

### 3. SATISFACTION WITH PUBLIC SERVICES

#### Satisfaction with public services

Public services delivered by hospitals, schools, courts, or government administrations affect the lives of many and serve as points where people directly interact with public institutions and governments. Satisfaction is widely used to measure the performance of public services from a citizens' perspective. Although public satisfaction may reflect many different aspects of services – such as access, affordability, courtesy and timeliness – it can provide a general, aggregate measure of service performance across countries (Baredes, 2022). Satisfaction with public services also influences trust in government and other public institutions such as the civil service (OECD, 2022).

In OECD countries, most people (68%) reported being satisfied with the healthcare system in 2022 (Figure 3.2). However, there are wide variations across countries. In Switzerland 92% were satisfied with the healthcare system, the highest among OECD countries followed by Belgium at 90%. Despite comparatively high out-of-pocket expenditure, Switzerland fares comparatively well in other aspects of access and quality, resulting in high overall levels of satisfaction.

Across OECD countries, 67% are satisfied with the education system, with Norway (87%), Finland (85%), Switzerland (84%) and Ireland (84%) reporting the highest rates (Figure 3.2). Satisfaction with education varies more across countries than for healthcare and justice, with a 66 percentage point difference between the highest and lowest. Comparatively low rates in some countries might be explained by the need for more resources and improved infrastructure, especially during the transformation to services brought by the COVID-19 pandemic. For example, in several OECD countries, not all students had the same opportunities for remote learning during the pandemic. On average across OECD countries, 9% of 15-year-old students do not have a quiet place to study in their home (OECD, 2020).

Justice services are used by a smaller share of the population than health and education. Accordingly, confidence in the judicial system and the courts is less likely to be based on experience than with healthcare and education. Over half (56%) of citizens in OECD countries reported having confidence in their country's judicial system and courts. There are significant differences across OECD countries, with more than 80% of citizens in Norway, Denmark, Switzerland and Finland reporting confidence in the justice system (Figure 3.2).

Getting a passport, certificate or licence are other services requiring interaction between people and the administration. On average, 63% people in 22 surveyed OECD countries felt highly satisfied with administrative services, reaching around 80% in Luxembourg and the Netherlands (Figure 3.3).

#### Methodology and definitions

Data were collected by Gallup World Poll, generally based on a representative sample of 1 000 citizens in each country. For 2022, data were collected from July onwards. More information about this survey is available at [www.gallup.com/home.aspx](http://www.gallup.com/home.aspx).

The OECD explores perceptions of public governance using nationally representative survey data from the OECD Trust Survey conducted across 22 countries. Most countries were surveyed in November-December 2021, with a few surveys taking place in 2020 and January-March 2022.

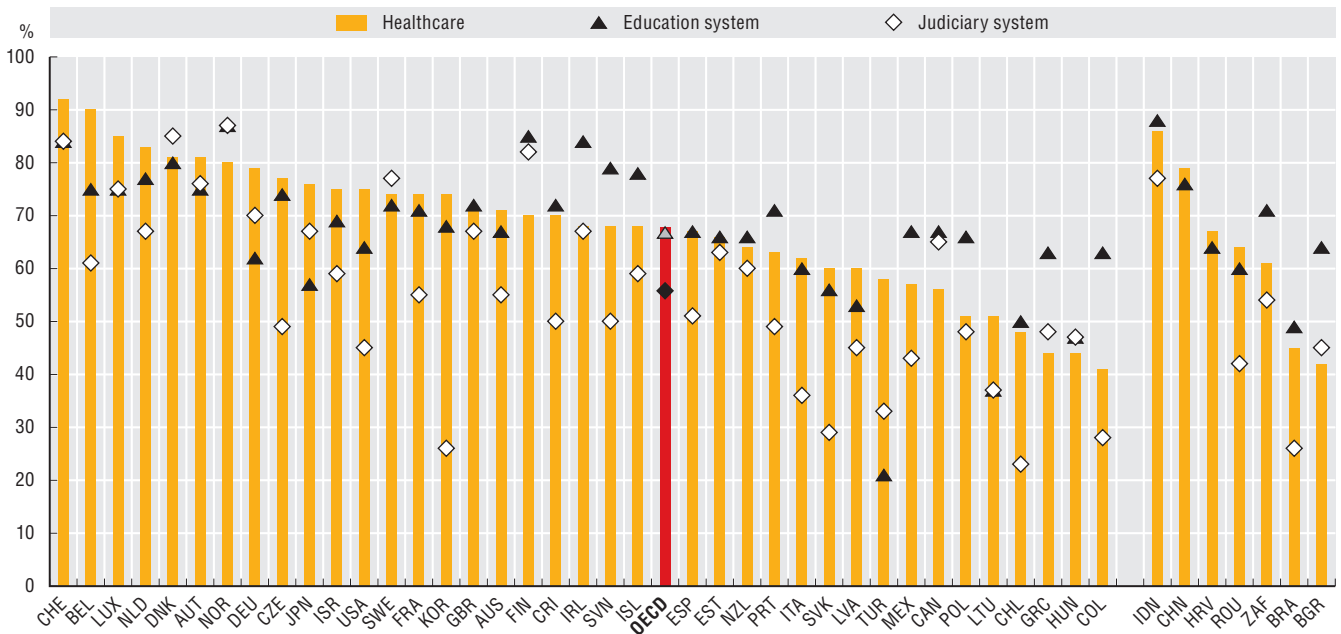
#### Further reading

- Baredes, B. (2022), "Serving citizens: Measuring the performance of services for a better user experience", *OECD Working Papers on Public Governance*, No. 52, OECD Publishing, Paris, <https://doi.org/10.1787/65223af7-en>.
- OECD (2022), *Building Trust to Reinforce Democracy: Main Findings from the 2021 OECD Survey on Drivers of Trust in Public Institutions*, Building Trust in Public Institutions, OECD Publishing, Paris, <https://doi.org/10.1787/b407f99c-en>.
- OECD (2020), "Coronavirus special edition: Back to school", *Trends Shaping Education Spotlights*, No. 21, OECD Publishing, Paris, <https://doi.org/10.1787/339780fd-en>.

#### Figure notes

- 3.2 and 3.3. "OECD" presents the unweighted average across OECD countries.
- 3.2. General measures should be complemented with other metrics on access, responsiveness and quality to assess the overall performance of a sector. Data for Luxembourg are for 2019. Data for Austria, Chile, Estonia, France, Germany, Ireland, Israel, Italy, Latvia, Lithuania, Korea, the Slovak Republic, Spain, Switzerland, Türkiye and the United Kingdom are for 2021. Countries are ranked in descending order of healthcare satisfaction. Satisfaction with healthcare/education is based on the proportion of respondents who answered "satisfied" to "In the city or area where you live, are you satisfied or dissatisfied with the availability of quality healthcare/with the educational system or the schools?" Confidence in the judicial system is expressed as the proportion of respondents who answered "yes" to "In this country, do you have confidence in each of the following, or not? How about the judicial system and courts?" Data include citizens who have not used the judiciary system.
- 3.3. Data for Finland and Norway are not available. Refers to the question, "On a scale of 0 to 10, how satisfied or dissatisfied are you with the quality of administrative services (e.g. applying for an ID or a certificate of birth, death, marriage, or divorce) in the country?". Satisfied corresponds to responses of 6-10.

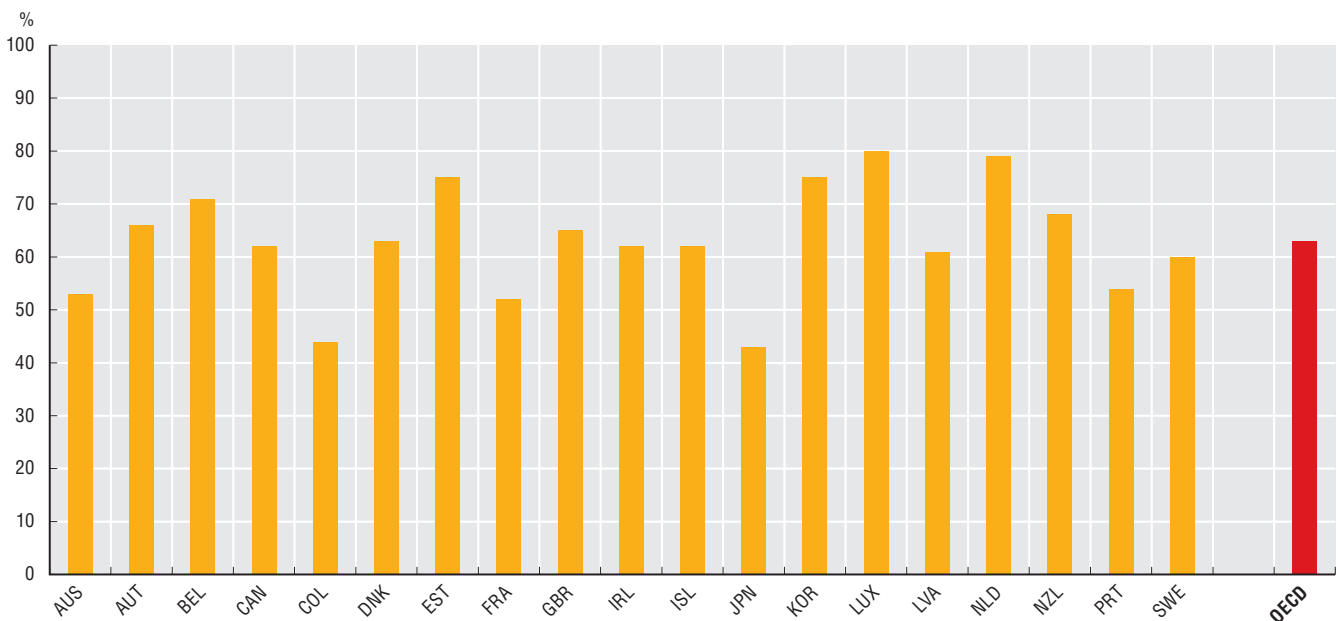
#### 3.2. Citizen satisfaction with healthcare, education and the justice system, 2022



Source: Gallup World Poll 2022 (database).

StatLink <https://stat.link/kep316>

#### 3.3. Citizen satisfaction with administrative services, 2021



Source: OECD Trust Survey (<http://oe.cd/trust>).

StatLink <https://stat.link/vt1ryh>



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