FINAL REPORT

CITIZEN - CENTRIC SERVICE DELIVERY MODEL FOR ALBANIA

Final Assessment

IDRA Research & Consulting

CITIZEN - CENTRIC SERVICE DELIVERY MODEL FOR ALBANIA FINAL ASSESSMENT

Final Report

This Final Report presents and summarizes our findings, and contains a detailed analysis of results.

25 November 2020

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1 Executive Summary

1.1 Introduction

The Government of Albania is determined to fundamentally change the way public services are provided in the country through a variety of interventions under a citizen-centric approach, which combats corruption, fosters a customer-care culture, enhances access, as well as increases efficiency in the Albanian public administration. Under the Innovative Good Governance priority, launched in April 2014, the Program "Innovation against Corruption: Building a Citizen Centric Service Delivery Model in Albania" under the supervision of the Deputy Prime Minister's Office, entails a multilayered reform that focuses on key administrative central government public services to reduce the time and burden for citizens and businesses in gaining access to services and improve service delivery quality, transparency and efficiency by using innovative solutions and ICT. Its key pillars are:

1. the establishment and management of an integrated nationwide model of service delivery whereby the front office is focused on the relation with the public and is separated from back office processing, including the implementation of the one-stop-shop and in-one-place approach of the Citizen Service Center;
2. service provision standardization, simplification through business process re-engineering and digitalization, with a focus on online services;
3. citizen feedback and performance monitoring on service delivery for ongoing improvement

As part of the reform, in October 2014, the **Agency for the Delivery of Integrated Services in Albania** (ADISA)was established to manage the centralized public service delivery to the citizens. Its expanded mandate includes the implementation of the separation of the front office (FO) from the back office (BO) in all central institutions. This process entails the overhaul of public service delivery in Albania with the establishment of service standards for the citizens and performance monitoring for service window clerks, based on a customer-care culture. The Government of Albania has received financing from the World Bank for the CCSD project, with ADISA as the beneficiary agency, carrying out the technical aspects of activities under this project.

Since its first ADISA managed FO, opened at IPRO Tirana office in 2015, ADISA has expanded its FOs services nation-wide, by establishing Integrated Service Centers (One Stop Shops) or in co-location with local government units. By the end of 2019, ADISA was present in 14 locations across 13 cities, with two locations in Tirana (Tirana 1[1], Tirana 2), and 1 location respectively in Fier, Gjirokastër, Shkoder, Kavajë, Krujë, Kukës, Maliq, Belsh, Patos, Librazhd, Divjakë and Malësi e Madhe. During the first semester of 2020, ADISA has opened 2 new ISCs, in Lushnjë and Elbasan.

The number of institutions and services provided at these ADISA locations were increased as well. Starting from January 2020 to June 2020, these centers provided FOs services to citizens and businesses for at least 472 different public services by ISSH, DPGJC, FSDKSH, ASHK, QKB, DPT, etc. From September 2020, at its centers, ADISA provides 750 online public services of central government and 70 public services of local government institutions.

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[1] This office was closed for about 6 moths due to earthquake damages and all the services were provided at Tirana 2 office.

Such centers offer citizens and businesses improved physical access to public services, with an enhanced customer service culture and standards regarding the delivery. These centers aim to reduce the time it takes for a service to be provided as well eradicate petty corruption. In addition, the National Agency for Information System has been increasingly providing opportunities to both business and citizens to apply and obtain certain public services online, through the e-Albania portal.

Significant strides have been made to improve access and availability of information to citizens on public services. This improves the predictability of the entire process to obtain a service, allowing for increased transparency and reduction of citizens' time to receive information on public services. Despite the changes brought by the recent Prime Minister's order, requiring that the application process for several public services should be done only online starting January 2020, the role of ADISA remains necessary in advising and assisting applicants who visit the centers.

In addition, the National Agency for Information System has increasingly provided opportunities to both businesses and citizens to apply and obtain certain public services online, through the e-Albania portal. At least 38 services, with digital seal, can be obtained online only. As of January 2020, the application process for 472 services is online only, and currently growing. Thanks to the integration of back-end systems, some of the required documents that are issued by other public institutions are to be obtained by the public employees themselves, not by the applicant.

The expansion of ADISA in new locations as well as mandating the application process online only for a large group of services is thought to increase access to public services, reduce the time to deliver services, reduce the number of documents to be provided by the applicant, reduce corruption, and increase the level of satisfaction among applicants.

Significant achievements have been made to improve access and availability of information to citizens on public services. Information is available in several platforms, both digital and non-digital to reach all population categories. Such platforms include the e-Albania portal and ADISA's website, a dedicated line 08000118 (Call Center), as well as all ADISA centers, where a dedicated desk is set for providing information to anyone who visits them. This improves predictability on the entire process to obtain a service, allowing for increased transparency and reduction of citizens' time to receiving information on public services.

A baseline assessment household survey was conducted in the first half of 2016, producing baseline data on several indicators, to measure progress toward the project's objectives. Another household survey was conducted to measure progress against the baseline and targets. Findings from this mid-term household survey completed in 2019 (conducted in late 2018) confirm that substantial progress has been made towards achieving the PDO. The data reveals that access to services within the scope of the project has improved by 22 percentage points overall compared to the baseline (2016), with significant gains for women (18 percentage points), the poor (18 percentage points), and the Roma (17 percentage points). Citizens' satisfaction with services has improved by similar magnitudes. On these grounds, the final assessment compares the progress from the previous assessments and the end targets for the main indicators.

1.2 Summary of Study Results

1.2.1   Usage & contacts with institutions offering public services

The final survey results show that about 59% of the respondents have contacted at least one of the 16 targeted institutions to get a service during the past 12 months. This result is somewhat lower compared to the midterm survey (61%).

Baseline	Midterm	Final
Percentage of citizens contacting at least one institution		
69%	**61%**	**59%**
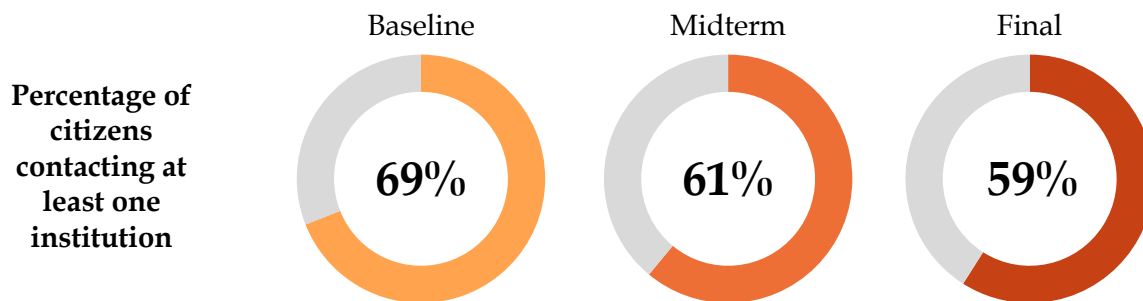
When disaggregating by the "Wealth index", the outcomes show that there is a higher tendency of the richer strata to contact institutions, as 69% of them contacted at least one, while there is a small drop in the percentage of contact of the poorer strata and a sharper drop in the contact of the middle strata. In the case of Roma population, there is a sharp decrease in their contact with the institutions. Only 44% of the respondents pertaining to the Roma community contacted at least one institution during the past 12 months, 26pp less than in the midterm assessment.

Results show a considerable increase of contact with institutions and public service delivery across ADISA offices, as 10% of the citizens who contacted at least one institution made at least one contact through ADISA, a 6pp point increase from the midterm figure.

Midterm	Final
4% of the citizens who contacted at least one institution, made at least one contact through **ADISA**	**10%** of the citizens who contacted at least one institution, made at least one contact through **ADISA**

The most contacted institutions, out of the 16 targeted in this survey, are the Civil Registry Offices (DPGJC) with about 41% of all the respondents declaring that they have contacted it at least once in the past 12 months, the Directorate of Road Transport Services (DPSHTR) with 14%, Social Security Institute (ISSH) with 13%, and the State Cadastral Agency (ASHK) with 11% of the sample. The other institutions show contact frequency below 10%. The contact of citizens with institutions is made overwhelmingly through face-to-face interaction (above 90% for almost every institution). Similar to the results of the baseline and

midterm survey, other ways of contact (telephone, online, intermediaries) are used much less, even though there is an increased access to internet and technologies.

1.2.2   Main project indicators

Based on the Results Framework and Monitoring, the **Project Development Objective Indicator 2** is composed of four specific indicators related with access to services for the poor and the vulnerable. The final assessment results show an increase of all these indicators, suggesting continued progress in the delivery of public services for these groups.

Access to services for the poor and vulnerable: Percentage of the poor who stated that receiving services from institutions contacted was "easy" or "very easy". The indicator is calculated as the percentage of respondents categorized as "Poor" (the bottom 40% categorized by the Wealth Index), who contacted at least one institution during the past 12 months and evaluated the process of receiving the service, for all institutions contacted, as "Easy" or "Very Easy". The score for the final assessment is 67%, or 67% of the poor stated that receiving services from the institution contacted is "easy" or "very easy". Comparatively, the final assessment evaluation shows an increase from the midterm evaluation (measured in 2018) of 60% and more so from the baseline evaluation (measured in 2016) of 45%.

Considering the end target for the indicator is 70%, the final assessment evaluation falls only 3pp short from the benchmark. Hence, the result suggests a highly positive impact of the project.

Easiness of access to public services for the Poor

| 45% | 60% | 67% |
| Baseline | Midterm | Final |
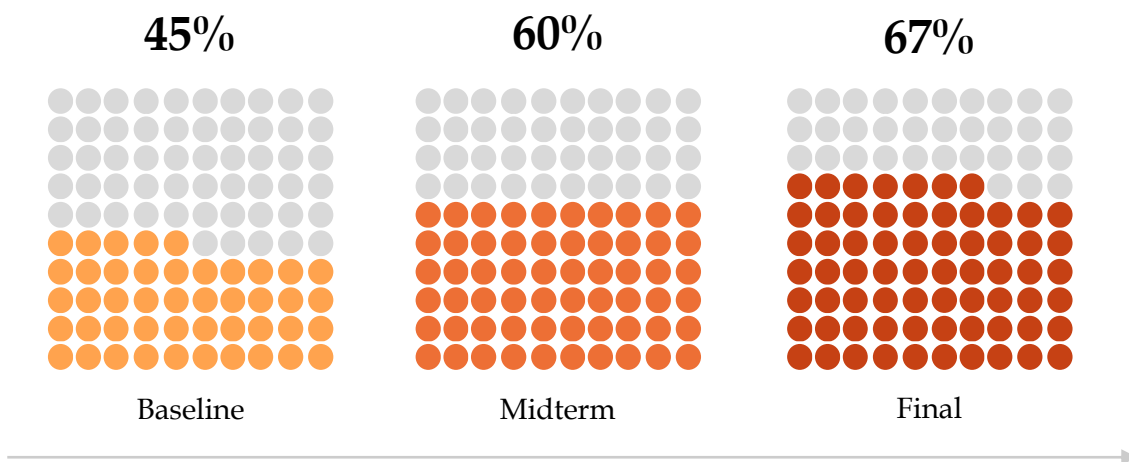
Access to the poor and vulnerable: Percentage of the Roma who stated that receiving services from institutions contacted was "easy" or "very easy". The evaluation for the final assessment is 63%, or 63% of the Roma community stated that receiving services from the institution contacted is "easy" or "very easy". Comparatively, the evaluation shows a slight increase from the midterm evaluation of 61% and a considerable increase from the baseline evaluation of 47%. *Considering that the end target of this indicator is 72%, the final evaluation is somewhat lower, particularly 9pp. The result suggests that there is still way ahead in improving access to public services for marginalized communities.*

Easiness of access to public services for the Roma Community

47%   **61%**   **63%**

Baseline   Midterm   Final
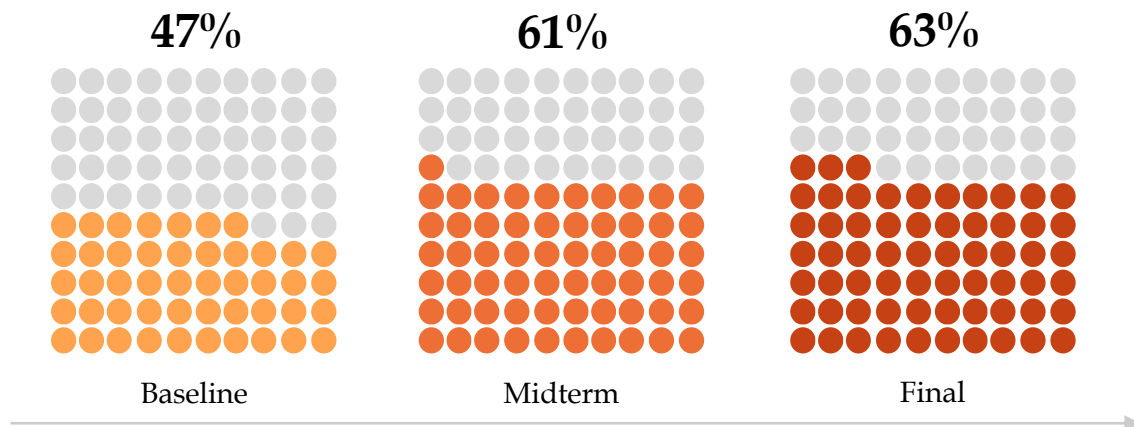
Access to services for the poor and vulnerable: Percentage of females who stated that receiving services from institutions contacted was "easy" or "very easy". The indicator is calculated as the percentage of female respondents, who contacted at least one institution during the past 12 months and evaluated the process of receiving the service, for all institutions contacted, as "Easy" or "Very Easy". The evaluation for the final assessment is 68%, or 68% of the female population stated that receiving services from the institution contacted is "easy" or "very easy". Comparatively, the evaluation shows an increase from the midterm score of 62% and a considerable increase from the baseline score of 46%. *The trend demonstrates steady progress during this period, while the final evaluation falls short only by 3pp to the end target for this particular indicator of 71%.*

Easiness of access to public services for the Female Population

46%   **62%**   **68%**

Baseline   Midterm   Final

Percentage of males who stated that receiving services from institutions contacted was "easy" or "very easy". The indicator is calculated as the percentage of male respondents, who contacted at least one institution during the past 12 months and evaluated the process of receiving the service, for all institutions contacted, as "Easy" or "Very Easy". The evaluation for the final assessment is 63%, or 63% of the male population stated that receiving services from the institution contacted is "easy" or "very easy". Comparatively, the evaluation shows an increase from the midterm score of 60% and a considerable increase from the baseline score of 39%. *As in the case of the female population indicator, the trend demonstrates steady progress during this period, while the final evaluation falls short only by 1pp to the end target for this indicator of 64%.*

Easiness of access to public services for the Male Population

39% — Baseline
60% — Midterm
63% — Final
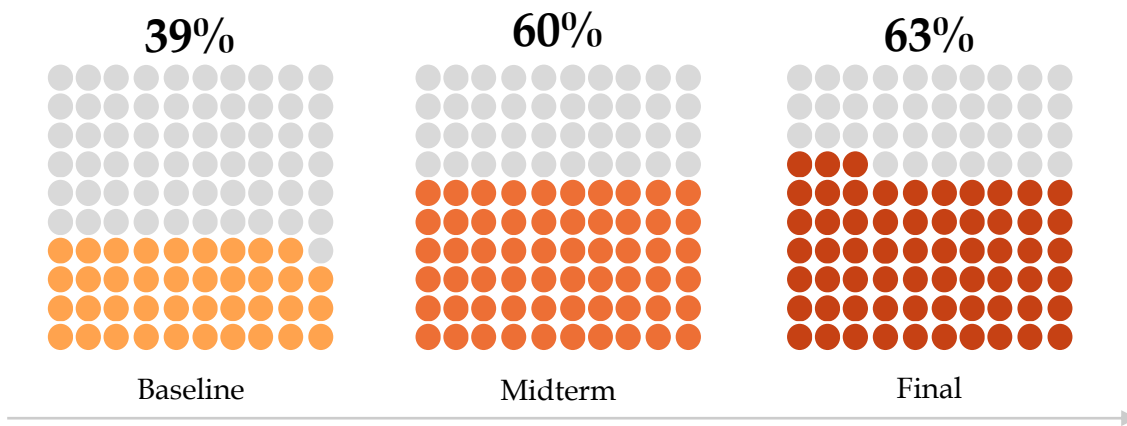
Access to services for the poor and vulnerable: Percentage of respondents in urban / rural areas who stated that receiving services from institutions contacted was "easy" or "very easy". The indicator is calculated as the percentage of respondents categorized by region as rural and urban, who contacted at least one institution during the past 12 months and evaluated the process of receiving the service, for all institutions contacted, as "Easy" or "Very Easy".

Easiness of access for the Rural Pop.

Midterm 61% — Final 64% — Baseline 43%
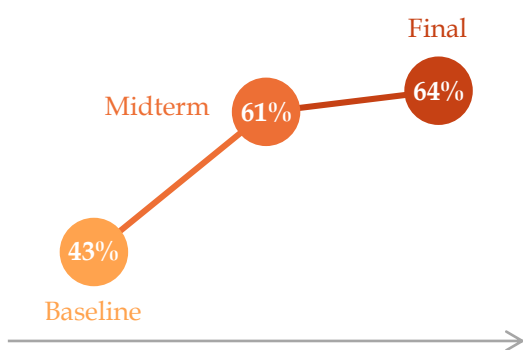
Easiness of access for the Urban Pop.

Final 66% — Midterm 61% — Baseline 42%
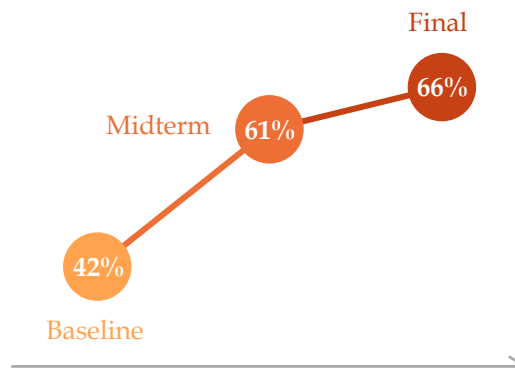
The midterm evaluation of the indicator is 61% for both rural and urban, or 61% of respondents in both rural and urban areas stated that receiving services from contacted institutions was "easy" or "very easy". The final evaluation of the indicator for the urban population is 66% consisting of a 5pp increase from the previous assessment, while 64% for the rural population consisting in a smaller increase of 3pp. *Even when considering the end target, both indicators show significant progress. The final evaluation of the urban population misses the end target (67%) only by 1pp, while the final evaluation of the rural population misses the end target (68%) by 4pp.*

Estimating citizens' satisfaction with public services is at the core of a citizen-centered approach to service delivery. In the final assessment, the indicator is at the level of 68%, meaning that out of the respondents who had contacted at least one institution during the past 12 months, 68% of them declared to be "somewhat satisfied" or "very satisfied" with all contacted institutions. Compared to the midterm result, the final assessment result has increased by 3pp, showing roughly similar progress when compared to the increase in the easiness (+4pp).

Satisfaction with Public Services, Overall Population
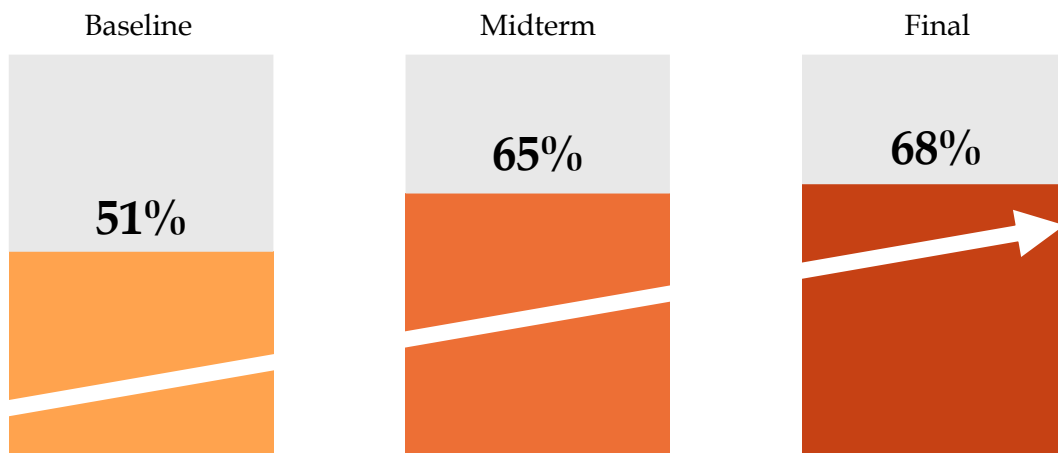
Differences in satisfaction between strata are somewhat neglectable (during the final assessment), implying quite a stable structure of satisfaction with public services. Disaggregating by gender, the satisfaction with public services is higher for the female respondents than for male respondents, 70% and 66% respectively during the final assessment. This structure of satisfactions, in which women are more satisfied than men with the public services consists through all assessment periods, suggesting a strong case for public services being more "female friendly".

1.2.3   Evaluation of public services

The assessment reflects evaluated attributes at the aggregate level for the questions on several dimensions of a service (transparency, accountability, fairness, processing speed, accuracy, appropriate working hours, legibility, office location and staff behavior & communication). The dimensions are projected on a scale from 0 to 100, where 0 is "completely negative" and 100 is "completely positive". If customer care standard benchmarking of service providers in the private sector would be considered, the required standard would be to reach at least 85 points on the scale.

Evaluation of public service attributes
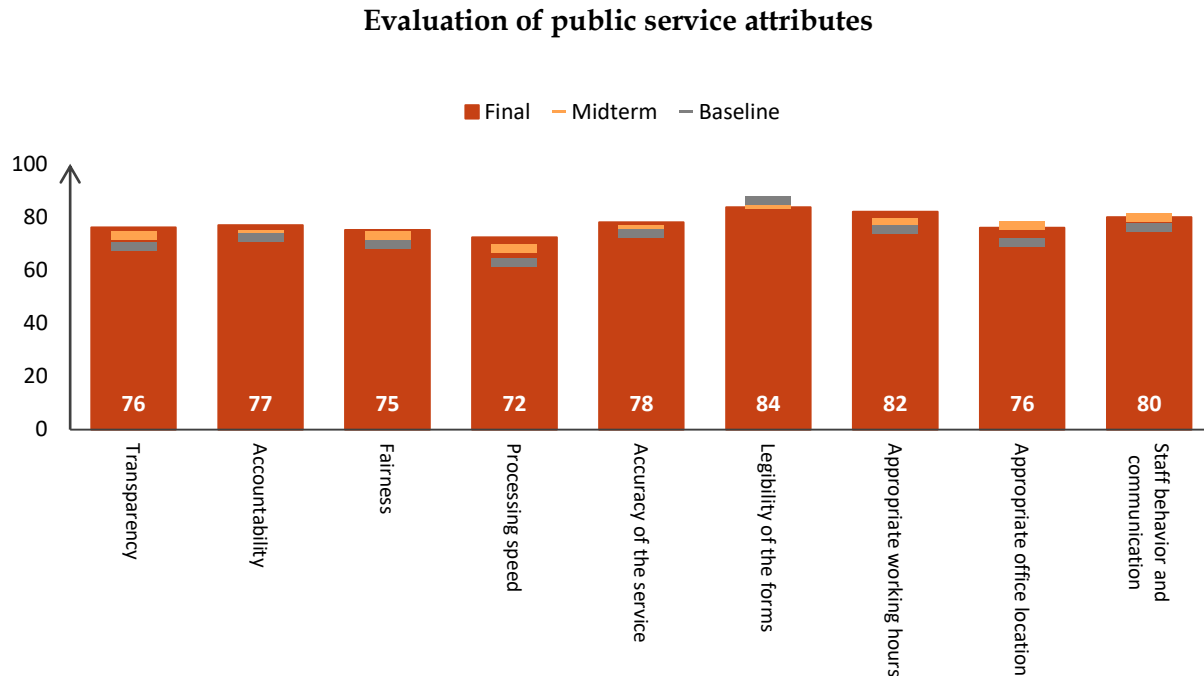
The final assessment results show that Legibility of the forms (format and size of fonts) is the highest evaluated of the dimensions, receiving 84 points out of 100, followed by appropriate working hours receiving 82 points and staff behavior and communication 80 points. Processing speed and Fairness are the lowest scoring dimensions (respectively 72 and 75 points) – although both are highly evaluated. Compared to the midterm results, almost all attributes have an increased evaluation except legibility of the forms from (85 to 84 points) and appropriate office location (from 77 to 76 points).

Furthermore, results show that about 14% of the citizens who contacted at least one institution during the past 12 months, had a reason to complain about the service received. However, only 3% of respondents who contacted at least one institution, actually filed the complaint. Compared to the midterm results, where 14% of the respondents who contacted at least one institution had a reason to complain, there is a decrease of 1pp. Even in the midterm evaluation, the percentage of citizens who actually filed a complaint is considerably lower than those who had a reason to complain, particularly 5%.

1.2.4   Corruption experience & perception

Although major progress has been made in the easiness of access and level of satisfaction with public services, corruptive behavior continues to exist in public institutions. Asked about the experience with corruption at their contact with institutions, in about 9% of cases where a citizen contacted an institution they stated that a bribe was either implied or asked during the contact, consisting of a slight increase in this figure from the midterm and the baseline assessment. However, this corruptive behavior is mostly due to a few problematic institutions.

	Baseline	Midterm	Final
Experience with corruption	**7%** A bribe was either implied or asked	**7%** A bribe was either implied or asked	**9%** A bribe was either implied or asked
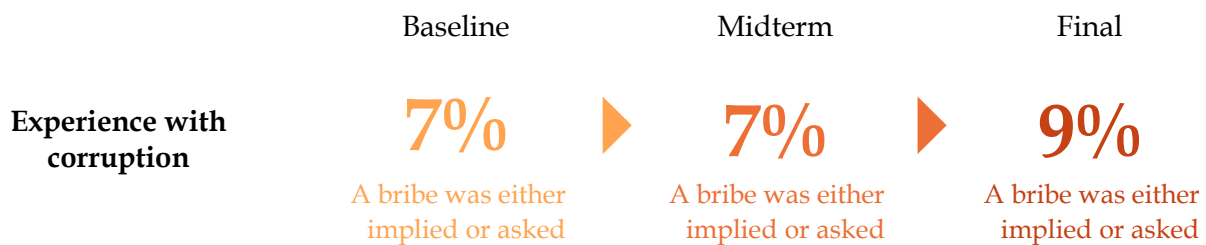
The institutions for which this experience was mentioned mostly are ASHK and DPSHTR. Considering these institutions, citizens who contacted ASHK, in 29% of the cases, citizens stated that a bribe was either asked or implied. DPSHTR follows with 13% of the cases whereby citizens contacted the institution and stated that a bribe was either asked or implied. Other institutions included in the assessment, have a level of below 13%, while it can be noted that DPGJ and QKB have a level of 2%. According to the respondents, the main purpose for the bribes was "to expedite the process". In comparison to the midterm assessment, DPSHTRr, ASHK, FSDKSH and SHKP show a rise in the level of corruption; increased percentage of cases is greater for ASHK and FSDKSH, moderate for SHKP and minor for DPSHTRr. However, further analysis on FSDKSH show that respondents mostly stated that a bribe was implied (13 out of 16 cases), rather than asked (3 out of 16 cases). These cases are vastly situated in Tirana (14 out of 16 cases), making this an isolated phenomenon.

The final ratings of institutions indicate that there is a high perception of corruption behaviors at ASHK, DPT and DPSHTRr, as rated by the citizens for their level of corruption. In general, those who contacted at least one institution during the last 12 months, but had no experience with corruption, rate the corruption 46 out of 100 points, while respondents who contacted a public institution and had experience with corruption, give a higher rate for corruption, 59 out of 100. Those who did not contact any institution, rate corruption with 52 out of 100 points. In this case, it must be noted how the absence of personal experience with corruption consists of only a moderate fall in the evaluation of corruption by respondents. The general perception of corruption, which is largely created through multiple channels of daily contact such as through the media, friends and family or work colleagues, seems to have an important and negative impact on the corruption evaluation even of citizens who contacted institutions but had no experience with corruption themselves

1.2.5   Electronic services & preferred channels of communications

About 66% of the respondents state that they know what an electronic service offered by a private or public entity is, consisting in sharp increase from the midterm (22%) and the baseline assessment (17%). Consistent with the level of knowledge, there is a sharp increase in terms of access to electronic services (all public and private). Around 16% of the total respondents accessed electronic services at least once, particularly 11pp more than in the midterm assessment (12% of respondents have accessed only a public service, while 3% have accessed both and only 1% only private electronic services). The percentage is much smaller among the poorer, the older, and the less educated groups of population.

Considering only e-Albania, 38% of all respondents (N=2001) have accessed e-Albania at least once. When excluding the respondents who have used e-Albania to receive the permit to leave home or use a car to go to work etc. during the COVID – 19 lockdown (during March – May 2020), the figure significantly drops to 9.5% of the total population (N=2001).[2] Put differently, 16.1% of the respondents who contacted at least one institution (N=1183) made at least one contact through e-Albania.

Usage of e-Albania to access public services
(excluding usage for permit to leave home, use a car to go to work etc. during the COVID – 19 lockdown**)**
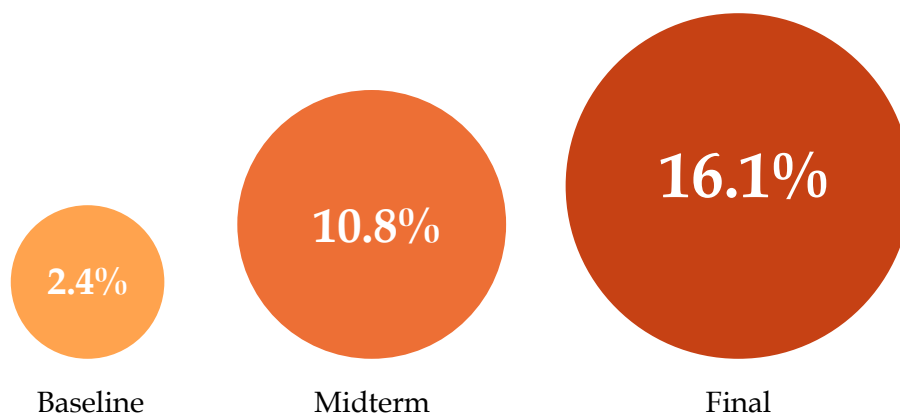
2.4%	10.8%	16.1%
Baseline	Midterm	Final

The results show considerable differences in access/usage of e-Albania between different population groups, which suggest that the poorer strata, older ages and less educated are considerably less likely to access electronic public services. Considering only the share based on the respondents who contacted at least one institution, to avoid biases due to differences of non-contacting the institution, only 7% of the poorer strata population (who have accessed at least one institution), did so using e-Albania – while there is a small increase of the access of the middle strata, is the richer strata which makes a big difference in access through e-Albania (+18pp from the poorer strata and +14pp from the middle strata). Such striking differences can be observed even when considering age, education and urbanity. Older ages, population

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[2] The figure is displayed as a share of the total respondents to show the extent to which e-Albania was used for other services rather than only to receive the permit to leave home, use a car to go to work etc. during the COVID – 19 lockdown (during March – May 2020). The analysis of the usage of e-Albania is then outlined as a share of the respondents who contacted at least one institution, in order to keep the same comparative base with other methods of contact.

with only primary school (less educated), and population residing in rural areas are much less likely to access public services through e-Albania.

Total
16.1%

Category	Value
Poorer	7%
Middle	11%
Richer	25%
18-24 y.o	29%
25-34 y.o	25%
35-44 y.o	15%
45-54 y.o	14%
55-64 y.o	9%
over 64 y.o	3%
At most primary school	4%
At most high school	15%
University & post university	32%
Male	14%
Female	18%
Urban	20%
Rural	9%
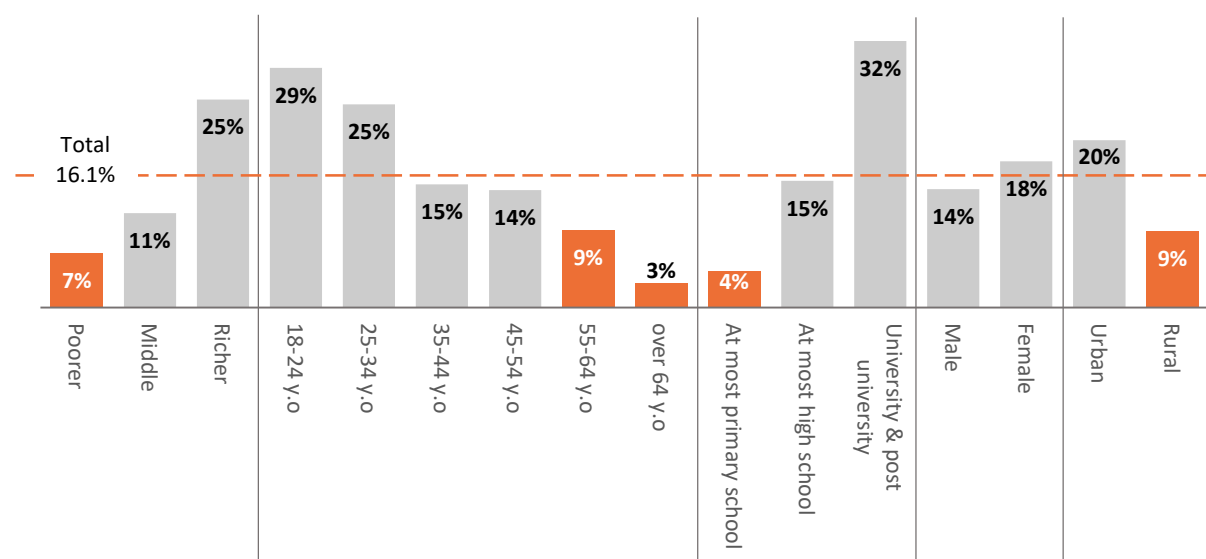
The final assessment results show that, only 4% of the overall sample experienced difficulties in getting the necessary information for a public service, while 57% did not (38% had no contact at all). The results show little difference compared with the midterm results, in which 6% of the respondents declared to have encountered difficulties. Even considering the increased access to internet and technologies, the respondents still prefer to get information on public services in person, or face to face contact (79%). Considering the midterm result there is an increase in most of the channels, notably the phone call/ call center channel (from 13% to 17%), while on the other hand a decrease in the cases of press channel (from 6% to 3%).

1.2.6   Main qualitative findings

Qualitative findings show that the progress in the easiness of access to public services is multidimensional and related to a more citizen – centric approach. The main results of this increased easiness to access public services are: **(i) more choices for the citizens; (ii) more information about the application process; (iii) better connected government.**

A key principle of open public services is **increasing choice** by giving people more direct control over how and where they access these services. Findings show that citizens acknowledge that they can approach public institutions through three main means: (1) the institution directly; (2) ADISA offices – where available; and (3) e-Albania.

Citizens today are more aware of their rights, have better access to **information on public services** and consequently have higher expectations of service levels. On one hand, because they have become accustomed to capable private sector organizations providing high levels of customization and other benefits, they are not prepared to accept that public sector organizations are incapable of improving their own service delivery, hence adding pressure towards public institutions to improve service delivery. On the other hand, there is much more available information, through multiple channels about public service

deliver (i.e. directly searching the internet, ADISA information cards; information about the service in e-Albania etc.), and also institutions can directly provide more information.

Furthermore, the ease of access is driven by a greater perception on a **better-connected government**. Citizens perceive that there is an overall better structure of public service delivery through a better interconnectivity between institutions and a better front-end delivery. There is a perceived difference in ease of access between citizens who have an **ADISA office** in their residence and citizens who do not. Citizens from areas where there is an established ADISA office have information on public services, more choice of approach and a better-connected government.

Findings show that the progress in the satisfaction with public services is initially related to the easier process of accessing these services. There are also two additional factors observed during focus groups that contribute to the satisfaction: **(i) delivering the promised services; (ii) improved speed**.

Considering the first contributor, the existence of information about services (i.e. specific description of service, usability, time of deliver etc.) sets prior expectations about the service. On the other hand, lack of information (even a lack of intent to search for accurate information, but rather on vague directions) disrupts expectations, misleads citizens, and creates dissatisfaction. But informed citizens (even pertaining to marginalized groups), claim to have been delivered the promised service.

As regards the speed of service delivery, there is a general improved perception of the delivery process, especially for attaining basic documents (such as a personal certificate, which, as most participants were cognizant, took literally minutes to be extracted from e-Albania), as well as more complicated services (such as applying for and receiving the ID card). However, there are some specific service related to ASHK which quite often suggest corruptive behavior. The behavior (as declared by FGs participants) is related to the efforts of the employees of this institution to prolong the service delivery – expecting bribery to keep the process on track.

Discussions suggested than the satisfaction towards service delivery speed is related to the application process, rather than to obtaining the service. This is directly related to one of the components of the satisfaction, which is delivering the promised service (especially previously knowing the time of delivery), as well as to a speed up process, at least for the mainstream services.

Regarding electronic services, finding show that citizens are increasingly accessing services through e-Albania: either by themselves, through the help of someone else, or through some public or private entity. Younger ages of FGs participants declare that they use e-Albania frequently, as a very quick tool for receiving public services. However, even though the application can be attained through e-Albania, the participants stated that for most of the applications made, they had to contact the institution directly to finally receive the service (except basic services such as personal certificate).

Although the users of e-Albania are satisfied with applying through the portal and don not mind going to the institution offices to receive the service, participants show discontent about the latest policy to move the application for all services through e-Albania. Older age groups do not deem themselves able to access the portal (not being able to properly use a smartphone or the internet), a phenomenon supported also by younger groups. Finally, this category of citizens resort to their younger relatives, who do the application for them. Within this context, citizens continue to go to directly to the institutions. There are cases, such as in ASHK, where an employee of the institution does the application for the citizen (this was

observed in Korçë where there is no ADISA established), or they go to ADISA which does the application for them through e-Albania. *Accessing e-Albania through ADISA when available, is to participants a more comprehensive solution to this process – as the application is done by ADISA employees and e-Albania serves as a tool.*

There is also another "service provider" rapidly growing, which privately offers the completion of the application through e-Albania, as FGs participants mostly declared them to be at notary office, or an internet center. One of the focus groups' participants was an employee at a notary office who offered the service of applying through e-Albania. This participant describes the support process to access e-Albania as crucial to all groups, not just older ages, or citizens not able to use technology, as the process to apply for services (not the basic ones) is more complicated and most often cannot be attained only through e-Albania.

2 Methodology

2.1 Public institutions included in the survey

The Final Assessment includes a total of 16 public agencies of public service delivery in Albania. The Midterm Assessment included 18 public agencies and the Baseline Assessment included 16 public agencies. Differences between the three waves are displayed in Table 1.

Most notably in this wave, the merging of the Immovable *Property Registration Office and Agency for Legalization (ZRPP)*, *Urbanization and Integration of Informal Areas/Buildings (ALUIZNI)* into the *State Cadastral Agency (ASHK)* needs to be clearly indicated throughout the report, hence the results pertaining to the ASHK will be compared in this wave to both ZRPP and ALUIZNI. Also, based on the lessons learned from the previous assessment, the *Agency for Delivery of Integrated Services (ADISA)* is excluded from the list of institutions and added as a contact method for the listed institutions. Based on this approach, the data has yielded more comprehensive results about the contribution of ADISA in public service delivery.

Table 1: Public institutions included in the survey

No.	Institution	Acronym	Baseline	Midterm	Final
1	State Cadastral Agency	ASHK			✓
2	National Business Center	QKB	✓	✓	✓
3	Social Security Institute	ISSH	✓	✓	✓
4	General Directorate of Road Transport Services	DPSHTR	✓	✓	✓
5	Compulsory Health Insurance Fund	FSDKSH	✓	✓	✓
6	Civil Registry General Directorate	DPGJC	✓	✓	✓
7	General Maritime Directorate	DPD	✓	✓	✓
8	General Directorate of Taxation	DPT	✓	✓	✓
9	General Bailiff Directorate	DPP	✓	✓	✓
10	Central Technical Archive of Construction	AQTN	✓	✓	✓
11	Agency for Property Treatment	ATP		✓	✓
12	Albanian Customs	DPDog		✓	✓
13	Education Services Center	MAS/QSHA		✓	✓
14	Agency for Agriculture and Rural Development	AZHBR		✓	✓
15	National Food Authority	AKU		✓	✓
16	National Employment Services	SHKP		✓	✓
17	Agency for Delivery of Integrated Services	ADISA		✓	Included as a contact method
18	National Licensing Center	QKL	✓	Merged to QKB	Merged to QKB
19	Immovable Property Registration Office	ZRPP	✓	✓	Merged to ASHK
20	Agency for Legalization, Urbanization and Integration of Informal Areas/Buildings	ALUIZNI	✓	✓	Merged to ASHK

No.	Institution	Acronym	Baseline	Midterm	Final
21	Property Restitution and Compensation Agency	AKKP	✓		
22	General Directorate of Prisons	DPB	✓		
23	Ministry of Education and Sports	MAS	✓		

2.2 General Approach

Based on the objectives of this assignment "Final assessment of quality of public services" the assessment is composed of two main components:

Quantitative Component

National HH Survey

The major objective of this survey is to yield data on citizen access to public services, citizen satisfaction with public services, use of e-government, and channels for service delivery and information, etc.

Qualitative Component

Focus Groups

The overall objective of focus groups will be to deep dive into the current situation of public service – regarding access, satisfaction, usage pattern, channels for delivery, information structure, etc.

2.3 Survey methodology

According to the ToR, the Household Survey is based on a nationally representative sample. To construct the total sample size, we have considered that for any percentages presented in the report, the margin of error should be ±2.2% for a 90% confidence interval. Keeping in mind that subsample analysis would be presented by district, age, gender, urbanity, education and more, we conducted a total sample size of N=2000 respondents in a national scale. The sample of this size also considers of the ToR's objective to focus on vulnerable groups' perceptions and experiences with public services (poor, youth, women, etc.) i.e any subsample analysis based on this parameter is foreseen to fall within the mentioned margin of error.

However, the national sample would still not be able to reach statistically significant subsample size for Roma/Egyptian population in Albania. As such we conduct a boost sample (oversampling) of this population with N=200 Roma/Egyptians.

Thus, the quantitative approach with be composed of:

National Sample	➤	N = 2000
Boost Sample of Roma	➤	N = 200

During this assessment, the questionnaire underwent some changes. Initially, during the midterm assessment ADISA is listed as a method of contact, rather than an institution (as explained in section 2.1), while the role of ADISA in the service delivery process is also specified. Some questions were updated considering the recent situation, in which the application process for several public services is required to be done only online starting January 2020, mainly: reasons for still inquiring face to face contact; type of intermediaries; differentiation of type of usage for e-Albania in using in to receive the permit to leave home during COVID-19 lockdown and for other usual public services; personal or assisted usage of e-Albania; future consideration in using e-Albania.

During this assessment, much consideration was given to the impact that the lockdown period (consisting in about two months) could have had on citizens accessing institutions. Since the lockdown significantly reduced the frequency of contact citizens had with institutions during that period, the 12-month period in focus of our study was thoroughly emphasized in the survey methodology. The questionnaire was revised with the cooperation of the client to capture nuances that might have arisen from the lockdown.

2.3.1 Sampling methodology

The methodology used to conduct the survey is the multistage cluster sampling with stratification. Selection of respondents goes through a three-layer selection of sampling units.

1) Selection of the Primary Sampling Units.

For the purposes of sampling, we use as Primary Sampling Units (PSUs) the geographic areas defined by polling/voting centers. These areas specifically defined in the map serves as geographical cluster of the sampling. Since a Voting Center (VC) identifies a polling area, for ease of expression, throughout this methodology, "VCs" is used to denote polling areas.

IDRA possesses the database of the VCs from the Albanian Central Election of 2017. The geographical areas represented by VCs are exhaustive and mutually exclusive. The database of the VCs has the following fields/variables:

(i) County/Qark where the VC is located
(ii) District/Rreth where the VC is located
(iii) Municipality/Bashki or Commune/Komune (former ones) where the VC is located
(iv) The number of registered voters

The Central Election Commission of Albania (CEC-AL) has also made public the maps of the area covered by each VC. Each VC cannot have less than 150 registered voters and no more than 1000 registered voters.

The algorithm used for selecting the voting centers is PPS-Systematic (WOR). The number of registered voters is used as MOS (Measure of Size). This algorithm gives a higher chance of selection to those VC that have a bigger number of registered voters. Said differently, higher populated areas have a bigger probability of being selected. VCs with a small number of registered voters have a chance of selection too, but smaller than the other VCs.

At this stage of sampling, depending on the study, the selection of VCs (PSUs) is stratified according to the following criteria:

1. Urban/Rural
2. District

The stratification (selection of VCs in each cross-section strata) is proportional to the number of registered voters in each cross-section strata. This ensures that the sample is representative of the country as a whole and all the strata are duly represented. It is important to note that although ToR mentions 3 macro regions of Albania as strata for sampling, we use Districts (Qark) as strata. Any latter grouping of districts that belong to a macro region stratum (North, Central, and South) is done during analysis phase and results are presented in that specific grouping.

In total 125 VCs are selected and 16 successful interviews are conducted in each VCs areas.

For selection of the VCs the Complex Sample Module of IBM PASW 18 (Formerly SPSS) is used.

First stage inclusion probabilities and first stage sampling weights are also calculated.

Quick Counts

After the VCs are selected a quick count of all the households residing in the geographical area of the selected VCs, as required by the ToR (enumeration area listing). The quick counts determine second stage probabilities of inclusions and second stage sampling weights, also the interval of selection used in each sample VC. A synthetic report of the VC selection was sent to ADISA at this step, showing the main selection criteria (size, urban/rural, informal/formal).

2) Selection of the Household

Each selected cluster (Primary Sampling Unit) is divided into four areas (quadrants). In each of these areas (quadrants) are conducted four interviews, so in total there are conducted 16 interviews per cluster. Four starting points are randomly selected. As starting points served: houses/buildings on the selected streets/block, crossroads (for orientation), public buildings, local administration buildings, schools, bus stations. See the illustration on a map below.

Map of
Primary Sampling Unit (PSU)

Legend

▨	Building
▭	Borders of Electoral Districts / Primary Sampling Units
▭	Borders of Selected Electoral District (Cluster)
┈	Borders of Quadrants inside Selected Cluster
Q₁	Quadrant
x	Starting Point
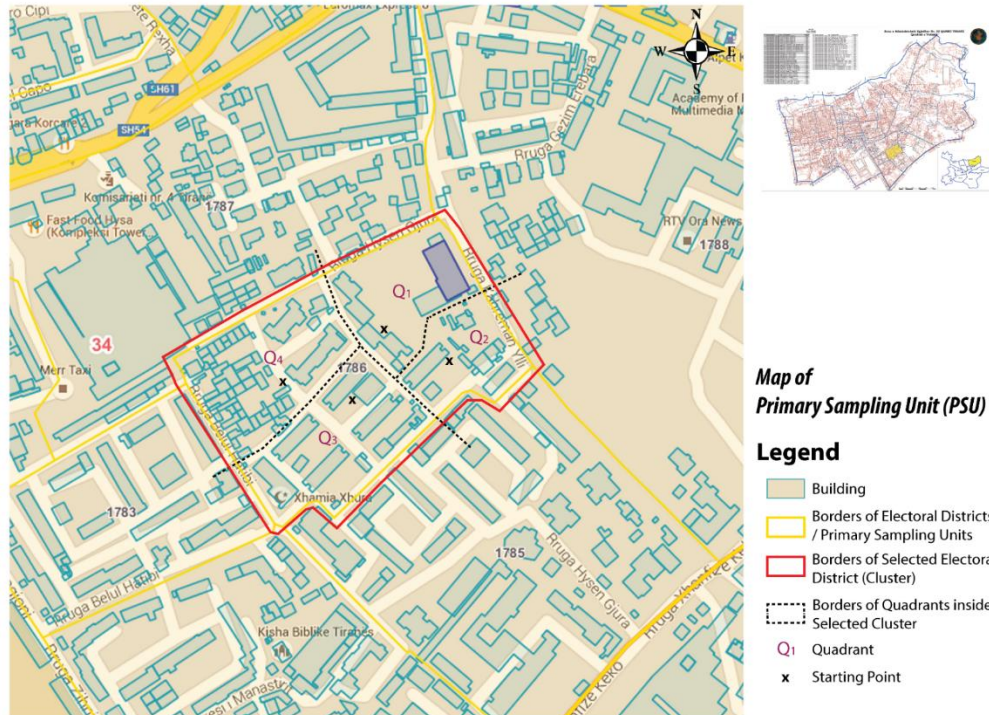
All interviewers are given starting points and instructions on how to select households by using the 'random route' method and selecting every third household by moving on the right side and the right direction.

Once at the given starting point, the interviewer places his or her back to the (main) entrance of the structure and moves to the right (rule: always go to the right). Counting three households (excluding the starting point), the interviewer attempts contact at the third household. This household is considered the main sample household.

An illustration of the second stage sampling is as follows. The Primary Sampling unit defined by polling area 1786, is further divided in 4 quadrants and within each quadrant a starting point for Random Route Method is selected.

The interviewer is required to conduct up to three visits at the main sample household at different times of the day, days of the week, and the weekend to conduct an interview. If the interviewer cannot obtain an interview at the main sample household, the interviewer selects another main household for the specific questionnaire number by continuing with the interval or random route procedure from the last of the four established main households.

Household selection (illustration)

Movement from the Starting Point: Figure below to the right is a simplistic description of a city block.

SP denotes the starting point that has been selected. Once at the given starting point, the interviewer has to place his or her **back** to the (main) entrance of the structure and move to the right (Rule: Always go to the right).

Counting **three** households (excluding the starting point), the interviewer attempts a contact at the third household, marked here as **X1**. The third household could be a structure like an apartment building, in which case, the interviewer enters the building and using rules outlined, determine the household to be selected.

R5	SP			X1		X2
R4						X3
R3						X4
		R2			R1	

Structures that are not occupied or where no one lives or institutions such as schools and hospitals are not be counted as part of the interval. The definition of interval includes only households that are occupied. Interviewer must make every effort to find out whether a unit is occupied or not before counting it to skip households.

This household, **X1** is the **first main** household where the interviewer makes three attempts, on separate occasions, to secure an interview with an eligible household member. Every effort is made so that those attempts are distributed over more than one day to provide an opportunity for hard-to-reach individuals to be included in the sample. There are times when it is not possible to return to an area on another day and attempts are made on the same day. In this case, a gap of at least 2 hours was left between each attempt, unless it is was appointment.

Tracking Sheet

The purpose of the tracking sheet is to record all contact attempts, successful or unsuccessful. The tracking sheet is a detailed record of interviewers' movements in the field and experience at every attempt. It serves to:

- Show the number of attempts made in order to have a successful interview
- Remind the interviewer of appointments made earlier
- Indicate the reason why a given household was replaced
- Serve as a means of quality control
- Track response rates

One tracking sheet should be used per starting point (Ultimate Cluster). Before knocking on a door, interviewers record on the tracking sheet the day and time of that specific visit AND the questionnaire serial number intended to use for this visit. Then, depending on the outcome, interviewers ndicate the results of the visit.

After an interview has been conducted successfully, the interviewer records the outcome as successful and continues to the next household (next third household in the interval). However, there are cases when

the outcome is not successful. There are different reasons why an attempt is successful. Some of the reasons require interviewers to make a second or third visit at a given household while other reasons require interviewers to replace the household.

3) **Selection of the respondent**

When the HU is selected the enumerator lists all the members of the household aged 18 years and over on their birthday and gender. The enumerator selects the respondent (falling the criteria of selection: age, gender etc.) who had celebrated the last birthday from the day of the interview. Third stage inclusion probabilities and third-stage sampling weights are calculated.

Successful and unsuccessful interviews

An interview is considered successful when the selected respondent is contacted and agrees to participate in the study.

An interview is considered unsuccessful when:

(i)   the selected respondent refuses to participate
(ii) the enumerator fails to contact the selected respondent after the third approach
(iii) there are no permanent residents in the HU

Both successful and unsuccessful interviews records (address of the household, name of a member of the household/name of the respondent, a phone number, successful or unsuccessful, reason of being unsuccessful) are recorded by the enumerators in the Random Route Report.

Other notes

The interviewers are given copy of the map of the VC area they are assigned to. If the starting point falls outside the geographical area of the VC, the enumerator decreases the categorical values of variable Distance till s/he finds a starting point falling in the geographical area of the VC. The assigned direction does not change.

When an apartment building is encountered during the counting of the HUs, enumerators start counting from the right-most, top-most HU in that apartment building.

2.3.2   Sampling methodology - Roma/Egyptian booster

In order to be able to sample a representative sample of Roma population, we use the latest data showing the distribution of Roma community in Albania. IDRA has been engaged in a project with Open Society Foundation in Albania for a Census-like survey of Roma population in Albania which has produced some real data about this population. Our sample is based on the following data.

Table 2: Distribution of Roma Sample

District	Nr. Of Roma HHs	%
Berat	300	6.9
Durrës	279	6.4

Elbasan	539	12.4
Fier	811	18.6
Gjirokastër	143	3.3
Korçë	860	19.7
Lezhë	128	2.9
Tiranë	922	21.1
Vlorë	235	5.4
Shkodër	117	2.7
Dibër	29	0.7
Total	**4363**	**100**

Source: OSFA/ Soros Project "Census of Roma", Population in Albania, 2014

Based on these data and on the neighborhood locations that IDRA possesses we constructed a quota-based sample and then conducted a random route method to select the specific household.

2.4 Measurement Procedures

2.4.1   Wealth Index calculation

An indirect approach of evaluating household wealth is done by collecting data on wealth proxies. These proxies can be analyzed using special statistical procedures to build wealth profiles of the respondents. The respondents tend to report these proxies more accurately than direct questions on wealth or income.

A battery of questions asking ownership of various assets, is used. Most proxy variables are taken as is, but some other need to be calculated, such as Person per Room, measuring the number of rooms per permanent members of households, Area per Person measuring the number of square meters per permanent members of households, etc.

Dimension reduction procedure is used with the newly recoded variables to build an indicator of wealth. The method used is Principal Component Analysis (PCA). PCA is a mathematical procedure that transforms a number of (possibly) correlated variables into a (smaller) number of uncorrelated variables called principal components. The first principal component accounts for as much of the variability in the data as possible, and each succeeding component accounts for as much of the remaining variability as possible.

On other words this technique takes a large set of variables and finds way of 'reducing' or 'summarizing' the set into a smaller number of components or usually called factors. This is done by looking for groups among all possible inter-correlations between al variables in the set. The factors explain to a satisfactory level the variability of the set of variables.

Principal Components Analysis is done to all the proxies. One factor is extracted. No rotation is selected. The factor is divided in quintiles, 20th, 40th, 60th and 80th quintile. Figure 1 displays a detailed illustration of the whole process:

Figure 1: Wealth Index calculation through PCA

20% | Richest

20 % | Richer

Internet

Air Conditioner

Desktop

Bank access

Laptop

Dwelling Condition

20 % | Poorest

…

Own their House

20 % | Middle

Smartphone

…

Car

…

Person per room

The division in quintiles is achieved using **Principal Component Analysis**

20 % | Poorer

One factor that explains at least 60% of the variance of all components
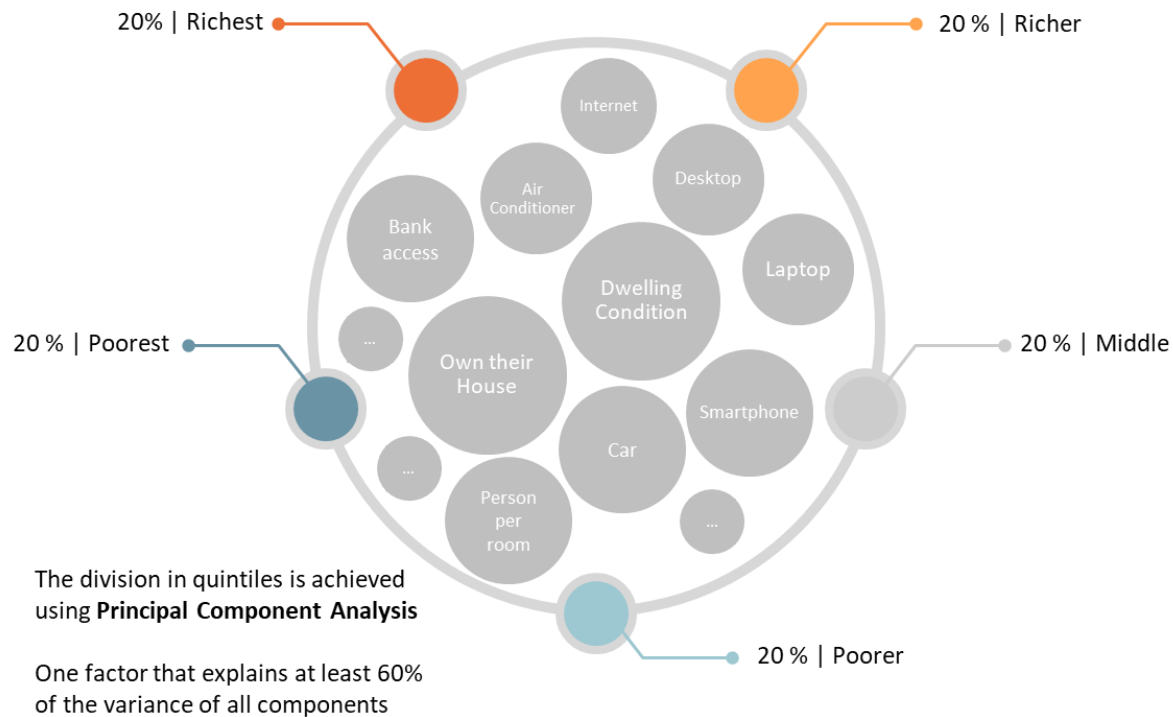
In other words, to measure the Wealth Index, a list of assets is selected, by the possession of which we classify the household as "Poorest", "Poorer", "Middle", "Richer" and "Richest", where the "Poorest" corresponds to the bottom 20% in the distribution of wealth and the "Richest" correspond to the top 20%. More specifically the household interviewed are asked to confirm which of the assets from the list they have in their possession, and based on which assets they possess, or do not possess, they are divided into the five groups.

These five groups are later aggregated into three groups: i) the "Poorest" and "Poor" are clustered into a new group, labeled as "Poor", which corresponds to the bottom 40% of the wealth distribution; ii) the group "Middle" corresponds to the 20% of in the middle of the wealth distribution; iii) the "Richer" and "Richest" group are clustered into a new group, labeled as "Rich", which correspond to the top 40% of the wealth distribution. Thus, the Wealth Index, classifies the household as "Poor", "Middle" and "Rich".

2.4.2   Weighting procedure

Weights are commonly assigned to respondent records in a survey data file in order to make the weighted records represent the population of inference as closely as possible. The weights are usually developed in a series of stages to compensate for unequal selection probabilities, nonresponse, non-coverage, and sampling variations from known population values.

Each sampled element (whether respondent or non-respondent) is assigned a base weight that is either the inverse of the element's selection probability or proportional to that inverse. With probability sampling, the selection probabilities are known, and the base weights are readily determined.

Weight development is usually to attempt to compensate for unit, or total, nonresponse. The base weights of responding elements are adjusted to compensate for the nonresponding elements. The general strategy is to identify respondents who are similar to the non-respondents in terms of secondary information that is available for both respondents and non-respondents, and then to increase the base weights of respondents so that they represent similar non-respondents.

At last, weight development involves a further adjustment to the weights to make the resultant weighted estimates from the sample conform to known population values for some key variables which in this case are **age and gender**. A common form of this type of adjustment forces the sample joint distribution of certain variables to match the known population joint distribution. This type of adjustment is post-stratification weighting based on quick counts for each PSU (125 PSUs). This stage of adjustment serves two purposes: to compensate for non-coverage and to improve the precision of the survey estimates. It can also be used to compensate for nonresponse.

2.4.3   Measurement scales used

Throughout the survey, Likert scale questions were used to measure the attitude or views of respondents towards a particular characteristic of the service delivery process or of an entire process. Likert scale questions offer a 1 to 5 scale of evaluation, which in many cases can be not enough for comparative analyses purposes.

For the sake of a more in-depth analysis and visualization purposes, in several cases throughout the report this scale has been converted to a 0-100 scale based on the following formula:

Figure 2: Measurement scale transformation

$$C = \frac{E-1}{n-1} * 100$$
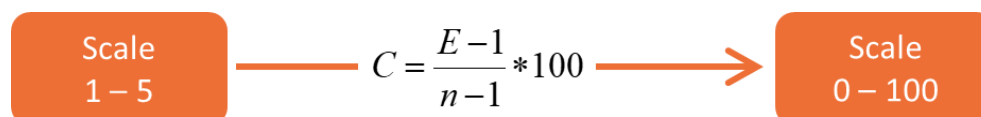
Scale 1 – 5   →   Scale 0 – 100

The scale transformation is achieved by subtracting 1 from each point on the 1-5 scale so that the questions are scored on a 0-4 scale. Then the scale is divided by 4 so that it ranges from 0-1 and multiplied by 100 to obtain a 0-100 range.

2.5 Sample Profile

During the national household survey there were conducted 2001 interviews with the general population. To create a representative sample of the whole population, the interviews are distributed throughout the district according to their current population. Table 3 shows the complete distribution of the interviews. Normally, most of the interviews (542) were conducted in Tirana, followed by Fier with 211 interviews and Elbasan with 196 interviews. The least number of interviews were conducted in Kukës district (47) and in Gjirokastër (67).

Table 3: Distribution of interviews

District	Nr. of Interviews	%
Berat	102	5%

Dibër	92	5%
Durrës	195	10%
Elbasan	196	10%
Fier	211	11%
Gjirokastër	67	3%
Korçë	158	8%
Kukës	47	2%
Lezhë	94	5%
Shkodër	155	8%
Tiranë	542	27%
Vlorë	143	7%
Total	**2001**	**100%**

Considering the weighted sample, 57% of the respondents come from urban areas, while 43% of the respondents from rural areas. 50.4% of the overall sample is composed by female respondents and 49.6% of the sample by male respondents.

Figure 3: Gender of the respondents
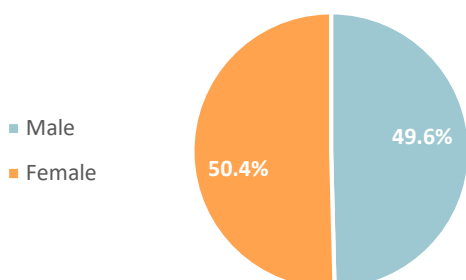
Figure 4: Area of the respondents
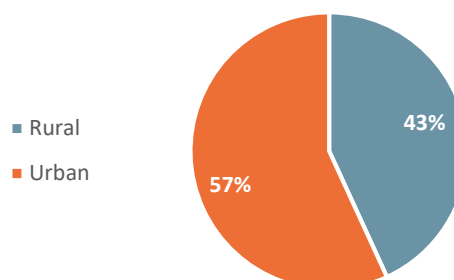
The sample is divided into six age categories, as displayed in Figure 5. Most of the respondents, 20%, belong to the 25-34 years old age group, closely followed by the share of the over 64 y.o age group (19%). For analytic purposes, throughout the report, the overall sample is divided into two age groups, those under 55 y.o and those over 55 y.o, where the under 55 y.o age group account for 64% of the overall sample, while the over 55 y.o account for 36%. During the analysis, we consider the over 55 y.o age group as a more vulnerable fragment of the general public.

Figure 6 shows the grouped distribution of education. Most of the respondents, 42%, have completed at most a high school, while 37% only the primary school (and a 0.2% that have no schooling), while 21% of the sample have a university or post university degree.

Figure 5: Age of respondents

14%	20%	15%	16%	17%	19%

18-24 y.o / 25-34 y.o / 35-44 y.o / 45-54 y.o / 55-64 y.o / over 64 y.o
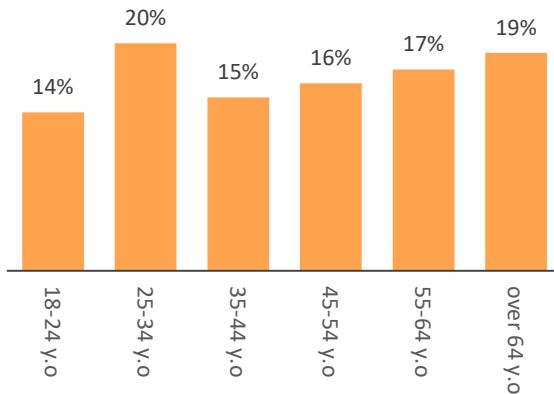
Figure 6: Education of the respondents

.2% No schooling / 37% At most primary school / 42% At most high school / 21% University & post university
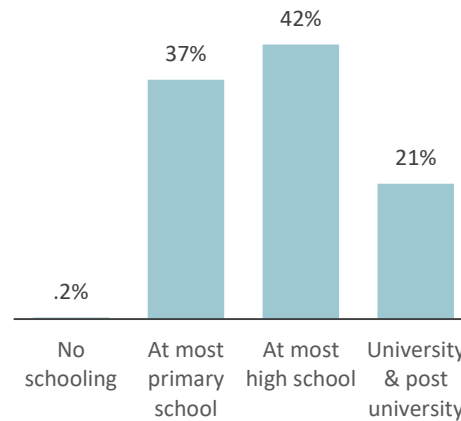
Regarding employment, most of the respondents declare to be employed (31%) either in a private or public entity, while a high share of the sample is retired (21%) and unemployed (20%).

Figure 7: Employment status of the respondents

31% Employed / 21% Retired / 20% Unemployed / 11% Housewife/ housekeeper / 7% Self-employed (non-agricultural) / 5% Student / 3% Farmer (self-employed in agriculture) / 2% Disabled/ unable to work / .2% Business owner / 1% Other
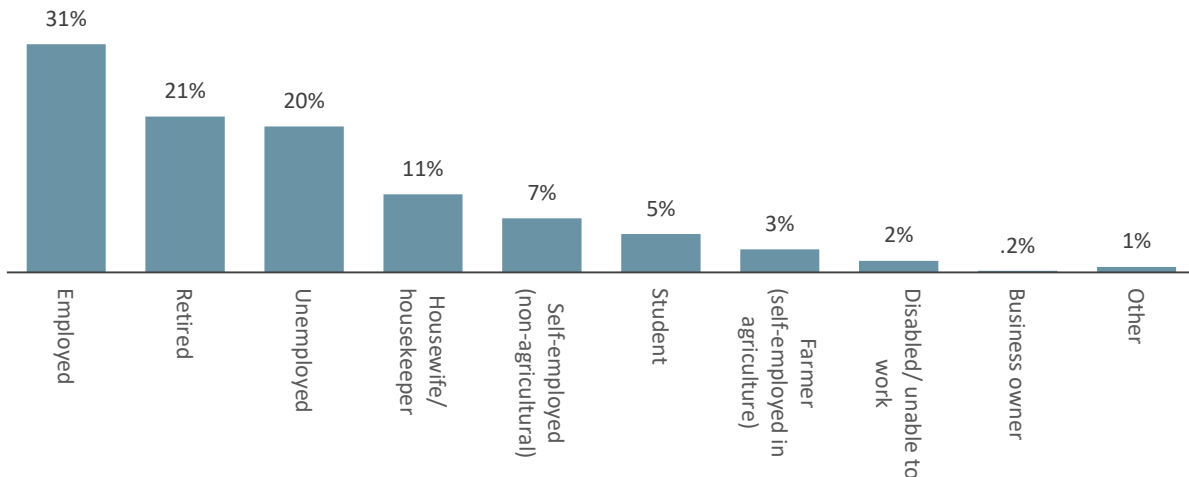
2.6 Organization of Focus Groups

Focus Groups were organized to create a better understanding of the situation with public services from the perspective of the citizens. In order to ensure the quality of data, we used a screening questionnaire for the recruitment process. The questionnaire includes all relevant questions neccessary to ensure that all focus group participants fall wuthin the right profile. Considering the ToR requirements, IDRA conducted seven focus group discussions (the participation criteria detailed in the table below).Tirana, as the capital, was initially included as a more dynamic and representative environment. Two other regions were considered, Shkodra in the north and Korça in the south. One key difference between the two regions is the existence of an ADISA office in Shkodër, while there is no ADISA office in Korçë (although

there is an integrated front office (collocation) in the municipality of Maliq, serving only that municipality area). Through this distribution, we aim to capture differences in perception about public services between the two areas.

Place	Profile
Tirana	Urban, Mixed Gender, 18-65 y.o.
Shkodër	Urban, Mixed Gender, 18-65 y.o.
Korçë	Urban, Mixed Gender, 18-65 y.o.
Korçë	Rural, Mixed Gender, 18-65 y.o.
Shkodër	Urban, Women only, 18-65 y.o.
Tirana	Rural, Women only, 18-65 y.o.
Tirana	Roma/Egyptian, Mixed Gender, 18-65 y.o.

The recruitment process started immediately after the review and finalization of the recruitment screener. We employed our vast and experienced network of enumerators in each of the selected sites to complete the process of recruitment. The enumerators were responsible for identifying potentials candidates and determine participants' eligibility for participating in FGDs through the screeners. Completed screeners containing also contact information of potential focus group participants were send to IDRA's offices where they undergo a second round of filtering. Only the most suitable "candidates" for participating in focus group discussions are contacted and invited to participate in the groups.

Each potential participant was informed that discussions are videotaped. However, *participants were assured that their names, contact information and data recordings are kept strictly confidential.* Before the start of the focus group discussion, participants were also invited to sign a Consent Form which includes information regarding the purpose of the focus group discussion, an explanation of the procedure (duration of focus group, audiotaping procedures, participation incentives), risk (assurance that the risk of participating is minimal), benefits (explanation that their opinions are highly valuable, monetary incentives for the time dedicated to the group), privacy assurance (names, contact information and data recording is kept strictly confidential, only first names are used during focus groups, only researchers have access to audiotapes and information provided by participants is used for research purposes only) and subject rights (the voluntary nature of participation in the research, right to refuse to answer to any questions causing discomfort).

IDRA drafted the moderation guide for the focus group discussions. The guide was first drafted in English,containing all necessary elements to guarantee: i) the creation of a relaxed atmosphere where each participant can candidly express his/her opinion, ii) the logical flow of all questions and, most importantly iii) a thorough discussion of perceptions regarding accessibility and satisfaction with public services. After being conceptualized, the moderation guide was discussed with the client for potential changes, feedback, and approval. The version of the instrument in Albania was piloted. The pilot provided the research team with the opportunity to identify all possible problems in the moderation guide, establish whether certain topics are too broad and should be narrowed down, test the flow of questions and fine tune the language. The client was informed of all possible changes implemented on the moderation guide before the start of the fieldwork for feedback and approval.

Focus groups findings are integrated throughout the report, in form of a subsection or through paragraphs, to provide in-depth details about the results.

3 Main Survey Indicators

3.1 Access to Institutions

3.1.1 Need and contact with public institutions

In assessing citizens' access to institutions, at first it is necessary to point out the extent to which these institutions, and therefore their services, are needed. Table 4 shows the results of the *needs* for at least one service (during the past 12 months) from the listed institutions - shown if they are needed by 1% or more in baseline or midterm assessment. Following a logical context, the table also shows also if the needed institution is *contacted* or not. Overall, the results show a similar pattern to the previous assessments, in terms of most needed and contacted institutions and in terms of the gap difference between the need and the contact.

According to the results the Civil Registry (DPGjC) is the institution whose services are mostly needed. About 43% of the respondents stated that they needed its services during the past 12 months and about 41% actually contacted the institution to get its services. Compared to the midterm results, in which 40% of the respondents stated that they needed some service from DPGjC, there is a slight albeit insignificant increase. The second most needed institution is the General Directorate of Road Transport Services (DPShTRr), as 15% of the respondents stated they needed at least one service. The demand for DPShTRr, although being second, consists in a major difference from the most needed institution (about 28pp less than DPGjC). Comparing to the midterm assessment, there is however a slight increase (+4pp) in the demand for this institution.

The least needed institutions, with a need rate of below 1% (and also not shown in the table), are AZHBR, AQTN, DPD and AKU, as they offer a very specific nature of service, hence required by a very small share of the population. Lastly, there is no considerable difference between the need and the contact rate for all institutions, as at most the gap is of 2 percentage points between the two, and more frequently of 1pp or less.

Table 4: Did you need to get any service from the following institutions during the last 12 months, even if you did not access it in the end? (*General population*)

Institution	Needed			Contacted		
	Baseline	Midterm	Final	Baseline	Midterm	Final
DPGjC	53%	40%	43%	48%	39%	41%
DPShTRr	11%	11%	15%	10%	11%	14%
ISSH	18%	13%	14%	16%	12%	13%
ASHK			12%			11%
ZRPP	12%	14%		9%	12%	
ALUIZNI	8%	9%		5%	7%	
FSDKSh	39%	10%	10%	32%	10%	9%

Institution	Needed			Contacted		
	Baseline	Midterm	Final	Baseline	Midterm	Final
DPT	6%	4%	5%	5%	3%	4%
SHKP		5%	4%		5%	4%
QKB	5%	3%	3.2%	4%	3%	3%
QSHA		2%	3%		2%	2%
ATP		1%	2%		1%	2%
DPDog		1%	1%		1%	1%

*ASHK is at some extent comparable to ZRPP and ALUIZNI

Assessing the needs of Roma population, Table 5 shows the result of the need and contact rate for the listed institutions, again shown if they are needed by 1% or more in baseline or midterm assessment. Comparing to the previous assessments, the results show a further decline in the need and the contacting of institutions by the Roma population – there is a sharp decline for the need for DPGjC of 15pp, of 11pp of ISSH, of 7pp of FSDKSh and of 5pp of SHKP.

Even in this case, DPGjC stands as the most needed institution, as 34% of the Roma population declare to have needed at least one service during the past 12 months. The second most needed institution is SHKP, as 10% of the respondents declared to need at least one service from the institution, still resonating the high levels of unemployment are higher amongst them.

The midterm results show that none of the Roma respondents needed at least one service from DPD, AQTN, DPDog, QSHA, AZHBR and AKU. At low levels of below 1% is QKB and DPP.

Table 5: Did you need to get any service from the following institutions during the last 12 months, even if you did not access it in the end? (Roma population)

Institution	Needed			Contacted		
	Baseline	Midterm	Final	Baseline	Midterm	Final
DPGjC	68%	49%	34%	65%	46%	32%
SHKP		15%	10%		12%	10%
ASHK			7%			6%
ZRPP	6%	14%		6%	10%	
ALUIZNI	14%	20%		13%	15%	
DPShTRr	6%	5%	7%	5%	5%	6%
ISSH	13%	14%	5%	12%	13%	5%

Institution	Needed			Contacted		
	Baseline	Midterm	Final	Baseline	Midterm	Final
FSDKSh	53%	11%	4%	48%	9%	4%
DPT	2%	2%	2%	2%	2%	1%
ATP		0%	2%		0%	1%

*ASHK is at some extent comparable to ZRPP and ALUIZNI

3.1.2 Contact approach towards public institutions

The results show a further, but small, decline in the contact of institutions. The final assessment results show that around 59% of the respondents contacted at least one institution during the past 12 months. This consist of a small decline from the midterm results, where 61% of the respondents contacted at least one institution during the exact period of time. Disaggregating by wealth index, the outcomes show that there is a certain higher tendency of the richer strata to contact institutions, as 69% of them contacted at least one, while there is a small drop in the contact of the poorer strata and a sharper drop in the contact of the middle strata. However, there is a consistency in the structure of contact between the strata, as even in this assessment, the richer strata are more in contact with public institutions.

Figure 8: Contact with at least one institution - general population by wealth index

33
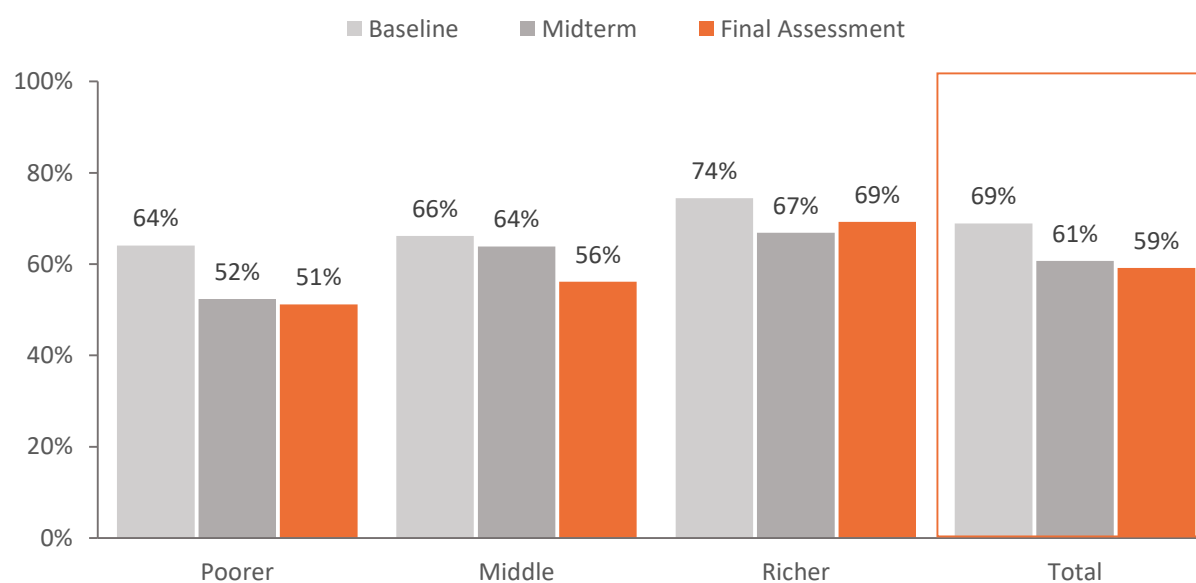
Even when accounting for contact from family members as well, the final results show a slight decrease in the contact rate, as 60% of the respondents declare that either personally or by a family member have made contact with at least one institution during the past 12 months.

Figure 9: Contact with at least one institution - general population by wealth index (*including share of respondents who stated non-contact, but a family member made the contact for them*)
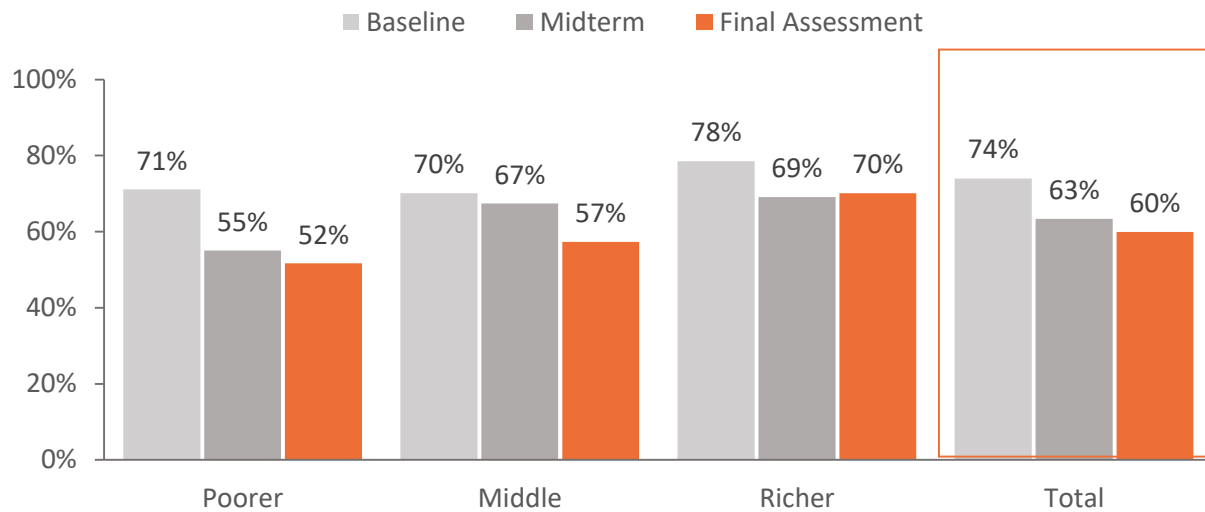
In case of the Roma population, there is a sharp decrease in their contact with the institutions. Only 44% of the respondents contacted at least one institution during the past 12 months, 26pp less than in the midterm assessment. The decrease is sharper when accounting older population (over 55 y.o.).

Figure 10: Contact with at least one institution – Roma population
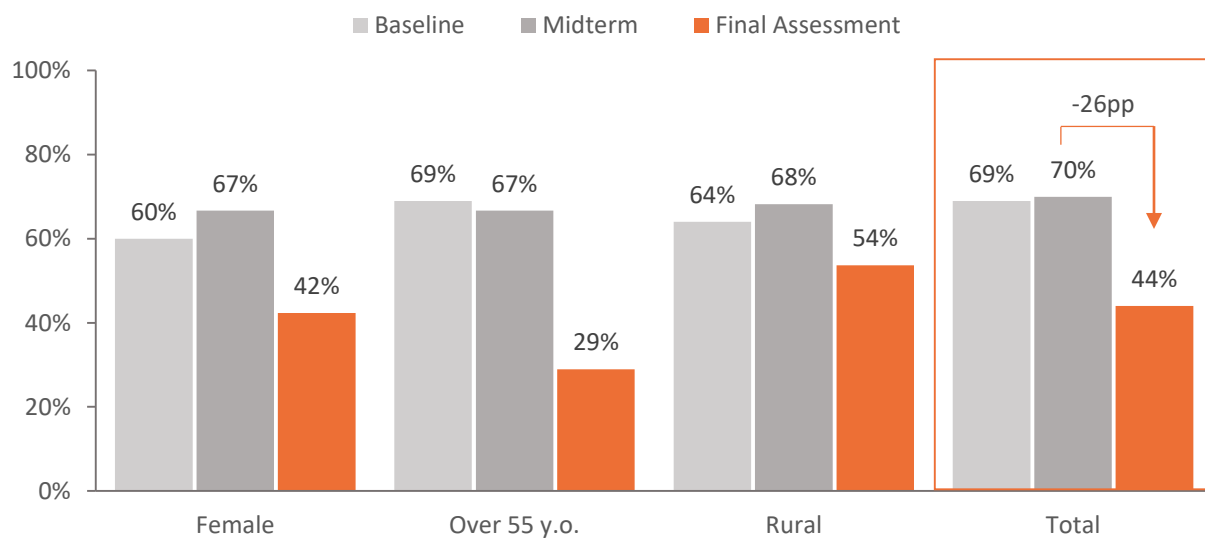
The final assessment results show that there is a drop (-4pp) from the midterm of the direct face to face contact with the institution, however, still 93% of the contact is face to face. The share is equal to the baseline assessment, but in that case non face to face contact included mostly phone call, while during the final assessment online contact through e-Albania mainly prevails.

Figure 11: Average of face to face contact for each institution, weighted by the number of contacts per each institution

93%
of the contact
is face to face

97%
of the contact
is face to face

93%
of the contact
is face to face

Baseline   Midterm   Final
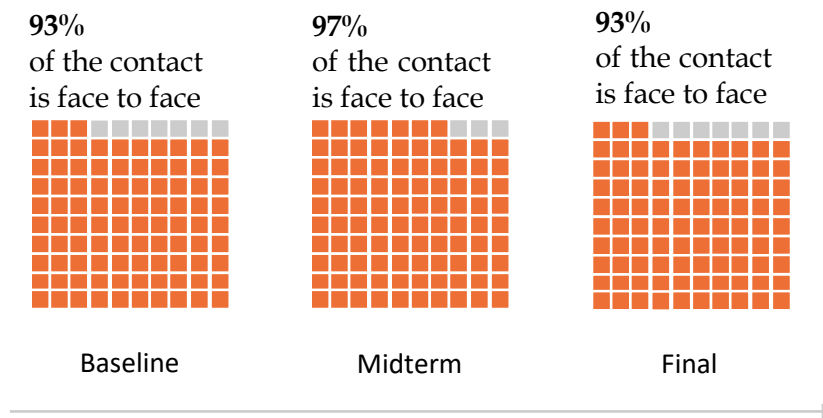
For the final assessment, Figure 12 shows face to face contact for the main institutions – as out of the group, DPShTRr has the highest level of face to face contact, while ASHK[3] has the lowest. Besides making the contact to submit the required paper documents and the typical assurance in making a correct application, almost one third (28%) of citizens who contacted institutions, do that face to face because of the perception that there is no other way to get this service or document (Figure 13).

Figure 12: Face to face contact for main institutions*

Yes ■ No

DPShTRr	97%
DPGjC	95%
DPT	95%
FSDKSh	94%
SHKP	92%
ISSH	91%
QKB	88%
ASHK	87%

The analysis will include only the following institutions onwards

Figure 13: Reason for making face to face contact (multiple)

To submit required paper documents	35%
To make sure your application was correct	32%
There is no other way to get this service/document.	28%
I have no idea there is other way besides face to face	15%
I was not able to make the application online	12%
To ask for application status	11%

---

[3] Citizens might not contact ASHK directly to apply for and obtain a service, but instead use the public notary offices.

Final assessment data shows that overall, access of institutions through ADISA has increased significantly, as it more than doubled from the previous assessment.

Figure 14: Comparison of contact of institutions through ADISA[4]

10%

Final Assessment

of the citizens who contacted at least one institution, made at least one contact through ADISA

4%

Midterm Assessment

of the citizens who contacted at least one institution, made at least one contact through ADISA
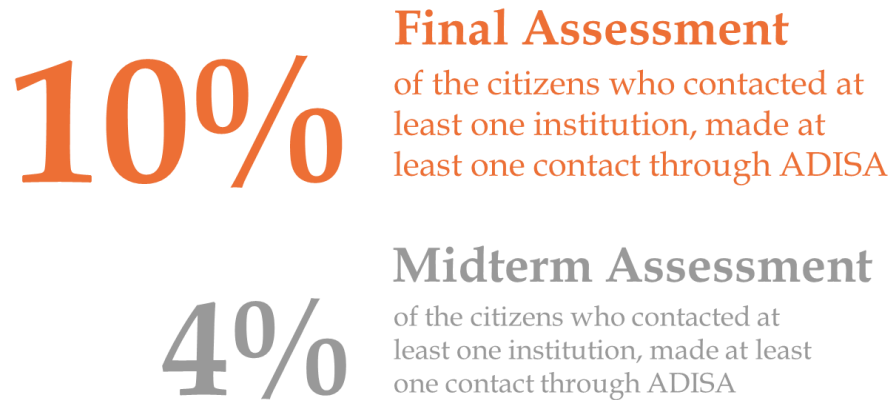
ASHK is the institution accessed the most through ADISA (when combining through ADISA only and through both), while ISSH is mostly accessed through ADISA only (Figure 15), while mostly citizens contact ADISA to make the application through them (Figure 16).

Figure 15: Method of contact by institution

Legend: ■ Through ADISA ■ Through both ways ■ The institution directly

Institution	Through ADISA	Through both ways	The institution directly
ASHK	8%	9%	83%
ISSH	12%	2%	86%
QKB	8%	4%	87%
DPT	7%	1%	92%
DPGjC	5%	1%	94%
FSDKSh	3%		97%
DPShTRr	2%	1%	97%
SHKP	3%		97%
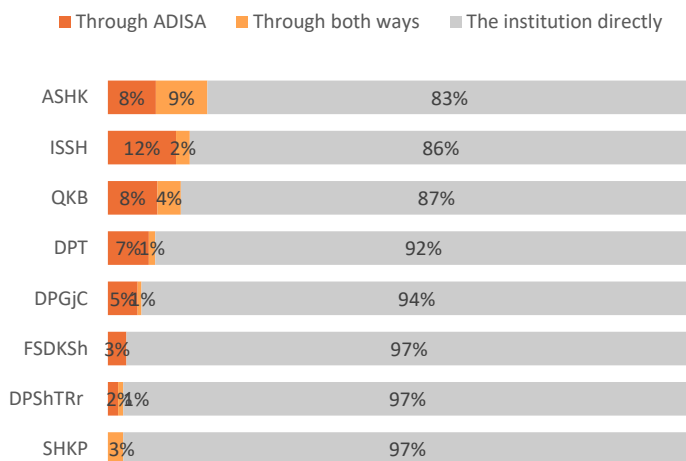
Figure 16: ADISA's role in the contact

Legend: ■ ADISA made the application ■ ADISA assisted me to make the application online through e-Albania

ADISA made the application	ADISA assisted me to make the application online through e-Albania
75%	25%
88%	12%
100%	
76%	24%
98%	2%
100%	
84%	16%
100%	

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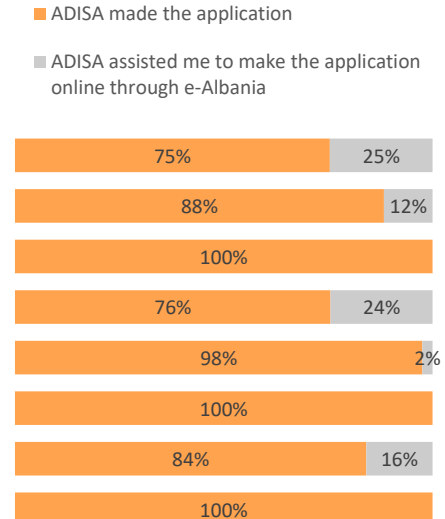
[4] The method of calculation differs in both waves, as in the midterm evaluation ADISA was listed as an institution, while in the final assessment as a method of contact. However, in both cases the specification in the questionnaire was equally visible, safeguarding the possibility of a positive or negative bias in both waves.

In the final assessment, 5% of the citizens who contacted at least one institution, made at least one contact through intermediaries. Notary offices and a local place with internet access that assists for online application are mostly preferred as intermediaries (last one recently more important as there is an obligatory shift to online applications for a service). Other representatives mostly include the business economist (who is considered by business owners as an intermediary and obtains business related services on their behalf) and close relative or distant relative who has knowledge of applying and quicky receiving these services.

Figure 17: Access to services through intermediaries
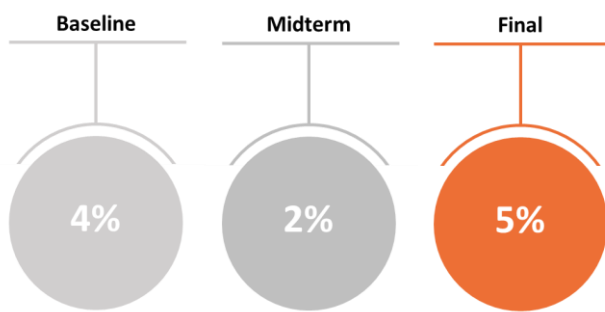
Figure 18: Types of intermediaries (N=59) - multiple
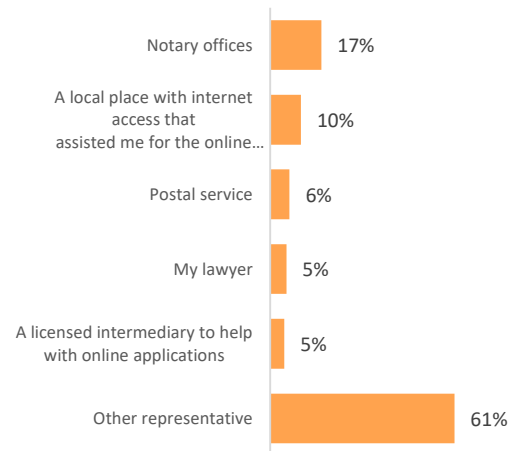
3.1.3   Access to electronic services

About 66% of respondents have knowledge of electronic services offered by a public of a private entity (Figure 19), showing a sharp increase from the midterm and the baseline assessment (Figure 20). A major contributor to this increase is e-Albania, as 96% of those who have knowledge about electronic services mention e-Albania. Other categories mentioned are mobile or electronic banking applications (11%) and telecommunication companies' applications (2%). Moreover, there is also a sharp increase for the poorer strata, although there is a considerable gap between the overall level of knowledge (66%) and the poorer strata level of knowledge (49%).

Figure 19: Level of knowledge of electronic services offered by a public or private entity
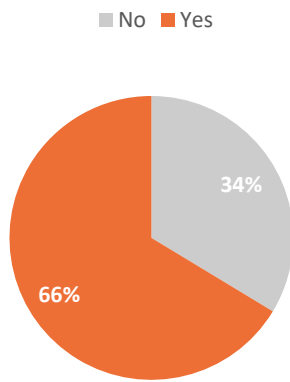
Figure 20: Wave comparison of the level of knowledge of electronic services (total and poorer population)
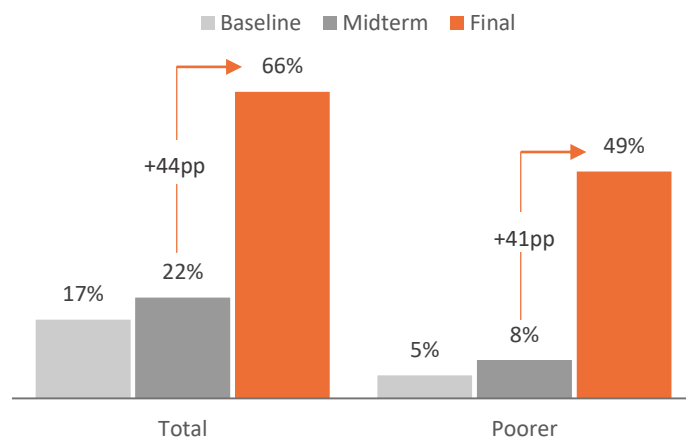
Differences between different population groups on their knowledge of electronic services are quite large. The poorer strata, the older population, the less educated, and the rural population have much less knowledge of electronic services, making these categories prone to conventional face to face access of all services.

Figure 21: Comparison of the level of knowledge of electronic services between different groups
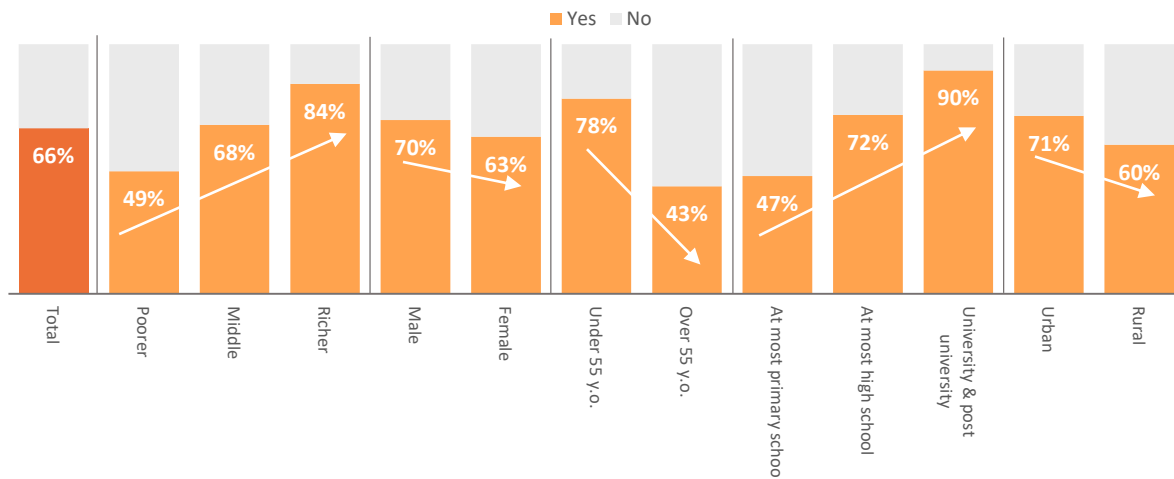
Figure 22: Wave comparison of access to electronic services (share of respondents who had knowledge of electronic services)
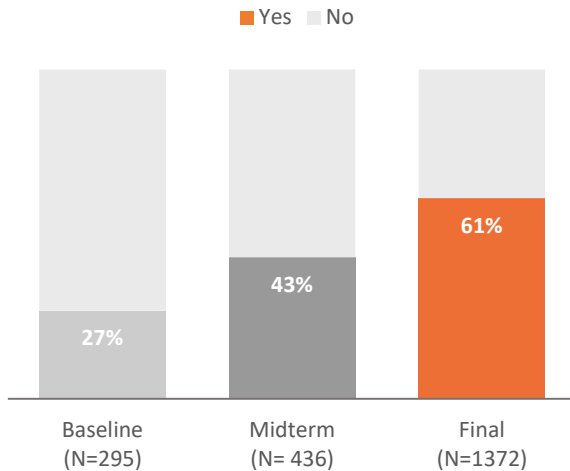
Consistent with the level of knowledge, there is an increase in terms of access to electronic services (all public and private). About 61% of all respondents have knowledge of electronic services, have accessed one of them, consisting in a 18pp increase from the midterm share.

Figure 23 displays the access to electronic services only if the respondent had knowledge of electronic services. In this case 61% of the respondents who had knowledge of electronic services, accessed an online service at least once (or 16.3% of total population). Again, the poorer strata, the older population, the less educated, and the rural population have much less access/usage of electronic services.

Figure 23: Access to electronic services both public and private (only if the respondent had knowledge of electronic services – total N=1327)
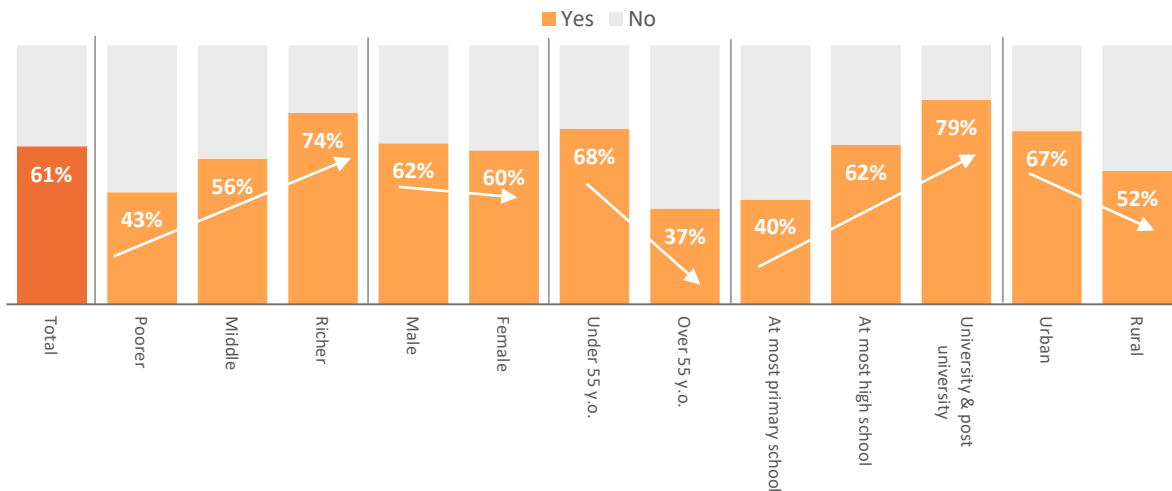
Public electronic services are used much more than private ones. 75% of respondents (who had accessed electronic services) have accessed only public, while 21% have accessed both and only 4% only private electronic services. Considering only e-Albania, 38% of all respondents have accessed e-Albania at least once.

Figure 24: Type of electronic service accessed

Figure 25: Percentage of total respondents (N=2001) who have accessed e-Albania during the past 12 months
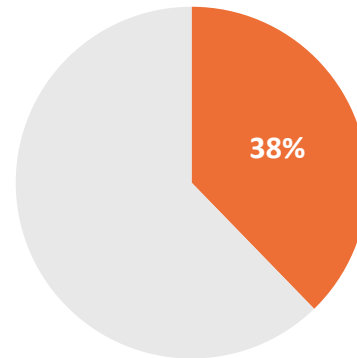
However, when excluding the respondents who have used e-Albania to receive the permit to leave home, use a car to go to work etc. during the COVID – 19 lockdown, the figure significantly drops to 9.5% of total population (or 16.1% of the respondents who contacted at least one institution - Figure 26).

Figure 26: Percentage of respondents WHO CONTACTED AT LEAST ONE INSTITUTION who have accessed e-Albania *(in the Final assessment respondents who used it ONLY to receive the permit to leave home etc. during the COVID – 19 lockdown are excluded)*
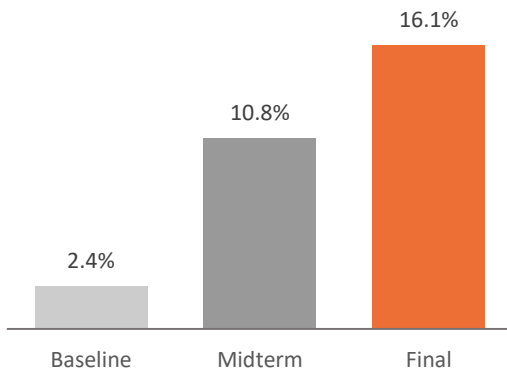
Figure 27: Percentage of TOTAL RESPONDENTS who have accessed e-Albania *(in the Final assessment respondents who used it ONLY to receive the permit to leave home etc. during the COVID – 19 lockdown are excluded)*
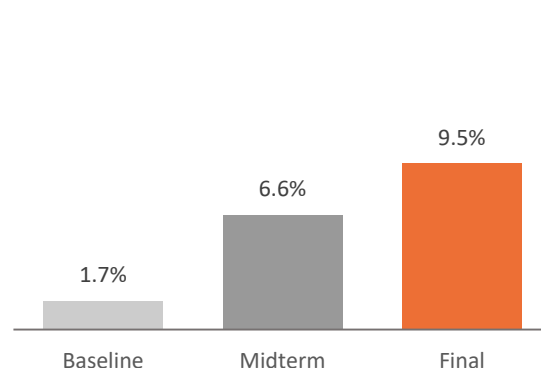
The results show considerable differences in access/usage of e-Albania between different population groups, which suggest that the poorer strata, older ages and less educated groups? are considerably less likely to access electronic public services. Figure 28 considers only the share based on the respondents who contacted at least one institution, to avoid biases due to differences of non-contacting the institution. Thus, only 7% of the poorer strata population (who have accessed at least one institution), did so using e-Albania – and while there is a small increase of the access of the middle strata, it is the richer strata which makes a big difference in access through e-Albania (+18pp from the poorer strata and +14pp from the middle strata). Such striking differences can be observed even when considering age, education and urbanity. Older ages, population with only primary school (less educated) and population residing in rural areas are much less likely to access public services through e-Albania.

Figure 28: Distribution of e-Albania access (as a share of respondents WHO CONTACTED AT LEAST ONE INSTITUTION) between different groups
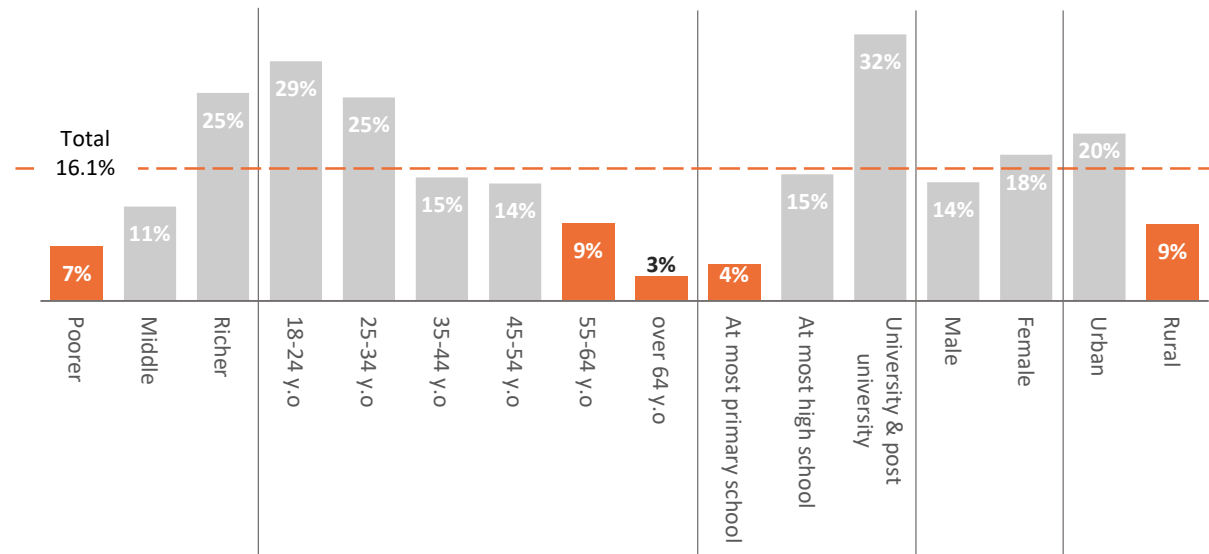
To analyze the extent to which users access the application themselves, both cases are considered: all e-Albania users; and users left when excluding the respondents who used it only to receive the permit to leave home etc. during the COVID – 19 lockdown. Results clearly show that the majority have accessed it themselves.

Figure 29: Did you access e-Albania yourself or did someone else help? (All e-Albania users)
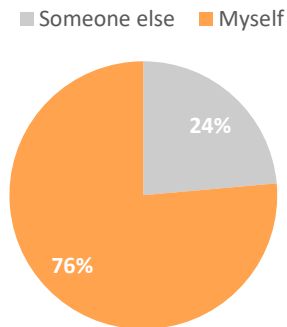
Figure 30: Did you access e-Albania yourself or did someone else help? (Excluding *respondents who used it ONLY to receive the permit to leave home etc. during the COVID – 19 lockdown*)
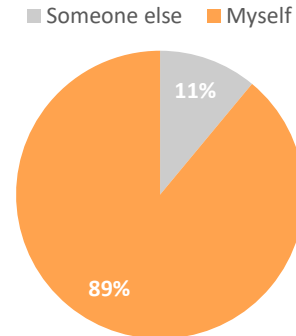
The share of respondents who did not access e-Albania themselves declare that the lack of knowledge to navigate is the main reason for not accessing themselves, while lack of knowledge to apply for a specific service through the portal and lack of knowledge of opening an account are important reasons as well.

Figure 31: Why did you need help to access e-Albania? (multiple)
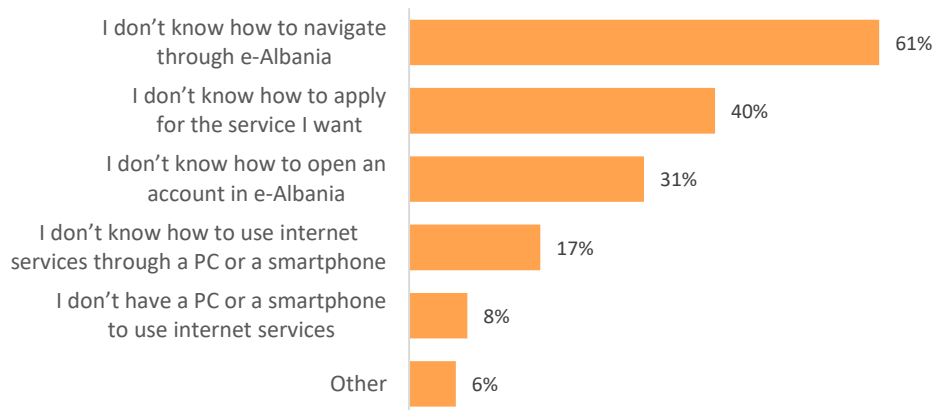
Figure 32 and Figure 33 shows the level of easiness and satisfaction of respondents who accessed e-Albania themselves. About 85% of respondents declare that accessing e-Albania was easy (easy and very easy), while 88% declare they are satisfied (somewhat satisfied and very satisfied) with the service.

Figure 32: Easiness in accessing e-Albania*
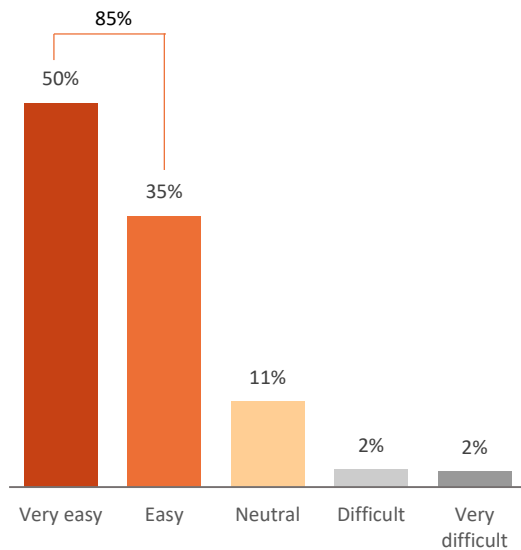
Figure 33: Satisfaction with e-Albania*
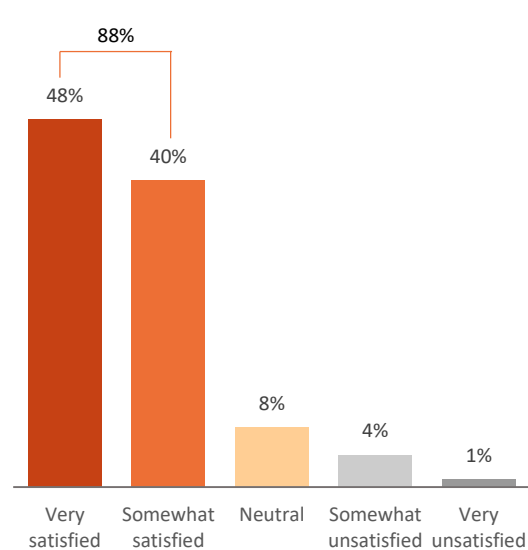
*Only respondents who accessed e-Albania themselves excluding respondents who used it ONLY to receive the permit to leave home etc. during the COVID – 19 lockdown.

3.1.4   Access to electronic services: qualitative findings

Qualitative finding show that citizens are accessing services through e-Albania, using different access approaches. Younger ages of FGs participants declare that they use e-Albania frequently, as a very quick tool for receiving public services.

> *The last service I received was from e-Albania…I used e-Albania, for example only 2-3 days ago, as I made an application for the health card. I made it online through e-Albania and in a matter of seconds I received and printed it.*

Woman, 26 y.o., Tirana, Rural

> *… I have completed the passport application through e-Albania. It is a good solution for me.*

Woman, 25 y.o., Shkodra, Urban

> *Asked about the usage of e-Albania*: *I have rarely used it myself…, I started using it more when applying for my mother's retirement pension, to which I found the solution for through e-Albania. I am also applying for my passport.*

Woman, 34 y.o., Korça, Rural

However, even though the application can be attained through e-Albania, for most of the applications participants made, they had to contact the institution directly to finally receive the service (except basic services such as personal certificate).

> *e-Albania is in fact more of a program to apply (for a service), to leave an appointment. You can get a certificate with an electronic stamp, but many institutions do not accept it that way. Almost 70% - 80% of institutions in Albania or in embassies do not accept it with electronic stamps. I have used it more for passport applications, mainly for cousins and friends who live abroad, certificates, or for an appointment for the unemployment card.*

Man, 27 y.o., Tirana, Urban, Roma Community

> *I usually check my insurance payments (in e-Albania), but recently I have applied for my mother's retirement pension. I did it partly from e-Albania, partly from the institution (implying ISSH in this case) …*

Woman, 34 y.o., Korça, Rural

But, although the users of e-Albania are satisfied with applying through the portal and do not mind going to the institution offices to receive the service, participants show discontent about the latest policy to move the application for all services through e-Albania. Older age groups do not deem themselves able to access the portal (not being able to properly use a smartphone or the internet), a phenomenon approved also by younger groups.

> *As X previously said, we know people who live in remote villages that can barely use the phone, let alone e-Albania.*

Woman, 48 y.o., Tirana, Rural

> *If I need to use it (referring to e-Albania), I have my sons or my daughters in law to access it for me…*

Man, 60 y.o., Shkodra, Rural

In the context of not being able to resort themselves to e-Albania, citizens still go to institutions directly. There are cases, such as in ASHK, where an employee of the instruction does the application for the citizen (this observed in Korçë where there is no ADISA established), or they go to ADISA which does the application for them through e-Albania. There is also another "service provider" rapidly growing, which privately offers the completion of the application through e-Albania, as FGs participants mostly declared them to be at notary office, or an internet center. Finally, this category of citizens resort to their younger relatives, who do the application for them.

> *…Regarding e-Albania, I'm one of the people in my area which accesses e-Albania for all my friends and relatives …*

Man, 27 y.o., Tirana, Urban, Roma Community

> *…I applied though e-Albania, but it showed an error so I went to ADISA and got the answer why it (the application) rejected. They directed me and told me how to make the application. I re-applied through e-Albania and was successful.*

Woman, 28 y.o., Tirana, Urban

> *…Through e-Albania I opened an account for my mother, as she needed a personal certificate…*

Woman, 30 y.o., Tirana, Urban

> *… I have made several e-Albania applications at ASHK this year… I started the procedure at ASHK, they orientated us, possibly did half of the work, half was done online. But we didn't know how to apply online, not because we know don't how to use it, but the application is complicated, so they (implying the employee at ASHK) did the online application for us…*

Woman, 34 y.o., Korça, Urban

One of the focus groups participants was an employee at a notary office who offered applications through e-Albanian as a service provided by his office. She describes support to access e-Albania as crucial to all groups, not just older ages, or citizens not able to use technology, as the process to apply for services (not the basic ones) is more complicated and it most often cannot be achieved only through e-Albania.

> *Our office is new, and the feedback we receive from the citizens is very positive, because I think not all people know how to apply on e-Albania, especially when you address institutions like ASHK, that you need to have the documents in order and have correct prior information (about the application). Our office facilitates this service because we undertake the*

whole application, compiling documents, sending them through the post office and so on, and reduce contact with the institution.

Woman, 23 y.o., Tirana, Urban

"
Older people may have information (about the process) but do not know how to use electronic services. Young people do know how to use electronic services but for many services do not know the process. So, there is always an issue.

Woman, 23 y.o., Tirana, Urban

3.2 Easiness of Access to Public Services

The impact of basic public goods and services on citizens' lives depends significantly on the extent to which intended recipients are able to access and utilize them. The accessibility of public services can be considered a performance criterion for governments, reflecting their capacities to accurately recognize the diversity and nature of different needs, create and adapted delivery and communication channels accordingly, and ensure equity and fairness in delivery and distribution.

Barriers to access public services are multidimensional, including distance, inadequate facilities, insufficient information or number of delivery channels, excessive administrative burdens and affordability of the service. Such barriers can decrease awareness of eligibility or existence of services or discourage potential recipients, affecting the accessibility of the public services. To assess this situation, the national household survey, requests from the respondents to evaluate on a scale from 1 to 5, or "very easy" to "very difficult" the overall easiness of access to public services, and based on these answers to further measure the "access to public services indicator".

3.2.1 Easiness of access to public services by wealth index

The first indicator evaluates the access to services for the poor: *Percentage of the poor who stated that receiving services from institutions contacted was "easy" or "very easy"*. Figure 34 shows the result for the easiness of access to public services indicator by wealth index. Specifically, the indicator is calculated as the percentage of respondents categorized as "Poor" (the bottom 40% categorized by the Wealth Index), who contacted at least one institution during the past 12 months and evaluated the process of receiving the service, for all institutions contacted, as "easy" or "very easy".

Figure 34: Indicator on access to public services by wealth index
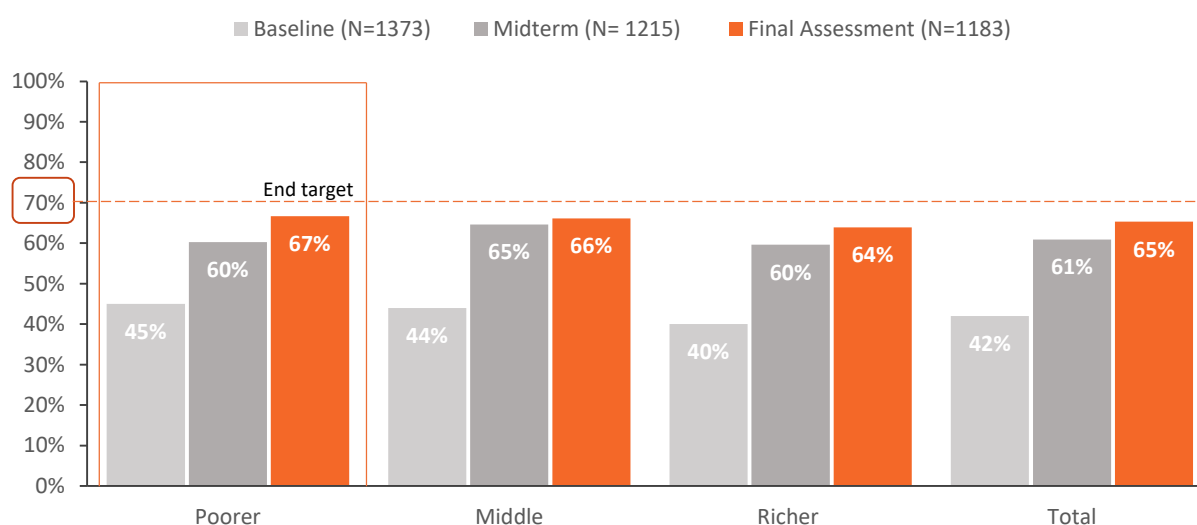
The baseline score for the index, measured in 2016, is 45%, or 45% of the poor stated that receiving services from the institution contacted is "easy" or "very easy". Comparing to the baseline, the midterm shows progress in the easiness of access to public services, as 60% of the poor stated that receiving

services from the institution contacted is "easy" or "very easy", an increase of 15pp from the baseline assessment. *The progress continues in the final assessment, as the indicator increased to 67% (+7pp). Considering the end target for the indicator is 70%, the final assessment score falls only 3pp short from the benchmark. Hence, the result suggests a highly positive impact of the project.*

Overall, the easiness of access to public services indicator is 65%, or 65% of the respondents who contacted at least one institution, consider the process of receiving a public service as "easy" or "very easy", which consist of a 4pp increase from the baseline indicator. Further, differences between strata are minor.

3.2.2   Easiness of access to public services by gender, urbanity and age
Further analyzing the easiness of access to public services indicator between different groups, results of vulnerable groups are reflected in comparison with their baseline results and other relevant categories.

Disaggregating by age, the emphasis is on access to services for female: Percentage of females who stated that receiving services from institutions contacted was "easy" or "very easy". The index is calculated as the percentage of female respondents, who contacted at least one institution during the past 12 months and evaluated the process of receiving the service, for all institutions contacted, as "easy" or "very easy".

The midterm score for the indicator, is 62%, or 62% of the female respondents stated that receiving services from the institution contacted is "easy" or "very easy". Comparing to the midterm, the final assessment shows progress in the easiness of access to public services for females, as, 68% of them declared that receiving services from the institution contacted is "easy" or "very easy", an increase of 6pp from the midterm assessment. This shows that steady progress has been made during this period, while the final evaluation falls short only by 3pp to the end target for this particular indicator of 71%.

Further easiness of access for the male population is considered: percentage of males who stated that receiving services from institutions contacted was "easy" or "very easy". The indicator is calculated as the percentage of male respondents, who contacted at least one institution during the past 12 months and evaluated the process of receiving the service, for all institutions contacted, as "Easy" or "Very Easy". The evaluation for the final assessment is 63%, or 63% of the male population stated that receiving services from the institution contacted is "easy" or "very easy". Comparatively, the evaluation shows an increase from the midterm score of 60% and a considerable increase from the baseline score of 39%. As in the case of the female population indicator, the trend demonstrates steady progress during this period, while the final evaluation falls short only by 1pp to the end target for this indicator of 64%.

Figure 35: Indicator on access to public services by wealth gender
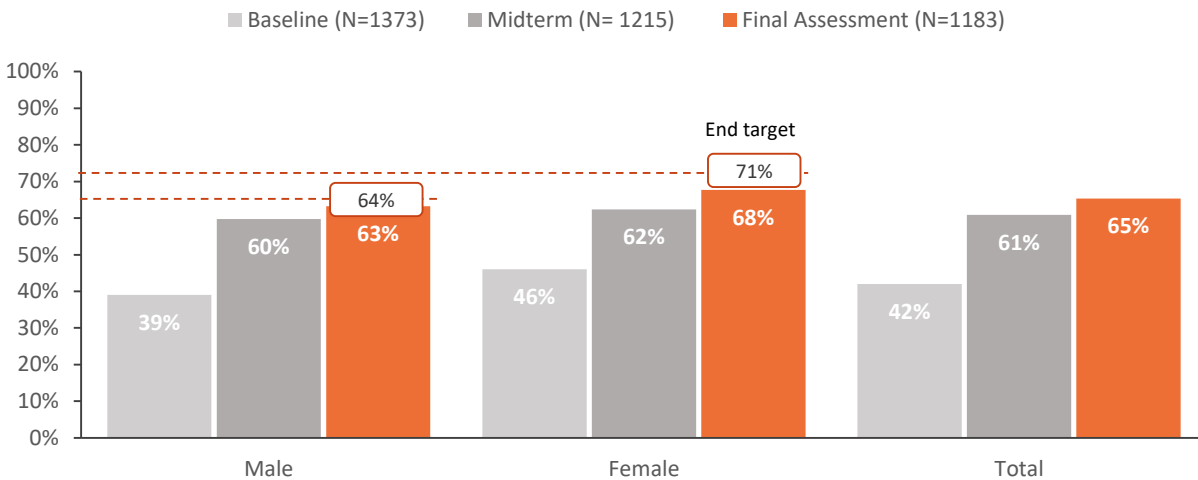
Focusing on urbanity, the index is calculated as the percentage of respondents categorized as rural and urban, who contacted at least one institution during the past 12 months and evaluated the process of receiving the service, for all institutions contacted, as "Easy" or "Very Easy". Figure 36 show the results for the indicator. The midterm score of the indicator is 61% for both rural and urban, or 61% of respondents in both rural and urban areas stated that receiving services from contacted institutions was "easy" or "very easy". The final score of the indicator for the urban population is 66% consisting of a 5pp increase from the previous assessment, while 64% for the rural population consisting in a smaller increase of 3pp. When considering the end target, both indicators show significant progress. The final evaluation of the urban population misses the end target (67%) only by 1pp, while the final evaluation of the rural population misses the end target (68%) by 4pp.

Figure 36: Indicator on access to public services by urbanity
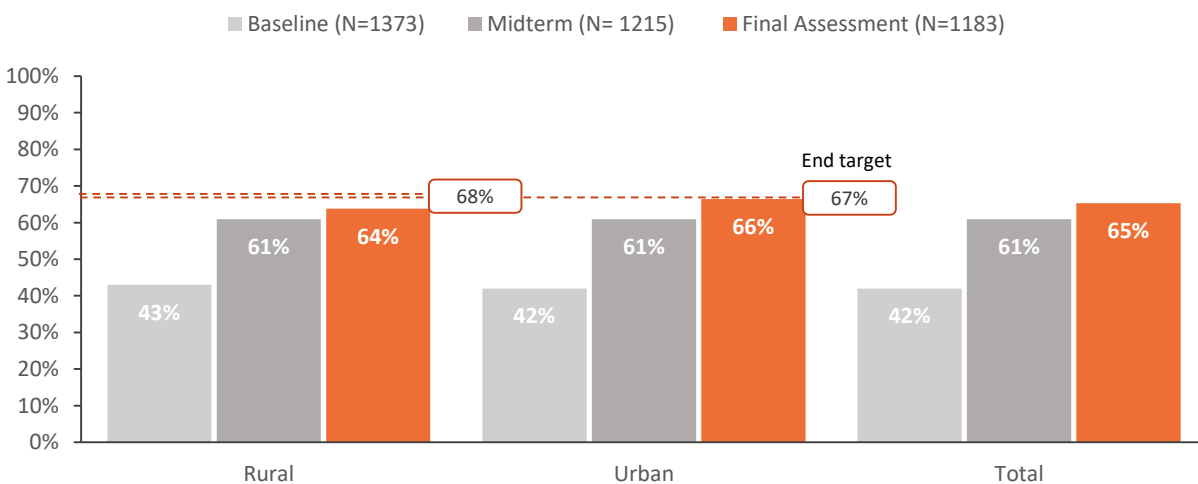
Figure 37 shows the results of the indicator disaggregated by age, considering two age groups, those under 55 years old and those over 55 years old, with the particular focus on the vulnerable elderly group. The final score for the indicator of both groups is 65%, an increase of 8pp for the elderly group from the midterm evaluation, while only 3 pp for the under 55 y.o. age group. The results suggest a bigger progress for the elderly population in terms of access to public services.

Figure 37: Indicator on access to public services by age
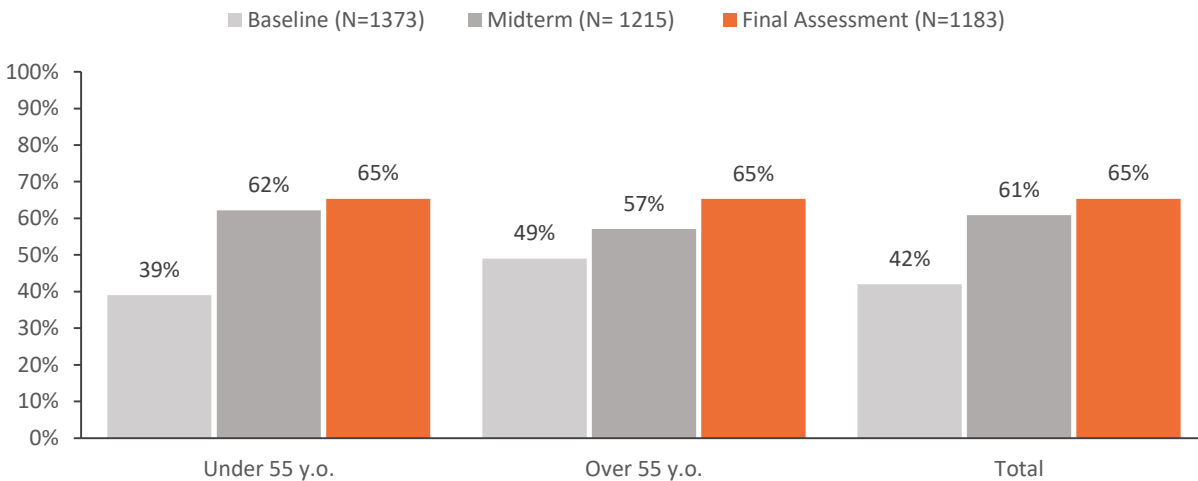
3.2.3 Easiness of access to public services: Roma population

Another important dimension of the access to public service indicator, regards the Roma population, as still being a much vulnerable group. The indicator is calculated as the percentage of Roma respondents, who contacted at least one institution during the past 12 months and evaluated the process of receiving the service, for all institutions contacted, as "Easy" or "Very Easy".

Figure 38: Indicator on access to public services: Roma population by gender
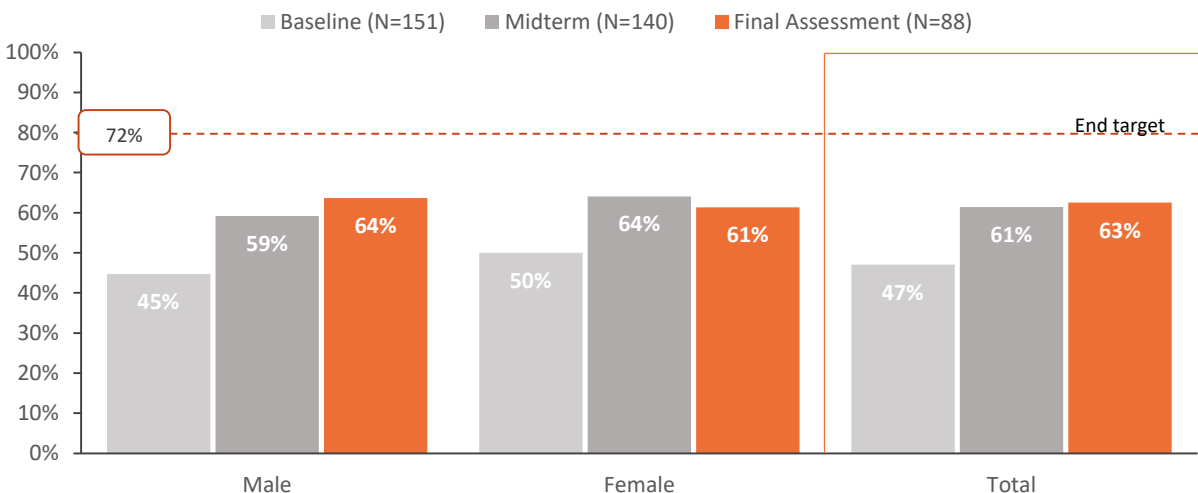
The final results show that 63% of the Roma households stated that receiving services from the institution contacted is "easy" or "very easy", consisting of only a 2pp increase from the midterm assessment. Considering the end term score of 72% for the indicator, the final score is considerably lower, particularly 9pp. The result implies that there is still way ahead in making the public services less prone to discrimination and easier to access for such vulnerable groups.

More thoroughly, Roma males consider it slightly easier to access public services than Roma females, 61% vs 64%, implying minor gender differences. However, in this assessment we do not consider differences between urbanity and age groups, as categories have very few respondents to produce significant results (particularly rural who contacted at least one institution are only 9 respondents and only 10 respondents over 55 y.o.).

3.2.4   Easiness of access to public services: further considerations

One of the key components of public service delivery is the role of ADISA, created to manage the centralized public service delivery to the citizens. Considering also recent developments, ADISA continues to have an important role in offering public services in the regions already established. From the total of respondents who have contacted at least one institution, about 8% have contacted these institutions through ADISA only. Comparing the easiness indicator for the respondents who contacted institutions only through ADISA, the results show that this group considers the access slightly easier (particularly 4pp higher) than the overall population.

Figure 39: Comparison of easiness of access, access through ADISA only
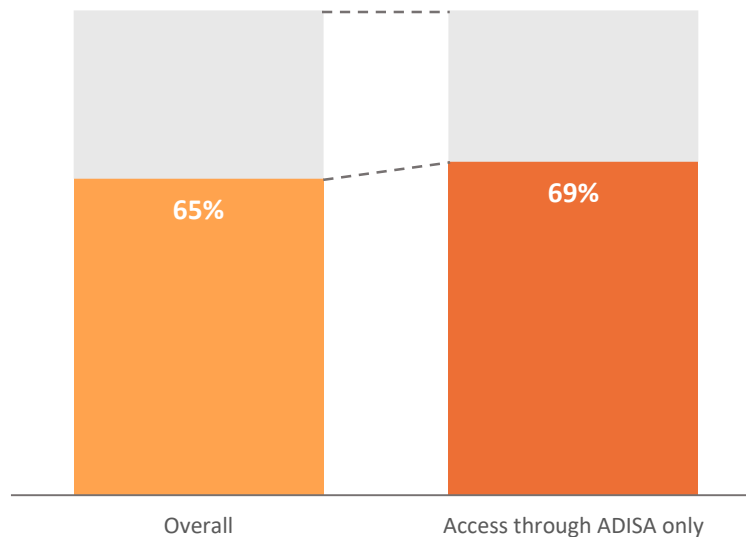
Figure 40 shows the easiness indicator distributed across regions for the three assessments. The Final assessment results show that Shkodër is the region with the highest level of the easiness indicator, followed by Gjirokastër and Berat. Out of these three regions, Shkodër and Gjirokastër have ADISA offices. Citizens in Shkodër have experienced huge increases of easiness of access, as reflected in the results of the midterm and the final assessment, while citizens of Gjirokastër have experienced a high increase during the midterm period and a stagnation during this assessment. Other regions having an ADISA office, such as Fier or Durrës show also significant progress during all the three assessment periods as well. On the other hand, although in Tirana there is a significant increase from the baseline to the midterm assessment results, there is a certain stagnation during this assessment, with the indicator value currently placed between the lowest scored ???(Kukës regions being the last).

Figure 40: Easiness of access to public services by region
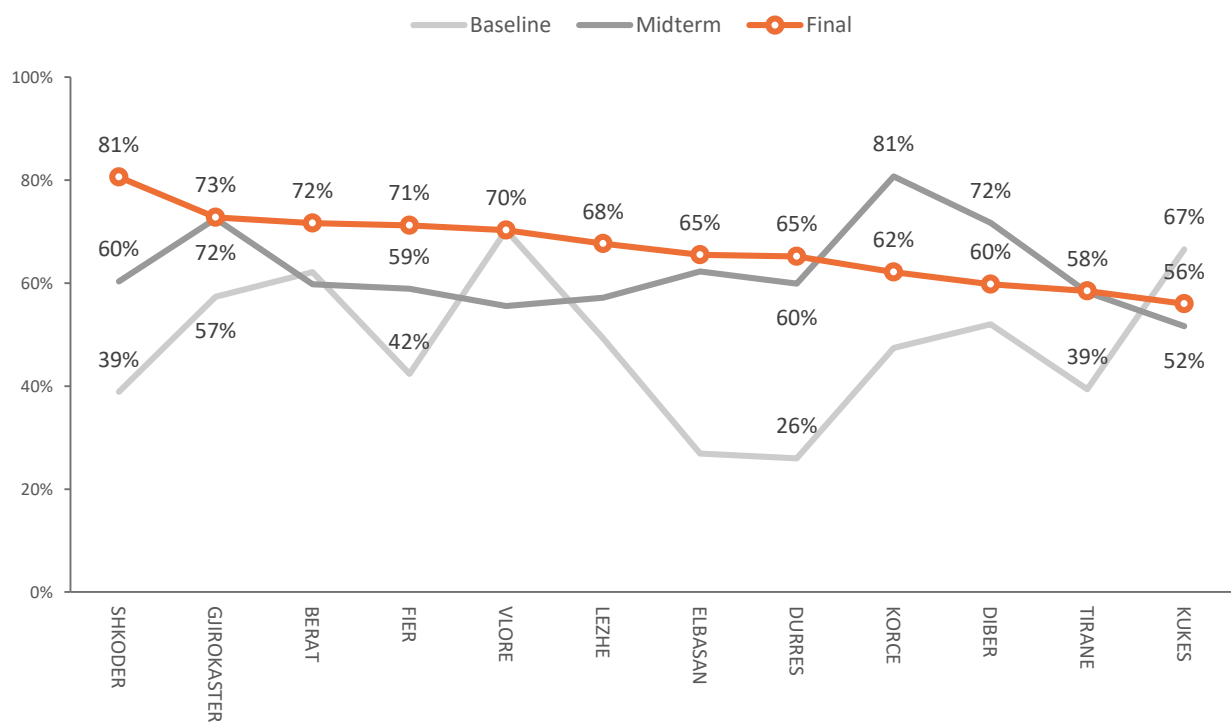
When assessing the access of citizens to public services, we consider an additional option to estimate the easiness of access: the percentage of people who NEEDED to access targeted services but did NOT access them because of at least one of the following reasons:

- • Lack of information
- • Distance to the point of service
- • Cost to receive the service (overall costs of all phases)
- • Long time needed to prepare, apply, and receive the service
- • The need to bribe to get the service.

The additional indicator is calculated as the percentage of the respondents who for at least for one institution, needed to make contact to receive a service, but did not make the contact, from the total number of respondents. Figure 41 shows the results for the indicator. The final results show that only 6% of the respondents, needed to contact one institution but did not actually contact it. Compared to the midterm result, there is an insignificant improvement, lowering the indicator by just 1pp, while it should be acknowledged that the indicator was already at low levels.

Figure 41: Needed services but not accessed (not contacted)
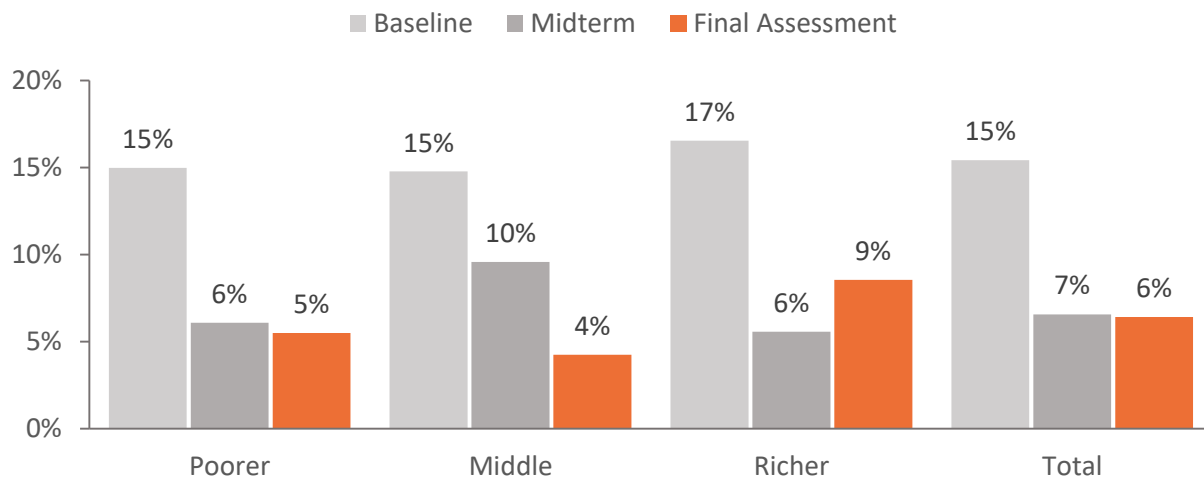
Asked why they did not contact the needed institutions, and allowing for multiple answers, the most mentioned reason is that a member of the family contacted the institutions instead of the respondent. The other category also includes various reasons relating to the citizens withdrawal to access because getting the service might be a complicated process (which also integrates with the second category – lack of time).

Figure 42: Why did you not contact the institution for the needed service(s)? (Multiple response)
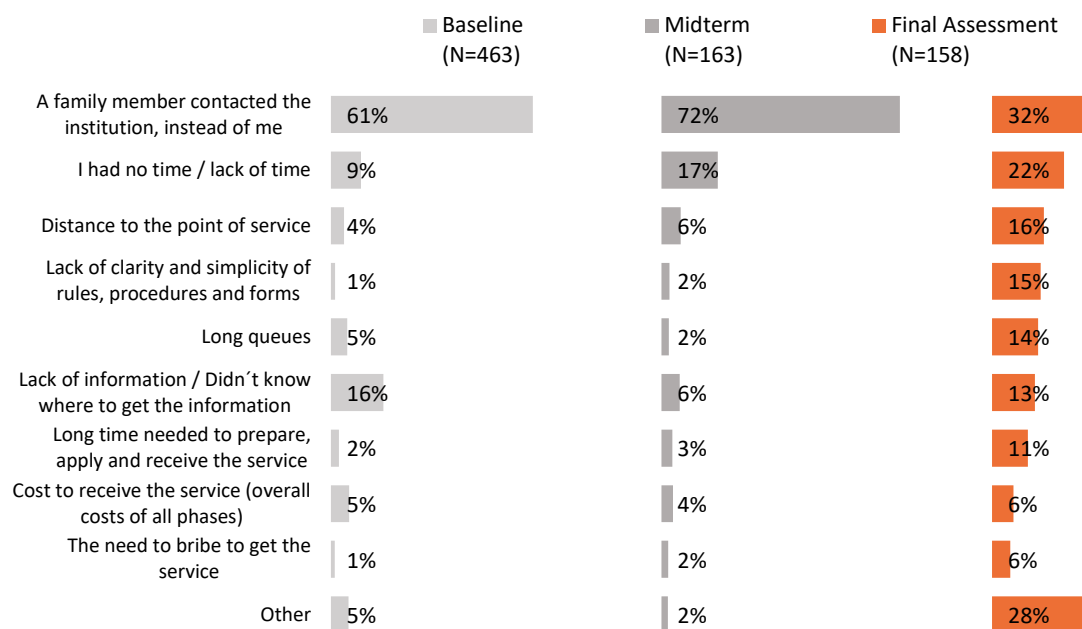
	Baseline (N=463)	Midterm (N=163)	Final Assessment (N=158)
A family member contacted the institution, instead of me	61%	72%	32%
I had no time / lack of time	9%	17%	22%
Distance to the point of service	4%	6%	16%
Lack of clarity and simplicity of rules, procedures and forms	1%	2%	15%
Long queues	5%	2%	14%
Lack of information / Didn´t know where to get the information	16%	6%	13%
Long time needed to prepare, apply and receive the service	2%	3%	11%
Cost to receive the service (overall costs of all phases)	5%	4%	6%
The need to bribe to get the service	1%	2%	6%
Other	5%	2%	28%

3.2.5   Easiness of access to public services: qualitative findings

Qualitative findings show that the progress in the easiness of access to public services is multidimensional but related to a more citizen – centric approach. The main results of this increased easiness to access public services are: (i) more choices for the citizens; (ii) more information about the application process; (iii) better connected government.

A key principle of open public services is **increasing choice** by giving people more direct control over how and where they access these services. Finding show that citizens acknowledge that they can approach public institutions through three main means: (1) the institution directly; (2) ADISA offices – when available; and (3) e-Albania.

> *I think that in general today the administrative procedures have been simplified and over time they are trying to simplify even more because the online service that will be provided is an attempt to improve the system, to make it simpler with accessible to all citizens. Normally, the Albanian public administration lags a little behind and still has a lot to improve. The only thing that came to my mind to get a service or general information are the ADISA points that have been opened for this purpose, so that in a single institution you can get information and be directed. There is also the One Stop Shop service, a service that is expected to spread to all administrative units, but it is a service that has not yet begun to be implemented in Albania, but which I think would be a much better solution than in a single office a citizen comes, is informed, applies and then by the employees who are specialists it can be accessed and*

distributed to those institutions that this issue belongs to go to be resolved. In this view, the Albanian administration has work to do. As for the information service to guide the citizens, at least what is offered in the unit where we are, is accessible. That is, all citizens who come can get the information from the employees who are there but it remains the rest that they receive the information but are obliged to go to where the employee directs it. This part still remains.

Woman, 26 y.o., Tirana, Rural

…I have applied for the renewal of the passport through e-Albania. It is a good choice to apply for public services.

Woman, 25 y.o., Shkoder, Urban

I have had information about ADISA prior to it's opening. …There you can go to the equivalent of 3-4 public institution offices. ADISA includes them all.

Man, 60 y.o., Shkoder, Rural

However, choice is of limited value if people do not have the ability to use it, or the services available aren't of a high standard.

Citizens today are more aware of their rights, have better access to **information on public services** and consequently have higher expectations of service levels. On one hand, because they have become accustomed to capable private sector organizations providing high levels of customization and other benefits, they are not prepared to accept that public sector organizations are incapable of improving their own service delivery. On the other hand, there is much more available information, through multiple channels about public service deliver (i.e. directly searching the internet, ADISA information cards; information about the service in e-Albania etc.), and also institutions can directly provide more information.

(How do you look for information) I initially search the internet, or the public institution webpage that is (or might be) responsible for the service I want. I use key words and it usually works.

Woman, 27 y.o., Shkodra, Rural

For information…, it's easily accessible through e-Albania.

Woman, 37 y.o., Korça, Rural

> *I also wanted to share a little experience. For the ID card, which I went to apply myself, I faced the institution directly. The first step I took was to go to the neighborhood civil registry office. I asked there what I could do about the application. They explained it all to me.*

Man, 35 y.o., Tirana, Urban, Roma

The ease of access is driven by a greater perception on a **better-connected government**. Connected government means the seamless integration, or joining up, of various agencies to provide services which are aligned to the complete customer journey – and not to the dictates of agency vertical units. It does not mean complete government restructuring. But it does mean adopting an integrated approach for information and process flow at the back end and front end to help enhance the effectiveness and efficiency of service delivery. Citizens perceive that there is an overall better structure of public service delivery through a better interconnectivity between institutions and a better front-end delivery.

Moreover, there is a perceived difference in ease of access between citizens who have an ADISA office in their residence and citizens who don't (as initially shown in Figure 40). Respondents from Korça (urban) are less able to get information on public services, have less choice of approach and a more disconnected government.

> *Not every institution has an information office. (Asked about difficulties in getting information). Or there is a security guard at the door of the information office who gives you some sort of quick information: come today, come tomorrow etc.*

Man, 38 y.o., Korça, Urban

> *There is also a lack of recognition of the competencies of the institutions, that do not recognize the competencies. …the staff does not have the knowledge (or willingness) to give a response. The staff usually likes to cut it short, it's like they don't want to serve you at all. By law, on the other hand, they should answer. If the person is not satisfied with an official answer (meaning it's not full or correct), he should seek someone else in the institution according to the hierarchy.*

Woman, 48 y.o., Korça, Urban

> *There is something lacking in all institutions, if I i.e. want to open a business registration number (NIPT), and register a new business, whatever question I have or service I need, should be done immediately, so that I don't go around multiple institutions and in one institution multiple times.*

Man, 38 y.o., Korça, Urban

3.3 Satisfaction with Public Services

Measuring citizens' satisfaction with public services is at the core of a citizen-centered approach to service delivery and an important component of organizational performance strategies for continual improvement. Perception data are commonly used to evaluate citizens' experiences with public agencies and obtain their views on the whole service delivery process. Such information can help public executives identify the overall satisfaction, as well as monitor the impact of reforms on end-users. Moreover, citizen satisfaction can be an important outcome indicator of overall public service performance.

In efforts to improve the responsiveness and quality of public services, the National Household Survey, projects a set of results which measure the citizens' satisfaction with public services in overall for the general sample and for different subcategories of the sample. Of upmost importance is the progress of public service delivery. Therefore, the analysis of the satisfaction with public services provides a comparison of the midterm results with the baseline results, offering a clear base for progress evaluation.

To measure the satisfaction level of citizens with the public services, an indicator is used, which evaluates the experience citizens had with public services during the past 12 months. The survey has a constructed Likert scale question regarding the satisfaction level from the public services, where on a scale from 1 to 5, respondents declare to be unsatisfied or satisfied with their contact with the institutions (if any). The indicator is calculated as the percentage of the respondents who declare to be either "Somewhat Satisfied" or "Very Satisfied" with the received service FOR ALL institutions that they contacted to get a public service during the past 12 months..

3.3.1   Satisfaction with public services by wealth index

Figure 43 shows the results for the "satisfaction of public services" indicator disaggregated by the wealth index. In the final assessment the indicator is at the level of 68%, meaning that out of the respondents who had contacted at least one institution during the past 12 months, 68% of them declared to be "somewhat satisfied" or "very satisfied" with all contacted institutions. Compared to the midterm result, the final assessment result has increased by 3pp, showing almost similar progress when compared to the increase in the easiness (+4pp). Differences in satisfaction between strata are somewhat neglectable (during the final assessment), implying quite a stable structure of satisfaction with public services.

Figure 43: Satisfaction with public services indicator by wealth index
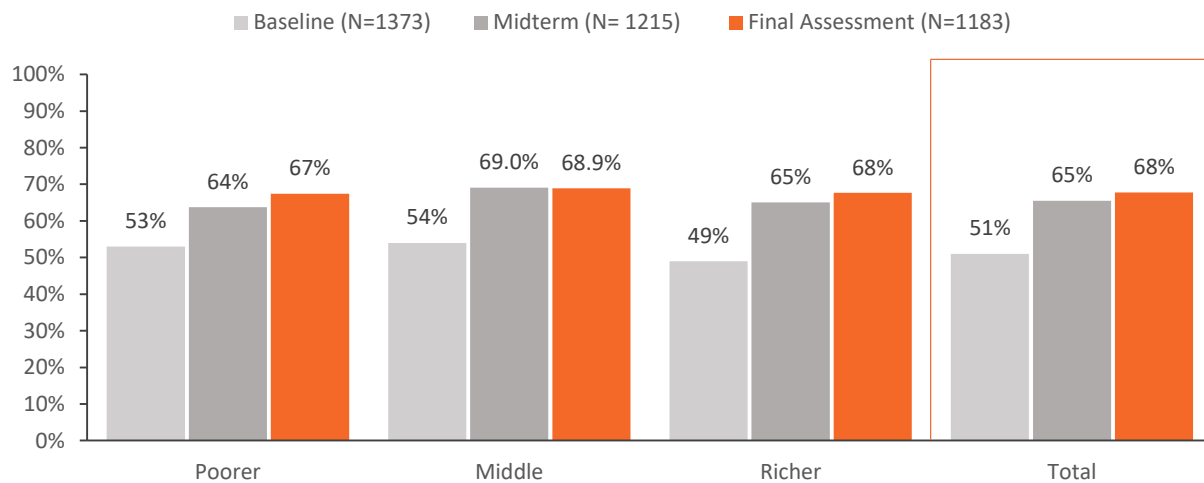
3.3.2   Satisfaction with public services by gender, urbanity and age

Disaggregating by gender, the satisfaction with public services is higher for the female respondents than for male respondents, 70% and 66% respectively during the final assessment - 70% of the female respondents, who have contacted at least one institution during the past 12 months, are "somewhat satisfied" or "very satisfied" with all contacted institutions. This structure of satisfactions, in which women are more satisfied than men with the public services consists through all assessment periods, suggesting a strong case for public services being more "female friendly".

Figure 44: Satisfaction with public services indicator by gender
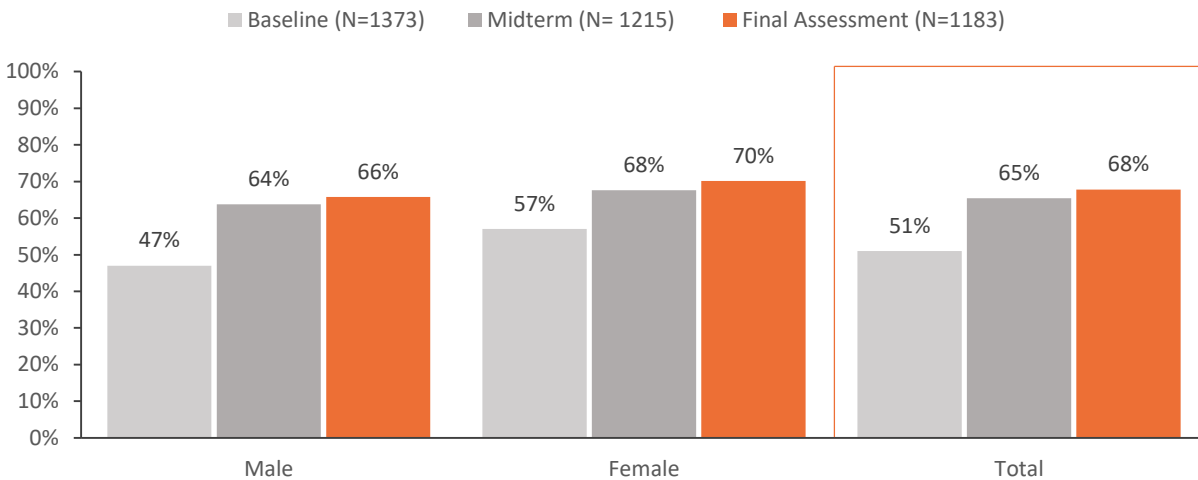
Regarding the area of residence, there is a difference between the indicator for respondents in rural and urban areas, as the latter tend to be more satisfied (65% vs 70%). During the past assessments, differences have been insignificant, while it is only during this wave that there is a certain considerable difference.

Figure 45: Satisfaction with public services indicator by urbanity
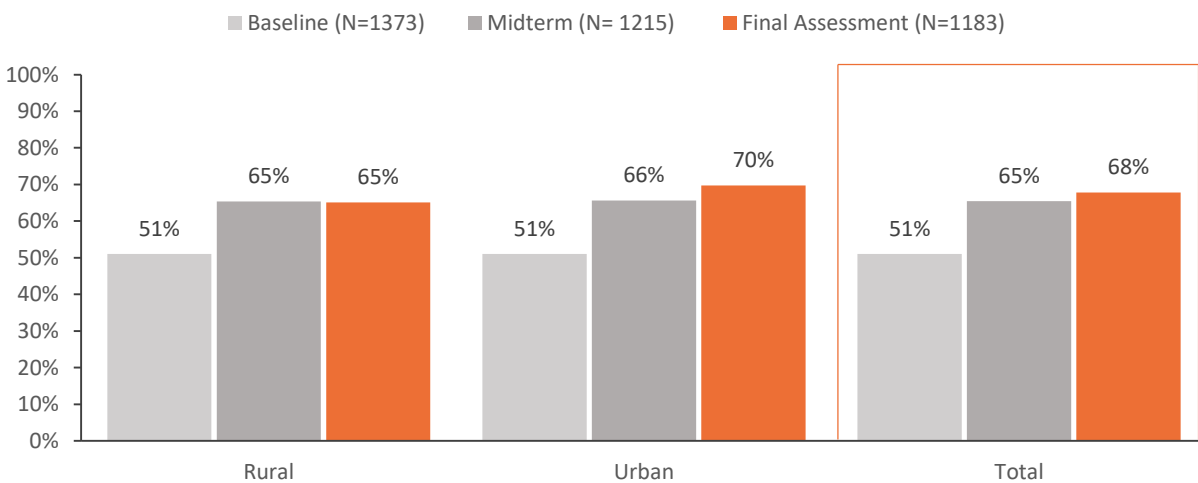
Considering age differences by comparing citizens under and over 55 years of age (elderly population), the level of satisfaction is equal between both groups. Particularly, 68% of the respondents aged under and over 55, who have contacted at least one institution during the past 12 months, are "somewhat satisfied" or "very satisfied" with all contacted institutions. This equal level is reached by a higher increase in the indicator from the midterm assessment for the over 55 y.o. group (+7pp) than the under 55 y.o. group (+1pp).

Figure 46: Satisfaction with public services indicator by age
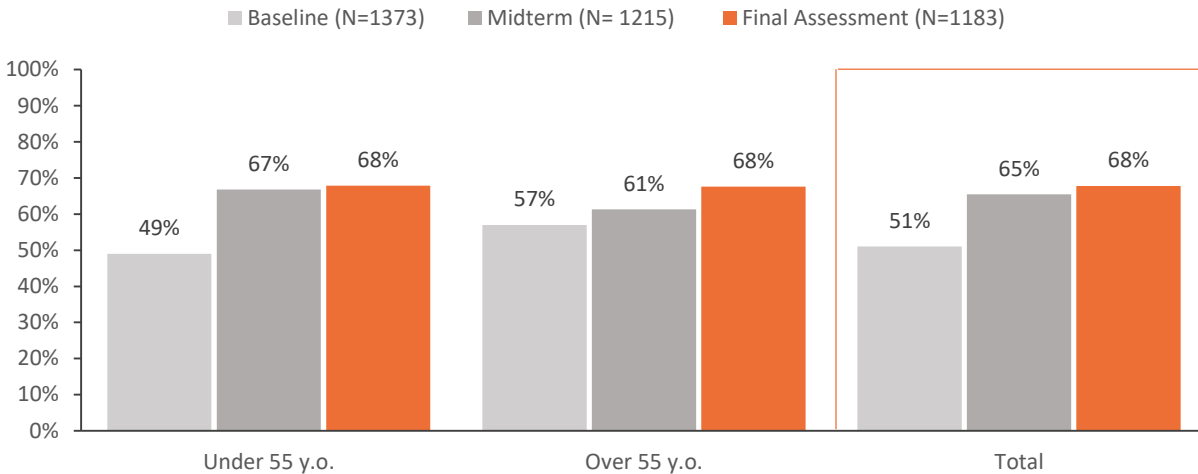
3.3.3   Satisfaction with public services: Roma population

Figure 47Figure 43 shows the results for the satisfaction with public services indicator of the Roma population disaggregated by gender. In the final assessment the indicator is at the level of 67%, meaning that out of the Roma respondents who had contacted at least one institution during the past 12 months, 67% of them declared to be "somewhat satisfied" or "very satisfied" with all contacted institutions. Comparing to the midterm result, the final assessment result has slightly by just 1pp. Compared to the general population (satisfaction indicator = 68%) there is not much difference, implying a rather identical level of satisfaction.

Figure 47: Satisfaction with public services indicator by gender – Roma population
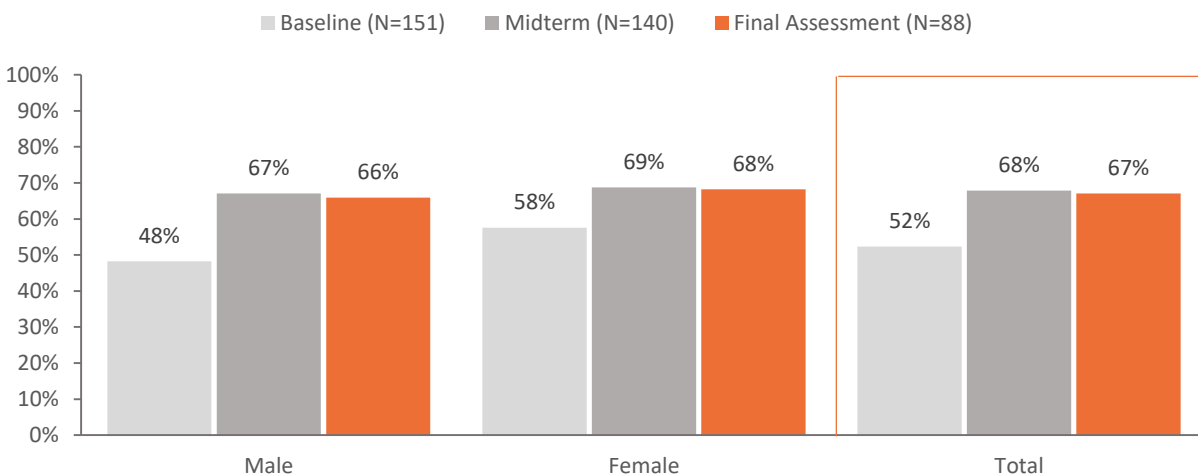
3.3.4   Satisfaction with public services: further considerations

Considering the satisfaction with public services for the category of citizens who access institutions only through ADISA there is an almost identical (although slightly but insignificantly higher) level of satisfaction with the overall population. Combining with the results from *section 3.2.4 (easier access from ADISA),* the results suggest that although ADISA makes the **application for a service easier (hence easier access), the receiving of the service is still heavily dependent on the responsible institutions for the service,** yielding a rather identical level of satisfaction.

Figure 48: Comparison of satisfaction with public services, access through ADISA only
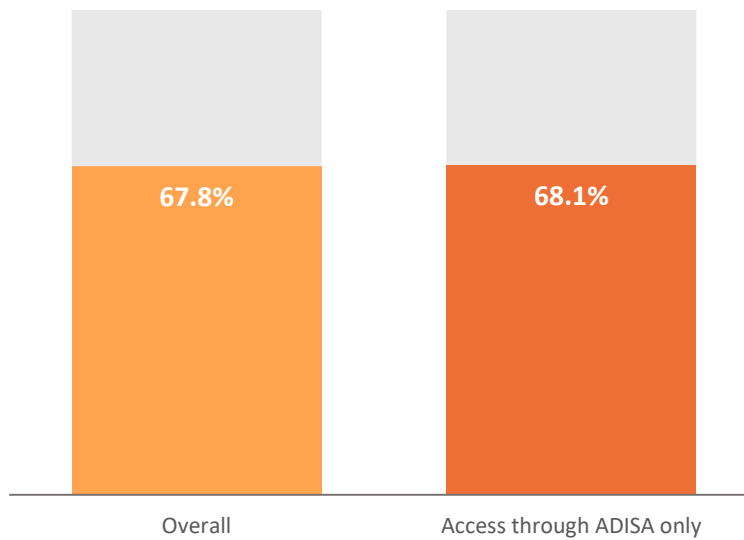
The regional distribution of the satisfaction indicator shows the same pattern as the easiness indicator. Shkodër, in this case as well, has the highest level of satisfaction, with a huge jump from the midterm assessment (+21pp), while is followed by Gjirokastër (although stagnating from the midterm assessment) and Lezhë. In almost all regions having an established ADISA there is an increase in the level of citizens' satisfaction during the midterm and the final assessment. On the other hand, in Tiranë, Durrës, Kukës and Korçë there is a decrease in the level of satisfaction.

Figure 49: Satisfaction with public services by region
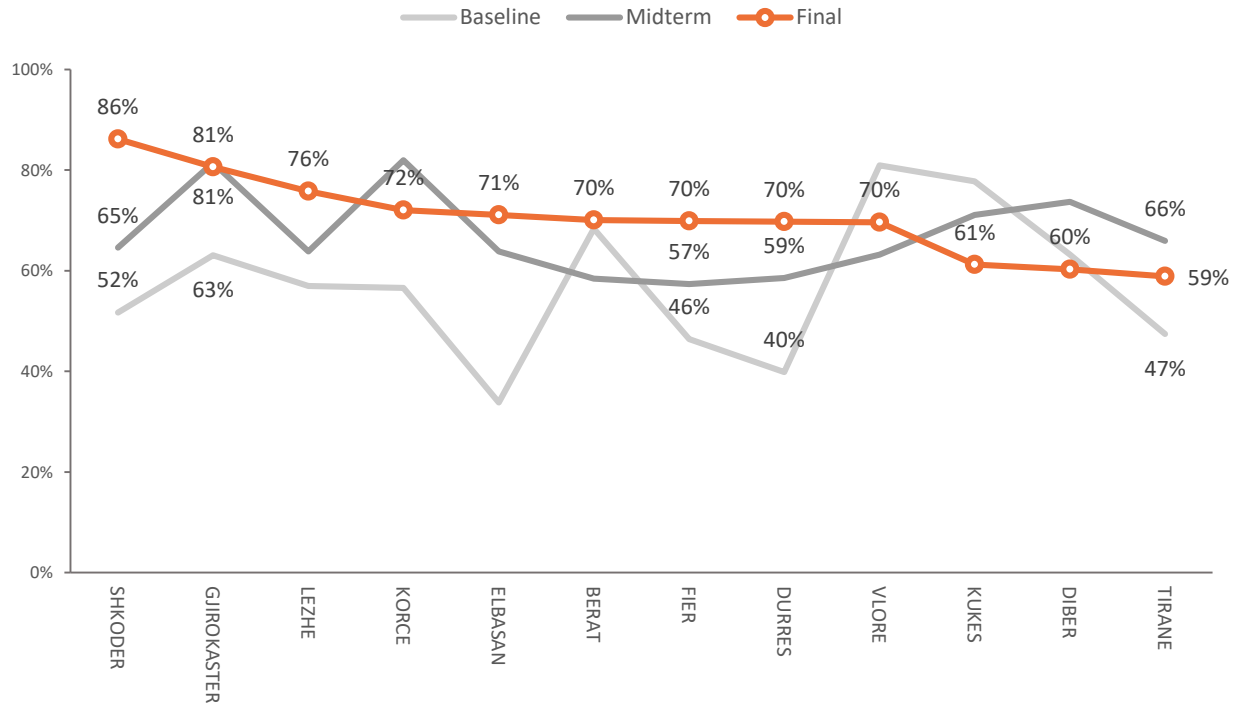
The satisfaction with public services indicator considers only the "very satisfied" and "somewhat satisfied" responses. For a more detailed analysis of the satisfaction with public services, all responses and their distribution need to be considered. Figure 50 displays a more detailed look on the responses for each included institution. Considering institutions, DPGjC has the highest percentage of satisfied responses ("very satisfied" or "somewhat satisfied") with the public services, about 93% of the responses, followed by QKB with 87% of the responses and DPShTRr with 84% of the responses. On the other hand, institutions having the lowest percentage are ASHK with only 39% of responses stating satisfaction with the public services followed by SHKP with 57%.

Figure 50: Satisfaction with public services by institutions
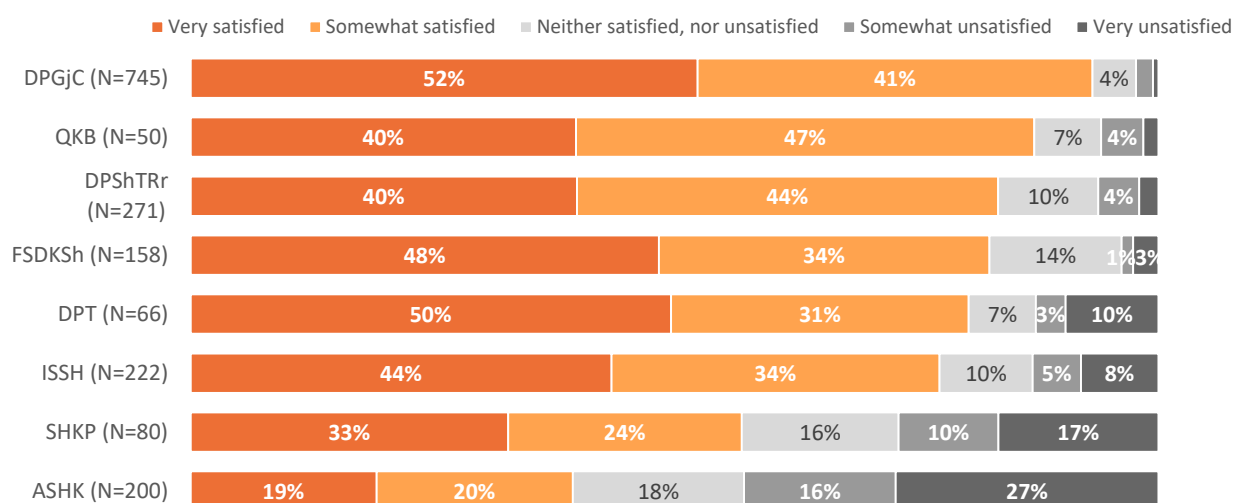
3.3.5   Satisfaction with public services: qualitative findings

Following the survey results we further examine satisfaction with public services at two different levels. At its most basic level, we look at the operational qualities of a public service to see how service quality translates into service satisfaction. This reduces satisfaction to a mechanical process operating at the interface between services and the citizen. We also broaden citizen's assessment on service satisfaction by incorporating prior expectations and views about the service to see how these influences later satisfaction. Broadening the approach to service satisfaction means not taking the service being delivered at face value, but questioning the type of service being delivered, and whether dissatisfaction is merely the result of objective service quality and prior expectations, or whether it stems from dissatisfaction with the type of services being delivered.

Qualitative findings show that the progress in the satisfaction with public services is initially related to the easier process of accessing these services (as discussed in section 3.2.5 Easiness of access to public services: qualitative findings). Secondly, there are two additional factors observed during focus groups that contribute to the satisfaction: (i) delivering the promised services; (ii) improved speed. In any circumstance, citizens referrer to their satisfaction with public service comparatively to their prior experiences.

Considering the first contributor, the existence of information about services (i.e. specific description of service, usability, time of deliver etc.) sets prior expectations about the service. On the other hand, lack of information (even a lack of intent to search for accurate information, but rather on vague directions) disrupts expectations, misleads citizens and creates dissatisfaction.

> *I think that they (institutions) give clear information, but one should priorly be clear what they need, so not to end up in the wrong institution.*

Woman, 48 y.o., Tirana, Rural

But informed citizens (even pertaining to marginalized groups), claim to have been delivered the promised service.

> *I think if you are well informed, if you show some persistence, you will normally get the information. Moreover, one thing we need to learn is the fact that we need to better understand the role of other institutions, for example when there are 2-3 institutions related to your service...*

> **She had experience with one of the most difficult institutions to get a public service from, deemed as highly corrupted by all members who had accessed it, formerly ZRPP and ALUIZNI, now ASHK**

Woman, 27 y.o., Tirana, Urban, Roma Community

As regards the speed of service delivery, there is a general improved perception of the delivery process, especially for attaining basic documents (such as a personal certificate, which, as most participants were cognizant, took literally minutes to be extracted from e-Albania), as well as more complicated services (such as applying for and receiving the ID card). However, there are some specific service related to ASHK which quite often suggest corruptive behavior. The behavior (as declared by FGs participants) is related to the efforts of the employees of this institution to prolong the service delivery – expecting bribery to keep the process on track.

> *I, as the gentleman before me said, applied for an ID card. And quite similarly, did the application through the mobile phone (e-Albania) - went to get in the indicated date and time, and there were no delays at all.*

> **However, asked about the process of applying through the mobilephone, she explains that she went to the municipality and an employee completed the application for her – meaning he opened an account for her and proceeded to doing the application.*

Woman, 49 y.o., Korça, Urban

> *ADISA services offer a very good and fast solution… Even though the application is done online, the service is received through ADISA, more so for citizens who are above 50 y.o. and have difficulties in using a smartphone, internet or e-Albania, they can go to ADISA and immediately make the application. Normally, it is much better, because one doesn't have to go around Tirana to find the correct institution, but goes to ADISA to get it.*

*The rural group of Tirana frequently accesses (some of the participants) the ADISA in the Kombinat area, which set also the context for the above claim. *

Woman, 26 y.o., Tirana, Rural

> **Moderator asks what the situation is like now that ADISA is established in town*: Now you can get things done quicker.*

Woman, 28 y.o., Shkodra, Urban

Moreover, we observed than the satisfaction is related to the application process, rather than getting the service. This is related to one of the components of the satisfaction, which is delivering the promised service (especially previously knowing the time of delivery), as well as to a speed up process, at least for the mainstream services.

4 Experience with Public Institutions

4.1 Evaluation of Service Attributes

4.1.1 Overall evaluation of attribute

The ability to evaluate performance is of critical importance in improving public service delivery. Including multiple dimensions of the overall performance allows to focus on specific parts of the process and evaluate each of them accordingly. On a Likert scale of 1 to 5, respondents were asked to evaluate attributes which characterize public service delivery. The scale is afterwards transformed to a 0 – 100 scale to make it easier to compare. Figure 51 shows the aggregated results of the evaluation of the attributes the respondents gave for eight institutions (ASHK, QKB, ISSH, DPShTRr, FSDKSh, DPGjC, DPT, and SHKP).

Legibility of the forms is the highest evaluated of the dimensions, receiving 84 points out of 100, followed by appropriate working hours receiving 82 points and staff behavior and communication 80 points. Processing speed and Fairness are the lowest scoring dimensions (respectively 72 and 75 points) – although both are highly evaluated. Comparing to the midterm results, almost all attributes have received an increased evaluation except legibility of the forms from (85 to 84 points) and appropriate office location (from 77 to 76 points).

Figure 51: Evaluation of attributes
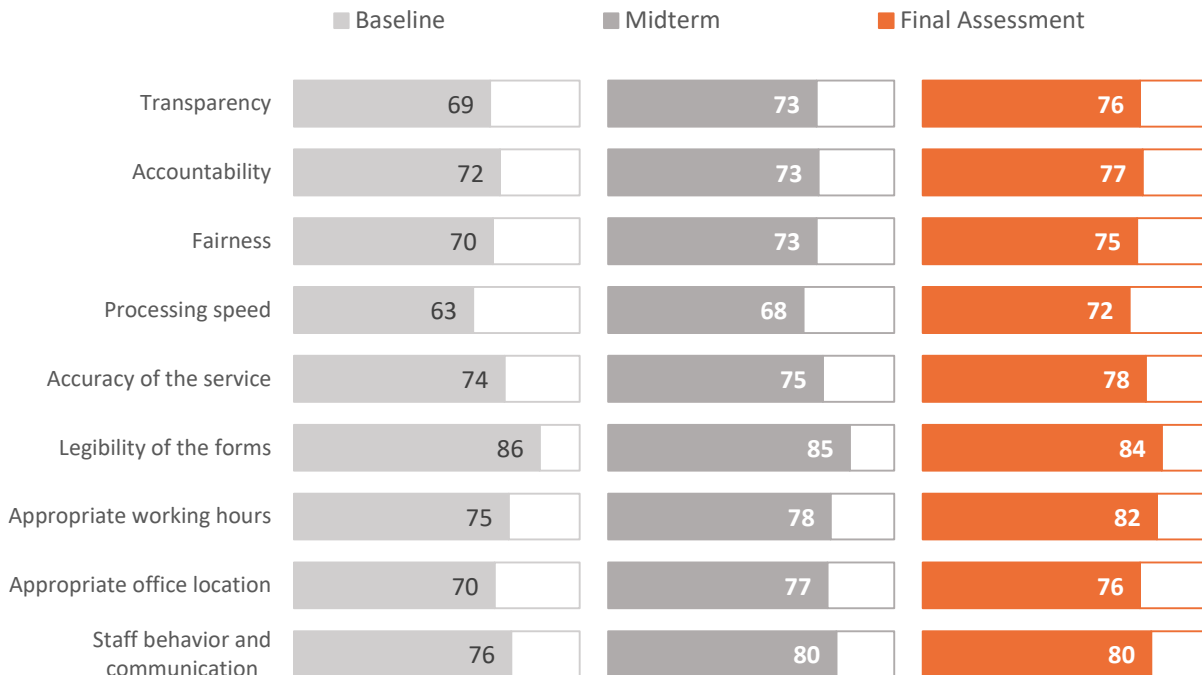
In addition, when asked about how they found out about the availing procedures, the overall results show that citizens continue to rely on direct contact with functionaries to find out about the procedures. The result is a bit lower (56%) in the final assessment. Citizens also continue to depend on the information provided through a friend, relatives, neighbors or other close persons of contact, to find out about the procedures, a result which is lower (32%) compared to the midterm. However, the reliance on the department internet page or other relevant websites seem to be higher (4%) because of the improvements made in reflecting information through these channels. Disaggregating into vulnerable categories such as female population, over 55 y.o. or rural population, results displayed in Figure 53 show no significant difference from the overall results.

Figure 52: How did you find out about the procedure for availing the service? (Multiple response) – Overall population
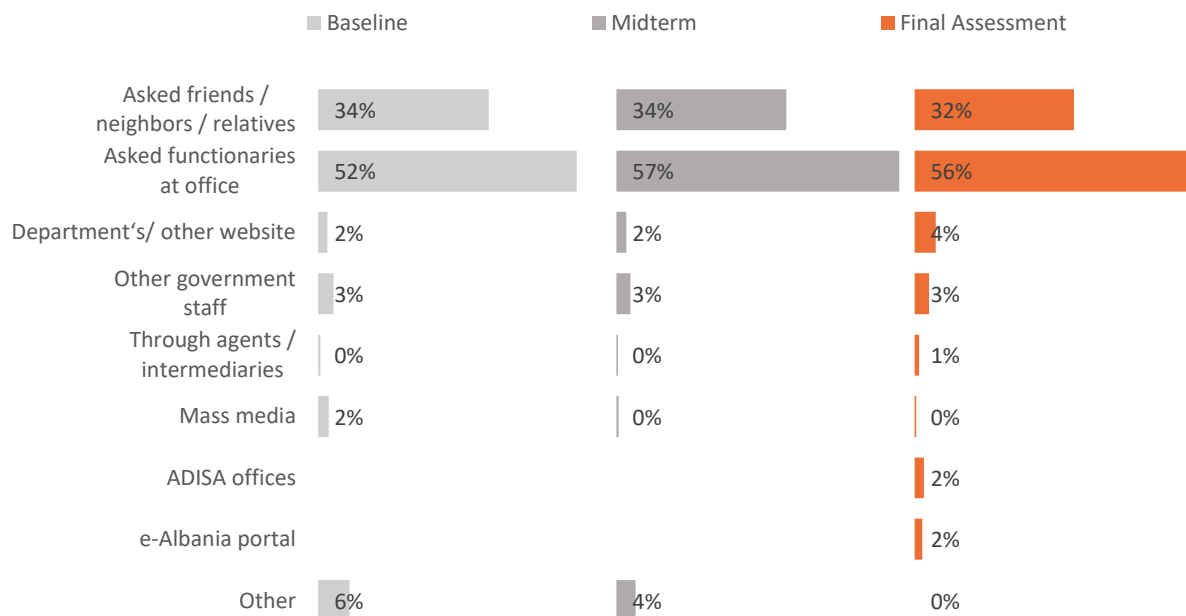
Figure 53: How did you find out about the procedure for availing the service? (Multiple response) – By categories

Legend: Baseline, Midterm, Final Assessment

	Female			Over 55 y.o.			Rural		
	Baseline	Midterm	Final Assessment	Baseline	Midterm	Final Assessment	Baseline	Midterm	Final Assessment
Asked friends / neighbors / relatives	34%	35%	33%	31%	33%	32%	41%	36%	31%
Asked functionaries at office	51%	57%	55%	56%	56%	56%	47%	58%	54%
Department's/ other website	2%	1%	4%	0%	0%	3%	1%	1%	6%
Other government staff	4%	3%	2%	3%	4%	3%	4%	2%	4%
Through agents / intermediaries	1%	0%	1%	0%	0%	1%	1%	0%	1%
Mass media	3%	1%	0%	4%	1%	0%	1%	0%	0%
ADISA offices			2%			4%			2%
e-Albania portal			2%			1%			3%
Other	7%	3%	0%	6%	6%	0%	5%	4%	0%

4.1.2   Transparency

To analyze every attribute in detail, the results for the ten most contacted institutions are displayed for the overall sample and for the poor strata. When considering the total population transparency is evaluated higher at the DPGjC, FSDKSh and DPT, 85, 80 and 79.7 points, respectively. ASHK and SHKP are evaluated as the least transparent in the final assessment, with respectively 52 and 66 points.

Comparing to the midterm assessment, transparency has increased for other institutions except ASHK, FSDKSh and DPGjC. Notable improvements in transparency are made by DPT, from 72 to 80 points.

For the final assessment results, the evaluation of transparency is slightly higher for the poor strata (+1 point than the overall evaluation). Significant differences include DPT, which is evaluated with 94 points by the poor strata and 80 in overall and DPGJC, evaluated 87 points by the poor strata and 85 points in overall.

Figure 54: Evaluation of transparency – overall and poor
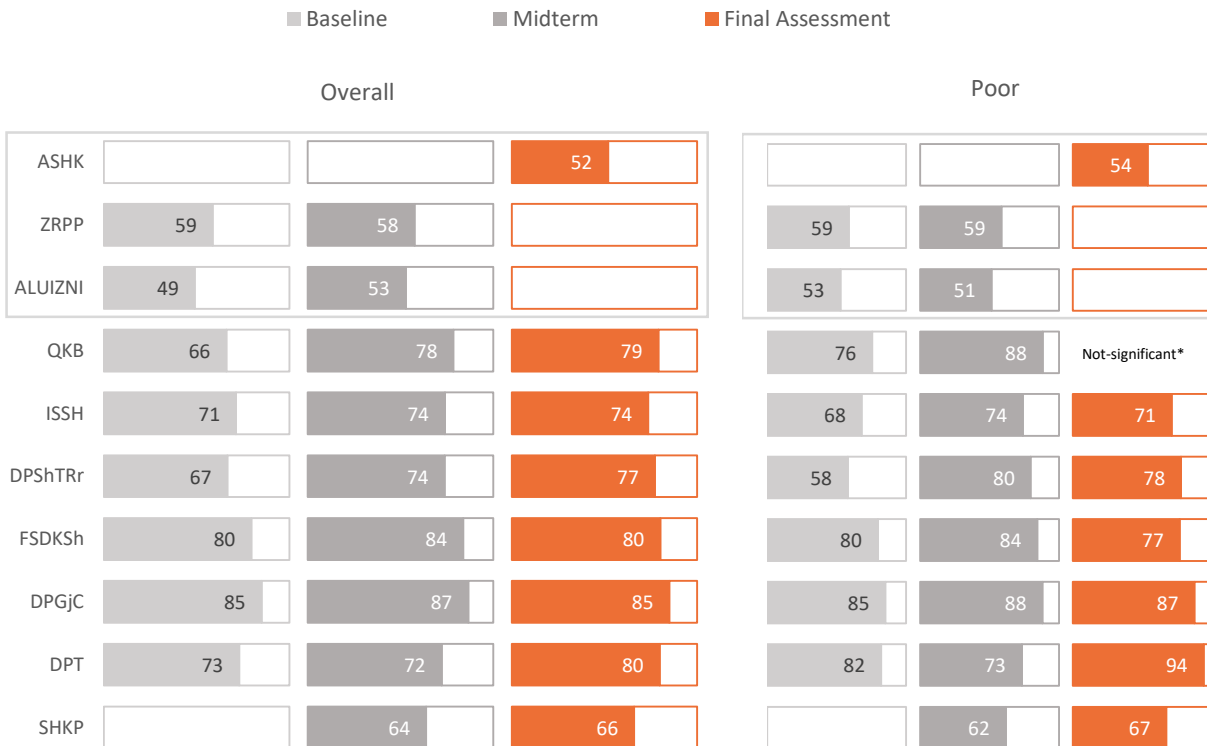
There is only 1 response for QKB – hence non-significant and is not taken in consideration during the analysis.

4.1.3   Accountability

Accountability involves the obligation to provide information about performance, explain decision making, and justify conduct. It implies citizens questioning the process and public servants taking responsibility for their actions. The final results show that there is no difference (in total) of the evaluation of accountability by the poor strata and the overall population. DPSHTRr, DPGJC, DPT are evaluated by the poor strata with at least 2 points higher than the overall, while the other institutions have received a lower score.

Figure 55 shows the result of the evaluation of accountability for the baseline, midterm and final assessment. Overall, respondents evaluated DPGjC, FSDKSh and DPT as more accountable institutions, receiving respectively 85, 79.9 and 79.6 points. ASHK and SHKP are evaluated as the least accountable institutions, receiving 54 and 68 points, respectively. When compared to the midterm, the final assessment results are higher for ISSH, DPSHTRr and SHKP, whereas ASHK, FSDKSh and DPGJC have received a lower score.

The final results show that there is no difference (in total) of the evaluation of accountability by the poor strata and the overall population. DPSHTRr, DPGJC, DPT are evaluated by the poor strata with at least 2 points higher than the overall, while the other institutions have received a lower score.

Figure 55: Evaluation of accountability – overall and poor
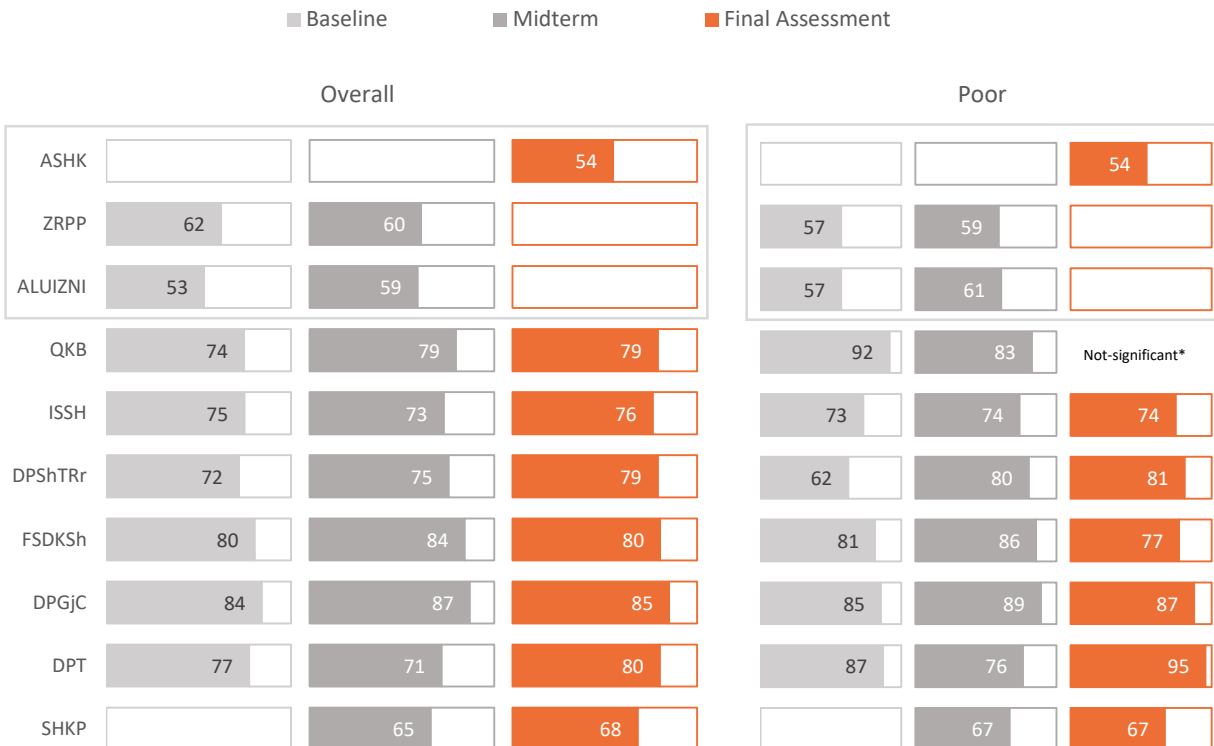
There is only 1 response for QKB – hence non-significant and is not taken in consideration during the analysis.

4.1.4   Fairness

Fairness in public services delivery represents the impartial and just treatment or behavior without favoritism or discrimination towards citizens. Figure 56 shows the evaluation of fairness for the baseline, midterm and final assessments. Citizens evaluate as fairer institutions DPGjC, DPSHTRr and FSDKSH, which respectively have 84, 76.8 and 77.4 points. The least evaluated as fair are, as in previous attributes, ASHK and SHPK, 52 and 63 points respectively.

Most of the institutions have received a lower evaluation of fairness in the final assessment compared to the midterm and as noted FSDKSH has the higher decrease. Only DPSHTRr is evaluated as fairer in the final assessment, whose score increased from 72 to 77 points.

The final results show that the poor strata evaluate the fairness of public services higher than the overall sample, which in general account for 1 point higher: standing out, DPT is evaluated 18 points higher by the poor strata.

Figure 56: Evaluation of fairness – overall and poor
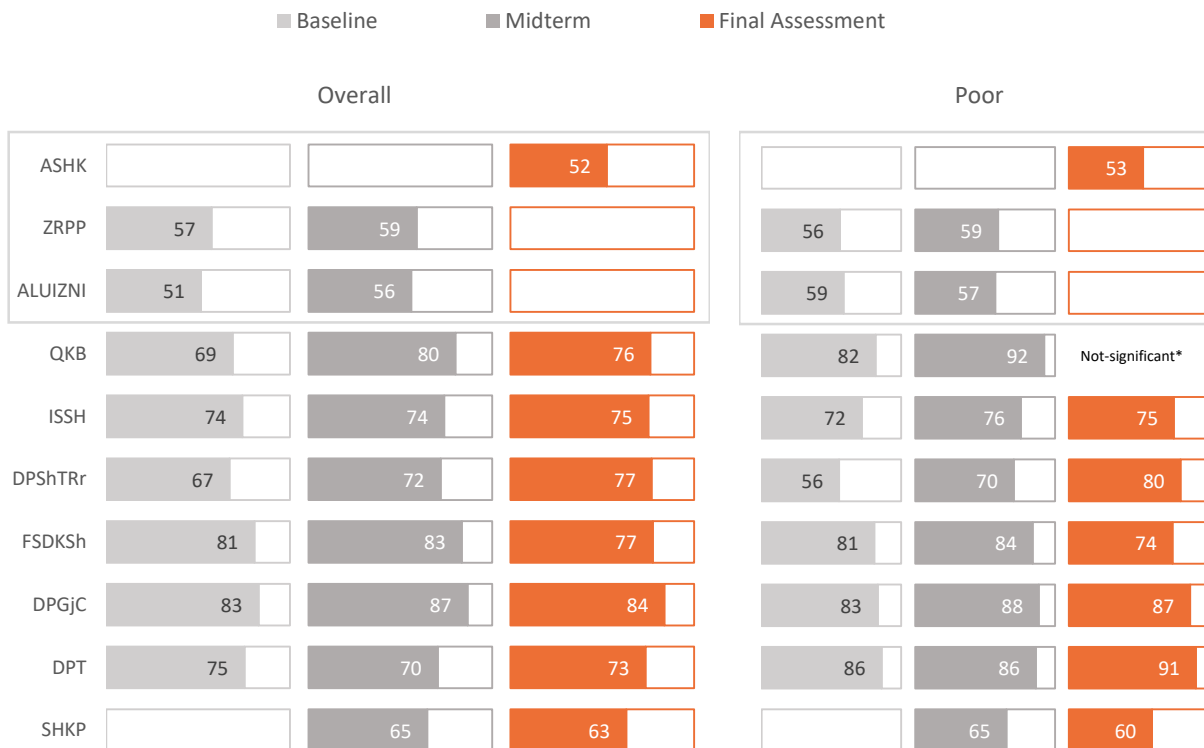
There is only 1 response for QKB – hence non-significant and is not taken in consideration during the analysis.

4.1.5   Processing speed of the procedures

Processing speed has received an overall score of 70 out of 100 points. Particularly, there are some institutions which have received a particularly low score, such as ASHK, receiving 39 out of 100 and SHPK receiving 62 out of 100. Nevertheless, this low score for ASHK may also be related to the nature of the service it provides, as the difficulty of dealing with immovable property issues may be considerably higher than for issues that regard other institutions.

For this matter, DPGjC and FSDKSh are evaluated as having a high processing speed, while considering the midterm, the final results show an improvement of the processing speed for half of the institutions, SHKP ISSH, DPSHTRr, DPT, increased by at least 2 points.

Figure 57: Evaluation of processing speed of the procedures – overall and poor
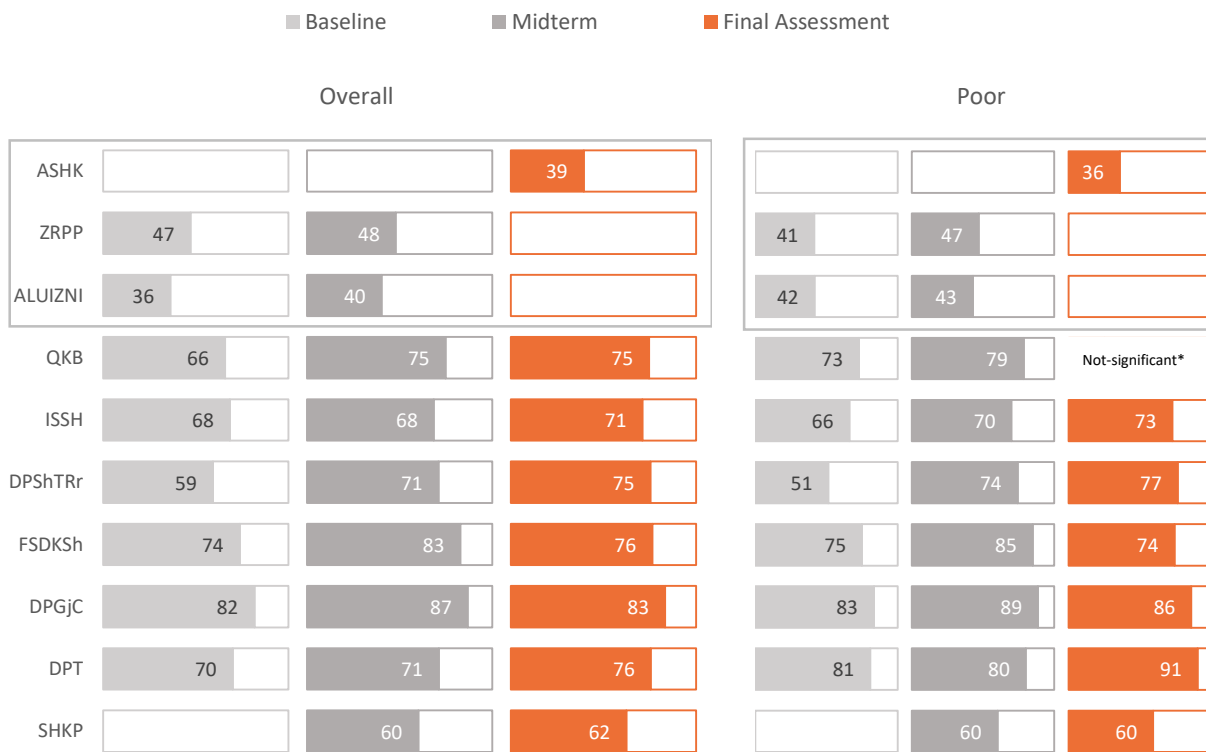
There is only 1 response for QKB – hence non-significant and is not taken in consideration during the analysis.

4.1.6   Accuracy of service

The accuracy of the services received a relatively high evaluation by the respondents The services of DPSHTRr and DPGjC are evaluated as most accurate , receiving 82 and 86 points respectively. Most of the other institutions received more than 70 points, except ASHK which received 54 points. Nevertheless, when compared to the midterm, FSDKSH received a lower evaluation, its score falling by 8 points.

The poor strata evaluate the accuracy of the services slightly higher than the overall score, particularly by 1 point, but it may also be related to the level of expectations from the service. In that case, it can be noted that DPT and DPGjC received 96 and 88 points respectively by the poor strata, which indicates that for this group the services received from DPT and DPGjC have a high perceived degree of accuracy.

Figure 58: Evaluation of accuracy of service – overall and poor
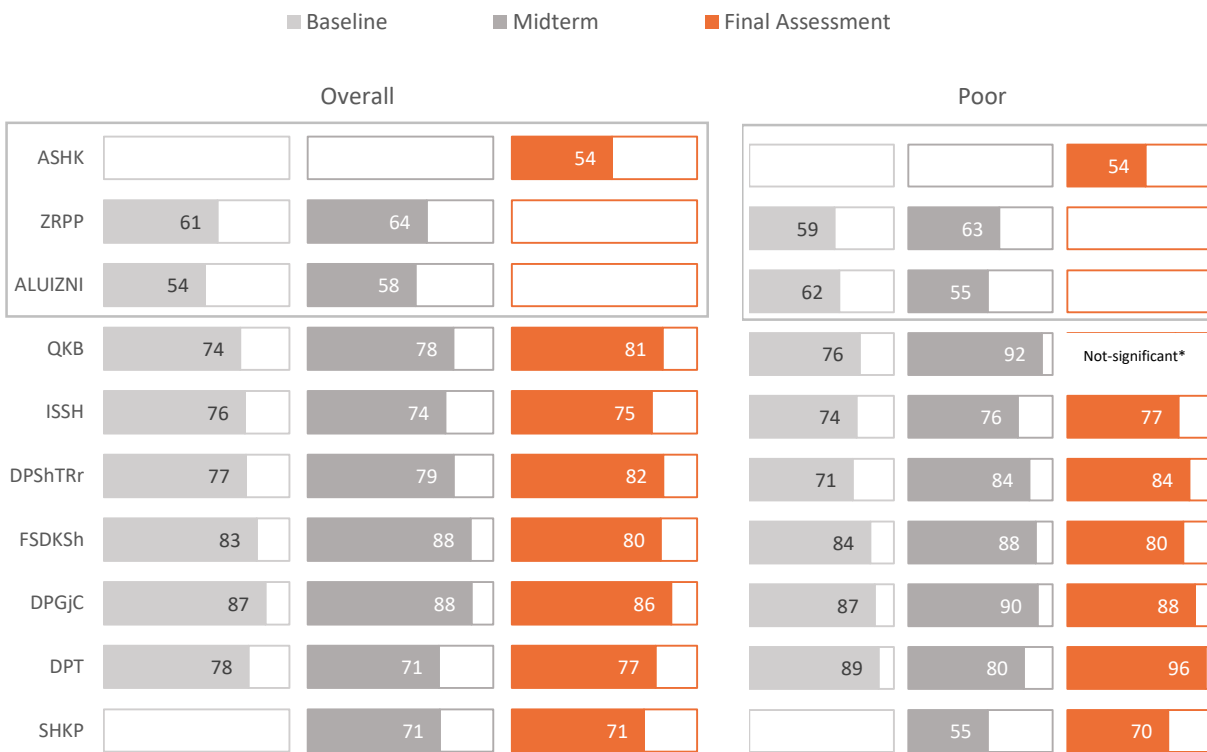
There is only 1 response for QKB – hence non-significant and is not taken in consideration during the analysis.

4.1.7   Legibility of the forms[5]

Legibility of the forms (appropriate size and font) is the highest evaluated amongst the attributes, receiving an overall score of 84 out of 100. In detail, DPShTRr and DPGJ received the highest evaluation in the final result, respectively 86 and 87 points, while most of the institutions have received more than 80 points, except ASHK and FSDKSh.

Comparing to the midterm, small are observed differences for most of the institutions, however, there is a decrease in the evaluation of SHKP which score fell by 5 points. Considering the poor strata, there are very few differences for most of the institutions from the overall score, notably DPT (+10pts).

Figure 59: Evaluation of legibility of the forms – overall and poor
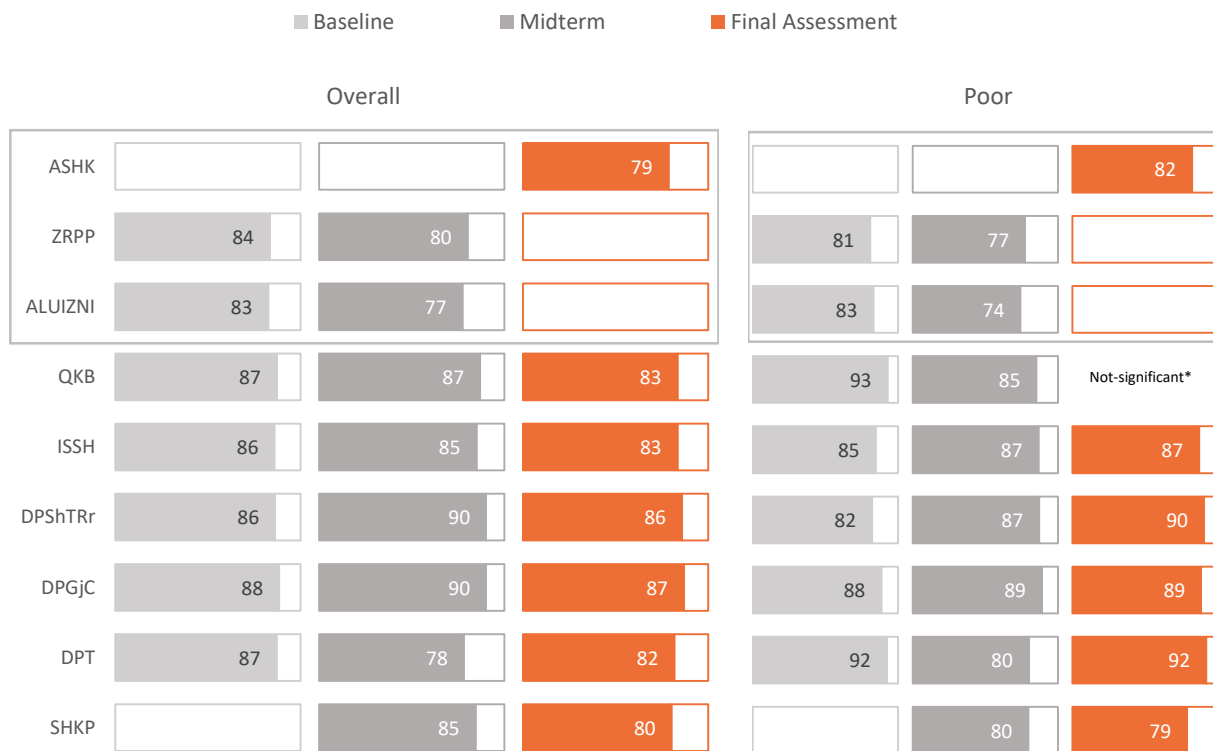
There is only 1 response for QKB – hence non-significant and is not taken in consideration during the analysis.

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[5] FSDKSH omitted as the application does not require a form to be filled – all the required data are prefilled while applying online.

4.1.8 Appropriate working hours and office location

Generally, respondents evaluate working hours as appropriate, with institutions receiving more than 79 points. The final results show an overall improvement on the working hours, but there are some institutions which received lower scores, such as FSDKSh and DPGJ. Further, there are no considerable differences between the score from the poor strata and the overall score, except a considerably higher evaluation for DPT (+14 points).

Figure 60: Evaluation of appropriate working hours – overall and poor
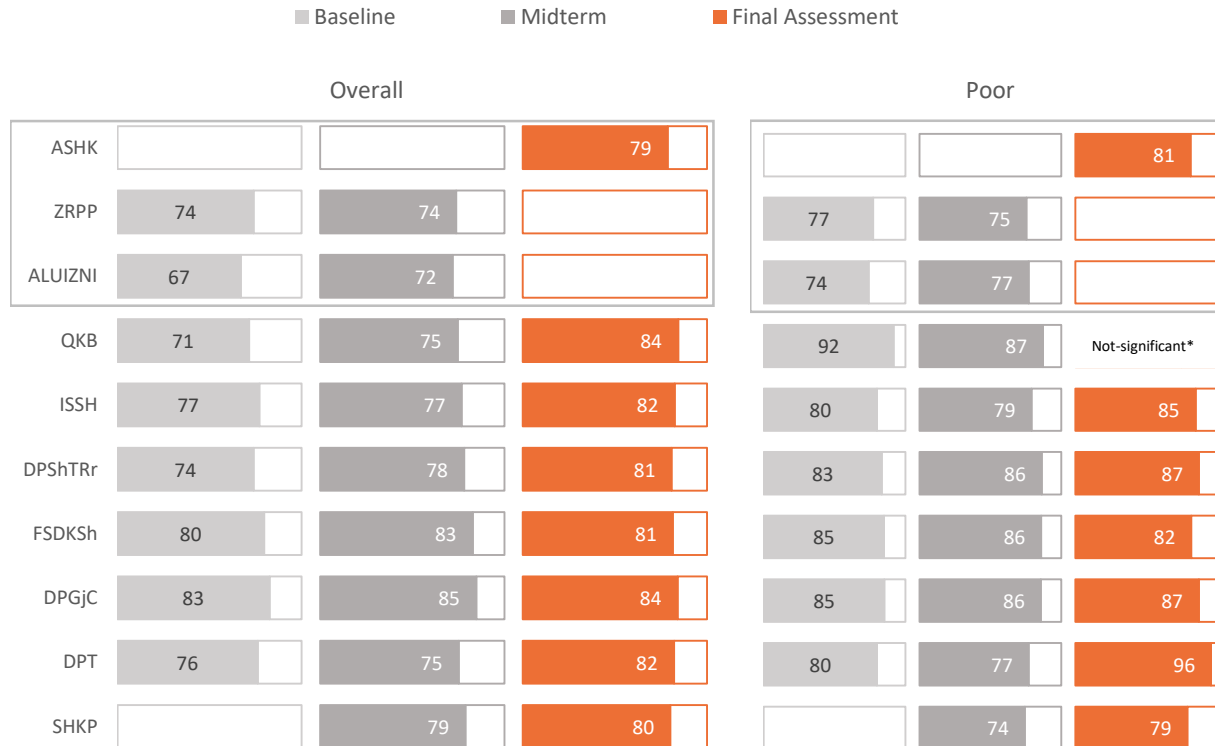
There is only 1 response for QKB – hence non-significant and is not taken in consideration during the analysis.

Figure 61 shows the evaluation of the respondents for the office location of the institution. Almost all institutions received a decreased evaluation for the office location, except DPT and SHKP which evaluations increased by 6 and 5 points respectively.

There are no considerable differences between the score from the poor strata and the overall score for most of the institutions, except a higher evaluation for DTP (+12 points) by the poor strata – standing also as the highest evaluated institution scoring institution for this group.

Figure 61: Evaluation of appropriate office location – overall and poor
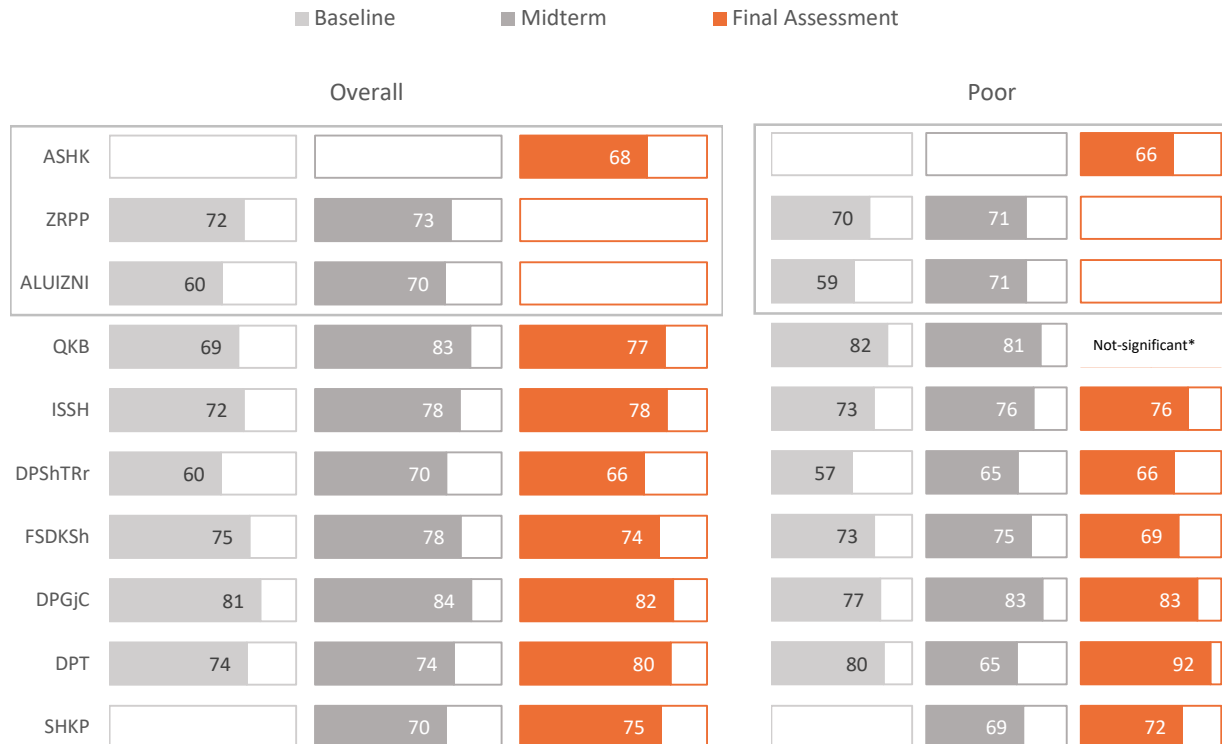
	Overall			Poor		
	Baseline	Midterm	Final Assessment	Baseline	Midterm	Final Assessment
ASHK			68			66
ZRPP	72	73		70	71	
ALUIZNI	60	70		59	71	
QKB	69	83	77	82	81	Not-significant*
ISSH	72	78	78	73	76	76
DPShTRr	60	70	66	57	65	66
FSDKSh	75	78	74	73	75	69
DPGjC	81	84	82	77	83	83
DPT	74	74	80	80	65	92
SHKP		70	75		69	72

There is only 1 response for QKB – hence non-significant and is not taken in consideration during the analysis.

4.1.9   Staff behavior and communication

The following evaluation relates to the general work ethics in public agencies, or the set of values, which include the right attitude, correct behavior, respect for others and effective communication in the workplace. Essentially, work ethics regulate what an employee would do in different situations when delivering public services.

Respondents highly evaluated the staff behavior and communication, as each institution received 71 points or higher. DPGjC received the highest evaluation, 85 out of 100 points, while ASHK received the lowest score, 71 points. Comparing to the midterm assessment, FSDKSh scores the biggest drop (-10 points). Further, there are no significant differences between the overall score for most of the institutions, except for DPT that receives 15 more points from poor strata. It is notable that the poor strata have evaluated the attribute higher for most of the institutions.

Figure 62: Evaluation of staff behavior and communication
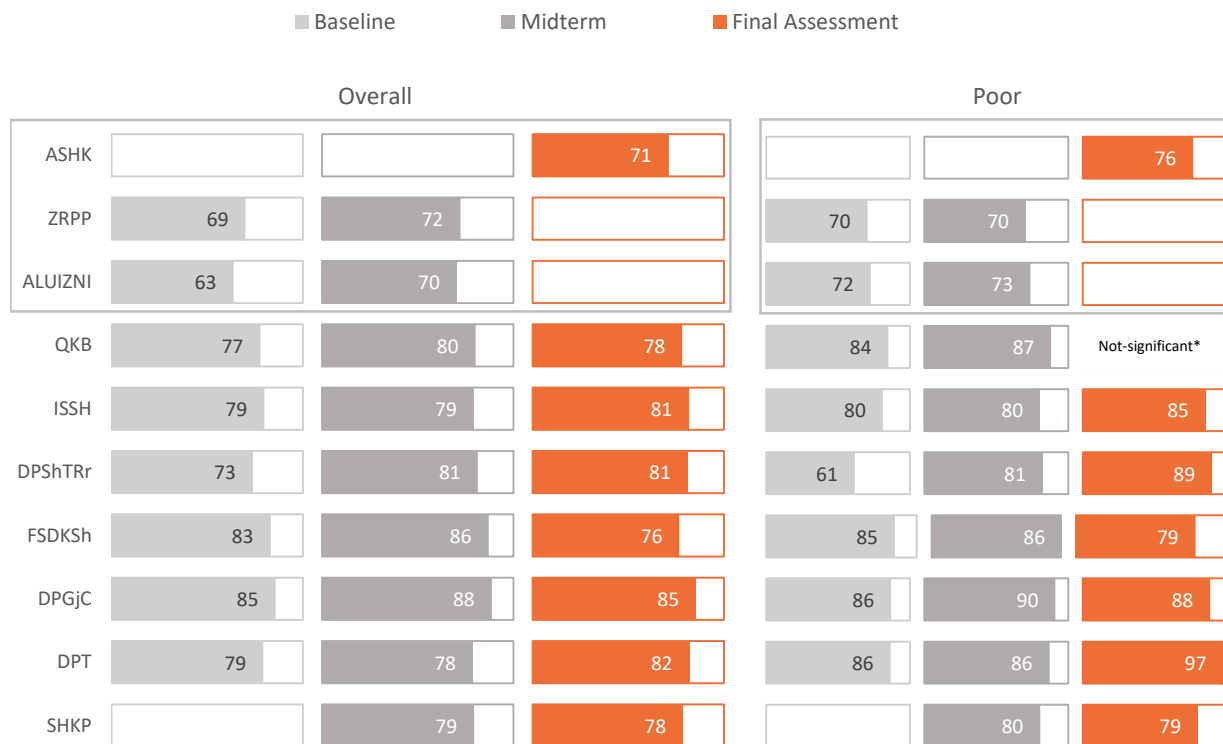
There is only 1 response for QKB – hence non-significant and is not taken in consideration during the analysis.

4.2 Complaint Experience

4.2.1   Reason to complain

Complaint experience is one of the indicative elements of the quality of public service, as the citizens evaluate all the dimension of a public service and recall what was not at their desirable standard. Complaint experience is divided into assessing citizens who had reason to complain and into those who actually made the complaint.

**Figure 63: Did you had any reason to complain? (Only those who contacted at least one institution)**
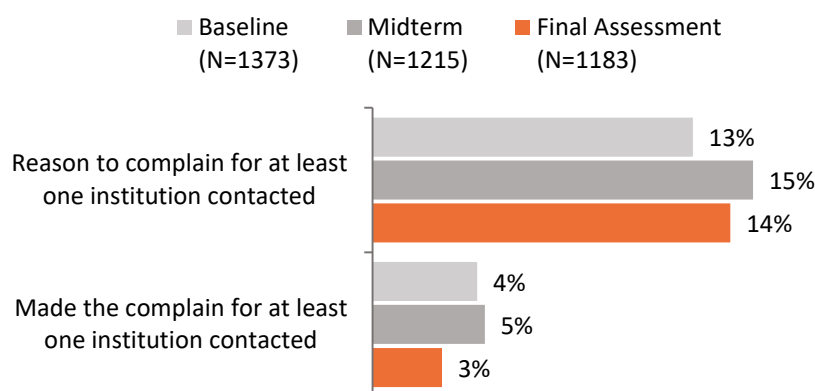
The final results show that about 14% of the citizens who contacted at least one institution during the past 12 months, had a reason to complain about the service received. However, only 3% of respondents who contacted at least one institution, actually filed the complaint. For this case there are multiple elements which we further address during this section. Compared to the midterm results, where 14% of the respondents who contacted at least one institution had a reason to complain, there is a decrease of 1pp. Even in the midterm, the percentage of citizens who actually filed a complaint is considerably lower than those who had a reason to complain, particularly 5%.

Moreover, Figure 64 shows the percentage of citizens having a reason to complain for the service they received, disaggregated by institutions, in which are reflected the most contacted institutions. The final results show that ASHK has the highest percentage of reasons to complain, as around in 40% of cases, citizens who contacted the institution had a reason to complain about the service they received. SHKP comes second, as in 18% of cases, citizens who contacted the institution had a reason to complain about the service they received. Also considering the number of contacts these institutions have, in total, ASHK has the higher number of cases in which citizens had reason to complain (80 cases vs 14 of SHKP).

On the other hand, DPGjC, DPSHTRr and DPT have the least percentage of citizens having a reason to complain about the service they received, respectively 3%, 5%, 6.7% and considering the number of contacts, DPT has the lowest cases when citizens have a reason to complain.

Compared to the midterm results, there is a notable increase in the reasons to complain about ASHK, at around 12pp. The results show both slight increases and slight decreases in in the reason to complain about institutions, most notably: QKB (+5pp); DPSHTRr (+2pp); ISSH (-2pp); DPT (-2pp).

Figure 64: Did you had any reason to complain? – Disaggregated by institutions (Only those who contacted at least one institution)

	Baseline	N		Midterm	N		Final Assessment	N
DPGjC	2%	956		2%	741		3%	746
ISSH	8%	313		14%	234		12%	222
DPShTRr	14%	193		3%	208		5%	271
ASHK							40%	201
ZRPP	26%	186		25%	230			
ALUIZNI	16%	105		34%	143			
FSDKSh	7%	631		2%	185		7%	158
SHKP				16%	103		18%	80
DPT	7%	107		9%	63		7%	66
QKB	13%	80		2%	53		7%	50
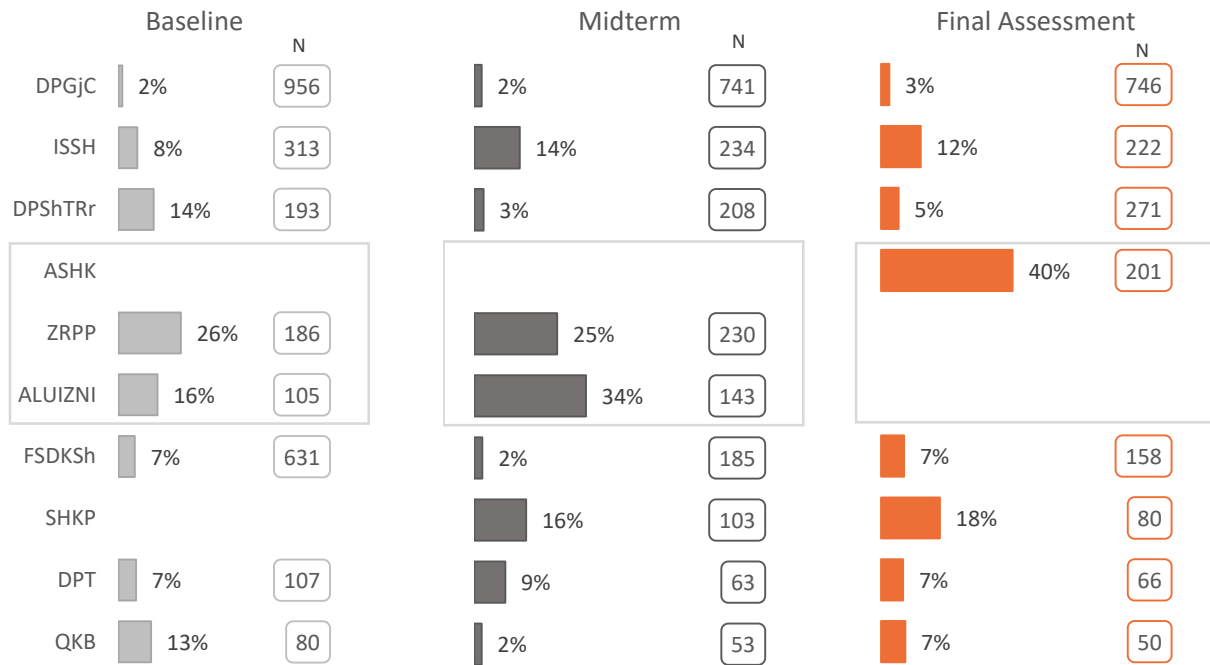
4.2.2   Complaints made

Besides assessing the reasons to complain, we examine also the actual complains citizens declared to have made for each institution. The final results show that in the case of ASHK, from 80 citizens who had reason to complain, 14 of them actually made the complaint. Whereas for ISSH, out of 27 people who had reason to complain only 8 made the complaint, while for DPGJ out of 22 people who had reason to complain only 4 made the complaint. Other institutions have a very low level of complaints made for both the final assessment and the midterm. Particularly, there is a significant drop in the complaints for ISSH.

Figure 65: Number of cases where citizens made the complaint
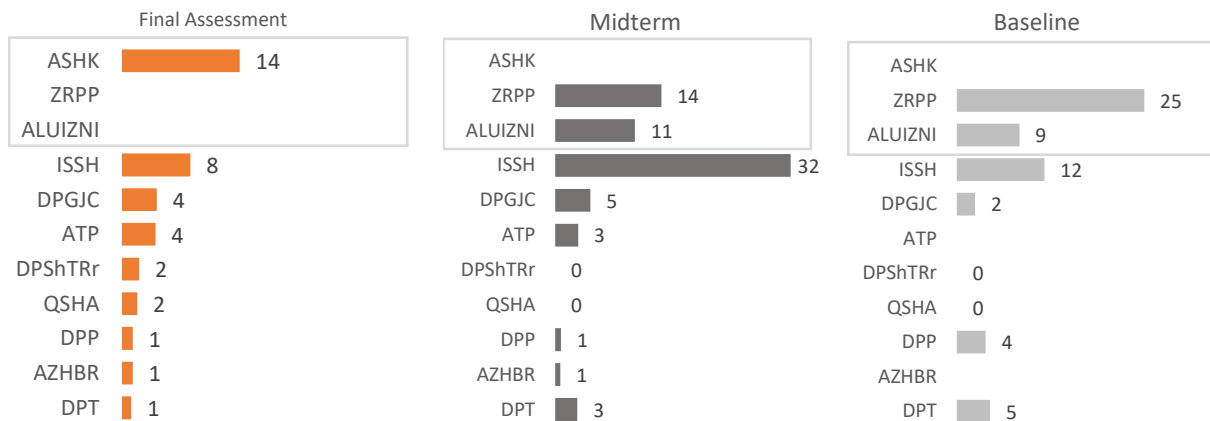
For those citizens who had reason to complain after contacting an institution during the last 12 months but couldn't do so, results show that the most mentioned reason is that they didn't believe the institution would solve the problem (55%), which is even higher than the midterm result. Furthermore, citizens listed as the second reason that they did not know where to complain (19%), but in this case the result has slightly decreased from the midterm. Surprisingly, some of the respondents chose to state they didn't know the procedure to file a complaint, knowing that there are clear alternatives to do so in public institutions, such as the platform "The Albania we want".

Figure 66: Why didn't you file a complaint if you had reason to do so?
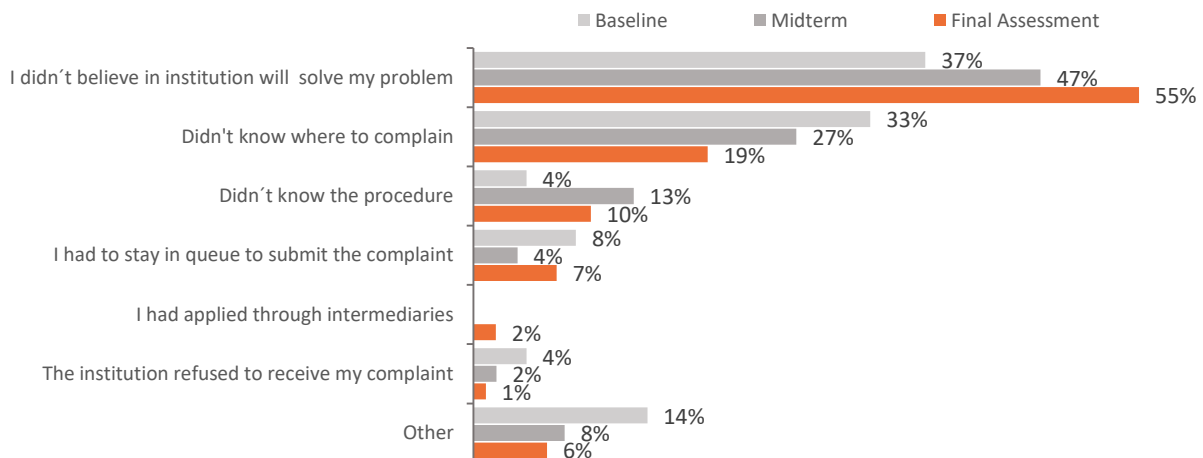
Asked about the platform of co-governance (The Albania we want), 67% of the overall sample declared they have knowledge about it, while only 13% of them had used it in the past 12 months. The citizens which had used the platform of co-governance were then asked to evaluate on a scale from 1 to 5 their level of satisfaction. Transformed into a scale from 0 to 100, where 0 is very unsatisfied and 100 is very satisfied, the overall evaluation of the platform is 66, indicating higher satisfaction with the platform compared to the midterm result (57 out of 100).

Figure 67: Platform of co-governance "The Albania we want"

Have you heard about the platform of co-governance (Albania we want)

Have you ever used it in the last 12 months?
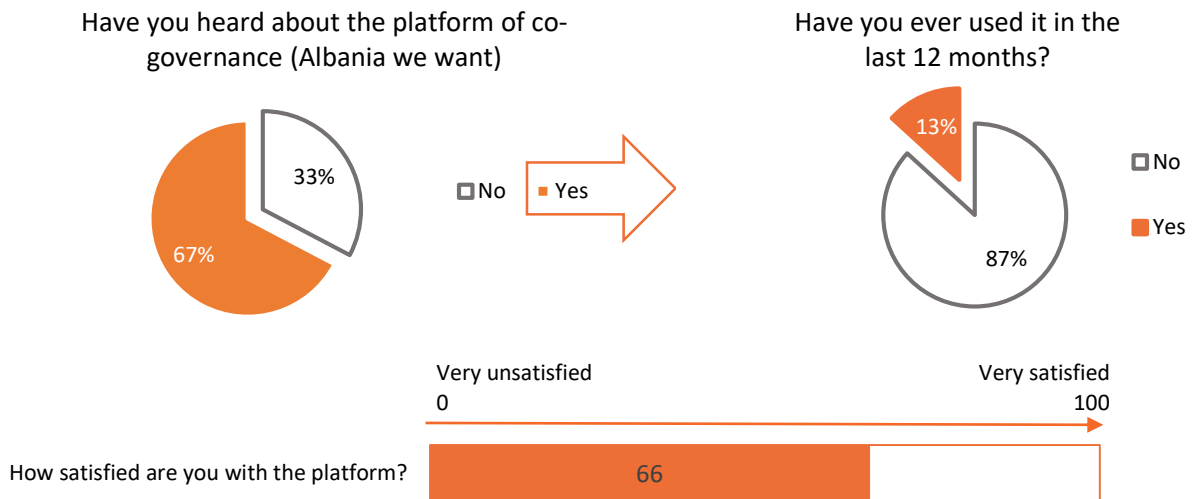
4.2.3 Complain experience: qualitative findings

Participants in FGs generally are aware of the possible choices they have to make complaints, which gives a positive general perception about the feedback process of public service delivery. However, the cases of these complains being resolved are limited, discouraging citizens to follow this process if necessary.

> *I have made a complaint to the Employment Office, three weeks ago. I applied for a professional training session through e-Albania, and I went to the Employment Office, to take a document for the registration to the Training Center No. 4. During my interaction with the employee, a friend of hers came and sat there for more than one hour discussing personal issues. I made a complaint for this and I put the complaint letter to the specific box. I passed by, a few days ago and my complaint letter was still inside that box. I have no hope that someone is going to read it.*

Man, 27 y.o, Tirana, Roma Community

> *With regard to the complaint procedure, I have seen that the co-governance platform "Shqipëria që Duam" is a solution. I have helped people with their pension calculation scheme, they had a miscalculation of years and they had followed every possible procedure through the required institutions and had not received any answer. Once they made a complaint to the platform through their e-Albania account, they received a solution and their money for the miscalculated years.*

Woman, 30 y.o, Tirana, Rural

> *Nowadays all institutions have provided the public with a complaint box for every service delivery. We have seen those boxes getting full with complaint letters but those letters don't get delivered to the appropriate sectors.*

Woman, 26 y.o, Korça, Rural

> *You can use ADISA for every possible complaint that you might have with institutions that provide service delivery.*

Woman, 25 y.o, Shkodra, Urban

> *There is a co-governance portal for the complaint procedure, even though I have not used it.*

Woma, 27 y.o, Shkodra, Rural

4.3 Corruption Experience

4.3.1 Personal experience with corruption

Corruption is a multidimensional experience, therefore in evaluating corruption experience when receiving a service, the action is narrowed to the request or the implication of a bribe as the citizens received the service. After assessing personal experiences with corruption of only the respondents who contacted at least one institution during the past 12 months, corruption perception of the whole sample is examined, detailed by institution and type of contact.

The results show that in about 9% of cases where citizens contacted the institutions, a bribe was asked or implied in at least one of the institutions contacted. The experience with corruption seems to be at a higher level compared to the midterm result. Considering institutions, citizens who contacted ASHK, in 29% of the cases stated that a bribe was either asked or implied, while DPSHTRr follows with 13% of the cases citizens contacted the institution. Other institutions included, have a level of below 13%, while it can be noted that DPGJ and QKB have a level of 2%.

In comparison to the midterm, DPSHTRr, ASHK, FSDKSH and SHKP show a rise in the level of corruption , as the increased percentage of cases is greater for ASHK and FSDKSH, moderate for SHKP and minor for DPSHTRr. Considering the increase in FSDKSH, out of 158 respondents who contacted this institution, 16 of them (10%) state that a bribe was asked (3 cases) or implied (13 cases). However, by further exploring the data, out of 16 cases, 14 are located in Tirana, one in Kukës and one in Durrës - locating this corruptive situation only in Tirana.

Figure 68: During your contact with the institution, was it implied (or asked) at any point that you had to bribe to get the service?

	Final Assessment	Midterm	Baseline
Total	9%	7%	7%
DPGjC	2%	1%	2%
DPShTRr	13%	11%	18%
ISSH	6%	7%	3%
ASHK	29%		
ZRPP		20%	15%
ALUIZNI		20%	8%
FSDKSh	10%	2%	2%
SHKP	9%	6%	
DPT	5%	5%	1%
QKB	2%	2%	5%
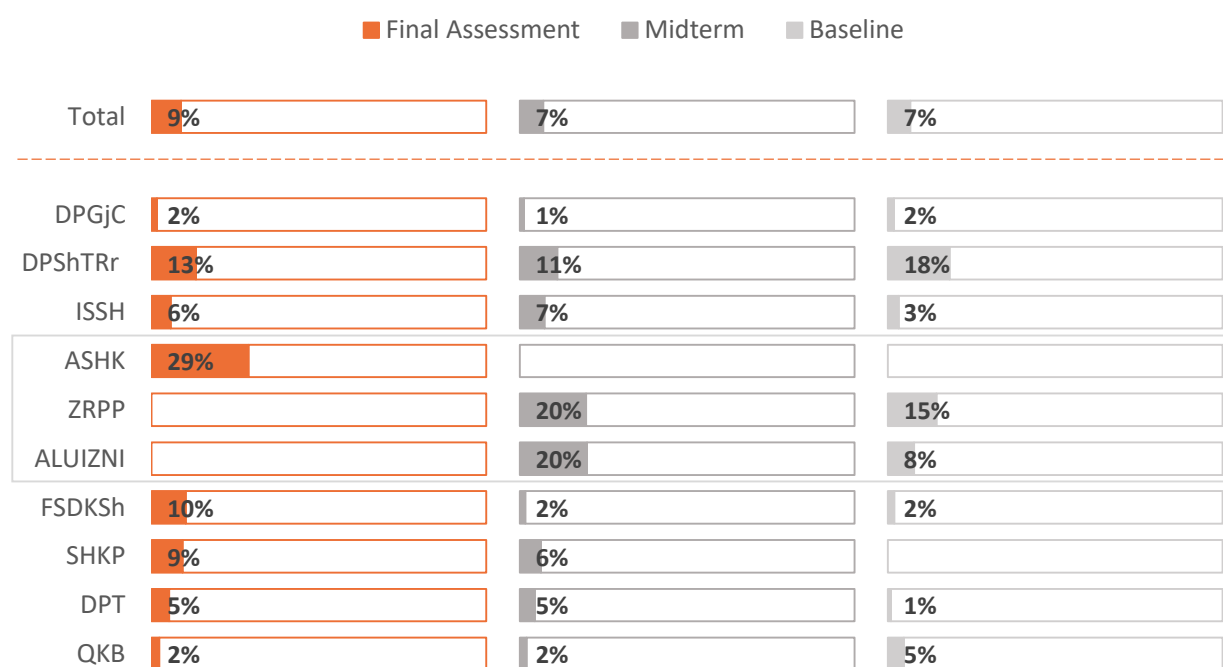
To further examine the issue, respondents who declared that a bribe was either asked or implied were requested to elaborate on the reason for the bribe. Most of them mentioned the speeding-up of the process as the main reason of the bribe (75%). Further cases include the enabling of the service to be provided out of turn (37%) and the option to receive preferential treatment from officials (41%), while 26% of them had not paid for the bribe. The final results for the purposes of the required or implied bribe, are much different from the midterm results, indicating an increasing of corruption in public institutions.

Figure 69: For what purpose was the bribe asked/implied? (Multiple answer)
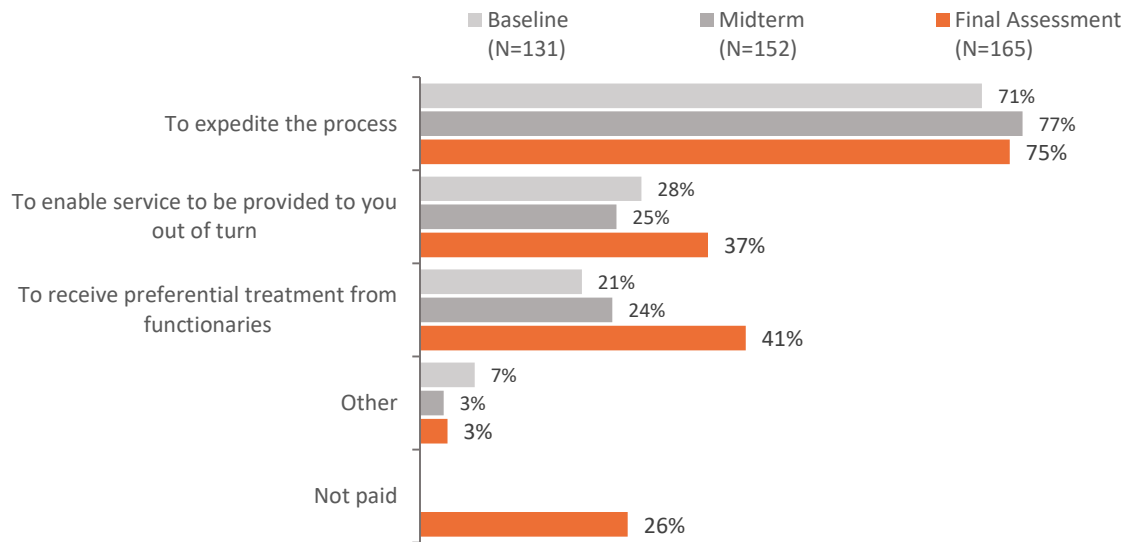
4.3.2 Corruption perception

Figure 70 shows the percentage of respondents who contacted public institutions and whether they had or did not have an experience with corruption and the percentage of respondents who did not make contact with institutions. The results show that 7%[6] of the respondents contacted public institutions and had experience with corruption, while 52% contacted public institutions but had no experience with corruption, and at last 41% did not contact institutions at all. The percentage of respondents who encountered corruptive behavior is lower than the average cases encountered (9% - Figure 68), implying that a few respondents have had more than one experience. Further we use these results to compare the

Figure 70: Experience with corruption by type contact

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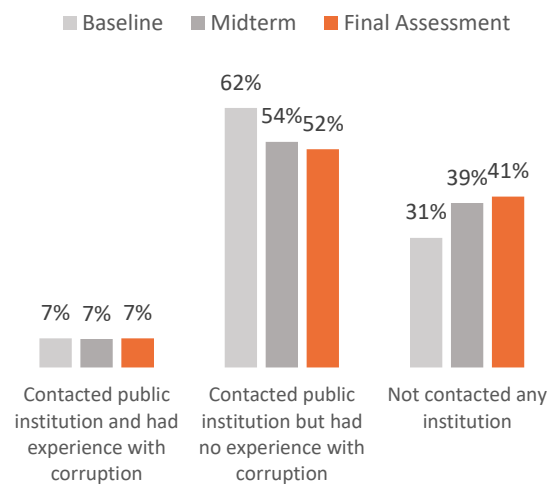
[6] The percentage differs from the overall percentage displayed in Figure 68 (9%) as it displays the share of respondents who had experienced a corruptive behavior to the total sample, while the previous the weighted (by number of contacts per institution) average percentage of cases of experienced corruptive behavior.

perceptions of these categories on corruption. To evaluate a general level of perception, either coming from personal experience or other channels of information, respondents were asked to rate the level of corruption for all institutions on a level from 1 to 5. Transformed on a scale from 0 to 100, Figure 71 displays the result of the corruption rating.

In general, those who contacted at least one institution during last 12 months but had no experience with corruption (52%), rate the corruption in 46 out of 100 points. Those respondents who contacted public institutions and had experience with corruption (7%) give a higher rate for corruption (59 out of 100). Those who did not contact any institution during last 12 months (41%) rate the corruption in the targeted institutions with 52 out of 100 points.

Figure 71: How would you rate the level of corruption in the institution? – By experience with corruption
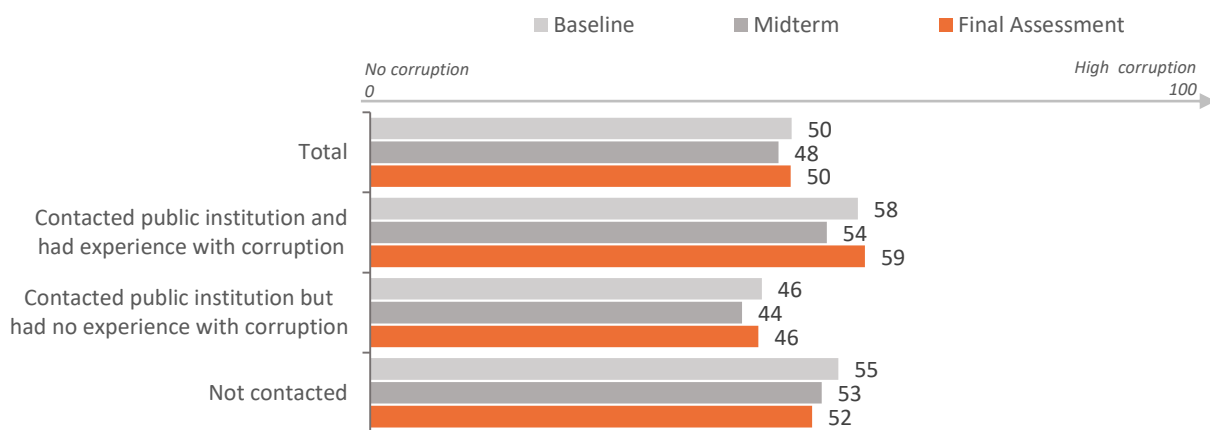
Compared to the midterm results, the evaluation of corruption has increased by 2 points in the midterm. This slight increase indicates a persistence in the perception that corruption is present in the public agencies, which also supports the findings of corruption by personal experience outlined in the beginning of the section.

Even when considering type of contact, the rates fall at almost the same amount, showing consistency in evaluation between groups of contact.

However, it must be noted how the absence of personal experience with corruption consists of only moderate

fall in the evaluation of corruption by respondents. In this case, the general perception of corruption, which is largely created through multiple channels of daily contact such as through the media, friends and family or work colleagues, have an important and negative impact on the corruption evaluation even of citizens who contacted institutions but had no experience with corruption themselves. Further, this may explain the evaluation of citizens who had contact with institutions and didn't experience corruption, but perceive corruption in other institutions they did not make contact with.

From another perspective, Figure 72 shows the results of corruption rating based on a 1-5 scale and disaggregated by whether the responded contacted or not an institution during the last 12 months. The final results indicate that those who did not have contact with the institution evaluate a higher rate of the

corruption when compared with those who contacted any. This outcome supports the claim that the general perception of corruption in institutions is an important determinant in the evaluation of corruption by the citizens. Additionally, the result for the respondents who did not contact have little contrast for the midterm and the final assessment, while for the respondents who contacted at least one institution the final results are slightly higher.

The final ratings of institutions indicate that there is a high perception of corruption behaviors at ASHK, DPT and DPSHTRr, as the institutions are the highest rated by the citizens for their level of corruption. Considering only the evaluation of those respondents who have contacted at least one institution, there is an increase in the rate of corruption all the listed institutions, which is in higher scale for QKB and FSDKSh.

Figure 72: How would you rate the level of corruption in this institution? (Whether contacted or not)
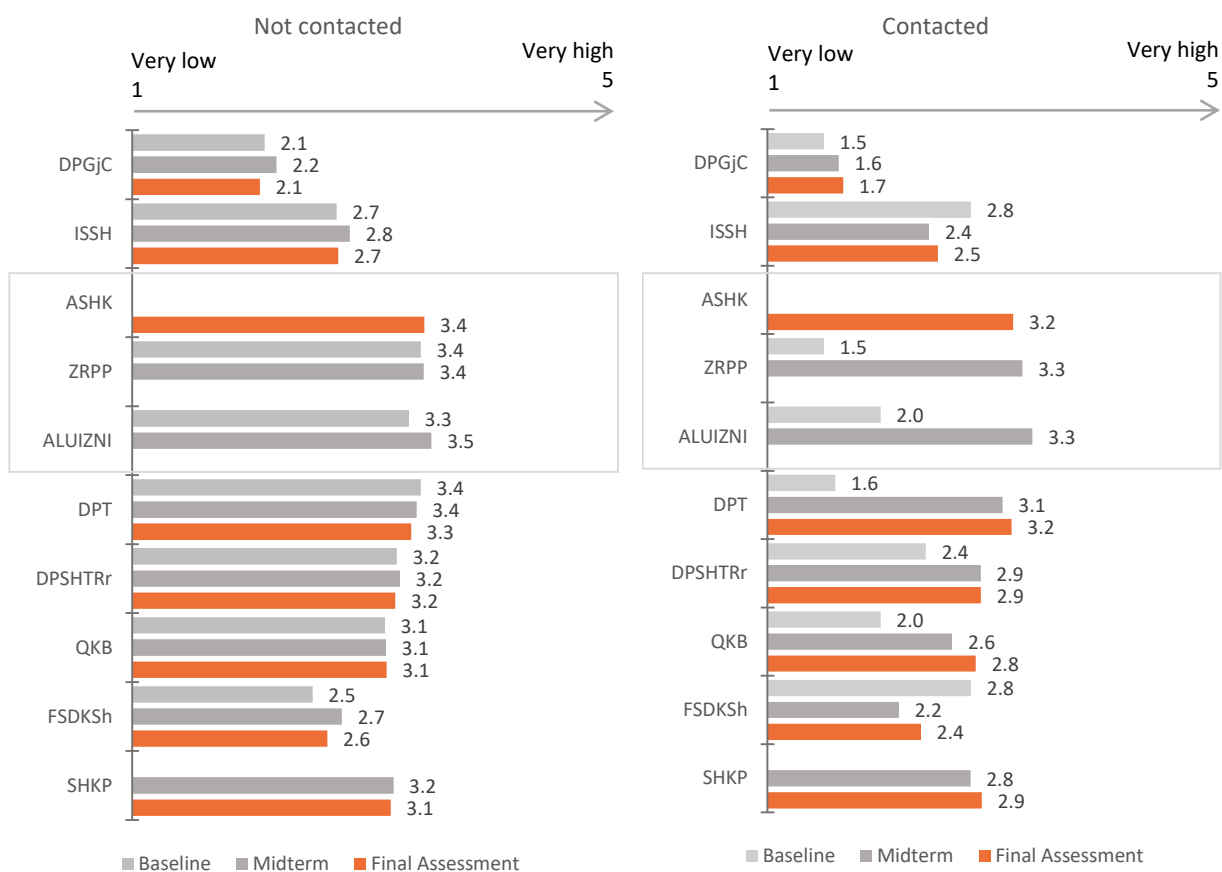
When evaluating corruption, it is also important to assess "high" and "very high" ratings, which are more indicative to establish whether citizens are certain of their experience with corruption or convinced in their perception about corruption. Figure 73 shows the results of the percentage of "high" and "very high" ratings of the total rating made for an institution. ATP has the largest percentage of the citizens giving high rating for corruption, as 54% of them rated the corruption in the institutions as "high" or "very high". Immediately after is followed by DPDog and ASHK which have a percentage of 53% and 45% respectively. Throughout all the evaluation, the outcomes suggest that these two institutions have a high level of corruption.

Moreover, DPT has also a large percentage of citizens rating the institution corruption as "high" or "very high", particularly of 40%, while the other institutions are below the level of 40%. ISSH, FSDKSh and DPGJ have the lowest level of corruption considering the percentage of citizens who rated the state of corruption as "high" or "very high", respectively by 22% and 10%.

Compared to the midterm results, there is an increased level of corruption for ATP but a decreased level of corruption for DPDog and ASHK. While for most of the other institutions, citizens evaluated the presence of corruption higher than during the midterm, with considerable differences in many of them.

Figure 73: Percentage «high» and «very high» ratings of the level of corruption in the institution (considering only the qualified answers)

	Baseline	Midterm	Final Assessment
ATP	55%	46%	54%
DPDog	37%	55%	53%
ASHK			45%
ALUIZNI	46%	52%	
ZRPP	46%	48%	
DPT	48%	42%	40%
AKU		39%	38%
DPP	44%	34%	37%
DPShTRr	42%	34%	36%
SHKP		34%	35%
QKB	38%	29%	31%
AQTN	45%	30%	31%
AZHBR		22%	29%
QSHA	41%	29%	27%
DPD	37%	20%	27%
ISSH	25%	20%	22%
FSDKSh	18%	22%	22%
DPGjC	11%	9%	10%
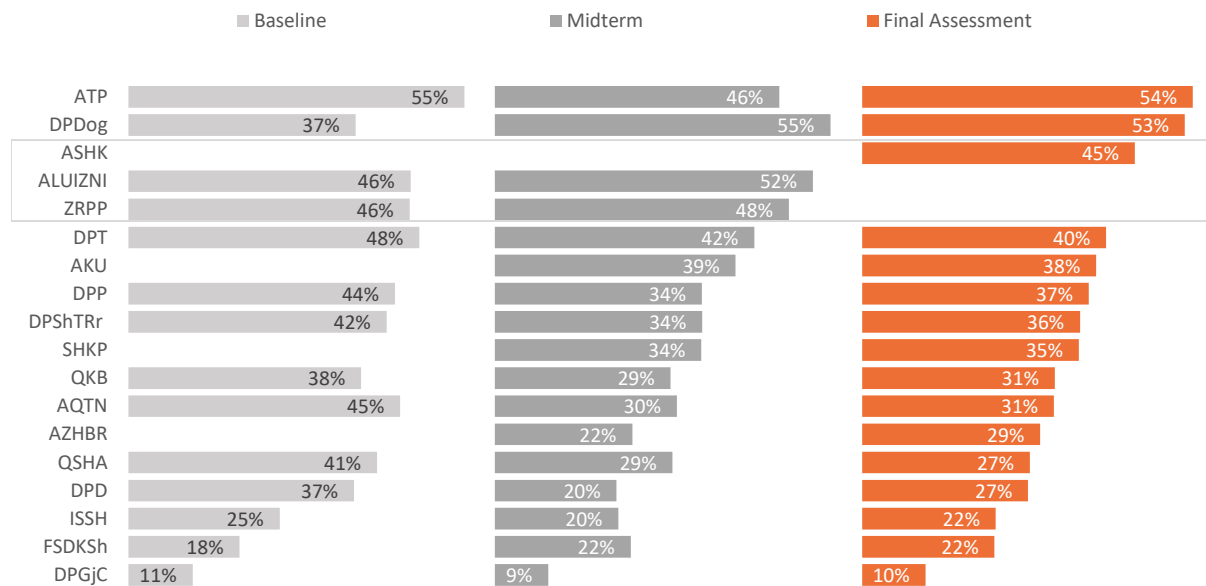
Figure 74 and Figure 75 offer a more detailed and complete picture of the corruption rating, for both the citizens who contacted at least one institution and those who did not, sorted by the percentage of those who evaluated corruption as "low" or "very low". Those respondents who had contact with at least one institution, rated as the least corrupted DPGjC, FSDKSh and ISSH, while even respondents who did not have contact with any institution rated as least corrupted DPGjC, FSDKSh and ISSH.

Figure 74: Evaluation of corruption by respondents who had contact with at least one institution

	Very Low	Low	Medium	High	Very High	N
DPGjC	55%	28%	10%	5%		974
FSDKSh	27%	30%	27%	14%	3%	768
ISSH	21%	27%	34%	14%	3%	852
SHKP	17%	17%	36%	21%	10%	724
DPShTRr	15%	19%	35%	22%	9%	797
QKB	15%	17%	43%	20%	6%	699
QSHA	14%	19%	43%	19%	5%	603
ASHK	12%	12%	36%	27%	13%	860
AQTN	11%	13%	48%	21%	7%	555
DPT	9%	14%	42%	23%	12%	796
DPD	9%	17%	53%	16%	5%	422
AZHBR	7%	23%	45%	19%	6%	572
DPP	7%	14%	46%	25%	8%	655
AKU	6%	13%	46%	24%	11%	729
DPDog	4%	6%	38%	32%	20%	764
ATP	3%	9%	36%	38%	14%	745
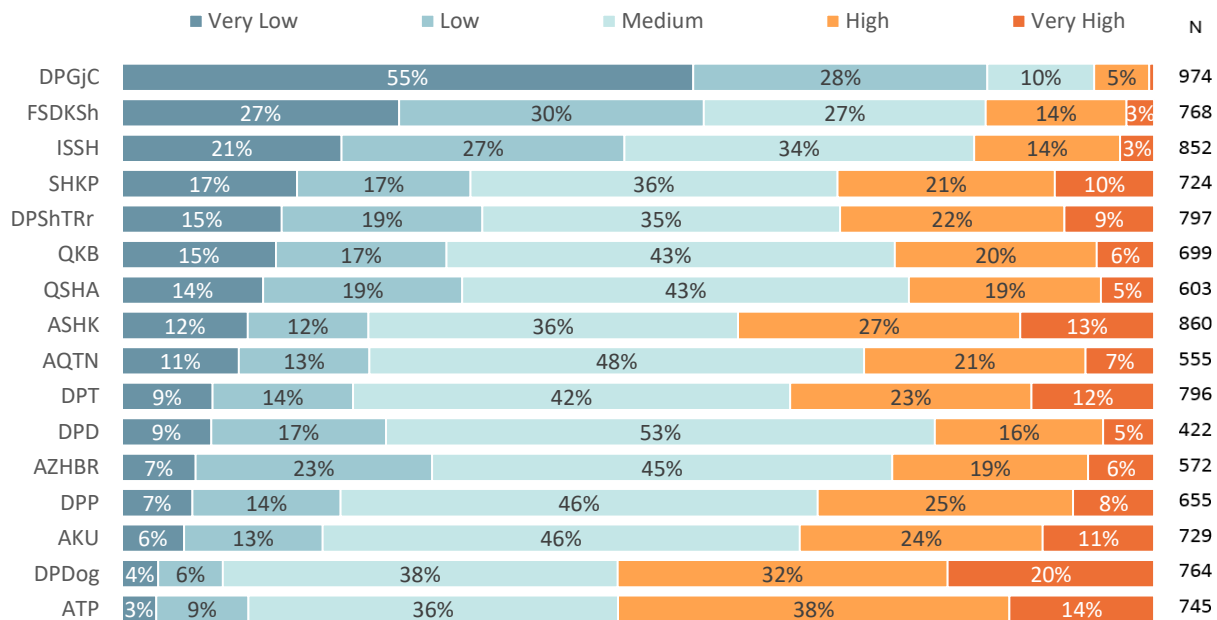
Figure 75: Evaluation of corruption by respondents who had no contact with institutions

	Very Low	Low	Medium	High	Very High	N
DPGjC	45%	23%	16%	14%		708
FSDKSh	25%	23%	23%	22%	6%	571
ISSH	21%	21%	31%	21%	6%	680
SHKP	13%	13%	32%	28%	13%	558
QKB	13%	11%	36%	29%	10%	582
DPShTRr	11%	15%	32%	28%	14%	610
QSHA	11%	18%	39%	23%	9%	453
AQTN	11%	14%	40%	27%	9%	408
AZHBR	10%	19%	37%	26%	8%	439
DPD	9%	19%	37%	25%	9%	316
DPP	9%	11%	38%	34%	9%	498
AKU	8%	12%	37%	31%	12%	584
DPT	8%	11%	35%	33%	13%	610
ASHK	7%	9%	33%	33%	17%	675
DPDog	5%	7%	34%	34%	20%	585
ATP	4%	7%	32%	38%	19%	568
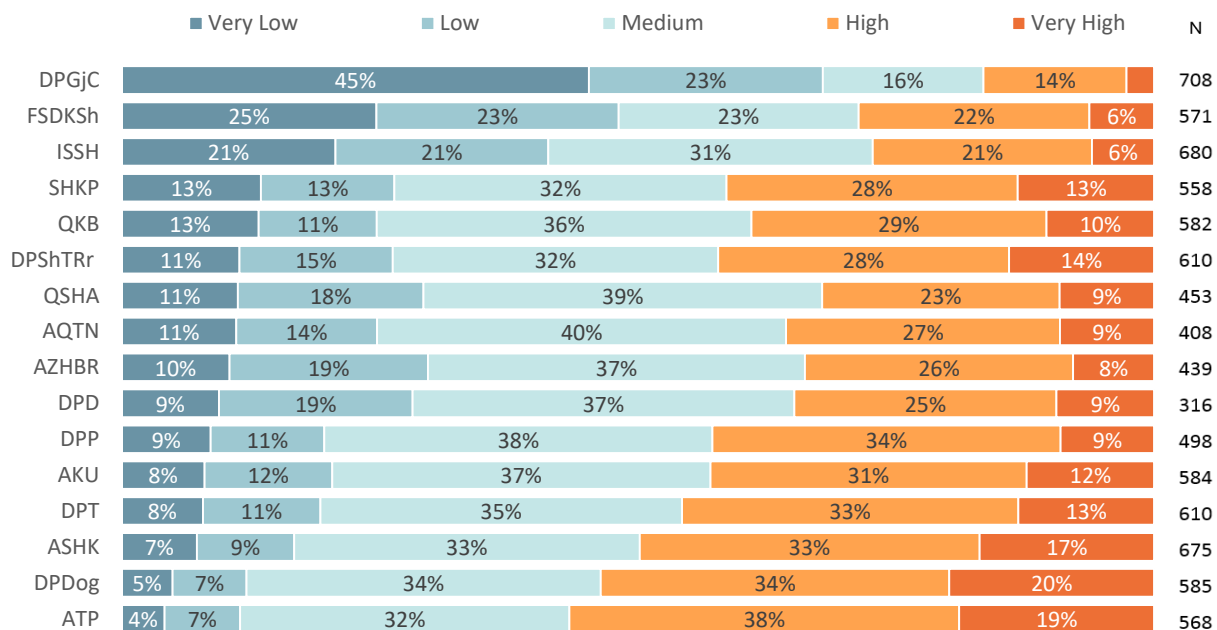
After providing their evaluation for each institution, respondents were asked to explain their source of information from which they form their opinion, allowing for multiple answers. Mostly, respondents based their evaluation on discussions they have made with friend, family and close relatives, while information from the media is another important source as well. whereas Personal experience is ranked third among the main sources of information. As stated before, the general perception about corruption has an important impact in the evaluation of corruption, which as shown plays a more important role than personal experience.

Figure 76: Where do you base your evaluation on corruption? (Multiple answers)

Source	Percentage
Personal Experience	18%
Discussions with Friends/Family	70%
Information from the Media	45%
Information from politics	7%
Information from Public Institutions	1%
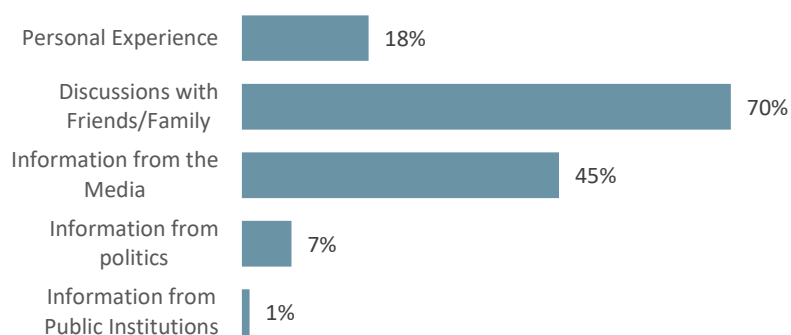
4.3.3 Corruption experience: qualitative findings

Supporting survey findings, qualitative results show citizens have a high perception on corruption and have knowledge of this corruptive behaviors. But the phenomena are directed to some particular institutions, and more specifically AKSH (formerly ZRPP and ALUIZNI), while also cases of small bribes (to avoid queue) in other institutions such as ISSH (observed in Korça FGs.)

> *Of course, there is corruption. I have endless personal experiences with this. I had a case where according to the law and specific bylaws ALUIZNI (now ASHK) was the institution in charge to offer the administrative procedure. But sometimes when public officials realize that you are more than informed about the procedure, they get scared. I get judged by the fact that I'm part of a specific community (Roma community).*

Woman, 28 y.o, Tirana, Roma Community

> *Actually, based on my qualification and trainings on anticorruption, I try to think critically in this regard and I don't accept all the youth opinions and perception on corruption. We are the ones who corrupt others to get our own service faster, to do our own things faster than others.*

Man, 27 y.o, Tirana, Roma Community

" *You bribe the security officer of the institution (at ISSH) with 200 ALL, in order to enter inside the institution. Every security officer is the first step to the service delivery procedure. If he does not open the door of the institution there is no place for you to go.* "

Man, 55 y.o, Korça, Rural

" *Everywhere you go there is corruption. I have heard cases of corruption at ZRPP (now ASHK).* "

Man, 60 y.o, Shkodra, Rural

" *The Immovable Property Registration Office (ZRPP now ASHK) might be the only institution that (intentionally) leaves space for delays and mistakes/errors (implacably these situations lead to corruptive behavior), but the public is generally oriented to pursue the legal and official way.* "

Woman, 23 y.o, Tirana, Urban

4. Information and Communication

4.4 ICT usage

4.4.1   Access to internet and technologies

To examine the access to internet and technologies, respondents were first asked if their household had internet access and further if they personally have a smartphone. The final results show that overall, 67% of the respondents have an internet connection at home, which is 23pp higher than the midterm result for the same matter.

Disaggregating by wealth index, there are significant differences between economic strata. Only 43% of the poor strata declare to have internet access at home, a percentage which increases to 70% for the middle strata and as much as 90% for the rich strata. Therefore, the difference between the poor and rich strata is a high as 47pp.

Figure 77: Internet access - comparison
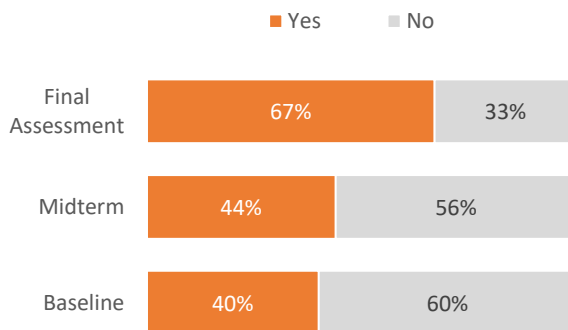
Figure 78: Internet access – by wealth index
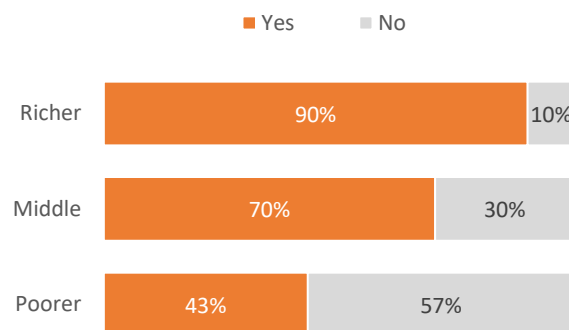
Figure 79: Internet access, Roma population - comparison
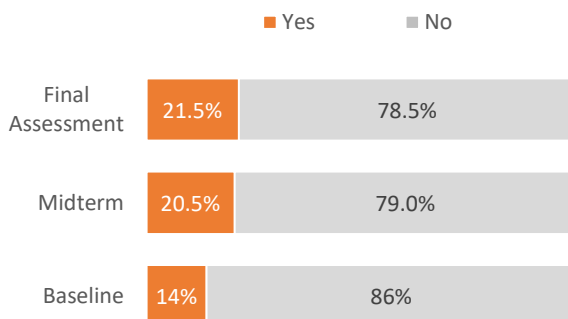
In case of Roma population, 21.5% of the respondents have an internet connection at home, which is slightly higher than the midterm result. However, compared to the progress of the general population, the situation for the Roma population has barely changed, showing almost no progress at all.

Considering the area of residence (Figure 80), 72% of the respondents living in urban areas have internet access, while only 60% of the respondents living in rural areas have internet access, a difference of 12pp between the two groups. Disaggregating by age in small groups, the results reflect a clear tendency, as the percentage of respondent having internet access at home is higher in younger groups than in older age groups. For reference, 84% of 18 - 25 y.o. age group respondents have internet access at home, while only 45% of over 64 y.o. age group have internet access.

Figure 80 : Internet access - by area of residence
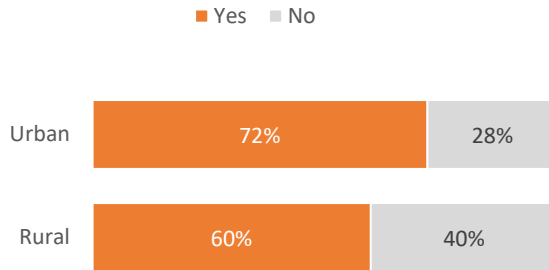
Figure 81: Internet access – by age
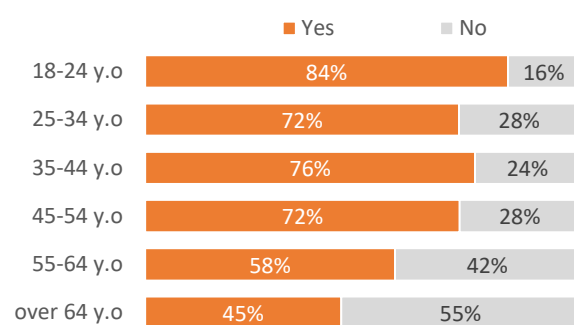
The percentage of respondents owning a smartphone is somewhat higher than the percentage of respondents having internet access at home, as 78% of them declare to have a smartphone. The proportion is notably higher than in the midline assessment, showing an increase in the number of smartphone users by 14pp. Having a smartphone appears to be more common, as 59% of the poor strata have one. Nevertheless, the percentage is much higher for the middle and the rich strata. Around 82% of the middle strata respondents have a smartphone, while 95% of the rich strata have one.

Figure 82: Do you have a smartphone? – Comparison
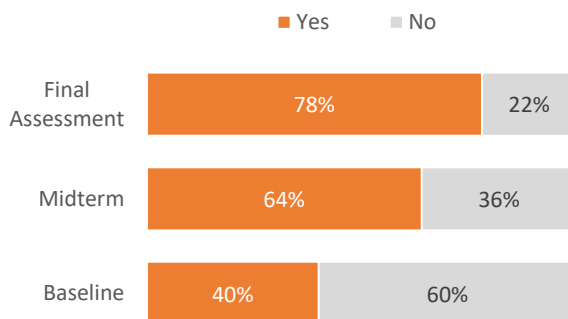
Figure 83: Do you have a smartphone? –by wealth index
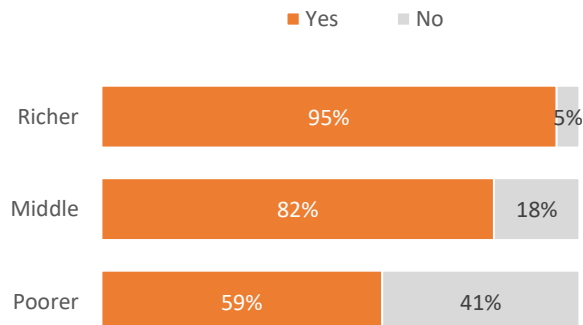
Figure 84: Do you have a smartphone? Roma population - Comparison

	Yes	No
Final Assessment	46%	54%
Midterm	36%	65%
Baseline	24%	76%
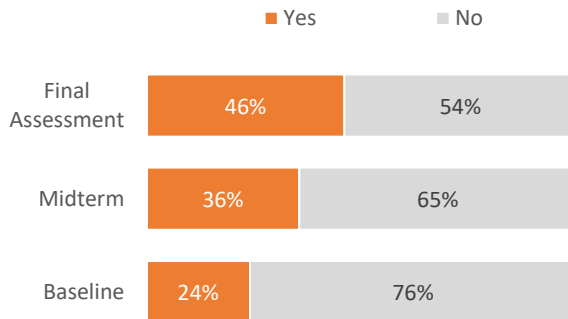
Regarding Roma population, 46% of the respondents own a smartphone, which is 10pp higher than the midterm result. Even though this segment of the population does not have an internet connection at home, they are more likely to have internet access through their smartphone.

Looking at areas of residence, 83% of the respondents living in the urban areas have a smartphone, and on the other hand, 70% of respondents living in rural areas have one, consisting in a difference of 13 percentage points between the two groups. Disaggregating by age, the results show that there is a far higher percentage of young citizens having a smartphone than old citizens, as 89% of respondents under 55 y.o. have a smartphone, while only 56% of respondents over 55 y.o. have one.

Figure 85: Do you have a smartphone? -by area of residence

	Yes	No
Urban	83%	17%
Rural	70%	30%
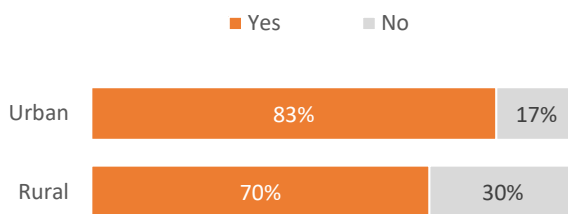
Figure 86: Do you have a smartphone? –by age

	Yes	No
Under 55 y.o.	89%	11%
Over 55 y.o.	56%	44%
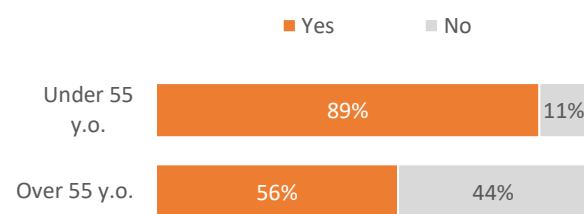
4.4.2 Internet usage

About 67% of the respondents have an internet connection at home (which excludes internet access from smartphone), while 76% of the respondent actually use the internet, whether using it at home with their computer or somewhere with their smartphone, or even at an internet center (Figure 87). The proportion is significantly higher than in the midterm assessment, where 63% of respondents used the internet.

The final results show that internet usage is much higher for the rich strata when comparing to the poor strata (Figure 88). Only 56% of the poor strata use the internet from any device, while around 94% of the rich strata do the same, involving a 38pp usage gap between the two strata. Lastly, 80% of the middle strata use internet access, while the difference between the rich strata and middle strata (14pp) is lower than the difference between the middle strata and the poor strata (24pp).

Figure 87: Do you use internet? - Comparison

	Yes	No
Final Assessment	76%	24%
Midterm	63%	37%
Baseline	51%	49%
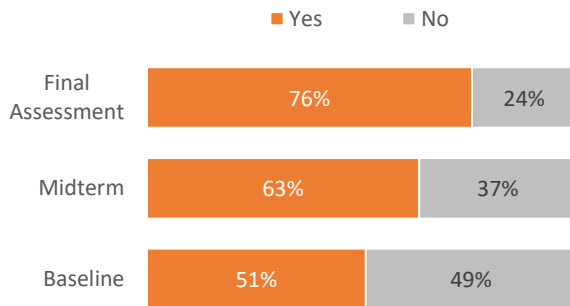
Figure 88: Do you use internet? – By wealth index

	Yes	No
Richer	94%	6%
Middle	80%	20%
Poorer	56%	44%
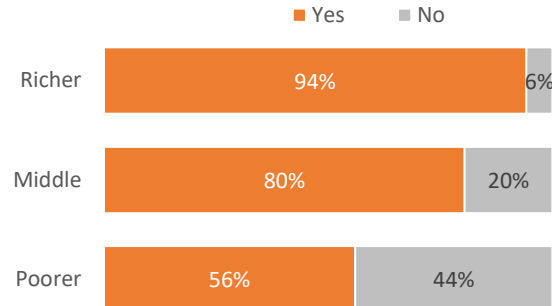
Figure 89: Do you use internet? Roma population-Comparison

	Yes	No
Final Assessment	44%	57%
Midterm	33%	68%
Baseline	30%	71%
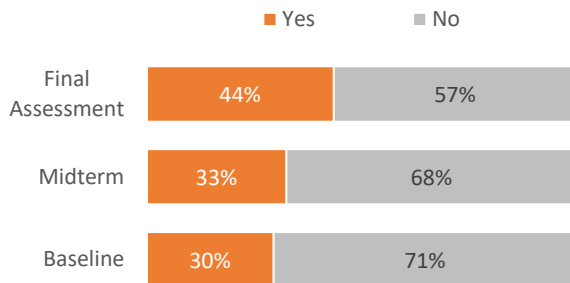
Results about Roma population show that 44% of the respondents use the internet, whether using it at home in their computer, remotely with their smartphone or someplace else offering internet access. This figure constitutes a 11pp increase midterm assessment. This result is much similar to the smartphone ownership results (46% of the respondents own a smartphone - Figure 84), suggesting that internet usage is achieved through this method.

Respondents from urban areas have a higher usage rate than the respondents from rural areas. More specifically, 82% of respondents from urban areas use internet, while 68% of respondents from rural areas use internet. When considering age, respondents at younger ages have a higher internet usage that respondents at older ages. The 18-24 y.o. age group have an internet usage level as high as 98%, while up until 54 y.o. there is an internet usage of above 50%. However only 43% of the over 64 y.o age group uses internet from any device.

Figure 90: Do you use internet? – By area of residence

	Yes	No
Urban	82%	18%
Rural	68%	32%
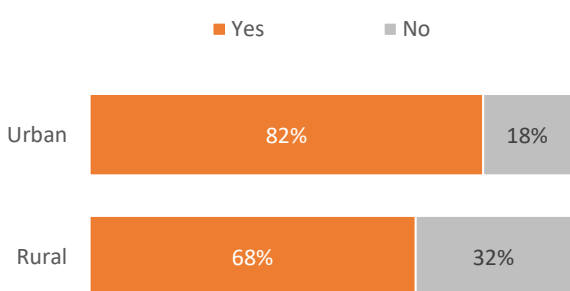
Figure 91: Do you use internet? – By age

	Yes	No
18-24 y.o	98%	2%
25-34 y.o	93%	7%
35-44 y.o	86%	14%
45-54 y.o	76%	24%
55-64 y.o	64%	36%
over 64 y.o	43%	57%
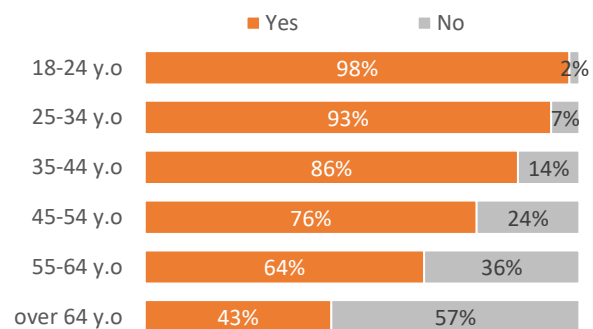
Only those respondents who do not use internet at the moment, were asked to express if they intend to use internet in the next 12 months. The final outcomes show that only 9% of the respondents intended to use internet in the next 12 months, while the vast majority of 83% declared no such intention (Figure 92). The results continue to be quite the same as the midterm, in which 10% of the respondents declared no intention of using. Disaggregating by wealth index, there are surely more respondents from the poor strata who do not use internet at the moment, and only 6% of them intend to use the internet in the next 12 months, with the percentage increases at 22% for the middle strata and 13% for the rich strata.

Figure 92: Do you intend to use internet in the next 12 months? – Comparison
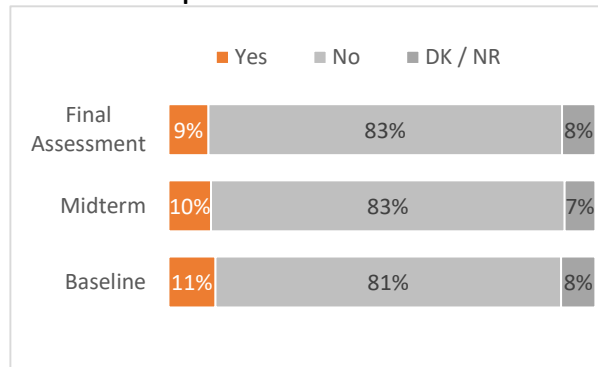
Figure 93: Do you intend to use internet in the next 12 months? – By wealth index
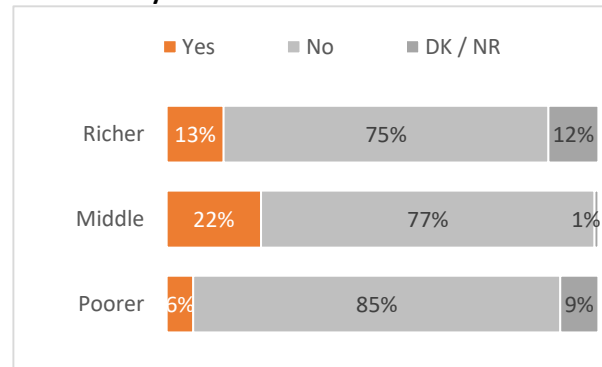
Figure 94: Do you intend to use internet in the next 12 months? Roma population- Comparison
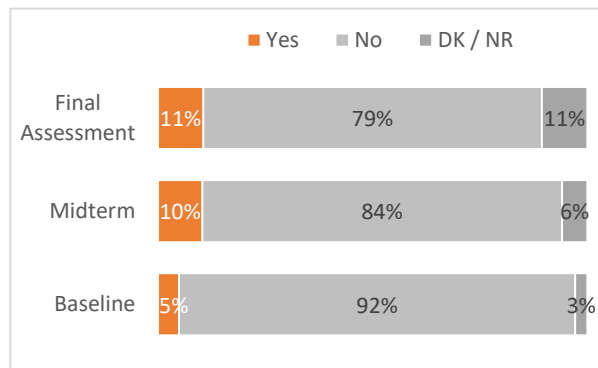
Results do not differ much for the Roma population, as 11% of the respondents intended to use internet in the next 12 months.

Furthermore, there are no significant differences between the intention to use internet by respondents living in rural areas and those living in urban areas (Figure 95). Considering age, there is surprisingly a low intention between the age group of 18 to 24 to use internet in the next 12 months, while the intention increases in the middle age groups and decreases again the elder age groups.

Figure 95: Do you intend to use internet in the next 12 months? – By area of residence
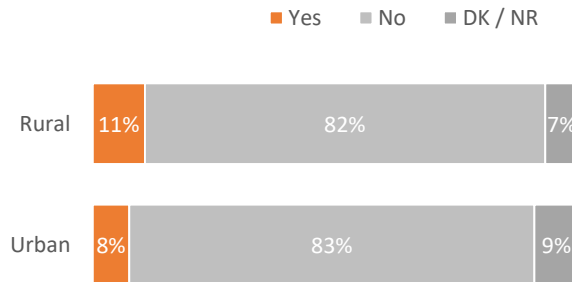
Figure 96: Do you intend to use internet in the next 12 months? – By age
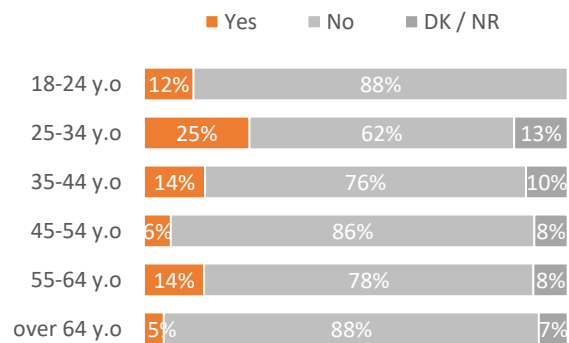
In brief, the final results show that most of the respondents use internet services from home, while there are also many of them who use internet at a café with free Wi-Fi access, and some who use it from their work or other public venues. The situation is the same when looking at all categories. When compared with the midterm results, there is a rise in the internet usage at home, at cafés with free Wi-Fi and in workplace.

Figure 97: Where do you use the internet services? (Only those who use internet at the moment – multiple response)

By age

	Under 55 y.o.	Over 55 y.o.
Home	94%	98%
Office / Work	33%	10%
At café/bars with "free" Wi Fi	59%	23%
Internet cafés (specific)	10%	1%
At school / university	7%	0%
Public venues	26%	8%
Other	0%	2%

By urbanity

	Urban	
Home	95%	95%
Office / Work	34%	17%
At café/bars with "free" Wi Fi	56%	43%
Internet cafés (specific)	9%	7%
At school / university	6%	4%
Public venues	23%	20%
Other	1%	0%

When allowing for only one answer between the alternatives, there is no significant difference than when allowing for multiple answers. Most of the respondents use the internet from home, and some of the respondents use it from cafés with free Wi-Fi or even from work. The results show no considerable change from the midterm assessment.

Figure 98: Where do you use the internet services? (Only those who use internet at the moment – multiple response)

Comparison

	Baseline	Midterm	Final Assessment
Home	73%	81%	73%
Office / Work	10%	7%	13%
At café with "free" Wi Fi	9%	9%	11%
Internet cafés (specific)	3%	1%	1%
At school / university	1%	.4%	0%
Public venues	2%	1%	2%
Other	2%	1%	0.2%

By gender

	Male	Female
Home	70%	78%
Office / Work	11%	15%
At café with "free" Wi Fi	16%	5%
Internet internet cafés (specific)	1%	0%
At school / university	0.1%	0.2%
Public venues	3%	2%
Other	0.3%	0%

By age

	Under 55 y.o.	Over 55 y.o.
Home	72%	82%
Office / Work	14%	4%
At café with "free" Wi Fi	11%	9%
Internet internet cafés (specific)	1%	0%
At school / university	0%	0%
Public venues	2%	4%
Other	0.2%	0%

By urbanity

	Urban	Rural
Home	71%	76%
Office / Work	15%	8%
At café with "free" Wi Fi	10%	12%
Internet internet cafés (specific)	1%	0%
At school / university	0.1%	0.2%
Public venues	2%	3%
Other	0.1%	0.2%

Figure 99 shows a list of reason to use internet, from which respondents were asked to state the frequency of usage for each, from not using even once to using it every day for each of the purposes. Citizens mostly use internet to participate in social media, such as Facebook or Instagram, as 61% of them declare to use it every day. Around 49% of respondents use internet, to telephone or make video calls via Skype, WhatsApp, Viber etc. while 32% use it every day to download, watch or listen to music, films, other videos or web TV. On the other hand, 90% have not uses internet even once to buy tickets or make reservations for cultural events and also to make use of online auctions to buy or sell goods and services.

Figure 99: How often, in the past 12 months, did you use the internet for the following purposes? (Only those who use internet)
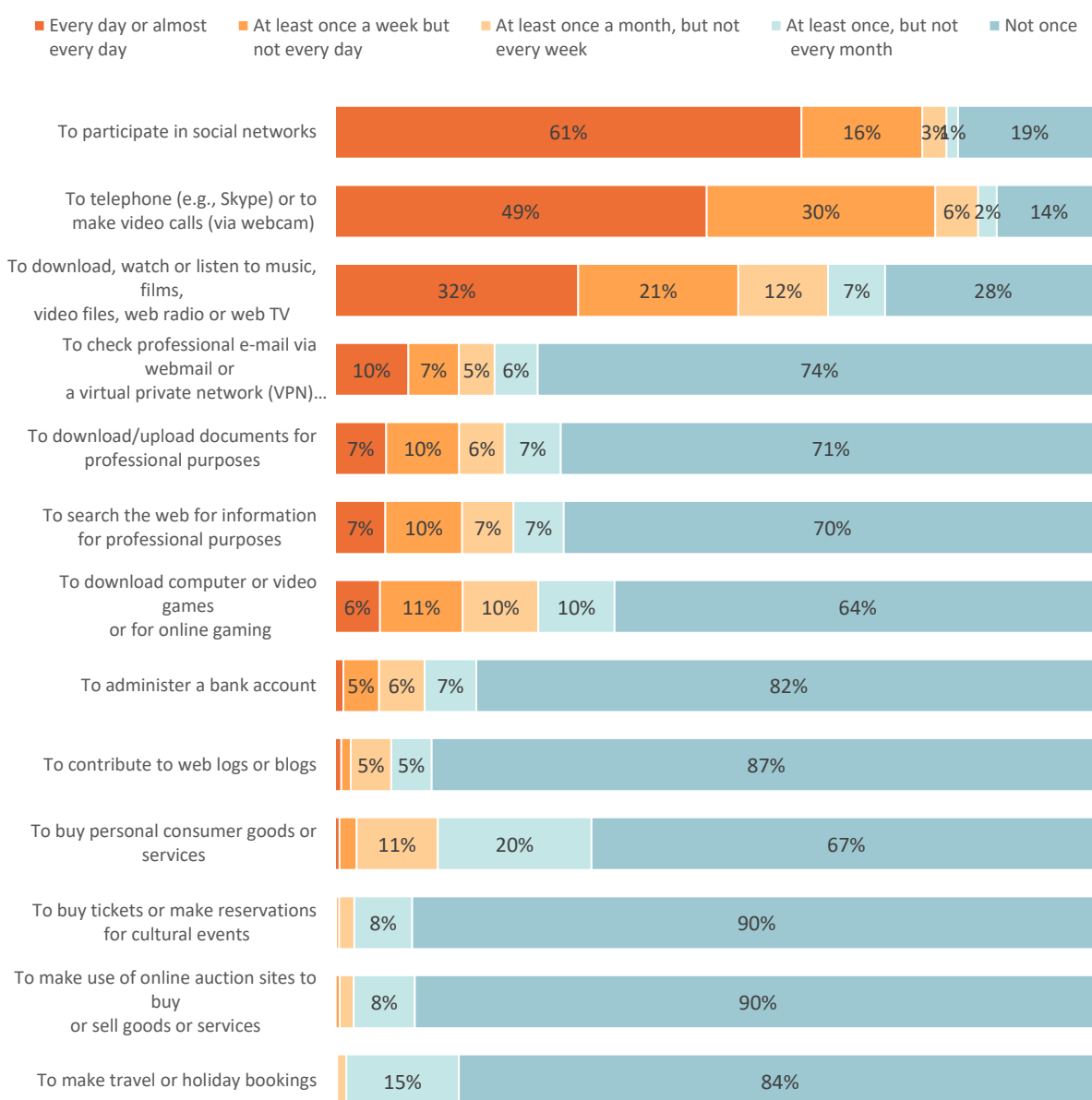
4.5 Information & communication channels

4.5.1   Access to finance

The survey briefly examines the access to financial markets and in particular the bank, by considering a bank account, a debit or credit card. The final results show that 47% of the respondents have a bank account, while 53% don not have one. Around 39% of the respondents have a debit card and only 9% of them have a credit card. Compared to the midterm assessment, the outcomes show that the number of citizens having access to the financial market has slightly decreased, whether considering bank accounts, debit card or even credit cards. Considering gender, 52% of male respondents have a bank account while only 41% of female respondents have a bank account. Around 43% of male respondents have a debit card, but only 36% of female respondents have one. Moreover, 9% of both male and female respondents have a credit card. Consequently, there are gender differences in access to financial market, as there are more male citizens owning a bank account, debit card or credit card.

When looking for differences in education, the changes between groups are larger. Only 24% of respondents having completed at most a primary school have a bank account, while 51% of respondents who completed at most high school have a bank account and 79% of respondents completing university or a post university degree have a bank account. The differences are large between groups even when considering debit or credit cards. On the other hand, only 30% of respondents over 55 y.o have a bank account, but 55% of respondents under 55 y.o have, a tendency which continues even for the ownership of a debit and credit card.

Figure 100: Do you or someone else in your household have...?
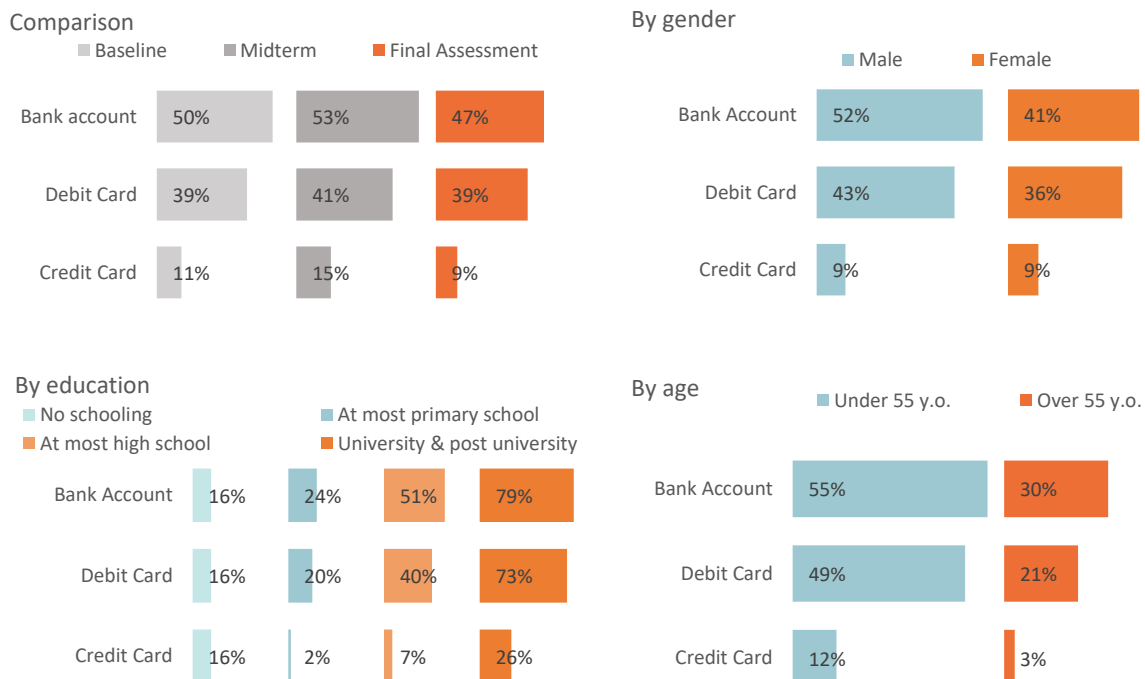
4.5.2 Experience with availability of information from public institutions

The quality of public services provided or produced by public agencies requires very clear and specific administrative procedures, defined uniform rules and guidelines, terms and full lists of required documents. On the contrary, the lack of clearly defined administrative procedures have the contrary effect on the efficiency and effectiveness of the public services. However, even when there is a clearly defined administrative system of procedures in receiving public services, citizens need to have accurate and full information about it to effectively deliver services. Hence, difficulties in receiving information can harm the overall system of public service supply. Thus, respondents were asked whether they experienced difficulties in receiving information for public services.

The final results show that, 7% of the respondents who contacted at least one institution experienced difficulties in getting the necessary information for a public service. The results show some progress from the midterm and the baseline, as in both about 10% of the respondents who contacted at least one institution declared to have encountered difficulties. Focusing only on the final results, respondents residing in rural areas have more difficulties in receiving information (9% vs 6%).

Figure 101: Experienced difficulties in receiving information - Comparison
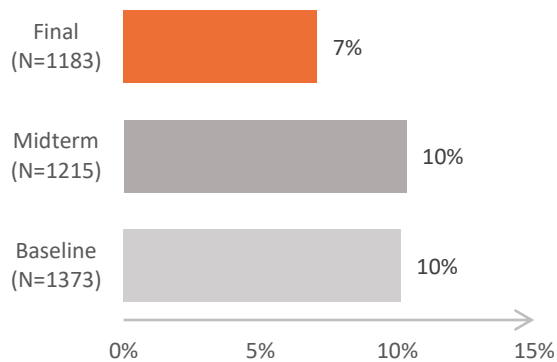
Figure 102: Experienced difficulties in receiving information – By area of residence
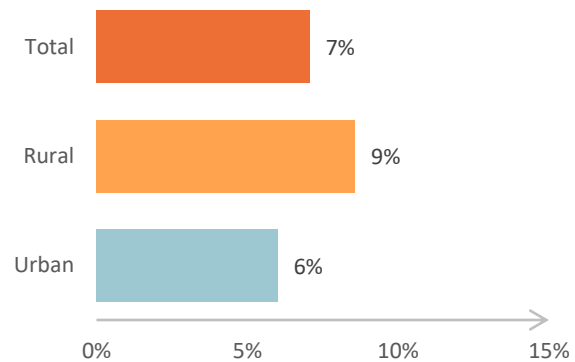
When looking at the other categories, older ages experience more difficulties in receiving information for public services, while the difference is small when considering gender (with males having slightly more difficulties). Moreover, when disaggregating the results by wealth index, more respondents from the poor strata have encountered difficulties in getting information, while also less educated respondents experience slightly more difficulties.

Figure 103: Experienced difficulties in receiving information - Comparison
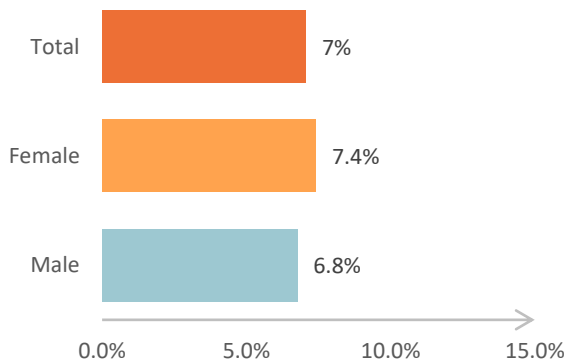
Figure 104: Experienced difficulties in receiving information – By age
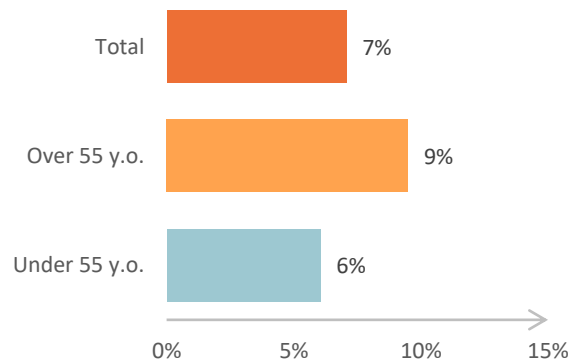
Figure 105: Experienced difficulties in receiving information – By education
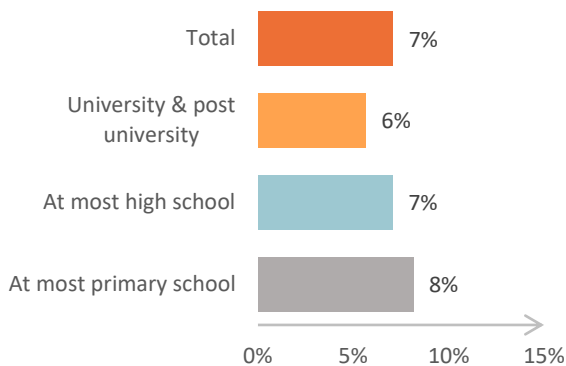
Figure 106: Experienced difficulties in receiving information – By wealth index
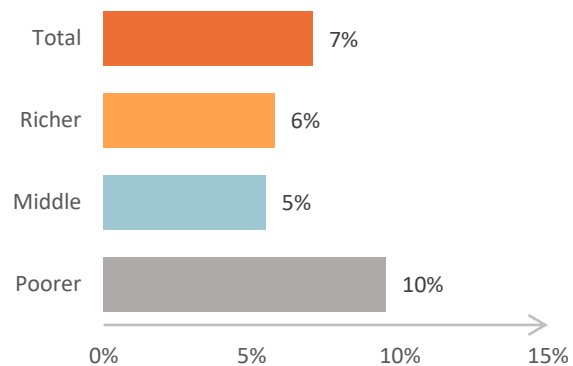
Analysis focuses on the "Yes, I encountered difficulties in getting the necessary information" response

Asking only respondents who have encountered difficulties, the main reasons according to respondents are the lack of assistance from the staff (62%) and lack of clarity and simplicity of rules and procedures (52%), while there were respondents claiming they didn't know where to get the information from (25%), lack of clarity and simplicity of application forms (23%) comes right after and also respondents had to travel long to ask for the services (22%).

Figure 107: Difficulties in getting the necessary information

Reasons or barriers

Barrier	%
No assistance from the institution staff to get the info required	62%
Lack of clarity and simplicity of rules and procedures	52%
Didn´t know where to get the information	25%
Lack of clarity and simplicity of application forms	23%
I had to travel long to ask for the services	22%
There was a long queue	17%
The information gave from signs, leaflets, posters is not cleared…	13%
I´m aged to go after or stay in queue to get the information I…	12%
Lack of staff/fewer than needed staff at the institution window	12%
Limited window´s staff working hours	11%
I couldn´t get the information from signs, leaflets, posters…	9%
Dependence on agents	7%
No info point in the institution premises	4%
Other	11%

Analysis focuses on the "Yes, I encountered difficulties in getting the necessary information" response

Considering the Roma population, the percentage of respondents encountering difficulties in getting the necessary information is much higher than the general population (Figure 108). The final results show that 10% of Roma respondents (N=200) have encountered difficulties in getting the necessary information, which however is slightly lower than the midterm proportion (21%).

Figure 108: Did you experience difficulties in getting the necessary information for any of the public service needed the last 12 months? *ROMA POPULATION (N=200)*

Legend: ■ No, (no difficulties encountered/ it was easy)   ■ Yes, I encountered difficulties in getting the necessary information   ■ Did not need public services

	No	Yes	Did not need
Final Assessment	40%	10%	50%
Midterm	52%	21%	28%
Baseline	54%	23%	24%
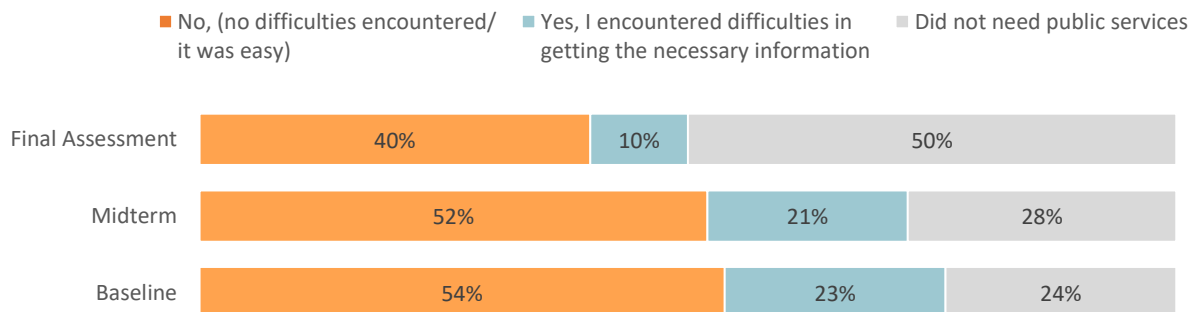
When asked about communication channels they prefer to receive information from, respondents surprisingly chose face to face as the most preferred, while online channels and mass media channels followed afterwards with much difference from the first choice. Considering the midterm result there is an increase in most of the channels, but a considerable decrease in the cases of press channel. The results are fairly the same when considering also area of residence and gender (Figure 110).

Figure 109: From what communication channels do you prefer to get the information on public services? – Comparison

	Baseline	Midterm	Final Assessment
Face to face	61%	79%	79%
Online	16%	20%	27%
Mobiles	16%	0%	25%
Mass media	39%	15%	20%
By phone	16%	13%	17%
Prints	6%	1%	5%
Press	8%	6%	3%
Other	1%	22%	1%
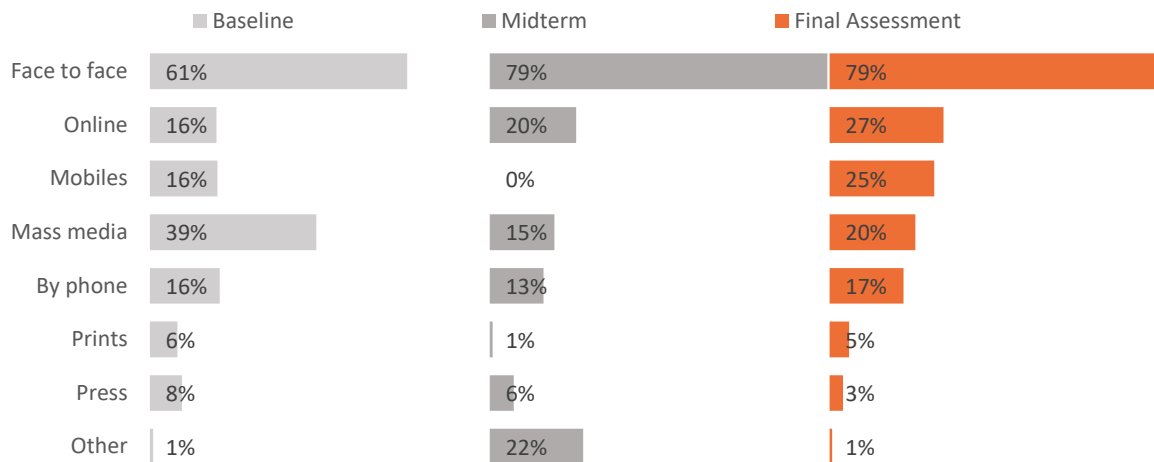
Figure 110: From what communication channels do you prefer to get the information on public services? – By gender and urbanity

	Rural	Urban	Male	Female
Face to face	85%	74%	79%	79%
Online	20%	32%	29%	25%
Mobiles	20%	28%	26%	24%
Mass media	23%	18%	19%	21%
By phone	16%	18%	18%	16%
Prints	3%	6%	4%	5%
Press	2%	4%	3%	3%
Other	1%	1%	1%	1%
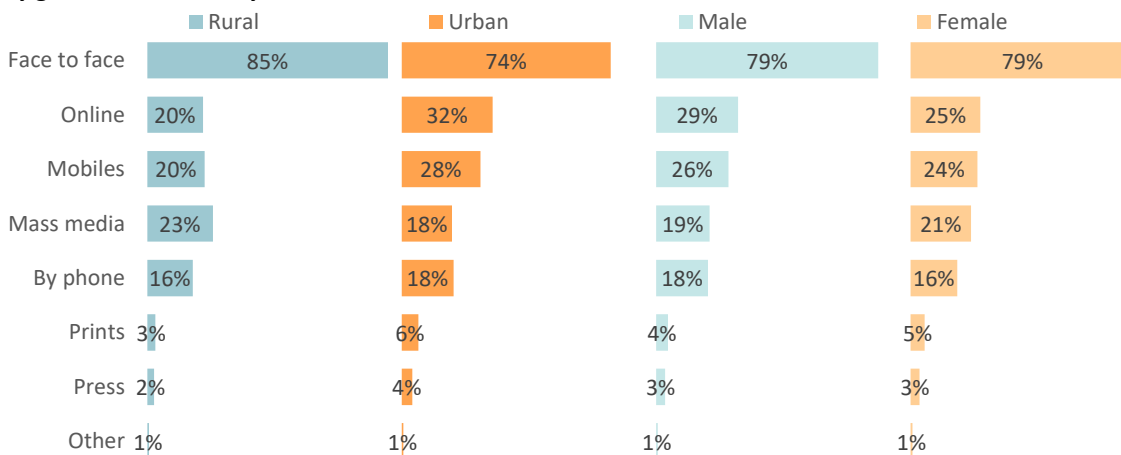
4.5.3   Improving public service delivery

Respondents were asked to evaluate a list of characteristics (practically all characteristics part of a service delivery), on the bases of which public service delivery can improve, and the overall results are shown in Figure 111. Processing speed is the feature respondents think can improve the most in public service delivery, while queue management, accountability of the officials and transparency are considered important as well. Number of one stop shops, service area facilities and legibility of the forms are amongst the attributes that do not need to be considered for improving public service delivery. Comparing to the midterm, the final results show an increase in the need for processing speed, queue management, transparency and accountability, but a sharp decline in the information about services and their delivery availability, rules & procedures.

Figure 111: What do you think can be improved in public service delivery? – Overall population

	Final Assessment	Midterm	Baseline
Processing speed	59%	55%	42%
Transparency with the citizens & businesses	36%	28%	19%
Accountability (responsibility) of the officials	32%	29%	19%
Clarity and simplicity of application forms	30%	24%	7%
Information about services and their delivery availability, rules…	26%	27%	18%
Queue management	38%	30%	44%
Access to information about services and their delivery…	23%	21%	12%
Staff attitude	26%	27%	26%
Speed and manner in dealing with complaints	20%	14%	6%
Office locations	11%	10%	19%
Infrastructure of the offices	15%	10%	23%
Security of personal data	10%	4%	4%
Time frame for service delivery (working hours)	11%	13%	14%
Number of staff	9%	7%	19%
Number of one stop shops	7%	1%	5%
Service area facilities	4%	1%	3%
Legibility (being able to read the application format in the right…	4%	2%	1%
Other	6%	4%	10%

The results do not change much even when considering only the poor population, as processing speed is considered as the attribute which can improve service delivery the most, followed by transparency and accountability. Even in this case there is an increase in the final of cases where citizen think processing speed, transparency and accountability can improve service delivery.

On the other hand, there are some small differences when considering Roma population. Even in this case processing speed is considered the attribute which can improve service delivery the most, followed by transparency, but right after comes the accountability of the officials. The respondents also think that clarity and simplicity of application forms, information about services and their delivery availability can improve public service delivery. Furthermore, there are no cases where Roma respondents think that the improvement of legibility or service area facilities can improve public service delivery.

Figure 112: What do you think can be improved in public service delivery? – Poor population

Legend: ■ Final Assessment ■ Midterm ■ Baseline

Category	Final Assessment	Midterm	Baseline
Processing speed	55%	51%	42%
Transparency with the citizens & businesses	35%	30%	19%
Accountability (responsibility) of the officials	33%	30%	19%
Clarity and simplicity of application forms	32%	26%	7%
Information about services and their delivery availability, rules &…	32%	26%	18%
Queue management	30%	28%	44%
Access to information about services and their delivery…	26%	24%	12%
Staff attitude	21%	24%	26%
Speed and manner in dealing with complaints	19%	15%	6%
Office locations	14%	11%	19%
Infrastructure of the offices	12%	10%	23%
Security of personal data	10%	3%	4%
Time frame for service delivery (working hours)	10%	12%	14%
Number of staff	9%	5%	19%
Number of one stop shops	6%	1%	5%
Service area facilities	5%	1%	3%
Legibility (being able to read the application format in the right…	3%	1%	1%
Other	5%	6%	10%

Figure 113: What do you think can be improved in public service delivery? – Poor population

Legend: ■ Final Assessment ■ Midterm ■ Baseline

Category	Final Assessment	Midterm	Baseline
Processing speed	51%	56%	50%
Accountability (responsibility) of the officials	51%	34%	16%
Queue management	34%	24%	52%
Transparency with the citizens & businesses	34%	19%	11%
Staff attitude	30%	21%	29%
Clarity and simplicity of application forms	28%	30%	9%
Information about services and their delivery availability, rules &…	19%	28%	31%
Access to information about services and their delivery…	17%	23%	11%
Speed and manner in dealing with complaints	17%	17%	20%
Number of staff	11%	1%	22%
Time frame for service delivery (working hours)	7%	7%	13%
Office locations	7%	3%	14%
Security of personal data	7%	0%	3%
Number of one stop shops	4%	0%	13%
Infrastructure of the offices	1%	6%	7%
Legibility (being able to read the application format in the right…	1%	3%	1%
Service area facilities	1%	1%	3%
Other	12%	4%	7%

5 Annex

5.1 Main Results for the Institutions in Scope

The section includes the main results for the 10 institutions in scope of the project, namely:

1. Immovable Property Registration Office (ZRPP) → *(State Cadastral Agency – ASHK)*
2. National Registration Center + National Licensing Center → **National Business Center** (QKR+QKL / QKB)
3. Social Security Institute (ISSH)
4. General Directorate of Road Transport (DPSHTRR)
5. Compulsory Health Insurance Fund (FSDKSH)
6. Civil Registry General Directorate (DPGJC)
7. General Maritime Directorate (DPD)
8. Central Technical Archive of Construction (AQTN)
9. Ministry of Education and Sports / Education Services Center (MAS/QSHA)

As the National Registration Center and National Licensing Center are merged into National Business Center, 9 institutions appear throughout the display of results. Since the midterm assessment Ministry of Education and Sports is excluded because all the public services previously provided by MAS are now provided by Education Services Center, the comparative analysis for the institutions is done with QSHA and MAS. Moreover, in the final assessment, ZRPP has merged with ALUIZNI into the State Cadastral Agency, so the results of this wave will correspond to that institution.

In this case, main results regarding satisfaction with public services, access to public services, evaluation of attributes and corruption experience are estimated accordingly. The number of respondents who have contacted at least one of the institutions in scope is 1147 in the final assessment, compares to 1143 in the midterm and 1350 in the baseline. The figure differs little from the midterm, implying a constant access to these institutions.

5.1.1 Access to public services

As previously stated, access to public services is estimated by the easiness of access indicator. The indicator is calculated as the percentage of respondents, who contacted at least one the institutions in scope during the past 12 months and evaluated the process of receiving the service, for all institutions contacted, as "easy" or "very easy". The indicator is estimated for all difference groups, considering wealth index, gender, areas of residence and age, with a particular focus to the Poorer strata, female respondents, rural respondents, and over 55 y.o. age group respondents.

Figure 114 shows the results disaggregated by wealth index. Overall, the easiness of access to public services indicator is 68%, or 68% of the respondents who contacted at least one of the institutions in scope, consider the process of receiving a public service as "easy" or "very easy". Considering the poorer strata, the midterm score for the indicator, is 69%. Comparing to the baseline, the midterm shows slender progress in the easiness of access to public services, as in the baseline 67.7% of the poor stated that receiving services from the institution contacted is "easy" or "very easy". Figure 115, Figure 116 and Figure 117 show the indicator results disaggregated by gender, area of residence and age respectively.

Figure 114: Indicator of access to public services for the institutions in scope by wealth index
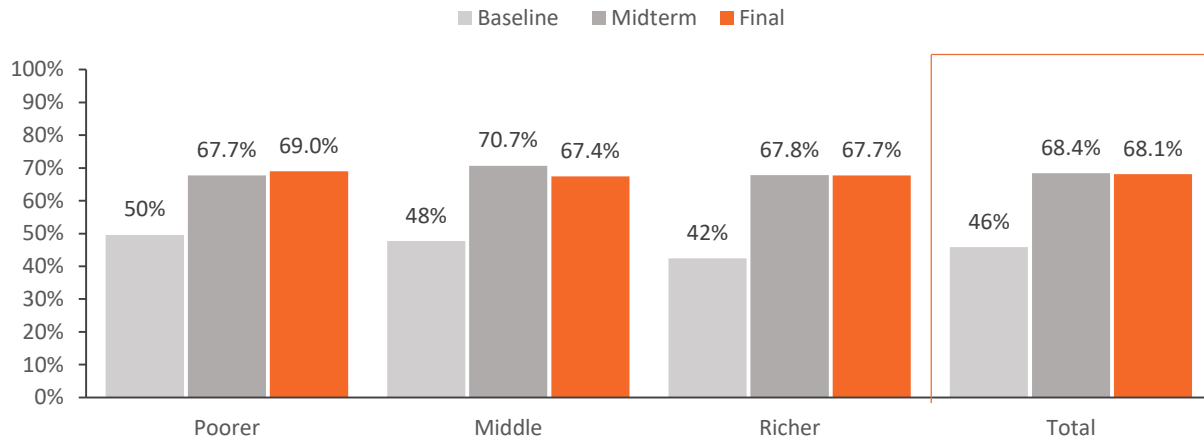
Figure 115: Indicator of access to public services for the institutions in scope by gender
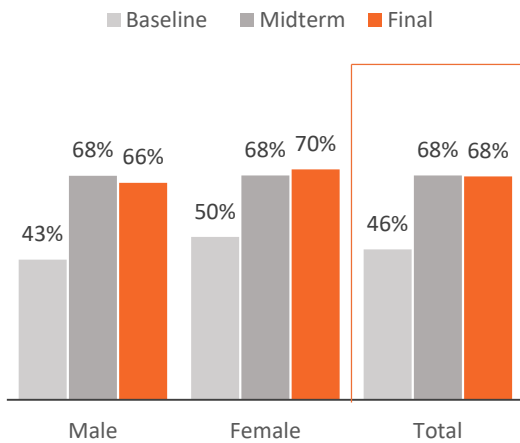
Figure 116: Indicator of access to public services for the institutions in scope by urbanity
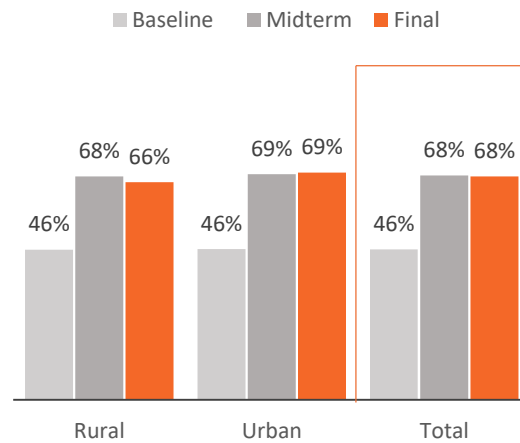
Figure 117: Indicator of access to public services for the institutions in scope by age
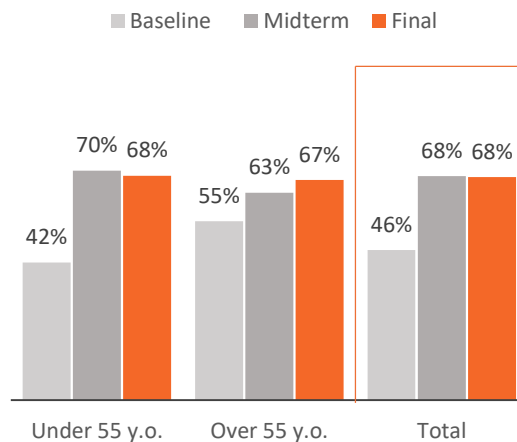
The indicator for Roma population, as in the general case, is estimated as percentage of the Roma respondents who contacted at least one of the institutions in scope during the past 12 months and evaluated the process of receiving the service, for all institutions in scope contacted, as "Easy" or "Very Easy". Figure 118 displays the result of the easiness of access indicator, which show that in the midterm, 65% of the Roma respondents who contacted at least one of institutions in scope, consider the process of receiving a public service as "easy" or "very easy". Figure 119 display the indicator disaggregated by area of residence.

Figure 118: Indicator of access to public services for the institutions in scope – Roma population by gender
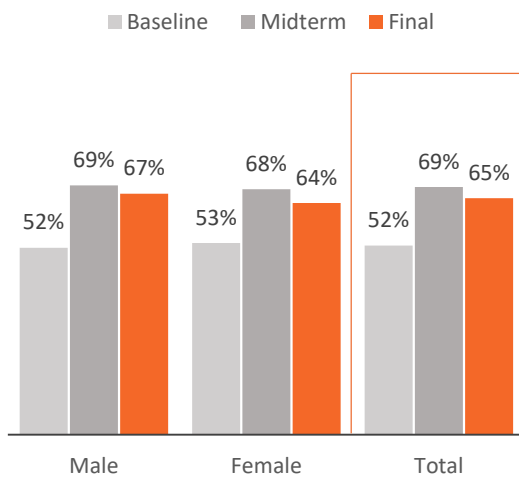
Figure 119: Indicator of access to public services for the institutions in scope – Roma population by urbanity
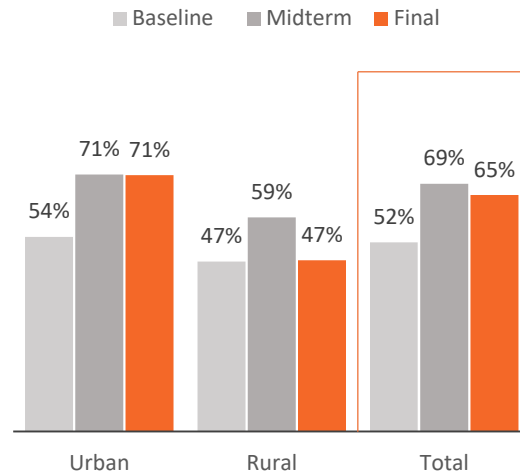
5.1.2 Satisfaction with public services

To measure the satisfaction level of citizens with the public services for the institutions in scope , the indicator is calculated as the percentage of the respondents who for all the institutions in scope that they contacted to get a public service during the past 12 months, declare to be either "Somewhat Satisfied" or "Very Satisfied" with the received service.

Figure 120 shows the baseline and the midterm results for the "satisfaction with public services from the institutions in scope " indicator disaggregated by wealth index. In the midterm assessment the indicator is at the level of 71%, indicating that out of 1147 respondents who had contacted at least one the institutions in scope during the past 12 months, 71% of them declared to be "somewhat satisfied" or "very satisfied" with all contacted institutions. Comparing to the final assessment result, the midterm result for the indicator is 72%, showing a negligible drop in the indicator for the institutions in scope . Following, Figure 121, Figure 122, Figure 123 display the results disaggregated by gender, area of residence and age respectively.

Figure 120: Indicator of satisfaction with public services for the institutions in scope by wealth index
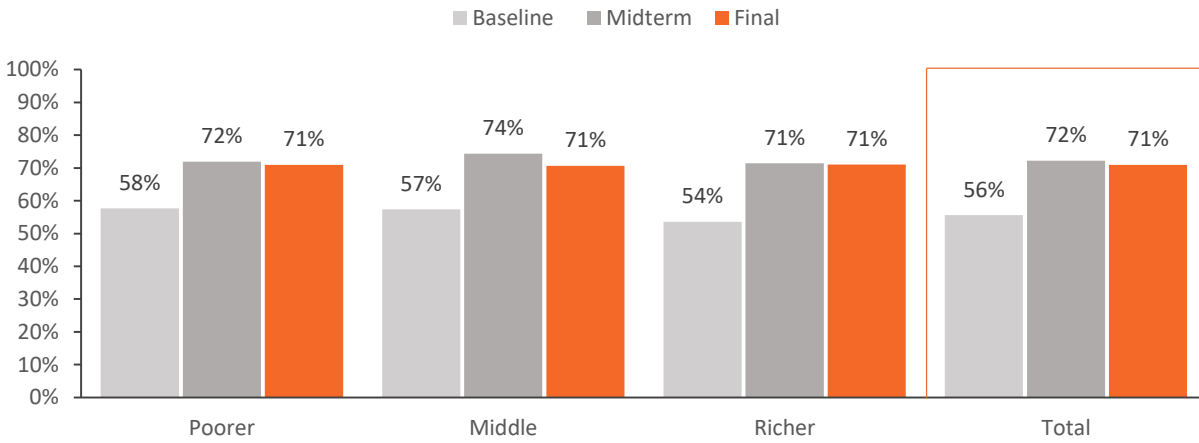
Figure 121: Indicator of satisfaction with public services for the institutions in scope by gender
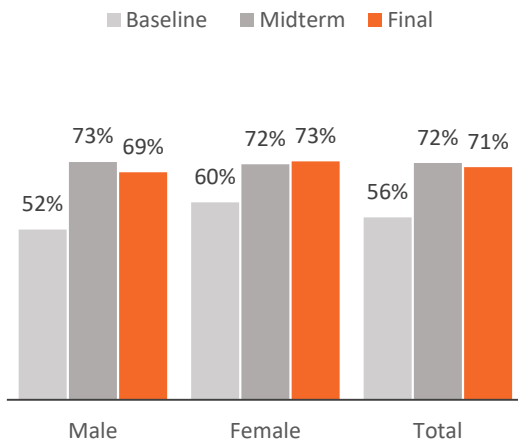
Figure 122: Indicator of satisfaction with public services for the institutions in scope by urbanity
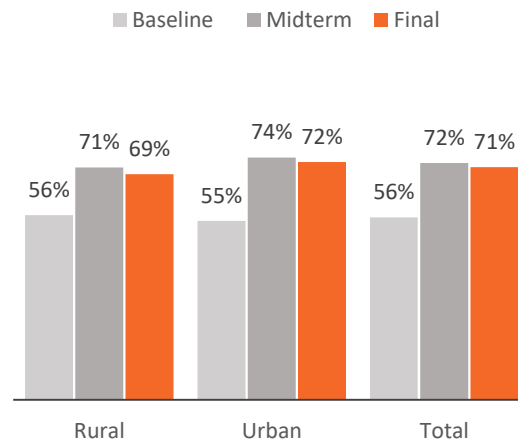
Figure 123: Indicator of satisfaction with public services for the institutions in scope by age
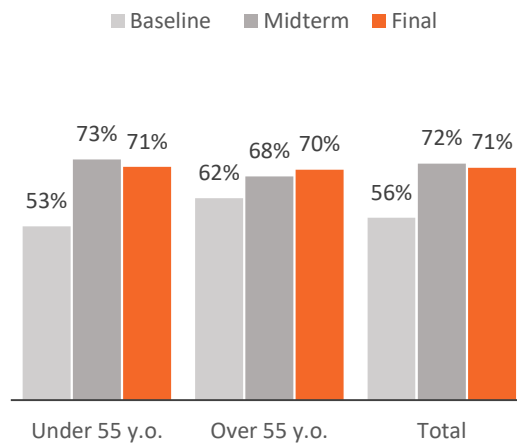
Figure 124: Indicator of satisfaction with public services for the institutions in scope – Roma population by gender
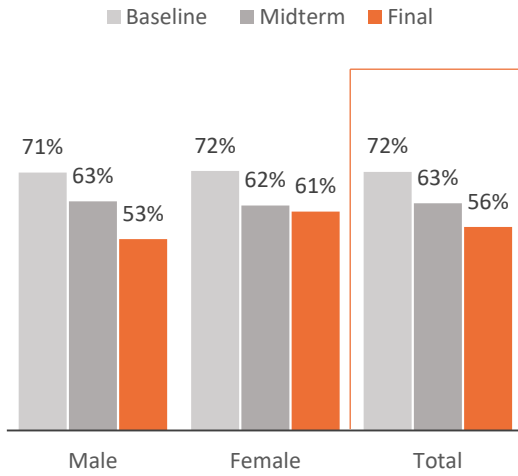
Figure 125: Indicator of satisfaction with public services for the institutions in scope – Roma population by urbanity
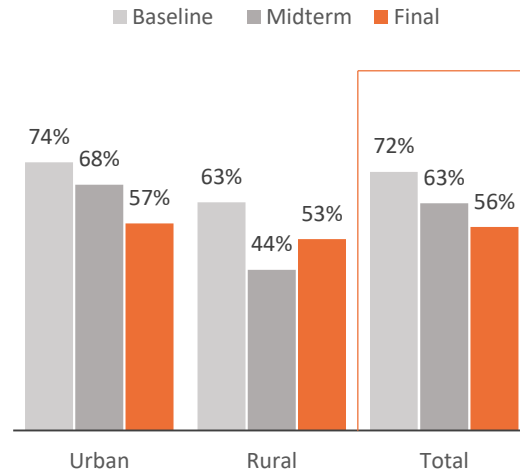
5.1.3   Evaluation of attributes

Figure 126 shows the result when evaluating attributes for only the institutions in scope. The final assessment results show a little difference from the midterm results – as some of attributes scored slightly more than the midterm while others slightly less. Further there are shown the results for every attribute disaggregated by institutions.

Figure 126: Overall evaluation of attributes for the institutions in scope
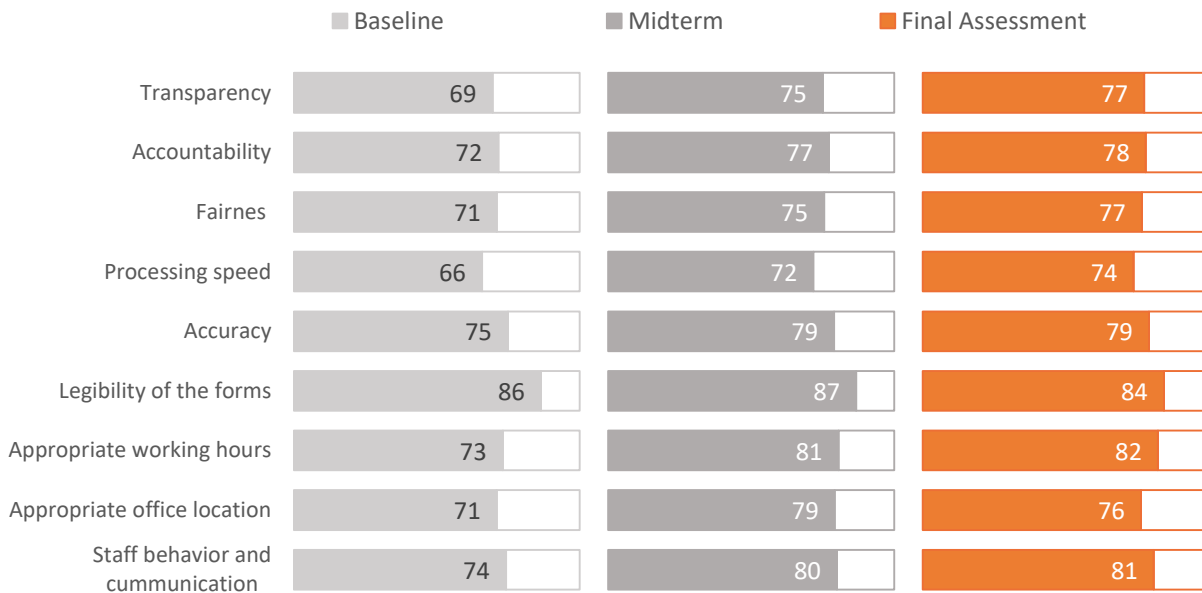
Figure 127: Evaluation of transparency (for the institutions in scope)
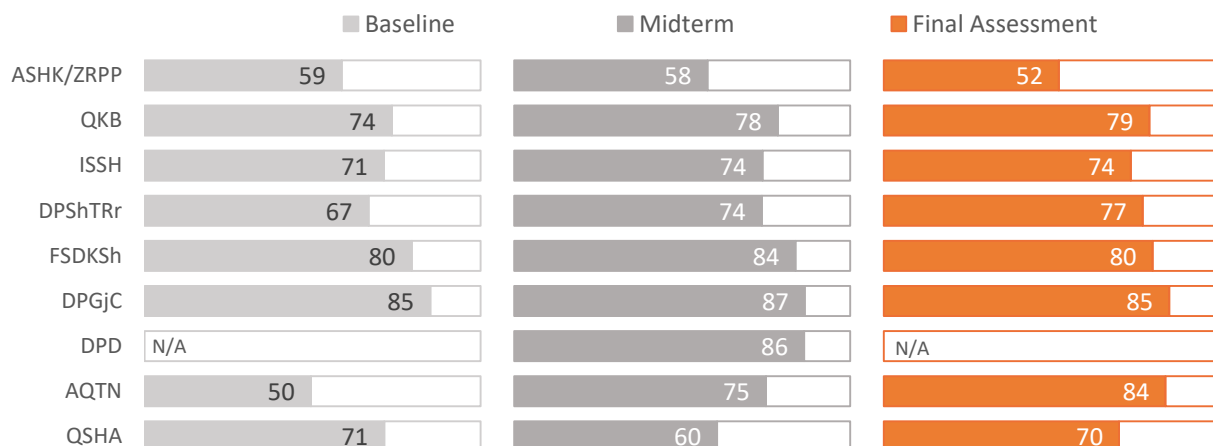
Figure 128: Evaluation of accountability (for the institutions in scope)

	Baseline	Midterm	Final Assessment
ASHK/ZRPP	59	60	54
QKB	74	79	79
ISSH	71	73	76
DPShTRr	67	75	79
FSDKSh	80	84	80
DPGjC	85	87	85
DPD	N/A	86	N/A
AQTN	50	87	79
QSHA	71	64	66
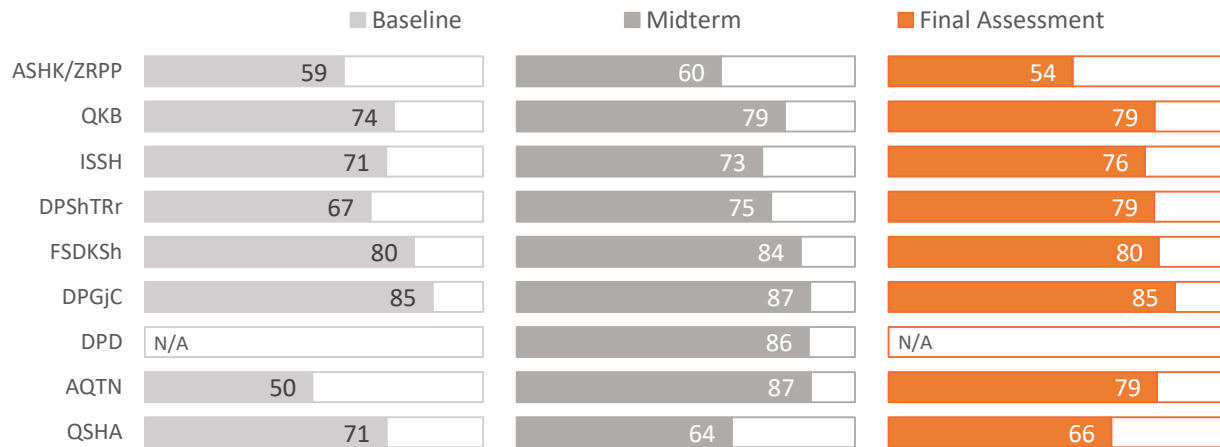
Figure 129: Evaluation of fairness (for the institutions in scope)

	Baseline	Midterm	Final Assessment
ASHK/ZRPP	59	59	52
QKB	74	80	76
ISSH	71	74	75
DPShTRr	67	72	77
FSDKSh	80	83	77
DPGjC	85	87	84
DPD	N/A	86	N/A
AQTN	50	72	78
QSHA	71	66	67
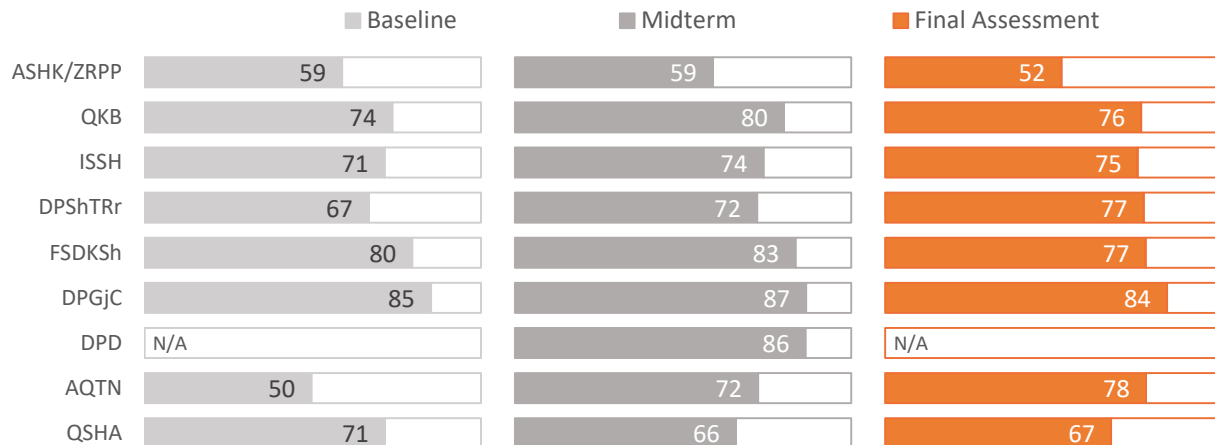
Figure 130: Evaluation of processing speed (for the institutions in scope)

	Baseline	Midterm	Final Assessment
ASHK/ZRPP	59	48	39
QKB	74	75	75
ISSH	71	68	71
DPShTRr	67	71	75
FSDKSh	80	83	76
DPGjC	85	87	83
DPD	N/A	77	N/A
AQTN	50	81	76
QSHA	71	56	60
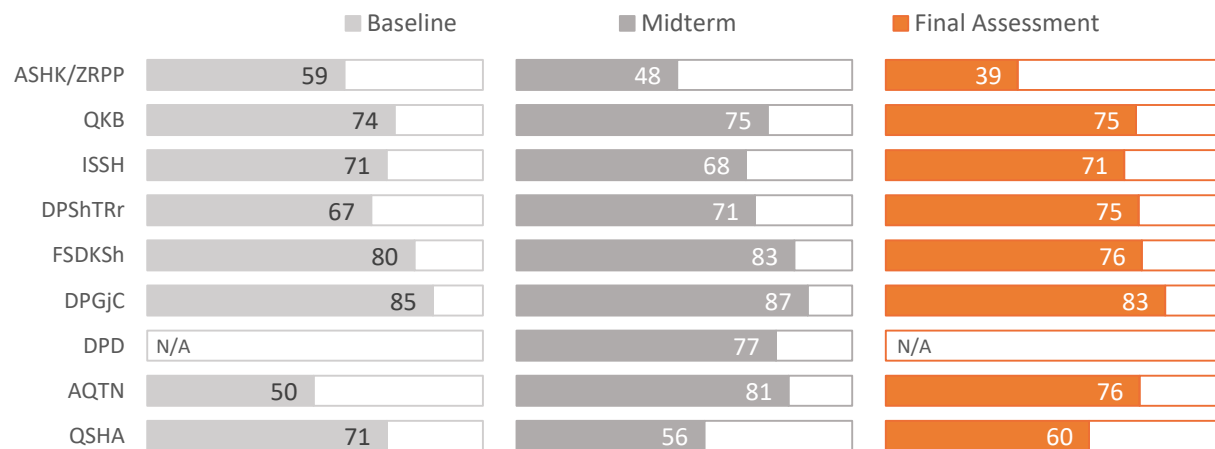
Figure 131: Evaluation of accuracy of the service (for the institutions in scope)

	Baseline	Midterm	Final Assessment
ASHK/ZRPP	59	64	54
QKB	74	78	81
ISSH	71	74	75
DPShTRr	67	79	82
FSDKSh	80	88	80
DPGjC	85	88	86
DPD	N/A	79	N/A
AQTN	50	96	80
QSHA	71	65	69
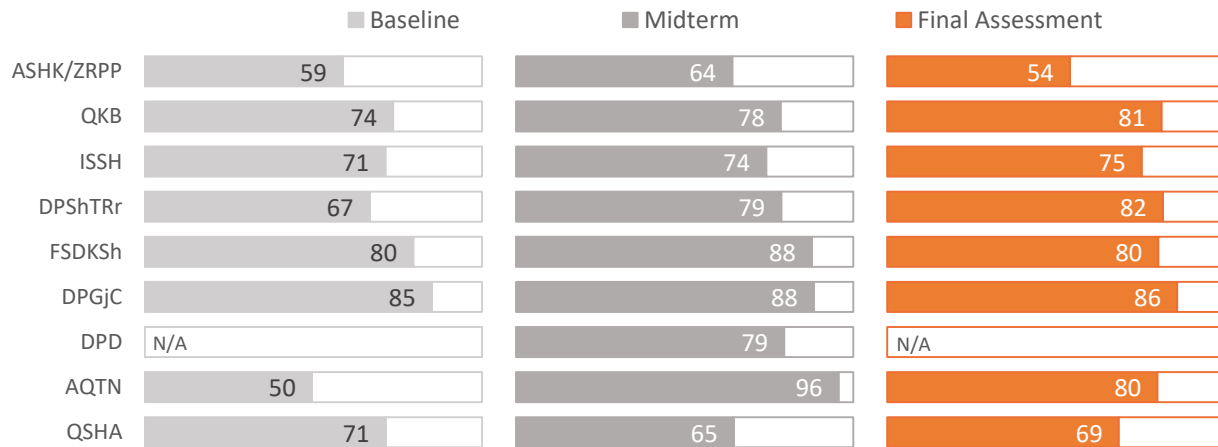
Figure 132: Evaluation of legibility of the forms (for the institutions in scope)

	Baseline	Midterm	Final Assessment
ASHK/ZRPP	59	80	79
QKB	74	87	83
ISSH	71	85	83
DPShTRr	67	90	86
FSDKSh	80	88	79
DPGjC	85	90	87
DPD	N/A	89	N/A
AQTN	50	100	81
QSHA	71	71	80
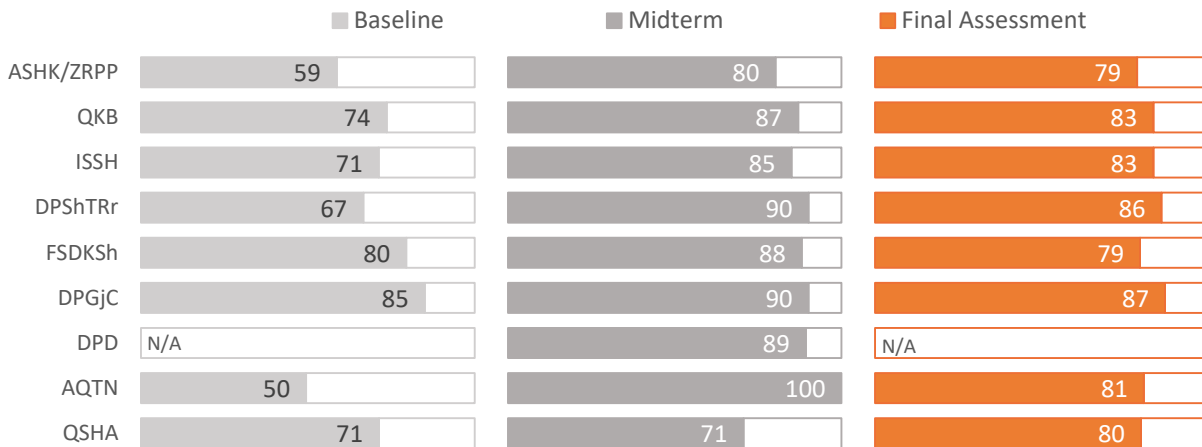
Figure 133: Evaluation of appropriate working hours (for the institutions in scope)

	Baseline	Midterm	Final Assessment
ASHK/ZRPP	59	75	79
QKB	74	75	84
ISSH	71	79	82
DPShTRr	67	80	81
FSDKSh	80	83	81
DPGjC	85	85	84
DPD	N/A	93	N/A
AQTN	50	82	78
QSHA	71	74	78
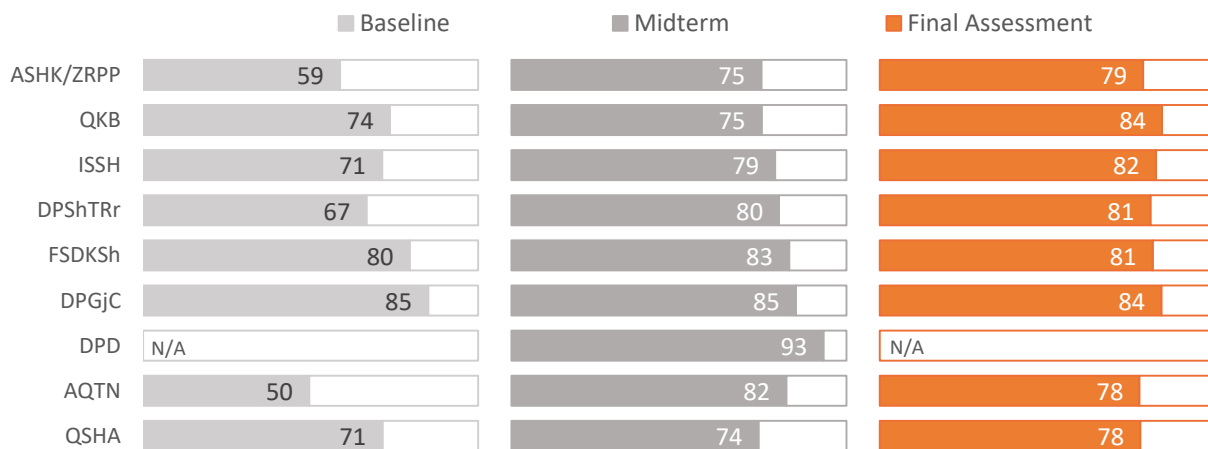
Figure 134: Evaluation of appropriate office location (for the institutions in scope)

Institution	Baseline	Midterm	Final Assessment
ASHK/ZRPP	59	73	68
QKB	74	83	77
ISSH	71	78	78
DPShTRr	67	70	66
FSDKSh	80	78	74
DPGjC	85	84	82
DPD	N/A	93	N/A
AQTN	50	81	70
QSHA	71	73	81
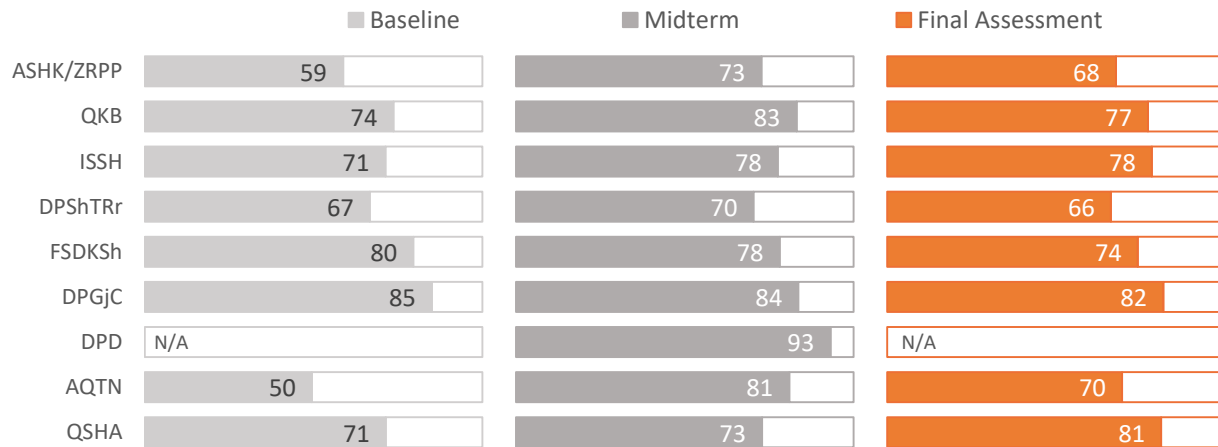
Figure 135: Evaluation of staff behavior and communication (for the institutions in scope)

Institution	Baseline	Midterm	Final Assessment
ASHK/ZRPP	59	72	71
QKB	74	80	78
ISSH	71	79	81
DPShTRr	67	81	81
FSDKSh	80	86	76
DPGjC	85	88	85
DPD	N/A	93	N/A
AQTN	50	70	84
QSHA	71	72	75
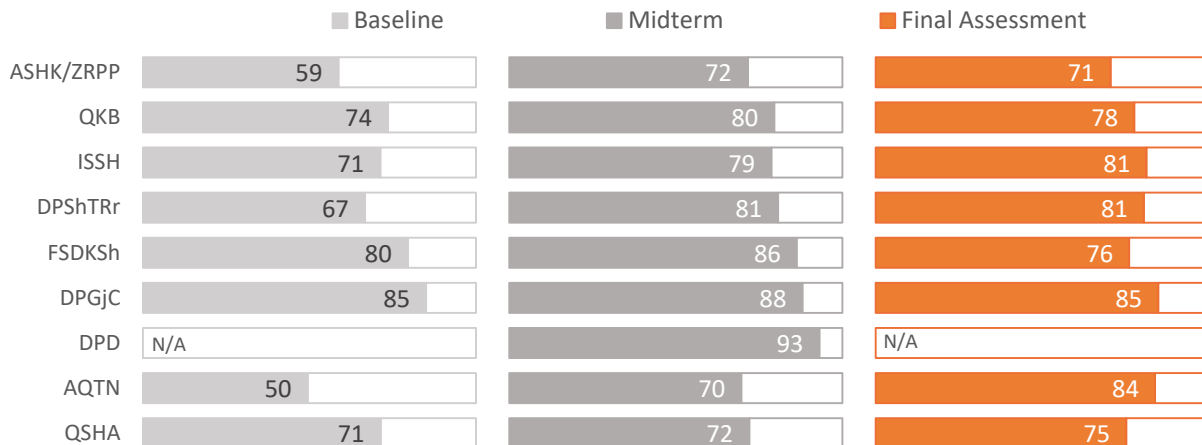
5.1.4 Corruption Experience

Including only the institutions in scope , experience with corruption is evaluated for each institution considering different dimensions (as shown in Figure 136, Figure 137 and Figure 138).

Figure 136: During your contact with the institution, was it implied (or asked) at any point that you had to bribe to get the service?

	Baseline	N	Midterm	N	Final Assessment	N
ASHK/ZRPP	15%	183	20%	230	29%	201
QKB	3%	109	2%	53	2%	50
ISSH	3%	303	7%	234	6%	222
DPSHTRR	18%	193	11%	208	13%	271
FSDKSH	2%	615	2%	186	10%	158
DPGJC	2%	948	1%	741	2%	746
DPD	N/A	0	0%	3	N/A	0
AQTN	18%	4	35%	4	10%	7
QSHA		39	10%	29	10%	29
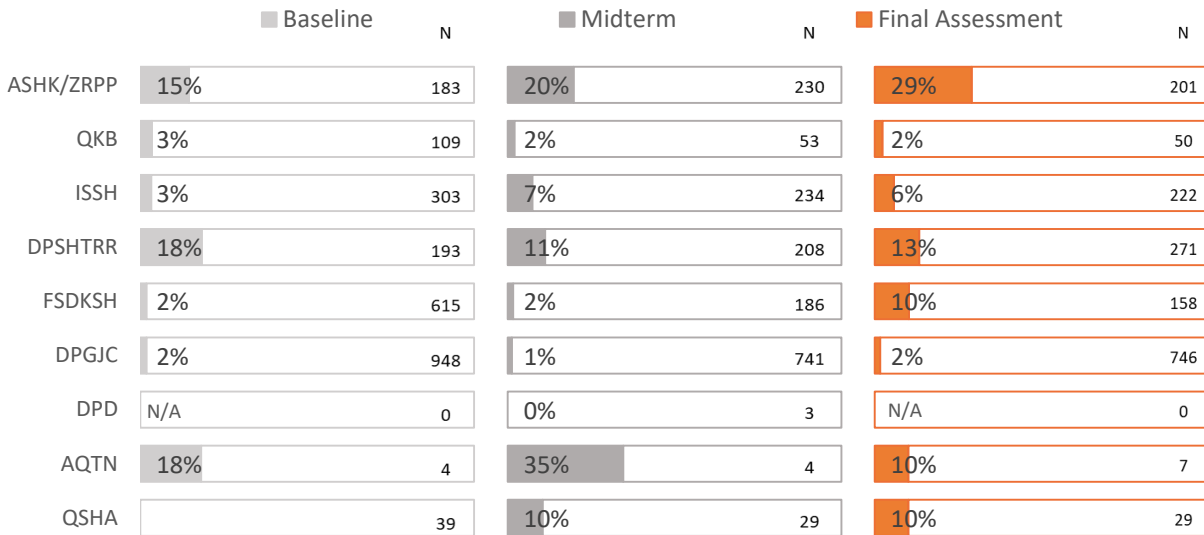
Figure 137: How would you rate the level of corruption in the institution? Only those who evaluated with «high» and «very high» (considering only the qualified answers)

	Baseline	Midterm	Final Assessment
ASHK/ZRPP	46%	48%	45%
QKB	38%	29%	31%
ISSH	25%	20%	22%
DPSHTRR	42%	34%	36%
FSDKSH	18%	22%	22%
DPGJC	11%	9%	27%
DPD	N/A	20%	10%
QSHA	0%	29%	31%
AQTN	45%	30%	27%
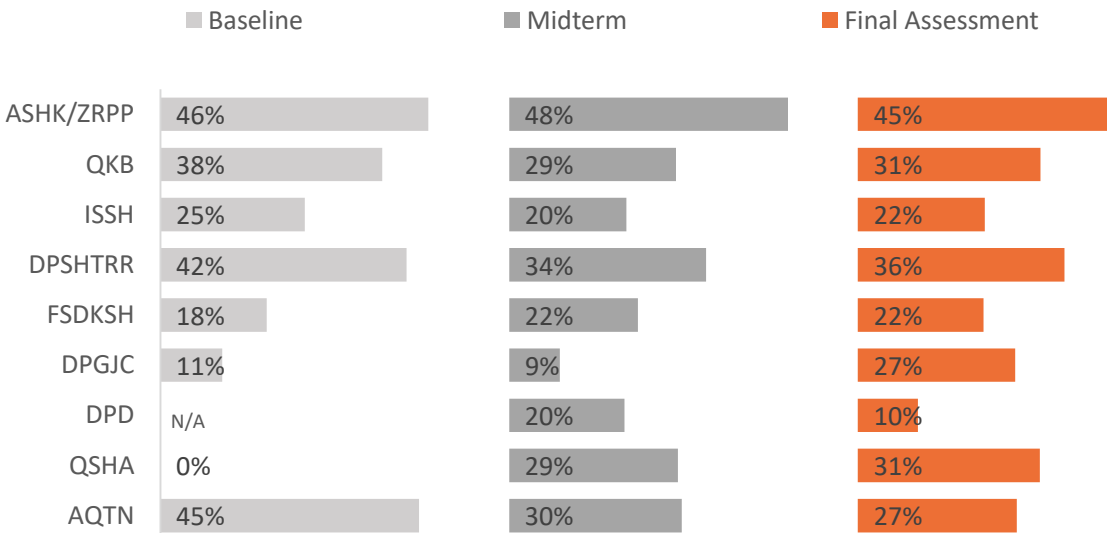
Figure 138: How would you rate the level of corruption in this institution? (Whether contacted or not)

	Not contacted			Contacted		
	Final Assessment	Midterm	Baseline	Final Assessment	Midterm	Baseline
ASHK/ZRPP	3.4	2.5	2.6	3.2	2.7	2.8
QKB	3.1	2.8	2.9	2.8	3.4	3.1
ISSH	2.7	3.0	3.2	2.5	3.6	3.7
DPSHTRR	3.2	2.6	2.8	2.9	3.1	3.1
FSDKSH	2.6	3.3	3.3	2.4	3.8	4.1
DPGJC	2.1	3.8	3.8	1.7	4.4	4.4
DPD	3.1	2.7	3.1	2.9	3.5	3.1
QSHA	3.0	2.8	3.0	2.8	3.1	2.9
AQTN	3.1	2.6	2.9	3.0	3.2	2.8
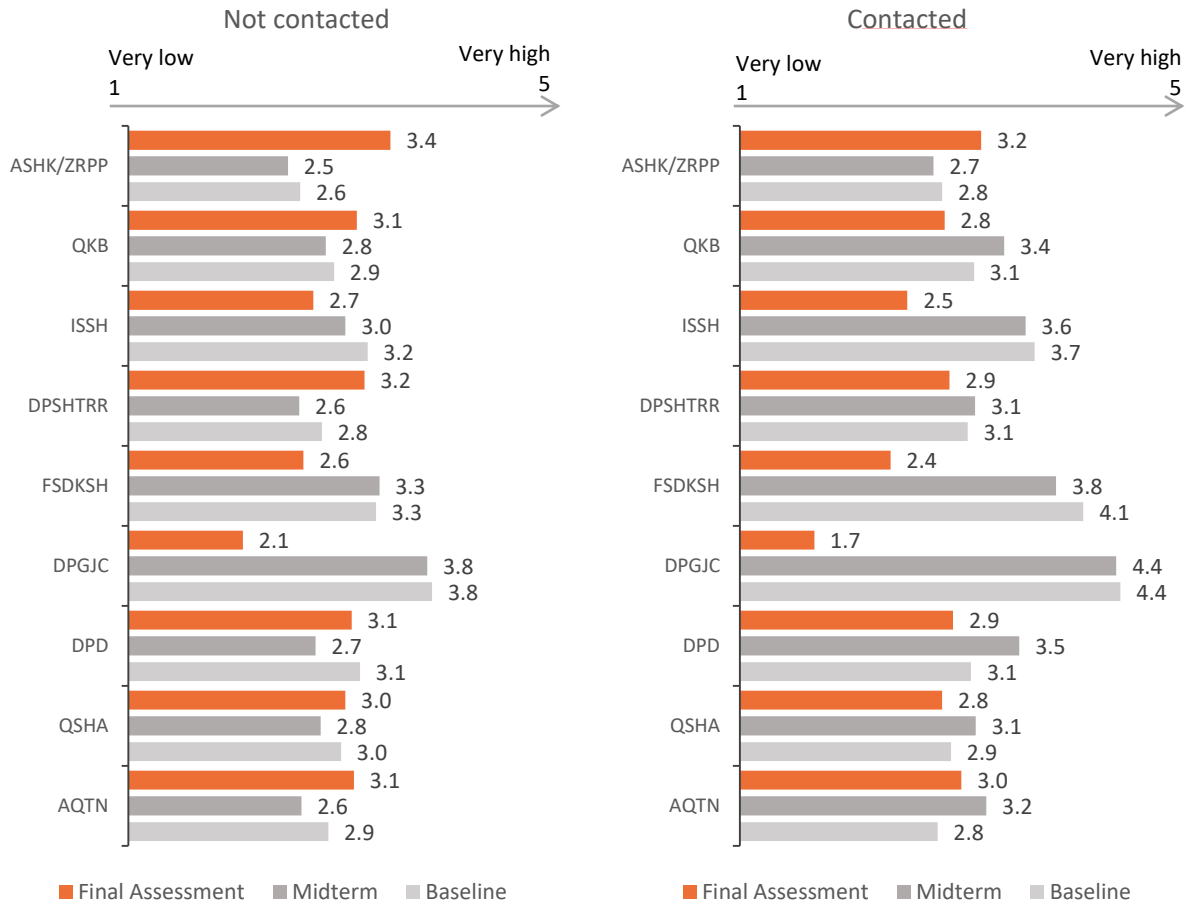
5.2 Unweighted data on sample profile

Figure 139: Area of respondents (unweighted)

- Urban
- Rural

42%
58%
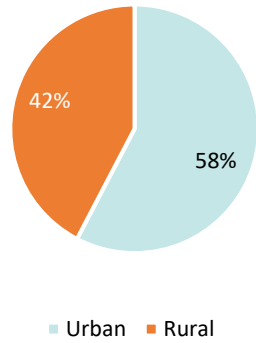
Figure 140: Gender of respondents (unweighted)

- Male
- Female

44%
56%
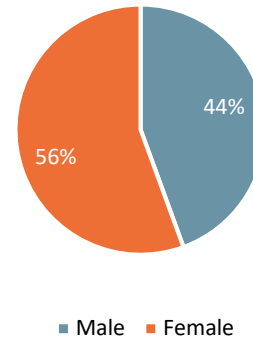
Figure 141: Age of respondents (unweighted)

17%	18-24 y.o	
18%	25-34 y.o	
16%	35-44 y.o	
18%	45-54 y.o	
15%	55-64 y.o	
15%	over 64 y.o	
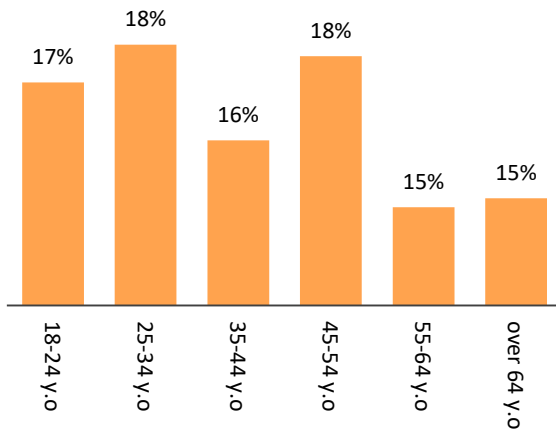
Figure 142: Education of respondents (unweighted)

0.2%	No schooling
36%	At most primary school
42%	At most high school
22%	University & post university
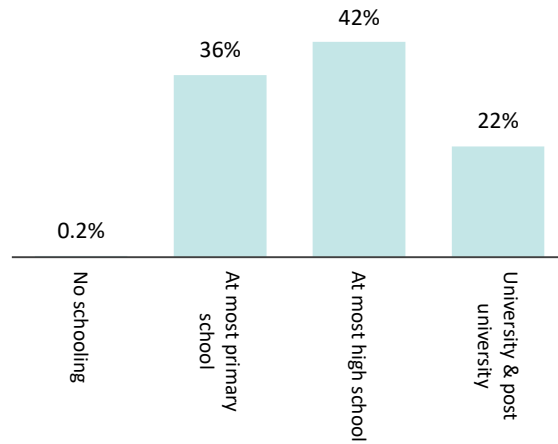
Figure 143: Employment of respondents (unweighted)

%	Category
31%	Employed
20%	Uneployed
18%	Retired
12%	Housewife/ housekeeper
7%	Self-employed (non-agricultural)
6%	Student
3%	Farmer (self-employed in agriculture)
1%	Disabled/ unable to work
0.2%	Business owner
1%	Other
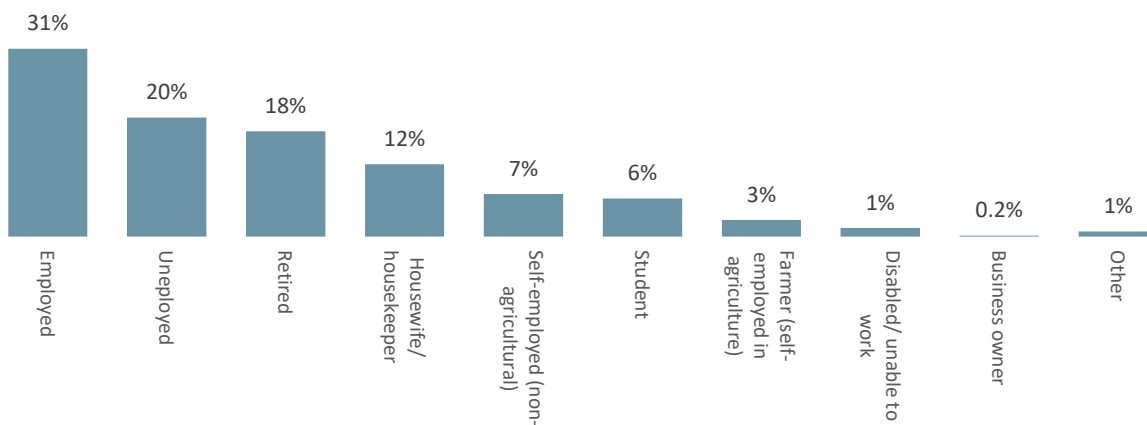
5.3 Wealth Index Profile

Figure 144: Ownership of devices
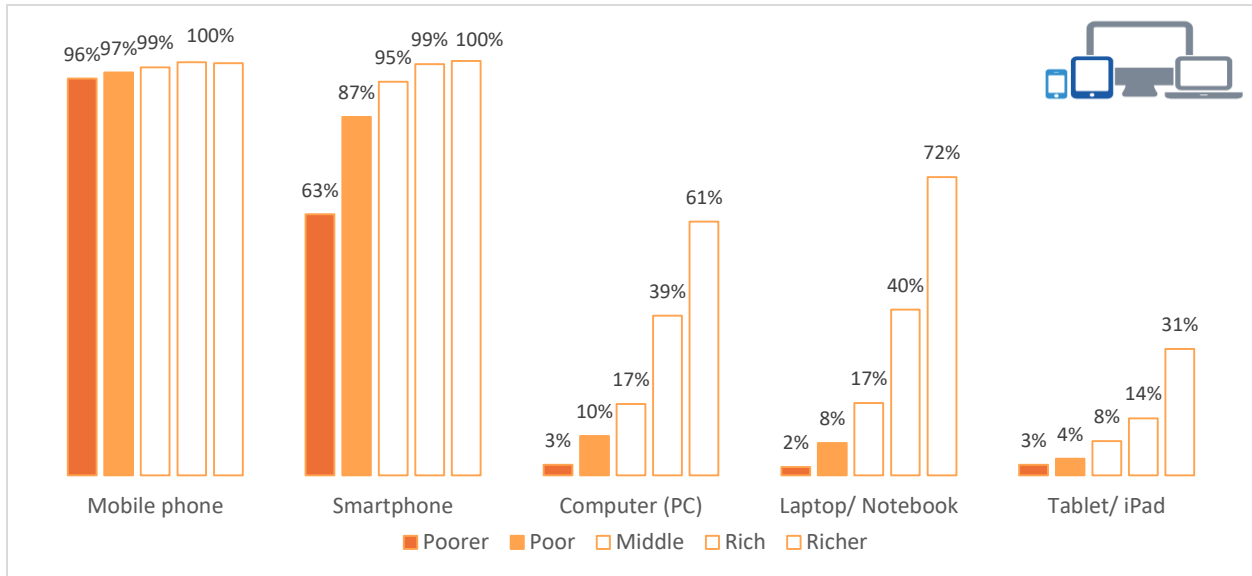
Figure 145: Bank profile
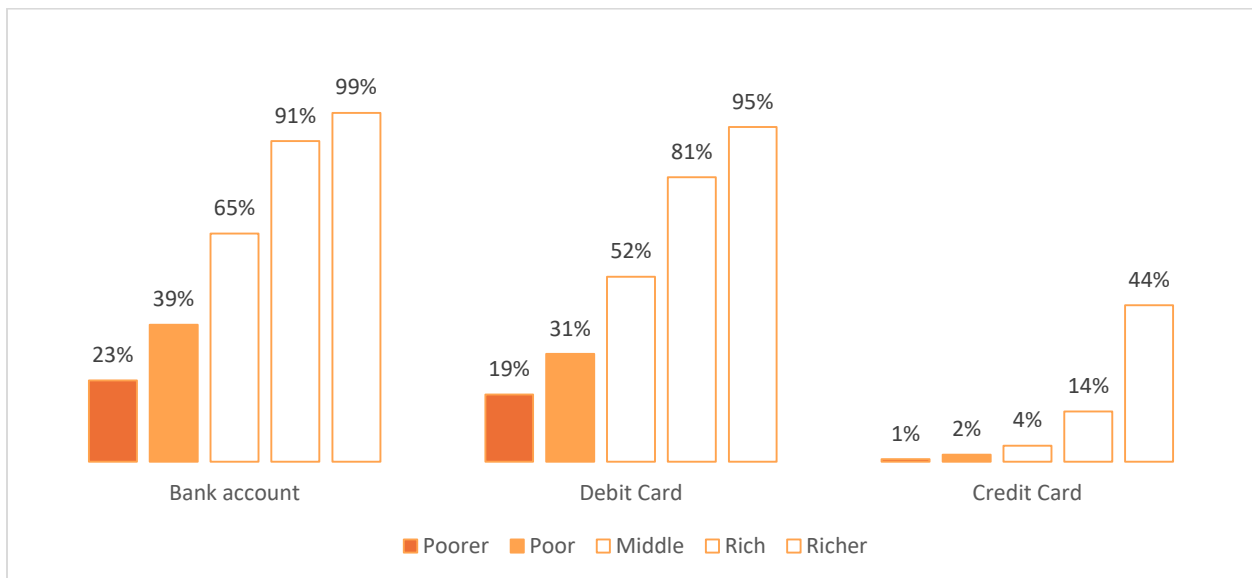
Figure 146: Wealth Index profiles - shown only those assets possessed by poorest in less than 20% of cases

	Poorest	Poor	Middle	Richer	Richest
Fixed phone line (Landline)	× 2%	× 5%	× 13%	× 18%	√ 25%
Photo camera	× 2%	× 4%	× 3%	× 12%	√ 28%
Video camera	× 3%	× 3%	× 1%	× 4%	√ 21%
Dish washer	× 0%	× 2%	× 3%	× 4%	√ 29%
Air conditioner	× 2%	× 12%	× 17%	√ 41%	√ 83%
Microwave oven	× 4%	× 15%	√ 39%	√ 51%	√ 82%
Radiator (for heating)	× 5%	× 11%	√ 21%	√ 32%	√ 36%
Electric heater (not radiator)	× 12%	√ 30%	√ 36%	√ 41%	√ 47%
Car	× 16%	√ 20%	√ 37%	√ 50%	√ 74%
Other vehicles (vans, trailers, etc)	× 2%	× 2%	× 3%	× 5%	× 4%
Motorcycles, motorbikes, scooters, mopeds	× 4%	× 8%	× 10%	× 12%	× 17%
Separate kitchen	√ 40%	√ 59%	√ 62%	√ 60%	√ 70%
Central heating of dwelling / building	× 1%	× 1%	× 1%	× 4%	× 10%

Figure 147: Household incomes - by area and region
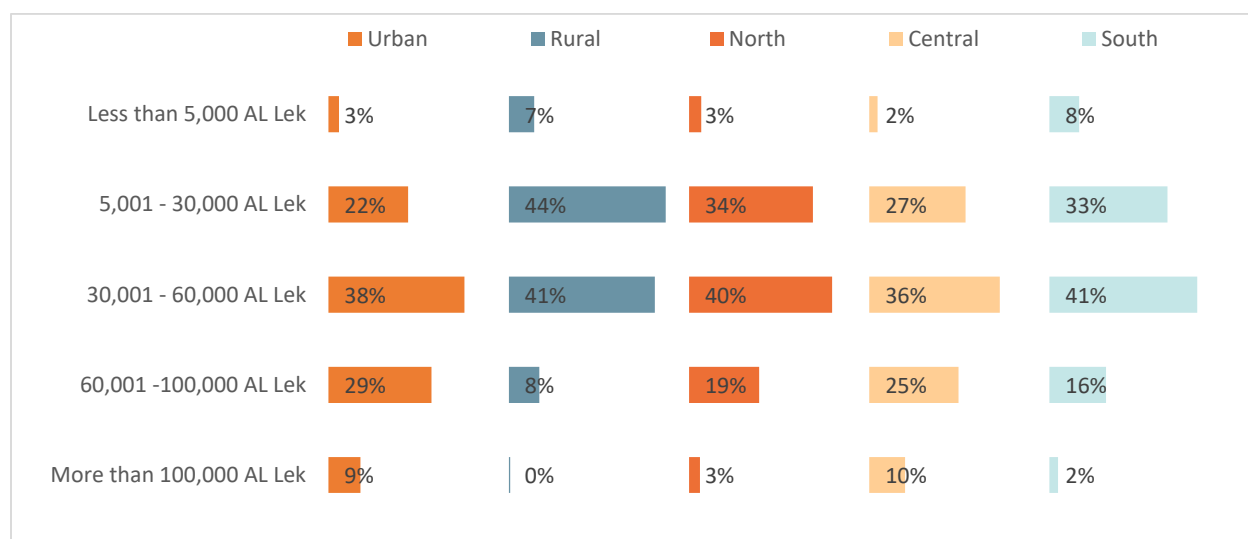
5.4 Additional Results

5.4.1   Accessed institutions

Figure 148: Accessed institutions – personal contact

Figure 149: Accessed institutions – contacted personally or by any member of the family

■ Contacted at least one institution   ■ No contact at all

Gender

	Contacted at least one institution	No contact at all
Total	60%	40%
Male	64%	36%
Female	56%	44%

Area

	Contacted at least one institution	No contact at all
Urban	62%	38%
Rural	58%	42%

Region

	Contacted at least one institution	No contact at all
North	59%	41%
Central	59%	41%
South	61%	39%

Age

	Contacted at least one institution	No contact at all
Under 55 y.o.	64%	36%
Over 55 y.o.	53%	47%

Figure 150: Did you finally receive the service(s)?

■ Yes   ■ In process   ■ No, did not received the service(s)

	Yes	In process	No, did not received the service(s)	N
DPGjC	97%			746
DPShTRr	98%	2%		271
ISSH	80%	13%	7%	222
ASHK	41%	52%	7%	201
FSDKSh	97%			158
SHKP	69%	12%	20%	80
DPT	91%		9%	66
QKB	98%			50

Figure 151: Was it EASY for you to get the information for the public service(s) required?

	Poor		Overall	
	Easy	Difficult	Easy	Difficult
DPGjC	97%	3%	97%	3%
DPShTRr	93%	7%	91%	9%
ISSH	84%	16%	84%	16%
ASHK	59%	41%	58%	42%
FSDKSh	95%	5%	95%	5%
SHKP	75%	25%	79%	21%
DPT	100%		88%	12%
QKB	100%	0%	93%	7%

Figure 152: How did you find out about the procedure for availing the service? (Multiple response)

DPGjC (N=746)

	Overall	Poor
Asked friends /neighbors / relatives	44%	43%
Asked functionaries at office	68%	67%
Department's/ other website	5%	1%
Other government staff	3%	5%
Through agents/ intermediaries	0.3%	0.4%
Mass media	0.1%	
ADISA offices	1%	1%
e-Albania portal	2%	0.2%
Other	7%	6%

DPSHTRr (N=271)

	Overall	Poor
Asked friends /neighbors / relatives	36%	32%
Asked functionaries at office	69%	58%
Department's/ other website	7%	3%
Other government staff	4%	
Through agents/ intermediaries	2%	8%
Mass media		
ADISA offices	1%	
e-Albania portal	1%	
Other	16%	15%

127

ISSH (N=222)

■ Overall ■ Poor

Category	Overall	Poor
Asked friends /neighbors / relatives	44%	49%
Asked functionaries at office	68%	68%
Department's/ other website	7%	
Other government staff	5%	7%
Through agents/ intermediaries	3%	2%
Mass media	1%	
ADISA offices	5%	6%
e-Albania portal	3%	
Other	6%	5%

ASHK (N=201)

■ Overall ■ Poor

Category	Overall	Poor
Asked friends /neighbors / relatives	44%	39%
Asked functionaries at office	83%	89%
Department's/ other website	6%	1%
Other government staff	6%	8%
Through agents/ intermediaries	2%	2%
Mass media	1%	
ADISA offices	8%	4%
e-Albania portal	2%	
Other	5%	5%

FSDKSh (N=158)

■ Overall ■ Poor

Category	Overall	Poor
Asked friends /neighbors / relatives	36%	37%
Asked functionaries at office	82%	79%
Department's/ other website	4%	2%
Other government staff	1%	
Through agents/ intermediaries		
Mass media	1%	
ADISA offices	1%	2%
e-Albania portal		
Other	8%	8%

SHKP (N=80)

■ Overall ■ Poor

Category	Overall	Poor
Asked friends /neighbors / relatives	32%	18%
Asked functionaries at office	80%	81%
Department's/ other website	2%	2%
Other government staff	3%	6%
Through agents/ intermediaries		
Mass media	2%	
ADISA offices		
e-Albania portal	4%	2%
Other	4%	5%

DPT
(N=66)

■ Overall ■ Poor

Category	Overall	Poor
Asked friends /neighbors / relatives	30%	20%
Asked functionaries at office	69%	79%
Department's/ other website	9%	
Other government staff	5%	
Through agents/ intermediaries	5%	
Mass media		
ADISA offices	2%	
e-Albania portal	3%	
Other	4%	7%

QKB
(N=55)

■ Overall ■ Poor

Category	Overall	Poor
Asked friends /neighbors / relatives	44%	
Asked functionaries at office	80%	100%
Department's/ other website	17%	
Other government staff	11%	100%
Through agents/ intermediaries	4%	
Mass media		
ADISA offices	4%	
e-Albania portal	8%	
Other	10%	

5.4.2   Access to information and technology

Figure 153: Access to internet by employment status

■ Yes ■ No

Employment status	Yes	No
Self-employed (non-agricultural)	78%	22%
Farmer (self-employed in agriculture)	58%	42%
Employed	81%	19%
Business owner	100%	0%
Retired	46%	54%
Student	92%	8%
Housewife/ housekeeper	57%	43%
Uneployed	63%	36%
Disabled/ unable to work	51%	49%

Figure 154: Access to internet - by region

Yes ■ No

Region	Yes	No
South	57%	42%
Central	70%	30%
North	74%	26%

Figure 155: Access to internet - by area

Yes ■ No

Area	Yes	No
Rural	60%	40%
Urban	72%	28%

Figure 156: Do you have a smartphone? – by employment status

■ Yes ■ No

Employment status	Yes	No
Self-employed (non-agricultural)	91%	9%
Farmer (self-employed in agriculture)	63%	37%
Employed	92%	8%
Business owner	100%	
Retired	48%	52%
Student	98%	2%
Housewife/ housekeeper	73%	27%
Uneployed	82%	18%
Disabled/ unable to work	74%	26%
Other	87%	13%

Figure 157: Do you have a smartphone? – by region

■ Yes ■ No

Region	Yes	No
South	73%	27%
Central	77%	23%
North	83%	17%

Figure 158: Do you have a smartphone? - by area

■ Yes ■ No

Area	Yes	No
Rural	70%	30%
Urban	83%	17%
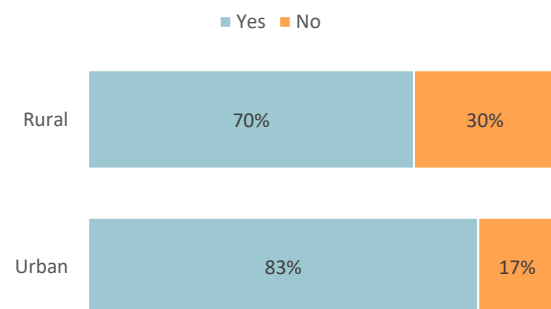
Figure 159: Do you use internet (anywhere)? – by employment status
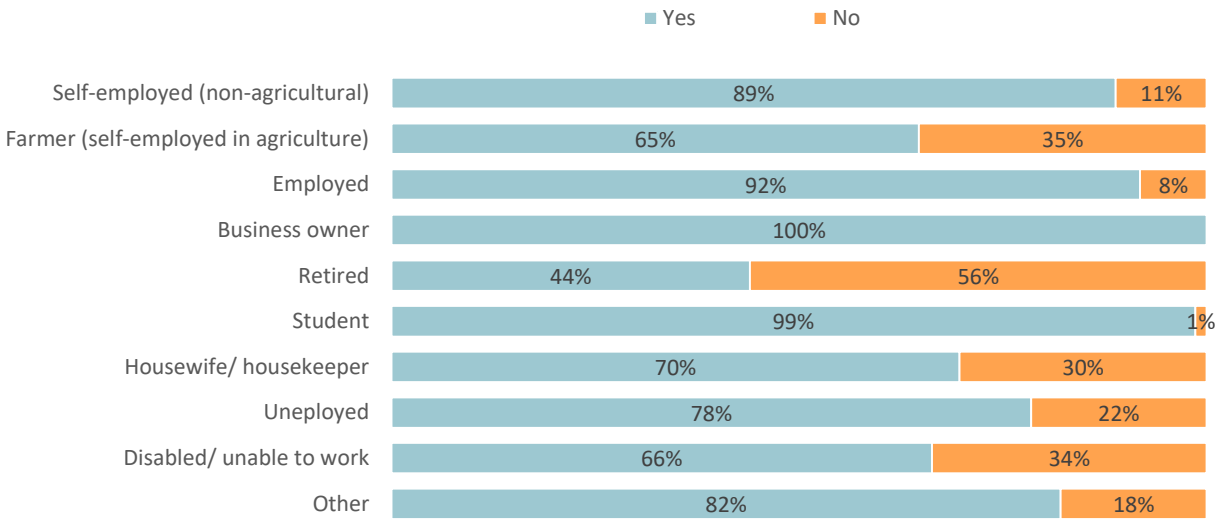
Figure 160: Do you use internet (anywhere)? – by region
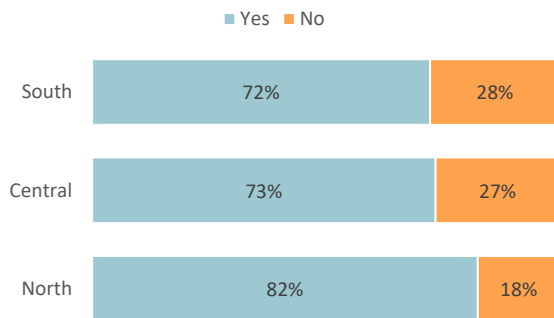
Figure 161: Do you use internet (anywhere)? - by area
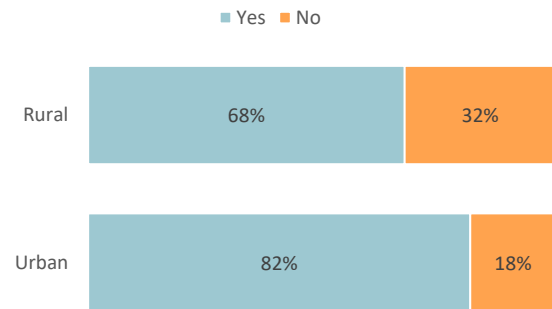
Figure 162: Do you intend to use internet in the next 12 months? – by employment status
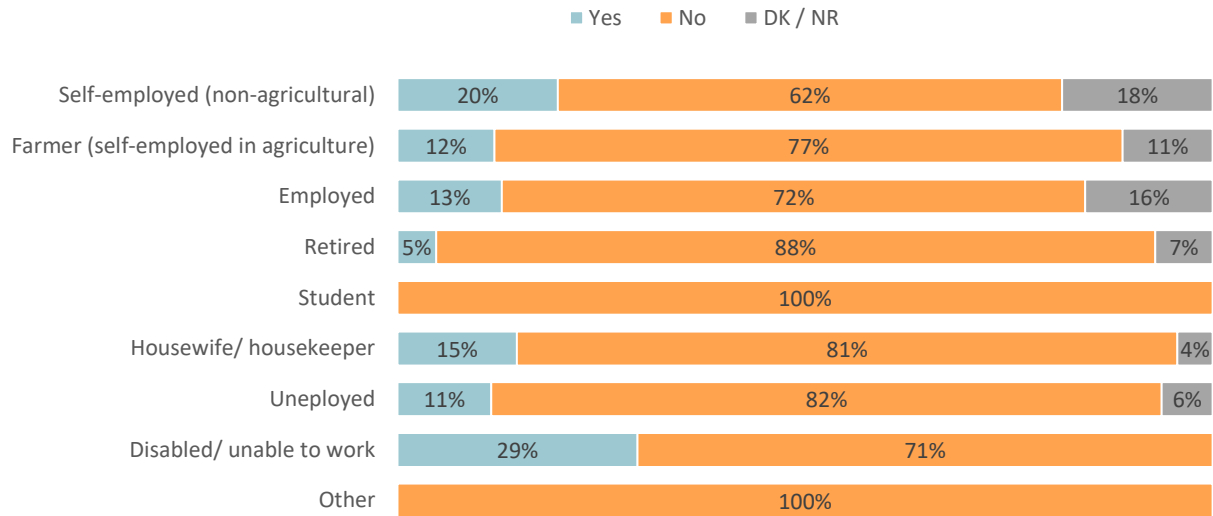
Figure 163: Do you intend to use internet in the next 12 months? – by region
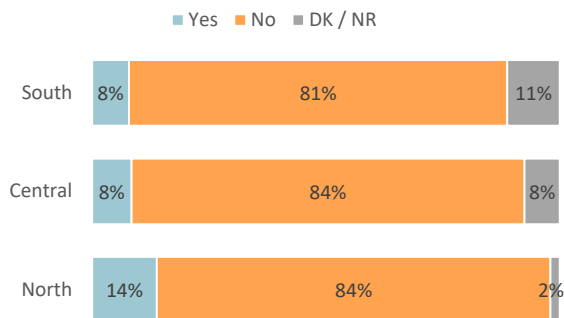
Figure 164: Do you intend to use internet in the next 12 months? - by area

Figure 165: How often, in the past 12 months, did you use the internet for the following purposes? – by gender and age

Legend: Male, Female, Under 55 y.o., Over 55 y.o.

| Purpose	Male	Female	Under 55 y.o.	Over 55 y.o.
To participate in social networks	14%	23%	10%	46%
To telephone (e.g., Skype) or to make video calls (via webcam)	15%	12%	12%	19%
To download, watch or listen to music, films, video files, web radio or web TV	25%	31%	19%	58%
To download computer or video games or for online gaming	57%	70%	54%	95%
To buy personal consumer goods or services	69%	64%	58%	94%
To search the web for information for professional purposes	70%	70%	64%	91%
To download/upload documents for professional purposes	71%	70%	64%	91%
To check professional e-mail via webmail or a virtual private network (VPN) connection	73%	75%	69%	90%
To administer a bank account	80%	84%	77%	96%
To make travel or holiday bookings	82%	85%	81%	94%
To contribute to web logs or blogs	85%	90%	85%	96%
To make use of online auction sites to buy or sell goods or services	89%	90%	87%	98%
To buy tickets or make reservations for cultural events	90%	90%	87%	98%

Figure 166: How often, in the past 12 months, did you use the internet for the following purposes? – by region and area

■ North   ■ Central   ■ South   ■ Urban   ■ Rural

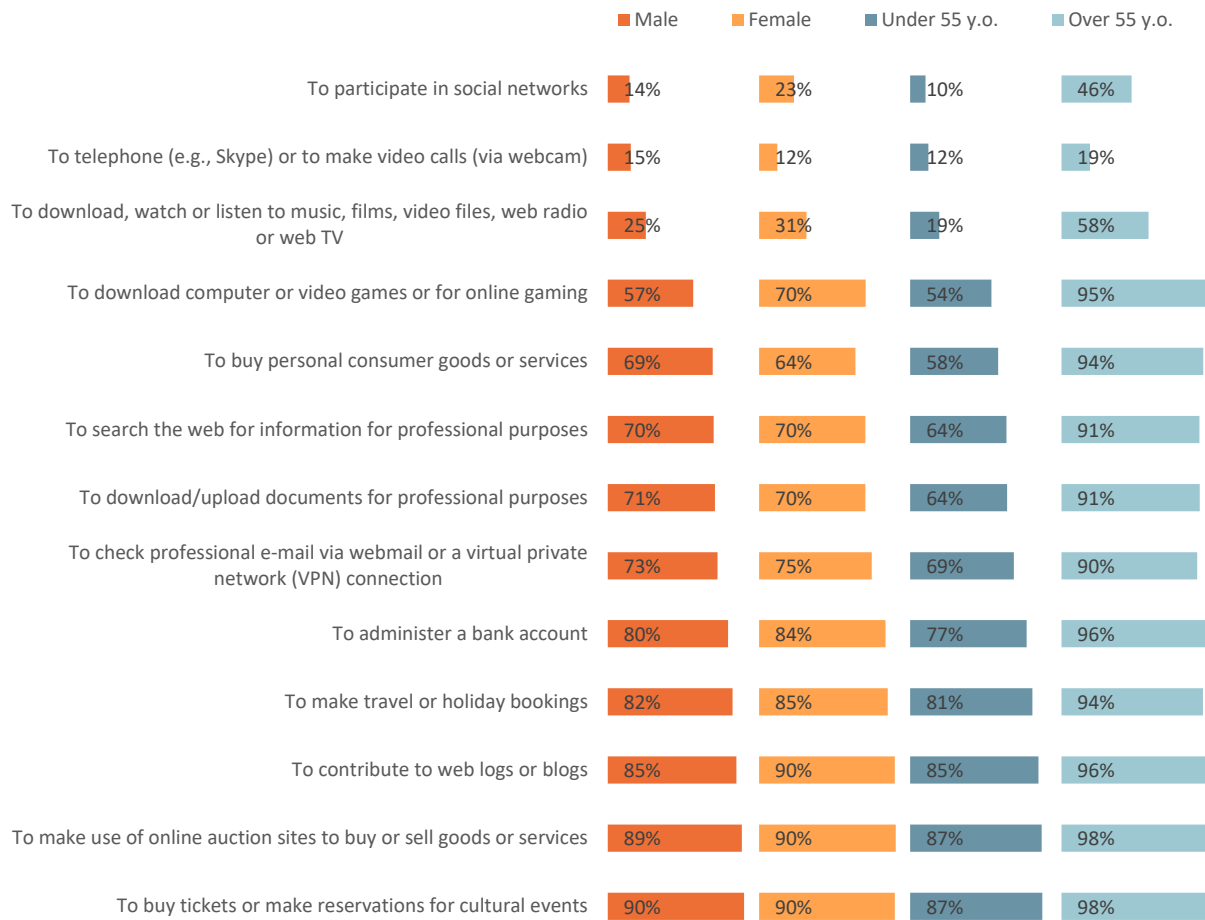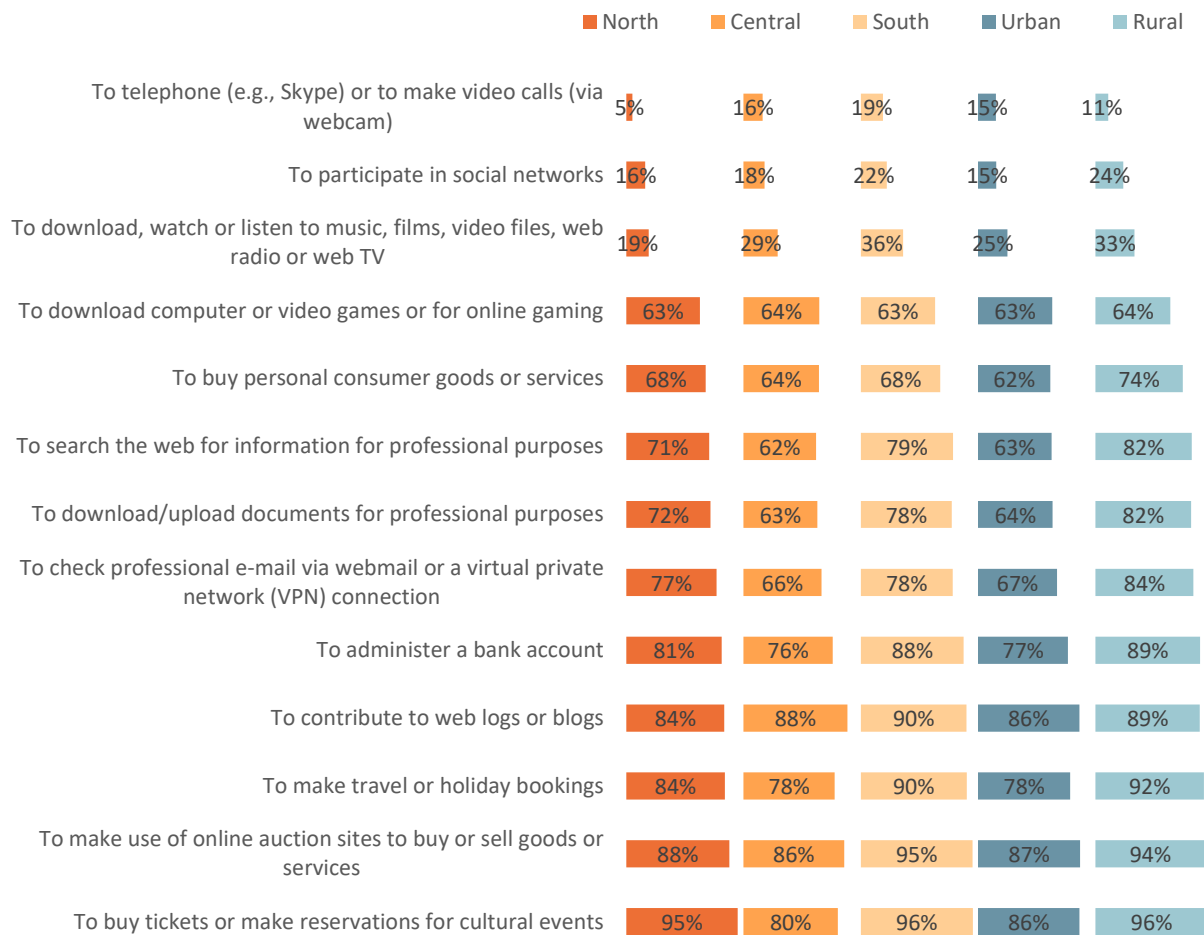| Purpose	North	Central	South	Urban	Rural
To telephone (e.g., Skype) or to make video calls (via webcam)	5%	16%	19%	15%	11%
To participate in social networks	16%	18%	22%	15%	24%
To download, watch or listen to music, films, video files, web radio or web TV	19%	29%	36%	25%	33%
To download computer or video games or for online gaming	63%	64%	63%	63%	64%
To buy personal consumer goods or services	68%	64%	68%	62%	74%
To search the web for information for professional purposes	71%	62%	79%	63%	82%
To download/upload documents for professional purposes	72%	63%	78%	64%	82%
To check professional e-mail via webmail or a virtual private network (VPN) connection	77%	66%	78%	67%	84%
To administer a bank account	81%	76%	88%	77%	89%
To contribute to web logs or blogs	84%	88%	90%	86%	89%
To make travel or holiday bookings	84%	78%	90%	78%	92%
To make use of online auction sites to buy or sell goods or services	88%	86%	95%	87%	94%
To buy tickets or make reservations for cultural events	95%	80%	96%	86%	96%

Figure 167: Did you experience difficulties in getting the necessary information for any of the public service needed the last 12 months? – by education
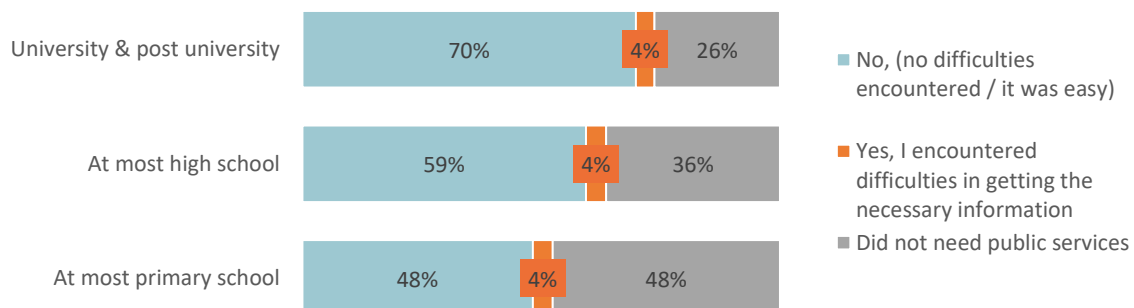
Education	No, (no difficulties encountered / it was easy)	Yes, I encountered difficulties in getting the necessary information	Did not need public services
University & post university	70%	4%	26%
At most high school	59%	4%	36%
At most primary school	48%	4%	48%

Figure 168: Did you experience difficulties in getting the necessary information for any of the public service needed the last 12 months? – by employment status
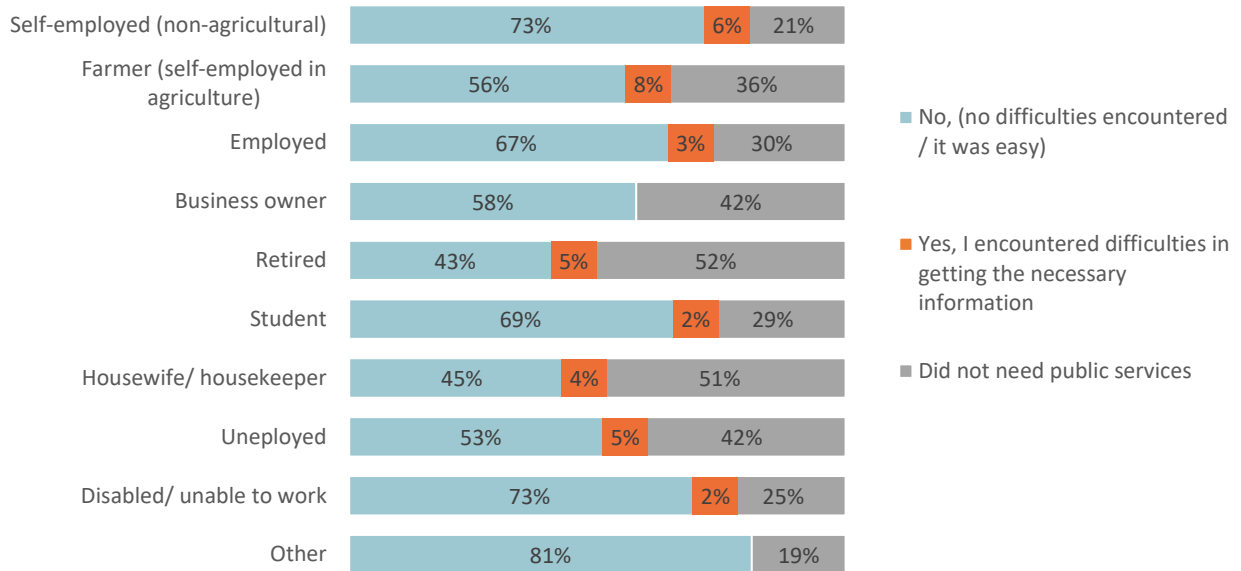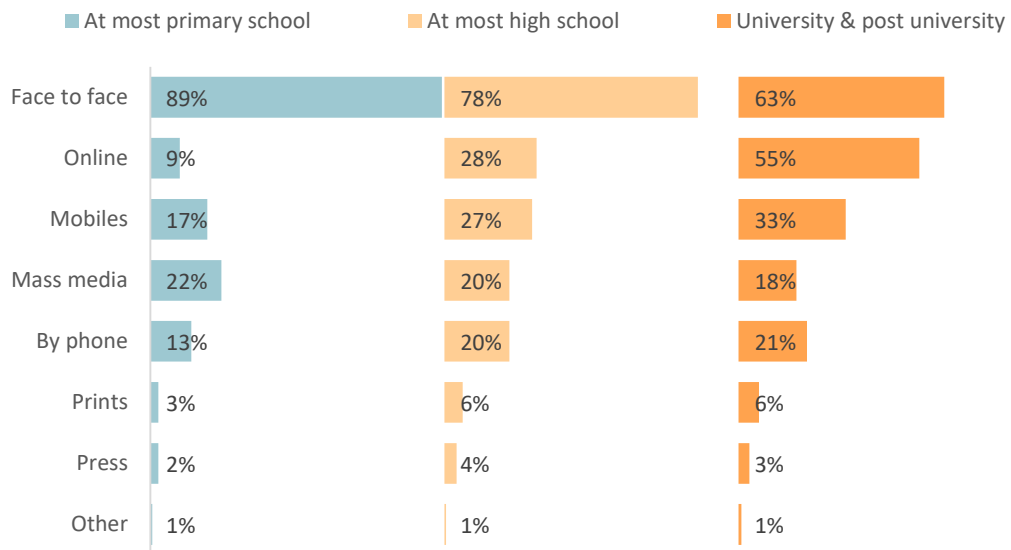

Figure 169: From what communication channels do you prefer to get the information on public services? – by education

5.4.3 Wealth index structure

Table 6: Wealth index structure

No.	ASSET	No.	ASSET
1	Landline	21	Drinking water supply
2	Color TV set	22	Hot water
3	TV decoder / Pay TV	23	Electric power
4	Cable TV	24	Sewerage system
5	Photo camera	25	Central heating of dwelling / building
6	Video camera	26	Mobile phone
7	Refrigerator	27	Smartphone
8	Washing machine	28	Computer (PC)
9	Dish washer	29	Laptop/ Notebook
10	Air conditioner	30	Tablet/ iPad
11	Stove for cooking	31	Bank account
12	Microwave oven	32	Debit Card
13	Stove for heating	33	Credit Card
14	Radiator (for heating)	34	Toilet within dwelling
15	Electric heater	35	Condition of dwelling
16	Car	36	Dwelling not small
17	Other vehicles	37	Dwelling not dark
18	Motorcycles, motorbikes, scooters	38	Adequate heating
19	Separate kitchen	39	No leaking roof
20	Shower	40	No damp walls, floor or basement
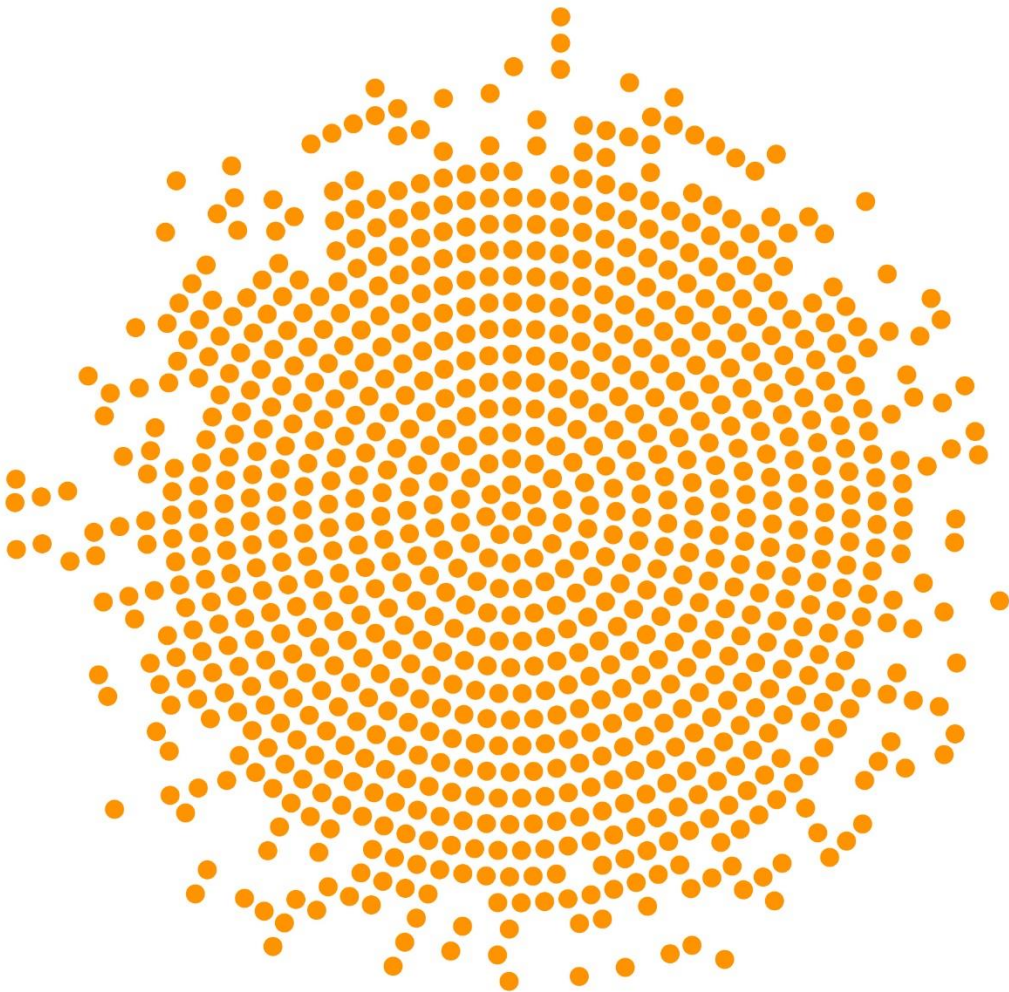
IDRA Research & Consluting

"Siri Kodra" Street, Building 94/5, Apt. 49
P. O. Box 1730, Tirana – Albania
Tel: +355 (0)4 2274767
Web: http://www.idra.al
E-Mail: idra@idra.al