Opinion Poll 2022

10th edition

Opinion Poll 2022:
Trust in Governance
10th Edition
A Decade in Review

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TRUST IN GOVERNANCE: INSIGHTS ACROSS THE YEARS

The Trust in Governance Opinion Poll presents its milestone tenth edition, which encapsulates an overview of significant trends that have emerged between 2013 and 2022 and examines data from 2022. Through the analysis of aggregated data spanning this period, our objective is to provide a comprehensive understanding of the dynamic evolution across various aspects of governance in Albania.

Public perceptions and attitudes on the relevant issues targeted by the 2022 Opinion Poll findings may have been influenced by various contextual factors. Notably, the government's decision to move all public services online starting from 1 May 2022, would have had a major influence on citizens' views of service accessibility and digitalization. Additionally, the instances of cyber-attacks to government institutions may have had an impact. The prosecution of cases involving abuse of power, corruption, and money laundering charges against high-ranking state officials could have also played a role. However, the opening of EU accession negotiations with Albania may have influenced perspectives on governance, accountability, and other relevant issues.

The key findings are grouped into eight sections:

SECTION I – TRUST IN INSTITUTIONS 2022

— International organizations, such as NATO (74.2%), the UN (71.3%) and the EU (70.9%), maintained their ranking as the most trusted institutions in Albania.

— Religious institutions (64.2%) continued to be the most trusted domestic institutions, followed by the armed forces (59.5%), educational institutions (54.5%) and civil society organizations (53.6%).

— Political parties (29.5%), parliament (33.8%), prosecution (35.2%) and the courts (36.2%) and ranked as the least trusted institutions in 2022, though there has been upward trend compared to 2021. Public trust in the courts has increased by eight percentage points (pp) compared to 2021 (28%).

— In 2022, public trust in the president has seen a significant increase – 41%, compared to figures between 24–28% during 2019 to 2021.

— 50% of Albanians trusted the Special Prosecution Office against Organized Crime and Corruption (SPAK), which was added to the list of surveyed institutions in 2022. This percentage is higher compared to the trust levels reported for the prosecution and courts.

— In 2022, 35% of Albanians believed that justice reform is being implemented properly, the same as in 2021 (35%). However, the public belief that it will positively influence the development of the country

has significant decreased in the last year to 47%, a drop of -10 pp compared to 2021 (57%).

— Half of Albanians surveyed (51.3%) saw television as the most popular media outlet, compared to social media (30.6%) and online portals (11.6%), cementing its upward trend as the primary source for news on current affairs over the last two years.

— 38.6% of Albanians believed that the information provided by Albanian media was accurate/true, similar to 2021 (38.8%).

— Slightly more than half of Albanians (51.1%) reported being satisfied or very satisfied with the impact of foreign assistance (donors) in Albania, during 2022.

PREVIOUS YEARS

— Religious institutions have consistently been perceived as the most trusted domestic institutions for respondents in 2015-2022, though there has been a downward trend overall.

— Political parties, courts, prosecution, and parliament have ranked among the least trusted institutions over the years.

— International organizations have been the most trusted institutions overall, consistently above 70%, though figures have witnessed a decrease during 2019 to 2022.

— Public trust in the proper implementation of justice reform slightly decreased in 2017, and declined even further between 2018 and 2020. However, 2021 marked a turning point, with an increase of 6 pp, which continued at the same level in 2022.

SECTION II – TRANSPARENCY AND ACCOUNTABILITY 2022

— More than half of surveyed Albanians perceived the central government (59.4%) and the municipality (60.2%) as non-transparent. The majority of the population (65.3%) was aware that the Albanian law guarantees the right to information, reflecting a slight increase from 2021 (62%).

— A sizeable majority of Albanians felt that neither the central nor local governments were accountable. The perception of accountability of the central and local government was similar to 2021, with 36% and 37.8% of the surveyed Albanians considering them accountable, respectively.

— International organisations (70.4%) were thought to hold the government to account more than the listed domestic institutions, indicating a 7 pp decrease from 2021.

— The State Supreme Audit Institution (SSAI) was seen as the most effective domestic institution in holding the government to account (63.4%), followed by parliament (58.4%) and the media (55%), albeit with notable decreases – SSAI (-8 pp), parliament (-6 pp) and the media (-6.5 pp) – compared with 2021.

PREVIOUS YEARS

— Less than half of respondents between 2016 and 2022 have seen central and local government as transparent or accountable. Public perception of both transparency and accountability has fluctuated in a similar pattern.

— Since 2016, local government has consistently been rated slightly more accountable than the central government, with an average of 38% compared to 35%. However, a significant decrease of 7 pp was observed in 2019 for local government. On the other hand, central government is perceived as more transparent, with an average rating of 40% compared to 37% for local government. Albeit ratings remain below 45%, at best.

— The Albanian State Supreme Audit Institution has consistently been identified as the most effective domestic accountability mechanism (horizontal accountability) by over half of the respondents, with an average of 64% from 2016 to 2022. Parliament follows closely behind with an average of 56%.

— International organizations have consistently been seen by most respondents (with an average of 73%) to hold the government to account better than domestic organizations across 2016-2022. The media has consistently been recognized as the most effective domestic vertical accountability mechanism by over half of the respondents, with an average rating of 59% in this period.

SECTION III – CORRUPTION IN PUBLIC INSTITUTIONS 2022

— The majority of Albanians (76.5%) saw petty corruption as widespread or very widespread, compared with 79.1% for grand or high-level corruption. Both have decreased since 2021, with a sizeable drop for petty corruption in 2022 (6 pp from 2021 and 10 pp from 2019 and 2020).

— 65.8% of Albanians had no confidence in the prosecution of grand corruption cases, while 56.9% had no confidence in the effective prosecution of petty corruption. Both figures have improved compared to 2021 (68.4% and 59.3%).

— 15.4% of Albanians reported having witnessed cases of corruption at the central government level and 21.6% at the local government.

— 32.7% of citizens that received local government services in 2022, reported paying a bribe to public officials at this level.

— 30.9% of citizens reported paying bribes to receive central government services in 2022, reported having paid a bribe to officials at this level.

— Regarding the reasons behind bribe paying, 50.3% reported being asked for it, 24.4% said they paid to receive better services next time, while 14.1% paid as gratitude for the received services.

— Among surveyed citizens who paid a bribe, only 11.2% (N=564) reported it to the authorities, meaning 88.8% (N=508) did not. The most frequently cited reasons for non-reporting, 37.4% were seeing bribes as a common practice, seeing reporting as useless (32.1%) and fear of reprisal (12.3%).

PREVIOUS YEARS

Prevalence of corruption

—   In the period 2019-2022, the vast majority of respondents saw both grand and petty corruption as either 'widespread or very widespread", with ratings above 75%.

—   There was a notable decrease in the perception of petty corruption in 2022 (-6 pp from 2021 and -10 pp from 2019 and 2020).

Confidence in the prosecution of corruption

—   Less than one-third of respondents were confident in the prosecution of grand corruption cases in 2017 – 2022 (ratings of 25%-32%).

—   However, respondents consistently reported greater confidence in the prosecution of petty corruption cases (41%) compared with grand corruption (34%) in the same period. Despite fluctuations across the years, respondents' confidence in the prosecution of both grand and petty corruption has improved overall, though by small margin.

SECTION IV – INFLUENCE OF POLITICAL INTERESTS 2022

—   The courts (41.8%) were seen as the most politically influenced institutions, even though less so compared to in 2021 (49%).

—   37.9% perceived SPAK as 'slightly or not at all influenced' by political interests, while 31.8% of Albanians viewed it as 'highly influenced or extremely influenced'.

—   Religious institutions (with only 12.4% of citizens indicating them as 'highly or extremely influenced') were seen as the least politically influenced institutions, similar to 2021 (11%).

PREVIOUS YEARS

The public perception of institutions typically seen as being 'highly or extremely influenced' by politics, has improved over time – especially the courts and prosecution.

SECTION V – CITIZEN ENGAGEMENT 2022

— The percentage of the Albanian population interested to participate in decision-making in 2022 did not change substantially from 2021 (45.3% vs. 43.5%).

— In 2022, fewer Albanian citizens reported having sufficient opportunities to participate in local decision-making (37.8%) than at central government level (27.4%).

— A relatively small proportion of the public (18.1%) reported that they have used the portal www.konsultimipublik.gov.al.

— The vast majority of Albanian citizens (73%) agreed that citizens have sufficient knowledge to understand whether government decisions are good or bad.

— More than half of Albanians surveyed (60.9%) believed that local public hearings are formal events that have limited influence on municipal decisions, and only 39.2% believed that the suggestions of civil society organizations and interest groups are taken into consideration.

— 37.6% agreed that municipal councils represent local communities, and 36.6% agreed that the budget of the municipality reflects citizens' priorities.

— The percentage of the Albanian population attending a demonstration/rally or signing a petition increased from 27.1% in 2021 to 32.2% in 2022.

— 61.5% of Albanian citizens were willing to engage in voluntary work.

— 38.3% of the Albanian population wanted to move to another country in 2022—slightly lower than in 2021 (41%).

PREVIOUS YEARS

— In the period 2016-2022, the proportion of citizens who reported not having sufficient opportunities to participate in central and local government decision-making processes is below 40%. Since 2019, there has been a stagnation in the trends regarding the perceived opportunities for participation in decision-making at both levels of governance.

— Opportunities to participate in local decision-making scored higher, with an average of 37%, compared to the central level, which had an average of 27% throughout 2016-2022.

— Actual participation in public consultation meetings scored lower, below 25%, compared to the perceived opportunities throughout the period.

— The main reasons Albanians gave for not participating in consultation processes in 2016-2022 were the lack of trust that participation would have an impact, the expectation that others should participate, and the belief that there are no consultation mechanisms or processes in place.

— Recent years have seen greater participation in civic activism. The percentage of Albanians who reported that they participated in rallies/demonstrations or signed petitions increased after 2020 and in 2022, figures were 10 pp higher than in 2016 (32% vs. 22%). The main reasons given were personal interest and the shared interests of their community.

— 46% of Albanians wanted to move to another country in 2019, that figure has decreased by 8 pp in 2022 to 38%. The main reasons given for moving to another country are better life opportunities, economic factors, and professional development.

SECTION VI –PUBLIC SERVICE DELIVERY 2022

— On average, less than half of respondents (39.1%) were 'satisfied or very satisfied' with the delivery of core public services, similar to levels in 2021.

— Overall, satisfaction rates for public service delivery decreased for most of the core and administrative public services measured by the survey, compared to 2021.

— Education (46.4%), water supply (46.4%), cleaning services (46.2%) and public health services (43.4%) were reported as satisfactory more often than police services (35.9%), public transport (31.8%), and judicial services (25.8%), though figures have witnessed a decrease. Specifically, public satisfaction with the provision of educational services and emergency services has recorded a significant decrease, - 7 pp for education, -7 pp for emergency medical service and – 9 pp for firefighters, compared to the 2021 figures.

— 56% of Albanian citizens who had used an administrative service in 2022 were satisfied or very satisfied, particularly when it came to the civil registry (52%), social insurance (39.4%), and road transport (38.5%). Nonetheless, figures for civil registry services have decreased significantly, by 8 pp compared to 2021.

— Only 13.4% of surveyed respondents submitted a complaint to public service providers, similar to those reported in the 2021 study (15.1%).

— Only 9.5% of Albanian citizens used the co-governance online platform www. shqiperiaqeduam.al to file a complaint in 2022. 31.8% of those who submitted a complaint at 'shqiperiaqeduam.al', said it was addressed.

— 24.9% of citizens believed that institutions properly address citizens' complaints.

— 59.3% of surveyed citizens did not feel safe in everyday life, witnessing a significant decrease of 12 pp, compared to 71.6% in 2021. The three main drivers of feelings of insecurity included crime, health issues and employment insecurity.

PREVIOUS YEARS

— On average, less than half of respondents have been 'satisfied or very satisfied' with the service delivery of core public services across the 2016-2022 period, remaining within a similar range in the last four years (2019-2022), with ratings of 38%-42%.

— In the period 2019 – 2022, the users of administrative public services have reported substantially higher figures than the overall satisfaction rate reported by all surveyed citizens, reaching a satisfaction rate of 56% in 2022.

SECTION VII – USE OF INFORMATION AND COMMUNICATIONS TECHNOLOGY (ICT) 2022

— Most of the public (64.9%) were informed that their municipality has a website, a percentage significantly higher than in 2021 (59.7%), indicating a sustained trend of improvement in this indicator. 45.9% of citizens reported using the municipality's website, a higher percentage compared to 2021 (40.7%).

— The vast majority of Albanians (90.7%) reported being aware that the government administration offers electronic services through the e-Albania portal. Among them, 82.9% reported receiving electronic services through the e-Albania portal in 2022.

— Less than half of citizens (47.9%) reported that they accessed the e-Albania portal without the help of others.

— The percentage of citizens who characterized services as functional (-6.2 pp), easy to use (-9.7 pp), and time efficient (-4.2 pp) was lower in 2022 than in 2021. 52.6% of survey respondents agreed that e-services allow citizens to express comments/suggestions.

— For the vast majority of Albanians (90.3%) the protection of personal data was important. However, more than half (59.8%) did not trust that their personal data was properly administered by public actors. A similar percentage, 58.8% did not trust that their personal data was properly administered by the private sector.

PREVIOUS YEARS

— The proportion of citizens who are aware of the website of the municipality where they live, has significantly trended upwardly from 2014 to 2022. However, the use of the municipality's website has not increased at the same pace as the awareness about it.

— The share of respondents informed about the e-Albania portal has substantially increased since 2018 (54%), with figures reaching 91% in 2022.

— Similarly, the proportion of citizens who have received electronic services through the e-Albania portal has significantly increased from 38% in 2019 to 75% in 2022.

SECTION VIII– GENDER AND SOCIAL INCLUSION 2022

— 61.5% of the Albanian population agreed that there is equality between men and women—a percentage similar to 2021.

— Over three-quarters of Albanians (77.1%) believed that men and women have the same access to public services, which is slightly higher than last year.

— Most citizens in 2022 (72.4%) believe that public servants served with the same devotion and ethics to women and men—a percentage lower than in 2021.

— A vast majority of the Albanian population (77.5%) thought that women and men are equally capable of holding any public position—a percentage lower than in 2021.

— In 2022, 14.6% of the Albanian population reported being treated differently by an institution or public official based on gender, age, ethnicity, sexual orientation, disability, or something else—a percentage slightly higher than in 2021 (11.8%).

— Almost three in five people (58%) believed that an increased number of women in local councils has a positive impact on local governance—a percentage significantly lower than in 2021 (64%).

PREVIOUS YEARS

— Data over the years (2016-2022) shows that generally more than half of the Albanians agree that there is equality between men and women in society. Men were more likely than women to agree that there is gender equality, with an average of 61%, compared to 50% for women.

— Across this period, the majority of the Albanians believes that men and women have the same access to public services, without substantial differences in the perceptions of women and men.

— During 2016-2022, the percentage of Albanians who reported that they were treated differently by an institution or public official on the basis of disability, sexual orientation, ethnicity, age, gender, or for other reasons did not change substantially. Values varied between 12% and 16%.

— The proportion of Albanians who agreed that women and men are equally capable of holding public office has remained notably high – with an average of 80% - since this question was first asked in 2016. The lowest rating was 77% in 2019.

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1. INTRODUCTION

Over the past decade, Western Balkan countries have undergone significant changes as they have moved towards an open and democratic society. In recent years, the reform agenda has been stimulated by the process of accession to the European Union (EU). In Albania, improving the functioning of democratic institutions, public administration, the rule of law and economic development are at the heart of these reforms.[1] The proper implementation of these reforms and the opening of accession talks are currently important factors in the Albanian public's perception of the government. Together with long-term issues such as trust in governance, public-service delivery and public accountability, these are important elements in determining support or otherwise for the *status quo* in Albanian society.

The Opinion Poll is a valuable tool for monitoring public trust in governance and citizen engagement in Albania on a yearly basis. Its main objective is to explore public perceptions and attitudes on issues such as the trustworthiness, transparency and accountability of public institutions, the prevalence of corruption, the level of citizen engagement in policy and decision-making, satisfaction with public-service delivery and the enforcement of non-discriminatory laws and policies. Furthermore, the Opinion Poll generates data that feeds into the enhancement of major reforms related to good governance, anti-corruption, judicial reform and cross-cutting issues such as gender equality and social inclusion.

This, the tenth edition of the report, presents the results of the 2022 Opinion Poll and examines the main trends observed across the last decade. The Institute for Democracy and Mediation (IDM) conducted the Opinion Poll in 2022, and the fieldwork was carried out from 18 November to 5 December 2022, across all 61 municipalities of Albania. The report begins with an overview of the methodology used and the socio-demographic characteristics of the sample. It then proceeds to present the survey findings, organized into eight main sections: trust in institutions; transparency and accountability; corruption in public institutions; political influence; citizen engagement; satisfaction with public-service delivery; utilization of Information and Communications Technology (ICT); as well as gender and social inclusion. Notably, for this tenth edition, each section includes an analysis of trends observed over the years.

The Opinion Poll covers the years 2013 to 2022, using a similar survey instrument. This is the third edition funded under the framework of the Consolidation of Citizen Centric Public Service Delivery in Albania (CSDA) project, a donor pool fund implemented by the Government of Albania, in partnership with UNDP, and with the Austrian Development Cooperation (ADC) as key contributor, together with UNDP.

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1   *Democratic institutions, public administration reform, rule of law, economic development and competitiveness are considered the 'fundamentals' of the EU acquis communautaire by the European Commission.*

2. METHODOLOGY

2.1 STATISTICAL METHODOLOGY AND THE STATISTICAL DESCRIPTION OF THE SAMPLE

The Opinion Poll 'Trust in Governance' 2022 employed a representative sample of the Albanian population, in which respondents were selected across the country's 61 municipalities and their administrative units. Employing a weighted, nationally representative sample allows us to extrapolate from the findings of the Opinion Poll to the Albanian population as a whole. Consequently, the statistical significance of the sample is described as follows: for an adult resident Albanian citizen population of 2,192,202, with a sample size of 2,500 respondents, for a confidence level of 95%, the confidence interval is ± 1.96; and for a confidence level of 99%, the confidence interval is ± 2.58.

In order to determine the quota size for each of the 12 counties, the population of Albania was retrieved from the civil registry and the number of residents of each county on 1 January 2022 was retrieved from the Institute of Statistics (INSTAT). The number of residents over 18 years old in the territory of Albania has changed by -0.98% from 2019 to 2022. This statistical change must be considered by readers and researchers together with the statistical confidence of the sample mentioned above. Hence, as in previous editions, quantitative data as of 1 January 2019 was used to calculate the sample size by the municipality and, in more detail, by the administrative units within them. The sample of 2,500 respondents was then distributed across all 61 municipalities of the 12 counties.

Subsequently, distribution by county was adjusted to select only the adult population (aged 18 years and older) and to employ quota controls for gender. As INSTAT does not define age groups as either under or over 18 years old, a linear interpolation technique was used.

The population representation coefficient for Albanian men over 18 as of 1 January 2019 was determined at 0.779325197 and for Albanian women over 18 at 0.790087789. The total population representation coefficient for Albanians over 18 years old was 0.78472508614746.[2] Table 1 shows the distribution per county of the Albanian resident adult population and the sample size per county.

MEASURING CHANGE ACROSS YEARS

The use of repeated cross-sectional survey data[3] over the years under study allows us to compare data and measure change over time. However, in order to compare datasets across different years, certain criteria were imposed to ensure the validity of the analysis. Firstly, only questions that maintained consistent wording and sequencing throughout the years were selected. This ensured that the respondents' understanding and interpretation of the questions remained the same, preserving the context established in previous years.

Secondly, only questions with the same number of response options and the same type of variables were included for comparison purposes. This standardization allowed for meaningful comparisons of responses between different years and enabled a reliable assessment of change over time.

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2   *This means that about 78.4% of the Albanian population are over 18 years old as of 1 January 2019.*

3   *Data in which the same question is asked to a different sample of individuals each time.*

Table 1: Resident Adult population on 1 January 2019 and 1 January 2022 and sample size per county

County	Resident population 2019	Resident population over 18 years old, 2019	Resident population over 18 years old, 2022	Sample size per county		
				Men	Women	Total
Berat	125,157	96,788	90,283	51	52	103
Dibër	118,948	91,986	85,994	48	50	98
Durrës	290,126	224,364	228,610	129	132	261
Elbasan	274,982	212,653	203,332	114	118	232
Fier	294,747	227,938	218,478	123	126	249
Gjirokastër	61,423	47,500	43,378	24	25	49
Korçë	207,889	160,767	154,829	87	90	177
Kukës	76,594	59,233	57,103	32	33	65
Lezhë	125,195	96,817	92,035	52	53	105
Shkodër	202,895	156,905	151,459	85	88	173
Tiranë	895,160	692,257	721,563	406	417	823
Vlorë	189,311	146,400	145,139	82	84	166
Total	**2,862,427**	**2,213,610**	**2,192,202**	**1,233**	**1,267**	**2,500**

2.2 SURVEY INSTRUMENT

Each year, dating back to 2013[4], the survey has included the same core questions on trust in governance, corruption, citizen engagement and the use of ICT. However, its content is annually reviewed by a panel of experts in the fields of good governance and social sciences to keep up with recent developments and trends in public discourse. As a result of the panel's revisions, and following regular consultations with development and government partners, this year, a number of edits were introduced, three questions were omitted, three new questions and a few answer options were added.In Section I, the Special Prosecution Office against Organized Crime and Corruption (SPAK), was added to the list of institutions to evaluate public trust and perception of political influence in Section VII. SPAK was established in 2019 as part of justice reform and is an important institution in the fight against corruption and organized crime. Section V – Use of ICT, underwent modifications with the addition of two questions and the revision of one to address data breaches in 2021 and cyber security threats in 2022. Given the digitalization of all public services, answer options were rephrased and revised to better measure the level of autonomy of citizens in using electronic services. Additionally, Section VI saw the removal of specific questions related to public-service delivery, and the section on natural disasters was omitted. Finally, in the demography section, the Socialist Movement for Integration was renamed

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4   *The data from 2013 has not been included in the analysis conducted over the years because it was the pilot year for this instrument, and the data collection methodology differed from subsequent years.*

the Freedom Party.

2.3 DATA COLLECTION AND PROCESSING

The face-to-face interview method was used for data collection. Before starting the field work, the questionnaire was tested, and enumerators were trained.

The interview process took place between 18 November and 5 December 2022, across 61 municipalities and respective administrative units. A total of 43 experienced enumerators were engaged in the data collection and at the end of the field work, quality control checks of the collected data were conducted before the data entry. The data was processed and analysed using SPSS software to present findings of descriptive and relational statistics.

3. DEMOGRAPHY OF THE SAMPLE

Out of a nationally representative sample of 2,500 respondents (age +18), 51.3% were female and 48.7% male. The distribution of sample according to geography was 66% urban and 34% rural.

Figure 1: Gender representation
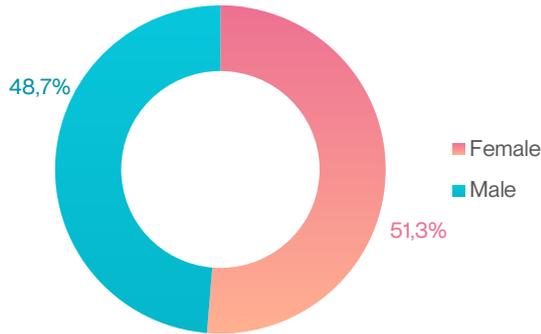
Figure 2: Geographical location

48,7%

51,3%

■ Female
■ Male

34%

66%

■ Urban
■ Rural
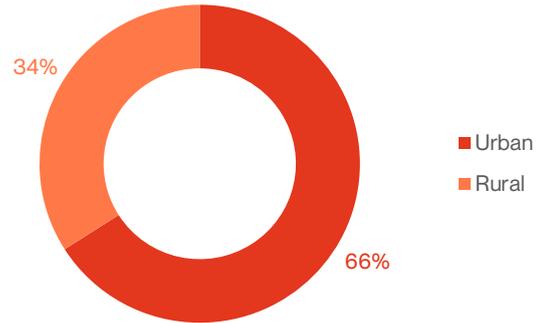
Base: N=2500

Base: N=2500

The two largest age groups were 26–35 and 36–45 years old, with a share of 23.8% and 20.2%, respectively. Young people (below 26 years old) represent 13.8% of the sample, while elderly people (66 years old and over) were 9.4%.

Table 2: The proportion of respondents by age groups

Age groups	Percentage
18-25 years old	13.8
26-35 years old	23.8
36-45 years old	20.2
46-55 years old	19.2
56-65 years old	13.6
66 years old and over	9.4
Total	**100.0**

Base: N= 2500

With regard to educational attainment, the largest group is represented by those respondents with a high school education (40.6%), followed by respondents holding a university degree (or higher) 36.9%. Respondents without any education represent only 1.4% of the sample. The shares of individuals with at least primary school (4th grade) and compulsory level (8th/9th grade) were 3.5% and 17.3% respectively.

Figure 3: Educational attainment

- Refuse
- University degree or higher
- High school
- Compulsory level (8/9th grade)
- Primary school (4th grade)
- No education

0,3%
36,9%
40,6%
17,3%
3,5%
1,4%
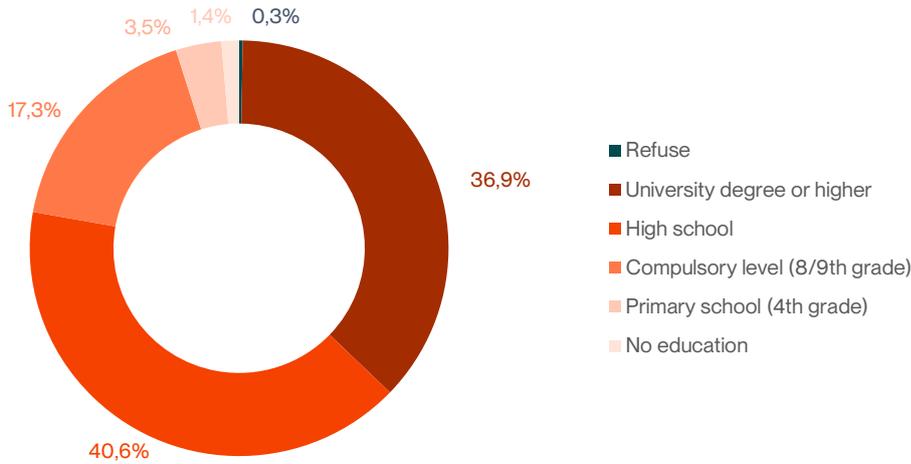
Base: N=250

Concerning employment status, six in ten respondents (59.3%) were employed at the time of the interview. Most of the employed respondents (67%) worked in the private sector, 27.3% in the public sector while 5.7% chose the option 'other'[5]. Nearly two in ten respondents (19.6%) reported being unemployed, followed by 12.4% who were retired, 6.3% were students, while 1.7% gave a different employment status such as home-maker, seasonal worker etc.

Table 3: Employment status

Employment status	N	%
Employed	1483	59.3%
Public Sector	437	27.3%
Private Sector	1074	67.0%
Other	91	5.7%
Total	1602	100.0%
Unemployed	491	19.6%
Student	158	6.3%
Retired	310	12.4%
Other	43	1.7%
Refuse	15	0.6%
Total	2500	100.0%

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5   Qualitative data collected through the open-ended questions suggests it corre-
     sponds with self-employed respondents.

Regarding monthly income rates, at the time of interview, 21.7% of the respondents did not have any regular income. The largest share (27%) was those who reported a net monthly income of 30,001–50,000 ALL, followed by 23.8% who earned under 30,000 ALL,[6] and 15.9% who reported having monthly incomes of 50,001–70,000 ALL. Only 4.5% of the sample had an income of over 70,001 ALL, whilst 7.1% of the surveyed respondents refused to note their income.

Figure 4: Regular individual monthly (net) income

- No income
- Up to 30,000 ALL / month
- From 30,001 – 50,000 ALL / month
- From 50,001 – 70,000 ALL / month
- Over 70,001 ALL / month
- Refuse
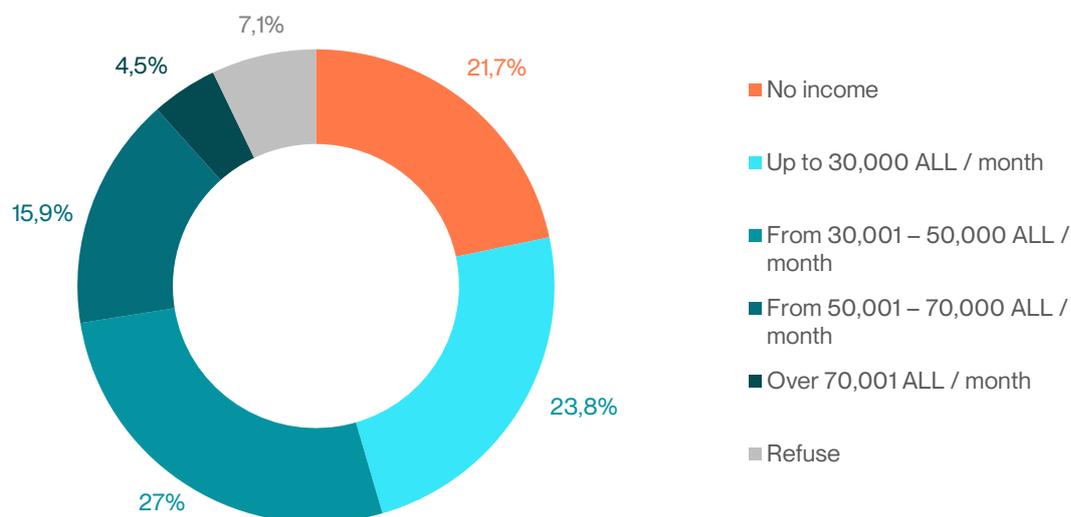
Base: N=2500

Survey respondents were also asked whether they identify as having any disability, and 7% self-reported having a disability (N=174). Among them, 63.5% (101 out of 174) reported benefiting from the invalidity pension. Asked if they belong to a minority group, only 6.1% stated that they did. Among them, 29.8% identified as Roma, 19.9% as Egyptian, 14.9% as Greek, 9.2 as Macedonian, and 2.8% as Montenegrin. A further 9.9% of those who considered themselves a member of a minority group were either from one not listed or refused to reveal which. For more details, please refer to Table 4 below.

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6   The minimum wage was up to 24,000 ALL/month in 2015–2020, and up to 30,000 ALL/month in 2021.

Table 4: Proportion of respondents belonging to a minority group

Member of a minority group	N	%
Yes	152	6.1%
Greek	21	14.9%
Macedonian	13	9.2%
Aromanian	7	5.0%
Roma	42	29.8%
Egyptian	28	19.9%
Montenegrin	4	2.8%
Bosnian	3	2.1%
Serbian	1	0.7%
Bulgarian	8	5.7%
Refuse/another minority group	14	9.9%
No	2281	91.9%
Refuse to answer	48	1.9%
Total	**2481**	**100.0%**

4. OPINION POLL RESULTS 2022 AND ACROSS YEARS

4.1 TRUST IN INSTITUTIONS

Trust in institutions represents one of the core pillars of the 'Trust in Governance' Opinion Poll. Trust in public institutions is understood as citizens' confidence in state bodies. This includes parliament, government, police, courts and independent public bodies. Given their role in the country's governance, the poll also investigates public trust in non-state institutions such as the media, religious institutions and non-governmental organizations (NGOs).

In this part of the survey, respondents were asked to rate 19 key state actors and public institutions, including, for the first time in this edition, their municipal administration and municipal council, on a four-point scale from 1 (I have great trust) to 4 (I do not trust at all). The basic assumption here is that the degree of trust in certain institutions indicated by respondents stems from a combination of both macro-and micro-level factors. The implication is that respondents indicate their degree of trust based on their general perception and experiences with the relevant actors and institutions without necessarily knowing how specific institutions are designed and/or function.

TRUST IN INSTITUTIONS, THE 2022 RESULTS

In 2022, international organizations such as NATO (74.2%), the UN (71.3%) and the EU (70.9%), maintained their ranking as the most trusted institutions in Albania. Meanwhile, religious institutions (64.2%) continued to be seen as the most trusted domestic institutions, followed by the armed forces (59.5%), educational institutions (54.5%) and civil society organizations (53.6%). Political parties (29.5%), prosecution (35.2%), the courts (36.2%) and parliament (33.8%) were the least trusted institutions in 2022. 50% of Albanians trusted the Special Prosecution Office against Organized Crime and Corruption (SPAK), which was added to the list of surveyed institutions in 2022.

The 2022 trust survey data show that 5 out of 15 institutions were trusted somewhat ('I have great trust' or 'Basically, I trust') by more than half of the respondents. Religious institutions (64.2%) continue to be perceived as the most trusted domestic institutions, followed by the armed forces (59.5%), educational institutions (54.5%), and civil society organizations (53.6%).

With reference to religious institutions, about four in ten respondents (39.9%) said they basically trust them and 24.3% have great trust; while a total of 32.3% of respondents said they either basically do not trust religious institutions or do not trust them at all. Armed forces, the second most trusted domestic institution, were greatly trusted by 17.3% and basically trusted by 42.2% of respondents; while a total of 38.2% of the respondents indicated that they basically do not trust or do not trust them at all.

In 2022, public trust in the president witnessed a significant increase to 41%, compared to ratings of 24–28% in the last three years. This was made up of 7.8% who greatly trust the president and 33.3% who basically trust the president, leaving 56.9% that basically do not trust or do not trust them at all.

This edition of the opinion poll introduced the Special Prosecution Office against Organized Crime and Cor-

ruption (SPAK). Half of the respondents trusted the Special Prosecution Office against Organized Crime and Corruption (SPAK). Specifically, public trust in SPAK was evenly split between those who say they trust it (50%) and those who do not (48.5%). However, this percentage is higher compared to the trust levels reported for the prosecution and courts.

The domestic institutions and actors that received the lowest trust ratings were political parties (29.5%), the prosecution office (35.2%), the courts (36.2%) and parliament (33.8%) though the figures have improved in the last two years. For the political parties, about seven in ten participants (69%) reported they do not trust them, while fewer than a third (29.5%) trusted them (6.8% greatly trust and 22.8% basically trust). Regarding the prosecution, 37.5% of respondents indicated that they basically do not trust the institution and 30.6% reported that they do not trust it all. Data shows that public trust in the courts is higher than a year ago, with 36.2% of respondents indicating they trust them, while 62.9% do not (39.6% basically do not trust and 23.3% do not trust at all). For parliament, 65.4% of respondents reported that they do not trust it (38.9% basically do not trust and 26.4% do not trust at all), compared to 33.8% who report trusting it.

In 2022, results show that central and local governments enjoy greater levels of trust than the legislative and judicial branches. Specifically, 42.6% of the respondents indicated that they trust the central government, with 9% saying they have great trust and 33.6% that they basically trust.

For local government, four in ten participants (40.5%) say they trust it, with 7.2% saying they have great trust and 33.3% that they basically trust it. These proportions are very similar for the municipal administration with 40.9% of respondents trusting it (8.1% have great trust and 32.8% basically trust it). While, for the municipal council, 37.2% of surveyed respondents trusted it, comprising 7.6% who had great trust and 29.6% that basically trust it. A slightly higher proportion of respondents reported trusting the municipal administration than the municipal council.

On average, about seven in ten people in 2022 reported trusting international organizations in Albania, such as NATO (74.2%), the UN (71.3%) and the EU (70.9%), similar to the levels in 2021.

Figure 5: Institutional trust (2022)

9%	33,6%	34,6%	22,4%	Central Government
7,2%	33,3%	37,4%	21,7%	Local Government
8,1%	32,8%	36,5%	21,8%	Municipality (Administration)
7,6%	29,6%	38,7%	23,1%	Municipal Council
7,8%	33,3%	35,1%	21,8%	President
6,3%	27,5%	38,9%	26,4%	Parliament
7,1%	28,0%	37,5%	26,1%	Prosecution
12%	38%	29,4%	19,1%	SPAK
7,7%	28,5%	39,6%	23,3%	Courts
10,3%	38,8%	33,7%	16,6%	Police
17,3%	42,2%	25,2%	13%	Armed Forces
6,8%	22,8%	37,2%	31,8%	Political parties
8,5%	38%	35,8%	16,7%	Public healthcare
11,2%	43,3%	31%	13,2%	Public education
9,9%	35,3%	35,7%	18,1%	Media
24,3%	39,9%	20,7%	11,6%	Religious Institutions
15,6%	38%	30,6%	13,4%	Civil Society Organizations
23,7%	47,2%	19,5%	8,4%	European Union
24,1%	47,2%	18,4%	8,6%	United Nations Organization
27,6%	46,6%	16,3%	8%	NATO

■ I have great trust ■ Basically, I trust ■ Basically, I do not trust ■ I have no trust at all ■ Refuse

Base: N=2500 for all institutions

SOCIO-DEMOGRAPHIC COMPARISON OF INSTITUTIONAL TRUST

The results show that there are no substantial differences between females and males for all institutions. Female and male respondents had similar levels of trust in each of the institutions and key actors listed in the survey.

While looking for differences across respondents' age groups, results show that respondents aged 66 years old and over are far more likely to express a higher level of trust for the central government, local government, municipal administration, municipal council, the president and SPAK than other age groups. Meanwhile, respondents aged 56–65 years are more likely to indicate lower levels of trust for the prosecution, courts, political parties, health, EU and UN than other age groups.

Survey respondents working at public institutions are far more likely to express a high level of trust in all institutions than those working in the private sector, especially for central government, local government, president and SPAK. For the president, substantial differences were recorded across educational attainment with university graduates far more likely to say that they trust them compared to those with up to lower secondary level.

In terms of geography, respondents living in urban and rural areas indicated the same level of trust for all institutions, without any major recorded differences. See Table 6 at the end of this chapter for the socio-de-

mographic breakdown of trust in institutions.

INSTITUTIONAL TRUST, FINDINGS ACROSS THE YEARS

The following visualization, Table 5, shows rates of trust (either 'I have great trust' or 'Basically, I trust') for 17 institutions across the years 2015–2022.

Religious institutions have been seen consistently as the most trusted domestic institutions by respondents across the period, though there has been an overall decline. The armed forces follow, with less fluctuation and an upturn in public opinion in the last two years.

On the other hand, political parties, courts, prosecution, and parliament have been ranked among the least trusted institutions throughout the period.

International organizations have been consistently the most trusted institutions, with ratings above 70% throughout the period, though this has declined since 2018.

Table 5: Institutional trust across years (2015–2022)

	2015	2016	2017	2018	2019	2020	2021	2022	Average
NATO	74%	79%	84%	81%	78%	76%	73%	74%	77%
UN		80%	85%	79%	75%	76%	71%	71%	77%
EU	72%	80%	85%	80%	73%	75%	71%	71%	76%
Religious inst.	52%	58%	76%	73%	66%	70%	67%	64%	66%
Armed Forces	46%	55%	63%	63%	59%	54%	55%	60%	57%
Education system	33%	59%	63%	64%	57%	54%	57%	55%	55%
Civil society	38%	46%	57%	57%	56%	53%	53%	54%	52%
Police	46%	61%	53%	58%	55%	43%	46%	49%	51%
Media	39%	58%	54%	56%	51%	45%	48%	45%	50%
Healthcare	27%	50%	53%	54%	51%	45%	47%	47%	47%
Local gov.		49%	49%	47%	42%	42%	44%	41%	45%
Central gov.	34%	44%	47%	42%	41%	36%	45%	43%	41%
President	29%	36%	33%	30%	28%	24%	24%	41%	31%
Parliament	22%	27%	34%	30%	28%	24%	33%	34%	29%
Courts			21%	28%	27%	24%	28%	36%	27%
Prosecution			22%	28%	27%	24%	28%	33%	27%
Political parties	15%	23%	21%	22%	23%	20%	26%	30%	22%

Base: N= 2500 in 2022; N= 2500 in 2021; N=2488 -2499 in 2020; N=2499 in 2019; N=1647 in 2018, 2017, 2016.

Note: In 2019, the sampling method was changed to a nationally representative sample.

* From 2017 onwards, 'Judiciary' has been divided into 'Prosecution' and 'Courts'.

LEGEND: Colours from dark red to orange, yellow, then dark green display fluctuations with reference to the 50% mark from the lowest to the highest values.

JUSTICE REFORM

35% of Albanians believed that justice reform is being implemented properly, the same proportion as in 2021. However, the public belief that it will positively influence the development of the country has significant decreased in the last year to 47%, a drop of -10 pp compared to 2021 (57%).

Albanian judicial reform started in 2016, intending to overhaul widespread corruption and political influence in the judicial process. It is one of the largest and most complex institutional reform programmes being undertaken in the country, consisting of, among other measures, the vetting of judges and prosecutors and the creation of new institutions such as the Special Prosecution Office against Corruption and Organized Crime (SPAK).

In 2022, the trust survey found that 34.6% of survey respondents believe that the justice reform is being implemented properly, 44.8% do not share this belief, and 20.7% do not have an opinion. Less than half of respondents (47%) believe that justice reform will have a positive impact on the development of Albania. About a third (32%) say it will not have a positive impact and 21% did not know.

Figure 6: Perceived impact and implementation of justice reform (2022)

| 34,6% | 44,8% | 20,7% | Proper implementation of justice reform |
| 47% | 32% | 21% | Positive impact of justice reform |

■ Yes   ■ No   ■ I do not know
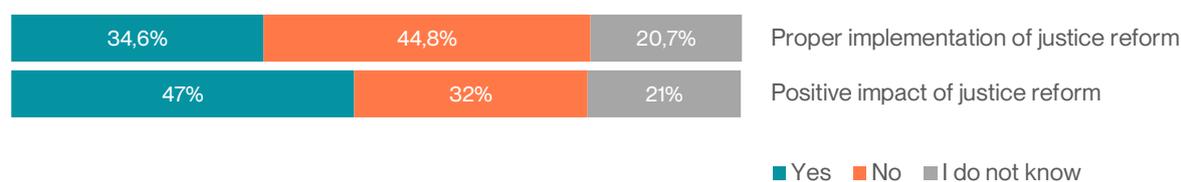
Base: Proper implementation of justice reform (N=2500); Impact of reform (N=2500)

Females (35%) and males (34%) had similar beliefs on the proper implementation of the justice reform. Public sector employees and those with monthly incomes between 50,001–70,000 ALL were more likely than others to believe in the proper implementation of the reform.

There were no substantial differences between the proportion of females (48%) and males (46%) who believe that justice reform will have a positive impact on the country's development. Respondents with a university degree (or higher), public sector employees and those with monthly incomes between 50,001–70,000 ALL were more likely to say that the reform will have a positive impact. *For detailed information, see Table 7 at the end of this chapter.*

PROPER IMPLEMENTATION OF JUSTICE REFORM ACROSS THE YEARS

At the start of the justice reform process in 2016, respondents were asked about their perception that it would be implemented properly. Data showed that nearly half of the surveyed participants (46%) were optimistic, and this decreased slightly to 42% in 2017.

Figure 7: Public belief that Justice reform will be implemented properly (2016–2017)

Yes	No	I do not know
46% / 43%	42% / 38%	12% / 20%

■ 2016 ■ 2017
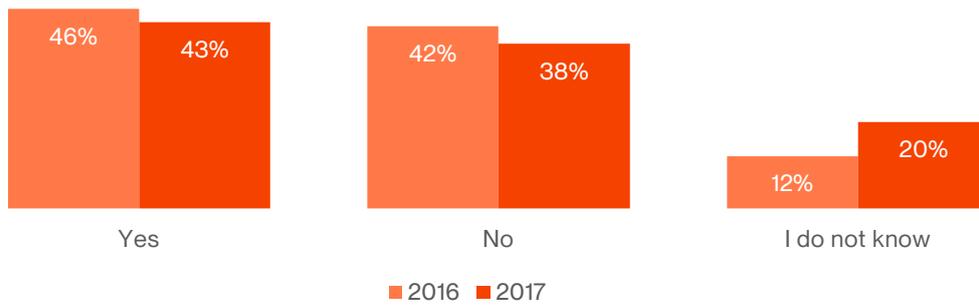
Base: For proper implementation of justice reform 2016 (N=1641); 2017 (N=1646)

Between 2018 and 2022, respondents were asked about their perception of the implementation of the reform underway. Data showed that public belief declined somewhat from 2018 to 2020. It then returned to the same level, an increase of 6 pp in 2021, and has remained at this level in 2022.

Figure 8: Proportion of respondents who believe in the proper implementation of the justice reform (2018–2022)

2018	2019	2020	2021	2022
35%	31%	29%	35%	35%

—○— Yes
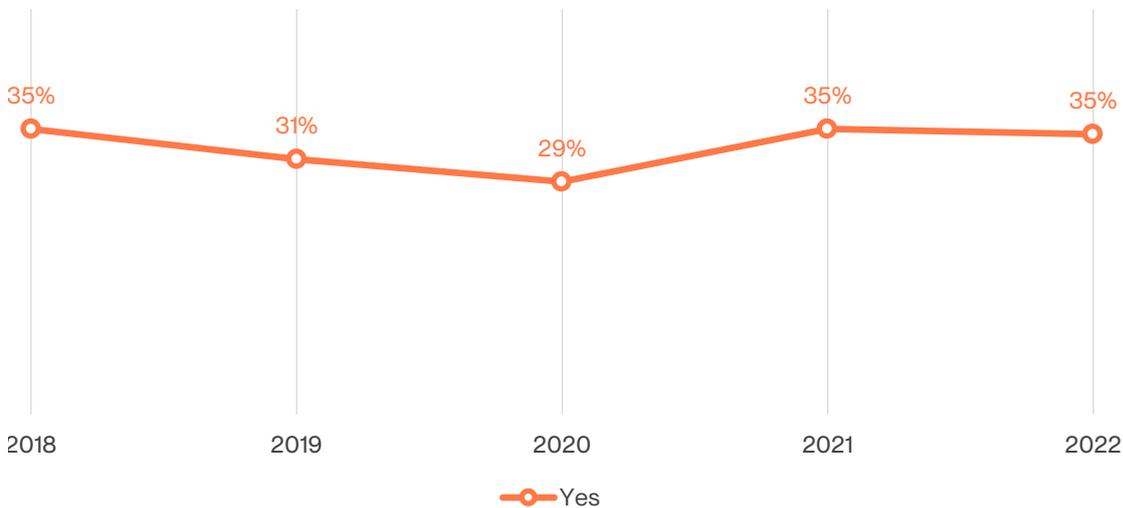
Base: For proper implementation of justice reform 2018 (N=1645); 2019 (N=2498); 2020 (N=2494); 2021 (N=2500); 2022 (N=2500).

Note: In 2019, the sampling method was changed to a nationally representative sample.

MEDIA USE

Television is still the most popular media outlet for half of Albanians (51.3%), with social media (30.6%) and online portals (11.6%), continuing their upward trend as primary sources for news on current affairs compared to the last two years.

The 2022 findings show that half of the respondents (51.3%) reported television as their primary source for news on current affairs, followed by social media (30.6%), online portals (11.6%), newspapers (4.5%) and radio (1.4%).

Figure 9: Most-used media for information about current affairs in 2022

51,3%	TV
1,4%	Radio
4,5%	Newspapers (printed/ online)
11,6%	Portals
30,6%	Social media (Facebook, Twitter, etc.)

Base: N =2495

*Note: some respondents chose more than one option; the percentages do not total at 100%

Findings show that females (51%) and males (52%) are likely to share similar perceptions regarding the use of TV as the most preferred media outlet. Respondents aged 46 years and above, up to lower secondary education level, retired, with monthly incomes up to 30,000 ALL and those residing in rural areas were most likely to report TV as their preferred form of mass media.

Females (32%) and males (30%) tended to have similar preferences regarding social media. Respondents between 18 and 35 years old, those with a university degree (or higher), students and those with monthly incomes of 50,001 ALL and above were more likely to use social media platforms.

Referring to the use of portals, there was no major difference between females (12%) and males (11%). Students and respondents with incomes over 70,001 ALL were more likely to report portals as their preferred news outlet.

Meanwhile, no differences across socio-demographic data were found for those preferring radio and newspapers. *For detailed information, see Table 8 at the end of this chapter.*

Findings across the period 2016–2022 show that TV has been seen consistently as the dominant medium for information on current affairs, though the figures have decreased over time – recording its lowest share in the 2022 poll (74% to 51%). On the other hand, the percentage of social media users has increased from 19% in 2016 to 31% in 2022 – with some fluctuations. The highest percentage of social media users was recorded during the COVID-19 pandemic – reaching 36%, in 2020.

ACCURACY OF THE MEDIA

Up to 38.6% of Albanians believed that the information provided by the Albanian media was accurate/true, similar to 2021 (38.8%).

In 2022, respondents were evenly split between those who believe that the information provided by Albanian media was accurate/true (38.6%) and those who do not believe it, with another 24% who say they do not know. Respondents who use portals as their primary news source were most likely to indicate that the information provided in their chosen source was accurate and/or true (33.1%), followed by TV users (42%) and radio (38.9%). On the contrary, respondents who reported primarily using social media were less likely to believe in the accuracy of information provided (33.1%) followed by newspaper readers (27.4%).

Figure 10: Perception of media accuracy according to the most-used media outlet 2022
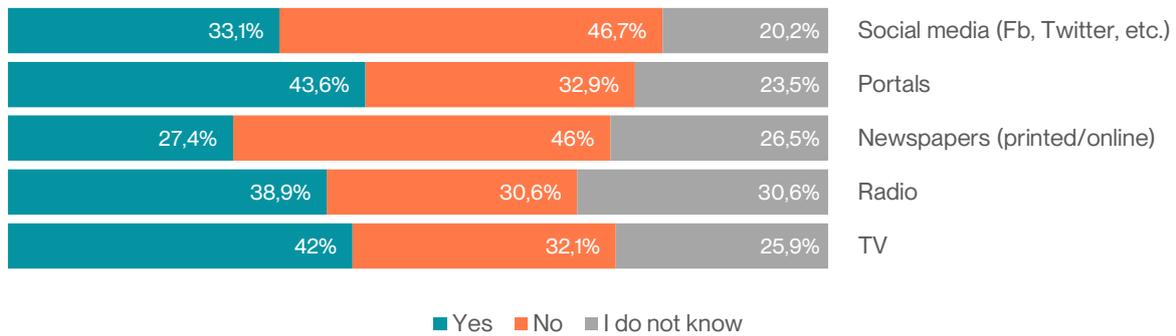
Base: N =2495

In 2022, the proportion of respondents who saw the information provided by the Albanian media as accurate was the same as a year ago, overcoming a dip in 2020. See Figure 11 below.

Figure 11: Accuracy of media (2016–2022)
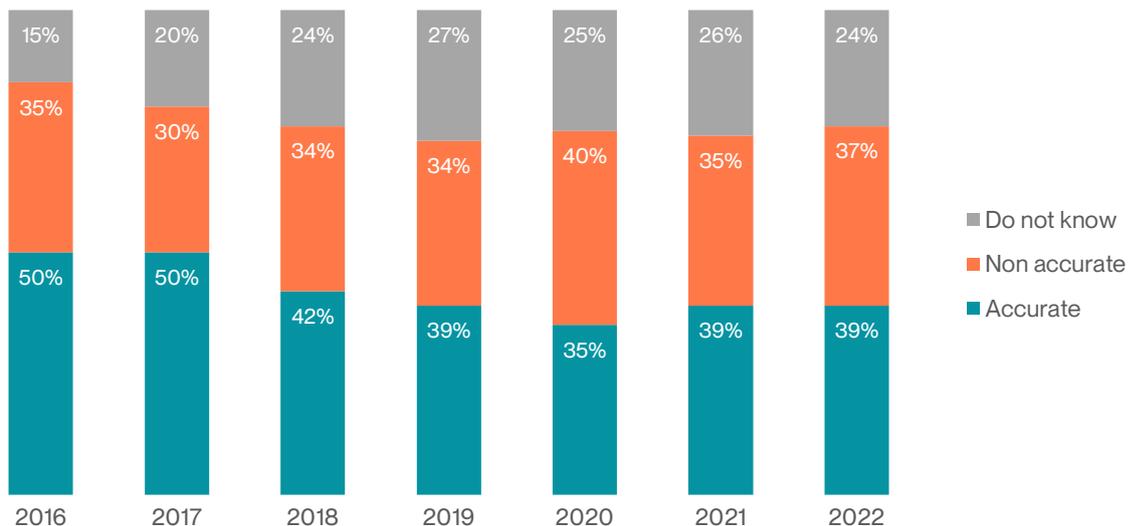
Base: 2016 (N=1639); 2017 (N=1646); 2018 (N=1643); 2019 (N=2496); 2020 (N=2491); 2021 (N=2500); 2022 (N=2500)

Note: In 2019, the sampling method was changed to a nationally representative sample.

Slightly more than half of Albanians (51.1%) were satisfied or very satisfied with the impact of foreign assistance (donors) in Albania in 2022.

Slightly more than half of Albanians (51.1%) reported being satisfied or very satisfied with the impact of foreign assistance (donors) in Albania. On the other hand, 31.3% reported being unsatisfied or very unsatisfied while 17.6% said they were not sure.

Figure 12: Satisfaction with foreign donor assistance (2022)

10,2%

17,6%

21,2%

14,5%

36,6%

- ■ Very Unsatisfied
- ■ Unsatisfied
- ■ Satisfied
- ■ Very satisfied
- ■ I do not know
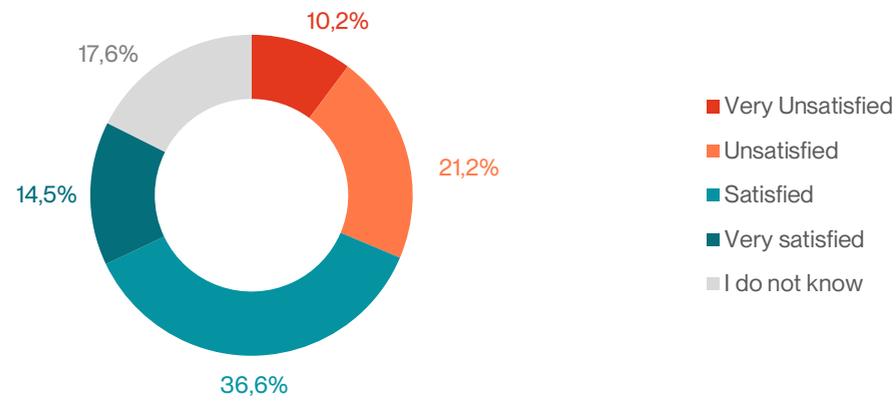
Base: N = 2500

Females (51%) and males (51%) had similar satisfaction levels (either satisfied or very satisfied with the impact of foreign assistance). Respondents aged 26–35 years old, those working in the public sector and those with monthly incomes between 50,001–70,000 ALL were all far more likely to report being satisfied or very satisfied with foreign aid.

Table 6: Demographic breakdown of trust ('I have great trust' and 'Basically I trust')

TOTAL (% Basically trust & great trust)	Central Govt.	Local Gov.	Municipal (Administration)	Municipal Council	President	Parliament	Prosecution	SPAK	Courts	Police	Army	Political Parties	Healthcare	Education system	Media	Religious inst.	CSOs	EU	UN	NATO
	43%	41%	41%	37%	41%	34%	33%	50%	36%	49%	60%	30%	47%	55%	45%	64%	54%	71%	71%	74%
Gender																				
Female	46%	42%	42%	38%	41%	34%	36%	50%	38%	50%	59%	29%	46%	55%	46%	65%	55%	72%	72%	74%
Male	39%	39%	39%	36%	41%	33%	35%	50%	35%	48%	61%	30%	47%	54%	44%	64%	52%	70%	71%	75%
Age																				
18–25 years old	41%	39%	36%	35%	40%	33%	36%	49%	37%	47%	57%	33%	47%	52%	44%	61%	59%	76%	75%	77%
26–35 years old	44%	41%	42%	38%	44%	35%	38%	52%	40%	52%	62%	29%	46%	54%	45%	63%	54%	73%	75%	76%
36–45 years old	41%	40%	42%	39%	41%	36%	37%	52%	37%	49%	61%	31%	49%	58%	45%	66%	53%	70%	72%	73%
46–55 years old	41%	37%	39%	35%	38%	31%	34%	48%	36%	47%	57%	28%	46%	55%	46%	69%	56%	72%	73%	76%
56–65 years old	40%	40%	36%	34%	38%	30%	26%	44%	29%	47%	57%	24%	40%	52%	42%	59%	50%	63%	63%	69%
66+ years old	50%	49%	51%	45%	47%	38%	38%	56%	37%	53%	62%	32%	52%	53%	50%	65%	48%	68%	65%	72%
Educational attainment																				
Up to lower secondary	39%	36%	39%	34%	33%	29%	30%	42%	31%	46%	56%	28%	45%	53%	45%	65%	48%	64%	63%	66%
High School	41%	39%	41%	36%	40%	33%	35%	51%	35%	49%	59%	29%	46%	55%	44%	65%	54%	71%	72%	74%
University	46%	45%	42%	40%	47%	38%	39%	54%	40%	51%	62%	31%	48%	55%	46%	63%	56%	76%	76%	79%
Employment status																				
Employed — Total	44%	42%	43%	39%	44%	36%	37%	52%	39%	52%	63%	30%	48%	57%	44%	65%	54%	73%	74%	77%
Employed — Public	67%	66%	63%	59%	62%	55%	55%	69%	54%	63%	74%	43%	62%	69%	56%	71%	65%	82%	85%	86%
Employed — Private	35%	32%	35%	31%	37%	29%	31%	47%	33%	46%	59%	25%	43%	53%	40%	62%	51%	70%	71%	74%
Unemployed	36%	35%	36%	33%	33%	27%	30%	44%	31%	45%	54%	28%	44%	52%	47%	66%	53%	68%	68%	71%
Student	41%	36%	32%	32%	40%	30%	35%	47%	32%	42%	51%	33%	45%	49%	48%	66%	59%	75%	75%	77%
Retired	49%	46%	46%	41%	45%	36%	35%	52%	33%	50%	59%	28%	45%	50%	46%	62%	48%	64%	61%	67%
Geographic representation																				
Urban	43%	39%	39%	37%	42%	34%	37%	51%	37%	50%	62%	30%	46%	55%	46%	63%	54%	72%	72%	75%
Rural	42%	43%	44%	38%	39%	33%	32%	47%	34%	47%	55%	28%	47%	53%	44%	66%	53%	69%	70%	73%
Income																				
No income	36%	34%	32%	32%	34%	26%	28%	43%	30%	43%	52%	26%	42%	50%	46%	65%	54%	70%	70%	71%
Up to 30,000 ALL	45%	42%	44%	38%	40%	34%	34%	51%	35%	49%	59%	32%	48%	52%	48%	63%	52%	67%	64%	69%
30,001–50,000 ALL	45%	43%	45%	41%	44%	36%	37%	54%	40%	53%	63%	30%	47%	60%	42%	66%	55%	74%	75%	77%
50,001–70,000 ALL	49%	47%	48%	43%	51%	42%	46%	58%	44%	53%	66%	35%	51%	60%	49%	64%	58%	77%	80%	80%
Over 70,001 ALL	40%	35%	34%	29%	42%	35%	31%	48%	31%	56%	71%	23%	50%	47%	38%	63%	46%	71%	71%	81%

Note: Colours represent >5 p.p. difference with total responses

Note: The group "up to lower secondary education" includes respondents with no education, primary education, and those that attended school until the compulsory level (8/9 year).

Table 7: Demographic breakdown of justice reform (2022)

		The positive impact of justice reform (% yes)	Proper implementation of justice reform (% yes)
Total			
Gender			
Female		48%	35%
Male		46%	34%
Age			
18–25 years old		47%	33%
26–35 years old		51%	36%
36–45 years old		46%	36%
46–55 years old		46%	33%
56–65 years old		43%	31%
66 and over		48%	38%
Education			
Up to lower secondary		42%	31%
High School		44%	33%
University degree		53%	39%
Employment			
	Total	50%	37%
Employed	Public	66%	56%
	Private	45%	31%
Unemployed		41%	30%
Student		45%	30%
Retired		44%	34%
Income			
No income		41%	28%
Up to 30 000 ALL		46%	35%
30 001 – 50 000 ALL		51%	39%
50,001–70,000 ALL		55%	42%
Over 70,001 ALL		46%	29%
Geographic representation			
Urban		48%	35%
Rural		45%	33%

Note: Colours represent >5 pp difference to total responses

Note: The group 'up to lower secondary education' includes respondents with no education, primary education, and those that attended school until the compulsory level (8/9 year).

Table 8: Demographic breakdown of media use (2022)

Total		Media outlets mostly used				
		TV	Radio	Newspapers	Portals	Social media
Gender						
Female		51%	1%	4%	12%	32%
Male		52%	2%	5%	11%	30%
Age						
18–25 years old		25%	0%	6%	17%	52%
26–35 years old		34%	1%	4%	17%	44%
36–45 years old		49%	1%	4%	14%	31%
46–55 years old		66%	1%	4%	7%	21%
56–65 years old		74%	2%	5%	5%	14%
66 and over		76%	3%	8%	3%	9%
Education						
Up to lower secondary		64%	3%	6%	6%	20%
High School		56%	1%	4%	10%	28%
University degree		38%	1%	4%	16%	40%
Employment						
	Total	47%	1%	4%	13%	34%
Employed	Public	45%	1%	4%	15%	35%
	Private	48%	1%	4%	15%	34%
Unemployed		55%	1%	5%	10%	27%
Student		24%	1%	5%	20%	49%
Retired		78%	4%	6%	2%	9%
Income						
No income		50%	1%	4%	11%	33%
Up to 30 000 ALL		63%	2%	5%	8%	20%
30 001 – 50 000 ALL		50%	1%	4%	11%	33%
50,001–70,000 ALL		42%	2%	5%	15%	37%
Over 70,001 ALL		34%	1%	5%	22%	39%
Geographic representation						
Urban		48%	1%	5%	12%	33%
Rural		58%	2%	4%	10%	25%

Note: Colours represent >5 pp difference to total responses

Note: The group 'up to lower secondary education' includes respondents with no education, primary education, and those that attended school until the compulsory level (8/9 year).

4.2 TRANSPARENCY AND ACCOUNTABILITY

Transparency and accountability are crucial components of a well-functioning democratic system. These two elements complement each other and empower citizens to hold those in power in check. The United Nations recognizes the importance of building accountable and transparent institutions as part of its sustainable development goals. Goal 16 aims to promote peaceful and inclusive societies, provide access to justice for all, and build effective, accountable and inclusive institutions at all levels, and Target 16.6 focuses on developing effective, accountable, and transparent institutions.[1]

Transparency means that the government operates in an open manner. This includes providing accurate information about its activities, expenditures and decision-making processes. The right to access information held by public authorities is a critical component of transparency, as is ensuring that public decision-making bodies are accessible to the public.[2]

On the other hand, accountability requires the government to take responsibility for its decisions and actions. There are two aspects to accountability: answerability and enforcement. Answerability is the obligation of public authorities to provide information and explanations to the public about their activities. Enforcement mechanisms ensure that the government is held responsible for any failings. Accountability can be vertical (owed directly to the public) or horizontal (scrutiny provided by other public institutions).[3]

TRANSPARENCY

More than half of surveyed Albanians perceived the central government (59.4%) and the municipality (60.2%) as non-transparent, similar to 2021.

The 2022 data indicated a lack of full trust in the transparency of both central and local government. More than half of the respondents (59.4%) either generally did not agree or generally did not agree at all with the statement that the central government is transparent. Only, 38.7% of the respondents either fully or generally agreed that the central government is transparent. 60.2% of respondents disagreed with the statement 'my municipality is transparent', while 37.6% either fully or generally agreed with it.

Figure 13: Perceived transparency of central and local government (2022)

The Central Government is transparent

| 8% | 30,7% | 39,1% | 20,3% | 1,9% |

My Municipality is transparent

| 8,1% | 29,4% | 38,9% | 21,2% | 2,4% |

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

■ Fully agree ■ Generally, agree ■ Generally, do not agree ■ Do not agree at all ■ Refuse
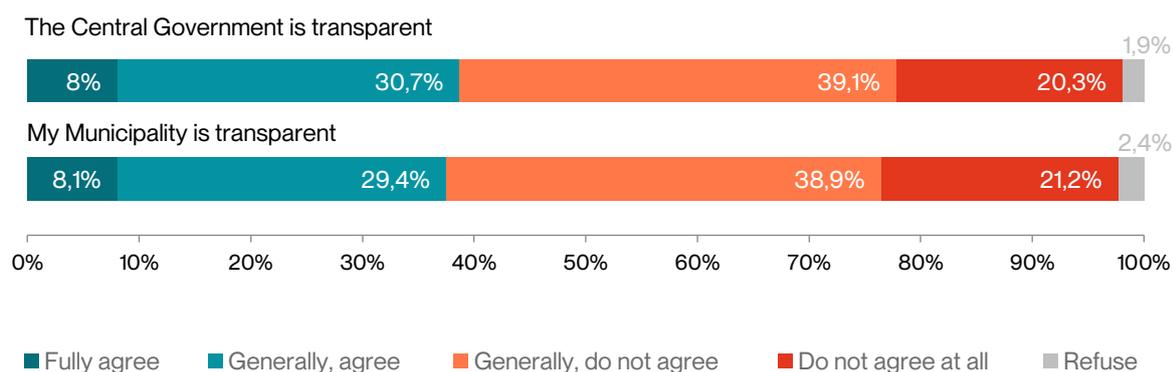
Base: Central government (N=2500); local government (N=2500)

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1   United Nations, Sustainable Development Goals (2019). Available at https://www.un.org/sustainabledevelopment/peace-justice/
2   These concepts are to a large extent based on the briefing paper: Centre for Law and Democracy, 'International Standards on Transparency and Accountability' (2014), http://www.law-democracy.org/live/wp-content/uploads/2014/04/Transparency-and-Accountability.final_.Mar14.pdf.
3   Ibid.

However, differences were generally moderate, with most groups giving ratings of between 35% and 47%.

Both females and males had similar perceptions of the transparency of the central government and their municipalities. In terms of age, there was not a substantial disparity. However, it is worth noting that respondents aged 66 and over had a relatively higher rate of perceived transparency. In this age group, 47% of respondents saw both the central government and their municipality as transparent.

Respondents with a university degree had the highest perception of transparency, both at the central government and municipal levels. Those with up to lower secondary education recorded the lowest levels of perceived transparency.

Employed respondents, whether in the public or private sector, had a higher perception of transparency compared to unemployed respondents and students. Meanwhile, public sector employees were more likely to feel that government is transparent compared to their private sector counterparts.

Respondents with incomes over 70,001 ALL exhibited a lower sense of government transparency, particularly at the municipal level. Those with incomes of 50,001–70,000 ALL recorded the highest ratings at both the government and municipal levels.

Respondents from rural areas had greater trust in the transparency of both the central government and their municipality compared to urban respondent – though the difference in perception was minimal.

EXERCISING THE RIGHT TO INFORMATION

The majority of Albanians (65.3%) were aware of their legal rights to information. Specifically, respondents in the 26–35 age group (78.9%), those with a university degree or higher (78.8%), employed (70.9%), students (75.3%), and those with regular monthly incomes over 70,001 ALL (79.4%) exhibited the greatest knowledge of this right.

Assessing citizens' awareness of the right to information is essential, as it is a crucial element within transparency programmes. The introduction of Law No. 119/2014, 'On the Right to Information', was a significant milestone in enhancing transparency. This grants individual access to public information held by governmental bodies without requiring them to justify their request. According to survey results, a majority (65.3%) of respondents indicated their awareness of the legal guarantee of the right to information in Albania, reflecting a slight increase from 2021 (62%). Conversely, 34.7% of respondents were not aware of this provision.

Figure 14: Public awareness of the right to information law (2022)

34,7%

- Yes, I know
- No, I do not know

65,3%
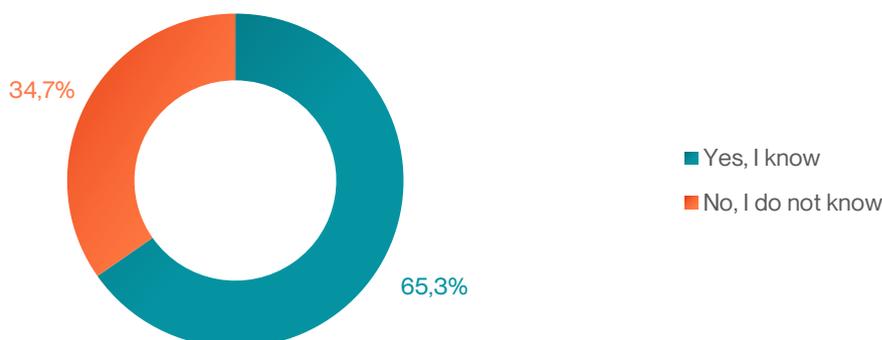
Base: N=2396

The demographic analysis of data suggests that there was no significant gender difference in awareness of the right to information in Albania – 64.2% of females and 66.5% of males.

Awareness of the right to information varied across other demographic categories such as age group, education level, geographical location, and income. Younger respondents seem to be more informed on this matter compared to older respondents.

Respondents between the ages of 26 and 35 (78.9%), respondents with a university degree or higher (78.8%), employed (70.9%), students (75.3%), those residing in urban areas (67.2%), and those with regular monthly incomes over 70,001 ALL (79.4%) were all more likely to demonstrate awareness of the right compared to their demographic counterparts.

Overall, the data indicates fluctuations in awareness of the right to information over the years. 2019 saw the highest proportion of respondents (67%) being aware of this legal guarantee. However, there was a slight decline in 2020 (64%), followed by a further decrease in 2021 (62%). Interestingly, reported awareness slightly increased in 2022 to 65% of respondents.

ACCOUNTABILITY

A sizeable majority of Albanians felt that neither the central nor local governments were accountable. Only 36% of respondents said they consider the central government to be accountable, while 37.8% saw their municipality as accountable, similar to 2021 (37.5% and 38.6% respectively). Respondents with higher income levels, those who were unemployed and respondents employed in the private sector were less likely to see the central and local governments as accountable.

A majority (62.1%) of survey respondents felt the central government is unaccountable. This figure comprises 39.7% who generally did not agree with the statement 'The central government is accountable', and an additional 22.4% who did not agree at all. Likewise, 59.8% of respondents expressed that they did not feel their municipality is accountable, with 37.7% generally disagreeing and 22.1% strongly disagreeing.

Figure 15: Perceived accountability of central and local government (2022)

The Central Government is accountable

| 7,4% | 28,6% | 39,7% | 22,4% | 1,9% |

My Municipality is accountable

| 8,7% | 29,1% | 37,7% | 22,1% | 2,4% |

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

■ Fully agree   ■ Generally, agree   ■ Generally, do not agree   ■ Do not agree at all   ■ Refuse
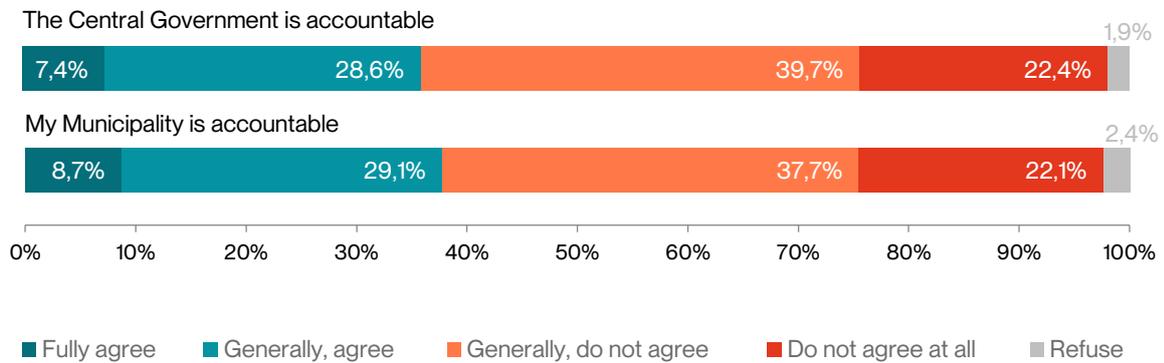
Base: Central government (N=2500); local government (N=2500)

There was a relatively small difference in the perception of accountability between females and males. Among females, 37% believed the central government is accountable, while 38% feel their municipality is accountable. Among males, 35% believe the central government is accountable, while 37% believe their municipality is accountable.

The youngest age group (18–25 years old) had the lowest perception of accountability, with only 32% believing the central government is accountable and 36% for their municipality. Respondents aged 66 and over had the highest perception of accountability, with 43% believing the central government is accountable and 46% believing their municipality is accountable.

Respondents with a university degree had the highest perception of accountability by education level, (38% for central government and 40% for municipality). Respondents with up to lower secondary education recorded lower rates, with 32% believing the central government is accountable and 33% believing their municipality is accountable. Employed respondents were more likely to see government as accountable compared to unemployed respondents and students – with 38% believing the central government is accountable and 40% believing their municipality is accountable. The data suggests a notable disparity between public and private sector employees, with a majority of public sector employees having a positive perception of accountability at both levels (59% for central government and 62% for municipality). In contrast, only 29% of private sector employees felt the central government is accountable, and 31% regarding their municipality.

Respondents with the highest income levels (over 70,001 ALL) had a lower perception of accountability compared to other income groups., with only 35% feeling the central government is accountable and 26% for their municipality.

Rural respondents had greater faith in government accountability compared to urban respondents. Among rural respondents, 38% believe the central government is accountable and 41% believe their municipality is accountable. See Table 9 at the end of this chapter for the entire demographic breakdown.

INSTITUTIONAL TRANSPARENCY AND ACCOUNTABILITY ACROSS THE YEARS

Less than half of respondents between 2016 and 2022 have seen central and local government as transparent or accountable. Public perception of both transparency and accountability has fluctuated in a similar pattern.

Since 2016, local government has consistently been rated slightly more accountable than the central government, with an average of 38% compared to 35%. However, a notable decrease of 7 pp was observed in 2019 for local government. On the other hand, central government is perceived as more transparent, with an average rating of 40% compared to 37% for local government. Albeit ratings remain below 45%, at best.

Overall, the data suggests that there were oscillations in the perceived transparency and accountability at both government levels from 2016 to 2022. While some years showed improvements, other years experienced slight declines.

Figure 16: Institutional transparency and accountability (2016–2022)
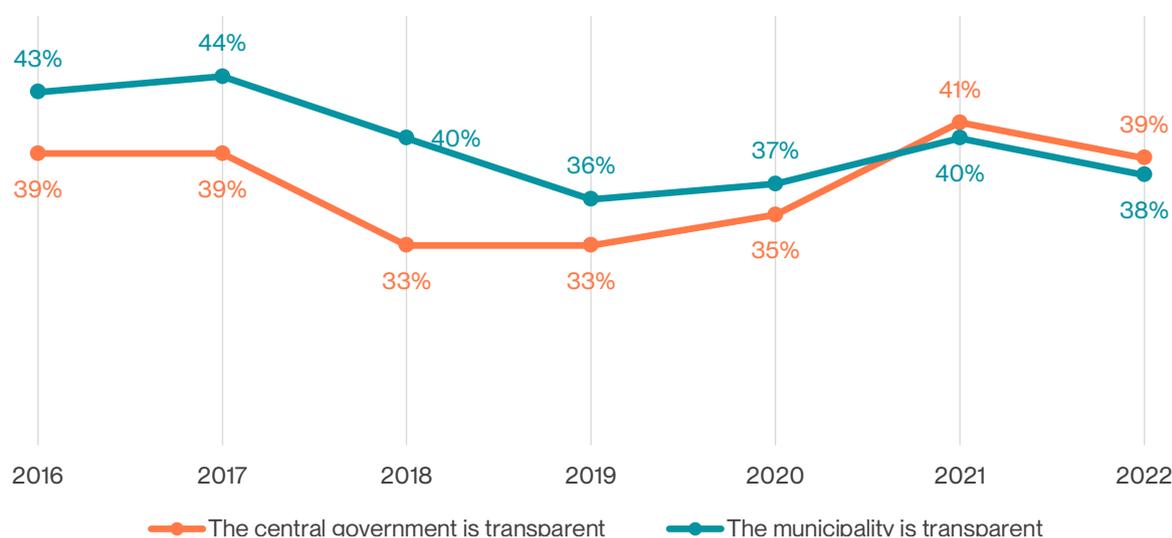
Base: Central gov.: 2016 (N=1647); 2017 (N=1636); 2018 (N=1644); 2019 (N=2492); 2020 (N=2495), 2021 (N=2500) and local gov.: 2016 (N=1645); 2017 (N=1637); 2018 (N=1642); 2019 (N=2489); 2020 (N=2494); 2021 (N=2500); 2022 (N=2500).
Note: In 2019, the sampling method was changed to a nationally representative sample.
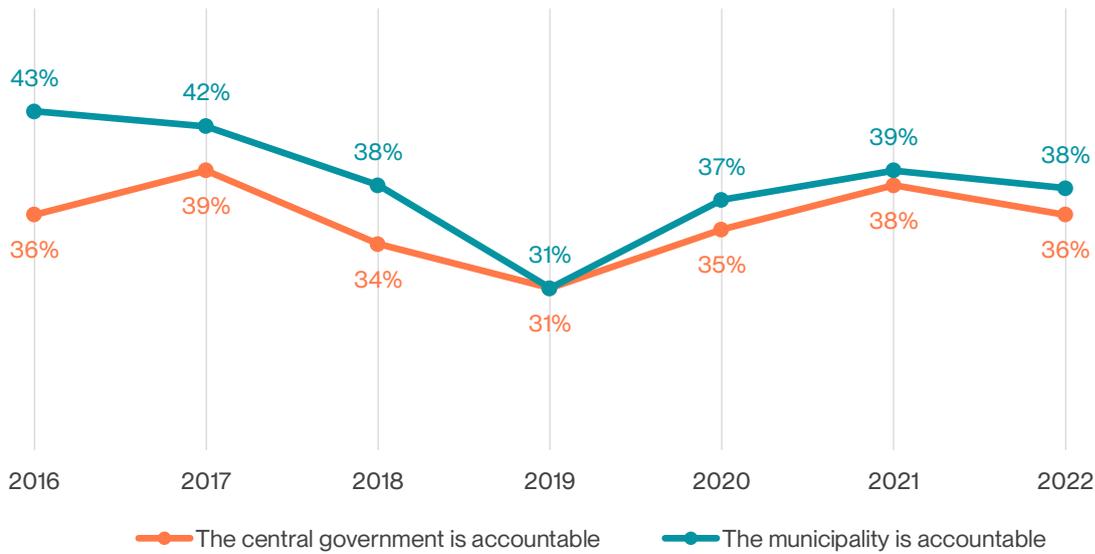
Base: Central: 2016 (N=1646); 2017 (N=1635); 2018 (N=1644); 2019 (N=2491); 2020 (N=2495); 2021 (N=2500), and local: 2016 (N=1645); 2017 (N=1633); 2018 (N=1643); 2019 (N=2485); 2020 (N=2489); 2021 (N=2500); 2022 (N=2500).

Note: In 2019, the sampling method was changed to a nationally representative sample.

HORIZONTAL AND VERTICAL ACCOUNTABILITY

In 2022, international organizations continued to be seen as the most likely to hold the government to account, although with a decrease of 7 pp from 2021. The State Supreme Audit Institution (SSAI) remained the domestic institution that was most felt to hold the government accountable (63.4%), followed by parliament (58.4%) and media (55%), albeit with decreases for the SSAI (-8 pp), parliament (-6 pp) and media (-6.5 pp) compared with 2021.

Horizontal accountability involves a network of institutions, such as the legislature and the judiciary, overseeing government power by requesting information, scrutinising officials and taking action over misconduct. On the other hand, vertical accountability refers to the relationship between institutions and citizens. It involves citizens, the media and civil society holding government officials to standards of performance. Citizens play a crucial role in enforcing vertical accountability alongside the media and civil society.

Among domestic horizontal accountability mechanisms, the State Supreme Audit Institution (SSAI) continues to be seen as the most effective institution (63.4%), followed by parliament (58.4%) and the ombudsperson (50.9%), albeit with a decrease for the SSAI (-8 pp) and parliament (-6 pp). On the other hand, individual MPs (48%), opposition parties (46.2%), the Anti-Discrimination Commissioner (49.3%), and the Commissioner on the Right to Information and Data Protection (49%) were rated as less effective at holding the government to account.

Figure 17: Perceived effectiveness of horizontal accountability mechanisms 2022

	Holds into account	Does not hold into account	Refuse	
Parliament	58,4%	39,4%	2,2%	
Individual MPs	48%	49,2%	2,8%	
State Audit Office	63,4%	34,1%	2,5%	
Opposition Parties	46,2%	51%	2,8%	
Ombudsperson	50,9%	45%	4,1%	
Commissioner on the Right to…	49%	45,4%	5,6%	
Anti-discrimination Commissioner	49,3%	44,7%	6%	

■ Holds into account ■ Does not hold into account ■ Refuse
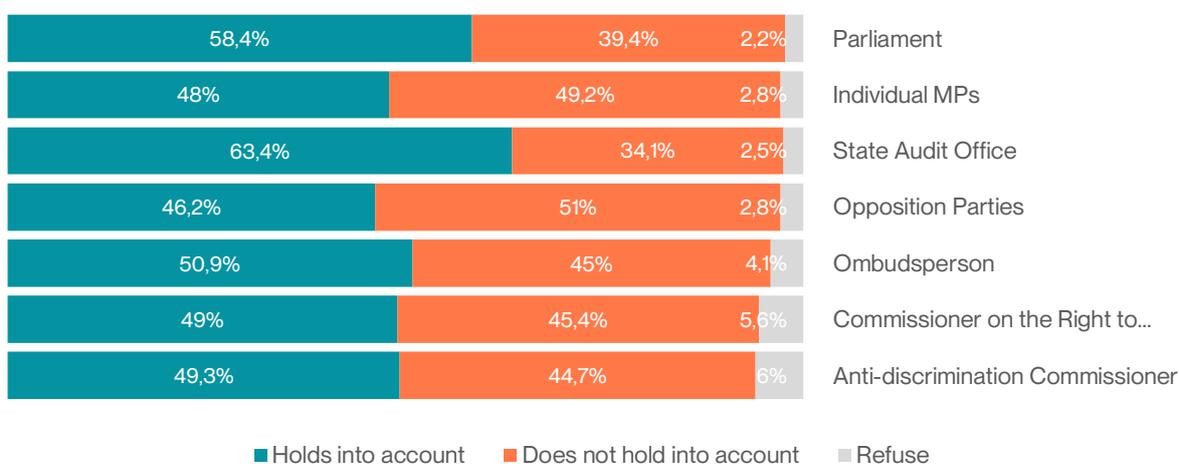
Base: N=2500 for all listed institutions

The demographic breakdown showed slight to no variation across different groups. Across all demographic categories, the SSAI was seen as the most effective body in holding the government to account.

Female respondents generally rated listed institutions as more effective than male respondents. Respondents with a university degree consistently gave higher ratings for effectiveness across all listed institutions, while those with up to a lower secondary education level generally gave low scores.

Similar to the previous year, public-sector workers were more likely to feel that all listed institutions (parliament, 69%; individual MPs, 54%; SSAI, 73%; opposition parties, 53%; the Ombudsperson, 59%; the Commissioner on the Right to Information and Data Protection, 61%; and the Anti-Discrimination Commissioner, 62%) hold the government to account than those working in the private sector. There is no clear pattern based on income levels. However, respondents in the 50,001–70,000 ALL income bracket tended to have higher perceptions of accountability across most institutions.

Regarding domestic vertical accountability mechanisms, the media was considered to play the most significant role in holding the government accountable, with 55% of respondents. This was followed by labour unions (50%), civil society organizations (48.8%), and businesses/business unions (47.2%). However, there was a statistically significant decrease of 6.5 pp in the perception of the media's role compared to 2021. On the other hand, a large majority of respondents (70.4%) believed that international organizations hold the government accountable, although this represented a decrease of 7 pp from 2021. For all findings across demographics, see Table 9 at the end of this chapter.

Figure 18: Perceived effectiveness of vertical accountability mechanisms (2022)

48,8%	45,9%	5,3%	Civil Society Organizations
55%	41,1%	3,9%	Media
47,2%	48%	4,8%	Businesses / Business Unions
50%	45,1%	4,9%	Labor Unions
70,4%	25,4%	4,2%	International Organizations

■ Holds into account ■ Does not hold into account ■ Refuse
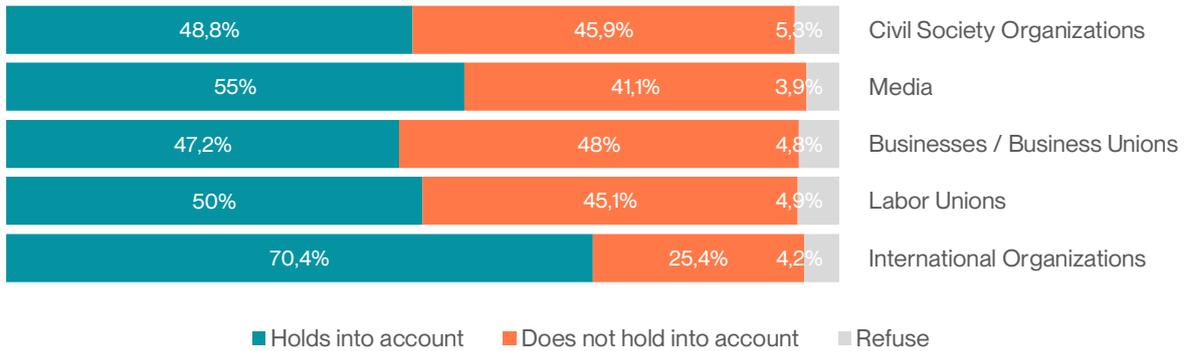
Base: N=2500 for all listed organizations

The media and international organizations were more often perceived to hold the government to account across the demographic categories.

Both males and females saw the media (54% and 56%) as the most effective institution, followed by civil society organizations (51% and 47%).

Females showed a slightly higher confidence in international organizations (71%) compared to males (70%). The 36–45 age group had the highest perception of accountability for civil society organizations (51%), followed closely by the 26–35 bracket (50%).

The 18–25 age group had most confidence in the role of international organizations (73%), while the age group of 56–65 years old had the lowest (69%). When assessed by education level, respondents with a university degree gave the highest ratings for civil society organizations (50%) and international organizations (74%).

Those with a high school education had the most confidence in the media (53%). Public sector employees gave the highest accountability ratings for all listed institutions, especially civil society organizations (59%) and international organizations (80%).

Private sector employees generally were less confident in the accountability of institutions than public sector employees, with the media being their most effective body (54%). Respondents with higher income levels tended to have a higher perception of the effectiveness of all listed institutions, especially those earning over 70,001 ALL, who rated international organizations (77%) highest. Both urban and rural residents had similar perceptions of the listed institutions, with the media and civil society organizations being seen as the most effective in terms of scrutiny. For the full demographic breakdown of the responses, see Table 10 at the end of the chapter.

HORIZONTAL AND VERTICAL ACCOUNTABILITY ACROSS THE YEARS

The analysis across previous years reveals varying levels among the listed institutions. While perceptions of some institutions have been consistent, others have experienced fluctuations or decline.

The Albanian State Supreme Audit Institution (SSAI) was reported as the most effective domestic horizontal accountability mechanism by more than half of the respondents, with an average rating of 64% from 2016 to 2022. Parliament followed closely behind with an average of 56%.

International organizations were seen as more effective than domestic organizations by most of the respondents across the period 2016–2022 (with an average rating of 73%). The media was reported as the most effective domestic accountability mechanism by more than half in terms of vertical accountability, with an average rating of 59% in this period.

The effectiveness of individual MPs in holding the government to account has remained relatively stable, with the highest rating scored in 2017 (54%). Similarly, the perceived effectiveness of opposition parties has remained steady at around 46–47% over the years, again peaking in 2017 (54%).

The Ombudsperson's perceived effectiveness has fluctuated over the years, while the commissioners on the Right to Information and Data Protection and Anti-discrimination have seen gradual increases over the years. Civil society organizations have maintained a consistent level with an average of 48%.

The perception of businesses or business unions as effective accountability mechanisms has also remained relatively stable, with an average of 44%. Labour unions have likewise been fairly consistent, with an increase over the years.

Table 9: Demographic breakdown for transparency and accountability (2022)

	The central government is transparent	My municipality is transparent	The central government is accountable	My municipality is accountable
Total	39%	38%	36%	38%
Gender				
Female	40%	38%	37%	38%
Male	37%	37%	35%	37%
Age				
18–25 years old	37%	37%	32%	36%
26–35 years old	39%	37%	37%	39%
36–45 years old	40%	39%	37%	40%
46–55 years old	36%	35%	35%	34%
56–65 years old	36%	35%	34%	33%
66 and over	47%	47%	43%	46%
Education				
Up to lower secondary	35%	34%	32%	33%
High School	38%	38%	36%	39%
University degree	41%	39%	38%	40%
Employment				
Employed Total	40%	39%	38%	40%
Employed Public	61%	60%	59%	62%
Employed Private	31%	30%	29%	31%
Unemployed	33%	31%	29%	29%
Student	37%	38%	34%	41%
Retired	45%	44%	40%	42%
Income				
No income	33%	31%	29%	31%
Up to 30,000 ALL	40%	40%	37%	38%
30,001–50,000 ALL	40%	37%	37%	40%
50,001–70,000 ALL	47%	47%	46%	48%
Over 70,001 ALL	37%	29%	35%	26%
Geographical location				
Urban	38%	36%	35%	36%
Rural	41%	41%	38%	41%

Note: Colours represent >5 p.p. difference with total responses

Note: The group "up to lower secondary education" includes respondents with no education, primary education, and those that attended school until the compulsory level (8/9 year).

Table 10: Socio- demographic breakdown of horizontal and vertical accountability (2022)

	Parliament	Individual MPs	Supreme State Audit Institution	Opposition Parties	Ombudsman	Commissioner right to info. & data protection	Anti- discrimination Commissioner	Civil Society Organizations	Media	Businesses / Business Unions	Labour Unions	International Organisations
Total (% accountable)	58%	48%	63%	46%	51%	49%	49%	49%	55%	47%	50%	70%
Gender												
Male	56%	47%	61%	44%	48%	46%	48%	51%	54%	47%	52%	70%
Female	60%	49%	66%	48%	53%	52%	51%	47%	56%	47%	48%	71%
Age												
18-25 years old	57%	46%	62%	45%	49%	51%	51%	47%	51%	46%	54%	73%
26-35 years old	61%	49%	68%	48%	51%	50%	49%	50%	57%	47%	50%	71%
36-45 years old	62%	50%	65%	48%	52%	47%	51%	51%	56%	51%	53%	74%
46-55 years old	55%	46%	59%	43%	51%	47%	49%	48%	55%	46%	49%	68%
56-65 years old	52%	46%	60%	44%	50%	48%	45%	47%	53%	43%	42%	69%
66 and over	62%	51%	64%	49%	54%	51%	50%	46%	59%	50%	52%	65%
Education												
Up to lower secondary	52%	44%	57%	44%	46%	44%	45%	45%	57%	45%	46%	61%
High school	59%	49%	62%	47%	51%	48%	48%	49%	53%	48%	51%	73%
University degree	62%	49%	68%	46%	54%	53%	53%	50%	56%	47%	52%	74%
Employment												
Employed Total	60%	49%	65%	47%	51%	50%	50%	50%	54%	48%	50%	74%
Public	69%	54%	73%	53%	59%	61%	62%	59%	60%	52%	59%	80%
Private	55%	46%	62%	44%	48%	45%	46%	46%	52%	47%	48%	71%
Unemployed	55%	46%	59%	46%	48%	46%	48%	47%	59%	46%	48%	65%
Student	58%	46%	64%	44%	54%	55%	57%	51%	56%	50%	61%	73%
Retired	58%	49%	63%	47%	53%	51%	48%	48%	55%	46%	49%	64%
Income												
No income	57%	46%	61%	45%	51%	49%	50%	46%	57%	46%	51%	66%
Up to 30,000 ALL	57%	46%	59%	47%	51%	47%	47%	51%	59%	49%	51%	68%
30,001–50,000 ALL	61%	50%	66%	46%	52%	49%	51%	51%	50%	48%	52%	73%
50,001–70,000 ALL	61%	52%	69%	49%	53%	56%	54%	54%	57%	49%	55%	80%
Over 70,001 ALL	58%	50%	63%	40%	54%	48%	48%	36%	50%	46%	41%	77%
Geographical location												
Urban	57%	48%	64%	46%	51%	50%	50%	49%	55%	45%	51%	72%
Rural	60%	47%	62%	47%	51%	47%	47%	49%	56%	51%	47%	68%

Note: Colours represent >5 pp difference with total responses

Note: The group 'up to lower secondary education' includes respondents with no education, primary education, and those that attended school until the compulsory level (8/9 year).

4.3 CORRUPTION IN PUBLIC INSTITUTIONS

Corruption – the abuse of public power for private gain – can be divided into petty corruption and grand corruption. Petty corruption refers to the abuse of entrusted power by public officials in their daily interactions with individual citizens; meanwhile, grand corruption refers to the systematic abuse of power at a higher-level for the benefit of a few public officials. Both cause serious and widespread harm to individuals and society.

Every year, the questionnaire has produced the same set of questions to gather information on the level of widespread of petty and grand corruption; on the level of confidence in the prosecution of petty and grand corruption; whether respondents have witnessed corruption taking place in public institutions; which institutions they would rank as the most corrupt; whether they received services from central/local level institutions; and if they have paid a bribe to a public official.

PERCEPTIONS OF THE PREVALENCE OF CORRUPTION

In 2022, the majority of Albanians (76.5%) saw petty corruption as widespread or very widespread, compared with 79.1% for grand or high-level corruption. Both figures have decreased since 2021, with a noteworthy drop in the perception of petty corruption in 2022 (-6 pp from 2021 and -10 pp from 2019 and 2020).

Survey respondents were asked to assess the spread of corruption on a 4-point scale – from 1 (not at all widespread) to 4 (very widespread). A distinction was drawn between petty corruption and grand corruption.

Figures in 2022 showed that majority of respondents (76.5%) reported that petty corruption is 'widespread' or 'very widespread'. Whereas only 17.7% reported that it is 'not widespread' or 'not widespread at all'. With reference to grand corruption, 79.1% of respondents saw it as is 'widespread' or 'very widespread', and 19.2% as 'not' or 'not at all widespread'.

Figure 19: Perceived prevalence of corruption (2022)
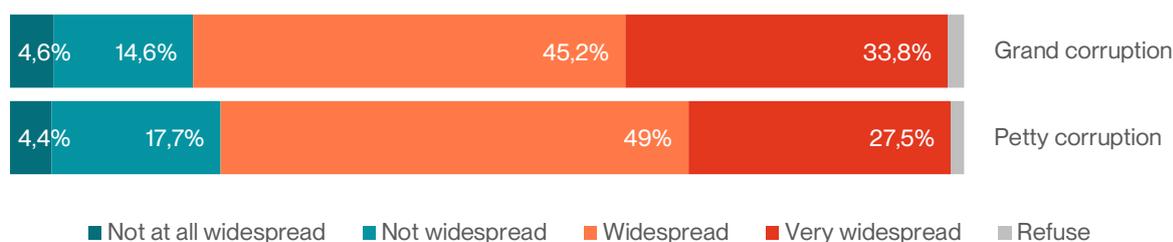
Base: Grand corruption (N=2500); Petty corruption (N=2500).

The survey findings indicate that a similar proportion of females (76%) and males (77%) see petty corruption as widespread or very widespread. Respondents working in the private sector and those with monthly incomes over 70,001 ALL were more likely to report that petty corruption is widespread or very widespread. For grand corruption, the same proportion of females (79%) and males (79%), reported that it is widespread or very widespread. Surveyed respondents with monthly incomes over 70,001 ALL were more likely to report that grand corruption is either widespread or very widespread.

Once again, in the tenth edition of the opinion poll, survey respondents were asked about their perception of the most corrupt institutions. The five most frequently citied institutions in 2022 were judicial institutions

(20.6%), healthcare institutions (18%), the police (7%), local-level institutions1 (6.8%) and ministries (4.7%).

PREVALENCE OF CORRUPTION ACROSS THE YEARS

When looking at responses regarding the prevalence of corruption across the period 2019–2022, findings show that the vast majority of respondents have seen both grand and petty corruption as 'widespread and very widespread", with ratings above 77%. A notable decrease has been recorded in the perceived prevalence of petty corruption in 2022 (-6 pp from 2021 and -10 pp from 2019 and 2020).

Figure 20: Perceived prevalence of corruption 'Widespread' and 'very widespread' (2019 – 2022)

Petty corruption: 87%, 87%, 83%, 77%
Grand corruption: 86%, 84%, 84%, 79%
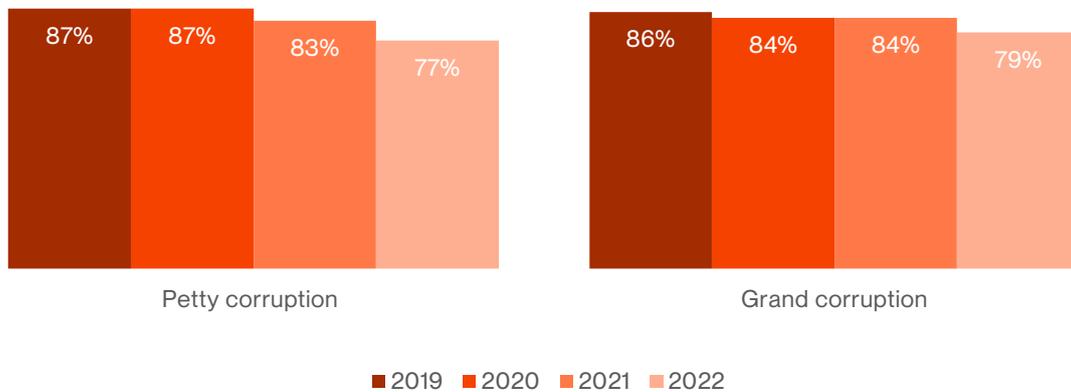
■ 2019 ■ 2020 ■ 2021 ■ 2022

Base: Petty corruption, 2019 (N=2494); 2020 (N=2499); 2021 (N=2500); 2022 (N=2500): Grand corruption, 2019 (N=2495); 2020 (N=2499); 2021 (N =2500); 2022 (N=2500)

Note: In 2019, the sampling method was changed to a nationally representative sample.

CONFIDENCE IN THE PROSECUTION OF CORRUPTION CASES

In 2022, 65.8% of Albanians had no confidence in the prosecution of grand corruption cases, while 56.9% had no confidence in the effective prosecution of petty corruption. Both figures have improved compared to 2021, with a respective increase to 68.4% and 59.3%.

Besides the prevalence of corruption, respondents were asked to assess their level of confidence in the prosecution of corruption cases, also on a 4-point scale – from 1 (I have great confidence) to 4 (I do not have confidence at all). Again, a distinction was drawn between petty corruption and grand corruption.

Survey findings in 2022 show that most respondents (56.9%) had no confidence in the effective prosecution of petty corruption, while, 34.1% reported they 'have confidence' and 7% that they 'have great confidence.

With regard to grand corruption, results show that 65.8% of survey respondents either 'do not have confidence' or 'do not have confidence at all' in the prosecution of corruption cases. On the other hand, 25.6%

reported to 'have confidence' and only 6.4% said they 'have great confidence'.

Figure 21: Confidence in the prosecution of corruption cases (2022)

6,4%	25,6%	35,8%	30,1%	Grand
7%	34,1%	32,9%	24%	Petty

■ I have great confidence   ■ I have confidence   ■ I do not have confidence
■ I do not have confidence at all   ■ Refuse

Base: Grand corruption (N=2500); Petty corruption (N=2500).

There was no difference between the proportions of females (57%) and males (57%) who were not confident in the prosecution of petty corruption cases. Respondents with up to lower secondary education, students or unemployed persons and those working in the private sector were less confident in the prosecution of cases petty corruption than other demographic categories.

Perceptions of females (65%) and males (66%) did not differ either concerning the prosecution of grand corruption cases. Both expressed low levels of confidence. Unemployed respondents and those working in the private sector were the least confident in the prosecution of grand corruption cases.

CONFIDENCE IN THE PROSECUTION OF CORRUPTION CASES, FINDINGS ACROSS THE YEARS

As visualized in Figure 22, despite fluctuations across the years, respondents' confidence in the prosecution of both grand and petty corruption has improved, though by rather small increments. In fact, less than one-third of respondents reported having confidence in the prosecution of grand corruption cases, during 2017–2022 (ratings between 25–32%).

Throughout the period, respondents consistently had greater confidence in the prosecution of petty corruption cases compared with grand corruption (ratings between 34%–41%). Despite fluctuations across the years, respondents' confidence in the prosecution of both grand and petty corruption has improved overall, though by small margin.

Figure 22: Confidence in the prosecution of corruption cases (2017–2018)
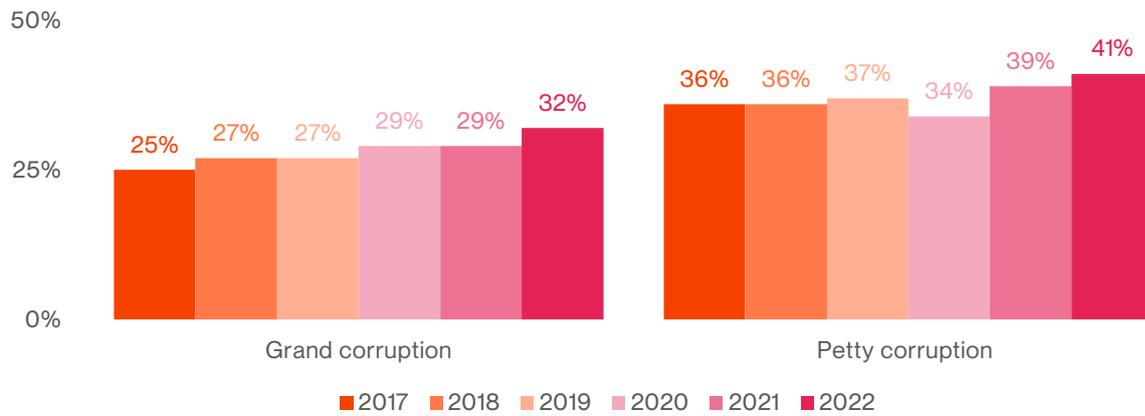
Base: Grand corruption: 2017 (N=1639); 2018 (N=1644); 2019 (N=2490); 2020 (N=2494); 2021 (N=2500); 2022 (N=2500).
Petty corruption: 2017 (N=1639); 2018 (N=1644); 2019 (N=2461);2020 (N=2496); 2021 (N=2500); 2022 (N=2500).
Note: In 2019, the sampling method was changed to a nationally representative sample.

PERSONAL EXPOSURE TO CORRUPTION

In 2022, 15.4% of Albanians reported having witnessed cases of corruption at the central government level and 22% at the local government.

The survey found that during 2022, 15.4% of survey respondents reported witnessing corruption in central government. On the other hand, fewer than two in ten (18.5%) of respondents said they have witnessed corruption at the local level.

Figure 23: Personal exposure to corruption in 2022

At Central Level Government
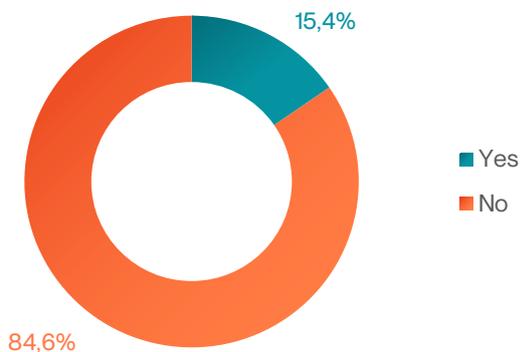
At Local Level Government
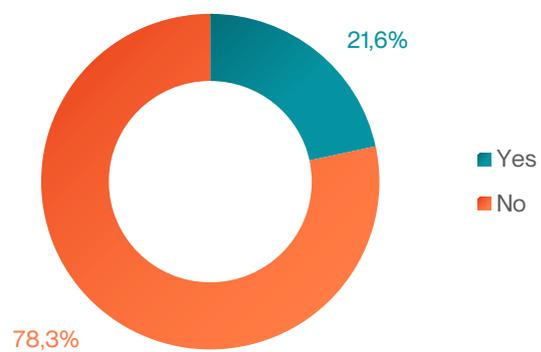
Base: Central government (N=2491); local government (N= 2487)

Female respondents (14%) and males (17%) were similarly likely to report having witnessed central government corruption. Of other demographic categories, those aged between 26-35 years and those with a university degree (or higher) were more prone to report witnessing central government corruption.

There was no difference between the share of females (20%) and males (24%) who report witnessing local level corruption. Respondents working in the public sector and those with monthly incomes of up to 30,000 ALL were less likely than other groups to report being personally exposed to corruption at the local level.

During 2022, a larger share of respondents reported personal exposure to corruption at the central level, a 4 pp increase on 2021 (11%) but similar to what they were in 2020 (15%). At the local level, the proportion of 2022 respondents paid a bribe slightly increased (22%) compared to 2021 (18%), but remained 1 pp below the 2020 figure (23%).

PERSONAL EXPOSURE TO CORRUPTION, FINDINGS ACROSS THE YEARS

The findings reveal that, during 2016–2022, an average of 14% (max. 15%, min. 10%) of respondents reported witnessing corruption at the central level and 21% (max. 25%, min. 15%) at the local level.

Figure 24: Personal exposure to corruption (2016–2022)
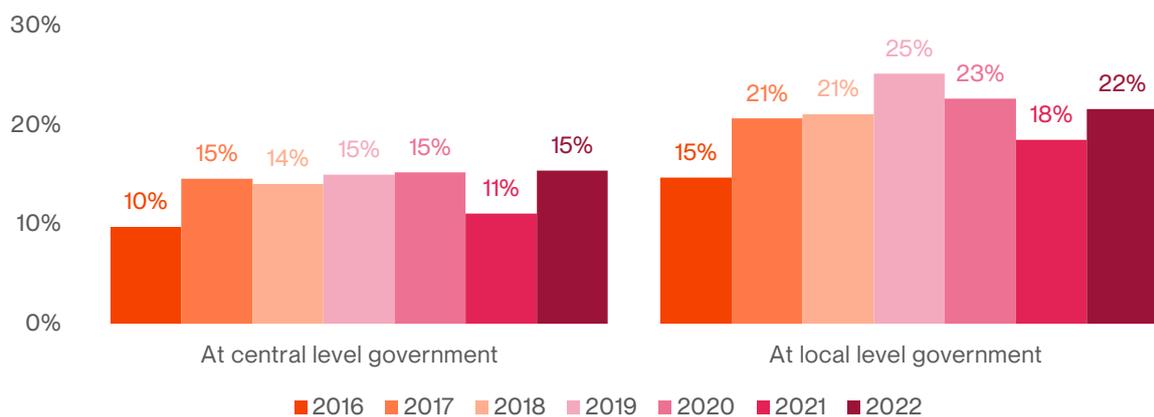
Base: For central government: 2016 (N=1633); 2017 (N=1638); 2018 (N=1631); 2019 (N=2487); 2020 (N=2483); 2021 (N=2489); 2022 (N=2491). For local government: 2016 (N=1633); 2017 (N=1639); 2018 (N=1631); 2019 (N=2487); 2020 (N=2483); 2021 (N=2490); 2022 (N=2487).

Note: In 2019, the sampling method was changed to a nationally representative sample.

PREVALENCE OF BRIBES

In 2022, one-third (30.9%) of citizens who received a service from central government institutions (N=996) reported having paid a bribe to officials at this level. On the other hand, 32.7% of citizens who received local government services in 2022 (N=1460), reported having paid a bribe to public officials.

During 2022, four in ten survey respondents (40.1%, N=996) said they had received a service from public institutions at the central level, while 59.9% (N=1486) had not. Of those receiving a central government service, 30.9% (307 out of 996) reported paying a bribe to a public official.

Figure 25: Services received at central level (2022)

40,1%

■ Yes
■ No

59,8%
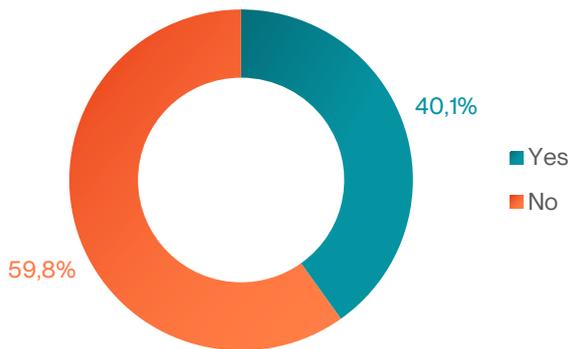
Base: N = 2482

Figure 26: Bribes paid by service –users at central level (2022)

30,9%

■ Yes
■ No

69%
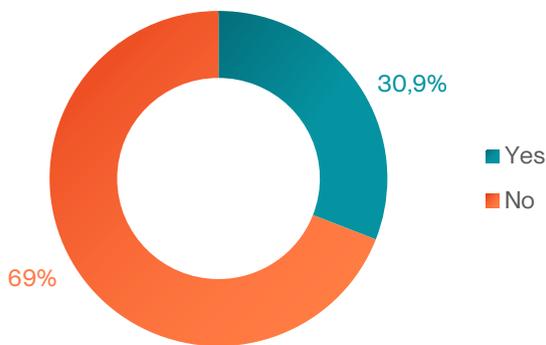
Base: N = 996

For services received at local level, 58.8% (N=1460) of respondents reported having used local services, while 41.2% (N=1022) had not. Among those receiving a service at the local level, 32.7% (476 out of 1460) reported that they paid a bribe to a public official.

Figure 27: Services received at local level (2022)

41,2%

58,8%

■ Yes
■ No
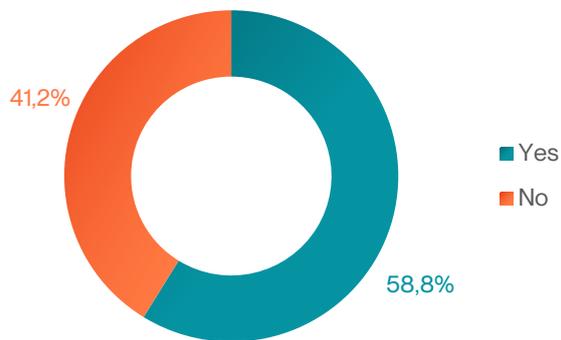
Base: N = 2482

Figure 28: Bribes paid by service-users at the local level (2022)

32,7%

67,3%

■ Yes
■ No
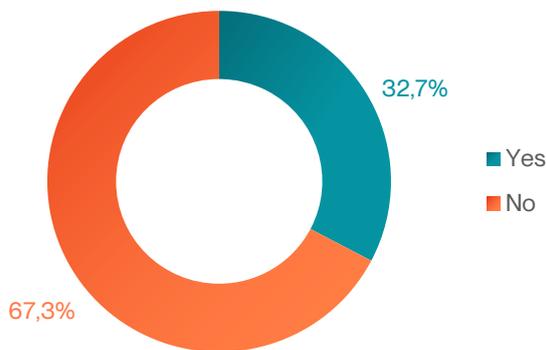
Base: N = 1460

There were only slight differences between females (21%) and males (28%) in bribe paying for a central government service. Respondents working in the public sector and those aged 56–65 years were less likely to say they have paid a bribe for a central government service. Likewise, at the local level, females (28%) and males (33%) tended to pay them at a similar rate. Surveyed participants working in the public sector and those in the 56–65 age bracket were more likely to engage in bribery at the local level.

In 2022, a smaller share of respondents (31%) reported having paid a bribe at central-level institutions than in 2021 (35%) and slightly smaller than 2020 (32%). On the other hand, the proportion who reported having paid a bribe at local-level institutions was slightly higher in 2022 (33%) compared to 2021 (29%), while relatively similar to what they were in 2020 (32%).

Table 11: Reasons for paying bribes (2022)

	N	%
I was asked for it	293	50.3
As a gratitude for the received service	82	14.1
So, I can receive better services next time	142	24.4
Other*	65	11.2
Total	582	100.0

*Other: "No services are provided unless you pay a bribe"; "to obtain services faster".

Asked about the reasons why they paid a bribe, half of the respondents (50.3%) said they were asked to. The next most popular reason (24.4%) was to receive better services next time, while 14.1% did so as gratitude for the received services.

Among citizens who reported paying a bribe, only 11.2% (N=64) say they reported it to the authorities, leaving 88.8% (N=508) who did not. As for the reasons for not reporting bribery, 37.4% said they believe it is a common practice, 32.1% indicated that reporting it was useless as nobody would care about it, and 12.3% said it was due to fear of reprisal.

PREVALENCE OF BRIBERY, FINDINGS ACROSS THE YEARS

Despite some fluctuations throughout 2016–2022, reported bribery at both the central and local level, influenced partly by the varying numbers of respondents' who received public services, has remained at a similar level, and averages out at 30% and 32%, respectively.

Figure 29: Percentage prevalence of paying bribes (2016–2022)
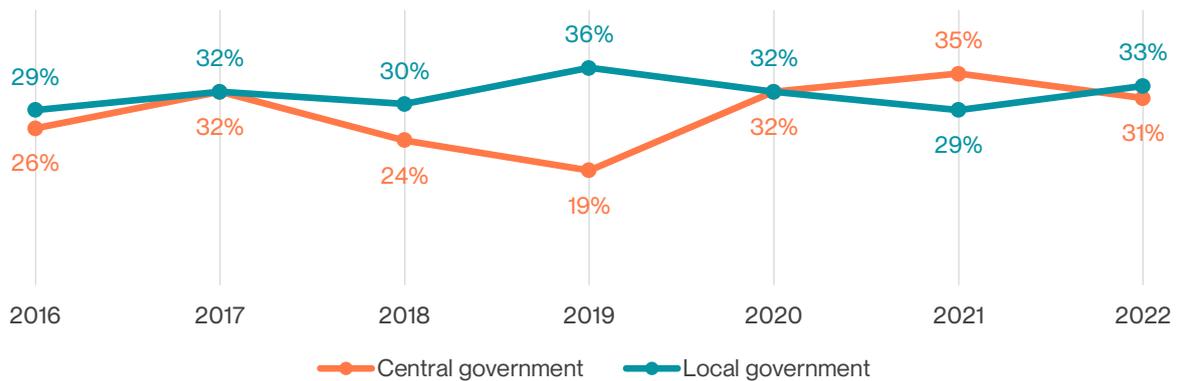
Base: Local level: 2016 (N=838); 2017 (N=916); 2018 (N=924); 2019 (N=1744); 2020 (N=1575); 2021 (N=1672); 2022 (N=1460). Central level: 2016 (N=406); 2017 (N=561); 2018 (N=648); 2019 (N=1518); 2020 (N=1046), 2021 (N=973); 2022 (N=996).

Note: In 2019, the sampling method was changed to a nationally representative sample.

4.4 INFLUENCE OF POLITICAL INTERESTS

The assessment of political influence in decision-making is critical as it has the potential to advance special interests, thereby weakening the independence of public institutions and eroding citizens' trust in the government and democratic processes. As part of the survey, respondents were asked to assess the level of political influence on the agendas of ten institutions – the prosecution, courts, police, armed forces, public health institutions, educational institutions, the media, religious institutions, civil society organizations and SPAK (new to the 2022 survey) – using a five-point scale ranging from 1 (not at all influenced) to 5 (extremely influenced).

POLITICAL INTERESTS IN THE AGENDA OF INSTITUTIONS IN 2022

The courts were perceived as the most politically influenced institutions; whereas religious institutions were viewed as the least politically influenced. The Special Prosecution Office against Organized Crime and Corruption (SPAK) was introduced in 2022 to the listed institutions, with 37.9% perceived it as slightly or not at all influenced, while 31.8% of Albanians viewing it as highly or extremely influenced by political interests..

Data revealed a significant variation in the perceived political influence on different institutions. 66.4% of survey respondents reported that religious institutions were either 'not at all influenced' or 'slightly influenced' by political interests. After religious institutions, civil society organizations were perceived as the least influenced from political interests with 48.3% seeing them as 'not at all influenced' or 'slightly influenced'. The armed forces were rated as 'not at all influenced' or 'slightly influenced' by 47.3% of the respondents, followed by public education institutions (41%), and public health institutions (39.2%). Although the perception of political influence on the courts improved by 6.5 pp from 2021, 41.8% of survey respondents still saw them as being 'highly influenced' or 'extremely influenced' by political interests. Only 28.6% of respondents viewed the courts as 'not at all' or 'slightly influenced' by political interests.

Compared to 2021, the prosecution witnessed a 9.7 pp improvement, with 38.6% of respondents rating it as 'highly influenced' or 'extremely influenced' by politics. Another 28.5% of respondents were neutral on the issue, while 30.6% believed that the prosecution is 'not at all' or 'slightly influenced' by politics.

The results for the newly introduced institution in the 2022 survey, show that 37.9% of respondents felt SPAK was 'not at all influenced' or 'slightly influenced' by political interests, while 27% of respondents were neutral on the matter. On the other hand, 31.8% of respondents believed that SPAK was 'highly' or 'extremely influenced' by politics.

It is noteworthy that the neutral response was also selected relatively frequently for all listed institutions.

Figure 30: Perceived political influence in the agenda of institutions (2022)

Institution	Not at all influenced	Slightly Influenced	Neutral	Highly influenced	Extremely influenced	Refuse
Prosecution	10,1%	20,5%	28,5%	24,9%	13,7%	
SPAK	13,9%	24%	27%	21,4%	10,4%	
Courts	10,4%	18,2%	27,2%	28,6%	13,2%	
Police	12,6%	22%	25,4%	26%	11,7%	
Army	22,6%	24,6%	23,3%	18,3%	7,9%	
Public health	16,1%	23,1%	28,6%	21,1%	8,5%	
Public education	16,8%	24%	28,2%	19,7%	8,3%	
Media	9,1%	23,6%	28,3%	23,3%	12,7%	
Religious Institutions	39,8%	26,6%	16,2%	7,3%	5,1%	5%
Civil Society Organizations	22,1%	26,2%	27,1%	11,7%	7,5%	5,4%

■ Not at all influenced ■ Slightly Influenced ■ Neutral ■ Highly influenced ■ Extremely influenced ■ Refuse

Base: N=2500 for all listed institutions.

DEMOGRAPHIC COMPARISON OF PERCEIVED POLITICAL INFLUENCE

Both male and female respondents had similar perceptions of the level of political influence on the listed institutions. When looking across respondents' age groups, older respondents tended to perceive the listed institutions as more politically influenced. For instance, 56–65 year-old respondents saw the courts (48%) as 'highly' or 'extremely influenced' by politics, the highest perception of political influence of all age groups.

In terms of education, respondents with a university degree had similar perceptions of political influence on institutions to those with lower levels of education. Public-sector employees were more likely to say that the listed institutions were 'not at all' or 'slightly influenced' by politics than those working in the private sector. Those employed in the private sector tended to view the courts (46%) and prosecution (43%) as 'highly' or 'extremely influenced' by political interests.

Income-wise, respondents with higher incomes tended to see institutions as more politically influenced than those with lower income. Respondents earning over 70,001 ALL per month especially saw the courts (54%) as 'highly' or 'extremely influenced' by political interests.

Lastly, respondents from rural areas were more likely to report that all listed institutions were 'highly' or 'extremely influenced' than those from urban areas. For the full findings across demographics, see Table 13 at the end of this section.

POLITICAL INFLUENCE ACROSS THE YEARS

The following table shows the rates of 'highly influenced' or 'extremely influenced' by political interests of nine listed institutions across the years 2016–2022.

Throughout the period many of the listed institutions were perceived to be influenced by political interests, with courts and prosecution consistently being seen as the most influenced. However, there were some observable changes over time and between institutions.

For instance, the percentage of respondents who saw the courts to be 'highly' or 'extremely influenced' by politics decreased significantly from 70% in 2016 to 42% in 2022. Similarly, the percentage of respondents who saw the prosecution as highly or extremely influenced decreased from 67% in 2016 to 39% in 2022.

Across the years, the healthcare system, education system and media have seen relatively consistent levels of perceived political influence, with around 30-40% of respondents rating them as highly or extremely influenced. The police have also been rated consistently highly, with around 40–50% of respondents perceiving them to be highly or extremely influenced by politics.

CSOs, the armed forces, and religious institutions are generally perceived to be influenced by politics to a lesser extent than other institutions, with an average of 20–30% of respondents rating them as highly or extremely influenced.

Table 12: Institutions perceived as 'highly influenced' or 'extremely influenced' by politics (2016–2022)

	2016	2017	2018	2019	2020	2021	2022	Average
Courts		70%	63%	61%	56%	49%	42%	57%
Prosecution		67%	60%	59%	58%	48%	39%	55%
Police	46%	47%	48%	44%	45%	39%	38%	43%
Media	45%	37%	39%	45%	42%	38%	36%	40%
Healthcare system	41%	34%	36%	33%	37%	32%	30%	34%
Education system	38%	29%	34%	33%	34%	30%	28%	31%
Armed Forces	33%	29%	33%	30%	29%	26%	26%	29%
CSOs	20%	26%	24%	23%	19%	20%	19%	22%
Religious institutions	9%	9%	12%	10%	12%	11%	12%	11%

Base: In order as listed: 2016 (N= 1633, 1621, 1621, 1626, 1629, 1628, 1630, 1628); 2017 (N= 1615, 1616, 1611, 1608, 1615, 1613,1612, 1614, 1615); 2018 (N= 1628, 1631, 1624, 1614, 1626, 1633, 1629, 1628, 1632); 2019 (N=2488); 2020 (N= 2490); 2021 (N=2495,2495,2492, 2475, 2490, 2490, 2493, 2492, 2495) 2022 (N=2500 for all listed institutions).

*From 2017 onwards, 'Judiciary' has been divided into 'prosecution' and 'courts'.

Note: In 2019, the sampling method was changed to a nationally representative sample.

Legend: Colours from dark red to light red, then light green to dark green indicate fluctuations with reference to the 50% mark from the lowest to the highest values.

Table 13: Demographic breakdown of 'highly' or 'extremely influenced' institutions (2022)

		Prosecution	Courts	Police	Armed forces	Health system institutions	Educational system institutions	Media	Religious ins.	CSOs	SPAK
TOTAL (% of highly or extremely influenced)		39%	42%	38%	26%	30%	28%	36%	12%	19%	32%
Gender											
Male		40%	43%	39%	27%	31%	29%	37%	14%	18%	34%
Female		37%	40%	37%	25%	28%	27%	35%	11%	21%	29%
Age											
18-25 years old		36%	39%	37%	24%	30%	30%	33%	11%	17%	31%
26-35 years old		39%	41%	37%	26%	28%	27%	38%	12%	21%	33%
36-45 years old		37%	41%	38%	27%	30%	29%	38%	15%	22%	32%
46-55 years old		42%	44%	39%	28%	31%	30%	34%	12%	19%	34%
56-65 years old		43%	48%	42%	28%	33%	28%	39%	15%	19%	33%
66 and over		33%	37%	30%	21%	24%	23%	31%	7%	11%	24%
Education											
Up to lower secondary*		35%	39%	36%	28%	29%	26%	33%	14%	17%	30%
High school		42%	44%	38%	27%	30%	29%	37%	12%	20%	32%
University degree		38%	41%	38%	24%	29%	28%	36%	12%	20%	32%
Employment											
	Total	39%	42%	37%	25%	27%	26%	37%	12%	20%	32%
Employed	Public	27%	31%	28%	18%	20%	19%	29%	8%	15%	22%
	Private	43%	46%	41%	27%	30%	29%	41%	13%	22%	36%
Unemployed		36%	42%	42%	31%	34%	29%	34%	16%	21%	32%
Student		37%	41%	37%	25%	35%	36%	32%	9%	18%	31%
Retired		35%	40%	33%	23%	27%	26%	35%	11%	14%	28%
Income											
No income		36%	42%	39%	28%	34%	31%	33%	13%	19%	31%
Up to 30,000 ALL		41%	42%	38%	26%	30%	28%	34%	11%	16%	30%
30,001–50,000 ALL		37%	38%	34%	23%	25%	24%	36%	11%	20%	30%
50,001–70,000 ALL		33%	37%	32%	22%	26%	25%	35%	12%	19%	29%
Over 70,001 ALL		46%	54%	52%	32%	33%	35%	48%	17%	28%	45%
Geographical location											
Urban		36%	40%	35%	23%	28%	26%	33%	11%	18%	30%
Rural		44%	45%	42%	31%	32%	31%	48%	15%	22%	36%

Note: Colours represent >5 pp difference with total responses

Note: The group 'up to lower secondary education' includes respondents with no education, primary education, and those that attended school until the compulsory level (8/9 year).

4.5 CITIZEN ENGAGEMENT

Citizen engagement in political decision-making reflects the quality of governance and the state of democracy in a country. The 2022 Opinion Poll – as in previous years – included questions on interest and opportunities to participate in decision-making processes, participation in consultations and meetings, and the reasons for being disengaged from decision-making. Other questions focused on engagement in voluntary work, attendance at demonstrations/rallies, and petition signing. Survey respondents were asked about the portal 'konsultimipublik.gov.al' and whether they have used it to obtain information or give their opinion on draft legislation or draft strategies/action plans. Respondents were also asked about their intentions to leave their place of residence and move within or outside the country.

PARTICIPATION IN DECISION-MAKING

The percentage of the Albanian population interested in participating in decision-making in 2022 did not change substantially from 2021 (45.3% vs. 43.5%). The majority of Albanian citizens felt that they do not have sufficient opportunities to participate in the decision-making process of public institutions. This was especially the case for public institutions at the central level.

In 2022, 45.3% of survey respondents reported that they were interested in participating in the decision-making process of public institutions – slightly more than in 2021 (45.3% vs. 43.5%).

Figure 31: Interested to participate in the decision-making process of public institutions (2022)

54,7%   45,3%

Yes
No
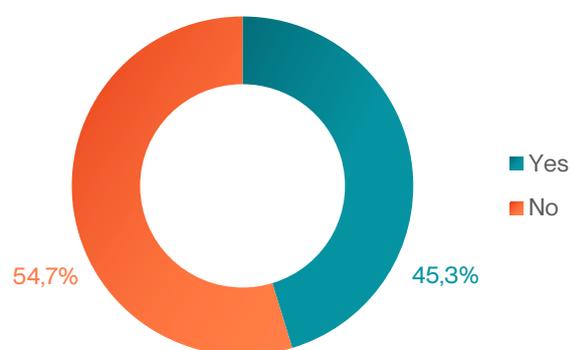
Base: N = 2497

A similar percentage of women and men – 45% and 45.7%, respectively – were interested in participating. Respondents with university degree (or higher), students, public sector employees, and members of political parties were all more likely to report that they were interested to participate in the decision-making process than other groups. See Table 15 at the end of the chapter for more information.

72.6% of survey respondents thought that opportunities to participate in decision-making processes at the central government are not sufficient – compared to 72.2% in 2021. Meanwhile, 62.2% of survey respondents thought that opportunities to participate in local decision-making are not sufficient – compared to 61.9% in 2021.

Figure 32: Opportunities to participate in the decision-making of public institutions (2022)
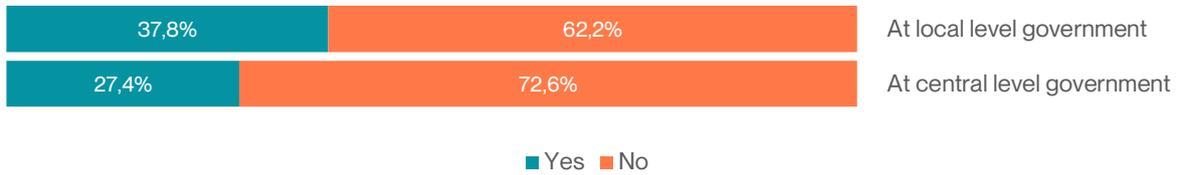
Base: For central government N=2490; for local government N=2490.

An almost equal percentage of women (27.2%) and men (27.6%) felt that they have sufficient opportunities to participate in central government decision-making. At the local level, 36.5% of women and 39.3% of men reported that they have sufficient opportunities to participate – a difference of 2.8 percentage points.

OPPORTUNITIES TO PARTICIPATE IN DECISION-MAKING ACROSS THE YEARS

Figure 33 shows the changes over time in the percentage of respondents who reported having sufficient opportunities to participate in decision-making.

In the period 2016-2022, the proportion of citizens who reported not having sufficient opportunities to participate in central and local government decision-making processes is below 40%. Since 2019, there has been a stagnation in the trends regarding the perceived opportunities for participation in decision-making at both levels of governance.

Opportunities to participate in local decision-making scored higher, with an average of 37%, compared to the central level, which had an average of 27% throughout 2016-2022.

Figure 33: Sufficient opportunities to participate in decision-making (2016–2022)
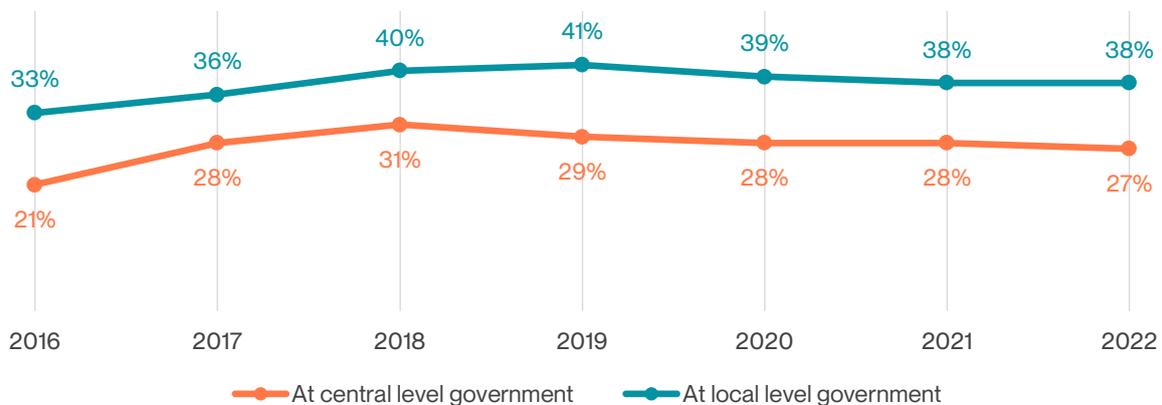
Base: Central, 2016 (N=1633); 2017 (N=1634); 2018 (N=1630); 2019 (N=2480); 2020 (N = 2482); 2021 (N = 2490); 2022 (N = 2490). Local 2016 (N=1634); 2017 (N=1630); 2018 (N=1638); 2019 (N=2463); 2020 (N = 2491); 2021 (N = 2494); 2022 (N = 2490).

*Note: In 2019, the sampling method was changed to a nationally representative sample.

CONSULTATION PROCESSES

In 2022, 11.8% of surveyed Albanians said that they were invited to participate in consultation processes organized by public institutions at the central government; meanwhile, a higher percentage, 18.6%, reported that they were invited to consultation processes organized at the local level. The main reason cited for lack of participation was a lack of trust in consultation processes themselves.

11.8% of survey takers reported that they were invited to participate in consultation processes organized by public institutions at the central government level, and increase from the 9.7% in 2021. A higher percentage, 18.6%, reported that they were invited to participate in local consultation processes, another increase on 2021 (17.8%).

Figure 34: Invitations to participate in consultation processes (2022)

18,6%	81,4%	At local level government
11,8%	88,2%	At central level government

■ Yes ■ No
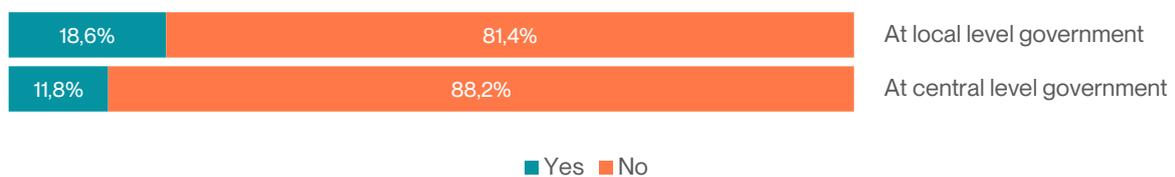
Base: For central government N=2483; for local government N=2492.

PARTICIPATION IN CONSULTATION MEETINGS ACROSS THE YEARS

Figure 35 presents the change over time at both levels of government regarding invitations to participate in consultation processes. Findings across the years show that actual participation in decision-making processes was lower, below 25%, than the perceived opportunities to do so.

Among the main reasons why Albanians did not participate in consultation processes during 2016–2022 were the lack of trust that participation will have an impact, the expectation that others should participate instead, and the belief that there are no consultation mechanisms or processes in place.

Figure 35: Invitations to participate in consultation processes (2016–2022)

At central level government   At local level government
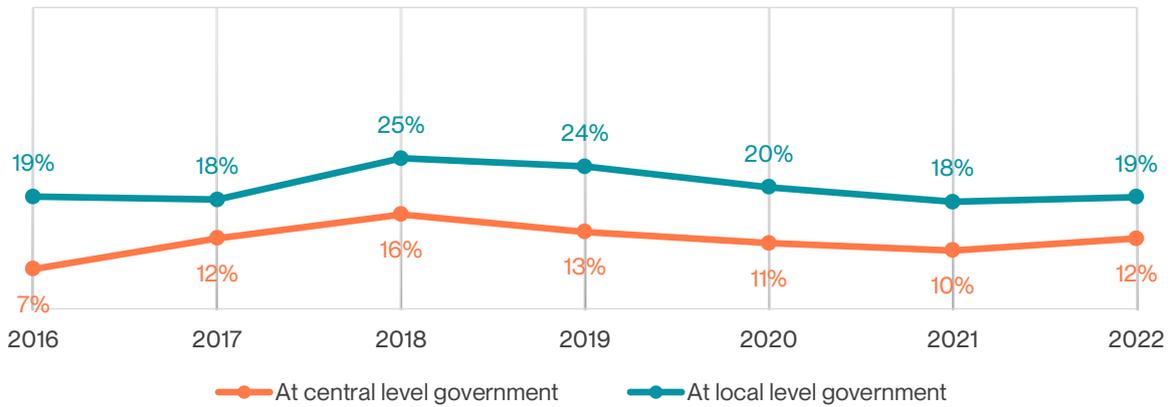
Base: Local level: 2016 (N=1624); 2017 (N=1635); 2018 (N=1629); 2019 (N=2482); 2020 (N=2486); 2021 (N=2494); 2022 (N=2492). Central level: 2016 (N=1631); 2017 (N=1635); 2018 (N=1630); 2019 (N=2483); 2020 (N = 2486); 2021 (N = 2494); 2022 (N = 2493).

*Note: In 2019, the sampling method was changed to a nationally representative sample.

In 2022, 9.9% of survey respondents reported that they had participated in consultation processes led by the central government, compared to 7.4% in 2021. Meanwhile, 16.7% reported that they had participated in consultation processes led by the local government, compared to 14.5% in 2021.

Figure 36: Participation in consultation meetings (2022)

16,7% / 83,3%	At local level government
9,9% / 90,1%	At central level government

Yes No
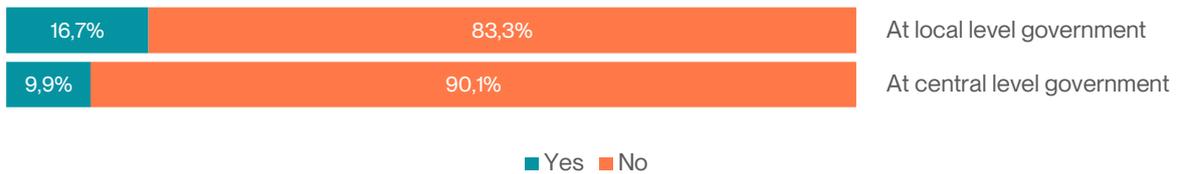
Base: For central government N = 2353; For local government N = 2377.

The main reason given for the lack of participation was a lack of faith in consultations (37.3%), followed by the belief that there are no consultation mechanisms in place (21.3%) and the expectation that others will participate (16.5%). Other common reasons given were the belief that consultation processes 'are open only to party members' or 'are only formal meetings, with no results.'

Table 14: Reasons for not participating in consultation processes in 2022

	N	%
I expect others to do so	524	25.7%
I don't believe in such processes	551	27.1%
I did not have information on the subject	207	10.2%
I could not reach the location or access online meetings	185	9.1%
I believe there are no consultation mechanisms or processes established	366	18%
Other*	202	9.9%

*Common 'other' answers were '[consultation processes] are open only to party members,' '[consultation processes] are only formal meetings, with no results,' lack of education, health concerns, and old age.

18.1% of survey participants reported that they have used the portal 'www.konsultimipublik.gov.al' to obtain information or give their opinion on draft legislation or draft strategies/action plans – slightly higher than in 2021 (18.1% vs. 16.6%).

Figure 37: Use of the portal 'konsultimipublik.gov.al' in 2022

18,1%

81,9%

- Yes
- No
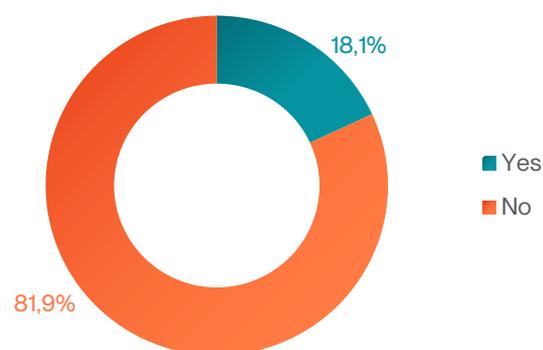
Base: N=2482

Out of the 449 respondents who used the online portal, 52.8% were women and 47.2% were men. See Table 16 for more information on differences across demographic characteristics.

STATEMENTS ON CITIZEN ENGAGEMENT

In 2022, most Albanians surveyed (73%) believed that citizens have sufficient knowledge to understand whether government decisions are good or bad. Meanwhile, 39.2% agreed that suggestions of civil society organizations and interest groups are taken into consideration, 37.6% agreed that municipal councils represent local communities, and 36.6% agreed that the budget of the municipality reflects citizens' priorities. A significant percentage, 60.9%, felt that local public hearings have little influence on municipal decisions.

73% of survey participants (73.3% of women and 72.7% of men) said that they 'fully agree' or 'generally agree' that 'an ordinary citizen has sufficient knowledge to understand whether a government decision is good or bad'. 39.2% of respondents (39.9% of women and 38.6% of men) said that they 'fully agree' or 'generally agree' that 'suggestions coming from civil society and interest groups on draft laws are taken into consideration'. A full 60.9% of survey respondents (61.1% of women and 60.8% of men) said that they 'fully agree' or 'generally agree' that 'local public hearings are formal events' with limited influence on municipal decisions. 37.6% of survey respondents said that they 'fully agree' or 'generally agree' that 'municipal councillors represent local communities and defend the interest of citizens in front of the mayor and the municipality's administration'. A higher percentage of women than men agreed with this last statement, though not substantially (39.2% vs. 36.0%). 36.6% said that they 'fully agree' or 'generally agree' that 'the budget of the municipality I live reflects citizens' priorities'. A higher percentage of women than men agreed with this statement, but again not significantly (36.0% vs. 33.8%). Public sector employees were more likely than private sector employees to agree with these statements. Table 17 provides more information on differences across demographic characteristics.

Figure 38: Statements on local representation and citizen engagement (2022)

Legend:
- ■ Fully agree
- ■ Generally agree
- ■ Generally do not agree
- ■ Do not agree at all
- ■ I do not have an opinion
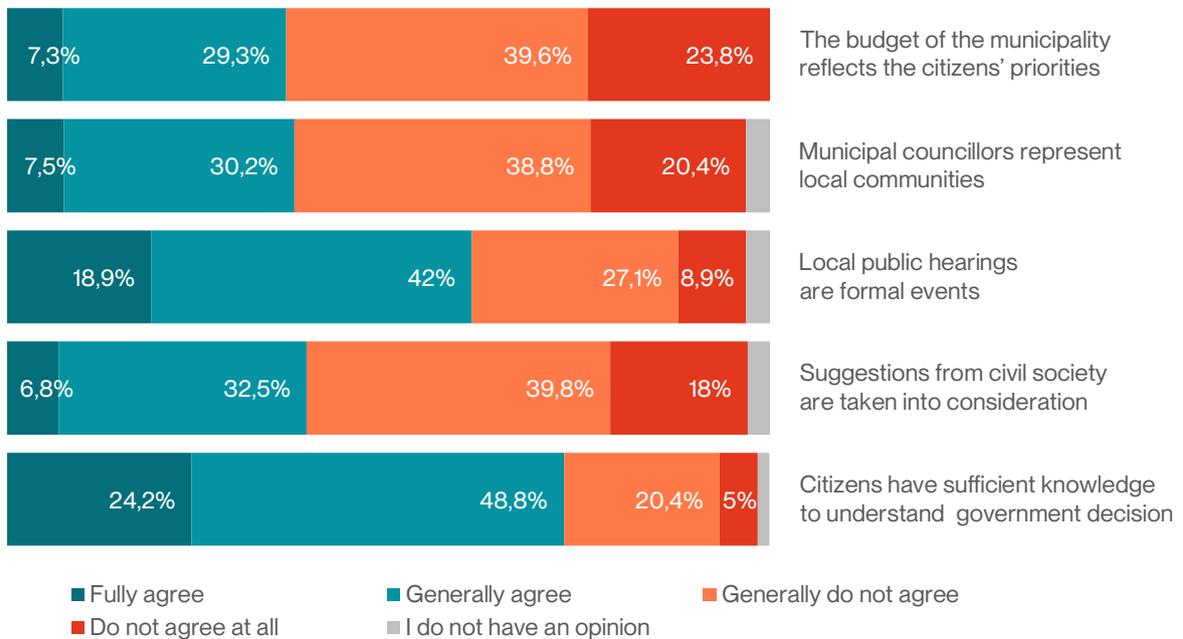
Base: N1 = 2463, N2 = 2428, N3 = 2423, N4 = 2423, N5 = 2386.

ATTENDING A DEMONSTRATION/RALLY OR SIGNING A PETITION

The percentage of the Albanian population surveyed who attended a demonstration/rally or signed a petition increased from 27.1% in 2021 to 32.2% in 2022.

32.2% of study participants reported that they have attended a demonstration/rally or signed a petition in 2022 – a third yearly increase on 2021 (27.1%) and 2020 (22%).

Figure 39: Attended a demonstration/rally or signed a petition in 2022

32,2%

■ Yes
■ No

67,8%
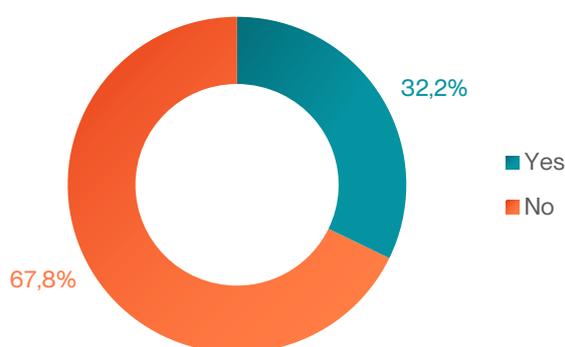
Base: N = 2490

The main reason for attending a demonstration/rally or signing a petition in 2022 was 'shared interest of the community I belong to' (50.4%), followed by 'personal interest' (31.6%), 'political party militantism' (13.3%), and 'peer pressure' (3.1%). Lack of time was cited as the main barrier by survey respondents.

A higher percentage of men than women (34.6% vs. 30.0%) reported attending a demonstration/rally or signing a petition in 2022. Respondents with a university degree (or higher), students, public sector employees, residents of urban areas, and members of political parties were more likely to report that they attended a demonstration/rally or signed a petition in 2022.

ATTENDING A DEMONSTRATION/RALLY OR SIGNING A PETITION ACROSS THE YEARS

As visualized in Figure 40, there has been an upward trend in recent years in participation in demonstrations/rallies or signing petitions. The percentage of Albanians who attended rallies/demonstrations or signed petitions increased significantly after 2020. In 2022, figures were 10 pp higher than in 2016, 32% versus 22%.

The main reasons Albanians gave for participating in this way were the shared interest of the community they belonged to and personal interest.

Figure 40: Attended a demonstration/rally or signed a petition (2016-2022)
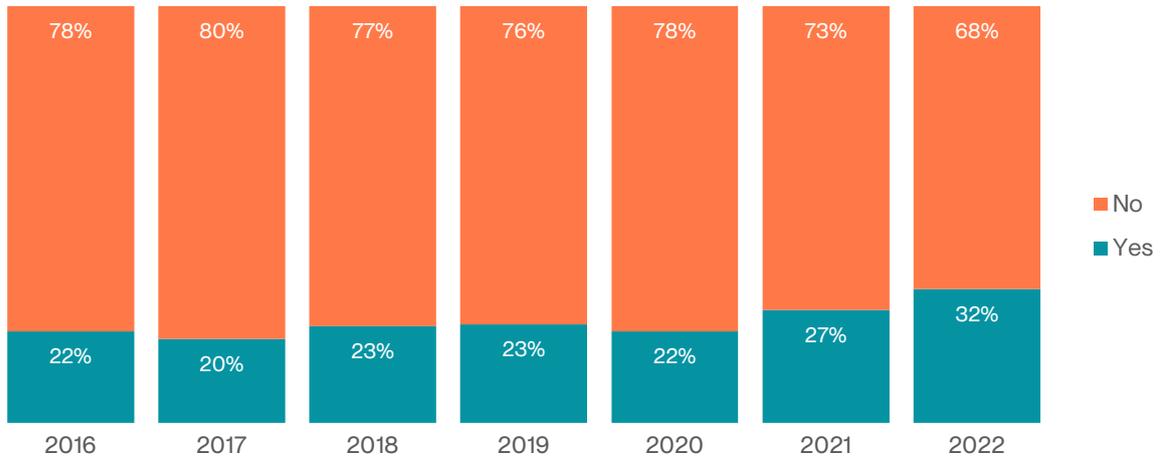
Base: 2022 (N=2490); 2021 (N=2500); 2020 (N=2483); 2019 (N=2479); 2018 (N=1636); 2017 (N=1637); 2016 (N=1597)
*Note: In 2019, the sampling method was changed to a nationally representative sample.

WILLINGNESS TO ENGAGE IN VOLUNTARY WORK

61.5% of Albanian citizens surveyed were willing to engage in voluntary work in 2022.

61.5% of respondents reported that they were willing to engage in voluntary work for the benefit of the community – down from 65.1% in 2021.

Figure 41: Willingness to engage in voluntary work (2022)
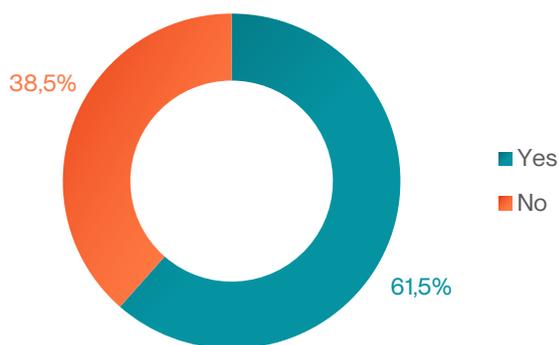
Base: N=2484

A higher proportion of women than men expressed willingness to engage in voluntary work. The difference, however, was small (62.1% vs. 60.9%). Respondents younger than 45 years old, those with a university degree (or higher), employed in the public sector, and students were more likely to express willingness to engage in voluntary work than their respective demographic groups.

MOVING FROM CURRENT PLACE OF RESIDENCE

38.3% of the Albanian population wanted to move to emigrate in 2022 – slightly lower than in 2021. The main reasons for wanting to move to another country were living a better life, acquiring employment and professional opportunities, and overcoming economic difficulties.

38.3% of survey respondents (38% of women and 38.5% of men) reported wanting to move to another country in 2022 – drop of 2.7 pp since 2021 (41%).; meanwhile, 5.3% of survey respondents (5.2% of women and 5.5% of men) reported wanting to move within the country. 56.4% of respondents said that they were not planning to move from their residence in 2022.

Figure 42: Moving from current place of residence (2022)

- Yes, within Albania
- Yes, outside of Alban
- No

5,3%
38,3%
56,4%
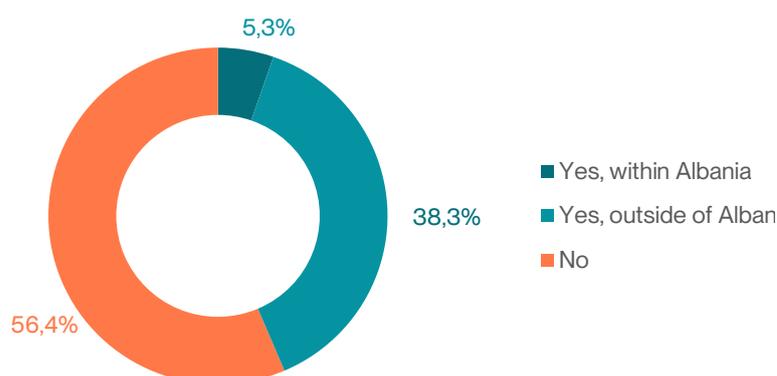
Base: N=2488

Survey respondents who said that they want to move from their current place of residence to another country listed as the main reasons 'the desire for a better life' (11.2%), 'employment and professional development opportunities' (10.1%), and 'economic reasons' (8.7%). Other reasons concerned living in safer countries, joining families abroad, acquiring better quality education and health services. Corruption and lack of justice in Albania were among the other reasons given for leaving the country. Respondents between 18 and 25 years old, those with a university degree (or higher), private sector employees and students were more likely to want emigrate.

MOVING FROM CURRENT PLACE OF RESIDENCE ACROSS THE YEARS

As shown in Figure 43, 46% of Albanians wanted to move to another country in 2019, which has gradually decreased each year since, culminating in an 8 pp drop by 2022. Meanwhile, the percentage of Albanians who wanted to move somewhere else within the country has remained at a similar level since 2019.

Among the main reasons mentioned over this period for moving to another country were better life opportunities, economic factors, and professional development.

Figure 43: Moving from current place of residence (2019–2022)
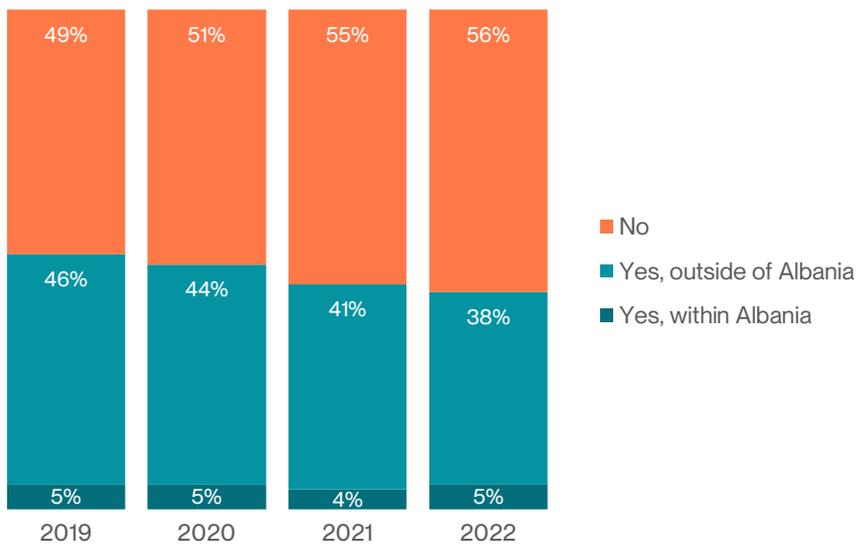
Base: 2022 (N=2488); 2021 (N=2495); 2020 (N=2481); 2019 (N=2489).

*Note: In 2019, the sampling method was changed to a nationally representative sample.

Table 15: Demographic breakdown – interest in and sufficient opportunities to participate in decision-making (2022)

			Central Government	Local Government
		Interest in participating in decision-making processes	Sufficient opportunities to participate in decision making	
Total		45%	27%	38%
Gender				
Female		45%	27%	36%
Male		46%	28%	39%
Age				
18-25 years old		55%	34%	45%
26-35 years old		57%	36%	45%
36-45 years old		47%	29%	42%
46-55 years old		40%	22%	32%
56-65 years old		35%	19%	31%
66 and over		23%	15%	22%
Education				
Up to lower secondary		28%	14%	22%
High school		40%	21%	33%
University degree		62%	43%	53%
Employment status				
	Total	51%	31%	43%
Employed	Public	64%	44%	55%
	Private	46%	26%	37%
Unemployed		41%	22%	31%
Student		62%	38%	50%
Retired		19%	13%	20%
Income				
No income		45%	24%	33%
Up to 30,000 ALL		33%	18%	27%
30,001 – 50,000 ALL		47%	28%	40%
50,001 – 70,000 ALL		58%	40%	52%
Over 70,001 ALL		57%	32%	42%
Geographic representation				
Urban		46%	27%	38%
Rural		44%	27%	37%

Note: Colours represent >5 pp difference with total responses

Note: The group 'up to lower secondary education' includes respondents with no education, primary education, and those that attended school until the compulsory level (8/9 year).

Table 16: Demographic breakdown of consultation processes in 2022—only responses in the 'Yes' category

	Invitation to participate in consultation in 2022		Actual Participation in consultation in 2022		Use of konsultimipublik.gov.al
	At central level	At local level	At central level	At local level	
Total	12%	19%	10%	17%	18%
Gender					
Female	12%	19%	10%	17%	19%
Male	11%	18%	10%	17%	17%
Age					
18-25 years old	10%	16%	11%	19%	26%
26-35 years old	16%	24%	14%	22%	23%
36-45 years old	15%	22%	12%	18%	21%
46-55 years old	10%	16%	8%	14%	15%
56-65 years old	7%	15%	5%	11%	9%
66 and over	6%	12%	5%	11%	6%
Education					
Up to lower secondary	8%	12%	6%	11%	8%
High school	8%	15%	7%	13%	15%
University degree	18%	26%	16%	24%	27%
Employment					
Total	13%	22%	12%	19%	21%
Employed Public	23%	36%	23%	32%	33%
Private	10%	16%	7%	15%	16%
Unemployed	10%	15%	7%	14%	13%
Student	12%	17%	11%	19%	29%
Retired	5%	10%	5%	9%	6%
Income					
No income	11%	15%	8%	14%	15%
Up to 30,000 ALL	7%	12%	6%	11%	11%
30,001 – 50,000 ALL	13%	22%	11%	20%	22%
50,001 – 70,000 ALL	18%	28%	16%	26%	26%
Over 70,001 ALL	16%	20%	9%	16%	27%
Geographic representation					
Urban	12%	20%	10%	17%	19%
Rural	11%	17%	10%	16%	16%

Note: Colours represent >5 p.p. difference with total responses

Note: The group 'up to lower secondary education' includes respondents with no education, primary education, and those that attended school until the compulsory level (8/9 year).

Table 17: Demographic breakdown of statements on citizen engagement (2022) – 'fully agree' and 'generally agree'

		Citizens have sufficient knowledge to understand government decisions	Suggestions from civil society and interest groups taken into consideration	Local public hearings are formal events	Municipal councillors represent local communities	The budget of the municipality reflects the citizens' priorities
Total		73%	39%	61%	38%	35%
Gender						
Female		73%	40%	61%	39%	36%
Male		73%	39%	61%	36%	34%
Age						
18-25 years old		74%	38%	62%	33%	33%
26-35 years old		73%	37%	65%	39%	35%
36-45 years old		72%	40%	59%	41%	38%
46-55 years old		73%	37%	61%	35%	35%
56-65 years old		68%	38%	58%	33%	29%
66 and over		81%	50%	56%	45%	38%
Education						
Up to lower secondary		70%	34%	55%	34%	33%
High school		74%	39%	62%	37%	35%
University degree		74%	42%	63%	41%	37%
Employment						
	Total	74%	40%	62%	40%	37%
Employed	Public	81%	59%	59%	61%	54%
	Private	71%	33%	63%	32%	30%
Unemployed		69%	33%	60%	31%	30%
Student		72%	36%	67%	32%	33%
Retired		76%	48%	54%	41%	37%
Income						
No income		71%	33%	62%	29%	29%
Up to 30,000 ALL		72%	41%	59%	38%	35%
30,001 – 50,000 ALL		75%	41%	61%	40%	36%
50,001 – 70,000 ALL		77%	45%	60%	48%	47%
Over 70,001 ALL		66%	37%	70%	29%	27%
Geographic representation						
Urban		73%	39%	59%	37%	35%
Rural		73%	39%	64%	39%	34%

Note: Colours represent >5 p.p. difference with total responses

Note: The group 'up to lower secondary education' includes respondents with no education, primary education, and those that attended school until the compulsory level (8/9 year).

4.6 SATISFACTION WITH PUBLIC SERVICE DELIVERY

Since 2013, the opinion poll has been measuring citizens' satisfaction with public service delivery in a dedicated section. The number of services has changed over the years. In 2022, the Special Prosecution Office against Organized Crime and Corruption (SPAK) was included in the list, giving a total of 18 core and administrative public services.

Core public services cover health, education (including pre-school), water supply, public transport, cleaning services (town and countryside, including waste collection), emergency services, judicial services and police services. To better assess satisfaction with emergency services, these were separated into 'emergency medical service' and the 'firefighter emergency service', thus enabling a specific evaluation for both. Administrative services include social assistance, employment services (National Agency for Employment and Skills, AKPA; formerly SHKP), property services (the State Cadastre Agency, ASHK; formerly ZRPP and ALUIZNI), civil registry services, social insurance services (the Social Insurance Institution, ISSH), road transport services (General Directorate of Road Transport Services, DPSHTRR), business registration and licensing (National Business Centre, QKB), and construction permits.

Other questions focused on citizens' complaints about the delivered service, channels to submit complaints such as the co-governance platform 'www.shqiperiaqeduam.al' and the response from public service providers. The section concludes with an evaluation of citizens' everyday sense of security and the three main drivers behind its absence.

SATISFACTION WITH DELIVERY OF CORE PUBLIC SERVICES

In 2022, on average, less than half of citizens (39.1%) were 'satisfied' or 'very satisfied' with the delivery of core public services. Education, water supply, cleaning services and those provided by public health institutions were more often reported as satisfactory than the police, public transport and judicial services. Satisfaction rates for public service delivery decreased for most of the core and administrative public services measured by the survey, compared to 2021.

During 2022, on average,1 39.1% of respondents were 'satisfied' or 'very satisfied' with the core public services offered to citizens (41.9% in 2021; 38% in 2020), while 42% reported being 'dissatisfied' and 'very dissatisfied' with their delivery.

46.4% of surveyed respondents were 'satisfied' or 'very satisfied' with services delivered by public education institutions (including pre-school), the same percentage were 'satisfied' or 'very satisfied' with public water supply and 46.2% of respondents were satisfied with cleaning services. Around the same proportion of respondents (43.4%) reported being 'satisfied' or 'very satisfied' with public health services. Satisfaction rates with emergency medical services was higher (39.4%) than firefighters (36.4%). Police services (35.9%), public transport (31.8%), and judicial services (25.8%) – similar to 2021 figures – remained the lowest-rated core public services delivered to citizens in 2022. See Figure 44, for the rating of all core public services in 2022.

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1   *The average of the satisfaction rates for all core public services taken together.*

Figure 44: Satisfaction with core public services in 2022

	Very satisfied	Satisfied	Dissatisfied	Very dissatisfied	
Health care system services	8,7%	34,8%	33,1%	16,3%	
Education system services (including pre-school)	8%	38,4%	28,7%	9,9%	
Water supply	8,3%	38,1%	30,1%	16,1%	
Public transport	5,4%	26,4%	36,7%	22,6%	
Cleaning services	7%	39,2%	29,8%	13,8%	
Emergency services: the ambulance	7,4%	32%	24,7%	11,6%	
Emergency services: firefighters	6,4%	29,9%	18,5%	9,3%	
Judicial services	5,1%	20,7%	25,2%	15,2%	
Police services	6%	29,9%	23,4%	13,1%	

■ Very satisfied ■ Satisfied ■ Dissatisfied ■ Very dissatisfied

Base: N = 2500 for all listed institutions

SATISFACTION WITH DELIVERY OF CORE PUBLIC SERVICES ACROSS THE YEARS

When looking from a comparative perspective, on average, less than half of respondents have been 'satisfied' or 'very satisfied' with the delivery of core public services across the whole of 2016–2022, and has remained within a similar range of 38–42% in the last four years (2019–2022).

Figure 45: proportion of all surveyed respondents 'satisfied' or 'very satisfied' with delivery of core public services (2016–2022)
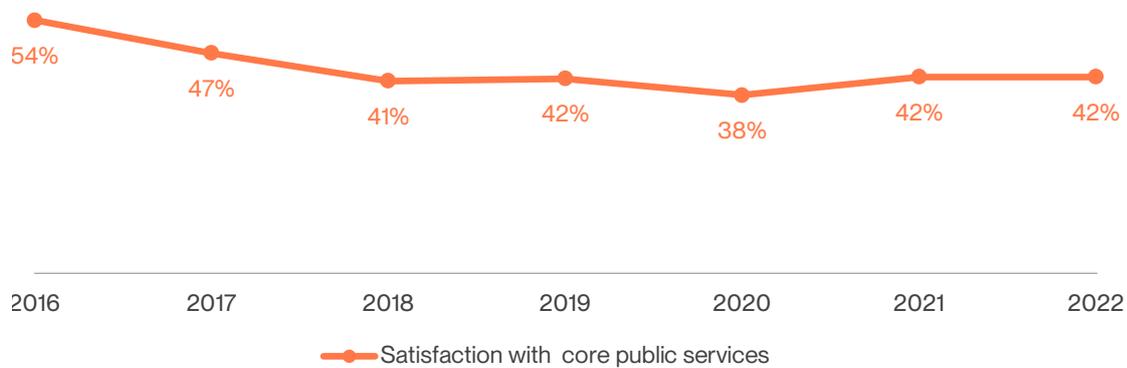
2016	2017	2018	2019	2020	2021	2022
54%	47%	41%	42%	38%	42%	42%

━●━ Satisfaction with core public services

*Note: In 2019, the sampling method was changed to a nationally representative sample.

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SATISFACTION WITH DELIVERY OF ADMINISTRATIVE PUBLIC SERVICES

Overall, 56% of Albanian citizens who had used an administrative service in 2022 were satisfied or very satisfied with the service, particularly when it came to the civil registry (52%), social insurance (39.4%), and road transport (38.5%). Nonetheless, figures for civil registry services have decreased significantly, -8 pp compared to 2021.

On average, 34.3% of all surveyed respondents were 'satisfied' or 'very satisfied' with the delivery of administrative public services2 – marking a slight decrease compared to the 2021 findings (37%) and reaching the same level as in 2019 (33% in 2020; 34.5% in 2019).

Slightly more than half of respondents (52%) were 'satisfied' or 'very satisfied' with the delivery of civil registry services, followed by 39.4% of respondents that were satisfied with social insurance services, and 38.5% who were satisfied with the provision of road transport services. The services delivered by property services (30.8%), social assistance (30.5%), employment (29.7%), business (27.3%) and construction institutions (25.9%) were rated the least satisfactory in 2022. See Figure 46 for the rating of all administrative services.

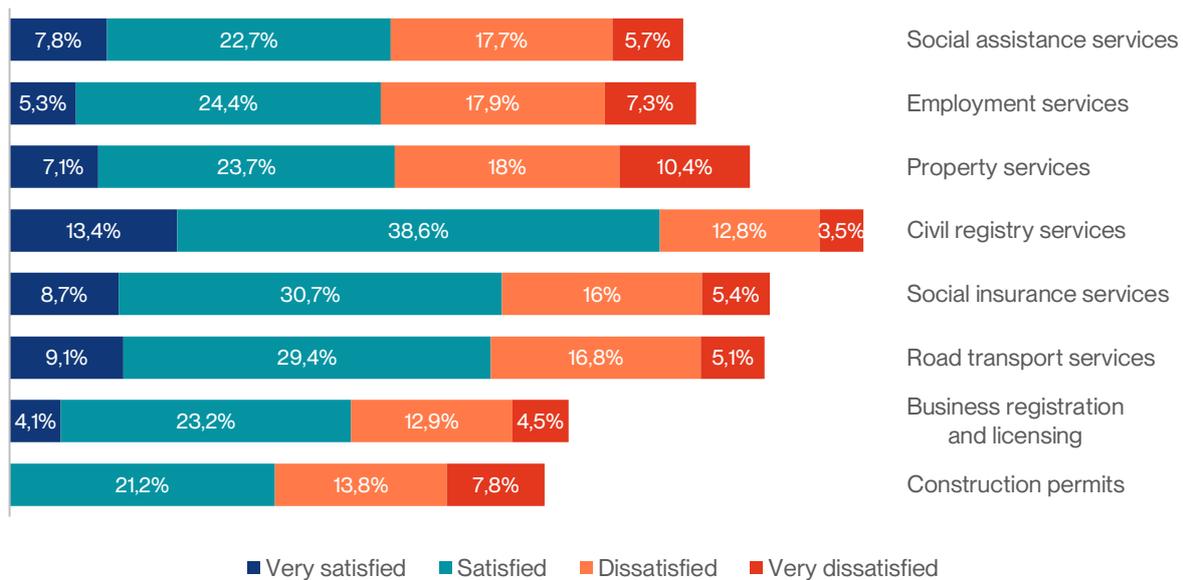**Figure 46:** Satisfaction with administrative public services in 2022

	Very satisfied	Satisfied	Dissatisfied	Very dissatisfied
Social assistance services	7,8%	22,7%	17,7%	5,7%
Employment services	5,3%	24,4%	17,9%	7,3%
Property services	7,1%	23,7%	18%	10,4%
Civil registry services	13,4%	38,6%	12,8%	3,5%
Social insurance services	8,7%	30,7%	16%	5,4%
Road transport services	9,1%	29,4%	16,8%	5,1%
Business registration and licensing	4,1%	23,2%	12,9%	4,5%
Construction permits		21,2%	13,8%	7,8%

■ Very satisfied ■ Satisfied ■ Dissatisfied ■ Very dissatisfied

Base: Social assistance (N = 2318); Employment (N = 2304); Property (N = 2317); Civil registry (N = 2359); Social insurance (N = 2343); Road transportation (N = 2312); Business registration (N = 2281); Construction permits (N = 2277).

When looking at responses among actual users of public administrative services, on average,3 56.1% of were 'satisfied' or 'very satisfied' with administrative service delivery – a notably higher share than the overall satisfaction rate (34.3%) reported by all surveyed respondents.

Figures in 2022 show that the three most-used administrative services by participants were civil registry ser-

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2 *The percentage refers to the average satisfaction rate among all respondents for all administrative public services taken together.*

3 *The percentage refers to the average satisfaction rate for all administrative services, taken together, among respondents that had used services in 2022.*

vices (46%), social insurance services (34.4%) and services related to road transportation (30.6%). On the other hand, the least-used services were social assistance services (22.3%), construction permits (13.4%) and business registration and licensing (12.1%).

Table 18 below shows that satisfaction rates for those who had actually used civil registry services (74.7%), road transportation services (63.4%) and social insurance services (61.9%) were much higher than the overall satisfaction reported by all survey respondents – 52%, 38.5% and 39.4% respectively. A smaller difference was noted between users' satisfaction rate in employment (44.2%) and property (44.3%) services, and the assessment of all respondents – 29.7% and 30.8%, respectively – but still a difference of 5 pp or more.

Table 18: Utilization of and satisfaction with administrative service delivery (2022)

	Overall satisfaction rate 2022	% of respondents that used service in 2022	Users' satisfaction rate in 2022
Social assistance services	30.5%	22.3%	51.8%
Employment services	29.7%	24.5%	44.2%
Property services	30.8%	30.5%	44.3%
Civil registry services	52%	46%	74.7%
Social insurance services	39.4%	34.4%	61.9%
Road transportation services	38.5%	30.6%	63.4%
Business registration and licensing	27.3%	12.1%	57.6%
Construction permits	25.9%	13.4%	50.6%

*Note: Green colours represent ≥5 pp higher user satisfaction compared to overall satisfaction rate.

DEMOGRAPHIC COMPARISON FOR SATISFACTION WITH PUBLIC SERVICES

The demographic analysis for the delivery of core public services is based on the satisfaction rates of all survey respondents, while the analysis for the delivery of administrative services is based solely on the satisfaction rates of the actual users of these services.

The three main highlights for both types of services are as follows. First, findings show that there was no difference between females and males regarding their satisfaction level for all public services, whether core or administrative. Second, public sector employees were more likely to be satisfied with the delivery of all core and administrative public services measured by the survey. Finally, respondents residing in urban and rural areas tended to have similar rates of satisfaction for all core and administrative services.

With reference to demographic differences for core services, respondents aged 66 years old and over were most likely to be satisfied with the provision of water services and emergency services. Respondents with monthly incomes of 50,001–70,000 ALL were most likely to be satisfied with the provision of all listed core services, apart from public transport.

Regarding the differences among actual users of administrative services, results show that respondents aged 18–35 years old were more likely to be satisfied with social assistance, employment, property, social insur-

ance services, road transportation and business registration. Meanwhile, respondents with a university degree were more often satisfied than their peers with social assistance and employment services.

SATISFACTION WITH DELIVERY OF ADMINISTRATIVE PUBLIC SERVICES: SERVICE USERS VS. ALL

Users of administrative public services have reported substantially higher figures than the overall satisfaction rate reported by all survey respondents during 2019–2022, maintaining a positive trend and reaching a satisfaction rate of 56% in 2022.

Figure 47: Satisfaction with delivery of administrative public services: users vs. all respondents (2019–2022)
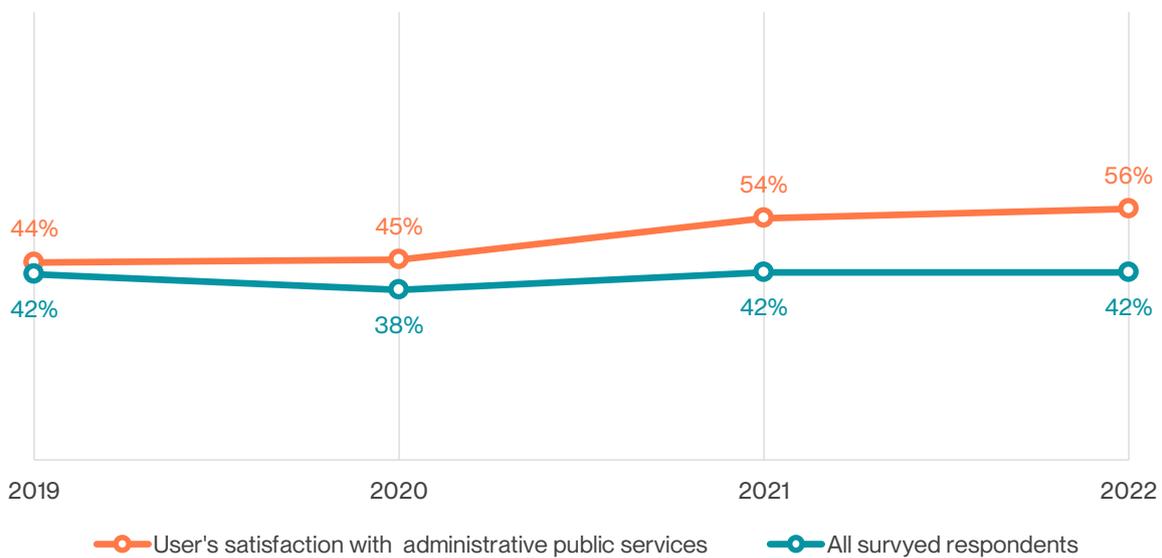
*Note: In 2019, the sampling method was changed to a nationally representative sample.

SUBMISSION OF COMPLAINTS

Only 13.4% of surveyed respondents submitted a complaint to public service providers, similar to those reported in the 2021 study (15.1%).

During 2022, only 13.4% of surveyed respondents submitted a complaint to public service providers, similar to those reported in the 2021 study (15.1%), while 86.6% had not. There was no major difference between the share of females (12%) and males (15%) who reported submitting complaints. Respondents aged 18–25 years, students and those with monthly incomes of 50,000 ALL and above were far more likely than their demographic peers to say that they have submitted a complaint for a service received from the service provider during 2022.

Figure 48: Percentage of Respondents filing a complaint to institutions (2016–2022)

	2016	2017	2018	2019	2020	2021	2022
No	84%	85%	89%	83%	88%	85%	87%
Yes	16%	15%	11%	17%	12%	15%	13%
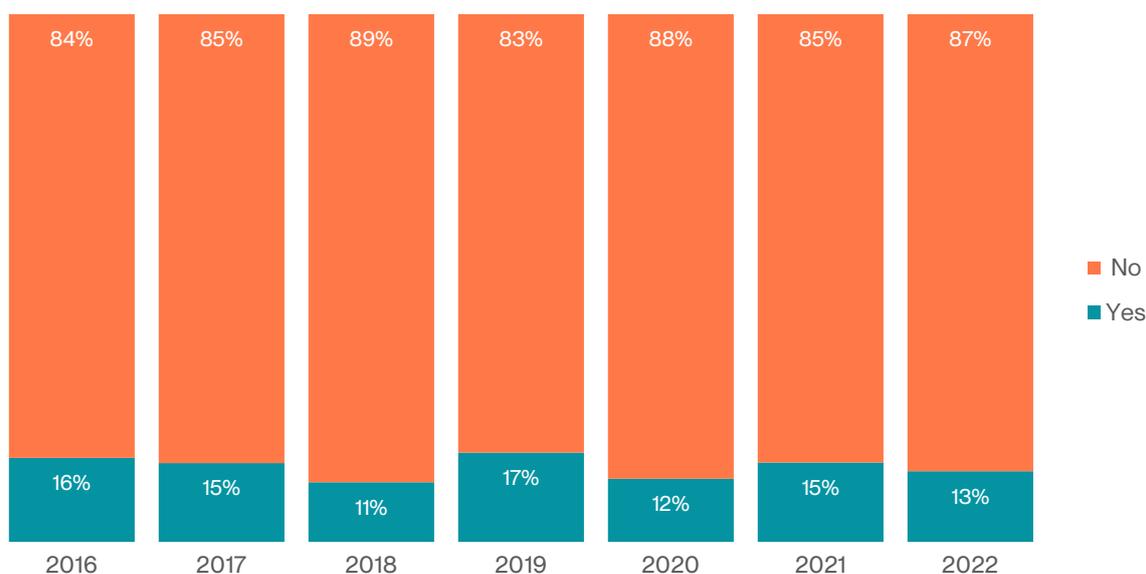
Base: 2016 (N = 1627); 2017 (N = 1639); 2018 (N = 1628); 2019 (N = 2491); 2020 (N = 2488); 2021 (N = 2494); 2022 (N=2491).
Note: In 2019, the sampling method was changed to a nationally representative sample.

CO-GOVERNANCE PLATFORM SHQIPERIAQEDUAM.AL

Only 9.5% of Albanian citizens used the co-governance online platform 'www. shqiperiaqeduam.al' to file a complaint in 2022. 31.8% of those who submitted a complaint to 'shqiperiaqeduam.al', said it was addressed.

In 2022, fewer than one in ten respondents (9.5%) reported using the co-governance online platform www. shqiperiaqeduam.al to file a complaint, a slightly lower than the 12% in 2021. 90.5% therefore had not filed a complaint to the platform in 2022.

Female (9%) and male (10%) respondents were similarly likely to submit complaints via the online platform. Respondents aged 18–25 years, students and those with monthly incomes over 70,001 ALL were all more likely to submit complaints via the shqiperiaqeduam.al platform.

Figure 49: Submission of complaints to www.shqiperiaqeduam.al in 2022

9,5%

90,5%

Yes
No
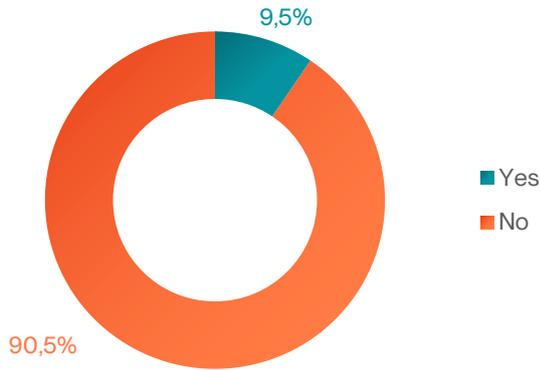
Base: N = 2487

Among respondents who reported filing a complaint at 'shqiperiaqeduam.al', 31.8% said it was addressed (71 out of 237), a similar level as in 2021 (32.2%) and 12 pp lower than in 2020 results (44%).

ALBANIAN INSTITUTIONS ADDRESSING CITIZENS' COMPLAINTS (2022)

Nearly half of surveyed respondents (46.8%) did not believe that public institutions properly address citizens' complaints, 24.9% said they do, while 28.2% did not know.

There was no major difference between the share of females (26%) and males (24%) who believe that institutions properly address the complaints submitted by citizens. Respondents with university degrees (or higher), those working in public institutions and with monthly incomes of 50,001–70,000 ALL were more likely to believe that public institutions address citizens' complaints.

Figure 50: Institutions properly address citizens' complaints (2016–2022)

	2016	2017	2018	2019	2020	2021	2022
Yes	28%	29%	23%	24%	25%	26%	25%
No	46%	47%	46%	48%	51%	45%	47%
I do not know	26%	24%	31%	28%	24%	29%	28%

Base: 2016 (N = 1259); 2017 (N = 1599); 2018 (N = 1565); 2019 (N = 2464); 2020 (N = 2475); 2021 (N = 2478); 2022 (N=2500).
Note: In 2019, the sampling method was changed to a nationally representative sample.
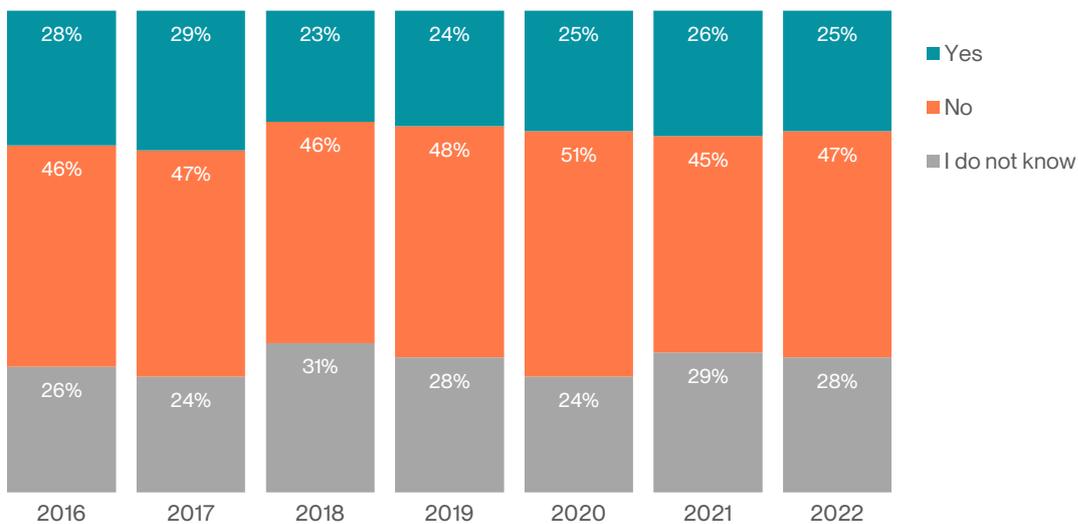
SAFETY IN EVERYDAY LIFE

59.3% of surveyed citizens did not feel safe in everyday life, a significant decrease of 12 pp from the 71.6% in 2021. The three main drivers of feelings of insecurity included crime, health issues and employment insecurity.

About six in ten surveyed respondents (59.3%) did not feel safe in everyday life, a significant decrease of 12 pp compared to the 71.6% recorded in 2021. The remaining 40.7% said that, in general, they feel safe.

Figure 51 presents citizens' perception of their safety as reported throughout the 2016 to 2022 polls. This shows a consistent downward trend between 2017–2021, with 2021 marking the smallest annual decline in citizens' perception of safety (-2 pp), compared to the more sizeable drop of 10 pp between 2017 and 2020. However, in 2022 study the public perception of safety bucked the trend with a notable increase to 41% – compared to 2019–2021.

Figure 51: Perceived safety in everyday life (2016–2022)
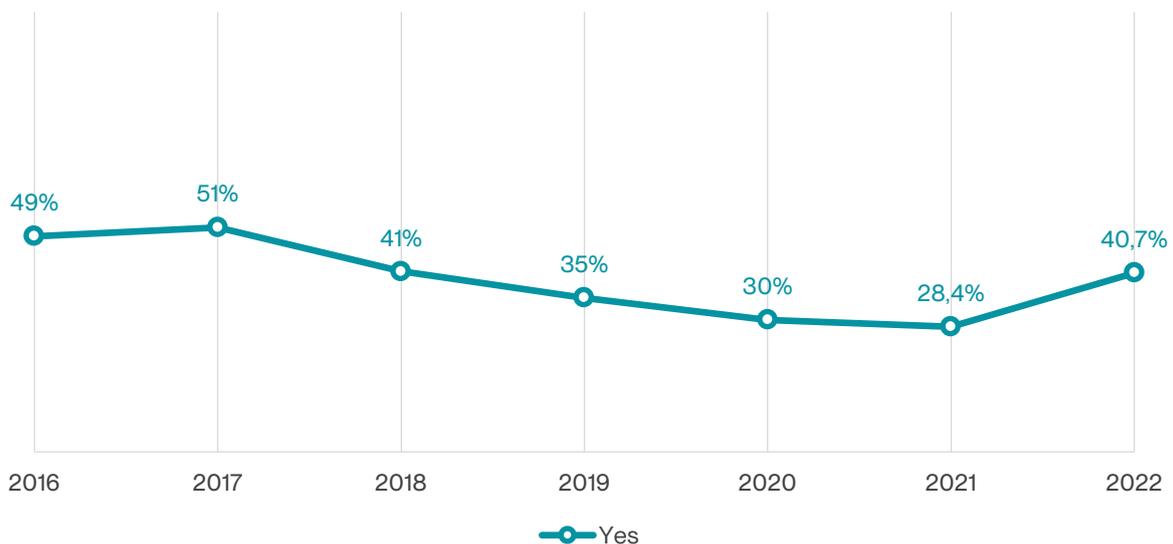
Base: 2016 (N=1608); 2017 (N=1615); 2018 (N=1629); 2019 (N=2500); 2020 (N=2492); 2021 (N = 2490); 2022 (N=2487).
Note: In 2019, the sampling method was changed to a nationally representative sample.

Asked about the reasons for feeling unsafe in 2022, the factor most cited by respondents was crime (63%), followed by health issues (45%) and injustice (39%). Other drivers of insecurity mentioned were employment insecurity (37%), politics (26%) and unequal wealth distribution (18%). Table 19 below provides the full ranking of reasons for feeling unsafe on a daily basis during 2016–2022.

Table 19: Reasons for feeling unsafe (2016–2022)

Reasons for feeling unsafe	2016	2017	2018	2019*	2020	2021	2022
Crime (assault, burglary)	49%	58%	71%	67%	59%	73%	61%
Health issues	11%	30%	50%	49%	49%	43%	45%
Employment insecurity	X	42%	52%	36%	41%	33%	37%
Injustice	11%	32%	45%	36%	37%	35%	39%
Feeling of insecurity due to natural disasters (e.g. earthquakes or pandemics)	X	X	X	X	27%	22%	13%
Politics	5%	29%	45%	28%	23%	17%	26%
Unequal wealth	3%	23%	23%	16%	18%	15%	18%
Pollution	3%	12%	20%	17%	12%	16%	13%
Drug use	6%	23%	29%	15%	9%	13%	11%
Traffic	7%	11%	13%	13%	8%	13%	8%
Domestic violence	3%	15%	19%	7%	6%	9%	9%
Lack of free expression	1%	5%	11%	4%	3%	3%	5%
Lack of confidentiality and protection when reporting wrongdoing	1%	6%	12%	3%	3%	4%	6%
Discrimination on basis of sex, religion, wealth, social status	X	5%	7%	3%	1%	1%	3%

Base: 2016 (N=1608); 2017 (N=1615); 2018 (N=1629); 2019 (N=1613); 2020 (N=1713); 2021 (N=1776); 2022 (N=1460).

Note: Multiple responses allowed; percentages do not add to 100%.

* In 2019, the sampling method was changed to a nationally representative sample.

Table 20: Satisfaction with core public-service delivery across demographics (2022)

		Public services (all respondents)								
		Health	Education	Water	Public transport	Cleaning	Emergency: the ambulance	Emergency: firefighters	Judicial	Police
TOTAL (% satisfied)		43%	46%	46%	32%	46%	39%	36%	26%	36%
Gender										
Female		44%	48%	49%	35%	47%	41%	37%	28%	37%
Male		43%	44%	43%	29%	46%	38%	35%	24%	34%
Age										
18–25 years old		43%	49%	41%	34%	39%	35%	36%	27%	32%
26–35 years old		45%	47%	49%	34%	50%	41%	39%	27%	37%
36–45 years old		46%	51%	47%	29%	46%	42%	38%	27%	41%
46–55 years old		42%	46%	46%	31%	45%	38%	33%	27%	37%
56–65 years old		37%	40%	43%	28%	47%	34%	31%	18%	30%
66 years old and over		46%	42%	53%	36%	51%	45%	39%	26%	35%
Educational attainment										
Up to lower secondary		40%	42%	41%	27%	39%	38%	35%	23%	32%
High school		42%	47%	47%	33%	48%	38%	36%	25%	36%
University		47%	49%	49%	34%	49%	41%	37%	28%	38%
Employment status										
Employed	Total	47%	50%	49%	33%	50%	42%	38%	28%	40%
	Public	60%	60%	59%	47%	61%	52%	47%	39%	52%
	Private	42%	46%	45%	29%	46%	39%	36%	24%	35%
Unemployed		36%	41%	41%	27%	39%	33%	32%	22%	30%
Student		39%	48%	44%	34%	37%	31%	36%	24%	29%
Retired		41%	39%	47%	33%	48%	41%	35%	24%	32%
Income										
No income		35%	42%	41%	28%	38%	33%	33%	22%	30%
Up to 30,000 ALL		43%	43%	47%	35%	47%	39%	35%	26%	35%
30,001–50,000 ALL		46%	51%	47%	33%	49%	42%	36%	28%	40%
50,001–70,000 ALL		52%	54%	52%	37%	55%	47%	42%	32%	44%
Over 70,001 ALL		46%	42%	47%	23%	43%	38%	41%	18%	35%
Geographical location										
Urban		42%	46%	44%	31%	45%	38%	35%	24%	35%
Rural		47%	48%	51%	33%	48%	42%	39%	29%	38%

Note: Colours represent >5 pp difference with total responses

Note: The group 'up to lower secondary education" includes respondents with no education, primary education, and those that attended school until the compulsory level (8/9 year).

* The percentage is calculated as the sum of the percentage 'satisfied' and 'very satisfied'.

Table 21: Satisfaction with Administrative public-service delivery across demographics (2022)

	Administrative services (only users)							
	Social assistance	Employment	Property	Civil registry	Social insurance services	Road transportation	Business reg.	Construction permits
TOTAL (% satisfied)	52%	44%	44%	75%	62%	63%	58%	51%
Gender								
Female	57%	46%	49%	75%	63%	69%	66%	59%
Male	53%	46%	43%	78%	65%	63%	57%	51%
Age								
18–25 years old	64%	40%	64%	69%	72%	71%	70%	55%
26–35 years old	65%	50%	50%	81%	66%	71%	63%	56%
36–45 years old	56%	53%	45%	79%	62%	60%	63%	57%
46–55 years old	50%	41%	42%	77%	66%	60%	58%	53%
56–65 years old	50%	39%	35%	74%	51%	63%	59%	43%
66 years old and over	49%	42%	46%	72%	68%	63%	50%	75%
Educational attainment								
Up to lower secondary	50%	44%	50%	68%	55%	56%	53%	51%
High school	52%	40%	38%	77%	65%	62%	60%	53%
University	66%	52%	51%	80%	69%	70%	66%	59%
Employment status								
Employed — Total	63%	53%	46%	81%	67%	68%	59%	57%
Employed — Public	77%	75%	63%	89%	75%	80%	71%	71%
Employed — Private	55%	42%	39%	78%	64%	62%	57%	49%
Unemployed	44%	32%	42%	66%	55%	60%	78%	42%
Student	48%	25%	72%	69%	70%	58%	62%	57%
Retired	54%	48%	40%	73%	62%	60%	50%	71%
Income								
No income	41%	28%	46%	66%	57%	60%	80%	43%
Up to 30,000 ALL	58%	44%	45%	77%	66%	61%	50%	58%
30,001–50,000 ALL	64%	57%	48%	81%	68%	70%	64%	56%
50,001–70,000 ALL	78%	66%	48%	85%	66%	73%	68%	68%
Over 70,001 ALL	43%	30%	34%	76%	50%	58%	52%	33%
Geographical location								
Urban	52%	45%	45%	75%	62%	65%	64%	54%
Rural	59%	47%	47%	79%	67%	66%	59%	57%

Note: Colours represent >5 pp difference with total responses

Note: The group 'up to lower secondary education' includes respondents with no education, primary education, and those that attended school until the compulsory level (8/9 year).

4.7 USE OF ICT

Digitalization of public services remained one of the top priorities for the Albanian government in 2022. To understand citizens' experiences with e-services, questions focused on knowledge and usage of the municipality website and the e-Albania portal. As in the survey for 2021, e-services were rated across the following criteria: functionality, accessibility, efficiency and feedback mechanism. The 2022 Opinion Poll included a new set of questions that focused on how Albanians accessed the e-Albania portal – whether they relied on themselves or others – and whether Albanians trusted that their personal data was properly administered by public actors and the private sector.

MUNICIPALITY WEBSITE

In 2022, 64.9% of the Albanian population was aware that their municipality had a website – higher than in 2021. The percentage of those who used the website of their municipality was 39.4%. The main reason for using the municipality website was 'to receive information on types of available services and where and how to access them'.

64.9% of respondents (65.4% of women and 64.4% of men) knew that their municipality has a website – significantly more overall than in 2021 (64.9% vs. 59.7%), while 32.7% said that they didn't know whether their municipality has a website.

Figure 52: Proportion of respondents who are aware of the municipality website (2022)

32,7%

64,9%

2,4%

- Yes, it does have
- No, it does not have
- I do not know
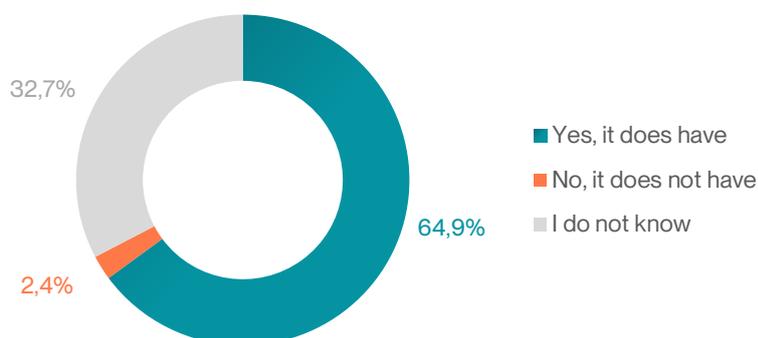
Base: N = 2492

Younger age groups, those with a university degree or higher, public-sector employees, urban residents, and students were more likely to be aware of their municipality website.

39.4% of survey respondents said that they used the website of the municipality – a similar level to 2021 (40.7%). More than half of survey respondents (60.6%) reported that they did not use the website of the municipality.

Figure 53: Proportion of respondents that use municipality website (2022)


- 54,1%
- 45,9%
- Yes
- No
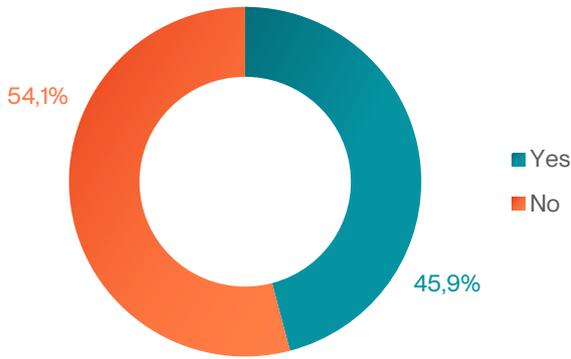
Base: N=1616

Women were more likely than men to use the website of the municipality; the difference, however, was not substantial (40.6% vs. 38.1%). Respondents with a university degree (or higher), public sector employees, and students were more likely to report that they used the municipality website.

MUNICIPALITY WEBSITE ACROSS THE YEARS

Figure 54 presents data over time, from 2014 to 2022. The percentage of respondents who reported that they know about the website of the municipality where they live, has significantly increased since 2014, with some fluctuations.

Meanwhile, the use of the municipality's website has not increased at the same rate as public awareness of its existence.
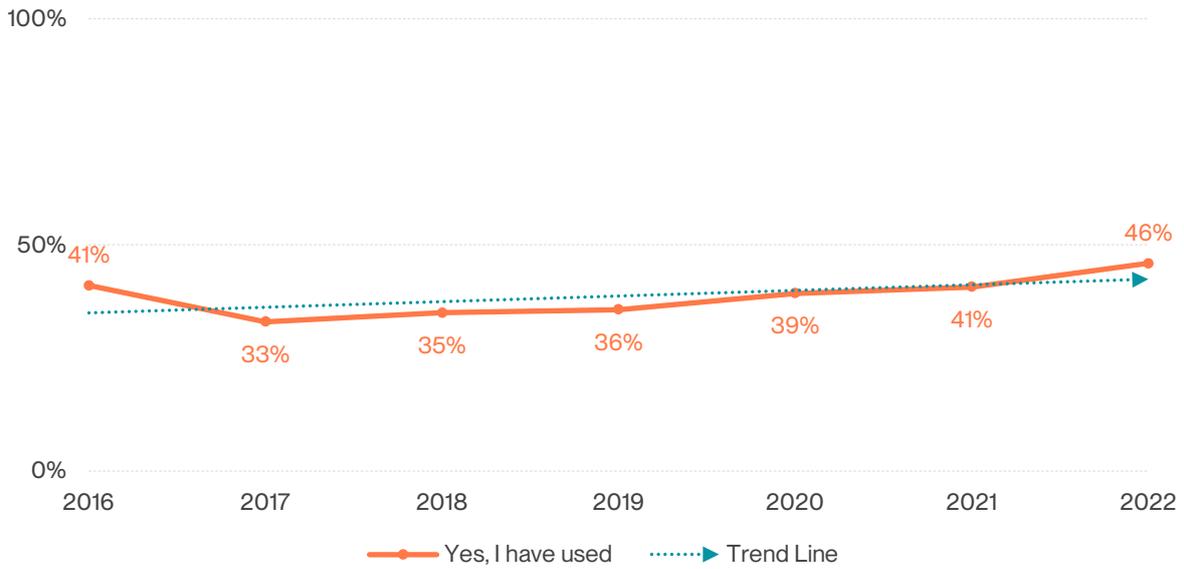
Figure 54: Proportion of respondents who are aware of the municipality website (2014–2022)

| Yes, it does have | Trendline |
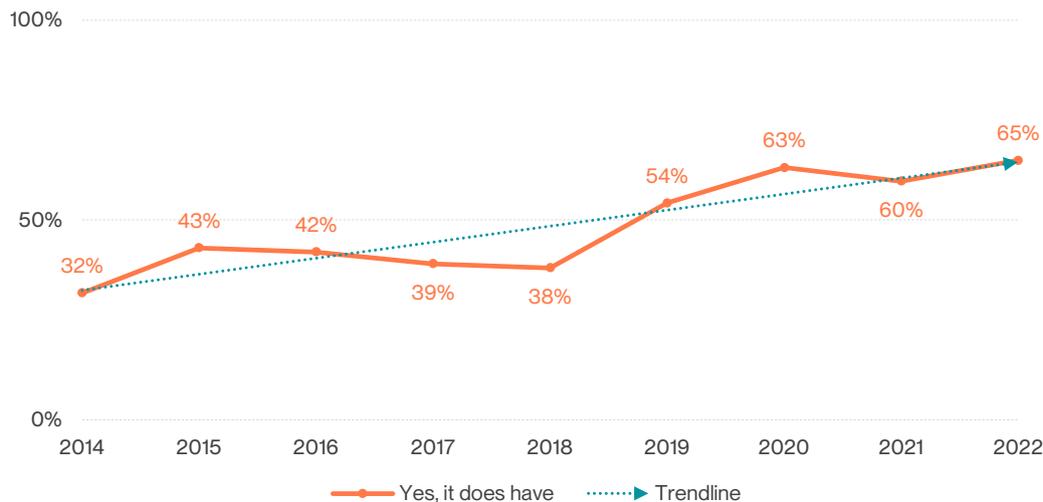
Base: 2015 (N=1565); 2016 (N=1618); 2017 (N=1640); 2018 (N=1638); 2019 (N=2493); 2020 (N=2500); 2021 (N=2500); 2022 (N=2492)

*Note: In 2019, the sampling method was changed to a nationally representative sample.

Figure 55: Proportion of respondents who use the website (2016–2022))

Base: 2016 (N=692), 2017 (N=638), 2018 (N=654), 2019 (N=1556), 2020 (N=1575), 2021 (N=1493), 2022 (N=1616)
*Note: In 2019, the sampling method was changed to a nationally representative sample.

QUALITY AND REASONS FOR USING THE MUNICIPALITY WEBSITE

The main reason given for using the website of the municipality in 2022 was 'to receive information on available services and where and how to access them'.

The main reason cited for using the municipal website was 'to receive information on types of available services and where and how to access them' (51.6%), followed by 'to receive information on programs/events in their cities (37.7%), 'to get information on the municipality budget' (18.9%), 'to follow council decisions' (13.9%), and 'to send complaints or comments to a municipal department/staff' (12.7%).

Table 22: Reasons for using the website of the municipality (2022)

	N	%
To get information on the municipality budget	147	18.9
To follow council decisions, I read minutes of meetings	108	13.9
To send complaints, comments to a municipal department/staff	99	12.7
To receive information on types of available services and where and how to access them	402	51.6
To receive information on programs/ events in my city/town	294	37.7
Other*	10	1.3

*Other: To look for vacancies, to obtain information on soft loans.

E-GOVERNANCE IN ALBANIA

As in 2021, the vast majority of survey respondents (90.7%) reported in this survey that they were aware that the government offers electronic services through the e-Albania portal. However, less than half (47.9%) reported that they accessed the e-Albania portal without the help of others. The percentage of respondents who characterized services as functional, easy to use, and time efficient was lower in 2022 than in 2021.

The majority of survey respondents, 90.7% (90.6% of women and 90.8% of men), knew that government administration offers electronic services through the e-Albania portal – more than in 2021 (89.4%).

Figure 56: Awareness of electronic services provided through the e-Albania portal (2022)
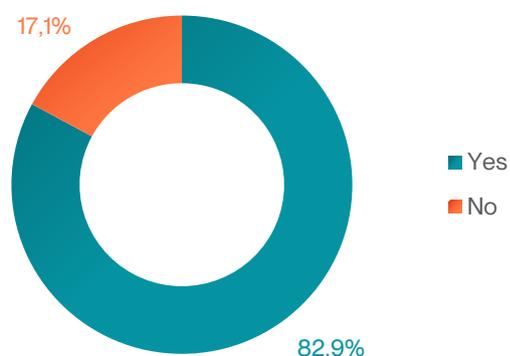

9,3%

■ Yes
■ No

90,7%
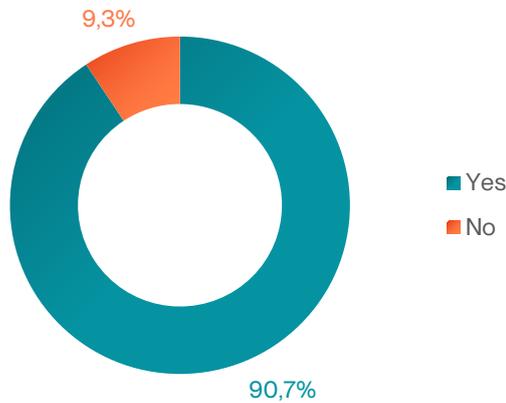
Base: N=2494

Younger age groups, respondents with a university degree or higher, students, public sector employees, and urban residents were more likely to report that they are aware of the e-Albania portal.

Among respondents who were aware of the e-Albania portal, 82.9% reported that they received electronic services through the portal in 2022 – higher than in 2021 (82.9% vs. 80.1%).

Figure 57: Proportion of respondents receiving electronic services through the e-Albania portal (2022)

- Yes
- No

17,1%

82,9%

Base: N=2259

A higher percentage of women than men reported that they received electronic services through the e-Albania portal in 2022; the difference, however, was not substantial (83.8% vs. 81.9%). Younger age groups, respondents with a university degree or higher, students, and public sector employees were all more likely to report that they have received services through the e-Albania portal.

A follow-up question focused on how respondents accessed the e-Albania portal—whether they relied on themselves or others. Less than half (47.9%) reported that they accessed the e-Albania portal 'always by themselves,' 20.5% 'usually by themselves,' 15.9% 'usually with the help of others,' and 15.7% 'always with the help of others.' Table 23 displays these results.

Table 23: Access to the e-Albania portal (2022)

|	N	%
Always by myself	889	47.9
Usually by myself (rarely with the help of others)	381	20.5
Usually with the help of others (rarely by myself)	296	15.9
Always with the help of others	291	15.7

Base: N=1857

14.0% of women and 17.4% of men reported accessing the e-Albania portal 'always with the help of others'. Respondents over 55 years old, with up to lower secondary education, and those residing in rural areas were more likely to report accessing the e-Albania portal 'always with the help of others.' 71.3% of respondents above 65 years old and 45.9% of respondents with up to lower secondary education reported 'always' accessing the e-Albania portal with the help of others.

As in the 2021 survey, electronic services were rated across the following criteria: functionality, accessibility, efficiency, and feedback mechanism. 86.4% of respondents characterized services as functional – significantly lower than in 2021 (86.4% vs. 92.6%; a difference of -6.2 percentage points). Similarly, the percentage of respondents who characterized services as easy to use was significantly lower in 2022 than 2021 (59.3% vs.

69%; a difference of -9.7 percentage points). A similar conclusion holds for time efficiency. 85.4% of survey respondents agreed that e-services were time efficient, compared to 89.6% in 2021 – a difference of 4.2 percentage points. 52.6% of respondents agreed that e-services give citizens the opportunity to express comments/suggestions – similar to the previous year (52.4%). Gender differences across the four criteria were not substantial. Respondents who had a disability, compared to those who did not have a disability, were less likely to rate electronic services as functional, easy to use, time efficient, and providing the opportunity to express comments/suggestions.

**Figure 58:** Ratings for electronic services through the e-albania portal(2022)
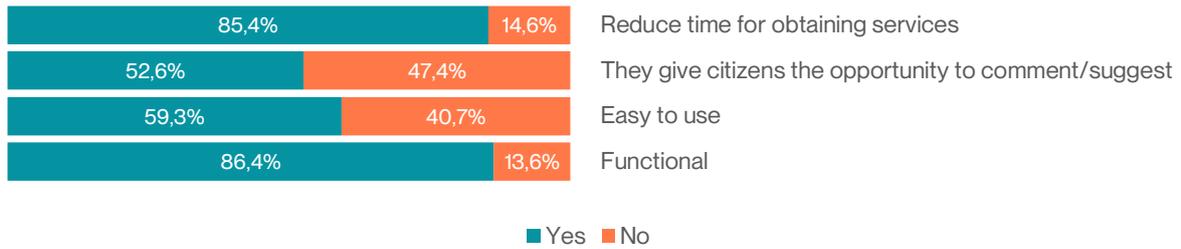
Base: N1=1839, N2=1821, N3=1816, N4=1829.

E-GOVERNANCE IN ALBANIA ACROSS THE YEARS

The percentage of Albanians that are aware of the e-Albania portal has increased substantially since the introduction of the question in 2018, with figures reaching an average of 91% in the last three years. Similarly, the percentage of Albanians who have received electronic services through the e-Albania portal has increased substantially, with 75% recorded for 2022.

Figure 59: proportion of residents who are aware of the e-Albania portal (2018-2022)
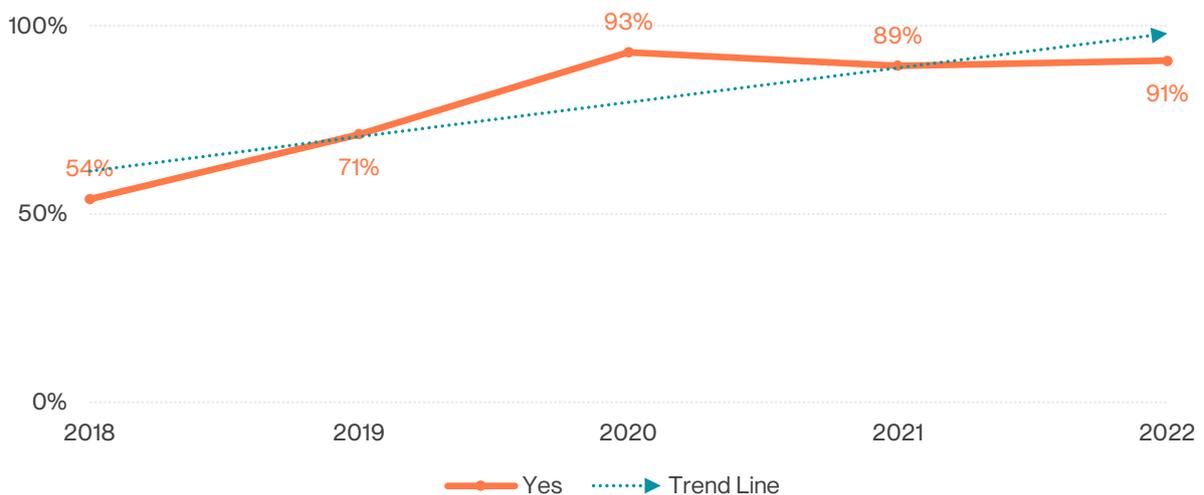
Base: 2018 (N=1622); 2019 (N=2468); 2020 (N=2492); 2021 (N=2495); 2022 (N=2494)
*Note: In 2019, the sampling method was changed to a nationally representative sample.

PROTECTION OF PERSONAL DATA

For the vast majority of respondents, the protection of personal data was important. However, more than half of survey respondents did not trust that their personal data was being properly administered by public actors and the private sector.

Respondents were asked whether the protection of personal data was important to them, and the extent to which they trusted that their personal data was being properly administered by public actors and the private sector.

Only 27 survey respondents (1.1%) reported that the protection of personal data was 'not important at all.' For the vast majority the protection of personal data was either 'very important' (62.6%), 'important' (27.7%) or 'slightly important' (3% of respondents). Gender differences were not substantial.
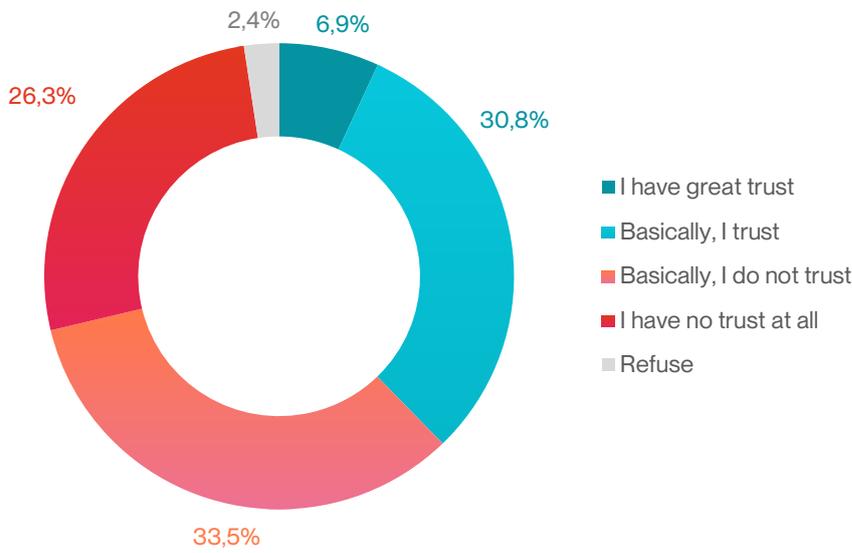
Figure 60: Importance of personal data protection (2022)

- Very important
- Important
- Slightly important
- Not important at all
- Don't know/Refuse

5,5%

1,1%

3%

,7%

62,6%
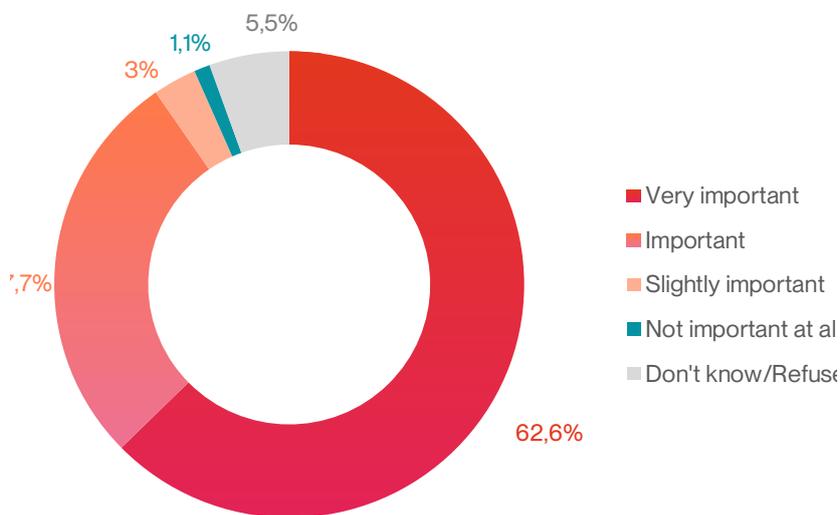
Base: N=2500

More than half of survey respondents, 59.8% (58.8% of women and 60.9% of men), did not trust that their personal data was properly administered by public actors.
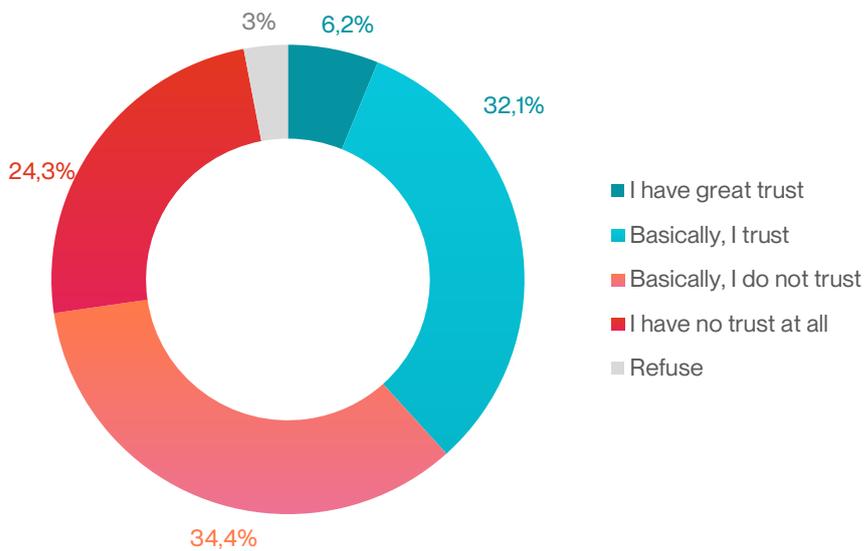
Figure 61: Level of trust that electronic/digital personal data is properly administered by public actors

2,4% 6,9%
26,3%
30,8%

- I have great trust
- Basically, I trust
- Basically, I do not trust
- I have no trust at all
- Refuse

33,5%

Base: N=2500

A similar percentage, 58.8% (58.1% of women and 59.4% of men), did not trust that their personal data was properly administered by the private sector.

Figure 62: Level of trust that electronic/digital personal data is properly administered by the private sector

3% 6,2%
24,3%
32,1%

- I have great trust
- Basically, I trust
- Basically, I do not trust
- I have no trust at all
- Refuse

34,4%

Base: N=2500

GENDER AND SOCIAL INCLUSION

Albania has made significant progress regarding women's representation in political decision-making. Approximately 44% of local councillors and 36% of parliamentarians are women.[1] The rise of female representation in politics is expected to shape perceptions and attitudes towards gender equality and social inclusion in the country. The section of the survey on gender and social inclusion captures citizens' perceptions concerning gender differences in access to public services and ability to hold public positions. Respondents were asked whether they have been treated differently by institutions/public officials on the basis of gender, age, ethnicity, sexual orientation, disability, or other reasons. The last question of the section sought to understand citizens' beliefs regarding the increased presence of women in local councils and its impact on local governance.

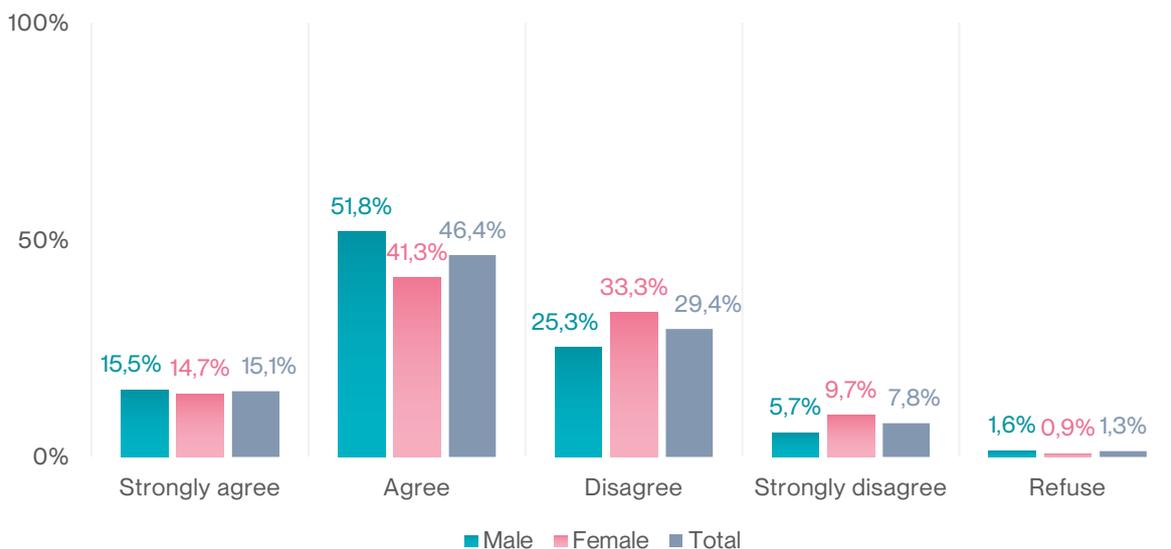## PERCEPTIONS ABOUT GENDER EQUALITY IN ALBANIAN SOCIETY

61.5% of the Albanian population agreed that there is equality between men and women – a similar percentage to the 2021 survey. Men were more likely than women to agree that there is gender equality.

Survey participants were asked to assess the extent to which they agreed with three statements on gender equality in Albania on a 4-point scale—from 1 (strongly agree) to 4 (strongly disagree).

Statement 1: 'There is equality between men and women in Albanian society'

61.5% of survey respondents reported that they 'agree' or 'strongly agree' with the statement – similar to the 2021 survey (61.5% vs. 60.6%). Men were more likely than women to agree with the statement (67.3% vs. 56.1%).

Figure 63: Equality between men and women in Albanian society (2022)


Base: N = 2500

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[1]   INSTAT, Women and Men in Albania 2021 (2021), http://www.instat.gov.al/al/temat/treguesit-demografik%C3%AB-dhe-social%C3%AB/barazia-gjinore/.

Public sector employees, residents of urban areas, and those with at least high school education were more likely to agree with the statement.

Figure 64 displays perceptions of gender differences over time. As can be seen, data across 2016–2022, shows that generally more than half of the Albanian population agreed that there is equality between men and women in society.

Figure 64: Equality between men and women in Albanian society (2016–2022)
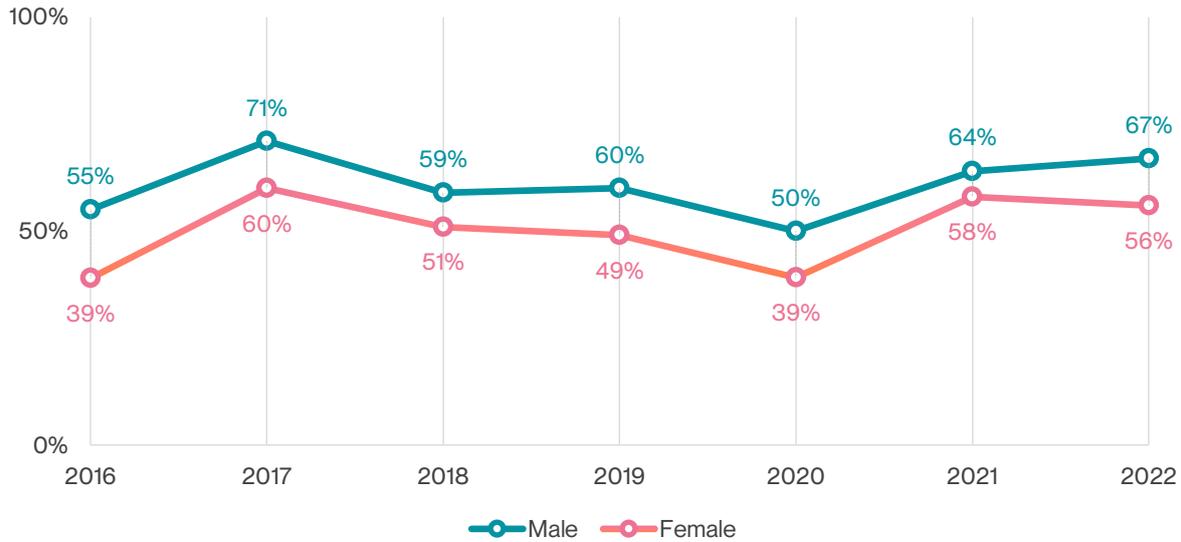
Base: 2016 (N = 1636); 2017 (N = 1623); 2018 (N = 1636); 2019 (N = 2487); 2020 (N = 2497); 2021 (N=2493); 2022 (N=2500)
*Note: In 2019, the sampling method was changed to a nationally representative sample.
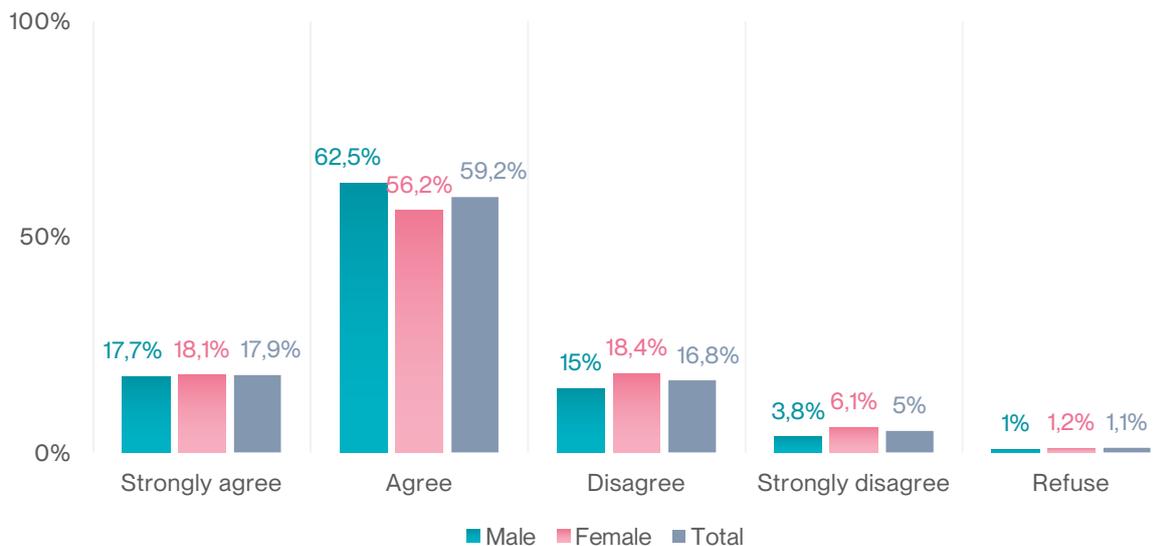
ACCESS TO PUBLIC SERVICES ACROSS GENDERS

77.1% of the Albanian population believed that men and women have the same access to public services – slightly higher than in 2021.

Statement 2: 'In Albania, men and women have the same access to public services'

77.1% of survey respondents believed that men and women have the same access to public services – slightly higher than in 2021 (77.1% vs. 74.8%).

Figure 65: In Albania, women and men have the same access to public services (2022)


Base: N=2500

Men were more likely than women to agree with the statement (80.2% vs. 74.3%). Respondents were also more likely to agree with the statement if they were public sector employees or resided in urban areas.

Survey data shows that across 2016–2022, the majority of the Albanian population surveyed believed that men and women have the same access to public services, with no substantial differences between perceptions by women and men. Figure 66 provides findings across the years.

Figure 66: In Albania, women and men have the same access to public services (2016–2022)
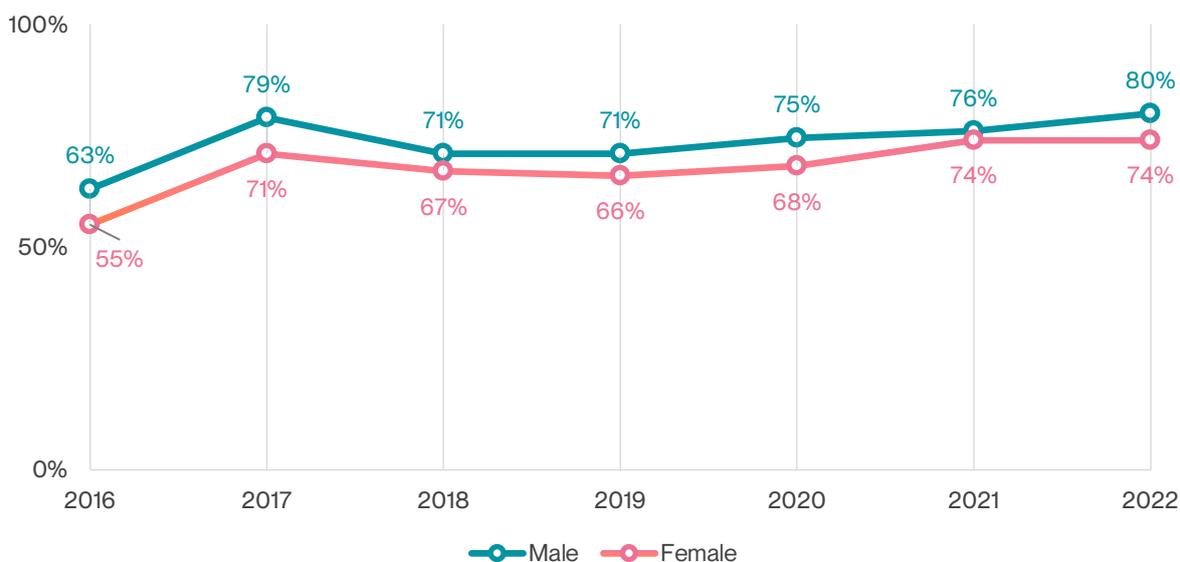
Base: 2016 (N = 1635); 2017 (N = 1619); 2018 (N = 1624); 2019 (N = 2487); 2020 (N = 2496); 2021 (N = 2494); 2022 (N = 2500).

*Note: In 2019, the sampling method was changed to a nationally representative sample.

PUBLIC SERVICES DELIVERY ACROSS GENDERS

72.4% of the Albanian population believed that public servants served women and men with the same devotion and ethics – lower than in the 2021 survey.

Statement 3: 'In Albania, public servants serve with the same devotion and ethics to women and men'

72.4% of survey respondents reported that they 'agree' or 'strongly agree' with the statement – lower than in 2021 (72.4% vs. 76.6%). Men were more likely than women to agree with the statement (74.9% vs. 69.9%).

Figure 67: Public servants serve women and men with the same ethics and devotion (2022)
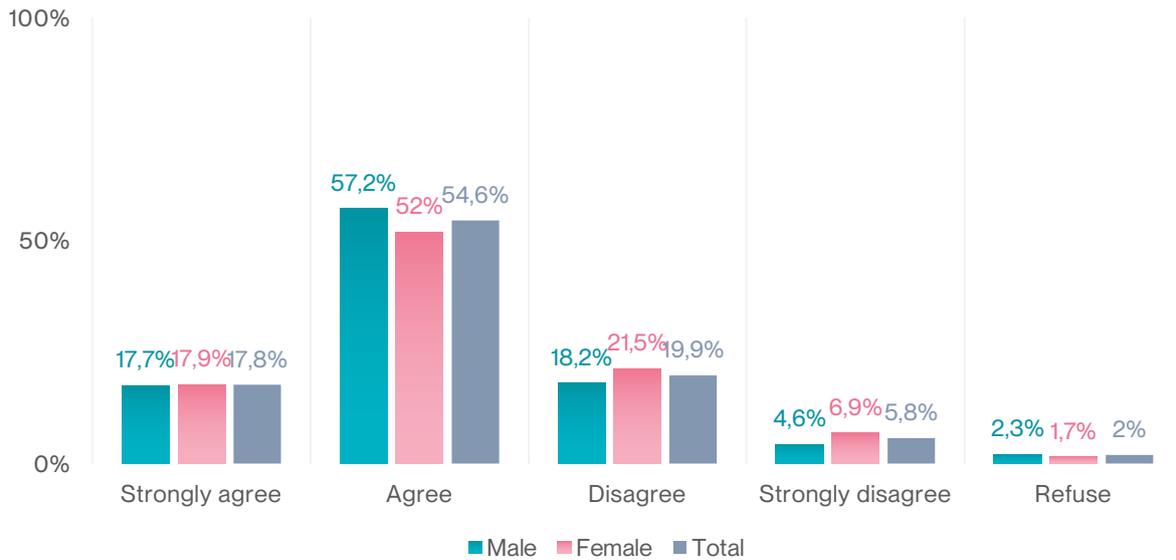
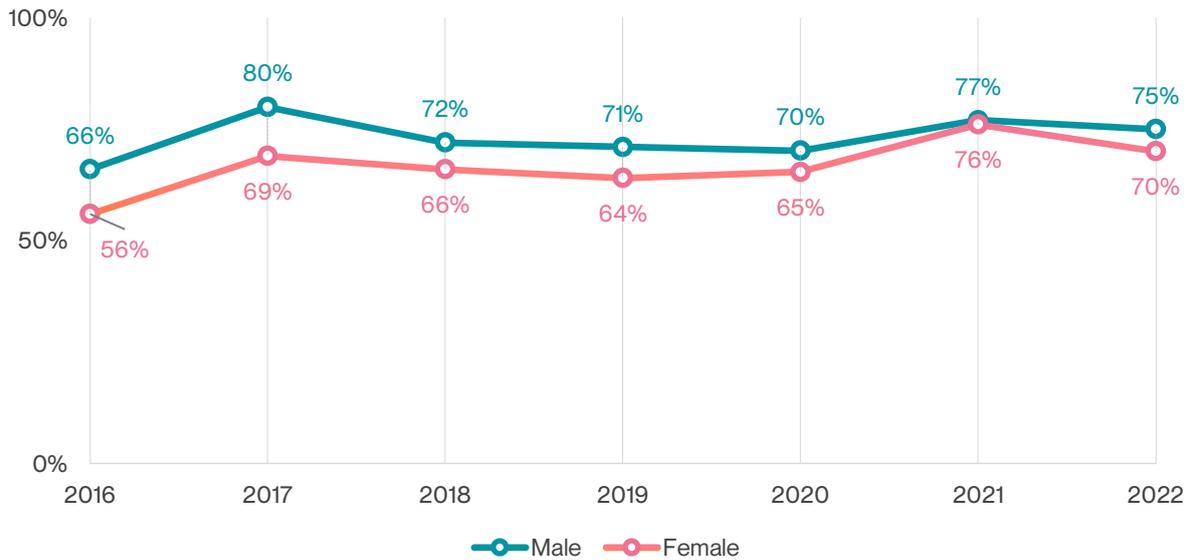Base: N = 2500

Respondents were more likely to agree with the statement if they were public sector employees or resided in urban areas.

Figure 68 displays perceived gender differences over time. The same perceptions in access to public services holds true the case of ethics and devotion, though not in the same linear pattern, with most Albanians agreeing with the statement throughout 2016–2022.

Figure 68: Public servants serve women and men with the same ethics and devotion (2016–2022)

DISCRIMINATION BY INSTITUTIONS OR PUBLIC OFFICIALS

In 2022, 14.6% of the Albanian population reported being treated differently by an institution or public official on the basis of gender, age, ethnicity, sexual orientation, a disability, or something else – an increase compared to 2021 (14.6% vs. 11.8%). Of those that had suffered discrimination in 2022, most felt they were treated differently because of their age or gender.

Survey respondents were asked whether they were treated differently on the basis of gender, age, ethnicity, sexual orientation, disability, or other reasons. A total of 14.6% of respondents felt that they were treated differently in 2022 because of their gender (4.3%), age (5.3%), ethnicity (1.6%), sexual orientation (0.2%), disability (1.2%), or other reasons (1.9%). 85.4% of survey respondents reported that they have not been treated differently – a smaller proportion than in 2021 (85.4% vs. 88.2%).

Table 24: Discrimination by institutions (2022)

	N	%
I have not been treated differently	2126	85.4
I have been treated differently on the basis of:	363	14.6
Gender	108	4.3
Age	132	5.3
Ethnicity	41	1.6
Sexual orientation	5	0.2
Disability	30	1.2
Other*	47	1.9

Base: N = 2489

*Other: For example, discrimination on the basis of economic status, social status, political views, origin, and religion.

Women were more likely than men to report that they were treated differently on the basis of gender, age, ethnicity, sexual orientation, disability, or other reasons (17% vs. 12.1%). The difference was more pronounced for gender-based discrimination: 6.6% of women and 2% of men reported that they were treated differently on the basis of gender.

Members of minority groups were more likely to report that they were treated differently on the basis of ethnicity (17.2% vs. 0.6%). Similarly, respondents who reported having a disability were more likely to report that they were treated differently on the basis of disability (12.1% vs. 0.4%).

## DISCRIMINATION BY INSTITUTIONS OR PUBLIC OFFICIALS ACROSS THE YEARS

Concerning discrimination across the years, findings reveal that during the 2016–2022 period, the percentage of Albanians who reported that they were treated differently by an institution or public official on the basis of disability, sexual orientation, ethnicity, age, gender, or for other reasons did not change substantially. Values varied between 12% and 16%.

WOMEN IN THE DECISION-MAKING PROCESS

77.5% of the Albanian population surveyed thought that women and men are equally capable of holding any public position – lower than in 2021.

77.5% of the surveyed respondents thought that women and men are equally capable of holding any public position – lower than in 2021 (81.8%). An almost equal percentage of respondents said either that women and men are not equally capable (11.1%), or they did not know whether women and men are equally capable (11.4%). Figure 69 displays changes over time. The percentage of Albanians who agreed that women and men are equally capable of holding public office has remained notably high since this question was first asked in 2016. The lowest rating was 77% in 2019.

Figure 69: Women and men are equally capable of holding any public position (2016–2022)
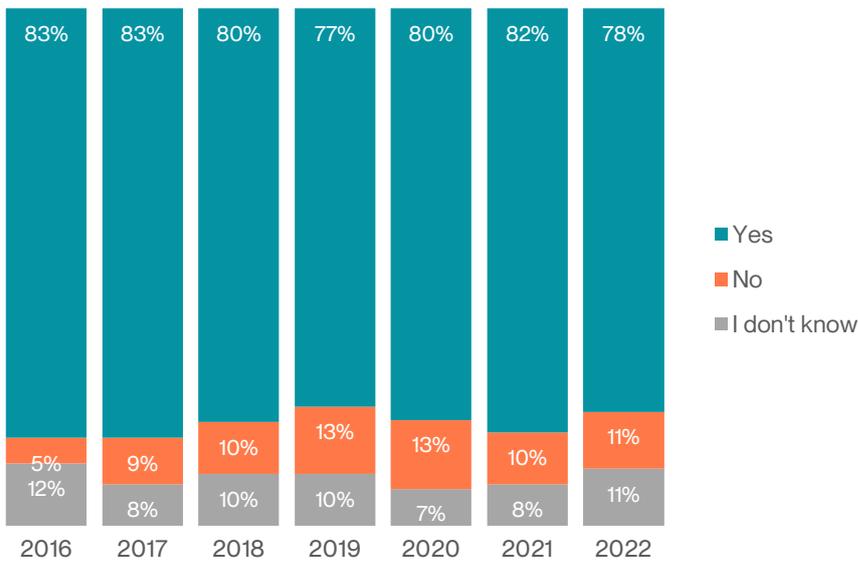
Base: 2016, N=1635; 2017, N=1628; 2018, N=1632; 2019, N=2486; 2020, N=2498; 2021, N=2496; N=2495.
*Note: In 2019, the sampling method was changed to a nationally representative sample.

Women were more likely than men to agree with the statement (82.0% vs. 72.8%). Figure 70 displays gender differences.

Figure 70: Gender differences for 'women and men are equally capable of holding public positions' (2022)
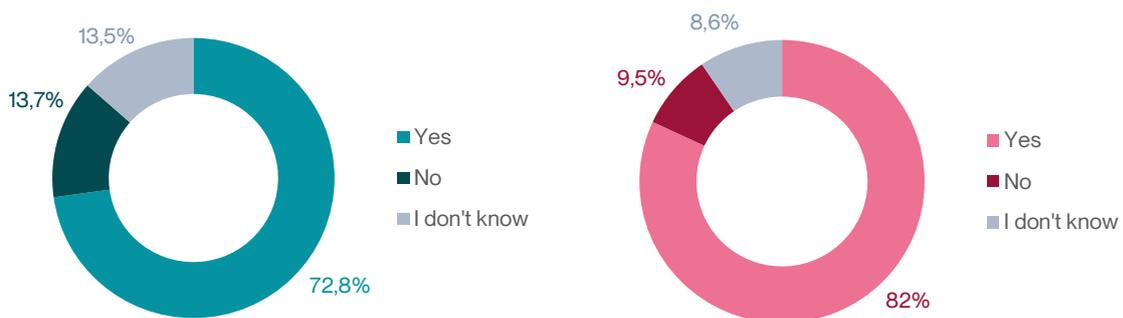
Base: N=2498

Respondents with a university degree or higher, those working in the public sector, and students were more likely to agree with the statement.

WOMEN'S IMPACT ON LOCAL GOVERNANCE

In 2022, 58% of the Albanian population believed that an increased number of women in local councils has a positive impact on local governance – more than in 2021.

Survey respondents were asked if they believed that the increased presence of women in municipal councils has a positive impact on local governance. 58% agreed that it has a positive impact; meanwhile, 20.3% did not and 21.8% said that they don't know. Compared to 2021, the proportion that felt it has a positive impact was lower (58% vs. 64%), while the percentage who said they do not know was higher (21.8% vs. 18%). Figure 71 presents the data over time.

Figure 71: Positive impact of increased female representation in the municipal council (2016–2022)
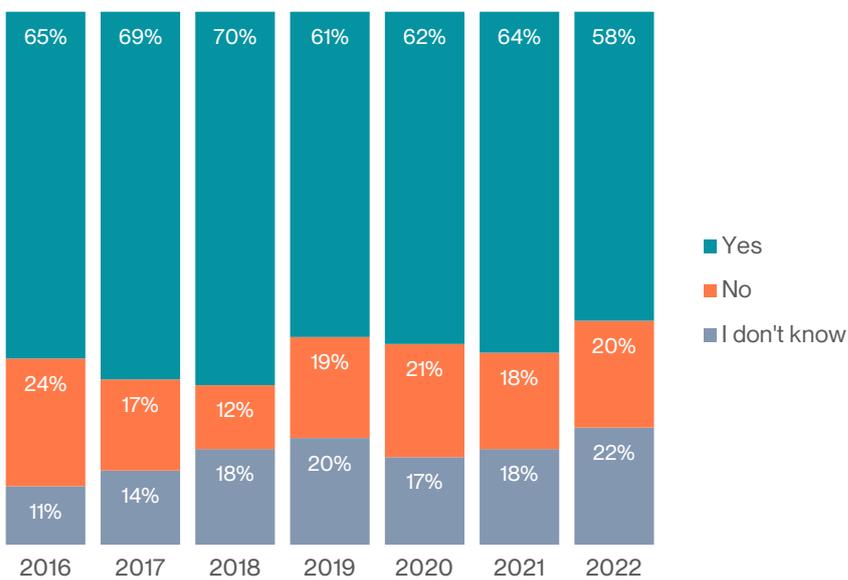

Base: 2016, N = 1635; 2017, N = 1631; 2018, N = 1633; 2019, N=2486; 2020, N = 2498; 2021, N = 2494; 2022, N = 2491.
*Note: In 2019, the sampling method was changed to a nationally representative sample.

Women were more likely than men to agree with the statement. The difference was substantial – 67.0% vs. 48.4%. Respondents were more likely to agree with the statement if they were young or students, had a university degree (or higher) or were public sector employees.

APPENDIX 1: SAMPLE CHARACTERISTICS (2013–2022)

	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
Gender										
Male	45%	49%	50%	43%	51%	52%	49%	50,5%	50.6%	51.3%
Female	55%	50%	50%	57%	49%	48%	51%	49.4%	49.3%	48.7%
Other (new in 2020)								<0.1%	0.1%	
Age groups										
18–25	14%	23%	22%	18%	19%	16%	19%	17.4%	15.2%	13.8%
26–35	14%	22%	25%	23%	23%	23%	26%	26.7%	25.4%	23.8%
36–45	14%	18%	16%	19%	19%	19%	20%	19.7%	21.9%	20.2%
46–55	19%	18%	17%	18%	19%	20%	16%	16.6%	17.0%	19.2%
56–65	20%	10%	11%	13%	11%	13%	12%	12.4%	12.5%	13.6%
Over 66	18%	7%	8%	9%	9%	9%	7%	7.2%	8.1%	9.4%
Geographical representation										
Urban			81%	51%	50%	50%	70%	72.8%	70.7%	65.3%
Rural			19%	49%	50%	50%	30%	27.2%	29.3%	34.7%
Education Level										
No education + elementary education	1%	1%	3%	6%	5%	7%	4%	4.0%	4.10%	4.6%
Middle secondary education	14%	15%	12%	19%	17%	23%	18%	18.3%	17%	17.3%
High school	40%	41%	40%	50%	50%	46%	44%	41.9%	42.9%	40.6%
University degree or higher	44%	42%	43%	24%	28%	24%	33%	35.3%	35.8%	36.9%
Employment Status										
Employed	40%	46%	45%	43%	46%	46%	54%	57.3%	56.8%	57.3%
Unemployed	20%	25%	28%	35%	34%	32%	25%	23.8%	20.6%	19.8%
Student	8%	10%	9%	8%	7%	6%	7%	6.5%	7.0%	6.4%
Retired	26%	9%	11%	12%	12%	12%	11%	10.9%	11.5%	12.4%
Other	3%	5%	7%	2%	1%	4%	3%	0.4%	3.2%	3.2%
Employment Sector										
Public				32%	29%	28%	25%	27.7%	27.7%	17.5%

Private		64%	71%	69%	72%	70.4%	68.9%	42.9%
Other		4%		3%	3%	2.0%	3.5%	3.6%
Regular individual monthly income (Net)								
No income	34%	33%	37%	32%	29%	28.1%	24.7%	20.8%
Up to minimum wage	21%	25%	24%	28%	25%	19.0%	27.4%	23.8%
Above the minimum wage– 50,000 ALL	29%	28%	25%	28%	28%	31.6%	25.7%	27.0%
50,001–70,000 ALL	6%	4%	5%	4%	7%	12.0%	13.9%	15.9%
Over 70,001 ALL	2%	1%	2%	<1%	2%	2.5%	2.5%	4.5%
Are you a member of a minority group?								
YES			9%	7%	6%	4.4%	5.8%	5.7%
Greek			3.20%	2.70%	1.50%	1.1%	1.4%	0.8%
Macedonian			1.60%	1.10%	0.90%	0.6%	0.8%	0.5%
Aromanian			<0.1%	0.20%	0.20%	<0.1%	0.1%	0.3%
Roma			2.30%	2.40%	1.50%	1.1%	1.7%	1.7%
Egyptian			0.90%	0.20%	0.90%	0.4%	0.8%	1.1%
Montenegrin			0%	0%	0.10%	0.1%	0.1%	0.2%
Bosnian			0.20%	<0.1%	0.20%	0.2%	0.1%	0.1%
Serbian			0%	0%	<0.1%	<0.1%	0.0%	0.0%
Bulgarian			<0.1%	0.10%	0.3%	0.1%	<0.1%	0.3%
No			90%	92%	93%	93.5%	92.8%	91.4%
Do you have a political party preference?								
Yes			40%	36%	35%	33.6%	40.6%	35.2%
SP			15.50%	16.10%	12.3%	11.9%	13.6%	13.4%
DP			8.50%	9.20%	8.1%	8.4%	9.4%	8.4%
SMI			3.40%	1.20%	2.1%	2.4%	2%	1.6%
Other			0.70%	0.40%	0.3%	0.3%	0.2%	0.4%
No			52%	58%	60%	58.8%	54.2%	56.6%
Are you a member of a political party?								
Yes			16%	12%	13%	10.4%	12.5%	12.6%
SP			6.9%	6.6%	4.6%	4.1%	4.6%	5.8%
DP			2.6%	3%	2.9%	1.9%	2.6%	2.8%
SMI			2.2%	0.8%	0.9%	1.1%	0.8%	0.8%
Other			0.6%	<0.1%	0.2%	<0.1%	0.2%	0.2%
No			75%	81%	82%	81.2%	81.6%	74.8%

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