

## Area 5: Service Delivery

<b>Principle 4</b>	<b>The accessibility of public services is ensured</b>		
<b>Principle approach</b>	Under this principle, WeBER monitoring focuses on the two interrelated aspects: the perceptions and experiences of CSOs dealing with issues of access, especially for disabled persons and other vulnerable groups (it includes both the analysis of physical accessibility and online accessibility), and existence and online accessibility of basic information on administrative services including online availability of information on price of administrative services, as precondition for citizen-oriented service delivery of administration. In that sense, SIGMA Principle 1 in Service Delivery area - <i>Policy for citizen-oriented state administration is in place and applied</i> , is also relevant with for the indicator below.		
<b>INDICATOR 1</b>	<b>CSOs' perception of accessibility of administrative services</b>		
<b>Indicator focus and general methodological remarks</b>	<p>This indicator measures the perceptions of relevant CSOs (with focus on people with disabilities, minority rights, working in rural areas etc.) towards the accessibility of administrative services for persons with disabilities, persons in remote areas and minority groups.</p> <p>Perceptions will be explored using a survey that will specifically target CSOs with focus on disabled people, minority rights along with CSOs working in remote areas. The survey with CSOs will employ a convenience sampling and will use an online standardized self-administered questionnaire (SAQ).</p> <p>For all elements under this indicator, a focus group with CSOs (including CSOs from the capital and outside the capital) will be employed to validate the quantitative findings and will be analysed accordingly in the narrative report. Focus group will use purposive sampling.</p>		
<b>INDICATOR ELEMENTS</b>			
<b>Element #</b>	<b>Element formulation</b>	<b>Weight</b>	<b>Element data source</b>
<b>E.1</b>	Relevant CSOs confirm the adequacy of territorial network for access to administrative services	2	<ul style="list-style-type: none"> <li>Survey of CSOs</li> <li>Focus group with CSOs</li> </ul>
	<b>Element methodology</b>		<b>Point allocation</b>
	For this element, the extent of agreement with statement " <i>Across the territories of the country, administrative service providers are adequately distributed in such a way that all citizens have easy access</i> " is analysed. The percentage of respondents that answered "Strongly agree" or "Agree" on a verbal five-point scale is measured.		0 points for 0 - 29.9% 1 point for 30 - 59.9% 2 points for 60 - 100%  <b>Maximum points: 4</b>
	Scale used: 1 – Strongly disagree; 2 – Disagree; 3 – Neutral; 4 – Agree; 5 – Strongly agree.		

Element #	Element formulation	Weight	Element data source
E.2	Relevant CSOs confirm that one-stop-shops are made accessible to all	2	<ul style="list-style-type: none"> <li>Survey of CSOs</li> <li>Focus group with CSOs</li> </ul>
	Element methodology		Point allocation
	<p>For this element, the extent of agreement with statement "<i>Existing one-stop-shops are easily accessible by all citizens (through their geographic distribution)</i>" is analysed. The percentage of respondents that answered "Strongly agree" or "Agree" on a verbal five-point scale is measured.</p> <p>Scale used: 1 – Strongly disagree; 2 – Disagree; 3 – Neutral; 4 – Agree; 5 – Strongly agree.</p>		<p>0 points for 0 - 29.9% 1 point for 30 - 59.9% 2 points for 60 - 100%</p> <p><b>Maximum points: 4</b></p>
Element #	Element formulation	Weight	Element data source
E.3	Relevant CSOs consider administrative services to be provided in a manner that meets the individual needs of persons with disabilities and other vulnerable groups	2	<ul style="list-style-type: none"> <li>Survey of CSOs</li> <li>Focus group with CSOs</li> </ul>
	Element methodology		Point allocation
	<p>For this element, the extent of agreement with statement "<i>Administrative service provision is adapted to the needs of vulnerable groups</i>" is analysed. The percentage of respondents that answered "Strongly agree" or "Agree" on a verbal five-point scale is measured.</p> <p>Scale used: 1 – Strongly disagree; 2 – Disagree; 3 – Neutral; 4 – Agree; 5 – Strongly agree.</p>		<p>0 points for 0 - 29.9% 1 point for 30 - 59.9% 2 points for 60 - 100%</p> <p><b>Maximum points: 4</b></p>
Element #	Element formulation	Weight	Element data source
E.4	Relevant CSOs confirm that administrative service providers are trained to communicate with different categories of people with disabilities	1	<ul style="list-style-type: none"> <li>Survey of CSOs</li> <li>Focus group with CSOs</li> </ul>
	Element methodology		Point allocation
	<p>For this element, the extent of agreement with statement "<i>In general, the staff working on administrative service delivery is trained on how to treat vulnerable groups</i>" is analysed. The percentage of respondents that answered "Strongly agree" or "Agree" on a verbal five-point scale is measured.</p> <p>Scale used: 1 – Strongly disagree; 2 – Disagree; 3 – Neutral; 4 – Agree; 5 – Strongly agree.</p>		<p>0 points for 0 - 29.9% 1 point for 30 - 59.9% 2 points for 60 - 100%</p> <p><b>Maximum points: 2</b></p>
Element #	Element formulation	Weight	Element data source

<b>E.5</b>	Relevant CSOs confirm that the administration provides different channels of choice for obtaining administrative services	1	<ul style="list-style-type: none"> <li>Survey of CSOs</li> <li>Focus group with CSOs</li> </ul>			
<b>Element methodology</b>		<b>Point allocation</b>				
For this element, the extent of agreement with statement " <i>The public administration provides different channels of choice (in-person, electronic) for obtaining administrative services</i> " is analysed. The percentage of respondents that answered "Strongly agree" or "Agree" on a verbal five-point scale is measured.		0 points for 0 - 29.9% 1 point for 30 - 59.9% 2 points for 60 - 100%				
Scale used: 1 – Strongly disagree; 2 – Disagree; 3 – Neutral; 4 – Agree; 5 – Strongly agree.		<b>Maximum points: 2</b>				
<b>Element #</b>	<b>Element formulation</b>	<b>Weight</b>	<b>Element data source</b>			
<b>E.6</b>	Relevant CSOs confirm that e-channels are easily accessible for persons with disabilities	1	<ul style="list-style-type: none"> <li>Survey of CSOs</li> <li>Focus group with CSOs</li> </ul>			
<b>Element methodology</b>		<b>Point allocation</b>				
For this element, the extent of agreement with statement " <i>E-channels for accessing administrative services are easily accessible for vulnerable groups</i> " is analysed. The percentage of respondents that answered "Strongly agree" or "Agree" on a verbal five-point scale is measured.		0 points for 0 - 29.9% 1 point for 30 - 59.9% 2 points for 60 - 100%				
Scale used: 1 – Strongly disagree; 2 – Disagree; 3 – Neutral; 4 – Agree; 5 – Strongly agree.		<b>Maximum points: 2</b>				
<b>TOTAL POINTS</b>	0-3	4-6	7-9	10-12	13-15	16-18
<b>FINAL INDICATOR VALUE</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>