



# ■ WeBER Indicator Summary

AREA: SERVICE DELIVERY

## ALBANIA

- Author: Institute for Democracy and Mediation - IDM
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<b>PAR Area</b>	<b>SERVICE DELIVERY</b>	<b>Country</b>	<b>ALBANIA</b>
<b>SIGMA Principle</b>	<b>1. Policy for citizen-oriented state administration is in place and applied</b>		

<b>WeBER Indicator</b>	<b>SD_P1_I1: Public perception of state administration's citizen orientation</b>
<b>Indicator approach</b>	
<p><i>This indicator measures public perception towards the implementation of the citizen-oriented service delivery in practice, covering various aspects of awareness, efficiency, digitalization and feedback mechanisms. Perceptions are explored using a survey targeting the general public (aged 18 and older). The survey was conducted through computer-assisted personal interviewing (CAPI), using a three stage random stratified sampling. It was implemented as part of the regional omnibus surveys conducted in Albania, Bosnia and Herzegovina, Montenegro and Serbia (ad hoc surveys were conducted for Kosovo and Macedonia) during 15 October - 30 November 2017.</i></p>	
<b>Summary of the findings</b>	
<p><i>Based on the results, 50.4% of Albanian citizens agree that there have been efforts or initiatives by the government in the past two years to make administrative procedures simpler for citizens and businesses. Furthermore, 88.7% of those that are aware of these initiatives confirm that administrative simplification initiatives have improved service delivery. On the other hand, 44.5% of Albanians agree that dealing with the administration has become easier in the past two years, which is close to 45.4% of the respondents who say that time needed to obtain administrative services has decreased. When asked if they consider the administration as moving towards a digital government, the level of agreement amounts to 55.6% of the population.</i></p> <p><i>Despite the above-mentioned figures, only half of the respondents - 49.4% - are aware if e-services are offered in Albania. Still, out of those that are aware, nearly 63% believe they are informed and knowledgeable about using them, only 18.9% use them and 77.8% consider e-services user-friendly.</i></p> <p><i>When asked if they believe the administration seeks feedback from citizens on how administrative services can be improved only 43.2% of the citizens agree. Out of those that agree, 84.8% confirm that the administration uses their feedback to improve service delivery.</i></p>	
<b>Specific observations</b>	
<p><i>The sample of the Public Perception Survey conducted in Albania consisted of a total of 1013 people over 18 years old. In the survey, the level of agreement is measured on the base of two responses 'strongly agree' and 'agree'.</i></p>	

<b>Indicator score</b>	20 (out of 32 points)
<b>Final indicator value</b>	3 (scale 0-5) <sup>1</sup>
<b>Measurement period</b>	15 October – 30 November 2017

<sup>1</sup> Provide point range conversion here e.g. 0-5 points = 0; 6-10 points = 1, etc.