



# ■ WeBER Indicator Summary

AREA: SERVICE DELIVERY

## MONTENEGRO

- Author: Institute Alternativa - IA
- Date: 12.01.2018

<b>PAR Area</b>	<b>SERVICE DELIVERY</b>	<b>Country</b>	<b>MONTENEGRO</b>
<b>SIGMA Principle</b>	<b>3. Mechanisms for ensuring the quality of public services are in place</b>		

<b>WeBER Indicator</b>	<b>SD_P3_I1: Public perception and availability of information on citizens' feedback regarding the quality of administrative services</b>
<b>Indicator approach</b>	
<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>	
<b>Summary of the findings</b>	
<p><i>Almost a third of the population (31.3%) state that they have the opportunity to give an opinion about the services they receive from the administration, while majority (66.3%) of those who have had the chance to provide their opinion in the past two years state that the feedback mechanisms are easy to use, which is somewhat below the regional average (74.1%). About one quarter of the population (26.2%) thinks that the citizens or civil society have been involved in the monitoring and assessment of administrative services, with most of them (82.8%) claiming that such activities have resulted in improvement of administrative services.</i></p> <p><i>Out of the observed services, there is some basic information about user feedback only for those provided by the Tax Administration – results of a public opinion survey. When it comes to more advanced feedback data, 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, research came up with no results.</i></p>	
<b>Specific observations</b>	
<p><i>For Montenegro, the margin of error for the total sample of 1044 citizens is <math>\pm 3.03\%</math>, at the 95% confidence level.</i></p>	

<b>Indicator score</b>	9 (out of 20 points)
<b>Final indicator value</b>	2 (scale 0-5) <sup>1</sup>
<b>Measurement period</b>	Public perception survey: October 15 <sup>th</sup> – November 30 <sup>th</sup> , 2017 Web content analysis: January 11-15 <sup>th</sup> , 2018

<sup>1</sup> 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