Governance e-Transformation: Public Perception, Support, and Uptake

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CITIZENS’ SAY MUST BE FOUNDAMENTAL

AND GO MUCH FURTHER THAN ELECTIONS/POWER INVESTMENTS INTO MPs,

EACH CORE REFORM NEEDS CONSTANT MEASUREMENT OF THE SOCIETY’S PULSE
PUBLIC PERCEPTION STUDIES ARE FOUNDAMENTAL

PROVIDE REAL DATA ON CURRENT PERCEPTION

PREVENTS SELF-ILLUSIONS AND ERRORS
The IDA/WB-financed Moldova GeT Project & Strategic Program for e-Transformation – among the first practices in using public perception indicators in the core M&E effort in public administration project & policy:

- citizens’ degree of satisfaction with the quality of e-services
- support for GeT Reform, and openness towards using GeT Products
- citizens’ awareness and understanding of the eGovernance
- citizens’ perception of the GeT Reform and its products’ advantages
- confidence in the quality & security of G2C/G2B online interactions
- uptake of e-services and Governmental web pages
- barriers perceived by citizens in the context of eGov products’ use etc.
Methodology

Sample size: 3024 respondents aged 18 years & older

Representativeness: sample representative for the adult population of Moldova, with a maximal error margin of ± 1.8%.

Data collection period: November 2015

Location: Interviews conducted at respondents' residence.

Language: Romanian or Russian (up to respondent’s choice).

Sample: stratified sampling, probability sampling, bistadial sampling.

Randomization: 1. Location 2. Family 3. Person
Perception on the importance of implementing Governance e-Transformation

78% of respondents in 2015 (vs. 56% in 2012) consider the GeT Reform implementation as being important (from average to very important). Out of these, 46% rated as highly and very important the GeT Reform (vs. 29% in 2012).
Public Support for Governance e-Transformation

79% of respondents in 2015 (vs. 58% in 2012) support GeT (from average/3-4 to fully support/5-6). Out of these, 50% fully support the GeT Reform (vs. 31% in 2012)

<table>
<thead>
<tr>
<th></th>
<th>Susțin în deplină măsură (5-6)</th>
<th>așa și așa (3-4)</th>
<th>Nu susțin</th>
<th>NS/NR</th>
</tr>
</thead>
<tbody>
<tr>
<td>CBS AXA, 2015</td>
<td>50%</td>
<td>29%</td>
<td>13%</td>
<td>9%</td>
</tr>
<tr>
<td>CBS AXA, 2014</td>
<td>49%</td>
<td>24%</td>
<td>16%</td>
<td>11%</td>
</tr>
<tr>
<td>CBS AXA, 2013</td>
<td>49%</td>
<td>24%</td>
<td>16%</td>
<td>11%</td>
</tr>
<tr>
<td>IPP, Magenta Consulting, 2012</td>
<td>31%</td>
<td>27%</td>
<td>21%</td>
<td>22%</td>
</tr>
</tbody>
</table>
63% of respondents in 2015 (vs. 48% in 2012) are confident that eGovernance has important advantages, brings benefits. Although the awareness degree on exact benefits is lower than the confidence (49%), those who are aware of the benefits, pointed out:

- Solving problems is done fast/ without queues: 29%
- Access from home/ any time/ anywhere: 23%
- Information is more available: 9%
- Saving money: 6%
- Convenient: 6%
- Do not know: 12%
Willingness to access e-services & confidence in their quality

In 2015, cca 70% (vs. 57% in 2012) of respondents expressed their willingness to access e-services via computers, while 58% (vs. 40% in 2012) using the mobile phone. More than 63% would like to use both their PCs and mobile phones.

70.2% of citizens rated with 3 to 6 their level of confidence in the quality of e-services

<table>
<thead>
<tr>
<th>Survey</th>
<th>Fully Trust (5-6)</th>
<th>Neither nor (3-4)</th>
<th>Do not Trust (1-2)</th>
<th>DK/NA</th>
</tr>
</thead>
<tbody>
<tr>
<td>CBS AXA, 2015</td>
<td>34%</td>
<td>36%</td>
<td>20%</td>
<td>11%</td>
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<td>34%</td>
<td>33%</td>
<td>19%</td>
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<td>24%</td>
</tr>
</tbody>
</table>
Profile of most confident respondents in e-services quality

- the managers at all levels
- highly qualified professionals
- skilled workers
- pupils / students
- people with high income of over 5,000 MDL
- those with high level of education,
- respondents from South of Moldova

All these groups marked the level of trust with 3 and above in a share of over 80%. It is worth stating that, depending on the age of respondents, the highest confidence was expressed by the young population (79%), while the lowest confidence – by the elder generation (56%).

However, if assisted, more than 95% of citizens opted to be served in online regime vs. the offline regime
Level of confidence in the SAFETY of online services provision

Respondents were asked to rate their level of confidence that if requesting an online public service it will ensure achieving the targeted service with the full compliance of their personal data protection – their data shall not be made available to irrelevant persons or institutions.

Correlation analysis: indicator connected with the level of citizens’ trust in Govt.
Confidence in personal data protection

In 2015, cca 50% (vs. 43% in 2012) of respondents expressed a level of confidence from average to full in the compliance to personal data protection requirements ensure by the Govt. agencies while transacting online with citizens & businesses. The level of distrust decreased by 20% compared to 2012.
Perception on advantages of accessing e-services

- Save time/without queues: 28%
- Access from home, anytime, anywhere: 13%
- Saving money: 9%
- Always free access to information: 4%
- Comfortable: 3%
- Easy: 3%
- Avoiding corruption: 2%
- Higher safety: 1%
- Accessible: 1%
- Other: 2%
- There are no advantages: 7%
- Do not know: 27%
Uptake of public services offline and online

31% stated they requested the public services provided by CPA authorities (including territorially disconcentrated) at least once during 2015. More requested by:

- managers at all levels (62%)
- highly qualified professionals (47%)
- skilled workers in agriculture (48%)
- administrative clerks (43%)
- people with higher education (42%)
- respondents from Chisinau (42%).

Proportional increase correlated with:
levels of welfare and education.

The public services were least requested by:

- the elder aged respondents of 66-74 years
- migrants
- respondents residing in the Southern part of the country
- their share is less than 20% in each group
31% stated they requested the public services provided by CPA authorities (including territorially disconcentrated) at least once during 2015.
19% of respondents accessed during the proceeding 12 months accessed at least one electronic service whether fully in online regime, whether in mixed regime.
Uptake of public electronic services

19% of respondents accessed during the proceeding 12 months accessed at least one e-service whether fully in online regime (4%), whether in mixed regime (15%)

- I presented at the public institution head office for all stages/procedures: 81%
- Via Internet, but afterwards at the public institution office: 15%
- Via Internet without the need to go afterwards at the institution office: 
  - CBS AXA, 2015: 12%
  - CBS AXA, 2014: 11%
  - CBS AXA, 2013: 8%
  - IPP, Magenta Consulting, 2012: 4%
Uptake of public electronic services

Depending on the age group, within the 26-35 years old ones, 27% of respondents accessed online services or service procedures. In some of the groups, gender divide (insignificant to average) was observed relating to the way of accessing the services.
Level of satisfaction with the quality of public electronic services

Target for the end of GeT Project (end of 2016): 60%

Current level of satisfaction already exceeding the target indicator – 66%

Among the ones satisfied with quality of e-services, the share of those fully satisfied/very satisfied is increasing significantly: 47% in 2015 vs. 24% in 2014 and only 7% in 2012.
Level of satisfaction with the quality of public electronic services vs offline services

*e-Services 4.44 average mark vs. Offline Services 4.30*
### Most uptaken e-services in 2015

<table>
<thead>
<tr>
<th>e-Service</th>
<th>2014</th>
<th>2015</th>
<th>Increase</th>
</tr>
</thead>
<tbody>
<tr>
<td>e-Application for Criminal Record</td>
<td>19%</td>
<td>26%</td>
<td>8%</td>
</tr>
<tr>
<td>e-CNAS (reporting to National Social Insurance Office)</td>
<td>25%</td>
<td>24%</td>
<td>-1%</td>
</tr>
<tr>
<td>e-Invoice</td>
<td>21%</td>
<td>23%</td>
<td>2%</td>
</tr>
<tr>
<td>e-CNAM (reporting to National Health Insurance Office)</td>
<td>22%</td>
<td>22%</td>
<td>0%</td>
</tr>
<tr>
<td>Online filling of the income tax</td>
<td>23%</td>
<td>19%</td>
<td>-4%</td>
</tr>
<tr>
<td>Check the registration number of (IDNO) the legal entity</td>
<td>6%</td>
<td>18%</td>
<td>12%</td>
</tr>
<tr>
<td>Check data about mean of transport</td>
<td>10%</td>
<td>18%</td>
<td>8%</td>
</tr>
<tr>
<td>Access to data from Real Estate Register</td>
<td>13%</td>
<td>17%</td>
<td>5%</td>
</tr>
<tr>
<td>Checking information about tax payer</td>
<td>12%</td>
<td>17%</td>
<td>5%</td>
</tr>
<tr>
<td>Current account of the taxpayer</td>
<td>13%</td>
<td>17%</td>
<td>4%</td>
</tr>
<tr>
<td>Checking personal data (IDNP) of the individual</td>
<td>10%</td>
<td>15%</td>
<td>4%</td>
</tr>
<tr>
<td>Sheet of the Building</td>
<td>6%</td>
<td>13%</td>
<td>7%</td>
</tr>
<tr>
<td>Check number of individuals with the same name/last name</td>
<td>8%</td>
<td>13%</td>
<td>5%</td>
</tr>
<tr>
<td>Access to graphic information on Real Estates</td>
<td>7%</td>
<td>12%</td>
<td>5%</td>
</tr>
<tr>
<td>Issuing information regarding the value of real estate</td>
<td>4%</td>
<td>12%</td>
<td>8%</td>
</tr>
<tr>
<td>Check the availability of the registration number of mean of transport</td>
<td>7%</td>
<td>11%</td>
<td>4%</td>
</tr>
</tbody>
</table>
Uptake of the Governmental web pages in 2015

Get Project Target for the end of 2016: 25%
Baseline value - 2010: 7%
Current value: 36%
Level of household endowment with computers in 2015

- CBS AXA, 2015: 68% Yes, 32% No
- CBS AXA, 2014: 67% Yes, 33% No
- CBS AXA, 2013: 64% Yes, 36% No
- IPP, Magenta Consulting, 2012: 58% Yes, 42% No
Level of endowment with Internet connection in 2015

- CBS AXA, 2015: 68% Da, 32% Nu
- CBS AXA, 2014: 66% Da, 34% Nu
- CBS AXA, 2013: 62% Da, 38% Nu
- IPP, Magenta Consulting, 2012: 53% Da, 47% Nu
THANK YOU!

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http://egov.md/en/resources/polls