Ethics in staff and user satisfaction survey of Albania

Vjolca Lasku
Head of Human Resource Unit - INSTAT
ACSI model for satisfaction surveys model in Albania

- 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

- Workplace
- Nature
- Relationships (Colleagues & Superiors)
- Perception
- Challenges
- Improvement Actions from last years
Staff Satisfaction Survey figures

2019: 3.77
2020: 3.89
2021: 3.66
2022: 3.74
2023: 3.74
User Satisfaction Survey

Demographics
Utilization of statistical data
INSTAT’s online services
Employees and Service quality
Ethical considerations
Social networks
Improvement Actions from last years
Trust – INSTAT has reliable data | Satisfaction with the website | Satisfaction with the employees | Satisfaction with data | Satisfaction with the quality of data and services | The overall User Satisfaction
---|---|---|---|---|---
3,94 | 3,97 | 3,89 | 4,07 | 4,18 | 4,04 | 4,01 | 3,89 | 3,78 | 3,93 | 4,02

Satisfaction with the website 2022: 3,97, 2023: 4,04
Satisfaction with the employees 2022: 3,89, 2023: 4,01
Satisfaction with data 2022: 3,89, 2023: 3,78
Satisfaction with the quality of data and services 2022: 4,07, 2023: 4,18
The overall User Satisfaction 2022: 3,93, 2023: 4,02
Actions taken to address User Satisfaction Survey results during the years

- 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

- The work environment offers the same standards for all employees: 3.44 (2022), 3.54 (2023)
- Decisions are made fairly and transparently: 3.31 (2022), 3.43 (2023)
- There are consequences for breaking the rules: 3.49 (2022), 3.49 (2023)
- People are treated with respect in every situation: 3.51 (2022), 3.55 (2023)
- Employees feel confident to raise concerns without a fear of retaliation: 3.39 (2022), 3.42 (2023)
<table>
<thead>
<tr>
<th>Ethical culture</th>
<th>Disagree</th>
<th>Don’t know</th>
<th>Agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>Learning from what happened in</td>
<td>6,1</td>
<td>17,8</td>
<td>76,1</td>
</tr>
<tr>
<td>the institution and correcting</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>the actions performed</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Listening to concerns (direct</td>
<td>16,1</td>
<td>45,0</td>
<td>38,9</td>
</tr>
<tr>
<td>superior, the relevant unit for</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ethics in the institution)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Incentives (eg. salary increase,</td>
<td>10,6</td>
<td>11,1</td>
<td>78,3</td>
</tr>
<tr>
<td>career increase, etc.)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>By walking the talk</td>
<td>8,9</td>
<td>29,4</td>
<td>61,7</td>
</tr>
<tr>
<td>Code training of ethics &amp;</td>
<td>10,0</td>
<td>13,9</td>
<td>76,1</td>
</tr>
<tr>
<td>conduct</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Training on Code training of</td>
<td>9,4</td>
<td>13,3</td>
<td>77,2</td>
</tr>
<tr>
<td>ethics &amp; conduct</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
• 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

- Ethics related to the use of data: 4.08
- Ethics related to the distribution of data: 4.14
- Ethics related to communication with users: 4.14
Enhancement Initiatives

• 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!

Contact: vlasku@instat.gov.al

Human Resources Sector

INSTAT