



■ WeBER Indicator Summary

AREA: SERVICE DELIVERY

MACEDONIA

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PAR Area	SERVICE DELIVERY	Country	MACEDONIA
SIGMA Principle	4. The accessibility of public services is ensured		

WeBER Indicator	SD_P4_I2: Availability of information regarding the provision of administrative services on the websites of service providers
Indicator approach	
<p><i>This indicator measures the extent to which information on the provision, price, and accessibility of a sample of administrative services is publicly available on the official websites of relevant public service providers. Where applicable, website of a body with central authority for service delivery or a central website on service delivery (including e-government portal) was included. A sample consisted of the following services: value added tax (VAT) for companies, property registration, company (business) registration, vehicle registration, issuing passports AND ID cards. Analysed information entailed specific contact details for the service provision, basic procedural information on how to access the service, including citizen friendly guidance, as well as rights and obligations of service seekers. Analysis also included availability of prices and clear differentiation between costs of e-services and in-person services, if applicable. Points were also given if information on administrative services was available in open data formats.</i></p>	
Summary of the findings	
<p><i>Specific contact information (emails and telephone) is available for all the services but one - vehicle registration, for which only names of contact persons are listed. When it comes to the basic procedural information description of the services, information on the location of the service provider, and necessary steps to be taken for the creation of user accounts - all the service providers contain the necessary information on their websites. Moreover, all the forms needed to obtain those services are available for download. One thing that should be noted is that information for vehicle registration is available only for new vehicles. On the other hand, none of the service providers have citizen friendly guidance i.e. there is no visual or audio-visual guidance. Nevertheless, there is some guidance on procedures such as registering an online user, but not directly linked to the concrete services which are part of the sample. All the service providers publish information on the rights and obligations of users, available on a separate section on the websites.</i></p> <p><i>The prices of the services offered are published online. Related to the issue of prices, three service providers differentiate between e-services and in person services. For vehicle registration and issuing of IDs and passports there are no e-services apart from scheduling an appointment for the issuance of the personal documents. Lastly, none of the service providers have information on services in open data formats.</i></p>	
Specific observations	
None.	

Indicator score	15 (out of 20 points)
Final indicator value	4 (scale 0-5) ¹
Measurement period	February 1 st 2018; February 9 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.