

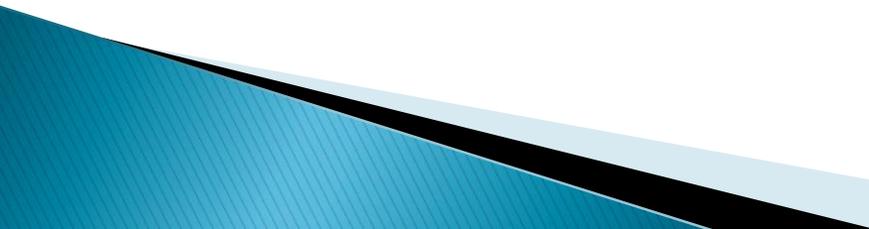


Functional concept and quality of cadastral services in Kosovo

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The authors of quality

- ▶ *"It's not enough to work the best. You need to know what you're doing "*
 - ▶ *Do It Right the First Time*
 - ▶ *"The 20th century was the century of productivity, during that very few years the company became a world leader in quality. The 21st century will be the quality of the century. I believe many companies will become world leaders in quality, and quality will become the main area of world competition "*
 - ▶ *Edwards Deming, Philip B. Crosby, <http://www.juran.com/>*
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Functional concepts

- ▶ According to the current administrative organization, the Republic of Kosovo has two levels of government, central and local government or municipal government.
 - ▶ According to the law on governance and organization of local government, Kosovo has 38 municipalities. This number has increased in the framework of the decentralization process sanctioned under the agreement and package of President Ahtisaari.
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Functional concepts

- ▶ Ten of the municipalities are led by the Serb minority while one from the Turkish community. There are still challenges to the integration of all Serb-majority municipalities, in particular northern Mitrovica, Zvečan, Zubin Potok, and Leposavic.
 - ▶ However, the level of quality of services also hampers the transfer of cadastral data to Serbia (both textual and graphical).
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▶ Functional concepts

- ▶ In particular are denied the municipalities of the western half of Kosovo, including Prishtina, Mitrovica, Vushtrri, Fushë Kosovë, Obiliq, Lipjan, Ferizaj, Kaçanik, Viti, Gjilan, Kamenica, Novobërdë / Novo Brdo, and the new municipalities that have been formed late and are in the spaces of this part of Kosovo.



Functional concepts

The overall concept of the organization confirms the MCOs as the institution that provides the largest number of cadastral services.

Functional concepts

- ▶ Municipal Cadastral Offices are municipal institutions, which by law have been delegated competencies for activities in the sporadic updating of cadastral data, registration of immovable property rights and provision of cadastral services to users or clients who need them for the realization of of its property rights.

Functional concepts

- ▶ The Kosovo Cadastral Agency is the second instance of adjudication in appeal-administrative procedure, while it has an integrated system in the context of technology, and personnel requirements.
 - ▶ Competencies for the overall organizational and managerial structure are the municipality respectively the mayor, who realizes them through the directors of the respective directorates, who according to the Law on Local Government and Municipal Statutes have the quality of the Mayor's Advisor.
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Functional concepts

- ▶ In general, the two levels of cadastral activities are considered as a negative element of success since managers are mostly solved by political influences, but in many cases there is a lack of experts of different profiles because the staff is largely solved by potential at the level municipalities, which have differences expressed in this regard.



Functional concepts

- ▶ Due to managerial responsibilities within the municipality, MCOs are also charged with other municipal affairs rather than concentrating on the main activities for cadastre and immovable property rights registration.

Functional concepts

- ▶ In Kosovo, private sector involvement has started with the licensing of surveyors and geodetic companies.
- ▶ Licensing refers to cadastral surveys such as physical parcels, plots of parcels, identification of plot boundaries, border regulation respectively all cadastral survey activities for the purpose of sporadic maintenance of cadastral data.

▶ The private sector

- ▶ Unlike the regional countries, in Kosovo cadastral surveys are also carried out by the MCO staff, a concept that creates not only a confusing situation for clients or users of services, but also an inequality of competences and differentiation of criteria in the implementation of the cadastral survey function, while there is still no standard applied to the quality of cadastral services.
- ▶ The scope of private surveyors and private companies is spread throughout Kosovo

The private sector

- ▶ In a competitive process through bidding forms, geodetic companies can be part of the collection of data from the field, processing them up to the registration stage, a stage that in this case is the competence of the Kosovo Cadastral Agency, as opposed to maintenance sporadic, whose registration is the competence and responsibility of MCOs (Municipal Cadastral Offices) or Cadastral Directorates.

QUALITY OF KADASTRAL SERVICES

Managing and evaluating the quality of services is increasingly becoming a competitive advantage, increasing focus on customer satisfaction and focusing on customer quality

QUALITY OF KADASTRAL SERVIC

- ▶ **The quality of services is characterized by three important elements:**
 - ▶ **The quality of services is more difficult to evaluate than the quality of products or goods**
 - ▶ **Quality assessments arise from customer expectations and the actual perception of the service**
 - ▶ **Service quality is perceived by the "gap" between expectations and perception of service experience.**
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QUALITY OF KADASTRAL SERVIC

- ▶ **There are many definitions for services, of which the most popular are:**
 - ▶ **"Service is an act or action that takes place in direct contact between the user and the representative of the company that provides the service".**
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QUALITY OF KADASTRAL SERVIC

- ▶ *"Service is an act or action that creates a good one for the user, creating changes that satisfy the user of the service."*
 - ▶ *"Service is a job done for the other".*
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QUALITY OF KADASTRAL SERVIC

- ▶ 5 dimensions are a general model of service quality assessment.
 - ▶ 1. Tangibles
 - ▶ 2. Reliability
 - ▶ 3. Responsiveness
 - ▶ 4. Security
 - ▶ 5. Empathy
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QUALITY OF KADASTRAL SERVIC

So the 5 dimensions of the SERVQUAL model (three original and two combined) are the dimensions that concisely are defined as follows:



QUALITY OF KADASTRAL SERVIC

TangibleS:

Outward appearance of physical facilities, equipment, written materials as well as the appearance of service employees.



SERVQUAL – QUALITY ASSESSMENT METHOD

Reliability (Credibility):

The service firm offers its customers the right service from the first time without making any mistakes and offers what it has promised to do in a timely manner.



SERVQUAL – QUALITY ASSESSMENT METHOD

- ▶ **Accountability:**
 - ▶ **Employees of a service firm are willing to help customers respond to their requests as well as inform customers of when the service will be provided and then provide immediate service.**
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SERVQUAL – QUALITY ASSESSMENT METHOD

- ▶ **Security:**
 - ▶ **Employee behavior will give consumers confidence in the firm and the firm makes customers feel safe. Employees are always polite and have the knowledge needed to answer customer questions.**
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SERVQUAL – QUALITY ASSESSMENT METHOD

- ▶ **Empathy:**
 - ▶ **The firm understands the customer's concerns and operates in consideration of their best interest, as well as devotes individualized personal attention to customers and operates at appropriate hours.e.**
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SERVQUAL – QUALITY ASSESSMENT METHOD

▶ **Table 3 The average score of each dimension**

- ▶ **Average score Tolerance SERVQUAL -1.40**
- ▶ **Average Result Reliability SERVQUAL -1.39**
- ▶ **The average score SERVQUAL response -1.16**
- ▶ **Average result SECURITY SERVQUAL -1.04**
- ▶ **Average result Sensuality SERVQUAL -0.85**

▶ **TOTAL -5.84**

▶ **Average arithmetic result – SERVQUAL (= Total / 5) -1.17**

▶ **SERVQUAL – QUALITY ASSESSMENT METHOD**

▶ **SERVQUAL dimension Weight of importance**

▶ Average Tolerance	23.97
▶ Reliability Average	23.80
▶ Reaction Average	19.87
▶ Security Average	17.80
▶ Sensitivity Average	14.56

▶ **TOTAL 100 POINTS**

Recommendations

- ▶ 1. It is recommended the vertical organization of cadastre institutions (MCOs)
 - ▶ 2. Compilation of comprehensive strategies for improving cadastral services
 - ▶ 3. Reconstruction of cadastral data in the territory of the Republic of Kosovo (with defined time limits)
 - ▶ 4. Creating appropriate spaces, improving organizational and technological concepts
 - ▶ 5. Establishing the professional and managerial competences of managers and staff
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Recommendation

- ▶ 6. Increasing resources, motivation and cooperation
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 - ▶ 7. Information, contacts and communication (application of E-cadastral services)
 - ▶
 - ▶ 8. Improving the Legal Basis
 - ▶
 - ▶ 9. Collaboration with private institutions and companies
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 - ▶ 10. Organization of a training institute for cadastral servants
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THANK YOU

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