

QUESTIONNAIRE A

Part A. Demographic Characteristics

1. Age

31-40	
41-50	
Over 51	

2. Education

Secondary Education	
University Degree	
Master Degree	
Ph D	

3. Responsibility position

Employee	
Department Head	
Manager	
Appointee	
Other	

4. Years of experience in this position

1-5	
6-10	
11-15	
16-20	

Over 21	
---------	--

5. No of employees in the Revenues Department

1	
2-3	
4-5	
more than 6	

Part B. Participants' views regarding Local Authorities' Revenues

6. Please answer the following questions on the following scale: 1=Not at all, 2=Low scale, 3=Medium scale, 4=High scale, 5=Very much.

	1	2	3	4	5
Organization of the Revenues Department					
To what extent is the separation of duties of staff in the Revenues Department clear?					
To what extent is there a documented job description for the employees of the Revenues Department?					
To what extent is there an inventory of the municipality's property?					
To what extent is there proper maintenance of the register of debtors?					
Human Resources					
To what extent do employees in the Revenues Department participate in seminars regarding the subject?					
To what extent is the number of employees in the Revenues Department sufficient?					
Legislation					
To what extent is the Revenues Department immediately informed on changes in legislation?					
To what extent is legal assistance with regards to revenues available to the Revenues Department' staff?					
Cooperation					

To what extent is there cooperation between the Revenues Department and the Treasury Department?					
To what extent is there cooperation between the Revenues Department and other departments of the municipality?					
To what extent is there cooperation between the Revenues Department and other public services such as the tax office, the CIPO, etc.?					
To what extent is there cooperation between the Revenues Department and the Local Authority Management?					
Audit					
To what extent is the Court of Auditors' collection audit up to date?					
To what extent are the recommendations of the Court of Auditors' audit reports taken into account and implemented in practice?					
Information Systems					
To what extent are the capabilities of the information systems you use being exploited?					
To what extent do the information systems you use meet the needs of the Revenues Department?					
Revenue Certification					
Is the statement of property tax (PTA) revenue from non-electrified premises updated?					
Is the statement of revenue from unpaid municipal taxes updated?					
Is the statement of revenue from fees on the gross receipts of traders updated?					
Is the statement of revenue from traffic fines updated?					
Is the statement of revenue from cemeteries updated?					
Is the statement of revenue from public utility charges updated?					
Is the statement of revenue from the rental of immovable property updated?					