



# ■ WeBER Indicator Summary

AREA: SERVICE DELIVERY

## BOSNIA AND HERZEGOVINA

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<b>PAR Area</b>	<b>SERVICE DELIVERY</b>	<b>Country</b>	<b>BOSNIA AND HERZEGOVINA</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>Regarding the territorial distribution of administrative service providers, only 7.6% of surveyed CSOs agree that they are distributed in such a way to ensure easy accessibility for all citizens. But more than 70% disagree (52.2%) or strongly disagree (20.7%). Moreover, when it comes to one-stop-shops, the same number of CSOs (7.6%) thinks that they are easily accessible by all citizens (through their geographic distribution).</i></p> <p><i>When it comes to the topic of the needs and treatment of vulnerable groups, only 5.4% of surveyed CSOs agree that service provision is adapted to the needs of vulnerable groups. The majority or 46.7% disagree, while 28.3% strongly disagree. Moreover, only 3.3% of surveyed CSOs think that the staff working on administrative service delivery is trained on how to treat vulnerable groups. Furthermore, the same number of CSOs (3.3%) agrees that e-channels are easily accessible for vulnerable groups. 37.0% of respondents answered "disagree" and 31.5% "disagree".</i></p> <p><i>Moreover, regarding availability of different channels of choice for obtaining administrative services, only slightly more than 10% of surveyed CSOs (10.9%) agree that the public administration provides different channels of choice (in-person, electronic). It is of note that 41.3% answered "disagree" and 23.9% "strongly disagree".</i></p>	
<b>Specific observations</b>	
<p><i>For BiH, a total of 122 CSOs were surveyed. The base for questions in this indicator was n=92. The data collection method included CASI (computer-assisted self-interviewing).</i></p>	

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

<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.