# opinion poll 2012 TRUST IN GOVERNANCE



U N D P

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Institute for Democracy and Mediation Instituti për Demokraci dhe Ndërmjetësim

# pinion poll TRUST in GOVERNANCE 2018

Survey Report



U N D P

Empowered lives. Resilient nations.

Institute for Democracy and Mediation Instituti për Demokraci dhe Ndërmjetësim **Opinion Poll 2018: Trust in Governance** *Survey Report* 

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### Trust in governance 2018 at a glance

#### **Trust in Institutions**

- Compared to a year ago, in 2017 seven institutions recorded an increase in aggregate trust; two have stagnated, while nine have recorded a decrease in their aggregate levels of trust. Religious institutions (73%) are the most trusted Albanian institution in 2018, while political parties the least trusted one (22%). For the first time since 2016, international organisations –EU, UN and NATO– experienced a decrease of public trust.
- Institutions that receive positive trust ratings from more than half of the respondents include: Education System (64%), Armed Forces (63%), State Police (58%), Civil Society Organisations (57%), Media (56%) and Healthcare System (54%).
- Central government enjoys higher level of trust among respondents from mediumsize municipalities (50.000 – 100.000 inhabitants/municipality) than respondents from small (>50.000 inhabitants) or large ones (+100.000 inhabitants). Respondents from large municipalities show lowest level of trust in Police, Media and religious institutions. EU, UN and NATO are trusted higher among respondents in large municipalities and less in small municipalities.
- Regarding the Justice Reform, the positive public expectation on its impact and the trust that this reform is being properly implemented have steadily lost ground over the past three years. 53% of the respondents believe that the Justice Reform will have a positive impact, while only 35% state that it is being implemented accordingly 8 p.p. down from 2017 and 11 p.p. down from 2016.
- Even though 56% of the respondents trusted media in 2018, the perceived credibility of media reporting has been declining by 8 p.p. over the past three years. Only 42% believe that the information provided by media is accurate and truthful, and more than one-third or 34% hold the opposite opinion.
- Asked on whether they would move from their current place of residence, 55% of the respondents said yes. From this proportion, 47% would move outside of Albania, while only 8% within the country.
- Propensity to move showed direct relationship with the educational attainment. 36% of the respondents with basic education would move outside of Albania vs. 53% with university education.

#### **Transparency and Accountability**

- The majority of respondents perceive that both their municipality and the central government generally lack transparency and accountability; positive ratings do not surpass 40% of the respondents.
- Respondents tend to view their local government as more transparent and accountable than the central government.
- Respondents from large municipalities hold a more positive view on transparency of their local government than respondents from medium-sized and small municipalities.
- For the third consecutive year, the Supreme State Audit Institution (SSAI) is perceived as having the greatest role in holding the government accountable (61%) followed by the Media (58%).
- When comparing 2018 with 2017, all institutions are perceived as having a decreased role in holding the government accountable and the biggest drop concerns the Opposition Parties (11 p.p. decrease) followed by the Parliament (9 p.p. decrease).

#### **Corruption in Public Institutions**

- More than 8 in 10 respondents perceive both petty and grand corruption as widespread in the Albanian society for 2018. Compared to 2017, perception levels have not changed.
- Respondents are generally not confident in the prosecution of corruption cases confirming thus the low trust rating of the justice system. However, respondents are less confident in the prosecution of grand corruption as compared to petty corruption cases.
- Twenty one percent of the respondents in 2018 have witnessed at least a corruption case at local government level, while some 14% have witnessed at least a corruption case at central government. Compared to 2017, there is no significant change in witnessing of corruption cases.
- Among those who have received services during 2018, 30% have paid a bribe at the local level while 24% at the central level. Compared to 2017, there is a decrease in reported bribes, especially at the central level. The majority of respondents, who have paid bribe, did not report it. Asked on the reasons for not reporting, 47% of them considered reporting as useless.

#### **Political Influence**

Religious Institutions are perceived as the most independent from political influence during 2018, a statement supported by 67% of the respondents. On the other hand, the institution of the Prosecutor and courts were perceived as the least independent from political influence. Just 13% and 14% of the respondents perceived political interests as not influential on the agenda of the Prosecutor and courts, respectively.

#### **Citizen Engagement**

- 57% of the respondents would be interested to participate in the decision-making process of public institutions.
- 40% of the respondents reported they had sufficient opportunity to participate in decision making at the local level and 31% of respondents reported that they had this opportunity at the central level.
- In 2018, the local government scores higher than the central government in providing opportunities for consultations and in the consultation participation rate. Eight percent of the respondents took part in a consultation process at the central level, while 19% report to have participated in a consultation meeting at the local level.
- Nevertheless, skepticism about consultative processes still persists. Some 39% of the respondents that were invited to participate in a consultation meeting declined, because they did not believe in such processes.
- The majority of respondents (62%) report that the municipality's budget does not reflect people's priorities.
- 23% of the respondents have attended a rally/demonstration or signed a petition in 2018, whereas 67% of the respondents are willing to do voluntary work to the benefit of the community.

#### Satisfaction with Public Service Delivery

- In general, public service delivery is not satisfactory according to Albanian citizens. Regardless whether they had used the service or not in 2018, respondents are especially unsatisfied with the employment service (74%), the justice service (62%), welfare services (59%), public transport (57%), and the healthcare system (57%).
- Respondents who had received public services in 2018 were more likely to report that they were satisfied with public transport, social welfare services, street cleaning services and water supply.

- Some 56% of the respondents do not see changes in the quality of social services delivered by the municipality. In small municipalities, dissatisfaction level is higher than in other municipalities for healthcare, property registration, and business environment.
- Only 11% of the respondents submitted a complaint to public institutions for a service received during 2018. Ten percent of the respondents sent a complaint to the Co-Governance Platform.
- 46% of the respondents report that institutions do not listen to citizens' complaints and do not properly address them. 50% of the respondents that submitted a complaint said that their complaint was addressed, showing an increase compared to previous years.
- The majority of the respondents (59%) feel unsafe in their everyday life. Often-cited reasons for feeling unsafe include crime, employment insecurity and healthcare issues.

#### **Performance of Public Institutions**

- Respondents in general are critical of the public institutions' performance. Especially the Courts (66%), the Prosecutor (64%), and the Parliament (59%) received a negative review.
- The best-performing institutions included religious institutions (43% excellent/ very good), the army (34% excellent/very good) and the police (30% excellent/ very good).
- Respondents from the main urban centers large municipalities of over 100,000 inhabitants per municipality tend to show higher percentages of a positive outlook on institutions' performance during 2018. Respondents in small municipalities are more critical of the performance of central government, Prosecutor, courts, police, religious institutions, and army.

#### ICT (Use of Information and Communication Technology)

- Only 38% of respondents were aware that their municipality had a website. Some 53% were not sure and 9% believed that their municipality did not have a website.
- Most respondents use the website of their municipality to obtain information on events or programs or check which services are available to them.
- The municipal website is assessed as accurate (87%), continuously updated (69%) and rich in information (62%).

- Some 54% of the respondents know about e-Albania, the country's portal for e-Government services.
- Respondents that have used the e-Albania portal to obtain e-services find it functional (94%) and easy to use (76%).

#### **Gender and Social Inclusion**

- Some 55% of respondents believe that there is equality between men and women in the Albanian society. 69% of respondents report that in Albania, women and men have the same access to public services and public servants serve women and men with the same devotion and ethics.
- Female respondents tend to agree less often with these statements than men do. On the other hand, respondents residing in rural areas reported more often that there was gender equality than respondents residing in urban areas.
- Sixteen percent of the respondents reported to have been treated differently by public institutions on the basis of their characteristics, such as gender, age, ethnicity, or sexual orientation.
- Eighty percent of the respondents think that women are just as capable as men holding any public position. Women (85%) agreed with the statement more often than men (75%).
- Seventy percent of the respondents think that an increased number of women in the municipal council will have a positive impact on local governance.

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## **1. Introduction**

This report presents the findings from the Opinion Poll "Trust in Governance" conducted by the Institute for Democracy and Mediation (IDM) during 8-22 November 2018 across the 61 municipalities of Albania. This is the 6th consecutive year that the Opinion Poll is conducted (2013-2018) employing a similar methodology, survey instrument, and national coverage.

The Opinion Poll represents an instrument that enables the monitoring of public trust and perceptions on governance and citizen engagement in Albania on a yearly basis. Its main objective is to explore public perceptions and attitudes on issues covering: trust in public institutions, institutional transparency and accountability, corruption, level of citizen engagement in policy- and decision-making, satisfaction with public service delivery, and enforcement of non-discriminatory laws and policies. Furthermore, the Opinion Poll generates data that feed into the enhancement of major reforms related to good governance, anticorruption, judicial reform, and crosscutting issues, such as gender equality and social inclusion. In addition, this report serves to help advance Albania's progress in meeting other national and international commitments, such as the Open Government Partnership and Sustainable Development Goals (mostly focused on indicators of Goal 16 "Promote just, peaceful and inclusive societies").

The report starts with an outline of the methodology and the socio-demographic characteristics of the respondents. Its findings are grouped in 9 sections:

- Trust in Institutions
- Transparency and Accountability
- Corruption in Public Institutions
- Political Influence
- Citizen Engagement
- Satisfaction with Public Service Delivery
- Performance of Public Institutions
- Use of ICT (Internet and Communications Technology)
- Gender and Social Inclusion

# **2.METHODOLOGY**

#### 2.1 Approach

A quota sampling approach was employed to select an equal number of respondents (n=27) from each of the country's 61 municipalities. Quota controls were used for both gender and urban-rural classification. In selecting equal quotas per each municipality, the aim was to include diverse respondents' profiles in terms of age, educational attainment, employment status as well as vulnerability. However, since there are only two quota controls, other characteristics of the sample vary.<sup>1</sup>

The survey instrument includes the same core questions on trust, citizen engagement, and use of ICT as in earlier reports since 2013. 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 of the public discourse. For example, for the first time, this year's Opinion Poll asks respondents whether they would migrate – within the country or abroad – if they could. In recent years, rapid movement of Albania's population from rural areas to urban centers or even abroad has completely altered the country's demographics. And last year, the country became infamous for ranking second in a worldwide poll on the desire to migrate<sup>2</sup>.

In addition, in this year's poll, the section on public service delivery has expanded with two new public services: proprietary services, and construction permits. Similarly, to keep up with developments in Albania's e-Governance, the section on ICT now includes questions on the e-Albania portal and the new co-Governance platform.

The list of administrative units covered by this poll is presented in the appendix. Twelve teams of trained interviewers administered the questionnaire in face-to-face interviews using PAPI (paper-assisted personal interview). The data were processed and analyzed using SPSS to present findings of descriptive and relational statistics.

#### 2.2 Limitations

The Opinion Poll results provide several insights on public perceptions and attitudes and how they have changed over time. However, they cannot be generalized to the entire population. The final aim of the Opinion Poll is to give "voice" to all citizens – regardless

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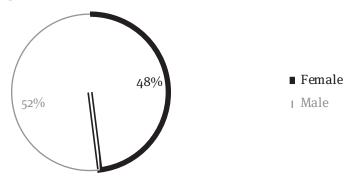
- 1 For the socio-demographic characteristics of the respondents since 2013, refer to the appendix section.
- 2 Every year, Gallup publishes a poll on the world population's desire to migrate. For more information, see: https://www.gallup.com/

of their vicinity to the central government or size of the municipality they reside in, and to explore yearly trends of citizens' perceptions, attitudes, and experiences with the governance and citizens' participation in it.

# **3.Demography of sample**

The Trust in Governance 2018 represents a sample of 52% men and 48 % women, equally split between urban and rural areas. At national level, a total of 1,647 Albanian citizen aged 18 years and over were surveyed.

#### Figure 1. Gender representation



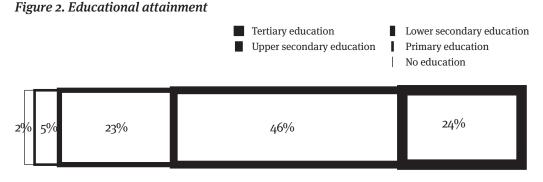
Base: N=1633

The age distribution, at an equal proportion 39% of the sample, was in the 18-35 age category (16%, 18–25 years; 23%, 25–34 years), and 39% in the 36-55 age category (19%, 36–45 years; 20%, 46–55 years). The proportion of respondents was progressively fewer in the next two age categories. Refer to the following table for a complete distribution by age.

Table	1.	Age	groups
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Age	Percentages
18-25 years old	16%
26-35 years old	23%
36-45 years old	19%
46-55 years old	20%
56-65 years old	13%
Over 65 years old	9%
Total	100%
Base: N=1629	

In terms of educational attainment of the sample, 46% had completed their education at the upper-secondary level (i.e. high school diploma); whilst about 24% had either accomplished or were enrolled in tertiary education (i.e. university or post-university degree). Some 23% of the respondents had only accomplished compulsory education.

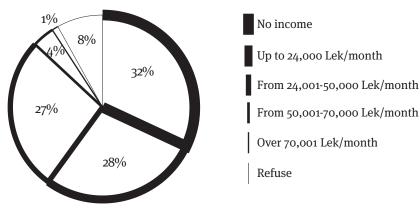


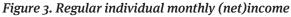


About 46% of the respondents were employed at the moment of interview (with 28% of those employed working in the public sector, whilst 69% in the private sector), followed by unemployed at 32%. Six percent of the respondents were students and 12% retired.

Employment status	Percentages	
Employed	46%	
Public sector	28%	
Private sector	69%	
Other	3%	
Total	100%	
Unemployed	32%	
Student	6%	
Retired	12%	
Other	4%	
Total	100%	
Base: N=1632	·	

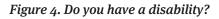
The distribution of respondents' individual monthly income is presented in the following graph. Around one-third of the sample (32%) did not have any regular monthly income at the time of interview, whilst 28% reported up to 24,000 ALL (Albanian Lek) per month. Some other 27% earned 24,001-50,000 ALL per month and only 1% of the sample had regular individual monthly income of over 70,0001 ALL.

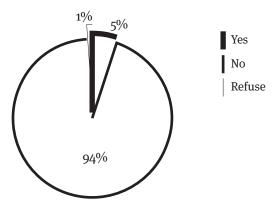




Base: N=1604

Asked if they consider themselves having a disability, only 5% of the respondents self-reported having a disability (n=81).





Base: N=1623

Seven percent of the respondents stated to belong to a minority group. Of those, 35% declared themselves as Greeks, 26% as Roma and 17% as Macedonians. The following table provides figures on respondents' minority groups.

Minority	Percentage
YES	7%
Greek	35% (n=44)
Macedonian	17% (n=17)
Aromanian	1% (n=4)
Roma	26% (n=38)
Egyptian	9% (n=4)
Bosnian	3% (n=1)
Bulgarian	1% (n=2)
Refuse	8% (n=3)
Total	100% (n=113)
NO	92%
REFUSE	1%
Total	100%

Table 3. Are you a member of a minority group?

Base: N=1534

# **4. Opinion poll results**

#### **4.1 Trust in Institutions**

Institutional trust, particularly trust in public institutions, is essential for the success of a wide range of public policies, programs, and regulations that depend on the cooperation with and compliance of citizens. Lack of trust compromises the willingness of citizens and businesses to respond to public policies, thus hindering sustainable development (OECD 2013).

To this regard, "Trust in Institutions" represents one of the core modules of this Opinion Poll introduced in 2013. Respondents are asked to rate on a four-point scale from 1 (I have great trust) to 4 (I do not trust at all) how much they trusted key public and political institutions at the central and local level as well as other important actors in the country<sup>3</sup>. When respondents reveal their degree of trust in certain institutions, we assume that their opinion is based on the institutional images they have constructed, which coincide with the relevant general or normative criteria they use in their rating. The basic assumption here is that in order to construct their pictures of institutions, citizens develop expectations and do not need to have detailed knowledge on how specific institutions are designed and/or function.

#### **Institutional Trust**

Religious institutions (73%) are the most trusted institution in 2018, while political parties the least trusted (22%). Institutions that receive positive trust ratings from more than half of the respondents include: education system (64%), armed forces (63%), state police (58%), civil society organisations (57%), media (56%) and healthcare (54%). Demographic and other factors that affect the level of trust include respondents' education, employment, age groups, and size of their municipality.

Religious institutions were the most trusted Albanian institution<sup>4</sup> in 2018 – trusted by 73% of respondents. More than 7 in 10 respondents stated that they either "Had great trust" in (23%) or "Basically trusted" (50%) Religious institutions.

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- 3 Three non-Albanian institutions, –UN, NATO and the European Union (EU)– have been added to the list mostly due to the high level of involvement of these institutions in the political, economic and social life of the Albanian society.
- 4 Throughout the report, the bottom (1-2) and top (3-4) verbal ratings are collated in two broad categories: tend to trust and tend to not trust.

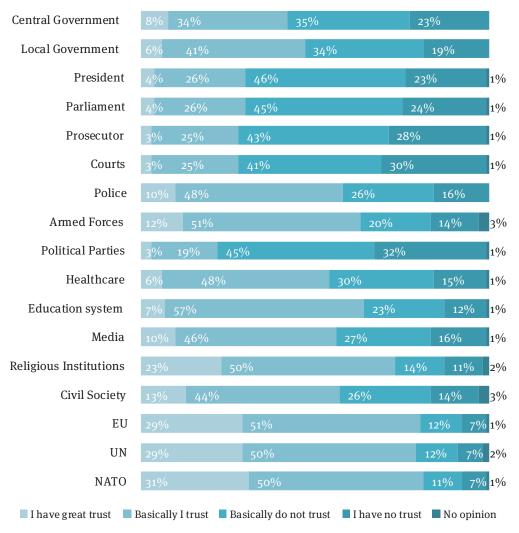
Institutions of the education system and armed forces were respectively the second and third most trusted institutions, trusted by 64% and 63% of the respondents. However, more respondents declared that "Had great trust" in armed forces (12%) as compared to the education system (7%). In a descending order, the State Police was trusted by 58% of the respondents, followed by civil society organisations trusted by 57% of the respondents and media by 56% of the respondents, and healthcare trusted by 54%.

All three branches of the power were trusted by less than half of the respondents. However, when compared with both the legislative and judicial branches, the executive power continues to enjoy a higher level of trust. 42% of the respondents had either "Great trust" (8%) or "Basically trusted" (34%) the central government. But, respondents trusted more their local government (47%) than the central government (42%). On the other hand, the Parliament was trusted by less than one-third of the respondents (30%), whereas both Courts and Prosecutor by only 28% of the respondents.

For the sixth consecutive year, political parties were the least trusted institution in 2018 – trusted by only 22% of respondents out of which<sub>3</sub>% of the respondents had "Great trust" while 19% "Basically trusted" political parties.

In contrast to domestic institutions, supranational institutions/organizations, like the EU, UN and NATO, were the most trusted institutions in 2018, enjoying the trust of around 8 in 10 respondents. (80%, 79%, 81% of public trust, respectively).

#### Figure 5. Institutional trust 2018



#### Base: N=1647

In comparison to last year, seven out of eighteen listed institutions have recorded an increase in aggregate trust; two institutions have stagnated, while nine have recorded a decrease in their aggregate levels of trust.

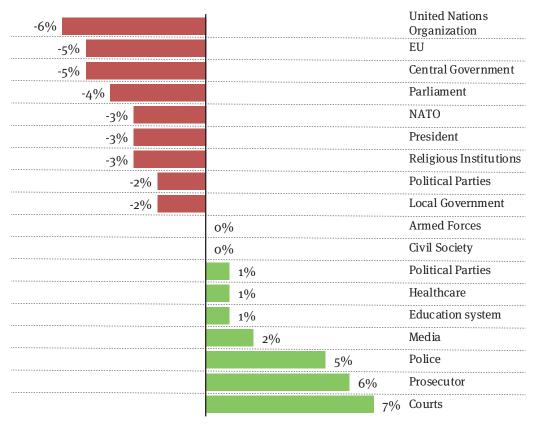


Figure 6. Change in aggregate trust (p.p.) 2017-2018

For 2018 or for the second year that they are being assessed separately, the institutions of courts and Prosecutor have registered an increase of 7 and 6 percentage points (p.p.), respectively. The State Police, on the other hand, has reversed its decline of last year and recorded an increase of 5 p.p.. The media sector, too, is on the rise with 2 p.p.. The education system, healthcare, and political parties are slightly on the rise with 1 p.p. each. In contrast, armed forces and civil society maintained the same trust level as last year.

The central government has seen a decrease of 5 p.p. for 2018, thus reversing its upward trend since 2015. The Parliament has seen a decrease of 4 p.p.. While they recorded the highest increase in their level of aggregate trust in 2017, religious institutions were in a decline of 3 p.p. in 2018. Political parties and local government were also on the decline at the same margin (2 p.p.). In addition, trust in supranational/international organizations has decreased during 2018 – by 6 p.p. decrease in UN, 5 p.p. in the EU, and 3 p.p. in NATO.

	2013	2014	2015	2016	2017	2018
Central Government	30%	37%	34%	44%	47%	42%
Local Government	N/A	N/A	N/A	49%	49%	47%
President	35%	25%	29%	36%	33%	30%
Parliament	24%	29%	22%	27%	34%	30%
Judiciary	19%	18%	17%	23%	N/A	N/A
Prosecutor	N/A	N/A	N/A	N/A	22%	28%
Courts	N/A	N/A	N/A	N/A	21%	28%
Police	37%	41%	46%	61%	53%	58%
Armed Forces	51%	44%	46%	55%	63%	63%
Political Parties	17%	19%	15%	23%	21%	22%
Healthcare	30%	32%	27%	50%	53%	54%
Education system	38%	37%	33%	59%	63%	64%
Media	40%	39%	39%	58%	54%	56%
Religious Institutions	51%	44%	52%	58%	76%	73%
Civil Society	39%	34%	38%	46%	57%	57%
EU	70%	68%	72%	80%	85%	80%
UN	N/A	N/A	N/A	80%	85%	79%
NATO	74%	71%	74%	79%	84%	81%

#### Table 4. Institutional trust over the years (2013-2018)

Source: Opinion Poll 2013-2018

Trust in public institutions is considered to be a function of institutional evaluation, citizens' policy considerations<sup>5</sup>, the quality of policy outcomes, media reporting,<sup>6</sup> perceptions about social and cultural change, but also socio-demographic characteristics, such as age, education, income and gender (Hetherington 1998). This section of the report examines whether trust in specific institutions varies among different socio-economic segments of the respondents.

In an aggregate level or by combining respondents expressing "I have great trust" or "Basically I trust", survey findings show that both gender and urban-rural classification do not seem to play a role in institutional trust. This finding has also been corroborated in the previous rounds<sup>7</sup> of the Opinion Poll.

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- 5 If people perceive that the government is pursuing policy goals with which they agree, they should then trust the government more.
- 6 As a distributor of positive and negative information people receive about government.
- 7 See the Opinion Polls of 2015, 2016 and 2017; available via: http://idmalbania.org/trust-in-governance/

Older respondents, particularly those in the "56-65 years old" and "Over 66 years old" age groups, were more likely to report higher levels of trust as compared to the younger age groups. Respondents in the category "Over 66 years old" were more likely to trust armed forces (75%), institutions of the education system (73%), healthcare (68%), the Police (67%), media (65%), CSOs (63%), their local government (60%), and the central government (57%).

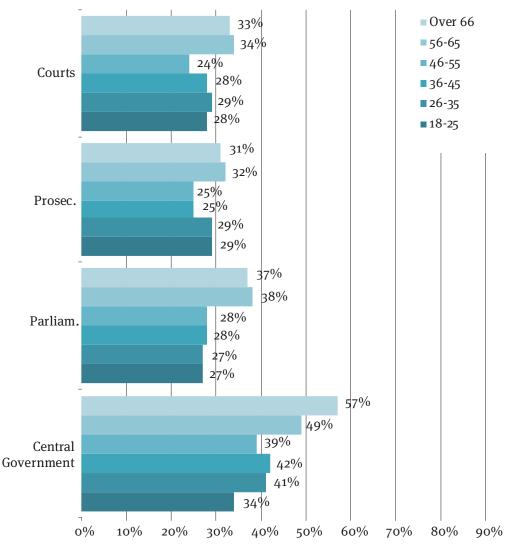
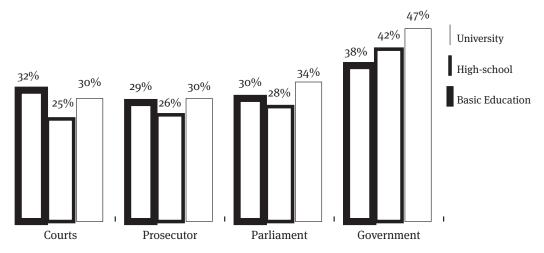


Figure 7. Trust in institutions (branches of power) by age groups 2018

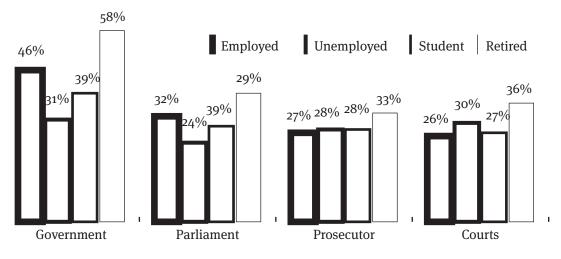
Respondents with a university education were more likely to have higher trust in institutions as compared to respondents with lower levels of educational attainment. Respondents with a university education were more likely to trust the institutions of the education system (71%), the armed forces (68%) and their local government (55%).

Figure 8. Trust in institutions (branches of power) by education level 2018



Regarding employment status, those employed appeared generally more trustful. Moreover, within the employed category, higher trust was most pronounced among employees in the public sector across all listed institutions with the exception of religious institutions and CSOs.

Figure 9. Trust in institutions (branches of power) by status of employment 2018



All the results are summarized in the following table, where colors denote positive and negative differences from the average trust level across different socio-economic segments.

Go	Local Gov.	President	Parliament	Prosecutor	Courts	Police	Army	Political Parties	Health	Education	Media	Religious ins.	CSOs
42%	47%	30%	30%	28%	28%	58%	63%	22%	54%	64%	56%	73%	57%
Gender													
41%	46%	30%	29%	26%	26%	57%	66%	22%	54%	64%	55%	73%	56%
43%	48%	32%	31%	30%	32%	59%	64%	23%	55%	66%	58%	76%	62%
34%	38%	32%	27%	29%	28%	54%	61%	18%	53%	62%	50%	72%	59%
41%	47%	32%	27%	29%	29%	56%	66%	22%	55%	62%	50%	67%	54%
42%	47%	33%	28%	25%	28%	55%	58%	22%	52%	65%	58%	74%	61%
39%	42%	24%	28%	25%	24%	58%	66%	23%	51%	65%	60%	79%	58%
49%	54%	35%	38%	32%	34%	67%	71%	24%	58%	69%	65%	83%	65%
57%	60%	33%	37%	31%	33%	67%	75%	31%	68%	73%	65%	76%	63%
tainme	ent	1			1				1				
38%	43%	27%	30%	29%	32%	57%	64%	25%	57%	65%	59%	77%	66%
42%	45%	30%	28%	26%	25%	58%	65%	18%	52%	62%	57%	75%	56%
47%	55%	38%	34%	30%	30%	61%	68%	27%	58%	71%	55%	71%	58%
tatus													
46%	50%	33%	32%	27%	26%	59%	68%	24%	57%	66%	57%	74%	56%
64%	71%	45%	45%	39%	34%	71%	76%	37%	66%	77%	65%	70%	59%
39%	43%	28%	26%	23%	23%	55%	66%	19%	52%	62%	53%	75%	54%
31%	36%	27%	24%	28%	30%	56%	57%	18%	50%	60%	55%	74%	61%
39%	44%	38%	29%	28%	27%	70%	67%	19%	56%	68%	58%	68%	64%
58%	63%	30%	39%	33%	36%	55%	77%	30%	64%	73%	64%	80%	65%
44%	47%	31%	29%	29%	29%	59%	66%	21%	54%	65%	56%	74%	59%
40%	46%	30%	30%	27%	29%	58%	64%	23%	55%	65%	57%	74%	59%
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Table 5. Two-way table of "I have great trust" or "Basically I trust"

Note: Rounded to the nearest percent

#### Institutional Trust and Size of Municipality

The analysis shows that the "rural - urban" classification is not a determinant for the level of trust in institutions. However, this is not the case when we look at survey findings from the lens of the size of municipalities – number of inhabitants. This perspective assumes that larger municipalities with high concentration of inhabitants offer better socio-economic opportunities, conditions to engage with governance systems, and higher standards of evaluating the level of openness, transparency, and accountability of institutions. Hence, it is assumed that they may impact the personal decision of respondents as to whether and to what extent they trust specific institutions.

For the purposes of this analysis, this report defines large municipalities those with over 100,000 inhabitants, medium size municipalities with 50,000 to 100,000 inhabitants and small municipalities those with fewer than 50,000 population. In doing so, the report refers to the national Civil Registry database, whose data suggest the following:

- Large municipalities (17% of the survey sample): Durres, Elbasan, Fier, Lushnje, Korça, Lezha, Shkoder, Kamez, Tirana and Vlora.
- Medium-size municipalities (21% of survey sample): Berat, Kuçova, Diber, Kruja, Divjaka, Gjirokaster, Maliq, Pogradec, Kukes, Kurbin, Malesi e Madhe, Kavaja and Saranda.
- Small municipalities (62% of survey sample) the remaining 38 municipalities.

Given the dominance of respondents from small municipalities in the survey sample, it is understandable that this part of the respondents defines the national level average of trust in each institution. Nevertheless, for a number of institutions there are no major differences (higher than 5 p.p..) between the level of trust of respondents from small, medium-sized or large municipalities. This is the case with local government, President, Parliament, courts, political parties and education institutions.

However, the size of municipality does seem to be a determinant for significant differences in the level of trust in other institutions. Central government enjoys higher level of trust among respondents from medium-sized municipalities than respondents from small or large ones. The same conclusion applies for police, army, healthcare institutions, media, and religious institutions.

Respondents from large municipalities show lowest level of trust in the police, media and religious institutions as compared to respondents from the other two groups. On the other hand, respondents from small municipalities trust less than respondents from the other two groups the following institutions – army, healthcare institutions and all three international/supranational organizations asked by the survey – EU, UN and NATO – which enjoy the highest trust level by respondents in large municipalities. Detailed results are summarized in the following table.

		Government	Local Gov.	President	Parliament	Prosecutor	Courts	Police	Army	Political Parties	Health	Education	Media	Religious ins.	CSOs	EU	UN	NATO
TOTAL "T	rust"	42	47	30	30	28	28	58	63	22	54	64	56	73	57	80	79	81
arge 00,000	Trust	42	48	33	32	32	31	40	67	23	56	68	48	70	62	86	87	86
Respondents in large municipalities (+100,000 inhabitants)	No trust	58	52	67	68	68	69	60	34	77	44	32	52	30	38	14	13	14
1-size 00,000	Trust	49	46	32	32	30	31	66	74	21	62	67	61	77	54	82	81	85
Respondents in medium-size municipalities (50,000-100,000 inhabitants)	No trust	51	54	68	68	70	69	34	26	79	39	33	39	23	46	18	19	15
mall er than nts)	Trust	40	46	30	29	26	27	55	62	22	52	63	57	75	60	78	79	80
Respondents in small municipalities (fewer than 50,000 inhabitants)	No trust	60	54	70	71	74	73	45	38	78	48	37	43	25	40	22	21	20

Table 6. Institutional trust and municipality size (in%)

Note: Rounded to the nearest percent

#### **Justice Reform**

Survey data show that both the public expectation on the positive impact of the Justice Reform in the development of the country and the trust that the Reform is being properly implemented have steadily lost ground over the past three years. In 2018, 53% of the respondents believe that the Justice Reform will have a positive impact, while only 35% state that it is being implemented accordingly - 8 p.p. down from 2017 and 11 p.p. down from 2016.

The proportion of respondents who believe that the Justice Reform will have a positive impact has decreased from 71% in 2016 to 53% in 2018. More respondents (22%) are uncertain compared to 16% in 2017 and 11% in 2016.

Question: Do you believe that the Justice Reform will have a positive impact on the development of the country?

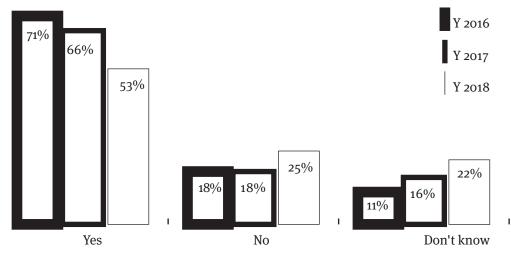


Figure 10. Positive impact of the Justice Reform in the development of the country

Base: N1=1639, N2=1644, N3=1642

The declining expectations on the potential positive impact of the Justice Reform appear to be related with the divisive perceptions regarding its proper implementation in practice. The proportion of respondents that believed the Justice Reform was being implemented properly has never exceeded 50% in the past three years. Yet, for the first time in 2018 more respondents believed that the Reform is not being implemented properly. Some 35% of the respondents stated that the Justice Reform was being implemented properly – 8 p.p. down from 2017 and 11 p.p. down from 2016 – while 41% stated the opposite. Nearly 1 in 4 respondents were uncertain and said they "Don't know" – 12 p.p. up from 2016.

Question: Do you believe that the Justice Reform is being implemented properly?

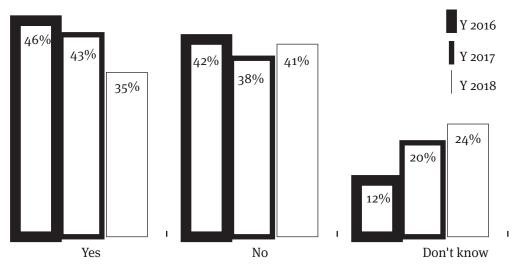


Figure 11. Proper implementation of the Justice Reform

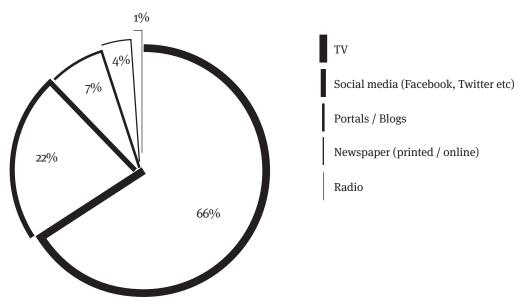
Socio-demographic analysis shows that gender, urban-rural classification and educational attainment do not appear to play a role on the respondents' perceptions on the Justice Reform. Yet, respondents from the older demographics, particularly in the "56-65 years old" and "Over 66 years old" age groups were more likely to report higher levels of trust in the proper implementation of the Justice Reform (45%) as compared to the younger age groups.

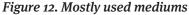
#### Media

Even though 56% of respondents trust the media in 2018, the perceived credibility of media reporting has been declining with 8 p.p. over the past three years. Only 42% believe that the information provided by media is accurate and truthful and more than one-third or 34% hold the opposite opinion.

Base: N1=1641, N2=1646, N3=1645

In 2018, television remained the most used medium for the majority (66% of respondents), even though the rating of television has been declining from 74% in 2016 to 66% in 2018. The next most popular mediums include social network platforms (22%) followed by portals (7%), and newspapers (4%).





Even though 56% of the respondents declared that they trusted media in 2018, when asked on the credibility of media reporting, only 42% believed that the information provided by media was accurate and truthful; more than one-third or 34% held the opposite opinion. Respondents were more likely to report that the information provided by media was accurate if they had lower levels of education (50%) and were from older demographics (50% for 56-65 years old, and 53% for over 66 years-old).

Compared to the last two years, the perceived credibility of media reporting has declined with 8 p.p.. Furthermore, the proportion of respondents that said they "Don't know" has increased to 24% in 2018 compared to 15% in 2016.

Base: N=1638

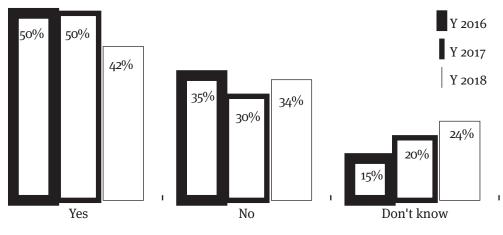


Figure 13. Is the information provided by media accurate/true?

#### Leaving Albania?

The following question was introduced for the first time in this round of the Opinion Poll. Asked on whether they would move from their current place of residence, 55% of the respondents would do so. From this proportion, 47% would move outside of Albania, while only 8% within the country. Socio-demographic analysis shows that both gender and urban-rural classification did not appear to play a role on the respondents' responses. On the other hand, unemployed respondents were more likely to report that they would move outside of Albania compared to employed respondents (57% vs. 46%). Moreover, propensity to move also showed a negative relationship with age, but positive relationship with educational attainment (36% of the respondents with basic education would move outside of Albania vs. 53% with university education).

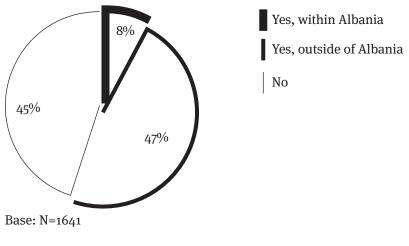


Figure 14. Would you move from your current place of residence?

Base: N1=1639, N2=1646, N3=1643

#### 4.2 Transparency and Accountability

Both transparency and accountability in public administration are central to the theory and practice of good governance and are considered as essential elements of any democratic regime. To this regard, building accountable and transparent institutions at all levels was singled out as one of the targets of the Sustainable Development Goal 16 of the 2030 Agenda for Sustainable Development.<sup>8</sup>

A government that operates in an open manner is the main assumption underlying the concept of transparency. This entails, inter alia, a government being transparent about how it operates, about its activities and expenditures, and about its operations and the decisions it takes. A key element of transparency is the right of access to information held by public authorities. However, transparency also includes other elements, such as ensuring that meetings of public decision-making bodies are accessible to the public.

Transparency and accountability are mutually reinforcing and interdependent. Accountability is based on the assumption that the government should bear responsibility for its decisions and actions. There are two dimensions to accountability: answerability –or the obligation of public authorities to provide information– and explanations to the public about their activities, and enforcement, or the mechanisms by which the information obtained via answerability can be made effective in obtaining accountability. Accountability can be vertical – owed directly to the public – or horizontal – delivered through mechanisms that operate between public institutions.<sup>9</sup>

The second module of this Opinion Poll covers "Transparency and Accountability" and it was introduced in its entirety in 2016. Firstly, respondents are asked to rate on a fourpoint scale from 1 (Fully agree) to 4 (Do not agree at all) the institutional transparency and accountability of the government both at the central and local level. Next, focusing on transparency, the experience of the respondents in exercising the right to information is explored. Moreover, since 2017, the Opinion Poll asked a new set of questions to gauge the public perception on the impact of the initiative of making public the files of Albania's former secret police (Sigurimi). Lastly, focusing on accountability, respondents are asked to rate the effectiveness of various institutions in enforcing accountability during the past year.

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<sup>8</sup> Sustainable Development Goal 16: 'Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels'. For more information, see: http://www.un.org/sustainabledevelopment/sustainable-development-goals/

<sup>9</sup> The explanation of the concepts is to a large extent based on the Briefing Paper "International Standards on Transparency and Accountability". Centre for Law and Democracy (2014). Retrieved at http://www.law-democracy.org/live/wp-content/uploads/2014/04/Transparency-and-Accountability.final\_.Mar14.pdf

#### Transparency

Survey findings show that for 2018, respondents continue to perceive their local government as being more transparent and operating in a more open manner than the central government, albeit positive ratings of institutional transparency do not surpass 40% of the respondents. The majority of respondents perceive that both their municipality and the central government generally lack transparency. Respondents from large municipalities hold a more positive view on transparency of their local government than respondents from medium-sized and small municipalities.

Four in 10 respondents or 40% either fully agreed (7%) or generally agreed (33%) that their local government was transparent during 2018, whereas the majority or 58% disagreed. When asked about the transparency of the central government, agreement dropped to just one-third of the respondents or 33%. Five percent of them fully agreed that the central government was transparent during 2018, while other 28% generally agreed; the majority or 64% disagreed that the central government operated in an open manner.

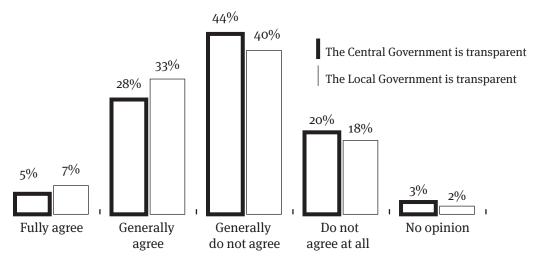
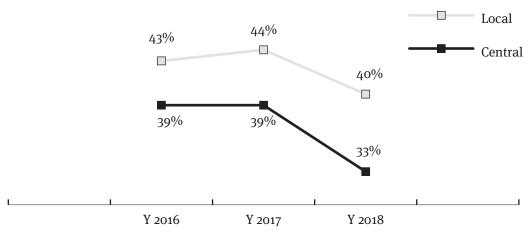


Figure 15. Perceived transparency of central and local government 2018

Base: For central government, N=1644, For local government, N=1644

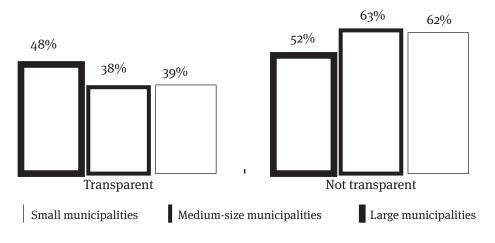
A comparison of the trends over the past 3 years shows that the majority of respondents perceive local and central government as non-transparent institutions. Furthermore, survey findings for 2018 show a decreasing trend in perceived institutional transparency as compared to both 2016 and 2017. In this regard, respondents perceived their local government and central government as less transparent as compared to 2017.



#### Figure 16. Change in perceived institutional transparency 2016-2018

Respondents from large municipalities hold a more positive view on local government's transparency than respondents from medium-sized and small municipalities. No significant differences are observed in relation to central government's transparency.

Figure 17. Perceived institutional transparency and municipality size



#### **Right to Information**

Public awareness of the Law "On the Right to Information" has remained stable at around 60% of respondents. Some 19% of the respondents aware of the Law "On the Right to Information" have submitted a request for information to a public authority during 2018. Out of that proportion, the majority or about 65% obtained the requested information, while 35% did not.

In Albania, the right to information is guaranteed both by the Constitution and by the law "On the Right to Information"<sup>10</sup> approved in 2014. In 2018, the majority of respondents or 60% were aware that the law guarantees the right to information. However, survey findings reveal that public awareness has not changed significantly in the past three years and it is stable at around 60% of the respondents; awareness was 57% in 2016 and 60% both in 2017 and 2018.

Question: Do you know if in Albania the right to information is guaranteed by law?

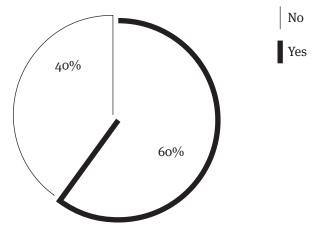


Figure 18. Public awareness on Right to Information Law 2018

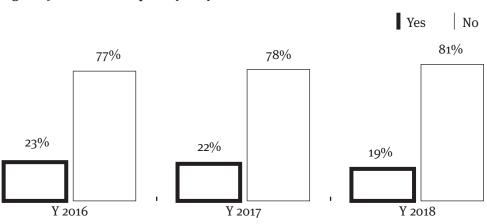
The Law "On the Right to Information" prescribes minimum requirements for the contents of the requests for information. It should contain:<sup>11</sup> full name of the requester; postal or electronic address where the information is requested to be send; description of the information required; format in which the information is preferred; and any information that the requester considers that might help identify the information required. The information request shall be in writing and delivered by hand, mail or email, with the correct identity of the applicant and his/her signature. No charges are applied to file requests.<sup>12</sup> Respondents aware that the law guarantees the right to information were further asked if they had exercised this right during 2018 and had submitted any request for

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- 10 Law No. 119/2014 "On the Right to Information". Retrieved from: http://www.idp.al/freedom-of-information/?lang=en.
- 11 Article 11 of Law No. 119/2014 "On the Right to Information".
- 12 Article 13 of Law No. 119/2014 "On the Right to Information".

Base: N=1636

information to a public authority. For 2018, 19% of the respondents aware of the Law "On the Right to Information" (or n=186)<sup>13</sup> reported to have submitted a request for information to a public authority. Out of that proportion, the majority or about 65% (n=120) reported to have received the information they requested, while 35% (n=66) claimed the opposite.





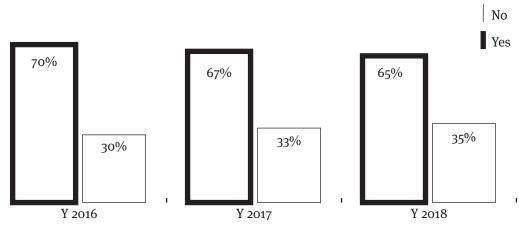
Survey findings show that, over the past three years, the proportion of respondents that have submitted requests for information remains limited to about one (1) out of five (5) Albanians aware of the law – varying from 23% in 2016 to 19% in 2018. Regarding requested information, whilst the majority of requesters have received the information, there appears a decreasing trend in obtaining information from 70% in 2016 to 65% in 2018.

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Base: N1=935, N2=962, N3=979

<sup>13</sup> N denotes the number of observations.

Figure 20. Received requested information 2016-2018



Base: N1=238, N2=205, N3=186

#### **Opening of former Secret Police (Sigurimi) files**

More than half of the respondents perceive the initiative of opening of former Sigurimi files as beneficial to the future work of public institutions, making necessary justice, and contributing to improving social cohesion. But in comparison to 2017, more respondents are skeptical of the prospects of this initiative in 2018.

Adopted in 2015, Law No. 45/2015 "On the Right to Information on the Files of the Former State Security Services During Communist Times – Sigurimi" aims to establish the rules and procedures for providing access to Sigurimi files through a transparent and democratic process. To this end, the Albanian Authority on Access to Information on Former State Security Documents, established in pursuance of the Law 45/2015, is responsible for managing and making public the files of Albania's former Sigurimi.<sup>14</sup>

For the second consecutive year, when asked about the prospect of this initiative, more than half of the respondents or 56% perceived this initiative as beneficial to the future work of public institutions; the same proportion 56% perceived it as making necessary justice and 50% perceived that it contributed to improving social cohesion.

14 Law No. Law 45/2015 "On the Right to Information on the Security Documents of the State of the Socialist People's Republic of Albania". Retrieved from http://autoritetidosjeve.gov.al/baza-ligjore/

<sup>. . . . .</sup> 

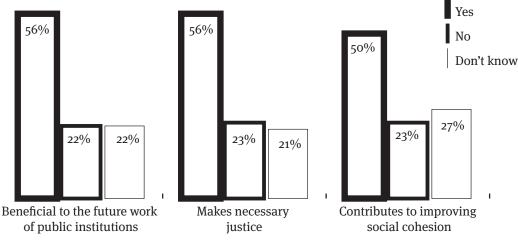


Figure 21. The initiative of opening the former Sigurimi files 2018

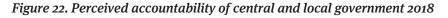
Base: N=1638

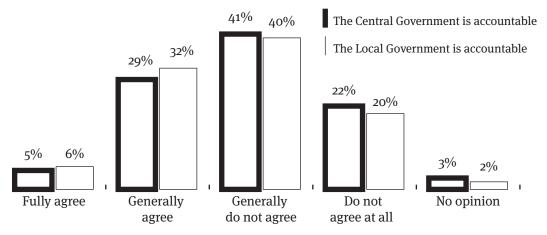
Compared to 2017, fewer respondents perceive it as beneficial to the future work of institutions, making necessary justice or contributing to social cohesion in 2018. The proportion of "Don't know" also increased during 2018. See the table below for a comparison of the results.

	Yes		No		Don't know	
	2017	2018	2017	2018	2017	2018
Beneficial to the future work of public institutions	67%	56%	14%	22%	19%	22%
Makes necessary justice	65%	56%	16%	23%	19%	21%
Contributes to improving social cohesion	60%	50%	16%	23%	24%	27%

#### Accountability

As transparency and accountability are interrelated, along the same line with the results from the transparency section, respondents tend to view their local government as more accountable than the central government, albeit again positive perceptions remain below 40% for 2018. The majority of respondents perceive that both their municipality and the central government are generally not accountable. Additionally, respondents from large municipalities see their municipality accountable in higher percentages than respondents from medium-size and small municipalities. Some 38% of the respondents either fully agreed (6%) or generally agreed (32%) that their local government was accountable during 2018, while the majority or 6 in 10 respondents disagreed. Regarding the central government, 34% of them either fully agreed (5%) or generally agreed (29%) that the central government was accountable; 63% either did not generally agree (41%) or did not agree at all (22%).

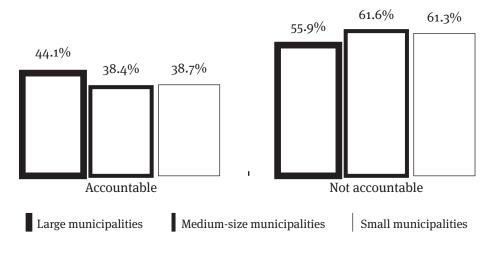




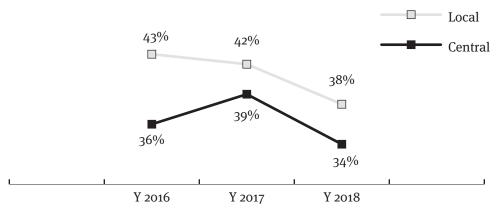
Base: For central government, N=1644, For local government, N=1643

Respondents from large municipalities hold a more positive opinion on their local government's accountability than respondents from medium-size and small municipalities.

Figure 23. Perceived accountability and municipality size



A comparison on the trends over the past 3 years shows that positive perceptions on central and local government accountability have experienced a decreasing trend in 2018. Respondents perceived both their local government and central government as less accountable (-4 p.p. and -5 p.p., respectively) as compared to 2017.





#### **Effectiveness of Institutions in Enforcing Accountability**

For the third consecutive year, the Supreme State Audit Institution (SSAI) is perceived as having the greatest role in holding the government accountable (61%) followed by the media (58%). However, in 2018 compared to 2017, all institutions are perceived as having a decreased role in holding the government accountable and the biggest drop concerns the opposition parties (11 p.p. decrease) followed by the Parliament (9 p.p. decrease).

The following analysis of survey results is based on the two main forms of accountability: horizontal accountability or the capacity of state institutions (such as legislatures and the judiciary) to oversee the government by demanding information, questioning officials and punishing improper behavior, and vertical accountability or the means through which citizens, mass media, and civil society seek to enforce standards of good performance on government officials.<sup>15</sup>

Regarding the effectiveness of horizontal institutions in enforcing accountability, 61% of respondents perceived the Albanian Supreme State Audit Institution (SSAI) as holding the government to account during 2018, followed by 54% of the respondents for the Parliament. However, less than half of the respondents perceived that the Ombudsman (49%) and the Commissioner for Protection from Discrimination (44%) held the government accountable during 2018. Some 43% of respondents perceived that opposition parties (43%) held the government accountable, whilst the majority or 54% stated the opposite.

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<sup>15</sup> Staphenhurst, R. Accountability in Governance, World Bank Paper 4.

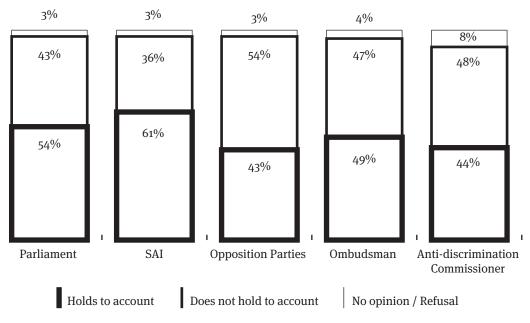


Figure 25. Perceived effectiveness of horizontal accountability mechanisms 2018

With regard to the effectiveness of institutions enforcing vertical accountability, 58% of respondents perceived the media as holding the government to account during 2018. However, less than half of the respondents stated that civil society (49%), trade unions (46%) and businesses (40%) held the government into account during 2018.

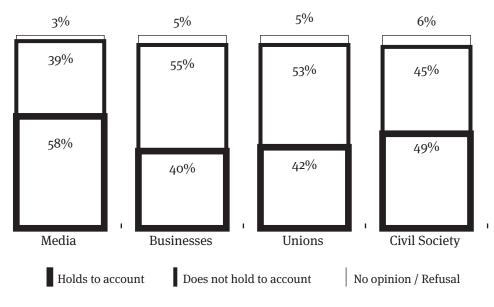


Figure 26. Perceived effectiveness of vertical accountability mechanisms 2018

Over the past three years, SSAI continues to be perceived as having the greatest role in holding the government accountable – in an interval from 61%-67%, followed by the media – in an interval from 58%-62%.

However, compared to 2017, no institution is perceived as having an increased role in holding the government accountable. On the other hand, all institutions were perceived as holding the government less accountable and the biggest drop was observed for the opposition parties (11 p.p. decrease) followed by the Parliament (9 p.p. decrease). See the following graph and table for a full distribution of the results.

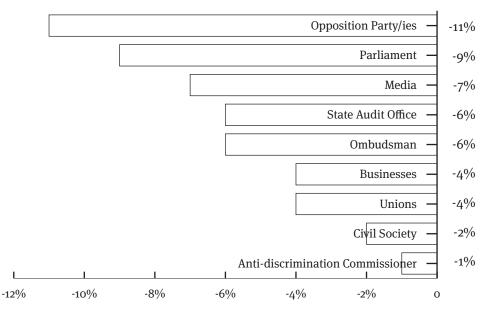


Figure 27. Changes in perceived effectiveness of accountability mechanisms 2017-2018

## Table 8. Accountability 2016-2018

	2016	2017	2018
Parliament	51%	63%	54%
Opposition Parties	51%	54%	43%
SSAI	63%	67%	61%
Ombudsman	54%	55%	59%
Anti-discrimination Commissioner	46%	45%	44%
Media	62%	65%	58%
Business	43%	44%	40%
Unions	39%	46%	42%
Civil Society	46%	51%	49%

# **4.3 Corruption in Public Institutions**

Transparency International defines corruption as the abuse of entrusted power for private gains.<sup>16</sup> Corruption can be classified as grand or petty, depending on the amounts of money lost and the sector where it occurs. Petty corruption involves middle or low-level public officials and generally harms the poorest members of society in their interactions with public services. Grand corruption, on the contrary, involves political decision-makers and high-level public officials, who exploit their positions to extract bribes, embezzle large amounts of money or tailor regulations to benefit their private interests (Andvig et al. 2001).

The module "Corruption in Public Institutions" of the Opinion Poll was revamped in 2017 to incorporate a new set of questions related to the classification of corruption. As of 2017, respondents are asked to rate the prevalence of petty and grand corruption on a four-point scale from 1 (Not at all widespread) to 4 (Very widespread). Next, they are asked about their level of confidence in the prosecution of corruption cases on a four-point scale from 1 (I have great confidence) to 4 (I do not have confidence at all). Lastly, respondents are asked to indicate in an open-ended question the most corrupt public institution in Albania of the past year.

Following perceptions on corruption, respondents are asked about their personal exposure to the phenomenon at both tiers of governance, including questions if they have witnessed any corruption case or paid any bribes during the year. These sets of questions have been introduced progressively to the Opinion Poll since 2015.

#### **Perceptions on the Prevalence of Corruption**

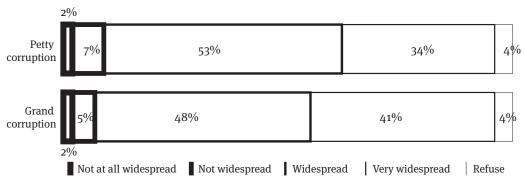
More than 8 in 10 respondents perceive both petty and grand corruption as widespread in the Albanian society for 2018. Compared to 2017, there is no change in perception levels.

For the second consecutive year, respondents continue to perceive corruption as endemic and omnipresent in the Albanian society – regardless its form. The vast majority of respondents or 87% perceived petty corruption as either widespread (53%) or very widespread (34%) during 2018. With regard to grand corruption, in similar proportions, 89% of respondents perceived it either widespread (48%) or very widespread (41%). Only 8% of the respondents perceived grand corruption as either very rare (1%) or fairly rare (7%).

<sup>• • • • •</sup> 

<sup>16</sup> For more information, see https://www.transparency.org/what-is-corruption

Figure 28. Perceived prevalence of corruption 2018



Base: For grand corruption, N=1644, For petty corruption, N=1644

## Table 9. Perceived prevalence of corruption 2017-2018

		2017	2018
Petty Corruption	Widespread	54%	53%
	Very widespread	33%	34%
Grand Corruption	Widespread	48%	48%
	Very widespread	40%	41%

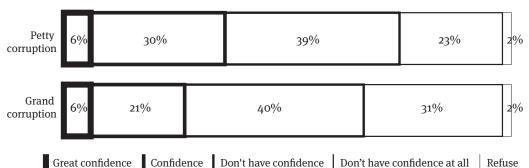
Some 1,329 respondents answered the open-ended question on the most corrupted institution for 2018. About 34% of the respondents considered the judicial system as the most corrupted, followed by the Government (14%) and the Parliament (12%).

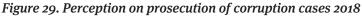
#### **Confidence in the Prosecution of Corruption Cases**

Respondents are generally not very confident in the prosecution of corruption cases, thus confirming their low trust rating of the justice system. However, respondents are less confident in the prosecution of grand corruption as compared to petty corruption cases – in a margin of 9 percentage points. Such skepticism about the prosecution of grand corruption is more pronounced among respondents from large municipalities.

Only 36% of respondents had either great confidence (6%) or some confidence (30%) in the prosecution of petty corruption cases in 2018. The majority of respondents or 62% either didn't have confidence (39%) or didn't have confidence at all (23%) to this regard. The proportions of the responses in 2018 have remained unchanged from 2017. For the prosecution of grand corruption cases, the level of reported confidence drops down to just

27% of respondents. 6% respondents had great confidence and 21% had confidence (20%), while other 71% either didn't have confidence (40%) or not at all (31%) in the prosecution of grand corruption cases.





Base: For grand corruption, N=1644, For petty corruption, N=1644

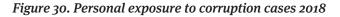
No significant differences in the opinions of respondents were observed across gender and area of residence. However, respondents from the older demographics, particularly those from the "56-65 years old" and "Over 66 years old" age groups, were more likely to have confidence in the prosecution of corruption cases of both petty and grand corruption as compared to the younger age groups (45% and 44% for petty corruption and 33% and 42% for grand corruption).

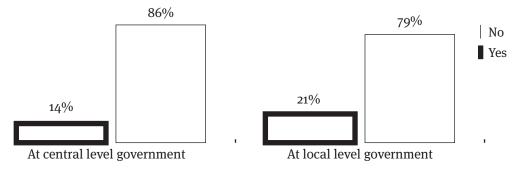
Respondents from large municipalities appear more skeptic than other respondents when asked about the prosecution of grand corruption. Namely, 78% of them have no confidence as opposed to 71% of respondents in medium-sized municipalities and 72% of those from small municipalities.

## **Personal Exposure to Corruption Cases**

Survey data show a wide discrepancy between corruption perceptions and reported personal exposure to corruption cases. For 2018, 21% of respondents have witnessed at least a corruption case at their local government, while 14% have witnessed at least a corruption case at central level government. Compared to 2017, there is no significant change in witnessing of corruption cases.

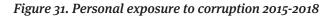
Regarding personal exposure to corruption cases, 21% of the respondents (or n=335) declared to have witnessed at least a corruption case at their local government, while some 14% (or n=231) have witnessed at least a corruption case at central level government. There were no differences in personal exposure across different socio-demographic groups.

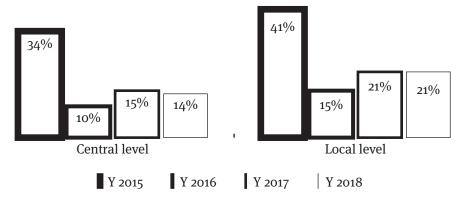




Base: For central government N =1631, for local government N =1631

Regarding trends in personal exposure to corruption over time, survey data reveal that the highest level of reported exposure was observed in 2015 (41% at the local and 34% at the central level), followed by the lowest level in 2016 (15% at the local level and 10% at the central level). Compared to 2017, there was no significant change in witnessing of corruption cases.





#### **Prevalence of bribes**

Among those who have received services during 2018, 30% have paid a bribe at the local level while 24% at the central level. Compared to 2017, there is a decrease in reported bribes especially at the central level – down to 24% in 2018 from 33% in 2017.

In the following round of questions, respondents are asked whether, in 2018, they have had any contact with institutions at the local and central level to receive any services. For those that have received such services, respondents were asked whether they paid any bribes. More than half or 56% of respondents (n=932) say to have received services by public institutions at the local level in 2018. Among those who have received services, 30% (n=281) report to having paid a bribe.

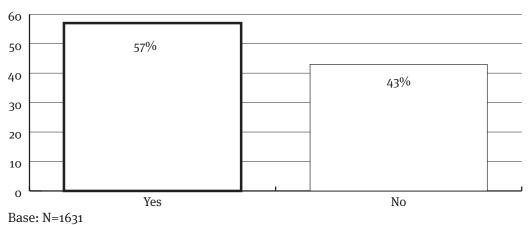
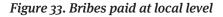
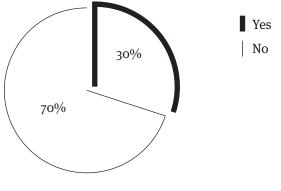


Figure 32. Services received at local level





Base: N=924

At the central level, 40% of respondents (n=660) received services by public institutions in 2018. Among those who received services, 24% (n=157) reported to having paid a bribe.

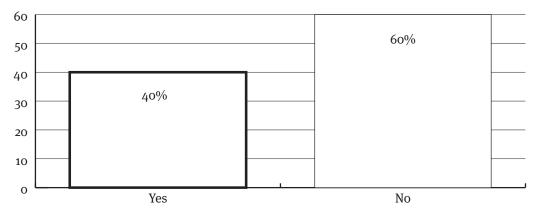
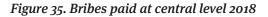
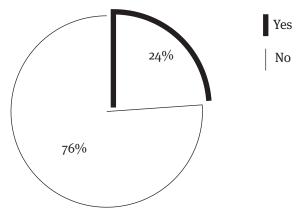


Figure 34. Received services by public institutions at central level

Base: N=1629





Base: N=648

Asked on the reasons behind paying bribes, 42% of the respondents (n=141) reported to have paid bribes because they were asked to do so. Other 34% (n=117) declared that they paid bribes in order to receive better services in the future, while 24% (n=81) as a gratitude for the received service.

Table 10. Reasons for paying bribes 2018

	Percent	Frequency
I was asked for it	42%	141
As a gratitude for the received service	24%	81
So I can receive better services next time	34%	117
Total	100%	339

Next, respondents who admitted having paid bribes were asked if they had reported this phenomenon to the respective official authority/institution. Only 15 respondents out of 344 who have answered this question claimed to have reported the practice, whilst the majority or 329 respondents declared to not having done so.

Asked on the reasons behind non-reporting, 47% of respondents (n=152) stated that it was useless, since nobody cared about it; 23% (n=74) stated that bribery was a common practice, followed by other 12% of the respondents (n=39) who did not report because of fear from reprisal. Five percent or 17 respondents did not know where to report it.

Regarding prevalence of bribery over time, survey data reveal that compared to 2017, there is a decrease in paying bribery especially at the central level – down to 24% in 2018 from 33% in 2017. At the local level, the decrease is not significant (2 p.p.).

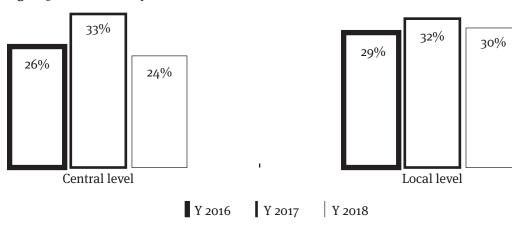


Figure 36. Prevalence of bribes 2016-2018

# **4.4 Political Influence**

Political influence – or success in promoting or changing political decisions to the benefit of the group interests – is a multi-dimensional phenomenon related to both agenda-setting and decision-making processes.

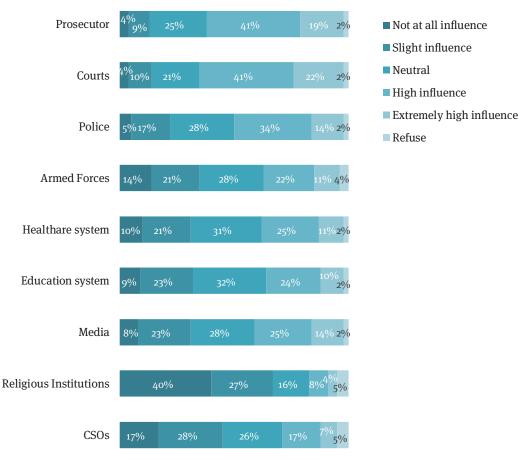
In the module "Influence of Political Interests" of the Opinion Poll, respondents are asked to rate on a five-point scale from 1 (not at all influential) to 5 (extremely high influence) how much political interests influence the agenda of a list of 9 institutions.

#### Political Interests in the Agenda of Institutions

Religious institutions are perceived as the most independent from political influence during 2018, while Prosecutor and courts as least independent. Respondents from small municipalities perceive stronger political influence than other respondents in some institutions, such as healthcare and education institutions.

Religious Institutions were perceived as the most independent from political influence during 2018. Some 67% of the respondents perceived political interests as either not at all influential (40%) or slightly influential (27%) on the agenda of religious institutions. They are followed by CSOs that were perceived as independent from less than half of the respondents or about 45%.

On the other end of the spectrum, the institution of the Prosecutor and courts were perceived as the least independent from political influence. Just 13% of the respondents perceived political interests as either not at all influential (4%) or slightly influential (9%) on the agenda of the Prosecutor. Regarding courts, 14% of the respondents perceived political interests as either not at all influential (4%) or slightly influential (10%).



#### Figure 37. Perceived influence of political interests in the agenda of institutions 2018

No significant differences are observed in the perceptions of respondents regardless of the municipality size, for the political influence on institutions like Prosecutor, courts, police, army, and media. However, some discrepancies are observed for the remaining institutions in the attitudes of respondents depending on whether they reside in small, medium-sized or large municipality. Political influence in the education system and healthcare institutions is more pronounced in the perceptions of respondents from small municipalities (standing at 37% and 38% respectively). To a lesser extent, the same trend is observed among respondents from large municipalities, while respondents from medium-sized municipalities show lower percentages of such opinion. Respondents from small municipalities show also higher percentages of opinions, which see political influence among religious institutions. On the other hand, nearly 32% of respondents from medium-sized municipalities see political influence being present among CSOs. Only 25% of respondents from small municipalities and 18% of those from large ones believe the same.

Compared to 2017, the only institutions that have seen a slight increase in the perceived independence from political influence include courts (4 p.p.) and Prosecutor (1 p.p.). On the other hand, all of the other institutions have seen a decrease: religious institutions (-9 p.p.), armed forces (-7 p.p.), education system (-4 p.p.), police (-2 p.p.) and healthcare system (-1 p.p.).

Table 11. Perceived "not influence at all" or "slight influence" of political interests 2016-2018

	2016	2017	2018
Prosecutor	N/A	12%	13%
Courts	N/A	10%	14%
Police	20%	24%	22%
Armed Forces	33%	42%	35%
Healthcare system	23%	32%	31%
Education system	26%	36%	32%
Media	26%	31%	31%
Religious institutions	75%	76%	67%
CSOs	48%	45%	45%

# 4.5 Citizen Engagement

Over the past few years, several studies conducted in Albania have revealed low levels of citizen engagement in the decision-making process. An often-cited explanation is the communist legacy, in which community labor was enforced and the government was organized on a central level with little opportunity for citizens to engage. As a result of the communist era and the sluggish transition to democratic rule there is a continued lack of trust in local and central-level authorities, and dissatisfaction with increasing inequalities (Dauti, 2017; Partners Albania, 2013; Institute for Democracy and Mediation, 2010)<sup>17</sup>. Hence, the Opinion Poll asks respondents about their participation in the decision-making process in public institutions; the representation of citizens' needs in local governance; their participation in demonstrations or rallies; and respondents' willingness to engage in voluntary work. For engagement with public institutions, we differentiate between citizen engagement at the central and local level.

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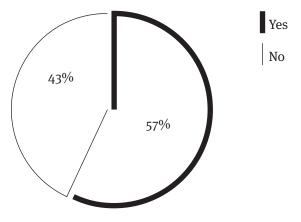
<sup>17</sup> See for example, Dauti, M. (2017). The Impact of Decentralization on Participation in Formal Organizations in Albania: Lessons for Community-Based Interventions. International Social Work, 60(6),1523-1536; Partners Albania. (2013). Participation of Citizens and Civil Society in Decision-Making. Tirana, Albania: Partners Albania; and Institute for Democracy and Mediation. (2010). Civil Society Index for Albania: In Search of Citizens & Impact. Tirana, Albania: IDM.

#### **Participation in Decision-Making within Public Institutions**

The survey data shows that the majority of Albanians do not feel that they have sufficient opportunities to participate in the decision-making process of public institutions. However, compared to previous years, respondents report they are having more opportunities to participate in the decision-making at a central and a local level.

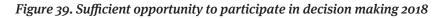
Over the past few years, respondents have reported that they do not have sufficient opportunities to participate in public institutions' decision-making process. For the first time, this years' opinion poll includes the question whether respondents would be interested in participating in the decision-making process of public institutions. In other words, would people be interested in becoming active citizens in the country's governance? Some 57 % of respondents confirmed that they would be interested to participate, while 43% said that they would not be interested.

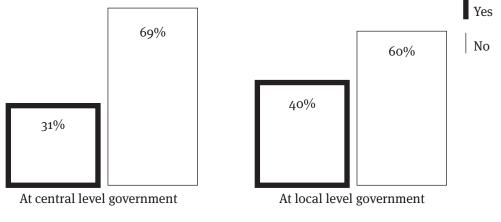
*Figure 38. Interest in participating in the decision-making process of public institutions 2018* 



Base: N = 1635

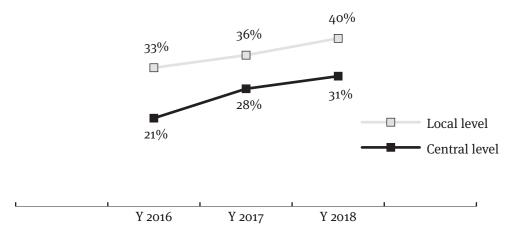
If we check for demographics, students in particular (71%) are interested in participating in the decision-making processes of public institutions. Furthermore, there seems to be a correlation regarding the age of respondents and their interest in participating in the decision-making process. Younger respondents are more likely to be interested in participating in the decision-making process than older respondents. In age groups 18-25 and 26-35, 66% and 62% respectively reports that they would have an interest in participating, while for the oldest age category (over 65 years old), only 40% of the respondents are interested in participating in the decision-making process of public institutions. And yet, although 57% of Albanians are interested to participate in the decision-making processes of public institutions, lower percentages are reported when asked whether there are enough opportunities to do so. In 2018, the majority of respondents (69%) do not perceive that they have sufficient opportunities to participate in the decision-making process at the central level. Only 31% of the respondents think that they have sufficient opportunity to participate at a central level. At the local level, the tendency is more positive. Here, 40% of the respondent believes that they have sufficient opportunities to participate in the decision-making process, as opposed to 60 % of respondents that think the opposite.





Base: N = 1630, N = 1638

Compared to the responses of the previous years, the number of positive answers seems to be on the rise. In 2016, only 21% felt like they had sufficient opportunities to participate at the central level, compared to 33% on the local level. In 2017, these figures rose to 28% and 36% respectively.



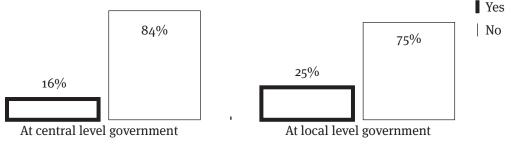
### Figure 40. Sufficient opportunities to participate in decision making 2016-2018

#### **Being Invited to Participate in Consultation Processes**

The survey data shows that over the past few years, the percentage of Albanians that received an invitation to participate in local or central level consultations is rising.

In 2018, 16% of the respondents were invited to participate in a consultation process organized by central public institutions. At local level, this percentage was somewhat higher - 25% of the respondents say that they were invited to participate in consultation processes by public institutions.

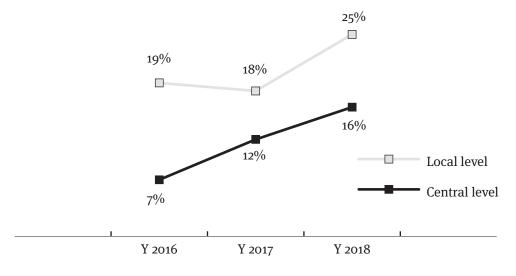
Figure 41. Invitations to participate in consultation processes 2018



Base: N = 1630, N = 1629

Respondents employed in the public sector (28%) and those with high levels of education (22%) were more likely to be invited to central level consultations. Men (20%) were also more likely to be invited than women (12%). A similar trend is observed for local consultations. Male respondents (30%), interviewees employed in the public sector (38%) or with high education level – meaning they had at least finished their bachelor's degree – (34%) were more likely to be invited to participate in public consultations. For central consultations, the percentage of respondents that were invited has increased from 7% in 2016, to 12% in 2017 and 16% in 2018. For local consultations, the percentage of respondents that were invited to participated was similar in 2016 (19%) and 2017 (18%), but quickly rose to 25% in 2018.

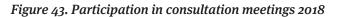
*Figure 42. Invitations to participate in consultation processes 2016-2018* 

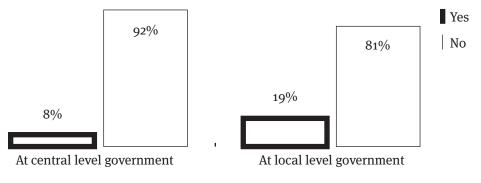


#### **Participation in Consultation Meeting**

The survey data shows that less than 10% of Albanians took part in a central-level consultation. Almost one in five respondents has taken part in a consultation meeting at the local level. Most often, these were open meetings organized by the municipality. Respondents that were invited to a consultation meeting but did not participate, often cite that they 'do not believe in such processes.

Despite 16 % of the respondents being invited to participate in a consultation process by public institutions at central level, only 8% of the respondents said that they participated in such process in 2018. At the local level, 19% of the respondents had taken part in a public consultation meeting.





Base: N = 1474, N = 1486

Male respondents (10%), those working in the public sector (17%), or respondents with high levels of education (holding a bachelor's degree or higher) (13%) were more likely to report that they had participated in a consultation meeting at a central level. The same conclusion holds for consultation meetings at a local level. Here, male respondents (25%), respondents working in the public sector (37%), or respondents with high levels of education (29%) were also more likely to report that they had participated in a consultation meeting.

The majority of respondents participating in consultation meetings reported that the meetings were organized by the municipality (58%) or the central government (24%). Some 15 % of the respondents reported that they participated in a public consultation meeting organized by the municipal council. A smaller percentage reported that they have participated in public consultation meetings organized by the parliament (6%) or a consultation through the internet (4%).

Open meetings organized by the municipality:	58% (n = 220)		
Consultative sessions organized by the municipal council:	15% (n = 57)		
Public consultations organized by the central government:	24% (n = 90)		
Public consultations organized by the parliament:	6% (n = 23)		
Consultations through the internet:	4% (n = 16)		
Other (specify): *	<1% (n = 1)		

\*Other: Public hearings with civil society organizations/ NGOs.

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

When asked about their reasons for not participating in public consultation hearings, the main argument was that respondents did not believe in such processes (39%). About 1 in 5 respondents answered that they would expect others to do so, which is particularly interesting given that the majority of respondents stated that they did not have sufficient opportunities to participate in the decision-making process of public institutions. Some 11 % of the respondents said they did not have enough information on the subject to participate in a consultation organized by public institutions. Approximately 1 in 10 respondents did not participate due to logistics issues, such as not being able to reach the location in which the meeting was organized (9%) or not having internet access (1%).

#### Table 13. Reasons for not participating in consultation meetings

I expect others to do so	19% (n = 198)
I don't believe in such processes	39% (n = 398)
I did not have information on the subject	11% (n = 115)
I could not reach the location	9% (n = 96)
I do not have internet access	2% (n = 15)
I believe there are no consultation mechanisms or processes established	13% (n = 133)
Other (specify):	7% (n = 68)

\*Other: "I was not invited', I do not have time', 'I do not engage in such activities', 'I am too old', 'The invitation was from a (political) party I do not support', or 'Even if I participate my contribution will be ignored'.

Note: Due to rounding, percentages may not always add to 100%

Disbelief in consultation meetings as a process for citizen engagement did not vary by gender, education, employment sector or urban/rural aspect. However, it does seem that respondents under 45 years old (Mean = 45%) are skeptical about consultation meetings compared to those over 65 years of age (Mean = 21%).

#### **Municipal Budget Reflecting People's Priorities**

*The survey data shows that the majority of the respondents do not think that the municipal budget reflects citizens' priorities.* 

As a part of the Opinion Poll, respondents are asked whether they perceive that the budget of the municipality they live in reflects the citizens' priorities. Most respondents (62%) report that the municipality's budget does not reflect the priorities of the people. A quarter

of the respondents said that generally the budget of the municipality reflects citizens' priorities and 6% of the respondents think that the budget fully reflects people's priorities. Seven percent of respondents chose 'I do not know/I do not have an opinion' for an answer.

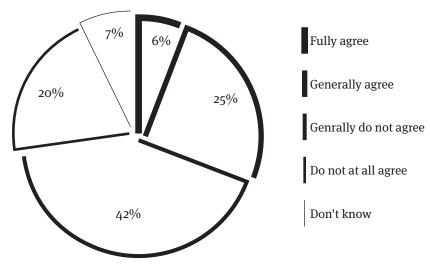


Figure 44. Municipal budget reflects people's priorities

Respondents working in the public sector (50%), respondents with a university degree (36%), or older respondents report more often that their municipality's budget reflects the priorities of its citizens. Respondents in the age category 56-65 and over 65 years old report more often (37% and 36% respectively) that they generally agree or fully agree with the statement 'the budget of the municipality I live in reflects the people's priorities' than younger respondents. No differences were observed by gender, urban/rural or employment status.

#### **Representation and Citizen Engagement**

*The majority of respondents are pessimistic about the government listening to civil society, defending citizens' interests and opportunities to influence local decision-making.* 

Respondents were asked to give their perception regarding a set of statements on representation and citizen engagement. The majority of respondents (60%) find that municipal councilors do not work in the interest of the citizens they represent. For the statement 'Municipal councilors represent local communities and defend the interest of citizens in front of the mayor and the municipality's administration', 28% generally agreed and 8% fully agreed.

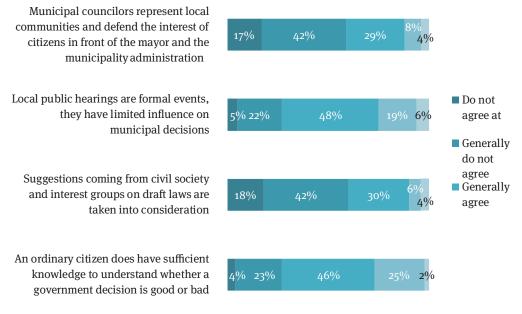
Base: N = 1638

When asked about whether citizen engagement contributes to the decision-making process, in 2018, most respondents are pessimistic. Some 67% of the respondents agree or fully agree with the statement "Local public hearings are formal events, they have limited influence on municipal decisions". In addition, 60% of the respondents disagree or fully disagree with the statement "Suggestions coming from civil society and interest groups on draft laws are taken into consideration", meaning that they do not think suggestions from civil society and interest groups are taken into consideration. It is particularly interesting to note that this image is becoming more negative over time. In 2016, 57% thought of public hearings as formal events, compared to 67% in 2017. A similar trend is noticed regarding the influence of civil society organizations and interest groups. In 2016, 54% thought that their suggestions were considered, compared to 40% in 2017.

Statement: 'An ordinary citizen has sufficient knowledge to understand whether a government decision is good or bad'.

A considerable majority of 71% of the respondents agreed or fully agreed with the statement. This percentage has been relatively high also in the previous years in which 78% (2017) and 72% (2016) reported that an ordinary citizen is able to understand whether a government decision is good or bad.

#### Figure 45. Statements on local representation and citizen engagement 2018



Base: N = 1639, N= 1635, N = 1639, N = 1640

#### Attending a Demonstration/Rally or Signing a Petition

Almost a quarter of the respondents have attended a rally/demonstration, or signed a petition during 2018. The majority of these respondents did so, because of a shared interest in the cause of the community the respondent belongs to.

Albania has seen a number of protests in the course of 2018. In March, protesters destroyed the newly-installed payment counters on the highway connecting Albania with Kosovo. Over the summer, several protests were organized to oppose plans to rebuild the old national theatre through a public-private partnership, which will occupy public land as well. In December, Albania was taken by surprise by student protests lasting several weeks in demand of reforms in the education system.

Of the respondents, 23 percent had attended a demonstration/rally or signed a petition in 2018. Male respondents (28%), studying respondents (30%) and those under 35 years of age (28%) said to have attended a demonstration/rally during 2018, or signed a petition. Compared to previous years, the percentage of Albanians attending a demonstration/ rally or signing a petition is similar. In 2016, 22% of the respondents said to have attended a demonstration, compared to 20 percent in 2017.

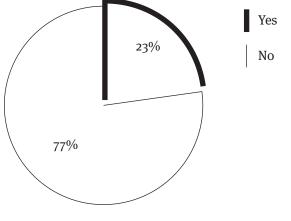


Figure 46. Attended a demonstration/rally or signed a petition 2018

Respondents were also asked about their objectives for attending a rally or demonstration, or for signing a petition. The main reason for attending a demonstration/rally or signing a petition was sharing a common interest with the community (45%), followed by personal interest (21%), political party militantism (12%) and peer pressure (7%). Fifteen percent of the respondents indicated that it was a combination of more than one reason that convinced them to attend a demonstration/rally or sign a petition.

Base: N = 1636

Personal interest	21% (n = 81)
Shared interest of the community I belong to	45% (n = 172)
Political party militantism	12% (n = 46)
Peer pressure	7% (n = 25)
A combination of more than one reason	15% (n = 51)
Other	<1% (n = 1)

Table 14. Reasons for attending a demonstration/rally or signing a petition 2018

Note: Due to rounding, percentages may not always add to 100%

#### Willingness to Engage in Voluntary Work to the Benefit of the Community

The survey data shows that over the past three years, a majority of Albanians are willing to engage in voluntary work to the benefit of their community. Young respondents, highly educated respondents or respondents working in the public sector are willing to engage in voluntary work.

The last question concerning citizen engagement was about the respondents' willingness to participate in voluntary work, to which 67% of them reported that they were willing to do so.

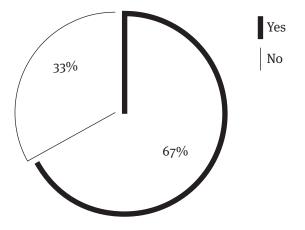


Figure 47. Willingness to engage in voluntary work 2018

Base: N = 1627

When analyzing these findings by socio-demographics, we find that respondents working in the public sector (80%), respondents under 25 years of age (77%) or respondents with high levels of education (80%) are more willing to engage in voluntary work than others. Overtime, the percentage of respondents willing to engage in voluntary work to the benefit of the community is decreasing. In 2016, 77% of the respondents reported that they were willing to engage in voluntary work. In 2017, 75% said to be willing to do voluntary work and in 2018 only 67% were willing to do so.

# 4.6 Satisfaction with Public Service Delivery

Albania has made significant progress in transforming from a centrally-planned to a market-oriented economy<sup>18</sup>. This drastic change of organizing society has transformed the relationships between policymakers, service providers and citizens. The Government of Albania has undertaken a number of service-delivery reforms that have influenced institutional relationships, altered incentives for service providers at the institutional and individual levels, and changed the ways in which citizens participate in and experience service delivery (World Bank, 2012)<sup>19</sup>. In such an environment, regular citizen feedback on the quality and efficiency of public service delivery is essential to continue improving the performance of the administration.

In this context, the Opinion Poll aims to quantify the level of public satisfaction with public services delivered by a number of public institutions in the past 12 months. The selected public services are the ones citizens use on a daily basis (i.e. public transport, supply of drinking water) or quite often (i.e. health services, communal services etc.) provided by both central and local governments.

Specifically, questions focused on satisfaction with public services (e.g. healthcare, education, public transport, or police) and the submission of complaints when services do not meet expectations. Respondents were also asked to compare the quality of social services in their municipality in 2018 to that of 2017. Lastly, respondents were asked whether they feel safe in everyday life and to identify the factors for their feeling unsafe.

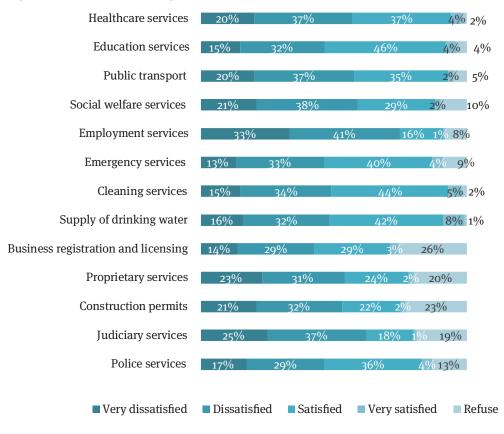
#### Satisfaction with Public Service Delivery

Most public services delivered in Albania, including employment, healthcare or police, are not satisfactory according to Albanian citizens. However, respondents employed in the public sector and retirees are more often satisfied with public service delivery than the other respondents.

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- 18 For more information on Albania's economy, see: http://www.worldbank.org/en/country/albania/ overview.
- 19 See http://documents.worldbank.org/curated/en/685021468015003609/pdf/WPS5994.pdf

Respondents were asked to rate thirteen different public services on a Likert scale, ranging from very satisfied to very dissatisfied. Data suggests that for only two services, the public was more often than not satisfied with the provided service; the supply of drinking water (50% satisfied vs. 48% unsatisfied) and the education system (50% satisfied vs. 47% unsatisfied). Respondents are especially unsatisfied with employment services (74%), justice services (62%), welfare services (59%), public transportation (57%), and the healthcare system (57%).



#### Figure 48. Satisfaction with public services 2018

Each respondent was also asked to indicate whether they had used the particular service. This allows us to assess whether people that have used a particular public service were satisfied with the provided service. The most frequently used public services are: health care services, supply of drinking water, public transport, street cleaning services and education.

Respondents were more likely to report that they were happy with public transport (41%),

social welfare services (38%), street cleaning service (53%), and the supply of drinking water (53%) when they had received the service compared with the instances when they had not received the respective service. Respondents who had received the services of healthcare, employment, business licensing, property registration, construction permit, and judicial were less satisfied than those who did not use these service in 2018. Small differences were observed for the services of education, emergency and police.

	Satisfaction rate – did not use service	Satisfaction rate – did use service	Utilization of service
Healthcare	44%	40%	81% (n = 1,260)
Education	52%	50%	60% (n = 928)
Public transport	30%	41%	77% (n = 1,180)
Social welfare	29%	38%	48% (n = 730)
Employment	21%	17%	48% (n = 737)
Emergency	49%	47%	35% (n = 540)
Street cleaning	41%	53%	68% (n = 1,045)
Supply of drinking water	39%	53%	81% (n = 1,249)
Business licensing/ permits/ registration	45%	37%	26% (n = 376)
Property registration	34%	28%	34% (n = 497)
Construction permits	35%	22%	25% (n = 357)
Courts and other judiciary institutions	25%	18%	22% (n = 321)
Police	44%	47%	33% (n = 478)

Table 15. Utilization and satisfaction of public services 2018

Interestingly, respondents employed in the public sector report more often that they are satisfied with the public service than those employed in the private sector. For example, 56% of the respondents employed in the public sector reported that they were satisfied with the healthcare compared to 41% of the total population. For education, this 70% of the respondents working in the public sector were satisfied compared to 50% of the total population. This claim holds true for almost all services, including social welfare (52% of the respondents working in the public sector are satisfied versus 31% the total population),

employment (42% vs. 17%), emergency (67% vs. 44%), street cleaning (62% vs. 49%), water supply (64% vs. 50%), business registration and licensing (54% vs. 32%), property registration (46% vs. 26%), construction permit (44% vs. 24%), judiciary (37% vs. 19%) and police (61% vs. 40%).

Retirees are also more inclined to be positive about the public services. Some 44% of retirees have a positive opinion for the social welfare service compared to 31% of the total population. For the emergency services, 56% of retirees are satisfied with the service delivery compared to 44% of total population. This trend continues for street cleaning (64% vs. 49%), drinking water supply (61% vs. 50%) and public transport (51% vs. 37%). The positive response by retired respondents could be influenced by the fact that most retirees benefit from tax-cuts or other financial assistance provided by the government and are allowed to use public transport for free.

Unemployed respondents were highly unsatisfied with the employment service. An overwhelming majority of 90% said that they were unsatisfied or highly unsatisfied with the employment service in Albania, compared to 74% of the total population. Furthermore, respondents with higher levels of education – bachelor's degree or more – are more likely to be satisfied with the education (61%) than respondents with low levels of education (45%). Lastly, students are more often satisfied with the judicial system (42%) than other respondents.

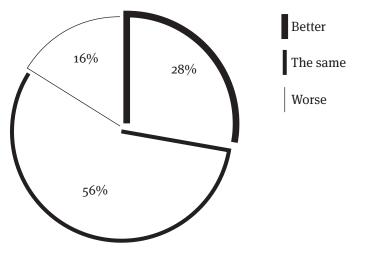
In general, respondents from large municipalities are more dissatisfied than others with the public services. Their dissatisfaction is particularly pronounced in relation to public transport, emergency, street cleaning, water supply, construction permits and police. For some of these services (police, construction permits, and emergency), respondents from small municipalities also share a high level of dissatisfaction. Additionally, in small municipalities, dissatisfaction level for healthcare, property registration and business environment (registering and licensing) is higher than in other municipalities.

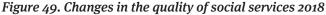
Compared to 2017 and 2016, citizens' satisfaction with public services reported in 2018 has declined. In 2016, citizens were generally satisfied with six of the public services that were included in the poll. Positive responses were also reported for the water supply (72%), police (66%), street cleaning (provided at local level) (61%), education (58%), emergency (55%) and public transport (55%). In 2017, citizens were generally satisfied with four of the public services included in the poll, namely: water supply (56%), street cleaning (57%), emergency (53%), and education (54%). In 2018, none of the public services included in the poll reached a satisfaction rate of higher than 50%.

#### Assessing the Quality of Social Services Delivered by the Municipality

The survey data shows that the majority of respondents do not see changes in the quality of social services delivered by the municipality. Only respondents that work in the public sector see a change in the quality of social services: 50% think the quality is better in 2018 than it was in 2017.

All participants were asked 'How do you assess the quality of social services delivered in your municipality in 2018 compared to 2017?'. The majority of the respondents (56%) reported that the quality of the social services delivered by the municipality had not changed. Twenty eight percent said that the municipal services had improved and according to 16 percent of the respondents, the quality of social services delivered by their municipality had worsened when compared to the previous year.





Demographics-wise, no differences were seen across age, sex, urban/rural or employment status. However, 50% of respondents that work in the public sector and 43% of those with high levels of education perceive more often that the quality of social services in their municipality was better in 2018 than it was in 2017.

#### **Submission of Complaints**

The survey data shows that respondents are not filing their complaints to the institutions where they have received the service. Instead, respondents have started to use the new Co-governance platform that was created in 2017.

Respondents were asked that if they would file a suggestion or complaint regarding public services.

Base: N = 1617

# Question: 'If you have a suggestion or complaint concerning these services, where would you submit it?'

A large number of the respondents indicated that they were not sure where they could file their complaint. Respondents, who identified the institutions to file a complaint or suggestion to, often answered that they would submit complaints to the municipality, the government (as a general term), the police, the Prime Minister's office, or they would report a complaint to the media. Some respondents even mentioned well-known investigative programs like Fiks Fare (Top Channel) or Stop (TV Klan). Only a small number of respondents mentioned the complaint's office (complaint head office and complaint office connected to the institution that delivered the service) or the Ombudsman, offices that are in charge of addressing citizens' complaints.

During the course of 2018, 11% of the respondents indicated that they had submitted a complaint for a received service to any of the abovementioned institutions. Respondents over 65 years old were unlikely to submit a complaint: only 4% said to have done so in 2018.

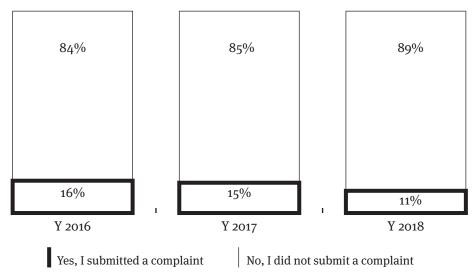


Figure 50. Did you submit a complaint to institutions 2016 - 2018

Base: 2016, N = 1627; 2017, N = 1639; 2018, N = 1628

In 2017 a new online platform called Co-governance Platform where citizens can file any complaint they might have, including those on public services, was established. In 2018, 10% of respondents have used the platform, reporting their complaints on public services or else.

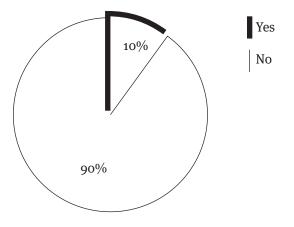
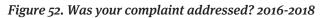


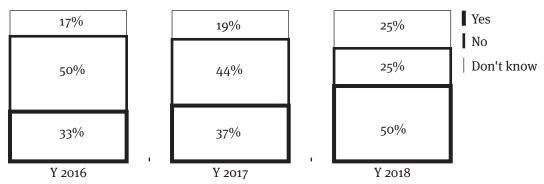
Figure 51. Have you directed any complaints to the Co-governance Platform?

## **Reception of Feedback by the Government**

According to the Survey data, complaints that respondents filed about a service they had received were more often addressed in 2018 than in previous years. Despite these positive results, respondents' perception that institutions do not listen to and do not properly address citizens' complaints has increased.

The respondents that had submitted a complaint – whether to the respective institutions or via the Co-governance Platform – were further asked about the follow-up of the complaint. According to respondents in 2018, half of the submitted complaints were addressed. Some 25% said that their complaint was not addressed and a similar percentage of respondents said they were not sure about what happened to their complaint.





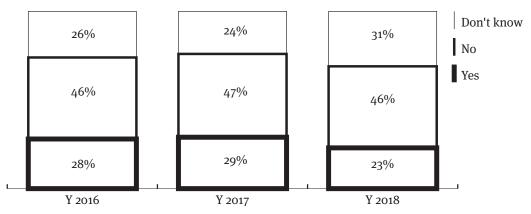
Base: 2016, N = 252; 2017, N = 241; 2018, N = 170

Base: N = 1536

Compared to previous years, a rising percentage of the complaints were addressed. In 2016, only 33% of the complaints were addressed, compared to 37% in 2017 and 50% in 2018.

Although the majority of respondents indicated that their complaint was addressed, it is important to assess whether the general public feels their voice is heard. For this reason, all respondents were asked: 'Do you believe that institutions "listen to" and properly address the complaints coming from citizens?'. Some 46% of respondents report that institutions do not listen to citizens' complaints and do not properly address them; 31% is not sure whether public institutions perform well in considering their feedback and only 23% feels the institutions listen to and properly address citizens' complaints.

Figure 53. Do you believe that institutions "listen to" and properly address citizens' complaints?



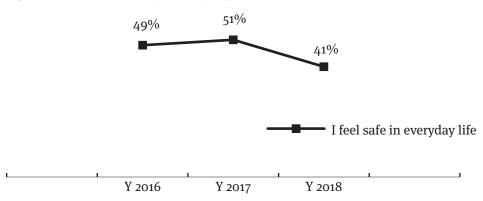
Base: 2016, N = 1259; 2017, N = 1599; 2018, N = 1565

Respondents working for the private sector were more likely (55%) to report that institutions do not listen to and properly address citizens' complaints. Compared to previous years, respondents are more pessimistic about whether public institutions listen to and properly address citizens' complaints. In 2016, 28% believed this and in 2017, this percentage rose to 29%.

#### Safety

The survey data shows that the majority of Albanians feels unsafe in their everyday life. Frequently-cited reasons for feeling unsafe are crime, employment insecurity, and healthcare issues.

Economic safety and physical safety are important indicators for the quality of life. Eurostat, the Statistical Office of the European Union, has identified physical and economic safety as one of its nine core indicators to determine the quality of life in European Union member state (Eurostat, 2018)<sup>20</sup>. Hence, the current study asked respondents whether they felt safe in their everyday life. Some 41% of the respondents said they felt safe in everyday life as compared to a majority of 59% that indicated that they did not feel safe in everyday life. Compared to the previous two years, Albanians are feeling increasingly unsafe in the everyday life. In 2017, 51% of the respondent said that they felt safe in everyday life and in 2016, this figure was 49%.



#### Figure 54. Perceived safety in everyday life 2016 - 2018

Base: 2016, N = 1608; 2017, N = 1615; 2018, N = 1629

Respondents working in the public sector (50%), retired respondents (57%), or respondents over 65 years old (60%) were more likely to report that they feel safe in everyday life than other respondents. Unemployed respondents were the least likely to report that they feel safe (33%).

Respondents that indicated that they did not feel safe in their everyday life were asked to identify the main factors that made them feel unsafe. Most respondents said that crime (71%), employment insecurity (52%) and health issues (50%) were everyday concerns. Other frequently-cited factors include injustice and politics.

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20 See Eurostat Quality of Life Indicators: https://ec.europa.eu/eurostat/statistics-explained/index. php?title=Quality\_of\_life\_indicators

Table 16. R	Reasons for	feeling	unsafe
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2018	2017	2016
71% (n = 689)	58%	49%
13% (n = 123)	11%	7%
20% (n = 488)	12%	3%
50% (n = 242)	30%	11%
29% (n = 283)	23%	6%
52% (n = 503)	42%	N/A
19% (n = 184)	15%	3%
45% (n = 235)	32%	11%
45% (n = 434)	29%	5%
23% (n = 228)	23%	3%
7% (n = 69)	5%	N/A
11% (n = 111)	5%	1%
12% (n = 118)	6%	1%
	71% (n = 689) $13% (n = 123)$ $20% (n = 488)$ $50% (n = 242)$ $29% (n = 283)$ $52% (n = 503)$ $19% (n = 184)$ $45% (n = 235)$ $45% (n = 235)$ $45% (n = 228)$ $7% (n = 69)$ $11% (n = 111)$	71% (n = 689) $58%$ $13%$ (n = 123) $11%$ $20%$ (n = 488) $12%$ $50%$ (n = 242) $30%$ $29%$ (n = 283) $23%$ $52%$ (n = 503) $42%$ $19%$ (n = 184) $15%$ $45%$ (n = 235) $32%$ $23%$ (n = 228) $23%$ $7%$ (n = 69) $5%$ $11%$ (n = 111) $5%$

Base: N = 1647

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

Compared to previous years, almost all factors of feeling unsafe have been reported more frequently. Strikingly, in 2018 more respondents (compared to previous years) indicated that crime, health issues, employment insecurity, injustice, politics, and pollution are everyday concerns. However, what is especially worrying is that respondents face lack of confidentiality and protection in case of reporting wrongdoings, and this number is increasing every year.

Albanians report more often that they feel unsafe due to (street) crime. Some 42% (689 of 1647) feel unsafe in everyday life amid fear of crimes, such as assault or burglary. In the European Union, only 12% of the citizens perceive that there is 'crime, violence or vandalism in the area where they live'<sup>21</sup>.

<sup>• • • • •</sup> 

<sup>21</sup> For more information on economic and physical safety in the European Union, see: https://ec.europa.eu/eurostat/statistics-explained/index.php?title=Quality\_of\_life\_indicators\_-\_economic\_and\_ physical\_safety#General\_overview

### 4.7 Performance of Public Institutions

In order to measure the overall performance of the public institutions in Albania, respondents were asked to rank eleven institutions on a Likert scale from '1' (excellent performance) to '5' (very poor performance). To a large extent, respondents were not satisfied with the overall performance of institutions. The Courts, the Prosecutor and the Parliament receive a negative review. Some 66% of the respondents rate the overall performance of courts as negative (poor or very poor). The overall performance of the prosecutor was almost equally disappointing with 64% of the respondents rating it as poor or very poor. Also, 59% assessed Parliament's performance as poor or very poor.

The best-performing public institutions, according to survey respondents, were the religious institutions (43% excellent or very good), the army (34% excellent or very good) and the police (30% excellent or very good). A lot of the respondents remained neutral to the question: 'How would you rate in a scale from 1 (Excellent) to 5 (Very Poor) the performance of core functions of the following institutions during 2018?'

	Exce	llent	Very	good	Neu	ıtral	Рс	or	Very	poor	Refuse
	2018	2017	2018	2017	2018	2017	2018	2017	2018	2017	2018
Central government	3	4	19	24	29	27	34	31	15	15	1
Local government	3	4	20	28	34	28	29	29	14	11	<1
President	1	2	9	12	39	37	36	37	15	12	1
Parliament	1	2	8	11	32	33	40	39	18	16	1
Prosecutor	1	1	8	7	26	24	42	43	22	26	1
Courts	1	1	8	6	24	21	42	42	23	30	1
Police	4	5	26	24	34	30	24	28	12	12	1
Central Election Commission	2	3	10	17	46	52	22	21	13	7	8
Religious institutions	13	19	30	38	34	33	11	7	5	4	8
Army	9	10	25	36	41	38	13	11	6	5	7
Political parties Base: N = 1633,	2	2	8	11	26	30	36	37	25	20	3

Base: N = 1633, N = 1636, N = 1634, N = 1634, N = 1632, N = 1635, N = 1635, N = 1627, N = 1626, N = 1626, N = 1627

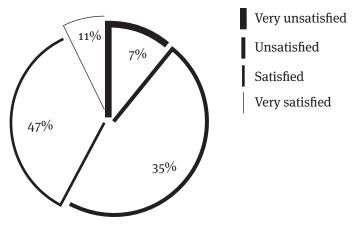
Compared to 2017, public institutions are less often viewed as 'performing well'. Especially for the army, religious institutions, the local government, the Central Election Commission and the central government, respondents are giving a more negative overall rating. Respondents of the 2017 Opinion Poll assessed these institutions more often as positive ('excellent' or 'very good'). The army lost 22 percent point (p.p.) of its positive assessment, religious institutions 14 p.p., local government 9 p.p., the Central Election Commission 8 p.p., and the Central Government 6 p.p.. The courts, the Prosecutor and the police received a slightly better overall assessment.

Respondents from small and medium-sized municipalities show higher percentages of negative assessment of institutions' performance. Respondents in small municipalities are more critical than other respondents when it comes to the performance of the Central Government, Prosecutor, courts, police, religious institutions, and the army. In medium-sized municipalities, respondents are more critical with the performance of political parties, President and local government. Respondents from the main urban centers – large municipalities of over 100,000 inhabitants per municipality– tend to show higher percentages of a positive outlook on institutions' performance during 2018.

### Foreign Donors in Albania

A topic that has received attention over the past few years is the presence of foreign donors in prospective EU Member States. Foreign donors in this context provide capacity building assistance and help prepare prospective EU Member States to set standards for the quality of infrastructure, the public health system and other public services.

In this context, respondents were asked how satisfied they are with the impact of foreign assistance in Albania. Some 58% of the respondents were satisfied with the impact of foreign assistance in Albania, while 42% was not satisfied.



### Figure 55. Satisfaction with impact of foreign donors in Albania

Base: N = 1546

### 4.8 Use of ICT

Digitalization of services is a worldwide trend in the 21st century. The use of ICT helps government operations to become more accessible, efficient and transparent. With just a few clicks, citizens can retrieve documents in the comfort of their own homes. An additional advantage of e-Government portals is that it makes the process of service delivery fairer and less prone to corruption (Deutsche Gesellschaft für Internationale Zusammenarbeit, 2018)<sup>22</sup>. Elimination of human interaction in government processes makes bribe and other forms of corruption less likely.

Since 2012, Albania has an online platform that provides basic government services. On e-Albania, citizens can apply for a drivers' license or a university, and download a number of certificates. In 2018, the portal offered over 500 e-services to citizens, while the number of registered users exceeded 0.5 million.<sup>23</sup> In this section, respondents answer a few questions about the website of their municipality and the online services of local and central government institutions.

#### **Municipality Website**

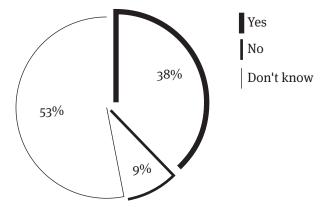
The survey data shows that the majority of Albanians are not aware that their municipality has a website. Older respondents and retired respondents, in particular, had little knowledge about the municipality's online platform. Only 1/3 of the respondents that are aware of the municipal website are actually using it.

Today, most municipalities in Albania have a website that provides information on their organization structure, budget, local legislation, and reports on their activities. When asked, 38% of the respondents were aware that their municipality had a website. Most respondents did not know whether their municipality had a website (53%) or not and 9% answered that their municipality did not have a website.

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22 See for example this report by the Deutsche Gesellschaft für Internationale Zusammenarbeit, available via https://www.giz.de/de/downloads/giz2018-eng\_ICT-to-strengthen-Anti-Corruption.pdf

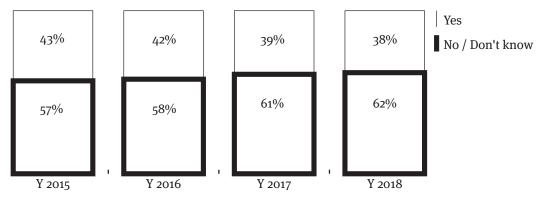
Figure 56. Do you know if your municipality has a website?





Respondents from urban areas were more likely to respond that they knew about the municipality's website (46%) than respondents from rural areas (31%). Respondents employed in the public sector (68%), students (67%), or respondents with high levels of education (69%) were most likely to report that they were aware of the municipal website. Respondents over 65 years of age were unaware that their municipality had a website. Only 10% of this group answered 'Yes' to this question.

Figure 57. Do you know if your municipality has a website? 2015-2018



Base: 2015, N = 1565; 2016, N = 1618; 2017, N = 1640; 2018, N = 1638.

Surprisingly, the percentage of respondents that report that they know that their municipality has a website has decreased from 43% in 2015 to 38% in 2018.

Of the respondents that were aware of the existence of their municipalities' website in 2018, only 35% indicate they use the website. Respondents working for the public sector (57%), respondents between 26 and 35 years of age (43%) or respondents with high levels of education (48%) were more likely to report using their municipality's website.

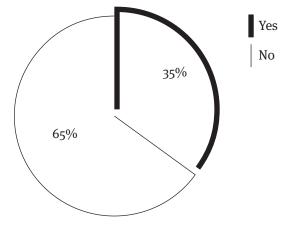


Figure 58. Do you use the website of the municipality?

Base: N = 624

### Using the Municipality Website and Quality Assessment

According to survey data, most Albanians use the website of their municipality to receive information on events or programs or check which services are available to them. Over the last three years, most Albanians assessed their municipality's website as accurate, continuously updated and rich in information.

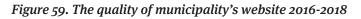
Respondents use their municipalities' websites to receive information on programs or events in their city/town (14%) and to receive information on types and forms of using available services (12%). A smaller number of respondents use their municipality website to get informed on Municipal Council decisions (5%) or to submit complaints or comments about municipality staff or a municipal department (4%).

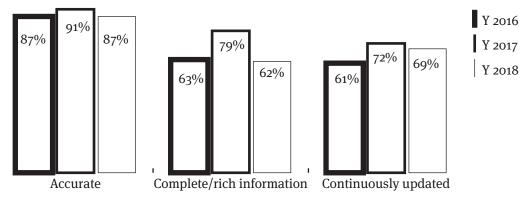
Table 18.	Ways of u	sing the w	vebsite of t	he municipality
1 4010 101	mayo oj a	sing the n		ne manuelpunty

To receive information (check programs/ events in my city/town):	14% (n = 115)		
To get informed on council decisions, I read minutes of meetings	5% (n = 41)		
To submit complaints, comments to a municipal department/staff	4% (n = 29)		
To receive information on types of available services and where and how to access them	12% (n = 102)		
Other*:	1% (n = 7)		
*Other: To obtain information for my business, to complete an assignment for schoo			

\*Other: To obtain information for my business, to complete an assignment for school/ university

The majority of respondents who use the municipality's website view the information and services provided as accurate (87%), complete (62%), and continuously updated (69%). In 2017 respondents' answers showed slightly higher percentages - 91% reported the website was accurate, 79% complete, and 72% continuously updated.





Base: 2016, N = 266; 2017, N = 205; 2018, N = 205.

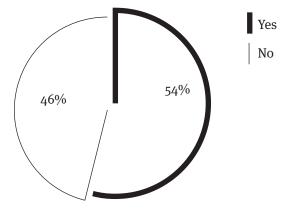
### e-Governance in Albania

Data shows that the majority of Albanians are aware of the country's e-Government services. However, there is still a lack of awareness among Albanians over 65 years old. E-Albania portal is perceived to be functional and easy to use.

With the e-Albania portal expanding gradually, Albanians are increasingly using the platform to download documents or apply for public services. Half of respondents (54%)

were aware that the government (administration) offers electronic services through the e-Albania portal. Understandably, students are aware of the portal (83%), as they have used it to register for a university. Respondents working in the public sector (76%) and respondents with at least a university degree (79%) were also aware of the e-Albania portal. On the other hand, retired respondents (23%) and respondents over 65 years old (18%) appear least aware of the e-Albania portal.

Figure 60. Are you aware of the e-Albania portal?



Base: N = 1622

Some 47 of the respondents that used e-Albania portal received electronic services during 2018. Respondents working in the public sector (62%) or respondents with high levels of education (60%) have received services through e-Albania.

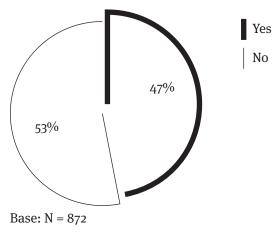
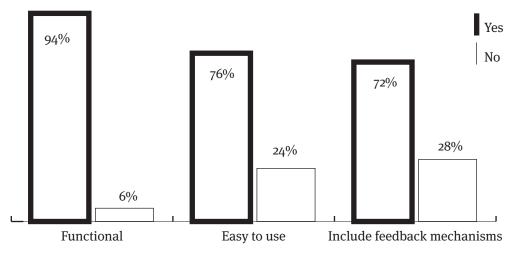


Figure 61. Have you received any electronic services through the e-Albania portal?

Respondents who did receive electronic services during 2018 were very positive about the quality of e-services on e-Albania portal. An overwhelming majority of 94 % reported the electronic services were functional, 76 % found the services easy to use, and 72 % said that the electronic services give citizens the opportunity to make comments or suggestions.

Figure 62. How do you assess the quality of e-services through the e-Albania portal?



Base: N = 412, N = 407, N = 407

## 4.9 Gender and Social Inclusion

Albanian society is still characterized by a traditional division of gender roles, where women take care of the household and men are the breadwinner. In families with children or in rural areas, women have the lion's share of child-rearing and household tasks, such as cooking, cleaning, and laundry (Dauti and Zhllima, 2016)<sup>24</sup>. In urban areas and among couples that have a migration background, this division of labor is changing. Girls are increasingly pursuing university degrees, to the point that over the past few years, women outnumbered men attending and graduating from Albanian universities (INSTAT, 2018, p. 49)<sup>25</sup>.

In addition, several initiatives have been undertaken to encourage inclusion of women in the local and national decision-making process. This has yielded some success. In Tirana, for example, more women than men are members of municipal councils. Following the signing of the European Charter for Equality of Women and Men in Local Life in 2017, five

• • • • •

- 24 Dauti, M. and Zhllima, E. (2016). Public Perceptions and Attitudes toward Gender Equality in Albania. Tirana:UNDP. http://www.al.undp.org/content/dam/albania/docs/STUDIMI\_PERCEPTIMET\_eng.pdf
- 25 See for example the report 'Women and Men in Albania, 2018' by INSTAT, p. 49.

cities in Albania have now adopted Gender Equality Action Plans (UN Women, 2018)<sup>26</sup>.

### Perceptions about Gender Equality in Albanian Society

*The survey data shows that the majority of Albanians think that there is equality between men and women in Albania. Men tend to agree with the statement more often than women.* 

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

To reveal attitudes towards gender equality, respondents were asked a number of questions on gender equality, discrimination, and social inclusion in Albania. Firstly, respondents were asked to indicate their opinion regarding three statements on gender equality. Some 55% of the respondents agreed or strongly agreed with the statement "There is equality between men and women in the Albanian society".

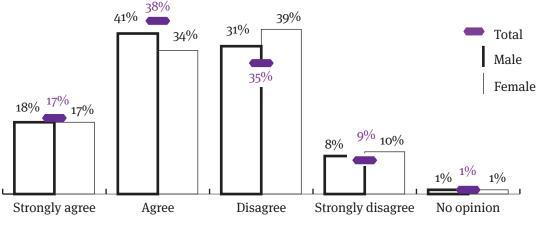


Figure 63. There is equality between men and women in the Albanian society

Base: N = 1636

Female respondents tend to disagree (39%) or strongly disagree (10%) with the statement than male respondents (31% and 8% respectively). This suggests that women are less

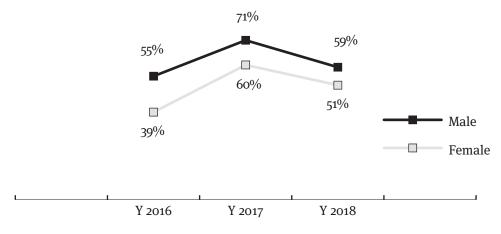
. . . . .

26 UN Women News and Events, June 29, 2018. See http://eca.unwomen.org/en/news/stories/2018/06/ for-the-first-time-in-albania-cities-adopt-gender-equality-action-plans convinced on the equality between genders in Albania. When checking the response by other demographics, data show that respondents over 65 years old (65%) agree more often with the statement than respondents between 19 and 25 years of age (50%) or between 26 and 35 years of age (52%). Furthermore, employed respondents are more likely (60%) to agree with this statement than unemployed respondents (48%).

Interestingly, respondents living in rural areas are more likely to agree with the statement (57%) than respondents in urban areas (54%), given that it is generally assumed that traditional gender roles prevail in rural areas rather than in urban areas.

In 2016, 55% of men and 39% of women agreed or strongly agreed with the statement that there is equality between men and women in the Albanian society . In 2017, these percentages were 71 and 60, respectively. Compared to 2018, in which the percentages were 59% for male respondents and 51% for female respondents, it seems that after a significant increase of the perceived gender equality in 2017, this year's respondents are less optimistic about gender equality in the Albanian society.

Figure 64. There is equality between men and women in the Albanian society 2016-2018



Base: 2016, N = 1636; 2017, N = 1623; 2018, N = 1636

### Access to and Delivery of Public Services

The majority of respondents report that in Albania, women and men have the same access to public services and public servants treat women and men equally. Women were a little less likely to agree with the statements than men, which suggests that women perceive less often that men and women have the same access to public services and are treated equally by public servants. Statement 2: "In Albania, women and men have the same access to the public services."

For the statement "In Albania, women and men have the same access to the public services", 69% of the respondents agreed with the statement, whilst only 7 % of the respondents strongly disagreed. Male respondents are more likely to report that women and men have the same access to public services. About 71 % of male respondents agree or strongly agree with the statement compared to 67% of the women.

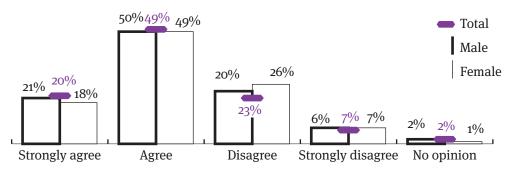


Figure 65. In Albania, women and men have the same access to public services

Respondents residing in rural areas agreed with the statement slightly more often (72%) than those living in urban areas (68%). Employed respondents (74%) or retired respondents (74%) were more likely to report that women and men have the same access to public services in Albania than unemployed respondents (65%) or studying respondents (69%). Respondents employed in the public sector are likely to report (77%) that women and men have the same access to public services.

If we consider age, respondents between 56 and 65 years old are more likely (76%) to report that women and men have the same access to public services than respondents of the 26-35 years-old age group (66%). Lastly, respondents with a high school degree (73%) or a university degree (71%) are more likely to report that women and men have the same access to public services in Albania than respondents with low levels of education (65%).

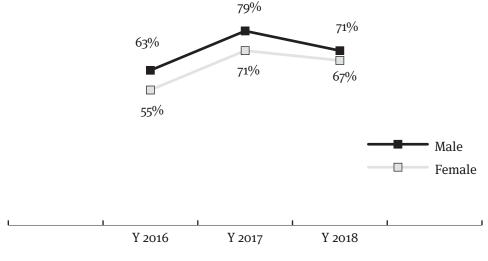
Looking at the responses given to this statement and the previous statement, it seems that people in rural areas could have a different understanding of what gender equality means in modern society. A limited exposure to women in leadership roles and men taking on caring roles could be the reason for a limited awareness of alternative gender roles.

Compared to previous years, a similar trend with the previous question is noted. In 2016, 63% of men and 55% of women agreed with the statement. In 2017, these percentages were

Base: N = 1624

79 and 71, respectively. Between 2016 and 2017, there was a strong rise in both women and men observing that women and men have equal access to public services, while this percentage decreased to 71 for men and 67 for women in 2018.

Figure 66. In Albania, women and men have the same access to public services 2016-2018



Base: 2016, N = 1635; 2017, N = 1619; 2018, N = 1624

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

Respondents were asked to give their opinion on the statement 'In Albania, public servants serve with the same devotion and ethics to women and men'. About 69% of the respondents agreed or strongly agreed with the statement, while 6% strongly disagreed that public servants serve women and men with the same devotion and ethics. Men were more likely to agree (50%) or strongly agree (22%) with the statement than women (46% and 20% respectively).

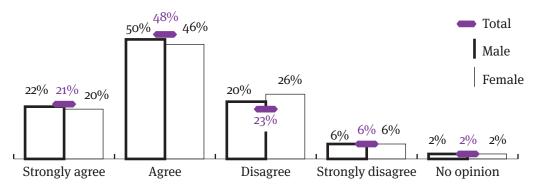


Figure 67. Public servants serve with the same devotion and ethics to women and men

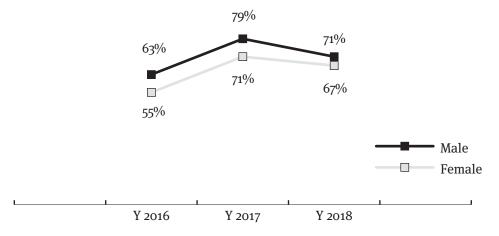
When we check the answers by demographics, we notice slight differences between respondents living in urban areas and those living in rural areas. Respondents in rural areas report slightly more often (72%) than respondents in urban areas (70%) that public servants treat women and men equally.

Similar to the previous statements, employed (73%) or retired (76%) respondents agreed with the statement more often than unemployed (66%) or student (66%) respondents. Interviewees working in the public sector (79%) were more likely to report that public servants serve women and men with the same devotion and ethics than respondents working in the private sector (70%).

Education- and age-wise, some differences are observed, but there are no visible trends. In general, respondents in the age categories of over 45 years of age (74%, 77% and 73%) tend to agree more often with the statement than respondents in the age categories under 45 years of age (68%, 66% and 70%).

Base: N = 1636

# *Figure 68. Public servants serve with the same devotion and ethics to women and men* 2016-2018



Base: 2016, N = 1635; 2017, N = 1614; 2018, N = 1636

When we compare the responses of 2018 with those in 2017 and 2016, we see a similar trend with the previous statements, in which respondents were asked about gender equality in the Albanian society and access to public services. In 2016, 66% of men and 56% of women agreed with the statement. In 2017, these percentages rose to 80% and 69% respectively and in 2018 they dropped to 71% (men) and 67% (women). As can be seen, the percentage of respondents answering positive to the statement increased significantly between 2016 and 2017, but decreased in 2018.

### **Discrimination by Institutions or Public Officials**

The survey data suggests that a considerable majority of respondents had not been treated differently by institutions in 2018. Of the respondents that had been treated differently, this was most often on the basis of gender or age.

Respondents were asked if they had ever been treated differently by an institution or a public official, on the basis of their characteristics, such as gender, age, ethnicity, and sexual orientation. A significant majority (83%) responded that they had not been treated differently. Of the respondents that had been treated differently, this was most often on the basis of gender or age.

Female respondents were more likely (N = 54) to report that they had been treated differently because of their gender than male respondents (N =12). Retired respondents (N = 20) and respondents over 65 years old (N = 12) reported more often than other categories that they had been treated differently because of their age. Although the number of respondents

that reported discrimination due to their sexual orientation was very low (N = 10), it is interesting that the majority lived in rural areas (N = 7) rather than in urban areas (N = 3).

I have been treated differently	16% (n = 258)
Gender	4% (n = 67)
Age	4% (n = 66)
Ethnicity	3% (n = 43)
Sexual orientation	1% (n = 10)
Disability	1% (n = 20)
Other*	3% (n = 52)
I have not been treated differently	84% (n = 1365)

Table 19. Treatment by institutions

\*Other: Political affiliation, economic status / poverty, or physical appearance.

Respondents were more likely to report that they had been treated differently if they lived in urban areas (17%), were students (19%), were unemployed (20%), or under 25 years old (23%). Women (19%) were more likely than men (13%) to report that they have been treated differently. Out of 253 respondents who reported that they have been treated differently, 43% were men and 57% were women.

### Women in the Decision-Making Process

The survey data shows that most Albanians think that women are just as capable as men holding any public position. However, despite several efforts to increase female representation in local government, the majority of the respondents do not know if the number of women in their Municipal Council has increased.

Respondents were asked about their knowledge on female representation in their Municipal Council. During the 2015 local elections, a new requirement for the candidate lists was enforced to encourage female representation in local governance. All local councilor candidate lists were required to include 50 per cent of each gender, alternating every second name, resulting in 35% of the elected council members being women (OSCE, 2015)<sup>27</sup>.

. . . . .

27 See the OSCE report on Albanian local elections (September 2015). p. 25 https://www.osce.org/odihr/ elections/albania/180731?download=true To examine if they had noticed any differences regarding female representation in local government, respondents were asked if they knew whether there were more women in the Municipal Council, compared to the number prior to 2015 local elections. Twenty percent of the respondents answered "Yes" and 19% said that today there are not more women in the municipal council than before the elections of 2015. Some 61% of the respondents were not sure.

Responses varied by gender, employment status, and education. Male respondents (22%), respondents employed in the public sector (37%) and respondents with high levels of education 29%) were more likely to report that there are more women in the municipal council than before the local elections of 2015. Compared to previous years, the respondents answered rather similar in that between one in five and one in four respondents reported that there are more women in the municipal council than before the 2015 local elections.

Figure 69. Do you know if there are more women in the municipal council (than before the 2015 local elections)?



Base: 2016, N = 1635; 2017, N = 1628; 2018, N = 1632

Subsequently, the Opinion Poll asked about the capability of women in a public position. A significant majority of 80% of respondents said that "women are just as capable as men holding any public position". Ten percent of the respondents believe that women are not as capable as men to hold a public position and 10 percent is not sure if women and men are equally fit for a public position. Compared to 2016 and 2017, the percentage of respondents reporting that women are equally fit has changed very little. In 2016 and 2017, 83% of the respondents considered women to be equally fit for a public position, while in 2018, 80% answered 'Yes, women are just as capable as men holding any public position'.

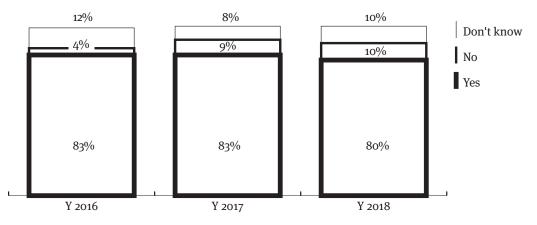


Figure 70. Women are just as capable as men holding any public position

Base: 2016, N = 1635; 2017, N = 1628; 2018, N = 1632

No substantial differences were observed across employment status or residence area (urban vs. rural). Respondents over 65 years old (74%) and those with low levels of education (74%) are less likely to report that women are just as capable as men holding any public position. Respondents with high levels of education (86%) and respondents working in the public sector (86%) are most likely to report that women and men are equally fit for a public position.

When we look at the difference between the answers of male and female respondents, we can see that women are more likely to report that they are just as capable as men holding any public position. About 85% of the female respondents said that women and men are equally fit, compared to 74% of the male respondents.

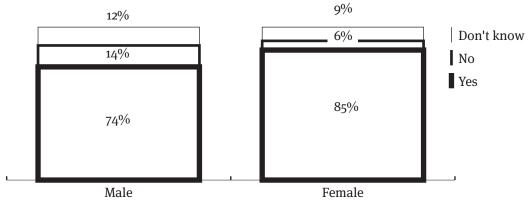


Figure 71. Do you think that women are just as capable as men holding any public position?

Base: N = 1632

#### Women's Impact on Local Governance

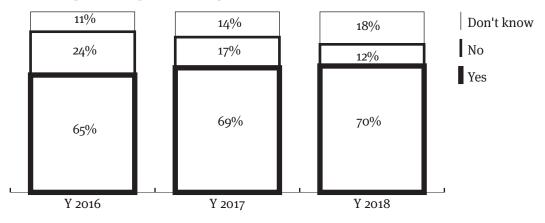
The survey data shows that the majority of Albanians think an increased number of women in the Municipal Council will have a positive impact in local governance.

Lastly, respondents were inquired on whether they believed that an increased number of women in the Municipal Council would have a positive impact in local governance. Some 70% of the respondents said that women would have a positive impact on local decision-making, while 12% of the respondents did not think alike.

Women (78%) were more likely than men (62%) to think that women can have a positive impact on local governance. Similarly, respondents with high levels of education (74%) were more likely to report that an increased number of women in the municipal council will have a positive impact on local governance than respondents with low levels of education (67%).

Interestingly, respondents working in the public sector were more likely (76%) to report that women can have a positive impact on local governance than respondents working in the private sector. Responses did not vary substantially by age, area in which they live, or employment status.

Figure 72. Do you believe that an increased number of women in the municipal council will have a positive impact on local governance?



Base: 2016, N = 1635; 2017, N = 1631; 2018, N = 1633

Compared to previous years, the percentage of respondents thinking that an increased number of women in the municipal council will have a positive impact on local governance is rising.

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# Appendix 1: Administrative Units

No.	Region	Municipality Center	Administrative Unit	No. of respondents
		Berat	Otllak	27
		Ura Vajgurore	Poshnjë	27
1	Berat	Kuçovë	Kozarë	27
		Skrapar	Qendër Skrapar	27
		Poliçan	Tërpan	27
		Peshkopi	Maqellarë	27
	Dihär	Bulqizë	Ostren	27
2	Dibër	Burrel	Ulëz	27
		Klos	Xibër	27
		Durrës	Ishëm	27
3	Durrës	Shijak	Maminas	27
		Krujë	Fushë Krujë	27
	Elbasan	Elbasan	Labinot	27
		Cërrik	Gostimë	27
		Belsh	Grekan	27
4		Peqin	Përparim	27
		Gramsh	Pishaj	27
		Librazhd	Hotolisht	27
		Përrenjas	Qukës	27
		Fier	Cakran	27
	Fier	Roskovec	Kuman	27
		Patos	Sharrëz	27
5		Lushnjë	Golem	27
		Divjakë	Grabian	27
		Ballsh	Selitë	27

No.	Region	Municipality Center	Administrative Unit	No. of respondents	
6	Gjirokastër	Gjirokastër	Antigonë	27	
		Libohovë	Qendër Libohovë	27	
		Memaliaj	Memaliaj Fshat	27	
		Përmet	Petran	27	
		Këlcyrë	Kelcyrë Fshat	27	
		Tepelenë	Dukat	27	
		Dropull i Sipërm	Dropull i Poshtëm	27	
	Korçë	Korçë	Vithkuq	27	
		Maliq	Libonik	27	
7		Pustec	Pustec fshat	27	
7		Ersekë	Novoselë	27	
		Bilisht	Hoçisht	27	
		Pogradec	Udënisht	27	
	Kukës	Kukës	Bicaj	27	
8		Krumë	Golaj	27	
		Bajram Curri	Margegaj	27	
	Lezhë	Lezhë	Shëngjin	27	
9		Rrëshen	Rubik	27	
		Laç	Milot	27	
	Shkodër	Shkodsr	Rrethinat	27	
		Koplik	Gruemire	27	
10		Pukë	Gjegjan	27	
		Vau Dejës	Bushat	27	
		Fushë Arrrëz	Fierzë	27	
	Tiranë	Tiranë	Petrelë	27	
		Kamëz	Paskuqan	27	
11		Vorë	Bërxullë	27	
		Kavajë	Luz i vogël	27	
		Rrogozhinë	Kryevidh	27	

No.	Region	Municipality Center	Administrative Unit	No. of respondents	
12	Vlorë	Vlorë	Orikum	27	
		Selenicë	Vllahinë	27	
		Himarë	Lukovë	27	
		Sarandë	Ksamil	27	
		Konispol	Xarrë	27	
		Finiq	Livadhja	27	

	2013	2014	2015	2016	2017	2018		
Gender								
Male	45%	49%	50%	57%	51%	52%		
Female	55%	50%	50%	43%	49%	48%		
Age groups								
18-25	14%	23%	23%	18%	19%	16%		
26-35	14%	22%	25%	23%	23%	23%		
36-45	14%	18%	16%	19%	19%	19%		
46-55	19%	18%	17%	18%	19%	20%		
55-65	20%	10%	11%	13%	11%	13%		
Over 66	18%	7%	8%	9%	9%	9%		
Education Level								
No education + Only primary	1%	1%	2%	0%	5%	7%		
Basic education	14%	15%	14%	25%	17%	23%		
High school	40%	41%	40%	51%	50%	46%		
University degree	44%	42%	43%	24%	28%	24%		
	Employm	ent Status						
Employed	40%	46%	45%	43%	46%	46%		
Unemployed	20%	25%	28%	35%	34%	32%		
Student	8%	10%	9%	8%	7%	6%		
Retired	26%	9%	11%	12%	12%	12%		
Other	3%	5%	7%	2%	1%	4%		

## Appendix 2: Sample Characteristics 2013-2018

Note: Refusals are not included. Percentages might not sum up to 100%.

