CROWDSOURCING FOR THE AC PORTAL

Collecting perceptions on the critical aspects of the state's functionality, including identification of the problems and possible thinking on how improvement can occur.

Processing of the results of this virtual research so they can afterwards be used to further enrich the content of the anti-corruption portal.

TARGET GROUP

- All Albanian citizens who are users of the internet and the social platform Facebook.
- Respondents will be targeted by age 18-65, sampling will be casual without quotation
- No preference or gender quotation of respondents
- Participants will be respondents from all over Albania, sampling is casual not guaranteeing equal quotation to the ratio of the specific weight of population that the county holds it reality, since the questionnaire will be open to any individual who feels entitled to complete it. Individuals informed for this survey through social networks and Internet pages on the Internet.

TOTAL NUMBER OF COMPLETED QUESTIONAIRES:

facebook

856 online questionnaires

1. Age Groups

Most of the respondents belong to the age group 26-44 years, accounting for about 56% of people who answered the questionnaire, followed by the age group 45-54 years and 18-24 years.

Generally those are the most active age groups in the use of social platforms and the web in general.

TOTAL: 856

2. Gender

The questionnaire was completed mainly by **men, 60%**, and less by **women**, who complete **40%** of respondents. Men are apparently the most active in using the web and social platforms, at least in Albania.

Male **60%**

FEMALE **40%**

0 10 20 30 40 50 60 70 80 90 100

Population 2011 **60.86%** 821

Population 2011 **39.14%** 335

facebook

Total **856**

3. Locality

Respondents are mainly residing in the district of Tirana (33%).

About 10% of respondents are resident in Elbasan, followed by residents in the district of Shkodra, Durres, Korca and Vlora, with similar percentages.

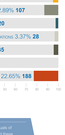
A smaller amount of respondents are residents in the districts of Lushnja, Berat, Gjirokastra, Kukes and Diber.

Generally the distribution of the sample is directly proportional to the share of population that these regions hold in reality, but also to the access that these districts have to use the web and its applications.

4. Education

The questionnaire was completed mainly by higher education, which account for over **80%** of the number of respondents. The rest of the respondents is high school education, but keep in mind that some of the respondents of the first age group period: secondary education and are potential to start higher education, and an almost insignificant amount compared to the total number of respondents are those with primary education and 9 years cycle.

TOTAL: 851



5. Professions

LEADER / MANAGER	14.58% **121**	PHARMACIST 1.08% **9**	
LAWYER / ATTORNEY / COURT	7.23% **60**	PHYSIOTHERAPIST 0.36% **3**	
SECRETARY / RECEPTIONIST	1.08% **9**	SOFTWARE DEVELOPER 1.45% **12**	
ECONOMIST	16.39% **136**	IT SPECIALIST 4.82% **40**	
ARCHITECT 1.69% **14**		LECTURER / TEACHER 12.89% **107**	
DOCTOR 2.89% **24**		PSYCHOLOGIST 2.41% **20**	
NURSE 0.96% **8**		MARKETING / PUBLIC RELATIONS 3.37% **28**	
VET 0.96% **8**		SALES AGENT 4.22% **35**	
DENTIST 0.96% **8**		OTHER 0.00% **0**	
		OTHER (PLEASE SPECIFY) 22.65% **188**	

facebook

Total **830**

More interested in completing the questionnaire, based on statistics, seems to have been individuals of professions like Economist, Leader / Manager and Lecturer / Teacher. Respondents who declared these professions make up almost half of the total number of respondents.

In smaller percentage are respondents with professions like Lawyer / Attorney / Court, people who work in the field of IT, Sales, Marketing, Medicine and Psychology.

A lucky factor to be considered is the fact that the majority of respondents are "elite", secondary and high specialists in their fields and in good working positions, a situation which favors the questionnaire on the quality and reliability of the responses received.

But on the other hand, responses only from individuals who are well educated and well positioned in the labor market, do not represent the real situation of the level of the population that suffers corruption and administrative abuse the most.

6. Are you aware that there is a portal in Albania where you can denounce corruption?

YES (590) **68.93%**

NO (153) **17.87%**

I DONT KNOW (71) **8.29%**

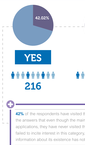
NO ANSWER (42) **4.91%**

0 10 20 30 40 50 60 70 80 90 100

About **70%** of respondents were aware of the existence of a special where they can denounce corruption.

TOTAL: 851

7. Where were you informed of its existence?



Radio / Visual materials

Friends

Friends in acquaintance

Other

The main source of information about the existence of the anti-corruption portal according to statistics, was audio / visual mass media (71 and Radio). A smaller mass of respondents was informed about the existence of the portal through friends or in acquaintances, or from other sources. We saw a "failure" of the platform in including its main target group, as though all respondents are users of the web, they were informed about the existence of this platform not from web applications or different pages, but through mass media. This is why actions should be taken so that the platform can have a better reach of its main target group.

TOTAL: 514

8. Have you ever visited the website http://stopkorrupsionit.al?

YES **216**

NO **288**

NO ANSWER **10**

TOTAL: 514

42% of the respondents have visited the anti-corruption portal, while 56% of them have never visited it. We notice form the answers that even though the main target group regularly uses the internet, visiting various web sites and applications, they have never visited this pronounced platform. This is caused by several factors: **1)** the platform has failed to more internet users in the category **2)** This category may be interested because there is risk of administrative abuse **3)** information about its existence has not reached big part of this category.

9. Have you reported any specific case of corruption made against you?

YES **36.94%** 82

NO **63.06%** 140

0 10 20 30 40 50 60 70 80 90 100

The number of individuals who have responded to this question is **222**, about **29%** of the total number of respondents. Among those, only **82 people** have reported at least one case of corruption made against them.

TOTAL: 222

10. Did you receive a feedback for the solution of your case?

Among **82** individuals who claimed to have reported at least once a corruption case that is made against them, only **22** of them have been answered.

YES 26.83% 22

NO **73.17%** 60

0 10 20 30 40 50 60 70 80 90 100

TOTAL: 82

11. How long did the arrival of the response or solution to your problem take?

Responses have arrived mainly within **1 and 2 weeks**. The number of responses that have arrived after a long period of time is almost reconsiderable. We should consider that the interpretation of this question does not have any statistical value, as the number of respondents was too small **(20 replies)** compared to a total of **856** completed questionnaires. Also so is the information of the answer received was satisfactory or not, so whether their problem was solved or not.

TOTAL: 20

12. Do you think that such an initiative responds to concerns of citizens against acts of corruption in state institutions?

CODE 1

I BELIEVE IT DOES / I HOPE IT DOES	397	**41.5%**
I DON'T THINK SO / IT'S NOT GOOD TO WORK	239	**47.9%**
PARTIALLY I BELIEVE	41	**8.2%**
THE PORTAL IS A GOOD IDEA	1	**0.2%**
IT OFFENDS ON THE PEOPLE ENGAGED	5	**1.0%**
I DON'T KNOW	6	**1.2%**

The answers are divided in open answers groups, with emphasis of the same notion in order to be **"translated"** statistically and made usable from the interested party.

TOTAL: 499

13. According to you what does the portal lack for a better functioning?

TOTAL: 482

Consulting the percentage of the option "Something Else", that constitutes the highest percentage of respondents, we notice a climate of distrust among citizens about such initiatives because they believe that their problems won't be able to obtain solutions through assistance like this one. They feel being hindered, that their anonymity will not be protected, situation which could put them in a greater risk of confrontation with the offender or vengeance of the institution towards him. Others see such an organization independent of state structures in order to be an impartial arbitrator in judgement. And absolutely such an initiative has an enormous need for transparency but also for the promotion of its results.

14. Specify

TOTAL: 494

32	JUSTICE EFFECTUATION 6.5
66	TRACKING / SOLUTION / FINALIZATION OF THE PROBLEM 13.4
175	TRANSPARENCY IN PURSUING THE ISSUE / RESULTS 35.4
5	PROMOTION 1.0
62	THE PORTAL DOESN'T WORK / IT'S WORTHLESS 12.6
109	OTHER 22.1
7	IT MUST BE INDEPENDENT FROM THE STATE 1.4
7	ENSURING THE PROTECTION OF PERSONAL DATA OF THE RESPONDENTS 1.4
31	I DON'T NOW 6.3

0 10 20 30 40 50 60 70 80 90 100

we conducted an online survey of Albania adult residents, ages 18 and 40 from January, 2015.