



■ WeBER Indicator Summary

AREA: PUBLIC FINANCE MANAGEMENT

KOSOVO

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PAR Area	PUBLIC FINANCE MANAGEMENT	Country	KOSOVO
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>Research has found that National Auditor Office (NAO) have not developed specific communication strategic documents for reaching out to the public, and communicating their work/results/goals etc. Although <u>Corporate Development Strategy 2015-2020</u> includes external communication goals and objectives, the published version of the Strategy does not contain an action plan for its implementation nor does it contain list of activities or measures for achieving set goal, indicators of performance or output.</p> <p>Nevertheless, NAO has dedicated at least one job position for proactive communication and provision of feedback towards the public. In the case of Kosovo, Regulation of Internal Organization and Job System, available on the NAOs website, stipulates duties and responsibilities of the Public Communication and Translation Unit, which is the responsible body for communication with the public. Among others, it is responsible for providing professional support to NAO in the field of communication and information with the Assembly, Parliamentary Committees and other public institutions; preparing press conferences and preparing press releases, statements, reports and publication in the written electronic media; preparing meetings and forums with civil society; updated NAO official website; coordinating activities related to the publication of audit reports; coordinating requests for access to public documents etc. As such, the position contains at least one the listed tasks in the methodology, namely, "Preparation of information, documents, and other materials designed for proactive communication towards the public".</p> <p>In addition, research has shown that NAO utilises at least two additional means of communication with the public. More specifically, by actively maintaining NAO Facebook account and holding of press conferences where NAO performance Audit Reports were presented and roundtable discussion were conducted. To that end, NAO published reports are found to be citizen-friendly. All reports contain executive summary which tackle the problem, overall conclusions and key recommendations and are written in a non-technical language. It is of note that the executive summary contains a graph which includes main findings and recommendations related to addressing each finding. In addition, each report maintains the same structure of the report as well as of the executive summary. The reports are either published in 2018 or 2017. However, it should be noted that there is extensive use of abbreviations without proper introduction, except for the list of abbreviations provided the beginning of the report.</p> <p>On a different note, research has revealed that NAO website does not have any specific channels for submitting complaints or initiatives on issues identified by external stakeholders are interpreted to mean any system for receiving, filing, processing and reporting on complaints, tips, and inputs regarding the utilisation of public funds made by CSOs or citizens. In spite of the absence of such channels, NAO has consulted CSO on other matters in two years. This is confirmed in the "The Annual Performance Report 2017" indicates that NAO</p>	

consults the CSOs and also in the interview with Assistant National Auditor.

Specific observations

None.

Indicator score	<i>9 (out of 18 points)</i>
Final indicator value	<i>3 (scale 0-5)¹</i>
Measurement period	<i>28 June 2018</i>

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.