



**AMCHAM
BUSINESS
INDEX**

2022 - 2023



AMERICAN CHAMBER OF COMMERCE
DHOMA AMERIKANE E TREGTISË



Prepared by

KONSORT

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AMERICAN CHAMBER OF COMMERCE
DHOMA AMERIKANE E TREGTISË

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EXECUTIVE SUMMARY

The AmCham Business Index assessed in 2022 as a main concerning factor for businesses the “Local qualified staff finding”. For the second year in a row, AmCham members pointed to this indicator as one of their main problems, reflecting the situation in the labor market.

AmCham members consistently rank the business environment as one of the top three challenges to doing business in Albania, indicating that the current environment is inefficient and requires significant improvement.

AmCham Business Index 2022 rose 43.42 out of 100, from 41.43 that was in 2021. However, the Index remains below the average level of 50, demonstrating a consolidated perception of AmCham members regarding the business climate over the years.

Despite a slight improvement in 2022 the “Political Climate” has been perceived as bad by more than 50% of the respondents. Meanwhile, 63.8 percent of the respondents evaluated bad the indicator of “Monopoly and Unfair Competition” 63.2 gives a bad perception of the “Informal Economy Level” and 59.5 percent of respondents had a bad evaluation of the “Corruption Level” indicator, showing still a rising concern for the majority of respondents.

CONTINUOUS CONCERN OVER ECONOMY INDICATORS

Compared to 2021, the respondent’s perception has slightly declined for the “Performance of the Albanian Economy” (-1.05 points), “Goods and Services Demand” (-0.39 points), “Employment” (-2.59 points), and the “Investments” (-0.45 points).

Finding local qualified staff in 2022 has been reported to be difficult, or very difficult by 81.94% of responding companies. This indicator has declined by -1.40 points compared to the previous year.

WORKFORCE

“Local qualified staff finding” leads the list of issues perceived as a problem by the members of the Chamber. The indicator worsened by (-1.40) points, falling to the level of 23.06. There is also a noticeable decline in the “Total employment change” indicator, which has dropped to 52.69 from 55.23, marking a decrease of (-2.59).

FINANCIAL RESOURCES

For 2022, the perception of “Assurance of Financing for Business Development” (+2.69 points) and “Banking Policies and Services” (+1.35 points) has improved but has still been perceived as difficult by more than 30 % of the respondents.

REPRESENTING THE LARGEST BUSINESS COMMUNITY IN ALBANIA

AmCham supports its members in overcoming challenges, defend their interests and rights as well as helps them to explore Albanian business opportunities and potential.

The American Chamber of Commerce is a community of

235 companies

25%

of members are American companies.

28%

of members are companies with exclusivity from an American firm.

31%

are companies with interests in the American market.

8%

are companies engaged in import-export activities with America.

RULE OF LAW

The enforcement of law and regulations has been valued with a slight increase, Application of Law and regulations (+1.95) while the Relation with Courts of Justice” has been almost neutral with a rise by (+0.12) for the member businesses of AmCham Albania “Private Property” rise by (+2.23) and “Intellectual property (+1.18), demonstrated a more positive perception.

INFRASTRUCTURE & SUPPLY

During 2022, the majority of the respondents had a positive, perception of the “Energy Supply” rising by (+2.16), and “Infrastructure” by (+4.73) meantime “Order and Safety in the Country” show a decline of about (-0.43)

RELATION WITH PUBLIC ADMINISTRATION

The same applies to their relationship with the public administration, where the most positive perception is for their relationship with the Customs Authorities rising with (+2.18). “Relation with Local Government” (+1.77), “Relation with Ministries” (+0.77), “Relation with Customs Authorities” (+0.75).



I. ABOUT AMCHAM BUSINESS INDEX

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

The 2022 AmCham Business Index survey was conducted online from **January 31st to February 23rd 2023**.

The survey was addressed exclusively to AmCham Albania members and requested their opinion regarding the business environment in Albania during the previous year (2022) and their estimation for the current year (2023).

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 **Survey** of AmCham members, with questions related to the business environment in Albania.
- The **Report**, which analyzes and presents the survey results.
- The **Index** itself which represents in a single number the perception of the AmCham members for the business environment in Albania.

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

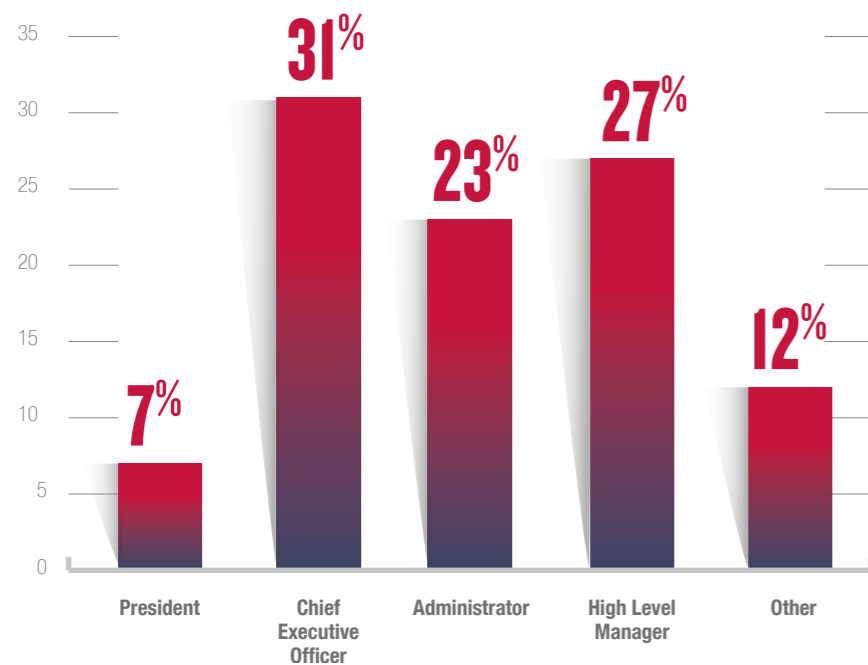
The total number of respondents that participated in the survey is 163. From the 163 participants, 154 of them had fully completed the survey by answering all the questions.

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 company including Presidents, CEOs, Administrators or high-level Executives.

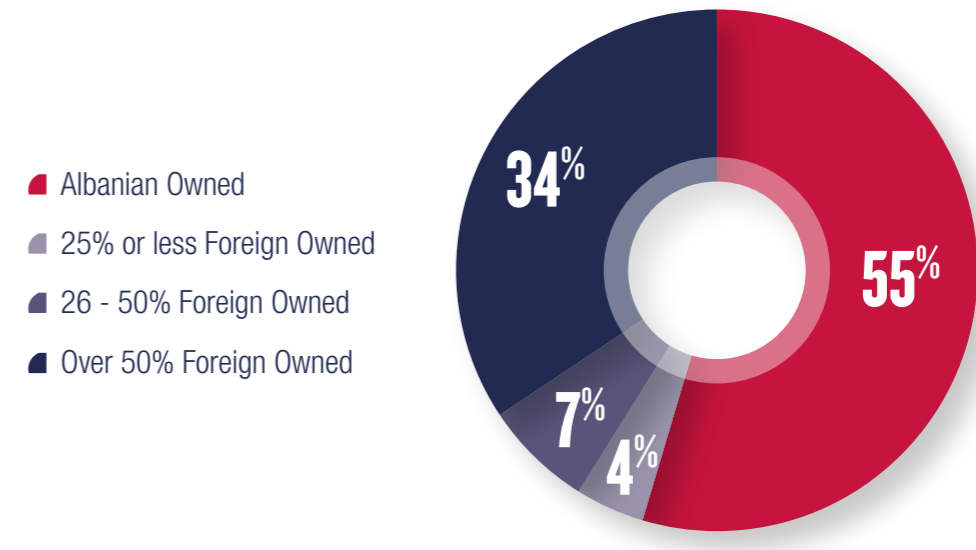
Respondents by Position in Company



2.3 Profile of Participating Companies

Ownership of Companies

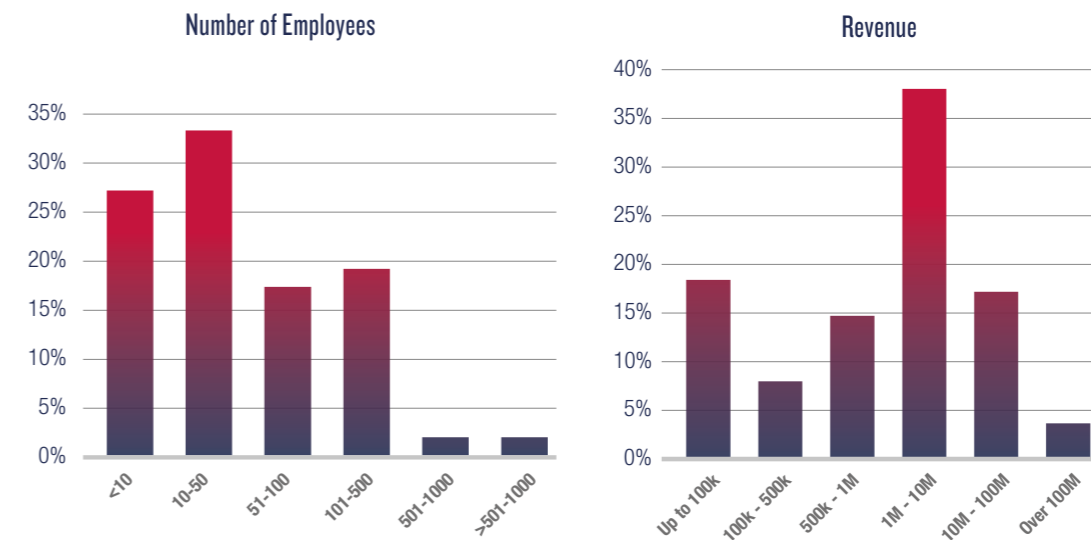
The ownership structure of the companies that participated in the survey.



Size of Companies

The participating companies based on their number of employees and generated revenue.

% OF COMPANIES BASED ON:

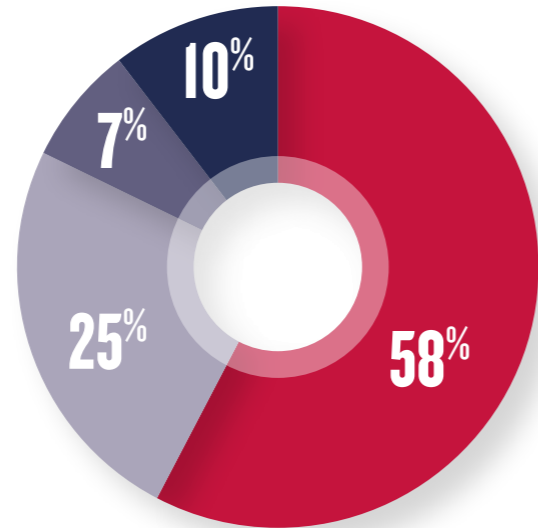


Export Revenue

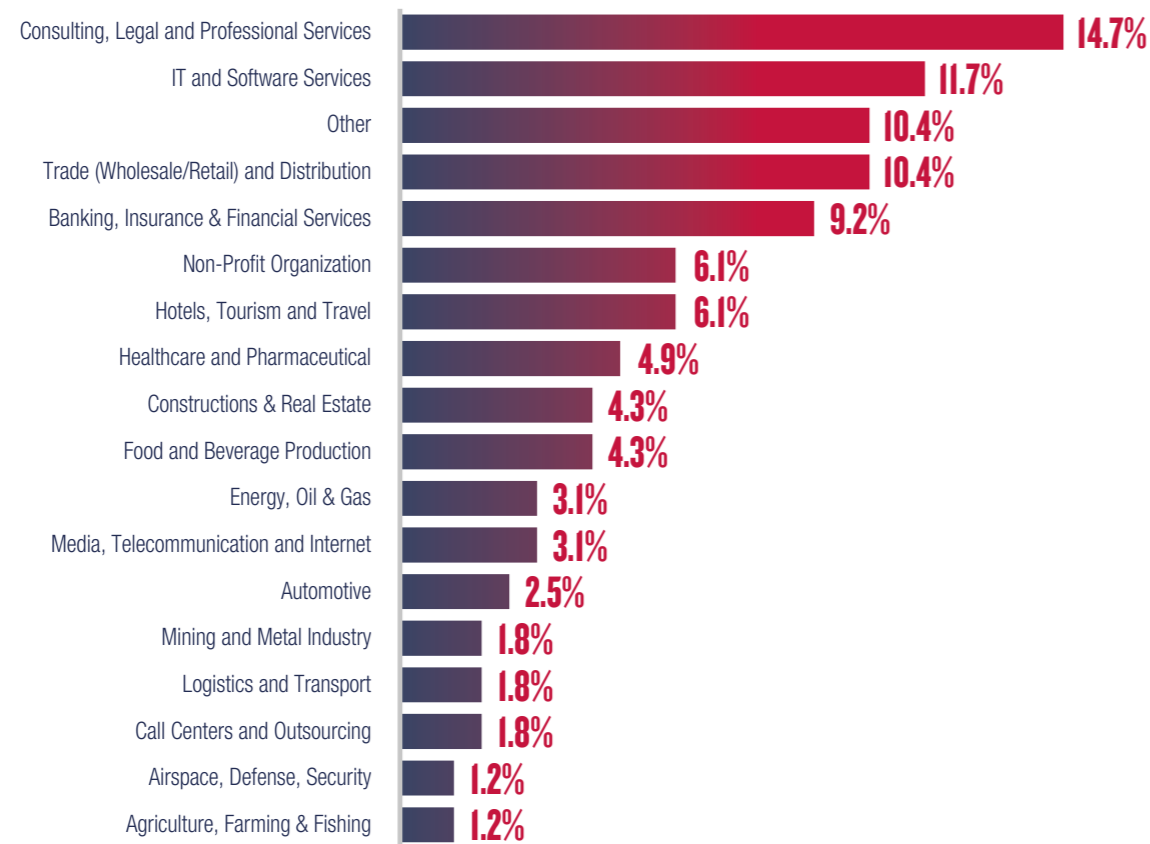
The following chart show the % of companies based on generated revenue from export activities.

COMPANIES BASED ON REVENUE Generated by Exports

- None
- 25% or less
- 26 - 50%
- Over 50%



COMPANIES BY MAIN ACTIVITY



Other* (Education, Investment, e-commerce, leasing, etc.)

3. AMCHAM BUSINESS INDEX

3.1 Calculation of the index

The AmCham Business Index is calculated based on the set of questions listed below. Each question is weighted 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 these questions.

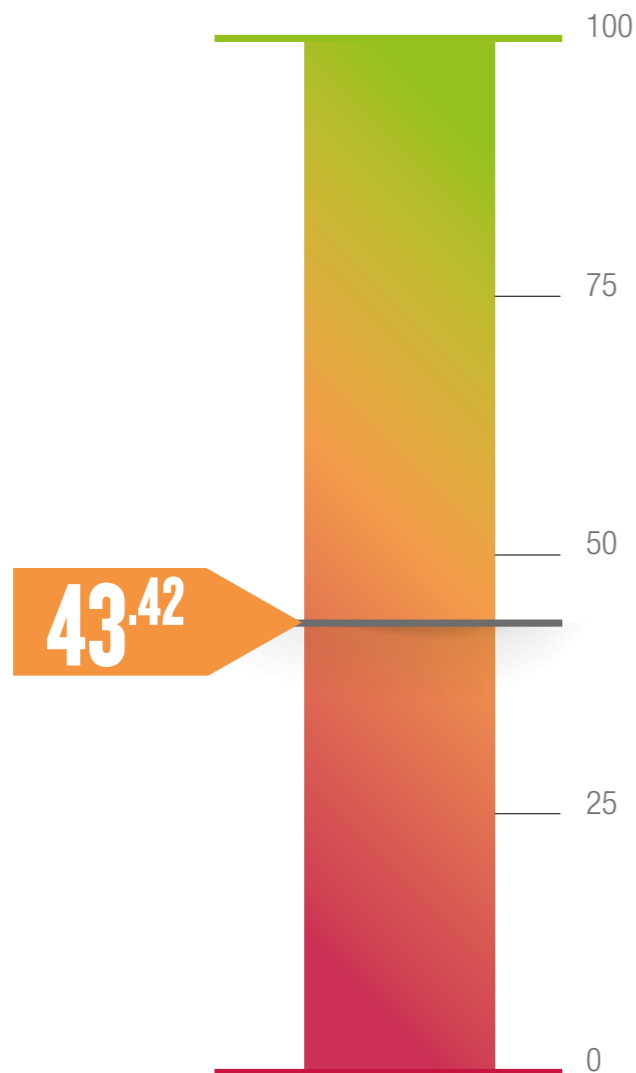
AmCham Albania Business Index Table		
	Questions Weights	100%
Overall Business Climate		25%
How was the business climate in Albania for the last year?		25%
Business Climate Factors		25%
Please rate the level of the following factors for the last year in relation to your business activity?		
Corruption 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?		
Order and safety		2.5%
Internal political climate		2.5%
Infrastructure		2.5%
Energy supply		2.5%
Private Property		2.5%
Intellectual Property		2.5%
Government Policy		20%
How was the relation of your business with the following public institutions for the last year?		
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%
Performance of the Economy		5%
How do you consider the performance of the Albanian economy during last year?		5%

Business Activity	15%
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%
Financial Environment	5%
How easy was for your company to assure financing for business development during last year?	5%
Human Resources	5%
How easy was for your company to find local qualified staff during last year?	5%

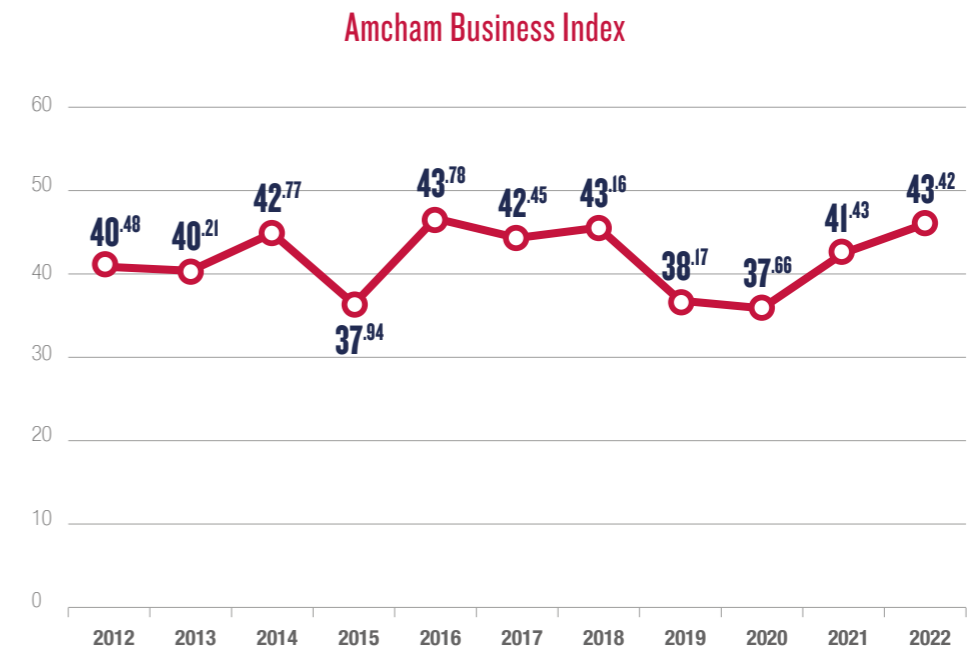
*Detailed information on the calculation methodology of the index can be found in Annex 1 of this document.

3.2 AmCham Business Index Result.

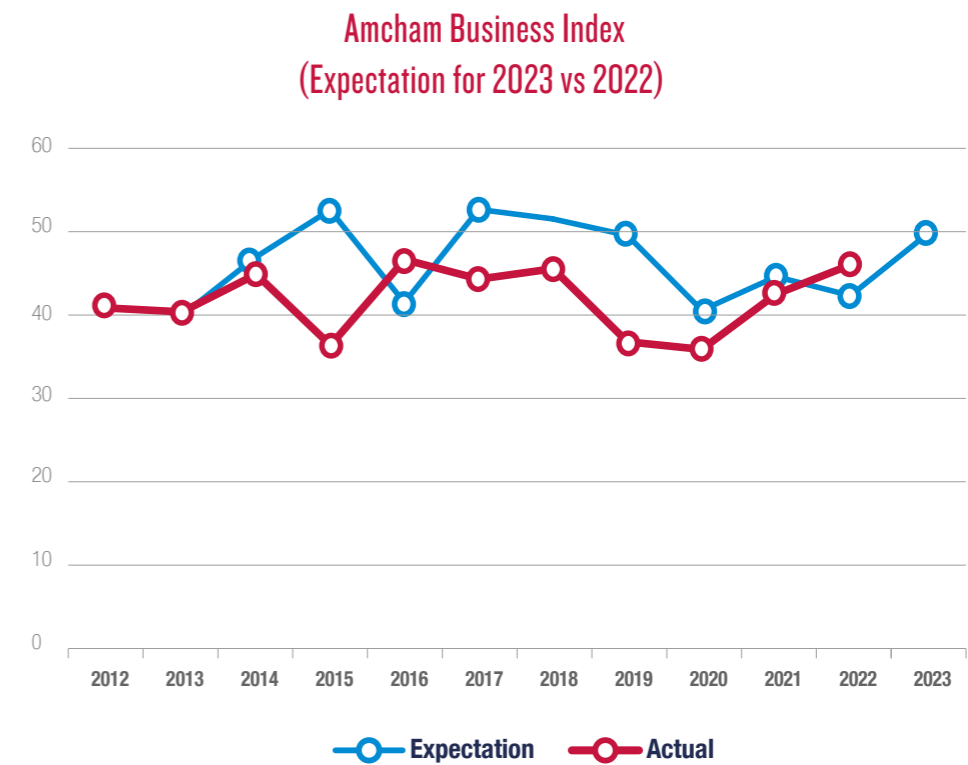
The AmCham Business Index for 2022 has improved by **1.99** points to: **43.42**.



The AmCham Business Index for 2022 has increased by 1.99 points compared to 2021. The following chart shows the evolution of the AmCham Business Index during 2012-2022.



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



The following graph shows the expectation for the 2022 AmCham Business Index. The graph also compares the expectation vs the actual result for each previous year.

3.3 Indicators results for 2022.

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). These questions are sorted from the lowest to the highest score. **Higher scores are better and indicate a more positive perception.*

Nr	Indicator Name	2022
1	Local Qualified Staff Finding	23.06
2	Monopoly and Unfair Competition	31.13
3	Government Bureaucracy	33.28
4	Informal Economy Level	33.28
5	Internal Political Climate	35.74
6	Overall Tax Level Applied	35.85
7	Corruption Level	35.89
8	Economic Reforms and Central Government Policy	37.89
9	Performance of the Albanian Economy	38.21
10	Application of Laws and Regulations	39.62
11	Business Climate	41.41
12	Assurance of Financing for Business Development	42.58
13	Banking Policies and Services**	45.32
14	Intellectual Property	47.24
15	Relation with Courts of Justice	48.89
16	Total Employment Change	52.69
17	Private Property	52.91
18	Infrastructure	53.53
19	Goods and Services Demand	55.06
20	Total Investments Change	55.54
21	Relation with Ministries	55.70
22	Order and Safety in the Country	56.60
23	Relation with Local Government	57.23
24	Goods and Services Demand in Exports**	57.72
25	Relation with Tax Authorities	61.16
26	Relation with Customs Authorities	62.89
27	Energy Supply	68.25
	Amcham Business Index	43.42

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

*** The detailed information regarding the results calculation can be found in Annex 1 of this document.

3.4 Comparison with previous year.

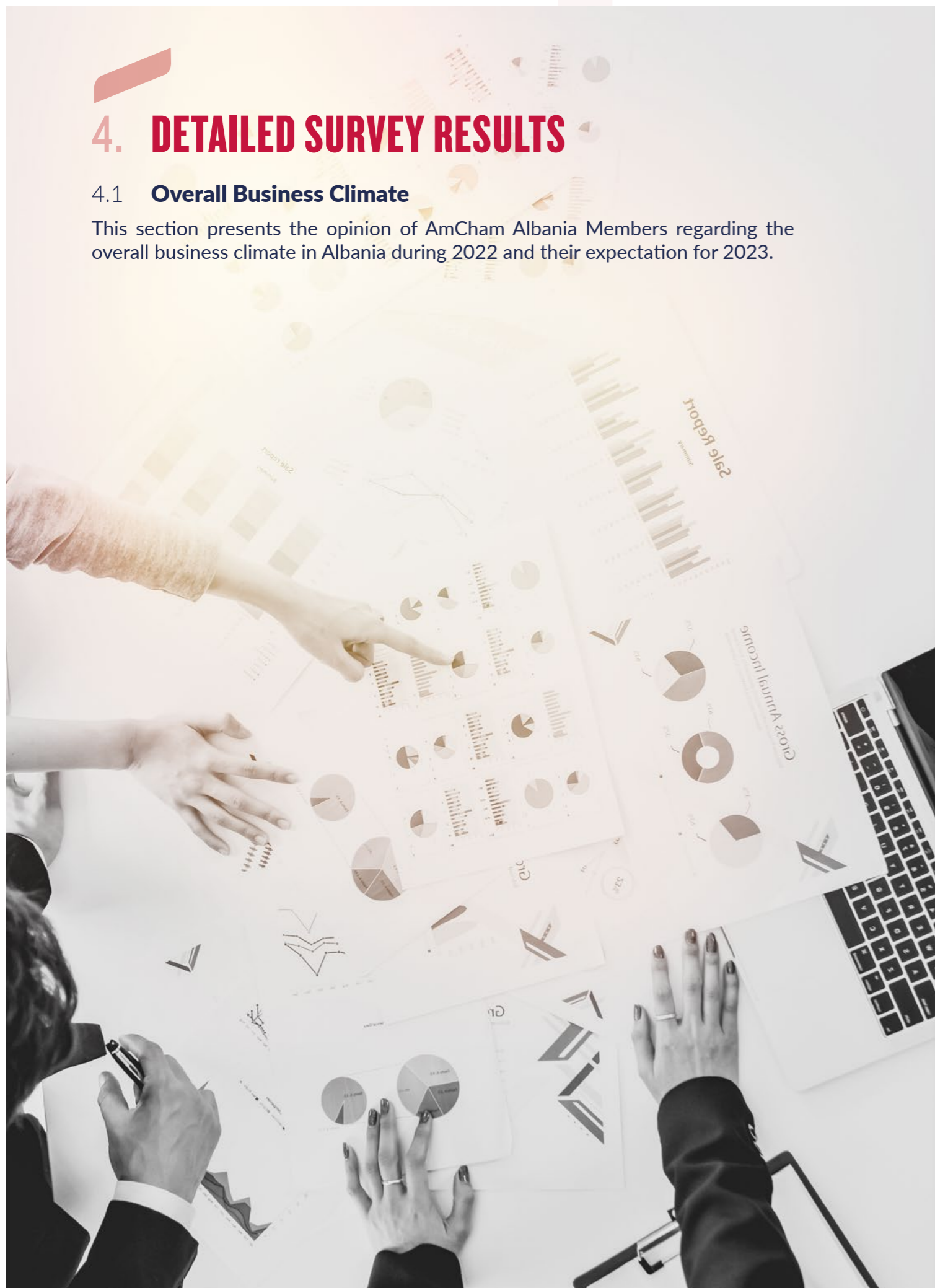
The table below presents the comparison of AmCham Business Index Survey results between 2021 and 2022. The results are sorted based on 2022 scores, from the lowest to the highest. Higher scores indicate a better perception.

Nr	Indicator Name	2021	2022	Difference
1	Local Qualified Staff Finding	24.47	23.06	-1.40
2	Monopoly and Unfair Competition	26.71	31.13	+4.42
3	Government Bureaucracy	32.19	33.28	+1.09
4	Informal Economy Level	31.16	33.28	+2.12
5	Internal Political Climate	32.88	35.74	+2.86
6	Overall Tax Level Applied	32.75	35.85	+3.10
7	Corruption Level	32.71	35.89	+3.18
8	Economic Reforms and Central Government Policy	36.27	37.89	+1.63
9	Performance of the Albanian Economy	39.26	38.21	-1.05
10	Application of Laws and Regulations	37.68	39.62	+1.95
11	Business Climate	36.64	41.41	+4.77
12	Assurance of Financing for Business Development	39.89	42.58	+2.69
13	Banking Policies and Services**	43.97	45.32	+1.35
14	Intellectual Property	46.06	47.24	+1.18
15	Relation with Courts of Justice	48.77	48.89	+0.12
16	Total Employment Change	55.28	52.69	-2.59
17	Private Property	50.68	52.91	+2.23
18	Infrastructure	48.80	53.53	+4.73
19	Goods and Services Demand	55.46	55.06	-0.39
20	Total Investments Change	55.99	55.54	-0.45
21	Relation with Ministries	54.93	55.70	+0.77
22	Order and Safety in the Country	57.02	56.60	-0.43
23	Relation with Local Government	55.46	57.23	+1.77
24	Goods and Services Demand in Exports**	53.63	57.72	+4.09
25	Relation with Tax Authorities	58.98	61.16	+2.18
26	Relation with Customs Authorities	62.15	62.89	+0.74
27	Energy Supply	66.10	68.25	+2.16
	Amcham Business Index	41.43	43.42	+1.99

4. DETAILED SURVEY RESULTS

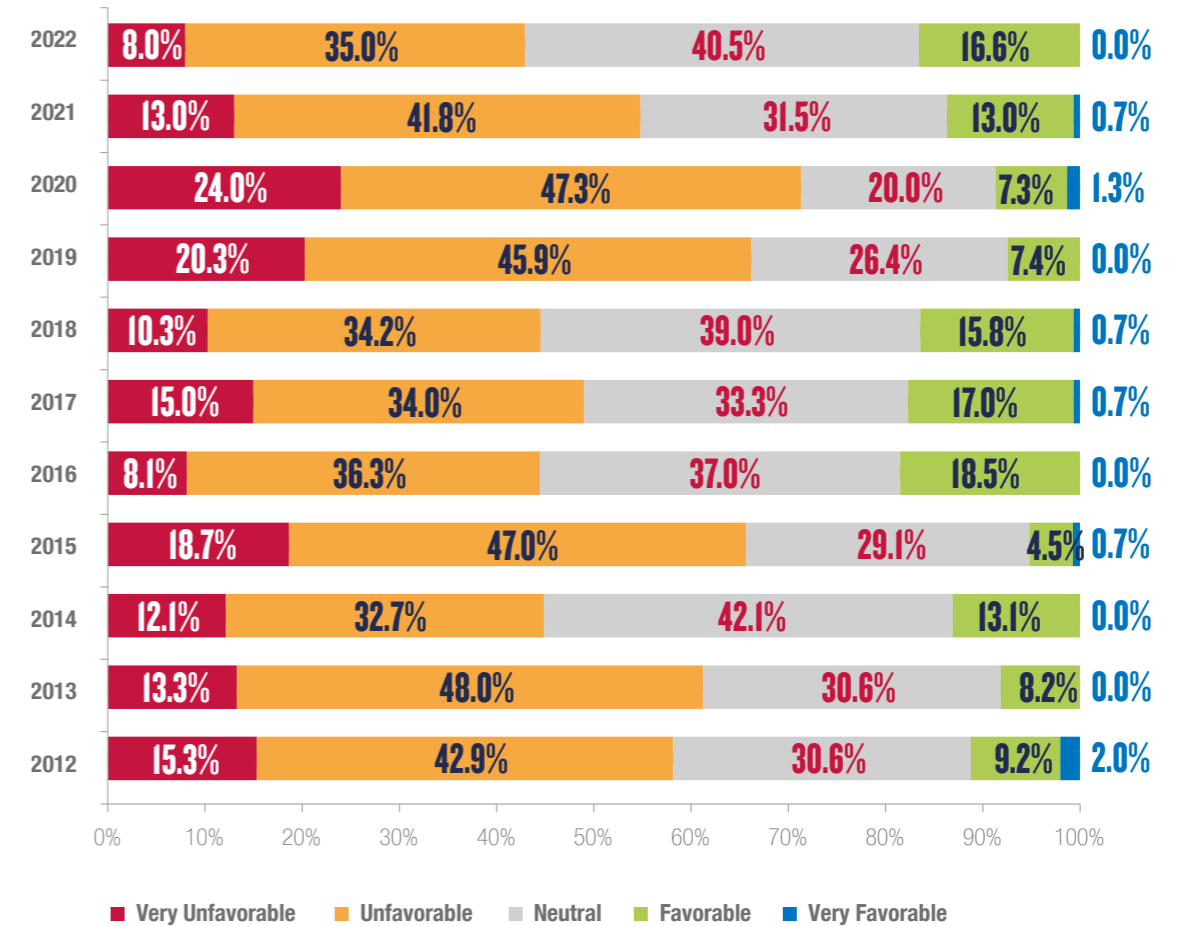
4.1 Overall Business Climate

This section presents the opinion of AmCham Albania Members regarding the overall business climate in Albania during 2022 and their expectation for 2023.

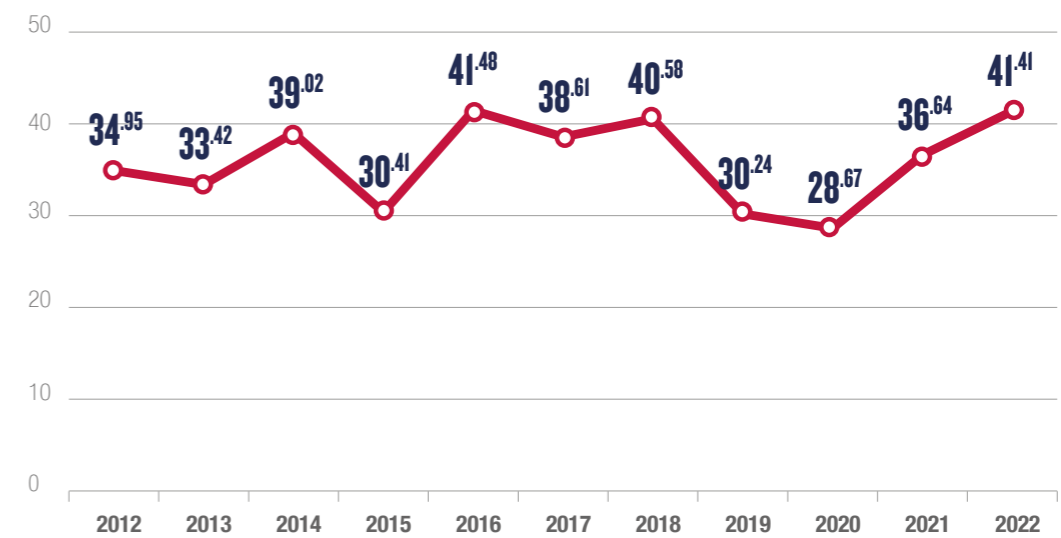


Business Climate in Albania:

How was the business climate in Albania for the last year (2022)?



Business Climate

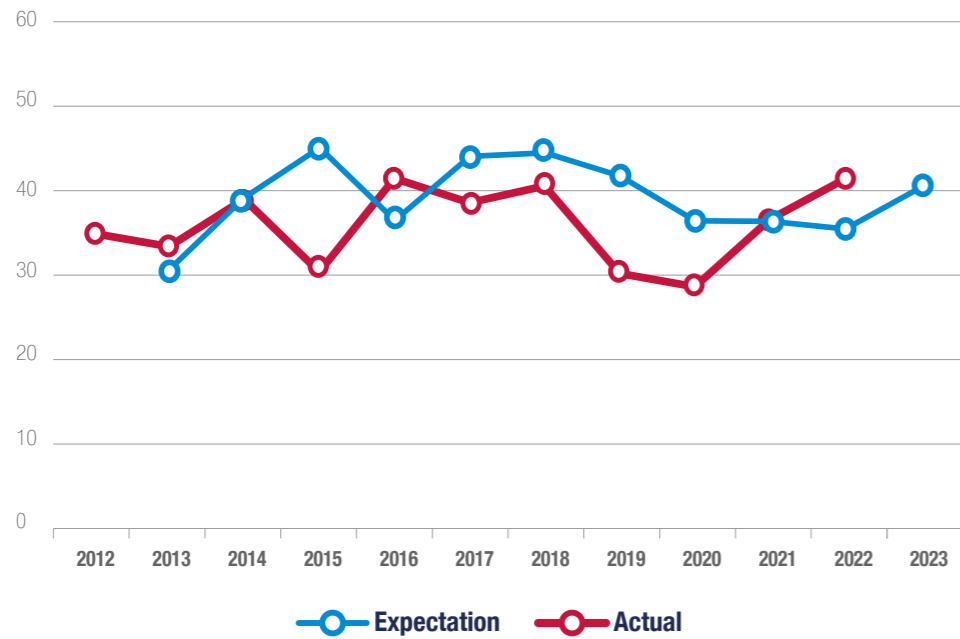


This chart shows the indicator evolution. Higher scores indicate a better perception.

The following graph shows the expectation of Amcham members for the *Business Climate* in 2023. The graph also compares the expectation vs the actual result for each previous year.

(The additional question was: *How do you expect the business climate in Albania to be in 2023?*)

BUSINESS CLIMATE (Expectation vs Actual)



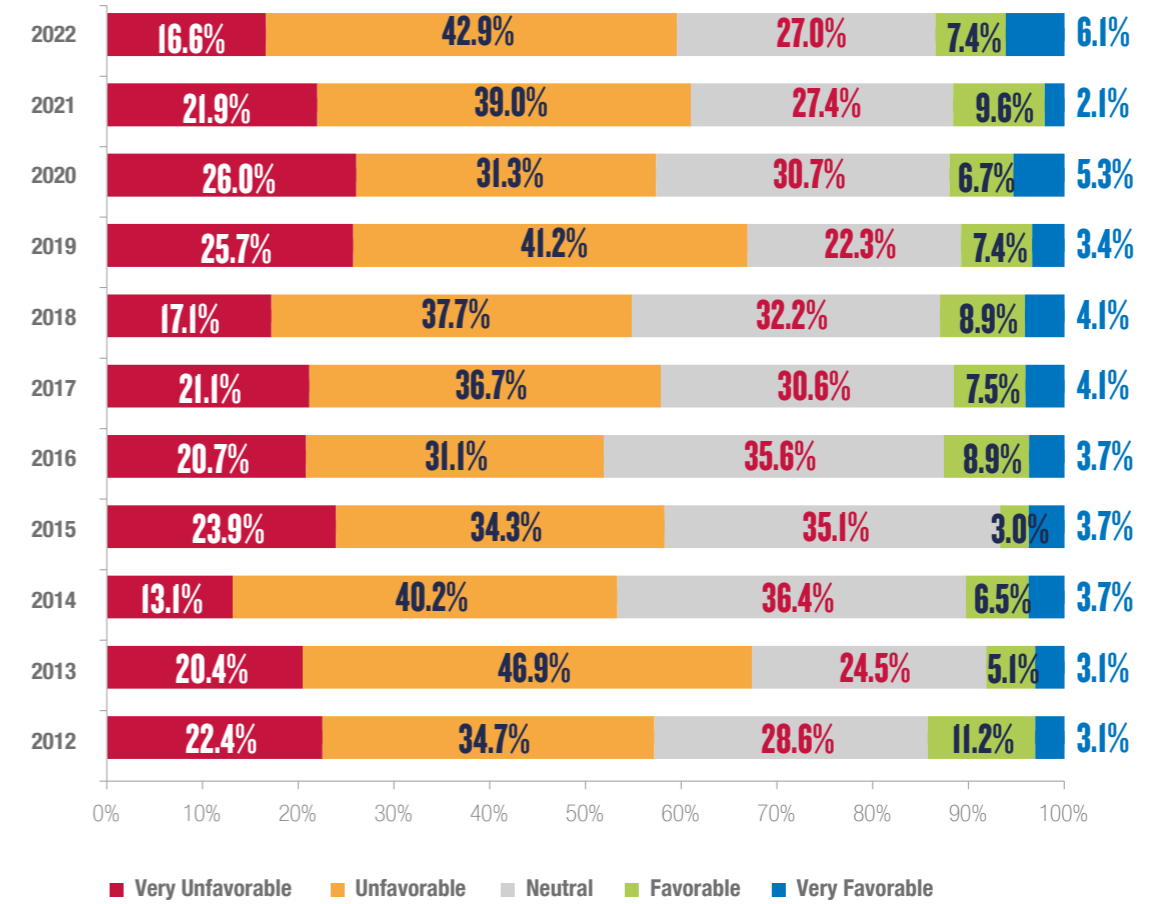
4.2 Factors IMPACTING THE Business Climate

This section of the report 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.

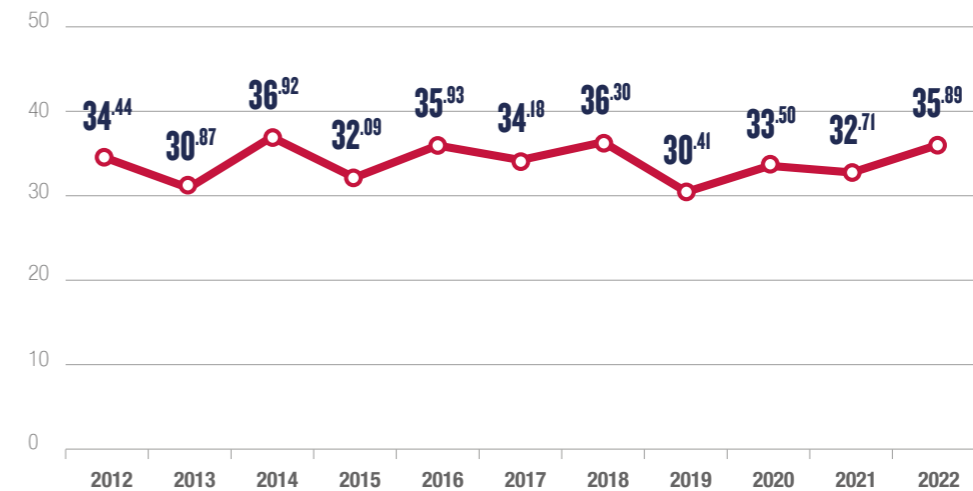
**The question asked to the participants was: Please rate the level of the following factors for the last year (2022) in relation to your business activity?*

4.2.1 Corruption

Please rate the Corruption level for the last year (2022) in relation to your business activity?



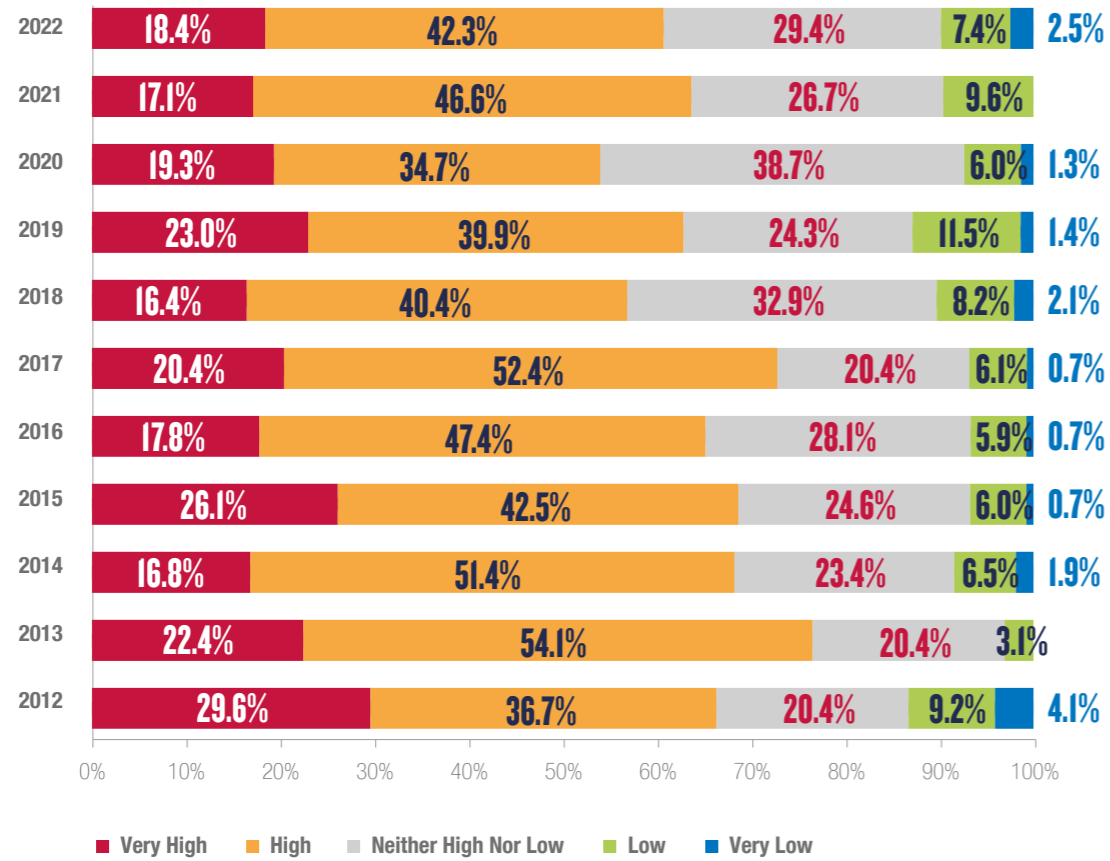
Perception of Corruption



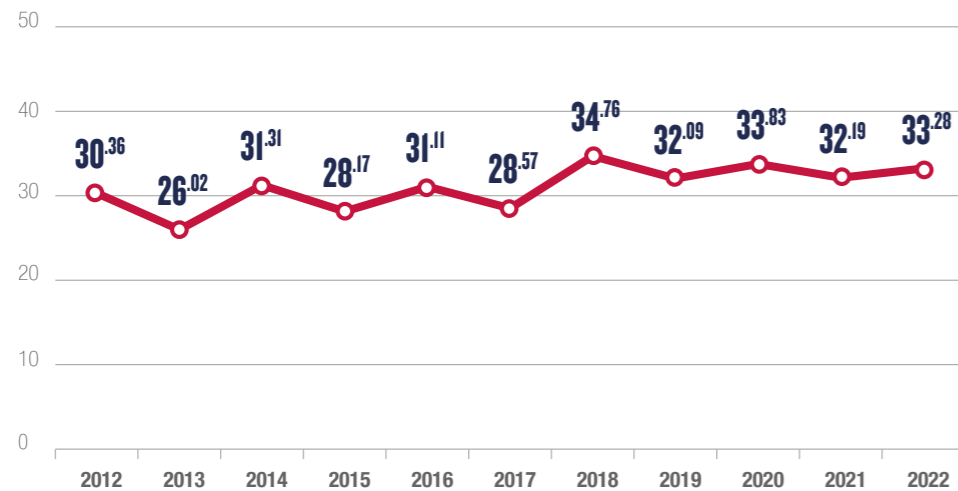
This chart shows the indicator evolution. Higher scores indicate a better perception.

4.2.2 Government Bureaucracy

Please rate the Government bureaucracy level for the last year (2022) in relation to your business activity?



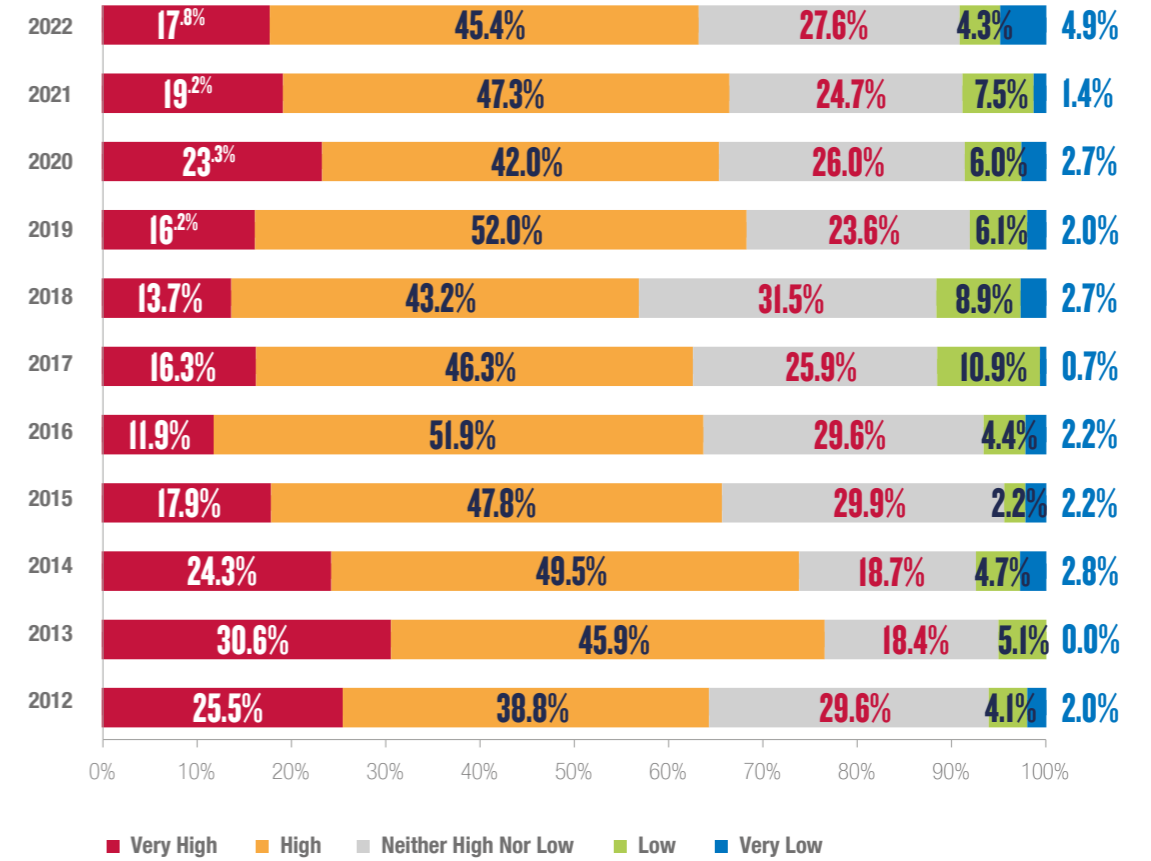
Government Bureaucracy



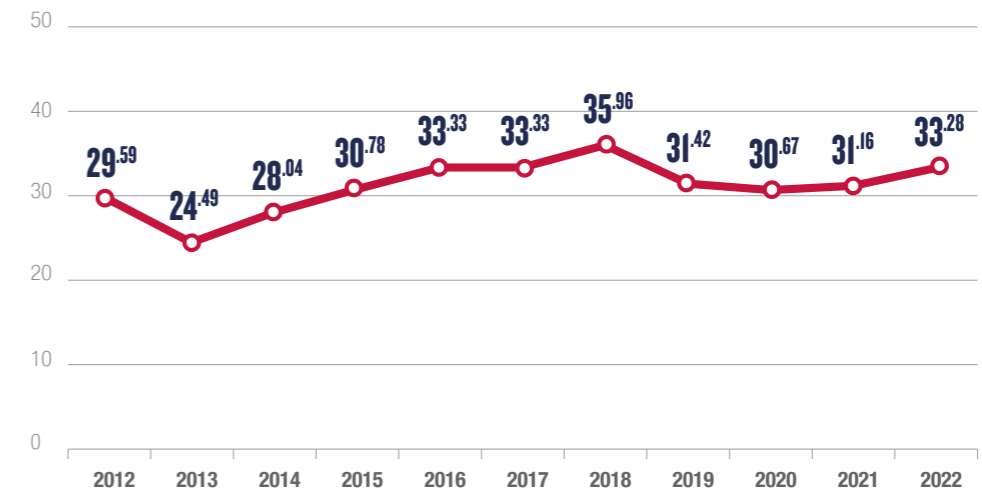
This chart shows the indicator evolution. Higher scores indicate a better perception.

4.2.3 Informal Economy

Please rate the Informal economy level for the last year (2022) in relation to your business activity?



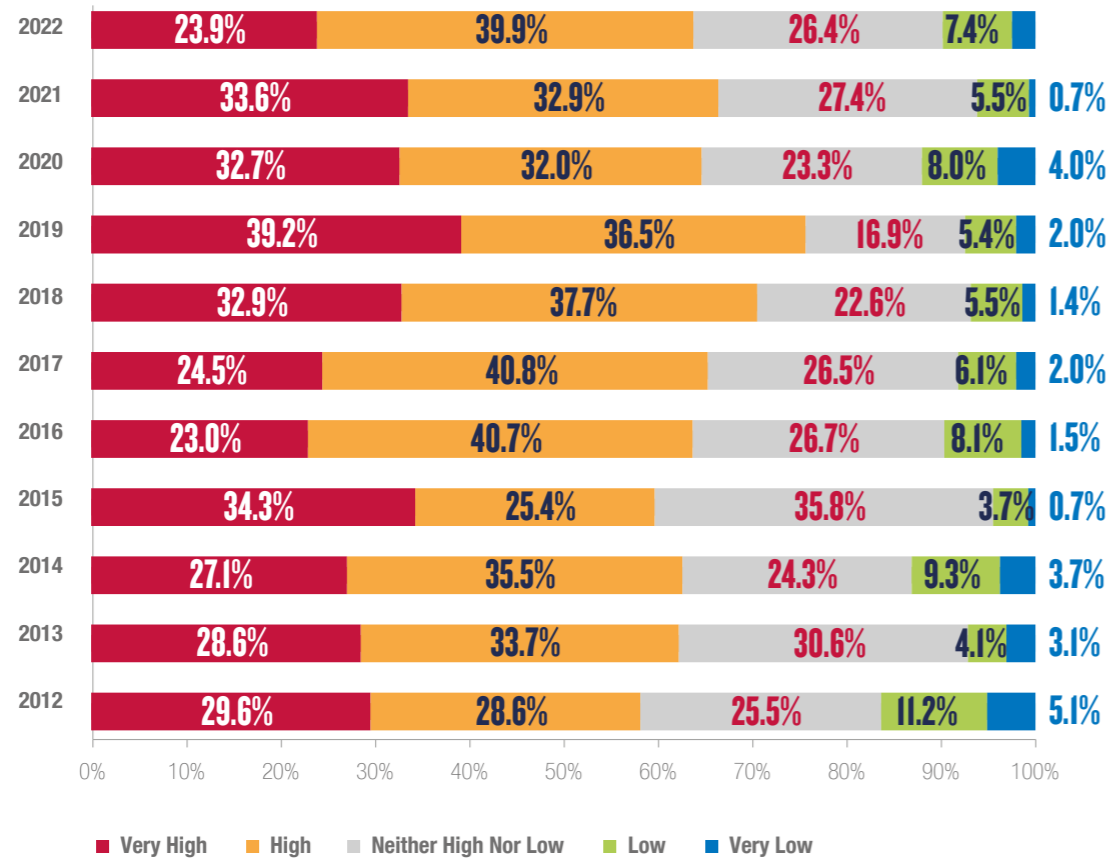
Informal Economy



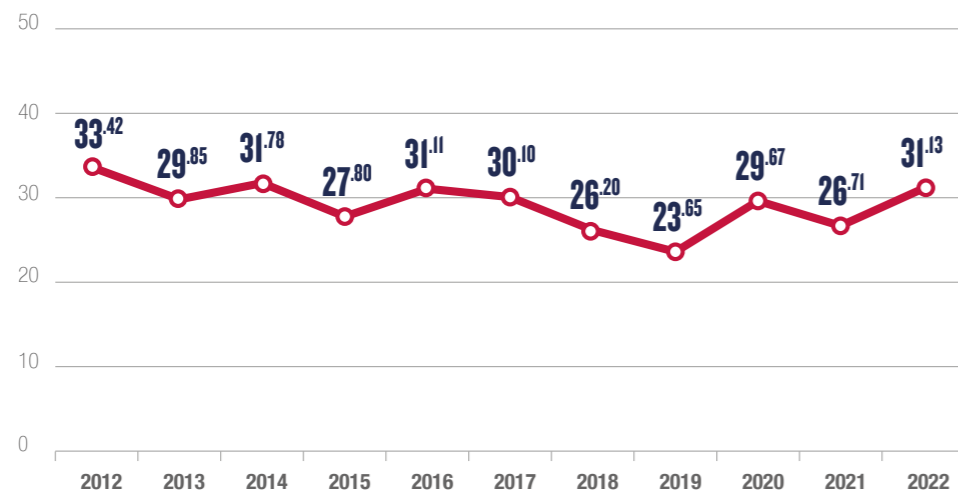
This chart shows the indicator evolution. Higher scores indicate a better perception.

4.2.4 Monopoly and Unfair Competition

Please rate the Monopoly and Unfair Competition level for the last year (2022) in relation to your business activity?



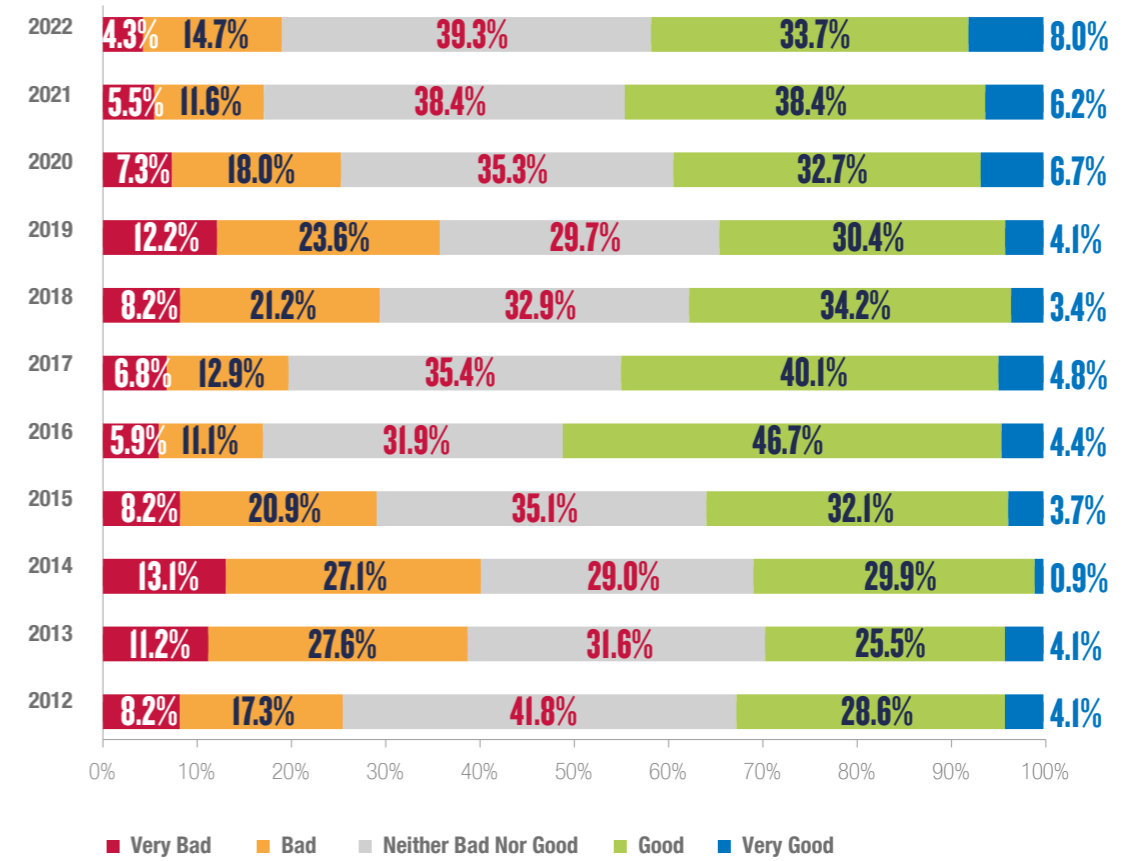
Monopoly and Unfair Competition



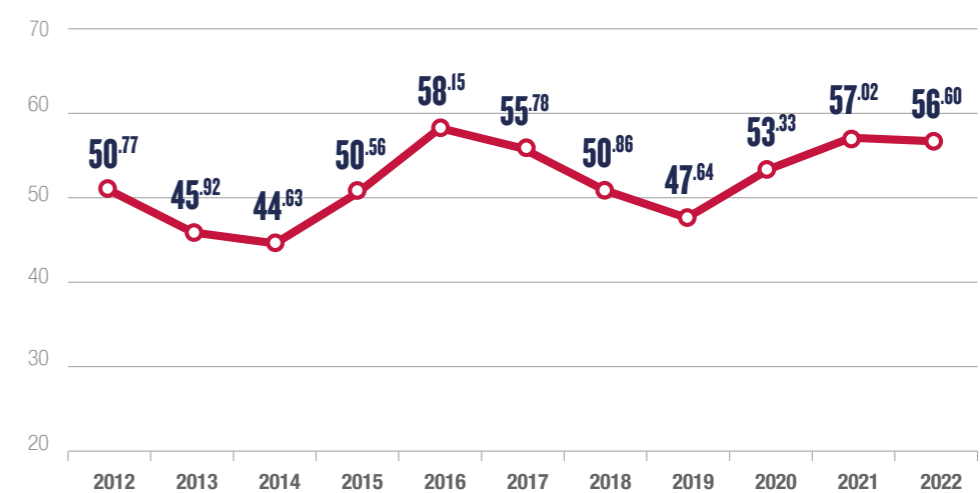
This chart shows the indicator evolution. Higher scores indicate a better perception.

4.2.5 Order and Safety in the Country

Please rate the Order and safety factor in the country for the last year (2022) in relation to your business activity?



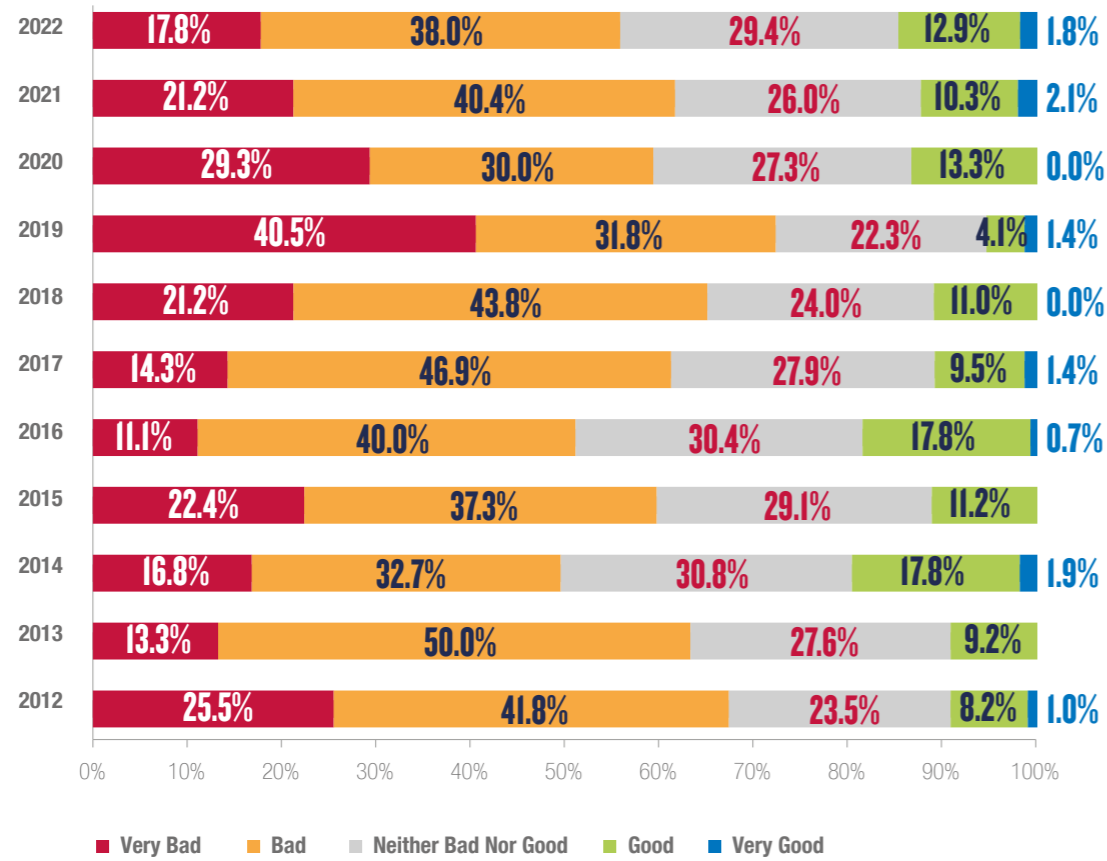
Order and Safety in the Country



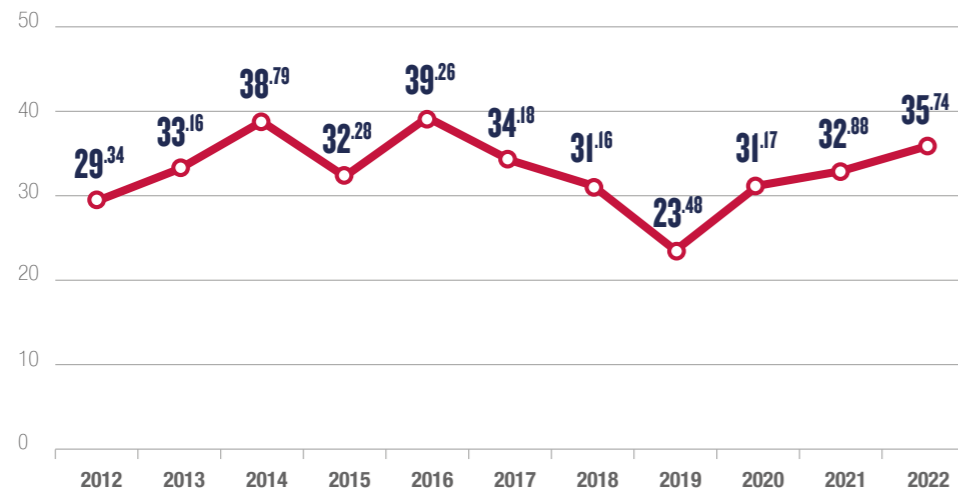
This chart shows the indicator evolution. Higher scores indicate a better perception.

4.2.6 Internal Political Climate

Please rate the internal political climate for the last year (2022) in relation to your business activity?



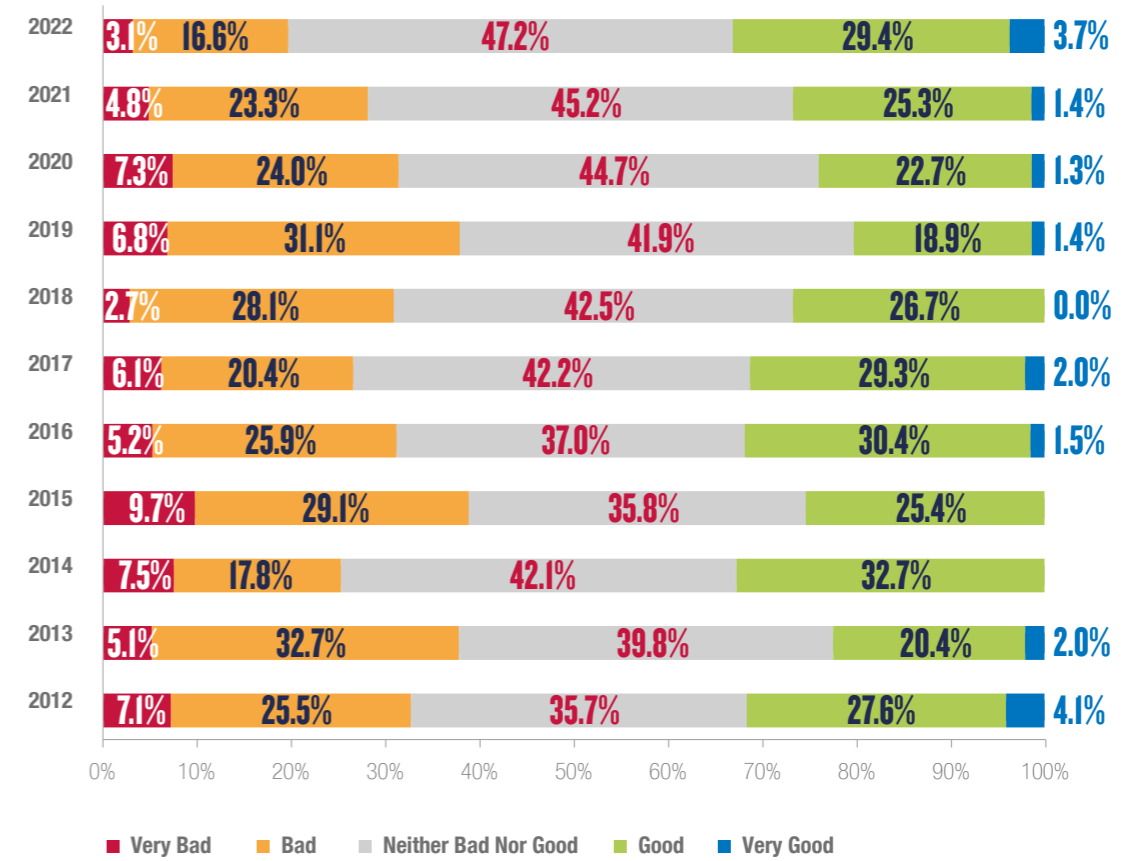
Internal Political Climate



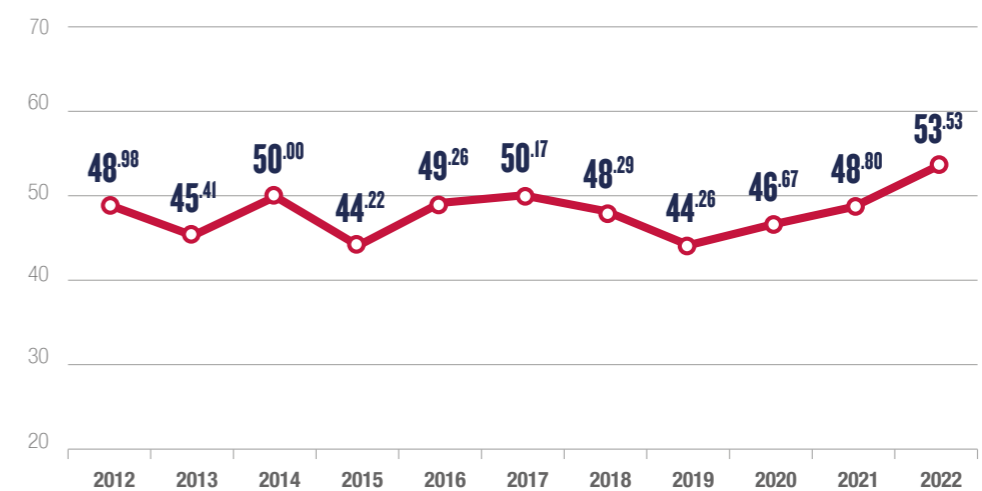
This chart shows the indicator evolution. Higher scores indicate a better perception.

4.2.7 Infrastructure

Please rate the infrastructure factor for the last year (2022) in relation to your business activity?



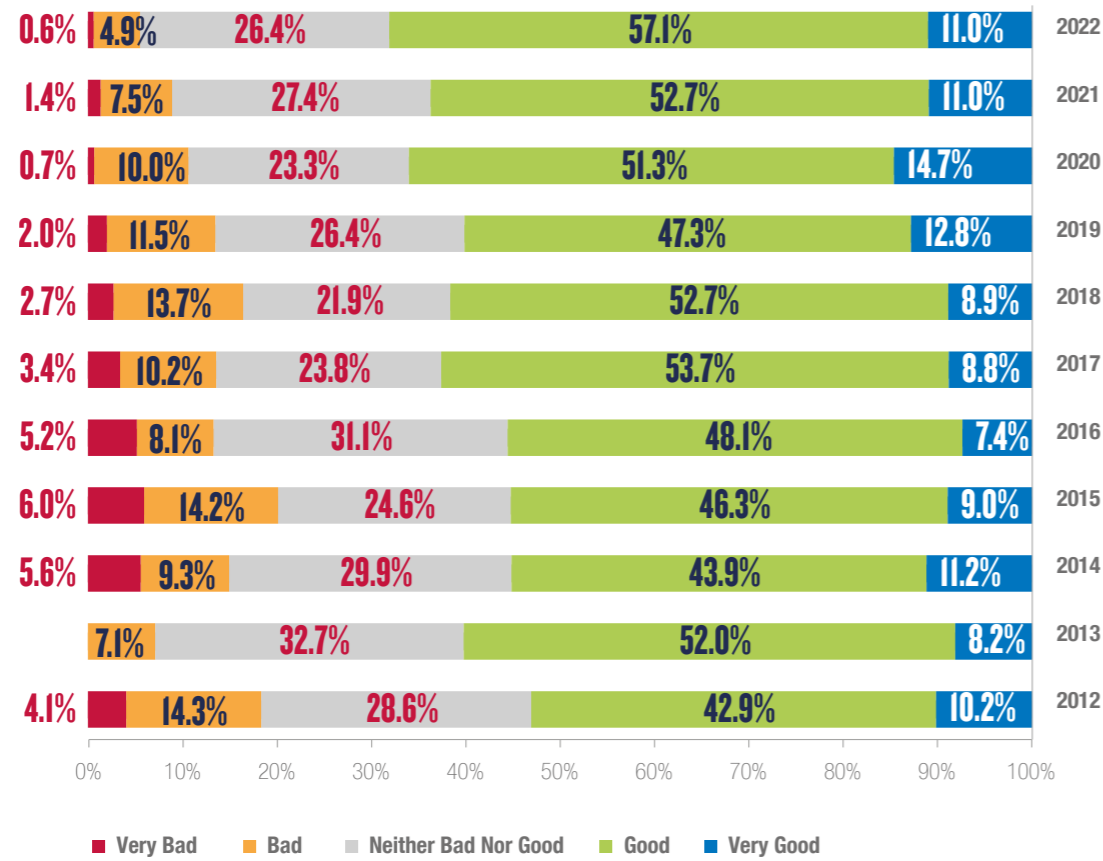
Infrastructure



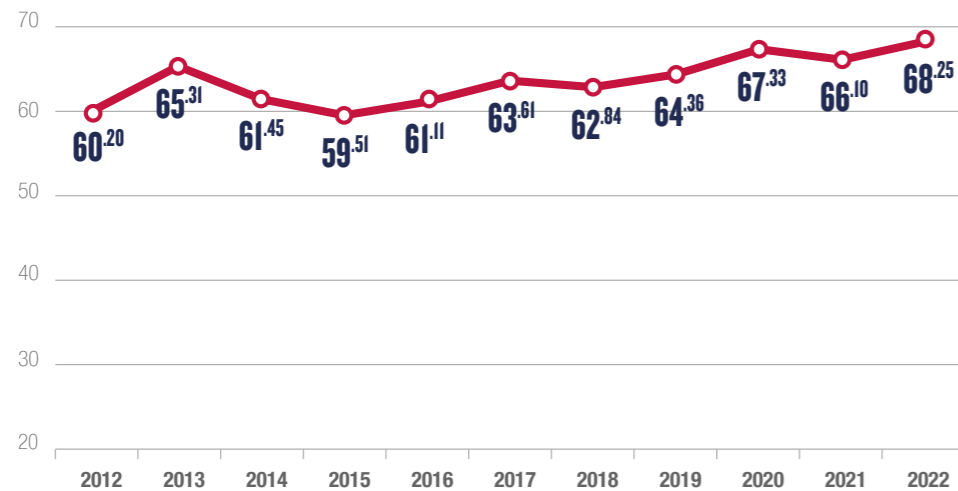
This chart shows the indicator evolution. Higher scores indicate a better perception.

4.2.8 Energy Supply

Please rate the Energy supply factor for the last year (2022) in relation to your business activity?



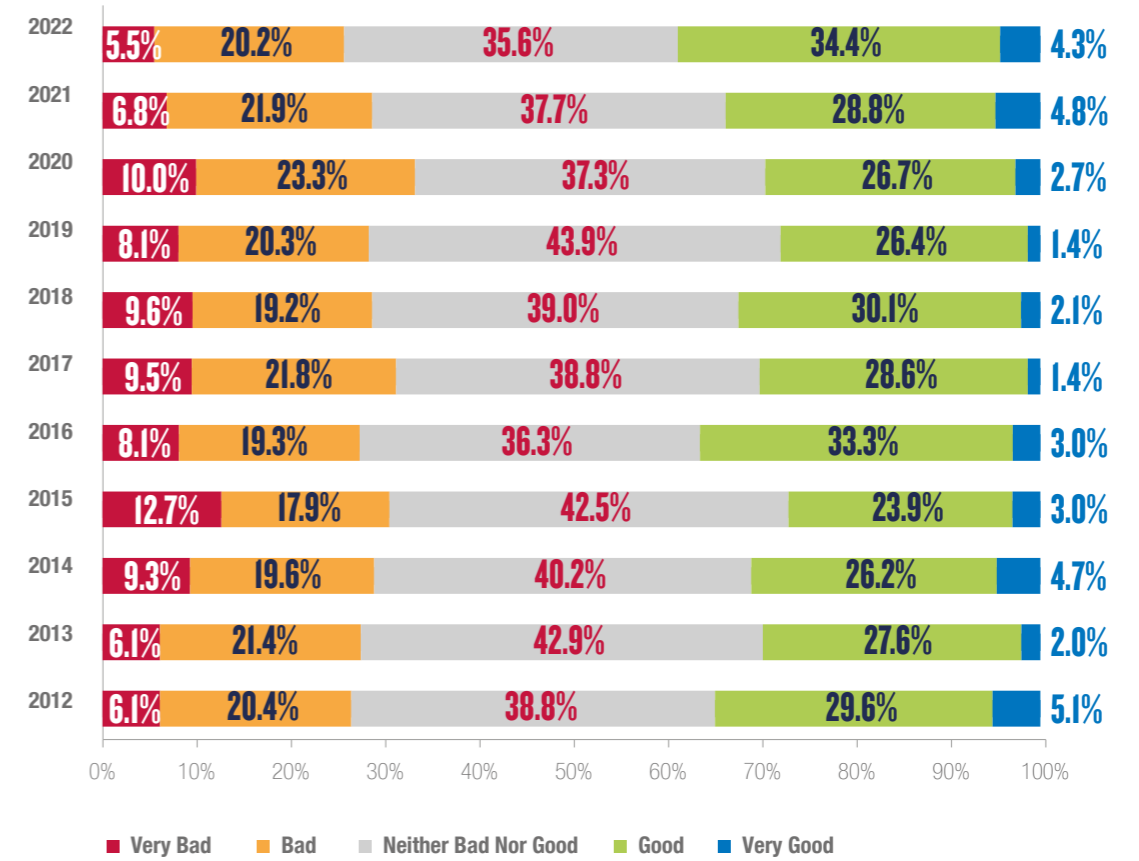
Energy Supply



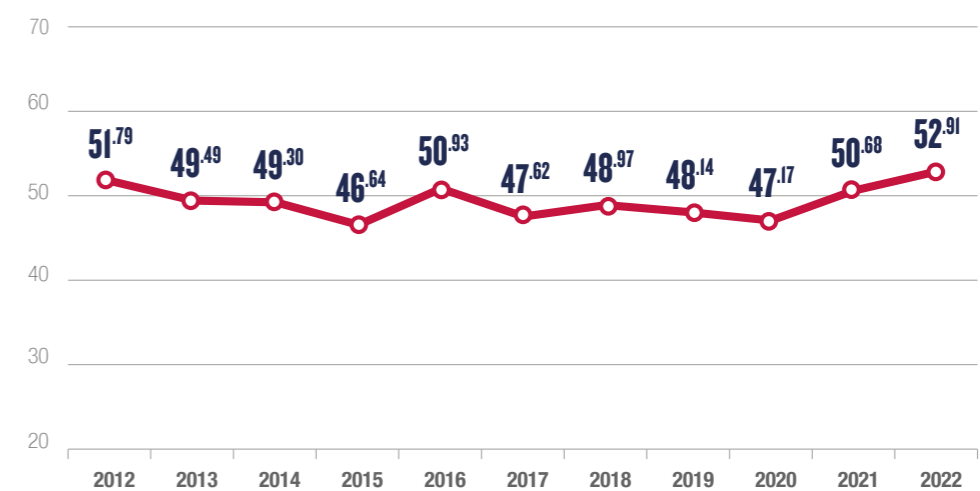
This chart shows the indicator evolution. Higher scores indicate a better perception.

4.2.9 Private Property

Please rate the Private property factor for the last year (2022) in relation to your business activity?



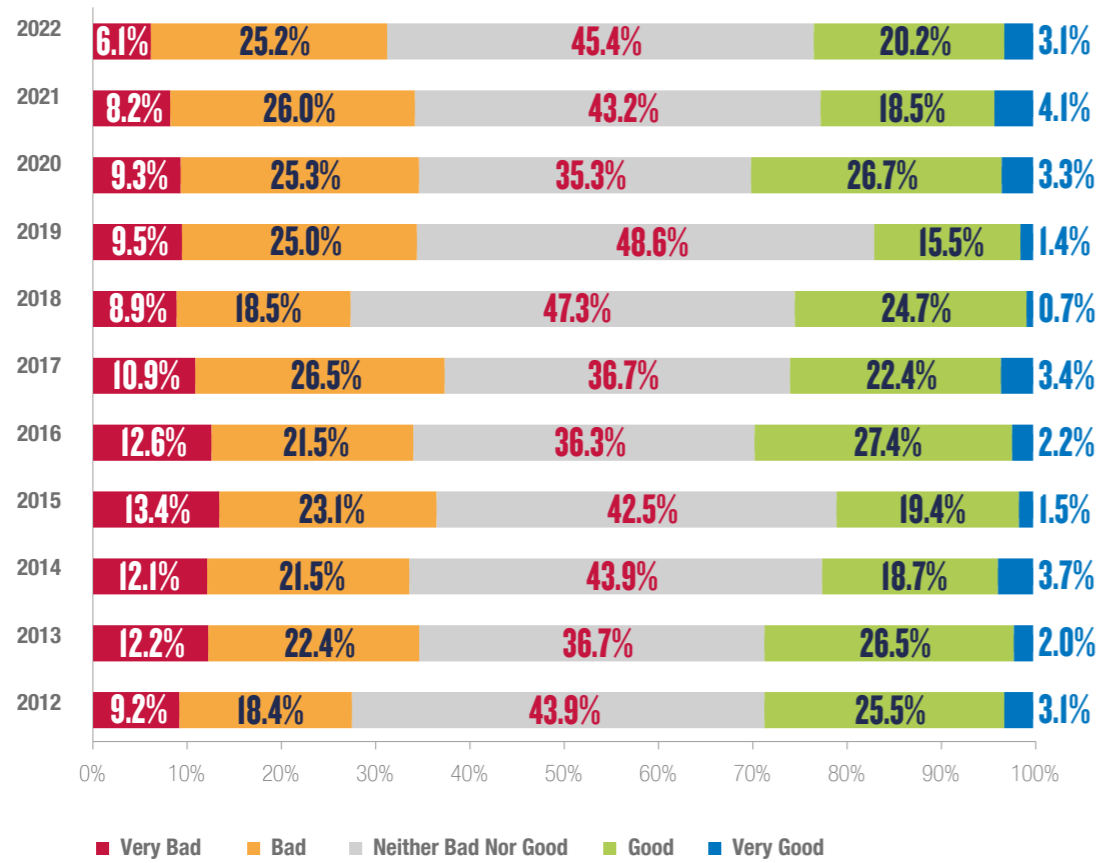
Private Property



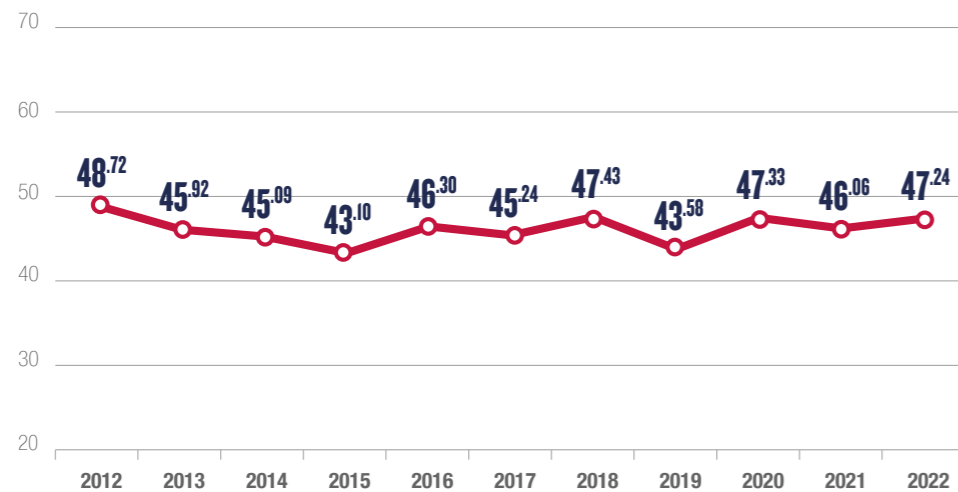
This chart shows the indicator evolution. Higher scores indicate a better perception.

4.2.10 Intellectual Property

Please rate the Intellectual Property factor for the last year (2022) in relation to your business activity?



Intellectual Property



This chart shows the indicator evolution. Higher scores indicate a better perception.

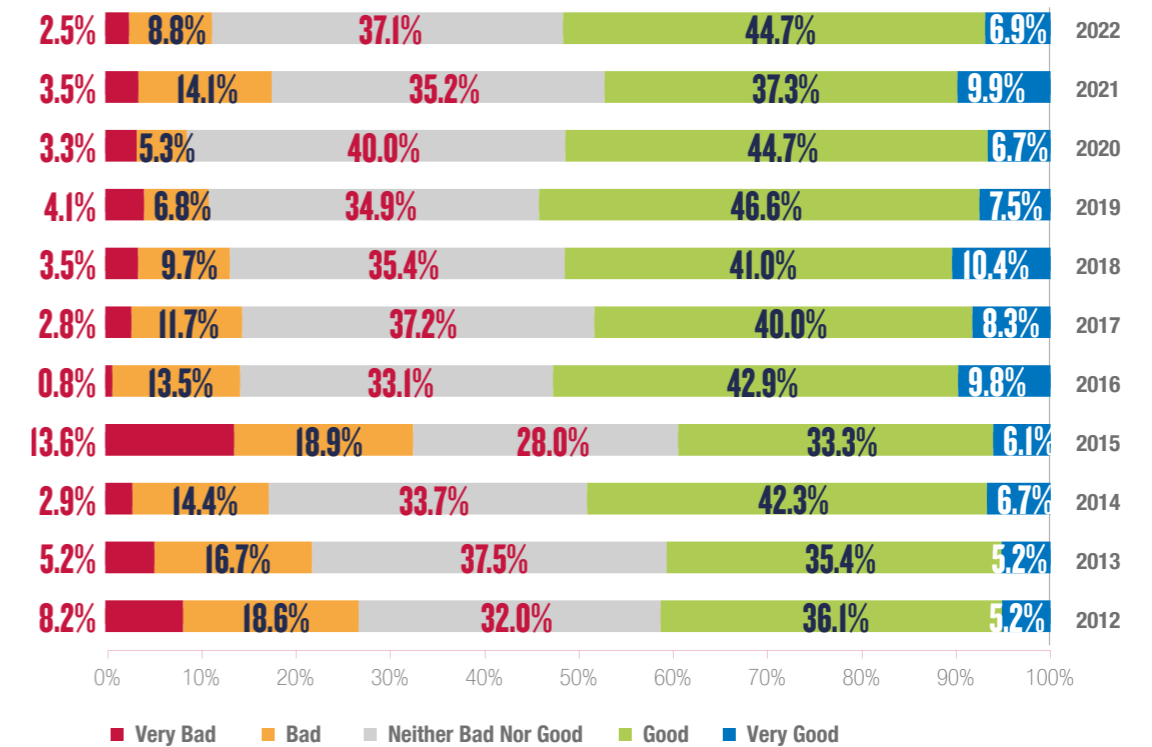
4.3 Relation with Public Authorities

This section reports the opinion of the respondents regarding their relation with central and local government institutions.

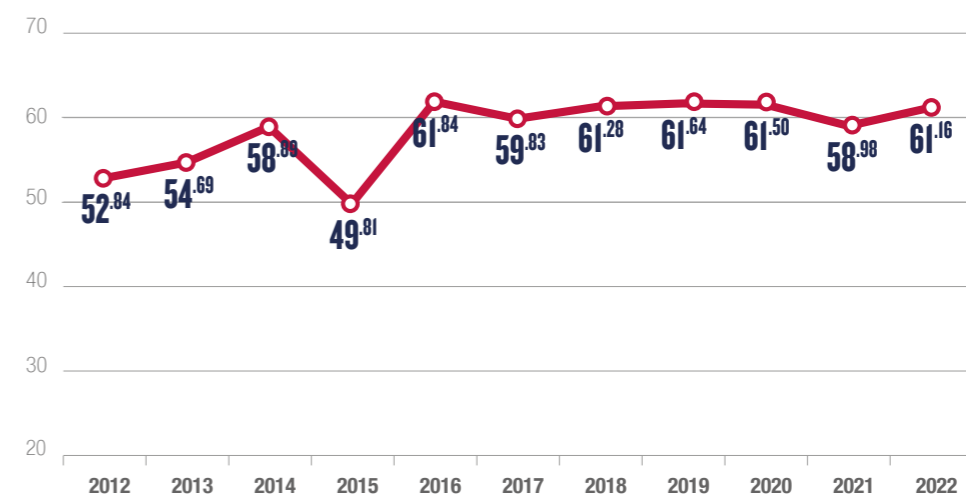
*The question asked to the participants was: How was the relation of your business with the following public institutions for the last year?

4.3.1 Relation with Tax Authorities

How was the relation of your business with tax authorities for the last year (2022)?



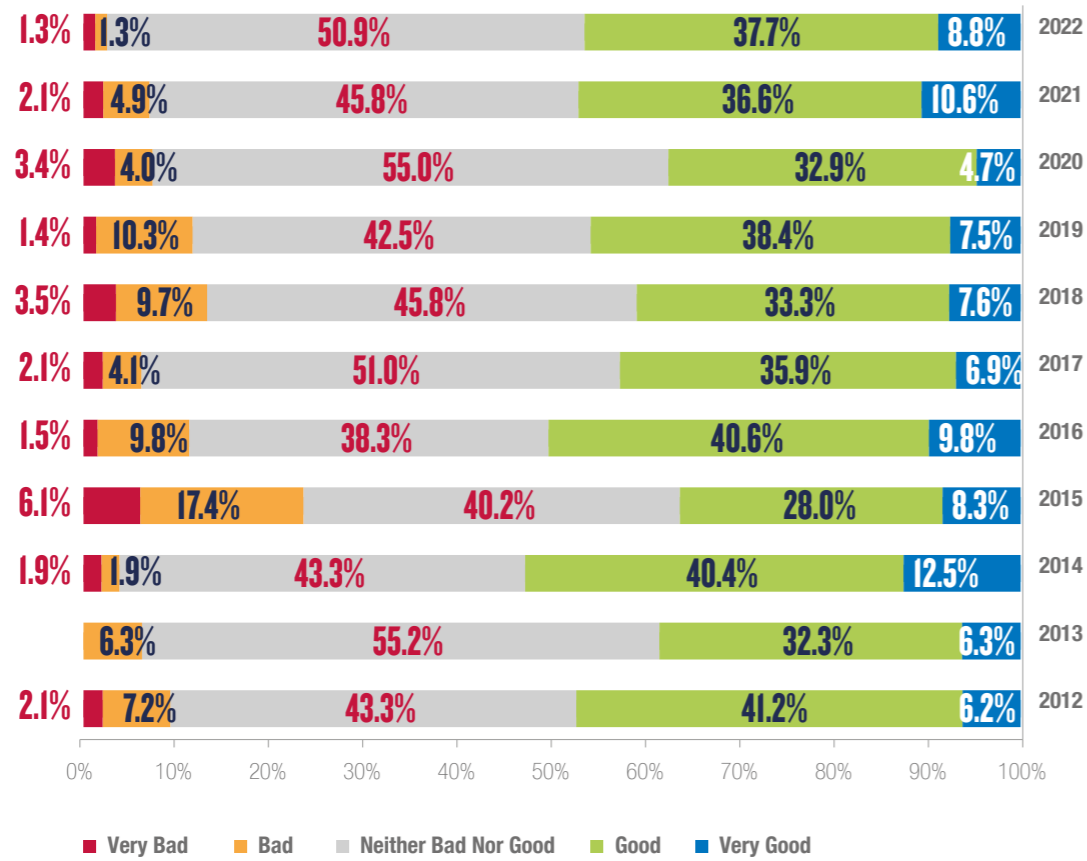
Relation with Tax Authorities



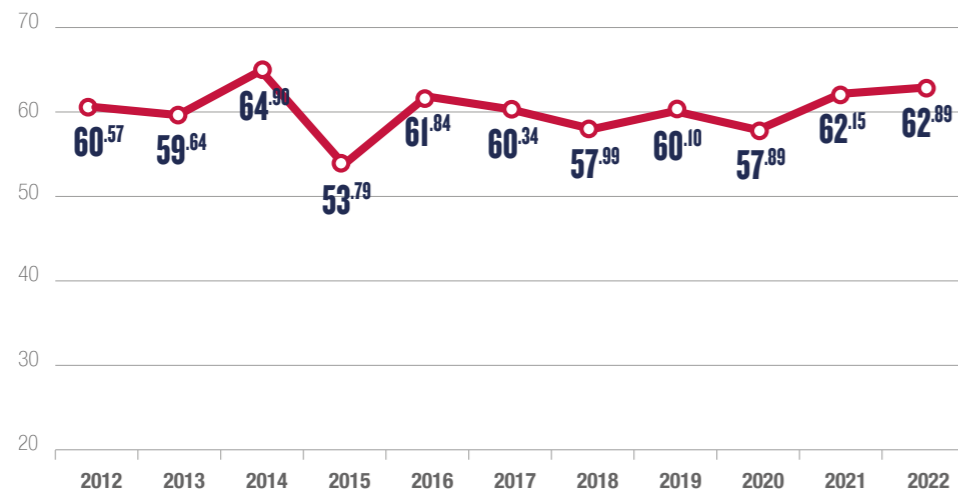
This chart shows the indicator evolution. Higher scores indicate a better perception.

4.3.2 Relation with Customs Authorities

How was the relation of your business with the customs authorities for the last year (2022)?



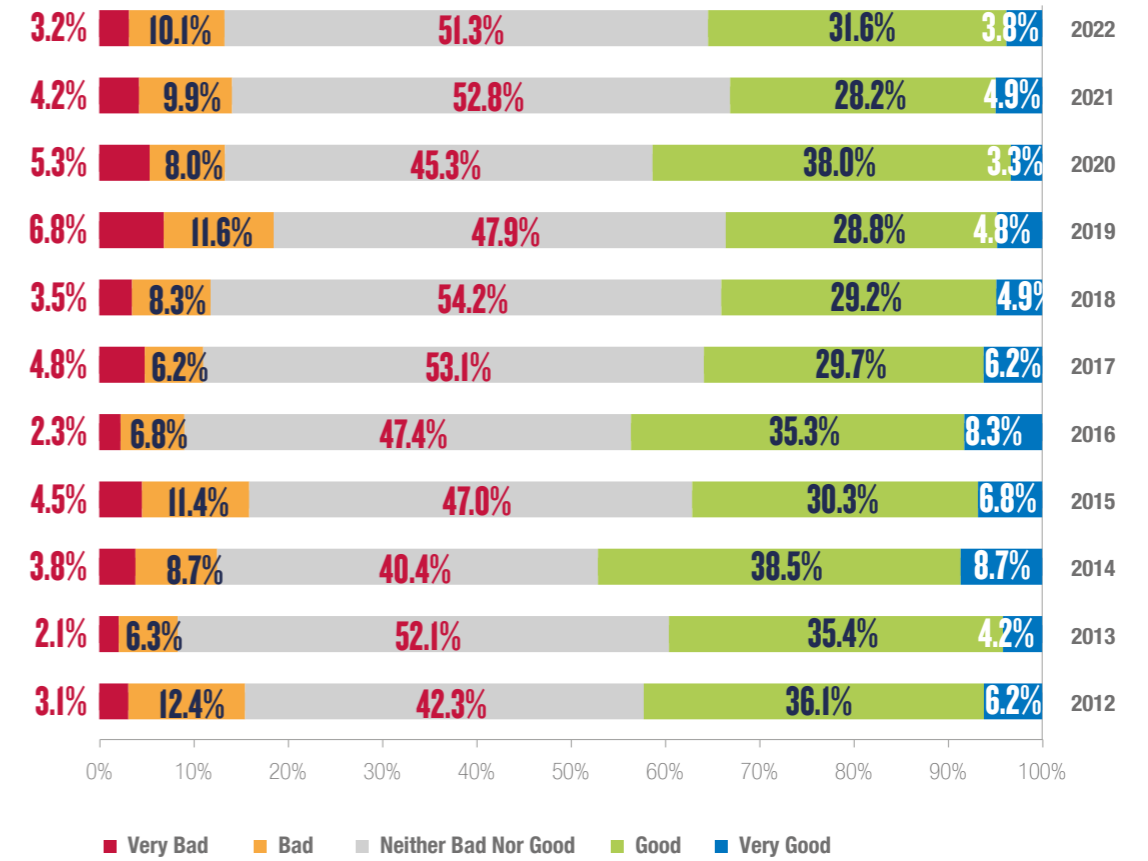
Relation with Customs Authorities



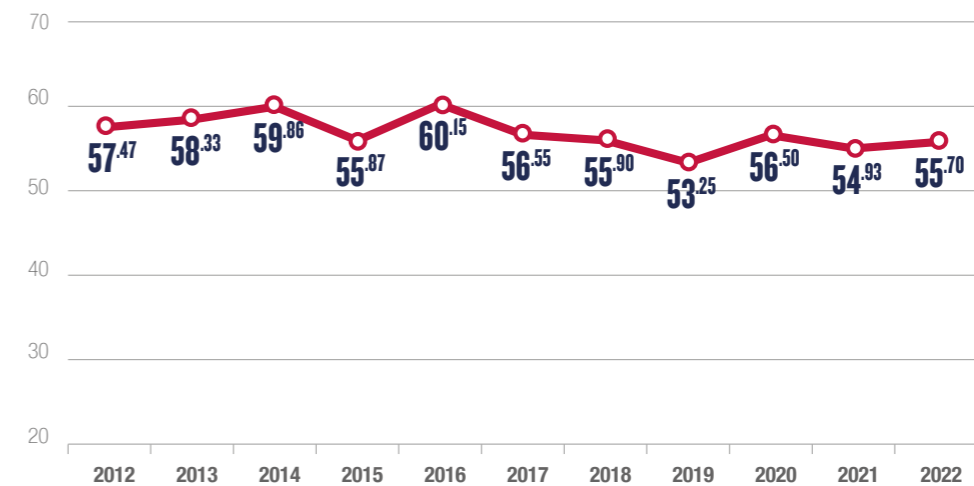
This chart shows the indicator evolution. Higher scores indicate a better perception.

4.3.3 Relation with Ministries

How was the relation of your business with Ministries for the last year (2022)?



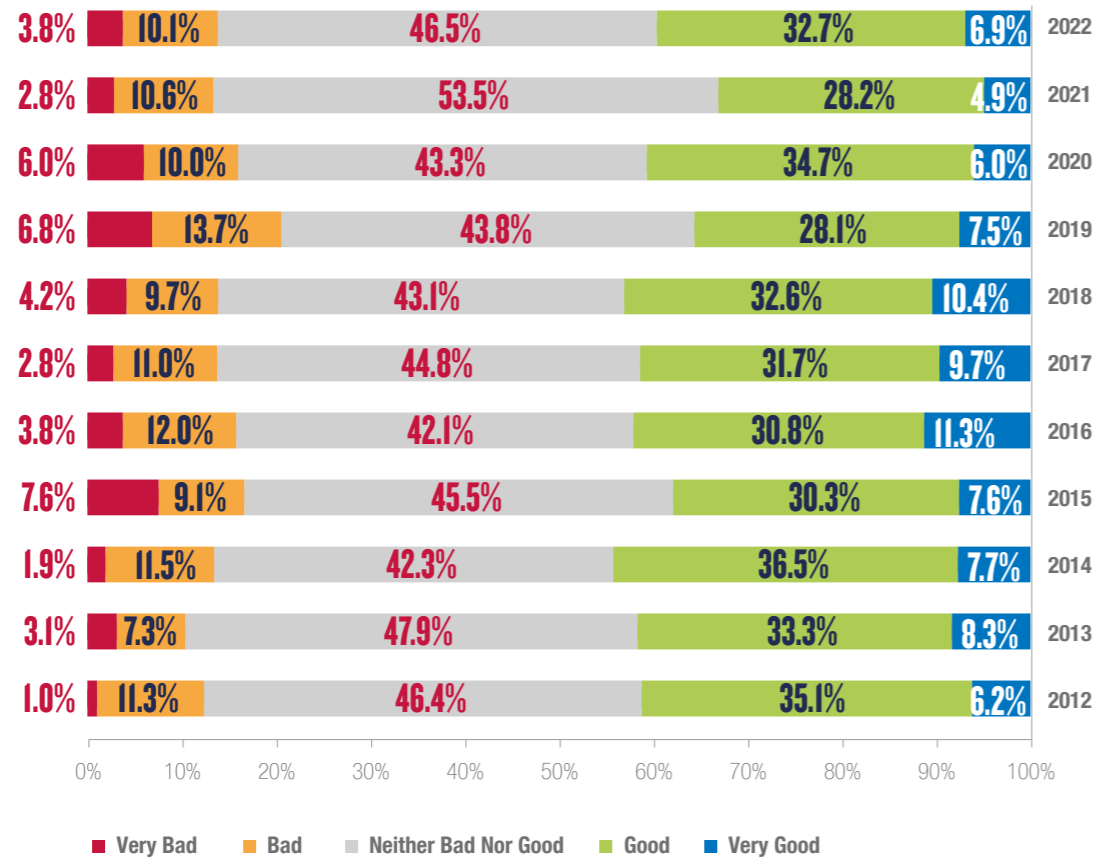
Relation with Ministries



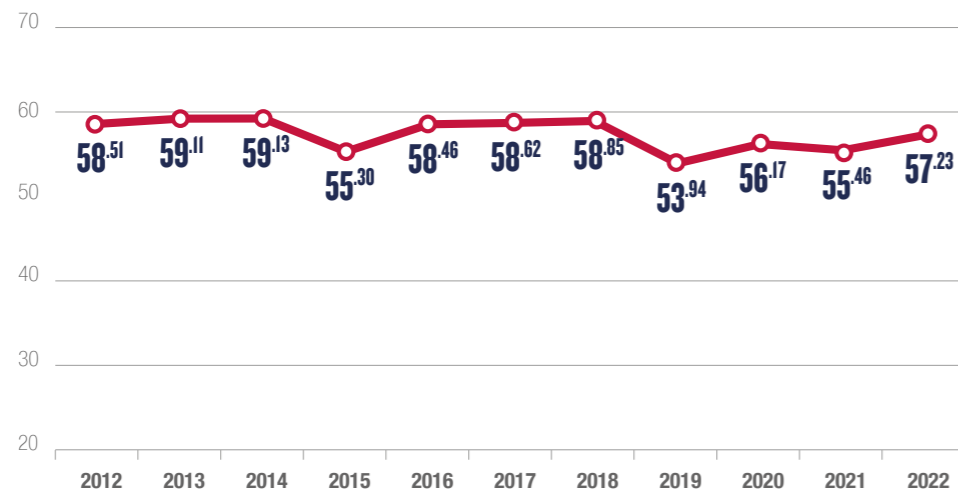
This chart shows the indicator evolution. Higher scores indicate a better perception.

4.3.4 Relation with Local Government

How was the relation of your business with Local Government for the last year (2022)?



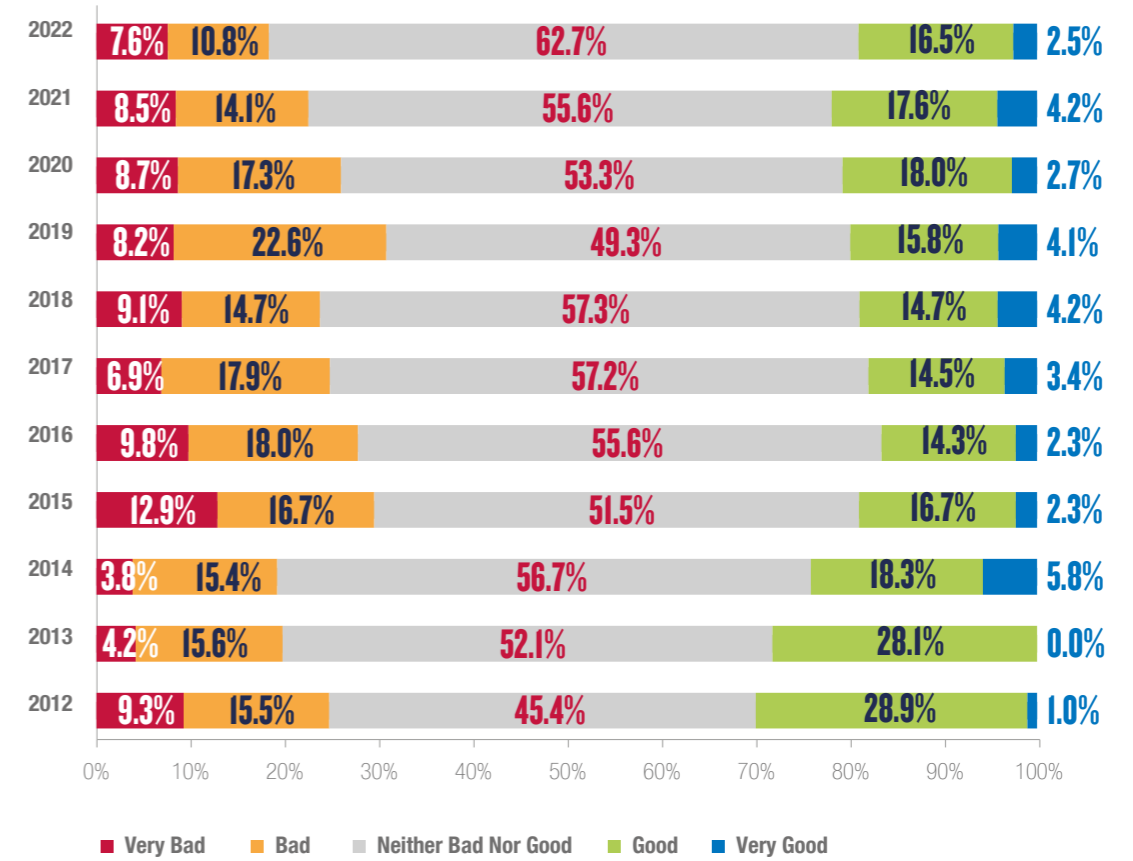
Relation with Local Government



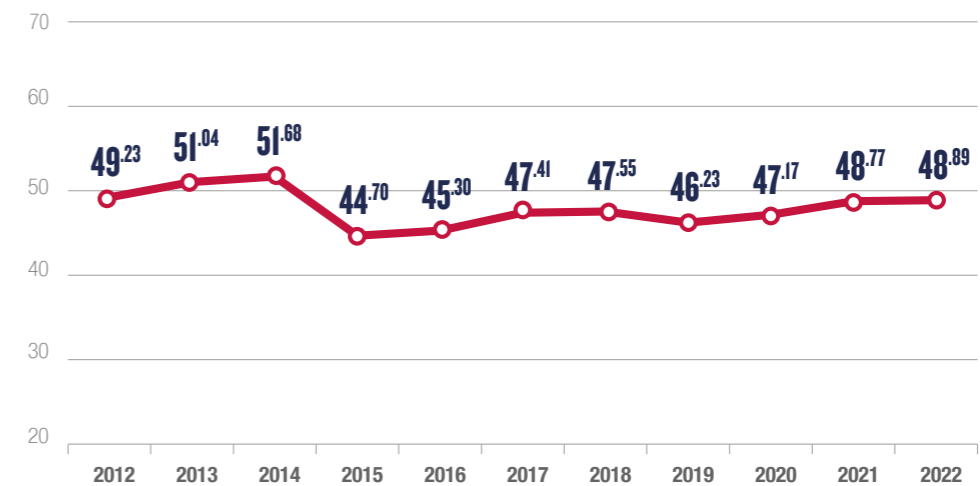
This chart shows the indicator evolution. Higher scores indicate a better perception.

4.3.5 Relation with Courts of Justice

How was the relation of your business with Courts of Justice for the last year (2022)?



Relation with Courts of Justice



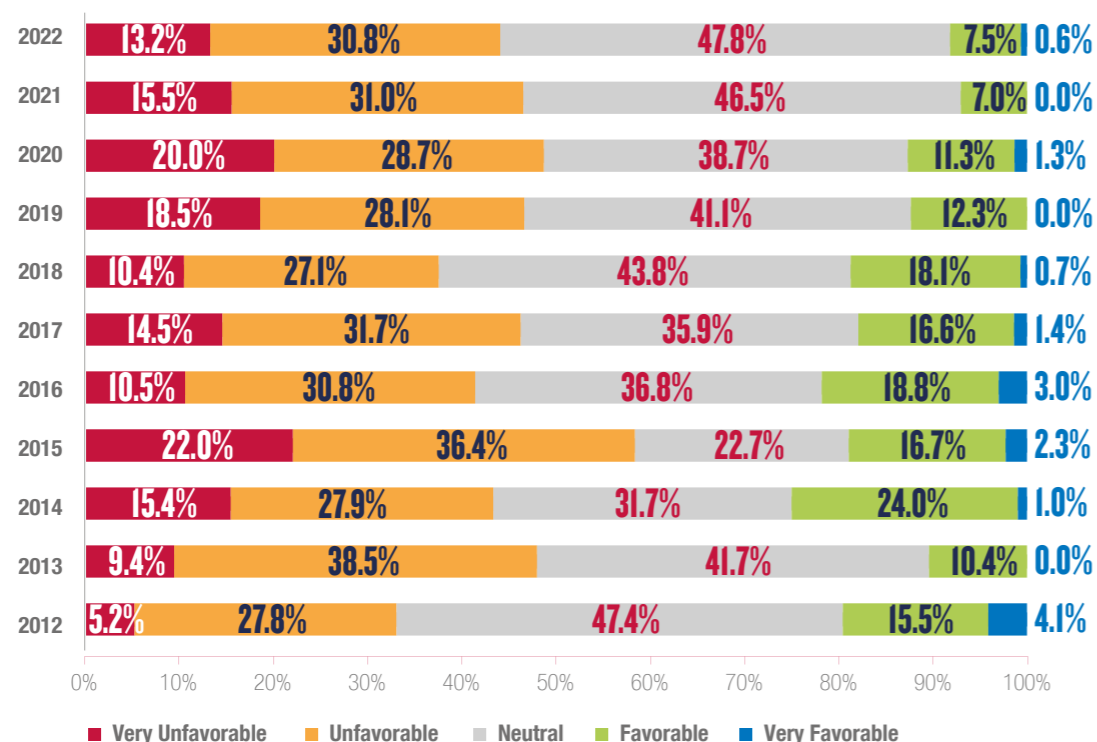
This chart shows the indicator evolution. Higher scores indicate a better perception.

4.4 GOVERNMENT POLICY

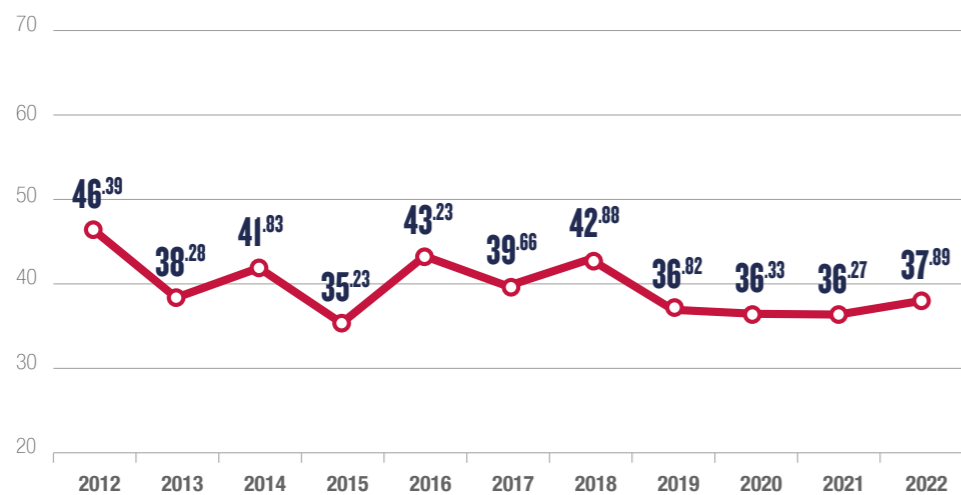
This section reports the opinion of the respondents on governmental policy, tax level and application of laws and regulations.

4.4.1 Economic Reforms and Central Government Policies

How do you consider the economic reforms and central government policy in the last year (2022) for your business?



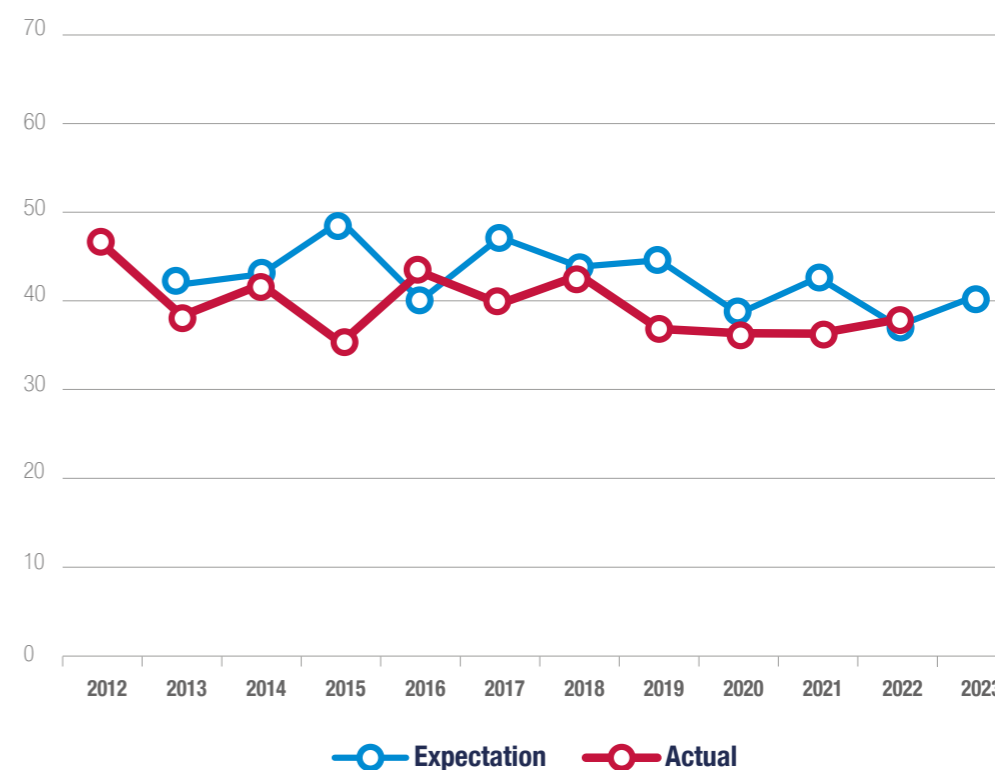
Economic Reforms and Central Government Policy



This chart shows the indicator evolution. Higher scores indicate a better perception

The following graph shows the expectation of Amcham members for the *Economic Reforms and Government Policy for the Business* for 2023. The graph also compares the expectation vs the actual result for each previous year. (Additional question made was: *How do you expect the economic reforms and government policy to be in 2023 for your business?*)

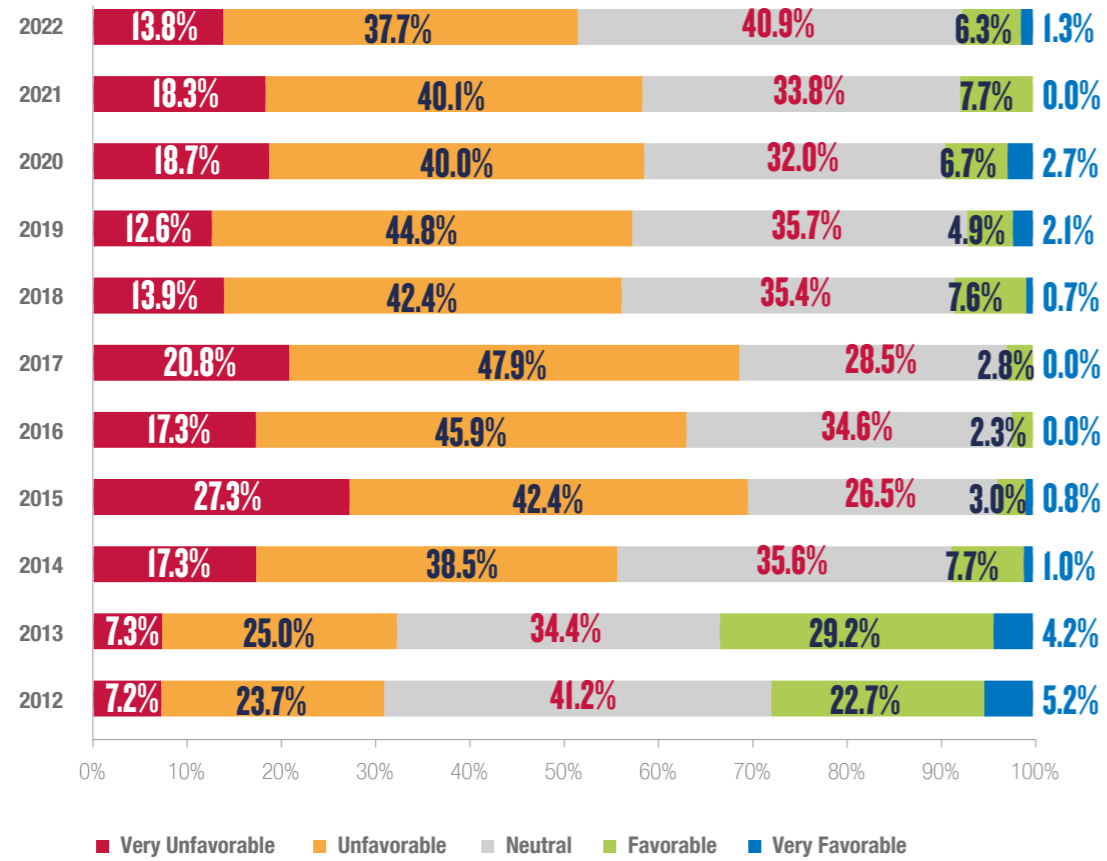
Economic Reforms and Central Government Policy (Expectation vs Actual)



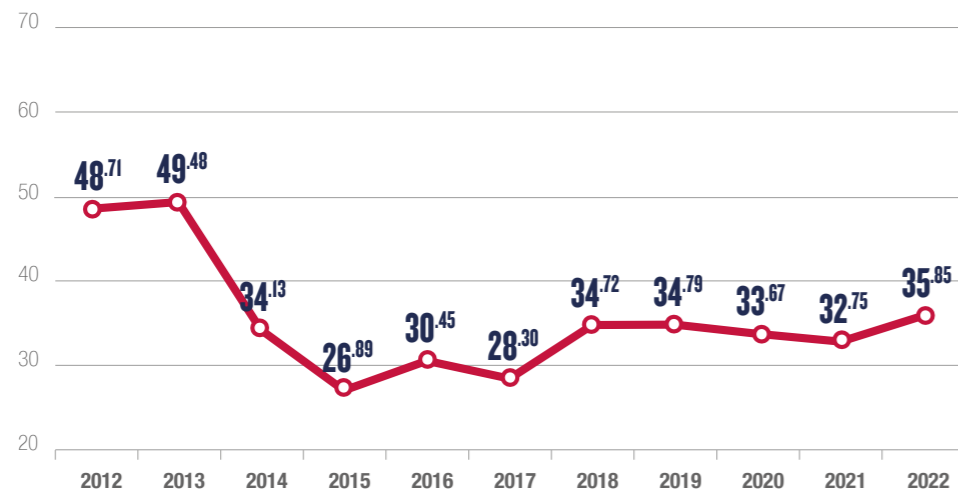
This chart shows the indicator evolution. Higher scores indicate a better perception

4.4.2 Overall Tax Level

How do you consider the overall tax level applied in the last year (2022) for your business?



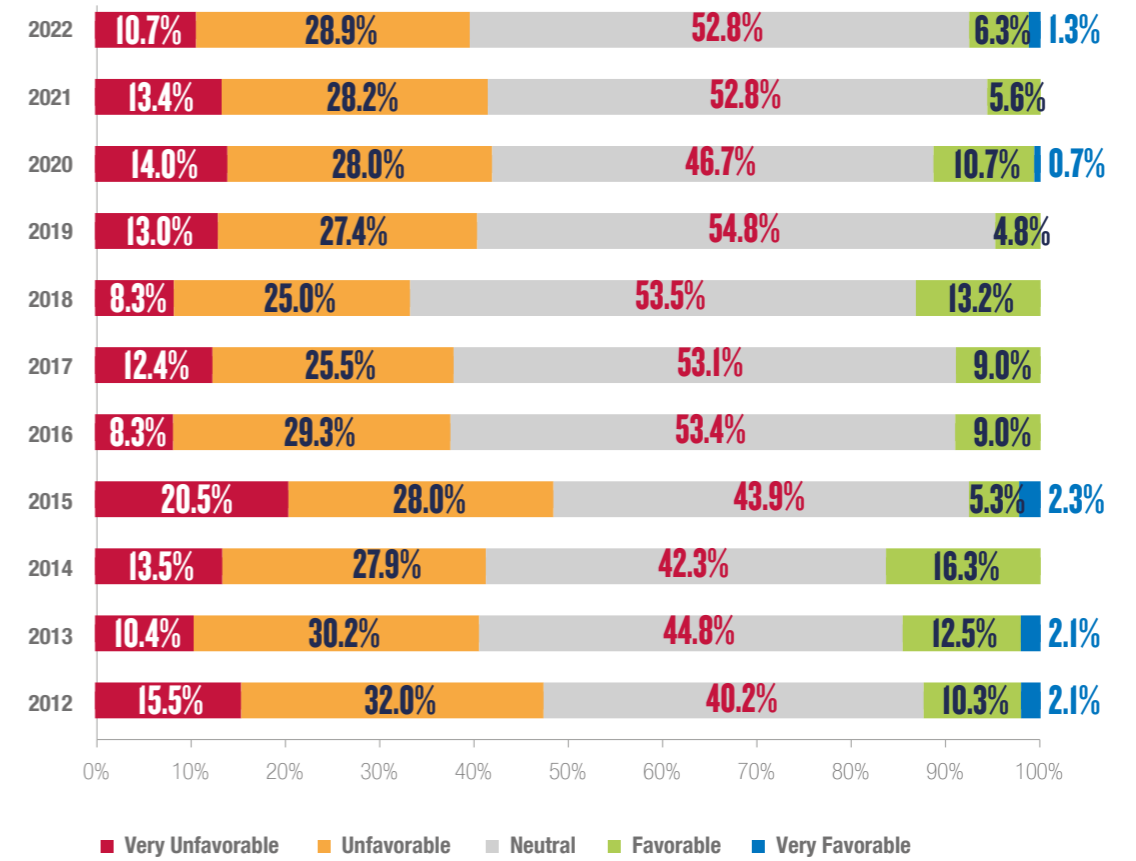
Overall Tax Level Applied



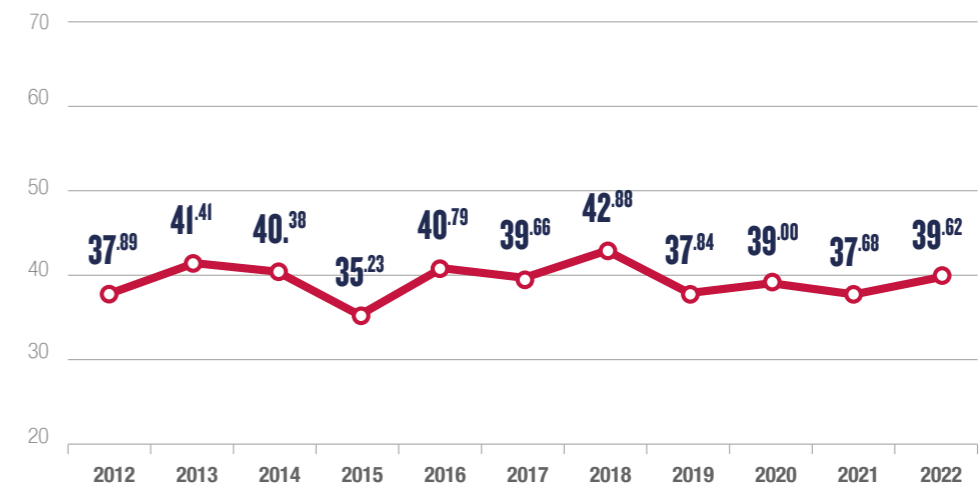
This chart shows the indicator evolution. Higher scores indicate a better perception.

4.4.3 Application of Laws and Regulations

How do you consider the application of the laws and regulations toward your business in the last year (2022)?



Application of Laws and Regulations

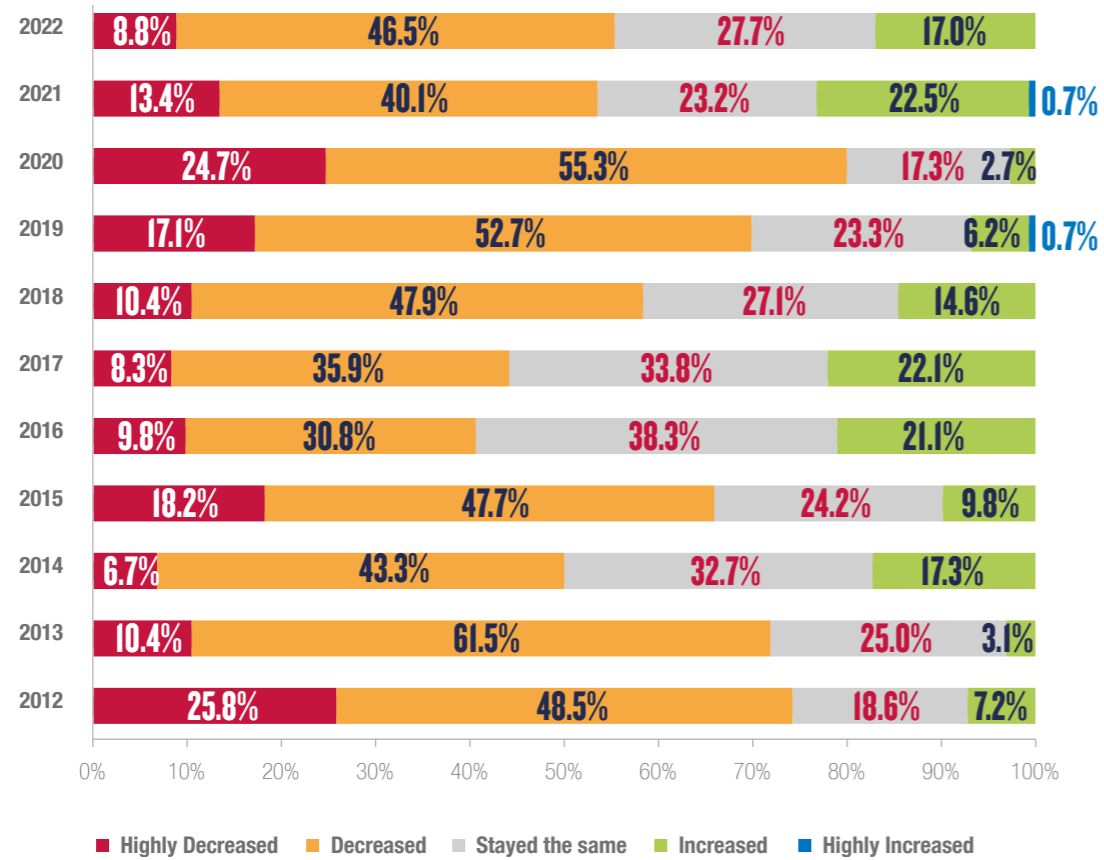


This chart shows the indicator evolution. Higher scores indicate a better perception.

4.5 Performance of the Economy

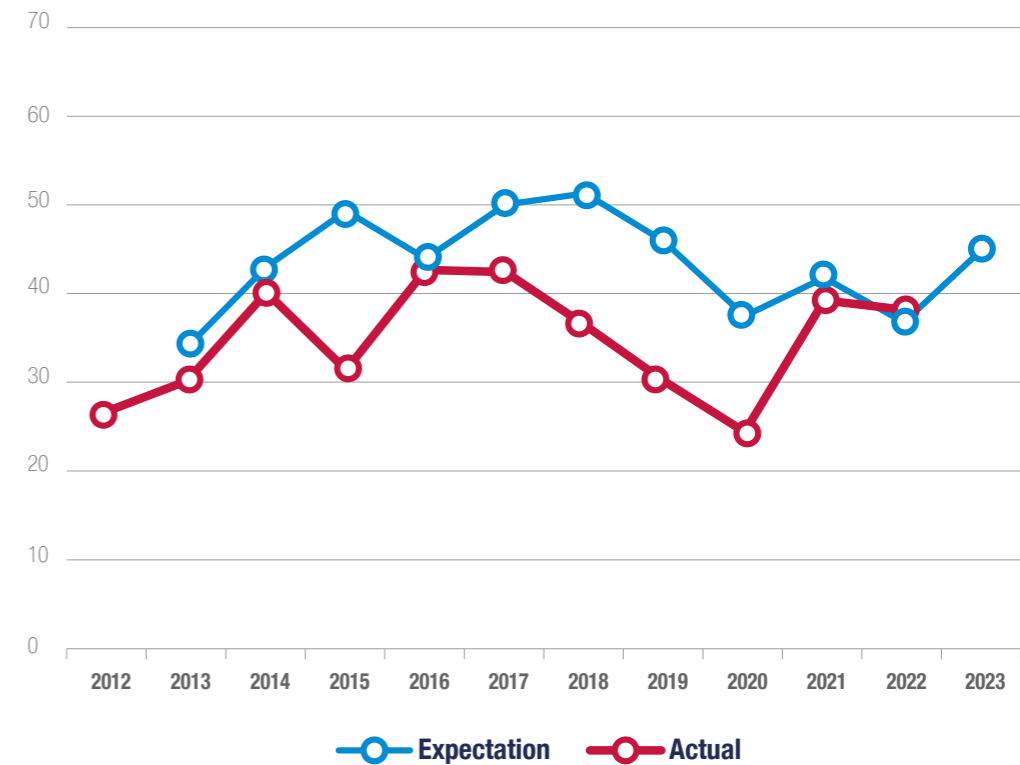
Performance of the Economy:

How do you consider the performance of the Albanian economy during last year (2022)?



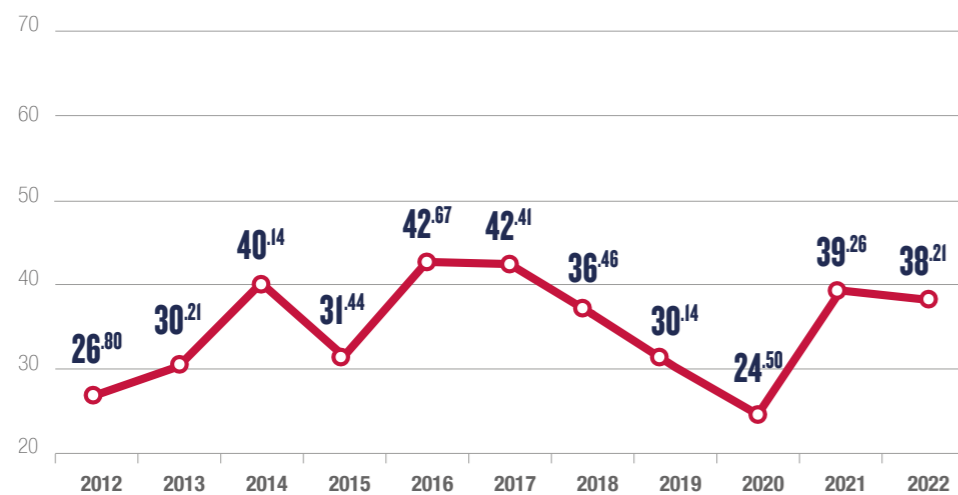
The following graph shows the expectation of Amcham members for the performance of the Albanian economy for 2023. The graph also compares the expectation vs the actual result for each previous year. (Additional question made was: How do you expect the performance of the Albanian economy to be in 2023?)

Performance of the Albanian Economy (Expectation vs Actual)



This chart shows the indicator evolution. Higher scores indicate a better perception.

Performance of the Albanian Economy

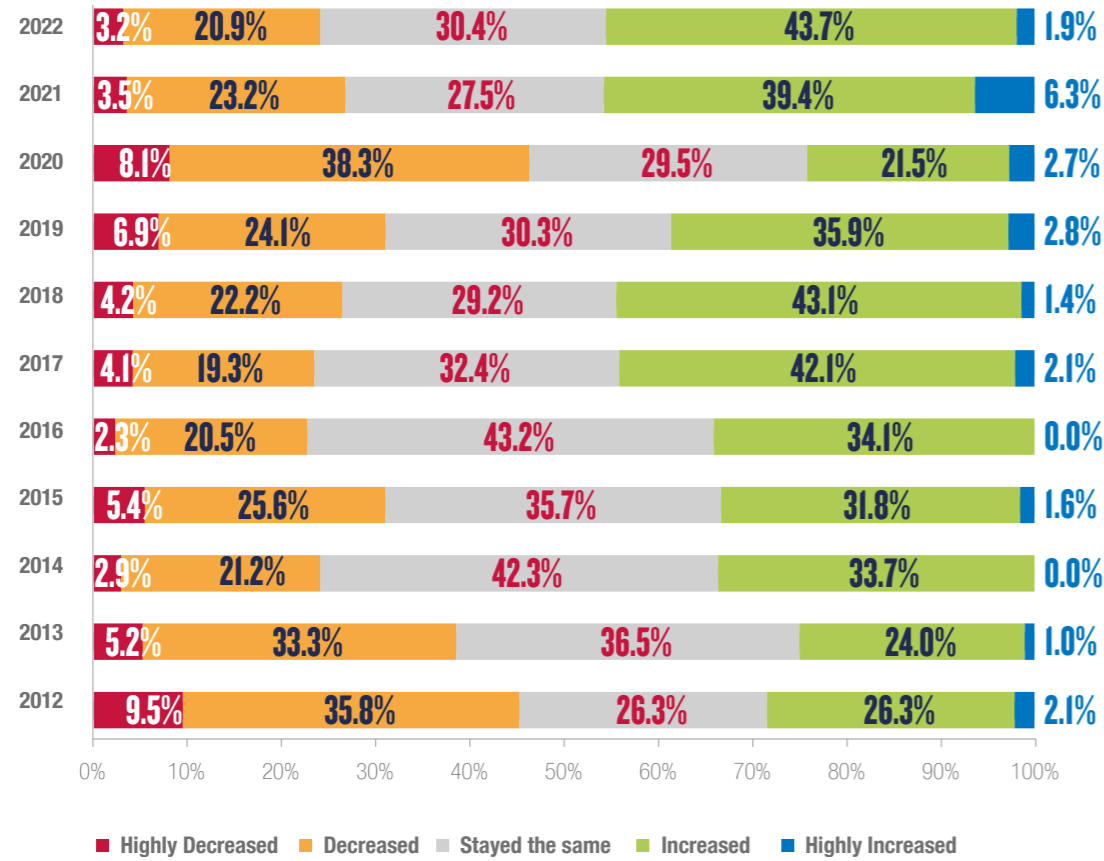


4.6 Business Activity

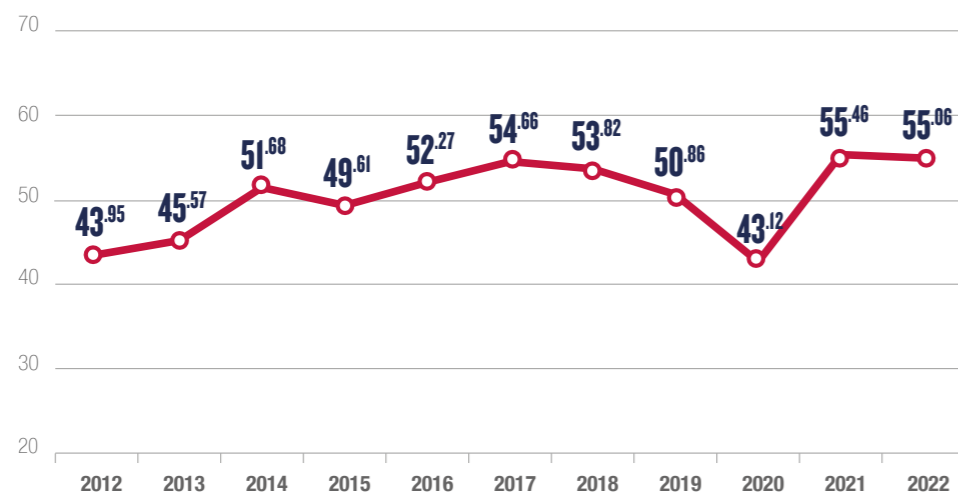
This section presents the performance of AmCham members' business activities during 2022 and their expectations for 2023.

4.6.1 Goods and Services Demand

How has the demand for your firm's goods and services developed during last year (2022)?

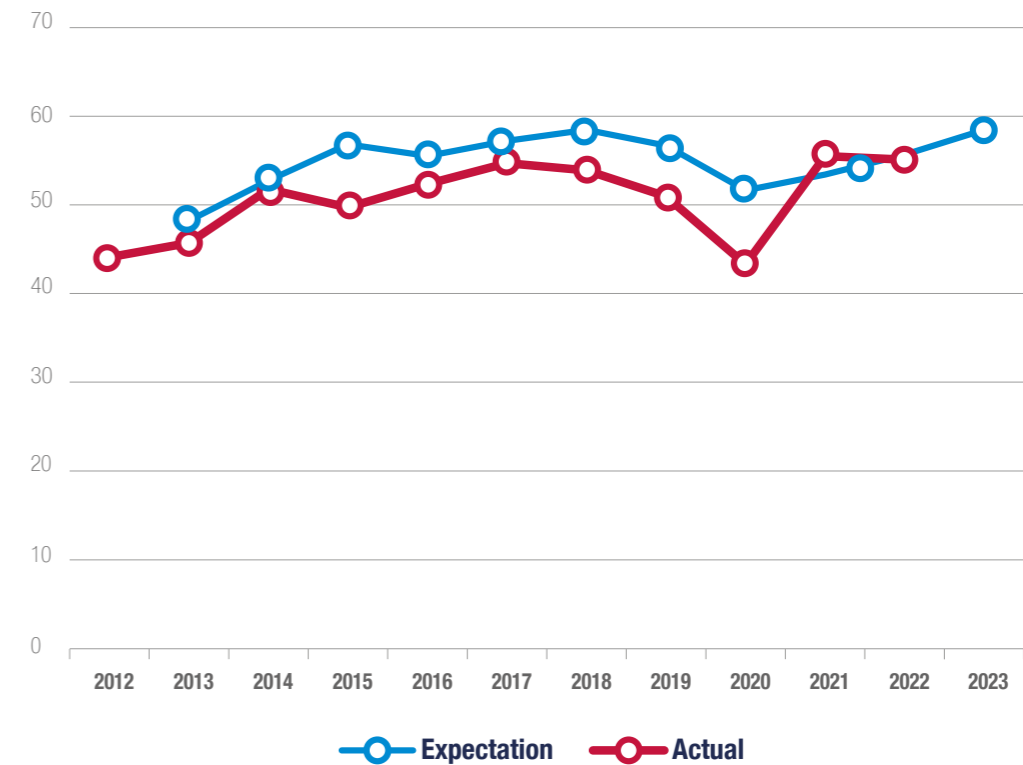


Goods and Services Demand



The following graph shows the expectation of the Amcham members regarding Goods and Services Demand for 2023. The graph also compares the expectation vs the actual result for each previous year. (Additional question made was: How do you expect demand for your firm's goods and services to change in 2023?)

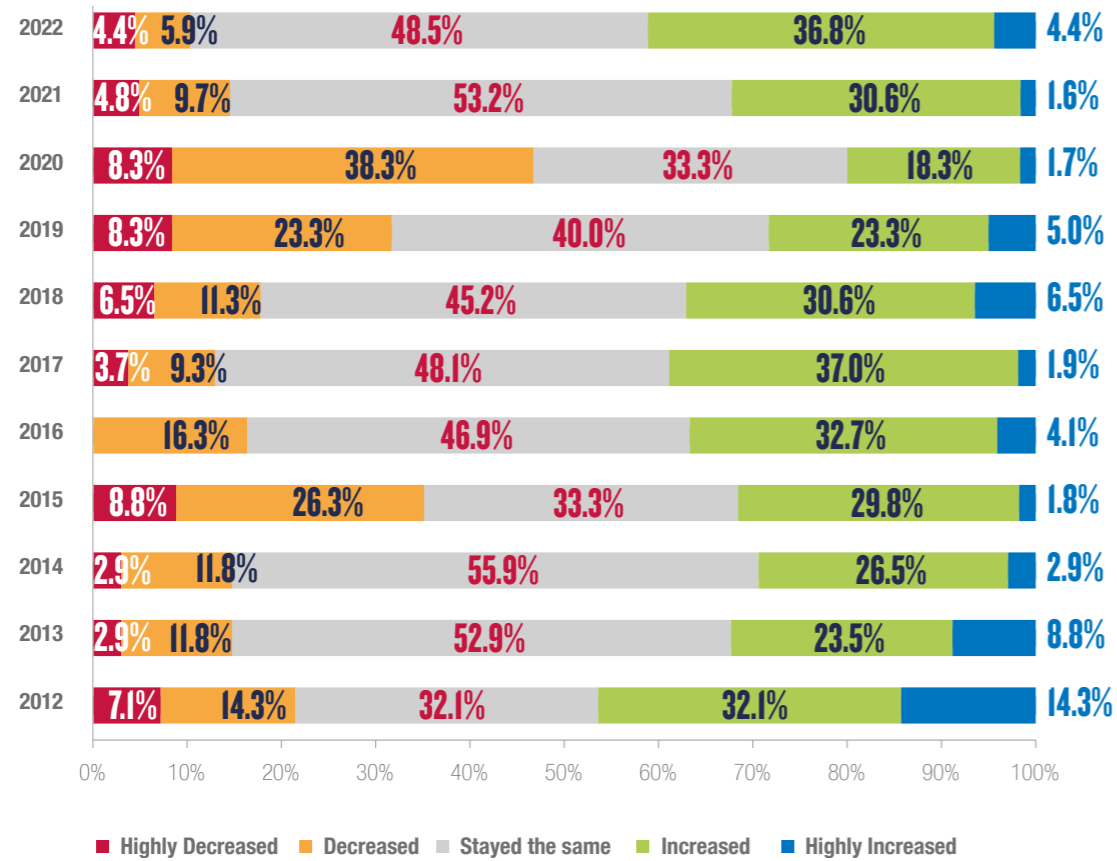
Goods and Services Demand (Expectation vs Actual)



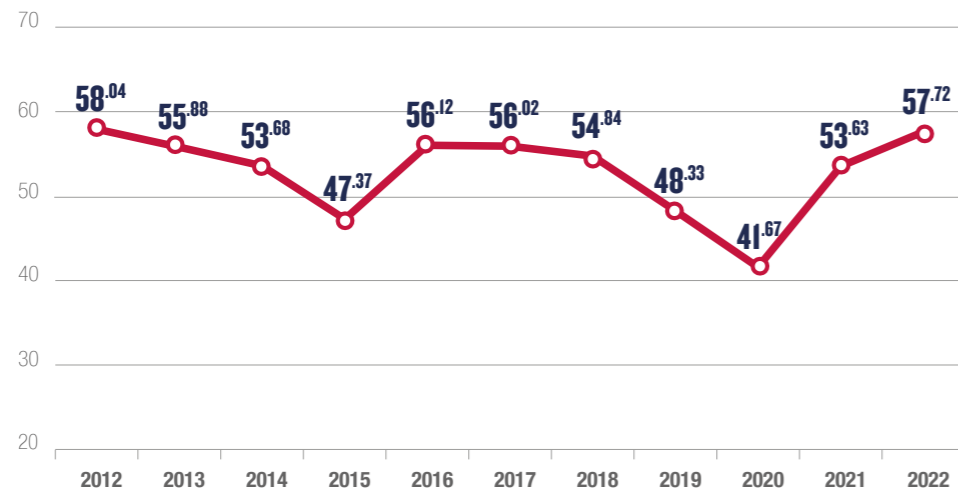
This chart shows the indicator evolution. Higher results are better.

4.6.2 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 (2022)?



Goods and Services Demand in Exports

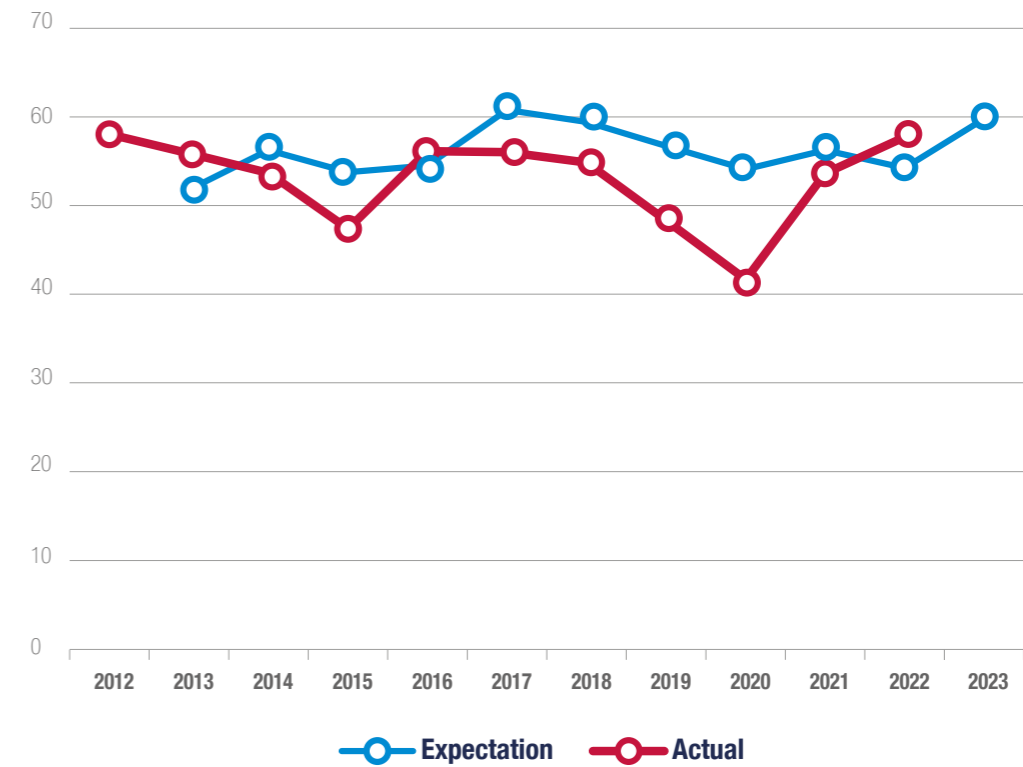


This chart shows the indicator evolution. Higher results are better.

The following graph shows the expectation of the Amcham members for Goods and Services Demand in Exports for 2023.

The graph also compares the expectation vs the actual result for each previous year. (Additional question made was: How do you expect the export orders for your goods and services to change in 2023?)

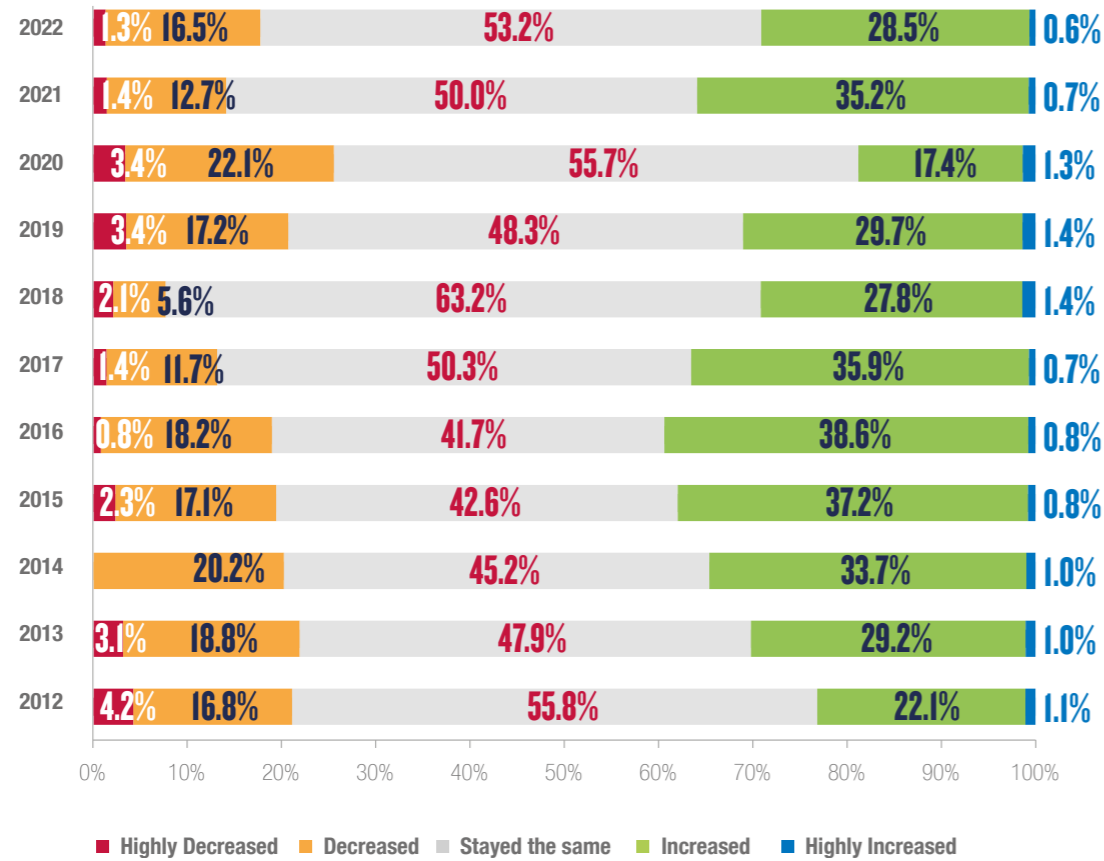
Goods and Services Demand in Exports (Expectation vs Actual)



This chart shows the indicator evolution. Higher results are better

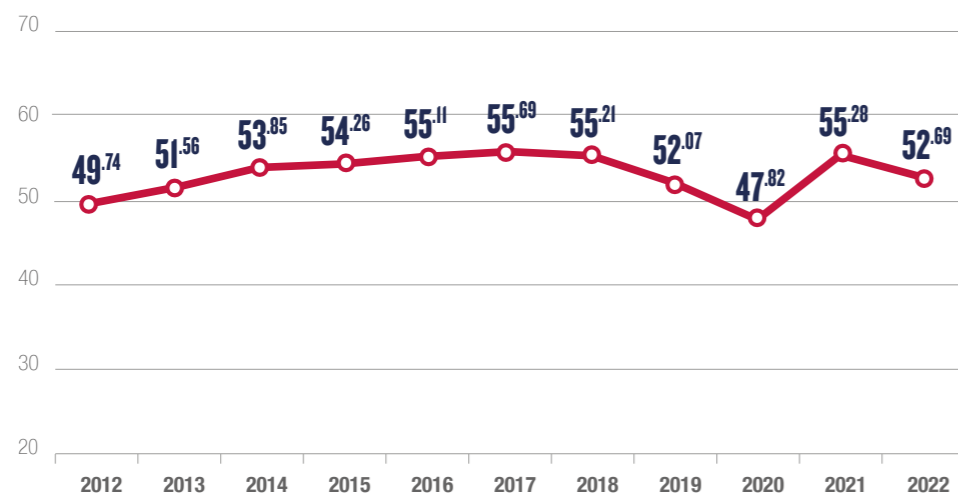
4.6.3 Total Employments Changes

How has your firm's total employment changed last year (2022)?



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

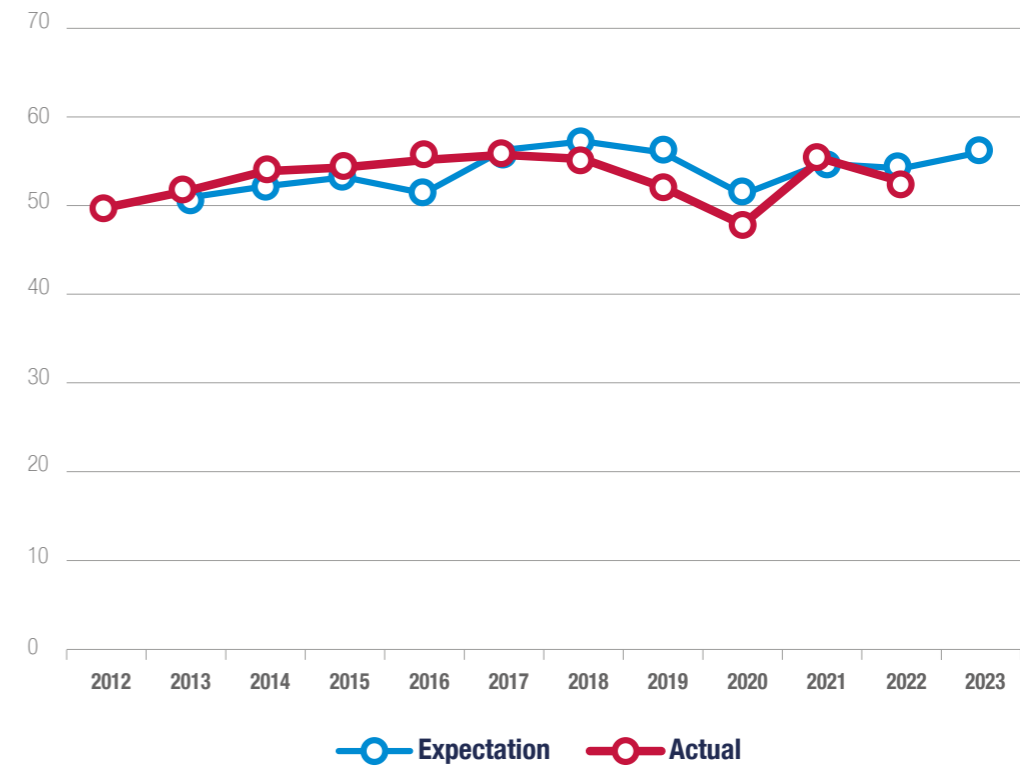
Total Employment Change



The following graph shows the expectation of the Amcham members for the Employment for 2023. The graph also compares the expectation vs the actual result for each previous year.

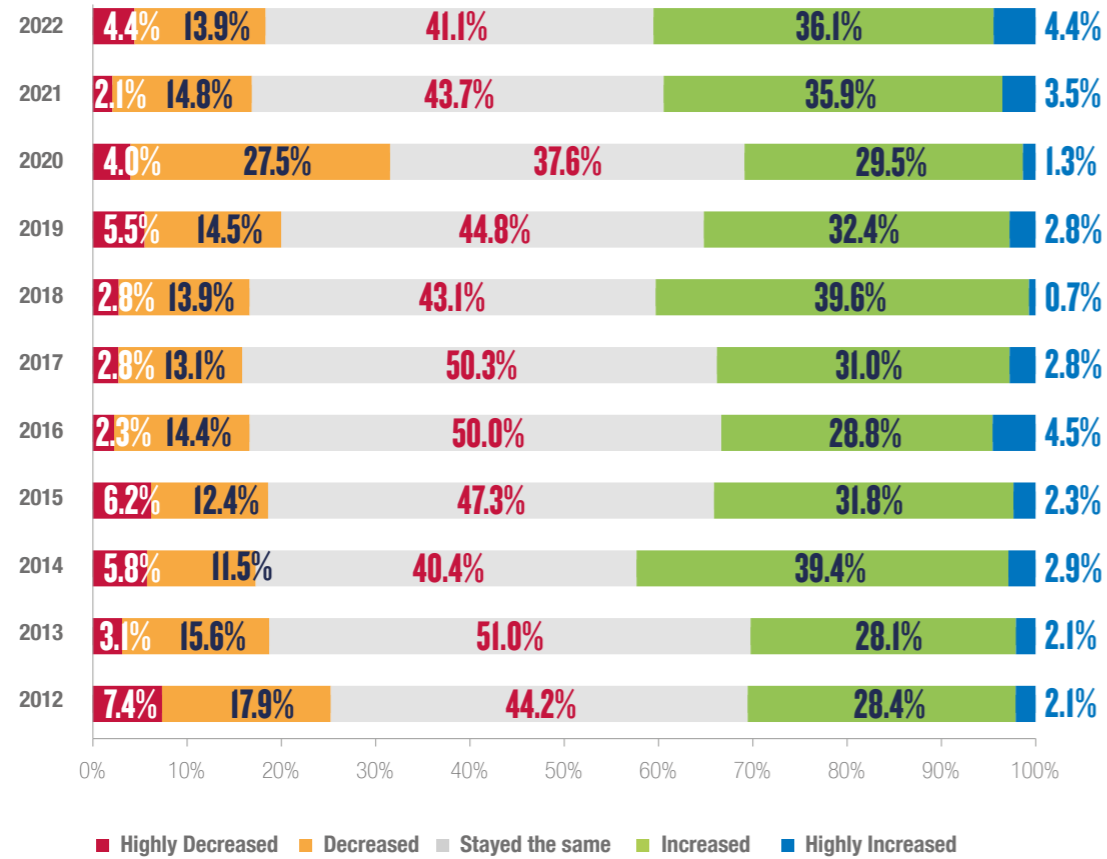
(Additional question made was: How do you expect your firm's total employment to change in 2023?)

Total Employment Change (Expectation vs Actual)



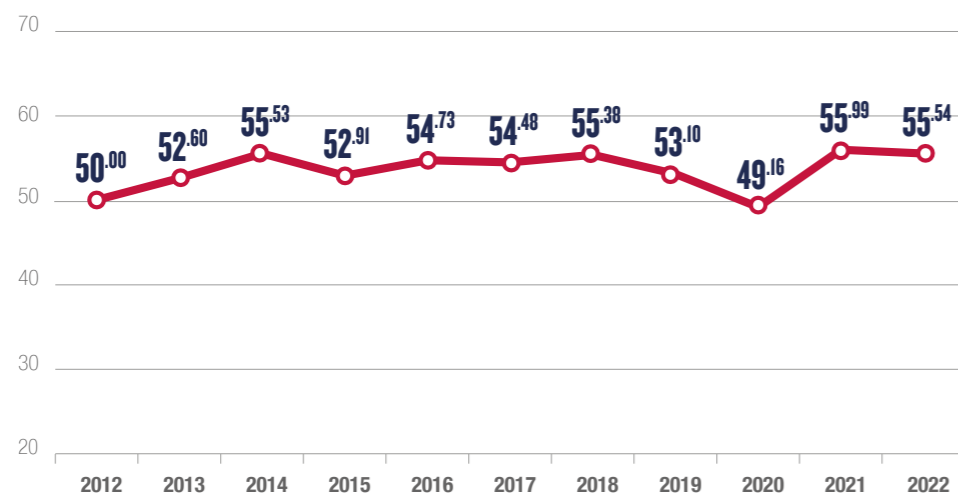
4.6.4 Company Investments

How has your company investment changed during last year (2022)?



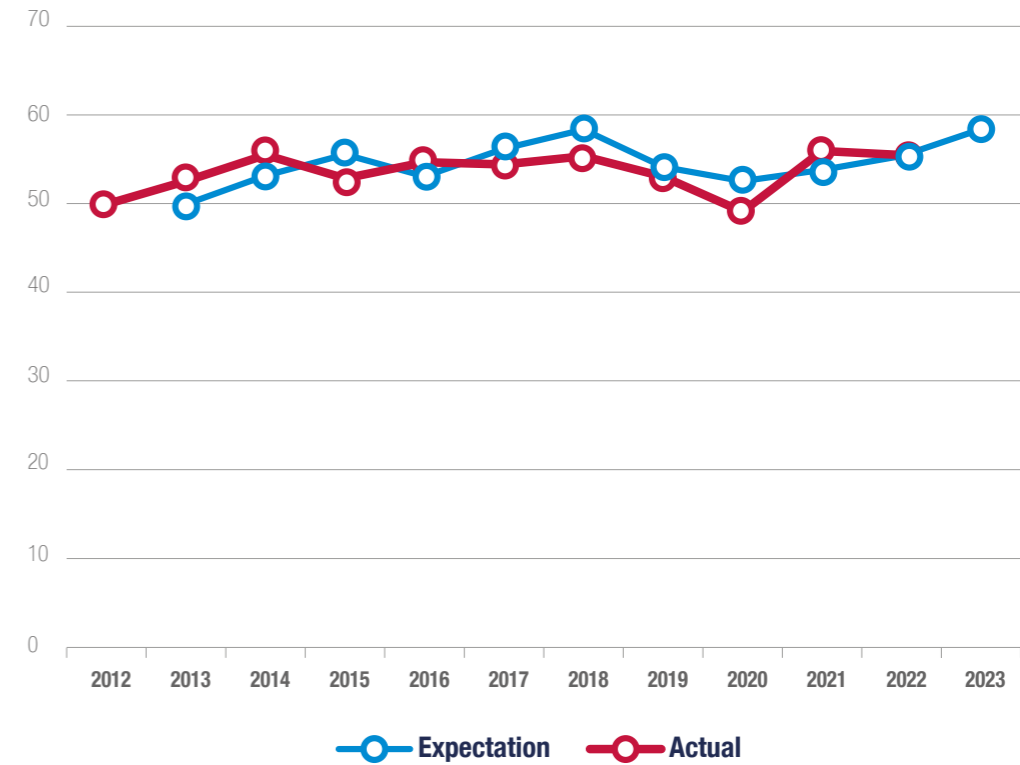
This chart shows the indicator evolution. Higher results are better.

Company Investments Change



The following graph shows the expectation of the Amcham members for their investment in 2023. The graph also compares the expectation vs the actual result for each previous year. (Additional question made was: How do you expect your company investment to change in 2023?)

Company Investments Change (Expectation vs Actual)

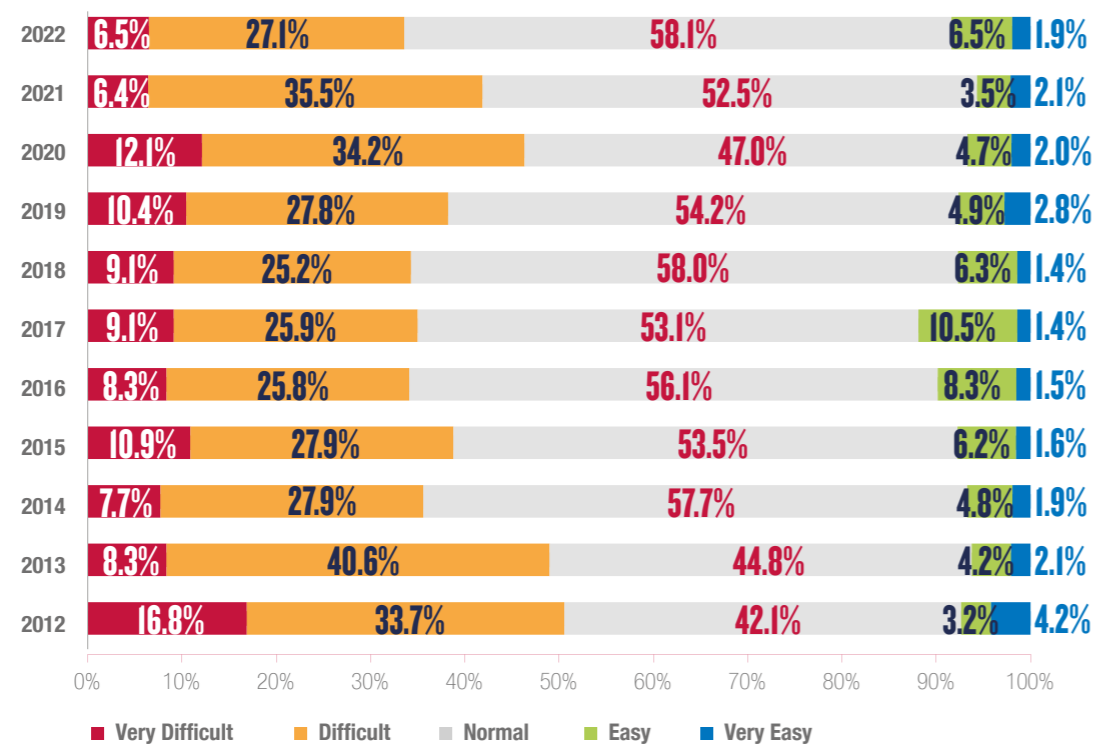


4.7 Financial Environment

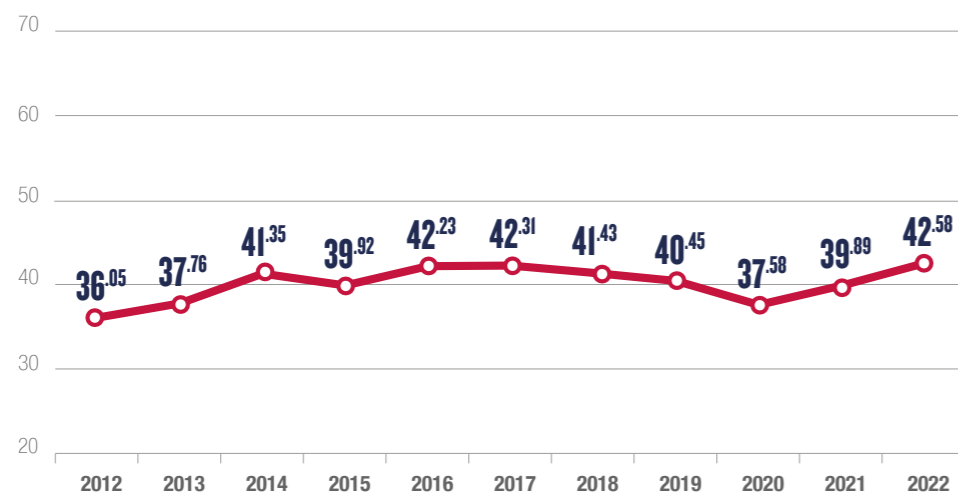
This section presents the opinion of AmCham members regarding financial environment in Albania in terms of financing business development and the policy and services provided by the banking sector to the companies.

4.7.1 Assurance of Financing for Business Development

How easy was for your company to assure financing for business development during last year (2022)?



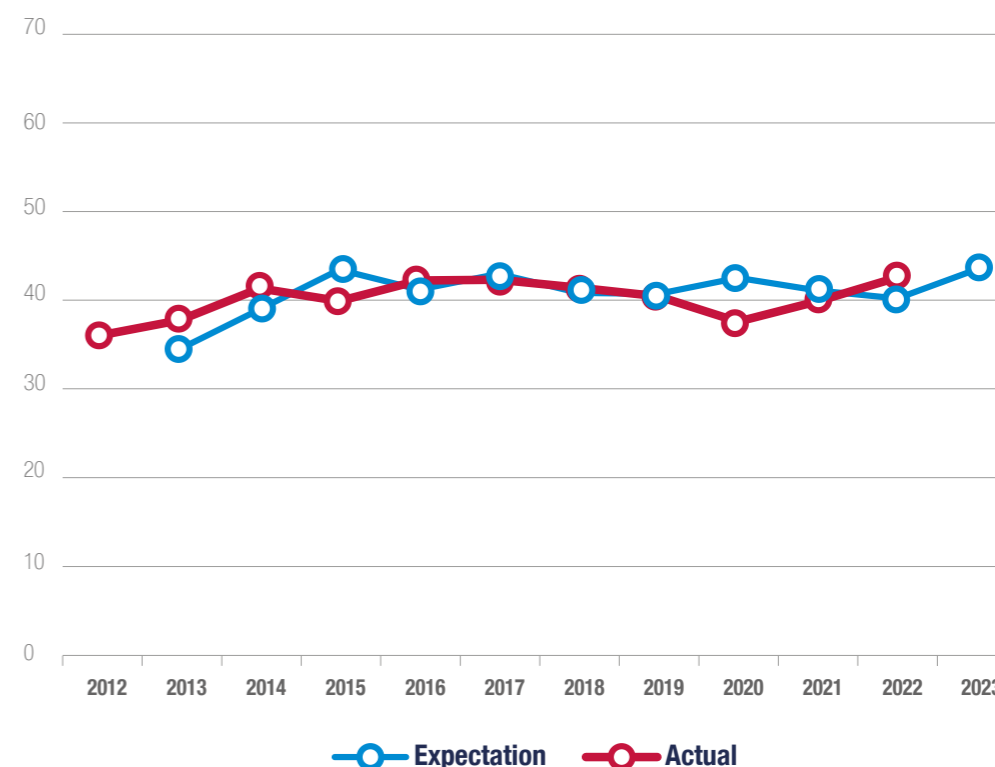
Assurance of Financing for Business Development



This chart shows the indicator evolution. Higher scores indicate a better perception.

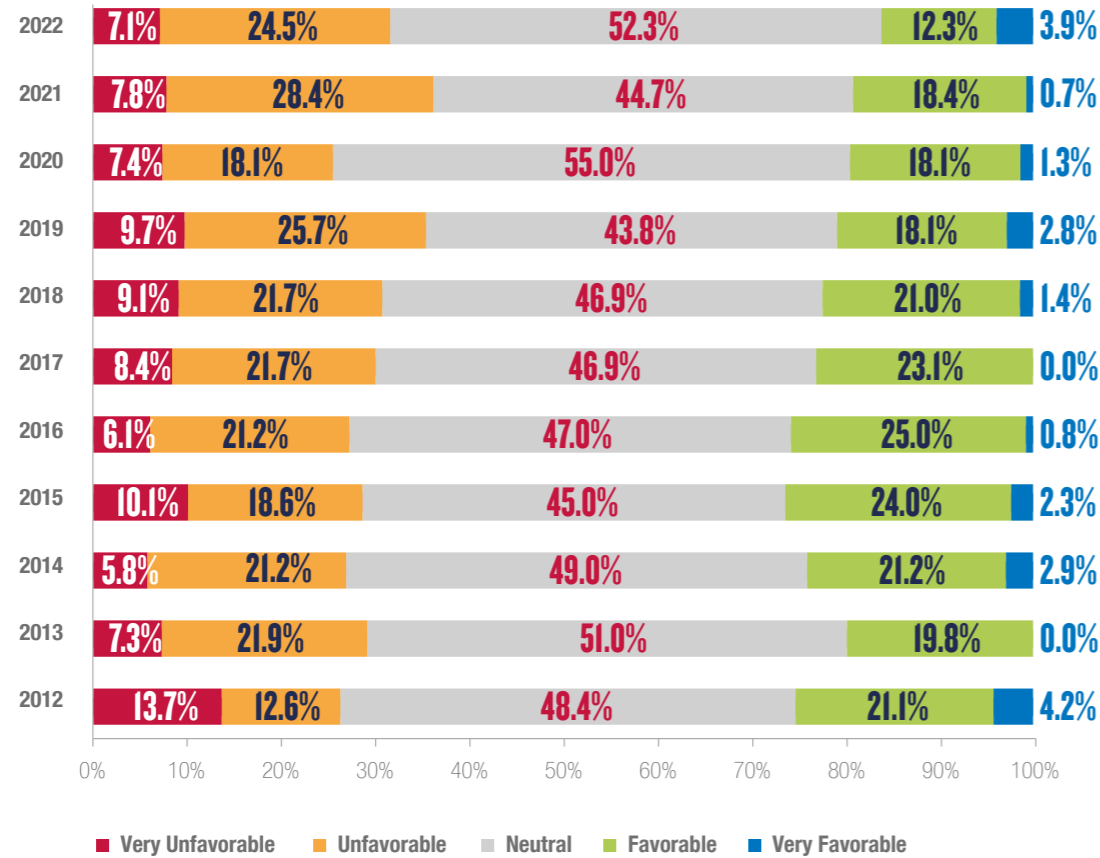
The following graph shows the expectation of the Amcham members for finding of financing for business activities for 2023. The graph also compares the expectation vs the actual result for each previous year. (Additional question made was: How do you expect finding of financing for business activities to be during 2023?)

Assurance of Financing for Business Development (Expectation vs Actual)

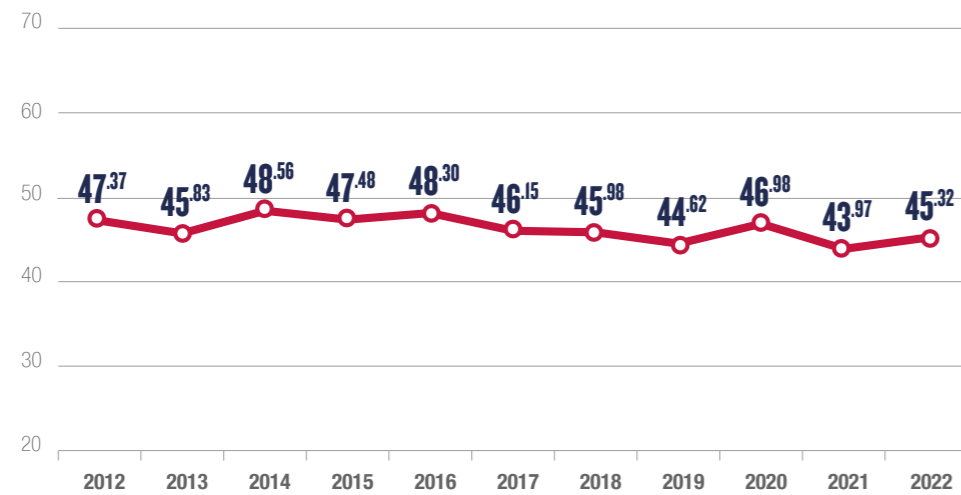


4.7.2 Banking Sector Policy and Services

How do you consider the policy and services that the banking system provided to your business during the last year (2022)?



Banking Policies and Services

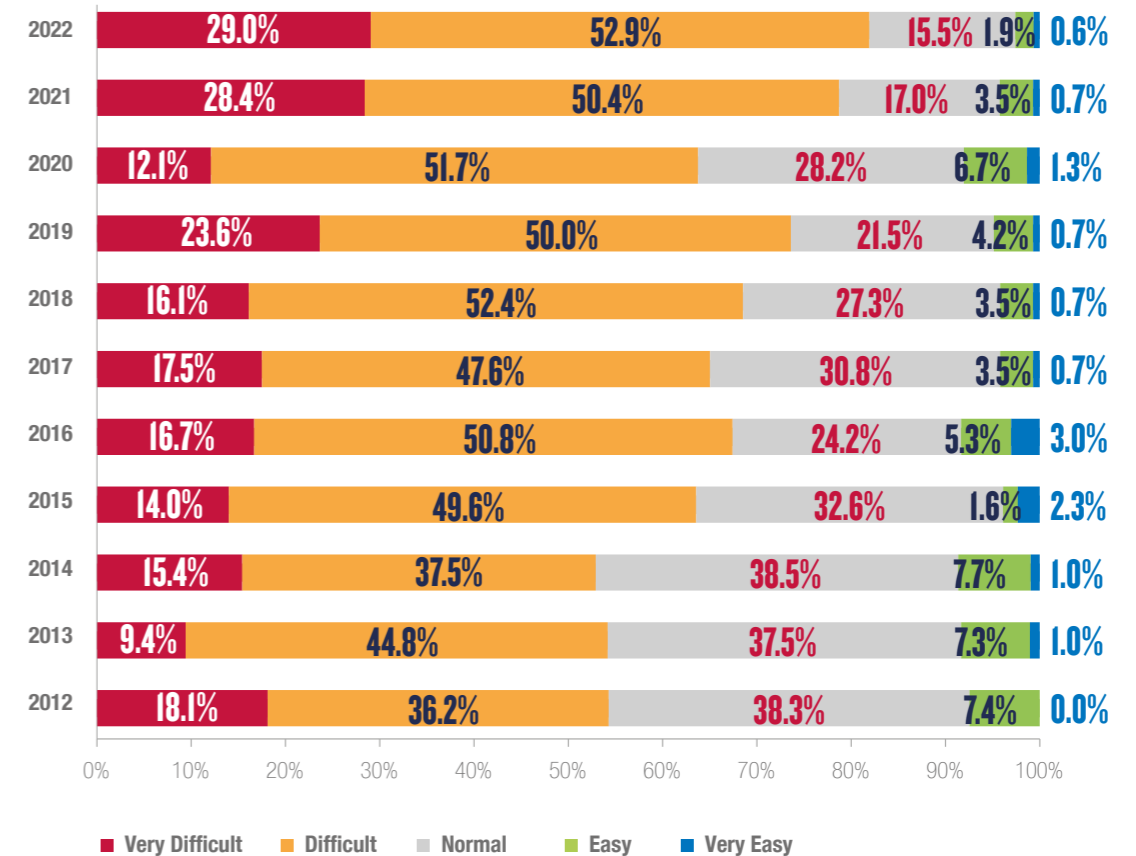


This chart shows the indicator evolution. Higher scores indicate a better perception.

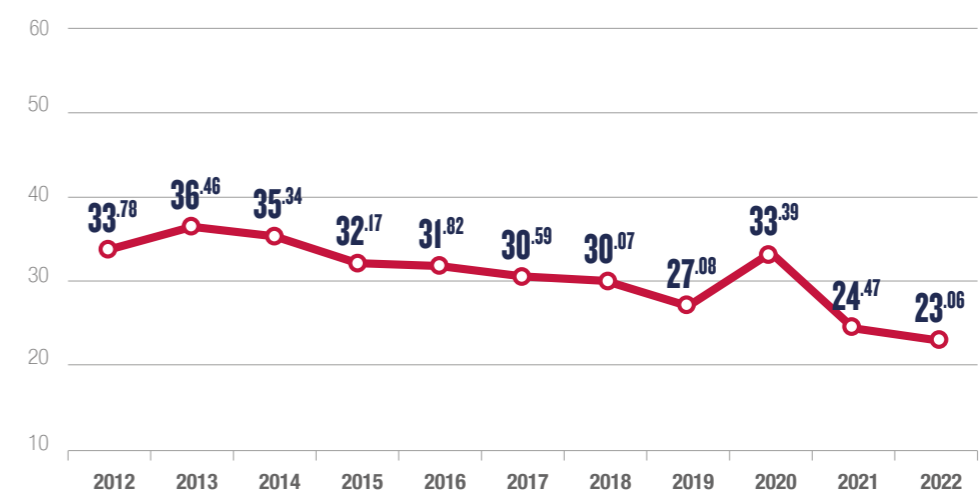
4.8 Human Resources

4.8.1 Finding Local Qualified Staff

How easy was for your company to find local qualified staff during last year (2022)?



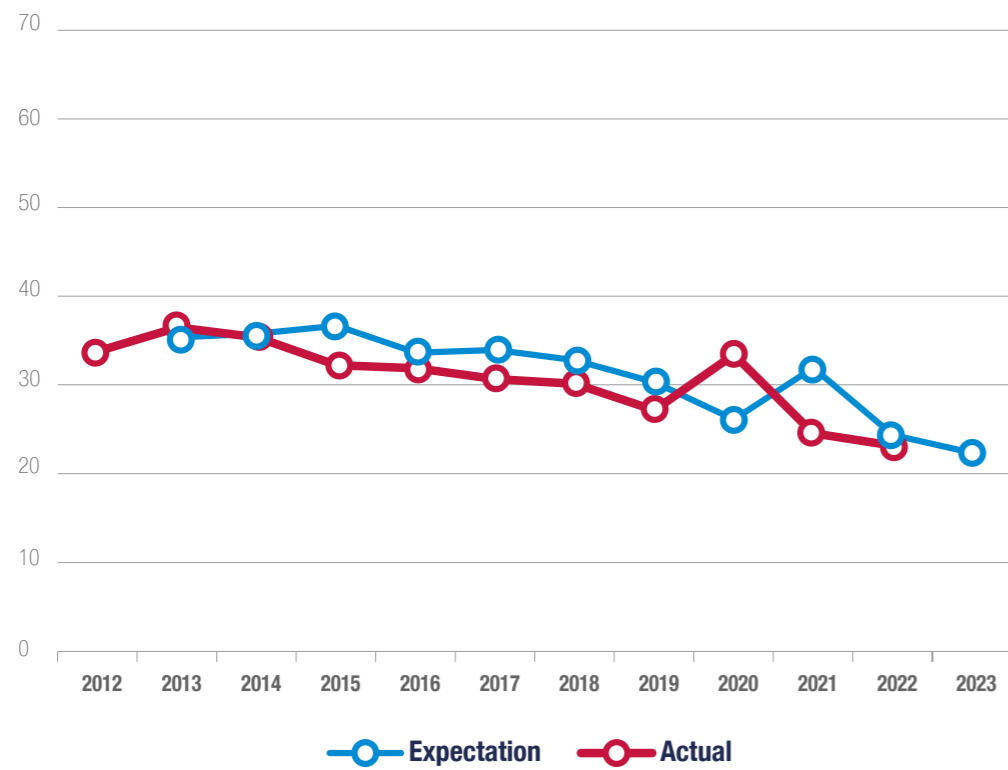
Local Qualified Staff Finding



This chart shows the indicator evolution. Higher scores indicate a better perception.

The following graph shows the expectation of the Amcham members regarding *finding of local qualified staff* for 2023. The graph also compares the expectation vs the actual result for each previous year. (Additional question made was: *How do you expect finding of local qualified staff to be during 2023?*)

Finding Local Qualified Staff
(Expectation vs Actual)



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
Overall Business Climate	25%
How was the business climate in Albania for the last year?	25%
Business Climate Factors	25%
Please rate the level of the following factors for the last year in relation to your business activity?	
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?	
Order and safety	2.5%
Internal political climate	2.5%
Infrastructure	2.5%
Energy supply	2.5%
Private Property	2.5%
Intellectual Property	2.5%
Government Policy	20%
How was the relation of your business with the following public institutions for the last year?	
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%
Performance of the Economy	5%
How do you consider the performance of the Albanian economy during last year?	5%
Business Activity	15%
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%
Financial Environment	5%
How easy was for your company to assure financing for business development during last year?	5%
Human Resources	5%
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 (2018)?" The scoring per each choice is:

Very Unfavourable	0
Unfavourable	25
Neutral	50
Favourable	75
Very Favourable	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:

$$q = \frac{\sum x}{n}$$

Where: q - is the average score for 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 the question

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


$$ABI = \sum (q \times w)$$

Where: ABI - is the AmCham Business Index

q_i - is the average score for each ques

w_i - is the weight allocated to each question calculated previously

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



6. NOTES

AmCham Board of Directors



Enio JAÇO
PRESIDENT
CBS
Creative Business Solutions



Edlira MUKA
VICE - PRESIDENT
Balfin Group



Reshard KËLLIÇI
SECRETARY
The Harry T. Fultz Institute



Juela ISAJ
TREASURER
DDB Albania



Ilir Rudi
BOARD MEMBER
Abi Bank



Shkumbin Muçolli
BOARD MEMBER
Burger King Albania



Kledi Kodra
BOARD MEMBER
Grant Thornton

AmCham Members Listed by Business Activity

ADVERTISING AND GRAPHIC DESIGN

- » McCANN Tirana
- » PIK Sh.p.k.
- » TRIBAL Worldwide
- » Vatra

AGROBUSINESS

- » ADG SH.P.K (LUFRA)
- » AGROTEK ALB
- » AlbGarden
- » CBS Creative Business Solutions
- » E.H.W. Sh.p.k.
- » Erzeni Sh.p.k.
- » Gjiofarma
- » Jordil Sh.a.
- » Miell Tirana Sh.a.
- » SHEGAJ-AGR Sh.p.k.
- » TONA-ALB Sh.p.k.
- » Villa Ulliri

AUDITING, ACCOUNTING, BOOKKEEPING

- » Albanian Consultancy
- » Avantive Consulting Sh.p.k.
- » Boga & Associates
- » Deloitte Albania
- » Endrit Xhaferaj
- » Ernst & Young Albania
- » Fatmir Kazazi PF
- » Grant Thornton
- » HATFINANCE - Ardiola Huta
- » KPMG Albania Sh.p.k.
- » Kreston Albania Sh.p.k.
- » Nexia AL Sh.p.k.
- » PricewaterhouseCoopers Audit Sh.p.k.

BANKS

- » American Bank of Investments
- » Credins Bank
- » Intesa Sanpaolo Bank of Albania
- » Procredit Bank Sh.a.
- » United Bank of Albania

BAR, RESTAURANTS, CATERING

- » (TONY's) TG INTERNATIONAL
- » Alfa Butrint Shpk (Hotel Butrinti)
- » Bereqet Sh.p.k.
- » BUÇAJ International Sh.p.k. - Burger King
- » Dajti Ekspres
- » Europetrol Durrës Albania Sh.a.
- » Gustoso
- » MFKT, L.L.C. DBA Osteria Italian Restaurant
- » VIAN BRANDS Sh.p.k.
- » Villa Ulliri
- » Xheko Imperial Hotel

BEAUTY SALON

- » Bukuria Shqiptare Beli
- » Migena Krifsa PF

BUSINESS PROCESS OUTSOURCING

- » Climbia Enterprise Sh.p.k
- » EuroCom CX
- » Vigan Group

CABLE CAR SERVICE

- » Dajti Ekspres

CAR AND VEHICLE TRADE & RENT

- » Albanian Motor Company
- » Artinel 95 Sh.p.k.
- » Auto Star Albania
- » Big Machinery Alb Sh.p.k.
- » Enterprise Rent a Car Albania
- » PARK PLACE

COMMERCE, WHOLESALE AND RETAIL

- » AON Sh.p.k.
- » Bindi Sh.p.k.
- » Bozgo Sh.p.k.
- » Coffee Club Albania
- » Dekon Frigo Sh.p.k.
- » Dinamo Sh.a.
- » Efa Solution Sh.p.k.
- » EXBATT Sh.p.k.
- » FRIGO FOOD Sh.p.k.
- » GBX Sh.p.k.
- » GLOBAL CUCINE PROFESSIONALI SH.P.K.
- » Iris Sh.p.k.
- » J&B Sh.p.k.
- » Marketing & Distribution, Albania
- » Miell Tirana Sh.a.
- » Pelinku PF
- » Souvenir Albania
- » Strati Company Sh.p.k.
- » Tobacco Holdings Group Sh.p.k.
- » Zhan 92 Sh.p.k.

CONSULTING-BUSINESS

- » ABKONS
- » Albanian Consultancy
- » Avantive Consulting Sh.p.k.
- » BALFIN Group - Balkan Finance Investment
- » Bindi Sh.p.k.
- » Boga & Associates
- » CBS Creative Business Solutions
- » D&A Fin Partner
- » Deloitte Albania
- » DM Consulting Services Albania Sh.p.k.
- » EMT Expertise Marketing Trade Ltd.
- » ENERGY DEVELOPMENT GROUP Sh.a.
- » Engineering & Risk Management Consultant Sh.p.k.
- » Frost & Fire Consulting
- » IDRA Sh.p.k.
- » INNVEST
- » KPMG Albania Sh.p.k.
- » LinkAcross
- » Nexia AL Sh.p.k.
- » NOA Sh.a.
- » NOVA VISION
- » PricewaterhouseCoopers Audit Sh.p.k.

- » Strati & Kostopoulos
- » Vatra
- » Vigan Group

COMMUNICATION

- » Bindi Sh.p.k.
- » BNT Electronics
- » Communication Progress Sh.p.k.
- » ONE Telecommunications SHA
- » PIK Sh.p.k.
- » TCN
- » TRIBAL Worldwide
- » Vatra
- » Vodafone Albania Sh.a.
- »
- » CONSULTING-ENGINEERING PROJECTS
- » ALB-STAR Ltd.
- » Alufloor Sh.p.k.
- » Bindi Sh.p.k.
- » Gruppo Koni
- » GSA Sh.p.k.
- » Matrix Konstruksion

CONSULTING-LEGAL SERVICES

- » "CC LAW" SHPK
- » ABKONS
- » Beslinda Rrugia
- » Boga & Associates
- » CR Partners
- » D&A Fin Partner
- » Deloitte Albania
- » Fatmir Kazazi PF
- » Frost & Fire Consulting
- » KALO & ASSOCIATES
- » KPMG Albania Sh.p.k.
- » Kreston Albania Sh.p.k.
- » LinkAcross
- » Strati & Kostopoulos
- » Tashko Pustina - Attorneys
- » VISION Consulting Albania

CONSTRUCTION

- » ALB-STAR Ltd.
- » Alufloor Sh.p.k.
- » B.A.D. Sh.p.k.
- » Bindi Sh.p.k.
- » Delia Group
- » EGNATIA Group Sh.a.
- » ETS Sh.p.k.
- » Europetrol Durrës Albania Sh.a.
- » FAVINA Sh.p.k.
- » Gener 2
- » INA Sh.p.k.
- » Junik Sh.p.k.
- » Kika Sh.p.k.
- » Matrix Konstruksion
- » P.V.N. - Hotel Colosseo
- » SALILLARI Ltd.
- » Tobacco Holdings Group Sh.p.k.
- »

CONSTRUCTION MATERIALS PRODUCTION

- » Alufloor Sh.p.k.
- » Alumil - Albania
- » ANTEA Cement
- » Berdica Cement
- » FAVINA Sh.p.k.
- » Fushë Kruja Cement Factory
- » Riu Mermer
- » SALILLARI Ltd.

CONSTRUCTION MATERIALS AND MACHINERIES TRADING

- » Alufloor Sh.p.k.
- » ANTEA Cement
- » Berdica Cement
- » FAVINA Sh.p.k.
- » GBX Sh.p.k.
- » Llambi Karbunara PF
- » Mermer Balliu
- » SALILLARI Ltd.
- » SIDERAL Sh.p.k.

COSMETICS TRADE AND ESTHETICS

- » Bukuria Shqiptare Beli
- » Migena Krifsa PF

CUSTOMS AGENCY

- » A & A Group

EDUCATION, PRIVATE SCHOOLS

- » Abraham Lincoln Foundation of Albania
- » GDQ International Christian School
- » S.T.A Sh.p.k.
- » The Harry Fultz Institute
- » Tirana International School
- » Turgut Ozal Education Sh.a.
- » Vela Group Sh.p.k.

HOME APPLIANCES, ELECTRONICS

- » B.A.D. Sh.p.k.
- » BNT Electronics
- » ETS Sh.p.k.
- » GLOBAL CUCINE PROFESSIONALI SH.P.K.
- » J&B Sh.p.k.

EMPLOYMENT AND HR SERVICES

- » AIMS International - Albania
- » DM Consulting Services Albania Sh.p.k.
- » GSL Enterprise Support Sh.p.k.
- » Pedersen & Partners

ENERGY

- » AON Sh.p.k.
- » BALFIN Group - Balkan Finance Investment
- » Devoll Hydropower Sh.a. subsidiary of Statkraft AS
- » ENERGY DEVELOPMENT GROUP Sh.a.
- » ETS Sh.p.k.
- » FAVINA Sh.p.k.
- » GSA Sh.p.k.
- » KESH Sh.a.
- » Power and Gas Operations Sh.p.k. (PGO)

EXPLORATION AND RESEARCH SERVICES

- » DEMA-PATIN

FINANCIAL SERVICES AND INSTITUTIONS

- » AK-INVEST Sh.a.
- » AKSIONER International Securities Brokerage
- » American Bank of Investments
- » Bursa Shqiptare e Titujve ALSE Sh.a.
- » CBS Creative Business Solutions
- » Credins Bank
- » D&A Fin Partner
- » EasyPay
- » Ernst & Young Albania
- » Financial Union Tirana/ Western Union
- » HATFINANCE - Ardiola Huta
- » Intesa Sanpaolo Bank of Albania
- » luteCredit Albania
- » KPMG Albania Sh.p.k.

- » NOA Sh.a.
- » Procredit Bank Sh.a.
- » "Sigal Life Uniqa Group Austria" sha.
- » United Bank of Albania

FOOD AND BEVERAGE PRODUCTION

- » ADG SH.P.K (LUFRA)
- » AQUILA GROUP Sh.p.k.
- » Bereqet Sh.p.k.
- » Birra Korça Sh.p.k.
- » BUÇAJ International Sh.p.k. - Burger King
- » Coca-Cola Bottling Shqipëria
- » E.H.W. Sh.p.k.
- » Edison Keçi PF
- » EGNATIA Group Sh.a.
- » Erzeni Sh.p.k.
- » Gjiofarm
- » Gustoso
- » Kantina e Pijeve Gj. K. Skënderbeu
- » Lajthiza Invest Sh.a.
- » Miell Tirana Sh.a.
- » Relikaj Sh.p.k.
- » Teuta Durrës
- » TONA-ALB Sh.p.k.
- » VIAN BRANDS Sh.p.k.

FOOD AND BEVERAGE TRADE

- » ADG SH.P.K (LUFRA)
- » AGROTEK ALB
- » ALBANIAN DISTRIBUTION & DEVELOPMENT
- » American Noble Coffee
- » AQUILA GROUP Sh.p.k.
- » Birra Korça Sh.p.k.
- » Bozgo Sh.p.k.
- » BUÇAJ International Sh.p.k. - Burger King
- » Dekon Frigo Sh.p.k.
- » DEVI 20-Group Sh.p.k.
- » Edison Keçi PF
- » EGNATIA Group Sh.a.
- » Erzeni Sh.p.k.
- » FRIGO FOOD Sh.p.k.
- » Gjiofarm
- » Kantina e Pijeve Gj. K. Skënderbeu
- » Lajthiza Invest Sh.a.
- » Miell Tirana Sh.a.
- » VIAN BRANDS Sh.p.k.

FOUNDATIONS, ASSOCIATIONS, NGOS, PROJECTS

- » Abraham Lincoln Foundation of Albania
- » Albanian-American Development Foundation (AADF)
- » CBS Creative Business Solutions
- » Fondacioni Food Bank Albania
- » GDQ International Christian School
- » Global Albanians Foundation
- » Instituti Jeta e Re
- » Junior Achievement of Albania
- » LinkAcross
- » M & M Ivanaj Foundation Institut
- » The Harry Fultz Institute
- » World Vision Albania

FURNITURE MANUFACTURING AND TRADE, SHELVING UNITS

- » EURO-BIÇAKU Sh.p.k.
- » GSA Sh.p.k.
- » RE-GAL Sh.p.k.

GLASS INDUSTRY

- » Alufloor Sh.p.k.
- » Guardian Glass

HEALTHCARE AND RELATED SERVICES

- » American Hospital Sh.a.
- » GREEMED
- » Healthcare Pharma Solutions (HPS)
- » Iris Sh.p.k.
- » Klinika Dentare Keraj
- » MedikLine Stewart Sh.p.k.
- » MONTAL Sh.p.k.
- » O.E.S DISTRIMED
- » Qendra e Mjekësisë së Punës Sh.p.k.

HOSPITALITY

- » Alfa Butrint Shpk (Hotel Butrinti)
- » Dajti Ekspres
- » Duda Sh.p.k. - Hotel Adriatik & Adriatik Tours
- » GRANDA Sh.p.k.
- » KASTRATI HOTELS & TOWER Sh.p.k. (Mak Albania Hotel)
- » P.V.N. - Hotel Colosseo
- » Rogner Hotel Tirana
- » Villa Ulliri
- » Village by the Sea
- » Xheko Imperial Hotel

INSURANCE

- » Albsig
- » Intersig Vienna Insurance Group
- » SIGAL Uniqa Group Austria
- » "Sigal Life Uniqa Group Austria" sha.
- » Sigma Interallbanian Vienna Insurance Group

INTERNET PROVIDER

- » Ring Telecom Sh.p.k.
- » Starnet Sh.p.k.

INVESTMENT MANAGEMENT

- » BALFIN Group - Balkan Finance Investment

ITC SYSTEMS, EQUIPMENT, SOFTWARE DEVELOPMENT

- » ALOSYS COMMUNICATIONS S.R.L
- » Atom Sh.p.k.
- » Bilanc Sh.p.k.
- » BNT ElecTronics
- » C.C.S. Shpk
- » Communication Progress Sh.p.k.
- » Dexi Al sh.p.k.
- » DM Consulting Services Albania Sh.p.k.
- » DPO ALBANIA SH.P.K.
- » EasyPay
- » EuroCom CX
- » Faciilization Sh.p.k.
- » GJIRAFJA SHQIPERI SHPK
- » InfoSoft Systems Sh.p.k.
- » Intech + Sh.p.k.
- » IntelyCare Albania
- » Konsort
- » Nokia Solution Branch OY Albania
- » Oracle Netherland BV Albania
- » PrinTec Albania (Cyprus) Limited
- » Qualys Inc.
- » Ring Telecom Sh.p.k.
- » S2 Albania
- » SAFECOMM
- » Shqipnia-PC
- » TBS 96

- » TCN
- » Tegeria Sh.p.k.
- » Telelink Albania Sh.p.k.
- » TETRA SOLUTIONS SH.P.K.
- » Trifolium Sh.p.k.
- » UpTech Shpk

LANGUAGE SERVICES

- » Beslinda Rugia
- » VISION Consulting Albania

LOGISTICS

- » A & A Group
- » Dedja Shipping Sh.p.k.
- » Edlira Zaloshnja Ndocaj
- » International Trans 06
- » Marketing & Distribution, Albania

MEDICINAL DEVICES DISTRIBUTION

- » GREEMED
- » MONTAL Sh.p.k.

MEDICINAL PLANTS AND HERBS

- » Relikaj Sh.p.k.

NOTARY SERVICES

- » Mimoza Sadushaj

OIL & GAS

- » Europetrol Durrës Albania Sh.a.
- » Power and Gas Operations Sh.p.k. (PGO)
- » Western Atlas International Inc.

PACKAGING MATERIALS, PACKAGING MACHINERIES

- » Dimapak Sh.p.k.
- » Etna Polimer Sh.p.k.
- » Lajthiza Invest Sh.a.
- » Teuta Durrës

PHARMACEUTICAL

- » Bayer D.O.O. Tirana Representative Office
- » BGP Products Switzerland GmbH (Viatris)
- » Farmatech Sh.p.k.
- » Fufarma Sh.a.
- » Rejsi Farma
- » ZYRE E PERFAQSISE HOFFMANN- LA ROCHE

REAL ESTATE, PROPERTY ASSESSMENT

- » BALFIN Group - Balkan Finance Investment
- » Century 21 Albania
- » Matrix Konstruksion
- » RE/MAX Albania

SECURITY SCREENING

- » S2 Albania

SECURITY SYSTEMS AND SERVICES

- » ATOM Sh.p.k.
- » BNT Electronics
- » RO.GAT SECURITY Ltd.
- » Shqipnia-PC
- » TCN

SHOE PRODUCTION AND TRADE

- » Efa Solution Sh.p.k.

TELEPHONY SERVICES

- » ONE Telecommunications SHA
- » Ring Telecom Sh.p.k.
- » Vodafone Albania Sh.a.

TEXTILES AND GARMENT MANUFACTURING

- » Pelinku PF

TOBACCO

- » British American Tobacco Albania
- » Japan Tobacco International
- » Marketing & Distribution, Albania
- » Philip Morris Albania Sh.p.k.
- » PRIMALL Sh.p.k.
- » Tobacco Holdings Group Sh.p.k.

TRANSPORT AND COURIER SERVICES

- » DHL International (Albania) Ltd.
- » International Trans-06
- » Ulysses Enterprises Sh.p.k.
- » United Transport-UPS

TRAVEL AND TOUR AGENCY

- » Duda Sh.p.k. – Adriatik Tours
- » Elite Travel Group
- » Pelinku PF



ACKNOWLEDGMENTS



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