

# Executive summary of the questionnaire

Addressing the extent to which women and men with disabilities enjoy municipal services by adopting the approach to the rights of people with disabilities within the “Observatory 29-30” project.

2023/2024

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- I- The general framework of the questionnaire
- II- Questionnaire sample
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**I- The general framework of the questionnaire :**

This questionnaire comes within the framework of the efforts of the Ibsar Association in order to enable people with disabilities to enjoy their rights stipulated in Tunisian legislation and international conventions and treaties. The association prepared a questionnaire adopting a human rights approach for persons with disabilities. This project was completed in partnership with the United Nations Democracy Fund.

This work addresses the extent to which men and women with disabilities enjoy municipal services by adopting the approach to the rights of people with disabilities within the “Observatory 29-30” project during the period extending from September 25 to October 25, 2023 (i.e. one month).

## **II- Questionnaire sample :**

15 male and female observers participated in it in all regions, in addition to 166 municipalities, which are as follows:

- 23 Sfax
- 12 Bizerte
- 06 Tozeur

- 33 Tunisia
- 28 Nabeul
- 12 Beja
- 16 Gabes
- 29 Monastir
- 07 Ariana

12 municipalities declined to answer, namely:

- Municipality of Segumi
- Wardia Municipality
- Hrayreya Municipality
- Bardo Municipality
- Municipality of Mater
- Rafraf Municipality
- Municipality of Korba
- Municipality of Madyouni
- Amirat Al Tawazria
- Municipality of Lamta
- Rawad Municipality
- Al Amra Municipality

The questionnaire also targeted male and female workers in municipalities with different career plans. 67 public clerks and

23 administrators participated, and 76 people formed the remaining category. Their responsibilities ranged from department heads, citizen space officials, engineers, department heads, employees...

### **III- General conclusions**

1. The questionnaire included many topics, the first of which was the extent of supervisors' knowledge and familiarity with engineering and roads and with international and national access specifications in the field of infrastructure, which revealed to us a convergence in the two percentages between those who answered yes and no, resulting in turn from the difference in logistical and financial capabilities from one municipality to another, in addition to the difference in the supervisors' visions. The first part of the questionnaire, which also focused on infrastructure and its compatibility with the needs of people with disabilities, revealed that people with mobility disabilities are more likely than people with visual disabilities to obtain a special lane for people with disabilities.

2. The results of the questionnaire also show us that the municipalities in their infrastructure, especially with regard to service delivery windows, did not take into account the needs of people with disabilities, and this was confirmed by 74.7 percent of the respondents, which hinders this group from accessing municipal services. Furthermore, some employees are not prepared or sufficiently knowledgeable to properly handle the issues of people with disabilities, which means they lack the technical skills and competencies needed to address these challenges effectively.
3. As for the issue of inclusion of men and women with disabilities in municipal activities, including meetings and sessions, 44.6 percent of respondents confirmed the absence of this group's presence in various municipal activities, which raises the problem of discrepancy and difference in the budgets allocated to each municipality and the logistical capabilities of each.
4. As for activity on the web, we concluded that most of the municipal websites do not take into account, in terms of technologies and colors, the accessibility specifications for citizens with disabilities, despite the important role of

municipal websites in informing citizens, according to the Local Communities Magazine, and they do not respond to all international standards for accessibility in this regard.

5. Some questionnaire data reflect that the majority of respondents point out that institutions neglect to think about facilitating the means for persons with disabilities to enjoy their right to access to information.
6. Most of the respondents acknowledged the lack of demands for access to information received in the municipality by people with disabilities, despite dealing with most of the received demands in a positive manner. This is considered an inevitable result of the lack of facilities for this category to take the initiative and gain access to information.
7. Regarding the issue of employing persons with disabilities in municipal facilities, half of the respondents affirmed that this group enjoys the right to work within these institutions, while 42 percent affirmed the opposite.

#### **IV- The most important recommendations**

The data obtained helped us to identify emerging patterns and behaviors around shortcomings and negligence, based on recent figures, in dealing with the priorities of men and women with

disabilities, and we can first conclude that the appropriate mechanisms have not been activated.

1. It is necessary to consult a language translator when organizing regional sessions within the framework of annual investment programs, annual budget sessions, and future municipal council sessions.
2. The necessity of providing lanes that respond to the needs of people with disabilities, regardless of the disability, in addition to the need for municipal headquarters and municipal service provision offices to respond to the needs of this group.
3. Raising awareness and training workers in municipal facilities on the issues of people with disabilities and how to deal with them.
4. The necessity of municipal websites and pages on social networking sites that meet international standards of accessibility for people with disabilities.
5. Involving people with disabilities by organizing local meetings and forums to express their aspirations and listen to their proposals.
6. More work on integrating people with disabilities into professional life, especially in municipal facilities.



