



# ■ WeBER Indicator Summary

AREA: PUBLIC SERVICE AND HUMAN RESOURCE  
MANAGEMENT

## BOSNIA AND HERZEGOVINA

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- **Date:** 28.12.2017

<b>PAR Area</b>	<b>PUBLIC SERVICE AND HUMAN RESOURCE MANAGEMENT</b>	<b>Country</b>	<b>BOSNIA AND HERZEGOVINA</b>
<b>SIGMA Principle</b>	<b>2. The policy and legal frameworks for a professional and coherent public service are established and applied in practice; the institutional set-up enables consistent and effective human resource management practices across the public service</b>		

<b>WeBER Indicator</b>	<b>PSHRM_P2_I1: Public availability of official data and reports about the civil service and employees in central state administration</b>
<b>Indicator approach</b>	
<p><i>This indicator measures the extent and the quality of the information that the government produces and provides to the public related to the state of public service in general, and statistical data on employees in public service.<sup>1</sup> It is done through the review of <u>government information, reports and other documents available online (or accessed through FOI request if not available online)</u>. Websites reviewed include an authority in charge of public administration or a central HRM agency or office, depending on each country case, but also review of websites of the governments and the general secretariats (government offices). The indicator consists of 9 elements (sub-indicators) focusing on publishing of official data on number of employees online and its structure, as well as existence and regularity of reporting practices on the state of public service. Only for the first element, the score of the relevant SIGMA sub-indicator is taken.<sup>2</sup> For elements seeking to measure regularity of information provision to the public, the timeline covers the last three years prior to the measurement.</i></p>	
<b>Summary of the findings</b>	
<p><i>Data on public service is not kept centrally or updated regularly by the BiH Government. According to SIGMA Monitoring Report 2017 for BiH, there has been no improvement in the functioning of the HRMIS. The BiH Civil Service Agency (BiH CSA) conducts periodic research on the number and structure of the institutions and the civil servants employed in them. The research is conducted through electronic forms, with authorized persons in BiH institutions updating the data and the BiH CSA then summarizing it and publishing results on their website. The data includes the number of civil servants, their division per category, their age, gender and ethnic structure. However, no data is available on the employees other than full-time civil servants. Regarding gender and ethnic balance, the published data is partially segregated, as these categories are not shown per rank and position. The data is downloadable only in PDF format, and not in any open data format.</i></p> <p><i>Reports on civil service policy, which would cover issues such as planning and recruitments, appraisals, etc., for the whole civil service, are not produced. The CSA BiH, however, does publish regular annual reports on its own work and activities. The 2016 report (analysed as per contents) includes some data pertaining to the recruitment procedures and conducted trainings, but no thorough analysis on the key functions for the whole of the public service. In some aspects, the previous (2014 and 2015) reports were more detailed, e.g. the 2015 report provided detailed statistics on conducted trainings. Lastly, no evidence was found on the reports and official data being promoted to the public via social media channels or press releases on the website of CSA BiH.</i></p>	
<b>Specific observations</b>	
<p><i>Within the WEBER project, in BiH only the state level is analysed, while the entities are left out due to limited capacities.</i></p>	

<b>Indicator score</b>	3 (out of 25 points)
<b>Final indicator value</b>	0 (scale 0-5) <sup>3</sup>
<b>Measurement period</b>	20 Nov - 10 Dec 2017

<sup>1</sup> Central government public (civil) service, as defined by the relevant legislation (Civil Service Law) as well as other categories of employees in central state administration.

<sup>2</sup> Sub-indicator 7 of the indicator 3.2.1 - Adequacy of the policy, legal framework and institutional set-up for professional human resource management in public service.

<sup>3</sup> Conversion of points: 0-5 points = 0; 6-9 points = 1; 10-13 points = 2; 14-17 points = 3; 18-21 points = 4; 22-25 points = 5.