



ELoGE – European Label of Governance Excellence

2025

STAFF QUESTIONNAIRE



ELoGE – European Label of Governance Excellence is a Council of Europe program that promotes the 12 principles of democratic good governance at the local level.

ISIG – Institute of International Sociology of Gorizia – is a research institute that supports local authorities and partner institutions in the implementation of the program. In this role, ISIG provides scientific expertise, methodological guidance, and training activities, assuming full editorial responsibility for this manual. The content does not necessarily reflect the opinions of the Council of Europe.



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ISTITUTO DI SOCIOLOGIA INTERNAZIONALE
INSTITUTE OF INTERNATIONAL SOCIOLOGY
GORIZIA

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Scientific and editorial responsibility: ISIG

ISIG – Istituto Internazionale di Sociologia di Gorizia

VISION

ISIG believes in a future of peaceful relations built on the mutual recognition of differences as enriching re-sources.

The Institute studies and promotes transformations within societies with the goal of fostering peaceful and lasting coexistence, placing democratic participation, human rights, and the rule of law at the center.

MISSION

ISIG is committed to promoting innovation within communities through scientific and social research, co-design, and strategic consulting. The Institute fosters sustainable community development, participatory governance, and risk management and reduction, contributing to the creation of inclusive and resilient societies.

ISIG fulfills its mission through the design and management of projects, continuous training, and capacity building, providing tools and knowledge to professionals, public, and private entities to address global and local challenges in a thoughtful, effective, and responsible manner.

RESEARCH AREAS

Social Inclusion and Community Development

Governance and Sustainable Development

Resilience, Disaster Risk Management, and Reduction

Emerging Technologies, Ethics, and Privacy

Culture, Development, and the Impact of Cultural

www.isig.it/eloge-malta

INTRODUCTION

As part of the **ELoGE reference framework**, the ELoGE self-assessment process also includes three types of surveys addressed to citizens, elected officials, and municipal employees.

Each questionnaire contains **12 questions**, one for each of the **12 Principles of Good Democratic Governance**: Democratic Participation, Human Rights, Rule of Law, Public Ethics, Accountability, Openness and Transparency, Efficient, Effective, and Sound Administration, Leadership, Capability and Capacity, Responsiveness, Sound Financial and Economic Management, Sustainability and Long-Term Orientation, Openness to Change and Innovation

The questionnaires support the **complete evaluation of good governance practices** in the local authority.

They provide all involved stakeholders the opportunity to contribute to the assessment of their local authority's democratic governance.

Responses to the questionnaires help **corroborate the conclusions of the self-assessment** of the reference framework through the perceptions of those who directly "experience" good democratic governance in the municipality.

Structure

Each questionnaire below is organized into four sections:

- **Section 1** – Privacy Notice: Specific to the context and supporting, where applicable, compliance with the General Data Protection Regulation (GDPR).
- **Section 2** – Local Council Affiliation (mandatory)
- **Section 3** – Questions Related to the 12 Principles of Good Democratic Governance (mandatory)
- **Section 4** – Additional (optional) questions on the socio-demographic profile of the respondent.
- **Section 5** – Additional (optional) questions about the respondent themselves.

1 SECTION 1 – PRIVACY NOTICE

What data do we process?

The data, and generally all information shared with us*. Your data is valuable: please do not share unnecessary data with us.

(*) *No personal or identifying data is collected in this questionnaire.*

Why do we process it?

For the purpose specifically indicated in the extended information accompanying this document and for the implementation of the **ELoGE Malta 2025 Program**.

Why can we do this?

Processing is lawful when:

- **Contract:** It is necessary for the performance of a contract to which the Data Subject is a party, or to take pre-contractual steps requested by the Data Subject.
- **Consent:** The Data Subject freely, specifically, informedly, and unambiguously gives their consent.
- **Legal obligation:** It is necessary to comply with a legal obligation to which the Data Controller is subject.

- **Legitimate interest:** It is necessary to pursue the legitimate interests of the Data Controller or a third party.
- **Protection of vital interests:** It is carried out to protect the Data Subject from a serious and immediate threat to their life.
- **Public interest:** It is necessary for the performance of a task carried out in the public interest or in the exercise of official authority.

How do we process it?

We take appropriate measures to protect your data and comply with the law (Article 4, paragraph 2, GDPR: e.g., collection, storage, and use of data).

Who do we share it with?

With those who help us perform our work and achieve the indicated objectives (employees, consultants, collaborators, external professionals, consulting companies, and our providers such as those managing our IT system, etc.).

How long do we process it?

The minimum amount of time necessary to achieve the purposes for which we process it (for some purposes a deadline will be specified). Longer only if necessary for authorities or to protect rights.

If your consent is required, we process the data as long as you agree. You can withdraw your consent at any time.

Where do we get it?

You provide it by filling in questionnaire attached to this policy or on the SurveyMonkey platform.

What are your rights?

Access your data, request its deletion, object or withdraw consent, complain, lodge a complaint with the Data Protection Authority, and much more: ask us!

Who can you contact?

I.S.I.G. – International Sociology Institute of Gorizia, Gorizia (GO), Via Giuseppe Mazzini n. 13, isig@isig.it
If you wish to contact the Data Protection Authority, you can find them here: Contact the Data Protection Authority (protocollo@gdpr.it)

ACKNOWLEDGEMENT

Declaration of acknowledgement and understanding:

- ☐ I declare that I have read the extended privacy policy and understand its content.

Consent:

- ☐ I give my consent for the use of the information provided for the purposes indicated in the extended privacy policy.

2 SECTION 2: LOCAL COUCLY AFFILIATION (MANDATORY)

Please indicate the Local Council you're responding for: _____

3 SECTION 3: ELOGE ASSESSMENT (MANDATORY)

1. How would you rate the council's framework for involving residents in its processes?
 - ☐ NOT AT ALL - There seems to be a scant framework for resident involvement.
 - ☐ PARTIALLY - Some structures exist for resident participation, but their application is inconsistent.
 - ☐ SUFFICIENTLY - Resident participation frameworks are routinely utilised.
 - ☐ FULLY - Resident participation is a core part of the council's strategy.

2. How well are the principles of fairness, dignity, equality, and respect integrated into the council's operational procedures?
 - ☐ NOT AT ALL - Procedures rarely embody these values.
 - ☐ PARTIALLY - Some procedures uphold these principles, but it's not uniform.
 - ☐ SUFFICIENTLY - Most procedures are crafted with these human rights values at the forefront.
 - ☐ FULLY - Every procedure and guideline radiate these principles.

3. How consistently does the council's framework ensure fair and equal treatment for all under its jurisdiction?
 - ☐ NOT AT ALL - Fair treatment seems to be an afterthought in procedures.
 - ☐ PARTIALLY - Some procedures champion fair treatment, but there's inconsistency.
 - ☐ SUFFICIENTLY - Procedures mostly advocate just and equal treatment.
 - ☐ FULLY - Every procedure guarantees fairness and equality.

4. How well do you think public officials' mandates and organisational guidelines align with the broader public interest?
 - ☐ NOT AT ALL - Guidelines rarely centre on the public interest.
 - ☐ PARTIALLY - Some guidelines underscore public welfare, but it's patchy.
 - ☐ SUFFICIENTLY - Most guidelines are anchored in advancing the public's well-being.
 - ☐ FULLY - Every directive prioritises the common good.

5. How prominently do internal guidelines stress ownership and accountability for decisions and actions?
 - ☐ NOT AT ALL - Accountability seems an afterthought in procedures.
 - ☐ PARTIALLY - Accountability is occasionally highlighted, but not uniformly.
 - ☐ SUFFICIENTLY - Most guidelines underscore the imperatives of accountability.
 - ☐ FULLY - Each guideline is crafted with clear accountability markers.

6. How transparent do you find the council's decision-making processes, as laid out in internal guidelines?
 - ☐ NOT AT ALL - Transparency is rarely the hallmark of decision-making procedures.
 - ☐ PARTIALLY - Some procedures promote transparency, but it's not across the board.
 - ☐ SUFFICIENTLY - Transparency is a recurring theme in most procedures.
 - ☐ FULLY - Every decision-making step is ensconced in transparency.

7. How much the criteria of equitable benefit to the entire community are guiding the allocation of resources??

- ☐ NOT AT ALL - Procedures seldom focus on benefits that span the entire community.
 - ☐ PARTIALLY - Equitable benefits are a feature in some procedures, but not all.
 - ☐ SUFFICIENTLY - The bulk of procedures prioritise benefits that touch all community segments.
 - ☐ FULLY - Every resource decision is rooted in broad-based community benefits.
8. How effective do you find the training and capacity-building programmes for staff?
- ☐ NOT AT ALL - Training programmes appear outdated or lack depth.
 - ☐ PARTIALLY - Some training modules hit the mark, but not all.
 - ☐ SUFFICIENTLY - The majority of training modules empower staff with requisite skills.
 - ☐ FULLY - Every training module ensures staff are primed for their roles.
9. How agile do you find the council's operational framework in responding to community feedback and needs?
- ☐ NOT AT ALL - The framework appears rigid and less receptive to community feedback.
 - ☐ PARTIALLY - There's a degree of agility, but it's not universal.
 - ☐ SUFFICIENTLY - The operational framework is mostly adaptive based on community cues.
 - ☐ FULLY - The framework's design ensures it is consistently responsive to community inputs.
10. How would you rate the council's financial procedures in ensuring prudent use of public funds?
- ☐ NOT AT ALL - Financial procedures often appear profligate.
 - ☐ PARTIALLY - Procedures occasionally exhibit financial prudence, but it's patchy.
 - ☐ SUFFICIENTLY - Most procedures underscore optimal use of public funds.
 - ☐ FULLY - Every financial move is a paragon of fiscal responsibility.
11. How forward-thinking do you perceive the council's procedures in its decision-making?
- ☐ NOT AT ALL - Decisions often appear short-sighted, neglecting long-term impacts.
 - ☐ PARTIALLY - Long-term benefits are occasionally the focus, but it's not uniform.
 - ☐ SUFFICIENTLY - Most decisions are crafted with an eye on the future.
 - ☐ FULLY - Every decision is made with longevity and future benefits at its core.
12. How receptive do you find the council's operational playbook to innovative approaches or methodologies?
- ☐ NOT AT ALL - The playbook seems entrenched in its ways, resistant to change.
 - ☐ PARTIALLY - There's sporadic adoption of innovative methods, but it's not uniform.
 - ☐ SUFFICIENTLY - The playbook regularly integrates fresh approaches and innovations.
 - ☐ FULLY - The playbook is inherently adaptive, always open to innovation.

4 SECTION 4 – FURTHER QUESTIONS ON RESPONDENT (OPTIONAL)

4.1 SOCIO-DEMOGRAPHICS

13. Age (Optional):

_____ years

14. Gender (Optional):

☐ Male

- ☐ Female
- ☐ Other: _____

15. Educational Background (Optional):

- ☐ Primary School
- ☐ High School
- ☐ Vocational Training
- ☐ University/College
- ☐ Other: _____

4.2 EMPLOYMENT INFORMATION:

16. Duration of Employment with Municipal Administration:
_____ years

17. Job Area (Optional):

- ☐ Administrative
- ☐ Economic-Financial
- ☐ Supervisory
- ☐ Technical
- ☐ Social and Welfare Services
- ☐ Education and Cultural Services
- ☐ Communication
- ☐ Information Technology
- ☐ Other: _____

18. Current Work Department(s) (Optional - you may select more than one):

- ☐ Municipal Secretary's Office
- ☐ General Affairs (e.g., HR, Legal Affairs, Election Office)
- ☐ Financial Services (e.g., Accounting, Taxes, Treasury)
- ☐ Citizen Services (e.g., Registry, Civil Status, Social Policies, Culture, Libraries, Museum Services, Education, Kindergartens)
- ☐ Public Works (e.g., Maintenance, Procurement, Public Works, Waste Management, Roads, Housing)
- ☐ Environment and Territory (e.g., Town Planning, Environment, Tourism, Agriculture, Single Contact Point for Productive Activities)
- ☐ Municipal Police (e.g., Local Police, Civil Protection)
- ☐ Other: _____

4.3 JOB SATISFACTION:

19. Satisfaction with Influence Over Work Situation: Please indicate your agreement with the statement: I am very satisfied with the possibilities I have to influence my work situation.

- ☐ Don't know/No opinion
- ☐ Strongly Disagree
- ☐ Disagree
- ☐ Neutral
- ☐ Agree
- ☐ Strongly Agree

5 SECTION 5 – ADDITIONAL QUESTIONS ABOUT THE RESPONDENT (OPTIONAL)

5.1 OVERALL WORK SATISFACTION:

20. Overall, how satisfied are you with your current job?

- ☐ Extremely satisfied
- ☐ Very satisfied
- ☐ Neutral
- ☐ Unsatisfied
- ☐ Extremely unsatisfied

5.2 WORK RELATIONSHIPS:

21. How would you rate your relationship with your colleagues?

- ☐ Excellent
- ☐ Very good
- ☐ Good
- ☐ Fair
- ☐ Poor

22. How would you rate your relationship with your supervisors?

- ☐ Excellent
- ☐ Very good
- ☐ Good
- ☐ Fair
- ☐ Poor

23. How would you describe your interactions with elected representatives?

- ☐ Very positive
- ☐ Generally positive
- ☐ Neutral
- ☐ Generally negative
- ☐ Very negative

5.3 RESOURCES AND CAPACITY:

24. Do you feel you have the resources necessary to effectively perform your job tasks?

- ☐ Always
- ☐ Most of the time
- ☐ Sometimes
- ☐ Rarely
- ☐ Never

25. How confident are you in your current capacities and skills to perform your job effectively?

- ☐ Extremely confident
- ☐ Very confident

- ☐ Neutral
- ☐ Somewhat unconfident
- ☐ Not confident at all

26. How frequently do you receive training or professional development to enhance your capacities and skills for your job?

- ☐ Regularly (at least once a year)
- ☐ Occasionally (once every 2-3 years)
- ☐ Rarely (once every 4 years or more)
- ☐ Never
- ☐ I seek out my own training opportunities

5.4 WORKLOAD:

27. How would you rate your current workload?

- ☐ Very light
- ☐ Manageable
- ☐ Heavy but manageable
- ☐ Very heavy
- ☐ Overwhelming

5.5 USE OF IT:

28. How would you rate the IT tools and software provided for your job in terms of efficiency and ease of use?

- ☐ Excellent
- ☐ Good
- ☐ Average
- ☐ Poor
- ☐ Very poor

29. How frequently do you receive IT training or updates to ensure you're making the best use of available tools?

- ☐ Regularly (at least once a year)
- ☐ Occasionally
- ☐ Rarely
- ☐ Never

End of the questionnaire

Thank you for completing the ELoGE Citizen Survey. For more information, please contact us at:
lca@lca.org.mt

