



■ WeBER Indicator Summary

AREA: ACCOUNTABILITY

KOSOVO

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PAR Area	ACCOUNTABILITY	Country	KOSOVO
SIGMA Principle	2. The right to access public information is enacted in legislation and consistently applied in practice		

WeBER Indicator	ACC_P2_I2: Proactive informing of the public by public authorities
Indicator approach	
<p>This indicator focuses on the proactivity of public authorities in informing the public, particularly through comprehensiveness, timeliness and clarity of information disseminated through official websites. Indicator consists of 18 elements (sub-indicators), assessing relevant information against two groups of criteria: 1) completeness and up-to-date, 2) accessibility and citizen-friendliness. The element related to open data in public administration, as a proactive way of informing the public, is assessed using separate criteria. Analysis was done on the sample of seven central administration institutions, consisting of three line ministries, one ministry with general planning and coordination function, one government office/agency with CoG function, one subordinate body/agency and one government office/agency in charge of delivering services.</p>	
Summary of the findings	
<p>Information on scope of work is stated on official websites of all sampled institutions and in all cases, it is in line with description in legal acts. Although easily accessible online, this information is not presented in citizen-friendly way, as institutions mostly copy descriptions from legal acts, with two exceptions. Only three institutions in the sample provide complete and updated information on accountability lines, predominantly in the website sections dedicated to the head of institution. Each sample institution publishes complete, up-to-date, and accessible information on policy documents and legal acts. Yet, lack of citizen-friendliness of this information is evident across all institutions. Similarly, publication of information on documents such as policy papers, studies, and other analyses, meets all criteria across a majority of sample institutions, except for citizen friendliness.</p> <p>Almost half of the sample institutions do not publish annual reports. When published, the reports are accessible, but not always written in a citizen-friendly manner. It is noteworthy that publication of budgetary information (plans and reports) is almost completely absent in the sample. Moreover, the practice of publishing citizens budget is also non-existent except for the Ministry of Finance which publishes citizen-friendly version of the state-level budget. Contact information is fully published, with different contact channels stated in separate website sections, easily accessible online. It should be noted that two institutions in the sample do not provide information regarding their location. Proactive informing on organisational structures is in place for majority of institutions, where organisational charts with hierarchy of units are generally in line with acts on internal structure and job positions, they are presentable and in downloadable format (with one exception where a list of positions is provided, rather than a chart).</p> <p>Five institutions in the sample provide information on cooperation with civil society. It is noteworthy that the Government of Kosovo has introduced a centralized Platform for Public Consultation; however few institutions promote it on their websites. The element of citizen friendliness of such information is missing, as in general institutions do not provide explanations as to which stakeholders they cooperate with, in what field or what a particular tool serves for. Finally, institutions do not proactively publish open format datasets related to their work, with one exception in the sample.</p>	
Specific observations	
None.	

Indicator score	18 (out of 56 points)
Final indicator value	1 (scale 0 – 5) ¹
Measurement period	27 September – 19 October 2017

¹ Conversion of points: 0-15 points = 0; 16-24 points = 1; 25-32 points = 2; 33-40 points =3; 41-48 points = 4; 49-56 points = 5