



■ WeBER Indicator Summary

AREA: SERVICE DELIVERY

MACEDONIA

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PAR Area	SERVICE DELIVERY	Country	MACEDONIA
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>With regards to the territorial distribution of administrative service providers, only 8.16% of surveyed CSOs "agree" that they are adequately distributed in such a way that all citizens have easy access. In continuation, regarding one-stop shops, 8.16% "agree" that they are easily accessible by all citizens through their geographic distribution.</i></p> <p><i>Regarding the availability of different channels of choice for obtaining administrative services, 14.29% "agree" that the public administration provides multiple channels of choice.</i></p> <p><i>Focusing on the topic of the needs and treatment of vulnerable groups, only 2.04% of surveyed CSOs, "agree" that service provision is adapted to the needs of vulnerable groups. Moreover, only 4.08% of surveyed CSOs, "agree" (2.04%) or "strongly agree" (2.04%) that e-channels are easily accessible for vulnerable groups. In addition, only 2.04% "agree" that the staff working on administrative service delivery is trained on how to treat vulnerable groups.</i></p>
Specific observations	<p><i>For Macedonia, a total of 74 CSOs were surveyed. The base for questions in this indicator was n=49. The data collection method included CASI (computer-assisted self-interviewing).</i></p>

Indicator score	<i>0 (out of 18 points)</i>
Final indicator value	<i>0 (scale 0-5)¹</i>
Measurement period	<i>Survey of CSOs: April 23rd – June 7th 2018</i>

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.