

# Application

## Preliminary Question

In which language are you submitting the application (check one)?

Please note that each country has the option of either submitting an application in English, or in their native language if they are unable to pay for translation into English. For applications submitted in the native language, OGP will pay for the translation into English before passing on to the judges.

- English  
 Native language (please mention )

If you are submitting in your native language and it is non-Latin based language, you will have the option of uploading a PDF file at the end of this application. Please follow the questions and word limits mentioned in the application template.

## A. THE TEAM

The following information is required to capture a basic understanding of those responsible for your initiative and any partnerships that have helped you to meet your goals.

### INITIATIVE NAME (required)

Provide the name of the initiative that your team is submitting for consideration of the 2015 Open Government Awards. If the initiative is operating under one or more alternate name(s), provide the name that is most commonly recognized.

Innovative procedures for recruitment in the Public Administration/ Online recruitment process

### THE NOMINATION (required)

Begin by describing how this initiative was selected. For example, mention any nomination or consultation process held with civil society partners or others when selecting the initiative.

[100 words]

The initiative was proposed by the secretariat responsible for the OGP initiative in Albania. This secretariat is composed by representative of each Ministry engaged in the National Action Plan of Albania. During the OGP Summit of 2013 in London, one of the most important reforms that the Minister of State for Innovation and Public Administration, in the Role of the National Coordinator for OGP announced was the Public Administration reform, most specifically the civil servant new law, status and recruitment process. In this line, two years after this engagement was took we have a positive feedback from its implementation.

Is this initiative included in your country's OGP National Action Plan?

(Applicants can choose initiatives from within OR outside their OGP National Action Plans)

- Yes  No

### GOVERNMENT POINT OF CONTACT (required)

Provide the name, title, phone number(s), email address(es) and mailing address of a single point of contact for the purposes of communicating with your team. The person should be the senior most individual responsible for overseeing the application requirements.

Please also provide the name and professional title of the government official responsible for implementing the initiative, if different from above.

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### TYPE OF APPLICATION (required)

We strongly encourage applicants to submit a joint application from a government agency and a civil society organization. Only submit a joint application if a civil society organization was involved in either designing, implementing or monitoring the initiative jointly with the government.

Is this a joint application?

- Yes  No

If yes, please fill out the "civil society point of contact" field below.

### CIVIL SOCIETY POINT OF CONTACT

Please provide the name and title of a single point of contact at the organization. By providing these details you acknowledge that you are jointly applying with a civil society organization for the 2015 Open Government Awards.

### OTHER PARTNERSHIPS (optional)

If you are partnering with one or more other government agencies, private sector entities, media etc., please list each partner. In 250 words or less, provide a brief narrative of the partnership and the role each partner plays in your initiative.

## B. THE INITIATIVE

The Open Government Partnership (OGP) is prepared to celebrate a range of successful applicants for the Open Government Awards. This year's theme is Improving Public Services through Open Government. Please visit here for more clarification on the theme. To qualify for recognition, we need to understand the various elements of success of your initiative and its sustainability over time. Please answer the following questions:

### PROBLEM DEFINITION (required)

In 200 words or less, please identify the specific problem your initiative intended to solve. Why was this problem important to solve at a particular time and what were the challenges posed by your national (or local) economic or political context?

There were three specific problems that this initiative intended to solve:

- 1) Implementation of the new law on civil servant. This law radically changed the recruitment process by requiring a centralization of the procedures, more transparency, easing people access to information and application for entry in the public administration
- 2) Raise citizens trust in public recruitment processes, that were considered to be till then manipulated, not transparent, politically influenced. Citizens did not trust the system and they refused to apply to positions knowing that the process was complicated and easily manipulated.
- 3) Low use of information technology. We wanted to increase the use of information technology in the recruitment process, that was completely inexistent in the previous process of recruitment. The aim was to pass form hard copy procedures to online more efficient, traceable and transparent processes. Files were lost, procedures tented to be

### INITIATIVE DESIGN (required)

In 250 words or less, describe your initiative's goals and objectives. How did it aim to improve public service delivery, who was it intended to benefit (specify the target population), and why was it important to use open government approaches to achieve this goal? If your initiative was designed to improve access or services for disadvantaged or marginalized groups, provide details on this here. Describe any innovations in the design of the initiative.

### INITIATIVE OUTCOMES (required)

In 450 words or less, explain how your initiative was able to demonstrate one or more of the following results:

- Citizens have better access to information on the public services to which they are entitled, and/or information on the performance of public service providers
- Governments are better at asking for and responding to feedback or complaints by citizens on the quality of public services
- Citizens have ways to actively participate in the design and delivery of public services
- Citizens have mechanisms to monitor and oversee public works and services

Initiatives should also provide evidence if the initiative was able to expand access to public services to a larger population than before or if the quality and efficiency of public services has improved.

If there are any baseline indicators to measure the outcomes of the initiative, please describe them in detail. If the initiative was included in the OGP Action Plan, please describe how this did (or did not) contribute to the initiative's success.

- 1) Citizens now have better access to information. The web based application for recruitment resulted very positive giving all applicants a very fast and free manner to apply for vacancies in the public administration and also to keep them well informed for every step of the process, maintaining a very high level of transparency and privacy because all information regarding testing results were made available individually. All different steps of the recruitment process are published regularly on the Public Administration Department (DOPA), web site. For each recruitment procedures there are an average of 5-8 announcements made public within a period of 40-60 days. Because the previous process was all paper based it is difficult to compare and find indicators or measure, how ever we have a very interesting indicator that can prove how the system has improved. During the first round of recruitment we counted how many successful applicants were able to finish on "verified list" which means that they can attend the testing procedure. This number was less than 25% of applications just half a year later it was over 70%. So for every 10 applicants 7 are qualified and can enter to testing procedures.
- 2) Government is better at asking for and responding to feedback and complaints by citizens. The department of public administration is able to better administrate the overall process and has the possibility to have detailed information for individual recruitment procedures so in case of complaints, electronic information about the specific recruitment procedures exist.

During August- October 2014 in the web portal there were 5300 applications, 1900 qualified applicants, 850 were qualified for the written exam and in the and only 50 winners for 97 positions.

During: October - December 2014 in the web portal there were 6900 applications, 2100 qualified applicants, 785 were qualified for the written exam, 114 winners for 148 positions.

During May- June 2015, until now we have more than 4000 applications, 2700 qualified applicants, the written exams are ongoing.

### INITIATIVE SUSTAINABILITY (required)

In 200 words or less, please describe any plans for scaling up or sustaining the initiative. Base your description of the current success and increase your reach or capacity. Address any threats or operational challenges to your initiative and describe how you manage those risks on a regular basis.

Our current challenge is to terminate the back office part of the system. While the "front office" part of the recruitment process is handled entirely electronically we consider that the elaboration in the back office must also be done online.

Another minor issue to be fixed the actual application the simplification of the "claim process". The actual system is deployed and hosted in the central government infrastructure.

### VALIDATION OF CLAIMS (required)

While it is strongly encouraged that each initiative includes an implementing partner, such as a Civil Society Organization, private sector agency, media entity, etc., it is not a requirement. However, you are required to secure and upload documents from at least two credible nongovernmental actors, who can attest to the veracity of the claims made in your application.

You are only allowed to upload one file. If you have multiple documents, please zip them into a single file first. The file types that are allowed to be uploaded have an extension of .ZIP, .PDF, .DOC, .DOCX, .XLS or .XLSX.

Letters of Support.docx

## C. THE PITCH

The following information allows each applicant to make their strongest (and final) case for consideration.

### BEST CASE (required)

In 250 words or less, please present the most compelling facts for why your initiative should be recognized. This is an opportunity to distinguish your initiative, based on any factors that you have not had the opportunity to describe in the previous sections. What is your best argument for why your initiative has achieved a meaningful outcome? What elements of the initiative make it different and better than others that have been tried and tested? Be creative and concise.

When being part of a process, of a competition we all want one thing: same rules, same selection criteria, transparency. Our initiative is trying to raise the awareness, and transparency by making the process of the recruitment in the public administration, accessible, efficient and transparent. The initiative also raises the accountability of the State in terms of fair and right selection criteria and process. For a country that has suffered long time by a politicised, corrupted and influenced administration, we considered that if a recruitment process of the civil servants does not have meritocracy and transparency then we cant not hope for a better administration to offer public services. Before improving public services we had to improve the manner the civil servants are recruited in the administration. If we limit corruption and raise transparency in the process of selection of the civil servants we will undoubtedly raise the quality of the public services they are offering.

### VIDEO SUBMISSION or ADDITIONAL DOCUMENTS (optional)

OGP does not offer a venue for applicants to meet our judges during the application process. In order to provide the opportunity for making a personal connection, you are encouraged to upload a short video to complement your application. You may also depict an individual participant in your initiative and describe his or her experience. We do not need to know actual names or personal details. Take this opportunity to tell a story, to connect with our panel of experts, so that they might better understand your attention to specific needs.

Video submissions should follow these guidelines:

Maximum length of 3-4 minutes.

Please focus on personal presentations; it's not necessary to develop a sophisticated or polished video.

Here are some logistical and technical suggestions:

Video cameras, digital cameras, and phones are easy ways to record a video.

Laptop and desktop computers can typically record video through Skype or other software.

If possible, set to a low resolution to reduce file size. This will enable an easier video uploading process.

If you are having difficulty uploading the video file, try logging out of the application and logging back in using another Internet browser.

Here are general suggestions for delivering a high-quality video pitch:

Introduce yourself and your initiative. Focus on describing your intended benefits and/or services and how they have been effective. What is unique about your initiative, partners, or technical approach? Keep your description and language simple.

### \* NOTE

If the burden of developing a video presentation is either prohibitive or might not reflect the best characterization of your initiative, then you are not required to submit one, and the judges are instructed not to discount your application because it may not include a video. You may upload additional documents instead, such as proof of implementation and results if you wish. This could take the form of evaluation or audit reports, citizen surveys, media reports etc. that would provide additional validation for your work. We hope that this option offers a new and inventive way in which you can best express the results of your work.

You are only allowed to upload one file with a maximum of 3 pages. This file must be in English or in your native language. If you have multiple documents, please zip them into a single file first. The file types that are allowed to be uploaded have an extension of .ZIP, .PDF, .DOC, .DOCX, .XLS or .XLSX.

### Full Submission Of non-Latin Based Native Language

If your language is Latin based, DO NOT use this upload field. Please use the application above.

You are only allowed to upload one file with an extension of .PDF