WeBER III
WESTERN BALKAN ENABLERS FOR REFORMING PUBLIC ADMINISTRATIONS

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POLICY BRIEF · EXIT POLLING



Citizens and Public Services in Berat, Durrës, Elbasan and Kamëz

What 800 citizen experiences reveal about the quality, accessibility and digitalisation of administrative services

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800	73.5%	82.7%	27.0%
citizens interviewed right after receiving a service	rate their experience as positive or very positive	have used e-Albania	obtained the service entirely online

Berat	Durrës	Elbasan	Kamëz
200 respondents · 75.3% positive	200 respondents · 67.5% positive	200 respondents · 71.0% positive	200 respondents · 80.5% positive

01 Executive summary

This brief presents the results of an exit poll[1] of 800 citizens who had just received a service from the public administration in four municipalities. Most of them (**73.5%**) rate

1 In this brief, exit polling refers to interviewing citizens about their satisfaction, waiting time, staff conduct and other aspects of service delivery immediately after they leave the premises of the institution that provided the service.

their experience positively. The location of offices (76.2% satisfied) and the courtesy of civil servants (71.4%) receive the best ratings, while **speed of service (65.4%) and work organisation (63.7%)** remain the weakest points. Kamëz and Berat have the highest ratings, Durrës the lowest.

Digitalisation is widespread but incomplete: most citizens use e-Albania and are satisfied with it, yet only 1 in 4 completed their service fully online. **Inclusiveness is the most problematic area**: only 38.6% agree that marginalised groups receive special care and 37.1% that there is access for persons with disabilities; in Berat these figures fall below 12%. Citizen complaints, housing and property, and employment are the services with the weakest experience.

02 About the study

The study was carried out by the Institute for Democracy and Mediation (IDM) within the WeBER 3.0 project, so that citizens' direct experience can inform public administration reform at the local level. Citizens were interviewed as they left institutions providing central or local services, using the same questionnaire in all four municipalities.

Sample	800 citizens (after removing 2 empty rows from 802), about 200 per municipality
Municipalities	Berat, Durrës, Elbasan, Kamëz
Questionnaire	(A) profile and service requested · (B) satisfaction on a 1–4 scale · (C) improvements and inclusiveness · (D) online services · two open questions
Analysis	Descriptive statistics only: percentages and means of valid answers; "Don't know" excluded from means; comments coded into themes
Data cleaning	2 empty rows removed; scale labels corrected; skip logic applied to the e-Albania question (72 cases)

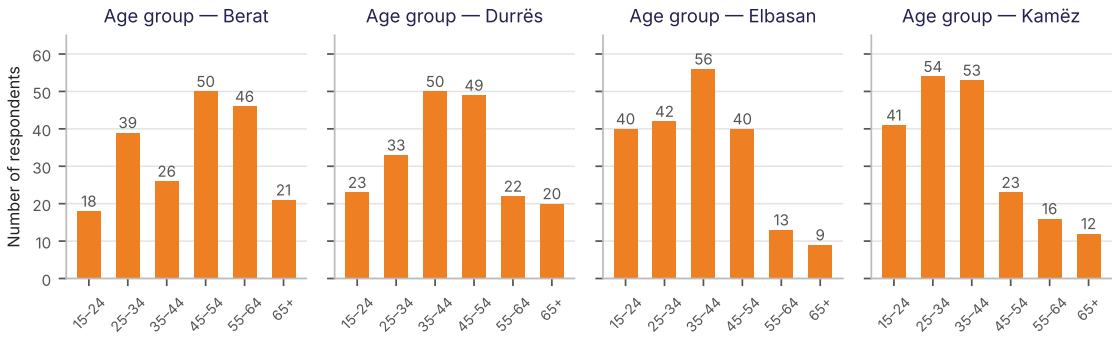
Who was interviewed

Women make up **57.0%** of respondents and men 42.0% (8 did not answer); the average age is **41 years** (15–81). The profile differs by municipality: in **Berat** and **Durrës** respondents are older and more often women, while in **Elbasan** and **Kamëz** they are mostly under 45.

Municipality	Respondents	Women	Average age	Aged 65+	Service from central admin.	First time
Berat	200	64.0%	45.8	10.5%	13.7%	50.3%
Durrës	200	60.9%	42.9	10.2%	28.3%	60.1%
Elbasan	200	51.8%	37.9	4.5%	37.5%	55.5%
Kamëz	200	53.6%	37.4	6.0%	9.3%	42.1%
Total	**800**	**57.7%**	**41.0**	**7.8%**	**22.3%**	**52.0%**

FIGURE 1

Respondents by age group in each municipality



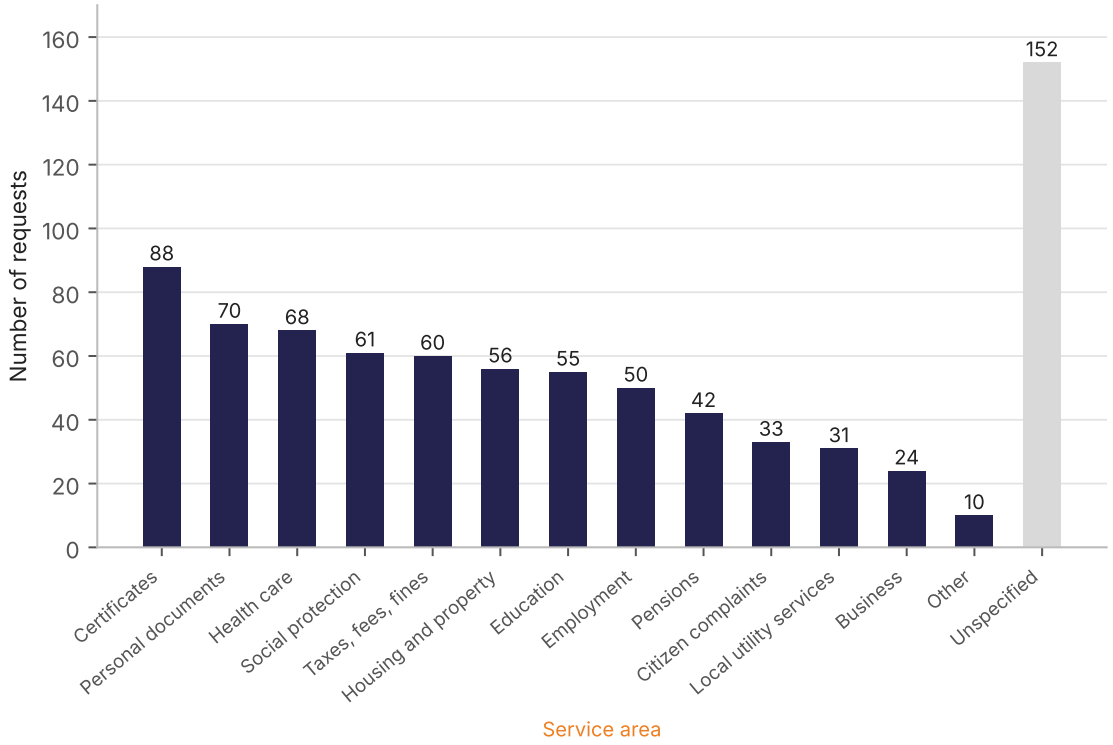
Source: exit poll, n = 796 (4 without age).

03 Which services citizens come for

Three in four citizens (**77.7%**) received the service from the municipality or an administrative unit. The most frequent requests concern **certificates, personal documents and health services**, followed by social protection, taxes and property. For 19% of citizens the service was described only as a "document", mostly in Kamëz (70.5% of respondents there).

FIGURE 2

Number of service requests by service area



Source: exit poll, n = 800. Area from question A7; where missing, coded from the description of the service (A6).

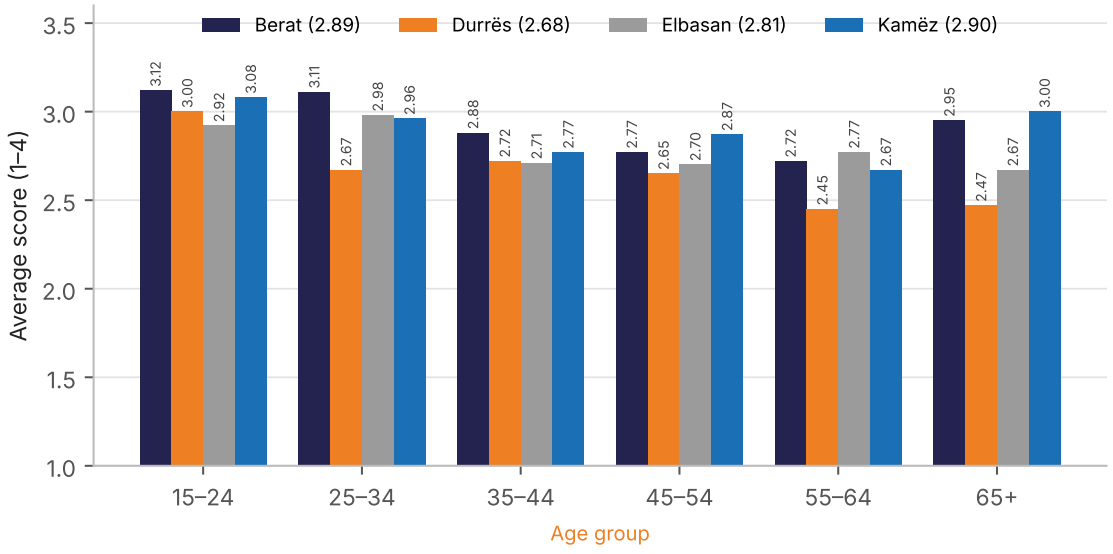
52% of citizens were requesting the service **for the first time**; this rises to 60.1% in Durrës and falls to 42.1% in Kamëz. For half of all users, clear information at the first contact is decisive.

04 How satisfied citizens are

Positive experiences prevail in all four municipalities: **62.1%** "positive" and **11.5%** "very positive", against 23.3% "negative" and 3.2% "very negative". The average is 2.82 on a 1–4 scale. Satisfaction declines with age: from **83.8%** positive among 15–24-year-olds to **62.5%** among 55–64-year-olds.

FIGURE 3

Average rating of the experience by municipality and age group (1–4)



1 = very negative, 4 = very positive; municipal average in the legend. Some groups are small (Elbasan 55–64 and 65+: n = 13 and 9).

Municipalities at a glance

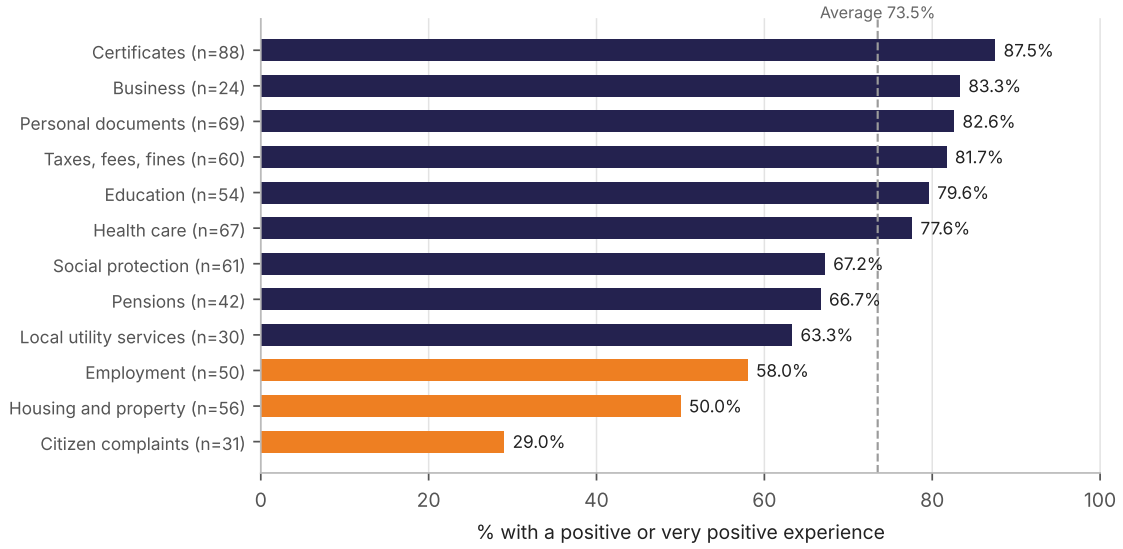
% satisfied	Overall experience	Speed	Organisation	Courtesy	Location
Berat	75.3%	**74.2%**	**69.8%**	**77.8%**	**86.9%**
Durrës	**67.5%**	64.0%	62.1%	**63.5%**	**67.5%**
Elbasan	71.0%	**61.5%**	**58.8%**	71.0%	80.4%
Kamëz	**80.5%**	62.1%	64.5%	73.7%	70.2%
Total	**73.5%**	**65.4%**	**63.7%**	**71.4%**	**76.2%**

highest value lowest value in the column

Durrës ranks last on three of the five indicators. Berat performs best on all four aspects, while Kamëz, despite having the most positive overall experience, shows lower satisfaction with speed and location.

FIGURE 4

Positive experience by service area



% with a positive or very positive experience; areas below 60% in orange. Excludes "Other" (n = 8) and "Unspecified" (n = 146).

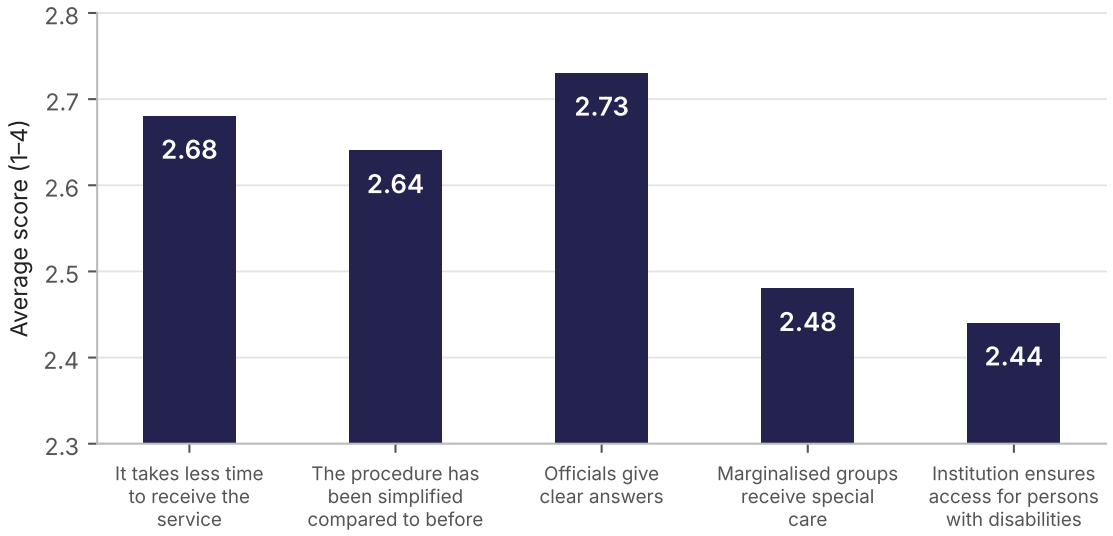
29% of citizens who came to **file a complaint** (water, waste, noise, bills) left with a positive experience, compared with 87.5% of those who requested a certificate.

05 Improvements and inclusiveness

Most citizens agree that officials give clear answers (61.9%) and that procedures have been simplified (59.0%). Statements on the treatment of vulnerable groups receive the lowest scores and, at the same time, the highest share of "Don't know" answers (about 1 in 5).

FIGURE 5

Average agreement with statements on quality and access (1–4)



1 = strongly disagree, 4 = strongly agree; "Don't know" (5–20%) excluded.

% agree	Berat	Durrës	Elbasan	Kamëz
It takes less time to receive the service	56.7%	57.9%	**47.5%**	51.8%
The procedure has been simplified	**71.1%**	58.7%	**51.0%**	56.1%
Officials give clear answers	**74.1%**	**53.8%**	64.0%	56.1%
Marginalised groups receive special care	**11.4%**	51.0%	**52.0%**	39.4%
Access for persons with disabilities	**7.8%**	45.2%	**58.6%**	35.9%

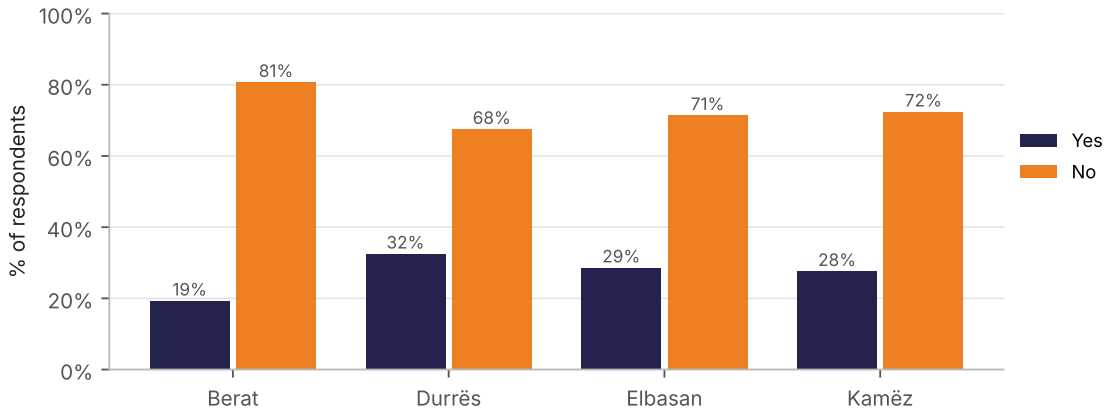
7.8% of respondents in **Berat** agree that the institution ensures access for persons with disabilities, while 64.6% disagree. Berat ranks first on simplified procedures and clear answers, but last on inclusiveness.

06 Digital services and e-Albania

82.7% of citizens have used e-Albania and **80.6%** of users are satisfied with it; use is high across all age groups (79–87%), including those aged 65+. Yet only **27.0%** obtained the specific service entirely online, and **48.7%** could not complete any part of the process online.

FIGURE 6

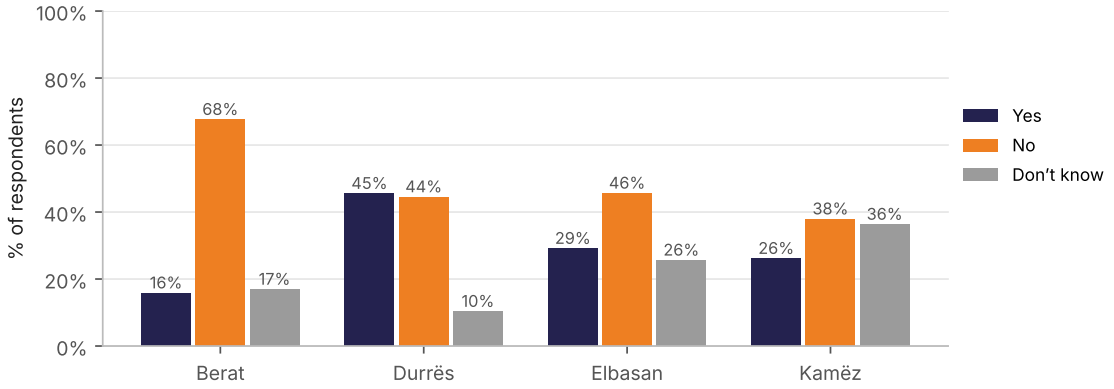
Was the service obtained entirely online? (by municipality)



% of respondents, n = 784.

FIGURE 7

Was at least part of the process completed online? (by municipality)



% of respondents, n = 783.

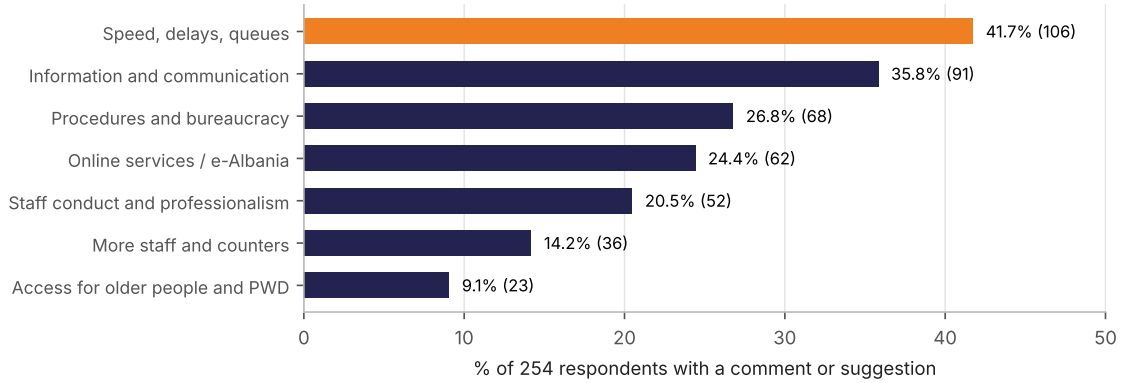
Durrës is the most digitalised (92.9% e-Albania users; 45.4% completed part of the process online), while **Berat** relies more on the counter (15.7% partly online). In **Kamëz**, 36.2% did not know whether part of the process could be done online, and satisfaction with e-Albania is the lowest (69.8%, against 81–89% in the other municipalities).

07 Citizens' voices

254 citizens (31.8%) added a comment or suggestion. Figure 8 shows how often each theme is mentioned; the quotes below are translated from the Albanian originals.

FIGURE 8

Most frequent themes in comments and suggestions



A comment may mention several themes; keyword-based coding.

Speed, delays and queues — 41.7%

— *"The waiting time was long and the procedures complicated."*

— *"Since 2022 I have applied online to the urban planning office of Durrës Municipality and have not received an answer."*

Message: waiting times and delayed responses are the number one concern.

Information and being sent from office to office — 35.8%

— *"Unclear information. The information given was very contradictory between colleagues of the same administration."*

— *"They play ping-pong with citizens."*

Message: citizens want a single, clear and consistent source of information on documents and steps.

Online services and e-Albania — 24.4%

— *"e-Albania should work every day. There are times when it is out of service."*

— *"There should also be physical points for obtaining the various certificates, because older people do not know how to use online services very well."*

Message: more fully online services, but without removing the counter for those who cannot use them.

Staff conduct and professionalism — 20.5%

— *"Civil servants should pay attention to the citizen at the moment they ask for information."*

— *"Staff need training in communication."*

Message: respect, responsiveness and staff training build trust.

Access for older people and persons with disabilities — 9.1%

— *"In the physical delivery of the service, accessibility is a big problem for all categories of Persons with Disabilities."*

— *"More priority should be given to older people, persons with disabilities and pregnant women."*

Message: rarely mentioned, but consistent with the low ratings on inclusiveness.

08 Key findings

Good but uneven satisfaction
73.5% positive, from 67.5% in Durrës to 80.5% in Kamëz; those aged 45–64 are the least satisfied.

Speed and organisation lag behind
About 1 in 3 is dissatisfied; this is also the most frequent theme in comments.

Inclusiveness is the biggest gap
More citizens disagree than agree that vulnerable groups are treated well; Berat shows the most critical situation.

A gap between e-Albania and online service
82.7% use the platform, but only 27.0% complete the service entirely online.

Complaints, property and employment
Only 29–58% positive experience, well below the 73.5% average.

Information at first contact
52% come for the first time, and 35.8% of comments call for clearer information.

09 Recommendations

1. **Reduce waiting times and organise queues.** Standard deadlines for each service, online appointment booking and counters organised by type of service, with priority in Durrës and Elbasan.
2. **Ensure full access for vulnerable groups.** Audit buildings for ramps and space, and give priority in queues to older people, persons with disabilities and pregnant women, starting with Berat.
3. **Move from "online application" to "online service".** Fully digitalise high-volume services, improve the reliability of e-Albania and inform citizens (especially in Kamëz) about what can be done online.
4. **One source of information, one place.** Standard lists of documents and steps for each service, online and at the counter, and coordination between cadastre, urban planning and legalisation offices to end the office-to-office runaround.
5. **Handle complaints with deadlines and tracking.** A response deadline and tracking number for every complaint, together with staff training in communicating with citizens.

Methodological notes. The dataset contains no weights or information on sampling; figures describe the sample and are not population estimates. Service area and comment themes were coded from text using keywords. Question D3 was interpreted as 0 = No, 1 = Yes. Groups with n < 40 should be read with caution.

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