



■ WeBER Indicator Summary

AREA: PUBLIC FINANCE MANAGEMENT

ALBANIA

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PAR Area	PUBLIC FINANCE MANAGEMENT	Country	ALBANIA
SIGMA Principle	16. The supreme audit institution applies standards in a neutral and objective manner to ensure high-quality audits, which positively impact on the functioning of the public sector		

WeBER Indicator	PFM_P16_I1: Supreme Audit Institution's communication and cooperation with the public pertaining to its work
Indicator approach	
<p>The indicator considers following elements of external communication and cooperation of SAIs: existence of strategic approach, allocation of job positions, means of communication used, citizen-friendliness, use of data visualisation, existence of channels for reporting on issues identified by external stakeholders, and consultations with civil society.</p> <p>Combination of expert analysis, analysis of websites, and interviews is used for measuring elements of this indicator. Researchers perform interview(s) with selected SAI staff to collect additional information (one or more interview depending on information gathered in each country) and collect documents not available online.</p>	
Summary of the findings	
<p>SAI, for the first time, has developed a Communication Strategy for the years 2017-2019 for specifically communicating their work towards the public and external stakeholders, apart from the strategy aimed at its organisational development. There is also a dedicated job position in charge of receiving and coordinating citizen complaints, while separate secondary functions of proactive informing are done by separate job positions. SAI, in its work, attempts to utilise various means of communication with the public, ranging from the publication of articles in written media, an active facebook account for the "Department of Performance of SAI" to the organization of Open Month for Citizens. However, SAI doesn't have the practice to produce citizen-friendly summaries of audit reports. Regarding channels of submitting complaints, in practice, citizens can submit a complaint or question to SAI through mail with due consideration given by SAI. The running of a new interactive and direct communication window with the citizens on the website is one of the measures of the Communication Strategy. Ad hoc, SAI consults CSOs and their work for the purpose of identifying risks in the public sector.</p>	
Specific observations	
None.	

Indicator score	12 (out of 18 points)
Final indicator value	4 (scale 0-5) ¹
Measurement period	28 June 2018

¹ Conversion of points: 0-3 points = 0; 4-5 points = 1; 6-7 points = 2; 8-11 points = 3; 12-15 points = 4; 16-18 points = 5.