PUBLIC ADMINISTRATION REFORM

Challenges and Achievements in Albania
Public Administration Reform

Priority for opening the accession negotiations with the European Union

Key Government`s priority – Public Administration the basis for reform`s implementation

PAR – Necessary and continuous process

Crosscutting Public Administration Reform Strategy 2015-2020 – approved in April 2015

4 main pillars – 11 strategic objectives
Development of public administration, which provides high quality services for citizens and businesses in a transparent, effective, and efficient way through the use of modern technologies and innovative services and, that complies with the requirements of European integration through impartial, professional and accountable civil servants, part of efficient setups.
Policy Making and Quality of Legislation
Aim: to have policymaking, legislation drafting, monitoring and evaluation systems, which are clearly defined and regulated, linked with government priorities and budget planning.

Organization and Functioning of the Public Administration
Aim: to establish efficient and accountable public administration structures and reduce corruption.

Civil Service: Human Resource Management
Aim: to develop a professional, impartial, independent and merit based civil service.

Administrative Procedures and Oversight
Aim: build a model with the citizen in the center through the modernization of public services, improvement of the efficiency and response of administrative services.
CIVIL SERVICE
HUMAN RESOURCE MANAGEMENT

Human Resources Information System

Modernization of the recruitment process

Salary system reform in public administration

Review of Performance Appraisal System

Process Workflow

Implementation of the Civil Service Reform
STRENGTHENING LOCAL GOVERNMENT STRUCTURES IN ALBANIA

COUNCIL OF EUROPE

Schweizerische Eidgenossenschaft
Confédération suisse
Confederazione Svizzera
Confederaziun svizra

administrata.al – government wide intranet

UNIFYING – STANDARDIZING – TRANSFORMING
Raise awareness and ensure the correct implementation of the principles, policies and practices of the civil service legislation

Enhance the interaction and collaboration within the whole public administration to ensure a standardized and unified implementation of the civil service legislation

Improve the institution's effectiveness by increasing the quality of key strategic decision-making based on qualitative data

Increase the efficiency of institutional oversight by monitoring performance vs established objectives
Civil Servants HUB

Communication, collaboration and sharing resources within HR teams

Planning, Recruitment, Performance, Job Descriptions and Indicators

law enforcement in all institutions that employ civil servants

Established and administrated by the Department of Public Administration as the responsible institution for Human Resources Management in the Albanian Civil Service

Legal basis and regulations for all Human Resources Procedures in the Civil Service

Tools and mechanisms to properly follow, track and control HR procedures

Communication and interaction platform allowing all HR managers to adapt quickly
ISSUES THAT LED TO administrata.al

- An increase in the number of civil servants
- Territorial distribution of institutions
- New sublegal acts and new HR procedures
- Need to increase the capacities to implement the civil service legislation focusing on the local level
- Need for proper monitoring through qualitative data

SOLUTIONS THAT DERIVE FROM administrata.al

- A unique and concentrated source of information
- Unified templates and processes ready to use and follow
- An innovative real time interaction tool between institutions
- Continuous monitoring and improved quality in terms of reports and data

OUTCOMES FROM administrata.al

- Efficient institutions that perform better
- Correct implementation of the civil service legislation providing for an independent, transparent and professional civil service at the central level and local level as well
- The ultimate outcome: delivering quality services to the citizens.
Human Resources Intranet

modern solution with fully modular construction and quite unlimited extensions capacities based on proven and well known Microsoft SharePoint platform

COMMUNICATION DRIVES CHANGE
the adoption of an intranet can transform the way HR communicates. It is considered as fundamental in the interactions between institutions, and even hr employees.

DIGITAL TRANSFORMATION PROCESS
a greater reach of employees located in different institutions, some working in remote areas, intranet portal would bring fluidity to Information exchanged instantly and easily

AIM FOR LONG-TERM CHANGE
setting up an intranet portal is a superb first step in terms of change management, it provides tons of new ways to help the Human Resources employees do their jobs better
FUNCTIONALITIES

STANDARDISED PROCESSES
- transparent and simplified recruitment, performance and job descriptions in the civil service;

INFORMATION MANAGEMENT
- tracking disciplinary measures and court decisions

KEY PERFORMANCE INDICATORS
- Facilitate key strategic decision-making based on real time data

COMPREHENSIVE DATA COLLECTION
- periodic reporting and following all HR processes

COMPREHENSIVE TRAINING NEEDS
- training needs analysis module for Albanian school of public administration

administrata.al
the platform

internal back end targeted for HR users and not only

government wide intranet

the main sections you will find in the portal: events, report tools, processes, documents, HR staff, legislation, references for systems, real time indicators, training and administrative panel.

all this information is customized based on user roles and features that can be turned on and off depending from the user’s responsibilities and privileges

https://administrata.al
the tools

all the resources they need to be successful tools to address issues and meet objectives

way beyond traditional functions tools to address knowledge first

Tools to be efficient and productive in many of the daily work related to reporting, performance, disciplinary and other HR processes
Key Performance Indicators

“Without data, you’re just another person with an opinion”
Edward Deming

Administrata.al KPI – an information management tool that tracks, analyzes and displays key performance indicators (KPI),
- Back Office – metrics and key data points to monitor the human resources processes
- Front office for the HR – displays all this data in user friendly, comprehensive and comparable formats such as tables, line charts and bar charts,
- A unified mechanism/tool for oversight institutions to monitor and analyze performance
PROGRESS SO FAR
Institutions & users

- **State Administration Institutions**
  - includes Prime Minister’s office
  - line ministries and subordinated institutions
  - ~230

- **Local Government & Independent Institutions**
  - municipalities and independent institutions
  - ~70

- **Human Resources users**
  - users which are focused on managing HR processes
  - ~560

- **Finance & Legal users**
  - other users of the platform using different functionalities
  - ~130
Thank You

working...