59% recognize government’s efforts towards administrative simplification.

Still less than a quarter (21%) of Albanian citizens know that their administrations offer e-services.

The lowest awareness of the possibility is in BIH - 30% of citizens.

Do not have good e-government experiences.

Only 14% of the citizens agree that the information about public services on the internet is real and can be trusted.

In average, only 15% of citizens are aware of how to get information about the prices of all 5 sampled services.

Only in Albania and Macedonia, citizens have the possibility to choose a public service provider, although the results are not very positive.

Are public services accessible?

No, the public services are not accessible to all citizens.

Are e-services accessible?

No, a small number of public services are e-accessible.

The infographic was produced with the financial support of the European Union and the Kingdom of the Netherlands, so that all citizens have easy access to e-services and adequate information providers are distributed across the country.

According to a survey of the citizen’s representatives, 61% of citizens agree that the feedback is publicly available.

In average, only 31% of citizens are aware of feedback possibilities on the quality of surveyed CSOs.

Surveyed CSOs have highly negative views about the possibility of a one-stop-shop service in the Western Balkans.

For example, up to now, CSOs have not used e-government opportunities, as almost all of them may not have experience in applying them.

According to a survey of the Western Balkans Enabling Project for Civil Society Monitoring, 9 out of 10 participants are aware of one-stop-shops.

A lack of citizen-friendly guidance on how to obtain services.

In all countries except Serbia, only basic information is provided, e.g. segregated on gender or geographic distribution.

Less than half (41%) of Albanian citizens know their administration offers e-services.

Only 15% of citizens are aware of how to get information about prices of all 5 services.

There is no information on sample services in open tenders.

Still, less than a half of Western Balkan citizens know that their administrations offer e-services.

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