



# Business **Index**

2016-2017

# Letter from the U.S. Ambassador



Dear American Chamber of  
Commerce Members,

The truth is sometimes hard to hear. The American Chamber of Commerce in Albania has been telling the unvarnished truth about the investment climate for five years. I am pleased to see that this year we see an increase in investor confidence with a marked increase in the AmCham Business Index, or ABI, score.

I would like to congratulate the American Chamber of Commerce in Albania on the publication of the ABI. The ABI provides valuable information on the state of the investment climate and the opportunities and challenges of doing business in Albania. Improving the investment climate is essential for creating jobs, growth, and opportunity.

I was pleased to see an increase in this year's ABI, to 43.78 from 37.94 last year, and encouraged to hear that AmCham members expect Albania's business environment to improve further over the coming year.

I believe that judicial reform, once implemented, will provide additional confidence to investors that their commercial interests will be protected, pushing the ABI to higher levels in the years ahead.

The ABI can help to serve as a roadmap for the government as it works to improve the investment climate and address the concerns of U.S. and Albanian investors. Meanwhile, we rely on you to maintain your high standards and leadership in Albania's business community.

The United States Embassy in Tirana is pleased to support the ABI and will continue to cooperate closely with AmCham to promote the interests of the business community in Albania

Sincerely,

A handwritten signature in blue ink, which appears to read "Donald Lu". The signature is fluid and cursive.

**Donald Lu**

# Letter from the AmCham President



Dear AmCham Members,

I am very pleased to present the fifth edition of the AmCham Business Index, an instrument which helps the American Chamber of Commerce in Albania and its members measure and compare the business climate in the country over time.

The AmCham Business Index measures the most important areas of the economy that impacted our members during the 2016 calendar year. Members answered survey questions regarding political risk, efficient tax policy, the perception of corruption, informal economy, the application of rule of law, and other issues on the local economy. While there are many areas in an economy that are important in an absolute sense, the AmCham Business Index is particularly reflective of those issues that impact our members most. Based upon the results of this Index and the relative trends over time, the American Chamber of Commerce will continue to focus its efforts in order to continue positive trends and help the Government redirect negative trends.

The AmCham Business Index will continue to be published every year, and its findings will be shared with AmCham members, the government, and other institutions. We continue to thank both our members for their feedback and the Government of Albania for engaging with the Chamber on member issues. I would like to specifically thank Benard Shehu and his firm KONSORT for their membership contribution, hard work and outstanding results in preparing this Index for the Chamber for the fifth year in a row.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Mark Crawford'. The signature is fluid and cursive.

**Mark Crawford**

## Acknowledges

The American Chamber of Commerce in Albania gratefully acknowledges former Deputy Chief of Mission of the US Embassy in Tirana, Mr. Henry Jardine, and former Secretary of AmCham Albania, Mr. Benard Shehu, CEO of Konsort, for introducing the idea and creating the AmCham Business Index. Further thanks go to Mr. Shehu and Konsort consultants for their dedicated work to prepare this fifth edition of the Index for the Chamber.

AmCham would also like to acknowledge the Board of Directors: President Mark Crawford, Vice-president Genti Daci, General Secretary Genc Likoskëndaj, Treasurer Alketa Uruçi, and Board members Mr. Elton Çollaku, Ms. Loreta Peçi, Mr. Avni Ponari, Mr. Adrian Shehu, Mr. Adam Ehrlich, Mr. Artan Bozo, Mr. Roman Khrushch as well as Mr. Jeffrey Bowan, Economic Officer of the U.S. Embassy, for embracing and supporting this project this year and in previous years, some of them from its inception.

Special thanks to the staff of AmCham Albania for working with member businesses to ensure proper participation in the survey as well as for their work on the publication of this report.

Finally, AmCham expresses deep gratitude to all members who contributed to this report by participating in this survey and who also contribute to improving the business climate in Albania by their ongoing engagement with AmCham.

## Copyright

Permission to use, copy and distribute the contents of this report and without a fee, royalty or a formal request is granted, as long as the material is used with the acknowledgment and attribution towards the American Chamber of Commerce in Albania.

# CONTENTS

EXECUTIVE SUMMARY	6
<b>1 ABOUT AMCHAM BUSINESS INDEX</b>	<b>7</b>
<b>2 PARTICIPANTS</b>	<b>8</b>
2.1 Response Rate	8
2.2 Respondents Profile	8
2.3 Profile of Participating Companies	9
<b>3 AMCHAM BUSINESS INDEX</b>	<b>11</b>
3.1 Calculation of the index	11
3.2 AmCham Business Index result for 2016	12
3.3 Individual indicators results for 2016 and 2017 forecast.	14
3.4 Individual questions results comparison between 2015 and 2016	15
<b>4 SURVEY RESULTS</b>	<b>16</b>
4.1 OVERALL BUSINESS CLIMATE	16
4.2 BUSINESS CLIMATE FACTORS	17
4.2.1 Corruption Level	17
4.2.2 Government Bureaucracy Level	18
4.2.3 Informal Economy Level	19
4.2.4 Monopoly and Unfair Competition Level	20
4.2.5 Order and Safety in the Country	21
4.2.6 Internal Political Climate	22
4.2.7 Infrastructure	23
4.2.8 Energy Supply	24
4.2.9 Private Property	25
4.2.10 Intellectual Property	26
4.3 GOVERNMENT POLICY	27
4.3.1 Relation with Tax Authorities	27
4.3.2 Relation with Customs Authorities	28
4.3.3 Relation with Ministries	29
4.3.4 Relation with Local Government	30
4.3.5 Relation with Courts of Justice	31
4.3.6 Economic Reforms and Central Government Policies	32
4.3.7 Overall Tax Levels Application	33
4.3.8 Application of Laws and Regulations	34
4.4 PERFORMANCE OF THE ECONOMY	35
4.5 BUSINESS ACTIVITY	36
4.5.1 Goods and Services Demand	36
4.5.2 Goods and Services Demand – Exports	37
4.5.3 Total Employments Changes	38
4.5.4 Company Investments	39
4.6 FINANCIAL ENVIRONMENT	40
4.6.1 Banking Sector Policy and Services	40
4.6.2 Financial Funds Assurance	41
4.7 HUMAN RESOURCES	42
4.7.1 Qualified Local Staff Finding	42
<b>5 RESPONDENTS COMMENTS</b>	<b>43</b>
5.1 RECOMANDATIONS FOR THE GOVERNMENT	43
5.2 SPECIFIC QUESTIONS COMMENTS	49
5.3 GENERAL OVERALL COMMENTS	50
<b>6 ANNEX I: INDEX CALCULATION METHODOLOGY</b>	<b>51</b>
6.1 QUESTIONS INCLUDED IN THE INDEX	51
6.2 CALCULATION FORMULA.	52
<b>7 AMCHAM BOARD OF DIRECTORS</b>	<b>53</b>
<b>8 AMCHAM MEMBERS</b>	<b>54</b>

# EXECUTIVE SUMMARY

**The 2016 AmCham Business Index is 43.78 out of 100 showing an upward trend for 2017. This is an increase of 5.84 points from 37.94 in 2015.**

The business climate perception in 2016 showed an improvement compared to 2015. Nonetheless, 44.4% of AmCham members continued to view the business climate in Albania in 2016 as unfavorable, or very unfavorable. The expectation for the business climate in 2017 (44.13) is higher than in 2016 (41.48).

The top five concerns reported by the respondents for 2016 included the Overall Tax Level Applied (30.45), Government Bureaucracy (31.11), Monopoly and Unfair Competition (31.11), Finding Local Qualified Staff (31.82), and Informal Economy Level (33.33).

The majority of respondents had a positive, or neutral perception on the relation with customs authorities, local government, ministries, and tax authorities during 2016.

The respondents' perceptions on "Order and Safety in the Country" (58.15), and the "Internal Political Climate" (39.26) during 2016 were better than in 2015. The perception for infrastructure and energy supply have also improved in 2016.

AmCham members perceived a positive trend of the Albanian economy in 2016 (42.67), which was better than in 2015 (31.44). They expect this trend to continue in 2017 (reaching 50.00). In addition, the demand for "Goods and Services" and "Goods and Services for Export" has also improved in 2016, and is expected to grow further in 2017.

The majority of AmCham members maintained, or increased their investments in 2016, and they expect to continue this trend in 2017. Despite continued investment, 34.1% of AmCham respondents declared that it was still difficult for them to finance their activity.

The "Total Employment Change" has slightly increased in 2016 and is expected to continue a positive trend in 2017. Finding local qualified staff in 2016 remained difficult, or very difficult for most of the responding companies (67.5%) causing a decline of this indicator for the third consecutive year.

## 1

# ABOUT AMCHAM BUSINESS INDEX

The AmCham Business Index (ABI) is an annual index created by the American Chamber of Commerce in Albania in collaboration with Konsort Ltd. that measures the perception of AmCham members for the Business Climate in Albania.

The index measures important elements like government policy, level of taxes, corruption, informality, application of law, and also elements related to the performance of businesses and Albanian economy.

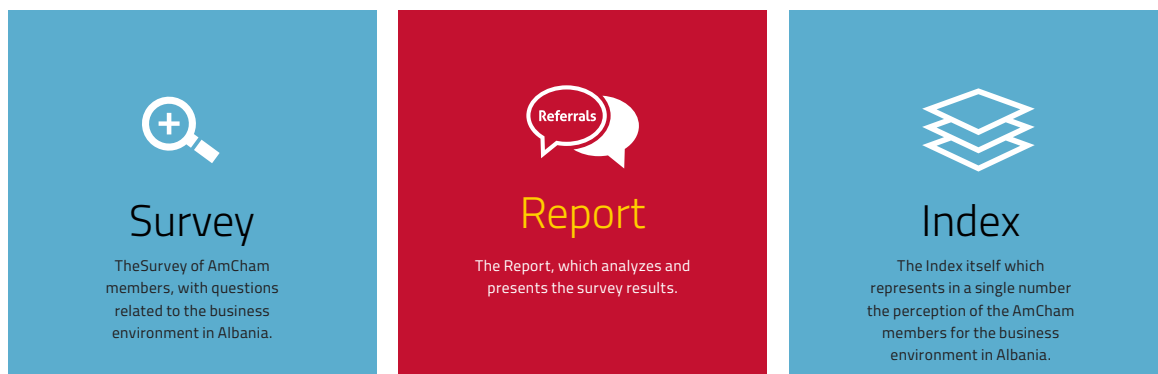
This index allows AmCham

to identify and measure the problems that the business community is facing and enables the Chamber to work with the government and other actors to improve the business environment in Albania.

The index and its report are

published every year and its findings are shared with AmCham members, the government, and other institutions. The first AmCham Business Index was published in May 2013.

**AmCham Business Index has three main components:**



The 2016-2017 AmCham Business Index survey was conducted online from January 15 to January 31st 2017.

The survey was addressed exclusively to AmCham Albania members and requested their opinion regarding the business environment in Albania during the previous year (2016) and their estimation for the current year (2017).

The survey had 45 questions grouped into logical sections. The participants could choose to fill out the questionnaire either in English or Albanian language.

AmCham requested that the survey should be completed by company Presidents, Administrators, CEO-s or high level executives.

The survey was anonymous and the collected data do

not allow the identification of the respondent's answers. The closure of the survey and the transfer of the data were done in the presence of a public notary and a copy of anonymous data was deposited at the public notary.

The AmCham Business Index survey and this report were approved by the AmCham Board.



# 2 PARTICIPANTS

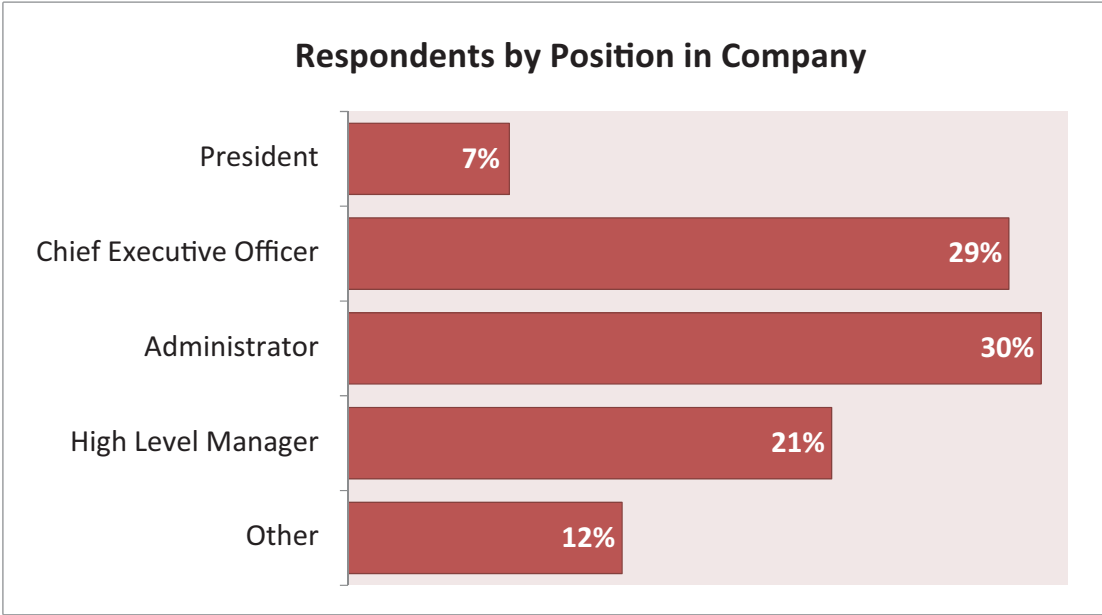
## 2.1 Response Rate

The total number of respondents that participated in the survey is 141. From the 141 participants, 132 of them had fully completed the survey by answering all the questions.

All of the answers from all participants are included in the results of the survey. All graphs display results in percentages rounded up to one decimal point. The description in text is rounded up to a full number.

## 2.2 Respondents Profile

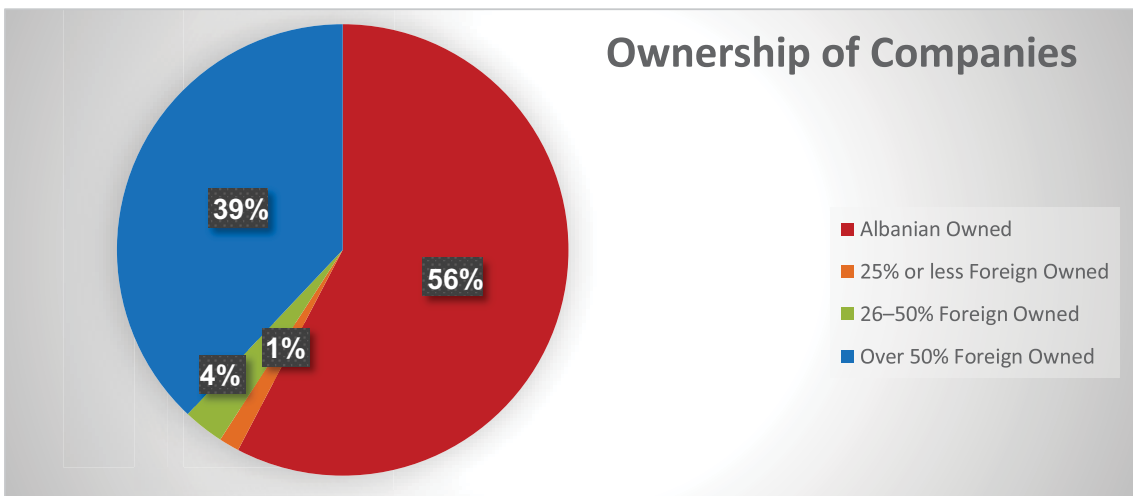
The majority of participants in the survey are in high level positions in their companies including Presidents, CEOs, Administrators or high level executives.



## 2.3 Profile of Participating Companies

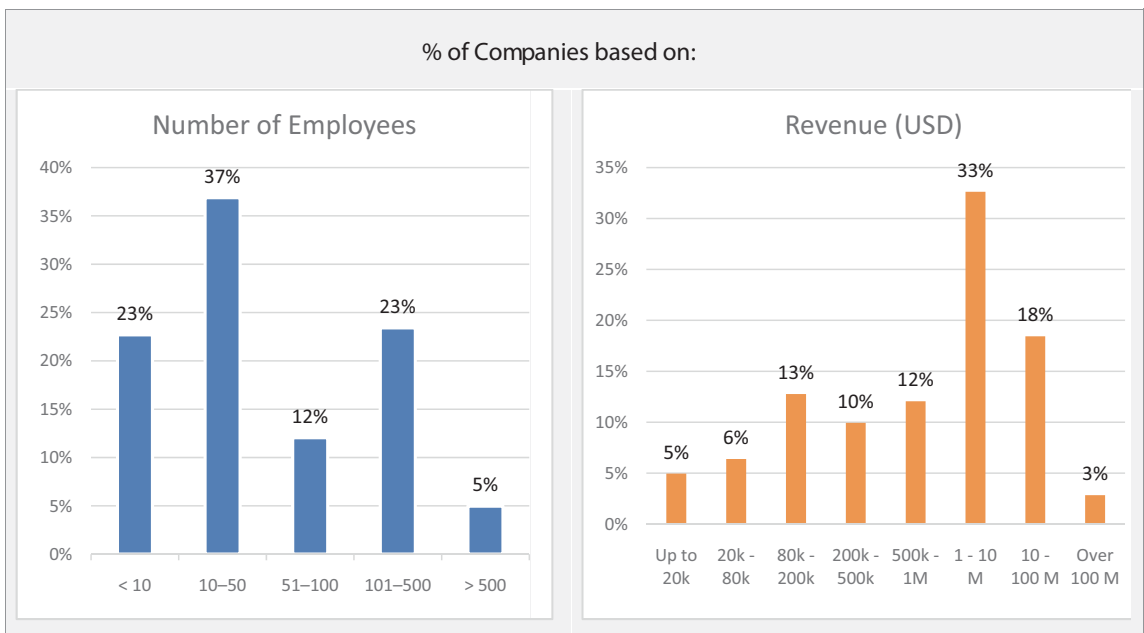
### Ownership of Companies

The ownership structure of the companies that participated in the survey is shown in the following chart. More than half of the responding companies are Albanian owned.



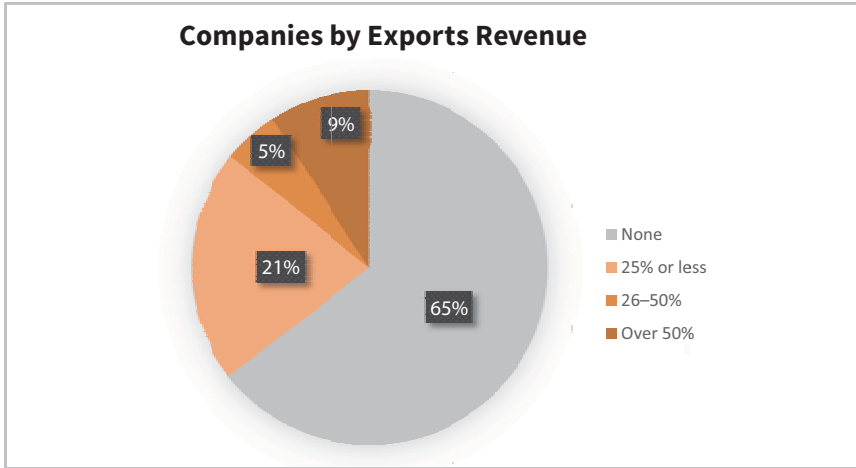
### Size of Companies

The following chart shows the size of the participating companies based on their number of employees and revenue generated in 2016.



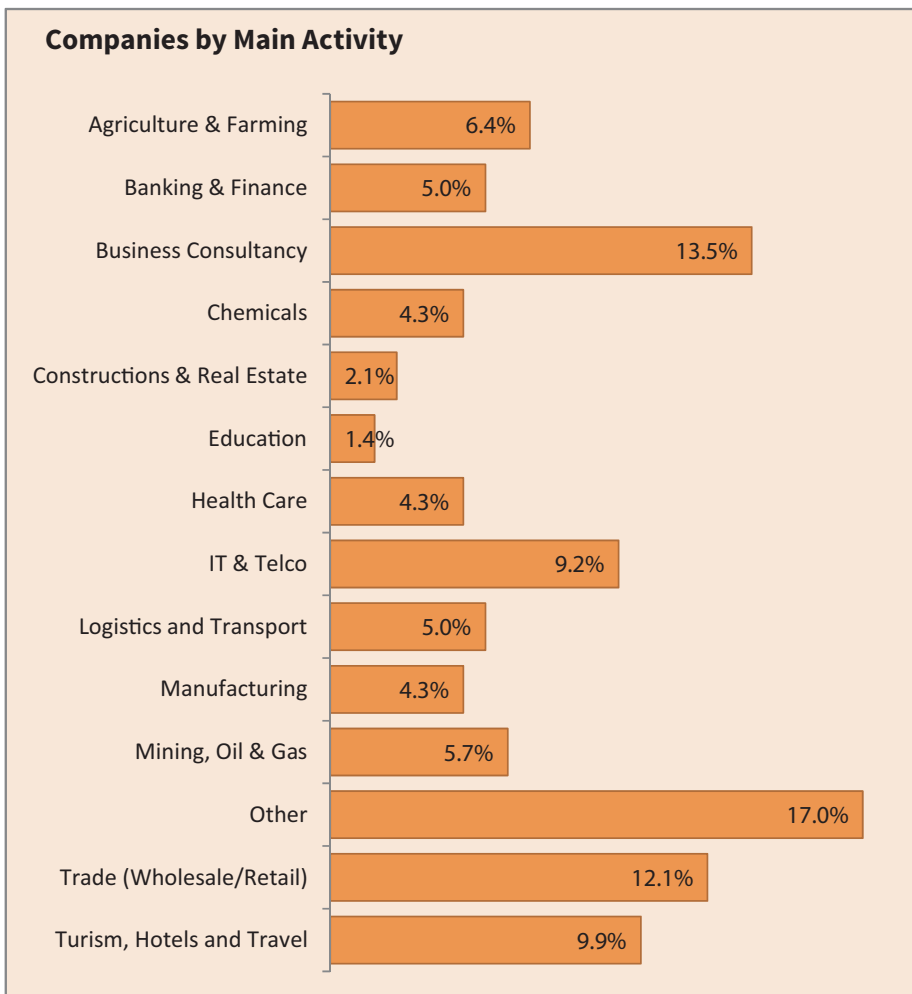
### Export Revenue

The following chart shows the % of companies based on generated revenue from export activities.



### Main Activities of Companies

The main activity for companies that participated in the survey is showed in the next chart.



*Other\* (Non-Profit Organization, Security Services, etc.)*

## 3

# AMCHAM BUSINESS INDEX

## 3.1 Calculation of the index

The AmCham Business Index represents the perception of AmCham members regarding business climate in Albania. This Index is calculated based on the set of questions listed in the following table:

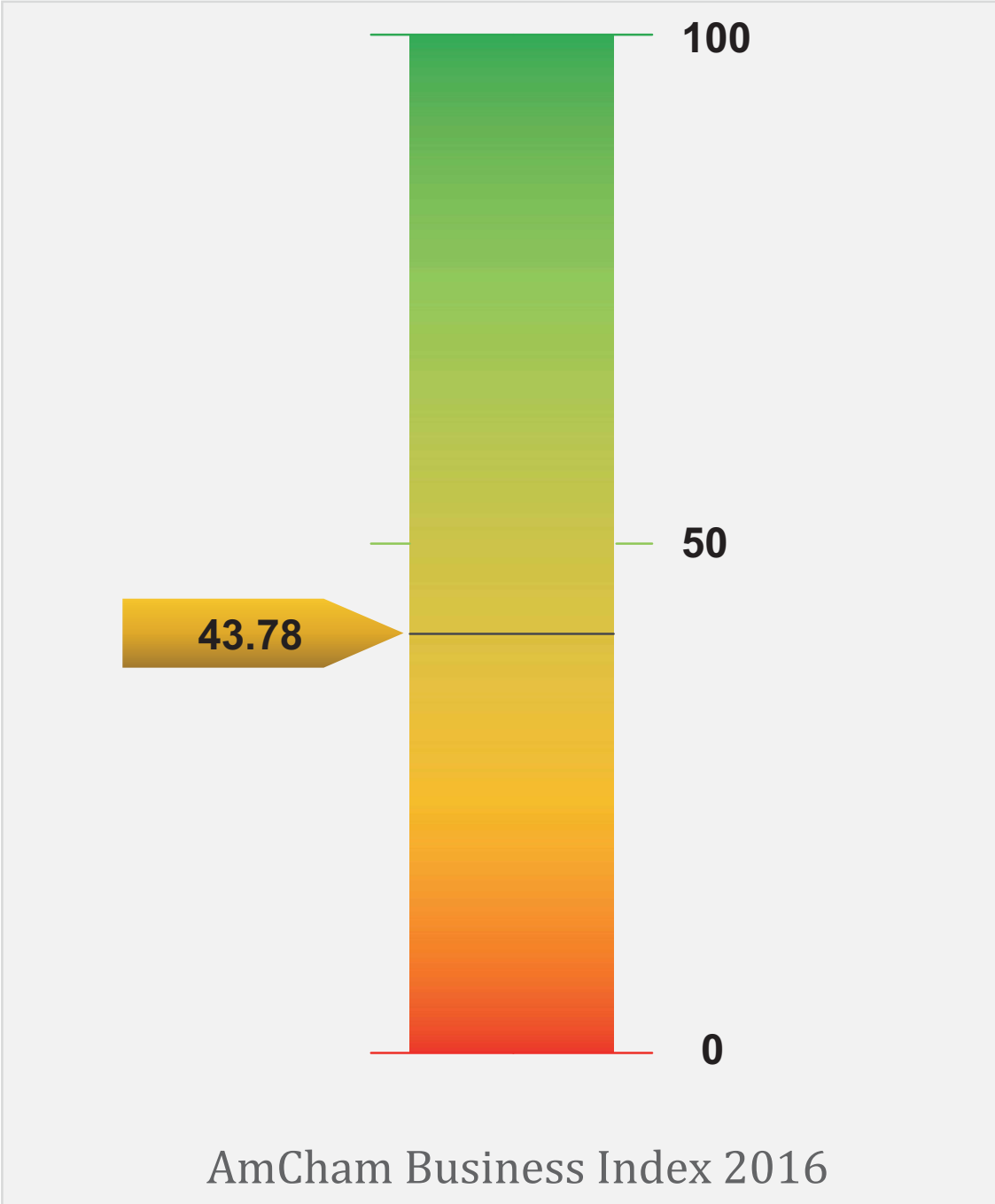
AmCham Albania Business Index Table	
Questions	Weights
<b>Overall Business Climate</b>	<b>25%</b>
How was the business climate in Albania for the last year?	25%
<b>Business Climate Factors</b>	<b>25%</b>
Please rate the level of the following factors for the last year in relation to your business activity?	2.5%
Corruption level	2.5%
Government bureaucracy	2.5%
Informal economy level	2.5%
Monopoly and unfair competition	2.5%
Please rate the level of the following factors for the last year in relation to your business activity?	2.5%
Order and safety	2.5%
Internal political climate	2.5%
Infrastructure	2.5%
Energy supply	2.5%
Private Property	2.5%
Intellectual Property	<b>2.5%</b>
<b>Government Policy</b>	<b>20%</b>
How was the relation of your business with the following public institutions for the last year?	1%
Relation with tax authorities	1%
Relation with customs authorities	1%
Relation with ministries	1%
Relation with local government	1%
Relation with courts of justice	1%
How do you consider the economic reforms and central government policy in the last year for your business?	4%
How do you consider the overall tax level applied in the last year for your business?	5%
How do you consider the application of the laws and regulations toward your business in the last year?	6%
<b>Performance of the Economy</b>	<b>5%</b>
How do you consider the performance of the Albanian economy during last year?	5%
<b>Business Activity</b>	<b>15%</b>
How has the demand for your firm's goods and services developed during the last year?	6%
How has your firm's total employment changed last year?	6%
How has your company investment changed during last year?	3%
<b>Financial Environment</b>	<b>5%</b>
How easy was for your company to assure financing for business development during last year?	5%
<b>Human Resources</b>	<b>5%</b>
How easy was for your company to find local qualified staff during last year?	5%

Each question used for the calculation of the index has a weight which is based on its relative significance on the overall business environment in Albania. The AmCham Business Index is calculated as the sum of all the weighted results from the questions.

*\*Detailed information regarding the calculation methodology of the index can be found in Annex 1 of this document.*

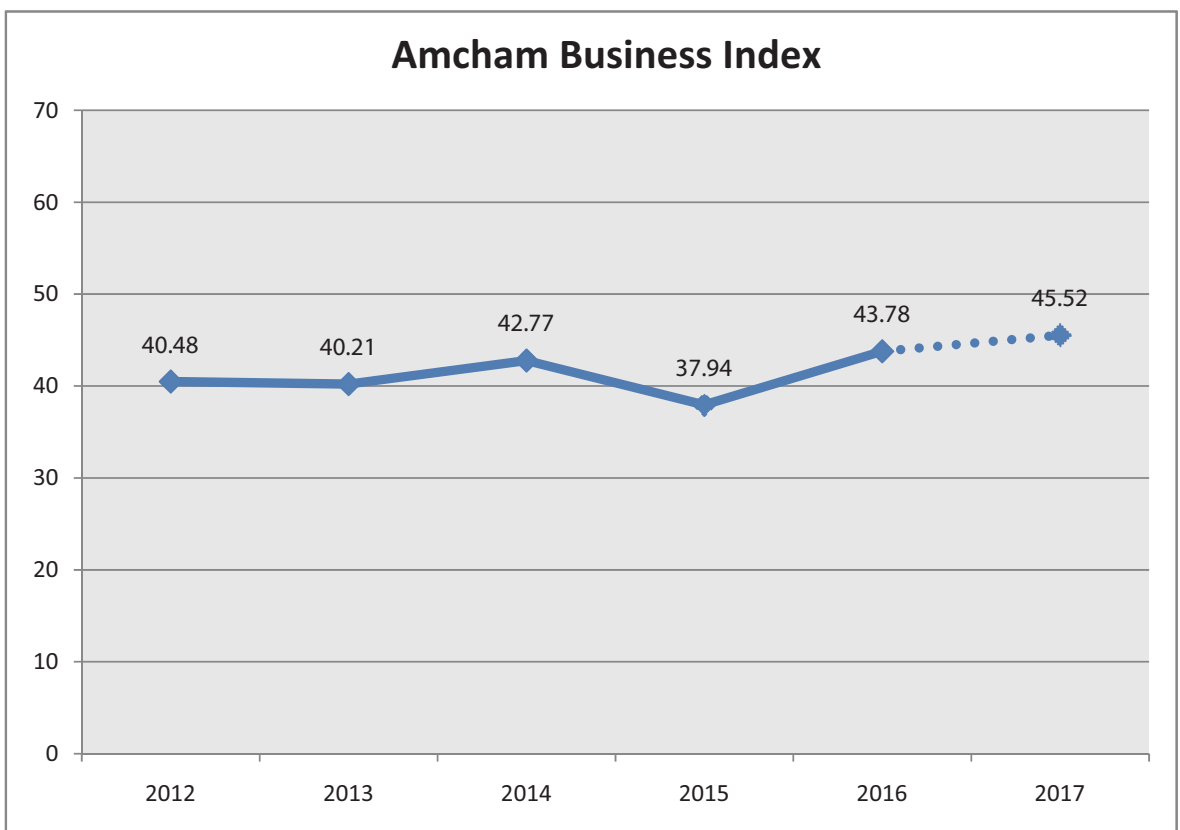
### 3.2 AmCham Business Index result for 2016

The AmCham Business Index for 2016 has increased to: **43.78** out of 100 with a tendency to rise in 2017.



The following chart shows the evolution of the AmCham Business Index during 2012-2016, including a projection for 2017.

The AmCham Business Index for 2016 has increased compared to 2015 and is expected to have a positive trend for 2017.



This chart shows the indicator evolution. **Higher results are better.**

### 3.3 Individual indicator results for 2016 and forecast for 2017

The following table presents the consolidated results for each question of the AmCham Business Index Survey (The minimum possible score is 0 and the maximum possible score is 100). The questions are sorted from the lowest to the highest score. Higher results are better.

Nr	Indicator Name	2016	2017*	Tendency
1	Overall Tax Level Applied	30.45		
2	Government Bureaucracy	31.11		
3	Monopoly and Unfair Competition	31.11		
4	Local Qualified Staff Finding	31.82	33.90	▲
5	Informal Economy Level	33.33		
6	Corruption Level	35.93		
7	Internal Political Climate	39.26		
8	Application of Laws and Regulations	40.79		
9	Business Climate	41.48	44.13	▲
10	Assurance of Financing for Business Development	42.23	42.99	▲
11	Performance of the Albanian Economy	42.67	50.00	▲
12	Economic Reforms and Central Government Policy	43.23	47.16	▲
13	Relation with Courts of Justice	45.30		
14	Intellectual Property	46.30		
15	Banking Policies and Services**	48.30		
16	Infrastructure	49.26		
17	Private Property	50.93		
18	Goods and Services Demand	52.27	57.20	▲
19	Total Investments Change	54.73	56.25	▲
20	Total Employment Change	55.11	56.25	▲
21	Goods and Services Demand in Exports**	56.12	60.78	▲
22	Order and Safety in the Country	58.15		
23	Relation with Local Government	58.46		
24	Relation with Ministries	60.15		
25	Energy Supply	61.11		
26	Relation with Tax Authorities	61.84		
27	Relation with Customs Authorities	61.84		

\* Forecast

\*\*The detailed information regarding the calculation of the results is found in Annex 1 of this report.

\*\*\*The results of these questions are not included in the AmCham Business Index calculation

### 3.4 Comparison of individual question results between 2015 and 2016

The table below presents the comparison of AmCham Business Index Survey results between 2015 and 2016. The results are sorted based on 2015 scores, from the lowest to the highest score. Higher results are better.

Nr	Indicator Name	2015	2016	Tendency
1	Overall Tax Level Applied	26.89	30.45	▲ 3.56
2	Monopoly and Unfair Competition	27.80	31.11	▲ 3.31
3	Government Bureaucracy	28.17	31.11	▲ 2.94
4	Business Climate	30.41	41.48	▲ 11.07
5	Informal Economy Level	30.78	33.33	▲ 2.55
6	Performance of the Albanian Economy	31.44	42.67	▲ 11.23
7	Corruption Level	32.09	35.93	▲ 3.84
8	Local Qualified Staff Finding	32.17	31.82	▼ -0.35
9	Internal Political Climate	32.28	39.26	▲ 6.98
10	Economic Reforms and Central Government Policy	35.23	43.23	▲ 8.01
11	Application of Laws and Regulations	35.23	40.79	▲ 5.56
12	Assurance of Financing for Business Development	39.92	42.23	▲ 2.31
13	Intellectual Property	43.10	46.30	▲ 3.20
14	Infrastructure	44.22	49.26	▲ 5.04
15	Relation with Courts of Justice	44.70	45.30	▲ 0.60
16	Private Property	46.64	50.93	▲ 4.28
17	Goods and Services Demand in Exports**	47.37	56.12	▲ 8.75
18	Banking Policies and Services**	47.48	48.30	▲ 0.81
19	Goods and Services Demand	49.61	52.27	▲ 2.66
20	Relation with Tax Authorities	49.81	61.84	▲ 12.03
21	Order and Safety in the Country	50.56	58.15	▲ 7.59
22	Total Investments Change	52.91	54.73	▲ 1.83
23	Relation with Customs Authorities	53.79	61.84	▲ 8.05
24	Total Employment Change	54.26	55.11	▲ 0.85
25	Relation with Local Government	55.30	58.46	▲ 3.16
26	Relation with Ministries	55.87	60.15	▲ 4.28
27	Energy Supply	59.51	61.11	▲ 1.60



# 4 SURVEY RESULTS

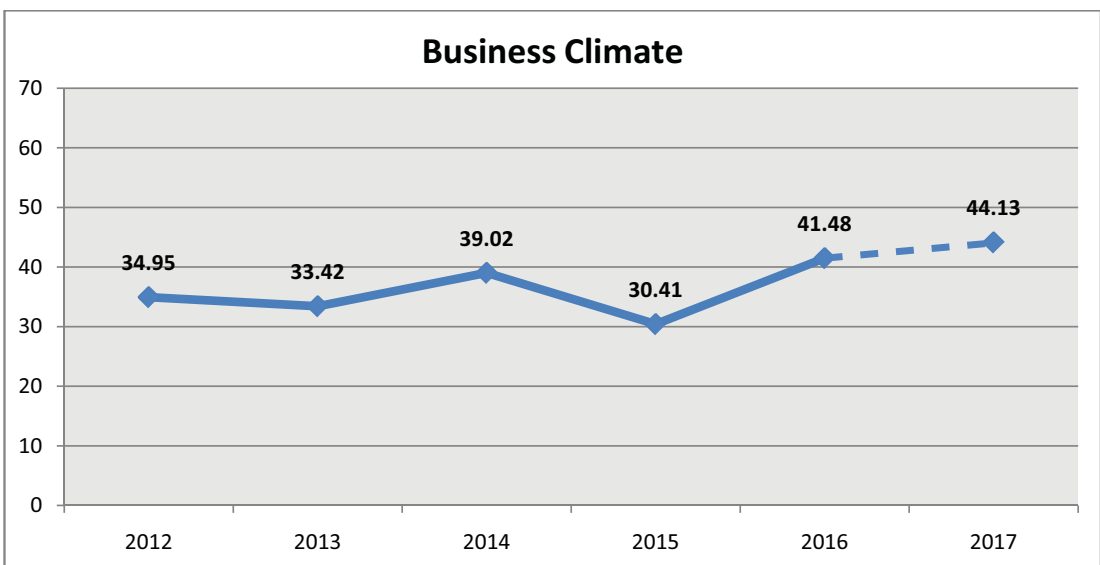
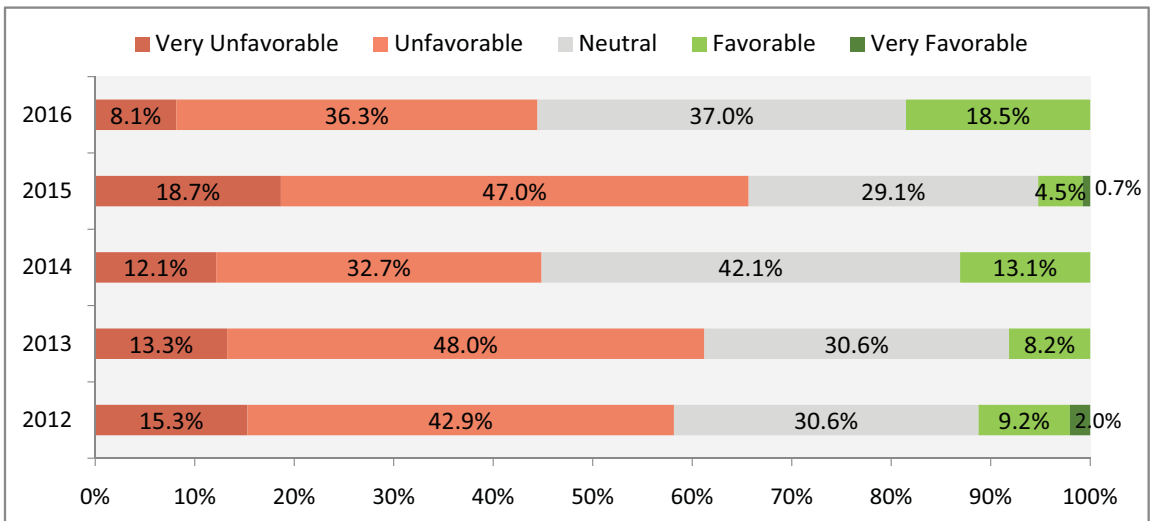
## 4.1 OVERALL BUSINESS CLIMATE

This section presents the opinion of AmCham Albania Members regarding the overall business climate in Albania during 2016 and their expectation for 2017.

### Business Climate in Albania:

How was the business climate in Albania for the last year (2016)?

How do you expect the business climate in Albania to be in 2017?



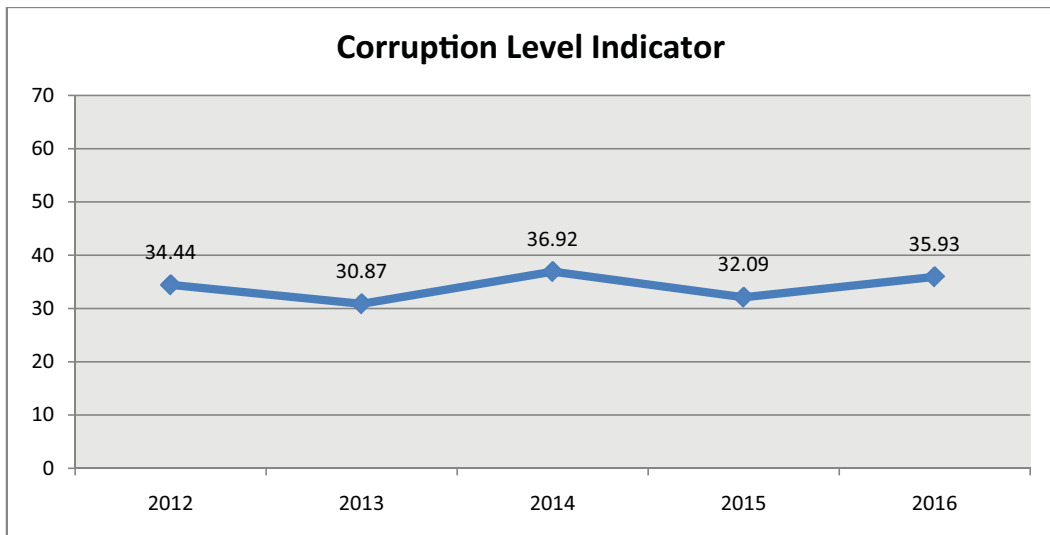
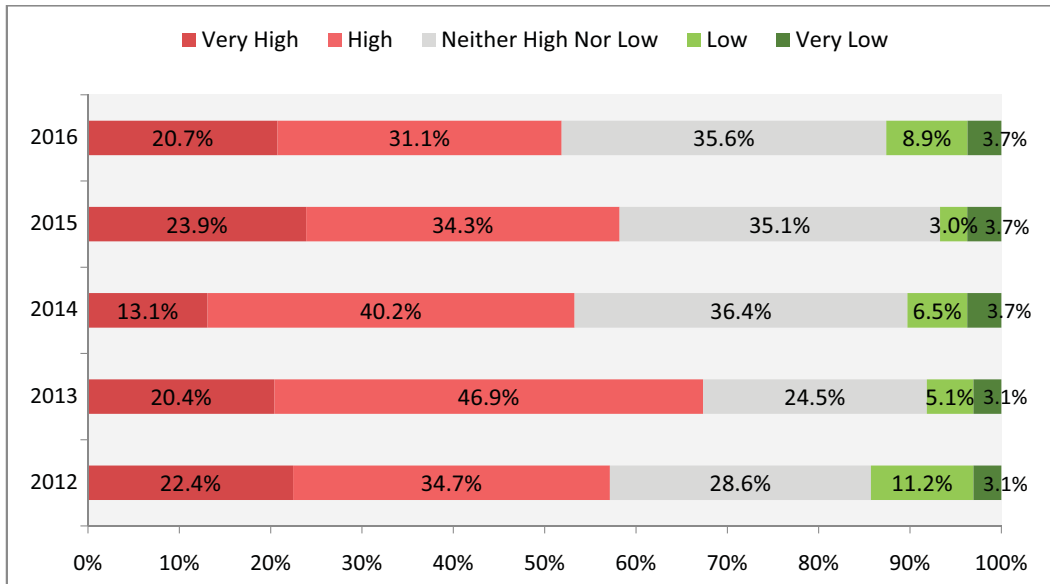
This chart shows the indicator evolution. **Higher results are better.**

## 4.2 BUSINESS CLIMATE FACTORS

This section shows the opinion of AmCham members in regards to the factors that play an important role in the business climate and their business activities like informal economy, government bureaucracy, monopoly and unfair competition, corruption, etc.

### 4.2.1 Corruption Level

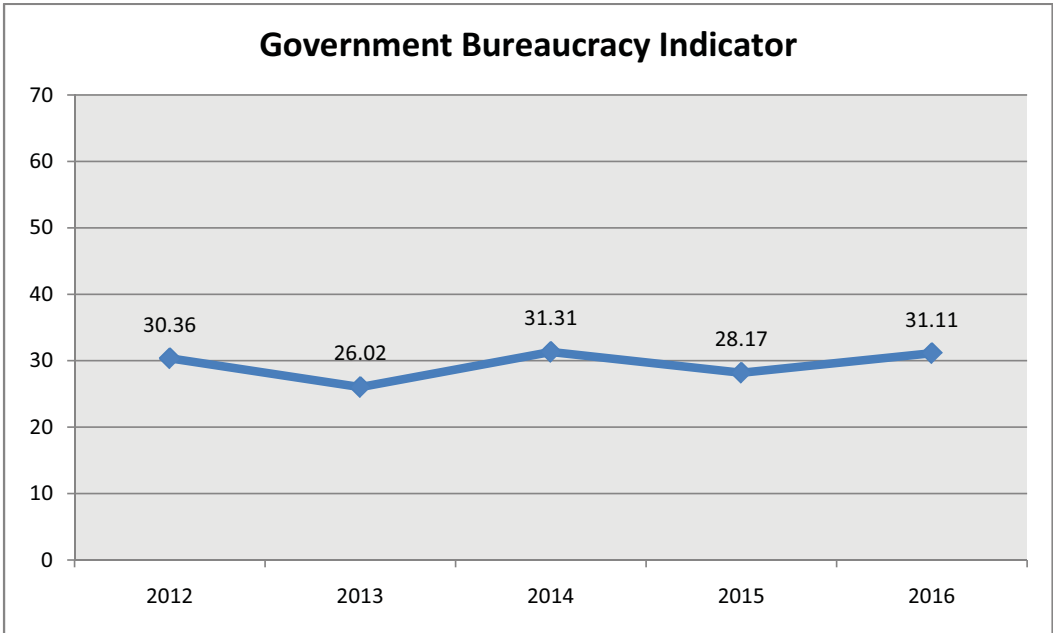
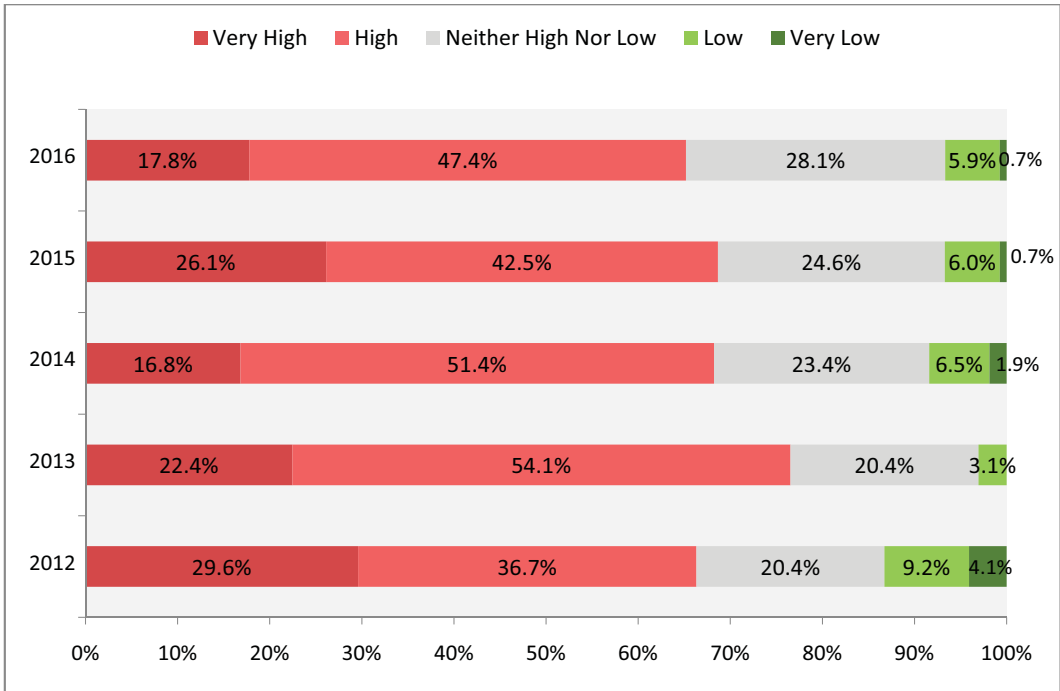
Please rate the Corruption level for the last year (2016) in relation to your business activity?



This chart shows the indicator evolution. **Higher results are better.**

## 4.2.2 Government Bureaucracy Level

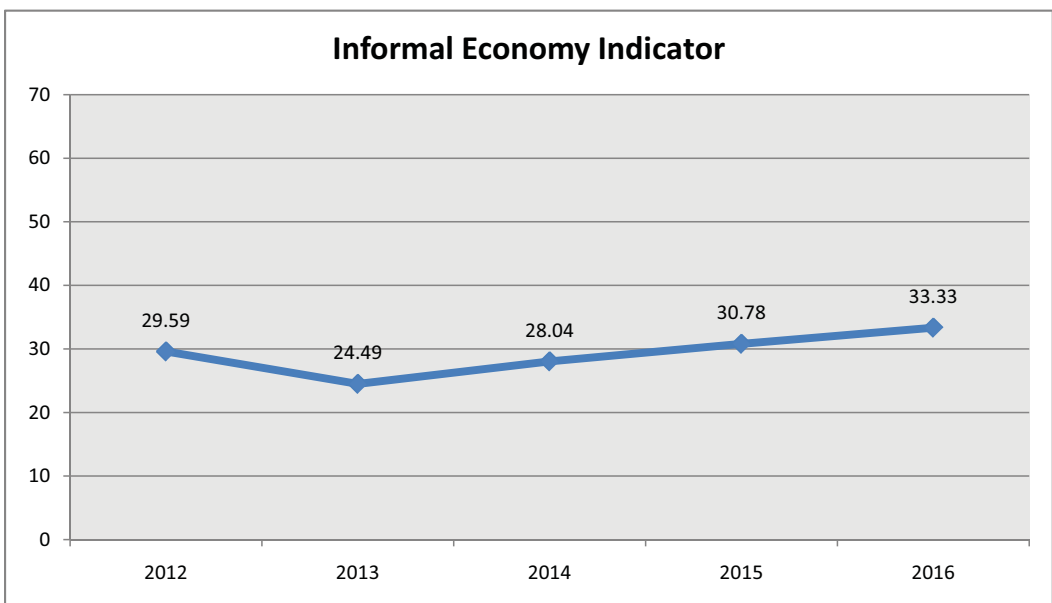
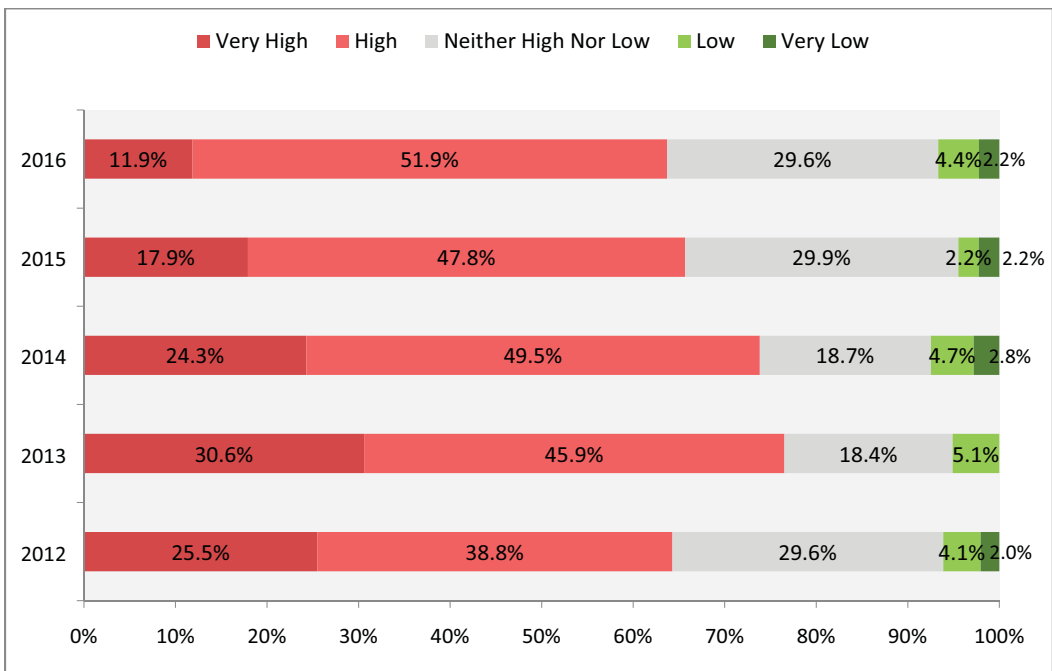
Please rate the Government bureaucracy for the last year (2016) in relation to your business activity?



This chart shows the indicator evolution. **Higher results are better.**

### 4.2.3 Informal Economy Level

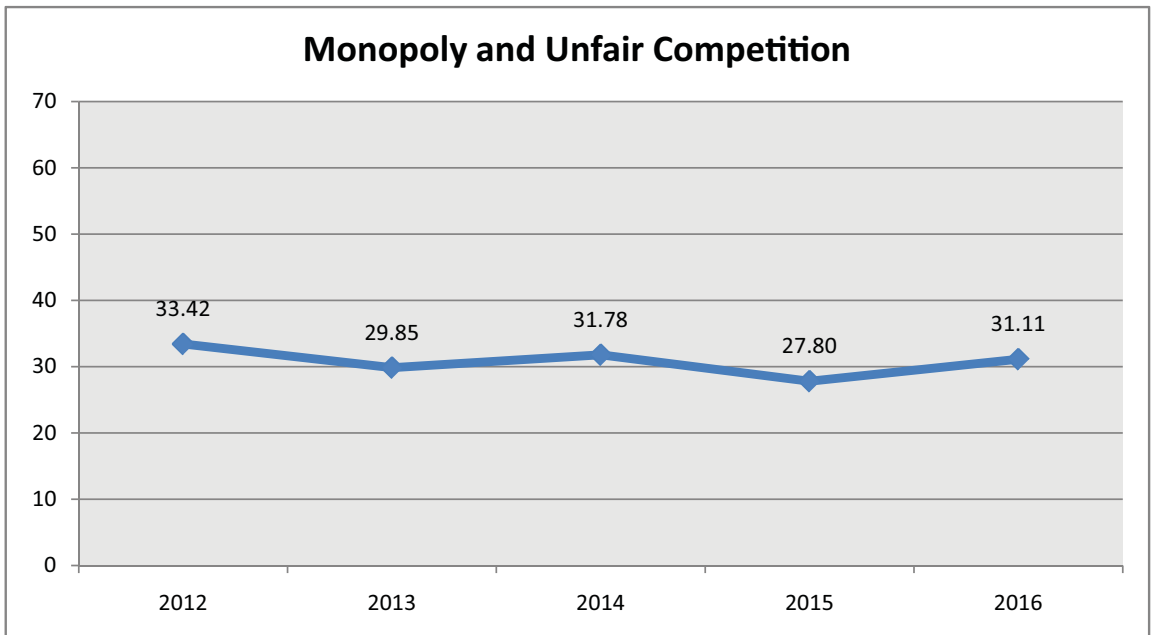
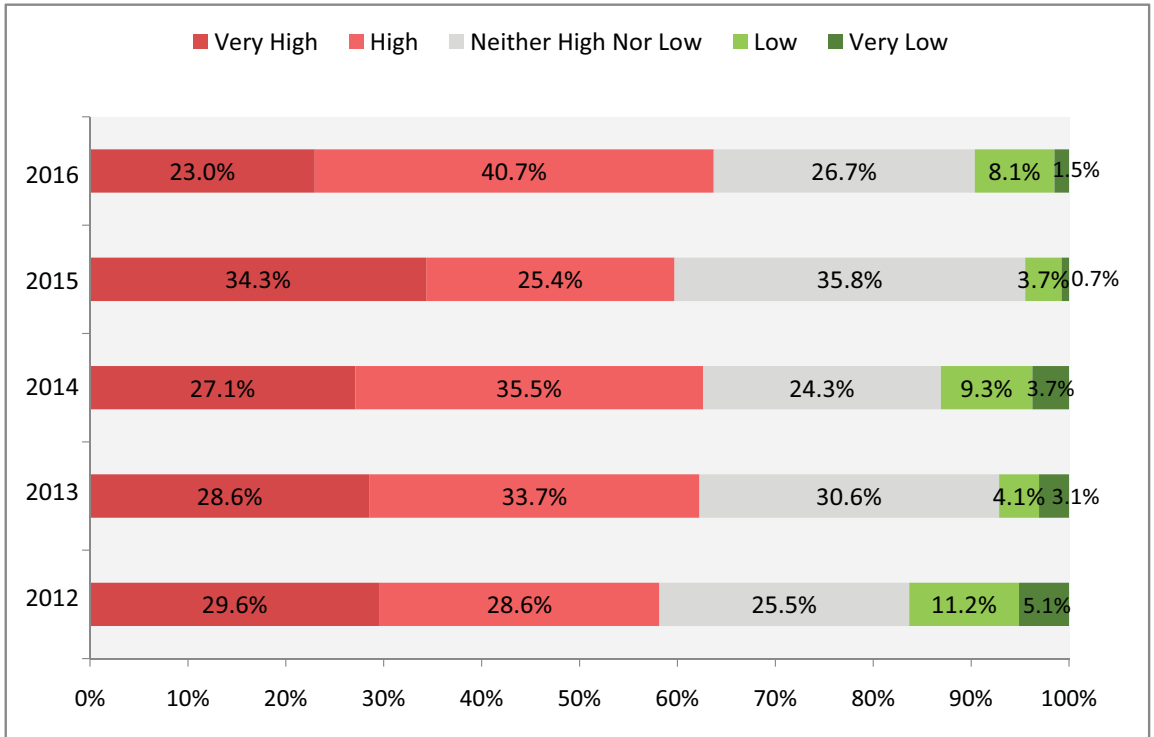
Please rate the Informal economy level for the last year (2016) in relation to your business activity?



This chart shows the indicator evolution. **Higher results are better.**

## 4.2.4 Monopoly and Unfair Competition Level

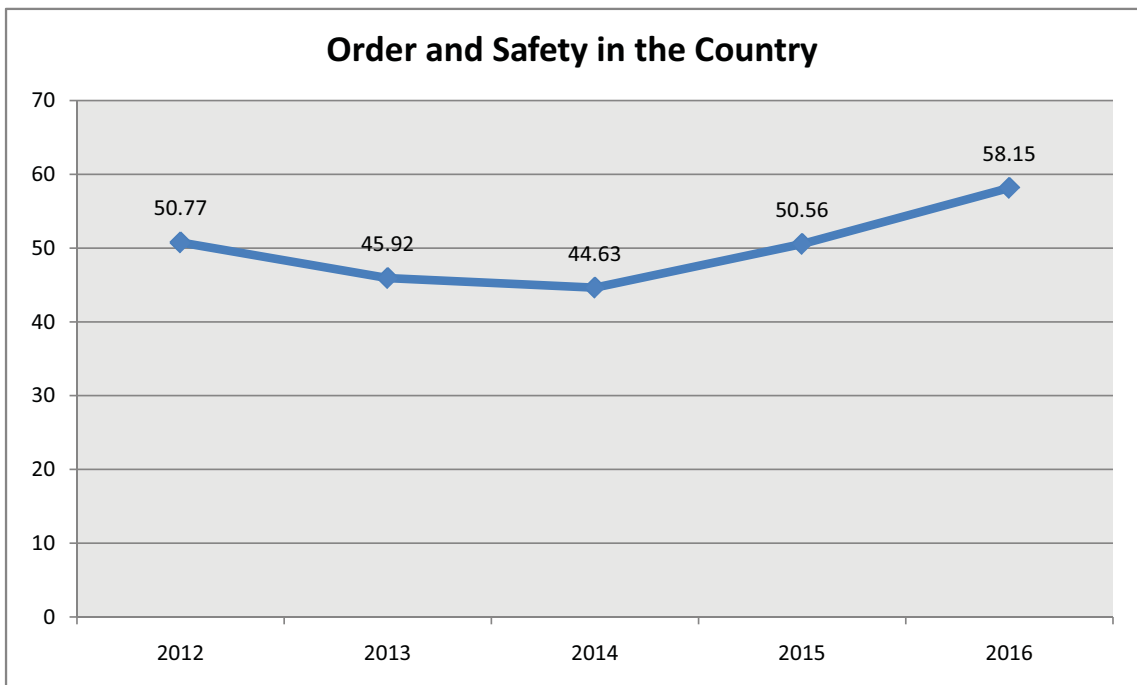
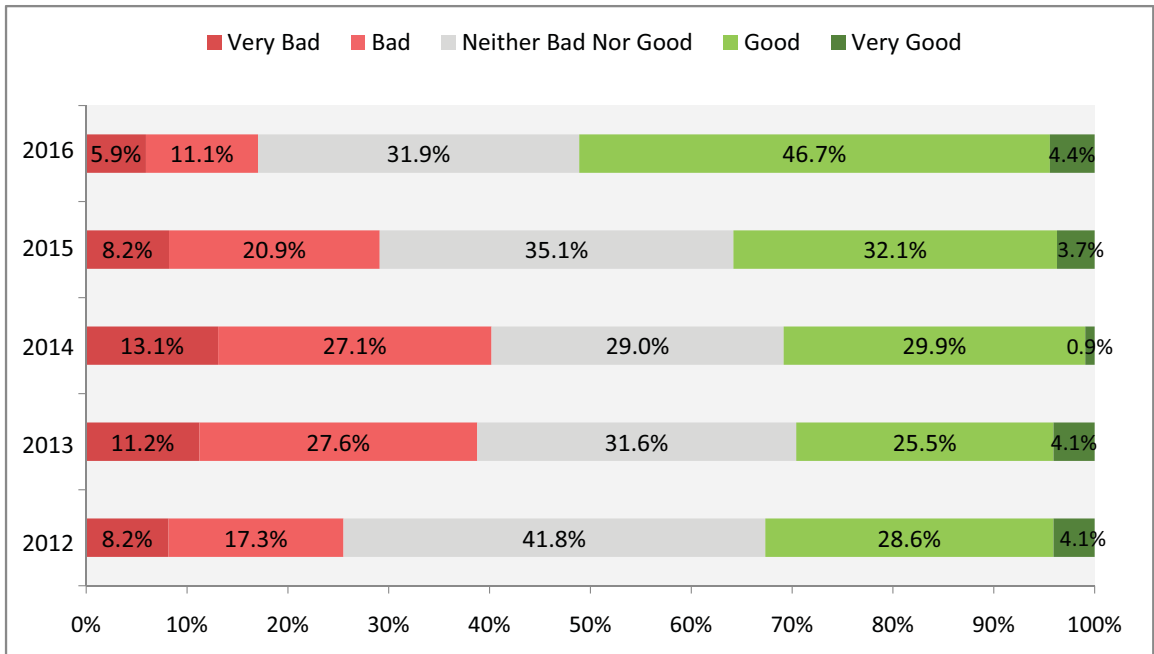
Please rate the Monopoly and unfair competition level for the last year (2016) in relation to your business activity?



This chart shows the indicator evolution. **Higher results are better.**

## 4.2.5 Order and Safety in the Country

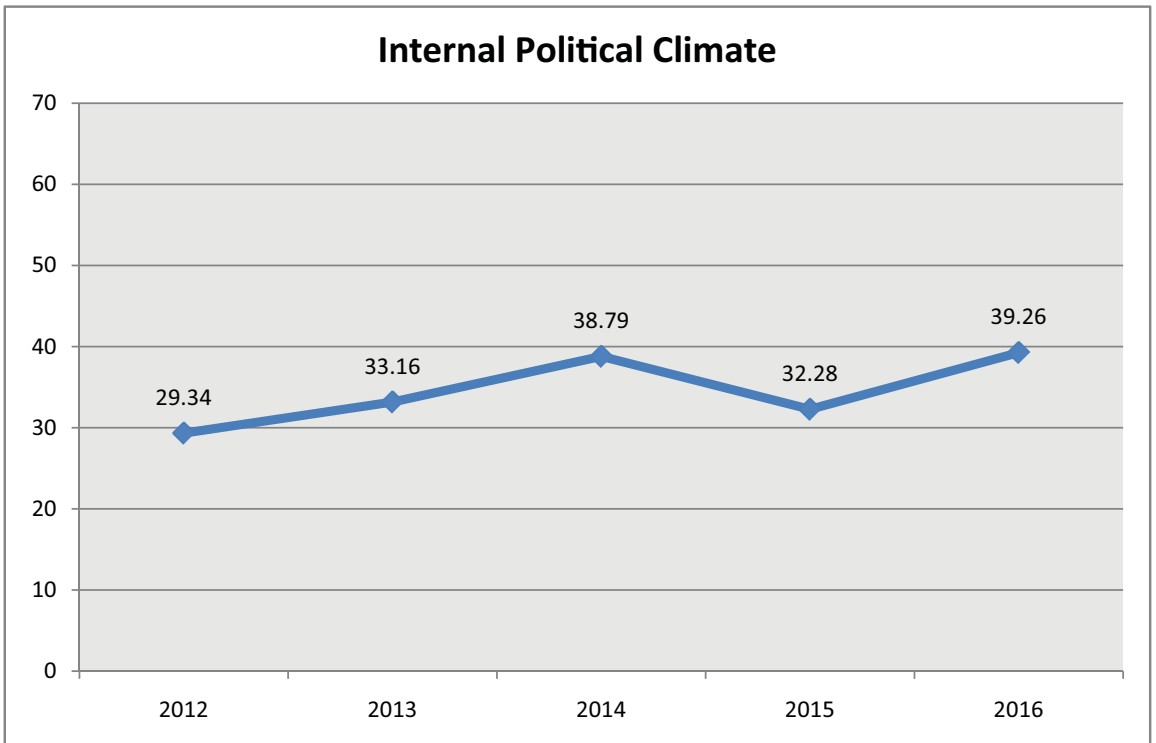
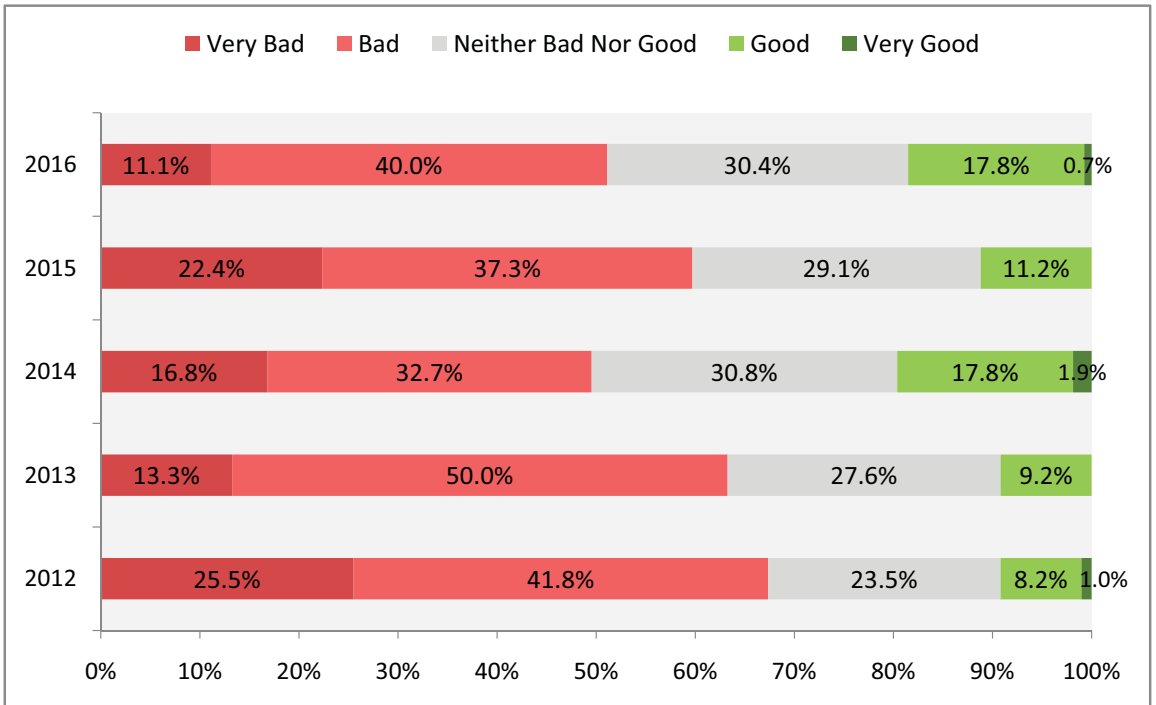
Please rate the Order and safety factor in the country for the last year (2016) in relation to your business activity?



This chart shows the indicator evolution. **Higher results are better.**

## 4.2.6 Internal Political Climate

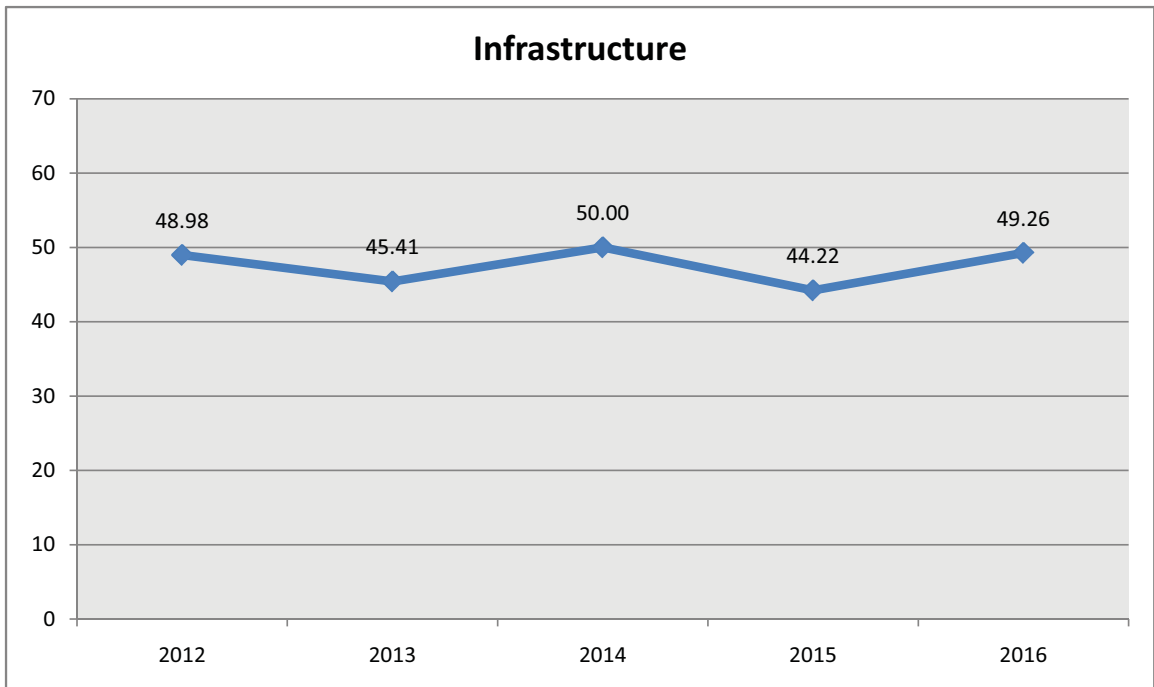
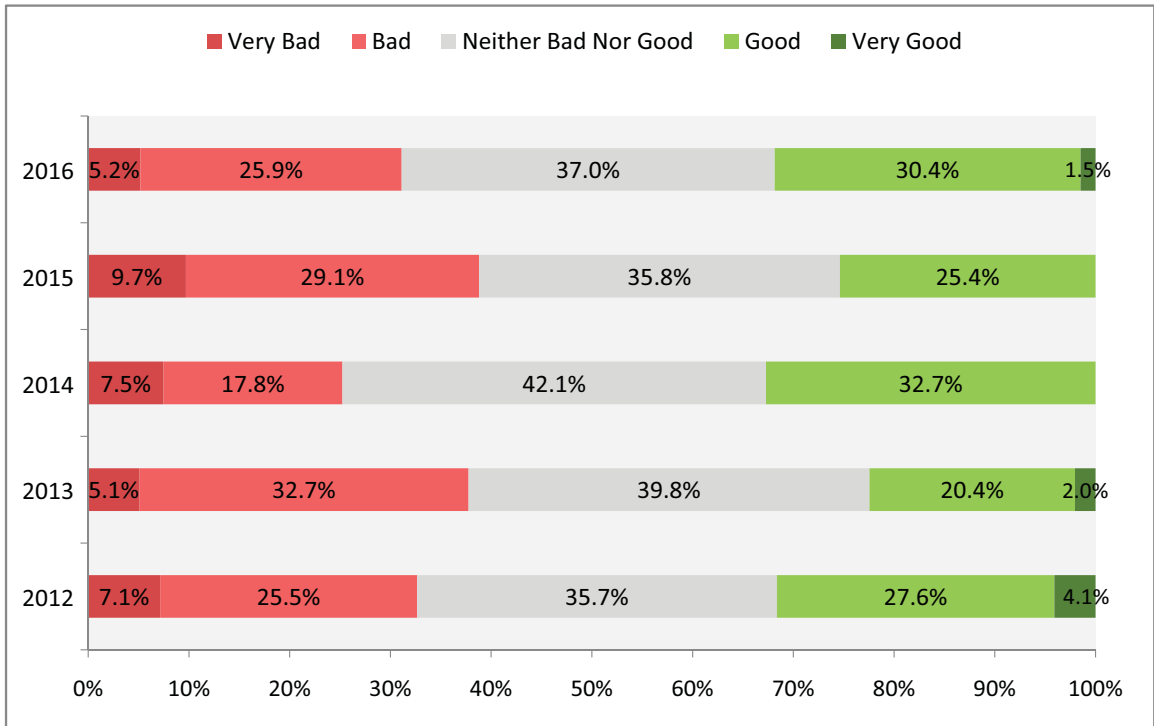
Please rate the internal political climate for the last year (2016) in relation to your business activity?



This chart shows the indicator evolution. **Higher results are better.**

## 4.2.7 Infrastructure

Please rate the Infrastructure factor for the last year (2016) in relation to your business activity?

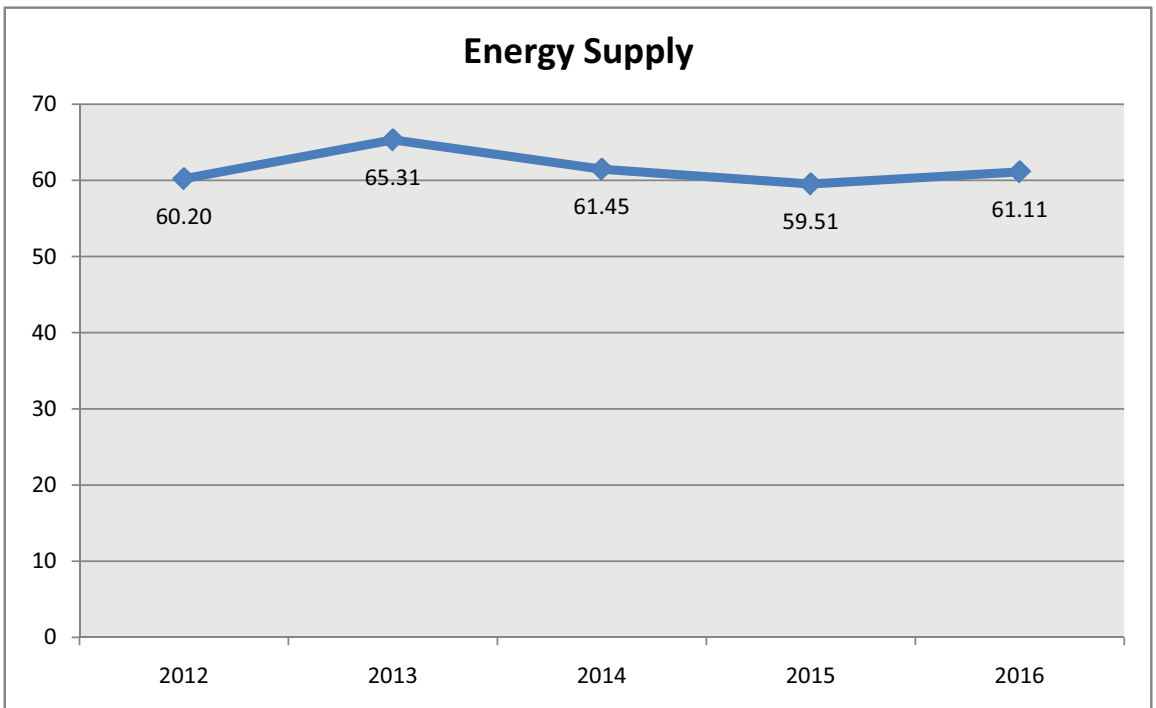
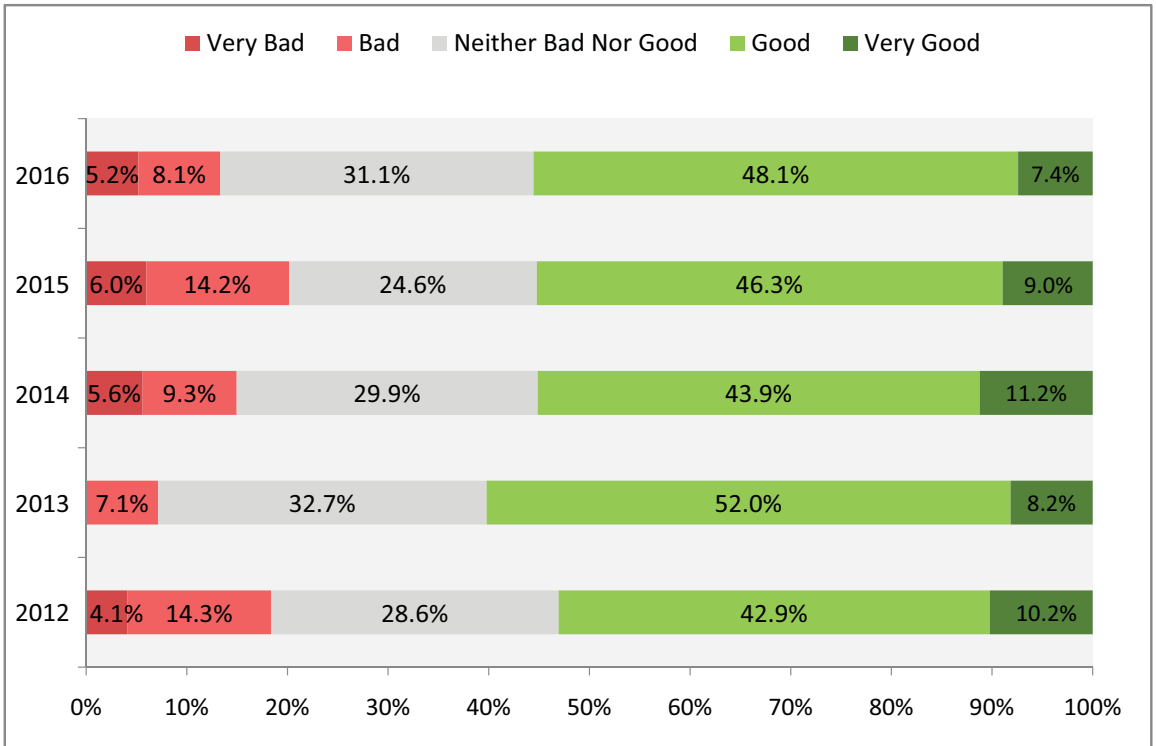


This chart shows the indicator evolution. **Higher results are better.**



## 4.2.8 Energy Supply

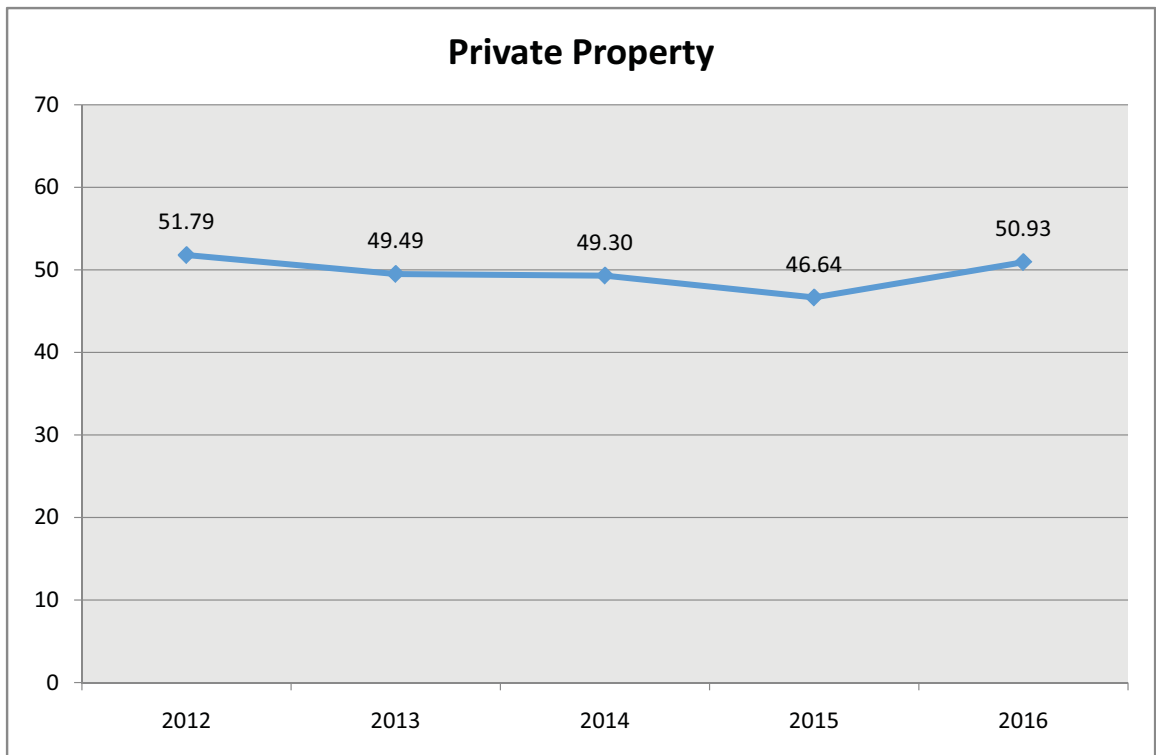
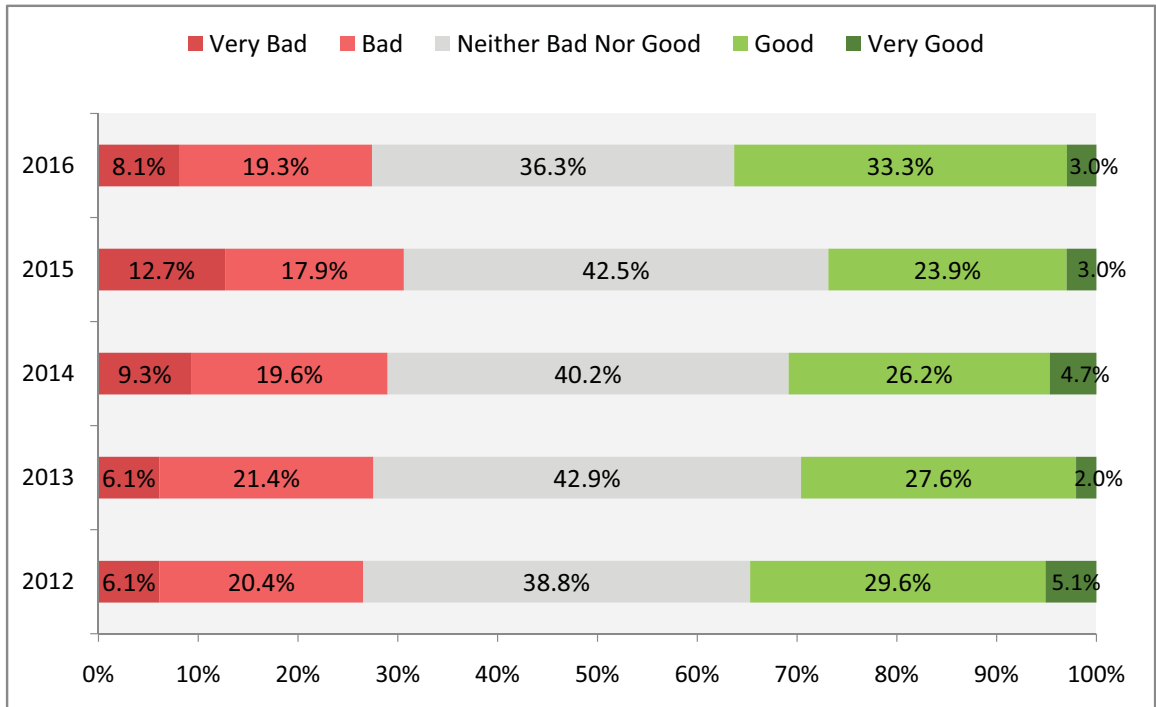
Please rate the Energy supply factor for the last year (2016) in relation to your business activity?



This chart shows the indicator evolution. **Higher results are better.**

## 4.2.9 Private Property

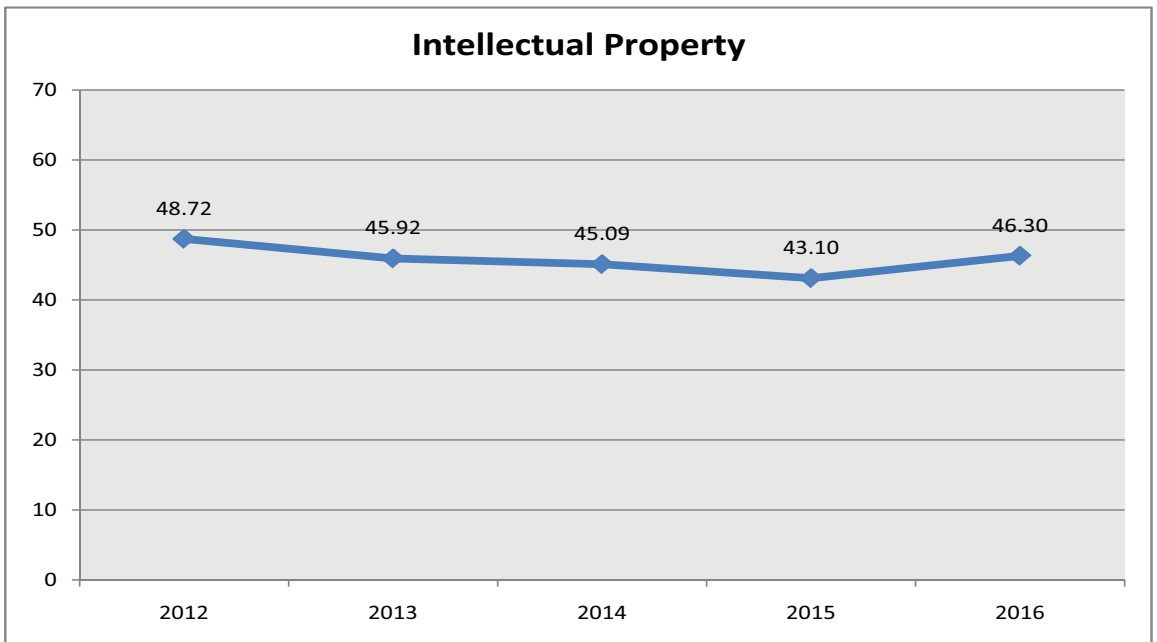
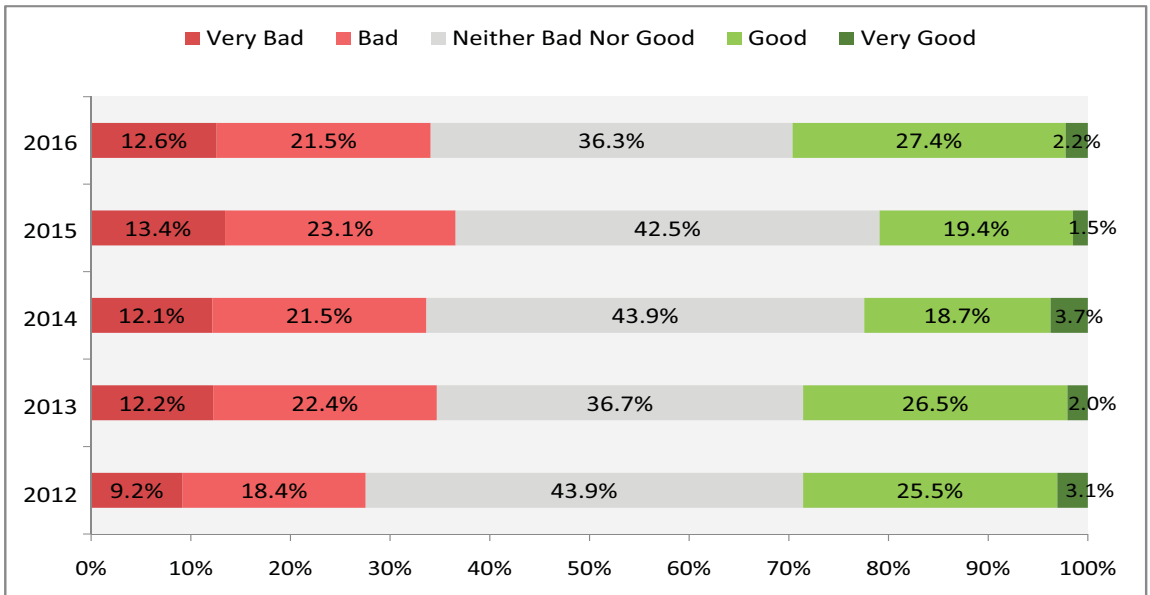
Please rate the Private property factor for the last year (2016) in relation to your business activity?



This chart shows the indicator evolution. **Higher results are better.**

## 4.2.10 Intellectual Property

Please rate the Intellectual Property factor for the last year (2016) in relation to your business activity?



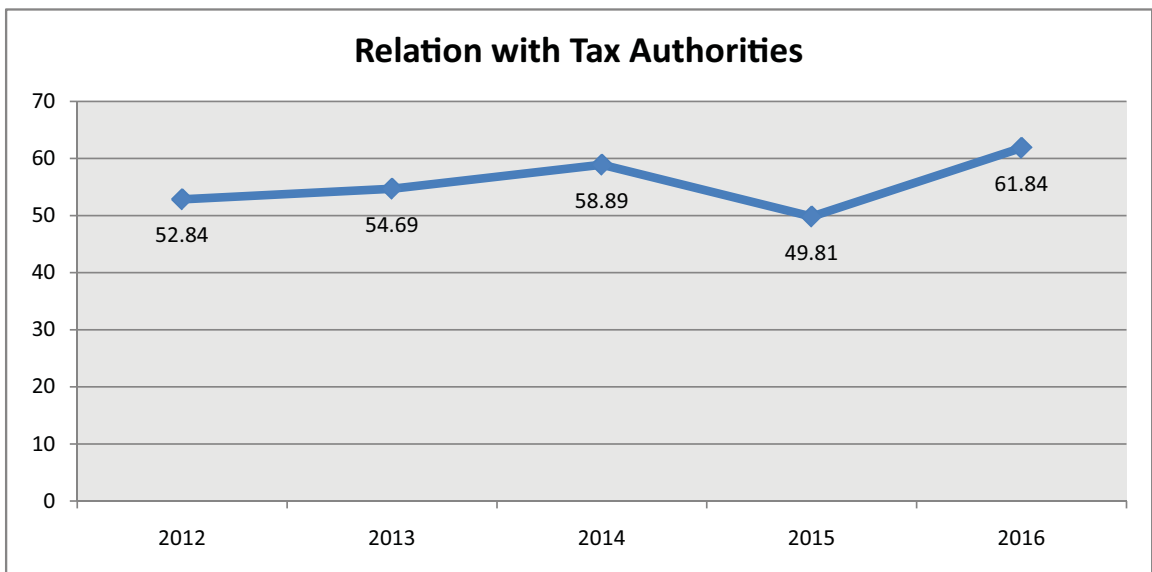
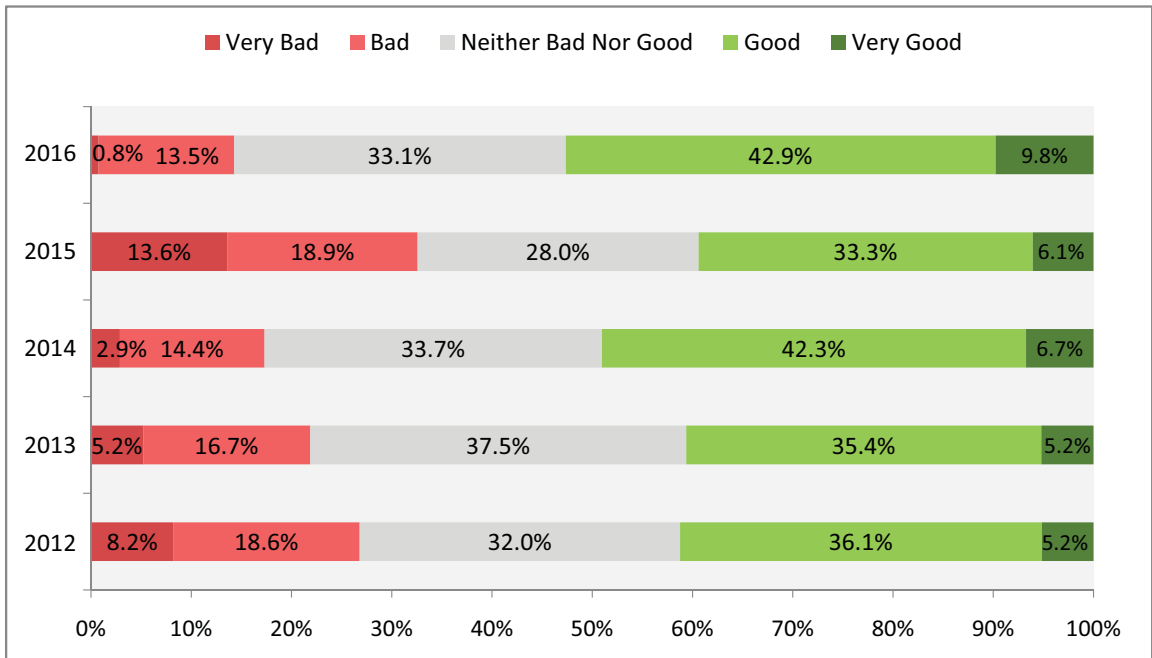
This chart shows the indicator evolution. **Higher results are better.**

## 4.3 GOVERNMENT POLICY

This section reports the opinion of the respondents regarding the impact of governmental policy and the relation of AmCham members with central and local government institutions.

### 4.3.1 Relation with Tax Authorities

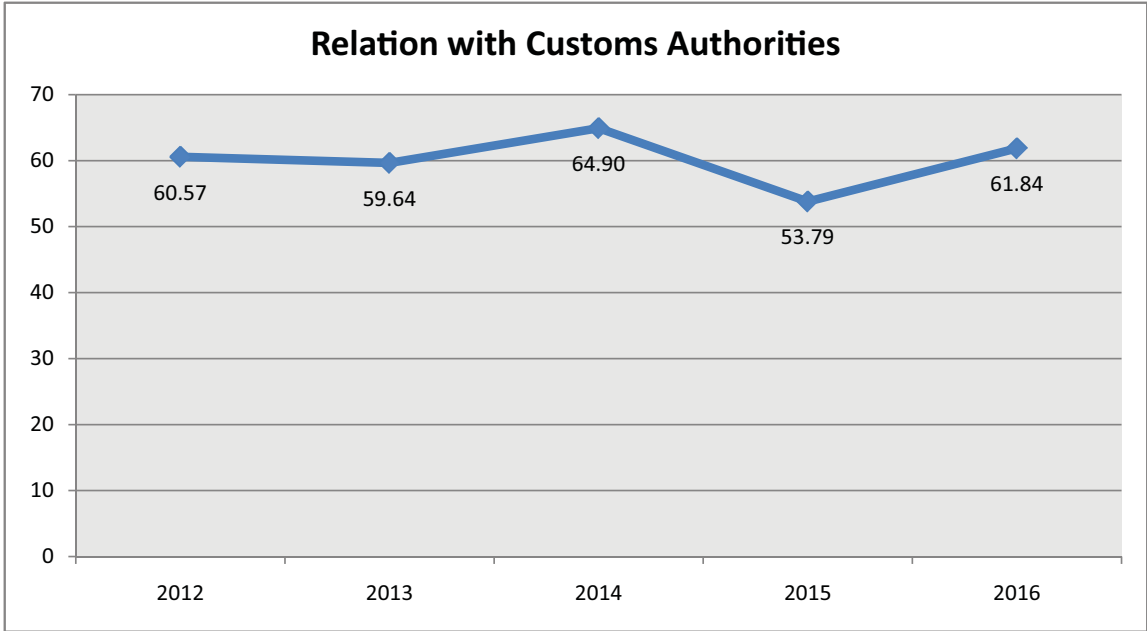
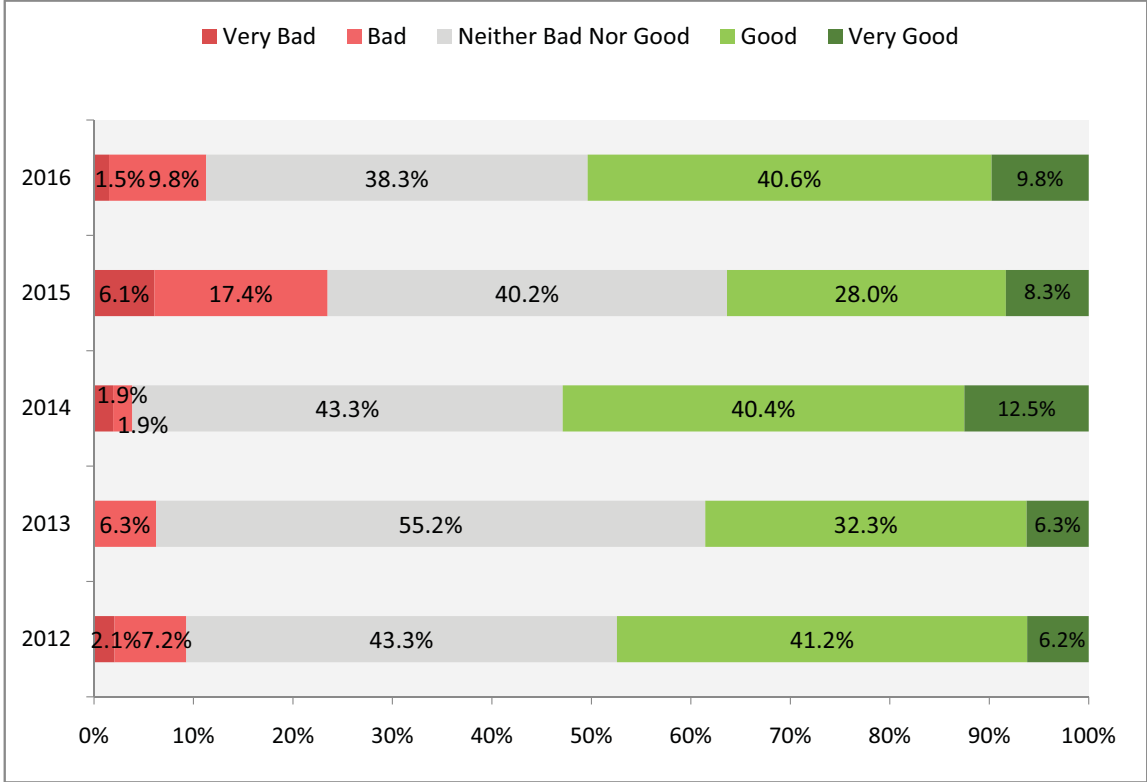
How was the relation of your business with tax authorities for the last year (2016)?



This chart shows the indicator evolution. **Higher results are better.**

### 4.3.2 Relation with Customs Authorities

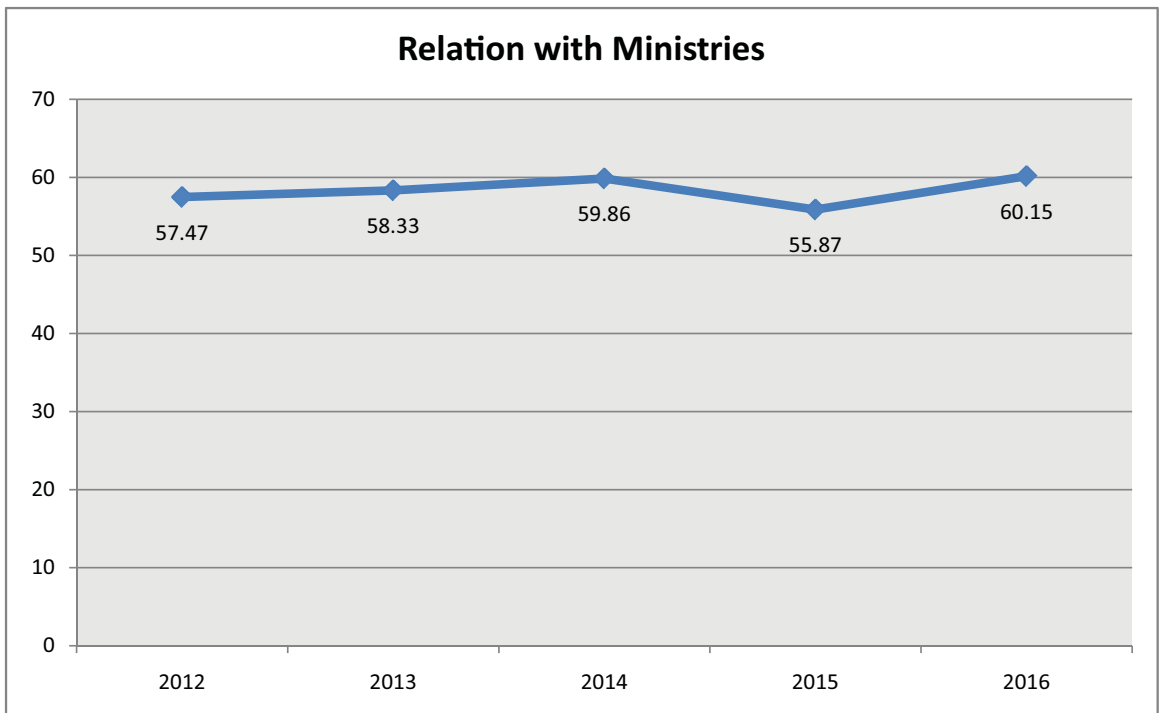
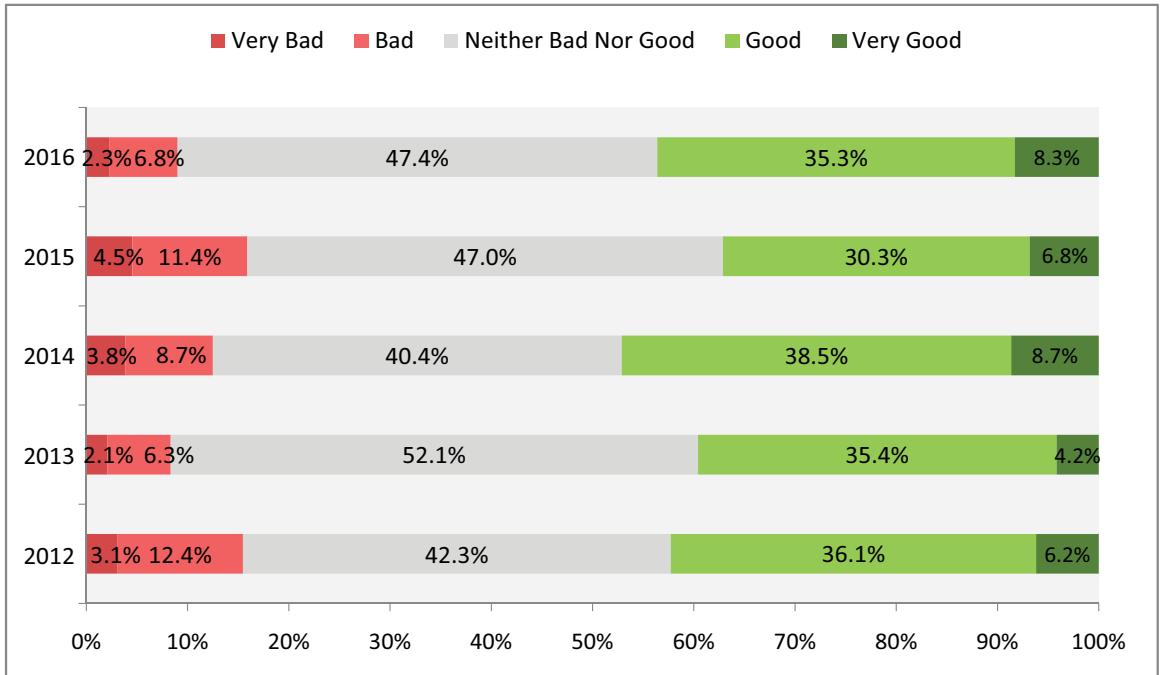
How was the relation of your business with customs authorities for the last year (2016)?



This chart shows the indicator evolution. **Higher results are better.**

### 4.3.3 Relation with Ministries

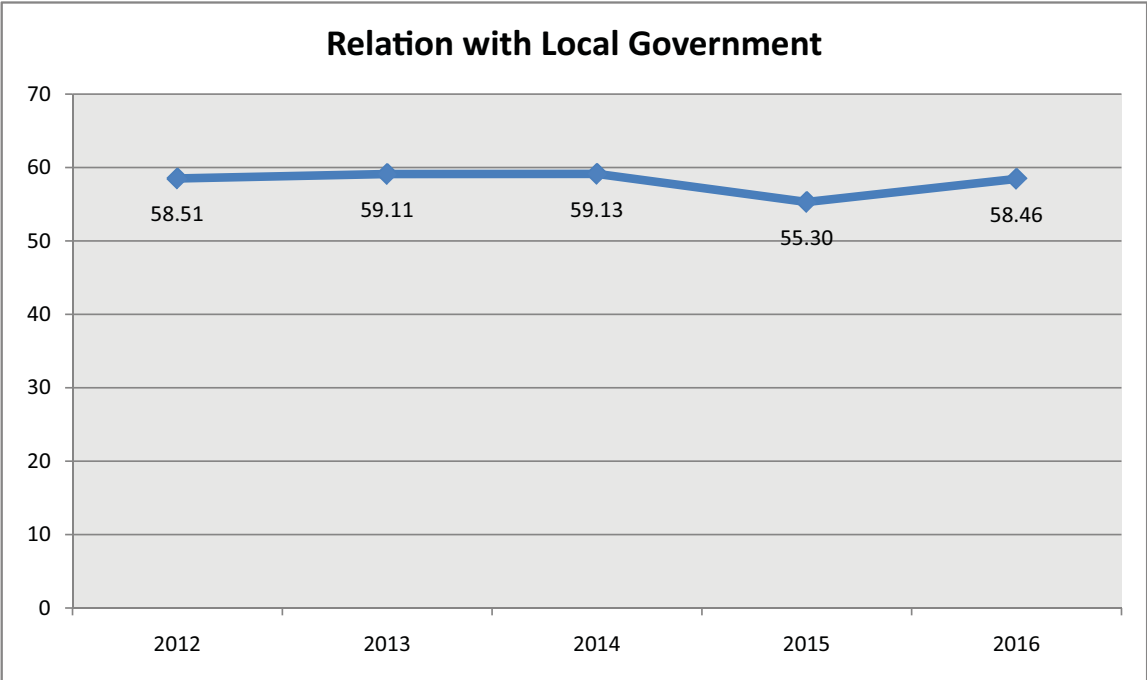
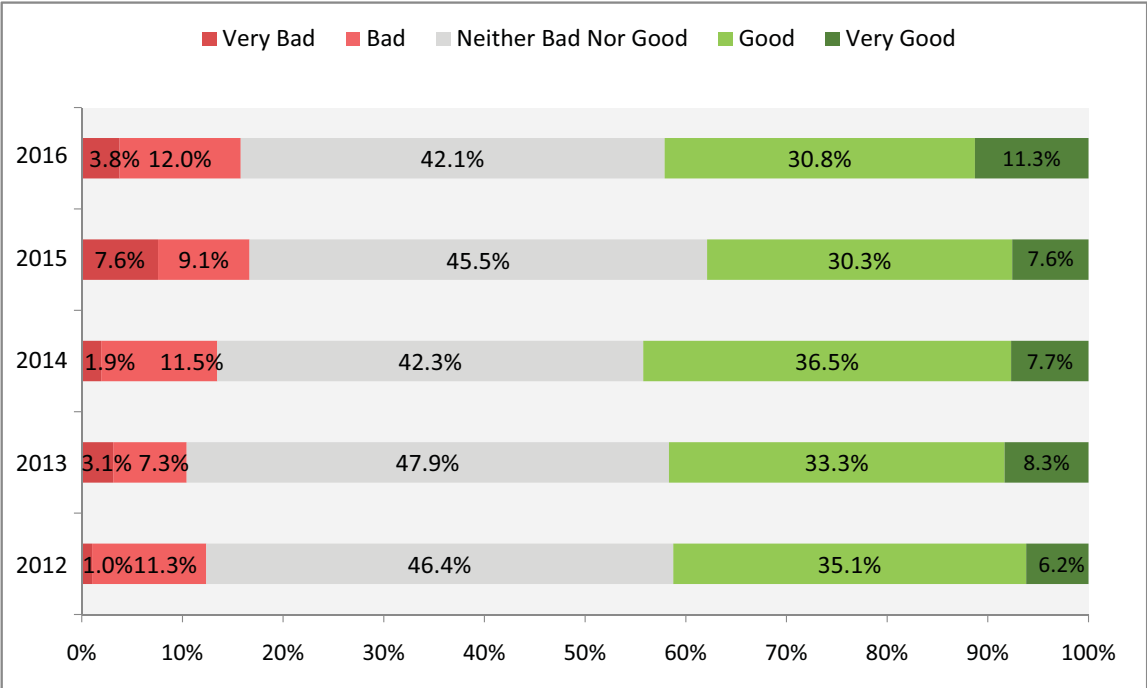
How was the relation of your business with Ministries for the last year (2016)?



This chart shows the indicator evolution. **Higher results are better.**

### 4.3.4 Relation with Local Government

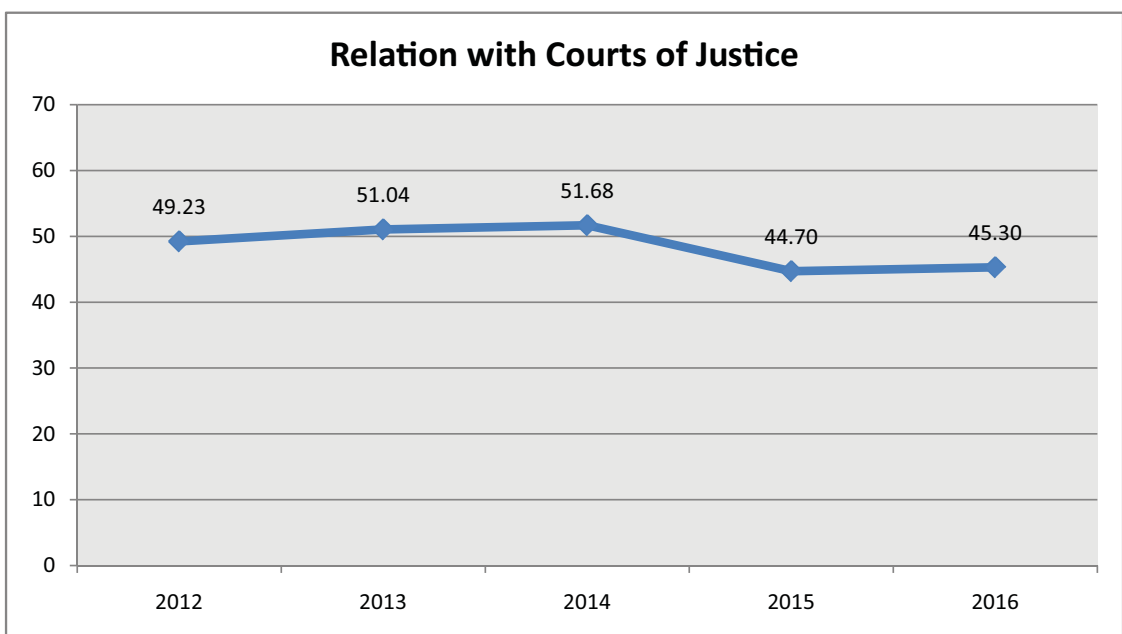
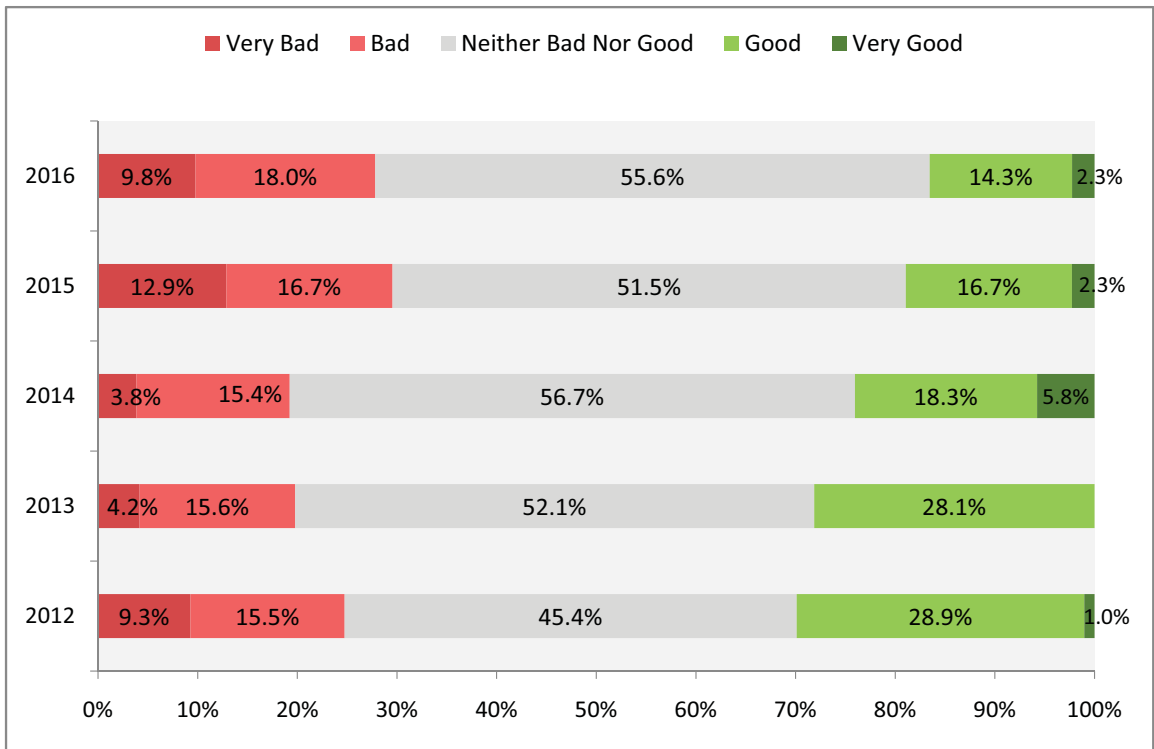
How was the relation of your business with Local Government for the last year (2016)?



This chart shows the indicator evolution. **Higher results are better.**

## 4.3.5 Relation with Courts of Justice

How was the relation of your business with Courts of Justice for the last year (2016)?

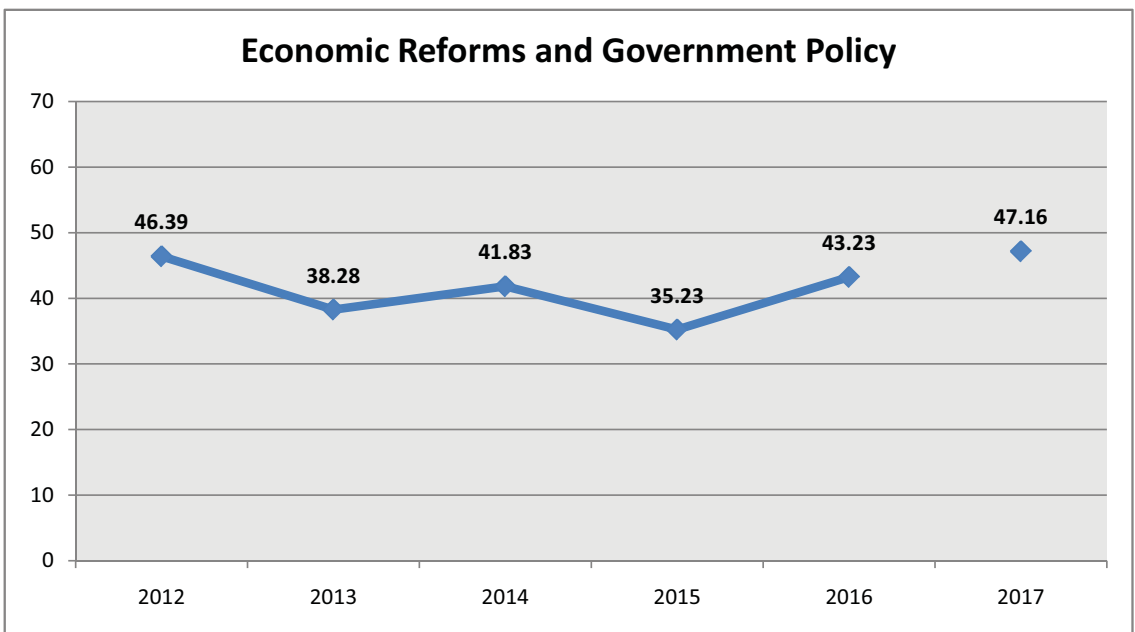
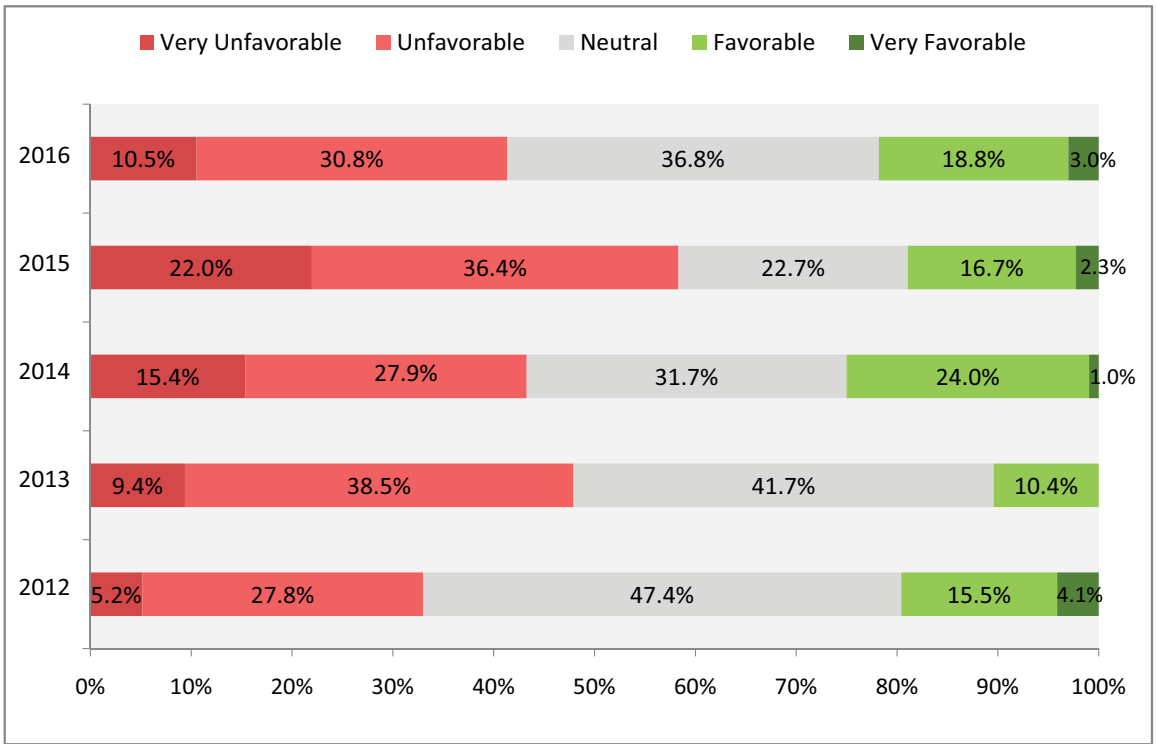


This chart shows the indicator evolution. **Higher results are better.**



### 4.3.6 Economic Reforms and Central Government Policies

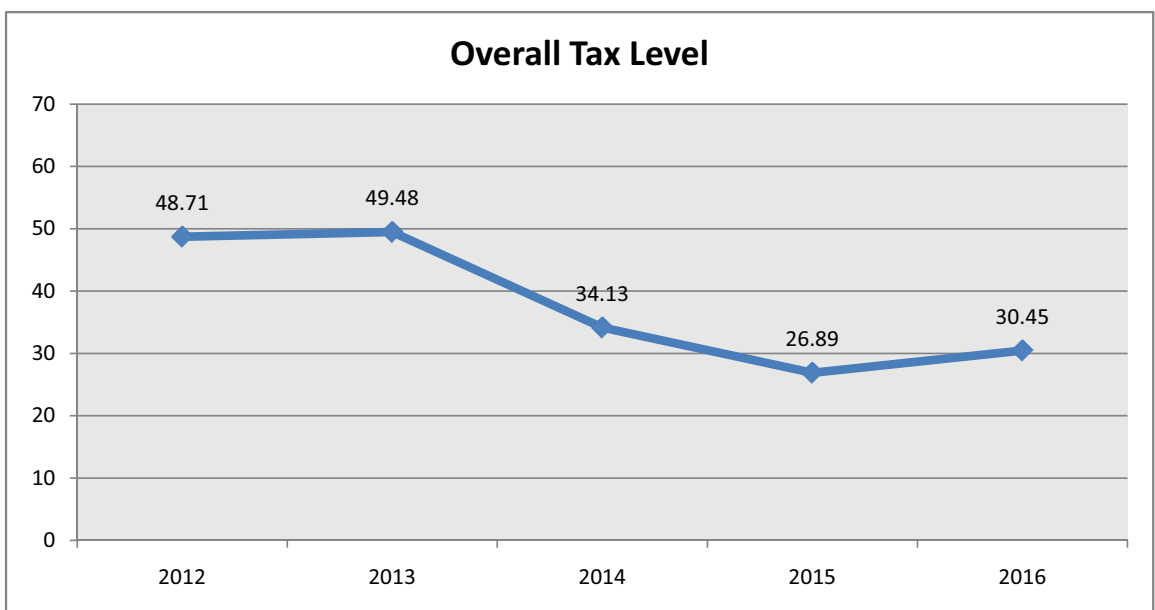
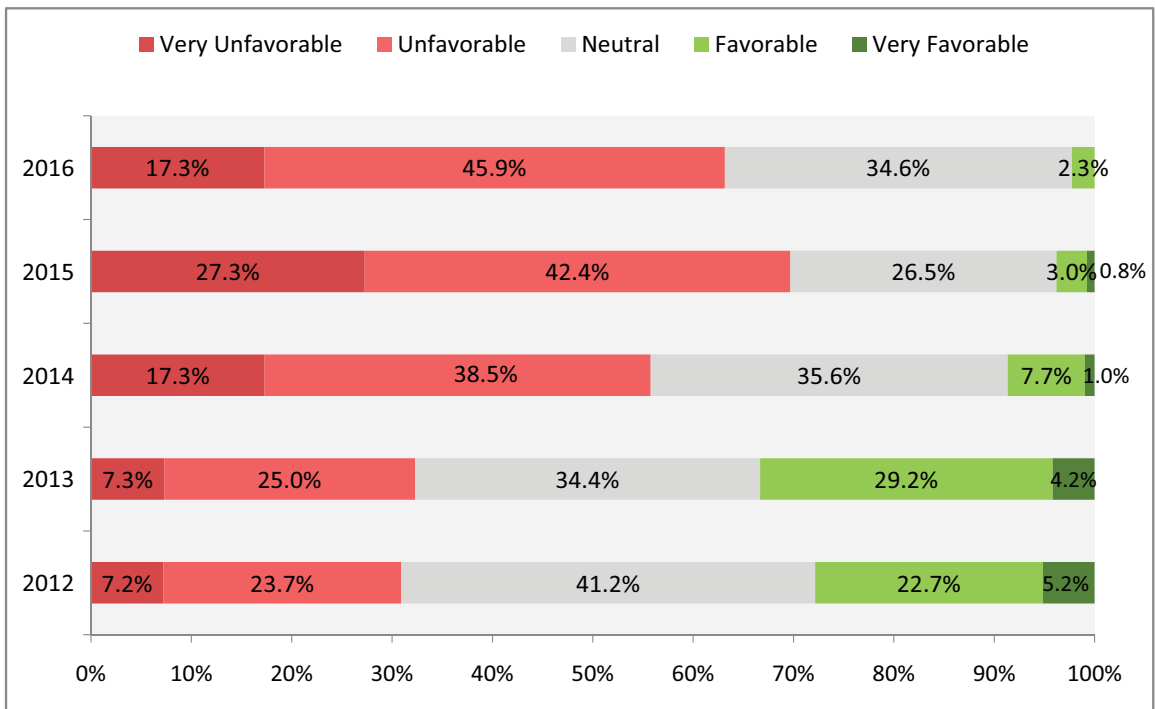
How do you consider the economic reforms and central government policy in the last year (2016) for your business?



This chart shows the indicator evolution. **Higher results are better.**

### 4.3.7 Overall Tax Levels Application

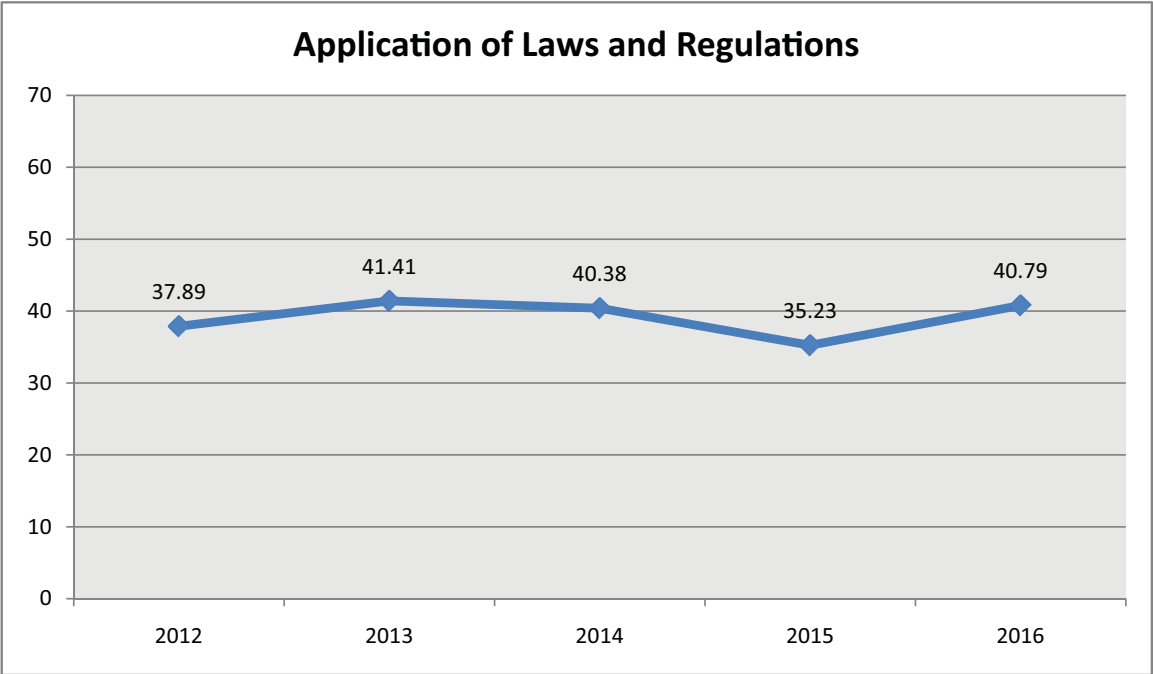
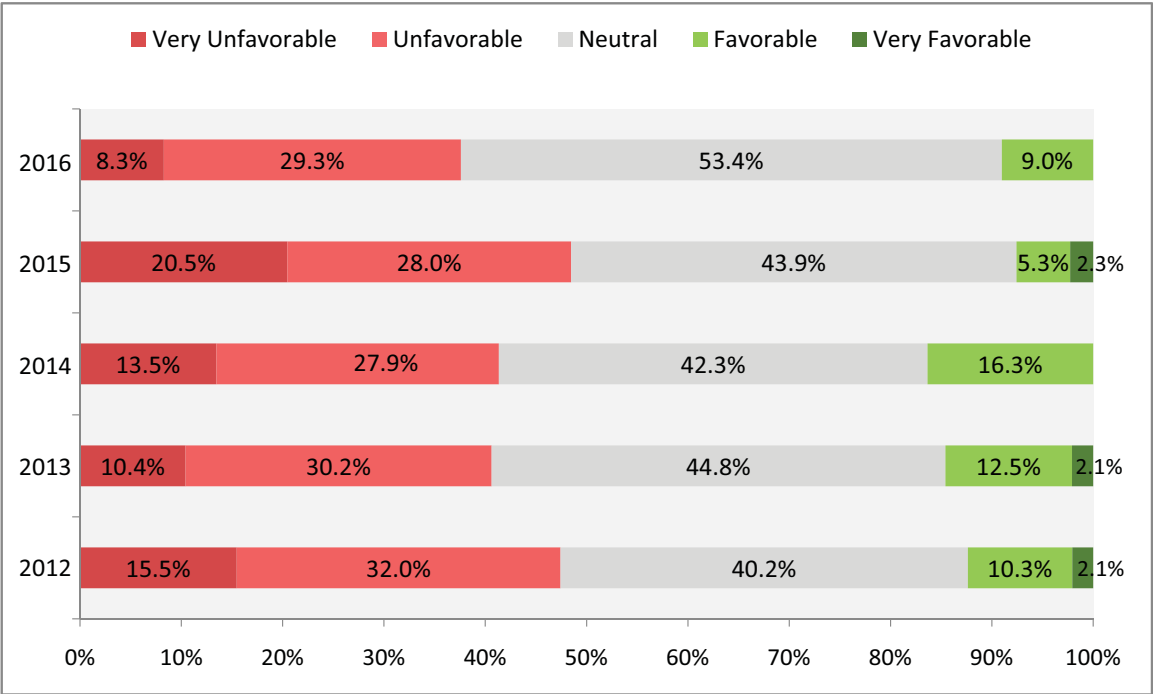
How do you consider the overall tax level applied in the last year (2016) for your business?



This chart shows the indicator evolution. **Higher results are better.**

### 4.3.8 Application of Laws and Regulations

How do you consider the application of the laws and regulations toward your business in the last year (2016)?

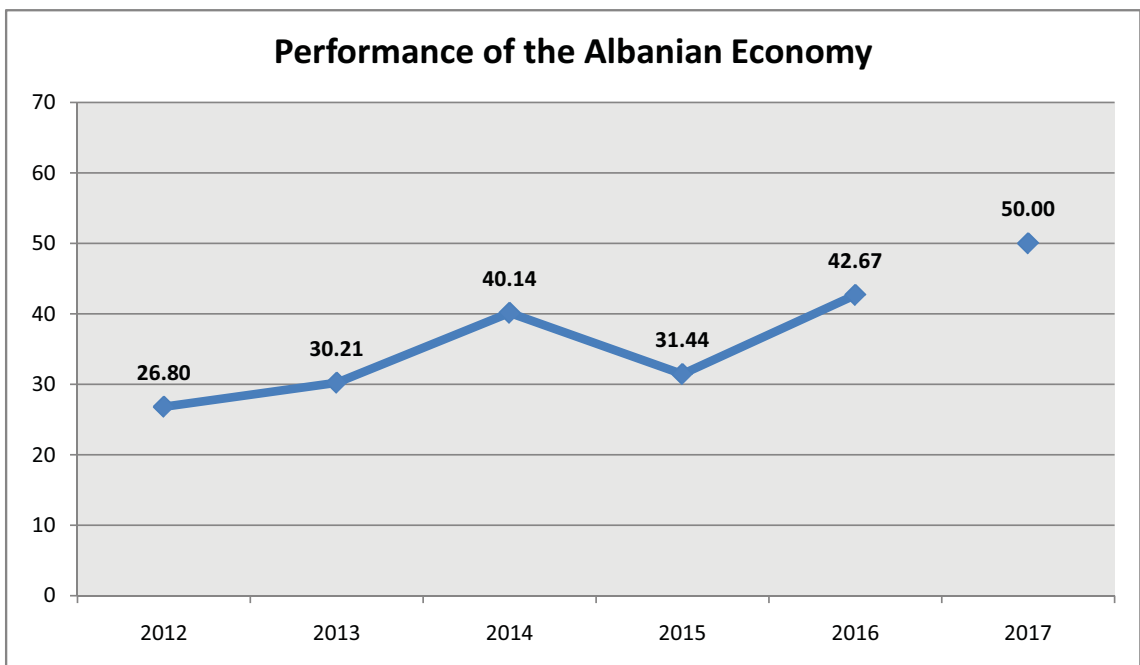
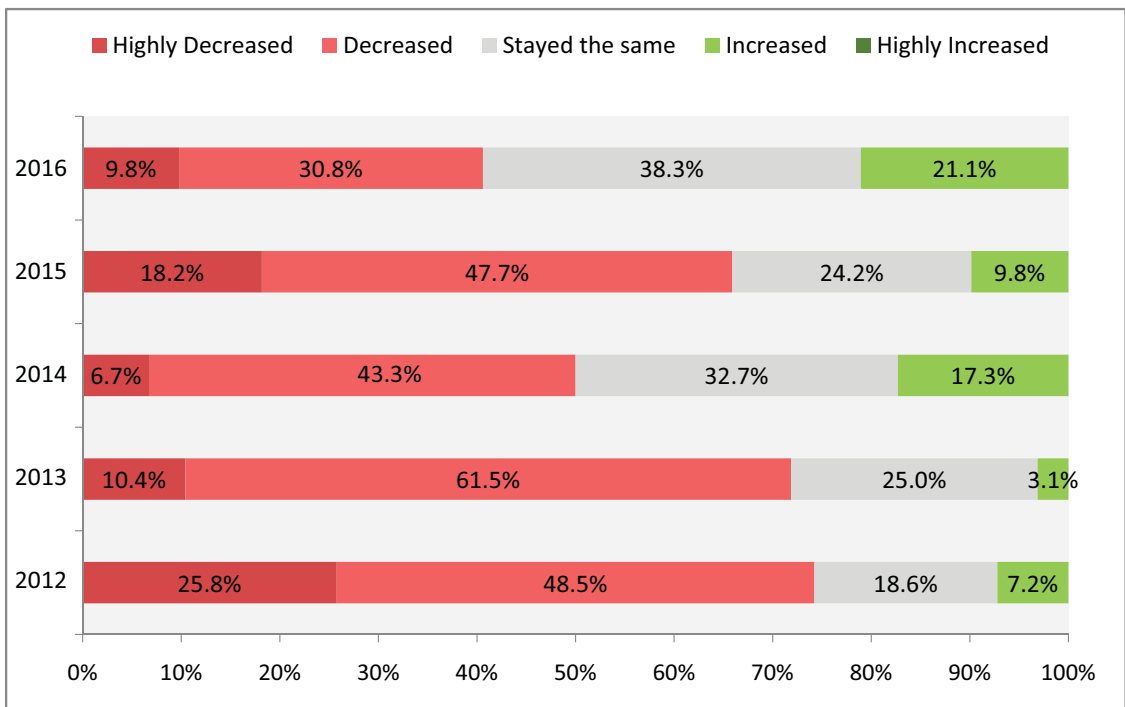


This chart shows the indicator evolution. **Higher results are better**

## 4.4 PERFORMANCE OF THE ECONOMY

### Performance of the Economy:

How do you consider the performance of the Albanian economy during last year (2016)?



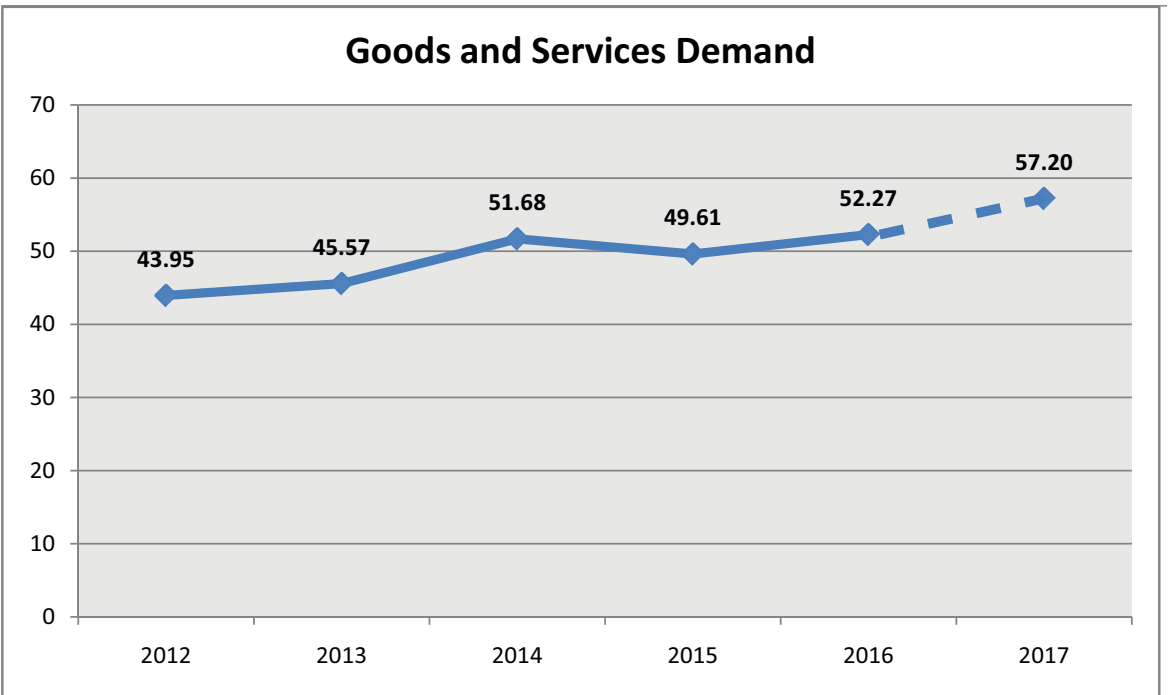
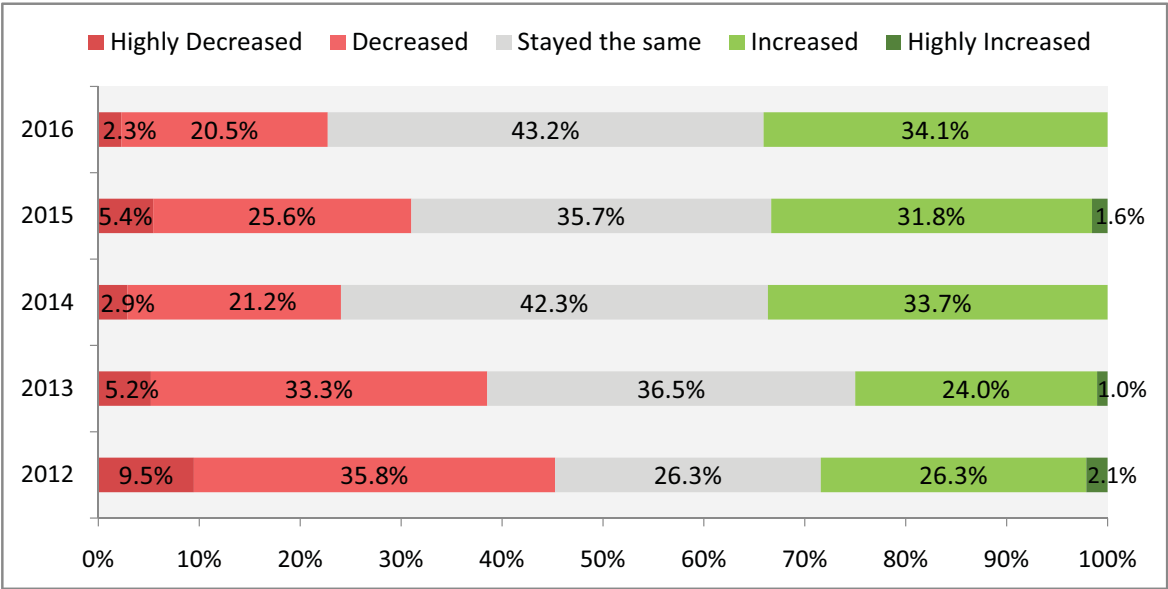
This chart shows the indicator evolution. **Higher results are better**

## 4.5 BUSINESS ACTIVITY

This section presents the performance of AmCham members' business activities during 2016 and their expectations for 2017.

### 4.5.1 Goods and Services Demand

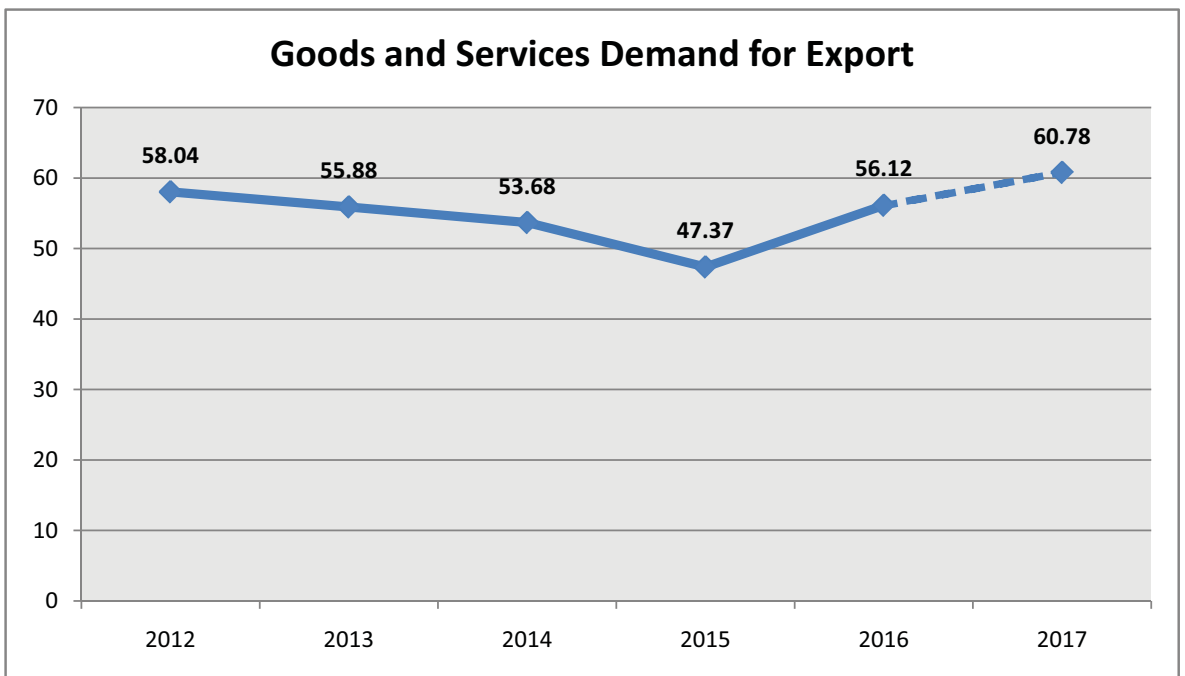
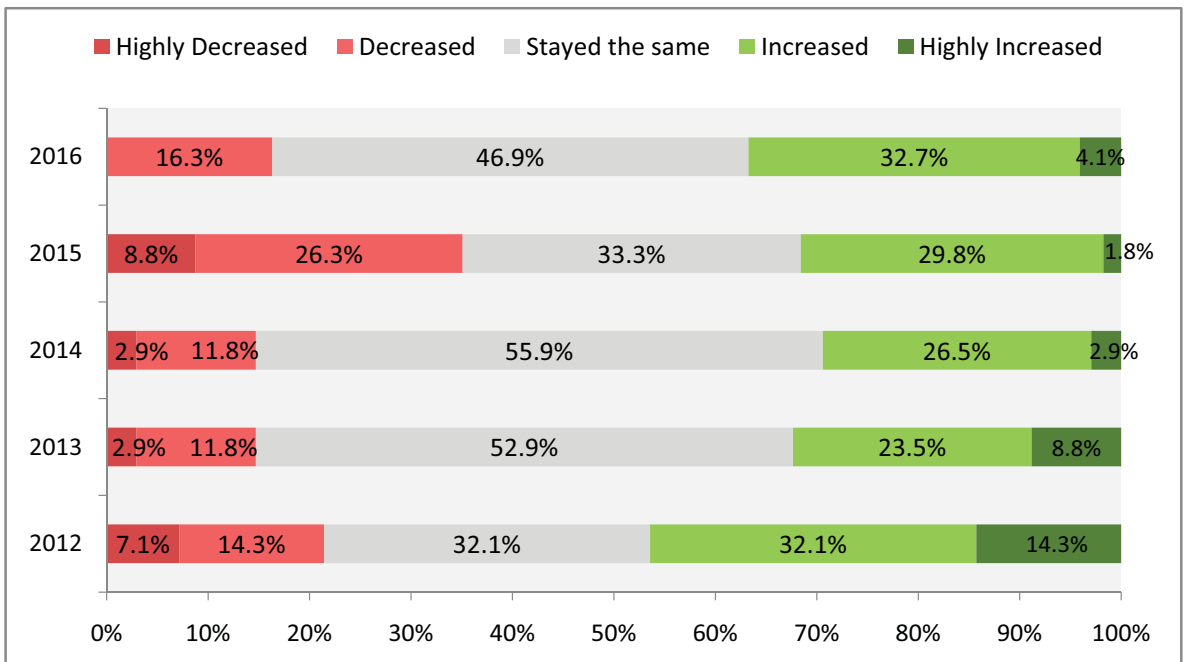
How has the demand for your firm's goods and services developed during last year (2016)?



This chart shows the indicator evolution. **Higher results are better.**

## 4.5.2 Goods and Services Demand – Exports

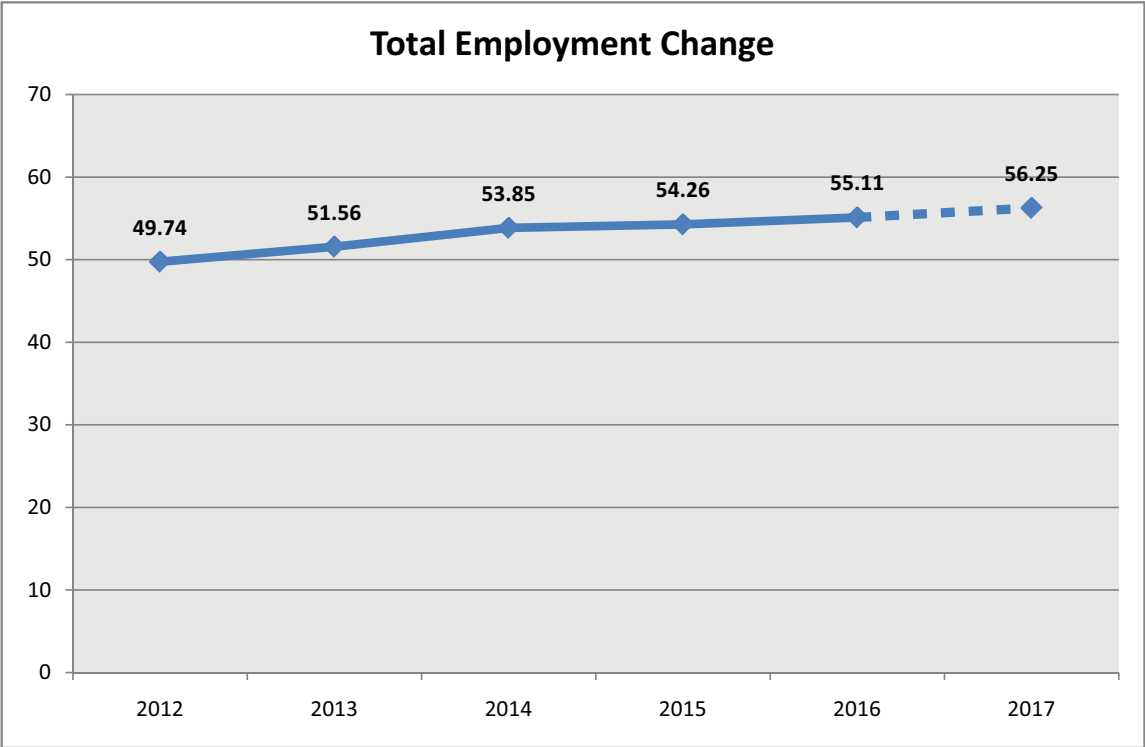
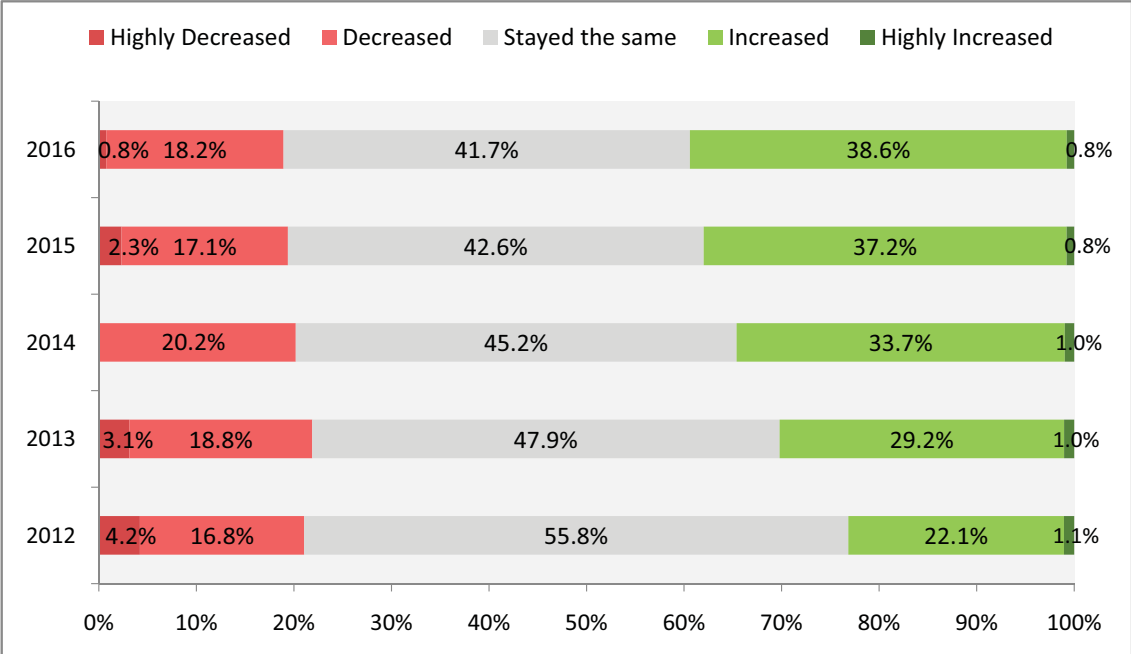
In case you have export activity, how have your export orders for your goods and services developed in the last year (2016)?



This chart shows the indicator evolution. **Higher results are better.**

### 4.5.3 Total Employments Changes

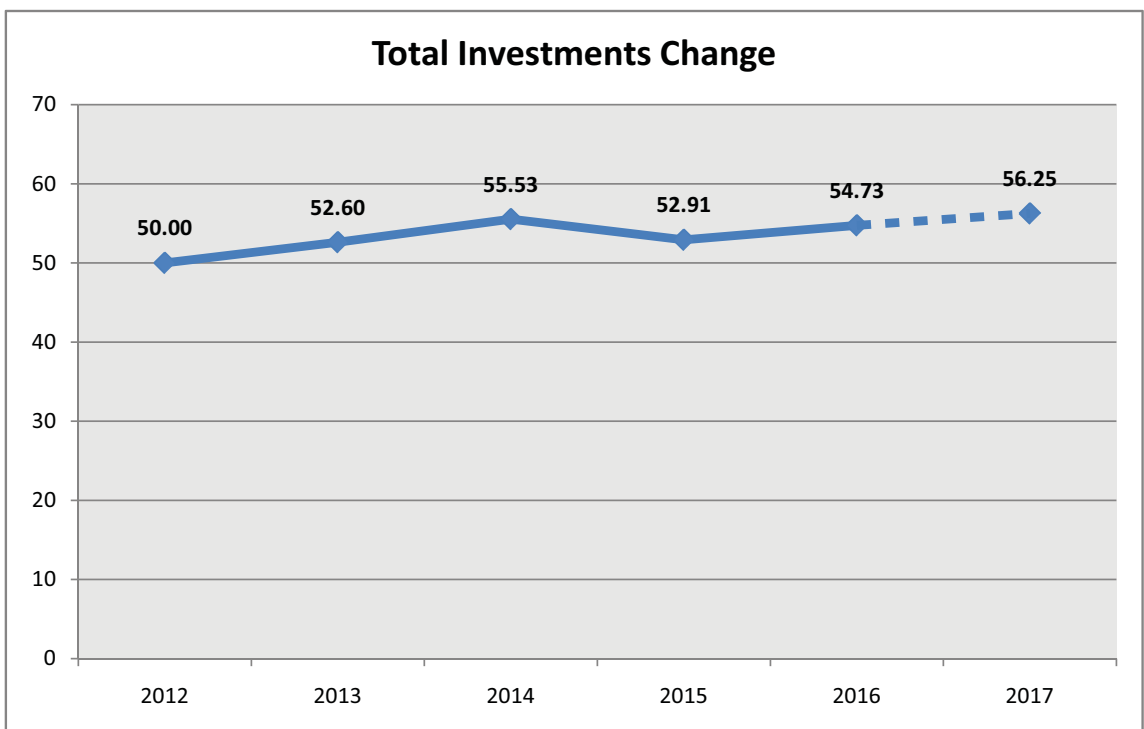
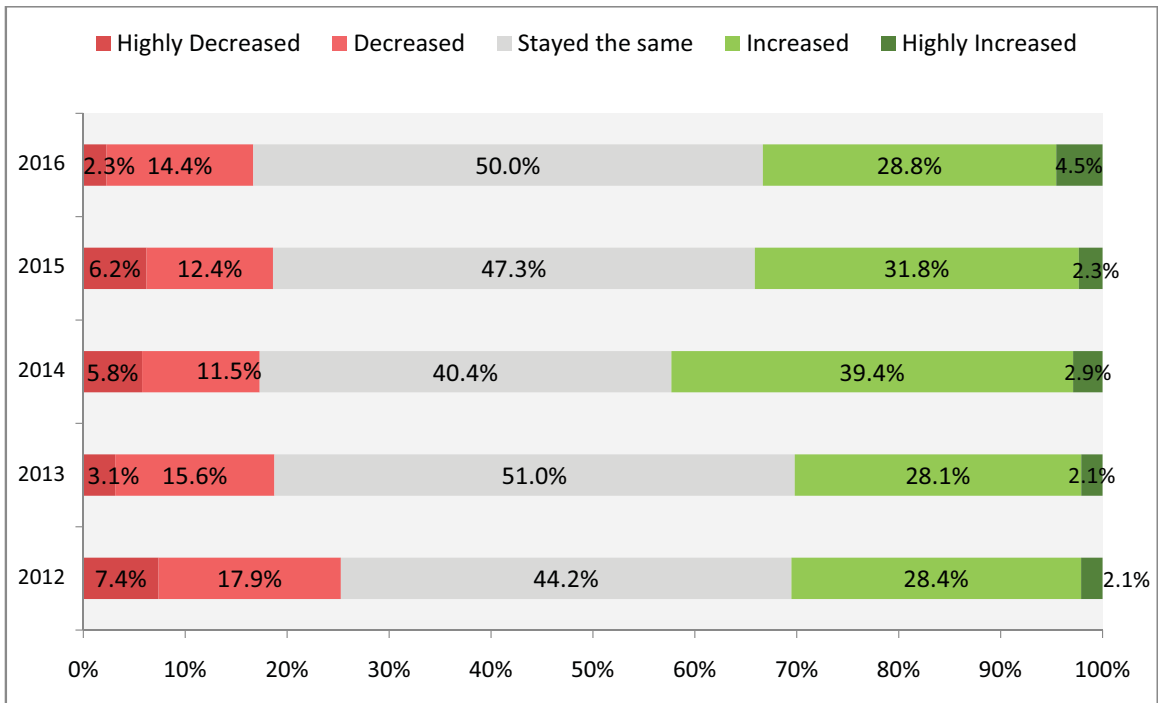
How has your firm's total employment changed last year (2016)?



This chart shows the indicator evolution. **Higher results are better.**

## 4.5.4 Company Investments

How has your company investment changed during last year (2016)?



This chart shows the indicator evolution. **Higher results are better**

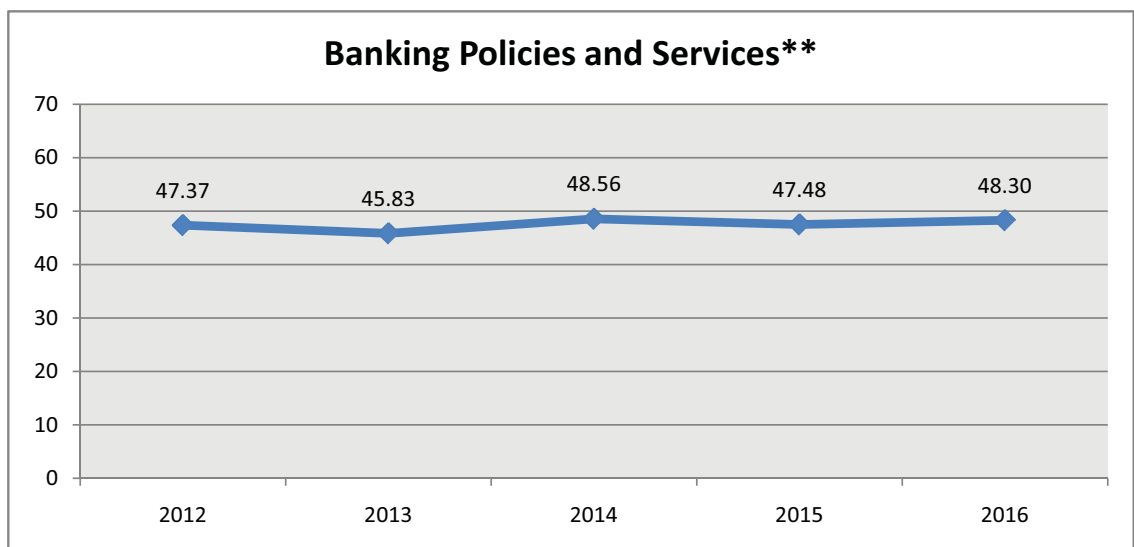
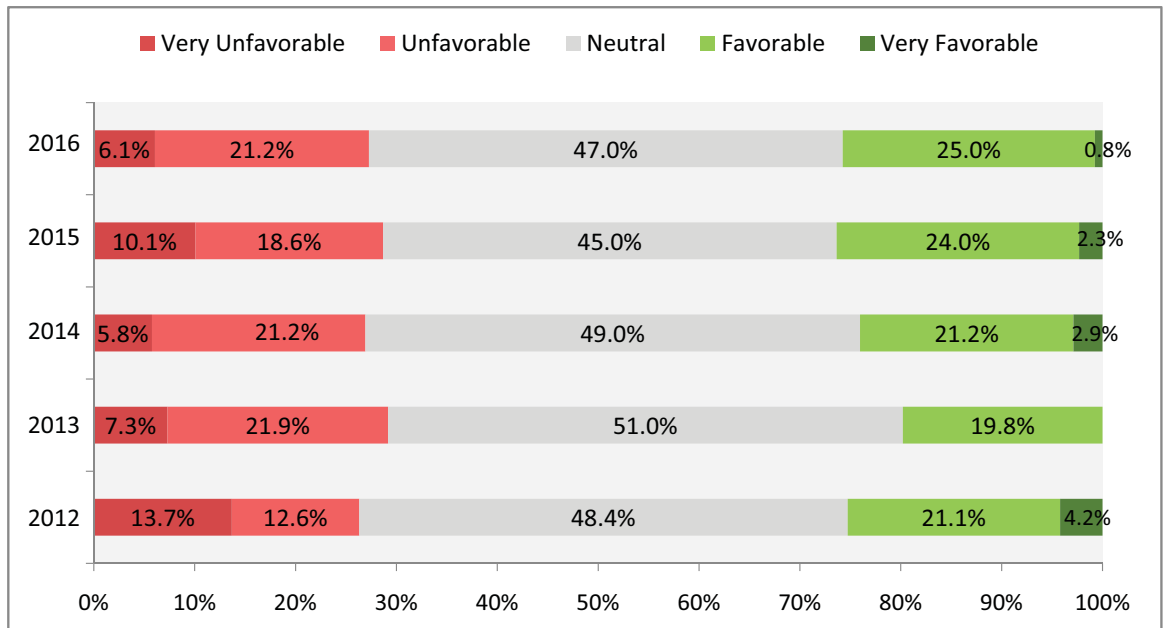


## 4.6 FINANCIAL ENVIRONMENT

This section presents the opinion of AmCham members regarding financial environment in Albania in terms of financing business development and the policy and services provided by the banking sector to the companies.

### 4.6.1 Banking Sector Policy and Services

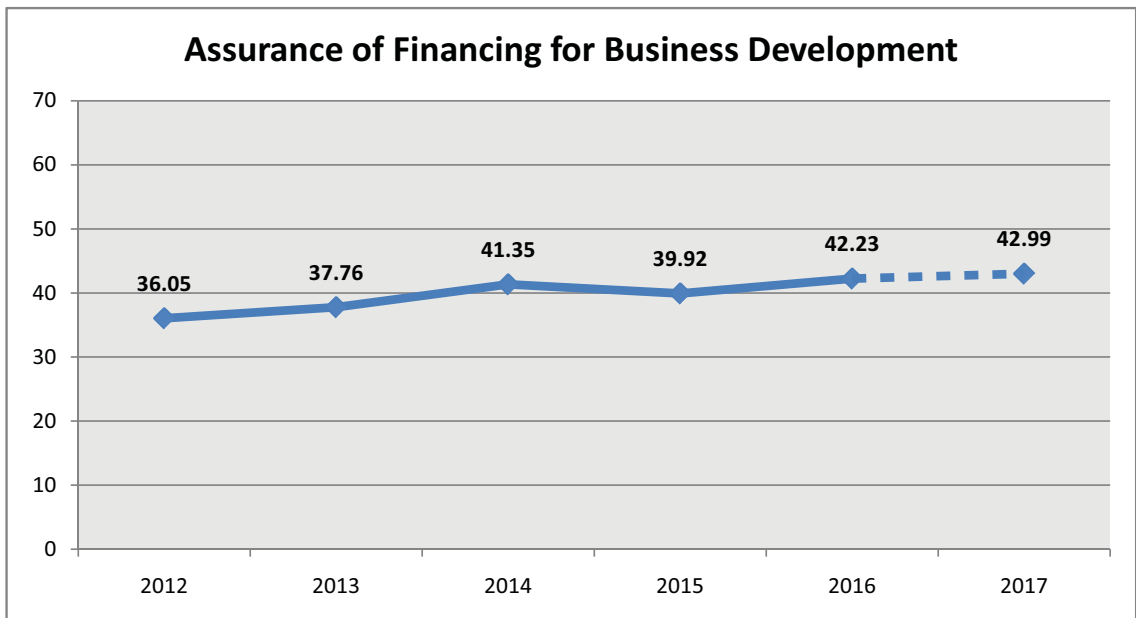
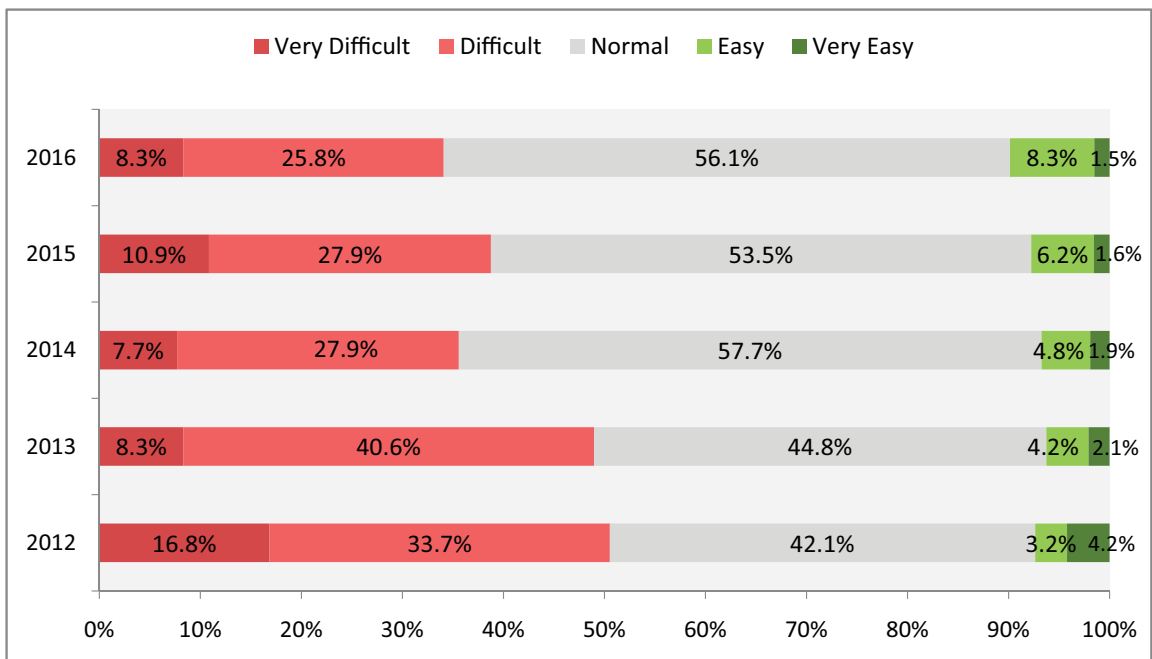
How do you consider the policy and services that the banking system provided to your business during the last year (2016)?



This chart shows the indicator evolution. **Higher results are better**

## 4.6.2 Assurance of Financing for Business Development

How easy was for your company to assure financing for business development during last year (2016)?

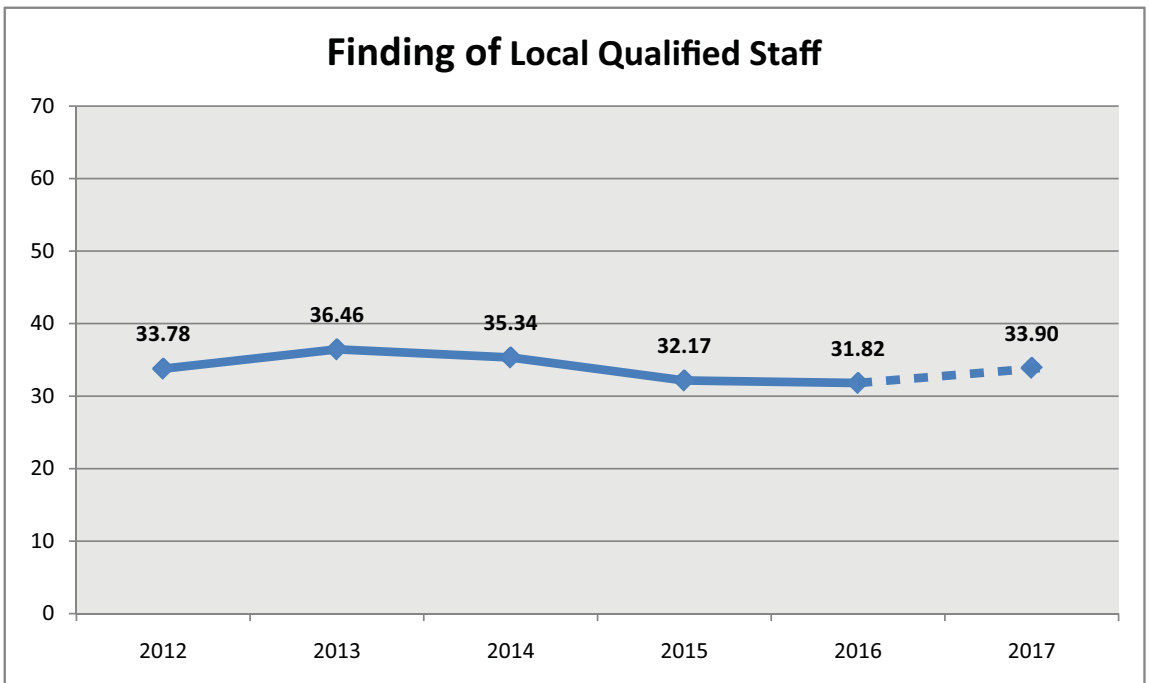
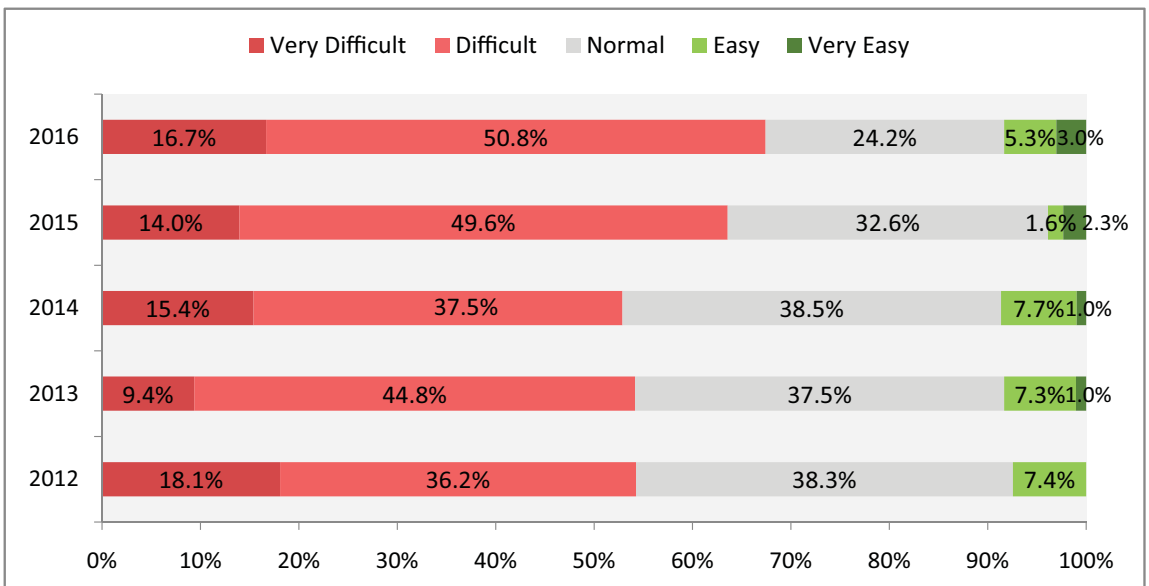


This chart shows the indicator evolution. **Higher results are better**

## 4.7 HUMAN RESOURCES

### 4.7.1 Finding Local Qualified Staff

How easy was for your company to find local qualified staff during last year (2016)?



This chart shows the indicator evolution. **Higher results are better**

## 5

# Respondents' Comments

All the comments made by the participants are presented in this section.

## 5.1 RECOMMENDATIONS FOR THE GOVERNMENT

**Question:** In your opinion, what measures should be taken by the Albanian Government in order to improve the business climate in Albania?

**Comment 1 (translated)**- 1. To solve the property issue, to whom it belongs when and where. 2. Judicial reform. 3. Creating projects to draw foreign investors in Tourism and Agriculture with long term plans.

**Comment 2 (translated)**- By lightening the fiscal burden on personal income especially for the honest employees.

**Comment 3 (translated)**- Lowering taxes, minimalizing bureaucracies, really fighting corruption.

**Comment 4 (translated)**-1. Lower tax at source from 15% to 10%. 2. Increase the level of passing from small business to the next level from 8,000,000 Lek to 25,000,000 Lek to circumvent fiscal evasion in the economy. 3. To make mandatory keeping records of purchases and sales for VAT for all subjects without exceptions based on revenue level, including those registered as physical persons with sales up to 5,000,000 Lek. 4. Remove reference prices for taxes on rent of facilities by location, because it is nonsense and in contradiction with market prices. 5. Review personal income tax for salaries, as it does not foster declaration of real wages when they exceed 130,000 Lek per month and at the same time for salaries that are under 30,000 Lek. 6. Review local taxes that the municipality of Tirana applies to every secondary TIN (NUIS in Albanian) the same as for the primary subject. For secondary TINs these tariffs should be lower. There are also problems with the tax for identifying signs that a subject places on its premises, which are unjustly taxed at 45,000 Lek/m<sup>2</sup>. This is an absurd tax, as a large business that pays the municipality hundreds of times or a thousand times more than a small business should have an identifying sign no larger than 2 m<sup>2</sup>, the same as the small shop by the road which pays only 50,000 Lek in municipality taxes.

**Comment 5 (translated)**- Lowering taxes (tax on profits, dividends, and VAT) would not be a bad idea. More frequent inspections of small businesses, so that we can issue fiscal receipts, which translates to higher sales and lower expenses.

**Comment 6 (translated)**-The measures the government can take are: -Lower the taxes on profits, tax at source, tax on income from employment, tax on dividends -Lower local taxes -Lower informality

**Comment 7 (translated)**- Return tax on profits to the previous level, 10%. Establish limits on the import of used vehicles and with emissions parameters less than Euro 5. Dismantle monopolies and create the opportunity for free and honest competition in public procurements. Start normal functioning of the property registry (land registry) offices. Supervise the work of municipalities; they should function in accordance with the laws of the country, not act as independent "sultanates."

**Comment 8 (translated)**-Should improve the tax levels. Improve the tax and customs regulations, to lower the bureaucratic burden on companies with high levels of transactions, for companies with a good record of paying obligations... Work on improving infrastructure and security. The Bank of Albania can work more with the second level banks in relation to the interest levels for loans.

**Comment 9 (translated)**- Lower VAT from 20% to 15% and lower tax on profit from 15% to 10%. Thank you.

**Comment 10 (translated)**-Promote investment by foreign companies.

**Comment 11 (translated)**-Partnership, cooperation, and credibility

**Comment 12 (translated)**- Review taxes and tariffs, especially local ones which have increased five times.

**Comment 13 (translated)**- Fight informality by extending VAT payment to the last link in the chain, removing the exemption by size. Protect industrial and intellectual property. Fight by all means the concept of “the strongman” in the economy.

**Comment 14 (translated)**- Cooperate with business. Those who draft fiscal policies should try to analyze better before they are applied to not change taxes every year, which increases costs for business, and creates fear and consequently leads to lower investments. Inspections need to be reasonable for the conditions in which they are conducted. The most correct businesses suffer penalties that are often unreasonable. Fiscal laws and regulations should be applied equally to all.

**Comment 15 (translated)**-Fight monopolies. Do not allow contraband of medical equipment. Get the tax authority to work on lowering informality. Customs union with Kosovo. Eliminate roaming tariffs with Kosovo. Mutual recognition of operating licenses between Albania and Kosovo.

**Comment 16 (translated)**- Stability, security, justice

**Comment 17 (translated)**-1. Lower informality. 2. For imported goods allow payment of VAT within the month when the goods are sold; meaning, no prepaying in Customs. 3. Lower VAT to 13-15%. 4. Lower tax on profit to 10%.

**Comment 18 (translated)**- There should not be continuous inspections because they do not serve to establish doing business in normal conditions. There is no need for one inspection after another at an operator that has had a decision document finding it correct. In our opinion, tax authorities should conduct inspections on businesses owing taxes and not on those who are correct taxpayers.

**Comment 19 (translated)**-To improve the business climate, the government needs to improve the approach of the public administration to business. The arrogant and judgmental behavior of the public administration needs to change substantially. Review the taxes that burden businesses, specifically lower the tax at source.

**Comment 20 (translated)**- Order and security, especially in the north. To stay closer to business, to contact and help within the rules; we are totally forgotten by all the governments in this country though we feed several families. Decriminalize business; right after politics.

**Comment 21 (translated)**- Judicial reform, fight informality in the economy, improve and implement investments in the country.

**Comment 22 (translated)**- 1. Lower taxes 2.Increase non-formal communication with business

**Comment 23 (translated)**-Lower taxes and undertake economic reforms to create fiscal facilitation for business. -Implement more investment in the economy. -Expedite tax procedures by modernizing the financial institutions. -Create conditions of economic and political stability to draw foreign investment. -Successfully implement the reform of the justice system to create credibility in the international institutions.

**Comment 24 (translated)**-Truly fight corruption. -Increase the professionalism of the adminis-

tration which leaves a lot to be desired. -Review taxes immediately, to match the region in order to encourage consumption and foreign investment.

**Comment 25 (translated)**-Draft laws and regulations that are clear and stable, instead of rushing them and changing them frequently. -Albania is mainly an importing country, therefore the government needs to apply the law in customs with proper and secure supervision, lowering the amount of goods that come in without documentation or with documentation that does not reflect the actual amounts of goods. -Remove and eliminate the application of reference prices for imported goods. -Increase the transparency of the operation of the tax administration. -Increase from its current level of 30,000 Lek the gross salary that has 0% tax on income from employment. -Technology continues to advance quickly, therefore using and trading electronic, mobile, and computer equipment need to have a faster rate of amortization. The current amortization schedule allows for 25%, extending the use of electronic equipment to 4 years. I recommend 33%-50% for technology products.

**Comment 26 (translated)**-Application of laws, equal rules for businesses, develop new reforms that take into account international practice and results, decrease bureaucracy, invest in increasing professional educational capacities of the new generation.

**Comment 27 (translated)**-Lower taxes. Liberalization.

**Comment 28 (translated)**-Changing tax policy not only for central but also for local government. The latter have quadrupled nonsensically.

**Comment 29 (translated)**-Treat business as a partner not an enemy.

**Comment 30 (translated)**-Fight tax evasion by exerting pressure for reporting real sales. Encourage honest competition. Apply the law in every respect in all institutions, but equally for all.

**Comment 31 (translated)**-Focus on increasing the efficiency and professionalism of the staff of the tax administration, avoiding unnecessary inspections that hurt business. The tax authorities should analyze the data they receive and apply statistical analysis that lead to conclusions about the business and should not conduct inspections frequently and without reason. This affects negatively the relationship with business and the business climate.

**Comment 32 (translated)**-Focus more on economic plans that are concrete and clear to the public.

**Comment 33 (translated)**-Fight corruption and the informal economy.

**Comment 34 (translated)**-Create tax advantages for youth employment. Encourage investments through fiscal instruments. Reform customs policies to encourage export. Simplify customs formalities, the Euro1 regime, etc.

**Comment 35 (translated)**-The government should support Albanian business and domestic producers, not attack them with tax increases that make no sense.

**Comment 36 (translated)**-Stop monopolization policies and do not obstruct the free initiative with policies and practices that deform the market. Return to Albania the only competitive advantage it had regarding direct foreign investment in the region: low taxes. Curb nepotism and remove incompetent militants from the administration, and create the conditions (real, favorable policies and practices) to draw professionals into the administration, and create an environment where these professionals can operate in optimum conditions. To create the conditions (through a favorable socio-economic environment) for curbing emigration tendencies, which are diminishing the tax base and Albania's competitive advantages (diminishing further and quickly the qualified personnel). To permit thinking differently, as the foundation that prevents the degradation of power and impediments to social and economic development of the

country. Stop collaboration with criminal groups in general and bring to an end practices that favor narcotics cultivation and transportation of other narcotics through Albania. Create and implement programs and practices that improve the quality of education in all levels and thus improve the general professional level of the labor force. Create a favorable climate for the creation of real interest groups, and institutionalize the continual, effective, and correct relationship with such groups. Make realistic medium-term and long-term development policies and quit the practice of short-term operations (aksione me goditje të përqendruar), which have damaged the social and economic climate in the country. Relinquish immediately conflictual positions and policies that encourage quarrel and destruction, and nurture a spirit of cooperation and encouragement in the country.

**Comment 37 (translated)**-The government and administration should work instead of thinking about their own pockets or how to avoid work.

**Comment 38 (translated)**-Should improve laws and regulations to create space for business investments. At the same time, support business with soft and favorable loans.

**Comment 39 (translated)**-1. Lower profit tax to 10%. 2. Taxes should be paid once a year, not every month; there is no reason for business to “live” with the fear of “expiration dates”. 3. Tax on profit should be paid based on the annual revenues, at the end of the year, not based on forecasting that considers the previous year’s revenues.

**Comment 40 (translated)**-Increase transparency, fight corruption and informality.

**Comment 41 (translated)**-Stop the informal market that pays no taxes. Change tax legislation considering all businesses subject to VAT, with the only exceptions some categories or professions. Change customs legislation to match the nomenclature of goods to the European one, meaning the transition from the 8-digit code to the 10-digit or 12-digit code, and change laws that discriminate against business. Change the labor legislation with the intent of more flexibility and review the 58 articles that propose fines, many of which are unreasonable and disproportional. Make part of our legislation the European directives for food safety.

**Comment 42 (translated)**-Make institutional procedures easier, increase checks of the same industry sector, get prices and salaries from the same sector and compare within the sector. Support enterprises with more than 100 employees.

**Comment 43 (translated)**-Lower tax on profit and on dividends. Pay tax obligations online. Process within the deadline requests to the tax authority. Improve teaching quality in the university for information technology majors.

**Comment 44 (translated)**-1. Include all business in the VAT system. 2. Lower tax on profit from 15% to 10%. 3. Create advantages for businesses that invest in Albania and want to grow in the country. 4. Lower local taxes because they are insupportable, too high.

**Comment 45 (translated)**-1. Local government taxes are very high. 2. Corruption and crime are high. 3. Monopolies in the hands of politicians and strongmen. 4. The applied fines and taxes are illogical. 5. Frequent changes in fiscal policy.

**Comment 46 (translated)**-Transparency, public consultation, increase face to face communication with local businesses, immediate information of changes in government decisions, permanent free (at no cost) education of businesses through specific and integrated training, especially outside the capital where the approach and influence with them is almost zero, no support for political businesses or corrupting businesses for personal gain, etc.

**Comment 47 (translated)**-Offer financial incentives to stimulate exporters

**Comment 48 (translated)**-1. Equality before the law and do not conduct selective actions. 2. Support business financially for important investments. 3. Reduce bureaucracies in the admin-

istration.

**Comment 49 (translated)**-Give real importance to business that is not linked to state contracts.

**Comment 50 (translated)**-Need stimulation of small business and perhaps facilitation for new businesses in their first year of activity to stimulate the formalization of the economy.

**Comment 51 (translated)**-In our opinion, the government should review the tax on dividends, which is a duplicated tax for business.

**Comment 52 (translated)**-Reduce taxes. Enable foreign investments in Albania.

**Comment 53**-enforce implementation of justice reform -provide incentives to new FDIs in the country -adopt more public investments in the country, which trigger uptrend of consumer spending -enhance positive relations with neighboring countries, as the local economic climate highly correlated with developments in the region

**Comment 54**-lower VAT which was a promise never maintained in 2013

**Comment 55**-Promote fair business competition. Improve Albania attractiveness toward international direct investments.

**Comment 56**-Decrease taxes and regulations. Decrease energy cost. Open more professional schools with better curriculum that teach more diverse subjects and inclusive to all industries.

**Comment 57**-Government need to analyze and take necessary measures with issues and concerns with customs in relation to simplified procedures, customs staff effectiveness, clarification and correct implementation of customs law, and where necessary correction. In 2016 there have been increased issues in some areas with customs, which impact directly businesses, and business climate.

**Comment 58**-Flat rate tax as the neighboring countries to start. Shake in the banking system and the bureaucracy has to be taken down, 38 signings for one permission to build is stupid.

**Comment 59**-Fight corruption at all levels and informal economy. Change the personal income tax to a flat rate tax. Tax authorities apply a penalizing behavior to all businesses or organizations. There should be a mechanism in place through which businesses and organizations are advised and notified on changes in tax policies before applying penalties to them.

**Comment 60**-Fair competition

**Comment 61**-Increase tax predictability: less frequent changes in the tax legislation. - Increase Albanian attractiveness to foreign investors, either through tax incentives or other business reforms. - Increase protection for foreign investors: reduce number of arbitrations and improve the perception about the business climate in Albania

**Comment 62**-We have advised the Govt many times, but they are totally Deaf and have no interest on promoting FDIs in Albania. 1) Remove immediately the tax on dividend for all Foreign owned companies. 2) Amend the labor code so any investor can have the possibility to be more flexible with firing his very unqualified Albanian staff 3) Implement and enforce State of Law 4) Take serious steps against fiscal evasion issues which have worsen during the reign of this Govt. 5) Invest at least double of current budget on the Education System which is the worse this country has ever seen. 6) Properly address the monopolies, exclusivities and other competition barriers to develop the economy based on competitive principles and Monopolistic communist ones. 7) Take proper actions against corruption, a plague which is growing and rising so high on this country

**Comment 63**-Respect for private property rights and property titles. Albania suffers from a disregard of property rights and the holders thereof. Consistency, not to respect the property and



property titles, will be an obstacle for the economic development policies. Respect for property and property titles will influence in politics and in modernization development of the concept of taxation on property and ownership titles.

**Comment 64-Fight Corruption**

**Comment 65-Justice reform;** - proper systems in place in order to combat corruption; - avoid conflict of interest in the government - capacity building for the administration; - focus more on the education system based on priorities

**Comment 66-implementation of judicial reform** -transparency in tendering public funds -fight against corruption in public administration -improvement of procedures/human resources in public administration

**Comment 67-Fair competition,** increase control in public sector for qualitative project delivery.

**Comment 68-1)** Fight corruption 2) Continue with justice reform 3) Determine its strategy in terms of investments and economy growth

**Comment 69- Skip reference prices for EU origin products.** - Amend VAT for tobacco products.

**Comment 70-Reform of the judicial system is the number one priority.** Contract sanctity and private property rights must be enforced. Transparency should be increased and corruption reduced.

**Comment 71-Law & IPR enforcement,** power of law equal for everybody.

**Comment 72-Lower Taxes...**

**Comment 73-Uncertainty and rapidly changing information is a difficult process to maintain business acumen in a market.** It leads to poor business decisions, and can really impact a local economy. If laws are to be implemented they need to be highly thought through, then implemented. There has been too many quick fixes, with no long term thought. Moreover, you cannot expect for a law to hold clout if so many are either being re-written/altered/or newly adapted. The rule of law should set precedence & be valued. Don't recreate the wheel, don't make things complicated & confusing.

**Comment 74-License an Albanian bond market.** Dissolve redundant state controlled entities that intermediate in the natural resource sector without adding value, moving related experts back to the relevant Ministry or regulatory agency, taking excise taxes and revenue from pre-existing production from the sector directly into the budgetary flows within the Ministry of Finance. Legalize medicinal research and production in the cannabis sector.

**Comment 75-To change the procedures and make them simple.** The institutions must collaborate with each other and not to oblige the companies to take information which is under their authority/ competence. To inform the business for law changes (they change very often and the information to the business is not transmitted).

**Comment 76-No tax or VAT should be paid in advance.** The standard of companies should be increased and there should be a fair competition.

## 5.2 SPECIFIC QUESTIONS COMMENTS

The below comments are made by respondents for impact of the factors like: Corruption Level, Government Bureaucracy Level, Informal Economy Level, Monopoly and Unfair competition, and relations with government authorities.

**Comment 1 (translated)**- A problem for our company remains the food grade flour that comes in from Kosovo and Serbia, which does not meet the national standard for protein levels, causing not only unfair competition, but above all damage to the health of the population that is consuming this flour with low levels of protein. In Albania, this flour should be used only to make biscuits. Albania's needs for this article for production of biscuits do not exceed 2,000 tons a year, while 80,000 tons enter Albanian territory every year. This is a very urgent situation, but unfortunately no officials are exercising their functions to stop this phenomenon.

**Comment 2 (translated)**- Reference prices in customs are unjust and suffocating.

**Comment 3 (translated)**- The informality present in our competitors causes lower sales towards the retail market. Under these conditions, we come to the market with quality products but not with competitive prices. Monopolies make it difficult to be present with brand name products in retail shops.

**Comment 4 (translated)**- There is no support and protection for large business in Albania

**Comment 5**- Because of monopoly, unfair competition and less favorable business environment compared to the region we have lost business from international investors.

**Comment 6**-Customs authorities need to better tackle with issues, work to clarify and implement correctly customs law in some instances. Need to work to improve processes and procedures, which in lot of cases are promised but progress is slow.

**Comment 7**-Less purchasing power of the Albanian consumers. They prefer to pay taxes and not spending out.

**Comment 8**-This country is underperforming and Berisha seems an angel compared to the actual PM, while this Gov is totally incapable to do anything good for this country.

**Comment 9 (translated)**- I did not understand 100% the last two questions.

**Comment 10 (translated)**- The state police have become traffic police, with a ticket book in their hands all day, handing out fines to vehicles, when their priority should be order and safety. I am not saying that drivers in Tirana are not violating rules, on the contrary. But this comes from the lack of roads, parking spaces, narrow streets, many cars that circulate only inside the small ring, in the city center, etc. Never mind the municipal police. Their mission as they start the work day: "Levy more and more fines." Penalties seem to please them immeasurably. One thing they have not understood: The state coffers are not filled with fines...

**Comment 11**-There have been some concerns with energy supply in reference to interruption, or defects. The energy company must take measures on time and be more aware on problems created in certain periods with frequent interruption.

**Comment 12**-No Foreign investors are willing to come and invest in this country, many of them consider it as an exotic country.

## 5.3 GENERAL OVERALL COMMENTS

The following comments are general comments made by participators at the end of the survey.

Question: Do you have any additional comment?

**Comment 1 (translated)**- Review local taxes (with priority the advertisement tax); they are very high.

**Comment 2 (translated)**-Thank you AmCham for the partnership and the assistance you offer.

**Comment 3 (translated)**-I liked the questions, we thank you very a lot, for us it was a sincere evaluation. We hope you are with us.

**Comment 4 (translated)**-Every day in our business premises we observe that the purchasing power has decreased because people with the wages they earn are able to buy almost exclusively for their basic needs (mainly food, the energy bill, and clothing). The product that are part of our commercial activity are outside the basic consumer basket and this leads to marketing products that have the lowest prices which are not advantageous for the relevant technology.

**Comment 5 (translated)**-The country's political climate is a major cause of the lack of improvement of the economic climate and foreign investments.

**Comment 6 (translated)**- With our thanks, and hoping for better.

**Comment 7 (translated)**-Progressive taxation has a negative impact, especially for medium and large business.

**Comment 8 (translated)**- We hope the elections will not have a negative impact on the economy and on business in Albania.

**Comment 9 (translated)**-Corruption is high and complex; in 26 years, politics have over-sophisticated stealing and benefitting from public funds, procurements, grants and projects, to which honest business has no access at all; the political class needs to find ways and methods to minimize these violations which are taking place in the open. The prognosis is still dreary, because neither state, nor those who run it want laws and rules.

**Comment 10 (translated)**-Lower VAT to 15%

**Comment 11**-Yes, the government should also adapt income tax according to the neighboring countries. This attracts FDI.

**Comment 12**-Apart from major issues such as property titles and legal stability, the business climate is negatively impacted from the poor performance of the tax system. Albeit all improvements, we still have a very bureaucratic tax system with an administration lacking adequate training and totally submissive to the pressure of reaching their revenue targets, at the cost of compromising on their professional integrity and responsibility.

**Comment 13**-Very well done AmCham with these surveys, please protect the FDIs on Albania and don't allow this country to become Columbia.

**Comment 14**-To survive. Fundamental change in the legislative staff.

**Comment 15**-As you say in our email, we as AmCham members are completing this questionnaire for years now, but unfortunately nothing has changed. I would prefer being represented from an organization which is more proactive rather just sending questionnaires...

## 6

# ANNEX I: Index Calculation Methodology

## 6.1 QUESTIONS INCLUDED IN THE INDEX

The AmCham Business Index is calculated based on the results of each of the following questions.

AmCham Albania Business Index Table	
	Questions Weights
	100%
<b>Overall Business Climate</b>	<b>25%</b>
How was the business climate in Albania for the last year?	25%
<b>Business Climate Factors</b>	<b>25%</b>
Please rate the level of the following factors for the last year in relation to your business activity?	2.5%
Corruption level	2.5%
Government bureaucracy	2.5%
Informal economy level	2.5%
Monopoly and unfair competition	2.5%
Please rate the level of the following factors for the last year in relation to your business activity?	2.5%
Order and safety	2.5%
Internal political climate	2.5%
Infrastructure	2.5%
Energy supply	2.5%
Private Property	2.5%
Intellectual Property	<b>2.5%</b>
<b>Government Policy</b>	<b>20%</b>
How was the relation of your business with the following public institutions for the last year?	1%
Relation with tax authorities	1%
Relation with customs authorities	1%
Relation with ministries	1%
Relation with local government	1%
Relation with courts of justice	1%
How do you consider the economic reforms and central government policy in the last year for your business?	4%
How do you consider the overall tax level applied in the last year for your business?	5%
How do you consider the application of the laws and regulations toward your business in the last year?	6%
<b>Performance of the Economy</b>	<b>5%</b>
How do you consider the performance of the Albanian economy during last year?	5%
<b>Business Activity</b>	<b>15%</b>
How has the demand for your firm's goods and services developed during the last year?	6%
How has your firm's total employment changed last year?	6%
How has your company investment changed during last year?	3%
<b>Financial Environment</b>	<b>5%</b>
How easy was for your company to assure financing for business development during last year?	5%
<b>Human Resources</b>	<b>5%</b>
How easy was for your company to find local qualified staff during last year?	5%

These questions have five possible answers starting from negative (with 0 score) to very positive opinion (with 100 score).

For example the question “How was the business climate in Albania for the last year (2016)?” The scoring per each choice is:

Very Unfavorable	0
Unfavorable	25
Neutral	50
Favorable	75
Very Favorable	100

Each question used for the calculation of the index has a weight which is based on its relative significance on the overall business environment in Albania. For example, the question “How do you consider the performance of the Albanian Economy last year?” has weight of 5% of the total index.

The sum of all weighted results is the result of AmCham Business Index.

## 6.2 CALCULATION FORMULA

First is calculated the average score of each question included in the index calculation using the below formula:

$$\bar{q} = \sum_{i=1}^n x_i/n$$

Where:  $\bar{q}$  is the average score of the question

$x_i$  is the score of each answer given to the question

$\sum X$  is the sum of scores given to the question

$n$  is the number of respondents that answered to the question

Then, the AmCham Business Index is calculated as the weighted average of the scores of the questions, using the below formula:

$$ABI = \sum_{i=1}^n (\bar{q}_i \times w_i)$$

Where: **ABI** is the AmCham Business Index

$\bar{q}_i$  is the average score of each question calculated previously

$w_i$  is the weight allocated to each question

$n$  is the number of questions included in the index calculation

# AMCHAM BOARD OF DIRECTORS



**President**  
**Mark C. CRAWFORD**  
Aksioner International  
Securities Brokerage



**Vice-President**  
**Genti DACI**  
ABCom



**Secretary**  
**Genci LIKOSKENDAJ**  
CCS Computer & Copier Systems



**Treasurer**  
**Alketa URUÇI**  
Boga & Associates



**Board Member**  
**Adrian SHEHU**  
TCN



**Board Member**  
**Avni PONARI**  
SIGAL Uniqa Group Austria



**Board Member**  
**Elton ÇOLLAKU**  
Financial Union  
Tirana/ Western Union



**Board Member**  
**Loreta PEÇI**  
PricewaterhouseCoopers  
Audit



**Board Member**  
**Adam EHRlich**  
University of New York Tirana



**Board Member**  
**Artan BOZO**  
Bozo & Associates



**Board Member**  
**Roman KHRUSHCH**  
Philip Morris Albania



**Executive Director**  
**Lorenc GJONI**  
AmCham Albania

# AMCHAM MEMBERS

A & A Group  
 A Bi Esse  
 A.E. Distribution  
 A.M.G  
 ABC Health Foundation  
 ABCom  
 ABKONS  
 Abraham Lincoln Foundation of Albania  
 ACREM-Albanian Commercial Real Estate Management  
 Adi Company  
 Adriatic Ventures (Adi)  
 Agrotal 1  
 AIM Advisory  
 AIMS International Albania Sh.p.k.  
 AK-INVEST SH. A.  
 Aksioner International Securities Brokerage  
 Alba Skela Construction  
 Albanian - American Enterprise Fund  
 Albanian Duty Free Distribution  
 Albanian Occupational Safety and Health Center (AOSHC)  
 Albanian-American Development Foundation  
 AlbAtlas  
 Albenc Sila  
 AlbGarden  
 Albpastrim  
 Alb-Star Ltd.  
 Alkan/Sh  
 Alpha Bank Albania Sh.a  
 Altin Mici  
 Alufloor Construction Group  
 Alumil - Albania  
 Ambra Srl.  
 American Bank of Investments  
 American Hospital  
 American Noble Coffee  
 ANTEA Cement  
 Antoneta Gjeçi  
 Arseni  
 Artinel Sh.p.k.  
 ATD & Associates  
 Atom Shpk  
 Auto Star Albania  
 Avanntive Consulting  
 AVON Cosmetics Albania  
 AZ Consulting  
 B & A - 02  
 B & B Food Service  
 BALFIN-Balkan Finance Investment Group  
 Bankers Petroleum Albania Ltd.  
 Bayer D.O.O. Tirana Representative Office  
 Bërdica Cement  
 Bereqet  
 Best Alb Group  
 Beta  
 BGP Products Switzerland GmbH (Mylan)  
 Bilanc  
 Bindi  
 Birra Korça  
 BNT Electronics  
 Boga & Associates  
 Bozgo Sh.p.k.  
 Bozo & Associates  
 British American Tobacco Albania  
 Bukuria Shqiptare Beli  
 CBS Creative Business Solutions  
 CC LAW OFFICE  
 CCS  
 Century 21 Albania  
 Coca-Cola Bottling Shqipëria  
 Coffee Club Albania  
 Communication Progress  
 CR Partners  
 D&A Fin Partner  
 Dajti Construxion  
 Dajti Ekspres  
 DDB Albania  
 Deloitte Albania  
 Deutsche 'Lufthansa' Albania Branch  
 DEVI 20-Grup Sh.p.k.  
 Devoll Hydropower Sh.A subsidiary of Statkraft AS  
 DHL International Albania Ltd.  
 Dimapak  
 Dinamo Sh.a.  
 DM Consulting Services Albania  
 EHW  
 Easy pay  
 Eco Mat  
 EcoUCD USA Albania  
 EGNATIA Group  
 Elledi  
 Embassy of the United States in Albania  
 Enrico-Marinelli  
 Era 2000 Ltd.  
 Ermira Lulaj  
 Ernst & Young Albania & Kosovo  
 Europetrol Durrës Albania  
 Everest  
 Everest IE  
 Facilization  
 FAFA  
 Farmatech  
 Fatmir Kazazi  
 FAVINA  
 Ferdinand Xhelili  
 Filipi Company  
 Financial Union Tirana/  
 Western Union  
 First  
 Florifarma  
 Fondacioni Food Bank Albania  
 Foundation for Prosperity and Integration  
 Fufarma Sh.a.  
 Fusha  
 Fushë Kruja Cement Factory  
 G&H Partners  
 GAEA-Green Alternative Energy  
 GDQ International Christian School  
 Gender Alliance Development Center  
 Gener 2  
 Genius Shpk  
 Gjirafa Shqipëri LLC  
 Global Fast Food Albania  
 Grant Thornton  
 GSA

Guardian Glass	Mermer Balliu	Starnet
Harry T. Fultz Foundation	Microsoft Albania	Stefani & Co
HGH Engineering	Miculi Sh.p.k.	Studio Ligjore Mimoza
Hoffmann - La Roche	Miell Tirana Sh.a.	Sadushaj
Holding Studio Bylis	Mifol Inerte	Sun Petroleum Albania
Hygeia Hospital Tirana	Mozaik Galeri Cubi	Tafaj Z
ICTS Albania	MRDC	Talasemia Lab
IDRA	Muça Sh.p.k.	Tashko Pustina - Attorneys
InfoSoft Systems	NCH Advisors Inc.	TCN
Instituti Jeta e Re	Net-SFS Kreston	Tech360
Intech +	NOA Sh.a.	Teknoxgroup Shqipëri
International Commercial Bank	Nov Hotel	Telekom Albania
Intersig Vienna Insurance Group	Optima Legal & Financial	Tendence 3A
Intesa Sanpaolo Bank of Albania	P.V.N. Colosseo	Tetra Tech ARD
Iris	Pelinku Jeans	Teuta Durrës
Iris Cosmetic	Philip Morris Albania	Tirana Bank
Iute Credit Albania	Phoenix Petroleum	Tirana Business Park
Japan Tobacco International	Pianeta	Tirana International School
Jordil Sh.a.	Poliklinika Bakaj	Tobacco Holdings Group
Junik Sh.p.k.	Prespa 2000	Tona Co
Junior Achievement of Albania	PricewaterhouseCoopers	Tonucci & Partners Albania
KALO & ASSOCIATES	Audit	TransAtlantic Albania Ltd,
Kantina e Pijeve Gj. K.	Primall Sh.p.k.	Degë e Huaj në Shqipëri
Skënderbeu	Printec Albania (Cyprus)	Trema Engineering 2
KESH SH.A.	Limited	Turgut Ozal
Kika	Proactive Solutions	TUV Austria Albania
Konsort	Procredit Bank	Ulysses Enterprises
Korsel	Rametal	United Bank of Albania
KPMG Albania	Regional Development	United Transport-UPS
Ksamili Investment	Agency, Korça	Univers
Kuel	Rejsi Farma	University of New York Tirana
Laborator Analiza Mjekësore/	Relikaj Ltd.	Usluga
Altin Goxharaj	Renova	Valu Add Management
Laura Pustina	Ring Telecom	Services
Llambi Karbunara	S & T Albania	Vasil Shandro
Loloçi & Associates	S.T.A.	Vera Qerrushi
m.m. & Co Business	S2 Albania	Victoria Invest-International
Consulting Sh.p.k.	Salltik	Group
Majlinda Kallço	SHAFP Sigal Life Uniqa Group	Vodafone Albania
Mara Garden City Hotel and	Austria	Voice Star
Residences Sh.p.k.	Sheraton Tirana Hotel	Western Atlas International
Marketing & Distribution,	Shoqata Kombëtare e Grave	Inc.
Albania	Profesioniste, Afariste dhe	Wine.Al
Marlotex	Zejtare	Woodrow Wilson School
McCANN Tirana	Shqiponja H.I	World Vision Albania
Medik Line Stewart	SIGAL Uniqa Group Austria	Xhovani-4
Melgushi	Sigma InterAlbanian Vienna	Zhan 92
	Insurance Group	ZICO Sh.a.
	Simmons Edeco Limited	
	Smart Call	
	Spiro Kristo	







*Making software simple !*



# KONSORT

For more than 13 years Konsort has successfully delivered **Software** and complex **IT Solutions** for many customers in Telecommunication, Health, Public Administration, Financial Services, Energy, etc.

## **Our Services**

- ◆ Software Development
- ◆ IT Consulting
- ◆ Systems Integration
- ◆ Service Outsourcing
- ◆ Support & Maintenance
- ◆ IT Training

## **Our Solutions**

- ◆ Business Intelligence & Reporting
- ◆ Case Management
- ◆ Telecom Systems
- ◆ Security & Audit Systems
- ◆ Cloud Solutions



Visit us at: [www.konsort.com](http://www.konsort.com), Email: [contact@konsort.com](mailto:contact@konsort.com)