

 **AMCHAM
BUSINESS
INDEX**

2023 - 2024



AMERICAN CHAMBER OF COMMERCE
DHOMA AMERIKANE E TREGTISË





Prepared by

KONSORT
Smart Business Systems

2024



AMERICAN CHAMBER OF COMMERCE
DHOMA AMERIKANE E TREGTISË

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EXECUTIVE SUMMARY

The AmCham Business Index for 2023 reached **47.57** out of 100, increasing by **+4.16** points from **43.42** in 2022.

The direct measured perception of AmCham members for the business climate in Albania in 2023 improved by **+5.02** points compared to 2022.

The top five concerns reported by the respondents for 2023 remained: Finding Local Qualified Staff, Monopoly and Unfair Competition, Informal Economy, Government Bureaucracy and Overall Tax Level Applied.

Despite a slight improvement in 2023, finding local qualified staff has still been reported to be difficult or very difficult by 74.1% of the responding companies.

A similar trend is reported for "Monopoly and Unfair Competition" (+3.03 points), "Informal Economy Level" (+2.43 points) and "Government Bureaucracy" (+2.74 points), which despite the improvement still remain of concern to the majority of respondents.

The "Energy Supply" and "Order and Safety in the Country" resulted to be the areas with the best perception for the respondent companies during 2023. The "Energy Supply" reached the highest score of 72.05, which may serve as an aim for all the other indicators in AmCham Business Index. The "Order and Safety" indicator reached a score of 64.44, notably improving by +7.85 points.

A similar positive perception was reported in 2023 for the relation with the public administration, where the most positive indicator is still the relation with the Customs Authorities.

The respondents' perception for the "Performance of the Albanian Economy" in 2023 has significantly improved (+13.99 points), accompanied by an improvement in "Goods and Services Demand" (+3.90 points), "Employment" (+5.01 points) and the "Investments" (+5.15 points). The indicator for "Goods and Services Demand in Exports" declined by -3.29 points for the same period.

For 2024, AmCham members anticipate a positive trend for the performance of the Albanian economy, investment and the business climate.

The AmCham Business index may reach an important milestone of surpassing the level of 50 points if continuous efforts are devoted to further improve the business climate in Albania.

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 has **262** steadfast members

Producer of
20%
of country GDP

30
thousand
employees

92%
The record -
breaking
retention rate

85%
of members
business ties
with the US



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 2023 AmCham Business Index survey was conducted online from **February 24th** to March 18th 2024.

The total number of respondents that participated in the survey is **161** from whom 156 had fully completed the survey by answering all the questions.

The survey was addressed exclusively to AmCham Albania members and requested their opinion regarding the business environment in Albania during the previous year (**2023**) and their estimation for the current year (**2024**).

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. AMCHAM BUSINESS INDEX

2.1 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.

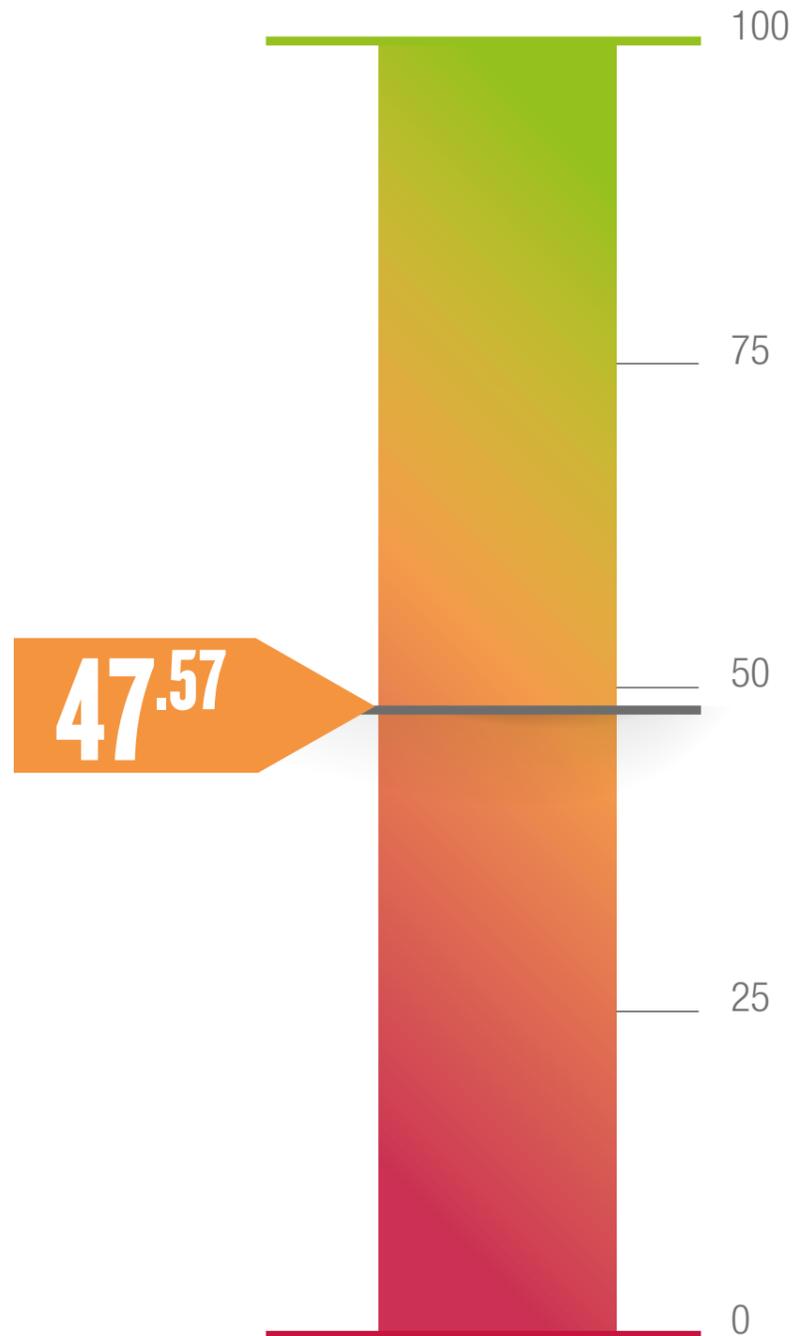
AmCham Albania Business Index Table	
Questions	Weights
	100%
Overall Business Climate	25%
How was the business climate in Albania for the last year?	25%
Business Climate Factors	25%
Please rate the level of the following factors for the last year in relation to your business activity?	
Corruption level	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%

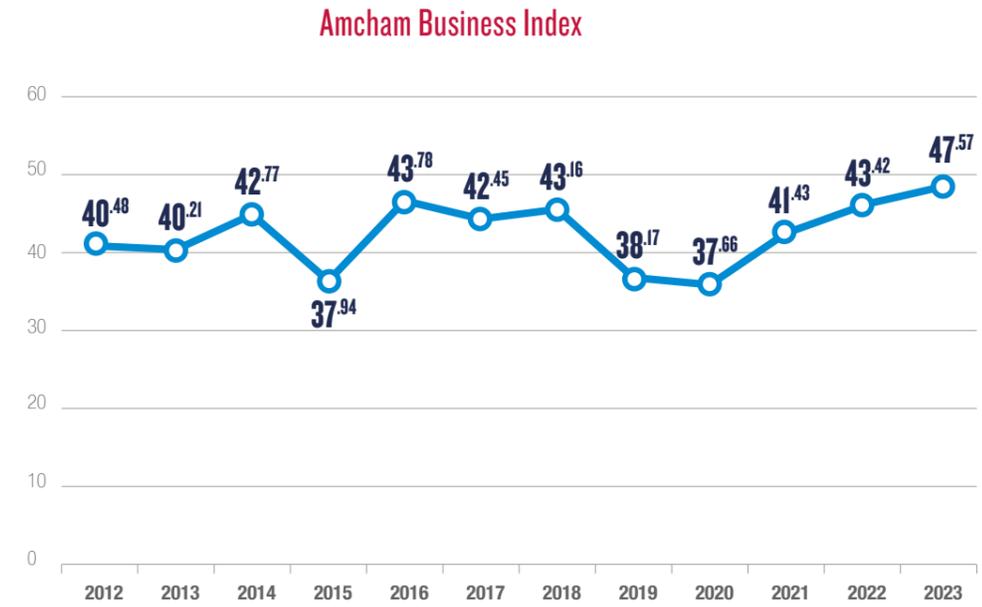
*Detailed information on the calculation methodology of the index can be found in Annex 1 of this document.

2.2 AmCham Business Index Result.

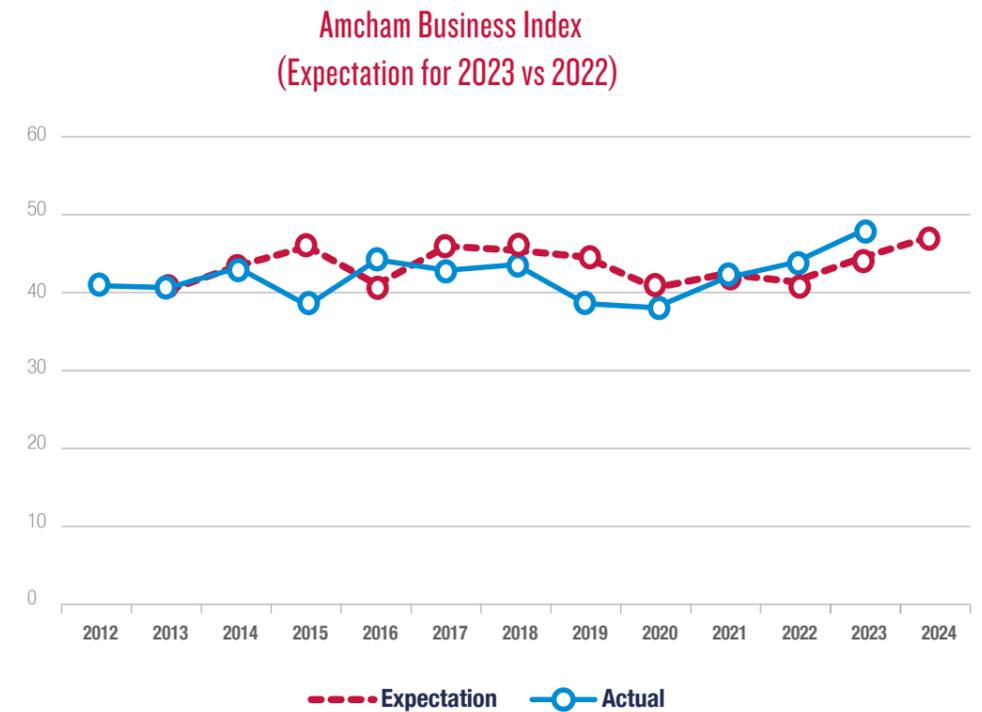
The AmCham Business Index for 2023 has improved by 4.16 points reaching 47.57 points.



The following chart shows the evolution of the AmCham Business Index for the period 2012-2023. Higher scores indicate a better business environment.



The following graph shows the expectation for the 2024 AmCham Business Index. The graph also compares the expectation vs the actual result for each previous year.



2.3 Indicators results for 2023.

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	2023
1	Finding Local Qualified Staff	25.95
2	Monopoly and Unfair Competition	34.16
3	Informal Economy Level	35.71
4	Government Bureaucracy	36.02
5	Overall Tax Level Applied	38.52
6	Internal Political Climate	39.75
7	Corruption	39.91
8	Economic Reforms and Central Government Policy	41.67
9	Assurance of Financing for Business Development	42.56
10	Application of Laws and Regulations	42.92
11	Business Climate	46.43
12	Banking Policies and Services**	48.58
13	Relation with Courts of Justice	51.12
14	Infrastructure	51.55
15	Performance of the Albanian Economy	52.20
16	Intellectual Property	52.80
17	Goods and Services Demand in Exports**	54.44
18	Private Property	54.50
19	Relation with Ministries	57.64
20	Employment Change	57.70
21	Relation with Local Government	57.80
22	Goods and Services Demand	58.96
23	Investments Change	60.69
24	Relation with Tax Authorities	60.85
25	Relation with Customs Authorities	64.40
26	Order and Safety in the Country	64.44
27	Energy Supply	72.05
	AmCham Business Index	47.57

** 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.

2.4 Comparison with previous year.

The table below presents the comparison of AmCham Business Index Survey results between 2023 and 2022. The results are sorted based on 2023 scores, from the lowest to the highest.

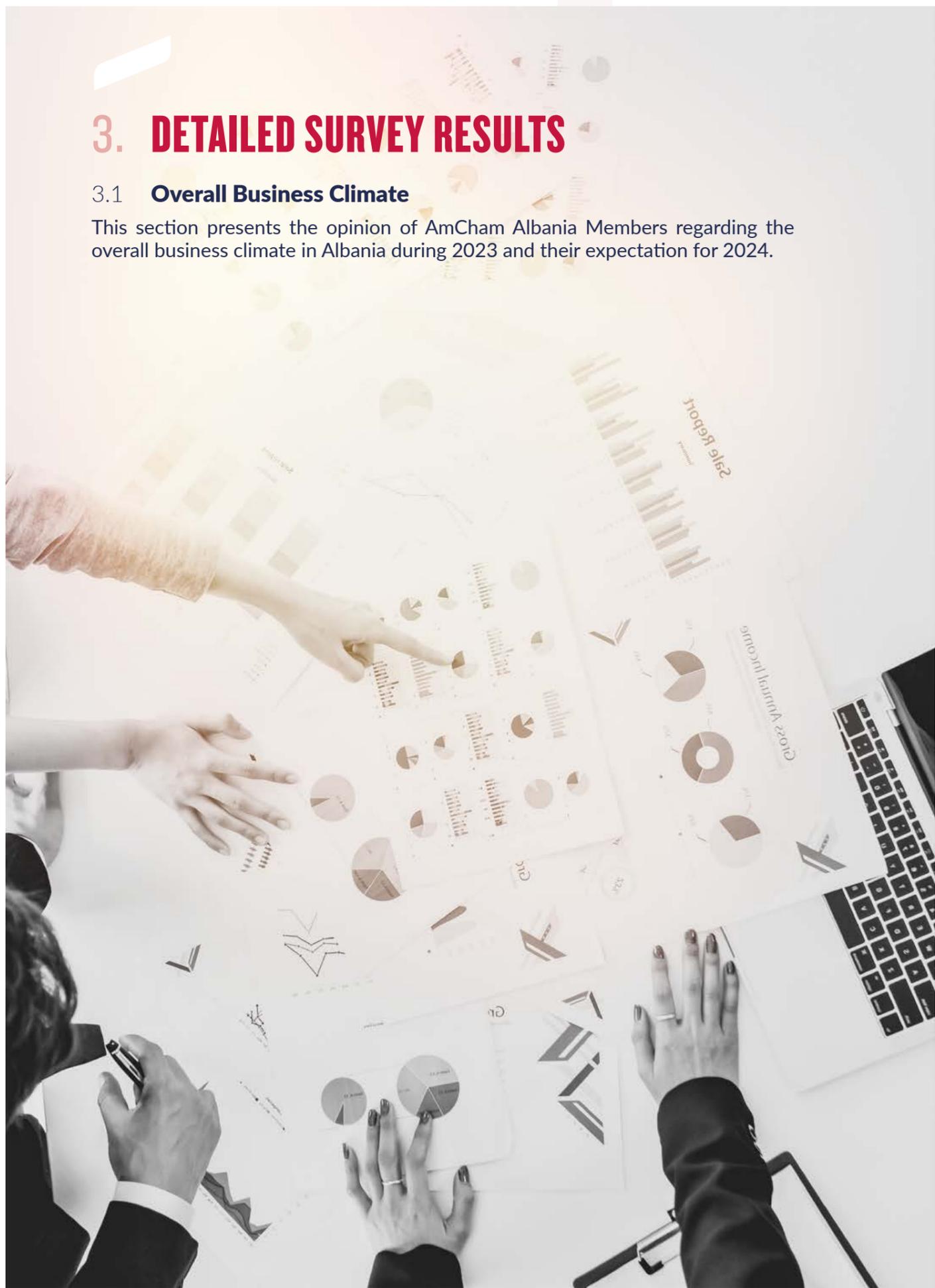
**Higher scores are better and indicate a more positive perception.*

Nr	Indicator Name	2022	2023	Difference
1	Finding Local Qualified Staff	23.06	25.95	+2.88
2	Monopoly and Unfair Competition	31.13	34.16	+3.03
3	Informal Economy Level	33.28	35.71	+2.43
4	Government Bureaucracy	33.28	36.02	+2.74
5	Overall Tax Level Applied	35.85	38.52	+2.67
6	Internal Political Climate	35.74	39.75	+4.02
7	Corruption	35.89	39.91	+4.02
8	Economic Reforms and Central Government Policy	37.89	41.67	+3.77
9	Assurance of Financing for Business Development	42.58	42.56	-0.02
10	Application of Laws and Regulations	39.62	42.92	+3.30
11	Business Climate	41.41	46.43	+5.02
12	Banking Policies and Services**	45.32	48.58	+3.25
13	Relation with Courts of Justice	48.89	51.12	+2.23
14	Infrastructure	53.53	51.55	-1.97
15	Performance of the Albanian Economy	38.21	52.20	+13.99
16	Intellectual Property	47.24	52.80	+5.56
17	Goods and Services Demand in Exports**	57.72	54.44	-3.29
18	Private Property	52.91	54.50	+1.59
19	Relation with Ministries	55.70	57.64	+1.95
20	Employment Change	52.69	57.70	+5.01
21	Relation with Local Government	57.23	57.80	+0.57
22	Goods and Services Demand	55.06	58.96	+3.90
23	Investments Change	55.54	60.69	+5.15
24	Relation with Tax Authorities	61.16	60.85	-0.31
25	Relation with Customs Authorities	62.89	64.40	+1.51
26	Order and Safety in the Country	56.60	64.44	+7.85
27	Energy Supply	68.25	72.05	+3.80
	AmCham Business Index	43.42	47.57	+4.16

3. DETAILED SURVEY RESULTS

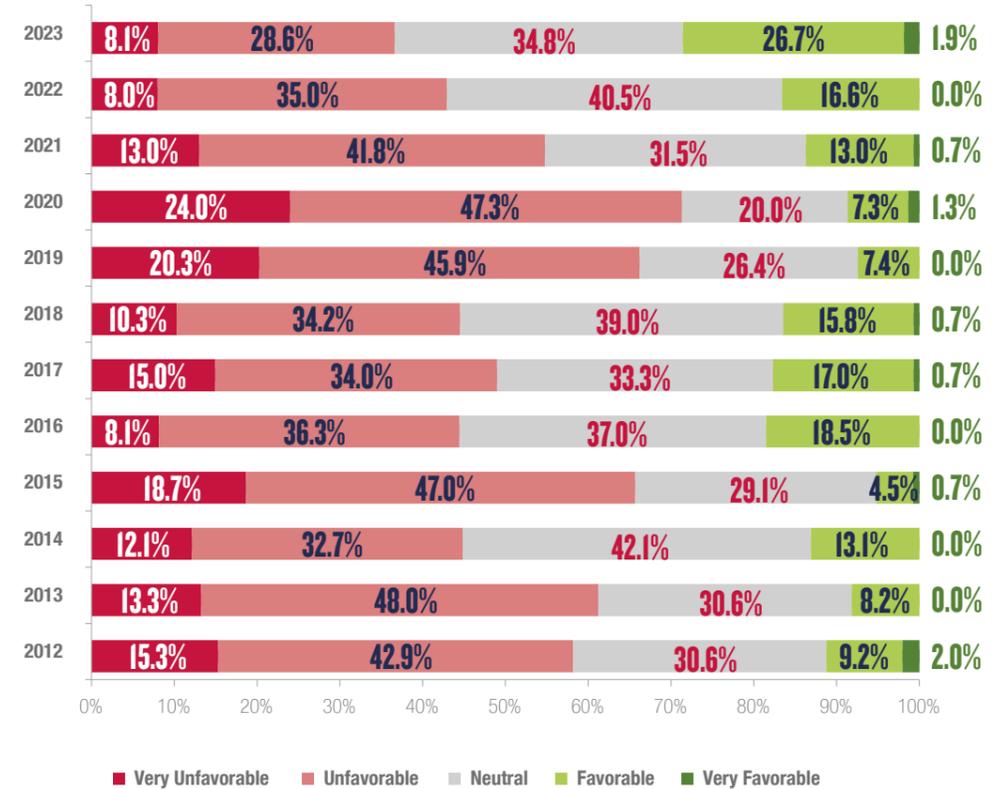
3.1 Overall Business Climate

This section presents the opinion of AmCham Albania Members regarding the overall business climate in Albania during 2023 and their expectation for 2024.



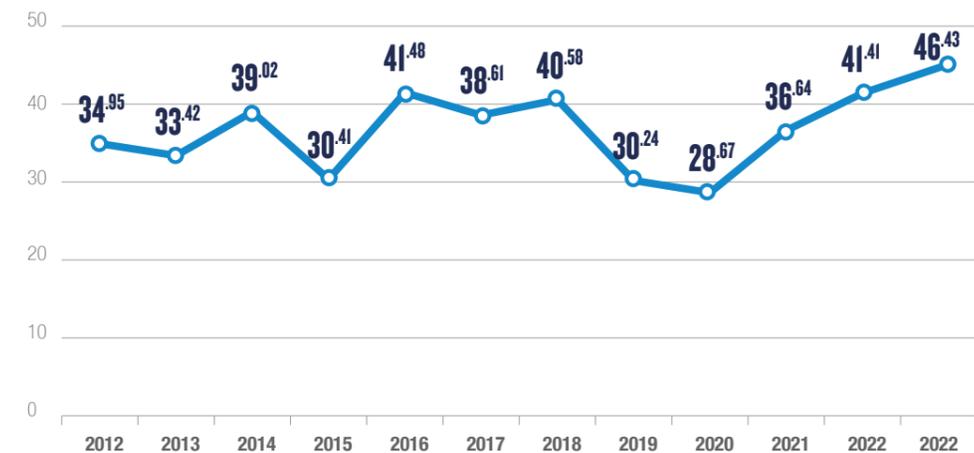
Business Climate in Albania:

The question asked to the participants was: *How was the business climate in Albania for the last year (2023)?*



Business Climate

*A higher score is better.

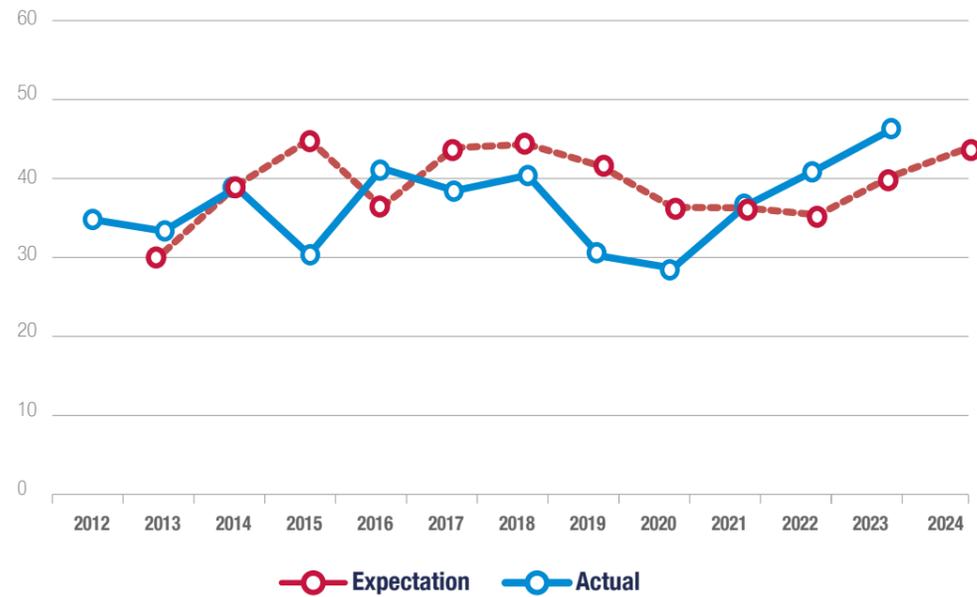


This chart shows the indicator evolution. Higher scores indicate a more positive perception.

The following graph shows the expectation of Amcham members for the *Business Climate* in 2024. The graph also compares the expectation vs the actual result for each previous year.

(The additional question asked was: *How do you expect the business climate in Albania to be in 2024?*)

BUSINESS CLIMATE (Expectation vs Actual)

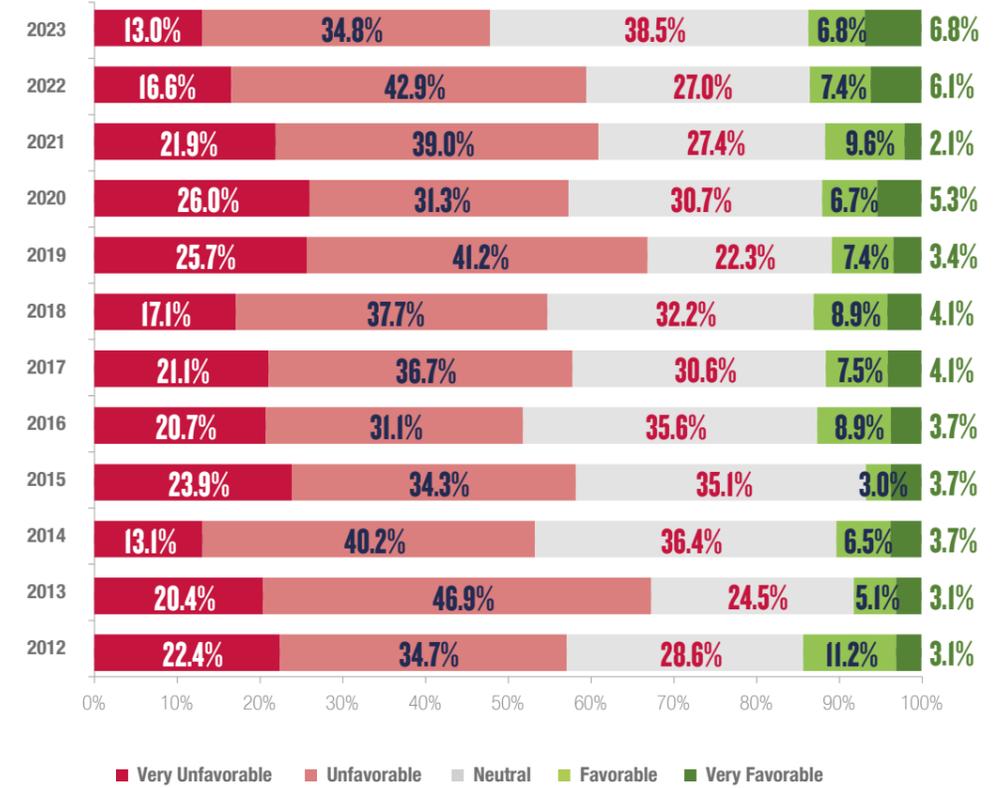


3.2 Factors IMPACTING THE Business Climate

This section of the report shows the opinion of AmCham members in regard to factors that impact the business climate and their business activities.

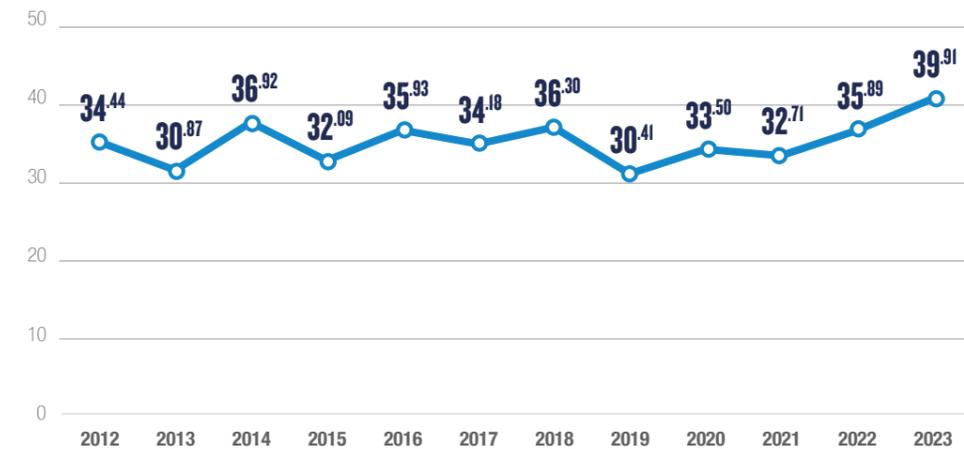
The question asked to the participants was: **Please rate the level of the following factors: Corruption, Government Bureaucracy, Informal Economy, Monopoly and Unfair Competition, for the last year (2023), in relation to your business activity?**

3.2.1 Corruption Perception



Corruption Perception

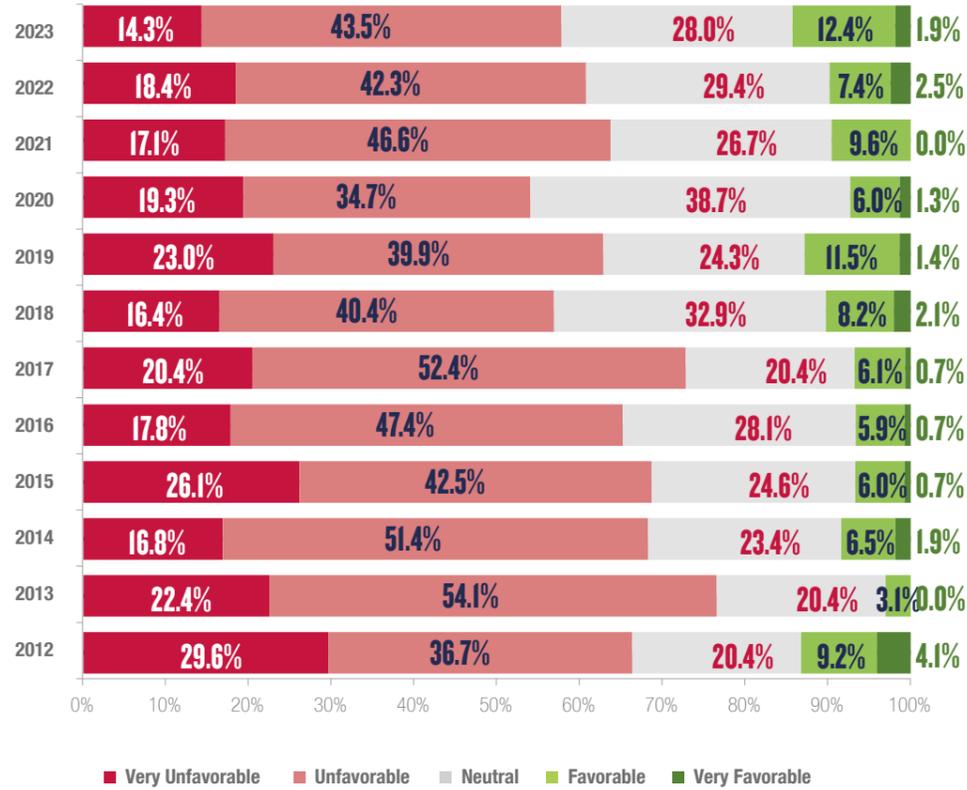
*A higher score is better.



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

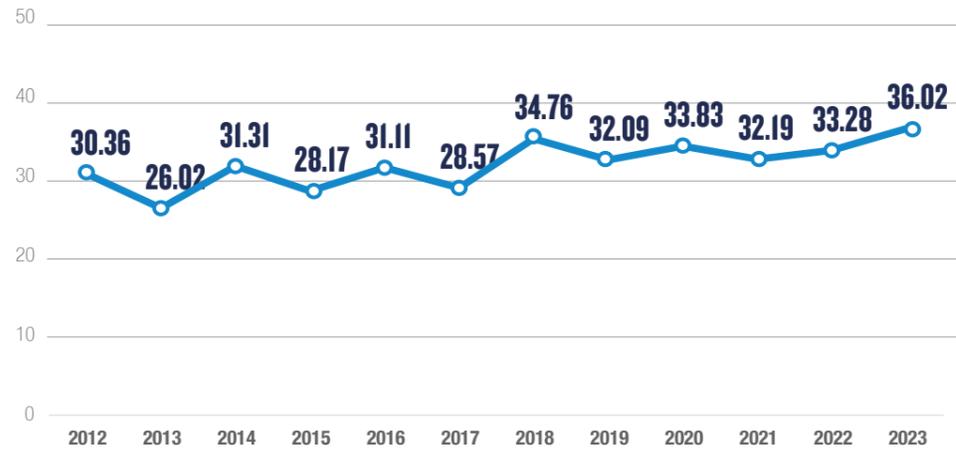
3.2.2 Government Bureaucracy

Please rate the Government bureaucracy level for the last year (2023) in relation to your business activity?



Government Bureaucracy

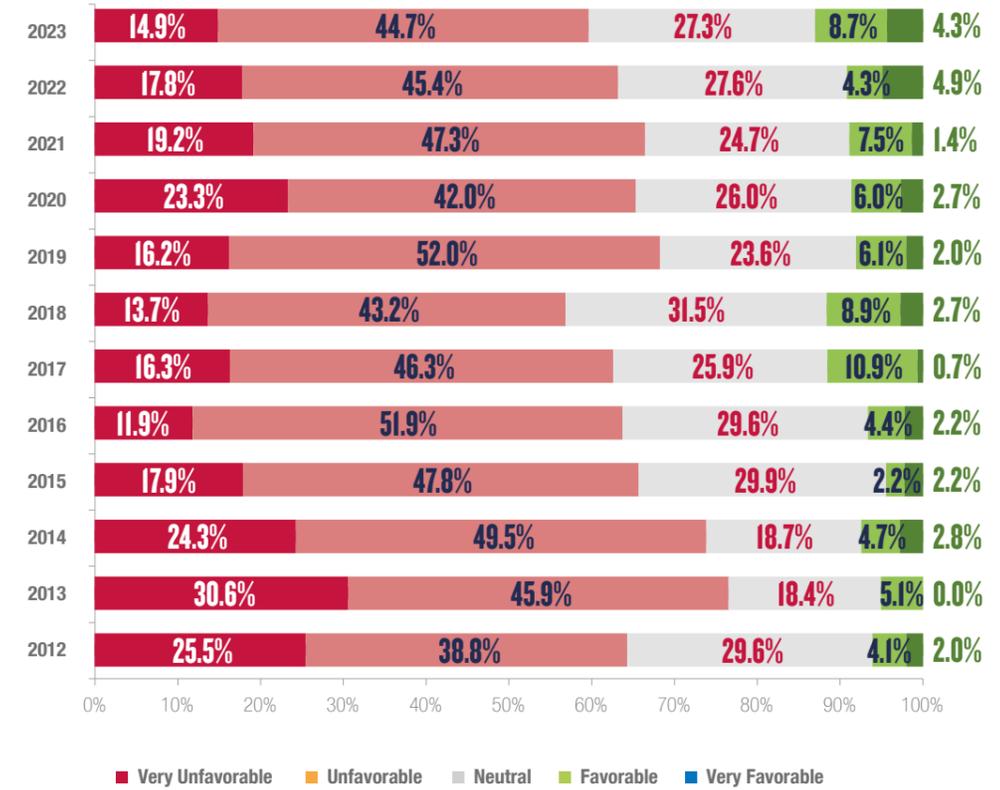
*A higher score is better.



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

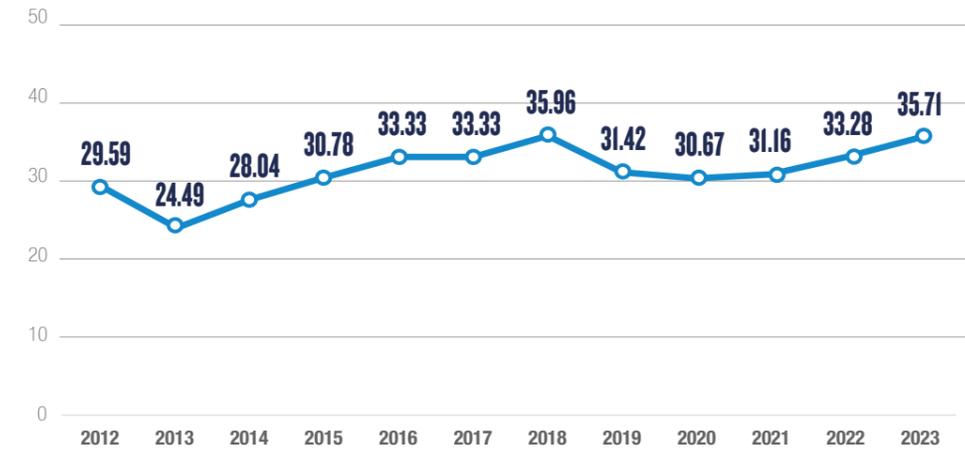
3.2.3 Informal Economy

Please rate the Informal economy level for the last year (2023) in relation to your business activity?



Informal Economy

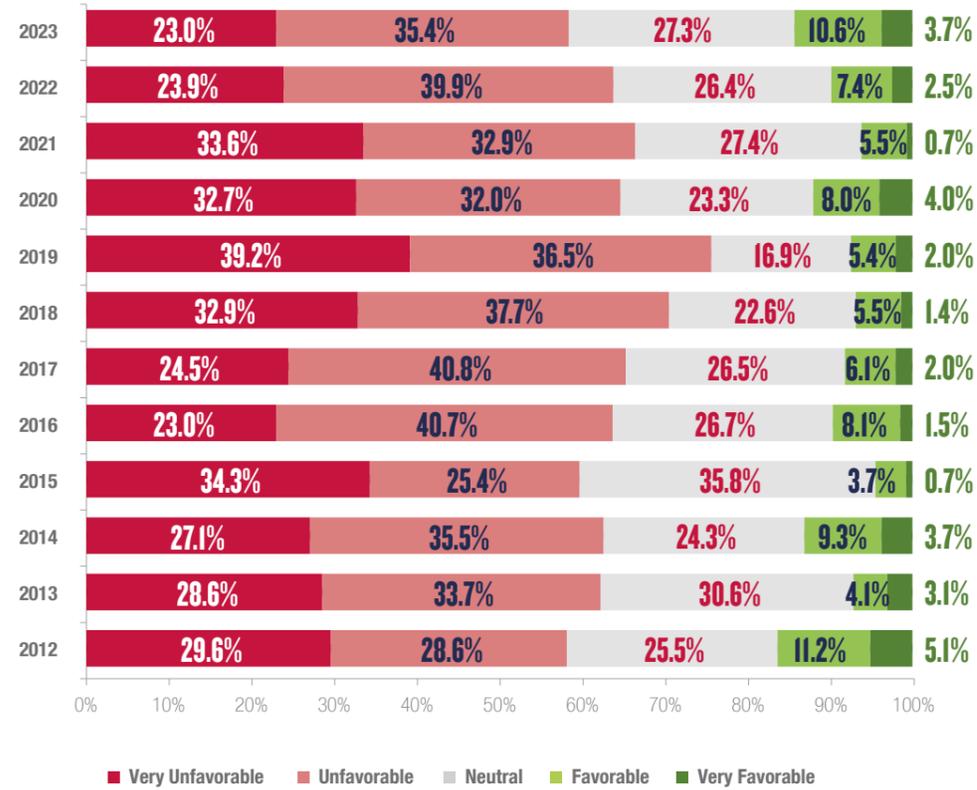
*A higher score is better.



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

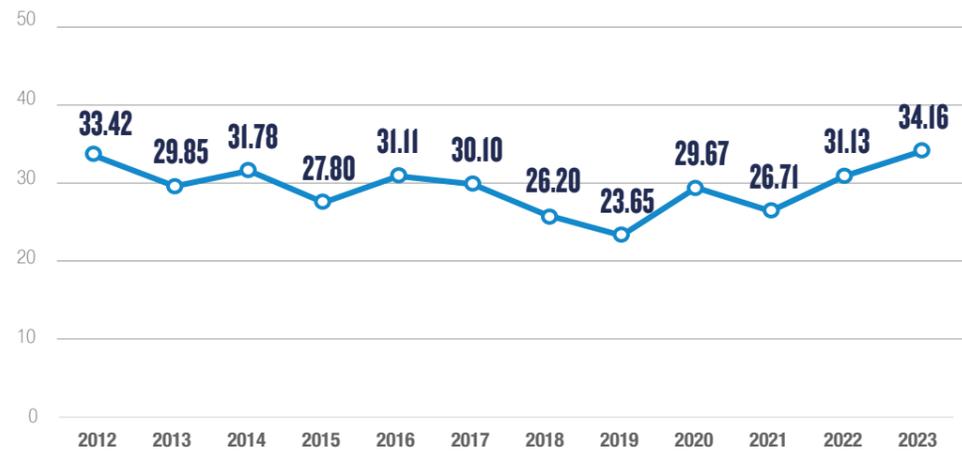
3.2.4 Monopoly and Unfair Competition

Please rate the Monopoly and Unfair Competition level for the last year (2023) in relation to your business activity?



Monopoly and Unfair Competition

*A higher score is better.



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

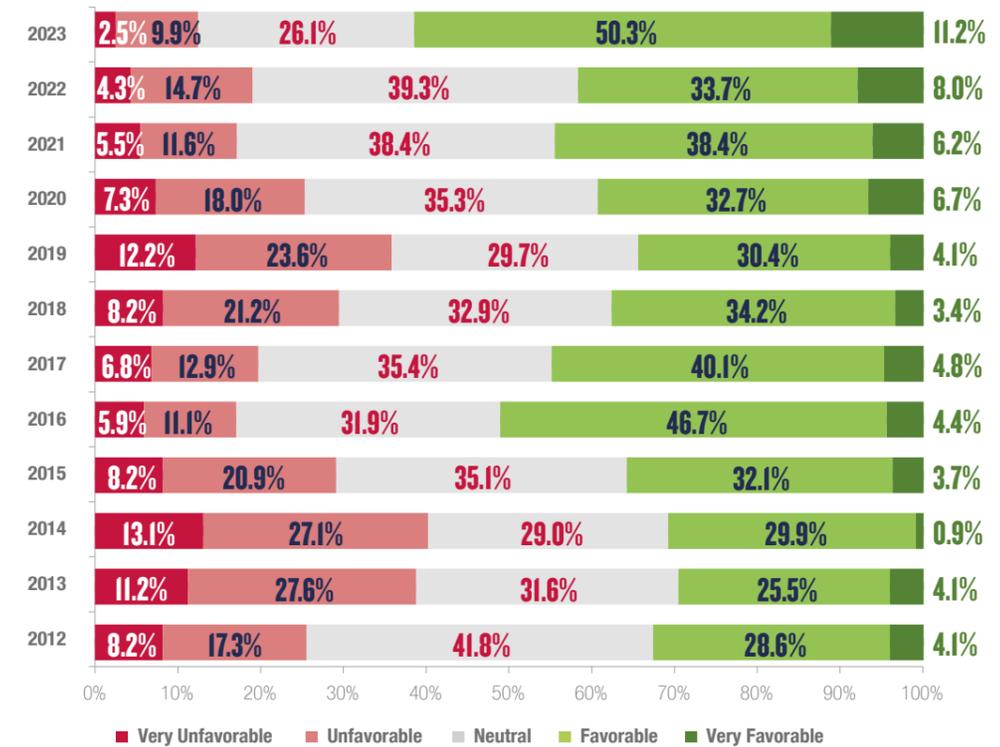
3.3 Other Factors IMPACTING THE Business Climate

This section of the report shows the opinion of AmCham members in regard to factors that play an important role in the business climate and their business activities.

The question asked to the participants was: Please rate the following factors: Order and safety in the country, Internal political climate, Infrastructure, Energy supply, Private property, Intellectual property, for the last year (2023) in relation to your business activity?

3.3.1 Order and Safety in the Country

Please rate the Order and safety in the country for the last year (2023) in relation to your business activity?



Order and Safety in the Country

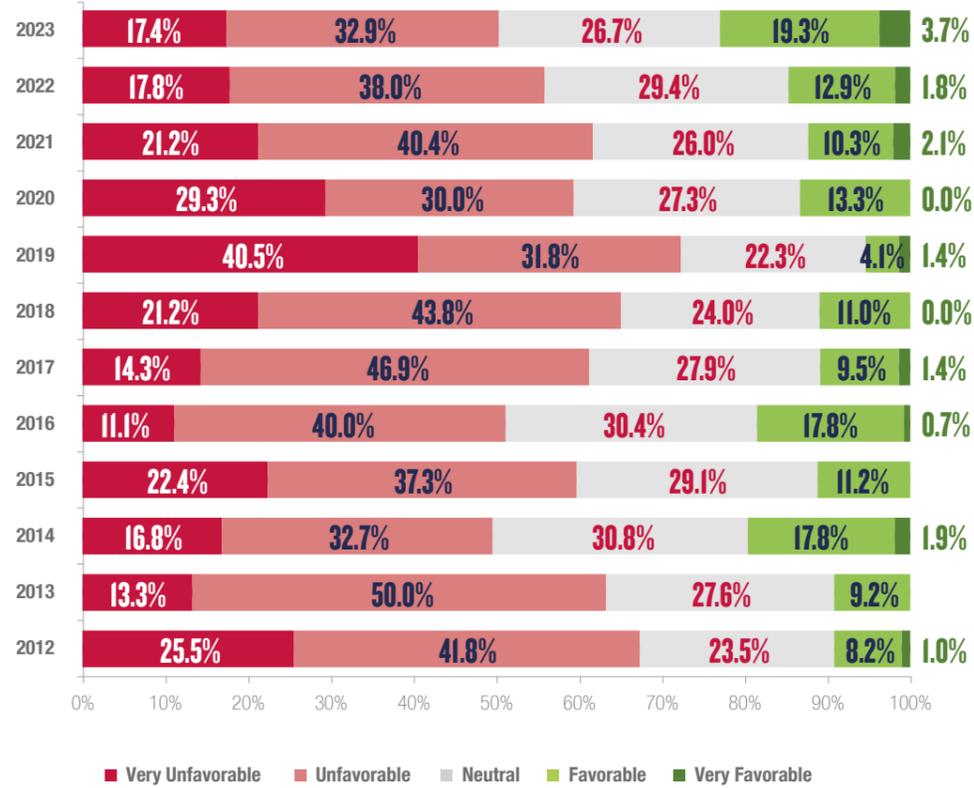
*A higher score is better.



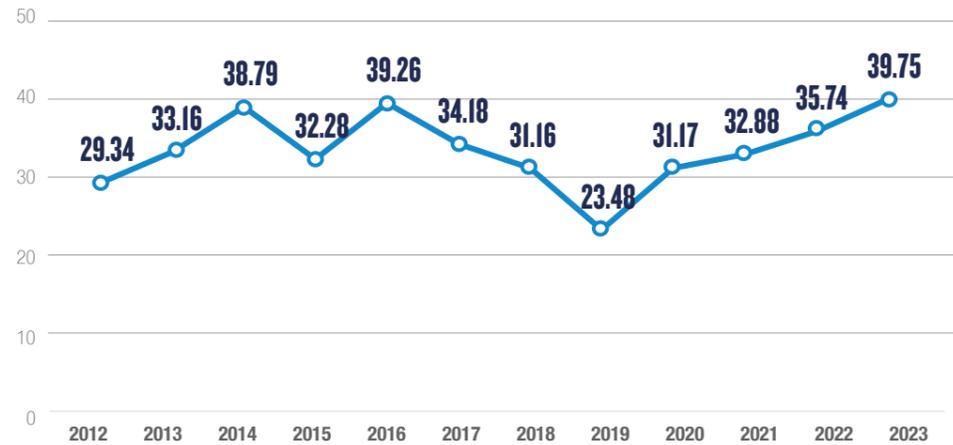
This chart shows the indicator evolution. Higher scores indicate a more positive perception.

3.3.2 Internal Political Climate

Please rate the internal political climate for the last year (2023) in relation to your business activity?



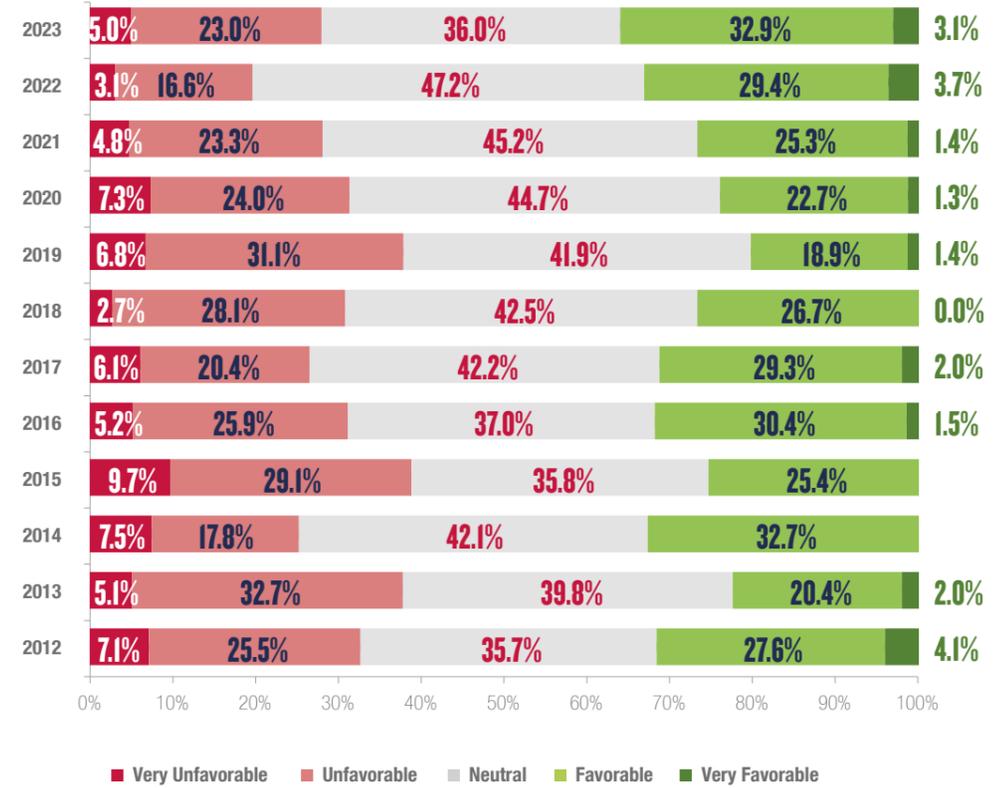
Internal Political Climate
*A higher score is better.



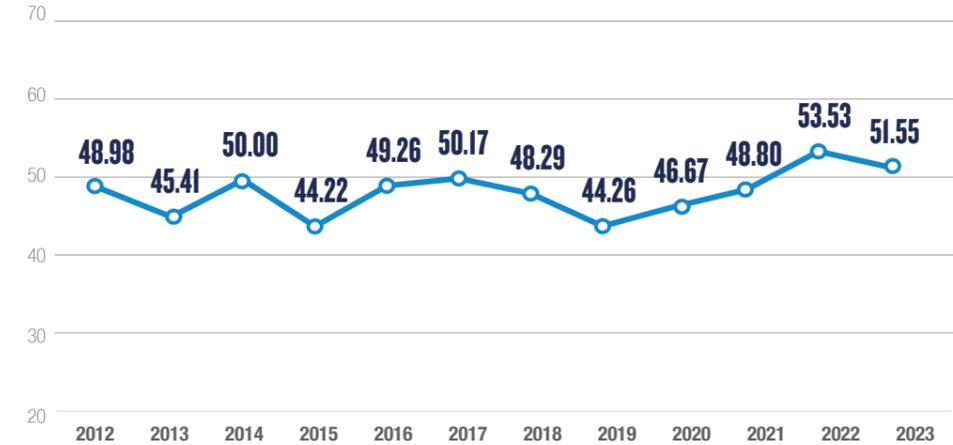
This chart shows the indicator evolution. Higher scores indicate a more positive perception.

3.3.3 Infrastructure

Please rate the infrastructure for the last year (2023) in relation to your business activity?



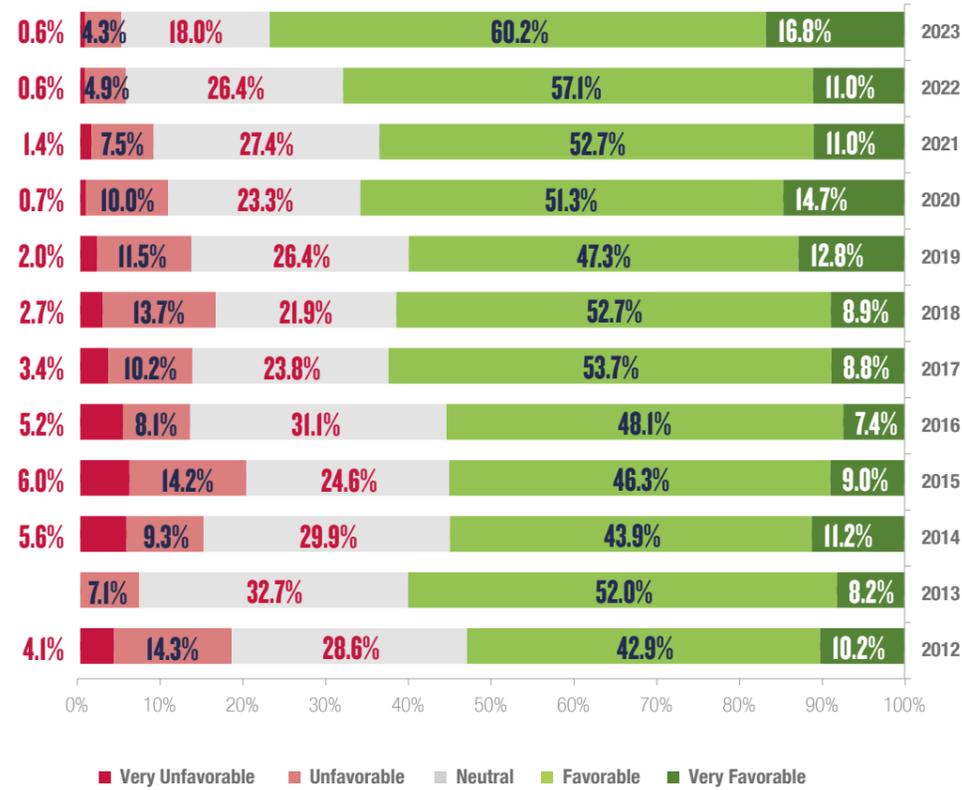
Infrastructure
*A higher score is better.



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

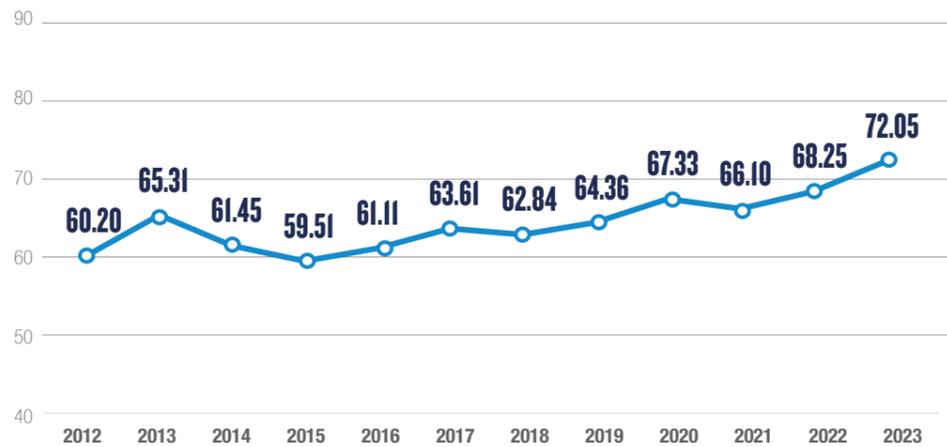
3.3.4 Energy Supply

Please rate the Energy Supply for the last year (2023) in relation to your business activity?



Energy Supply

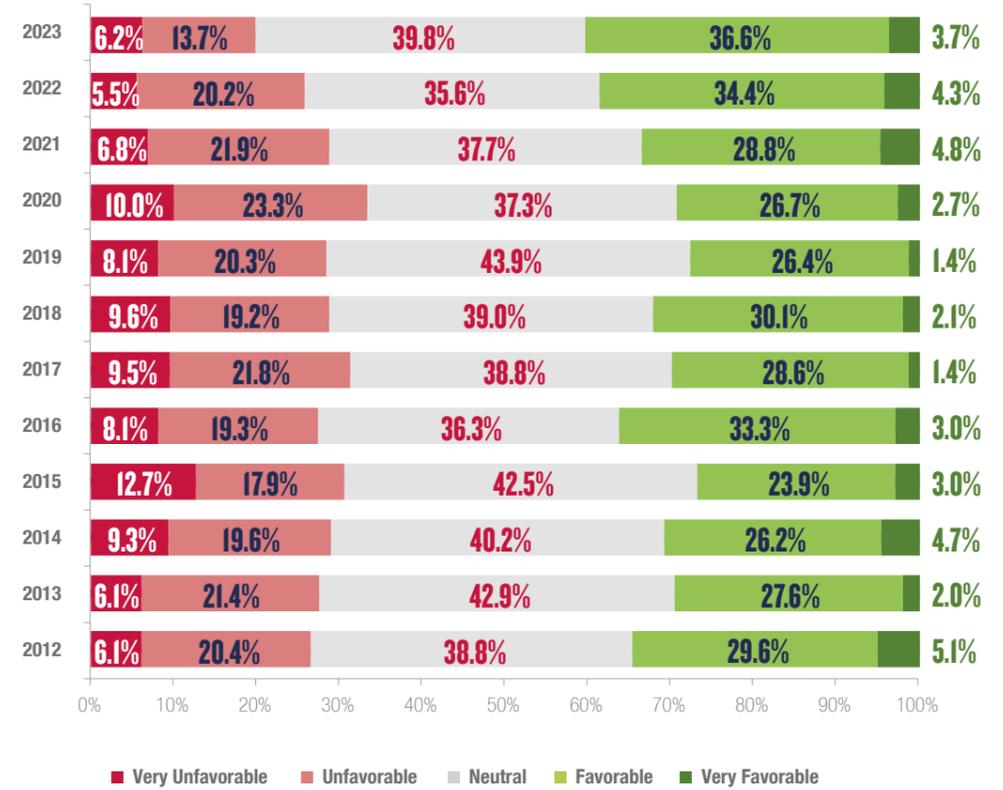
*A higher score is better.



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

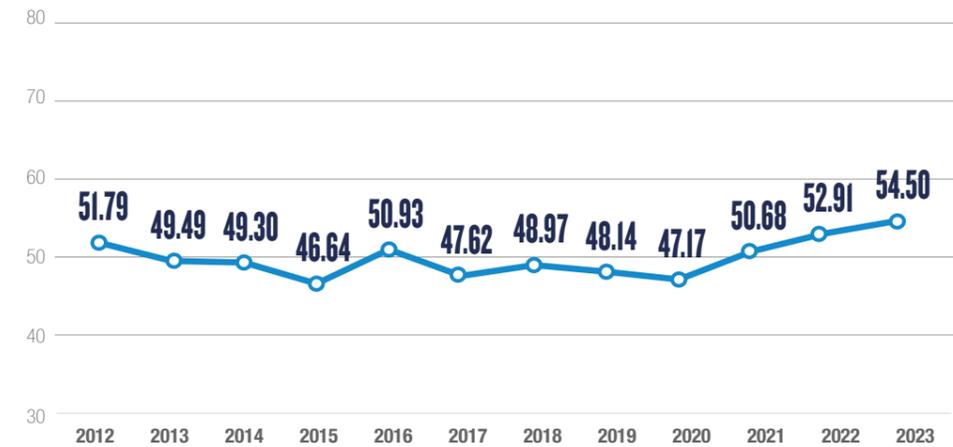
3.3.5 Private Property Protection

Please rate the Private Property for the last year (2023) in relation to your business activity?



Private Property Protection

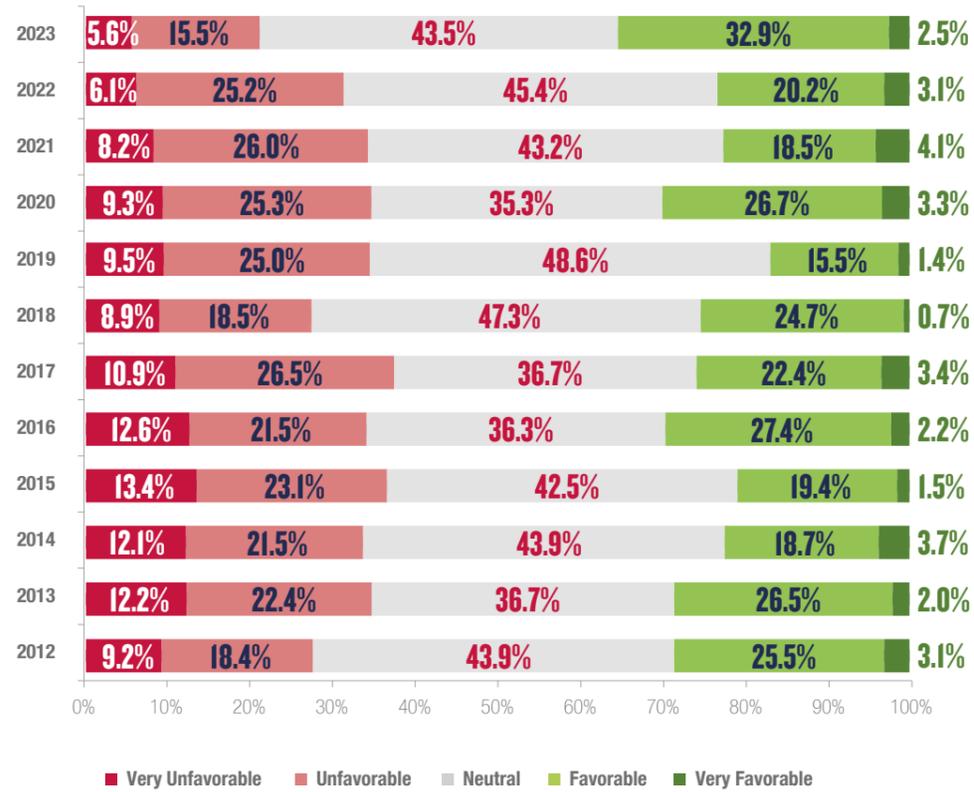
*A higher score is better.



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

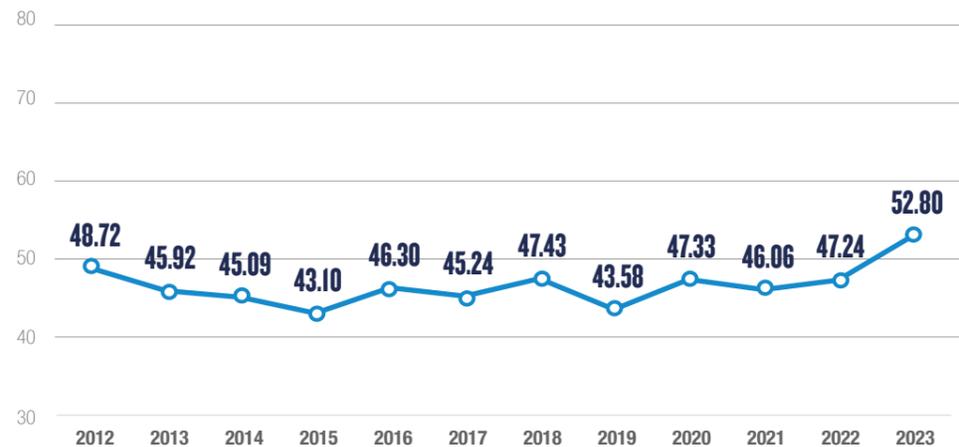
3.3.6 Intellectual Property Protection

Please rate the Intellectual Property for the last year (2023) in relation to your business activity?



Intellectual Property Protection

*A higher score is better.



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

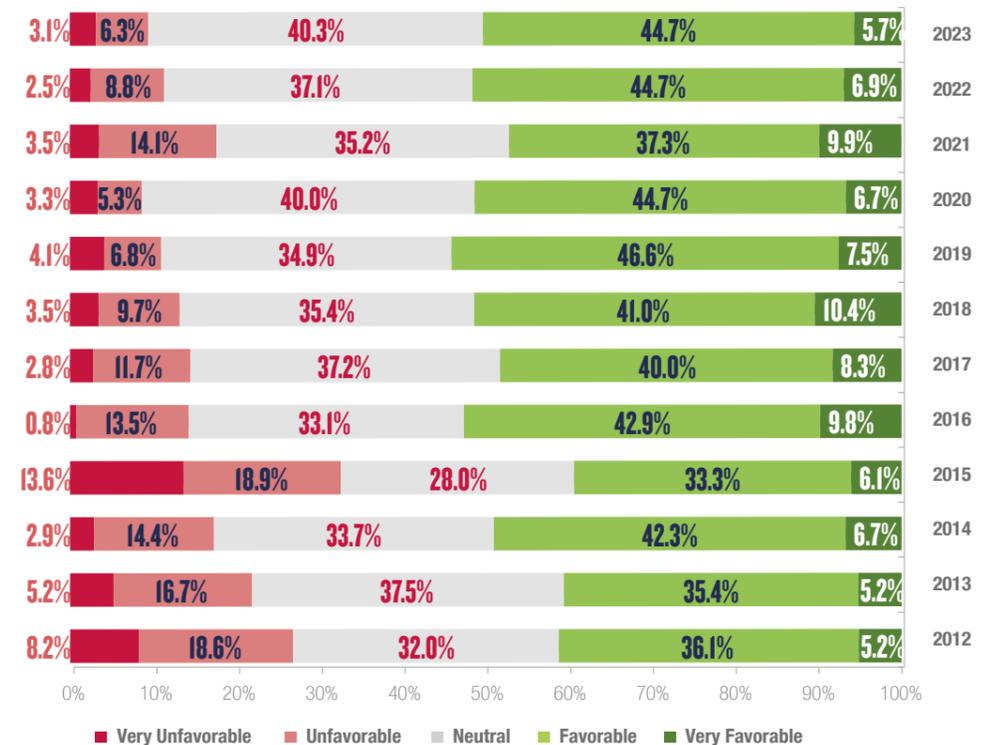
3.4 Relation with Public Authorities

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?

3.4.1 Relation with Tax Authorities

How was the relation of your business with the tax authorities for the last year (2023)?



Relation with Tax Authorities

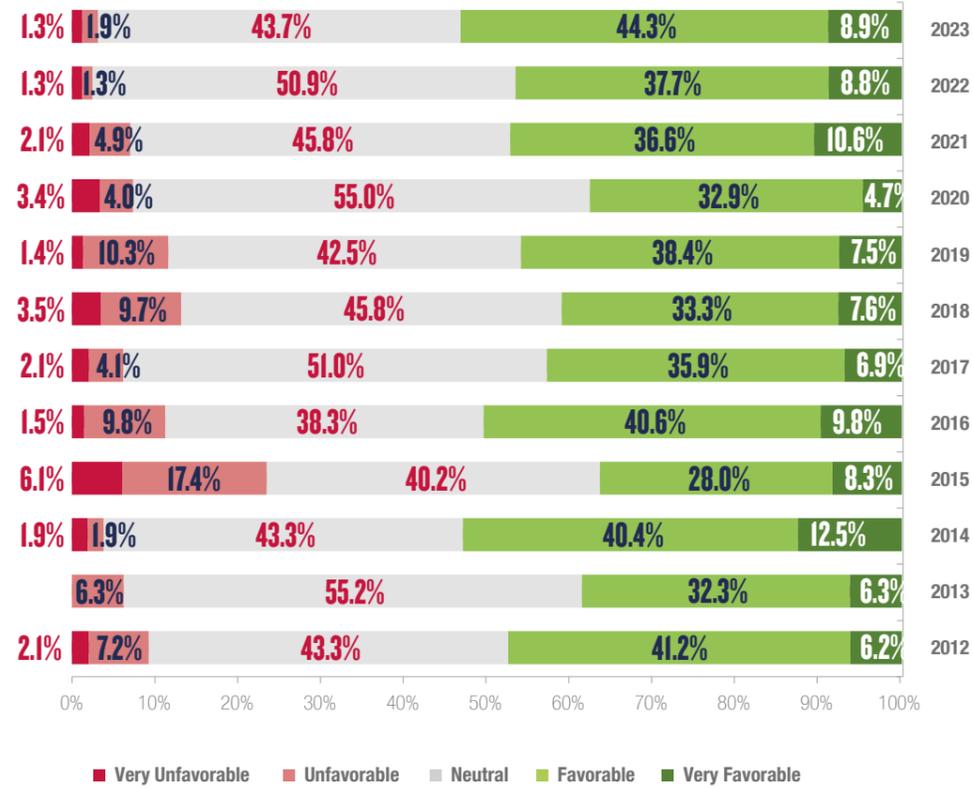
*A higher score is better.



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

3.4.2 Relation with Customs Authorities

How was the relation of your business with the customs authorities for the last year (2023)?



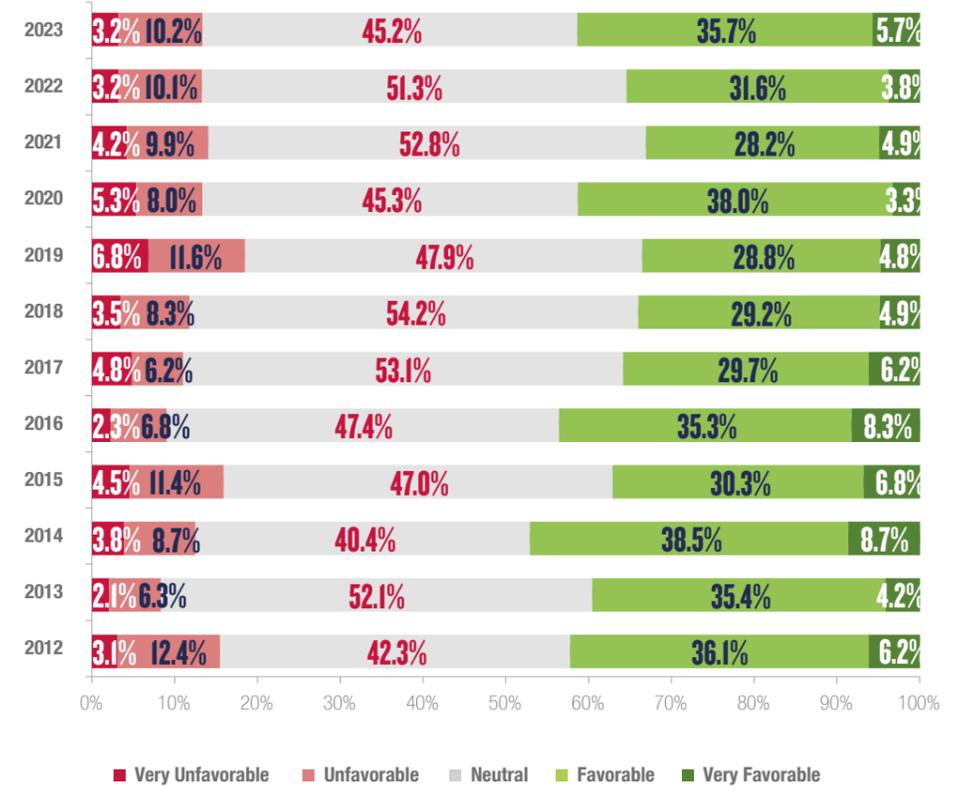
Relation with Customs Authorities
*A higher score is better.



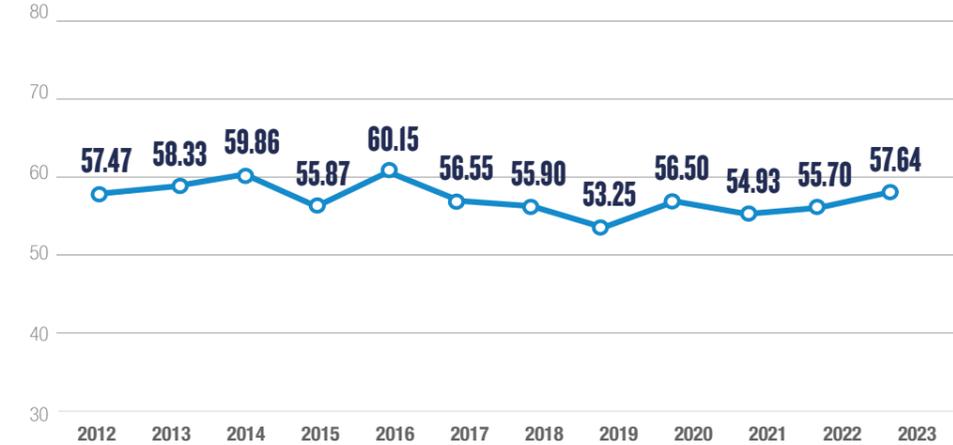
This chart shows the indicator evolution. Higher scores indicate a more positive perception.

3.4.3 Relation with Ministries

How was the relation of your business with Ministries for the last year (2023)?



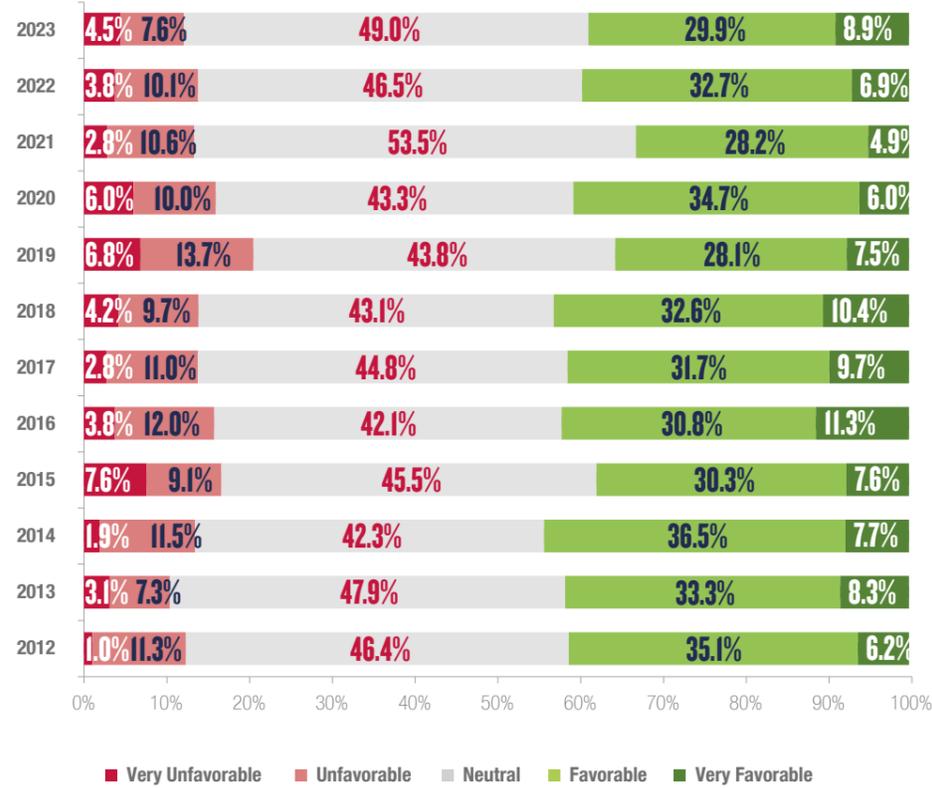
Relation with Ministries
*A higher score is better.



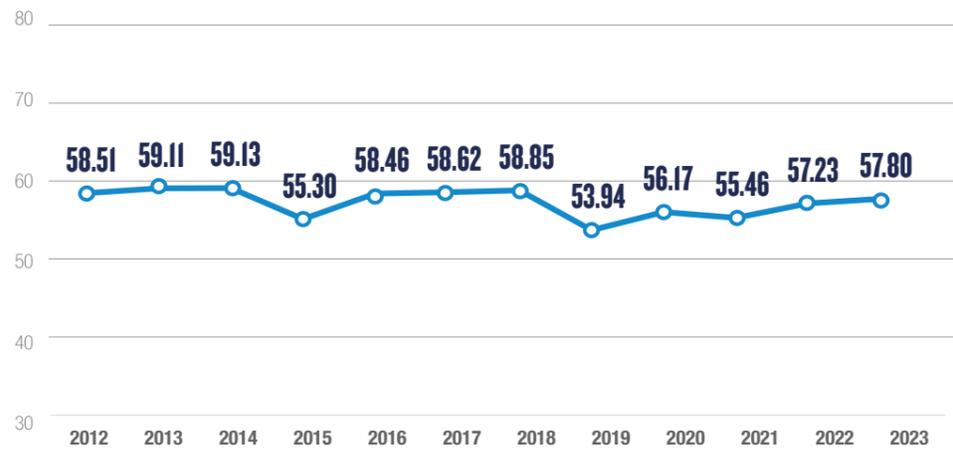
This chart shows the indicator evolution. Higher scores indicate a more positive perception.

3.4.4 Relation with Local Government

How was the relation of your business with the Local Government for the last year (2023)?



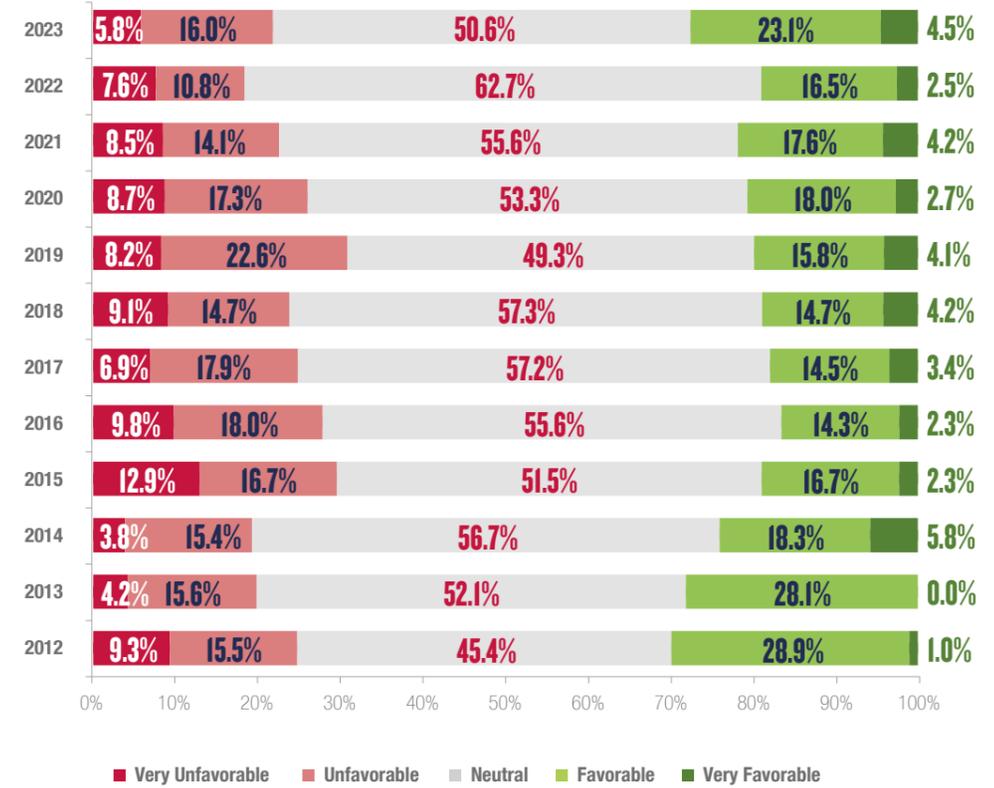
Relation with Local Government
*A higher score is better.



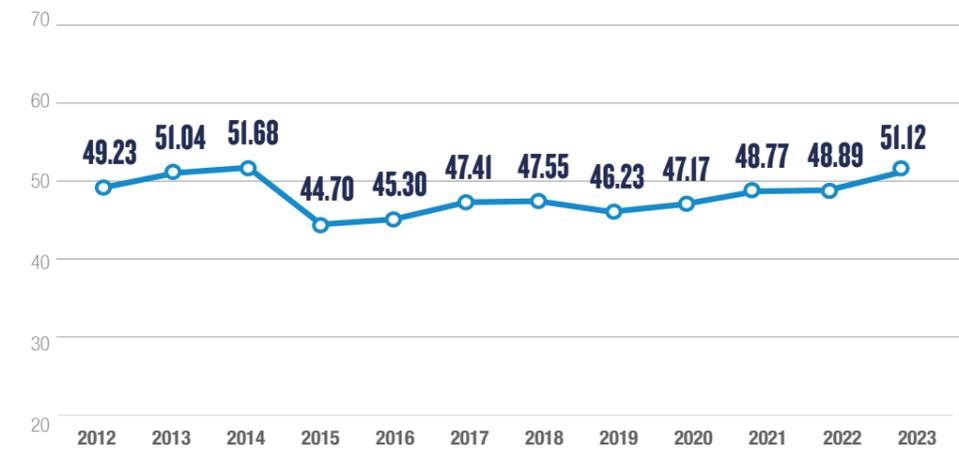
This chart shows the indicator evolution. Higher scores indicate a more positive perception.

3.4.5 Relation with Courts of Justice

How was the relation of your business with the Courts of Justice for the last year (2023)?



Relation with Courts of Justice
*A higher score is better.



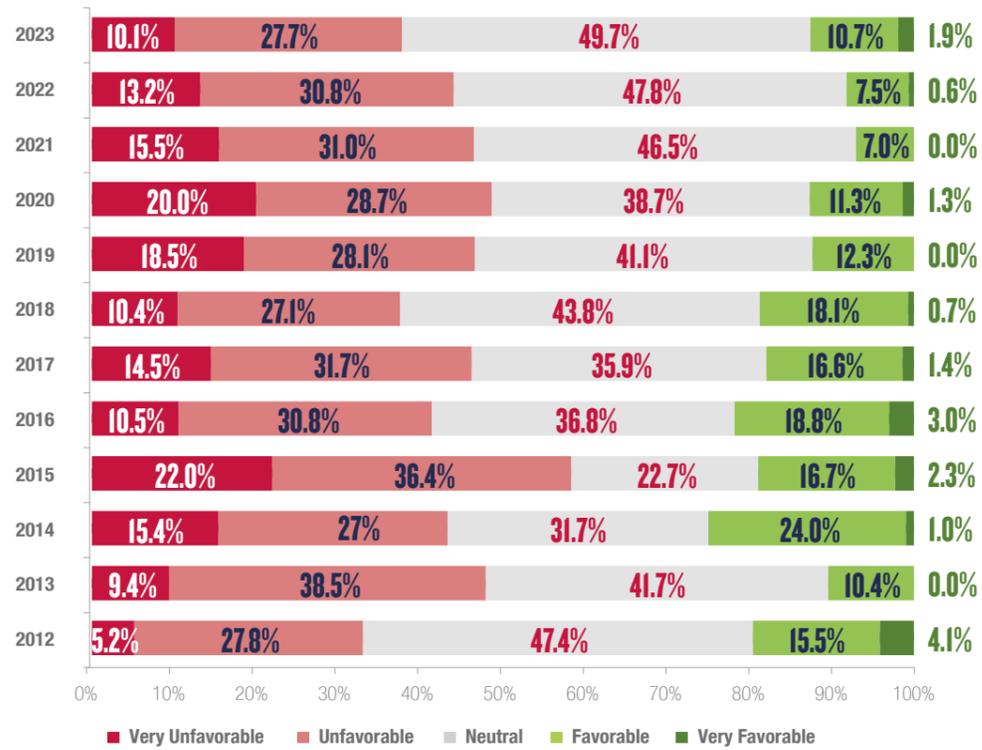
This chart shows the indicator evolution. Higher scores indicate a more positive perception.

3.5 GOVERNMENT POLICY

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

3.5.1 Economic Reforms and Central Government Policies

How do you consider the economic reforms and central government policy in the last year (2023) for your business?



Economic Reforms and Central Government Policy

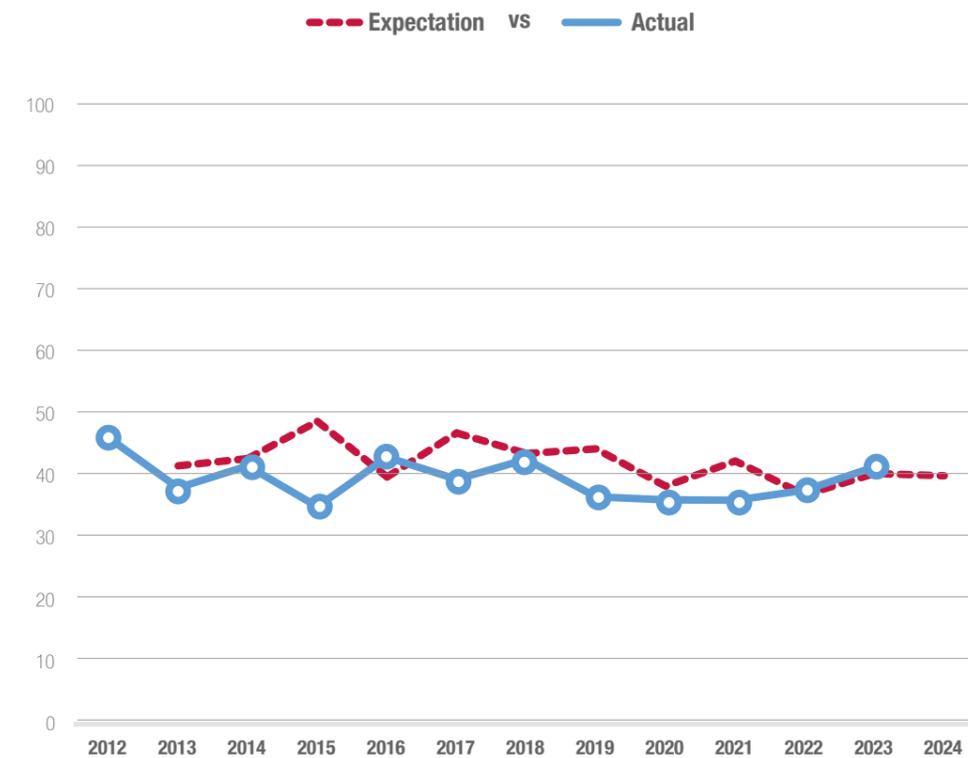
*A higher score is better.



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

The following graph shows the expectation of Amcham members for the *Economic Reforms and Government Policy for the Business* for 2024. 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 2024 for your business?*)

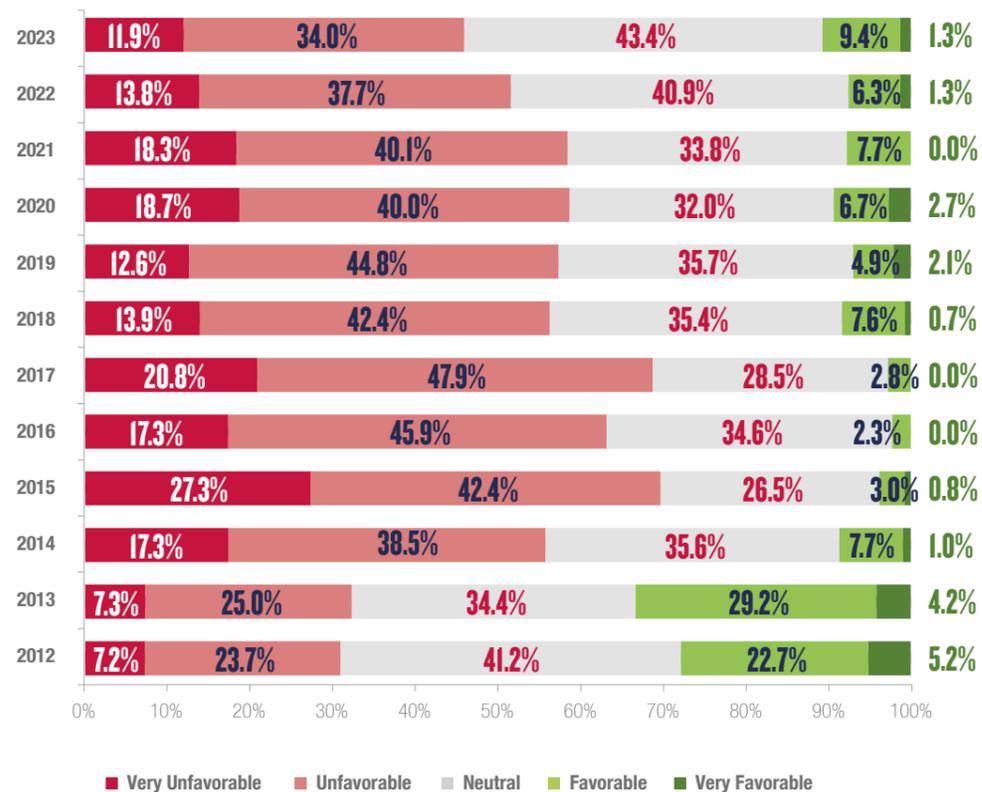
Economic Reforms and Central Government Policy



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

3.5.2 Overall Tax Level

How do you consider the overall tax level applied in the last year (2023) for your business?



Overall Tax Level Applied

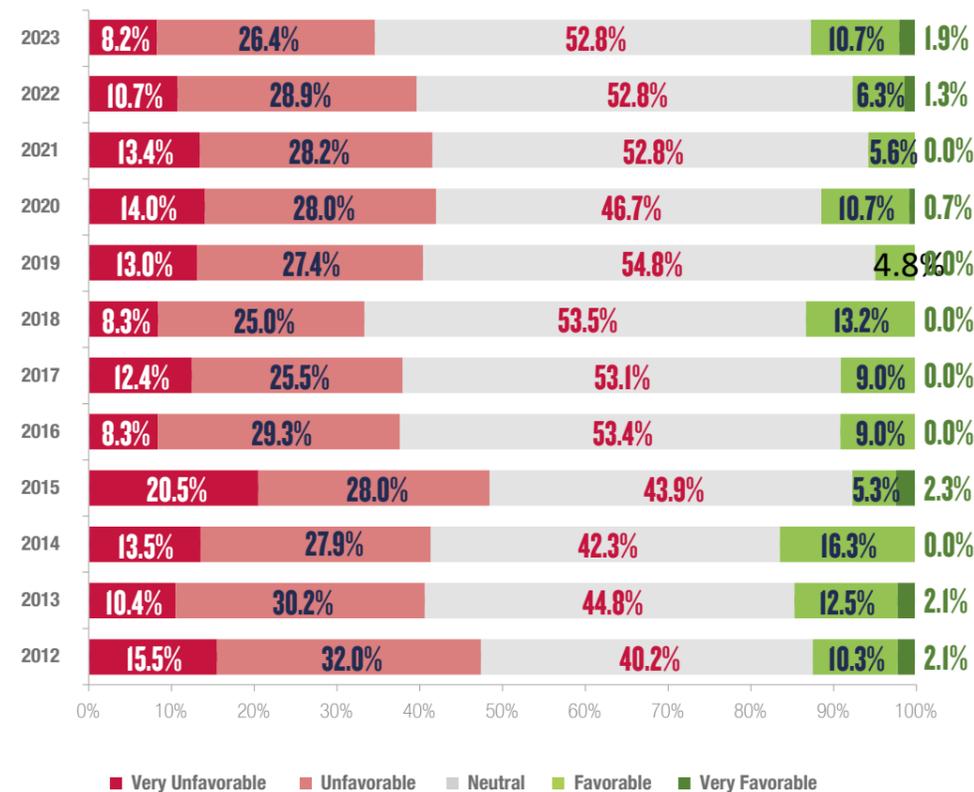
*A higher score is better.



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

3.5.3 Application of Laws and Regulations

How do you consider the application of the laws and regulations toward your business in the last year (2023)?



Application of Laws and Regulations

*A higher score is better.

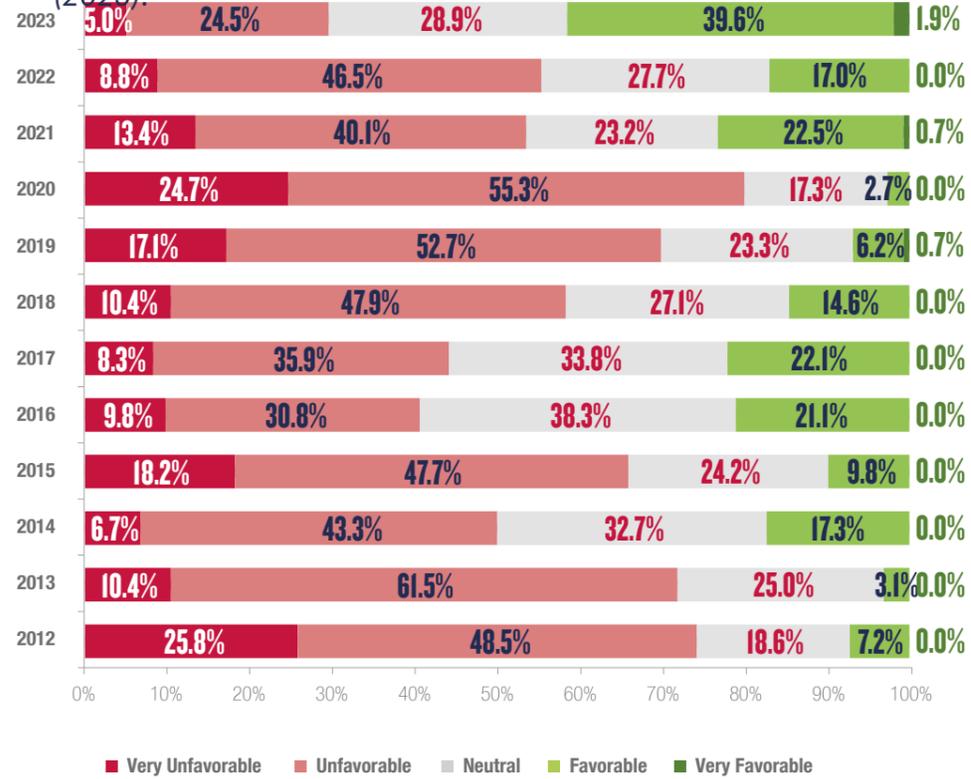


This chart shows the indicator evolution. Higher scores indicate a more positive perception.

3.6 Performance of the Economy

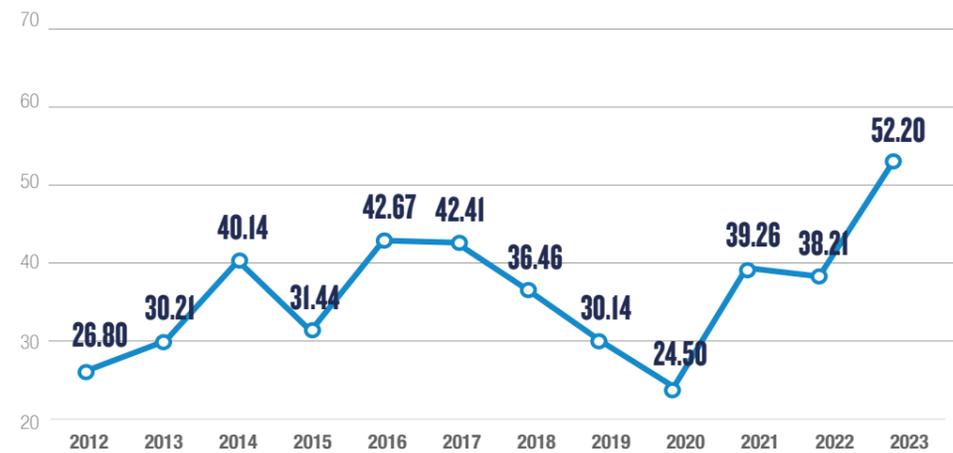
Performance of the Economy:

How do you consider the performance of the Albanian economy during last year (2023)?



Performance of the Albanian Economy

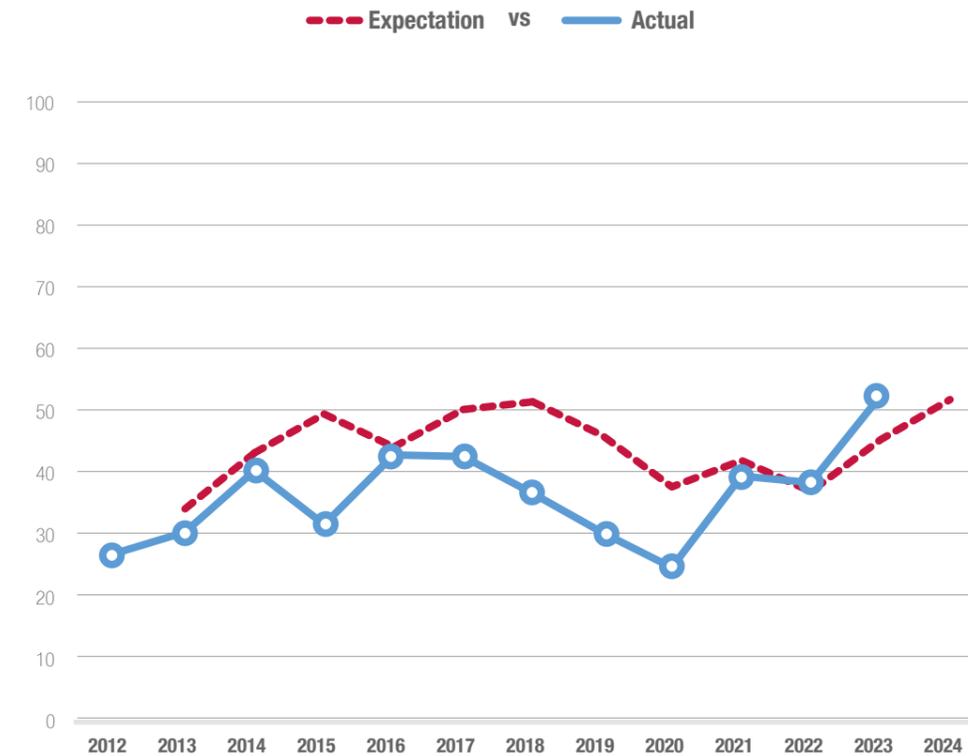
*A higher score is better.



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

The following graph shows the expectation of Amcham members for the performance of the Albanian economy for 2024. 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 2024?)

Performance of the Albanian Economy



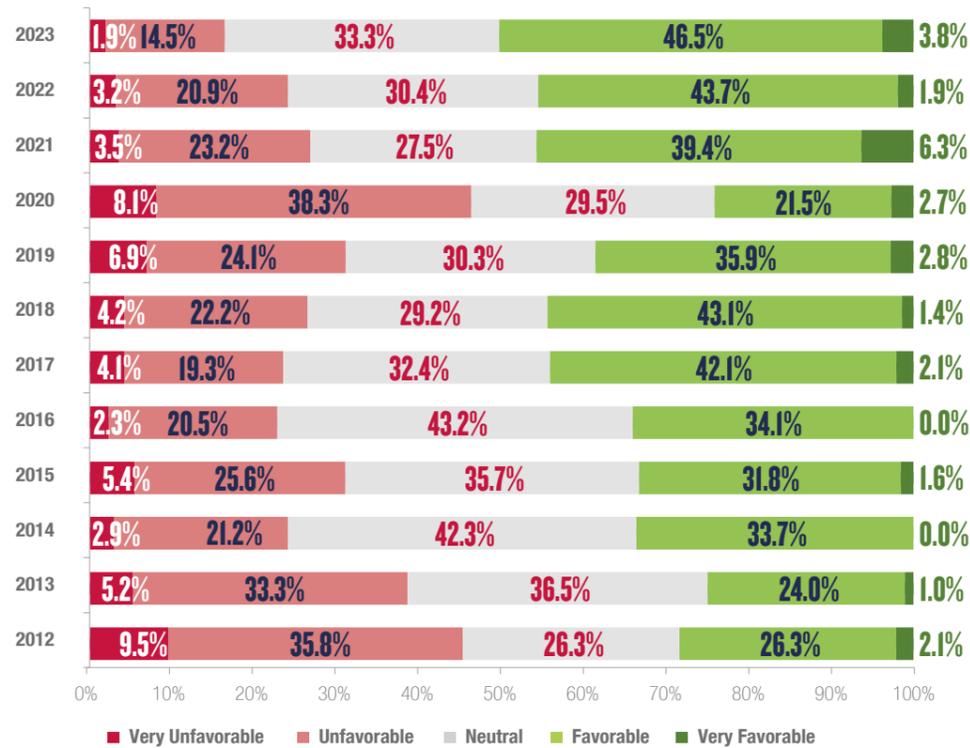
This chart shows the indicator evolution. Higher scores indicate a more positive perception.

3.7 Business Activity

This section presents the performance of AmCham members' business activities during 2023 and their expectations for 2024.

3.7.1 Goods and Services Demand

How has the demand for your firm's goods and services developed during last year (2023)?



Goods and Services Demand

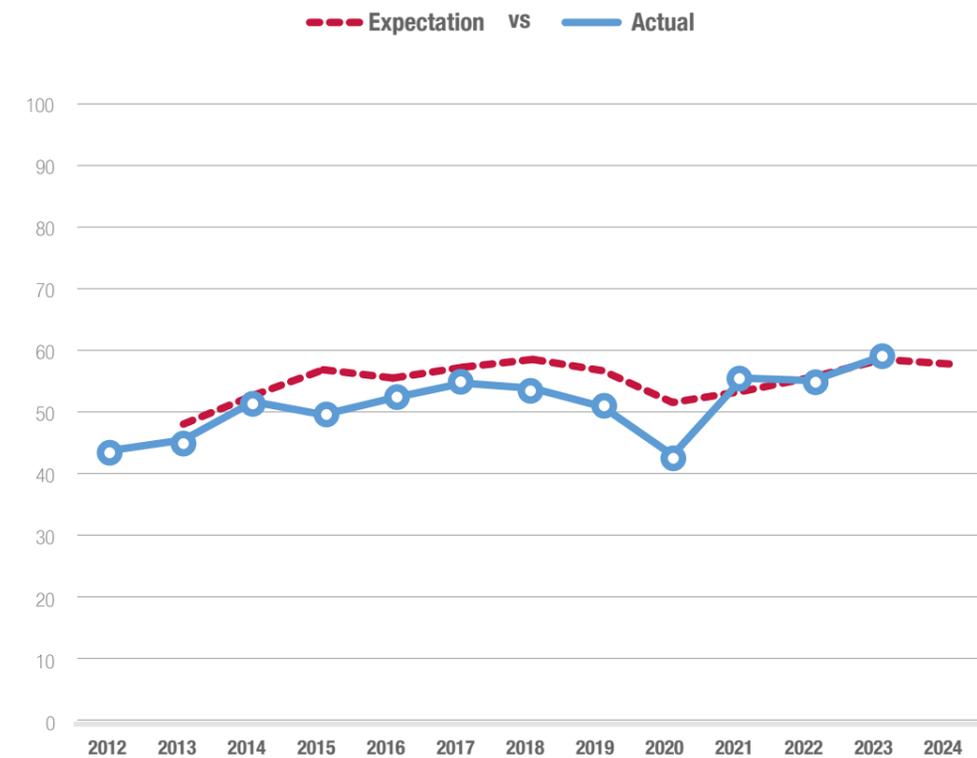
*A higher score is better.



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

The following graph shows the expectation of the Amcham members regarding Goods and Services Demand for 2024. 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 2024?)

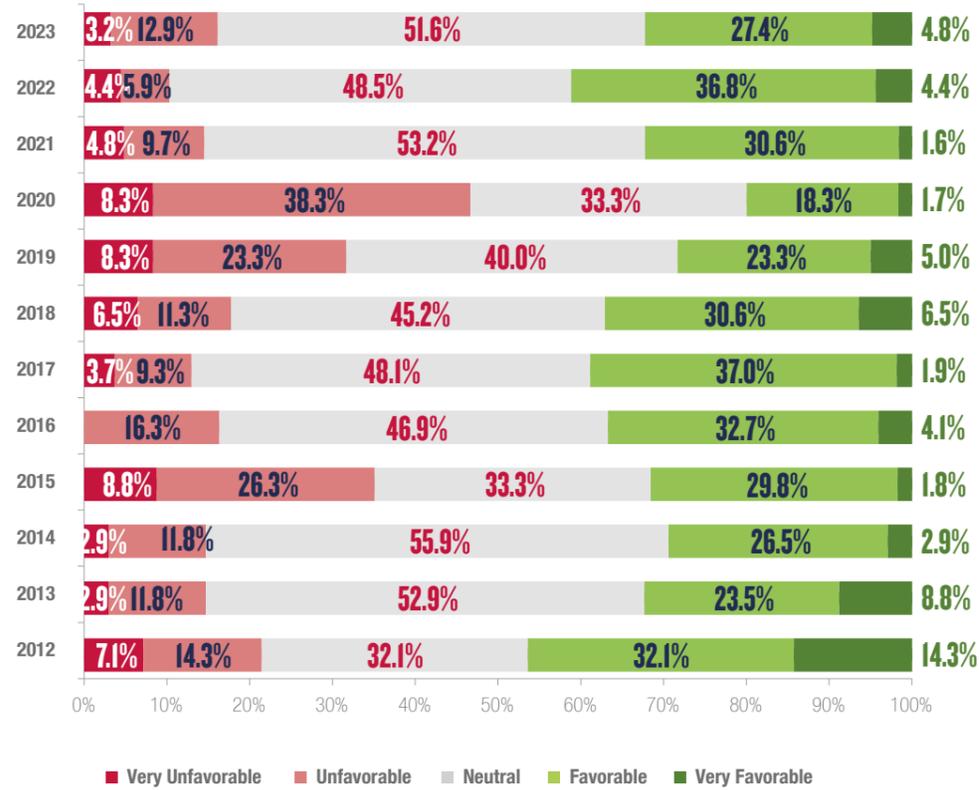
Goods and Services Demand



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

3.7.2 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 (2023)?



Goods and Services Demand in Exports

*A higher score is better.

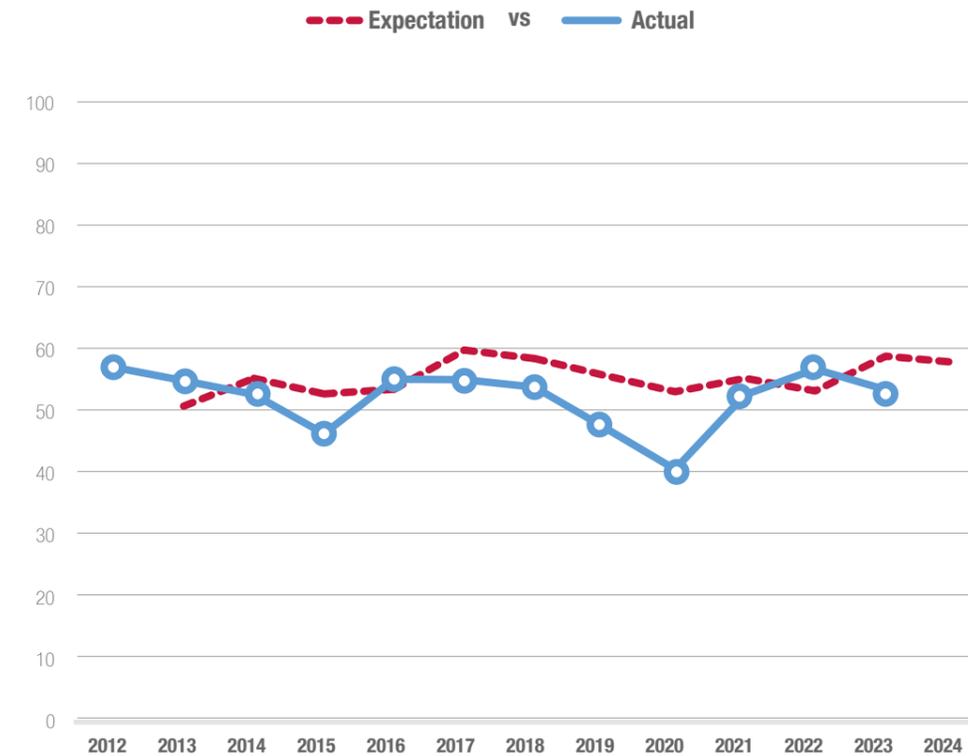


This chart shows the indicator evolution. Higher results are better.

The following graph shows the expectation of the Amcham members for Goods and Services Demand in Exports for 2024.

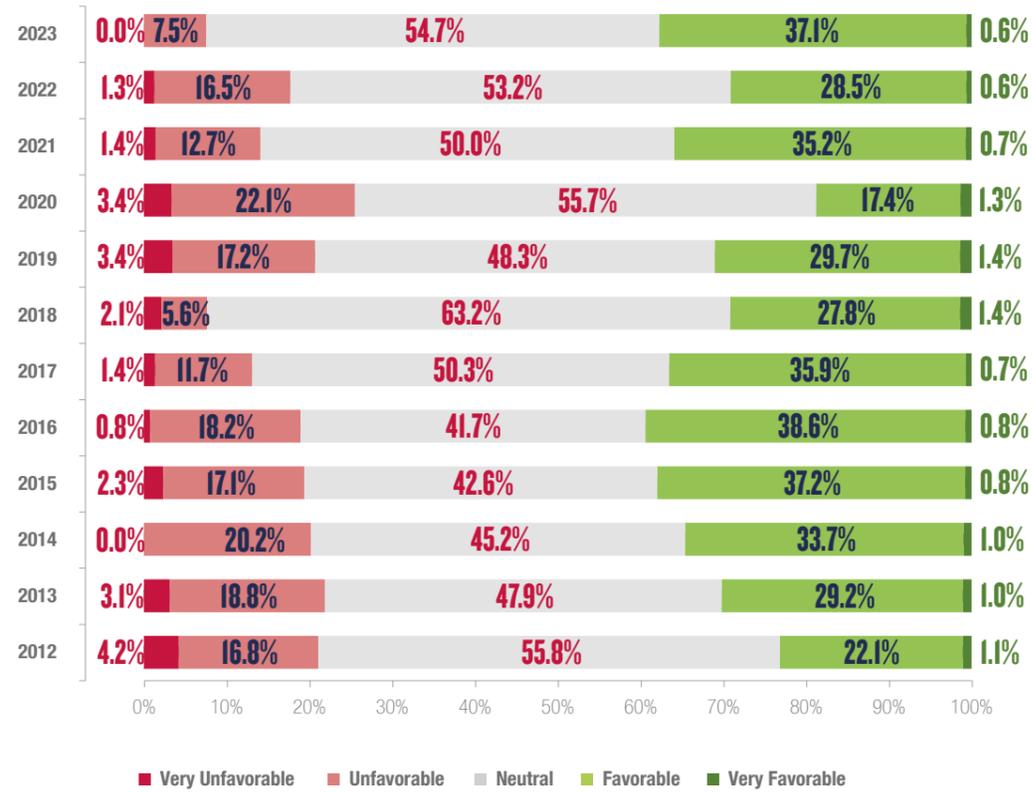
The graph also compares the expectation vs the actual result for each previous year. (Additional question made was: How do you expect the export orders for your goods and services to change in 2024?)

Goods and Services Demand in Exports



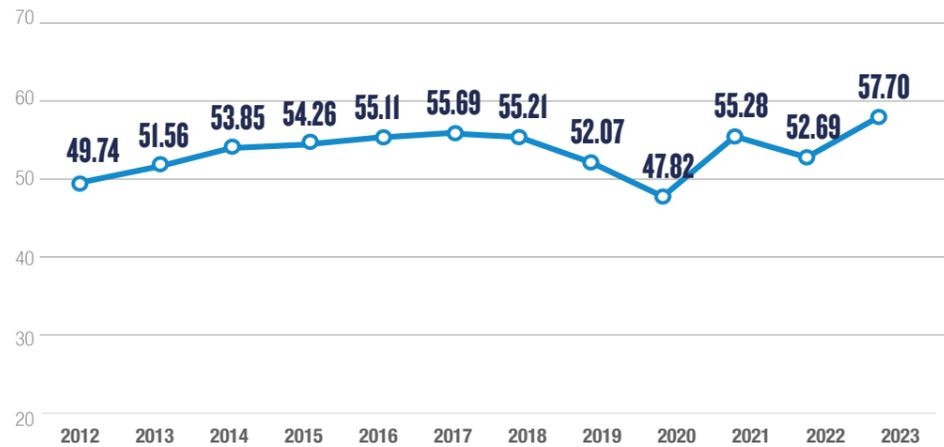
3.7.3 Employments Change

How has your firm's total employment changed last year (2023)?



Employment Change

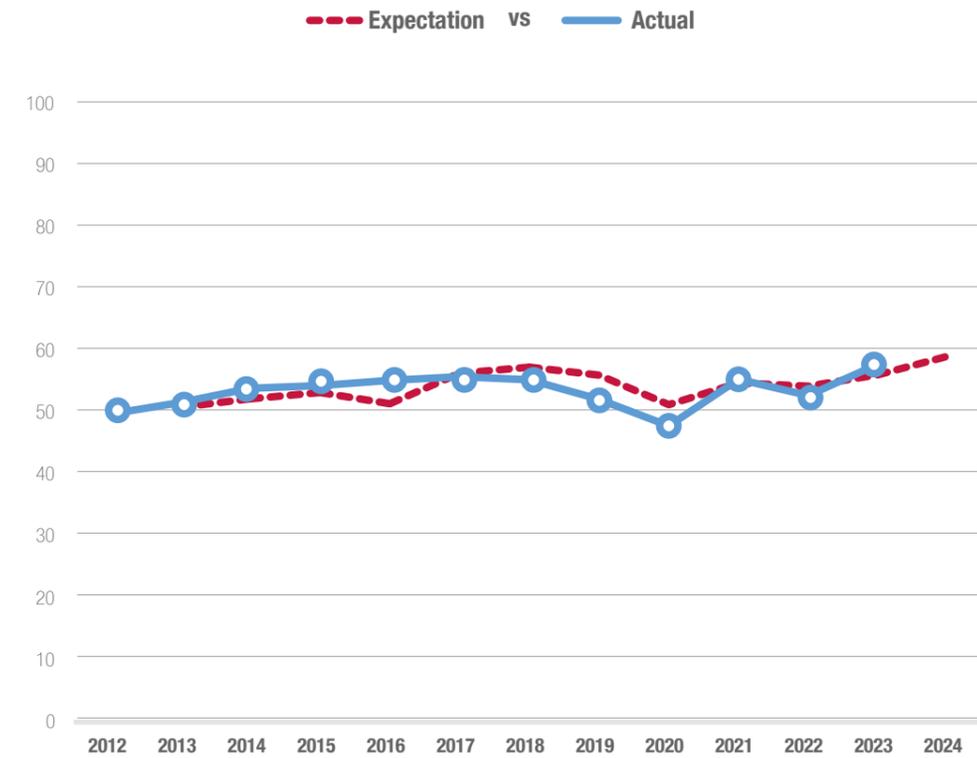
*A higher score is better.



The following graph shows the expectation of the Amcham members for the Employment for 2024. The graph also compares the expectation vs the actual result for each previous year.

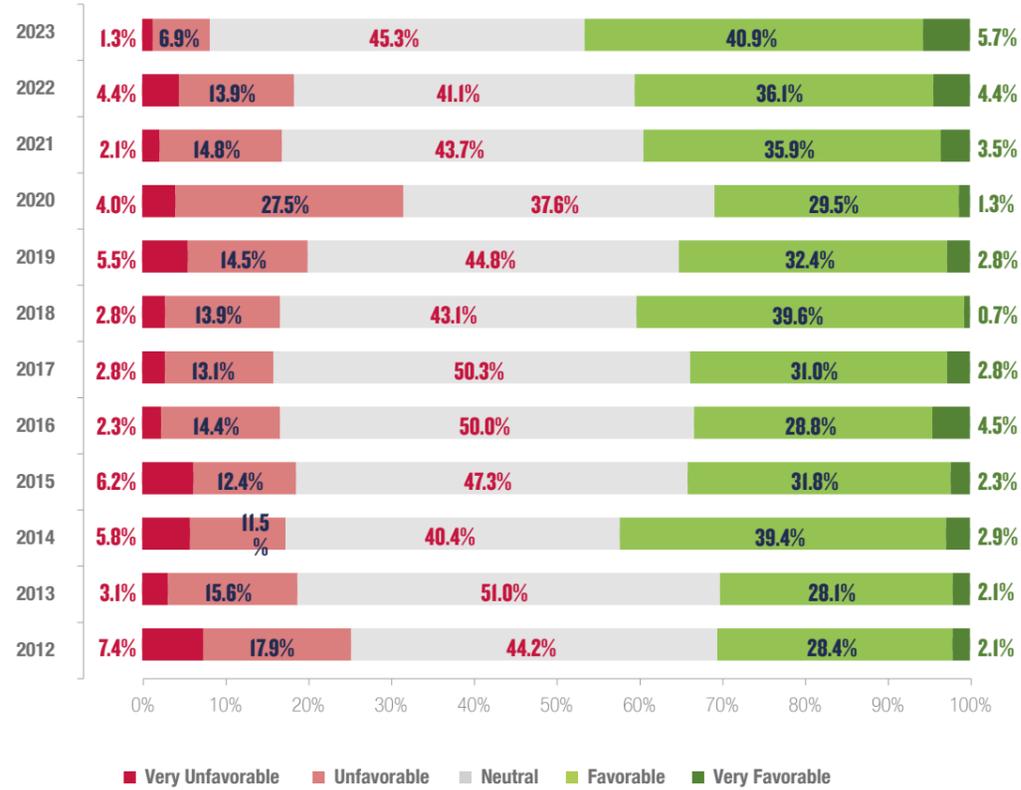
(Additional question made was: How do you expect your firm's total employment to change in 2024?)

Employment Change



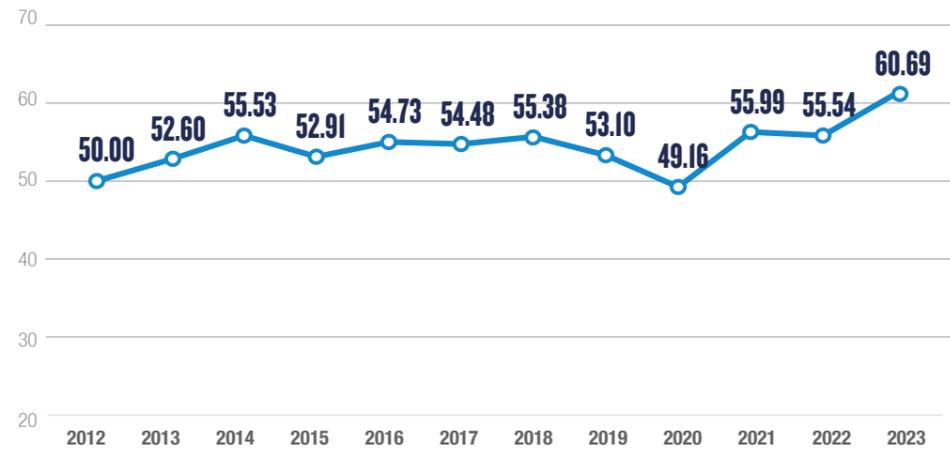
3.7.4 Company Investments

How has your company investment changed during last year (2023)?



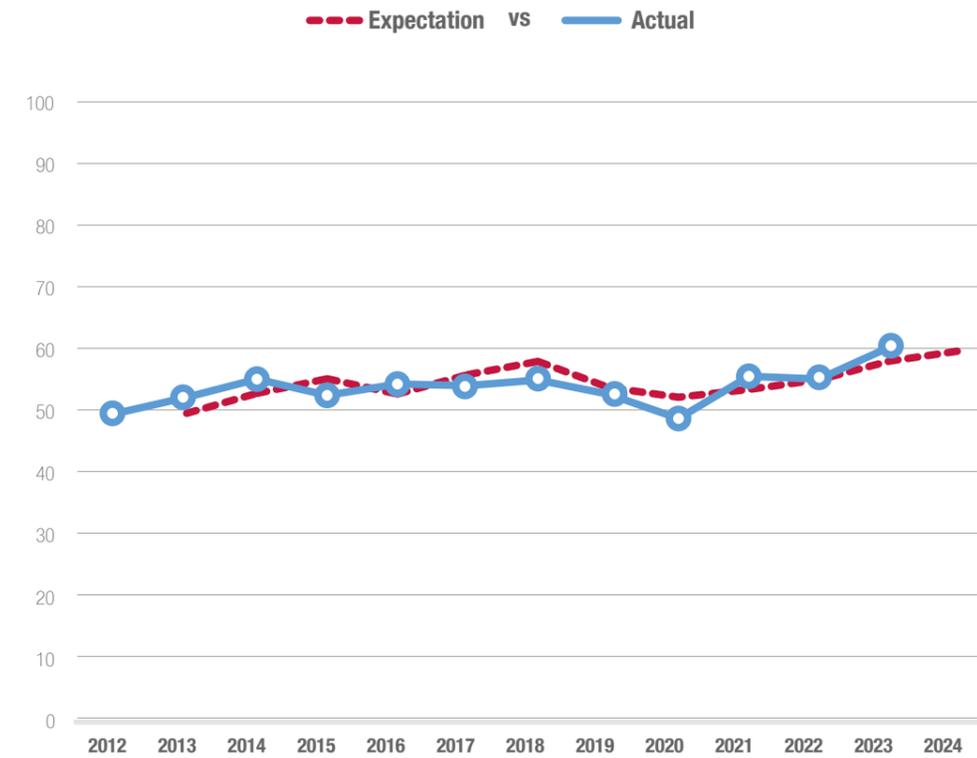
Company Investments Change

*A higher score is better.



The following graph shows the expectation of the Amcham members for their investment in 2024. 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 2024?)

Company Investments Change

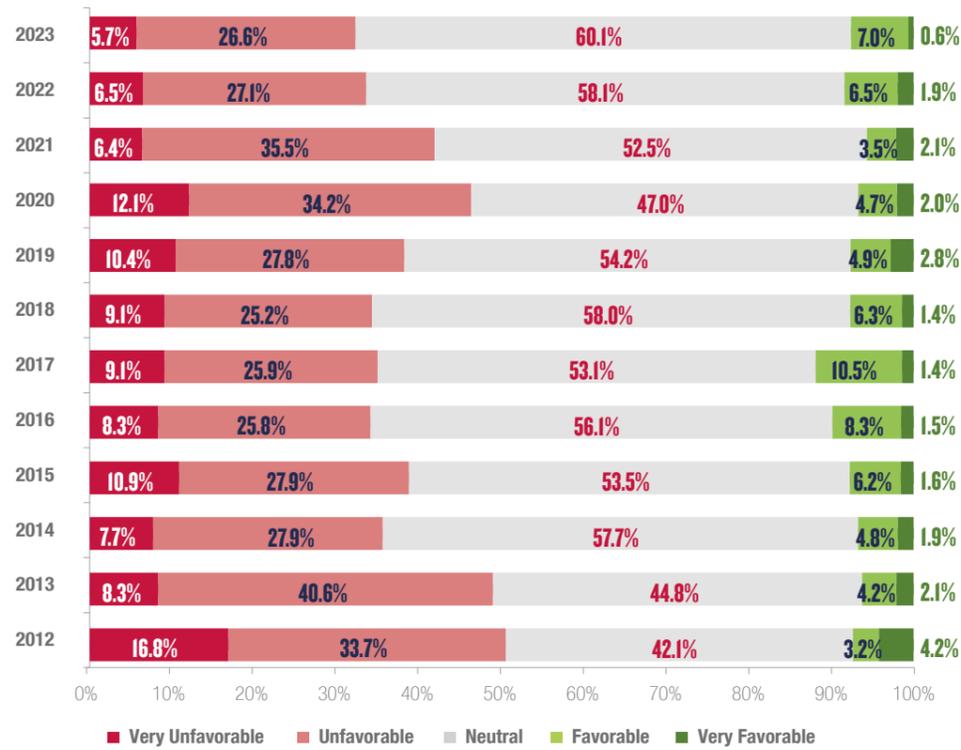


3.8 Financial Environment

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.

3.8.1 Assurance of Financing for Business Development

How easy was for your company to assure financing for business development during last year (2023)?



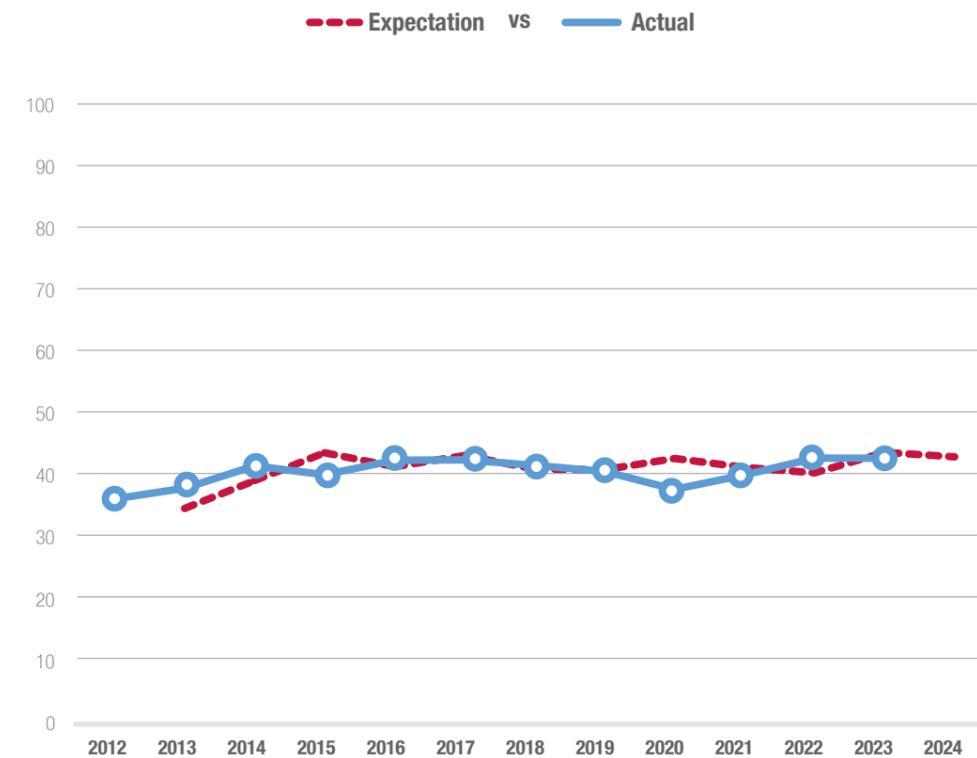
Assurance of Financing for Business Development

*A higher score is better.



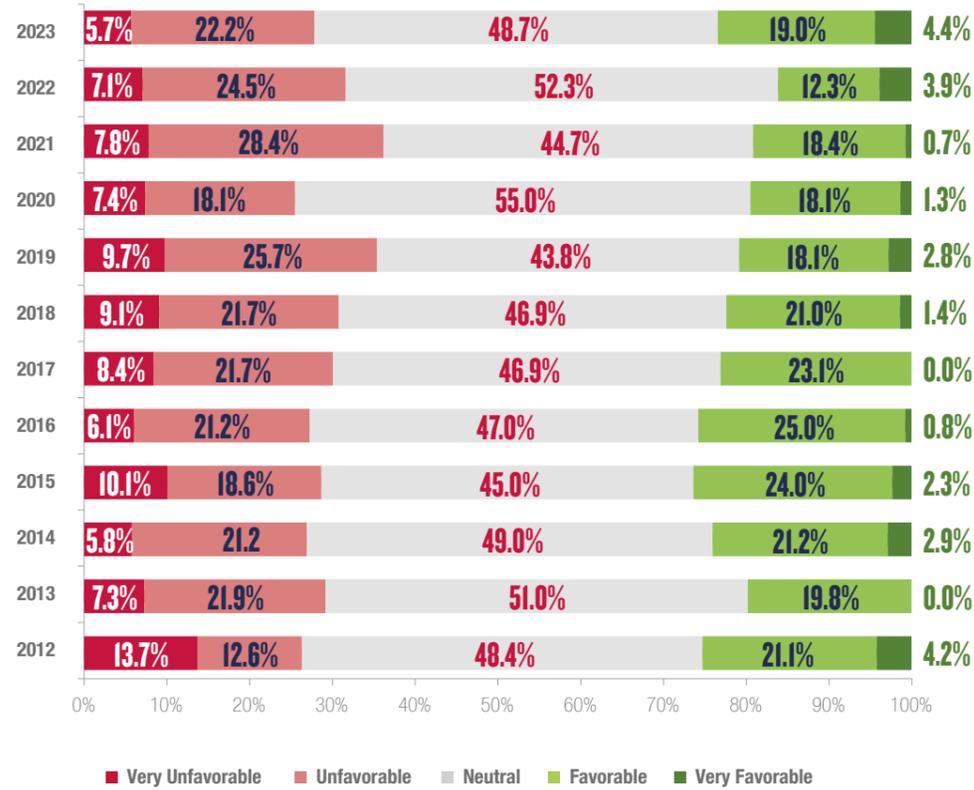
The following graph shows the expectation of the Amcham members for finding of financing for business activities for 2024. The graph also compares the expectation vs the actual result for each previous year. (Additional question made was: How do you expect finding of financing for business activities to be during 2024?)

Assurance of Financing for Business Development



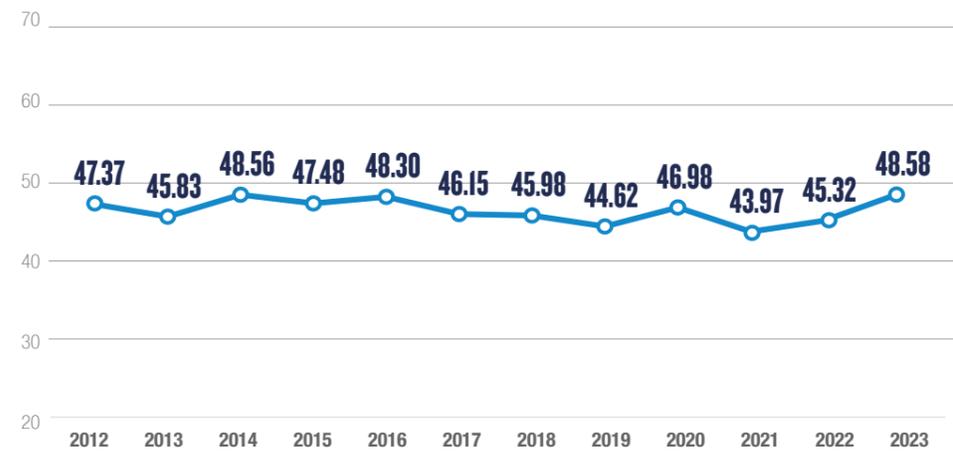
3.8.2 Banking Sector Policy and Services

How do you consider the policy and services that the banking system provided to your business during the last year (2023)?



Banking Policies and Services

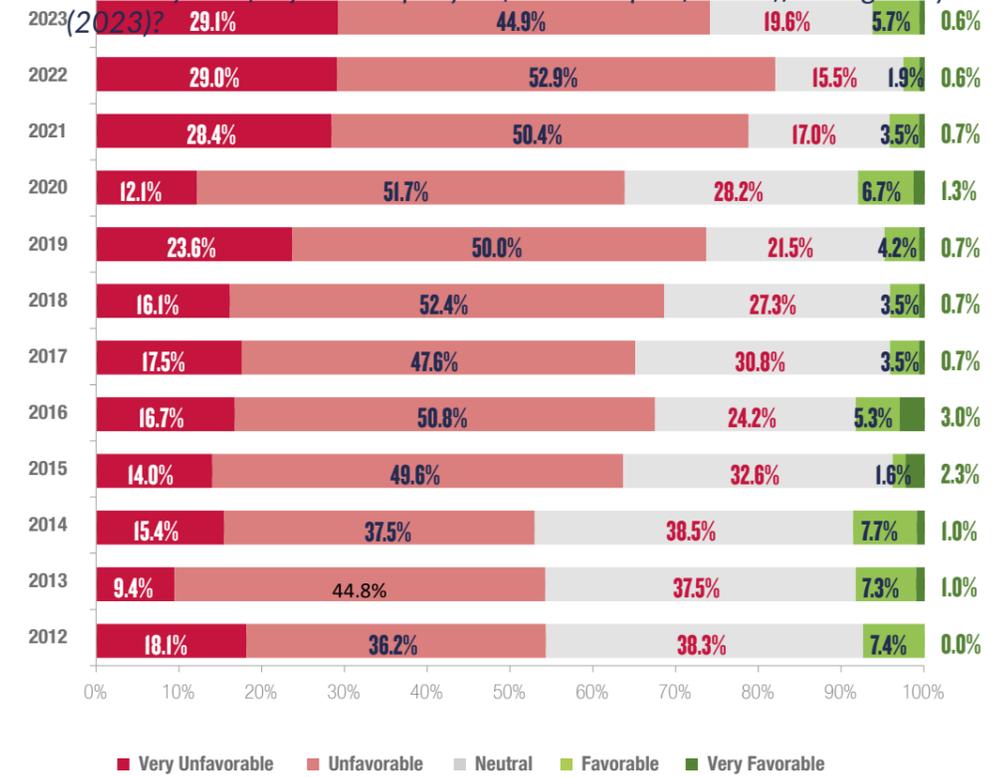
*A higher score is better.



3.9 Human Resources

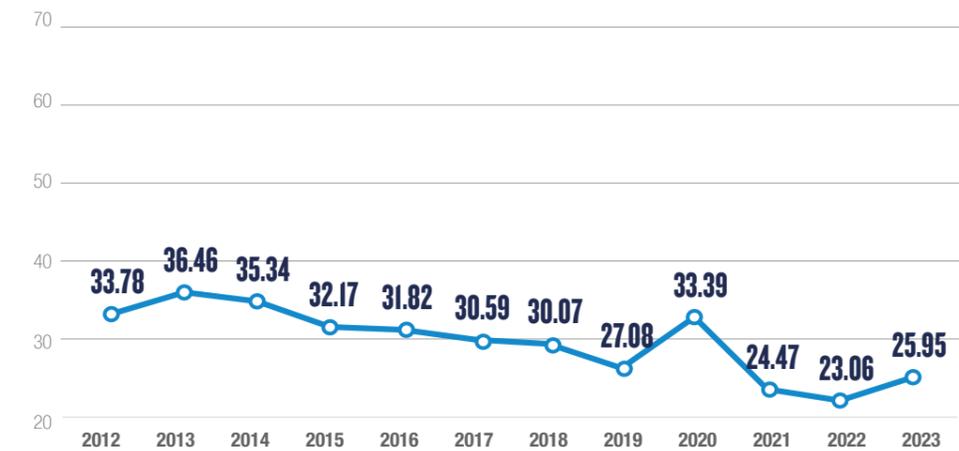
3.9.1 Finding Local Qualified Staff

How easy was for your company to find local qualified staff during last year (2023)?



Finding Local Qualified Staff

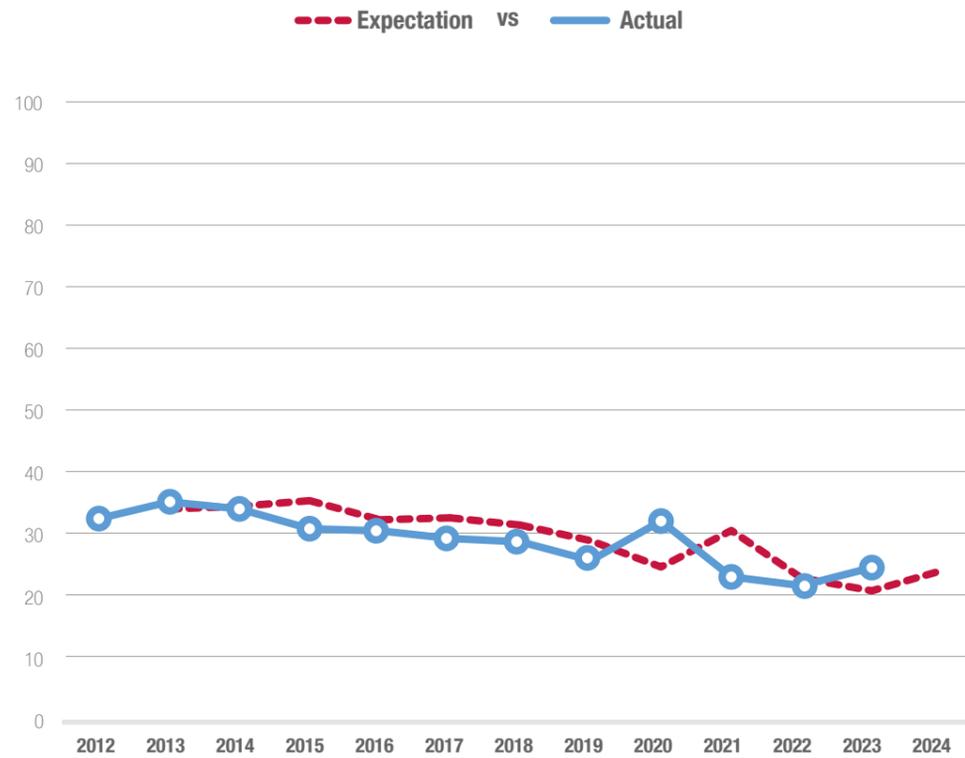
*A higher score is better.



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 2024. 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 2024?*)

Finding Local Qualified Staff



4. PARTICIPANTS

4.1 Response Rate

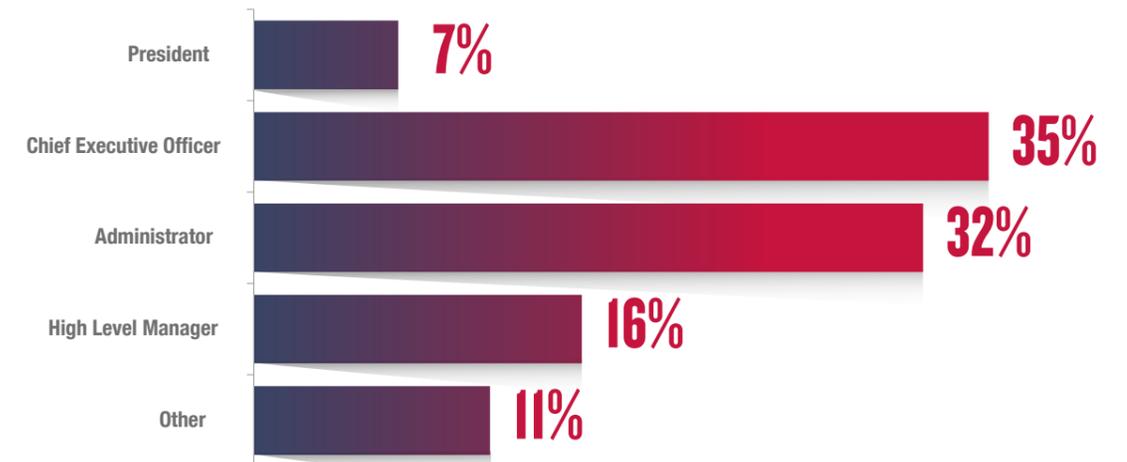
The total number of respondents that participated in the survey is 161. From the 161 participants, 156 of them had fully completed the survey by answering all the questions.

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.

4.2 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.

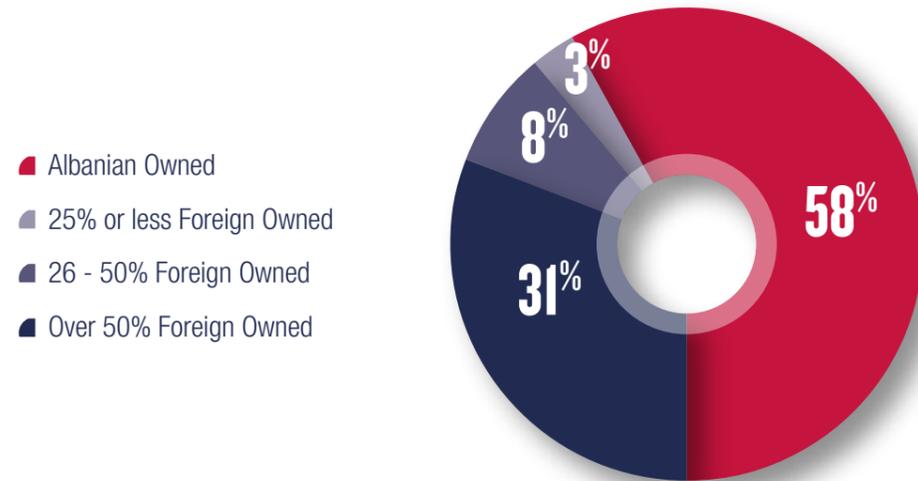
Respondents by Position in Company



4.3 Profile of Participating Companies

Ownership of Companies

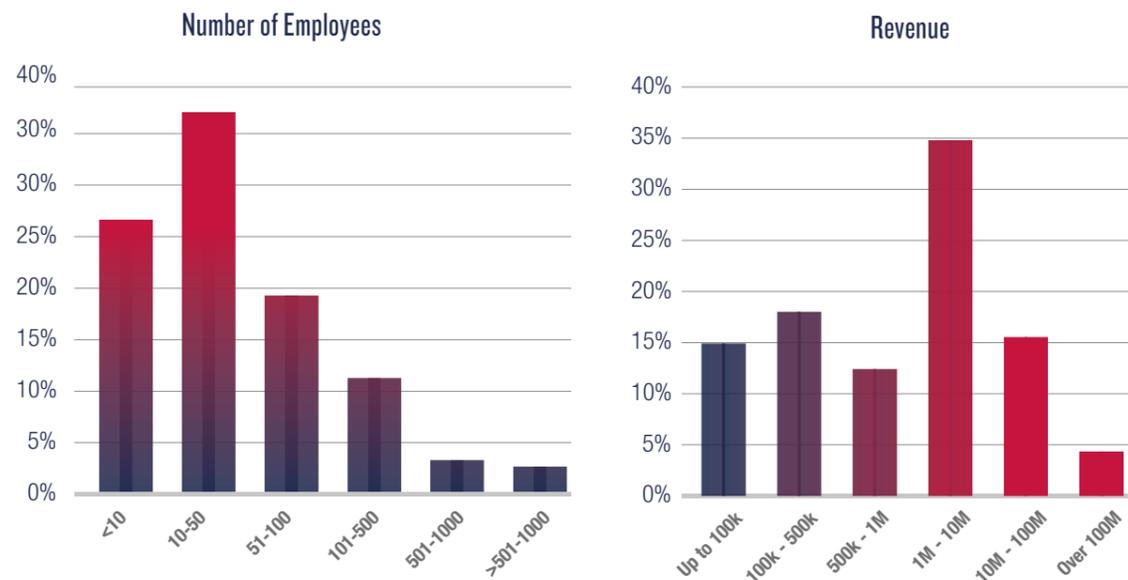
The ownership structure of the companies that participated in the survey.



Size of Companies

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

% OF COMPANIES BASED ON:

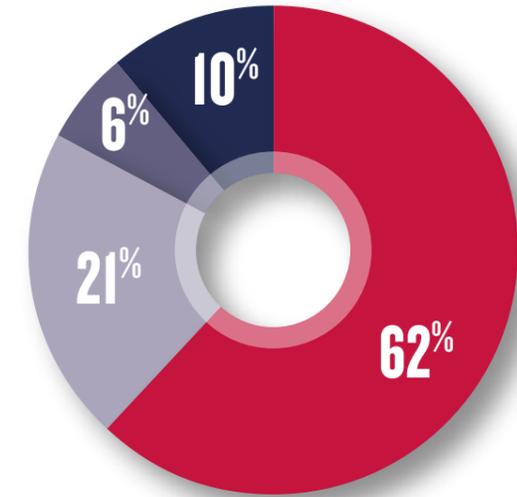


Export Revenue

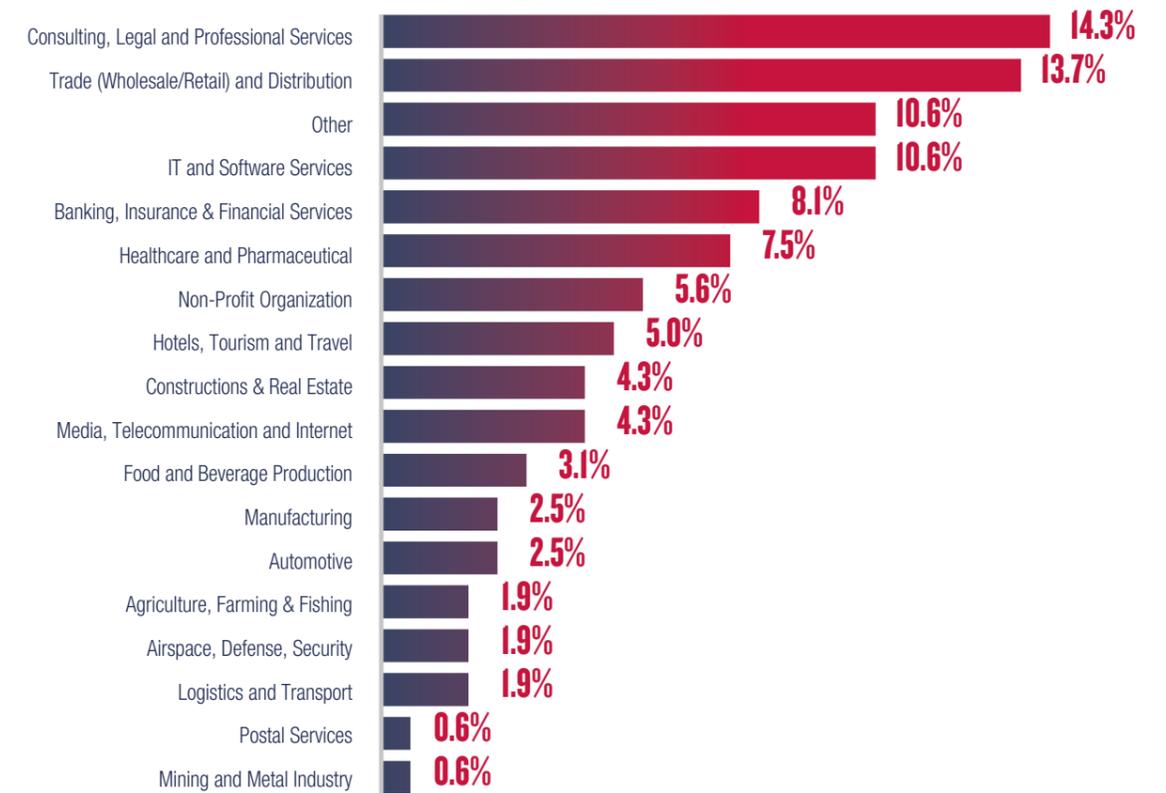
The following chart show the % of companies based on generated revenue from export activities.

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.)

5. ANNEX I: INDEX CALCULATION METHODOLOGY

5.1 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.

5.2 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

6. NOTES

AmCham Board of Directors



Grant Van Cleve
PRESIDENT
PRODIGY SHPK



Edlira MUKA
VICE - PRESIDENT
Balfin Group



Dritan Nako
SECRETARY
ANTEA Cement



Juela ISAJ
TREASURER
Tribal Worldwide Albania &
Montenegro



Ilir Rudi
BOARD MEMBER
Abi Bank



Kledi Kodra
BOARD MEMBER
Grant Thornton



Reshard Këlliçi
BOARD MEMBER
The Harry T. Fultz Institute

AmCham Members Listed by Business Activity

ADVERTISING AND GRAPHIC DESIGN/ PR & MEDIA

- » Auto-City
- » DUKU
- » Iceberg Communication
- » McCANN Tirana
- » New Media Digital
- » Oz Marketing
- » PIK Sh.p.k.
- » Tok Digital Agency
- » 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.
- » Fenix. I.C. Shpk
- » FILIPI CO Sh.p.k.
- » Gjirofarma
- » Herba Fructus Natyrore Ltd.
- » LO-AM Medicine
- » 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.
- » MOORE Albania Sh.p.k.
- » Nexia AL Sh.p.k.
- » PricewaterhouseCoopers Audit Sh.p.k.

BANKS

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

BAR, RESTAURANTS, CATERING

- » Alfa Butrint Shpk (Hotel Butrinti)
- » Bereqet Sh.p.k.
- » BUÇAJ International Sh.p.k. - Burger King
- » Cliché Bistro & Bar
- » Dajti Ekspres
- » Europetrol Durrës Albania Sh.a.
- » Gustoso

- » MFKT, L.L.C. DBA Osteria Italian Restaurant
- » (TONY's) TG INTERNATIONAL
- » VIAN BRANDS Sh.p.k.
- » Villa Ulliri

BEAUTY SALON

- » Bukuria Shqiptare Beli

BUSINESS PROCESS OUTSOURCING

- » Climb 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 Mobility
- » Liburn Marina
- » PARK PLACE
- » Teknoxgroup Shqipëri shpk
- » TIMAK

COMMERCE, WHOLESALE AND RETAIL

- » AON Sh.p.k.
- » Bindi Sh.p.k.
- » Bozgo Sh.p.k.
- » Coffee Club Albania
- » Demalt Group
- » 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.
- » NELT Sh.p.k.
- » 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
- » ConsciESG

- » Deloitte Albania
- » DM Consulting Services Albania Sh.p.k.
- » DPO Albania Sh.p.k.
- » EMT Expertise Marketing Trade Ltd.
- » ENERGY DEVELOPMENT GROUP Sh.a.
- » Engineering & Risk Management Consultant Sh.p.k.
- » Frost & Fire Consulting
- » Horwath HTL - Albania Sh.p.k.
- » IDRA Sh.p.k.
- » Impact Assessment Institute Shpk
- » INNVEST
- » KPMG Albania Sh.p.k.
- » Lee Global LLC
- » LinkAcross
- » Nexia AL Sh.p.k.
- » NOA Sh.a.
- » NOVA VISION
- » PricewaterhouseCoopers Audit Sh.p.k.
- » STRAIFE BALKAN sh.p.k.
- » Strati & Kostopoulos
- » Turnbull Services
- » Vatra
- » Vigan Group

COMMUNICATION

- » Bindi Sh.p.k.
- » BNT Electronics
- » Communication Progress Sh.p.k.
- » NISATEL
- » ONE Telecommunications SHA
- » PIK Sh.p.k.
- » TCN
- » TRIBAL Worldwide
- » Vatra
- » Vodafone Albania Sh.a.

CONSULTING-ENGINEERING PROJECTS

- » Alufior Sh.p.k.
- » Bindi Sh.p.k.
- » Elteknik
- » GSA Sh.p.k.
- » Matrix Konstruksion
- » VIBTIS Sh.p.k.

CONSULTING-LEGAL SERVICES

- » ABKONS
- » Beslinda Rrugia
- » Boga & Associates
- » "CC LAW" SHPK
- » CMS Adonnino Ascoli & Cavasola Scamoni Sh.p.k.
- » CR Partners
- » Deloitte Albania
- » Fatmir Kazazi PF
- » Frost & Fire Consulting
- » KALO & ASSOCIATES
- » KPMG Albania Sh.p.k.
- » Kreston Albania Sh.p.k.
- » LinkAcross
- » SettingLaw
- » Strati & Kostopoulos
- » Tashko Pustina - Attorneys
- » VISION Consulting Albania

CONSTRUCTION

- » Alufior Sh.p.k.
- » B.A.D. Sh.p.k.
- » Bindi Sh.p.k.
- » Delia Group
- » EGNATIA Group Sh.a.

- » Elteknik
- » 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.
- » VIBTIS Sh.p.k.

CONSTRUCTION MATERIALS PRODUCTION

- » Alufior 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

- » Alufior Sh.p.k.
- » ANTEA Cement
- » Berdica Cement
- » BRUNES GROUP Sh.p.k.
- » ÇEKREZI METAL Sh.p.k.
- » FAVINA Sh.p.k.
- » GBX Sh.p.k.
- » Mermer Balliu
- » SALILLARI Ltd.
- » SIDERAL Sh.p.k.
- » Teknoxgroup Shqipëri shpk

COSMETICS TRADE AND ESTHETICS

- » Bukuria Shqiptare Beli

CUSTOMS AGENCY

- » A & A Group

EDUCATION, PRIVATE SCHOOLS

- » Abraham Lincoln Foundation of Albania
- » Digital School/ Shkolla Digjitale
- » 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. (Holberton School)
- » Woodrow Wilson School

HOME APPLIANCES, ELECTRONICS

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

EMPLOYMENT AND HR SERVICES

- » AIMS International - Albania
- » DM Consulting Services Albania Sh.p.k.
- » E2 Partner Group Albania Shpk
- » GSL Enterprise Support Sh.p.k.
- » Lee Global LLC
- » Pedersen & Partners
- » The HeadHunter Shpk

ENERGY

- » AON Sh.p.k.
- » BALFIN Group - Balkan Finance Investment
- » Devoll Hydropower Sh.a. subsidiary of Statkraft AS
- » ENERGY DEVELOPMENT GROUP Sh.a.
- » 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
- » EasyPay
- » Ernst & Young Albania
- » Financial Union Tirana/ Western Union
- » FONDI SIGAL
- » HATFINANCE - Ardiola Huta
- » IuteCredit Albania
- » KPMG Albania Sh.p.k.
- » NOA Sh.a.
- » Procredit Bank Sh.a.
- » 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.
- » Fenix. I.C. Shpk
- » Gjirofarma
- » Gustoso
- » Lajthiza Invest Sh.a.
- » Miell Tirana Sh.a.
- » PELIUM Sh.p.k.
- » 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
- » ALBAFRESH SHPK
- » 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.
- » DIMAL INC Sh.p.k.
- » Edison Keçi PF
- » EGNATIA Group Sh.a.
- » Erzeni Sh.p.k.

- » Fenix. I.C. Shpk
- » FRIGO FOOD Sh.p.k.
- » Gjirofarma
- » Lajthiza Invest Sh.a.
- » Miell Tirana Sh.a.
- » PALMA
- » PELIUM Sh.p.k.
- » 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
- » Instituti Jeta e Re
- » Jahangiri Charitable Foundation
- » 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.

GLASS INDUSTRY

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

HEALTHCARE AND RELATED SERVICES

- » American Hospital Sh.a.
- » GREEMED Medical Solutions
- » Iris Sh.p.k.
- » Evita Sh.p.k.
- » MedikLine Stewart Sh.p.k.
- » MONTAL Sh.p.k.
- » Novartis Pharma Services Inc.
- » O.E.S DISTRIMED
- » Qendra e Mjekësisë së Punës Sh.p.k.
- » ZYRE E PERFAQSISE HOFFMANN- LA ROCHE

HOSPITALITY

- » Alfa Butrint Shpk (Hotel Butrinti)
- » Dajti Ekspres
- » Duda Sh.p.k. - Hotel Adriatik & Adriatik Tours
- » GRANDA Sh.p.k.
- » Hilton Garden Inn Tirana
- » KASTRATI HOTELS & TOWER Sh.p.k. (Mak Albania Hotel)
- » P.V.N. - Hotel Colosseo
- » Rogner Hotel Tirana
- » Villa Ulliri
- » Village by the Sea
- » Tirana Marriott Hotel
- » Horwath HTL - Albania Sh.p.k.
- » Adriatic Resorts Sh.a

INSURANCE

- » Albsig
- » FONDI SIGAL
- » Intersig Vienna Insurance Group
- » SIGAL Uniqa Group Austria
- » Sigma Interbanian Vienna Insurance Group

INTERNET PROVIDER

- » NISATEL

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

INVESTMENT MANAGEMENT

- » BALFIN Group - Balkan Finance Investment

ITC SYSTEMS, EQUIPMENT, SOFTWARE DEVELOPMENT

- » Advanced Business Solutions
- » Albania Lab Sh.p.k.
- » ALOSYS COMMUNICATIONS S.R.L
- » Atom Sh.p.k.
- » BBT - BETA BALKAN TEAM
- » Bilanc Sh.p.k.
- » BNT Electronics
- » C.C.S. Shpk
- » Communication Progress Sh.p.k.
- » CONALTUS
- » Dexi AI sh.p.k.
- » DigitSapiens
- » DM Consulting Services Albania Sh.p.k.
- » DPO Albania Sh.p.k.
- » EasyPay
- » EuroCom CX
- » Facilitation Sh.p.k.
- » FASTECH SHPK
- » GJIRAJA SHQIPERI SHPK
- » HAWKFIELDS Sh.p.k.
- » InfoSoft Systems Sh.p.k.
- » Intech + Sh.p.k.
- » IntelyCare Albania
- » Konsort
- » KTECH-COMPUTERS
- » Nokia Solution Branch OY Albania
- » NOVA VISION
- » PrinTec Albania (Cyprus) Limited
- » Qualys Inc.
- » Ring Telecom Sh.p.k.
- » S2 Albania
- » SAFECOMM
- » TBS 96 Ltd.
- » TCN
- » Tegeria Sh.p.k.
- » TETRA SOLUTIONS SH.P.K.
- » Trifolium Sh.p.k.
- » UpTech Shpk

LANGUAGE SERVICES

- » Beslinda Rrugia

LOGISTICS

- » A & A Group
- » Dedja Shipping Sh.p.k.
- » GCKK Shpk
- » International Trans 06
- » Marketing & Distribution, Albania

MEDICINAL DEVICES DISTRIBUTION

- » GREEMED Medical Solutions
- » MONTAL Sh.p.k.

MEDICINAL PLANTS AND HERBS

- » Herba Fructus Natyrora Ltd.
- » LO-AM Medicine
- » Relikaj Sh.p.k.

NOTARY SERVICES

- » Mimoza Sadushaj

OIL & GAS

- » Bankers Petroleum Albania Ltd.
- » 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 (Viatrix)
- » Farmatech Sh.p.k.
- » Fufarma Sh.a.
- » Novartis Pharma Services Inc.
- » Rejsi Farma
- » ZYRE E PERFAQSISE HOFFMANN- LA ROCHE

REAL ESTATE, PROPERTY ASSESSMENT

- » BALFIN Group - Balkan Finance Investment
- » Eagles World Realty Inc.
- » Century 21 Albania
- » Matrix Konstruksion
- » RE/MAX Albania

SECURITY SCREENING

- » S2 Albania

SECURITY SYSTEMS AND SERVICES

- » Atom Sh.p.k.
- » BNT Electronics
- » ELTEKNIK
- » KTECH-COMPUTERS
- » RATECH SH.P.K.
- » RO.GAT SECURITY Ltd.
- » TCN

SHOE PRODUCTION AND TRADE

- » Efa Solution Sh.p.k.

TELEPHONY SERVICES

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

TEXTILES AND GARMENT MANUFACTURING

- » Pelinku PF
- » Maxbrand Textile Sh.p.k.

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

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2023 - 2024

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