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EUROPEAN COMMISSION FOR DEMOCRACY THROUGH LAW
(VENICE COMMISSION)

in cooperation with

**THE GENERAL PERSONNEL COUNCIL OF
PALESTINE***

Regional seminar for high level civil servants

13th UniDem Med

**"PUBLIC ADMINISTRATION FACING THE COVID-19 PANDEMIC:
MODERNISATION AND DIGITAL INNOVATIONS"**

Videoconference, Palestine*

5-6 October 2021

**GOOD GOVERNANCE IN PUBLIC ADMINISTRATION IN THE AGE OF
DIGITALISATION: ADAPTING FOR BETTER TRANSFORMATION**

by

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"Regional Support to Reinforce Human Rights, Rule of Law and Democracy in the Southern Mediterranean"
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REPUBLIKA E SHQIPËRIË
KRYEMINISTRIA

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Administratës Publike



Administrata.al

The Albanian Public Administration Platform

By: Ms. Albana Koçiu
Director of the Department of Public Administration, 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.

PAR VISION



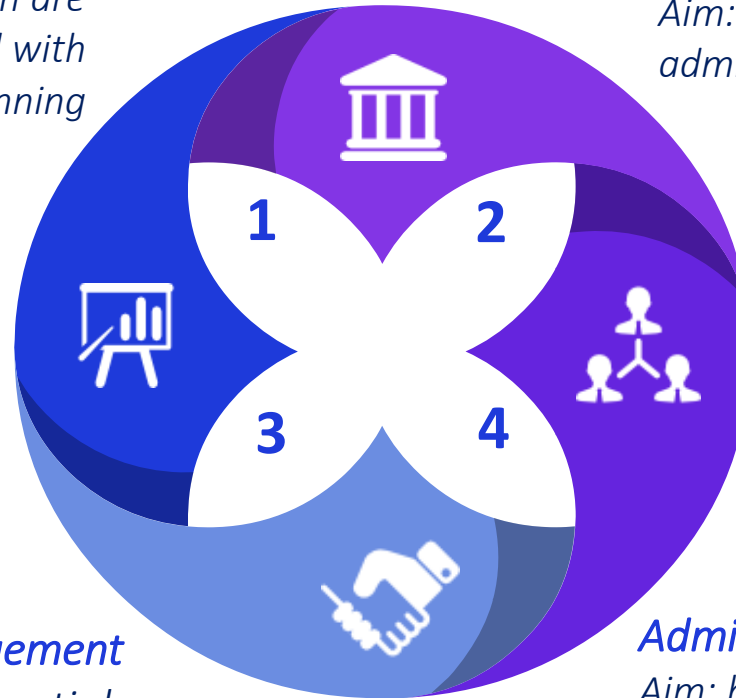
PAR STRATEGY – 4 PILLARS

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

Modernization of the recruitment process

Human Resources Information System

Review of Performance Appraisal System

Salary system reform in public administration

Process Workflow



STRENGTHENING LOCAL GOVERNMENT STRUCTURES IN ALBANIA

COUNCIL OF EUROPE



CONSEIL DE L'EUROPE



Schweizerische Eidgenossenschaft
Confédération suisse
Confederazione Svizzera
Confederaziun svizra

administrata.al – government wide intranet

UNIFYING – STANDARDIZING – TRANSFORMING

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



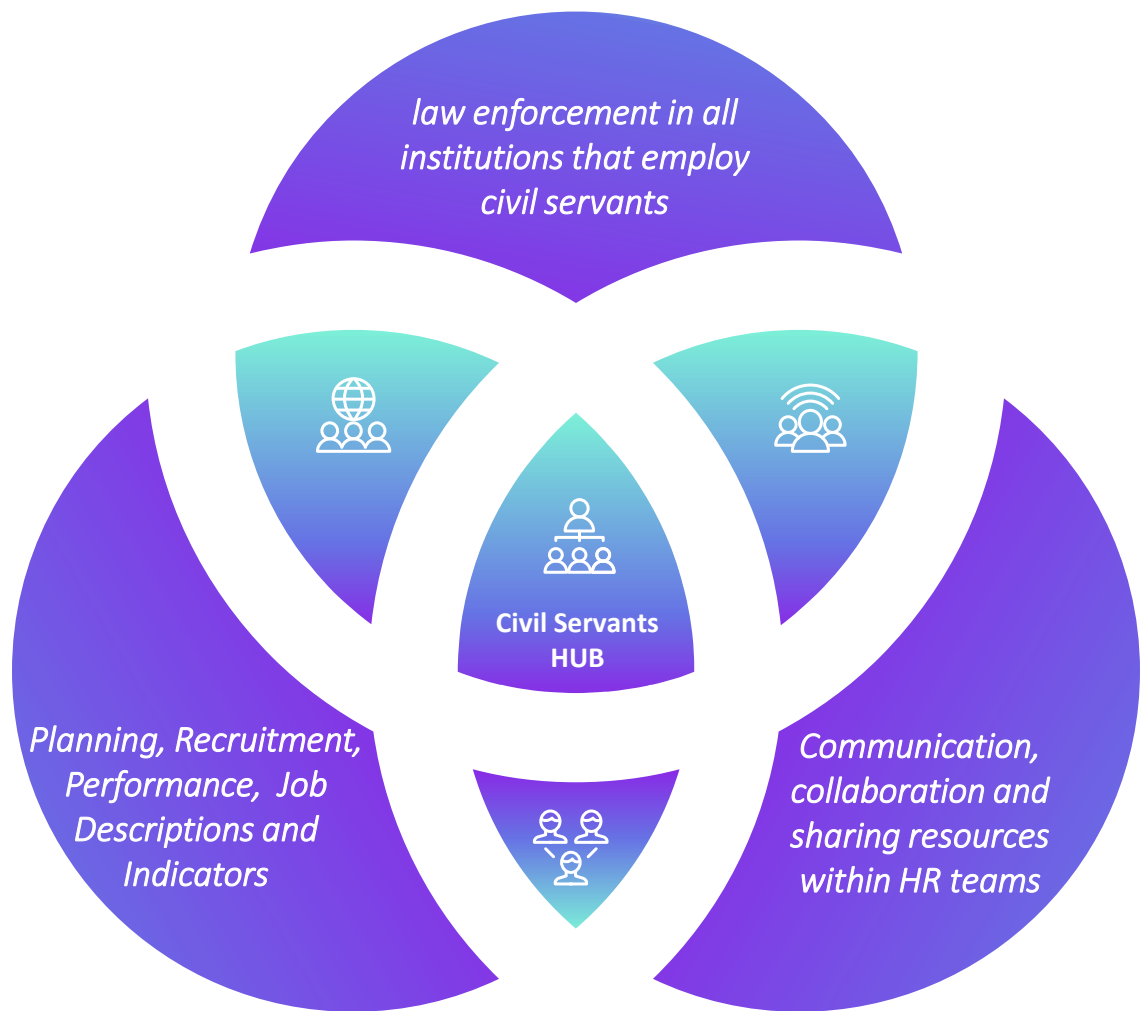
Continuous monitoring and improved quality in terms of reports and data

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.



administrata.al

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

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



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



FUNCTIONALITIES

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



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

performance appraisal

periodic reporting

court processes

disciplinary measures

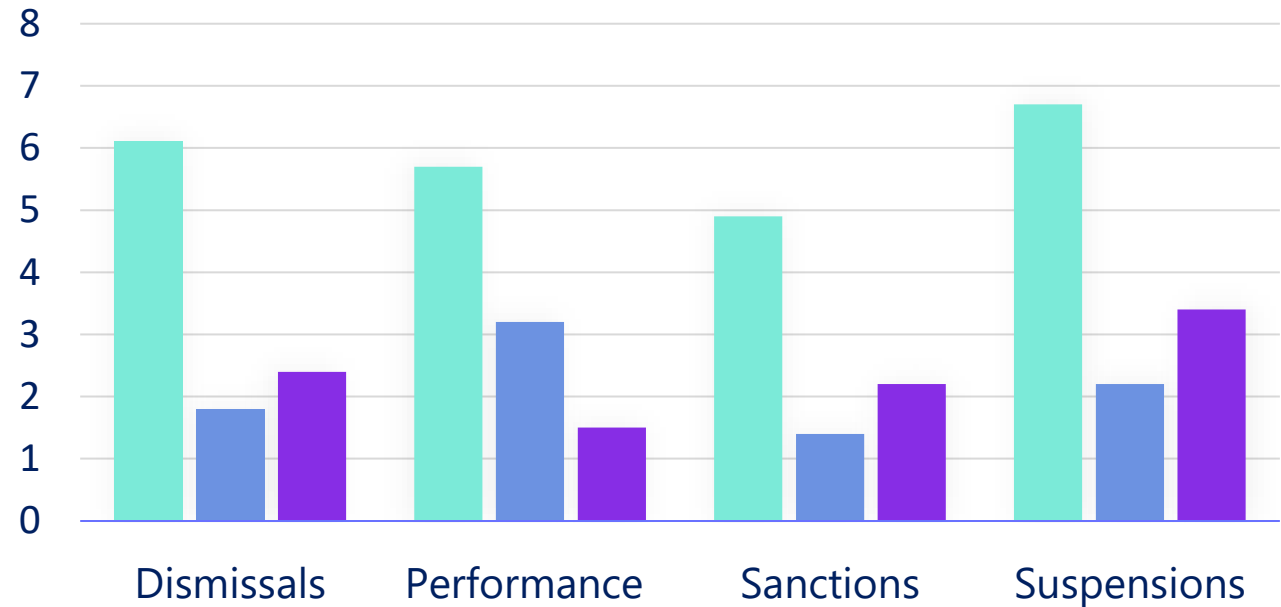
job descriptions

final court decisions

Key Performance Indicators

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

Edward Deming



Administrata.ai 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

Administrata.al – Covid19

March 2020: Order of the Minister of Health – Recruitment procedures suspended due to restriction measures – state of emergency without a time limit

Due to urgency in recruiting personnel – DoPA explored options to address the situation

April 2020: New order of the Minister of Health – recruitment procedures which can be conducted completely online through the use of information technology tools are allowed

- ✓ **Every step of the procedures entirely online**
- ✓ **Same principles, procedures and deadlines**

e-recruitment timeline

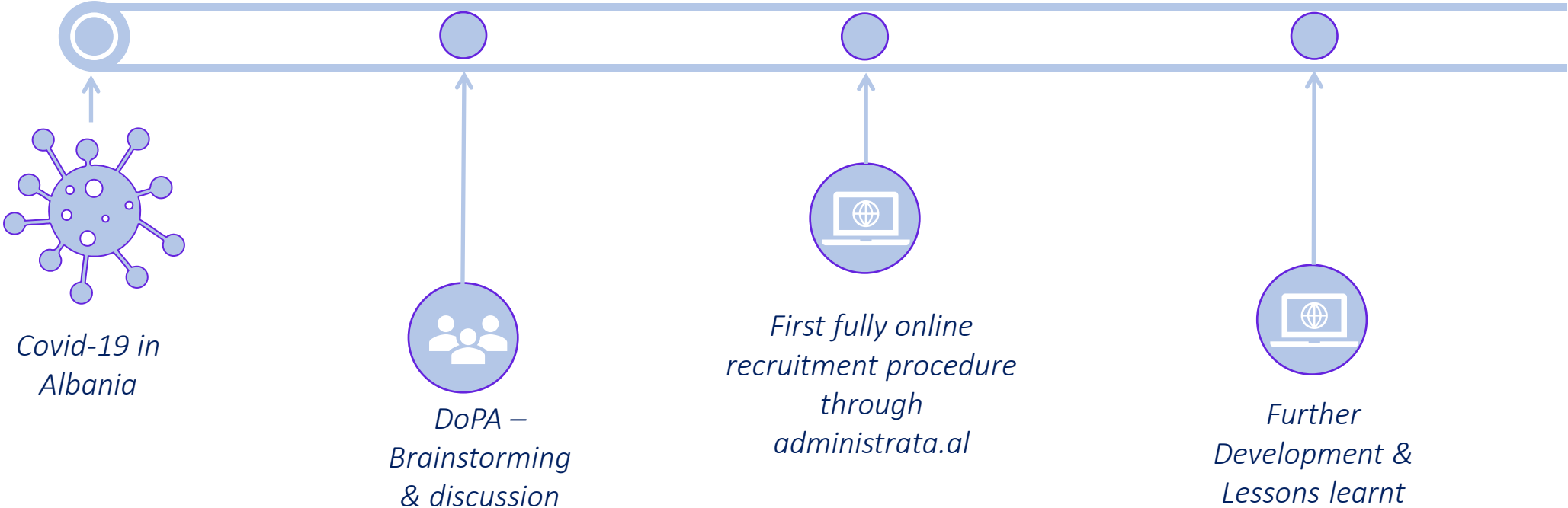
New e-recruitment era in the Albanian Civil Service →

March 11th 2020

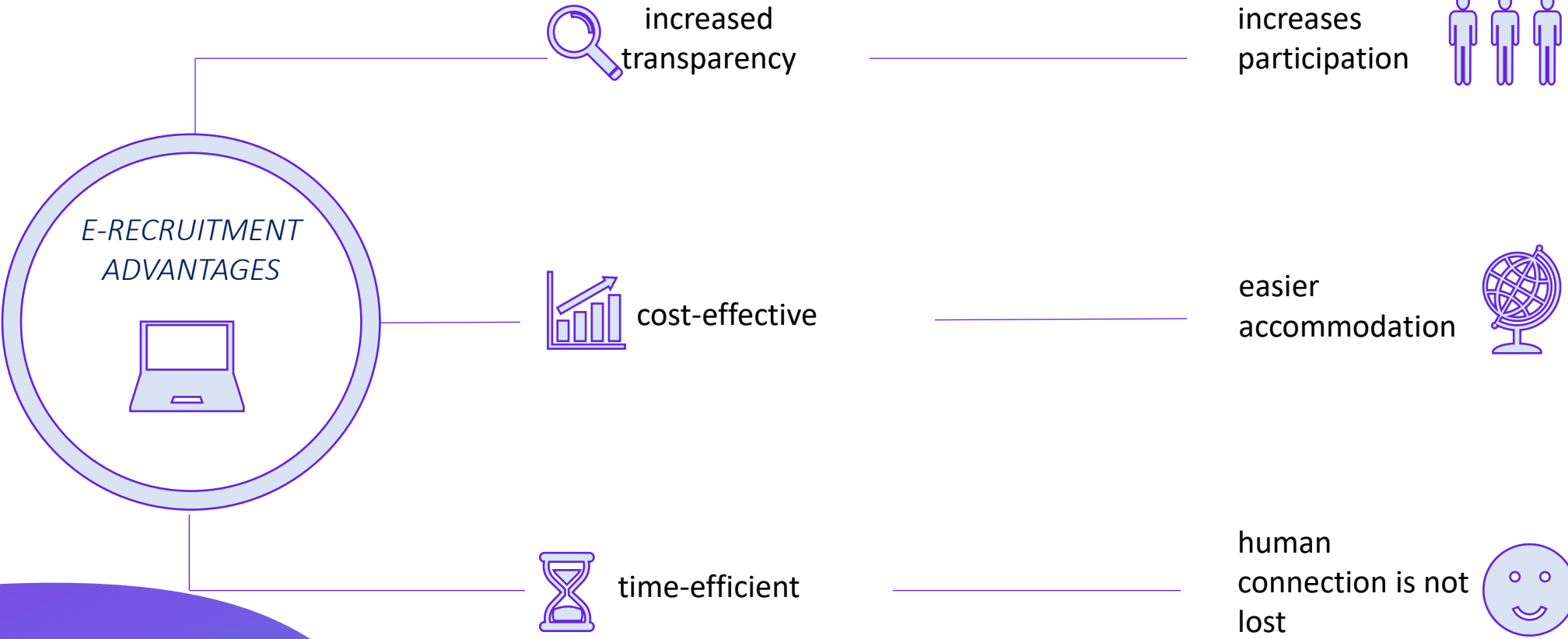
March - April 2020

April 22nd 2020

On going process



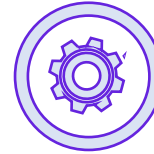
e-recruitment advantages



e-recruitment challenges

E-RECRUITMENT

- Fully online recruitment – a step forward
- A need for further development
- Address challenges
- Apply lesson learnt



Number Limit for candidates in an online written test



Online interview – sustainability



Integrity during online/remote testing



On going training/support for HR Units & Candidates

next steps & recommendations

- Raise awareness on the benefits of the HRM platforms
- Trainings on the usage of the HRM systems
- Familiarise public servants with ICT tools
- Support and assist HR professionals
- Strengthen collaborative tools within HR professionals



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Thank You