



## PUTTING CITIZENS FIRST (?) EXPLORING PUBLIC PERCEPTIONS OF ADMINISTRATIVE SERVICES IN THE WESTERN BALKANS

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## KEY FINDINGS

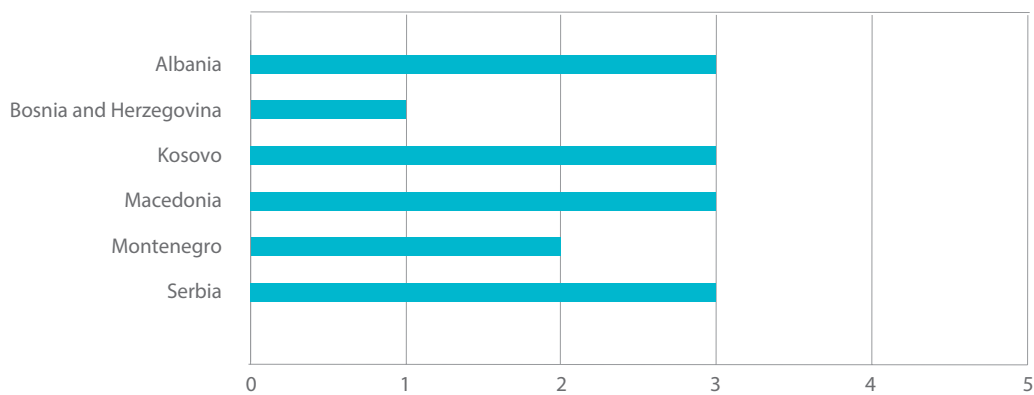
- Regarding red tape in public administration, 48% of citizens across the Western Balkans think that there have been efforts or initiatives by their governments to simplify administrative procedures for citizens and businesses in the past two years. This view is held by the majority of citizens in Kosovo (57%) and Serbia (55%), but only by 28% in Bosnia and Herzegovina.
- Only 43% of the general public agrees that dealing with their administration has become easier. For the subsample of citizens who have actually interacted with their administration to receive any services, 56% agree that it has become easier in the past two years. The level of satisfaction is the highest in Kosovo (79%) and the lowest in Bosnia and Herzegovina (42%).
- Regarding e-services, only 41% of the citizens are aware if e-services are offered by their public administration. The highest rate of awareness has been observed in Macedonia (53%), whilst the lowest has been recorded in Bosnia and Herzegovina (19%).
- With regard to usage rates among those aware of the availability of e-services, only 26% used them “sometimes” or “often” during the past two years. Across the region, usage rates are the highest in Serbia (35%) and Kosovo (31%).
- There is a gap between the willingness to use e-services and actually obtaining the service requested. Thirty-five percent (35%) of respondents managed to “always” obtain the service they requested online in the past two years. This proportion varies from 23% in Albania to 47% in Serbia.
- Concerning the feedback mechanisms, only 3 in 10 citizens (31%) across the region confirm that their administration has asked for citizens’ feedback on how to improve administrative services in the past two years. This positive stance is shared by 44% of citizens in Albania, but only by 13% in Bosnia and Herzegovina.
- To the same extent, only 31% of citizens agree that they have opportunities to give their feedback on the quality of services they receive. The level of satisfaction is the highest in Kosovo (38%) and the lowest in Bosnia and Herzegovina (15%).
- Regarding inclusiveness of service delivery monitoring, only one-fourth (26%) of citizens agree that citizens or civil society have been involved in the monitoring of services. The level of approval is the highest in Albania (35%) and the lowest in Bosnia and Herzegovina (11%).

## INTRODUCTION

Governments across the Western Balkans have made efforts towards improving service delivery; however, they are still unable to meet their citizens' expectations of more accessible, transparent and responsive services. As recent data from the Balkan Barometer suggest, they face declining citizen satisfaction and eroding public trust.<sup>1</sup> Part of the problem is that governments continue to typically design and offer services on the basis of their own requirements instead of taking into account the perspectives and needs of the citizens they serve.

SIGMA Monitoring Reports for 2017<sup>2</sup> valued the indicator of "Citizen-oriented service delivery", which measures the extent to which citizen-oriented service delivery is defined as a policy objective and its implementation progress<sup>3</sup>, with a regional average of 3 out of 5. Bosnia and Herzegovina received the lowest score followed by Montenegro, whilst Albania, Kosovo, Macedonia and Serbia had the same score.

Figure 1 SIGMA indicator assessment "Citizen-oriented service delivery" (0-5)



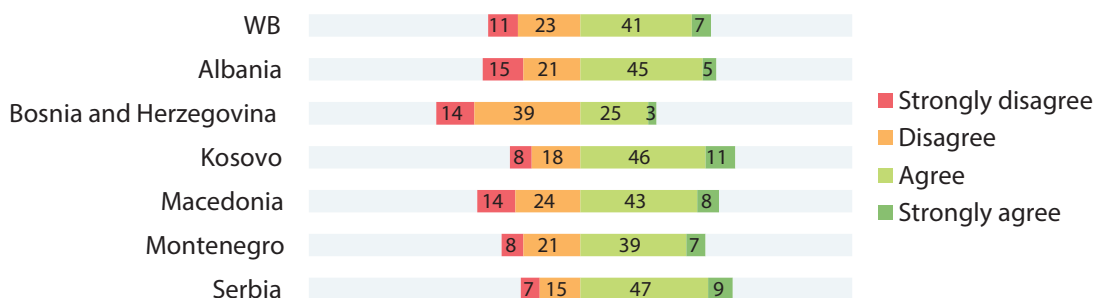
Sources: SIGMA Monitoring Reports: The Principle of Public Administration – November 2017

This report draws on a regional survey of 6172 respondents from Western Balkans (including Albania, Bosnia and Herzegovina, Kosovo, Macedonia, Montenegro and Serbia) aged 18 and older, surveyed in the second half of October and during November 2017 by using stratified three-stage random representative sampling. Its main aim was to explore perceptions towards the implementation of a citizen-oriented delivery of administrative services using the years 2015-2017 as a reference period. The main survey results are analysed below in four clusters: administrative simplification, e-services, feedback mechanisms of service delivery, and monitoring.

## CUTTING RED TAPE: ADMINISTRATIVE SIMPLIFICATION IN PRACTICE

Less than half of Western Balkans citizens (48%) generally agree that there have been efforts or initiatives by their governments to simplify administrative procedures for citizens and businesses in the past two years, while other 34% disagree. However, it is worth highlighting the differences in perception across countries. Citizens in Kosovo (57%) and Serbia (56%) show the greatest level of agreement with the previous statement, while the level of agreement in Bosnia and Herzegovina is as low as 28%. On the other hand, 26% of Montenegrins choose not to express any opinion on this topic, which is 7 percentage points up from the regional average of 19%.

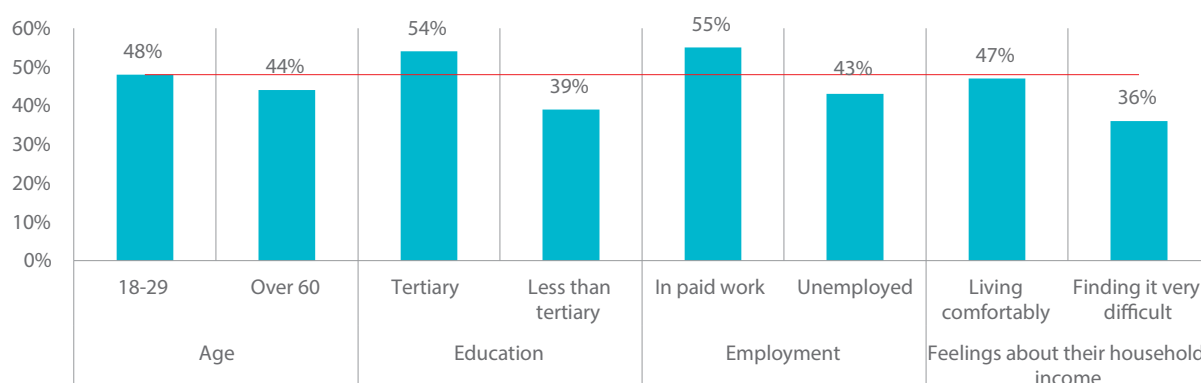
Figure 2 In the past two years, there have been efforts by the government to make administrative procedures simpler for citizens and businesses (%)



Base: All respondents (N=6172 respondents). Note: "DN/No opinion" responses are not shown in the graph. Results are rounded to the nearest integer.

What are the socio-economic characteristics of the citizens that perceive that their governments have attempted to cut through red tape in the past two years? In terms of education and employment status, those who have a university degree or higher (54%) and those who are employed (55%) tend to agree more. On the other hand, people who are over 60 (44%), unemployed (43%) and who report difficulties in coping on their present household income (36%) tend to agree to a lesser extent. See Figure 3.

Figure 3 "There have been efforts to make administrative procedures simpler", by socio-economic characteristics at the regional level (%)



Note: Share of those respondents who replied "Agree" or "Strongly agree". Results are rounded to the nearest integer.

Citizens' interaction with the administration to receive any administrative services in the past two years makes a large difference, too. For instance, 59% of those who interacted with the administration agree, compared to only 36% of those who have not. As Table 1 shows, this interaction perception gap is most pronounced in Kosovo – 35 percentage points – with 71% of those that have interacted, but only 36% of those who have not, agreeing that there have been simplification efforts. The lowest gap is in Macedonia (14 percentage points).

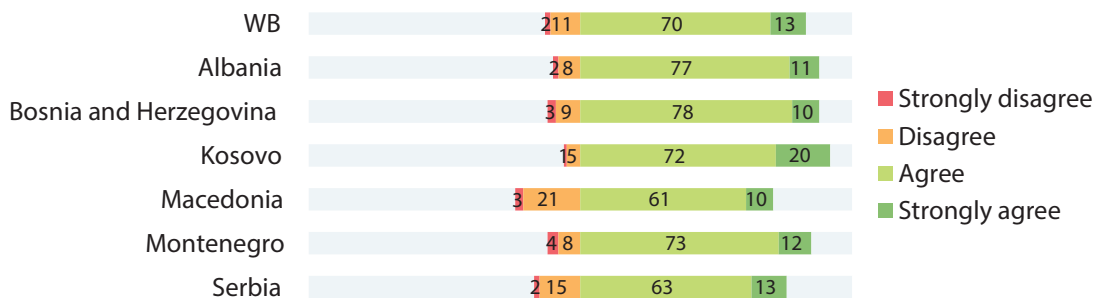
Table 1 Citizens who report “agree” or “strongly agree” that their government has made administrative simplification (%)

	Interacted with the administration to receive services in the past two years	Did not interact with the administration to receive services in the past two years	Diff. (percentage points)
WB average	59%	36%	+23%
Albania	58%	38%	+20%
Bosnia and Herzegovina	36%	23%	+13%
Kosovo	71%	36%	+35%
Macedonia	57%	43%	+14%
Montenegro	57%	37%	+20%
Serbia	65%	45%	+20%

Note: Statistically significant differences. Results are rounded to the nearest integer.

Next, citizens who agreed that there have been efforts to make administrative procedures simpler were further asked if these initiatives had actually led to improved service delivery. In general, the majority of respondents across the region share the view that such initiatives have led to improved service delivery. At the regional level, out of those that agree on the existence of simplification efforts, more than 8 in 10 respondents (83%) agree that these initiatives have led to improved service delivery. At national level, this view ranges from 71% in Macedonia to 92% in Kosovo.

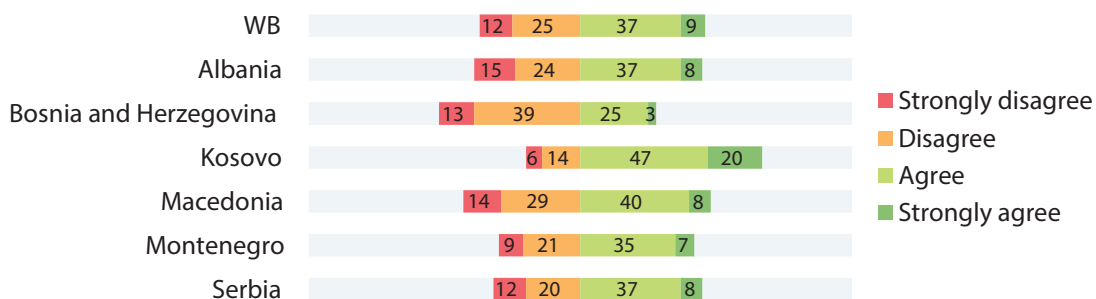
Figure 4 In the past two years, such initiatives by the government have led to improved service delivery (%)



Base: N= 2933 respondents. Note: “DN/No opinion” responses are not shown in the graph. Results are rounded to the nearest integer.

Asked specifically about the time needed to obtain services, less than half (46%) of Western Balkans citizens agree that the time has decreased in the past two years, while other 37% disagree. At national level, only in Kosovo the majority of citizens (67%), or roughly two-thirds, agrees that the time needed to obtain administrative services has decreased. On the other hand, less than half of the population in the other countries agrees, ranging from 42% in Montenegro to 45% in Albania. In Bosnia and Herzegovina, on the contrary, more than half of citizens disagree (52%) on the reduction of time, while only 28% agree.

Figure 5 In the past two years, the time needed to obtain administrative services has decreased



Base: All respondents (N=6172 respondents). Note: “DN/No opinion” responses are not shown in the graph. Results are rounded to the nearest integer.

Personal interaction certainly matters in a person’s view on dealing with the administration. Citizens who have interacted with the administration are more likely to report that time has decreased than those who have not. This difference is the biggest in Kosovo (30 percentage points) and the lowest in Macedonia (7 percentage points).

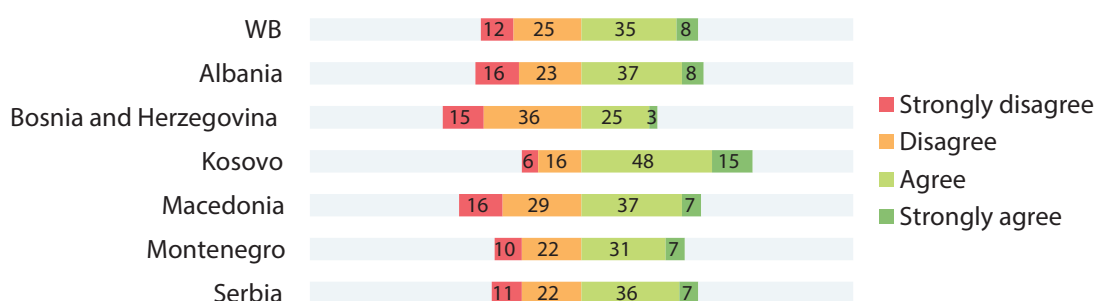
*Table 2* Citizens who report “agree” or “strongly agree” that time needed to obtain services has decreased (%)

	<b>Interacted</b> with the administration to receive services in the past two years	<b>Did not interact</b> with the administration to receive services in the past two years	<b>Diff. (percentage points)</b>
WB average	57%	34%	+23%
Albania	52%	35%	+17%
Bosnia and Herzegovina	41%	22%	+19%
Kosovo	79%	49%	+30%
Macedonia	51%	44%	+7%
Montenegro	57%	30%	+27%
Serbia	57%	33%	+24%

*Note:* Statistically significant differences. Results are rounded to the nearest integer.

Along the same line, 43% of Western Balkan citizens tend to agree that dealing with the administration has become easier in the past two years, while other 37% disagree. Sixty-three percent (63%) of Kosovar citizens agree that dealing with their administration has become easier in the past two years. Only 28% of citizens in Bosnia and Herzegovina think so, while other 51% disagree. Twenty-eight (28%) of Montenegrins do not have any opinion on this topic, up from the 18% of the regional average.

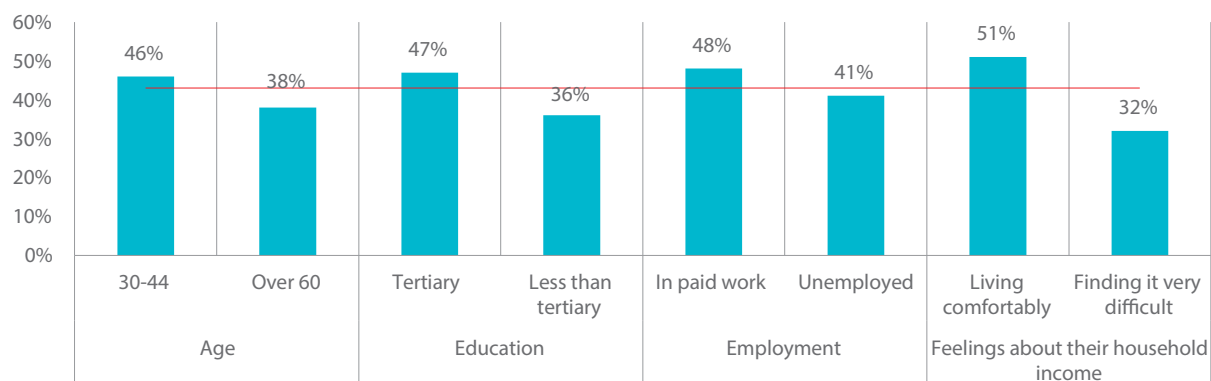
*Figure 6* Dealing with the administration has become easier in the past two years



*Base:* All respondents (N=6172 respondents). *Note:* “DN/No opinion” responses are not shown in the graph. Results are rounded to the nearest integer.

In terms of socio-economic characteristics, those who are in the 30-44 age group (46%), have a university degree or higher (47%) and are employed (48%) tend to have a more positive stance.

Figure 7 “Dealing with the administration has become easier”, by socio-economic characteristics at the regional level (%)



Note: Share of those respondents who replied “Agree” or “Strongly agree”. Results are rounded to the nearest integer.

Citizens’ interaction with the administration in the past two years to receive any administrative services makes a large difference, too. This difference is largest in Kosovo (35 percentage points) and lowest in Macedonia (8 percentage points).

Table 3 Citizens who report “agree” or “strongly agree” that dealing with the administration has become easier in the past two years (%)

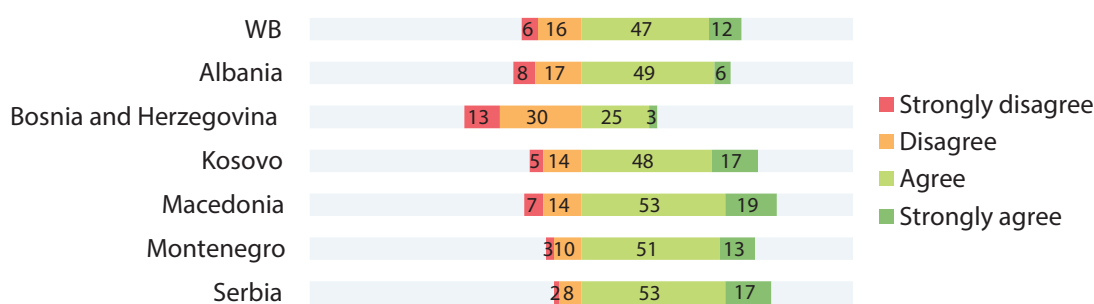
	Interacted with the administration to receive services in the past two years	Did not interact with the administration to receive services in the past two years	Diff. (percentage points)
WB average	56%	30%	+26%
Albania	51%	33%	+18%
Bosnia and Herzegovina	42%	20%	+22%
Kosovo	79%	42%	+35%
Macedonia	47%	39%	+8%
Montenegro	55%	25%	+30%
Serbia	56%	30%	+26%

Note: Statistically significant differences. Results are rounded to the nearest integer.

## DEMAND FOR E-SERVICES: FROM AWARENESS TO USER EXPERIENCE

Fifty-nine percent (59%) of citizens across the Western Balkans agree that their governments have been moving towards digitalisation the past two years, while other 22% disagree. At national level, the highest level of agreement is seen in Macedonia (72%), followed by Serbia (70%). However, only 28% of citizens in Bosnia and Herzegovina agree that their government has been moving towards digitalisation. For the other countries of the region, the level of agreement ranges from 55% in Albania to 64% in Kosovo and Montenegro.

Figure 8 In the past two years, the government has increasingly been moving towards digitalisation



Base: All respondents (N=6172 respondents). Note: "DN/No opinion" responses are not shown. Results are rounded to the nearest integer.

Citizens who have interacted with the administration are more likely to report that their government has been moving towards digitalization than those who have not (69% vs. 49%). This differential is the largest in Kosovo (32 percentage points); the variation in other countries ranges from 11 to 18%.

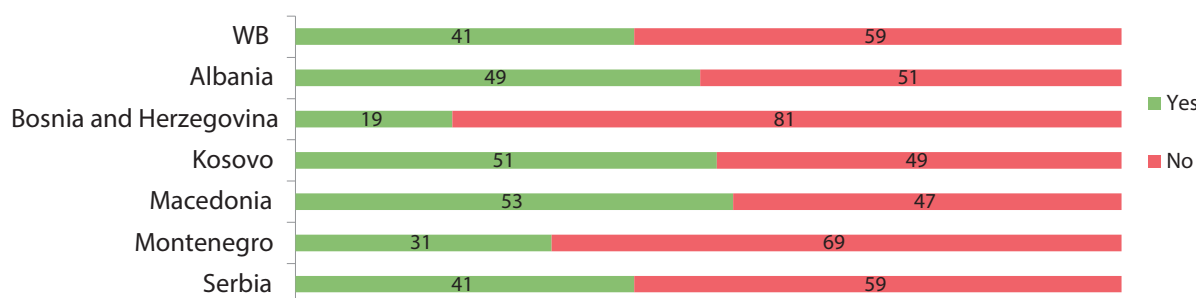
Table 4 Citizens who report "agree" or "strongly agree" that the government has increasingly been moving towards digitalisation (%)

	Interacted with the administration to receive services in the past two years	Did not interact with the administration to receive services in the past two years	Diff. (percentage points)
WB average	69%	49%	+20%
Albania	61%	47%	+14%
Bosnia and Herzegovina	40%	22%	+18%
Kosovo	78%	46%	+32%
Macedonia	76%	65%	+11%
Montenegro	73%	57%	+16%
Serbia	78%	63%	+15%

Note: Statistically significant differences. Results are rounded to the nearest integer.

Data suggest a low level of awareness of the availability of e-services across the region. Only 4 in 10 citizens across the Western Balkans (41%) are aware if e-services are offered by their public administration. At country level, this level of awareness ranges from 31% in Montenegro to 53% in Macedonia. Citizens in Bosnia and Herzegovina are the least aware, with fewer than 2 in 10 citizens reporting awareness (19%).

Figure 9 Awareness if e-services are offered



Base: All respondents (N=6172 respondents). Note: Results are rounded to the nearest integer.

Data confirm that awareness has a positive relationship with age. At the regional level, 50% of citizens in the 18-29 and 30-44 age-groups are aware, as compared to 38% for 45-59 year olds, and 24% for 60+ year olds. The generation gap is most pronounced in Serbia – 46 percentage points, with 61% of young people but only 15% of older people expressing awareness.

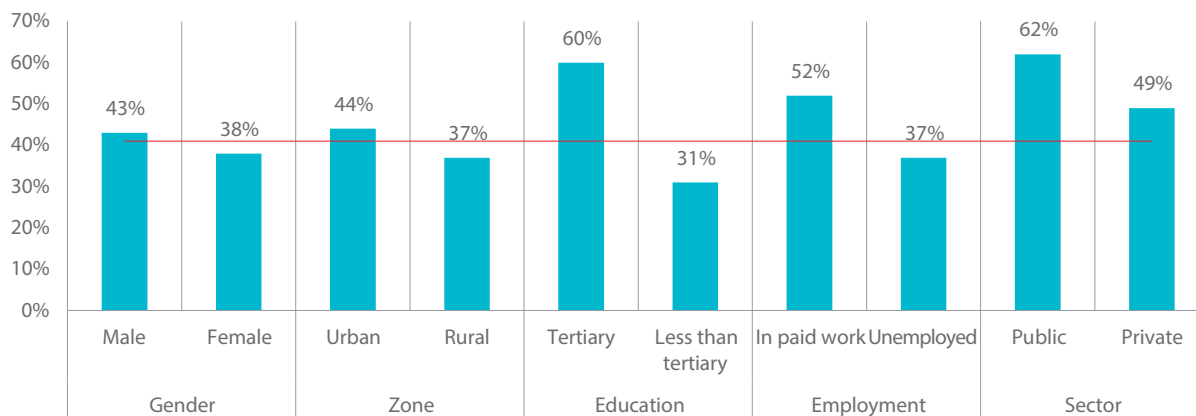
Table 5 Citizens who are aware if e-services are offered according to age-groups (%)

	18 - 29	30 - 44	45 - 59	60+	Youngest - oldest gap
<b>WB average</b>	<b>50%</b>	<b>50%</b>	<b>38%</b>	<b>24%</b>	<b>+26%</b>
Albania	60%	55%	45%	35%	+25%
Bosnia and Herzegovina	21%	26%	18%	11%	+10%
Kosovo	56%	52%	49%	40%	+16%
Macedonia	56%	64%	51%	39%	+17%
Montenegro	41%	39%	28%	14%	+27%
Serbia	61%	63%	38%	15%	+46%

Base: All respondents (N=6172 respondents). Note: Results are rounded to the nearest integer.

In terms of other socio-economic characteristics, males (43%), citizens with a university degree or higher (60%), citizens employed (52%) and those that work in the public sector (62%) tend to report higher levels of awareness.

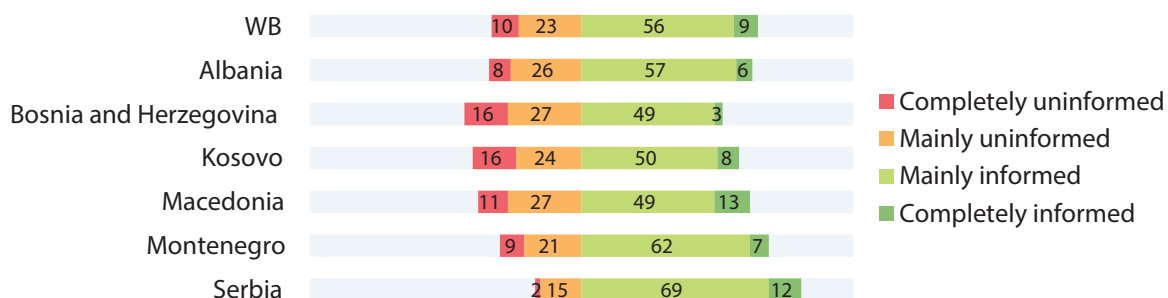
Figure 10 Awareness if e-services are offered, by socio-economic characteristics at the regional level (%)



Note: Share of those respondents who replied “Agree” or “Strongly agree”. Results are rounded to the nearest integer.

Furthermore, citizens who reported being aware were asked if they were informed on how to use e-services. Regionally, 65% of citizens who are aware if e-services are offered in their country are generally informed on the ways to them, while other 33% are not informed. At national level, Serbian citizens self-report to be more informed (81%), followed by Montenegrins (69%). For the other countries, the percentage of informed citizens ranges from 52% in Bosnia and Herzegovina to 62% in Macedonia.

Figure 11 How informed are you on the ways to use e-services?



Base: N= 2505 respondents. Note: “DN/No opinion” responses are not shown. Results are rounded to the nearest integer.



Referring to e-services usage rates among those citizens that are aware of e-services, only 26% of respondents across the region have used them “sometimes” or “often” during the past two years. At country level, the highest usage rate (combining “sometimes” and “often”) is reported in Serbia (35%), followed by Kosovo (31%). Bosnia and Herzegovina (16%) and Albania (19%) mark the lowest rates. However, as Table 6 shows, compared to the category “sometimes, there is less variation across countries for the category “often”.

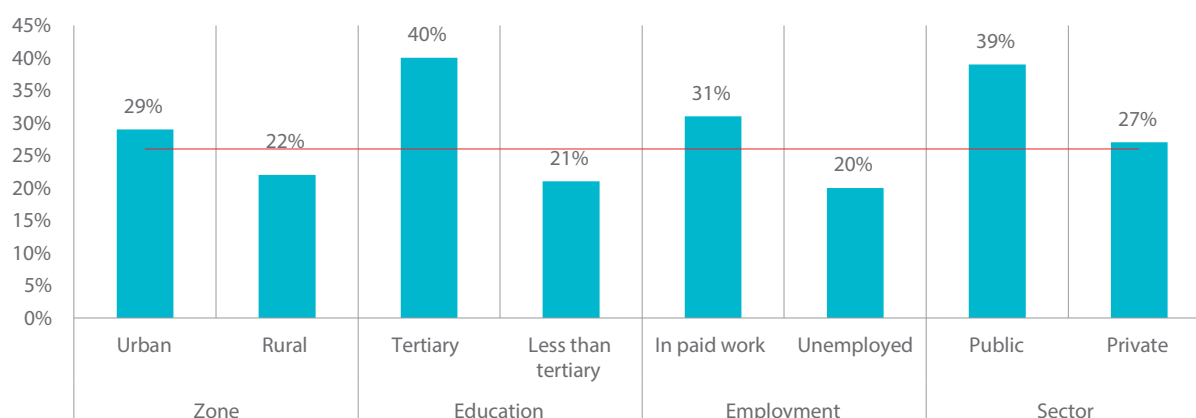
Table 6 How often have you used e-services?

	Never	Rarely	Sometimes	Often	Total
WB average	48% (n=1061)	26% (n=564)	21% (n=467)	5% (n=108)	(n=2200)
Albania	53% (n=237)	28% (n=123)	18% (n=78)	1% (n=6)	(n=444)
Bosnia and Herzegovina	65% (n=102)	19% (n=30)	13% (n=20)	3% (n=4)	(n=156)
Kosovo	46% (n=193)	23% (n=98)	26% (n=108)	5% (n=20)	(n=419)
Macedonia	57% (n=274)	20% (n=94)	16% (n=79)	7% (n=35)	(n=482)
Montenegro	42% (n=123)	29% (n=84)	23% (n=68)	5% (n=15)	(n=290)
Serbia	32% (n=132)	33% (n=135)	28% (n=114)	7% (n=28)	(n=409)

Note: Results are rounded to the nearest integer. Due to rounding, percentages may not total 100%.

In terms of socio-economic characteristics, respondents that live in urban areas (29%), have university education (40%), are currently employed (30%), and are employed in the public sector (40%) are more likely to report using e-services “sometimes” or “often”.

Figure 12 Usage of e-services, by socio-economic characteristics at the regional level (%)



Note: Share of those respondents who replied “Sometimes” or “Often”. Results are rounded to the nearest integer.

Data reveal a gap between the willingness to use e-services and actually obtaining the service requested. When asked how often they managed to finalise the service they requested online, at the regional level only 35% of respondents report that they “always” managed to obtain the service requested. This proportion varies from 23% in Albania to 47% in Serbia.

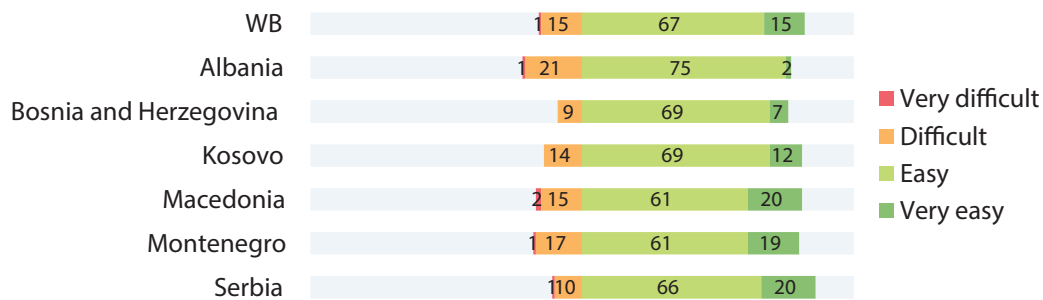
Table 7 How often have you managed to finalise the e-service that you requested?

	Never	Rarely	Sometimes	Always	Total
WB average	3% (n=38)	25% (n=288)	37% (n=415)	35% (n=397)	(n=1138)
Albania	2% (n=4)	38% (n=78)	37% (n=77)	23% (n=48)	(n=1138)
Bosnia and Herzegovina	2% (n=1)	35% (n=19)	38% (n=21)	26% (n=14)	(n=207)
Kosovo	4% (n=9)	22% (n=49)	43% (n=96)	32% (n=71)	(n=225)
Macedonia	6% (n=12)	23% (n=48)	34% (n=71)	8% (n=25)	(n=209)
Montenegro	1% (n=2)	25% (n=41)	40% (n=66)	11% (n=36)	(n=166)
Serbia	4% (n=10)	19% (n=53)	30% (n=84)	47% (n=129)	(n=276)

Note: Results are rounded to the nearest integer. Due to rounding, percentages may not total 100%.

On the other hand, when asked how easy to use the e-services are, more than 8 in 10 Western Balkans respondents (82%) rate them as either easy or very easy. This proportion ranges from 76% in Bosnia and Herzegovina to 86% in Serbia.

Figure 13 How easy to use are e-services in general?

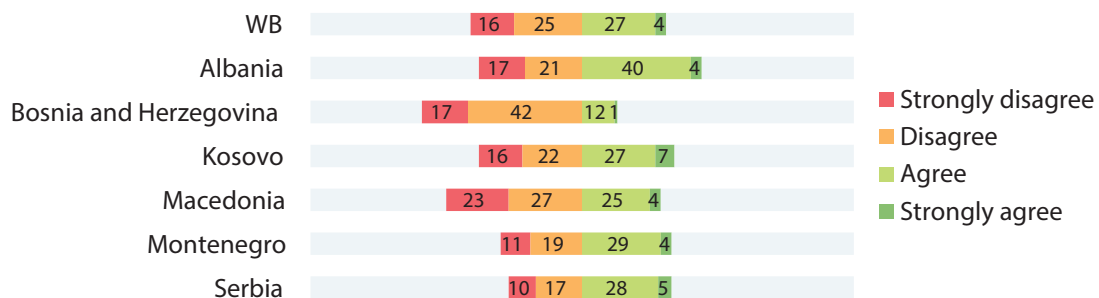


Base: N= 1139 respondents Note: "DN/No opinion" responses are not shown. Results are rounded to the nearest integer.

## THE MISSING DEMAND FOR CITIZENS' FEEDBACK ON SERVICES

At the regional level, only 3 in 10 Western Balkans citizens (31%) agree that their administration has asked for citizens' feedback on how to improve administrative services in the past two years. At the individual country level, the highest level of agreement is seen in Albania (44%) and the lowest in Bosnia and Herzegovina (13%).

Figure 14 In the past two years, the administration has asked for the citizens' proposals on how to improve administrative services



Note: "DN/No opinion" responses are not shown. Results are rounded to the nearest integer.

Furthermore, citizens who agreed that their administration had asked for citizens’ feedback were further asked if the administration had used such proposals to improve administrative services. At the regional level, out of those that agree that the administration has asked for feedback, more than three-quarters of respondents (78%) agree that their governments have used such proposals. At national level, this view ranges from 61% in Macedonia to 81% in Albania and 85% in Serbia.

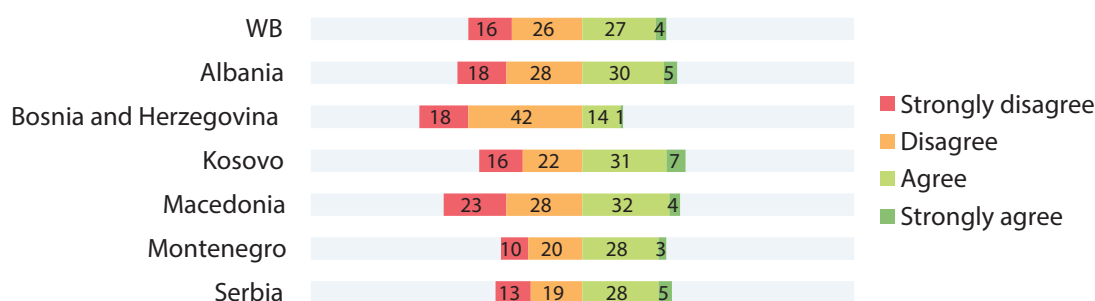
*Table 8* In the past two years, the government has used such proposals to improve administrative services

	Strongly disagree	Disagree	Agree	Strongly agree
WB average	3% (n=52)	12% (n=233)	68% (n=1285)	10% (n=194)
Albania	3% (n=14)	13% (n=57)	75% (n=329)	6% (n=24)
Bosnia and Herzegovina	3% (n=4)	12% (n=20)	68% (n=96)	10% (n=13)
Kosovo	4% (n=12)	10% (n=34)	67% (n=224)	16% (n=52)
Macedonia	5% (n=16)	21% (n=64)	53% (n=161)	8% (n=25)
Montenegro	1% (n=2)	9% (n=29)	69% (n=236)	11% (n=36)
Serbia	1% (n=4)	9% (n=29)	72% (n=239)	13% (n=44)

Note: “DN/No opinion” responses are not shown. Results are rounded to the nearest integer.

Only 3 in 10 citizens in the Western Balkans (31%) agree that, as users of administrative services, they have possibilities to give their feedback on the quality of services they receive, while 42% disagree. At national level, this view ranges from 15% of citizens in Bosnia and Herzegovina to 35% in Albania, 36% in Macedonia and 38% in Kosovo.

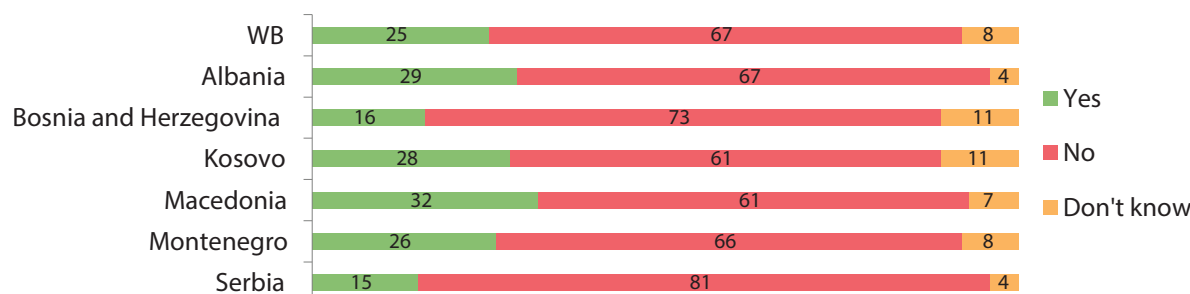
*Figure 15* As a user of administrative services, I have possibilities to give my feedback on the quality of services that I receive



Base: All respondents (N=6172 respondents) Note: “DN/No opinion” responses are not shown. Results are rounded to the nearest integer.

Out of those that believe they have possibilities to give feedback on the quality of administrative services, one-fourth (25%) reports they had the chance to give their feedback in the past two years. At national level, feedback ranges from 15% of citizens in Serbia to 32% of citizens in Macedonia.

*Figure 16* In the past two years, did you have the chance to give your opinion on the quality of the services you used?



Base: N=1933 respondents. Note: “DN/No opinion” responses are not shown. Results are rounded to the nearest integer.

The majority of those that have given feedback on the services used in the past two years rate those feedback channels as either easy to use or very easy to use (74%). At national level, feedback mechanisms are rated easier to use in Albania and Montenegro (87%) and less easy to use in Bosnia and Herzegovina (54%).

*Table 9* How easy to use are the channels for citizens to provide their opinion on the quality of administrative services?

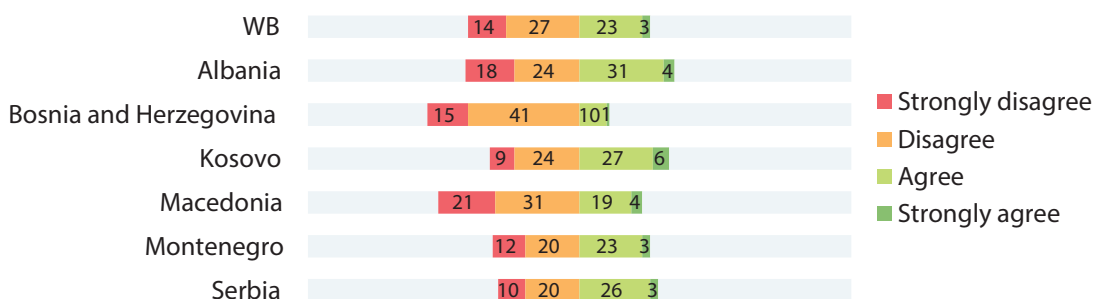
	Very difficult to	Difficult to use	Easy to use	Very easy to use
<b>WB average</b>	2% (n=10)	19% (n=93)	64% (n=314)	10% (n=49)%
Albania	0% (n=0)	10% (n=10)	84% (n=87)	3% (n=3)
Bosnia and Herzegovina	4% (n=1)	33% (n=8)	46% (n=11)	8% (n=2)
Kosovo	2% (n=2)	21% (n=22)	66% (n=71)	9% (n=10)
Macedonia	5% (n=6)	19% (n=23)	55% (n=65)	17% (n=20)
Montenegro	1% (n=1)	10% (n=21)	84% (n=51)	3% (n=6)
Serbia	0% (n=0)	18% (n=9)	58% (n=29)	16% (n=8)

Note: "DN/No opinion" responses are not shown. Results are rounded to the nearest integer.

## THE LIMBO OF INCLUSIVE MONITORING OF SERVICE DELIVERY

Asked on the inclusiveness of monitoring of service delivery, only one-fourth (26%) of Western Balkans citizens agree that citizens or civil society have been involved in the monitoring of services in the past two years, while other 41% disagree. The level of agreement is the highest in Albania (35%), followed by Kosovo (33%). Only 11% of citizens agree in Bosnia and Herzegovina, while the majority (56%) disagrees.

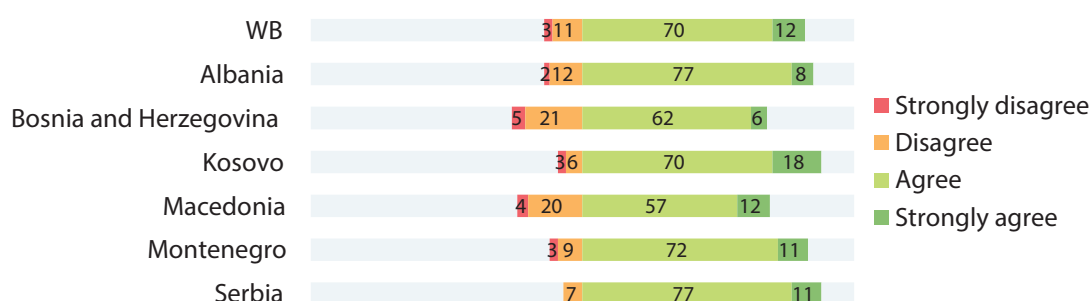
*Figure 17* In the past two years, citizens or civil society have been involved in the monitoring of services



Base: All respondents (N=6172 respondents) Note: "DN/No opinion" responses are not shown. Results are rounded to the nearest integer.

Furthermore, 82% of those that agree that citizens or civil society have been involved in the monitoring of services, think that services have improved as a result of such monitoring efforts. This view is shared by 68% of citizens in Bosnia and Herzegovina and 88% of citizens in Kosovo and Serbia.

Figure 18 As a result of such monitoring efforts, the government has improved services



Base: N=1607 respondents. Note: "DN/No opinion" responses are not shown. Results are rounded to the nearest integer.

## CONCLUSION AND IMPLICATIONS OF THE FINDINGS

Survey data reveals large variations between individual countries across the Western Balkans in terms of citizens' perceptions of various aspects of service delivery. The following recommendations serve as a general guidance towards increasing the citizen-oriented delivery of administrative services.

*Governments need to increase their efforts in addressing and cutting red-tape to improve service delivery.* Governments across the region should regularly use regulatory impact assessments (RIAs) to systematically evaluate administrative burdens. Our data showed that only 48% of citizens across the Western Balkans think that there have been efforts or initiatives by their governments to simplify administrative procedures for citizens and businesses in the past two years, ranging from 28% in Bosnia and Herzegovina to 57% in Kosovo. Moreover, only 43% think that dealing with their respective administration has become easier. For those citizens who have actually interacted with their administration to receive any services, this percentage ranges from 42% in Bosnia and Herzegovina to 79% in Kosovo.

*Governments need to increase public awareness of e-services.* Our data revealed a low level of public awareness of the availability of e-services across the region, ranging from 19% in Bosnia and Herzegovina to 53% in Macedonia. Governments should engage in activities specifically aimed to increase the awareness and promotion of e-services take-up.

*Governments need to identify gaps in e-service delivery.* Governments should pay attention to usage differences and divides among different socio-economic groups of the population, especially the older generation, the less educated and those living in rural areas. What is worrisome, the data showed a gap between readiness to use e-services and actually obtaining the service requested. Only 35% of respondents claim they have managed to "always" obtain the service they requested online in the past two years. This proportion varies from 23% in Albania to 47% in Serbia. To this end, it is important to gather disaggregated data on different citizen groups' usage patterns and experiences.

*Governments need to enable and promote feedback channels for improving administrative services.* Regarding feedback mechanisms, only 31% of citizens across the region confirm that their administration has asked for citizens' feedback on how to improve administrative services in the past two years, ranging from 13% in Bosnia and Herzegovina to 44% in Albania. Moreover, only 31% agree that, as users of administrative services, they have possibilities to give their feedback on the quality of services they receive – ranging from 15% in Bosnia and Herzegovina to 38% in Kosovo.

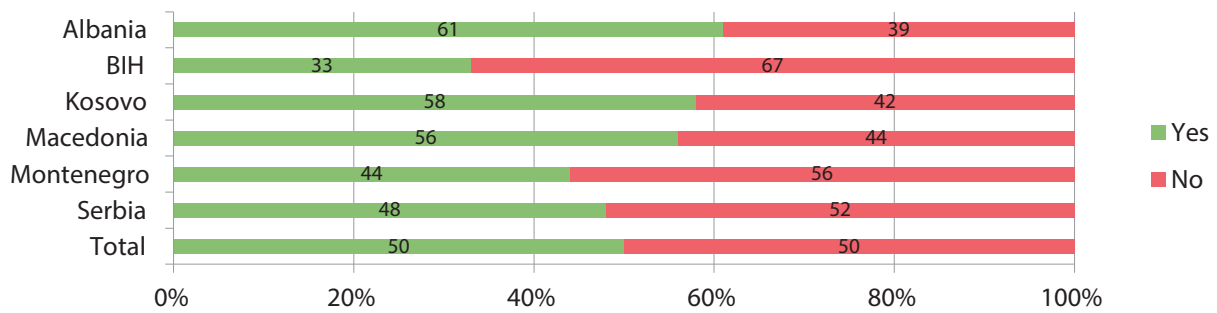
*Governments need to promote monitoring of service delivery by civil society and citizens.* As regards inclusiveness of service delivery monitoring, only 26% of citizens agree that citizens or civil society have been involved in the monitoring of services, ranging from 11% in Bosnia and Herzegovina to 35% in Albania.

APPENDIX

*Table 1 Methodology framework*

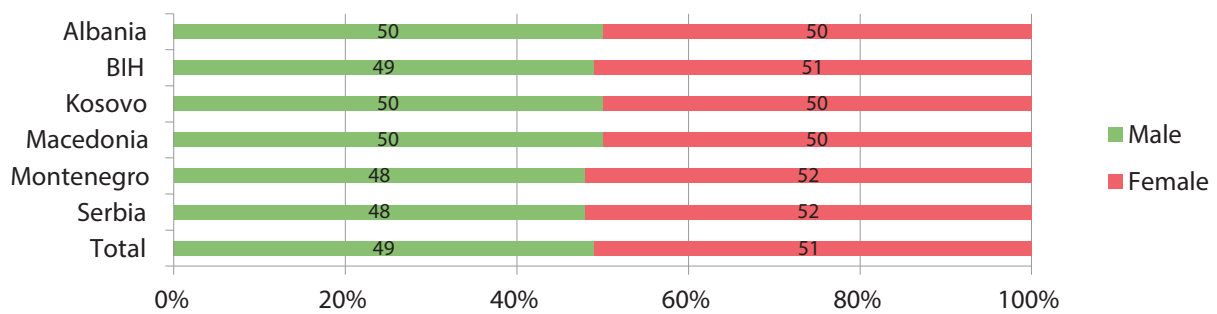
<b>Location</b>	Albania, Bosnia and Herzegovina, Kosovo, Macedonia, Montenegro and Serbia
<b>Time</b>	15 October – November 2017
<b>Data collection method</b>	F2F (Face to Face) at home, CAPI
<b>Sampling frame</b>	Entire 18+ population of permanent residents of target countries
<b>Sample size</b>	Albania (N=1013), Bosnia and Herzegovina (N=1036), Kosovo (N=1011), Macedonia(N=1039), Montenegro (N=1044) and Serbia (N=1029)
<b>Sampling</b>	Three stage random representative stratified sample (PSU: Polling station territories, SSU: Households, TSU: Household member)
<b>Margin of error</b>	Margin of error per country ranges from +3.03-3.08% at the 95% confidence level

*Figure 19* In the past two years, have you interacted with the administration to receive any administrative services? (%)



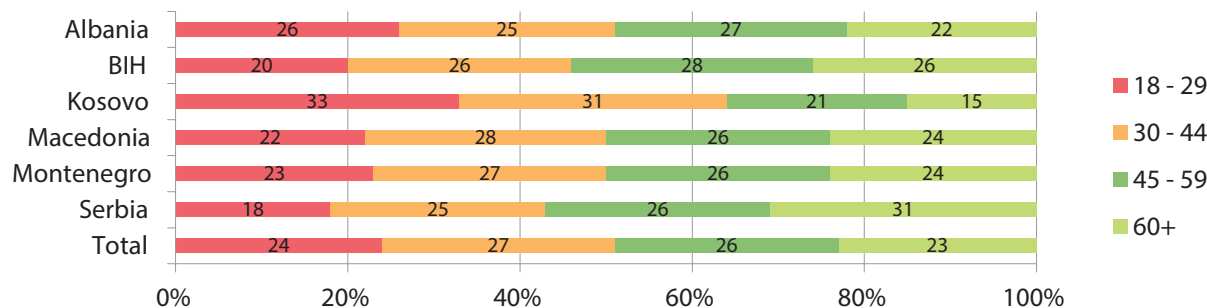
Base: All respondents (N=6172 respondents) Note: Results are rounded to the nearest integer.

*Figure 20* Gender (%)



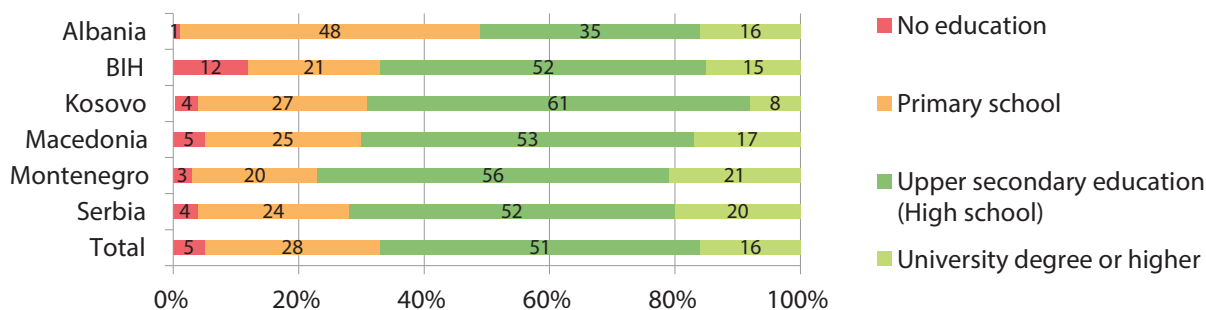
Base: All respondents (N=6172 respondents) Note: Results are rounded to the nearest integer.

Figure 21 Age (%)



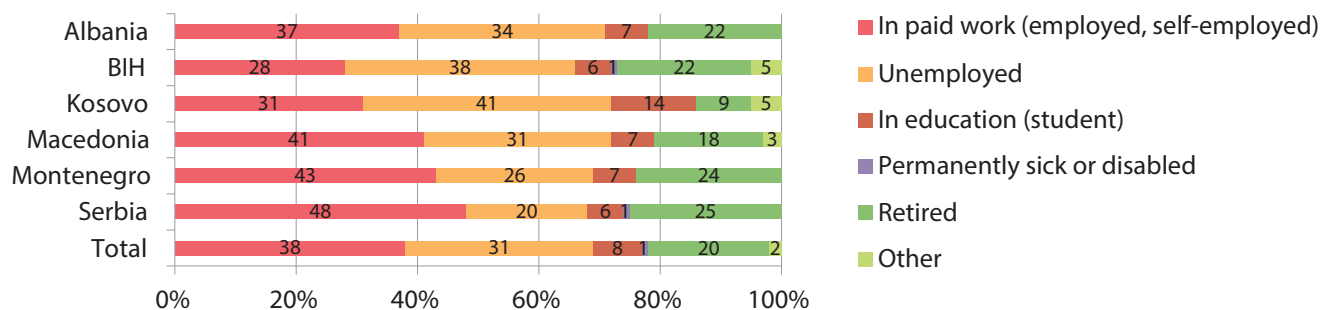
Base: All respondents (N=6172 respondents) Note: Results are rounded to the nearest integer.

Figure 22 Educational attainment (%)



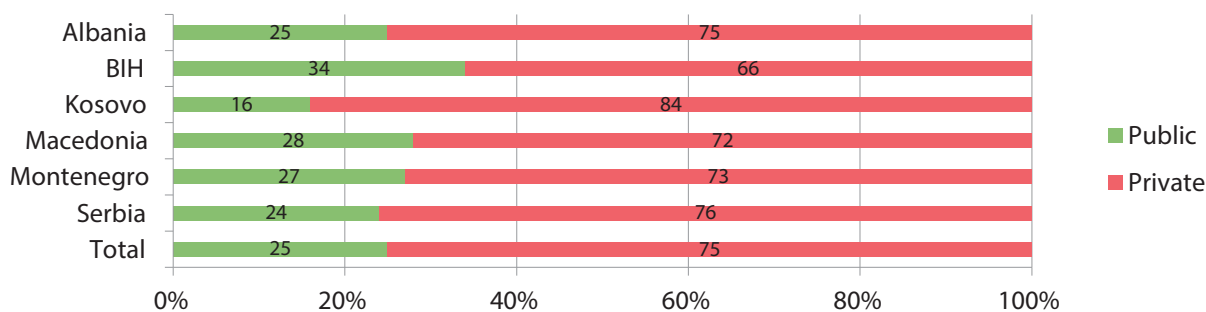
Base: All respondents (N=6172 respondents) Note: Results are rounded to the nearest integer.

Figure 23 Employment status (%)



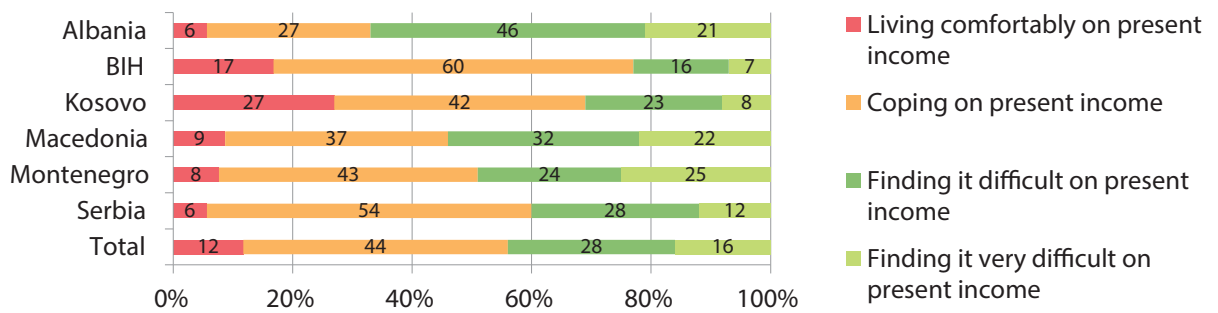
Base: All respondents (N=6172 respondents) Note: Results are rounded to the nearest integer.

Figure 24 Employment sector (%)



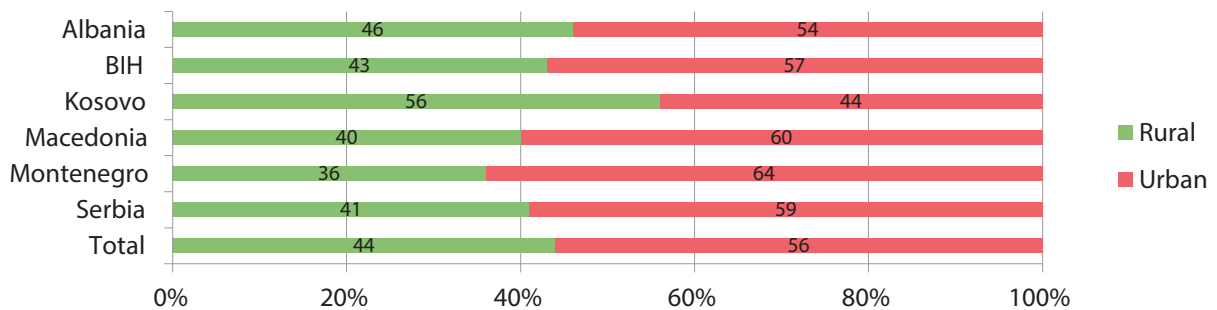
Base: All respondents (N=6172 respondents) Note: Results are rounded to the nearest integer.

Figure 25 Which of the following best describes how you feel about your household's income nowadays? (%)



Base: All respondents (N=6172 respondents) Note: Results are rounded to the nearest integer.

Figure 26 Area (%)



Base: All respondents (N=6172 respondents) Note: Results are rounded to the nearest integer.

- 1 Regional Cooperation Council (2017). Accessible here: [https://www.rcc.int/seeds/files/RCC\\_BalkanBarometer\\_PublicOpinion\\_2017.pdf](https://www.rcc.int/seeds/files/RCC_BalkanBarometer_PublicOpinion_2017.pdf)
- 2 Accessible here: <http://www.sigmaxweb.org/publications/public-governance-monitoring-reports.htm>
- 3 For the implementation, it uses a combination of quantitative and perception-based metrics.
- 4 For reporting purposes, the verbal ratings "strongly agree" and "agree" have been aggregated to denote "agree".

WeBER (Western Balkans Enabling Project for Civil Society Monitoring of Public Administration Reform) is a three-year project funded by the European Union and co-funded by the Kingdom of The Netherlands

