



■ WeBER Indicator Summary

AREA: SERVICE DELIVERY

KOSOVO

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PAR Area	SERVICE DELIVERY	Country	KOSOVO
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 a generally positive public perception towards administrative services. In the past two years, 56.2% of respondents are aware of government administrative simplification efforts, and the vast majority from those that are aware (92.6%) confirm that such efforts have improved administrative service delivery. As a result, 63% of respondents agree that dealing with the administration has become easier and 66.4% agree that time needed to obtain administrative services has decreased. Moreover, 64% of respondents recognize administration's effort to move towards digital government, despite the fact that slightly over half of them (50.8%) are aware of the availability of e-services, and only 30.5% of those that are knowledgeable about ways on how to use e-services actually use such services. Out of those who are aware of the availability of e-services, more than half (57.4%) of them are informed about the ways to use these services, whereas 80.5% of users consider them to be user-friendly.</i></p> <p><i>In spite of the notable progress in terms of service delivery, the administration lacks strong cooperative relationship with citizens when it comes to administration's availability for suggestions. More precisely, only 33.2% of respondents agree that the administration asks for proposals and suggestions on how to improve services, out of which 87.5% confirm that government has used their proposals to improve services.</i></p>	
Specific observations	
<p><i>For Kosovo, the margin of error for the total sample of 1011 citizens is $\pm 3.08\%$, at the 95% confidence level</i></p>	

Indicator score	26 (out of 32 points)
Final indicator value	4 (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