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Petronela SCUTARIU¹

Abstract

The very existence of the public administration is determined and should have as the finality the serve of society, in general, and of each of its members, in particular. In other terms, the public administration's mission and the reason for being of the civil servants are among the most generous - the satisfaction of public needs. From this perspective, the pages of this paper are dedicated to the comparative analysis from an empirical perspective of the perceptions of public servants, on the one hand, and of members of the local community, on the other hand, on the level of satisfaction of local public needs.

Examination in the mirror of the answers given by these two categories of respondents - those who administer and those administered - highlighted the existence of significant differences between the opinions expressed regarding the level of satisfaction of the local public needs in relation to the services provided, to the employees and, respectively, to the logistics. As a result of the investigations carried out, we found that the civil servants consider more than the members of the local community in whose behalf they act and whose interests they represent that the locals are satisfied, a result that was otherwise predictable and which is also confirmed by the applicative research.

Keywords:

Local public administration; local public needs; civil servants; local community, public services; employees; logistics.

JEL classification: H70

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I. INTRODUCTION

In the space of the paper that we are developing on the following pages, we aim to put it in a mirror the opinion of the public servants with that of the local population regarding the level of satisfaction of the local public needs. From such a direction, through this study that we are doing, we intend to find a scientifically reasoned answer to the following question: *If the perceptions of these two categories of respondents about the level of satisfaction of local public needs differ or, on the contrary?*

In order to guide the whole scientific approach, we aim *to analyze the opinion expressed by public servants, on the one hand, and the perception of local community members, on the other hand, on the level of satisfaction of local public needs to find out whether or not there is differences between them.*

In order to achieve the stated goal, we aim to achieve the following specific objectives:

O₁: estimating the level of satisfaction of the local public needs from the perspective of the local public services provided to the two categories of respondents;

O₂: the appreciation by the two observed samples of the degree of serving the local public needs in terms of the employees;

O₃: the measurement by the two categories of respondents of the level of satisfaction of local public needs in relation to the available logistics;

O₄: determining the differences found between the perceptions of the two samples taken in the analysis regarding the level of satisfaction of the local public needs.

In order to develop the approach in relation to the purpose and objectives assumed, we start to validate/ invalidate the following research hypothesis: *There are significant differences between the perception of civil servants and that of members of the local community regarding the level of satisfaction of the local public needs.*

II. METHODOLOGY

In order to achieve the goal and objectives proposed, and to confirm or refute the launched research hypothesis, we call for a quantitate approach. The table, graphical representation, averages, statistical analysis [2] will be exploited in the present paper, all of these methods orientate the research.

This approach is based on a questionnaire survey that was applied at the level of two samples, one consisting of 72 civil servants from the Suceava City Hall, and the other including 218 members of the Suceava

municipal community. Based on the data gathered in these two researched populations, we will analyze the opinions expressed on the level of satisfaction of local public needs. Investigating the perceptions of civil servants, on the one hand, and of members of local communities, on the other hand, on the degree of satisfaction of local public needs will show whether or not there is a difference between them.

Thus, in order to verify whether there are significant differences between the responses of both categories of respondents regarding the level of satisfaction of the local public needs we used the t-test to compare the means of the two observed samples.

The calculation of the test statistic to compare the means of two populations requires that the standard deviations in the two groups be significantly different, the purpose of which is to use the Levene variance equality test. If the significance level observed for this test is low (e.g., less than 0.05) then to test the media distinct variants are used. If this level is high, then mixed variants are used. The value of the test t is calculated with the formulas [1]:

Test with common variants:

$$t = \frac{\bar{x}_1 - \bar{x}_2}{\sqrt{s_p^2 \left(\frac{1}{n_1} + \frac{1}{n_2} \right)}}, \quad (1)$$

Test with separate variants:

$$t = \frac{\bar{x}_1 - \bar{x}_2}{\sqrt{\left(\frac{s_1^2}{n_1} + \frac{s_2^2}{n_2} \right)}}, \text{ where} \quad (2)$$

$$s_p^2 = \frac{(n_1 - 1)s_1^2 + (n_2 - 1)s_2^2}{n_1 + n_2 - 2} - \text{common variant;}$$

$\bar{x}_i$ - i group average;

n_i - number of observations in group i ;

s_i^2 - variance of the group i at the observed sample level;

$(n_1 + n_2 - 2)$ - degrees of freedom for the test with common variants.

We formulated the null and alternative hypotheses as follows:

H_0 : There are no significant differences between the perception of civil servants and that of the local community members about the level of satisfaction of local public needs.

H_1 : There are significant differences between the perception of civil servants and that of the local community members about the level of satisfaction of local public needs.

H_0 : $\bar{x}_1 = \bar{x}_2$ and H_1 : $\bar{x}_1 \neq \bar{x}_2$.

III. THE LEVEL OF SERVING OF LOCAL PUBLIC NEEDS REGARDING TO THE SERVICES PROVIDED TO THE LOCAL COMMUNITY

At this point of the approach we investigated the perceptions of the two categories of respondents - public servants and local population - about the level of satisfaction of the public needs regarding the local public services.

For each of the public services considered for estimating the level of satisfaction of the local public needs in relation to these benefits, in the view of both the administrators and of those administered, we have calculated the statistical indicators for the characterization of the means and of the standard deviation [3]. The following table presents the means and standard deviations of respondents' responses from both samples about the variable *the level of satisfaction of local public needs regarding to the local public services* (see Table 1):

Table 1. Means and standard deviations for the variable the level of serving of local public needs regarding to the local public services according to both samples

Local public service	Respondent Category	N	Mean	Std. Deviation
<i>Water supply</i>	Civil servants	72	3,96	,659
	Local community	218	3,79	,785
<i>Natural gas supply</i>	Civil servants	72	3,96	,592
	Local community	217	3,99	,751
Central heating	Civil servants	72	3,47	,903
	Local community	198	3,67	,960
Sewerage	Civil servants	72	3,46	,786
	Local community	218	3,22	1,065
Sanitation of the locality	Civil servants	72	3,06	,902
	Local community	218	3,03	1,056
Local public passenger transport	Civil servants	72	3,68	,766
	Local community	218	3,31	1,018
Public lighting	Civil servants	72	3,57	,869
	Local community	218	3,27	1,044
<i>Stray dogs (community dogs)</i>	Civil servants	72	2,29	1,054
	Local community	218	1,79	,940
Urbanism and construction discipline	Civil servants	72	2,92	,931
	Local community	218	2,60	1,026
Sanitary units	Civil servants	72	3,10	,995

	Local community	218	2,92	1,090
State pre-university education units	Civil servants	72	3,65	,675
	Local community	218	3,69	,865
Managing agri-food markets	Civil servants	72	3,56	,767
	Local community	218	3,10	1,038
Street Security	Civil servants	72	3,17	,872
	Local community	218	2,53	1,153
Road infrastructure (roads, streets, sidewalks)	Civil servants	72	2,64	1,092
	Local community	218	2,43	1,171
Parking places	Civil servants	72	2,50	,979
	Local community	218	2,39	1,195
Playgrounds for children	Civil servants	72	2,74	,949
	Local community	218	2,84	1,147
Maintenance of green spaces	Civil servants	72	3,21	,838
	Local community	218	3,06	1,130
Evidence of people	Civil servants	72	3,75	,622
	Local community	218	3,43	,924
Collecting local taxes and fees	Civil servants	72	3,44	,785
	Local community	218	3,48	,999
Social assistance	Civil servants	72	3,39	,797
	Local community	218	3,13	1,053

Source: author's elaboration using the SPSS program

From the analysis of the data synthesized in the previous table it results that, at the sample of public servants, the highest mean (3.96) is registered by the *Water supply* and *Natural gas supply* services, and in the perception of the members of the local community the *Natural gas supply* public service has the highest mean of 3.99, followed by the *Water supply* service which averages 3.79. These results show that, on the one hand, civil servants declare that members of the local community are satisfied with each of the two services and, on the other hand, the respondents from the other sample confirm the opinion of the officials. A possible explanation for the results obtained would be the fact that these two services are provided on a large scale, a circumstance that is likely to generate the satisfaction stated by both categories of respondents.

On the opposite side, in the view of both categories of respondents, the smallest average (2.29 / 1.79) is owned by the *Stray dogs (community dogs)*, which means that civil servants claim that members of the local community are dissatisfied with this service, a situation which is confirmed by the latter, who also declare themselves dissatisfied. This result signals that the problem of stray dogs requires immediate and concrete actions to provide real

solutions for the elimination of the malfunctions that generate the discontent between both categories of respondents.

We then verified using the t-test to compare the means whether there are significant differences between the responses of both categories of respondents on *the variable the level of serving of local public needs regarding to the local public services* (see Table 2):

Table 2. The value of t-test to compare the means of the two samples for the variable the level of serving of local public needs regarding to the local public services

Independent Samples Test										
		Levene's Test for Equality of Variances		t-test for Equality of Means						
		F	Sig.	t	df	Sig. (2-tailed)	Mean Difference	Std. Error Difference	95% Confidence Interval of the Difference	
									Lower	Upper
Water supply	Equal variances assumed	6,240	,013	1,603	288	,110	,165	,103	-,037	,367
	Equal variances not assumed			1,750	142,773	,082	,165	,094	-,021	,351
Natural gas supply	Equal variances assumed	1,679	,196	-,334	287	,739	-,032	,097	-,224	,159
	Equal variances not assumed			-,375	152,879	,708	-,032	,086	-,203	,138
Central heating	Equal variances assumed	,027	,868	-,1533	268	,126	-,199	,130	-,456	,057
	Equal variances not assumed			-,1578	133,225	,117	-,199	,126	-,450	,051

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Sewerage	Equal variances assumed	14,00 1	,00 0	1,713	288	,088	,234	,136	-,035	,502
	Equal variances not assumed			1,989 *	163,46 1	,048	,234	,117	,002	,465
Sanitation of the locality	Equal variances assumed	2,429	,12 0	,202	288	,840	,028	,139	-,245	,301
	Equal variances not assumed			,219	140,35 8	,827	,028	,128	-,225	,281
Local public passenger transport	Equal variances assumed	15,20 3	,00 0	2,820	288	,005	,369	,131	,111	,626
	Equal variances not assumed			3,246 *	160,13 9	,001	,369	,114	,144	,593
Public lighting	Equal variances assumed	6,281	,01 3	2,223	288	,027	,303	,136	,035	,572
	Equal variances not assumed			2,437 *	144,07 6	,016	,303	,124	,057	,549
Stray dogs (communi- ty dogs)	Equal variances assumed	3,173	,07 6	3,780 *	288	,000	,498	,132	,239	,757
	Equal variances not assumed			3,569	110,69 6	,001	,498	,140	,221	,775
Urbanism and constructi- on discipline	Equal variances assumed	6,692	,01 0	2,349	288	,020	,320	,136	,052	,589
	Equal variances not assumed			2,467 *	132,46 5	,015	,320	,130	,063	,577
Sanitary units	Equal variances assumed	3,508	,06 2	1,208	288	,228	,175	,145	-,110	,461

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	Equal variances not assumed			1,264	131,61 0	,208	,175	,139	-,099	,449
State pre- university education units	Equal variances assumed	4,945	,02 7	-,357	288	,721	-,040	,112	-,260	,180
	Equal variances not assumed			-,404	154,17 1	,687	-,040	,099	-,235	,155
Managing agri-food markets	Equal variances assumed	5,972	,01 5	3,419	288	,001	,455	,133	,193	,716
	Equal variances not assumed			3,970 *	163,29 2	,000	,455	,115	,229	,681
Street Security	Equal variances assumed	11,80 8	,00 1	4,313	288	,000	,639	,148	,347	,931
	Equal variances not assumed			4,952 *	159,22 8	,000	,639	,129	,384	,894
Road infrastructure (roads, streets, sidewalks)	Equal variances assumed	,545	,46 1	1,327	288	,186	,208	,157	-,100	,516
	Equal variances not assumed			1,374	129,09 9	,172	,208	,151	-,091	,507
Parking places	Equal variances assumed	4,117	,04 3	,707	288	,480	,110	,156	-,196	,417
	Equal variances not assumed			,781	146,51 4	,436	,110	,141	-,168	,389
Playgrou nds for children	Equal variances assumed	4,277	,04 0	-,690	288	,491	-,103	,150	-,398	,191
	Equal variances not assumed			-,759	144,91 7	,449	-,103	,136	-,373	,166

Maintenance of green spaces	Equal variances assumed	9,571	,002	,995	288	,321	,144	,145	-,141	,429
	Equal variances not assumed			1,153	162,663	,250	,144	,125	-,103	,391
Evidence of people	Equal variances assumed	16,314	,000	2,768	288	,006	,323	,117	,093	,553
	Equal variances not assumed			3,354*	180,708	,001	,323	,096	,133	,514
Collecting local taxes and fees	Equal variances assumed	4,312	,039	-,288	288	,774	-,037	,129	-,292	,217
	Equal variances not assumed			-,325	152,852	,746	-,037	,115	-,264	,189
Social assistance	Equal variances assumed	5,161	,024	1,924	288	,055	,260	,135	-,006	,527
	Equal variances not assumed			2,209*	159,062	,029	,260	,118	,028	,493

* T-test values that show significant differences ($p < 0,05$) between the two compared scores.

Source: author's elaboration using the SPSS program

The study of the data presented in the previous table shows that the opinions expressed by the two categories of respondents regarding the level of satisfaction of the local public needs in relation to the local public services differ significantly in the case of 9 services provided to the Suceava community out of the 20 analyzed.

IV. THE LEVEL OF SERVING OF LOCAL PUBLIC NEEDS REGARDING TO THE EMPLOYEES OF CITY HALL INSTITUTION

Continuing the research we studied the opinion of the two categories of respondents regarding their satisfaction or, on the contrary, the

dissatisfaction with the human resources component of the municipal hall institution.

For each of the dimensions considered for estimating the level of satisfaction of local public needs in relation to employees, we have calculated the statistical indicators for the characterization of the mean and the standard deviation in the case of both categories of respondents [3]. The next table shows the means and the standard deviations of the responses of civil servants, on the one hand, and of the local community members, on the other hand, on the variable *the level of serving of local public needs regarding to the employees* (see Table 3):

Table 3. Means and standard deviations for the variable the level of serving of local public needs regarding to the employees according to both samples

Employee	Respondent Category	N	Mean	Std. Deviation
Relationship with the employees of the institution.	Civil servants	72	3,57	,688
	Local community	218	2,94	,919
Promptness with which the employees of the institution provide answers.	Civil servants	72	3,61	,723
	Local community	218	2,78	1,022
The attention that the employees of the institution listen to members of the local community.	Civil servants	72	3,75	,687
	Local community	218	2,84	1,008
The courtesy with which the employees of the institution treats the members of the local community.	Civil servants	72	3,76	,682
	Local community	218	2,87	1,028
The confidence that the employees of the institution inspire.	Civil servants	72	3,72	,676
	Local community	218	2,77	1,018
Knowledge of institution staff needed to meet the demands of local community members.	Civil servants	72	3,86	,612
	Local community	218	3,00	1,038

Source: author's elaboration using the SPSS program

The analysis of the data presented in the above table shows that, at the level of both observed samples, the standard deviations from the general mean for each of the items related to the employees of the City Hall have close values. As far as the opinion of civil servants is concerned, they state that the members of the community are satisfied with the issues listed. This result was predictable, as civil servants can not be entirely objective, responding from the human resource position in the management process.

On the other hand, members of the local community declare themselves neither dissatisfied nor satisfied with each of the items related to

City Hall employees. The lack of a clear position and the approach of a neutral attitude regarding each of the items related to the employees of the City Hall highlight a state of disinterest manifested by the members of the local community regarding aspects that do not depend on them. This circumstance contradicts the general tendency of dissatisfaction with the employees of a public institution that we were actually expecting.

The use of the t-test to compare the means allowed us to verify whether or not there are significant differences between the responses of both categories of respondents to *the level of serving of local public needs regarding to the employees* (see Table 4):

Table 4. The value of t-test to compare the means of the two samples for the variable the level of serving of local public needs regarding to the employees

Independent Samples Test										
		Levene's Test for Equality of Variances		t-test for Equality of Means						
		F	Sig.	t	df	Sig. (2-tailed)	Mean Difference	Std. Error Difference	95% Confidence Interval of the Difference	
									Lower	Upper
Relationship with the employees of the institution.	Equal variances assumed	1,751	,187	5,374*	288	,000	,634	,118	,402	,866
	Equal variances not assumed			6,198	160,842	,000	,634	,102	,432	,836
Promptness with which the employees of the institution provide answers.	Equal variances assumed	15,378	,000	6,353	288	,000	,827	,130	,571	1,083
	Equal variances not assumed			7,529*	171,327	,000	,827	,110	,610	1,043

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The attention that the employees of the institution listen to members of the local community.	Equal variances assumed	12,362	,001	7,094	288	,000	,906	,128	,655	1,157
	Equal variances not assumed			8,553*	178,479	,000	,906	,106	,697	1,115
The courtesy with which the employees of the institution treats the members of the local community.	Equal variances assumed	13,885	,000	6,917	288	,000	,897	,130	,642	1,152
	Equal variances not assumed			8,439*	183,729	,000	,897	,106	,687	1,107
The confidence that the employees of the institution inspire.	Equal variances assumed	17,635	,000	7,439	288	,000	,956	,129	,703	1,209
	Equal variances not assumed			9,074*	183,591	,000	,956	,105	,748	1,164
Knowledge of institution staff needed to meet the demands of local community members.	Equal variances assumed	16,659	,000	6,660	288	,000	,861	,129	,607	1,116
	Equal variances not assumed			8,546*	208,456	,000	,861	,101	,662	1,060

* T-test values that show significant differences ($p < 0,05$) between the two compared scores.

Source: author's elaboration using the SPSS program

The analysis of the data in the previous table shows that the responses of the civil servants differ significantly from the responses of the local community members regarding the level of satisfaction of the local public needs in relation to the employees, which is true of all six items considered.

V. THE LEVEL OF SERVING OF LOCAL PUBLIC NEEDS REGARDING TO THE LOGISTICS FROM THE CITY HALL INSTITUTION'S ENDOWMENT

For a comprehensive picture of the satisfaction/dissatisfaction of the two categories of respondents, we also consider measuring the level of satisfaction of local public needs in relation to the available logistics.

For each of the variables defined to estimate the level of satisfaction of local public needs in relation to logistics, in the perception of both categories of respondents, we calculated the statistical indicators for the characterization of the mean and the standard deviation [3]. The next table shows the means and the standard deviations of the responses of civil servants, on the one hand, and members of the local community, on the other side, on the variable *the level of serving of local public needs regarding to the logistics* (see Table 5):

Table 5. Means and standard deviations for the variable the level of serving of local public needs regarding to the logistics according to both samples

Logistics	Respondent Category	N	Mean	Std. Deviation
Possibility to contact the institution (telephone, email, headquarters).	Civil servants	72	4,10	,609
	Local community	218	3,61	,910
Variety of media (telephone, internet page, counter, notice board, billboards).	Civil servants	72	4,04	,701
	Local community	218	3,74	,843
The equipment with which the institution is equipped.	Civil servants	72	3,78	,791
	Local community	218	3,74	,843
<i>Arrangement of space and general appearance of the institution.</i>	Civil servants	72	3,99	,702
	Local community	218	3,86	,809
Work with the public.	Civil servants	72	3,83	,787
	Local community	218	3,37	,986
<i>Respecting the deadlines for responding to the requests from local community members</i>	Civil servants	72	3,63	,879
	Local community	218	3,32	,920
Responding to the requirements of local community members.	Civil servants	72	3,51	,872
	Local community	218	3,38	,924

Source: author's elaboration using the SPSS program

The analysis of the data presented in the table above shows that among civil servants, standard deviations from the general mean for each of the items related to City Hall's logistics have close values, which means that these respondents declare that members of the local community are satisfied with each of the listed issues. And this time, the recorded results can be explained by the lack of objectivity of civil servants, their opinions on the City Hall's logistics being generated by their own experience within the public institution.

On the other hand, at the level of the sample of local community members, the item *Arrangement of space and general appearance of the institution* has the highest average (3.86). It means that this category of respondents is also satisfied with the issue. The recorded result can be attributed to the fact that, as a rule, the City Hall's institution is emblematic for the local community, which could generate a sense of contentment.

On the contrary, the smallest average (3.32) records the item *Respecting the deadlines for responding to the requests from local community members*, which means that the local population declare neither dissatisfied nor satisfied with this issue. A possible explanation for this result would be the fact that public institutions are often not accused of delaying the handling of requests addressed to them, hence a lower level of satisfaction.

The calculation of the t-test statistic to compare the means of the two populations was offered as a support for verifying the existence or absence of significant differences between the responses of the public servants and those of the local community members on *the level of serving of local public needs regarding to the logistics* (see Table 6):

Table 6. The value of t-test to compare the means of the two samples for the variable the level of serving of local public needs regarding to the logistics

Independent Samples Test								
	Levene's Test for Equality of Variances		t-test for Equality of Means					
	F	Sig.	t	df	Sig. (2-tailed)	Mean Difference	Std. Error Difference	95% Confidence Interval of the Difference

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								Low er	Upp er
Possibility to contact the institution (telephone, email, headquarters).	Equal variances assumed	28,336	,000	4,236	288,000	,487	,115	,261	,713
	Equal variances not assumed			5,149*	182,090	,487	,095	,300	,674
Variety of media (telephone, internet page, counter, notice board, billboards).	Equal variances assumed	10,075	,002	2,753	288,006	,303	,110	,086	,520
	Equal variances not assumed			3,019*	144,230	,303	,100	,105	,502
The equipment with which the institution is equipped.	Equal variances assumed	1,261	,262	,348	288,728	,039	,113	-,183	,261
	Equal variances not assumed			,359	128,278	,720	,039	,109	-,177
Arrangement of space and general appearance of the institution.	Equal variances assumed	4,435	,036	1,162	288,246	,124	,107	-,086	,333
	Equal variances not assumed			1,247	138,177	,214	,099	-,072	,320
Work with the public.	Equal variances assumed	14,254	,000	3,611	288,000	,462	,128	,210	,713
	Equal variances not assumed			4,040*	150,398	,000	,462	,114	,688
Respecting the deadlines	Equal variances assumed	,420	,518	2,457*	288,015	,304	,124	,060	,547

for respondin g to the requests from local communit y members	Equal variances not assumed			2,514	126,19 9	,013	,304	,121	,065	,543
Respondin g to the requireme nts of local communit y members.	Equal variances assumed	,109	,74 2	1,074	288	,284	,133	,124	-,111	,377
	Equal variances not assumed			1,107	127,72 0	,271	,133	,120	-,105	,371

* T-test values that show significant differences ($p < 0,05$) between the two compared scores.

Source: author's elaboration using the SPSS program

The analysis of the data presented in the previous table shows that the perceptions of the two categories of respondents regarding the level of satisfaction of the local public needs related to the logistics of the City Hall's institution differ significantly in the case of 4 items from the 7 considered ones.

VI. THE LEVEL OF SERVING OF NEEDS OF THE MEMBERS OF THE SUCEAVA LOCAL COMMUNITY - COMPARATIVE OVERVIEW

A clearer emphasis on the differences between the responses of the two analyzed populations on the level of satisfaction of the local public needs in relation to the services provided to the community, to the employees of the City Hall institution, respectively, to the logistics from its endowment is possible by illustrating the recorded results for these variables. The next table presents the means and standard deviations of the responses of civil servants, on the one hand, and of members of the local community, on the other hand, on the variable *the level of serving of local public needs regarding to the services, employees, respectively, logistics* (see Table 7):

Table 7. Means and standard deviations for the variables the level of serving of local public needs regarding to the services, employees and logistics according to both samples

Variable	Respondent Category	N	Mean	Std. Deviation
Level of serving of local public needs regarding to the services	Civil servants	72	3,28	,445
	Local community	218	3,08	,562
Level of serving of local public needs regarding to the employees	Civil servants	72	3,71	,543
	Local community	218	2,87	,813
Level of serving of local public needs regarding to the logistics	Civil servants	72	3,84	,585
	Local community	218	3,57	,680

Source: author's elaboration using the SPSS program

As can be seen in the table above, the recorded data show that, in the case of variables *the level of satisfaction of local public needs in relation to services* and, respectively, *to logistics*, the standard deviations from the general mean have close values. Instead, the difference can be seen in terms of *the level of satisfaction of local public needs in relation to employees*, which, as we have said above, does not surprise us.

The existence or absence of significant differences between the responses of both categories of respondents to the level of satisfaction of local public needs in relation to services, employees and logistics is possible by calculating the t-test statistic for comparing the registered means (see Table 8):

Table 8. The value of t-test to compare the means of the two samples for the variables the level of serving of local public needs regarding to the services, employees, logistics

Independent Samples Test										
		Levene's Test for Equality of Variances		t-test for Equality of Means						
		F	Sig.	t	df	Sig. (2-tailed)	Mean Difference	Std. Error Difference	95% Confidence Interval of the Difference	
									Lower	Upper
Level of serving of local public needs regarding to the services	Equal variances assumed	3,197	,075	2,675*	288	,008	,195	,073	,051	,338
	Equal variances not assumed			3,005	151,716	,003	,195	,065	,067	,323
Level of serving of local public needs regarding to the employees	Equal variances assumed	13,674	,000	8,245	288	,000	,847	,103	,645	1,049
	Equal variances not assumed			10,033*	182,565	,000	,847	,084	,680	1,013
Level of serving of local public needs regarding to the logistics	Equal variances assumed	1,584	,209	2,960*	288	,003	,265	,089	,089	,441
	Equal variances not assumed			3,191	139,268	,002	,265	,083	,101	,429

* T-test values that show significant differences ($p < 0,05$) between the two compared scores.

Source: author's elaboration using the SPSS program

The analysis of the data presented in the above table shows that civil servant responses differ significantly from the responses of local community members to all three variables - *the level of satisfaction of local public needs in relation to services, employees and logistics*, respectively.

The rightness of the aforementioned is also supported graphically as follows (see Fig. 1):

Figure 1 - Comparing opinions on the level of serving of local public needs regarding to the services, employees, logistics

Source: author's elaboration using the SPSS program

The visualization of the previous figure shows the differences between the answers given by the two categories of respondents regarding the level of satisfaction of local public needs in relation to services, employees and logistics, respectively. For each of these three variables the recorded means have higher values for civil servants (3.28/3.71/3.84) than for the local population (3.08/2.87/3.57). It was foreseeable that civil servants declare that members of the local community are more satisfied than what they claim.

For an overview of the perceptions of the two categories of respondents, we calculated the statistical indicators for the characterization of the mean level and the standard deviation for the level of satisfaction of the local public needs variable [3]. The following table presents the means and the standard deviations of the responses of civil servants, on the one hand, and members of the local community, on the other side, regarding the variable *the level of serving of local public needs* (see Table 9):

Table 9. Means and standard deviations for the variable the level of serving of local public needs according to both samples

Variable	Respondent Category	N	Mean	Std. Deviation
Level of serving of local public needs	Civil servants	72	3,61	,346
	Local community	218	3,17	,455

Source: author's elaboration using the SPSS program

And this time, from the analysis of the data recorded in the previous table, it appears that the civil servants say about the members of the local community that they are satisfied (3.61) to a greater extent than the one (3.17) declared by the surveyed population.

Using the t-test to compare the means made it possible to verify whether or not there are significant differences between the responses of both categories of respondents regarding the level of satisfaction of local public needs (see Table 10):

Table 10. The value of t-test to compare the means of the two samples for the variable the level of serving of local public needs

Independent Samples Test

		Levene's Test for Equality of Variances		t-test for Equality of Means						
		F	Sig.	t	df	Sig. (2-tailed)	Mean Difference	Std. Error Difference	95% Confidence Interval of the Difference	
									Lower	Upper
Level of serving of local public needs	Equal variances assumed	5,749	,017	7,442	288	,000	,435	,059	,320	,551
	Equal variances not assumed			8,522*	158,309	,000	,435	,051	,334	,536

* T-test values that show significant differences ($p < 0,05$) between the two compared scores.

Source: author's elaboration using the SPSS program

By comparing the responses of civil servants and local community members regarding to the level of satisfaction of local public needs, it can be seen that the value of the t-test is 8.522 and the probability Sig. is 0.000 (less than 0.05). These data show that for the recorded means of the two categories of respondents (3.61 and 3.17), it can be concluded that their answers differ significantly.

The difference between the views of civil servants and those expressed by members of the local community is shown graphically in the next figure (see Fig. 2):

Figure 2 - Comparing opinions on the level of serving of local public needs

Source: author's elaboration using the SPSS program

The visualization of the previous chart shows significant differences between the opinions expressed by the two categories of respondents, in the case of the public servants the mean being 3.67, in contrast to the members of the local community where the registered mean is 3.17. As the public administration's mission and reason is to serve the public interest, the civil servants advocate that members of the community are satisfied, as opposed to the latter who have no clear stance, declaring themselves neither dissatisfied nor satisfied.

VII. CONCLUSIONS

On the background of the present paper, at this moment we intend to make important conclusions that will complete the approach taken.

Knowing both the opinions of civil servants and members of the local community about the level of satisfaction of local public needs has made it possible to compare the answers of the two categories of respondents in

order to verify the hypothesis launched in the introductory part of the paper. By calculating the test statistic to compare the means of two populations, we found significant differences between the answers given by the two samples in relation to the level of satisfaction of the local public needs. Therefore, the null hypothesis is rejected and the alternative hypothesis is accepted, "There are significant differences between the perception of civil servants and that of local community members about the level of satisfaction of local public needs". Moreover, by numerical evaluation of the items for which the opinions of the civil servants differ from those of the members of the local community, their answers differ significantly in a majority share (19 out of 33 items). Given that the entire civil servants' activity is carried out at the service of the citizens, the latter can, from the perspective of the former, only be satisfied, a situation that differs from the statements of the members of the local community who claim to be neither dissatisfied nor satisfied.

On the whole, it is worth pointing out that the analysis of the data recorded both at the level the respondent civil servants and at the sample of members of the local community confirmed the research hypothesis from which we started at the beginning of the approach.

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