



Opinion of the citizens of Kyrgyzstan on the availability of the Jogorku Kenesh for their requests

Report on the results of a telephone survey of the citizens of
Kyrgyzstan

November 2018

INTRODUCTION

According to the definition, the Parliament - (Eng. Parliament, Fr. *Parlement*, from *parler* - to speak) is the highest representative and legislative body in the states where the separation of powers is established¹. In many countries with a similar separation of powers, parliament seeks greater openness in its activities and better accessibility for citizens.

Public union “Coalition for Democracy and Civil Society”, in the framework of its activities, monitors the work of Parliament. Also at the end of Summer 2018, Coalition held a series of round tables in the regions of the country with the participation of MPs of the Jogorku Kenesh. In this regard, it became interesting to study to which extent the Jogorku Kenesh is available for citizens and their requests. Thus, Coalition conducted a nationwide telephone sociological survey from October 23rd to November 5th, 2018.

The purpose of this survey was to study the opinion of the citizens of Kyrgyzstan on the availability of the Jogorku Kenesh for their requests, as well as the awareness of Kyrgyzstan’s citizens about the methods and procedures for applying to Parliament.

This survey is not a comprehensive assessment of the work of parliament or a measurement of the level of public confidence in comparison with other government agencies. This survey considers only the aspect of openness and accessibility of parliament to work with citizens' requests and their awareness of the possibilities of contacting the Jogorku Kenesh.

¹ <https://bit.ly/2BAKdSm>

SUMMARY OF THE STUDY

- In the framework of this survey, we were interested in **who among MPs in the opinion of the population is the most open to citizens**. The majority of respondents, namely, **78,1% found it difficult to answer this question**. The **top five most frequently mentioned MPs**, who in the opinion of 21,9% of respondents are open to citizens included: **Akayev Zhanar (SDPK - Social Democratic Party of Kyrgyzstan), Bekeshev Dastan (SDPK), Mombekov Ryskeldi (SDPK), Kasymalieva Aida (SDPK) and Shykmamatov Almambet (Ata-Meken Party)**. However, the popularity of these MPs is rather related to their media coverage, i.e. respondents most often see these MPs in their news feeds. Three of these five are young MPs. It is also noteworthy that four of these five are members of the SDPK Party.
- Most of the respondents, unfortunately, are not well informed about the channels of communication through which the members of the JK can be addressed with requests. The share of those amounted to slightly more than 70%. However, less than a third of the respondents still listed various channels of appeals to MPs. Thus 6,4% of respondents declared that this could be a **letter of appeal** to the MP; less than 5% mentioned **public reception** and **telephone calls**; and 3,5% of respondents believe that their appeals can be left on the **Jogorku Kenesh's website**, or by writing them on **social networks**.
- In terms of age, it is interesting that people of **the older age category (55-64 years old)**, despite the fact that it is **preferable** to appeal through conservative communication channels: such as **letters of appeal and appeal at public meetings, gatherings**, nevertheless it is **this age the category is the most active** in terms of appealing to the Jogorku Kenesh.
- Despite the lack of awareness of communication channels and procedures for applying to the Jogorku Kenesh, **59% of respondents are ready to use various channels of communication with members of the Jogorku Kenesh** if there is a need. Out of these 59%, every ninth would have turned to a public reception office, or would have called by phone, and every tenth respondent would rather write a letter of appeal. For 5,5%, public meetings are a preferable way of communication. **It is noteworthy that 17,5% of those willing to contact the Parliament will use electronic tools to appeal to MPs, such as social networks, an appeal through the Jogorku Kenesh website, or write an email to the MP**. Public meetings are preferable for 5,5% of respondents. 41% of the polled population will not apply to the MPs if such a need arises.
- To the question of whether there is a **need for informing** the public about the procedures for circulation and channels of communication with the Jogorku Kenesh, **the majority of the population responded positively**. Therefore, the population has a need to obtain information on how, on which issues and using which channels citizens can apply to Kyrgyzstan's Parliament.

- **Whether respondents or their acquaintances appealed** with requests to the Jogorku Kenesh, **only 13,7%** of the total number of respondents have **responded** positively. Every third respondent from among those who have already addressed any issue to the MPs of the JK noted that this helped to achieve certain results. The remaining 70% of the same number who in any way addressed did not receive results or found it difficult to answer this question. However, it is worth noting that in the framework of this survey we did not collect information on which questions were raised by the respondents' requests. Also within the framework of the study it was not possible to determine whether it was possible to get a result for each query.
- In addition to citizen participation and the availability of parliament for requests, the survey also tried to identify the level of interest of respondents in what Parliament is engaged in. According to the survey, **every fourth respondent noted that he was not interested and did not understand the activities of MPs of the country's parliament.** According to every third respondent's opinion, the MPs of the parliament are only engaged in their personal affairs. Only every sixth respondent believes that MPs know and understand the needs of the citizens of Kyrgyzstan. In total, 21% of the surveyed population do not believe in the current MPs and consider the Jogorku Kenesh as a useless institution.
- It is worth noting that despite the lower accessibility of Parliament for rural residents, they often express a positive opinion about the work of the Jogorku Kenesh, unlike the urban population, who often turn to Jogorku Kenesh requests and have more access.
- The proportion of those who rated the activities of the Jogorku Kenesh (JK) in the aggregate "negative" and "rather negative" was 47% of the population. Every sixth respondent does not know anything about the activities of the MPs. 28,4% of the surveyed population "positively" and "rather positively" assess the activities of the MPs.

From the above brief results of the survey it follows that:

- ✓ *Not all of the Parliament's abilities to inform citizens is exhausted. Considering the presence of a rather persistent unfavorable assessment of the work of Parliament, as indicated by the survey data, it is necessary to better describe how the work of MPs affects the lives of citizens.*
- ✓ *The country's Parliament needs to conduct a separate information campaign for citizens on "How?", "On which issues" and "In what form? one needs to apply to the Jogorku Kenesh taking into account the popularity of the methods of processing requests.*

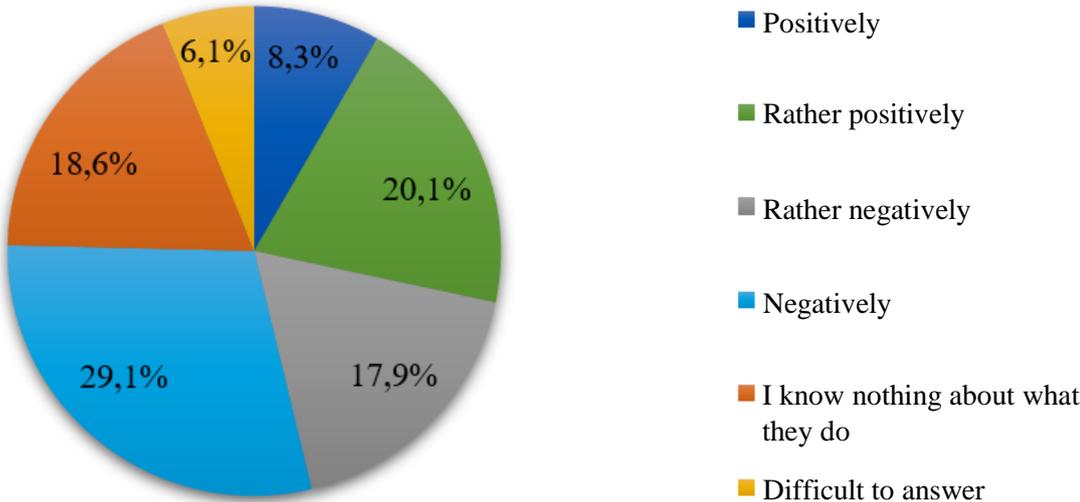
- ✓ *Attention should be paid to the fact that quite a significant part of those who are ready to apply to Parliament will most likely use **electronic means of appeal**.*
- ✓ *Particular attention should be paid to the regions, in particular in rural areas, where people have less access to the Jogorku Kenesh. People in the regions take the least active part in social and political life, but at the same time, they more positively assess the work of the Jogorku Kenesh and need more government support.*
- ✓ *MPs of different factions and committees need to inform the population more about their activities through their social networks. It is often necessary to comment on the work of the relevant committees, so that citizens have a common understanding of what issues and committees they can consider.*

Timely, open and accessible informing of the population about the work of the Jogorku Kenesh could help both the MPs of the JK and the citizens of the country to build more trustworthy relationships. Education of citizens about which channels of communication can be used for appeals would significantly improve this situation.

GENERAL RESULTS OF THE SOCIOLOGICAL SURVEY

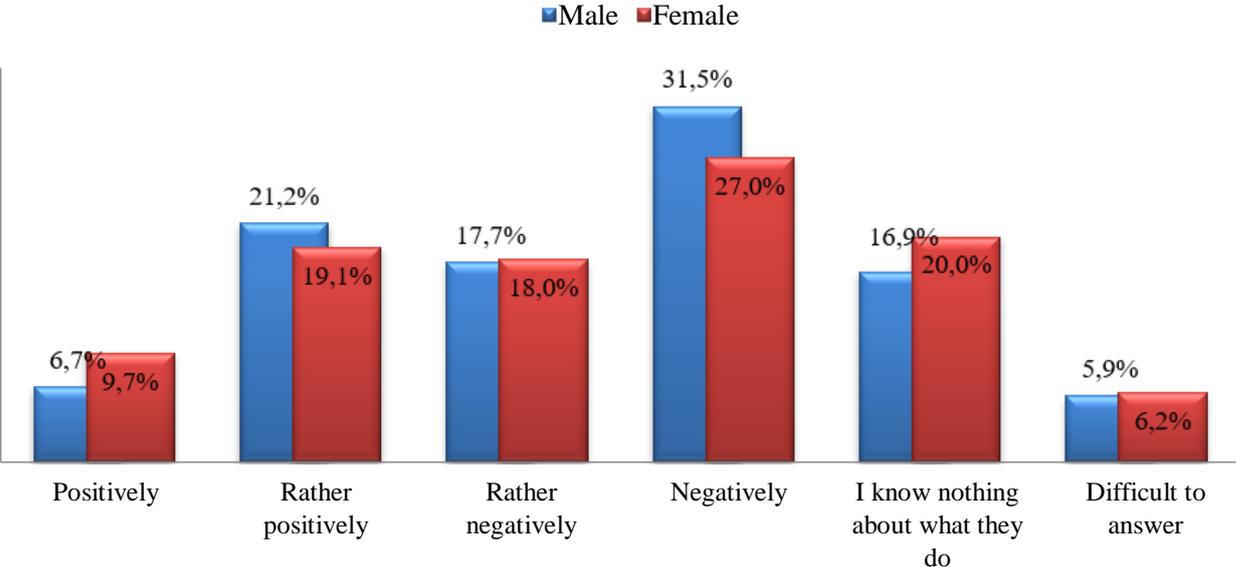
In general, 28,4% of the surveyed population “positively” and “rather positively” assess the activities of the MPs of the Jogorku Kenesh (JK). The proportion of those who rated their activities in the aggregate "negative" and "rather negative" was 47% of the population. Every sixth respondent was unable to assess the activities of the MPs of the country's Parliament and noted that they do not know anything about their activities. 6,1% of respondents found it difficult to give any assessment (see Diagram 1).

Diagram 1. How do you assess the activity of the MPs in the Jogorku Kenesh? №1600



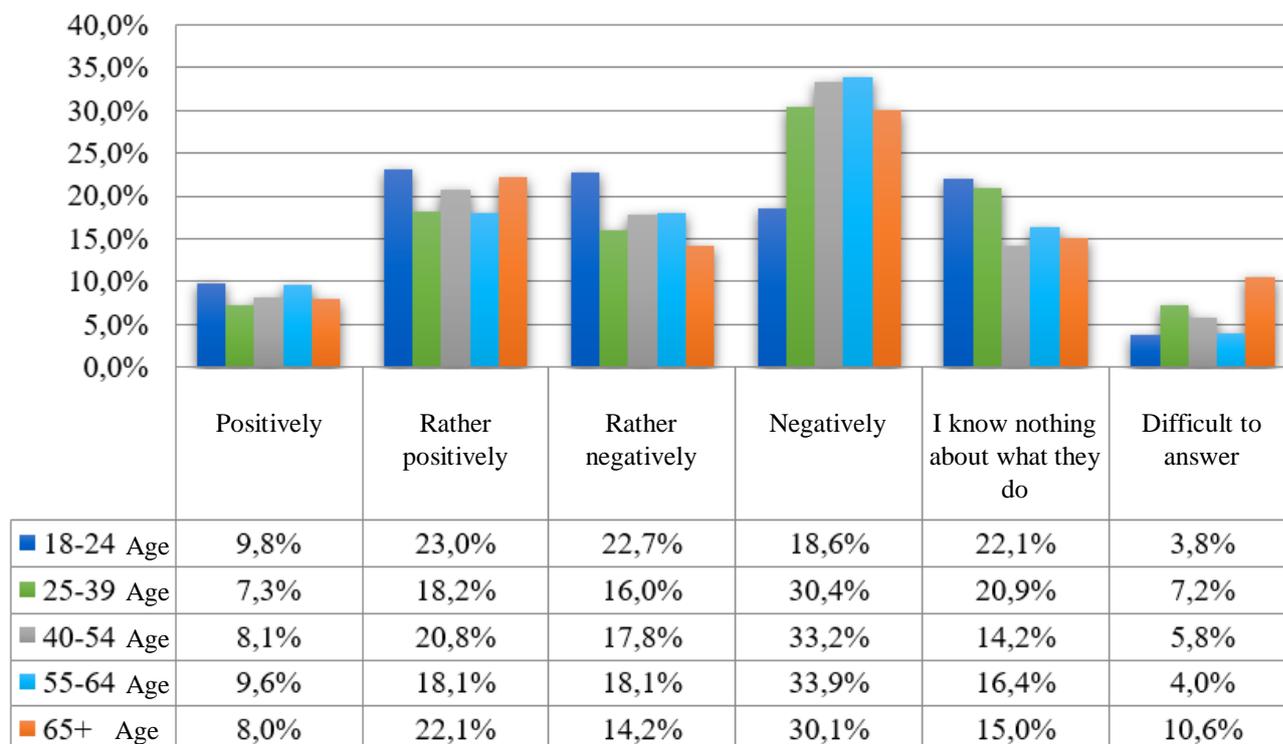
The opinions of men and women regarding the assessment of the activities of the MPs do not have significant differences. Men gave negative evaluations a little more often, and women more often noted that they didn’t know what MPs were doing (see Diagram 2).

Diagram 2. How do you now assess the activities of the MPs in the Jogorku Kenesh? №1600



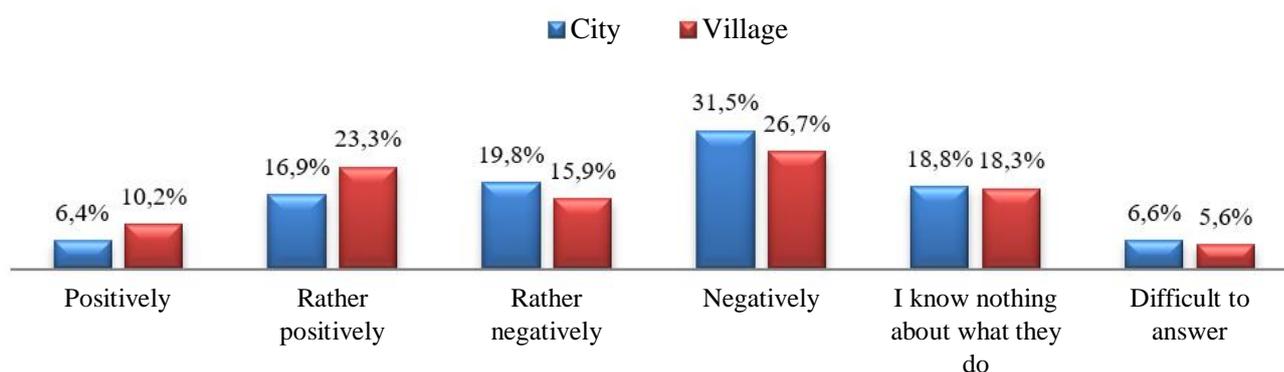
As it can be seen from Diagram 3, young people aged between 18 and 24 and over 65 years old are more likely than all other age groups to assess the activity of the MPs of the JK. Least of all, positive estimates are noted among the age group from 25-39 years old – 25,5% in the aggregate. The highest negative evaluations of the JK’s activity are among the age group of 40 to 64 years of age. The fact that they do not know anything about the activities of the MPs was more often noted by respondents from 18 to 39 years of age (see Diagram 3).

Diagram 3. How do you now assess the activities of the MPs in the Jogorku Kenesh? №1600



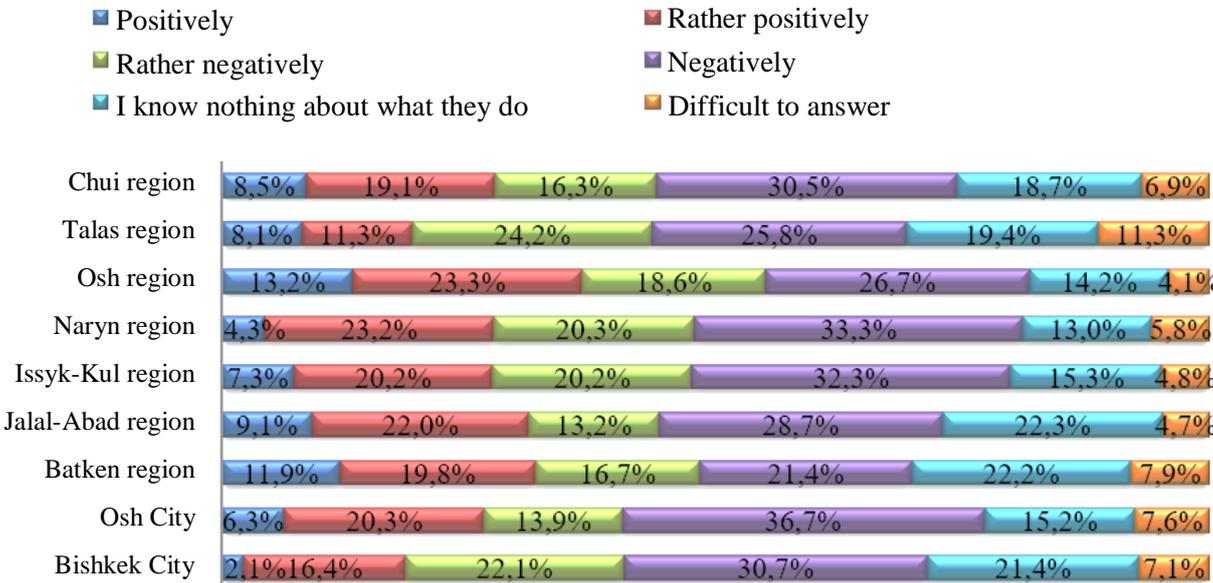
Significant differences in the responses of respondents can be seen in the context of the place of residence. Rural residents more often gave positive assessments of the activities of the MPs, while urban residents were more negative (see Diagram 4).

Diagram 4. How do you now assess the activities of the MPs in the Jogorku Kenesh? №1600



Obvious differences in the responses of respondents can also be seen in the context of regions. The lowest shares of positive ratings are noted among the residents of Bishkek (18,6%) and Talas regions (19,4%). In the remaining regions, the share of positive assessments is no less than 26%, and the highest in the Osh region is 36,5%. In general, the share of negative assessments dominates over the positive in all areas, but most of all in the city of Bishkek, as well as Osh, Issyk-Kul, Naryn and Talas regions. More than a third of respondents from Talas and Batken regions as well as the Bishkek city noted that they do not know anything about the activities of the MPs (see Diagram 5).

Diagram 5. How do you now assess the activities of the MPs in the Jogorku Kenesh? №1600



Every fourth respondent noted that he/she was not interested and did not understand the activities of the MPs of the country's Parliament. According to every third respondent, the MPs of the Parliament are only engaged in their personal affairs. Only every sixth respondent believes that MPs know and understand the needs of the citizens of Kyrgyzstan. In total, 21% of the population surveyed do not believe in the current MPs and consider the JK as a useless institution (see Diagram 6).

Opinions of the population varies depending on the place of residence. Rural residents of the country more often than city residents, adhered to a positive judgment on the activities of the MPs (20,6% versus 16,7%), or expressed a lack of interest in their activities (24,8% versus 21,3 %). At the same time, city dwellers were more skeptical and expressed distrust of them, of their “uselessness” and that they were only engaged in solving personal matters (see Diagram 7).

Diagram 6. Which of the following most reflects your opinion on the activities of the Jogorku Kenesh? №1600

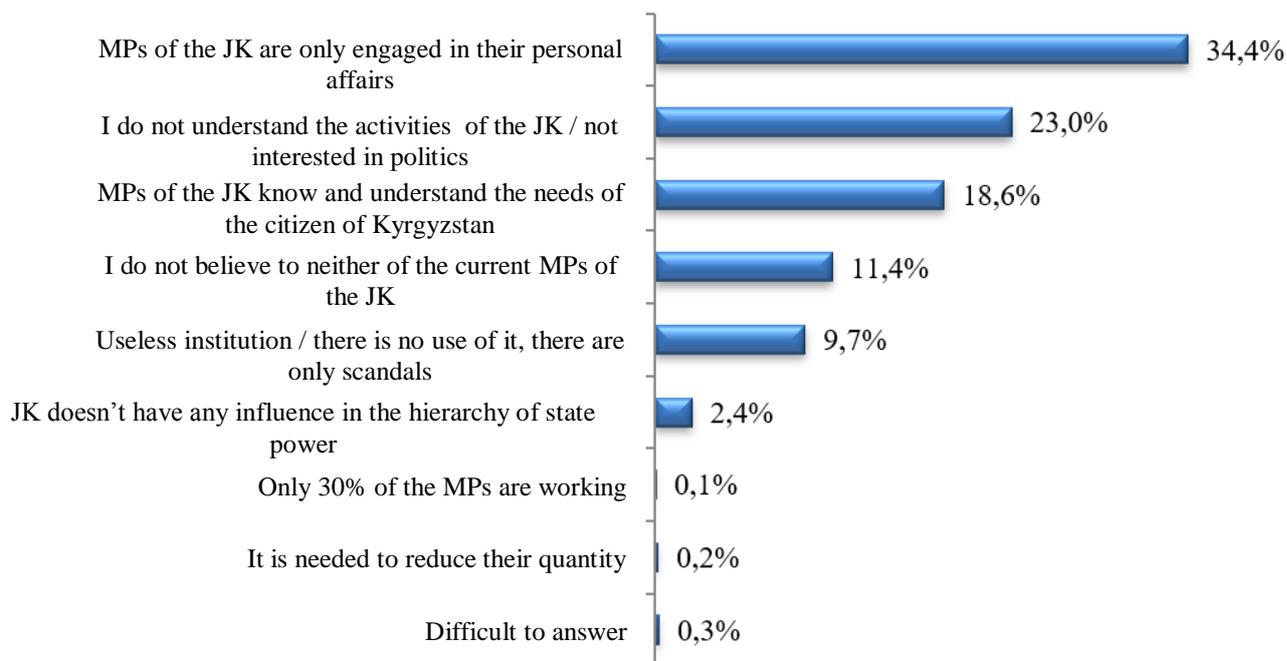
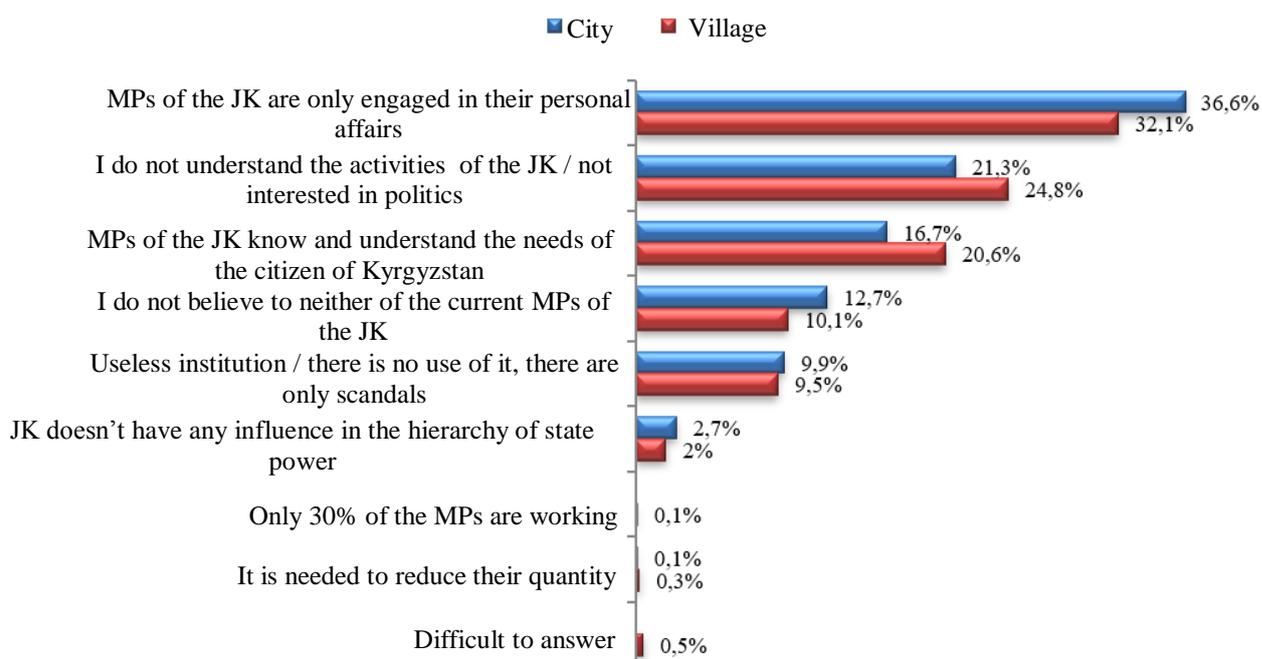
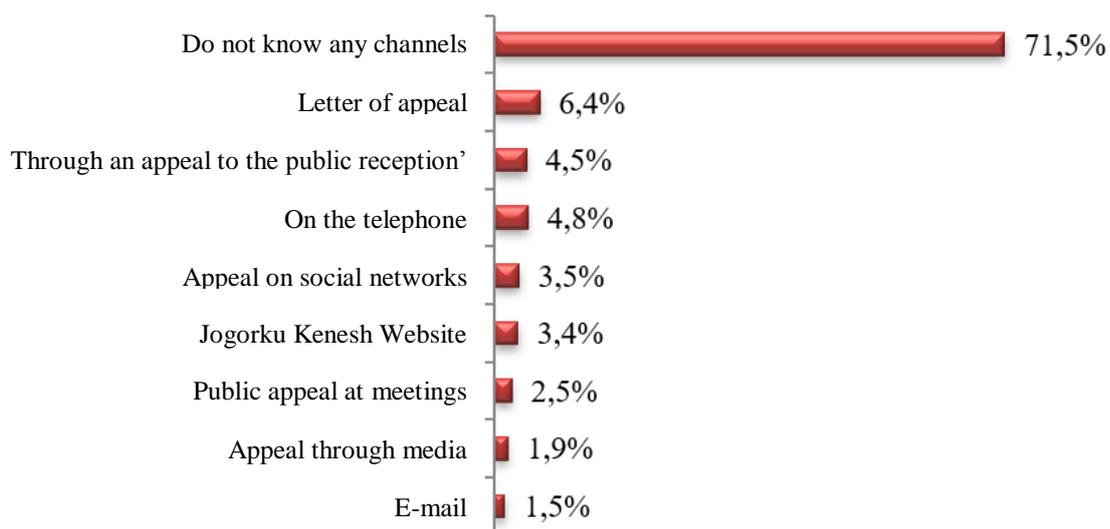


Diagram 7. Which of the following most reflects your opinion on the activities of the Jogorku Kenesh? №1600



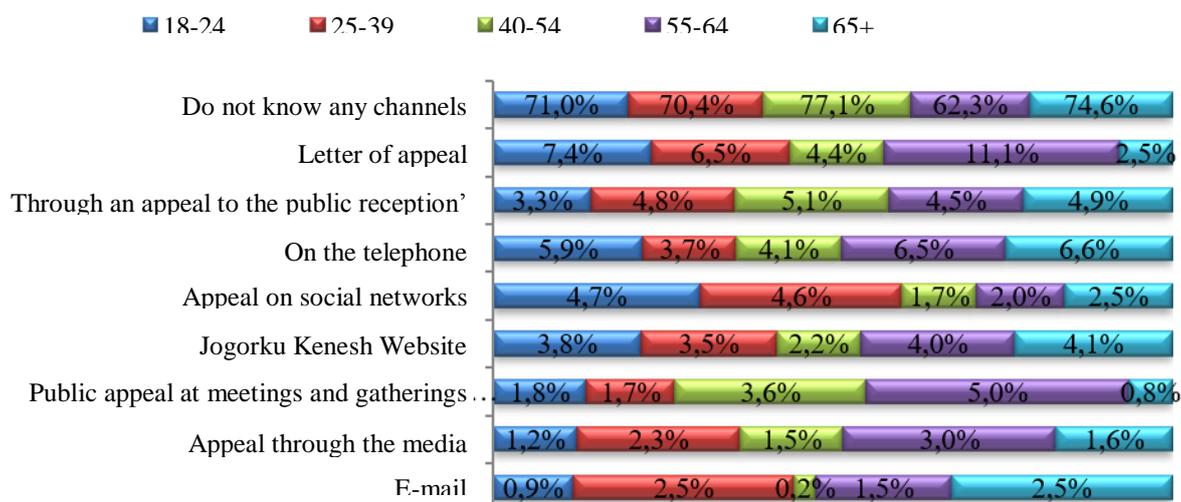
Most of the surveyed people do not know through which channels of communication one can address inquiries to MPs. Only 28,5% of respondents listed various channels of appeals to the MPs for inquiries. 6,4% of respondents said that this could be a letter of appeal to the MP. Less than 5% said that the MPs can be addressed through the public reception or by calling on the phone. According to 3,5% of respondents, they consider their appeals to be left on the Jogorku Kenesh website, or by writing to them on social networks (see Diagram 8).

Diagram 8. What are some of the communication channels for appeals and citizens' requests to the MPs of the JK?



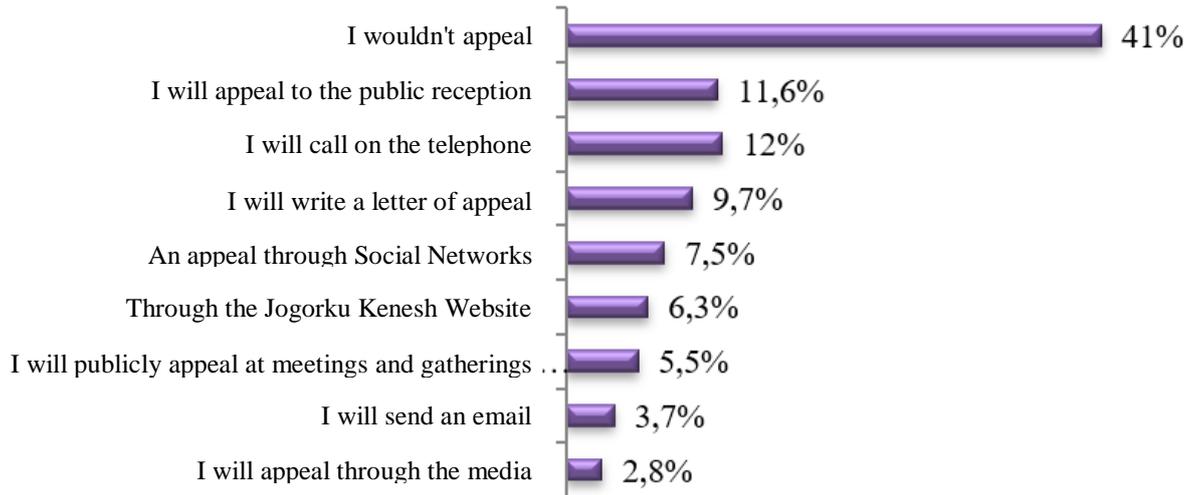
Awareness about the channels of appeal to the MPs have some differences depending on the age of respondents. The share of those who do not know about any channels is slightly less among the age group of 55 to 64 years of age. They are more likely than respondents in other age groups noted the opportunity to make a request through a written request. There are no significant differences by age in the other channels of appeal to the MPs (see Diagram 9).

Diagram 9. What are some of the communication channels for appeals and citizens' requests to the MPs of the JK do you know?



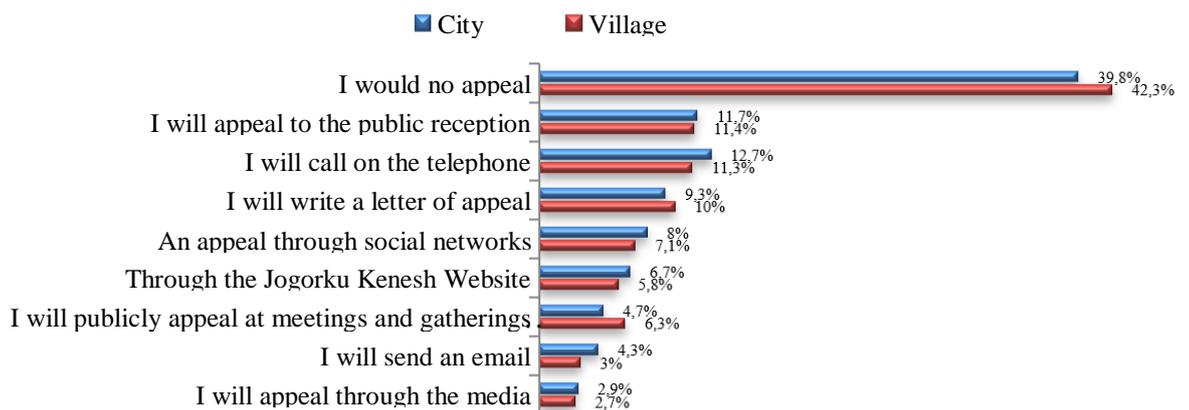
41% of the polled population will not apply to the MPs of the Parliament, if such a need arises. However, 59% are ready to use various channels of communication with members of the Parliament in case of need. In this case, every ninth will contact the public reception, or call on the telephone. Every tenth is more likely to write a letter of appeal. In total, 17,5% of respondents will use electronic tools to appeal to the MPs, such as social networks, an appeal on the Jogorku Kenesh website, or write an email to a particular MP. Appeals at public meetings are preferable for 5,5% of respondents (see Diagram 10).

Diagram 10. If you applied to the Jogorku Kenesh, which communication channel would you use? №1600



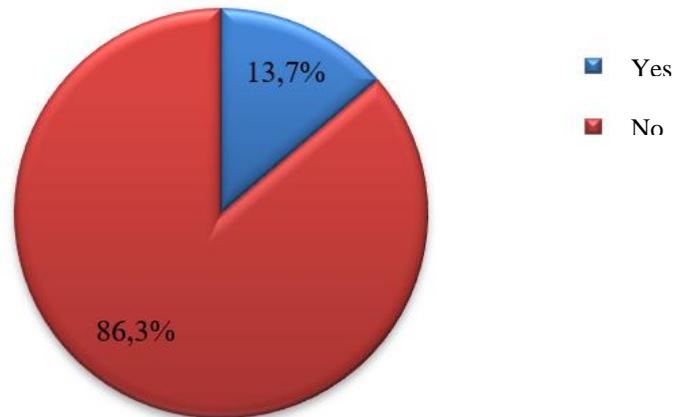
Rural residents slightly more than urban residents of the country will turn to the MPs of the parliament in case of such a need (60,2% versus 57,7%). Villagers prefer such communication channels as a letter of appeal, an appeal to a public reception office and a public appeal to an MP at gatherings and meetings. Whereas city dwellers prefer telephone calls and digital forms of communication with MPs (see Diagram 11).

Diagram 11. If you applied to the Jogorku Kenesh, which communication channel would you use? №1600



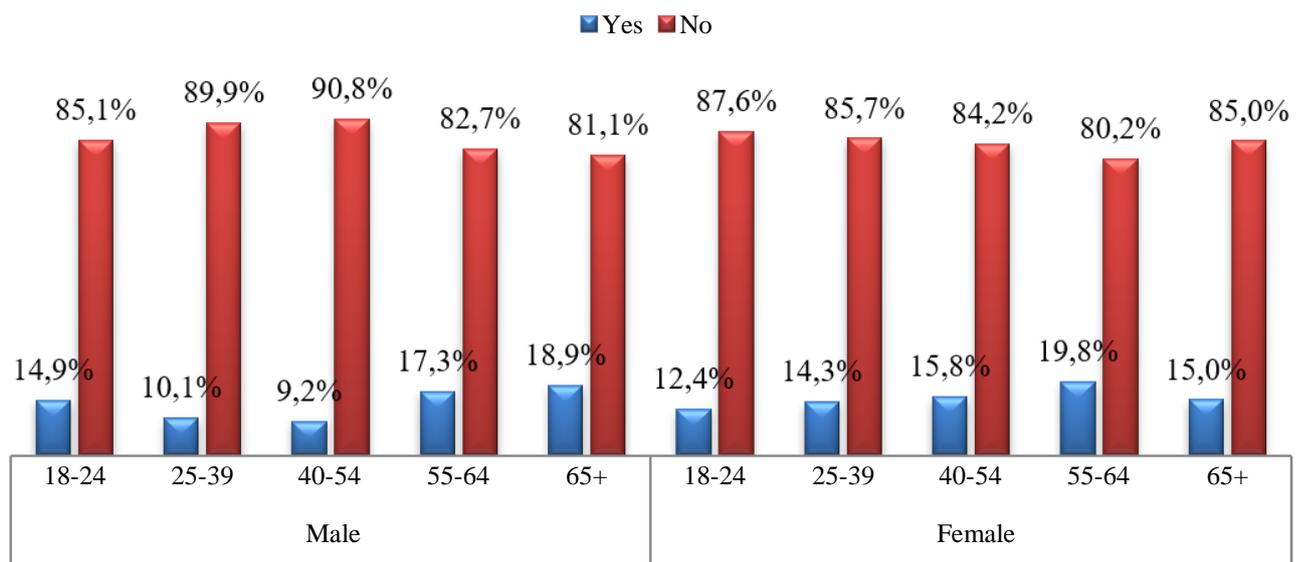
Only 13,7% of respondents from the total number of respondents noted appeals personally or from their relatives / friends to the MPs of the parliament. The majority of the population do not appeal to the MPs (see Diagram 12).

Diagram 12. Have you, your relatives / friends ever applied to the Jogorku Kenesh? №1600



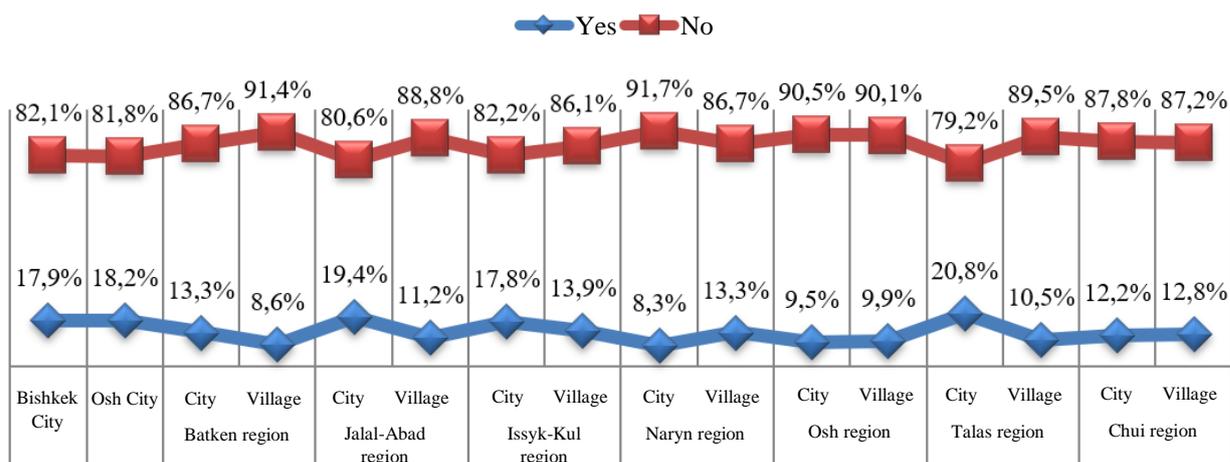
In general, female respondents noted appeals to the Parliament on any issues a little more often than male respondents (15% versus 12,2%). The older the age of women, the greater the number of those who appealed to members of Parliament. While among male respondents, the largest number of calls is closer to 55 years and older (see Diagram 13).

Diagram 13. Have you, your relatives / friends ever applied to the Jogorku Kenesh? №1600



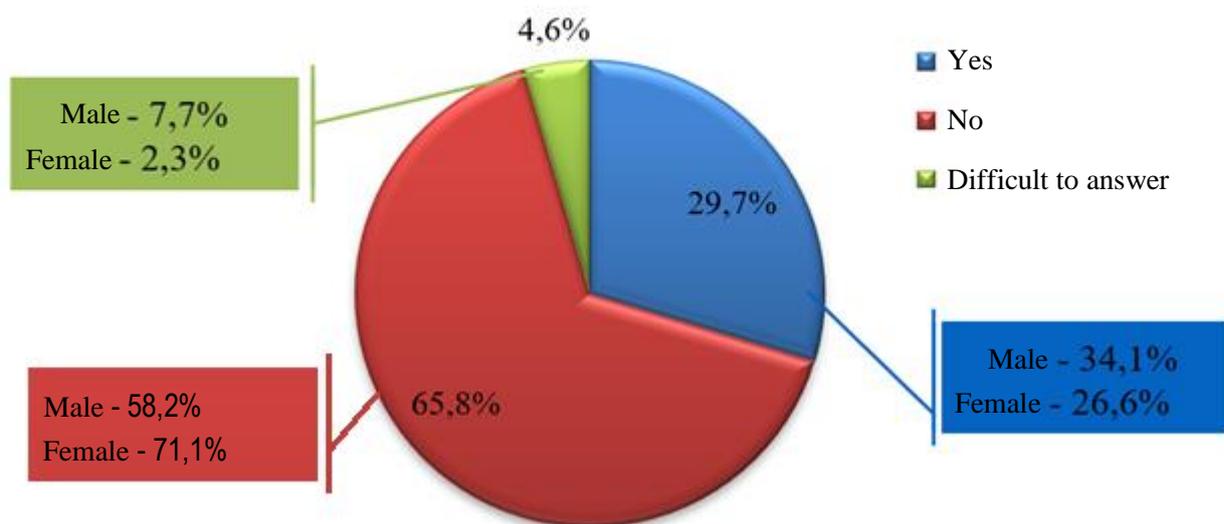
Residents of Bishkek, Osh, Jalal-Abad, Talas and Issyk-Kul regions addressed MPs more than the rest. Unlike city dwellers, rural residents turn to JK MPs much less often. Least of all were residents of cities of Naryn region, and rural areas of Batken region who addressed MPs (see Diagram 14).

Diagram 14. Have you, your relatives / friends ever applied to the Jogorku Kenesh? №1600



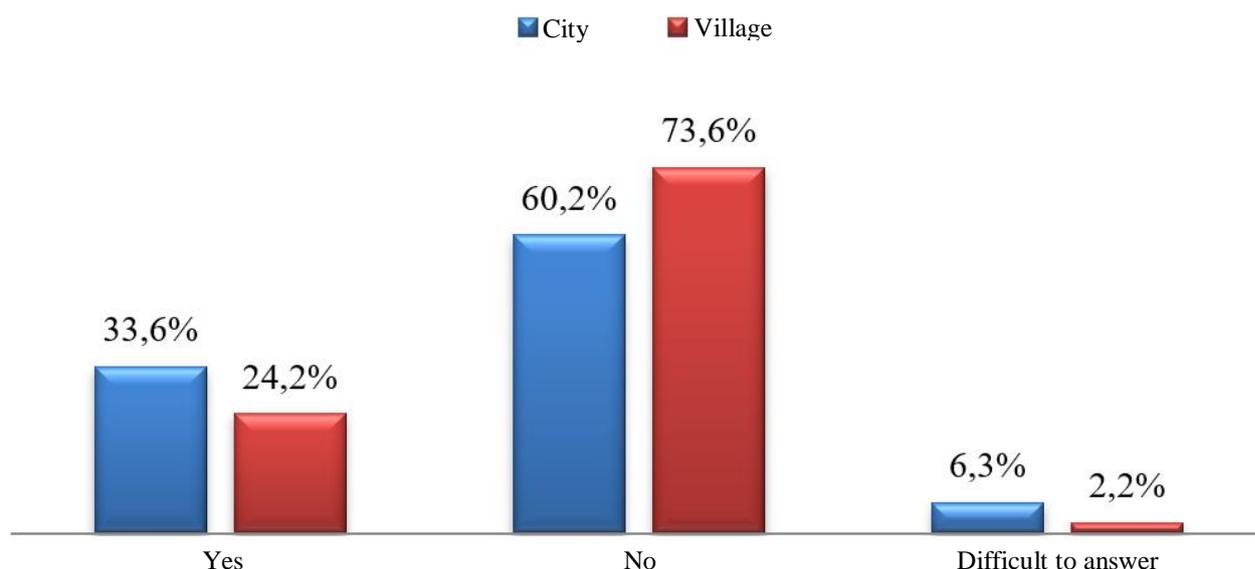
Every third respondent from among those who addressed any of the JK MPs noted that this helped them to achieve certain results. Despite the fact that male respondents turned to the MPs less often than females, appeals to MPs helped men to achieve results much more often than women (34,1% against 26,6%). The majority of respondents who applied to MPs did not have any results (see diagram 15).

Diagram 15. Did contacting the Jogorku Kenesh help to achieve the result? №219



The effectiveness of appeals to the MPs also has some dependence on the place of residence of the respondents. Thus, appeals of urban residents to the MPs were significantly more effective than of rural citizens (see figure 16).

Diagram 16. Did contacting the Jogorku Kenesh help to achieve the result? №219



In general, the majority of respondents (78,1%) found it difficult to answer the question, “who of the MPs of the Parliament in your opinion is most open to citizens?”. The top five most frequently mentioned MPs who, according to the remaining 21,9% of respondents, are open to citizens, include: Akayev Zhanar, Bekeshev Dastan, Mombekov Ryskeldi, Kasmalieva Aida and Shykmamatov Almambet (see Table 2).

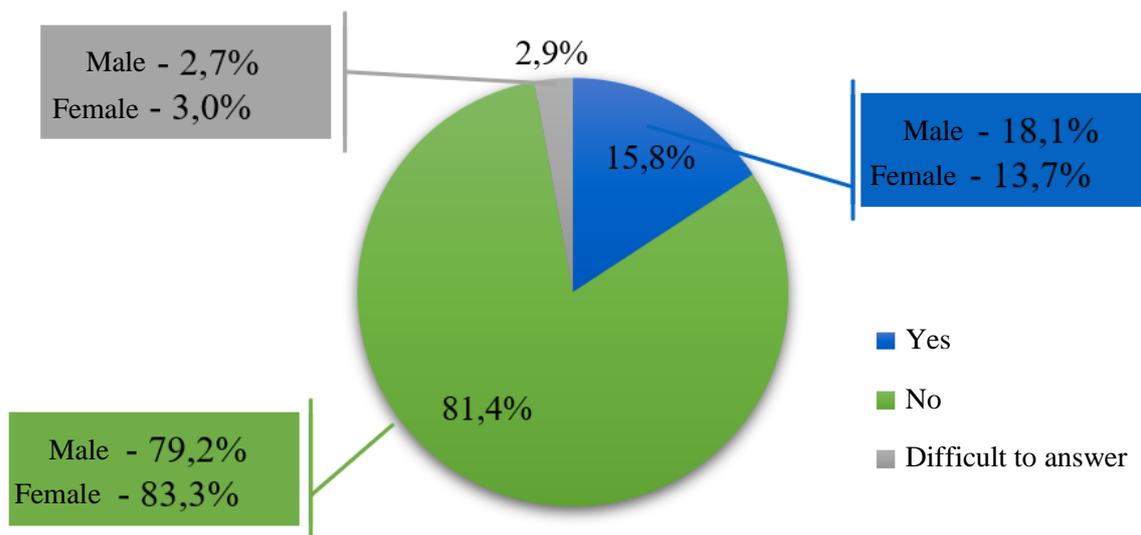
Table 2. In your opinion, which of the MPs of the JK is most open to citizens? № 1600, in %

	The first mentioned	The second mentioned	The third mentioned
Primov Ulan		0,1	
Ismailova Aida		0,1	
Karashev Aaly		0,1	
Mamashova Aisuluu		0,2	
Tashiev Kamchybek		0,1	
Tumanbayeva Rada		0,1	
Baybakpaev Ekmat		0,1	
Jamangulov Akylbek		0,1	
Altynbaeva Ainuru			0,2
Torokulov Duishon		0,1	
Abdyldaev Myktybek	0,1		
Alimbekov Nurbek	0,1		
Amankulov Marat	0,1		
Berdigulov Ulan	0,1		
Dikambaev Bolot	0,1		
Joldoshbaev Kamchybek	0,1		
Musabekova Jyldyz		0,1	
Ishanov Saidila	0,1		
Mamytov Talant	0,1		
Masabirov Talaybek	0,1		
Samakov Karganbek	0,1		

Tursunkulov Jyrgalbek	0,1		
Babanov Omurbek	0,1		
Kydyraliev Umbetaly	0,1		
Karimov Nodirbek	0,1		
Ormonov Ulugbek	0,1		
Sydykov Baktybek	0,1		
Sariev Temir	0,1		
Japarov Sadyr	0,1		0,1
Arapbayev Azamat	0,1	0,1	
Ikramov Tazabek	0,1		0,1
Emil Toktoshev	0,1	0,1	
Attokurov Daniyar	0,1	0,1	
Kazakbaev Ruslan	0,1	0,1	
Karamushkina Irina	0,1	0,2	
Kulbarakov Avtandil	0,1		0,1
Mavlyanova Mahabat	0,1	0,1	
Jamaldinov Ziyadin	0,1		0,1
Isaev Kanat	0,1	0,1	
Kochkorov Ulukbek	0,1	0,1	
Natalia Nikitenko	0,1	0,3	
Omurkulov Isa	0,1	0,1	
Tursunbekov Chynybay	0,1		0,1
Ergeshov Almazbek	0,1	0,1	
Jeenbekov Asylbek	0,1	0,2	0,1
Bakirov Mirlan	0,2	0,1	0,1
Nurbaev Abdyvahap	0,2	0,1	
Tekebaev Omurbek	0,2	0,1	0,1
Sulaimanov Altynbek		0,3	0,2
Surabaldiyeva Elvira	0,3		
Torobaev Bakyt	0,3	0,1	
Bokoev Kenzhebek	0,3	0,4	
Jumabekov Dastan	0,3	0,1	0,1
Madumarov Adakhan	0,3		
Masaliyev Iskhak	0,4	0,2	0,2
Sabirov Maksat	0,4	0,1	
Zulpukarov Torobay	0,5	0,2	0,1
Imanaliev Kanybek	0,6	0,3	0,1
Shykmamatov Almambet	0,7	0,4	0,2
Kasymalieva Aida	1,1	0,9	0,6
Mombekov Ryskeldi	2,1	1,9	0,4
Bekeshev Dastan	2,3	0,5	0,3
Akayev Zhanar	8,9	1,5	
No answer	78,1	90,8	95,9

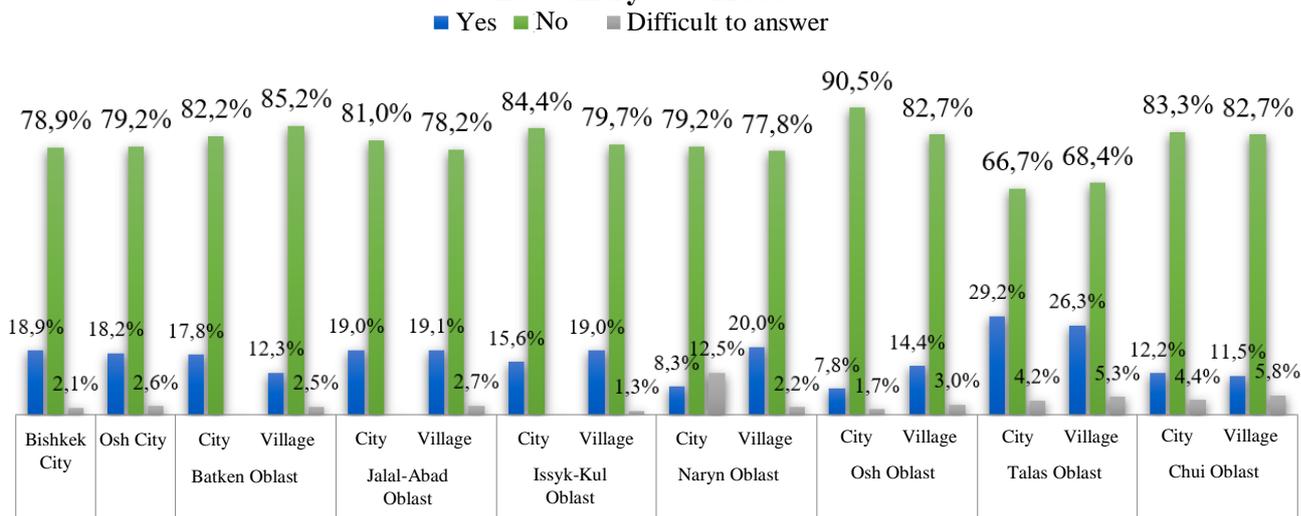
Only 15,8% of the polled population said that they can call themselves an active participant in the social and political life of the country. Among those, there were more men than women. 81,4% of respondents admitted that they cannot call themselves active participants in the public and political life of the country. Accordingly, the women who responded negatively to this question turned out to be much more (see Diagram 17).

Diagram 17. Can you call yourself an active participant in the public and political life of the country? №1600



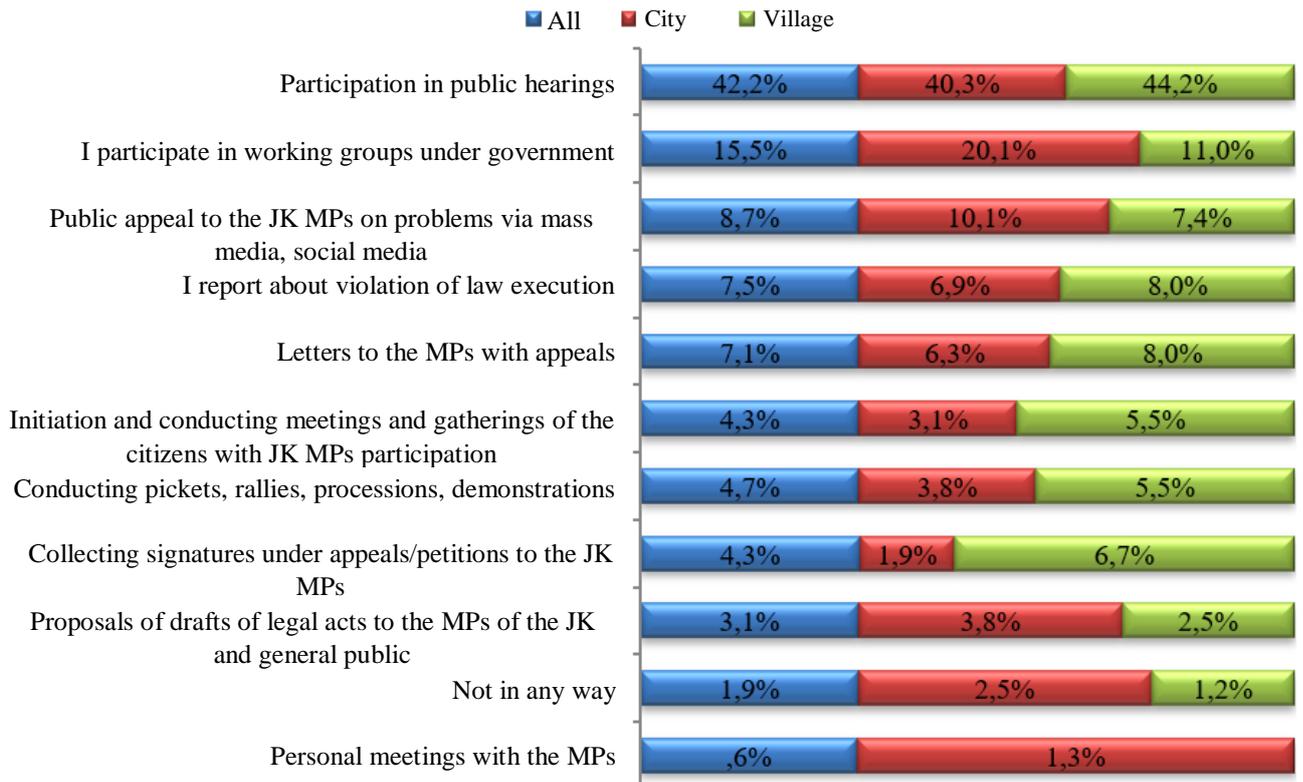
Residents of Talas Oblast most often called themselves active participants in the social and political life of the country, and the least of all respondents – urban residents of the Naryn and Osh oblasts (see Diagram 18).

Diagram 18. Can you call yourself an active participant in the public and political life of the country? №1600



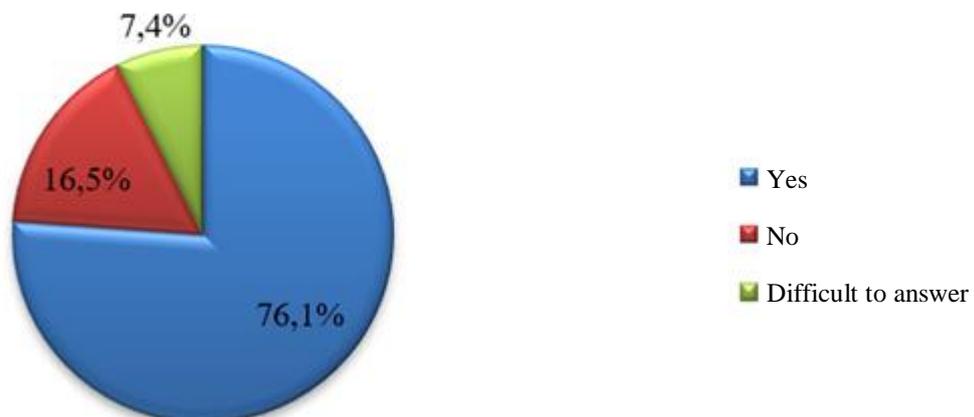
Respondents most often express their activity in cooperation with the MPs of the Parliament through: participation in public hearings; participation in working groups under government bodies/agencies; or through public appeals to the media and social networks. City dwellers are twice as likely as rural dwellers to interact with Members of Parliament, through participation in working groups with state bodies. At the same time, among city dwellers, public appeals to the parliamentary MPs through the mass media and social networks are used a little more often (see Diagram 19).

Diagram 19. If “yes”, then in what forms is your activity expressed in interaction with the Jogorku Kenesh MPs? №252



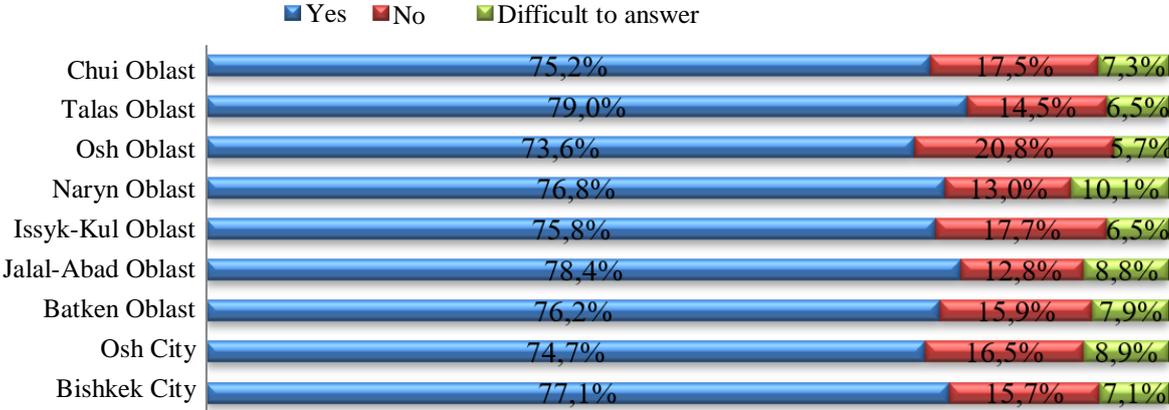
The majority of the population note the need to inform citizens about the procedures for applying to the JK (methods of appeals, channels of communication, processing requests). Every sixth respondent, on the contrary, believes that there is no such need. 7,4% of respondents found it difficult to answer the question (see Diagram 20).

Diagram 20. In your opinion, is there a need to inform citizens about the procedures for applying to the Jogorku Kenesh (methods of appeal, channels of communication, processing requests)? №1600



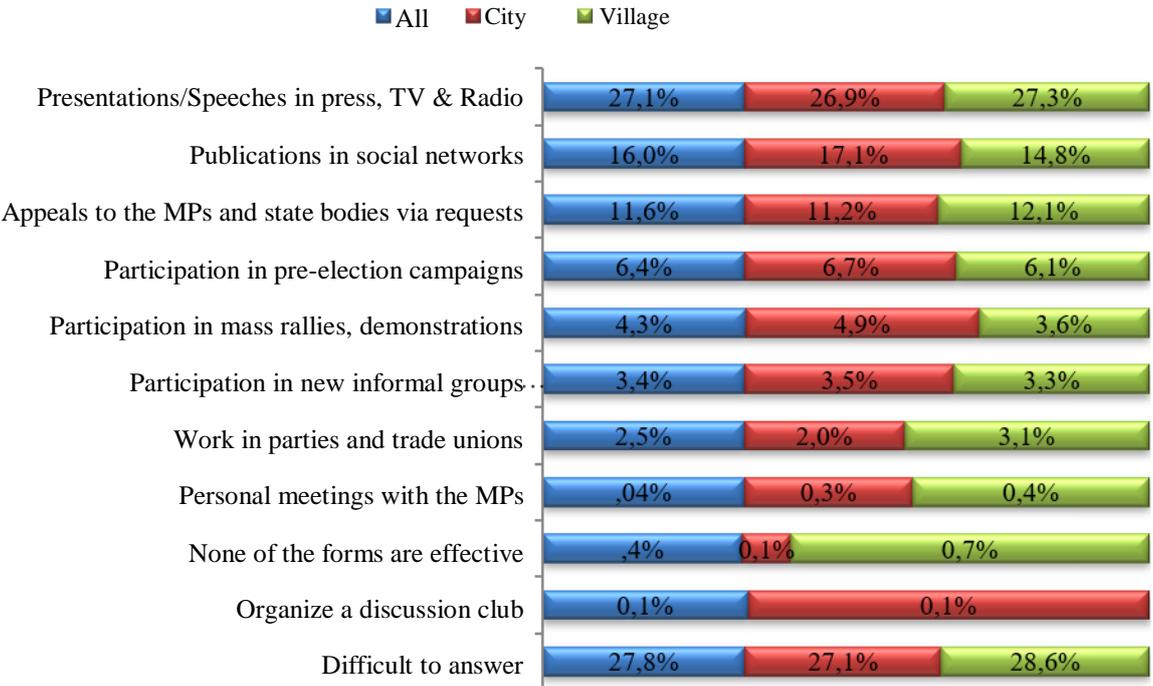
The equal high need to inform citizens about the procedures for applying to the JK (methods of calls, channels of communication, making requests) is noted in all areas. The differences can be seen in the negative answers, the proportion of which is slightly higher than the rest in Osh, Chui and Issyk-Kul Oblasts (see Diagram 21).

Diagram 21. In your opinion, is there a need to inform citizens about the procedures for applying to the Jogorku Kenesh (methods of appeals, channels of communication, processing requests)? №1600



Among the forms of participation of people in public life, the most effective in the opinion of the population are: speech in the press, on television and radio; publications in social networks and appeals to members of the JK through requests. Opinions of people do not vary greatly depending on the place of residence, which can be seen in Diagram 22.

Diagram 22. What do you think, what forms of people’s participation in public and political life can most strongly influence the decisions made by members of the JK? №1600



METHOD OF DATA COLLECTION AND DATA ANALYSIS

The survey was conducted using a specialized computerized telephone survey system CATI (Computer Assisted Telephone Interviewing). This method allows to quickly and efficiently collect data on socially significant issues. An important advantage of telephone surveys is that information can be obtained quickly and processed quickly as well. Also, one of the advantages is reliability, since the organization has the ability to control the conduct of the survey through direct presence in the operator's room. In addition, interviewers are managed by a supervisor who can listen to any conversation in progress and supervises the work of the interviewers.

For the survey, mobile phone numbers were randomly generated by a specially developed computer program. In addition, a database of fixed/landline phone numbers for each area was used to dial landlines.

The study population

The studied population was the urban and rural population of Kyrgyzstan aged 18 years and older, permanently residing in 9 regions of the country: Bishkek, Osh, Chui oblast, Issyk-Kul oblast, Talas oblast, Naryn oblast, Jalal-Abad oblast, Osh and Batken oblast.

Characteristics	Country distribution in %, according to the National Statistical Committee in 2018 ²	Distribution in the sample
Gender		
Male	49,6%	46,6%
Female	50,4%	53,4%
Age		
18-24	19,1%	19,8%
25-39	37,9%	37,4%
40-54	24,2%	24,6%
55-64	11,5%	11,1%
65+	7,3%	7,1%
Oblast		
Bishkek City	16%	17,5%
Osh City	4,6%	4,9%
Batken Oblast	8,2%	7,9%
Jalal-Abad Oblast	19%	18,5%
Issyk-Kul Oblast	7,7%	7,8%
Naryn Oblast	4,5%	4,3%
Osh Oblast	21%	19,9%
Talas Oblast	4,1%	3,9%
Chui Oblast	14,7%	15,4%

Table 1. Comparison of sample and general populations for the three demographic characteristics

Sample design

The sample was equally distributed between the seven oblasts and the cities of Bishkek Osh. Such equal distribution of the sample allowed to reduce the statistical error. The error for a given sample size was calculated by the formula:

² Electronic Data Base of the National Statistical Committee: <http://www.stat.kg/ru/statistics/naselenie/>

$$My = \frac{1}{\sqrt{n}}$$

Where n – is the sample size.

A total of 1600 people were interviewed. For such a sample size, the maximum statistical error of the sample at a confidence level of 95% equals 2,5%.

The overall selection of respondents was carried out with the control of gender and age quotas, regional quotas (oblast / city / village), as well as quotas for using only mobile, only fixed numbers and quotas for respondents using both mobile and stationary means of communications.

When dialing landline phone numbers, the person who picked up the phone was interviewed. Randomness was ensured by the fact that the stationary numbers were selected from the common database by a random method. When dialing to the mobile phone numbers, the respondent who picked up the phone was interviewed. Mobile phone numbers were randomly generated using special software.

The respondents were citizens who use the services of the following mobile and fixed communications operators:

- Beeline
- Megacom
- O!
- Kyrgyztelecom

Data processing

Processing of the survey results was carried out using the statistical and econometric modeling software package called SPSS.

Questionnaire

The questionnaire for the telephone survey consisted of 6 demographic questions and 10 questions aimed at studying the opinion of citizens of Kyrgyzstan on the degree of accessibility of the Jogorku Kenesh for their queries.

The questionnaire consisted of closed and semi-closed questions. The questionnaire was compiled in Russian language and translated into Kyrgyz language. Both options were used in the survey, depending on the language preference of the respondent. Filling out one questionnaire ranged from 2 to 12 minutes and, on average, took 7 minutes.