



■ WeBER Indicator Summary

AREA: SERVICE DELIVERY

MONTENEGRO

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PAR Area	SERVICE DELIVERY	Country	MONTENEGRO
SIGMA Principle	1. Policy for citizen-oriented state administration is in place and applied		

WeBER Indicator	SD_P1_I1: Public perception of state administration's citizen orientation
Indicator approach	
<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>	
Summary of the findings	
<p><i>Regarding awareness on Government administrative simplification initiatives or projects, the percentage of Montenegrin citizens who think that there have been efforts or initiatives by the government to make administrative procedures simpler for citizens and businesses in the past two years is 46%. 85.5% of the citizens that are aware of government administrative simplification initiatives think that such initiatives by the government have led to improved service delivery in the past two years. However, the percentage of citizens who think that dealing with the administration has become easier in the past two years is 38%, while 41.5% think that the time needed to obtain administrative services has decreased in the past two years. The percentage of citizens who think that the government has increasingly been moving towards digitalisation in the past two years is 63.8%</i></p> <p><i>Only 30.6% of Montenegrin citizens are aware that the e-services are offered in Montenegro. Out of this proportion, 69.3% confirmed that they are informed on the ways to use e-services. 28.6% of those that are knowledgeable on how to use e-services say they have used e-services sometimes or often in the past two years). Those few that have used e-services, mostly agree that they are easy to use (80.7%)</i></p> <p><i>The percentage of citizens who confirm that the administration has asked for citizens' proposals on how to improve administrative services in the past two years is 32.9%. 82.8% of those that confirm that the administration seeks feedback report that the Government has used such proposals to improve the services.</i></p>	
Specific observations	
<p><i>For Montenegro, the margin of error for the total sample of 1044 citizens is $\pm 3.03\%$, at the 95% confidence level.</i></p> <p><i>In a number of questions, the percentage of citizens in Montenegro who responded "don't know/no opinion" was high, ranging from a quarter to a third of respondents – often being the highest in the region.</i></p>	

Indicator score	21 (out of 32 points)
Final indicator value	3 (scale 0-5) ¹
Measurement period	October 15 th – November 30 th 2017

¹ 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.