



■ WeBER Indicator Summary

AREA: SERVICE DELIVERY

MACEDONIA

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PAR Area	SERVICE DELIVERY	Country	MACEDONIA
SIGMA Principle	1. Policy for citizen-oriented state administration is in place and applied		

WeBER Indicator	SD_P1_I1: Public perception of state administration's citizen orientation
Indicator approach	
<p><i>This indicator measures public perception towards the implementation of the citizen-oriented service delivery in practice, covering various aspects of awareness, efficiency, digitalization and feedback mechanism. Perceptions are explored using a survey targeting the general public (aged 18 and older) of 6 Western Balkan countries. 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. For Macedonia, the maximum margin of error for the total sample of 1039 citizens is $\pm 3.04\%$, at the 95% confidence level.</i></p>	
Summary of the findings	
<p><i>Results show that a bit over half of adult citizens of Macedonia (51.2%) either strongly agree or agree that in the past two years the government has made efforts or taken initiatives to make administrative procedures simpler for citizens and businesses. Furthermore, 71.6% of citizens that are aware of government administrative simplification initiatives agree that this has led to improved service delivery. Also, 43.8% agree that in the past two years dealing with the administration has become easier, while 47.8% think that the time needed to obtain administrative services has decreased. When it comes to digitalization, a vast majority or 71.5% of citizens think that the government has increasingly been moving in this direction.</i></p> <p><i>However, when it comes to the usage of e-services, slightly over half of the population (53.1%) is aware of their availability. Out of those who are aware, 61% state that they are informed on the ways to use e-services. However, the utilisation is still low as only 23.7% of the respondents (of those that are informed on the ways to use e-services) have used them 'often' or 'sometimes'. Lastly, when it comes to e-services, a majority of those that have used them agree they are easy to use (81.3%).</i></p> <p><i>Under a third of the population (29.2%) agrees that the administration has asked their proposals on how to improve administrative services in the past two years. Furthermore, 68.6% of those that confirm that the administration seeks feedback confirm that the administration uses their feedback on how administrative services can be improved.</i></p>	
Specific observations	
<p><i>For Macedonia, the margin of error for the total sample of 1039 citizens is $\pm 3.04\%$, at the 95% confidence level.</i></p>	

Indicator score	20 (out of 32 points)
Final indicator value	3 (scale 0-5) ¹
Measurement period	October 15th– November 30 th 2017

¹ Conversion of points: 0-5 points = 0; 6-11 points = 1; 12-17 points = 2; 18-22 points = 3; 23-27 points = 4; 28-32 points = 5.