

SCIENZE STATISTICHE

**TESI DI LAUREA
IN STATISTICA, ECONOMIA E FINANZA**

**MARKETING SURVEY RELATED TO THE ON-GOING
PROCESS OF THE DECENTALISATION OF CADASTRE
SERVICES**

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1. INTRODUCTION – CADASTER AND DECENTRALIZATION:

An efficient cadastral system is based on correctly updated registries, which are the official statements of the quantity and value of real property in any district. The construction of efficient cadastral system is founded on a deep understanding of the reality, which the system should correctly represent.

In Italy it was founded in 1886, with a taxation finality on the land property; until today there exists a tendency towards creating the unity of its institutional and physical structure, with the purpose of justly distributing the taxes, payable on such property. This has proved to be a very difficult task.

Agenzia del Territorio, as a technical body created in 1999, on the behalf of the state has a function to ensure :

- Quality control and monitoring
- Certification of the update flow
- Geodetic, cartographic and topographic surveys
- Mortgages and charges register
- Real estate register
- Provision of technical assistance to local administration
- Conservation, update and use of cadastral acts
- Revision of the assessments and classification
- Geodetic, cartographic and topographic services of competence
- Delimitation of agricultural areas

Lately, computer science plays an essential part, not only to improve internal efficiency, but also, and most of all, to create a client orientated system (easily accessible and readable information) which is able to interact with other organisations, managing land information.

However, time has shown an essential need for further improvement of the organisation of the cadastral structure. There has also been a lack or delay of information about state constructions, placement of the area borders, acquisition of land by expropriation and finally belated transcription of the information transmitted in the cadastre archives.

In the process of decentralisation of the state's functions to the local institutions, the introduction of the Municipal Property Tax (ICI), provided for in Law No. 421/1992 and Legislative Decree No. 504/1992, entailed the transfer of taxation of property from the central Government to the local authorities. This innovative tax is applied to the value of the real estate property and, therefore requires the updating of the Italian Land Register, from a register of cadastral income to a register of values.

Therefore, an ultimate initiative has been brought to light by the Ministry of the Internal Economy and Finance: the politics of fiscal federalism through the decentralisation of cadastre – transfer of the following functions from *Agenzia del Territorio* to the communes:

- Conservation, update and use of cadastral acts
- Revision of the assessments and classification
- Geodetic, cartographic and topographic services of competence
- Delimitation of agricultural areas

Referring to the cadastral services, each commune has an interest in obtaining the following:

- Integrity and completeness
- Timely updating
- Legal value
- Commodity of its consulting

Why is the comune a guarantee of the previously mentioned aims?

1. The commune has a better acquaintance with its territory and it is more sensitive to the lack of information in the paper archives (in many cases this is a piece of information already in its possession)
2. The commune already manages the administration of a major part of its territory (various concessions etc)
3. The commune is directly interested in the variations of both the objective and subjective nature (ICI or other real estate taxation)

All of these issues play an essential role in having the territory under an adequate control; hence leading a policy of taxation with greater efficiency and equity.

In the process of decentralisation, the communes have the option to choose either to manage the functions transferred directly, or to agree to have a convention with the *Agenzia del Territorio*. The Commune of Padua has opted for the former.

Furthermore, there has been an aggregation of 9 other communes from the province of Padua, in order to facilitate the transition by dividing the information and resources - primarily skills and financial resources.

Hence Padua became a cadastral pole of the following communes:

Vigodarzere, Limena, Villafranca, Rubano, Selvazzano Dentro, Abano Terme, Albignasego, Veggiano and Ponte San Nicolò.

After the transition period, *Agenzia del Territorio* has to operate for the unity of the system and ensure a certain level of quality of the data provision and cadastre service erogation. Its field of action shall include:

Guarantee of :

- Completeness of the information on the national level
- Homogeneity of the parametres
- Organisation of the national archive of the real estate

- The quality and legality of the procedures and usage of the information

Ensurance of:

- More advanced tehnological and metodological assets
- Consulting and assisting supports required by the comunes
- Numeric cartography
- Unification of the systems reffered

2.PRINCIPAL TASKS DURING THE STAGE IN THE COMUNE OF PADUA: OBJECTIVES AND IMPORTANCE

As a result of a four month stage at the commune of Padua, three projects were brought to light.

The first and most ambitious one was the marketing survey on the customer expectations towards the perspective of a decentralised cadastre service. The duration of the project was a little less than three months, and it had as a final aim to discover what the different groups of cadastre users consider as points of strength or weakness of the service, so that they can be, respectively, maintained or improved in the newly organised structure. Finally, it was of crucial importance to find out the percentage of the users aware of the transition, and the suggestions or expectations of the service provided by the communes of the pole.

One of the issues of particular interest is the adaptation of the service for electronic transfer of information. It was directly related to the first project and indirectly to the second. A one month survey on the demand for the documents from the paper archive is one of the preparation steps in the process of the enlarging of the cadastre electronic database, by inserting the types of documents that are mostly requested and viewed. Therefore the pole could organise a more client-oriented service eliminating queues in the offices and having an electronic transfer of a number of documents.

The last project was simple but time consuming: definition of the territorial distribution of the professionals - major users of the services. In the prospective of a possibility of opening new front offices for cadastre – it was important for the pole to know where the most convenient spots would be, in order to satisfy the transfer needs of its principal clients.

In the course of this study, the projects will be considered separately, one by one.

3.MARKETING SURVEY ON THE CLIENT EXPECTATIONS TOWARDS THE DECENTRALISATION

3.1 Problem definition:

1. Calculation of the percentage of the users of the cadastre service which have already acquired the information about the decentralisation
2. Definition of the general satisfaction with the present cadastre service, in order to define better the expectations
3. Analisation of the expectations of the future decentralised cadastre

We determined the research design as a descriptive one, with primary and qualitative data to be collected.

3.2 The population of concern

The population in question consists of the individuals who have to deal, occasionally or frequently, with cadastre services. It was later divided into three larger groups, with division criteria being:

1. The frequency of usage
2. The purpose of usage
3. The estimation of how well the users were informed about the decentralisation

The result was the creation of the sub-population of the real estate owners, who rarely frequent cadaster only with the intention of gaining information about paying tax; therefore not in a position to provide answers about a large range of services. The second group consisted of professionals in the field of immobile property, such as architects, surveyers, clerks, agronomists and engineers (civil and edile), who are presumed to be in a greater touch the cadastral system, and whose responses to certain issues, which shall be seen later in the course of this study, are of great importance to the commune. The third group, the smallest by size, is the group of corporations who are in

possession of a large property, therefore have an interest of being continuously updated about its administration.

3.3 Data collection methods

Focus group

In order to become familiar with the matter, we organised a small group discussion of 8 geometers, proposed by the Head of the Project Unit. It proved to be a very efficient method in terms of cost, time, flexibility and depth of information received. In two hours of a dedicated time we managed to find out:

- The professionals had an idea that some kind of change was about to happen in the cadastral system, but didn't know any specific details of dates, significance, reasons and practical implications of such a change.
- With regards to the service, many interesting points have arisen concerning the points of strength of a present service such as the tendency to create an electronic erogation of services. However, the professionals seem to have perceived discomforts regarding the waiting times, divergences in information received from the different employees and substantial distrust in the equity of the estimated rent.
- For the future service – expectations were hard to specify as the professionals didn't have the information, and therefore couldn't take the point of view. However, a lot of suggestions were made, such as for technical improvements of the software available online, steps forward in the transfer of information online and an adequate training of the employees of the cadaster.

At the end of the focus group, we had a substantial amount of information, which permitted us to pursue the next step in data collection methods – questionnaires.

3.4 Questionnaires

Two questionnaires were prepared – one for the real estate owners and another for the professionals and corporates.

The real estate owners were contacted in the ICI* front office, the questionnaires were given personally (at times we were requested to do the interviews directly). The questions were less technical than those prepared for the professionals, although the structure was the same. The advantage of this type of data collection is the speed and low cost, the disadvantage is that there is a doubtful representativeness of our sample, created, in a limited time, of individuals who frequented the office at that specific period. Also in many cases it was difficult for the interviewers to supervise.

The professionals were contacted by telephone. The announcement letter was sent to the possible respondents, in order to create confidence and facilitate the data collection. The data was obtained fairly quickly, the method was cost-effective and we had a centralised control of data collection. The difficulties were limited depth of responses, perceived intrusiveness, frequent abuse by solicitors on the phone and difficulty to track down certain individuals.

*ICI - Municipal Property Tax

4.SURVEY ON THE OWNERS AND OTHER NON-PROFESSIONAL* RESPONDENTS

4.1 Questionnaire

The structure of the questionnaires followed the structure of the definition of the research problem. The aim of the first part (question 1 to question 3) was to discover the percentage of users who have knowledge of the decentralisation, question 3 being a control. The scales used for this part were multichotomous (multiple choice) scales.

The second part (question 4 to question 8) had a tentative to reveal a general attitude towards the present service provided by the cadaster of *Agenzia del Territorio*. The scale applied was a Likert agree-disagree scale, with the following method of points assigned to the responses:

STATEMENT	STRONGLY AGREE	AGREE	NEITHER AGREE NOR DISAGREE	DISAGREE	STRONGLY DISAGREE
POSITIVE	5	4	3	2	1
NEGATIVE	1	2	3	4	5

The third part was concerned with, as aforesaid, revealing expectations and suggestions (question 9 to question 15). The questions about computerising the service played an important role. The scales used are Likert and multiple choice scales.

The last part was aimed at classifying the respondents; the questions were constructed with the categorical scales.

*non professionals in the sense of not being a cadastre related professionals (architects, geometres etc...)

INDAGINE SULLE ASPETTATIVE DEGLI UTENTI DI CATASTO DI FRONTE AL PROCESSO DI DECENTRAMENTO DI FUNZIONI CATASTALI

Il comune di Padova sta svolgendo questa indagine per raccogliere eventuali utili suggerimenti, al fine di poter organizzare un servizio catastale funzionale e che soddisfi le esigenze degli utenti.

La Sua collaborazione sarà preziosa per la riuscita della ricerca, pertanto Le chiediamo cortesemente di rispondere con attenzione al questionario .

(NEL CASO AVESSE BISOGNO DI UN CHIARIMENTO, GLI INTERVISTATORI SONO A SUA DISPOSIZIONE).

1. Quali servizi catastali lei ha utilizzato?

- Visure catastali
- Certificazioni catastali
- Richiesta di frazionamento
- La variazione urbana
- Segnalazioni di errori e correzione

2. Da Marzo 2004 il servizio catastale sarà riorganizzato, lo sapeva?

- SI NO

(Se la risposta è SI può rispondere alla domanda numero 3, altrimenti può farsi consegnare il volantino informativo dagli intervistatori, in cui troverà utili informazioni sul nuovo decreto).

3. Come ha avuto questa informazione?

- Sul posto di lavoro Media (giornali, Tv, Radio)
- All'ufficio catasto Altro

Le seguenti domande riguardano alcuni aspetti del servizio , come viene svolto oggi. Le chiediamo di indicare il suo grado di accordo per ogni affermazione.

4. Gli orari dell'ufficio catasto si adattano alle sue esigenze

- Fortemente d'accordo
- D'accordo
- Incerto
- In disaccordo
- Fortemente in disaccordo

5. L'iter burocratico per ottenere un documento catastale è lungo

- Fortemente d'accordo
- D'accordo
- Incerto
- In disaccordo
- Fortemente in disaccordo

6. Le istruzioni dei documenti catastali sono poco chiare perché il linguaggio è troppo specifico.

- Fortemente d'accordo
- D'accordo
- Incerto
- Disaccordo
- Fortemente contrario

7. Le informazioni che le vengono fornite dagli addetti agli sportelli del catasto sono coerenti. (Ottiene le stesse informazioni da due o più addetti diversi ?)

- Fortemente d'accordo
- D'accordo
- Incerto
- Disaccordo
- Fortemente contrario

8. In generale i servizi amministrativi offerti dal comune (Anagrafe, Edilizia Privata, Ufficio di relazioni con il pubblico,...) sono funzionali (efficaci ed efficienti) .

- Fortemente d'accordo
- D'accordo
- Incerto
- Disaccordo
- Fortemente contrario

Le seguenti affermazioni riguardano il servizio che sta per essere organizzato, le chiediamo di esprimere il suo grado di accordo in modo tale da poter fare attenzione anche alle Sue esigenze.

9. Mi aspetto maggiore chiarezza nelle istruzioni per gli *adempimenti catastali* che il cittadino deve svolgere.

- Fortemente d'accordo
- D'accordo
- Incerto
- Disaccordo
- Fortemente contrario

10. Minimizzare i tempi per lo svolgimento delle procedure catastali.

- Fortemente d'accordo
- D'accordo
- Incerto
- Disaccordo
- Fortemente contrario

11. Mi aspetto di essere informata tempestivamente su eventuali cambiamenti del servizio.

- Fortemente d'accordo
- D'accordo
- Incerto
- Disaccordo
- Fortemente contrario

12. Possiede un computer, o ho la possibilità di usarne uno ?

(Se SI risponde alla domanda 13, se NO passi direttamente alla domanda 14).

13a1. Utilizzo internet per fare acquisti.

- SI NO

13a2. Utilizzo internet per lavoro.

- SI NO

13a3. Utilizzo internet per scambio di documenti.

- SI NO

13a4. Utilizzo internet per effettuare pagamenti.

- SI NO

14. Se il servizio fosse completamente informatizzato sarebbe un'agevolazione perché:

- Gli adempimenti si potrebbero fare in modo più veloce.
- Visto che sarebbe veloce farlo, sarei stimolato a comunicare eventuali modifiche sulla mia proprietà.
- Le informazioni sarebbero più precise.
- Non dovrei più recarmi all'ufficio ICI.
- Altro(specificare).....

15. Se il servizio fosse completamente informatizzato sarebbe una difficoltà perché:

- Non mi fido dello scambio delle informazioni via internet
- Non tutti sanno usare internet
- Le informazioni potrebbero non arrivare al destinatario
-

Altro(specificare).....

16. Indichi la Sua fascia di età:

- 15-24 24-50 50 e più

17. Lei è:

proprietario di un immobile usufruttuario altro

La ringraziamo per la collaborazione sarà utile alla ricerca!!!!

4.2 Sampling frame

Probability sampling was the most obvious choice, keeping in consideration time, cost and precision constraints. The error term was agreed to be almost 10%, in order to have circa 110 units in the sample. The calculation made was the following:

$$N_0 = [z^2_{\alpha/2} * p * (1-p)] / e^2$$

$$e^2 = [0,5 * 0,5 * 1,96^2] / 110$$

$$e = 9,6\%$$

N.B. we assumed α to be 0,05, and the maximum mutability of the variables, therefore $p=0,5$

4.3 Missing data

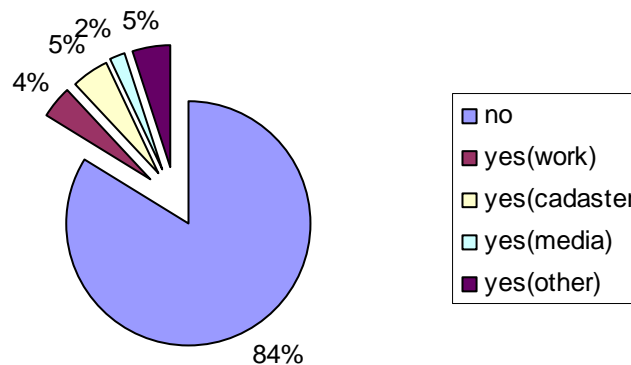
Obviously, the response rate was not a 100 percent, infact there were some questionnaires with certain questions unanswered. To solve the problem of missing data – we interviewed more individuals, so that 110 complete questionnaires could be obtained. To be more precise, 139 questionnaires were collected, out of which 110 complete ones were considered.

4.4 Data analysis

After the collection of the data, descriptive statistics were calculated in order to achieve a better comprehension of the general opinion, and draw conclusions needed to make decisions in the process of decentralisation. The questions were analysed one by one; the information was obtained using straightforward frequency distribution or general attitude analysis.

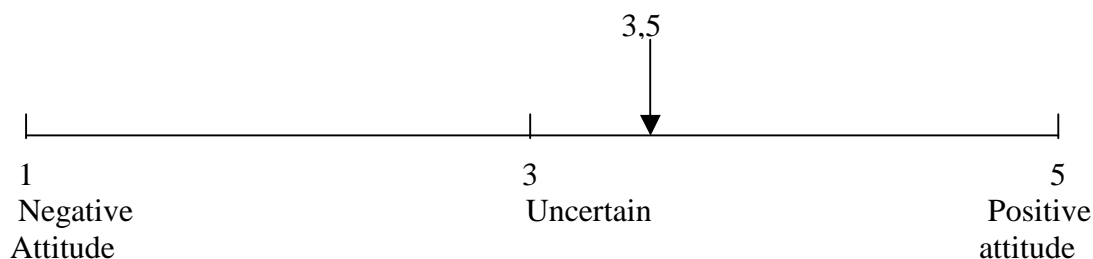
In the course of analysis, the property owners are identified as major users of cadastral visions and certificates (95%), while the rest of the services were revealed to be rarely used by the members of this group.

“In the course of 2004 the cadastre service shall be reorganised; did you know about it?”



Generally, the owners are not well informed about the transition of the cadastral functions. This could be due to the poor interest in the matter or the lack of information about the process.

Representation of a general satisfaction of the service



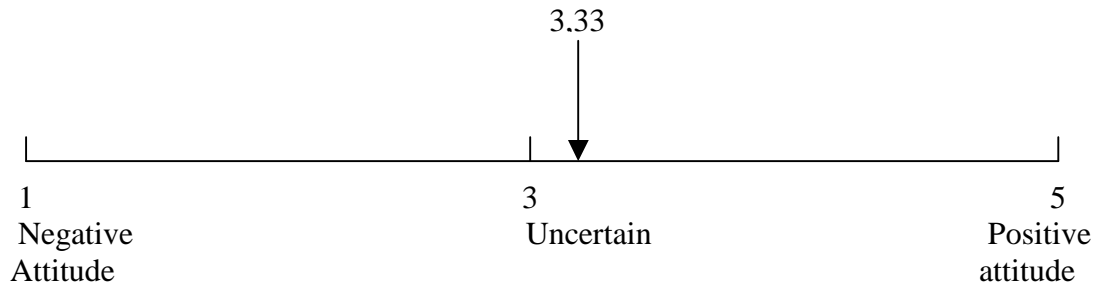
The indicator of 3,5 was obtained adding together the points of the questions from 4-8 and then pondering to the number of respondents and number of questions:

$$1925: X = 550 : 1$$

$$X = 3,5$$

The general judgement about the service, according to the sample mean of the respondents being close to 3, indicates the slightly positive attitude.

“The timetable of the front office is adequate to my demands”



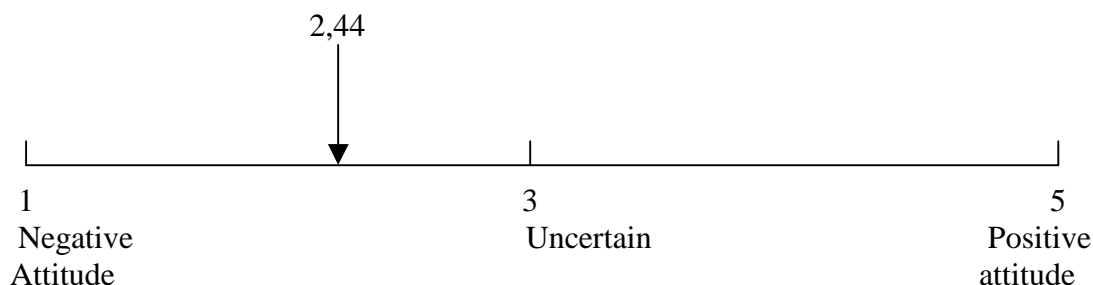
The sum of the points obtained by all interviewed with this question is pondered to the minimum sum obtainable, in an analogue way to the previously denoted general analysis , as follows:

$$366 : 110 = X : 1$$

$$X = 3,33$$

The result is fairly different from the uncertain modality, which could be generated by not knowing the timetables of the office, as not being a frequent user of the services.

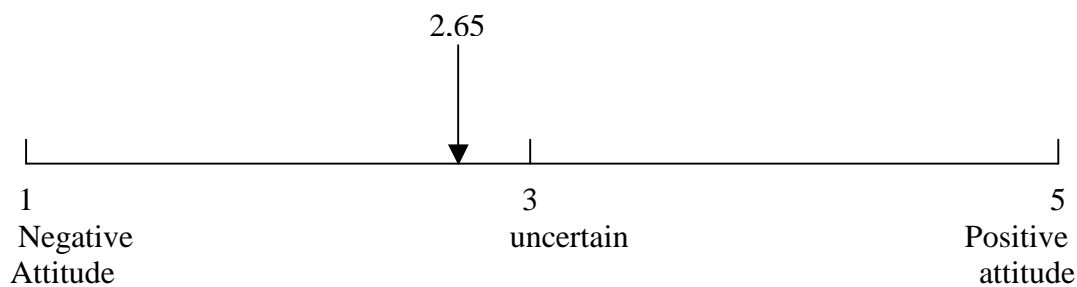
“The administrative procedure of obtaining a cadastre document is too long”



There is a slightly negative attitude towards the speed of processing the cadastral documents. It seems that the respondents experienced more delays

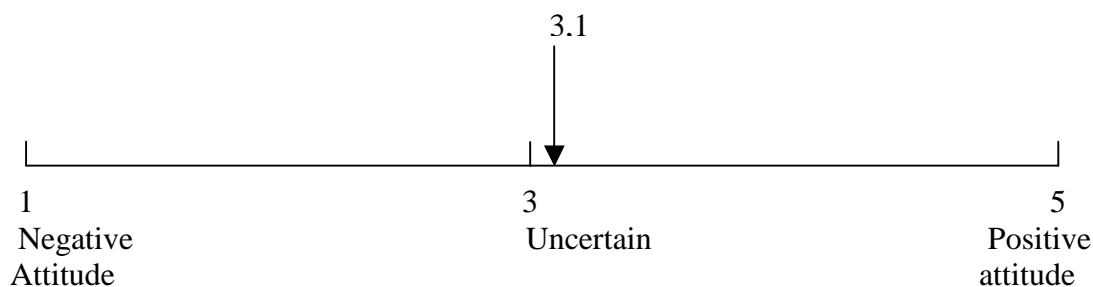
than expected or desired. Time is a very important resource so any waste of it is to be eliminated, in the service of efficiency. However, the argument should be approached with a certain dose of scepticism, because the expectation is that even minor waiting produces dissatisfaction. It is to be taken into consideration that the objective times exist, and are needed for managing the administration.

“The instructions in the cadastral documents are not very clear because the language is too bureaucratic”

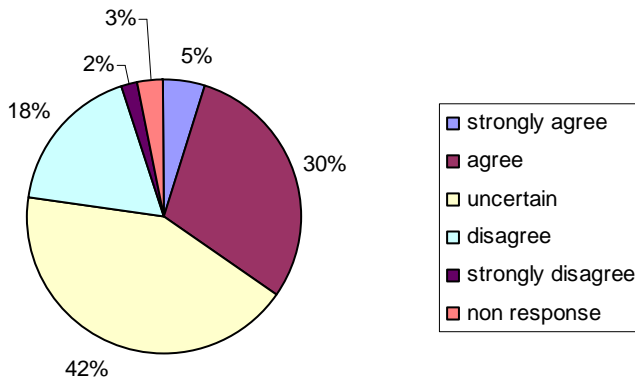


The client-orientated service contemplates an easy and simple interface, which would not create miscomprehension of the documents and procedures. Hence, the interest from the commune to eventual revision of the language used in the documents. A slightly negative attitude is in favour of the revision. The frequency distribution shows that 56% of the individuals strongly agree with the negative statement.

“There is no threat to receive discordant information from the employees in the front offices”

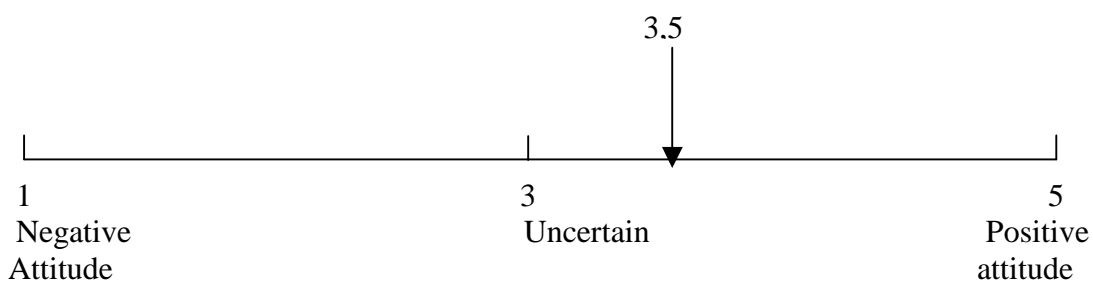


In order to understand whether the result of uncertainty derives from the majority answering “*neither agree nor disagree*” or the almost perfect balance of the extremes, it has been decided to do a full frequency distribution representation.



Even though a large part of our sample shows uncertainty regarding the argument as it was one of the hypothesis, there is an non ignorable fraction of 20% of the owners, who had to tackle discordancies in the information provided.

“Generally, the administrative services provided by the Commune are functional”



The attitude towards the communal services tends to the positive side. Surprisingly, there was a fraction of 30 % who were uncertain about the quality of the services.

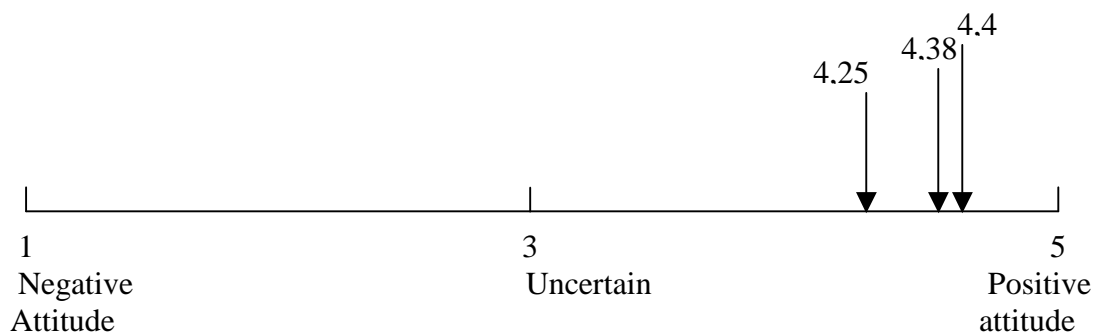
“I expect more comprehensive instructions for the procedures to be done”

“I expect to minimize the waiting for the completion of the procedures”

“I expect to be informed about every eventual change of the cadastre service”

These are three questions which proved to be biased in the course of data collection, because they induced a respondent to “agree” or “strongly agree” with the given affirmation. It was quite obvious to welcome every positive change in the service.

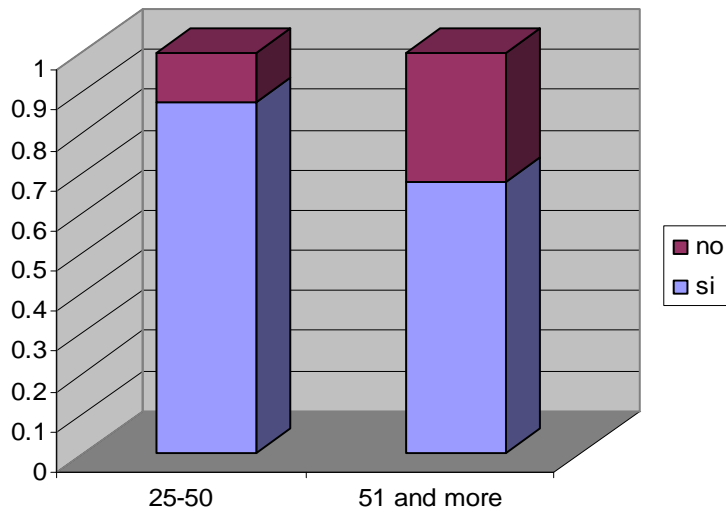
In fact, the attitude analysis proves the previous hypothesis.



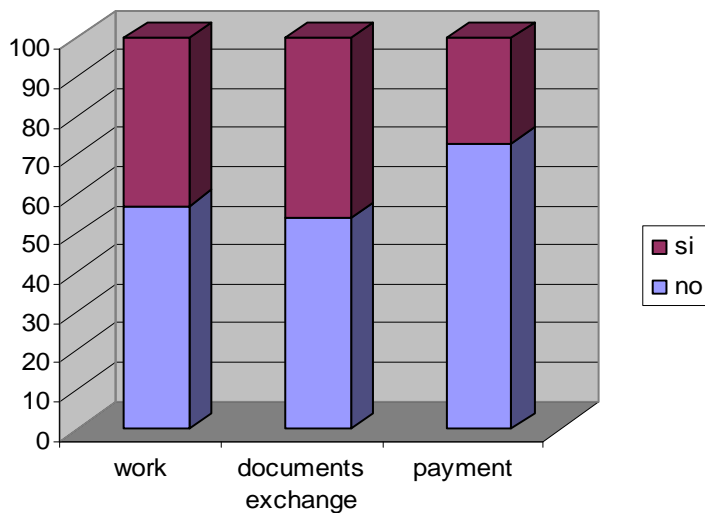
“Do you own a personal computer or have access to one?”

The majority of the individuals interviewed responded positively to the question, with the proportion 76 % to 24 % .

As the following graph illustrates, the non-users are more widespread in the population age 51 plus.



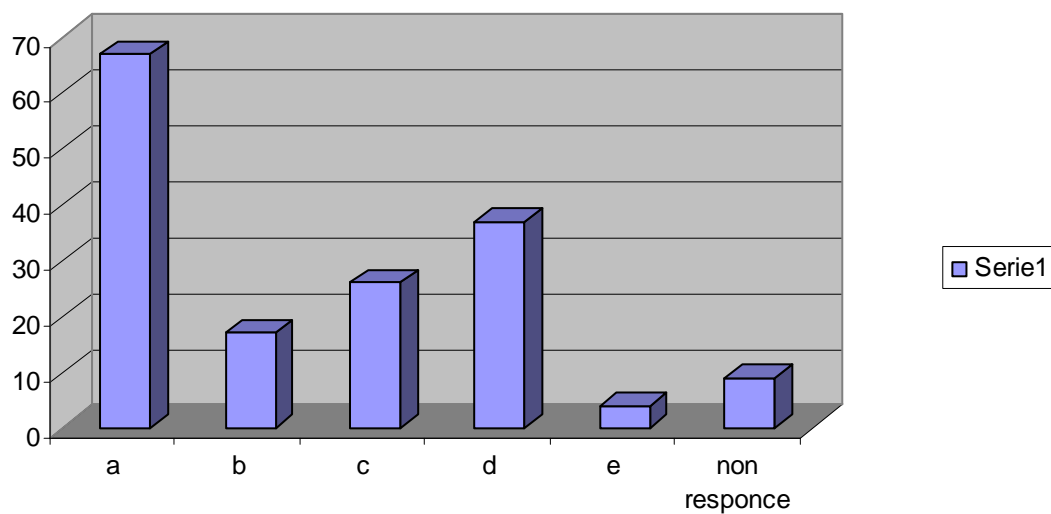
The use of internet



It is important to take into consideration the faith the individuals have in the internet, in the prospective of more intensive computerisation of the service.

It resulted that the most frequent use of the internet is for work purposes. Not many people trust internet for making payments. (only 27%)

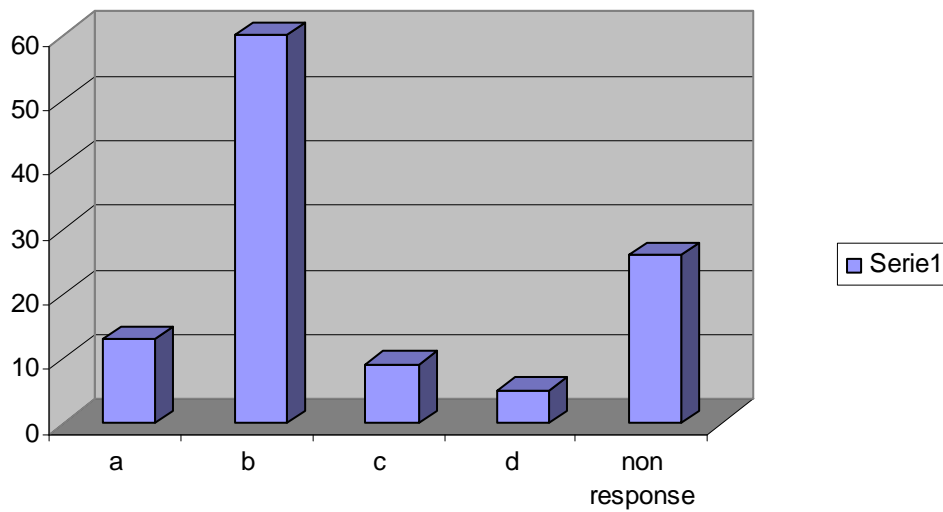
“If the cadastral service becomes completely computerized, it will be an advantage because:”



- a. The procedures could be done more quickly 67%
- b. I would be motivated to communicate changes on my property 17%
- c. The information would be more precise 26%
- d. I'd save myself from going to the front office
- e. other 4%
- non response 9%

Time seems to be the major point of concern; even the modality of response d, is closely correlated to the matter of time – and is the second most chosen response.

“If a cadastre service becomes completely computerised, it would be a disadvantage because:”



- a. I do not have much trust in the information exchange via internet 13%
- b. Not everyone is able to use internet 60%
- c. The information may not arrive at its destination 9%
- d. Other 5%
- e. No response 26%

5. SURVEY ON THE PROFESSIONALS OPINION

5.1 Sampling frame

The population of reference consists of all the cadastar related professionals, already listed previously, practicing in the Padua province, and members of the official lists of the professionals*. To every unit from the population was casually assigned a number, following the table of casual numbers. The starting point was the birthdate of one of the graduates, after which every second name was extracted in the principal sample. The names inbetween were selected for the reserve sample (if it happens that the response rate from the principal sample shows to be low).

It was decided to reduce the error term to be circa 5%. The calculation completely analogue to the sampling of the owners population was done and achieved the following:

$$N_0 = [z^2_{\alpha/2} * p * (1-p)] / e^2$$

$$e^2 = [0,5 * 0,5 * 1,96^2] / 350$$

$$e = 5,3\%$$

N.B. as the number of the corporations of interest was only 12, it was decided to include them all in sample, which could draw us to the risk of non representativeness, but the Commune had an interest to acquire as much information as possible about this group.

*albo dei professionisti

The structure of the sample formed in this way reflects the majority of architects and surveyors, whilst clerks and corporations (even though all of them were included) represent a very small fraction.

5.2 Questionnaire

In order to deepen the issues related to the cadastal service satisfaction and expectations, a more ambitious questionnaire was developed to discover the generalities about the professionals' opinions. The questionnaire was more technically precise, extended to a range of details related to the tie-up between each profession and cadaster, and in an attempt not to repeat the previously committed errors about inducing answers.

The structure was the same as the previous questionnaire. The scales applied to the questions were multiple choice, categorical, Likert and semantic differential scale (assignment of the degree of importance to each affirmation, used for questions from 14 to 18).

**INDAGINE SULLE ASPETTATIVE DEGLI UTENTI DEI SERVIZI CATASTALI DI FRONTE ALLA
PROSPETTIVA DEL DECENTRAMENTO DELLE FUNZIONI CATASTALI**

1. Quali servizi catastali lei ha utilizzato?

- A Visure catastali
- B Certificazioni catastali
- C Richiesta di frazionamento
- D Denuncia di edificazione di nuova costruzione urbana
- E Denuncia di nuova costruzione o di variazione urbana
- F Segnalazioni di errori e correzione
- G Richiesta di trattazione di atti inevasi
- H Proposizione di ricorso avverso gli atti catastali
- I Presentazione di domanda di volture
- L Domanda di revisione della rendita catastale
- M Denuncia di variazione dei redditi dei terreni
- N Visurie ipotecarie
- O Certificazioni ipotecarie

2. Nel corso del 2004 il servizio catastale sarà riorganizzato, lo sapeva?

- SI (SE DICE SI FACCIAMO LA 3 E LA 4), SPIEGO COSA E POI FACCIAMO LA DOMANDA 5)
- NO (SE DICE NO SUCCEDE)

3. Come ha avuto questa informazione?

- A Sul posto di lavoro
- B All'ufficio catasto
- C Media (giornali, Tv, Radio)
- D Altro

4. Saprebbe dire sinteticamente in che cosa consiste il piano di decentramento delle funzioni catastali?

- A L'agenzia del territorio manterrà un ruolo di controllo e le funzioni catastali saranno gestite dal COMUNE
- B L'Agenzia del territorio sparisce e tutte le funzioni catastali saranno trasferite al comune .
- C Dovrò recarmi sia in comune sia al catasto per svolgere gli adempimenti.
- D Non lo so
- E Altro

SE ALLA 4 RISPONDONO SBAGLIATO, ALLORA DIAMO QUALCHE INFORMAZIONE GIUSTA, VEDI VOLANTINO)

-----Le seguenti domande riguardano alcuni aspetti del servizio, come viene svolto oggi. Le chiediamo di indicare il suo grado di accordo per ogni affermazione. (SPIEGARE CHIARAMENTE COME FUNZIONA LA SCALA)

5. In generale i servizi amministrativi offerti dal comune (Anagrafe, Tributi, Edilizia Privata, Ufficio relazioni con il pubblico,...) sono funzionali (efficaci ed efficienti).

- 5 Fortemente d'accordo
- 4 D'accordo
- 3 Incerto
- 2 In Disaccordo
- 1 Fortemente in disaccordo

6. La procedura amministrativa per ottenere l'approvazione di un atto catastale è lunga.

- 1 Fortemente d'accordo
- 2 D'accordo
- 3 Incerto
- 4 In Disaccordo
- 5 Fortemente in disaccordo

7. Il linguaggio e le istruzioni che si trovano nei documenti da utilizzare per le pratiche catastali sono comprensibili.

- 5 Fortemente d'accordo
- 4 D'accordo
- 3 Incerto
- 2 In Disaccordo
- 1 Fortemente in disaccordo

8. Non accade che gli addetti agli sportelli diano agli utenti informazioni divergenti.

- 5 Fortemente d'accordo
- 4 D'accordo
- 3 Incerto
- 2 In Disaccordo
- 1 Fortemente in disaccordo

9. Le variazioni catastali proposte dal professionista sono accettate senza modifiche.

- 5 Fortemente d'accordo
- 4 D'accordo
- 3 Incerto
- 2 In Disaccordo
- 1 Fortemente in disaccordo

10. L'aggiornamento delle mappe del catasto terreni è preciso

- 5 Fortemente d'accordo
- 4 D'accordo
- 3 Incerto
- 2 In Disaccordo
- 1 Fortemente in disaccordo

11. L'aggiornamento degli atti del catasto terreni è tempestivo.

- 5 Fortemente d'accordo
- 4 D'accordo
- 3 Incerto
- 2 In Disaccordo
- 1 Fortemente in disaccordo

12. I tempi stabiliti per l'evasione delle pratiche sono accettabili.

- 5 Fortemente d'accordo
- 4 D'accordo
- 3 Incerto
- 2 In Disaccordo
- 1 Fortemente in disaccordo

13. Le rendite catastali attribuite sono generalmente eque.

- 5 Fortemente d'accordo
- 4 D'accordo
- 3 Incerto
- 2 In Disaccordo
- 1 Fortemente in disaccordo

Le seguenti affermazioni riguardano il servizio che sta per essere organizzato: le chiediamo di esprimere che importanza dà alle affermazioni seguenti. Deve dare un punteggio da 1 (poca importanza) a 5 (molto importante). (SPIEGARE CHIARAMENTE COME FUNZIONA LA SCALA)

14. Non devono esserci limitazioni al numero di pratiche che un professionista potrà presentare in una sola volta.

1 2 3 4 5

15. Si devono ridurre i tempi di permanenza negli uffici per l'espletamento delle pratiche catastali.

1 2 3 4 5

16. È opportuno ridurre il numero delle categorie catastali urbane.

1 2 3 4 5

17. È necessaria maggiore frequenza nel controllo del classamento dei fabbricati

1 2 3 4 5

18. Ogni sportello deve essere abilitato alla funzione di cassa per consentire il pagamento immediato delle prestazioni.

1 2 3 4 5

19. Utilizza personalmente il computer per lavoro

- Sì
- No

20. Quali miglioramenti ritiene possibili per il software scaricabile da Internet?

- A Minor tempo di download
- B Minore occupazione di memoria su disco
- C Maggior compatibilità con sistemi operativi più obsoleti o più evoluti
- D Maggior semplicità d'uso degli applicativi
- E Maggior integrazione con gli strumenti di rilievo in sito
- F Possibilità di comunicare attraverso il web senza installare nulla sul proprio PC

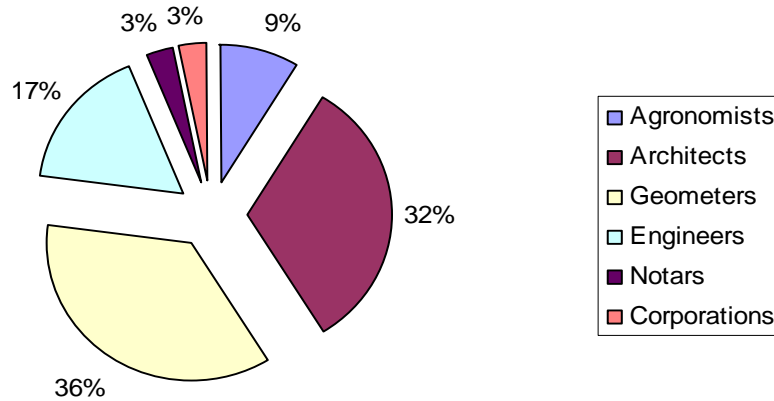
21. Ritiene che se il servizio catastale fosse quasi completamente informatizzato ci sarebbero delle agevolazioni? Perché?

- Sì, perché
- No, perché

RINGRAZIARE

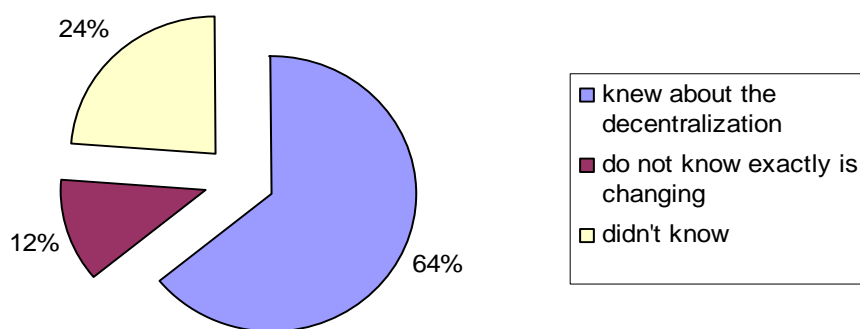
5.3 Data analysis

The sample effectively derived from telephone survey, taking into consideration the constraint of certain individuals being unreachable is the following:



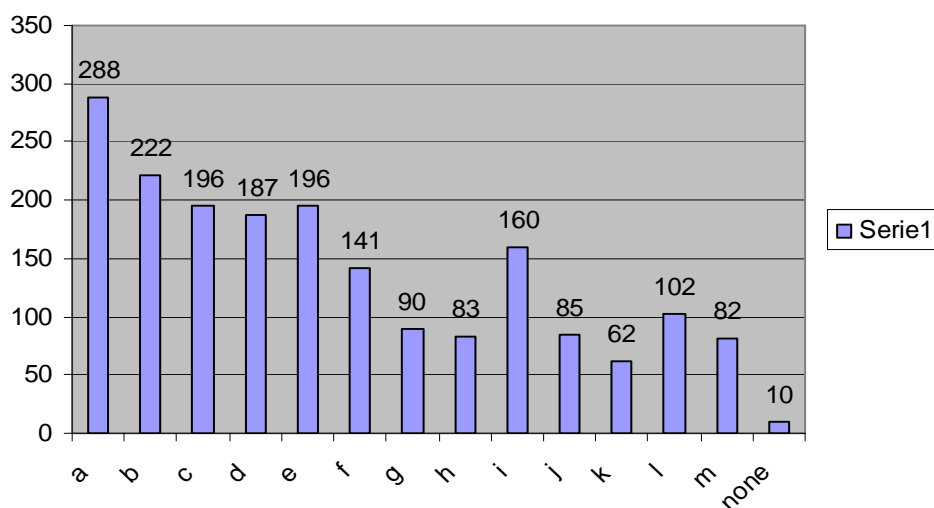
It follows the pattern of the majority of architects and geometers, and a small fraction of notars and corporations.

Knowledge about decentralization



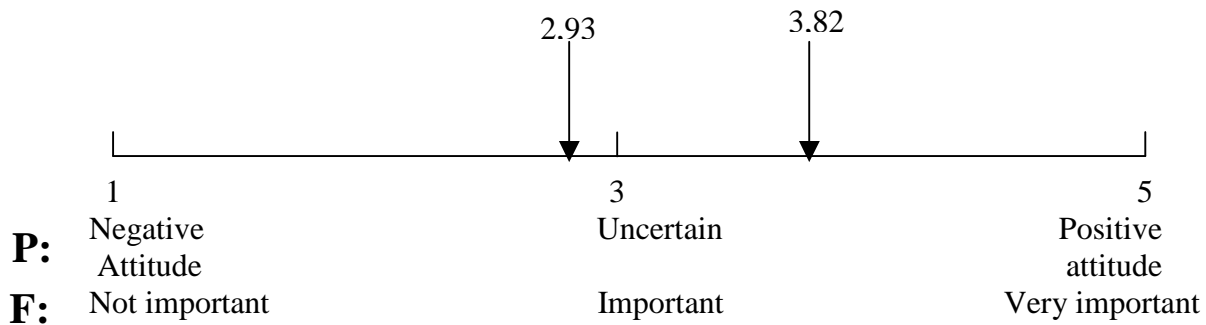
The major fraction of the professionals who have more precise information about the transition of cadastral functions are the geometers (56%), which was expected, as that is a group of major users of the services.

The frequency distribution of the utility of various cadastral services



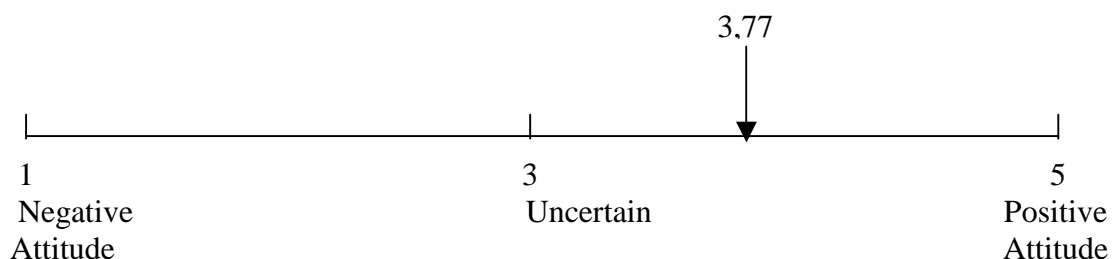
- a)** visure catastali
- b)** certificazioni catastali
- c)** richiesta di frazionamento
- d)** denuncia di edificazione di nuova costruzione urbana
- e)** denuncia di nuova costruzione o di variazione urbana
- f)** segnalazioni di errori e correzione
- g)** richiesta di trattazione di atti inevasi
- h)** proposizione di ricorso avverso gli atti catastali
- i)** presentazione di domanda di volture
- j)** domanda di revisione di rendita catastale
- k)** denuncia di variazione dei redditi dei terreni
- l)** visure ipotecarie
- m)** certificazioni ipotecarie

Compressive attitude towards the cadastral service (present and future)



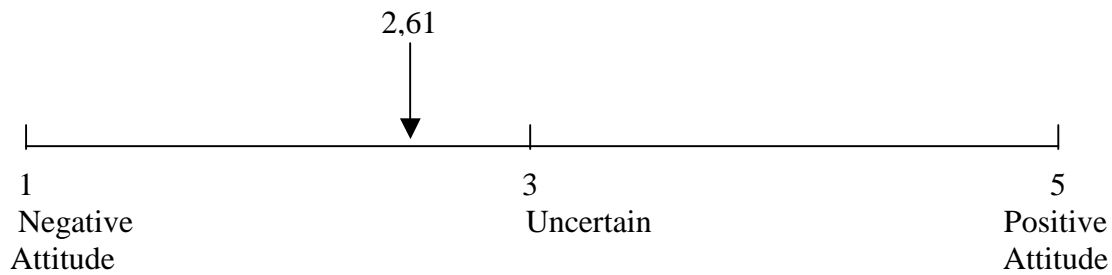
A slightly negative attitude indicated by the sample mean of 2.93 shows a compressive uncertainty-to-negative-attitude towards the quality of the services in the present cadastre. The affirmations about the eventual changes to be introduced in the future organisation of the service evaluated to be fairly important, as it points the sample mean of 3,82. The calculation of these points is completely analogue to the procedure used before for the Likert scale. The same is for the semantic differential scale, the only difference being that we assigned a different meaning to the extremes as well as to the obtained values of the indicators.

“Generally, the administrative services offered by the Commune, are functional”



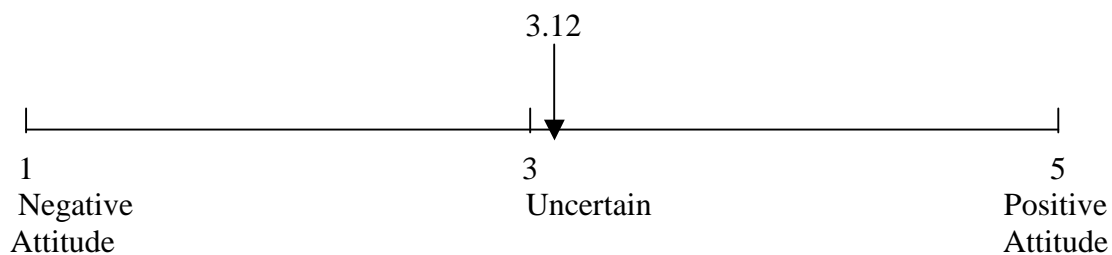
This positive affirmation seem to have generated a positive reponse, in terms of sample mean which indicates fairly positive attitude.

“The administrative procedure to obtain approbation of a cadastral act is long”

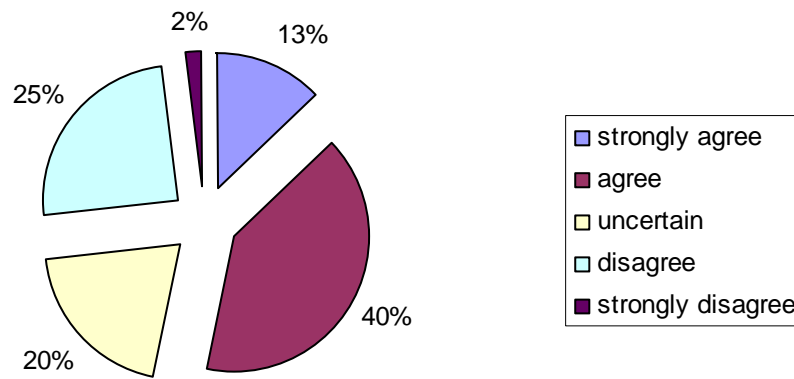


The experience of facing the frequent question “which type of procedure do you intend, because it is hard to generalise”, shows that this question should have been revised. However, it was agreed to insist on achieving a general judgement, which finally proved to be slightly negative, with 53% of respondents who chose to answer with “strongly agree” or “agree” versus 27% of those who responded that they were of an opposite opinion to the statement.

“The language and the instructions that you find in the documents to be used for the cadastral practices are comprehensive”



The sample mean almost coincides with the point of uncertainty; in order to clear ideas about the fraction of professionals who had to face problems in this matter, relative frequency distribution was derived.

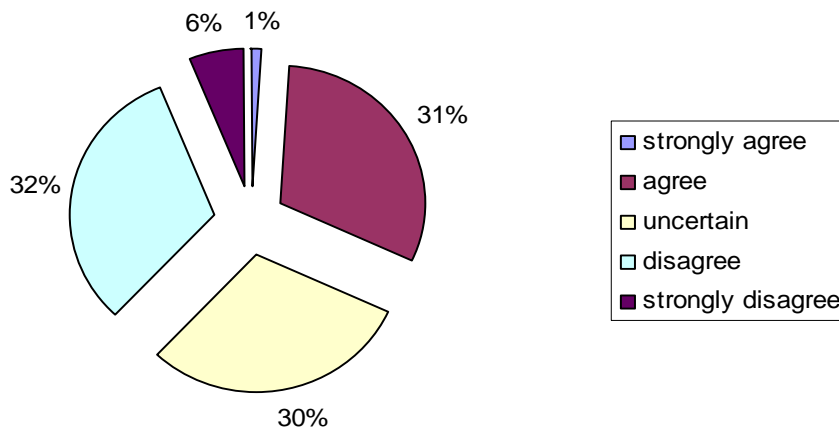


The decision of the Commune shall depend on how it evaluates the fraction 27% of respondents not satisfied with the articulateness of language and instructions, if it considers the fraction significant or not significant. The uncertainty is partially derived from the fact that a portion of professionals were taking in charge other, more practicing professionals (usually geometers).

“It DOES NOT happen that the employees in the front offices provide the clients with discording information”

This affermation has been carefully formulated into a positive one, in order not to do any harm to the relationship or create any rivalry between the Pole and Agenzia del Territorio. There was an emphasis on “DOES NOT”, because there was a concern about the comprehension of the read affermation on the phone. In most of the cases, it seemed that the affermation was fairly clear to the respondents.

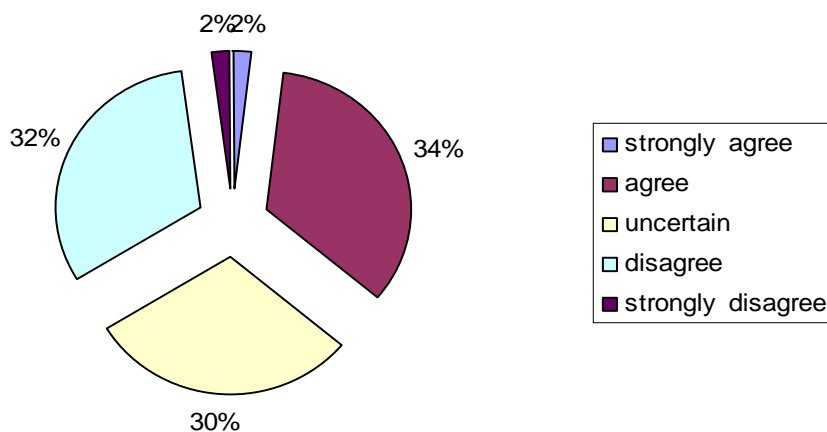
The sample mean of 2,87 is very close to the uncertainty. As shown below, there is a large fraction of individuals uncertain about the matter, possibly because they didn’t frequently have to betake on their own but confide in a third person. It is to concerning that 38% of the sample who claim that it is not true that the discordancies do not exist.



If we isolate only the attitude indicator for the group of geometers, we obtain a sample mean which is below the previous result, 2,68. The reason for which is particular interest to “hear the voice” of geometers is because they generally are in major contact with the cadastral service, and may (this is only a hypothesis) provide more precise information.

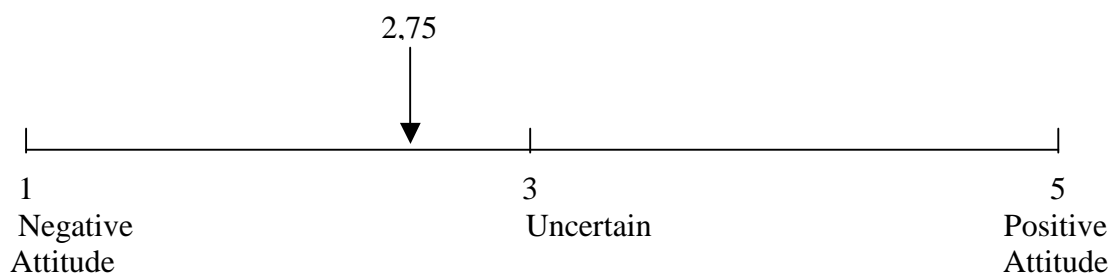
“The cadastral variations proposed by the professionals are accepted without being modified”

The sample average indicates 3, hence we would conclude complete uncertainty. But if we observe the frequency distribution:



Again, the 30% fraction of the uncertain individuals, possibly derives for the same reason as indicated previously. The Cadastral Pole will have to deal with the 34% of the professionals who have complaints about the acceptance of their practices, which are not entrusted as expected. However, there were some comments encountered about modifying the practices as being positive, due to the control of possible errors.

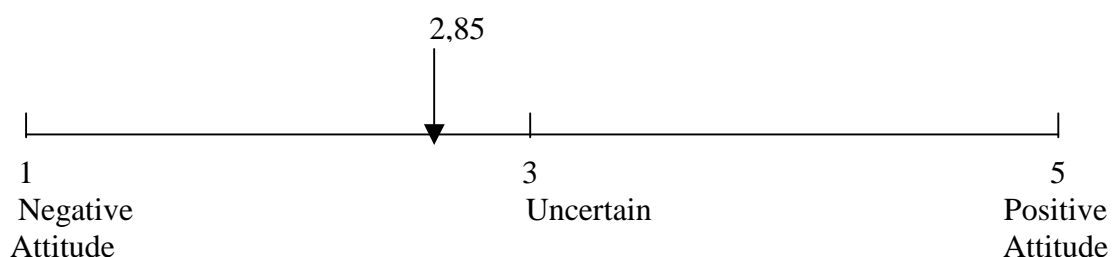
“The updating of the land cadaster maps is precise”



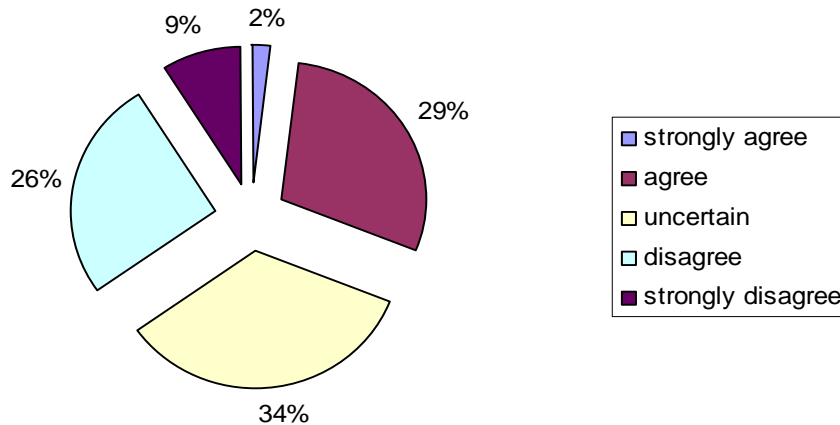
Slightly negative sample mean confirms the affirmation of the professionals from the focus group that there is some major sistemation to be done on the issue of the precision of the maps. 43% of the professionals from the sample claim that this affirmation is not correct, while 30% are generally satisfied with the map precision.

Even regarding this issue, the general attitude of the geometers was more negative, indicating the value of 2,57.

“The updating of the land cadastral acts is tempestive”

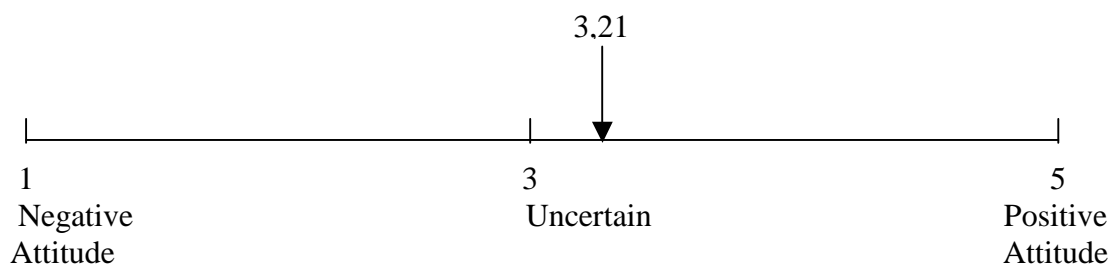


Again, a result very close to the modality which indicates uncertainty was faced, though the tendency towards the negative could be claimed.

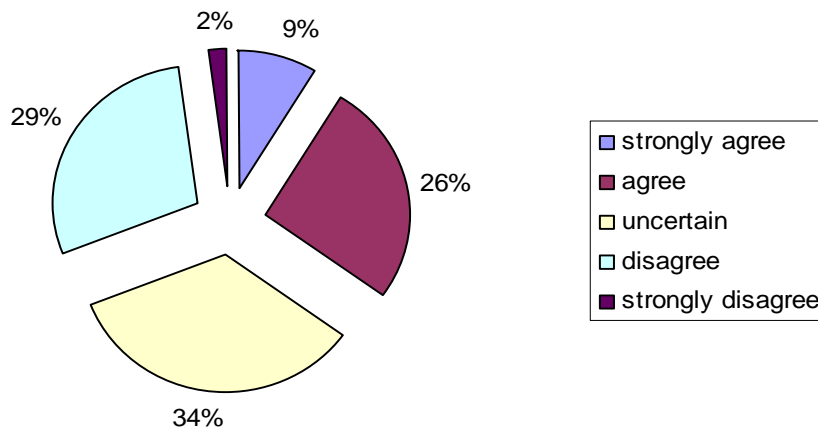


The uncertainty from the scale is confronted to the distribution graph, which underlines the heterogeneity of the responses.

“The established deadlines for the execution of the practices are acceptable”



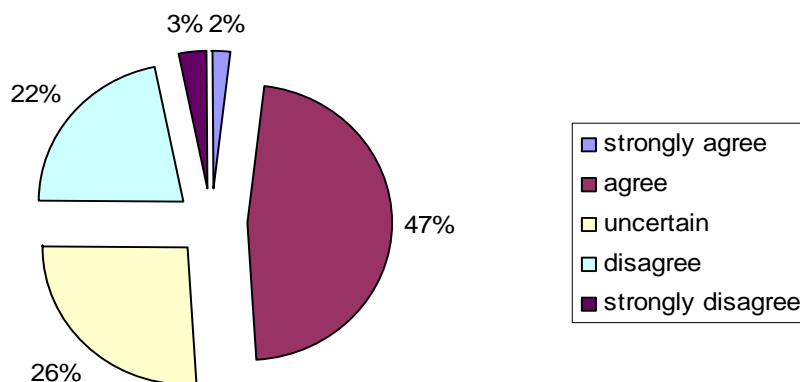
On the web site of the *Agenzia del Territorio*, there is a list of the forecasted deadlines for the erogation of different types of cadastral services. The question was whether they were coerrent with the needs of the users. Slightly positive sample mean is not a font of a considerable information. Hence again the frequency distribution graph:



Again we face almost perfect heterogeneity between the three poles agree, uncertain and disagree. There has been revealed a sizable fraction of the respondents who didn't have the information about the expected deadlines, and instead associated them with those experienced in reality.

“The cadastral rent attributed to the real estate is generally impartial”

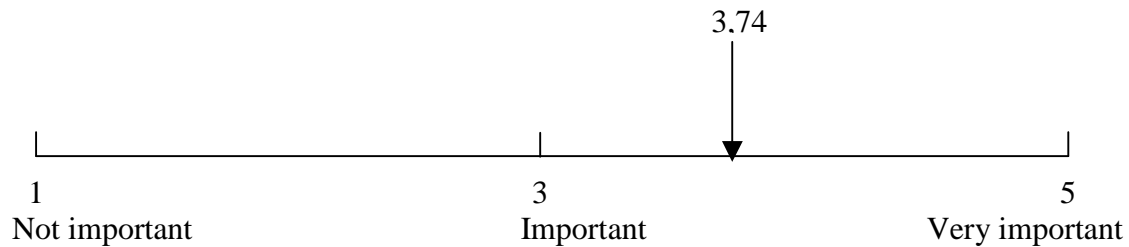
The comprehensive attitude sample media stands at 3,6, so it is directly passed to the frequency distribution:



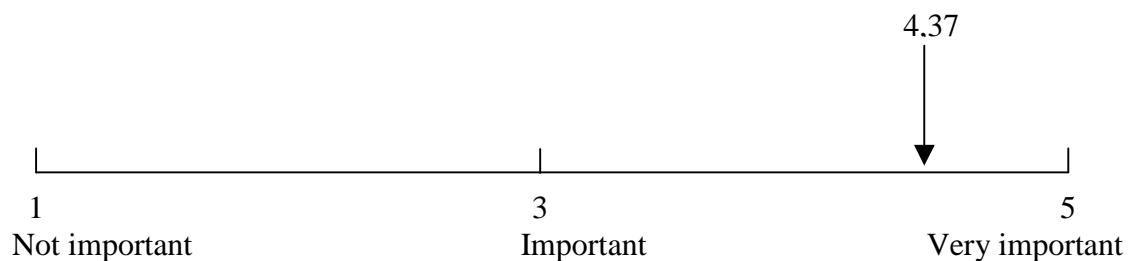
The issue about rent equity is one of the fundamental ones raised during the focus group. However almost half of the respondents were satisfied with the *status quo*.

Statements about the expectations for the future

“There should be no limitations to the number of practices that a professionals may present at one time”

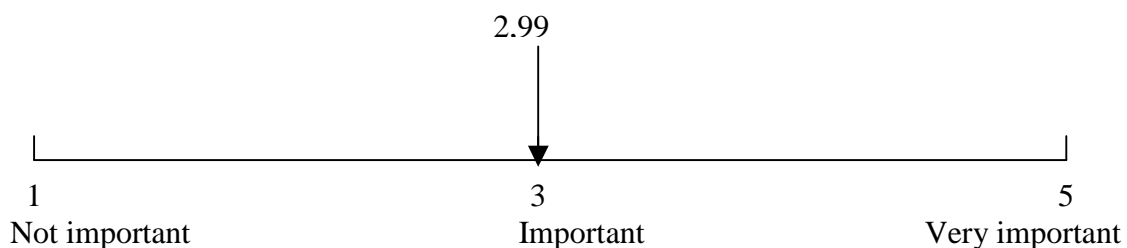


“The waiting times in the front offices have to be significantly reduced”



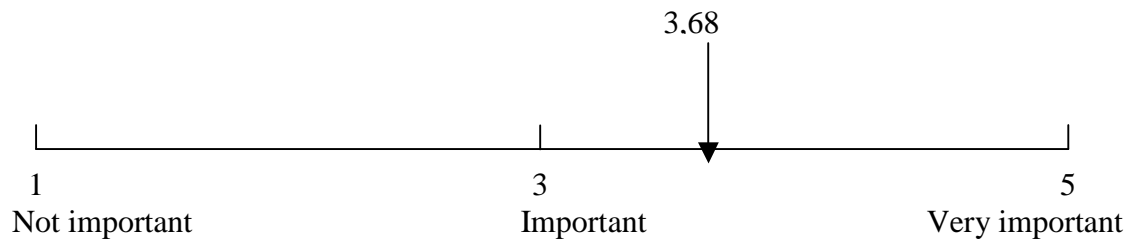
Again, we have the evidence of high opportunity cost given to any type of a loss of time.

“It is of a general interest to reduce the number of urban cadastral categories”



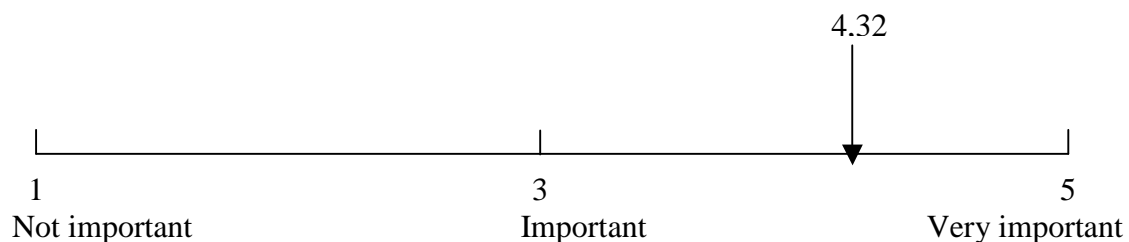
From the comments given during the interviews it could be concluded that instead of reducing the number of categories, the thing to do is to modify and update them.

“It is necessary to increase the frequency of control of the classification of the real estate”



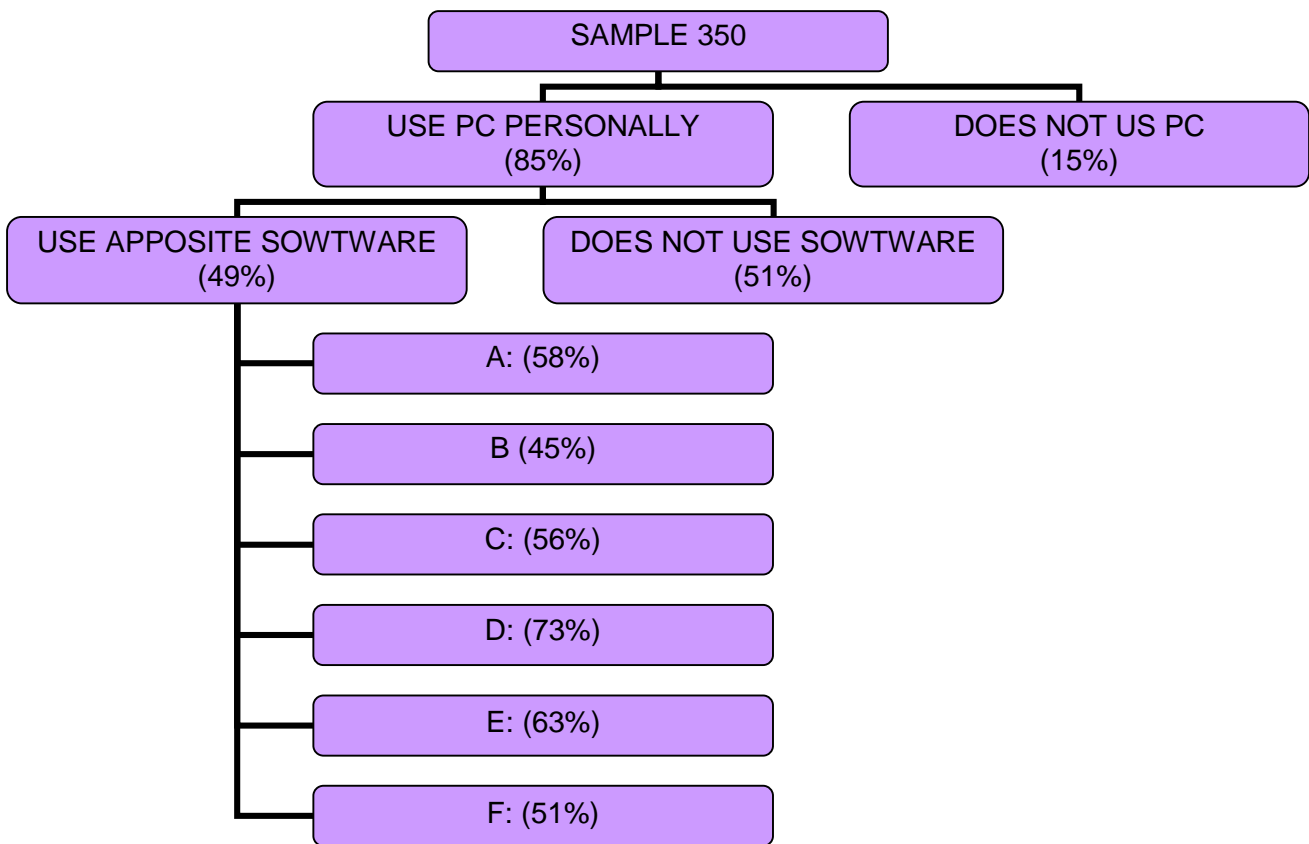
As the Commune has forecasted, the general opinion of the professionals is in favour of a major control of classification, which is indirectly related to the issue of rent equity.

“Every front-office should be provided with the case in order to organise immediate payments of the services”



The issue is directly related to the matter of time, the flow of the customers could be facilitated in this way. This was a very popular proposal.

The internet use and and possible improvements



A: importance of download time

B: minor occupation of the memory

C: major compatibility with the evolved systems

D: major simplicity

E: major integration with the search engines

F: possibilty to communicate via web without installing anything

These are the percentages of the answers attributed to each eventual improvement related to the technical software, which now can be found on the web site of *Agenzia del Territorio*. Every of these improvements has a significant fraction of the interviewed sample, which considers it important.

Informatization of a cadastral system

The 93% of the professionals are definitely in favour of the further computerisation of the service. The reasons for which the process was highly favoured are speed of consultation (32%), commodity (16%), and reduced time and costs of transactions (22%).

The reasons for which a complete computerisation could be difficult are little trust in internet (38%), the loss of interpersonal relations which is very important for certain issues (38%) and the fact that not everyone is capable of using internet or computer (encouraging 21%)

5.4 Difficulties and errors

- The constraints of cost and time
- Not being expert moderators in focus group – risk of the bias
- Focus group, for practical convenience, consisted of only geometers
- All 12 corporations directly included in our sample
- Questionnaire : certain technical questions could have been more precise (question 6 – professionals survey)

6.DEMAND FOR THE DOCUMENTS FROM THE PAPER ARCHIVE

6.1 Problem definition:

- Identify a significant group of the documents of interest for the survey (internal analysis of the secondary data provided by *Agenzia del territorio* and the thirds)
- Conduct a research of a weekly demand for the documents of interest. Identify the commune and type of the most requested or consulted documents (primary data)

6.2 Internal analysis

All the available information about the property of the citizens of Padua and province is archived in two physically separated structures of the *Agenzia del Territorio*. One is computerized data base, the other is paper archive, which consists of metres and metres of documented history of the properties. The latter was of the interest for the research, for eventual transfer of the most requested documents to electronic data base.

Because of the time constraint it was necessary to “filter” the types of documents and discard those whose consultation is not on a day-to-day basis. The first piece of information available was the research done previously by the staff of *Agenzia del Territorio*, which permitted elimination of:

- The microfilms, which were open to public consultation one day a week, containing fairly old data about property, and hence consulted rarely
- The documents already inserted in data base

The second information was acquired interviewing the employees of the *Agenzia del territorio*, where we could discard:

- The documents which are not on the public disposal

- The documents which are no longer in use
- The documents already inserted in data base, but with a possibility of consultation of the paper files

The internal analysis was really important for focusing our interest on the fewer types of documents, so that the questionnaires could be more concise and easy to manage, both for respondents and for later analysis.

The ultimate step of the internal analysis was to identify the front offices where these documents are available for consultation, in order to organize one person in control of each one of them. The front offices that we focused our attention on were:

- “Catasto terreni” (land cadaster)
- “Catasto fabbricati” (Buildings cadaster)
- “Ufficio di frazionamenti” (fractionation office)
- NCEU/NCT*

6.3 Conduction of the survey

The aim was to reveal all of the documents requested in one week. In order not to create pressure on the employees or customers, the observation week was “diluted” in two weeks, in the sense that one Monday, one Tuesday etc, in two weeks time were under observation.

A short questionnaire was created: it consisted of identifying the type of document consulted, the commune to which it is related, and its purpose. For each front office a separate questionnaire was created, containing the types of documents on the relative front office where it could be consulted. The examples of compiled questionnaires can be viewed in appendix B.

*NCEU – Nuovo Catasto Edilizio Urbano / NCT-Nuovo Catasto Terreni

6.4 Data analysis

At the end of the observation period 195 questionnaires were collected. 93% of the respondents are represented by the clerks/technicians.

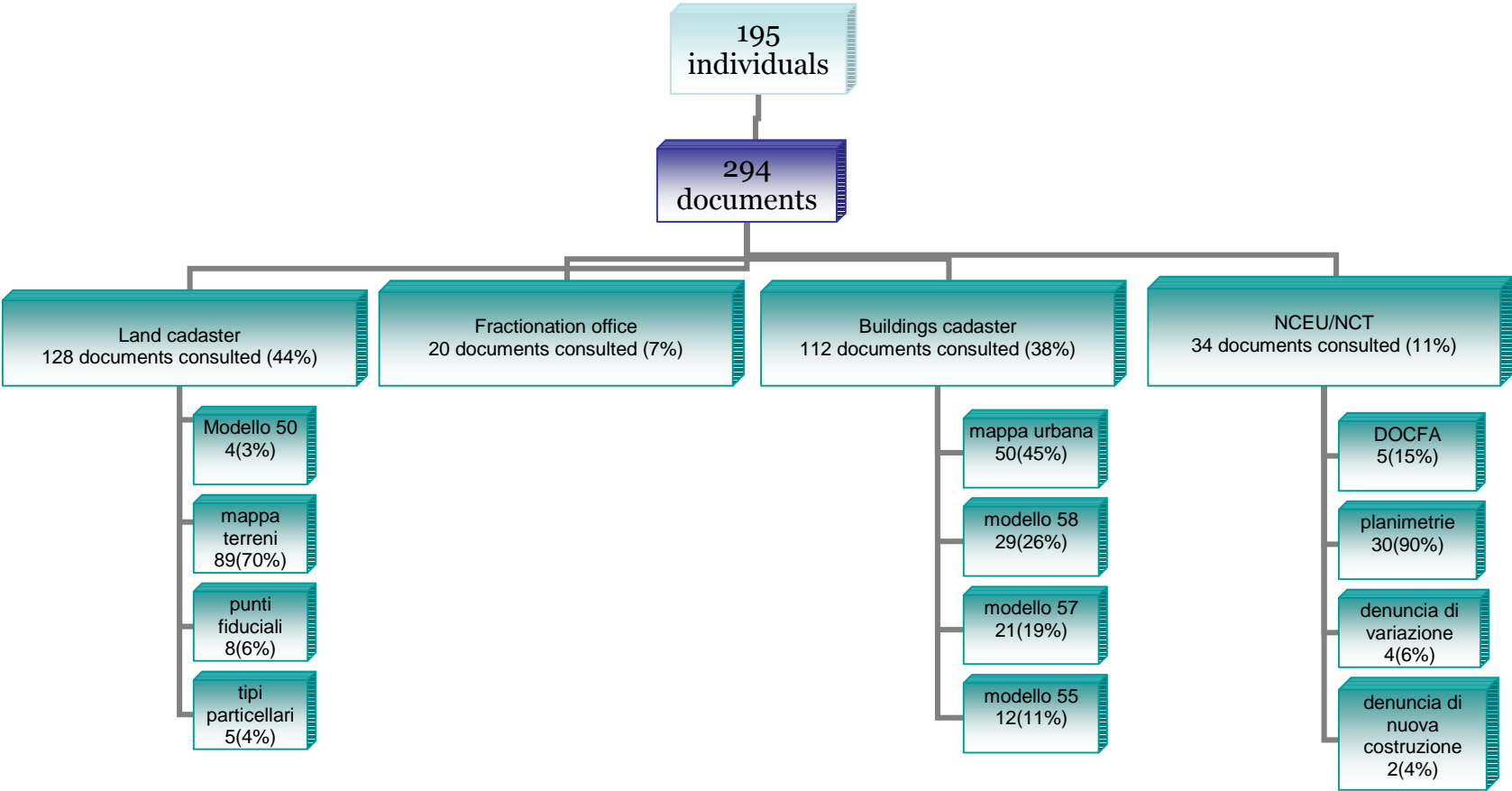
In 70% of the cases, the reason for consultation of the documents was for private use, while 14,9% had an administration purpose. 12,6% did not specify, choosing the option “other”. The remaining 2,3% had consulted the archive for the communal administration purposes.

Frequency distribution of the document types

The greatest flow of the customers was observed in land and buildings cadaster, with the comprehensive percentage of 82%. The person in charge of the fractionation office claimed that the number of individuals who requested the consultation of the fractionation history archive was much lower than usual.

The following scheme illustrates the weekly consultation expressed in absolute frequencies and respective percentages.

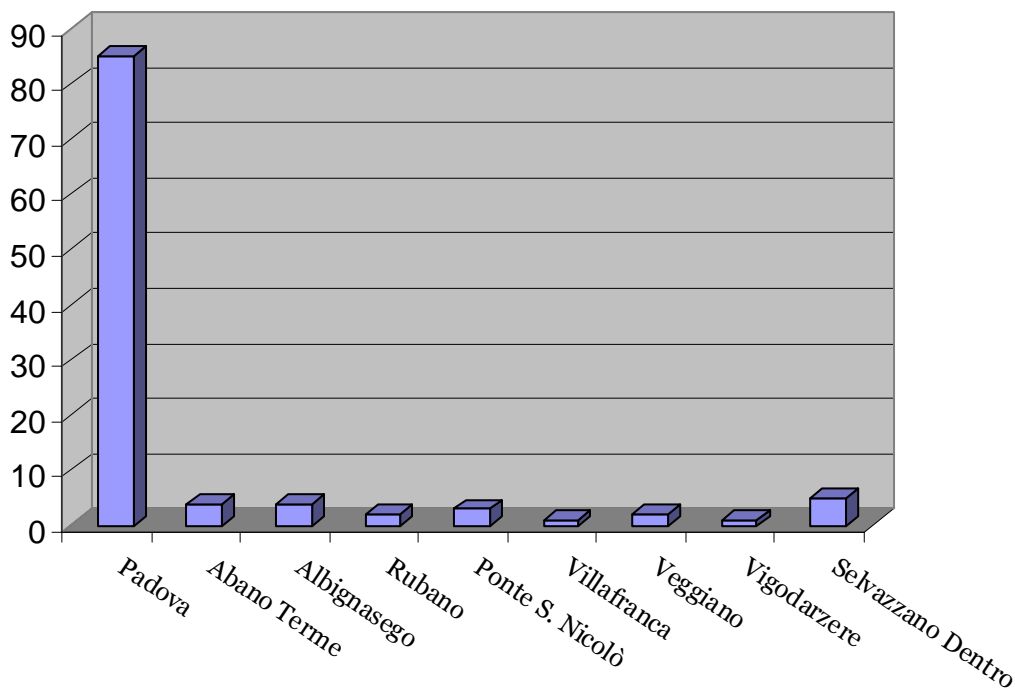
THE FREQUENCY DISTRIBUTION OF THE TYPES OF DOCUMENTS CONSULTED DURING THE OBSERVATION WEEK



Frequency distribution by the communes

The communes of interest for the survey are the communes from the Padua province aggregated in cadastral pole. However only around 50% of the documents were related to the communes of the pole, a significant fraction were identified to be requested for the interest in other communes. Two separate analysis and illustrations were made, one to reflect the differences in demand within the pole, another to illustrate the distribution of 294 documents by all communes. The first was the answer to the problem of the survey, the second, even though not expected (because there was a hope that it was possible to control the answers and filter only the necessary information) could be very useful in the future, because it is very possible that a more efficient cadastral system could induce other communes to join the aggregation.

The absolute frequency distribution by the communes of interest

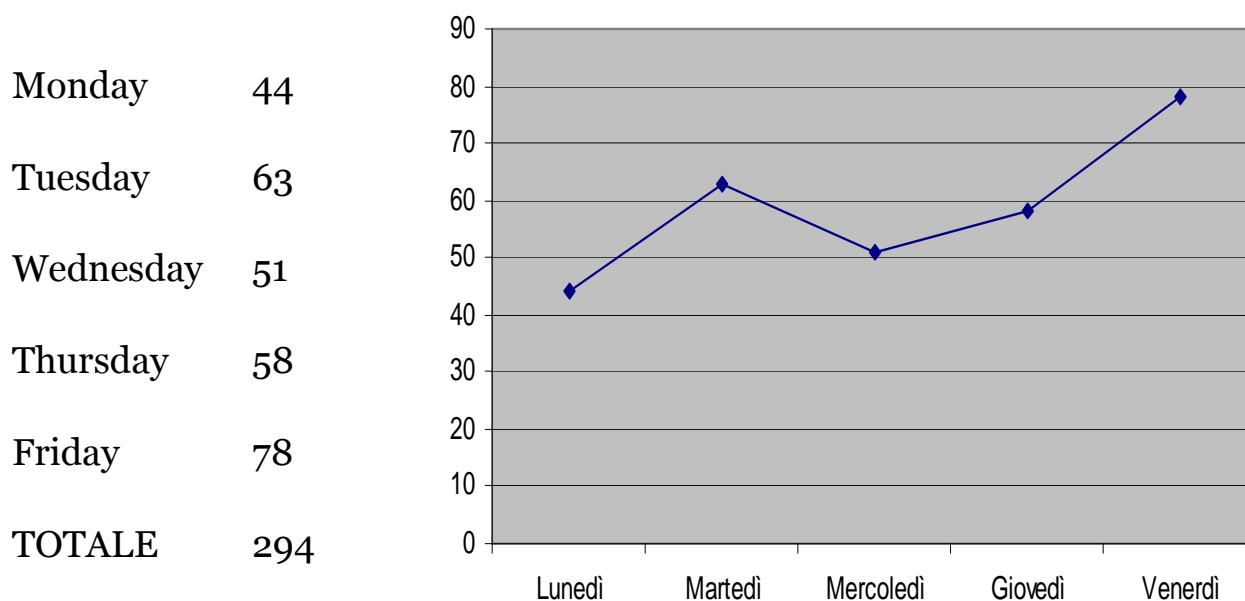


The motivation of the paper archive consultation

There was almost an equal distribution between the 4 responses offered. There is a slight majority of the users who express distrust towards the information found in the data base.

Regarding the option “other”, 78% specified as a motivation “verifica dei punti fiduciali”. The possible reason is the non availability of data in the electronic archive and hence the necessity to approach the archive. There is also a suspicion of a possible miscomprehension of what was meant by “motivation of access”.

6.5 The ulterior analysis



It can be seen that the peak of the customer flow during the week, as expected, was Friday. However the surprise was the fall of the demand on Wednesday, as the employees agreed that the days of major flows are Wednesday and Friday. The average number of consultation per day is 58,8. In order to identify daily fluctuation, cross sectional analysis cannot provide sufficient data, it would be more appropriate to use longitudinal data analysis.

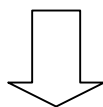
The natural development of the research would be to confront the obtained values of the number of monthly consultations (in our case the month estimate would be $294 * 4 = 1176$ consulted by $195 * 4 = 780$ individuals, with 1,5 documents per person in average) with the estimates of *Agenzia del Territorio*. The latter was provided by one of the people responsible for cadaster; from January 2003 to march 2004 there is a documented epilogue of all the cadastral services provided month by month. However, any confrontation with our data would be biased because the structure is different.


The first idea was to add together the voices of interest from the report (example: paper consultation + “punti fiduciali” +extract from the map could be an approximation of what we call documents from the archive of interest), create a time series which ends in March 2004, and observe whether data from the survey,related to April 2004 is not too different from the trend followed in the series. But even in this case the structure of data would be different, because in our survey we registered all documents consulted, while paper consultation from the report indicates a number of persons who payed for the service in one month – but could have consulted different documents. The assumption under which the number of persons could be compared is not valid because a consultation of one document was registered once during the survey , while in the report it could have been registered twice, if different actions relating to the document were taken.

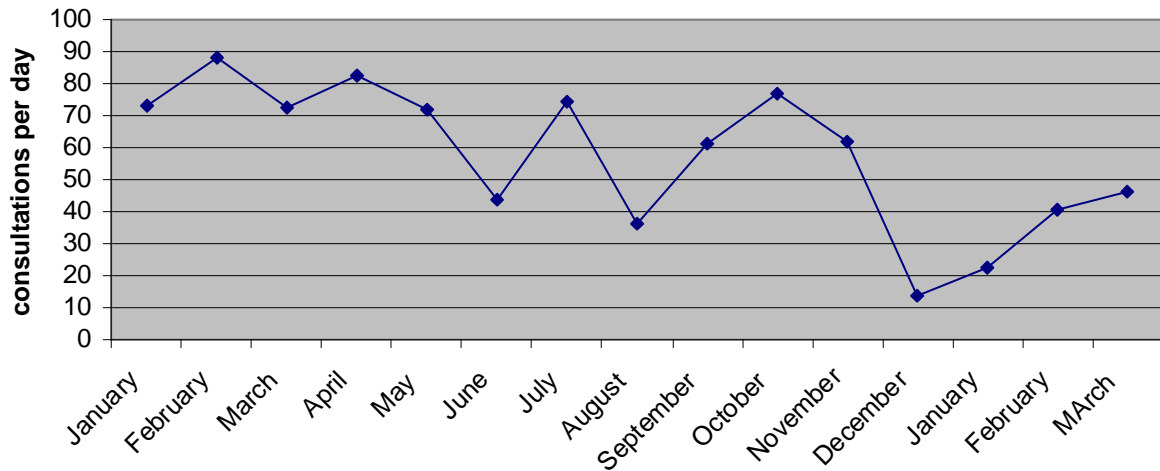
Example:

⇒ Consultation of a map in the survey was registered only once

⇒ The consultation of a map in the report could be registered either as “document consultation” or “map extract” or both if both actions were taken



Consultation of a map  “document consultation”+ “map extract”



The graph above is an illustration of a daily demand for the documents from the archive. The monthly values have been pondered by the number of working days in each month:

Example:
$$\frac{n(\text{consultations in July})}{n(\text{working days in July})} = 1562/21 = 74,38$$

The tendency of the time series created seems not to be very smooth, the peaks are in February, April, July and October, while the minimum points are in August (as expected because of the holidays) and December 2003/January 2004. The latter ones are very suspicious, as there is a doubt that the report provided the precise data, because it did not contain the voice “estratto mappa cartaceo per tipo fraz-mapp-part”* which, during the previous months, possessed a large fraction of the complessive consultation. Either no service was offered in these two months, or there was an error in the report.

However, this was the data that was on disposal and the information was derived from what was possessed. More research should be done in order to make any other hypothesis.

*the extracts of the maps for the documents of fractionation/map/parcels categories

7. TERRITORIAL DISTRIBUTION OF THE PROFESSIONALS

7.1 Problem definition:

- Territorial distribution of the studios/working stations of architects, geometers, clerks, engineers and agronomists between the communes in question from the Padua province. The communes are, as noted before, Vigodarzere, Limena, Villafranca, Rubano, Selvazzano Dentro, Abano Terme, Albignasego, Veggiano and Ponte San Nicolò and Padua
- Territorial distribution of the residences of professionals between the districts of Padua

Official lists of the Professionals (secondary data), provided by the Professional Orders, were analysed in order to determine the areas containing larger fraction of population of interest. It was of no importance to do separate analysis for each group of professionals, as the aim was to provide a service comfortable in terms of distance to every individual who has to deal with cadaster frequently. Even though the geometers attend cadaster more often than the other groups – no discrimination was implied.

7.2 Distribution between the communes of interest

VIGODARZERE	18	1,20%	0.001534	1/666
VILLAFRANCA	7	0,60%	0.000878	1/1250
ALBIGNASEGO	64	4,20%	0.003343	1/303
PONTE SAN NICOLO'	33	2,10%	0.002732	1/370
SELVAZZANO DENTRO	61	3,90%	0.00309	1/322
VEGGIANO	5	0,40%	0.001717	1/582
ABANO TERME	65	4,30%	0.003582	1/277
RUBANO	30	1,90%	0.002191	1/454
LIMENA	30	1,90%	0.004374	1/227
PADOVA	1220	79,50%	0.005966	1/169

The total number of the professionals working in one of the communes of interest is 1533. The first column contains the absolute frequencies, the second contains the relative percentages. As it can be seen from the previous table, the majority works in Padua (almost 80%).

The third column contains the absolute frequency divided by the population of the locality. It indicates the number of professionals per person. Taking as an example Padua – there is one professional on every 169 individuals.

7.3 The distribution between the zones of the Commune of Padua

The total number of professionals working in Padua is 1220. First the division among the postal zones was done, because of the immediate availability of information from the list of the professionals.

PADOVA 35121	92
PADOVA 35122	78
PADOVA 35123	75
PADOVA 35124	56
PADOVA 35125	34
PADOVA 35125	42
PADOVA 35126	47
PADOVA 35127	60
PADOVA 35128	49
PADOVA 35129	90
PADOVA 35131	55
PADOVA 35132	44
PADOVA 35133	31
PADOVA 35134	17
PADOVA 35135	37
PADOVA 35136	50
PADOVA 35137	65
PADOVA 35138	47
PADOVA 35139	74
PADOVA 35141	67
PADOVA 35142	65
PADOVA 35143	45

The second step was to aggregate the results obtained into the quarters of Padua:

zone	postal code	f	f/N
1. Centro	35121, 35122, 35123, 35131, 35137, 35139	439	0.36
2. Nord	35132, 35133, 35134, 35135	129	0.1
3. Est	35127, 35128, 35129	199	0.16
4. Sud-Est	35124, 35126	103	0.08
5. Sud-Ovest	35125, 35142	141	0.12
6. Ovest	35136, 35138, 35141, 35143	209	0.17

The majority of professionals seem to be working in the central area of Padua, the significant fraction is revealed in the zones of West and East. Since the front office in the Centre already exists, it might be a good idea to open another two in the zones of West and East.

Things to take into consideration:

During the first project, the data provided by the Order of Professionals was proved to be inaccurate at times. It has happened few times that the person has changed the profession/studio or that the address registered in the list was of a residence. The hypothesis is that the updating of their data base was not done on a regular basis; hence the accuracy of this analysis relies completely on the accuracy of the data provided.

Due to the time constraint, this was the maximum information which could be derived, even though an ultimate research based upon the revision of the lists would be highly recommended.

8.CONCLUSIONS:

Once a research project has been completed, the validity and reliability of the procedures used should be evaluated. This is a very important part of any analysis because the decision making is based on how much trust we have on the information derived from the data. During the course of this study, certain weak points of the procedures and data were indicated, in order to stress the critical attitude towards the determination of what is called an “answer to the problem”. The answer is one only in deterministic models, which are perfect but hard to implement in reality. In reality we have to face a lot of data and many answers, whose validity at times is possible to evaluate only after the decision making, evaluating the consequences of the actions taken.

In this particular case, a domain of a statistician finishes here. The making of decisions lies upon the team of Cadastral Pole, who will have to evaluate the results brought to light in the course of this study and decide the next move. Even the interpretation of the values of certain statistics is a task of a decision maker, because of the experience in the field and greater availability of technical information (example: why are the geometers more likely to have negative answers regarding the precision of the maps than other groups of professionals)

7.1 The work experience:

Practical application of what was done during the courses had a particular emphasis during the placement, even though many situations, in which the textbooks were of very little help, were affronted, specially when it came to the practical details which could be learnt only through experience.

This project could have not been succesfully finished without a coherrent team work and a really high quality collaboration with the Responsable of the Constitution Unit and other employees of the Cadastral Pole. The control of the work done by the Prof. Francesca Bassi, whose more than adequate avilability was of crucial importance.

APPENDIX

**THE EXAMPLES OF COMPILED QUESTIONNAIRES OF THE
DEMAND FOR THE PAPER ARCHIVE DOCUMENTS**

Indagine distributiva sulla frequentazione degli archivi catastali

In occasione di uno stage in collaborazione fra il COMUNE DI PADOVA e l'UNIVERSITA' DI PADOVA - FACOLTA' DI STATISTICA, stiamo svolgendo un'indagine sull'accesso degli utenti agli archivi non informatizzati del catasto.

Chiediamo cortesemente la Sua collaborazione nel registrare su questo modulo gli estremi della sua ricerca

La preghiamo cortesemente di indicare **SOLO** i documenti consultati **OGGI**.

CATASTO TERRENI/ARCHIVIO FRAZIONAMENTI

- | | |
|---|---|
| <input checked="" type="checkbox"/> MODELLO 50 (mazzette) | Dislocazione dei beni SACCOLONGO |
| <input checked="" type="checkbox"/> MAPPA TERRENI | Dislocazione dei beni PADOVA 151 |
| <input checked="" type="checkbox"/> MONOGRAFIE
DEI PUNTI FIDUCIALI | Dislocazione dei beni PADOVA |
| <input checked="" type="checkbox"/> FRAZIONAMENTI | Dislocazione dei beni CONSELVE / SACCOLONGO |
| <input type="checkbox"/> TIPI PARTICELLARI | Dislocazione dei beni |
| <input checked="" type="checkbox"/> TIPI MAPPALI
(inserimento di un fabbricato nel CT o sue modificazioni) | Dislocazione dei beni CONSELVE |
| <input type="checkbox"/> MODELLI 26
(modello di variazione cambio coltura) | Dislocazione dei beni |
| <input type="checkbox"/> _____ | Dislocazione dei beni |

Altro (specificare)

2. Potrebbe gentilmente evidenziare per quale motivo deve fare la consultazione dell'archivio cartaceo?

- Il tipo di documento non si trova nella banca dati telematica
- Il documento è stato erroneamente inserito nella banca dati telematica
- Vorrei accertarmi della validità del documento dalla banca dati
- Altro (specificare): ACCERTAMENTO CONTINUITA' STORICA

La preghiamo cortesemente di qualificarsi

- Privato
- Tecnico/ Notaio
- Amministrazione Comunale
- Altro

Lei ha consultato questi documenti per uso:

- Privato
- Amministrativo
- Amministrativo comunale
- Altro

Indagine distributiva sulla frequentazione degli archivi catastali

In occasione di uno stage in collaborazione fra il COMUNE DI PADOVA e l'UNIVERSITA' DI PADOVA - FACOLTA' DI STATISTICA, stiamo svolgendo un'indagine sull'accesso degli utenti agli archivi non informatizzati del catasto.

Chiediamo cortesemente la Sua collaborazione nel registrare su questo modulo gli estremi della sua ricerca

IMPORTANTE:

La preghiamo cortesemente di indicare SOLO i documenti consultati OGGI.

BANCO VISURE FABBRICATI (NCEU)

- MODULO 58 PARTIE Dislocazione dei beni..... ESTE
- Planimetrie
- Denuncia di variazione (mod.44)
- Denuncia di nuova costruzione
- DOCFA Dislocazione dei beni.....
- Dislocazione dei beni
- Altro (specificare)

2. Potrebbe gentilmente evidenziare per quale motivo deve fare la consultazione dell'archivio cartaceo?

- Il tipo di documento non si trova nella banca dati telematica
- Il documento è stato erroneamente inserito nella banca dati telematica
- Vorrei accertarmi della validità del documento dalla banca dati
- Altro (specificare) _____

La preghiamo cortesemente di qualificarsi

- Privato
- Tecnico/ Notaio
- Amministrazione Comunale
- Altro

Lei ha consultato questi documenti per uso:

- Privato
- Amministrativo
- Amministrativo comunale
- Altro

Indagine distributiva sulla frequentazione degli archivi catastali

In occasione di uno stage in collaborazione fra il COMUNE DI PADOVA e l'UNIVERSITA' DI PADOVA - FACOLTA' DI STATISTICA, stiamo svolgendo un'indagine sull'accesso degli utenti agli archivi non informatizzati del catasto.

Chiediamo cortesemente la Sua collaborazione nel registrare su questo modulo gli estremi della sua ricerca

La preghiamo cortesemente di indicare **SOLO** i documenti consultati **OGGI**.

SPORTELLI FABBRICATI

- | | |
|--|-----------------------------|
| <input checked="" type="checkbox"/> MAPPA URBANA | Dislocazione dei beni |
| <input type="checkbox"/> MODELLO 58 | Dislocazione dei beni |
| <input type="checkbox"/> MODELLO 57 (mazzette fabbricati) | Dislocazione dei beni |
| <input type="checkbox"/> MODELLO 55
(lucidi dei fogli delle partite) | Dislocazione dei beni |
| <input type="checkbox"/> _____ | Dislocazione dei beni |
| Altro (specificare) _____ | |

2. Potrebbe gentilmente evidenziare per quale motivo deve fare la consultazione dell'archivio cartaceo?

- Il tipo di documento non si trova nella banca dati telematica
- Il documento è stato erroneamente inserito nella banca dati telematica
- Vorrei accertarmi della validità del documento dalla banca dati
- Altro (specificare) _____

La preghiamo cortesemente di qualificarsi

- Privato
- Tecnico/ Notaio
- Amministrazione Comunale
- Altro

Lei ha consultato questi documenti per uso:

- Privato
- Amministrativo
- Amministrativo comunale
- Altro

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