



# ■ WeBER Indicator Summary

AREA: SERVICE DELIVERY

## SERBIA

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<b>PAR Area</b>	<b>SERVICE DELIVERY</b>	<b>Country</b>	<b>SERBIA</b>
<b>SIGMA Principle</b>	<b>1. Policy for citizen-oriented state administration is in place and applied</b>		

<b>WeBER Indicator</b>	<b>SD_P1_I1: Public perception of state administration's citizen orientation</b>
<b>Indicator approach</b>	
<p><i>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. Perceptions are explored using a survey targeting the general public (aged 18 and older). The survey was conducted through computer-assisted personal interviewing (CAPI), using a three-stage random stratified sampling. It was implemented as part of the regional omnibus surveys conducted in Albania, Bosnia and Herzegovina, Montenegro and Serbia (ad hoc surveys were conducted for Kosovo and Macedonia) during 15 October - 30 November 2017.</i></p>	
<b>Summary of the findings</b>	
<p><i>Regarding awareness on Government administrative simplification initiatives or projects, 55% of Serbian citizens agree that there have been efforts or initiatives by the Government in the past two years to make administrative procedures simpler for citizens and business. Moreover, almost 76% of citizens that are aware of government administrative simplification initiatives agree that such initiatives have led to improved service delivery for the given period. However, only around 42% of citizens agree that dealing with the administration has become easier over past two years, which follows closely the percentage of citizens agreeing that the time needed to obtain services has decreased – 44%. On the contrary, more than two thirds of citizens (70.3%) agree that the Government has increasingly been moving towards digitalisation.</i></p> <p><i>Slightly above 41% of citizens are aware that e-services are offered in Serbia and out of those who are aware, a large majority of over 80% believe they are either mainly or completely informed on how to use them. Yet, utilisation of e-services for the past two years was low, as less than 35% of those that are knowledgeable on how to use e-services responded they have either often or sometimes used them. Lastly, a large majority of those who used e-services think they are easy to use (86.2%).</i></p> <p><i>Finally, roughly one-third of Serbian citizens agrees that in the past two years the administration had asked for citizens' proposals on how to improve administrative services. Furthermore, almost 88% of those that confirm that the administration seeks feedback think that the Government has used such proposals to improve the services.</i></p>	
<b>Specific observations</b>	
<p><i>For Serbia, the margin of error for the total sample of 1029 citizens is <math>\pm 3.06\%</math>, at the 95% confidence level</i></p>	

<b>Indicator score</b>	23 (out of 32 points)
<b>Final indicator value</b>	4 (scale 0-5) <sup>1</sup>
<b>Measurement period</b>	October 15 <sup>th</sup> – November 30 <sup>th</sup> 2017

<sup>1</sup> Conversion of points: 0-5 points = 0; 6-11 points = 1; 12-17 points = 2; 18-22 points = 3; 23-27 points = 4; 28-32 points = 5.