



Open Government Partnership Independent Reporting Mechanism

Results Report: Albania 2020-2022 Comments Received

Comments Received from ADISA (Agency for Delivery of Integrated Public Services), 3 October 2023

Comment on Annex 1, Commitment 5

ADISA (Agency for Delivery of Integrated Public Services) presents the comment and some more information regarding the paragraph: "Before the transition to online services in May 2022, citizens could apply for services in e-Albania at ADISA integrated service centers. However, the EC noted that there were problems with the provision of services amid rapid digitization while citizens at the local level remained with limited access. The commission underlined that additional resources are needed to reduce barriers, such as digital literacy gaps and accessibility features, especially for marginalized and vulnerable populations. Therefore, it is unclear whether the goal of this commitment has been achieved."

Within the initiative of Prime Minister Rama, every public service will be offered online, no longer at counters as an important step in the new era of the Digital Revolution, all services are offered and received online through the e-albania platform for citizens and businesses, with the exception of cases when the physical presence of the citizen is necessary.

Consequently, pursuant to Article 61 of Law 107/2021 "On co-governance" and Decision no. 252, dated 29.04.2022 of the Council of Ministers "On the procedures of providing online services by service-providing institutions and on the methodology of monitoring and controlling the administrative activity of their provision", ADISA underwent radical changes in the functional tasks of its employees.

ADISA Public Services Information Center provides information to citizens about 1,207 public services and 67 institutions. Due to the Government's new approach to providing public services online only, the provision of information by this sector focused on assistance for the online application process. Information and assistance in the application process of online public services is provided through two communication channels:

- a. Toll-free number 0800 0 118;
- b. Online chat in real time on the official website of ADISA www.adisa.gov.al.

In order to measure the quality of assistance, ADISA has designed a questionnaire to measure citizens' satisfaction with receiving information on public services through the ADISA Public Services Information Center. This questionnaire was conducted during the month of May 2023 in a sample of 303 people, who were informed at the ADISA Communication Center.

The citizens surveyed belonged to all age groups and all areas. (urban and rural). The final question of the survey was:

How satisfied are you with the way of application, information, and assistance provided by ADISA on the application of online services?

The analysis of the surveys showed that:

- According to gender, 50.2% of respondents are female, and 49.8% are male.
- According to age, 29% of respondents belong to the age group 18-30 years, 35% to the age group 31-45 years, 26% to the age group 46-60 years, 10% to the age group over 60 years.
- According to education, 13% of respondents had 8-year education, 38% secondary education, 49% higher education.
- To the question where they were informed about the transition of public services online, 57% answered that they were informed from the media, 14% from the Adisa website, 24% from social networks, 5% from other sources.
- To the question of which institution's services you applied for in e-albania, 27% answered for the services of DPGJC, 20% ASHK, 19% ISSH, 9% DPPSH, 7% QKB, and 18% others.
- To the question of how clear the application was in e-albania, for 6% of respondents it was very clear, 30% clear, 42% somewhat clear, 17% unclear, 6% very unclear.
- The question to which you are directed to clarify the information. 72% of the respondents answered in the ADISA call center at 0800 0118, 27% in the Adisa chat, 1% in the web and email addresses of the institutions.
- To the question of whether the legal deadline for receiving the service was respected, 62% of respondents answered that the deadline was respected, and 38% answered that the legal deadline was not respected.
- To the question of where you sent the complaint in cases of non-compliance with the legal deadline, 14% of respondents sent the complaint to the official website of the service provider institution, 43% to the co-governance platform, 17% by post, 25% to electronic route, and 1%, others.
- To the last question of the survey, how satisfied are you with the way of application, information, and assistance provided by ADISA on the application of online services, 55% of respondents answered satisfied and very satisfied, 37% somewhat satisfied and 8%

dissatisfied.

The processing of the collected data showed that the majority of citizens called, 92% of them, were satisfied or very satisfied with the way of application, information, and assistance provided by ADISA on the application of online services.