

DEPARTMENT OFFICES IN VOIVODSHIP OF SILESIA

Monitoring of the access to public information for non-Polish
speaking foreigners
(Report from monitoring)

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GENERAL INFORMATION

The aim of monitoring: Investigate, how an access to the public information is provided to the non-Polish speaking foreigners.

Main language of the monitoring is English.

Institutions where the monitoring will take place:

All 19 cities (magistrate districts) from the Silesia Voivodship:

1. Bielsko-Biała
2. Bytom
3. Chorzów
4. Częstochowa
5. Dąbrowa Górnicza
6. Gliwice
7. Jastrzębie
8. Jaworzno
9. Katowice
10. Mysłowice
11. Piekary Śląskie
12. Ruda Śląska
13. Rybnik
14. Siemianowice Śląskie
15. Sosnowiec
16. Świętochłowice
17. Tychy
18. Zabrze
19. Żory

Sequence of monitoring: website check, send an email to the department office, phone call and visit to the department office to ask some questions about public information.

Part 1. Departments offices

Citizen looking for an apartment for this purpose go to the departments office to ask questions about the public information.

The manner of conducting the survey

In the period from May to December 2016 Representatives of the research team as a mystery shopper visited to 19 departments offices of municipalities and cities in the Silesia Voivodship. They made questions about the information on renting apartments.

The content of the questions asked on the department office:

I've come to Poland short time ago and I want to rent a flat for few months in city..... I want to ask if I have to register and if yes which documents I need. Should I pay for it?

Research questions:

Selected information checked during the monitoring:

1. Is after entering the department office noticeable a worldwide known graphic symbol of information point or information in English?
2. Can the person working at the information point speak English?
3. Did the department answer the questions?
4. How long did it take from entering the department office to getting information?
5. Did the persons giving information know English or did the person working at the information point get a translator?
6. Were during the conversation asked questions concerning legal interest or factual, or were there asked other questions encroaching on personal privacy? If yes what questions and how many?

The research results:

- 79% of department office have worlwide known graphic symbol of information point or information in English.
- 32% of department office the person who works in the information point speak English.
- 95% of department offices answered the question.
- 83% of department offices answered the question in less than 30 minutes.
- 17% of department offices answered the question between 30 minutes and 60 minutes.
- 1 Department office – Siemianowice Śląskie didn't asnwer the question.

Good practices

Chorzów

In the information point there was a paper with the place where you may go if you need help in different languages, English, German, French, Spanish and Italian.

Bytom

The worker in the city hall suggested me two websites to find a house to rent. He gave me information in less than 10 minutes.

Częstochowa

One worker in the office spoke Italian and suggested me to go to another office for more information.

Bad practices

Gliwice, Rybnik, Siemianowice Śląskie, Zabrze

I asked where it was the information because it wasn't noticeable.

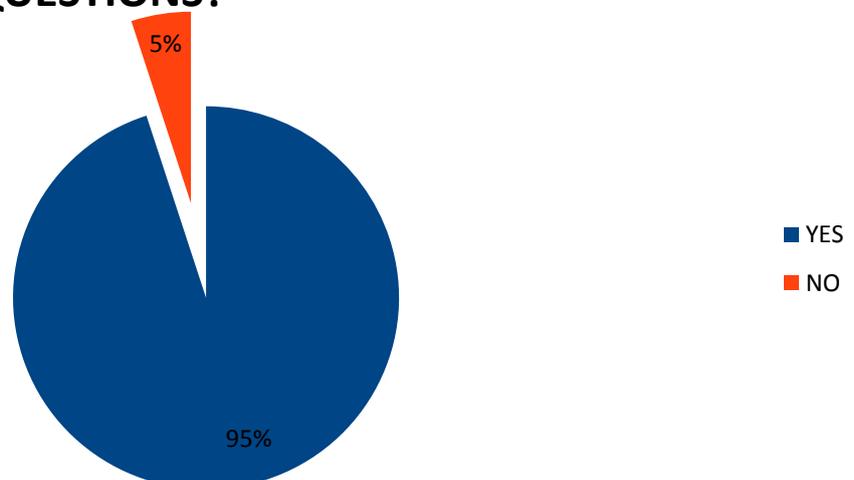
Siemianowice Śląskie

The department's office didn't answer the question.

Katowice

The person working at the information point chose using Google Translator to answer all my questions in English instead of looking for a worker in the department office who speaks English.

DID THE DEPARTMENT ANSWER THE QUESTIONS?



Part 2. Departments' websites

Citizen looking for information about the city for this purpose look and browsing the departments website.

The manner of conducting the survey:

In the period from May to December 2016 Representatives of the research team reviewed the departments websites of 19 departments offices of municipalities and cities in the Silesia Voivodship. During the test checked how many departments websites are translated into foreign languages and if the basic information is translated.

Research questions:

Selected information checked during the monitoring.

1. Is departments` website translated into foreign languages? If yes to which languages and how many?
2. Is there translated basic information concerning:
 - a. department`s address data,
 - b. information about city authorities (names of the most important members of local authorities),
 - c. information concerning economy and investment conditions in the city,
 - d. sister cities,
 - e. tourism,

The research results

- 47% of departments websites are translated into foreign languages.
- 53% of departments websites are not translated into foreign languages.
- 42% of departments websites there is translated information about department's address data.
- 37% of departments websites provided information about city authorities.
- 42% of departments websites there is translated information concerning economy and investment conditions in the city
- 21% of departments websites provided information about sister cities.
- 42% of departments websites there is information concerning tourism.
- 26% of departments websites provided information about other topics. Information about expats, subscribing to newsletters.

Good practices

Bielsko – Biała

The website is translated into English, French, German, Czech, Ukrainian, Russian and Italian.

Dąbrowa Górnicza and Gliwice

They have the website translated into 4 foreign languages. English, Chinese, German and French.

Katowice

The website is accessible to blind and partially sighted people. It is possible to do a virtual walk around Katowice.

Katowice and Jaworzno

Let the possibility to subscribe to the newsletter to be updated about the news in the city.

Bad practices

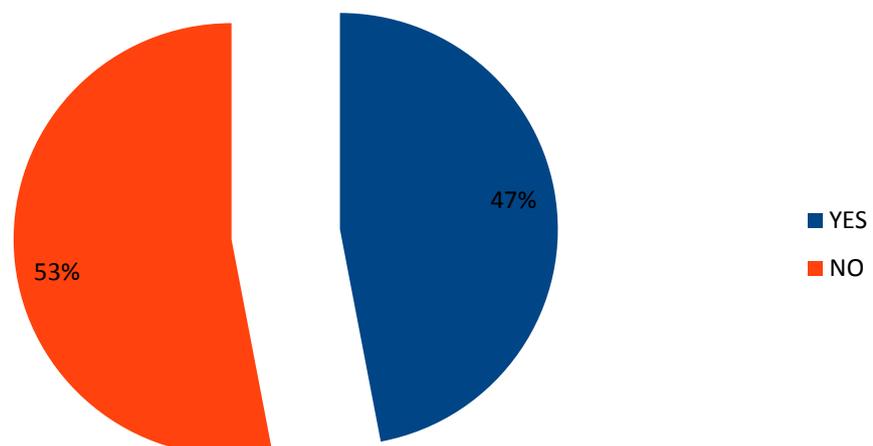
Ruda Śląska

The website show different languages: English, German, French and Spanish. But once I try to switch language English it doesn't work and in other languages appears just the head translated.

Mysłowice, Ruda Śląska, Sosnowiec, Jastrzębie Zdrój, Żory, Chorzów, Siemianowice Śląskie, Świętochłowice, Tychy i Zabrze

The websites are not translated into foreign languages.

IS DEPARTMENTS' WEBSITE TRANSLATED INTO FOREIGN LANGUAGES?



Part 3. Departments' e-mails

Citizen looking for the list of non-governmental organisations working with children in the city for this purpose send to the departments office e-mail to ask questions about the public information

The manner of conducting the survey:

In the period from May to December 2016 Representatives of the research team as a mystery shopper sent an e-mail to 19 departments offices of municipalities and cities in the Silesia Voivodship. They send e-mails with questions about organizations, which works with children

The content of the questions asked by e-mail:

I've been living in city for few months. I want to be a volunteer and help the needy children. Could you send me the list of non-governmental organisations (name, contact details) working with children in the city, which cooperate with City Hall and they are worth recommending.

Research questions:

Selected information checked during the monitoring.

1. Did the department answered the questions? If yes, after what time?
2. Did the department asked additional questions concerning legal interest or factual, or were there asked other questions encroaching on personal privacy?

The research results

- 26% of departaments office replied and answered the question.
- 74% of departments' offices didn't reply and answered the question.
- 60% of departments office answered the question between 1-3 days.
- 20% of departments office answered the question between 4-6 days.
- 20% of departments office answered the question between 11-14 days.

Good practices

Dąbrowa Górnicza

They replied the email after 30 minutes, they asked me to send a motivation letter with my hobbies and about what I'm interesting to help.

Tychy

They replied the email in 1-3 days.

Bad practices

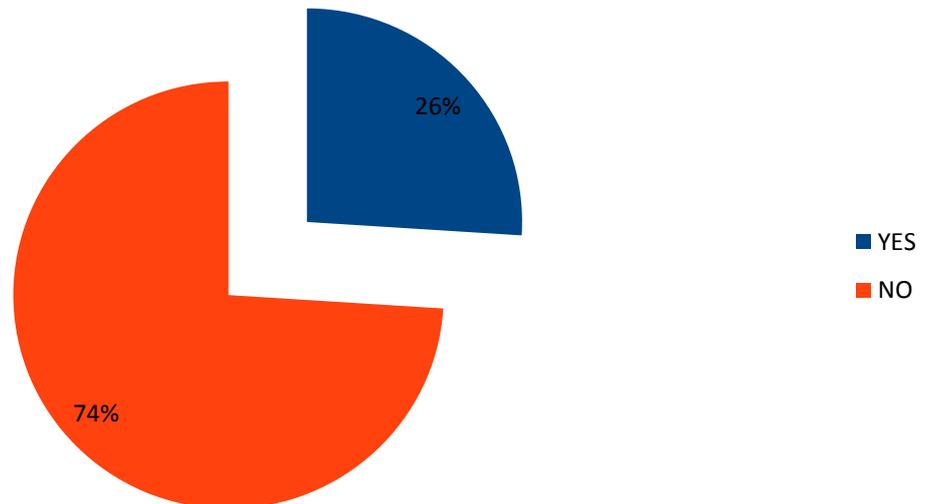
Jaworzno

The email doesn't exist or the email is wrong in the website, because I had problems to send the email.

Chorzów

They replied me the email but in Polish.

DID THE DEPARTMENT ANSWERED THE QUESTIONS?



Part 4. Phone Call

Citizen looking for information about civic budget for this purpose calls to the departments office asking

The manner of conducting the survey:

In the period from May to December 2016 Representatives of the research team as a mystery shopper called by phone to 19 departments offices of municipalities and cities in the Silesia Voivodship. They called with questions about civic budget.

The content of the questions asked by phone:

I've been living in the city.... for few months. I heard that civic budget is organized in my city. I want to ask if I can, as a foreigners, write my own project and take part in voting. If yes, which requirements should I meet?

Research questions:

Selected information checked during the monitoring.

1. Can the person receiving a phone call speak English?
2. Did the department office answered the question?
3. Did the department office asked additional questions concerning legal or factual interest, or were there asked other questions encroaching on personal privacy?

The research results:

- 42% of departments office the person receiving a phone call speak English.
- 58% of offices answered the question by telephone.
- 25% of the units officials during a phone call asking callers illegal questions about the legal interest and/or actual (most demanded first name and surname, place of residence and explain what will be used information obtained)

Good practices

Chorzów

The first and the second didn't speak English but the third spoke English and also Spanish.

Częstochowa

The worker asked me my email address during the call to reply me as soon as possible.

Bad practice

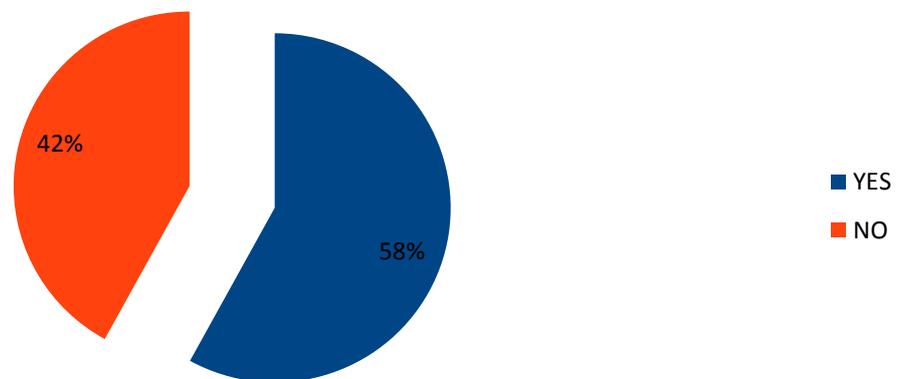
Siemianowice Śląskie

They didn't speak English and when I asked if there were someone who can speak English they finished the call.

Mysłowice

The worker with arrogance spoke in polish saying: "I don't speak English".

DID THE DEPARTMENT OFFICE ANSWERED THE QUESTIONS?



RATING OF DEPARTMENTS' OFFICES ACCORDING TO MONITORING RESULTS

Evaluation method

All the questions asked in the survey were scored. In general, throughout the trial could get 31 points, including 9 for the proper and timely provision of information to the public on the department office request, 8 for the provision of public information via e-mail, 7 for providing information by phone, 6 for the proper provision of information to the public on the departments website.

Best departments offices

None of the units has not obtained the maximum number of points. It is worth noting that the group of 19 offices, only 16% answered all questions asked during the test (telephone, e-mail and questions in the departments office). Best turned out to be: Dąbrowa Górnicza (won 28 points), Piekary Śląskie (27,5 points), Chorzów (27,5 points) and Jaworzno (21 points).

The worst offices

The worst and least transparent municipality during the test proved was Siemianowice Śląskie (1 point). Only Siemianowice Śląskie do not respond to any of the three questions posed during the study (telephone, e-mail and questions in the departments office) The graph show that Świętochłowice, Zabrze, Mysłowice, Sosnowiec and Bielsko-Biała must be more transparent city governments.

SUMMARY

- Study in the Voivodship of Silesia was conducted by the Association of Mutual Help Bona Fides.
- The study has covered 19 offices of municipalities and towns.
- At the time of the study were checked, how an access to the public information is provided to the non-Polish speaking foreigners, as well as three ways to share by units public information: on telephone, e-mail and questions in the departments office.

Rating all department offices according to all monitoring results

