

Snapshot of Staff Satisfaction Survey in Albania

The **ReSPA Staff Satisfaction and Well-Being Survey** was conducted in Albania between June and September 2022.

The survey generated **5,842 responses** from more than **200 institutions** of the central government administration, independent institutions and local government institutions. It included institutions regulated by the Civil Service Law and the Labour Code.

According to the survey,

- **17% are satisfied with their job**
- 69% are willing to do extra work for their job that is not really expected of them
- 63% are enthusiastic about their job

The survey further found that,

- 21% want to leave the public administration within the next two years
- 44% indicate that they often feel stressed at work
- 48% find it easy to balance the demands of their work and their private life.

Public servants also shared their **experiences with management and their workplace environments**.

According to the survey,

- 82% agree and strongly agree that they use a variety of skills and talents in their jobs
- 62% have significant autonomy in determining the way they do their job
- 76% indicate that their performance was evaluated at least once during the last two years
- 78% received a conversation to agree on objectives before the beginning of the evaluation period, and 63% had a meeting to discuss the results of their performance evaluation
- 81% agree and strongly agree that their superior communicates clear ethical standards to subordinates.
- 71% agree and strongly agree that their superior communicates a clear vision for their institution's future
- 48% agree and strongly agree that their superior gives individual employees positive feedback if they perform well.
- 68% agree or strongly agree that they receive sufficient training at work to complete their work tasks effectively.
- In 12 months before taking the survey, 59% attended a job-specific training course and 46% at least one general training course.
- 61% indicate that they have good career advancement opportunities within their institution, and 69% indicate that they have good opportunities for career progression in the public service. However, 59% indicate that they have better career opportunities outside the public sector.
- 49% agree or strongly agree that it would be easy to find a better-paid job in the private sector.
- 13% are satisfied with their salary.

Notable findings of the survey are **differences between the institutions** of the central government of Albania.

For instance,

- The motivation of public servants to do extra work for their job that is not really expected of them varies from 94% in the highest-scoring institution to 36% in the lowest-scoring institution.
- Public servants' evaluation of the effectiveness and responsiveness of the HR unit (or equivalent) of their institution varies from 93% in the highest-scoring institution to 35% in the lowest-scoring institution.

The results of the Staff Satisfaction Survey were **presented online** to senior leaders of the Department of Public Administration in October 2022 and at the ReSPA Ministerial Conference in Tirana in November 2022.

The Department of Public Administration received a **main report** that compares results across institutions. The Department of Public Administration further received **45 separate reports for institutions** that returned a large enough number of responses.

The main reports provide robust evidence for the **development of Action Plans** in the field of Human Resources Management and have informed the development of a new Public Administration Reform Strategy.

The large differences between institutions indicate the need for interventions at the level of institutions, in particular, the support of senior and middle management to develop and implement Action Plans in response to the detailed survey results.