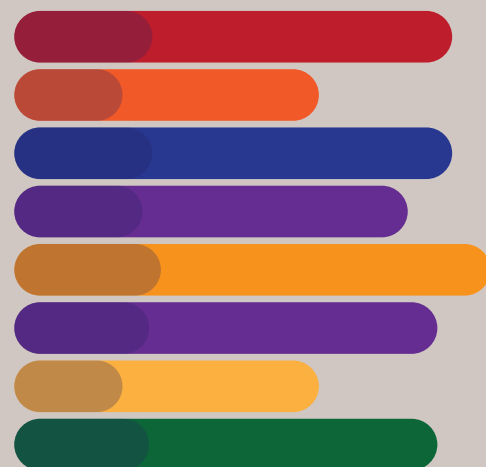


TRUST IN GOVERNANCE OPINION POLL 2023



Institute
for Democracy
and Mediation

With funding from
 Austrian
Development
Cooperation



OPINION POLL 2023: TRUST IN GOVERNANCE

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TRUST IN GOVERNANCE 2023

AT A GLANCE

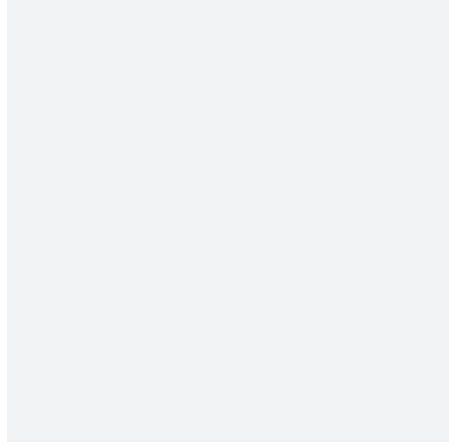
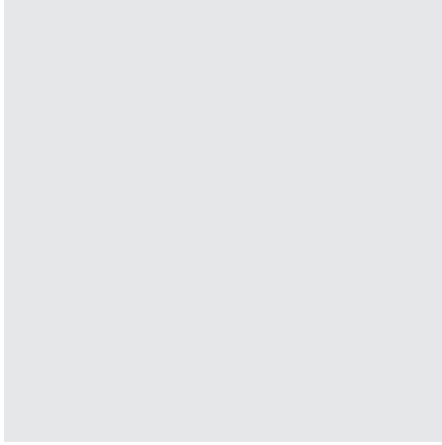
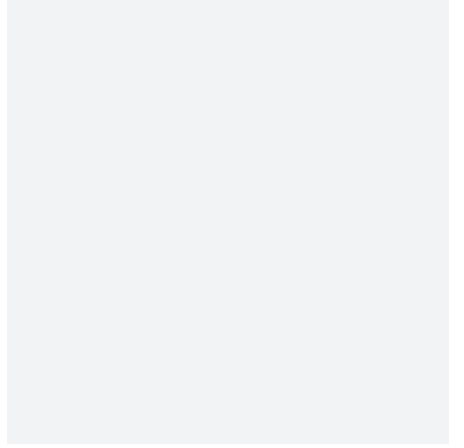
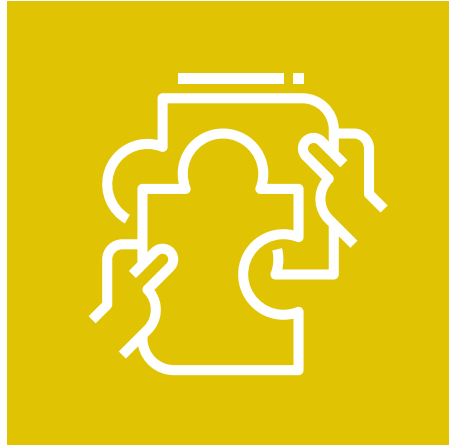
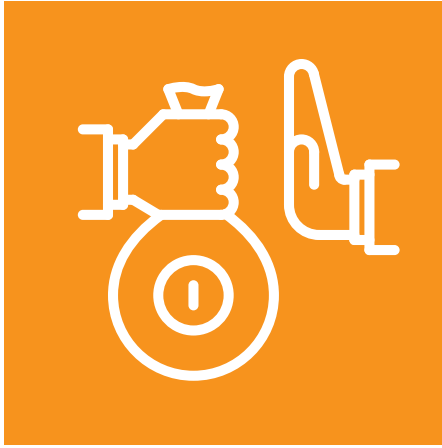
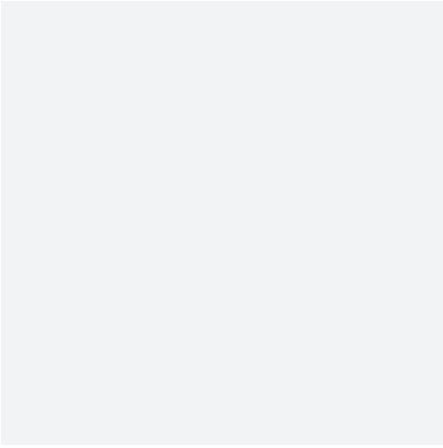
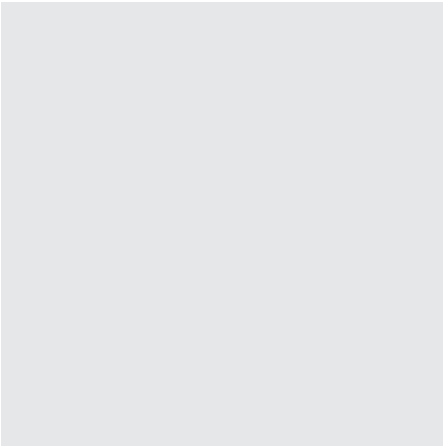
The **eleventh edition** of the 'Trust in Governance' Opinion Poll, was conducted by the Institute for Democracy and Mediation (IDM) during October and November 2023 across Albania's 61 municipalities, using a randomly selected and nationally representative sample of 2,500 citizens.

The survey aimed to gauge public perceptions and attitudes, potentially impacted by a multitude of factors, with local elections in May 2023, post-election political developments, and the evident rifts within the opposition. While corruption continues to be a challenge, strides were taken towards combatting it, and criminal investigations involving high-profile figures like former ministers and members of parliament may have shaped public opinion.

Meanwhile, progress towards EU membership might have influenced perspectives on governance and accountability. Notably, a year after the initiation of Albania's EU membership negotiations, the European Commission released Albania's first Screening Report, highlighting the country's advancement toward EU accession.

The key findings
of the Opinion Poll
are grouped into

7 sections >>





TRUST IN INSTITUTIONS

- International organizations, including NATO (76.7%), the UN (74.3%), and the EU (74.7%), maintained their positions as the most trusted institutions in Albania in the 2023 survey.
- Religious institutions (67%) remained the most trusted domestic bodies, followed by the Special Prosecution Office against Organized Crime and Corruption (SPAK) (60.3%) and civil-society organizations (55.7%).
- Political parties (25.5%), parliament (29.1%), the courts (33.4%), and the prosecution (33.7%) are ranked as the least trusted institutions in 2023. Political parties and parliament experienced a 5-percentage point drop compared to last year, while the courts saw a 3-percentage point decrease. The prosecution, however, showed a slight increase (1 percentage point) during the same period. Moreover, public trust in the president decreased by 6 percentage points compared to the previous year.
- The Special Prosecution Office against Organized Crime and Corruption (SPAK), included in the survey for the first time in 2022, witnessed a notable increase of 10 percentage points compared to the previous year.
- Half of respondents (50.2%) fully or generally agreed that the reformed justice system in Albania contributes positively to the development of the country. In contrast, around 44.9% of citizens generally disagreed or did not agree at all.



TRANSPARENCY AND ACCOUNTABILITY

- More than half of Albanians surveyed (59% for the central government and 60.2% for the municipality) saw both levels of government as lacking transparency.
- A similar proportion of respondents felt that these institutions were also unaccountable (central government, 62.7%, and municipality, 59.3%).
- The levels of perceived transparency and accountability in both central government and municipalities did not differ significantly from the results in 2022. International organizations (69.4%) were felt to hold the government to account more than the listed domestic institutions, maintaining a similar score to the previous year (70.4%).
- The Supreme State Audit Institution was seen as the most effective domestic institution at holding the government to account (58.6%), followed by parliament (49.5%), although both experienced notable decreases compared to 2022 (-5 p.p. for SSAI, -9 p.p. for parliament).



CORRUPTION IN PUBLIC INSTITUTIONS

- In 2023, the majority of participants (81.3%) indicated that they consider petty corruption to be either 'widespread' or 'very widespread' in Albania. Similarly, for grand corruption, 81.5% of respondents viewed it as 'widespread' or 'very widespread'. Both scores differed slightly compared to 2022, with a 4.8 p.p. increase for petty corruption and a 2.4 p.p. increase for grand corruption.
- 62.8% of Albanians said they lacked confidence in the prosecution's capability to handle grand corruption cases. Likewise, 56.8% expressed a lack of confidence in the effective prosecution of cases of petty corruption. These figures mirror the 2022 data, where 65.8% did not trust the prosecution to address petty corruption, and 56.9% lacked confidence in the prosecution's ability to handle grand corruption cases.

- 14.7% of Albanians reported witnessing cases of corruption at the central government level, and 20.3% reported witnessing such cases at the local government level. Once again, these were similar to the results of the 2022 survey.
- 29.9% of citizens who received local government services in 2023 reported paying a bribe to public officials at this level. Almost the same proportion (29.8%) of citizens who received a central government service in 2023 said they had paid a bribe to officials.
- Regarding the reasons given for paying a bribe, 57.8% reported being asked, 21.7% said they paid to receive better services next time, while 14.8% said they paid to show gratitude for the received services.
- Among those who paid a bribe, only 10.9% reported it to the authorities. The most frequently cited reasons for non-reporting were that bribes are seen as a common practice (39%), that reporting is useless (32.2%) and fear of reprisal (8.3%).



CITIZEN ENGAGEMENT

- In 2023, the percentage of the Albanian population that was interested in participating in decision-making stayed almost the same as in 2022, going from 45.3% to 45.2%.
- A small segment of the Albanians surveyed felt the opportunities for participation at the central government level were sufficient (27.3%), while a slightly larger proportion found local-level opportunities adequate (36.9%), with both remaining roughly consistent with 2022.
- In 2023, 10.9% of surveyed Albanians were invited to engage in central government consultation processes, while a higher percentage, 18.5%, received invitations for local-level consultations. Despite fluctuations in invitation rates, actual participation has consistently remained conspicuously low over the years, typically below 25%.
- In 2023, 14.4% of respondents said they had used the 'www.konsultimipublik.gov.al' portal to access information or provide feedback on draft legislation or strategies, lower than in 2022 (18.1%).
- Participation in demonstrations/rallies or signing petitions saw a decline, from 32.2% in 2022 to 25.2% in 2023.
- The willingness of surveyed Albanian citizens to engage in voluntary work for the community slightly decreased to 58.6% from 61.5% in 2022.
- Around 38.3% of the Albanian population expressed a desire to emigrate in 2023, citing reasons such as employment, higher wages, and pursuing better education. This was consistent with the 2022 data.
- The perception of safety in everyday life decreased significantly, with 67.6% feeling unsafe in 2023 (an increase from 59.3% in 2022). The main drivers of perceived insecurity were crime, health issues and employment insecurity.
- When asked about government priorities for the next five years, respondents highlighted health (54%) and education (38%) as crucial areas for attention, followed by tourism, transport infrastructure, and agriculture.



PUBLIC SERVICE DELIVERY

- On average, four out of ten citizens (39.3%) said they were 'satisfied or very satisfied' with the delivery of core public services, a similar level to 2022.
- Satisfaction rates varied across different services, with water supply (47.2%), cleaning services (47.3%), education (46.2%), and public health services (44%) receiving higher satisfaction ratings than police (35.4%), public transport (31.8%), and judicial services (25.5%).
- Among Albanian citizens who used administrative services in 2023, 59% reported being satisfied or very satisfied, particularly in the case of the civil registry (71.6%), social insurance (66.7%), and road transport (68.3%).
- In 2023, 20.9% of Albanian citizens used the co-governance online platform 'www.shqiperiaqeduam.al' to file a complaint in 2023, showing a major increase from the 2022 data (9.5%). Among those who submitted a complaint, 30.3% reported that it was addressed.
- A high level of awareness of the electronic services provided by e-Albania was reported, with 92% of respondents in 2023. Among these, 75.6% used the services. The majority of users considered e-Albania to be functional (84.7%), and 59.7% said it provides citizens with the opportunity to receive the assistance they need. However, less than half felt that the platform offers opportunities to express comments and suggestions.
- A significant proportion of respondents who have used the e-Albania portal said they were able to do so independently, accounting for 45.4%. A further 22.2% said that they rarely received assistance from others, while 18.8% said that they usually sought help from others and 13.6% that they always did so.
- The vast majority of people felt the protection of their personal data was important or very important (90.7%). 35% trusted in public actors' capability to manage personal electronic data, and 30.8% said the same for the private sector.

INFLUENCE OF POLITICAL INTERESTS



- The courts (35.5%) and prosecution (35.3%) were seen as the most politically influenced of all institutions, although this was an improvement on 2022 (41.8% and 38.6% of respondents respectively).
- Compared to 2022, the perception of the political influence of all institutions improved, with the media (-9 p.p.), SPAK (-8 p.p.) and courts (-7 p.p.) witnessing the greatest positive changes.
- Religious institutions were seen as the least politically influenced institutions (with only 7.8% of citizens recording them as 'highly or extremely influenced'), lower than the figures of 2022 (12.4%).



GENDER AND SOCIAL INCLUSION

- 59.4% of the Albanian population agreed that there is equality between men and women—a percentage slightly lower than 2022 (61.5%).
- Most of the respondents (77.6%) believed that men and women have the same access to public services, which is very similar to last year (77.1%).
- About three-quarters of Albanians (71.1%) believe that public servants served with the same devotion and ethics to women and men—a percentage slightly lower than in 2022 (72.4%).
- In 2023, 14.3% of the Albanian population reported being treated differently by an institution or public official based on gender, age, ethnicity, sexual orientation, disability, or something else—a percentage almost identical to that in 2022 (14.6%).
- Data over the last three years (2021-2023) shows that generally more than half of the Albanians agree that there is equality between men and women in society. Men were more likely than women to agree that there is gender equality, with an average of 65%, compared to 56% for women.
- Across this period, the majority of the Albanians believes that men and women have the same access to public services, and that public servants serve women and men with the same ethics and devotion.
- During 2021-2023, the percentage of Albanians who reported that they were treated differently by an institution or public official on the basis of disability, sexual orientation, ethnicity, age, gender, or for other reasons did not change substantially. Values varied between 11.8% and 14.3%.

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1. INTRODUCTION

In recent years, Albania has pursued reforms of its democratic institutions, public administration, rule of law and economic development in order to align with the European Union (EU) accession process.¹ The successful implementation of these reforms and the initiation of accession talks hold significant weight in how the Albanian public perceives their government. These factors, combined with trust in governance, public service delivery and accountability, are pivotal in determining the societal backing or opposition to the current state of affairs in Albania.

The Opinion Poll serves as an essential tool for tracking public trust and citizen engagement in Albania year on year. Its primary objective is to assess changing public views on issues like trust, transparency and accountability of institutions, the spread of corruption, citizen involvement in policymaking, satisfaction with public services and the enforcement of non-discriminatory laws and policies. Additionally, it provides data used to support significant reforms to governance, the justice system, anti-corruption measures and cross-cutting issues such as gender equality and social inclusion.

In its eleventh edition, the report presents the results of the 2023 Opinion Poll and the main trends across the years. The Opinion Poll has covered the years 2013 to 2023, using a similar survey instrument. Conducted by the Institute for Democracy and Mediation (IDM), the fieldwork was conducted from 28 October to 12 November 2023 and encompassed all 61 municipalities of Albania. The report begins with an outline of the methodology employed and the socio-demographic profile of the sample. It then presents the survey findings in seven categories: trust in institutions; transparency and accountability; corruption in public institutions; political influence; citizen engagement; satisfaction with public services; and gender and social inclusion.

This is the fourth edition funded under the framework of the Consolidation of Citizen Centric Public Service Delivery in Albania (CSDA) project, a donor pool fund implemented by the Government of Albania in partnership with UNDP, and with Austrian Development Cooperation (ADC) as a key contributor, together with UNDP.

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

2. METHODOLOGY

2.1 STATISTICAL METHODOLOGY AND DESCRIPTION OF THE SAMPLE

The 'Trust in Governance' Opinion Poll 2023 employed a representative sample of the Albanian population in which respondents were selected from across the country's municipalities and their administrative units. Employing a weighted, nationally representative sample allows us to extrapolate from the findings of the Opinion Poll for the Albanian population as a whole. Consequently, the statistical significance level of the sample is described as follows: for an adult resident Albanian citizen population of 2,180,897,² with a sample size of 2,500 respondents, for a confidence level of 95%, the confidence interval is ± 1.96 ; and for a confidence level of 99%, the confidence interval is ± 2.58 .

In order to determine the quota size for each of the counties, the population of Albania was retrieved from the civil registry and the number of residents in each county on 1 January 2023 was retrieved from the Institute of Statistics (INSTAT).³ The sample of 2,500 respondents was then distributed across the 61 municipalities of the 12 counties.

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

The population representation coefficient for Albanian men over 18 years old as per 1 January 2023 was determined at 0.7841201 and for Albanian women over 18 years old at 0.7951076. The total population representation coefficient for Albanians over 18 years old is 0.7896694.⁴ As an illustration, Table 1 shows the distribution per county (qark) of the Albanian resident population over 18 and the sample size per county.

Table 1: Resident population on 1 January 2023 and sample size per county

County	Resident population 2023	Resident population over 18 years old, 2023	Sample size per county		
			Male	Female	Total
Berat	111,431	87,994	50	51	101
Dibër	106,380	84,005	50	46	96
Durrës	289,797	228,844	132	130	262
Elbasan	252,719	199,564	112	116	228
Fier	271,672	214,531	123	123	246
Gjirokastër	53,314	42,100	23	25	48
Korçë	192,925	152,347	86	89	175
Kukës	71,498	56,460	33	31	64

² See Table 1 for details.

³ INSTAT defines the Albanian resident population as "all persons residing or intending to reside in the country for at least 12 months, regardless of their nationality". For the purpose of this study non-Albanian citizens were excluded.

⁴ This means that about 78.9% of the Albanian population are over 18 years old as of 1 January 2023.

County	Resident population 2023	Resident population over 18 years old, 2023	Sample size per county		
Lezhë	114,181	90,165	51	53	104
Shkodër	189,164	149,377	83	88	171
Tiranë	925,268	730,656	412	427	839
Vlorë	183,436	144,854	83	83	166
Total	2,761,785	2,180,897	1,238	1,262	2,500

2.2 SURVEY INSTRUMENT

This report relies on primary data collected annually through a consistent survey method, enabling data analysis and comparison over time. Since 2013, the 'Trust in Governance' survey has maintained a set of core questions regarding trust, transparency, accountability, corruption, citizen engagement and ICT use. However, the survey's content is updated yearly to reflect recent developments in Albania. New variables are introduced only when necessary, ensuring data comparability remains unaffected.

In 2023, after revisions by an expert panel and consultations with development and government partners, several changes were made to the survey. Three new questions were added and answer options modified. Simultaneously, five questions were removed, and a few answer options were also excluded for clarity and ease of respondent comprehension. Specifically, in Section I – Trust in Institutions, the evaluation of public trust in institutions in question one (Q1) now includes a new category, the 'Constitutional Court'. However, the categories 'Municipal administration' and 'Municipal council' have been removed. Additionally, two questions regarding the implementation of justice reform were taken out and replaced by a new statement designed to assess the impact of reformed justice on the country's development. Lastly, the question measuring satisfaction with foreign assistance was also removed.

In Section II – Transparency and Accountability, a question regarding the right to information was removed. Furthermore, the High Inspectorate of Declaration and Audit of Assets and Conflict of Interest (HIDAACI) was added to question three (Q3) evaluating the respondent's awareness of the institutional mechanisms that hold the government to account. Additionally, two options, 'individual MPs' and the 'Commissioner for the Protection against Discrimination', were removed.

In Section III – Corruption in Public Institutions, a new question has been introduced to assess the public's perception of the effectiveness of listed institutions in the fight against corruption.

In Section IV – Citizen Engagement, a new question was introduced to capture the public's perception on the main priority areas in the government's work in the next five years. One question on citizen's engagement statements was removed. Additionally, the two questions about perceived safety in daily life were placed in this section, whereas in previous years, they were part of the Service Delivery Section. The ICT section was omitted, and three of its questions focused on municipality online transparency were included in Section II.

Section V – Public Service Delivery includes six questions from last year's ICT section, addressing the use of the e-Albania portal for accessing electronic services and capturing the public's views on the importance of data protection.

In Section VII – Gender and Social Inclusion, the question regarding the public's perception of whether women and men are equally capable of holding any public position and the question concerning the impact of increased female representation in the municipal council were both removed.

Finally, in the 'Demography' section, the regular monthly income was updated to align with the new minimum wage scale effective from 1 April 2023. Additionally, the questions concerning national minority groups and political preference were refined for clarity.

2.3 DATA COLLECTION AND PROCESSING

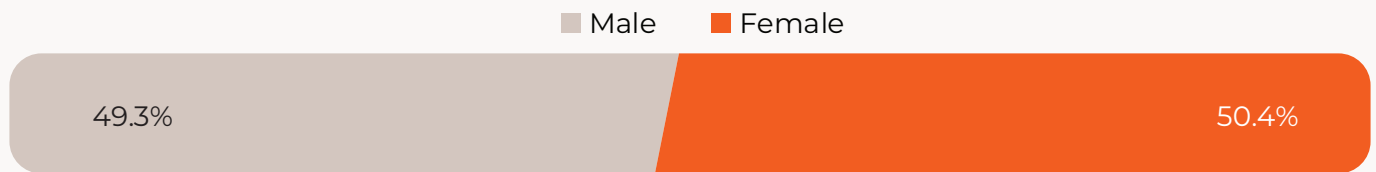
The data collection method involved face-to-face interviews. The questionnaire was tested before the fieldwork and enumerators were trained.

Fieldwork for data collection was conducted between 28 October and 12 November 2023, across the 61 municipalities and their respective administrative units. A team of 43 enumerators carried out the data collection. Quality control checks were performed at the conclusion of the fieldwork before data entry. The gathered data was processed and analyzed using SPSS statistical software to generate descriptive and relational statistical findings.

3. DEMOGRAPHY OF THE SAMPLE

From a nationwide survey encompassing 2,500 respondents (aged 18 and above), 49.3% identified as female, 50.4% as male, and 0.2% chose the option 'other'.⁵ Geographically, 74% of the sample resided in urban areas, while 26% lived in rural regions.

Figure 1. Gender representation



Base: N=2500

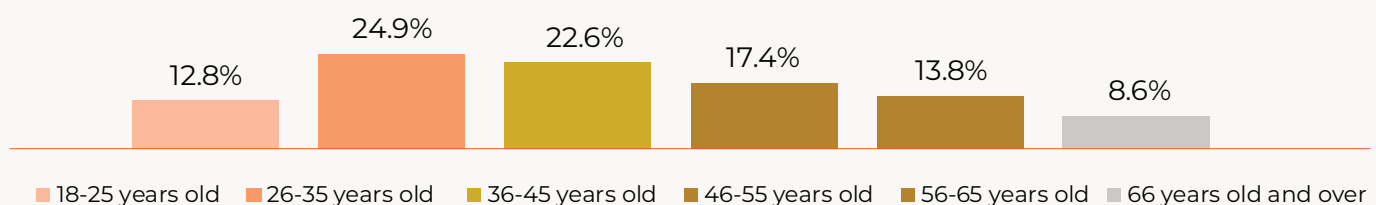
Figure 2. Geographical location



Base: N=2500

The dominant age groups within the survey were 26–35 and 36–45 years old, constituting 24.9% and 22.6% of the sample, respectively. Those below 26 years old made up 12.8% of the respondents. Additionally, 39.8% fell within the 46–86 age range, as illustrated in Figure 3.

Figure 3. The proportion of respondents by age group

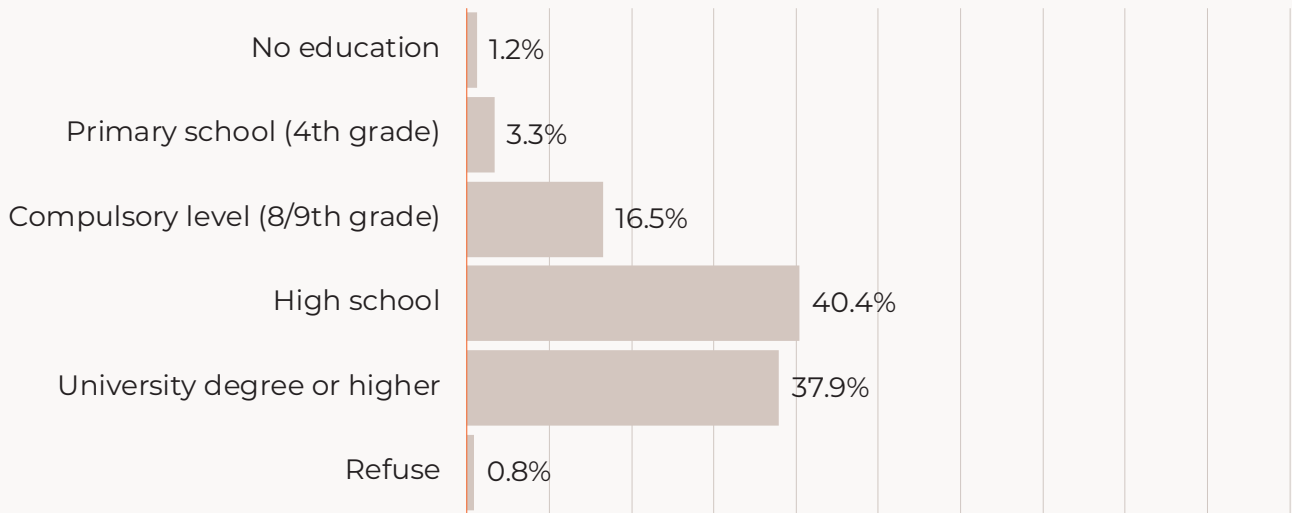


Base: N= 2500

5 Due to the limited number of participants who selected the 'other' option, they were excluded from the gender difference analyses that were conducted.

In terms of highest educational attainment, the majority of respondents (40.4%) held a high school education, closely followed by those with a university degree or higher (37.9%). Only 1.2% of the sample had no formal education. Moreover, 3.3% had completed up to primary school (4th grade), while 16.5% had attained up to the compulsory level (8th/9th grade).

Figure 4. Educational attainment



Base: N=2500

Regarding employment status at the time of the interview, 56.5% of respondents were currently employed. Among the employed individuals, 67.6% worked in the private sector, 16.6% in the public sector, and 15.8% selected the 'other' category.⁶ Around 20.6% reported being unemployed, while 11.2% were retired, 5.8% were students and 4.4% indicated a different status, including disability and self-employment among others.

Table 2: Employment status

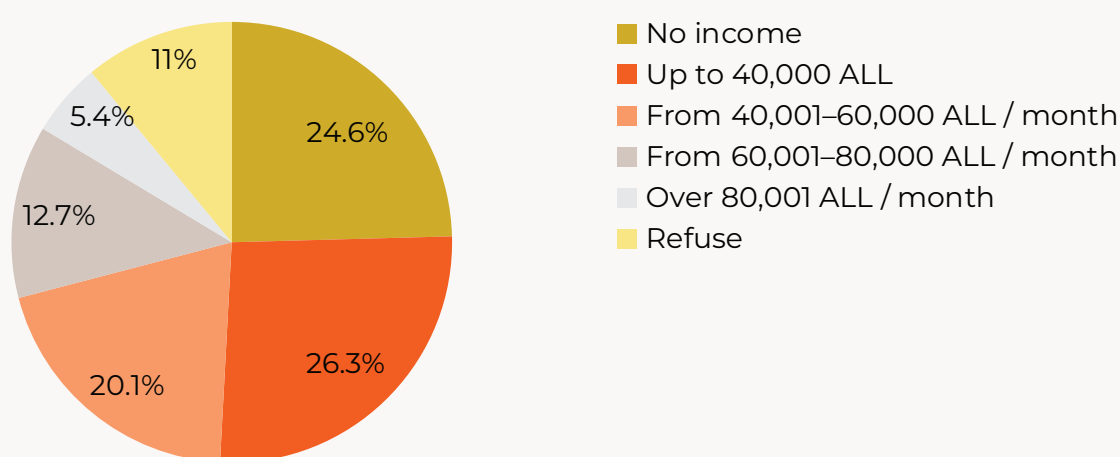
Employment status	N	%
Employed	1412	56.5%
Public Sector	412	16.6%
Private Sector	1676	67.6%
Other	391	15.8%
Total	2479	100.0%
Unemployed	516	20.6%
Student	145	5.8%
Retired	280	11.2%

⁶ Qualitative data collected through the open-ended questions suggests it corresponds with self-employed respondents.

Employment status	N	%
Other	109	4.4%
Refuse	38	1.5%
Total	2500	100.0%

Concerning monthly income levels, 24.6% of respondents did not have an income. The largest group (26.3%) reported a net monthly income of up to 40,000 ALL, followed by 20.1% earning between 40,001–60,000 ALL, and 12.7% with monthly incomes ranging from 60,001–80,000 ALL. Only 5.4% of the sample reported an income exceeding 80,001 ALL, while 11% declined to disclose their income.

Figure 5. Regular individual monthly (net) income



Base: N=2500

The survey inquired whether respondents identified as having a disability, and 5.4% self-reported having a disability (N=132). Among this group, 58.3% (77 out of 132) reported receiving the invalidity pension.

Regarding minority group, only 3.6% reported belonging to one. Of these, 45% identified as Roma, 8% as Egyptian, 10% as Greek, 4% as Macedonian, 3% as Montenegrin, 2% as Bulgarian, and 1% as Aromanian. A further 26% of those who identified as a minority declined to specify their minority. Further details can be found in Table 3.

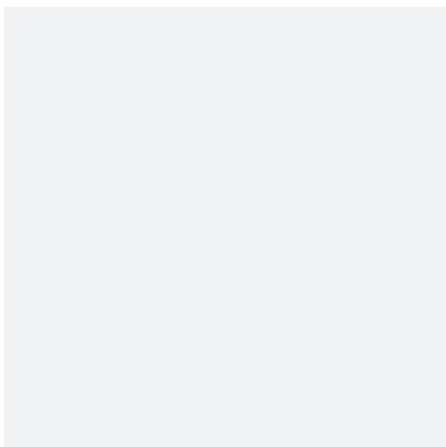
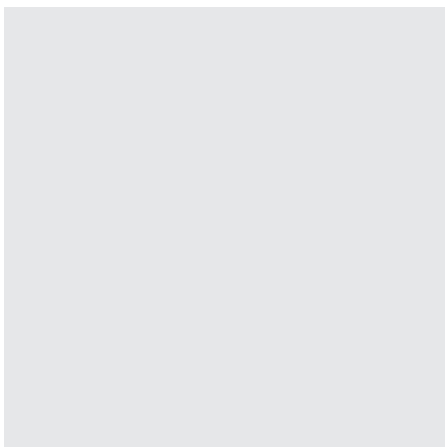
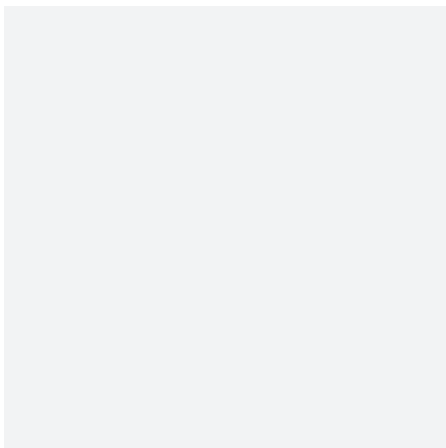
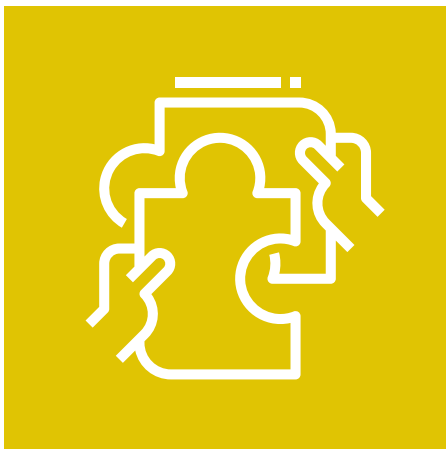
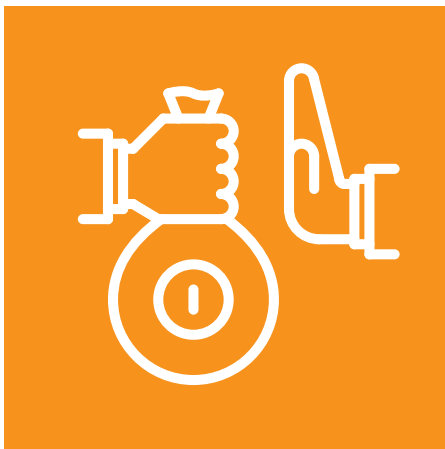
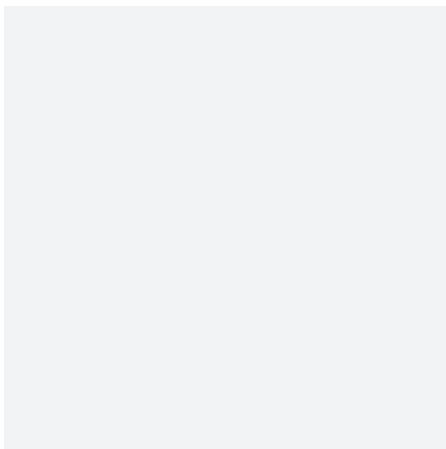
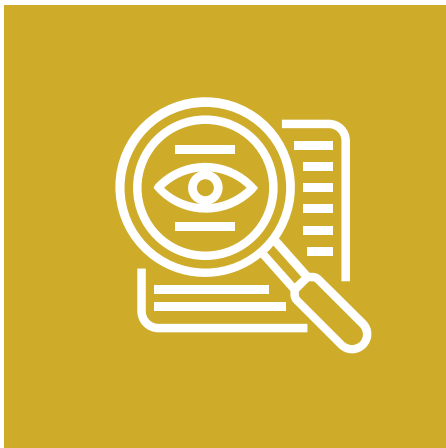
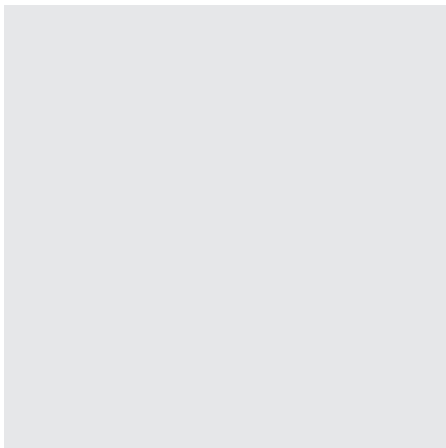
Table 3: Proportion of respondents belonging to a minority group

Member of a minority group	N	%
Yes	91	3.6%
Greek	9	0.4%
Macedonian	4	0.2%
Aromanian	1	0.0%
Roma	41	1.6%

3. DEMOGRAPHY OF THE SAMPLE

Member of a minority group	N	%
Egyptian	7	0.3%
Montenegrin	3	0.1%
Bosnian	0	0.0%
Serbian	0	0.0%
Bulgarian	2	0.1%
Refuse to specify the minority group	24	1.0%
No	2288	92.9%
Refuse to answer	83	4.9%
Total	2481	100%

OPINION POLL RESULTS





4. TRUST IN INSTITUTIONS

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

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

TRUST IN INSTITUTIONS

Albanian citizens tend to express a higher level of trust in international institutions compared to domestic ones. The three institutions with the highest scores among Albanians are NATO, the European Union and United Nations, with 76.7%, 74.7% and 74.3% respectively claiming to ‘greatly’ or ‘basically’ trust them.

This phenomenon seems to be due to the perception that international institutions are more neutral or impartial, and are less susceptible to the kinds of domestic political considerations that can affect national institutions. Additionally, the appeal of international institutions lies in their ability to attract experts and professionals from diverse countries, fostering a broad spectrum of skills and perspectives. This specialization and expertise contribute directly to greater trust in these institutions.

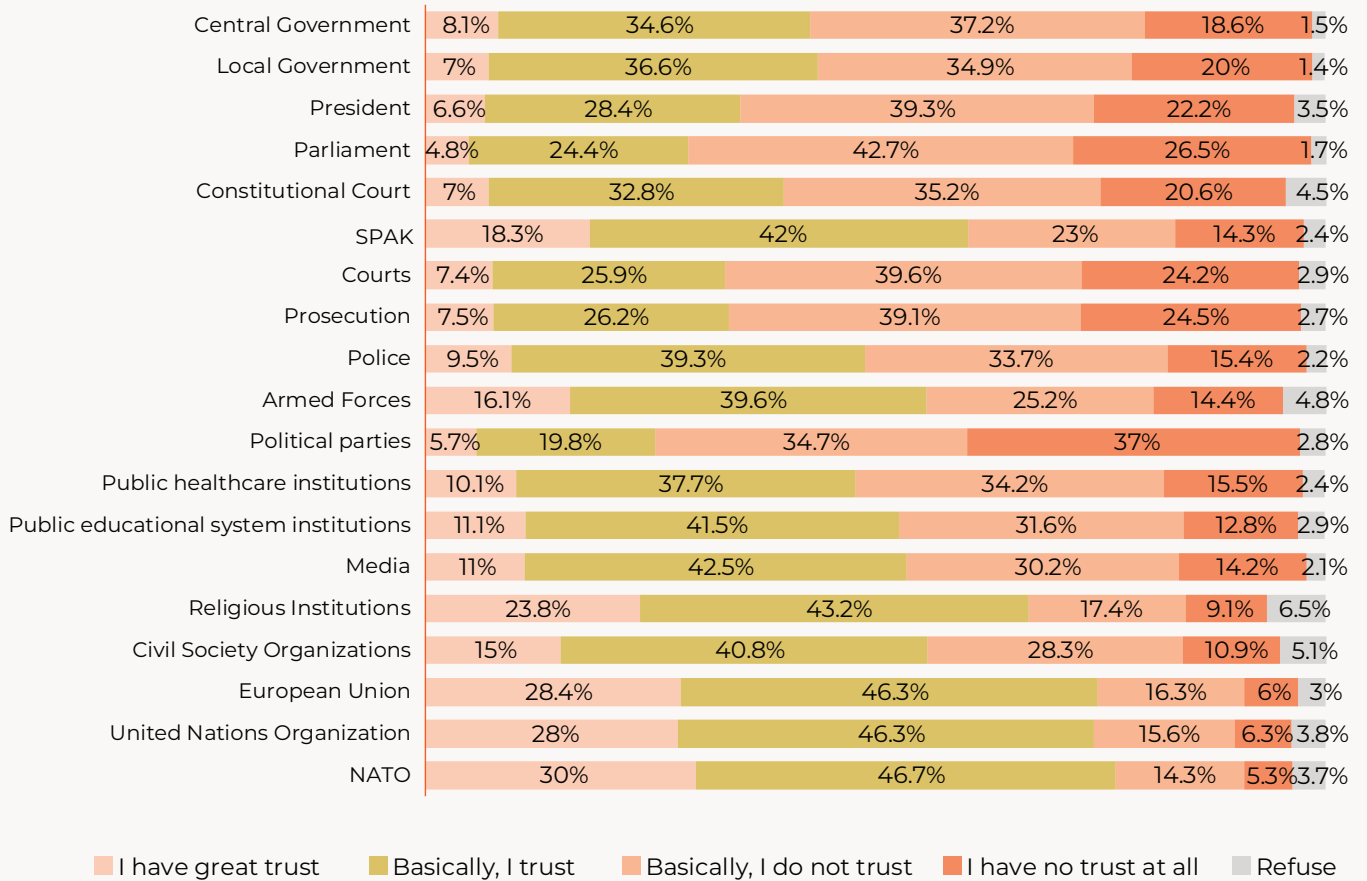
Concerning domestic institutions, citizens have indicated varying levels of trust. Religious institutions (67%), SPAK (Special Anti-Corruption Prosecution) (60.3%), civil society organizations (55.7%), the armed forces (55.7%), the media (53.4%), and the public education system (52.6%) are perceived as the most reliable, with more than half of those surveyed expressing either great or basic trust in these institutions.

This year, the survey incorporated the constitutional court into the list of institutions for the first time, with 40% of individuals expressing significant or fundamental trust in it. Additionally, the ‘municipal administration’ and ‘municipal council’ categories were excluded.

By contrast, the prosecution, courts, parliament, and political parties garnered the least trust of the national institutions, with only 33.7%, 33.4%, 29.1%, and 25.5% of citizens indicating either a great or basic trust in these institutions, respectively.

Trust in central and local government was roughly equal, with 42.8% and 43.6% of citizens expressing either great or basic trust in them.

Figure 6. Trust in institutions (2023)



Base: N=2500 for all institutions

SOCIO-DEMOGRAPHIC COMPARISON OF INSTITUTIONAL TRUST

When examining differences among respondents' age groups, the findings reveal that individuals aged 18–25 years old, had a comparatively lower level of trust across all the institutions compared to other age groups.

Gender-based results indicate that there were no significant differences in responses between women and men across all institutions. Both female and male respondents had comparable levels of trust in each of the institutions and key actors outlined in the survey.

Individuals with university or higher level of education had more trust in all institutions compared to those with lower levels of education.

Survey participants employed in public institutions were significantly more inclined to express a high level of trust in all institutions than their counterparts in the private sector. This trend was particularly pronounced when it came to central government, local government, the president, parliament, constitutional court, SPAK, courts, prosecution, police, armed forces, and political parties.

Table 5, at the end of this chapter, presents detailed information on the level of trust across different demographic variables.

INSTITUTIONAL TRUST OVER THE YEARS

When examining domestic institutions exclusively, religious institutions emerged as the most trusted. In comparison to the previous year, there was a slight increase, from 71% to 74% of respondents saying they trusted these institutions. SPAK, which ranked as the second most trusted institution among national entities, experienced a notable 10 percentage point increase on the preceding year.

Table 4 displays the trust rates (combined categories of 'I have great trust' or 'Basically, I trust') for 17 institutions spanning the years 2015–2023.

International institutions have consistently earned higher levels of trust compared to national institutions. Political parties, the courts, prosecution, and parliament consistently ranked as the least trusted institutions throughout the entire period.

More specifically, compared with 2022, trust in the president dropped by 6 percentage points, while both parliament and political parties decreased by 5 percentage points.

Table 4. Institutional trust over time (2015–2023)

	2015	2016	2017	2018	2019	2020	2021	2022	2023	Average
NATO	74%	79%	84%	81%	78%	76%	73%	74%	77%	77%
UN		80%	85%	79%	75%	76%	71%	71%	74%	76%
EU	72%	80%	85%	80%	73%	75%	71%	71%	75%	76%
Religious inst.	52%	58%	76%	73%	66%	70%	67%	64%	67%	66%
Armed Forces	46%	55%	63%	63%	59%	54%	55%	60%	56%	57%
SPAK								50%	60%	55%
Education system	33%	59%	63%	64%	57%	54%	57%	55%	53%	55%
Civil society	38%	46%	57%	57%	56%	53%	53%	54%	56%	52%
Police	46%	61%	53%	58%	55%	43%	46%	49%	49%	51%
Media	39%	58%	54%	56%	51%	45%	48%	45%	53%	50%
Healthcare	27%	50%	53%	54%	51%	45%	47%	47%	48%	47%
Local gov.		49%	49%	47%	42%	42%	44%	41%	44%	45%
Central gov.	34%	44%	47%	42%	41%	36%	45%	43%	43%	42%
President	29%	36%	33%	30%	28%	24%	24%	41%	35%	31%
Parliament	22%	27%	34%	30%	28%	24%	33%	34%	29%	29%
Courts			21%	28%	27%	24%	28%	36%	33%	28%
Prosecution			22%	28%	27%	24%	28%	33%	34%	28%
Political parties	15%	23%	21%	22%	23%	20%	26%	30%	25%	23%

Base: N= 2500 in 2023, N= 2500 in 2022, N= 2500 in 2021; N=2488 -2499 in 2020; N=2499 in 2019; N=1647 in 2018, 2017, 2016.

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

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

LEGEND: Colours from dark red to yellow and light to dark green show the lowest to highest values with reference to the 50% mark.

REFORMED JUSTICE

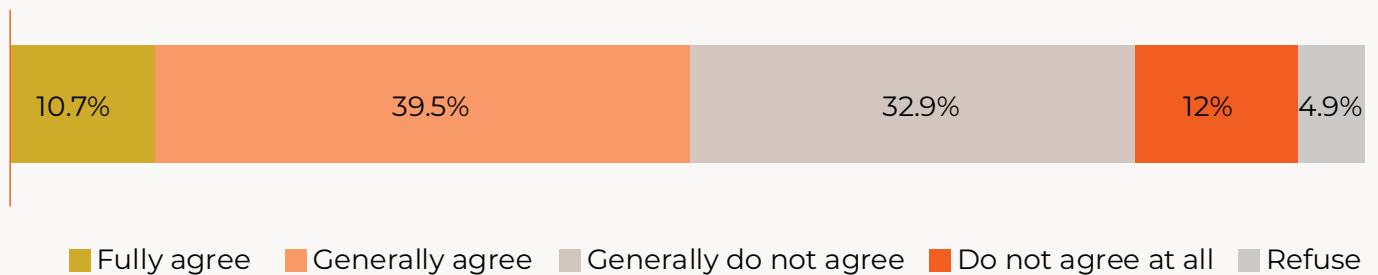
Albanians hold polarized views on whether the reformed justice system is contributing positively on the country's development. 50.2%, either fully or generally agreed with this statement, while 44.9% generally disagreed or did not agree at all with it.

Initiated in 2016, the Albanian judicial reforms aim to address pervasive corruption and political influence within the judicial system. It represents one of the most extensive and complex institutional reform endeavours in the country, encompassing various measures such as the vetting of judges and prosecutors. Additionally, new institutions, including the Special Prosecution Office against Corruption and Organized Crime (SPAK), have been established as part of this comprehensive reform programme.

This year, assessment of the perceived impact of the reformed justice system on the country's development was conducted using a different approach to previous surveys. More specifically, the two questions asked in the previous survey concerning the execution of judicial reforms were replaced with a new statement on the influence of the reformed justice system on the country's development. This adjustment in the questionnaire will allow for a more nuanced understanding of public opinion on this topic.

Albanians have fairly polarized opinions regarding the extent to which the reformed justice system contributes positively to the country's development. Half of respondents, 50.2%, fully or generally agreed that it does. In contrast, around 44.9% of citizens generally disagreed or did not agree at all with this perspective.

Figure 7. Perceived positive impact of reformed justice system on country's development (2023)



Base: N=2500

There were no significant differences by gender, with 48.9% of women and 51.7% men fully or generally agreeing with the statement that the reformed justice system in Albania contributes positively to the development of the country. One clear trend was that respondents with higher educational levels are more inclined to agree with this statement.

Public sector employees are more aligned with the belief that the reformed justice system is positive for development in Albania, with 62.4% saying that they either fully or generally agreed. By contrast, private sector employees gave a much lower score, standing at 47.5%.

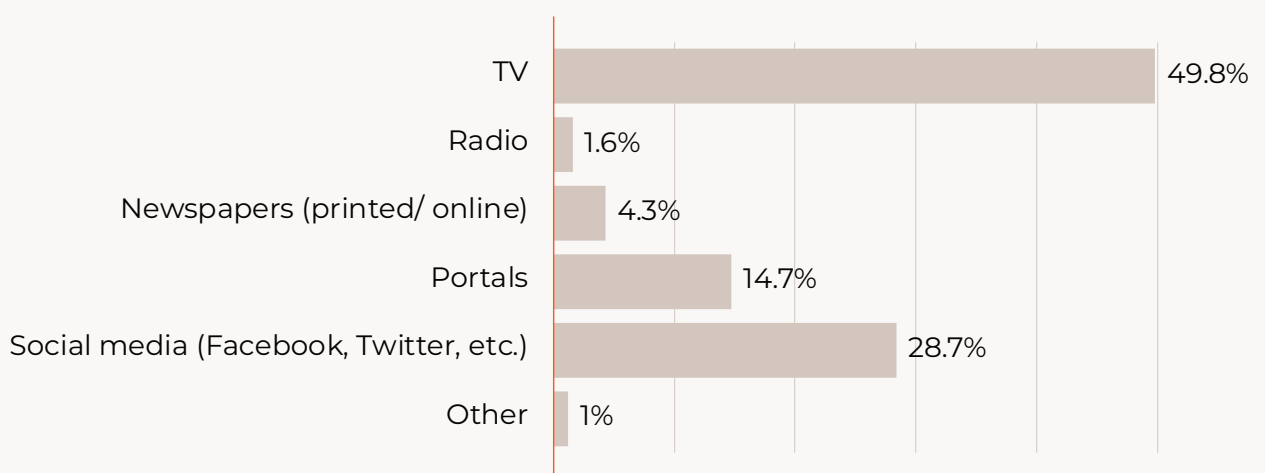
For further details, see Table 6 at the end of this chapter.

MEDIA USE

Television continues to be the main source of information for Albanians, with 49.8% stating it was their primary means of staying informed about current affairs. Social media was used by 28.7%, while online portals were the preference for 14.7%.

Citizens' preferences for receiving information were consistent with findings from the previous year. Television continues to be the primary source of information for Albanians, with 49.8% indicating that they use it the most of any media in order to stay informed about current affairs. Social media is primarily used by 28.7%, while online portals were chosen by 14.7%. Radio and print newspapers are considerably less popular, with only 1.6% and 4.3% of citizens, respectively, using them as their main source of information.

Figure 8. Most-used media for information about current affairs in 2023



Base: N=2499

The results when broken down by gender indicate that women are more inclined than men to use social media as their primary media outlet, at 30.2% compared to 26.6%. Among young respondents (those aged 18–25), approximately half (49.5%) used social media as their main source of information. In contrast, respondents aged 66 years or older exhibited a preference for more traditional communication methods, with 75.5% favouring TV.

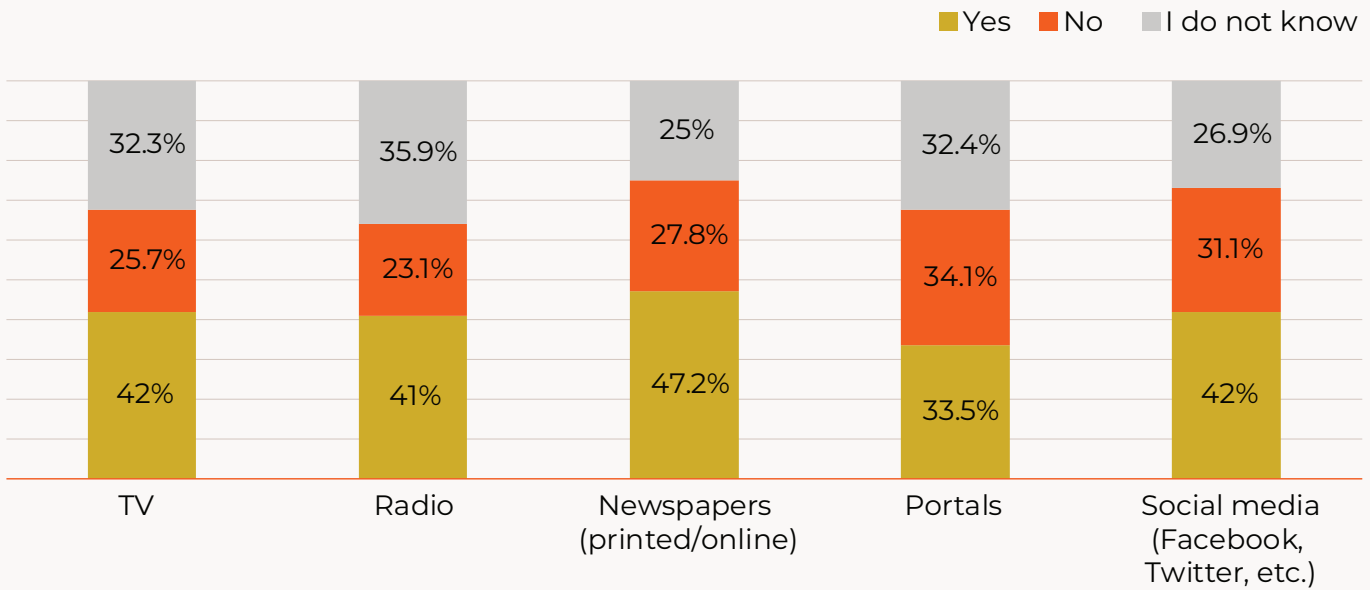
Respondents aged 46 years and above, those with up to lower secondary education level, the retired, those with monthly incomes up to 40,000 ALL and those residing in rural areas were more likely than other groups to report TV as their preferred form of mass media. Table 7 at the end of the chapter gives more comprehensive information on the breakdown of media usage across various demographic categories.

ACCURACY OF THE MEDIA

A total of 40.8% of Albanians expressed faith in the accuracy and truthfulness of information provided by the Albanian media.

When examining results based on the most preferred media outlet, just over four in ten respondents who favour TV and social media (42%) believed that the information provided by the Albanian media is accurate. In contrast, those who predominantly use online portals were less likely to trust in the information's accuracy, with a rate of 33.5%.

Figure 9. Perception of media accuracy according to the most-used media outlet 2023

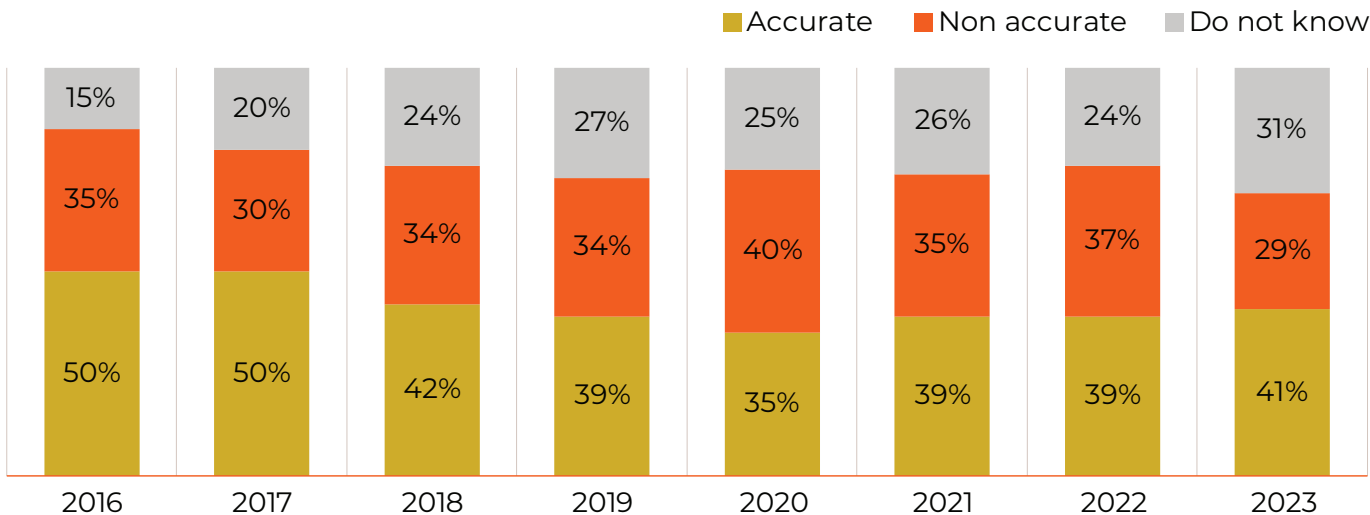


Base: N=2500

Elderly respondents, individuals with higher education levels, those employed in the public sector, those residing in rural areas were the most likely groups to believe in the accuracy of the information provided by Albanian media.

In 2023, there has been a marginal uptick in the proportion of respondents who feel the information presented by Albanian media as accurate, compared to the 2022 survey conducted. Figure 10 below provides the comparative data recorded between 2016 and 2023.

Figure 10. Accuracy of media (2016–2023)



Base: 2016 (N=1639); 2017 (N=1646); 2018 (N=1643); 2019 (N=2496); 2020 (N=2491); 2021 (N=2500); 2022 (N=2500); 2023 (N=2500) Note: In 2019, the sampling method was changed to a nationally representative sample.

Table 5. Demographic breakdown of trust ('I have great trust' and 'Basically I trust')

TOTAL (% Basically trust & great trust)	Central Govt.	Local Gov.	President	Parliament	Prosecution	Constitutional Court	SPAK	Courts	Police	Armed Forces	Political Parties	Healthcare	Education system	Media	Religious inst.	CSOs	EU	UN	NATO	
	43%	44%	35%	29%	34%	40%	60%	33%	49%	56%	25%	48%	53%	53%	67%	56%	75%	74%	77%	
Gender																				
Female	43%	45%	36%	29%	34%	38%	60%	33%	50%	58%	24%	49%	54%	55%	67%	56%	75%	74%	77%	
Male	42%	42%	34%	29%	33%	42%	61%	34%	47%	53%	27%	47%	52%	52%	67%	56%	74%	74%	76%	
Age																				
18–25 years old	34%	36%	29%	23%	28%	36%	49%	29%	42%	50%	24%	35%	40%	48%	56%	52%	70%	68%	70%	
26–35 years old	44%	44%	35%	29%	34%	39%	60%	33%	51%	57%	26%	49%	55%	53%	67%	57%	76%	75%	78%	
36–45 years old	44%	45%	36%	33%	37%	41%	62%	38%	49%	56%	27%	50%	56%	54%	69%	56%	75%	76%	76%	
46–55 years old	45%	46%	38%	31%	35%	41%	65%	35%	52%	57%	28%	50%	56%	55%	68%	58%	76%	76%	78%	
56–65 years old	44%	42%	33%	29%	35%	43%	61%	32%	47%	51%	24%	49%	50%	53%	70%	54%	74%	75%	78%	
66 years old and over	45%	46%	38%	28%	29%	38%	63%	28%	49%	61%	19%	52%	55%	58%	71%	53%	77%	74%	78%	
Educational attainment																				
Up to lower secondary	40%	42%	30%	26%	31%	33%	55%	29%	47%	51%	21%	48%	52%	51%	65%	54%	70%	69%	72%	
High School	41%	40%	35%	28%	33%	41%	60%	33%	47%	55%	26%	46%	51%	53%	70%	57%	77%	77%	78%	
University	46%	48%	38%	32%	36%	42%	63%	36%	52%	59%	28%	49%	55%	56%	65%	56%	76%	75%	78%	
Employment status																				
Employed Total	45%	47%	37%	33%	36%	43%	64%	36%	52%	59%	28%	51%	56%	53%	67%	57%	77%	77%	79%	

4. TRUST IN INSTITUTIONS

TOTAL (% Basically trust & great trust)	Central Govt.	Local Gov.	President	Parliament	Prosecution	Constitutional Court	SPAK	Courts	Police	Armed Forces	Political Parties	Healthcare	Education system	Media	Religious inst.	CSOs	EU	UN	NATO
Public	57%	57%	46%	43%	44%	50%	71%	44%	58%	67%	34%	55%	63%	60%	70%	64%	79%	80%	81%
Private	40%	41%	33%	26%	33%	38%	59%	32%	47%	53%	23%	47%	51%	52%	66%	54%	74%	73%	76%
Unemployed	39%	39%	32%	24%	32%	35%	55%	32%	43%	49%	21%	41%	47%	56%	71%	55%	73%	73%	75%
Student	35%	37%	28%	21%	25%	33%	47%	24%	46%	55%	24%	38%	41%	52%	59%	52%	70%	68%	70%
Retired	42%	43%	33%	26%	33%	37%	57%	31%	45%	54%	24%	49%	51%	53%	65%	57%	73%	70%	74%
Geographic representation																			
Urban	42%	43%	35%	29%	34%	39%	59%	33%	49%	56%	26%	47%	51%	53%	66%	56%	74%	73%	75%
Rural	44%	45%	35%	31%	33%	43%	64%	33%	48%	55%	24%	51%	57%	55%	70%	54%	76%	77%	80%
Income																			
No income	37%	38%	31%	23%	30%	33%	53%	31%	43%	51%	22%	42%	46%	56%	68%	55%	73%	72%	74%
Up to 40,000 ALL	43%	42%	33%	30%	33%	39%	61%	32%	49%	54%	26%	52%	53%	53%	66%	57%	73%	74%	75%
40,001–60,000 ALL	46%	48%	40%	34%	39%	46%	64%	37%	50%	62%	28%	51%	58%	52%	68%	60%	81%	79%	82%
60,001–80,000 ALL	45%	48%	39%	34%	37%	44%	65%	38%	53%	57%	31%	48%	54%	55%	68%	59%	75%	76%	78%
Over 80,001 ALL	45%	46%	33%	35%	29%	34%	62%	27%	51%	57%	27%	47%	51%	56%	65%	51%	76%	74%	77%

Note: Colors represent ≥5 p.p. difference with total responses.

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

Table 6. Perceived impact of reformed justice system in country development (2023)

		The reformed justice system in Albania contributes positively to the development of the country.
Total		50%
Gender		
Female		49%
Male		52%
Age		
18–25 years old		39%
26–35 years old		52%
36–45 years old		54%
46–55 years old		53%
56–65 years old		48%
66 and over		50%
Education		
Up to lower secondary		45%
High School		50%
University degree		53%
Employment		
Employed	Total	53%
	Public	62%
	Private	47%
Unemployed		46%
Student		39%
Retired		47%
Income		
No income		45%
Up to 40,000 ALL		48%
40,001–60,000 ALL		53%
60,001–80,000 ALL		57%
Over 80,001 ALL		54%
Geographic representation		
Urban		49%
Rural		54%

Note: Colors represent ≥ 5 p.p. difference with total responses

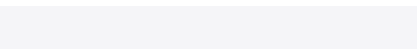
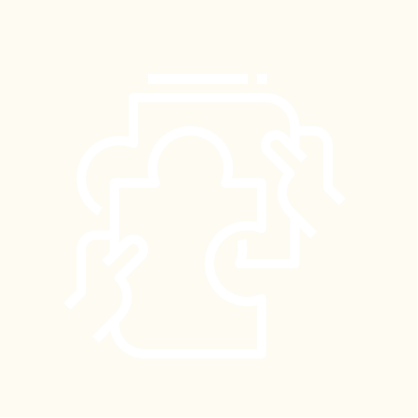
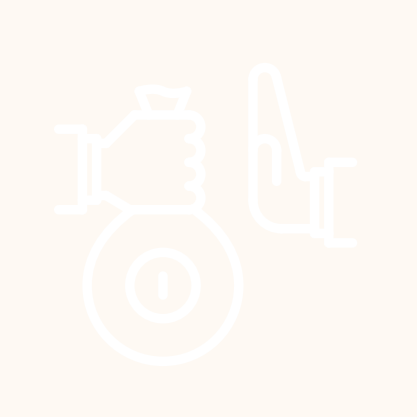
Note: The group 'up to lower secondary education' includes respondents with no education, only primary education and those who attended school until the compulsory level (8/9 year).

Table 7. Demographic breakdown of media use (2023)

		Media outlets mostly used				
		TV	Radio	Newspapers	Portals	Social media
Total		50%	2%	4%	15%	28%
Gender						
Female		49%	1%	4%	14%	30%
Male		50%	2%	4%	15%	27%
Age						
18–25 years old		24%	1%	3%	20%	50%
26–35 years old		35%	2%	5%	20%	36%
36–45 years old		47%	2%	4%	16%	31%
46–55 years old		61%	1%	3%	13%	21%
56–65 years old		74%	1%	4%	8%	12%
66 and over		75%	2%	8%	3%	12%
Education						
Up to lower secondary		62%	1%	4%	11%	22%
High School		51%	2%	4%	16%	26%
University degree		42%	2%	5%	16%	34%
Employment						
Employed	Total	47%	2%	4%	15%	29%
	Public	44%	2%	5%	16%	31%
	Private	51%	1%	4%	15%	28%
Unemployed		54%	1%	4%	14%	27%
Student		26%	2%	4%	21%	46%
Retired		65%	1%	4%	10%	20%
Income						
No income		49%	1%	5%	15%	30%
Up to 40,000 ALL		53%	2%	5%	12%	27%
40,001–60,000 ALL		43%	2%	4%	16%	34%
60,001–80,000 ALL		49%	2%	4%	17%	27%
Over 80,001 ALL		49%		2%	15%	29%
Geographic representation						
Urban		48%	2%	4%	16%	29%
Rural		56%	2%	5%	10%	27%

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

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



5. TRANSPARENCY AND ACCOUNTABILITY

Transparency and accountability are integral aspects of a well-functioning democratic system, mutually reinforcing each other and empowering citizens to oversee those in positions of power. Recognizing their significance, the United Nations includes the establishment of accountable and transparent institutions in its sustainable development goals. Goal 16 specifically aims to foster peaceful and inclusive societies, ensure access to justice for all and build effective, accountable, and inclusive institutions across all levels. Target 16.6 focuses on the development of institutions that are effective, accountable and transparent.

Transparency involves the government operating openly, disclosing accurate information about its activities, expenditure, and decision-making processes. The right to access information held by public authorities is a critical aspect of transparency, along with ensuring that public decision-making bodies are accessible to the public.

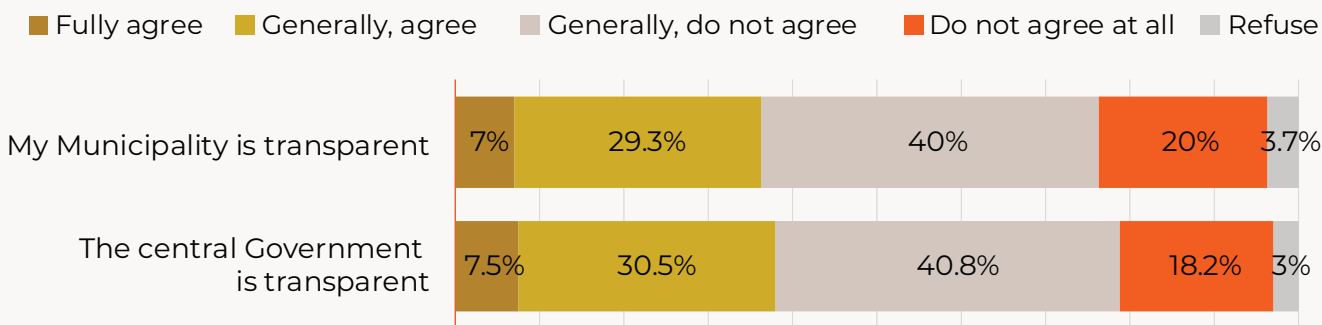
Accountability, on the other hand, entails the government taking responsibility for its decisions and actions. Answerability and enforcement are the two key dimensions of accountability. Answerability is the obligation of public authorities to provide information and explanations to the public about their activities. Enforcement mechanisms ensure that the government is held responsible for any failings. Accountability can be vertical (owed directly to the public) or horizontal (scrutiny provided by other public institutions).

TRANSPARENCY

The data for the year 2023 reveals a lack of trust in the transparency of both central and local government.

The majority of respondents, constituting 59%, expressed general or complete disagreement with the idea that the central government operates transparently.

Figure 11. Perceived transparency of central and local government (2023)



Base: Central government (N=2500); local government (N=2500)

A similar feeling was evident when respondents were questioned about their perception of their local municipality. Approximately 60% either did not agree at all or generally did not agree that the municipality is transparent.

Women and men held similar perceptions as to the transparency of both the central government and their municipalities. In terms of age, while there was no substantial difference, it is noteworthy that younger respondents (18–25 years old) gave a relatively lower score for transparency. In this age group, 27% felt the central government is transparent and 29% felt their municipality is transparent.

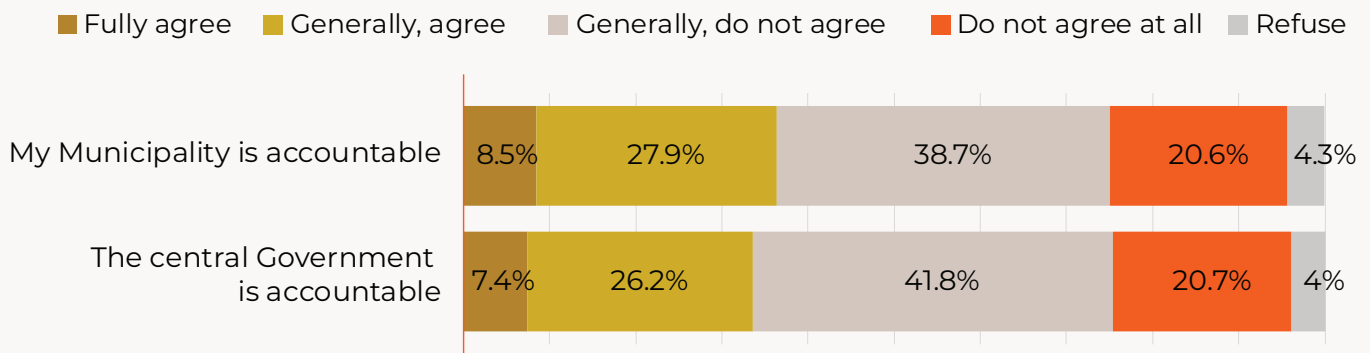
Respondents with a university degree had the highest perception of transparency, both at the central government and municipal levels. Employed respondents, whether in the public or private sector, had a higher perception of transparency compared to unemployed respondents and students. Additionally, public sector employees were more likely to feel that the central government is transparent compared to their private sector counterparts (55% vs. 35%).

While there was slightly greater trust in the transparency of both the central government and municipalities among respondents from rural areas compared to urban respondents, the difference was not deemed significant.

ACCOUNTABILITY

The vast majority of Albanians expressed the view that both the central and local governments lacked accountability. Only 33.6% of respondents stated that they consider the central government to be accountable, and a slightly higher percentage, 36.4%, said their municipality is accountable.

Figure 12. Perceived accountability of central and local government (2023)



Base: Central government (N=2500); local government (N=2500)

When analyzing the data by gender, there were no notable differences in the perceptions of women and men about the accountability of either level of government. About 34% of women believe that the central government is accountable and 37% for their municipality. These figures for men are 33% and 36%, respectively.

Respondents aged 66 and over had the highest perception of accountability of all age groups, with 37% believing the central government is accountable and 40% believing their municipality is accountable. Respondents with a university degree had the highest perception of accountability by educational level, with rates of 37% for the central government and 41% for the municipality.

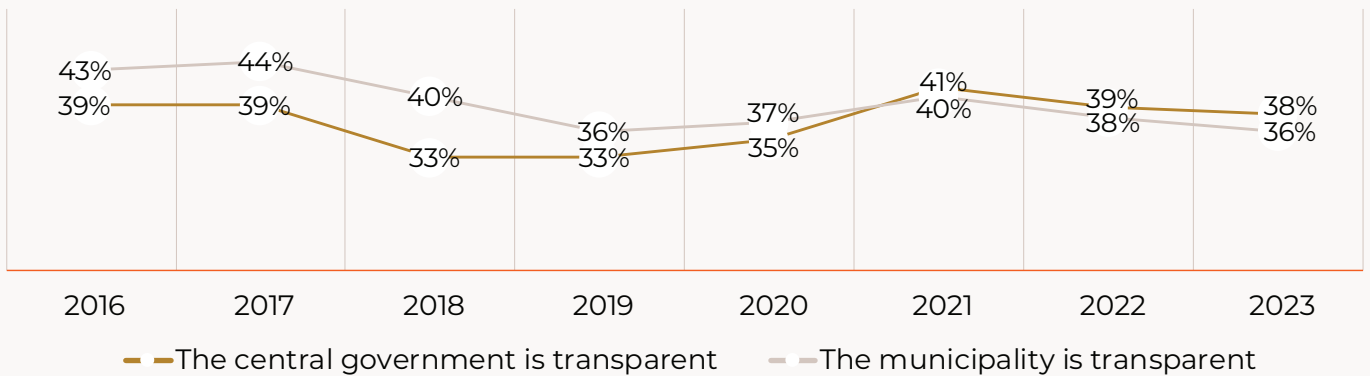
Employed respondents were more likely to see the government as accountable than unemployed respondents, with 35% believing central government is accountable and 39% believing their municipality is accountable. The data suggests a notable difference between public and private sector employees, with a majority of public sector employees having a positive perception of accountability at both levels (47% for the central government and 51% for the municipality). In contrast, only 31% of private sector employees felt the central government is accountable, and 33% believed the same for their municipality.

Respondents living in rural areas demonstrated greater trust in government accountability compared to urban respondents, with 35% believing the central government to be accountable and 35% that their municipality is accountable. For a comprehensive demographic breakdown please refer to Table 8.

INSTITUTIONAL TRANSPARENCY AND ACCOUNTABILITY OVER THE YEARS

Notably, local government consistently received slightly higher accountability ratings compared to the central government, while their transparency ratings remained roughly the same in 2023.

Figure 13. Change in perceived institutional transparency 2016–2023

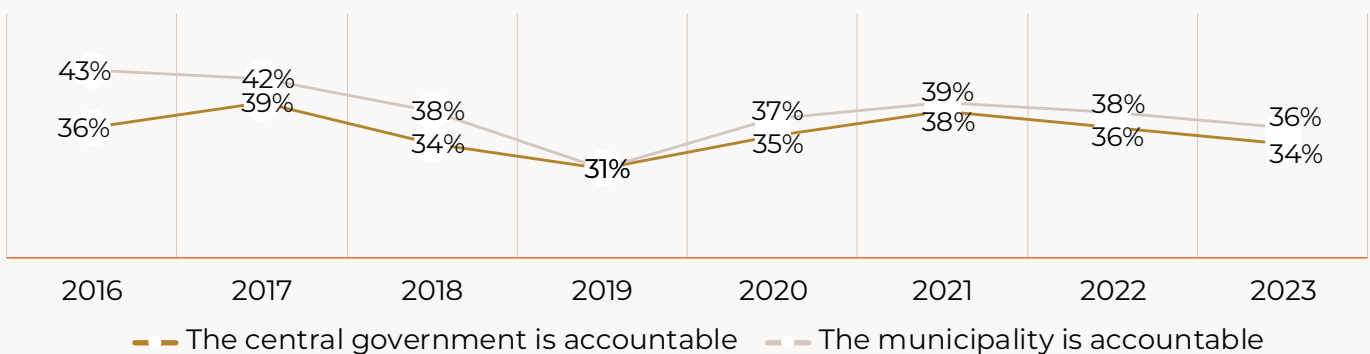


Base: Central: 2016 (N=1646); 2017 (N=1635); 2018 (N=1644); 2019 (N=2491); 2020 (N=2495); 2021 (N=2500); 2023 (N=2500); and local: 2016 (N=1645); 2017 (N=1633); 2018 (N=1643); 2019 (N=2485); 2020 (N=2489); 2021 (N=2500); 2022 (N=2500); 2023 (N=2500). Note: In 2019 the sampling method was changed to a nationally representative sample.

In 2023, municipalities saw a 4 percentage points decrease from the initial positive shift observed between 2019 and 2021, bringing the public perception back to 36%. Meanwhile, the central government, after an 8 percentage points increase in transparency from 2019 to 2021, faced a subsequent 3 percentage points decrease to settle at 38% in 2023.

In terms of accountability in 2023, the central government’s ratings declined by 2 percentage points from 2021, reaching 34%, following an increase from 31% in 2019 to 38% in 2021. Similarly, in 2023, municipalities experienced a 3 percentage points decrease in accountability, falling from the improved 39% rating noted in 2021 to 36%.

Figure 14. Change in perceived institutional accountability 2016–2023



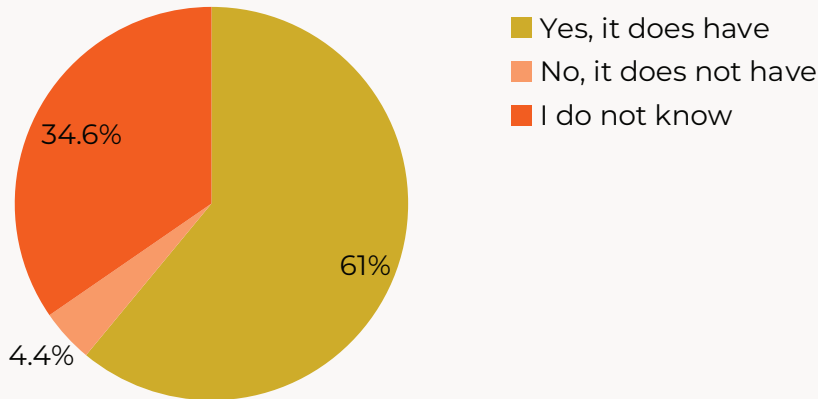
Base: Central: 2016 (N=1646); 2017 (N=1635); 2018 (N=1644); 2019 (N=2491); 2020 (N=2495); 2021 (N=2500), 2022 (N=2500); 2023 (N=2500) and local: 2016 (N=1645); 2017 (N=1633); 2018 (N=1643); 2019 (N=2485); 2020 (N=2489); 2021 (N=2500); 2022 (N=2500); 2023 (N=2500). Note: In 2019 the sampling method was changed to a nationally representative sample.

MUNICIPALITY WEBSITE AWARENESS AND USAGE

The figures indicate that 23.2% of respondents are aware of their municipality having a website.

A small number of respondents (4.4%) said that their municipality does not have a website, Notably, 35% of participants were unaware of whether their municipality has a website or not.

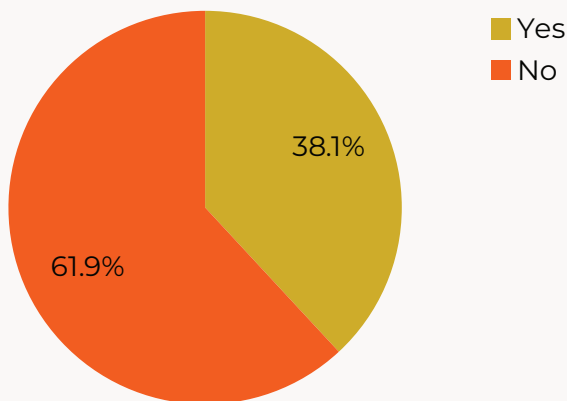
Figure 15. Proportion of respondents who are aware of the municipality website (2023)



Base: N=2500

Approximately 38.1% of individuals who were aware of the municipality website actually use it. This suggests that the rest, a majority of 61.9%, of those who are aware of the municipality website have not used it.

Figure 16. Proportion of respondents that use the municipality website (2023)



Base: N=1524

Both women and men exhibited similar levels of awareness and had similar usage of municipality websites. Approximately 24% of women are aware of their municipality's website and actively use it, while 37% are aware of the website but do not use it.

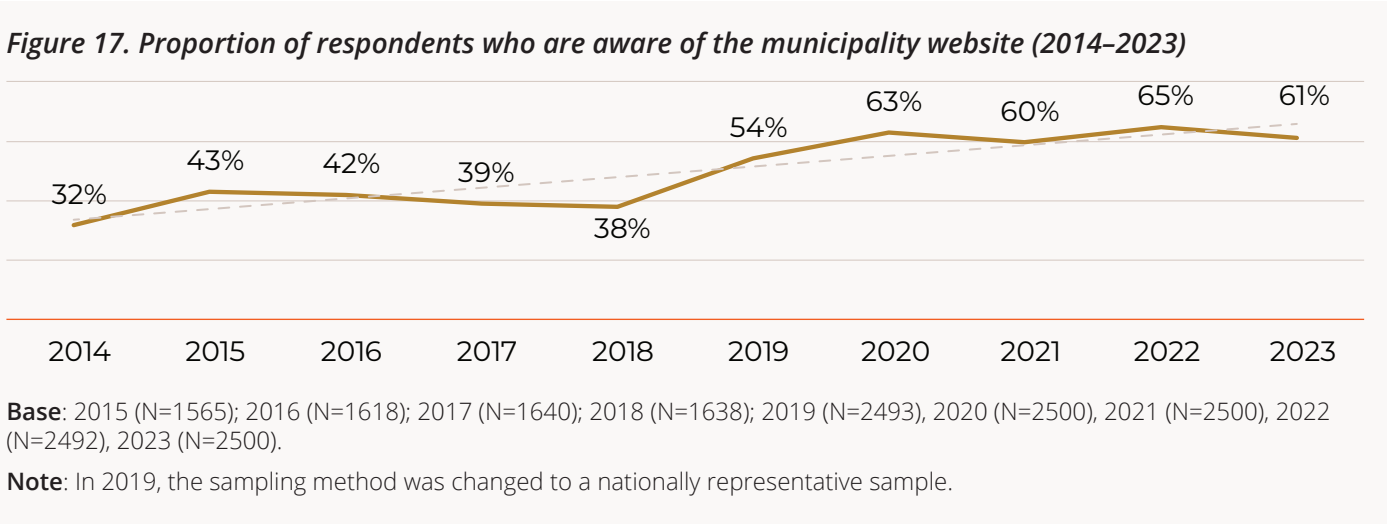
Data by age group reveals that younger respondents tend to be more aware of the existence of municipality websites and use them more than older groups. A similar pattern emerges when examining the data based on education levels. Approximately 69% of respondents with a university degree were aware of the municipality website's existence, while this drops to 48% among those with up to the compulsory level of education.

More employees in the public sector used the municipality website than those in the private sector, with rates of 32% and 21%, respectively.

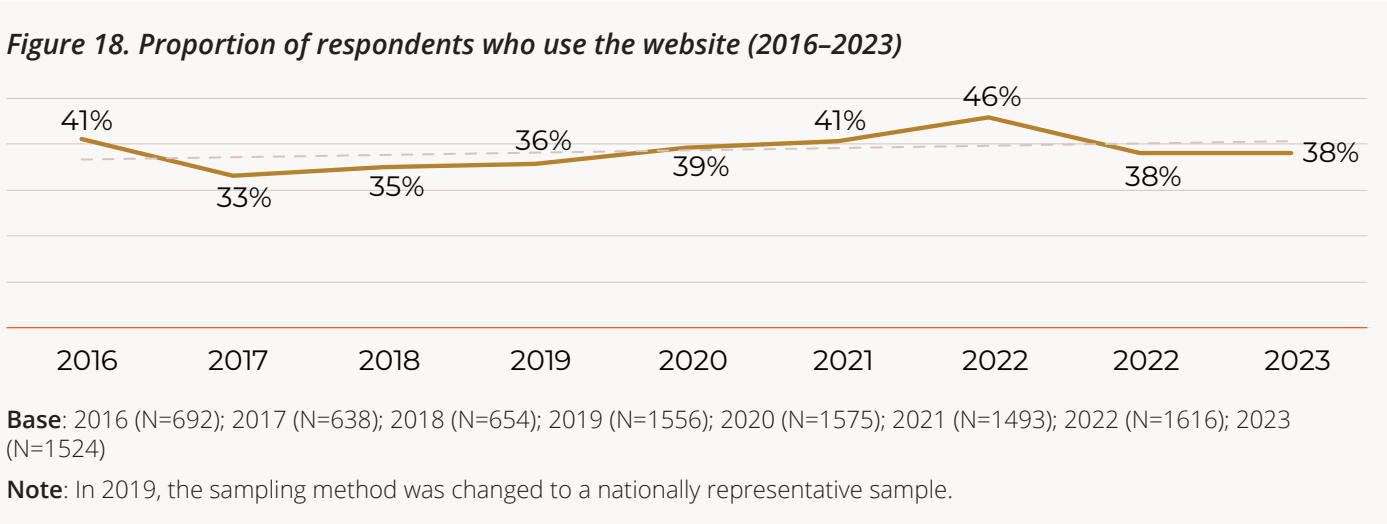
There was a notable disparity in awareness of the municipality website between those living in urban and rural areas, with 64% and 52%, respectively.

MUNICIPALITY WEBSITE ACROSS THE YEARS

Figure 17 illustrates data trends spanning the years 2014 to 2023. The percentage of respondents who reported being aware of their local municipality website has roughly doubled since 2014, albeit with some fluctuations over the years. However, there was a slight drop in 2023 figures compared to 2022.



Despite the increasing level of awareness over the years, there has not been a corresponding growth in the actual use of the website. In fact, compared to 2022, the percentage of respondents utilizing the municipality's website has declined by 8 percentage points.

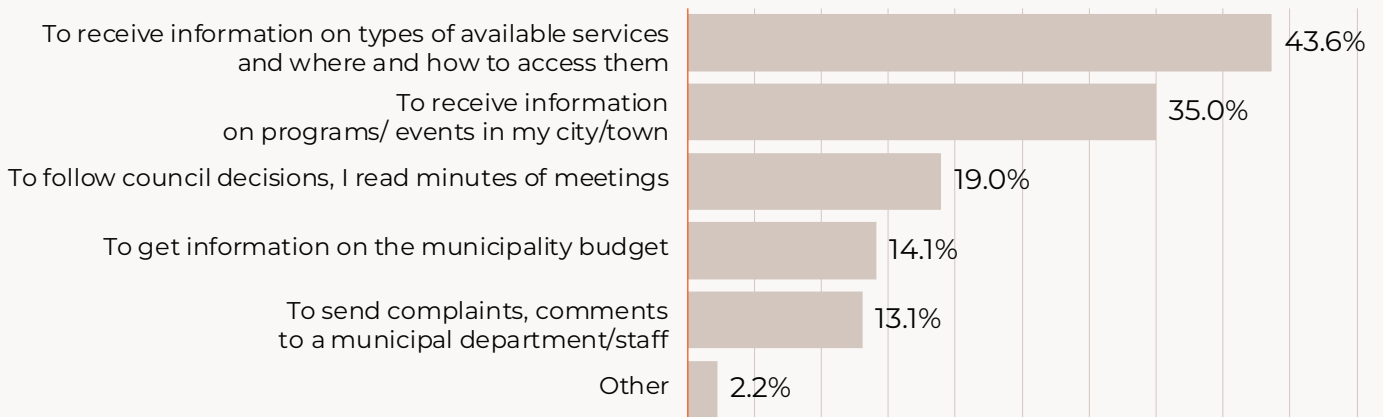


PURPOSE OF USING THE MUNICIPALITY WEBSITE

The main reason citizens gave for visiting the municipality website is to obtain information about the types of services available and how and where they can access them, representing 43.6%.

Those respondents who indicated that they use the municipality website were further asked about the main purpose for using it. The primary reason citizens gave was to receive information about the types of services available and how and where they can access them, which represented 43.6% of the sample. The second most frequently mentioned reason for using the municipality website was to receive information on programmes or events where they live, with a percentage of 35%. Some 19% of citizens who were aware of the website said they had used it to follow council decisions. Another 14.1% used the website to be informed about the municipality budget, and 13.1% used it to send complaints or comments to municipality staff.

Figure 19. The main purposes of using the municipality website (multiple choice)



Base: N=737

HORIZONTAL AND VERTICAL ACCOUNTABILITY

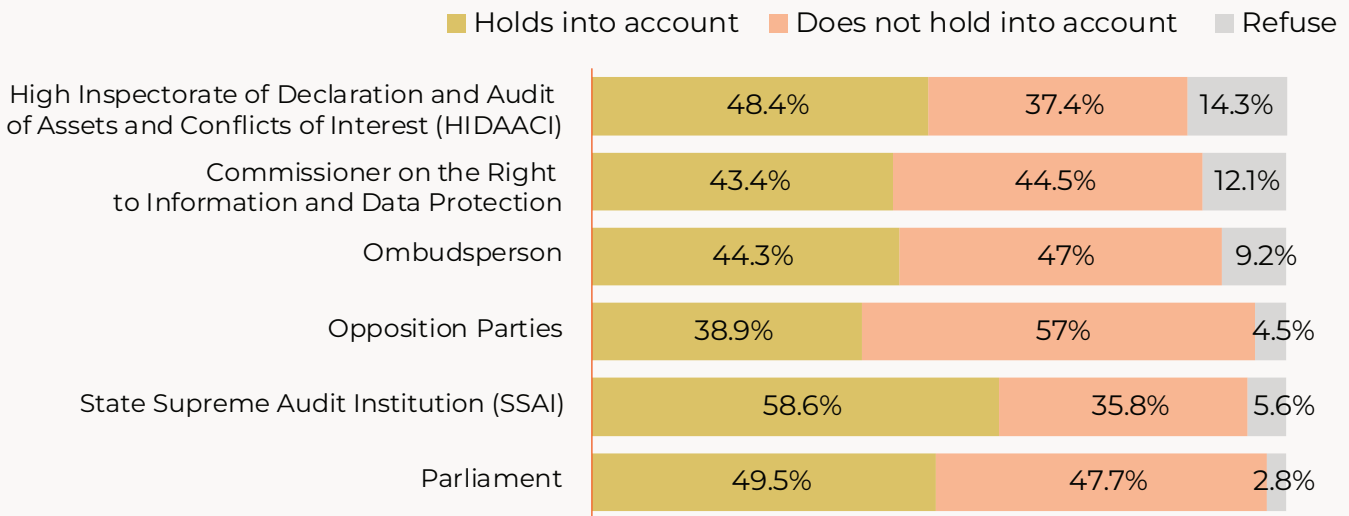
In 2023, the State Supreme Audit Institution (SSAI) was the domestic institution cited by most participants as holding the government to account, commanding a substantial percentage of 58.6%. Parliament followed closely behind with 49.5%. Regarding domestic vertical accountability mechanisms, the media was recognized as playing the most significant role, with 54.2% of respondents expressing this. The perception persists that international organizations are the most effective entities at holding the government accountable, with 69.4% recognizing their role in this regard.

Horizontal accountability encompasses a system of institutions, including the legislature and the judiciary, that supervise governmental authority and decision-making through processes such as requesting information, scrutinizing officials and responding to instances of misconduct.

The domestic institution most widely perceived to hold the government to account in the 2023 was the SSAI, with 58.6% of respondents, followed by the parliament at 49.5% and the High Inspectorate on Declaration and Audit of Assets and Conflict of Interest (HIDAACI) with a rating of 48.4%.

Conversely, the Commissioner on the Right to Information and Data Protection and opposition political parties were regarded as the least effective in holding the government accountable, with respective ratings of 43.4% and 38.9%.

Figure 20. Perceived effectiveness of horizontal accountability mechanisms (2023)



Base: N=2500 for all listed institutions

Notably, about half of the respondents believed that national institutions effectively hold the government accountable.

Across all demographic categories, the SSAI was perceived as the most effective entity in holding the government accountable. Data based on gender did not reveal any significant differences concerning the effectiveness of domestic institutions.

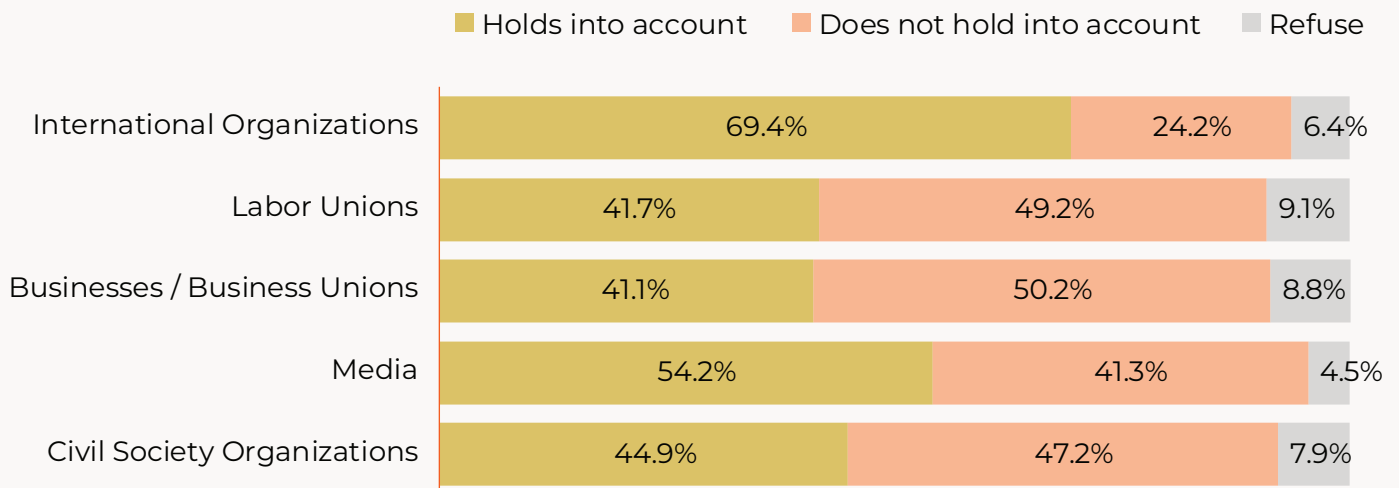
However, one observable trend was that, as the level of education increased, there was a corresponding increase in the perceived ability of institutions to hold the government accountable.

Employees in the public sector were more inclined to believe that all the listed institutions. parliament (58%), State Supreme Audit Institution (SSAI) (68%), opposition parties (42%), Ombudsperson (50%), Commissioner on the Right to Information and Data Protection (57%), and High Inspectorate of Declaration and Audit of Assets and Conflicts of Interest (HIDAACI) (57%) are effective in holding the government accountable than those working in the private sector.

Vertical accountability relates to the connection between institutions and citizens, encompassing the role of citizens, the media and civil society in holding government officials accountable for their performance. Citizens, in conjunction with the media and civil society, play a vital role in upholding vertical accountability.

The 2023 report data reveals an ongoing perception that international organizations are the most likely to hold the government accountable, with 69.4% of respondents.

Among the domestic vertical accountability mechanisms, the media was identified as the most effective, with 54.2% of respondents expressing this view, followed by civil society organizations at 44.9%, labour unions at 41.7%, and businesses/business unions at 41.1%.

Figure 21. Perceived effectiveness of vertical accountability mechanisms (2023)

Base: N=2500

The perception of the media and international organizations as the most effective accountability bodies was consistent across various demographic categories. Women displayed a slightly higher confidence in international organizations (71%) than men (68%). While the results were equal for the next most effective institutions, the media (54% for both) and civil society organizations (45% for both).

Data indicates that respondents with a university degree provided higher ratings across all institutions compared to other education levels.

Public sector employees gave the highest accountability ratings to all the listed institutions, particularly international organizations (72%) and the media (55%). In contrast, private sector employees generally expressed less confidence in the accountability of institutions compared to their public sector counterparts. For them, international institutions were perceived as the most effective body, with a rating of 69%.

Individuals with higher income levels consistently held a more favorable perception of the effectiveness of all the listed institutions.

Table 8: Demographic breakdown for transparency and accountability (2023)

	The central government is transparent	My municipality is transparent	The central government is accountable	My municipality is accountable
Total	38%	36%	34%	36%
Gender				
Female	38%	37%	34%	37%
Male	37%	36%	33%	36%
Age				
18–25 years old	27%	29%	18%	29%
26–35 years old	40%	38%	34%	39%
36–45 years old	41%	37%	34%	37%
46–55 years old	41%	37%	36%	37%
56–65 years old	37%	35%	33%	34%
66 and over	39%	42%	37%	40%
Education				
Up to lower secondary	35%	33%	31%	34%
High School	35%	33%	32%	33%
University degree	42%	41%	37%	41%
Employment				
Total	41%	39%	35%	39%
Employed	Public	55%	47%	51%
	Private	35%	33%	33%
Unemployed	33%	31%	31%	33%
Student	31%	32%	29%	30%
Retired	39%	39%	35%	36%
Income				
No income	33%	32%	31%	32%
Up to 40,000 ALL	38%	36%	34%	35%
40,001–60,000 ALL	42%	42%	37%	42%
60,001–80,000 ALL	42%	40%	37%	41%
Over 80,001 ALL	38%	35%	32%	35%
Geographical location				
Urban	37%	35%	33%	37%
Rural	42%	39%	35%	35%

Note: Colors represent ≥ 5 p.p. difference with total responses.

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

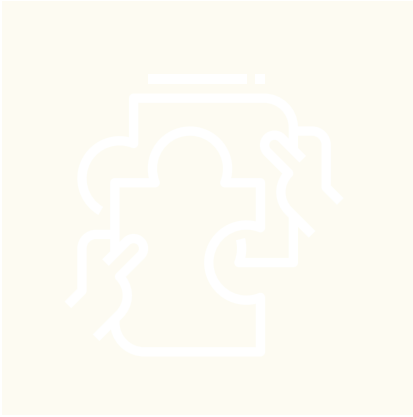
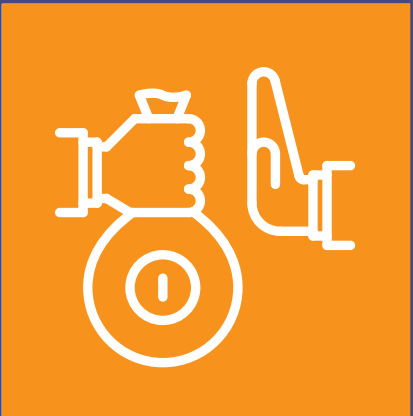
Table 9: Socio-demographic breakdown of horizontal and vertical accountability 2023)

	Parliament	Supreme Audit Institution (SSAI)	Opposition Parties	Ombudsman	Commissioner right to info. & data protection	High Inspectorate of Declaration and Audit of Assets and Conflict of Interest (HIDACI)	Civil Society Organizations	Media	Businesses / Business Unions	Labour Unions	International Organisations	
Total (% accountable)	50%	59%	39%	44%	43%	48%	45%	54%	41%	42%	70%	
Gender												
Male	49%	58%	41%	44%	43%	48%	45%	54%	40%	40%	68%	
Female	50%	60%	37%	45%	44%	49%	45%	54%	43%	43%	71%	
Age												
18–25 years old	43%	51%	38%	41%	42%	41%	45%	50%	37%	43%	66%	
26–35 years old	48%	58%	41%	45%	45%	52%	45%	55%	44%	44%	72%	
36–45 years old	52%	61%	39%	46%	45%	52%	44%	54%	44%	42%	72%	
46–55 years old	53%	63%	39%	44%	42%	47%	47%	57%	41%	39%	69%	
56–65 years old	51%	58%	39%	42%	41%	47%	43%	53%	38%	38%	67%	
66 and over	46%	58%	33%	44%	44%	46%	47%	54%	37%	42%	66%	
Education												
Up to lower secondary	43%	55%	34%	42%	38%	43%	42%	47%	41%	39%	64%	
High school	51%	58%	39%	44%	43%	47%	43%	55%	39%	42%	70%	
University degree	51%	61%	41%	46%	47%	52%	49%	57%	44%	43%	73%	
Employment												
Employed	Total	53%	61%	41%	46%	46%	51%	47%	55%	44%	44%	72%
	Public	58%	68%	42%	50%	57%	57%	53%	61%	47%	46%	76%

	Parliament	Supreme Audit Institution (SSAI)	Opposition Parties	Ombudsman	Commissioner right to info. & data protection	High Inspectorate of Declaration and Audit of Assets and Conflict of Interest (HIDACI)	Civil Society Organizations	Media	Businesses / Business Unions	Labour Unions	International Organisations
Private	48%	57%	38%	43%	40%	46%	43%	53%	41%	42%	69%
Unemployed	42%	53%	38%	44%	38%	41%	41%	56%	37%	39%	69%
Student	44%	51%	34%	37%	37%	39%	44%	46%	38%	38%	61%
Retired	48%	62%	37%	48%	46%	54%	46%	54%	36%	41%	64%
Income											
No income	41%	53%	36%	40%	37%	39%	42%	53%	38%	40%	67%
Up to 40,000 ALL	51%	58%	37%	47%	45%	51%	44%	54%	41%	41%	67%
40,001–60,000 ALL	54%	65%	41%	50%	54%	58%	46%	53%	45%	48%	75%
60,001–80,000 ALL	56%	67%	46%	48%	49%	52%	54%	58%	45%	46%	68%
Over 80,001 ALL	51%	57%	39%	36%	39%	42%	41%	58%	40%	35%	71%
Geographical location											
Urban	49%	60%	40%	45%	45%	48%	46%	55%	43%	43%	70%
Rural	52%	55%	37%	41%	39%	49%	41%	51%	36%	39%	69%

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

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



6. CORRUPTION IN PUBLIC INSTITUTIONS

Corruption, defined as the misuse of public power for personal gain, can be categorized into two main types: petty corruption and grand corruption.

Petty corruption involves small-scale acts of corruption that occur in daily life, often at the lower levels of government or public services. It is the misuse of authority entrusted to public officials as they engage or interact with individual citizens seeking access to fundamental goods or services in areas such as healthcare, education, and law enforcement.

Grand corruption refers to high-level corruption that involves significant amounts of money, usually public funds, and often implicates top officials or institutions. It is the misuse of high-level power to enrich a privileged minority to the detriment of the majority, causing substantial and widespread harm to both individuals and society.

Both forms of corruption have severe and far-reaching consequences, causing significant damage to individuals and society as a whole, by undermining the integrity, fairness and effectiveness of institutions.

Every year the questionnaire includes a set of questions aimed at collecting information on various issues related to corruption. These questions typically cover:

- **Perceptions of the extent of corruption:** Assessing the perceived extent of both petty and grand corruption in the given context.
- **Confidence in prosecution:** Inquiring about the level of confidence respondents have in the prosecution of both petty and grand corruption cases.
- **Witnessing corruption:** Determining whether respondents have personally witnessed instances of corruption within public institutions.
- **Perceived most corrupt institutions:** Identifying the institutions that respondents believe to be the most corrupt.
- **Bribery experiences:** Determining whether respondents who have received services from institutions at the central or local level have paid a bribe to a public official, reflecting personal experiences with corruption.

These questions aim to provide insights into the prevalence of corruption, public perceptions of institutional integrity, and individual encounters with corrupt practices. The consistency in asking these questions over the years allows for the tracking of trends and changes in attitudes towards corruption.

PERCEPTIONS OF THE PREVALENCE OF CORRUPTION

In 2023, the majority of respondents (81.3%) saw petty corruption as either 'widespread' or 'very widespread', with only 16.2% considering it 'not widespread' or 'not widespread at all'. As for grand corruption, 81.5% of respondents viewed it as 'widespread' or 'very widespread', while 15.6% considered it 'not' or 'not at all widespread'. In 2023, the three most mentioned institutions were judicial institutions (17.5%), healthcare institutions (14.8%) and the police (7.2%).

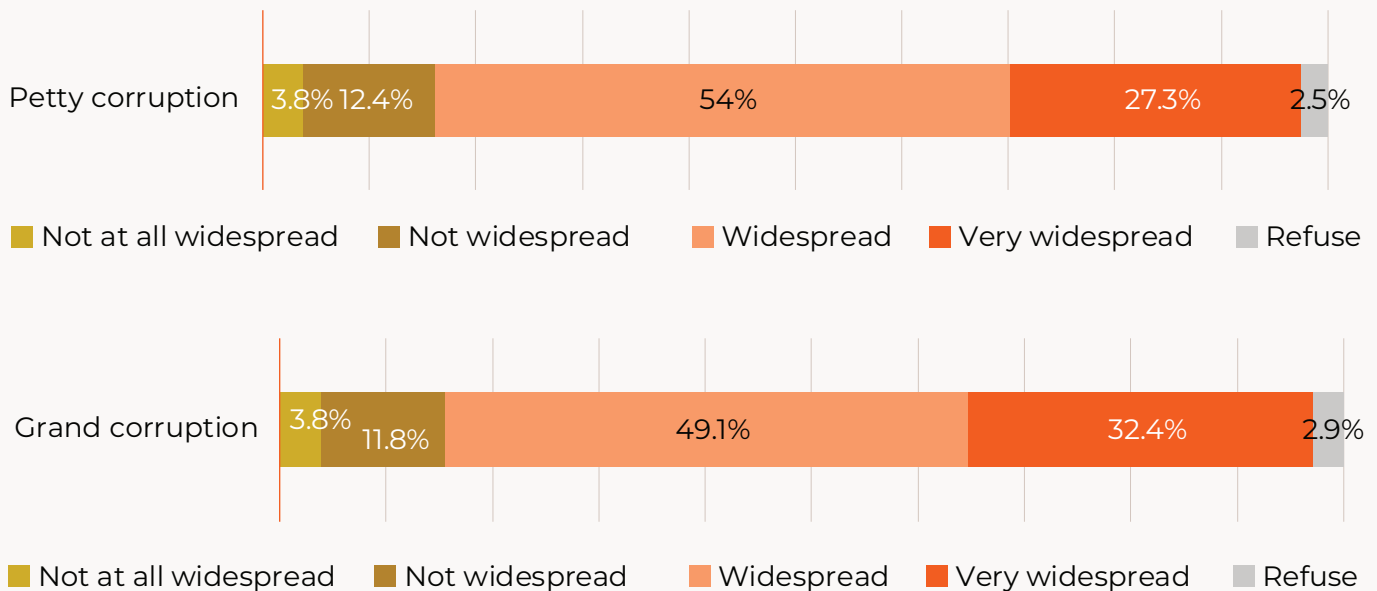
Survey respondents were asked to evaluate the prevalence of corruption using a 4-point scale, ranging from 1 (not at all widespread) to 4 (very widespread). The distinctions between petty corruption and grand corruption were considered.

For analysis purposes, the categories 'not at all widespread' and 'not widespread' are merged, as are the categories 'widespread' and 'very widespread'. This simplifies the data into two broader groups for more straightforward and generalized analysis.

In general, the data indicates that eight out of ten Albanians believe that petty and grand corruption are widespread or very widespread in the country.

In 2023, the majority of respondents (81.3%) said petty corruption was 'widespread' or 'very widespread', while only 16.2% considered it 'not widespread' or 'not widespread at all'. Regarding grand corruption, 81.5% of respondents viewed it as 'widespread' or 'very widespread', while 15.6% considered it 'not' or 'not at all widespread'.

Figure 22. Perceived prevalence of corruption (2023)



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

The notion that both petty and grand corruption are prevalent in the country appears to be universal, irrespective of various demographic factors.

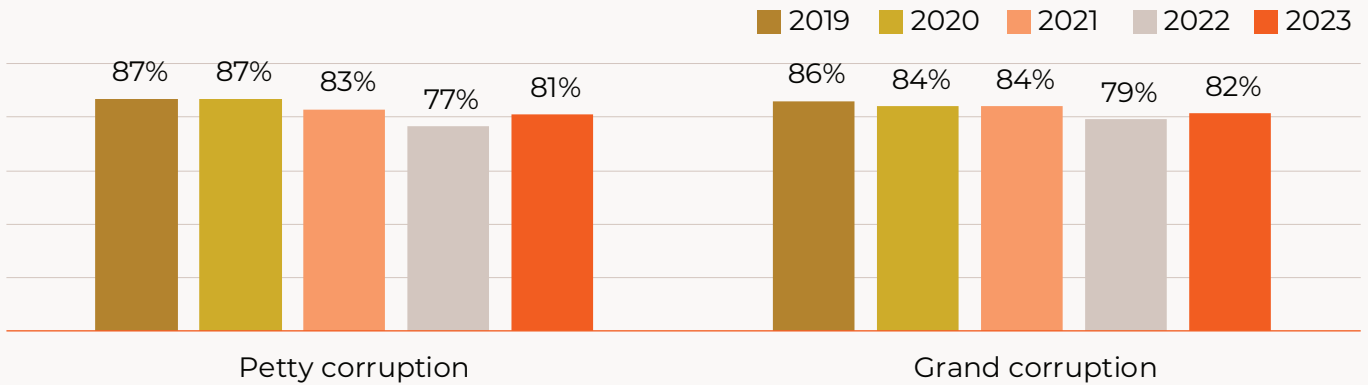
Once again survey respondents were asked about their perception of the most corrupt institutions. The three most frequently cited institutions in 2023 were judicial institutions (17.5%), healthcare institutions (14.8%) the police (7.2%).

It is interesting to observe the changes in these rankings and percentages over three last years, and the data reveals a consistent pattern as to the most corrupt institutions. Notably, there is a persistent emphasis on judicial and healthcare institutions, which citizens have consistently identified as highly corrupt during 2021–2023. Specifically, in 2022, 20.6% of respondents pointed to judicial institutions, and 18% highlighted healthcare institutions as areas of concern. Meanwhile, the police maintained a consistent level of approximately 7% over the entire three-year period from 2021 to 2023.

PREVALENCE OF CORRUPTION OVER THE YEARS

When looking at the prevalence of corruption across the period 2019–2023, findings show that the vast majority of respondents have seen both grand and petty corruption as ‘widespread’ and ‘very widespread’, with ratings all above 77%.

Figure 23. Perceived prevalence of corruption ‘widespread’ and ‘very widespread’ (2019–2023)



Base: Petty corruption, 2019 (N=2494); 2020 (N=2499); 2021 (N=2500); 2022 (N=2500); Grand corruption, 2019 (N=2495); 2020 (N=2499); 2021 (N=2500); 2022 (N=2500); 2023 (N=2500)

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

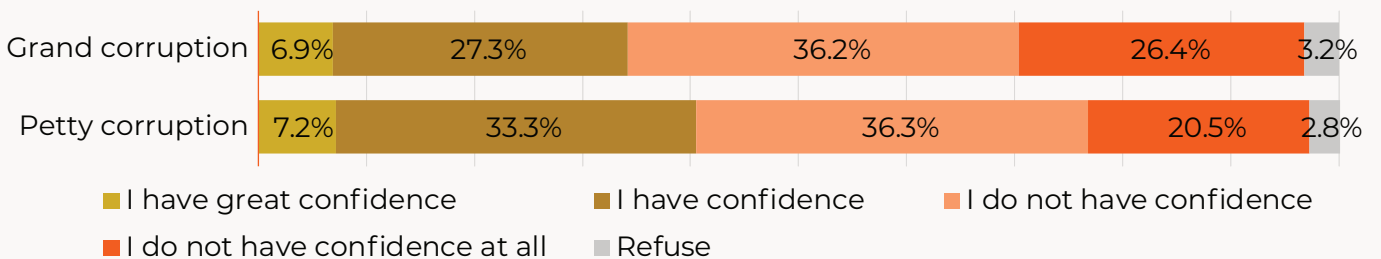
CONFIDENCE IN THE PROSECUTION OF CORRUPTION CASES

According to the 2023 survey data, 62.8% of Albanians lacked confidence in the prosecution’s ability to address grand corruption cases. Similarly, 56.8% expressed a lack of confidence in the effective prosecution of cases of petty corruption.

In addition to inquiring about the prevalence of corruption, survey participants were asked to evaluate their confidence in the prosecution of corruption cases. This assessment utilized a 4-point scale, ranging from 1 (high level of confidence) to 4 (no confidence at all). Once again, respondents were prompted to differentiate between cases involving petty corruption and those involving grand corruption.

Indeed, the data suggests that citizens tend to place more trust in the state prosecution when it comes to addressing lower levels of corruption, but have less confidence in its effectiveness in cases of high-level corruption. The disparity in confidence levels indicates a nuanced perception of the institution’s ability to handle different degrees of corruption, with a greater scepticism concerning cases the corruption is more significant.

Figure 24. Confidence in the prosecution of corruption cases (2023)



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

The gender breakdown of the data indicates that women had more confidence in the prosecution's ability to address petty corruption than men. Specifically, 41.3% of women expressed either 'great confidence' or 'confidence', while for men it was slightly lower at 39.3%. However, there was no noticeable difference between women and men regarding the prosecution's handling of grand corruption cases.

Examining age-related patterns, younger citizens had less confidence in the prosecution's capacity to address both petty and grand corruption compared to their older counterparts.

Educational attainment appears to influence confidence levels, with individuals holding a university degree or higher expressing greater confidence in the prosecution's effectiveness in addressing petty corruption (40.9%) than those with up to lower secondary education (39.1%).

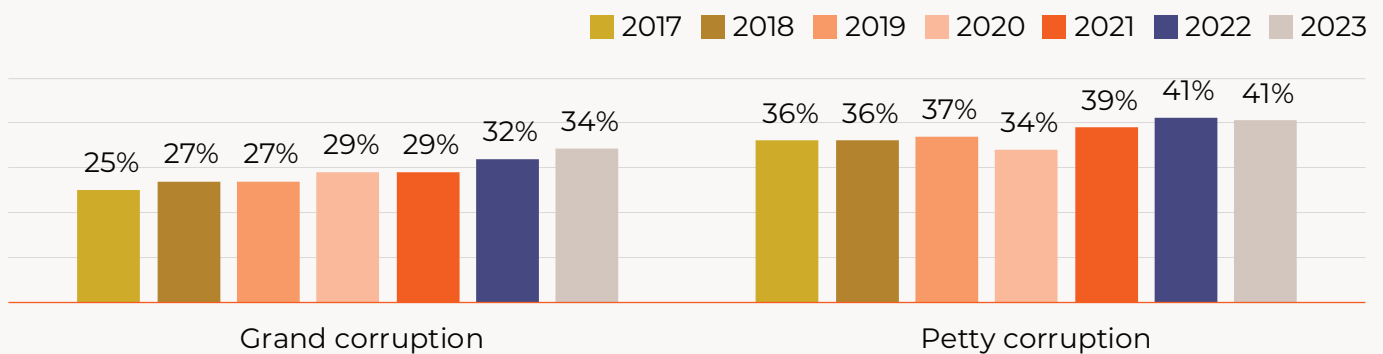
In terms of employment sector, respondents in the public sector had a higher level of confidence in the prosecution's ability to address both petty and grand corruption compared to their counterparts in the private sector.

CONFIDENCE IN THE PROSECUTION OF CORRUPTION CASES OVER THE YEARS

Confidence in the prosecution of grand and petty corruption has improved between 2017 and 2023, with a noticeable upward trend in citizens' scores for the effectiveness of the prosecution in dealing with both.

Throughout this timeframe, respondents consistently had higher confidence in the prosecution of petty corruption cases than grand corruption – with ratings ranging between 34% and 41% while scores for grand corruption ranged from 25% to 34%.

Figure 25. Confidence in the prosecution of corruption cases (2017–2023)



Base: Grand corruption: 2017 (N=1639); 2018 (N=1644); 2019 (N=2490); 2020 (N=2494); 2021 (N=2500); 2022 (N=2500); 2023 (N=2500). Petty corruption: 2017 (N=1639); 2018 (N=1644); 2019 (N=2461); 2020 (N=2496); 2021 (N=2500); 2022 (N=2500); 2023 (N=2500).

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

THE EFFICACY OF DOMESTIC INSTITUTIONS IN COMBATING CORRUPTION

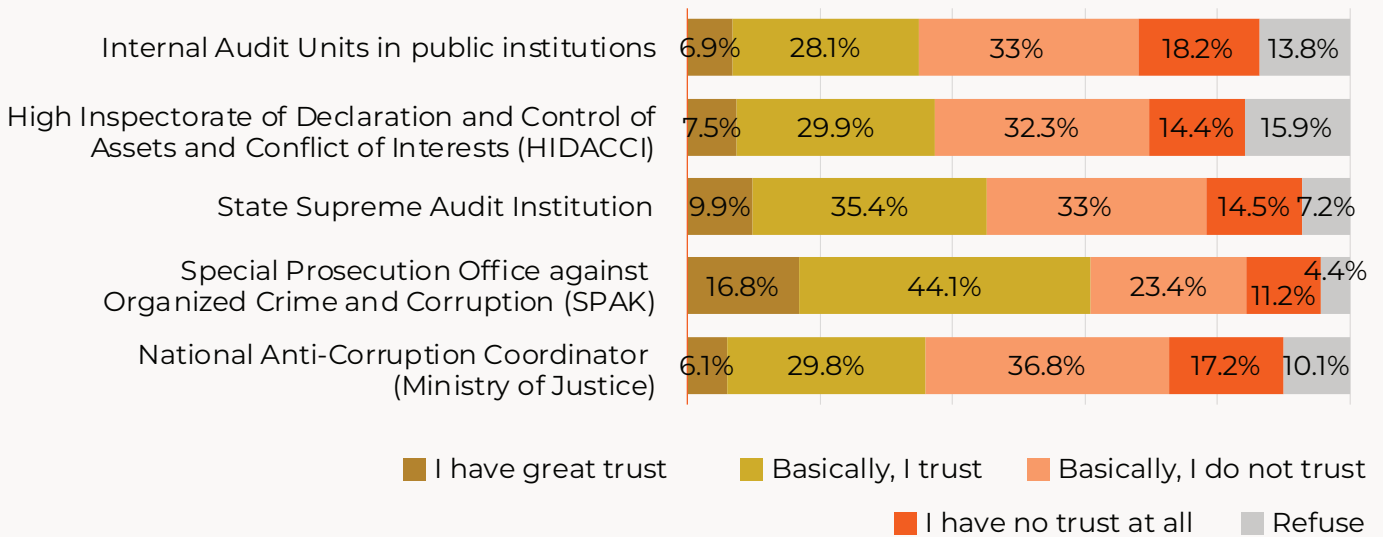
This round of the survey included a question evaluating the public perception of how effective individual national institutions are at combating corruption within the country.

The data reveals that the Special Anti-Corruption Prosecutor's Office (SPAK) is the institution which citizens felt was most effective in addressing corruption, with 60.9% expressing either great trust or a basic level of trust.

Nevertheless, for other domestic institutions, the trust scores from citizens fell below the 50% mark. Specifically, around 45.3% had trust or great trust in the State Audit Office, 37.4% in the High Inspectorate for the Declaration and Audit of Assets and Conflicts of Interest (HIDAACI), 35.9% in the National Anti-Corruption Coordinator, and 35% in the Internal Audit Units within public institutions. These percentages underline the wide disparity in the level of confidence citizens have in these institutions regarding combating corruption.

Indeed, these findings align with previous observations regarding trust and accountability in institutions. The data consistently indicates that the Special Anti-Corruption Prosecutor's Office (SPAK) commands a high level of trust from citizens, while other domestic institutions have a more limited degree of public confidence.

Figure 26. Confidence in the internal public institutions and structures for addressing corruption cases (2023)



Base: (N=2500)

The gender-specific data indicates that there is no significant difference between women and men in terms of trust in the ability of domestic institutions to fight corruption.

However, when the data is disaggregated by age, a notable trend emerges. Younger respondents had a lower level of confidence in all the institutions compared to their older counterparts. For instance, approximately 37.6% of respondents aged 18–25 expressed trust in the State Supreme Audit Institution, compared to 44.9% of those 66 years old and above.

A similar pattern emerges when analyzing the data by education level. Citizens with a university degree or higher tended to have a higher level of trust in domestic institutions compared to those with lower levels of education.

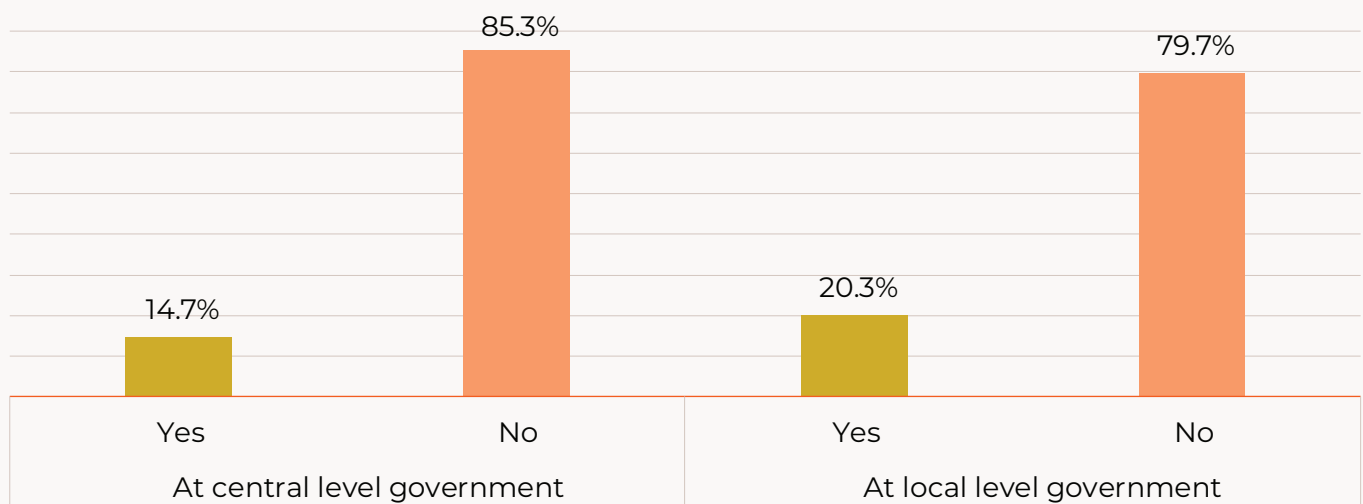
Furthermore, public sector employees exhibited higher levels of trust compared to those working in the private sector. For example, 71.6% of public sector employees either had great trust or a basic level of trust in the Special Anti-Corruption Prosecutor's Office (SPAK) for combating corruption, while the corresponding figure for those working in the private sector was 58.9%.

PERSONAL EXPOSURE TO CORRUPTION

Albanian citizens were asked whether they had personally witnessed any corruption cases in public institutions. The data reveals that the majority of respondents had not witnessed any instances of corruption – 14.7% reported having witnessed cases of corruption at the central government level, and 20.3% at the local government level.

This compares favourably to the previous survey. In 2022, 15.4% of Albanians reported witnessing corruption at the central government level, and 22% reported corruption at the local level. Therefore, the survey indicates a modest decline in the percentage of respondents who have witnessed corruption at both levels of government between 2022 and 2023.

Figure 27. Personal exposure to corruption (2023)



Base: Central government (N=2500); local government (N= 2500)

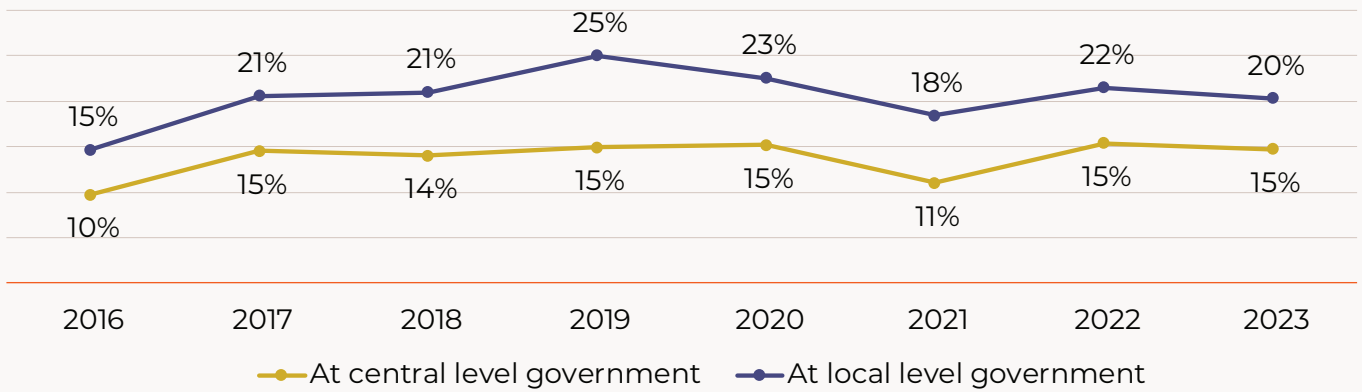
The gender-specific data indicates that around 13.4% of women witnessed instances of corruption in central government in 2023, with a slightly higher figure of 17.5% reported by men. At the local level, 17.5% of women reported witnessing corruption at the central level, while 23.2% of men had a comparable experience.

Analysis by age indicates that the 36–45 age group witnessed more cases of corruption, with scores of 19.8% at the central level and 23.9% at the local level. Furthermore, employees in the private sector reported witnessing corruption both at the central and local levels more often than their counterparts in the public sector.

PERSONAL EXPOSURE TO CORRUPTION OVER THE YEARS

Consistently over the years, a smaller percentage of respondents reported witnessing corruption taking place at the central level compared to the local level, with at least 5 p.p. difference between them each year.

Figure 28. Personal exposure to corruption (2016–2023)



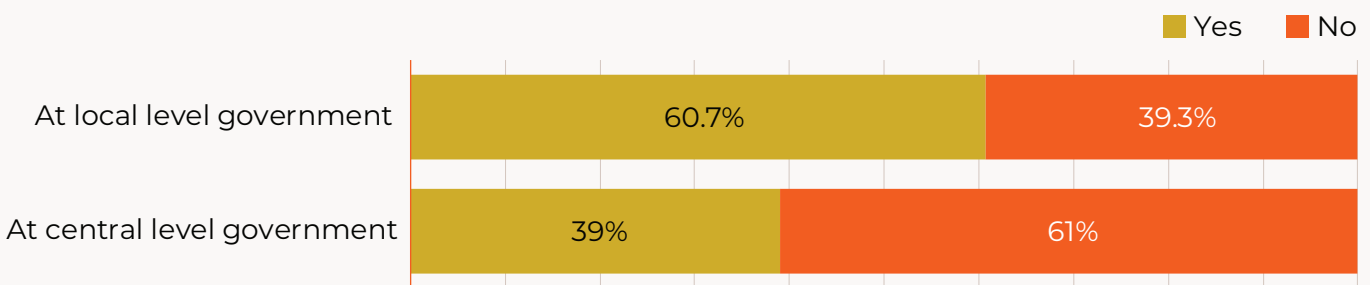
Base: For central government, 2016 (N=1633); 2017 (N=1638); 2018 (N=1631); 2019 (N=2487); 2020 (N=2483); 2021 (N=2489); 2022 (N=2491); 2023 (N=2500). For local government, 2016 (N=1633); 2017 (N=1639); 2018 (N=1631); 2019 (N=2487); 2020 (N=2483); 2021 (N=2490); 2022 (N=2487); 2023 (N=2500).

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

USAGE OF GOVERNMENT SERVICES

In 2023, approximately 39% of survey participants said they had used services from central-level public institutions, with 61% not having done so. Almost the exact reverse was true of local government services, where 60.7% of respondents had used them and 39.3% had not. This underscores that Albanian citizens tend to use more local government services than central government ones.

Figure 29. Services received at central and local level (2023)



Base: Central government (N=2500); Local government (N=2500)

Gender-based data indicates that a higher proportion of men than women have utilized government services, whether at the central or local level. Specifically, in 2023, 41.6% of men accessed central-level government services, while 36.3% of women did the same. With local-level services, 63.8% of men utilized them, compared to 57.7% of women.

When examining results by age, it is evident that government services are predominantly used by individuals within the 26–45 age group, who surpassed the usage rates of other age groups.

Employees in the public sector reported slightly higher rates of using of central government services compared to their counterparts in the private sector, at 44.9% and 39.7% respectively. However, there was no discernible difference in the utilization of services at the local level, where the percentages stand at 62.6% for public sector employees and 61.3% for those in the private sector.

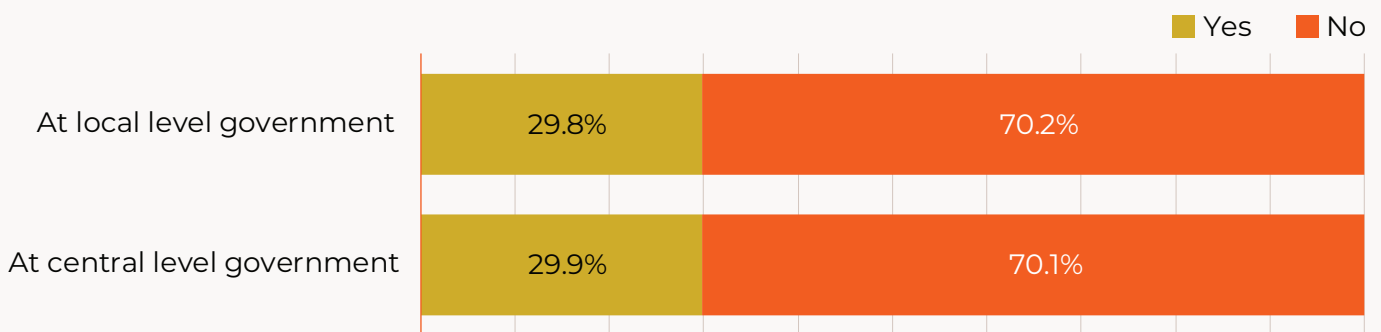
A clear trend emerged when looking at geographical area, with individuals in urban areas tending to avail themselves of both central government and local-level services to a greater extent than those in rural areas. Specifically, 40.5% of citizens in urban areas used central government services, in contrast to 34.7% in rural areas. Additionally, about 62.7% of urban residents used local government services, compared to 55.1% of those in rural areas.

PREVALANCE OF BRIBERY

The data reveals a uniformity in the proportion of individuals who have used services at both central and local government levels and have admitted to paying a bribe. Specifically, 29.9% of those who accessed central-level services and 29.8% of individuals who used local-level government services reported having paid a bribe.

In comparison to the 2022 survey, there has been a slight decrease in these figures. In 2022, 30.9% of citizens reported paying a bribe when using central government services, and 32.7% paid a bribe when using local-level services. The current data shows a reduction, with 29.9% for central government services and 29.8% for local government services.

Figure 30. Bribes paid by service – users at central and local level (2023)



Base: Central government N = 996; Local government N = 1460

Gender-based data reveals no apparent differences between women and men when it comes to paying a bribe. The proportion of women and men who paid a bribe when availing themselves of central or local-level government services remained consistent.

In contrast, education level appears to be a determining factor in bribery incidents. Concerning central-level government services, 34.3% of citizens with lower education levels admitted to paying a bribe, compared to 25.3% of citizens with a university or higher education level. This trend was similar at the local level, with 35.6% of respondents with lower education levels admitting to bribery compared to 23.5% of those with at least a university degree.

Citizens employed in the private sector reported a higher incidence of bribe paying when receiving services compared to those in the public sector. Specifically, 30.7% of individuals in the private sector said they had paid a bribe for central government services, while the figure stands at 21.4% for those in the public sector. It remains uncertain whether this discrepancy is due to greater awareness among public sector employees regarding access to specific services or underreporting due to their affiliation with government institutions.

A similar disparity is observed when examining urban–rural distinctions. Respondents residing in rural areas reported higher rates of bribery compared to their urban counterparts. For instance, 35.3% of respondents

in rural areas admitted to paying a bribe for central government services, contrasting with 28.2% of those in urban areas. Concerning local government services, 35% of respondents in rural areas reported paying a bribe, whereas the figure is 28.2% for those living in urban areas.

REASONS FOR PAYING BRIBES

Respondents who declared having paid a bribe during 2023, were subsequently asked about the reasons that led them to do so. The majority, 57.8%, stated that they were asked to do so. 21.7% mentioned that they believed offering a bribe was a way to express gratitude for the service received, while 14.8% declared that they paid a bribe in order to secure better service the next time they needed it.

Table 10: Reasons for paying bribes (2023)

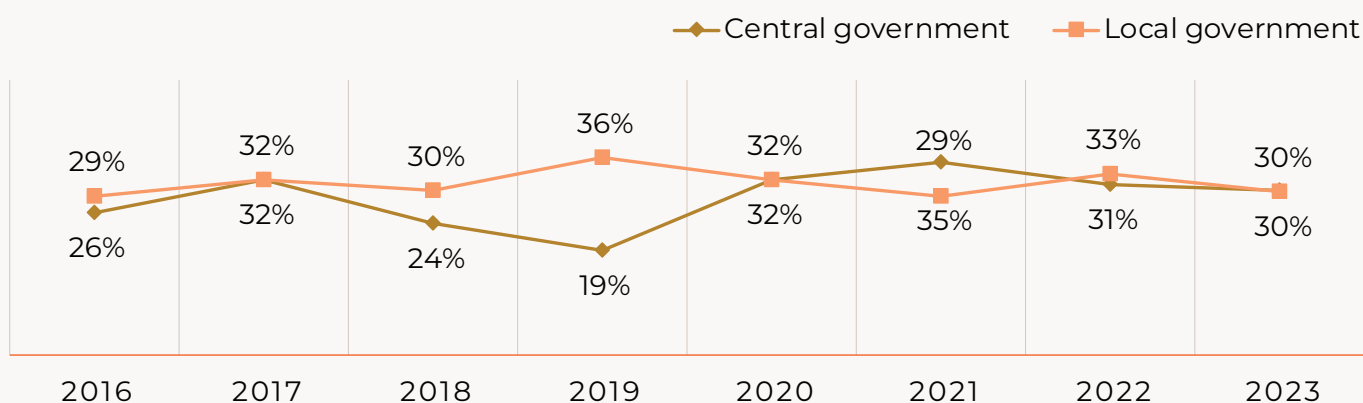
	N	%
I was asked for it	133	57.8%
As a gratitude for the received service	50	21.7%
So, I can receive better services next time	34	14.8%
Other	13	5.7%
Total	230	100.0%

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

PREVALENCE OF BRIBERY OVER THE YEARS

Across the years from 2016 to 2023, the overall percentage of individuals admitting to paying a bribe when using central or local government services has held at a stable level.

Figure 31. Percentage prevalence of paying bribes (2016–2023)



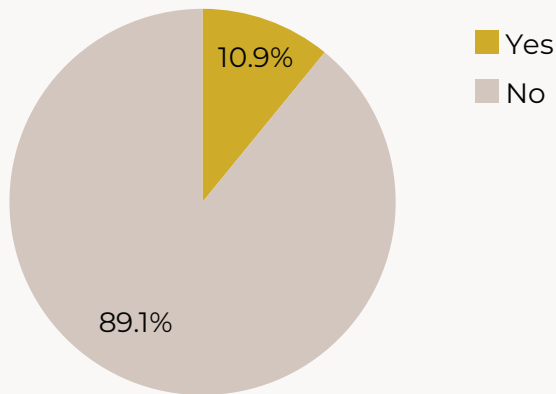
Base: Local level: 2016 (N=838); 2017 (N=916); 2018 (N=924); 2019 (N=1744); 2020 (N=1575); 2021 (N=1672); 2022 (N=1460); 2023 (N=920). Central level: 2016 (N=406); 2017 (N=561); 2018 (N=648); 2019 (N=1518); 2020 (N=1046); 2021 (N=973); 2022 (N=996); 2023 (N=920)

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

REPORTING CASES OF BRIBES

A mere 10.9% of respondents admitted to reporting cases of corruption to authorities or other institutions, while the substantial majority, comprising 89.1%, said that they had refrained from doing so.

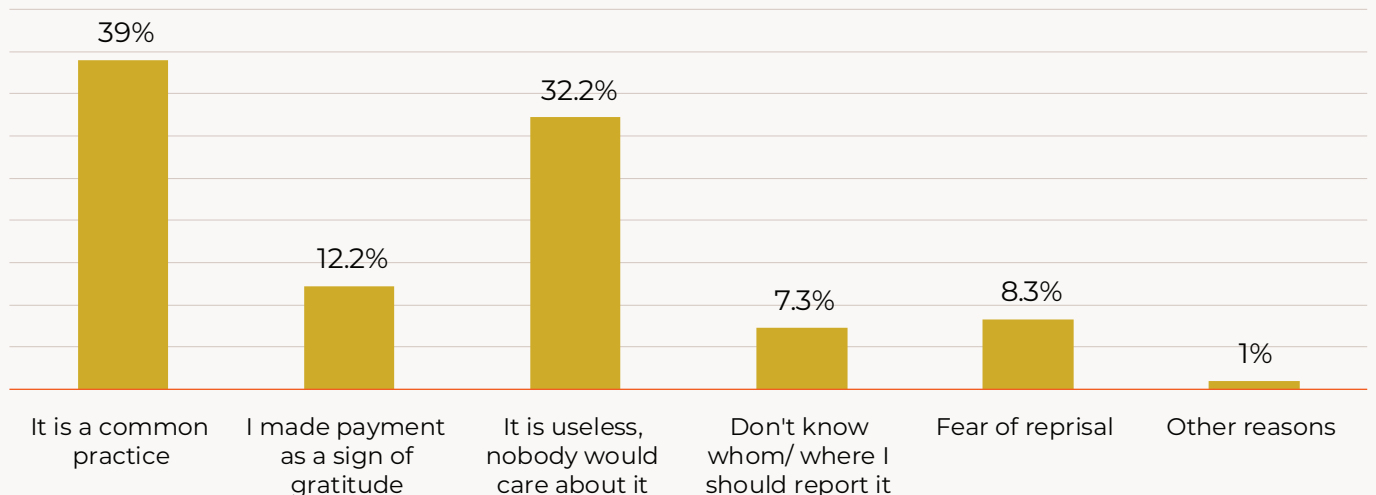
Figure 32. Bribes reported to official authorities/institutions (2023)



Base: N=230

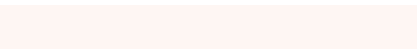
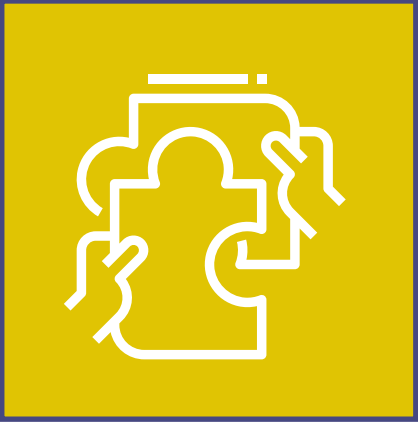
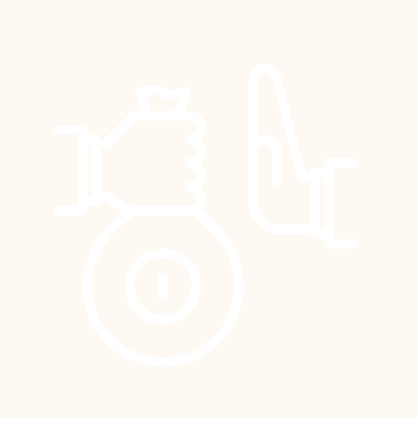
When those who paid a bribe and had declined to report it were asked why, the majority, 39%, felt that it is simply a common practice in the country to secure government services (central or local). 32.2% felt reporting such cases was useless and that no one would address the issue. Another, 8.3% said they feared reprisals from reporting to any authority, while 7.3% expressed uncertainty about where or to whom they could report such incidents.

Figure 33. Reasons for not reporting corruption in public institutions (2023)



Base: N=205

These figures reveal that the reasons why people do not report cases of corruption are mostly connected to a lack of confidence in the authorities or a belief that corruption is an effective means of expediting service delivery.



7. CITIZEN ENGAGEMENT

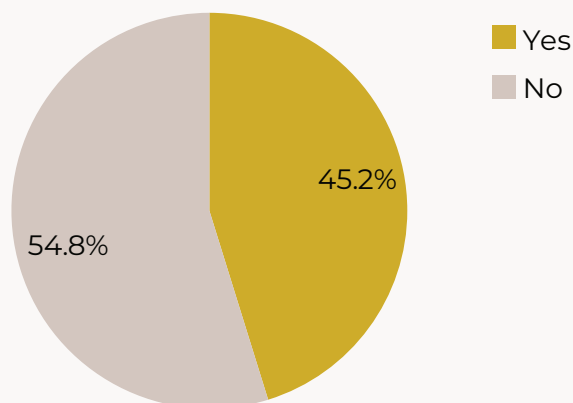
The extent of citizen participation in political decision-making is an important indicator of the quality of governance and the vitality of democracy within a country. This section explores citizen engagement with public institutions. As in previous years, it begins by assessing interest in and opportunities for involvement in decision-making processes. It provides insights into respondents' participation in consultations and reasons for non-participation. It also assesses the utilization of a specific online consultation platform 'konsultimipublik.gov.al' to access information or provide inputs on draft laws or policies. Additionally, it delves into civic engagement activities like attending demonstrations, willingness to engage in voluntary work, and consideration of relocation within or outside the country. Daily safety and factors influencing insecurity are also investigated. In 2023, a new question was introduced, inquiring about the areas respondents believe the government should focus on in the next five years.

PARTICIPATION IN DECISION-MAKING

In 2023, the percentage of the Albanian population that was interested in participating in decision-making was almost the same as in 2022, going from 45.3% to 45.2%. A significant majority of Albanian citizens expressed the view that they lack adequate opportunities to engage in the decision-making processes of public institutions, particularly at the central level.

During 2023, 45.2% of those surveyed expressed interest in engaging in the decision-making processes of public institutions, similar to 2022 (45.3%).

Figure 34. Interest to participate in the decision-making processes of public institutions (2023)

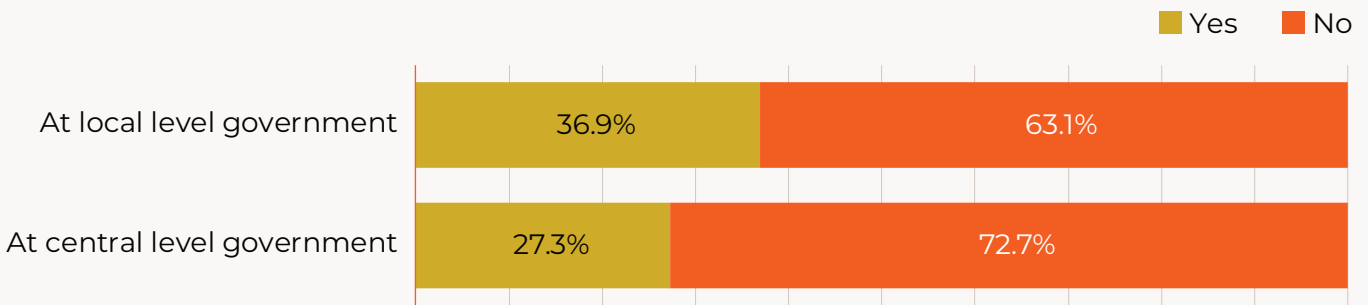


Base: N = 2493

A roughly equal proportion of women (44.9%) and men (45.5%) showed interest in participating in decision-making processes. Respondents who tended to express interest in engaging in decision-making processes were typically younger, better educated, employed individuals with higher incomes compared to other demographics. For more detailed data, see Table 14 at the end of the chapter.

Regarding perceptions of sufficient opportunities for participation, only 27.3% of respondents found the opportunities at central government level sufficient, very close to the 2022 score (27.4%). At the local level, 36.9% believed opportunities were adequate, again almost the same as 2022 (37.9%).

Figure 35. Opportunities to participate in the decision-making of public institutions (2023)



Base: For central government N=2485; for local government N=2488.

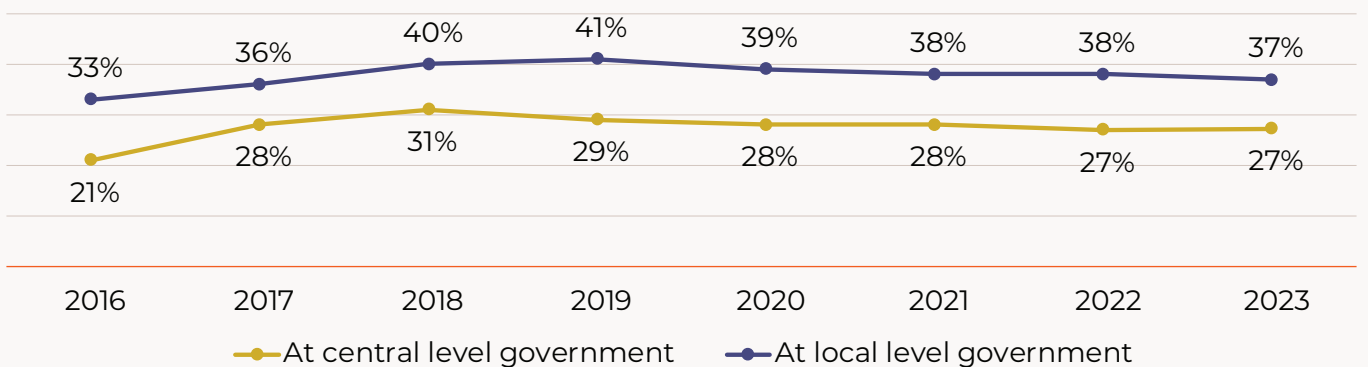
At the central government level, the perceived opportunities for participation for women (26.1%) was slightly lower than men (28.6%), a difference of 2.5 percentage points. However, at the local level, more women tended to feel there were opportunities for participation in decision-making than men, with a difference of 3.1 percentage points. Younger, more educated, employed individuals, and those with higher incomes were more inclined to say they had sufficient opportunities to participate in both central and local decision-making. For more detailed data, see Table 14 at the end of the chapter.

OPPORTUNITIES TO PARTICIPATE IN DECISION-MAKING OVER THE YEARS

Figure 36 illustrates the percentage of respondents indicating they had sufficient opportunities to participate in decision-making, both at the central and local levels, from 2016 to 2023.

From 2019 to 2023, the perception of opportunities at both government levels was fairly consistent. At the central government level, the percentage remained relatively steady, experiencing a 2 percentage point decrease from 29% in 2019 to 27% in 2023. Similarly, at the local government level, there was a consistent pattern of scores with only a 4 percentage point decrease from 41% in 2019 to 37% in 2023. Nevertheless, the perception of sufficient opportunities to participate in decision-making processes has consistently been higher at the local level compared to the central level.

Figure 36. Sufficient opportunities to participate in decision-making (2016–2023)



Base: Central, 2016 (N=1633); 2017 (N=1634); 2018 (N=1630); 2019 (N=2480); 2020 (N = 2482); 2021 (N = 2490); 2022 (N = 2490); 2023 (N = 2485). Local 2016 (N=1634); 2017 (N=1630); 2018 (N=1638); 2019 (N=2463); 2020 (N = 2491); 2021 (N = 2494); 2022 (N = 2490); 2023 (N = 2488).

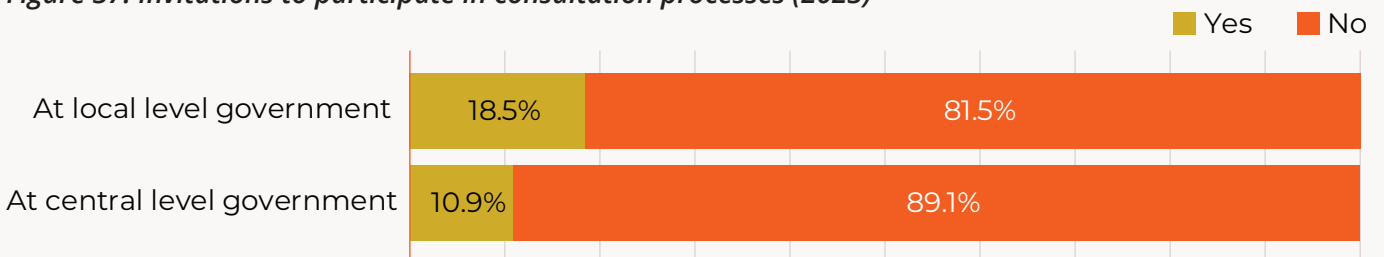
***Note:** In 2019, the sampling method was changed to a nationally representative sample.

CONSULTATION PROCESSES

In 2023, similar to the previous year, 10.9% of surveyed Albanians were invited to engage in consultation processes by public institutions at the central government level. Concurrently, a higher percentage, 18.5%, received invitations for local-level consultation processes. The primary reason for their lack of participation was distrust in the consultation mechanisms themselves.

Roughly one in ten respondents (10.9%) were invited to central government consultation processes, similar to the 2022 figure of 11.8%. At the local level, 18.5% received invitations, also a very similar percentage to the year before (18.6%). Table 15 at the end of the chapter furnishes detailed information on the demographic breakdown of these responses.

Figure 37. Invitations to participate in consultation processes (2023)



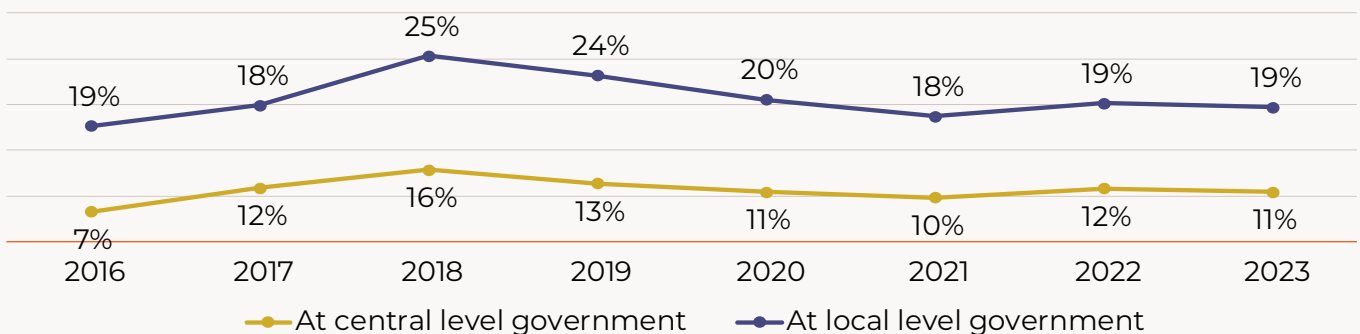
Base: For central government N=2486; for local government N=2483.

PARTICIPATION IN CONSULTATION MEETINGS OVER THE YEARS

Figure 38 shows the trend in reported invitations to participate in consultation processes at both the central and local government levels from 2016 to 2023. At the central government level, there was a two percentage point decrease overall, from 13% in 2019 to 11% in 2023, with some fluctuation in between. Meanwhile, at the local government level, there is a consistent decrease from 24% in 2019 to 19% in 2023. The figures suggest a comparable level of engagement in consultation processes at both government levels over this period, although there have been more invitations for consultation processes at the local level across these years.

Over the period, the actual participation in decision-making processes remained notably low (consistently under 25%) compared to the perceived opportunities for participation. Among the main reasons cited by Albanians for their non-participation in consultation processes from 2016 to 2023 were a lack of trust that their involvement would make a difference, the expectation that others would participate and the perception that there were inadequate consultation mechanisms or procedures established.

Figure 38. Invitations to participate in consultation processes (2016–2023)



Base: Local level: 2016 (N=1624); 2017 (N=1635); 2018 (N=1629); 2019 (N=2482); 2020 (N=2486); 2021 (N=2494); 2022 (N=2492); 2023 (N=2483). Central level: 2016 (N=1631); 2017 (N=1635); 2018 (N=1630); 2019 (N=2483); 2020 (N = 2486); 2021 (N = 2494); 2022 (N = 2493); 2023 (N=2486).

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

In 2023, 9.8% of survey respondents reported that they had participated in consultation processes led by the central government, compared to 9.9% in 2022. Meanwhile, 15.3% reported that they had participated in consultation processes led by the local government, compared to 16.7% in 2022. Table 15 at the end of the chapter furnishes more detailed information on the demographic breakdown of responses.

Figure 39. Participation in consultation meetings (2023)



Base: For central government N = 2353; for local government N = 2377.

The primary reasons cited for the absence of participation were: a lack of trust in consultations (30.3%), followed by the anticipation that others would engage (25.2%) and the perception of inadequate consultation mechanisms (15.3%). Other frequently mentioned reasons included the perception that consultation processes were exclusive to party members or formal gatherings which produced little result.

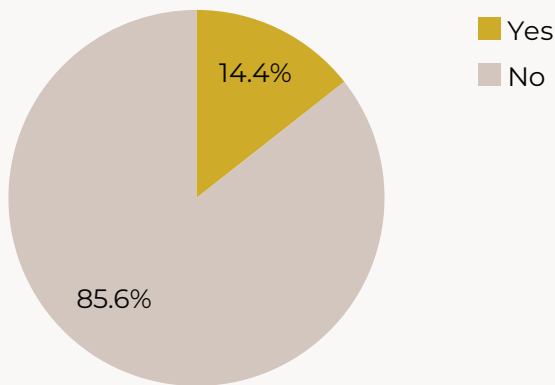
Table 11: Reasons for not participating in consultation processes in 2023

	N	%
I expect others to do so	494	25.2%
I don't believe in such processes	593	30.3%
I did not have information on the subject	228	11.6%
I could not reach the location or access online meetings	156	8.0%
I believe there are no consultation mechanisms or processes established	299	15.3%
Other*	190	9.7%

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

In 2023, 14.4% of respondents said they had used the portal 'www.konsultimipublik.gov.al' to access information or provide feedback on draft legislation or strategies, compared to 18.1% in 2022.

Figure 40. Use of the portal 'Konsultimipublik.gov.al' in 2023



Base: N=2487

It's important to note that the overall number of users of the portal 'www.konsultimipublik.gov.al' remained consistently low throughout the years.

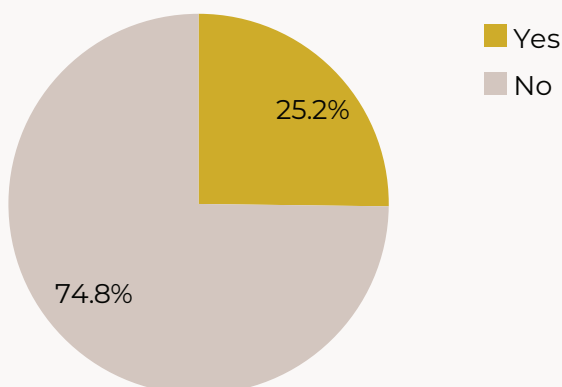
There were no significant differences in portal use based on gender, as both male and female engagement rates were similar. Specific groups, like younger people, individuals with higher education and those in the public sector, showed relatively higher usage rates within their respective demographics, overall engagement across all segments remained limited. For more detailed data, refer to Table 15 at the end of the chapter.

ATTENDING A DEMONSTRATION/RALLY OR SIGNING A PETITION

In the surveyed population, the rate of participation in attending demonstrations/rallies or signing petitions declined from 32.2% in 2022 to 25.2% in 2023.

In 2023, 25.2% of respondents engaged in these activities, marking a 7 p.p. decrease from 2022 (32.2%).

Figure 41. Attended a demonstration/rally or signed a petition in 2023



Base: N=2471

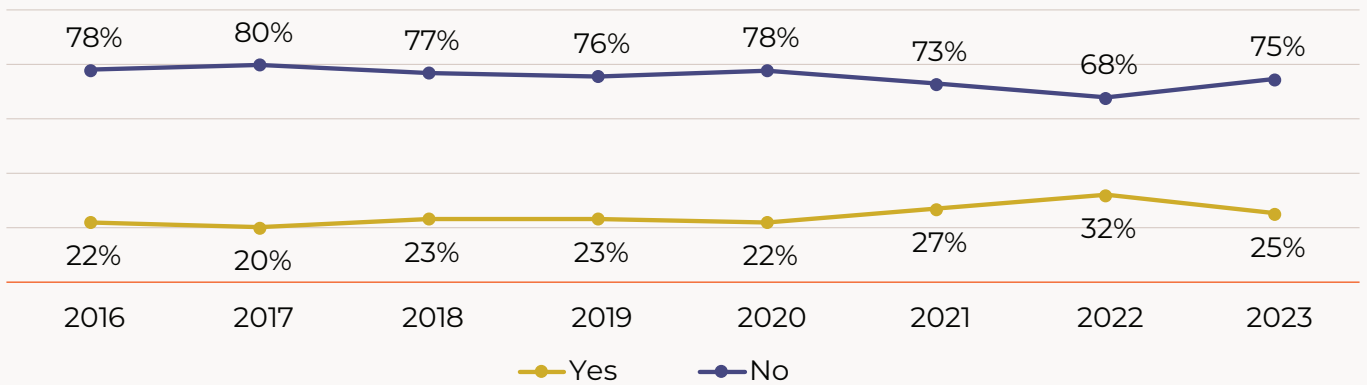
Similar to 2022, the main reason given for attending a demonstration/rally or signing a petition in 2023 was 'shared interest of the community I belong to' (54.7%), followed by 'personal interest' (27.4%), 'political party militancy' (14.5%), and 'peer pressure' (3.1%). Lack of time was cited as the main barrier by survey respondents.

The data showcases varying levels of participation across demographics. Slightly more men (26.6%) attended demonstrations or signed petitions compared to women (23.6%). Younger respondents, those with higher education, students, and those with a monthly income between 60,001–80,000 ALL demonstrated relatively higher rates of participation at demonstrations or signing petitions in 2023.

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

Across the years, there were fluctuations in participation in demonstrations/rallies or signing a petition, with a peak in 2022 at 32% and a subsequent decrease to 25% in 2023. Albanians primarily participated in these activities due to their shared community interests and personal motivations.

Figure 42. Attended a demonstration/rally or signed a petition (2016–2023)



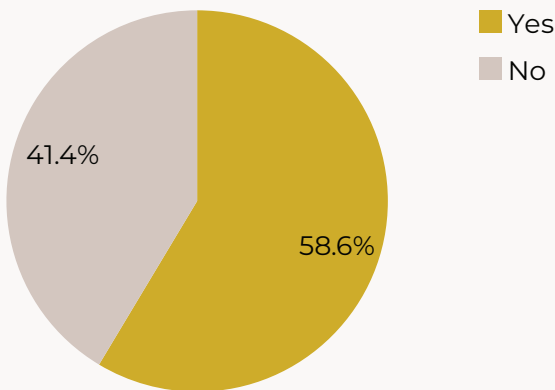
Base: 2023 (N=2471); 2022 (N=2490); 2021 (N=2500); 2020 (N=2483); 2019 (N=2479); 2018 (N=1636); 2017 (N=1637); 2016 (N=1597)

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

WILLINGNESS TO ENGAGE IN VOLUNTARY WORK

In 2023, the willingness of surveyed Albanian citizens to participate in voluntary work slightly decreased to 58.6% from 61.5% in 2022.

Figure 43. Willingness to engage in voluntary work (2023)



Base: N = 2476

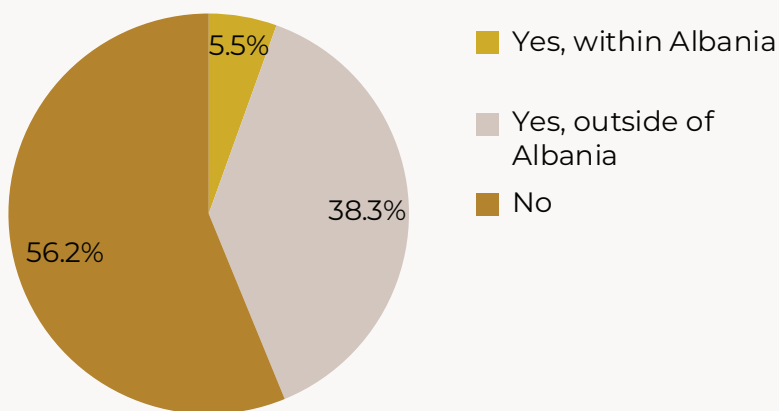
The willingness to engage in voluntary work was quite similar among females (59.1%) and males (58.1%). Overall, younger individuals, those with higher education, students, and the employed exhibited a higher propensity to engaging in voluntary work for the benefit of the community. Conversely, older demographics, those with lower education levels, and retired individuals tended to be less willing.

MOVING FROM CURRENT PLACE OF RESIDENCE

38.3% of the Albanian population wanted to emigrate in 2023 – identical to the figures of 2022. The main reasons for wanting to move to another country were employment, higher wages and pursuing better education.

38.3% of survey respondents (38.4% of women and 38.1% of men) reported wanting to move to another country in 2023 – the same as the figures from 2022 (38.3%). Meanwhile, 5.5% of survey respondents (6.1% of women and 4.9% of men) reported wanting to move within the country. The remaining 56.2% of respondents said that they were not planning to move from their residence in 2023.

Figure 44. Moving from current place of residence (2023)



Base: N=2452

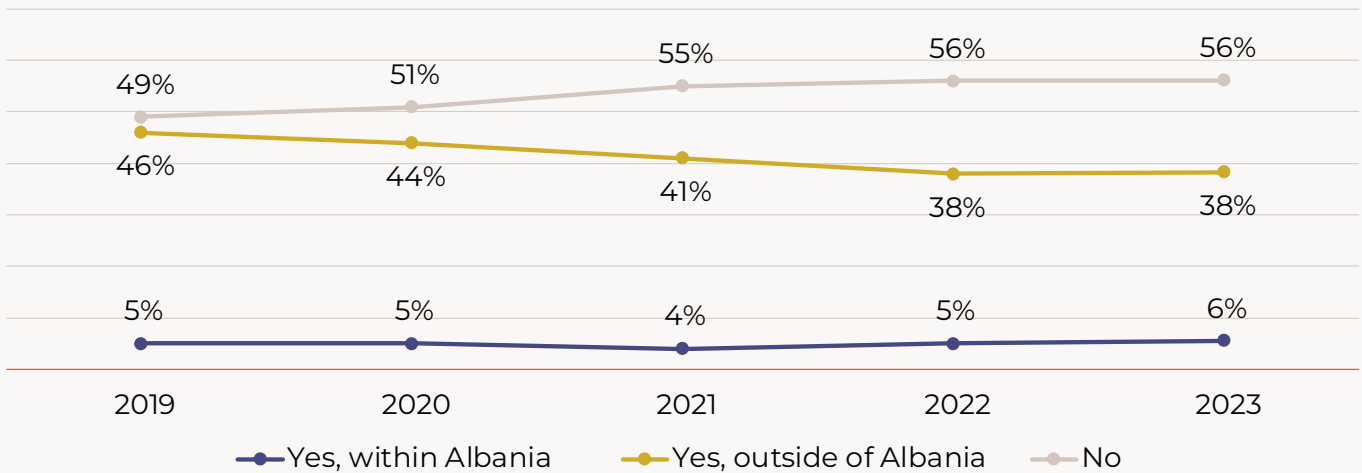
Survey respondents who said that they wanted to move from their current place of residence to another country listed as the main reasons 'employment, higher wages or practicing the profession one has studied for' (32%), 'pursuing better education' (6%), 'joining family members' (4%) and 'receiving health treatment' (3%). Other reasons concerned living in safer countries, receiving better services, as well as escaping corruption and injustice. Younger respondents were more prone to wanting to emigrate, especially those aged 18–25 (57.4%) and students (50%).

MOVING FROM CURRENT PLACE OF RESIDENCE OVER THE YEARS

As shown in the Figure 45, almost half (46%) of Albanians surveyed wanted to move to another country in 2019, which has gradually decreased each year since, culminating in an 8 p.p. drop by 2023. Meanwhile, the percentage of Albanians who wanted to move somewhere else within the country has remained at a similar level since 2019.

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

Figure 45. Moving from current place of residence (2019-2023)



Base: 2023 (N=2452); 2022 (N=2488); 2021 (N=2495); 2020 (N=2481); 2019 (N=2489).

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

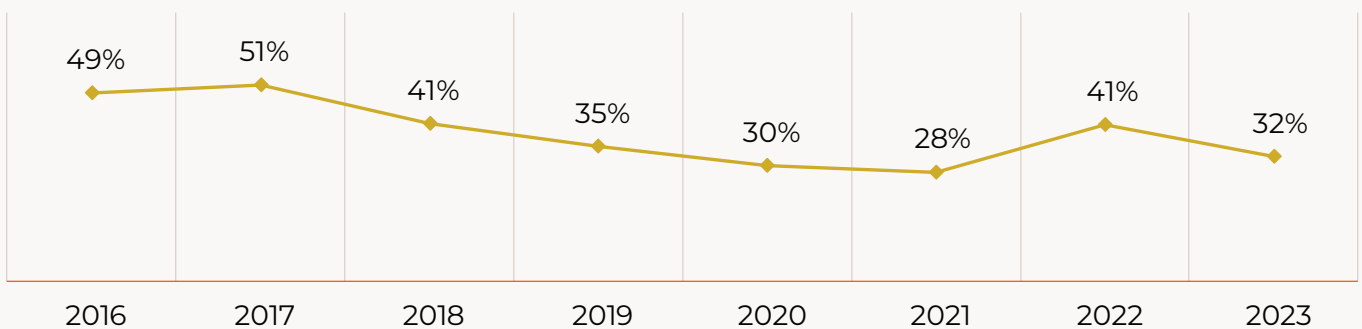
SAFETY IN EVERYDAY LIFE

67.6% of surveyed citizens did not feel safe in everyday life, a significant increase of 8 p.p. from the 59.3% in 2022. The three main drivers of feelings of insecurity included crime, health issues and employment insecurity.

59.3% of the surveyed respondents did not feel safe in everyday life, a significant increase of 8 p.p. compared to the 59.3% recorded in 2022. The remaining 32.4% said that, in general, they feel safe.

The figure below presents citizens' perception of their safety as reported throughout the 2016 to 2023 polls. There is a notable shift from 2019 to 2023, with the percentage of respondents saying they felt safe decreasing from 35% to 32%. Conversely, the percentage of respondents expressing a lack of perceived safety increased from 65% in 2019 to 68% in 2023.

Figure 46. Perceived safety in everyday life (2016-2023)



Base: 2016 (N=1608); 2017 (N=1615); 2018 (N=1629); 2019 (N=2500); 2020 (N=2492); 2021 (N = 2490); 2022 (N=2487); 2023 (N=1122).

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

Asked about the reasons for feeling unsafe in 2023, the factors most often cited by respondents were criminality (72%), followed by health issues (65%) and injustice (32%). Other drivers of insecurity mentioned were employment insecurity (30%), politics (21%) and unequal wealth distribution (19.4%). Table 12 provides the full ranking of reasons for feeling unsafe during 2016–2023.

Table 12: Reasons for feeling unsafe (2016–2023)

	2016	2017	2018	2019	2020	2021	2022	2023
Criminality (assault, burglary)	49%	58%	71%	67%	59%	73%	61%	72%
Health issues	11%	30%	50%	49%	49%	43%	45%	65%
Employment insecurity	11%	30%	50%	49%	49%	43%	45%	30%
Injustice	11%	32%	45%	36%	37%	35%	39%	32%
Feeling of insecurity due to natural disasters (e.g. earthquakes or pandemics)	x	x	x	x	27%	22%	13%	5%
Politics	5%	29%	45%	28%	23%	17%	26%	21%
Unequal wealth	3%	23%	23%	16%	18%	15%	18%	19%
Pollution	3%	12%	20%	17%	12%	16%	13%	16%
Drug use	6%	23%	29%	15%	9%	13%	11%	11%
Traffic	7%	11%	13%	13%	8%	13%	8%	11%
Domestic violence	3%	15%	19%	7%	6%	9%	9%	4%
Lack of Free Expression	1%	5%	11%	4%	3%	3%	5%	5%
Lack of confidentiality and protection in case of reporting of wrongdoings	1%	6%	12%	3%	3%	4%	6%	5%
Discrimination on bases of sex, religion, etc.	x	5%	7%	3%	1%	1%	3%	1%

PRIORITY AREAS FOR GOVERNMENT WORK

When asked about priorities for the government in the next five years, respondents primarily highlighted health (54%) and education (38%) as crucial areas for attention, followed by tourism, transport infrastructure and agriculture.

The survey asked respondents which of the following areas should be prioritized in the government's work in the next five years. More than half of the respondents chose health (54%) as the main priority, followed by education (38%). The next most chosen areas were tourism (21%), transport infrastructure (21%) and agriculture (16%). The table below provides the full ranking of political issues that respondents believed should become the main focus of the government for the next five years.

Table 13: Priority areas in government's work (2023) (multiple choice)

Priority Areas	N	%
Health	605	54%
Education	428	38%
Tourism	240	21%
Transport infrastructure (land, sea, air)	234	21%
Agriculture	185	16%
Development of small and medium-sized enterprises (small and medium-sized businesses)	113	10%
Energy (renewable sources (solar, wind, etc.))	97	9%
Environment and climate change	94	8%
Digitization	73	7%
Culture	66	6%
Industry (light, heavy)	51	5%

Table 14: Demographic breakdown – interest in and sufficient opportunities to participate in decision-making (2023)

	Interest in participating in decision-making processes	Sufficient opportunities to participate in decision making	
		Central government	Local government
Total	45%	27%	37%
Gender			
Female	45%	26%	35%
Male	45%	29%	39%
Age			
18-25 years old	51%	28%	38%
26-35 years old	56%	36%	45%
36-45 years old	48%	31%	41%
46-55 years old	41%	26%	37%
56-65 years old	35%	18%	28%

		Sufficient opportunities to participate in decision making		
		Interest in participating in decision-making processes	Central government	Local government
66 and over		22%	11%	15%
Education				
Up to lower secondary		37%	26%	33%
High school		45%	25%	34%
University degree		50%	30%	41%
Employment status				
Employed	Total	48%	29%	40%
	Public	50%	33%	45%
	Private	44%	27%	37%
Unemployed		42%	26%	33%
Student		50%	22%	30%
Retired		36%	24%	33%
Income				
No income		44%	25%	32%
Up to 40,000 ALL		40%	23%	33%
40,001–60,000 ALL		48%	32%	43%
60,001–80,000 ALL		51%	34%	45%
Over 80,001 ALL		53%	26%	38%
Geographic representation				
Urban		45%	29%	38%
Rural		45%	24%	34%

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

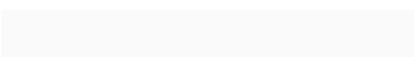
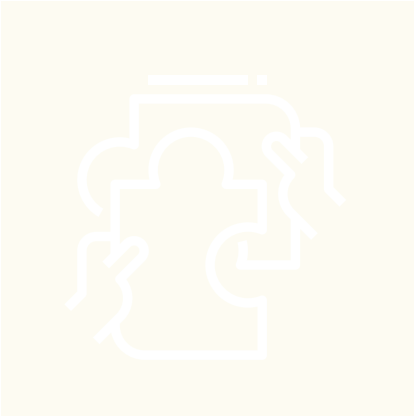
Note: The group 'up to lower secondary education' includes respondents with no education, only primary education, and those who attended school until the compulsory level (8/9 year).

Table 15: Demographic breakdown of consultation processes—only responses in the 'Yes' category (2023)

	Invitation to participate in consultation in 2023		Actual participation in consultation in 2023		Use of www.konsultimipublik.gov.al	
	At central level	At local level	At central level	At local level		
Total	11%	19%	10%	15%	14%	
Gender						
Female	12%	19%	10%	16%	14%	
Male	10%	19%	9%	15%	14%	
Age						
18-25 years old	11%	17%	10%	15%	19%	
26-35 years old	14%	22%	13%	18%	18%	
36-45 years old	13%	22%	12%	19%	18%	
46-55 years old	10%	20%	8%	16%	12%	
56-65 years old	7%	13%	6%	9%	6%	
66 and over	2%	8%	3%	5%	5%	
Education						
Up to lower secondary	9%	15%	7%	11%	9%	
High school	9%	18%	8%	14%	13%	
University degree	14%	21%	13%	19%	18%	
Employment						
Employed	Total	13%	20%	11%	17%	15%
	Public	18%	30%	17%	25%	23%
	Private	10%	17%	9%	14%	12%
Unemployed	9%	17%	9%	14%	13%	
Student	10%	17%	8%	13%	21%	
Retired	7%	14%	8%	12%	10%	
Income						
No income	9%	16%	9%	14%	14%	
Up to 40,000 ALL	8%	17%	6%	12%	12%	
40,001–60,000 ALL	15%	23%	12%	19%	14%	
60,001–80,000 ALL	19%	25%	17%	22%	23%	
Over 80,001 ALL	13%	17%	11%	14%	15%	
Geographic representation						
Urban	11%	19%	10%	16%	15%	
Rural	10%	18%	8%	15%	12%	

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

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



8. PUBLIC SERVICE DELIVERY

Since 2013, the satisfaction of citizens with public service delivery has been consistently evaluated in a dedicated section of the survey. Core public services cover a range of areas, including health, education (including pre-school), water supply, public transport, cleaning services (both urban and rural, including waste collection), emergency services, judicial services and police services. Since the 2021 edition, to refine the assessment of satisfaction with emergency services, they have been sub-categorized into 'emergency medical service' and 'firefighter emergency service,' enabling a more specific evaluation.

Administrative services comprise social assistance, employment services (National Agency for Employment and Skills, AKPA; formerly SHKP), property services (the State Cadastre Agency, ASHK; formerly ZRPP and ALUIZNI), civil registry services, social insurance services (the Social Insurance Institute, ISSH), road transport services (General Directorate of Road Transport Services, DPSHTRR), business registration and licensing (National Business Centre, QKB), and construction permits.

Additional questions focused on citizens' critiques of the services provided, the available channels for submitting complaints (such as the co-governance platform 'www.shqiperiaqeduam.al') and the responsiveness of public service providers.

SATISFACTION WITH DELIVERY OF CORE PUBLIC SERVICES

In 2023, on average 39.3% of respondents expressed satisfaction with the delivery of core public services. Notably, the highest satisfaction was in the water supply sector, with 47.2% reporting contentment. The education system, including pre-school, closely followed with 46.2% being 'very satisfied' or 'satisfied'. Additionally, about 44% of citizens expressed satisfaction with the services provided by the healthcare system.

In 2023, on average, about four out of ten (39.3%) were 'satisfied' or 'very satisfied' with the delivery of core public services.⁷

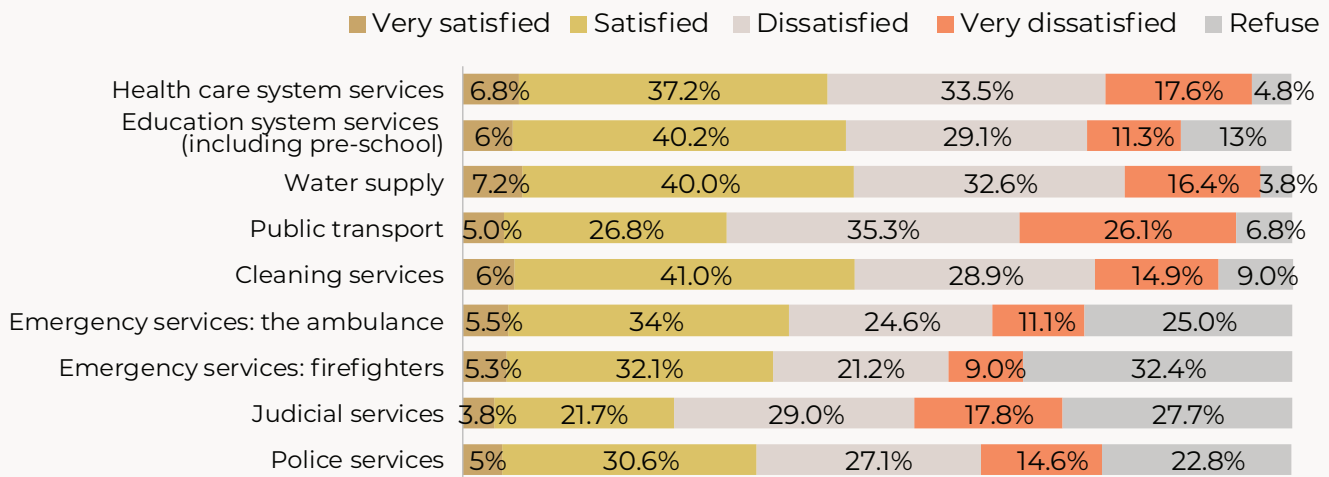
As in the previous year, the three fundamental public services that citizens expressed the highest satisfaction levels in were water supply, education and healthcare services.

Water supply garnered the highest satisfaction ratings, with 47.2% expressing contentment; closely followed by the education system (including pre-school), with 46.2% being 'very satisfied' or 'satisfied'; while around 44% of citizens expressed satisfaction with the services offered by the healthcare system.

Conversely, judicial services stand out as the least satisfactory among citizens, with only 25.5% declaring they are 'very satisfied' or 'satisfied'.

7 The average of the satisfaction rates for all core public services taken together

Figure 47. Satisfaction with core public services in 2023



Base: N = 2500 for all listed services

DEMOGRAPHIC COMPARISON FOR SATISFACTION WITH CORE PUBLIC SERVICES

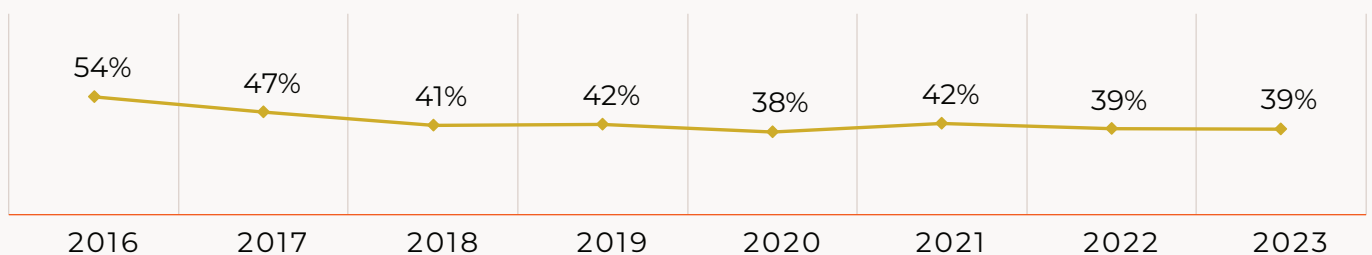
Demographic analysis for the provision of essential public services relies on the satisfaction rates reported by all survey participants. While gender-based data indicated no noticeable differences in satisfaction levels, results by age group showed that younger citizens tend to be less satisfied than their older counterparts. This pattern is similarly observed when analyzing respondents based on their education level, with individuals holding a university degree or higher generally expressing greater satisfaction with public services than those with lower educational attainment.

Another observable difference is that employees in the public sector tend to be more content with public services than their counterparts in the private sector. Additionally, data categorized by income levels reveals that respondents with higher monthly incomes tend to exhibit greater satisfaction with core public services in comparison to those with lower income levels. Please refer to Table 18 for more detailed disaggregated demographic data.

SATISFACTION WITH DELIVERY OF CORE PUBLIC SERVICES ACROSS THE YEARS

On average, less than half of the respondents throughout the period 2016–2023 have expressed satisfaction with the delivery of core public services. Over the last years (2019–2023), the satisfaction rate has stayed within a range of 38–42%. Specifically, results for 2023 show that 39% of citizens reported being satisfied with these services.

Figure 48. Proportion of all surveyed respondents 'satisfied' or 'very satisfied' with delivery of core public services (2016–2023)



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

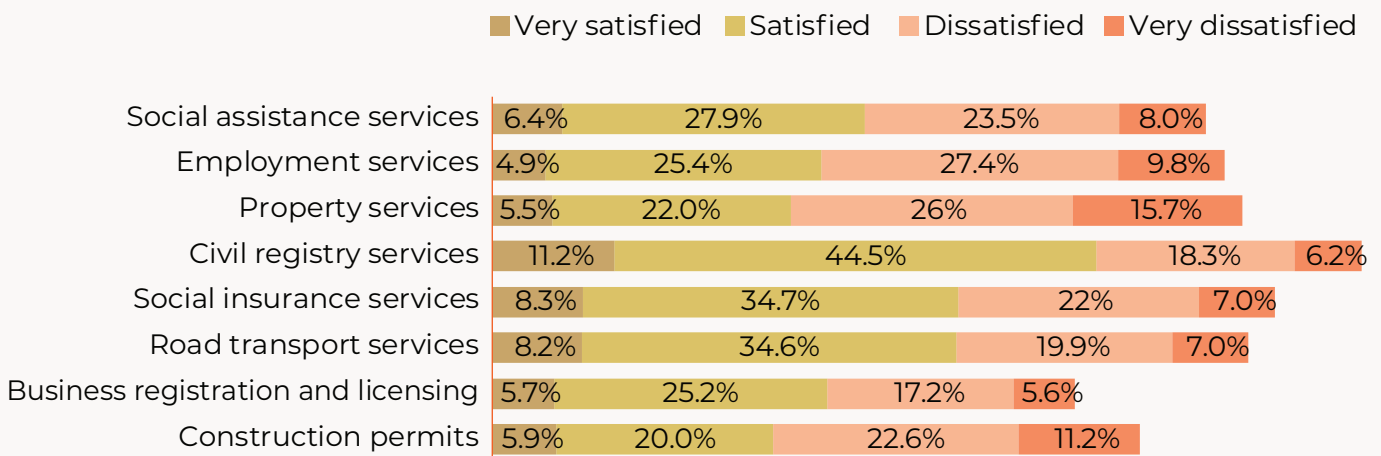
SATISFACTION WITH DELIVERY OF ADMINISTRATIVE PUBLIC SERVICES

58.5% of users of administrative services reported satisfaction or high satisfaction. However, this decreases to 36.4% when considering all respondents, regardless of their whether they used such services in 2023.

When examining administrative services, the analysis is divided between the overall citizens and those who have reported using them in 2023. 58.5% of users of administrative services were ‘satisfied’ or ‘very satisfied’ with such services. The percentage is lower, 36.4%, when considering all respondents, irrespective of their use of services in 2023.

The detailed data reveals that 43% of all respondents were ‘satisfied’ or ‘very satisfied’ with social insurance services, and 44.2% with road transport services. In contrast, only 27.5% were ‘very satisfied’ or ‘satisfied’ with property services, and 25.9% with construction permits.

Figure 49. Satisfaction with administrative public services in 2023 (all respondents)



Base: N = 2500 for all listed services

Scrutinizing only those respondents who have actually used the respective services, a notable increase in satisfaction rates becomes apparent. For instance, 57.3% of users of social assistance services expressed being ‘very satisfied’ or ‘satisfied’. Similarly, 47.4% of users of employment services conveyed satisfaction with these services.

Table 16 reveals the utilization rates for each service. It is evident that the most utilized service by citizens in 2023 was the civil registry services, accessed by 54.4% of respondents. Conversely, the least utilized service is construction permit services, utilized by only 5.9% of citizens.

Table 16: Utilization of and satisfaction with administrative service delivery (2023)

	Overall satisfaction rate 2023	% of respondents that used service in 2023	Users’ satisfaction rate in 2023
Social assistance services	34%	23.3%	57.3%
Employment services	30%	25.5%	47.4%
Property services	28%	33.9%	38%
Civil registry services	56%	54.4%	71.6%

	Overall satisfaction rate 2023	% of respondents that used service in 2023	Users' satisfaction rate in 2023
Social insurance services	43%	35.2%	66.7%
Road transportation services	43%	33.7%	68.3%
Business registration and licensing	31%	13.9%	68.6%
Construction permits	26%	5.9%	50.4%

DEMOGRAPHIC COMPARISON FOR SATISFACTION WITH ADMINISTRATIVE SERVICES FOR USERS

Demographic analysis for administrative services focuses exclusively on users of these services in 2023. Gender-based data reveals comparable satisfaction levels between women and men.

Individuals with lower educational attainment expressed lower satisfaction rates, while those with higher education levels report higher levels of contentment. Similar to the findings with core public services, employees in the public sector indicated higher satisfaction with administrative services compared to their counterparts in the private sector.

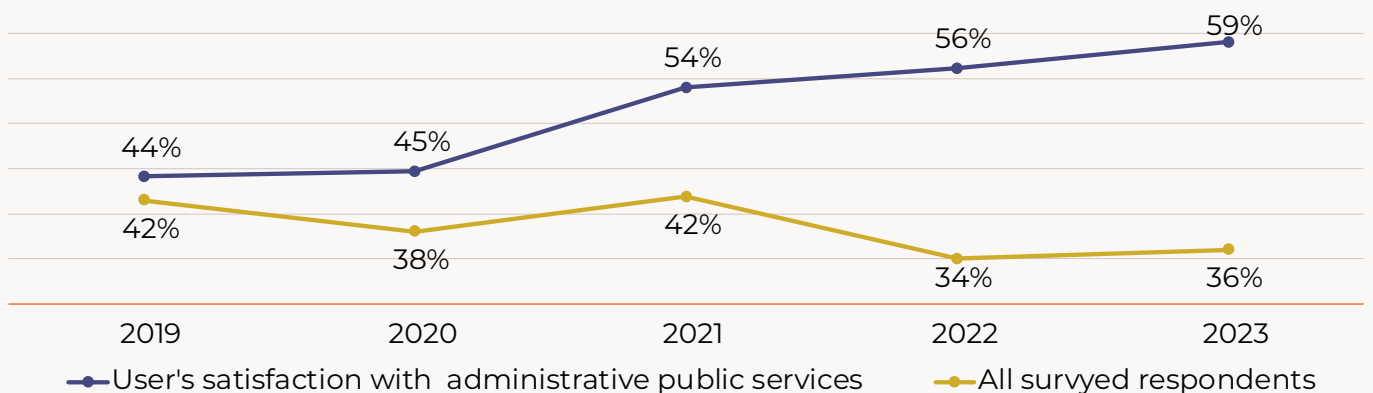
Overall, respondents residing in rural areas exhibited a higher level of satisfaction with administrative services. However, it's noteworthy that when specifically considering construction permits, individuals in urban areas demonstrate a higher satisfaction level with this particular service.

Please refer to Table 20 for a detailed demographic breakdown of these results.

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

Users of administrative public services have consistently reported significantly higher satisfaction figures compared to the overall satisfaction rate reported by all survey respondents from 2019 to 2023. This positive trend has continued, culminating in a satisfaction rate of 59% in 2023.

Figure 50. Satisfaction with delivery of administrative public services: users vs. all respondents (2019–2023)

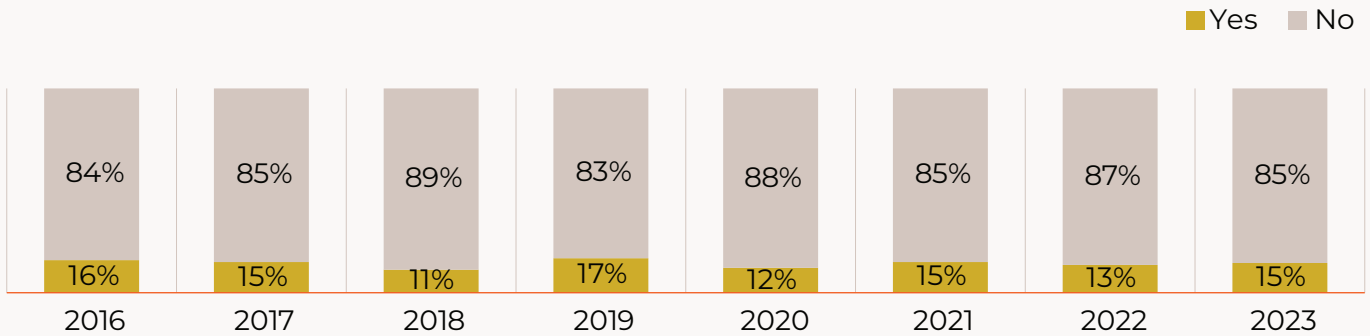


***Note:** In 2019, the sampling method was changed to a nationally representative sample.

SUBMISSION OF COMPLAINTS

In 2023, 14.7% of respondents reported having submitted a complaint about a public service. This reflected a slight increase compared to the previous year, where 13.4% of those surveyed had submitted a complaint.

Figure 51. Percentage of respondents filing a complaint to institutions (2016–2023)



Base: 2016 (N = 1627); 2017 (N = 1639); 2018 (N = 1628); 2019 (N = 2491); 2020 (N = 2488); 2021 (N = 2494); 2022 (N=2491); 2023 (N=2481).

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

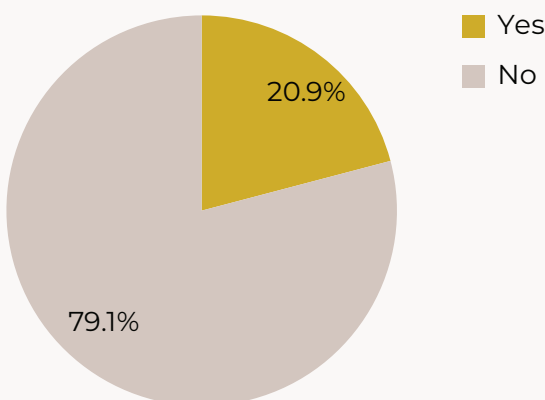
The percentage of women (13.6%) and men (15.8%) who reported submitting complaints showed no significant difference. However, respondents aged 18–25 years (18.6%) and students (18.8%) were more likely than their demographic counterparts to indicate that they had filed a complaint regarding a service received from a public service provider in 2023.

CO-GOVERNANCE PLATFORM SHQIPERIAQEDUAM.AL

In 2023, 20.9% of Albanian citizens utilized the co-governance online platform 'www.shqiperiaqeduam.al' to register a complaint. Among those who submitted a complaint through this platform, 30.3% reported that their concerns were addressed.

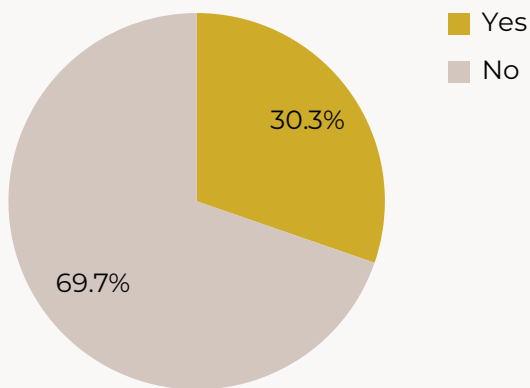
In comparison to the 2022 figures (9.5%), there has been a significant rise in the percentage of citizens who have utilized the platform to register a complaint in 2023.

Figure 52. Submission of complaints to www.shqiperiaqeduam.al in 2023



Base: N=2500

Figure 53. Whether complaints directed at 'shqiperiaqeduam.al' were addressed (2023)



Base: N=511

When examining the data by gender, there was no discernible difference between women (20.8%) and men (21.2%) in terms of filing complaints through the platform. However, respondents aged 18–25 years (24.5%) and students (28.3%) were notably more likely to utilize the shqiperiaqeduam.al platform to submit complaints compared to their counterparts in other age or occupation groups.

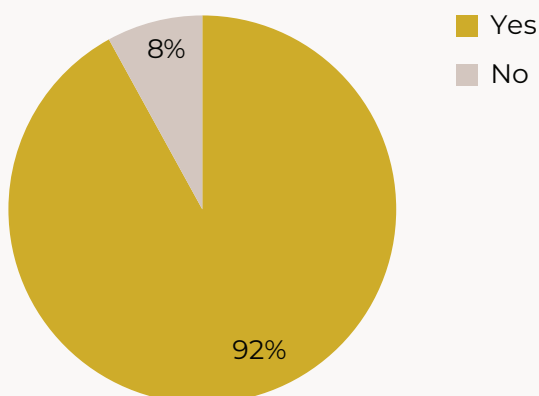
E- ALBANIA PORTAL AWARENESS AND USAGE

The vast majority of Albanians (92%) are aware of the electronic services provided by the government. Among those who have utilized the e-Albania portal, 45.4% reported consistent independent use. The majority, comprising 84.7%, find these services to be functional, and 59.7% believe they empower citizens to seek necessary assistance. Additionally, 57.3% find the platform easy to use. However, the lowest satisfaction was in the ability for citizens to provide comments or suggestions, with only 46.1% expressing satisfaction in this regard.

This section analyzes some aspects centring on the use of the e-Albania portal for accessing electronic services and gauging the public's perspectives on the importance of data protection. This information is poised to offer valuable insights into citizens' awareness and attitudes regarding the safeguarding of personal information, thereby playing a crucial role in the formulation of policies around data security.

Specifically, the data shows that the majority of Albanians, 92%, are aware about electronic services offered by the government.

Figure 54. Awareness of electronic services through the e-albania.al portal

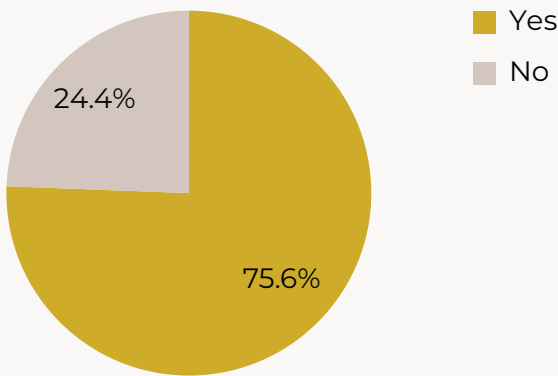


Base: N=2500

Young respondents (aged 18–25) exhibit a higher level of awareness, with 95.6%, compared to those aged 66 years and older, where the awareness level is 77.8%. Additionally, education level appears to be a contributing factor to awareness of public services offered by e-Albania. Respondents with lower educational attainment were less aware compared to those with a university or higher level of education. Conversely, respondents from urban areas display a similar level of awareness when compared to those residing in rural areas.

Moreover, 75.6% of those that are aware about e-Albania platform, have used it during 2023.

Figure 55. Receiving electronic service through e-Albania platform



Base: N=2284

Women and men used electronic services at approximately the same level. However, younger respondents, individuals with a university or higher education level, and those living in urban areas were more inclined to receive electronic services through e-Albania.

A significant proportion of individuals who utilized the e-Albania portal to access electronic services reported that they used it independently, accounting for 45.4%. Additionally, 22.2% said that they rarely received assistance from others, while 18.8% declared that they usually seek help from others. Finally, 13.6% indicated that they always rely on the assistance of others because they are unable to use the portal independently.

Table 17: The way of receiving electronic services from e-albania.al (2023)

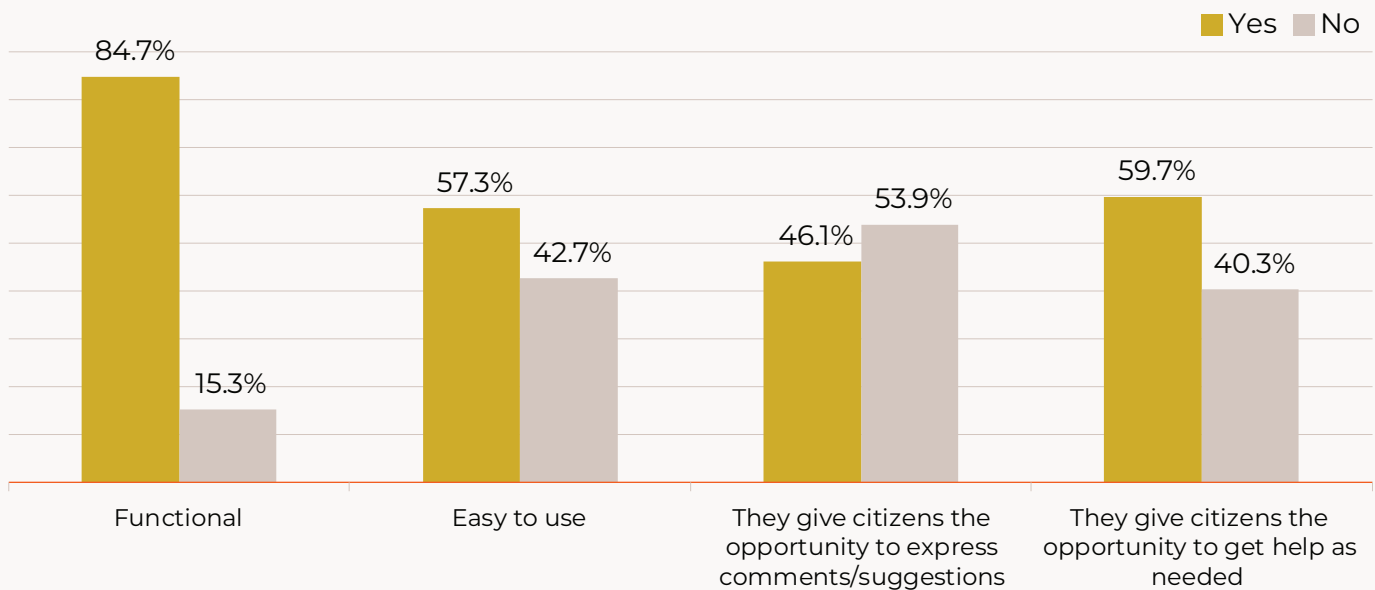
	N	%
Always by myself	787	45.4%
Usually by myself (rarely with the help of others)	385	22.2%
Usually with the help of others (rarely by myself)	325	18.8%
Always with the help of others	235	13.6%
Total	1.732	100%

Results from the demographic breakdown reveal that 75.2% of respondents aged 18–25 years have consistently used the platform independently. In contrast, only 9.3% of respondents aged 66 years or older have managed to use it always on their own. A majority of the older population, 51.5%, relied on the help of others. This discrepancy underscores the higher technological proficiency of the younger population compared to other age groups.

Additional variations are observable based on education level and residence, where respondents with higher education levels and those living in urban areas had a greater ability to independently use the platform.

In addition, respondents were tasked with evaluating different aspects of the services available through the e-Albania portal. The majority, constituting 84.7%, viewed these services as functional. 59.7% believed that these services empower citizens to seek the assistance they may require. 57.3% found the platform easy to use. However, the aspect receiving the lowest evaluation related to the ability to offer comments or suggestions through the platform, with only 46.1% expressing satisfaction in this regard.

Figure 56. Evaluation of electronic services of e-albania.al (2023)



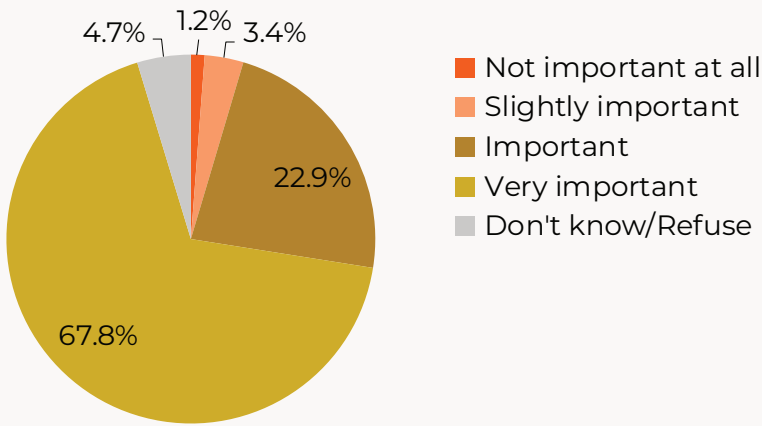
Base: N1=1839; N2=1821; N3=1816; N4=1681.

Functionality is uniformly acknowledged by all respondents, irrespective of demographic breakdowns. However, the perception of the platform's ease of use exhibits variation across age groups. About eight out of ten young citizens perceived the platform as easy to use, while only three out of ten respondents aged more than 56 years shared the same view. Additionally, individuals with lower education levels tended to evaluate the platform's ease of use less favorably compared to those with a university or higher education level.

PERSONAL DATA PROTECTION

The results indicate that the protection of personal data is of significant importance for Albanians. 90.7% of survey participants regard the safeguarding of personal data as either important or very important.

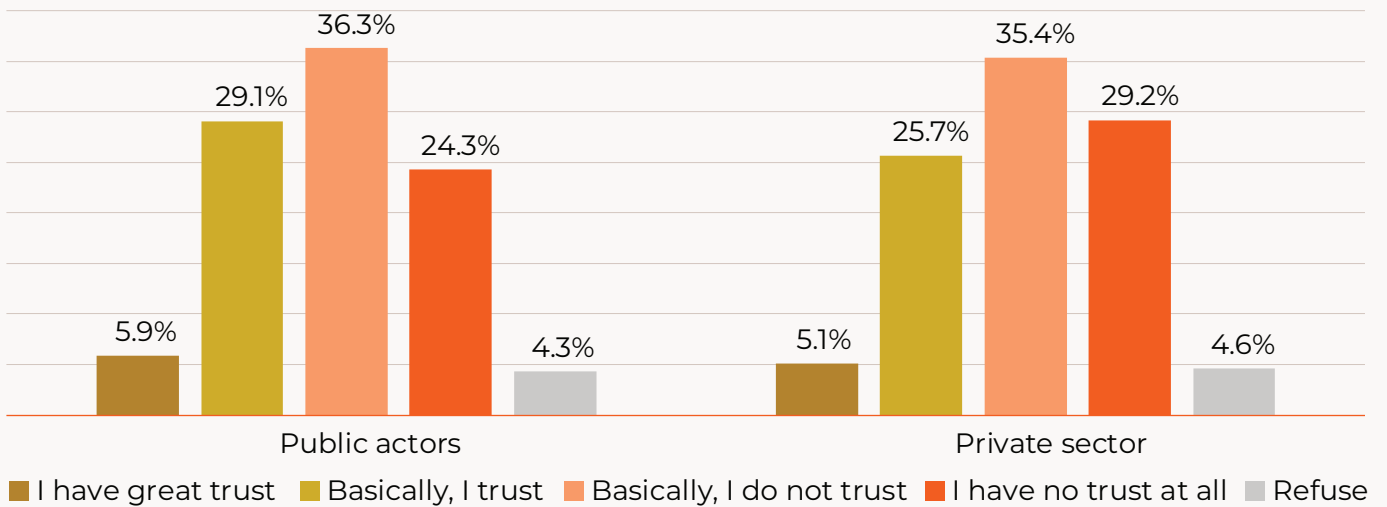
Figure 57. Importance of the protection of personal data to citizens (2023)



Base: N=2447

Citizens demonstrated roughly the same level of trust in public actors and the private sector when it comes to handling their electronic personal data, with 35% of respondents expressing trust in public actors, and 31% trusting in the private sector. The majority, however, comprising more than six out of ten individuals, essentially do not trust or have no trust at all in either public or private entities.

Figure 58. Level of trust in administering personal electronic/digital data by public actors versus private sector (2023)



Base: N=2492 for public institution; N=2479 for private institutions

Table 18: Satisfaction with core public-service delivery across demographics (2023)

		Core Public Services (all respondents)								
		Health	Education	Water	Public transport	Cleaning	Emergency: the ambulance	Emergency: firefighters	Judicial	Police
TOTAL (% satisfied)		44%	46%	47%	32%	47%	39%	37%	26%	35%
Gender										
	Female	44%	47%	47%	32%	48%	39%	37%	26%	36%
	Male	44%	45%	48%	32%	46%	40%	38%	25%	35%
Age										
	18–25 years old	39%	35%	40%	30%	40%	32%	30%	23%	32%
	26–35 years old	45%	48%	48%	34%	50%	43%	42%	27%	36%
	36–45 years old	48%	52%	50%	32%	47%	40%	36%	26%	37%
	46–55 years old	43%	51%	49%	32%	48%	38%	37%	24%	34%
	56–65 years old	40%	40%	45%	29%	47%	40%	41%	26%	36%
	66 years old and over	47%	45%	49%	32%	53%	41%	32%	24%	37%
Educational attainment										
	Up to lower secondary	41%	44%	42%	28%	45%	37%	37%	26%	34%
	High school	43%	46%	45%	30%	46%	36%	34%	24%	34%
	University	47%	48%	52%	36%	50%	44%	41%	28%	39%
Employment status										
	Total	48%	51%	51%	35%	50%	43%	40%	26%	38%
Employed	Public	58%	58%	58%	43%	57%	50%	41%	32%	43%
	Private	42%	44%	46%	30%	45%	36%	36%	24%	33%
Unemployed		39%	42%	40%	28%	41%	34%	34%	25%	33%
Student		36%	33%	41%	33%	40%	31%	30%	22%	32%
Retired		42%	45%	48%	27%	49%	38%	36%	25%	34%
Income										
No income		38%	42%	40%	28%	44%	34%	35%	26%	33%
Up to 40,000 ALL		46%	47%	46%	30%	47%	41%	40%	26%	37%
40,001–60,000 ALL		46%	52%	51%	37%	49%	40%	40%	28%	38%
60,001–80,000 ALL		49%	49%	55%	34%	48%	41%	35%	25%	34%
Over 80,001 ALL		47%	50%	53%	30%	51%	43%	39%	25%	36%
Geographical location										
Urban		43%	46%	47%	31%	48%	39%	36%	26%	35%
Rural		46%	46%	49%	34%	44%	40%	40%	25%	36%

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

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

Table 19: Demographic breakdown of level of satisfaction of all respondents of administrative services 2023

(Only the percentage of respondents that declared to be 'very satisfied' or 'satisfied'),

Administrative services (all respondents)								
	Social assistance	Employment	Property	Civil registry	Social insurance services	Road transportation	Business reg.	Construction permits
TOTAL (% satisfied)	34%	30%	28%	56%	43%	43%	31%	26%
Gender								
Female	34%	30%	26%	56%	41%	41%	30%	26%
Male	34%	31%	29%	56%	45%	45%	32%	26%
Age								
18–25 years old	29%	27%	23%	44%	37%	40%	25%	21%
26–35 years old	34%	32%	30%	59%	46%	51%	35%	27%
36–45 years old	37%	34%	30%	58%	41%	44%	31%	27%
46–55 years old	34%	31%	28%	59%	41%	40%	30%	27%
56–65 years old	34%	26%	24%	51%	43%	38%	32%	26%
66 years old and over	37%	28%	23%	60%	51%	35%	28%	22%
Educational attainment								
Up to lower secondary	34%	26%	24%	51%	39%	38%	29%	24%
High school	33%	30%	27%	56%	44%	41%	29%	25%
University	36%	33%	30%	59%	45%	47%	33%	28%
Employment status								
Total	36%	33%	30%	59%	44%	46%	32%	27%
Employed	43%	41%	38%	66%	50%	51%	40%	35%
Private	31%	27%	25%	53%	40%	40%	28%	22%
Unemployed	31%	25%	25%	49%	41%	37%	29%	25%
Student	29%	29%	26%	46%	38%	41%	28%	23%
Retired	31%	27%	22%	55%	41%	33%	27%	23%
Income								
No income	31%	28%	27%	48%	42%	38%	30%	25%
Up to 40,000 ALL	34%	28%	27%	56%	42%	41%	30%	27%
40,001–60,000 ALL	38%	34%	30%	60%	44%	48%	32%	29%
60,001–80,000 ALL	35%	37%	33%	57%	43%	46%	34%	26%
Over 80,001 ALL	30%	32%	27%	59%	48%	47%	40%	28%
Geographical location								
Urban	32%	30%	27%	54%	42%	42%	29%	25%
Rural	41%	32%	30%	61%	47%	44%	37%	29%

Note: Colours represent ≥ 5 p.p. difference with total responses.**Note:** The group 'up to lower secondary education' includes respondents with no education, only primary education, and those who attended school until the compulsory level (8/9 year).

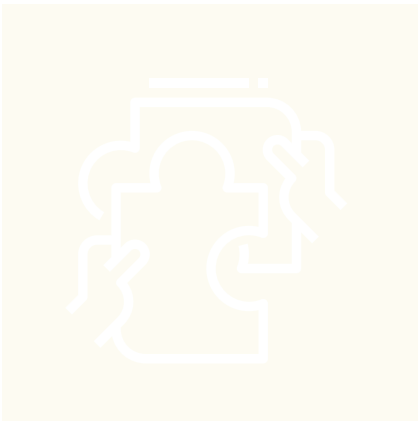
Table 20. Demographic breakdown of level of satisfaction of only users of administrative services 2023

(Only the percentage of users that declared to be “very satisfied” or “satisfied”),

Administrative services (only users)								
	Social assistance	Employment	Property	Civil registry	Social insurance services	Road transportation	Business reg.	Construction permits
TOTAL (% satisfied)	57%	47%	38%	72%	67%	68%	69%	50%
Gender								
Female	59%	51%	38%	73%	65%	70%	66%	47%
Male	56%	44%	37%	70%	68%	67%	71%	54%
Age								
18–25 years old	63%	45%	39%	68%	74%	68%	65%	66%
26–35 years old	64%	46%	46%	73%	72%	72%	67%	55%
36–45 years old	63%	52%	41%	72%	64%	67%	70%	52%
46–55 years old	50%	53%	38%	75%	67%	72%	70%	43%
56–65 years old	44%	38%	25%	63%	62%	59%	67%	48%
66 years old and over	55%	40%	26%	78%	64%	63%	83%	18%
Educational attainment								
Up to lower secondary	53%	41%	29%	63%	61%	63%	64%	37%
High school	51%	43%	37%	70%	68%	68%	71%	49%
University	67%	54%	44%	78%	69%	72%	68%	59%
Employment status								
Total	66%	52%	41%	74%	70%	72%	71%	55%
Employed								
Public	69%	64%	53%	83%	76%	81%	81%	69%
Private	54%	43%	35%	69%	64%	65%	67%	46%
Unemployed	42%	39%	36%	65%	65%	61%	61%	48%
Student	53%	45%	47%	67%	73%	66%	65%	50%
Retired	61%	45%	27%	69%	58%	61%	67%	37%
Income								
No income	43%	41%	39%	66%	67%	61%	63%	48%
Up to 40,000 ALL	61%	43%	35%	68%	60%	67%	71%	52%
40,001–60,000 ALL	68%	48%	40%	72%	70%	72%	65%	52%
60,001–80,000 ALL	66%	59%	49%	76%	68%	73%	79%	54%
Over 80,001 ALL	33%	56%	39%	80%	73%	73%	76%	48%
Geographical location								
Urban	53%	46%	38%	70%	64%	68%	67%	53%
Rural	67%	52%	39%	75%	73%	70%	72%	46%
Total number of users	N=583	N=637	N=848	N=1361	N=880	N=843	N=347	N=413

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

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



9. INFLUENCE OF POLITICAL INTERESTS

Understanding and evaluating political influence on institutions is crucial for safeguarding transparency, accountability and the democratic values these institutions represent. Moreover, it ensures that decisions are based on merit rather than political agendas thus preserving public trust, fostering long-term stability, and preventing corruption or abuse of power. Assessing this influence is fundamental in upholding the integrity and purpose of these institutions within a democratic framework. As part of the survey, respondents were asked to assess the level of political influence on the agendas of ten institutions – the prosecution, courts, police, armed forces, public health institutions, educational institutions, the media, religious institutions, civil society organizations and SPAK – using a five-point scale ranging from 1 (not at all influenced) to 5 (extremely influenced).

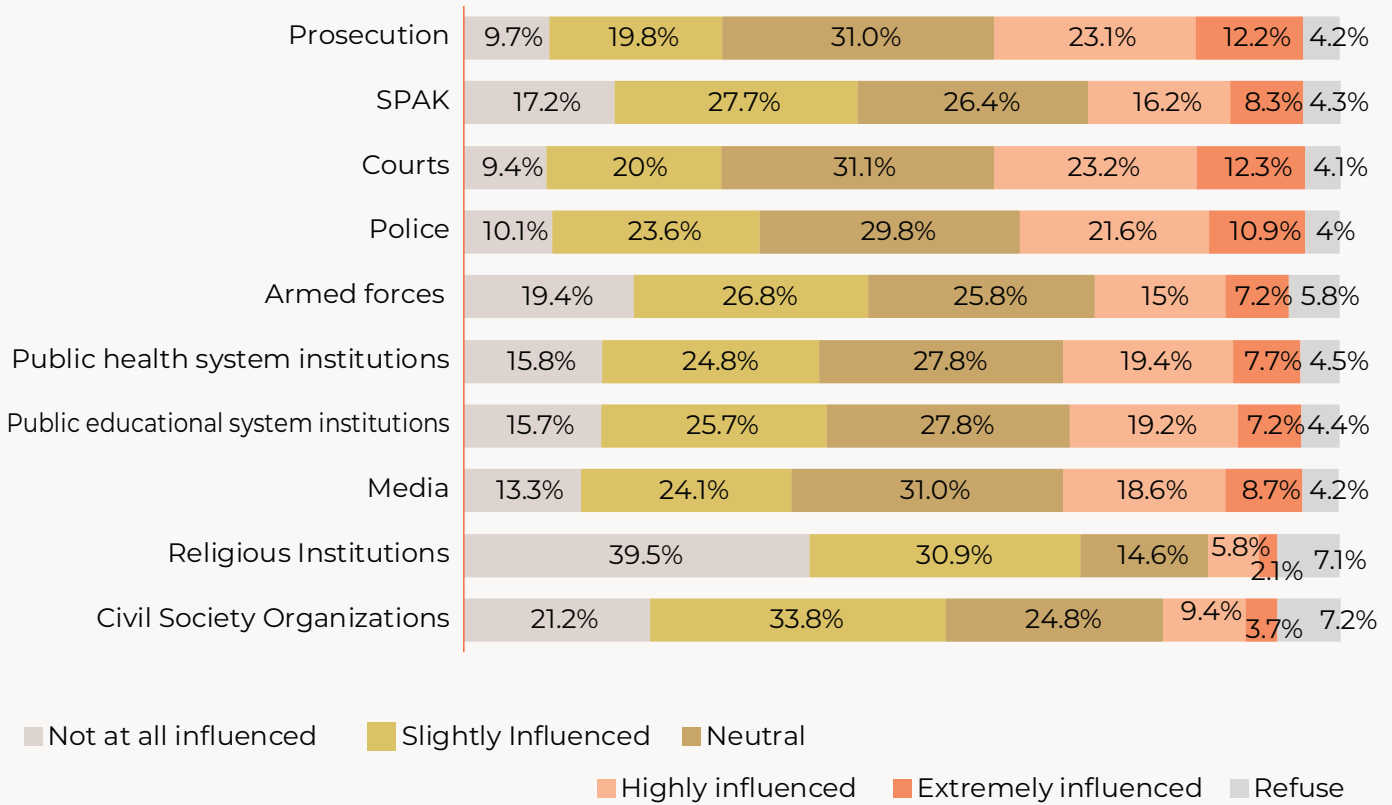
POLITICAL INTERESTS IN THE AGENDA OF INSTITUTIONS IN 2023

The courts and prosecution were perceived as the most politically influenced institutions with 35.5% and 35.3% of respondents rating them as either 'highly influenced' or 'extremely influenced' by political interests. On the other hand, religious institutions were viewed as the least politically influenced institutions, with only 7.9% of the respondents perceiving them as either 'highly' or 'extremely' influenced, and a majority of 70.4% perceiving them as either 'slightly influenced' or 'not influenced at all'.

Data revealed significant variations in the perceived political influence on different institutions. The police ranked third, similar to courts and prosecution in being perceived as significantly influenced by political interests. 32.5% of respondents believed that the police are either 'highly influenced' or 'extremely influenced' by political interests. As for the least influenced, religious institutions were followed by civil society organizations, which only 13.1% of the respondents perceived as either 'highly' or 'extremely' influenced, and 55% perceived them as either 'slightly influenced' or 'not influenced at all' by political interests. The armed forces were rated as 'not at all influenced' or 'slightly influenced' by 46.2% of the respondents, followed by SPAK (44.9%), public educational institutions (41.4%), and public health institutions (40.6%). The media was perceived as 'slightly influenced' or 'not influenced at all' by 37.4% of the respondents.

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

Figure 59. Perceived political influence in the agenda of institutions (2023)



Base: N=2500 for all listed institutions.

DEMOGRAPHIC COMPARISON OF PERCEIVED POLITICAL INFLUENCE

Both women and men had similar perceptions of the level to which the listed institutions are politically influenced. When looking across respondents’ age groups, older respondents were less likely to perceive the prosecution, courts, police, public health institutions and SPAK as highly or extremely influenced by political interests. Respondents aged 18–25 were more likely to perceive the prosecution (40%), public health (32%) and educational (34%) institutions, and SPAK (33%) as influenced by the interests of political parties. On the other hand, respondents aged 66 and over were less likely to perceive all institutions except for the police as ‘highly’ or ‘extremely’ influenced by political interests.

In terms of education, respondents with lower levels of education had similar perceptions of political influence on institutions to those with a university degree. Public-sector employees were less likely to say that the listed institutions were ‘highly’ or ‘extremely influenced’ by politics compared to those working in the private sector. Students were more likely to view all listed institutions except for the media and CSOs as ‘highly’ or ‘extremely influenced’ by political interests.

Income-wise, respondents with net incomes of 800,001 ALL or higher were more likely to perceive the police (38%) and public health institutions (32%) as being ‘highly’ or ‘extremely’ influenced by political interests than other incomes. Lastly, respondents from rural areas were more likely to report that the media is ‘highly’ or ‘extremely influenced’, than those from urban areas. For the full findings across demographics, see Table 22 at the end of this section.

POLITICAL INFLUENCE OVER THE YEARS

The following table shows the ratings of 'highly influenced' or 'extremely influenced' by political interests for ten of the listed institutions across the years 2016–2023.

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

For instance, the percentage of respondents who saw the courts as 'highly' or 'extremely influenced' by politics has decreased significantly from 61% in 2019 to 36% in 2023. Similarly, the percentage of respondents who saw the prosecution as highly or extremely influenced has decreased from 59% in 2019 to 35% in 2023.

Compared to 2022, the perception of the political influence of all institutions improved, with the media (9 p.p.), SPAK (8 p.p.) and courts (7 p.p.) witnessing the greatest positive change. Religious institutions, CSOs and the armed forces continue to be the institutions least likely to be perceived 'highly' or 'extremely influenced' by political interests.

Table 21: Institutions perceived as 'highly influenced' or 'extremely influenced' by politics (2016–2023)

	2016	2017	2018	2019	2020	2021	2022	2023	Average
Courts*		70%	63%	61%	56%	49%	42%	36%	54%
Prosecution		67%	60%	59%	58%	48%	39%	35%	52%
Police	46%	47%	48%	44%	45%	39%	38%	33%	42%
Media	45%	37%	39%	45%	42%	38%	36%	27%	39%
Healthcare system	41%	34%	36%	33%	37%	32%	30%	27%	34%
Education system	38%	29%	34%	33%	34%	30%	28%	26%	32%
Armed Forces	33%	29%	33%	30%	29%	26%	26%	22%	29%
SPAK							32%	24%	28%
CSOs	20%	26%	24%	23%	19%	20%	19%	13%	21%
Religious institutions	9%	9%	12%	10%	12%	11%	12%	8%	10%

(Only the percentage of respondents that declared to be "very satisfied" or "satisfied")

Base: In order as listed: 2016 (N= 1633, 1621, 1621, 1626, 1629, 1628, 1630, 1628); 2017 (N= 1615, 1616, 1611, 1608, 1615, 1613, 1612, 1614, 1615); 2018 (N= 1628, 1631, 1624, 1614, 1626, 1633, 1629, 1628, 1632); 2019 (N=2488); 2020 (N= 2490); 2021 (N=2495, 2495, 2492, 2475, 2490, 2490, 2493, 2492, 2495) 2022 (N=2500 for all listed institutions); 2023 (N=2500 for all listed institutions)

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

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

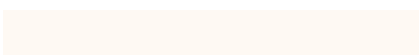
Legend: Colors from dark red to light red, then light green to dark green indicates fluctuations with reference to the 50% mark from the lowest to the highest values.

Table 22: Demographic breakdown of highly or 'extremely influenced' institutions (2023)

	Prosecution	Courts	Police	Armed forces	Health system institutions	Educational system institutions	Media	Religious ins.	CSOs	SPAK
TOTAL (% of highly or extremely influenced)	35%	36%	33%	22%	27%	26%	27%	8%	13%	24%
Gender										
Men	36%	36%	33%	23%	27%	26%	28%	8%	13%	24%
Women	35%	35%	32%	22%	28%	27%	27%	8%	13%	25%
Age										
18-25 years old	40%	39%	36%	22%	32%	34%	29%	11%	15%	33%
26-35 years old	38%	38%	36%	23%	29%	29%	32%	9%	15%	29%
36-45 years old	38%	37%	32%	24%	26%	24%	28%	7%	11%	24%
46-55 years old	32%	33%	30%	21%	26%	24%	24%	6%	13%	22%
56-65 years old	30%	32%	29%	23%	26%	26%	26%	8%	14%	19%
66 and over	29%	30%	29%	17%	19%	19%	19%	3%	7%	15%
Education										
Up to lower secondary*	33%	35%	33%	23%	26%	23%	26%	9%	14%	22%
High school	37%	38%	33%	23%	28%	27%	27%	8%	13%	26%
University degree	35%	33%	32%	21%	27%	27%	28%	8%	13%	24%
Employment										
Total	34%	33%	31%	21%	26%	25%	27%	7%	12%	22%
Employed	25%	22%	22%	16%	20%	20%	22%	8%	11%	17%
Private	36%	37%	35%	24%	29%	28%	27%	8%	13%	25%
Unemployed	37%	39%	36%	26%	30%	27%	27%	9%	16%	28%
Student	42%	43%	39%	27%	34%	39%	28%	13%	17%	37%
Retired	32%	34%	29%	19%	24%	21%	23%	6%	10%	21%
Income										
No income	36%	39%	34%	23%	30%	29%	27%	9%	15%	28%
Up to 40,000 ALL	33%	33%	29%	21%	25%	25%	25%	8%	12%	22%
40,001-60,000 ALL	33%	32%	31%	21%	27%	27%	27%	8%	12%	22%
60,001-80,000 ALL	36%	38%	34%	24%	28%	26%	30%	7%	13%	26%
Over 80,001 ALL	33%	39%	38%	24%	32%	29%	26%	9%	14%	27%
Geographical location										
Urban	36%	37%	32%	22%	27%	27%	25%	8%	12%	26%
Rural	33%	32%	33%	22%	27%	26%	33%	9%	15%	20%

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

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



10. GENDER AND SOCIAL INCLUSION

Albania has made significant progress regarding women’s representation in political decision-making, however the challenge for eradicating discrimination, as well as ensuring gender and social inclusion, needs to be addressed through a continuous effort. The section of the survey on gender and social inclusion captures citizens’ perceptions concerning gender differences in access to public services and ability to hold public positions. Respondents were asked whether they have been treated differently by institutions/public officials on the basis of gender, age, ethnicity, sexual orientation, disability, or other reasons.

PERCEPTIONS ABOUT GENDER EQUALITY IN ALBANIAN SOCIETY

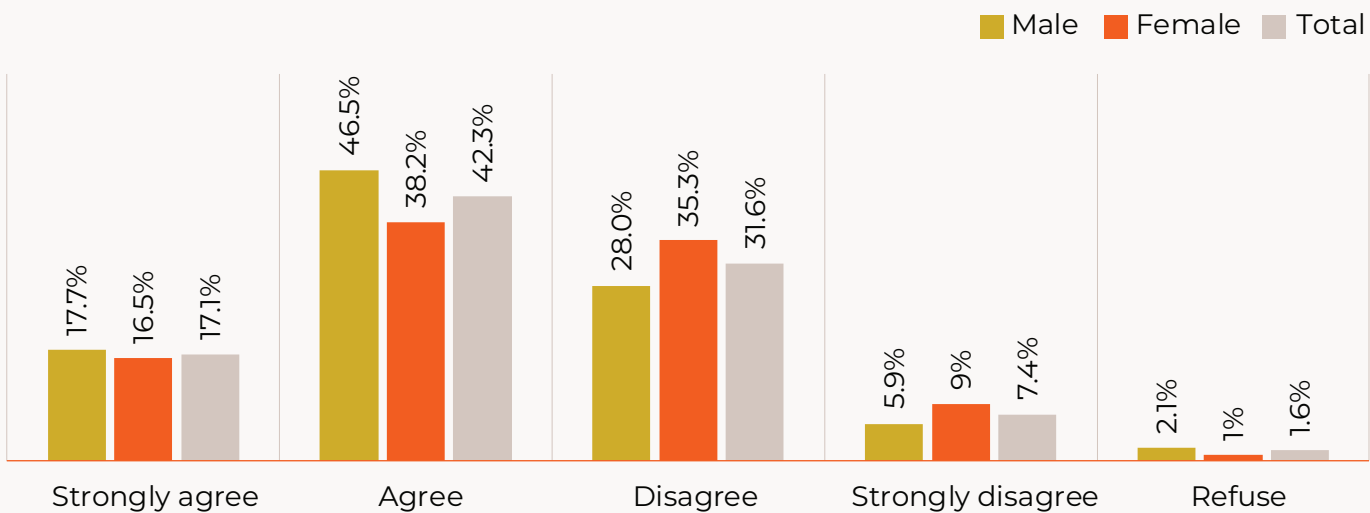
59.4% of the Albanian population agreed that there is equality between men and women – a similar percentage to the 2022 survey. Men were more likely than women to agree that there is gender equality.

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

Statement 1: ‘There is equality between men and women in Albanian society’.

61.5% of survey respondents reported that they ‘agree’ or ‘strongly agree’ with the statement – similar to the 2022 survey (59.4%). Men were more likely than women to agree with the statement (64.2% vs. 54.7%).

Figure 60. Equality between men and women in Albanian society (2023)

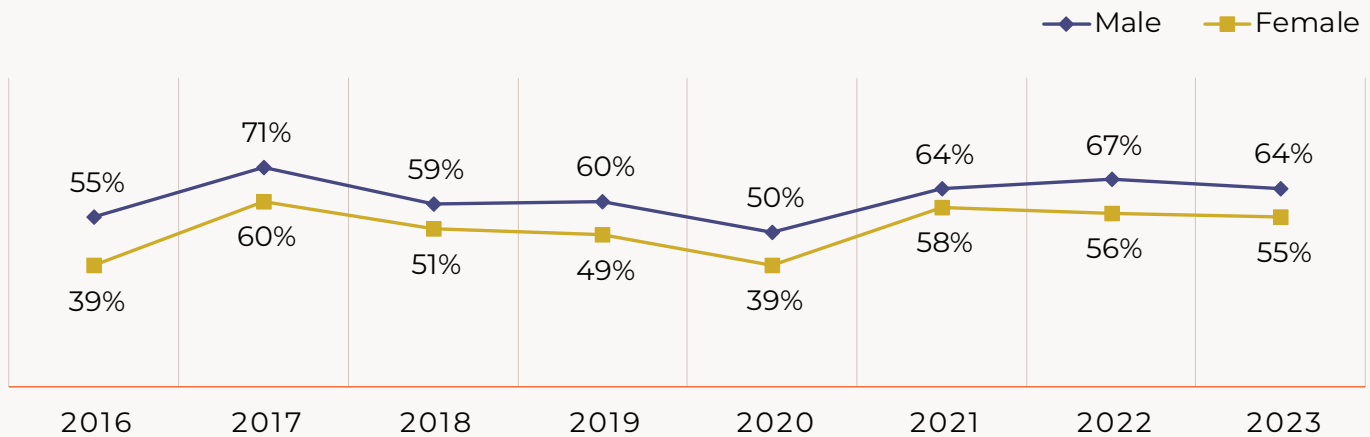


Base: N = 2489

Public sector employees were more likely to agree with the statement, while respondents aged 18–25 years old were less likely to do so.

The figure below displays perceptions of gender differences over time. Across 2016–2023 the data shows that generally more than half of the Albanian population agreed that there is equality between men and women in society.

Figure 61. Equality between men and women in Albanian society (2016-2023)



Base: 2016 (N=1636); 2017 (N=1623); 2018 (N=1636); 2019 (N=2487); 2020 (N=2497); 2021 (N=2493); 2022 (N=2500); 2023 (N=2489)

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

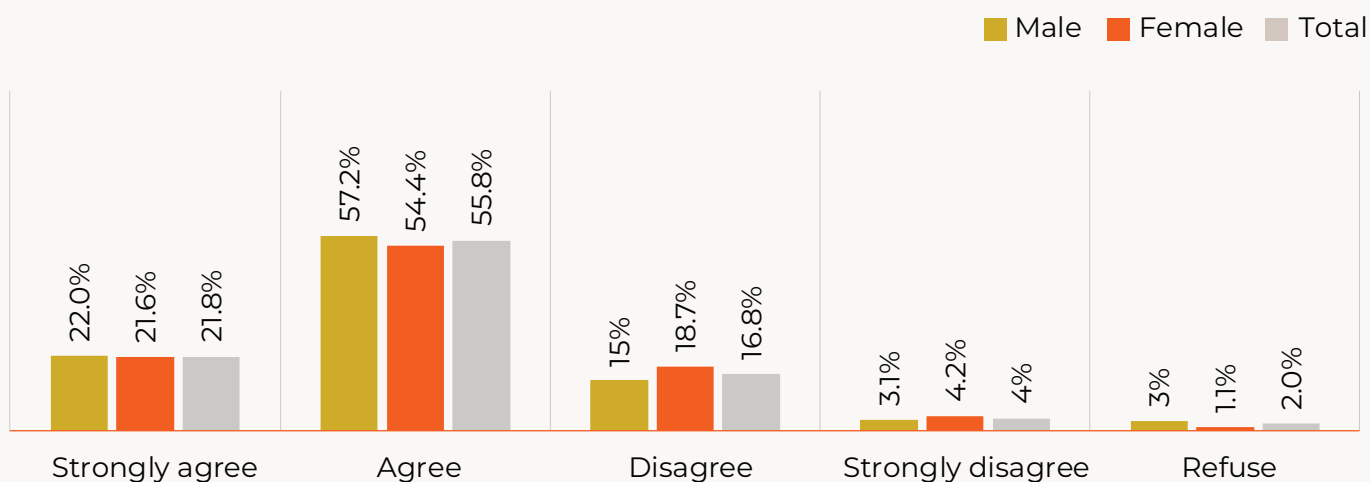
ACCESS TO PUBLIC SERVICES

77.6% of survey respondents believed that men and women have the same access to public services – similar to the figures in 2022 (77.6% vs. 77.1%).

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

Men were more likely than women to agree with the statement (79.2% vs. 76%). Respondents were also more likely to agree with the statement if they were public sector employees or aged 36–45 years old, while respondents aged 18–25 were less likely to agree with this statement. Moreover, respondents with higher incomes tended to be more agreeable to the statement compared to those with lower incomes.

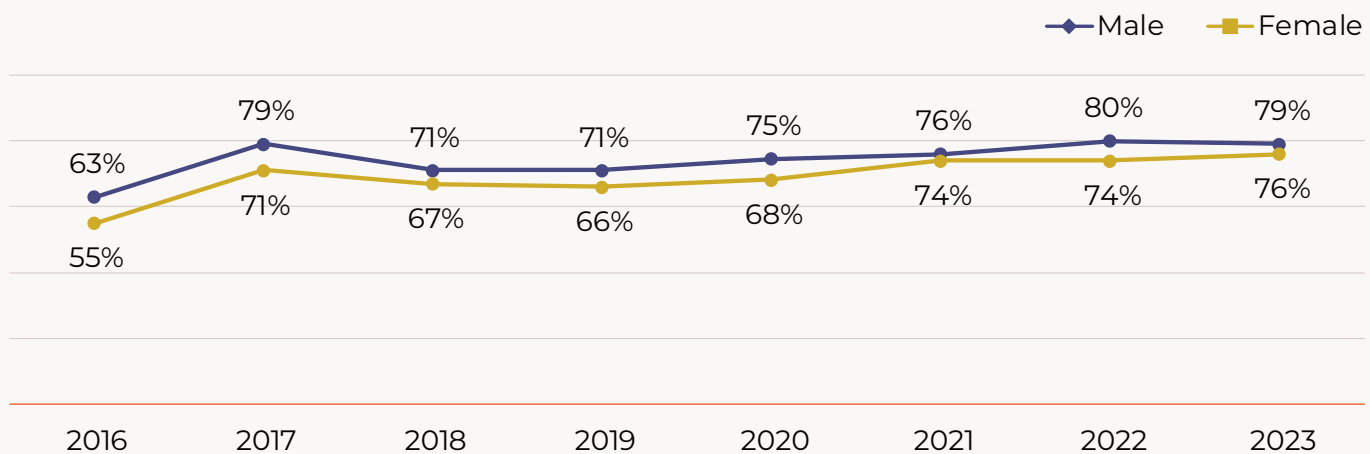
Figure 62. In Albania, women and men have the same access to public services (2023)



Base: N=2491

Survey data shows that across 2016–2023, the majority of the Albanian population interviewed believed that men and women have the same access to public services, with no substantial differences between the perceptions of women and men. The figure below provides findings across the years.

Figure 63. In Albania, women and men have the same access to public services (2016–2023)



Base: 2016 (N=1635); 2017 (N=1619); 2018 (N=1624); 2019 (N=2487); 2020 (N=2496); 2021(N=2494); 2022 (N=2500); 2023 (N=2491)

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

PUBLIC SERVICES DELIVERY ACROSS GENDERS

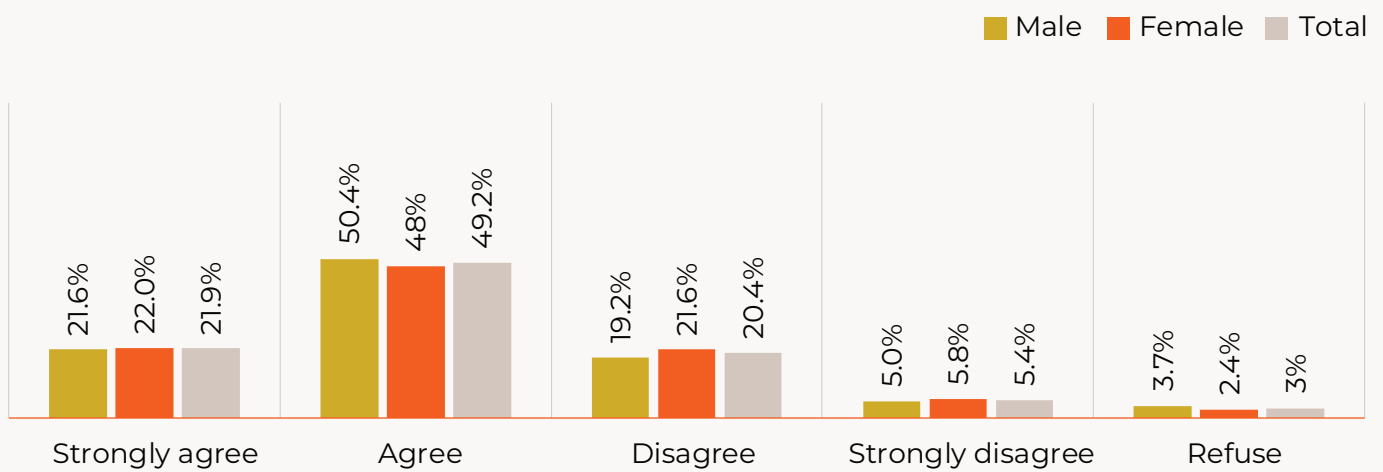
71.1% of the Albanian population believed that public servants served women and men with the same devotion and ethics – slightly lower than in the 2022 survey.

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

71.1% of survey respondents reported that they 'agree' or 'strongly agree' with the statement – slightly lower than in 2022 (71.1% vs. 72.4%). Men were slightly more likely than women to agree with the statement (72% vs. 70%).

Respondents were more likely to agree with the statement if they were aged 18–25 years old or retired. On the other hand, respondents employed in the public sector and those receiving a regular income of 40,001–60,000 ALL were less likely to agree.

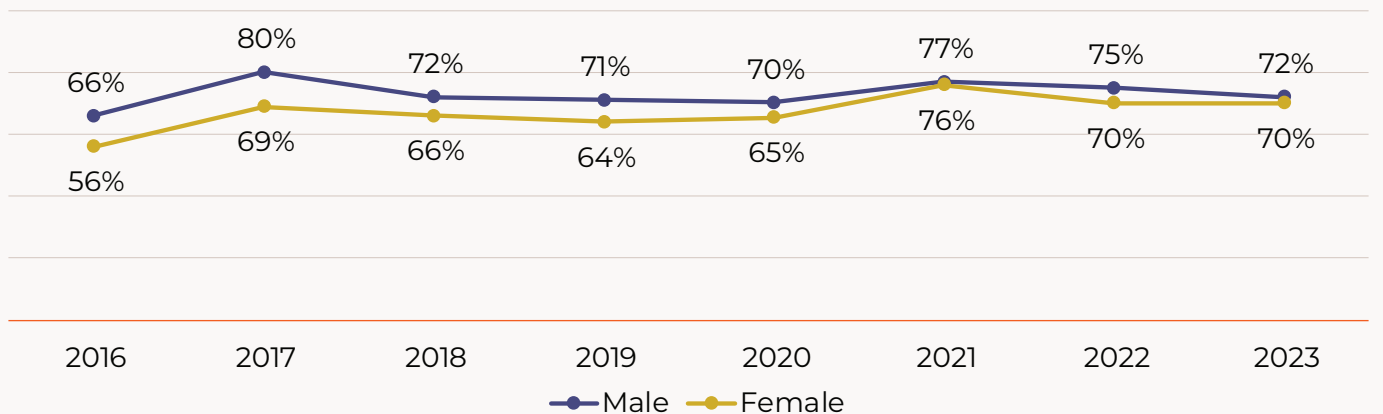
Figure 64. Public servants serve women and men with the same ethics and devotion (2023)



Base: N = 2492

The figure below displays perceived gender differences over time. The perceptions of access to public services were consistently high in the case of ethics and devotion with most Albanians agreeing with the statement throughout 2016–2023, though not in a linear pattern.

Figure 65. Public servants serve women and men with the same ethics and devotion (2016–2023)



Base: 2016 (N=1635); 2017 (N=1614); 2018 (N=1636); 2019 (N=2487); 2020 (N=2492); 2021 (N=2494); 2022 (N=2500); 2023 (N=2492)

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

DISCRIMINATION BY INSTITUTIONS OR PUBLIC OFFICIALS

In 2023, 14.3% of the Albanian population reported being treated differently by an institution or public official on the basis of gender, age, ethnicity, sexual orientation, a disability, or something else – a rate similar to that of 2022 (14.3% vs. 14.6%). Of those that had suffered discrimination in 2023, most felt they were treated differently because of their age or gender.

Survey respondents were asked whether they were treated differently on the basis of gender, age, ethnicity, sexual orientation, disability, or other reasons. A total of 14.3% of respondents felt that they were treated differently in 2023 because of their gender (3.8%), age (5.2%), ethnicity (2.4%), sexual orientation (0.4%), disability (1.1%), or other reasons (1.5%). 85.7% of survey respondents reported that they had not been treated differently – a similar proportion to the data from 2022 (85.7% vs. 85.4%).

Table 23. Discrimination by institutions (2023)

	N	%
I have not been treated differently	2126	85.7
I have been treated differently on the basis of:	363	14.3
Gender	94	3.8
Age	129	5.2
Ethnicity	59	2.4
Sexual orientation	11	0.4
Disability	27	1.1
Other*	36	1.5

Base: N = 2482

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

Women were more likely than men to report that they were treated differently on the basis of gender, age, ethnicity, sexual orientation, disability, or other reasons (15.9% vs. 12.8%). The difference was more pronounced for gender-based discrimination: 6.1% of women and 1.5% of men reported that they were treated differently on the basis of gender.

Concerning discrimination across the years, findings reveal that during the 2016–2023 period, the percentage of Albanians who reported that they were treated differently by an institution or public official on the basis of disability, sexual orientation, ethnicity, age, gender, or for other reasons did not change substantially. Values varied between 12% and 16%.

APPENDIX 1: SAMPLE CHARACTERISTICS (2013–2023)

	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
Gender											
Male	45%	49%	50%	43%	51%	52%	49%	50,5%	50.6%	51.3%	49.3%
Female	55%	50%	50%	57%	49%	48%	51%	49,4%	49.3%	48.7%	50.4%
Other (new in 2020)								<0,1%	0.1%		0.2%
Age groups											
18–25	14%	23%	22%	18%	19%	16%	19%	17,4%	15.2%	13.8%	12.8%
26–35	14%	22%	25%	23%	23%	23%	26%	26,7%	25.4%	23.8%	24.9%
36–45	14%	18%	16%	19%	19%	19%	20%	19,7%	21.9%	20.2%	22.6%
46–55	19%	18%	17%	18%	19%	20%	16%	16,6%	17%	19.2%	17.4%
56–65	20%	10%	11%	13%	11%	13%	12%	12,4%	12.5%	13.6%	13.8%
Over 66	18%	7%	8%	9%	9%	9%	7%	7,2%	8.1%	9.4%	8.5%
Geographical representation											
Urban			81%	51%	50%	50%	70%	72,8%	70.7%	65.3%	74.2%
Rural			19%	49%	50%	50%	30%	27,2%	29.3%	34.7%	25.8%
Education level											
No education + elementary education	1%	1%	3%	6%	5%	7%	4%	4,0%	4.1%	4.6%	4.5%
Middle secondary education	14%	15%	12%	19%	17%	23%	18%	18,3%	17.0%	17.3%	16.5%

	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
High school	40%	41%	40%	50%	50%	46%	44%	41,9%	42.9%	40.6%	40.4%
University degree or higher	44%	42%	43%	24%	28%	24%	33%	35,3%	35.8%	36.9%	37.9%
Employment status											
Employed	40%	46%	45%	43%	46%	46%	54%	57,3%	56.8%	57.3%	56.5%
Unemployed	20%	25%	28%	35%	34%	32%	25%	23,8%	20.6%	19.8%	20.6%
Student	8%	10%	9%	8%	7%	6%	7%	6,5%	7%	6.4%	5.8%
Retired	26%	9%	11%	12%	12%	12%	11%	10,9%	11.5%	12.4%	11.2%
Other	3%	5%	7%	2%	1%	4%	3%	0,4%	3.2%	3.2%	4.4%
Employment sector											
Public				32%	29%	28%	25%	27,7%	27.7%	17.5%	16.6%
Private				64%	71%	69%	72%	70,4%	68.9%	42.9%	67.6%
Other				4%		3%	3%	2,0%	3.5%	3.6%	15.8%
Regular individual monthly income (Net)											
No income			34%	33%	37%	32%	29%	28,1%	24.7%	20.8%	24.6%
Up to 40,000 ALL			21%	25%	24%	28%	25%	19,0%	27.4%	23.8%	26.3%
40,001–60,000 ALL			29%	28%	25%	28%	28%	31,6%	25.7%	27.0%	20.1%
60,001–80,000 ALL			6%	4%	5%	4%	7%	12,0%	13.9%	15.9%	12.7%
Over 80,001 ALL			2%	1%	2%	<1%	2%	2,5%	2.5%	4.5%	5.4%
Are you a member of a minority group?											
YES					9%	7%	6%	4,4%	5.8%	5.7%	3.6%

	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
Greek					3.20%	2.70%	1.50%	1,1%	1.4%	0.8%	0.4%
Macedonian					1.60%	1.10%	0.90%	0,6%	0.8%	0.5%	0.2%
Aromanian					<0.1%	0.20%	0.20%	<0,1%	0.1%	0.3%	0.0%
Roma					2.30%	2.40%	1.50%	1,1%	1.7%	1.7%	1.6%
Egyptian					0.90%	0.20%	0.90%	0,4%	0.8%	1.1%	0.3%
Montenegrin					0%	0%	0.10%	0,1%	0.1%	0.2%	0.1%
Bosnian					0.20%	<0.1%	0.20%	0,2%	0.1%	0.1%	0.0%
Serbian					0%	0%	<0.1%	<0,1%	0.0%	0.0%	0.0%
Bulgarian					<0.1%	0.10%	0.30%	0,1%	<0.1%	0.3%	0.1%
No					90%	92%	93%	93,5%	92.8%	91.4%	92.9%
Do you have a political party preference?											
Yes					40%	36%	35%	33,6%	40.6%	35.2%	27.6%
SP					15.5%	16.1%	12.3%	11,9%	13.60%	13.4%	17.0%
DP					8.50%	9.20%	8.10%	8,4%	9.40%	8.4%	6.6%
SMI					3.40%	1.20%	2.10%	2,4%	2%	1.6%	0.9%
Other					0.70%	0.40%	0.30%	0,3%	0.20%	0.4%	3.1%
No					52%	58%	60%	58,8%	54.20%	56.6%	50.3%
Are you a member of a political party?											
Yes					16%	12%	13%	10,4%	12.5%	12.6%	
SP					6.90%	6.60%	4.60%	4,1%	4.6%	5.8%	

	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
DP					2.60%	3%	2.90%	1,9%	2.6%	2.8%	
SMI					2.20%	0.80%	0.90%	1,1%	0.8%	0.8%	
Other					0.60%	<0.1%	0.20%	<0,1%	0.2%	0.2%	
No					75%	81%	82%	81,2%	81.6%	74.8%	

2023 



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