



“ASAN ASSESSMENT INDEX”

Aim of “ASAN ASSESSMENT INDEX”

For Governmental services (public services)

**application, ensuring
accessibility of services**

**Public awareness of
procedures of services
and updates**

**Avoiding time loss
(waste)**

**Improvement of
professionalism of staff**

Ensuring transparency

**Formulation of
Complaint
Management System
and Monitoring of
service quality**

**Increasing efficiency
and quality**

**Acceleration of
transition into e-
services**

Assessment stages

Awareness of State entities/organization



Assessment of services



Analysis of assessment

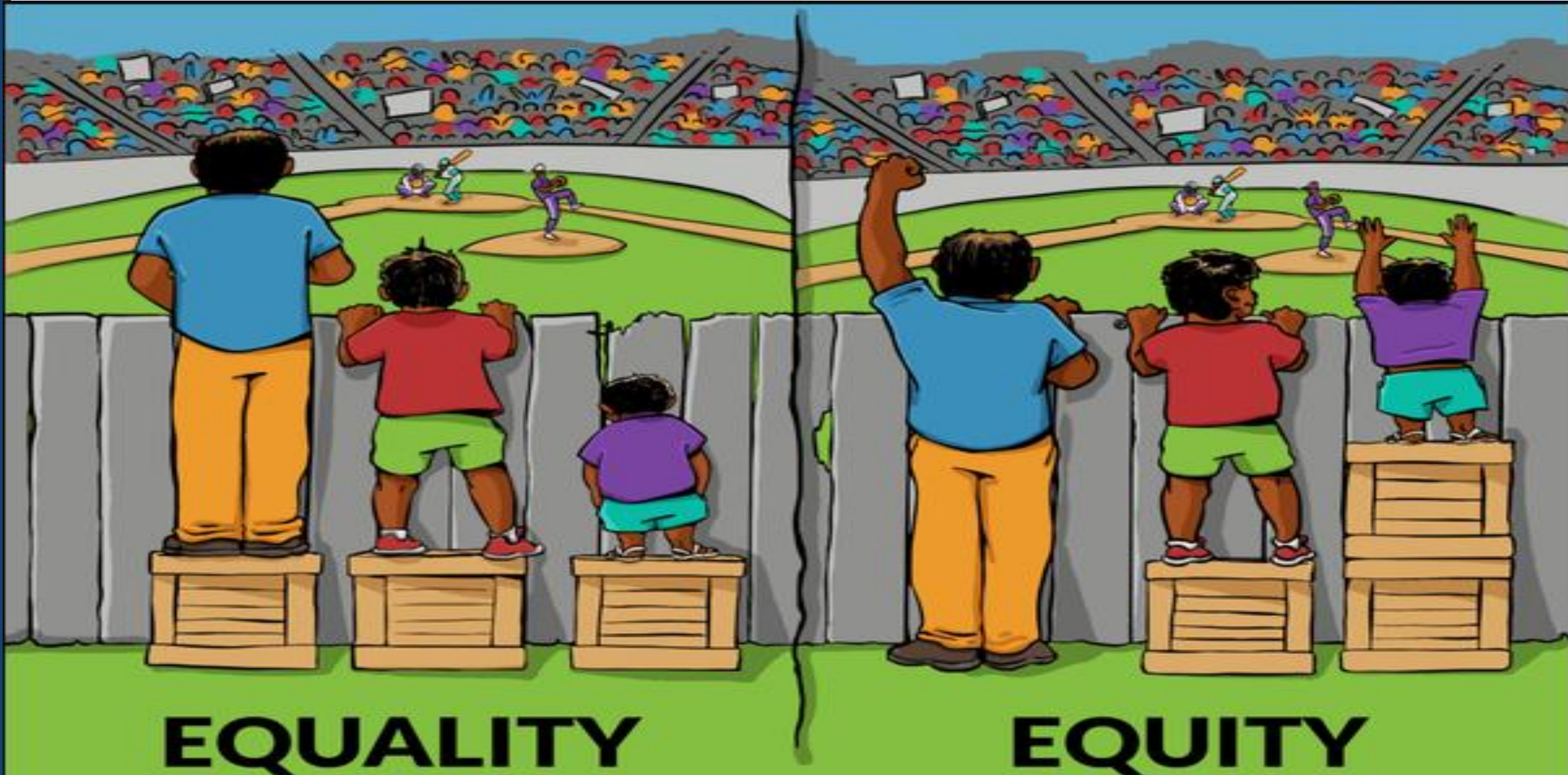


Anouncement of results

“ASAN ASSESSMENT INDEX”

Assessment Parameters

The principle of equality, the principle of equity must also be observed in the evaluation norms



EQUALITY

EQUITY

The principle of **equality**, the principle of **equity** must also be observed in the evaluation norms

★★★★★

Each sub-parameter relates to citizen-oriented services

★★★★★

Some sub-parameters refer to services requested 3-4 times a year.

★★★★★

Only some parameters apply to e-services.

★★★★★

Sub-parameters related to citizen-oriented services

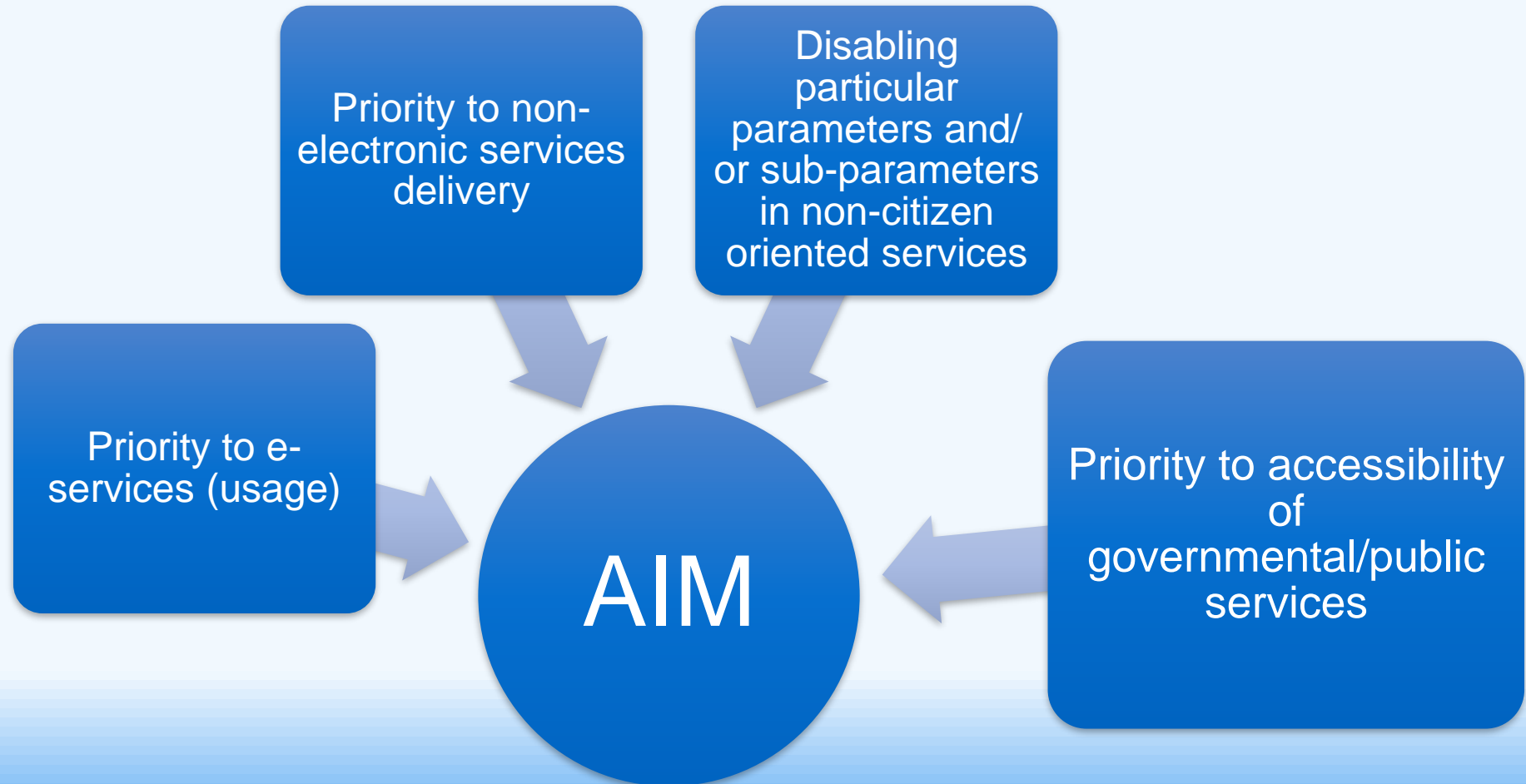
★★★★★

Sub-parameters referred services requested 3-4 times a year

★★★★★

Sub-parameters related to e-services

Formulation/Adaptation of specific parameters and/or sub-parameters of “ASAN Assessment Index”



Average number of ASSESSED services per year

■ **Central Executive Authorities**

310+

■ **Local Executive Authorities**

130+

■ **Utility Services**

60+

■ **TOTAL**

500+

Analysis of Assessment

Central Executive Authorities

The services that show the best result (5-star service) in all parameters are identified.






Assessment per services

Assessment per Gov. Entities



RESULTS: Central Executive Authorities:

310+ services of the Central Executive Authorities were evaluated on average from 64 to 143 sub-parameters and received positive results on the most 123 sub-parameters.

					
2020-2021	34%	18%	15%	22%	11%
2019-2020	24%	24%	21%	25%	6%
2018-2019	58%	11%	12%	12%	7%
2017-2018	25%	33%	35%	7%	-----
2016-2017	29%	40%	26%	5%	-----