

Satisfaction with services

Public services such as health care, education and justice were greatly affected by the COVID-19 pandemic. The way schools, courts and hospitals operate – the frontline institutions where people have a direct experience of public services – changed dramatically in most countries due to lockdown restrictions. Teachers, physicians and judges switched to working remotely overnight while health care systems worldwide were put under stress due to the extent of the health crisis.

Most OECD countries have surveys to monitor users' satisfaction with services, although they may cover different services and questions. The Gallup World Poll regularly collects data on citizens' satisfaction with a range of public services worldwide. Although there are many contextual and cultural factors that can influence responses to opinion polls, the dataset allows citizens' perceptions to be compared over time and across OECD countries.

Satisfaction with health care averaged 71% across OECD countries in 2020, similar to 2010 levels. There are wide variations between countries, with citizens in Norway (93%), Belgium and the Netherlands (both 92%) being the most satisfied, while those in Poland (26%), Greece (38%) and Chile (39%) were the least. Finland had the largest increase in satisfaction with health care over that period (19 p.p.) while Estonia (17 p.p.) and Israel (12 p.p.) also had large increases. In comparison, Poland experienced the largest decline (22 p.p.) in satisfaction with health care (Figure 14.1).

On average, 68% of citizens in OECD countries reported being satisfied with the education system in 2020, a 1 p.p. increase since 2010. Norway (92%), Finland (87%) and Slovenia (86%) had the highest satisfaction levels and Turkey (27%), Greece (36%) and Chile (43%) the lowest. Estonia (16 p.p.) experienced the largest increase in satisfaction with education since 2010, due to efforts to increase the uptake of digital education, which facilitated the transition to online learning at the beginning of the pandemic (OECD, 2020a). Slovenia (15 p.p.) and Norway (14 p.p.) also had large increases in satisfaction, while Turkey had the largest decline, of 35 p.p. from 2010 (Figure 14.2). Not all students in Turkey had the same opportunities for remote learning during the pandemic: on average, in normal times, schools had only one computer for every four students, and a large proportion of students from disadvantaged socio-economic backgrounds did not have access to a computer at home (OECD, 2020b).

Confidence in the judiciary reached 57% on average across the OECD in 2020, which represents a 6 p.p. increase since 2010. Lithuania (35 p.p.) experienced the largest increases in

confidence in the judiciary from 2010. The country has the shortest disposition times for civil and commercial cases (see the two-pager “Timeliness of civil justice systems”). Portugal (23 p.p.) and the Czech Republic (21 p.p.) also had large increases in confidence in the judiciary. Turkey saw the largest decrease in confidence in the judiciary (22 p.p.), followed by Chile (19 p.p.) (Figure 14.3).

Methodology and definitions

Data were collected by Gallup World Poll, generally based on a representative sample of 1 000 citizens in each country. For 2020, data were collected from July onwards. More information about this survey is available at www.gallup.com/home.aspx.

The level of satisfaction with health care/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 health care/ with the educational system or the schools?”

The level of 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?”

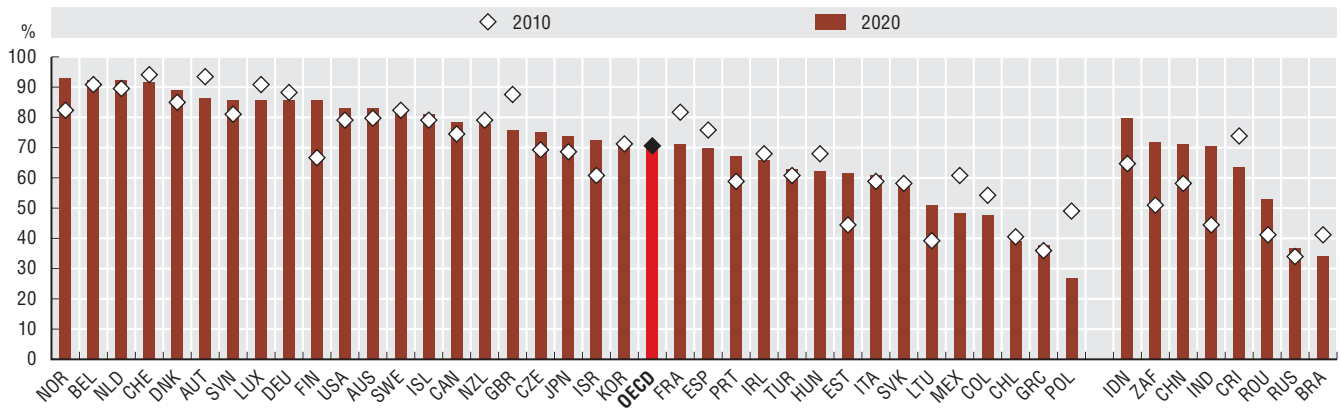
Further reading

- OECD/European Union (2020), *Health at a Glance: Europe 2020: State of Health in the EU Cycle*, OECD Publishing, Paris, <https://doi.org/10.1787/82129230-en>.
- OECD (2020a), “Education Policy Outlook in Estonia”, *OECD Education Policy Perspectives*, No. 13, OECD Publishing, Paris, <https://doi.org/10.1787/9d472195-en>.
- OECD (2020b), *PISA 2018 Results (Volume V): Effective Policies, Successful Schools*, PISA, OECD Publishing, Paris, <https://doi.org/10.1787/ca768d40-en>.

Figure notes

- Data for Estonia are for 2011 instead of 2010. Data for Iceland, Norway and Switzerland are for 2012 instead of 2010. Data for the Czech Republic are for 2018 instead of 2020. Data for Costa Rica, Hungary, India, Indonesia, Israel, Korea, Lithuania, Luxembourg and Romania are for 2019 instead of 2020.
- G.40. (Citizen confidence in the police, 2010 and 2020) is available online in Annex G.

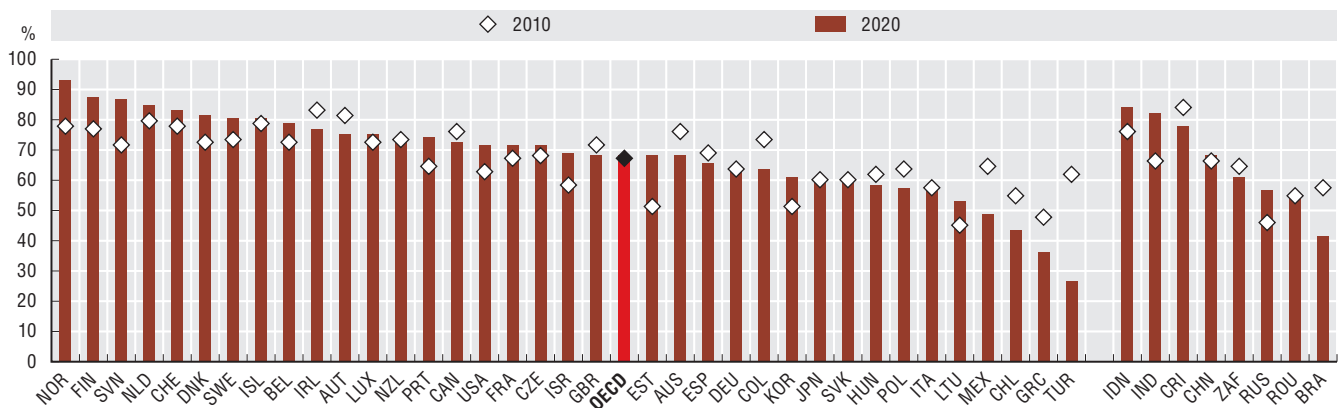
14.1. Citizen satisfaction with the health care system, 2010 and 2020



Source: Gallup World Poll 2020 (database).

StatLink <https://doi.org/10.1787/888934259408>

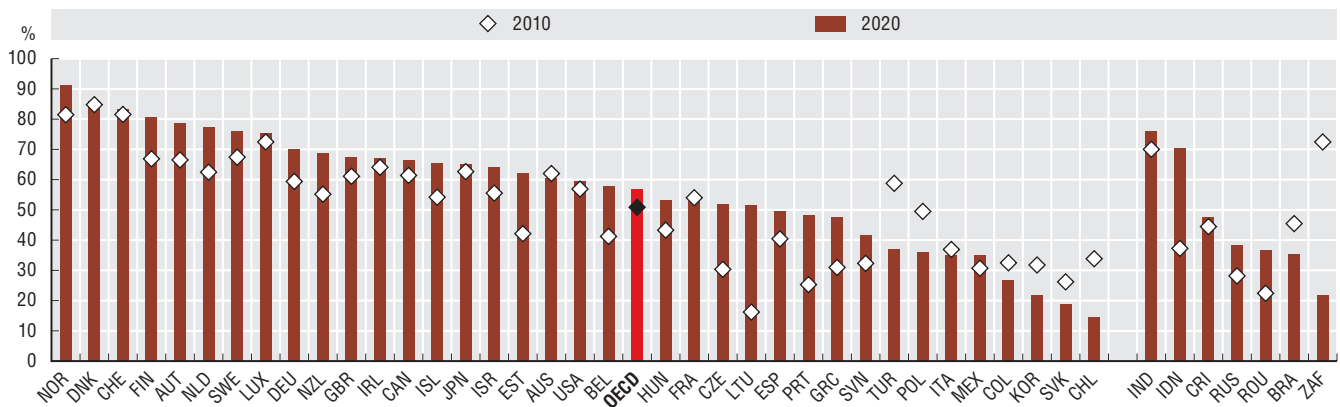
14.2. Citizen satisfaction with the education system and schools, 2010 and 2020



Source: Gallup World Poll 2020 (database).

StatLink <https://doi.org/10.1787/888934259427>

14.3. Citizen confidence in the judiciary system and the courts, 2010 and 2020



Source: Gallup World Poll 2020 (database).

StatLink <https://doi.org/10.1787/888934259446>

