



**I. Waste information**

**1. According to your personal opinion, how well are the citizens in your municipality informed about how to sort their waste?**

*(Only one answer possible)*

Very well informed	Fairly well informed	Rather poorly informed	Poorly informed
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**2. According to your personal opinion, how well are the citizens in your municipality informed about what to do with their paper and cardboard waste?**

*(Only one answer possible)*

Very well informed	Fairly well informed	Rather poorly informed	Poorly informed
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**3. According to your personal estimation, how many people in your municipality separate their waste?**

*(Only one answer possible)*

Almost everyone 80 – 100 %	The large majority 50 – 75 %	Half 50 %	A minority 10 – 45 %	Almost no one 0 – 10 %
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**II. Waste management services**

**4. Overall, how satisfied or dissatisfied are you personally with the waste management services provided by your municipality?**

*(Only one answer possible)*

Very satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied
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**5. Please indicate to what extent you agree or disagree with the following words describing the waste management services provided by your municipality**

*(Only one answer possible per line)*

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Reliable					
High quality service					
Effective					
Practical					
Good service for money					
Transparent					

**6. Please indicate to what extent you agree or disagree with the following statements**

*(Only one answer possible per line)*

	Strongly agree	Agree	Neither disagree nor agree	Disagree	Strongly disagree
The waste management services					





provided by the municipality meet the needs of the <u>citizens</u>					
The waste management services provided by the municipality meet the needs of the <u>small shops and businesses</u>					
The information provided to citizens and businesses is sufficient					
The containers for the separate collection of paper are in close proximity to homes, shops and businesses					
The containers for the separate collection of paper are convenient to use					
The containers and surrounding environment is clean					
The containers and surrounding environment is safe to use					

### III. Waste sorting and collection

#### 7. Did you notice any problems with the containers for the separate collection of paper?

*(Several answers possible)*

Unpleasant surroundings/ Littering	Inconvenient distance (too far)
Unsafe surroundings/ Not lighted	Inadequate openings (too small/ not appropriate shape)
Vandalism	Overflowing bins
Blocked access to bins	Impurities/contamination
Lack of or inadequate signs	Theft
Other <i>(please specify)</i> :	

#### 8. What are the biggest problems you observe with the paper collected from citizens?

*(Several answers possible)*

	Presence of materials other than paper
	High moisture affecting the quality
	Very low quantities of paper
	Other <i>(please specify)</i>





9. In your opinion, why are these problems occurring, and how could they be avoided?

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**IV. Other information**

10. In which municipality do you live?

11. How long have you been working in the waste management department of the municipality?

*(Only one answer possible)*

Less than 6 months	6 months – 1 year	1 - 2 years	3 or more years	All my life
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12. Do you have any other comments, questions, or concerns?

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