

# Frequencies

## Notes

Output Created		27-FEB-2009 12:01:41
Comments		
Input	Data	C:\Users\admin\Desktop\Pyetesoret\officials_final.sav
	Filter	<none>
	Weight	<none>
	Split File	<none>
	N of Rows in Working Data File	103
Missing Value Handling	Definition of Missing	User-defined missing values are treated as missing.
	Cases Used	Statistics are based on all cases with valid data.
Syntax		<pre> FREQUENCIES  VARIABLES = Q1 Q3 Q4 Q6 Q7_1 Q7_2 Q7_3 Q_8 Q9_a_1 Q9_a_2 Q9_a_3 Q9_a_4 Q10 Q11_1 Q11_2 Q11_3 Q11_4 Q11_5 Q11_6 Q11_7 Q11_8 Q12 Q13_1 Q13_2 Q13_3 Q13_4 Q14_1 Q14_2 Q14_3 Q14_4 Q14_5 Q14_6 Q15_1 Q15_2 Q15_3 Q15_4 Q15_5 Q15_6 Lokaliteti /BARCHART PERCENT /ORDER= ANALYSIS . </pre>
Resources	Elapsed Time	0:00:12.98
	Total Values Allowed	224841

[DataSet1] C:\Users\admin\Desktop\Pyetesoret\officials\_final.sav

Missing	N	Valid
0	103	How long have you been working for the LGU in years?
0	103	What is your position?
0	103	Is your concrete job connected with delivery of licenses and permits?
0	103	How many licenses do you provide per month?
0	103	What is the stage of licensing processes automatization - Local network
0	103	What is the stage of licensing processes automatization - Computer and peripheral equipments
0	103	What is the stage of licensing processes automatization - Specific software
0	103	How do you produce the licenses?
0	103	What kind of information materials for easier access of citizens to licensing procedures have you produced (not provided directly) - Brochures
0	103	What kind of information materials for easier access of citizens to licensing procedures have you produced (not provided directly) - Information billboards
0	103	What kind of information materials for easier access of citizens to licensing procedures have you produced (not provided directly) - Websites
0	103	What kind of information materials for easier access of citizens to licensing procedures have you produced (not provided directly) - Other
0	103	What is your opinion on current organization of the licensing procedures?
0	103	the most important/urgent improvements to be done: automation of the licensing departments/sectors activities /local network, computers, specific software
0	103	the most important/urgent improvements to be done: improvement of coordination and cooperation between different administrative units
0	103	the most important/urgent improvements to be done: development of internal regulation for implementation and provision of administrative services
0	103	the most important/urgent improvements to be done: development of legislation for licensing support
0	103	the most important/urgent improvements to be done: establishment of One stop shop for licensing
0	103	the most important/urgent improvements to be done: increased monitoring and control over performance
0	103	the most important/urgent improvements to be done: Increase of the performance and professionalizing the appropriate department
0	103	the most important/urgent improvements to be done: development of appropriate information materials about licensing processes
0	103	Do you need additional training for capacity improvement as licensing is regarded?
1	102	the most appropriate training to you - for use/applying of new software
1	102	the most appropriate training to you - for the law department according to the service that you provide
0	103	the most appropriate training to you - Customer friendly service delivery
0	103	the order of importance to you - Other
0	103	What aspect of the licensing service delivery in your opinion needs urgent improvement - Access to information
0	103	What aspect of the licensing service delivery in your opinion needs urgent improvement - The volume of the information provided
0	103	What aspect of the licensing service delivery in your opinion needs urgent improvement - The quality of the information provided (clear, precise, thorough
0	103	What aspect of the licensing service delivery in your opinion needs urgent improvement - Staff attitude towards clients
0	103	What aspect of the licensing service delivery in your opinion needs urgent improvement - Physical layout of the reception sites
1	102	What aspect of the licensing service delivery in your opinion needs urgent improvement - Other
0	103	What does your LGU mostly need in order to be effective - Transparency
0	103	What does your LGU mostly need in order to be effective - Strong leadership, vision for the future
0	103	What does your LGU mostly need in order to be effective - Trust
0	103	What does your LGU mostly need in order to be effective - Accountability

0	103	What does your LGU mostly need in order to be effective - Commitment, professionalism, seriousness to the work
0	103	What does your LGU mostly need in order to be effective - Visible results
0	103	lokaliteti

## Frequency Table

How long have you been working for the LGU in years?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	15	14.6	14.6
	10	7	6.8	21.4
	11	1	1.0	22.3
	12	1	1.0	23.3
	15	4	3.9	27.2
	2	23	22.3	49.5
	20	1	1.0	50.5
	3	18	17.5	68.0
	4	14	13.6	81.6
	5	10	9.7	91.3
	6	4	3.9	95.1
	7	3	2.9	98.1
	8	2	1.9	100.0
	<b>Total</b>	<b>103</b>	<b>100.0</b>	<b>100.0</b>

What is your position?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	leader	18	17.5	17.5
	expert	71	68.9	86.4
	performer	14	13.6	100.0
	<b>Total</b>	<b>103</b>	<b>100.0</b>	<b>100.0</b>

Is your concrete job connected with delivery of licenses and permits?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	2	1.9	1.9
	fully	52	50.5	52.4
	partially	36	35.0	87.4
	from time to time	13	12.6	100.0
	<b>Total</b>	<b>103</b>	<b>100.0</b>	<b>100.0</b>

How many licenses do you provide per month?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	8	7.8	7.8
	1	1	1.0	8.7
	2	5	4.9	13.6
	3	14	13.6	27.2
	4	6	5.8	33.0
	5	9	8.7	41.7

6	6	5.8	5.8	47.6
7	6	5.8	5.8	53.4
8	5	4.9	4.9	58.3
9	2	1.9	1.9	60.2
10	14	13.6	13.6	73.8
12	1	1.0	1.0	74.8
15	9	8.7	8.7	83.5
20	1	1.0	1.0	84.5
25	4	3.9	3.9	88.3
35	3	2.9	2.9	91.3
40	2	1.9	1.9	93.2
45	2	1.9	1.9	95.1
55	1	1.0	1.0	96.1
60	1	1.0	1.0	97.1
65	2	1.9	1.9	99.0
170	1	1.0	1.0	100.0
<b>Total</b>	<b>103</b>	<b>100.0</b>	<b>100.0</b>	

#### What is the stage of licensing processes automatization - Local network

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	1	1.0	1.0
	not constructed	19	18.4	18.4
	under construction	56	54.4	73.8
	fully constructed	27	26.2	100.0
	<b>Total</b>	<b>103</b>	<b>100.0</b>	<b>100.0</b>

#### What is the stage of licensing processes automatization - Computer and peripheral equipments

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	missing	10	9.7	9.7
	do not meet the requirement level	51	49.5	59.2
	sufficient for the concrete job	42	40.8	100.0
	<b>Total</b>	<b>103</b>	<b>100.0</b>	<b>100.0</b>

#### What is the stage of licensing processes automatization - Specific software

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	1	1.0	1.0
	missing	37	35.9	36.9
	in process of introducing	16	15.5	52.4
	using MS Office features	49	47.6	100.0
	<b>Total</b>	<b>103</b>	<b>100.0</b>	<b>100.0</b>

#### How do you produce the licenses?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	3	2.9	2.9
	Manually	67	65.0	65.0
	IT based	33	32.0	100.0
	<b>Total</b>	<b>103</b>	<b>100.0</b>	<b>100.0</b>

What kind of information materials for easier access of citizens to licensing procedures have you produced (not provided directly) - Brochures

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	not choosen	54	52.4	52.4
	choosen	49	47.6	100.0
	<b>Total</b>	<b>103</b>	<b>100.0</b>	<b>100.0</b>

What kind of information materials for easier access of citizens to licensing procedures have you produced (not provided directly) - Information billboards

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	not choosen	37	35.9	35.9
	choosen	66	64.1	100.0
	<b>Total</b>	<b>103</b>	<b>100.0</b>	<b>100.0</b>

What kind of information materials for easier access of citizens to licensing procedures have you produced (not provided directly) - Websites

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	not choosen	89	86.4	86.4
	choosen	14	13.6	100.0
	<b>Total</b>	<b>103</b>	<b>100.0</b>	<b>100.0</b>

What kind of information materials for easier access of citizens to licensing procedures have you produced (not provided directly) - Other

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	not choosen	76	73.8	73.8
	choosen	27	26.2	100.0
	<b>Total</b>	<b>103</b>	<b>100.0</b>	<b>100.0</b>

What is your opinion on current organization of the licensing procedures?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	It is efficient	25	24.3	24.3
	not efficient	78	75.7	100.0
	<b>Total</b>	<b>103</b>	<b>100.0</b>	<b>100.0</b>

the most important/urgent improvements to be done: automation of the licensing departments/sectors activities /local network, computers, specific software

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	not chosen	40	38.8	38.8	38.8
	chosen	63	61.2	61.2	100.0
	<b>Total</b>	<b>103</b>	<b>100.0</b>	<b>100.0</b>	

the most important/urgent improvements to be done: improvement of coordination and cooperation between different administrative units

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	not chosen	68	66.0	66.0	66.0
	chosen	35	34.0	34.0	100.0
	<b>Total</b>	<b>103</b>	<b>100.0</b>	<b>100.0</b>	

the most important/urgent improvements to be done: development of internal regulation for implementation and provision of administrative services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	not chosen	80	77.7	77.7	77.7
	chosen	23	22.3	22.3	100.0
	<b>Total</b>	<b>103</b>	<b>100.0</b>	<b>100.0</b>	

the most important/urgent improvements to be done: development of legislation for licensing support

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	not chosen	96	93.2	93.2	93.2
	chosen	7	6.8	6.8	100.0
	<b>Total</b>	<b>103</b>	<b>100.0</b>	<b>100.0</b>	

the most important/urgent improvements to be done: establishment of One stop shop for licensing

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	not chosen	72	69.9	69.9	69.9
	chosen	31	30.1	30.1	100.0
	<b>Total</b>	<b>103</b>	<b>100.0</b>	<b>100.0</b>	

the most important/urgent improvements to be done: increased monitoring and control over performance

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	not chosen	69	67.0	67.0	67.0
	chosen	34	33.0	33.0	100.0
	<b>Total</b>	<b>103</b>	<b>100.0</b>	<b>100.0</b>	

the most important/urgent improvements to be done: Increase of the performance and professionalizing

the appropriate department

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	not chosen	96	93.2	93.2	93.2
	chosen	7	6.8	6.8	100.0
	<b>Total</b>	<b>103</b>	<b>100.0</b>	<b>100.0</b>	

the most important/urgent improvements to be done: development of appropriate information materials about licensing processes

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	not chosen	76	73.8	73.8	73.8
	chosen	27	26.2	26.2	100.0
	<b>Total</b>	<b>103</b>	<b>100.0</b>	<b>100.0</b>	

Do you need additional training for capacity improvement as licensing is regarded?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	1	1.0	1.0	1.0
	Yes	98	95.1	95.1	96.1
	No	4	3.9	3.9	100.0
	<b>Total</b>	<b>103</b>	<b>100.0</b>	<b>100.0</b>	

the most appropriate training to you - for use/applying of new software

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	not chosen	45	43.7	44.1	44.1
	chosen	57	55.3	55.9	100.0
	<b>Total</b>	<b>102</b>	<b>99.0</b>	<b>100.0</b>	
Missing	System	1	1.0		
<b>Total</b>		<b>103</b>	<b>100.0</b>		

the most appropriate training to you - for the law department according to the service that you provide

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	not chosen	47	45.6	46.1	46.1
	chosen	55	53.4	53.9	100.0
	<b>Total</b>	<b>102</b>	<b>99.0</b>	<b>100.0</b>	
Missing	System	1	1.0		
<b>Total</b>		<b>103</b>	<b>100.0</b>		

the most appropriate training to you - Customer friendly service delivery

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	not chosen	79	76.7	76.7	76.7
	chosen	24	23.3	23.3	100.0

	<b>Total</b>	<b>103</b>	<b>100.0</b>	<b>100.0</b>
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the order of importance to you - Other

		Frequency	Percent	Valid Percent	Cumulative Percent
<b>Valid</b>	not chosen	96	93.2	93.2	93.2
	chosen	7	6.8	6.8	100.0
	<b>Total</b>	<b>103</b>	<b>100.0</b>	<b>100.0</b>	

What aspect of the licensing service delivery in your opinion needs urgent improvement - Access to information

		Frequency	Percent	Valid Percent	Cumulative Percent
<b>Valid</b>	0	57	55.3	55.3	55.3
	1	46	44.7	44.7	100.0
	<b>Total</b>	<b>103</b>	<b>100.0</b>	<b>100.0</b>	

What aspect of the licensing service delivery in your opinion needs urgent improvement - The volume of the information provided

		Frequency	Percent	Valid Percent	Cumulative Percent
<b>Valid</b>	0	80	77.7	77.7	77.7
	1	23	22.3	22.3	100.0
	<b>Total</b>	<b>103</b>	<b>100.0</b>	<b>100.0</b>	

What aspect of the licensing service delivery in your opinion needs urgent improvement - The quality of the information provided (clear, precise, thorough)

		Frequency	Percent	Valid Percent	Cumulative Percent
<b>Valid</b>	0	43	41.7	41.7	41.7
	1	60	58.3	58.3	100.0
	<b>Total</b>	<b>103</b>	<b>100.0</b>	<b>100.0</b>	

What aspect of the licensing service delivery in your opinion needs urgent improvement - Staff attitude towards clients

		Frequency	Percent	Valid Percent	Cumulative Percent
<b>Valid</b>	0	82	79.6	79.6	79.6
	1	21	20.4	20.4	100.0
	<b>Total</b>	<b>103</b>	<b>100.0</b>	<b>100.0</b>	

What aspect of the licensing service delivery in your opinion needs urgent improvement - Physical layout of the reception sites

		Frequency	Percent	Valid Percent	Cumulative Percent
<b>Valid</b>	0	58	56.3	56.3	56.3

	1	45	43.7	43.7	100.0
	<b>Total</b>	<b>103</b>	<b>100.0</b>	<b>100.0</b>	

What aspect of the licensing service delivery in your opinion needs urgent improvement - Other

		Frequency	Percent	Valid Percent	Cumulative Percent
<b>Valid</b>	0	101	98.1	99.0	99.0
	1	1	1.0	1.0	100.0
	<b>Total</b>	<b>102</b>	<b>99.0</b>	<b>100.0</b>	
<b>Missing</b>	System	1	1.0		
	<b>Total</b>	<b>103</b>	<b>100.0</b>		

What does your LGU mostly need in order to be effective - Transparency

		Frequency	Percent	Valid Percent	Cumulative Percent
<b>Valid</b>	not chosen	63	61.2	61.2	61.2
	chosen	40	38.8	38.8	100.0
	<b>Total</b>	<b>103</b>	<b>100.0</b>	<b>100.0</b>	

What does your LGU mostly need in order to be effective - Strong leadership, vision for the future

		Frequency	Percent	Valid Percent	Cumulative Percent
<b>Valid</b>	not chosen	80	77.7	77.7	77.7
	chosen	23	22.3	22.3	100.0
	<b>Total</b>	<b>103</b>	<b>100.0</b>	<b>100.0</b>	

What does your LGU mostly need in order to be effective - Trust

		Frequency	Percent	Valid Percent	Cumulative Percent
<b>Valid</b>	not chosen	82	79.6	79.6	79.6
	chosen	21	20.4	20.4	100.0
	<b>Total</b>	<b>103</b>	<b>100.0</b>	<b>100.0</b>	

What does your LGU mostly need in order to be effective - Accountability

		Frequency	Percent	Valid Percent	Cumulative Percent
<b>Valid</b>	not chosen	60	58.3	58.3	58.3
	chosen	43	41.7	41.7	100.0
	<b>Total</b>	<b>103</b>	<b>100.0</b>	<b>100.0</b>	

What does your LGU mostly need in order to be effective - Commitment, professionalism, seriousness to the work

		Frequency	Percent	Valid Percent	Cumulative Percent
<b>Valid</b>	not chosen	45	43.7	43.7	43.7

	chosen	58	56.3	56.3	100.0
	<b>Total</b>	<b>103</b>	<b>100.0</b>	<b>100.0</b>	

What does your LGU mostly need in order to be effective - Visible results

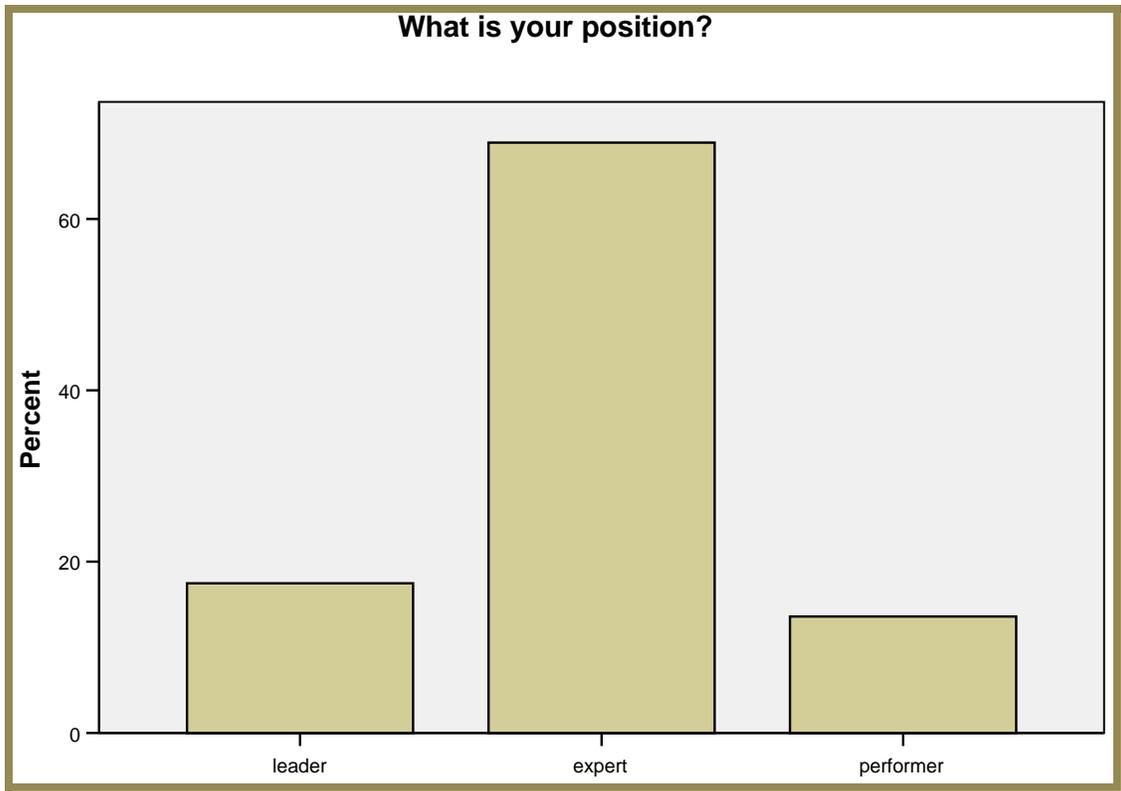
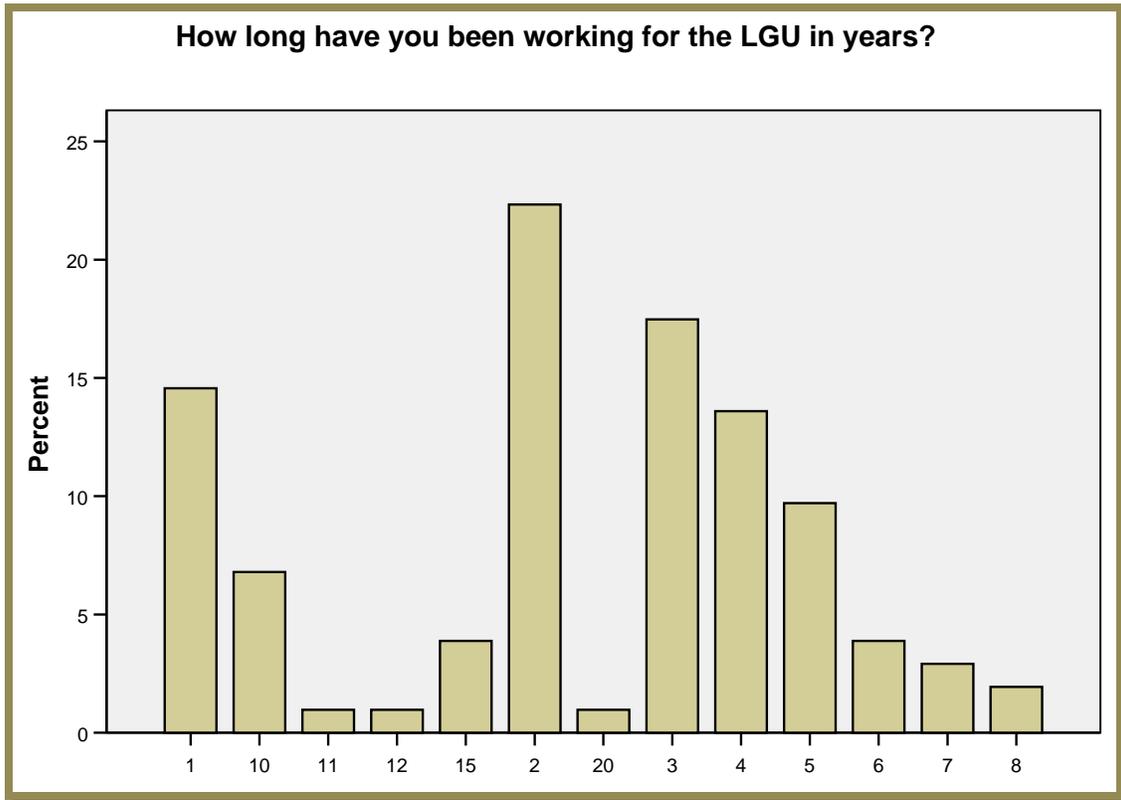
		Frequency	Percent	Valid Percent	Cumulative Percent
<b>Valid</b>	not chosen	63	61.2	61.2	61.2
	chosen	40	38.8	38.8	100.0
	<b>Total</b>	<b>103</b>	<b>100.0</b>	<b>100.0</b>	

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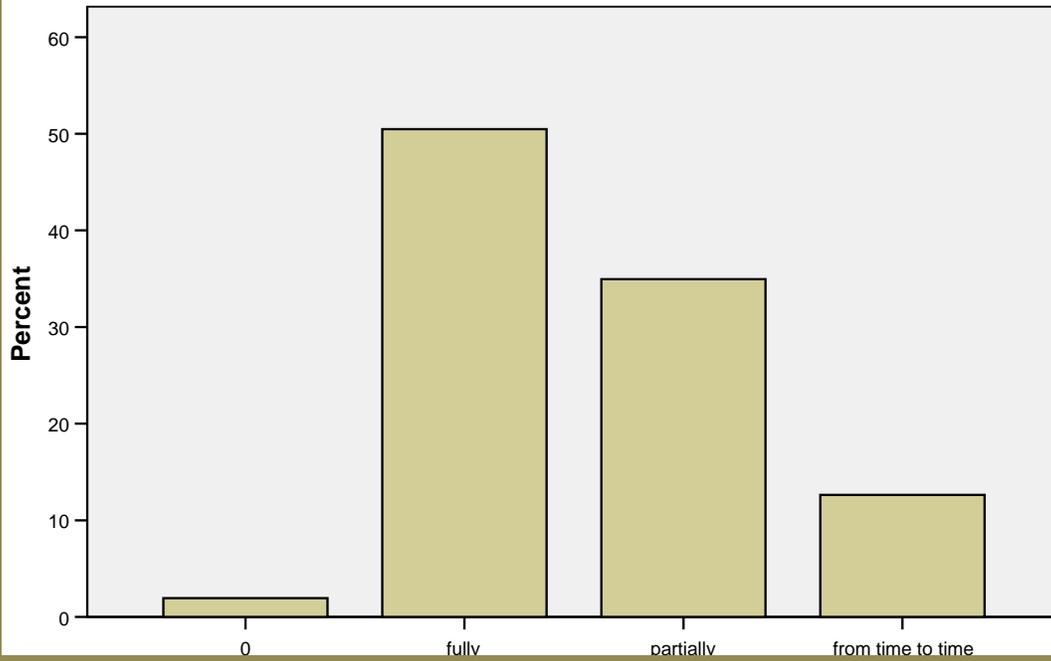
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<b>Valid</b>	Bashkia Kukes	3	2.9	2.9	2.9
	Berati	3	2.9	2.9	5.8
	BRADASHESH	3	2.9	2.9	8.7
	Bulgarec	3	2.9	2.9	11.7
	BURREL	3	2.9	2.9	14.6
	Dajti	3	2.9	2.9	17.5
	ELBASAN	3	2.9	2.9	20.4
	Fier	3	2.9	2.9	23.3
	Frakull	3	2.9	2.9	26.2
	GRAMSHI	3	2.9	2.9	29.1
	Kamez	3	2.9	2.9	32.0
	Katundi I Ri	3	2.9	2.9	35.0
	Kavaja	3	2.9	2.9	37.9
	Korce	3	2.9	2.9	40.8
	KSAMIL	3	2.9	2.9	43.7
	Kukes	3	2.9	2.9	46.6
	Lazarat	3	2.9	2.9	49.5
	LEZHE	3	2.9	2.9	52.4
	lukova	3	2.9	2.9	55.3
	Maqellare	3	2.9	2.9	58.3
	Memaliaj	3	2.9	2.9	61.2
	Mollaj	3	2.9	2.9	64.1
	Ndroq	3	2.9	2.9	67.0
	OROSH	3	2.9	2.9	69.9
	Petrole	1	1.0	1.0	70.9
	Pogradec	3	2.9	2.9	73.8
	Q. Fieri	2	1.9	1.9	75.7
	Q.Fier	1	1.0	1.0	76.7
	Qender	3	2.9	2.9	79.6
	RAJC	3	2.9	2.9	82.5
Rradhima	1	1.0	1.0	83.5	
Rradhime	2	1.9	1.9	85.4	
SARANDE	3	2.9	2.9	88.3	
SHENKOLL	3	2.9	2.9	91.3	

	Shkoder	3	2.9	2.9	94.2
	Shuoenze	1	1.0	1.0	95.1
	Shupenze	2	1.9	1.9	97.1
	Vllahine	3	2.9	2.9	100.0
	<b>Total</b>	<b>103</b>	<b>100.0</b>	<b>100.0</b>	

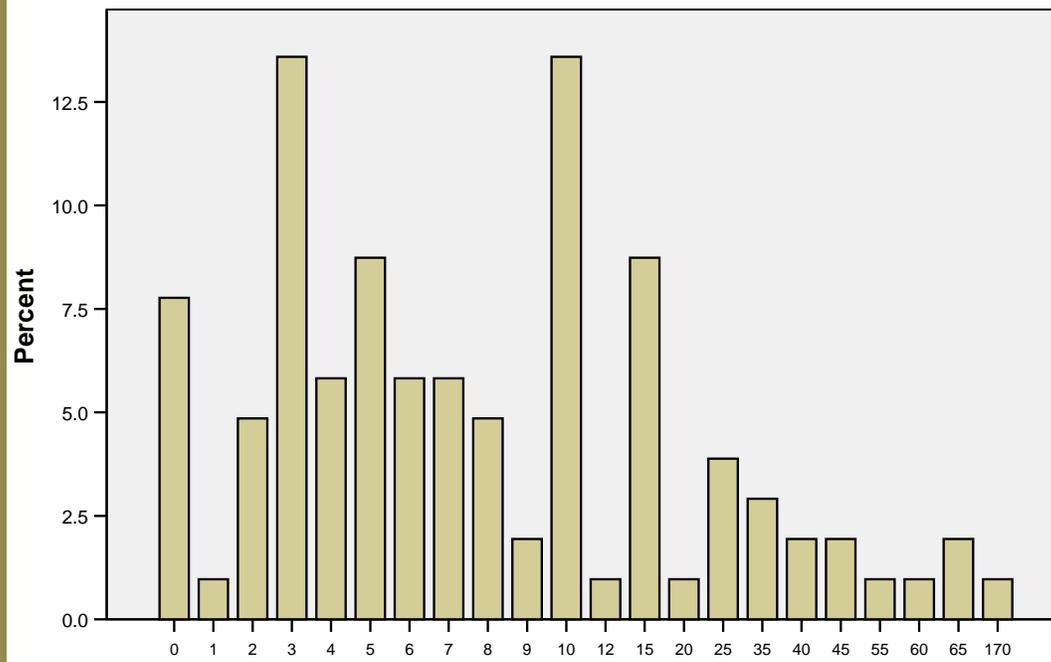
## Bar Chart



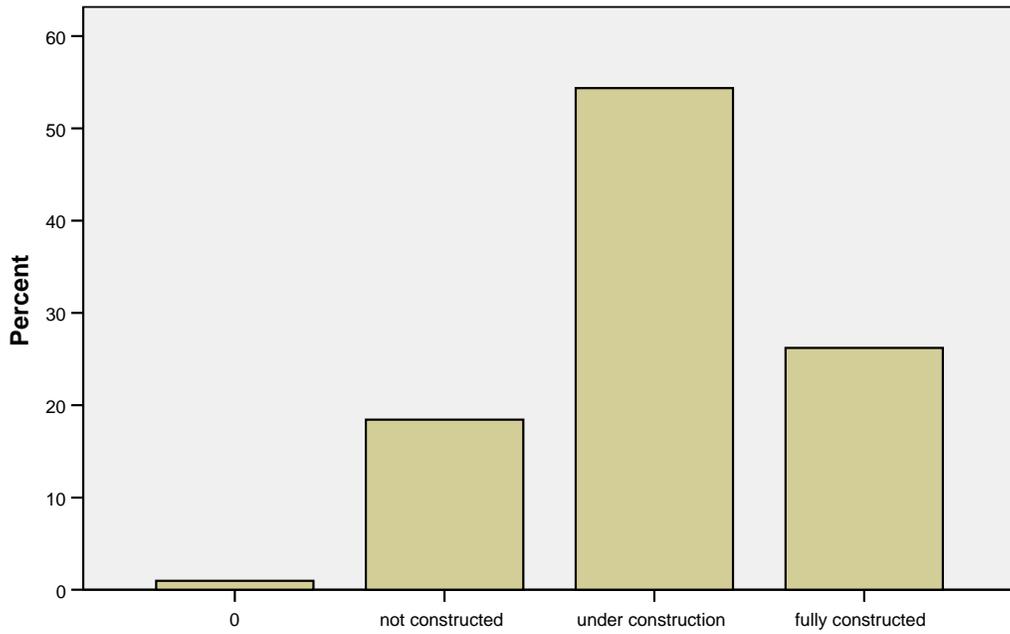
### Is your concrete job connected with delivery of licenses and permits?



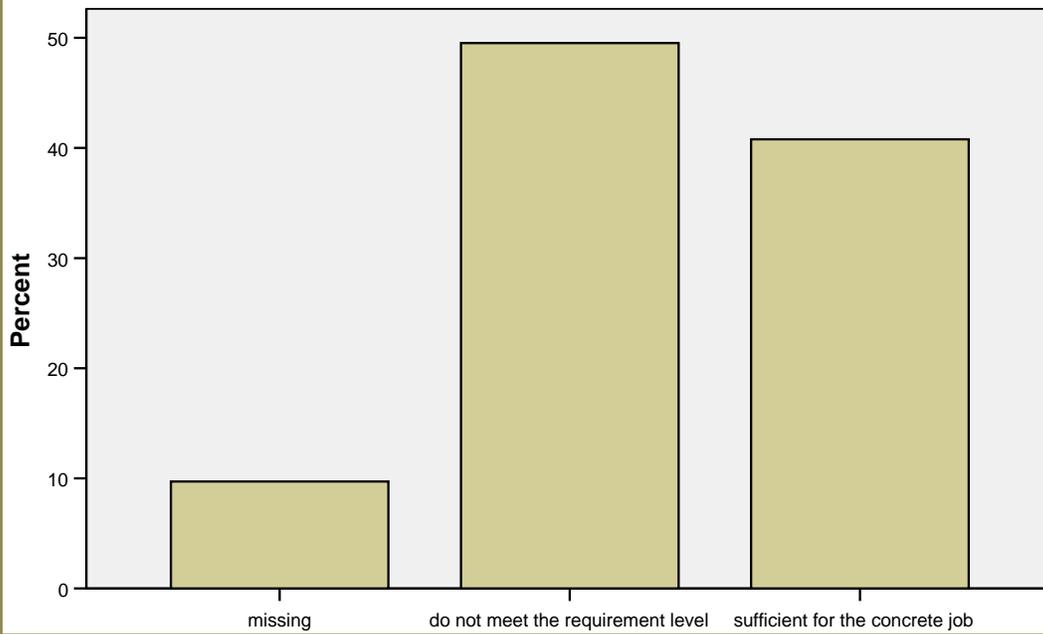
### How many licenses do you provide per month?



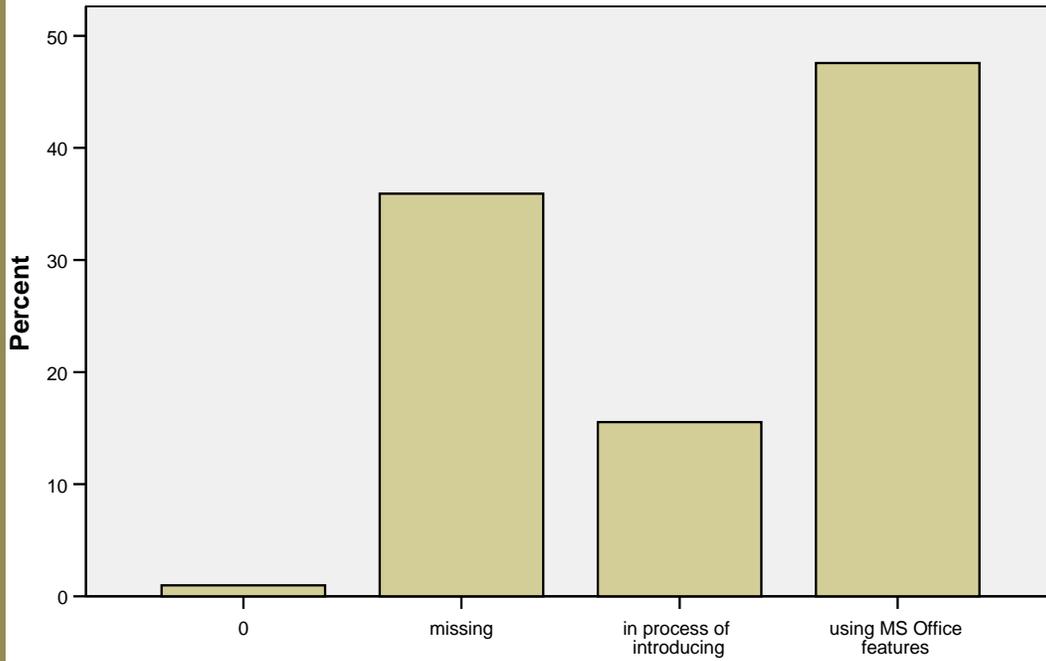
### What is the stage of licensing processes automatisation - Local network



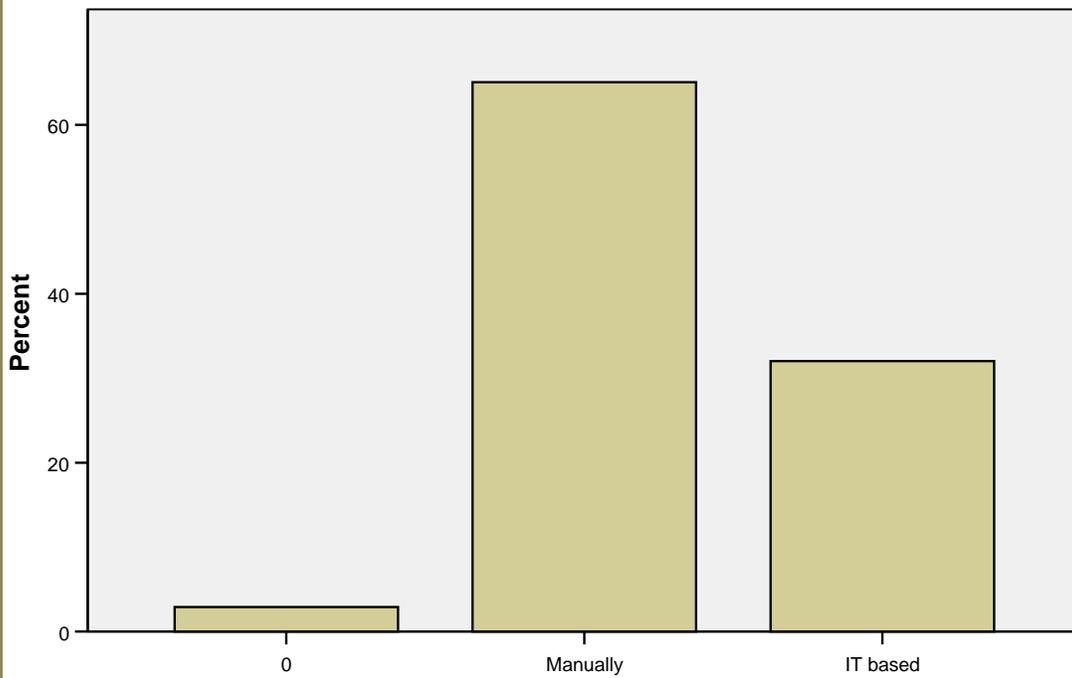
### What is the stage of licensing processes automatisation - Computer and peripheral equipments



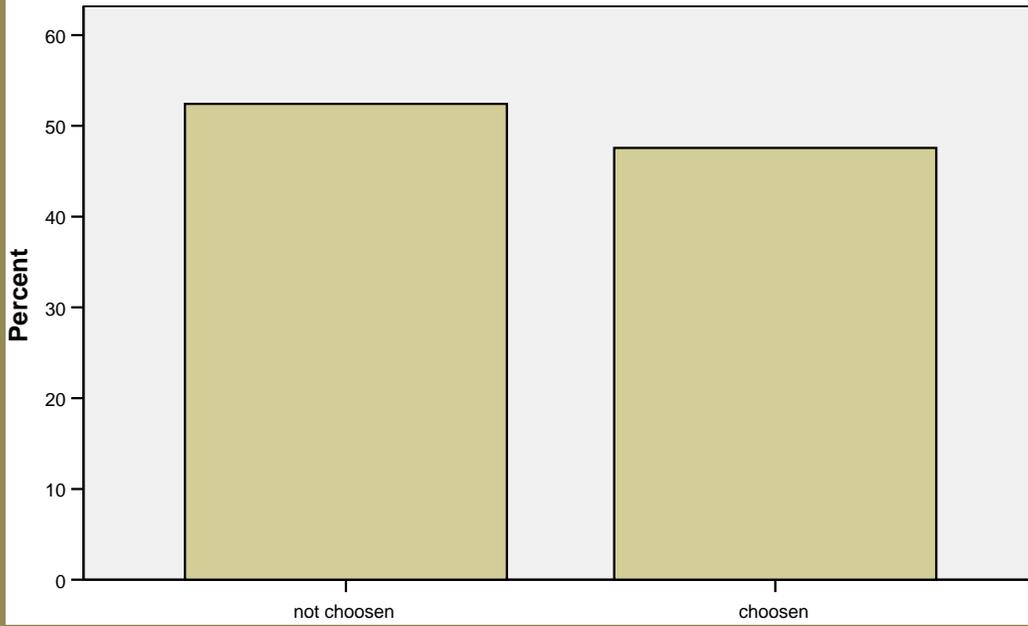
### What is the stage of licensing processes automatisation - Specific software



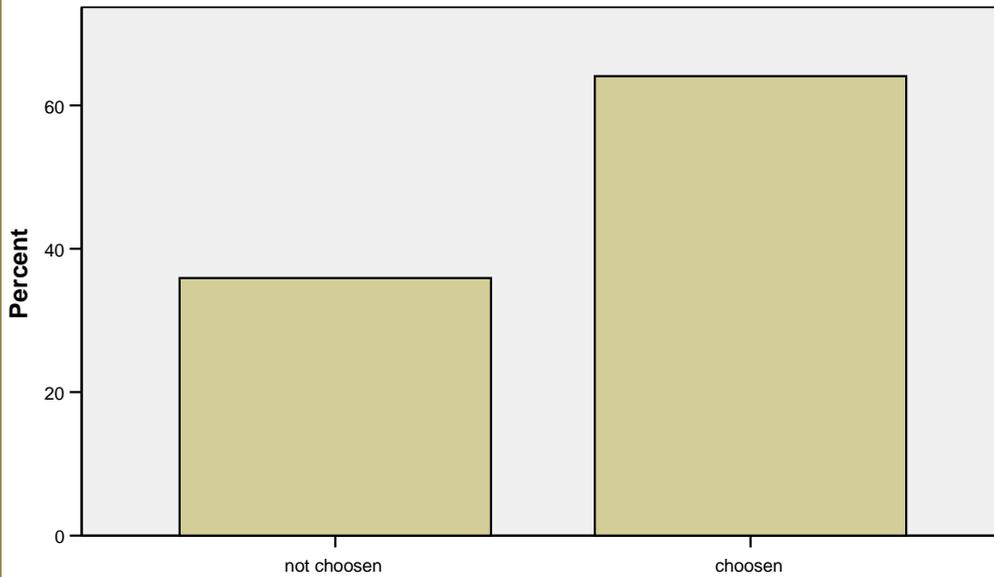
### How do you produce the licenses?



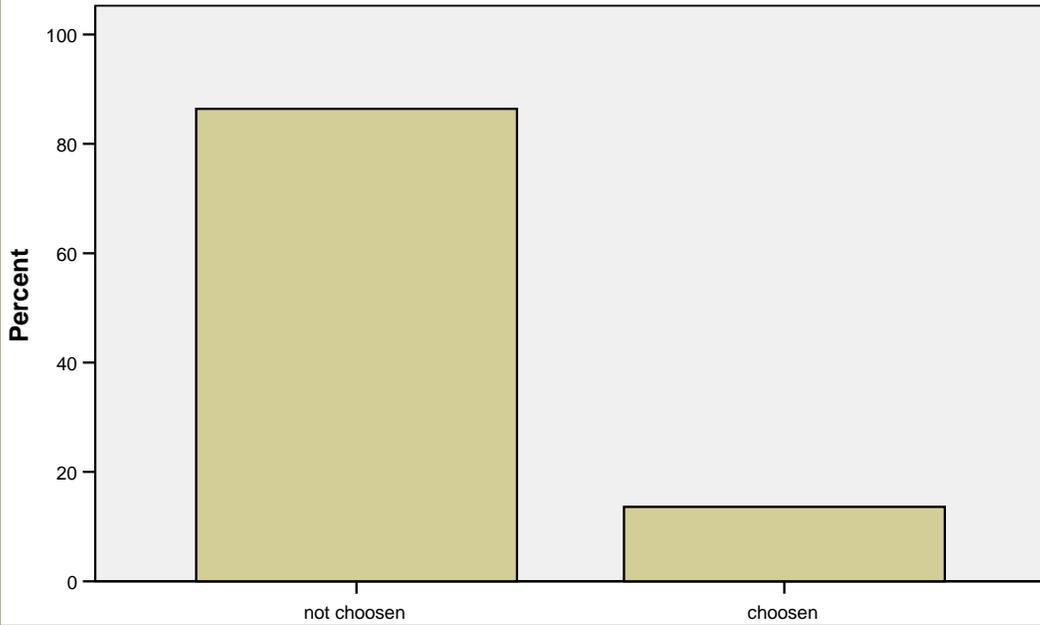
**What kind of information materials for easier access of citizens to licensing procedures have you produced (not provided directly) - Brochures**



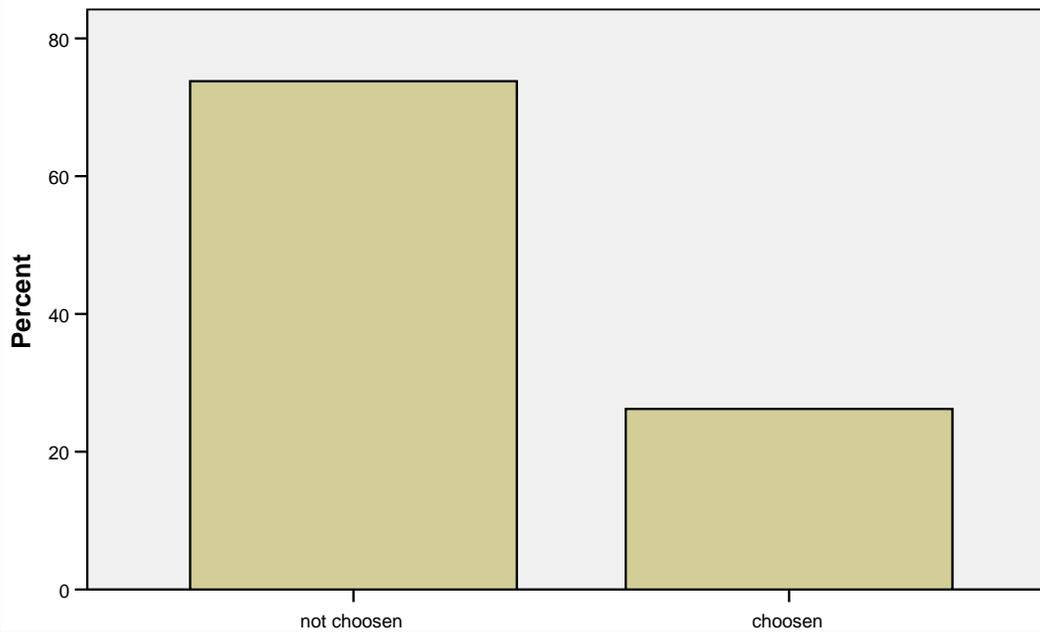
**What kind of information materials for easier access of citizens to licensing procedures have you produced (not provided directly) - Information billboards**



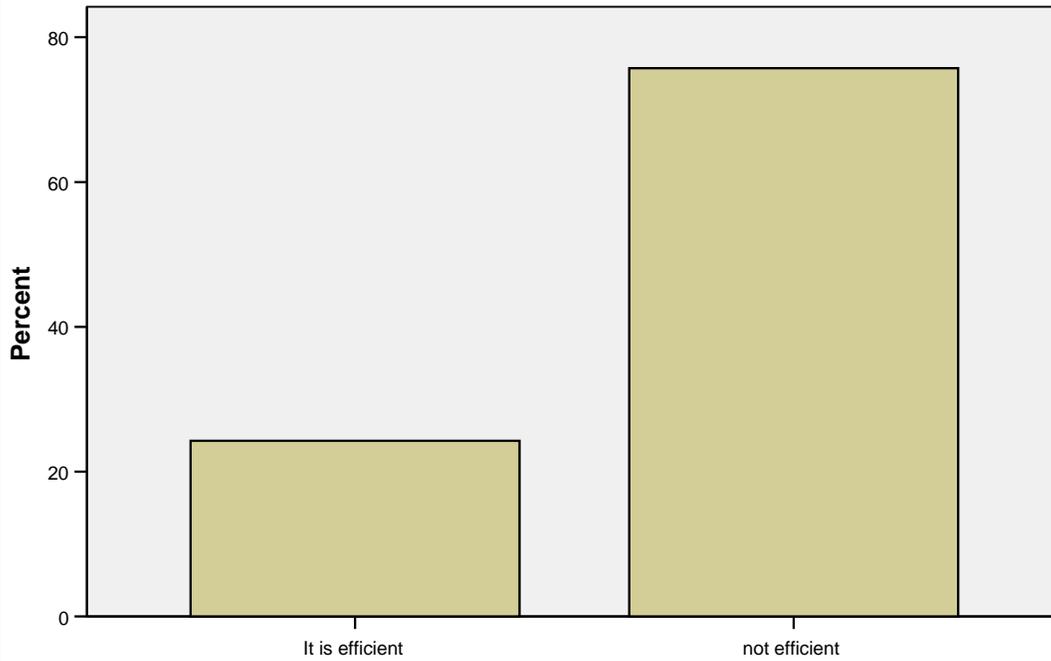
**What kind of information materials for easier access of citizens to licensing procedures have you produced (not provided directly) - Websites**



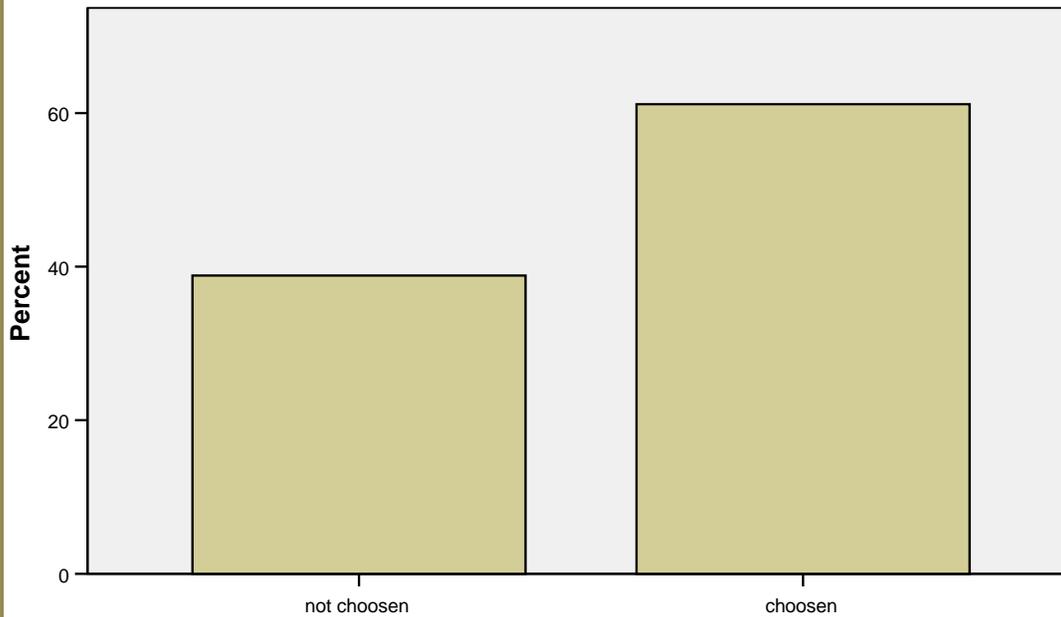
**What kind of information materials for easier access of citizens to licensing procedures have you produced (not provided directly) - Other**



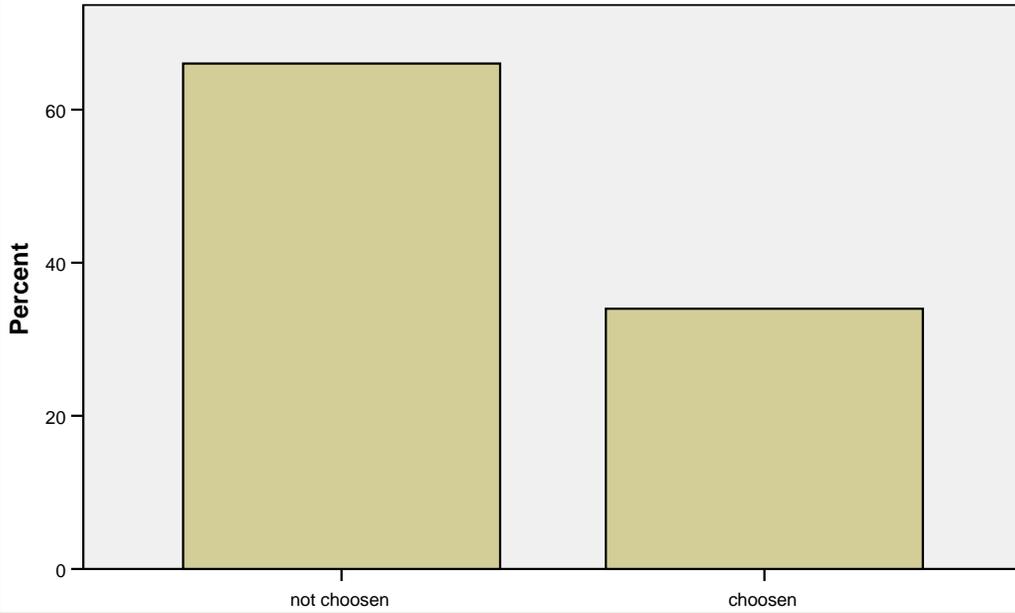
**What is your opinion on current organization of the licensing procedures?**



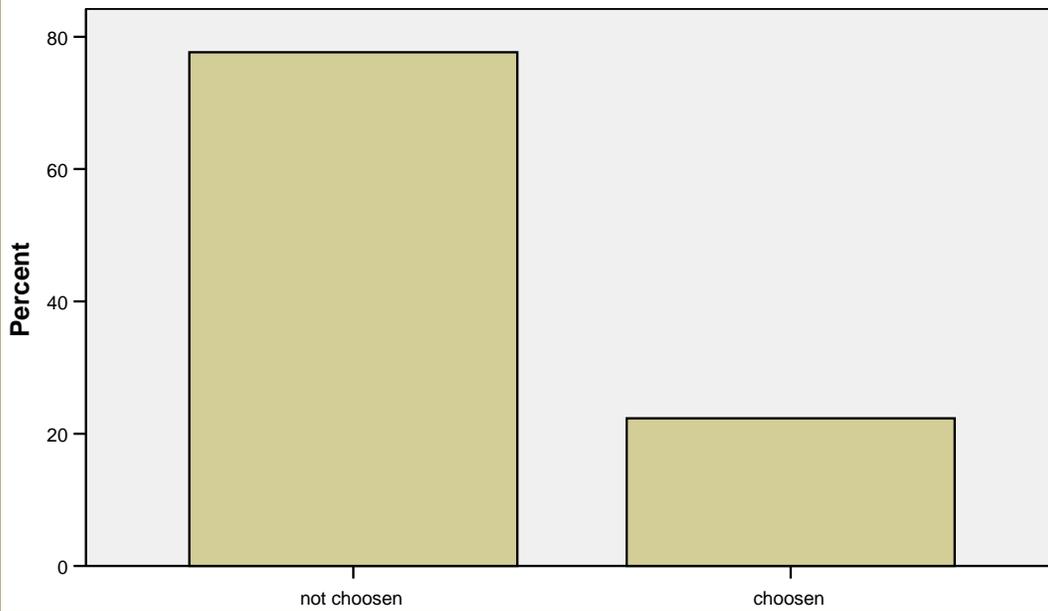
**the most important/urgent improvements to be done: automation of the licensing departments/sectors activities /local network, computers, specific software**



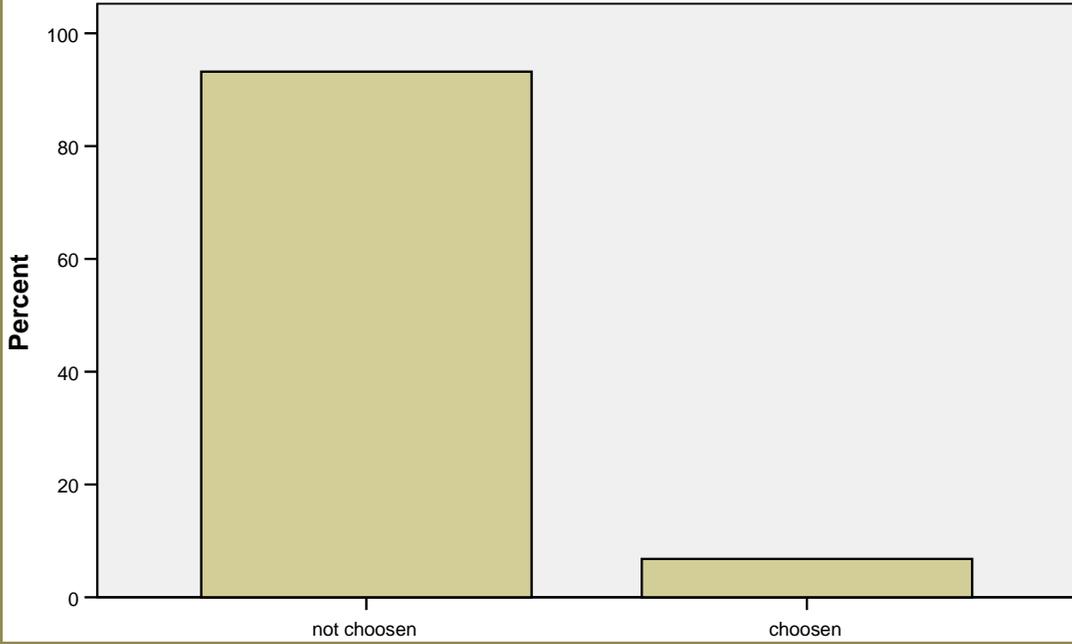
**the most important/urgent improvements to be done: improvement of coordination and cooperation between different administrative units**



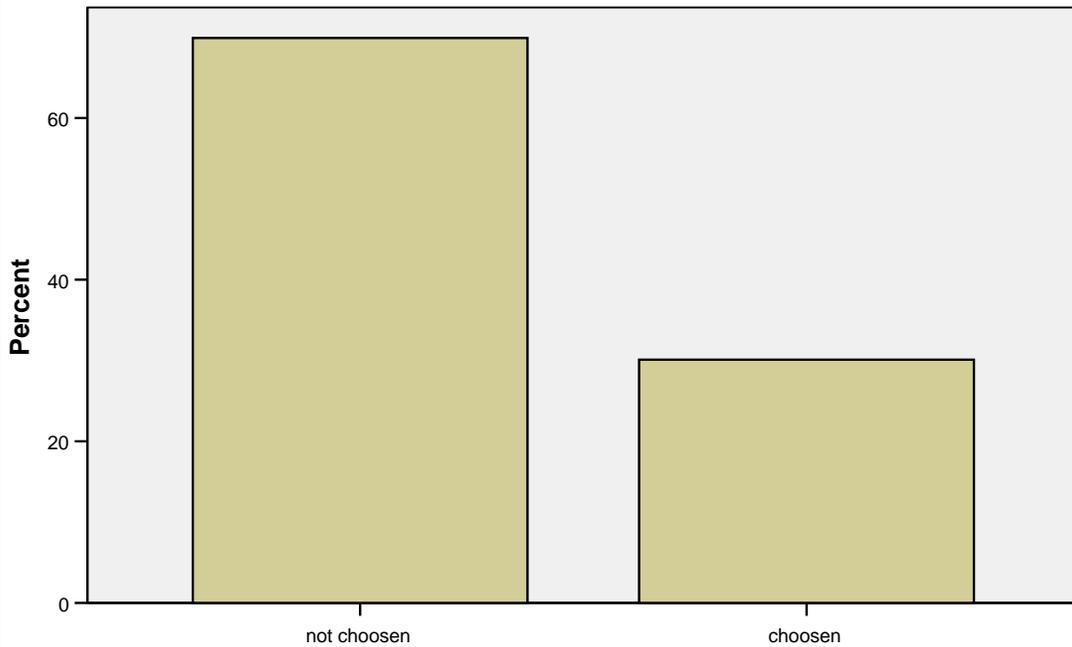
**the most important/urgent improvements to be done: development of internal regulation for implementation and provision of administrative services**



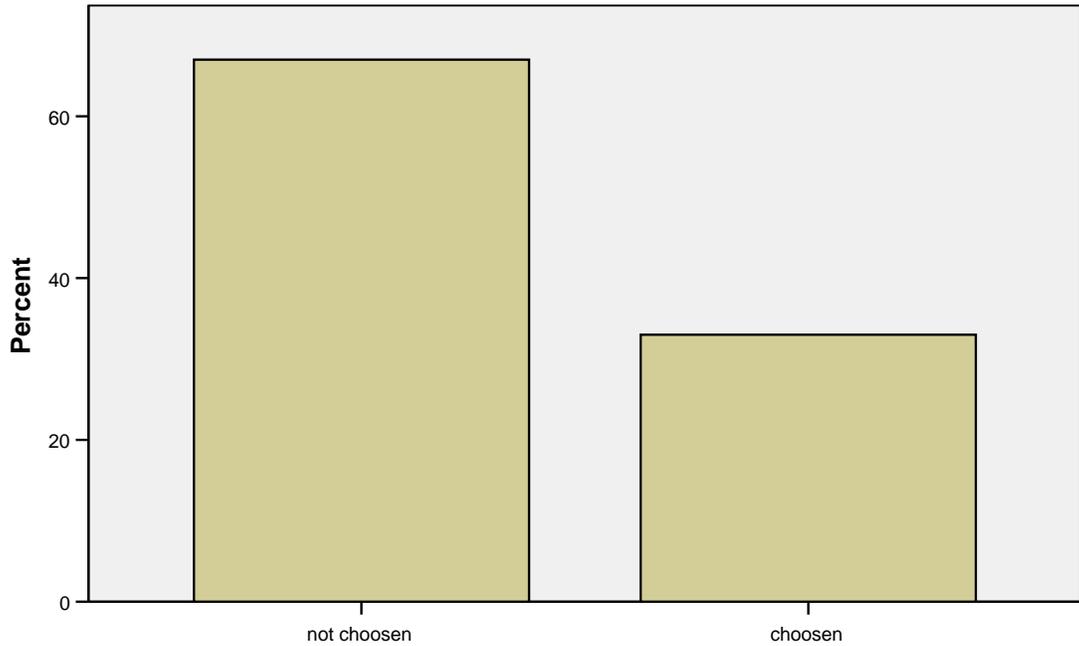
**the most important/urgent improvements to be done: development of legislation for licensing support**



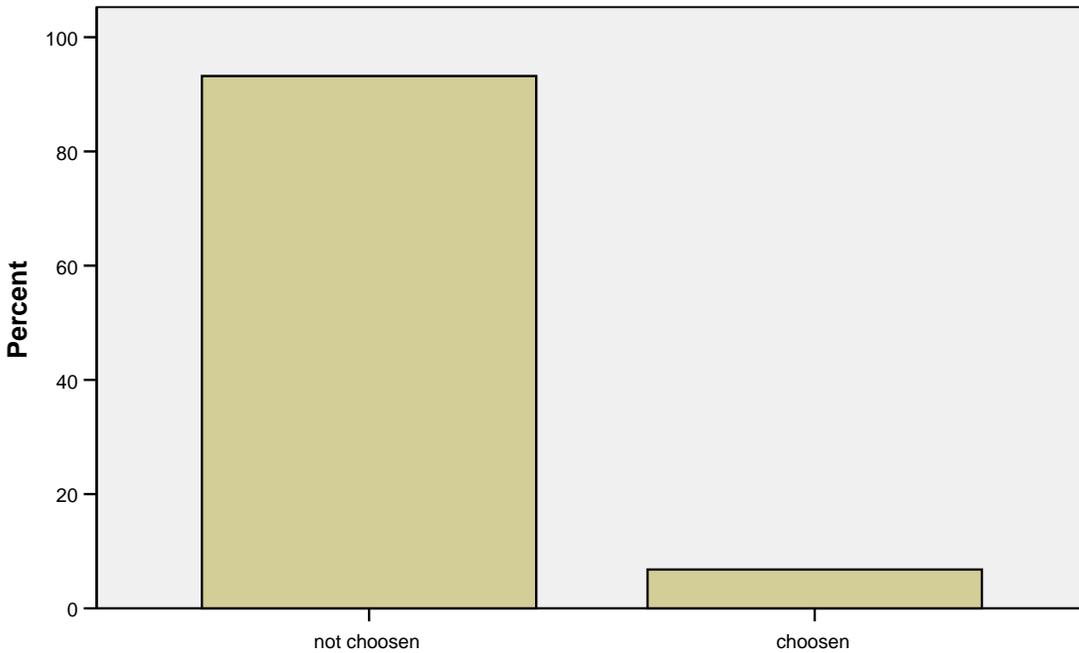
**the most important/urgent improvements to be done: establishment of One stop shop for licensing**



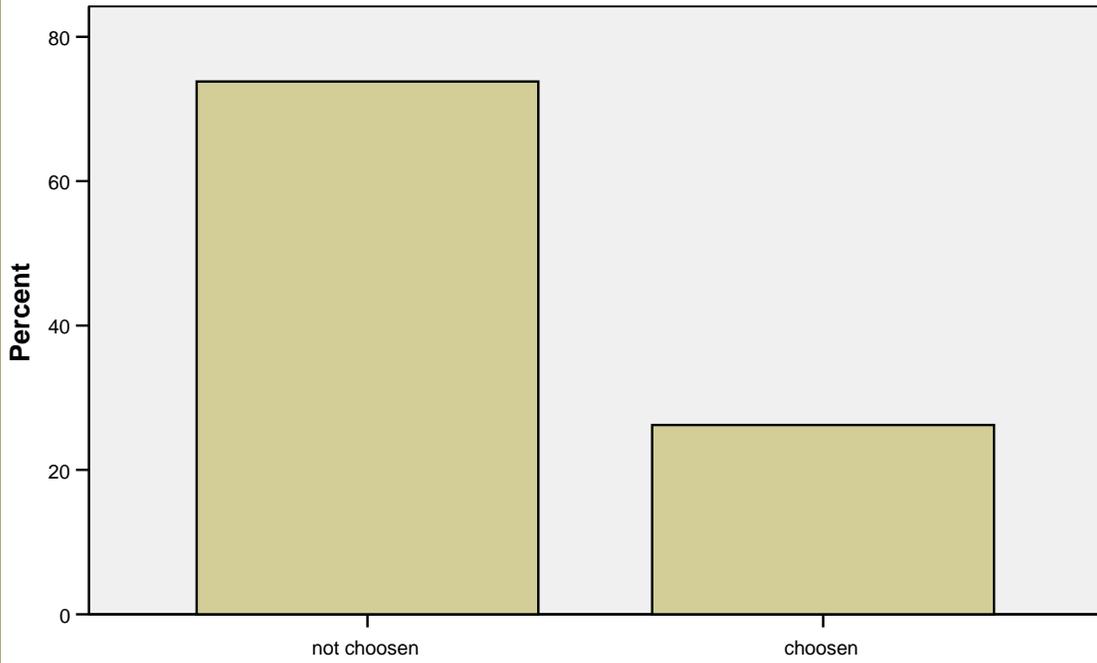
**the most important/urgent improvements to be done: increased monitoring and control over performance**



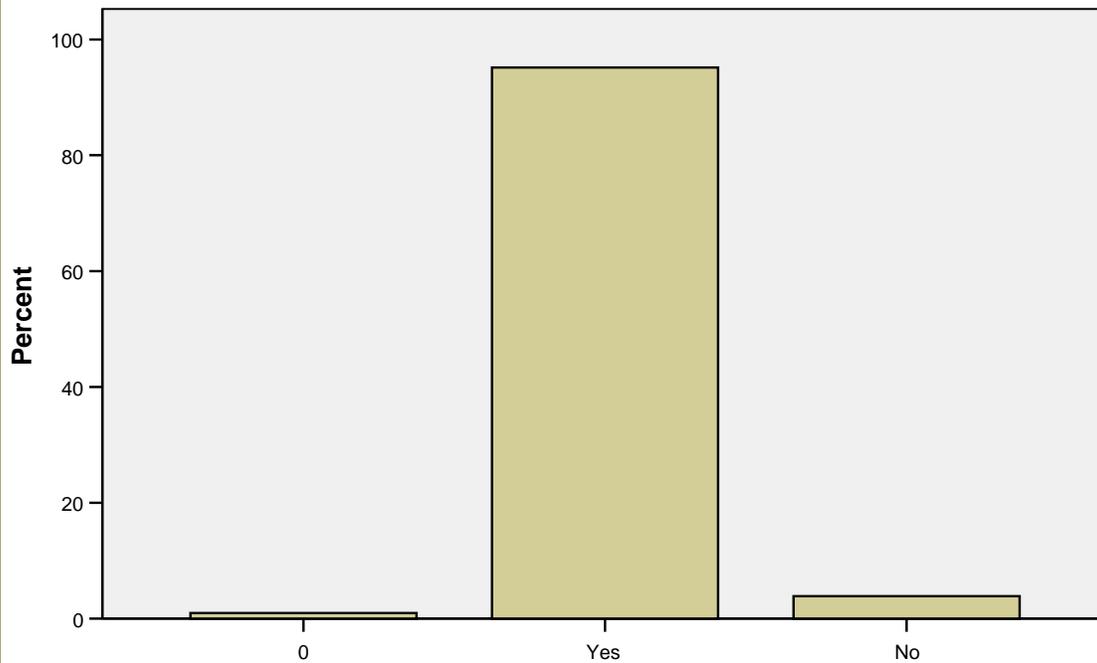
**the most important/urgent improvements to be done: Increase of the performance and professionalizing the appropriate department**



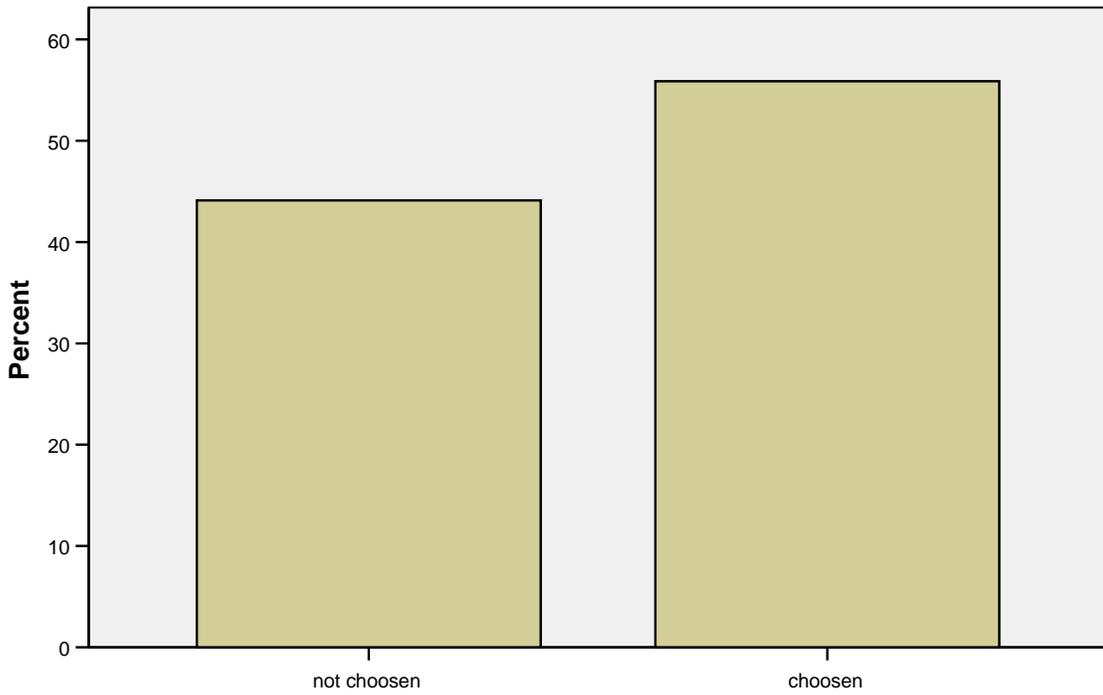
**the most important/urgent improvements to be done: development of appropriate information materials about licensing processes**



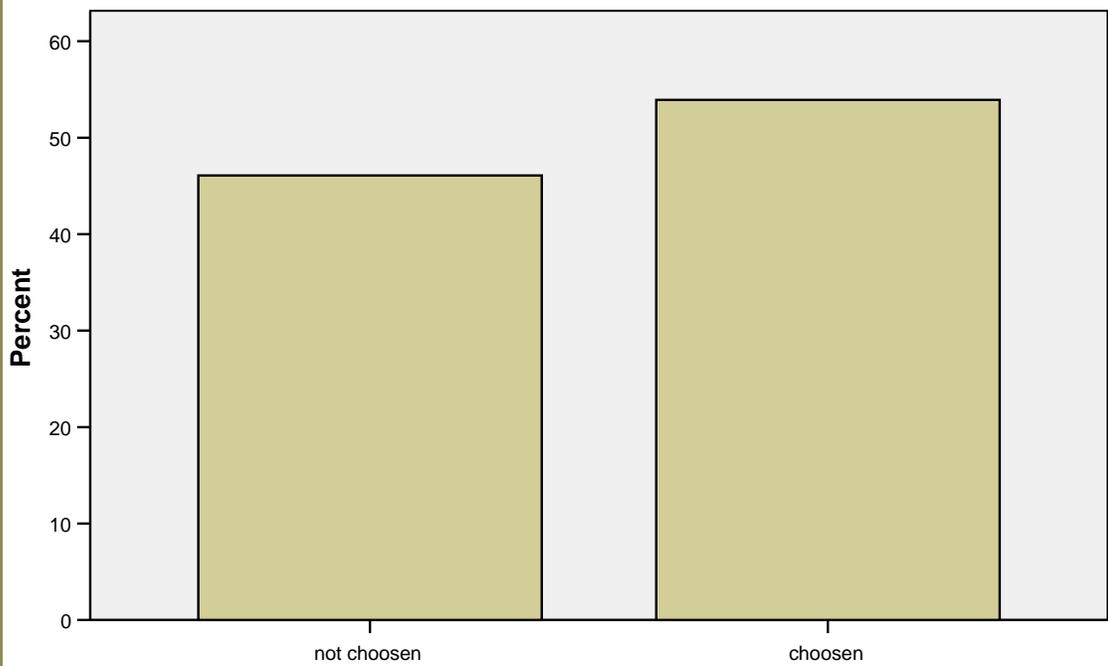
**Do you need additional training for capacity improvement as licensing is regarded?**



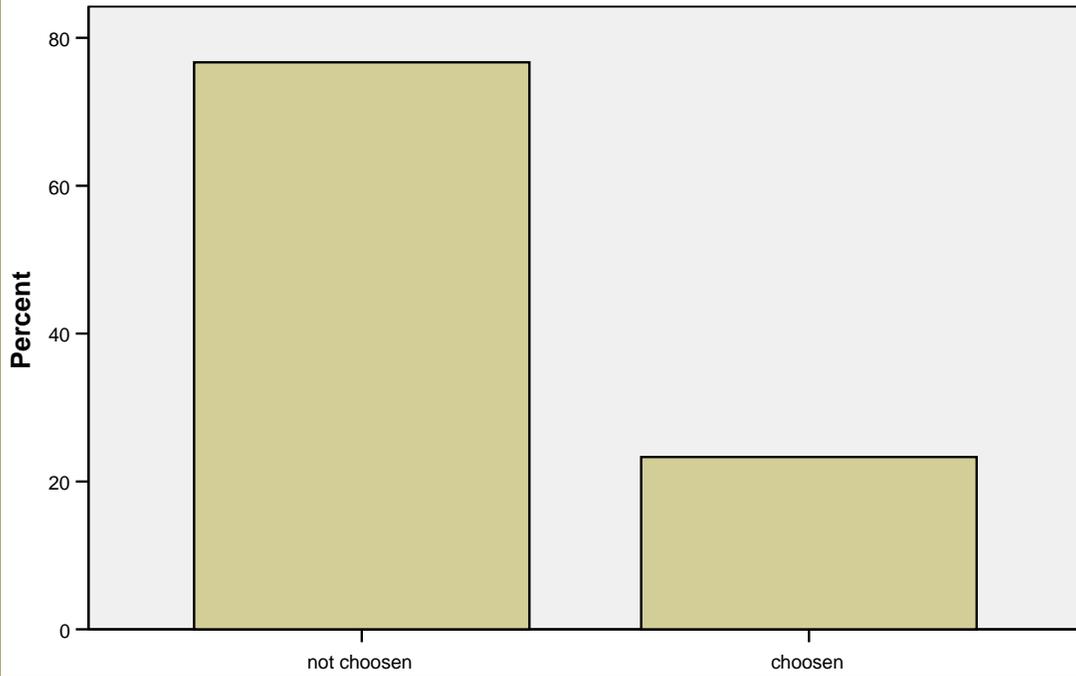
**the most appropriate training to you - for use/applying of new software**



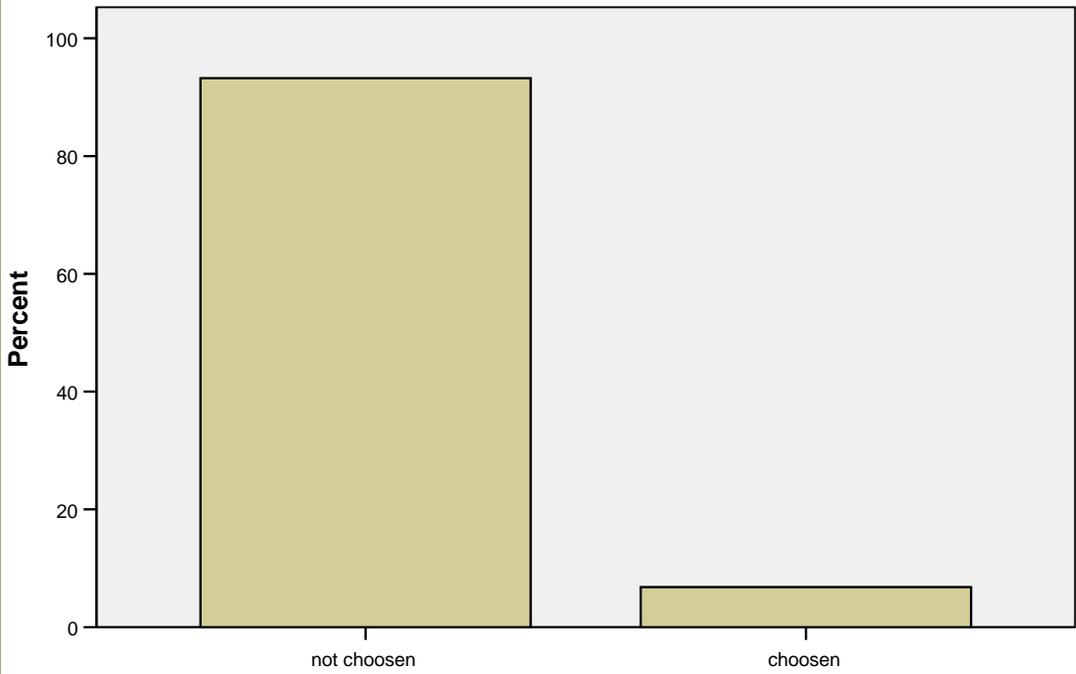
**the most appropriate trainig to you - for the law department according to the service that you provide**



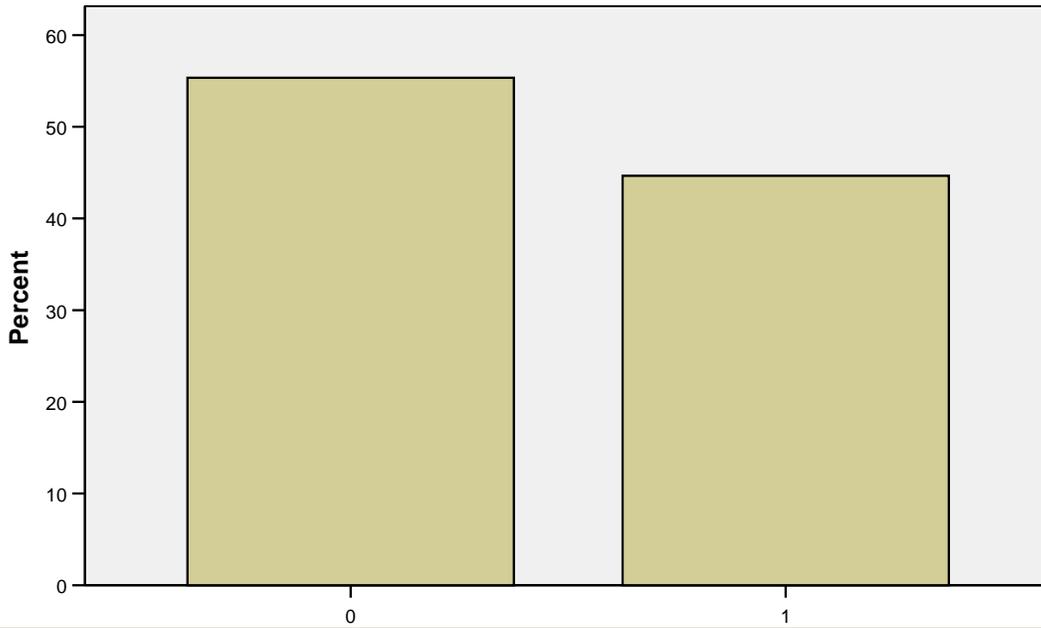
**the most appropriate training to you - Customer friendly service delivery**



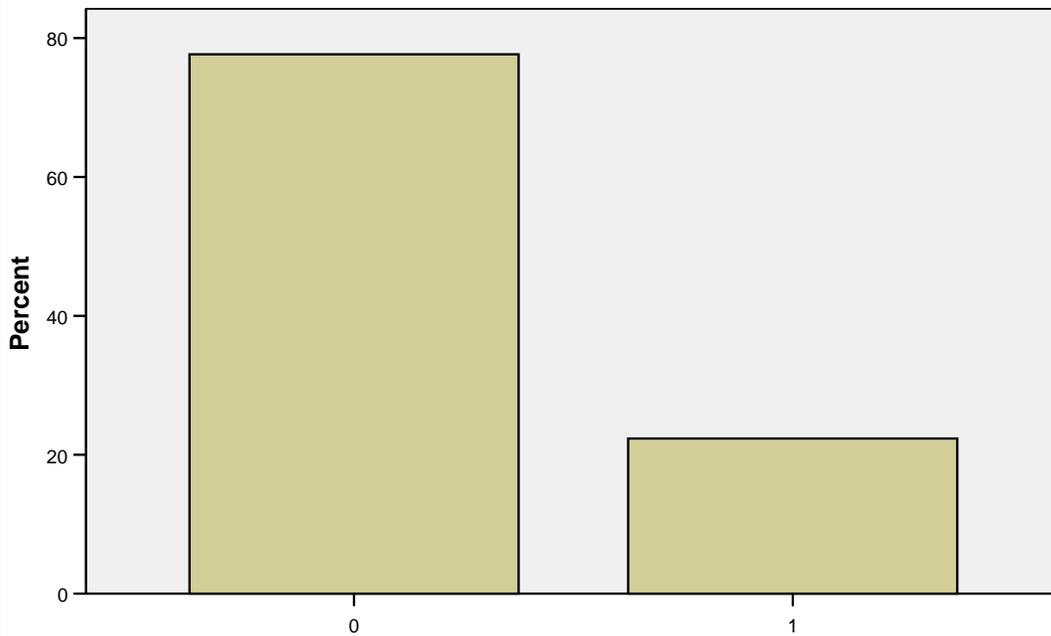
**the order of importance to you - Other**



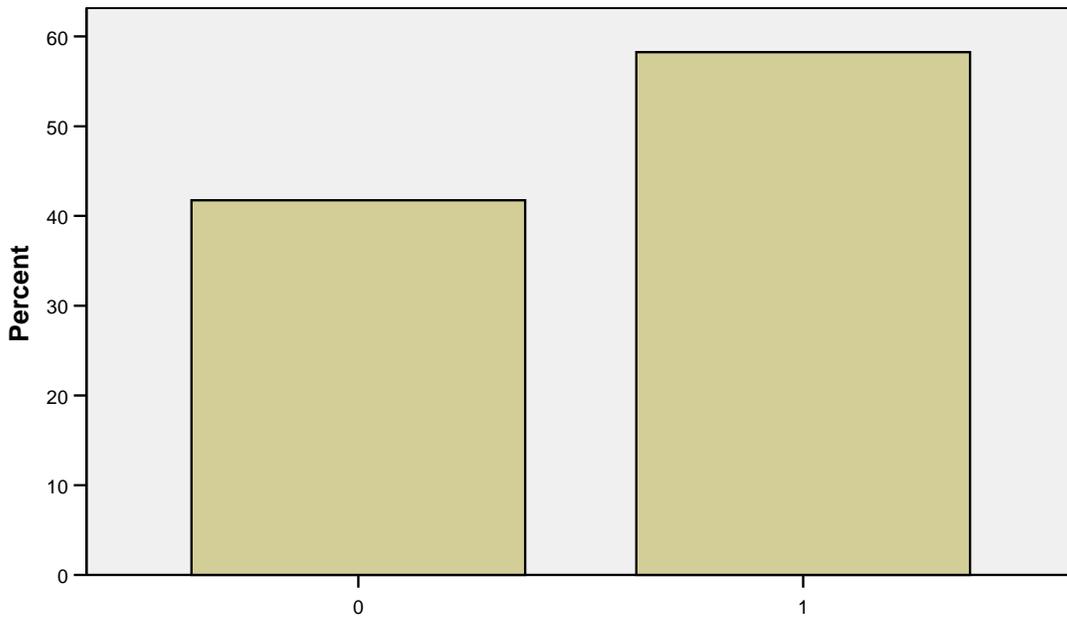
**What aspect of the licensing service delivery in your opinion needs urgent improvement - Access to information**



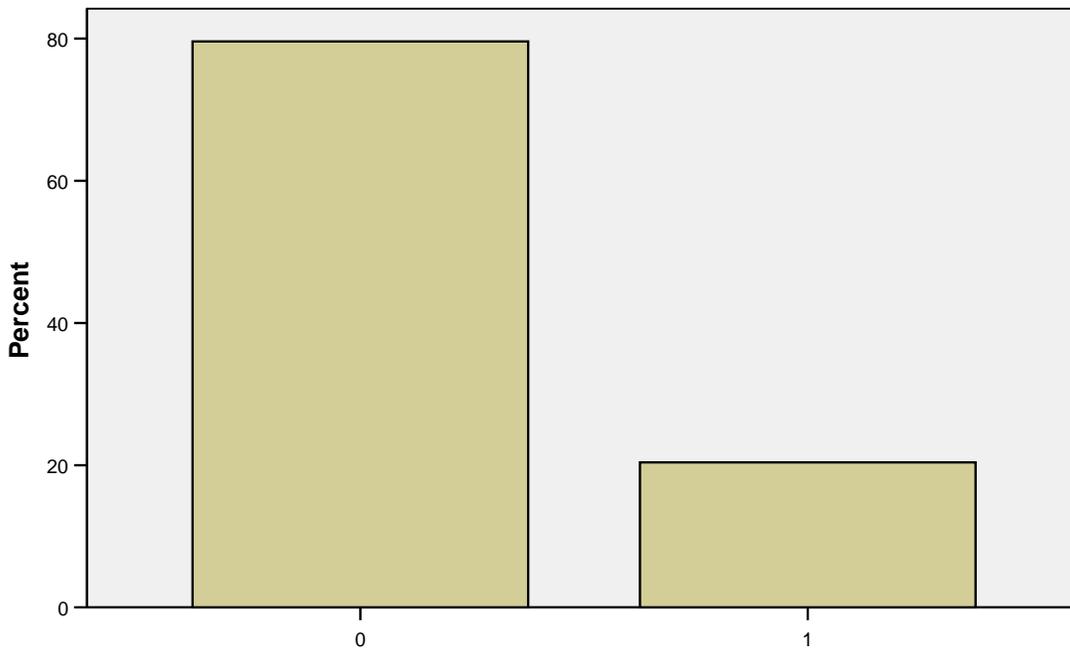
**What aspect of the licensing service delivery in your opinion needs urgent improvement - The volume of the information provided**



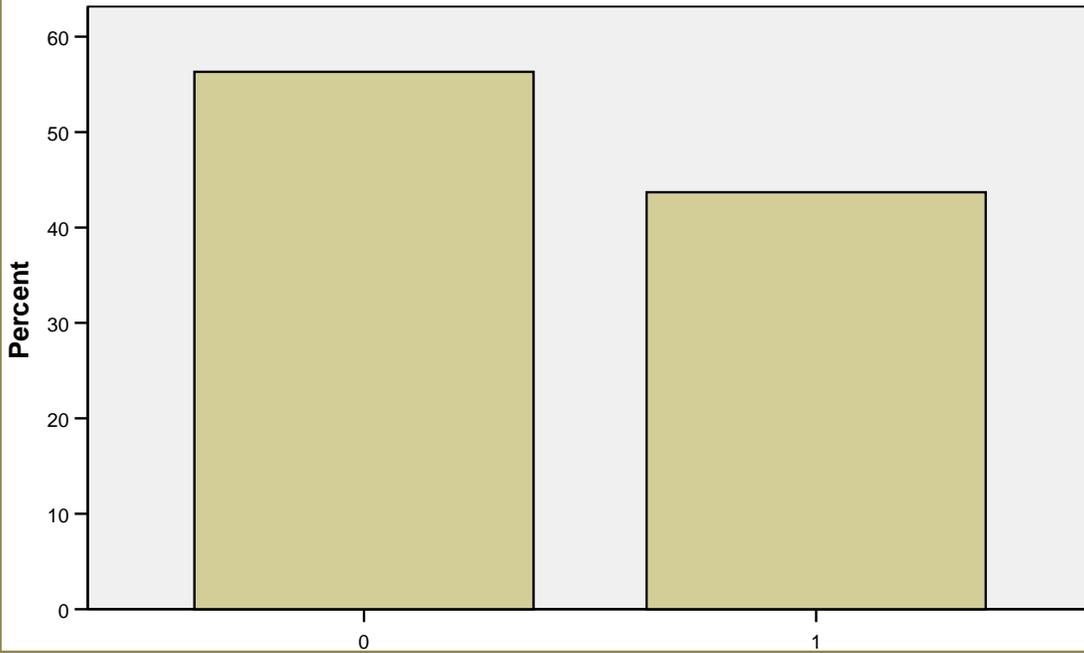
**What aspect of the licensing service delivery in your opinion needs urgent improvement - The quality of the information provided (clear, precise, thorough)**



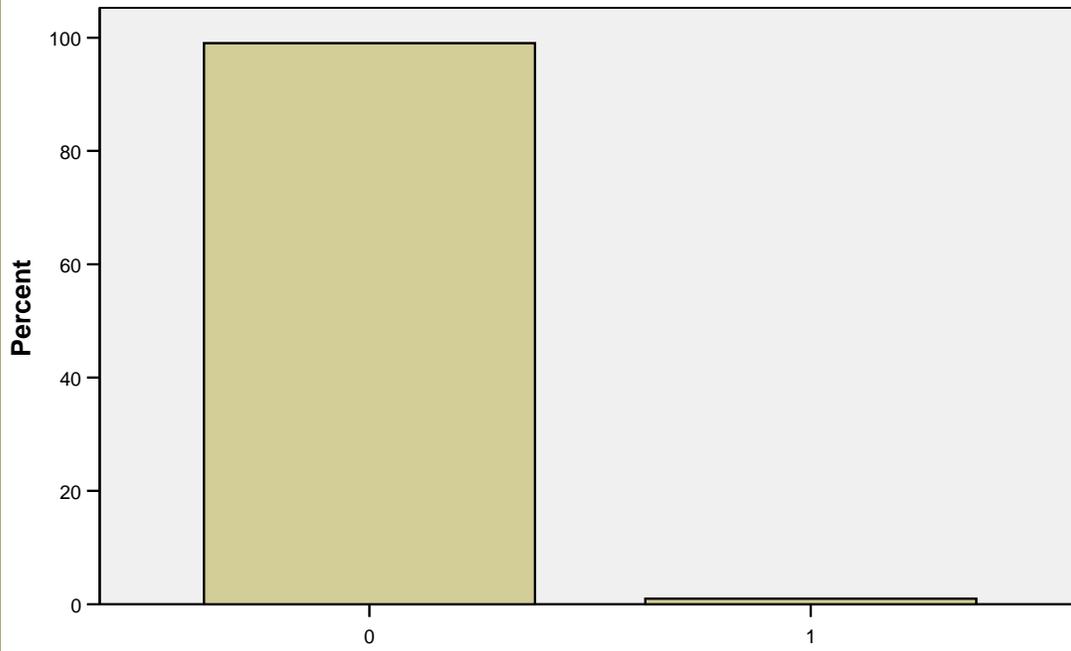
**What aspect of the licensing service delivery in your opinion needs urgent improvement - Staff attitude towards clients**



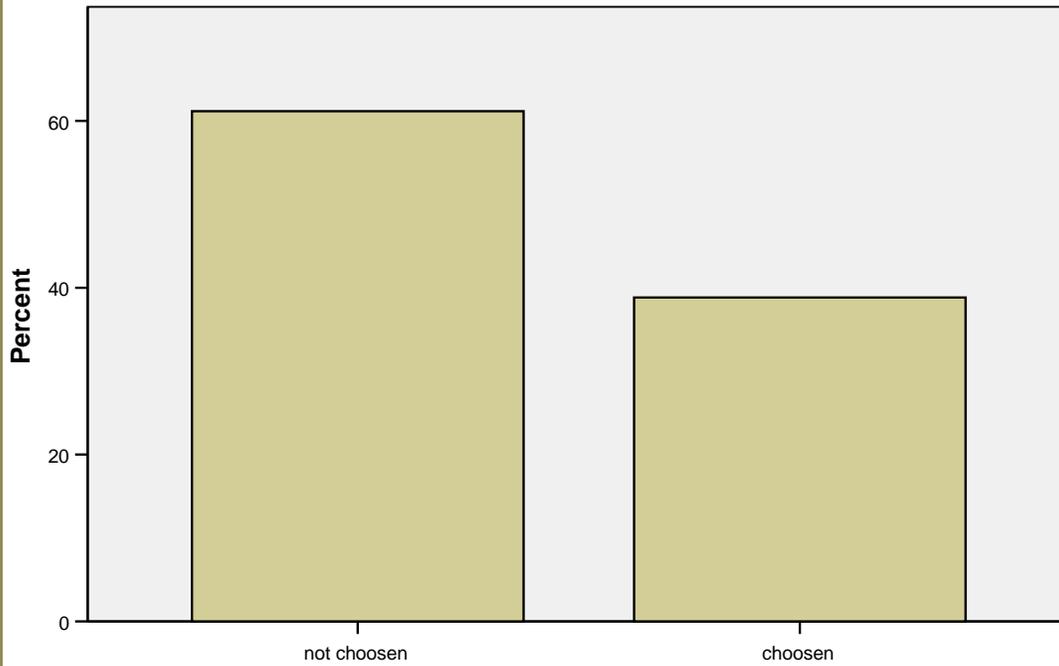
**What aspect of the licensing service delivery in your opinion needs urgent improvement - Physical layout of the reception sites**



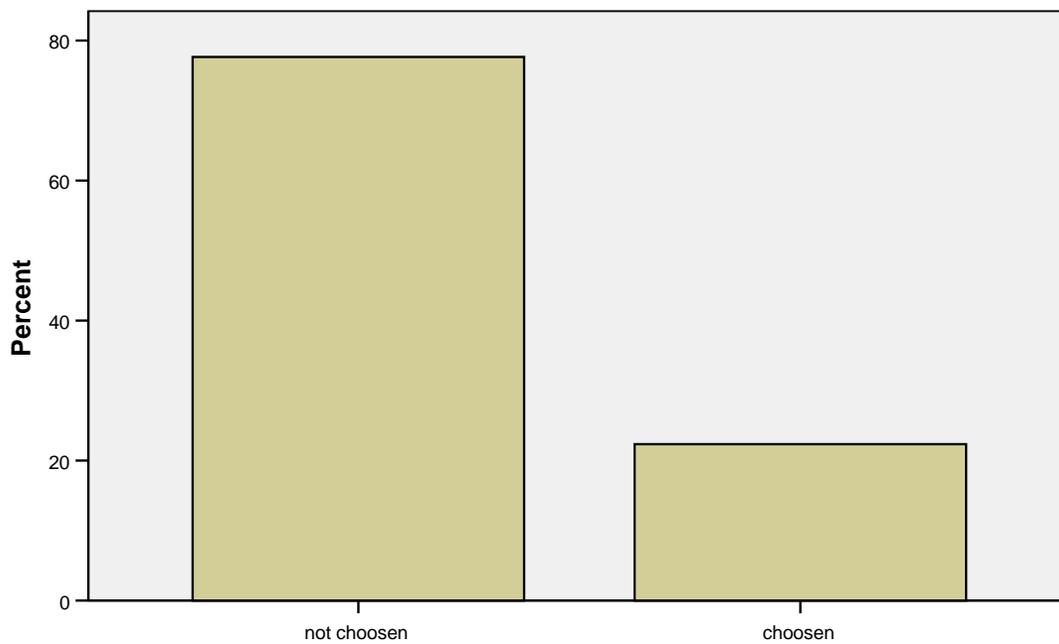
**What aspect of the licensing service delivery in your opinion needs urgent improvement - Other**



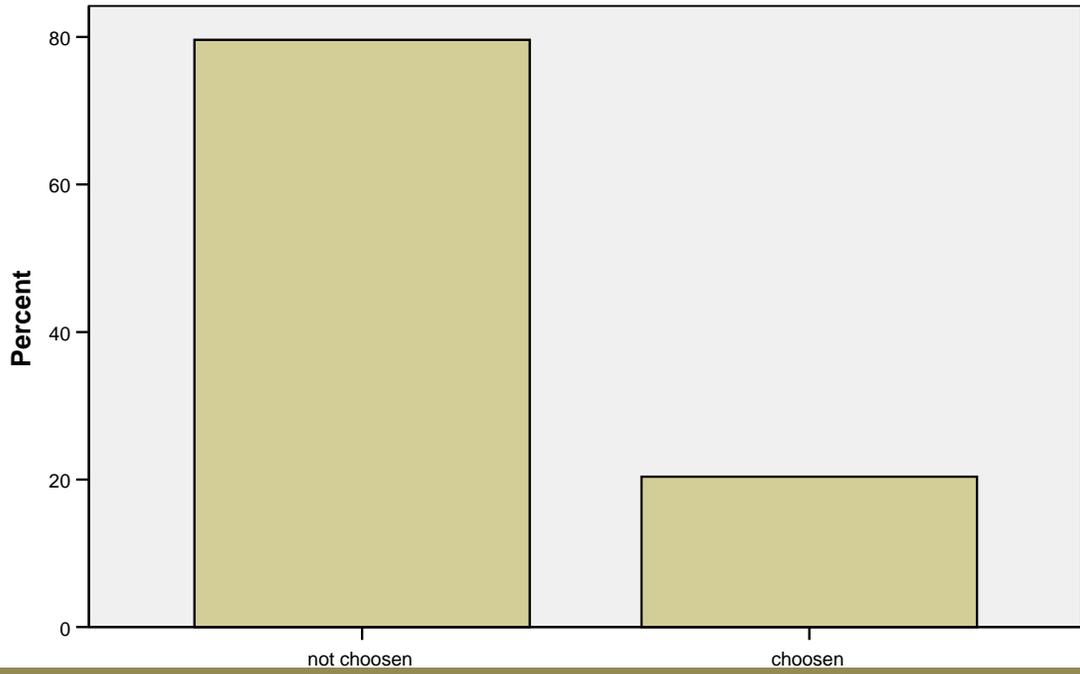
**What does your LGU mostly need in order to be effective - Transparency**



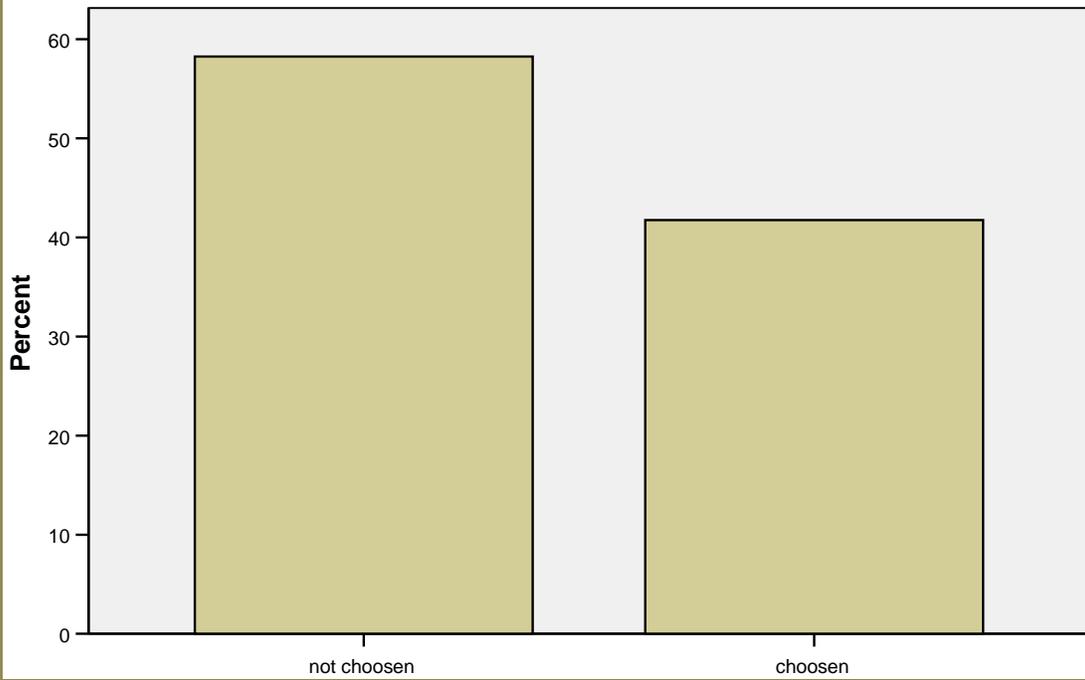
**What does your LGU mostly need in order to be effective - Strong leadership, vision for the future**



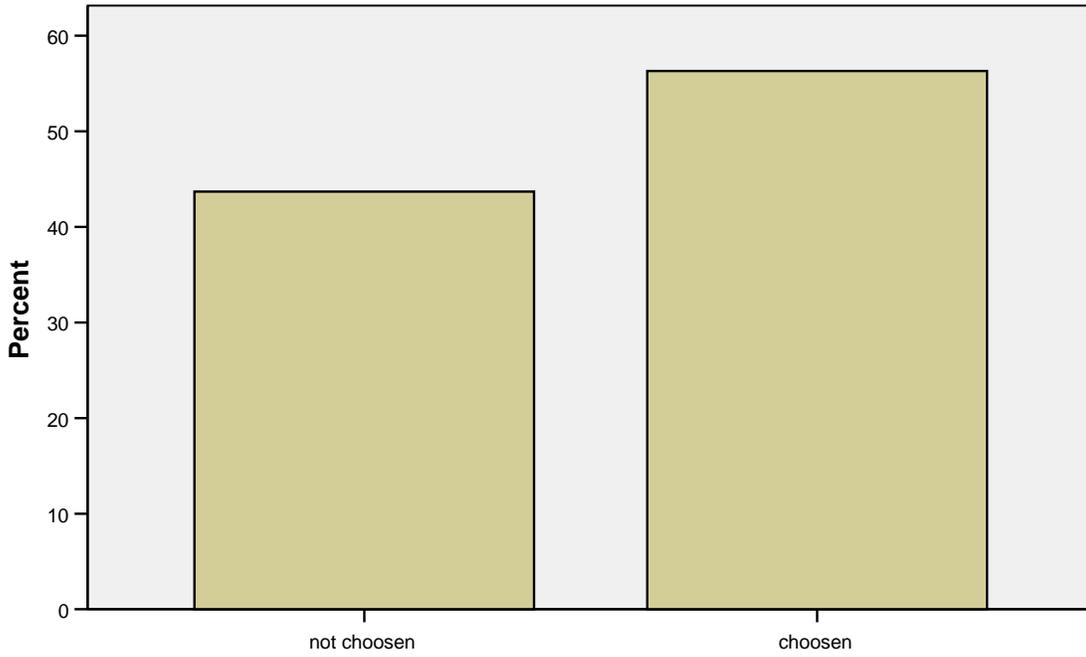
### What does your LGU mostly need in order to be effective - Trust



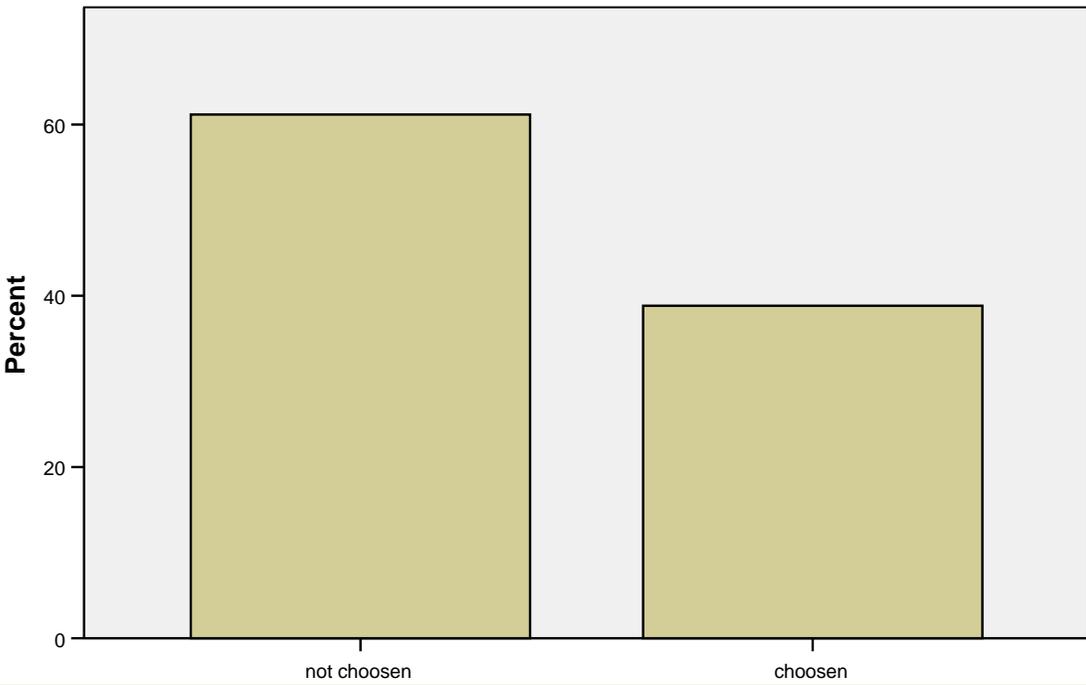
### What does your LGU mostly need in order to be effective - Accountability



**What does your LGU mostly need in order to be effective - Commitment, professionalism, seriousness to the work**



**What does your LGU mostly need in order to be effective - Visible results**



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