



# ■ WeBER Indicator Summary

AREA: SERVICE DELIVERY

## KOSOVO

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<b>PAR Area</b>	<b>SERVICE DELIVERY</b>	<b>Country</b>	<b>Kosovo</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>Survey results show a very dim perception of CSOs towards administrative services provided by relevant institutions, particularly towards disabled persons, persons in remote areas and minority groups. Although, the majority (55%) of CSOs find that the public administration provides different channels for obtaining administrative service, only 22.5% of surveyed CSOs "agreed" or "strongly agreed" that administrative service providers are adequately distributed in such a way that all citizens have easy access, across the territories of the country. Similarly, only 25% of CSOs stated that they "agree" or "strongly agree" that existing one-stop-shops are easily accessible by all citizens. However, it should be noted that 20% of CSOs answered "don't know" when asked about the accessibility of one-stop-shops.</i></p> <p><i>Concerning vulnerable groups, only 10% of CSOs agreed that administrative service provisions are adapted to the needs of vulnerable groups and that E-channels for accessing administrative services are easily for vulnerable groups. In addition, even less (7.5%) CSOs "agreed" or "strongly agreed" that the staff working on administrative service delivery is trained on how to treat vulnerable groups.</i></p>	
<b>Specific observations</b>	
<p><i>N=52 CSOs. The base for this question was n=40 respondents.</i></p>	

<b>Indicator score</b>	<i>1 (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: April 23 – June 4 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.