



■ WeBER Indicator Summary

AREA: SERVICE DELIVERY

BOSNIA AND HERZEGOVINA

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- Date: 15.01.2018

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

WeBER Indicator	SD_P3_I1: Public perception and availability of information on citizens' feedback regarding the quality of administrative services
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Indicator approach

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.

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.*

Summary of the findings

Only 14.9% of the citizens of BIH agree that they have possibilities to give their opinion on the quality of the individual services that they receive. Still, out of all the citizens who have had the chance to give their opinion on the quality of administrative services in the past two years, 54,1% find it easy to use the channels for citizens (significantly lower than the regional average of 74.1%). Furthermore, only 11.3% of the BIH population agrees or strongly agrees that citizens or civil society have been involved in the monitoring and assessment of administrative services in the given period. It is of note that 32.2% of the population answered that they did not know or did not have an opinion regarding this question. Out of those who agree or strongly agree that citizens or civil society have been involved in the monitoring and assessment of administrative services in the past two years, 68.4% think that such practice has led to the improvement of administrative services.

Analysis of web pages for information on citizen feedback on the quality of administrative services included institutions from all levels of government in BIH (State, Entity (RS and FBiH (10 cantons), as well as Brcko District). Findings show that basic information on citizen feedback is publicly available only for services related to tax administration (RS Tax authority website) and issuing of personal documents - ID's and passports (website of Canton 10 – FBiH). Yet, none of the examined pages contains more advanced information, such as information from at least two different credible sources, segregated data based on gender, disability or other relevant factors.

Specific observations

Single citizens survey was conducted for Bosnia and Herzegovina, with the margin of error for the total sample of 1036 citizens of $\pm 3.05\%$, at the 95% confidence level. For the elements based on website analysis, in BIH all levels of government (state level, Republic of Srpska, Federation of Bosnia and Herzegovina, cantons) had to be analysed, depending on the service. Due to the constitutional division of competencies among levels of government for the purposes of measuring, the research team has adjusted the analysis to the constitutional and legal competences for service delivery in observing different levels of government and calculating the results of the measuring. Given that IDs/passports and vehicle registration in FBiH is done on the level of cantons (with the relevant MOI), the websites of cantonal MOIs have been analysed to calculate the score for FBiH. The score for FBiH was added to the scores of RS, BD and State level (where applicable) and the average grade is shown. For other agencies, the relevant agencies on the higher levels of government have been analysed and the average grade is presented.

Indicator score	6 (out of 20 points)
Final indicator value	1 (scale 0-5) ¹
Measurement period	Public perception survey: October 15 th – November 30 th 2017

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



Web content analysis: January 9th – 12th 2018.

