



# ■ 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>4. The accessibility of public services is ensured</b>		

<b>WeBER Indicator</b>	<b>SD_P4_I1: CSOs' perception of accessibility of administrative services</b>
<b>Indicator approach</b>	<p><i>This indicator measures the perceptions of relevant CSOs (with focus on disabled people, minority rights, working in rural areas etc.) towards the accessibility of administrative services for disabled persons, persons in remote areas and minority groups. Perceptions are explored using a survey that specifically targets CSOs with focus on disabled people, minority rights along with CSOs working in remote areas. The survey with CSOs employs a convenience sampling and uses an online standardized self-administered questionnaire (SAQ). For all elements under this indicator, a focus group with CSOs (including CSOs from the capital and outside the capital) is employed to validate the quantitative findings and is analysed accordingly in the narrative report. Focus group used purposive sampling.</i></p>
<b>Summary of the findings</b>	<p><i>Regarding the territorial distribution of administrative service providers, only 22.9% of surveyed CSOs either "agree" (21.8%) or "strongly agree" (1.1%) that they are distributed in such a way to ensure easy accessibility for all citizens. Other 43.7% disagree. Also regarding one-stop-shops, some one-third "agree" (28.7%) or "strongly agree" (4.6%) that they are easily accessible by all citizens (through their geographic distribution).</i></p> <p><i>Regarding the availability of different channels of choice for obtaining administrative services, more than one-third of surveyed CSOs (35.6%) either "agree" (29.9%) or "strongly agree" (5.7%) that the public administration provides multiple channels of choice. Some 26.4% answered "neutral", while other 22.6% disagree.</i></p> <p><i>Focusing on the topic of the needs and treatment of vulnerable groups, only 6.8% of surveyed CSOs either "agree" (5.7%) or "strongly agree" (1.1%) that service provision is adapted to the needs of vulnerable groups. The majority, or 44.8% disagree, while 18.4% strongly disagree. Furthermore, only 11.4% either "agree" (10.3%) or "strongly agree" (1.1%) that e-channels are easily accessible for vulnerable groups. Moreover, 10.3% of surveyed CSOs think that the staff working on administrative service delivery is trained on how to treat vulnerable groups.</i></p>
<b>Specific observations</b>	<p><i>For Albania, a total of 93 CSOs were surveyed. The data collection method included a self-administered questionnaire (web SAQ).</i></p>

<b>Indicator score</b>	3 (out of 18 points)
<b>Final indicator value</b>	0 (scale 0-5) <sup>1</sup>
<b>Measurement period</b>	Survey of CSOs: April 23 <sup>rd</sup> – June 28 <sup>th</sup> 2018

<sup>1</sup> Conversion of points: 0-3 points = 0; 4-6 points = 1; 7-9 points = 2; 10-12 points = 3; 13-15 points = 4; 16-18 points = 5.