MIND (Y)OUR REFORM!

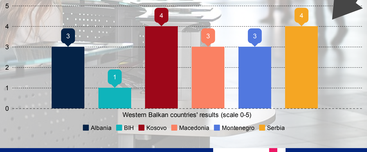
Western Balkan PAR Monitor

SERVICE DELIVERY

- Is the state administration citizen-oriented?
- Are there quality assurance mechanisms?
- Are public services accessible?

WeBER measures...

public opinion on whether the administration is citizen-oriented



Western Balkan citizens are aware of initiatives of their governments to simplify administrative procedures. 59% recognize governmental efforts towards ***digitalisation.***

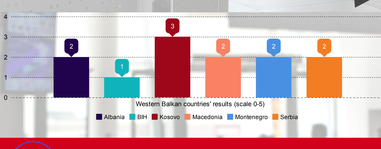
KOSOVO and SERBIA have the most positive view regarding service delivery policies and citizen-oriented administration.

Still, less then a half **(41%)** of Western Balkan citizens know that their administrations offer e-services.

The lowest awareness of this possibility is in BiH - 19% of citizens.

WeBER measures...

whether citizens can give feedback on the quality of administrative services and whether the feedback is publicly available



31% of Western Balkan citizens agree that they have opportunities to provide feedback on the quality of services in their countries.

According to a sample of five administrative services,* service providers tend to offer **only basic information** about user satisfaction on their websites. They fail to issue **more advanced reports**, e.g. segregated on gender or other bases.

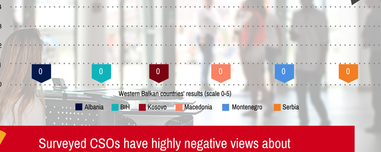
1) Property registration, 2) company (business) registration 3) vehicle registration 4) issuing of personal documents: passports and ID cards 5) value added tax (VAT) for companies.

only 15% in BIH!

Citizens of Kosovo report the highest satisfaction (38%) with feedback possibilities on the quality of services.

WeBER measures...

what CSOs think about accessibility of administrative services



Surveyed CSOs have highly negative views about accessibility of administrative services in the Western Balkans.

For example, only **14%** of surveyed CSOs agree that service providers are adequately distributed across the country, so that all citizens have easy access.

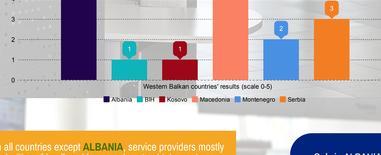
Accessibility of one-stop shops (i.e. their geographic distribution) is also very negatively percieved.

CSOs similarly do not consider service provision to be adapted to the needs of vulnerable groups.

Only **5%** on average agree that this is the case.

WeBER measures...

whether and how service providers publish information about offered services



In all countries except **ALBANIA**, service providers mostly lack citizen-friendly guidance on how to obtain services (e.g. graphs, pictures, videos).

There is no information on sample services in open data format in the Western Balkans.

Only in ALBANIA and MACEDONIA, providers publish information about the prices of all 5 sample services.

This infographic was produced by the WeBER project.

The Western Balkans Enabling Project for Civil Society Monitoring of Public Administration Reform – WeBER – is a three-year project aiming to increase the relevance, participation and capacity of civil society organisations and media in the Western Balkans to advocate for and influence the design and implementation of public administration reform.

WeBER is implemented by the Think for Europe Network (TEN), composed of six EU policy-oriented think tanks in the Western Balkans, and in partnership with the European Policy Centre (EPC) from Brussels.

See more at: www.par-monitor.org

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