

ID Number	A1-2004-0040-Eng
Title	Survey on Citizens' Opinion of Public Administration, 2004

1. If you have visited any public offices recently (during Jan. 2003 - present), please mark them all in the appropriate box below.
- 1) *Eup* (Township)/*Myeon* (Village)/*Dong* (Community) Office
  - 2) City Hall/*Gun* (County) Office/*Gu* (District) Office
  - 3) Seoul City Hall/City Hall of a metropolitan city/Provincial Government Office
  - 4) Police Department
  - 5) Tax office
  - 6) National administrative agencies (Department/Ministry/Other national level administrative offices)
  - 7) Other (Please specify: \_\_\_\_\_ )
  - 8) None (Never visited recently) ( ⇒ Go to question 7)

2. When you made an in-person visit to the public office, how satisfied were you with the process and outcome of your issue being handled?

	Very satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied
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2-1. Process of how the issue was handled	1	2	3	4	5
2-2. Outcome of the process	1	2	3	4	5

3. Which of the following made it difficult to process your issue smoothly?
- 1) Complicated administrative procedures
  - 2) Public servants were not friendly
  - 3) Insufficient facilities
  - 4) Delay and long waiting time
  - 5) Other (Please specify: \_\_\_\_\_ )
4. If you experienced unsatisfactory handling of your issue, have you ever asked the public servant who took care of it to redress it?
- 1) Yes
  - 2) No ( ⇒ Go to question 7)

5. How satisfied were you with the reaction of the public servants when you asked to redress the issue?

Very satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied
1	2	3	4	5

6. What would you do if you experienced unfairness or injustice at a public administrative office?

- 1) Go directly to that public office to complain
- 2) Ask an influential person I know for favor
- 3) Appeal it to a lawmaker or a political party
- 4) Petition to a civil affairs department of a relevant government agency
- 5) Petition to *Cheong Wa Dae* [BlueHouse]
- 6) File a law suit
- 7) Send the story to newspapers or other media agencies
- 8) Post the story to an online board.
- 9) Do nothing because raising complaints does not help most of the time
- 10) Other (Please specify: \_\_\_\_\_)

7. Based on the following criteria, how would you evaluate the quality of public administrative services in our country?

	Very satisfactory	Somewhat satisfactory	Neither satisfactory nor dissatisfactory	Somewhat dissatisfactory	Very dissatisfactory
7-1. Expertise	1	2	3	4	5
7-2. Efficiency	1	2	3	4	5
7-3. Equity	1	2	3	4	5
7-4. Information provided	1	2	3	4	5
7-5. Fairness	1	2	3	4	5
7-6. Responsiveness to residents' opinions	1	2	3	4	5
7-7. Consistency	1	2	3	4	5
7-8. Accuracy	1	2	3	4	5
7-9. Kindness	1	2	3	4	5
7-10. Overall quality	1	2	3	4	5

8. Which of the following groups do you think has the most influence on government's policy making process? (Please select two.)

- 1) Political parties and politicians
- 2) Big corporations and business people
- 3) The press
- 4) Civic associations and organizations
- 5) Student associations
- 6) Labor associations and organizations
- 7) Public servants
- 8) Legal professionals
- 9) Other (Please specify: \_\_\_\_\_ )

9. Among the following, which policy areas do you think are expected to grow and which are expected to decline? Please select two after excluding policies directly related to your department or agency.

9-1. Areas expected to grow            First \_\_\_\_\_            Second \_\_\_\_\_

9-2. Areas expected to decline        First \_\_\_\_\_            Second \_\_\_\_\_

※ Response Options:

- 1) Economic policies
- 2) Education policies
- 3) Reunification policies
- 4) Foreign affairs and trade policies
- 5) Defense policies
- 6) Public security policies
- 7) Science and technology policies
- 8) Culture and tourism policies
- 9) Agriculture and fisheries policies
- 10) Welfare policies
- 11) Information and communication policies
- 12) Environment policies
- 13) Labor policies
- 14) Women's policies
- 15) Construction and transportation policies

10. How do you feel about the current government policies on each of the following areas?

	Very satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied
10-1. Economic policies	1	2	3	4	5
10-2. Education policies	1	2	3	4	5
10-3. Reunification policies	1	2	3	4	5
10-4. Foreign affairs and trade policies	1	2	3	4	5
10-5. Defense policies	1	2	3	4	5
10-6. Public security policies	1	2	3	4	5
10-7. Science and technology policies	1	2	3	4	5
10-8. Culture and tourism policies	1	2	3	4	5
10-9. Agriculture and fisheries policies	1	2	3	4	5
10-10. Welfare policies	1	2	3	4	5
10-11. Information and communication policies	1	2	3	4	5
10-12. Environment policies	1	2	3	4	5
10-13. Labor policies	1	2	3	4	5
10-14. Women's policies	1	2	3	4	5
10-15. Construction and transportation policies	1	2	3	4	5

11. Which of the following areas do you think is the most in need of administrative reforms?  
(Please select two.)

- 1) Reorganization of the national government offices
- 2) Downsizing and rationalization of government affiliated public agencies
- 3) Reorganization of personnel management system for public employees
- 4) Promoting deregulation
- 5) Promoting decentralization of power to the provinces
- 6) Improving relationship between public administration and citizens (civil participation, making information open to public, etc.)
- 7) Overcoming civil administration based on administrative opportunism
- 8) Informatization of public administration
- 9) Reform of budget and financial system
- 10) Reform of final accounts and audit system
- 11) Rearrangement of government functions (Reorganizing which areas to expand and which to contract)
- 12) Increasing opportunities for citizens' participation
- 13) Other (Please specify: \_\_\_\_\_ )

12. How do you feel about government intervention in the private sector to solve economic problems?
- 1) Strongly agree
  - 2) Somewhat agree
  - 3) Neither agree nor disagree
  - 4) Somewhat disagree
  - 5) Strongly disagree
13. Do you think that the national government overly interferes with local governments (Provincial Government Offices, City Halls, and County Offices)?
- 1) Strongly agree
  - 2) Somewhat agree
  - 3) Neither agree nor disagree
  - 4) Somewhat disagree
  - 5) Strongly disagree
14. When the national policy orientation and local interests conflict with each other, which side do you think should be considered primarily?
- 1) National interests
  - 2) Local interests
  - 3) Don't know
15. How do you feel about the progress of the current administration in achieving Twelve National Agendas?

	Very satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied
15-1. Establishing a peace regime on the Korean Peninsula	1	2	3	4	5
15-2. Society without corruption/ Public administration that serves the people	1	2	3	4	5
15-3. Political reform for participation and integration	1	2	3	4	5
15-4. Decentralization of power to the provinces and balanced national development	1	2	3	4	5
15-5. Building an economic hub country of Northeast Asia	1	2	3	4	5
15-6. Establishing a free and fair market order	1	2	3	4	5
15-7. Establishing a science and technology-centered society	1	2	3	4	5
15-8. Rural areas opening up the future	1	2	3	4	5

15-9. Enhancing participatory welfare and quality of life	1	2	3	4	5
15-10. Establishing national integration and gender-equality	1	2	3	4	5
15-11. Actualization of education reform and world class culture-knowledge country	1	2	3	4	5
15-12. Building socially integrative labor-management relations	1	2	3	4	5

16. In order to solve the national issues we are currently facing, what do you think the most important roles are that the public administration should take on? (Please select two.)

- 1) Relief for the unemployed/Job creation
- 2) Providing vision/Leadership
- 3) Economic stimulus and regulation
- 4) Strengthening international negotiations
- 5) Maintaining stability of the country and the society
- 6) Economic restructuring
- 7) Education reform
- 8) Other (Please specify: \_\_\_\_\_ )

17. What do you think the role of our government should be in the future?

- 1) Should be reduced to a minimal role
- 2) Should maintain the current level
- 3) Should further expand its roles
- 4) Don't know

18. If your child wanted to become a public servant, what would you do?

- 1) Strongly support
- 2) Support
- 3) Neutral
- 4) Oppose
- 5) Strongly oppose

19. Which of the following do you think are the most important criteria (qualities) for public servants? (Please select two.)

- 1) Expertise
- 2) Work motivation
- 3) Creativity
- 4) Service-mindedness
- 5) Responsibility
- 6) Sincerity
- 7) Being ethical and non-corruptive
- 8) Political neutrality
- 9) Loyalty to the country
- 10) Loyalty to the supervisor

20. How do you evaluate public servants of our country in each of the following aspects?

	Very high	Somewhat high	About the middle	Somewhat low	Very low
20-1. Expertise	1	2	3	4	5
20-2. Work motivation	1	2	3	4	5
20-3. Creativity	1	2	3	4	5
20-4. Service-mindedness	1	2	3	4	5
20-5. Responsibility	1	2	3	4	5
20-6. Sincerity	1	2	3	4	5
20-7. Being ethical and non-corruptive	1	2	3	4	5
20-8. Political neutrality	1	2	3	4	5
20-9. Loyalty to the country	1	2	3	4	5
20-10. Loyalty to the supervisor	1	2	3	4	5

23. Do you think that public servants are complacent?

- 1) Very much so ⇒ Go to question 22
- 2) Somewhat moderately so ⇒ Go to question 22
- 3) Neutral
- 4) Not so much so ⇒ Go to question 23
- 5) Not at all ⇒ Go to question 23

22. What do you think is the primary cause of public servants becoming complacent?

- 1) No improvement on working conditions and treatment
- 2) There is no adequate compensation even for hard work
- 3) Conservativeness that does not like anything new
- 4) Autonomy is not granted
- 5) Lack of commitment as a public official
- 6) If the work that I initiated goes wrong, I would have to take all the responsibility
- 7) Legality-focused audit procedure
- 8) Other (Please specify: \_\_\_\_\_ )

23. What do you think are the most important things in order to enhance public servants' job satisfaction and morale? (Please select two.)

- 1) Wage and compensation
- 2) Work environment
- 3) Job security
- 4) Relationship with coworkers
- 5) Internal promotion or advancement
- 6) Opportunity for career development
- 7) Social recognitions for public service jobs
- 8) Workers' compensation and welfare
- 9) Job duties and responsibilities
- 10) Relationship with supervisors

24. How do you feel about current administration of the following systems of personnel management in the public employment?

	Very satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied
24-1. Fairness in hiring process	1	2	3	4	5
24-2. Fairness in personnel management (personnel move, position allocation)	1	2	3	4	5
24-3. Fairness in promotion and advancement	1	2	3	4	5
24-4. Fairness in Performance Evaluation System (performance ratings)	1	2	3	4	5
24-5. Equality of education and training opportunities	1	2	3	4	5
24-6. Fairness in reward system	1	2	3	4	5
24-7. Consistency in personnel policies	1	2	3	4	5
24-24. Adequacy of personnel policies related to women	1	2	3	4	5
24-9. Adequacy of personnel policies related to persons with disabilities	1	2	3	4	5

25. Which of the following do you think has the most influence on promotion or advancement of public servants in our country? (Please select two.)

- 1) Job tenure
- 2) Job performance
- 3) Job competencies
- 4) Interpersonal skills
- 5) Fortune of having successful career as a public official
- 6) Level of education
- 7) Hometown connections
- 8) Alumni connections
- 9) Other (Please specify: \_\_\_\_\_ )

26. Which of the following do you think should be considered most importantly in order to determine fair wage and compensation for public servants? (Please select two.)

- 1) Job tenure
- 2) Educational attainment
- 3) Position rank (grade)
- 4) Job duties and responsibilities
- 5) Job performance
- 6) Work attitude
- 7) Other (Please specify: \_\_\_\_\_ )



27. Do you think our public servants are properly compensated?

- 1) Very undercompensated
- 2) Somewhat undercompensated
- 3) Properly compensated
- 4) Somewhat overcompensated ⇒ Go to question 29
- 5) Very overcompensated ⇒ Go to question 29

28. If you think wage and compensation for public servants should be raised, which of the following would be the reason for that?

- 1) To guarantee basic cost of living
- 2) To eradicate corruption
- 3) To make it balance the pay in the private sector
- 4) To enhance morale of public servants
- 5) Other (Please specify: \_\_\_\_\_ )

29. With the similar level of ability and experience, which of the private sector employees and public servants do you think are more advantaged for the following aspects in the job world?

	Public servants are much more advantaged	Public servants are somewhat advantaged	Both are equally advantaged	Private employees are somewhat advantaged	Private employees are much more advantaged
29-1. Job security	1	2	3	4	5
29-2. Wages and compensation	1	2	3	4	5
29-3. Work environment	1	2	3	4	5
29-4. Possibility of advancement or internal promotion	1	2	3	4	5
29-5. Workers compensation and welfare	1	2	3	4	5
29-6. Security of living after retirement	1	2	3	4	5
29-7. Social status	1	2	3	4	5
29-8. Work load per employee	1	2	3	4	5
29-9. Contribution to the country's prosperity	1	2	3	4	5
29-10. Adaptability to changes in environment	1	2	3	4	5
29-11. Authority to implement autonomously	1	2	3	4	5

30. How trustworthy do you think each of the following agencies or social organizations is?

	Very trustworthy	Somewhat trustworthy	Neither trustworthy nor untrustworthy	Somewhat untrustworthy	Very untrustworthy
30-1. The Executive Branch	1	2	3	4	5
30-2. The Legislative Branch	1	2	3	4	5
30-3. The Judicial Branch	1	2	3	4	5
30-4. Private business firms	1	2	3	4	5
30-5. Civic associations	1	2	3	4	5
30-6. The press	1	2	3	4	5

31. What do you think about Korean society and your personal life at present and three years later?

	Very bad	Bad	Neither bad nor good	Good	Very good
31-1. Korean society, at present	1	2	3	4	5
31-2. Korean society, 3 years later	1	2	3	4	5
31-3. My personal life, at present	1	2	3	4	5
31-4. My personal life, 3 years later	1	2	3	4	5

32. Currently, whose influence do you think is the most powerful on government administration in general? (Please select two.)

- 1) The press
- 2) Public officials
- 3) Educators
- 4) Ordinary citizens
- 5) Foreign countries (United States, etc.)
- 6) International (investment) capital
- 7) Political leaders
- 8) Workers
- 9) Business people
- 10) Civic associations
- 11) The president of South Korea
- 12) Court decisions
- 13) Other (Please specify: \_\_\_\_\_ )

33. Which of the following problems do you think should be urgently resolved in our country?  
(Please select two.)

- 1) Uniform way of thinking (Attitudes rooted in black and white dichotomy)
- 2) Lack of basic social order
- 3) Political instability
- 4) Unpredictable and inconsistent public administration
- 5) Confusion in values
- 6) Gap between rich and poor
- 7) Unemployment issue
- 8) Corruption
- 9) Regional conflicts
- 10) Faulty construction
- 11) Labor-management relations
- 12) Other (Please specify: \_\_\_\_\_ )

34. What is your sex?

- 1) Male
- 2) Female

35. What is your age?

Age (in years) \_\_\_\_\_

36. Where did you primarily grow up? And where is your current residence? (Please mark(√) the appropriate box.)

Administrative district	Special City (Seoul)	Metropolitan city	City, all other	<i>Gun</i> (county)/ <i>Eup</i> (township)/ <i>Myeon</i> (village)
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Current residence

37. What is the highest degree or level of school you have completed?

- 1) No schooling
- 2) Elementary school graduate
- 3) Middle school graduate
- 4) High school graduate
- 5) Two-year college/Junior college graduate
- 6) Four-year college/University graduate
- 7) Graduate school — Master's degree
- 8) Graduate school — Completed a doctorate program or above

38. What is the amount of average monthly income of your household?

- 1) Less than 1,000,000 won
- 2) 1,000,000 - 1,999,999 won
- 3) 2,000,000 - 2,999,999 won
- 4) 3,000,000 - 3,999,999 won
- 5) 4,000,000 - 4,999,999 won
- 6) 5,000,000 won or above

39. Is there any public servant (working at either national or local government) among members of your family and relatives (up to first cousins)?

- 1) Yes
- 2) No