



■ WeBER Indicator Summary

AREA: SERVICE DELIVERY

SERBIA

- Author: European Policy Centre - CEP
- Date: 12.01.2018

PAR Area	SERVICE DELIVERY	Country	SERBIA
SIGMA Principle	3. Mechanisms for ensuring the quality of public services are in place		

WeBER Indicator	<i>SD_P3_I1: Public perception and availability of information on citizens' feedback regarding the quality of administrative services</i>
Indicator approach	
<p><i>This indicator measures public perception towards the awareness, practice and usefulness of feedback mechanisms for administrative services. 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> <p><i>The indicator also analyses whether and to what extent the data and information regarding the citizens' feedback to the quality of administrative services is publicly available. A sample of the following services is used: 1) Property registration 2) Company (business) registration 3) Vehicle registration 4) Issuing of personal documents: passports and ID cards* 5) Tax administration: value added tax (VAT) for companies. Availability of data is measured using content analysis of relevant official websites of the institutions providing the sampled services.</i></p>	
Summary of the findings	
<p><i>A third of citizens of Serbia agree that they have possibilities to give their opinion on the quality of individual services they receive. Out of those who have had the chance to provide their opinion in the past two years (a total of 50 respondents in the sample), 74% find it easy to use the feedback channels.</i></p> <p><i>At the same time, only 28% of the population believe that citizens or civil society have been involved in monitoring and assessment of administrative services in the past two years, while a large majority (88%) of those who agree with that statement think that such monitoring efforts have led to the improvement of administrative services. It is interesting to note that a large part of the population (42%) does not have an opinion regarding this topic.</i></p> <p><i>The web page analysis included: 1) Republic Geodetic Authority (property registration/ issuing property certificates), 2) Serbian Business Registry Agency (company/business registration), 3) Ministry of Interior (vehicle registration; issuance of passports/ID cards), 4) Tax Administration, 5) E-government Portal (central webpage on e-government services). Findings show that basic information on citizen feedback are publicly available only for services related to property registration and issuing of personal documents (ID's and passports) – mainly through the user feedback provided on the e-government portal. However, none of the examined pages contain advanced information, such as information from at least two different credible sources, segregated data based on gender, disability or other relevant factors, cross-analyses of data from various sources, etc.</i></p>	
Specific observations	
<p><i>For Serbia, the margin of error for the total sample of 1029 citizens is $\pm 3.06\%$, at the 95% confidence level.</i></p>	

Indicator score	11 (out of 20 points)
Final indicator value	2 (scale 0-5) ¹
Measurement period	Public perception survey: October 15 th – November 30 th , 2017 Web content analysis: January 10-11 th , 2018

¹ Conversion of points: 0-4 points = 0; 5-8 points = 1; 9-11 points = 2; 12-14 points = 3; 15-17 points = 4; 18-20 points = 5