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The Social Wellbeing of Citizens: how might this be measured in Kosovo ?

Background

It is an accepted premise of any government at central and local level that they build a better country and local place for their citizens. Governments are expected to create an environment where individuals can become self sustaining and self achieving for themselves and their kith and kin. This is always important and never more so than in a post conflict country like Kosovo, where democratic participation is vital in developing the state and society. Citizens expectations for security and wellbeing are heightened post conflict, as is their need for a constructive dialogue with elements of government. It is crucial that the citizen, thorough engagement with the workings of the state, gains a deeper understanding of how state policies affect their daily lives. In this way citizens may hold politicians at both central and local level accountable for success and failure and directly or indirectly influence their own wellbeing.

This paper addresses the need for central and municipal governments in Kosovo to demonstrate their worth to citizens in terms of achieving improvement in their social and economic lives. The paper starts with the widely recognised problem that Gross Domestic Product is an inadequate measure, because it neither measures the relevant life qualities nor serves as a means of strengthening the government/citizen social contract. The paper discusses a number of ways in which societal progress might be measured. The options range from the traditional approach to governmental performance management/measurement to the more recent models emerging from the European Union and OECD countries which take a 'social and economic well being' approach to societal progress.

A key question for government is how can the progress of societies be measured and what do societies mean by progress. This paper takes the perspective of the individual as a member of society and what their concerns and needs may be in this regard.

Governments world wide have since the 1930s measured progress using Gross Domestic Product (GDP). But is this the right measure? In 1968 Robert Kennedy (Senator for New York and brother of former President John F. Kennedy) addressed this issue in a now famous speech in Kansas on the limitations of measuring economic growth.

" It counts air pollution and cigarette advertising, and ambulances to clear our highway carnage. It counts special locks for our doors and the jails for people who break them. It counts the destruction of the redwood and the loss of our natural wonder in chaotic sprawl..... Yet it does not allow for the health of our children, the quality of their education or the joy of their play.

It does not include the beauty of our poetry, or the strength of our marriages, the intelligence of our public debate or the integrity of our public officials. It measure neither our wit or our will nor our courage, neither our wisdom nor our learning, neither our compassion nor our



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devotion to our country. It measure everything in short, except that which makes life worthwhile

You cannot touch and feel these qualities. They do not relate to how people feel about their lives and futures. The welfare of a nation, cannot be measured solely by its economic activity, Kennedy implied.

Doubts about the sensitivity and ability of GDP to accurately reflect the prosperity of nations have been discussed for around two decades. One of the key deficiencies of GDP is that it includes many negative things which really do not serve society well; for example, crime, pollution, single parent families. It implies that greater expenditure on health is inevitably good, regardless of the outcome for health. At the same time it excludes such positive attributes in society as volunteering, helping friends and neighbours, being a good parent, running a household, being an active member of an extended family, participating in local political and leisure activities.

The key assumption that an increase in GDP means a parallel increase in wellbeing is not supported by evidence. The old adage 'Money does not bring happiness' has been shown to be true. Recent evidence from the US and UK shows that levels of economic growth were not matched by the same increase in well being for the same period measured.

(Abdallah S, Mahony S, Marks N, Michaelson J, Seaford C, Stoll L, and Thompson S. 2011)

Criticism of GDP has gained considerable ground at the international level with the work undertaken by the European Commission (EU) and the Organisation for Economic Cooperation and Development (OECD). In 2007 'The Beyond GDP Conference' was held in Brussels. It was organised by the European Commission, European Parliament, Club of Rome, OECD and World Bank. More than 50 countries attended to discuss and debate how to improve the measurement of progress; true wealth; and the well being of nations. The European Commission President in his opening speech said:

"! " # is an indicator of economic market activity. It is not intended to be an accurate measure of well being

In addition he noted the shortcomings of GDP in relation to public health and the environment and climate change. He urged a breakthrough that would adapt GDP, or complement it with indicators that better suited the needs and challenges that we face today. (International Conference 19 & 20 November 2007, Brussels).

The French President Nicholas Sarkozy, in February 2008, requested Nobel prize winning economists Joseph Stiglitz and Amartya Sen to form a commission to look in particular at the measurement of economic performance and social progress. This resulted in the 'Stiglitz, Sen-Fitoussi Commission Report' (2009). The commission discussions focused on three main themes of measurement; quality of life, sustainable development and the environment. Key outcomes from the report are a view that it is essential to look beyond factors of production when seeking to measure economic performance and people's actual well being. The Commission on the Measurement of Economic Performance and Social Progress considered that well being was multidimensional, consisting of:



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“Material living standards, subjective features such as people’s evaluations and affects, health, education, personal activities including work, political voice and governance, social connections and relationships, and insecurity of an economic as well as a physical nature “.

This paper considers some of implications of this finding for Kosovo.

The Kosovo Context

Kosovo is a post conflict country seeking entry to Europe, for which achievement of European standards of governance is necessary. Kosovo is developing its relationship with the European Union in accordance with the ‘EU Perspective for Kosovo’ guided by the Stability and Association Process (SAP) Dialogue and the European Partnership Action Plan (EPAP). There is an expectation from the European Union that both central and local government will increasingly adopt European values in the way that they conduct their affairs. To assist this, the EU, through the European Commission Liaison Office is investing in Kosovo; including substantial annual amounts in municipal infrastructure.

To this end the Kosovo government has adopted a Public Administration Reform Strategy in which a vision for an effective, efficient and European public administration is guided by three pledges through which government will serve citizens and business:

- to be effective in the delivery of administrative services
- to be effective from the point of view of costs
- and to be European in organisation and working methods.

The general principles for Local Government in Kosovo are defined in the Constitution of the Republic of Kosovo, Article 123 and include principles of good governance, transparency, efficiency and effectiveness in providing public services, and respect for the European Charter of Local Self-Government.

The legislation for local self-government further emphasises the independent legal personality of the municipalities, their autonomy over a wide range of competencies and the internal structure of the municipal local governments excluding the number of staff employed. Financial legislation defines how Kosovo revenues are divided between central and local levels of government.

The European Partnership Action Plan (EPAP) which is produced in Kosovo by the government with assistance, provides a framework against which Kosovo’s progress can be measured. It is used to monitor progress on the specific actions taken at central and local level of government in Kosovo towards achieving EU integration. The EPAP and the Stability Association Process (SAP) combine to examine Kosovo’s progress towards the adoption of European Values. The European agenda for Kosovo is commented on annually through the European Commission’s Progress Reports. The importance of the EPAP in steering and encouraging the direction of societal progress in Kosovo is expressed in the following words from the 2008-2010 EPAP:



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"The 'Action Plan should (could be used for internal communication, to streamline the relations between the Prime minister and international community) clear ground to focus on the main and most important issues* by the Prime Minister and the government members) common understanding of the government agenda and results that have to be achieved* by Ministers and their ministerial staff) clear guidelines with measurable benchmarks* for relations among the government bodies) one plan and same datelines* by the Government and business community and by social partners) warning mechanism for changes that are going to be introduced and will affect the business community and the social partners* for relations with the , ! - sector) ground for building partnership* for communication with the media) clear agenda for the government measurable through the media* and with wider public, all citizens,) citizens that would like*, can measure at any time how successful the Government is (was* and for external communication* for the communication with international community and better understanding of Kosovo priorities) clear and publicly presented priorities and government agenda* relations with European Commission and its services) always is needed for monitoring purposes and presenting clear picture for the achieved progress* with all 02 member states) not to forget that all important decisions are taken by member states* with Kosovo neighbours) all in the region is and will follow very closely what Kosovo is doing, planning and achieving* with European academic and nongovernmental sector and wider public) Kosovo needs all support that can get from as wider as possible environment*.

The 2009 report stated, 'there is reasonable evidence to suggest that the Kosovo Government is making progress on the EU requirements impacting local public administration but progress needs to deepen.'

At the core of all these changes is a real need for government to engage with citizens at every level of government as can be seen from the above text.

Some Challenges

Responsiveness

Despite the progress made there is still a gap in terms of citizens participation and engagement at national and local level with the organs of the state. Local Governments, led by their elected Mayors are making serious efforts to address this gap by encouraging attendance at municipal assemblies and fostering community engagement exercises at the local level. However the government of Kosovo in line with all European governments has to pass the Achievement Test which is well articulated by David Brooks in the New York Times on the 3rd January, 2011. He framed the test in the following way. 'Does a given policy arouse energy, foster skills, spur social mobility and help people transform their lives'. In this way he emphasises not the quantity of government but the quality of the outcome. We know that governments must help to reshape economies, tackle the



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challenges of a fiercely contested world economy and at the same time be responsive to citizens and public sentiments.

Citizen Trust, Politics and Legitimacy

In Kosovo trust in politicians is not generally perceived to be very high: not perhaps an exceptional condition. There is a public perception that the machinery of government needs to be strengthened. The rule of law has further work to be undertaken in upholding the rights of ordinary citizens. The public believe that corruption is present in society: they point to reports of organised crime, drug and human trafficking as proof of their view point. These views are compounded when individuals experience difficulties in achieving clear title to property and land or poor services at the point of delivery from state institutions. Explaining to citizens why there may be such occurrences still needs further work by governmental authorities.

When we speak of trust we mean; can we safely estimate our expectations of how another will act in terms of their intentions and behaviour toward us and others? Can we trust them? How we answer this question has been much explored by social psychology and other social science (Rousseau et al 1998). Research shows that individuals place importance on three key elements when deciding about trust relationships. They are:

- i. Integrity; is the person or group ethical overall; are they telling the truth or partial truth or lying and cheating
- ii. Benevolence; does this person or group have good or bad intentions towards me and mine
- iii. Competence; is the person or group skilled and capable enough to achieve the task or goal as described

The issue of trust lies at the heart of the Lockean model of governance. In Locke's terms civil societies gain their legitimacy by the unanimous consent of their members (citizens). The citizens then transfer to the collective those rights which they see should be exercised by a central authority to achieve a viable political society. Governments, as we know, do not always maintain the trust of the citizenry. Some are overthrown when consent is withdrawn and others turn to force or duplicity to maintain control. One also sees many governments struggle to decentralise decision making to lower tiers of government, despite formal decentralisation of specific functions and competences. The UK government has for many years displayed strong centralisation tendencies; elements of this are also present in the Government of Kosovo as evidenced by its central local government relationships.

How Kosovo might tackle a lack of trust is complex, but a starting point is to say that a sustained dialogue needs to take place between the citizen, politicians and public agencies which creates a space where people on all sides can think through risks and uncertainties, face different perspectives, difficult choices, and to understand how a common purpose and direction might be found in a period of fundamental change. On the citizen side of the equation, space is needed to expand social capital; means of exercising responsibility, sharing experience, finding new forms of mutual support and sustaining dialogue as partners to politicians, professionals and bureaucrats.



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Making governmental measurement relevant to citizens

It is important to view the citizen as a person with multiple capabilities, capable of a wide range of behaviours and understandings.

Citizens living in a democracy it can be assumed, are interested in evaluating the well being of their country, their communities and their own well being. They are interested in outcomes of policy on the ground, the everyday reality and future prospects. Recent experience in Kosovo has demonstrated how many sacrifices individuals have made in contributing to the formation of the country and continue to make in supporting its progress. In democracies adult citizens are called upon to vote or exercise choices about a public policy or outcome in a way that favours one outcome or another. In contemporary understanding of democracy, citizen responsibility extends to more direct means. Possession of the key facts about an issue requires information and evidence, so that the citizen can make informed choices for their society.

In seeking to create a different dialogue with citizens it is vital that information about government policies and outcomes is shared in a way that strikes a chord with individual citizens. It may not be fascinating to the citizen to know that a particular government agency processed 150,000 forms in a six month period, while it would be of more interest to know that all citizens requiring a birth registration form received them within ten minutes of their arrival at the reception desk of the appropriate governmental agency. Equally citizens would be interested to know the pass rate of state examinations for different levels of education at state schools, that is on the first attempt of sitting the examination. The latter two examples are outcome measures of activity rather than input measures as in number of government forms processed. To use these outcome measures citizens need influence; participation and a shared role in the governance of their institutions.

One needs to accept that not everything can be perfectly measure. But what can be aimed for is a method of presenting information in a way that highlights objective trends over time. In this way individual citizens can make summative judgements based on their own values. The availability of objective data provides a reasonable way of coming to a view about societal choices. Building on this premise it is therefore important to include data on the past, present and future, since all individuals use such a time line in formulating views. Simply expressed, people talk about how things were for them when young, how it is now, and how it will be in the future. Family life, security of the country, state of education, employment, health services, law and order, environmental concerns, employment prospects, acquiring assets, opportunities for leisure and creativity, are all good subject matter for this kind of discussion.

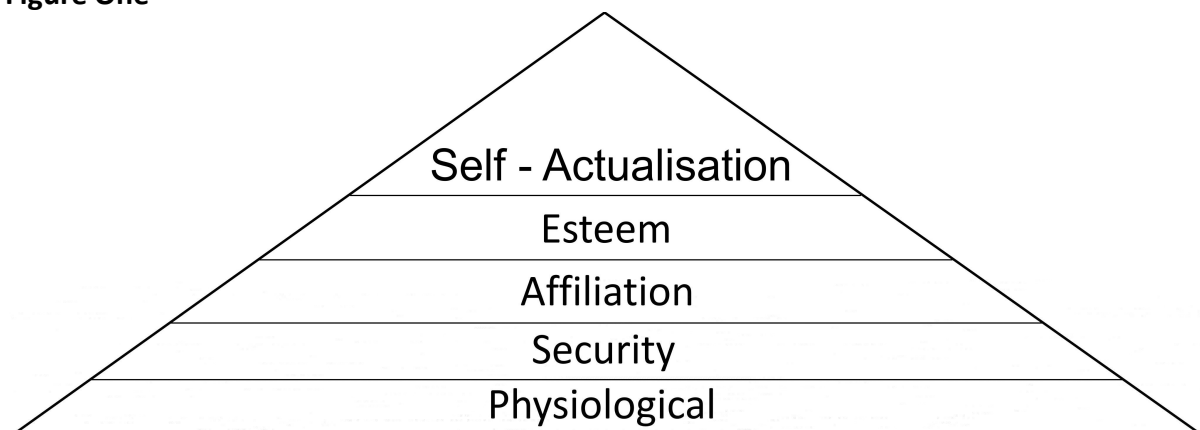
This still leaves the question of what citizens are likely to be concerned about. It was Abraham H. Maslow (1970) who developed a hierarchy of needs theory when he suggested that individuals are motivated by a complex system of exceptionally strong needs which can be arranged in a hierarchy (see **Figure One**) Maslow's theory underlies much of present public policy thinking.

This theory states that a person has five important needs: physiological, security, affiliation, esteem, and self actualisation/reaching own potential. The need for food, shelter, water and air are all

physiological needs and are at the bottom level of the hierarchy. The need for safety, stability, and absence of pain, threat or illness are **all security needs**. The need for friendship, love and a feeling of belonging are **all affiliation needs**. The need for feelings of achievement, recognition and respect from others are **all esteem needs**. The need to strive to be able to solve one's own and others problems, having confidence in one's own abilities and acceptance of oneself **are all for self actualisation of the person or full potential of the person**. These are placed at the top of the hierarchy.

Maslow placed these needs in a strict hierarchy saying that people moved from the bottom up as each level was satisfied. Today most people find the framework very relevant but firmly suggest that circumstances dictate which need has preference. In other words the needs are present, but the importance of need is dependent on existing circumstances (Alkire, 2002).

Figure One



So what has been included in frameworks to measure societal progress

Amartya Sen in his book 'Development as Freedom' (1999) puts forward five key variables when discussing his capability approach. They are described by Hall et al (2010) as follows:

4. Economic facilities such as material resources and income as well as companies access to finance
5. Political freedom
6. Social opportunities, among which are included education, healthcare and other institutions that are important in themselves but also facilitate participation in economic and political activities) political parties, local government etc*
8. Transparency which allows trust and prevents corruption



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9. #rotective 7ecurity i.e. a social safety net that prevents people falling into abject poverty if material changes adversely affect their lives on a massive scale.

You can see they very much reflect the ideas first suggested by Maslow. In agreement with Hall et al (2010) these dimensions are important in a framework looking at outcome measurement from public and private activities.

A number of different approaches have been developed in recent years. I here consider; An Index of Economic Wellbeing(IEWB), the Gross National Happiness approach and its derivatives, the National Account of Wellbeing and Measuring Societal Progress.

Osberg and Sharpe in a 2005 paper, 'An Index of Economic Wellbeing (IEWB)', point out that UNDPs well known Human Development Index (HDI) uses GDP per capita to measure 'command over resources'. Such usage makes a strong value judgement that inequality and insecurity do not matter. This is surprising because HDI, is probably the best known index of societal wellbeing world wide. The use of GDP with the HDI measure seems a contradiction in terms because command of resources within GDP gives the total money value of goods and services produced for sale in the market in a given country in a given year. It does not report on the depth of inequality or insecurity that exists between people in a given country. Osberg and Sharpe's paper demonstrates how the use of their 'Index of Economic Wellbeing' to calculate the log per capita income of 'command over resources' component of HDI, affects the level and trend of the HDI even among affluent nations. This is because the Index of Economic Well Being recognises four dimensions of command over resources (Current effective per capita Consumption flows, Net societal Accumulation of stocks and productive resources, Income Distribution and Economic Security). They noted in their paper that use of IEWB has a particularly large impact where underlying trends in these components diverge (e.g. in the UK or the United States).

Components and variables of the Index of Economic Wellbeing

Basic Components	Sub- Components
Consumption Flow (0.25)	• Real Total Consumption (NCU per capita) • Real current government spending on goods and services excluding debt service(NCU per capita) • Adjustments for changes in working time, life expectancy and household economies of scale
Stocks of wealth (0.25)	• Real capital stock(including housing) (NCU per capita) • Real R &D stock (NCU per capita)



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	• Real stock of human capital(NCU per capita) • Real stock of natural resources (NCU per capita) • Real net foreign debt (NCU per capita) • Real social cost of environmental degradation (CO2 emissions) (NCU per capita)
Equality (0.25)	• Poverty Intensity (Sen-Shorrocks Thon Index) • Income In-equality (Gini coefficient)
Security (0.25)	• Risk from Unemployment • Risk to financial insecurity from illness • Risk from single parent poverty • Risk from poverty in old age

Weights in brackets for the' equal weighting, version of the index. NCU= National Currency Unit

Essentially Osberg and Sharpe's model provides relevant trend outcome data which citizens can use to understand current situations and future trends in their own and country's economic wellbeing.

A further approach to measure wellbeing is that introduced in Bhutan in 1972 with the Gross National Happiness (GNH) index. It has been influential ever since and recently the prime Minister of England David Cameron took the decision to measure GNH in the UK. GNH as a measure is comprised of four pillars they are:

1. Sustainable and equitable social economic development
2. Conservation of the environment
3. Preservation and promotion of culture
4. Promotion of good governance

In keeping with the Buddhist culture of Bhutan, GNH is based on the belief that true development takes place when material and spiritual development happens side by side. The measure includes elements such as mental health, emotional balance, spirituality, human rights , trust, education, living standards, subjective happiness to name some. The aim in Bhutan is to ensure that increases in material prosperity are shared across society, while balanced against protection of the environment and cultural traditions within an overall responsive government.

The cultural aspects of GNH are important within the context of Bhutan and make one aware of the importance of the cultural aspect of any framework.



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The UK government has been working on the idea of National Accounts of Wellbeing for some time. The New Economics Foundation (nef), in partnership with the University of Cambridge, UK., and partner universities in Germany, Switzerland and Norway worked to design a well-being module for the European Social Survey (2008). The Framework has two main components, Personal Wellbeing and Social Wellbeing these are explained (taken from www.nationalaccounts.org).

National Account of Wellbeing:

Personal well-being is made up of five main components, broken into further subcomponents. These are:

- **Emotional well-being.** The overall balance between the frequency of experiencing positive and negative emotions, with higher scores showing that positive emotions are felt more often than negative ones. This is comprised of the subcomponents:
 - **Positive feelings** – How often positive emotions are felt.
 - **Absence of negative feelings** – The frequency with which negative emotions are felt, with higher scores representing less frequent negative emotions.
- **Satisfying life.** Having positive evaluation of your life overall, representing the results of four questions about satisfaction and life evaluations.
- **Vitality.** Having energy, feeling well-rested and healthy, and being physically active.
- **Resilience and self-esteem.** A measure of individuals' psychological resources. It comprises the subcomponents:
 - **Self-esteem** – Feeling good about yourself.
 - **Optimism** – Feeling optimistic about your future.
 - **Resilience** – Being able to deal with life's difficulties.
- **Positive functioning.** This can be summed up as 'doing well'. It includes four subcomponents:
 - **Autonomy** < Feeling free to do what you want and having the time to do it.
 - **Competence** < Feeling accomplishment from what you do and being able to make use of your abilities.
 - **Engagement** < Feeling absorbed in what you are doing and that you have opportunities to learn.
 - **Meaning and purpose** < Feeling that what you do in life is valuable, worthwhile and valued by others.



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Social well-being is made up of two main components:

- Supportive relationships. The extent and quality of interactions in close relationships with family, friends and others who provide support.
- Trust and belonging. Trusting other people, being treated fairly and respectfully by them, and feeling a sense of belonging with and support from people where you live.

In January 2009, using the model above, the 'Report on the National Accounts of Well-Being' had some interesting findings for 22 European Countries. For example while Denmark retained its position as having the highest levels of well being in Europe, other countries ranking on personal and social well-being deviated from what one would expect. Austria ranked 3rd on personal well being, and 10th on social well-being. Slovenia ranked 14th on personal well-being and 20th on social well-being. The UK ranked 13th on personal well-being and 15th on social- well-being. Ireland, the Netherlands and Ukraine had equal scores on personal and social- wellbeing, ranking 6th, 8th and 22nd respectively. Estonia, Slovakia, Hungary, Bulgaria and Ukraine were all in the bottom quartile for personal wellbeing. The model allows for within and across country differences.

The Executive Report on page 3 has this to say about the approach:

" ' framework for , ational ' ccounts of =ell:being is most usefully thought of as the dynamic process that gives people a sense of how their lives are going through the interaction between their circumstances, activities and psychological resources or >mental capital. Whilst a combination of objective and subjective factors are important for assessing well-being, it is the subjective dimensions which have, to date, been lacking in any assessment by national governments. , ational ' ccounts of =ell:being address this gap. The challenge is to match the multiplicity and dynamism of what constitutes and contributes to people's well-being with what gets measured.) page 6 >, ational ' ccounts of =ell:being 5@@A*.

Elements Kosovo may wish to consider in measuring societal progress

In considering the development of such a framework the government of Kosovo may wish to take the opportunity to demonstrate societal progress in line with the recent developments in Europe outlined in this paper. Such a move would be completely in line with the achievement of the European Partnership Action Plan which promotes outcome measurement of performance and citizen participation in society.

In 2007 the European Parliament published a study which examined alternative indicators of progress by assessing the strengths and weaknesses of a range of progress measures. The view was that to achieve sustainable development, human wealth and well- being, multidimensional indicators are needed to supplement GDP.

We are in a period of economic, social and environmental uncertainty, evidenced by the Banking crisis, the Arab Spring plus changing climatic conditions. The assumption that economic growth can

continue to rise year on year is questionable. Governments need to be concerned with other aspects of their peoples concerns and include them in their policy debates and evaluations.

On the 19th July, 2011 The General Assembly of the United Nations called on member states to undertake steps that gave importance to happiness and wellbeing in determining how to achieve and measure social and economic development.

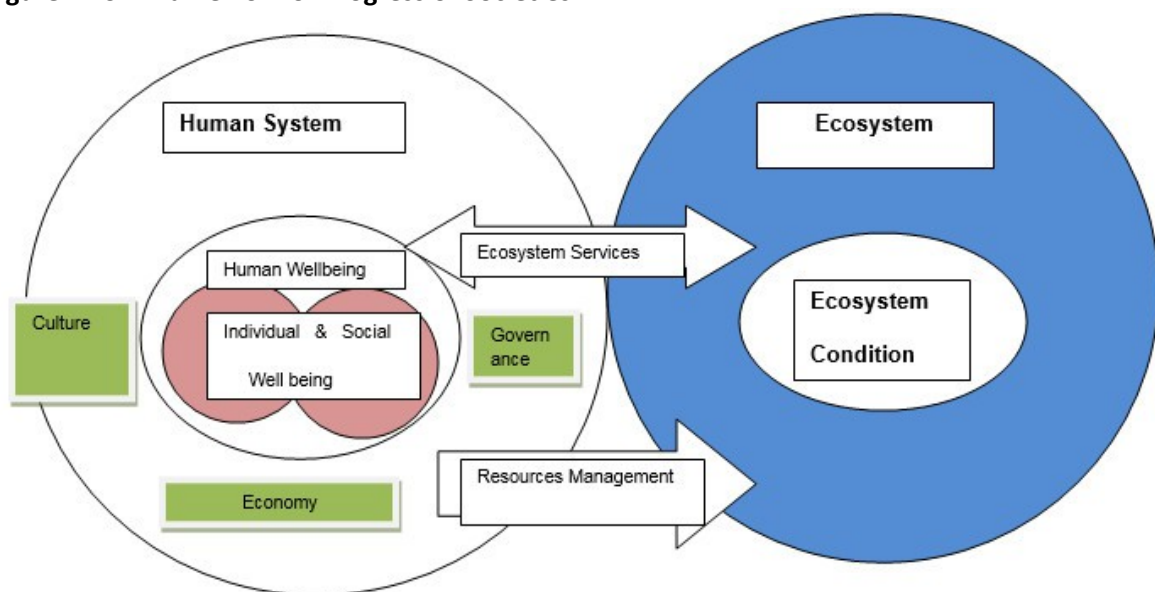
The diagram below in Figure Two, is adopted from Hall et (2010)

Hall suggests that there are two key systems to be examined when measuring societal progress. These are the human system and the eco system. Within the Human System, Human – Wellbeing is thought of as comprising individual and social outcomes. It is useful to think of this in terms of the range of personal and social resources or attributes an individual pursues and acquires in a life time. Some will be personal to the individual, for example the level of one's knowledge, health, and income etc. Other social attributes come about by sharing with others. They reflect relationships, with family, neighbourhood, societal institutions and society as a whole.

Human well being is supported by three domains, economy, governance and culture. These domains are essential facilitators for human wellbeing. The importance of a strong economy, effective governance and an energetic and valued culture are essential ingredients to enable human well being to flourish and grow.

The ecosystem has one domain (ecosystem condition). Very few would dispute the importance of preserving our natural resources and protecting our environment from degradation.

Figure Two : Framework of Progress of Societies.





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Taken from Hall et al (2010) OECD Statistics Working Papers, 2010/05, OECD Publishing.
Hall's model shares much in common with all the approaches discussed in this paper. i.e. the Bhutan approach to 'Gross National Happiness', the 'Index of Economic Wellbeing' Sharpe and Osberg, the 'National Accounts Framework for personal and social wellbeing' used by the New Economic Foundation, and Amartya Sen's view of societal capability.

Conclusion

The European Partnership Action Plan for Kosovo for 2011 was agreed by the Government of Kosovo in March 2011. It includes a detailed schedule of more than 600 activities, covering a wide range of issues related to the implementation of the European Commission 'Acquis Communautaire' in Kosovo.

Table One below, gives an overview of the key areas of focus in the EPAP and how they are worked on in groups under the Stabilisation and Association Process.

Table One

Stabilisation and Association Process Dialogue Working Group		European Partnership Action Plan Sections
1. Justice, Freedom, Security	• Judiciary • Fight against corruption • Home Affairs • Respect for Human Rights • Respect for Minority Rights	111 Institutions 112 Assembly / Elections 113 Public Administration 114 Judicial System 115 Anti-corruption policy 120 Human rights & protection of minorities 121 Minority rights, cultural rights & protection of minorities 331 Visa, border management, asylum and migration 333 Narcotics 334 Police / Fighting of organised crime
2. Innovation, Information Society, Social Policy	• Telecommunications, Information Society, Audiovisual Policy • Science & Research • Education and Culture • Labour and Social Welfare	316 Employment and social policies 317 Education and research 326 Information society and media
3. Agriculture, Fisheries, Forestry, Food Safety	• Rural Development • Agriculture • Forestry and Fisheries	322 Agriculture and fishery 323 Environment

	• Food Safety	
4. Transport, Environment, Energy, Regional Development	• Transport • Environment • Energy • Regional Development	130 Regional affairs and international obligations 324 Transport policy 325 Energy
5. Trade, Industry, Customs and Taxation	• External Trade • Industry • Customs and Taxation	313 Customs and taxation
6. Internal Market, Competition, Consumer and Health Protection	• Free Movement of Goods • Consumer Protection • SMEs • Intellectual Property Rights • Public procurement • Company Law • Money laundering • Movement of Capital and/or Financial Services • Competition	311 Free movement of goods 312 Free movement of capital 314 Public procurement 315 Intellectual property rights 321 Industry and SMEs 332 Money laundering 335 Protection of personal data
7. Economic and Financial Issues, Statistics	• Economic and Monetary Issues • Fiscal Framework and budgetary Developments • Structural Reforms • Financial Control • Statistics	0 Economic criteria 327 Financial control 328 Statistics

Even a cursory perusal of the headings in the left hand and right hand columns demonstrate that the concerns and focus here are represented in the models discussed in this paper.

In the context of Kosovo a collaborative effort between central and local government to decide on an outcome based framework building on Hall et al OECD model and making the direct links to the EPAP would be worthy of serious consideration. The outcome should be a useable set of measures that help local and central government in the new state to consolidate their relationships with their citizen. Whether this is possible when EU conditionality defines the agenda is a moot point.

In thinking about the core characteristics of a framework for measuring societal progress in Kosovo the following would need to be included in development of such an approach.

- Engagement of central and local government in the creation of the framework;
- Participation of a wide range of stakeholders first and foremost citizens, non governmental bodies, European partners, in its formation to increase dialogue, relevance and legitimacy;
- A strong focus on outcomes (ends, results) rather than outputs or inputs;
- Development of a clear conceptual basis;



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- Having broad domains and dimensions, each of which had separate standards of measurement, could be not reduced, were non hierarchical and culturally valuable;
- Adopting a balanced approach to precision as encouraged by Sen (1999)

See Appendix One for the suggested framework .

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Proposed Framework to Measure Societal Progress in Kosovo

Appendix One

Framework	Measures of progress
Physical and Mental health	Life Expectancy, infant mortality, Age of population, Population distribution, social and health care expenditure
Knowledge and Understanding	Science and Technology Graduates, Research and Development Expenditure, Early School Leavers, Literacy, Third level Education, Pupil-teacher ratios, Patent applications
Work and Leisure	Labour productivity. Unemployed rate, migration, business start ups, sports facilities, cultural activities Labour market
Material Wellbeing	Risk of poverty, jobless households, lone parent families, dwelling completions. Situation of Young People, Older People, Housing Consumption, Financial situation, Income distribution
Family, Community and Social Integration	Community Vitality, community events, cultural celebrations, cross community celebrations
Equality of Access	Minority representation in the workplace, in government, in housing and in school
Environmental Sustainability	Urban Air Quality, Quality of rivers and fresh water, protection of forests, level of industrial pollution, balance between green belt and development land in urban and rural areas