

DRAFT INDICATORS FOR PUBLIC ADMINISTRATION REFORM

PRIORITY 1. POLICE CREATION AND COORDINATION		
PAF Indicator	Methodology for calculation	Benchmark with EU or Balkan Countries
IMPLEMENTATION RATE OF THE ANNUAL WORK PLAN OF THE GOVERNMENT	Number of adopted acts included in the annual work plan of the Government divided by the total number of acts included in the annual work plan of the Government x 100	N/A
RATE OF DRAFT RIA REPORTS IN LINE WITH PROCEDURES AND TRANSPARENCY REQUIREMENTS	Number of draft RIA reports submitted to the Government that meet all minimum criteria in terms of procedures and transparency divided by the total number of draft RIA reports submitted to the Government that were published on ENER x 100.	N/A
ENGAGEMENT OF STAKEHOLDERS ON ENER	Total number of received comments from stakeholders on ENER in one year.	N/A
PRIORITY 2. PUBLIC SERVICE AND HUMAN RESOURCE MANAGEMENT		
PAF Indicator	Methodology for calculation	Benchmark with EU or Balkan Countries
WORLDWIDE GOVERNANCE INDICATORS (WB). GOVERNMENT EFFECTIVENESS.	Effectiveness indicator includes perceptions of the quality of public services, the quality of the civil service and the degree of independence from political pressures, the quality of policymaking and implementation, and the credibility of the government in terms of commitment to these policies. This indicator is measured by rating on a scale of 0 to 100, so that a higher place in the scale indicates better results. World Bank report: http://info.worldbank.org/governance/WGI/#home	Yes. EU average. Yes. Balkan region average.
NUMBER OF GROUNDED COMPLAINTS AND APPEALS FILED BY CANDIDATES ON DECISIONS RELATED TO RECRUITMENT/PROMOTION	Number of grounded complaints and appeals by the appealing institution. <i>Grounded means that the appellant is right in his/her argumentation.</i>	N/A
RATE OF APPOINTED SENIOR CIVIL SERVANTS ON THE BASIS OF OPEN COMPETITION ON THE TOTAL OF CIVIL SERVANTS POSITIONS	Cumulative number of senior civil servants appointed on the basis of open competition divided by the total number of civil servants x 100.	N/A
PRIORITY 3. RESPONSIBILITY, ACCOUNTABILITY AND TRANSPARENCY		
PAF Indicator	Methodology for calculation	Benchmark with EU or Balkan Countries

RATE OF REORGANISATION OF THE STATE ADMINISTRATIVE BODIES, AGENCIES AND INSPECTION SERVICES	Number of state administrative bodies, agencies and inspection services of the central government that have completed the reorganisation divided by the total number of state administrative bodies, agencies and inspections services x 100.	N/A
CONFIDENCE RATE IN THE GOVERNMENT ADMINISTRATION	In the EuroBarometer there is a question related to the integrity: - <i>How much trust do you have in certain Media and institutions? (One of the selected Institutions is the Government)</i> The indicator is calculated exclusively on the trust towards the Government (i.e. the percentage included in the PAF is the one of the people that trust the government)	Yes. Balkan region average.
INTEGRITY AND ETHIC POLICY RATE IN PUBLIC ADMINISTRATION	Number of state administration bodies, agencies and inspections services that have adopted policies on integrity and ethics divided by the total number of state administrations bodies, agencies and inspections services x 100.	N/A
REJECTED REQUEST RATE FOR ACCESS TO PUBLIC INFORMATION BY INSTITUTIONS	Total number of refused/unanswered appeals divided by the total number of received appeals x 100.	N/A
PRIORITY 4. PROVIDING SERVICES AND ICT SUPPORT TO ADMINISTRATION		
PAF Indicator	Methodology for calculation	Benchmark with EU or Balkan Countries
LEVEL OF SATISFACTION OF USERS OF PUBLIC SERVICES	In the Balkan Barometer there are three questions dealing with the quality and the cost of services provided by the Public Administration. The three relevant questions are: <ul style="list-style-type: none"> - <i>Time required for obtaining public services</i> - <i>Time required for getting information in public sector</i> - <i>Price of public services.</i> Per each of these services, the score associated on the basis of a conducted survey is between 1 and 5, where 5 is top performance. The average of these three indicators is the indicator to measure the satisfaction of the users of public services.	Yes. Balkan region average.
RATE OF AVAILABILITY OF SERVICES IN THE NATIONAL PORTAL	The calculation of the indicator will have to be done on a cumulative way. The denominator is always the total number of services included in the catalogue (still to be precisely determined). The numerator is equal to the sum of services available in the National Portal The Indicator is cumulatively calculated, it means that the numerator of the year X will be summed to the indicator of the year X+1 and so on.	N/A

