



CROATIA

PUBLIC ADMINISTRATION AND GOVERNANCE

Country Overview

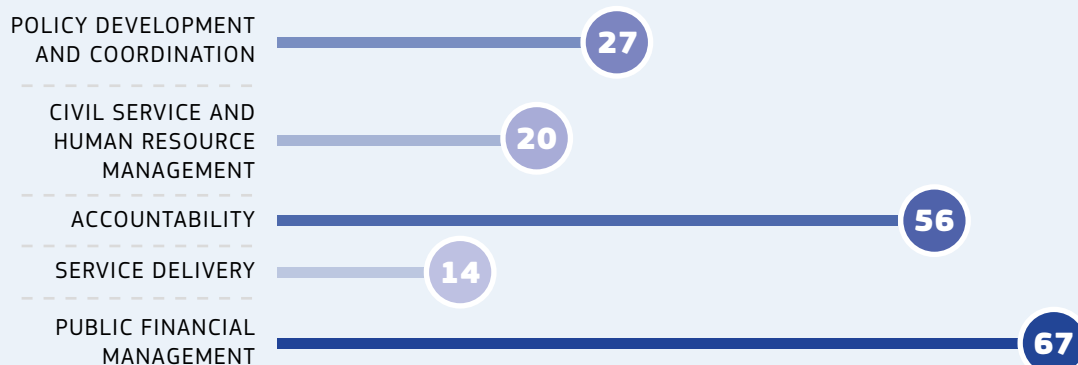
STRATEGIC FRAMEWORK



The strategic framework for public administration and governance development and reform is comprised by three documents: the National Plan for Recovery and Resilience 2021-2026 (RRP), the National Plan for Public Administration Development 2022-2027 (NPPAD) together with its accompanying Action Plan (2022-2024), and the Anti-Corruption Strategy 2021-2030.

For more information, please see EUPACK Country briefs, <https://europa.eu/!NpmyVF>

OVERALL PERFORMANCE



SOURCE: European Commission, Public Administration Assessment Framework (1-100), (2022)

STRUCTURES AND ORGANISATION



Size of public administration
Civil servants per 100,000 citizens

6,962 / **7,745**

SOURCE: National statistics and Eurostat, (2021)



Employment by government level
(staff in thousands)

Central	250.9
Regional	7.0
Local	23.0

SOURCE: National statistics, (2021)

Number of local governments in the EU Member States

3,250



31
Minimum

428



34,965
Maximum

SOURCE: The Council of European Municipalities and Regions (CEMR), (2021)

Average population per local government

24,038



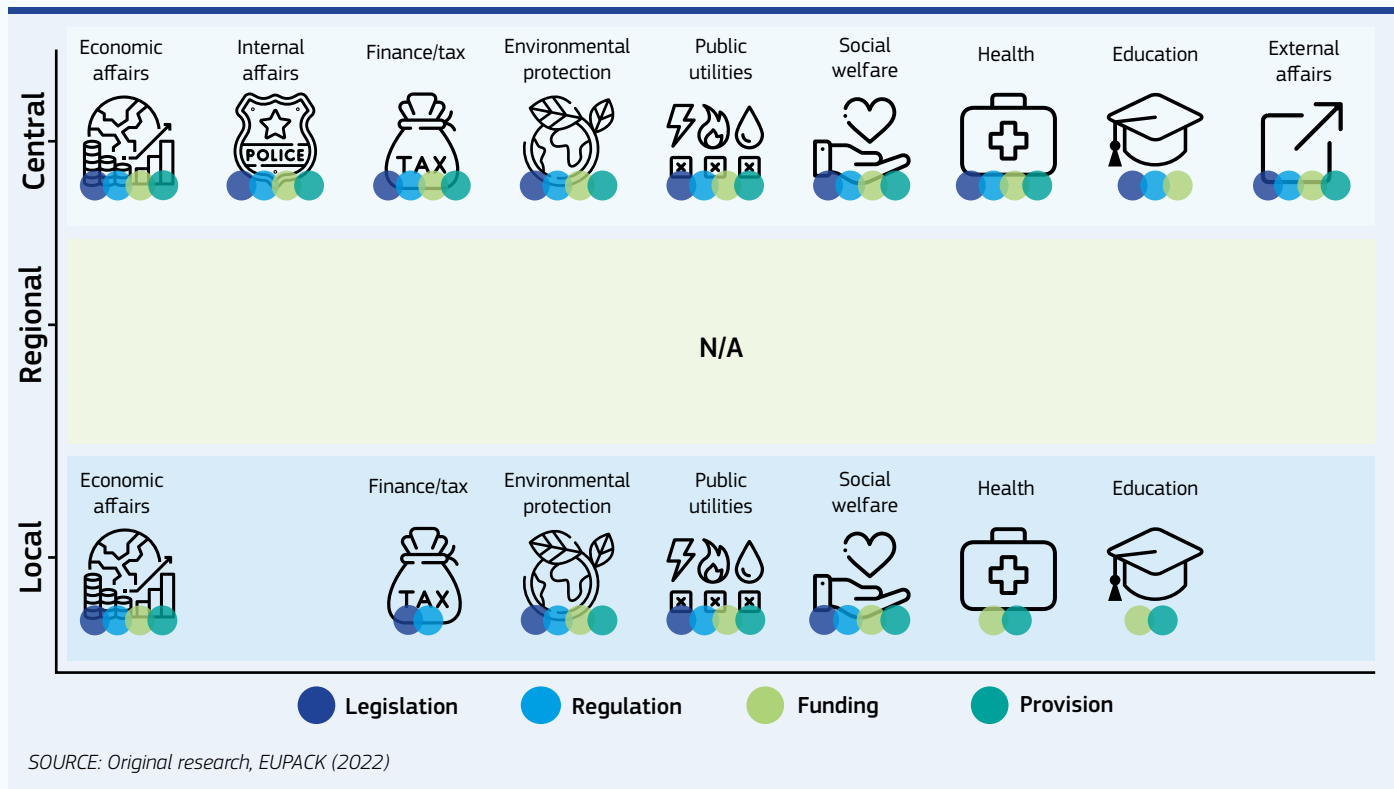
9,430



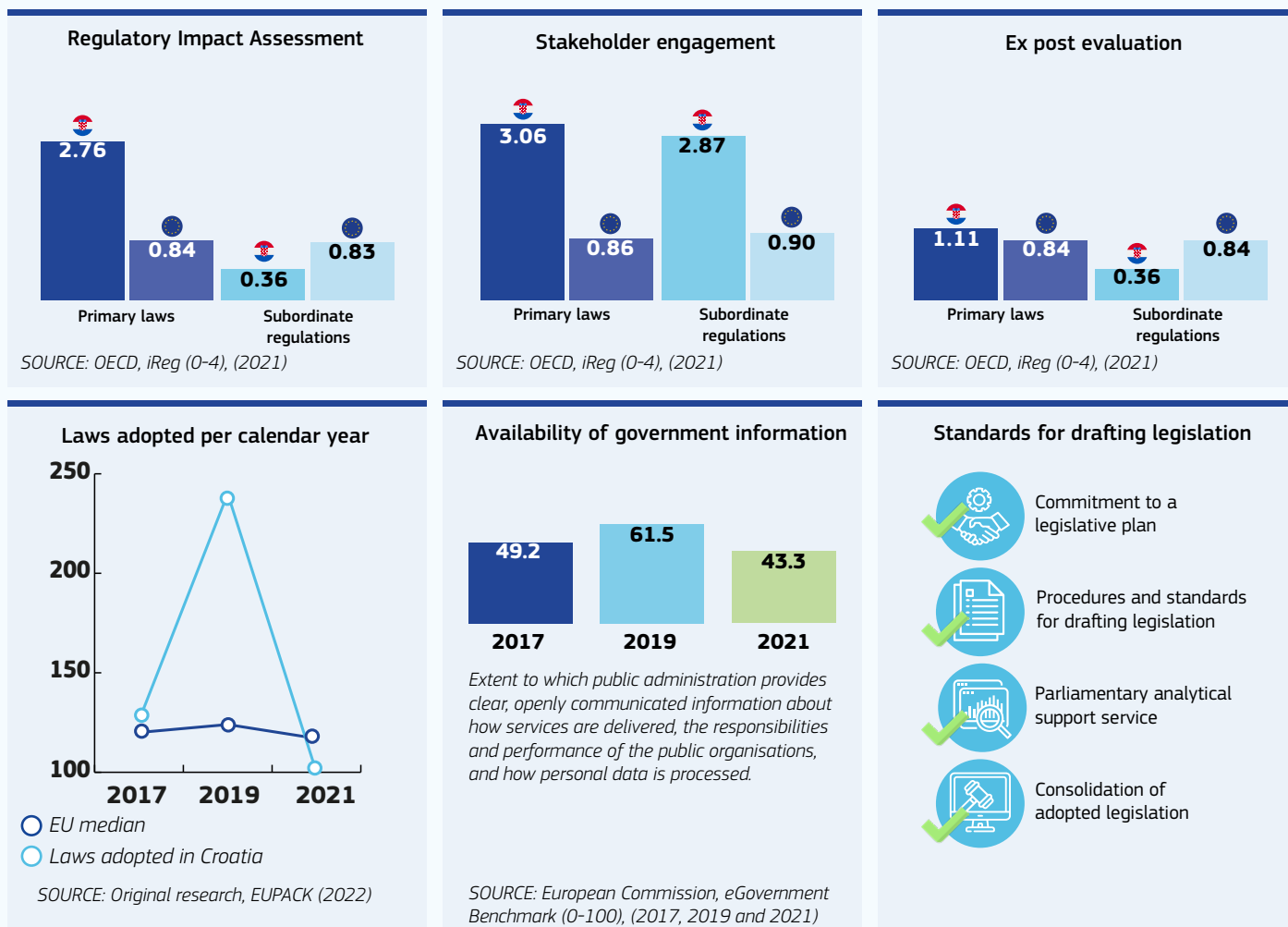
SOURCE: The Council of European Municipalities and Regions (CEMR), (2021)

= EU average

STRUCTURES AND ORGANISATION



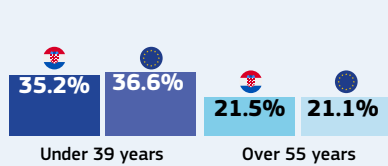
POLICYMAKING AND IMPLEMENTATION



CIVIL SERVICE



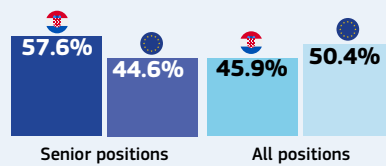
Share of government employees



SOURCE: Eurostat, (2021)



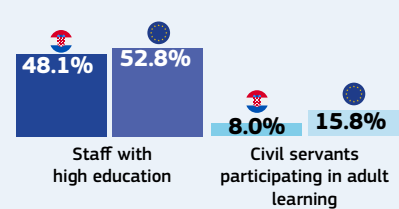
Women in administration



SOURCE: EIGE, (2021) SOURCE: Eurostat, (2021)



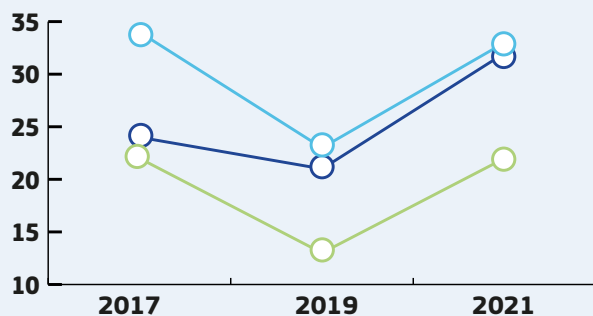
Education



SOURCE: Eurostat, (2021)

TRUST IN GOVERNMENT

Tendency to trust national government, regional & local authorities, and public administration



- National government
- Public administration
- Regional & local authorities

SOURCE: European Commission, Standard Eurobarometer

= EU average

SERVICE DELIVERY AND DIGITALISATION



Digital public services for citizens (0-100) (2021)

60.3

74.9

Share of administrative steps related to major life events that can be done online.



Digital public services for business (0-100) (2021)

72.7

84.4

Share of public services needed for starting a business and for conducting regular business operations that are available online.



User-centricity of government digital services (index) (2021)

89.9

91

Extent to which a service is provided online, its mobile friendliness and usability.



Provision of public services (%) (2021)

37

53

Percentage of respondents that are satisfied by the provision of public services.

SOURCE: European Commission, DESI and European Commission, Standard Eurobarometer