

ReSPA e-participation and open government general roadmap

Kosovo*¹

Step 2, 10-5-17, LT

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¹ * This designation is without prejudice to positions on status, and is in line with UNSCR 1244 and ICJ Advisory opinion on the Kosovo Declaration of independence

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1. Introduction

1.1. Guide to the roadmap development process

This e-participation and open government roadmap for Kosovo* represents step 2 in the roadmap development process.

1.1.1. Step 1

Step 1 consisted of compiling baseline information for a roadmap for e-participation, including OG and OGD objectives, for each of the ReSPA beneficiaries. This was used as a basis for discussion, questions and answers during the ReSPA eGovernment days, 14-15 December 2016, in Belgrade, Serbia.

1.1.2. Step 2

This document represents the first full draft specific roadmap for Kosovo*, derived from and referring to the general ReSPA e-participation and open government roadmap. ReSPA Beneficiaries are invited to provide feedback on this draft specific roadmap.

1.1.3. Step 3

The final set of roadmaps will consist of the general roadmap plus six specific roadmaps, one each for the six ReSPA beneficiaries.

1.2. Purpose and audience of the roadmap

The purpose of the roadmap for e-participation and open government (including open government data) is to avoid becoming just another paper document to be accounted for as received in government and archived. It needs to aim to achieve the higher level function of guiding government action rather than a detailed formula.

In this context, it is necessary to understand for whom the roadmap is meant and to whom it is targeted. There could be more than one audience, but it is important it reaches the right people and does not get passed around with no responsibility taken. The e-participation and open government roadmap represents a prioritisation of a ReSPA Beneficiary's overall e-government and ICT strategy focusing on necessary building block implementations over a number of years. Thus it also needs to be specifically targeted at those responsible for Public Administration Reform (PAR), as well as the whole government of the beneficiary more generally as there are implications for all, including in particular ministries and other entities with a key role in e-government development.

1.3. Use of the roadmap

In order to achieve the purpose above, it is imperative that the roadmap is ambitious as well as realistic. It should be seen as a general guide but tailored to the specific situation and conditions of Kosovo*. These conditions are presented as the 'baseline' in this document and constructed using the sources detailed at the beginning of sections 4, 5 and 6.

The roadmap is intended as an input to the process of moving closer to the overall goals for e-participation and open government which this ReSPA Beneficiary itself chooses to pursue. Thus all recommendations are only made on the assumption that the ReSPA Beneficiary does intend to pursue the overall goals outlined, either partially or fully. As such, the roadmap will need to be translated and/or adapted into concrete policies, strategies, principles and action plans according to a timetable which the ReSPA Beneficiary determines.

This roadmap is derived from the general ReSPA e-participation and open government roadmap but is specifically tailored to Kosovo*. It provides a specific roadmap proposal but refers to the general roadmap for detailed guidance on specific issues. The rest of this document is structured as follows:

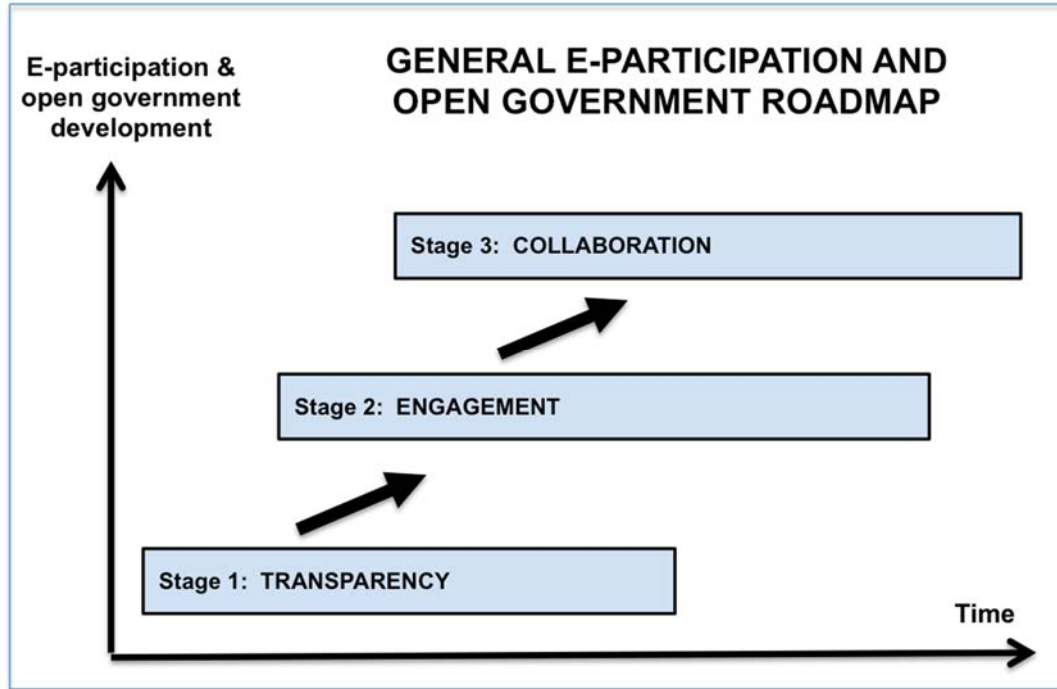
- Section 2: lays out the overall roadmap structure, derived from the general ReSPA roadmap.
- Section 3 gives an overview of the specific roadmap for Kosovo*.
- Sections 4, 5 and 6 provide specific roadmap guidance for each of the three roadmap stages.
- Annex 1 is a reference section that reproduces the baseline data, information and overall assessment for the six roadmap issues.
- Annex 2 provides comparative baseline data between the six ReSPA Beneficiaries: rating results from the ReSPA e-participation survey questionnaire, UN data on e-participation and e-government and assessment on e-participation and open government from the 2015 ReSPA study from e-government to open government.
- Annex 3 shows the ReSPA e-participation survey questionnaire.

2. Overall roadmap structure

As described in the general ReSPA roadmap document, the three roadmap stages are transparency, engagement and collaboration. These represent distinct types of relatively independent strategies which can and often are carried out by countries independently from each other. Each stage consists of a number of building blocks which will need different work at various stages of the roadmap (see below). However, there is also considerable overlap and mutual dependence between the stages. In real life, they co-exist and overlap, forming numerous interactions between governments and people related to the prevailing socio-cultural and regulatory contexts of each country. The stages are also highly synergistic, especially if carried out in the order presented, i.e. from transparency, to engagement, and then to collaboration, with the benefits to both government and users increasing at each step. Even though it is possible to achieve some e-participation and open government benefits implementing each strategy independently in any order, the evidence shows that the size of

the benefits increases when all three are implemented and in the order suggested. See Figure 1.

Figure 1: General e-participation and open government roadmap



As indicated in Figure 1, the overall roadmap process shows that subsequent stages rely on success in previous stages to fully maximise synergies and benefits. The importance of interlinking between the three strategic stages is underlined by the fact that most countries do not see them in isolation but as an integrated package of an e-participation and open government policy, which is in turn an integral part of their overall e-strategy and e-government policy. Experience from some of the lead European countries (including Denmark, Estonia, the Netherlands and the UK) shows that the whole roadmap if starting from scratch can take up to ten years, although it should be remembered that these countries had no good practice to refer to. In addition, the technology has changed, and continues to change, often more rapidly than institutions and policies can keep up, pushing countries to move more quickly. Progress in future should, therefore, be faster, also because the process continues to be supported and coordinated at EU level, for example through the EU eGovernment Action Plan 2016-2020².

As indicated above, the three strategic stages can be implemented independently, but in this case the benefits are likely to be lower and the costs higher. Thus, a comprehensive roadmap should consider the stages as a continuous process composed of three sequential as well as strongly overlapping elements, even though each is more or less discrete. Clearly each ReSPA Beneficiary will be at a different stage in this progression, so the general roadmap is a guide assuming that each starts from scratch³. The main building blocks of the roadmap are mapped against the above three stages in Table 1 showing the sources of evidence available.

² EU eGovernment Action Plan 2016-2020: <https://ec.europa.eu/digital-single-market/en/european-egovernment-action-plan-2016-2020>

³ Specific country inputs or comments on the roadmap, derived from the interviews and the consultation process, are indicated by showing the country abbreviation in brackets.

Table 1: Roadmap stages showing building blocks and elements: strategic and implementation issues

STRATEGIC ISSUES	Building blocks	BUILDING BLOCK ELEMENTS FOR 2016 BASELINE ASSESSMENT		
		Stage 1: TRANSPARENCY	Stage 2: ENGAGEMENT	Stage 3: COLLABORATION
		<ul style="list-style-type: none"> UN E-Participation Index: e-information score: enabling participation by providing citizens with public information and access to information without or upon demand 	<ul style="list-style-type: none"> UN E-Participation Index: e-consultation score: Engaging citizens in contributions to and deliberation on public policies and services 	<ul style="list-style-type: none"> UN E-Participation Index: e-decision-making score: empowering citizens through co-design of policy options, coproduction of service components, delivery modalities
Policy & strategy	E-strategy	<ul style="list-style-type: none"> Main e-strategies Open government data policies PAR policies and initiatives 	<ul style="list-style-type: none"> PPP/PCP policies and initiatives 	
	E-participation policies and strategies	<ul style="list-style-type: none"> General e-participation strategies Rating e-participation policies and strategies 	<ul style="list-style-type: none"> E-engagement strategies Engagement strategies 	
	E-participation initiatives	<ul style="list-style-type: none"> Completed e-participation initiatives On-going e-participation initiatives 	<ul style="list-style-type: none"> Planned e-participation initiatives Rating e-participation implementation 	
	Opportunities for e-participation	<ul style="list-style-type: none"> Thematic areas of potential benefit Government needs for e-participation 	<ul style="list-style-type: none"> Drivers and opportunities 	
	Challenges to e-participation	<ul style="list-style-type: none"> Past challenges Future challenges 		
Institutional frameworks	Institutional framework for transparency	<ul style="list-style-type: none"> State/national authority for information (transparency) State/national authority for e-information activities (e-transparency) Rating national authority for public information (transparency) 		
	Institutional framework for engagement		<ul style="list-style-type: none"> Institute for public consultations (engagement) Institute for public e-consultations: activities (e-engagement) Rating national authority for public consultations (engagement) 	
	Institutional framework for data privacy	<ul style="list-style-type: none"> State/national authority for data privacy State/national authority for data privacy: activities 		
Legal & regulatory frameworks	Legislation on transparency	<ul style="list-style-type: none"> Legislation and policies on freedom of information (transparency) Constitutional rights for citizens accessing public information (transparency) 	<ul style="list-style-type: none"> Legislation and policies on freedom of e-information (e-transparency) Rating access to information legislation (transparency) 	
	Legislation on engagement		<ul style="list-style-type: none"> Legislation on consulting with citizens (engagement) Constitutional rights for citizens to be consulted by government (engagement) Legislation on e-consulting with citizens (e-engagement) Rating e-consultation (e-engagement) 	
	Legislation on collaboration			<ul style="list-style-type: none"> Constitutional rights for citizens to participate in public policy and decision-making Rating on e-decision-making (e-collaboration)
	Open government data	<ul style="list-style-type: none"> Legislation and policies on open government data Open government data star rating 1 (available on the web (whatever format) but with an open license) 	<ul style="list-style-type: none"> Open government data star ratings 2 (available as machine-readable structured data, & 3 (plus non-proprietary format (e.g. CSV instead of excel) 	<ul style="list-style-type: none"> Open government data star ratings 4 (as above plus use open standards from W3C: RDF and SPARQL) & 5 (plus link your data to other people's data to provide context)
	Data protection	<ul style="list-style-type: none"> Policies and legislation on personal data protection 	<ul style="list-style-type: none"> Rating legislation on protection of personal data 	

IMPLEMENTATION ISSUES	Building blocks	BUILDING BLOCK ELEMENTS FOR 2016 BASELINE ASSESSMENT		
		Stage 1: TRANSPARENCY	Stage 2: ENGAGEMENT	Stage 3: COLLABORATION
		<ul style="list-style-type: none"> UN E-Participation Index: e-information score: enabling participation by providing citizens with public information and access to information without or upon demand 	<ul style="list-style-type: none"> UN E-Participation Index: e-consultation score: Engaging citizens in contributions to and deliberation on public policies and services 	<ul style="list-style-type: none"> UN E-Participation Index: e-decision-making score: empowering citizens through co-design of policy options, coproduction of service components, delivery modalities
Government capacity	Financial capacity	<ul style="list-style-type: none"> Financial capacity Rating e-participation financial capacity 		
	Technical capacity	<ul style="list-style-type: none"> Technical hardware and software capacity Rating e-participation technical capacity Government bodies use of ICT channels 		
	Human capacity	<ul style="list-style-type: none"> Personnel use of ICT Rating e-participation human capacity 		
	Social media capacity		<ul style="list-style-type: none"> Processes for monitoring social media How do governments monitor social media Rating PA social media utilisation 	
	Open data capacity	<ul style="list-style-type: none"> Open government data responsible official 		
E-participation features & channels	E-participation portal	<ul style="list-style-type: none"> E-participation national portal and information features E-participation national portal and interactive features 		
	Transparency features	<ul style="list-style-type: none"> Rating Information sharing with citizens (transparency) Transparency and participation 		
	Engagement features		<ul style="list-style-type: none"> Web 2.0 & social media E-engagement features Rating consultation with citizens (engagement) 	
	Collaboration features			<ul style="list-style-type: none"> E-polling and e-voting features (e-collaboration) Collaboration Rating e-collaboration
	Open government data features	<ul style="list-style-type: none"> Open government data sets Open government data Open government data star rating 1 (available on the web (whatever format) but with an open license) 	<ul style="list-style-type: none"> Open government data star ratings 2 (available as machine-readable structured data, & 3 (plus non-proprietary format (e.g. CSV instead of excel) 	<ul style="list-style-type: none"> Open government data star ratings 4 (as above plus use open standards from W3C: RDF and SPARQL) & 5 (plus link your data to other people's data to provide context)
	Targeting specific groups	<ul style="list-style-type: none"> Rating targeting specific groups 		
Public capacity	Technical capacity	<ul style="list-style-type: none"> ICT Access Subsidies for vulnerable groups 		
	Human capacity	<ul style="list-style-type: none"> User training Political activity and features 		
	Take-up	<ul style="list-style-type: none"> Internet usage survey National portal usage 	<ul style="list-style-type: none"> Social media usage 	
	Citizen trust	<ul style="list-style-type: none"> Rating citizen trust in ICT channels 		<ul style="list-style-type: none"> Rating citizen trust in e-collaboration
	Citizen demand	<ul style="list-style-type: none"> Rating citizen demand for transparency 	<ul style="list-style-type: none"> Rating citizen demand for engagement 	<ul style="list-style-type: none"> Rating citizen demand for collaboration
	Capacity of specific groups	<ul style="list-style-type: none"> CSOs supporting e-participation Rating ability of specific groups for e-participation 		

3. Kosovo*: international benchmarks

3.1. UN comparative data

Kosovo* is not covered by the UN's data on e-government, e-services or e-participation.

3.2. ReSPA comparative data

The ReSPA 2015 survey from e-government to open government shows in Table 2 that Kosovo* lags all other ReSEPA Beneficiaries. It scores lowest on both stages 1 and 2, but is performs better on stage 3. (Details of the components of the ReSPA scores can be seen in Table 3.)

Table 2: From e-government to open government

ReSPA survey from e-government to open government 2015 ⁴				
Country	Total % score of max 24	Stage 1: Transparency	Stage 2: Engagement (participation)	Stage 3: Collaboration
Kosovo*	17%	2	0	2
Albania	67%	7	7	2
BiH	50%	6	2	4
Macedonia	58%	7	6	1
Montenegro	79%	5	8	6
Serbia	54%	6	7	0
Mean score	53%	5	5	2

⁴ ReSPA report "E-Government Analysis: from E-Government to Open Government", December 2015

4. Stage 1: transparency roadmap

4.1. Overall goals

The overall goal of Stage 1, the transparency strategy, is to ensure a one-way flow of information from government to citizen. Transparency promotes accountability by providing the public with information about what the government is doing.

However, given that means that the government remains relatively passive and not open to significant interaction with non-government actors, it should be seen as just the first stage of an overall e-participation and open government strategy. At stage 1, transparency by default is recommended, so that in principle all government activities should be fully transparent except in specific legally defined areas. Transparency enables the public to understand the workings of their government and makes it possible for them to hold the government to account for its policy and service delivery performance. An important part of this is putting data online.

As reflected in **Table 1**, it is clear that Stage 1, as the first stage, typically has the role of establishing policies, strategies, systems and initiatives which provide the basis for all three stages, and/or which can be built on in Stages 2 and 3. This will be reflected in the following roadmap.

Sources used to assess the 2016 baseline and thereby to develop the roadmap for Stage 1 of e-participation and open government in the ReSPA Beneficiaries are of three types:

1. ReSPA data and information as summarised in Annex 1 as baseline data, information and overall assessment, derived from
 - E-participation questionnaire for ReSPA Beneficiaries, November 2016 (see Annex 3).
 - ReSPA report “E-Government Analysis: from E-Government to Open Government”, December 2015.
2. Non-ReSPA data and information derived from:
 - UN E-Participation Index 2016: e-information: Enabling participation by providing citizens with public information and access to information without or upon demand (see section 3.1).
 - Open Government Data⁵: star rating 1: available on the web (whatever format) but with an open license, to be open data.
3. The “ReSPA e-participation and open government general roadmap” as an accompanying document to this ReSPA Beneficiary specific roadmap: reference is made to this document in the following, where relevant, to elucidate the roadmap recommendations and/or provide additional details.

⁵ Tim Berners-Lee’s “linked Open Data 5 Star Scheme” for assessing the stages of open data deployment and use: <https://www.w3.org/DesignIssues/LinkedData.html>

4.2. Policy and strategy

4.2.1. Baseline

The summary status assessment for stage 1, derived from Annex 1, provides the following baseline.

E-strategy <i>Main e-strategies</i> Kosovo* government has an overall e-strategy, and an official responsible for the strategy at the national level. Government agencies are mandated by policy to have a website.
<i>Open government policies</i> Kosovo* is not yet a member of the OGP, but has applied to be so. A policy and action plan for 2014-2016 has been created, and there is an initiative to revise the Law on Access to Public Information, but a general lack of interest within government to implement the action plan means few results have been achieved. Kosovo Government has approved open data charter and already published open data portal. Now is working on action plan document for OGP.
<i>Open government data policies</i> The Kosovo* Government has approved open data charter and already published open data portal. Government is now working on action plan document for OGP. Kosovo* was not measured in the Open Budget Survey (http://survey.internationalbudget.org), but has strengthened oversight institutions through opening the budget and yearly audit reports to the public.
<i>PAR policies and initiatives</i> Generally addressing all SIGMA priorities
<i>PPP/PCP policies and initiatives</i> There are examples on how different partnership models have been used in Kosovo*: <ul style="list-style-type: none">• Strategy for Public-Private-Partnerships (PPP) 2014-2016 (no direct support)• Strategy for Public-Civil-Partnerships (PCP) 2013-2017 (indirect support)• Drafting of the OGP Action Plan which was done with the NGO "FOL" and the MEI• CSO platform "Civikos" is planning to help government with OGD and will use the PCP strategy
E-participation policies and strategies <i>General e-participation strategies</i> Yes
<i>Rating e-participation policies and strategies</i> Political commitment -- 3: Average / Moderate / Sufficient National eParticipation -- 1: Very poor / low / weak eParticipation policy formation -- 2: Poor / low / weak
E-participation initiatives <i>Completed e-participation initiatives</i>

The were some initiatives for e-Participation for Health, human rights and education, using social media channel and some web sites. Almost all draft laws first are published in Kosovo assembly web site for e-participation.

Activities includes:

- Social network campaigns (Facebook group, Twitter profile or web blog etc.)
- Online petitions
- Online surveys
- Online promotion/advocacy
- Web site with policy information
- Mobile app(s)
- Trainings/Education
- Workshop(s)
- Conducting a study or analysis
- Online chat room / discussion forum

On-going e-participation initiatives

e-Participation for Health

Human rights and education using social media channel and some web sites.

Planned e-participation initiatives

- Social network campaigns (Facebook group, Twitter profile or web blog etc.)
- Online petitions
- Online surveys
- Online promotion/advocacy
- Web site with policy information
- Mobile app(s)
- Trainings/Education
- Workshop(s)
- Conducting a study or analysis
- Online chat room / discussion forum

Rating e-participation implementation

eParticipation implementation -- 3: Average / Moderate / Sufficient

Opportunities for e-participation

Thematic areas of potential benefit

Economy development, Culture, transparency, sport, etc.

Government needs for e-participation

- Social media / communication skills
- Consulting
- Project Management support
- Technical support
- Service support
- Twinning/Partnership
- Funding
- Promotion/Advocacy
- Training, education

For implementation within: Economy development, Culture, transparency, sport, etc.

<i>Drivers and opportunities</i>
--
Challenges for e-participation
<i>Past challenges</i> Bureaucracy, lack of budget, lack of political will, etc.
<i>Future challenges</i> Bureaucracy, lack of budget, lack of political will, etc.

4.2.2. Roadmap recommendations

The policy and strategy building block in Stage 1 has the additional role of establishing policies, strategies, systems and initiatives which provide the basis for all three stages, and/or which can be built on in Stages 2 and 3. Thus, some of these recommendations will be drawn upon also in the subsequent two stages in order to maximise synergy and cumulative development throughout the duration of the whole roadmap.

Kosovo* seems to have been in a rapid catch-up on developing overall e-strategy and open government policies. Open Government policies and strategies are being formulated, but implementation seems to be lacking, and not that many results have been achieved.

Regarding general e-strategies and their contribution to PAR, policies and initiatives are generally addressing all SIGMA priorities, but has still a long way ahead. Initial steps with relatively easy gains and quick wins have been made. The next five to ten years will be more difficult requiring deeper, more extensive and radical change if the momentum is to be maintained.

Regarding e-participation policies and strategies, the political commitment is rated average, but e-participation policy formation is poor, and national e-participation is rated as very poor. There have been some initiatives in various sectors, and almost all draft laws are now first being published in the Kosovo* assembly's web site for e-participation. A wide variety of initiative types within e-participation have been used, and e-participation implementation is rated as average, but bureaucracy, lack of budget, lack of political remains challenges for e-participation.

Recommendation 1

There should be a specific focus on general policy development and coordination, which must be followed up with concrete initiatives and their implementation.

Recommendation 2

Work to strengthen political commitment and political will in relation to e-participation from the top, as this will be increasingly critical in the future.

Recommendation 3

Examine and consider all the policy and strategy lessons and guidance in order to strengthen the weak e-participation policy formation and its only average implementation (ref: General Roadmap 4.2.2)

E-participation initiatives to date appear to be good and those planned are also very relevant. The opportunities and challenges recognised are important and realistic so should be acted upon.

Recommendation 4

Ensure that future e-participation initiatives are designed and implemented as part of a coherent and linked on-going programme, directly arising from e-participation policy but also in a flexible manner so that changing demands, challenges and opportunities can be quickly accommodated.

Recommendation 5

Ensure that the areas of potential issues of the need for awareness raising, mis-use of information and the likelihood of reduced trust in government in future are specifically tackled. Overall guidance can be found in the General Roadmap 4.2.2.

Recommendation 6

Examine and consider all the policy and strategy lessons and guidance in order to strengthen the weak e-participation policy formation and its only average implementation (Guidance on benefits can be found in the General Roadmap 4.2.2)

Recommendation 7

Ensure that identified challenges are specifically addressed:

- Lack of political will (ref General Roadmap 4.2.2.1)
- Bureaucracy and lack of budget (ref General Roadmap 4.5.2).

4.3. Institutional frameworks

4.3.1. Baseline

The summary status assessment for stage 1, derived from Annex 1, provides the following baseline.

Institutional framework for transparency <i>State/national authority for information (transparency)</i> Kosovo* has an independent national authority mandated to coordinate the implementation of existing public information policies.
<i>State/national authority for e-information activities (e-transparency)</i> Yes, the authority has a presence on social media, and a website. The website publishes the requests and complaints received by the authority, and citizens are able to contact the authority via the website. The website does not provide services to people with sensory disabilities and the elderly.
<i>Rating national authority for public information (transparency)</i> National authority for public information -- 2: Poor / low / weak
Institutional framework for data privacy <i>State/national authority for data privacy</i>

Kosovo* has an independent national authority mandated to coordinate implementation of data privacy policies
--

<i>State/national authority for data privacy: activities</i>
--

This authority has social media presence, a website where it can be contacted, and where requests and complaints are published. The website does not provide services to people with sensory disabilities and the elderly.
--

4.3.2. Roadmap recommendations

The relevant national state authorities are in place for providing information to citizens (both transparency and e-transparency) and for data privacy. Similarly, appropriate activities are taking place. However, the rating of the national authority for public information is poor, and this implies that, although, institutions and activities exist, they may not be performing as well as they should. This is important given that laying a comprehensive and well functioning institutional basis for transparency is essential for the further development of engagement in stage 2 and collaboration in stage 3.

Recommendation 8

Focus on speeding up the process of making websites accessible to people with sensory disabilities and the elderly, for example using specific audio, visual and tactile supports, simplified designs, etc., which are also very useful for all users whatever their needs and possible handicaps.

Recommendation 9

Focus on the functionality and performance of relevant state institutions for transparency in order to ensure they delivery maximum benefits to society as a whole.

Recommendation 10

Examine and consider all the institutional framework lessons and guidance in support of Recommendation 9 in terms of governance and monitoring (ref: General Roadmap 4.3.2).

4.4. Legal and regulatory frameworks

4.4.1. Baseline

The summary status assessment for stage 1, derived from Annex 1, provides the following baseline.

Legislation on transparency

<i>Legislation and policies on freedom of information (transparency)</i>
--

Kosovo* government have legislation and policies on access to public information
--

<i>Constitutional rights for citizens accessing public information (transparency)</i>

Yes

<i>Legislation and policies on freedom of e-information (e-transparency)</i>
--

Kosovo* has both legislation and policies

<i>Rating access to information legislation (transparency)</i> Access to information: legislation -- 3: Average / Moderate / Sufficient
Open government data <i>Legislation and policies on open government data</i> Kosovo* has both legislation and policies on proactive sharing of public information in open data formats.
Data protection <i>Policies and legislation on personal data protection</i> Constitution, legislation, and policies protect citizens' personal data and information
<i>Rating legislation on protection of personal data</i> Protection of personal data: legislation -- 4: Good / High / Strong

4.4.2. Roadmap recommendations

The relevant legislation and related policies on freedom of information and the constitutional rights of citizens to access public information, also electronically as e-transparency, are in place, but there is no assessment of these. Similarly, legislation and related policies do exist for personal data protection and, in this case, the rating is good.

There is also legislation or related policy concerning open government data. This implies that relevant legislation is working relatively well.

Data from Annex 1 also show that the legal basis appears to be in place for PPPs and for PCPs. These issues are important given that laying a comprehensive and well functioning legal basis for transparency is essential for the further development of engagement in stage 2 and collaboration in stage 3.

Recommendation 11

It would be useful to check the approach to open data to the standard five levels of open data designed by Tim Berners-Lee⁶.

Recommendation 12

Examine the status of the legal basis for PPPs and PCPs in order to ensure that CSOs can formally participate in all aspects of e-participation and open government activities, given that their involvement is critical for the success of these strategies.

Recommendation 13

Examine and consider all the legal and regulatory framework lessons and guidance related to legal, data quality, data protection and security issues (ref: General Roadmap 4.4.2).

⁶ Tim Berners-Lee's "linked Open Data 5 Star Scheme" for assessing the stages of open data deployment and use: <https://www.w3.org/DesignIssues/LinkedData.html>

4.5. Government capacity

4.5.1. Baseline

The summary status assessment for stage 1, derived from Annex 1, provides the following baseline.

Financial capacity <i>Financial capacity</i> Yes there is budget allocated to e-participation
<i>Rating e-participation financial capacity</i> eParticipation capacity: financial resources -- 1: Very poor / low / weak
Technical capacity <i>Technical hardware and software capacity</i> Yes
<i>Government bodies use of ICT channels</i> All governmental bodies have a web presence, and with 100% coverage of fast fixed broadband internet access. 90% have wireless broadband internet access.
<i>Rating e-participation technical capacity</i> PA web presence -- 4: Good / High / Strong PA email communication -- 4: Good / High / Strong PA mobile utilization -- 4: Good / High / Strong eParticipation capacity: technical resources -- 5: Very good / high / strong
Human capacity <i>Personnel use of ICT</i> 96% of persons employed in governmental bodies routinely uses computers and the internet.
<i>Rating e-participation human capacity</i> eParticipation capacity: human resources -- 1: Very poor / low / weak
Open data capacity <i>Open government data responsible official</i> Yes

4.5.2. Roadmap recommendations

The government's capacity for e-participation and open government appears to be quite mixed but sound overall, with the main doubt being the apparent lack of specific finance and budgets for these strategies, which needs addressing. This too is reflected in the very poor human capacity for e-participation, where although personal use of ICT is quite high, and technical capacity is very good, lack of budget for e-participation means that only a few initiatives have seen the light of day, and accordingly public administration personnel have very little experience with e-participation.

Recommendation 14

Improving financial capacity for e-participation and open governance even further would be a useful step to consolidate and increase the rollout and impact of these strategies.

The relevant technical hardware and software are in place and the use of ICT channels is high. Similarly, the use of ICT by personnel is good. These observations are backed by the ratings which show that web presence, email communication, and technical resources are good, and technical e-participation capacity very good. However, the human capacity for e-participation is rated as very poor, which should be addressed urgently.

Recommendation 15

Examine and consider all the government capacity lessons and guidance related to increasing knowledge and application of key success factors, developing the capacity of government personnel, and considering cross-border cooperation which promotes joint learning and reduces costs (ref: General Roadmap 4.5.2).

4.6. E-participation features and channels

4.6.1. Baseline

The summary status assessment for stage 1, derived from Annex 1, provides the following baseline.

E-participation portal

E-participation national portal and information features

Kosovo* government has a national portal the includes e-participation (OGD Portal) and that informs citizens on the legislation on access to public information. The portal provides information on upcoming e-participation opportunities such as a public meetings calendar or similar. It is available in more than one language, makes its number of visits/hits public

E-participation national portal and interactive features

The portal has a search feature. Citizens can contact government officials using the portal, and allows users to 'like' or rate content.

The portal is not accessible to citizens with sensory disabilities and the elderly.

The portal links to social media platforms.

Transparency features

Rating Information sharing with citizens (transparency)

Finance/budget -- 3: Average / Moderate / Sufficient

Social development/welfare -- 3: Average / Moderate / Sufficient

Urban development/planning -- 4: Good / High / Strong

Environmental protection -- 3: Average / Moderate / Sufficient

Public services -- 3: Average / Moderate / Sufficient

Transport -- 3: Average / Moderate / Sufficient

Transparency and participation

There are no initiatives for e-Democracy .

Regarding using social media only some mayors, some ministers and a limited number of government bodies have their social media sites available

<p>Citizens' participation in these feedback loops is very low. There is a significant lack of trust in public institutions.</p> <p>There is a Law on access to public documents, which might enhance transparency and trust.</p>
<p>Open government data features</p> <p><i>Open government data sets</i></p> <p>National portal have a specific section for sharing raw data or datasets</p> <p>There is no information on how to make use of datasets.</p> <p>Number of downloads per open dataset is not displayed</p>
<p><i>Open government data</i></p> <p>When data is published, it is not only PDF. There are other format us well, like xlsx format, etc</p> <p>Despite the fact that Kosovo* has adopted the first OGP Action Plan 2014-2016, government institutions continue to either not make their data open and available for the public.</p> <p>OGP Action Plan specifies that OGD should be organized through a central government portal.</p> <p>As is stated in the Action Plan, all OGD modules should be integrated in the central portal where users could find them.</p> <p>No current standards or principles on standardization of OGD have been employed. The OGP Action Plan relies on the state budget for financing the OGD. However, the actions foreseen therein have very small planned budgets that in many cases are unrealistic. Even for these amounts, budget has never been allocated by the government institutions. The priority for OGD is very low within the Kosovo* government and currently they are still in the awareness raising mode.</p> <p>There is a watchdog in Kosovo* called Agency for Protection of Personal Data, but since its establishment a few years ago, it's activities has focused on awareness raising about privacy. There are no any measures or safeguards that they have developed or that they are employing related to open data. Since Kosovo* does not currently have any dataset published, this watchdog is not pressed to work regarding privacy in OGD.</p> <p>Kosovo* was not part of the Open Budget Survey 2015, however the budget and yearly report from auditor is open.</p>
<p>Targeting specific groups</p> <p><i>Rating targeting specific groups</i></p> <p>Reaching out electronically to CSOs / NGOs -- 4: Good / High / Strong</p> <p>Reaching out electronically to youth -- 3: Average / Moderate / Sufficient</p> <p>Reaching out electronically to women -- 3: Average / Moderate / Sufficient</p> <p>Reaching out electronically to vulnerable disadvantaged groups -- 1: Very poor / low / weak</p>

4.6.2. Roadmap recommendations

The quality and comprehensiveness of e-participation features and channels appears to be somewhat mixed with both good and less good attributes. Although there are many good features on the portal, but not accessibility to citizens with sensory disabilities and the elderly. Generally information sharing with citizens is rated as average, with the exception of urban development which is rated as good.

Transparency and participation has not had huge successes in Kosovo*, Generally some sporadic examples exists, but with citizens significant lack of trust in public institutions, their participation in feedback looks is very low. Again the lack of funding and public administrations capacity for e-participation combined with citizens lack of trust plays a role.

Recommendation 16

It is important to urgently address the apparent lack of accessibility and reaching out to citizens with sensory disabilities and the elderly. If this is the case, then specific outreach and user friendly customisation is necessary in close cooperation with relevant representative organisations and CSOs.

On the other hand, the portal is multi-lingual and its outreach out to various groups appears adequate, although could be improved (see also Recommendation 16). This is perhaps reflected by the fact that the ratings of the sharing of information from various sectors with citizens is just average.

Recommendation 17

There are open government data sets an open government responsible which is a very important step forward. This needs to be linked to the above recommendations about open government data (Recommendation 11). However, lack of funding and not having high priority with the government will mean that real success for open government data is unlikely. Building trust in Kosovo* between government and citizens will require both funding and political will.

Recommendation 18

Examine and consider all the e-participation features and channels lessons and guidance (ref: General Roadmap 4.6.2).

Recommendation 19

Consider the UN 2016 questions on e-information (see General Roadmap 4.6.1) which illustrate the types of features national portals need to have in order to score high on this index. Similar questions are expected for the 2018 survey report with measurement likely to take place in mid 2017.

4.7. Public capacity

4.7.1. Baseline

The summary status assessment for stage 1, derived from Annex 1, provides the following baseline.

Technical capacity

ICT Access

There are no kind of restrictions on access to the internet.

77 % of Kosovo* households have a computer, and 85% of households have access to the internet. 51% of individuals are using fixed broadband internet, 74% mobile/cellular internet, and 77% mobile broadband internet.
Internet penetration in urban areas is 87% and 77% in rural areas.
<i>Subsidies for vulnerable groups</i> Government subsidizes provision of ICT services such as internet, mobile phone etc. to vulnerable groups.
Human capacity <i>User training</i> Yes
<i>Political activity and features</i> 30% of parliament members are women. Voter turnout in last national elections was 51%. There is no data on political party membership.
Take-up <i>Internet usage survey</i> Yes
<i>National portal usage</i> --
Citizen trust <i>Rating citizen trust in ICT channels</i> Citizen trust in PA web presence -- 3: Average / Moderate / Sufficient Citizen trust PA email communication -- 3: Average / Moderate / Sufficient Citizen trust in PA social media utilization -- 2: Poor / low / weak Citizen trust in PA mobile utilization -- 3: Average / Moderate / Sufficient
Citizen demand <i>Rating citizen demand for transparency</i> Citizens' demand for access to public information -- 4: Good / High / Strong
Capacity of specific groups <i>CSOs supporting e-participation</i> Yes
<i>Rating ability of specific groups for e-participation</i> Ability of CSOs / NGOs to be involved in eParticipation -- 1: Very poor / low / weak Ability of youth to be involved in eParticipation -- 1: Very poor / low / weak Ability of women to be involved in eParticipation -- 1: Very poor / low / weak Ability of vulnerable disadvantaged groups to be involved in eParticipation -- 1: Very poor / low / weak

4.7.2. Roadmap recommendations

The public's capacity for e-participation and open government appears to be really good. Technically, ICT access is quite good and citizens trust in public administrations web presence, communication, and mobile utilization is rated as average. Although citizens demand for access to public information is rated as good there is no figures available on national portal usage by the public.

What is a roadblock for open government and e-participation is the public's trust in public administrations social media utilization, and the fact that even if there are CSOs supporting e-participation, the ability of specific groups to be involved is rated as very poor.

Recommendation 20

Citizens trust in ICT channels is critical not just for e-participation (and later for stage 2 and 3 ref: General Roadmap 6.3.2.3), but also for developing the digital society as a whole. Lack of trust should be addressed as soon as possible through development of comprehensive policies and strategies that includes funding for activities. It is important to prioritise user training and awareness which should assist in improving the take up of e-participation, and for example improve trust in social media if these are also put in focus.

Recommendation 21

A critical element in boosting public capacity for e-participation is working more proactively and closely with CSOs, to ensure they can formally participate in all aspects of e-participation and open government activities, given that their involvement is critical for the success of these strategies. (See also Recommendation 12.)

Recommendation 22

Citizen trust in ICT channels is average, but rated poor in relation to public administrations social media utilization. Following the fact that human resources e-participation capacity is rated very poor (see Recommendation 14), this is a reflection of the lack of focus on e-participation in Kosovo* public administration, combined with lack of political will, and lack of funding. Focus should be put on helping public administration and civil servants realise the benefits of e-participation not just for building trust, but for developing Kosovo* society as a whole (ref: General Roadmap 4.4.2).

Recommendation 23

Examine and consider the public capacity lessons and guidance (ref: General Roadmap 4.7.2).

5. Stage 2: engagement roadmap

5.1. Overall goals

The overall goal of Stage 2, the engagement strategy, is to ensure a mainly a two-way exchange of information, knowledge and opinion from government to citizen (and other non-government actors) and vice versa, so that government becomes relatively active. Engagement allows members of the public to contribute ideas and expertise so that their government can make policies with the benefit of information that is widely dispersed in society.

At stage 2, engagement by default is recommended, so that in principle all government activities should be fully open to public engagement except in specific legally defined areas. Engagement allows members of the public to contribute ideas and expertise so their government can make policies with the benefit of information that is widely dispersed in society. However, government tends to determine the agenda, which issues are open for consultation, and does not directly include other actors in its decision-making, so that it always retains the leading role. Whereas transparency on its own is passive, transparency is necessary for engagement to actively function so that the public can see and understand what is happening inside government to order to influence its workings by engaging with public policy processes and public service providers. An important part of this is putting data online and making it machine readable and structured.

As reflected in **Table 1**, it is clear that Stage 2, as the second stage, typically builds upon the policies, strategies, systems and initiatives developed in Stage 1.

Sources used to assess the 2016 baseline and thereby to develop the roadmap for Stage 2 of e-participation and open government in the ReSPA Beneficiaries are of three types:

1. ReSPA data and information as summarised in Annex 1 as baseline data, information and overall assessment, derived from
 - E-participation questionnaire for ReSPA Beneficiaries, November 2016 (see Annex 3)
 - ReSPA report “E-Government Analysis: from E-Government to Open Government”, December 2015.
2. Non-ReSPA data and information derived from:
 - UN E-Participation Index: e-consultation: engaging citizens in contributions to and deliberation on public policies and services (see section 3.1).
 - Open Government Data: star ratings 2 and 3: available as machine-readable structured data (e.g. excel instead of image scan of a table); plus non-proprietary format (e.g. CSV instead of excel).
3. The “ReSPA e-participation and open government general roadmap” as an accompanying document to this ReSPA Beneficiary specific roadmap: reference is made to this document in the following, where relevant, to elucidate the roadmap recommendations and/or provide additional details.

5.2. Policy and strategy

5.2.1. Baseline

The summary status assessment for stage 2, derived from Annex 1, provides the following baseline.

<i>E-engagement strategies</i> Yes
<i>Engagement strategies</i> Yes, government have policies requiring government agencies consult with citizens, and also have policies recommending particular topics for consultation. Government does not hold referendums on matters of national importance.

As examined in section 4.2, stage 1 has provided policies, strategies, systems and initiatives for transparency, which also provide the basis and framework for stage 2's engagement strategies to be developed. Thus the following building blocks need to be updated with reference to these engagement strategies, including in relation to the recommendations below:

- E-strategy
- E-participation initiatives
- Opportunities for e-participation
- Challenges for e-participation.

5.2.2. Roadmap recommendations

Kosovo* has specific engagement and e-engagement strategies, and there are policies recommending specific topics for consultation. Kosovo* does not hold referendums on matters of national importance.

Recommendation 24

Consider whether and, if so, which specific policies might be subject to engagement and e-engagement initiatives, perhaps relating to pressing societal challenges in Kosovo*.

Recommendation 25

Examine and consider the policy and strategy lessons and guidance in relation to the four pillars of engagement, success criteria for e-engagement, process simplification and reduction, user-centred design and personalization (ref: General Roadmap 5.2.2).

5.3. Institutional frameworks

5.3.1. Baseline

The summary status assessment for stage 2, derived from Annex 1, provides the following baseline.

Institutional framework for engagement
<i>Institute for public consultations (engagement)</i> Kosovo* has an independent national authority mandated to coordinate the implementation of existing public information policies.
<i>Institute for public e-consultations: activities (e-engagement)</i> --
<i>Rating national authority for public consultations (engagement)</i> National authority for public consultations -- 0: Absent / Non-existent / Not applicable

As examined in section 4.3, stage 1 has provided some institutional frameworks for transparency, which also provide the basis and framework for stage 2's engagement strategies to be developed. Thus the following building blocks need to be updated with reference to these engagement strategies, including in relation to the recommendations below:

- Institutional framework for data privacy.

5.3.2. Roadmap recommendations

There does seem to be some confusion concerning whether or not engagement and e-engagement are institutionally founded in Kosovo*.

Recommendation 26

Clarify the issue of whether not engagement and e-engagement are institutionally founded in Kosovo*, and if yes, does it act as a national authority for public consultations?

Recommendation 27

Examine and consider the institutional framework lessons and guidance, in relation to governance and monitoring (ref: General Roadmap 5.3.2).

5.4. Legal and regulatory frameworks

5.4.1. Baseline

The summary status assessment for stage 2, derived from Annex 1, provides the following baseline.

Legislation on engagement
<i>Legislation on consulting with citizens (engagement)</i> Have legislation, and recommending particular topics for consultation
<i>Constitutional rights for citizens to be consulted by government (engagement)</i> Yes
<i>Legislation on e-consulting with citizens (e-engagement)</i> Yes
<i>Rating e-consultation (e-engagement)</i> eConsultation: legislation -- 3: Average / Moderate / Sufficient

As examined in section 4.4, stage 1 has provided some legal and regulatory frameworks for transparency, which also provide the basis and framework for stage 2's engagement strategies to be developed. Thus the following building blocks need to be updated with reference to these engagement strategies, including in relation to the recommendations below:

- Open government data
- Data protection

5.4.2. Roadmap recommendations

The situation with legal and regulatory frameworks at stage 2 appears to be good with relevant legislation apparently in place, including constitutional rights for citizens to be consulted by government, also electronically. The rating of e-consultation is also average.

Recommendation 28

Consider whether and, if so, which specific policies might be subject to engagement and e-engagement initiatives, perhaps relating to pressing societal challenges in Kosovo*.

Recommendation 29

In order to accelerate the promotion of e-participation and open government, it is important to give citizens the rights, not only to be consulted on policy or other issues, but also to do so electronically.

Recommendation 30

For open government data, move towards or provide the legal and regulatory basis for reaching, first the star 2 rating⁷ (available as machine-readable structured data) and then star rating 3 (as 2 plus non-proprietary format (e.g. CSV instead of excel).

Recommendation 31

Examine and consider all the legal and regulatory framework lessons and guidance related to legal, data quality, data protection and security issues (ref: General Roadmap 5.4.2).

5.5. Government capacity

5.5.1. Baseline

The summary status assessment for stage 2, derived from Annex 1, provides the following baseline.

Social media capacity

Processes for monitoring social media

Government as a whole does not have a process for monitoring social media

How do governments monitor social media

⁷ Tim Berners-Lee's "linked Open Data 5 Star Scheme" for assessing the stages of open data deployment and use: <https://www.w3.org/DesignIssues/LinkedData.html>

Yes, individual government bodies monitors/measure social media. Free and commercial social media monitoring tools are used by offices for public communication in individual government bodies.
<i>Rating PA social media utilisation</i> PA social media utilization -- 4: Good / High / Strong

As examined in section 4.5, stage 1 has provided some government capacity frameworks for transparency, which also provide the basis and framework for stage 2's engagement strategies to be developed. Thus the following building blocks need to be updated with reference to these engagement strategies, including in relation to the recommendations below:

- Financial capacity
- Technical capacity
- Human capacity
- Open data capacity

5.5.2. Roadmap recommendations

Government's social media capacity, necessary for significant progress on its engagement strategy, appears to be weak. However, the public administration's use of social media is rated as good, which is in sharp contrast to citizens trust in public administrations social media utilization which is rated poor.

Recommendation 32

Clarify, and if necessary, strengthen and make visible government's social media capacity.

Recommendation 33

Examine and consider all the government capacity lessons and guidance related to supporting civil servants (ref: General Roadmap 5.5.2).

5.6. E-participation features and channels

5.6.1. Baseline

The summary status assessment for stage 2, derived from Annex 1, provides the following baseline.

Engagement features <i>Web 2.0 & social media</i> --
<i>E-engagement features</i> There is a portal for public consultation. Based on the government decisions which is made in 2016, all public institutions of Kosovo are obliged to publish the drafts of laws and other regulations for public consultations.

The national portal has hosted e-consultation with citizens and produced a consultation outcomes report that includes an analysis of citizens' proposals. The feedback received from this process did result in action taken by Kosovo* government

Some examples, but rare due to lack of trust

Rating consultation with citizens (engagement)

finance/budget -- 4: Good / High / Strong

development/welfare -- 3: Average / Moderate / Sufficient

urban development/planning -- 4: Good / High / Strong

environmental protection -- 3: Average / Moderate / Sufficient

public services -- 3: Average / Moderate / Sufficient

transport -- 3: Average / Moderate / Sufficient

As examined in section 4.6, stage 1 has provided some e-participation features and channels frameworks for transparency, which also provide the basis and framework for stage 2's engagement strategies to be developed. Thus the following building blocks need to be updated with reference to these engagement strategies, including in relation to the recommendations below:

- E-participation portal
- Open government data features
- Targeting specific groups

5.6.2. Roadmap recommendations

It is unclear how government in Kosovo* uses web 2.0 and social media for engagement, but suffice is to say, so far citizens have not trusted in efforts by government.

An important first step has been e-consultation with citizens hosted on the national portal, and all public institutions being obligated to publish draft laws and other regulations for public consultation. Even if e-consultation have been held and feedback analysed, as it has not resulted in action taken by government this overall will undermine public's trust in the process. Ratings for consultation with citizens on specific topics are at average or good level.

Recommendation 34

Engagement that results in nothing without a good explanation is counterproductive to building trust. For maximising the effects of each engagement and open government initiative, government must make it very clear how decisions are made, who takes them and why. Suitable opportunities to challenge and directly participate in the decision-making process are also needed within clear rules. This is the purpose of engagement. Therefore, for each initiative government must specify the 'rules' so that citizens have the opportunity to participate and challenge decisions.

Recommendation 35

For open government data, move towards reaching, first the star 2 rating⁸ (available as machine-readable structured data) and then star rating 3 (as 2 plus non-proprietary format (e.g. CSV instead of excel). (See also Recommendation 30)

Recommendation 36

Examine and consider all the e-participation features and channels lessons and guidance (ref: General Roadmap 5.6.2).

Recommendation 37

Consider the UN 2016 questions on e-consultation (see General Roadmap 5.6.1) which illustrate the types of features national portals need to have in order to score high on this index. Similar questions are expected for the 2018 survey report with measurement likely to take place in mid 2017.

5.7. Public capacity

5.7.1. Baseline

The summary status assessment for stage 2, derived from Annex 1, provides the following baseline.

<i>Social media usage</i> 80%
<i>Rating citizen demand for engagement</i> Citizens' demand for consultation: development matters and policies -- 3: Average / Moderate / Sufficient

As examined in section 4.7, stage 1 has provided some public capacity frameworks for transparency, which also provide the basis and framework for stage 2's engagement strategies to be developed. Thus the following building blocks need to be updated with reference to these engagement strategies, including in relation to the recommendations below:

- Technical capacity
- Human capacity
- Take-up
- Citizen trust
- Capacity of specific groups

5.7.2. Roadmap recommendations

Referring to public capacity in stage 1, social media usage appears to be high, but trust in public administrations social media usage is poor, and the ability of special groups . Citizens' demand for consultation does appear to be at average level.

⁸ Tim Berners-Lee's "linked Open Data 5 Star Scheme" for assessing the stages of open data deployment and use: <https://www.w3.org/DesignIssues/LinkedData.html>

Reference should thus be made back to the public capacity recommendations made for stage 1 (section 4.7.2).

Recommendation 38

Examine and consider all the public capacity lessons and guidance for stage 2 (ref: General Roadmap 5.7.2).

6. Stage 3: collaboration roadmap

6.1. Overall goals

At stage 3, the e-participation and open government strategy is to be collaborative. This is mainly multi-way from governments to citizens (and other non-government actors), vice versa and involving in principle many other actors, so that each actor -- not only government -- can become proactive in initiating and implementing collaboration. Collaboration improves the effectiveness of government by encouraging partnerships and cooperation within the central government, across levels of government, and between the government and private institutions.

At stage 3, collaboration by default is recommended, so that in principle all government activities should be open for collaboration with all legitimate actors, both where government proactively takes the lead but also enables others to do so, even without government, as long as this contributes to public value over which the government has the final say. Whereas engagement on its own provides only limited opportunities determined by government for non-government actors to participate in the workings of government, collaboration takes this the final step by enabling these actors to themselves have significant say in which issues they consider important to participate in. As mentioned, however, the extent of this needs to be determined by legal provision, and in a society in which governments are duly elected, the government will need to determine whether such participation is in the public interest or not. Well designed and implemented collaborative government can considerably improve the overall effectiveness of government and public sector activities by encouraging partnerships and cooperation within the government, across levels of government, and between the government and other legitimate actors in society, also in situations where government may decide it is not necessary for itself to take the leading role. This is because it is clear that government on its own does not have a monopoly of knowledge, resources or power to tackle societal challenges and fully achieve societal goals⁹. An important part of this is putting data online, making it machine readable and structured, plus using open standards and enabling non-government actors to link to and mesh with their own or other actors' data.

As reflected in **Table 1**, it is clear that Stage 3, as the third stage, typically builds upon the policies, strategies, systems and initiatives developed in Stages 1 and 2.

Sources used to assess the 2016 baseline and thereby to develop the roadmap for Stage 3 of e-participation and open government in the ReSPA Beneficiaries are of three types:

1. ReSPA data and information as summarised in Annex 1 as baseline data, information and overall assessment, derived from
 - E-participation questionnaire for ReSPA Beneficiaries, November 2016 (see Annex 3)

⁹ Millard, J (2015) Open governance systems: Doing more with more, *Government Information Quarterly*, 12 September 2015: <http://doi.org/10.1016/j.giq.2015.08.003>

- ReSPA report “E-Government Analysis: from E-Government to Open Government”, December 2015.
2. Non-ReSPA data and information derived from:
 - UN E-Participation Index: e-decision-making: empowering citizens through co-design of policy options and coproduction of service components and delivery modalities (see section 3.1)
 - Open Government Data: star ratings 4 and 5: all the above, plus use open standards from W3C (RDF and SPARQL) to identify things, so that people can point at your stuff; plus link your data to other people’s data to provide context.
 3. The “ReSPA e-participation and open government general roadmap” as an accompanying document to this ReSPA Beneficiary specific roadmap: reference is made to this document in the following, where relevant, to elucidate the roadmap recommendations and/or provide additional details.

6.2. Policy and strategy

6.2.1. Baseline

There are no status assessments for stage 3, derived from Annex 1, to provide a baseline.

As examined in sections 4.2 and 5.2, stages 1 and 2 have provided policies, strategies, systems and initiatives for transparency and engagement, which also provide the basis and framework for stage 3’s collaboration strategies to be developed. Thus the following building blocks need to be updated with reference to these collaboration strategies, including in relation to the recommendations below:

- E-strategy (from stage 1)
- E-participation policies and strategies (from stage 2)
- E-participation initiatives (from stage 1)
- Opportunities for e-participation (from stage 1)
- Challenges for e-participation (from stage 1)

6.2.2. Roadmap recommendations

Recommendation 39

Examine and consider the policy and strategy lessons and guidance in relation to proactive involvement in decision-making, the challenges of e-decision-making, and the opportunities of e-decision-making (ref: General Roadmap 6.2.2).

6.3. Institutional frameworks

6.3.1. Baseline

There are no status assessments for stage 3, derived from Annex 1, to provide a baseline.

As examined in sections 4.3 and 5.3, stages 1 and 2 have provided institutional frameworks for transparency and engagement, which also provide the basis and framework for stage 3's collaboration strategies to be developed. Thus the following building blocks need to be updated with reference to these collaboration strategies, including in relation to the recommendations below:

- Institutional framework for engagement (from stage 2)
- Institutional framework for data privacy (from stage 1)

6.3.2. Roadmap recommendations

Recommendation 40

Examine and consider the institutional framework lessons and guidance in relation to governance, monitoring and the others identified (ref: General Roadmap 6.3.2).

6.4. Legal and regulatory frameworks

6.4.1. Baseline

The summary status assessment for stage 3, derived from Annex 1, provides the following baseline.

Legislation on collaboration
<i>Constitutional rights for citizens to participate in public policy and decision-making</i>
Yes
<i>Rating on e-decision-making (e-collaboration)</i>
eDecision-making: legislation -- 3: Average / Moderate / Sufficient

As examined in sections 4.4 and 5.4, stages 1 and 2 have provided legal and regulatory frameworks for transparency and engagement, which also provide the basis and framework for stage 3's collaboration strategies to be developed. Thus the following building blocks need to be updated with reference to these collaboration strategies, including in relation to the recommendations below:

- Legislation on collaboration (from stage 2)
- Open government data (from stage 1)
- Data protection (from stage 1)

6.4.2. Roadmap recommendations

There are constitutional rights for citizens to participate in public policy and decision-making, and it seems that e-decision-making is itself rated as average.

Recommendation 41

Clarify and, if necessary, address the uncertainty around the functioning and quality of e-decision-making.

Recommendation 42

For open government data, move towards or provide the legal and regulatory basis for reaching, first the star 4 rating¹⁰ (as star rating 3 plus use open standards from W3C: RDF and SPARQL) and then star rating 5 (as star rating 4 plus link your data to other people's data to provide context).

Recommendation 43

Examine and consider the legal and regulatory framework lessons and guidance in relation to legal, data quality, data protection and security (ref: General Roadmap 6.4.2).

6.5. Government capacity

6.5.1. Baseline

There are no status assessments for stage 3, derived from Annex 1, to provide a baseline.

As examined in sections 4.5 and 5.5, stages 1 and 2 have provided government capacity frameworks for transparency and engagement, which also provide the basis and framework for stage 3's collaboration strategies to be developed. Thus the following building blocks need to be updated with reference to these collaboration strategies, including in relation to the recommendations below:

- Financial capacity (from stage 1)
- Technical capacity (from stage 1)
- Human capacity (from stage 1)
- Open data capacity (from stage 1)
- Social media capacity (from stage 2)

6.5.2. Roadmap recommendations

Recommendation 44

Examine and consider the legal and regulatory framework lessons and guidance in relation to strengthening professional communities at every level (and countering the challenges (ref: General Roadmap 6.5.2).

6.6. E-participation features and channels

6.6.1. Baseline

¹⁰ Tim Berners-Lee's "linked Open Data 5 Star Scheme" for assessing the stages of open data deployment and use: <https://www.w3.org/DesignIssues/LinkedData.html>

The summary status assessment for stage 3, derived from Annex 1, provides the following baseline.

Collaboration features

E-polling and e-voting features (e-collaboration)

National portal provides tools such as online pools, forums etc.

Government has never made e-voting or e-referendum technologies available

Collaboration

User empowerment is largely missing in Kosovo*.

All the Municipalities, Governmental Agencies, and Ministries in Kosovo* have their own web sites. Municipalities provide services to their citizens from their own web sites. Almost all those web sites that have been built by the governmental agencies (Ministries, Municipalities, etc.) are for sharing the information and for other different services to the citizens.

However, there is no focus on the user.

Rating e-collaboration

PA online polls, forums, petititons -- 3: Average / Moderate / Sufficient

National eVoting eReferendums -- 0: Absent / Non-existent / Not applicable

As examined in sections 4.6 and 5.6, stages 1 and 2 have provided e-participation features and channel frameworks for transparency and engagement, which also provide the basis and framework for stage 3's collaboration strategies to be developed. Thus the following building blocks need to be updated with reference to these collaboration strategies, including in relation to the recommendations below:

- E-participation portal (from stage 1)
- Open government data features (from stage 1)
- Targeting specific groups (from stage 1)

6.6.2. Roadmap recommendations

E-polling and e-petition features are available and are rated average, but not e-voting or e-referendum. Although all public administration entities have websites, almost all are for sharing information – not for collaboration.

Recommendation 45

Consider strengthening the support, and upgrading of, e-polling and e-petition in order to increase usage especially at local and city levels where it clearly has most relevance, for example through participatory budgeting and the monitoring of local budgets.

Recommendation 46

For open government data, move towards reaching, first the star 4 rating¹¹ (as star rating 3 plus use open standards from W3C: RDF and SPARQL) and then star rating 5 (as star rating 4 plus link your data to other people's data to provide context).

¹¹ Tim Berners-Lee's "linked Open Data 5 Star Scheme" for assessing the stages of open data deployment and use: <https://www.w3.org/DesignIssues/LinkedData.html>

Recommendation 47

Examine and consider all the e-participation features and channels lessons and guidance on e-voting, e-polling, e-petitions, participatory budgeting and collaborative co-production, etc. (ref: General Roadmap 6.6.2).

Recommendation 48

Consider the UN 2016 questions on e-decision-making (see General Roadmap 6.6.1) which illustrate the types of features national portals need to have in order to score high on this index. Similar questions are expected for the 2018 survey report with measurement likely to take place in mid 2017.

6.7. Public capacity

6.7.1. Baseline

The summary status assessment for stage 3, derived from Annex 1, provides the following baseline.

<i>Rating citizen trust in e-collaboration</i> Citizen trust in PA online polls, forums, petitions -- 3: Average / Moderate / Sufficient Citizen trust in national eVoting eReferendums -- 0: Absent / Non-existent / Not applicable
<i>Rating citizen demand for collaboration</i> Citizens' demand to participate in policy making & implementation -- 3: Average / Moderate / Sufficient

As examined in sections 4.7 and 5.7, stages 1 and 2 have provided public capacity frameworks for transparency and engagement, which also provide the basis and framework for stage 3's collaboration strategies to be developed. Thus the following building blocks need to be updated with reference to these collaboration strategies, including in relation to the recommendations below:

- Technical capacity (from stage 1)
- Human capacity (from stage 1)
- Take-up (from stage 1)
- Social media usage (from stage 2)
- Capacity of specific groups (from stage 1)

6.7.2. Roadmap recommendations

Citizen trust in online polls, forums, petitions is rated average, but this needs to be clarified as prior analysis indicates a less favourable picture. The demand to participate in policy-making and implementation is also rated as average.

Recommendation 49

It is clear that wider success with e-collaboration will only materialise if trust and demand are increased through, for example, awareness raising and making systems as easy and relevant as possible. This will also include appropriate training and support. As suggested in Recommendation 45, Kosovo* might want to start at the local and city levels with participatory budgeting and the monitoring of local budgets.

Recommendation 50

Examine and consider the public lessons and guidance on building citizen collaboration from the bottom and actively support participatory, digital and political literacy (ref: General Roadmap 6.7.2).

7. Annex 1: Kosovo* baseline data, information and overall assessment for the six roadmap issues

This section provides the baseline data and information collected for the ReSPA Beneficiary in question, as well as an overall assessment for each of the six roadmap issues.

The baseline data and information are derived from four main sources:

1. Questionnaire design and administered by Bojan Cvetkovic: numbered questions are grouped below according to the general roadmap building blocks.
2. Relevant material from the ReSPA report “E-Government Analysis: From E- to Open Government”, November 2015: grouped below by bullets according to the general roadmap building blocks.
3. Discussions with representatives of each ReSPA Beneficiary during the E-Government Working Group meeting, Beograd, Serbia, 13-14 December 2016 on the basis of the Step 1 Beneficiary reports.
4. Relevant desk research material.

Note: Shaded text in the following indicates the original question numbers and text from the questionnaire in 1 above to help distinguish from the answers which are in un-shaded text.

7.1. Baseline: policy and strategy

7.1.1. E-strategy

Main e-strategies

- 1) Does your government have an overall e-strategy?
- 2) Does your government have an official responsible for overall e-strategy, at the national level, such as a Chief Information Officer, Chief Data Officer, or Chief Digital Officer?
- 5) Does your government have a policy mandating that each government agency has a website?

Kosovo* government has an overall e-strategy, and an official responsible for the strategy at the national level.

Government agencies are mandated by policy to have a website.

Open government policies

- OG policies (ReSPA 2015, p. 34)

Kosovo* is not yet a member of the OGP, but has applied to be so. A policy and action plan for 2014-2016 has been created, and there is an initiative to revise the Law on Access to Public Information, but a general lack of interest within government to implement the action plan means few results have been achieved. Kosovo Government has approved open data charter and already published open data portal. Now is working on action plan document for OGP.

Where OGD may not be high on the agenda of governments in BiH and Kosovo*, civil society organisations have tended to step in and are seeking pathways to engage in OGD by establishing their own OGD portals and creating data sets.

A general lack of interest within government to implement the Open Government action plan means few results have been achieved. Public financial institutions as well as all governmental institutions has not opened their data regarding public administration, procurement, land property and other data in line with the OGP strategy, but an e-procurement system implemented was implemented last year, and procurement data is now started being published.

- OGP membership (2015 p. 15)
 - Not member of OGP
 - Adopted 1st action plan
- Membership of Open Government Partnership (2015, p.50)

Kosovo* is not a member of the Open Government Partnership

4) Does your government have a social media strategy?

Kosovo* government does not have a social media strategy.

Open government data policies

- Open budget (2015, pp. 52-53)

The Kosovo* Government has approved open data charter and already published open data portal. Government is now working on action plan document for OGP.

Kosovo* was not measured in the Open Budget Survey (<http://survey.internationalbudget.org>), but has strengthened oversight institutions through opening the budget and yearly audit report to the public.

- Strength of formal oversight institutions: the budget and project are open
- Budget oversight by legislature: The budget for legislature is open
- Budget oversight by auditor: The budget and yearly report for auditor is open.

PAR policies and initiatives

- SIGMA Priorities (table 15 of ReSPA 2015, number of direct contributions by e-gov and OG activities)
- SIGMA: Summary of how eGovernment and Open Government can support the SIGMA key requirements (2015, Annex I)

Generally addressing all SIGMA priorities

PPP/PCP policies and initiatives

- Public-Private Partnerships (2015, Table 14)

There are examples on how different partnership models have been used in Kosovo*:

- Strategy for Public-Private-Partnerships (PPP) 2014-2016 (no direct support)
- Strategy for Public-Civil-Partnerships (PCP) 2013-2017 (indirect support)
- Drafting of the OGP Action Plan which was done with the NGO “FOL” and the MEI
- CSO platform “Civikos” is planning to help government with OGD and will use the PCP strategy
-
- Open question: other issues

7.1.2. E-participation policies and strategies

General e-participation strategies

- 3) Does your government's e-strategy include eParticipation or you have separate strategy for eParticipation?

Yes

E-engagement strategies

- 33) Does your government have policies specifying government agencies consult with citizens via electronic means, such as websites, mobile platforms/devices, social media, e-mail, etc.?

Yes

Engagement strategies

- 31) Does your government have any policies requiring that government agencies consult with citizens?

Yes

- 32) Does your government have policies recommending particular topics for consultations with citizens (e.g. education, health, urban planning etc.)?

Yes

- 94) Does your government hold referendums on matters of national importance?

No

Rating e-participation policies and strategies

- 112) Political commitment -- 3: Average / Moderate / Sufficient
 113) National eParticipation -- 1: Very poor / low / weak
 120) eParticipation policy formation -- 2: Poor / low / weak

7.1.3. E-participation initiatives

Completed e-participation initiatives

- 8) Please provide information on completed e-Participation initiatives with information on start date, end date, channels Used (e.g. website, social media, mobile app etc.), description of thematic focus (e.g. Health, Education, Environment) and relevant URL(s)

There were some initiatives for e-Participation for Health, human rights and education, using social media channel and some web sites. Almost all draft laws first are published in Kosovo assembly web site for e-participation.

- 9) Please identify what eParticipation activities (one or more) your government has already implemented? (Links to e-participation features and channels section)

- Social network campaigns (Facebook group, Twitter profile or web blog etc.)
- Online petitions
- Online surveys
- Online promotion/advocacy
- Web site with policy information
- Mobile app(s)
- Trainings/Education
- Workshop(s)
- Conducting a study or analysis
- Online chat room / discussion forum

On-going e-participation initiatives

- 7) Please provide information on ongoing e-Participation initiatives with information on start date, planned end date, channels Used (e.g. website, social media, mobile app etc.), description of thematic focus (e.g. Health, Education, Environment) and relevant URL(s)

e-Participation for Health
human rights and education using social media channel and some web sites.

Planned e-participation initiatives

- 10) Please identify what eParticipation activities (one or more) your government has planned to implement? (Links to e-participation features and channels section)

- Social network campaigns (Facebook group, Twitter profile or web blog etc.)
- Online petitions
- Online surveys
- Online promotion/advocacy
- Web site with policy information
- Mobile app(s)
- Trainings/Education
- Workshop(s)
- Conducting a study or analysis
- Online chat room / discussion forum

Rating e-participation implementation

121) eParticipation implementation -- 3: Average / Moderate / Sufficient

7.1.4. Opportunities for e-participation

Thematic areas of potential benefit

- 11) Please list thematic areas/issues/processes which, in your case, could benefit most by implementing eParticipation?

Economy development, Culture, transparency, sport, etc.

Government needs for e-participation

- 14) Please list your government's needs in the area of eParticipation? (Links to government capacity section)

- Social media / communication skills
- Consulting
- Project Management support
- Technical support
- Service support
- Twinning/Partnership
- Funding
- Promotion/Advocacy
- Training, education

- Thematic areas/issues/processes which, in your case, could benefit most by implementing eParticipation.

Economy development, Culture, transparency, sport, etc.

Drivers and opportunities

- Drivers/opportunities/issues that have enabled and/or assisted past e-participation and open government initiatives.
- Drivers/opportunities/issues that may enable and/or assist future e-participation and open government initiatives.

7.1.5. Challenges for e-participation

Past challenges

- 13) Please list eParticipation challenges/threats/issues that you think may prevent/threat/hinder future eParticipation initiatives?

- Challenges/threats/issues that prevented/threatened/hindered past e-participation and open government initiatives.

Bureaucracy, lack of budget, lack of political will, etc.

Future challenges (Stage 1 answers under “drivers and barriers”)

- Challenges/threats/issues that you think may prevent/threat/hinder future e-participation and open government initiatives.

Bureaucracy, lack of budget, lack of political will, etc.

7.1.6. Overall assessment of policy and strategy

Questionnaire:

- 15) If relevant, please add any comments or explanations on your answers in regard to the National Policy and Strategy section.

<p>E-strategy</p> <p><i>Main e-strategies</i></p> <p>Kosovo* government has an overall e-strategy, and an official responsible for the strategy at the national level.</p> <p>Government agencies are mandated by policy to have a website.</p>
<p><i>Open government policies</i></p> <p>Kosovo* is not yet a member of the OGP, but has applied to be so. A policy and action plan for 2014-2016 has been created, and there is an initiative to revise the Law on Access to Public Information, but a general lack of interest within government to implement the action plan means few results have been achieved. Kosovo Government has approved open data charter and already published open data portal. Now is working on action plan document for OGP.</p>
<p><i>Open government data policies</i></p> <p>The Kosovo* Government has approved open data charter and already published open data portal. Government is now working on action plan document for OGP.</p> <p>Kosovo* was not measured in the Open Budget Survey (http://survey.internationalbudget.org), but has strengthened oversight institutions through opening the budget and yearly audit report to the public.</p>
<p><i>PAR policies and initiatives</i></p> <p>Generally addressing all SIGMA priorities</p>
<p><i>PPP/PCP policies and initiatives</i></p> <p>There are examples on how different partnership models have been used in Kosovo*:</p> <ul style="list-style-type: none"> • Strategy for Public-Private-Partnerships (PPP) 2014-2016 (no direct support) • Strategy for Public-Civil-Partnerships (PCP) 2013-2017 (indirect support) • Drafting of the OGP Action Plan which was done with the NGO "FOL" and the MEI • CSO platform "Civikos" is planning to help government with OGD and will use the PCP strategy
<p>E-participation policies and strategies</p> <p><i>General e-participation strategies</i></p> <p>Yes</p>
<p><i>E-engagement strategies</i></p> <p>Yes</p>
<p><i>Engagement strategies</i></p> <p>Yes, government have policies requiring government agencies consult with citizens, and also have policies recommending particular topics for consultation.</p> <p>Government does not hold referendums on matters of national importance.</p>
<p><i>Rating e-participation policies and strategies</i></p> <p>Political commitment -- 3: Average / Moderate / Sufficient</p> <p>National eParticipation -- 1: Very poor / low / weak</p> <p>eParticipation policy formation -- 2: Poor / low / weak</p>

E-participation initiatives*Completed e-participation initiatives*

There were some initiatives for e-Participation for Health, human rights and education, using social media channel and some web sites. Almost all draft laws first are published in Kosovo assembly web site for e-participation.

Activities includes:

- Social network campaigns (Facebook group, Twitter profile or web blog etc.)
- Online petitions
- Online surveys
- Online promotion/advocacy
- Web site with policy information
- Mobile app(s)
- Trainings/Education
- Workshop(s)
- Conducting a study or analysis
- Online chat room / discussion forum

On-going e-participation initiatives

e-Participation for Health

Human rights and education using social media channel and some web sites.

Planned e-participation initiatives

- Social network campaigns (Facebook group, Twitter profile or web blog etc.)
- Online petitions
- Online surveys
- Online promotion/advocacy
- Web site with policy information
- Mobile app(s)
- Trainings/Education
- Workshop(s)
- Conducting a study or analysis
- Online chat room / discussion forum

Rating e-participation implementation

eParticipation implementation -- 3: Average / Moderate / Sufficient

Opportunities for e-participation*Thematic areas of potential benefit*

Economy development, Culture, transparency, sport, etc.

Government needs for e-participation

- Social media / communication skills
- Consulting
- Project Management support
- Technical support
- Service support
- Twinning/Partnership
- Funding
- Promotion/Advocacy

- Training, education

For implementation within: Economy development, Culture, transparency, sport, etc.

Drivers and opportunities

--

Challenges for e-participation

Past challenges

Bureaucracy, lack of budget, lack of political will, etc.

Future challenges

Bureaucracy, lack of budget, lack of political will, etc.

7.2. Baselines: institutional frameworks

7.2.1. Institutional framework for transparency

State/national authority for information (transparency)

35) Do you have a state/national authority (Information Commissioner or similar) mandated to coordinate the implementation of existing public information policies?

Yes

36) If you have a state/national authority (Information Commissioner or similar), is the above authority independent (e.g. reports directly to the head of state or the legislature)?

Yes

State/national authority for e-information activities (e-transparency)

37) If you have a state/national authority (Information Commissioner or similar), does the authority have a presence on social media?

Yes

38) If you have a state/national authority (Information Commissioner or similar), does the authority have a website?

Yes

39) If a state/national authority (Information Commissioner or similar) has website, does the website publish the requests and complaints received by this authority?

Yes

40) If a state/national authority (Information Commissioner or similar) has website, are citizens able to contact the authority via the website?

Yes

41) If a state/national authority (Information Commissioner or similar) has website, does the website provide services to people with sensory disabilities or elderly (e.g. large print, audio, Braille, screen readers, virtual assistance etc.)?

No

Kosovo* has an independent national authority mandated to coordinate the implementation of existing public information policies. It has a presence on social media, and a website. The website publishes the requests and complaints received by the authority, and citizens are able to contact the authority via the website. The website does not provide services to people with sensory disabilities and the elderly.

Rating national authority for public information (transparency)

118) National authority for public information -- 2: Poor / low / weak

49) If relevant, please add any comments or explanations on your answers in the above section. (Open question on institutional framework) for e-information).

--

7.2.2. Institutional framework for engagement

Institute for public consultations (engagement)

50) Does your government have an institution for public consultations (e.g. Economic or Social or Advisory Council or similar)?

Kosovo* government does not have an institution for public consultations.

There is a portal for public consultation. Based on the government decisions which is made in 2016, all public institutions of Kosovo* are obliged to publish the drafts of laws and other regulations for public consultations.

51) If your government has an institution for public consultations, does this institution consult with citizens before advising government?

-

52) If your government has an institution for public consultations, have the members of this institution met at least once this calendar year?

-

Institute for public e-consultations: activities (e-engagement)

53) If your government has an institution for public consultations, does the institution have a presence on social media?

Kosovo* government does not have an institution for public consultations.

54) If your government has an institution for public consultations, does this institution have a website?

-

55) If government's institution for public consultations has a website, has this website published a list of institution's recommendations to the government in the last 12 months?

-

56) If government's institution for public consultations has a website, does this website provide access to people with sensory disabilities or elderly (e.g. large print, audio, Braille, screen readers, virtual assistance etc.)?

-

57) If relevant, please add any comments or explanations on your answers in the above section. (Open question on institutional framework) for e-consultation)

-

Rating national authority for public consultations (engagement)

119) National authority for public consultations -- 0: Absent / Non-existent / Not applicable

7.2.3. Institutional framework for data privacy

State/national authority for data privacy

42) Do you have a state/national authority mandated to coordinate the implementation of data privacy policies (Privacy Commissioner or similar)?

Yes

43) If you have a state/national Privacy Commissioner (or similar authority), is the above authority independent (e.g. reports directly to the head of state or the legislature)?

Yes

State/national authority for data privacy: activities

44) If you have a state/national Privacy Commissioner (or similar authority), does the authority have a presence on social media?

Yes

45) If you have a state/national Privacy Commissioner (or similar authority), does the authority have a website?

Yes

46) If a state/national Privacy Commissioner (or similar authority) has a website, does the website publish the requests and complaints received by this authority?

Yes

47) If a state/national Privacy Commissioner (or similar authority) has a website, are citizens able to contact the authority via the website?

Yes

48) If a state/national Privacy Commissioner (or similar authority) has a website, does the website provide services to people with sensory disabilities or elderly (e.g. large print, audio, Braille, screen readers, virtual assistance etc.)?

No

Kosovo* has an independent national authority mandated to coordinate implementation of data privacy policies. Similarly this authority has social media presence, a website where it can be contacted, and where requests and complaints are published. The website does not provide services to people with sensory disabilities and the elderly.

7.2.4. Overall assessment of institutional frameworks

Institutional framework for transparency

Institute for public consultations (engagement)

Kosovo* has an independent national authority mandated to coordinate the implementation of existing public information policies.

<p><i>State/national authority for information (transparency)</i></p> <p>Kosovo* has an independent national authority mandated to coordinate the implementation of existing public information policies.</p>
<p><i>State/national authority for e-information activities (e-transparency)</i></p> <p>It has a presence on social media, and a website. The website publishes the requests and complaints received by the authority, and citizens are able to contact the authority via the website. The website does not provide services to people with sensory disabilities and the elderly.</p>
<p><i>Rating national authority for public information (transparency)</i></p> <p>National authority for public information -- 2: Poor / low / weak</p>
<p>Institutional framework for engagement</p> <p><i>Institute for public consultations (engagement)</i></p> <p>Kosovo* government does not have an institution for public consultations.</p> <p>There is a portal for public consultation. Based on the government decisions which is made in 2016, all public institutions of Kosovo* are obliged to publish the drafts of laws and other regulations for public consultations.</p>
<p><i>Institute for public e-consultations: activities (e-engagement)</i></p> <p>--</p>
<p><i>Rating national authority for public consultations (engagement)</i></p> <p>National authority for public consultations -- 0: Absent / Non-existent / Not applicable</p>
<p>Institutional framework for data privacy</p> <p><i>State/national authority for data privacy</i></p> <p>Kosovo* has an independent national authority mandated to coordinate implementation of data privacy policies</p>
<p><i>State/national authority for data privacy: activities</i></p> <p>This authority has social media presence, a website where it can be contacted, and where requests and complaints are published. The website does not provide services to people with sensory disabilities and the elderly.</p>

7.3. Baseline: legal and regulatory frameworks

7.3.1. Legislation on transparency

Legislation and policies on freedom of information (transparency)

20) Does your government have legislation on access to public information (Freedom of Information Act or similar)?

Yes

24) Does your government have policies on access to public information (in regard to Freedom of Information Act or similar)?

Yes

Constitutional rights for citizens accessing public information (transparency)

16) Does your constitution grant citizens the right to access public information?

Yes

Legislation and policies on freedom of e-information (e-transparency)

21) Does your government have legislation on reactive sharing of public information in an electronic format (sharing upon official request from the public)?

Yes

25) Does your government have policies on reactive sharing of public information in an electronic format (sharing upon official request from the public)?

Yes

Rating access to information legislation (transparency)

114) Access to information: legislation -- 3: Average / Moderate / Sufficient

7.3.2. Legislation on engagement

Legislation on consulting with citizens (engagement)

28) Does your government have legislation requiring that government agencies consult with citizens?

Yes

29) Does your government have legislation recommending particular topics for consultations (e.g. education, health, urban planning etc.)?

Yes

Constitutional rights for citizens to be consulted by government (engagement)

17) Does your constitution contain a provision requesting that government agencies consult with citizens on issues affecting their daily lives?

Yes

Legislation on e-consulting with citizens (e-engagement)

- 30) Does your government have legislation specifying government agencies consult with citizens via electronic means, such as websites, mobile platforms/devices, social media, e-mail, etc.?

Yes

Rating e-consultation legislation (e-engagement)

- 116) eConsultation: legislation -- 3: Average / Moderate / Sufficient

7.3.3. Legislation on collaboration

Constitutional rights for citizens to participate in public policy and decision-making (collaboration)

- 18) Does your constitution grant citizens the right to participate directly in public policy and decision-making?

Yes

Rating on e-decision-making legislation (e-collaboration)

- 117) eDecision-making: legislation -- 3: Average / Moderate / Sufficient

7.3.4. Open government data

Legislation and policies on open government data

- 22) Does your government have legislation on proactive sharing of public information in open data formats?

Yes

- 26) Does your government have policies on proactive sharing of public information in open data formats?

Yes

7.3.5. Data protection

Policies and legislation on personal data protection

- 19) Does your constitution protect citizens' personal data and information?

Yes

- 23) Does your government have legislation on personal data protection?

Yes

- 27) Does your government have policies on personal data protection?

Yes

- Protection of user data (2015 report, p. 54)

Law on Protection of Data and Agency for Protection of Personal Data

⇒ The agency's activities are so far only in terms of awareness raising. Safeguards for protection of user data are largely missing in Kosovo*

Update from stage 1:

- Any updates on personal data protection agency's activities? The agency is executive body, and this activities are not only in awareness but the agency has full executive competency based on law of personal data protection
- Have safeguards for protection of user data improved? yes

Rating legislation on protection of personal data

115) Protection of personal data: legislation -- 4: Good / High / Strong

7.3.6. Overall assessment of legal and regulatory frameworks

Questionnaire:

34) If relevant, please add any comments or explanations on your answers in regard to the Regulatory Framework section

Legislation on transparency
<i>Legislation and policies on freedom of information (transparency)</i>
Kosovo* government have legislation and policies on access to public information
<i>Constitutional rights for citizens accessing public information (transparency)</i>
Yes
<i>Legislation and policies on freedom of e-information (e-transparency)</i>
Kosovo* has both legislation and policies
<i>Rating access to information legislation (transparency)</i>
Access to information: legislation -- 3: Average / Moderate / Sufficient
Legislation on engagement
<i>Legislation on consulting with citizens (engagement)</i>
Have legislation, and recommending particular topics for consultation
<i>Constitutional rights for citizens to be consulted by government (engagement)</i>
Yes
<i>Legislation on e-consulting with citizens (e-engagement)</i>
Yes
<i>Rating e-consultation (e-engagement)</i>
eConsultation: legislation -- 3: Average / Moderate / Sufficient
Legislation on collaboration
<i>Constitutional rights for citizens to participate in public policy and decision-making</i>
Yes
<i>Rating on e-decision-making (e-collaboration)</i>
eDecision-making: legislation -- 3: Average / Moderate / Sufficient

Open government data*Legislation and policies on open government data*

Kosovo* has both legislation and policies on proactive sharing of public information in open data formats.

Data protection*Policies and legislation on personal data protection*

Constitution, legislation, and policies protect citizens' personal data and information

Rating legislation on protection of personal data

Protection of personal data: legislation -- 4: Good / High / Strong

7.4. Baseline: government capacity

7.4.1. Financial capacity

Financial capacity

84) Does your government have funds in its budget allocated to e-Participation?

Yes

Rating e-participation financial capacity

147) eParticipation capacity: financial resources -- 1: Very poor / low / weak

7.4.2. Technical capacity

Technical hardware and software capacity

85) Does your government have capacity in terms of technical (hardware and software) infrastructure?

Yes

Government bodies use of ICT channels

77) What is the percentage of governmental bodies with a web presence?

80) What is the percentage of governmental bodies with slow Internet access (dial-up or similar)?

81) What is the percentage of governmental bodies with fast fixed (wired) broadband Internet access?

82) What is the percentage of governmental bodies with fast wireless broadband Internet access?

83) What is the percentage of governmental bodies with an intranet?

All governmental bodies have a web presence, and with 100% coverage of fast fixed broadband internet access. 90% have wireless broadband internet access.

All government bodies have intranets.

Rating e-participation technical capacity

122) PA web presence -- 4: Good / High / Strong

123) PA email communication -- 4: Good / High / Strong

125) PA mobile utilization -- 4: Good / High / Strong

148) eParticipation capacity: technical resources -- 5: Very good / high / strong

7.4.3. Human capacity

Personnel use of ICT

78) What is the percentage of persons employed in governmental bodies routinely using computers?

96%

79) What is the percentage of persons employed in governmental bodies routinely using the Internet?

96%

96% of persons employed in governmental bodies routinely uses computers and the internet.

Rating e-participation human capacity

146) eParticipation capacity: human resources -- 1: Very poor / low / weak

7.4.4. Social media capacity

Processes for monitoring social media

87) Does your government have a process for monitoring social media?

No

88) Please briefly explain a process that government uses for monitoring social media?

90) Does individual government bodies have a process for monitoring social media?

91) Please list individual government bodies that have a process for monitoring social media?

How do governments monitor social media

89) What does your government uses to monitor/measure social media?

92) What does government bodies that have a process for monitoring social media use to monitor/measure social media?

- Internal Social Media Monitoring tools (free or commercial software)

Government as a whole does not have a process for monitoring social media, but individual government bodies do. Free and commercial social media monitoring tools are used by offices for public communication in individual government bodies.

Rating PA social media utilisation

124) PA social media utilization -- 4: Good / High / Strong

7.4.5. Open data capacity

Open government data responsible official

86) Does your government have an official responsible for the implementation of Open Government Data?

Yes

7.4.6. Overall assessment of government capacity

Questionnaire:

93) If relevant, please add any comments or explanations on your answers in the above section. (Open question on government capacity).

Financial capacity <i>Financial capacity</i> Yes there is budget allocated to e-participation
<i>Rating e-participation financial capacity</i> eParticipation capacity: financial resources -- 1: Very poor / low / weak
Technical capacity <i>Technical hardware and software capacity</i> Yes
<i>Government bodies use of ICT channels</i> All governmental bodies have a web presence, and with 100% coverage of fast fixed broadband internet access. 90% have wireless broadband internet access.
<i>Rating e-participation technical capacity</i> PA web presence -- 4: Good / High / Strong PA email communication -- 4: Good / High / Strong PA mobile utilization -- 4: Good / High / Strong eParticipation capacity: technical resources -- 5: Very good / high / strong
Human capacity <i>Personnel use of ICT</i> 96% of persons employed in governmental bodies routinely uses computers and the internet.
<i>Rating e-participation human capacity</i> eParticipation capacity: human resources -- 1: Very poor / low / weak
Social media capacity <i>Processes for monitoring social media</i> Government as a whole does not have a process for monitoring social media
<i>How do governments monitor social media</i> Yes, individual government bodies monitors/measure social media. Free and commercial social media monitoring tools are used by offices for public communication in individual government bodies.
<i>Rating PA social media utilisation</i> PA social media utilization -- 4: Good / High / Strong
Open data capacity <i>Open government data responsible official</i> Yes

7.5. Baseline: government capacity

7.5.1. E-participation portal

E-participation national portal and information features

58) Does your government have a national portal (either only for eParticipation or the one that includes eParticipation) for eParticipation (from now on "national portal")?

Yes

59) If there is legislation on access to public information in your country, does the national portal inform citizens of that right?

Yes

60) Does the national portal provide information on upcoming e-Participation opportunities such as a public meetings calendar or similar?

Yes

67) Is the national portal available in more than one language?

Yes

68) Does the portal make its number of visits/hits public?

Yes

- OG portal/information websites (2015 p. 49)
 - OGD Portal is published

Kosovo* government have a national portal the includes e-participation (OGD Portal) and that informs citizens on the legislation on access to public information. The portal provides information on upcoming e-participation opportunities such as a public meetings calendar or similar. It is available in more than one language, makes its number of visits/hits public

E-participation national portal and interactive features

61) Is there a search feature available on the national portal?

Yes

66) Can citizens contact government officials using the national portal ("Contact Us" or similar feature)?

Yes

69) Can users 'like' or rate content on the national portal?

Yes

62) Is the national portal accessible to citizens with sensory disabilities and elderly (e.g. large print, audio, Braille, virtual assistance etc.)?

No

70) Does the national portal link to social media platforms?

Yes

The portal has a search feature. Citizens can contact government officials using the portal, and allows users to 'like' or rate content.

The portal is not accessible to citizens with sensory disabilities and the elderly.

The portal links to social media platforms.

7.5.2. Transparency features

Rating Information sharing with citizens (transparency)

134) Information sharing with citizens: Finance/budget -- 3: Average / Moderate / Sufficient

135) Information sharing with citizens: Social development/welfare -- 3: Average / Moderate / Sufficient

136) Information sharing with citizens: Urban development/planning -- 4: Good / High / Strong

137) Information sharing with citizens: Environmental protection -- 3: Average / Moderate / Sufficient

138) Information sharing with citizens: Public services -- 3: Average / Moderate / Sufficient

139) Information sharing with citizens: Transport -- 3: Average / Moderate / Sufficient

Transparency and participation

- Transparency and participation (2015 Annex I)

There are no initiatives for e-Democracy (i.e. e-Petition, e-Participation) as people just began to talk about these initiatives and all of the awareness raising comes from the CSO-s (Civil Society Organizations).

When it comes to using social media only some mayors, some ministers and a limited number of government bodies have their social media sites available. Nevertheless, they are increasing.

There are very limited provisions to receive requests, comments and feedback in the state e-Portal and this is not properly administered and monitored. Citizens' participation in these feedback loops is very low. There is a significant lack of trust in public institutions.

The number of public eServices for the citizens remains fairly limited in Kosovo* and as a result, collaboration with users remains inexistent.

Transparency and participation is key for effective public services and for strengthening the democratic governance. Kosovo* should work more on e-Democracy and the civil society help may be of enormous value to the public institutions. Public institutions must reach out to the civil society sector in order to increase transparency and participation.

- Transparency & trust (2015 p. 47)

- Law on access to public documents

7.5.3. Engagement features

Web 2.0 & social media

- Web 2.0 & social media (2015 p. 46)

--

E-engagement features

72) Has the portal ever hosted an e-consultation with citizens?

Yes

73) Does portal produce a consultation outcomes report that includes an analysis of citizens' proposals?

Yes

74) Does the feedback received from the e-consultation process result in action taken by your government?

Yes

There is a portal for public consultation. Based on the government decisions which is made in 2016, all public institutions of Kosovo are obliged to publish the drafts of laws and other regulations for public consultations.

The national portal has hosted e-consultation with citizens and produced a consultation outcomes report that includes an analysis of citizens' proposals. The feedback received from this process did result in action taken by Kosovo* government

- Feedback & participation (2015 p. 47)

Some examples, but rare due to lack of trust

Rating consultation with citizens (engagement)

140) Consultation with citizens: finance/budget -- 4: Good / High / Strong

141) Consultation with citizens: development/welfare -- 3: Average / Moderate / Sufficient

142) Consultation with citizens: urban development/planning -- 4: Good / High / Strong

143) Consultation with citizens: environmental protection -- 3: Average / Moderate / Sufficient

144) Consultation with citizens: public services -- 3: Average / Moderate / Sufficient

145) Consultation with citizens: transport -- 3: Average / Moderate / Sufficient

7.5.4. Collaboration features

E-polling and e-voting features

71) Does the national portal provide tools for obtaining public opinion such as online polls, petition tools, or online forums?

Yes

75) Has your government ever made e-voting or e-referendum technologies available, as a means of engaging citizens in the decision-making process?

No

Collaboration

- Collaboration with users (2015 p. 47)

--

- User empowerment and centricity (2015 Annex I)

All the Municipalities, Governmental Agencies, and Ministries in Kosovo* have their own web sites. Municipalities provide services to their citizens from their own web sites. Some municipalities have more advanced websites than others.

Almost all those web sites that have been built by the governmental agencies (Ministries, Municipalities, etc.) are for sharing the information and for other different services to the citizens.

However, there is no focus on the user. Users cannot create their own personal pages or incorporate their own content or applications / widgets. In some web sites, the users can create their own personal pages.

User empowerment is largely missing in Kosovo*. Public institutions should all become user centric and civil society should step up the pressure to the public sector in order such that public institutions become user oriented and provide user centric services.

Rating e-collaboration

126) PA online polls, forums, petitions -- 3: Average / Moderate / Sufficient

127) National eVoting eReferendums -- 0: Absent / Non-existent / Not applicable

7.5.5. Open government data features

Open government data sets

63) Does the national portal have a specific section for sharing raw data (or datasets), or a link to a national open government data portal?

Yes

64) If national portal has a specific section for sharing raw data (or datasets), or a link to a national open government data portal, is there information on how to make use of datasets?

No

65) Does the portal display number of downloads per open government dataset?

--

Other sources

- Data sharing (Q) open data (2015, p. 47 and p. 50)

OGD Action plan

When data is published, it is not only PDF. There are other format us well, like xlsx format, etc

- Open data (2015 p. 47)
- Open government data (2015 Annex I)

Despite the fact that Kosovo* has adopted the first OGP Action Plan 2014-2016, government institutions continue to either not make their data open and available for the public, or in case they publish any data they do it in a classic PDF format.

Currently nothing is implemented, but the OGP Action Plan specifies that OGD should be organized through a central government portal. As is stated in the Action Plan, all OGD modules should be integrated in the central portal where users could find them.

No current standards or principles on standardization of OGD have been employed. The OGP Action Plan relies on the state budget for financing the OGD. However, the actions foreseen therein have very small planned budgets that in many cases are unrealistic. Even for these amounts, budget has never been allocated by the government institutions. The priority for OGD is very low within the Kosovo* government and currently they are still in the awareness raising mode.

When it comes to the transparency and trust there is now a law for access to public documents, but this law is now being revised with an initiative from OPM to make the revised law comply with the OGP policy.

When it comes to measures for the protection of data and the measures to protect citizens' privacy there is a watchdog in Kosovo* called Agency for Protection of Personal Data, but since its establishment a few years ago, it's activities has focused on awareness raising about privacy. There are no any measures or safeguards that they have developed or that they are employing related to open data. Since Kosovo* does not currently have any dataset published, this watchdog is not pressed to work regarding privacy in OGD. So far the only actions they have taken is raise awareness among the public and putting the camera signs in the institutions or private businesses that employ surveillance cameras.

- Open budget (2015)

Kosovo* was not part of the Open Budget Survey 2015

- Do you have any information like what is in the Open Budget Survey (<http://survey.internationalbudget.org/>) on:
 - Public Participation in the Budget process
 - Strength of formal oversight institutions the budget and project are open
 - Budget oversight by legislature- The budget for legislature is open
 - Budget oversight by auditor- The budget and yearly report for auditor is open.

7.5.6. Targeting specific groups

Rating targeting specific groups

152) Reaching out electronically to CSOs / NGOs -- 4: Good / High / Strong

153) Reaching out electronically to youth -- 3: Average / Moderate / Sufficient

- 154) Reaching out electronically to women -- 3: Average / Moderate / Sufficient
 155) Reaching out electronically to vulnerable disadvantaged groups -- 1: Very poor / low / weak

7.5.7. Overall assessment of e-participation features and channels

Questionnaire:

- 76) If relevant, please add any comments or explanations on your answers in the above section. (Open question on e-participation features and channels).

E-participation portal

E-participation national portal and information features

Kosovo* government have a national portal the includes e-participation (OGD Portal) and that informs citizens on the legislation on access to public information. The portal provides information on upcoming e-participation opportunities such as a public meetings calendar or similar. It is available in more than one language, makes its number of visits/hits public

E-participation national portal and interactive features

The portal has a search feature. Citizens can contact government officials using the portal, and allows users to 'like' or rate content.

The portal is not accessible to citizens with sensory disabilities and the elderly.

The portal links to social media platforms.

Transparency features

Rating Information sharing with citizens (transparency)

Finance/budget -- 3: Average / Moderate / Sufficient

Social development/welfare -- 3: Average / Moderate / Sufficient

Urban development/planning -- 4: Good / High / Strong

Environmental protection -- 3: Average / Moderate / Sufficient

Public services -- 3: Average / Moderate / Sufficient

Transport -- 3: Average / Moderate / Sufficient

Transparency and participation

There are no initiatives for e-Democracy .

Regarding using social media only some mayors, some ministers and a limited number of government bodies have their social media sites available

Citizens' participation in these feedback loops is very low. There is a significant lack of trust in public institutions.

There is a Law on access to public documents, which might enhance transparency and trust.

Engagement features

Web 2.0 & social media

--

E-engagement features

There is a portal for public consultation. Based on the government decisions which is made in 2016, all public institutions of Kosovo are obliged to publish the drafts of laws and other regulations for public consultations.

The national portal has hosted e-consultation with citizens and produced a consultation outcomes report that includes an analysis of citizens' proposals. The feedback received from this process did result in action taken by Kosovo* government

Some examples, but rare due to lack of trust

Rating consultation with citizens (engagement)

finance/budget -- 4: Good / High / Strong

development/welfare -- 3: Average / Moderate / Sufficient

urban development/planning -- 4: Good / High / Strong

environmental protection -- 3: Average / Moderate / Sufficient

public services -- 3: Average / Moderate / Sufficient

transport -- 3: Average / Moderate / Sufficient

Collaboration features

E-polling and e-voting features (e-collaboration)

National portal provides tools such as online polls, forums etc.

Government has never made e-voting or e-referendum technologies available

Collaboration

User empowerment is largely missing in Kosovo*.

All the Municipalities, Governmental Agencies, and Ministries in Kosovo* have their own web sites. Municipalities provide services to their citizens from their own web sites. Almost all those web sites that have been built by the governmental agencies (Ministries, Municipalities, etc.) are for sharing the information and for other different services to the citizens.

However, there is no focus on the user.

Rating e-collaboration

PA online polls, forums, petitions -- 3: Average / Moderate / Sufficient

National eVoting eReferendums -- 0: Absent / Non-existent / Not applicable

Open government data features

Open government data sets

National portal have a specific section for sharing raw data or datasets

There is no information on how to make use of datasets.

Number of downloads per open dataset is not displayed

Open government data

When data is published, it is not only PDF. There are other formats as well, like xlsx format, etc

Despite the fact that Kosovo* has adopted the first OGP Action Plan 2014-2016, government institutions continue to either not make their data open and available for the public.

OGP Action Plan specifies that OGD should be organized through a central government portal.

As is stated in the Action Plan, all OGD modules should be integrated in the central portal where users could find them.

No current standards or principles on standardization of OGD have been employed. The OGP Action Plan relies on the state budget for financing the OGD. However, the actions foreseen therein have very small planned budgets that in many cases are unrealistic. Even for these amounts, budget has never been allocated by the government institutions. The

priority for OGD is very low within the Kosovo* government and currently they are still in the awareness raising mode.

There is a watchdog in Kosovo* called Agency for Protection of Personal Data, but since its establishment a few years ago, it's activities has focused on awareness raising about privacy. There are no any measures or safeguards that they have developed or that they are employing related to open data. Since Kosovo* does not currently have any dataset published, this watchdog is not pressed to work regarding privacy in OGD.

Kosovo* was not part of the Open Budget Survey 2015, however the budget and yearly report from auditor is open.

Targeting specific groups

Rating targeting specific groups

Reaching out electronically to CSOs / NGOs -- 4: Good / High / Strong

Reaching out electronically to youth -- 3: Average / Moderate / Sufficient

Reaching out electronically to women -- 3: Average / Moderate / Sufficient

Reaching out electronically to vulnerable disadvantaged groups -- 1: Very poor / low / weak

7.6. Public capacity

7.6.1. Technical capacity

ICT access

98) Are there any kind of restrictions (even temporary) on access to the internet?

No

99) What is the percentage of households with a computer?

77%

100) What is the percentage of households with internet access at home?

85%

101) What is the percentage of individuals using fixed (wired) broadband internet?

51%

102) What is the percentage of individuals using personal mobile/cellular internet?

74%

103) What is the percentage of individuals using mobile-broadband internet?

77%

106) What is the percentage of Internet penetration rate in urban areas?

87%

107) What is the percentage of Internet penetration rate in rural areas?

77%

There are no kind of restrictions on access to the internet.

77 % of Kosovo* households have a computer, and 85% of households have access to the internet. 51% of individuals are using fixed broadband internet, 74% mobile/cellular internet, and 77% mobile broadband internet.

Internet penetration in urban areas is 87% and 77% in rural areas.

Subsidies for vulnerable groups

97) Does your government subsidize provision of ICT services such as Internet, mobile phone etc. to vulnerable groups?

Government subsidizes provision of ICT services such as internet, mobile phone etc. to vulnerable groups.

7.6.2. Human capacity

User training

96) Are there any educational/training programs on e-Participation for citizens?

Yes

Political activity and features

108) What is the percentage of women in parliament? 30%

109) What is the percentage of voter turnout in last national elections? 51%

110) What is the percentage of citizens that are members of a political party? ?

30% of parliament members are women. Voter turnout in last national elections was 51%. There is no data on political party membership.

7.6.3. Take-up

Internet usage survey

6) Do you have an official internet usage survey (by National Statistics Office or equivalent) conducted at the national level in the last 12 months?

Yes

National portal usage

105) What is the percentage of national portal visitors (in regard to the population) in the last year?

?

Social media usage

104) What is the percentage of individuals using social media?

80%

7.6.4. Citizen trust

Rating citizen trust in ICT channels

- 128) Citizen trust in PA web presence -- 3: Average / Moderate / Sufficient
- 129) Citizen trust PA email communication -- 3: Average / Moderate / Sufficient
- 130) Citizen trust in PA social media utilization -- 2: Poor / low / weak
- 131) Citizen trust in PA mobile utilization -- 3: Average / Moderate / Sufficient

Rating citizen trust in e-collaboration

- 132) Citizen trust in PA online polls, forums, petititons -- 3: Average / Moderate / Sufficient
- 133) Citizen trust in national eVoting eReferendums -- 0: Absent / Non-existent / Not applicable

7.6.5. Citizen demand

Rating citizens' demand for transparency

- 149) Citizens' demand for access to public information -- 4: Good / High / Strong

Rating citizens' demand for engagement

- 150) Citizens' demand for consultation: development matters and policies -- 3: Average / Moderate / Sufficient

Rating citizens' demand for collaboration

- 151) Citizens' demand to participate in policy making & implementation -- 3: Average / Moderate / Sufficient

7.6.6. Capacity of specific groups

CSOs supporting e-participation

- 95) Are there civil society organizations supporting e-Participation?
Yes

Rating ability of specific groups for e-participation

- 156) Ability of CSOs / NGOs to be involved in eParticipation -- 1: Very poor / low / weak
- 157) Ability of youth to be involved in eParticipation -- 1: Very poor / low / weak
- 158) Ability of women to be involved in eParticipation -- 1: Very poor / low / weak
- 159) Ability of vulnerable disadvantaged groups to be involved in eParticipation -- 1: Very poor / low / weak

7.6.7. Overall assessment of public capacity

Questionnaire:

- 111) If relevant, please add any comments or explanations on your answers in the above section. (Open question on public capacity).

What is the percentage of national portal visitors (in regard to the population) in the last year?the answer is notional

Technical capacity <i>ICT Access</i> There are no kind of restrictions on access to the internet. 77 % of Kosovo* households have a computer, and 85% of households have access to the internet. 51% of individuals are using fixed broadband internet, 74% mobile/cellular internet, and 77% mobile broadband internet. Internet penetration in urban areas is 87% and 77% in rural areas.
<i>Subsidies for vulnerable groups</i> Government subsidizes provision of ICT services such as internet, mobile phone etc. to vulnerable groups.
Human capacity <i>User training</i> Yes
<i>Political activity and features</i> 30% of parliament members are women. Voter turnout in last national elections was 51%. There is no data on political party membership.
Take-up <i>Internet usage survey</i> Yes
<i>National portal usage</i> ?
<i>Social media usage</i> 80%
Citizen trust <i>Rating citizen trust in ICT channels</i> Citizen trust in PA web presence -- 3: Average / Moderate / Sufficient Citizen trust PA email communication -- 3: Average / Moderate / Sufficient Citizen trust in PA social media utilization -- 2: Poor / low / weak Citizen trust in PA mobile utilization -- 3: Average / Moderate / Sufficient
<i>Rating citizen trust in e-collaboration</i> Citizen trust in PA online polls, forums, petitions -- 3: Average / Moderate / Sufficient Citizen trust in national eVoting eReferendums -- 0: Absent / Non-existent / Not applicable
Citizen demand <i>Rating citizen demand for transparency</i> Citizens' demand for access to public information -- 4: Good / High / Strong
<i>Rating citizen demand for engagement</i> Citizens' demand for consultation: development matters and policies -- 3: Average / Moderate / Sufficient
<i>Rating citizen demand for collaboration</i> Citizens' demand to participate in policy making & implementation -- 3: Average / Moderate / Sufficient

Capacity of specific groups*CSOs supporting e-participation*

Yes

Rating ability of specific groups for e-participation

Ability of CSOs / NGOs to be involved in eParticipation -- 1: Very poor / low / weak

Ability of youth to be involved in eParticipation -- 1: Very poor / low / weak

Ability of women to be involved in eParticipation -- 1: Very poor / low / weak

Ability of vulnerable disadvantaged groups to be involved in eParticipation -- 1: Very poor / low / weak

8. Annex 2: Western Balkans e-participation and open government impact measurements

8.1. Rating results from questionnaire

Q		Albania	Bosnia & Herzegovina	Kosovo*	Macedonia	Montenegro	Serbia
112	Political commitment	5	3	3	3	3	3
113	National eParticipation	4	1	1	4	5	2
114	Access to information: legislation	5	4	3	4		4
115	Protection of personal data: legislation	4	4	4	5	4	4
116	eConsultation: legislation	5	2	3	4	4	2
117	eDecision-making: legislation	5	0	3	4		2
118	National authority for public information	4	1	2	5	2	4
119	National authority for public consultations	4	1	0	3	4	4
120	eParticipation policy formation	4	1	2	5	2	2
121	eParticipation implementation	3	0	3	4	3	2
122	PA web presence	5	3	4	3	3	3
123	PA email communication	5	3	4	4	4	3
124	PA social media utilization	5	2	4	2	3	3
125	PA mobile utilization	5	1	4	4	2	2
126	PA online polls, forums, petitions	3	1	1	3	3	2
127	National eVoting eReferendums	1	0	0	0	0	1
128	Citizen trust in PA web presence	2	2	3	4	3	2
129	Citizen trust PA email communication	3	3	3	4	4	3
130	Citizen trust in PA social media utilization	3	2	2	0	4	3
131	Citizen trust in PA mobile utilization	3	1	3	0	2	3
132	Citizen trust in PA online polls, forums, petitions	3	0	3	0	0	
133	Citizen trust in national eVoting eReferendums	3	0	0	0	0	2
134	Information sharing with citizens: finance/budget	4	3	3	0	3	2
135	Information sharing with citizens: social development/welfare	4	3	3	0	3	2
136	Information sharing with citizens: urban development/planning	4	2	4	0	4	3
137	Information sharing with citizens: environmental protection	4	2	3	0	3	3
138	Information sharing with citizens: public services	4	4	3	3	4	3
139	information sharing with citizens: transport	4	2	3	4	3	3
140	Consultation with citizens in the area of finance/budget	4	3	4	0	3	3

Q		Albania	Bosnia & Herzegovina	Kosovo*	Macedonia	Montenegro	Serbia
141	Consultation with citizens in the area of social development/welfare	4	3	3	0	3	3
142	Consultation with citizens in the area of urban development/planning	4	2	4	2	3	3
143	Consultation with citizens in the area of environmental protection	4	3	3	0	3	3
144	Consultation with citizens in the area of public services	4	3	3	3	4	3
145	Consultation with citizens in the area of transport	4	2	3	0	3	3
146	Capacity for e-Participation in terms of human resources (staff, knowledge, skills)	3	2	1	3	2	2
147	Capacity for e-Participation in terms of financial resources	3	2	1	2	0	2
148	Capacity for e-Participation in terms of technical resources	3	4	5	4	4	2
149	Citizens' demand for access to public information	2	3	4	2	3	3
150	Citizens' demand for consultation on development matters and policies	2	3	3	2	3	3
151	Citizens' demand for the opportunity to participate in policy making and implementation	2	3	3	2	2	3
152	Reaching out electronically to the civil society organizations (CSOs including NGOs)	4	3	4	4	3	3
153	Reaching out electronically to the youth	4	3	3	2	3	3
154	Reaching out electronically to women	4	3	3	1	3	3
155	Reaching out electronically to the vulnerable/socio-economically disadvantaged groups (low-income groups, indigenous groups, illiterate persons, persons with disabilities, the elderly, etc.)	4	1	1	2	3	3
156	Ability of the civil society organizations (CSOs including NGOs) social groups to be involved in e-Participation activities	4	4	1	3	1	4
157	Ability of the youth social groups to be involved in e-Participation activities	4	4	1	5	1	4
158	Ability of the women social groups to be involved in e-Participation activities	4	4	1	4	1	4
159	Ability of the vulnerable/socio-economically disadvantaged groups (low-income groups, indigenous groups, illiterate persons, persons with disabilities, the elderly, etc.) social groups to be involved in e-Participation activities	3	1	1	0	2	4

8.2. UN data e-participation and e-government data on the Western Balkans

8.2.1. UN eParticipation Index and three stages

(2015), p.26 Table 3: E-participation by stages: selected countries 2014 (Source United Nations (2014) "E-Government Survey 2014)

E-Participation utilisation by stages 2014					
Country	Stage 1: E-information (%)	Stage 2: E-consultation (%)	Stage 3: E-decision making (%)		Total (%)
Montenegro	74	41	22		53
Albania	85	23	0		48
Serbia	63	23	0		38
BiH	37	14	0		22
Macedonia	33	14	0		21.
Global mean	56	25	7		36
Global top ten	94	83	69		86

E-participation by stages: selected countries 2016 (Source United Nations (2016) "E-Government Survey 2016)

E-Participation utilisation by stages 2016				
Country	Stage 1: E-information (%)	Stage 2: E-consultation (%)	Stage 3: E-decision making (%)	Total (%)
Serbia	91	79	57	83
Montenegro	85	84	71	83
Albania	74	68	14	65
Macedonia	74	63	0	62
Bosnia and Herzegovina	71	37	0	52
Global mean	56	43	13	47
Global top ten	98	96	80	95

8.2.2. UN eGovernment Development Index

(2015), p.24, Table 1: E-Government Development Index: selected countries, 2008. 2010, 2012 and 2014 (Source United Nations (2014) "E-Government Survey 2014)

E-Government Development Index				
Country	2008	2010	2012	2014
Montenegro	0.4282	0.5101	0.6218	0.63455
Serbia	0.4828	0.4585	0.6312	0.54715

E-Government Development Index				
Country	2008	2010	2012	2014
Albania	0.467	0.4519	0.5161	0.50455
Macedonia	0.4866	0.5261	0.5587	0.47198
Bosnia and Herzegovina	0.4509	0.4698	0.5328	0.47069
Global mean	0.42679	0.41886	0.49078	0.47362
Global top ten	0.79202	0.77818	0.86459	0.88887

E-Government Development Index: selected countries, 2008, 2010, 2012, 2014, and 2016
(Source United Nations (2016) "E-Government Survey 2016")

E-Government Development Index					
Country	2008	2010	2012	2014	2016
Serbia	0.4828	0.4585	0.6312	0.54715	0.71308
Montenegro	0.4282	0.5101	0.6218	0.63455	0.67326
Macedonia	0.4866	0.5261	0.5587	0.47198	0.58855
Albania	0.467	0.4519	0.5161	0.50455	0.53305
Bosnia and Herzegovina	0.4509	0.4698	0.5328	0.47069	0.51183
Global mean	0.42679	0.41886	0.49078	0.47362	0.49220
Global top ten	0.79202	0.77818	0.86459	0.88887	0.87877

(2015), p.25. Table 2: E-Government Online Service Index divided by stages: selected countries 2014
(Source United Nations (2014) "E-Government Survey 2014")

Online Services Index by stages 2014					
Country	Stage 1: Emerging inf. services (%)	Stage 2: Enhanced inf. services (%)	Stage 3: Transactional services (%)	Stage 4: Connected services (%)	Total (%)
Montenegro	84	68	12	35	48
Albania	88	27	21	44	42
Serbia	72	52	12	18	37
BiH	56	41	7	12	28
Macedonia	50	34	5	15	25
Global mean	65	40	25	27	37
Global top ten	99	78	80	79	84

8.3. ReSPA 2015 study from e-government to open government

The tables on the following two pages summarise the progress of ReSPA Beneficiaries progress from e-government to open government by mid 2015.

Table 3: Country progress from e-government to open government (cell scores from 0 to 4)

	Transparency (OGP) & open data (EC)		Engagement (participation) (OGP) & open decisions (EC)		Collaboration (OGP)& open services	
	Open data	Transparency & trust	Web 2.0 / social media	Feedback & participation	Service personalisation	PPPs/PCPs
Albania	<ul style="list-style-type: none"> Budget expenditure of treasury, by Ministry of Finance Statistical data 4	<ul style="list-style-type: none"> Anti-corruption Joined OGP+ 2nd Action Plan Law on the right of information 3	All ministry websites have social media 4	New law on public consultation with provisions for feedback from stakeholders 3	No 0	<ul style="list-style-type: none"> Action plans for OGP was adopted based on a PCP partnership model Digital Police Station Application ProTIK – ICT Resource Center 2
Bosnia & Herzegovina	<ul style="list-style-type: none"> Budget expenditure of treasury, by Ministry of Finance 3	<ul style="list-style-type: none"> Joined OGP Anti-corruption E-transparency 3	Some use examples 1	Some examples, but not systematically 1	No 0	<ul style="list-style-type: none"> Vibrant NGO sector working with gov promoting e-services 6 NGOs + govt. institutions formed partnership on OGD Alliance for promoting transparent budgeting of govt. institutions Development of Sarajevo Canton ICT Strategy 4
Kosovo	<ul style="list-style-type: none"> When data is published, it is only PDF 1	<ul style="list-style-type: none"> Law on access to public documents 1	0	Some examples, but rare due to lack of trust 0	No 0	<ul style="list-style-type: none"> Drafting of the OGP Action Plan which was done with the NGO “FOL” and the MEI CSO platform “Civikos” is planning to help government with OGD and will use the PCP strategy 2
Macedonia	<ul style="list-style-type: none"> 27 institutions, offering 154 open data sets (109 active and other in planning process) and their mash-up on OGD portal 4	<ul style="list-style-type: none"> Joined OGP+Action plan Various laws Anti-corruption 3	Many institutions uses social media 2	<ul style="list-style-type: none"> Citizen diary E-democracy user satisfaction (‘traffic lights’) 4	No 0	<ul style="list-style-type: none"> Mol – citizens schedule timing for submitting application and taking photo for ID cards, passports and driving licence E-service (personality testing) when applying to administrative service 1
Montenegro	<ul style="list-style-type: none"> Public procurement documents by the Public Procurement Administration of Montenegro All documents and materials debated and adopted at the Governments' session 2	<ul style="list-style-type: none"> Joined OGP 2nd Action Plan drafting Be Responsible campaign Follow procurement Open budget 3	<ul style="list-style-type: none"> Discussion fora Others Much use of social media RSS & FAQs 4	<ul style="list-style-type: none"> E-participation (underused) E-petition (underused, threshold very high) 4	Some examples 2	<ul style="list-style-type: none"> PPPs are increasingly being used as a mechanism for covering the budget deficit OGP Team drawn from business, NGOs & municipalities Free wireless internet access project for citizens (joint venture PPP) and PCP ad hoc examples 11 community projects financed with fines 4
Serbia	<ul style="list-style-type: none"> 25+ datasets on OpenData.rs ‘Register of medicines and medical devices’ by Medical Devices Agency of Serbia Data by Statistical Office Open Data Readiness Assessment conducted 3	<ul style="list-style-type: none"> Joined OGP Freedom of access to info by default Anti-corruption Public procurement law 3	<ul style="list-style-type: none"> Many uses Facebook, Twitter Some have YouTube channels 3	<ul style="list-style-type: none"> E-participation E-forum Contact form on govt. websites mandatory e-government portal has public hearings and discussion 4	No 0	<ul style="list-style-type: none"> No examples 0

Table 4 summarises the ReSPA Beneficiary progress scores from e-government to open government derived from Table 3.

Table 4: Summary country progress scores from e-government to open government

	(1) e-government online services scores (UN, 2016) ¹²	Open government scores (2015) ¹³			
		(2) Total % score of max 24	(3) Transparency	(4) Engagement (participation)	(5) Collaboration
Albania	53%	67%	7	7	2
BiH	51%	50%	6	2	4
Kosovo*	--	17%	2	0	2
Macedonia	59%	58%	7	6	1
Montenegro	67%	79%	5	8	6
Serbia	71%	54%	6	7	0
Mean score	60%	53%	5	5	2

¹² Derived from United Nations (2016) "E-Government survey 2016– E-Government in support of sustainable development", United Nations Department of Social and Economic Affairs New York:

<https://publicadministration.un.org/egovkb/en-us/reports/un-e-government-survey-2016>.

¹³ Derived from Table 3Error! Reference source not found.

9. Annex 3: E-participation survey for ReSPA beneficiaries

Results received November 2016.

To be added