

Area 5: Service delivery

Principle 3	Mechanisms for ensuring the quality of public services are in place
Principle approach	Under this principle, WeBER monitoring focuses on the perceptions and experiences of citizens with regard to how responsible the public authorities are in redesigning administrative services based on their feedback.

INDICATOR 1	Public perception and availability of information on citizens' feedback regarding the quality of administrative services
Indicator focus and general methodological remarks	<p>This indicator measures public perception towards the awareness, practice and usefulness of feedback mechanisms for administrative services. It also analyses whether and to what extent the data and information regarding the citizens' feedback to the quality of administrative services is publicly available.</p> <p>Perceptions will be 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.</p> <p>Availability of data is measured using content analysis of relevant official websites, for a sample of services, as follows:</p> <ul style="list-style-type: none"> • Property registration • Company (business) registration • Vehicle registration • Issuing of personal documents: passports and ID cards* • Tax administration: value added tax (VAT) for companies. <p><i>*For the issuing of personal documents, the researchers perform a cumulative analysis for two services. Only if the requested information is available for both services can points be awarded.</i></p> <p>Websites of institutions delivering these services will be analysed and, where applicable, website of a body with central authority for service delivery (if it exists) or central website/portal on service delivery (including e-government portal).</p>

INDICATOR ELEMENTS			
Element #	Element formulation	Weight	Element data source
E.1	Citizens consider they have the possibility to provide feedback on the quality of administrative services	1	Public perception survey



Element methodology		Point allocation	
For this element, the extent of agreement with the statement “As a user of administrative services, I have possibilities to give my opinion on the quality of the individual services that I receive” will be analysed. The average percentage of respondents that will answer “Strongly agree” or “Agree” will be measured.		0 if less than 29.9% of the public are informed on feedback mechanisms 1 if 30%-59.9% of the public are informed on feedback mechanisms 2 if 60% or more of the public are informed on feedback mechanisms Maximum points: 2	
Element #	Element formulation	Weight	Element data source
E.2	Citizens perceive feedback mechanisms as easy to use	2	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 the channels for citizens to provide their opinion on the quality of administrative services?” 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 perceive feedback mechanisms easy to use 1 if 30%-59.9% of the public perceive feedback mechanisms easy to use 2 if 60% or more of the public perceive feedback mechanisms easy to use Maximum points: 4	
Element #	Element formulation	Weight	Element data source
E.3	Citizens perceive that administrative services are improved as a result of monitoring and assessment by citizens	2	Public perception survey
Element methodology		Point allocation	
For this element, the extent of agreement with the statement “In the past two years, citizens or civil society have been involved in the monitoring and assessment of administrative services?” will be analysed. The percentage of respondents that will answer “Strongly Agree” or “agree” will be measured.		0 if less than 29.9% of the public perceive that they are adequately involved in monitoring and assessment 1 if 30%-59.9% of the public perceive that they are adequately involved in monitoring and assessment 2 if 60% or more of the public perceive that they are adequately involved in monitoring and assessment Maximum points: 4	

Element #	Element formulation	Weight	Element data source
E.4	Citizens perceive that administrative services are improved as a result of monitoring and assessment by citizens	2	Public perception survey
	Element methodology		Point allocation
	For this element, the extent of agreement with the statement “In the past two years, as a result of such monitoring and assessment by citizens or civil society, the government has improved administrative services” will be analysed. The percentage of respondents that will answer “Strongly agree” or “Agree” will be measured.		<p>0 if less than 29.9% of the public perceives that administrative services are improved as a result of monitoring and assessment by citizens</p> <p>1 if 30%-59.9% of the public perceives that administrative services are improved as a result of monitoring and assessment by citizens</p> <p>2 if 60% or more of the public perceives that administrative services are improved as a result of monitoring and assessment by citizens</p> <p>Maximum points: 4</p>
Element #	Element formulation	Weight	Element data source
E.5	Basic information regarding citizens’ feedback on administrative services is publicly available	2	<ul style="list-style-type: none"> Official websites of a sample of individual service provider institutions Official website of the central authority for service delivery or central website/portal on service delivery (where applicable)
	Element methodology		Point allocation
	<p>Expert review of a sample of official websites and the central body or portal on administrative services, to determine whether basic information and data on the citizens’ feedback on administrative services are publicly available.</p> <p>The standard is met if data/information on citizens’ feedback is found and includes information from at least one source, be it administrative data, survey data, civil society monitoring data, or another credible source.</p>		<p>0 if no data/information is publicly available OR if it is available for only 1 sample service</p> <p>1 if basic data/information is publicly available for 2-3 sample services</p> <p>2 if basic data/information is publicly available for 4-5 sample services</p> <p>Maximum points: 4</p>

Element #	Element formulation	Weight	Element data source			
E.6	Advanced information regarding citizens' feedback on administrative services is publicly available	1	<ul style="list-style-type: none"> Official websites of a sample of individual service provider institutions Official website of the central authority for service delivery or central website/portal on service delivery (where applicable) 			
Element methodology			Point allocation			
<p>Expert review of official websites and the central body or portal on administrative services, to determine whether advanced information and data on the citizens' feedback on administrative services are publicly available.</p> <p>The standard is met if any of the three following cases is found:</p> <ul style="list-style-type: none"> Data/information on citizens' feedback includes information from at least two different credible sources data is segregated based on gender, disability or other relevant issues (ethnicity, in countries where this relevant, region, urban vs. rural, etc.) additional analyses are done (e.g. studies, cross-analyses of data from various sources, etc.). <p>Researchers perform content analyses of data/information on citizens' feedback found available online and agree on a common approach between the countries.</p>			<p>0 if no advanced data/information is publicly available OR if it is available for only 1 sample service</p> <p>1 if advanced data/information is publicly available for 2-3 sample services</p> <p>2 if advanced data/information is publicly available for 4-5 sample services</p> <p>Maximum points: 2</p>			
TOTAL POINTS	0-4	5-8	9-11	12-14	15-17	18-20
FINAL INDICATOR VALUE	0	1	2	3	4	5