



■ WeBER Indicator Summary

AREA: PUBLIC FINANCE MANAGEMENT

SERBIA

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- Date: 02.08.18

PAR Area	PUBLIC FINANCE MANAGEMENT	Country	SERBIA
SIGMA Principle	16. The supreme audit institution applies standards in a neutral and objective manner to ensure high-quality audits, which positively impact on the functioning of the public sector		

WeBER Indicator	PFM_P16_I1: Supreme Audit Institution's communication and cooperation with the public pertaining to its work
Indicator approach	
<p>The indicator considers following elements of external communication and cooperation of SAIs: existence of strategic approach, allocation of job positions, means of communication used, citizen-friendliness, use of data visualisation, existence of channels for reporting on issues identified by external stakeholders, and consultations with civil society.</p> <p>Combination of expert analysis, analysis of websites, and interviews is used for measuring elements of this indicator. Researchers perform interview(s) with selected SAI staff to collect additional information (one or more interview depending on information gathered in each country) and collect documents not available online.</p>	
Summary of the findings	
<p>SAI of Serbia has developed and is currently implementing the Strategic Plan for 2016-2010. A specific objective 4.2 of this Strategic plan is dedicated to increasing visibility of SAI and its products, thus specifically targeting component of external communication with the public. Publicly available version of the Strategic Plan does not entail an action plan. Although not publicly available, existing Action plan provides details into activities and performance indicators for each of specific objectives of Strategic Plan, including specific objective 4.2.</p> <p>Furthermore, the SAI has dedicated a specific job position within the internal unit of the Office of the SAI President, tasked to coordinate receiving and processing of complaints within SAI competence with audit sectors, but also to keep register of such submissions by external stakeholders. In addition, SAI systematised two separate job positions tasked with public relations, and media cooperation respectively.</p> <p>Moreover, in period of twelve months preceding the monitoring, SAI has used additional means to communicate with the public in form of press conferences and releases. Yet, the scope of external communication remains limited as some other means are still not being used or developed, including social networks, public campaigns for promoting SAI's work and government accountability culture, as well interactive data visualisations (SAI did produce a brochure for external dissemination on the occasion of marking anniversary of SAI work, however it was not available online at the time of monitoring).</p> <p>When it comes to production of citizen-friendly summaries of audit reports, it is determined that out of 137 audit reports published in the period July 2017 - July 2018, only two performance audit reports contain citizen-friendly summaries, which makes 1.46% of all reports published in that period. It is noteworthy, however, that SAI has recently uniformed the structure of financial and compliance audit reports putting emphasis in summaries on main findings, recommendations, and SAI measures.</p> <p>Official channels for submitting complaints or initiatives to SAI by external stakeholder are not easily identified at the SAI website. In practice, anyone can submit a question, complaint, or any other input through the available office email. Submissions are carefully considered and citizens, or other stakeholders, receive answers while the most credible complaints receive discrete attention by supreme state auditors in preparing proposals of their audit programmes. Nevertheless, without having a clear label as the official channel for complaints' submission or otherwise being delimited from a general contact menu, it is not considered official channel for submission of complaints.</p> <p>Finally, available data sources did not return enough evidence of SAI consulting CSOs and their work when identifying risks in the public sector. In November 2015, the SAI has held consultations with civil society as part of the process of developing current Strategic Plan, but these fall outside of defined monitoring timeframe (last two calendar years).</p>	

Specific observations	
None.	

Indicator score	7 (out of 18 points)
Final indicator value	2 (scale 0-5) ¹
Measurement period	2 nd August, 2018

¹ Conversion of points: 0-3 points = 0; 4-5 points = 1; 6-7 points = 2; 8-11 points = 3; 12-15 points = 4; 16-18 points = 5.