Survey on Digital Readiness and Skills in Kosovo’s Civil Service

Frequently Asked Questions (FAQs)

Q: Who is leading this survey?
A: The survey is a collaboration between the Agency for Information Society (AIS), the World Bank, and the Bureaucracy Lab. The AIS is the leading partner, whereas the World Bank and the Bureaucracy Lab are the implementing partners. This means that while the survey is fully supported and endorsed by the government, all technical aspects of the survey are led by the World Bank. Only the World Bank team will ever access the raw data, and your responses will be completely confidential.

Q: Who can take part in the survey?
A: The survey is aimed at public officials in selected public institutions in Kosovo, including central Ministries and Agencies and municipal government. More than 20,000 public officials will be included in the survey.

Q: How will the data be used?
A: The survey provides diagnostic data which will allow us to i) understand the challenges and obstacles to digitalization; ii) identify potential areas for improvements and opportunities for policy interventions; and iii) generate evidence for strengthening the digitalization of the Kosovan civil service. The data will be used to understand trends and broad patterns, it will never be used to identify individuals or groups.

Q: Can the survey be paused and continued at a later time?
A: Yes. The survey can be completed in parts. Survey responses will be saved, which means it can be paused and continued from the same place at a later time without losing responses. It is also possible to go back and change responses.

Q: How long does it take to fill out the survey?
A: The survey should take around 15 minutes to complete. Your participation is voluntary, and you can withdraw from the survey or skip any questions you are not comfortable answering.

Q: Is participation in the survey voluntary?
A: Yes, participation in the survey is completely voluntary. The higher the number of responses, the better the data will be, and the better it can serve policy improvements in future. We want to know only the truth and the perceptions and experiences of public officials, so the more responses we receive the more representative and truthful the results will be.
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Q: Do I have to answer all questions?
A: No. You can opt to not provide answers to questions you are not comfortable with using the option “Prefer not to answer”. The survey does not include personal or sensitive questions, and the answers you provide will be completely anonymous so you should feel free to answer honestly.

Q: Do I need login details to fill in the survey?
A: No. The survey link you will receive from AIS can be accessed directly and does not require a password. When accessing the link, no personal data will be stored, including IP or location.

Q: Will responses to the survey be completely confidential?
A: Yes. The survey follows international research ethics and confidentiality standards and data collected through the survey will be subject to the World Bank’s Privacy Policy. Your responses will be completely confidential – no-one outside the survey team will be able to trace your individual responses. Data will only be published in aggregate form and will be completely anonymous.

Q: Who can I contact if I have any questions?
A: For any comments or questions about the objectives and motivation for the survey you can contact a representative of the AIS (email: ashi@rks-gov.net or phone: 038 200 30 900 / 30 900) or the survey focal point of your institution. If you would like to speak to a member of the World Bank team you may contact Valmira Rexhebeqaj (rvalmira@gmail.com) or Kerenssa Kay (kkay@worldbank.org).

Q: Can I access the survey link from any internet browser?
A: Yes. The survey can be accessed from any survey browser.

Q: Can the survey link only be accessed from a computer?
A: No. The survey link can be accessed from any device with an internet connection and browsers, including computers, tablets, and smartphones.