WeBER Indicator Summary

AREA: SERVICE DELIVERY

NORTH MACEDONIA

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PAR Area	SERVICE DELIVERY	Country	NORTH MACEDONIA
SIGMA Principle	***1. Policy for citizen-oriented state administration is in place and applied***		

WeBER Indicator	***SD_P1_I1: Public perception of the citizen orientation of public administration***

Indicator approach

This indicator measures public perception towards the implementation of the citizen-oriented service delivery in practice, covering various aspects of awareness, efficiency, digitalization and feedback mechanisms.

Perceptions are explored using a survey targeting the general public (aged 18 and older). The public perception survey employs a multi-stage probability sampling and is administered combining computer-assisted web and telephone interviewing (CAWI, and CATI), using a standardized questionnaire through omnibus surveys.

Summary of the findings

Results show that approximately half of surveyed citizens (50.88%) agree that the government **has simplified *administrative procedures for them and businesses***, *while approximately one third of them (35.62%) disagree with this statement. While more than half of the citizens (57.84%) agree that* ***the government efforts have led to improved service delivery,*** *this is a big drop from the 2017/2018 monitoring cycle, where this result was 71.6%.*

47.65% of citizens felt that ***dealing with the administration has become easier in the past two years,*** *somewhat higher than the 43.8% seen in the 2017/2018 monitoring cycle, but when it comes to the question of whether the* ***time needed to obtain administrative services has decreased,*** *citizens' perceptions are almost divided, with 45.6% that agree and 42.17% who disagree with this statement.*

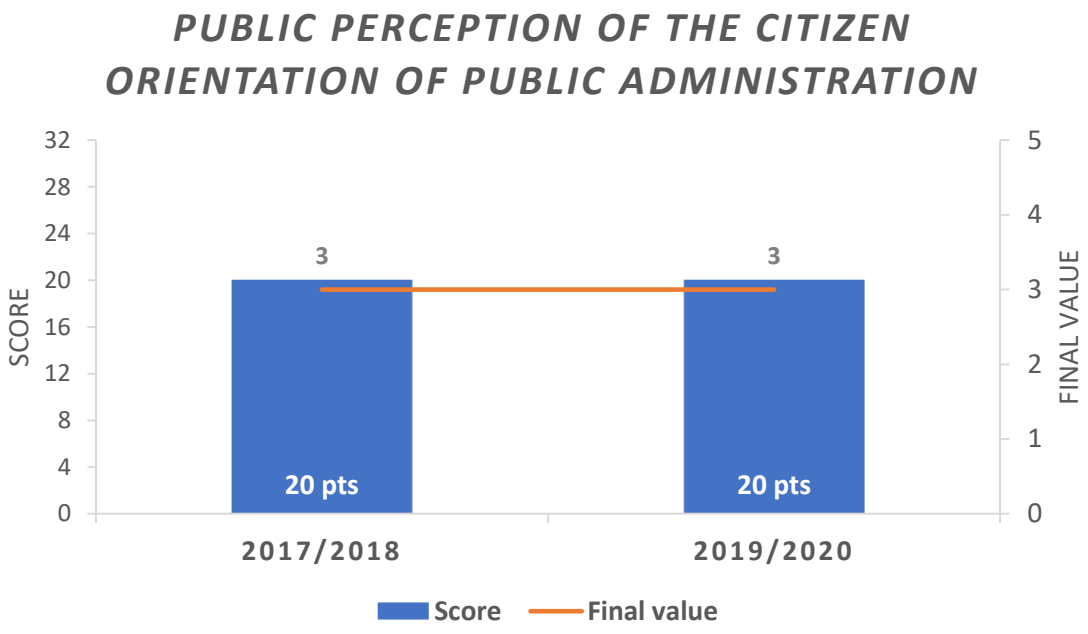
When it comes to ***e-services****, citizens have a high opinion on what the government has done. 66.44% of the surveyed citizens agree that the* ***administration is moving towards digital government****, and related to this, 60.37% of the surveyed citizens* ***are aware that e-services are offered in North Macedonia,*** *which is an increase of around 7% from the results of the monitoring report from 2017/2018 (at 53.1%). The most positive result is the increased awareness of citizens about the* ***availability of e-services,*** *with 74.88% of them saying that they are "mainly" or "completely" informed of their existence, a big increase from the 61% seen in 2017/2018. As part of the increased awareness of e-services, 48.19% of citizens are now saying that they* ***know how to use e-services,*** *more* ***than double*** *the 23.7% seen in 2017/2018. Also, 85.82% of the citizens that use e-services consider them to be either "easy to use" or "very easy to use".*

In terms of citizens giving feedback to the government, 49.22% of the citizens agree that the ***administration has asked for citizens' proposals on how to improve administrative services,*** *and 58.33% of them believe that* ***the administration uses their feedback on how to improve administrative services.***

Specific observations

For North Macedonia, the margin of error for the total sample of 1022 citizens is ± 3.14%, at the 95% confidence level.

PAR Monitor	***2019/2020***	***2017/2018***
Indicator score	*20 (out of 32 points)*	*20 (out of 32 points)*
Final indicator value	*3 (scale 0 – 5)* [1]	*3 (scale 0 – 5)*
Measurement period	*13 May – 25 May 2020*	*15 October - 30 November 2017*
Comment	Although there is no change in the overall scoring, there are some *improvements in this year's monitoring cycle. Mainly more than half of the citizens (57.84%) think that the government efforts have led to improved service delivery, which is a big drop from the 2017/2018 monitoring cycle, when 71.6% of the citizens agreed. On a positive note, citizens have more knowledge on the ways how to*	

[1] Conversion of points: 0-5 points = 0; 6-11 points = 1; 12-17 points = 2; 18-22 points =3; 23-27 points = 4; 28-32 points = 5

	use e-services (from 61% in 2017/2018 to 74% in 2020), and that more and more Macedonian citizens use the e-services with increase of 50% compared to the last monitoring cycle - (23% in 17/18 compared to 48% in 2020). Also, Institutions are increasingly seeking "feedback on their work" from the citizens (29% in 17/18 compared to 49% in 2020).