

Area 5: Service Delivery

Principle 1		Policy for citizen-oriented state administration is in place and applied	
Principle approach		Under this principle, WeBER monitoring focuses on two interrelated aspects: public perception regarding the citizen-oriented service delivery of their public administration, and the extent to which information on the price of administrative services is publicly available.	
INDICATOR 1		Public perception of state administration’s citizen orientation	
Indicator focus and general methodological remarks		<p>This indicator measures public perception towards the implementation of the citizen-oriented service delivery in practice, covering various aspects of awareness, efficiency, digitalization and feedback mechanisms.</p> <p>Perceptions are explored using a survey targeting the general public (aged 18 and older). The public perception survey will employ a multi-stage probability sampling and will be administered in face-to-face interviews using a standardized questionnaire through omnibus surveys.</p>	
INDICATOR ELEMENTS			
Element #	Element formulation	Weight	Element data source
E.1	Citizens are aware of government administrative simplification initiatives or projects	1	<ul style="list-style-type: none"> Public perception survey
	Element methodology		Point allocation
	For this element, the extent of agreement with the following statement “ <i>In the past two years, there have been efforts or initiatives by the government to make administrative procedures simpler for citizens and businesses.</i> ” will be analysed. The percentage of respondents that will answer “Agree” or “Strongly agree” will be measured.		0 for 0% - 29.99% 1 for 30% - 59.99% 2 for 60% - 100% Maximum points: 2
Element #	Element formulation	Weight	Element data source
E.2	Citizens confirm that administrative simplification initiatives or projects of the government have improved service delivery	2	<ul style="list-style-type: none"> Public perception survey

Element methodology		Point allocation	
For this element, the extent of agreement with the following statement <i>“In the past two years, such initiatives by the government have led to improved service delivery.”</i> will be analysed. The percentage of respondents that will answer “Agree” or “Strongly agree” will be measured.		0 for 0% - 29.99% 1 for 30% - 59.99% 2 for 60% - 100% Maximum points: 4	
Element #	Element formulation	Weight	Element data source
E.3	Citizens confirm that dealing with the administration has become easier	2	• Public perception survey
Element methodology		Point allocation	
For this element, the extent of agreement with the following statement <i>“In my own experience, dealing with the administration has become easier in the past two years?”</i> will be analysed. The percentage of respondents that will answer “Agree” or “Strongly agree” will be measured.		0 for 0% - 29.99% 1 for 30% - 59.99% 2 for 60% - 100% Maximum points: 4	
Element #	Element formulation	Weight	Element data source
E.4	Citizens confirm that time needed to obtain administrative services has decreased	2	• Public perception survey
Element methodology		Point allocation	
For this element, the extent of agreement with the following statement <i>“In the past two years, the time needed to obtain administrative services has decreased”</i> will be analysed. The percentage of respondents that will answer “Agree” or “Strongly agree” will be measured.		0 for 0% - 29.99% 1 for 30% - 59.99% 2 for 60% - 100% Maximum points: 4	
Element #	Element formulation	Weight	Element data source
E.5	Citizens consider that administration is moving towards digital government	1	• Public perception survey
Element methodology		Point allocation	
For this element, the extent of agreement with the statement: <i>“In the past two years, the government has increasingly been moving towards digitalisation”</i> will be analysed. The percentage of respondents that will answer “Agree” or “Strongly agree” will be measured.		0 if less than 29.9% of the public considers administration moving towards digitalization 1 if 30%-59.9% of the public considers administration moving towards digitalization	

			2 if more than 60% of the public considers administration moving towards digitalization Maximum points: 2
Element #	Element formulation	Weight	Element data source
E.6	Citizens are aware about the availability of e-services	1	<ul style="list-style-type: none"> Public perception survey
Element methodology		Point allocation	
For this element, the responses to the question “Are you aware if e-services are offered in your country?” will be analysed. The percentage of respondents that will answer “Yes” will be measured.		0 if less than 29.9% of the public is aware of e-services (respond with yes) 1 if 30%-59.9% of the public is aware of e-services 2 if more than 60% of the public is aware of e-services Maximum points: 2	
Element #	Element formulation	Weight	Element data source
E.7	Citizens are knowledgeable about ways on how to use e-services	1	<ul style="list-style-type: none"> Public perception survey
Element methodology		Point allocation	
For this element, the responses to the question “How informed or uninformed are you on the ways to use e-services?” will be analysed. The percentage of respondents that will answer “Mainly informed” or “Completely informed” will be measured.		0 if less than 29.9% of the public is aware on how to use e-services 1 if 30%-59.9% of the public is aware on how to use e-services 2 if more than 60% of the public is aware on how to use e-services Maximum points: 2	
Element #	Element formulation	Weight	Element data source
E.8	Citizens use e-services	2	<ul style="list-style-type: none"> Public perception survey
Element methodology		Point allocation	
For this element, the responses to the question “Thinking about the past two years, how often have you used e-services?” will be analysed. The percentage of respondents that will answer “Sometimes” or “Often” will be measured.		0 if less than 29.9% of the public have used-services regularly 1 if 30%-59.9% of the public have used-services regularly	

			2 if more than 60% of the public have used-services regularly Maximum points: 4
Element #	Element formulation	Weight	Element data source
E.9	Citizens consider e-services to be user-friendly	1	<ul style="list-style-type: none"> Public perception survey
Element methodology		Point allocation	
For this element, the responses to the question “In your experience, how easy or difficult to use are e-services in general?” will be analysed. The percentage of respondents that will answer “Easy to use” or “Very easy to use” will be measured.		0 if less than 29.9% of the public perceives e-services user-friendly 1 if 30%-59.9% of the public perceives e-services user-friendly 2 if more than 60% of the public perceives e-services user-friendly Maximum points: 2	
Element #	Element formulation	Weight	Element data source
E.10	Citizens confirm that the administration seeks feedback from them on how administrative services can be improved	1	<ul style="list-style-type: none"> Public perception survey
Element methodology		Point allocation	
For this element, the extent of agreement with the statement “In the past two years, the administration has asked for the citizens’ proposal on how to improve administrative services” will be analysed. The percentage of respondents that will answer “Agree” or “Strongly agree” will be measured).		0 if less than 29.9% of the public perceives that administration seeks and considers citizens’ feedback 1 if 30%-59.9% of the public perceives that administration seeks and considers citizens’ feedback 2 if more than 60% of the public perceives that administration seeks and considers citizens’ feedback Maximum points: 2	
Element #	Element formulation	Weight	Element data source
E.11	Citizens confirm that the administration uses their feedback on how administrative services can be improved	2	<ul style="list-style-type: none"> Public perception survey

	Element methodology			Point allocation		
	For this element, the extent of agreement with the statement “In the past two years, the government has used such proposals from citizens to improve administrative services” will be analysed. The percentage of respondents that will answer “Agree” or “Strongly agree” will be measured.			<p>0 if less than 29.9% of the public perceives that administration seeks and considers citizens’ feedback</p> <p>1 if 30%-59.9% of the public perceives that administration seeks and considers citizens’ feedback</p> <p>2 if more than 60% of the public perceives that administration seeks and considers citizens’ feedback</p> <p>Maximum points: 4</p>		
TOTAL POINTS	0-5	6-11	12-17	18-22	23-27	28-32
FINAL INDICATOR VALUE	0	1	2	3	4	5