

## 2 Summary

Here we provide a point by point summary of the most important conclusions from the analyses and results from the following chapters:

### 2.1 General experiences with user interaction in the municipalities

Through the in-depth interviews we have sampled the experiences, impressions and thoughts providers of municipal services have regarding user surveys and user interaction.

- All service providers expressed a positive core attitude towards user dialogue and user interaction.
- Few have formalized processes or written charters on how to achieve user interaction.
- Few have established routines for when user surveys should be conducted.
- The service providers request feedback on routines and knowledge when it comes to how others work in the field of user surveys and user interaction.
- User interaction is perceived to ease and improve the employees' work situation, as well as creating job satisfaction and loyalty.
- First and foremost, it is attitudes, focus, and the interpersonal relations in the workplace, that determine whether or not one succeeds in achieving user interaction. This is not a question about whether or not to solve a task, but how one should go about solving it.
- User interaction at its best contributes to a more complete overview of the users, and it also leads to more satisfied users, a better work environment, and more professionally challenging tasks for the employees in their everyday working lives.

### 2.2 User surveys reported through [bedrekommune.no](https://www.bedrekommune.no)

- Reporting of user surveys through *bedrekommune.no* does not seem to vary with relevant KOSTRA-indicators (key figures for municipalities) that have been utilized in the analyses (expenditure per user unit, income-to-cost ratios, etc). The extent of the reporting varies considerably with respect to the size of the municipalities, but not in a systematic manner.
- None of the dimensions measured in the user surveys indicate any correlation between KOSTRA-indicators that are relevant for each of the sectors.
- However, the quality dimensions and individual questions for each sector are highly correlated internally for most sectors – in fact so much so that one could in a macro analysis reduce the number of questions in the surveys to just one: *How satisfied are you with the service overall?*
- To the degree that the quality dimension *user interaction* could be said to have a separate effect on the users' perceptions of a service, this one seems to have the greatest effect on the dimension *result for the user* – and more frequently than for the total perception of the service measured by the dimension *general*. This indicates that the “human factor” – or two way communication where the users feel that they are a part of shaping the services offered – is an important instrument for achieving a higher degree of goal-achievement in most sectors. Since this dimension is among the dimensions achieving the lowest score within most of the sectors, there is also more improvement potential for user interaction to cause improvements of the service performance in and of itself in these areas.
- The results from the user surveys indicate a high stability over time during the years reporting on this has been done. This despite of the fact that there have largely been

different municipalities reporting during the different years. The score variations between municipalities have also been low to moderate.

- When utilizing a 1-6 scale (with a median of 3.5), the average scores for practically all dimensions and individual questions are above average on the scale, and usually around 4.0 - 5.0. This could be interpreted in a few different ways:
  - 1) Users are mostly satisfied with the services offered by the country's municipalities.
  - 2) The user surveys are unable to pick up on the aspects of the services that users may be dissatisfied with.
  - 3) The surveys do not chart the users' evaluations of the importance of the different aspects of the services.

### **2.3 Student evaluations reported through udir.no**

The results from the annual student surveys among lower and upper secondary school students are reported to the Norwegian Directorate for Education and Training. This data is not included in the analyses from *bedrekommune.no*. From a previously published report by the directorate, the following has been concluded:

- Students feel they have relatively little codetermination regarding decisions concerning their academic work at school.
- Almost half of the students feel they do not have any codetermination regarding the academic plans for any of their subjects at school, and approximately one third feel that it is not possible for them to have any codetermination regarding the evaluation of their performance within any subject.
- The degree of student codetermination seems to have declined since 2005.
- The results from 2006 indicate that schools have a large potential when it comes to increasing student motivation regarding their school work, through involving them more actively in decisions concerning goals, content, working methods, and the evaluation of their work.

### **2.4 User surveys and user interaction in municipalities that do not report through bedrekommune.no**

The control municipalities can be divided into two main groups. One group consists of municipalities that have implemented user surveys, and that pursue these more or less systematically. The other group consists of municipalities without any systematic implementation of surveys, and that conduct surveys irregularly and at random.

- Most of the municipalities (46 %) do not conduct surveys on a regular basis.
- The second largest group of municipalities (28 %) conducts surveys annually.
- 4 % stated that they have never conducted user surveys.
- Municipalities that conduct annual user surveys most frequently chart the service areas of daycare, healthcare and nursing, and education.
- The results indicate that most municipalities have a focus on user interaction in some form or another.
- The majority of Norwegian municipalities can probably improve their systematic work with conducting user surveys and increasing user interaction.
- Both municipalities reporting on the Internet portal and the control municipalities care about what kind of services they offer to their citizens.
- The municipalities consider user-feedback on municipal services to be of great importance.