WeBER Indicator Summary

AREA: PUBLIC SERVICE AND HUMAN RESOURCE MANAGEMENT

KOSOVO

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PAR Area	PUBLIC SERVICE AND HUMAN RESOURCE MANAGEMENT	Country	KOSOVO
SIGMA Principle	*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*		

WeBER Indicator	PSHRM_P2_I1: Public availability of official data and reports about the civil service and employees in central state administration

Indicator approach

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.[1] It is done through the review of government information, reports and other documents available online (or accessed through FOI request if not available online). 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.[2] For elements seeking to measure regularity of information provision to the public, the timeline covers the last three years prior to the measurement.

Summary of the findings

SIGMA monitoring report of 2017 for Kosovo states that technically, the HRM Information System (HRMIS) has been set up to function as the central register for all public employees, as well as the information system for HR management. However, it is not yet possible to use the system to report on civil service indicators in practice. Data on civil service is reported on as part of the Annual Reports on the State of Civil Service in Kosovo, notwithstanding deficiencies within the registry. Analysis of reports shows that there is a practice of reporting data on the number of employees regularly on an aggregate level (recently also at municipality level) according to functional category. It is of note that the 2016 report (which was only published in December) is more comprehensive than the earlier reports in terms of narrative and differentiated data. However, the data therein is not reported per institution, or at least type of institution (due to which no points were awarded here). The data is segregated based on gender, ethnicity and education level, yet only partially, as the segregation is not done at the level of functions or types of institutions. The data on the recruitment of new civil servants based on categories of employees is included, though only for full-time civil servants and fixed-term appointments, with no information on non-career civil service positions. In terms of reporting on the civil service policy, the 2016 report covers five key issues: planning and recruitments, career development, trainings, disciplinary measures, and appraisals. Content wise, the report provides general information on the quality and outcomes for public service, albeit not substantiated with evidence or independent sources. Data from the annual reports is not made available in open format and was not actively promoted to the public in 2017 through either social media or press releases.

Specific observations

Although the law stipulates publication of the reports, huge delays occur in their publication as a result of the practice that the Parliament approves them before their online publication. Since such approvals do not take place timely, the 2016 report was only available online in late December 2017, which distorts an otherwise positive practice.

Indicator score	*10 (out of 25 points)*
Final indicator value	*2 (scale 0-5)[3]*
Measurement period	*November 20th – December 6th, 2017*

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[1] 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.
[2] 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.
[3] 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.