

Workshop on Ethics in Modern Statistical Organizations Geneva,
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Ethics in staff and user satisfaction survey of Albania

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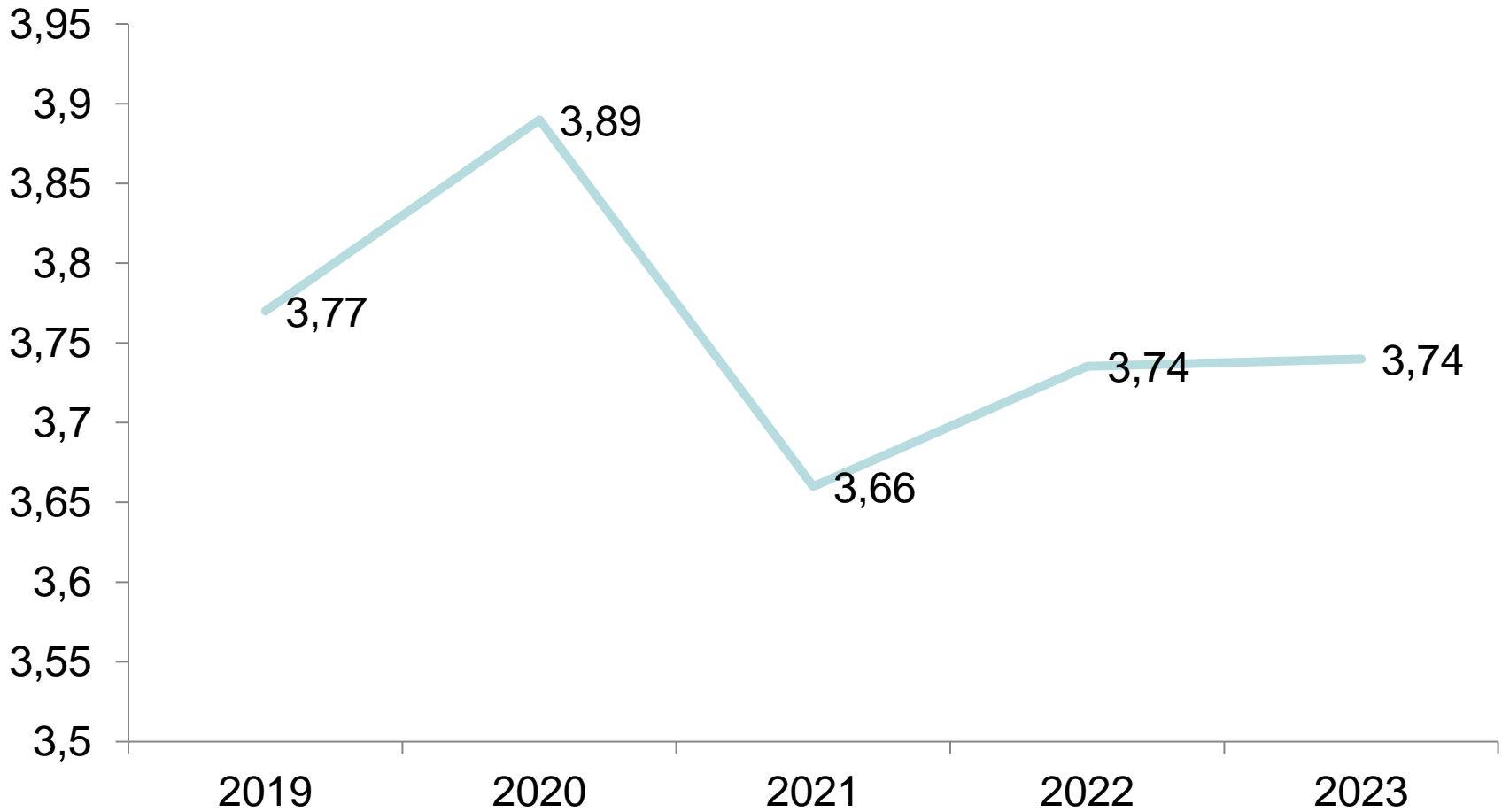


- Albania has been diligently conducting surveys to measure staff and user satisfaction statistics, utilizing the American Customer Satisfaction Index (ACSI) framework as a cornerstone.
- The key components of ACSI employed by Albania include:
 - ACSI Feedback
 - Index Calculation

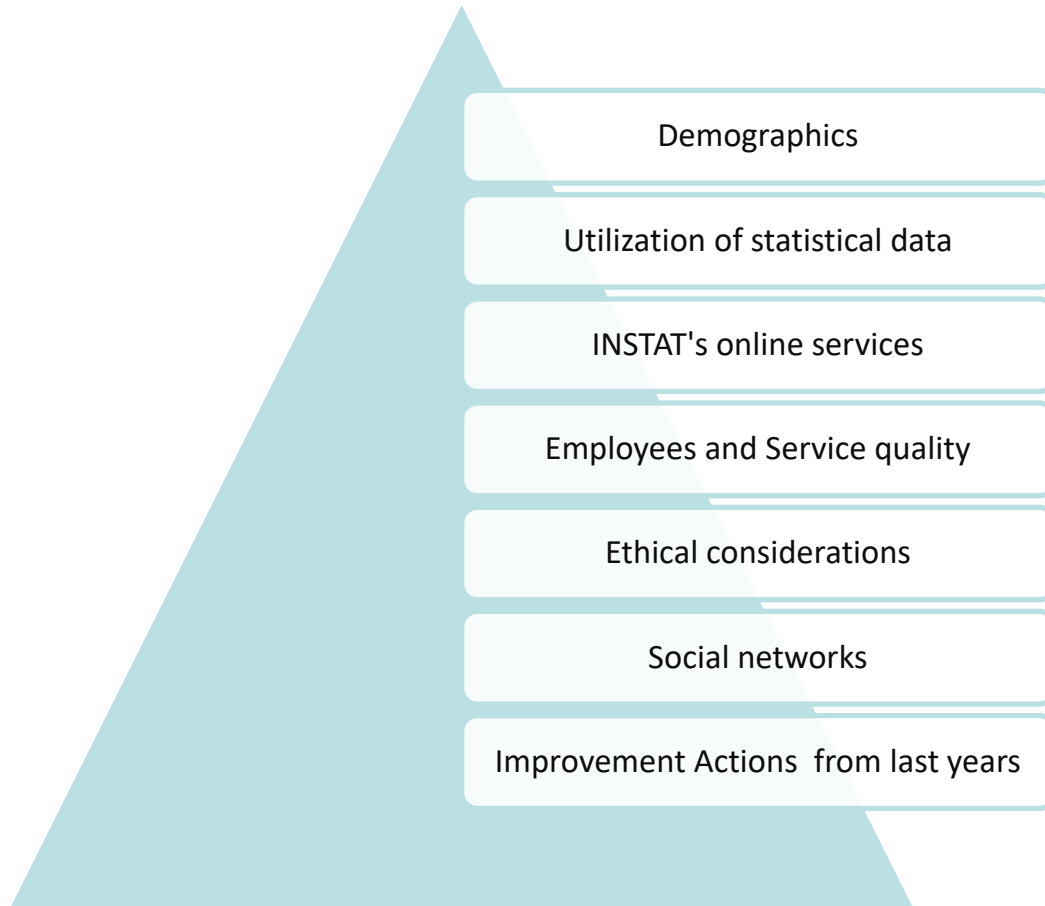




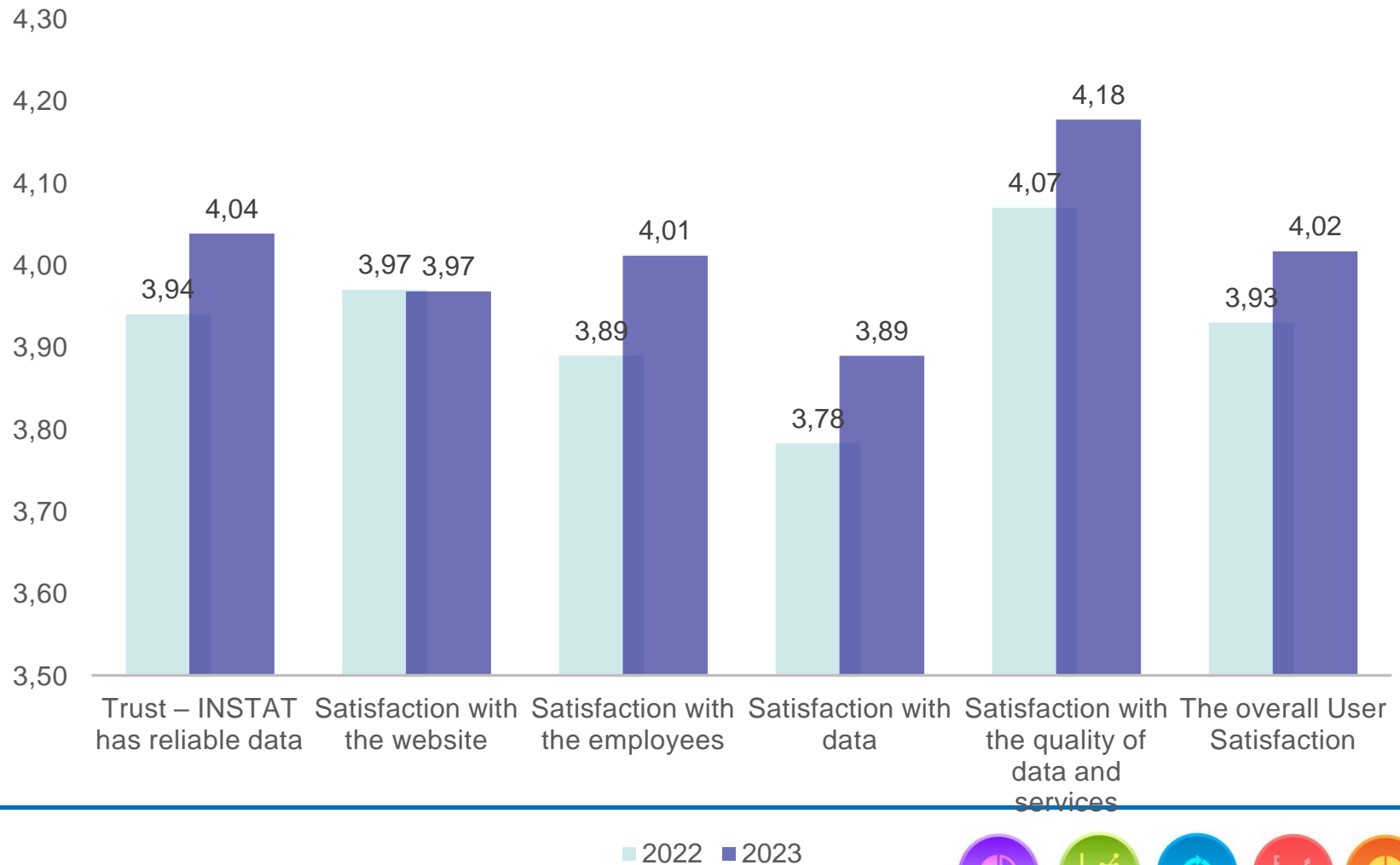
Staff Satisfaction Survey figures



User Satisfaction Survey



User satisfaction survey in Albania



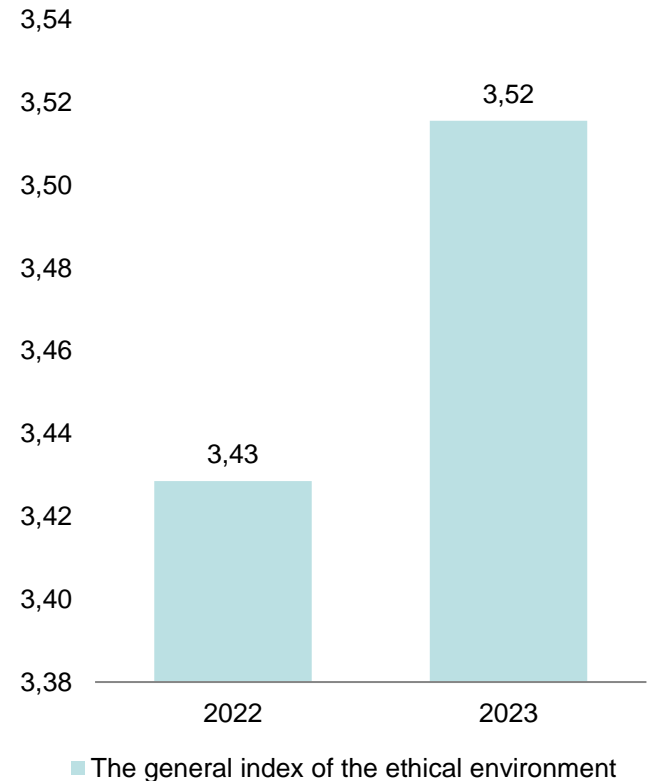
- Enhancing Potential for Planning Official Statistics;
- Addressing High Expectations;
- Challenges of Diverse User Requirements;
- Decision-making and service enhancements;
- Continuous improvement initiatives, guiding targeted actions aimed at enhancing service delivery, responsiveness, and overall user satisfaction.
- Data Collection Method.



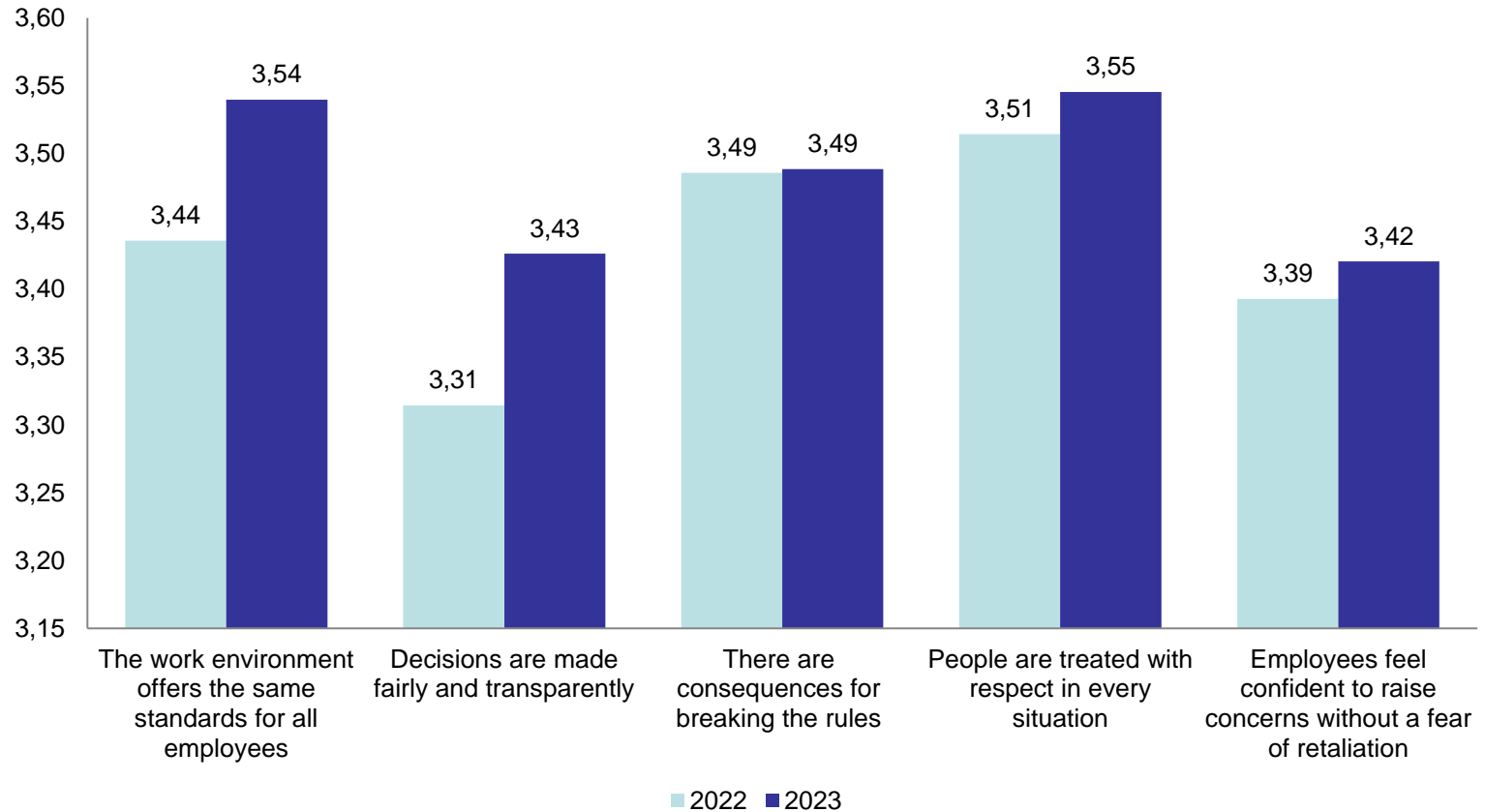
The evaluation carried out from the year 2022, in relation to the Ethical Environment in INSTAT and the dimensions of Ethical Management in INSTAT, resulted in two important related indicators as follows:

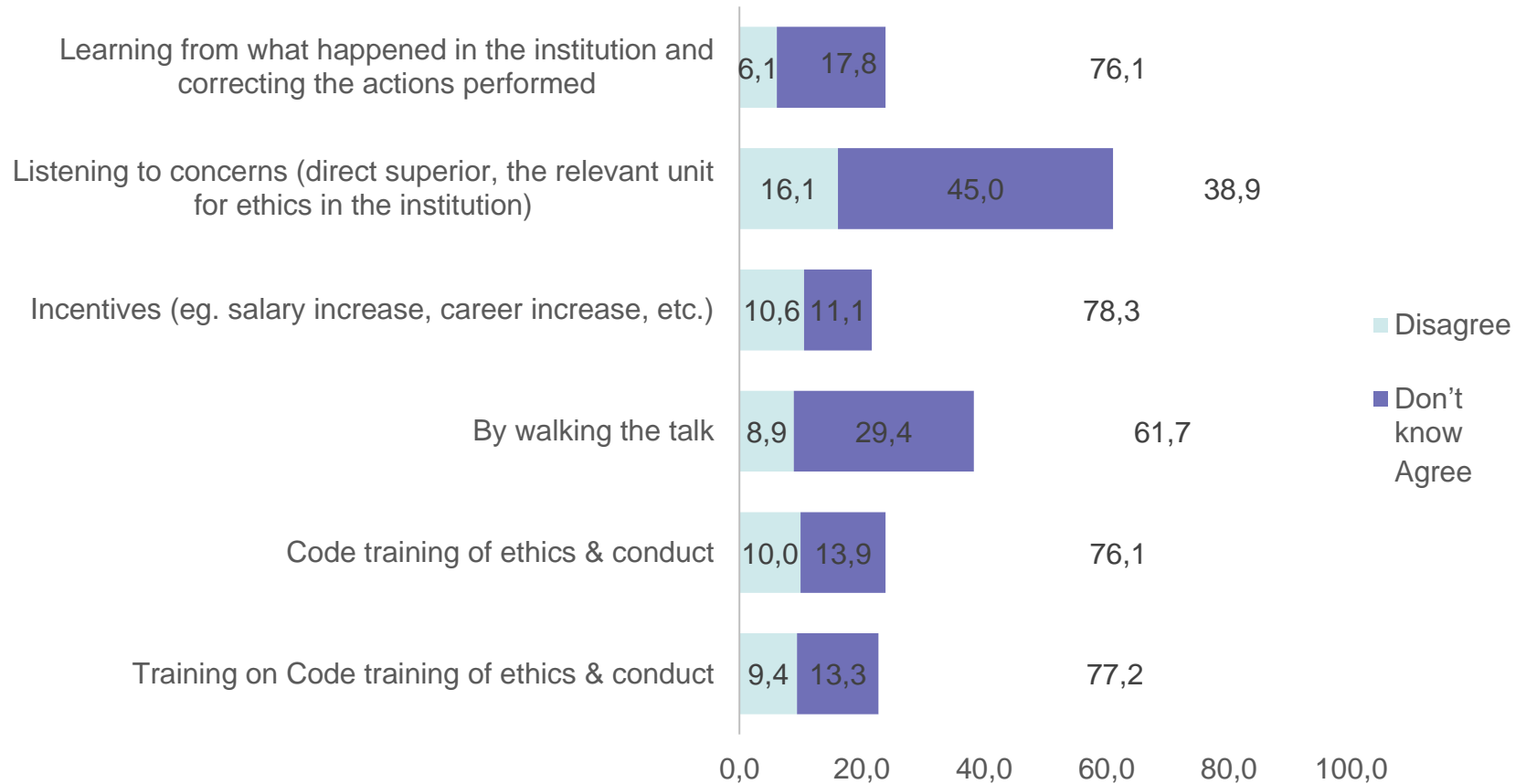
- the level of the **general Index of the Ethical Environment**, according to the employees of INSTAT and based on the average evaluation of different **ethical business standards**, in 2023 turned out to be around 3.52 (which indicates slight increase compared to the 2022 when it was 3.43).

By analysing the responses to these key questions, INSTAT valuable insights ethical climate, identify areas for improvement, and implement strategies to foster a more ethical, transparent, and inclusive work environment for their employees.



Question of the general index of the ethical environment





- Managers provide a commendable example of ethical business behavior within the organization;
- Issues of right and wrong are frequently deliberated during meetings and decision-making processes;
- Unethical behavior is addressed in accordance with the established regulations;



Questions in the user satisfaction survey in Albania related to ethics



- Establish Regular Forums for Reflection;
- Enhance Channels for Voicing Concerns and Suggestions;
- Develop Tailored Training Programs;
- Implement Actionable Strategies for Positive Change;
- Promote Survey Participation and Engagement;
- Recognize and Reward Ethical Behavior;



Thank you for your attention!



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Human Resources Sector

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