about a number of socially vulnerable persons?</i>		
	From mass media means	Conclude based on country’s socio-economic background	Observe around myself and assess situation intuitively
<i>Several dozens</i>	2.5%	1.0%	0.9%
<i>Several hundreds</i>	11.6%	3.9%	7.6%
<i>Several thousands</i>	57.5 %	44.6%	45.3%
<i>Up to million</i>	19.7%	31.6%	27.0%
<i>More than million</i>	8.6%	18.9%	19.3%

One of the tasks of the study was to identify protecting the interests of which social group raised most concerns among the population of Georgia. To this end, we approached the respondents with a question

³ Broad public is not aware of an exact number of persons benefiting from special social services.

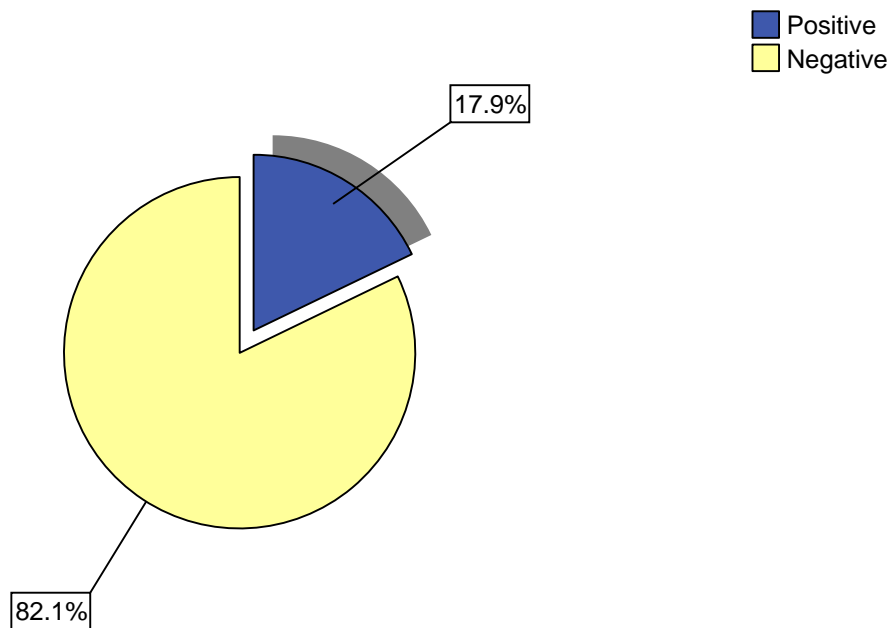
– who are those persons in need of special care from the government and general public? Almost half (48.9%) of the interviewed population believe this social group to be the homeless and street children. Distribution of answers is provided on Diagram #6.

Diagram 6. Distribution of respondents’ answers to question – “Which are the special social welfare groups?”



A majority of the population believes that the existing social protection system in the country is not effective enough to satisfy the interests of separate social groups. 82.1% of the interviewed population assessed country's social policy negatively.

Diagram 7. Effectiveness of existing system of social protection

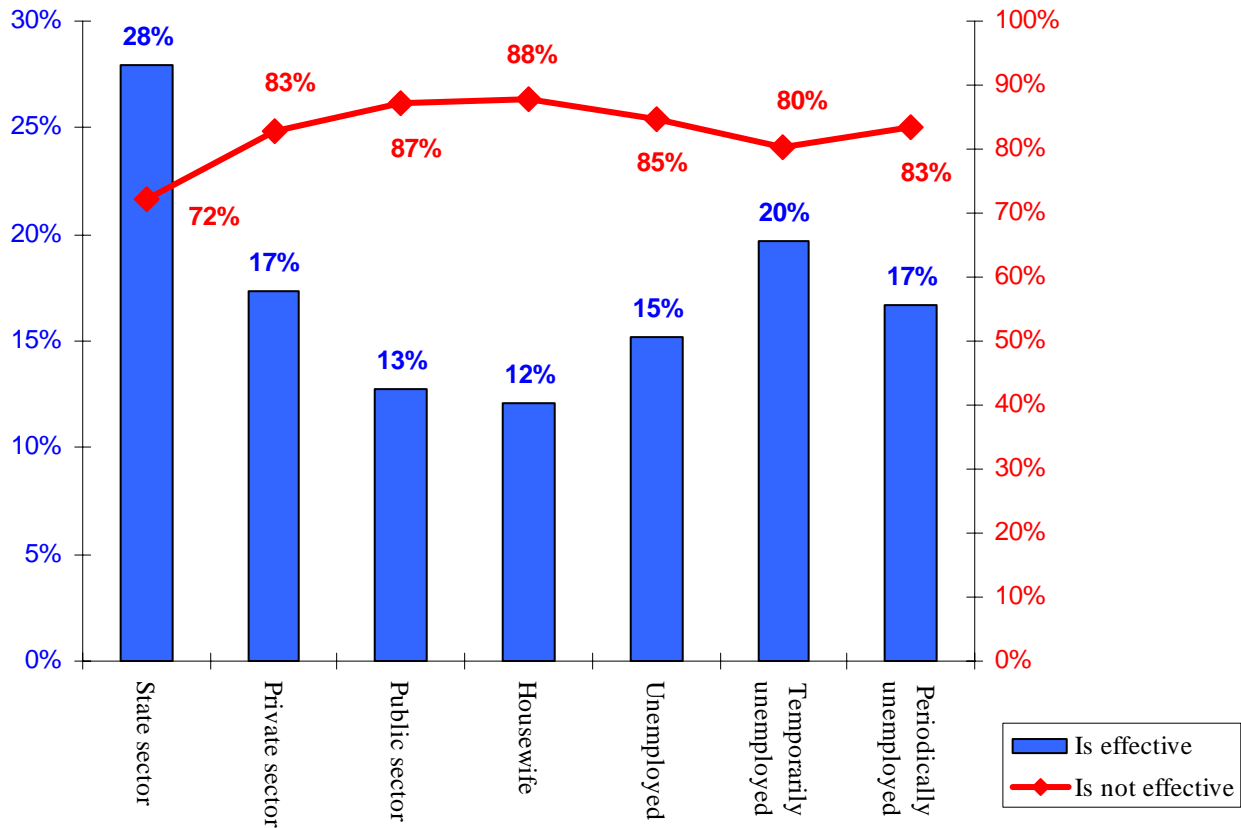


It is noteworthy that attitudes towards country's social policy differ as in the age groups, as well as in the employment groups. Namely, 18-35 age group respondents evaluated country's existing social protection system more positively than 36 and older. More than fifth of 18-35 age group believe that the existing social protection system in Georgia is effective, while only 12% of the 36 and older age group think the same.⁴ Differences existing between the age groups might be explained by a fact that persons of older age interact more with the social protection system. Remarkably, pension age group has evaluated the existing social protection system most negatively (8.6% positively, 91.4% negatively).

Respondents employed in the state sector are more loyal towards the existing social system than the representatives of private or public sectors. In particular, 27.9% of the employed in the state sector evaluate the existing social protection system positively, while only 20% and less of respondents employed in other sectors produced similar assessment (refer to Diagram #8).

⁴ Sig. (2-tailed)=0.02<0.05

Diagram 8. Distribution of respondents' answers by the fields of activity to question – “Is the existing social protection system effective enough to satisfy the interests of individual social groups?”



90.3% of the interviewed respondents replied negatively to question “Do you receive any kind of social assistance?” However, 5.6% of these respondents (76) at the same time replied that they are beneficiaries of various social programs. It can be concluded from the above mentioned that a small portion of society is unaware that being a beneficiary of any social program simultaneously implies a receipt of social assistance. Diagram #10 demonstrates a distribution of answers of those respondents who believe they do not receive social assistance but benefit from various social programs.

Diagram 9. Distribution of respondents' answers to question – “Do you receive any kind of social assistance?”

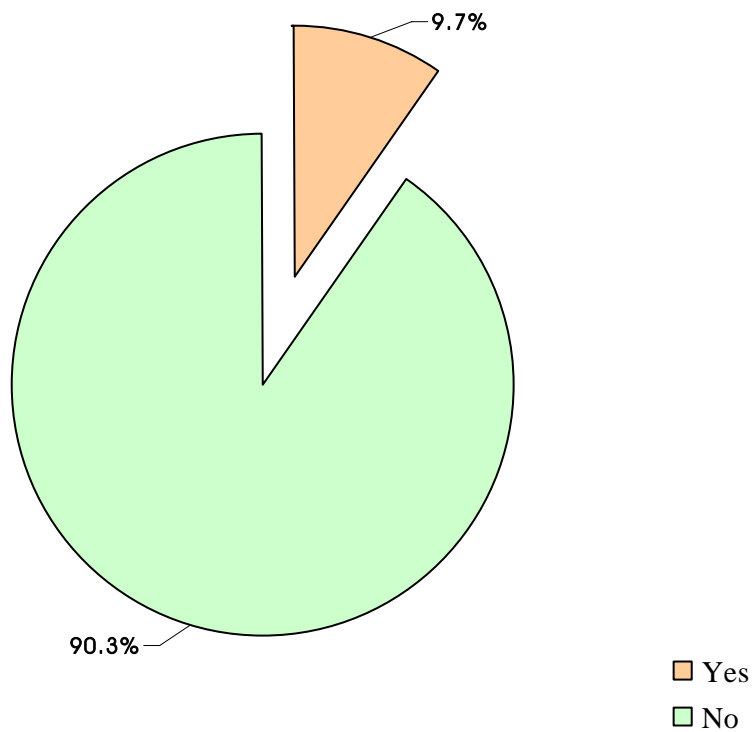
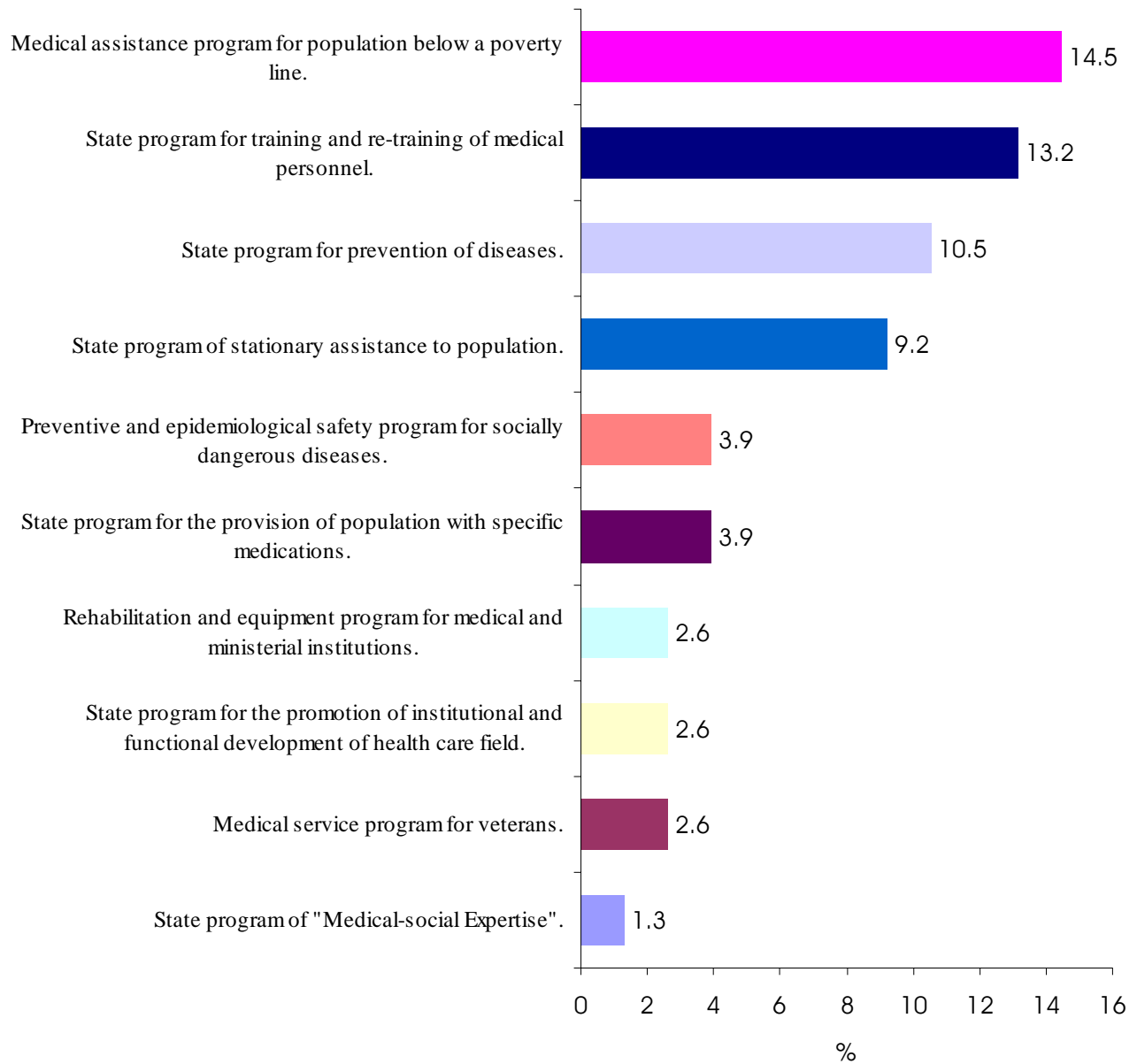


Diagram 10. Distribution of answers to question – “Do you benefit from any state social program?” – among the respondents who believe they do not receive assistance from the state



Level of awareness of the public about social programs is high. More than half (67.9%) of interviewed respondents possess information about various state social programs.

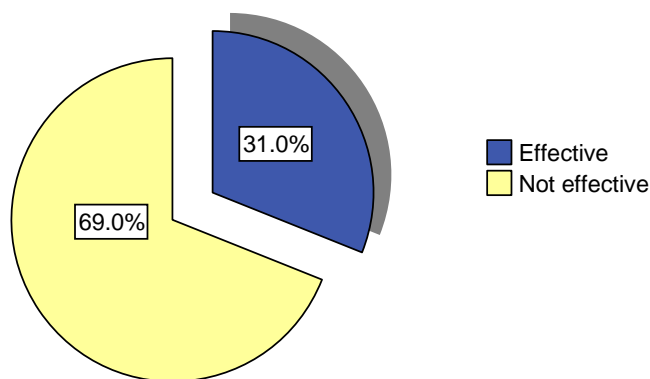
Chart 5. Level of respondents’ awareness about various state social programs

Type of a social program	I have heard about
Medical assistance program for population below a poverty line	61.4%

<i>State program for training and re-training of medical personnel</i>	26.1%
<i>State program of primary health care</i>	38%
<i>State program of stationary assistance to population</i>	20.1%
<i>State program for the provision of population with specific medications</i>	24.2%
<i>State program for prevention of diseases</i>	19.1%
<i>Preventive and epidemiological safety program for socially dangerous diseases</i>	22.9%
<i>Medical service program for veterans</i>	25.2%
<i>State program for the promotion of institutional and functional development of health care field</i>	9.1%
<i>Rehabilitation and equipment program for medical and ministerial institutions</i>	20.3%
<i>State program for the “Promotion of Social Rehabilitation of the disabled persons, elderly, and Children without Family Care”</i>	27.8%
<i>State program of “Medical-social Expertise”</i>	9.6%

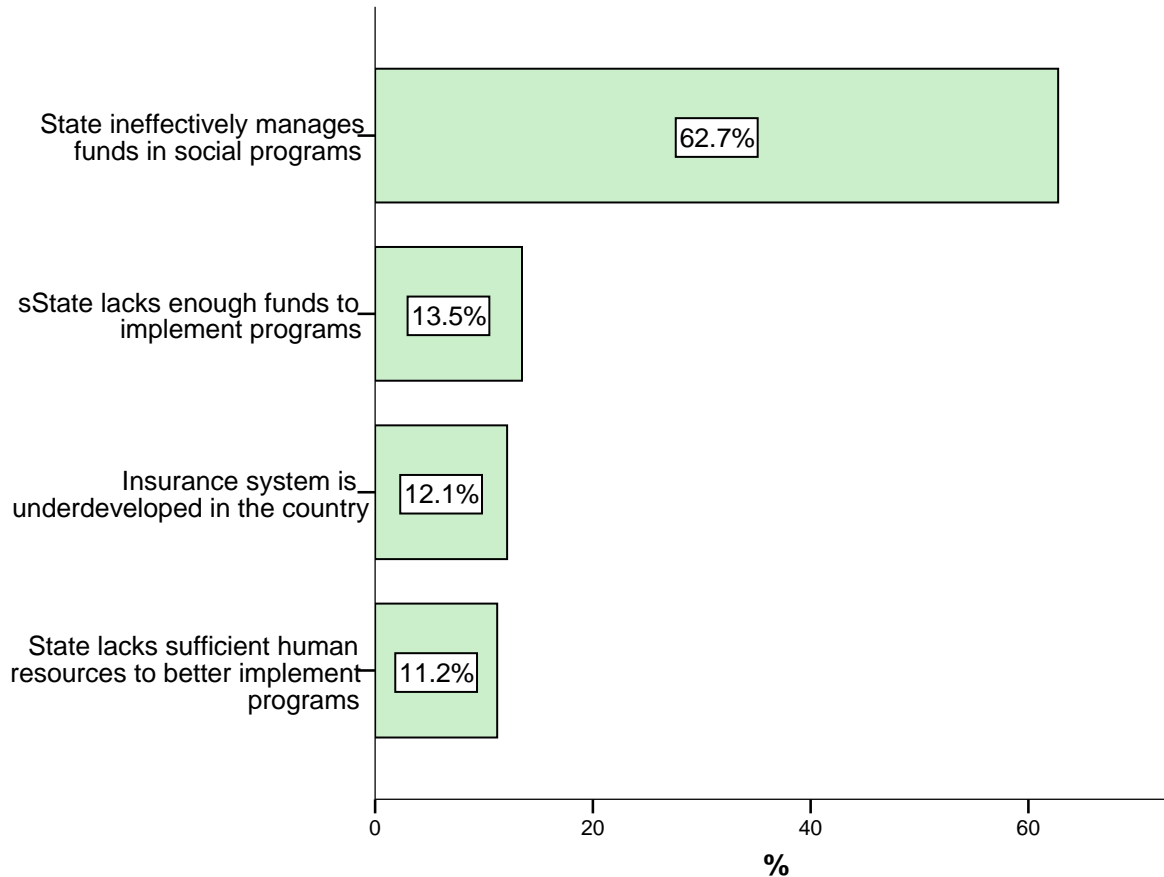
More than two thirds of the society negatively evaluate the existing social programs. In their opinion, social programs available in the country today are ineffective. Remarkably, during the assessment of effectiveness of social programs, differences have not been identified between the groups that directly or whose family members benefit from this or that social program (Diagram #11).

Diagram 11. Evaluation of effectiveness of existing social programs



Majority of respondents (62.7%) that negatively evaluate existing social programs, believes that ineffective management of budgetary funds by the state lead to ineffectiveness of social programs, 11.2% think a lack of human resources is a reason, 13.5% believe there are no sufficient funds in the budget in order to fully implement social programs, and 12.1% think that underdevelopment of country’s insurance system causes social programs to be ineffective.

Diagram 12. Distribution of respondents’ answers to question – “In your opinion, what prevents social programs from being successful?”



It is noteworthy that different answers were provided to this question by the fields of activity. Despite the fact that a majority identified ineffective management of funds as a main cause, 36.1% of respondents employed in the public sector believe that underdeveloped insurance system in the country is a reason, and only 33.3% of representatives of this sector think that ineffective management of funds is a cause. It should be noted as well that more than one fourth (27.5%) of representatives of state sector believe that the state does not possess sufficient funds to implement social programs.⁵

A majority of the interviewed (76.5%) gathers that the state should fund the social programs aimed at assisting special social welfare groups. 10.5% believe that business organizations should fund these programs, 5% – international organizations, and 7.9% – entire broad public.

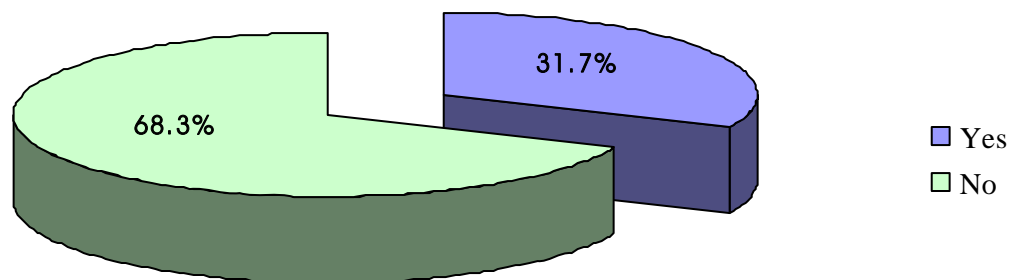
Regardless of the fact that only 10.5% of the interviewed believe that business should fund the social programs, the society is generally optimistic about the ability of the business to resolve social problems and believes that business has a capacity to have a positive effect on country’s socio-economic state both at the country, as well as separate regional scale. In the opinion of 40%, business can fundamentally change social conditions in Georgia. Only a small portion of the interviewed (7.4%) is

⁵ Difference among the groups is statistically trustworthy – Sig. (2-tailed)<0.05

pessimistic and believes that business can change nothing. However, it should be noted also that in a narrower context, when extremely poor part of the population is concerned, 20% of the society think that business is unable to play a positive role and improve their conditions. It can be concluded from the above that poverty is an extremely acute problem for the society, one that cannot be overcome at this stage.

Despite a fact that during the study of civil society organizations weak cooperative relations between welfare organizations and business have been identified as one of the problems,⁶ in the opinion of 31.7% of the society, charity work is developed in Georgia. Presumably, this opinion concerns more private donations covered by mass media means, rather than corporate charity work.

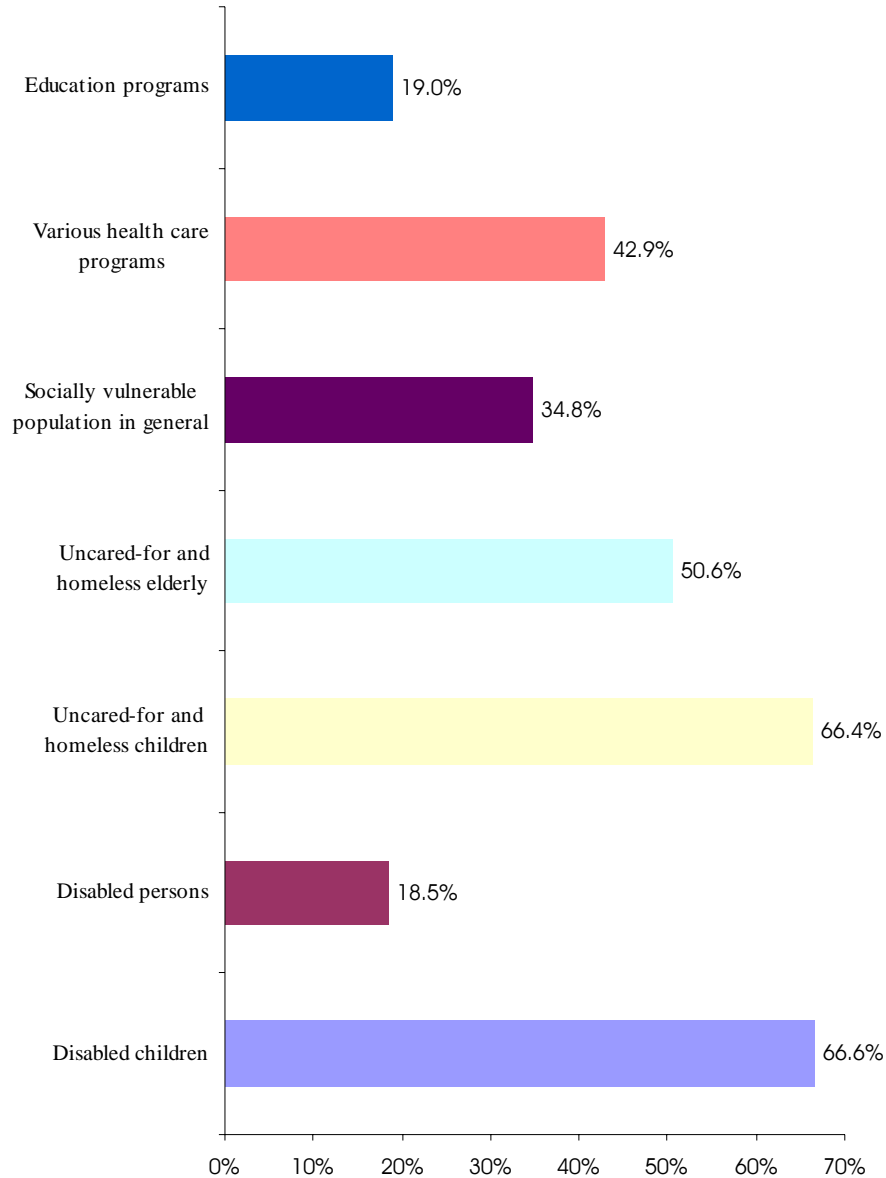
Diagram 13. Is charity developed in Georgia?



Inasmuch as out of special welfare groups the society was most responsive to children, a majority of the interviewed believes that business also should direct its charity work at assisting the disabled, uncared-for, and homeless children. In the opinion of more than 66% of the interviewed, charity work directed at children should be a priority, while 42.9% believe it should assist persons with various health problems. A smallest number of respondents (18.5%) thinks that business should direct its charity work at the assistance of disabled grown-ups (Diagram #14).

⁶ In the opinion of the majority of organizations, cooperative relations between the business and civil society organizations in Georgia are still weak. Despite a fact that business organizations make few contributions in funding several organizations, this cooperation mostly carries a one-time and spontaneous character and is more a result of active role of civil society organizations, rather than an initiative of the business representatives.

Diagram 14. Which social groups should the business support with charity activities?

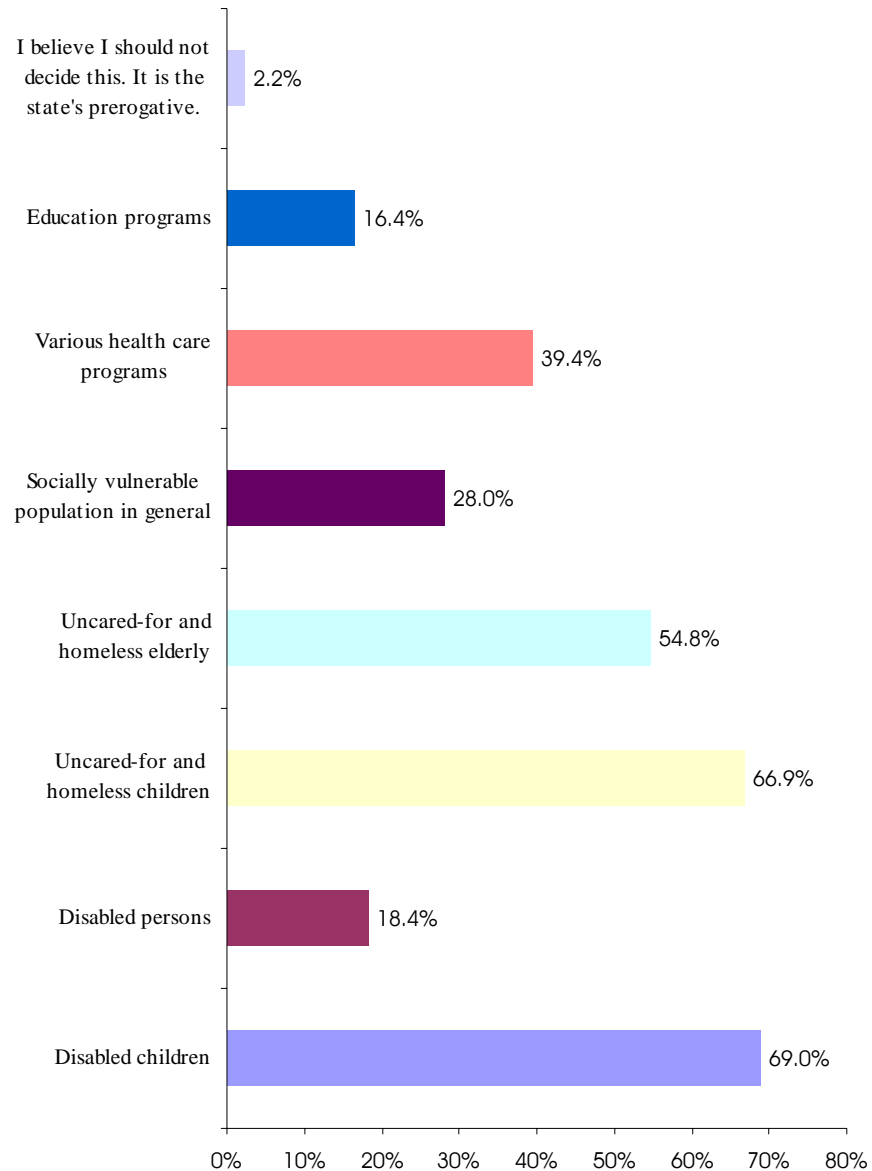


Study demonstrated that the society does not exclude its own involvement in the financial provision of social programs. Although answers obtained during the research process reflect more population’s attitude rather than a degree of its future financial involvement,⁷ it could be concluded that the society is ready at a certain stage for purposeful allocation of its own taxes. Particularly, only 2.2% of the interviewed believe that they should not decide on allocation of certain amounts from their personal taxes to fund specific sectors and that this is the state’s prerogative.

⁷ 17% of the employed are unaware of taxes they pay to the budget.

Similar to the business example (Diagram #15), respondents out of their taxes would mostly fund the children and uncared-for elderly persons.

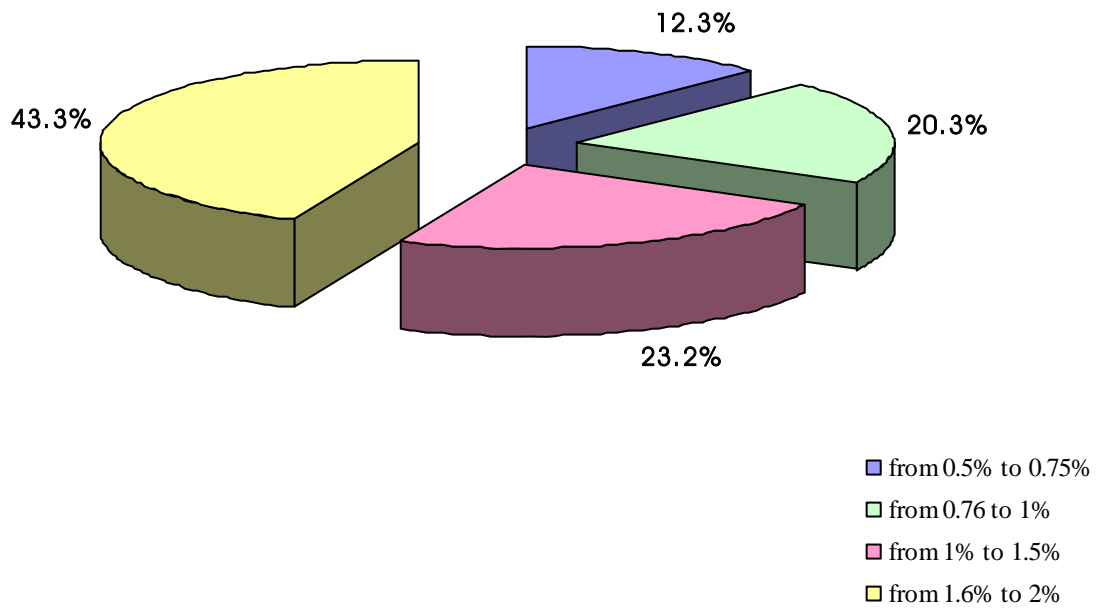
Diagram 15. If possible, which social group would the respondents prefer to fund from their own taxes?



If it was up to each citizen to allocate a portion of his/her taxes for the benefit of this or that social welfare group, the society is ready to make a choice for the benefit of provided/listed groups.

During the research process, respondents should have indicated an approximate portion of taxes they would have consented to allocating for a selected group. 43.3% of respondents are ready to allocate 1.6%-2% of taxes for the benefit of a selected group (Diagram #16).

Diagram 16.

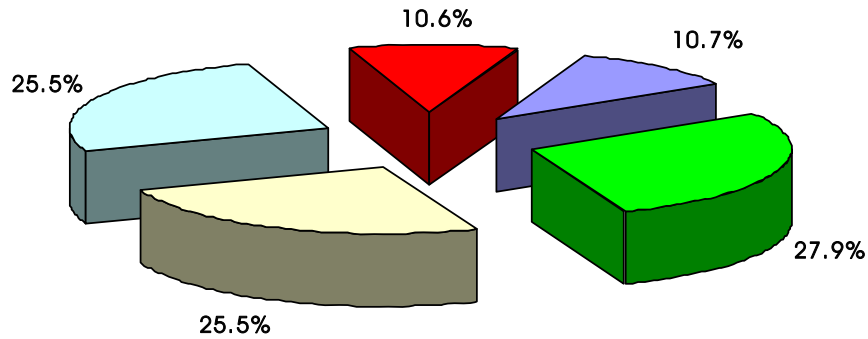


CHAPTER 4 – ATTITUDE TOWARDS SOCIAL WELFARE GROUPS

The study aimed at identifying the attitude and level of awareness of the society towards social welfare groups.

More than one fourth (27.9%) of the respondents believe that a big portion of the society is inattentive towards the disabled persons and is not interested in their problems and fate. 10.4% think a big part of the society ignores their problems and attitude towards them is negative. Respondents who believe that “a big portion of society sympathizes with such persons” and “a big portion of society feels sorry for them” are equal in number (25.5%). Only 10.6% of the interviewed reckons that the society regards the disabled persons as full-fledged members of the society. During the data processing, respondents were conditionally distributed in two groups. Namely, one part of respondents is personally acquainted with persons in need of social care, and the other group comprises respondents whose family members are in need of social care. According to the study hypothesis, presumable persons dealing with the disabled directly should have assessed public attitude towards such persons much more critically, but differences among the groups were not identified.

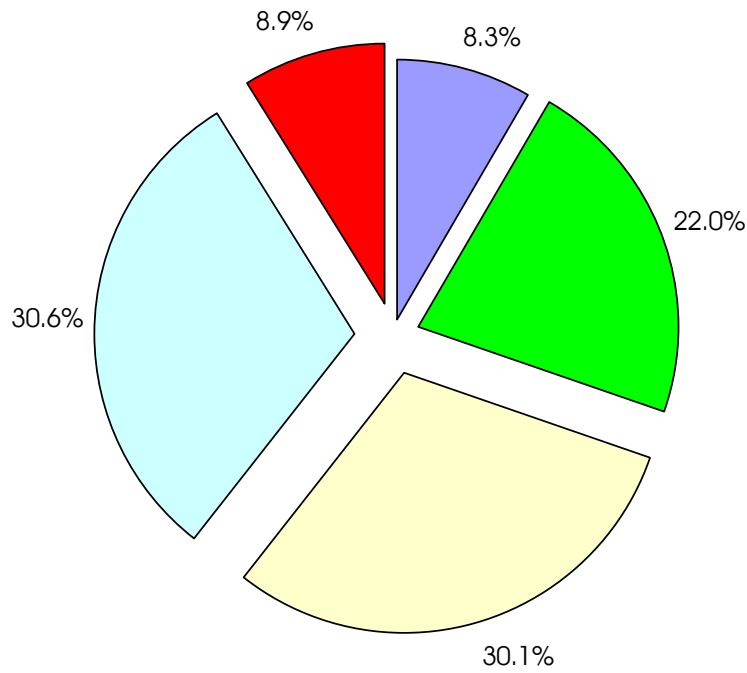
Diagram 17. Distribution of respondents' answers to question – “In your opinion, what is the attitude of the society towards the disabled persons?”



- A big portion of society ignores their problems and attitude towards them is negative
- A big portion of society is negligent towards them, is not interested in their problems, and cares less about the fate of these persons
- A big portion of society sympathizes with such persons
- A big portion of society feels sorry for these persons
- A big portion of society believes they are full-fledged members of the society and attitude towards them is the same just like towards all other persons

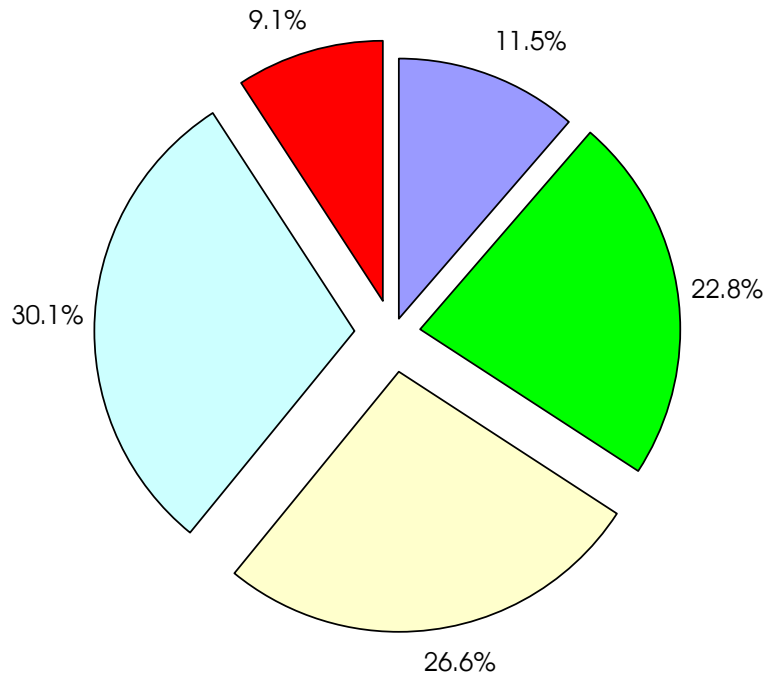
Approximately similar results were identified in the respondents' answers with respect to the disabled, uncared-for, and street children (Diagrams #18 and #19).

Diagram 18. In the respondents' opinion, what is the attitude of the society towards the disabled children?



- A big portion of society ignores their problems and attitude towards them is negative
- A big portion of society is negligent towards them, is not interested in their problems, and cares less about the fate of these persons
- A big portion of society sympathizes with such persons
- A big portion of society feels sorry for these persons
- A big portion of society believes they are full-fledged members of the society and attitude towards them is the same just like towards all other persons

Diagram 19. In the respondents' opinion, what is the attitude of the society towards the uncared-for and street children?



- A big portion of society ignores their problems and attitude towards them is negative
- A big portion of society is negligent towards them, is not interested in their problems, and cares less about the fate of these persons
- A big portion of society sympathizes with such persons
- A big portion of society feels sorry for these persons
- A big portion of society believes they are full-fledged members of the society and attitude towards them is the same just like towards all other persons

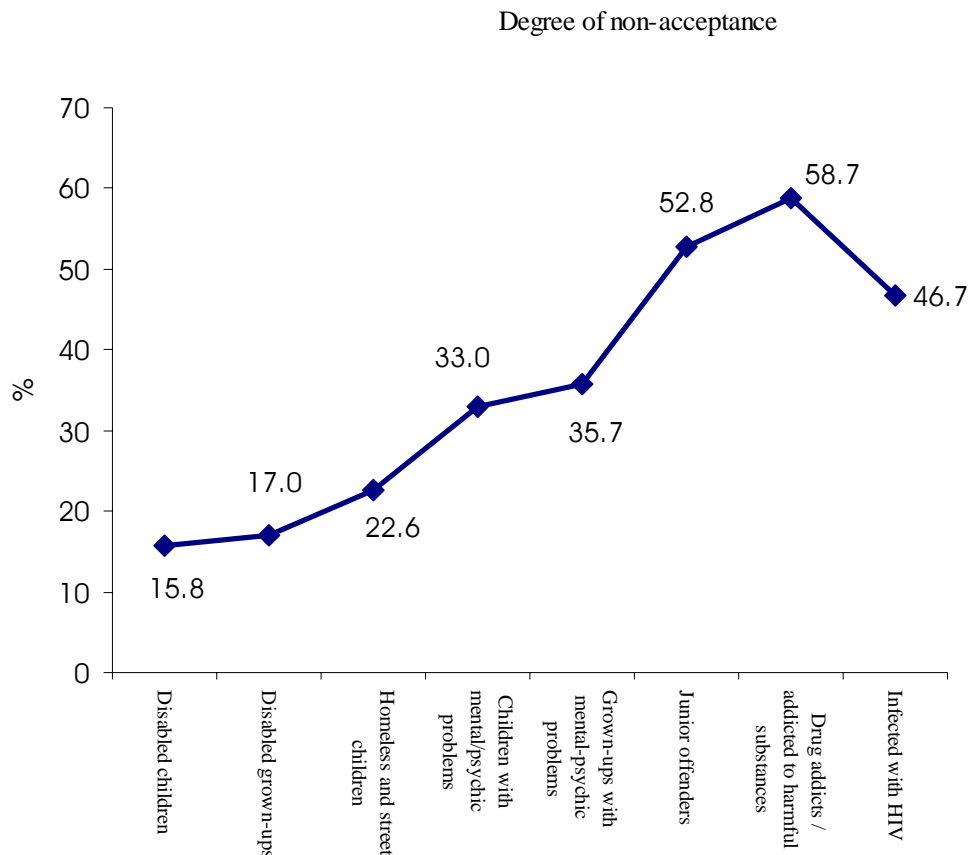
Based on these results it can be concluded that the society is inclined to express with respect to the social welfare groups (specifically the disabled children, disabled persons, and uncared-for children) only sympathy and compassion. Only a small part believes that they are full-fledged members of the society. Respondents' attitude towards various social welfare groups confirms the same result as well. In order to measure social closeness, the respondent had to indicate on a special scale a degree of acceptability for him/her of this or that social welfare group at varying social closeness. Chart #6 demonstrates respondents' attitudes.

Chart 6. Scale of social closeness

#		1. Relative		2. Godchild		3. Neighbor		4. Friend / Child's friend		5. Co-worker / Child's classmate		6. Country resident		7. Such persons should not be in the country	
		+	-	+	-	+	-	+	-	+	-	+	-	+	-
	Acceptable / Unacceptable														
1	Disabled children	57.9	21	63.8	16.9	68.8	13.3	59.7	20.2	60.4	25.6	85.4	6.7	6.9	86.6
2	Disabled grown-ups	60.4	23.8	66.5	19.3	71.5	14.3	62	23.3	58.2	26.7	83.8	7.3	4.2	81.7
3	Homeless and street children	54.5	32.5	62.7	23.6	61.8	23.1	56.8	29.1	54.3	30.5	79.7	11.3	8.2	79.8
4	Children with mental / psychic problems	40.7	39.9	45.8	36.1	43.8	36.4	31.9	50.6	30.5	52.7	74.2	12.6	2.4	71.7
5	Grown-ups with mental / psychic problems	37.6	42.1	43.2	37.9	39.9	39.7	28.4	53.5	27	56	72.7	13.6	7.3	77.1
6	Junior offenders	17.8	67.6	25.1	61.8	13.7	65.8	12.2	63.7	11.7	63.9	54.9	30.1	17	74.4
7	Drug addicts / addicted to harmful substances	10.7	80.3	11.7	76	79.5	10.6	6.6	86.3	6.8	86.1	43.1	43.4	28.3	62.6
8	Infected with HIV	30.5	56.4	30.1	52.4	28	53.5	23.2	60.7	22.4	60.3	54.3	27.8	15.9	73.9

As a result of generalizing the data, an indicator of level of acceptance of various social groups by the general public was derived (Diagram #20).

Diagram 20. Level of acceptance of social welfare groups by the general public

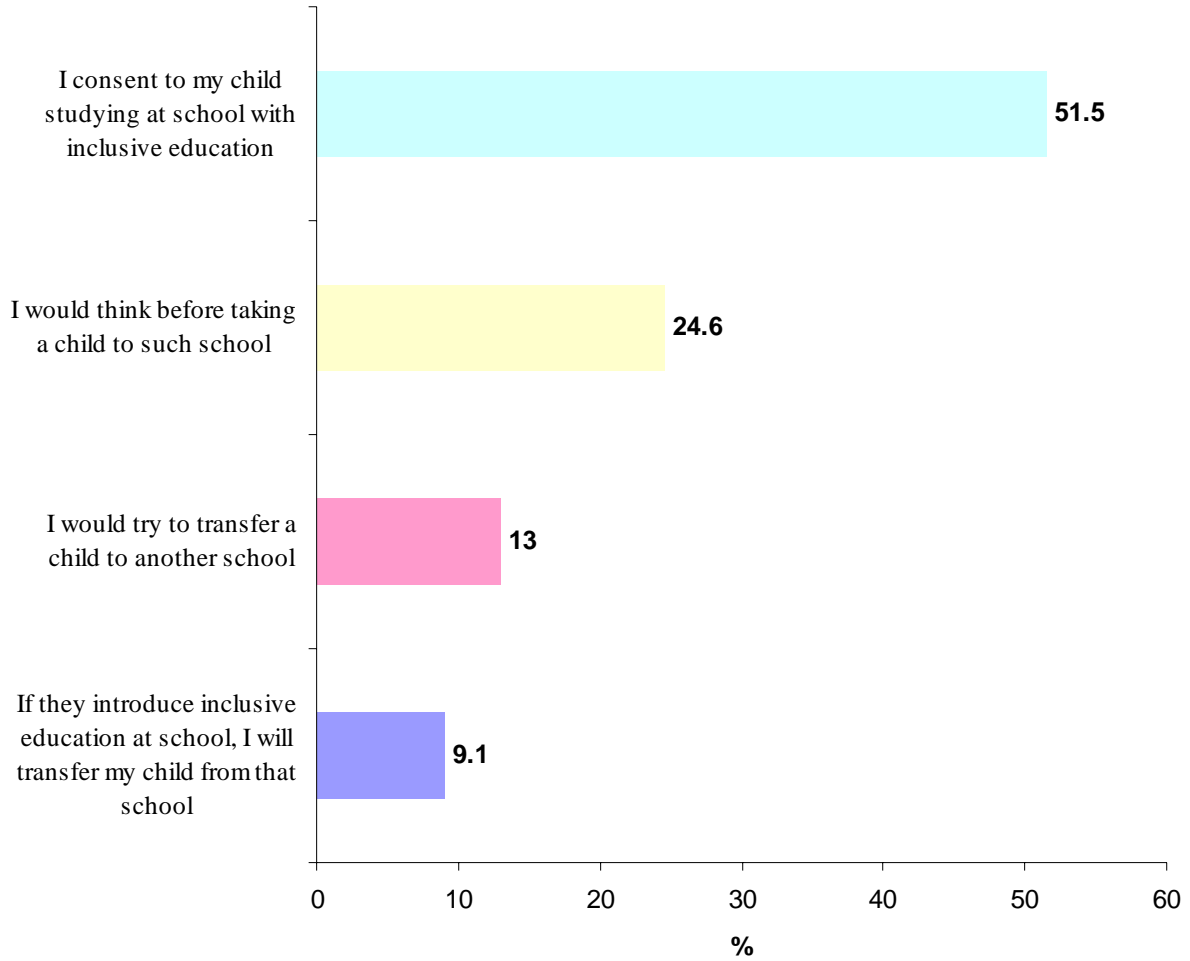


As the diagram demonstrates, slightly less than third of the society consents to being at certain kind of social closeness with one of the social welfare groups. Notably, differences related to social closeness were not identified by the sex and age groups, i.e. the social attitude of persons representing various sex and age groups towards various groups of special care is identical.

In the opinion of social field experts, attitude towards inclusive education is one of the indicators of attitude of the society towards special welfare groups. Therefore, the study aimed at identifying the opinion of the society on inclusive education. 68.4% of the interviewed have not heard anything about inclusive education.

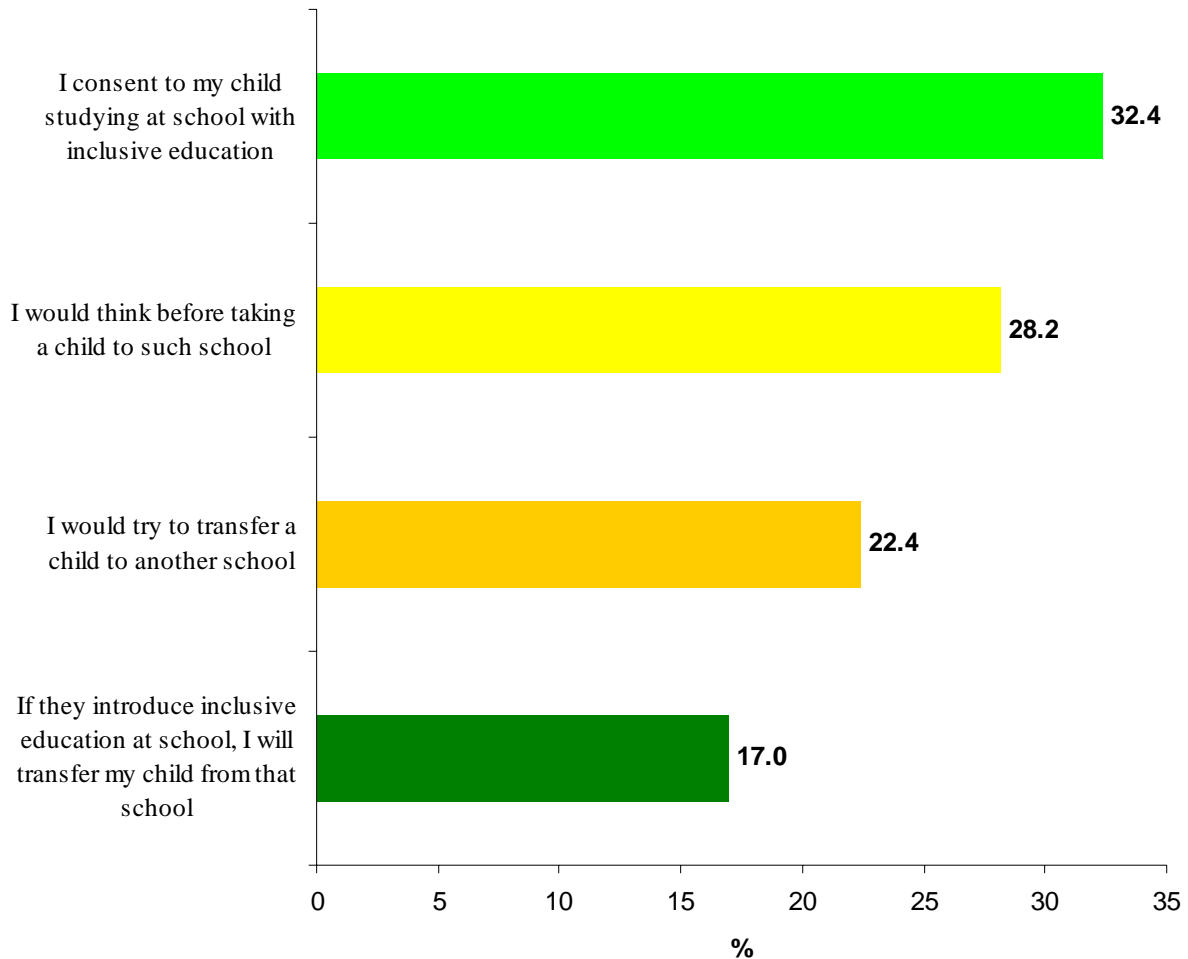
Among those who have heard about inclusive education, 51.5% consent to their children studying at school with inclusive education, 24.6% would think before taking a child to such school, 13% would try to transfer a child to another school, and 9.1% would transfer their children from the school if they introduced inclusive education (Diagram #21).

Diagram 21.



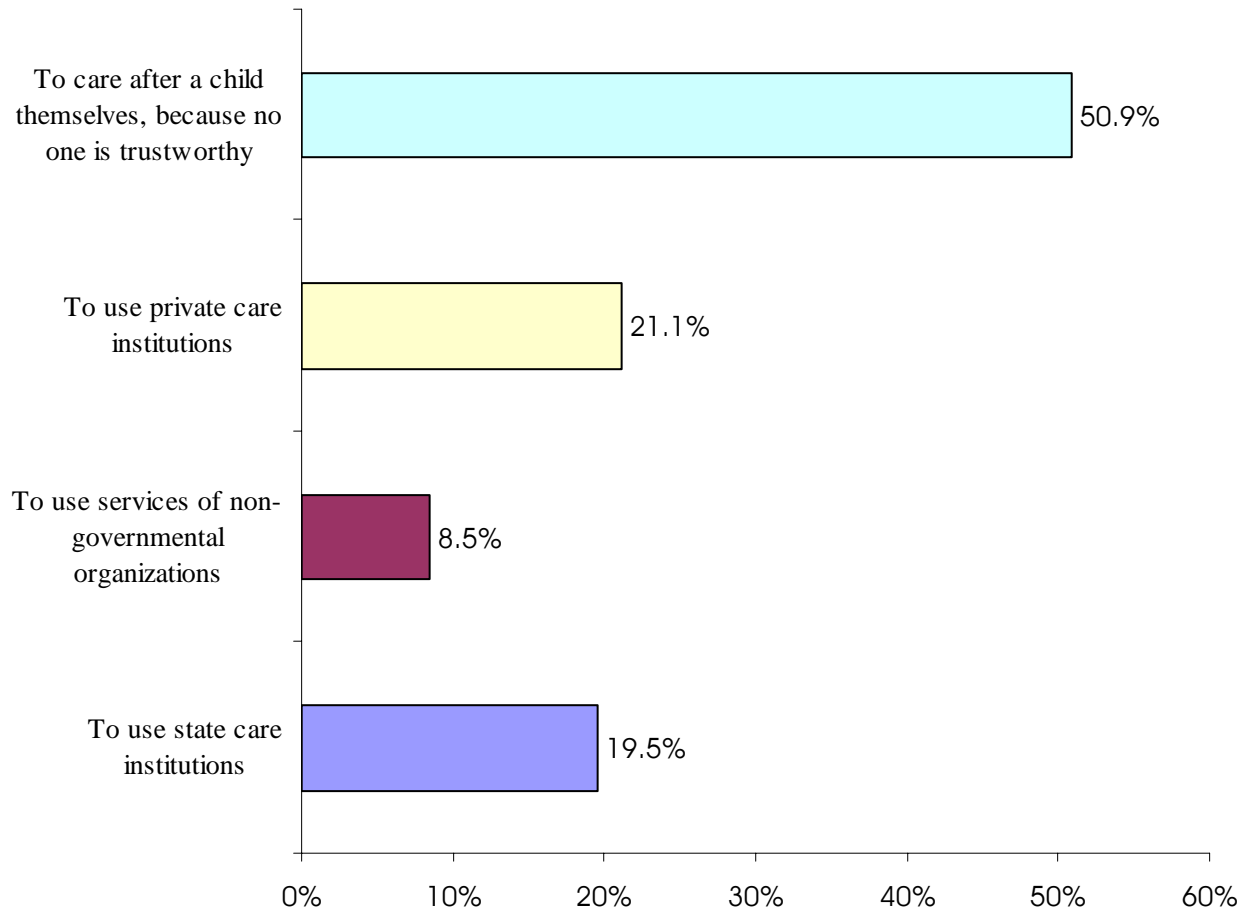
During the interview process, respondents who did not have information about inclusive education were given relevant explanation, and subsequently they expressed their position towards inclusive education (Diagram #22).

Diagram 22. Attitude of those respondents towards inclusive education, who learned about this type of education during the interview process



One of the research objectives that will be discussed in the following chapter was to study a level of awareness about state institutions. However, it should be noted that the respondents' answers about institutions have once again confirmed the attitude of the society towards social welfare groups, as described in the present chapter. Namely, one third (33.4%) of the interviewed believe that the state caring institutions represent an instrument of isolation and alienation from the society, which is acceptable to the public and is considered as normal. One third of the interviewed respondents think that the disabled grown-ups and children, and uncared-for children and elderly should live in the state caring institutions. Nevertheless, they think differently when it concerns their relatives/friends. Particularly, respondents provided radically different positions to a question in Diagram #23.

Diagram 23.⁸ Distribution of respondents’ answers to question – “What would you recommend to your relatives/friends who need special services for their children (rehabilitation, in-house care, 24-hour shelter)?”

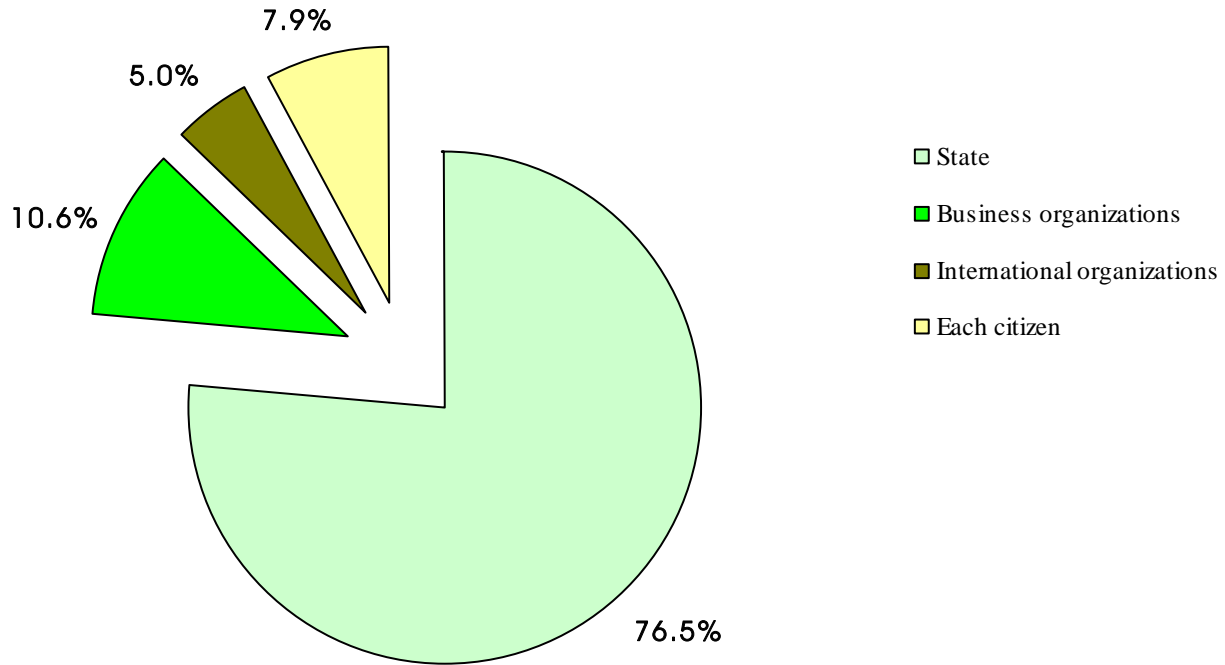


Half of the respondents negatively assess the conditions existing in the state caring institutions. Still, their third believe that the disabled grown-ups and children and uncared-for children and elderly should live in the state caring institutions. This once again confirms the attitude of the society towards these persons, as described above.

88% of the respondents believe that social programs should be implemented only by the state and this is its prerogative. Programs should be funded by the state as well. Only 7.9% of the interviewed think that entire public and each citizen should be involved in the funding of such social programs (Diagram #24).

⁸ In relation to private caring institutions, different positions were identified in other questions (Chapter 6).

Diagram 24. Distribution of respondents' answers about funding sources of social programs



As already noted, the society turned out to be most responsive towards the disabled children and uncared-for children. More than 68% of the interviewed wished to allocate a portion of their own taxes to fund programs assisting the disabled, uncared-for, and street children. Similar attitude was revealed when the respondents were asked about fields of life that business should direct its charity work at. In the opinion of more than 66% of interviewed respondents, business should direct its charity work at the assistance of the disabled, uncared-for, and street children.⁹

⁹ Refer to Diagrams #14 and #15.

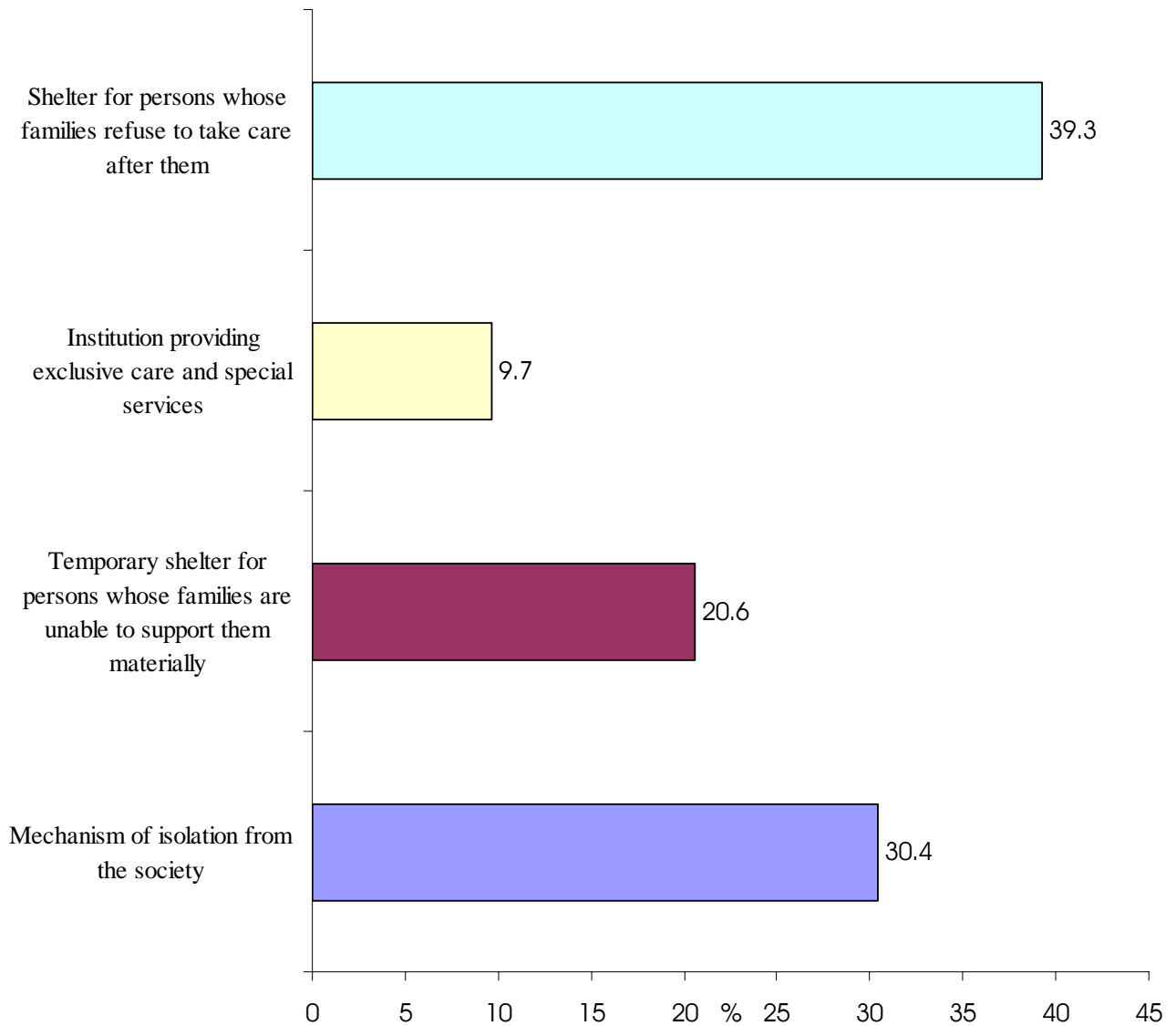
CHAPTER 5 – SOCIETY, INSTITUTIONS, AND DEINSTITUTIONALIZATION

One of the aims of the study was to identify the level of readiness among the society towards the ongoing deinstitutionalization process in the country. According to the results of expert interviewing conducted within the project framework, unawareness of the society about deinstitutionalization will significantly hinder the process and result in a negative attitude towards it in general. Hence, it was crucial to study the opinion of population on state caring institutions, level of readiness among the society to accept alternative welfare models offered by the state, and to identify mechanisms that would raise the level of civil awareness. In line with the study hypothesis:

1. Society lacks enough information:
 - a. on the functions of state caring institutions;
 - b. on the conditions and degree of services in the state caring institutions;
 - c. on the alternative services of state caring institutions;
2. Society is not informed about the capacity and degree of services of social welfare organizations:
 - a. are not aware of civil society organizations oriented on social welfare activities operating in the country;
 - b. society is unable to perceive civil society organizations oriented on social welfare activities as substitutes of state caring services.

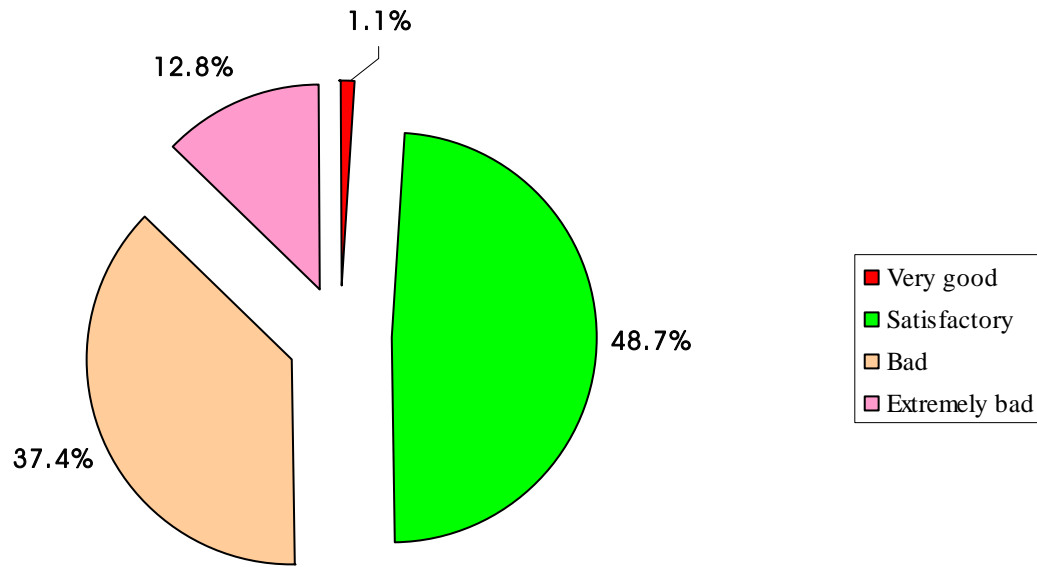
In the opinion of 39.3% of the respondents, state caring institution is an institution where the state supports persons alienated from families, almost third (30.4%) believe that a main function of a state caring institution is to isolate persons living there from the society, 20.6% think that this is a temporary shelter for persons whose families are unable to support them materially. Only a small portion (9.7%) of the interviewed was informed about real functions (special care, special services) of the state caring institutions (Diagram #25).

Diagram 25.



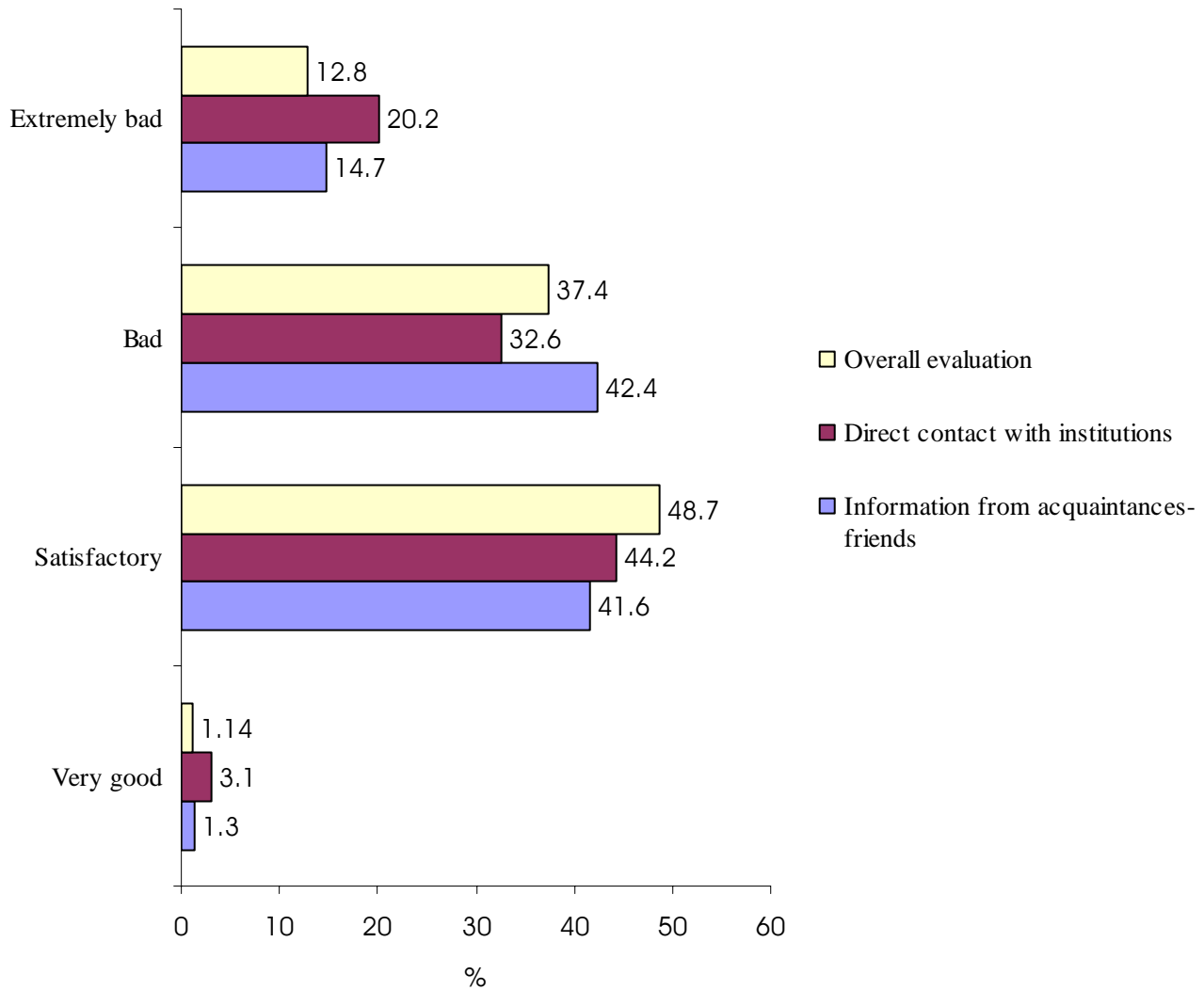
48.7% of the respondents think that conditions in state caring institutions are satisfactory, half believe that the conditions are bad or extremely bad (37.4% and 12.8%). Only 1.1% believe that the conditions are very good.

Diagram 26. Distribution of respondents' answers about conditions existing in state caring institutions



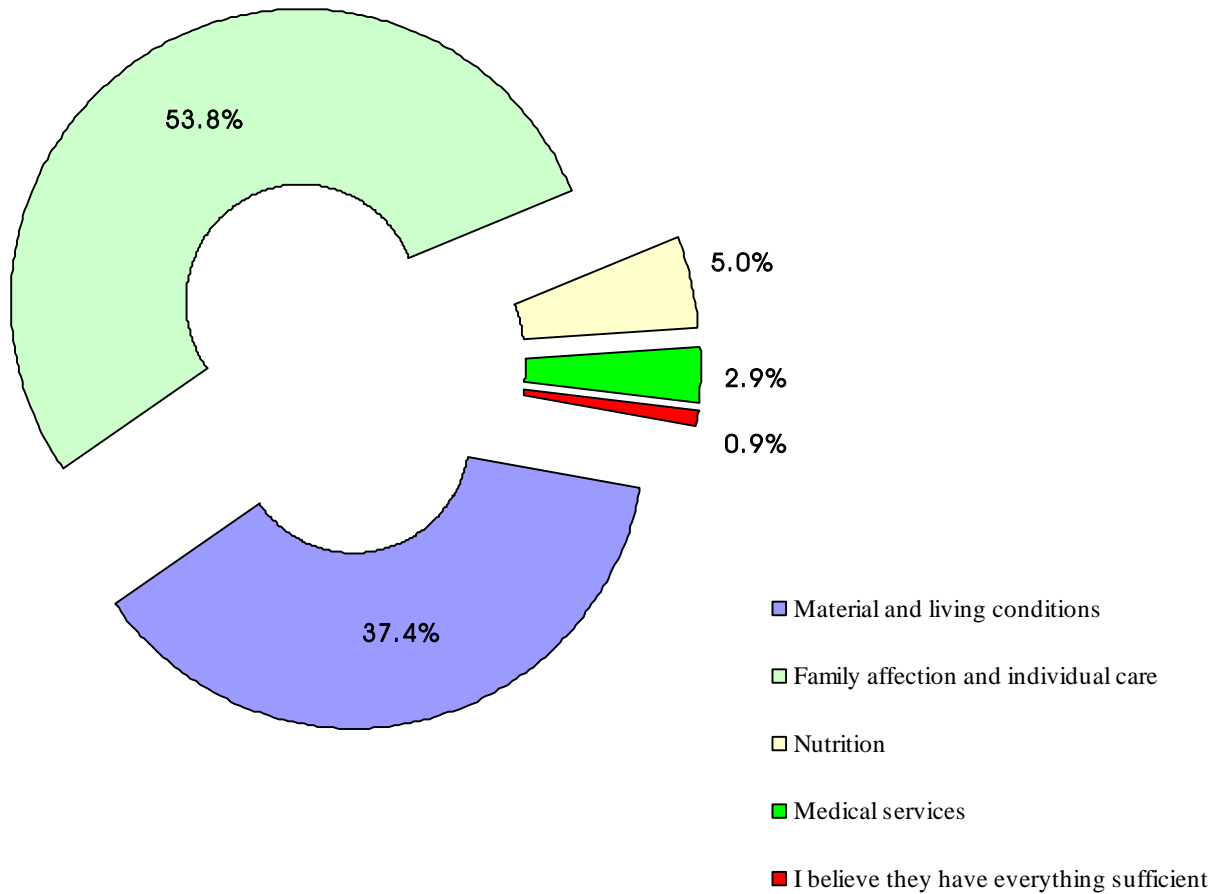
Society is mostly (75.1%) informed about existing conditions in state caring institutions from the mass media means. 16% are informed from acquaintances-friends, and 8.7% - have personal contact with such institutions. Respondents who have personal contact with such institutions or who are informed about conditions existing there from their acquaintances-friends, think that conditions in these institutions are either bad or extremely bad (Diagram #27).

Diagram 27. Distribution of respondents' answers about conditions existing in state caring institutions



In the society's opinion, persons being in state caring institutions are mostly devoid of family affection and individual care. More than one third believe they lack material and living conditions (Diagram #28).

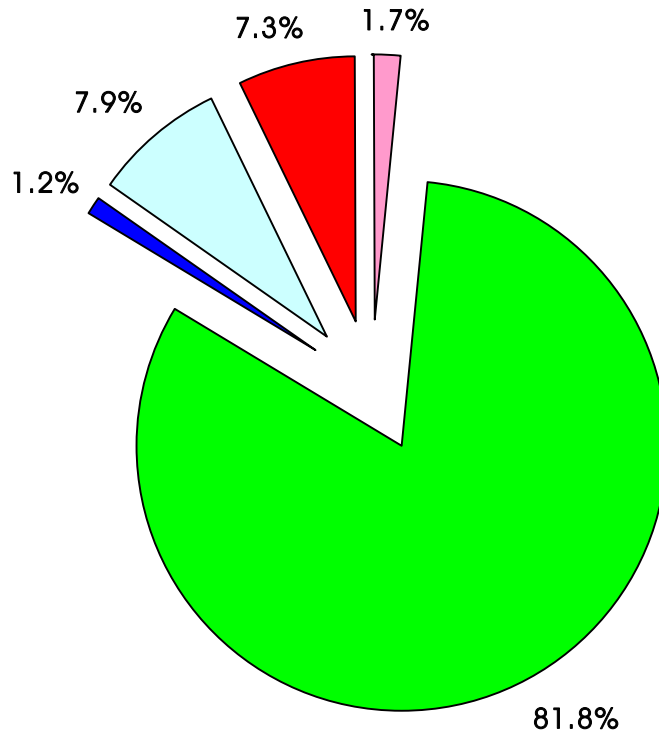
Diagram 28. Distribution of respondents' answers about the needs of beneficiaries in state caring institutions



Results were similar for cases where respondents had personal contact with state caring institutions. Therefore, a part of the society that does not have a contact with state caring institutions, is more or less informed about the conditions existing in state caring institutions.

Besides improvement of living conditions, the society cannot yet identify other prospects of beneficiaries living in state caring institutions. Majority (81.8%) of the interviewed believe that state caring institutions should remain as they are, however, with improved living conditions. Only a small portion (16.4%) of the interviewed thinks that institutions should be closed down. 7.9% among them believe that these institutions should be transferred into private ownership, and 7.4% think the institutions should be closed down and persons living there should be allocated in receiving families and non-governmental organizations operating in the social field (Diagram #29).

Diagram 29. Public opinion on the prospects of state caring institutions

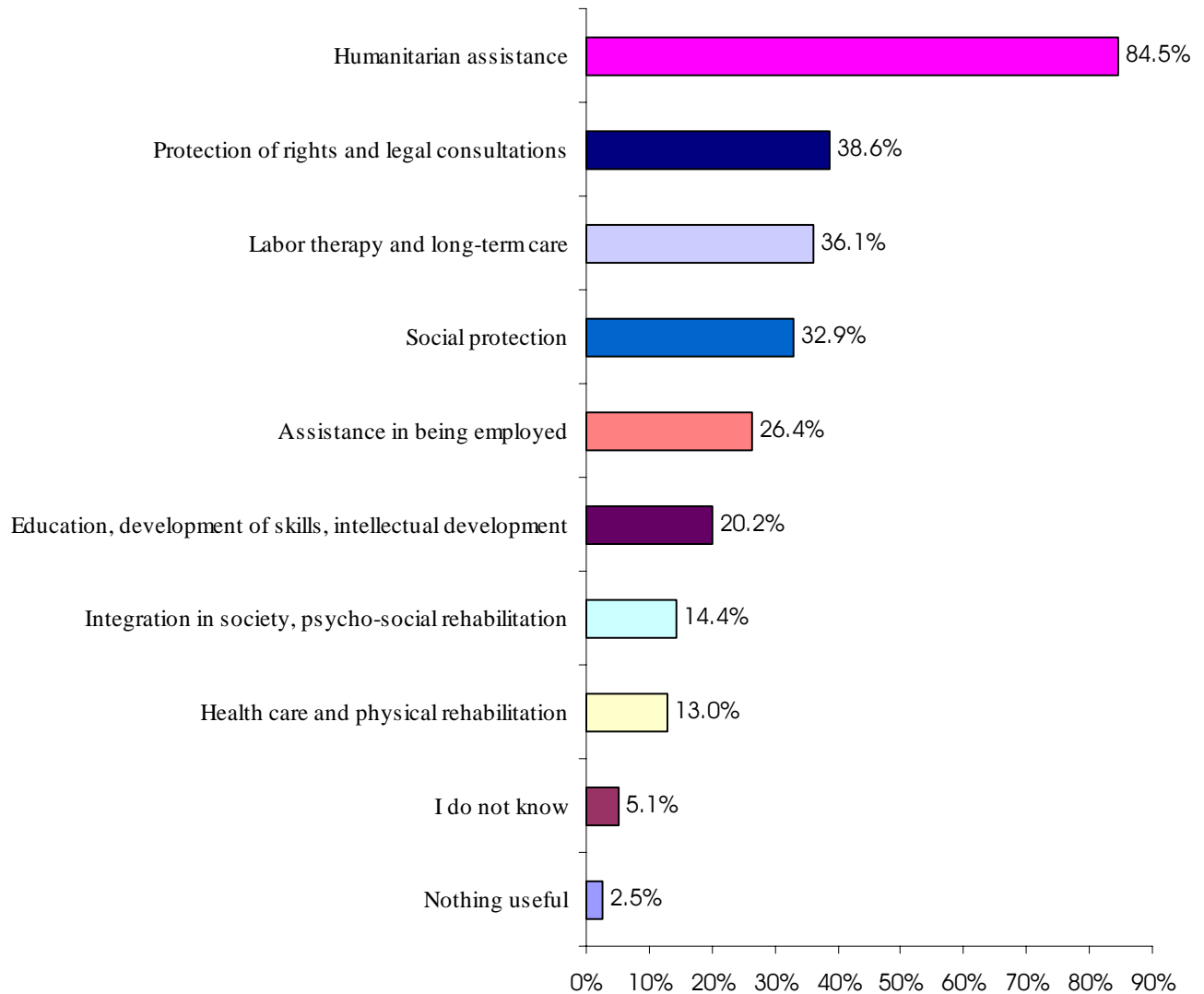


- Should remain as it is
- Should remain in state subordination, but the conditions should be improved
- Should be closed down
- Should be transferred into subordination of private persons
- Institutions should be closed down and persons living there should be allocated in receiving families and non-governmental organizations operating in the social field

51.2% of the interviewed possess general information on the interviewed. Only one fifth of the interviewed (20.1%, 295 respondents) have information on non-governmental organizations working on social issues. 2.6% of the interviewed stated that they have full information about welfare organizations, and 17.5% noted they were aware of it in general.

Respondents who possess information on social welfare organizations are more or less informed about their activities. Only 5% noted that they were not informed about their activities. However, it should be said that for the majority (84.5%) these organizations are associated with humanitarian assistance (Diagram #30).

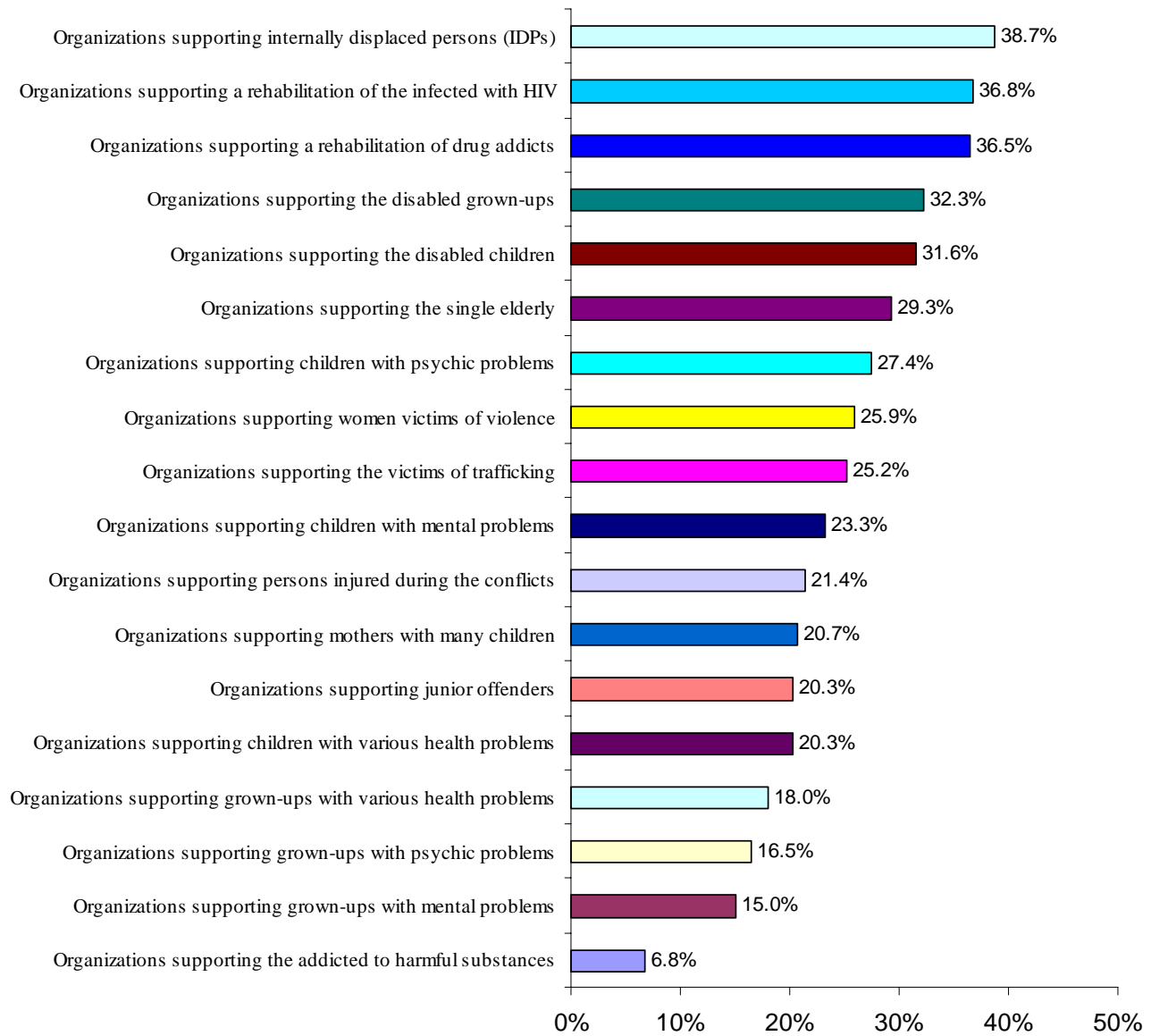
Diagram 30. Distribution of respondents' answers to question – “What type of activities do welfare non-governmental organizations carry out?”



Majority of respondents (63%) who have heard about such organizations received information from their acquaintances-friends, as well as mass media means (mostly television). 58% of respondents received information about these organizations from television, 21% - newspaper, 25.9% - Internet, and 6.2% - radio.

Diagram #31 demonstrates the types of public welfare organizations that the respondents have heard about. Organizations are divided by beneficiary characteristics.

Diagram 31.



It should be noted that overall (1,504 respondents out of the selection pool) a very small portion of respondents (4.5%)¹⁰ had personal contacts with non-governmental welfare organizations.

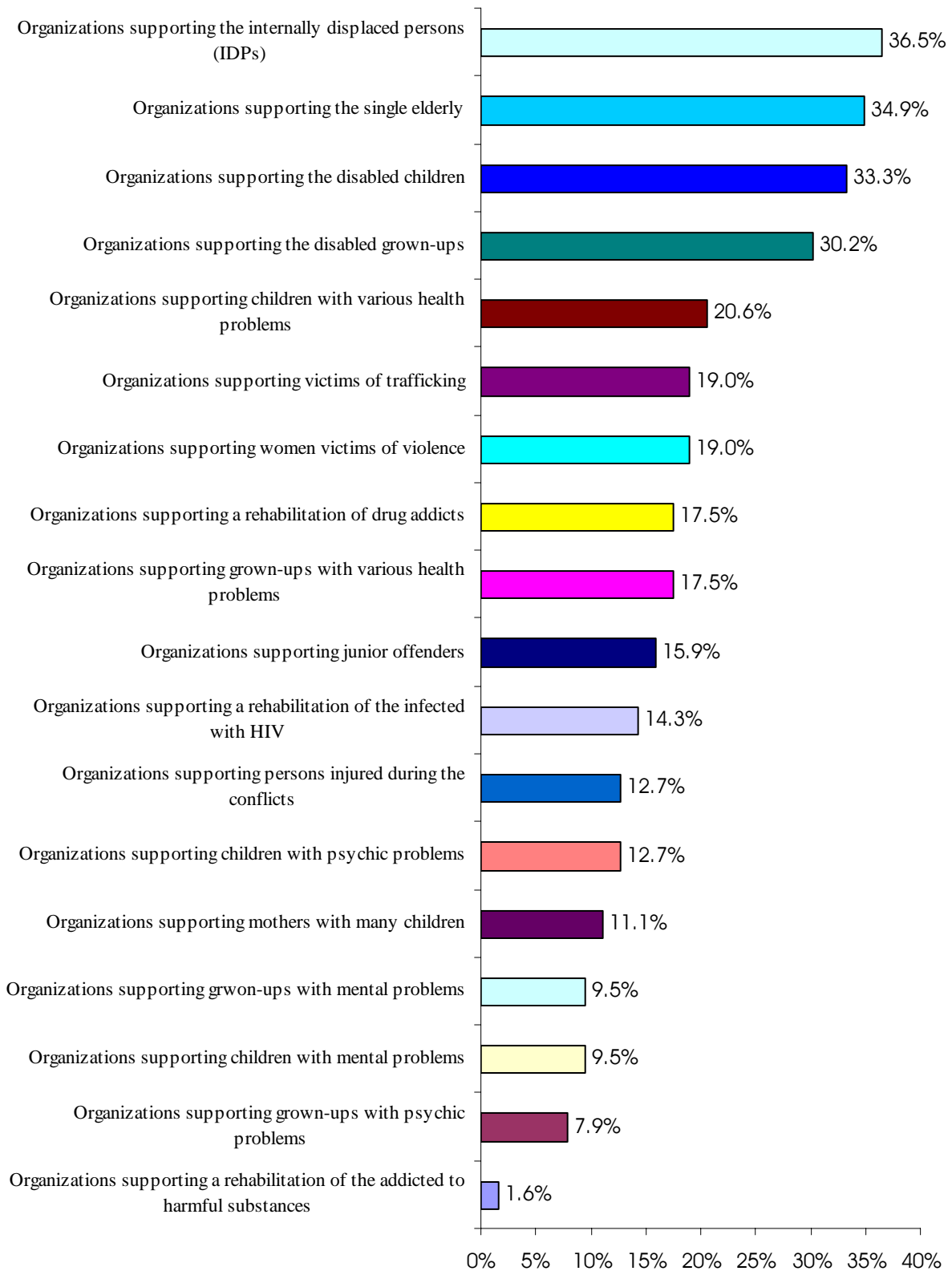
Out of respondents who possess information on welfare organizations, more than half (59.1%) trusts these organizations – 40.8% have more trust, 18.3% fully trust, 29.3% do not trust, and 9.4% do not trust at all. 34.3% (68 respondents) had personal contacts with these organizations (including those who have heard about them). Degree of trust among these respondents is not different from a degree of

¹⁰ 4.5% (68 respondents) – percentage distributions provided in this chapter, concerning the opinion of respondents of this group (who had personal contacts with welfare organizations) could be viewed as a possible tendency, since a number of respondents does not provide a possibility to make high-probability conclusions.

trust among those who had not experienced personal contacts with organizations but have only heard about them.

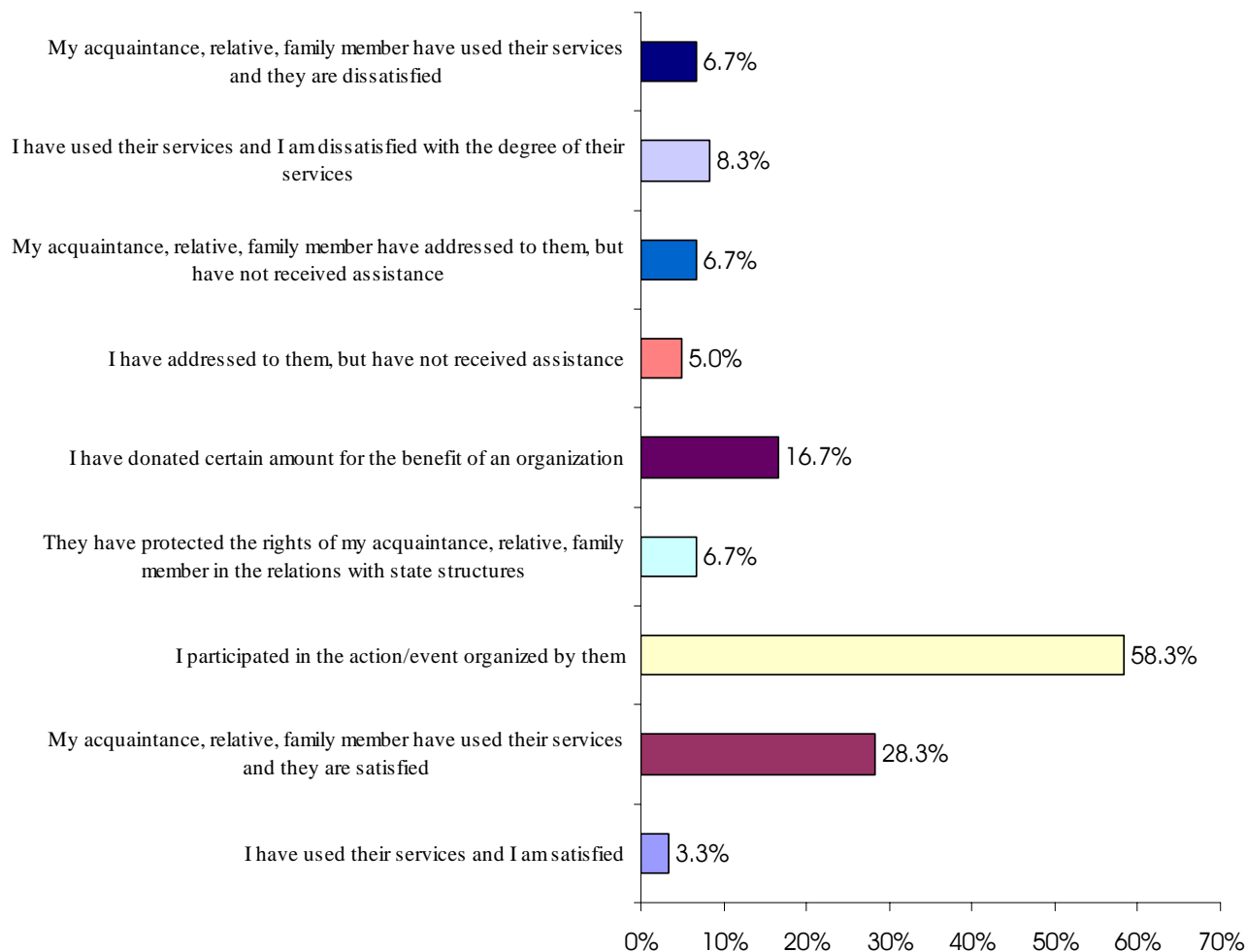
As for a type of organizations that the respondents had contacts with, it is rather diverse. It could be concluded that the attitudes among these respondents have not been formed as a result of interaction with one type of organizations only. Diagram #32 displays types of public organizations (in line with beneficiaries) that the interviewed respondents dealt with.

Diagram 32. Type of organizations that respondents dealt with



A part of the respondents had direct relations with the organizations. Overall it can be concluded that more people assess the services of these organizations as positive rather than negative. Diagram #33 depicts a distribution of answers of respondents who have resorted to these organizations.

Diagram 33. Evaluation of services of welfare organizations by the respondents



The study yielded the same picture as depicted by the expert interviews conducted at a preliminary stage of the research and the interviewing of welfare organizations. A small portion of population possesses information on welfare organizations. Regardless of a fact that more than half of the people informed about the activities of these organizations trust them, if possible they would still allocate a portion of funds from their taxes to assist state caring institutions. General group of respondents has yielded similar results – a majority (60.2%) would pay a certain portion of taxes for the benefit of a 24-hour boarding-type caring institution in state subordination (Chart #7).

Chart 7. Distribution of interviewed respondents' answers to question – “If it was up to you how to allocate amounts paid by you for improving conditions of specific social group, what type of caring institutions would you fund?”

<i>Type of organization</i>	<i>%</i>
<i>24-hour boarding-type caring institution in state subordination (for uncared-for/disabled children, grown-ups, elderly)</i>	60.2
<i>Daytime boarding-type caring institution in state subordination (for uncared-for/disabled children, grown-ups, elderly)</i>	7.1
<i>Private 24-hour boarding-type caring institution (for uncared-for/disabled children, grown-ups, elderly)</i>	16.7
<i>Private daytime boarding-type caring institution (for uncared-for/disabled children, grown-ups, elderly)</i>	1.7
<i>NGO's 24-hour boarding-type caring institution in state subordination (for uncared-for/disabled children, grown-ups, elderly)</i>	12.9
<i>NGO's daytime boarding-type caring institution (for uncared-for/disabled children, grown-ups, elderly)</i>	1.4

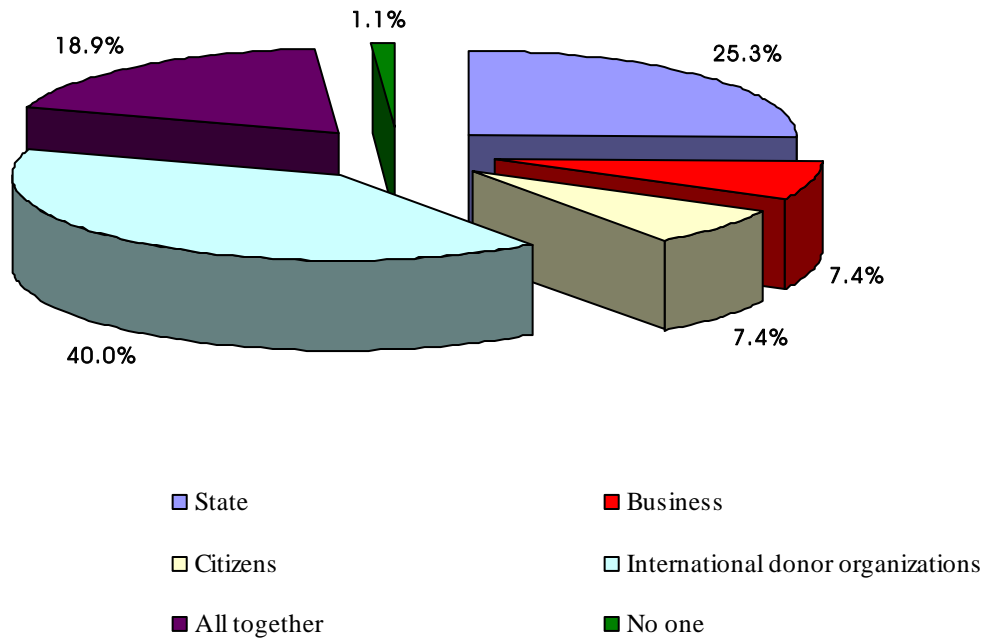
Results provided in the table shape a tendency showing that the society is inclined more towards being involved in funding of 24-hour caring institutions, rather than daytime centers. This could be due to the following circumstances:

- 1) In the society's opinion 24-hour institutions are more vital than the daytime center-type institutions, that, on its own account is due to (a) attitude towards special social welfare groups;¹¹ (b) unawareness about the functions and capacity of a daytime center.
- 2) When responding to this question, the society takes in consideration existing circumstances and thinks that at this stage 24-hour institutions are the ones requiring assistance.

One of the objectives of the study was to identify population's opinion on the funding sources of public welfare organizations. Out of those who possess information on activities of welfare organizations, 40% believe that these organizations should be funded by international donor organizations, while 25.3% think the state is a funding source (Diagram #34).

¹¹ Chapter 4, page 29.

Diagram 34.



Remarkably, 7.4% of the respondents believe these organizations should be funded by business, which once again echoes the above mentioned judgment about business' increasing role in the solution of country's social problems.¹²

¹² Chapter 3.

CHAPTER 6 – MAIN CONCLUSIONS AND SEVERAL RECOMMENDATIONS

The study demonstrated that problems dominating in the social field are of concern to the society. However, the society believes an improvement of social background in general is more important than the solution of problems of specific welfare groups.

The study made it obvious that the society is unprepared for successful implementation of the deinstitutionalization process. In the society's view, state so far is the only operating actor in the social field and therefore it should be primarily responsible for the solution of social problems. In this general context, closing down the state caring institutions is unacceptable to a public majority.¹³

Majority of respondents is unaware of services existing in the social field and the providers of these services. As the study demonstrated, the society has mostly heard about organizations associated with information campaigns conducted by the state (HIV, drug addiction, IDP problems). Population is not specifically aware of services that these organizations offer to beneficiaries. It should be noted here also that a majority of respondents perceives these organizations as providing humanitarian assistance rather than specific services.¹⁴

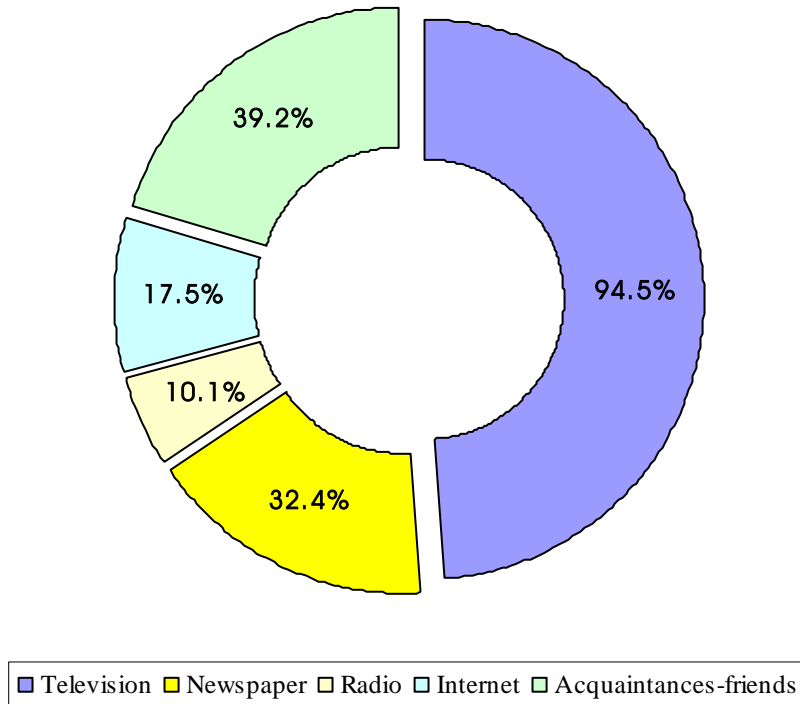
Pursuant to the study results, in addition to lack of information, attitude of the society towards welfare groups is rather problematic as well. Society tries to alienate from social welfare groups, thus filtering information about their problems and needs. The society is assured that only the improvement of material conditions in state caring institutions is sufficient for the beneficiaries to feel better. Society does not emphasize on the quality of special services provided to them.

As the study demonstrated, majority of the society receives information on social problems, social welfare groups, and their needs from mass media means. Therefore it is reasonable to use media means mostly used and trusted by the public as chief sources of informing the society. Respondents receive information mostly from the television. Approximately same number receives information from acquaintances-friends and newspapers (Diagram #35).

¹³ Page 36.

¹⁴ Diagram #29.

Diagram 35.



It can be concluded based on the data that information disseminated via Internet is accessible to a certain part of the population (17.5%). Hence, welfare organizations should effectively use this information channel and disseminate information about these organizations, participate in on-line forums, etc.

A study of welfare organizations demonstrated that their cooperation with media is not so strong.¹⁵ Judging from the results, welfare organizations should actively cooperate with the media, as with central, as well as with regional channels and newspapers. On one hand, this will enable the population to identify social service providers that could substitute state institutions in this field, and on the other hand to identify specific needs of special social welfare groups.

Based on the study outcomes, it is vital to implement a large-scale public education program that will endorse a change of public attitude towards social welfare groups.

Welfare organizations should implement the program themselves. They should inform the public about their own beneficiaries through various communication channels. Dissemination of information should primarily aim at increasing a degree of acceptance of beneficiaries by the general public.

¹⁵ Type of relations between organizations and media is one of the indicators of integration into civil society. 18% of organizations indicate that they practically have no relations with the media means. 48% of organizations noted that media periodically covers events organized by them, but these relations are spontaneous. 16% of organizations have steady cooperative relations with the media, and only a small portion of organizations (4%) has a strategy of relations with media.