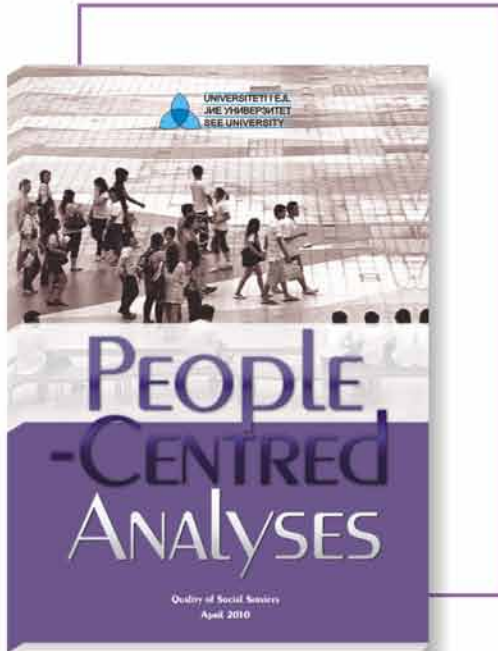


# PEOPLE-CENTRED ANALYSES REPORT 2010 Quality of Social Services



#### Product Details:

Paperback: 128 pages

Publisher: South East European University,  
Tetovo, Macedonia 2010

Language: English, Macedonian, Albanian

ISBN 978-608-4503-35-4

Available at: <http://www.seeu.edu.mk/en/research/international-projects/undp>

According to the EU definition, Social Inclusion is a process which ensures that those at risk of poverty and social exclusion gain the opportunities and resources necessary to participate fully in economic, social and cultural life, and to enjoy a standard of living and well-being. The third People-centred Analyses Report continues to further elaborate why social inclusion is important aspect of our lives. There is a saying: “Poverty divides us. Social inclusion can unite us”. Whenever too many fall too far behind the rest, our whole society is diminished. Inclusion calls on us to strive for a nation in which everyone lives with purpose, dignity, and satisfaction.

The **2010 People-centred Analyses Report** provides policy analysts, decision makers and the public with an effective analytical policy tool focused on people’s perceptions on key variables that affect their lives. At the same time it explores and suggests possible policy options that are responsive to citizens’ aspirations and concerns, while supporting country’s general development and its advance towards EU membership. The report systematically addresses issues related to social and ethnic cohesion, and quality of governance, focusing its attention on a specific theme of particular importance – reflective of the country’s actual development and policy priorities. To achieve this objective, the “People-centred Analyses” report series continues to monitor people’s perceptions through regular surveys, complemented with additional sources of data, including statistical indicators. It applies more in-depth, policy-oriented analysis that simultaneously looks at facts and perceptions to identify the correlations and recommend effective policy actions.

The report is based on the findings of a questionnaire based survey of 1,000 respondents across the country conducted in August 2010 which was carried out by the South East European University (SEEU), with financial support from the United Nations Development Programme (UNDP) to the SEEU. As such, the process of preparing the report contributes towards the goals of strengthening national capacities to analyse and address issues of social inclusion, inequalities and citizens’ participation.

**This issue of People-centred Analyses reports covers three main topics with special attention to the social services in the country.**

The **SOCIO-ECONOMIC CONDITIONS AND THE QUALITY OF LIFE** gives an overview and analysis of life satisfaction and poverty, income distribution, education and training, and access to health services. Here are some of the findings:

- People living in rural areas have less financial problems than those living in the urban settlements.
- One third (35%) of respondents evaluated the conditions of school buildings positively. This percentage increases at private universities, which have invested more funds in the school facilities.
- The most important challenges in health area are: costs of buying medicines (29%), the cost of the service (18%), time spent waiting to see a doctor on the day of appointment (12%), and the distance to a health service (10%).

The **INTERETHNIC RELATIONS** part of this publication examines the aspects of equitable representation, political parties and their leaders, assessment of interethnic relations, prejudices and discrimination. Some of the findings are:

- 11% of the population feel that the interethnic relations have improved and about half of the respondents frequently go to restaurants or coffee bars owned by persons from a different ethnic group.
- Almost 54% of all respondents are confident that “there is no risk” (8.9%) or that the risk is low (45.5%) concerning violent ethnic conflict.
- Most people (90%) consider that they are not discriminated as a result of their nationality and religion in employment, career advancement, changing the place of residence, when applying at educational institutions, when using social services or social insurance.

The **QUALITY OF SOCIAL SERVICES** part examines the aspects of trust in the government, trust in the local social services providers, the issues of corruption, quality of education and health. The key findings are:

- Almost twice as many people consider that the social services in their locality deliver good quality compared to social services in general.
- Among the ethnic groups, Roma are least likely to express their opinions on social service delivery. While among other ethnic groups, although minimal, there is some interest in voicing their opinion.
- Respondents believe that the central government would do the best job in providing education services, services for elderly, for children and for the disabled.

**About People-centred Analysis Report Series:** The People-Centred Analyses Report 2010 continues to examine the trends and social inclusion aspects as initiated from its first issue of March 2008, where the main focus of the Report was the Social Inclusion examined through the lenses of Governance and Ethnic dimensions. This series of reports continued with the second issue in April 2009, here the main focus was placed on Regional development and Quality of life. Each report was based on the findings of a survey of 1,000 respondents (3000 respondents for the second-Regional report) across the country with financial support from the United Nations Development Programme (UNDP). These reports aim at creating a space for professional, non-partisan, balanced, pragmatic and constructive independent policy research and capacities in the country, with a view to enhance the inclusiveness and evidence based policy making, the quality of governance and ultimately people's lives.

**ABOUT SOCIAL INCLUSION CONCEPT:** Social inclusion defines the values of a society by recognizing the “duty to care” of the government to provide all necessary means for every person to be a part of mainstream society with equal social, economic and/or political opportunities. It also addresses all forms of within-country inequalities. Social inclusion is a response to institutional inefficiencies, which is a long-term process that requires changes in social attitudes and power relations. It also has an operational bias, devising workable policy responses, effectively recognizing that the State has a ‘duty to care’ to include and involve all members of society in political, economic and social processes. Furthermore, social inclusion has to respond to various discriminations such as gender, age, ethnicity or disability, etc.

**ABOUT SEEU:** South-East European University is a higher education institution in its eighth year of operation. From opening its campus in Tetovo in October 2001, it has succeeded in establishing itself as a quality-led, financially sustainable university. It is now regarded as a model for multi-ethnic, multi-lingual higher education in South East Europe. It has succeeded in combining the best of European and US experience, and has continued to benefit from academic collaborations sponsored by the EU Commission and USAID, among other donors. SEEU reaches out to other institutions in promoting research collaboration, exchange of students and staff and its community. [www.seeu.edu.mk](http://www.seeu.edu.mk)