

All publications and news from this program can be downloaded from www.cup.org.mk as well as from the official CUP Facebook profile.



The Development Association - Center for Change Management (CUP) is a non-profit, civic organization that promotes understanding and non-violent change in the society. The organization focuses on soft measures and policies that help different entities accept changes in the society as normal situations and turn them into positive results.

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Work programme

Improved service delivery for the citizens by active engagement of the Assembly

Duration: January 2020 – December 2020

The program is funded by the European Union

- Do the citizens pay too much, and receive the service at the counter after a long wait and with errors?
- How often do citizens use electronic services?
- Does it happen that an electronic document issued by one institution is not accepted as valid in another?
- How satisfied are the parents with the delivery of the teaching process during Covid-19 crisis?
- Do the municipalities regularly respond to requests of citizens, even though the employees work from home because of Covid-19?
- Are the institutions adapting to electronic communication with the citizens, under the pressure of the Covid-19 crisis?

The core work of most government institutions is delivery of services to citizens. Paying taxes, renewing driver licenses, enrolling in schools and applying for financial assistance are some of the interactions that citizens have with the Government. Improving the accessibility to public services for all groups of citizens,

including vulnerable groups (marginalized groups, ethnic minorities, people with disabilities), equal access and high quality of those services are key to building trust in institutions and implementing the necessary structural reforms in accordance with EU standards.

We investigate how services – such as procedure for starting a business, family, employment, studying, obtaining personal documents – are delivered, as priority services for the citizens. We also investigate whether the citizens are treated equally by the institutions when it comes to public services, whether there is a difference in the services when used in rural or urban municipalities and what is the practice of service delivery versus the information posted on the counters and on the websites of the institutions.

Citizens are not completely satisfied with the services they receive from the institutions, which increases their lack of trust and the picture about corruption in receiving public services. Most of the regulations that pertain to the services are outdated and do not correspond to a 21st century society nor to the needs of the citizens, and the actual practice of the institutions is also different from the regulations.

The Center for Change Management (CUP) continuously works to improve public services for citizens and the private sector, primarily through their modernization and digitalization.

With this work program, CUP contributes towards building of accountable, transparent, participatory, inclusive and efficient public administration with delivery of high quality services to the citizens. There are capacity building activities for several civil society organizations and researchers for promotion of the interests of citizens and their basic rights, which contributes to one of the pillars of modern democracies – creating participatory process in identifying measures and policies that will ensure access for all citizens to better, safer and more efficient services.

The program aims to improve the delivery quality and modernize the public services for all citizens in the country.

We work to improve the capacity of several smaller CSOs by supporting and leading several research activities at the local level in terms of services in a number of areas.

In addition to the civil sector, we also encourage the Macedonian Parliament to open an argumentative debate at the highest level for improvement of the public services related to the most common life events. We support the Parliament to use its oversight role in ensuring greater efficiency of the institutions in terms of public services.

In the midst of the Covid-19 pandemics, we identified that, in addition to health services, the citizens are mainly concerned by educational services, so we work in a dedicated manner towards improvement of the educational services for all parties concerned. The education must modernize now!

The digitalization remains necessity and priority for modernization of all services delivered by the institutions.

ANALYSES

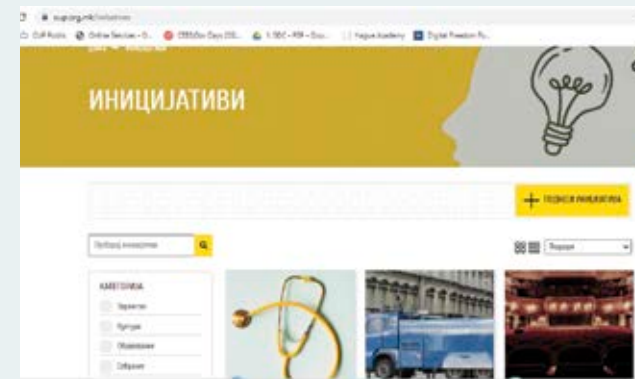
- Survey on citizens' satisfaction from the delivery of public services and policy document for improvement of the services
- Comparative analysis of educational services in extraordinary situations
- Policy document for improvement of the public education services

All analyses are available at:
<http://www.cup.org.mk/proekti/work-programme-improved-service-delivery-for-citizens-by-active-engagement-of-the-assembly>

We are developing tool for intensifying the impact of the citizens on the decision makers.

<https://cup.org.mk/initiatives>

The tool is a web application that enables collection of proposals and ideas from the civil sector on issues and attitudes on which there is interest to open a debate with the decision makers in society, primarily with MPs in the Parliament of the Republic of North Macedonia.



Any citizen can submit a proposal-initiative that he/ she would like to communicate with the relevant institutions, as text, quantitative data, image or document that he/ she can submit to CUP using this tool.

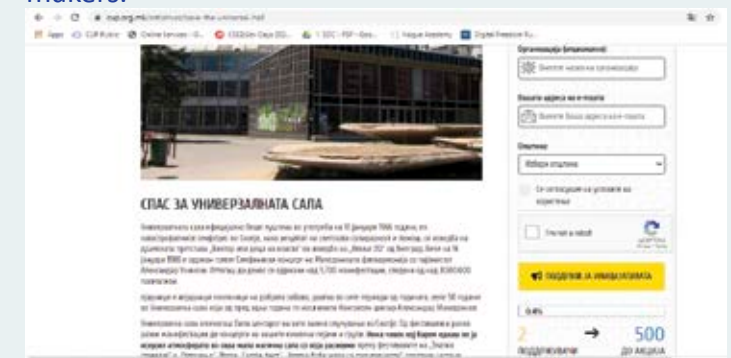
Using the submitted information, CUP is researching and developing a full-fledged initiative that is published on the web application and promoted to potential supporters using different channels,

mainly via the social media. If sufficient support is gained, the initiative will be submitted to the decision makers in the relevant institutions. Email groups were created for this purpose that include all MPs in the Parliament (which are further clustered according membership in the Parliamentary committees), officials in the Ministries, agencies, municipalities and many other public institutions.

The initiatives are evidence-based which are easiest to understand and best to accept if shown visually (images and graphs). The also provides this type of support, so the initiatives are corroborated with creative visualizations.



Support is acquired from the website visitors for each initiative, and the number of supporters is clearly visible at any given moment, and before the decision makers.



Let's use the power of the citizens' voice in order to influence the decision making in the society!