



The project is funded by  
the European Union



The project is implemented by  
Center for Economic Analyses



<b>Title of assignment:</b>	Conducting survey field interviews with citizens in rural settlements in four LSGU.
<b>Project:</b>	NEAR-TS/2019/413-704, <i>Tax responsibility project, – Towards civic responsibility and responsible tax funded by the European Union and implemented by CEA.</i>
<b>Contracting authority</b>	Centre for Economic Analyses Skopje / Центар за економски анализи Скопје
<b>Expected Starting Date:</b>	26/05/2021
<b>Expected End of the Assignment:</b>	15/06/2021

## TERMS OF REFERENCE

### 1. BACKGROUND INFORMATION

#### 1.1. Country background

In most countries, raising said revenues requires an efficient, effective tax system. But standard policy measures for improving taxpayer compliance/tax morale – such as reforming legislation and administration – may not be enough. They may also be time-consuming or infeasible due to technology infrastructure, limited resources, and political constraints. A thorough understanding of human behavior and how individuals interact with policies and programs can provide creative and cost-effective solutions to these challenges.

Interventions that consider human behavior, help individuals better process information, make decisions, and submit their tax declarations accurately and on time, and help tax administration officials improve the way they do their job. Behaviorally informed policy emphasizes the importance of context for decision making and behavior. It examines the social, psychological, and economic factors that affect what people think and do. It addresses details in bureaucracies, technologies, and service delivery that are often overlooked in standard policy design, but that can dramatically influence the effectiveness of development programs and projects, especially in low-income contexts. Behaviorally informed policy can provide creative solutions to difficult challenges, often at low cost.

In order to determine the citizens' preferences and satisfaction of the local municipal services for public spending and the satisfaction of the local authority spending, the counteracting authority (CEA) requests conducting survey field interviews in four LSGU:

1. Delchevo,
2. Pehcevo,
3. Kriva Palanka and
4. Gostivar, i.e.

implementation of representative survey among the citizens – tax payers on the territory of the mentioned LSGUs.

## **2. OBJECTIVE & EXPECTED RESULTS**

### **2.1. Objective and purpose**

The overall objective of the assignment is to Promote and facilitate the community based & citizens' decision making dialogue for allocation of the budgets (local) implementation and facilitation of the Citizen report card process (CRC) in the four selected LSGUs, promoting transparency and accountability towards the citizens as drivers for tax moral, for community belonging.

As part of the requirements for project implementation, field surveyors should conduct a survey on the field in the targeted municipalities and to assess the needs of the citizens/tax payers and to identify the gap between the supply and the demand of public services in the concrete municipality, in order to reduce the mismatch of the priorities of the local authorities and the citizens / tax payers.

Specific objectives of the assignment

Considering the nature of the tasks and the responsibilities, the field surveyors that would be selected should conduct their work as following:

- Conducting interviews in 4 LSGU, # interviews per LSGU (each field surveyor applies for which LSGU prefers to work in).
- Fulfilling the results in a developed excel format

For the purpose of the assignment, the contractor will provide:

- list of the locations i.e. settlements to be covered and the minimum number of interviews to be conducted.
- electronic version of the questionnaire in MK language (for the purposes of needs of other language will be the responsibility of the selected person, i.e. for Albanian language
- an online training for the questionnaire

## **3. KEY DELIVERABLES**

The following deliverables should be submitted to the Project:

- A workplan for the implementation of the survey
- Conducting interviews in 4 LSGU, # interviews per LSGU (Delchevo 100 interviews, Pehcevo 80, Gostivar 150, Kriva Palanka 100, and each field surveyor applies for which LSGU chooses to work in).
- Filling in the results in a developed excel format provided by the contractor.
- A short report (maximum of 3-5 pages) in Macedonian language on specific findings from the field work as a result from the conducted surveys, overall context that cannot be grasped by the survey (template will be provided by contractor)
- Time sheets for the conducted work
- To provide proof of field work by photos of the settlements

## **4. NEEDED QUALIFICATIONS AND COMPETENCY**

### **4.1 General Requirements**

- Command of Macedonian and Albanian for Gostivar, English will be an advantage ;.
- Fully computer literate, and be active user of Office;

- Strong motivation to work, aptitude for team work; and ability to establish good interpersonal relations;
- Independence and analytical skills;
- Sensitivity and respect of ethnicity, religion, gender and culture.

#### 4.2 Specific requirements

- Experience in conducting surveys, or similar activities,
- Experience in conducting field researches and analyses or proven record of communication with the communities, surveying processes.
- Proven knowledge and experience in assessing the needs for local policies
- Experience in the nongovernmental sector,
- Ability to work in team.

### 5. LOCATION

Delchevo, Pehcevo, Kriva Palanka, Gostivar (each researcher is applying for the preferred LSGU(s))

### 6. DURATION

For the purpose of consistency of the data, findings and recommendations, it is recommended at least two field surveyors to be engaged for the overall task listed above. The total engagement should be done by the 15.06.2021:

### 7. LOGISTIC SUPPORT

The Project Director and Project Assistants will coordinate field visits of the field surveyors and they will be responsible to report and communicate with the project staff on a daily basis

### 8. PAYMENT

The engaged field surveyors will be paid after conducting the tasks. The anticipated funds will be paid within 10 days after the completion of the tasks, on the transaction account of the researcher. The financial offer should be gross of any taxes (PIT will be payed by contractor) and all inclusive including transportation costs or other incurred costs for completion of the assignment such as printing or other operating costs. The financial offer should be in the template provided.

### 9. BUDGET FRAMEWORK

The field surveyor can bid for the assignment with anticipated duration in days and daily fee, and can bid for one municipality of more than one but no more than two. In which case separate budgets should be presented. It is up to the contractor to decide whether the bidder will be selected for one or two .

### 10. APPLICATION

Interested candidates should submit a CV in Macedonian or English language along with the financial bid in the format given in addition to this letter, to following contact: ceaorgmk@gmail.com or to CEA's office address Bul. Jane Sandanski No. 63/3, Skopje in person.

## **11. CLOSING DATE FOR APPLICATIONS**

**May 21, 2021, until 16:00h**

All application sent after the deadline, will not be considered.

## **12. SELECTION**

Only short listed applicants will be contacted for negotiation and the Contractor keeps the right to select more than one researcher for the assignments.