



■ WeBER Indicator Summary

AREA: SERVICE DELIVERY

ALBANIA

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PAR Area	SERVICE DELIVERY	Country	ALBANIA
SIGMA Principle	3. Mechanisms for ensuring the quality of public services are in place		

WeBER Indicator	SD_P3_I1: Public perception and availability of information on citizens' feedback regarding the quality of administrative services
Indicator approach	
<p><i>This indicator measures public perception towards the awareness, practice and usefulness of feedback mechanisms for administrative services. 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> <p><i>It also analyses whether and to what extent the data and information regarding the citizens' feedback to the quality of administrative services is publicly available. A sample of the following services is used: 1) Property registration 2) Company (business) registration 3) Vehicle registration 4) Issuing of personal documents: passports and ID cards* 5) Tax administration: value added tax (VAT) for companies. Availability of data is measured using content analysis of relevant official websites of the institutions providing the sampled services.</i></p>	
Summary of the findings	
<p><i>Based on the results of the survey, 35.2% of the Albanian citizens either "agree" (30.4%) or "strongly agree" (4.8%) that they have the possibility to provide feedback on the quality of administrative services. Out of those that acknowledge their possibility to provide feedback, the vast majority, or 86.6%, consider the channels to provide their opinion as easy to use (83.7%) or very easy to use (2.9%)</i></p> <p><i>When asked if they perceive themselves or civil society as involved in monitoring and assessment of administrative services, 35% of the Albanian population either "agree" (30.9%) or "strongly agree" (4.2%). Out of all those who agree, 84.8% perceive that administrative services have been improved as a result of monitoring and assessment by citizens.</i></p> <p><i>For the website analysis, it included: 1) Immovable Property Registration Office (property registration/ issuing property certificates); 2) Albanian National Business Center (business registration); 3) General Directorate for Road Transport Services (vehicle registration); 4) ALEAT (issuing passports); 5) General Directorate of Taxation (tax administration). Findings show that the websites of the sample do not have even the basic information on citizens' feedback on the quality of service delivery available online.</i></p>	
Specific observations	
<p><i>For Albania, the margin of error for the total sample of 1013 citizens is \pm 3.08%, at the 95% confidence level.</i></p>	

Indicator score	11 (out of 20 points)
Final indicator value	2 (scale 0-5) ¹
Measurement period	15 October - 30 November 2017 (Public Perception Survey); 11.01.2018 (Review of websites)

¹ Conversion of points: 0-4 points = 0; 5-8 points = 1; 9-11 points = 2; 12-14 points = 3; 15-17 points = 4; 18-20 points = 5