



# ■ WeBER Indicator Summary

AREA: SERVICE DELIVERY

## MACEDONIA

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<b>PAR Area</b>	<b>SERVICE DELIVERY</b>	<b>Country</b>	<b>MACEDONIA</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>Survey results show that over a third (35.9%) of the population think they have possibilities to give their opinion on the quality of the individual services that they receive. Still, out of all the citizens who agree that they have the possibility of providing feedback, 71.4% consider the channels for providing their opinion as easy to use.</i></p> <p><i>Yet, less than a quarter of the population (22.9%) thinks that citizens or civil society have been involved in monitoring and assessment of administrative services in the past two years, while a significant majority (68.6%) of those who agree with that statement perceive that administrative services have been improved as a result of such monitoring.</i></p> <p><i>When it comes to the availability of basic information on citizen feedback, it was not found available for any of the sample administrative services that were selected for assessment. Only the Public Revenue Office, which is responsible for the valued added tax for companies, has stated in its annual report that they have conducted a survey to obtain citizens' feedback, but the results are not publicly available. Moreover, none of the examined pages contain advanced information on citizen feedback, as stipulated by the indicator methodology. However, it should be noted that the Ministry of Interior was at the time of monitoring conducting a survey of satisfaction of the citizens with their services (which includes issuing personal documents: passports and ID cards), but results had not yet been made available.</i></p>	
<b>Specific observations</b>	
<p><i>For Macedonia, the margin of error for the total sample of 1039 citizens is <math>\pm 3.04\%</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>	15 October 2017 – 12 January 2017

<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