

Increasing Civic Engagement in the Digital Agenda – ICEDA

Country Report and Roadmap for Digital Agenda advancement in Albania

Tirana, Albania

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This project is co-funded
by the European union



The "Increasing Civic Engagement in the Digital Agenda – ICEDA" project is implemented by Metamorphosis Foundation (North Macedonia), Open Data Kosovo (Kosovo), e-Governance Academy (Estonia), CRTA – Center for Research, Transparency and Accountability (Serbia), NGO 35mm (Montenegro), and Levizja Mjaft! (Albania).

- Implementing Partners: Metamorphosis Foundation (North Macedonia), e-Governance Academy (Estonia), CRTA - Center for Research, Transparency, and Accountability (Serbia), NGO 35mm (Montenegro), Open Data Kosovo (Kosovo) and Lëvizja Mjaft (Albania).
- **The purpose of the project:** to ensure that the citizens of the region can fully reap the benefits of the digital transformation
- The commitment to the Digital Agenda will ensure that citizens have the skills to match the demands of the new economy and will help modernize public administrations, strengthen cyber-security, increase connectivity, and improve the business climate.



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- **ICEDA** will increase the usage of e-services through promotion and contribution to solving issues preventing their widespread use as well as advocating for new quality services to be introduced from the governments at all levels.
- **Target groups:** civil society organizations, media and public institutions



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Foreseen activities

- Research of state of e-government development & digital literacy in targeted countries.
- Creation of a CSO Network for the Digital Agenda for the Western Balkans.
- Capacity building of CSOs and media using suite of trainings
- Award small grants to 30 CSOs for promoting and advancing the Digital Agenda
- Supporting citizens and vulnerable groups to use existing e-gov. services
- Visibility Actions: Public education campaign about the benefits and challenges related to the Digital Agenda.
- Advocacy for creation and improvement of e-government services based on the needs and priorities of the citizens.



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Methodology

- **Research period:** March – April 2020
- **Desk research**
- **Interviews** media, CSOs and public institutions representatives
- **Questionnaires**
- **Focus group**



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Digital literacy and e-services (1/3)

- **E-albania** offers a total of 591 electronic services. It has 726,280 users (y.2018).
- 97% of users are citizens and 3% are businesses.
- **The most used services for citizens:** access to family certificates; certificate on individual contributions; health card; personal certificate; application for construction permit (e-permit); certificate for unregistered individuals; certificate for marital act; etc.
- **The most used services for businesses:** application for construction permit (e-permit); confirmation on the active status of the vehicle; certification for payment clearance; certification for contribution clearance from the subject; electricity bill; etc
- **E-filing:** the online platform of tax declaration in our country



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Digital literacy and e-services (2/3)

- **Main concerns:** low cooperation among public institutions, bureaucracy, information processing (the submission of the request and the provision of the information are digitalized, while the whole process in between, within the offices, continues to be proceeded in the same old ways)
- Digital infrastructure, as well as digital literacy and public awareness



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Digital literacy and e-service (3/3)

- “Inclusive education, the strategy provides for improving the digitalization of the learning process. This measure includes several activities for the period up to 2020 such as improving school infrastructure with regard to the use of digital technology; providing access to high speed internet for schools and access to technical assistance; and improving infrastructure to ensure communication between schools and regional education units etc. It also includes other measures for improvements in curricula in order to create high content digital materials in the Albanian language, raising awareness with regards to protecting students from the dangers of the Internet etc.” (MASR).
- No evidences for the implementation of these proposals.
- **Covid-19**: development of e-learning platform



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Transparency and access to public sector information(1/2)

- The law no. 119/2014, date 18.9.2014 on the Freedom of Information
- Questionnaires for line ministries, LSGUs and executive agencies.
8.5% responsiveness.
- Example: ***Open Data Tirana*** (v.2017).



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Transparency and access to public sector information(2/2)

- Regarding law no. 119/2014:
Lack of usage of the law; less complains submitted by citizens.

IDP ANKESA, app.



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Citizens participation

- The Law no.146/2014
- Portal www.konsultimepublike.gov.al is not functional.
- 70% of public institutions state that did not involve NGOs in decision making processes.
- 11.8% state that NGOS should not be involved in decision making processes.



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Data privacy

- Law no. 9887, date 10.03.2008
- NGOs or other units that process private data in their daily activity, are obliged to establish an internal regulation on data protection
- Until recently, e-Albania's website, the biggest e-government service provider in Albania, was listed as a non-secure website by Google Chrome, Opera and Mozilla Firefox
- Users more concerned on the platform's efficiency than their data protection



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International Cooperation

- Albania is member of Open Government Partnership (OGP) since September 2011
- Under the membership, Albania is currently implementing the fourth action plan 2018- 202038, related to fiscal transparency, public services, access to information, public administration, and anti-corruption.



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Roadmap for Digital Agenda advancement in Albania

Strategic, legal and administrative developments

- The Albanian government must draft the next Digital Agenda
- The promotion of Digital Agenda must be increased;
- Revision of the law no. 146/2014 “On Public Consultations” in the terms of large public inclusiveness.
- Konsultimepublike.gov.al must be an active portal
- The institutional cooperation in providing public e-services must be increased.
- Improvement of online platforms mentioned in this paper, in terms of being more user-friendly and transparent.



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Digital literacy

- Inclusion of Albanian CSOs through roundtable discussions on the upcoming national digital strategy would be crucial in designing and implementing an effective strategy.
- Eliminate bureaucratic procedures from Online applications;
- Establishing Info Points on all governmental institutions to provide the citizens with assistance for a smooth transition from in-person to Online applications;
- Intercommunication and interaction among Ministry of Education, Sport and Youth, and ADISA, regarding the e-learning strategy, to offer consulting service in



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Cyber Security

- Reinforcing safeguarding policies to ensure secure personal data protection for all entrepreneurs/news outlets on Facebook who choose to promote their goods/services, making use of Facebook's data.
- Awareness campaign on cyber security, for citizens to be careful on where and how they provide their personal data in online platforms.



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Thank you!

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