

The Role of Public Institutions in the Social Protection System in Albania / Legal Public Administration Aspects of Welfare Growing

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Abstract

Public institutions are a strong legal mechanism to impact and directly affect the welfare of one citizen country through their administration politics. Social protection systems are of fundamental importance in the international context, serving as a key tool for improving the well-being of people and protecting their rights at the global level. One of the main purposes of social protection systems is to improve the standard of living of citizens (welfare) worldwide. Providing a strong system of social security and other social services contributes to reducing poverty and advancing well-being at the global level. Social protection systems help guarantee basic human rights through the provision of health care, education, and social support. These systems are often faced with very complex social, economic, legal, and political challenges. In this article, I try to analyze the role and importance of public institutions and their public administration, and how they affect the system of social protection in my country, in a comparative way based on the analytical and comparative methods. This paper aims to analyze this role and suggest ways for it to be stronger and more effective.

Keywords: Public Institutions, Public Administration, Social Protection, Legal Aspect, Social Politics, Economic Politics, Welfare.

Introduction

The state plays an important role in increasing and improving social well-being through policies and actions that aim to address the needs of citizens and create conditions for a more equal and just society. Below are some of the main ways in which the state influences this process:

1. Provision of basic services: The state provides basic services, such as education, health and infrastructure, that are necessary for improving the lives of individuals. Policies that invest in quality education and health care help to increase living standards and create opportunities for personal and professional development [1].
2. Social and economic policies: Social welfare systems: Pensions, economic assistance, unemployment benefits and assistance to vulnerable groups are some of the ways to address economic and social inequality. Employment and wages: Policies that support job creation and the setting of a minimum wage

directly affect the economic well-being of citizens.

3. Reducing poverty and inequality: Through progressive tax policies and income transfers, the state can redistribute wealth and reduce the gap between the rich and the poor [2].
 4. Market regulation: The state regulates markets to ensure that citizens have equal access to opportunities and to prevent exploitation or economic injustice.
 5. Social security and protection: Policies that protect workers' rights, promote gender equality, and support marginalized groups contribute to a more sustainable and inclusive society.
 6. Promoting sustainable development: Investing in sustainable development, including care for the environment and natural resources, positively impacts the long-term well-being of citizens.
- In summary, the state's role is to create an environment where every citizen has access to basic services, equal opportunities, and social support, thereby helping to improve the quality of life

and reduce social and economic inequality.

Public Administration and Social Welfare

Public administration has a direct and significant impact on social well-being, as it is responsible for designing and implementing policies, services, and activities that affect the lives of citizens. Here are some of the main ways in which public administration affects social well-being. **Provision of Public Services:** Public administration provides basic services such as education, health, security, transport, and housing, which are important for the quality of life of citizens. For example, a public administration that invests in good health services can improve the health and lives of citizens. **Social and Economic Policies [3].** The implementation of social policies that provide support to specific groups of society, such as the unemployed, pensioners, women, and children, is an essential element of public administration. These policies help reduce poverty and economic insecurity. **Economic Development and Employment:** Public administration creates economic development conditions and job opportunities. Policies and investments in infrastructure, support for businesses and investment incentives help reduce unemployment and improve living conditions [4]. **Equality and Social Justice:** A public administration that promotes equality and social justice contributes to reducing discrimination and social inequality. This may include ensuring equal opportunities for all citizens, without distinction of race, gender, religion, or other. **Environmental Protection and Sustainability:** Public administration has an important role in protecting the environment and managing natural resources, which have a direct impact on the quality of life of citizens. Policies that protect the environment and promote sustainability contribute to the health of individuals and increase the quality of life.

Security and Active Participation: An effective public administration ensures order and security for citizens and creates opportunities for the active participation of citizens in decision-making processes, including the possibility of engaging in community activities and institutions dealing with social development. In general, public administration is the foundation for creating conditions that enable a sustainable society, with equal opportunities and a good quality of life for all citizens.

Public Services and Social Welfare

The provision of public services has a profound impact on increasing the well-being of individuals and society in general. The effects of the provision of public services on well-being can be seen in several key aspects. **Improving access to basic services:** Public services, such as education, health, and infrastructure, provide opportunities for individuals to have equal access to them, regardless of their economic status. This access improves the quality of life and enables personal and collective development [5]. **Reducing poverty and inequalities:** The provision of genuine public services can contribute to reducing poverty and social inequalities, by providing opportunities for all, including those who may not have the financial means to pay for private services.

Public Service Delivery and Social Equity: Public administration scholars argue that effective service delivery enhances social equity, particularly when designed to address diverse community

needs. Innovative approaches like e-governance have also been noted for bridging accessibility gaps [6]. **Improving health and longevity:** Public services in the field of health, including hospital services, vaccination, and preventive care services, can contribute to improving the health of the population and increasing life expectancy. They can also reduce the expenses that individuals and families have to make for private health services.

Developing education and employment opportunities: Public services in education can increase the level of education and create better employment opportunities. Quality education can improve the professional skills of individuals and make them more competitive in the labor market. **Improving infrastructure and transportation:** Providing public services that include transportation and proper infrastructure can reduce the burden on individuals and businesses, making it easier to move and develop economically. Strong infrastructure also contributes to increased productivity and can improve the quality of life.

Mental and social health: Public services that provide opportunities for community activity, social support, and psychological care can improve mental health and create a more connected and supportive society. This helps to increase social stability and lower insecurity. **Improving security and stability:** Public services in the field of security and protection, such as the police and emergency services, create a safe environment for individuals and businesses, contributing to social and economic stability. In summary, the provision of public services is essential for improving well-being, as it helps increase opportunities for individuals, reduces inequalities, and provides support for the economic and social development of society.

Different Issues

The provision of services in public administration can face several legal issues, which can affect the efficiency, transparency, and quality of services. Some of these issues include the lack of a clear and up-to-date legal framework: Often, the legal framework for public services can be inaccurate, inconsistent, or not up-to-date with the latest legal and technological developments. This can lead to legal uncertainty for the administration and citizens and can affect the provision of high-quality services.

- **Inequalities in access to services:** In some cases, public administration laws and policies can favor certain groups, creating discrimination or inequality in access to services. This can manifest itself through complicated bureaucratic procedures, high fees for services, or a lack of opportunities for individuals with disabilities [7].
- **Excessive use of bureaucratic procedures:** Another legal problem is the excessive use of administrative procedures, which can be slow and complicated. This often causes delays in the provision of services and can lead to dissatisfaction among citizens and companies.
- **Lack of control and transparency:** While the law may provide for control mechanisms to ensure that public services are provided properly, there are often shortcomings in the implementation of these mechanisms. This can lead to corruption, abuse of office, or misuse of public resources, damaging the quality of services and citizens' trust in the public administration [8, 9].
- **Lack of sufficient resources and funding:** Often, the law requires the provision of certain services, but the lack of

sufficient funding to deliver these services can lead to the non-implementation of legal policies and standards. This can affect the quality and efficiency of public services.

- Lack of accountability and punishment: Other legal problems are related to the lack of a strong system of accountability for public administration in cases where services are not provided properly. When individuals or public agencies are not held accountable for service delivery failures, there can be an increase in distrust and dissatisfaction in society.
- Issues in information management and personal data protection: The provision of public services often involves sensitive data that must be handled and handled with care. Legal issues related to personal data protection and information management can create risks for data misuse and violation of citizens' rights. Use of public-private contracts and partnerships: Public administrations often collaborate with private actors to deliver services. The laws governing these relationships can be inaccurate or incomplete, leading to abuses, delays, or failures in service delivery [10].
- Uncertainty in the interpretation of laws and regulations: Laws and bylaws can often be unclear, creating opportunities for different interpretations by public administrations and citizens. This can lead to delays in services, unnecessary legal disputes, and the creation of a climate of uncertainty.
- Efforts at decentralization and management of different levels of administration: In many cases, the provision of public services is divided between the central and local levels of administration. Legal issues can arise due to the lack of consolidation of competencies and resources between these levels, often making it difficult for services to be provided in a coordinated and efficient manner. Overall, these legal issues require ongoing reforms and improvements to ensure that public services are of high quality, accessible to all, and respect citizens' rights.

Conclusions

Improving legal issues in the provision of public services requires a holistic approach and a continuous commitment to address them effectively. Some steps and strategies that can be taken to improve these issues are:

- Improving the legal framework Review and update of legislation: Laws regulating public services should be clear, detailed, and up-to-date to be able to face modern challenges. Reviewing regulations and laws based on international good practices and technological developments can help eliminate legal uncertainty and create a stronger foundation. Improving inter-institutional cooperation: The division of responsibilities and cooperation of different institutions is vital for the efficient implementation of laws. This can be achieved through the drafting of legal acts that clearly define the roles and duties of each institutional actor.
- Increasing transparency and fighting corruption Implementing strong control and audit mechanisms: Establishing a clear and strong system for auditing public services and finances will increase transparency and help prevent abuses and corruption. Using technology to increase transparency: Implementing electronic platforms for the provision of public services, publishing information in real-time, and creating systems for evaluating services by citizens can contribute to increasing accountability and improving the quality of services.
- Simplifying bureaucratic procedures Digitalizing public services: Using technology to automate administrative processes

can help reduce bureaucratic procedures and speed up the process of service delivery. Online platforms can help citizens receive services faster and more easily, eliminating the need for physical visits to offices. Reducing paperwork and unnecessary requests: Streamlining the processes of requests and documents required to receive services is an important step in reducing the burden on citizens and public administration.

- Increasing resources and funding Improving public financial management: Ensuring sufficient funding for key public service sectors can be achieved through more efficient management of resources and increasing budgets for those areas that are essential for the well-being of citizens. More investment in important sectors: The government can identify and invest in sectors that require more support, such as health, education, and infrastructure, to improve the quality of services and ensure that they are sustainable and appropriate to the needs of the population.
- Increasing accountability and punishment Establishing accountability mechanisms for public services: Implementing clear and appropriate systems for tracking performance and possible violations of public administration is key. This includes penalties and sanctions for violators of procedures and for those who do not provide services properly. Involving citizens in evaluation processes: Creating opportunities for citizens to evaluate services and provide suggestions for improvements will increase the accountability of the administration and contribute to better management of public services.
- Improving information management and personal data protection Implementing strong policies for the protection of personal data: Using high standards for the protection of citizens' data and information will help prevent misuse and violations of citizens' rights. Improving transparency in information management: Public institutions should respect legal standards to ensure that information is managed responsibly and protected from unauthorized use.
- Capacity building and training of civil servants Investing in training and professional development: Providing continuous training to civil servants is key to improving the efficiency and quality of services. This will help them to better cope with various legal and administrative challenges. Recruiting qualified and motivated staff: The civil service should ensure that it employs qualified and motivated individuals to deliver high-quality services and increase citizens' trust in the public system.
- Implementing decentralization policies Strengthening local administration capacities: Decentralization can contribute to more efficient delivery of public services, allowing local administration to respond more quickly to citizens' needs. The government should ensure that local authorities have sufficient capacity to implement the policy properly. Improving coordination between different levels of administration: To ensure efficient service delivery, it is necessary to establish strong coordination mechanisms between different levels of administration. Ultimately, improving these issues requires strong institutional commitment, transparency, innovation, and a continuous focus on creating a more accountable, efficient, and citizen-oriented public administration.

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