

# ASSESSING MUNICIPAL AND PUBLIC E-READINESS IN ALBANIA

# PROJECT OBJECTIVES



01

Assessment of the digital readiness of Local Government and the general public in all 61 Municipalities of the country...

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02

...the Roadmap for the digital transformation of Municipalities

# BACKGROUND



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## Intersectoral Strategy for Decentralization and Local Governance



**Policy Objective 3:** expanding digital governance at the local level to provide government services and programs in a more efficient, transparent and cost-effective manner

- **Specific Objective 3.1:** informing decision-making on Digital Transformation of Local Government
- **Specific Objective 3.2:** digitalization of local government services and integration in the e-Albania portal

# Municipal Digital Readiness Assessment

## Government

Strategies, vision, organizational structures, human resources policies, service delivery, funding, and technology systems

## Regulation

Municipality's understanding and awareness of relevant laws related to digital governance, data management and transparency.

## Infrastructure

Foundations to enable the use of data, computerized devices, methods, systems, and processes.



## User-Centrie Service Delivery

Approach of the municipality to prioritize the needs, preferences, and experiences of the individuals or groups they serve.

## People

Digital capacities of municipality employees in five key dimensions: Policies and Practices, Behavior, Adoption, Digital Literacy Skills, and Access.

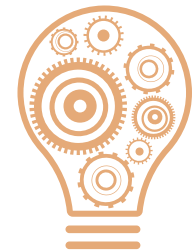
# METHODOLOGY – Municipal Assessment

## 5 Pillars

Each pillar made up of sub-pillars Each sub-pillar made up of a grouping of assessment questions

## Two instruments:

1. Municipal Institutional Matrix (survey)
2. Survey with Municipal Employees





# Public Digital Readiness Assessment

## Cultural Norms

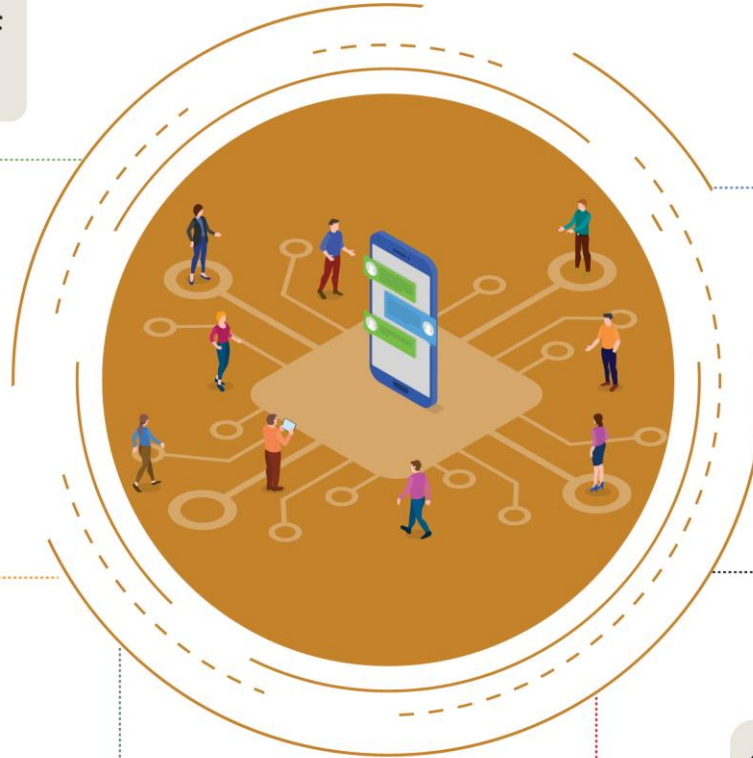
Significance of digital devices in people's daily lives and the impact of using these technologies.

## Adoption

Degree of openness citizens have towards the adoption of new digital technologies and belief in the positive impact of embracing digital tools.

## Digital Literacy

Self-perception of the digital skills level based on standard responses on a scale of 1 to 5.



## Protection

Individuals' digital security perceptions, comfort, and confidence in sharing personal information online.

## Access

Ease of access to digital technologies such as internet, computers, mobile phones, e-commerce activities, and online services.

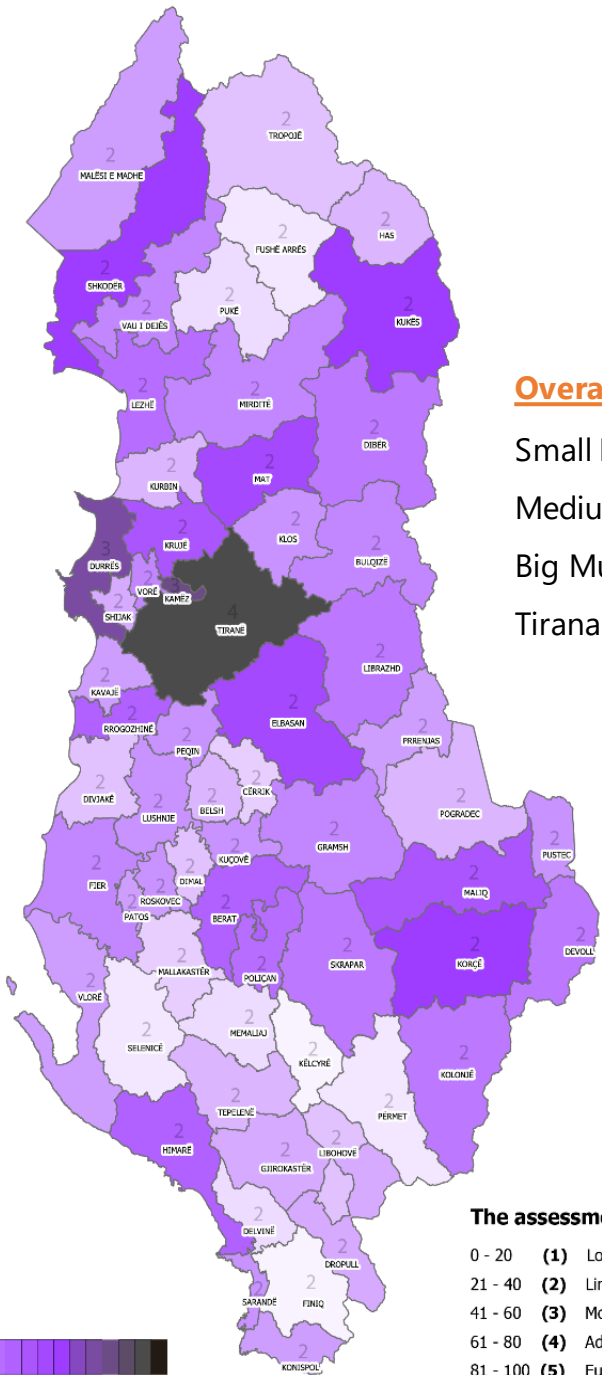
## Usage

Quantification of various aspects of digital engagement and device utilization such as digital device ownership, internet connectivity, and the frequency of device usage.

# RESULTS – MUNICIPAL ASSESSMENT



# Municipal Digital Readiness



**Overall Score (excl. Tirana) 31/100**

Small Municipalities 28/100  
 Medium Municipalities 31/100  
 Big Municipalities 36/100  
 Tirana 73/100

### The assessment scale

- 0 - 20 (1) Low readiness
- 21 - 40 (2) Limited readiness
- 41 - 60 (3) Moderate readiness
- 61 - 80 (4) Advanced readiness
- 81 - 100 (5) Full readiness

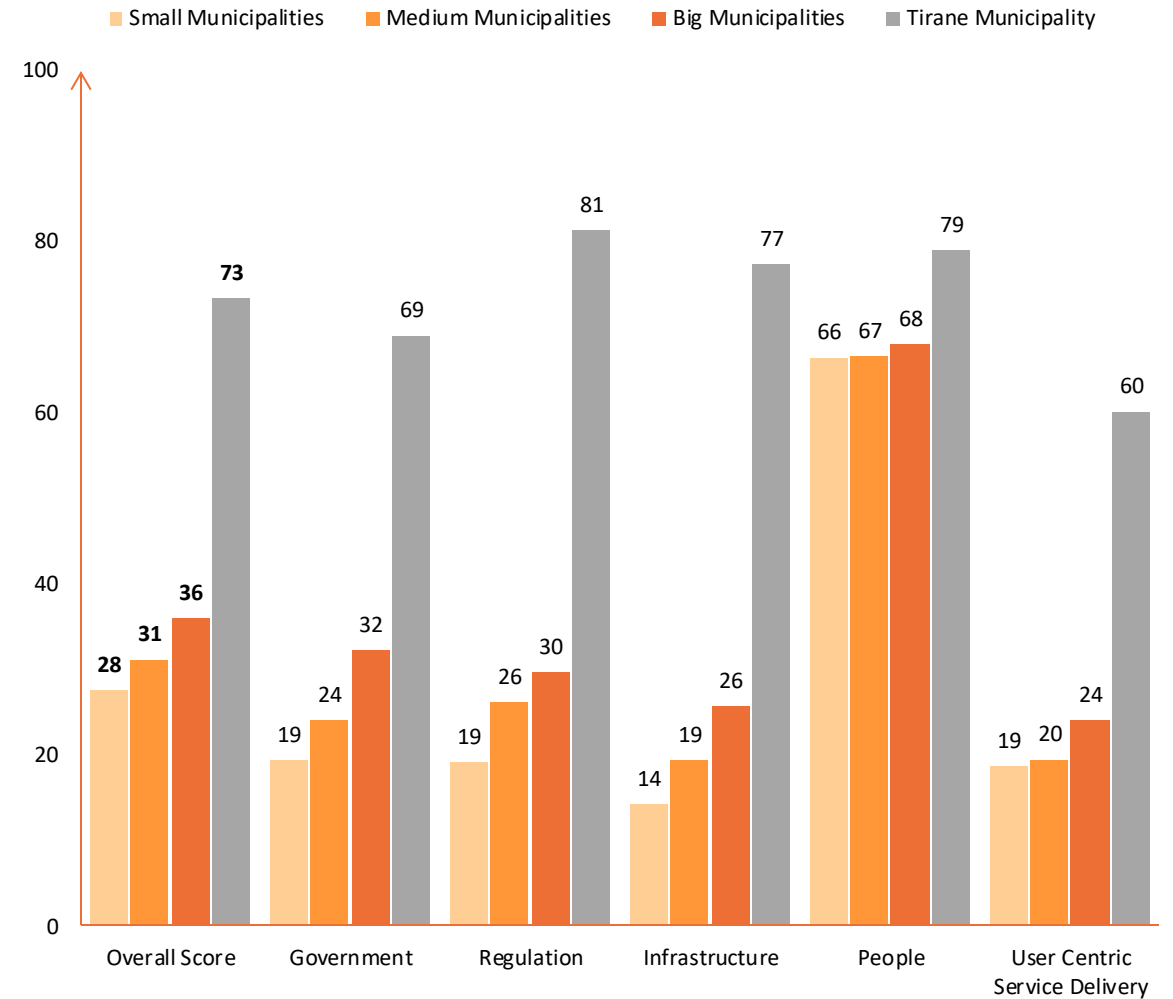
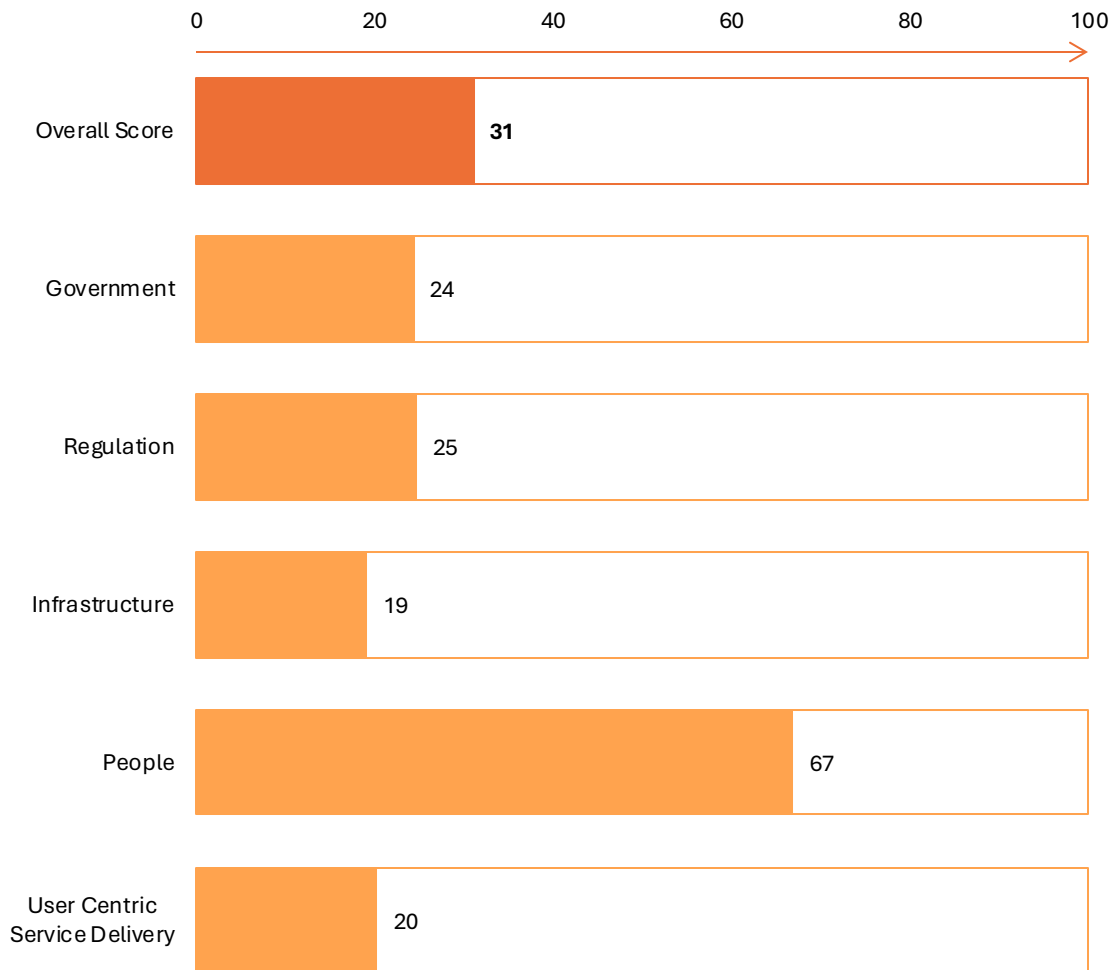
Pillars	Type of Municipality	Digital Readiness Level				
		Low	Limited	Moderate	Advanced	Full
Government	Small (nr)	13	7			
	Medium (nr)	7	20			
	Big (nr)		10	3		
	Tirana					✓
Regulation	Small (nr)	14	6			
	Medium (nr)	7	20			
	Big (nr)	1	11	1		
	Tirana					✓
Infrastructure	Small (nr)	14	6			
	Medium (nr)	17	10			
	Big (nr)	6	4	3		
	Tirana					✓
People	Small (nr)			3	17	
	Medium (nr)			2	25	
	Big (nr)			2	11	
	Tirana					✓
U/C Service Delivery	Small (nr)	16	4			
	Medium (nr)	15	12			
	Big (nr)	5	8			
	Tirana					✓

Municipalities  
 Overall Score

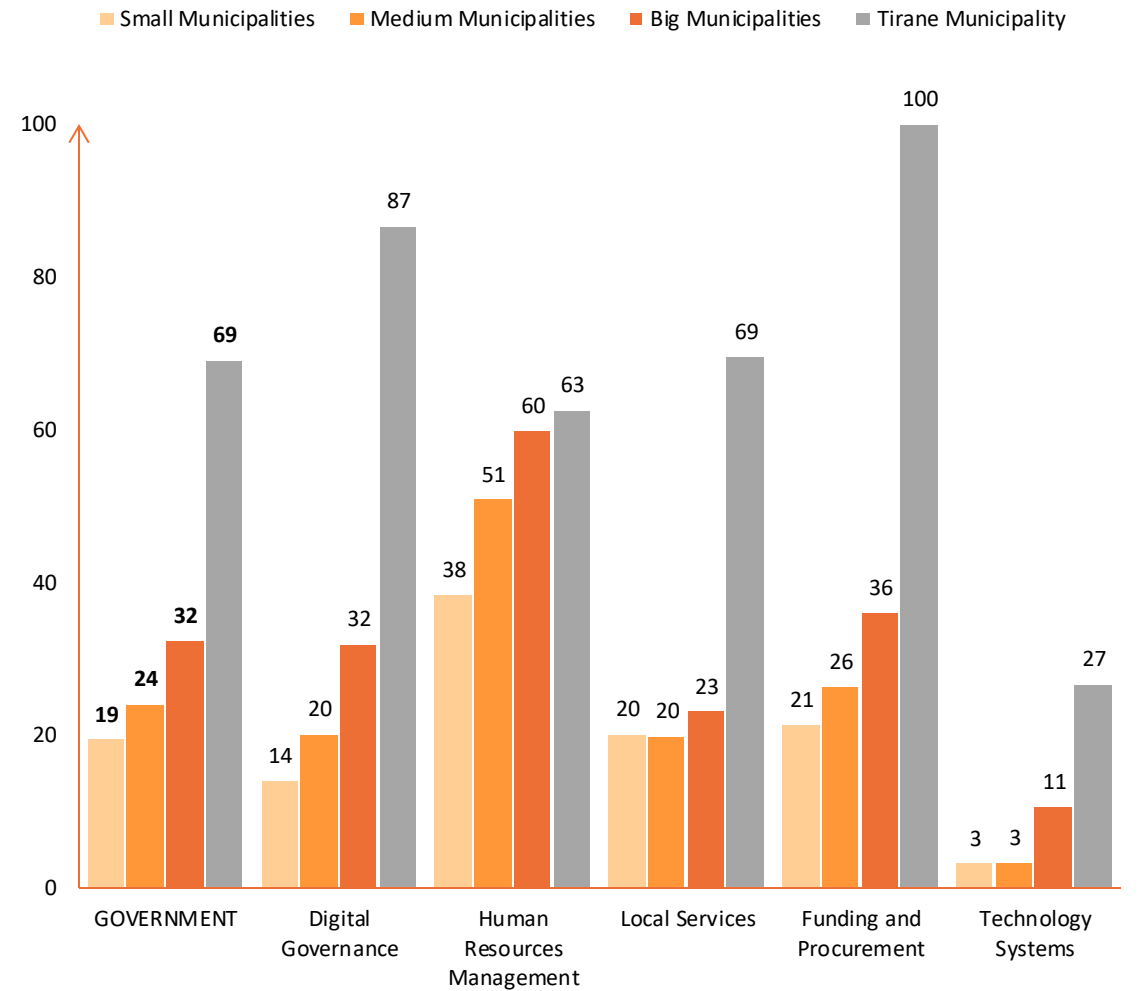
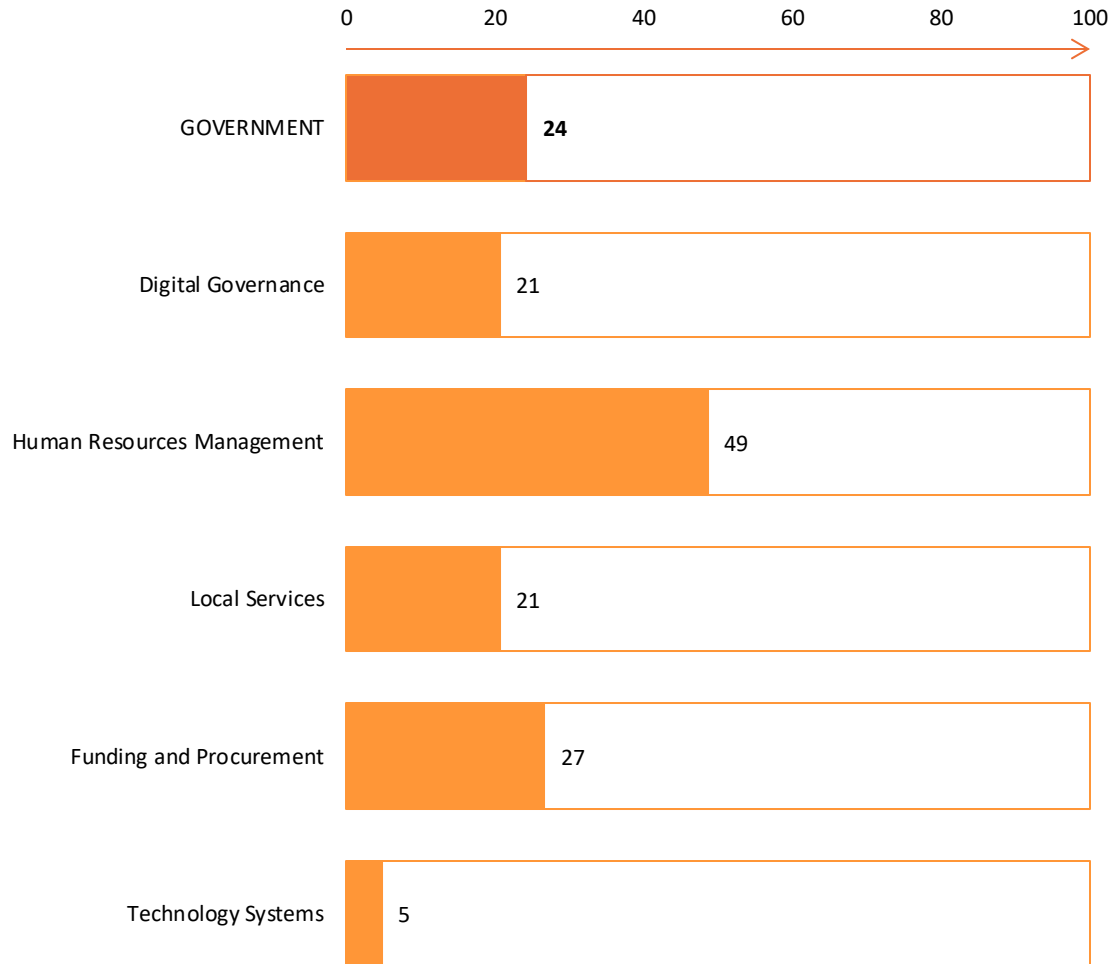




# Municipal Digital Readiness



# Government



# RESULTS – Government

- **Overall** – there are no structures that direct/supervise digitalization/innovation!
- For the majority of municipalities - there are no structures that cover IT, but usually 1-2 people in other sectors
- There have been previous initiatives by "donors" for the digitalization but without much sustainability
- There are no current digitalization initiative, with some minor exceptions
- There are previous successful experiences where with the right tools and regulatory acts IT systems for provision of “local services” work! (e-leje, economic assistance, social housing, etc.)



## Digital Governance



## Human Resource Management

- Civil Service procedures are generally followed for positions related to IT and digitalization. This does not happen in smaller municipalities.
- The salaries for these positions are low and, in some cases, even the allowance given by DCM for these positions is not paid by the municipality.
- Very difficult to attract and retain qualified IT staff

# RESULTS – Government

- Lack of a complete inventory of local administrative services.
- One-Stop shop system is implemented – but the digitalization so far is only at the “application management” level.
- The protocol procedures – a “routine” that creates a “mandatory” process of physical documents flow.

## Local Services

## Funding and Procurement

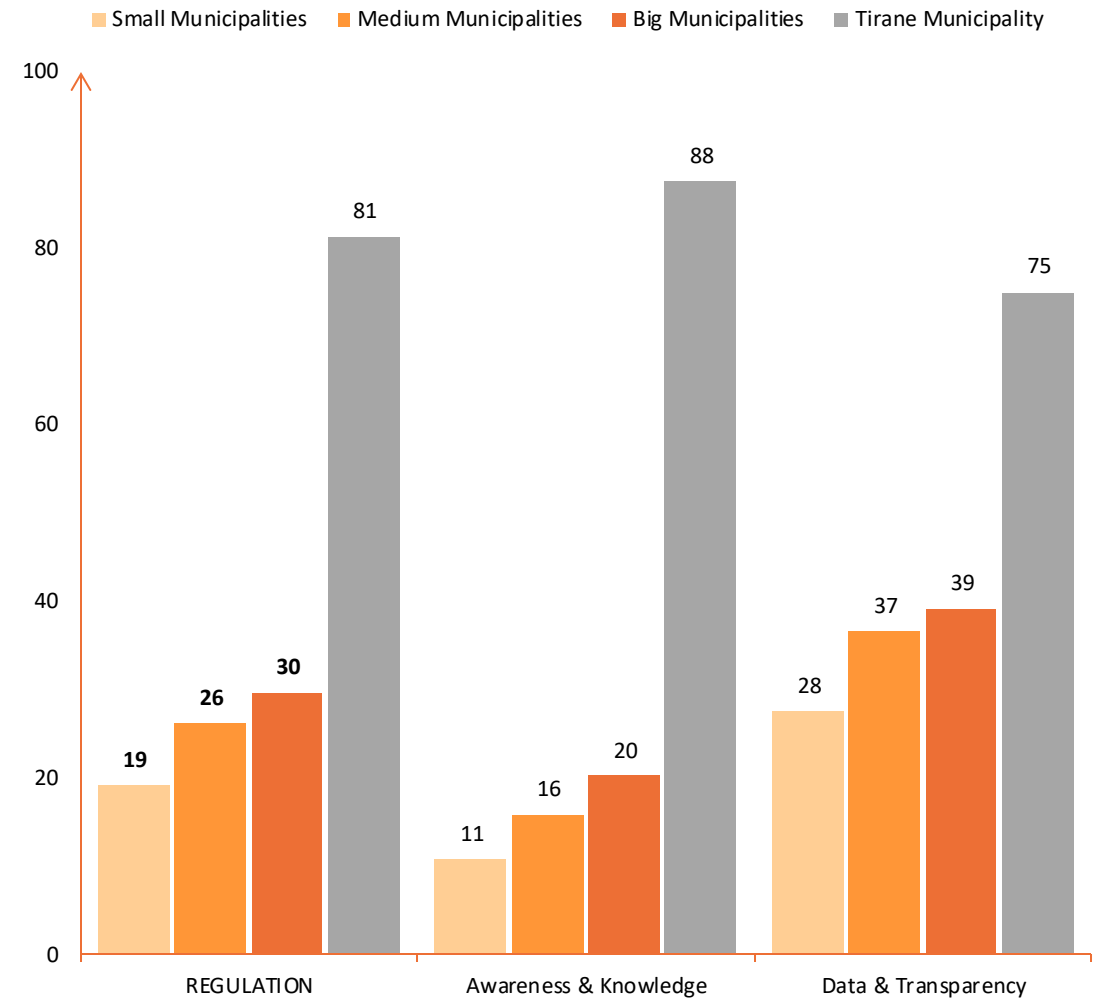
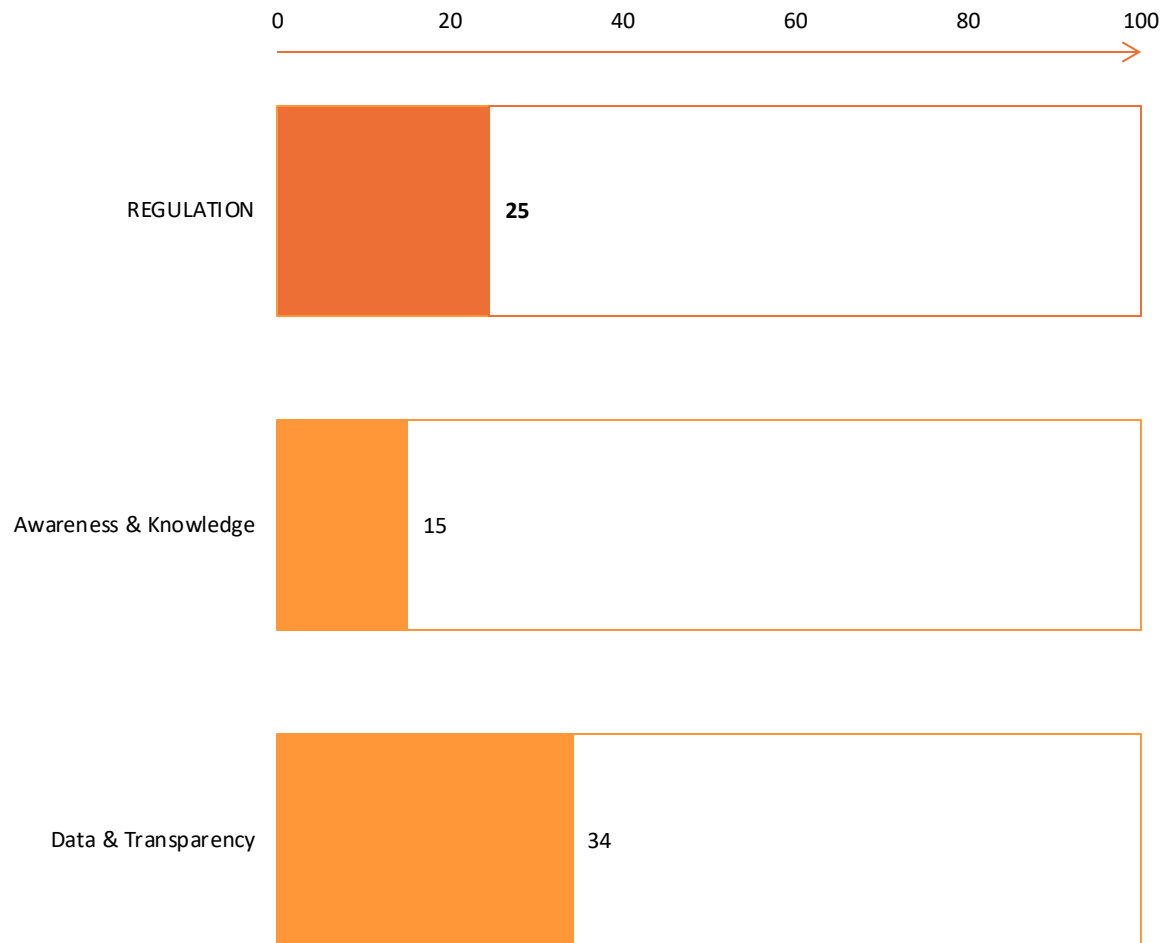
- There are no dedicated budgets for digitalization (mainly basic budgets in fulfilling ad-hoc requests for basic equipment)

- There are no systems/platforms (very few exceptions) that manage the administrative processes of the municipality.
- In general, there are very few "local registries" (with the exception of Excel tables).

## Technology Systems



# Regulations



# RESULTS – Regulations

- **Overall** – significant gap in municipal awareness and knowledge regarding relevant national strategic documents
- Knowledge on essential legal framework governing data management privacy and cyber security is lacking across almost all municipalities.
- There is ‘peripheral knowledge’ on the law protecting personal data, but this is sporadic at best and only connected to specific cases for information requests by the citizens.



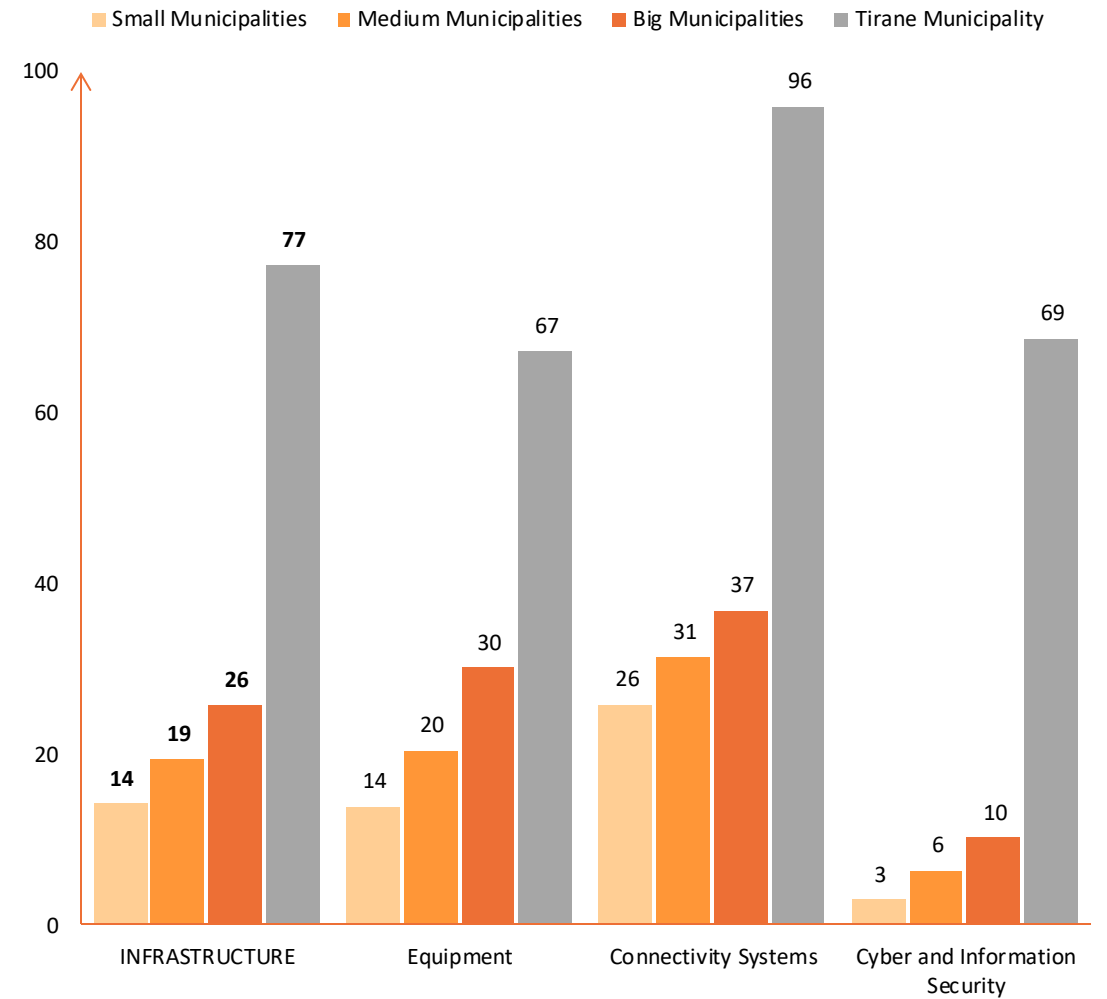
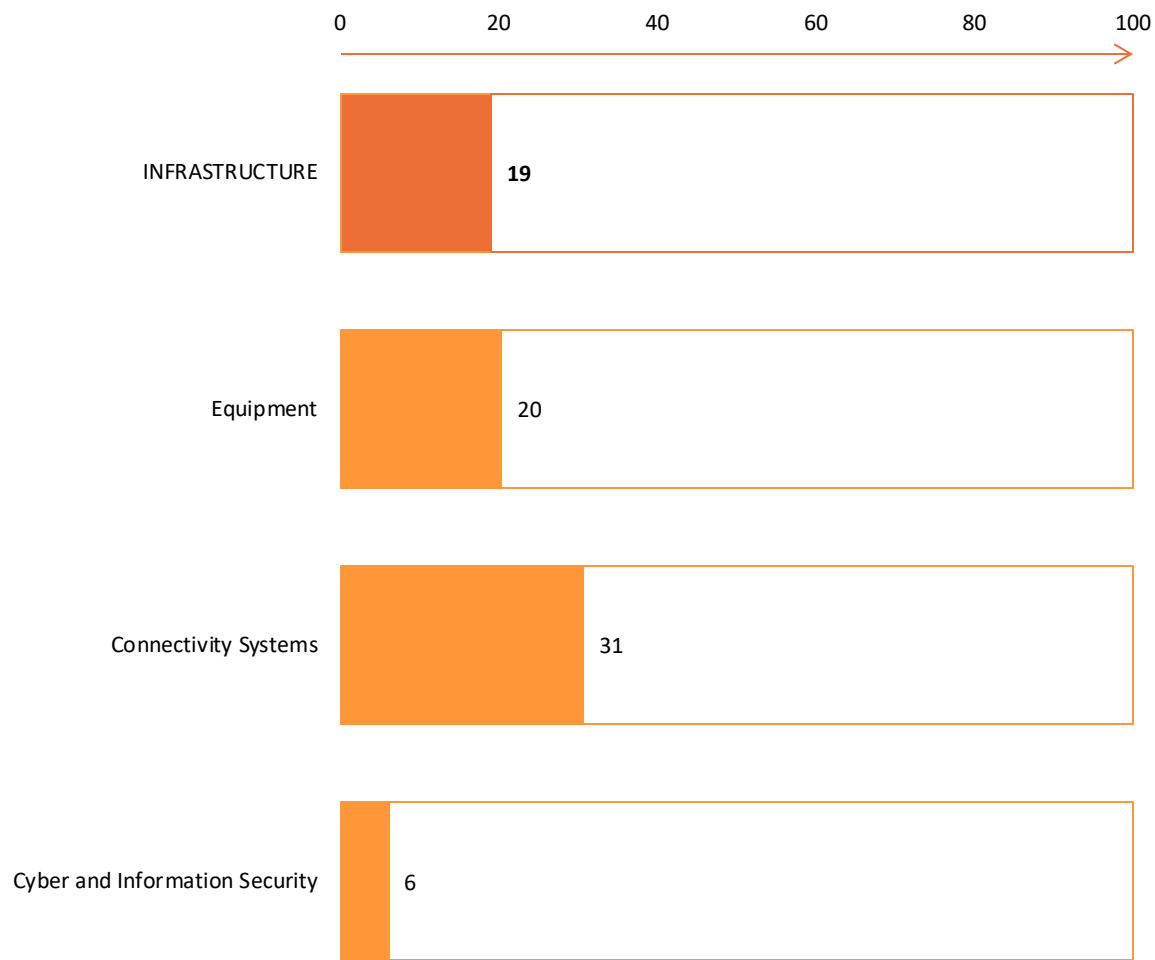
## Awareness & Knowledge



## Data & Transparency

- Awareness and adoption of transparency requirements is evident in all municipalities
- A notable gap in the adoption of regulations and practices related to data protection
- General lack of understanding across municipalities (exception Tirana)

# Infrastructure



# RESULTS – Infrastructure

- IT infrastructure across municipalities is basic (excluding a small number of bigger municipalities)
- Generally - absence of a dedicated technological environment (data centers) -
- Absence of comprehensive documentation and policies for equipment replacement
- Widespread use of unlicensed software!

## Connectivity Systems

- In general, INTRANET does not really function with the exception of some rudimentary things like “shared/network printer”.
- The internet speed in most municipalities varies from 50-100 Mbps and around 20-50 Mbps across administrative units. Sufficient?

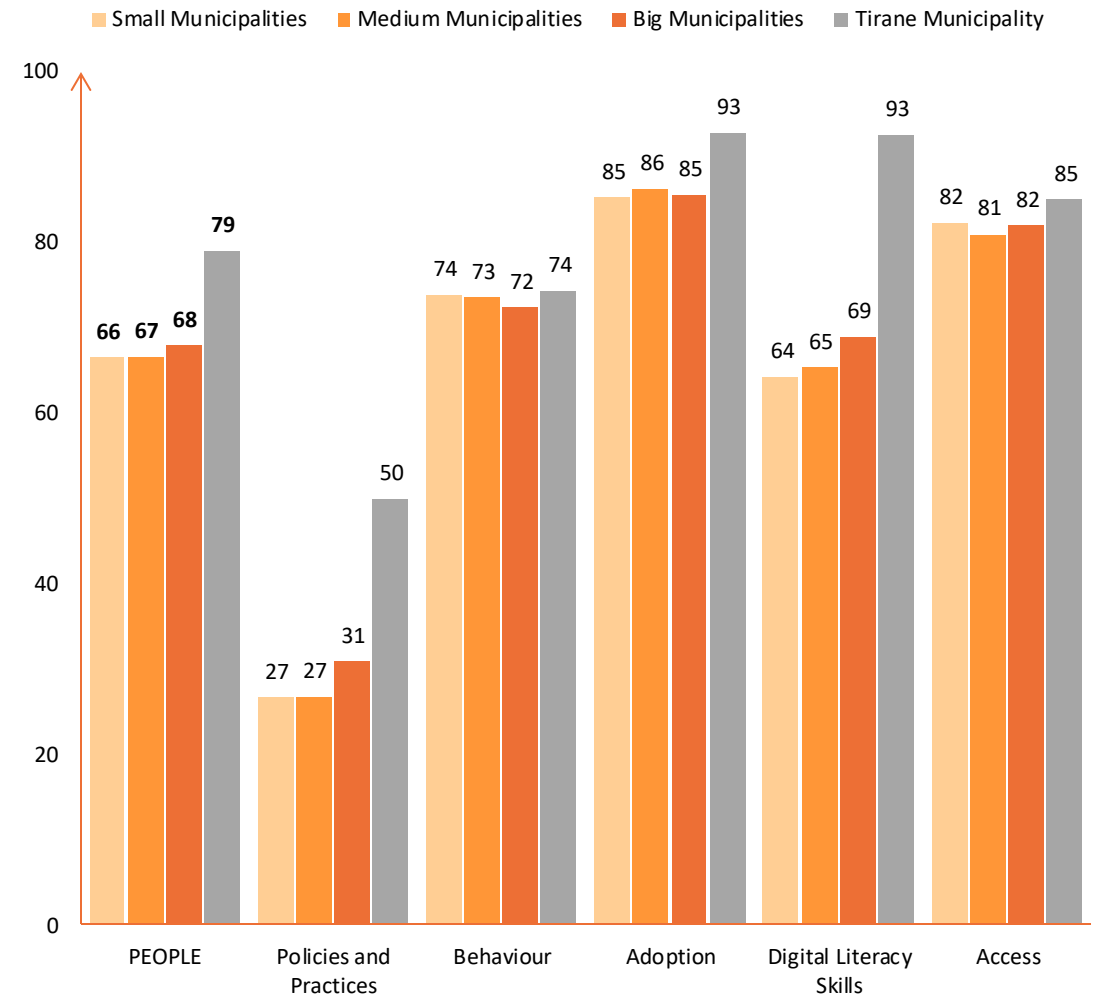
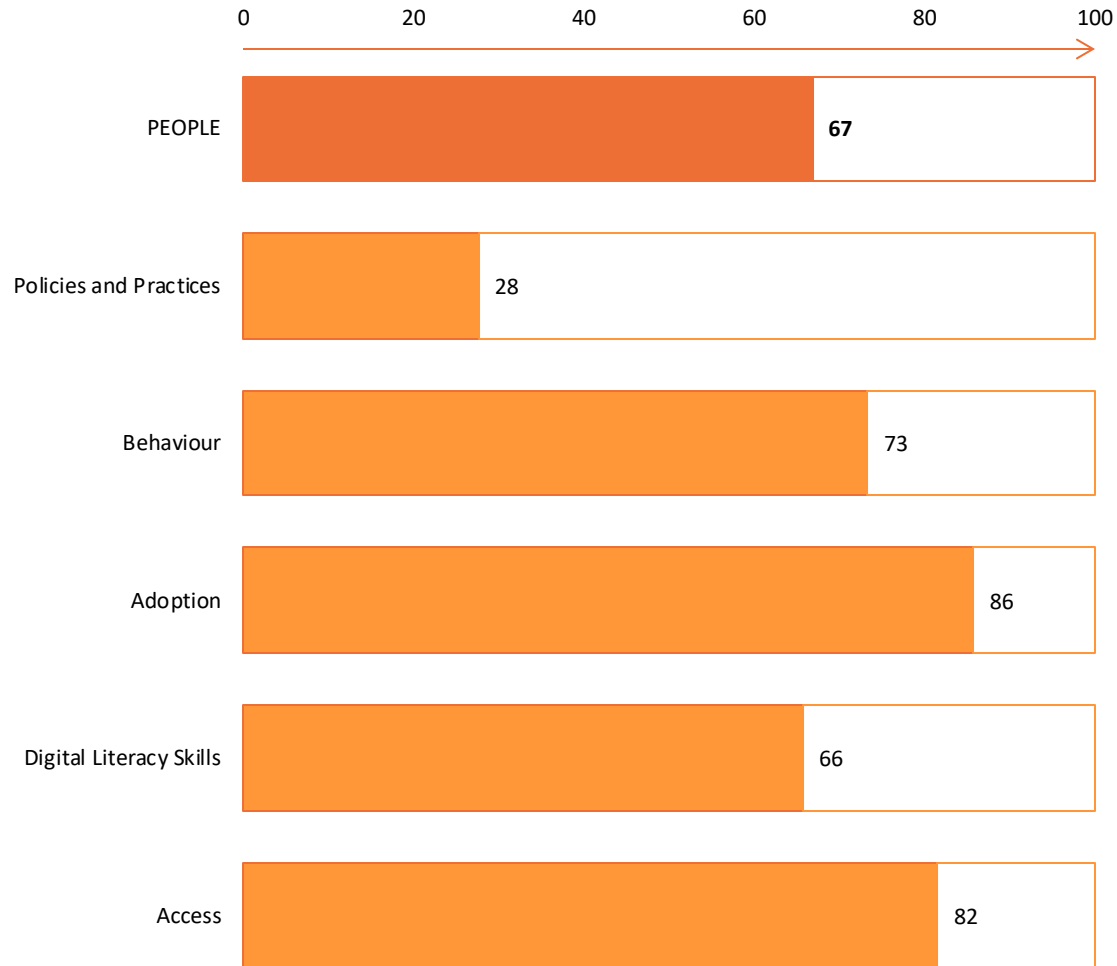
- No have a cyber-protection-policy for digital-infrastructure/systems
- In general, the person responsible for cyber security is the one responsible for the IT maintenance, but no specific trainings/no manuals of procedures handed...
- There are certain practices that are present in the municipalities coming from central level...
- Lack of licensed IT products/Lack of a password security policy/Lack of Network segmentation

## Equipment

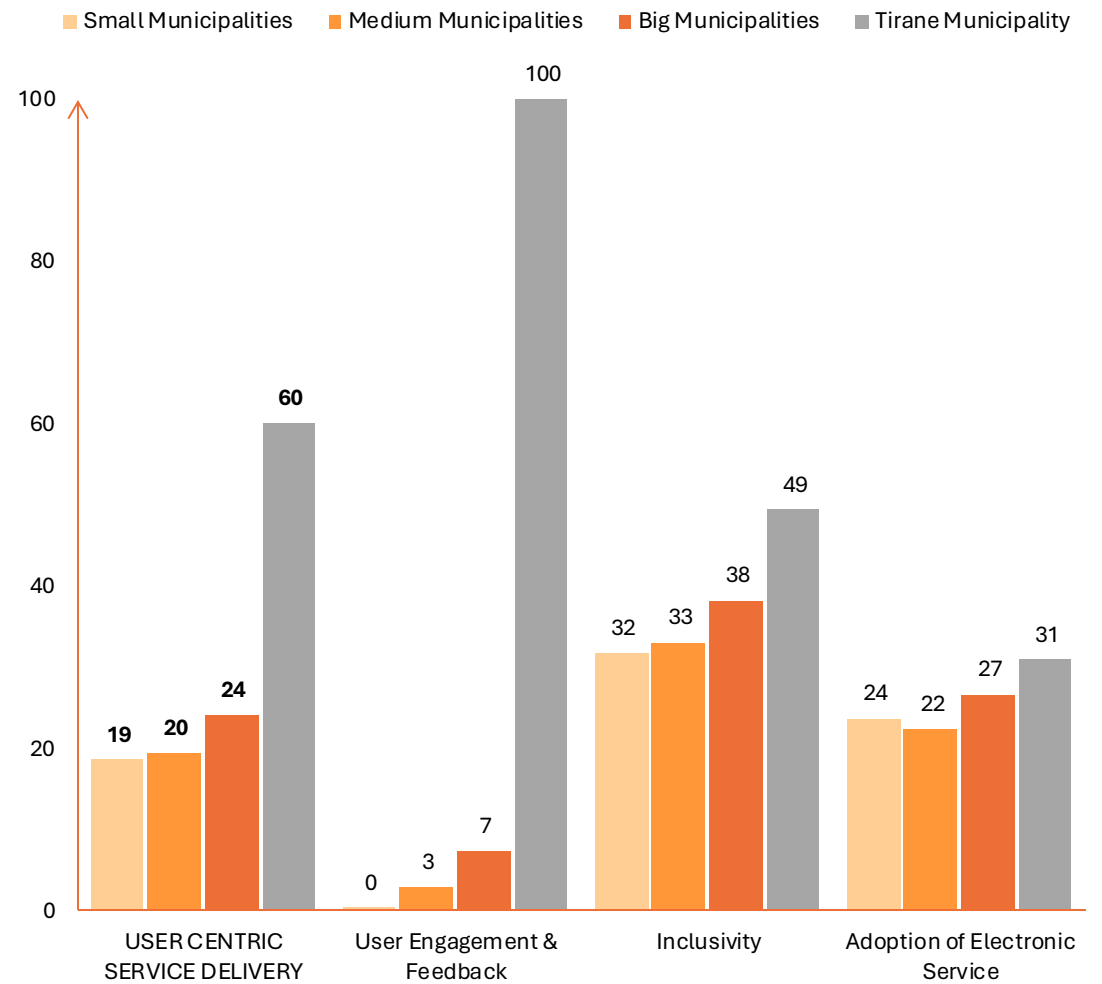
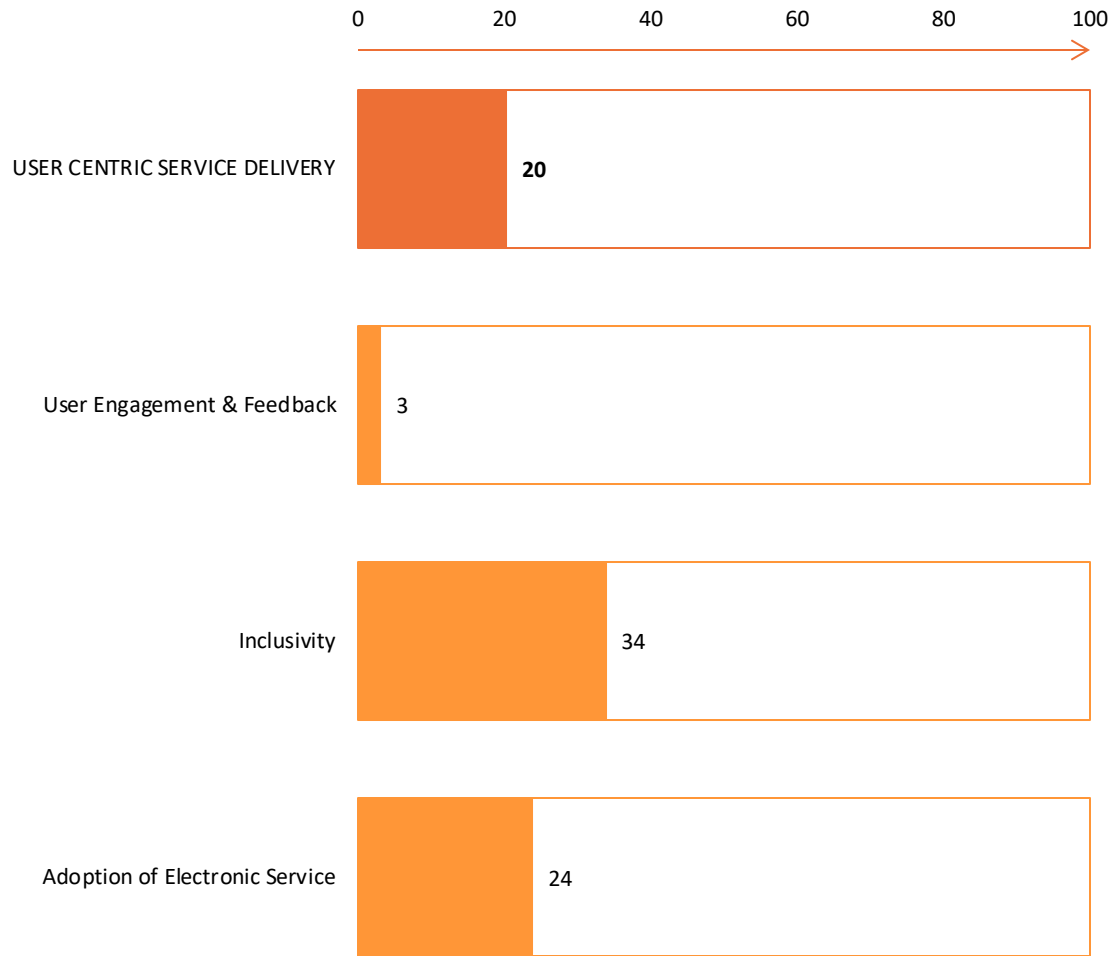
## Cybersecurity



# People



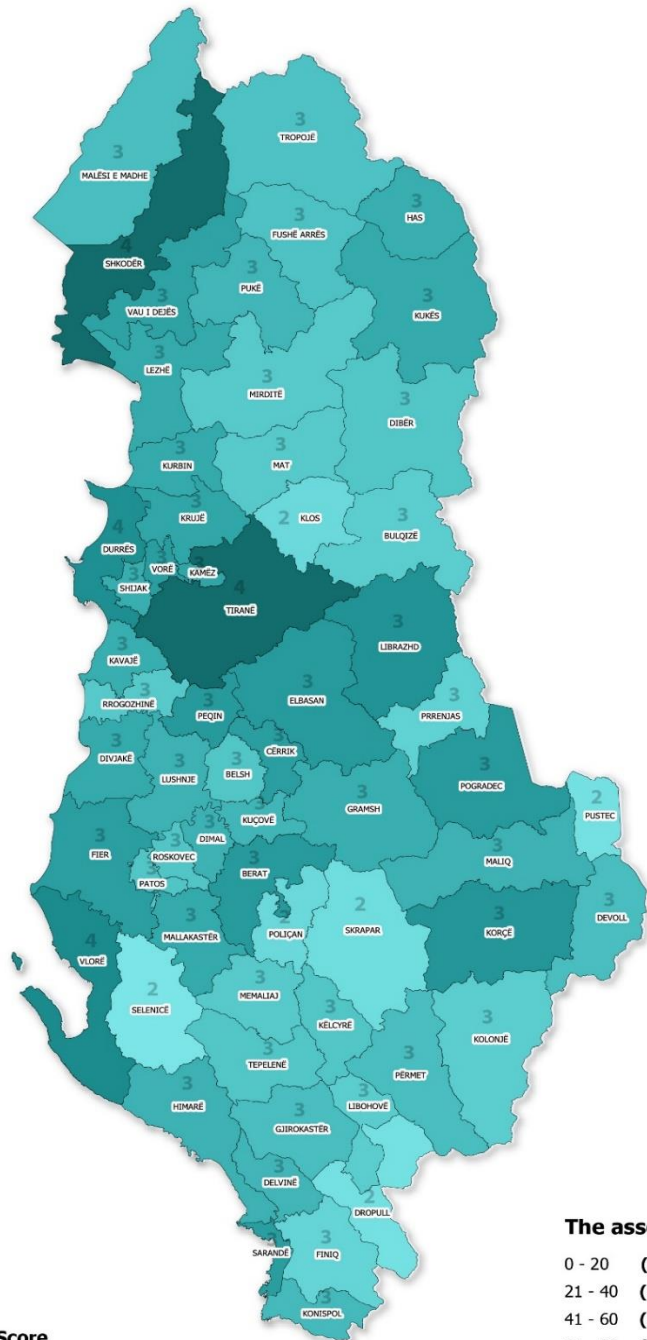
# User Centric Service Delivery



# RESULTS – PUBLIC ASSESSMENT



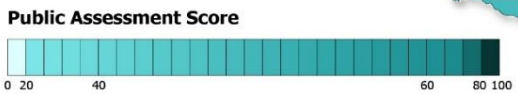
# Public Digital Readiness



Category		Overall Readiness
General Population		56
Gender	Men	55
	Women	56
Urbanity	Urban	60
	Rural	51
Age	18-29 y.o.	82
	30-49 y.o.	66
	50+ y.o.	36

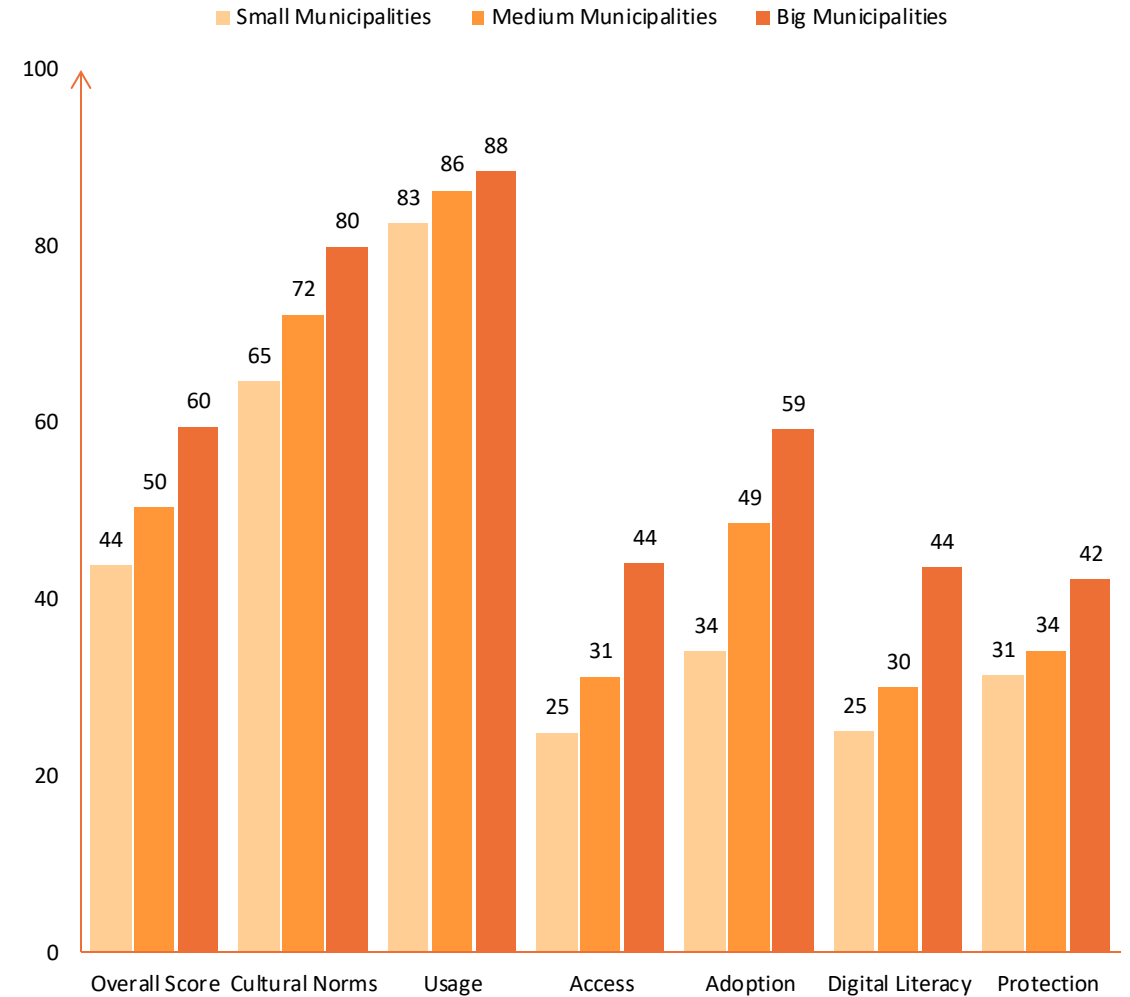
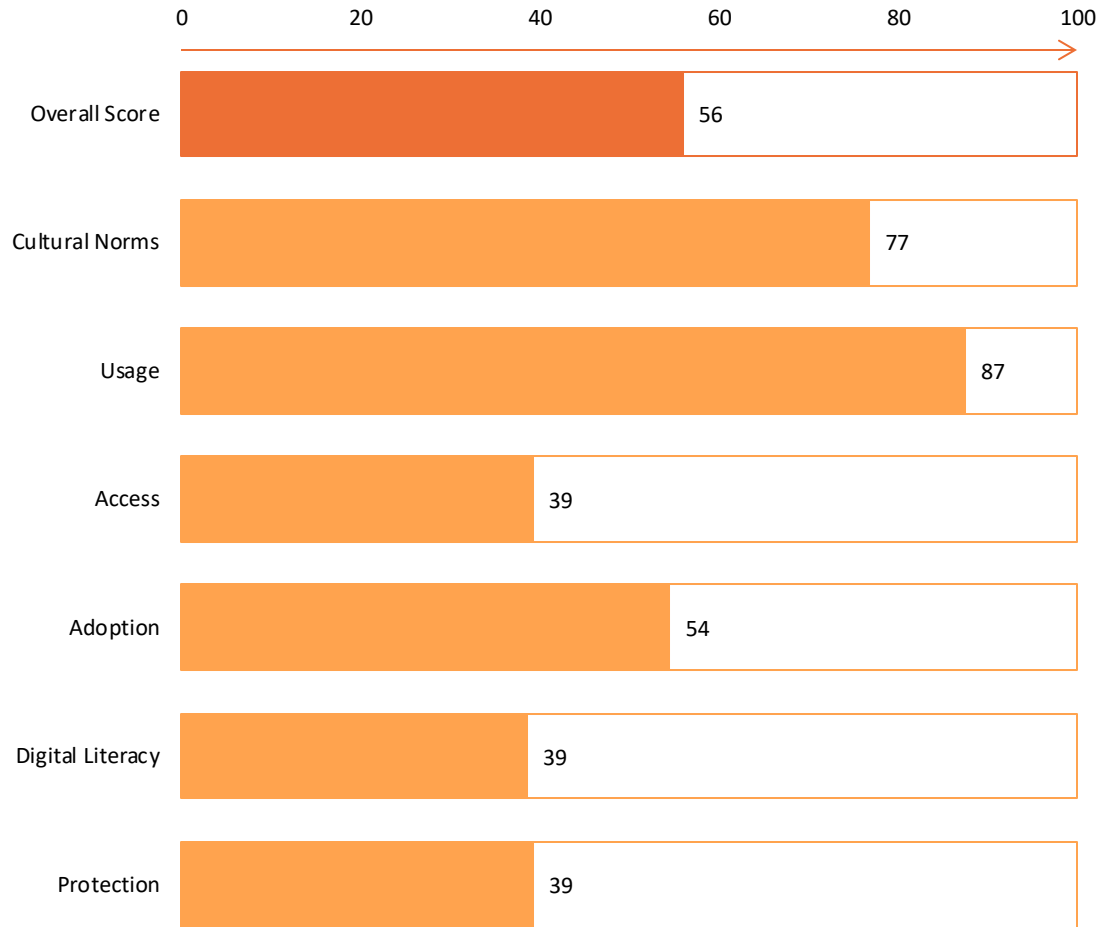
**The assessment scale**

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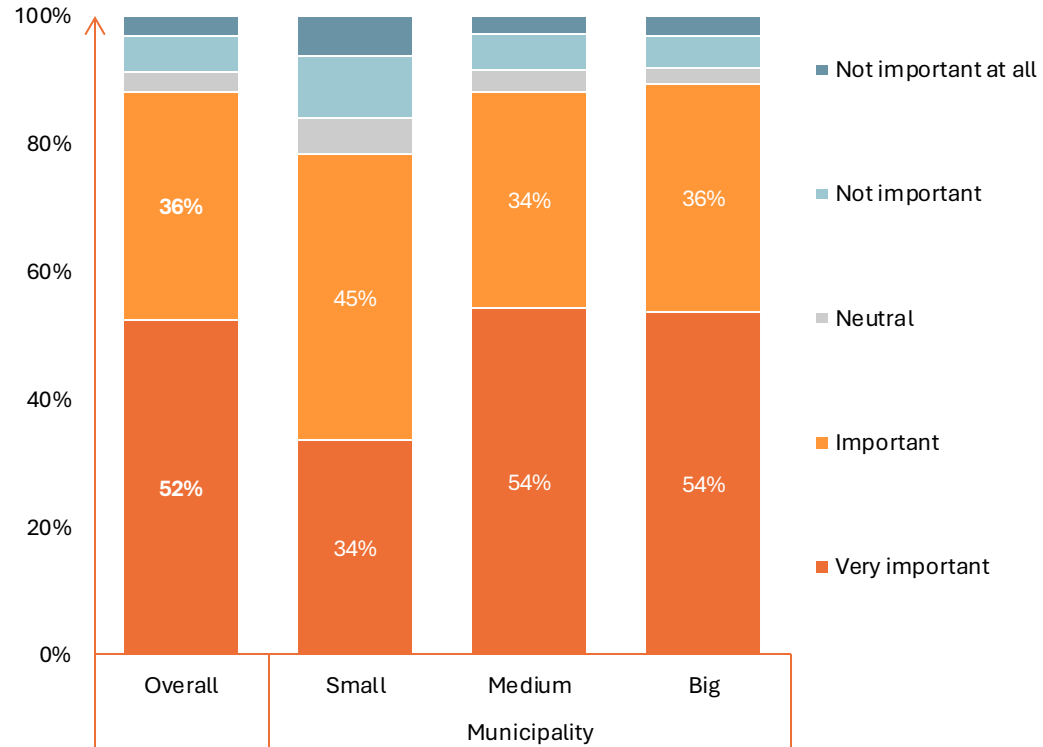
# Public Digital Readiness



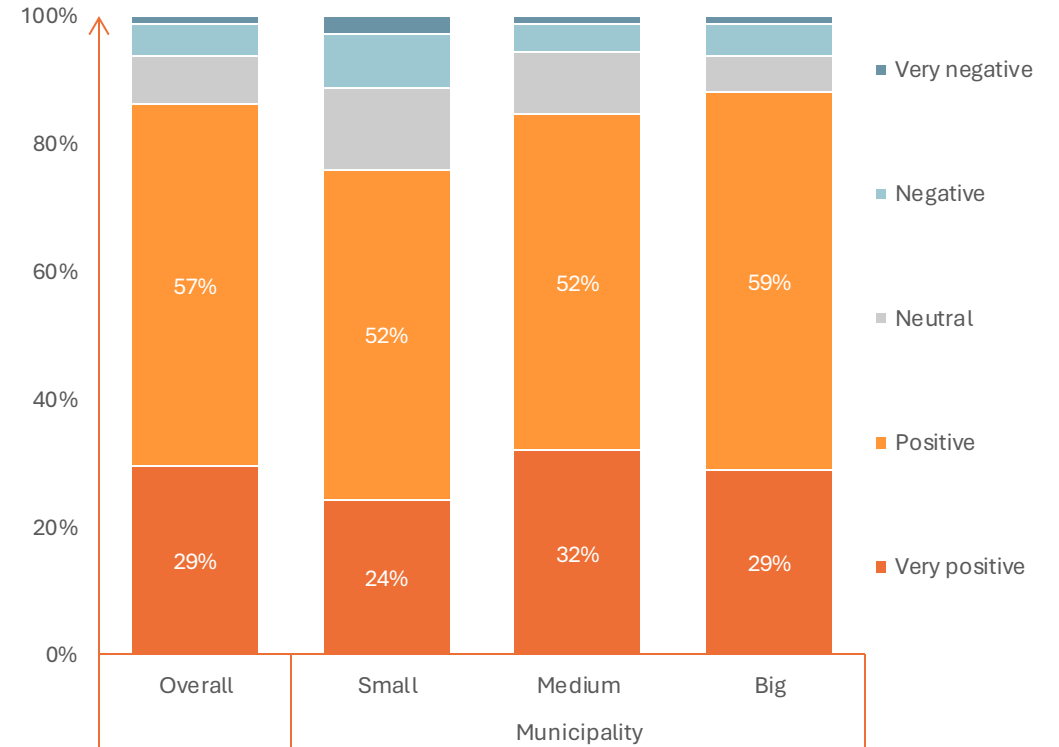
# Cultural Norms

Category	Cultural Norms Readiness	
General Population	77	
Gender	Men	76
	Women	77
Urbanity	Urban	80
	Rural	72
Age	18-29 y.o.	92
	30-49 y.o.	85
	50+ y.o.	63

## Importance of Digital Device Usage

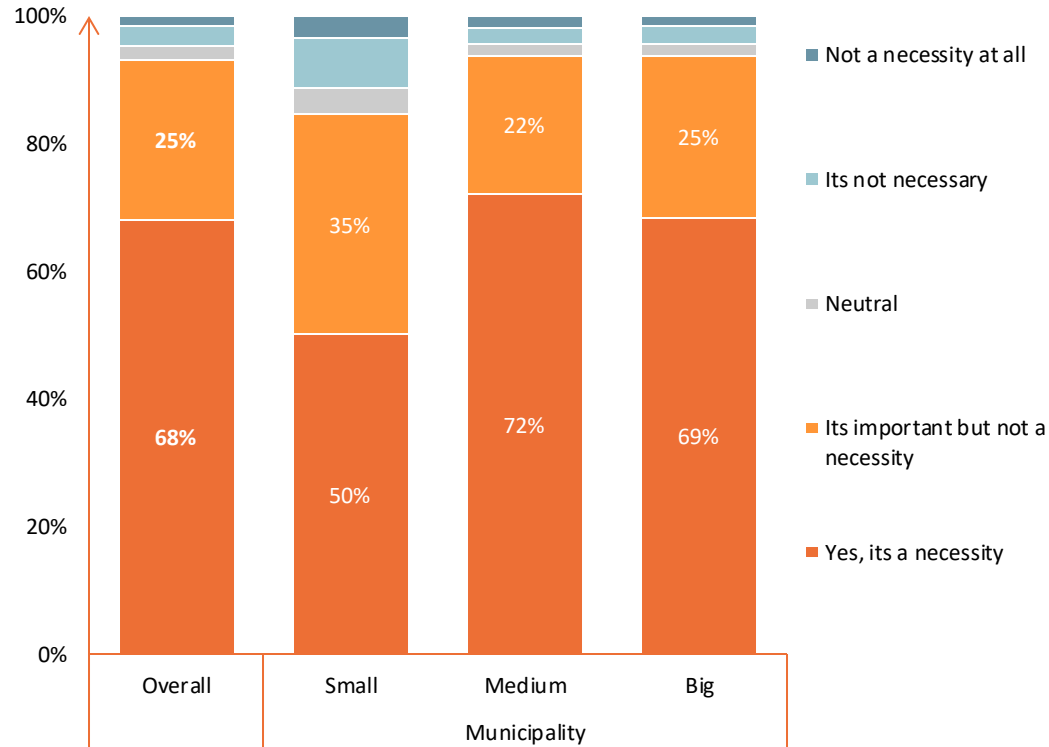


## Opinion on the impact of digital technologies

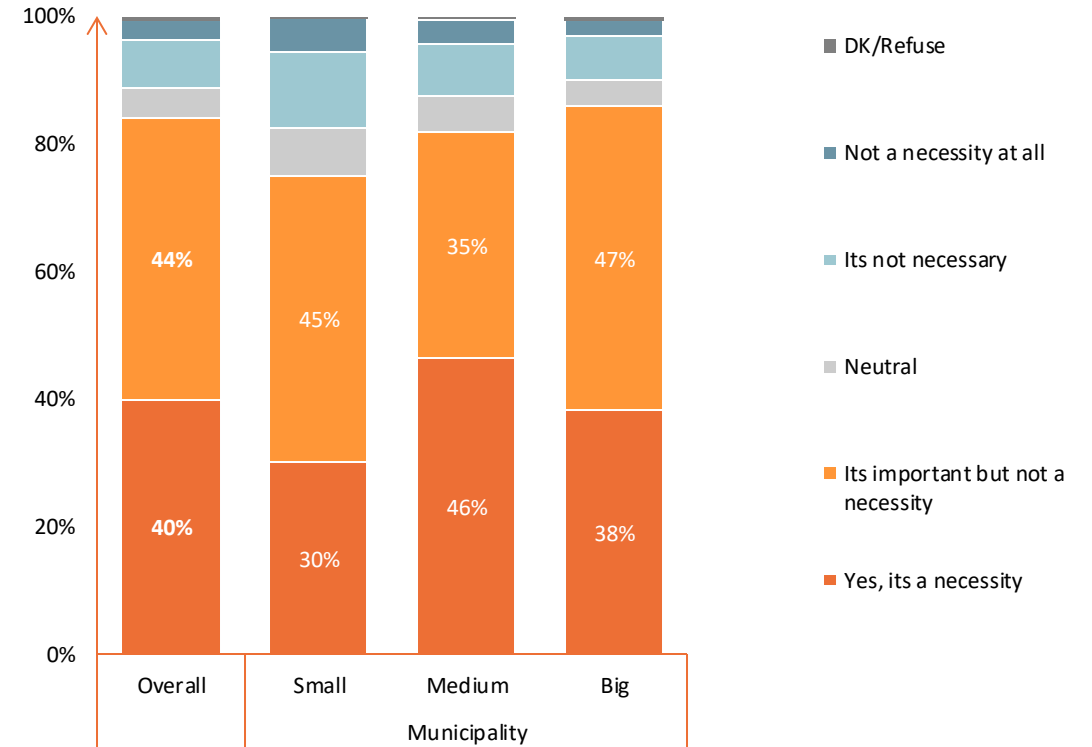


# Cultural Norms

## Access to Smartphones a necessity



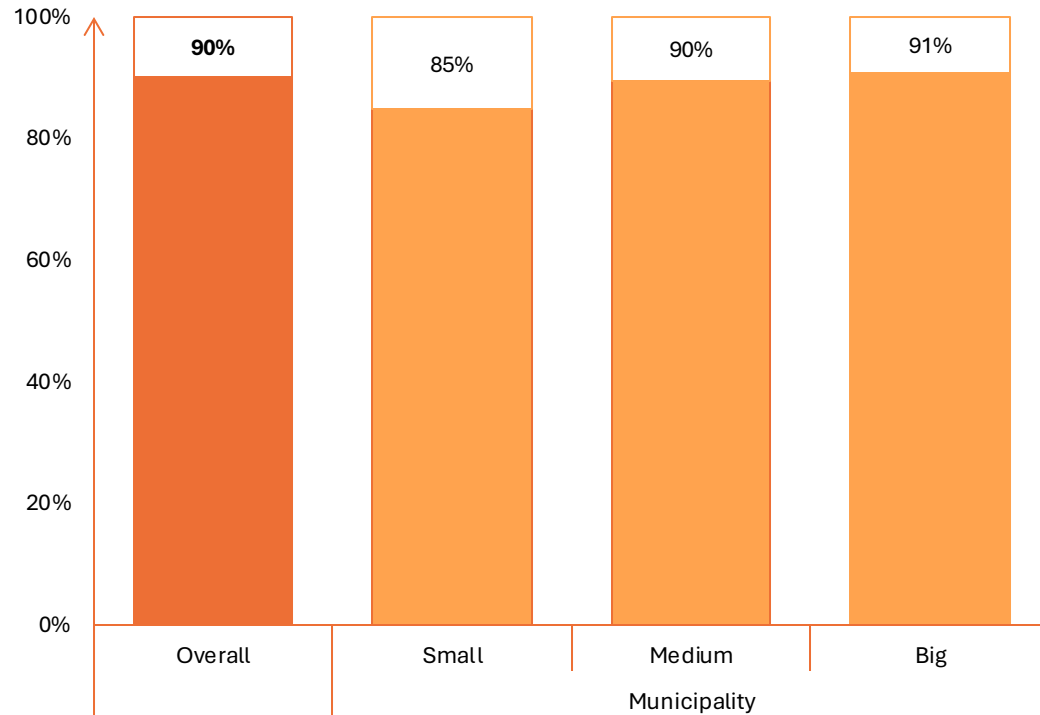
## Access to PC/Laptops and Tablets a necessity



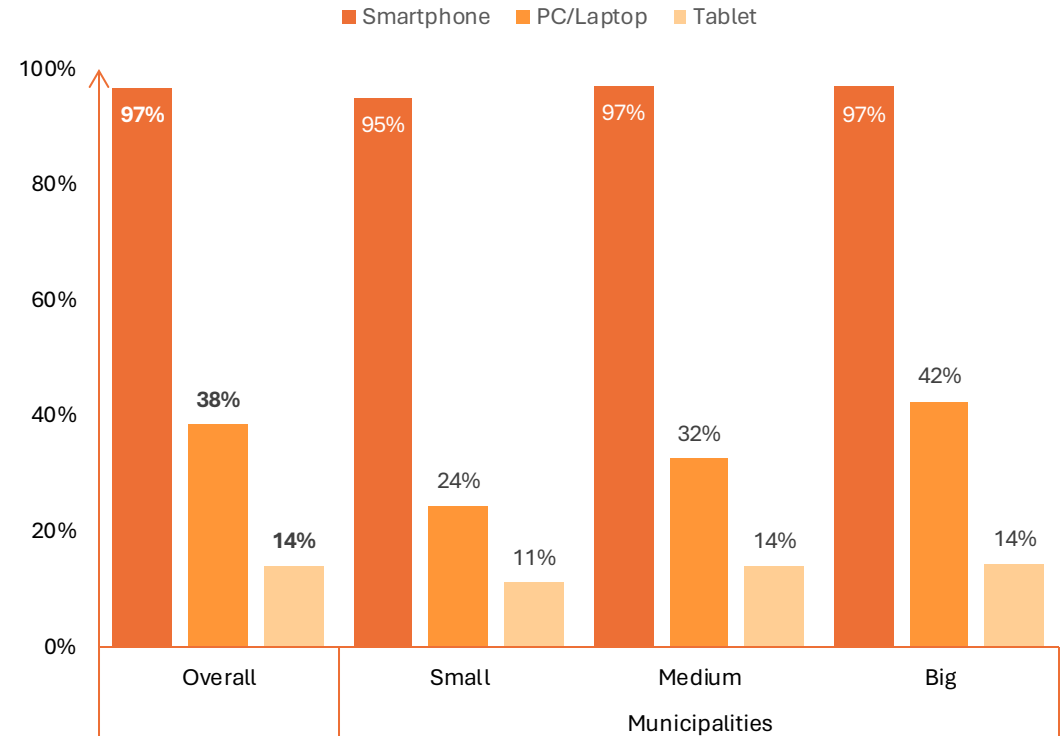
# Usage

Category	Usage Readiness	
General Population	87	
Gender	Men	86
	Women	89
Urbanity	Urban	89
	Rural	85
Age	18-29 y.o.	96
	30-49 y.o.	94
	50+ y.o.	79

## Household internet connection (only YES answers)

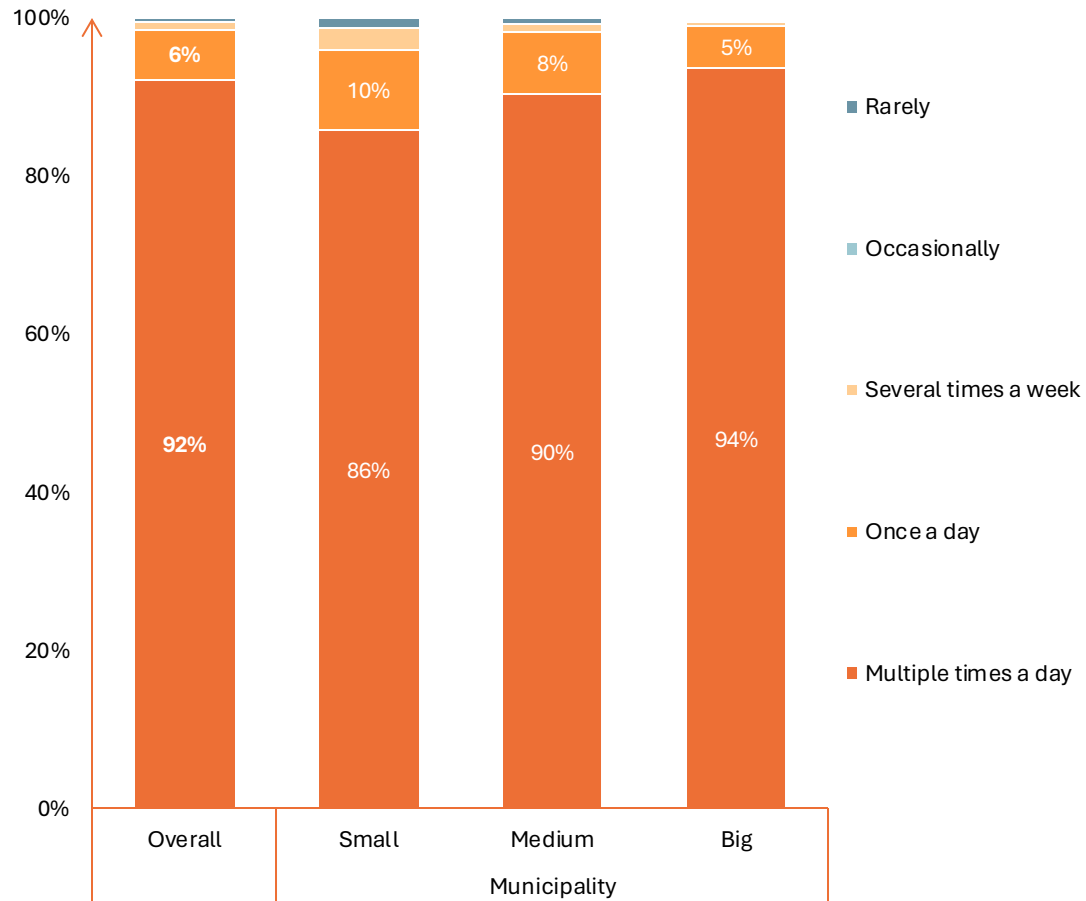


## Digital devices in households

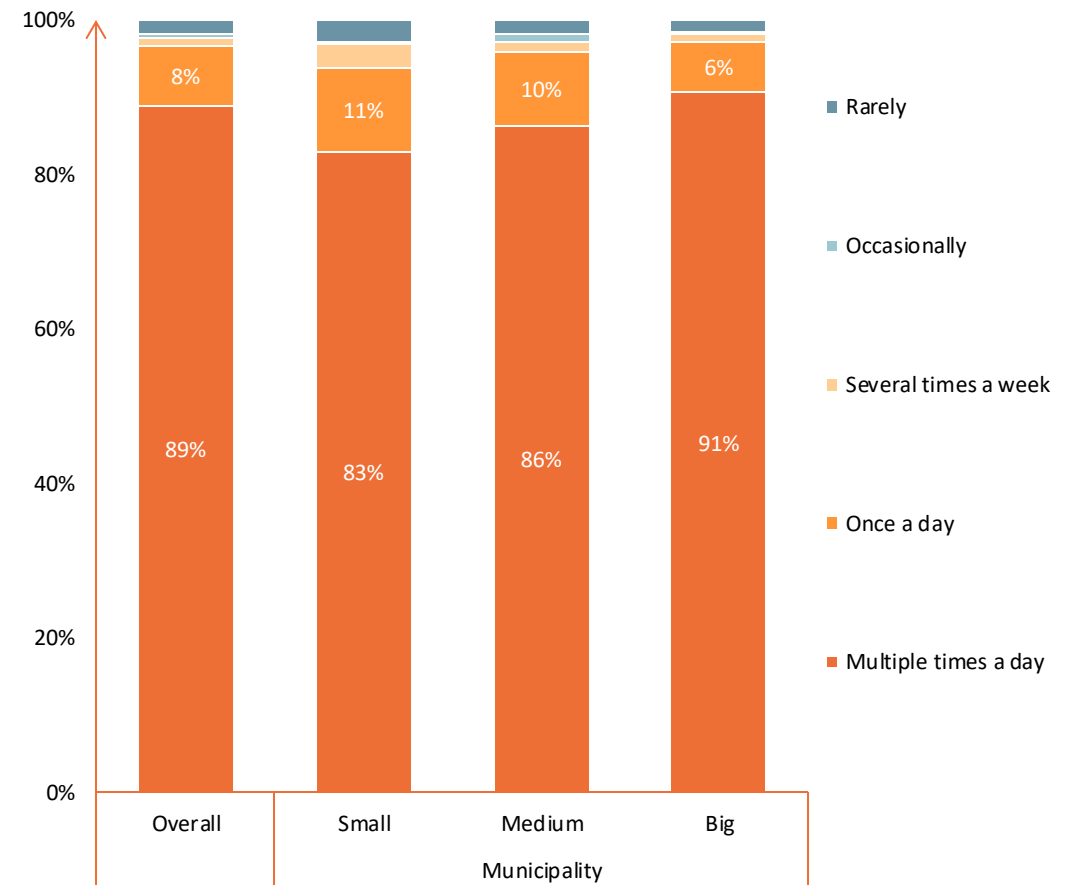


# Usage

## Frequency of smartphone usage

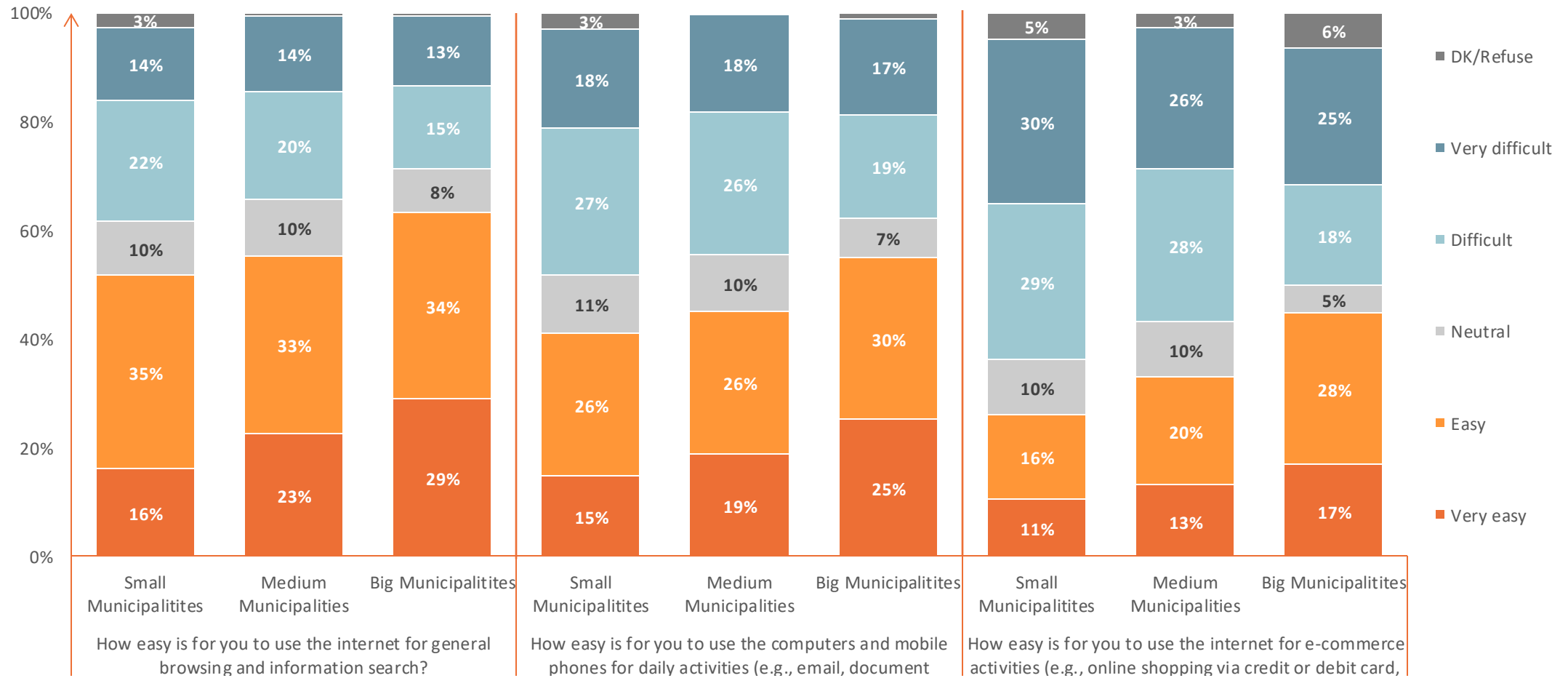


## Frequency of internet usage



# Access

Category		Access Readiness
General Population		<b>39</b>
Gender	Men	37
	Women	38
Urbanity	Urban	44
	Rural	30
Age	18-29 y.o.	77
	30-49 y.o.	50
	50+ y.o.	9

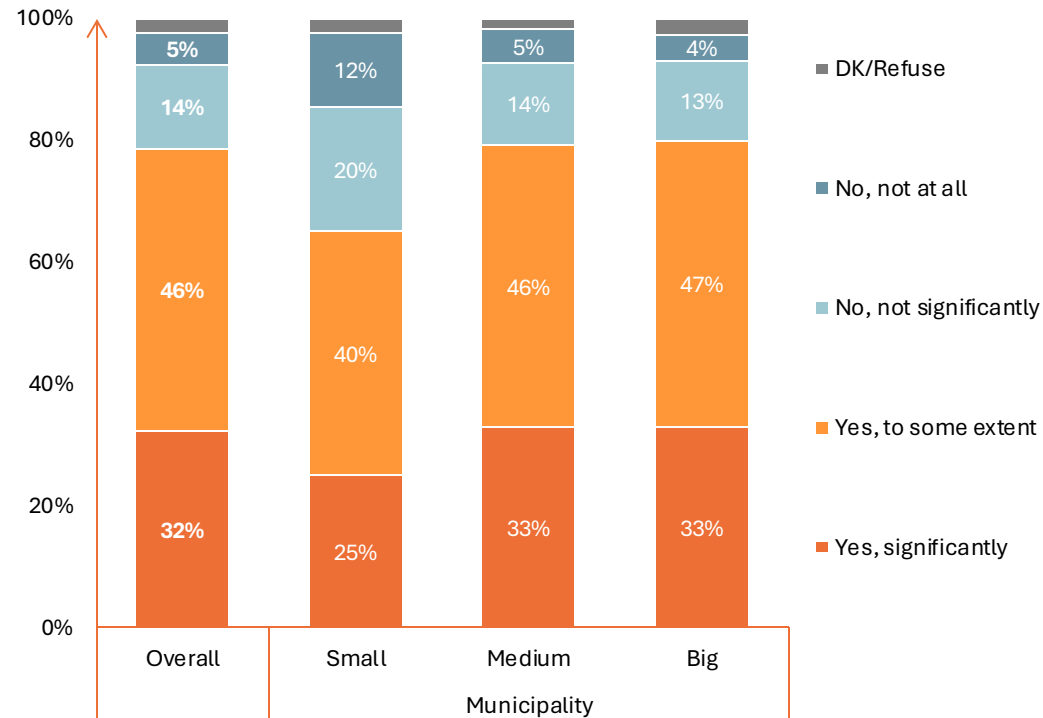




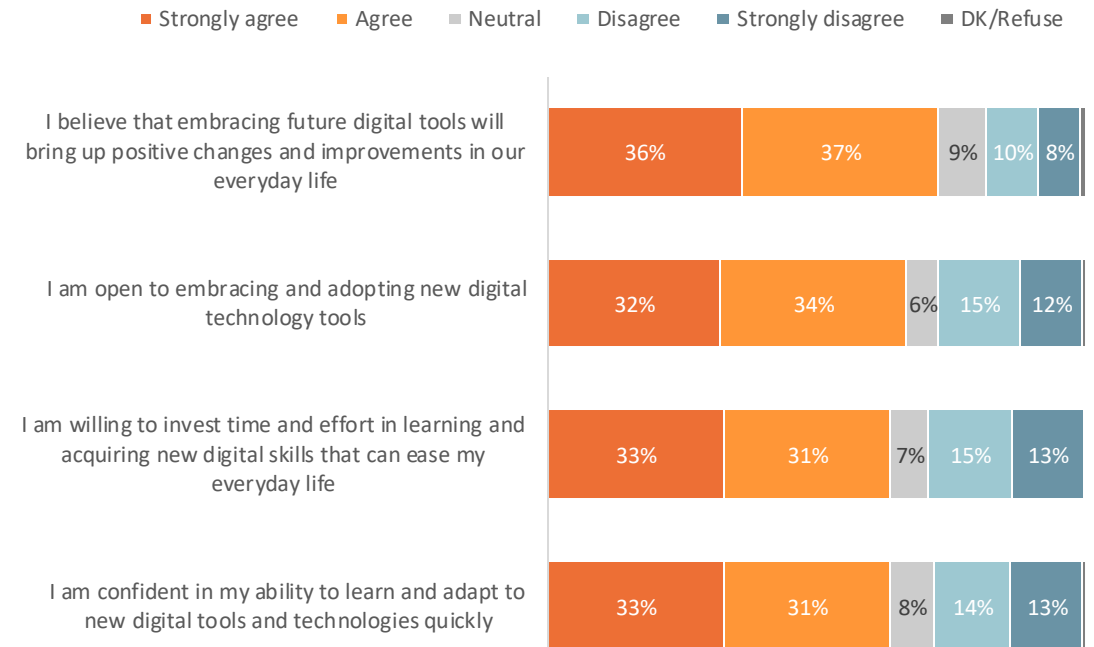
# Adoption

Category		Adoption Readiness
General Population		54
Gender	Men	54
	Women	55
Urbanity	Urban	60
	Rural	48
Age	18-29 y.o.	85
	30-49 y.o.	68
	50+ y.o.	30

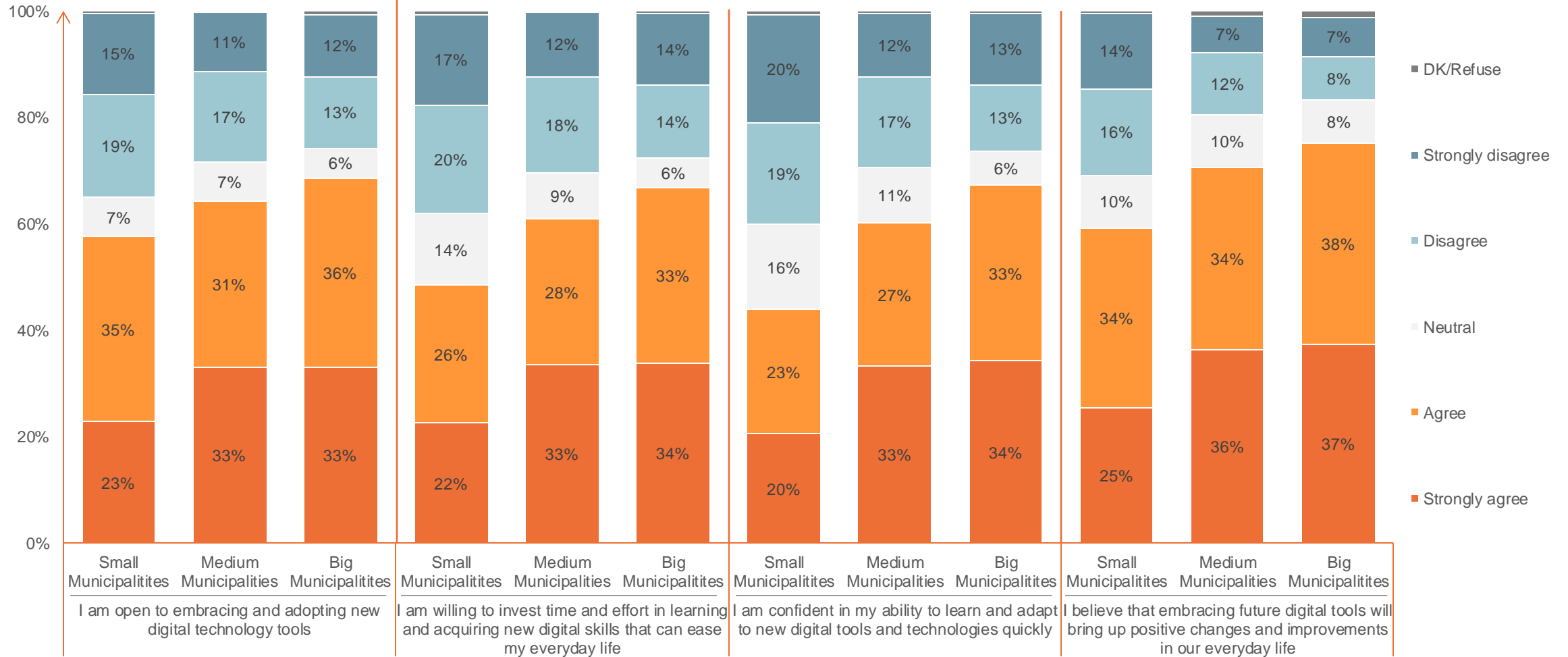
## Digital technologies improving public services' access



## Adoption of new digital tools

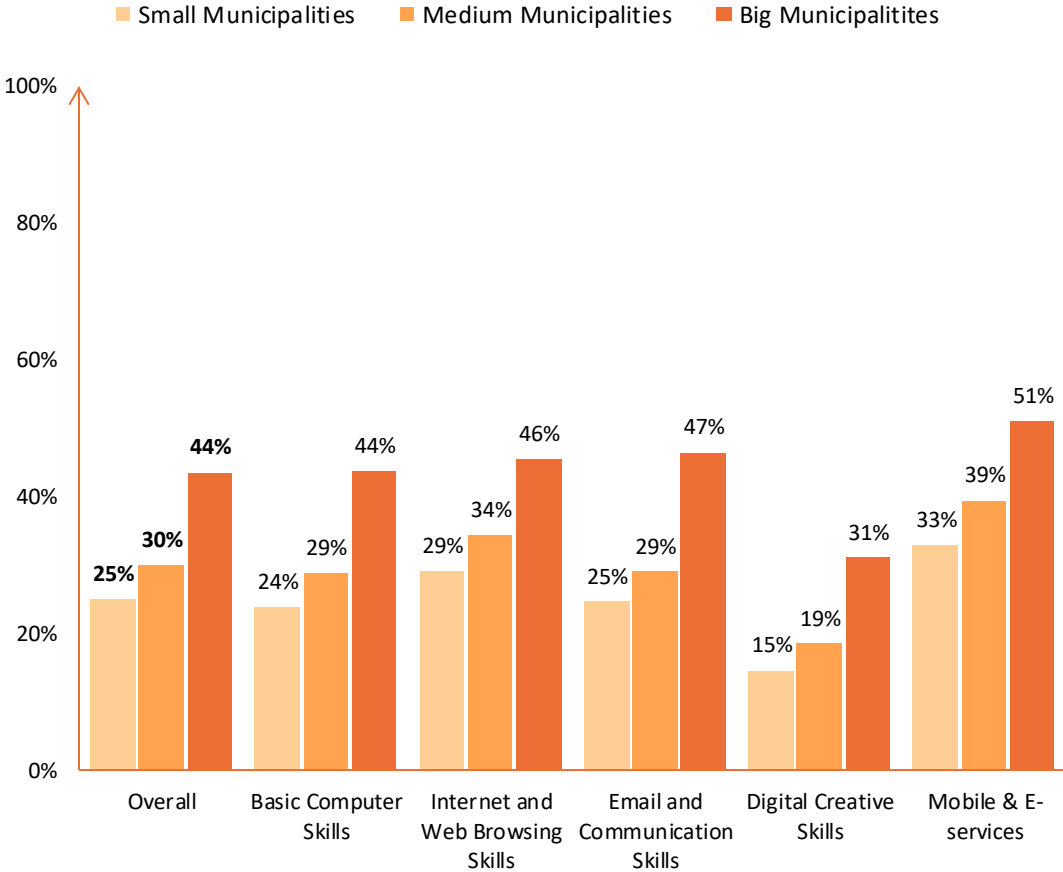
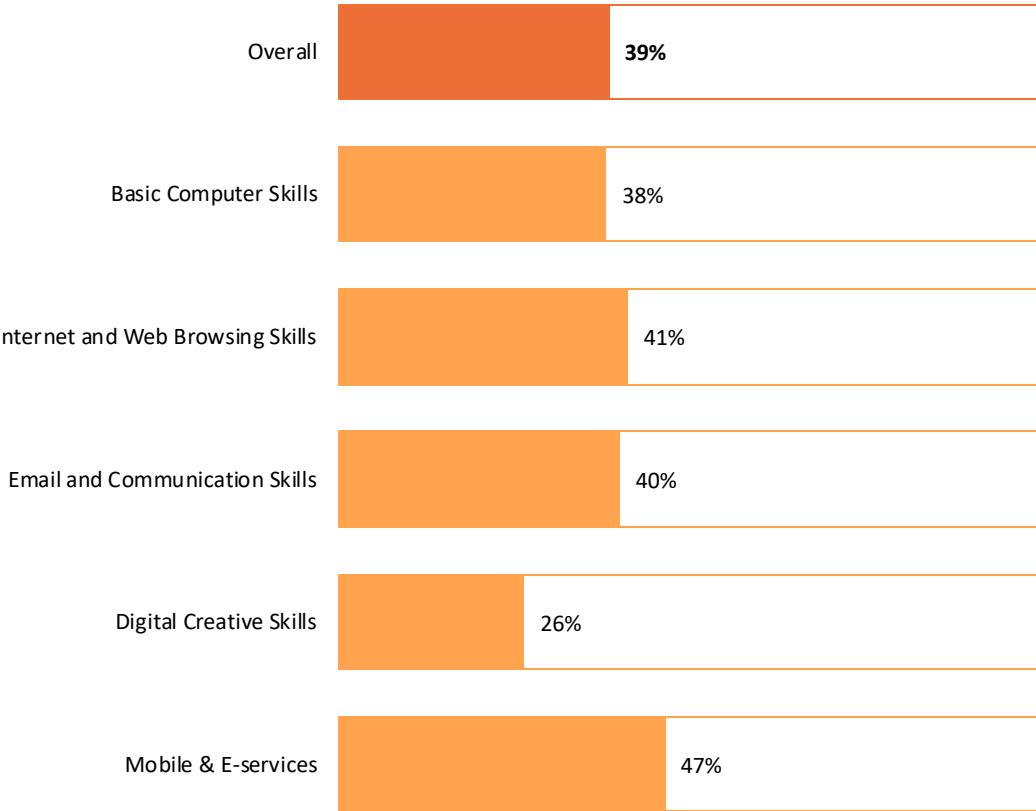


# Adoption

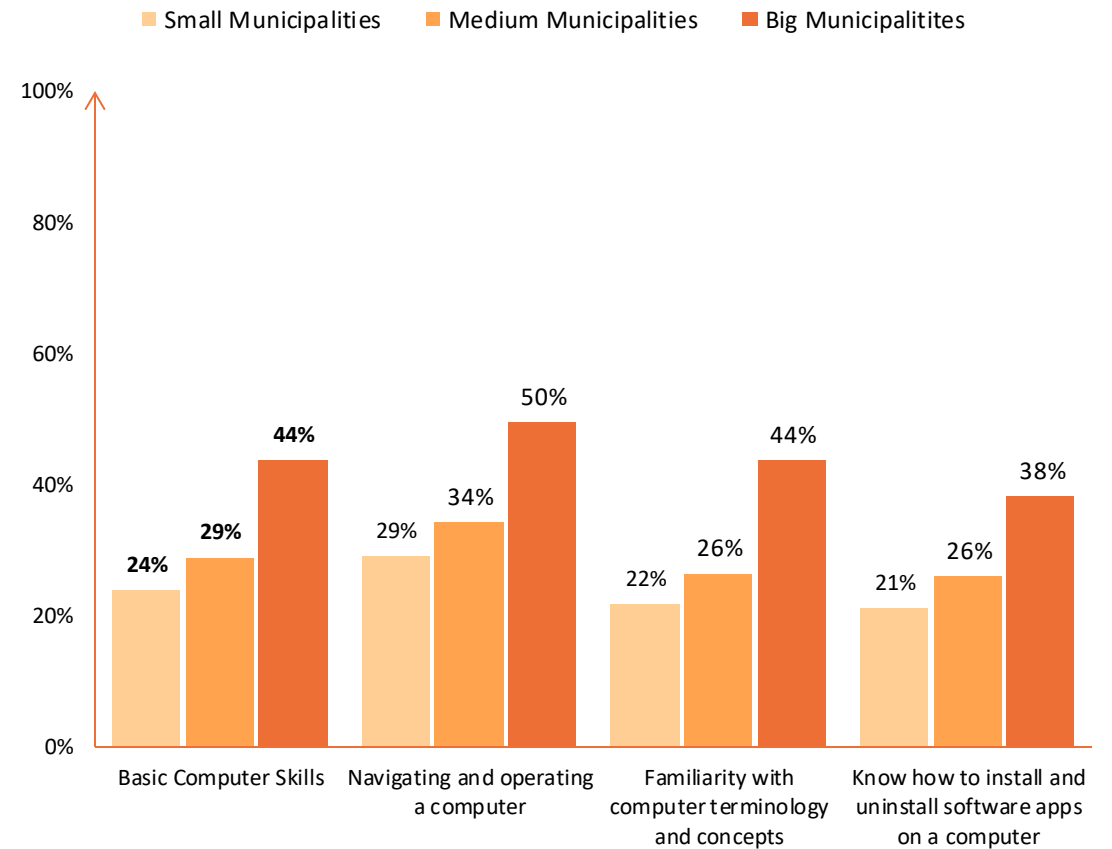
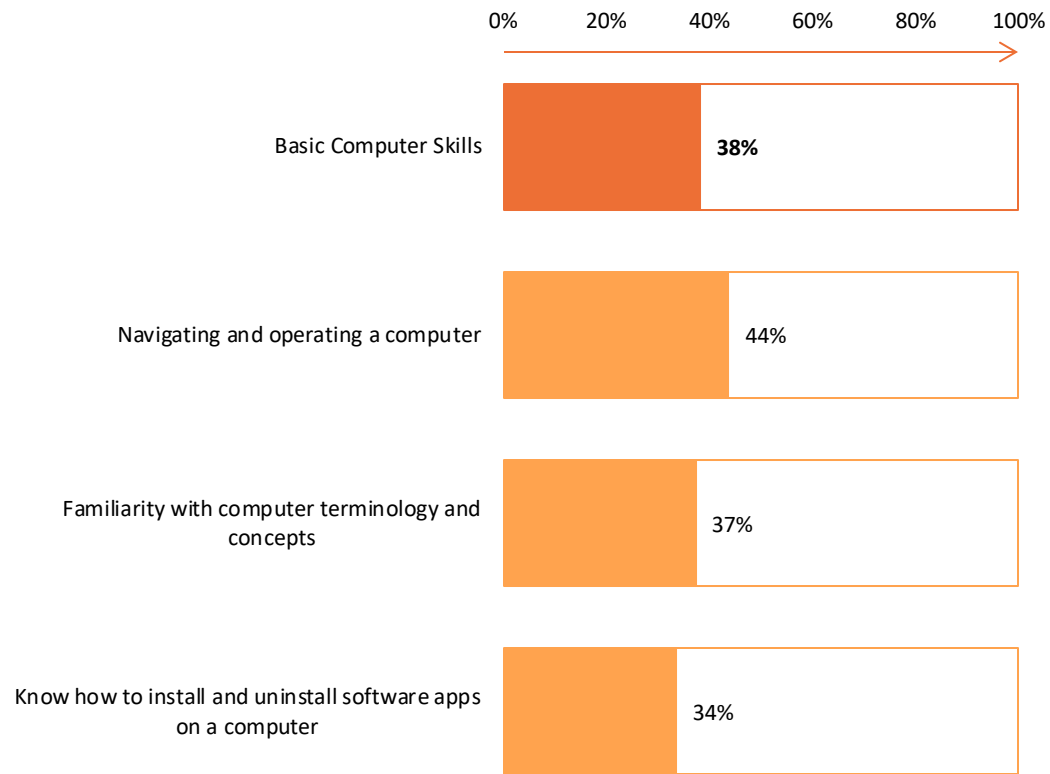


Category		Digital Literacy Readiness
General Population		<b>39</b>
Gender	Men	37
	Women	40
Urbanity	Urban	45
	Rural	30
Age	18-29 y.o.	76
	30-49 y.o.	50
	50+ y.o.	<b>13</b>

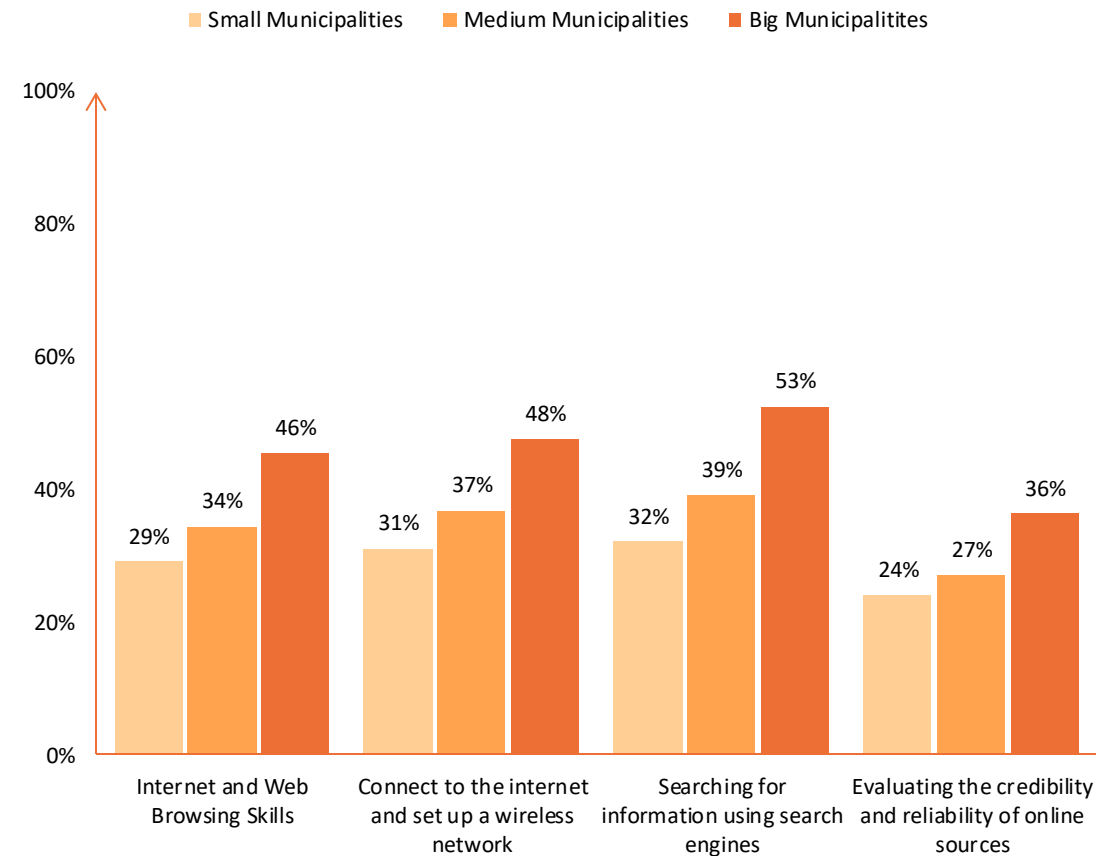
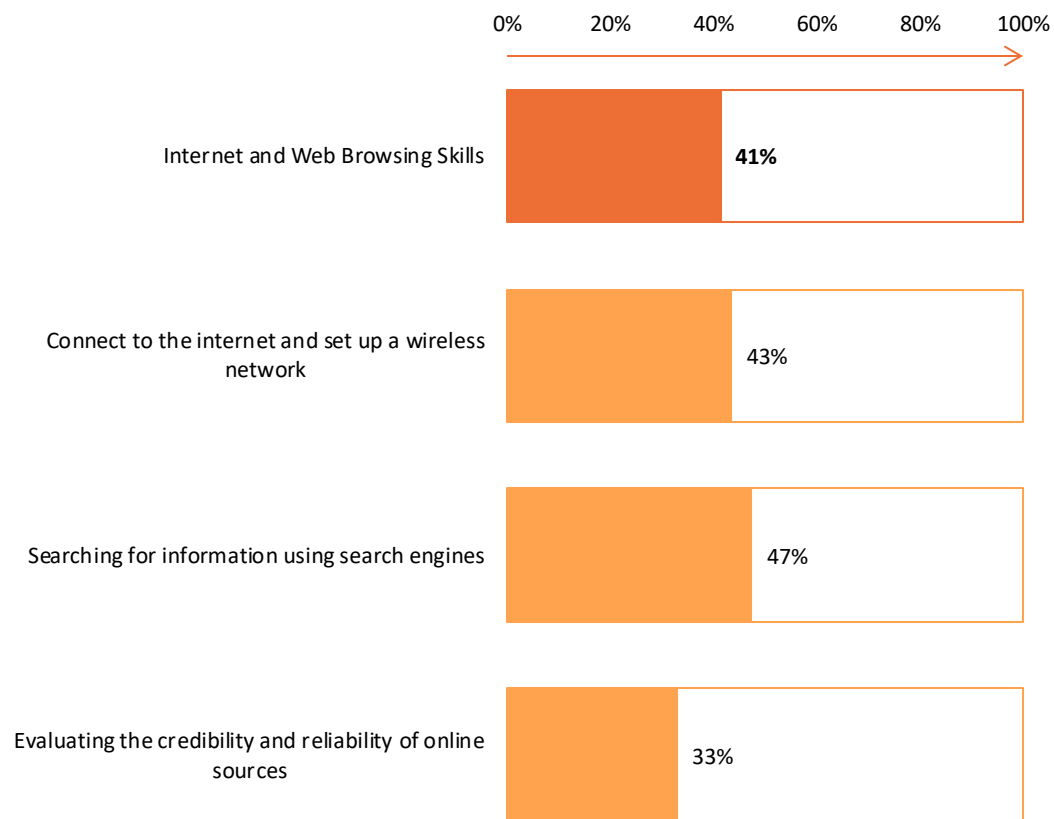
# Digital Literacy



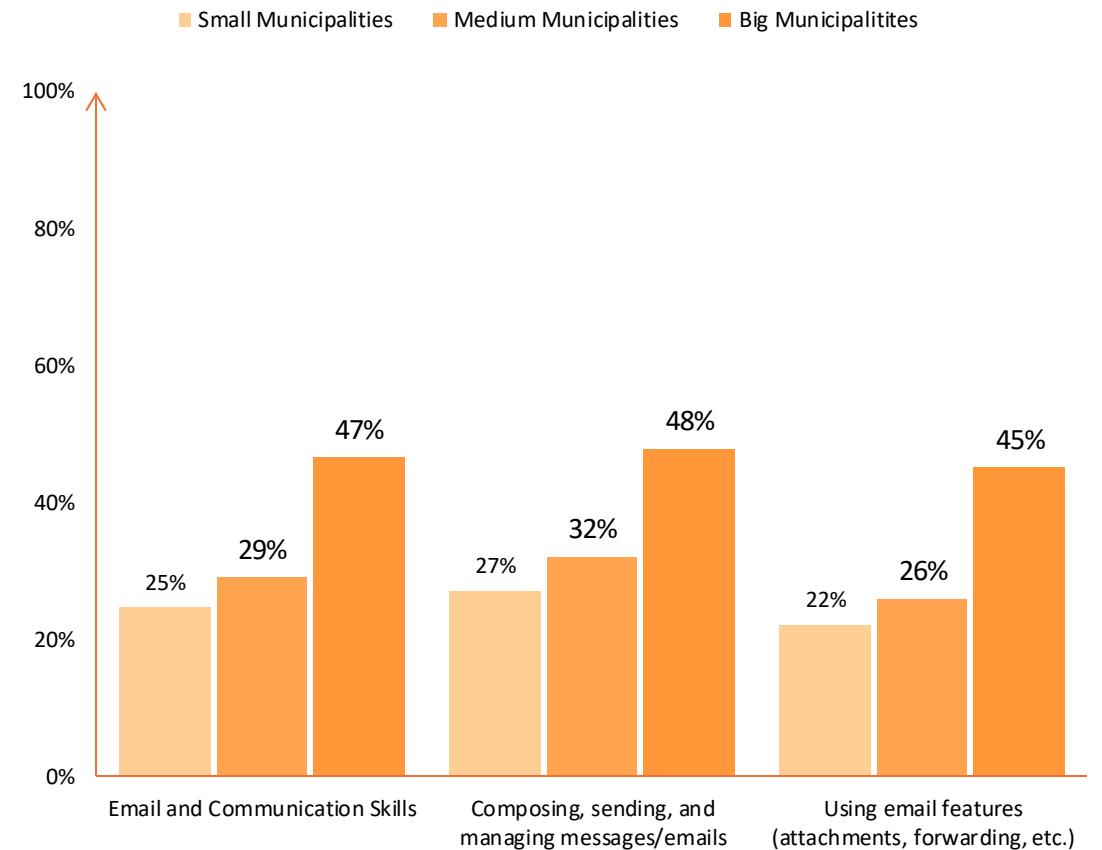
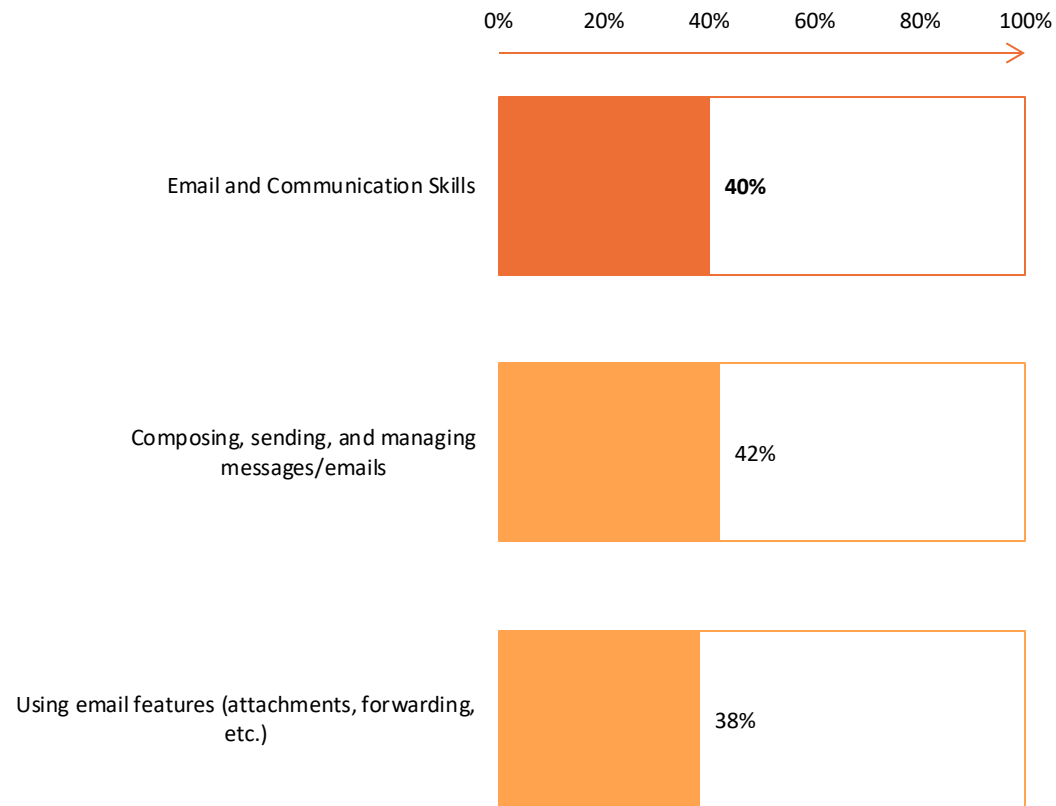
# Digital Literacy – Basic Computer Skills



# Digital Literacy – Internet and Web Browsing Skills

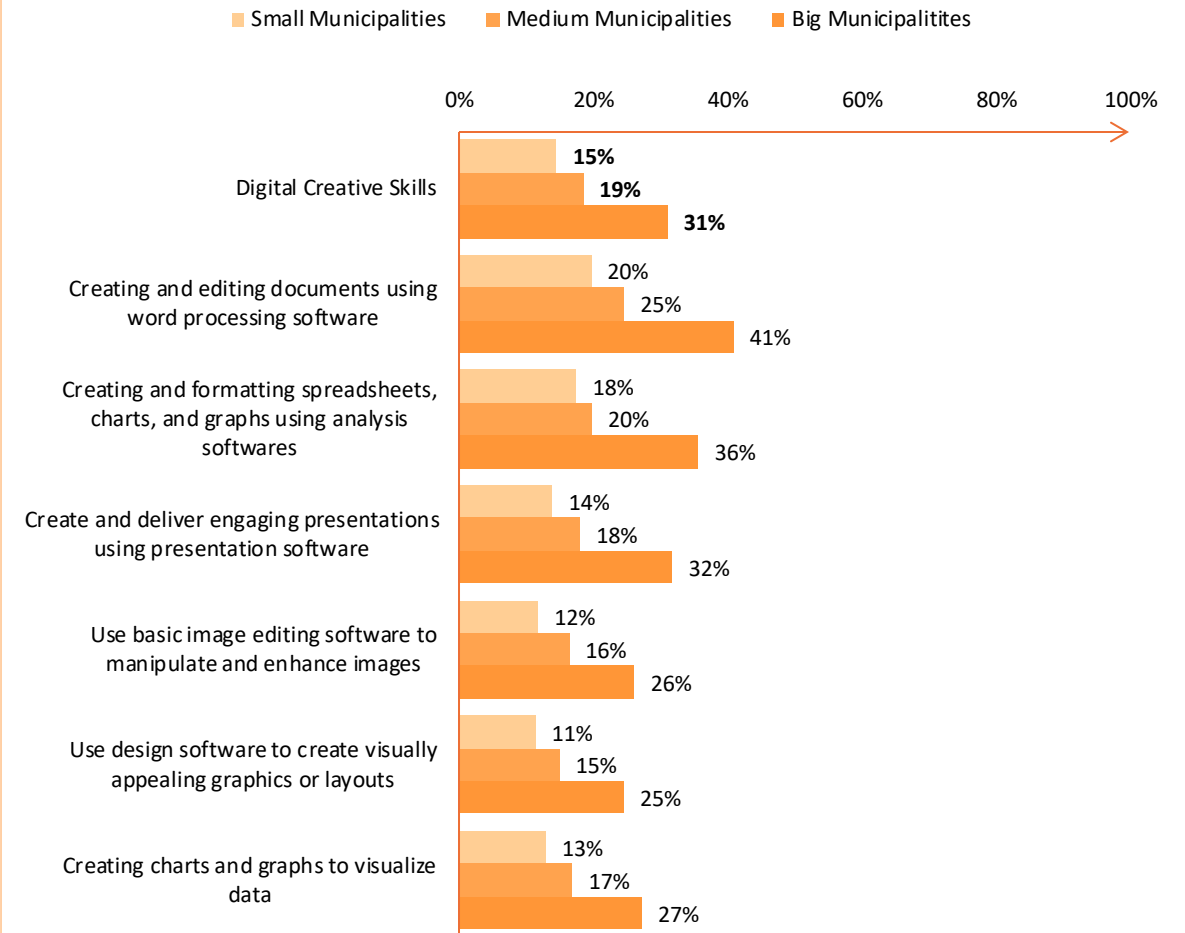
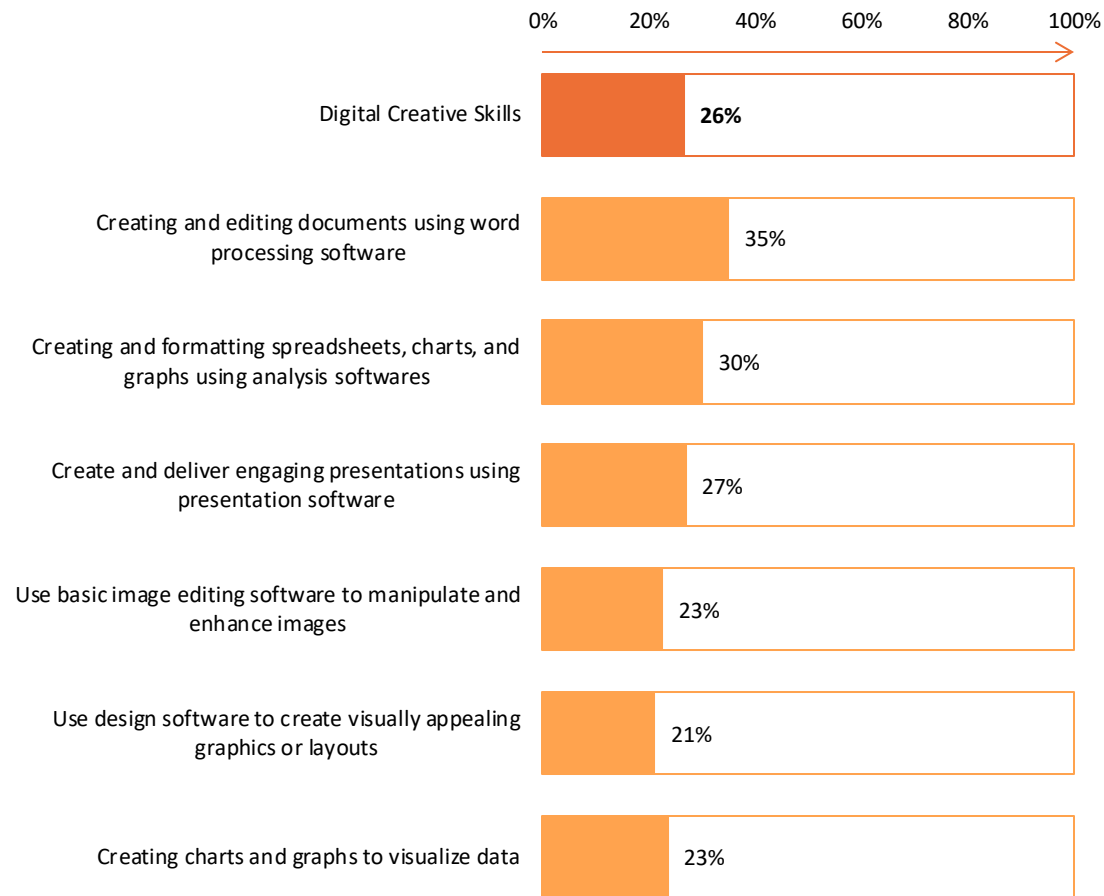


# Digital Literacy – Email and Communication Skills

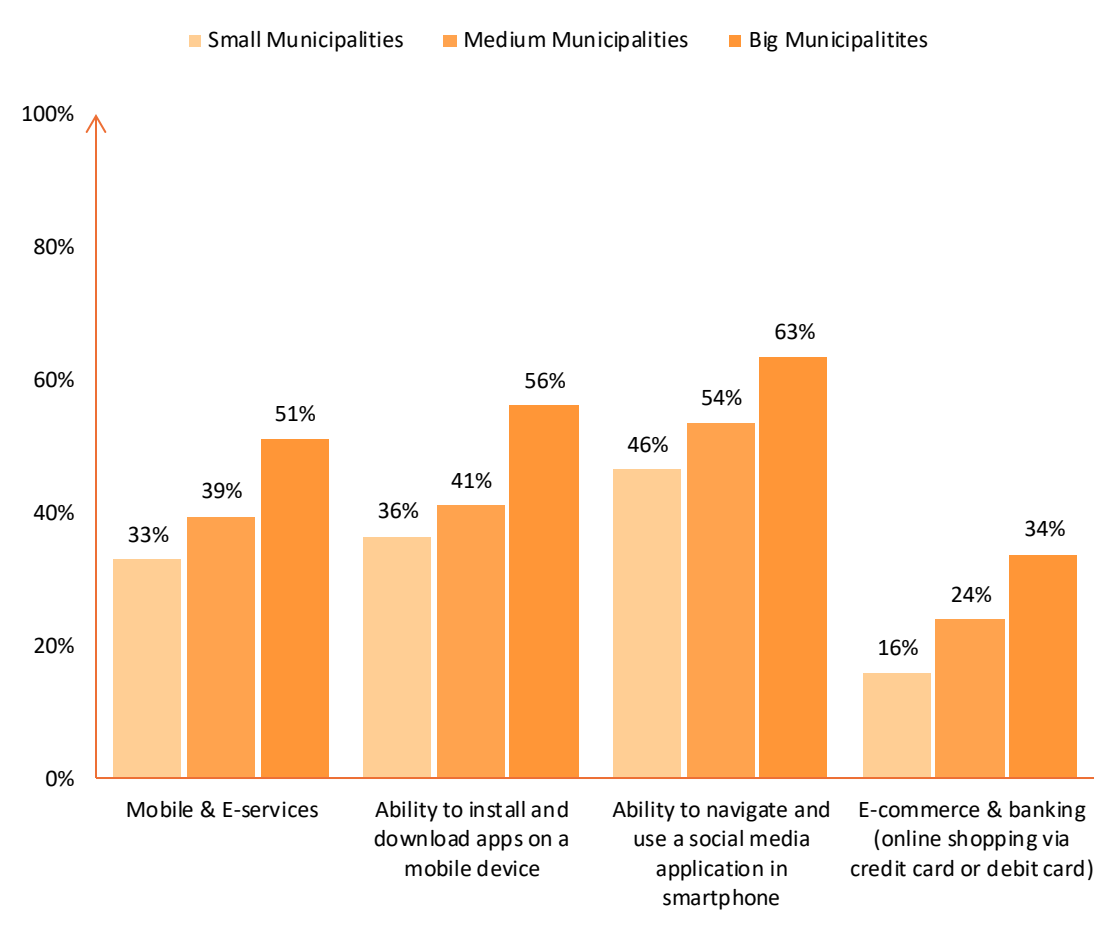
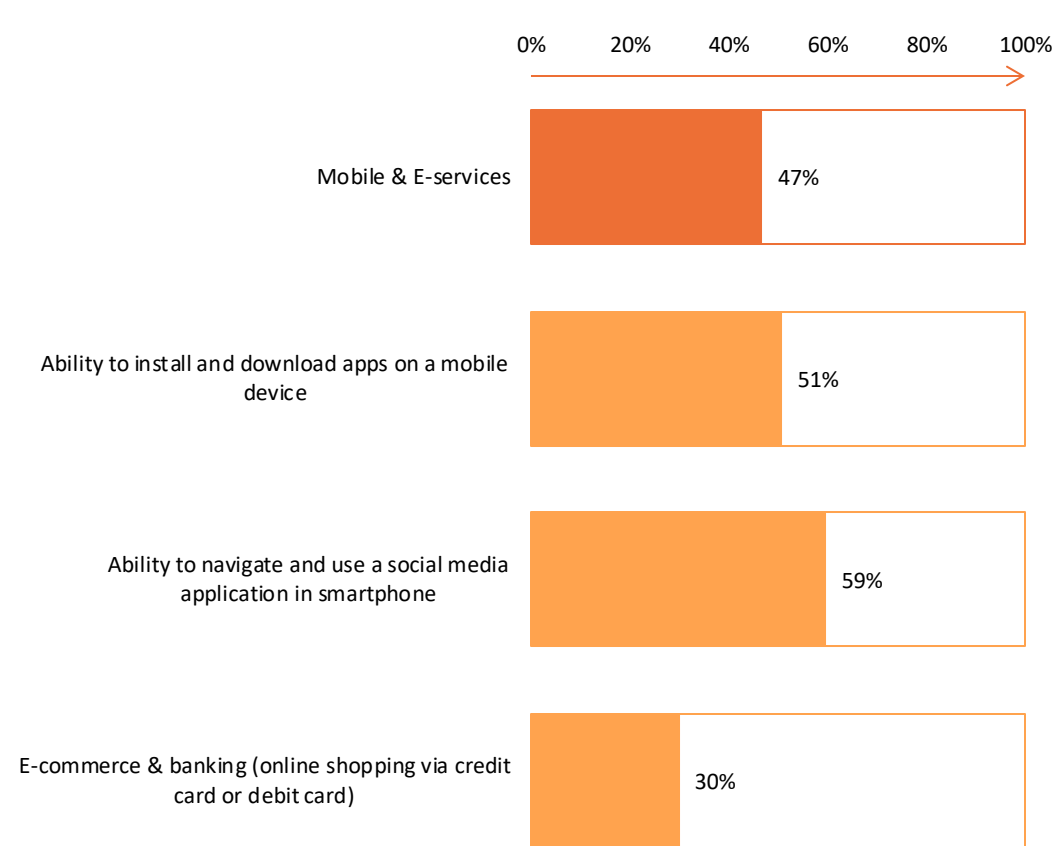




# Digital Literacy – Digital Creative Skills



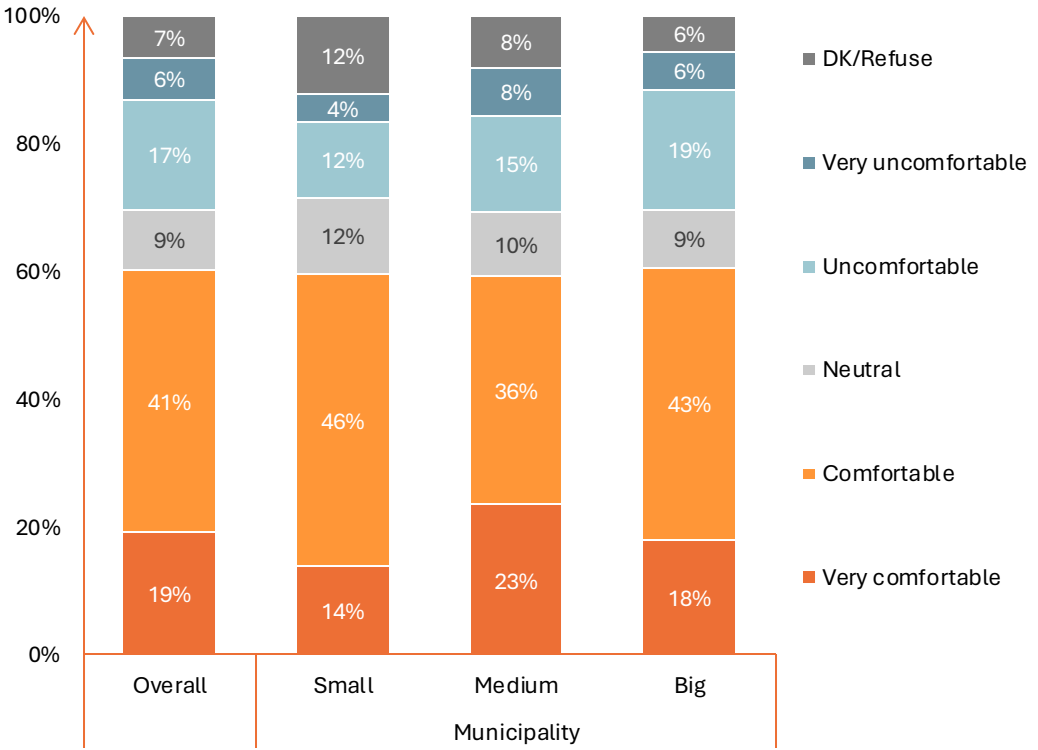
# Digital Literacy – Mobile and E-services



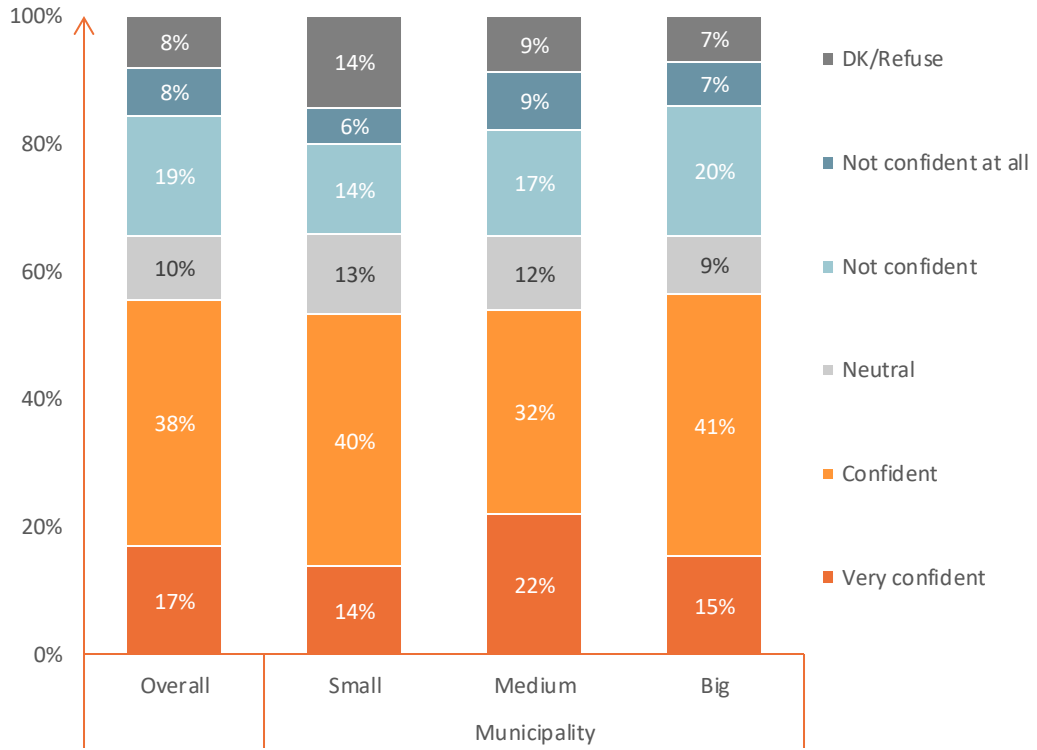
Category	Protection Readiness	
General Population	<b>39</b>	
Gender	Men	40
	Women	38
Urbanity	Urban	39
	Rural	39
Age	18-29 y.o.	64
	30-49 y.o.	47
	50+ y.o.	<b>21</b>

# Protection

## Comfort Levels in Online Personal Information Sharing

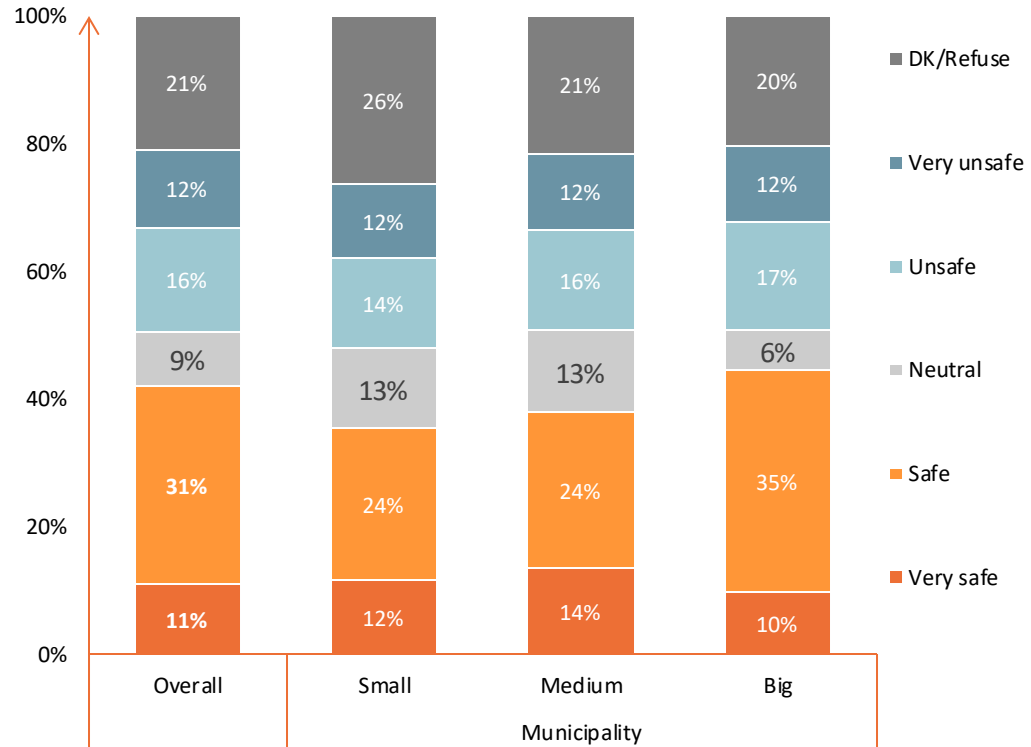


## Confidence Level in Online Information Management

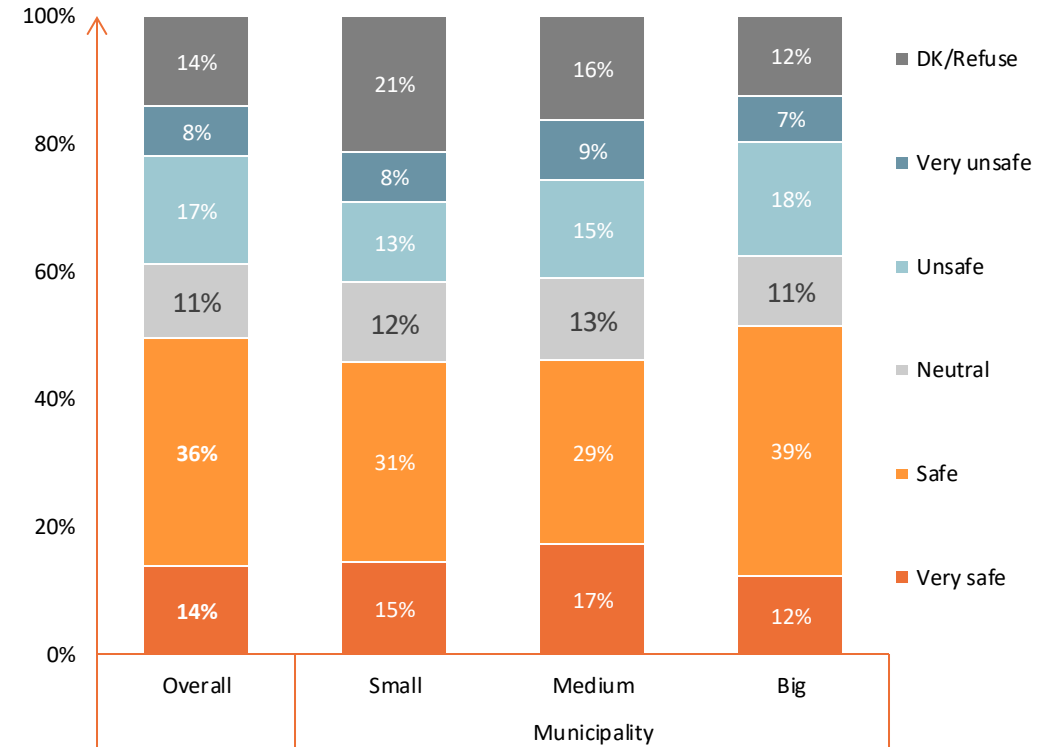


# Protection

## Assessing Perceived Safety: Online Payment Confidence Levels



## Assessing the Safety of Online Document and File Exchanges



# ASSESSING MUNICIPAL AND PUBLIC E-READINESS IN ALBANIA

## THANK YOU!