

ReSPA e-participation and open government general roadmap

Albania

Step 2, 2-5-17, JM

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1. Introduction

1.1. Guide to the roadmap development process

This e-participation and open government roadmap for Albania represents step 2 in the roadmap development process.

1.1.1. Step 1

Step 1 consisted of compiling baseline information for a roadmap for e-participation, including OG and OGD objectives, for each of the ReSPA beneficiaries. This was used as a basis for discussion, questions and answers during the ReSPA eGovernment days, 14-15 December 2016, in Belgrade, Serbia.

1.1.2. Step 2

This document represents the first full draft specific roadmap for Albania, derived from and referring to the general ReSPA e-participation and open government roadmap. ReSPA Beneficiaries are invited to provide feedback on this draft specific roadmap.

1.1.3. Step 3

The final set of roadmaps will consist of the general roadmap plus six specific roadmaps, one each for the six ReSPA beneficiaries.

1.2. Purpose and audience of the roadmap

The purpose of the roadmap for e-participation and open government (including open government data) is to avoid becoming just another paper document to be accounted for as received in government and archived. It needs to aim to achieve the higher level function of guiding government action rather than a detailed formula.

In this context, it is necessary to understand for whom the roadmap is meant and to whom it is targeted. There could be more than one audience, but it is important it reaches the right people and does not get passed around with no responsibility taken. The e-participation and open government roadmap represents a prioritisation of a ReSPA Beneficiary's overall e-government and ICT strategy focusing on necessary building block implementations over a number of years. Thus it also needs to be specifically targeted at those responsible for Public Administration Reform (PAR), as well as the whole government of the beneficiary more generally as there are implications for all, including in particular ministries and other entities with a key role in e-government development.

1.3. Use of the roadmap

In order to achieve the purpose above, it is imperative that the roadmap is ambitious as well as realistic. It should be seen as a general guide but tailored to the specific situation and conditions of Albania. These conditions are presented as the 'baseline' in this document and constructed using the sources detailed at the beginning of sections 4, 5 and 6.

The roadmap is intended as an input to the process of moving closer to the overall goals for e-participation and open government which this ReSPA Beneficiary itself chooses to pursue. Thus all recommendations are only made on the assumption that the ReSPA Beneficiary does intend to pursue the overall goals outlined, either partially or fully. As such, the roadmap will need to be translated and/or adapted into concrete policies, strategies, principles and action plans according to a timetable which the ReSPA Beneficiary determines.

This roadmap is derived from the general ReSPA e-participation and open government roadmap but is specifically tailored to Albania. It provides a specific roadmap proposal but refers to the general roadmap for detailed guidance on specific issues. The rest of this document is structured as follows:

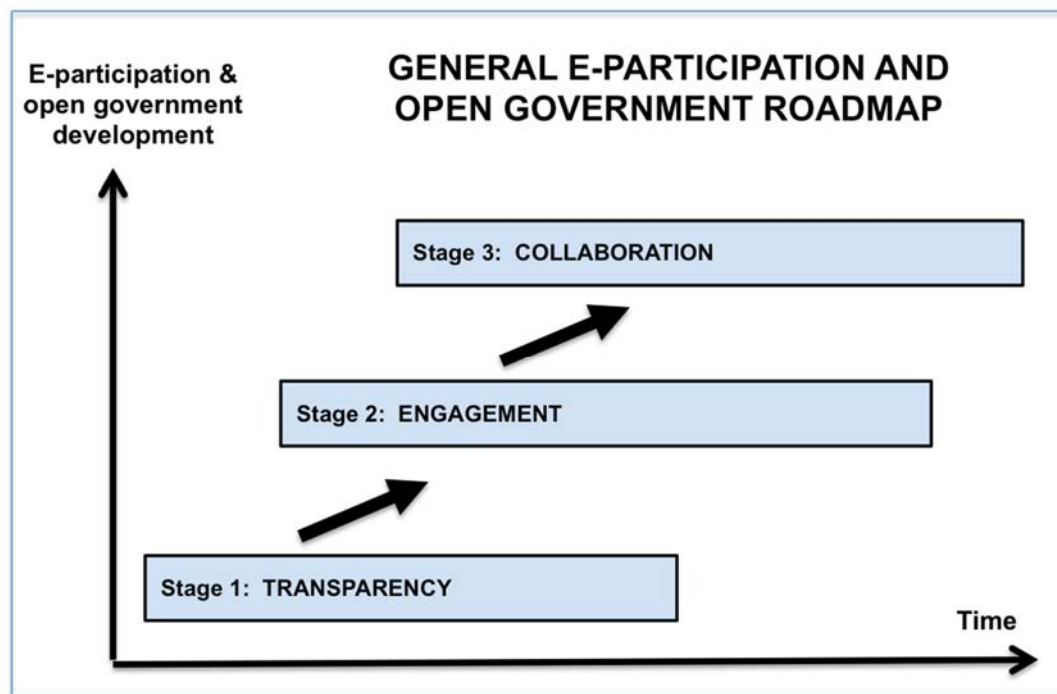
- Section 2: lays out the overall roadmap structure, derived from the general ReSPA roadmap.
- Section 3 gives an overview of the specific roadmap for Albania.
- Sections 4, 5 and 6 provide specific roadmap guidance for each of the three roadmap stages.
- Annex 1 is a reference section that reproduces the baseline data, information and overall assessment for the six roadmap issues.
- Annex 2 provides comparative baseline data between the six ReSPA Beneficiaries: rating results from the ReSPA e-participation survey questionnaire, UN data on e-participation and e-government and assessment on e-participation and open government from the 2015 ReSPA study from e-government to open government.
- Annex 3 shows the ReSPA e-participation survey questionnaire.

2. Overall roadmap structure

As described in the general ReSPA roadmap document, the three roadmap stages are transparency, engagement and collaboration. These represent distinct types of relatively independent strategies which can and often are carried out by countries independently from each other. Each stage consists of a number of building blocks which will need different work at various stages of the roadmap (see below). However, there is also considerable overlap and mutual dependence between the stages. In real life, they co-exist and overlap, forming numerous interactions between governments and people related to the prevailing socio-cultural and regulatory contexts of each country. The stages are also highly synergistic, especially if carried out in the order presented, i.e. from transparency, to engagement, and then to collaboration, with the benefits to both government and users increasing at each step. Even though it is possible to achieve some e-participation and open government benefits implementing each strategy independently in any order, the evidence shows that the size of

the benefits increases when all three are implemented and in the order suggested. See Figure 1.

Figure 1: General e-participation and open government roadmap



As indicated in Figure 1, the overall roadmap process shows that subsequent stages rely on success in previous stages to fully maximise synergies and benefits. The importance of interlinking between the three strategic stages is underlined by the fact that most countries do not see them in isolation but as an integrated package of an e-participation and open government policy, which is in turn an integral part of their overall e-strategy and e-government policy. Experience from some of the lead European countries (including Denmark, Estonia, the Netherlands and the UK) shows that the whole roadmap if starting from scratch can take up to ten years, although it should be remembered that these countries had no good practice to refer to. In addition, the technology has changed, and continues to change, often more rapidly than institutions and policies can keep up, pushing countries to move more quickly. Progress in future should, therefore, be faster, also because the process continues to be supported and coordinated at EU level, for example through the EU eGovernment Action Plan 2016-2020¹.

As indicated above, the three strategic stages can be implemented independently, but in this case the benefits are likely to be lower and the costs higher. Thus, a comprehensive roadmap should consider the stages as a continuous process composed of three sequential as well as strongly overlapping elements, even though each is more or less discrete. Clearly each ReSPA Beneficiary will be at a different stage in this progression, so the general roadmap is a guide assuming that each starts from scratch². The main building blocks of the roadmap are mapped against the above three stages in **Table 1** showing the sources of evidence available.

¹ EU eGovernment Action Plan 2016-2020: <https://ec.europa.eu/digital-single-market/en/european-egovernment-action-plan-2016-2020>

² Specific country inputs or comments on the roadmap, derived from the interviews and the consultation process, are indicated by showing the country abbreviation in brackets.

Table 1: Roadmap stages showing building blocks and elements: strategic and implementation issues

STRATEGIC ISSUES	Building blocks	BUILDING BLOCK ELEMENTS FOR 2016 BASELINE ASSESSMENT		
		Stage 1: TRANSPARENCY	Stage 2: ENGAGEMENT	Stage 3: COLLABORATION
		<ul style="list-style-type: none"> UN E-Participation Index: e-information score: enabling participation by providing citizens with public information and access to information without or upon demand 	<ul style="list-style-type: none"> UN E-Participation Index: e-consultation score: Engaging citizens in contributions to and deliberation on public policies and services 	<ul style="list-style-type: none"> UN E-Participation Index: e-decision-making score: empowering citizens through co-design of policy options, coproduction of service components, delivery modalities
Policy & strategy	E-strategy	<ul style="list-style-type: none"> Main e-strategies Open government data policies PAR policies and initiatives 	<ul style="list-style-type: none"> PPP/PCP policies and initiatives 	
	E-participation policies and strategies	<ul style="list-style-type: none"> General e-participation strategies Rating e-participation policies and strategies 	<ul style="list-style-type: none"> E-engagement strategies Engagement strategies 	
	E-participation initiatives	<ul style="list-style-type: none"> Completed e-participation initiatives On-going e-participation initiatives 	<ul style="list-style-type: none"> Planned e-participation initiatives Rating e-participation implementation 	
	Opportunities for e-participation	<ul style="list-style-type: none"> Thematic areas of potential benefit Government needs for e-participation 	<ul style="list-style-type: none"> Drivers and opportunities 	
	Challenges to e-participation	<ul style="list-style-type: none"> Past challenges Future challenges 		
Institutional frameworks	Institutional framework for transparency	<ul style="list-style-type: none"> State/national authority for information (transparency) State/national authority for e-information activities (e-transparency) Rating national authority for public information (transparency) 		
	Institutional framework for engagement		<ul style="list-style-type: none"> Institute for public consultations (engagement) Institute for public e-consultations: activities (e-engagement) Rating national authority for public consultations (engagement) 	
	Institutional framework for data privacy	<ul style="list-style-type: none"> State/national authority for data privacy State/national authority for data privacy: activities 		
Legal & regulatory frameworks	Legislation on transparency	<ul style="list-style-type: none"> Legislation and policies on freedom of information (transparency) Constitutional rights for citizens accessing public information (transparency) 	<ul style="list-style-type: none"> Legislation and policies on freedom of e-information (e-transparency) Rating access to information legislation (transparency) 	
	Legislation on engagement		<ul style="list-style-type: none"> Legislation on consulting with citizens (engagement) Constitutional rights for citizens to be consulted by government (engagement) Legislation on e-consulting with citizens (e-engagement) Rating e-consultation (e-engagement) 	
	Legislation on collaboration			<ul style="list-style-type: none"> Constitutional rights for citizens to participate in public policy and decision-making Rating on e-decision-making (e-collaboration)
	Open government data	<ul style="list-style-type: none"> Legislation and policies on open government data Open government data star rating 1 (available on the web (whatever format) but with an open license) 	<ul style="list-style-type: none"> Open government data star ratings 2 (available as machine-readable structured data, & 3 (plus non-proprietary format (e.g. CSV instead of excel) 	<ul style="list-style-type: none"> Open government data star ratings 4 (as above plus use open standards from W3C: RDF and SPARQL) & 5 (plus link your data to other people's data to provide context)
	Data protection	<ul style="list-style-type: none"> Policies and legislation on personal data protection 	<ul style="list-style-type: none"> Rating legislation on protection of personal data 	

IMPLEMENTATION ISSUES	Building blocks	BUILDING BLOCK ELEMENTS FOR 2016 BASELINE ASSESSMENT		
		Stage 1: TRANSPARENCY	Stage 2: ENGAGEMENT	Stage 3: COLLABORATION
		<ul style="list-style-type: none"> UN E-Participation Index: e-information score: enabling participation by providing citizens with public information and access to information without or upon demand 	<ul style="list-style-type: none"> UN E-Participation Index: e-consultation score: Engaging citizens in contributions to and deliberation on public policies and services 	<ul style="list-style-type: none"> UN E-Participation Index: e-decision-making score: empowering citizens through co-design of policy options, coproduction of service components, delivery modalities
Government capacity	Financial capacity	<ul style="list-style-type: none"> Financial capacity Rating e-participation financial capacity 		
	Technical capacity	<ul style="list-style-type: none"> Technical hardware and software capacity Rating e-participation technical capacity Government bodies use of ICT channels 		
	Human capacity	<ul style="list-style-type: none"> Personnel use of ICT Rating e-participation human capacity 		
	Social media capacity		<ul style="list-style-type: none"> Processes for monitoring social media How do governments monitor social media Rating PA social media utilisation 	
	Open data capacity	<ul style="list-style-type: none"> Open government data responsible official 		
E-participation features & channels	E-participation portal	<ul style="list-style-type: none"> E-participation national portal and information features E-participation national portal and interactive features 		
	Transparency features	<ul style="list-style-type: none"> Rating Information sharing with citizens (transparency) Transparency and participation 		
	Engagement features		<ul style="list-style-type: none"> Web 2.0 & social media E-engagement features Rating consultation with citizens (engagement) 	
	Collaboration features			<ul style="list-style-type: none"> E-polling and e-voting features (e-collaboration) Collaboration Rating e-collaboration
	Open government data features	<ul style="list-style-type: none"> Open government data sets Open government data Open government data star rating 1 (available on the web (whatever format) but with an open license) 	<ul style="list-style-type: none"> Open government data star ratings 2 (available as machine-readable structured data, & 3 (plus non-proprietary format (e.g. CSV instead of excel) 	<ul style="list-style-type: none"> Open government data star ratings 4 (as above plus use open standards from W3C: RDF and SPARQL) & 5 (plus link your data to other people's data to provide context)
	Targeting specific groups	<ul style="list-style-type: none"> Rating targeting specific groups 		
Public capacity	Technical capacity	<ul style="list-style-type: none"> ICT Access Subsidies for vulnerable groups 		
	Human capacity	<ul style="list-style-type: none"> User training Political activity and features 		
	Take-up	<ul style="list-style-type: none"> Internet usage survey National portal usage 	<ul style="list-style-type: none"> Social media usage 	
	Citizen trust	<ul style="list-style-type: none"> Rating citizen trust in ICT channels 		<ul style="list-style-type: none"> Rating citizen trust in e-collaboration
	Citizen demand	<ul style="list-style-type: none"> Rating citizen demand for transparency 	<ul style="list-style-type: none"> Rating citizen demand for engagement 	<ul style="list-style-type: none"> Rating citizen demand for collaboration
	Capacity of specific groups	<ul style="list-style-type: none"> CSOs supporting e-participation Rating ability of specific groups for e-participation 		

3. Albania: international benchmarks

3.1. UN comparative data

When comparing Albania with the other ReSPA Beneficiaries, Table 2 shows that in terms of e-participation it is in third position out of five with a cumulative total of 65%. The same is the case when examining the three e-participation stages, except it is in second position after Montenegro in terms of stage 2 e-consultation. Thus it can be concluded that Albania occupies an average position amongst all ReSPA Beneficiaries in terms of the UN's e-participation indexes. It can also be seen that Albania lags significantly behind the global top ten, but an examination of UN e-participation scores in previous years shows that it has made significant recent progress, as have all ReSPA Beneficiaries (see Annex 2.)

Table 2: E-participation index in Albania and other Western Balkan countries

United Nations e-participation index by stages 2016 ³				
Country	Stage 1: e-information (%)	Stage 2: e-consultation (%)	Stage 3: e-decision making (%)	Total (%)
Albania	74	68	14	65
BiH	71	37	0	52
Macedonia	74	63	0	62
Montenegro	85	84	71	83
Serbia	91	79	57	83
Global mean	56	43	13	47
Global top ten	98	96	80	95

In terms of the UN's overall e-government and e-services, Albania seems to do a little less well, occupying fourth position out of five of the ReSPA Beneficiaries covered.

Table 3: E-government and e-service indexes in Albania and other Western Balkan countries

United Nations e-government & e-services indexes 2016 ⁴		
Country	E-government (%)	E-services (%)
Albania	53%	59%
BiH	51%	45%
Macedonia	59%	61%
Montenegro	67%	68%
Serbia	71%	82%
Global mean	49%	46%

³ United Nations (2016) "E-Government survey 2016– E-Government in support of sustainable development", United Nations Department of Social and Economic Affairs New York:
<https://publicadministration.un.org/egovkb/en-us/reports/un-e-government-survey-2016>.

⁴ Op cit United Nations (2016)

United Nations e-government & e-services indexes 2016 ⁴		
Country	E-government (%)	E-services (%)
Global top ten	88%	95%

3.2. ReSPA comparative data

The ReSPA 2015 survey from e-government to open government shows in Table 4 that Albania does however seem to do much better, being in second position amongst all ReSPA Beneficiaries, with Montenegro as overall leader. Again, it has done particularly well in terms of stage 2. (Details of the components of the ReSPA scores can be seen in Table 5.) This pattern closely reflects the comparative UN e-participation data, which in turn provides more credibility to both.

Table 4: From e-government to open government

ReSPA survey from e-government to open government 2015 ⁵				
Country	Total % score of max 24	Stage 1: Transparency	Stage 2: Engagement (participation)	Stage 3: Collaboration
Albania	67%	7	7	2
BiH	50%	6	2	4
Kosovo*	17%	2	0	2
Macedonia	58%	7	6	1
Montenegro	79%	5	8	6
Serbia	54%	6	7	0
Mean score	53%	5	5	2

The clear conclusion from both the UN 2016 and the ReSPA 2015 data is that Albania performs at about average amongst ReSPA Beneficiaries on the e-government, e-services and e-participation scores, but that it is making above average progress in terms of open government.

⁵ ReSPA report "E-Government Analysis: from E-Government to Open Government", December 2015

4. Stage 1: transparency roadmap

4.1. Overall goals

The overall goal of Stage 1, the transparency strategy, is to ensure a one-way flow of information from government to citizen. Transparency promotes accountability by providing the public with information about what the government is doing.

However, given that means that the government remains relatively passive and not open to significant interaction with non-government actors, it should be seen as just the first stage of an overall e-participation and open government strategy. At stage 1, transparency by default is recommended, so that in principle all government activities should be fully transparent except in specific legally defined areas. Transparency enables the public to understand the workings of their government and makes it possible for them to hold the government to account for its policy and service delivery performance. An important part of this is putting data online.

As reflected in **Table 1**, it is clear that Stage 1, as the first stage, typically has the role of establishing policies, strategies, systems and initiatives which provide the basis for all three stages, and/or which can be built on in Stages 2 and 3. This will be reflected in the following roadmap.

Sources used to assess the 2016 baseline and thereby to develop the roadmap for Stage 1 of e-participation and open government in the ReSPA Beneficiaries are of three types:

1. ReSPA data and information as summarised in Annex 1 as baseline data, information and overall assessment, derived from
 - E-participation questionnaire for ReSPA Beneficiaries, November 2016 (see Annex 3).
 - ReSPA report “E-Government Analysis: from E-Government to Open Government”, December 2015.
2. Non-ReSPA data and information derived from:
 - UN E-Participation Index 2016: e-information: Enabling participation by providing citizens with public information and access to information without or upon demand (see section 3.1).
 - Open Government Data⁶: star rating 1: available on the web (whatever format) but with an open license, to be open data.
3. The “ReSPA e-participation and open government general roadmap” as an accompanying document to this ReSPA Beneficiary specific roadmap: reference is made to this document in the following, where relevant, to elucidate the roadmap recommendations and/or provide additional details.

⁶ Tim Berners-Lee’s “linked Open Data 5 Star Scheme” for assessing the stages of open data deployment and use: <https://www.w3.org/DesignIssues/LinkedData.html>

4.2. Policy and strategy

4.2.1. Baseline

The summary status assessment for stage 1, derived from Annex 1, provides the following baseline.

E-strategy <i>Main e-strategies</i> National e-strategy; government official responsible; policy mandating agency websites
<i>Open government policies</i> OPG member since 2011. The first action plan focused on fiscal transparency, access to information, the use of ICT, and participation in public policy development. The second action plan is building on some of the achievements of the first one and focus is now on public integrity, efficiency, service improvement, and creating safer communities. The action plans are closely linked to efforts within e-government, and as such take a whole-of-government approach.
<i>Open government data policies</i> The OGP initiative and the action plan 2014-2016 include important steps regarding open government. Reporting of state budget expenses that ensure transparency and public scrutiny over public finances has been in place since 2013 provided by the MoF, who publishes state budget expenditures daily.
<i>PAR policies and initiatives</i> Good SIGMA coverage
PPP/PCP policies and initiatives PPP law is a transposition of 2004/18EC directive. PCP model examples: used for open government and open government data: E.g. the Action plans for OGP was adopted based on a PCP partnership model, and a Digital Police Station Application.
E-participation policies and strategies <i>General e-participation strategies</i> Government's e-strategy includes e-participation.
<i>Rating e-participation policies and strategies</i> Political commitment 5, national e-participation 4, e-participation policy formation 4
E-participation initiatives <i>Completed e-participation initiatives</i> Social network campaigns (Facebook group, Twitter profile or web blog etc.)
<i>On-going e-participation initiatives</i> Electronic Register (http://konsultimipublik.gov.al), which will be used for public consultation of all the project laws and other strategic documents. This register will be soon fully operational. The modernization of Albanian public service delivery through the e-Albania portal, interoperability projects, and various measures taken to fulfil priorities and objectives under the PAR strategy are also considered part of e-participation initiatives.
<i>Planned e-participation initiatives</i>

Social network campaigns (Facebook group, Twitter profile or web blog etc.); Online surveys; Online promotion/advocacy; Web site with policy information; Mobile app(s); Trainings/Education; Workshop(s); Conducting a study or analysis; Online chat room / discussion forum; Online consultation / deliberation
<i>Rating e-participation implementation</i> eParticipation implementation -- 3
Opportunities for e-participation <i>Thematic areas of potential benefit</i> Raising awareness for e-participation in decision making especially in framework laws (or) horizontal ones and policy documents for all the areas and especially to those related with services provided from the government.
<i>Government needs for e-participation</i> Social media / communication skills; Twinning/Partnership; Funding; Training/Educations
<i>Drivers and opportunities</i> --
Challenges for e-participation <i>Past challenges</i> Non participation, misuse of the information sometimes
<i>Future challenges</i> Non participation, trust missing for the consultation process, etc

4.2.2. Roadmap recommendations

The policy and strategy building block in Stage 1 has the additional role of establishing policies, strategies, systems and initiatives which provide the basis for all three stages, and/or which can be built on in Stages 2 and 3. Thus, some of these recommendations will be drawn upon also in the subsequent two stages in order to maximise synergy and cumulative development throughout the duration of the whole roadmap.

Overall policies and strategies have generally been successful to date, but this has been during a rapid catch-up spurt over the last five years during which relatively easy gains and quick wins have been made. The next five years will be more difficult requiring deeper, more extensive and radical change if the momentum is to be maintained. There is also good support to PAR, but this is perhaps lacking the transparency of decisions and legislation, as well as the use of PPPs and PCPs.

The government's e-strategy includes e-participation and there are very good or good ratings for political commitment, national e-participation and e-participation policy formation. Similarly, there appears to be a good range of e-participation initiatives completed, ongoing and planned, whilst overall e-participation implementation is rated as average.

The recognised opportunities for e-participation include the need for awareness raising, and this is reflected in the challenges mention of non-participation, the mis-use of information and likelihood of reduced trust in government in future.

Recommendation 1

There should be a specific focus on the transparency of decisions and legislation in the PAR context.

Recommendation 2

The average rating of e-participation initiatives should be a sign that these are given more focus in terms of design and implementation as part of a coherent and linked on-going programme, directly arising from e-participation policy but also in a flexible manner so that changing demands, challenges and opportunities can be quickly accommodated.

Recommendation 3

Ensure that the areas of potential issues of the need for awareness raising, mis-use of information and the likelihood of reduced trust in government in future are specifically tackled. Overall guidance can be found in the General Roadmap 4.2.2.

4.3. Institutional frameworks

4.3.1. Baseline

The summary status assessment for stage 1, derived from Annex 1, provides the following baseline.

Institutional framework for transparency
<i>State/national authority for information (transparency)</i> Albania have an independent state/national authority (Information Commissioner or similar) Albania has a law on the right of information and a law on data protection. It has a commissioner elected by the parliament as independent institution that is in charge to guarantee the rights and the obligations derived from the two above laws. http://www.idp.al/index.php/en/legislation-information
<i>State/national authority for e-information activities (e-transparency)</i> It has a presence on social media and an website where it can be contacted, and that publish the requests and complaints received. The website is not accessible to people with sensory disabilities and the elderly.
Rating national authority for public information (transparency) National authority for public information -- 4: Good / High / Strong
Institutional framework for data privacy
<i>State/national authority for data privacy</i> Albania has an independent national authority mandated to coordinate the implementation of data privacy policies.
<i>State/national authority for data privacy: activities</i> Albania also have an independent state/national authority like a Privacy Commissioner, for the protection of citizens personal data that coordinate and implement data privacy

policies. The authority has a presence on social media and a website where it can be contacted, and that publish the requests and complaints received.
The website (www.idp.al) is not accessible to people with sensory disabilities and the elderly. However, some of the materials and instruction on how to request an information from public institutions are available in audio.

4.3.2. Roadmap recommendations

The relevant national state authorities are in place for providing information to citizens (both transparency and e-transparency) and for data protection and data privacy. Similarly, appropriate activities seem to be taking place, and the rating of the national authority for public information (transparency) is good.

However, the relevant website is not accessible to people with sensory disabilities and the elderly, although some of the materials and instruction on how to request an information from public institutions are available in audio. It is important to tackle this given that laying a comprehensive and well functioning institutional basis for transparency is essential for the further development of engagement in stage 2 and collaboration in stage 3.

Recommendation 4

Focus on the making the website accessible to people with sensory disabilities and the elderly, for example using specific audio, visual and tactile supports, simplified designs, etc., which are also very useful for all users whatever their needs and possible handicaps.

Recommendation 5

Examine and consider all the institutional framework lessons and guidance in support of in terms of governance and monitoring (ref: General Roadmap 4.3.2).

4.4. Legal and regulatory frameworks

4.4.1. Baseline

The summary status assessment for stage 1, derived from Annex 1, provides the following baseline.

Legislation on transparency

Legislation and policies on freedom of information (transparency)

Albania has both legislation and government policies on access to public information, on reactive sharing of public information in an electronic format.

Constitutional rights for citizens accessing public information (transparency)

Albania's constitution grant citizens the right to access public information

Legislation and policies on freedom of e-information (e-transparency)

Albanian government has legislation and policies on reactive sharing of public information upon official request from the public in an electronic format

<i>Rating access to information legislation (transparency)</i> Access to information: legislation – 5: Very good / high / strong
Open government data <i>Legislation and policies on open government data</i> Albania has both legislation and government policies on proactive sharing of public information in open data formats.
Data protection <i>Policies and legislation on personal data protection</i> The Albanian constitution protects citizens' personal data and information. Government have both legislation and policies on personal data protection. Albania has linked the areas of personal data protection with the right to access information under the auspices of the same commissioner. This is interesting, as transparency is the other side of the coin to data protection and a careful balance must be made between the two. Each agency collecting and processing data is required to notify and be registered in the database for the Data Protection Commissioner which advises or takes action in case of violation
<i>Rating legislation on protection of personal data</i> Protection of personal data: legislation – 4: Good / High / Strong

4.4.2. Roadmap recommendations

The relevant legislation and related policies on freedom of information and the constitutional rights of citizens to access public information, also electronically as e-transparency, are in place, and the rating of these appears to be very good.

Legislation and related policies also exist for open government data in open data formats, and the rating is again very good. Similarly, policies and legislation on personal data protection are in place and these are linked to the right to access information under the auspices of the same commissioner in charge.

These issues are important given that laying a comprehensive and well functioning legal basis for transparency is essential for the further development of engagement in stage 2 and collaboration in stage 3.

Recommendation 6

It would be useful to check the approach to open data to the standard five levels of open data designed by Tim Berners-Lee⁷.

Recommendation 7

Examine and consider all the legal and regulatory framework lessons and guidance related to legal, data quality, data protection and security issues (ref: General Roadmap 4.4.2).

⁷ Tim Berners-Lee's "linked Open Data 5 Star Scheme" for assessing the stages of open data deployment and use: <https://www.w3.org/DesignIssues/LinkedData.html>

4.5. Government capacity

4.5.1. Baseline

The summary status assessment for stage 1, derived from Annex 1, provides the following baseline.

Financial capacity <i>Financial capacity</i> Albanian government have funds in its budget allocated to e-participation.
<i>Rating e-participation financial capacity</i> eParticipation capacity: financial resources – 3: Average / Moderate / Sufficient
Technical capacity <i>Technical hardware and software capacity</i> Albanian government have capacity in terms of technical infrastructure for e-participation.
<i>Government bodies use of ICT channels</i> 99% of governmental bodies have a web presence. 94% have fast fixed broadband internet access, and 84% have fast wireless broadband internet access. No governmental bodies have slow internet access. All governmental bodies have intranet.
<i>Rating e-participation technical capacity</i> PA web presence – 5: Very good / high / strong PA email communication – 5: Very good / high / strong PA mobile utilization – 5: Very good / high / strong eParticipation capacity: technical resources -- 3: Average / Moderate / Sufficient
Human capacity <i>Personnel use of ICT</i> 97% of persons employed in governmental bodies routinely use computers, and 100% are routinely using the internet.
<i>Rating e-participation human capacity</i> eParticipation capacity: human resources – 3: Average / Moderate / Sufficient
Open data capacity <i>Open government data responsible official</i> Albania has an official responsible for the implementation of open government data.

4.5.2. Roadmap recommendations

The government's capacity for e-participation and open government appears to be sound overall, although the rating is only average. This may have been acceptable during the preceding five years of relatively easy but good progress, but might prove a significant roadblock in the next five years during which this should be consolidated and strengthened.

The relevant technical hardware and software also seem to be in place and the use of ICT channels is high. Similarly, the use of ICT by personnel is good. These observations are

generally backed by the ratings which show that web presence, email communication and mobile utilisation are all very good. There is also a responsible official for the implementation of open government data. Overall ratings for both e-participation technical and human capacity are, however, only average. Again, these issues are important given that ensuring government capacity is and remains high is essential for the further development of engagement in stage 2 and collaboration in stage 3.

Recommendation 8

Improving financial capacity for e-participation and open governance even further would be a useful step to consolidate and increase the rollout and impact of these strategies.

Recommendation 9

Improving technical capacity for e-participation and open governance even further would be a useful step to consolidate and increase the rollout and impact of these strategies.

Recommendation 10

Improving human capacity for e-participation and open governance even further would be a useful step to consolidate and increase the rollout and impact of these strategies.

Recommendation 11

Examine and consider all the government capacity lessons and guidance related to increasing knowledge and application of key success factors, developing the capacity of government personnel, and considering cross-border cooperation which promotes joint learning and reduces costs (ref: General Roadmap 4.5.2).

4.6. E-participation features and channels

4.6.1. Baseline

The summary status assessment for stage 1, derived from Annex 1, provides the following baseline.

E-participation portal

E-participation national portal and information features

Albania has a national portal for e-participation.

The portal inform citizens of the legislation on the right to access public information. It also provide information on upcoming e-participation opportunities such as a public meetings calendar or similar. It is available in more than one language and publishes number of visits/hits.

E-participation national portal and interactive features

The portal also has a search facility. Citizens can contact government officials using the portal,. Users can rate/like content on the portal.

The portal is not accessible to citizens with sensory disabilities and the elderly.

The portal links to social media platforms.

Transparency features*Rating Information sharing with citizens (transparency)*

Finance/budget – 4: Good / High / Strong

Social development/welfare – 4: Good / High / Strong

Urban development/planning – 4: Good / High / Strong

Environmental protection – 4: Good / High / Strong

Public services – 4: Good / High / Strong

Transport – 4: Good / High / Strong

Transparency and participation

- Anti-corruption
- Joined OGP+Action plan
- Law on the right of information
- Law on public consultation

All official pages of line ministries provide web 2.0 tools/social media tools for users on their websites (e.g Facebook, twitter, etc). The law on the right of information, the law on public consultation, the OGP action plan, the creation of ADISA, the interoperability - legal and technical framework etc. are all steps that enable transparency and participation. The new law no 146/2014 on public consultation includes a provision for providing feedback from the stakeholders. The law Nr 119/2014 “On the right of information” is also a new instrument enabling transparency. This law is a strong enabler of transparency and it have been adopted by all institutions publishing on their websites the program for transparency as an enabler of transparency regarding the work and activity of the institution, publishing names of the persons responsible, and appointing a coordinator responsible for interaction with citizens requesting information. The commissioner on data protection and right of information is in charge of monitoring the execution of the law.

Collaboration with users is also promoted with the Open Government Partnership action plan, and with the online portal for reporting corruption (stopkorrupsionit.al). Finally, the law on the right of information and law on public consultation increases transparency and trust through collaboration with users.

Open government data features*Open government data sets*

Albania has an open government data portal with a specific section for sharing raw data (or datasets), and information on how to make use of datasets. The portal display number of downloads per open government dataset.

Open government data

Government of Albania has embraced the initiative of the creation of the unique portal for open government data www.opendata.gov.al, where all relative data to government institutions activity will be published. Also the Digital Agenda Strategy 2015-2020 has as one of its main objectives the adding of e-services as conform the Open Government Partnership and the creation of the open data portal as part /subdomain of the www.e-albania.al portal.

By Decision of Council of Ministers (DoCM) the Naional Agency for Information Society (NAIS) had the obligation to create the “Technical Standards for publication of data’s in the Open Data Format”⁸ to be used by all line institutions of the Government of Albania.

Data on budget expenditure of treasury has been published on daily basis since 2013 on the website of Ministry of Finance. Legislation, other information or data, and statistics on different sectors etc. are available through websites of the interested institutions.

Statistical data are periodically published through the National Institute of Statistics (www.instat.gov.al) for all the areas covered by the institute.

Targeting specific groups

Rating targeting specific groups

Reaching out electronically to CSOs / NGOs – 4: Good / High / Strong

Reaching out electronically to youth -- 4: Good / High / Strong

Reaching out electronically to women -- 4: Good / High / Strong

Reaching out electronically to vulnerable disadvantaged groups -- 4: Good / High / Strong

4.6.2. Roadmap recommendations

The quality and comprehensiveness of most necessary e-participation features and channels at stage 1 appears overall to be very good, and this is reflected in the generally good ratings given. This includes anti-corruption and good links to the OGP Action Plan. The same conclusion is drawn regarding open data features, including a unique portal for open government data, although apparently data sets ate still to be made available.

However, these features do not appear to be designed to be specifically accessible to citizens with sensory disabilities and the elderly, despite the good ratings given to reaching out to specific groups such as citizens with sensory disabilities and the elderly. This needs clarification.

Recommendation 12

It is important to urgently address the apparent lack of accessibility to citizens with sensory disabilities and the elderly. If this is the case, then specific outreach and user-friendly customisation is necessary in close cooperation with relevant representative organisations and CSOs.

Recommendation 13

Continue to develop the open government data portal and populate with data sets as soon as possible, ensuring that this is done in a manner as far developed as relevant for each stage along Tim Berners-Lee⁹ five star rankings.

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http://akshi.gov.al/Standarde%20Teknike/standardet_teknike_te_publikimit_te_te_dhenave_ne_formatin_open_d_ata.pdf

⁹ Tim Berners-Lee’s “linked Open Data 5 Star Scheme” for assessing the stages of open data deployment and use: <https://www.w3.org/DesignIssues/LinkedData.html>

Recommendation 14

Examine and consider all the e-participation features and channels lessons and guidance (ref: General Roadmap 4.6.2).

Recommendation 15

Consider the UN 2016 questions on e-information (see General Roadmap 4.6.1) which illustrate the types of features national portals need to have in order to score high on this index. Similar questions are expected for the 2018 survey report with measurement likely to take place in mid 2017.

4.7. Public capacity

4.7.1. Baseline

The summary status assessment for stage 1, derived from Annex 1, provides the following baseline.

Technical capacity <i>ICT Access</i> There are no kind of restrictions on access to the internet in Albania. 50% of households have a computer, and 99% have internet access at home. 76% of individuals are using fixed broadband internet, 57% are using mobile/cellular internet, and 40% are using mobile broadband internet. Internet penetration in urban areas are 63%, and 50% in rural areas.
<i>Subsidies for vulnerable groups</i> Government subsidize provision of ICT services to vulnerable groups
Human capacity <i>User training</i> There are no educational/training programs on e-participation for citizens.
<i>Political activity and features</i> The percentage of women in parliament is 99%. Voter turnout in last national elections was 76%, and 57% of the citizens are members of a political party.
Take-up <i>Internet usage survey</i> Yes
<i>National portal usage</i> 70% of the population visited the national portal in the last year.
Citizen trust <i>Rating citizen trust in ICT channels</i> Citizen trust in PA web presence – 2: Poor / low / weak Citizen trust PA email communication – 3: Average / Moderate / Sufficient Citizen trust in PA social media utilization –3: Average / Moderate / Sufficient Citizen trust in PA mobile utilization – 3: Average / Moderate / Sufficient
Citizen demand

<i>Rating citizen demand for transparency</i>
Citizens' demand for access to public information – 2 : Poor / low / weak
Capacity of specific groups
<i>CSOs supporting e-participation</i>
Yes
<i>Rating ability of specific groups for e-participation</i>
Ability of CSOs / NGOs to be involved in eParticipation-- 4: Good / High / Strong
Ability of youth to be involved in eParticipation-- 4: Good / High / Strong
Ability of women to be involved in eParticipation-- 4: Good / High / Strong
Ability of vulnerable disadvantaged groups to be involved in eParticipation – 3: Average / Moderate / Sufficient Overall assessment of public capacity

4.7.2. Roadmap recommendations

The public's capacity for e-participation and open government in terms of technical capacity appears to be good, including government subsidies for the provision of ICT services to vulnerable groups. This seems to be at odds with some of the conclusions above that there is no specific provision to support groups with special needs. Also, in terms of human capacity there are no educational/training programs on e-participation for citizens, although national portal usage seems to be good.

The main challenges in terms of public capacity are related to overall low or only average citizen trust in ICT channels, as well as poor demand for access to public information. In contrast, the ability of specific groups, including CSOs, is rated as good, although again the ability of disadvantaged groups to be involved in e-participation is only seen as average.

Recommendation 16

Plans for user education/training should be prepared and implemented as soon as possible and strongly reinforced if necessary.

Recommendation 17

A strong focus is also needed to increase citizen trust in ICT channels and to raise awareness and thus to tackle the poor demand for access to public information. (See also Recommendation 2.)

Recommendation 18

Specific attention should again be placed on the ability of disadvantaged groups to be involved in e-participation.

Recommendation 19

A critical element in raising awareness and boosting public capacity for e-participation is working more proactively and closely with CSOs, to ensure they can formally participate in all aspects of e-participation and open government activities, given that their involvement is critical for the success of these strategies.

Recommendation 20

Examine and consider the public capacity lessons and guidance (ref: General Roadmap 4.7.2).

5. Stage 2: engagement roadmap

5.1. Overall goals

The overall goal of Stage 2, the engagement strategy, is to ensure a mainly a two-way exchange of information, knowledge and opinion from government to citizen (and other non-government actors) and vice versa, so that government becomes relatively active. Engagement allows members of the public to contribute ideas and expertise so that their government can make policies with the benefit of information that is widely dispersed in society.

At stage 2, engagement by default is recommended, so that in principle all government activities should be fully open to public engagement except in specific legally defined areas. Engagement allows members of the public to contribute ideas and expertise so their government can make policies with the benefit of information that is widely dispersed in society. However, government tends to determine the agenda, which issues are open for consultation, and does not directly include other actors in its decision-making, so that it always retains the leading role. Whereas transparency on its own is passive, transparency is necessary for engagement to actively function so that the public can see and understand what is happening inside government to order to influence its workings by engaging with public policy processes and public service providers. An important part of this is putting data online and making it machine readable and structured.

As reflected in **Table 1**, it is clear that Stage 2, as the second stage, typically builds upon the policies, strategies, systems and initiatives developed in Stage 1.

Sources used to assess the 2016 baseline and thereby to develop the roadmap for Stage 2 of e-participation and open government in the ReSPA Beneficiaries are of three types:

1. ReSPA data and information as summarised in Annex 1 as baseline data, information and overall assessment, derived from
 - E-participation questionnaire for ReSPA Beneficiaries, November 2016 (see Annex 3)
 - ReSPA report “E-Government Analysis: from E-Government to Open Government”, December 2015.
2. Non-ReSPA data and information derived from:
 - UN E-Participation Index: e-consultation: engaging citizens in contributions to and deliberation on public policies and services (see section 3.1).
 - Open Government Data: star ratings 2 and 3: available as machine-readable structured data (e.g. excel instead of image scan of a table); plus non-proprietary format (e.g. CSV instead of excel).
3. The “ReSPA e-participation and open government general roadmap” as an accompanying document to this ReSPA Beneficiary specific roadmap: reference is made to this document in the following, where relevant, to elucidate the roadmap recommendations and/or provide additional details.

5.2. Policy and strategy

5.2.1. Baseline

The summary status assessment for stage 2, derived from Annex 1, provides the following baseline.

<i>E-engagement strategies</i>
Yes
<i>Engagement strategies</i>
Yes; government have policies recommending particular topics for consultations with citizens; referendums on matters of national importance

As examined in section 4.2, stage 1 has provided policies, strategies, systems and initiatives for transparency, which also provide the basis and framework for stage 2's engagement strategies to be developed. Thus the following building blocks need to be updated with reference to these engagement strategies, including in relation to the recommendations below:

- E-strategy
- E-participation initiatives
- Opportunities for e-participation
- Challenges for e-participation.

5.2.2. Roadmap recommendations

Albania has specific engagement and e-engagement strategies, including national referendums, although there are no policies on specific topics.

Recommendation 21

Consider whether and, if so, which specific policies might be subject to engagement and e-engagement initiatives, perhaps relating to pressing societal challenges in Albania.

Recommendation 22

Examine and consider the policy and strategy lessons and guidance in relation to the four pillars of engagement, success criteria for e-engagement, process simplification and reduction, user-centred design and personalization (ref: General Roadmap 5.2.2).

5.3. Institutional frameworks

5.3.1. Baseline

The summary status assessment for stage 2, derived from Annex 1, provides the following baseline.

Institutional framework for engagement
<i>Institute for public consultations (engagement)</i>

There is a minister who plays the role of national coordinator for the implementation of the law of public consultation (Minister of State for Innovation and Public consultation).
<i>Institute for public e-consultations: activities (e-engagement)</i> In order to implement the Law on Public Consultation No. 146/2014 it is established the Electronic Register which will be used for the public consultation of all the project laws and other strategic documents. This register will be soon fully operational.
<i>Rating national authority for public consultations (engagement)</i> National authority for public consultations – 4: Good / High / Strong

As examined in section 4.3, stage 1 has provided some institutional frameworks for transparency, which also provide the basis and framework for stage 2's engagement strategies to be developed. Thus the following building blocks need to be updated with reference to these engagement strategies, including in relation to the recommendations below:

- Institutional framework for data privacy.

5.3.2. Roadmap recommendations

There is a minister who plays the role of national coordinator for the implementation of the law of public consultation, and in terms of e-engagement an electronic register is being established which will be used when operational for the public consultation of all the project laws and other strategic documents. These institutional arrangements for engagement are also rated as good.

Recommendation 23

Clarify the issue of whether or not the institutional arrangements for engagement are dependent alone on a minister/ministry, which might be replaced or abolished as politics change, or whether such arrangements are well embedded and above political change.

Recommendation 24

Examine and consider the institutional framework lessons and guidance, in relation to governance and monitoring (ref: General Roadmap 5.3.2).

5.4. Legal and regulatory frameworks

5.4.1. Baseline

The summary status assessment for stage 2, derived from Annex 1, provides the following baseline.

Legislation on engagement <i>Legislation on consulting with citizens (engagement)</i> Albania has legislation requiring government agencies consult with citizens, on particular topics, and specifying doing so by electronic means.
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<i>Constitutional rights for citizens to be consulted by government (engagement)</i>
The constitution grants citizens the right to participate directly in public policy and decision-making, and protects citizens' personal data and information.
<i>Legislation on e-consulting with citizens (e-engagement)</i>
Yes
<i>Rating e-consultation (e-engagement)</i>
eConsultation: legislation -- 5: Very good / high / strong

As examined in section 4.4, stage 1 has provided some legal and regulatory frameworks for transparency, which also provide the basis and framework for stage 2's engagement strategies to be developed. Thus the following building blocks need to be updated with reference to these engagement strategies, including in relation to the recommendations below:

- Open government data
- Data protection

5.4.2. Roadmap recommendations

The situation with legal and regulatory frameworks at stage 2 appears overall to be good. There is legislation on consulting with citizens, and citizens do have the constitutional right to be consulted by government, including with a focus on specific topics and to be consulted electronically. E-consultation is also rated good.

Recommendation 25

For open government data, move towards or provide the legal and regulatory basis for reaching, first the star 2 rating¹⁰ (available as machine-readable structured data) and then star rating 3 (as 2 plus non-proprietary format (e.g. CSV instead of excel)).

Recommendation 26

Examine and consider all the legal and regulatory framework lessons and guidance related to legal, data quality, data protection and security issues (ref: General Roadmap 5.4.2).

5.5. Government capacity

5.5.1. Baseline

The summary status assessment for stage 2, derived from Annex 1, provides the following baseline.

Social media capacity
<i>Processes for monitoring social media</i>

¹⁰ Tim Berners-Lee's "linked Open Data 5 Star Scheme" for assessing the stages of open data deployment and use: <https://www.w3.org/DesignIssues/LinkedData.html>

Albanian government has a process for monitoring social media, using an outsourced Social Media Monitoring business service. Individual government bodies do not have a process for monitoring social media.

How do governments monitor social media

Government also uses internal Social Media Monitoring tools (free or commercial software), external/Outsourced, and Social Media Monitoring business service. Individual government bodies do not use social media monitoring.

Rating PA social media utilisation

PA social media utilization – 5: Very good / high / strong

As examined in section 4.5, stage 1 has provided some government capacity frameworks for transparency, which also provide the basis and framework for stage 2's engagement strategies to be developed. Thus the following building blocks need to be updated with reference to these engagement strategies, including in relation to the recommendations below:

- Financial capacity
- Technical capacity
- Human capacity
- Open data capacity

5.5.2. Roadmap recommendations

Government's social media capacity, necessary for significant progress on its engagement strategy, appears to be good, although individual government bodies do not have a process for monitoring or using social media. The public administration's use of social media is rated as very good.

Recommendation 27

Clarify, and if deemed necessary, enable individual government bodies to both monitor and use social media in line with overall governmental guidelines and strategy.

Recommendation 28

Examine and consider all the government capacity lessons and guidance related to supporting civil servants (ref: General Roadmap 5.5.2).

5.6. E-participation features and channels

5.6.1. Baseline

The summary status assessment for stage 2, derived from Annex 1, provides the following baseline.

Engagement features

Web 2.0 & social media

All ministry websites have social media

E-engagement features

Albanian government hosts e-consultation with citizens. Outcome of a consultation is published in a report that includes an analysis of citizens' proposals, and the feedback received from the e-consultation process result in action taken by government.

New law on public consultation with provisions for feedback from stakeholders

Rating consultation with citizens (engagement)

finance/budget -- 4: Good / High / Strong

development/welfare -- 4: Good / High / Strong

urban development/planning -- 4: Good / High / Strong

environmental protection -- 4: Good / High / Strong

public services -- 4: Good / High / Strong

transport -- 4: Good / High / Strong

As examined in section 4.6, stage 1 has provided some e-participation features and channels frameworks for transparency, which also provide the basis and framework for stage 2's engagement strategies to be developed. Thus the following building blocks need to be updated with reference to these engagement strategies, including in relation to the recommendations below:

- E-participation portal
- Open government data features
- Targeting specific groups

5.6.2. Roadmap recommendations

There seems to be some confusion as to whether individual ministries use social media or not (cf. section 5.5.1 and Recommendation 27 above). Overall, however, the use of e-consultation seems to be relatively well developed in Albania, and ratings are for the different types of consultations are good.

Recommendation 29

For open government data, move towards reaching, first the star 2 rating¹¹ (available as machine-readable structured data) and then star rating 3 (as 2 plus non-proprietary format (e.g. CSV instead of excel). (See also Recommendation 25)

Recommendation 30

Examine and consider all the e-participation features and channels lessons and guidance (ref: General Roadmap 5.6.2).

Recommendation 31

Consider the UN 2016 questions on e-consultation (see General Roadmap 5.6.1) which illustrate the types of features national portals need to have in order to score high on this index. Similar questions are expected for the 2018 survey report with measurement likely to take place in mid 2017.

¹¹ Tim Berners-Lee's "linked Open Data 5 Star Scheme" for assessing the stages of open data deployment and use: <https://www.w3.org/DesignIssues/LinkedData.html>

5.7. Public capacity

5.7.1. Baseline

The summary status assessment for stage 2, derived from Annex 1, provides the following baseline.

<i>Social media usage</i> 26% of individuals are using social media.
<i>Rating citizen demand for engagement</i> Citizens' demand for consultation: development matters and policies – 2 : Poor / low / weak

As examined in section 4.7, stage 1 has provided some public capacity frameworks for transparency, which also provide the basis and framework for stage 2's engagement strategies to be developed. Thus the following building blocks need to be updated with reference to these engagement strategies, including in relation to the recommendations below:

- Technical capacity
- Human capacity
- Take-up
- Citizen trust
- Capacity of specific groups

5.7.2. Roadmap recommendations

Referring to public capacity in stage 1, this appears to be good, but also less clear in stage 2 with only 26% of individuals using social media, and citizen's demand for consultation on development matters and policies rated as poor.

Reference should thus be made back to the public capacity recommendations made for stage 1 (section 4.7.2).

Recommendation 32

Given that, on the one hand, public capacity overall seems to be good and the e-participation offer at stage 2 also good (reference section 3), it seems clear that on the other hand citizen demand at both stages 1 and 2 is poor. This mismatch between the stages 1 and 2 supply and demand sides should be tackled through increased education/training and awareness raising efforts (see also Recommendation 16 and Recommendation 17).

Recommendation 33

Examine and consider all the public capacity lessons and guidance for stage 2 (ref: General Roadmap 5.7.2).

6. Stage 3: collaboration roadmap

6.1. Overall goals

At stage 3, the e-participation and open government strategy is to be collaborative. This is mainly multi-way from governments to citizens (and other non-government actors), vice versa and involving in principle many other actors, so that each actor -- not only government -- can become proactive in initiating and implementing collaboration. Collaboration improves the effectiveness of government by encouraging partnerships and cooperation within the central government, across levels of government, and between the government and private institutions.

At stage 3, collaboration by default is recommended, so that in principle all government activities should be open for collaboration with all legitimate actors, both where government proactively takes the lead but also enables others to do so, even without government, as long as this contributes to public value over which the government has the final say. Whereas engagement on its own provides only limited opportunities determined by government for non-government actors to participate in the workings of government, collaboration takes this the final step by enabling these actors to themselves have significant say in which issues they consider important to participate in. As mentioned, however, the extent of this needs to be determined by legal provision, and in a society in which governments are duly elected, the government will need to determine whether such participation is in the public interest or not. Well designed and implemented collaborative government can considerably improve the overall effectiveness of government and public sector activities by encouraging partnerships and cooperation within the government, across levels of government, and between the government and other legitimate actors in society, also in situations where government may decide it is not necessary for itself to take the leading role. This is because it is clear that government on its own does not have a monopoly of knowledge, resources or power to tackle societal challenges and fully achieve societal goals¹². An important part of this is putting data online, making it machine readable and structured, plus using open standards and enabling non-government actors to link to and mesh with their own or other actors' data.

As reflected in **Table 1**, it is clear that Stage 3, as the third stage, typically builds upon the policies, strategies, systems and initiatives developed in Stages 1 and 2.

Sources used to assess the 2016 baseline and thereby to develop the roadmap for Stage 3 of e-participation and open government in the ReSPA Beneficiaries are of three types:

1. ReSPA data and information as summarised in Annex 1 as baseline data, information and overall assessment, derived from
 - E-participation questionnaire for ReSPA Beneficiaries, November 2016 (see Annex 3)

¹² Millard, J (2015) Open governance systems: Doing more with more, *Government Information Quarterly*, 12 September 2015: <http://doi.org/10.1016/j.giq.2015.08.003>

- ReSPA report “E-Government Analysis: from E-Government to Open Government”, December 2015.
2. Non-ReSPA data and information derived from:
 - UN E-Participation Index: e-decision-making: empowering citizens through co-design of policy options and coproduction of service components and delivery modalities (see section 3.1)
 - Open Government Data: star ratings 4 and 5: all the above, plus use open standards from W3C (RDF and SPARQL) to identify things, so that people can point at your stuff; plus link your data to other people’s data to provide context.
 3. The “ReSPA e-participation and open government general roadmap” as an accompanying document to this ReSPA Beneficiary specific roadmap: reference is made to this document in the following, where relevant, to elucidate the roadmap recommendations and/or provide additional details.

6.2. Policy and strategy

6.2.1. Baseline

The summary status assessment for stage 3, derived from Annex 1, provides the following baseline.

Opportunities for e-participation

Thematic areas of potential benefit

Raising awareness for e-participation in decision making especially in framework laws (or) horizontal ones and policy documents for all the areas and especially to those related with services provided from the government.

As examined in sections 4.2 and 5.2, stages 1 and 2 have provided policies, strategies, systems and initiatives for transparency and engagement, which also provide the basis and framework for stage 3’s collaboration strategies to be developed. Thus the following building blocks need to be updated with reference to these collaboration strategies, including in relation to the recommendations below:

- E-strategy (from stage 1)
- E-participation policies and strategies (from stage 2)
- E-participation initiatives (from stage 1)
- Opportunities for e-participation (from stage 1)
- Challenges for e-participation (from stage 1)

6.2.2. Roadmap recommendations

Recommendation 34

Given that an opportunity is highlighted for raising awareness for e-participation in decision making especially in framework laws, this needs follow up in terms of policy and strategy, as well as in terms of the other building blocks.

Recommendation 35

Examine and consider the policy and strategy lessons and guidance in relation to proactive involvement in decision-making, the challenges of e-decision-making, and the opportunities of e-decision-making (ref: General Roadmap 6.2.2).

6.3. Institutional frameworks

6.3.1. Baseline

There are no status assessments for stage 3, derived from Annex 1, to provide a baseline.

As examined in sections 4.3 and 5.3, stages 1 and 2 have provided institutional frameworks for transparency and engagement, which also provide the basis and framework for stage 3's collaboration strategies to be developed. Thus the following building blocks need to be updated with reference to these collaboration strategies, including in relation to the recommendations below:

- Institutional framework for engagement (from stage 2)
- Institutional framework for data privacy (from stage 1)

6.3.2. Roadmap recommendations

Recommendation 36

Examine and consider the institutional framework lessons and guidance in relation to governance, monitoring and the others identified (ref: General Roadmap 6.3.2).

6.4. Legal and regulatory frameworks

6.4.1. Baseline

The summary status assessment for stage 3, derived from Annex 1, provides the following baseline.

Legislation on collaboration
<i>Constitutional rights for citizens to participate in public policy and decision-making</i>
Yes
<i>Rating on e-decision-making (e-collaboration)</i>
eDecision-making: legislation -- 5: Very good / high / strong

As examined in sections 4.4 and 5.4, stages 1 and 2 have provided legal and regulatory frameworks for transparency and engagement, which also provide the basis and framework for stage 3's collaboration strategies to be developed. Thus the following building blocks need to be updated with reference to these collaboration strategies, including in relation to the recommendations below:

- Legislation on collaboration (from stage 2)
- Open government data (from stage 1)
- Data protection (from stage 1)

6.4.2. Roadmap recommendations

There are constitutional rights for citizens to participate in public policy and decision-making, and it is also the case that e-decision-making is itself as very good.

Recommendation 37

For open government data, move towards or provide the legal and regulatory basis for reaching, first the star 4 rating¹³ (as star rating 3 plus use open standards from W3C: RDF and SPARQL) and then star rating 5 (as star rating 4 plus link your data to other people's data to provide context).

Recommendation 38

Examine and consider the legal and regulatory framework lessons and guidance in relation to legal, data quality, data protection and security (ref: General Roadmap 6.4.2).

6.5. Government capacity

6.5.1. Baseline

There are no status assessments for stage 3, derived from Annex 1, to provide a baseline.

However, Albania's UN e-participation scores at stage 3 and ReSPA's open government stage 3 evaluations are relatively weak (see section 3 above) and this relates mainly to government capacity at this stage, so it is clear that e-decision-making and e-collaboration need more focus.

As examined in sections 4.5 and 5.5, stages 1 and 2 have provided government capacity frameworks for transparency and engagement, which also provide the basis and framework for stage 3's collaboration strategies to be developed. Thus the following building blocks need to be updated with reference to these collaboration strategies, including in relation to the recommendations below:

- Financial capacity (from stage 1)
- Technical capacity (from stage 1)

¹³ Tim Berners-Lee's "linked Open Data 5 Star Scheme" for assessing the stages of open data deployment and use: <https://www.w3.org/DesignIssues/LinkedData.html>

- Human capacity (from stage 1)
- Open data capacity (from stage 1)
- Social media capacity (from stage 2)

6.5.2. Roadmap recommendations

Recommendation 39

Given that the UN and ReSPA scores for stage 3 are relatively weak (see section 3 above), and that this relates mainly to government capacity at this stage, it is clear that e-decision-making and e-collaboration need much more focus in this context.

Recommendation 40

Examine and consider the government capacity lessons and guidance in relation to strengthening professional communities at every level (and countering the challenges (ref: General Roadmap 6.5.2).

6.6. E-participation features and channels

6.6.1. Baseline

The summary status assessment for stage 3, derived from Annex 1, provides the following baseline.

Collaboration features

E-polling and e-voting features (e-collaboration)

The national portal does not provide tools for obtaining public opinion such as online polls, petition tools, or online forums, but does use such tools for obtaining public opinion on online public services offered on the www.e-albania.al portal.

e-voting technologies was tested in 2013, and there are a few use cases. However, e-voting or e-referendum technologies are not widely used.

Collaboration

Action plan for OGP

The centralisation of G2C and G2B e-Services delivered from different electronic systems of the Government through the interoperability platform and published in a unique portal like www.e-albania.al brings many benefits to citizens and businesses that need to interact with the Government services, through a central platform.

In addition the establishment of the integrated service centre as one stop shop (face to face) provision of public services is ongoing (ADISA Creation Decision of Council of Ministers 93 date 22.10.2014), which will ensure more instruments to user empowerment and centrality for services.

More promotion of the e-service provided is needed in order to increase the usage and the awareness of the benefits of using ICT. We may also say that the e-skills (especially for older

people) and lack of information on the e-services may be seen as barriers for e-government and delivering services electronically to citizens.

Rating e-collaboration

PA online polls, forums, petition – 3: Average / Moderate / Sufficient

National eVoting eReferendums – 1: Very poor / low / weak

As examined in sections 4.6 and 5.6, stages 1 and 2 have provided e-participation features and channel frameworks for transparency and engagement, which also provide the basis and framework for stage 3's collaboration strategies to be developed. Thus the following building blocks need to be updated with reference to these collaboration strategies, including in relation to the recommendations below:

- E-participation portal (from stage 1)
- Open government data features (from stage 1)
- Targeting specific groups (from stage 1)

6.6.2. Roadmap recommendations

The national portal does not provide tools for obtaining public opinion such as online polls, petition tools, or online forums, but does use such tools for obtaining public opinion on online public services. It is also the case that there are very few use cases.

In terms of the rating e-collaboration, PA online polls, forums and petitions are rated as average whilst national e-voting and e-referendums are rated as very poor.

Recommendation 41

Consider strengthening the support, and upgrading of, e-polling and e-petition, and particularly e-voting and e-referendums, in order to increase usage in relation to e-decision-making and not only in relation to public services (although this is also good). This should especially be done at local and city levels where it clearly has most relevance, for example through participatory budgeting and the monitoring of local budgets.

Recommendation 42

For open government data, move towards reaching, first the star 4 rating¹⁴ (as star rating 3 plus use open standards from W3C: RDF and SPARQL) and then star rating 5 (as star rating 4 plus link your data to other people's data to provide context).

Recommendation 43

Examine and consider all the e-participation features and channels lessons and guidance on e-voting, e-polling, e-petitions, participatory budgeting and collaborative co-production, etc. (ref: General Roadmap 6.6.2).

Recommendation 44

Consider the UN 2016 questions on e-decision-making (see General Roadmap 6.6.1) which illustrate the types of features national portals need to have in order to score high on this

¹⁴ Tim Berners-Lee's "linked Open Data 5 Star Scheme" for assessing the stages of open data deployment and use: <https://www.w3.org/DesignIssues/LinkedData.html>

index. Similar questions are expected for the 2018 survey report with measurement likely to take place in mid 2017.

6.7. Public capacity

6.7.1. Baseline

The summary status assessment for stage 3, derived from Annex 1, provides the following baseline.

<i>Rating citizen trust in e-collaboration</i> Citizen trust in PA online polls, forums, petitions – 3: Average / Moderate / Sufficient Citizen trust in national eVoting eReferendums – 3: Average / Moderate / Sufficient
<i>Rating citizen demand for collaboration</i> Citizens' demand to participate in policy making & implementation – 2 : Poor / low / weak
<i>Collaboration</i> We may also say that the e-skills (especially for older people) and lack of information on the e-services may be seen as barriers for e-government and delivering services electronically to citizens.

As examined in sections 4.7 and 5.7, stages 1 and 2 have provided public capacity frameworks for transparency and engagement, which also provide the basis and framework for stage 3's collaboration strategies to be developed. Thus the following building blocks need to be updated with reference to these collaboration strategies, including in relation to the recommendations below:

- Technical capacity (from stage 1)
- Human capacity (from stage 1)
- Take-up (from stage 1)
- Social media usage (from stage 2)
- Capacity of specific groups (from stage 1)

6.7.2. Roadmap recommendations

Citizen trust in online polls, forums, petitions is rated as average, whilst the demand to participate in policy-making and implementation is rated as poor. It is also clear, for example, that the e-skills (especially for older people) and lack of information on the e-services may be seen as barriers for e-government and delivering services electronically to citizens.

Recommendation 45

It is clear that wider success at stage 3 will only materialise if trust and demand are increased through, for example, awareness raising and making systems as easy and relevant as possible. This will also include appropriate training and support, for example especially of older people.

Recommendation 46

Examine and consider the public lessons and guidance on building citizen collaboration from the bottom and actively support participatory, digital and political literacy (ref: General Roadmap 6.7.2).

7. Annex 1: Albania baseline data, information and overall assessment for the six roadmap issues

This section provides the baseline data and information collected for the ReSPA Beneficiary in question, as well as an overall assessment for each of the six roadmap issues.

The baseline data and information are derived from four main sources:

1. Questionnaire design and administered by Bojan Cvetkovic: numbered questions are grouped below according to the general roadmap building blocks.
2. Relevant material from the ReSPA report “E-Government Analysis: From E- to Open Government”, November 2015: grouped below by bullets according to the general roadmap building blocks.
3. Discussions with representatives of each ReSPA Beneficiary during the E-Government Working Group meeting, Beograd, Serbia, 13-14 December 2016 on the basis of the Step 1 Beneficiary reports.
4. Relevant desk research material.

Note: Shaded text in the following indicates the original question numbers and text from the questionnaire in 1 above to help distinguish from the answers which are in un-shaded text.

7.1. Baseline: policy and strategy

7.1.1. E-strategy

Main e-strategies

1) Does your government have an overall e-strategy?

Albanian government **does not** have an overall e-strategy

2) Does your government have an official responsible for overall e-strategy, at the national level, such as a Chief Information Officer, Chief Data Officer, or Chief Digital Officer?

Albania has a an official responsible for overall e-strategy at the national level

5) Does your government have a policy mandating that each government agency has a website?

Government have a policy mandating that each government agency has a website, but there is no social media strategy.

Open government policies

- Open government policies has seen earlier and much more strategic focus than most other ReSPA beneficiaries.
- Joined Open Government Partnership (OGP) in 2011, which is early, and developed its first Open Government Data (OGD) action plans around that time. Albania is on its third OGD action plan.

- In Albania the open government agenda of OGP is broader than a narrow focus on OGD. The first action plan focused on fiscal transparency, access to information, the use of ICT, and participation in public policy development. The second action plan is building on some of the achievements of the first one and focus is now on public integrity, efficiency, service improvement, and creating safer communities. The action plans are closely linked to efforts within e-government, and as such take a whole-of-government approach.

4) Does your government have a social media strategy?

There is no social media strategy.

Open government data policies

- The OGP initiative and the action plan 2014-2016 include important steps regarding open government. Reporting of state budget expenses that ensure transparency and public scrutiny over public finances has been in place since 2013 provided by the MoF, who publishes state budget expenditures daily.
- Transparency according to the Open budget index states that Albanian transparency is lower than global average. Public Participation in the Budget process much lower than global average, and budget oversight by auditor not fully implemented.

PAR policies and initiatives

- Good SIGMA coverage

PPP/PCP policies and initiatives

The Public-private-partnership (PPP) law is a transposition of 2004/18EC directive.

There are examples from on how a Public-Civil-Partnership (PCP) model has been used for open government and open government data: E.g. the Action plans for OGP was adopted based on a Public-Civil-Partnership partnership model, and a Digital Police Station Application.

7.1.2. E-participation policies and strategies

General e-participation strategies

3) Does your government's e-strategy include eParticipation or you have separate strategy for eParticipation?

Government's e-strategy includes e-participation.

E-engagement strategies

33) Does your government have policies specifying government agencies consult with citizens via electronic means, such as websites, mobile platforms/devices, social media, e-mail, etc.?

Government policies requires that government agencies consult with citizens on particular topics. Government also have policies specifying that government agencies consult with citizens via electronic means.

Engagement strategies

31) Does your government have any policies requiring that government agencies consult with citizens?

The government does have policies requiring that government agencies consult with citizens

32) Does your government have policies recommending particular topics for consultations with citizens (e.g. education, health, urban planning etc.)?

The government have policies recommending particular topics for consultations with citizens (e.g. education, health, urban planning etc.)

94) Does your government hold referendums on matters of national importance?

Albanian government holds referendums on matters of national importance.

Rating e-participation policies and strategies

112) Political commitment -- 5: Very good / high / strong

113) National eParticipation – 4: Good / High / Strong

120) eParticipation policy formation – 4: Good / High / Strong

7.1.3. E-participation initiatives

Completed e-participation initiatives

8) Please provide information on completed e-Participation initiatives with information on start date, end date, channels Used (e.g. website, social media, mobile app etc.), description of thematic focus (e.g. Health, Education, Environment) and relevant URL(s)

In order to implement the Law on Public Consultation No. 146/2014 an Electronic Register (<http://konsultimipublik.gov.al>) has been established, which will be used for public consultation of all the project laws and other strategic documents. This register will be soon fully operational.

9) Please identify what eParticipation activities (one or more) your government has already implemented? (Links to e-participation features and channels section)

Social network campaigns (Facebook group, Twitter profile or web blog etc.)

On-going e-participation initiatives

7) Please provide information on ongoing e-Participation initiatives with information on start date, planned end date, channels Used (e.g. website, social media, mobile app etc.), description of thematic focus (e.g. Health, Education, Environment) and relevant URL(s)

<http://konsultimipublik.gov.al> In order to implement the Law on Public Consultation No. 146/2014 it is established the Electronic Register which will be used for the public consultation of all the project laws and other strategic documents. This register will be soon fully operational. NAIS (National Agency for Information Society) in collaboration with ISDA (Innovation for Service Delivery in Albania), ADISA (the Agency for the Delivery of Integrated Services in Albania), and other public institutions, have taken measures to fulfil the priority and objectives, under the PAR Strategy.

Doctors and pharmacies are equipped with qualified certificates, which are going to be used for the issuance of electronic medical prescriptions. This project is being implemented in collaboration with the Fund for Obligatory Insurance of Medical Care.

In order to continue with the further consolidation of electronic governance in public administration and in accordance with the DCM 703 of 29.10.2014, NAIS has approved and developed 102 ICT projects. Through the implementation of these ICT projects Albanian government has totally dimension the way of delivering public services to citizen and businesses. It's worth mentioning the transformative reform that Albania government is providing with regard to construction permits. Due to the project developed by NAIS in close collaboration with Ministry of Urban Development and Truism, today citizens and investors can totally apply online through e-Albania portal, for construction permits thus avoiding documents and bureaucracy thereby increasing the effectiveness and transparency of the processes.

In addition a very ambitious plan of Albanian government during the reported period has been the modernization of health care system. We are glad to inform that from 15 of February 2016 has started the online distribution of the Health Card for Albanian citizens through the unique governmental portal e-Albania.

In the light of the implementation of the OGP action plan, the National Agency for Information Society in close collaboration with the Ministry of Health provides through e-Albania Portal, data on medical drugs registered in Albania and their prices. In collaboration with the Ministry of Finance, it is offered through e-Albania portal, daily payments made by Treasury branches in the Republic of Albania. Moreover in close collaboration with FSDKSH through e-Albania portal is provided the prices of reimbursed drugs list in Republic of Albania. The Minister of State for Innovation and Public Administration (MIPA) is the responsible policymaking government institution for information society area and is leading the Digital Agenda Strategy implementation. The first annual report on monitoring the implementation of the Cross-cutting Strategy "Digital Agenda of Albania 2015-2020" has been prepared for the period April 2015 - April 2016. It assess the implementation of this strategy based on three main priorities and respective objectives. The Action Plan of Digital Agenda Strategy for the first phase (2015 – 2017) includes a total of 148 short and mid-term activities. By the 1st May 2016, 85 activities (or 57.4% of them) are in progress, while 30 activities (20.3%) are fully completed. In addition 22.3% of the activities part of the first action plan are expected to begin in the second half of 2016 or early 2017.

The main achievement in the field of electronic governance, during the reporting period is the continuity of investments through the development of 31 ICT projects that are in implementation phase. These projects are developed for public administration and approximately the total investments amount to 1,320,608,692 ALL. 12 from 31 projects aim to establish new systems and the maintenance of the existing ones. The total amount of these projects is 1,192,944,241 ALL. 19 projects with an amount of 127,664,451 ALL aim to purchase the electronic equipment's. As a result of these investments, 37 institutions are connected into the interoperability governmental platform and by the end of 2016 it is expected that this number will be increased up to 42 institutions. As well, 800 online services from level 1 to 4 for the citizens, business and public employees are offered into the governmental unique portal e-Albania.

Planned e-participation initiatives

- 10) Please identify what eParticipation activities (one or more) your government has planned to implement? (Links to e-participation features and channels section)

E-participation activities the government has planned to implement includes:

- Social network campaigns (Facebook group, Twitter profile or web blog etc.)
- Online surveys
- Online promotion/advocacy
- Web site with policy information
- Mobile app(s)
- Trainings/Education
- Workshop(s)
- Conducting a study or analysis
- Online chat room / discussion forum
- Online consultation / deliberation

Rating e-participation implementation

121) eParticipation implementation – 3: Average / Moderate / Sufficient

7.1.4. Opportunities for e-participation

Thematic areas of potential benefit

11) Please list thematic areas/issues/processes which, in your case, could benefit most by implementing eParticipation?

Raising awareness for e-participation in decision making especially in framework laws (or) horizontal ones and policy documents for all the areas and especially to those related with services provided from the government.

Government needs for e-participation

14) Please list your government's needs in the area of eParticipation? (Links to government capacity section)

- Social media / communication skills
- Twinning/Partnership
- Funding
- Training/Educations

Drivers and opportunities

- Drivers/opportunities/issues that have enabled and/or assisted past e-participation and open government initiatives.
- Drivers/opportunities/issues that may enable and/or assist future e-participation and open government initiatives.

7.1.5. Challenges for e-participation

Past challenges

12) Please list eParticipation challenges/threats/issues that prevented/threaten/hindered past eParticipation initiatives?

Non participation, misuse of the information sometimes

Future challenges (Stage 1 answers under “drivers and barriers”)

- 13) Please list eParticipation challenges/threats/issues that you think may prevent/threat/hinder future eParticipation initiatives?

Non participation, trust missing for the consultation process, etc

7.1.6. Overall assessment of policy and strategy

Questionnaire:

- 15) If relevant, please add any comments or explanations on your answers in regard to the National Policy and Strategy section.

E-strategy
<i>Main e-strategies</i>
National e-strategy; government official responsible; policy mandating agency websites
<i>Open government policies</i>
OPG member since 2011. The first action plan focused on fiscal transparency, access to information, the use of ICT, and participation in public policy development. The second action plan is building on some of the achievements of the first one and focus is now on public integrity, efficiency, service improvement, and creating safer communities. The action plans are closely linked to efforts within e-government, and as such take a whole-of-government approach.
<i>Open government data policies</i>
The OGP initiative and the action plan 2014-2016 include important steps regarding open government. Reporting of state budget expenses that ensure transparency and public scrutiny over public finances has been in place since 2013 provided by the MoF, who publishes state budget expenditures daily.
<i>PAR policies and initiatives</i>
Good SIGMA coverage but perhaps lacking the transparency of decisions and legislation
<i>PPP/PCP policies and initiatives</i>
PPP law is a transposition of 2004/18EC directive. PCP model examples: used for open government and open government data: E.g. the Action plans for OGP was adopted based on a PCP partnership model, and a Digital Police Station Application.
E-participation policies and strategies
<i>General e-participation strategies</i>
Government's e-strategy includes e-participation.
<i>E-engagement strategies</i>
Yes
<i>Engagement strategies</i>
Yes; government have policies recommending particular topics for consultations with citizens; referendums on matters of national importance
<i>Rating e-participation policies and strategies</i>
Political commitment 5, national e-participation 4, e-participation policy formation 4
E-participation initiatives
<i>Completed e-participation initiatives</i>

Social network campaigns (Facebook group, Twitter profile or web blog etc.)
<p><i>On-going e-participation initiatives</i></p> <p>Electronic Register (http://konsultimipublik.gov.al), which will be used for public consultation of all the project laws and other strategic documents. This register will be soon fully operational.</p> <p>The modernization of Albanian public service delivery through the e-Albania portal, interoperability projects, and various measures taken to fulfil priorities and objectives under the PAR strategy are also considered part of e-participation initiatives.</p>
<p><i>Planned e-participation initiatives</i></p> <p>Social network campaigns (Facebook group, Twitter profile or web blog etc.); Online surveys; Online promotion/advocacy; Web site with policy information; Mobile app(s); Trainings/Education; Workshop(s); Conducting a study or analysis; Online chat room / discussion forum; Online consultation / deliberation</p>
<p><i>Rating e-participation implementation</i></p> <p>eParticipation implementation -- 3</p>
<p>Opportunities for e-participation</p> <p><i>Thematic areas of potential benefit</i></p> <p>Raising awareness for e-participation in decision making especially in framework laws (or) horizontal ones and policy documents for all the areas and especially to those related with services provided from the government.</p>
<p><i>Government needs for e-participation</i></p> <p>Social media / communication skills; Twinning/Partnership; Funding; Training/Educations</p>
<p><i>Drivers and opportunities</i></p> <p>--</p>
<p>Challenges for e-participation</p> <p><i>Past challenges</i></p> <p>Non participation, misuse of the information sometimes</p>
<p><i>Future challenges</i></p> <p>Non participation, trust missing for the consultation process, etc</p>

7.2. Baseline: institutional frameworks

7.2.1. Institutional framework for transparency

State/national authority for information (transparency)

- 35) Do you have a state/national authority (Information Commissioner or similar) mandated to coordinate the implementation of existing public information policies?
- 36) If you have a state/national authority (Information Commissioner or similar), is the above authority independent (e.g. reports directly to the head of state or the legislature)?

Albania have an independent state/national authority (Information Commissioner or similar)

State/national authority for e-information activities (e-transparency)

- 37) If you have a state/national authority (Information Commissioner or similar), does the authority have a presence on social media?
- 38) If you have a state/national authority (Information Commissioner or similar), does the authority have a website?
- 39) If a state/national authority (Information Commissioner or similar) has website, does the website publish the requests and complaints received by this authority?
- 40) If a state/national authority (Information Commissioner or similar) has website, are citizens able to contact the authority via the website?
- 41) If a state/national authority (Information Commissioner or similar) has website, does the website provide services to people with sensory disabilities or elderly (e.g. large print, audio, Braille, screen readers, virtual assistance etc.)?

It has a presence on social media and an website where it can be contacted, and that publish the requests and complaints received. The website is not accessible to people with sensory disabilities and the elderly.

Rating national authority for public information (transparency)

118) National authority for public information

National authority for public information -- 4: Good / High / Strong

- 49) If relevant, please add any comments or explanations on your answers in the above section. (Open question on institutional framework) for e-information).

Albania has a law on the right of information and a law on data protection. It has a commissioner elected by the parliament as independent institution that is in charge to guarantee the rights and the obligations derived from the two above laws.

<http://www.idp.al/index.php/en/legislation-information>

7.2.2. Institutional framework for engagement

Institute for public consultations (engagement)

- 50) Does your government have an institution for public consultations (e.g. Economic or Social or Advisory Council or similar)?
- 51) If your government has an institution for public consultations, does this institution consult with citizens before advising government?
- 52) If your government has an institution for public consultations, have the members of this institution met at least once this calendar year?

There is a Minister that plays the role of national coordinator for the implementation of the Law of public consultation (Minister of State for Innovation and Public consultation).

Institute for public e-consultations: activities (e-engagement)

- 53) If your government has an institution for public consultations, does the institution have a presence on social media?
- 54) If your government has an institution for public consultations, does this institution have a website?
- 55) If government's institution for public consultations has a website, has this website published a list of institution's recommendations to the government in the last 12 months?
- 56) If government's institution for public consultations has a website, does this website provide access to people with sensory disabilities or elderly (e.g. large print, audio, Braille, screen readers, virtual assistance etc.)?
- 57) If relevant, please add any comments or explanations on your answers in the above section. (Open question on institutional framework) for e-consultation)

In order to implement the Law on Public Consultation No. 146/2014 it is established the Electronic Register which will be used for the public consultation of all the project laws and other strategic documents. This register will be soon fully operational.

Rating national authority for public consultations (engagement)

- 119) National authority for public consultations – 4: Good / High / Strong

7.2.3. Institutional framework for data privacy

State/national authority for data privacy

- 42) Do you have a state/national authority mandated to coordinate the implementation of data privacy policies (Privacy Commissioner or similar)?
- 43) If you have a state/national Privacy Commissioner (or similar authority), is the above authority independent (e.g. reports directly to the head of state or the legislature)?

Albania has an independent national authority mandated to coordinate the implementation of data privacy policies.

State/national authority for data privacy: activities

- 44) If you have a state/national Privacy Commissioner (or similar authority), does the authority have a presence on social media?
- 45) If you have a state/national Privacy Commissioner (or similar authority), does the authority have a website?
- 46) If a state/national Privacy Commissioner (or similar authority) has a website, does the website publish the requests and complaints received by this authority?

- 47) If a state/national Privacy Commissioner (or similar authority) has a website, are citizens able to contact the authority via the website?
- 48) If a state/national Privacy Commissioner (or similar authority) has a website, does the website provide services to people with sensory disabilities or elderly (e.g. large print, audio, Braille, screen readers, virtual assistance etc.)?

Albania also have an independent state/national authority like a Privacy Commissioner, for the protection of citizens personal data that coordinate and implement data privacy policies. The authority has a presence on social media and a website where it can be contacted, and that publish the requests and complaints received.

The website (www.idp.al) is not accessible to people with sensory disabilities and the elderly. However, some of the materials and instruction on how to request an information from public institutions are available in audio.

7.2.4. Overall assessment of institutional frameworks

Institutional framework for transparency

State/national authority for information (transparency)

Albania have an independent state/national authority (Information Commissioner or similar)

Albania has a law on the right of information and a law on data protection. It has a commissioner elected by the parliament as independent institution that is in charge to guarantee the rights and the obligations derived from the two above laws.

<http://www.idp.al/index.php/en/legislation-information>

State/national authority for e-information activities (e-transparency)

It has a presence on social media and an website where it can be contacted, and that publish the requests and complaints received. The website is not accessible to people with sensory disabilities and the elderly.

Rating national authority for public information (transparency)

National authority for public information -- 4: Good / High / Strong

Institutional framework for engagement

Institute for public consultations (engagement)

There is a Minister that plays the role of national coordinator for the implementation of the Law of public consultation (Minister of State for Innovation and Public consultation).

Institute for public e-consultations: activities (e-engagement)

In order to implement the Law on Public Consultation No. 146/2014 it is established the Electronic Register which will be used for the public consultation of all the project laws and other strategic documents. This register will be soon fully operational.

Rating national authority for public consultations (engagement)

National authority for public consultations – 4: Good / High / Strong

Institutional framework for data privacy

State/national authority for data privacy

Albania has an independent national authority mandated to coordinate the implementation of data privacy policies.

State/national authority for data privacy: activities

Albania also have an independent state/national authority like a Privacy Commissioner, for the protection of citizens personal data that coordinate and implement data privacy policies. The authority has a presence on social media and a website where it can be contacted, and that publish the requests and complaints received. The website (www.idp.al) is not accessible to people with sensory disabilities and the elderly. However, some of the materials and instruction on how to request an information from public institutions are available in audio.

7.3. Baseline: legal and regulatory frameworks

7.3.1. Legislation on transparency

Legislation and policies on freedom of information (transparency)

20) Does your government have legislation on access to public information (Freedom of Information Act or similar)?

24) Does your government have policies on access to public information (in regard to Freedom of Information Act or similar)?

Albania has both legislation and government policies on access to public information, on reactive sharing of public information in an electronic format.

Constitutional rights for citizens accessing public information (transparency)

16) Does your constitution grant citizens the right to access public information?

Albania's constitution grant citizens the right to access public information

Legislation and policies on freedom of e-information (e-transparency)

21) Does your government have legislation on reactive sharing of public information in an electronic format (sharing upon official request from the public)?

25) Does your government have policies on reactive sharing of public information in an electronic format (sharing upon official request from the public)?

Albanian government has legislation and policies on reactive sharing of public information upon official request from the public in an electronic format

Rating access to information legislation (transparency)

114) Access to information: legislation – 5: Very good / high / strong

7.3.2. Legislation on engagement

Legislation on consulting with citizens (engagement)

28) Does your government have legislation requiring that government agencies consult with citizens?

29) Does your government have legislation recommending particular topics for consultations (e.g. education, health, urban planning etc.)?

Albania has legislation requiring government agencies consult with citizens, on particular topics, and specifying doing so by electronic means.

Constitutional rights for citizens to be consulted by government (engagement)

17) Does your constitution contain a provision requesting that government agencies consult with citizens on issues affecting their daily lives?

The constitution grant citizens the right to participate directly in public policy and decision-making, and protects citizens' personal data and information.

Legislation on e-consulting with citizens (e-engagement)

30) Does your government have legislation specifying government agencies consult with citizens via electronic means, such as websites, mobile platforms/devices, social media, e-mail, etc.?

Yes

Rating e-consultation legislation (e-engagement)

116) eConsultation: legislation -- 5: Very good / high / strong

7.3.3. Legislation on collaboration

Constitutional rights for citizens to participate in public policy and decision-making (collaboration)

18) Does your constitution grant citizens the right to participate directly in public policy and decision-making?

Yes

Rating on e-decision-making legislation (e-collaboration)

117) eDecision-making: legislation -- 5: Very good / high / strong

7.3.4. Open government data

Legislation and policies on open government data

22) Does your government have legislation on proactive sharing of public information in open data formats?

26) Does your government have policies on proactive sharing of public information in open data formats?

Albania has both legislation and government policies on proactive sharing of public information in open data formats.

7.3.5. Data protection

Policies and legislation on personal data protection

19) Does your constitution protect citizens' personal data and information?

23) Does your government have legislation on personal data protection?

27) Does your government have policies on personal data protection?

- Protection of user data (2015 report, p. 54)

The Albanian constitution protect citizens' personal data and information. Government have both legislation and policies on personal data protection.

Albania has linked the areas of personal data protection with the right to access information under the auspices of the same commissioner. This is interesting, as transparency is the other side of the coin to data protection and a careful balance must be made between the two.

Each agency collecting and processing data is required to notify and be registered in the database for the Data Protection Commissioner which advises or takes action in case of violation

⇒ The commissioner is now also in charge of rights of access to information

Rating legislation on protection of personal data

115) Protection of personal data: legislation – 4: Good / High / Strong

7.3.6. Overall assessment of legal and regulatory frameworks

Questionnaire:

34) If relevant, please add any comments or explanations on your answers in regard to the Regulatory Framework section

In order to implement the Law on Public Consultation No. 146/2014 it is established the Electronic Register which will be used for the public consultation of all the project laws and other strategic documents. This register will be soon fully operational. LAW No 119/2014 ON THE RIGHT TO INFORMATION LAW No. 9887 dated 10.03.2008, as amended by the Law No. 48/2012, date 26.04.2012 - ON PROTECTION OF PERSONAL DATA Law No 120/2014 On some amendments and addenda to the law no 9887, dated 10/03/2008 “On the Protection of Personal Data”, as amended <http://www.idp.al/index.php/en/legislation-information> Albanian constitution, Article 221. Freedom of expression is guaranteed. 2. Freedom of the press, radio and television is guaranteed. 3. Prior censorship of means of communication is prohibited. 4. The law may require authorization to be granted for the operation of radio or television stations. Article 23 1. The right to information is guaranteed. 2. Everyone has the right, in compliance with law, to obtain information about the activity of state organs, and of persons who exercise state functions. 3. Everyone is given the possibility to attend meetings of elected collective organs.

Legislation on transparency

Legislation and policies on freedom of information (transparency)

Albania has both legislation and government policies on access to public information, on reactive sharing of public information in an electronic format.

Constitutional rights for citizens accessing public information (transparency)

Albania's constitution grant citizens the right to access public information

Legislation and policies on freedom of e-information (e-transparency)

Albanian government has legislation and policies on reactive sharing of public information upon official request from the public in an electronic format

Rating access to information legislation (transparency)

Access to information: legislation – 5: Very good / high / strong

Legislation on engagement

Legislation on consulting with citizens (engagement)

Albania has legislation requiring government agencies consult with citizens, on particular topics, and specifying doing so by electronic means.

Constitutional rights for citizens to be consulted by government (engagement)

The constitution grant citizens the right to participate directly in public policy and decision-making, and protects citizens' personal data and information.

<i>Legislation on e-consulting with citizens (e-engagement)</i>
Yes
<i>Rating e-consultation (e-engagement)</i>
eConsultation: legislation -- 5: Very good / high / strong
Legislation on collaboration
<i>Constitutional rights for citizens to participate in public policy and decision-making</i>
Yes
<i>Rating on e-decision-making (e-collaboration)</i>
eDecision-making: legislation -- 5: Very good / high / strong
Open government data
<i>Legislation and policies on open government data</i>
Albania has both legislation and government policies on proactive sharing of public information in open data formats.
Data protection
<i>Policies and legislation on personal data protection</i>
The Albanian constitution protect citizens' personal data and information. Government have both legislation and policies on personal data protection.
Albania has linked the areas of personal data protection with the right to access information under the auspices of the same commissioner. This is interesting, as transparency is the other side of the coin to data protection and a careful balance must be made between the two.
Each agency collecting and processing data is required to notify and be registered in the database for the Data Protection Commissioner which advises or takes action in case of violation
<i>Rating legislation on protection of personal data</i>
Protection of personal data: legislation – 4: Good / High / Strong

7.4. Baseline: government capacity

7.4.1. Financial capacity

Financial capacity

84) Does your government have funds in its budget allocated to e-Participation?

Albanian government have funds in its budget allocated to e-participation.

Rating e-participation financial capacity

147) eParticipation capacity: financial resources – 3: Average / Moderate / Sufficient

7.4.2. Technical capacity

Technical hardware and software capacity

85) Does your government have capacity in terms of technical (hardware and software) infrastructure?

Albanian government have capacity in terms of technical infrastructure for e-participation.

Government bodies use of ICT channels

77) What is the percentage of governmental bodies with a web presence?

80) What is the percentage of governmental bodies with slow Internet access (dial-up or similar)?

81) What is the percentage of governmental bodies with fast fixed (wired) broadband Internet access?

82) What is the percentage of governmental bodies with fast wireless broadband Internet access?

83) What is the percentage of governmental bodies with an intranet?

99% of governmental bodies have a web presence. 94% have fast fixed broadband internet access, and 84% have fast wireless broadband internet access. No governmental bodies have slow internet access.

All governmental bodies have intranet.

Rating e-participation technical capacity

122) PA web presence – 5: Very good / high / strong

123) PA email communication – 5: Very good / high / strong

125) PA mobile utilization – 5: Very good / high / strong

148) eParticipation capacity: technical resources -- 3: Average / Moderate / Sufficient

7.4.3. Human capacity

Personnel use of ICT

78) What is the percentage of persons employed in governmental bodies routinely using computers?

79) What is the percentage of persons employed in governmental bodies routinely using the Internet?

97% of persons employed in governmental bodies routinely uses computers, and 100% are routinely using the internet.

Rating e-participation human capacity

146) eParticipation capacity: human resources – 3: Average / Moderate / Sufficient

7.4.4. Social media capacity

Processes for monitoring social media

87) Does your government have a process for monitoring social media?

88) Please briefly explain a process that government uses for monitoring social media?

90) Does individual government bodies have a process for monitoring social media?

91) Please list individual government bodies that have a process for monitoring social media?

Albanian government has a process for monitoring social media, using an outsourced Social Media Monitoring business service. Individual government bodies do not have a process for monitoring social media.

How do governments monitor social media

89) What does your government uses to monitor/measure social media?

- Internal Social Media Monitoring tools (free or commercial software)
- Online (free or commercial) Social Media Monitoring service
- External/Outsourced Social Media Monitoring business service
- External/Outsourced Social Media Analytics business service
- Other (please specify)

92) What does government bodies that have a process for monitoring social media use to monitor/measure social media?

- Internal Social Media Monitoring tools (free or commercial software)
- Online (free or commercial) Social Media Monitoring service
- External/Outsourced Social Media Monitoring business service
- External/Outsourced Social Media Analytics business service
- Other (please specify)

Government also uses internal Social Media Monitoring tools (free or commercial software), external/Outsourced, and Social Media Monitoring business service

Individual government bodies do not use social media monitoring.

Rating PA social media utilisation

124) PA social media utilization – 5: Very good / high / strong

7.4.5. Open data capacity

Open government data responsible official

86) Does your government have an official responsible for the implementation of Open Government Data?

Albania have an official responsible for the implementation of open government data.

7.4.6. Overall assessment of government capacity

Questionnaire:

93) If relevant, please add any comments or explanations on your answers in the above section. (Open question on government capacity).

Financial capacity <i>Financial capacity</i> Albanian government have funds in its budget allocated to e-participation.
<i>Rating e-participation financial capacity</i> eParticipation capacity: financial resources – 3: Average / Moderate / Sufficient
Technical capacity <i>Technical hardware and software capacity</i> Albanian government have capacity in terms of technical infrastructure for e-participation.
<i>Government bodies use of ICT channels</i> 99% of governmental bodies have a web presence. 94% have fast fixed broadband internet access, and 84% have fast wireless broadband internet access. No governmental bodies have slow internet access. All governmental bodies have intranet.
<i>Rating e-participation technical capacity</i> PA web presence – 5: Very good / high / strong PA email communication – 5: Very good / high / strong PA mobile utilization – 5: Very good / high / strong eParticipation capacity: technical resources -- 3: Average / Moderate / Sufficient
Human capacity <i>Personnel use of ICT</i> 97% of persons employed in governmental bodies routinely uses computers, and 100% are routinely using the internet.
<i>Rating e-participation human capacity</i> eParticipation capacity: human resources – 3: Average / Moderate / Sufficient
Social media capacity <i>Processes for monitoring social media</i> Albanian government has a process for monitoring social media, using an outsourced Social Media Monitoring business service. Individual government bodies do not have a process for monitoring social media.
<i>How do governments monitor social media</i> Government also uses internal Social Media Monitoring tools (free or commercial software), external/Outsourced, and Social Media Monitoring business service. Individual government bodies do not use social media monitoring.

Rating PA social media utilisation

PA social media utilization – 5: Very good / high / strong

Open data capacity

Open government data responsible official

Albania have an official responsible for the implementation of open government data.

7.6. Baseline: e-participation features and channels

7.6.1. E-participation portal

E-participation national portal and information features

- 58) Does your government have a national portal (either only for eParticipation or the one that includes eParticipation) for eParticipation (from now on "national portal")?
- 59) If there is legislation on access to public information in your country, does the national portal inform citizens of that right?
- 60) Does the national portal provide information on upcoming e-Participation opportunities such as a public meetings calendar or similar?
- 67) Is the national portal available in more than one language?
- 68) Does the portal make its number of visits/hits public?
 - OG portal/information websites (2015 p. 49)

Albania has a national portal for e-participation.

The portal inform citizens of the legislation on the right to access public information. It also provide information on upcoming e-participation opportunities such as a public meetings calendar or similar. It is available in more than one language and publishes number of visits/hits.

E-participation national portal and interactive features

- 61) Is there a search feature available on the national portal?
- 66) Can citizens contact government officials using the national portal ("Contact Us" or similar feature)?
- 69) Can users 'like' or rate content on the national portal?
- 62) Is the national portal accessible to citizens with sensory disabilities and elderly (e.g. large print, audio, Braille, virtual assistance etc.)?
- 70) Does the national portal link to social media platforms?

The portal also has a search facility. Citizens can contact government officials using the portal. Users can rate/like content on the portal.

The portal is not accessible to citizens with sensory disabilities and the elderly.

The portal links to social media platforms.

7.6.2. Transparency features

Rating Information sharing with citizens (transparency)

- 134) Information sharing with citizens: Finance/budget – 4: Good / High / Strong
- 135) Information sharing with citizens: Social development/welfare – 4: Good / High / Strong
- 136) Information sharing with citizens: Urban development/planning – 4: Good / High / Strong
- 137) Information sharing with citizens: Environmental protection – 4: Good / High / Strong
- 138) Information sharing with citizens: Public services – 4: Good / High / Strong
- 139) Information sharing with citizens: Transport – 4: Good / High / Strong

Transparency and participation

- Transparency and participation (2015 Annex I)

All official pages of line ministries provide web 2.0 tools/social media tools for users on their websites (e.g Facebook, twitter, etc). The law on the right of information, the law on public consultation, the OGP action plan, the creation of ADISA, the interoperability - legal and technical framework etc. are all steps that enable transparency and participation. The new law no 146/2014 on public consultation includes a provision for providing feedback from the stakeholders. The law Nr 119/2014 "On the right of information" is also a new instrument enabling transparency. This law is a strong enabler of transparency and it have been adopted by all institutions publishing on their websites the program for transparency as an enabler of transparency regarding the work and activity of the institution, publishing names of the persons responsible, and appointing a coordinator responsible for interaction with citizens requesting information. The commissioner on data protection and right of information is in charge of monitoring the execution of the law.

Collaboration with users is also promoted with the Open Government Partnership action plan, and with the online portal for reporting corruption (stopkorrupsionit.al). Finally, the law on the right of information and law on public consultation increases transparency and trust through collaboration with users.

- Transparency & trust (2015 p. 47)

Anti-corruption

Joined OGP+Action plan

Law on the right of information

Law on public consultation

7.6.3. Engagement features

Web 2.0 & social media

- Web 2.0 & social media (2015 p. 46)

All ministry websites have social media

E-engagement features

72) Has the portal ever hosted an e-consultation with citizens?

73) Does portal produce a consultation outcomes report that includes an analysis of citizens' proposals?

74) Does the feedback received from the e-consultation process result in action taken by your government?

Albanian government hosts e-consultation with citizens. Outcome of a consultation is published in a report that includes an analysis of citizens' proposals, and the feedback received from the e-consultation process result in action taken by government.

- Feedback & participation (2015 p. 47)

New law on public consultation with provisions for feedback from stakeholders

Rating consultation with citizens (engagement)

- 140) Consultation with citizens: finance/budget -- 4: Good / High / Strong
- 141) Consultation with citizens: development/welfare -- 4: Good / High / Strong
- 142) Consultation with citizens: urban development/planning -- 4: Good / High / Strong
- 143) Consultation with citizens: environmental protection -- 4: Good / High / Strong
- 144) Consultation with citizens: public services -- 4: Good / High / Strong
- 145) Consultation with citizens: transport -- 4: Good / High / Strong

7.6.4. Collaboration features

E-polling and e-voting features

- 71) Does the national portal provide tools for obtaining public opinion such as online polls, petition tools, or online forums?
- 75) Has your government ever made e-voting or e-referendum technologies available, as a means of engaging citizens in the decision-making process?

The national portal does not provide tools for obtaining public opinion such as online polls, petition tools, or online forums, but does use such tools for obtaining public opinion on online public services offered on the www.e-albania.al portal.

e-voting technologies was tested in 2013, and there are a few use cases. However, e-voting or e-referendum technologies are not widely used.

Collaboration

- Collaboration with users (2015 p. 47)

Action plan for OGP

- User empowerment and centrality (2015 Annex I)

The centralisation of G2C and G2B e-Services delivered from different electronic systems of the Government through the interoperability platform and published in a unique portal like www.e-albania.al brings many benefits to citizens and businesses that need to interact with the Government services, through a central platform.

In the last years the number of transactional and enhanced e-services provided has increased. In addition the number of services in first and second level (informational and enhanced services) also increased several times. The provision of services through e-albania.al and/or relevant institution such as in taxation, National Centre of registration, National Centre of Licensing, public procurement agency etc.

In addition the establishment of the integrated service centre as one stop shop (face to face) provision of public services is ongoing (ADISA Creation Decision of Council of Ministers 93 date 22.10.2014), which will ensure more instruments to user empowerment and centrality for services.

We can say that much have been done in this regard, but also that more promotion of the e-service provided is needed in order to increase the usage and the awareness of the benefits of using ICT. We may also say that the e-skills (especially for older people) and lack of information on the e-services may be seen as barriers for e-government and delivering services electronically to citizens.

Rating e-collaboration

- 126) PA online polls, forums, petitions – 3: Average / Moderate / Sufficient
127) National eVoting eReferendums – 1: Very poor / low / weak

7.6.5. Open government data features

Open government data sets

- 63) Does the national portal have a specific section for sharing raw data (or datasets), or a link to a national open government data portal?
64) If national portal has a specific section for sharing raw data (or datasets), or a link to a national open government data portal, is there information on how to make use of datasets?
65) Does the portal display number of downloads per open government dataset?

Albania has an open government data portal with a specific section for sharing raw data (or datasets), and information on how to make use of datasets. The portal display number of downloads per open government dataset.

Other sources

- Data sharing (Q) open data (2015, p. 47 and p. 50)
- Open data (2015 p. 47)
- Open government data (2015 Annex I)
- Open budget (2015)

With The DoCM 147 dt 18.02.2015 “For the approval of the policy document for the implementation of open government data and the creation of the portal of open data”¹⁵ the Government of Albania has embraced the initiative of the creation of the unique portal for open government data www.opendata.gov.al, where all relative data to government institutions activity will be published. Also the Digital Agenda Strategy 2015-2020 has as one of its main objectives the adding of e-services as conform the Open Government Partnership and the creation of the open data portal as part /subdomain of the www.e-albania.al portal.

By Decision of Council of Ministers (DoCM) the National Agency for Information Society (NAIS) had the obligation to create the “Technical Standards for publication of data’s in the Open Data Format”¹⁶ to be used by all line institutions of the Government of Albania.

Data on budget expenditure of treasury has been published on daily basis since 2013 on the website of Ministry of Finance. Legislation, other information or data, and statistics on different sectors etc. are available through websites of the interested institutions.

Statistical data are periodically published through the National Institute of Statistics (www.instat.gov.al) for all the areas covered by the institute.

¹⁵ http://qbz.gov.al/botime/fletore_zyrtare/2015/PDF-2015/27-2015.pdf

¹⁶ http://akshi.gov.al/Standarde%20Teknike/standardet_teknike_te_publikimit_te_te_dhenave_ne_formatin_open_data.pdf

7.6.6. Targeting specific groups

Rating targeting specific groups

- 152) Reaching out electronically to CSOs / NGOs – 4: Good / High / Strong
- 153) Reaching out electronically to youth -- 4: Good / High / Strong
- 154) Reaching out electronically to women -- 4: Good / High / Strong
- 155) Reaching out electronically to vulnerable disadvantaged groups -- 4: Good / High / Strong

7.6.7. Overall assessment of e-participation features and channels

Questionnaire:

- 76) If relevant, please add any comments or explanations on your answers in the above section. (Open question on e-participation features and channels).

In order to implement the Law on Public Consultation No. 146/2014 it is established the Electronic Register which is used for the public consultation of all the project laws and other strategic documents. This register is fully operational. Based on the above law, article 9 “Every public body shall appoint a person as coordinator of notification and public consultation, which is responsible for overall coordination and management of work to guarantee the right of notification of the public consultation prescribed by the law” Another important document is the Policy document for Open data approved by the Decision of the Council of Ministers 2015.

E-participation portal

E-participation national portal and information features

Albania has a national portal for e-participation.

The portal inform citizens of the legislation on the right to access public information. It also provide information on upcoming e-participation opportunities such as a public meetings calendar or similar. It is available in more than one language and publishes number of visits/hits.

E-participation national portal and interactive features

The portal also has a search facility. Citizens can contact government officials using the portal,. Users can rate/like content on the portal.

The portal is not accessible to citizens with sensory disabilities and the elderly.

The portal links to social media platforms.

Transparency features

Rating Information sharing with citizens (transparency)

- Finance/budget – 4: Good / High / Strong
- Social development/welfare – 4: Good / High / Strong
- Urban development/planning – 4: Good / High / Strong
- Environmental protection – 4: Good / High / Strong
- Public services – 4: Good / High / Strong

Transport – 4: Good / High / Strong
<p><i>Transparency and participation</i></p> <ul style="list-style-type: none"> - Anti-corruption - Joined OGP+Action plan - Law on the right of information - Law on public consultation <p>All official pages of line ministries provide web 2.0 tools/social media tools for users on their websites (e.g Facebook, twitter, etc). The law on the right of information, the law on public consultation, the OGP action plan, the creation of ADISA, the interoperability - legal and technical framework etc. are all steps that enable transparency and participation. The new law no 146/2014 on public consultation includes a provision for providing feedback from the stakeholders. The law Nr 119/2014 “On the right of information” is also a new instrument enabling transparency. This law is a strong enabler of transparency and it have been adopted by all institutions publishing on their websites the program for transparency as an enabler of transparency regarding the work and activity of the institution, publishing names of the persons responsible, and appointing a coordinator responsible for interaction with citizens requesting information. The commissioner on data protection and right of information is in charge of monitoring the execution of the law.</p> <p>Collaboration with users is also promoted with the Open Government Partnership action plan, and with the online portal for reporting corruption (stopkorrupsionit.al). Finally, the law on the right of information and law on public consultation increases transparency and trust through collaboration with users.</p>
<p>Engagement features</p> <p><i>Web 2.0 & social media</i></p> <p>All ministry websites have social media</p>
<p><i>E-engagement features</i></p> <p>Albanian government hosts e-consultation with citizens. Outcome of a consultation is published in a report that includes an analysis of citizens’ proposals, and the feedback received from the e-consultation process result in action taken by government.</p> <p>New law on public consultation with provisions for feedback from stakeholders</p>
<p><i>Rating consultation with citizens (engagement)</i></p> <p>finance/budget -- 4: Good / High / Strong</p> <p>development/welfare -- 4: Good / High / Strong</p> <p>urban development/planning -- 4: Good / High / Strong</p> <p>environmental protection -- 4: Good / High / Strong</p> <p>public services -- 4: Good / High / Strong</p> <p>transport -- 4: Good / High / Strong</p>
<p>Collaboration features</p> <p><i>E-polling and e-voting features (e-collaboration)</i></p> <p>The national portal does not provide tools for obtaining public opinion such as online polls, petition tools, or online forums, but does use such tools for obtaining public opinion on online public services offered on the www.e-albania.al portal.</p>

e-voting technologies was tested in 2013, and there are a few use cases. However, e-voting or e-referendum technologies are not widely used.

Collaboration

Action plan for OGP

The centralisation of G2C and G2B e-Services delivered from different electronic systems of the Government through the interoperability platform and published in a unique portal like www.e-albania.al brings many benefits to citizens and businesses that need to interact with the Government services, through a central platform.

In addition the establishment of the integrated service centre as one stop shop (face to face) provision of public services is ongoing (ADISA Creation Decision of Council of Ministers 93 date 22.10.2014), which will ensure more instruments to user empowerment and centricity for services.

More promotion of the e-service provided is needed in order to increase the usage and the awareness of the benefits of using ICT. We may also say that the e-skills (especially for older people) and lack of information on the e-services may be seen as barriers for e-government and delivering services electronically to citizens.

Rating e-collaboration

PA online polls, forums, petitions – 3: Average / Moderate / Sufficient

National eVoting eReferendums – 1: Very poor / low / weak

Open government data features

Open government data sets

Albania has an open government data portal with a specific section for sharing raw data (or datasets), and information on how to make use of datasets. The portal display number of downloads per open government dataset.

Open government data

Government of Albania has embraced the initiative of the creation of the unique portal for open government data www.opendata.gov.al, where all relative data to government institutions activity will be published. Also the Digital Agenda Strategy 2015-2020 has as one of its main objectives the adding of e-services as conform the Open Government Partnership and the creation of the open data portal as part /subdomain of the www.e-albania.al portal.

By Decision of Council of Ministers (DoCM) the National Agency for Information Society (NAIS) had the obligation to create the “Technical Standards for publication of data’s in the Open Data Format”¹⁷ to be used by all line institutions of the Government of Albania.

Data on budget expenditure of treasury has been published on daily basis since 2013 on the website of Ministry of Finance. Legislation, other information or data, and statistics on different sectors etc. are available through websites of the interested institutions.

Statistical data are periodically published through the National Institute of Statistics (www.instat.gov.al) for all the areas covered by the institute.

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[http://akshi.gov.al/Standarde%20Teknike/standardet teknike te publikimit te te dhenave ne formatin open data.pdf](http://akshi.gov.al/Standarde%20Teknike/standardet%20teknike%20te%20publikimit%20te%20dhenave%20ne%20formatin%20open%20data.pdf)

Targeting specific groups*Rating targeting specific groups*

Reaching out electronically to CSOs / NGOs – 4: Good / High / Strong

Reaching out electronically to youth -- 4: Good / High / Strong

Reaching out electronically to women -- 4: Good / High / Strong

Reaching out electronically to vulnerable disadvantaged groups -- 4: Good / High / Strong

7.7. Baseline: public capacity

7.7.1. Technical capacity

ICT access

- 98) Are there any kind of restrictions (even temporary) on access to the internet?
- 99) What is the percentage of households with a computer?
- 100) What is the percentage of households with internet access at home?
- 101) What is the percentage of individuals using fixed (wired) broadband internet?
- 102) What is the percentage of individuals using personal mobile/cellular internet?
- 103) What is the percentage of individuals using mobile-broadband internet?
- 106) What is the percentage of Internet penetration rate in urban areas?
- 107) What is the percentage of Internet penetration rate in rural areas?

There are no kind of restrictions on access to the internet in Albania.

50% of households have a computer, and 99% have internet access at home. 76% of individuals are using fixed broadband internet, 57% are using mobile/cellular internet, and 40% are using mobile broadband internet.

Internet penetration in urban areas are 63%, and 50% in rural areas.

Subsidies for vulnerable groups

- 97) Does your government subsidize provision of ICT services such as Internet, mobile phone etc. to vulnerable groups?

Government subsidize provision of ICT services to vulnerable groups

7.7.2. Human capacity

User training

- 96) Are there any educational/training programs on e-Participation for citizens?

There are no educational/training programs on e-participation for citizens.

Political activity and features

- 108) What is the percentage of women in parliament?
- 109) What is the percentage of voter turnout in last national elections?
- 110) What is the percentage of citizens that are members of a political party?

The percentage of women in parliament is 99%.

Voter turnout in last national elections was 76%, and 57% of the citizens are members of a political party.

7.7.3. Take-up

Internet usage survey

- 6) Do you have an official internet usage survey (by National Statistics Office or equivalent) conducted at the national level in the last 12 months?

Yes

National portal usage

105) What is the percentage of national portal visitors (in regard to the population) in the last year?

70% of the population visited the national portal in the last year.

Social media usage

104) What is the percentage of individuals using social media?

26% of individuals are using social media.

7.7.4. Citizen trust

Rating citizen trust in ICT channels

128) Citizen trust in PA web presence – 2: Poor / low / weak

129) Citizen trust PA email communication – 3: Average / Moderate / Sufficient

130) Citizen trust in PA social media utilization – 3: Average / Moderate / Sufficient

131) Citizen trust in PA mobile utilization – 3: Average / Moderate / Sufficient

Rating citizen trust in e-collaboration

132) Citizen trust in PA online polls, forums, petitions – 3: Average / Moderate / Sufficient

133) Citizen trust in national eVoting eReferendums – 3: Average / Moderate / Sufficient

7.7.5. Citizen demand

Rating citizens' demand for transparency

149) Citizens' demand for access to public information – 2 : Poor / low / weak

Rating citizens' demand for engagement

150) Citizens' demand for consultation: development matters and policies – 2 : Poor / low / weak

Rating citizens' demand for collaboration

151) Citizens' demand to participate in policy making & implementation – 2 : Poor / low / weak

7.7.6. Capacity of specific groups

CSOs supporting e-participation

95) Are there civil society organizations supporting e-Participation?

Yes

Rating ability of specific groups for e-participation

- 156) Ability of CSOs / NGOs to be involved in eParticipation-- 4: Good / High / Strong
 157) Ability of youth to be involved in eParticipation-- 4: Good / High / Strong
 158) Ability of women to be involved in eParticipation-- 4: Good / High / Strong
 159) Ability of vulnerable disadvantaged groups to be involved in eParticipation – 3: Average / Moderate / Sufficient Overall assessment of public capacity

Questionnaire:

- 111) If relevant, please add any comments or explanations on your answers in the above section. (Open question on public capacity).

Technical capacity

ICT Access

There are no kind of restrictions on access to the internet in Albania.
 50% of households have a computer, and 99% have internet access at home. 76% of individuals are using fixed broadband internet, 57% are using mobile/cellular internet, and 40% are using mobile broadband internet.
 Internet penetration in urban areas are 63%, and 50% in rural areas.

Subsidies for vulnerable groups

Government subsidize provision of ICT services to vulnerable groups

Human capacity

User training

There are no educational/training programs on e-participation for citizens.

Political activity and features

The percentage of women in parliament is 99%.

Voter turnout in last national elections was 76%, and 57% of the citizens are members of a political party.

Take-up

Internet usage survey

Yes

National portal usage

70% of the population visited the national portal in the last year.

Social media usage

26% of individuals are using social media.

Citizen trust

Rating citizen trust in ICT channels

Citizen trust in PA web presence – 2: Poor / low / weak

Citizen trust PA email communication – 3: Average / Moderate / Sufficient

Citizen trust in PA social media utilization –3: Average / Moderate / Sufficient

Citizen trust in PA mobile utilization – 3: Average / Moderate / Sufficient

Rating citizen trust in e-collaboration

Citizen trust in PA online polls, forums, petitions – 3: Average / Moderate / Sufficient

Citizen trust in national eVoting eReferendums – 3: Average / Moderate / Sufficient

Citizen demand

Rating citizen demand for transparency

Citizens' demand for access to public information – 2 : Poor / low / weak

<i>Rating citizen demand for engagement</i> Citizens' demand for consultation: development matters and policies – 2 : Poor / low / weak
<i>Rating citizen demand for collaboration</i> Citizens' demand to participate in policy making & implementation – 2 : Poor / low / weak
Capacity of specific groups <i>CSOs supporting e-participation</i> Yes
<i>Rating ability of specific groups for e-participation</i> Ability of CSOs / NGOs to be involved in eParticipation-- 4: Good / High / Strong Ability of youth to be involved in eParticipation-- 4: Good / High / Strong Ability of women to be involved in eParticipation-- 4: Good / High / Strong Ability of vulnerable disadvantaged groups to be involved in eParticipation – 3: Average / Moderate / Sufficient Overall assessment of public capacity

8. Annex 2: Western Balkans e-participation and open government impact measurements

8.1. Rating results from questionnaire

Q		Albania	Bosnia & Herzegovina	Kosovo*	Macedonia	Montenegro	Serbia
112	Political commitment	5	3	3	3	3	3
113	National eParticipation	4	1	1	4	5	2
114	Access to information: legislation	5	4	3	4		4
115	Protection of personal data: legislation	4	4	4	5	4	4
116	eConsultation: legislation	5	2	3	4	4	2
117	eDecision-making: legislation	5	0	3	4		2
118	National authority for public information	4	1	2	5	2	4
119	National authority for public consultations	4	1	0	3	4	4
120	eParticipation policy formation	4	1	2	5	2	2
121	eParticipation implementation	3	0	3	4	3	2
122	PA web presence	5	3	4	3	3	3
123	PA email communication	5	3	4	4	4	3
124	PA social media utilization	5	2	4	2	3	3
125	PA mobile utilization	5	1	4	4	2	2
126	PA online polls, forums, petitions	3	1	1	3	3	2
127	National eVoting eReferendums	1	0	0	0	0	1
128	Citizen trust in PA web presence	2	2	3	4	3	2
129	Citizen trust PA email communication	3	3	3	4	4	3
130	Citizen trust in PA social media utilization	3	2	2	0	4	3
131	Citizen trust in PA mobile utilization	3	1	3	0	2	3
132	Citizen trust in PA online polls, forums, petitions	3	0	3	0	0	
133	Citizen trust in national eVoting eReferendums	3	0	0	0	0	2
134	Information sharing with citizens: finance/budget	4	3	3	0	3	2
135	Information sharing with citizens: social development/welfare	4	3	3	0	3	2
136	Information sharing with citizens: urban development/planning	4	2	4	0	4	3
137	Information sharing with citizens: environmental protection	4	2	3	0	3	3
138	Information sharing with citizens: public services	4	4	3	3	4	3
139	information sharing with citizens: transport	4	2	3	4	3	3
140	Consultation with citizens in the area of finance/budget	4	3	4	0	3	3

Q		Albania	Bosnia & Herzegovina	Kosovo*	Macedonia	Montenegro	Serbia
141	Consultation with citizens in the area of social development/welfare	4	3	3	0	3	3
142	Consultation with citizens in the area of urban development/planning	4	2	4	2	3	3
143	Consultation with citizens in the area of environmental protection	4	3	3	0	3	3
144	Consultation with citizens in the area of public services	4	3	3	3	4	3
145	Consultation with citizens in the area of transport	4	2	3	0	3	3
146	Capacity for e-Participation in terms of human resources (staff, knowledge, skills)	3	2	1	3	2	2
147	Capacity for e-Participation in terms of financial resources	3	2	1	2	0	2
148	Capacity for e-Participation in terms of technical resources	3	4	5	4	4	2
149	Citizens' demand for access to public information	2	3	4	2	3	3
150	Citizens' demand for consultation on development matters and policies	2	3	3	2	3	3
151	Citizens' demand for the opportunity to participate in policy making and implementation	2	3	3	2	2	3
152	Reaching out electronically to the civil society organizations (CSOs including NGOs)	4	3	4	4	3	3
153	Reaching out electronically to the youth	4	3	3	2	3	3
154	Reaching out electronically to women	4	3	3	1	3	3
155	Reaching out electronically to the vulnerable/socio-economically disadvantaged groups (low-income groups, indigenous groups, illiterate persons, persons with disabilities, the elderly, etc.)	4	1	1	2	3	3
156	Ability of the civil society organizations (CSOs including NGOs) social groups to be involved in e-Participation activities	4	4	1	3	1	4
157	Ability of the youth social groups to be involved in e-Participation activities	4	4	1	5	1	4
158	Ability of the women social groups to be involved in e-Participation activities	4	4	1	4	1	4
159	Ability of the vulnerable/socio-economically disadvantaged groups (low-income groups, indigenous groups, illiterate persons, persons with disabilities, the elderly, etc.) social groups to be involved in e-Participation activities	3	1	1	0	2	4

8.2. UN data e-participation and e-government data on the Western Balkans

8.2.1. UN eParticipation Index and three stages

(2015), p.26 Table 3: E-participation by stages: selected countries 2014 (Source United Nations (2014) "E-Government Survey 2014)

E-Participation utilisation by stages 2014					
Country	Stage 1: E-information (%)	Stage 2: E-consultation (%)	Stage 3: E-decision making (%)		Total (%)
Montenegro	74	41	22		53
Albania	85	23	0		48
Serbia	63	23	0		38
BiH	37	14	0		22
Macedonia	33	14	0		21.
Global mean	56	25	7		36
Global top ten	94	83	69		86

E-participation by stages: selected countries 2016 (Source United Nations (2016) "E-Government Survey 2016)

E-Participation utilisation by stages 2016				
Country	Stage 1: E-information (%)	Stage 2: E-consultation (%)	Stage 3: E-decision making (%)	Total (%)
Serbia	91	79	57	83
Montenegro	85	84	71	83
Albania	74	68	14	65
Macedonia	74	63	0	62
Bosnia and Herzegovina	71	37	0	52
Global mean	56	43	13	47
Global top ten	98	96	80	95

8.2.2. UN eGovernment Development Index

(2015), p.24, Table 1: E-Government Development Index: selected countries, 2008. 2010, 2012 and 2014 (Source United Nations (2014) "E-Government Survey 2014)

E-Government Development Index				
Country	2008	2010	2012	2014
Montenegro	0.4282	0.5101	0.6218	0.63455
Serbia	0.4828	0.4585	0.6312	0.54715

E-Government Development Index				
Country	2008	2010	2012	2014
Albania	0.467	0.4519	0.5161	0.50455
Macedonia	0.4866	0.5261	0.5587	0.47198
Bosnia and Herzegovina	0.4509	0.4698	0.5328	0.47069
Global mean	0.42679	0.41886	0.49078	0.47362
Global top ten	0.79202	0.77818	0.86459	0.88887

E-Government Development Index: selected countries, 2008, 2010, 2012, 2014, and 2016
(Source United Nations (2016) "E-Government Survey 2016")

E-Government Development Index					
Country	2008	2010	2012	2014	2016
Serbia	0.4828	0.4585	0.6312	0.54715	0.71308
Montenegro	0.4282	0.5101	0.6218	0.63455	0.67326
Macedonia	0.4866	0.5261	0.5587	0.47198	0.58855
Albania	0.467	0.4519	0.5161	0.50455	0.53305
Bosnia and Herzegovina	0.4509	0.4698	0.5328	0.47069	0.51183
Global mean	0.42679	0.41886	0.49078	0.47362	0.49220
Global top ten	0.79202	0.77818	0.86459	0.88887	0.87877

(2015), p.25. Table 2: E-Government Online Service Index divided by stages: selected countries 2014
(Source United Nations (2014) "E-Government Survey 2014")

Online Services Index by stages 2014					
Country	Stage 1: Emerging inf. services (%)	Stage 2: Enhanced inf. services (%)	Stage 3: Transactional services (%)	Stage 4: Connected services (%)	Total (%)
Montenegro	84	68	12	35	48
Albania	88	27	21	44	42
Serbia	72	52	12	18	37
BiH	56	41	7	12	28
Macedonia	50	34	5	15	25
Global mean	65	40	25	27	37
Global top ten	99	78	80	79	84

8.3. ReSPA 2015 study from e-government to open government

The tables on the following two pages summarise the progress of ReSPA Beneficiaries progress from e-government to open government by mid 2015.

Table 5: Country progress from e-government to open government (cell scores from 0 to 4)

	Transparency (OGP) & open data (EC)		Engagement (participation) (OGP) & open decisions (EC)		Collaboration (OGP)& open services	
	Open data	Transparency & trust	Web 2.0 / social media	Feedback & participation	Service personalisation	PPPs/PCPs
Albania	<ul style="list-style-type: none"> Budget expenditure of treasury, by Ministry of Finance Statistical data 4	<ul style="list-style-type: none"> Anti-corruption Joined OGP+ 2nd Action Plan Law on the right of information 3	All ministry websites have social media 4	New law on public consultation with provisions for feedback from stakeholders 3	No 0	<ul style="list-style-type: none"> Action plans for OGP was adopted based on a PCP partnership model Digital Police Station Application ProTIK – ICT Resource Center 2
Bosnia & Herze-govina	<ul style="list-style-type: none"> Budget expenditure of treasury, by Ministry of Finance 3	<ul style="list-style-type: none"> Joined OGP Anti-corruption E-transparency 3	Some use examples 1	Some examples, but not systematically 1	No 0	<ul style="list-style-type: none"> Vibrant NGO sector working with gov promoting e-services 6 NGOs + govt. institutions formed partnership on OGD Alliance for promoting transparent budgeting of govt. institutions Development of Sarajevo Canton ICT Strategy 4
Kosovo	<ul style="list-style-type: none"> When data is published, it is only PDF 1	<ul style="list-style-type: none"> Law on access to public documents 1	0	Some examples, but rare due to lack of trust 0	No 0	<ul style="list-style-type: none"> Drafting of the OGP Action Plan which was done with the NGO “FOL” and the MEI CSO platform “Civikos” is planning to help government with OGD and will use the PCP strategy 2
Mace-donia	<ul style="list-style-type: none"> 27 institutions, offering 154 open data sets (109 active and other in planning process) and their mash-up on OGD portal 4	<ul style="list-style-type: none"> Joined OGP+Action plan Various laws Anti-corruption 3	Many institutions uses social media 2	<ul style="list-style-type: none"> Citizen diary E-democracy user satisfaction (‘traffic lights’) 4	No 0	<ul style="list-style-type: none"> Mol – citizens schedule timing for submitting application and taking photo for ID cards, passports and driving licence E-service (personality testing) when applying to administrative service 1
Monte-negro	<ul style="list-style-type: none"> Public procurement documents by the Public Procurement Administration of Montenegro All documents and materials debated and adopted at the Governments' session 2	<ul style="list-style-type: none"> Joined OGP 2nd Action Plan drafting Be Responsible campaign Follow procurement Open budget 3	<ul style="list-style-type: none"> Discussion fora Others Much use of social media RSS & FAQs 4	<ul style="list-style-type: none"> E-participation (underused) E-petition (underused, threshold very high) 4	Some examples 2	<ul style="list-style-type: none"> PPPs are increasingly being used as a mechanism for covering the budget deficit OGP Team drawn from business, NGOs & municipalities Free wireless internet access project for citizens (joint venture PPP) and PCP ad hoc examples 11 community projects financed with fines 4
Serbia	<ul style="list-style-type: none"> 25+ datasets on OpenData.rs ‘Register of medicines and medical devices’ by Medical Devices Agency of Serbia Data by Statistical Office Open Data Readiness Assessment conducted 3	<ul style="list-style-type: none"> Joined OGP Freedom of access to info by default Anti-corruption Public procurement law 3	<ul style="list-style-type: none"> Many uses Facebook, Twitter Some have YouTube channels 3	<ul style="list-style-type: none"> E-participation E-forum Contact form on govt. websites mandatory e-government portal has public hearings and discussion 4	No 0	<ul style="list-style-type: none"> No examples 0

Table 6 summarises the ReSPA Beneficiary progress scores from e-government to open government derived from Table 5.

Table 6: Summary country progress scores from e-government to open government

	(1) e-government online services scores (UN, 2016) ¹⁸	Open government scores (2015) ¹⁹			
		(2) Total % score of max 24	(3) Transparency	(4) Engagement (participation)	(5) Collaboration
Albania	53%	67%	7	7	2
BiH	51%	50%	6	2	4
Kosovo*	--	17%	2	0	2
Macedonia	59%	58%	7	6	1
Montenegro	67%	79%	5	8	6
Serbia	71%	54%	6	7	0
Mean score	60%	53%	5	5	2

¹⁸ Derived from United Nations (2016) "E-Government survey 2016– E-Government in support of sustainable development", United Nations Department of Social and Economic Affairs New York:
<https://publicadministration.un.org/egovkb/en-us/reports/un-e-government-survey-2016>.

¹⁹ Derived from Table 5Error! Reference source not found.

9. Annex 3: E-participation survey for ReSPA beneficiaries

Results received November 2016.

To be added