



Digital Government in Bosnia and Herzegovina

Digital government can be a driver of government efficiency and transparency and can contribute to improving the business environment for SMEs.

Compared to EU and regional peers, the development of digital government services for SMEs is advancing at a slower pace in Bosnia and Herzegovina (BiH).



19% of businesses surveyed in Bosnia and Herzegovina were satisfied with available digital government services in 2021, compared to **39%** on average in the Western Balkans.¹

The development of digital government is broadly recognised as a key strategic objective at all levels of government in BiH

- ❖ The Strategic Framework for Public Administration Reform (SFPAR) 2018-2022 recognises the importance of digitalising the public administration.
- ❖ The Federation of BiH Development Strategy 2021-2027 foresees the creation of a dedicated digital government strategy for the entity.
- ❖ In Republika Srpska, the E-Government Development Strategy 2019-2022 is guiding the digitalisation reforms of the entity-level administration.

Despite its presence in key strategic documents, the implementation of digitalisation reforms is advancing slowly

- ❖ The implementation of the SFPAR 2018-2022 has been significantly delayed, and the entity governments have continued with the implementation of their own frameworks, leading to a lack of co-ordination.
- ❖ The amount and sophistication of digital government services in BiH remains below the level of regional peers.
- ❖ Key enablers of digital government services, such as interoperability and digital signature, remain underdeveloped.

The OECD has so far identified several priority actions for policy intervention to support the digitalisation of SMEs in BiH

- ❖ **Strengthen the frameworks for open data governance**, and promote the reuse of open data by SMEs as a mean to create value.
- ❖ **Strengthen the foundations for digital government** to create a more responsive and effective public administration at all levels of government.
- ❖ **Operationalise the SFPAR**, which has suffered delays, and ensure its effective implementation to allow the rollout of digital government reforms in a co-ordinated way.
- ❖ **Ensure co-ordination in implementing key enablers for digital services** such as digital signature.
- ❖ **Improve access to information** on digital government services for SMEs.