GOOD AND TRANSPARENT GOVERNANCE IN THE DEVELOPMENT OF DIGITAL ECONOMIES AND SOCIETIES

VISION

Albanian economy based on sustainable job-creation and increased productivity.

Society based in knowledge and information, through the consolidation of digital infrastructure; improvement of the quality of online public services and increase of governance transparency.
INNOVATIVE AND CITIZEN-CENTRED PUBLIC SERVICES

Since 2014, GoA has pursued a reform reinventing the way public administration delivers services to its citizen.

Re-engineering of the processes of service delivery for citizens and businesses

Front Office–Back Office separation and service delivery integration

Digitisation of archives and registers, interoperability among ICT systems and online services

Citizen feedback and monitoring of the performance of public administration in service delivery

INTEGRATED CENTERS

• 6 integrated service delivery centers, 5 integrated centres at municipalities, that offer more than 400 services, and the Immovable Properties Registration Office (IPRO) front-office in Tirana.
• 327 standardized forms for public services and 979 Public Service Information Cards informing citizens

E-ALBANIA

• 49 government electronic registers and exchange of real-time data in a secure and reliable form
• 52 million transactions in 2018, or double the number of transactions in the previous year
• 1,600 services out of which almost 600 electronic services.
What does e-Albania provide for businesses?

- **298 e-services for businesses**

- **37,811 registered businesses**

**DELIVERABLES:**

- Reduced time and administrative burden for citizens and businesses
- Improved service access and delivery quality
- Increased efficiency and transparency in services.
- Reduced corruption, increased accountability in service delivery
**Construction permits (e-Permits) 2016**

- One of the most advanced state systems in the country
- Each uploaded document, as well as the construction permit bear legal value due to the electronic signature
- **230,000 papers eliminated monthly**

**Paperless Customs (E-Customs)**

- **100% paperless system for Import and Export Declaration (except those from red channel- physical control based on risk)**
- Increase transparency and reduction of the possibility of fraud.
- Avoiding communication with the customs officer resulting in corruption reduction

**DIGITAL SKILLS- JOBS FOR THE FUTURE**

- Digitalisation is fundamentally changing the Albanian labour market.
- Vision and will of the Albanian government with regards to education, it focusses on the “Establishment of a suitable infrastructure for modern teaching”.
- Bridging the digital divide, the VET system has to embrace digitalisation, understand industry needs and adopt new technologies and ways of learning.
- The key question remains: **How can we prepare people for the jobs of the future, i.e. for jobs that don’t exist, yet?**
4 KEY STEPS

COLLABORATE: Promote cooperation with the business sector (and adopt a conducive legal framework)

BUILD: Invest into digital infrastructure and learning equipment (buildings, grids, hard- and software)

CREATE: Develop up-to-date courses and adapt existing materials for digital delivery

TEACH: Find, train and deploy competent teachers/trainers to deliver learning in a digital environment

IMPROVE the institutional capacity of the research and innovation system

PREPARATION OF THE STRATEGY ON SMART SPECIALISATION (S3).
Albania registered in the Smart Specialisation Platform (S3P) in November 2017. Albania’s smart specialisation process is currently being prepared with assistance from DG NEAR and the Joint Research Centre (JRC).
In 2018, Albania formed an S3 Working Group that is currently coordinating further steps in preparing the collection of data and the entrepreneurial discovery process (EDP)
TOWARDS EXCELLENCE IN RESEARCH

→ MAXIMIZING RESEARCH RESULTS
  • Reforming the institutional system for research
  • Increasing research funds and other sources for research
  • Integration of the Albanian diaspora in research
  • Increasing cooperation between the research community and business
  • Monitoring quality of research

→ IMPROVED RESEARCH INFRASTRUCTURE
  • Assessing and improving research infrastructure

→ FACILITATING PRACTICES FOR OPEN LABOUR MARKET for researchers and mobility of researchers
  • Improvements of recruitment practices of teachers and researchers
  • Revision of the legal framework for mobilities of researchers, publication of a guide

Strategy on Science, Technology and Innovation 2017-2022

Technology Hubs

TechSpace was launched in February 2019
visit TechSpace almost daily and spend 3-4 hours creating, working or having business meetings with potential partners.
4 collaboration agreements have been signed with ICT universities and ICT vocational high-schools
TECHNOLOGY APPROACH in fighting grey economy

The new project in Albania - using technology solutions to detect the tax crimes.

1. Underreporting of income – Fiscalisation project / Cash control monitoring – mostly present in cash based transactions (B2C), implementation of the real time-online connectivity of all POS machines to ensure that each transaction is reported centrally, with capability of independent verification.

2. Over reporting of deductions – e-Invoices project – mostly present in non cash based through the central system that ensures confirmation of all transactions from seller and customer.
FUNDING INNOVATIVE STARTUPS AND INNOVATION SUPPORT PROVIDER

- **NATIONAL SCHEMES:**
  - Competitiveness fund
  - Innovation fund (machinery and technological equipment)
  - Creative economy fund (Handcraft on creating new products)
  - Start-up fund

- **Improving the innovative eco-system and boost start-ups creation in Albania**

- **Enterprise Europe Network**
- **EU for Innovation**
- **Other partners programs (GIZ, UNDP etc.)**
**CHALLENGES**

- Low funding for research and innovation
- Elements of an innovation ecosystem are insufficient in Albania, including technology transfer offices and science and technology parks
- There is a pressing need for well-designed and properly funded instruments to support SMEs
- Responsibilities for innovation, science and technology, start-up and business promotion are spread across several ministries

**NEEDS**

- Increase the funds for research and innovation
- Step up the support for innovation infrastructure to advance business-academia collaboration
- Improve SMEs’ support services by redesigning existing schemes
- Structured dialogue between ecosystem stakeholders and government representatives
- Presence of an entity to lead/stir the innovation & start-up sphere, regular coordination

**Policy making:** Capacities & Finance