# IPA III Results Framework Indicator Methodology Note

| 1. Indicator code and name |
|---|

**IPA III RF 2.2.4.2:** Number of people who benefit from access to digitalised public and private services thanks to EU support (disaggregated by gender and age where relevant/possible)

| 2. Technical details |
|---|

**OPSYS and Results Dashboard code**: 260255.

Unit of measure: Number of (#)

Type of indicator: *Quantitative: Numeric; Actual (ex-post); Cumulative (not annual).*

Level of measurement: this is an **outcome** indicator. It is understood that persons in receipt of a service obtain a clear benefit which constitutes a (favourable) change in their situation.

Disaggregation:

Where relevant / possible, please disaggregate by:
- Gender
- Age group (under 15; 16-24; 25-65; 66 and over)
- Other disaggregation as relevant e.g., urban/rural population

At programme/window level, disaggregation is possible by IPA beneficiary.

DAC sector codes: *22040*

Main associated SDG: **SDG 9**: Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation.

Other associated SDGs: n/a.

Associated IPA III Level 1 indicator:

- Digital skills (source: Eurostat online data code: isoc_sk_dskl_i ,isoc_sk_cskl_i, isoc_sk_dskl_i21, isoc_sk_cskl_i21) (Ind. 2.2.4, same indicator presented under Window 3 - TP2; Window 4 - OO) .

Associated IPA III Level 3 indicators: none.

| 3. Policy context and Rationale |
|---|

- **IPA III PF:** This indicator is included in IPA III Results Framework for its relevance to **Window 2** Good governance, EU acquis alignment, good neighbourly relations and strategic communication – **Thematic priority** 2: Administrative capacity and EU acquis alignment. It could however also be relevant for **Window 3**, Green Agenda and Sustainable Connectivity - **Thematic Priority 2**: Transport, digital economy and society, and energy; as well as to **Window 4,** Competitiveness and Inclusive Growth **- Thematic Priority 1** - Education, employment, social protection and inclusion policies, and health and **Thematic Priority 2:** Private sector development, trade, research and innovation. Here private sector services, including those offered internationally, may be of a digital nature and be a driver in the growth of a digital economy and society.

- **Chapter of the Acquis**. The indicator cuts across several EU acquis chapters and political priorities (Copenhagen criteria) since digitalisation is a horizontal theme. Under Window 2 it is especially relevant to public administration reform and related public services which can be delivered digitally and which are relevant to other reforms under acquis chapters 3 (Right of establishment and freedom to provide services), 5 (Public procurement), 11 (Agriculture and Rural Development), 16 (Taxation), 23 (Judiciary and fundamental rights). With reference to its possible use under Window 3, the indicator is especially relevant to Chapter 10: Information society and media (public broadcasting (digital switchover) and to various public services within the digital economy; with reference to Window 4 - TP 1**,** it is relevant to Chapter 19 - Social policy and employment and to Chapter 28 Consumer and health protection.
- The indicator feeds into Result indicator 2.3: Number of people who benefit from access to digitalised public and private services thanks to EU support (disaggregated by sex, region geographic and/or urban/rural, age group, type of user i.e. firms, individuals), with specific reference to a° digitalised government services; b) digitalised financial services of DG NEAR's Strategic Plan (2020-2024) [https://commission.europa.eu/publications/strategic-plans-2020-2024_en]
- The indicator is similar to:
    - IPA III RF indicator 3.2.2.2 "*Number of people using e-governance systems and services established and/or improved through investment support*"; and
    - GERF indicator 2.12 "*Number of (a) countries supported by the EU to enhance…, (b) people supported by the EU with enhanced… access to digital government services*".
- **Under Window 2, Thematic Priority 2,** digital transformation is key to public administration reform. As such better public services will often require reconfiguration and digitalisation of public services. As indicated in the IPA III Programming Framework (p. 25) "*Public administration reform will require e-government to work towards becoming digital by default in support of cross-sector*" […]. "*Interoperable, trusted and inclusive digital public services are a major change vector at local government level. In addition, support will be provided to decentralisation processes, in line with the beneficiaries' constitutions and policies, including the development of credible and relevant strategic frameworks and their implementation.*" (Idem p.27).
- **Under Window 3, Thematic Priority 2**, the specific objective of IPA III is, inter alia, to improve access to digital technologies and services. "*Successful economic integration with the EU will only be possible with enhanced connectivity and therefore improving […] high speed, secure digital networks, focussing on the extension of the Trans-European Networks to the beneficiaries and on the rollout of next-generation broadband networks, in line with the evolving EU approach to secure network connectivity*". (Idem p.39). "*Strengthening digital connectivity and the digital transformation of businesses and public services (with a special focus on e-Government, e-Procurement and e-Health in coordination with the other windows) has a great impact on growth, productivity, innovation, services, fight against fraud and corruption and ultimately on people lives. […] Digital services represent an increasing share of exports from the Western Balkans. It is important to include the IPA III beneficiaries in the EU's efforts to embrace technological change and to avoid a widening digital gap between them and the EU.. This will hinge upon the alignment with and the implementation of the EU acquis and the implementation of the Digital Agenda*". (Idem p.40).
- **Under IPA III Window 4,** Competitiveness and Inclusive Growth **- Thematic Priority 1** - Education, employment, social protection and inclusion policies, and health IPA III may support training in digital skills relevant to new emerging digital services as well as applications and service in the area of e-Health.
- **Under Window 4, Thematic Priority 2 (Private sector development, trade, research and innovation)** digital financial services are relevant. "*Access to financial services and finance for MSMEs and consumers and for small-scale farming needs to*

*be supported, including through access to opportunities offered by digital technologies through digital financial services, which have extended to credit, savings, insurance and payments, including* **cross-border remittances"** (Idem, p.48). However, in this case, the use indicator 4.2.1.6 "*Number of beneficiaries with access to financial services with EU support: (a) firms, (b) people (all financial services), (c) people (digital financial services)*" is recommended.

## 4. Values to report

All of the following values must be determined according to the definitions provided in Section 5 below.

- **Reporting values in the logframe:**
    - **Baseline value**: The value assumed by the indicator at time t0, against which progress will be assessed.
    - **Reporting of current value** is done at least once a year: actual latest value on the total number of people by the time of reporting and according to the applicable definitions provided in section 5 of the note. Values will be reported cumulatively across the whole implementation period.
    - **Final target value**: estimated total number of people by the target year and according to the applicable definitions provided in section 5 of the note.
- **Intermediate targets (milestones).** A tool has been developed in OPSYS to automate the generation of intermediate targets[1].
    - For outputs, the intermediate targets are generated using a linear interpolation between the baseline and target values because it is assumed that outputs materialise sooner and more progressively over implementation (than outcomes).
    - For outcomes, the expected progression over the course of implementation will vary across interventions. During the creation of a logframe, the expected outcome profile must be selected (OPSYS offers four options[2]) and this selection triggers the generation of intermediate targets for all 30 June and 31 December dates between the baseline and target dates for all output and outcome quantitative indicators. All automatically generated intermediate targets values and dates can be subsequently modified by the Operational Manager or the Implementing Partner with the approval of the Operational Manager.

---

[1] This has been done in the framework of the **Intervention Performance Assessment.** Two composite indicators have been developed to provide an overall assessment of an intervention's current implementation and future prospects. These scores will be calculated for all NEAR interventions participating in the annual results data collection exercise.

- The **implementation score** reflects the relevance, efficiency and effectiveness already achieved by the intervention. The information on relevance is provided by the Operational manager's response to a question in a survey. The information on efficiency and effectiveness is provided by the logframe data, if sufficiently available, or the response to a question in a survey, if not.
- The **risk score** reflects expectations regarding the most probable levels of relevance, efficiency, effectiveness and sustainability to be achieved by the intervention in the future. In this case, all the information is provided by the Operational manager's responses to questions in a survey.

[2] a. Constant: The outcomes are achieved continuously throughout implementation; b. Accelerating: The outcomes are achieved towards the end of implementation; c. At the end: The outcomes are mostly achieved at the end of implementation; d. None of the above.

## 5. Calculation of values

The value for this indicator is calculated by counting the **Number of people**, using the Technical Definitions and Counting Guidance provided below. Please double check your calculations using the Quality Control Checklist below.

Technical Definitions

Counting Guidance

- **Note that only those persons accessing** digitalised services that have in some way been supported by EU financing can be counted against this indicator.
- Reference to possible **double counting**. When reporting, whenever possible, attention should be paid to avoid double counting of the same person reached by the same service over the reporting period by the same intervention. However since citizens and customers use many (digital) services several of which may have been supported by EU, it is better to understand "number of people" as the number of people per digital service.

Quality Control Checklist

1. Has double counting been avoided as indicated in the Counting Guidance above?
2. Have all relevant disaggregations been reported?
3. Has the baseline and final target been encoded with the right dates?
4. Did you encode the latest current value available?
5. Did you use the comment box to inform on the values encoded?

## 6. Examples of calculations

The EU supports several interventions which increase access to various public and private services and whose outcome is considered a benefit to service users, i.e. people. With respect to these three services no prior digitalisation has taken place, so in this case the baseline will be considered "0".

Let us assume three distinct primary interventions each of which directly influences the reality that more people benefit from different digital services.

In Year 1, two of the interventions start. While they re-configure and business engineer certain public services with a view to digitalisation, in this and the following year the services are not yet digitalised.

Thus we count – within the intervention logframe and cumulatively:

Year 1: Baseline: 0; End of Year 1: Current Value 0

Year 2: End of Year 2: Current Value 0

With regard to reporting to higher levels, the count is also 0 for each year.

In Year 3, two of the services - one in e-health and one administrative service (on-line renewal of drivers' licence) - are operational and people can access the service digitally, i.e. on-line. Let us assume in this year 5 000 persons consult their primary care doctor on-line instead of going to his/her practice and 10 000 persons renew their drivers licence on line without going to the drivers licence office.

Thus we count – within the intervention logframe and cumulatively:

End of Year 3: Current Value 15 000 (5 000 e-health; 10 000 administrative service)

With regard to reporting to higher levels, the count is also 15 000 (5 000 e-health; 10 000 administrative service) for year 3.

In Year 4, 15 000 persons consult their primary care doctor on-line instead of going to his/her practice and a further 12 000 persons renew their drivers licence on line without going to the drivers licence office. A third service becomes operational i.e. on-line property registration and 500 persons in this year register on-line.

Thus we count – within the intervention logframe and cumulatively -:

End of Year 4: 27 500 (15 000 e-health; 12 000 administrative service (drivers licence); 500 administrative service (property registration))

Double-counting: there is however a difficulty with regard to the 15 000 persons who consult their doctor on-line in Year 4. We simply do not know and cannot know how many of these already consulted their doctor in a digitalised manner in Year 3.

## 7. Data sources and issues

**Data sources in the logframe:**

- Data for this indicator must derive directly from the intervention, i.e. intervention monitoring and reporting systems from implementing organisations (e.g. governments, international organisations, non-state actors).
- Other possible sources include studies carried out in the framework of the interventions and external monitoring and/or evaluation reports.

**Data source categories specified in OPSYS:**

- EU intervention monitoring and reporting systems (Progress and final reports for the EU-funded intervention; Database of beneficiaries/participants )

## 8. Reporting process & Corporate reporting

Who is responsible for collecting and reporting the data?

- The implementing partner (i.e. the entity responsible for delivering the results) will need to ensure the counting starts at the lowest level of intervention and is reported upwards and aggregated for the entire intervention in the framework of regular monitoring and reporting systems.
- Data verification:
  - o For indirect management by beneficiary countries, the National IPA Coordinator will verify the data.
  - o For other modes of implementation, the Operational Manager in HQs/EUD will verify the data.
- It is then the responsibility of DG NEAR to centrally receive and verify data for this indicator from all relevant interventions and to eventually ensure aggregation within and across all IPA Beneficiaries.

This indicator is used for corporate reporting in the following contexts:

- *IPA III via the Annual Report*
- *NEAR Strategic Plan via the Annual Activity Report*

| 9. Other uses |
|---|
| **IPA III RF 2.2.4.2** can be found in the following groups of EU predefined indicators available in OPSYS, along with other related indicators:<br><br>• IPA III RF Window 2: Good governance, EU acquis alignment, good neighbourly relations and strategic communication (IPA III W2);<br>• IPA III RF Window 3: Green agenda and sustainable connectivity (IPA III W3);<br>• IPA III RF Window 4: Competitiveness and inclusive growth (IPA III W4)<br><br>For more information, see: Predefined indicators for design and monitoring of EU-funded interventions \| Capacity4dev (europa.eu) |
| 10. Other issues |
| None |