



■ WeBER Indicator Summary

AREA: SERVICE DELIVERY

BOSNIA AND HERZEGOVINA

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PAR Area	SERVICE DELIVERY	Country	BOSNIA AND HERZEGOVINA
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>Survey outcomes show very negative public perceptions towards administrative services. In responses to the statements on the level of agreement (responses calculated are "Strongly agree" and "Agree"), only 27.2% are aware of government efforts in the past two years to make administrative procedures simpler for citizens and business. Furthermore, 87.2% of citizens that are aware of government administrative simplification initiatives think that such initiatives by the government have led to improved service delivery for the given period. However, the percentage of citizens who agree that dealing with the administration has become easier in the past two years is 27.6%, which follows 28.1% of those agreeing that the time needed to obtain services has decreased. Moreover, as few as 28.2% of citizens agree the government has been moving towards digitalisation.</i></p> <p><i>19% of Bosnian citizens are aware that e-services are offered in BiH. Yet, out of those who are aware, 48.7% are mainly informed, while a negligible 3.2% are completely informed on how to use them. However, utilisation of e-services for the given period is very low, as only 15.4% of those who are aware and informed have used e-services sometimes or often. When it comes to e-services, three quarters of those who have used e-services think that it is easy or very easy to use them (76.3%).</i></p> <p><i>Lastly, when asked if they think that in the past two years the administration has asked for citizens' proposals on how to improve administrative services, only 13.4% of citizens agree or strongly agree with the statement., Furthermore, 68.4% of those that confirm that the administration seeks feedback think that the Government has used such proposals to improve the services</i></p>	
Specific observations	
<p><i>For Bosnia and Herzegovina, the margin of error for the total sample of 1036 citizens is $\pm 3.05\%$, at the 95% confidence level.</i></p>	

Indicator score	11 (out of 32 points)
Final indicator value	1(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