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Does Government Coproduction Shape Citizen Satisfaction with Local Governments?

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H1: Coproducers will have higher levels of satisfaction with street-level or specific type of service provision than non-coproducers.

H2: Coproducers will have higher levels of satisfaction with overall government service provision than non-coproducers.

Hypotheses

Table 1: Average Number of Requests Made by Month to San Francisco 311 System, 2008-2013

Year	Avg. # of Requests
2008 (last six months)	10,423
2009	11,827
2010	12,402
2011	13,336
2012	14,264
2013	18,456
2014 (first four months)	16,361

Figure 1: Average Number of Requests Made by Month to San Francisco 311 System, July 2008 to April 2013

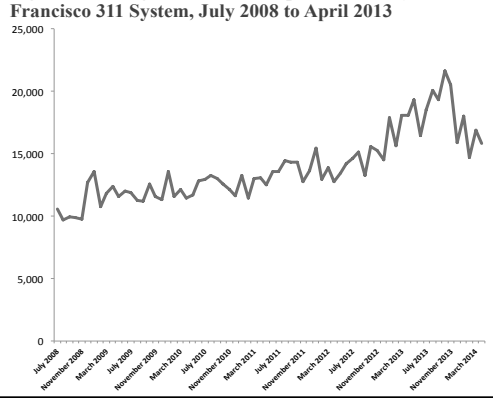
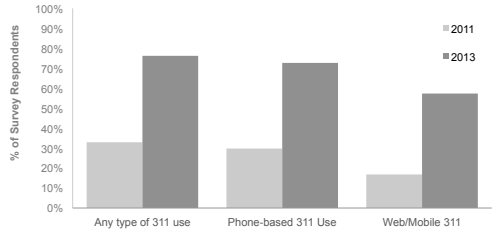


Figure 2: Overall Use of the San Francisco 311 System, 2011 and 2013



Data

Dependent Variables

Dependent Variables	Likert Scale
Overall Quality of City Services	1-5 (Very Poor-Very Good)
Sidewalks Clean-Neighborhood	1-5 (Very Poor-Very Good)
Sidewalks Clean-Citywide	1-5 (Very Poor-Very Good)
Streets Clean-Neighborhood	1-5 (Very Poor-Very Good)
Streets Clean-Citywide	1-5 (Very Poor-Very Good)
Condition of Pavement-Neighborhood	1-5 (Very Poor-Very Good)
Condition of Pavement-Citywide	1-5 (Very Poor-Very Good)
Street Lighting	1-5 (Very Poor-Very Good)
Street Signs and Traffic Signals	1-5 (Very Poor-Very Good)
Condition of Parks (grounds only)	1-5 (Very Poor-Very Good)

Independent Variables

Have used 311(any type)

Control Variables

- Female
- Race/Ethnicity
- Educational Attainment
- Age
- Have Kids Under 18 Living @ Home
- Renter
- Income

Methodology: Ordered Logit (x10)

Results

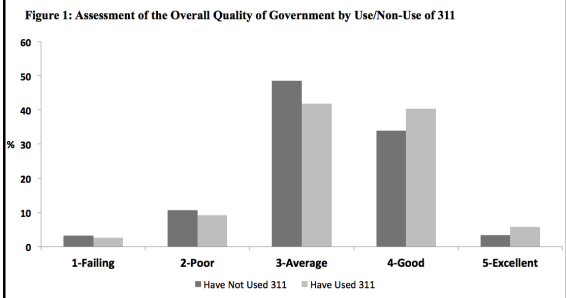


Table XX: Ordered Logit Regression Results	(1) Overal Quality of City Services	(2) Sidewalks Clean-Neighborhood	(3) Sidewalks Clean-Citywide
Have used any type 311 in last year	0.331***	-0.180***	-0.036
Demographic Characteristics			
Female	-0.054	0.032	0.037
Racial/Ethnic Categories (White is omitted group)			
Asian	-0.136*	0.074	0.220***
Black	-0.206	0.081	0.260*
Hispanic	-0.149	-0.250**	-0.094
Other Race	-0.370*	-0.428**	-0.293*
Educational Attainment ('Less than high school'i is ommited group)			
High school	0.058	0.168	-0.156
Less than 4 years of college	-0.09	-0.041	-0.392***
4 or more years of college/Post Graduate	0.028	0.075	-0.372**
Age (18 to 34 years is ommitted group)			
35 to 44 years	-0.032	-0.340***	-0.157
45 to 54 years	0.027	-0.274**	-0.13
55 to 64 years	0.08	-0.066	-0.173*
Over 65	0.341***	0.196*	-0.08
Have Kids Under 18 Living @ Home	0.174*	0.142*	0.157*
Renter	0.185**	0.025	0.135*
Income ('Less than $10,000' is omitted group)			
$10,000 to $24,999	0.117	0.061	0.01
$25,000 to $49,999	0.023	0.101	-0.235*
$50,000 to $99,999	-0.04	0.182	-0.338**
$100,000 or more	-0.122	0.191	-0.518***
# of obs	5487	6602	6539
Significance Levels: *10%; **5%; ***1%			

Table XX: Ordered Logit Regression Results	(4) Streets Clean-Neighborhood	(5) Streets Clean-Citywide	(6) Conditon of Pavement-Neighborhood	(7) Conditon of Pavement-Citywide
Have used any type 311 in last year	-0.105*	-0.021	0.022	0.052
Demographic Characteristics				
Female	0.088	0.100*	0.016	0.015
Racial/Ethnic Categories (White is omitted group)				
Asian	-0.04	0.016	0.229***	0.454***
Black	-0.027	0.115	0.005	0.258*
Hispanic	-0.300***	-0.079	-0.128	0.243**
Other Race	-0.393**	-0.471***	-0.471***	-0.273*
Educational Attainment ('Less than high school'i is ommited group)				
High school	0.105	-0.13	-0.011	-0.250*
Less than 4 years of college	0.024	-0.336**	-0.212	-0.610***
4 or more years of college/Post Graduate	0.215	-0.203	-0.049	-0.500***
Age (18 to 34 years is ommitted group)				
35 to 44 years	-0.281**	-0.237**	-0.187*	-0.240**
45 to 54 years	-0.294***	-0.257**	-0.275***	-0.199*
55 to 64 years	-0.142	-0.350***	-0.247**	-0.264**
Over 65	0.105	-0.315***	-0.135	-0.252**
Have Kids Under 18 Living @ Home	0.095	0.148*	0.088	0.216***
Renter	0.092	0.165**	0.202***	0.308***
Income ('Less than $10,000' is omitted group)				
$10,000 to $24,999	0.073	0.023	-0.024	-0.036
$25,000 to $49,999	0.078	-0.206	-0.131	-0.227*
$50,000 to $99,999	0.109	-0.278*	-0.158	-0.404***
$100,000 or more	0.201	-0.448***	-0.242*	-0.553***
# of obs	6595	6534	6592	6522
Significance Levels: *10%; **5%; ***1%				

Table XX: Ordered Logit Regression Results	(8) Street Lighting	(9) Street Signs and Traffic Signals	(10) Conditon of Parks (grounds only)
Have used any type 311 in last year	-0.048	-0.029	0.013
Demographic Characteristics			
Female	0.182***	0.095*	-0.008
Racial/Ethnic Categories (White is omitted group)			
Asian	-0.301***	-0.344***	-0.435***
Black	-0.199	-0.332**	-0.22
Hispanic	-0.376***	-0.192*	-0.329***
Other Race	-0.418**	-0.337*	-0.109
Educational Attainment ('Less than high schoo'l is ommited group)			
High school	-0.071	0.084	0.135
Less than 4 years of college	-0.146	-0.035	0.111
4 or more years of college/Post Graduate	-0.012	0.155	0.378**
Age (18 to 34 years is ommitted group)			
35 to 44 years	-0.114	-0.294**	-0.151
45 to 54 years	-0.107	-0.228**	-0.259**
55 to 64 years	-0.121	-0.250**	-0.313***
Over 65	0.158	-0.102	-0.101
Have Kids Under 18 Living @ Home	0.163**	0.179**	0.089
Renter	0.107*	0.145**	0.348***
Income ('Less than $10,000' is omitted group)			
$10,000 to $24,999	0.099	0.111	0.413***
$25,000 to $49,999	-0.055	0.01	0.231
$50,000 to $99,999	-0.076	0.021	0.234
$100,000 or more	-0.122	-0.028	0.065
# of obs	6573	6575	5750
Significance Levels: *10%; **5%; ***1%			

Implications

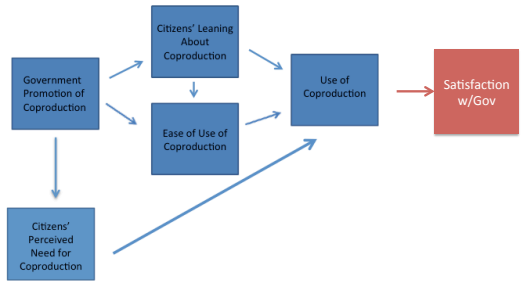



Figure 10: Emerging Model of Coproduction of Services