



# ■ WeBER Indicator Summary

AREA: SERVICE DELIVERY

## MONTENEGRO

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<b>PAR Area</b>	<b>SERVICE DELIVERY</b>	<b>Country</b>	<b>Montenegro</b>
<b>SIGMA Principle</b>	<b>4. The accessibility of public services is ensured</b>		

<b>WeBER Indicator</b>	<b>SD_P4_I1: CSOs' perception of accessibility of administrative services</b>
<b>Indicator approach</b>	<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>
<b>Summary of the findings</b>	<p><i>There is almost a consensus among the CSOs that across the territory of the country, administrative service providers are not distributed in such a way that all citizens have easy access. Only 7.89% of surveyed CSOs "agree" that the distribution is adequate, while not a single CSO answered with the "strongly agree" option to this question. The situation is even worse when it comes to accessibility of one-stop shops, where only 5.26% of surveyed CSOs agree with the statement that they are accessible to all citizens through their geographic distribution.</i></p> <p><i>Only 2.63% of surveyed CSOs think that administrative service provision is adapted to the needs of vulnerable groups, and the same percentage "strongly agrees" with the statement that the staff working on administrative service delivery is trained on how to treat vulnerable groups. There were no "agree" answers to this question.</i></p> <p><i>Only 7.89% of surveyed CSOs "agree" with statement "Administrative service provision is adapted to the needs of vulnerable groups", with no "strongly agree" answers to this question. Additionally, 5.26% of CSOs (2.63 "agree" and 2.63 "strongly agree") with the statement "E-channels for accessing administrative services are easily accessible for vulnerable groups".</i></p> <p><i>To several questions, there were no CSOs that chose "strongly agree" option to support a positive statement about a certain aspect of accessibility of services, which is an additional indicator of their low opinion about the current state of affairs.</i></p>
<b>Specific observations</b>	<p><i>Survey of CSOs was administered through anonymous, online questionnaire. The data collection method included CASI (computer-assisted self-interviewing). N=49, the base for questions in this indicator was n=38 respondents.</i></p>

<b>Indicator score</b>	<i>0 (out of 18 points)</i>
<b>Final indicator value</b>	<i>0 (scale 0-5)<sup>1</sup></i>
<b>Measurement period</b>	<i>Survey of CSOs: 23 April - 28 May 2018</i>

<sup>1</sup> 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.