



■ WeBER Indicator Summary

AREA: SERVICE DELIVERY

SERBIA

- Author: European Policy Centre – CEP
- Date: 30.6.2018.

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

WeBER Indicator	SD_P4_I1: CSOs' perception of accessibility of administrative services
Indicator approach	
<p><i>This indicator measures the perceptions of relevant CSOs (with focus on disabled people, minority rights, working in rural areas etc.) towards the accessibility of administrative services for disabled persons, persons in remote areas and minority groups. Perceptions are explored using a survey that specifically targets CSOs with focus on disabled people, minority rights along with CSOs working in remote areas. The survey with CSOs employs a convenience sampling and uses an online standardized self-administered questionnaire (SAQ). For all elements under this indicator, a focus group with CSOs (including CSOs from the capital and outside the capital) is employed to validate the quantitative findings and is analysed accordingly in the narrative report. Focus group used purposive sampling.</i></p>	
Summary of the findings	
<p><i>Large majority of surveyed CSOs disagrees that territorial network for accessing administrative service across Serbia is adequate. Only around 14% of CSOs agree (strongly agree or agree) that service providers are adequately distributed so that all citizens have easy access. Extent of agreement is even lower when it comes to one-stop-shops for service delivery – roughly 9% of CSOs agree these are easily accessible to all citizens through their geographic distribution.</i></p> <p><i>Furthermore, disagreement increases when asked if administrative service provision is adapted to the needs of vulnerable groups – only scarce 5.3% indicated agreement on a five-point scale. Almost the same percentage of agreement (4%) is indicated when asked if the staff of service providers is adequately trained to communicate with and treat vulnerable groups.</i></p> <p><i>CSOs tend to agree much more that the administration provides different channels of choice for obtaining services including in-person and e-services – almost a quarter of surveyed CSOs either agree or strongly agree (24.4%), yet in their majority opinion e-channels for accessing services are not accessible to people with disabilities (only 5.3% of CSOs agree they are accessible).</i></p>	
Specific observations	
<p><i>Survey of CSOs was administered through anonymous, online questionnaire. The data collection method included CASI (computer-assisted self-interviewing). N=183, the base for questions in this indicator was n=152 respondents.</i></p>	

Indicator score	0 (out of 18 points)
Final indicator value	0 (scale 0-5) ¹
Measurement period	Survey of CSOs: April 23 rd – June 4 th 2018

¹ Conversion of points: 0-3 points = 0; 4-6 points = 1; 7-9 points = 2; 10-12 points = 3; 13-15 points = 4; 16-18 points = 5.