Ease of Living Index

Data Collection Parameters and tables

Contents

1. Data Collection for ELI Index

Ease of Living is a function of diverse factors making up the whole. These comprise the

1. larger (philosophical) considerations as to what one should strive for (doctrines) while visualising and framing the mission / vision / goals for governments running a state, province, municipality or an autonomous jurisdiction;

2. interests, priorities, expectations, the ways and means tenets to achieve the goals; political ideologies in terms of egalitarianism, laissez faire / free market / survival of the fittest;

3. structures (roles / responsibilities / authority), competency, compassion, accountability, governance practices, expectations from various entities forming the state machinery;

4. societal values, ethics, practices and the ecosystem driving the *ease of living* experience;

5. ethical and legal frameworks - comprehensiveness, diligence, equity, fairness, effectiveness in implementation, fitness for purpose, simplicity, alignment with stakeholder needs and expectations, responsiveness, credibility and delivery;

6. organisational efficiency: quality, delivery, speed, bench marking, agility, forward looking

7. expectation management - setting and delivery of expectations, caring and compassionate, responsiveness, mutual respect, reliability, non-discrimination

8. integrity of official machinery - individual and collective, professional and personal, devoid of any extraneous considerations in discharge of duties and delivery of services

9. systems, processes and practices - single point contact and issue closure, coordination mechanisms and effectiveness, transparency, accountability, collaboration, learning organisation, flexibility, outcome orientation, metric driven, visibility

10. synchronising an ecosystem making up one's experience "Ease of Living"

Ease of Living is an instrument of competitive advantage to attract desirable immigrants, capital, skills and collaboration. It catalyses resource productivity; longer life-span, improved quality of life and well-being of citizens. Being a driver of many positives, achieving *Ease of Living* is a challenge and calls for continuous, conscious and synchronised concerted efforts on multiple fronts for a holistic delivery of Ease of Living. It is more to do with persistence, persuasion, politics of collective action, mobilisation, collaboration, catalysing buy in, continuous monitoring and tweaking, handling dissonance, assertion and leadership, as one moves forward. It is not a *do it, fix it and forget it* task. It is a continuous journey needing participation, opinion leadership, buying in support and involvement. It needs orchestrated action on several dimensions: institutions, individuals, systems, behaviour, practices and a collective will for driving a progressive doctrine and action. It has elements of values, ethics, actions, cooperation, collaboration and a will to make happen what is desirable and needed.

Measuring Ease of Living is not an unidimensional task. A complex set of elements need a complex set of measures: quantitative and qualitative, which is attempted in the pages to follow

2. Perspective

Top of the mind holistic perception on institutional performance: Please rate the ecosystem of agencies (infrastructure, law and order, policy, planning and management, delivery of services in the jurisdiction) that deliver services for ensuring an orderly liveable society

	Extremely poor						**Exceeding expectations**
	1	2	3	4	5	6	7
Priorities							
Goals							
Policies							
Strategies							
Systems							
Practices							
Management/professionalism							
Governance							
Equality of treatment							
Services Delivery							
Guiding orderly citizen conduct							
Integrity							
Effective corrective mechanisms for deviant behaviour							

3. Operational - Institutional Behaviour

Please tick your rating of the eco system of agencies on the below mentioned parameters

	Extremely poor						**Exceeding expectations**
Responsiveness	1	2	3	4	5	6	7
Accountability							
Skills							
Competence							
Reliability							
Culture							
Courteousness							
Ease of access							
Expectation management							
Predictability of outcome							
Promise performance convergence							
Clarity of rules/processes							
Consistency							
Compassion							
Equity of treatment							
Maturity, comprehensiveness, clarity of regulations							
Class, status based differences in treatment							
Credibility and effectiveness of systems to deliver ease of living							
Citizen day to day experience in dealing with institutions							
Reliability of institutional support system							

4. Societal Response

Please rate the jurisdiction on below listed factors

Citizen conduct

	Extremely poor						Exceeding expectation
	1	2	3	4	5	6	7
Citizens assuming ownership to stand up to public good							
Citizen voluntary participation to come of aid of needy							
Compliance to law of land							
Compassion for fellow citizens							
Mutual respect							

Accessing services

Please rate the ecosystem of agencies delivering various services for the jurisdiction on below listed factors

	Extremely poor						Exceeding expectations
	1	2	3	4	5	6	7
Approvals needed to meet basic needs							
Applications to be made							
Interfaces to be traversed for approvals							
Agencies and officials to be contacted							
Visits to be made / reminders sent							
Misuse of position by officials							
Acting on heinous crimes, high handedness of the mighty							
Misuse of public space							

5. Elapsed time for accessing services

Please indicate the *elapsed time in days from the first point of contact* to completion of requested

services listed below

Service requested	Elapsed time
Property buying and selling transactions	
Construction permits / approvals	
Vehicle registration	
Obtaining driving license	
Business commencement	
License for owning pets	
Permission for cutting trees	
Payment of taxes / license fees / levies (property, municipal, other local taxes)	
Registering police complaints	
Claiming insurance (may not be a function of local jurisdiction)	
Government school enrolment	
Access to basic services (service connection): electricity, gas, water, sewage disposal	
Getting authentic information on anything	
Access to emergency services when in need	
Getting government to act on reported illegalities*	

* encroachment, traffic violations, building usage and construction violations, garbage management, frauds, crimes, violence against disadvantaged: senior citizens/women/children, attending to needs of the handicapped, aged, abandoned, destitute, poor, sick people;

6. Perceptions

Please rate your perceptions on the institutional characteristics

Institutional Characteristics	Extremely poor						Exceeding expectations
	1	2	3	4	5	6	7
Quality, transparency, efficacy, efficiency, swiftness, credibility of responses and outcomes							
Legal systems (equity, transparency, simplicity, comprehensiveness, in tune with times, appropriateness to meet society's needs)							
Predictability of outcomes							
Reliability of responses							
Consistency, integrity of system in delivering services, misuse of system, deterrents against misadventures by those with the resources to indulge in …)							

7. Unease of Living

Please share your belief wrt factors listed below

Unease of Living Drivers	Yes	No
Do you believe conditions exist to make living easy naturally?		
Do you experience a promise - performance (mis) alignment / gap		
Do you believe institutional mechanisms ensure promise and performance are aligned?		

Institutional set up	Yes	No
Do you believe there is adequacy of specialised institutions to address issues to improve ease of living		
Do you believe institutions have the physical, financial and people resources to fulfil their mandate		

Institutional governance	Yes	No
Do you believe there exists institutional mechanisms to deliver rational, transparent, holistic, inclusive, responsive, effective, functional, collaborative positive experience to citizens		
Do you believe institutions and personnel have integrity to deliver desired outcome		

8. Law of the land

Please share your perception on factors listed below

Laws and Regulations	Extremely poor						Exceeding expectations
	1	2	3	4	5	6	7
Existence of Good Samaritan ecosystem for voluntary action							
Conducive ecosystem for entrepreneurship, innovation, social progress							
Gap between rules and practices							
Expectation reality mismatch / need for coping mechanism							
Responsible handling of pets in public space							
Adherence to laws in using public space							
Social responsibility, compassion for fellow citizens							
Conduct in Public Space - sharing common resources							
Equality in treatment by officials irrespective of status, links, power							
Equal opportunity for entrepreneurship							

9. Unease of Living - Pain Points and Manifestations

Please tick your agreement or disagreement on the following

Pain elements	Totally agree						Totally disagree
Do you believe it makes sense to be honest in dealing with agencies while fulfilling your needs	1	2	3	4	5	6	7
Do you believe laws are framed with adequate attention and diligence to support the honest and penalise the dishonest							
Are laws effective in implementing ensuring an ecosystem for high Ease of living?							
Is the whistle-blower act effective in checking illegalities, circumventing the law							
Are laws effective in applying equally to all citizens irrespective of individual status?							
Are rules framed to meet current end emerging needs							
Is the electoral system effective in giving equal opportunity to all, transparent, curbing malpractices and advantageous to some sections vs another							
Is access to basic services easy, responsive, reliable, speedy							
Are police stations effective in registering complaints and acting on them swiftly and without discrimination?							
Are ULBs free of corruption in planning, implementing, quality, equal opportunity, transparency and maintaining public civic services?							
Are rules pertaining to civic services thought out, transparent, clear devoid of scope for interpretation and misuse?							
Are civic agencies responsive in curbing and apprehending misuse of public space, services, infrastructure & consistent in application of rules							