



■ WeBER Indicator Summary

AREA: SERVICE DELIVERY

KOSOVO

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PAR Area	SERVICE DELIVERY	Country	KOSOVO
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
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>The survey results show that 37.6% of citizens of Kosovo agree that they have the possibility to give opinion on the quality of the individual services received. Out of the respondents who, in the past two years, have given their opinion on the quality of the administrative services, 75.7% find it easy or very easy to use feedback channels. Almost a third (32.9%) of the Kosovo population agrees that in the past two years, citizens or civil society have been involved in the monitoring and assessment of administrative services. Out those who agree with this statement, 87.5% agree that the government has improved administrative service as a result of such monitoring.</i></p> <p><i>The website analysis on the other hand suggests that basic and advanced information on citizen feedback on administrative services is published only for tax administration and cadastral services. The information for the former services is segregated according to region, age of the individuals and size of the business whereas for the latter according to region, gender and ethnicity (Albanian or other ethnicity).</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	14 (out of 20 points)
Final indicator value	3 (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