CITIZENSHIP INDEX

baseline research

Akhuryan
consolidated community

The Citizenship Index baseline research

conducted in the framework of

"CapSLoc. Capacities for sustained locally-led development" project

(2023-2026)

Report

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EXECUTIVE SUMMARY

The Citizenship Index baseline research takes a picture of the "sense of citizenship" in Akhuryan community. We interpret the "sense of citizenship" as a mixture of feelings and social norms that shape the sense of belonging to the community, the sense of responsibility to its well-functioning and future development, the trustfulness and the trustworthiness towards the community members and its institutions as pre-conditions for cooperation.

Academic research has proved how the sense of citizenship is a key determinant of social and economic development, as well as of good public governance.

The Citizenship Index baseline research intends to measure the sense of citizenship in Akhuryan community. That should be helpful to local leaders and stakeholders for better understanding priorities to work on and for defining action plans and projects which can be more effective in promoting locally led development.

The measurement is based on 4 relevant dimensions of the sense of citizenship. 4 relationship areas that are expected to shape the way people feel engaged in the community:

• the relationship with the public space;

• the relationship with others;

• the relationship with public institutions;

• the relationship with congestion problems.

The Akhuryan citizens' assessment about the 4 relationship areas was revealed through a survey, designed and implemented based on a scientifically sound methodology and sampling. 610 completed questionnaires were collected in the period from 10 to 21 June 2023. The sample was selected according to an innovative GIS sampling technique, which randomly selected households from the random sample of settlements composing Akhuryan consolidated community. According to settlement of residence, respondents were regrouped also in 3 strata: people from the two bigger (>5'000 inhabitants) and central settlements of Akhuryan and Azatan (Strata 1); people from middle-size settlements from 1'000 to 5'000 inhabitants (Strata 2) and people from smaller (<1'000) and more peripheral settlements (Strata 3). During and after the data collection phase, strict data quality checks have been conducted to assure full reliability.

The community identity was firstly inquired. Akhuryan citizens' perceived closeness towards consolidated community is all-in-all lower than towards other community tiers: "settlement" and "country" rate highest values. A group of "sceptics" has been identified: they are people who feel close to the settlement of residence, but not to the consolidated community. This group is stronger in Strata 3, where people show not to be fully convinced by the consolidation, but very interested in looking at what is going on. Another group in bigger settlements needs to be monitored: it is composed by people who do not feel engaged neither to the consolidated community nor to the settlement.

Coming to the 4 relationship areas, a synthetic assessment was calculated combining different items in the survey. The "relationship with others" obtained the highest assessment score (77/100). It deals with the general appreciation

for people living in Akhuryan consolidated community, their trustworthiness, and their readiness to help others. Such dimension appears to be the most relevant in determining how happy people are to live in Akhuryan community.

In the second place (74/100), there is the "relationship with the public space". The beauty of the landscape, of the natural and built environment, plays a major role in shaping the proudness of members in their community and it expresses ethical values in a physical, visible way. Akhuryan citizens appreciate it, and they consider it important also for their happiness of living there.

Third place is occupied by the "relationship with congestion problems". Living in a community also implies some shortcomings, that can be overcome thanks to both good public services and civic behaviors from the citizens. A meaningful example is community cleanliness. The overall assessment of community's ability to cope with congestion problems is good (69/100) even if there is some room for improvement.

In the last place there is the "relationship with public institutions". That seems to be the most difficult relationship area. The low score (53/100) comes from relatively low perceived fairness of citizens in paying taxes, low interest in local policy, from a quite low perceived fairness of public officials, and above all by a low interest in actively participating in local policy making. Meaningfully, political participation is not considered at all to influence happiness of living in the community.

The scoring ("Sense of citizenship" = 68) can be usefully considered in the selection of priorities for future actions. For sure the relationship with public institutions needs to be carefully considered. Moreover, some specific recommendations can be suggested:

1. The good consideration of others that Akhuryan citizens have expressed through the survey is a valuable asset to be preserved and to work on for the future. More specifically, it has to be considered that those in more critical economic situations tend to be more critical about others. Moreover, younger people seem to be less willing to trust others than older ones.

2. Akhuryan community is mainly perceived as a respectful and well ordered one. More educated citizens seem to be relatively more critical, and their opinions should be taken seriously as they can be key players in future development strategies.

3. Beauty is to be taken as a relevant citizenship condition. Actual assessment is good and that is very positive. Of course, it depends also on emotional issues: people who were born there are more inclined to consider their community as beautiful. At the same time, in issues that deal with landscape and environment, beauty is to be taken as a relevant criterion in decision-making.

4. The gap between citizens experience and political institutions needs to be bridged. There is a strong risk of division between "we – the citizens", more oriented to put themselves in the shoes of simple users or customers of public services and "they – the politicians", mainly perceived as unfair and not fit to the role. Citizens should feel responsible of good governance in Akhuryan community.

5. [Direct engagement](#) in policy-making can be a training opportunity for fostering civic responsibility among citizens. That is demonstrated by the different perspectives of people coming from smaller and bigger settlements. Those from smaller settlements seems to be more committed to the public good. That maybe depends on the higher number of opportunities to be engaged in community issues. Something similar should be experimented also in bigger settlements.

6. [Women](#) are hidden resources to be exploited for the sake of the community. They show not to be fully integrated in the community, but with a potential interest in policymaking. They could bring a more moderate approach in political debates and a more result-oriented approach in decision-making.

Such recommendations only suggest fields of possible discussions and brainstorming about "things to do" in the next future. As said, it is up to local leaders and stakeholders to work on them and detect what must be done for promoting community development in a sustainable and bottom-up way.

1. INTRODUCTION

How strong is the sense of belonging to a community? How much do citizens feel the responsibility towards the community as a whole? How much do they feel trustful towards others and trustworthy to others?

Such issues are quite critical in determining the level of cohesion within a community and they represent crucial assets in shaping the development capacity of the community itself.

Many Authors underlined the strict dependency between the "sense of citizenship" and economic development, good governance, happiness.

Sense of citizenship

Under the concept of "sense of citizenship" we recollect several values which inspire the way people live together. We can say that the sense of citizenship is a sort of community's "personality trait". Differently from personality traits in individuals, in a community, traits change relatively faster. They evolve along with the history of the community, so in some moments they are functional to development and in some others, they determine a state of regression. That happens mainly because values inspire behaviors. For instance, underneath the hood of widespread corruption in public affairs there is always a problem of shared and accepted values: the "sense of citizenship" is generally low.

Citizenship and values

Values are pillars in the community culture. Culture evolves through a continuous collective learning process. Direct experiences (and the positive or negative feedbacks that follow), modelling offered by other people, especially those more in view, but also self-reasoning in public debates about prevailing behaviors, expectations etc., all play a role.

Collective events provide the most typical ground for such a learning process. Consolidation processes can be fully considered collective events. So, in Akhuryan community the consolidation process which brought to a new local self-government, with different boundaries than in the past, also has been offering many inputs to learning values and behaviors.

Citizenship Index
Research Contribution

As a result of Public Administration reforms in Armenia 35 settlements have been consolidated into a larger Akhuryan community through 2 waves in 2017 and 2021. The map below is a backdated reproduction of boundaries of the settlements and visualizes their spatial geography around Akhuryan central settlement and the city of Gyumri – the regional center of Shirak Marz.

Figure 1: Backdated reproduction of boundaries of the settlements and spatial geography of Akhuryan community
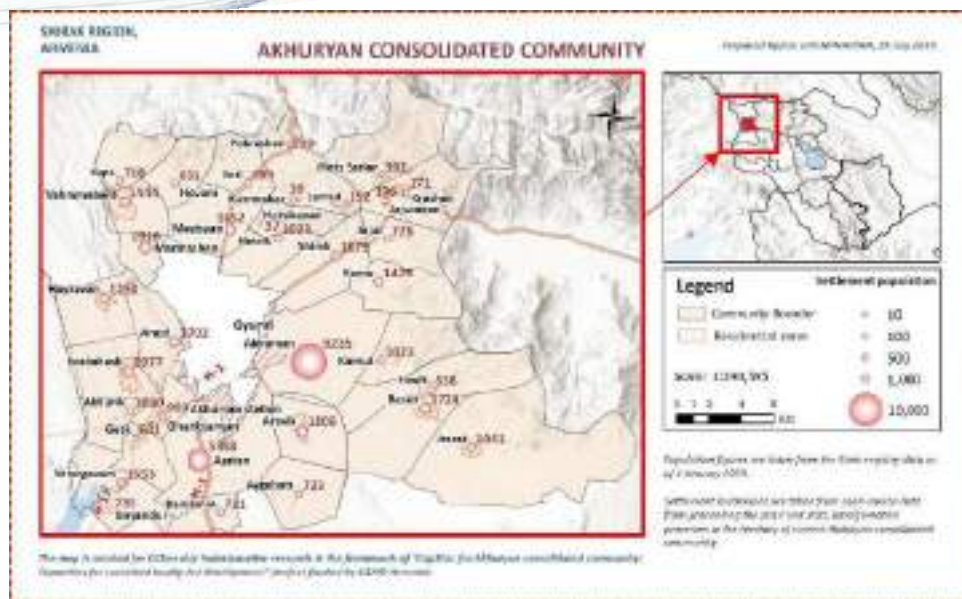
Despite the two waves of consolidation and because of the fragmented geographical landscape and quite often interrupted communication between the settlements and their residents, the sense of belonging to a unified community is yet to be explored. The CapSLoc for consolidated Akhuryan Project funded by the USAID aims at working with the community throughout 3 years to improve the situation and particularly the Citizenship Index component will provide for evidence-based and tailor-made approach to related activities and objectives of the Project. Specifically, the Citizenship Index Research is expected to contribute in many ways.

Citizens' assessment

Firstly, it takes a picture of how people assess the state of citizenship in the community at a certain time. It is quite interesting to do it after a few years from the consolidation and get an insight about the state of the art. Such a measurement ought to be very useful especially for policy makers and local leaders because it can have both a descriptive and prescriptive utility. Results can highlight what can contribute the most to strengthening the sense of citizenship, also considering different groups of citizens within the community.

A learning process

Secondly, the survey is a collective event itself. From the very beginning, the survey has been deploying its effect as trigger of new learnings. People observed interviewers asking specific questions, being interested in their points of view. Expectations have already raised up about the impact and the meaning of all that. Most probably different kind of people have started debating about this: a self-reasoning public debate has most probably already started. That are more than welcome outputs, because they represent the necessary starting points for any change in view of community development.

In many respects, such an approach is inspired by concepts, methods and tools borrowed from organizational sciences. Or, better said, they are coming back home, as they were mostly developed initially for communities rather than organizations. In organizational studies, analysis is generally not just aimed at improving knowledge about phenomena, but it is mainly oriented to support decision making, to detect promising paths of improvement. No need to deny that the same orientation is shared here.

2. THEORETICAL FRAMEWORK

Much research in many disciplines has analyzed the link between some features in the culture of different communities and their performance in terms of economic development and good governance.

Social capital and trust

In this regard, key concepts have been those of "social capital" and "trust." In 1990s Robert Putman[1] and Francis Fukuyama[2] published some books that meaningfully highlighted the role of social capital and trust in determining the levels of prosperity and democracy. Since then, a huge number of studies have been issued.

2.1. FROM ACADEMY

2.1.1. TRUST AND ECONOMIC DEVELOPMENT

Values and economic growth

Using both surveys and social experiments, researchers have shown how the sense of trust changes according to the specific context in which it is measured, both considering states and single regions. It appears, there is a direct correlation between the state of social trust in a community and the economic growth rate: the higher the trust, the stronger the GDP growth rate (Algan & Cahuc, 2013; Knack & Keefer, 1997). As a conclusion, it was stated that there is a close link between values embedded in the community culture and the economic performance of that community (Tabellini, 2010).

Behavioral economics

The acknowledgment of the role of trust in economic development has represented a further strength for behavioral economics. Culture, history, geographical features, weather, collective events, policies have been considered more attentively as determinants of economic performance (Acemoglu, Johnson, & Robinson, 2001). Economics has focused on social institutions, intended as:

> *structural arrangements represented by rules of behavior to which individual and collective action is oriented (Giddens, 1984).*

Moreover, it was revealed the connection between, for instance, education and trust (Helliwell & Putnam, 2007) or the dynamic according to which stronger family relations generally correspond to weaker levels of social trust (Ermisch & Gambetta, 2010). That dynamic had been already defined as "amoral familism" (Banfield, 1958).

2.1.2. TRUST AND HAPPINESS

Happiness economics

Authors from the so-called *happiness economics* have questioned that GDP can be a real measure of wellbeing. In 2009 the French government established a commission composed by eminent scholars such as Joseph Stiglitz, Amartya Sen and Jean-Paul Fitoussi with the aim of finding out better ways of measuring wellbeing and development. The work of that commission inspired the OECD "Better life initiative" and the regular reports "How is life?". In the reports, wellbeing is measured not just in terms

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[1] Putnam, R. (2000). *Bowling Alone: The Collapse and Revival of American Community.* New York: Simon & Schuster

[2] Fukuyama, F. (1995). *Trust: The Social Virtue and the Creation of Prosperity.* New York: Free press

of economic prosperity, but also considering perceptions from the citizens. It comes out that wealth can be a source of happiness when basic needs are not satisfied, but then its impact on perceived wellbeing becomes less and less relevant (Diener, Diener, & Diener, 1995) (Diener & Seligman, 2004).

Happiness and relations with others

Other studies seem to show that happiness depends much more on the quality of relations with others than on the amount of money available (Robert Waldinger, 2015[3]; Helliwell, 2002; Jasielska, 2020). Good hints for supporting the renewed attention to "civil economy", a paradigm that considers the role of values such as trust, friendship, solidarity, fraternity as key economic variables (Bruni, Zamagni, 2015)

2.1.1. TRUST AND GOOD GOVERNANCE

Relationships among people have strict connection with relationships with political institutions and vice versa.

Institutional trust

Academic debate has dealt with the relation between social trust and trust in political entities and political representatives (Levi & Stoker, 2000). Some authors say that trust among people is influenced by the sense of trust towards the government they have in common (Brehm & Rahn, 1997). In that sense, the relationship with public institutions can influence the level of trust within the community and its possibilities to reach higher level of wellbeing.

The relation between citizens and public institutions is a tricky one. It has been argued that a bad experience with a public institution has a bigger negative effect than the positive effect generated by a good experience (Kampen, Van de Walle, & Boukaert, 2006). Even greater transparency about public institution performance can have questionable effects on the sense of trust (Grimmelikhuijsen, 2012). Assumptions and bias can intervene in confirming distrust even in presence of positive results (Etzioni, 2010; Kampen, Van de Walle, & Boukaert, 2006). In shaping assumptions and bias, of course the community culture plays a role (Grimmelikhuijsen, Porumbescu, & Im, 2013).

2.1.2. FROM TRUST... TO CITIZENSHIP

Trust as a multifaceted construct

The concept of trust has gained a lot of attention from different social sciences and, among them, especially economics and political science. Nevertheless, trust remains a complex construct: it is at the same time a condition and a result of social interaction. It asks to consider micro-level issues, such as personal experiences, personal values, education, religion, but also macro-level issues such as the common sense towards public institutions, shared values, community culture.

Sense of citizenship

To better select what comes closer to the needs of a community in its search for an improved wellbeing for its members, the concept of "sense of citizenship" is proposed. It recalls the sense of thankfulness, on one side, and of personal responsibility, on the other, towards the community. It is necessarily rooted in trust towards the community members and the public

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[3] TED Talks: https://www.youtube.com/watch?v=8KkKuTCFvzI

institutions that lead the community. It evolves along the time according to individuals' social experiences and the lessons learned from them. More specifically, such social experiences deal with the relationships citizens have as community members.

The higher the sense of citizenship is, the higher the generalized and institutional trust, social capital within the community, possibilities of development.

2.2. THE ANALYTICAL FRAMEWORK

4 determinants

The aim of present research is to get an assessment from citizens of the "sense of citizenship" within the community, considering 4 relevant determinants of it. It is assumed that the sense of citizenship depends on how satisfactory the experience in 4 kinds of relationships is. Such 4 dimensions shape the overall relationship of each member with the community. The 4 specific relationships are:

- relationship with the public space, because of its symbolic value in shaping the "sense of us";
- relationship with others: daily one-to-one human relations with other members;
- relationship with public institutions, as more evident field where cooperation capacity can be expressed, and individual engagement can be exercised;
- relationship with congestion problems, as challenges emerging from living in communities that must be coped with.
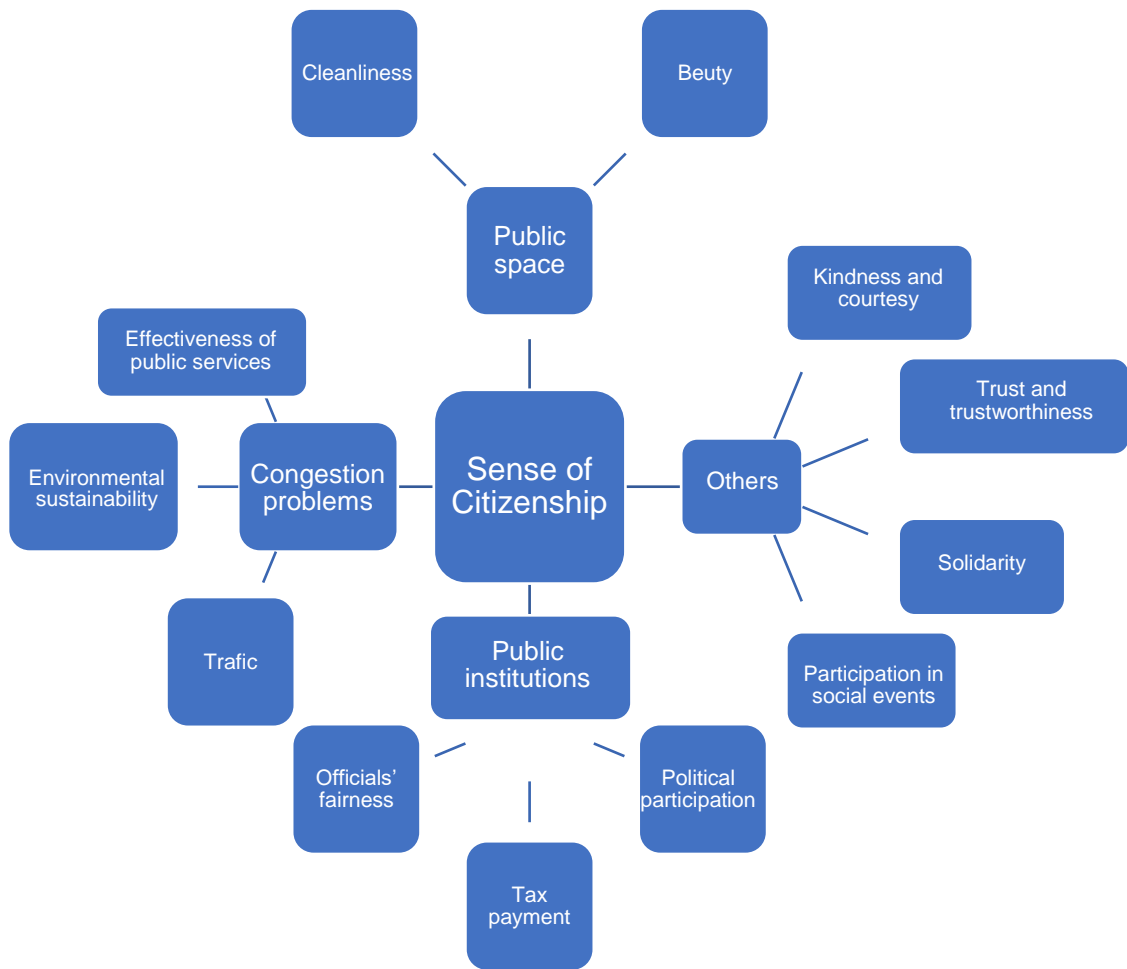
Figure 2: Theoretical framewok

2.2.1. Relationship with the public space

Public space

The space, where people live, has a highly symbolic value. It plays a role in shaping the community identity, community proudness and sense of belonging. When people perceive the place where they live as ugly, they generally also feel dissatisfaction and anger towards their community. An ugly place generally talks about urban speculation, about the prevalence of individual interest of someone against the common good for everyone.

Moreover, the care of public spaces is one of the first shared challenges that members of a community take on. That care calls in some social dilemma between commitment to "private sphere" versus "public sphere". Public space cleanliness and beauty can be a proxy of how much citizens feel the responsibility of taking care of their community. On the other hand, dirty public spaces can be a threat to social trust and cohesion, as they demonstrate that free riding behaviors are adopted by citizens.

2.2.2. Relationship with others

Others

Social cohesion strongly depends on how much each citizen can trust others. Is cheating a common custom within the community or rather kindness and solidarity are the most spread approaches shown by citizens? That makes a big difference.

Another proxy consists in participation in social events. Higher participation means that citizens love to spend time together, so there are social links that keep them bound to the community.

2.2.3. Relationship with public institutions

Public institutions

Are public institutions perceived mainly as allies or rivals for individuals? Some specific experiences can give a hint about the most spread answer: participation in political life, tax payment and perceived corruption of public officials. Participation in political life can assume different forms: voting in elections, of course, but also standing up to pursue some common goals and engaging directly into politics, for instance running for a seat in the city council. Direct experience in local self-government bodies is very effective in developing a "sense of ownership" towards the community and that is why is more closely considered within the concept of "political participation. Tax payment is a civic behavior that evidences quite clearly if public institutions are perceived as allies or enemies. High rates in tax evasion or in perceived tax evasion suggest lower availability to cooperate with public institutions. Real or perceived officials' unfairness is problematic under many perspectives: it threatens the sense of trust in public institutions, it opens a gap between officials and citizens, it discourages those with higher ethical standards to engage in politics.

2.2.4. Relationship with congestion problems.

Congestion problems

Living in a community also generates negative externalities: traffic in urban areas can be an example, but also peak consumptions of electricity or drinking water. Care of public space can also be interpreted as a common challenge. Free riding can be tempting when congestion problems are in place. On the other hand, responsible behaviors can be the key solution: selective garbage collection, reduction of electricity or water consumption, use of public transports instead of private cars. Of course, local public services are also relevant in solving congestion problems: good water supply makes easier to have enough water for everybody. That is why such an area can be an interesting field of analysis.

2.2.5. RESEARCH QUESTIONS

Considering the analytical framework presented above, with specific reference to Akhuryan community, the following research questions are considered to be relevant:

Community identity

1. Which "community identity", considering settlement, consolidated community, region, and nation, seems to be more strongly perceived?
   a. How people evaluate the community consolidation after some years since it was carried out?
   b. Do they feel to be different from people from other settlements in terms of values and civic behaviors?

Citizenship assessment

2. How people assess the situation of the 4 identified relationship areas in Akhuryan community?
   a. Is there any difference among sub-groups (considering age, education, gender, employment sector, and settlement)?

Satisfaction

3. Which relationship areas determine most of the overall satisfaction of living in Akhuryan community?

4. Which relationship areas show the need to be strengthened?
   a. Which sub-dimensions specifically?

3. METHODOLOGY

The research is designed in a way to combine elements of desk/literature review and primary data collection, firstly through a quantitative method.

Qualitative methods (follow-up stakeholder feedback/focus group discussions) will accompany the household survey in order to draw analysis and possible interpretations/explanations of findings.

The main quantitative data collection method is Household Survey. Given the small size of the Akhuryan community population, a special approach of household roster data collection is applied to maximize the number of respondents participating in the Survey. The sampling plan and household selection strategy is calculated having in mind the final number of households to be surveyed. However, we did not apply "one household – one respondent" principle in this case, to increase the number of survey participants to have a meaningful number of observed cases for further disaggregated analysis.

3.1. THE SAMPLING

The survey was conducted by combining stratified and cluster sampling approaches and calculations. GIS-based random sampling was applied to the selection of households.

From the initial examination of the GIS and census data, the team of researchers decided to divide the community into 3 Stratas based on the population size of each settlement and their physical location:

> Strata1: settlements that have over 5000 residents. Only Akhuryan and Azatan settlements are in this category and are located in the center of the consolidated community,

> Strata 2: settlements with 1000-5000 residents. Those are typically surrounding the city of Gyumri and Akhuryan and Azatan settlement of consolidated Akhuryan community.

> Strata 3: Settlements with less than 1000 residents. Geographically those are in the second circle surrounding the above-mentioned central community/settlements.

The map below is a visual presentation of Akhuryan consolidated community and its settlements divided into 3 Strata.
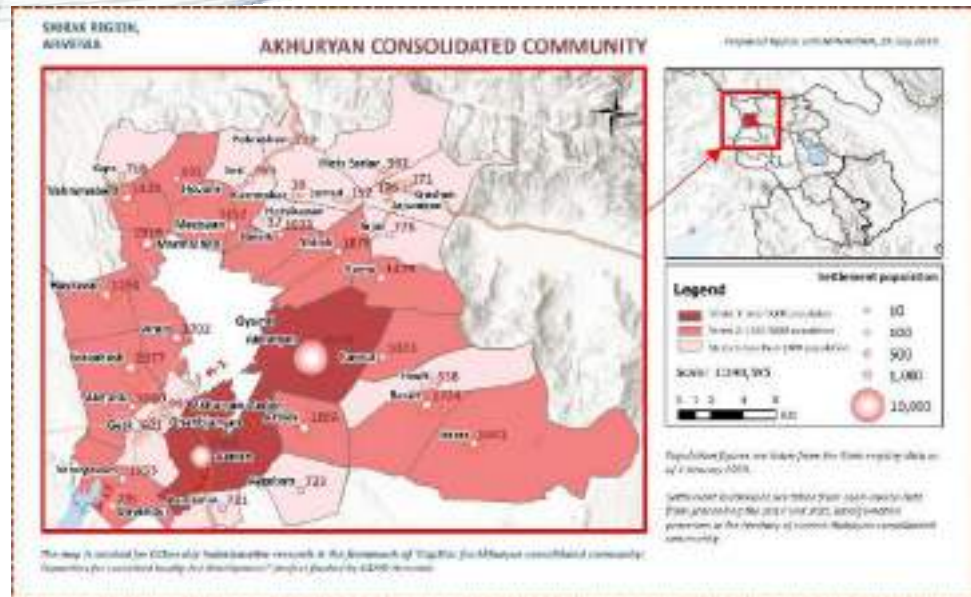
Since Akhuryan and Azatan settlements were the only 2 settlements in Strata1 and each of them bear unique interest in terms of the Citizenship Index research goals and objectives, the researchers decided to include both settlements in the sample. Some other 6 settlements were randomly selected from each of Strata2 and Strata3. Akhuravan, Hatsikavan, and Karmraqar settlements were not included in the sample due to very low number of households (up to 20 HHs). The proportional method to distribute the sample size for each strata was used.

Sample size

With the sample size of 450 households the confidence level is already 95% and margin of error is 4.6%, meaning that there is a 95% chance that the real value is within ±4.60% of the measured/surveyed value. In addition, the research team decided to add some 50 oversampled household (ending up with the final number of 513 of the surveyed households) to ensure that there is still sufficient number of observations in case there is a need to drop off some entries from the dataset because of data quality control and database cleaning requirements.

In practical terms and having in mind 30% response rate typical for rural settlements in Armenia, each interviewer was given at least 3 different GIS-coordinates to successfully enter one household and complete interviews. Household roster selection was used to list all 18+ household members available at the moment of the survey and willing to take part in the data collection. This means that at a household an interviewer interviewed all adult members available and willing to take part in the survey at the time of survey. As a result, 610 valid and completed questionnaires were available for analysis.

The GIS sampling was carried out in several stages:

1. Polygons of all sampled settlements have been downloaded in Arcgis Pro software application. The base of buildings of the Cadastral building was downloaded in a separate layer. In parallel, it was combined with freely available building and residential landfills. Satellite imagery archive of Landsat (NASA) and Sentinel-2 (Copernicus Program) imagery were used in addition to   Auxiliary checks with publicly available mapping resources: Google Maps, Yandex Maps, Open Street Map, Bing Map, Field checks.

2. From the general database, we have clipped a separate building of the given settlement within the boundaries of the settlement we need and later run "Random selection within subsets" algorithm.

The table below shows sample size distribution in each strata and cluster:

	Population and number of households of the settlements in Akhuryan consolidated community			SAMPLING PLAN				
	Settlement	Population	Number of HH	Share in Total population (%)	Share of selection units in the Sample	Oversampling	Final NN of Households to be surveyed in each strata and cluster	NN of GIS polygons given the 30% response rate
Strata 1	**Akhuryan**	9235	2400	20.46			102	307
	Azatan	5368	1119	11.89			59	178
	Total for Strata1	14603	3519	32.35	146	16	162	
Strata2	Akhurik	1090	265					
	Arapi	1702	471					
	Arevik	1806	421				40	120
	Basen	1724	431				40	120
	Hatsik	1023	292					
	Haykavan	1258	367				40	120
	Jrarat	1041	242				40	120
	Kamo	1479	320					
	Karnut	1023	234				40	120
	Marmashen	1916	427				41	123
	Mayisyan	1652	521					
	Shirak	1079	263					
	Vahramaberd	1444	410					
	Voskehask	1977	521					
	Yerazgavors	1553	363					
	Total for Strata2	21767	5548	48.22	217	24	241	
Strata3	**Aygabats**	723	187				16	48
	Bayandur	735	167				16	48
	Beniamin	721	164				16	48
	Getk	601	150					
	Gharibjanyan	993	250					
	Hovit	558	134					
	Hovuni	651	149					
	Jajur	776	184				17	51
	Jajuravan	196	58					
	Kaps	718	189				16	48
	Keti	989	286					
	Krashen	271	73					
	Lernut	152	41					
	Mets Sariar	392	91				16	48
	Pokrashen	220	45					
	Karmraqar*	39	19					
	Hatsikavan*	37	12					
	Akhuravan *	0	0					
	Total for Strata3	8772	2199	19.43	87	10	97	
	TOTAL	**45142**	**11266**	**100**	**450**	**50**	**500**	**1499**

Tiny or abandoned settlements excluded from the sample

3.2. FIELDWORK, DATA QUALITY ASSURANCE, AND DATA COLLECTION INSTRUMENT

Pre-survey stage: The data collection instrument (Master Questionnaire) was first developed in English and then translated into Armenian to be followed by the initial stages of expert pre-test and language editing of the Armenian version. Later the Armenian version of the questionnaire was transferred into the SurveyMonkey online platform to pass through another stage of technical pre-test and to be further used for the actual data collection. The quality of data was assured by semi-automatic filters and quality assurance tools provided by the SurveyMonkey system. The Research team built an extensive list of checks and validations into the electronic questionnaire to provide instant feedback to interviewers. Range and consistency checks were run throughout the data collection, allowing detection of data anomalies.

In addition, on 8 June 2023 the Project and Research team organized a full-day training session for the fieldwork staff, who also received additional instructions on how to use GIS-based sampling and the Citizenship Index online tool on their devices. During the training session they also had a chance to pilot the household selection technique as well as conduct cognitive interviewing as the final stage of the data collection instrument pre-test and share their insights/feedback to improve the quality of the core data collection process.

The Data collection instrument was back translated into English from the finalized Armenian version and is provided as an attachment to this document (Annex A).

Survey stage: The actual data collection was conducted through face-to-face interviews between 10 and 21 June 2023. The Research team monitored the quality of the data collection through dataset checks and back calls and also verified the survey data if any surveyor requested this. The team mentored and advised them throughout the data collection process and monitored the quality of the data by regularly checking the progress of the dataset compilation and any problems that occurred in due course.

Post-survey stage: After the survey was completed, the Research team cleaned the data and conducted final validation of GIS coordinates as well as translated and grouped the open-ended questions into categories.

4. THE SURVEY

4.1. THE SAMPLE

610 respondents completed the questionnaire with valid information. They compose the overall probability sample.

Looking closer to the composition of the sample, it is to be noticed an underrepresentation of men (29%) compared to the composition of the population. That is due to the fact that interviews were conducted in seasonal work time and so mainly women were met in the households.

Table 1: Frequency distribution by Gender

Gender

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Female	433	71.0	71.0	71.0
	Male	177	29.0	29.0	100.0
	Total	610	100.0	100.0	

Age

The respondents' average age is 52. According to the sampling strategy, interviews were conducted only to residents 18+. So, the youngest respondent is 18 and the oldest is 88.

Table 2: Descriptive analysis and frequency distribution by age.

Age

Age (number of completed years)

N	Valid	610
	Missing	0
Mean		52,02
Median		55,00
Std. Deviation		16,420
Range		70
Minimum		18
Maximum		88

Age

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	<20	22	3,6	3,6	3,6
	20-29	40	6,6	6,6	10,2
	30-39	100	16,4	16,4	26,6
	40-49	87	14,3	14,3	40,8
	50-59	122	20,0	20,0	60,8
	60-69	163	26,7	26,7	87,5
	70+	76	12,5	12,5	100,0
	Total	610	100,0	100,0	

Marital status

80% of respondents are married and there is a limited prevalence of people (52%) who are born in the same settlement in which they presently live.

Table 3: Frequency distribution by marital status

What is your marital status?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Never been married	53	8.7	8.7	8.7
	Married	488	80.0	80.0	88.7
	Widowed	66	10.8	10.8	99.5
	Divorced (including separated)	3	.5	.5	100.0
	Total	610	100.0	100.0	

Table 4: Frequency distribution by birth place

Where you born in this settlement?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	318	52.1	52.1	52.1
	No	292	47.9	47.9	100.0
	Total	610	100.0	100.0	

It's worth mentioning though that 93% of those who said that they were not born in that settlement are women. A possible explanation is that they married and moved to the settlements of their husbands.

Table 5: Crosstab of gender and birth place

Gender * Where you born in this settlement? Crosstabulation

		Where you born in this settlement?				Total	
		Yes		No			
		N	%	N	%	N	%
Gender	Female	161	50,6%	272	93,2%	433	71,0%
	Male	157	49,4%	20	6,8%	177	29,0%
Total		318	100,0%	292	100,0%	610	100,0%

Considering income and occupation, most of respondents (54%) chose the option: *"We have money for food and clothes, we can save some, but we don't have enough money to buy expensive things"*.

"Unemployed" (38%) and "Retired" (25%) are most common statuses about occupation. Nearly 18% are employed in a paid job and nearly 15% are engaged either in agribusiness or as housemakers.

Location: settlements and strata

As planned, geographical representation is assured. Respondents come from 14 out of the 35 settlements which compose Akhuryan consolidated community. Considering Strata as defined in the sampling strategy, 48% of observations are from Strata 2 (settlements with 1000-5000 residents, typically surrounding the city of Gyumri and Akhuryan and Azatan settlements), nearly 33% from Strata 1 (the biggest settlements of Akhuryan and Azatan), and 19% from Strata 3 (settlements with less than 1000 residents and geographically more peripherical).

Sample according to Strata

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strata 1	200	32.8	32.8	32.8
	Strata 2	293	48.0	48.0	80.8
	Strata 3	117	19.2	19.2	100.0
	Total	610	100.0	100.0	

Settlement

		Frequency	Percent
Valid	Azatan	69	11.3
	Akhuryan	131	21.5
	Aygabats	17	2.8
	Arevik	58	9.5
	Boyandur	20	3.3
	Basen	54	8.9
	Beniamin	22	3.6
	Kaps	19	3.1
	Karnut	66	10.8
	Haykavan	50	8.2
	Marmashen	49	8.0
	Mets Sariar	23	3.8
	Jajur	16	2.6
	Jrarat	16	2.6
	Total	610	100.0

4.2. DATA REDUCTION

Before proceeding to data analysis and answering the research questions set out above, a preliminary data reduction was conducted. Data reduction reduces responses from a number of questions to a single score or number, using scaling techniques.

On one side that helps identifying single measures (scales) to assess concepts, so that statistical analysis and especially comparisons can be faster.

On the other side it allows to check which items were interpreted similarly by respondents, so that they were perceived as dealing with single underlying concepts. That helps researchers better understanding how respondent interpreted questions, according to their experiences, their "ways of looking at reality".

Even if data reduction is not strictly necessary from statistical point of view (e.g. it does not deal with data quality, which is already high thanks to the strict methodological rules applied), it helps researchers better understanding data and their meaning.

Unidimensionality

Specifically, items more strictly connected to the 4 relationship areas identified above have been analyzed in order to test their unidimensionality and to combine them in single measures (scales). Unidimensionality is given when all the items composing a scale contribute to the measurement of that particular variable and only to that variable. Considered items can sound concerned with the same topic, but that is not enough: what matters is the way respondents interpreted those items and unidimensionality measures consistency in responses rather than in questions.

In building up scales, we take on the generally accepted assumption that 5-point Lickert variables can be considered not just ordinal but interval variable. It is assumed that intervals between categories ("Strongly disagree", "Disagree", "Neither agree nor disagree", "Agree", "Strongly agree") labelled from 1 to 5 are equal. That offers the possibility of conducting wider analysis.

In case of items with a negative orientation (e.g., "*Municipal services are not sufficient to keep Akhuryan consolidated community clean*"), when needed, they are reversed in scoring, so that "Strongly disagree" is attributed a score of 5 instead of 1, "Disagree" of 4 instead of 2 and so on till "Strongly agree" scored with 1 instead of 5.

Considered items

Data reduction was conducted on 12 items out of the complete list of items. They were supposed to be more strictly related to the 4 relationship areas and more eligible to be merged in single scales and subscales:

Q6_1 Most people in my community are respectful of public spaces and take care of them.

Q6_2 Municipal services are sufficient to keep Akhuryan consolidated community clean.

Q6_4 If I were a tourist, I would be very pleased to have visited Akhuryan consolidated community.

Q6_6 I consider Akhuryan consolidated community beautiful.

Q8_1 Kindness and courtesy are typical features of Akhuryan consolidated community.

Q8_2 Generally speaking, I think that people in Akhuryan consolidated community are trustworthy.

Q8_4 In Akhuryan consolidated community people are eager to volunteer for a good purpose.

Q8_5 If a tourist were in trouble, he/she would immediately find help from the local people.

Q10_2 Most of the people in Akhuryan consolidated community respect the rules.

Q10_5 Being a local politician is a very interesting and attractive experience.

Q10_6 I would be ready to run for the next local elections.

Q12_2 People in Akhuryan consolidated community have very respectful behavior towards the environment (energy/water saving, waste sorting, etc.)

Reliability tests

To consider if they were intended by respondents in a consistent way, some reliability tests were conducted on them.

Firstly, an item-to-item correlation matrix was calculated. Two items showed Pearson's r values lower than 0.1 for most of the other items: that are Q10_5 and Q10_6.

They also show the lowest values among all the items considered of the corrected item-total correlation.

Even Cronbach's Alpha test signalized for the same items some problems. Given an overall acceptable Alpha value (Alpha=0.715), both show higher values of Alpha if the item is deleted.

Based on such results, it was decided to consider Q10_5 and Q10_6 separately. Without them in the remaining 10-item list, Cronbach's Alpha grows to 0.769.

Factor analysis

The 10-item list shows a Kaiser-Meyer-Olkin measure of sampling adequacy of 0.832, so acceptable considering the commonly adopted threshold of 0.70. Communalities range from 0.410 (Q8_4) to 0.695 (Q6_6).

The unrotated solution, considering an Eigenvalue of at least 1.0, identifies 3 factors, explaining a cumulative variance of 54.36%. Factor 1 shows factor loadings higher than 0.5, apart from item Q8_5. That item shows a factor loading of 0.620 on Factor 2, while Q6_4 and Q6_6 record relevant loadings on Factor 3.

A rotated solution based on Varimax method was calculated. 3 factors are extracted.

Scales and subscales

Based on both unrotated and rotated solutions, it was decided to consider one scale for "*Sense of citizenship – without political activity*", which emerged as a common component in factor analysis; for such scale 3 sub-scales are presented:

- Subscale "*Care of the community*", which takes on both elements of "relationship with the public space" and of "relationship with congestion problems": cleanliness of public space is a good example of how to cope with congestion challenges within a community, specifically on the most visible aspect of public space; it also takes on respect of rules and service quality.
- Subscale "Others' reliability", which takes on values like respect, solidarity and trust.
- Subscale "*Beauty*", which takes on the proudness for the territory where the community lives.

Moreover, it was decided to keep a scale labelled "*Political participation*", composed by the two items which did not pass the reliability tests and Q3 "*How much would you say the political system in our country allows people like you to have a say in what your local government does?*".

These three items tell us a lot about direct participation in local political life. That represents a relevant dimension of the overall relationship with public institutions. It still represents a relevant dimension to be considered, although it appears to be perceived as not consistent with other dimensions by respondents.

Such reaggregation of items in scales and subscales is useful for analysis at least for two reasons. As said, it considers more attentively consistency in responses and that is a way to check if single items were interpreted by respondents as they were intended by researchers. Secondly, it groups together a bunch of items to form a single measure, more reliable, of a single specific concept.

Hereafter the detailed list of items for both scales and subscales.

Table 8: Lists of items of scales and sub-scales

Scale POLITICAL PARTICIPATION

Q3	How much would you say the political system in our country allows people like you to have a say in what your local government does?
Q10_5	Being a local politician is a very interesting and attractive experience.
Q10_6	I would be ready to run for the next local elections.

Scale SENSE OF CITIZENSHIP (without Political Activity)

Q6_1	Most people in my community are respectful of public spaces and take care of them.
Q6_2	Municipal services are sufficient to keep Akhuryan consolidated community clean.
Q6_4	If I were a tourist, I would be very pleased to have visited Akhuryan consolidated community.
Q6_6	I consider Akhuryan consolidated community beautiful.
Q8_1	Kindness and courtesy are typical features of Akhuryan consolidated community.
Q8_2	Generally speaking, I think that people in Akhuryan consolidated community are trustworthy.
Q8_4	In Akhuryan consolidated community people are eager to volunteer for a good purpose.

Q8_5	If a tourist were in trouble, he/she would immediately find help from the local people.
Q10_2	Most of the people in Akhuryan consolidated community respect the rules.
Q12_2	People in Akhuryan consolidated community have very respectful behavior towards the environment (energy/water saving, waste sorting, etc.)

Subscale-Care of the community

Q6_1	Most people in my community are respectful of public spaces and take care of them.
Q6_2	Municipal services are sufficient to keep Akhuryan consolidated community clean.
Q10_2	Most of the people in Akhuryan consolidated community respect the rules.
Q12_2	People in Akhuryan consolidated community have very respectful behavior towards the environment (energy/water saving, waste sorting, etc.)

Subscale-Others' reliability

Q8_2	Generally speaking, I think that people in Akhuryan consolidated community are trustworthy.
Q8_4	In Akhuryan consolidated community people are eager to volunteer for a good purpose.
Q8_5	If a tourist were in trouble, he/she would immediately find help from the local people.

Subscale-Beauty

Q6_6	I consider Akhuryan consolidated community beautiful.
Q6_4	If I were a tourist, I would be very pleased to have visited Akhuryan consolidated community.

Analysis of response consistency reveals groups of items that were interpreted by respondents to deal with a common latent variable. We exploited the chance of such an analysis to check if the common latent variables emerging from it are coherent with the theoretical framework. Specifically, it was reviewed if the sub-dimensions intended as proxies of the 4 relationship areas that shapes the "sense of citizenship" were considered meaningful also by respondents according to their experience in everyday life.

An example can help clarify the issue. "Traffic" is clearly an example of a congestions problem, so a high level of road traffic reported by respondents can be taken as signal of some difficulties in the "relationship with congestion problems": something that on the long run can undermine the sense of citizenship. But in a non-urban community road traffic may not be a meaningful kind of congestion problem because it is not experienced by residents in their daily life. Some other examples can be more meaningful to assess "relationship with congestion problems": for instance, shortages of drinking water, maybe because the water system is out-of-date and people do not save water for priority needs (e.g. they do not stop watering their grass).

The conducted factor analysis and the detected consistencies in responses suggested to better refine the theoretical framework, specifically in the sub-dimensions that underpins the 4 relationship areas, in order to better recognize those that seem to be closer to respondents experience and that better sketch the overall assessments of "relationship with the public space", "relationship with others", "relationship with public institutions", "relationship with congestions problems".

It came out that:

- "*Cleanliness*" was intended as more strictly consistent with "*Environment sustainability*" and "*Efficiency and effectiveness of public services*" rather than with "*Beauty*": it makes sense, as cleanliness is the result of both single citizens responsibility and quality of public services; moreover, it can be interpreted as a meaningful example of congestion problem, too. That is why it was merged in the overall "*Care of the community*", and included in the area "Relationship with congestion problems".
- Consequently, the relationship with public space is considered only in terms of beauty and measured with the sub-scale "*Beauty*";
- Sub-scale "*Others' reliability*" proved to recollect in a single measure "*Kindness and courtesy*", "*Trust and trustworthiness*" and "*Solidarity*" and it covers a big share of the area "relationship with others", even if also the general appreciation of community members can be considered (Q5_3);
- "*Participation in social events*", as well as "*Traffic*", were not taken into consideration since the very beginning of the research because they were assumed as not meaningful for Akhuryan citizens;
- "*Political participation*" is measured by the 3 items mentioned above (so focusing on active participation in decision-making process and on candidature to local political offices) and it is one of the relevant dimensions of "relationship with public institutions together with "*Officials' fairness*", measured by Q10_7 ("*People involved in local politics are mostly there for their personal interests rather than for the public good.*"), "Tax payment" (Q10_3 – "*A relevant number of Akhuryan consolidated community residents don't pay local taxes and fees as they should*" and with "*I am interested in the activities of Akhuryan consolidated community*" (Q5_5);
- Satisfaction for municipal services, measured by the item Q5_4 "*I am satisfied with services provided by Akhuryan consolidated community*" completes the area "relationship with congestion problems" together with the sub-scale "*Care of the community*".

On the basis of such considerations, the 4 relationship areas that structure the theoretical framework are considered to be synthetically measured by the following proxy measures.

RELATIONSHIP AREA	PROXY MEASURE
RELATIONSHIP WITH PUBLIC SPACE	*Beauty* • SubSCALE_Beauty
RELATIONSHIP WITH OTHERS	*General appreciation of people* • Q5.3 "I appreciate the people who live in Akhuryan consolidated community" *Other's reliability* • SubSCALE_Other's reliability
RELATIONSHIP WITH PUBLIC INSTITUTIONS	*Interest in local policy* • Q5_5 "I am interested in the activities of Akhuryan consolidated community" *Political participation* • SCALE "Political participation" *Perceived officials' fairness* • Q10_7 "People involved in local politics are mostly there for their personal interests rather than for the public good." *Tax payment* • Q10_3 "A relevant number of Akhuryan consolidated community residents don't pay local taxes and fees as they should"
RELATIONSHIP WITH CONGESTION PROBLEMS	*Local service satisfaction* • Q5_4 "I am satisfied with services provided by Akhuryan consolidated community" *Care of the community* • SubSCALE_Care of the community

Of course, analysis in the following chapters consider all the questions presented in the survey, and not just proxy measures in order to have a more detailed picture. Proxy measures are mainly used for comparisons between different respondents' categories (e.g., male vs. female, residence in Strata 1 vs. Strata 2 vs Strata 3, etc.) and for getting more synthetic assessments of the four relationship areas.
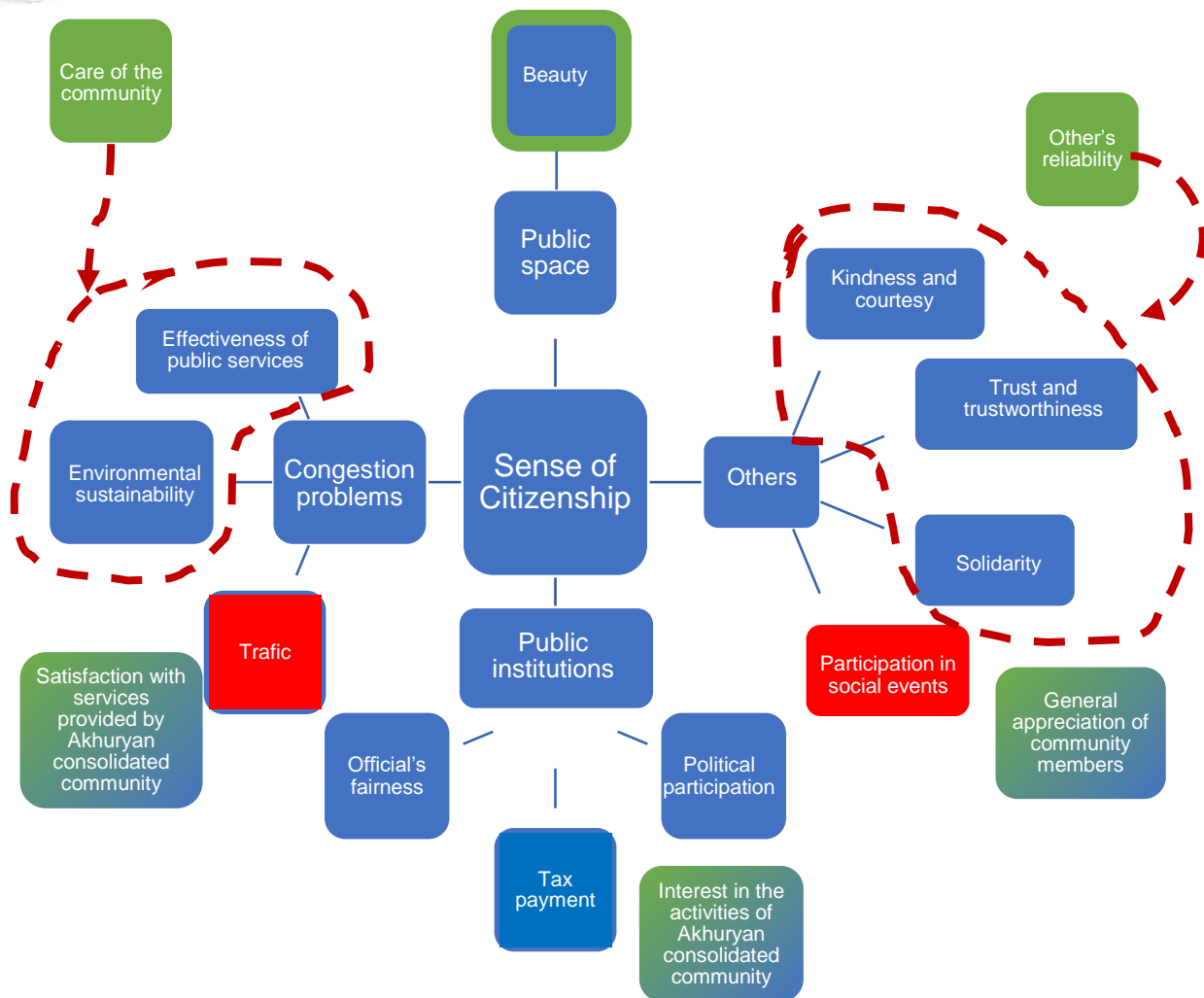
Figure 4: Adapted theoretical framework

5. ANSWERS TO RESEARCH QUESTIONS

5.1. WHICH "COMMUNITY IDENTITY" SEEMS TO BE MORE STRONGLY PERCEIVED?

Community identity and interest in local life

The first research question wants to understand the perceived "community identity", considering different kinds of "community".

The following items specifically can be useful for that scope:

Q1.   Generally speaking, how interested are you in your community life?

Q4.   People have different views about themselves and how they relate to their surrounding world. Would you tell me how close do you feel to your settlement, your community, your region, and your country?

Q5_1   I am happy that I live in Akhuryan consolidated community.

Q5_2   I would like to move from Akhuryan consolidated community to another community, if I had an opportunity.

Q5_3   I appreciate the people who live in Akhuryan consolidated community.

Q5_4   I am satisfied with services provided by Akhuryan consolidated community.

Q5_5   I am interested in the activities of Akhuryan consolidated community.

Moreover, there are other items that, on specific aspects of the 4 relationship areas, ask to reveal if respondents perceive a difference between their own settlement and the other settlements in consolidated Akhuryan community. They are:

Q6_3   Generally speaking all settlements in Akhuryan consolidated community are as clean as mine.

Q6_5   Generally speaking all settlements in Akhuryan consolidated community are as beautiful as mine.

Q8_3   People from other settlements within Akhuryan consolidated community are as trustworthy as those living in my settlement.

Q10_4   Generally speaking, people from our settlement are more respectful of rules than people from other settlements in Akhuryan community.

Q12_4   Generally speaking, people from other settlements of Akhuryan consolidated community are as much respectful towards the environment as people from my settlement.

A quite strong general interest for community life emerges. Nearly 73% of respondents report to be "*somewhat interested*" or even "*very interested*" in community life.

27.3% respondents seem to be uninterested. It is worth better understanding who they are.

Table 10: Frequency distribution Q1

Generally speaking, how interested are you in your community life?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all interested	87	14,3	14,3	14,3
	Not very interested	79	13,0	13,0	27,3
	Somewhat interested	330	54,1	54,2	81,4
	Very interested	113	18,5	18,6	100,0
	Total	609	99,8	100,0	
Missing	Don't Know/Refuse to Answer	1	,2		
Total		610	100,0		

Men seems to be more interested than women in the community life, maybe because they are mainly born in the settlement, while a meaningful share of women are born in a settlement different from that where they live now.

Generally speaking, how interested are you in your community life? * Gender Crosstabulation

		Female		Male		Total	
		N	%	N	%	N	%
Generally speaking, how interested are you in your community life?	Not at all interested	64	14,8%	23	13,0%	87	14,3%
	Not very interested	65	15,0%	14	7,9%	79	13,0%
	Somewhat interested	249	57,6%	81	45,8%	330	54,2%
	Very interested	54	12,5%	59	33,3%	113	18,6%
Total		432	100,0%	177	100,0%	609	100,0%

Such a difference is of significance also in the population. Considering a scale from 1 ("*Not at all interested*") to 4 ("*Very interested*") and calculating means with such values, it emerges that women are less interested that men with a level of significance of <0.001: it appears to be a difference embedded in the community.

		Levene's Test for Equality of Variances		t-test for Equality of Means						
		F	Sig.	t	df	Significance One-sided p	Significance Two-sided p	Mean Difference	Std. Error Difference	95% Confidence Interval of the Difference Lower	Upper
Generally speaking, how interested are you in your community life?	Equal variances assumed	.258	.617	-5.021	607	<.001	<.001	-.506	.041	-.474	-.158
	Equal variances not assumed			-4.753	295.895	<.001	<.001	-.506	.044	-.441	-.151

A meaningful difference can also be recognized among Strata. Respondents from Strada 3 (smaller and more peripheral settlements) show to be more interested in community life than people from Strata 1 (bigger and more central settlements). Citizens of settlements belonging to Strata 2 place themselves in the middle.

Most probably, a sense of community is easier to be developed in smaller settlements, in which people know one-each-other more personally and intimately.

Generally speaking, how interested are you in your community life? * Sample according to Strata Crosstabulation

		Strata 1		Strata 2		Strata 3		Total	
		N	%	N	%	N	%	N	%
Generally speaking, how interested are you in your community life?	Not at all interested	49	23,0%	38	13,0%	9	7,7%	87	14,3%
	Not very interested	33	15,5%	38	13,1%	12	10,3%	79	11,0%
	Somewhat interested	97	48,5%	178	58,2%	61	53,8%	330	54,2%
	Very interested	32	16,0%	48	16,4%	33	28,2%	113	18,6%
Total		209	100,0%	292	100,0%	117	100,0%	609	100,0%

So, women and people living in more central and bigger settlement seem to feel a stronger disaffection towards community life: they seem to be less engaged in the community.

Table 14: Frequency distribution Q5_5

I am interested in the activities of Akhuryan consolidated community.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	78	12,8	13,0	13,0
	Disagree	221	36,2	37,0	50,0
	Neither agree nor disagree	89	14,6	14,9	64,9
	Agree	191	31,3	31,9	96,8
	Strongly agree	19	3,1	3,2	100,0
	Total	598	98,0	100,0	
Missing	Don't Know/Refuse to Answer	12	2,0		
Total		610	100,0		

Interest in Akhuryan consolidated community

Although most of respondents answered to be "*Somewhat interested*" or "*Very interested*" in community life, when coming specifically to the activities of Akhuryan consolidated community, 50% say not to be interested and, if neutrals ("*Neither agree nor disagree*") are added, the total amount reaches 65%. Only 35% of respondents declare to be interested in the activities of the new municipality. That suggests a certain difficulty in feeling a "sense of closeness" to the new local self-government.

Even in this case, people from smaller and peripheral settlements (Strata 3) show a higher interest than residents in central and bigger ones (Strata 1).

Table 15: Crosstab between Q5_5 and Strata

I am interested in the activities of Akhuryan consolidated community. * Sample according to Strata Crosstabulation

		Sample according to Strata							
		Strata 1		Strata 2		Strata 3		Total	
		N	%	N	%	N	%	N	%
I am interested in the activities of Akhuryan consolidated community.	Strongly disagree	28	14,4%	48	16,7%	2	1,7%	78	13,0%
	Disagree	79	40,5%	104	36,1%	38	33,0%	221	37,0%
	Neither agree nor disagree	32	16,4%	35	12,2%	22	19,1%	89	14,9%
	Agree	48	24,6%	97	33,7%	46	40,0%	191	31,9%
	Strongly agree	8	4,1%	4	1,4%	7	6,1%	19	3,2%
Total		195	100,0%	288	100,0%	115	100,0%	598	100,0%

Closeness

On that side, further interesting information comes from responses to question Q4. It asks to express closeness respectively to the settlement, the community, the region, and the country on a range from 1 ("*Not close at all*") to 4 ("*Very close*"). Taking up the assumption that such a variable can be considered as an interval one, means and standard deviations are calculated to make some comparisons.

Table 16: Descriptive analysis Q4

Would you tell me how close do you fill to...

		...your settlement	...your community	...your region	...your country
N	Valid	609	606	605	608
	Missing	1	4	5	2
Mean		3,29	2,54	2,90	3,32
Median		3,00	3,00	3,00	3,00
Mode		3	3	3	3
Std. Deviation		,717	,844	,697	,712
Variance		,514	,712	,486	,507
Skewness		-,985	-,335	-,661	-,987

It comes out that closeness towards consolidated community is all-in-all lower than towards other community tiers; on the other side "*settlement*" and "*country*" rate highest values of the mean.

It is to be underlined that for all tiers, means are higher than 2. Most respondents feel to be positively related both to settlement, and consolidated community as to region and country. In the case of consolidated community, the difference comes from a group of respondents (34% of the sample) who answered to feel "*close*" or "*very close*" to the settlement and "*not very close*" or even "*not close at all*" to the community. Such group can be labeled as "Scepticals": they cannot feel a sense of identification with the newly consolidated community.

Would you tell me how close do you feel to your settlement, your community, your region and your country?_Your settlement

		Not close at all	Not very close	Close	Very close	Total
Would you tell me how close do you feel to your settlement, your community, your region, and your country?_Your community	Not close at all	16	12	28	26	82
	Not very close	0	21	99	51	171
	Close	2	6	163	124	295
	Very close	0	0	4	53	57
	Total	18	39	294	254	605

There is moderate association between the two variables; it is measured by gamma coefficient ($-1 < G < 1$):

G=0.488 (level of significance <.0001).

Association measures if people tend to have similar feelings towards the settlement and towards the consolidated community. For sure, the group of "Scepticals" reduces the value of G because they show to feel differently close to the settlement and to the consolidated community.

If Strata are considered, the association is stronger in Strata 1 rather than in Strata 3 and Strata 2. That means, in Strata 1 people tend more clearly to feel either close both to the community and to the settlement or to none of them.

That can be seen also considering how big are the groups of "Scepticals" in the 3 Strata. Stronger groups are present in Strata 2 (36%) and in Strata 3 (35%) than in Strata 1 (29%). That could suggest that residents in Strata 1 feel close to the community as well as to the settlement.

That would seem to contradict what emerged analysing Q1 and Q5_5. If we consider those who neither feel close to the settlement nor to the community, we find out that in Strata 1 such a group is more numerous (10%) than in Strata 2 (7%) and in Strata 3 (5%).

So, even if "Scepticals" about the new consolidated community are more widespread in Strata 2 and 3, in Strata 1 a relevant share of the population does not feel any closeness at all.

Table 18: Correlations between closeness to Settlement and Community according to Strata

Sample according to Strata			Value	Asymptotic Standard Error[a]	Approximate T[b]	Approximate Significance
Strata 1	Nominal by Nominal	Phi	.592			<.001
		Cramer's V	.399			<.001
		Contingency Coefficient	.569			<.001
	Ordinal by Ordinal	Kendall's tau-b	.450	.056	7.482	<.001
		Kendall's tau-c	.383	.051	7.482	<.001
		Gamma Zero-Order	.656	.072	7.482	<.001
	N of Valid Cases		198			
Strata 2	Nominal by Nominal	Phi	.525			<.001
		Cramer's V	.303			<.001
		Contingency Coefficient	.465			<.001
	Ordinal by Ordinal	Kendall's tau-b	.245	.054	4.345	<.001
		Kendall's tau-c	.197	.045	4.345	<.001
		Gamma Zero-Order	.390	.082	4.345	<.001
	N of Valid Cases		291			
Strata 3	Nominal by Nominal	Phi	.503			<.001
		Cramer's V	.291			<.001
		Contingency Coefficient	.451			<.001
	Ordinal by Ordinal	Kendall's tau-b	.272	.085	3.097	.002
		Kendall's tau-c	.220	.071	3.097	.002
		Gamma Zero-Order	.427	.127	3.097	.002
	N of Valid Cases		116			
Total	Nominal by Nominal	Phi	.561			<.001
		Cramer's V	.324			<.001
		Contingency Coefficient	.489			<.001
	Ordinal by Ordinal	Kendall's tau-b	.316	.036	8.389	.000
		Kendall's tau-c	.260	.031	8.389	.000
		Gamma Zero-Order	.488	.052	8.389	.000
		First-Order Partial	.477			
	N of Valid Cases		605			

a. Not assuming the null hypothesis.

b. Using the asymptotic standard error assuming the null hypothesis.

Closeness to other settlements

If there are people who are not sharing a common identity connected with the consolidated community, it does not mean there is no sense of friendship and closeness toward other settlements.

Some specific questions were administered in this sense. They intended to test if the (high) settlement identity is in some way determined by perceived difference with culture and behaviors prevailing in other settlements.

They are:

Q5_3 "I appreciate the people who live in Akhuryan consolidated community"

Q6_3 "Generally speaking all settlements in Akhuryan consolidated community are as clean as mine"

Q6_5 "Generally speaking all settlements in Akhuryan consolidated community are as beautiful as mine"

Q8_3 "People from other settlements within Akhuryan consolidated community are as trustworthy as those living in my settlement"

Q10_4 "Generally speaking, people from our settlement are more respectful of rules than people from other settlements in Akhuryan community"

Q12_4 "Generally speaking, people from other settlements of Akhuryan consolidated community are as much respectful towards the environment as people from my settlement".

There is a generalized appreciation of people living in Akhuryan community: 87% agreed or strongly agreed with item Q5_3 "*I appreciate people living in Akhuryan consolidated community*".

Coming to more specific questions, some slight differences can be noticed. For instance, there is a lower average score on trustworthiness and respect for rules: it seems some doubts emerge about the fact that people from other settlements are equal to those from the residency settlement.

Besides that, on these items there is a higher number of "*Don't know / Refuse to answer*".

More interestingly, people appear to be very cautious in expressing judgements about people from other settlements. If answers "*Neither agree nor disagree*" and "*Don't know/Refuse to answer*" are considered together, they rate 45.2% in the question on cleanliness, 24.1% in the question on beauty, 51.6% in the question on people trustworthiness, 52.6% in the question on the respect of rules, and 48.7% in the question on respect towards the environment. That can be interpreted as an intimate form of respect towards the others.

		I appreciate the people who live in Akhuryan consolidated community.	Generally speaking all settlements in Akhuryan consolidated community are as clean as mine.	Generally speaking all settlements in Akhuryan consolidated community are as beautiful as mine.	People from other settlements within Akhuryan consolidated community are as trustworthy as those living in my settlement.	Generally speaking, people from our settlement are more respectful of rules than people from other settlements in Akhuryan community.	Generally speaking, people from other settlements of Akhuryan consolidated community are as much respectful towards the environment as people from my settlement.
N	Valid	606	436	536	442	405	428
	Missing	4	174	74	168	205	182
Mean		3.97	3.26	3.20	3.09	3.33	3.55
Median		4.00	4.00	4.00	3.00	4.00	4.00
Std. Deviation		.634	.927	.990	.889	.843	.711

Remarks about community identity

Concluding about community identity, it can be said that people still find it difficult to feel close to Akhuryan consolidated community, compared to the settlement, the country or even the region. Akhuryan consolidated community need to work on that, but more interesting two specific issues are to be considered.

Firstly, it is very common to hear from the field that residents in smaller and more peripheral settlements should be those that suffer the most after local government consolidation. That is only partially true in the case of Akhuryan community. For sure, the so-called "Scepticals" about the consolidated community are more widespread in smaller and peripheral settlements, but they show to be also more interested in Akhuryan activities and in community life in general. They are sceptical but they are also attentive to what is going on in the new local self-government authority and that can be of great help.

It seems much more worrying that in bigger settlements a higher share of residents feels not to be close neither to the community nor to the settlement. In bigger settlements it is more difficult to feel to be bound to the community, maybe because a bigger share of residents just moved from other places (it is much more common to move to a bigger settlement than to a smaller one), maybe because it is easier to live anonymously, with no frequent relations with other residents. In any case, it is worth paying attention to such a trend and

maybe think about specific initiatives to involve people from bigger settlements in the community life. And a specific focus on women should be assured, as they are meaningfully less engaged in the community than men, maybe simply because most probably they are newcomers in the community after their marriage.

We can also say that scepticism about the consolidated community is not dependent on scepticism about people living in other settlements. It is not a matter of perceived superiority towards the others. There is a generalized appreciation of all the people living in Akhuryan community, without any meaningful difference based on the specific settlement where they live. That is very positive and promising about the future strengthening of community ties.

The new consolidated local self-government has still to prove an added value compared to the previous situation. That is demonstrated also by the fragmentation of respondents to the statement "*Consolidation brought more advantages than disadvantages*". Alongside with a share of people quite critical about the consolidation (42.2%), there is a relevant group of supporters (29.4%) and a number of people that are still waiting to collect evidence about consolidation and so they declare neither to agree nor to disagree (28.3%).

Consolidation brought more advantages than disadvantages

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	49	8,0	8,6	8,6
	Disagree	191	31,3	33,6	42,3
	Neither agree nor disagree	161	26,4	28,3	70,6
	Agree	142	23,3	25,0	95,6
	Strongly agree	25	4,1	4,4	100,0
	Total	568	93,1	100,0	
Missing	Don't Know/Refuse to Answer	42	6,9		
Total		610	100,0		

5.2. HOW PEOPLE ASSESS THE 4 IDENTIFIED RELATIONSHIP AREAS IN AKHURYAN COMMUNITY?

The framework presented above suggests that the sense of citizenship can be detected in 4 realms of experience: 4 relationship areas which typically shape the community members' engagement. As said, they refer to:

- the relationship with the public space;
- the relationship with others;
- the relationship with public institutions;
- the relationship with congestion problems.

How do people assess these 4 experience realms?

To answer the question, the proxy measures identified in the chapter dedicated to data reduction are mainly considered.

Relationship with the public space

Let us start with the relationship with the public space. As said, the physical appearance of the community represents in many respects the spirit of the community. There is a natural identification of the community with its physical appearance: people living in a community tend to be emotionally tied to community landscape, to be proud of it and to be very critical when it is put at risk by planning or real estate decisions.

The sub-scale "*Beauty*" was identified as proxy measure of "relationship with the public space". It is composed by:

	Subscale-Beauty
Q6_6	I consider Akhuryan consolidated community beautiful.
Q6_4	If I were a tourist, I would be very pleased to have visited Akhuryan consolidated community.

Table 21: Descriptive analysis of Q6_4 and Q6_6

I consider Akhuryan consolidated community beautiful.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	5	.8	.9	.9
	Disagree	50	8.2	8.6	9.4
	Neither agree nor disagree	59	9.7	10.1	19.5
	Agree	425	69.7	72.8	92.3
	Strongly agree	45	7.4	7.7	100.0
	Total	584	95.7	100.0	
Missing	Don't Know/Refuse to Answer	26	4.3		
Total		610	100.0		

If I were a tourist, I would be very pleased to have visited Akhuryan consolidated community.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	24	3.9	4.0	4.0
	Disagree	112	18.4	18.5	22.5
	Neither agree nor disagree	25	4.1	4.1	26.7
	Agree	361	59.2	59.8	86.4
	Strongly agree	82	13.4	13.6	100.0
	Total	604	99.0	100.0	
Missing	Don't Know/Refuse to Answer	6	1.0		
Total		610	100.0		

If we consider each item separately, they all show a generally positive assessment. A group of respondents (22%) is quite critical on the fact that a tourist would be happy of having visited Akhuryan consolidated community: they seem to suggest that, even if beauty is more than sufficient for residents, maybe it could be not enough for a tourist to get a positive impression from the place.

Specifically, respondents 20-29 years-old seem to have more doubts about considering the community as an interesting destination for a tourist.

Table 22: Crosstab Q6.4 and age

Age_grouped * If I were a tourist, I would be very pleased to have visited Akhuryan consolidated community. Crosstabulation

33

The sub-scale "*Beauty*" was used to verify if there are different views about how beautiful the place is according to age, economic status, level of education, gender, and birthplace. As predictable, the only statistically (nearly) meaningful correlation is with birthplace: people who live in the same settlement where they were born tend to see the place more beautiful than incomers.

cSubSCALE_Beauty

	N	Mean	Std. Deviation	Std. Error	90% Confidence Interval for Mean Lower Bound	90% Confidence Interval for Mean Upper Bound	Minimum	Maximum
Yes	299	3,7475	,71345	,04126	3,6794	3,8156	1,00	5,00
No	279	3,6505	,73131	,04378	3,5783	3,7228	1,00	5,00
Total	578	3,7007	,72313	,03008	3,6511	3,7502	1,00	5,00

It is possible to say that the community is considered sufficiently beautiful for residents. People are aware of not living in a top-rated tourist attraction, but they feel to live in a good place. It could be argued that, although no emergency appears in the area of "relationship with the public space", there could be some room for future developments, in terms of landscape preservation, new buildings or refurbishment of public space in order to increase the proudness of living in Akhuryan consolidated community. For sure, it would not be an easy challenge, also considering how close Akhuryan consolidate community is to the renowned city of Gyumri but still some increased attention to the symbolic value of new buildings, planning decisions, and leisure infrastructures (e.g. public gardens) can be of great help.

Relationship with others

In the area of "relations with others", a first interesting question has been already analyzed: it is Q5_3 that shows a strong appreciation towards people living in Akhuryan community.

Relations with others is strongly connected with generalized/social trust. Q7 ("*Generally speaking, would you say that most people can be trusted or that you need to be careful in dealing with people*") is a common variable widely used to measure it (e.g., OECD Better life Index). Results on this item are quite straightforward: 85% of answers are "*Need to be very careful*". It signals an overall low level of generalized trust in Akhurian community. It has to be considered that the World Value Survey conducted in Armenia in 2021 showed a figure of 77%: that means generalized trust in Akhuryan community is lower than the Armenian average, but low generalized trust can be considered a more widespread cultural trait.

Table 24: Frequency distribution Q7

Generally speaking, would you say that most people can be trusted or that you need to be very careful in dealing with people?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Most people can be trusted	88	14,4	14,5	14,5
	Need to be very careful	519	85,1	85,5	100,0
	Total	607	99,5	100,0	
Missing	Don't Know/Refuse to Answer	3	,5		
Total		610	100,0		

Surprisingly, there is a quite clear difference in responses between younger and older people. Such a difference is statistically relevant for the whole population (significance <0.004 / <0.001). Younger people are less trustful than older ones.

Age_grouped * Generally speaking, would you say that most people can be trusted or that you need to be very careful in dealing with people? Crosstabulation

		Generally speaking, would you say that most people can be trusted or that you need to be very careful in dealing with people?				Total	
		Most people can be trusted		Need to be very careful			
		N	%	N	%	N	%
Age_grouped	<20	0	0,0%	22	4,2%	22	3,6%
	20-29	5	5,7%	35	6,7%	40	6,6%
	30-39	8	9,1%	91	17,5%	99	16,3%
	40-49	7	8,0%	80	15,4%	87	14,5%
	50-59	19	21,6%	101	19,1%	120	19,8%
	60-69	30	34,1%	133	25,6%	163	26,9%
	70+	19	21,6%	57	11,0%	76	12,5%
Total		88	100,0%	519	100,0%	607	100,0%

Symmetric Measures

		Value	Asymptotic Standard Error[a]	Approximate T[b]	Approximate Significance
Nominal by Nominal	Phi	,177			,004
	Cramer's V	,177			,004
	Contingency Coefficient	,174			,004
Ordinal by Ordinal	Kendall's tau-b	-,144	,034	-4,014	<,001
	Kendall's tau-c	-,130	,032	-4,014	<,001
	Gamma	-,121	,075	-4,014	<,001
N of Valid Cases		607			

a. Not assuming the null hypothesis.

b. Using the asymptotic standard error assuming the null hypothesis.

Even gender plays a meaningful role in generalized trust. Female respondents show a sensitive lower level of generalized trust (with a level of significance of <0.001) compared to male respondents.

Generally speaking, would you say that most people can be trusted or that you need to be very careful in dealing with people? * Gender Crosstabulation

		Gender				Total	
		Female		Male			
		N	%	N	%	N	%
Generally speaking, would you say that most people can be trusted or that you need to be very careful in dealing with people?	Most people can be trusted	48	11,1%	40	22,7%	88	14,5%
	Need to be very careful	383	88,9%	136	77,3%	519	85,5%
Total		431	100,0%	176	100,0%	607	100,0%

Chi-Square Tests

	Value	df	Asymptotic Significance (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)
Pearson Chi-Square	13,543[a]	1	<,001		
Continuity Correction[b]	12,624	1	<,001		
Likelihood Ratio	12,653	1	<,001		
Fisher's Exact Test				<,001	<,001
Linear-by-Linear Association	13,521	1	<,001		
N of Valid Cases	607				

a. 0 cells (0,0%) have expected count less than 5. The minimum expected count is 25,52.

b. Computed only for a 2x2 table

Symmetric Measures

		Value	Approximate Significance	Exact Significance
Nominal by Nominal	Phi	-.149	<.001	<.001
	Cramer's V	.149	<.001	<.001
	Contingency Coefficient	.148	<.001	<.001
N of Valid Cases		607		

That information is even more interesting if compared with results from other items dealing with trust. Firstly, Q8_2 ("*Generally speaking, I think that people in Akhuryan consolidated community are trustworthy*"), that shows the availability to consider people from Akhuryan consolidated community as more trustworthy than average. Still, some prudence can be detected by 17% of "*Disagree*" and nearly 36% of "*Neither agree nor disagree*", but at least 45% of respondents show an open orientation.

Generally speaking, I think that people in Akhuryan consolidated community are trustworthy.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	9	1,5	1,5	1,5
	Disagree	101	16,6	17,4	18,9
	Neither agree nor disagree	207	33,9	35,6	54,5
	Agree	247	40,5	42,4	96,9
	Strongly agree	18	3,0	3,1	100,0
	Total	582	95,4	100,0	
Missing	Don't Know/Refuse to Answer	28	4,6		
Total		610	100,0		

Although trust is a sensitive issue, respondents recognize that people from Akhurian consolidated community generally show to be of good heart:

- they are kind and courteous (Q8_1);
- they are eager to volunteer for a good purpose (Q8_4);
- they are ready to help tourists in trouble (Q8_5);

	N Statistic	Mean Statistic	Std. Deviation Statistic	Skewness	
				Statistic	Std. Error
Kindness and courtesy are typical features of Akhuryan consolidated community.	597	3,57	,788	-,908	,100
In Akhuryan consolidated community people are eager to volunteer for a good purpose.	582	3,72	,921	-1,065	,101
If a tourist were in trouble, he/she would immediately find help from the local people.	598	4,31	,774	-1,488	,100
Valid N (listwise)	566				

All in all, a positive consideration of local people comes out from data. As stated in the chapter on data reduction, some of these items can be combined in a single sub-scale that deals with "*Others' reliability*". It can help making comparisons between different groups.

Subscale-Others' reliability

Q8_2	Generally speaking, I think that people in Akhuryan consolidated community are trustworthy.
Q8_4	In Akhuryan consolidated community people are eager to volunteer for a good purpose.
Q8_5	If a tourist were in trouble, he/she would immediately find help from the local people.

A first result deals with gender. There is a statistically meaningful difference between men and women: compared to men, women show to consider others less reliable.

So, it is confirmed what have been already detected with other items. It is difficult to say the reasons of such a difference, but it is quite clear that there is a difference.

Table 32: ANOVA of "Others' reliability" according to gender.

cSubSCALE_Others_reliability

	N	Mean	Std. Deviation	Std. Error	90% Confidence Interval for Mean		Minimum	Maximum
					Lower Bound	Upper Bound		
Female	383	3.7232	.59910	.03061	3.6728	3.7737	1.67	5.00
Male	167	3.8762	.58368	.04517	3.8015	3.9510	2.00	5.00
Total	550	3.7697	.59809	.02550	3.7277	3.8117	1.67	5.00

ANOVA

cSubSCALE_Others_reliability

	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	2.723	1	2.723	7.704	.006
Within Groups	193.661	548	.353		
Total	196.384	549			

There is also a difference, although not fully statistically meaningful for the whole population, according to respondents' settlement. It seems that people living in smaller and more peripheral settlements (Strata 3) have a higher evaluation of "*Others' reliability*" than those who live in bigger and more central settlements (Strata 1).

Table 33: ANOVA of "Others' reliability according to Strata

cSubSCALE_Others_reliability

Sample according to Strata	Mean	N	Std. Deviation
Strata 1	3.6906	181	.64313
Strata 2	3.7782	263	.58048
Strata 3	3.8836	106	.54441
Total	3.7697	550	.59809

ANOVA Table

		Sum of Squares	df	Mean Square	F	Sig.
cSubSCALE_Others_reliability * Sample according to Strata	Between Groups (Combined)	2.528	2	1.264	3.556	.029
	Within Groups	191.856	547	.354		
	Total	196.384	549			

When considering the income of the household, differences on "*Others' reliability*" are fully significant for the population. It appears quite clearly that

people with lower economic conditions are less optimistic about others' reliability.

cSubSCALE_Others_reliability

Which best describes the combined income of your household? (optional)	Mean	N	Std. Deviation
We do not have enough money even for food	3,2549	34	,83710
We have enough money for food, but have difficulties buying clothes	3,7239	99	,60053
We have money for food and clothes; we can save some, but we do not have enough money to buy expensive things	3,8169	304	,56718
We can afford some expensive things, like a car, but not an apartment or a country house	3,8527	86	,53530
We can afford anything we want including an apartment or a country house	3,8333	14	,51887
Total	3,7703	537	,60214

ANOVA Table

			Sum of Squares	df	Mean Square	F	Sig.
cSubSCALE_Others_reliability * Which best describes the combined income of your household? (optional)	Between Groups	(Combined)	10,544	4	2,636	7,630	<,001
	Within Groups		183,799	332	,345		
	Total		194,341	336			

There is somehow a relation also between "*Others' reliability*" and education. It seems that, apart from those who have a university education, there is a trade-off between level of education and how the others are perceived: the higher the level of education the lower the assessment of others' reliability.

cSubSCALE_Others_reliability

What is the highest level of education you have attained?	Mean	N	Std. Deviation
Primary	4,0000	1	.
Unfinished secondary	4,0000	10	,35136
Secondary	3,7816	264	,62535
Vocational	3,6710	154	,60377
Unfinished higher	3,5278	12	,64288
University, higher	3,8838	109	,50791
Total	3,7697	550	,59809

ANOVA Table

			Sum of Squares	df	Mean Square	F	Sig.
cSubSCALE_Others_reliability * What is the highest level of education you have attained?	Between Groups	(Combined)	4,242	5	,848	2,492	,036
	Within Groups		192,142	344	,335		
	Total		196,384	549			

Generally speaking, citizens of Akhuryan community show high scores about appreciation of people and about "*Others' reliability*". That is for sure a very positive result. Nevertheless, differences among citizens categories must be properly considered. Women and people with lower income seem to be more critical about the possibility to appreciate and trust other members of the

community. Younger respondents are not so ready to trust other people and that could be an obstacle to their active engagement in the community.

These target groups deserve a more attentive consideration in view of strengthening the sense of citizenship within the community.

Relations between citizens and public authorities are always two-faced: on one end, people expect authorities to fulfill their needs; on the other end it is not to be underestimated that citizens are also owners (with connected responsibilities) and not just users or customers in front of public institutions.

In view of assessing the sense of responsibility citizens feel in front of public authorities, especially local ones, some questions were put in the questionnaire.

They refer to:

- political participation as voters (Q2_1 and Q2_2);
- possibility to "voice" in the decision-making process or if something is not working as it should (Q3 and Q10_1);
- political participation as candidates to political offices (Q10_5 and Q10_6);
- perception of public officials' fairness towards the public good (Q10_7);
- perceptions of public officials' capacity to perform well for the public good (Q9)
- perception of citizens fairness in contributing to the public good as tax payers (Q10_3)

73% of respondents says they always vote both in local and national elections. That is a high score: people seem to consider voting as a preeminent civic duty and local and national governments are considered equally important.

Apart from election, people feel not to have great margin for letting their voice be heard in the decision-making process. 31% believe not to have a say at all, 16% very little and 37% just somehow. People with lower income have a stronger feeling of not being considered in the decision making process.

Table 36: Frequency distribution of Q3

How much would you say the political system in our country allows people like you to have a say in the decision-making process at local level?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all	180	29,5	30,7	30,7
	Very little	96	15,7	16,4	47,1
	Somehow	214	35,1	36,5	83,6
	A lot	76	12,5	13,0	96,6
	A great deal	20	3,3	3,4	100,0
	Total	586	96,1	100,0	
Missing	Don't Know/Refuse to Answer	24	3,9		
Total		610	100,0		

Nevertheless, nearly 50% of them recognize that, in case of a complaint for the poor quality of a public service, they would be considered seriously. That belief changes according to the level of education. People with higher education feel to be listened, but those with lower level of education not.

If I complained about the poor quality of a public service, I am sure

Education in 3 groups	Mean	N	Std. Deviation
Primary or lower	2,55	11	1,214
Secondary or vocational	3,07	423	1,148
Higher (also to be completed)	3,31	122	1,136
Total	3,11	556	1,151

ANOVA Table

			Sum of Squares	df	Mean Square	F	Sig.
If I complained about the poor quality of a public service, I am sure my complaint would be considered seriously. * Education in 3 groups	Between Groups	(Combined)	9,098	2	4,549	3,461	,032
	Within Groups		726,764	553	1,314		
	Total		735,862	555			

A completely different consideration relates to the possibility of standing for an election. Respondents are equally split between those who believe that being a local politician can be an interesting and attractive experience and those who express an opposite opinion. Nevertheless, most respondents (88%) shy away from the idea of running for a local political office. That could be connected to the debated perception if local politicians are really committed to the public good or, rather, they mainly pursue their self-interest. 50% of respondents are convinced that people involved in local politics are mostly there for their personal interests rather than for the public good, while 24% openly disagree on that.

The evaluation of how local officials perform their duties is sufficient but not extremely high. It is to be considered that these items are scored from 1 to 10. The municipality staff and the mayor are the most appreciated, compared to the others. Also, the high number of missing values for "*community council*" can be interesting evidence, most probably speaking about the fact that respondents don't know the council members and cannot evaluate their work.

It is worth noticing that there are differences in the distribution of responses for women and men with men being more radical in their evaluations: they tend to give either very low (1) or very high (10) scores.

There are quite different evaluations according to the income status of respondents. People with lower income assess officials with sensitively lower scores.

On a scale from 1 to 10, how satisfied are you with how the local government and local officials are functioning/working in Akhuryan consolidated community these days?

		Local self-governance	The work of the mayor	The work of the community council	The work of the Municipality staff
N	Valid	574	576	500	564
	Missing	36	34	110	46
Mean		6,68	6,98	6,80	7,58
Median		7,00	8,00	7,00	8,00
Mode		10	10	10	10
Std. Deviation		2,759	2,880	2,969	2,666
Skewness		-,493	-,666	-,500	-,951
Std. Error of Skewness		,102	,102	,109	,103

Which best describes the combined income of your household? (optional)		Local self-governance	The work of the mayor	The work of the community council	The work of the Municipality staff
We do not have enough money even for food	Mean	4,83	5,26	4,90	5,94
	N	36	38	30	33
We have enough money for food, but have difficulties buying clothes	Mean	6,39	6,65	6,41	7,43
	N	109	105	95	103
We have money for food and clothes; we can save some, but we do not have enough money to buy expensive things	Mean	6,82	7,16	6,72	7,72
	N	310	313	272	310
We can afford some expensive things, like a car, but not an apartment or a country house	Mean	7,18	7,55	7,13	8,01
	N	91	93	82	92
We can afford anything we want including an apartment or a country house	Mean	7,29	6,54	6,55	6,75
	N	14	13	11	12
Total	Mean	6,68	6,99	6,61	7,59
	N	560	562	490	550

ANOVA Table

			Sum of Squares	df	Mean Square	F	Sig.
Local self-governance * Which best describes the combined income of your household? (optional)	Between Groups	(Combined)	166,040	4	41,510	5,646	<,001
	Within Groups		4080,102	555	7,352		
	Total		4246,143	559			
The work of the mayor * Which best describes the combined income of your household? (optional)	Between Groups	(Combined)	166,280	4	41,570	5,169	<,001
	Within Groups		4479,606	557	8,042		
	Total		4645,886	561			
The work of the community council * Which best describes the combined income of your household? (optional)	Between Groups	(Combined)	117,394	4	29,349	3,414	,009
	Within Groups		4168,706	485	8,595		
	Total		4286,100	489			
The work of the Municipality staff * Which best describes the combined income of your household? (optional)	Between Groups	(Combined)	122,578	4	30,644	4,434	,002
	Within Groups		1766,906	545	6,912		
	Total		1889,484	549			

So, although there seems not to be full satisfaction about local officials (but it is to be considered that in other contexts citizens assessments are often significantly worse), still citizens do not think to intervene directly running for elections. Of course there are other ways to make dissatisfaction being heard, first of all through elections. Nevertheless, in local self-governments direct engagement in politics is a more viable option than in higher institutional tiers. So it can be expected that such an option is also considered by citizens.

That does not seem to be the case among Akhuryan community citizens.

They do not really think that political offices are for anybody. That could depend either on the relatively low social consideration local politicians get from the people or from a sense of inadequacy: being a local politician is up to those who are experienced to do it. Anyway, that could threaten the sense of ownership and shared responsibility about the common good and push citizens to be more and more demanding customers rather than active problem solvers.

Finally, it is to be considered that the relation between citizens and public institution takes also the form of tax payment. Of course, paying taxes is a sacrifice of individual interest in view of the common good. High tax evasion is

a demonstration of free riding, and it can convince more and more citizens not to pay taxes as they should. So, a specific question on perceived tax evasion in Akhuryan community (Q10_3) was put in the questionnaire. Responses show some doubts about the fact that all citizens pay local taxes and fees as they should: that is always and anywhere a sensitive issue.

A relevant number of Akhuryan consolidated community residents do not pay local taxes and fees as they should.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	20	3,3	3,7	3,7
	Disagree	148	24,3	27,2	30,9
	Neither agree nor disagree	132	21,6	24,3	55,1
	Agree	219	35,9	40,3	95,4
	Strongly agree	25	4,1	4,6	100,0
	Total	544	89,2	100,0	
Missing	Don't Know/Refuse to Answer	66	10,8		
Total		610	100,0		

In data reduction chapters some items were selected as proxy measures of "Relationship with public institutions". We use them to detect meaningful differences considering income, settlement of residence, gender and age.

Household income makes a significant difference specifically in how people perceive political roles' attractiveness and officials' fairness. People with very low income ("*We do not have enough money even for food*") tend to be quite attracted by political roles (mean=3.34). People in the following categories show a lower attraction, apart from the richest ones ("*We can afford anything we want including an apartment or a country house*" – mean=3.71).

Perceived officials' fairness follows a more linear path: the lower the income, the higher the perception that officials are not fair, and they are much more worried of their personal interest than of the public good.

A similar trend is found in the perception of citizens' fairness in paying local taxes and fees: respondents with lower income are convinced that a significant number of residents do not pay as they should.

On the opposite, the higher the income, the higher the perceived possibility of speaking up in the decision-making process. That is what emerges from item Q3, which asks to assess how much the political system allows people to have a say in the decision making process.

Poorer economic conditions determine a more critical attitude towards public institutions in many respects: they are perceived as distant, as ineffective, and as a place for élite who take care of their personal interests only.

Which best describes the combined income of your household? (optional)		I am interested in the activities of Akhuryan consolidated community	cSCALE_Political_participation	How much would you say the political system in our country allows people like you to have a say in the decision-making process at local level?	Being a local politician is a very interesting and attractive experience	I would be ready to run for the next local elections	People involved in local politics are mostly there for their personal interests rather than for the public good	A relevant number of Akhuryan consolidated community residents do not pay local taxes and fees as they should
We do not have enough money even for food	Mean	2.87	2.4757	2.86	3.54	1.81	4.03	3.33
	N	36	36	37	38	38	37	35
We have enough income for food, but have certain difficulties	Mean	2.56	-0.2845	2.20	2.67	1.72	5.90	3.17
	N	111	110	108	110	116	105	105
We have money for food and clothes; we can save some, but we do not have enough money to buy expensive things	Mean	2.84	2.3852	2.46	2.92	1.75	5.55	3.18
	N	126	119	120	119	125	116	114
We can afford some expensive things, like a car, but not an apartment or a country house	Mean	2.72	2.3217	2.80	3.05	2.02	5.20	3.04
	N	94	92	93	92	98	94	84
We can afford anything, we are not making an apartment or a country house	Mean	3.07	2.8786	2.57	3.71	1.84	5.00	2.38
	N	14	14	14	14	14	14	11
Total	Mean	2.74	2.3745	2.42	2.94	1.80	5.54	3.14
	N	583	573	572	573	593	566	529

ANOVA Table

			Sum of Squares	df	Mean Square	F	Sig.
I am interested in the activities of Akhuryan consolidated community. * Which best describes the combined income of your household? (optional)	Between Groups	(Combined)	5.904	4	1.476	1.175	.321
	Within Groups		725.985	578	1.256		
	Total		731.890	582			
cSCALE_Political_participation * Which best describes the combined income of your household? (optional)	Between Groups	(Combined)	6.868	4	1.717	2.462	.044
	Within Groups		396.085	568	.697		
	Total		402.953	572			
How much would you say the political system in our country allows people like you to have a say in the decision-making process at local level? * Which best describes the combined income of your household? (optional)	Between Groups	(Combined)	16.065	4	4.016	3.073	.016
	Within Groups		741.074	567	1.307		
	Total		757.138	571			
Being a local politician is a very interesting and attractive experience. * Which best describes the combined income of your household? (optional)	Between Groups	(Combined)	23.258	4	5.815	4.700	<.001
	Within Groups		702.724	568	1.237		
	Total		725.983	572			
I would be ready to run for the next local elections. * Which best describes the combined income of your household? (optional)	Between Groups	(Combined)	7.311	4	1.828	1.920	.106
	Within Groups		559.809	588	.952		
	Total		567.120	592			
People involved in local politics are mostly there for their personal interests rather than for the public good. * Which best describes the combined income of your household? (optional)	Between Groups	(Combined)	21.037	4	5.259	5.462	<.001
	Within Groups		540.152	561	.963		
	Total		561.189	565			
A relevant number of Akhuryan consolidated community residents do not pay local taxes and fees as they should. * Which best describes the combined income of your household? (optional)	Between Groups	(Combined)	8.868	4	2.217	2.277	.060
	Within Groups		510.059	524	.973		
	Total		518.926	528			

Settlement of residence plays a role in some of the sub-dimensions of "relationship with public institutions". It has been already underlined that residents in smaller and peripheral settlements (Strata 3) are much more interested in the activities of Akhuryan consolidated community. But they also

perceive wider possibilities to "have a say" in the decision-making process and they seem to consider more attentively the possibility to run for a local political office. Such an activism goes along with a perceived sense of injustice about taxes and fees payment: they are convinced that a relevant number of residents do not pay local taxes as they should.

Sample according to Strata		I am interested in the activities of Akhuryan consolidated community.	cSCALE_Political_participation	How much would you say the political system in our country allows people like you to have a say in the decision-making process at local level?	Being a local politician is a very interesting and attractive experience.	I would be ready to run for the next local elections.	People involved in local politics are mostly there for their personal interests rather than for the public good.	A relevant number of Akhuryan consolidated community residents do not pay local taxes and fees as they should.
Strata 1	Mean	2.64	2.4253	2.47	1.95	1.91	1.44	2.99
	N	195	194	196	194	200	195	175
Strata 2	Mean	2.67	3.3398	2.28	1.87	1.77	1.27	3.19
	N	288	285	274	285	293	277	267
Strata 3	Mean	3.16	2.3136	2.66	2.03	1.59	1.32	3.30
	N	115	110	116	110	116	110	102
Total	Mean	2.75	2.3582	2.42	1.93	1.78	1.33	3.15
	N	598	589	586	589	609	580	544

ANOVA Table

		Sum of Squares	df	Mean Square	F	Sig.
I am interested in the activities of Akhuryan consolidated community. * Sample according to Strata	Between Groups (Combined)	23.377	2	11.688	9.398	<.001
	Within Groups	739.995	595	1.244		
	Total	763.371	597			
cSCALE_Political_participation * Sample according to Strata	Between Groups (Combined)	1.320	2	.660	.934	.393
	Within Groups	414.092	586	.707		
	Total	415.413	588			
How much would you say the political system in our country allows people like you to have a say in the decision-making process at local level? * Sample according to Strata	Between Groups (Combined)	13.050	2	6.525	4.994	.007
	Within Groups	761.680	583	1.306		
	Total	774.730	585			
Being a local politician is a very interesting and attractive experience. * Sample according to Strata	Between Groups (Combined)	2.164	2	1.082	.841	.432
	Within Groups	753.697	586	1.286		
	Total	755.861	588			
I would be ready to run for the next local elections. * Sample according to Strata	Between Groups (Combined)	7.488	2	3.744	3.991	.019
	Within Groups	568.466	606	.938		
	Total	575.954	608			
People involved in local politics are mostly there for their personal interests rather than for the public good. * Sample according to Strata	Between Groups (Combined)	3.242	2	1.621	1.614	.200
	Within Groups	579.535	577	1.004		
	Total	582.778	579			
A relevant number of Akhuryan consolidated community residents do not pay local taxes and fees as they should. * Sample according to Strata	Between Groups (Combined)	7.108	2	3.554	3.643	.027
	Within Groups	527.831	541	.976		
	Total	534.939	543			

Table 42: ANOVA of proxy measures of "Relationship with public institutions" according to settlements.

Gender does not play a great role in the assessment of "relationship with public institutions". Meaningful differences between men and women refer to the perceived attractiveness of local political offices (being a local politician is considered an interesting experience more by women than men) and to the perceived fairness of citizens in paying local taxes (women are more pessimistic about citizens' fairness).

Gender		I am interested in the activities of Akhuryan consolidated community	cSCALE_Political_participation	How much would you say the political system in our country allows people like you to have a say in the decision-making process at local level?	Being a local politician is a very interesting and attractive experience.	I would be ready to run for the next local elections.	People involved in local politics are mostly there for their personal interests rather than for the public good.	A relevant number of Akhuryan consolidated community residents do not pay local taxes and fees as they should.
Female	Mean	2,75	2,3886	2,45	2,99	1,78	3,31	3,20
	N	424	422	415	422	432	410	383
Male	Mean	2,76	2,2814	2,35	2,78	1,79	3,38	3,03
	N	174	167	171	167	177	170	161
Total	Mean	2,75	2,3582	2,42	2,93	1,78	3,33	3,15
	N	598	589	586	589	609	580	544

ANOVA Table

			Sum of Squares	df	Mean Square	F	Sig.
I am interested in the activities of Akhuryan consolidated community * Gender	Between Groups	(Combined)	,009	1	,009	,007	,935
	Within Groups		763,362	596	1,281		
	Total		763,371	597			
cSCALE_Political_participation * Gender	Between Groups	(Combined)	1,375	1	1,375	1,949	,163
	Within Groups		414,038	587	,705		
	Total		415,413	588			
How much would you say the political system in our country allows people like you to have a say in the decision-making process at local level? * Gender	Between Groups	(Combined)	1,147	1	1,147	,866	,353
	Within Groups		773,584	584	1,325		
	Total		774,730	585			
Being a local politician is a very interesting and attractive experience. * Gender	Between Groups	(Combined)	5,144	1	5,144	4,022	,045
	Within Groups		750,717	587	1,279		
	Total		755,861	588			
I would be ready to run for the next local elections. * Gender	Between Groups	(Combined)	,003	1	,003	,004	,952
	Within Groups		575,951	607	,949		
	Total		575,954	608			
People involved in local politics are mostly there for their personal interests rather than for the public good. * Gender	Between Groups	(Combined)	,460	1	,460	,456	,500
	Within Groups		582,318	578	1,007		
	Total		582,778	579			
A relevant number of Akhuryan consolidated community residents do not pay local taxes and fees as they should. * Gender	Between Groups	(Combined)	3,176	1	3,176	3,237	,073
	Within Groups		531,764	542	,981		
	Total		534,939	543			

The only (nearly) significant influence of age on the assessment of "relationship with public institutions" refers to the perceived fairness of public officials: younger respondents seem to be more optimistic than older ones.

Age_grouped		I am interested in the activities of Akhuryan consolidated community.	cSCALE_Political participation	How much would you say the political system in our country allows people like you to have a say in the decision-making process at local level?	Being a local politician is a very interesting and attractive experience.	I would be ready to run for the next local election.	People involved in local politics are mostly there for their personal interests rather than for the public good.	A relevant number of Akhuryan consolidated community residents do not pay local taxes and fees as they should.
<20	Mean	2.95	2.2500	2.45	2.73	1.77	1.00	1.10
	N	22	22	22	22	22	21	21
20-29	Mean	2.68	2.2125	2.48	2.88	1.95	1.03	1.27
	N	40	40	40	40	40	39	30
30-39	Mean	3.02	2.4325	2.30	3.00	1.69	1.26	1.18
	N	100	98	98	96	99	96	85
40-49	Mean	2.80	2.3253	2.52	2.53	1.70	3.49	3.05
	N	86	83	86	83	87	81	82
50-59	Mean	2.68	2.3824	2.50	2.57	1.78	3.24	3.12
	N	118	119	111	119	122	114	112
60-69	Mean	2.70	2.3494	2.30	2.89	1.79	3.44	3.24
	N	158	156	155	156	183	155	153
70+	Mean	2.54	2.3556	2.35	3.01	1.64	3.43	3.05
	N	74	72	73	73	76	73	61
Total	Mean	2.75	2.3582	2.42	2.83	1.78	3.31	3.15
	N	198	589	586	589	609	580	544

ANOVA Table

		Sum of Squares	df	Mean Square	F	Sig.
I am interested in the activities of Akhuryan consolidated community. * Age_grouped	Between Groups (Combined)	11.882	6	2.147	1.691	.121
	Within Groups	750.489	591	1.270		
	Total	761.371	597			
cSCALE_Political participation * Age_grouped	Between Groups (Combined)	1.077	6	.179	.252	.958
	Within Groups	414.336	582	.712		
	Total	415.413	588			
How much would you say the political system in our country allows people like you to have a say in the decision-making process at local level? * Age_grouped	Between Groups (Combined)	1.577	6	.396	.448	.847
	Within Groups	773.154	579	1.332		
	Total	774.730	585			
Being a local politician is a very interesting and attractive experience. * Age_grouped	Between Groups (Combined)	5.139	6	.856	.664	.679
	Within Groups	750.722	582	1.290		
	Total	755.861	588			
I would be ready to run for the next local elections. * Age_grouped	Between Groups (Combined)	4.266	6	.711	.749	.611
	Within Groups	571.688	602	.950		
	Total	575.954	608			
People involved in local politics are mostly there for their personal interests rather than for the public good. * Age_grouped	Between Groups (Combined)	11.141	6	2.023	2.032	.060
	Within Groups	570.637	573	.996		
	Total	581.778	579			
A relevant number of Akhuryan consolidated community residents do not pay local taxes and fees as they should. * Age_grouped	Between Groups (Combined)	3.232	6	.539	.544	.775
	Within Groups	531.707	537	.990		
	Total	534.939	543			

Relationship with congestion problems

The community's ability to solve common problems (in broader terms, "congestions problems" as those coming from the fact that many people live close together in a community) depends both on citizens responsible behaviors and public services effectiveness. Both responsible behaviors and service effectiveness were inquired in the survey

As said, the cleanliness of the community is recognized as a good example of "congestion problem", closer to respondents' everyday experience.

On the side of civic behaviors, there is a generally positive assessment of citizens: they are respectful of public spaces and take care of them (Q6_1); they have very respectful behavior towards the environment (Q12_2) and generally they respect the rules (Q10_2).

Responses range from 1 ("*Strongly disagree*") to 5 ("*Strongly agree*") and in the table such variables are intended as interval ones, so means and standard deviation are calculated.

Table 45: Descriptive analysis of Q6_1, Q12_2, and Q10_2

	N	Minimum	Maximum	Mean	Std. Deviation
Most people in my community are respectful of public spaces and take care of them.	592	1	5	3,66	,764
Most of the people in Akhuryan consolidated community respect the rules.	577	1	5	3,55	,789
People in Akhuryan consolidated community have very respectful behaviour towards the environment (energy/water saving, waste sorting, etc.)	592	1	5	3,57	,858
Valid N (listwise)	551				

On the side of public services effectiveness, a specific question referred to cleanliness. It was asked if "*Municipal services are sufficient to keep Akhuryan consolidated community clean*".

Even in this case, the overall assessment is positive, with a mean of 3.56

Table 46: Descriptive analysis of Q6_2

	N	Minimum	Maximum	Mean	Std. Deviation
Municipal services are sufficient to keep Akhuryan consolidated community clean.	596	1	5	3,56	,888
Valid N (listwise)	596				

A satisfaction assessment on different services and on key environmental elements, such as water and air, was conducted through Q11.

Table 47: Descriptive analysis of Q11

In the area where you live, can you please rate if you are satisfied or dissatisfied with the quality of the following ?

		The public transportatio n	The roads and highways	The quality of education	The quality of air	The quality of water	The quality of health care	The quality of housing
N	Valid	524	607	557	606	606	590	607
	Missing	86	3	53	4	4	20	3
Mean		2,64	2,95	3,79	4,01	4,13	3,79	3,77
Median		2,00	3,00	4,00	4,00	4,00	4,00	4,00
Mode		1	4	4	4	4	4	4
Std. Deviation		1,474	1,292	,877	,790	,865	,865	,864
Skewness		,124	-,298	-1,220	-1,281	-1,352	-1,172	-1,300
Std. Error of Skewness		,107	,099	,104	,099	,099	,101	,099

Results show a full satisfaction for the quality of air and water: the local environment is not perceived to be threatened by pollution coming from human activities. Among public services, education and healthcare are clearly appreciated by people. The quality of housing is also assessed positively. On

the other hand, public transportation, and mobility infrastructures, such as road and highways, are criticized by a relevant number of respondents. Moreover, the big number of missing ("*Not applicable*") cases also suggests that there is no public transportation for some of the settlements.

There is the expectation that public authorities do more for assuring an acceptable level of infrastructures. Of course, that must deal with resources constraints, and it is not easy to balance expectations with actual feasibility conditions.

Care of the community

As said in the chapter on data reduction a specific scale for measuring the overall "*Care of the community*" was built up. It regroups the following items:

Subscale-Care of the community

Q6_1	Most people in my community are respectful of public spaces and take care of them.
Q6_2	Municipal services are sufficient to keep Akhuryan consolidated community clean.
Q10_2	Most of the people in Akhuryan consolidated community respect the rules.
Q12_2	People in Akhuryan consolidated community have very respectful behavior towards the environment (energy/water saving, waste sorting, etc.)

As usual, we use the scale for making comparisons among different categories of respondents.

It is firstly to note the significance of differences according to age. Younger people express lower judgements about the "*Care of the community*", so expressing lower satisfaction for the way congestions problems are dealt with in the community.

Table 48: ANOVA of "Care of the community" according to age

cSubSCALE_Care_of_community

Age_grouped	Mean	N	Std. Deviation
<20	3,3523	22	,62516
20-29	3,5724	38	,58676
30-39	3,4894	94	,66084
40-49	3,5120	83	,63427
50-59	3,5991	106	,54846
60-69	3,7000	135	,54619
70+	3,6615	65	,56498
Total	3,5875	543	,59397

ANOVA Table

			Sum of Squares	df	Mean Square	F	Sig.
cSubSCALE_Care_of_community * Age_grouped	Between Groups	(Combined)	4,683	6	,780	2,243	,038
	Within Groups		186,537	536	,348		
	Total		191,220	542			

Respondents who are employed in a paid job in public sector (state school, hospital, local government, etc.) appear to be more critical about the "*Care of the community*". That can depend on their professional focus, that brings them to expect more and more both from public service effectiveness and from

responsible behaviors from the citizens. It could evidence their commitment for the job.

cSubSCALE_Care_of_community

Which better describes your main occupation?	Mean	N	Std. Deviation
Other	3,0833	3	,87797
I am employed in a private firm	3,7054	28	,48138
I am employed in a paid job in a non-governmental organisation	3,8333	3	,14434
I am employed in a paid job in public sector (state school, hospital, local government body, etc.)	3,3587	69	,65932
I am employed in a unpaid job in public sector (state school, hospital, local government body, etc.)	3,6250	2	,53033
I am a student/pupil	3,3875	20	,66627
I am retired	3,6815	124	,55705
I am unemployed	3,5569	211	,60874
I am engaged in agribusiness	3,7442	43	,50441
I am a housemaker	3,7188	40	,49739
Total	3,5875	543	,59397

ANOVA Table

		Sum of Squares	df	Mean Square	F	Sig.
cSubSCALE_Care_of_community * Which better describes your main occupation?	Between Groups (Combined)	8,785	9	,976	2,852	,003
	Within Groups	182,435	533	,342		
	Total	191,220	542			

Interesting differences about the perceived "*Care of the community*" depend on the settlement of residence. People from smaller and peripheral settlements show to be more satisfied about the care of the community than residents in bigger settlements. For sure, they experience a more direct relation with the environment, and they feel more directly engaged in taking care of it. It can be understandable that they are more satisfied about a goal on which they are more directly involved.

cSubSCALE_Care_of_community

Sample according to Strata	Mean	N	Std. Deviation
Strata 1	3,4861	180	,67720
Strata 2	3,5941	263	,55252
Strata 3	3,7525	100	,49810
Total	3,5875	543	,59397

ANOVA Table

		Sum of Squares	df	Mean Square	F	Sig.
cSubSCALE_Care_of_community * Sample according to Strata	Between Groups (Combined)	4,584	2	2,292	6,632	,001
	Within Groups	186,636	540	,346		
	Total	191,220	542			

Even education determines quite different views on the state of the art of "*Care of the community*". The higher the level of education, the lower the satisfaction. It seems expectations grow with education. Evidently, there is a risk of alienation from the community for those with higher education; but they are also very relevant resources for future development and so their dissatisfaction needs to be carefully considered.

Table 51: ANOVA of
"Care of the community"
according to education

cSubSCALE_Care_of_community

Education in 3 groups	Mean	N	Std. Deviation
Primary or lower	3,7500	11	,62249
Secondary or vocational	3,6418	409	,54436
Higher (also to be completed)	3,3923	123	,70281
Total	3,5875	543	,59397

ANOVA Table

			Sum of Squares	df	Mean Square	F	Sig.
cSubSCALE_Care_of_community * Education in 3 groups	Between Groups	(Combined)	6,185	2	3,092	9,024	<,001
	Within Groups		185,035	540	,343		
	Total		191,220	542			

Finally, it is worth mentioning that no meaningful differences are determined by gender or income. Such variables seem not to play a big role in the assessment of the "relationship with congestion problems area".

A second sub-dimension in the area of "relationship with congestion problems" concerns satisfaction with local public services.

A relevant item is Q5_4 "*I am satisfied with services provided by Akhuryan consolidated community*". Satisfaction is generally quite high. Some relevant differences relate to Strata. It seems people from Strata 2 are far less satisfied than both Strata 1 and, maybe surprisingly, than Strata 3.

I am satisfied with services provided by Akhuryan

Sample according to Strata	Mean	N
Strata 1	3,44	195
Strata 2	3,17	286
Strata 3	3,41	114
Total	3,30	595

ANOVA Table

			Sum of Squares	df	Mean Square	F	Sig.
I am satisfied with services provided by Akhuryan consolidated community * Sample according to Strata	Between Groups	(Combined)	10,031	2	5,015	4,643	,010
	Within Groups		639,510	592	1,080		
	Total		649,545	594			

5.3. WHICH RELATIONSHIP AREAS DETERMINE MOST OF THE OVERALL SATISFACTION OF LIVING IN ACKHURYAN COMMUNITY?

The sense of citizenship is intimately connected with the satisfaction of living in a certain community and feeling part of it. A community lives in a specific territory, and shapes it with buildings, agricultural works, infrastructures, etc. It contributes to the beauty of the landscape and of the physical space, which become the most visible representations of the spirit of the community.

A community is, a group of people, so relations with other members are crucial.

A community also lives thanks to its institutions, more prominently public ones: the way they work and the consideration (positive or negative) they get from

citizens mirrors the community ability to perform well, for instance in assuring order and preventing congestions problems. That counts for a relevant share of how proud people are of being member of the community.

What is more relevant in determining satisfaction with living in the community? Is it the beauty of the place, the quality of relations with others, the engagement with public institutions, or the capacity to solve congestions problems together? In other words, which of the 4 relationship areas defined above is perceived as most relevant in determining satisfaction of living in the community?

To get an answer to these questions, it is worth analyzing both single meaningful items and the factors (latent variables) identified in the data reduction chapter and considered as proxy measures.

Q5_1 offers a good starting point. It asks about happiness of living in Akhuryan consolidated community. So, it can be considered as a good proxy of the overall satisfaction and proudness of being part of the community.

Data show an overall high level of happiness: 62% of respondents agree and nearly 19% strongly agree with the statement that they are happy of living in Akhurian community. If we consider the variable as an interval one, mean is 3.88 and standard deviation is 0.865.

Table 53: Frequency distribution of Q5_1

I am happy that I live in Akhuryan consolidated community.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	15	2,5	2,5	2,5
	Disagree	38	6,2	6,3	8,7
	Neither agree nor disagree	62	10,2	10,2	18,9
	Agree	379	62,1	62,4	81,4
	Strongly agree	113	18,5	18,6	100,0
	Total	607	99,5	100,0	
Missing	Don't Know/Refuse to Answer	3	,5		
Total		610	100.0		

Happiness and respondents categories

Calculating ANOVA for different predictor variables (age, education, gender, etc.) for Q5_1 and Q5_2 ("*I would like to move from Akhuryan consolidated community to another community, if I had an opportunity*"), it comes out that:

- those born in the settlement are happier of living there (mean=4) and they are less oriented to move to another community (mean=1.9), if they had the opportunity to do it, compared to those who were not born there (respectively 3.7 and 2.2) (significance <0.001)
- females are relatively more open to move to another community (2.1) than males (1.82) (significance <0.001); it is to be underlined that 93% of those who were not born in the settlement are women, so there is an overlap between "gender" and "birthplace";
- the richer the household, the happier is living in Akhuryan consolidated community (significance <0.01).

Happiness and community features

A first analysis of what determines level of happiness in living in Akhuryan community considers:

Q5_3   "I appreciate the people who live in Akhuryan Community",

Q5_5 "I am interested in the activities of Akhuryan consolidated community".

Such items tell something about the "relation with others", the "relation with local public institutions", and the "relation with congestion problems". It would be interesting to understand how relevant they are on being happy in the community. If they are not relevant, the variables should be independent: in other words, no correlation should be found between the variable of happiness (Q5_1 "*I am happy that I live in Akhuryan consolidated community*") and the others.

Pearson's r is the generally used measure of correlation and in the table below bivariate correlations are calculated. Pearson's r ranges from -1 to +1. If r =0 no correlation is detected between the variables. The signs "–" and "+" talk about the direction of the correlation. "-" indicates that if the value of one variable grows the value of the other decreases: there is an inverse correlation.

Table 54: Bivariate correlations between Q5_1 and respectively Q5_3, Q5_4, Q5_5

				Statistic		
Variable	Variable2	Correlation	Count	Lower C.I.	Upper C.I.	r2
Q5_1	Q5_3	.333	605	.260	.402	11%
	Q5_4	.299	593	.224	.371	9%
	Q5_5	.222	596	.144	.297	5%

Missing value handling: PAIRWISE, EXCLUDE. C.I. Level: 95.0

Data shows meaningful correlations. Q5_3 "*I appreciate the people who live in Akhuryan community*" appears to be the most correlated item with Q5_1. Appreciation for the people who live in the community has much to do with happiness of living there, even more than the quality of public services (Q5_4 "*I am satisfied with services provided by Akhuryan consolidated community*"). Even the interest about Akhuryan consolidated community activities is in some way linked to happiness (r=0.222).

If r is squared, a useful information can be obtained. Pearson's r^2 measures how much variance two variables have in common. Said differently, it tells how much the value of one variable can predict the value of the other. In this sense, it can be taken as a measure of how much important that variable is for determining the other (and vice versa).

So Q5_3 is 11% relevant for happiness of living in Akhurian community, Q5_4 9% and Q5_5 is 5%.

Adopting the same approach, it is interesting to calculate how much important are for happiness the other proxy measures of the 4 relationship areas described above. It is worth noting that r^2 is calculated based on responses from actual Akhuryan citizens, so it talks much about how they look at their community, which features of the community are weighted most in the evaluation of happiness. In that sense r^2 is a measure of "perceived relevance" by Akhuryan citizens.

So, the question is: how much important are the 4 relationship areas, according to Akhuryan citizens, in determining their happiness of living in the community?

The following measures are considered:

RELATIONSHIP AREA	PROXY MEASURE
RELATIONSHIP WITH PUBLIC SPACE	*Beauty* • SubSCALE_Beauty

RELATIONSHIP WITH OTHERS	*General appreciation of people* • Q5.3 "I appreciate the people who live in Akhuryan consolidated community" *Other's reliability* • SubSCALE_Other's reliability
RELATIONSHIP WITH PUBLIC INSTITUTIONS	*Interest in local policy* • Q5_5 "I am interested in the activities of Akhuryan consolidated community" *Political participation* • SCALE "Political participation" *Perceived officials' fairness* • Q10_7 "People involved in local politics are mostly there for their personal interests rather than for the public good." *Tax payment* • Q10_3 "A relevant number of Akhuryan consolidated community residents don't pay local taxes and fees as they should"
RELATIONSHIP WITH CONGESTION PROBLEMS	*Satisfaction with local services* • Q5_4 "I am satisfied with services provided by Akhuryan consolidated community" *Care of the community* • SubSCALE_Care of the community

Also, correlations and bivariate regressions between Q5_1 ("*I am happy to live in Akhuryan consolidated community*") and different scales, subscales and items were calculated.

Table 55: Bivariate correlations between Q5_1 and selection of sub-scales and items

Variable	Variable2	Correlation	Count	Statistic Lower C.I.	Upper C.I.	r2
Q5_1	cSubSCALE_Beauty	,290	575	,213	,363	8%
	Q5_3	,333	603	,260	,402	11%
	cSubSCALE_Others_reliability	,313	548	,235	,387	10%
	Q5_5	,222	596	,144	,297	5%
	cSCALE_Political_participation	,078	563	-,005	,160	0%
	Q10_7	-,133	577	-,212	-,052	2%
	Q10_3	,057	543	-,027	,140	0%
	Q5_4	,299	593	,224	,371	5%
	cSubSCALE_Care_of_community	,205	542	,123	,284	4%

Missing value handling: PAIRWISE, EXCLUDE. C.I. Level: 95.0

The sub-scale "*Beauty*", here considered as proxy measure of the area "Relationship with public space" shows a moderate correlation with happiness. Pearson's r^2 is 8%. So, the physical appearance of the community, in terms of landscape, built and natural environment, plays a quite relevant role in the evaluation of how much happy people are of living in the community.

The sub scale "*Others' reliability*" shows a meaningful correlation with happiness and, considering r^2, it can be said that it is weighted 10% in determining happiness of Akhuryan citizens about living in the community. It is confirmed that appreciation for others (also expressed in Q5_3) is the relatively most important factor for happiness. That means, that "Relationship with others" is the relatively most important area for determining happiness of today Akhuryan citizens.

A lower but still not negligible role is played by the "relationship with public institutions" area. While "*Political participation*" is not at all recognized as a source of happiness for living in the community, a greater impact is showed by interest in the activities of Akhuryan consolidated community (Q5-5) with a r^2 of 5% and by Q10_7 "*People involved in local politics are mostly there for their personal interests, rather than for the public good*", with $r^2=2\%$. Of course, Q10_7 is negatively related with happiness: a perceived low fairness of public officials decreases the level of happiness.

At the opposite, citizens' fairness, in terms of payment of local taxes and fees as they should, is not perceived as important for happily living in the community.

Finally, the relationship with congestion problems, measured by the sub-scale "*Care of the community*" is weighted with a 4% in terms of importance for happiness. It is to be remembered that "*Care of the community*" is considered as a result of both good local services and civic behaviors adopted by citizens. The other sub-dimension of "*Satisfaction with local services*", measured by Q5_4, as said above counts for a 5% in happiness determination.

In conclusion, it is worth spending some time also comparing happiness of living in the community with the "*Sense of citizenship - without political activity*" scale.

Variable	Variable2	Correlation	Count	Statistic Lower C.I.	Upper C.I.	r2
Q5_1	cSCALE_Sense_citizenship_no_pol	,322	481	,240	,400	10%

Missing value handling: PAIRWISE. EXCLUDE. C.I. Level: 95.0

The scale "*Sense of citizenship*" is a comprehensive measure. As stated at the beginning of this chapter, there is an intimate connection between the sense of citizenship and the satisfaction of living in a certain community and feeling part of it.

Pearson's r, as a correlation measure, can give a quantitative assessment of such connection. It comes out that there is an overlap of 10% between the two variables. Such percentage is eloquent, but it can even grow, as perceived relevance of factors which determine happiness changes over time according to changes of views, values, and perspective in the local culture.

One good example could be "*Political participation*". Data talk about a complete independence of "*Political participation*" from happiness: r^2 scores 0%. But maybe in the future people will recognize that a relevant source of happiness of living in the community lies in the possibility to actively shaping community

development through a direct participation in local governing bodies. Direct political participation is expected to strengthen the sense of ownership towards the community. A stronger sense of ownership can make people happier of living in that community.

5.4. WHICH RELATIONSHIPS SHOULD BE IMPROVED?

Proxy measures identified above can be used for calculating an overall score for each of the 4 relationship areas that articulate the sense of citizenship in the community.

Assuming that all 4 areas are equally important for determining the sense of citizenship and that all of them should strive to the best assessment possible, the score should allow to easily find out which areas is closer to the goal and which is farer.

As said, proxy measures are the following:

RELATIONSHIP AREA	PROXY MEASURE
RELATIONSHIP WITH PUBLIC SPACE	*Beauty* • SubSCALE_Beauty
RELATIONSHIP WITH OTHERS	*General appreciation of people* • Q5.3 "I appreciate the people who live in Akhuryan consolidated community" *Other's reliability* • SubSCALE_Other's reliability
RELATIONSHIP WITH PUBLIC INSTITUTIONS	*Interest in local policy* • Q5_5 "I am interested in the activities of Akhuryan consolidated community" *Political participation* • SCALE "Political participation" *Perceived officials' fairness* • Q10_7 "People involved in local politics are mostly there for their personal interests rather than for the public good" *Tax payment* • Q10_3 "A relevant number of Akhuryan consolidated community residents don't pay local taxes and fees as they should"
RELATIONSHIP WITH CONGESTION PROBLEMS	*Satisfaction with local services* • Q5_4 "I am satisfied with services provided by

	Akhuryan consolidated community" *Care of the community* • SubSCALE_Care of the community

Each sub-dimension is associated with scales and specific items. Means of related items are considered and average values are calculated for each relationship area. Then, means are translated into a 100-points scale simply considering their proportion of the maximum value of 5.0.

In the table below scores emerging from the dataset are reported.

It is confirmed that "relationship with others" has the highest assessment rate, followed by "relationship with public space". For these dimensions an attentive maintenance could represent the future strategy in the community.

"Relationship with congestion problems" follows, some points lower than "Relationship with the public space". It can be useful to better measure and report to the citizens data about service quality and effectiveness: that could help improving the perception of the difficulties met in providing services and dealing with congestion problems and stimulating a stronger sense of individual responsibility.

More room for improvement can be found in the area of "relationship with public institutions". Low level of interest for Akhuryan consolidated community activities is confirmed by the low consideration of the possibility to be actively involved in local politics. Political participation appears to be the sub-dimension with the lowest score. That suggests pursuing the goal of making citizens more engaged in local public institution activities, especially in terms of participation to decision-making and active involvement in self-government bodies.

Moreover, the general consideration of officials' fairness towards the public good is not extremely high, as well as citizens' fairness. Some disclosures even on these sides could help aligning "perceptions" with real data.

Scores about sub-dimensions and relationship areas can be combined by calculating simple means. They compose a so called "Citizenship Index" that is expected to easily communicate the state of the art of perceived sense of citizenship within the community.

It can also be interpreted as a sort of common assessment framework. In that sense it would be useful to ask to specific target groups (e.g., local politicians, young local leaders, etc.) to answer the questionnaire and to compare their Citizenship Index scores with those reported here or coming from other groups. Differences in scores can help opening a public debate on the "why" question and listening more carefully to others' points of view.
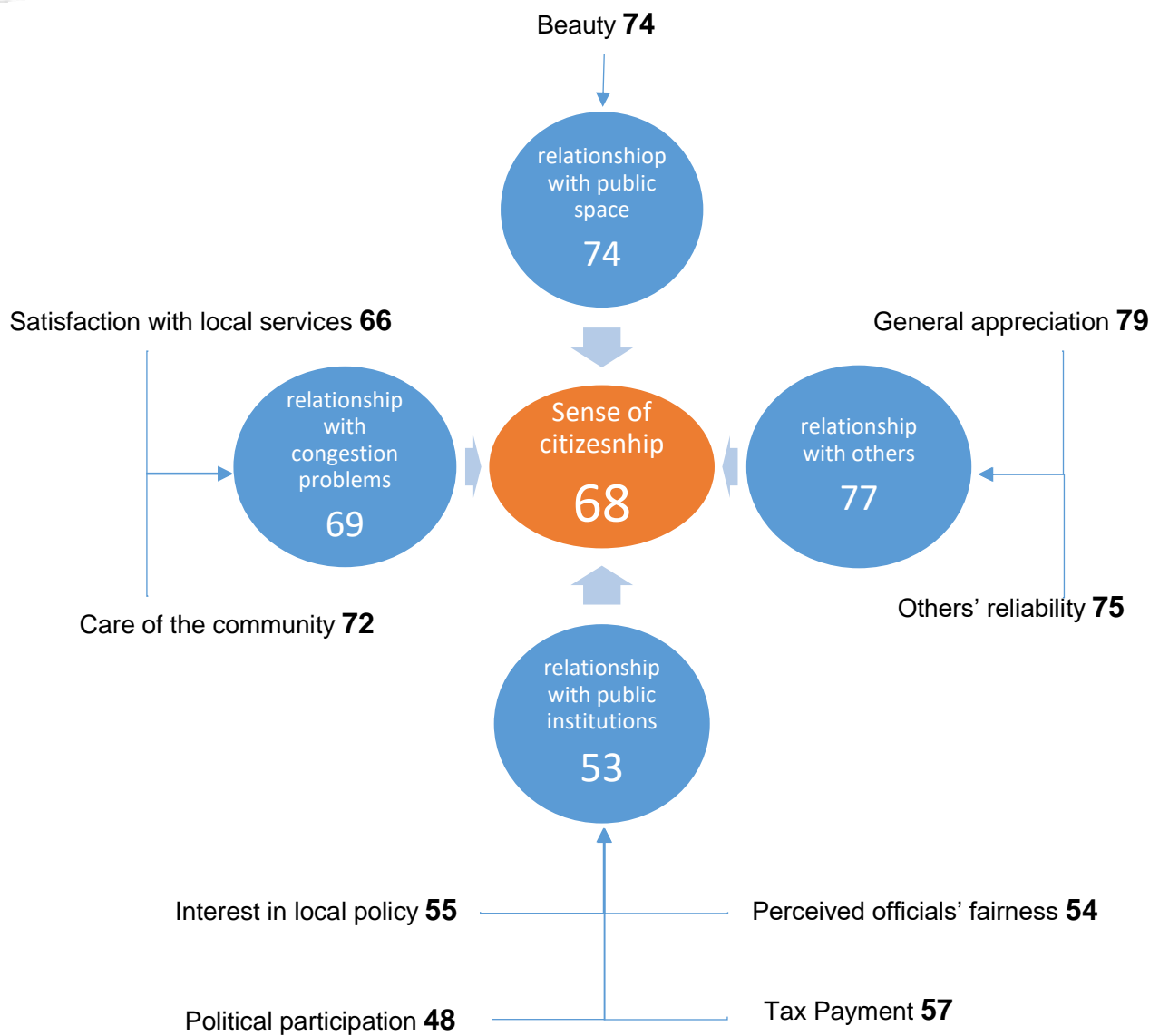
Beauty **74**

relationshiop with public space

74

Satisfaction with local services **66**

relationship with congestion problems

69

Care of the community **72**

General appreciation **79**

relationship with others

77

Others' reliability **75**

Sense of citizesnhip

68

relationship with public institutions

53

Interest in local policy **55**

Perceived officials' fairness **54**

Political participation **48**

Tax Payment **57**

Figure 5: Citizenship index score

Table 57: Citizenship Index scores

Relationship with the public space		3.70	74
Beauty		3.70	74
Q6_6	I consider Akhuryan consolidated community beautiful.		
Q6_4	If I were a tourist, I would be very pleased to have visited Akhuryan consolidated community.		

Relationship with others		3.87	77
General appreciation of people		3.97	79
Q5_3	I appreciate the people who live in Akhuryan Community		
Others' reliability		3.77	75
Q8_2	Generally speaking, I think that people in Akhuryan consolidated community are trustworthy.		
Q8_4	In Akhuryan consolidated community people are eager to volunteer for a good purpose.		
Q8_5	If a tourist were in trouble, he/she would immediately find help from the local people.		

Relationship with public institutions		2.67	53
Interest in local policy		2.75	55
Q5_5	I am interested in the activities of Akhuryan consolidated community		
Political participation		2.39	48
Q_3	How much would you say the political system in our country allows people like you to have a say in the decision-making process at local level?		
Q10_5	Being a local politician is a very interesting and attractive experience.		
Q10_6	I would be ready to run for the next local elections.		
Perceived officials' fairness		2.68	54
Q10_7 (rev)	People involved in local politics are mostly there for their personal interests rather than for the public good		
Tax Payment		2.85	57
Q10_3 (rev)	A relevant number of Akhuryan consolidated community residents don't pay local taxes and fees as they should.		

Relationship with congestion problems		3.44	69
Satisfaction with local services		3.30	66
Q5_4	I am satisfied with services provided by Akhuryan consolidated community.		
Care for the community		3.59	72
Q6_1	Most people in my community are respectful of public spaces and take care of them.		
Q6_2	Municipal services are sufficient to keep Akhuryan consolidated community clean.		
Q10_2	Most of the people in Akhuryan consolidated community respect the rules.		
Q12_2	People in Akhuryan consolidated community have very respectful behaviour towards the environment (energy/water saving, waste sorting, etc.)		

6. CONCLUSIONS AND RECOMMENDATIONS

People who live in and animate the community are the main resource for any kind of development, whether economic, social or institutional.

Building on this belief, it becomes immediately clear that the attachment, commitment and motivation with which community members take on the responsibility for the public good, for the care of the *res publica*, are fundamental. The sense of citizenship is meant to be the concept that brings together this attachment, commitment, and motivation.

But this very sense of citizenship varies over time, depending on the experiences citizens have and the lessons they learn from them. They get into practice in terms of patterns of behavior. Some of them have been reckoned by research. For instance, that is the case of conditional cooperation, according to which people tend to engage in cooperation depending on the degree of cooperation of other individuals (Urs Fischbacher, 2001).

This Citizenship Index Research aims to promote an assessment by the respondents - representative of the entire group of Akhuryan consolidated community members - of the status of the 4 significant relationship areas presented above. Ultimately, they were asked to give an assessment of the degree of cooperation they perceive within the community, just considering those 4 areas of experience.

From their responses, interesting insights can be obtained about their motivation and commitment to the community. This section of the report identifies the assets important to the members of Akhuryan consolidated community and summarizes the resources and potential the community possesses and may keep, sustain, and build upon. What is more, it points out the gaps consulting the involved stakeholders on the priority areas fundamental to local capacity strengthening and community development programming in Akhuryan. The sets of recommendations further discuss the sub-groups of local residents that have the potential to involve in more meaningful deliberation and local activities.

i. Good consideration of others as a key-resource in Akhuryan consolidate community

A first cue is that Akhuryan citizens have a very good opinion of other community members. This appears even more valuable when considering an overall low level of generalized trust: while they are very sceptical about trusting others, they feel that members of the consolidated community deserve special consideration, despite some significant reluctance about accepting the consolidation of smaller villages into one large municipality.

Beyond this, it is clearly reckoned that the satisfaction of living in this community depends largely on the quality of the people, on their fairness, on their willingness to help when needed, and on the respect for others that they show.

These findings confirm the conclusions of research mentioned in the first chapter of this report: the quality of relationships with others play a decisive role in making people happy. Data seems to confirm that a good opinion about others influences how happy people are of living in the community.

On the other hand, it is also confirmed that it is more difficult to perceive the benefit of relationships with others when economic conditions are such that the satisfaction of basic needs is at risk. Those in more critical economic situations tend to be more critical about others. When economic conditions are tough, it seems to be more difficult to cooperate.

Although no statistically significant trend can be recorded, at least it can be hypothetically stated that wealth may also not be a favorable condition for cooperation: in the sample, representatives with middle income demonstrated the highest value of consideration for others.

Looking ahead, the tendency on the part of younger people to be less willing to trust others is also not to be underestimated. This phenomenon is clearly highlighted by statistical data. Younger people seem to be much less willing to trust others than older people. This is certainly an aspect that needs to be investigated further.

ii.Respect and order as best evidence of a well-functioning community

Members of the community play an important role in making the community work, in ensuring conditions of orderly and fruitful coexistence. We have summarized such conditions in the ability to handle congestion problems: problems that can result from living together. Responses to the survey show that the assessment of this ability to live together is quite positive.

A strong association emerges between respect for rules, cleanliness and orderliness, and a commitment to preserving the environment. Respondents interpreted these aspects as facets of a single concept. Maintaining order internally, both in the sense of care and cleanliness of spaces and respect for rules, is the true test by which a community is measured. A good community is first and foremost an orderly, respectful, and efficient community.

Akhuryan citizens generally appear to believe that they live in a sufficiently orderly, respectful and efficient community. Rather, it is those with higher educational qualifications who show more critical evaluations. They seem to have higher expectations and ask for a greater commitment to making things work even better.

This could make Akhuryan residents with higher educational qualifications the key players in further local development. If properly involved, they could devote energy to pulling the community toward even better results.

Living in a well-ordered community is certainly more than appreciated. It is worth remembering, however, that in assessing what makes one happy to live in Akhuryan community, its weight is still lower than the general opinion about other members of the community. It might be inferred that if people are generally good and trustworthy, a well-ordered and clean community is rather a logical consequence.

iii.Beauty as a not forgettable citizenship condition

Some argue that beauty is too subjective a variable to be considered as politically relevant. Yet even the survey data seem to suggest otherwise.

First, there is a shared perception of whether the place where one lives is to be considered beautiful or ugly, beyond personal taste. Certainly, everyone has his or her own tastes about what is beautiful and what is to be considered ugly, but in a community, a shared belief develops whether the community

landscape is beautiful or not. It is true that the place where a person grew up and lives is by default considered beautiful, if only for emotional reasons. That is precisely why it should be taken as a serious source of concern when the perception of an ugly community prevails.

The urban landscape becomes the canvas on which the values that have taken hold in that community are imprinted. And when those values are perceived as negative, generally because they express a disregard for the common good in favor of someone's private good, a judgment of ugliness also emerges.

In the Akhuryan community, citizens' judgment is fortunately clearly oriented toward beauty. This attitude is a shared asset among Akhuryan residents that community development strategies and activities should sustain and build upon.

The relationship between the perception of beauty and the happiness of living in that community is relevant. Therefore, it is advisable to keep eyes wide open. It should be kept in mind that decisions affecting urban development, landscape preservation, new constructions, and the refurbishing of public spaces have a value beyond their immediate impact: they significantly reinforce or weaken the sense of citizenship.

iv. Political institutions far from personal experience

The relationship with public institutions seems to be the most delicate aspect of the sense of citizenship in Akhuryan community. Their proper functioning comes into play in determining the happiness of living in the community, so there is recognition that they are important. But it seems they are perceived as entities that cannot be acted upon except through elections.

Firstly, direct political engagement in the democratic bodies of the municipality is basically not taken into consideration. It is not clear on what factors it depends: whether on believing that common citizens do not have an actual chance of being elected, on not having an interest in that kind of activity, or on believing that only those who have the necessary skills can run for elections.

To exclude the possibility of having a direct role in democratic municipal bodies means to create a clear division between "we - the citizens" and "they - the politicians." This can have negative consequences. First, there is less understanding of the difficulties faced by policymakers. On the one hand, expectations raise about what public institutions should do. On the other hand, the difficulties to be faced when responding to the various citizens' needs are underestimated. For instance, the shortage of economic resources is generally not clearly perceived. Citizens put themselves in the shoes of demanding customers, rather than of joint managers of good governance. This can generate frustration and disaffection with institutions, and obvious consequences for the sense of citizenship. Without a proper empathy with public institutions, it is more difficult to engage in cooperation.

Municipal aggregation from this point of view is not a favorable condition, but rather, an additional risk. That is why additional attention should be paid, first by deepening the understanding of the situation. Then, it could be considered the possibility of activating more intense forms of participation, involvement, and engagement. That could be done through neighborhood assemblies, considering aggregated villages as neighborhoods, participatory budgeting, etc.

v. Women: a hidden resource to be exploited

Some rather surprising results emerged regarding women, some in a positive sense, others in a negative one.

Women represent the vast majority of those who were not born in the settlement where they live today. They have therefore more directly experienced the difficulties of adaptation and integration in a new settlement.

The significantly lower figures on perceived "*Others' reliability*", trust, fairness of both public officials and citizens denote some difficulties in integrating into the group of citizens.

On the other side, some signals depict a big potentiality for the future: for instance, women better recognize the value of a direct involvement in local politics. Moreover, they appear to be more equilibrate in their assessments about public officials and less prone to political polarizations.

It is worth questioning what could be done to make women, especially those who were not born there, feel more comfortable in the settlement by improving their sense of community ownership and even play a more active role in the community future development.

Women are a very important resource, not only for the things they can do, but also for the values they can spread. Research shows that there is big space for action: it is time to fill it.

vi. Direct engagement as a training ground for the sense of citizenship

In several analyses of the research, opinions shown by those living in the smallest and most peripheral villages appeared quite surprising. They might have been thought to have suffered the most because of the consolidation. They might have been considered as the people most at risk of disaffection in the newly aggregated community. It could have been said that, living far from the biggest settlements, they feel abandoned, and they show no interest in the consolidated community.

Instead, a very different picture emerges. Residents from the smaller and more peripheral villages appear to be those most open to political engagement, those most interested in the activities of the new aggregated municipality, those most satisfied with the results in terms of managing congestion problems, those most willing to trust others in general, but also to believe in public officials' fairness.

Of course, they are also critical of the way some things are going on. They are sceptical of the new self-governing authority, to which they have not yet fully adhered in terms of sense of belonging and identity. But they are also the ones most determined to help develop it directly. Their strong sense of identification and responsibility towards their village becomes an important resource for the new consolidated community.

Their profile contrasts with a significant portion of residents in bigger settlements, who feel connection neither to their settlement nor to Akhuryan consolidated community.

Maybe the more anonymous personal relationships, maybe the fewer direct calls to take active part into the community, have been bringing these people to feel a lower level of engagement and, therefore, a weaker sense of belonging.

This leads to two conclusions, one general and one operational. The first confirms that devoting themselves to the good of the community strengthens the sense of citizenship: the experience of those living in smaller settlements shows that these are effective gyms of citizenship. The second suggests thinking about direct interventions to engage people living in larger settlements. To build up smaller districts, which can re-create the typical conditions of smaller settlements, could be a hypothesis. They could become gyms of community engagement thanks to simple initiatives, close to daily life.

The report and its concluding section suggest evidence-based analysis and presentation of priority areas to focus on, rather than clear cut solutions and recipes on what should be done, how, and when. The best way to put in use the generalized insight of Akhuryan citizens is to take over the above listed concluding sub-topics and engage different stakeholders and their groups into a more in-depth discussions and tailoring solutions to the needs of their settlements and Akhuryan community at large.

The picture that emerges from this initial research is certainly positive with respect to the sense of citizenship perceived by the citizens of Akhuryan aggregate community. The evaluations expressed by citizens are high and suggest a good social capital at the disposal of the community. At the same time, it suggests many hints about what could be done to further strengthening the sense of citizenship.

As mentioned in the introduction to this report, the hope is that these results will stimulate a collective reflection on what more and better could be done to consolidate the motivation and commitment of Akhuryan citizens to promote meaningful development of their community.

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ANNEX A – Master data collection tool

Interviewer ID: (list of interviewers' names)

Settlement: (list of 35 settlement names)   **GIS coordinates: _____**

Household ID: _____

**Akhuryan consolidated community
Citizenship Index Survey. June 2023**

Hello, my name is _____ and I work for the UFSD-Armenia, an independent foundation. We conduct a research in the framework of the CapSLoc for consolidated Akhuryan community Project. The project aims at strengthening locally-led development in consolidated communities in Armenia. Your household has been randomly selected for this study. The survey is anonymous. Your responses will be merged with those of many other respondents and will become a part of a dataset. Nothing you say during the interview will be attributed to your name, your exact address/settlement or phone number. Today I would like to ask your opinion about several issues important for Akhuryan consolidated community and your counterparts. This will take less than 10-15 minutes for each adult member at your household available to take part in the Survey. May I begin?

Attempt to enter a household and informed consent
1. HH agrees to participate in the interview
2. Nobody home / Nobody opened the door
3. No adult member of the HH was at home
4. HH didn't know the questionnaire language
5. Dwelling is not accessible
6. HH refused to complete the questionnaire
7. Respondent terminated the interview

The number of household members over the age of 18 who permanently live in the address in the last 6 months: _____

Respondent ID: _____

Date: _____/_____/2023

Interview start time: _____:_____

Section 1: General Questions

Q1. Generally speaking, how interested are you in your community life?
1. Not at all interested
2. Not very interested

3. Somewhat interested
4. Very interested
00. Don't Know/Refuse to Answer *(Do not read)*

Q2. When elections take place, do you vote always, usually or never? Please tell me separately for each of the following levels:

		Never	Usually	Always	Have not yet been eligible to vote Calibri	DK/RA *(Do not read)*
Q2_1	**Local elections**	1	2	3	99	00
Q2_2	**National elections**	1	2	3	99	00

Q3. How much would you say the political system in our country allows people like you to have a say in the decision-making process at local level?
1. Not at all
2. Very little
3. Some
4. A lot
5. A great deal
00. Don't Know/Refuse to Answer *(Do not read)*

Q4. People have different views about themselves and how they relate to their surrounding world. Would you tell me how close do you feel to your settlement, your community, your region, and your country? *(Read all response options after each sub-question)*

		Not close at all	Not very close	Close	Very close	DK/RA *(Do not read)*
Q4_1	**Your settlement** *(name the village)*	1	2	3	4	00
Q4_2	**Your community (Akhuryan consolidated community)**	1	2	3	4	00
Q4_3	**Your region (Shirak region)**	1	2	3	4	00
Q4_4	**Your country (Armenia)**	1	2	3	4	00

Q5. Would you say that you agree or disagree with the following statements? *(Read all response options after each sub-question)*

		Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	DK/RA *(Do not read)*
Q5_1	I am happy that I live in Akhuryan consolidated community.	1	2	3	4	5	00
Q5_2	I would like to move from Akhuryan consolidated community to another community, if I had an opportunity.	1	2	3	4	5	00
Q5_3	I appreciate the people who live in Akhuryan consolidated community.	1	2	3	4	5	00
Q5_4	I am satisfied with services provided by Akhuryan consolidated community.	1	2	3	4	5	00
Q5_5	I am interested in the activities of Akhuryan consolidated community.	1	2	3	4	5	00

Section 2. Citizenship Index Relationship Dimensions

Q6. I will read several statements about the cleannes and beauty of a community. Please, tell me what you think of your own community. *(Read all response options after each sub-question)*

		Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	DK/RA *(Do not read)*
Q6_1	Most people in my community are respectful of public spaces and take care of them.	1	2	3	4	5	00
Q6_2	Municipal services are sufficient to keep Akhuryan consolidated community clean.	1	2	3	4	5	00
Q6_3	Generally speaking all settlements in Akhuryan consolidated community are as clean as mine.	1	2	3	4	5	00
Q6_4	If I were a tourist, I would be very pleased to have visited Akhuryan consolidated community.	1	2	3	4	5	00
Q6_5	Generally speaking all settlements in Akhuryan consolidated community are as beautiful as mine.	1	2	3	4	5	00
Q6_6	I consider Akhuryan consolidated community beautiful.	1	2	3	4	5	00

Q7. Generally speaking, would you say that most people can be trusted or that you need to be very careful in dealing with people?
1. Most people can be trusted
2. Need to be very careful
00. Don't Know/Refuse to Answer *(Do not read)*

Q8. I will now read several statements about trust, kindness, and courtesy towards others. Please, tell me what you think of your own community. *(Read all response options after each sub-question)*

		Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	DK/RA *(Do not read)*
Q8_1	Kindness and courtesy are typical features of Akhuryan consolidated community.	1	2	3	4	5	00
Q8_2	Generally speaking, I think that people in Akhuryan consolidated community are trustworthy.	1	2	3	4	5	00
Q8_3	People from other settlements within Akhuryan consolidated community are as trustworthy as those living in my settlement.	1	2	3	4	5	00
Q8_4	In Akhuryan consolidated community people are eager to volunteer for a good purpose.	1	2	3	4	5	00
Q8_5	If a tourist were in trouble, he/she would immediately find help from the local people.	1	2	3	4	5	00

Q9. On a scale from 1 to 10, where 1 is "Not satisfied at all" and 10 is "Completely satisfied," how satisfied are you with how the local government and local officials are functioning/working in Akhuryan consolidated community these days?

		Not satisfied at all									Completely satisfied	DK/RA *(Do not read)*
Q9_1	Local self-governance	1	2	3	4	5	6	7	8	9	10	00
Q9_2	The work of the mayor	1	2	3	4	5	6	7	8	9	10	00
Q9_3	The work of the community council	1	2	3	4	5	6	7	8	9	10	00
Q9_4	The work of the Municipality staff	1	2	3	4	5	6	7	8	9	10	00

Q10. I will read several statements about people's relationships with public institutions. Please, tell me what you think of your own community. *(Read all response options after each sub-question)*

		Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	DK/RA *(Do not read)*
Q10_1	If I complained about the poor quality of a public service, I am sure my complaint would be considered seriously.	1	2	3	4	5	00
Q10_2	Most of the people in Akhuryan consolidated community respect the rules.	1	2	3	4	5	00
Q10_3	A relevant number of Akhuryan consolidated community residents do not pay local taxes and fees as they should.	1	2	3	4	5	00
Q10_4	Generally speaking, people from our settlement are more respectful of rules than people from other settlements in Akhuryan community.	1	2	3	4	5	00
Q10_5	Being a local politician is a very interesting and attractive experience.	1	2	3	4	5	00
Q10_6	I would be ready to run for the next local elections.	1	2	3	4	5	00
Q10_7	People involved in local politics are mostly there for their personal interests rather than for the public good.	1	2	3	4	5	00
Q10_8	Consolidation brought more advantages than disadvantages	1	2	3	4	5	00

Q11. In the area where you live, can you please rate if you are satisfied or dissatisfied with the quality of the following?

		Very dissatisfied	Disatissfied	Neither siatisfied nor dissatisfied	Satisfied	Very Satisfied	Not applicable	DK/RA *(Do not read)*
Q11_1	The public transportation	1	2	3	4	5	99	00
Q11_2	The roads and highways	1	2	3	4	5	99	00
Q11_3	The quality of education	1	2	3	4	5	99	00
Q11_4	The quality of air	1	2	3	4	5	99	00
Q11_5	The quality of water	1	2	3	4	5	99	00
Q11_6	The quality of health care	1	2	3	4	5	99	00
Q11_7	The quality of housing	1	2	3	4	5	99	00

Q12. I will read several statements about people's relationships with congestion problems generated by living together. Please, tell me what you think of your own community. *(Read all response options after each sub-question)*

		Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	DK/RA *(Do not read)*
Q12_1	It takes too long for a citizen to get an urban planning permission from Akhuryan (construction and demolition permission, completion act, etc.) municipality	1	2	3	4	5	00
Q12_2	People in Akhuryan consolidated community have very respectful behaviour towards the environment (energy/water saving, waste sorting, etc.)	1	2	3	4	5	00
Q12_3	Local government should do much more for ensuring proper garbage collection.	1	2	3	4	5	00
Q12_4	Generally speaking, people from other settlements of Akhuryan consolidated community are as much respectful towards the environment as people from my settlement.	1	2	3	4	5	00

Section 3. Demographic Questions

D1. Age: _____ years (number of completed years), 00. Refuse to Answer *(Do not read)*

D2. Gender: 1. female, 2. male, 99. Refuse to Answer *(Do not read)*

D3. Where you born in this settlement?

1.Yes   2. No

00. Refuse to Answer *(Do not read)*

D4. What is the highest level of education you have attained?

1. Less than completed primary
2. Primary
3. Unfinished secondary
4. Secondary
5. Vocational
6. Unfinished higher
7. University, higher
00. Don't Know/Refuse to Answer *(Do not read)*

D5. What is your marital status?

1. Never been married

2. Married

3. Widowed

4. Divorced (including separated)

00. Don't Know/Refuse to Answer *(Do not read)*

D6. Which better describes your main occupation?

1. I am employed in a private firm.

2. I am employed in a paid   job in a non-governmental organisation

3. I am employed in an unpaid job in a non-governmental organisation

4. I am employed in a paid   job in public sector (state school, hospital, local government body, regional government agency, etc.)

5. I am employed in an unpaid job in public sector (state school, hospital, local government body, regional government agency, etc.)

6. I am a student/pupil

7. I am retired

8. I am unemployed

9. I am engaged in agribusiness /Recoded/

10. I am a housemaker /Recoded/

Q6_Other: _____ (specify) /Recoded/

00. Don't Know/Refuse to Answer *(Do not read)*

D7. Which best describes the combined income of your household? (optional)

1. We do not have enough money even for food

2. We have enough money for food, but have difficulties buying clothes

3. We have money for food and clothes; we can save some, but we do not have enough money to buy expensive things, like a car

4. We can afford some expensive things, like a car, but not an apartment or a country house

5. We can afford anything we want including an apartment or a country house

00. Don't Know/Refuse to Answer *(Do not read)*

Many thanks

For Taking part in the Survey!

I would also like to ask for your phone number for data quality assurance and control purposes. Our Research team members will randomly select respondents and check the accuracy of interviews and responses through back calls in the upcoming days.

Name: _____

Phone Number

Interview end time: _____:_____