



UREDENA ZEMLJA
Nacionalni program uređenja zemljišnih knjiga i katastra

Land Registry and Cadastre Offices: **User Satisfaction Analysis**

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Results of the research – user satisfaction



Results of the research – user satisfaction – citizens

- Satisfaction of users of Municipal Court land registry offices
- Satisfaction of users of cadastre





Methodology

- The study was conducted in major county Municipal Court land registry offices and cadastre offices
- Survey was conducted by face-to-face interviews in the major county Municipal and cadastral offices, which means that respondents were chosen among users within survey time period. Respondents were selected randomly, in a way that every N user was selected when exiting the facilities.
- The survey was conducted during the period between October 26th and November 9th, 2009.
- 1513 users were interviewed in the Municipal Court land registry offices and 1536 users were interviewed in the cadastral offices.



Sample – Municipal Courts land registry offices

OFFICE	N
ZAGREB	190
RIJEKA	130
ZADAR	125
PULA	108
SPLIT	100
OSIJEK	100
DUBROVNIK	75
ŠIBENIK	75
SLAVONSKI BROT	75
VARAŽDIN	75

OFFICE	N
KARLOVAC	75
VUKOVAR	50
VIROVITICA	50
ČAKOVEC	50
BJELOVAR	50
SISAK	50
KOPRIVNICA	50
POŽEGA	30
GOSPIĆ	30
KRAPINA	25

TOTAL = 1513



□ Sample – Demographic structure of land registry office users

		N	%
Sample		1513	100
Gender	Male	841	55,6
	Female	672	44,4
Age	Up to 30	261	17,3
	31-44	398	26,3
	45-60	562	37,1
	More than 60	292	19,3
Education	Elementary school	145	9,6
	High school	762	50,4
	Faculty	571	37,7
	Unknown	35	2,3



Reason of the arrival at Land registry office

Which service did you need today from this land registry office?

Issuance of title sheet	56			
Registration of change	17			
Correction of address or number of parcel	4			
Confirmation of non-possession of real property	4			
Deleting the mortgage	3			
Registration of mortgage	2			
Registration of subdivision	2			
Registration of an object	2			
Verification of ownership/real property/insight	2			
Registration of condominium co-ownership	1			
Deleting the life-long usufruct	1			
Registration of division or dissolution of co-ownership	1			
Certifications in general	1			
Notation of dispute	1			
Suggestions and complaints	1			
History extract	1			
Other	3			%



Status of the case

What is the status of your case?

- The request has just been submitted
- The case is being processed
- The case has been processed



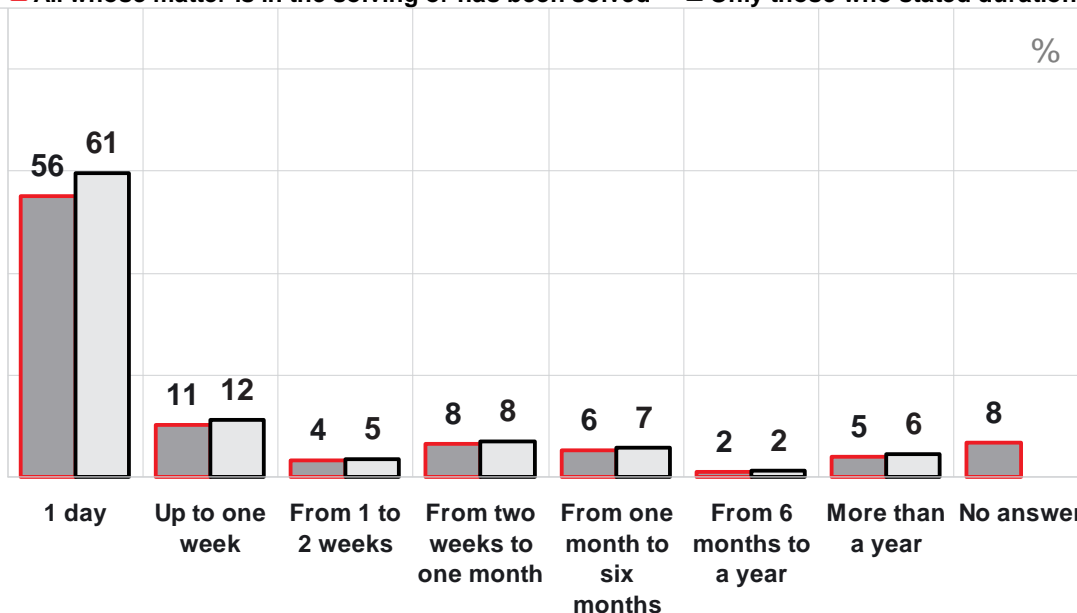
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Duration of the procedure

What is the procedure duration - from its beginning till today in days or months?

- All whose matter is in the solving or has been solved
- Only those who stated duration

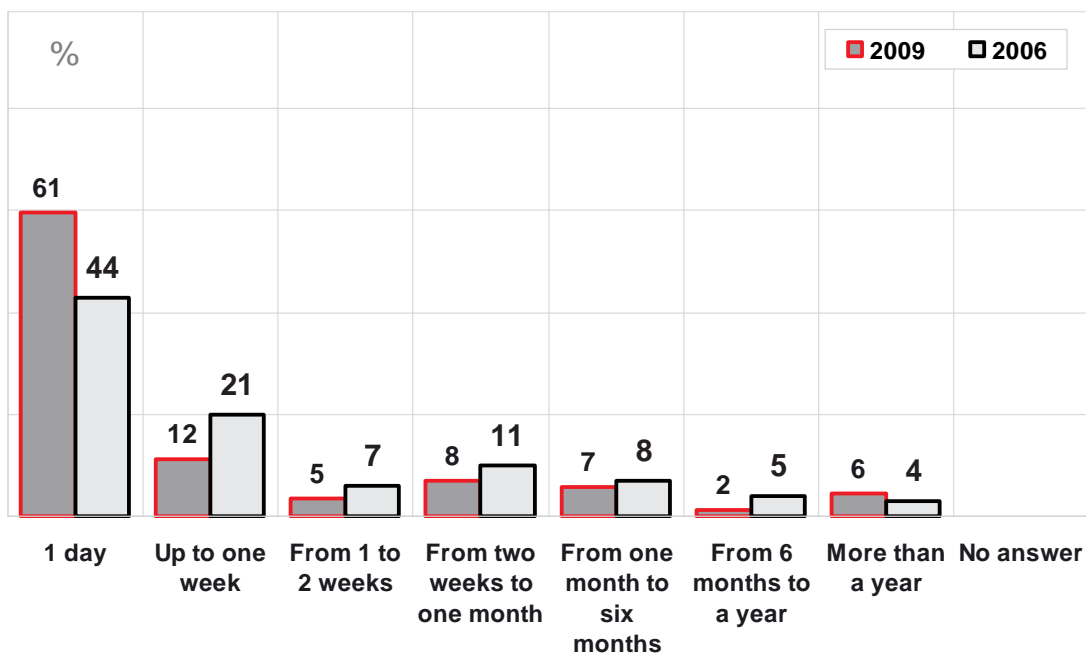


%



Duration of the procedure – comparison with 2006

What is the procedure duration - from its beginning till today in days or months?



Procedure duration by the type of the procedure

	Whole sample	Issuance of title sheet	Registration of change	Correction of address or number of parcel	Confirmation of non-possession of real property	Other	Deleting the mortgage	Registration of subdivision	Registration of mortgage	Verification of ownership/real property/insight	Registration of an object	Registration of condominium co-ownership	Deleting the life-long usufruct	Notation of dispute	Certifications in general	Registration of division or dissolution of co-ownership	History extract	Suggestions and complaints		
N	1073	660	152	41	36	36	29	20	19	16	10	10	10	9	8	7	6	4		
Duration of procedure	1 day	56.0	72	21	32	58	31	31	30	32	50	20	20	10	22	75	14	67	31	
	Up to one week	11.2	7	20	17	19	14	28	15	47	28	10	20	10		14			14	
	From 1 to 2 weeks	04.3	2	8	15	11	8	7	10	11	07	10	10	11		14			08	
	From two weeks to one month	07.5	5	17	12	15	8	14	15	22	19		20		22			17	08	
	From one month to six months	06.2	2	14	12	05	17	14	5	5	19	40	10	40	22	25	14			25
	From 6 months to a year	02.1	1	5	5		3	3		11	6	20	05	20	11					03
	More than a year	05.0	2	14	2	20	8	20	20	5		20	20	10	11	75	29			75
	No answer	07.7	9	1	5	11	11	3	5	11	6	10	05	10	11	25	14	17		11



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For whom the case is being processed

Are you processing this case for yourself, for the legal entity where you work or are you a representative of a party?

■ My private case ■ For the legal person where I work ■ I represent a party



%

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*All respondents, N=1513

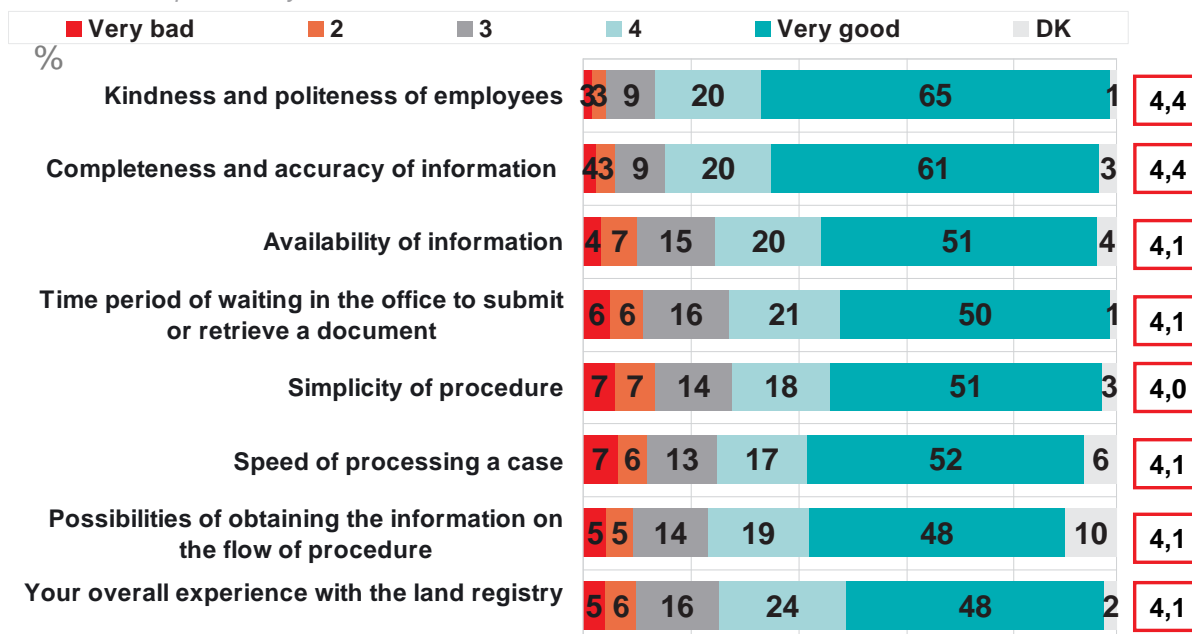
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Satisfaction with the service in the procedure

Please evaluate how satisfied you were with the service provided to you throughout your procedure or the procedure you conducted in this office / cadastral branch office.



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*All respondents, N=1513

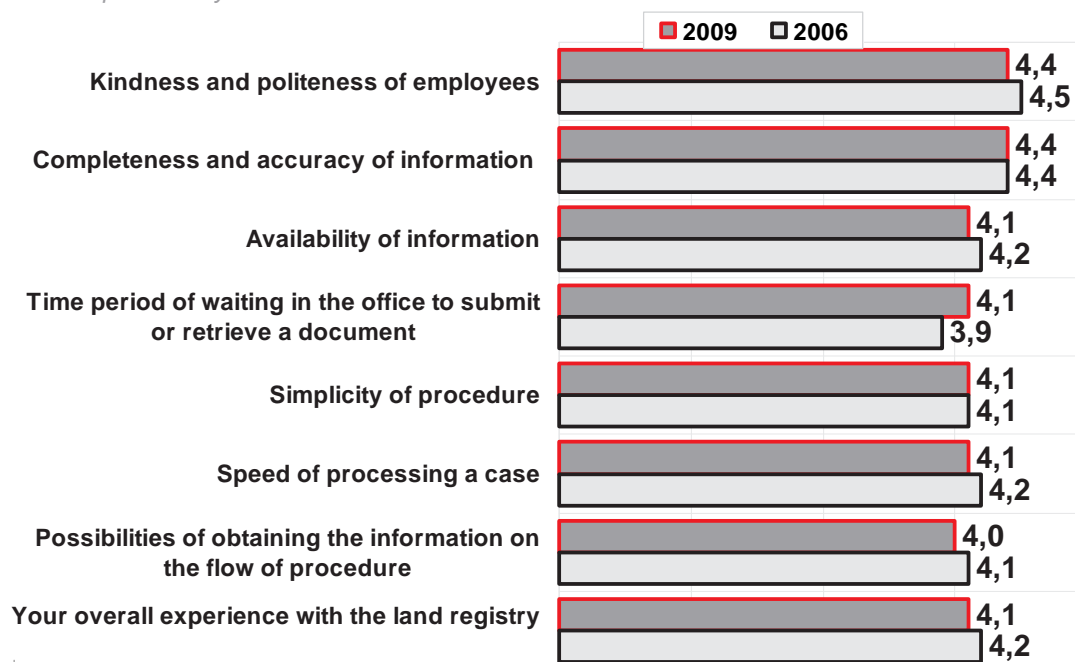
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Satisfaction with the service in the procedure – comparison with 2006

Please evaluate how satisfied you were with the service provided to you throughout your procedure or the procedure you conducted in this office / cadastral branch office.



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*All respondents, N=1513

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Satisfaction with the service in the land registry office procedure

	N	Kindness and politeness of employees	Completeness and accuracy of information	Availability of information	Time period of waiting in the office to submit or retrieve a document	Simplicity of procedure	Speed of processing a case	Possibilities of obtaining the information on the flow of procedure	Your overall experience with the land registry	
Sample	1510	4,4	4,4	4,1	4,1	4,1	4	4	4,1	
Land registry office	ZAGREB	190	3,8	3,6	3	3,3	3,2	3,5	3,2	3,3
	DUBROVNIK	75	4,5	4,6	4,4	4,5	4,5	3,7	4,3	4
	SPLIT	100	3,7	3,8	2,7	3,1	3,1	2,6	3,1	3,1
	ŠIBENIK	75	4,1	3,9	3,4	3,8	3,5	3,4	3,5	3,7
	ZADAR	125	4,4	4,1	3,9	3,8	3,8	3,8	3,7	3,9
	OSIJEK	100	4,9	4,8	4,8	4,3	4,1	4,7	4,4	4
	VUKOVAR	50	4,8	4,8	4,6	4,5	4,4	4,7	4,6	4,5
	VIROVITICA	50	4,6	4,4	4,1	4,2	4,2	4,3	3,8	4,2
	POŽEGA	29	4,8	4,8	4,9	4,6	4,5	4,9	4,7	4,9
	SLAVONSKI BROD	75	4,7	4,7	4,7	4,7	4,7	4,7	4,7	4,7

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Satisfaction with the service according to LR office

		N	Kindness and politeness of employees	Completeness and accuracy of information	Availability of information	Time period of waiting in the office to submit or retrieve a document	Simplicity of procedure	Speed of processing a case	Possibilities of obtaining the information on the flow of procedure	Your overall experience with the land registry
Sample		1510	4,4	4,4	4,1	4,1	4,1	4	4	4,1
Land registry office	ČAKOVEC	50	4,8	4,9	4,8	4,9	4,9	4,9	4,7	4,8
	VARAŽDIN	75	3,9	4,1	3,9	4	4	4,1	3,9	4
	BJELOVAR	50	4,8	4,6	4,7	4,8	4,8	4,5	4,7	4,7
	SISAK	50	5	4,9	4,9	4,9	4,9	4,8	4,7	4,8
	KARLOVAC	74	4,5	4,2	4	4,1	4,2	4	4,1	4,2
	KOPRIVNICA	50	4,8	4,8	4,7	4,7	4,7	4,8	4,6	4,7
	KRAPINA	25	4,8	4,8	4,6	4,7	4,7	4,8	4,4	4,4
	RIJEKA	130	4,8	4,8	4,7	4,5	4,6	4,4	4,6	4,7
	PULA	107	4,2	4,3	3,3	3,7	3,7	3,1	3,3	3,6
GOSPIĆ	30	4,8	4,8	4,3	4,7	4,7	4,5	4,5	4,4	



Satisfaction with the service according to LR office – comparison with 2006

URED	2009.	2006.
POŽEGA	4,9	4,8
ČAKOVEC	4,8	4,5
SISAK	4,8	-
SLAVONSKI BROD	4,7	4,8
BJELOVAR	4,7	4,9
KOPRIVNICA	4,7	-
RIJEKA	4,7	4,7
VUKOVAR	4,5	4,6
KRAPINA	4,4	-
GOSPIĆ	4,4	4,6

URED	2009.	2006.
VIROVITICA	4,2	-
KARLOVAC	4,2	-
DUBROVNIK	4	4,4
OSIJEK	4	
VARAŽDIN	4	4,3
ZADAR	3,9	-
ŠIBENIK	3,7	4,4
PULA	3,6	4
ZAGREB	3,3	2,6
SPLIT	3,1	3,8



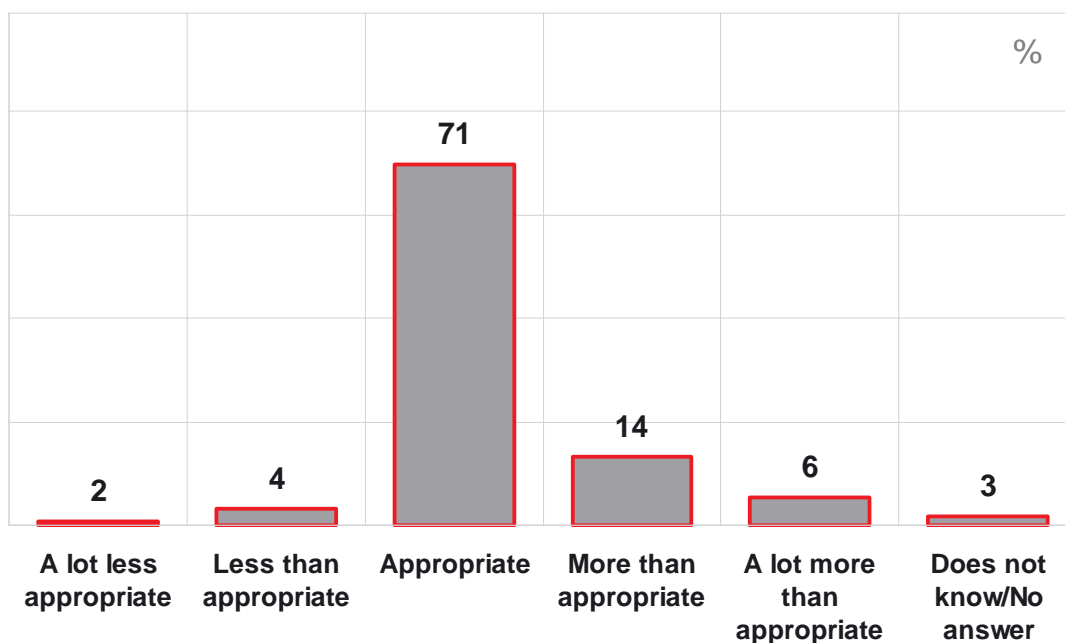
Satisfaction with the service according by demography

		N	Kindness and politeness of employees	Completeness and accuracy of information	Availability of information	Time period of waiting in the office to submit or retrieve a document	Simplicity of procedure	Speed of processing a case	Possibilities of obtaining the information on the flow of procedure	Your overall experience with the land registry
Sample		1510	4,4	4,4	4,1	4,1	4,1	4	4	4,1
Gender	Male	840	4,4	4,4	4,1	4,1	4,1	4,1	4	4,1
	Female	670	4,4	4,4	4	4,1	4	4	4	4,1
Age	Up to 30	261	4,2	4,2	3,9	3,9	3,9	3,9	3,8	3,9
	31-44	396	4,4	4,3	4,1	4,1	4	4	4	4,1
	45-60	562	4,5	4,4	4,1	4,2	4,2	4,1	4,1	4,1
	More than 60	291	4,5	4,3	4	4,2	4,2	4,1	4,1	4,1
Education	Elementary school	145	4,7	4,5	4,4	4,4	4,4	4,4	4,3	4,4
	High school	760	4,5	4,4	4,1	4,1	4,1	4	4	4,1
	Faculty	571	4,3	4,2	3,9	4	4	3,9	3,9	3,9
	Unknown	34	4,4	4,2	4,1	4,1	4	4,1	4	4



Assessment of expenses

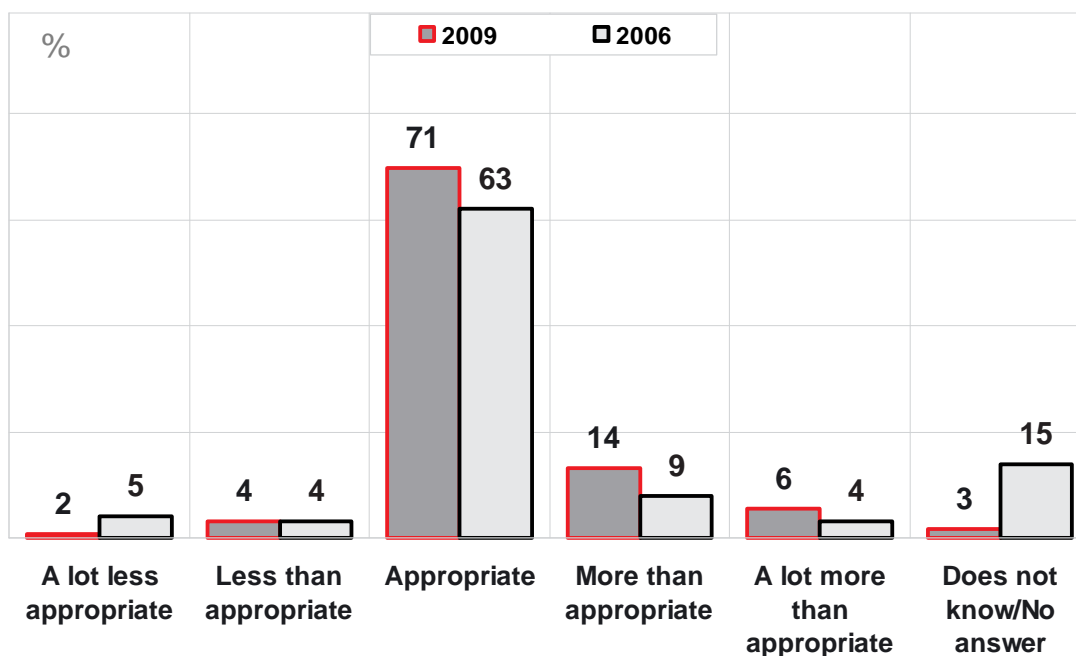
How would you assess the costs you had to cover in this procedure?





Assessment of expenses – comparison with 2006

How would you assess the costs you had to cover in this procedure?



Assessment of expenses

How would you assess the costs you had to cover in this procedure? – by demography

		N	Less than appropriate	Appropriate	More than appropriate	DK/NA
Sample		1513	5,9	70,7	20,8	2,6
Gender	Male	841	7	72	18	3
	Female	672	4	70	24	2
Age	Up to 30	261	7	73	18	2
	31-44	398	6	71	20	3
	45-60	562	6	71	21	2
	More than 60	292	5	68	23	3
Education	Elementary school	145	5	60	25	10
	High school	762	7	71	20	2
	Faculty	571	4	73	21	1
	Unknown	35	6	66	20	9

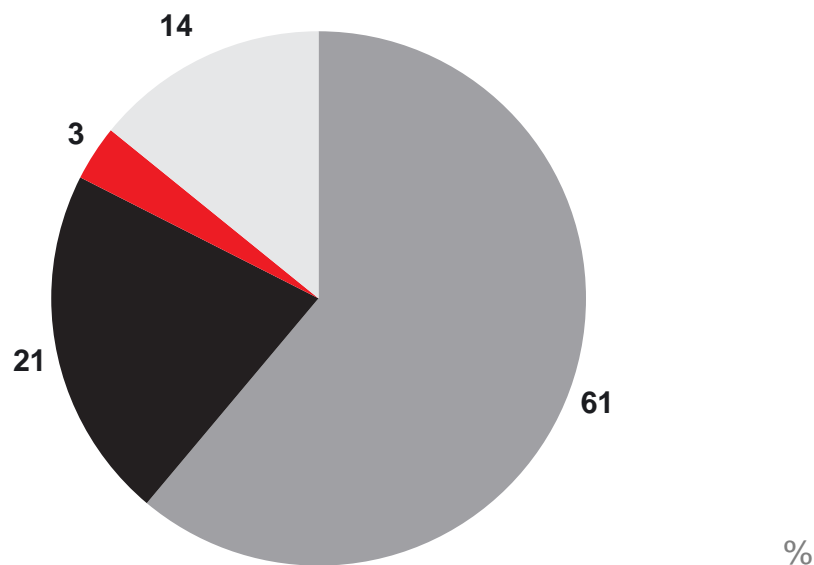


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Assessment of the land register office functioning

Generally speaking, would you say that service quality and land register office functioning in the last few years has been improving, has remained the same, or has worsened?

■ Improving ■ Remained the same ■ Getting worse ■ Does not know



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*All respondents, N=1513

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Assessment of the land register office functioning

Generally speaking, would you say that the service quality and land register office functioning in the last few years has been improving, remained the same or has worsened? - by demography

		N	Improving	The same	Getting worse	Ne zna
Sample		1513	61,1	21,3	3,4	14,1
Gender	Male	841	63	20	3	14
	Female	672	59	22	4	15
Age	Up to 30	261	47	28	3	22
	31-44	398	60	22	3	15
	45-60	562	68	17	4	11
	More than 60	292	63	22	2	12
Education	Elementary school	145	57	23	3	17
	High school	762	59	23	3	15
	Faculty	571	65	19	4	12
	Unknown	35	51	14	11	23

*All respondents, N=1513

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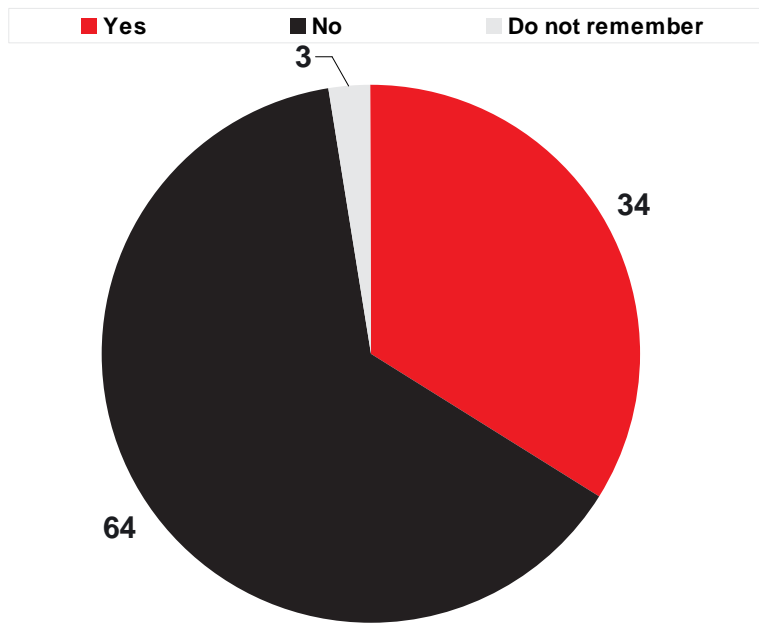
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Familiarity with the brochure

Have you ever seen a brochure which explains the role of the cadastre and land register office, the real property registration processes, and all of the documentation necessary to register ownership or change some data?



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Familiarity with the brochure

How would you describe the clarity and information provided in the brochure? - by demography

		N	Yes	No	Do not remember
Sample		1513	34	63,5	2,6
Gender	Male	841	33	64	3
	Female	672	35	63	2
Age	Up to 30	261	36	62	2
	31-44	398	42	56	3
	45-60	562	32	65	2
	More than 60	292	24	72	4
Education	Elementary school	145	12	84	4
	High school	762	22	75	3
	Faculty	571	55	43	2
	Unknown	35	46	46	9



Assessment of clarity of the brochure

How would you describe the clarity and information provided in the brochure?



Assessment of clarity of the brochure

How would you describe the clarity and information provided in the brochure? – by demography

		N	Bad / dissatisfying	Good	Very good/Excellent	Don't know
Sample		514	11,9	34,6	47,1	6,4
Gender	Male	281	11	35	49	6
	Female	233	13	35	45	7
Age	Up to 30	95	13	33	47	7
	31-44	166	8	30	54	7
	45-60	182	13	39	43	5
	More than 60	71	17	37	39	7
Education	Elementary school	17	24	35	35	6
	High school	167	13	36	46	5
	Faculty	314	10	34	48	7
	Unknown	16	19	31	50	



Main results of the survey – satisfaction of land registry users – citizens

- By changing the methodology i.e. means of obtaining data we have gained insight into the demographic structure of the users of municipal court land registry offices. The data indicates that users of municipal court land registry offices are somewhat more frequently male (56%), than female (44%). Also, respondents between the age of 30 and 60 have to a somewhat larger extent visited municipal court land registry offices. The structure of municipal court land registry office users differs significantly from the population structure; the proportion of male respondents is higher than in the general population, and so is the proportion of highly educated citizens.
- The highest percentage of citizens, 56%, visited land registry offices in order to obtain land registration files. Around 17% came to register ownership transfer. Other services were less frequent.
- At the day of conducting the survey almost half of the users solved the cases which were the purpose of their visit to the land registry office, around 29% had just filed requests, whereas for 20% of users cases were being processed.
- Most cases (56%) that were solved or were in the procedure were settled in one day. 11% of cases were solved within a week. When compared to the previous survey, there are now more cases solved in one day. As we expected, the promptness of solving cases is related to the purpose of users' visits to the land registry. Simpler cases, like obtaining title deeds or certificates were settled in one day. Various ownership transfer procedures had different durations, which is probably a reflection of their various degrees of complexity.
- 8% of users visited the land registry office for matters related to their own real property, 9% came on behalf of a legal entity they work for and another 9% as representatives of their clients.



Main results of the survey – satisfaction of land registry users – citizens

- Users were also asked to evaluate their satisfaction with particular aspects of the services provided during procedures. The greatest satisfaction was expressed with respect to helpful personnel and the quality of the information they provided. The average score for both of these items on a scale of 1 to 5 is 4,4. Respondents are to a large extent satisfied with other segments as well – average score of other aspects is approximately 4. A relatively small number of users express negative attitudes towards certain services; between 5% and 15% say that they had bad experiences. Overall satisfaction with their experiences with the land registry was rated as very good. The general score of satisfaction is somewhat lower than in the previous survey, but this difference was primarily caused by different methods of obtaining data. The current method of obtaining data enables a higher degree of objectivity i.e. a lower degree of prejudice in selecting users, as well as a lower degree of positive selection. Some land registries were represented by an insufficient number of users, thus making comparisons impossible. In most land registry offices we notice similar trends where helpful personnel and accurate information receive scores higher than or similar to the general evaluation of land registry offices. When analyzing data according to particular demographic characteristics we notice that younger users are somewhat more critical, whereas older users and users with lower levels of education give somewhat higher scores.
- A large majority of users consider procedure costs to be appropriate; 71% say that the costs are appropriate, 20% that they are more than appropriate, whereas 6% that they are less than appropriate. This is not surprising if we take into consideration the rise in the standard of living on the one hand, and the costs of services that have not been changed in the past three years on the other.



Main results of the survey – satisfaction of land registry users –

- One important indicator of the Project's success is the citizens' perception of the services and performance of land registry offices: whether their quality has over the past few years improved, worsened or remained the same. Almost 2/3 of land registry users believe that the situation has improved, whereas 1/5 believe that it has remained the same. A small number believe that the situation is worsening. Younger persons somewhat less frequently mention progress, and more frequently stagnation.
- Around 1/3 of users have noticed the brochure. These are somewhat more frequently persons of higher education. The average score of the brochure is 3,5. Around 35% of users that have noticed the brochure say that the information it provides is clear, whereas 31% say it is very good. 16% say the brochure is excellent. Persons with lower levels of education have had somewhat more difficulty understanding the brochure.



Results of the research – user satisfaction – citizens

- Satisfaction of users of Municipal Courts land register departments
- Satisfaction of users of cadastre





☐ Sample- cadastral offices

OFFICE	N
ZAGREB	190
ZADAR	125
PULA	125
SPLIT	120
OSIJEK	120
VARAŽDIN	95
ŠIBENIK	78
DUBROVNIK	75
SLAVONSKI BROD	75
KARLOVAC	75

OFFICE	N
RIJEKA	73
VUKOVAR	50
VIROVITICA	50
ČAKOVEC	50
BJELOVAR	50
SISAK	50
KOPRIVNICA	50
POŽEGA	30
GOSPIĆ	30
KRAPINA	25



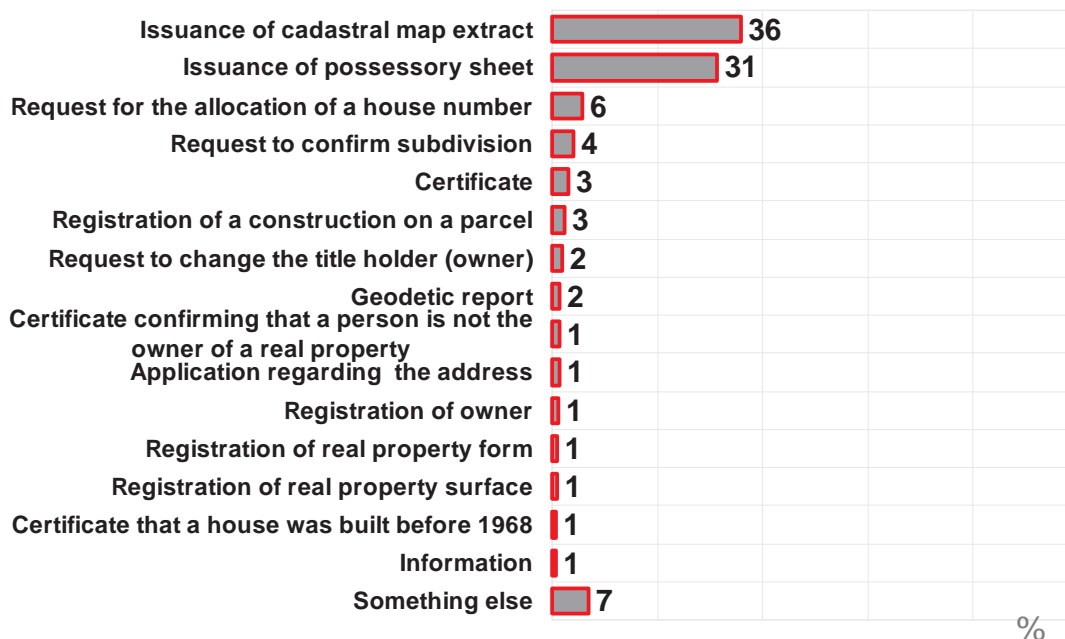
☐ Sample – Demographic structure of cadastre users

		N	%
Sample		1536	100%
Gender	Male	904	58,9
	Female	632	41,1
Age	Up to 30	230	15,0
	31-44	427	27,8
	45-60	599	39,0
	More than 60	280	18,2
Education	Elementary school	172	11,2
	High school	801	52,1
	Faculty	543	35,4
	Unknown	20	1,3



Reason for coming to the cadastral office

Which service did you need today from this cadastral office?



Status of the case

What is the status of your case?

- The request has just been submitted
- The case is being processed
- The case has been processed



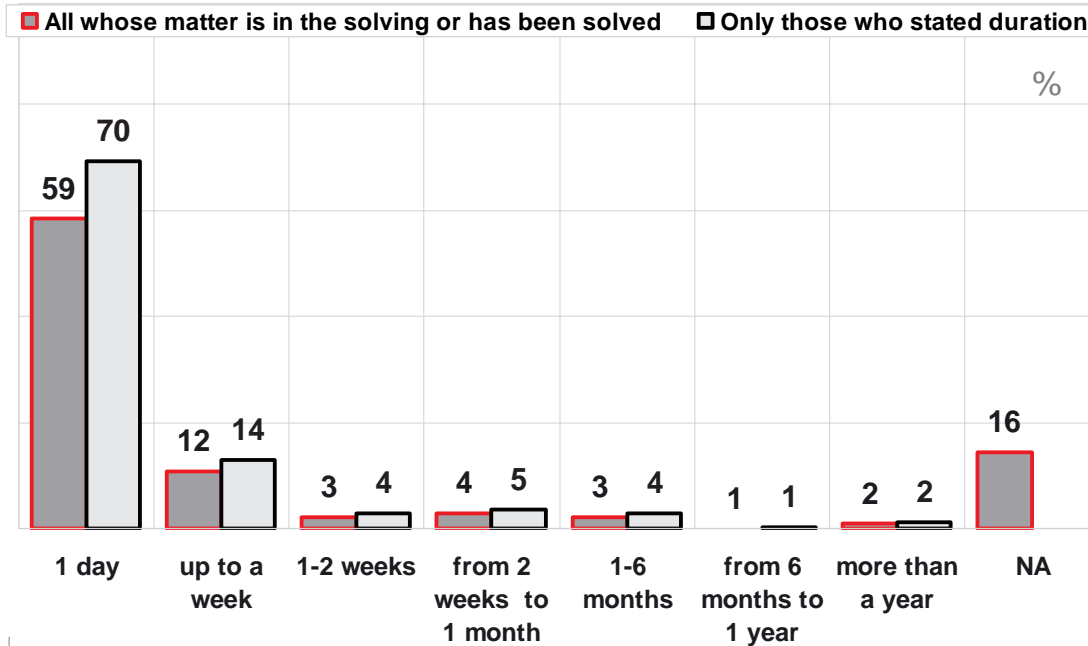
%



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Duration of the procedure

What is the procedure duration – from its beginning until today, in days or months (if the case has been processed, then until the day it was resolved)?



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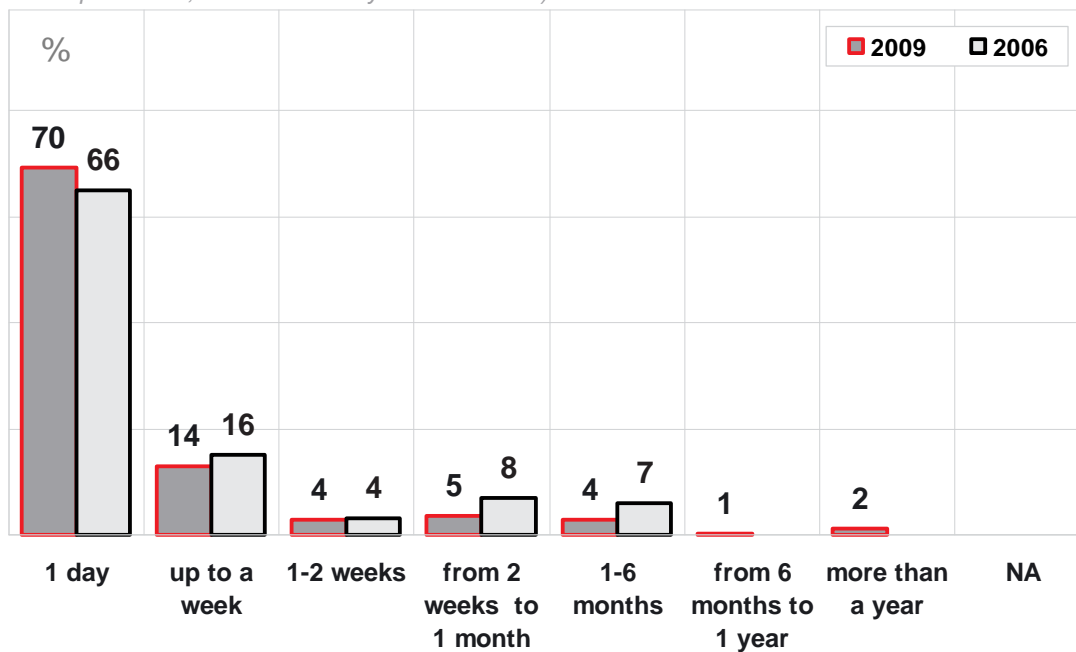
* Only respondents whose matter is in the solving or has been solved, N=1092 37



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Duration of the procedure – comparison with 2006

What is the procedure duration – from its beginning until today, in days or months (if the case has been processed, then until the day it was resolved)?



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* Only respondents whose matter is in the solving or has been solved, N=1092 38



Duration of the procedure according to the type of procedure

	Sample	Issuance of cadastral map extract	Issuance of possessor sheet	Request for the allocation of a house number	Request to confirm subdivision	Certificate	Registration of a construction on a parcel	Request to change the title holder (owner)	Geodetic report	Certificate confirming that a person is not the owner of a real property	Application regarding the address	Registration of owner	Registration of real property form	Registration of real property surface	Certificate that a house was built before 1968	Information	Something else		
N	1092	389	388	60	37	32	21	20	18	17	12	11	10	9	8	4	56		
Duration of procedure	1 day	59,4	71	59	57	46	59	24	55	17	94	8	36	20	44	13	75	43	
	Up to one week	11,8	6	14	22	22	13	14	25	22	6	25	9	20	13	13	25	11	
	From 1 to 2 weeks	3,2	1	3	2	19	9	19	11	11		8		9	11	50		5	
	From two weeks to one month	3,8	2	1	11	11	6	14	11	11	30	25	27	30	11	13		13	
	From one month to six months	3,2	1	2	8	8	3	10	22	22	10	17	9	10	22			13	
	From 6 months to a year	1,1	1	2	2	3	2	5											
	More than a year	1,9	1	2	3	3	6	5		6	10	8		10				4	
	No answer	15,5	17	18	18	8	3	10	20	11	10	8	18	10	11	13	20	13	



For whom the case is being processed

Are you processing this case for yourself, for the legal entity where you work or are you a representative of a party?

- This is my private case
- I am processing this for the legal person where I work
- I represent a party



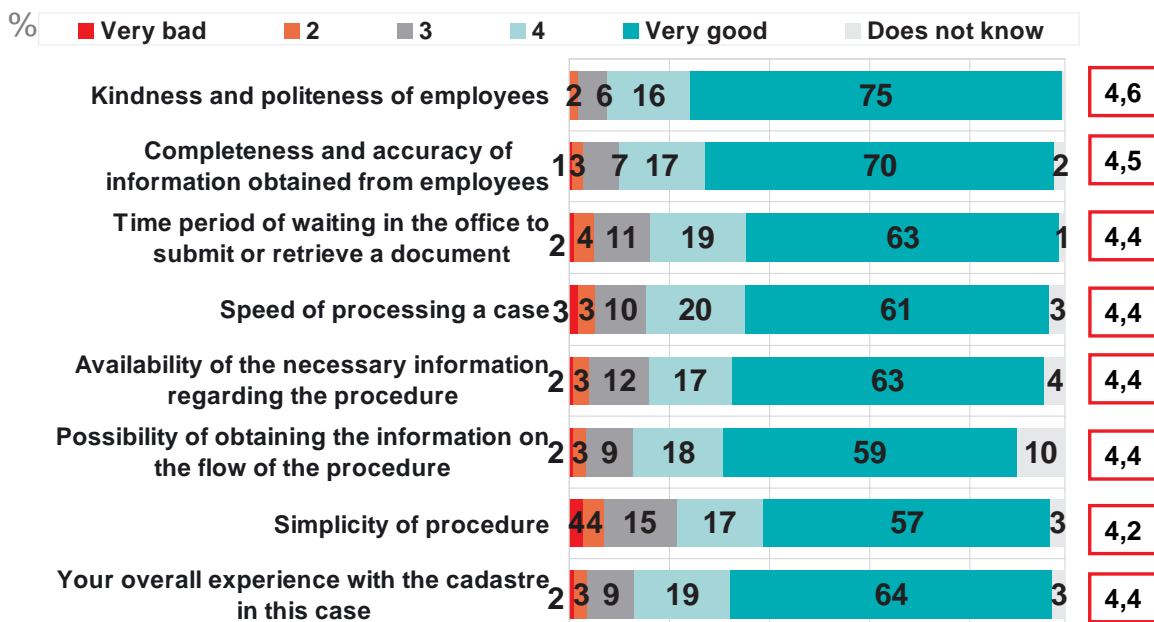
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UREDENA ZEMLJA
Nacionalni program sređivanja zemljišnih knjiga i katastra

Satisfaction with the service provided in the cadastre

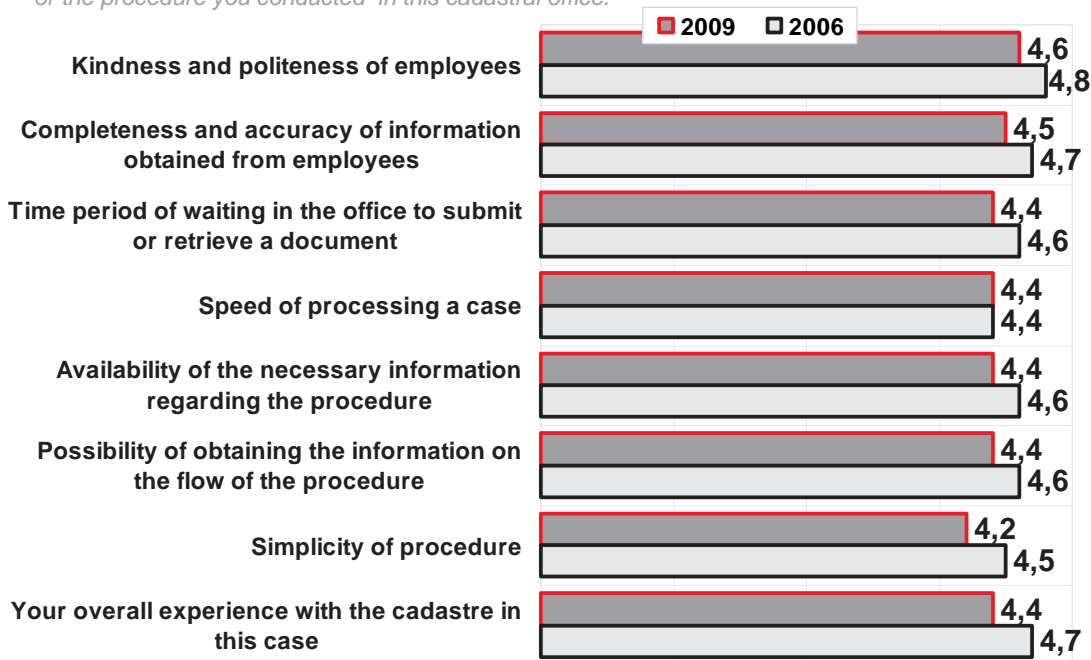
Please describe how satisfied you were with the service provided to you throughout your procedure or the procedure you conducted in this cadastral office.



UREDENA ZEMLJA
Nacionalni program sređivanja zemljišnih knjiga i katastra

Satisfaction with the service provided in the cadastre – comparison with 2006

Please describe how satisfied you were with the service provided to you throughout your procedure or the procedure you conducted in this cadastral office.





Satisfaction with the service provided in the cadastre

		N	Kindness and politeness of employees	Completeness and accuracy of information obtained from employees	Time period of waiting in the office to submit or retrieve a document	Speed of processing a case	Availability of the necessary information regarding the procedure	Possibility of obtaining the information on the flow of the procedure	Simplicity of procedure	Your overall experience with the cadastre in this case
Sample		1536	4,6	4,5	4,4	4,4	4,4	4,4	4,2	4,4
Cadastre office	ZAGREB	189	4,7	4,7	4,4	4,5	4,5	4,6	4,4	4,5
	DUBROVNIK	75	4,5	4,4	3,6	3,8	3,8	3,8	3,6	4
	SPLIT	120	4	4	3,9	3,8	4	3,9	3,9	3,9
	ŠIBENIK	78	4,7	4,6	4,7	4,6	4,5	4,5	4,3	4,6
	ZADAR	125	4,7	4,7	4,3	4,5	4,4	4,5	4,3	4,4
	OSIJEK	120	4,8	4,7	4,4	4,6	4,5	4,5	4,2	4,6
	VUKOVAR	50	4,9	4,8	5	5	4,7	4,8	4,7	4,9
	VIROVITICA	50	4,8	4,8	4,4	4,6	4,8	4,8	4,5	4,7
	POŽEGA	30	4,6	4,7	4,4	4,3	4,4	4,4	4,1	4,2
	SLAVONSKI BROD	75	4,9	4,8	4,8	4,7	4,8	4,8	4,8	4,8



Satisfaction with the service provided in the cadastre

		N	Kindness and politeness of employees	Completeness and accuracy of information obtained from employees	Time period of waiting in the office to submit or retrieve a document	Speed of processing a case	Availability of the necessary information regarding the procedure	Possibility of obtaining the information on the flow of the procedure	Simplicity of procedure	Your overall experience with the cadastre in this case
Sample		1536	4,6	4,5	4,4	4,4	4,4	4,4	4,2	4,4
Cadastre office	ČAKOVEC	50	5	4,9	4,8	4,8	4,8	4,9	4,7	4,8
	VARAŽDIN	95	4,9	4,8	4,7	4,8	4,6	4,6	4,5	4,7
	BJELOVAR	50	5	5	4,9	5	5	5	5	5
	SISAK	49	4,7	4,5	4,5	4,4	4,3	4,4	4,2	4,5
	KARLOVAC	75	4,2	4	4,3	3,9	3,7	3,8	3,3	4
	KOPRIVNICA	50	4,8	4,6	4,4	4,5	4,7	4,6	4	4,6
	KRAPINA	25	4,7	4,6	4,6	4,6	4,6	4,6	4,5	4,5
	RIJEKA	73	4,2	4,1	3,8	4	3,9	3,9	3,8	3,9
	PULA	124	4,4	4,2	4,1	3,5	4,2	4,2	4	4,2
GOSPIĆ	30	5	4,9	4,7	4,9	4,8	5	4,7	4,9	



Satisfaction with the service provided in the cadastre – comparison with 2006

OFFICE	2009.	2006.
BJELOVAR	5	4,6
VUKOVAR	4,9	4,9
GOSPIĆ	4,9	-
SLAVONSKI BROD	4,8	4,9
ČAKOVEC	4,8	4,6
VIROVITICA	4,7	4,9
VARAŽDIN	4,7	4,8
ŠIBENIK	4,6	-
OSIJEK	4,6	4,7
KOPRIVNICA	4,6	4,8

OFFICE	2009.	2006.
ZAGREB	4,5	4,4
SISAK	4,5	4,7
KRAPINA	4,5	4,7
ZADAR	4,4	4,8
POŽEGA	4,2	4,8
PULA	4,2	4,2
DUBROVNIK	4	4,5
KARLOVAC	4	4,8
SPLIT	3,9	4,6
RIJEKA	3,9	3,9



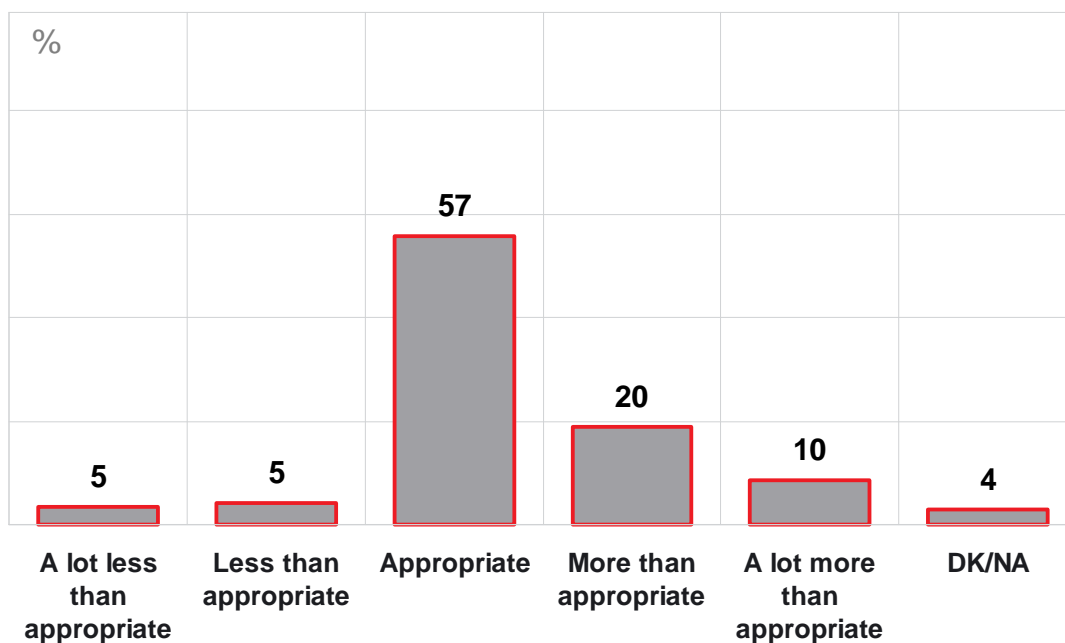
Satisfaction with the service provided in the cadastre by demography

		N	Kindness and politeness of employees	Completeness and accuracy of information	Availability of information	Time period of waiting in the office to submit or retrieve a document	Simplicity of procedure	Speed of processing a case	Possibilities of obtaining the information on the flow of procedure	Your overall experience with the land registry
Sample		1536	4,6	4,5	4,4	4,4	4,4	4,4	4,2	4,4
Gender	Male	901	4,6	4,5	4,4	4,4	4,4	4,4	4,2	4,4
	Female	632	4,6	4,5	4,4	4,4	4,4	4,4	4,2	4,4
Age	Up to 30	230	4,6	4,5	4,3	4,5	4,4	4,4	4,3	4,5
	31-44	427	4,6	4,5	4,4	4,4	4,4	4,4	4,3	4,4
	45-60	597	4,7	4,6	4,4	4,4	4,5	4,5	4,2	4,5
	More than 60	279	4,6	4,5	4,3	4,3	4,4	4,4	4,2	4,4
Education	Elementary school	172	4,6	4,6	4,5	4,4	4,6	4,6	4,5	4,6
	High school	800	4,6	4,5	4,4	4,4	4,4	4,4	4,2	4,4
	Faculty	541	4,6	4,5	4,3	4,3	4,4	4,4	4,2	4,4
	Unknown	20	4,6	4,6	4,1	4,4	4,4	4,3	4,2	4,4



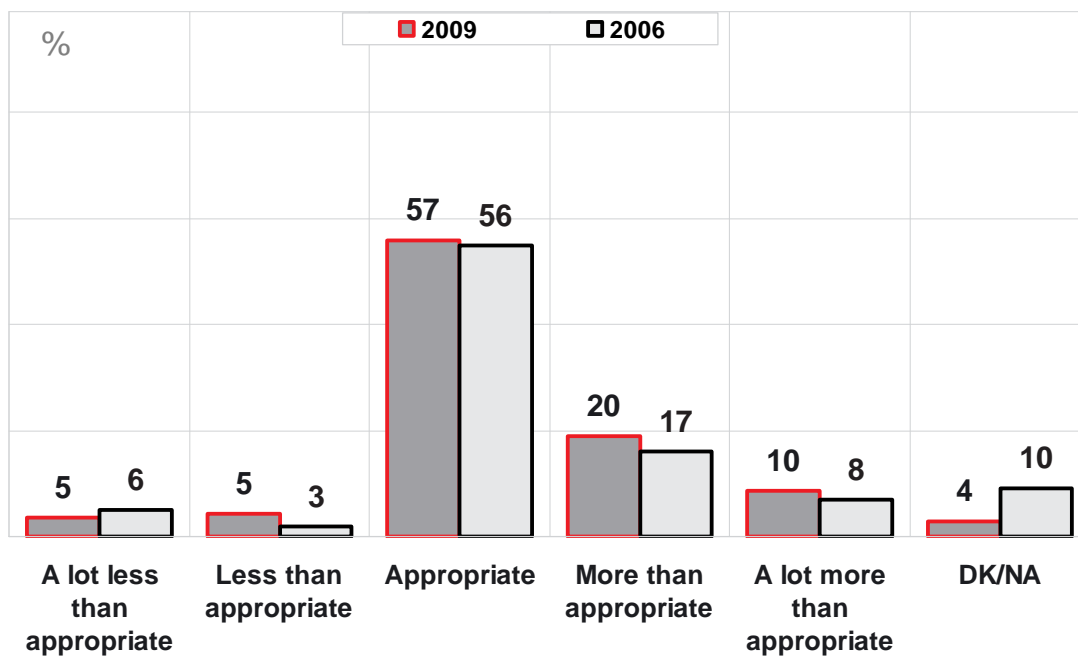
Assessment of expenses

How would you assess the expenses you had to cover in this procedure?



Assessment of expenses – comparison with 2006

How would you assess the expenses you had to cover in this procedure?





Assessment of expenses

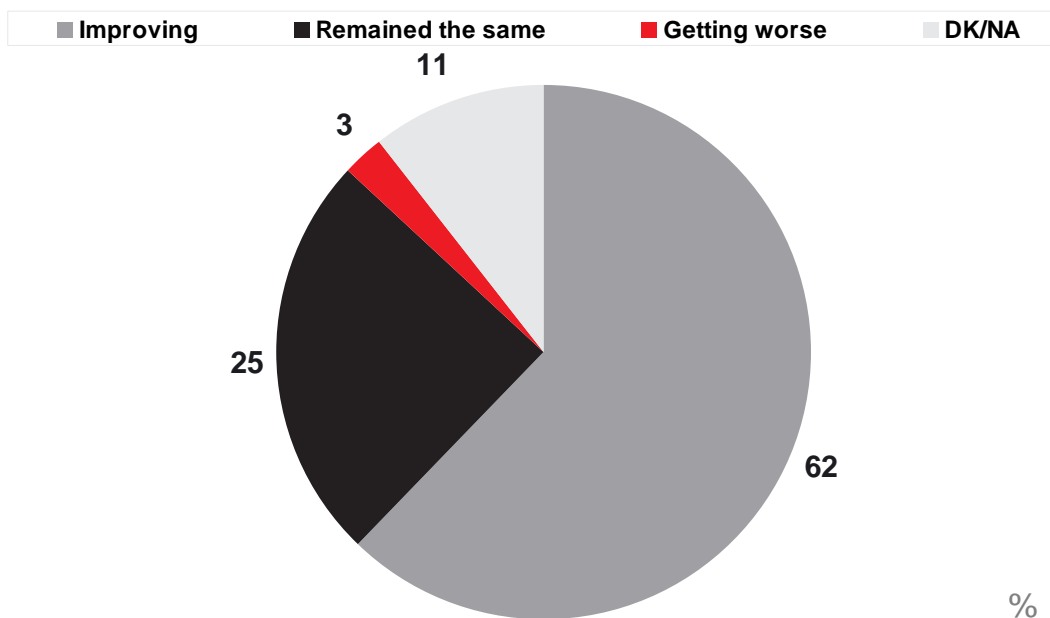
How would you assess the expenses you had to cover in this procedure? - bydemography

		N	Less than appropriate	Appropriate	More than appropriate	DK/NA
Sample		1536	9,7	56,8	29,6	3,9
Gender	Male	904	9	58	29	4
	Female	632	11	55	30	4
Age	Up to 30	230	11	65	22	3
	31-44	427	10	56	30	5
	45-60	599	9	57	31	3
	More than 60	280	10	51	33	6
Education	Elementary school	172	15	49	33	3
	High school	801	11	55	30	3
	Faculty	543	6	60	29	5
	Unknown	20	5	75	10	10



Assessment of cadastre functioning

Generally speaking, would you say that the service quality and cadastre functioning in last few years has been improving, has remained the same or has worsened?





Assessment of cadastre functioning

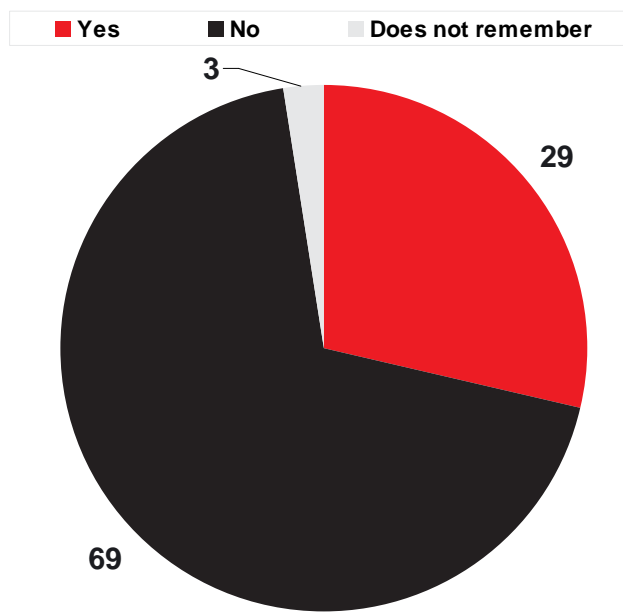
Generally speaking, would you say that the service quality and cadastre functioning in the last few years has been improving, has remained the same or has worsened?- by demography

		N	Improving	The same	Geeting worse	Ne zna
Sample		1536	62,2	24,7	2,6	10,5
Gender	Male	904	64	25	2	9
	Female	632	60	24	3	13
Age	Up to 30	230	50	35	1	13
	31-44	427	64	22	2	11
	45-60	599	65	23	3	9
	More than 60	280	62	24	4	11
Education	Elementary school	172	56	28	3	13
	High school	801	63	24	2	10
	Faculty	543	64	24	2	10
	Unknown	20	30	45	5	20



Familiarity with the brochure

Have you ever seen a brochure which explains the role of cadastre and land register department, the real property registration process, and all of the documentation necessary to register ownership or change some data?





Familiarity with the brochure

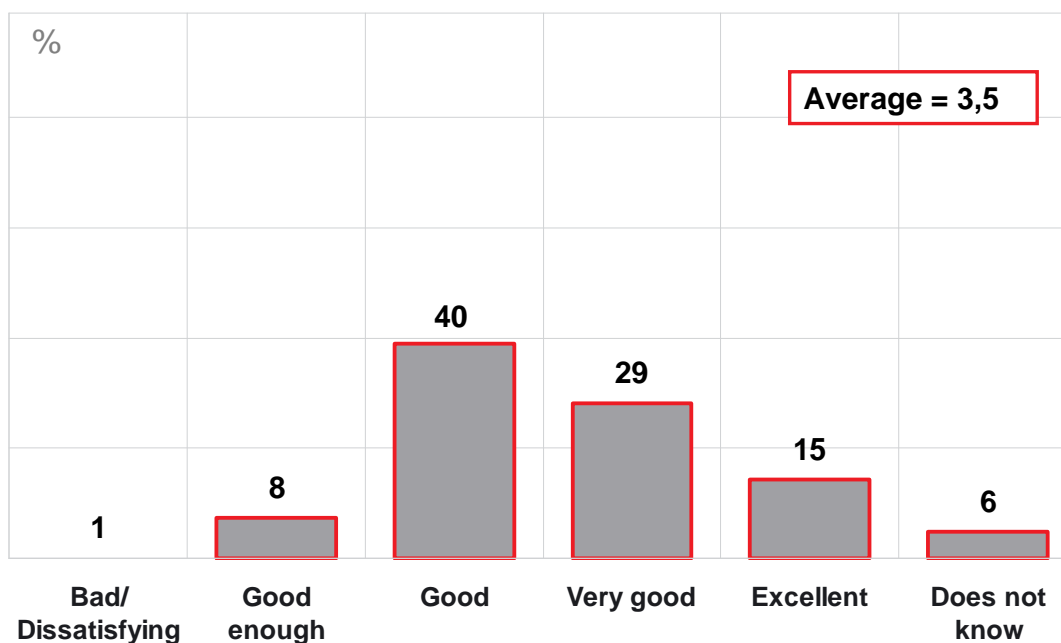
Have you ever seen a brochure which explains the role of cadastre and land register department, the real property registration process, and all of the documentation necessary to register ownership or change some data? - by demography

		N	Yes	No	Do not remember
Sample		1536	28,6	68,8	2,6
Gender	Male	904	30	67	3
	Female	632	26	72	3
Age	Up to 30	230	31	67	2
	31-44	427	33	66	2
	45-60	599	29	69	2
	More than 60	280	19	75	5
Education	Elementary school	172	14	82	4
	High school	801	21	76	2
	Faculty	543	43	55	1
	Unknown	20	45	30	25



Assessment of clarity of the brochure

How would you describe the clarity and information provided in the brochure?





		N	Bad/ dissatisfying	Good	Very good/Excellent	Don't know
Sample		439	9,6	40,1	44,4	5,9
Spol	Male	275	10	42	44	4
	Ženski	164	9	37	45	9
Dob	Do 30 godina	71	6	37	51	7
	Od 31 do 44 godina	139	11	37	47	6
	Od 45 do 60 godina	175	9	42	44	5
	Više od 60 godina	54	13	48	31	7
Obrazovanje	Osnovna škola	24	17	46	33	4
	Srednja škola	171	9	43	44	4
	Viša škola/Fakultet	235	9	38	45	7
	Nepoznato	9		22	67	11



Main results of the survey – satisfaction of cadastre users – citizens

- Identical to the part of the survey dealing with land registries, we gained insight into the demographic structure of cadastre users by changing the methodology, that is, means of obtaining data. The obtained data shows that cadastre users are somewhat more frequently male (59%), than female (41%). Also, respondents between the age of 30 and 60 have to a somewhat larger extent visited cadastre offices. Identical to land registry offices, the structure of cadastre office users is significantly different from the population structure, the proportion of male users is larger than it is in the general population, and so is the proportion of highly educated citizens.
- A relative majority of citizens, 36%, visited the cadastre in order to obtain extracts from cadastral maps, around 31% to obtain property deeds. Other services were represented to a lesser extent.
- At the day of conducting the survey more than half of the users solved the cases which were the purpose of their visit to the cadastre, around 29% had merely filed requests, whereas for 14% of users cases were being processed.
- Most cases (59%) that were solved or were in the procedure were settled in one day. 12% were solved within a week. When compared to the previous survey, there are now more cases solved in one day. As we expected, the promptness of solving cases is related to the purpose of users' visits to the cadastre. Simpler cases, like obtaining cadastral map extracts or property deeds, were settled in one day.
- 80% of users visited cadastre offices for matters related to their own real property, 13% came on behalf of a legal entity they work for, whereas 7% came as representatives of their clients.



Main results of the survey – satisfaction of cadastre users – citizens

- As with land registry offices, cadastre users were asked to evaluate their satisfaction with respect to particular aspects of services provided during procedures. On average, level of satisfaction is somewhat higher than it is for land registries. Users are most satisfied with the helpful personnel and the quality of information they received. They are to a great extent satisfied with other segments, the average score of which is approximately 4. A relatively small number of users have negative attitudes towards particular services; around 5% report having bad experiences. Overall satisfaction with the users' experiences with cadastre offices are rated as very good. The general score of satisfaction is somewhat lower than in the previous survey, but this difference was primarily caused by different methods of obtaining data. The current method of obtaining data enables a higher degree of objectivity, that is, a lower degree of prejudice in selecting users, as well as a lower degree of positive selection. In both surveys we notice identical trends and similar evaluations of performance in particular offices. Some cadastre offices were represented by an insufficient number of users, thus making comparisons impossible. In most offices we notice that helpful personnel and providing complete information received scores higher or similar to the general evaluation of the cadastre.
- To a great majority of users procedure costs are appropriate, 30% say that they are more than appropriate, whereas 10% say they are less than appropriate. In relation to the previous survey we do not notice differences in the perception of costs.



Main results of the survey – satisfaction of cadastre users – citizens

- Around 62% of cadastre users believe that the situation is improving, whereas ¼ believe that it remains the same. A small number of users believe that the situation is worsening. Younger persons somewhat less frequently mention progress, and more frequently stagnation.
- A little less than 1/3 of users have noticed the brochure. These are somewhat more frequently persons of higher education. The average score of the brochure is 3,5. To 40% of users who have noticed the brochure the information it provides is clear, whereas 29% consider it very good. 15% say that it is excellent. Persons with lower levels of education have had somewhat more difficulty understanding the brochure.



Research results – user satisfaction – legal entities

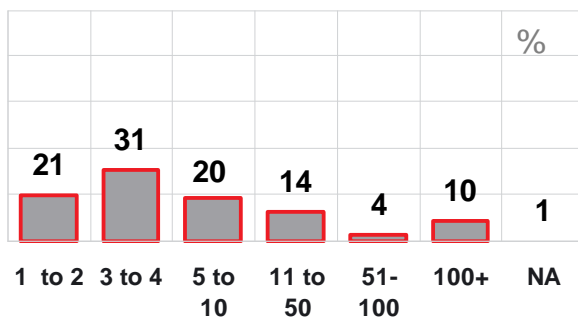
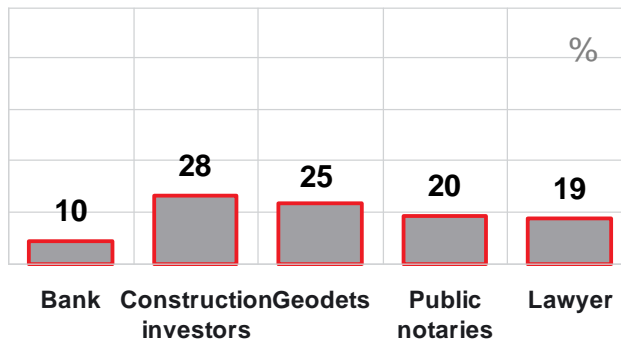
- Satisfaction of users of cadastre
- Satisfaction of users of Municipal Court land registry offices
- Project “Organized land”



Methodology

- Research included 102 legal entities in total.
- Sample included 28 construction investors; 25 licensed surveyors; 20 public notaries, 19 lawyers and 10 banks.
- Lists of potential participants for public notaries and lawyers were partly given by DGU, and partly collected from official chamber information
- Base of banks and construction investors has been created by Puls, based on information taken from database of companies

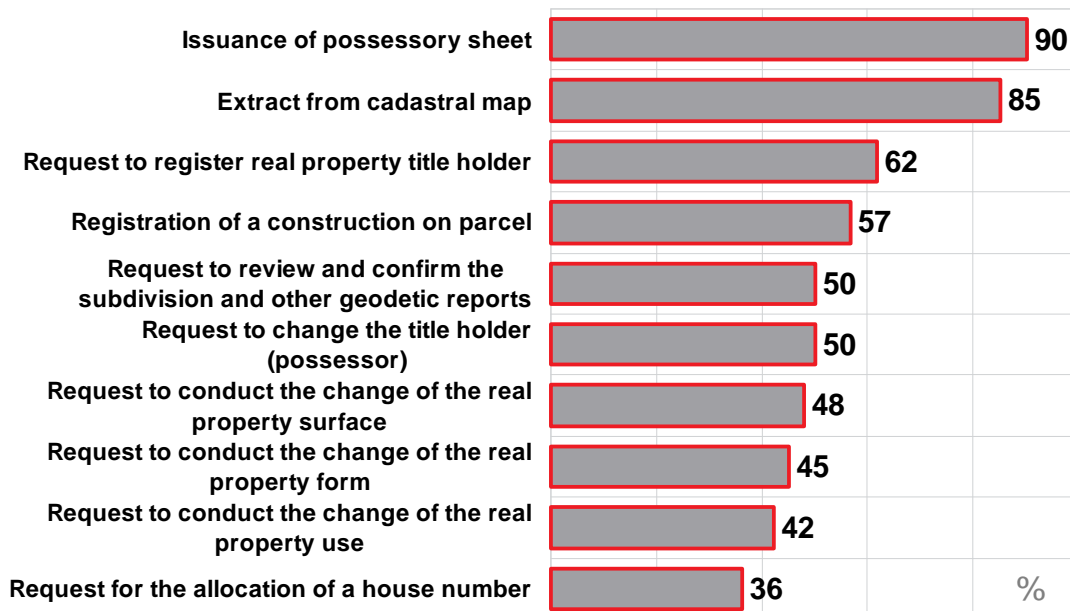
Legal entity type



Number of employees

Use of cadastre services

I will read out some services provided by cadastre and I would like you to tell me for each of these services whether your legal entity/firm uses this service ?





Use of cadastre services

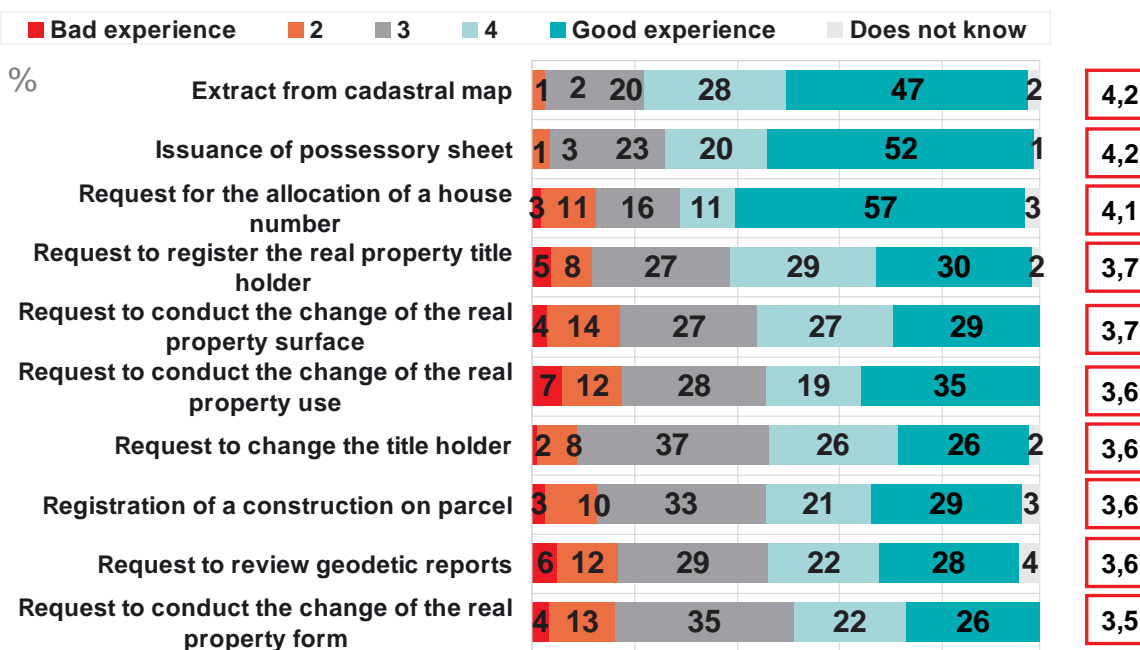
I will read out some services provided by cadastre and I would like you to tell me for each of these services whether your legal entity/firm uses this service? - according to the type of legal entity

	N	Issuance of possessory sheet	Extract from cadastral map	Request to register real property title holder	Registration of a construction on parcel	Request to review and confirm the subdivision and other geodetic reports	Request to change the title holder (possessor)	Request to conduct the change of the real property surface	Request to conduct the change of the real property form	Request to conduct the change of the real property use	Request for the allocation of a house number	
Sample	102	90,2	85,3	61,8	56,9	50	50	48	45,1	42,2	36,3	
Legal entity	Bank	10	90	80	50	20	20	30	30	20	10	50
	Construction investors	28	82	79	46	57	46	39	36	29	21	46
	Licensed geodetic company	25	100	100	68	92	100	64	100	88	96	60
	Public notary	20	80	65	55	30	10	45	20	20	25	20
	Lawyer	19	100	100	89	58	47	63	37	53	37	26



Satisfaction with services

Now I would like to ask you to grade the experience you have had with each of the service that your legal entity frequently uses.

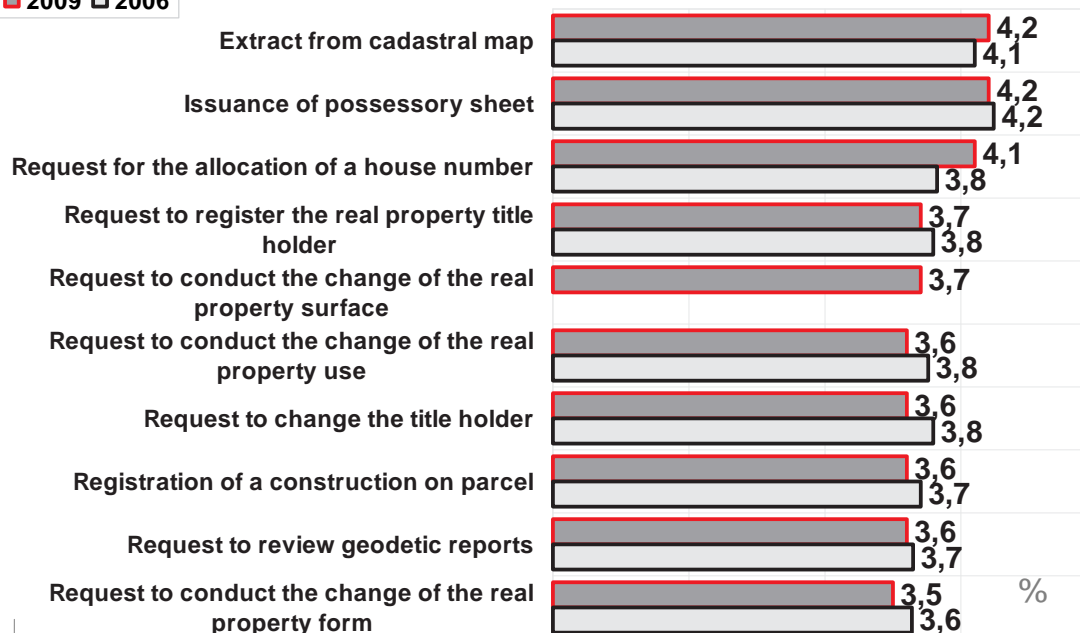




Satisfaction with services – comparison with 2006

Now I would like to ask you to grade the experience you have had with each of the service that your legal entity frequently uses.

■ 2009 □ 2006



Satisfaction with services

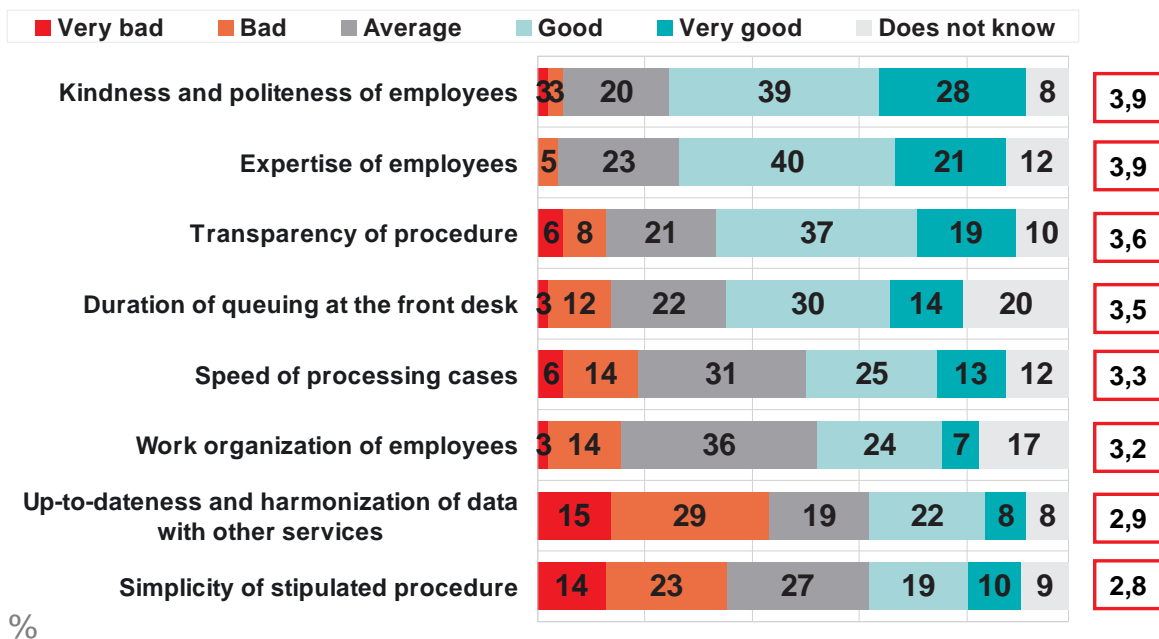
Now I would like to ask you to grade the experience you have had with each of the service that your legal entity frequently uses – by the type of legal entity

		N	Extract from cadastral map	Issuance of possessory sheet	Request for the allocation of a house number	Request to register the real property title holder	Request to conduct the change of the real property surface	Request to conduct the change of the real property use	Request to change the title holder	Registration of a construction on parcel	Request to review geodetic reports	Request to conduct the change of the real property form
Sample		94	4,2	4,2	4,1	3,7	3,7	3,6	3,6	3,6	3,6	3,5
Legal entity	Bank	9	3,9	3,9	3,5	4	4,2	3,5	4	3,7	3	3,5
	Construction investors	23	3,6	3,8	4	3,5	3	3,2	3,3	2,9	2,5	2,9
	Licensed geodetic company	25	4,6	4,5	4,4	3,8	4	4	4	4,1	4,1	3,8
	Public notary	18	4,4	4,3	3,8	4	3,7	2	3,6	4	3,6	4
	Lawyer	19	4,4	4,4	3,8	3,3	3,8	3,3	3,4	2,7	3	3,2



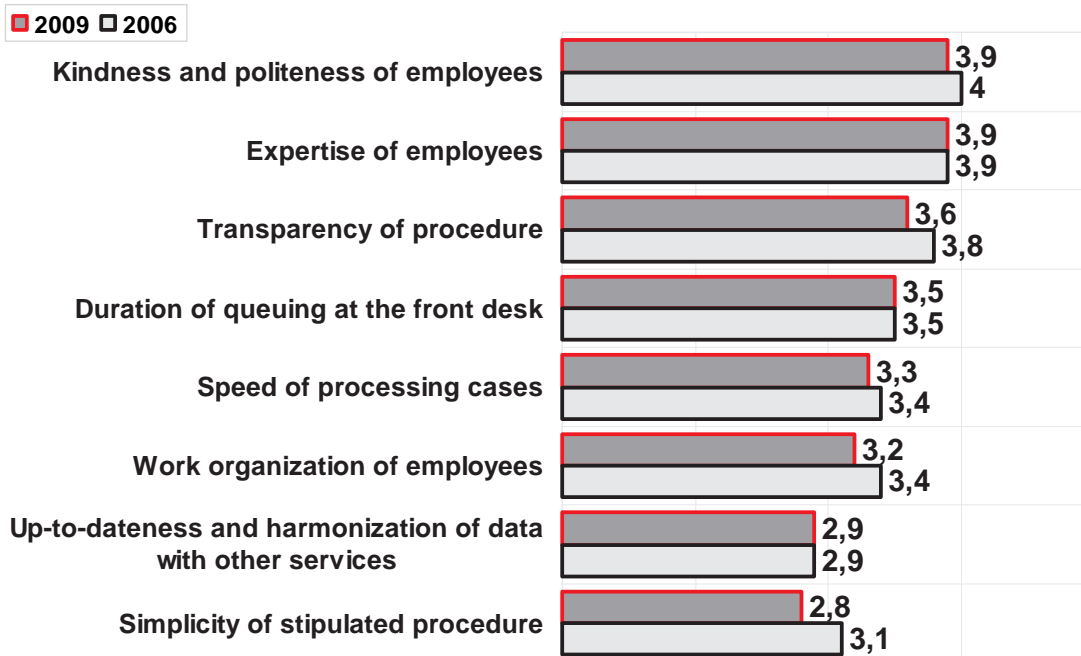
Evaluation of different aspects of cadastral offices

Please grade the different aspects of work at cadastral offices and branch offices.



Evaluation of different aspects of cadastral offices – comparison with 2006

Please grade the different aspects of work at cadastral offices and branch offices.





Evaluation of different aspects of cadastral offices

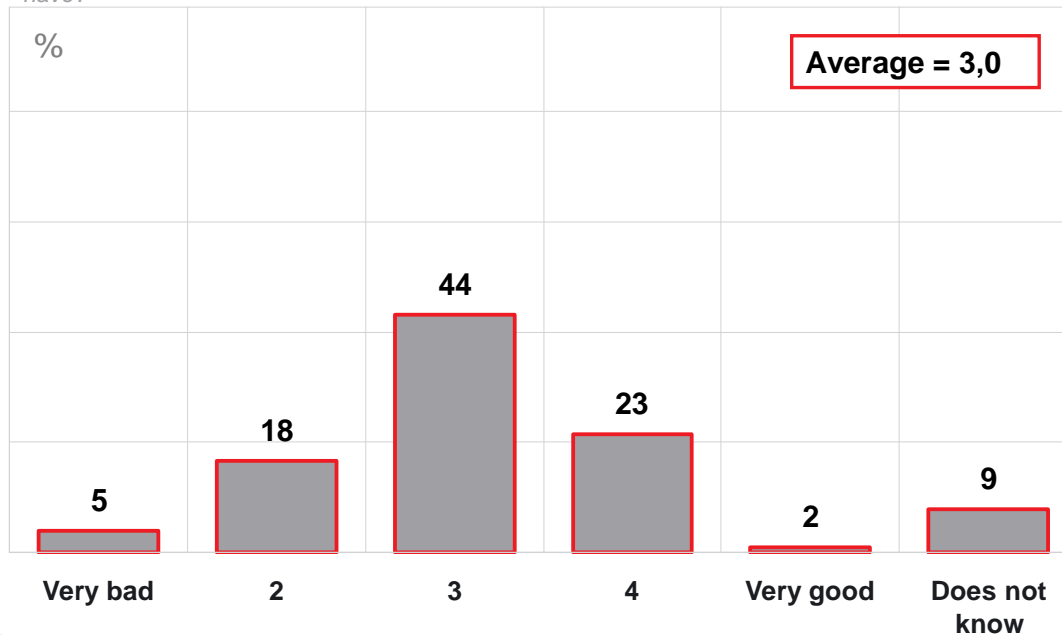
Please grade the different aspects of work at cadastral offices and branch offices. – according to the type of legal entity

		N	Kindness and politeness of employees	Expertise of employees	Transparency of procedure	Duration of queuing at the front desk	Speed of processing cases	Work organization of employees	Up-to-dateness and harmonization of data with other services	Simplicity of stipulated procedure
Sample		96	3,9	3,9	3,6	3,5	3,3	3,2	2,9	2,8
Legal entity	Bank	9	3,4	3,6	3,6	3,3	3,5	3,4	3,2	2,4
	Construction investors	24	3,7	3,8	3,4	3,1	2,8	3	2,7	2,6
	Licensed geodetic company	25	4,2	3,9	3,6	3,9	3,4	3,3	2,6	2,7
	Public notary	19	3,7	3,7	3,6	3,6	3,6	3,1	3,2	3,2
	Lawyer	19	4,2	4,2	3,9	3,5	3,4	3,3	2,9	2,9



Overall evaluation of cadastral work

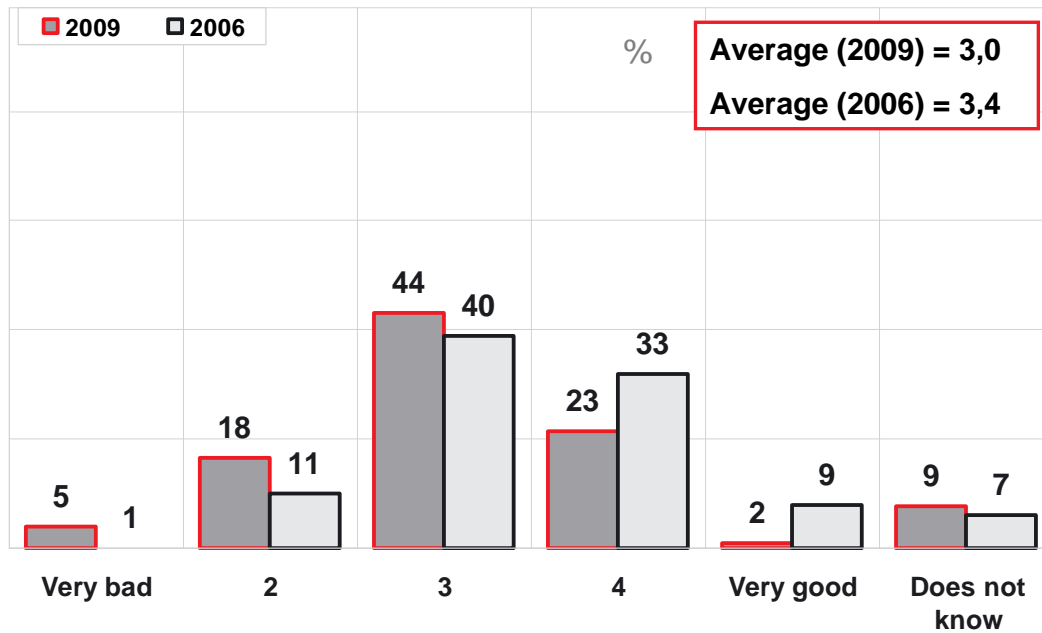
What mark on a scale of 1 to 5, (whereby 1 means „very bad” and 5 means „very good”) would you give to the work of overall cadastre in RoC, taking into consideration the role that cadastre should have?





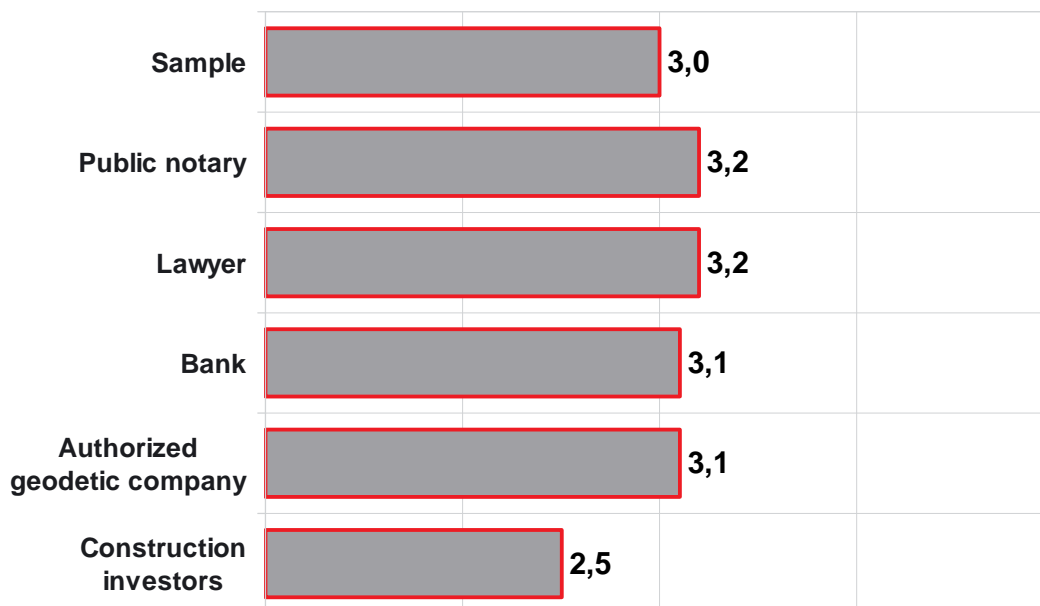
Overall evaluation of cadastral work – comparison with 2006

What mark on a scale of 1 to 5, (whereby 1 means „very bad” and 5 means „very good”) would you give to the work of overall cadastre in RoC, taking into consideration the role that cadastre should have?



Overall evaluation of cadastral work

What mark on a scale of 1 to 5, (whereby 1 means „very bad” and 5 means „very good”) would you give to the work of overall cadastre in RoC, taking into consideration the role that cadastre should have? – by the type of legal entity





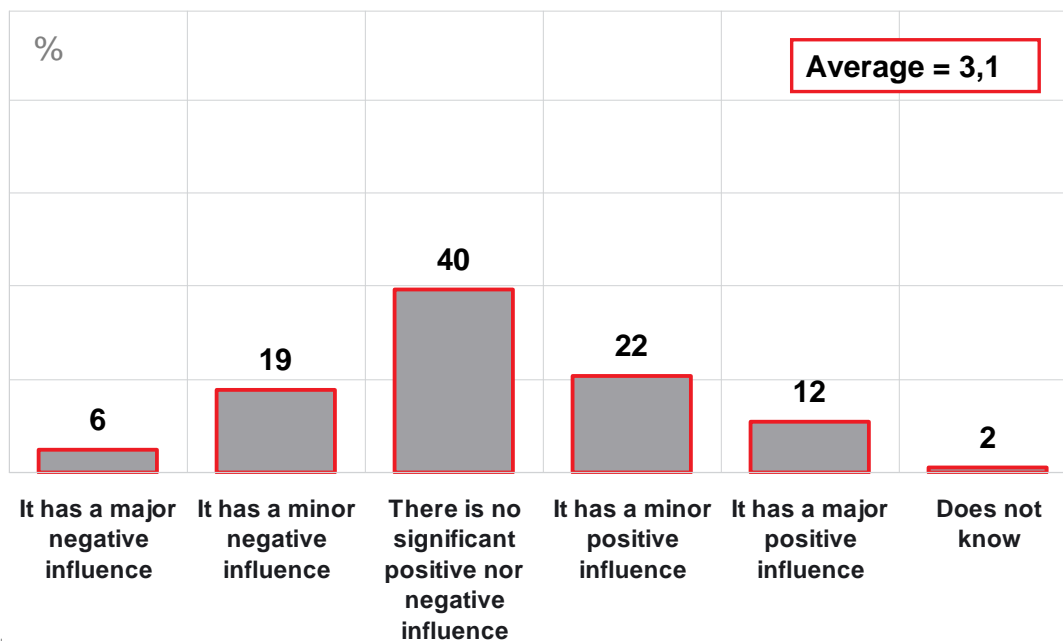
Priorities for improvement

What would you say are three most important priorities to improve the work of cadastre?



Influence of cadastral functioning on business operations

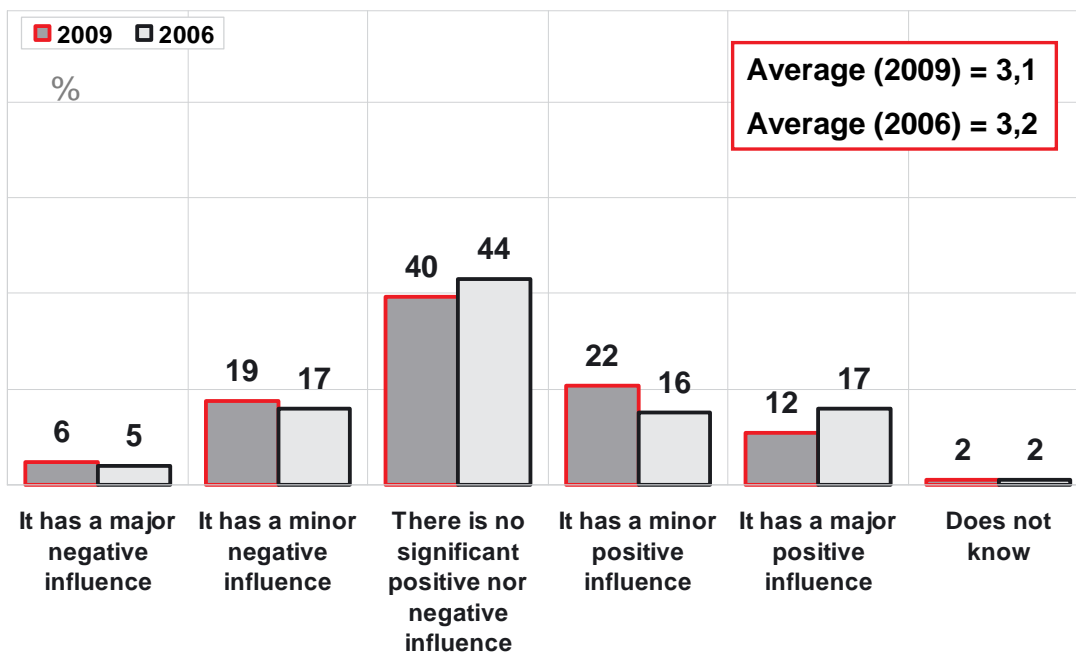
In what ways does the existing functioning of cadastre influence your business operations?





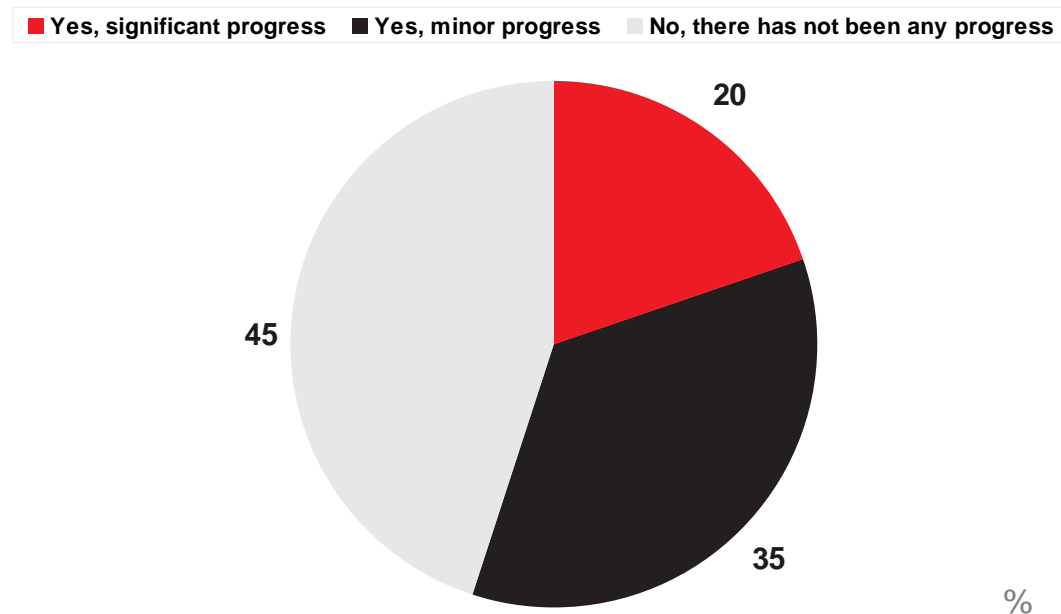
Influence of cadastral functioning on business operations – comparison with 2006

In what ways does the existing functioning of cadastre influence your business operations?



Progress of cadastre

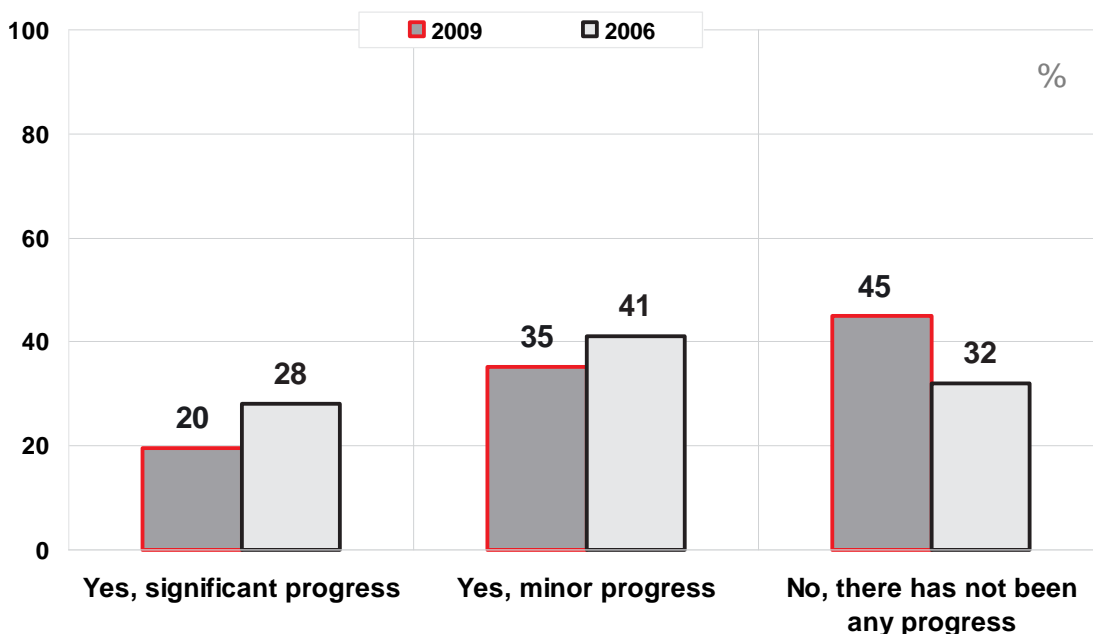
Have you noticed lately that the work of cadastre has made some progress?





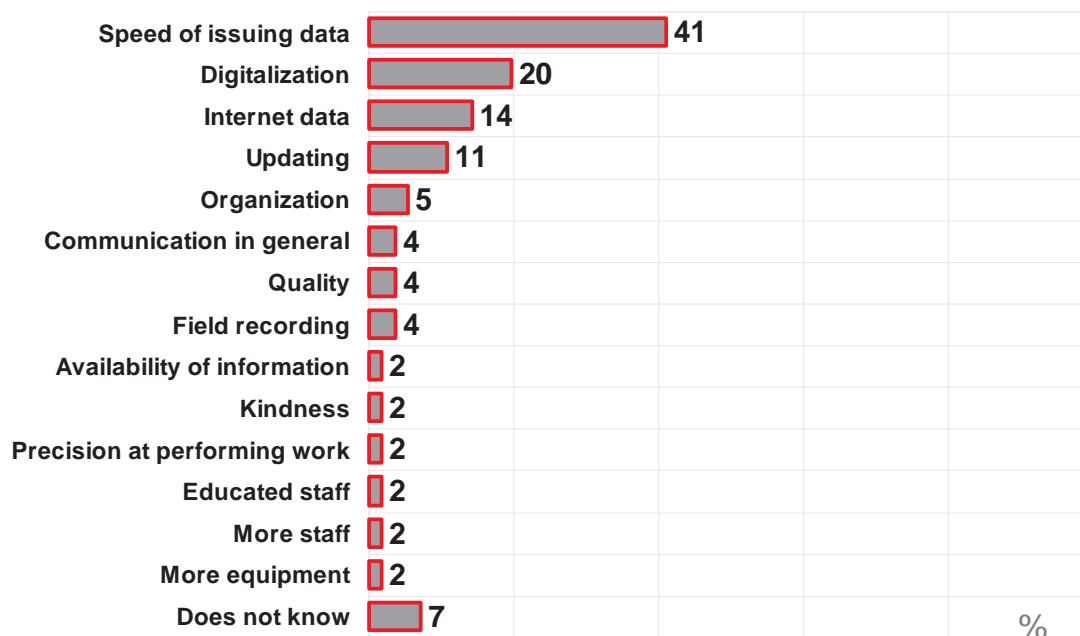
Progress of cadastre – comparison with 2006

Have you noticed lately that the work of cadastre has made some progress?



Segments in which the progress was noticed

In what segments of cadastral work have you noticed the progress?





Main results of the survey – satisfaction of cadastre users – legal entities

- Legal entities most frequently visit cadastre offices in order to obtain property deeds and extracts from cadastral maps. As expected, companies are more active and make use of a wider range of services provided by cadastre offices, than the citizens do. Types of services differ with respect to the legal entities' main business activities, thus, licensed surveyors use most services significantly more frequently than other legal entities.
- Satisfaction of legal entities is most prominent in obtaining extracts from cadastral maps and property deeds. There is a somewhat larger degree of dissatisfaction when dealing with requests for the review of geodetic reports and requests to conduct the change of real property form. Generally speaking, users are in most cases satisfied with the services. Approximately 1/5 of users are dissatisfied with particular services. In comparison to the previous survey there are no significant changes in satisfaction with respect to particular services.
- Legal entities are somewhat more critical with respect to evaluation of particular aspects of the performance of cadastre offices, even though they, too, are most satisfied with helpful personnel and the expertise of obtained information. Around 44% of citizens evaluate the general performance of the cadastre as good, 23% as very good. Another 23% give lower scores. In relation to the previous survey we observe that the performance of cadastre offices has been given somewhat lower scores. Construction investors are least satisfied with the performance of the cadastre in general.
- As priorities for development of the performance of cadastre offices most users mention that data should be up-to-date and cases solved more promptly.



Main results of the survey – satisfaction of cadastre users – legal entities

- A relative majority of key users mention that cadastre performance has no relevant effect on their business activities, 1/3 say it has a positive influence, whereas 1/4 that it has negative influence. In relation to the previous research there are no significant differences in this respect.
- Approximately 20% of users report that they have noticed significant progress in the performance of cadastre offices, and another 35% report that they have noticed smaller progress. Progress is primarily prominent in the promptness of obtaining data. In comparison to the previous research a somewhat larger number of users now claim that there is no progress.



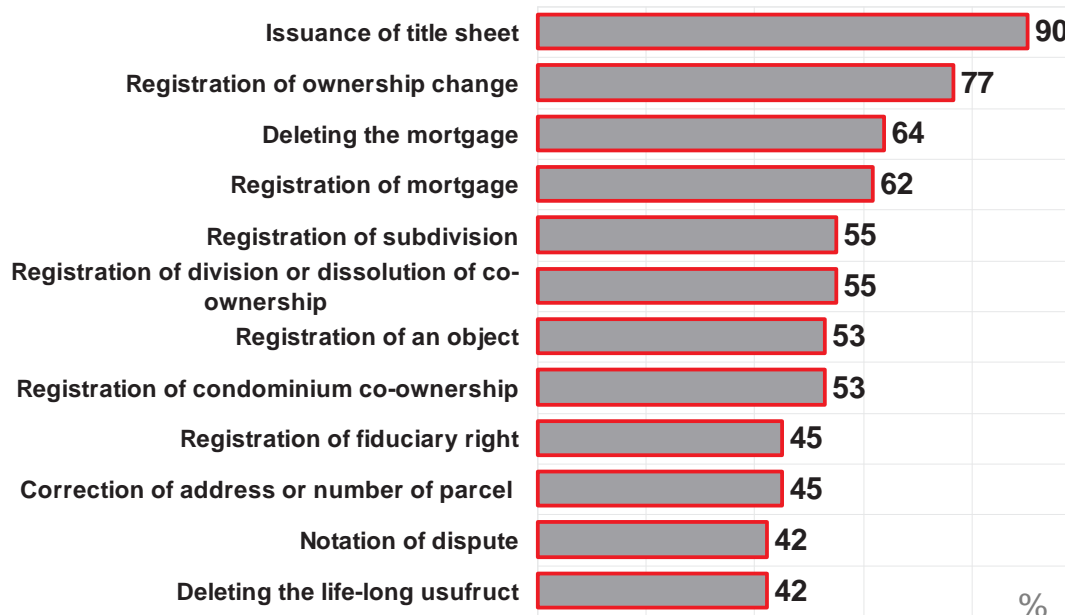
Research results – user satisfaction – legal entities

- Satisfaction of users of cadastre
- Satisfaction of users of Municipal Court land registry offices
- Project “Organized land”



Use of Land registry office services

I will read out some services provided by land registry office and I would like you to tell me for each of these services whether your legal entity/firm uses this service?





Usage of Land registry office services

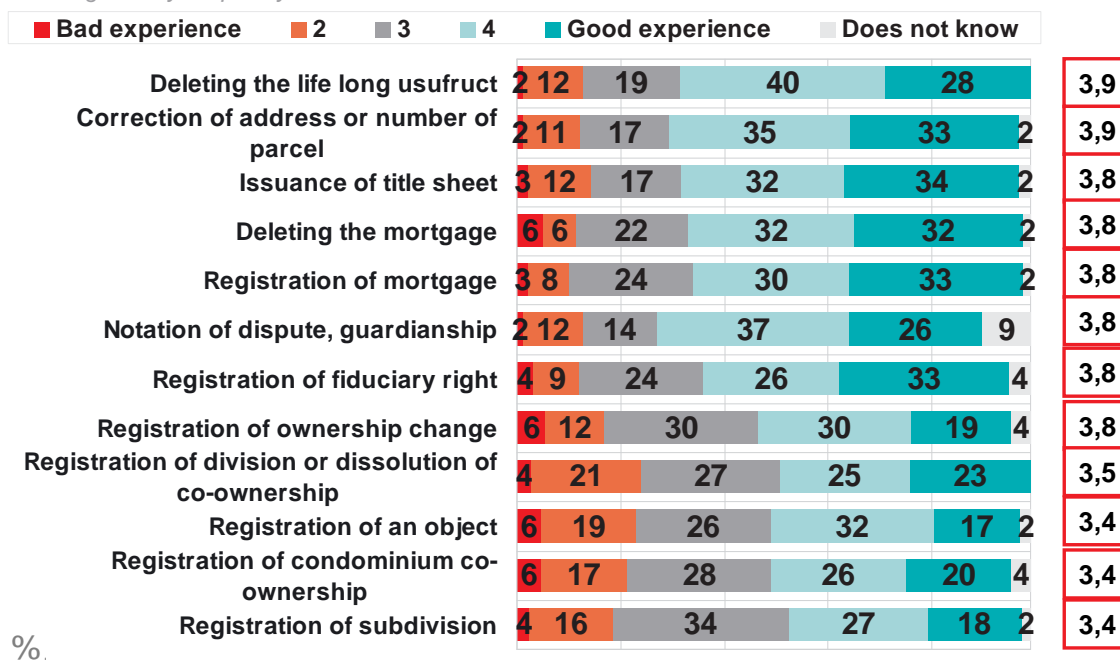
I will read out some services provided by land registry office and I would like you to tell me for each of these services whether your legal entity/firm uses this service?– by the type of legal entity

		N	Issuance of title sheet	Registration of ownership change	Deleting the mortgage	Registration of mortgage	Registration of subdivision (splitting or merging parcels)	Registration of division or dissolution of co-ownership	Registration of an object	Registration of condominium co-ownership	Registration of fiduciary right	Correction of address or number of parcel	Notation of dispute
Sample		102	90,2	76,5	63,7	61,8	54,9	54,9	52,9	52,9	45,1	45,1	42,2
Legal entity	Bank	10	100	90	90	100	50	40	20	50	70	40	60
	Construction investors	28	75	64	61	57	50	29	50	39	29	25	11
	Licensed geodetic company	25	100	64	24	20	68	56	72	48	20	40	12
	Public notary	20	85	80	75	70	35	65	40	60	70	50	65
	Lawyer	19	100	100	95	95	68	89	63	74	63	79	95



Satisfaction with services

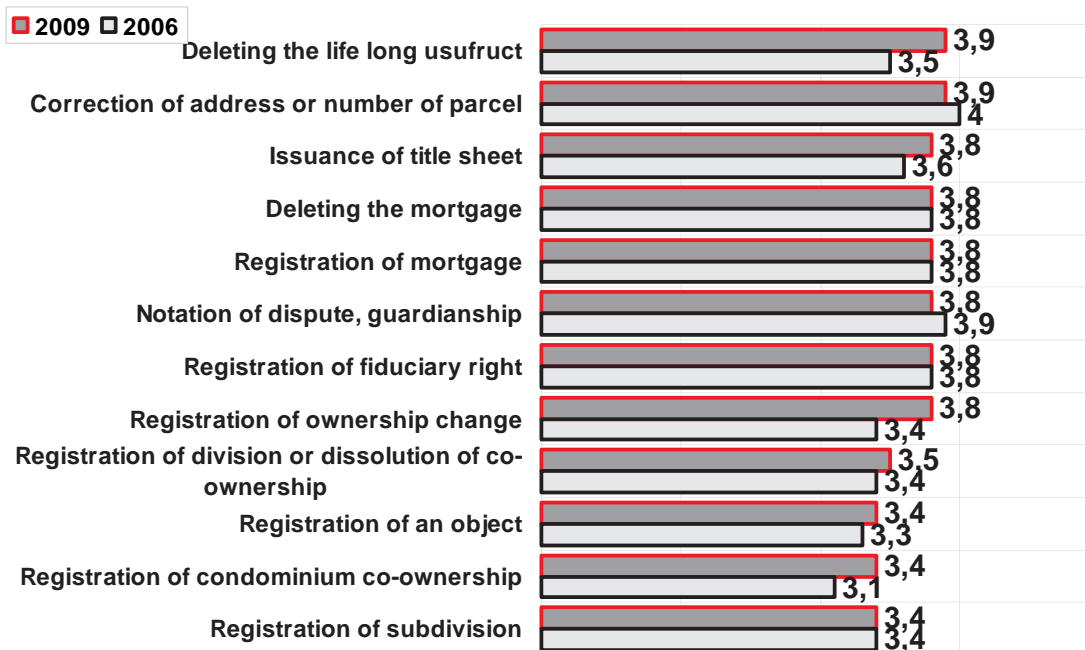
Now I would like to ask you to grade the experience you have had with each of the service that your legal entity frequently uses.





Satisfaction with services – comparison with 2006

Now I would like to ask you to grade the experience you have had with each of the service that your legal entity frequently uses.



Satisfaction with services

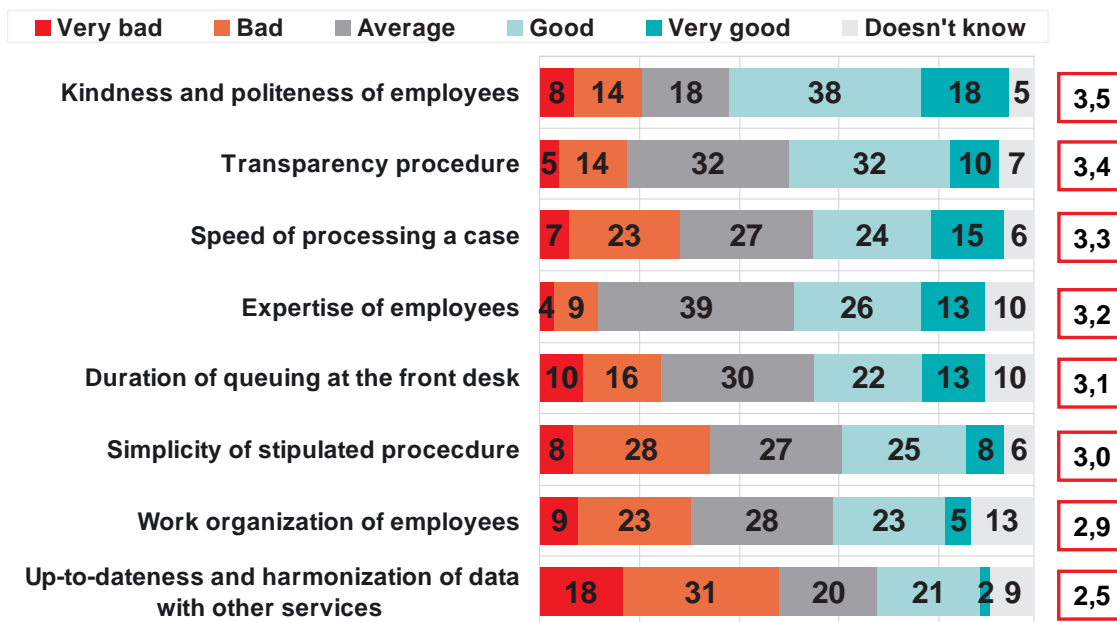
Now I would like to ask you to grade the experience you have had with each of the service that your legal entity frequently uses. – by the type of legal entity

		N	Correction of address or number of parcel	Issuance of title sheet	Registration of mortgage	Registration of fiduciary right	Notation of dispute, guardianship	Deleting the mortgage	Deleting the life long usufruct	Registration of ownership change	Registration of subdivision	Registration of division or dissolution of co-ownership	Registration of an object	Registration of condominium co-ownership
Sample		92	3,9	3,8	3,8	3,8	3,8	3,8	3,8	3,5	3,4	3,4	3,4	3,4
Legal entity	Bank	10	3,3	3,8	3,9	3,6	3,7	3,9	3,3	3,4	3	3	2,5	2,8
	Construction investors	21	3,7	3,5	3,9	4,1	3,5	3,6	3,7	3,3	3,3	3,1	3,2	3,2
	Licensed geodetic company	25	4,1	4,2	3,4	3,8	3,3	4,2	3,8	3,9	3,8	3,8	3,9	3,9
	Public notary	17	3,7	3,8	3,9	3,9	4,1	4	4	3,5	3,1	3,6	2,8	3,7
	Lawyer	19	4,1	3,7	3,8	3,5	3,8	3,7	3,8	3,2	3,2	3,2	3,3	3,1



Evaluation of different aspects of land registry office's work

Could you please grade different aspects of land registry office's work.

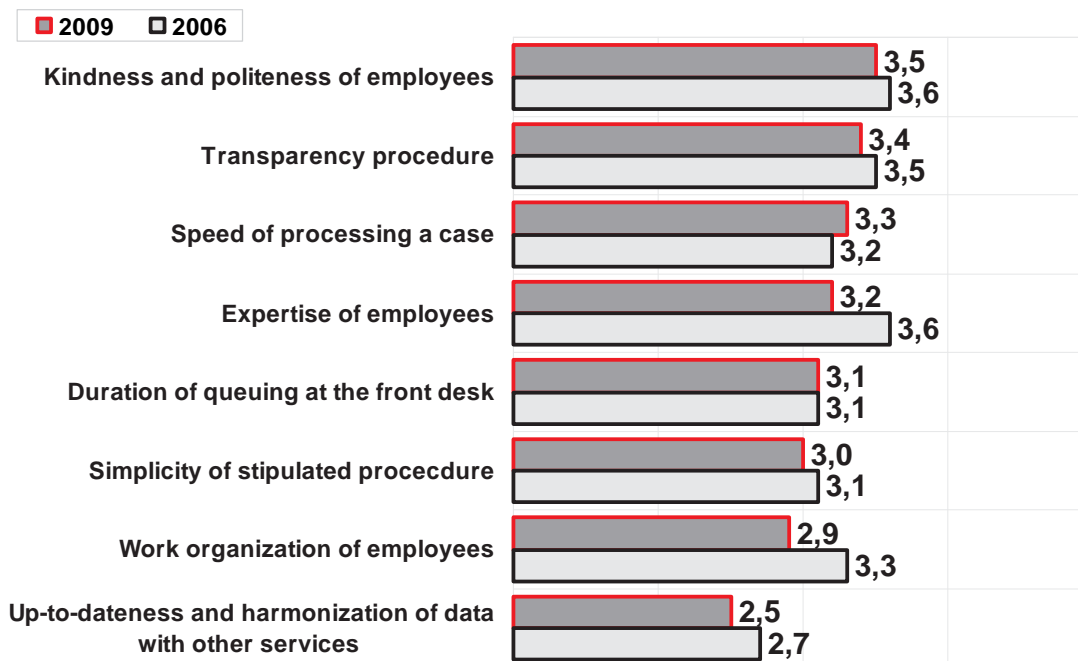


%



Evaluation of different aspects of land registry office's work – comparison with 2006

Could you please grade different aspects of land registry office's work.





Evaluation of different aspects of land registry office's work

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Could you please grade different aspects of Land registry office's work. – by the type of legal entity

		N	Kindness and politeness of employees	Transparency procedure	Speed of processing a case	Expertise of employees	Duration of queuing at the front desk	Simplicity of stipulated procedure	Work organization of employees	Up-to-dateness and harmonization of data with other services
Sample		97	3,5	3,4	3,3	3,2	3,1	3	2,9	2,5
Legal entity	Bank	10	3,3	3,3	3,2	3,1	2,9	3,2	2,8	2,7
	Construction investors	23	3,5	3,6	3,2	3	3	2,5	2,8	2,3
	Licensed geodetic company	25	3,6	3,4	3,5	3,2	3,2	3,1	3,3	2,8
	Public notary	20	3,5	3,4	3,4	3,6	3,5	3,2	2,9	2,6
	Lawyer	19	3,4	3,1	3,3	2,9	2,8	3	2,6	2,3

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* Only legal entities who had experience with certain services

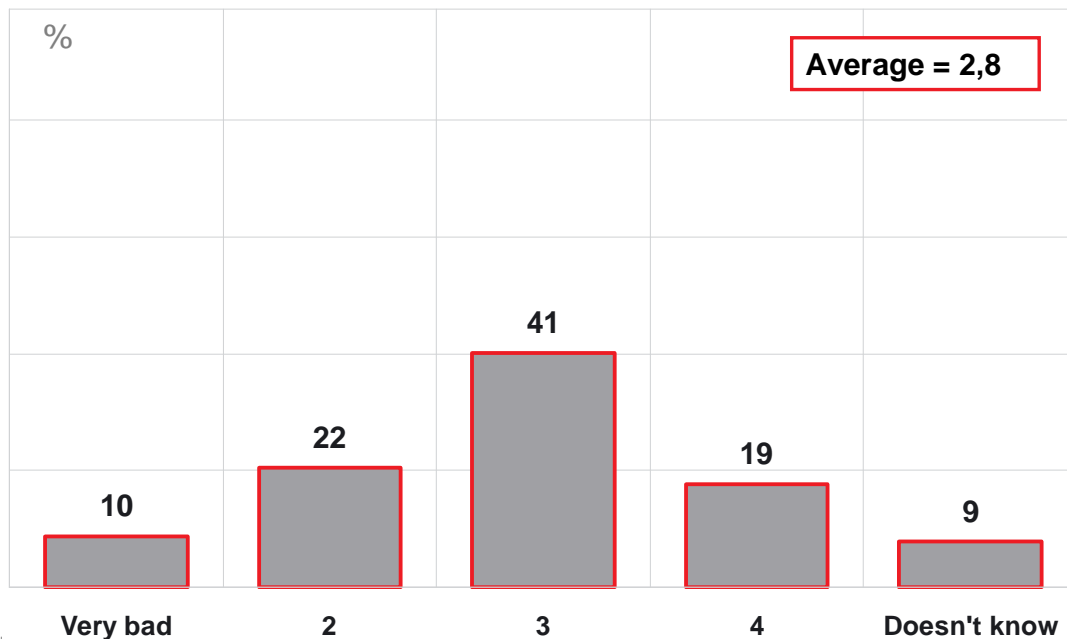
89



Evaluation of overall land registry office's work

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What mark on a scale of 1 to 5, whereby 1 means "very bad", and 5 "very good", would you give to the work of overall LR offices in RoC, taking into consideration the role that LR offices should have?



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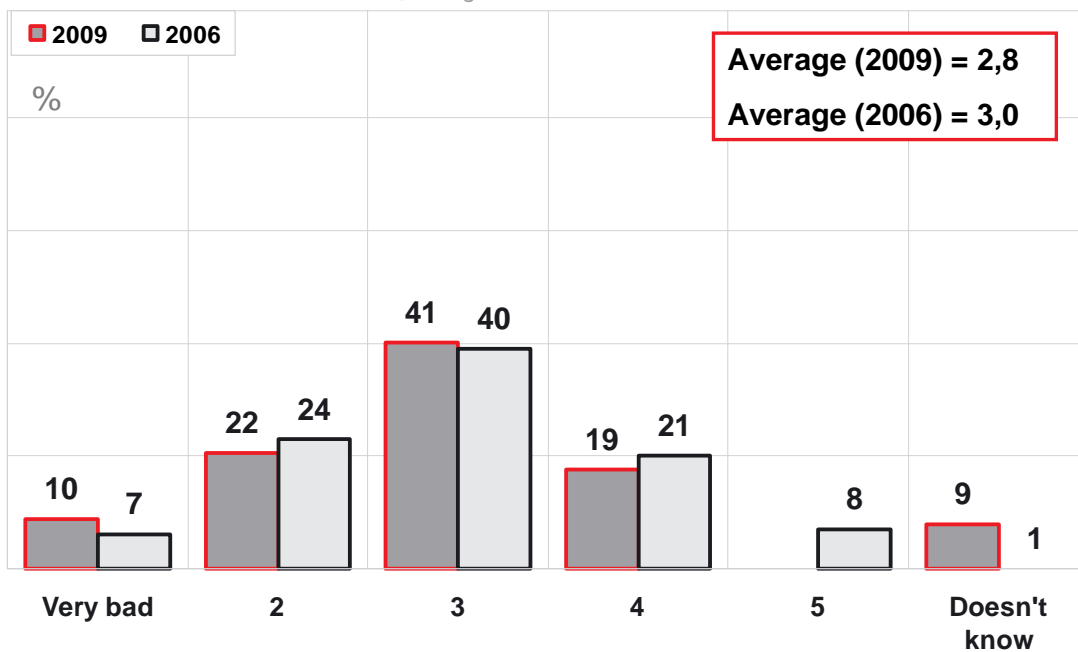
*All respondents, N=102

90



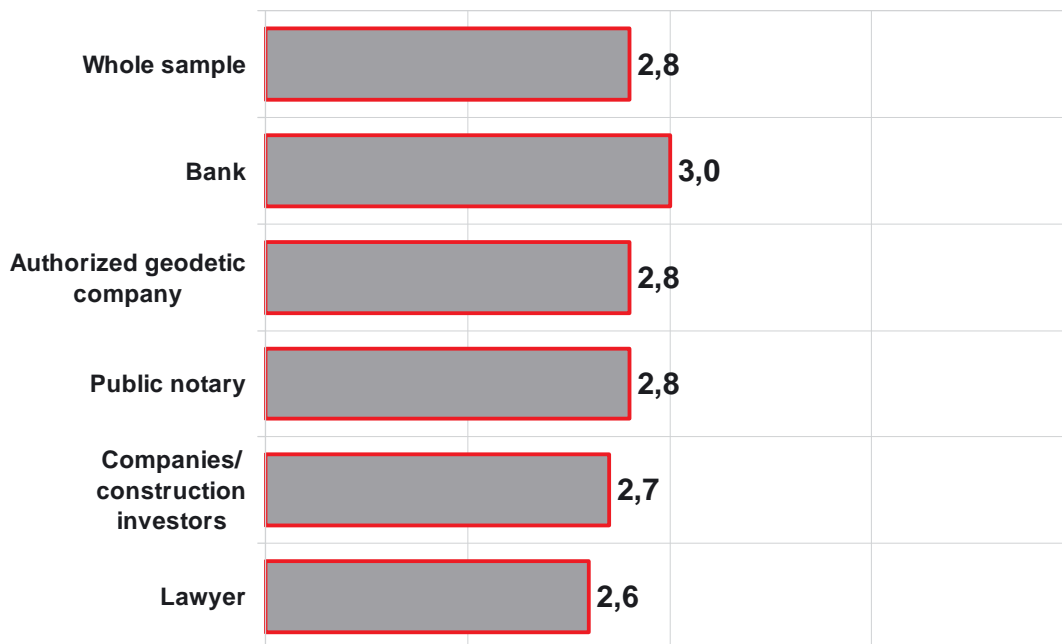
Evaluation of overall land registry office's work – comparison with 2006

What mark on a scale of 1 to 5, whereby 1 means "very bad", and 5 "very good", would you give to the work of overall LR offices in RoC, taking into consideration the role that LR offices should have?



Evaluation of overall land registry office's work

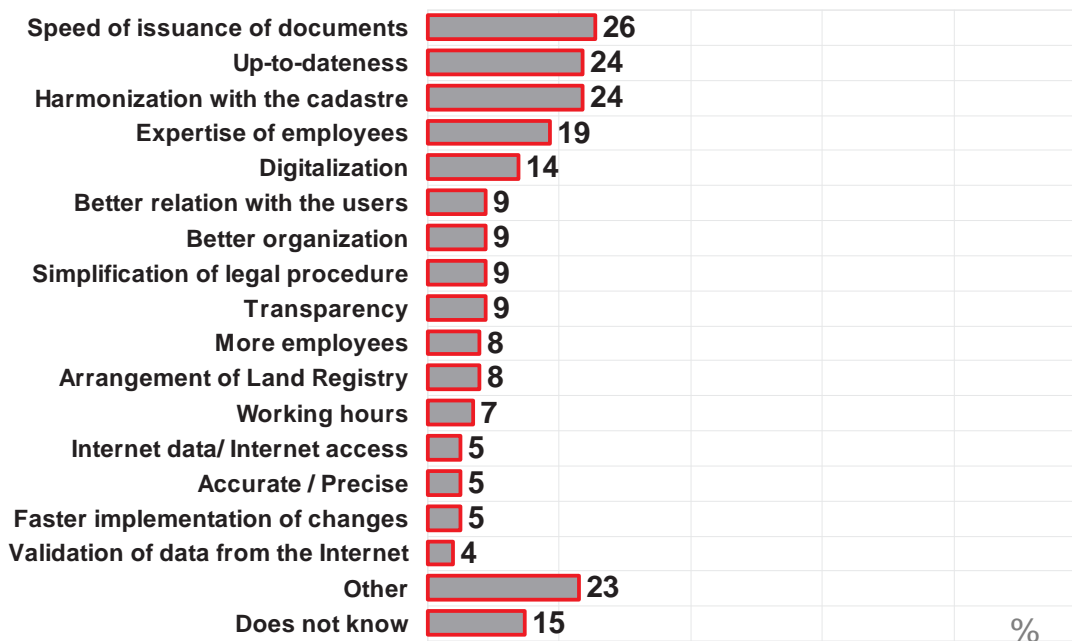
What mark on a scale of 1 to 5, whereby 1 means "very bad", and 5 "very good", would you give to the work of overall LR offices in RoC, taking into consideration the role that LR offices should have?





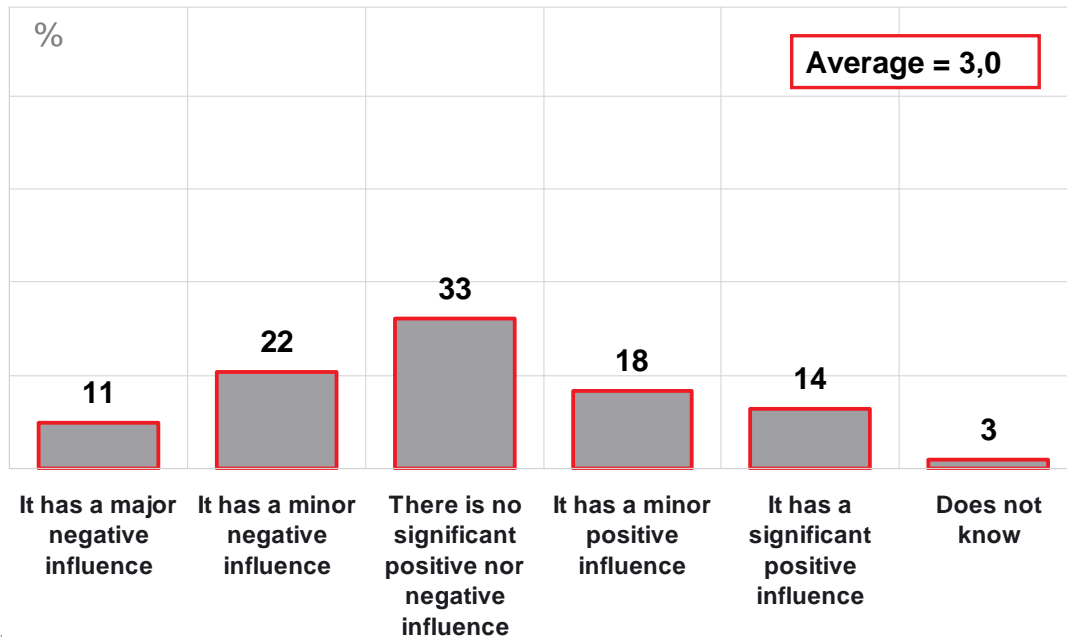
Priorities for improvement

What would you say are the three most important priorities to improve the Land registry office's work?



Influence of land registry office's work on business operations

In what ways does the existing functioning of land registry office influence your business operations?

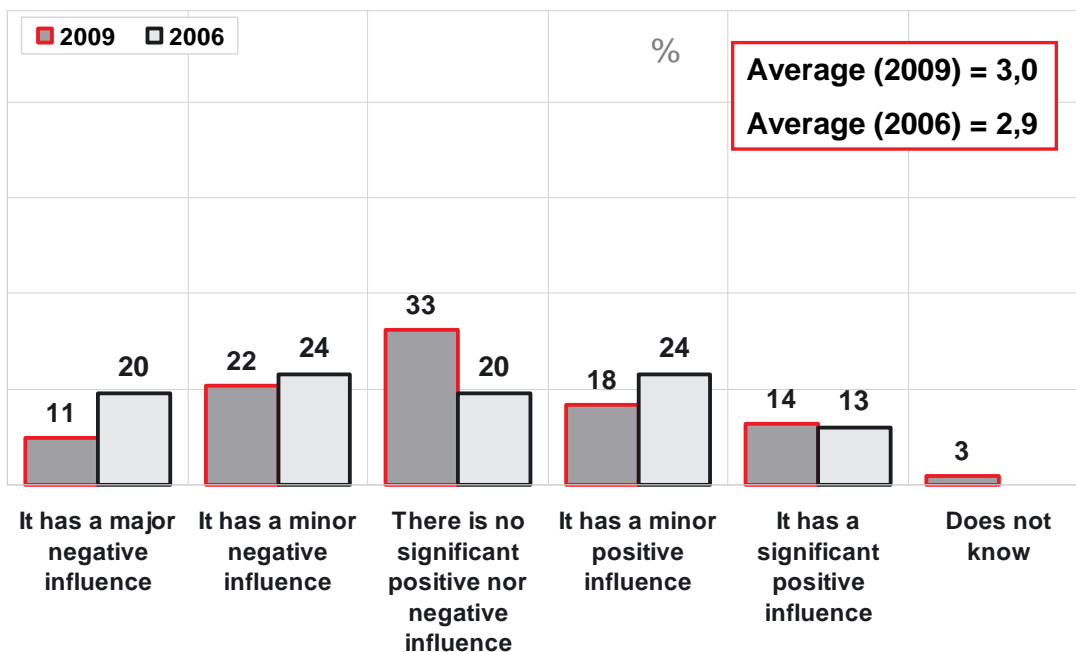




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Influence of land registry office's work on business operations – comparison with 2006

In what ways does the existing functioning of land registry office influence your business operations?



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*All respondents, N=102

95

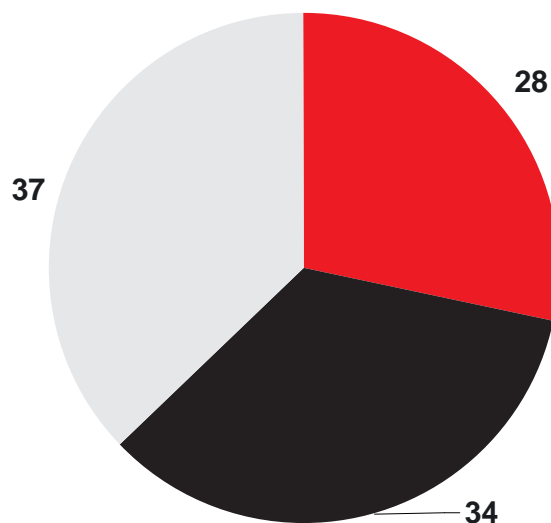


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Progress of Land registry office

Have you noticed lately that the work of land registry office has made some progress?

■ Yes, significant progress ■ Yes, minor progress ■ No, there has not been any progress



%

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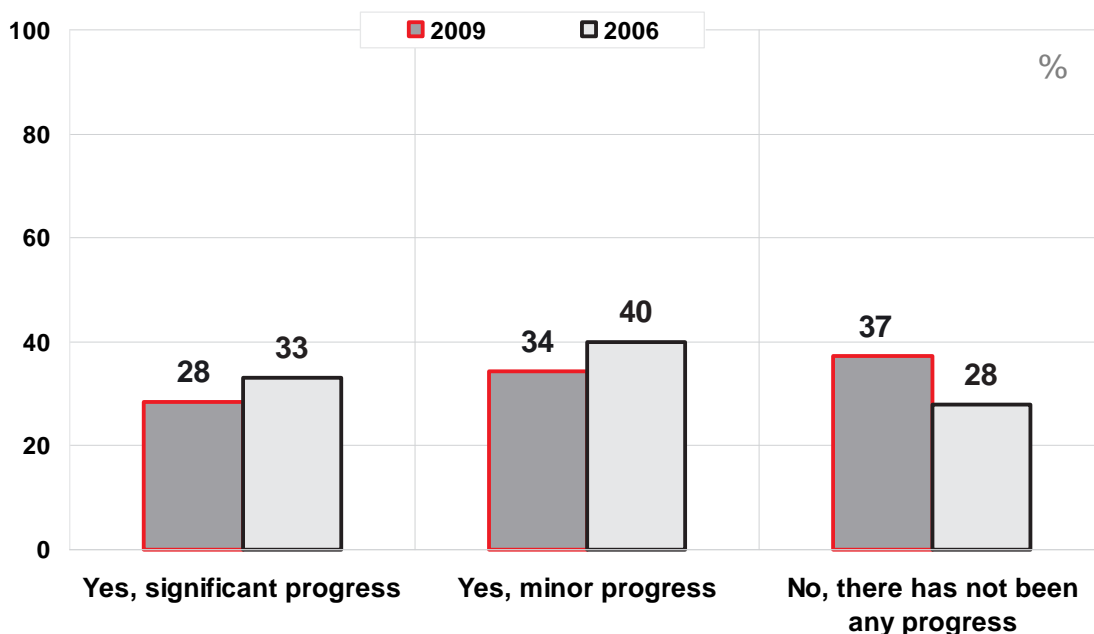
*All respondents, N=102

96



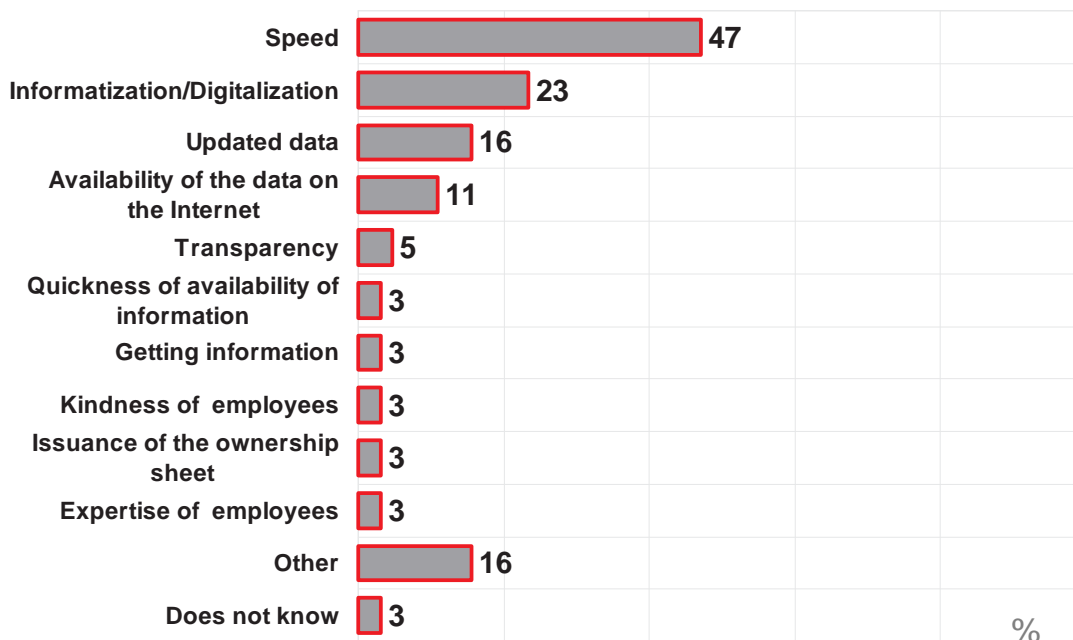
Progress of land registry office – comparison with 2006

Have you noticed lately that the work of land registry office has made some progress?



Segments in which the progress has been noticed

In what work segments of LR office have you noticed the progress?





Main results of the survey – satisfaction of land registry users – legal entities

- Legal entities most frequently visited land registry offices in order to obtain title deeds and to register ownership transfers. As with cadastre offices, companies show greater activity, and they make use of a wider range of services than citizens.
- A large number of services are given fairly equal evaluations; deleting long-life usufruct, correction of address, obtaining title deeds, deleting mortgage etc. Somewhat lower but, nevertheless, good scores were given to the registration of subdivision and condominium ownership.
- Similar to cadastre offices, legal entities are to an extent more critical when evaluating particular aspects of land registries' performance. In comparison to the previous survey there are no significant deviations in evaluations with respect to particular aspects of the performance of land registry offices.
- The overall score of the performance of land registry offices is somewhat lower than the cadastre. Around 19% say the performance is very good, whereas there were no users who evaluated the performance as excellent. Most users, 41%, say the performance is good. Again, in relation to the previous survey, the score is to an extent lower, even though the difference is not statistically significant.
- An area most in need of improvement is the promptness in issuing documents and keeping data up-to-date.
- To 1/3 of users land registry performance has neither positive nor negative effects. The same proportions of users mention that the performance has positive and negative effects. With this respect there were also no significant changes in trends in comparison with the previous survey.
- Around 28% of users have noticed significant progress in the performance of municipal court land registry offices, and another 34% have noticed smaller progress. In relation to the previous survey there are somewhat more users who say there is no progress. As with cadastre offices, progress is primarily related to the promptness of obtaining information.



Research results – user satisfaction – legal entities

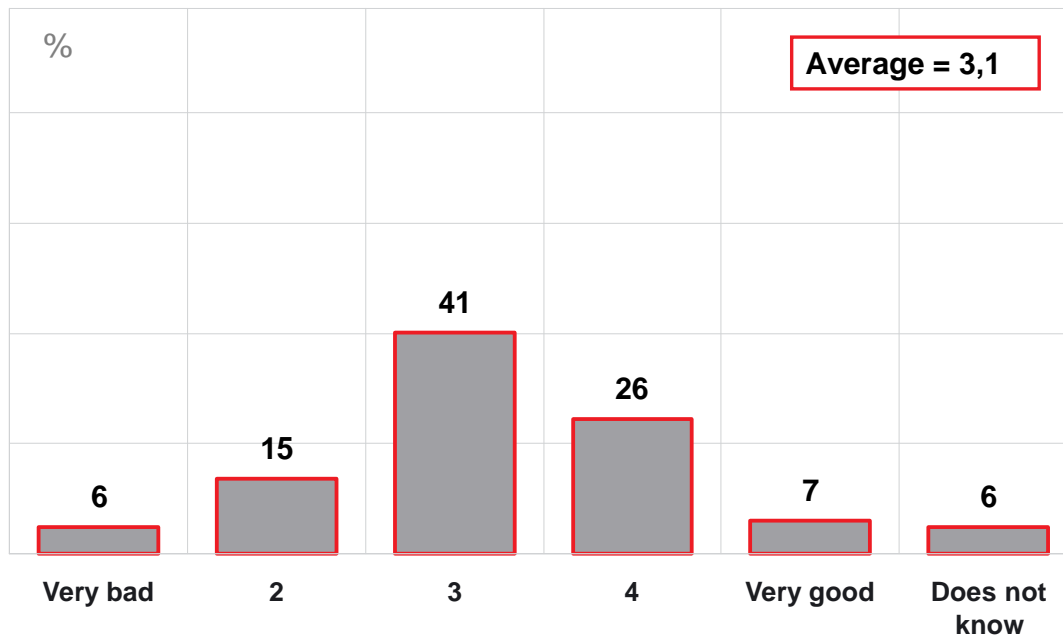
- User satisfaction regarding the services provided by the cadastre
- User satisfaction regarding the services provided by Municipal Courts land registry offices
- Project “Organized land”





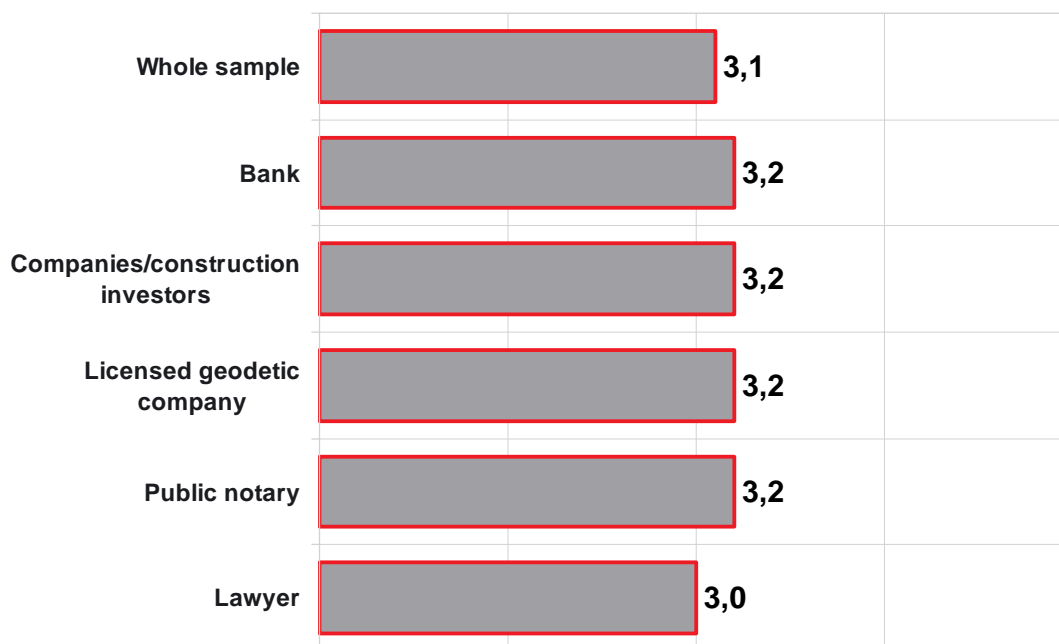
Evaluation of Project

What mark on a scale of 1 to 5 (whereby 1 means „very bad” and 5 means „very good”) would you give to the Real Property Registration and Cadastre Project?



Evaluation of Project

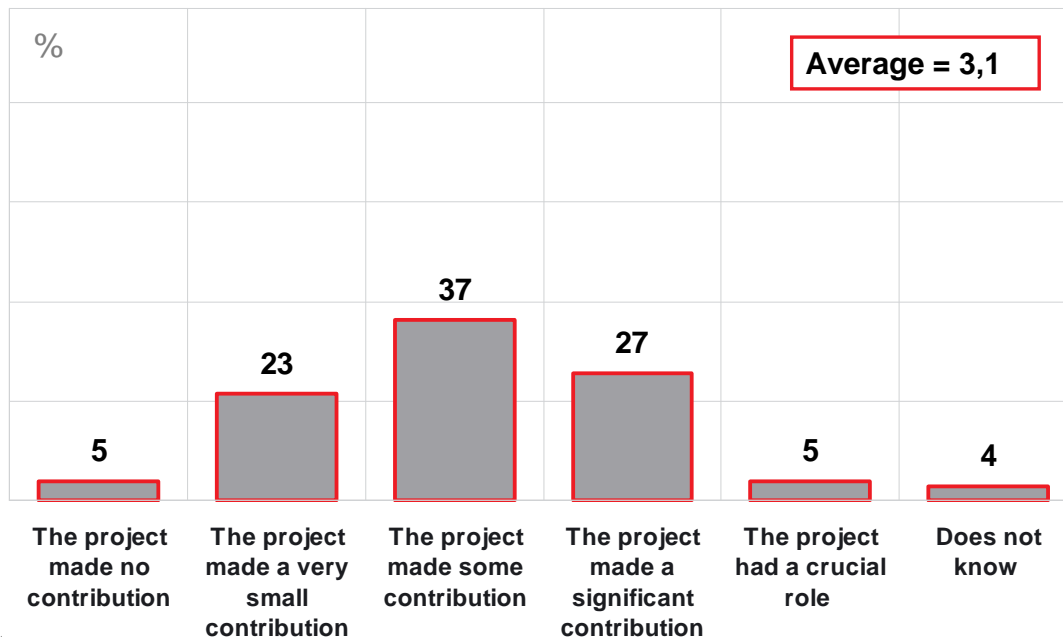
What mark on a scale of 1 to 5 (whereby 1 means „very bad” and 5 means „very good”) would you give to the Real Property Registration and Cadastre Project?





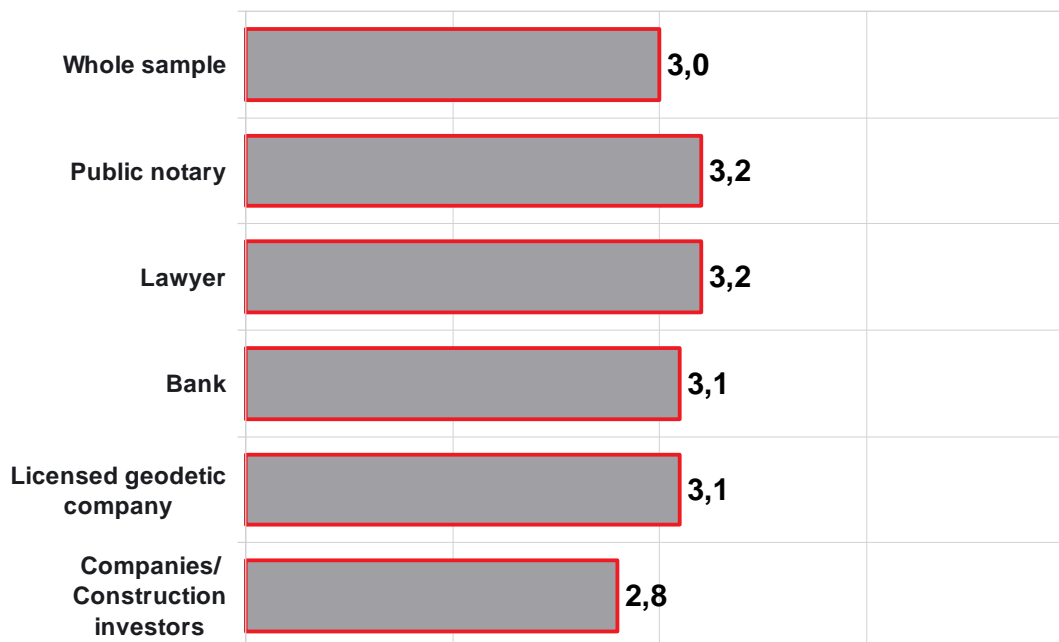
Project's contribution

How would you describe the contribution that the project made to the achieved improvements in the work of the land registry and cadastral system in the last few years?



Project's contribution

How would you describe the contribution that the project made to the achieved improvements in the work of the land registry and cadastral system in the last few years?





Main results of the survey – Organized Land Project – legal entities

- In the last set of questions legal entities were asked to comment on the Real Property Registration and Cadastre Project. Most legal entities evaluated the Project as good; around 1/3 as very good or excellent. Around 1/5 give lower scores. All legal entities, regardless of the type of their business activities, give the Project fairly equal scores.
- Around 5% of users believe that the Project has played a crucial role in improving the performance of the land registry and cadastre system, whereas 27% that it has made a major contribution. Most respondents, 37%, believe that the Project's contribution is mediocre. Only 5% believe that the Project has had no influence on the performance of the land registry and cadastre system. Construction investors were somewhat more critical in their evaluation.



Results of the research – Public perception



Methodology

- Research was conducted by method of phone interviewing from October 20th to October 27th in 2009.
- The questionnaire was from the previous research, made in 2006; only minor changes and additions were made.
- The research was conducted on stratified (according to region and size of settlement), random and representative sample of 800 citizens of Republic of Croatia that are older than 18.
- Possible significant discrepancies of sample from the population structure regarding gender, age and education were reduced by procedure of post stratification.



Demographic structure of sample

		N	%
Gender	Male	378	47
	Female	422	53
Age	Up to 30	154	19
	31-44	218	27
	45-60	203	25
	More than 60	225	28
Education	Elementary school	292	37
	High school	400	50
	Faculty	104	13
Settlement type	Urban	482	60
	Rural	318	40
Region	Zagreb and surroundings	198	25
	Sjeverna Hrvatska	145	18
	Slavonija	142	18
	Lika and Banovina	69	9
	Hrvatsko Primorje and Istra	97	12
	Dalmacija	149	19



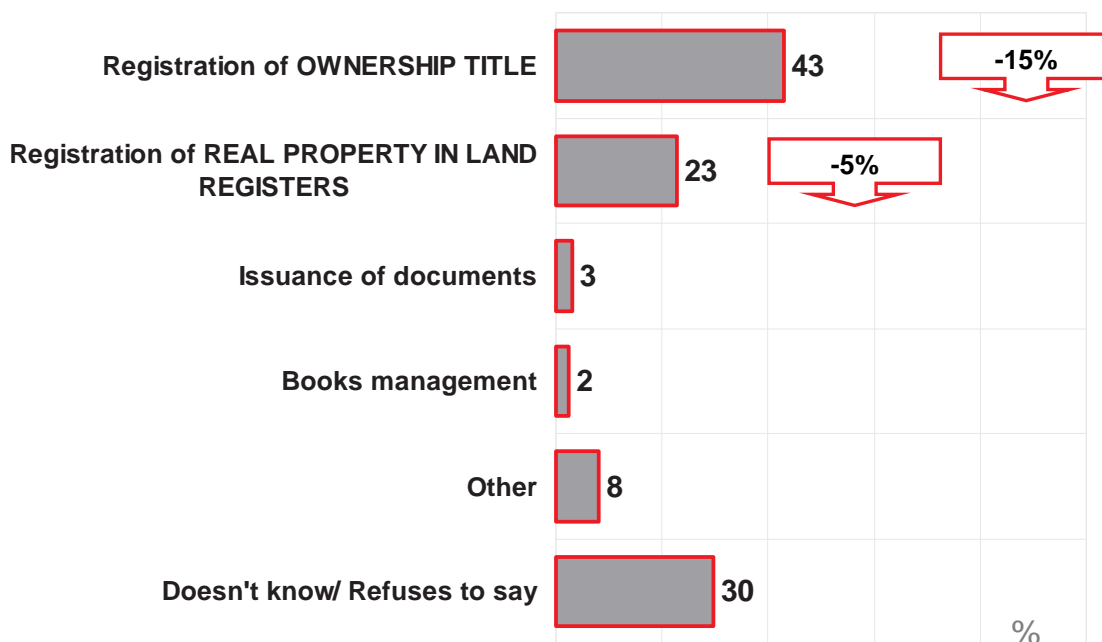
Research results – Public perception

- Land registry office
- Cadastre
- Real property overview
- Project "Organized land"



Knowledge of the land registry functions

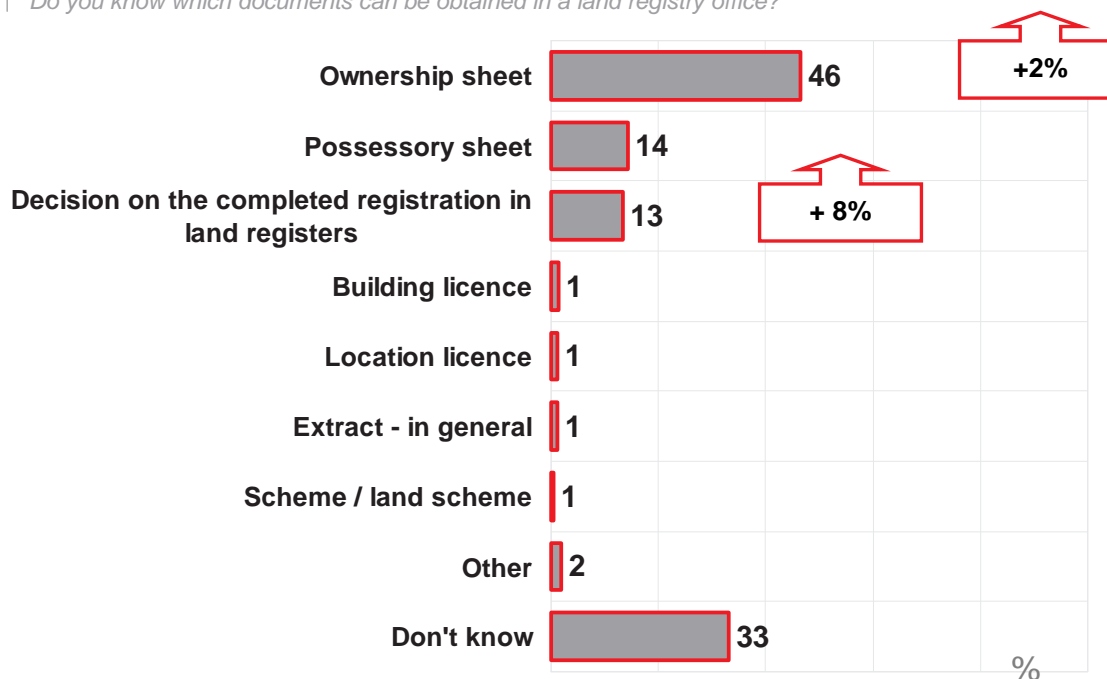
What is the purpose of land registry office, i.e. what are the functions of land registry office?





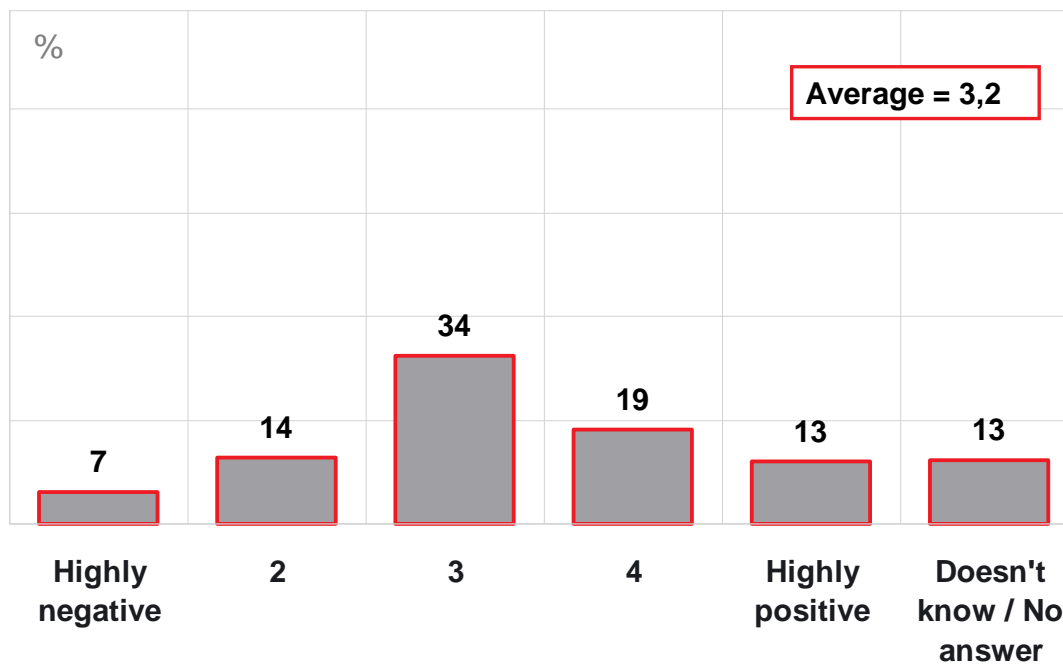
Knowledge of the documents of land registry

Do you know which documents can be obtained in a land registry office?



Evaluation of land registry office's work

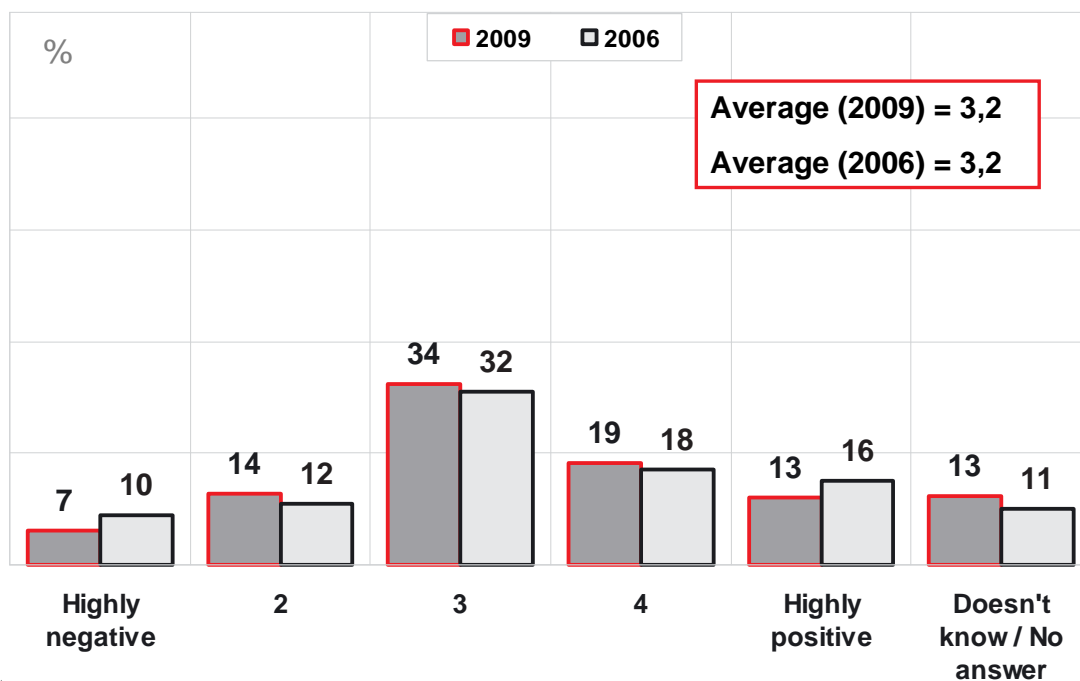
What is your opinion on the work/functioning of land registry office?





Evaluation of land registry office's work – comparison with 2006

What is your opinion on the work/functioning of land registry office?



Evaluation of land registry office's work

What is your opinion on the work/functioning of land registry office? – by demography

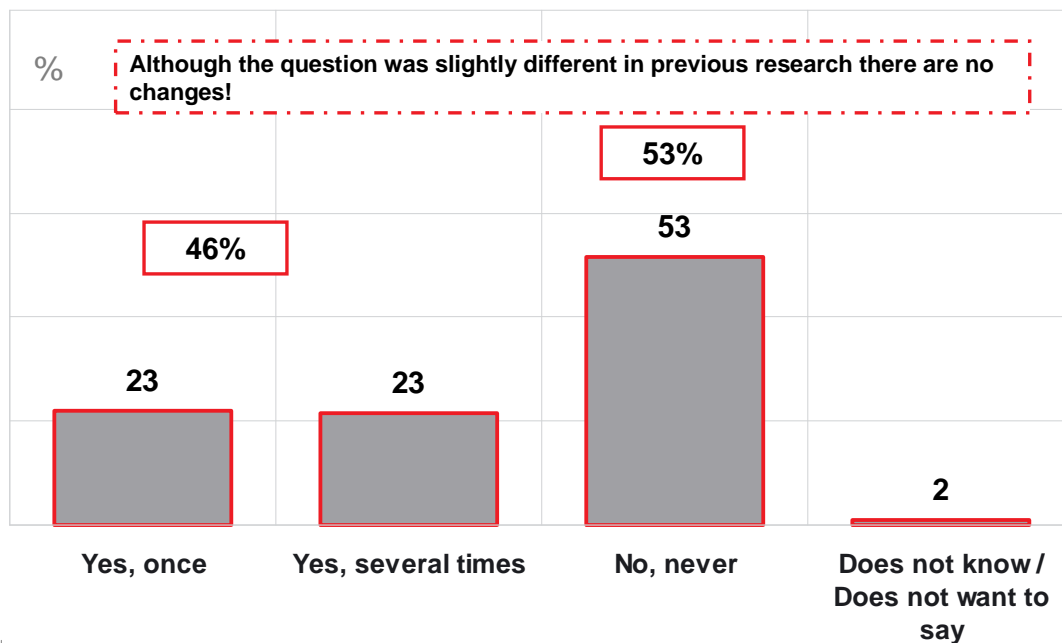
		N	Mean
Sample		693	3,2
Gender	Male	329	3,1
	Female	363	3,3
Age	Up to 30	131	3,4
	31-44	195	3,1
	45-60	179	3,2
	More than 60	188	3,2
Education	Elementary school	246	3,3
	High school	347	3,2
	Faculty	97	3

		N	Mean
Sample		693	3,2
Household incomes	Up to 2500 kn	149	3,3
	2501-4000 kn	115	3,3
	4001-7000 kn	190	3,2
	7001 and more	154	3,1
	Don't know	84	3,2
Settlement type	Urban	415	3,2
	Rural	278	3,3
Region	Zagreb and surroundings	175	3
	Sjeverna Hrvatska	133	3,3
	Slavonija	131	3,4
	Lika and Banovina	56	3,6
	Hrvatsko Primorje and Istra	87	3,2
	Dalmacija	111	2,9



Use of land registry office services

Have you personally used the services of land registry offices of Municipal Courts in the last five years?



Use of land registry office services

Have you personally used the services of land registry offices of Municipal Courts in the last five years? – demography

		N	Used	Did not use
Sample		800	45,5	54,5
Gender	Male	378	48	52
	Female	422	43	57
Age	Up to 30	154	32	68
	31-44	218	51	49
	45-60	203	54	46
	More than 60	225	42	58
Education	Elementary school	292	39	61
	High school	400	45	55
	Faculty	104	63	37



Use of land registry office services

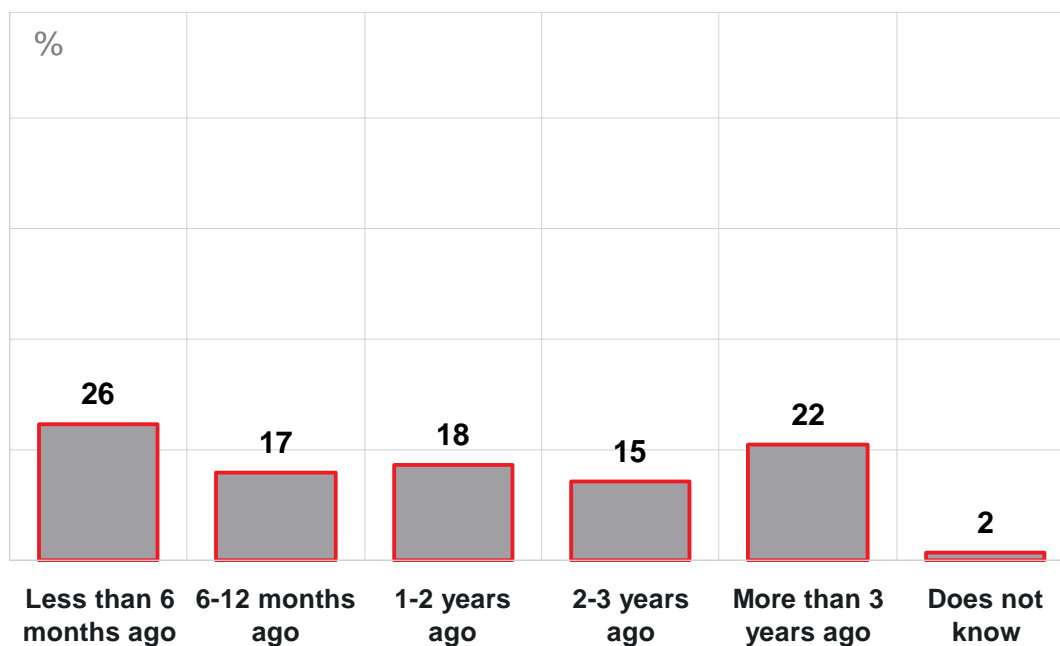
Have you personally used the services of land registry offices of Municipal Courts in the last five years?
– demography

		N	Used	Did not use
Sample		800	45,5	54,5
Household incomes	Up to 2500 kn	183	43	57
	2501-4000 kn	133	42	58
	4001-7000 kn	207	46	54
	7001 and more	178	51	49
	Don't know	99	44	56
Settlement type	Urban	482	44	56
	Rural	318	48	52
Region	Zagreb and surroundings	198	44	56
	Sjeverna Hrvatska	145	53	47
	Slavonija	142	54	46
	Lika and Banovina	69	42	58
	Hrvatsko Primorje and Istra	97	48	52
	Dalmacija	149	32	68



Last use of land registry office

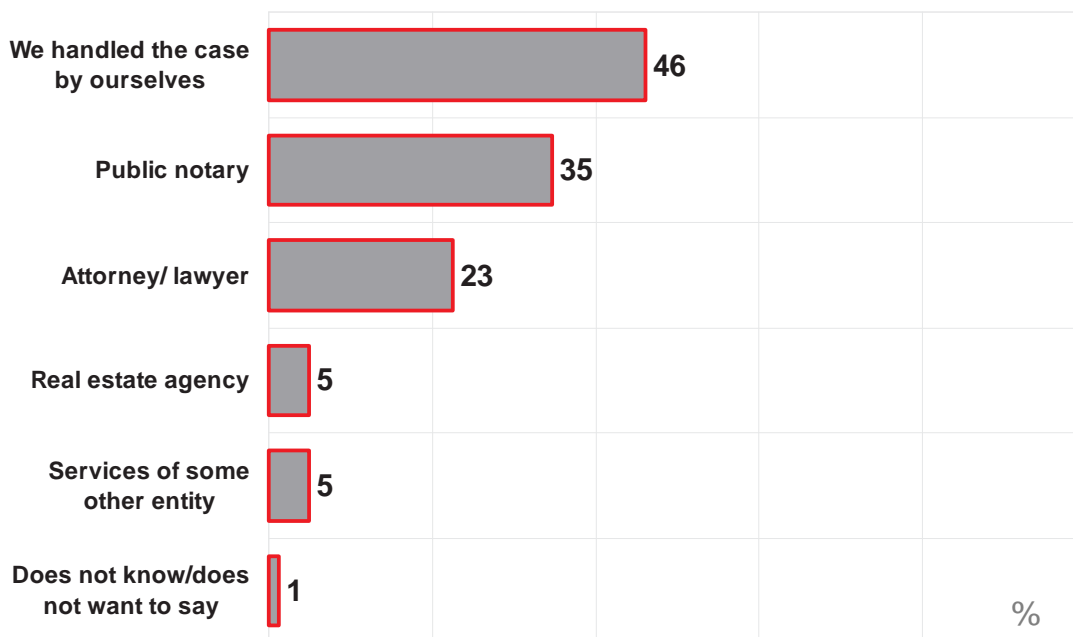
When was the last time you used services of land registry office?





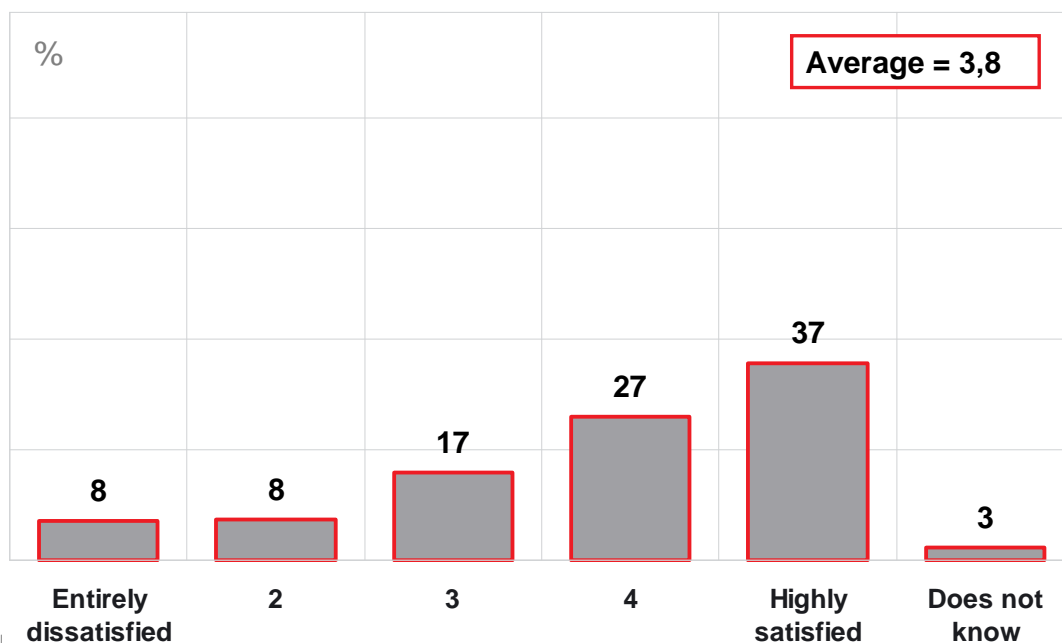
The way of handling the case

Did you use the services of a lawyer, public notary, attorney or real estate agency when you last visited the land registry office, or you handled the case yourself?



Evaluation of attitude and work of employees of land registry office

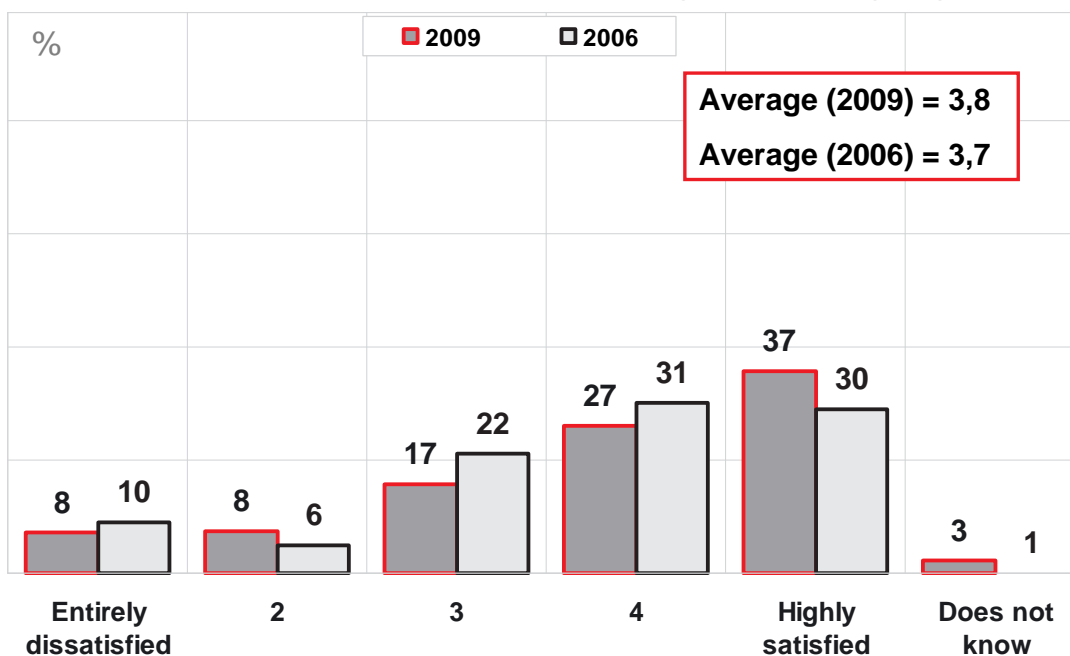
How satisfied were you with the attitude and work of the land registry employee regarding this case?





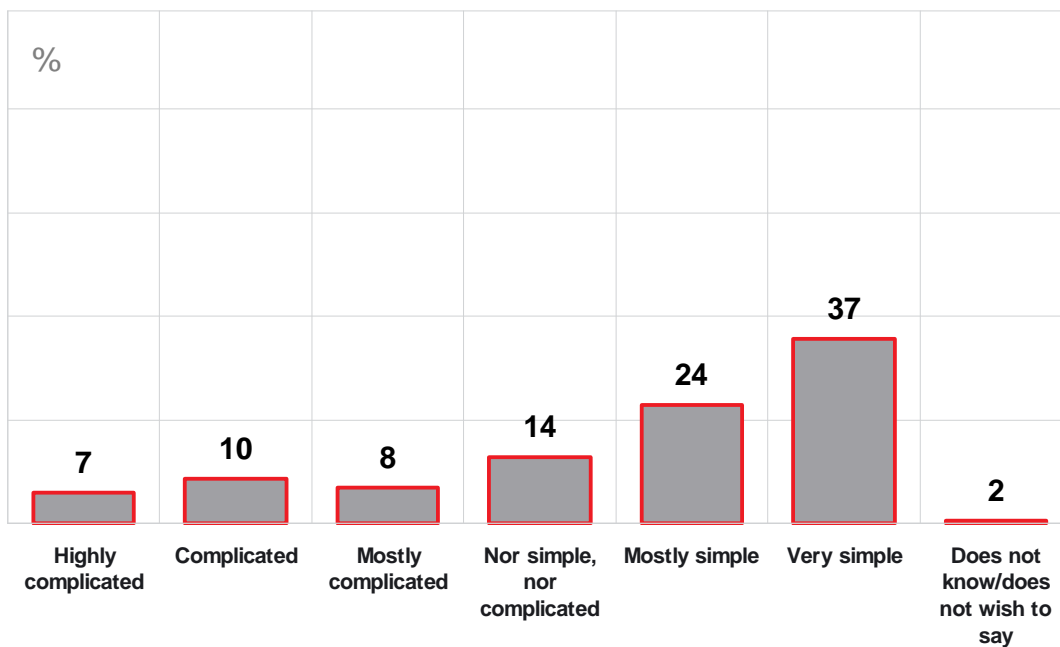
Evaluation of attitude and work of employees of land registry office – comparison with 2006

How satisfied were you with the attitude and work of the land registry employee regarding this case?



Perception of simplicity of procedure

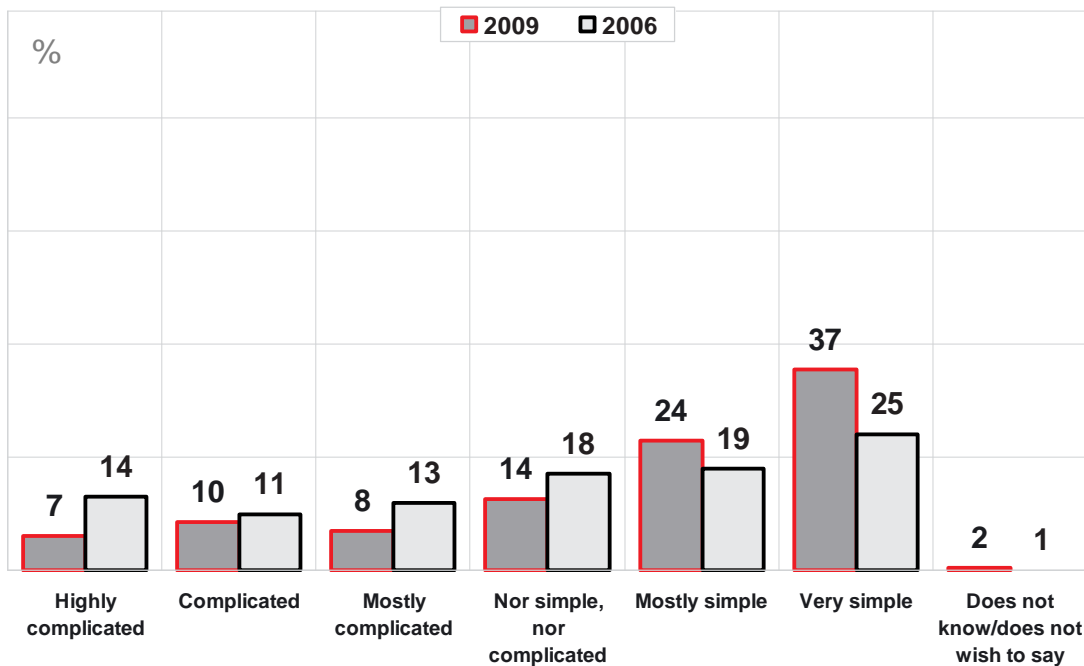
In your opinion, to what extent was the procedure simple or complicated?





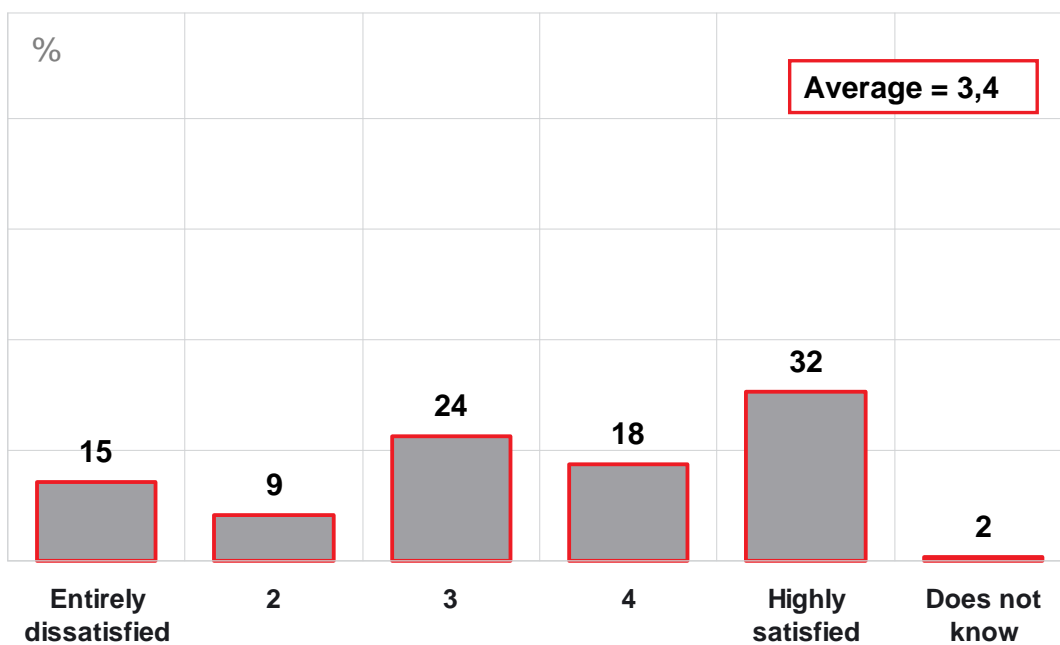
Perception of simplicity of procedure – comparison with 2006

In your opinion, to what extent was the procedure simple or complicated?



Evaluation of speed of processing the case – comparison with 2006

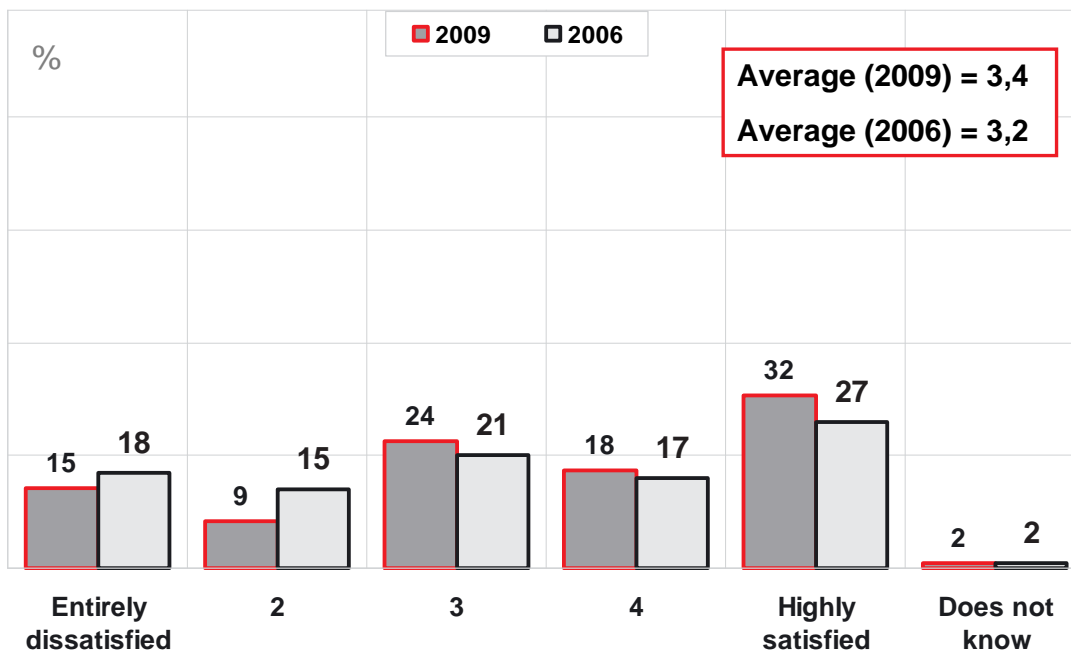
How satisfied were you with the speed of processing this case?





Evaluation of speed of processing the case – comparison with 2006

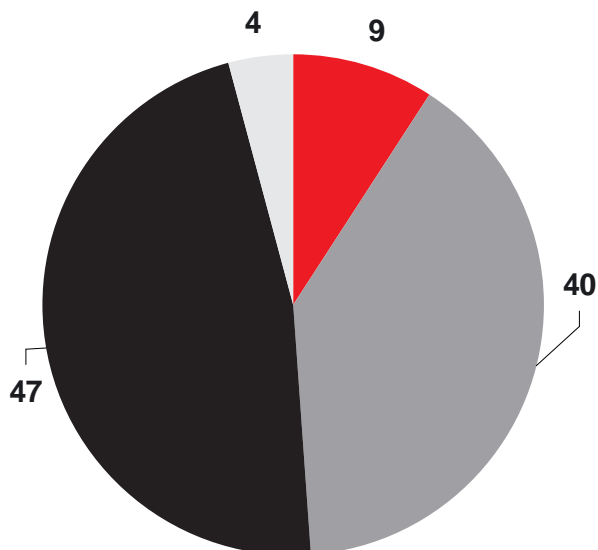
How satisfied were you with the speed of processing this case?



Perception of expenses

In your opinion, was the overall cost for that case:

■ Too low
 ■ Appropriate
 ■ Too high
 ■ Does not know/Refusal



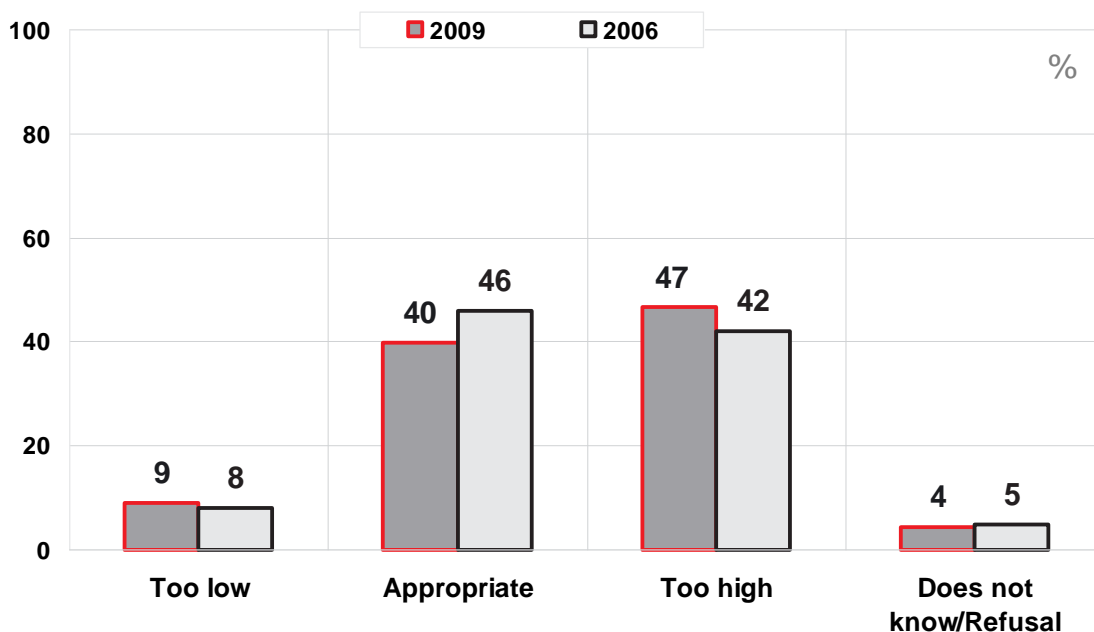
%



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Perception of expenses – comparison with 2006

In your opinion, was the overall cost for that case:



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*Only respondents who used services of land registry office, N=364

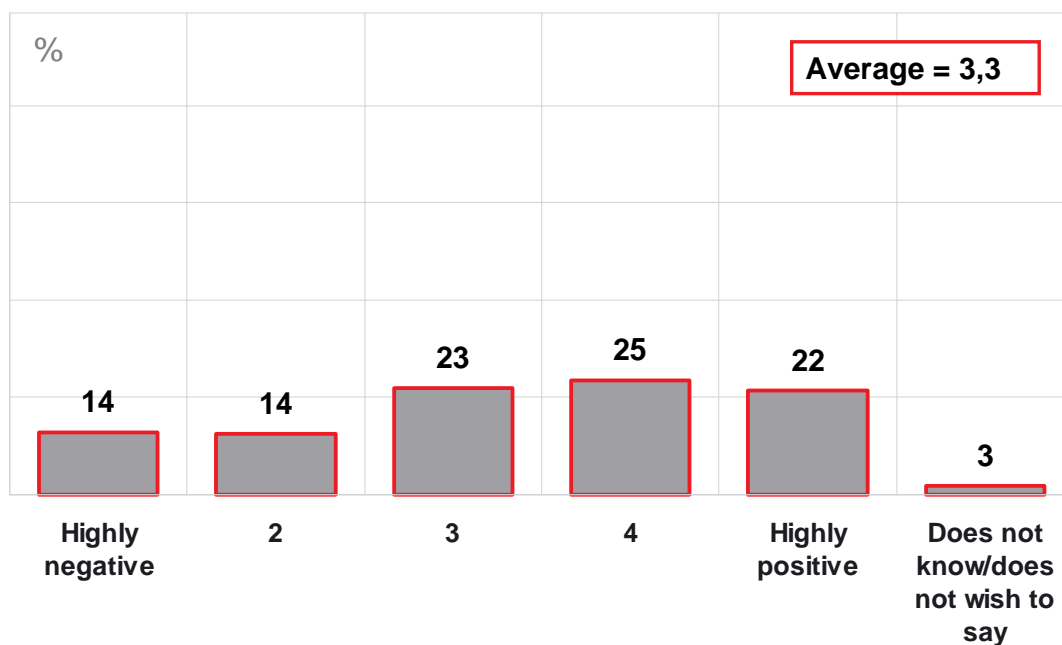
127



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Evaluation of experience with the land registry

How would you describe your experience with the land registry office for that case?



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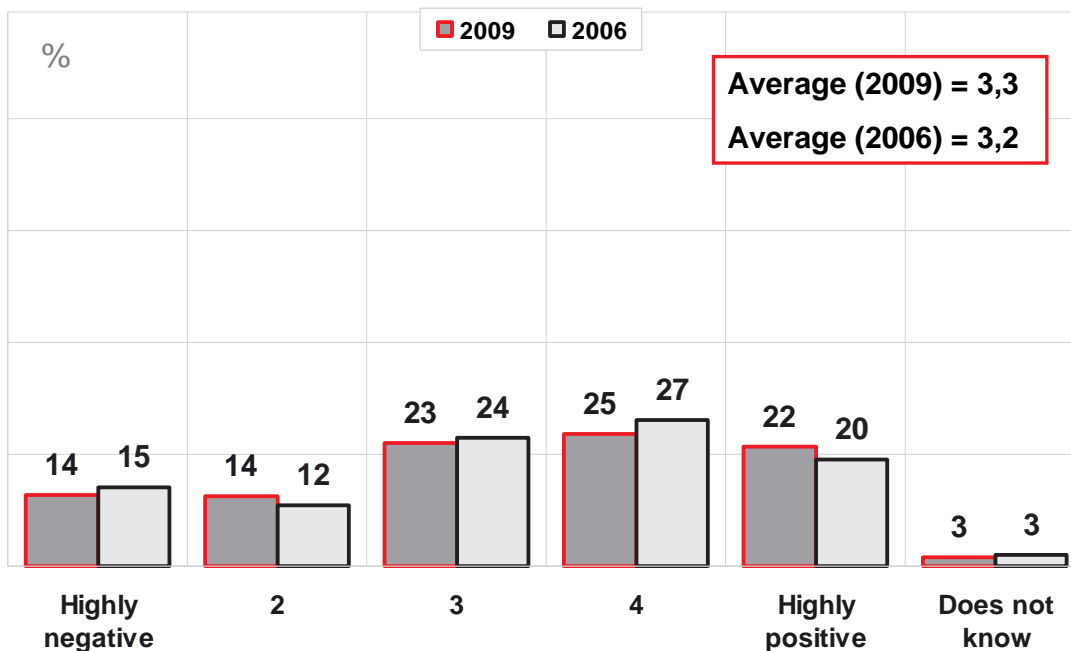
*Only respondents who used services of land registry office, N=364

128



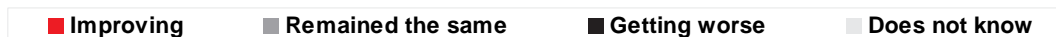
Evaluation of experience with the land registry – comparison with 2006

How would you describe your experience with the land registry office for that case?



Evaluation of the change of quality of land registry functioning

Generally speaking, would you say that the service quality and land registry office functioning in the last few years has been improving, has remained the same or has worsened?





Main results of the survey – Public perception – Land registry office

- As part of the “Public perception” we wanted to establish to what extent the citizens are familiar with the main functions of the land registry. A relative majority of respondents (43%) knew that one of the land these functions is title registration. 23% of citizens also mentioned the registration of real property in land registers. 30% admitted to not knowing the functions of the land registry. Almost half of respondents correctly mentioned that the land registry issues title deeds. Some citizens incorrectly mentioned that land registries issue property deeds, which is a function performed by the cadastre.
- The performance of land registries was given the average score of 3,2 on a scale of 1 (entirely negative) to 5 (entirely positive). Approximately 13% of respondents do not know or do not want to evaluate the performance of the land registry. When compared to 2006 survey, the average score has not changed. The respondents who gave lower scores are those from Dalmatia (2,9) and Zagreb and surroundings (3,0).
- Approximately one half of respondents have not used the services provided by the land registry in the past 5 years, one quarter have used the services once, whereas one quarter have used them several times. A very similar structure was recorded in the 2006 survey.
- Respondents have mostly personally handled the cases for which they have last visited land registry offices (almost half, 46%). Around one third of procedures involved a public notary, whereas one quarter involved an attorney or a lawyer.



Main results of the survey – Public perception – Land registry office

- The scores of land registry staff's relation towards clients and their performance are somewhat higher than those given to the land registry in general – 3,8. 37% of respondents are completely satisfied with the staff's relation towards them and with their performance. In the previous survey the score was somewhat lower - 3,6, with the biggest difference in the very number of satisfied users (at the time there were 30%). The score of the simplicity of procedures is the same as the score of the land registry; 37% of users believe that procedures are completely simple. When compared to 2006 survey, there has been great progress in this field because, at that time, only ¼ of respondents believed that the procedures were completely simple.
- The score related to the promptness in solving cases is 3,4. One third of citizens are completely satisfied, whereas around 15% are dissatisfied. Again, there is progress when compared to 2006, however to a lesser extent (the average score went from 3,2 to 3,4).
- The costs are too high to a little under half of respondents. Around 49% think of the costs as appropriate, whereas as many as 9% as too low. The perception of costs was somewhat more favorable in 2006, that is, less respondents perceived the costs as too high.
- The overall score of land registry performance in the respondents' last case was 3,3, which is similar to the 2006 score. However, approximately one half of respondents do believe that land registry's performance is improving, whereas only 8% that it is getting worse.
- The performance of the land registry has not been rated worse than it was in 2006, apart from the perception of costs. Little or bigger improvements can be noticed in other aspects, especially in the fact that a relative majority of respondents believe that the performance of land registry offices is improving.



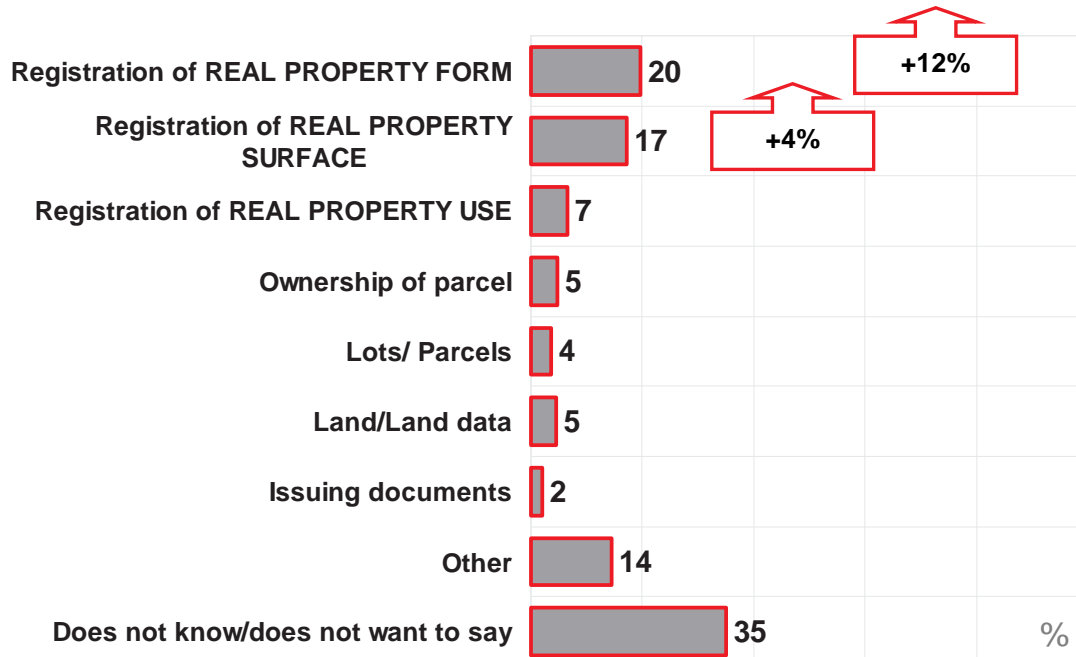
Research results – Public perception

- Land registry office
- Cadastre
- Real property overview
- Project "Organized land"



Knowledge about cadastre functions

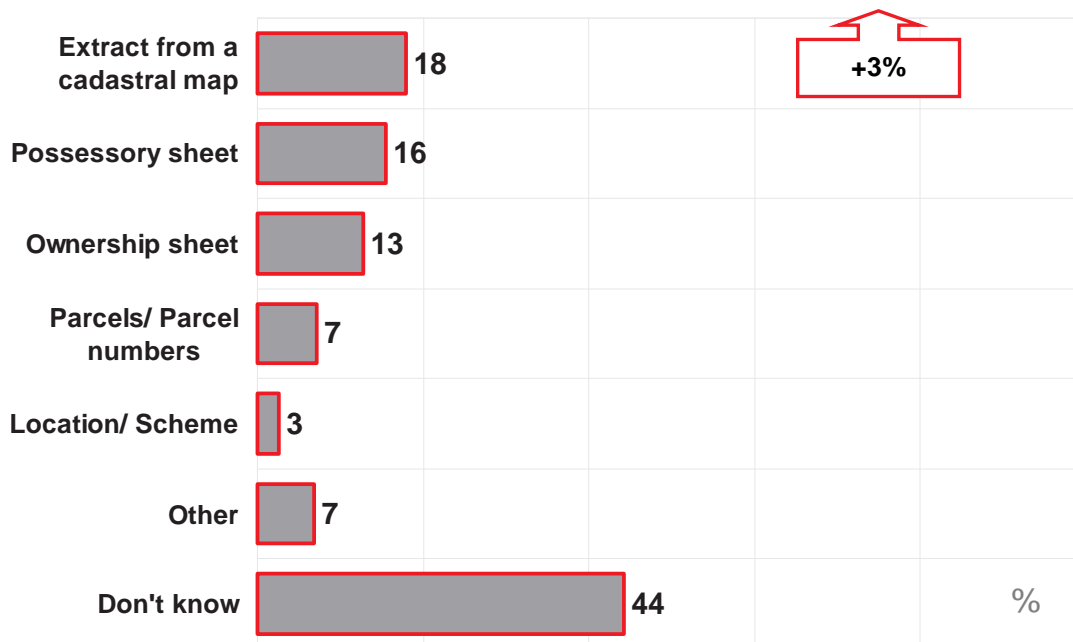
What is the purpose of cadastre, i.e. what are the functions of cadastre?





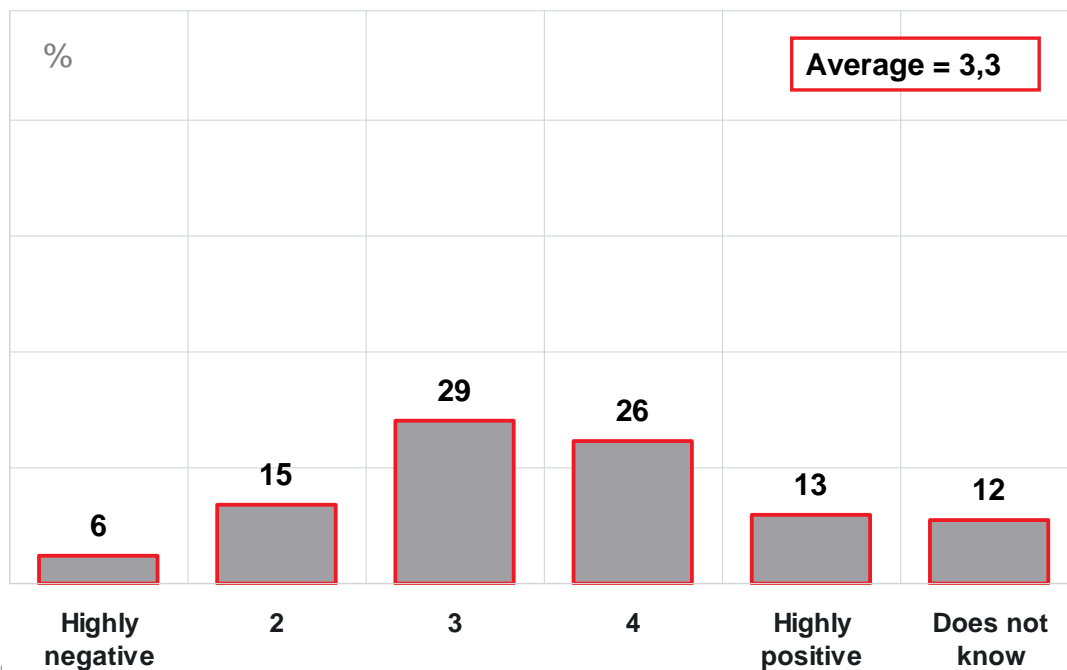
Knowledge about types of cadastre documents

Do you know which documents are obtained in cadastre?



Evaluation of cadastre functioning

What is your opinion on the work/functioning of cadastre?





Evaluation of cadastre functioning

What is your opinion on the work/functioning of cadastre? – by demography

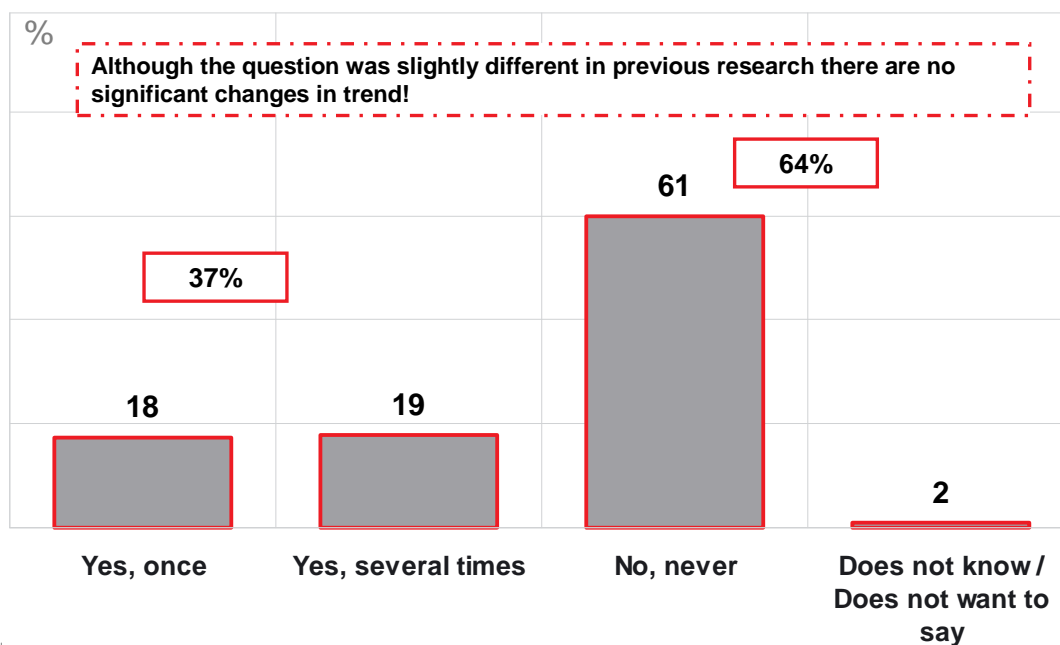
		N	Mean
Sample		704	3,3
Gender	Male	336	3,1
	Female	369	3,5
Age	Up to 30	130	3,3
	31-44	208	3,2
	45-60	179	3,2
	More than 60	188	3,4
Education	Elementary school	260	3,5
	High school	353	3,2
	Faculty	89	3

		N	Mean
Sample		704	3,3
Household incomes	Up to 2500 kn	158	3,2
	2501-4000 kn	119	3,6
	4001-7000 kn	190	3,3
	7001 and more	153	3,1
	Don't know	84	3,2
Settlement type	Urban	410	3,3
	Rural	294	3,3
Region	Zagreb and surroundings	172	3,1
	Sjeverna Hrvatska	136	3,6
	Slavonija	124	3,3
	Lika and Banovina	56	3,6
	Hrvatsko Primorje and Istra	87	3,2
	Dalmacija	130	3,1



Using the services of cadastre

Have you used the services of cadastre in the last five years?





Using the services of cadastre

Have you used the services of cadastre in the last five years? – demography

		N	Used	Did not use
Sample		800	45,5	54,5
Gender	Male	378	48	52
	Female	422	43	57
Age	Up to 30	154	32	68
	31-44	218	51	49
	45-60	203	54	46
	More than 60	225	42	58
Education	Elementary school	292	39	61
	High school	400	45	55
	Faculty	104	63	37



Using the services of cadastre

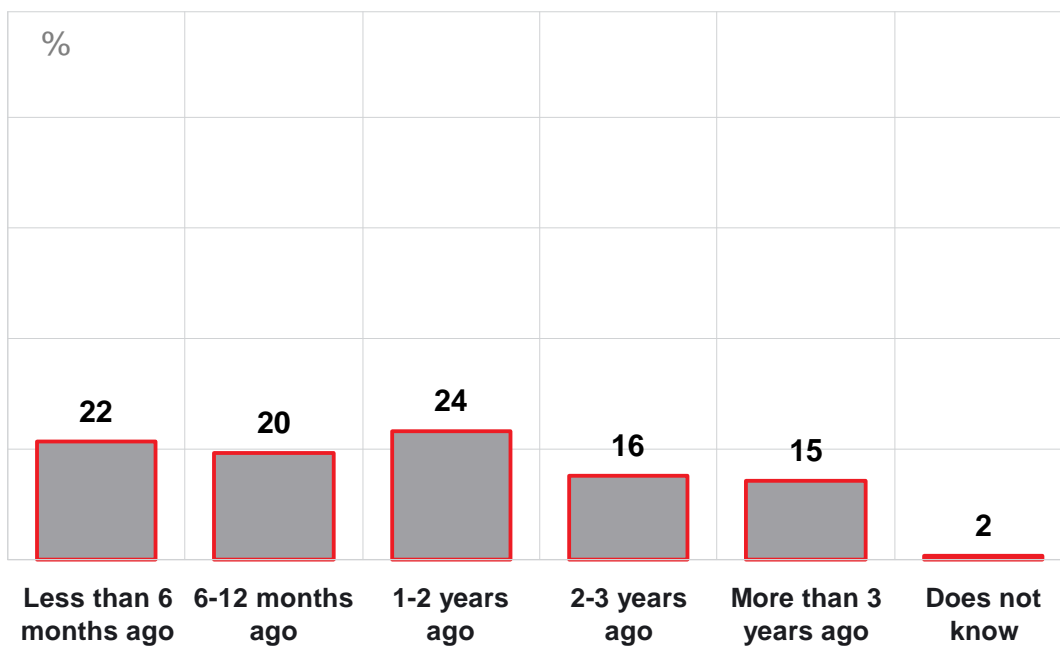
Have you used the services of cadastre in the last five years? – demography

		N	Used	Did not use
Sample		800	37	63
Household incomes	Up to 2500 kn	183	39	61
	2501-4000 kn	133	27	73
	4001-7000 kn	207	41	59
	7001 and more	178	39	61
	Don't know	99	37	63
Settlement type	Urban	482	30	70
	Rural	318	48	52
Region	Zagreb and surroundings	198	29	71
	Sjeverna Hrvatska	145	45	55
	Slavonija	142	33	67
	Lika and Banovina	69	40	60
	Hrvatsko Primorje and Istra	97	55	45
	Dalmacija	149	31	69



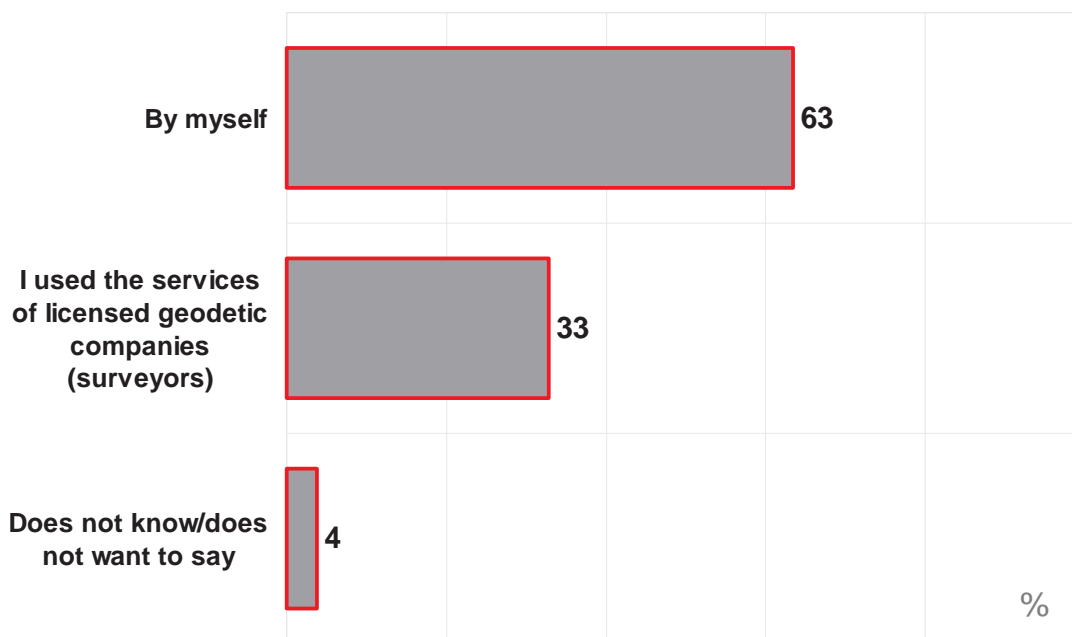
Last use of cadastre

When was the last time you used the cadastre services?



The way of handling cases

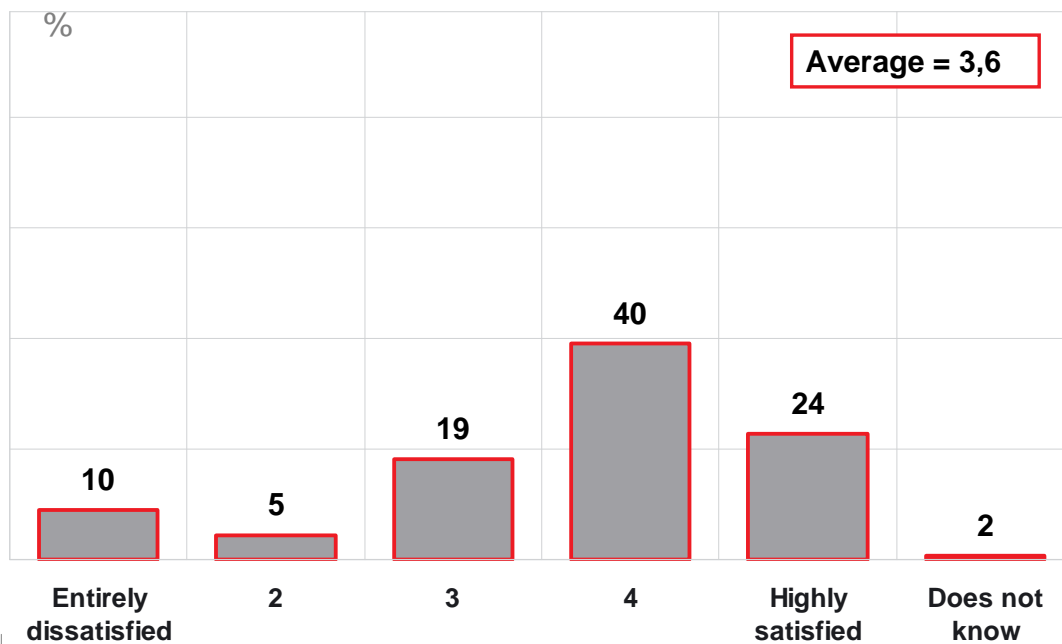
Did you use the services of licensed geodetic companies (surveyors) when you last visited the cadastre, or you handled the case by yourself?





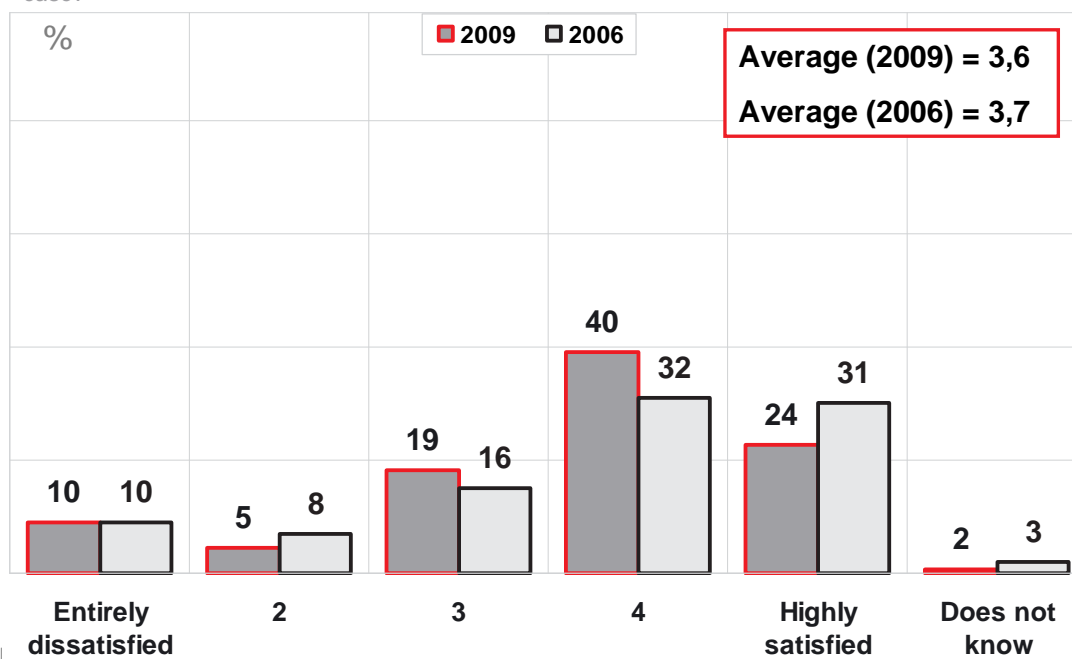
Evaluation of work of licensed geodetic companies

How satisfied were you with the work of the licensed geodetic companies (surveyors) regarding this case?



Evaluation of work of licensed geodetic companies – comparison with 2006

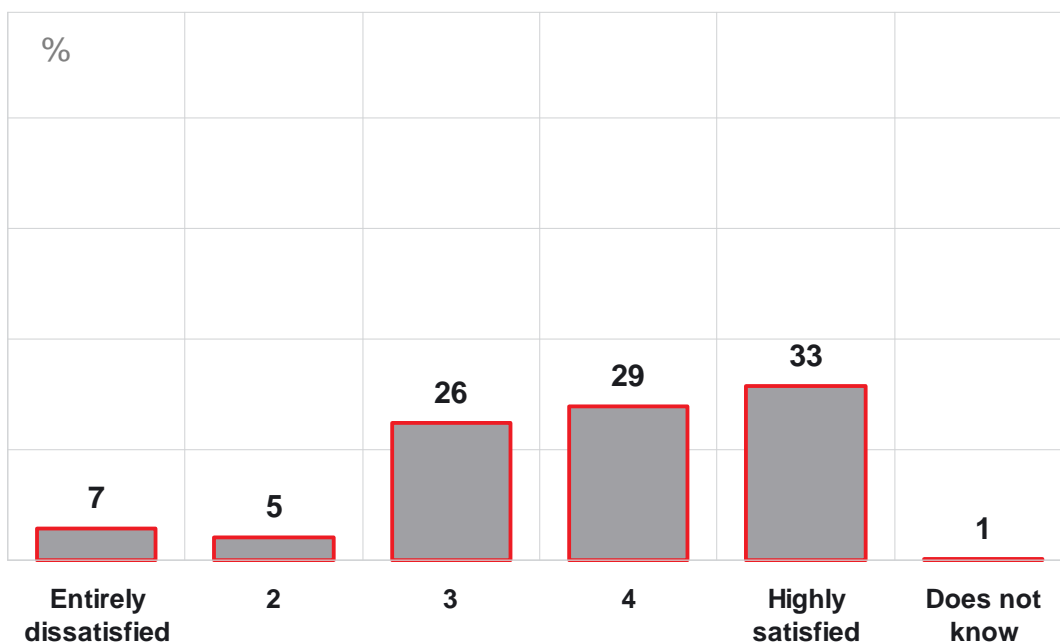
How satisfied were you with the work of the licensed geodetic companies (surveyors) regarding this case?





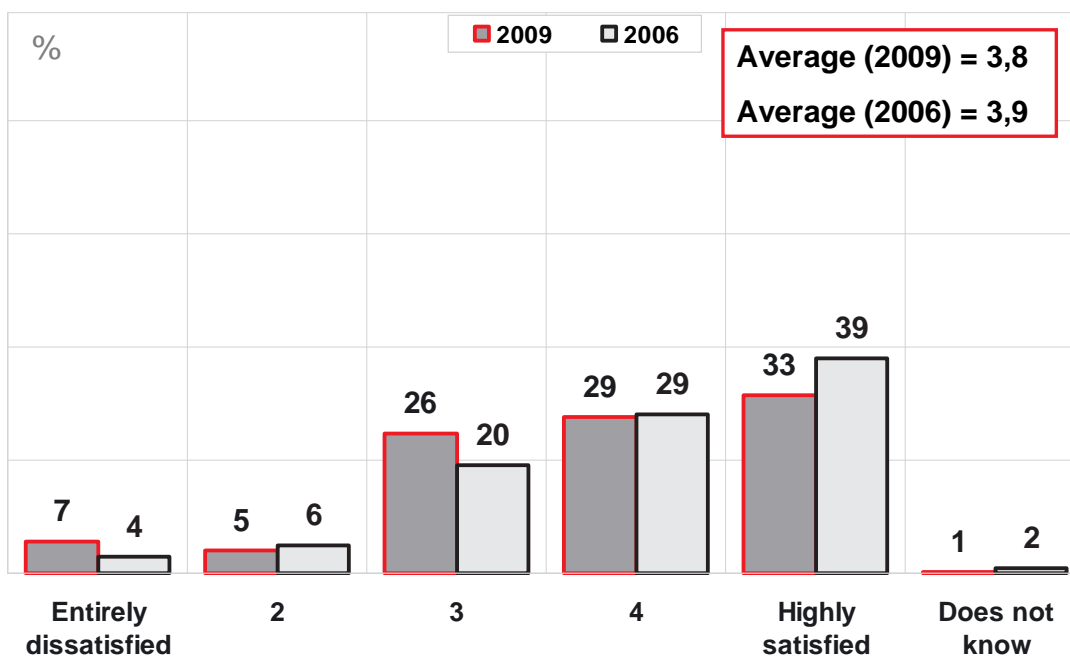
Evaluation of attitude and work of the cadastre employee

How satisfied were you with the attitude and work of the cadastre employee regarding this case?



Evaluation of attitude and work of the cadastre employee – comparison with 2006

How satisfied were you with the attitude and work of the cadastre employee regarding this case?

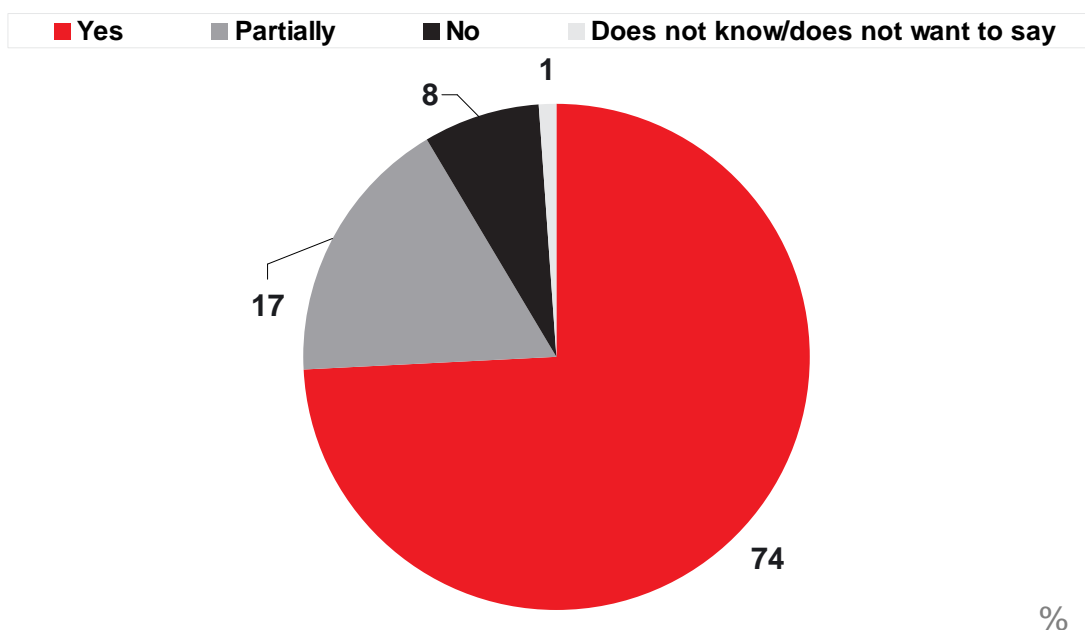




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Obtaining instructions and information

Did you obtain all the necessary instructions and information in cadastre?



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*Only respondents who handled the case by themselves, N=188

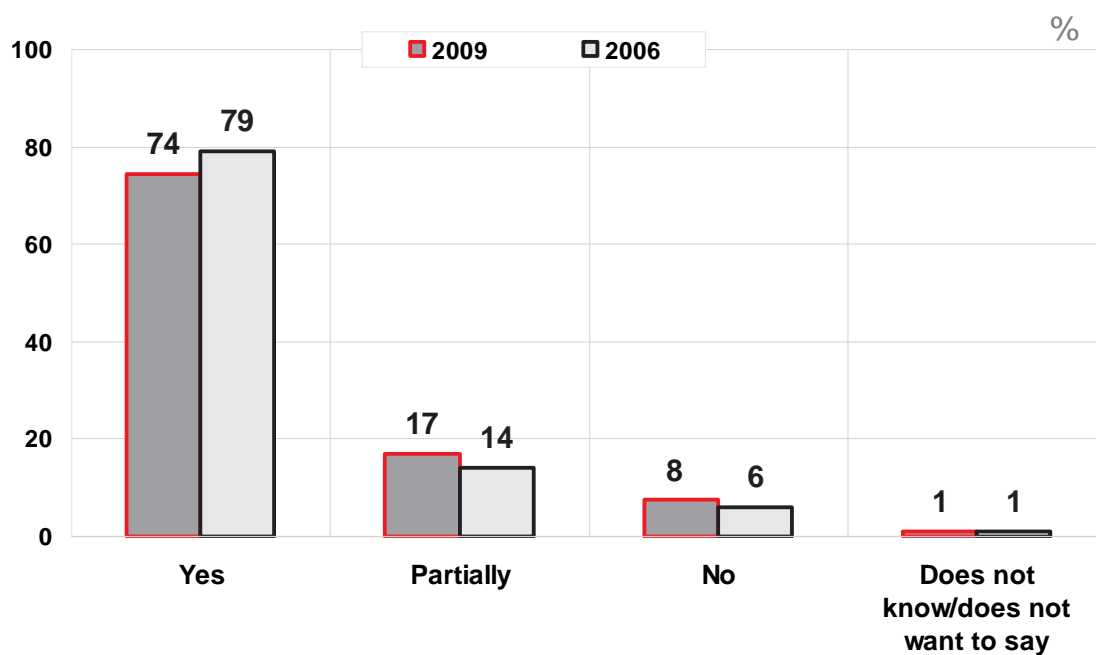
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Obtaining instructions and information – comparison with 2006

Did you obtain all the necessary instructions and information in cadastre?



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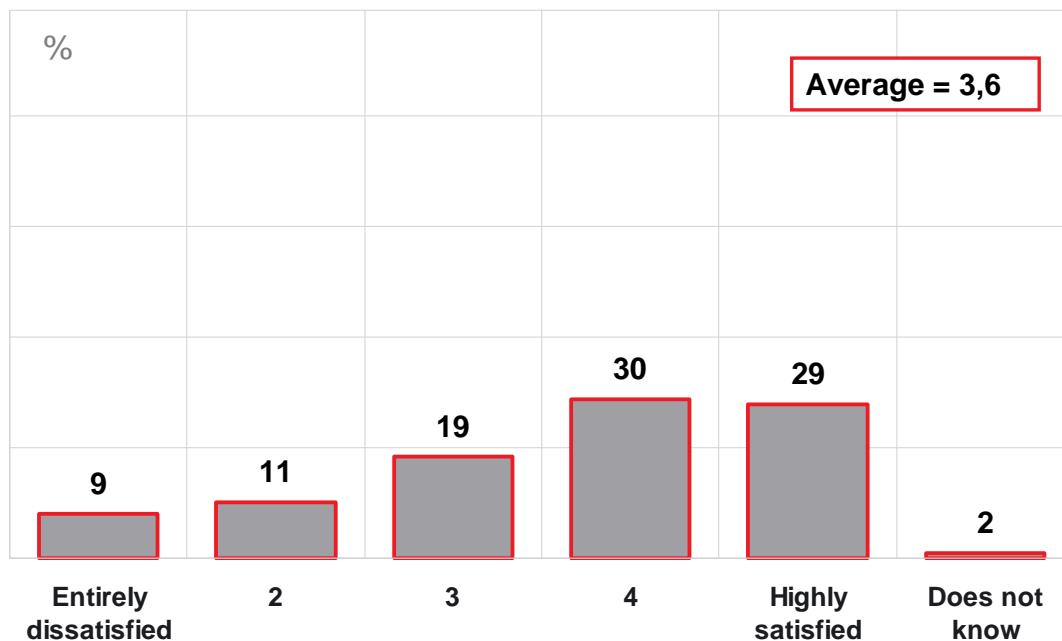
*Only respondents who handled the case by themselves, N=188

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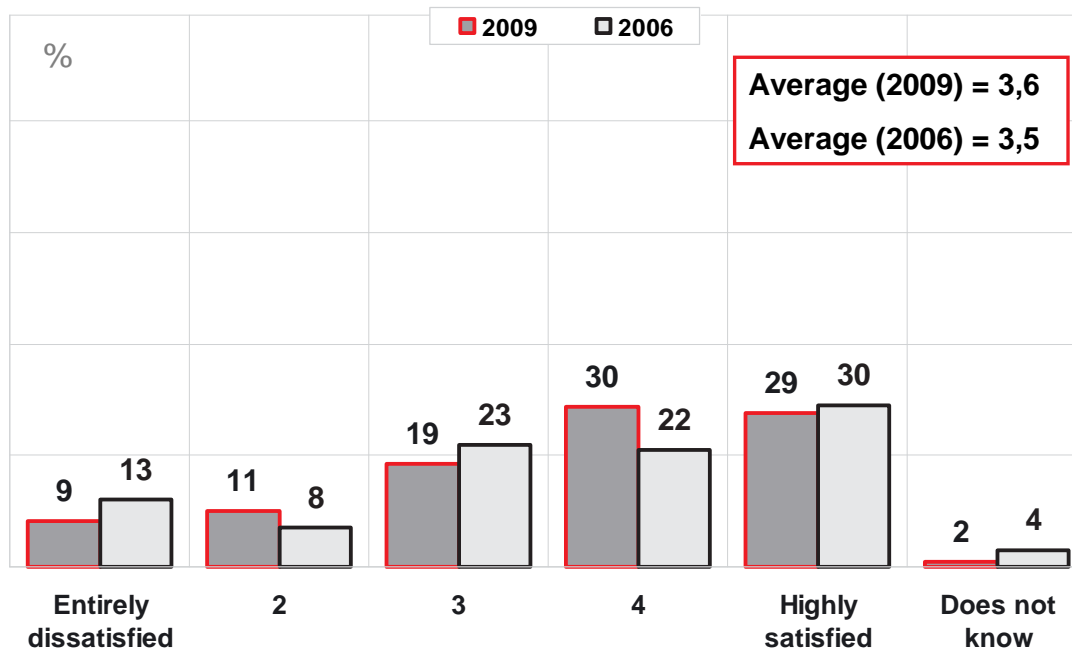
Evaluating speed of processing the case

How satisfied are you with the speed of processing this case?



Evaluating speed of processing the case – comparison with 2006

How satisfied are you with the speed of processing this case?

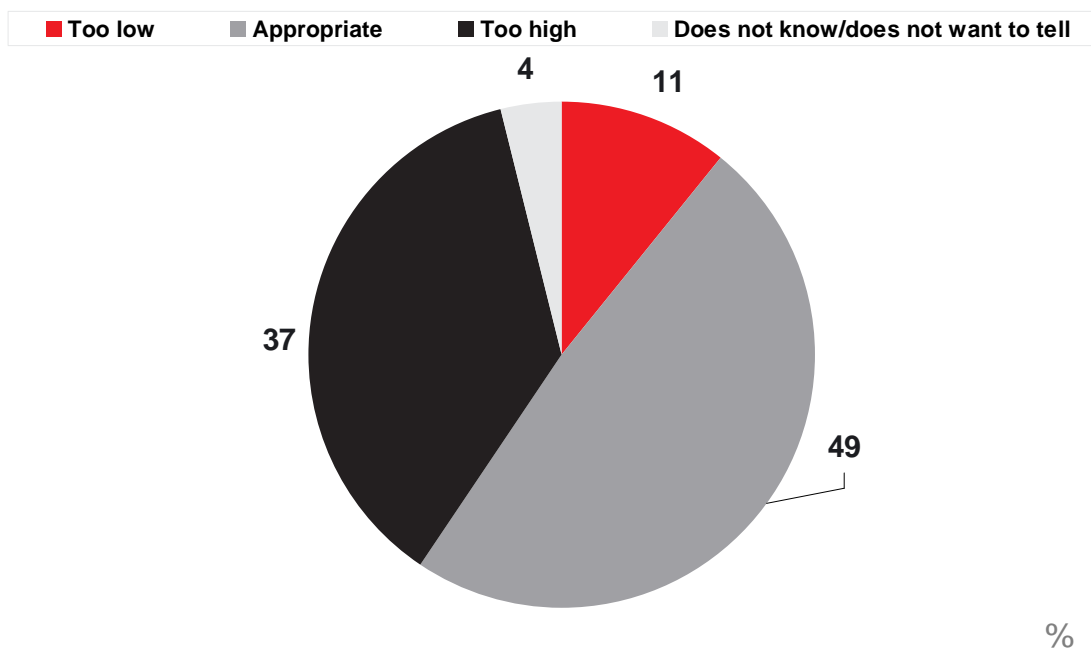




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Perception of expenses

In your opinion, was the overall cost for that case:



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*Only respondents who used services of cadastre, N=297

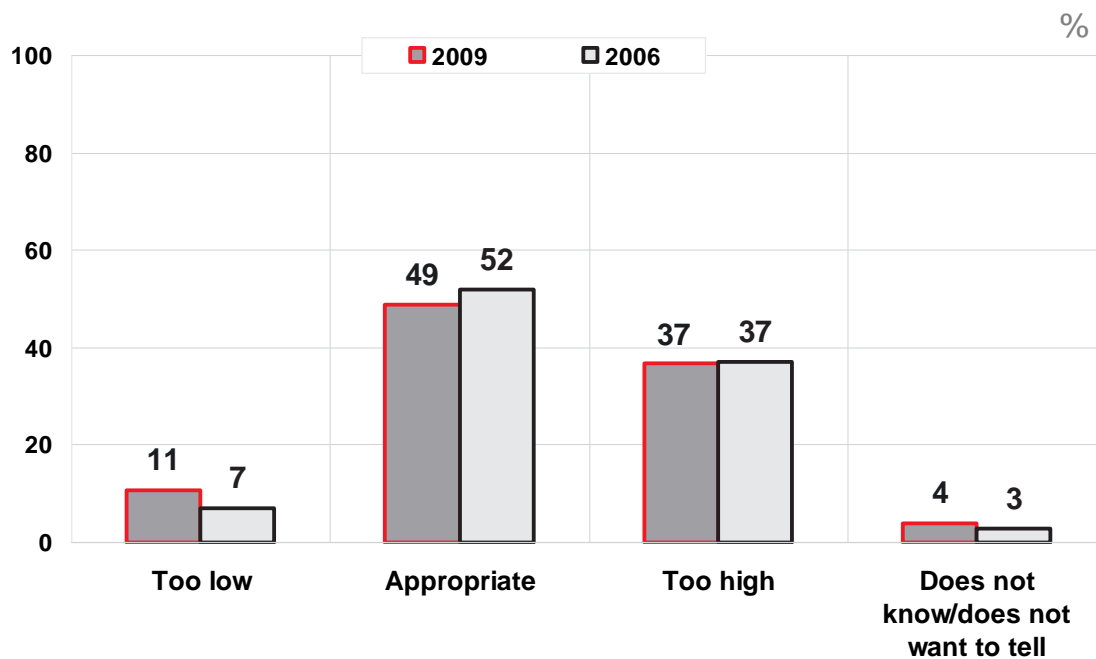
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Perception of expenses – comparison with 2006

In your opinion, was the overall cost for that case:



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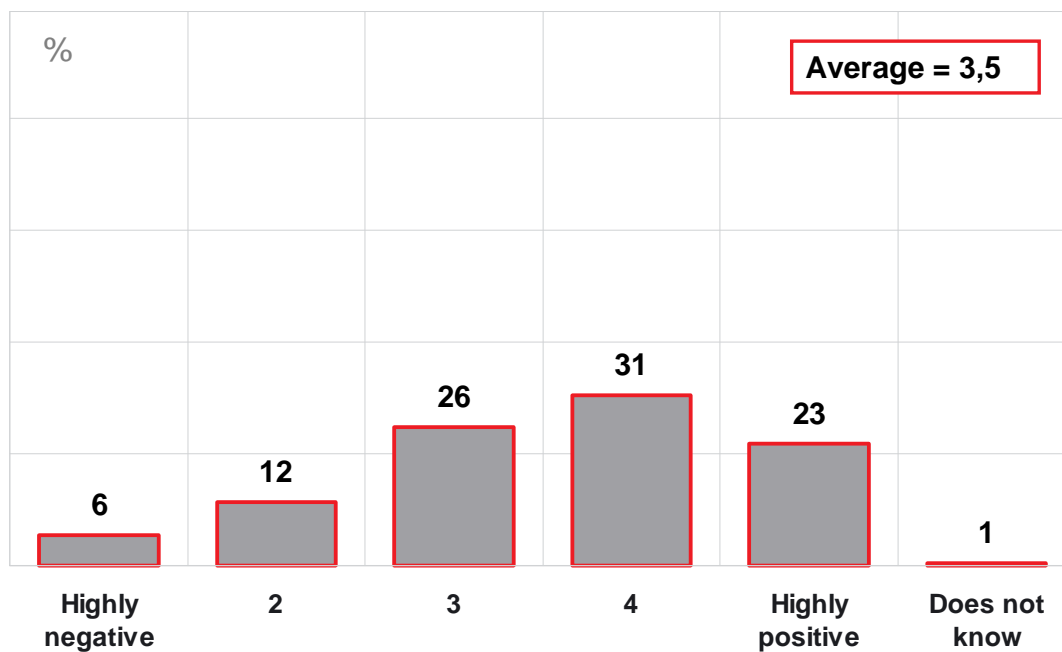
*Only respondents who used services of cadastre, N=297

152



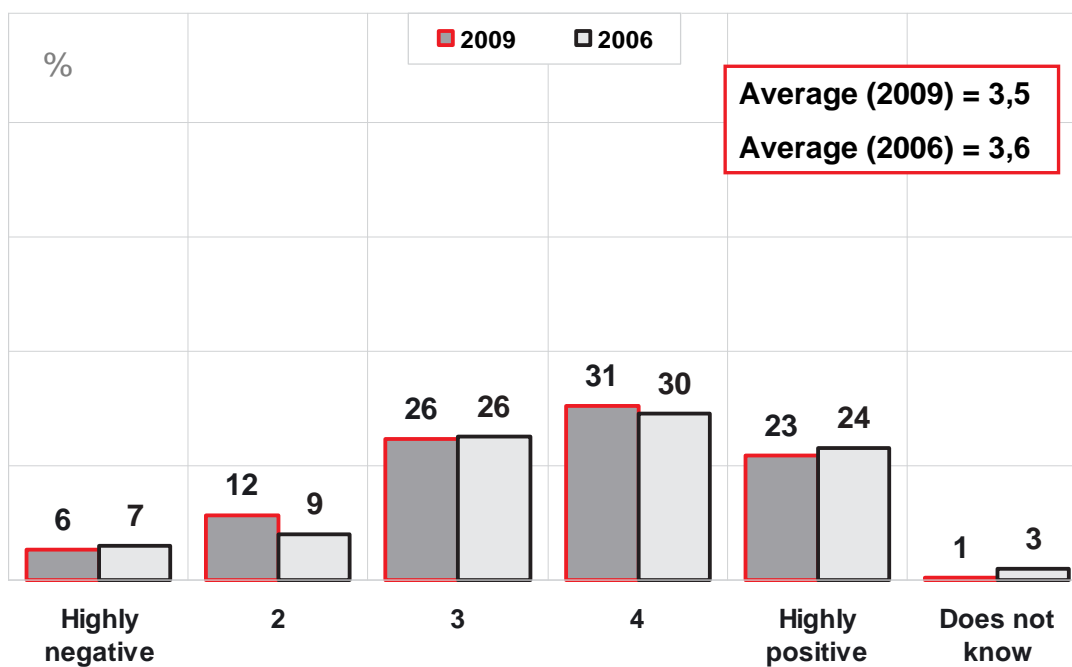
Evaluation of experience with cadastre

How would you evaluate your experience with the cadastre for that case?



Evaluation of experience with cadastre— comparison with 2006

How would you evaluate your experience with the cadastre for that case?

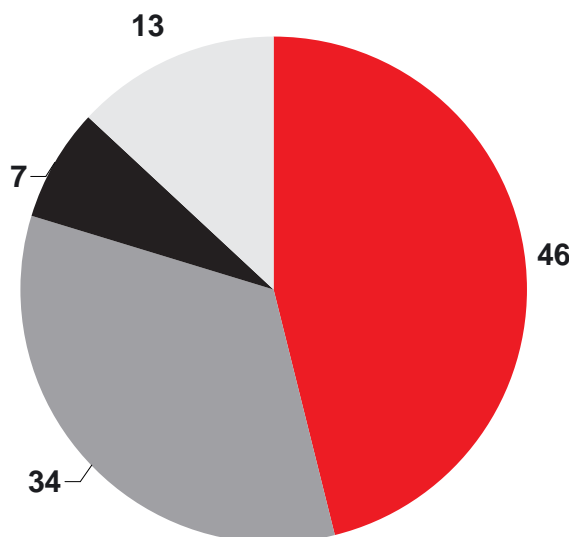




Evaluation of change of quality of cadastre functioning

Generally speaking, would you say that the service quality and cadastre functioning in the last few years has been improving, has remained the same or has worsened?

■ Improving ■ Remained the same ■ Getting worse ■ Does not know



%



Main results of the survey – Public perception – The Cadastre

- The respondents have medium knowledge of the documents obtained at the cadastre. The two documents most frequently mentioned are extract from cadastral maps and property deeds, which are the typical documents issued by the cadastre. 13% of respondents incorrectly mentioned obtaining title deeds, which is an indication of poor knowledge of property and ownership concepts. Almost half of respondents have not offered a single response.
- The general score of the performance of the cadastre is 3,3 which may be considered to be positive. There are no significant differences between the scores given in the 2006 survey.
- As opposed to the scores given to the land registry that differed according to region, the cadastre was given fairly equal scores by all socio-demographic groups.
- Around 60% of respondents have not made use of the services provided by the cadastre in the past 5 years. The fact is that a somewhat smaller number of people use the cadastre than they do the land registry, which confirms the indications that this is the way in which the real property market should function.
- Approximately one third of respondents used the services of surveyors, whereas 63% personally handled their cases. As a matter of fact, citizens are usually not given much choice because for some types of surveys or operations they have to seek help from licensed surveyors. The average score of geodetic companies is 3,6, with over 80% of respondents being more or less satisfied with the services provided. This score is not significantly different from the one in the 2006 survey.
- The cadastre staff was also given positive scores – 3,8. In this case there are also few of those dissatisfied with the staff's relation towards clients and with their performance, a little over 10%. The score does not differ from the one in the 2006 survey.



Main results of the survey – Public perception – The Cadastre

- Around ¾ of respondents obtained all requested instructions and information, which indicates good organization of providing information in the cadastre. Satisfaction was somewhat higher in 2006, however, not significantly.
- The promptness in solving cases was given the average score of 3,6, which is on the same level with the 3,5 score in 2006, and reflects the respondents' positive attitude towards the performance of the cadastre.
- Around one half of respondents think of the costs of handling their case as appropriate, whereas over one third believe they were too high. In this respect better scores were given to services provided by the cadastre, than the land registry. In relation to 2006 there are no relevant differences in response structure.
- The overall score of the cadastre is 3,5, which reflects respondents' general satisfaction with their performance. As with the land registry, the relative majority of respondents believe that the performance of the cadastre is improving, even though the evaluation scale does not corroborate these findings (cadastre performance was given lower scores than in the 2006 survey).



Survey results – Public perception

- Land registry department
- Cadastre
- Real property overview
- Project "Organized land"

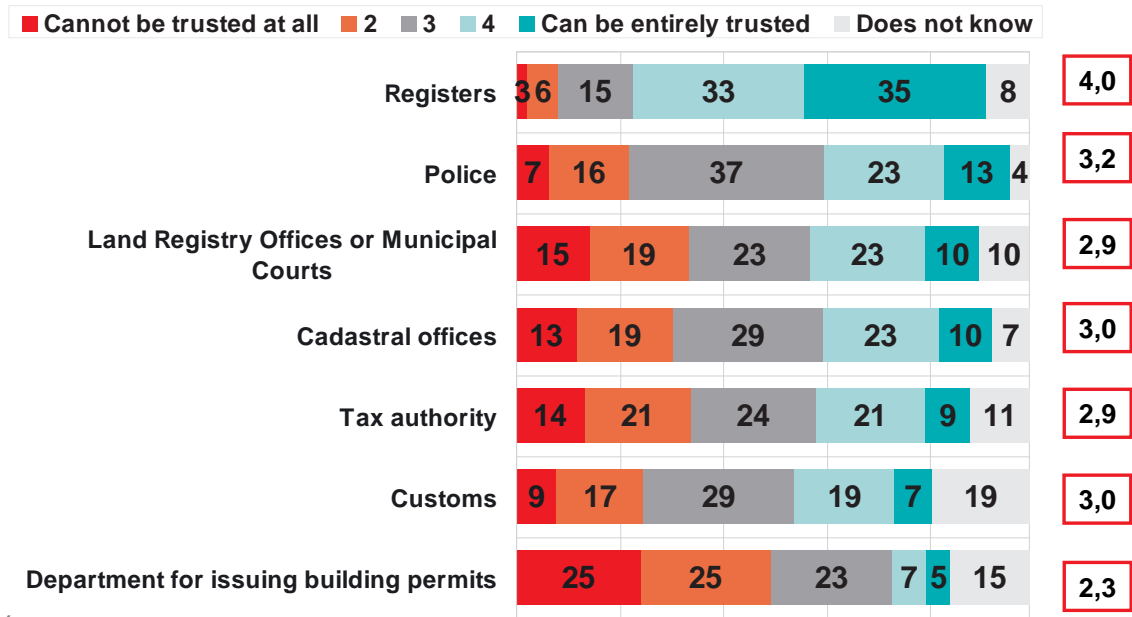




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Trust in institutions

I would like you to give a mark to each institution on whether this institution can be trusted in performing its work in compliance with the law and without any corruption or other forms of avoiding the law.



%

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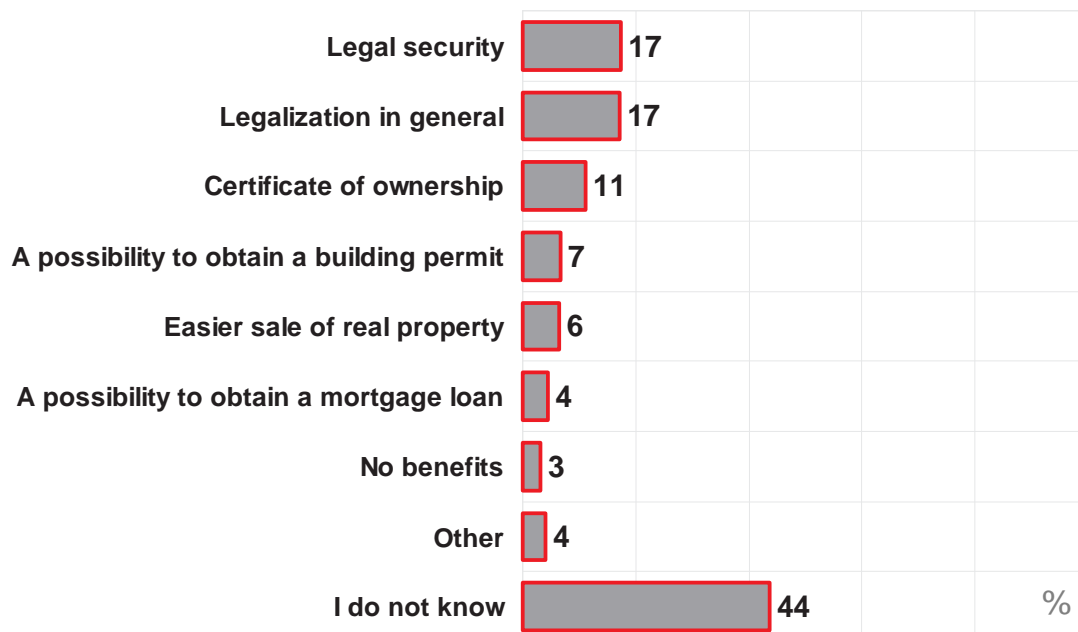
*All respondents, N=102 159



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Perception of benefits of real property registration for the CITIZENS

In your opinion, what are all the benefits of real property registration for the citizens?



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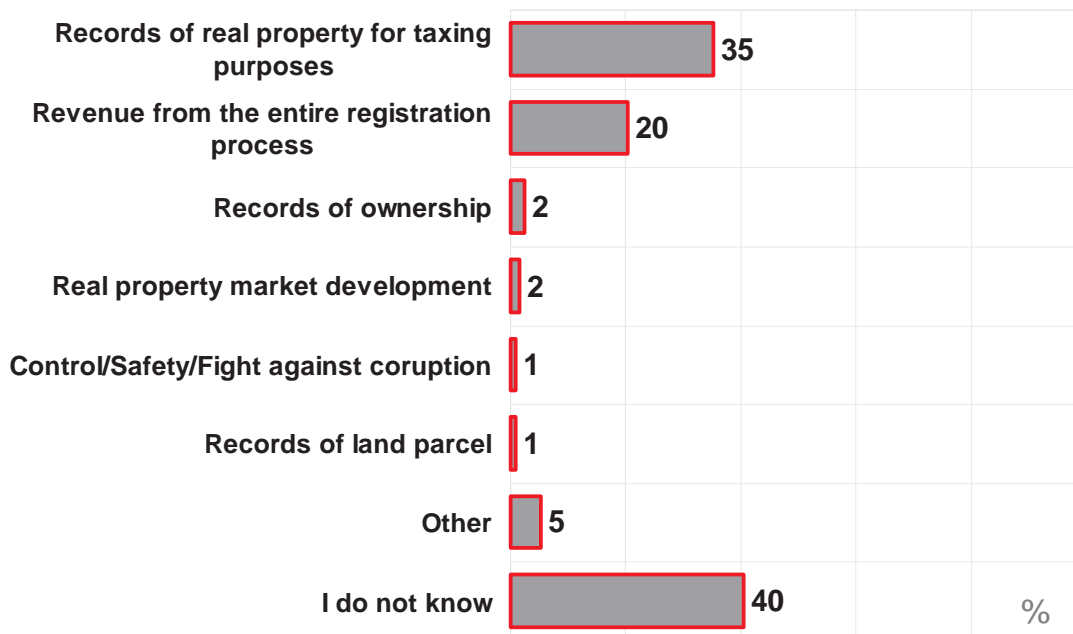
*All respondents, N=800 160



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Perception of benefits that the STATE has from the registration of citizens' real property

Do you know any benefits that the STATE has from the registration of citizens' real property?



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*All respondents, N=800 161

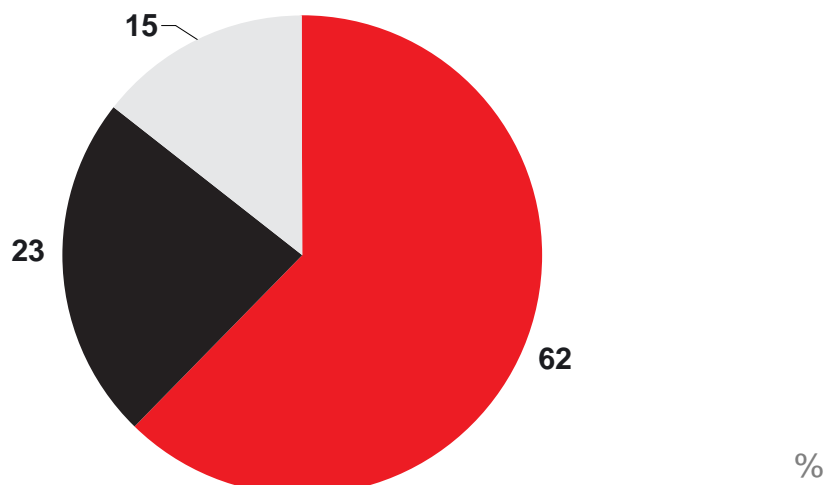


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Real property ownership

Are you personally an owner or co-owner of a real property, i.e. an apartment, weekend house, business premises or land parcel?

- Yes, the interviewee personally
- No, but some other household member is an owner
- No, none of the household members is an owner



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All respondents, N=800 162



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Real property ownership

Are you personally an owner or co-owner of a real property, i.e. an apartment, house, weekend house, business premises or land parcel? – by demography

		N	Yes, the interviewee personally	No, but some other household member is an owner	No, none of the household members is an owner
Sample		800	62	23	14
Gender	Male	378	68	18	14
	Female	422	58	28	15
Age	Up to 30	154	24	51	25
	31-44	218	55	31	14
	45-60	203	75	11	13
	More than 60	225	83	8	8
Education	Elementary school	292	71	14	16
	High school	400	55	30	15
	Faculty	104	66	23	11

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All respondents, N=800 163



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Real property ownership

Are you personally an owner or co-owner of a real property, i.e. an apartment, house, weekend house, business premises or land parcel? – by demography

		N	Yes, the interviewee personally	No, but some other household member is an owner	No, none of the household members is an owner
Sample		800	62	23	14
Household incomes	Up to 2500 kn	183	67	14	19
	2501-4000 kn	133	66	23	11
	4001-7000 kn	207	64	23	13
	7001 and more	178	57	31	13
	Don't know	99	55	27	18
Settlement type	Urban	482	58	26	16
	Rural	318	68	19	12
Region	Zagreb and surroundings	198	64	22	14
	Sjeverna Hrvatska	145	76	21	3
	Slavonija	142	61	24	15
	Lika and Banovina	69	62	15	22
	Hrvatsko Primorje and Istra	97	67	18	14
	Dalmacija	149	45	33	22

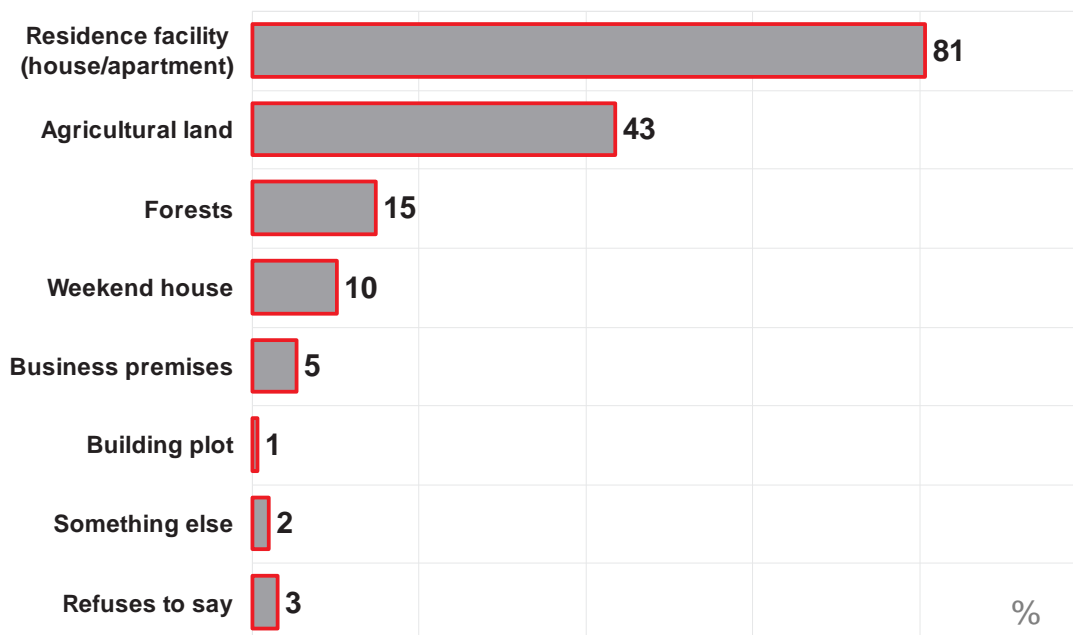
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All respondents, N=800 164



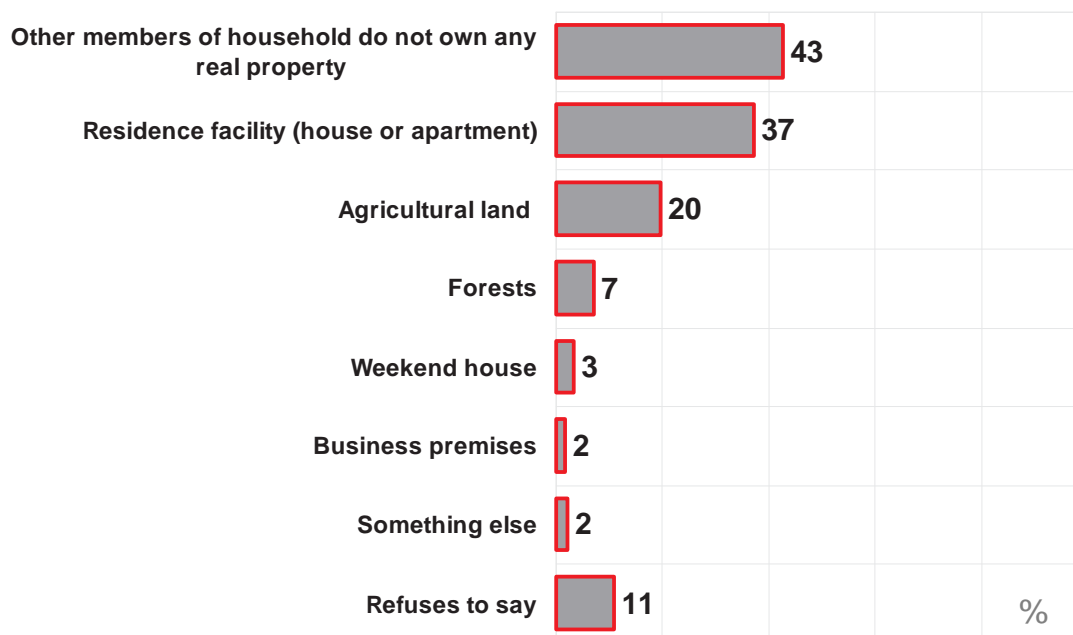
Type of real property in ownership

What types of real property do you personally own, regardless of the fact whether you are the only owner or co-owner?



Types of real property owned by other members of household

What types of real property are owned by other members of household, where you do not have an official ownership share?

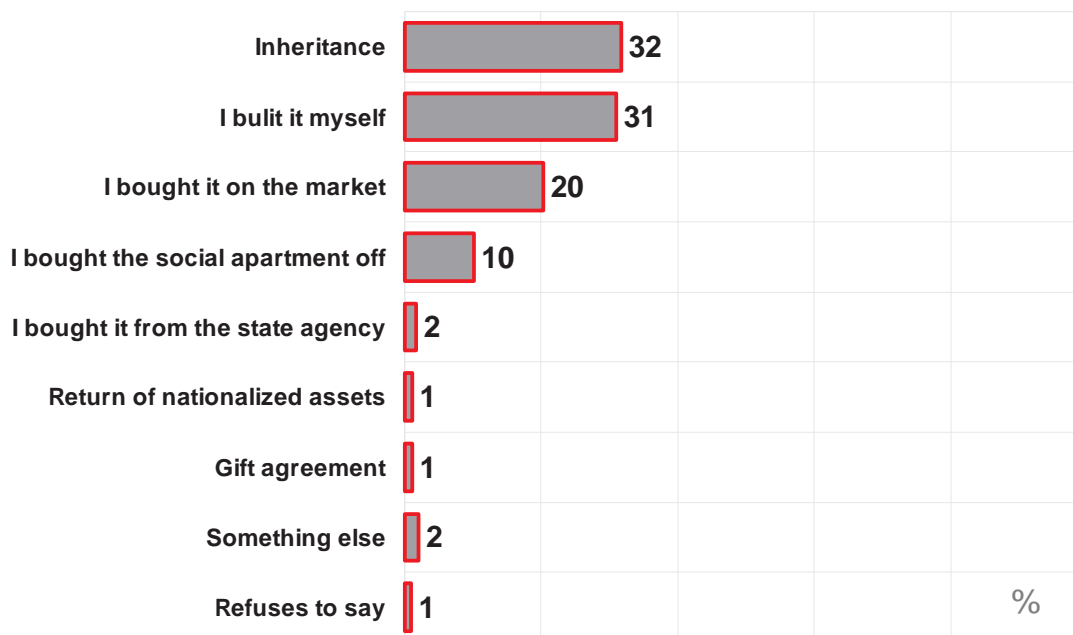




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Method of real property acquisition

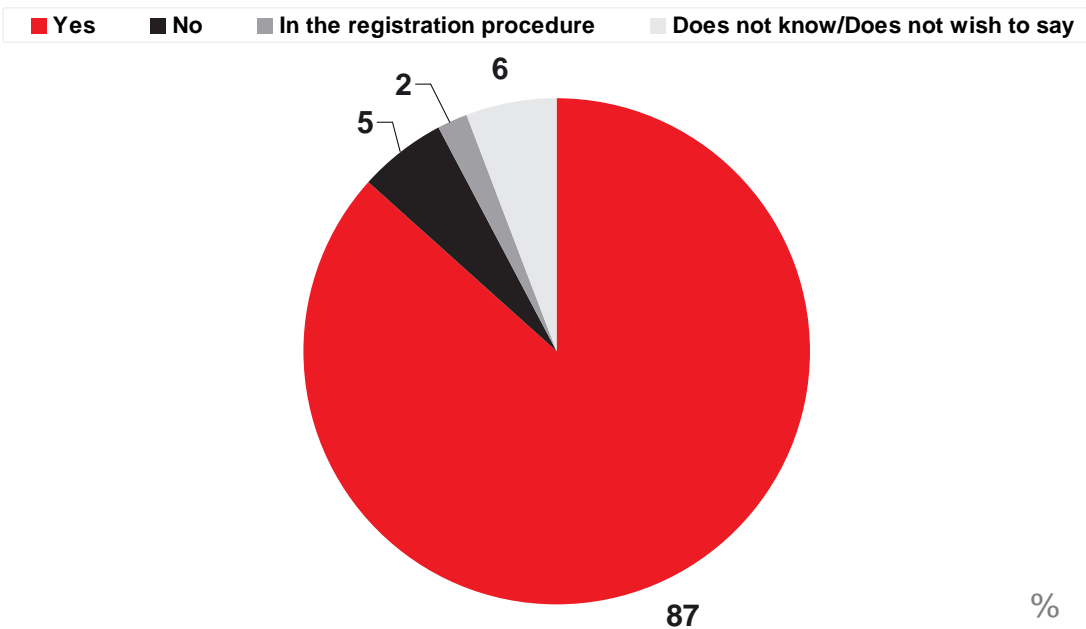
How did you acquire this real property?



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Real property registration

Is the apartment or house where you live registered in the land registry office (i.e. The Municipal Court)?





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Real property registration

Is the apartment or house where you live registered in the land registry office (i.e. The Municipal Court)?

		N	Yes	No	In the registration procedure	Does not know/Does not wish to say
Sample		581	87	5	2	6
Gender	Male	262	89	4	1	6
	Female	319	85	6	3	6
Age	Up to 30	96	90	3	2	5
	31-44	163	89	1	1	9
	45-60	151	87	7	2	4
	More than 60	172	83	9	3	5
Education	Elementary school	205	81	8	2	9
	High school	295	91	4	2	4
	Faculty	81	87	6	4	3

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*Only respondents who mentioned a real property, N=581

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Real property registration

Is the apartment or house where you live registered in the land registry office (i.e. The Municipal Court)?

		N	Yes	No	In the registration procedure	Does not know/Does not wish to say
Sample		581	87	5	2	6
Household incomes	Up to 2500 kn	116	79	7	2	12
	2501-4000 kn	101	84	11	2	3
	4001-7000 kn	157	91	3	2	3
	7001 and more	145	89	3	2	5
	Don't know	62	87	4	2	8
Settlement type	Urban	339	90	4	2	4
	Rural	242	82	7	2	8
Region	Zagreb and surroundings	143	87	6	4	4
	Sjeverna Hrvatska	129	83	5	1	11
	Slavonija	108	97	0	1	2
	Lika and Banovina	42	83	3	4	11
	Hrvatsko Primorje and Istra	70	85	6	1	7
	Dalmacija	89	83	12	2	3

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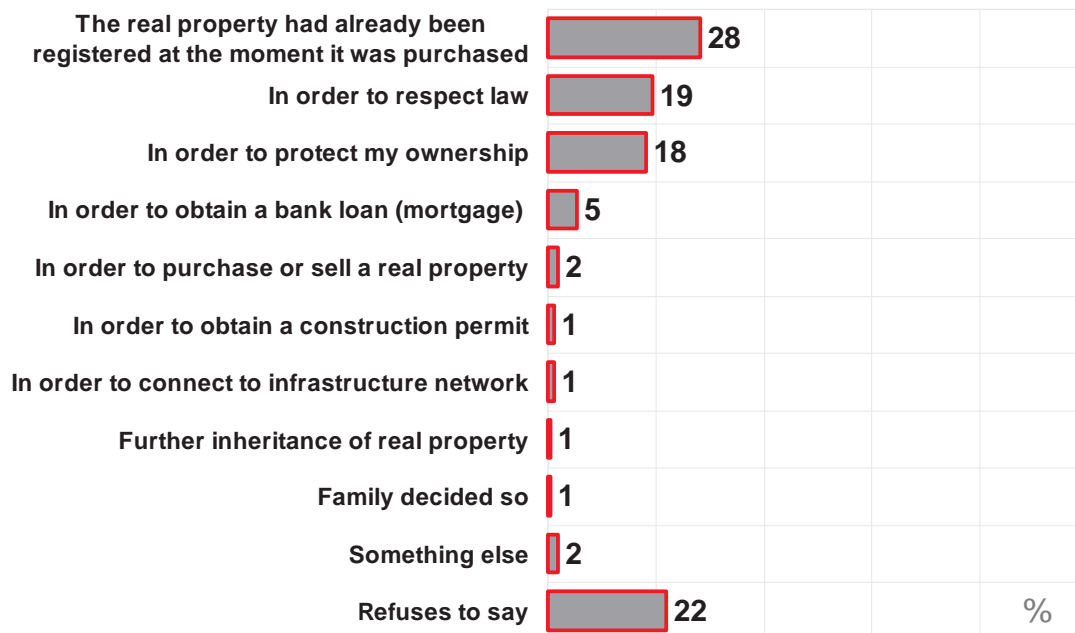
*Only respondents who mentioned a real property, N=581

170



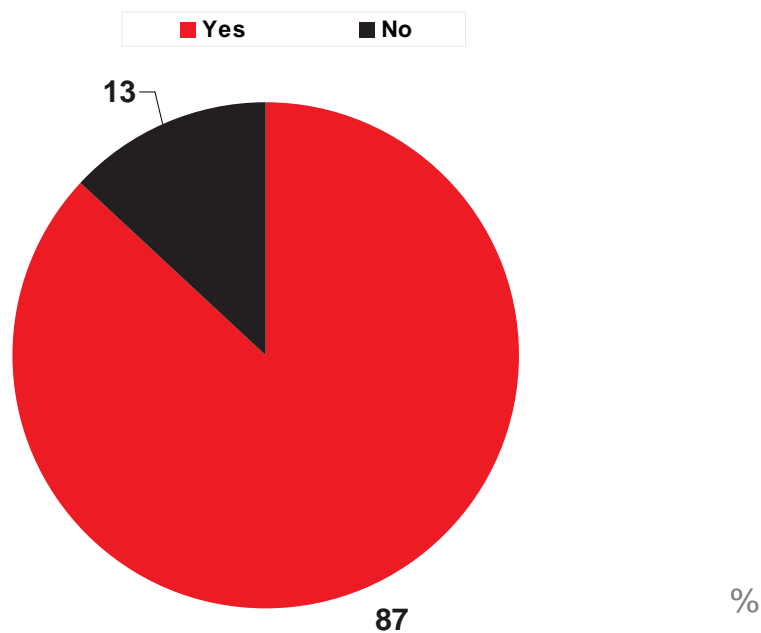
Reasons for registration

What was the main reason that you decided to register the property if the real property had not been registered at the moment you acquired it?



Registration of change of ownership

Have you registered the change of ownership, i.e. the fact that you are now the owner?





Reasons for not registering the real property

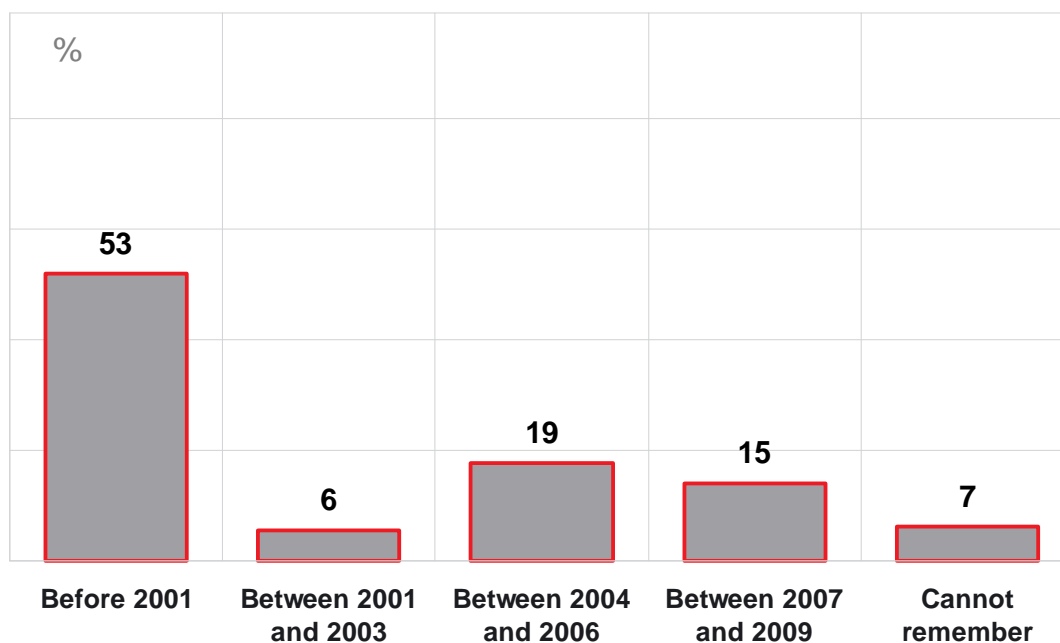
What is the main reason that you did not register the change of ownership?

	N
It is too expensive	2
Ownership situation is too complicated	2
Registration is in progress	2
Transcript will be done after death	2
I can't get hold of all necessary documents	1
I do not feel the need	1
I did not consider it to be necessary	1
I do not have time	1
It is still being repurchased	1
Family relationships	1
They didn't send anything to me	1
Something else	1
Does not know	5



The year the registration procedure started

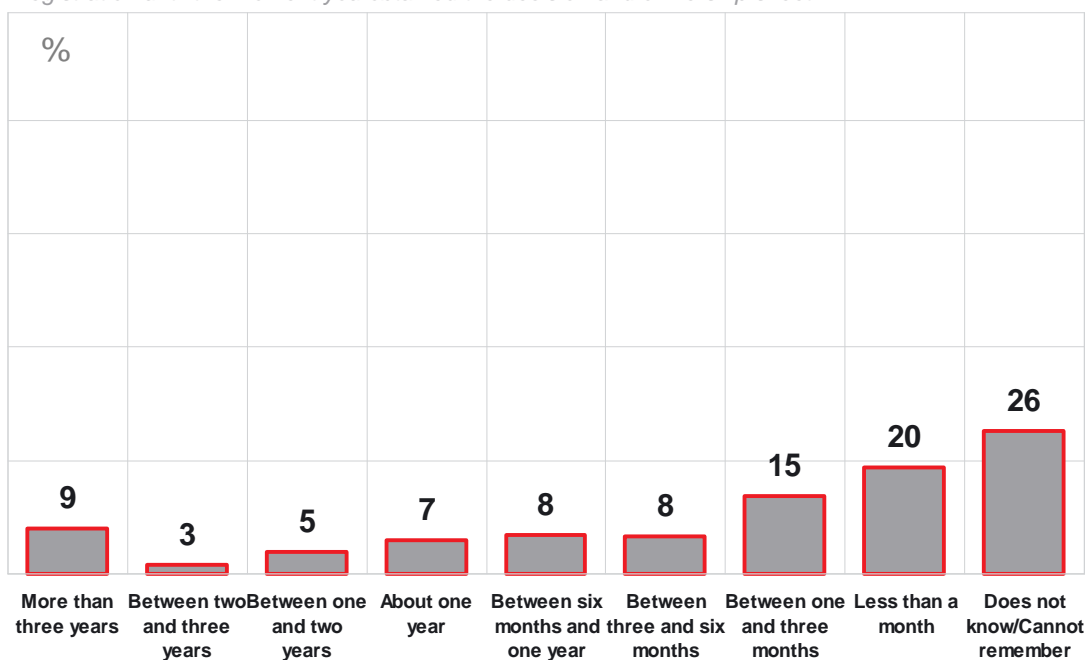
What was the year in which you started the registration procedure?





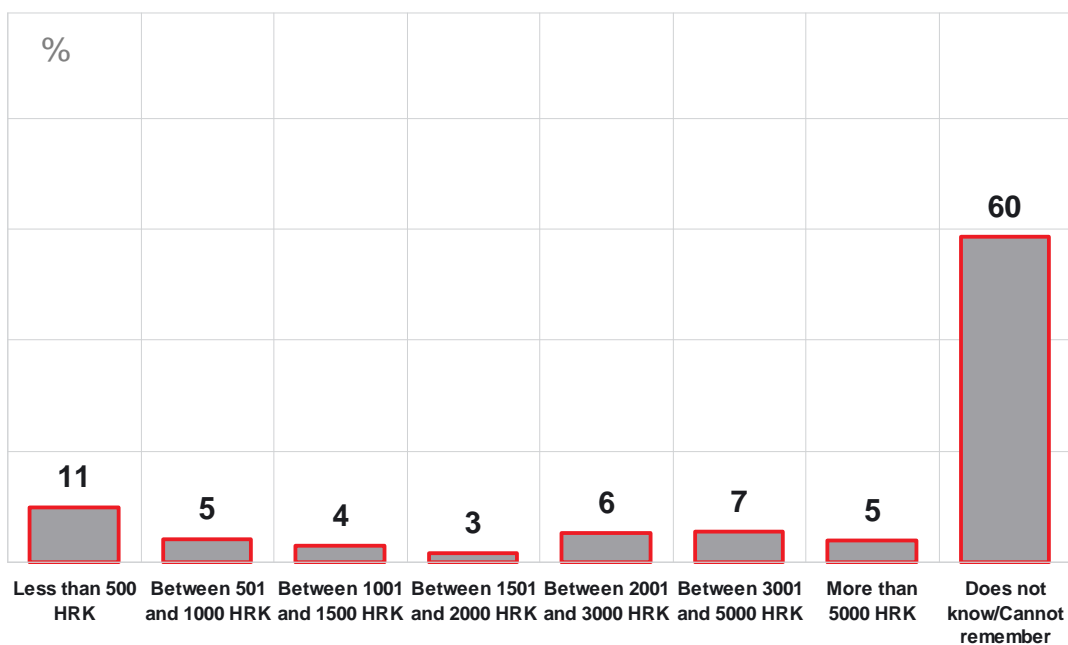
Duration of procedure

How long did the real property registration procedure last, from the day you submitted the complete registration until the moment you obtained the decision and ownership sheet?



The cost of procedure

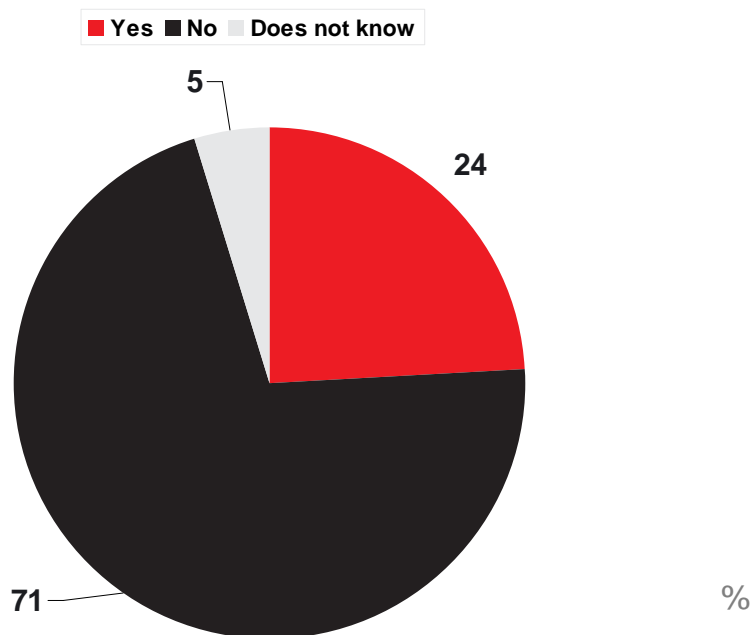
What was the total cost of registration, taking into consideration all official and unofficial costs?





Starting the registration process

Have you ever tried to register the stated real property?



Reasons for not registering the real property

What is the reason that you could not register the real property?

	N
It is too expensive	3
It takes too long to register	3
It requires too much effort	2
Ownership situation is too complicated	2
I can't get hold of all necessary documents	1
I do not have a building permit/illegal construction	1
It has been declined	1
Family relationships	1
Does not know	1



Reasons for not registering the real property

What is the main reason you did not try to register your ownership?

It is too expensive	33			
The ownership situation is too complicated	14			
Disease	8			
It is not important to me	6			
I do not know how to do it	6			
I do not see any reason why it would be important	5			
We will copy it before death	5			
Old house	4			
The building is not registered	2			
I cannot get hold of all necessary documents	2			
Private reasons	1			
There are a lot of us in the building	1			
Does not know	15			%



Main results of the survey – Public perception – real property status

- There are two institutions that stand out with respect to the degree of citizen trust. The institution citizens trust the most are registers. A great majority of respondents believe that these offices operate in accordance with the law and without corruption. Negative scores were given to the Department for issuing building permits. This department is trusted by little over 10% of citizens. The Police, cadastre offices, tax authority and customs were given similar scores, the average score being 3,0.
- Among the benefits to be obtained by registering real property respondents primarily mention legal security and legalization in general. These are followed by title deeds, whereas concrete benefits are mentioned less frequently: possibility of obtaining building permits, easier sale of real property and the possibility of obtaining mortgage loans.
- As benefits for the state the respondents mention registration for taxing purposes and revenue from the entire registration process.
- Around 62% of respondents own a real property, whereas in 23% of households the property owners are other members of the households. 85% of households are real property owners, which is consistent with the official assessments.
- Real property owners are more frequently male, and older respondents. Dalmatia is a region with the lowest number of real property owners, but with a somewhat larger number of households in which other members are real property owners.
- The most frequently owned real properties are residence facilities (houses or apartments); around half of respondents own agricultural land. Around 15% of respondents own forests, 10% own weekend houses, whereas 5% own business premises. The structure is similar for other members of the household who are real property owners.



Main results of the survey – Public perception – real property status

- Most common ways of acquiring real property is by inheritance (32%) and independent building (31%). Approximately one fifth of respondents acquired real property on the market, whereas one tenth bought off the social apartments for which they had tenancy rights.
- A large number of real property is registered at the municipal court – around 87%, which is a 4% increase when compared to the situation in 2006. Only 5% of respondents claim that their real property has not been registered. Respondents who have completed only elementary school somewhat less frequently register their real property, whereas the highest rate of registered real property is found in Slavonia (97%).
- The main reasons for registering are respecting the law and the protection of ownership. These are the logical primary reasons because not many reasons have that kind of bearing. Only 5% of respondents registered their real property in order to obtain a mortgage loan.
- A great majority of respondents have registered ownership transfers. Among those who have not we find various reasons: expensive procedures, complex ownership situations, registrations in process and the like.
- Real property was most frequently registered in the period prior to 2001. However, it is important to know that between 2004 and 2006, and between 2007 and 2009 there have been significantly more registrations than in the period between 2001 and 2003. Apart from the increase in real property market activity, there is the possibility of the influence of the Organized Land Project.
- A relative majority of respondents (25%) do not recall the duration of the procedure. Approximately one fifth report that it lasted less than a month, whereas around 15% say it lasted between one and three months. Also, a great majority do not remember the costs of the registration, whereas others say they were under 500 kn.
- There are around 70% of respondents that have not registered or have not attempted to register their real property. By far the most frequently mentioned reason is high costs. The second most frequent reason is complex ownership situations.



Survey results – Public perception

- LR department
- Cadastre
- Real property overview
- Project “Organized land”



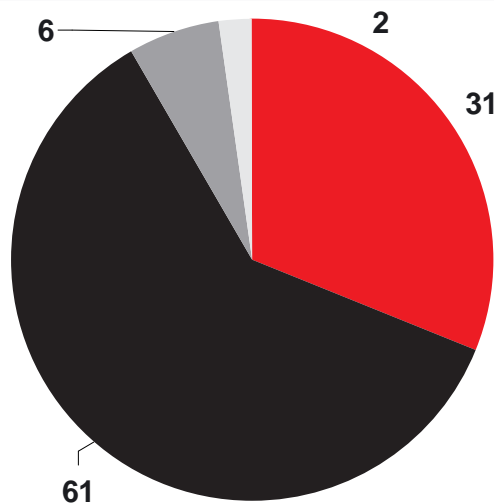


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Familiarity with the Project

Have you ever heard of the Real Property Registration and Cadastre Project? If you have, how much do you know about this Project?

- I have never heard of this project
- I have only heard of the project, but I do not know any details
- I know a lot about it
- Does not wish to say



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All respondents, N=800



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Familiarity with the Project

Have you ever heard of the Real Property Registration and Cadastre Project? If you have, how much do you know about this Project? – by demography

		N	I have never heard of this project	I have only heard of the project, but I do not know any details	I know a lot about it	Does not wish to say
Sample		800	31%	60%	6%	2%
Gender	Male	378	27%	63%	8%	2%
	Female	422	35%	58%	5%	2%
Age	Up to 30	154	47%	44%	6%	3%
	31-44	218	16%	78%	5%	1%
	45-60	203	27%	64%	8%	1%
	More than 60	225	39%	51%	7%	3%
Education	Elementary school	292	36%	58%	3%	3%
	High school	400	32%	61%	7%	1%
	Faculty	104	17%	69%	12%	2%

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All respondents, N=800 184



Familiarity with the Project

Have you ever heard of the Real Property Registration and Cadastre Project? If you have, how much do you know about this Project? – by demography

		N	I have never heard of this project	I have only heard of the project, but I do not know any details	I know a lot about it	Does not wish to say
Sample		800	31%	60%	6%	2%
Household incomes	Up to 2500 kn	183	39%	57%	3%	2%
	2501-4000 kn	133	31%	63%	4%	2%
	4001-7000 kn	207	32%	59%	7%	1%
	7001 and more	178	20%	69%	9%	1%
	Don't know	99	35%	49%	9%	7%
Settlement type	Urban	482	29%	63%	6%	2%
	Rural	318	34%	57%	7%	2%
Region	Zagreb and surroundings	198	31%	57%	8%	3%
	Sjeverna Hrvatska	145	28%	68%	4%	1%
	Slavonija	142	37%	58%	3%	3%
	Lika and Banovina	69	41%	51%	6%	2%
	Hrvatsko Primorje and Istra	97	36%	55%	10%	
	Dalmacija	149	22%	69%	7%	2%



Who is conducting the Project

Do you know who is conducting the organization of this system?

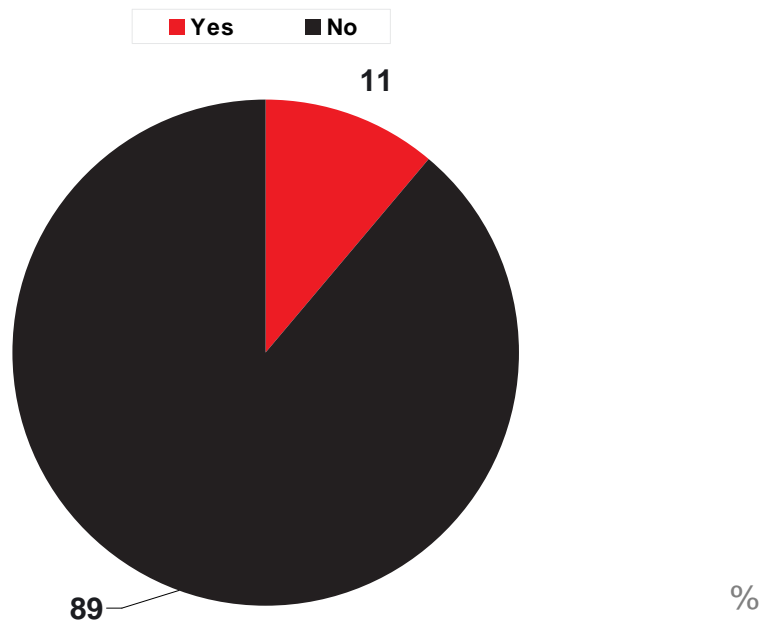
Ministry of Justice	10				
State Geodetic Administration	8				
State/State institutions	6				
Local government	4				
Land Registry Office/Cadastre	2				
EU	1				
Court (lawyers, attorneys)	1				
Government of Republic Croatia	1				
Other international organisations	1				
The World Bank	0				
Other	3				
Does not know	65			%	



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Familiarity with the brochure

Have you ever seen a brochure which explains the role of cadastre and land registry, the real property registration processes, and all of the documentation necessary to register ownership or change some data?



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Familiarity with the brochure

Have you ever seen a brochure which explains the role of cadastre and land registry, the real property registration processes, and all of the documentation necessary to register ownership or change some data?

		N	Yes	No
Sample		800	7	93
Gender	Male	378	9	91
	Female	422	6	94
Age	Up to 30	154	4	96
	31-44	218	10	90
	45-60	203	11	89
	More than 60	225	4	96
Education	Elementary school	292	3	97
	High school	400	7	93
	Faculty	104	21	79



Familiarity with the brochure

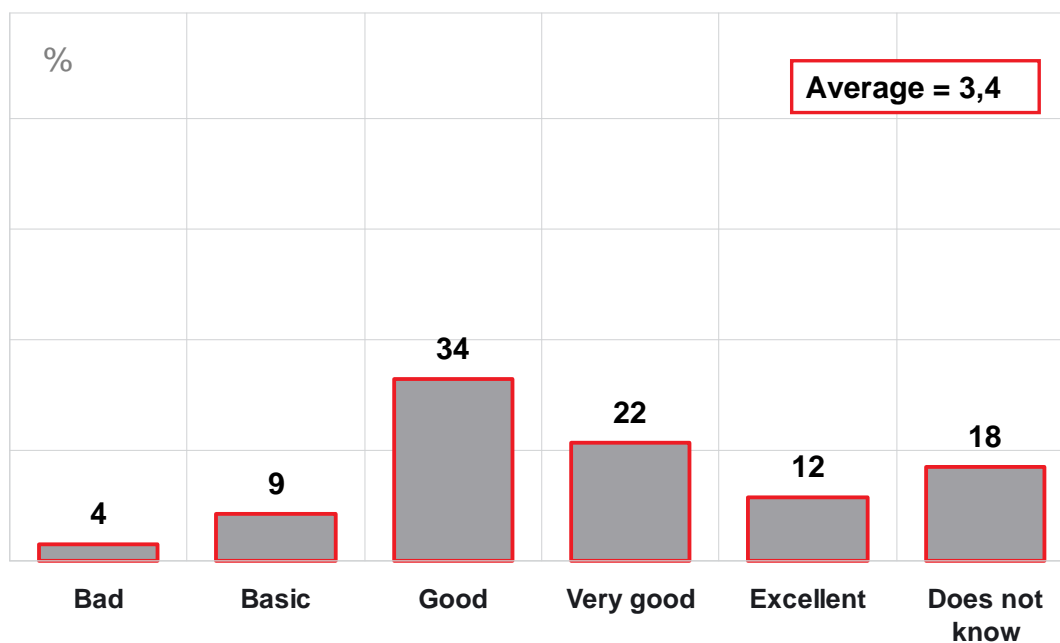
Have you ever seen a brochure which explains the role of cadastre and land registry, the real property registration processes, and all of the documentation necessary to register ownership or change some data?

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Sample		800	7	93
Household incomes	Up to 2500 kn	183	5	95
	2501-4000 kn	133	1	99
	4001-7000 kn	207	7	93
	7001 and more	178	14	86
	Don't know	99	10	90
Settlement type	Urban	482	9	91
	Rural	318	5	95
Region	Zagreb and surroundings	198	7	93
	Sjeverna Hrvatska	145	3	97
	Slavonija	142	3	97
	Lika and Banovina	69	10	90
	Hrvatsko Primorje and Istra	97	20	80
	Dalmacija	149	7	93



The clarity of brochure

How would you describe clarity and information provided in the brochure?



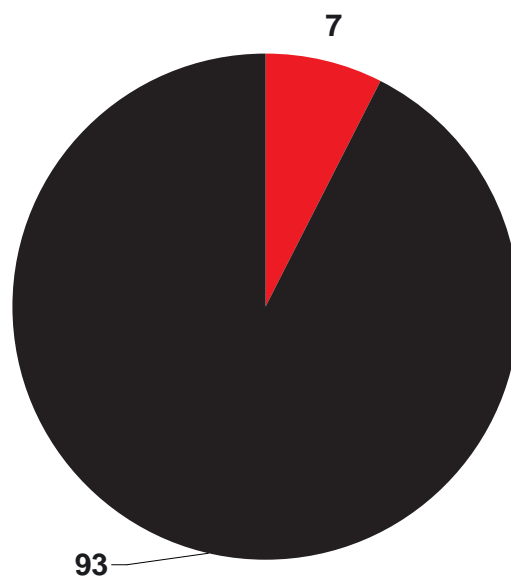


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Web site

Have you ever visited the web site www.uredjenazemlja.hr <<http://www.uredjenazemlja.hr>>?

■ Yes ■ No



www.uredjenazemlja.hr

All respondents, N=800

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www.uredjenazemlja.hr

All respondents, N=800

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	Dalmacija	149	7	93

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All respondents, N=800

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Main results of the survey – Public perception – Organized Land Project

Almost 70% of respondents have heard of the Organized Land Project, out of which 10% are well acquainted with the Project (others have merely heard of it, but do not know the details). Persons that are best acquainted with the Project are those with higher education and income, persons from Zagreb, Istria and Primorje.

Very few respondents know who is running the Project. Most frequently mentioned institutions are the Ministry of Justice, State geodetic administration and other government institutions. One tenth of respondents (most frequently those with higher education) have seen the brochure. The clarity and informative quality of the brochure were given the average score of 3,4. Out of other educational materials, 7% of respondents visited the Project's web site. These were more frequently respondents with higher education, and persons from Istria and Primorje.



SUMMARY



Summary – users' satisfaction – citizens

- Considering the fact that the method of collecting data has changed and that there has been a reduction in the range of land registry offices and cadastral offices, the direct comparison of the data is not methodologically accurate.
- Even though the methodology has been somewhat changed, the similar trends can be noted like in the previous research.
- The reasons for coming to the Land registry office and cadastral offices, as it was expected, have not significantly changed.
- More than half of the users resolved their case in one day. Like in the previous research, more time was needed for solving certain types of cases (recording the object, deleting life-long usufruct).
- Great majority of users is content with the service provided during the procedure. Grades are somewhat lower than in the previous research, but this is primary because new methodology has been applied.



Summary – users' satisfaction – citizens

- Best graded offices of land registry office are Požega, Čakovec, Sisak, Koprivnica, Rijeka and Bjelovar. On the other hand, respondents in Split and Zagreb were satisfied the least.
- Cadastre offices are graded better than land registry office in this project, and the differences between the offices are not big. Office in Rijeka got the worst grades, even though its grade was 3,9.
- A great majority of land registry office users (71%) thinks expenses are appropriate; when it comes to cadastre offices, somewhat smaller number of users claim that, 57% of them.
- About 61% of users claim that land registry office's quality of service is getting better, and 62% of cadastre offices users claim the same.
- About 1/3 of users of both types of offices noticed the brochure.



Summary – users' satisfaction – Legal entites

- A great majority of key users mostly take possessory sheet or extract from cadastral map. At land registry office, users mostly take ownership sheet or make registration of property.
- Evaluation of users' satisfaction with services and different aspects of cadastre functioning has not changed significantly since the previous research; key users are satisfied the most with the services they use most often.
- Although satisfaction with individual services and aspects of functioning of cadastre was graded relatively well, the average grade of functioning of cadastre is 3.
- A bit more than half of the users notice development in work of cadastre, especially concerning the speed of work. If we compare it with the results in the previous research, it is notable that this is the biggest difference, which is not surprising having in mind that significant changes in the work of the system happened few years ago, and the users already got used to new, more qualitative system of work.



Summary – user's satisfaction – Legal entites

- As well as in evaluation of work of cadastre, evaluation of satisfaction with services and different aspects of functioning has not changed much.
- Although satisfaction with certain services and aspects of work of cadastre was graded relatively well, the average grade of land registry office's work is 2,8, similar as with cadastral offices.
- A bit more of users claim they noticed development in work of land registry office, about 2/3 claim the progress was noticed.
- Real property registration and cadastre project itself and its contribution are graded with average grade of 3,1.



Summary – Public perception

- Citizens are relatively well familiar with land registry offices' and cadastre's activities even though there are dilemmas about functions of certain offices and documents they issue.
- Both offices' activities were graded above 3 in average, similar to the previous survey.
- Around 46% of citizens used land registry office services, and 37% used cadastre services.
- Citizens haven't significantly changed their stand when it comes to evaluation of benefits of registration of ownership for citizens and the state. And they further adduce that the main benefits for citizens are legal security, legalization and certificate of ownership, whilst the main benefits for the state are records of real property for taxing purposes and revenue from the entire registration process.
- A majority of citizens, 87% of them, who are real property owners have registered apartment or house they live in.