Ministry of Digital Transformation of Ukraine

DIA Support Project

Sweden Sverige

UNDP

Opinions and Views of the Population of Ukraine on State Electronic Services

Analytical Report

Kyiv — 2024

Contents

RESEARCH METHODOLOGY **4**

KEY FINDINGS **7**

SECTION I. GENERAL INFORMATION: BELONGING TO VULNERABLE GROUPS AND USING THE INTERNET **12**

1.1. Belonging to vulnerable groups 13

1.2. Internet use 16

SECTION II. USE OF STATE ELECTRONIC SERVICES **19**

2.1. Use of public electronic services over the last year 20

2.2. Evaluation of the experience of receiving public electronic services 29

2.3. Reasons for not using public electronic services 32

2.4. Main aspects of receiving electronic services from the government 35

2.5. Situations in which effective electronic services are necessary 39

CHAPTER III. MATERIALS ON USING PUBLIC ELECTRONIC SERVICES OR DIGITAL LITERACY **45**

3.1. Receiving materials about electronic government services / digital literacy 46

3.2. Encouraging the use of state electronic services / increasing digital literacy 50

CHAPTER IV. QUALITATIVE RESEARCH: OPINIONS AND VIEWS OF VETERANS CONCERNING PUBLIC ELECTRONIC SERVICES **54**

4.1. Experience of using electronic services 55

4.2. Willingness to receive services online or offline 57

4.3. Sources of information. Ways of forming skills for using electronic services 60

APPENDIX A. SOCIAL-DEMOGRAPHIC PROFILE OF RESPONDENTS SAMPLES AS A WHOLE AND OF SEPARATE CATEGORIES 62

Research methodology

To the order of the United Nations Development Programme (UNDP) in Ukraine with the financial support of the Government of Sweden, the Kyiv International Institute of Sociology (KIIS), the research *Opinions and Views of the Population of Ukraine on Public Electronic Services* was conducted in September-October 2023. The research included two stages: the all-Ukrainian telephone survey *Opinions and Views of the Population of Ukraine on State Electronic Services* as part of the regular Omnibus and the qualitative survey *Opinions and Views of Veterans on State Electronic Services* in the form of in-depth interviews. During the survey, the opinions and views of adult residents of Ukraine (aged 18 and older) were studied on various issues related to the use of public electronic services by the population of Ukraine. The purpose of the qualitative component is to provide a more detailed description of the experience of receiving electronic services and to identify noteworthy aspects specifically related to veterans. The task of the research: to determine what the respondents know about electronic services, what experience the respondents have in using them, what are the obstacles and the most common difficulties in using electronic services, how to make the services more accessible.

The main stages of the telephone survey included the development and programming of the questionnaire, the generation of mobile phone numbers, conducting interviews with respondents, quality control of the work performed, preparation of the final array of data, weighting of the array of data, preparation of one-dimensional distribution tables and an analytical report.

For the in-depth interviews, a basic scenario (hereinafter "guide"), which contained questions from the questionnaire for the telephone survey, as well as additional questions that would allow for a deeper disclosure of the topic of using electronic services, was developed. The guide was structured in such a way that respondents can freely express their opinion about those electronic services that they know about and that they have used, regardless of whether they are public services or not; then the services provided or planned to be provided by the state were discussed. In order to identify the wishes of the respondents regarding the improvement of the accessibility of electronic services, relevant questions were included in the guide (see the full version of the guide in the Appendix).

The survey was conducted through phone interviews with the use of a computer (computer-assisted telephone interviews, CATI). According to the KIIS survey conducted through personal (face-to-face) interviews with a random sample in July 2021, 96% of the adult residents of Ukraine had personal mobile phones. To conduct the phone survey, at the initial stage, mobile phone numbers for all major mobile operators of Ukraine were generated completely randomly. The share of generated numbers belonging to each mobile operator was roughly proportional to the total share of mobile numbers belonging to each mobile operator (according to the KIIS surveys). To eliminate invalid numbers from the generated database, an 'invisible' text (SMS message) was sent to the generated numbers. After that, the interviewers called the generated numbers and invited the respondents who answered the call to take part in the survey.

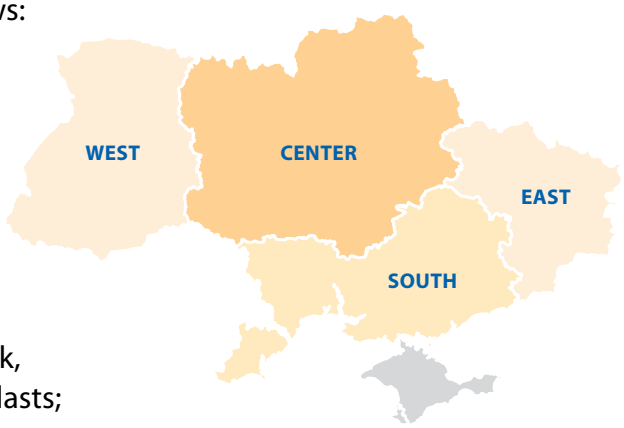
The survey was conducted only with respondents aged 18 years of age and older and only with those who lived in territory that was controlled by Ukraine as of 23 February 2022 (hence residents of the Autonomous Republic of Crimea, the city of Sevastopol, certain districts of the Donetsk and Luhansk regions that were not-Government controlled before 24 February 2022 were excluded from the sample, but the sample included the residents of territories occupied by the Russian Federation after 24 February 2022. Residents of Ukraine who went abroad after 24 February 2022 were also not surveyed. The phone interviews were conducted in Ukrainian or Russian dependent upon the respondent's choice.

After conducting the planned number of effective (full) phone interviews, the distribution of respondents in the sample by macro-region of residence (West, Centre, South, East; see details below), type of settlement (urban or rural), gender, age was compared with official sources of statistics. During the interview, the respondent reported his place of residence until 24 February 2022, as well as his current (at the time of the interview) place of residence. For further procedures, the place of residence until 24 February 2022 was used.

The distribution of the entire adult population by macro-regions and type of settlement was determined based on data from the Central Election Commission based on the results of the 2019 parliamentary elections (by the number of registered voters). The gender-age structure was determined according to the data of the State Statistics Service as of 1 January 2021. To bring the sample structure in line with the structure of the general population of Ukraine, special statistical weightings were applied. In addition, these weightings take into account the different probability of different respondents being included into the sample (depending on the number of different mobile numbers that a particular respondent has).

The composition of the macro-regions was as follows:

- **Western macro-region** — Volyn, Rivne, Lviv, Ivano-Frankivsk, Ternopil, Zakarpattia, Khmelnytskyi, Chernivtsi oblasts;
- **Central macro-region** — Vinnytsia, Zhytomyr, Sumy, Chernihiv, Poltava, Kirovohrad, Cherkasy, Kyiv oblasts and the city of Kyiv;
- **Southern macro-region** — Dnipropetrovsk, Zaporizhzhia, Mykolaiv, Kherson, Odesa oblasts;
- **Eastern macro-region** — Donetsk, Luhansk and Kharkiv oblasts.



The field stage of the survey was conducted from 29 September to 9 October 2023. A total of 2,014 interviews were conducted for the survey.

Formally, for regular circumstances, the sampling error (with a probability of 0.95 and a design effect of 1.1) does not exceed:

- 2.4% for values close to 50%;
- 2.1% for values close to 25 or 75%;
- 1.5% for values close to 10 or 90%;
- 1.1% for values close to 5 or 95%;
- 0.5% for values close to 1 or 99%.

Comments on the report outline

In the research report, the data on a certain issue within the paragraph are mainly presented according to the following logic: first, the results for Ukraine as a whole are presented, then — data for certain vulnerable categories and structured by certain socio-demographic categories.

To delineate the region and type of settlement, the respondents' information about their current place of residence, that is, at the time of the interview, is used.

When interpreting the results among individual categories (individual regions, respondents with different income levels, etc.), the following should be taken into account: since this category has fewer respondents than the sample as a whole, the margin of error for this category is accordingly higher. It is also necessary to take into account the 'intersection' of some socio-demographic categories. For example, among younger respondents, there are more people with higher education.

The last section presents the results of qualitative survey.

The separate Appendix A, in which the number of respondents, margin of error, as well as the socio-demographic profile of the relevant respondents to the telephone survey are given for each category for which the data is presented in the report, is attached to the report.

Key Findings

GENERAL INFORMATION: BELONGING TO VULNERABLE GROUPS AND INTERNET USE

- Elderly people (20.5%, almost the same as in previous years) remain relatively the largest vulnerable category on the list, and a high share of people with disabilities (15%, in 2022 was 10%) and IDPs (14%, as much as same was in 2022) remains. Other categories: single parents (7%, the same number in 2022), parents of children with disabilities (5%, 2.5% in 2022), veterans (3%, 2% in 2022).
- In total, 52% of respondents now belong to one or more vulnerable categories.
- Over the past year, the share of regular Internet users who use it for 3 hours or more every day has increased from 72% to 80%. Another 11% use the Internet irregularly: 2-3 hours a week or less (in 2022, this figure was 13%). A total of 9% of respondents do not use the Internet (14% in 2022).
- Among the vulnerable groups, respondents who use the Internet the most are IDPs, parents of children with disabilities, those who raise children themselves, and veterans (81-86% of regular users and only 3-6% who do not use it at all). People with disabilities use the Internet somewhat less (76%). Elderly people use the Internet the least often — 50% do it every day, while 30% do not use it at all. At the same time, among the elderly, the share of regular users, compared to 2022, increased from 32% to 50% (and the share of those who do not use the Internet at all, respectively, decreased from 48% to 30%).
- Among the youngest respondents under the age of 30, 98% use the Internet every day and only 0.7% claim that they do not, among the 70+, these values are 44% and 38%, respectively.

USE OF PUBLIC ELECTRONIC SERVICES

- There is still a high level of use of state electronic services in Ukraine. Currently, 64% of respondents answered that they used at least some e-services in the last year. In 2022, this indicator was 63%, formally, the changes are within the margin of error.
- At the same time, if in 2022 user respondents on average talked about using two different e-services, now on average they mention three different services;
- As in 2022, most respondents (51%, 52% in 2022) report using Diia. Other services were mentioned significantly less often, although over the past year, a number of services outside Diia have seen a trend towards increased use. It is also worth considering that in wartime the 'demand' for certain services may vary, and that individual requested services are consolidated in Diia, hence respondents are less likely to mention them separately. In general, apart from Diia, the most frequently mentioned services were personal transport (18.5%, 9.5% in 2022), receiving subsidies or benefits (16%, 18% in 2022), pension provision (16%, 7% in 2022), obtaining passports or contacts with the State Migration Service (14%, 8% in 2022), paid services for obtaining information from registers (13%, 7% in 2022), taxation (12%, 7% in 2022), entrepreneurship (11%, 7% in 2022);
- Among vulnerable population groups, IDPs (85%), parents of children with disabilities (80%), and veterans (71%) used state electronic services the most. At the same time, among these categories, up to 68% use Diia. Among people with disabilities and those who raise a child themselves, the level of use of state electronic services is 63%. The elderly, among whom the level of use is 34.5%, used them the least. It is important to note that, despite a significant increase in the use of the Internet among the elderly, the level of use of electronic public services has practically not changed (34.5% now versus 33.5% in 2022).
- In general, such services were used more often by men, younger respondents with higher education and with a higher level of income. As before, the 'gap' in usage depending on age is particularly noticeable: if among 18-29-year-old respondents 89% used at least one service, then among respondents aged 70+ — 30%.
- Respondents who used Diia were asked an additional question: which public electronic services did they use in Diia. 41% of such respondents used at least one of the 9 services. Obtaining an OK-5 or OK-7 certificate (20%, 7% in 2022) and registration of IDP status (14%, 16% in 2022) were mentioned relatively more often. Up to 8% of respondents named other services.
- The absolute majority of respondents (78.5%, 79% in 2022) who used public electronic services consider the experience rather or very positive. However, 52.5% of them say about a 'rather positive' experience and clarify that some aspects need to be improved. A rather or very negative experience is reported by 12% of users (9% in 2022).

- If we evaluate the methods of obtaining services, then 54% consider the online format to be the most convenient and effective, and 10% — visiting Centres for Administrative Services Provision ("TSNAPs" in Ukrainian). In 2022, these indicators were 53% and 9%, respectively. Another 29% consider both methods convenient and effective (28% in 2022).

- The main reason why the respondents did not use public electronic services was having no need for them. This was reported by 69%, almost the same value was in 2022. Other reasons are lack of skills (27%, last year it was as much as 47%), lack of a device with access to the Internet (19%), distrust of electronic services (16.5%), ignorance of the existence of the service (15%). At the same time, 34% do not want to develop such skills at all, and 29% say that they would like to develop them with the help of children / grandchildren, 15% — with the help of free courses, 11% — with the help of short videos with instructions.

- Respondents reported quite different views on the importance of certain aspects of public electronic services. Among the top 3 characteristics, most of the respondents included the security of personal data (20%, 23% in 2022) and the availability of a phone number that can be contacted when something goes wrong (18%, 24% in 2022). Other aspects noted: access only with a qualified electronic signature (13.5%, 13% in 2022), online chat (13%, 15% in 2022), access with minimal registration (13%, 12% in 2022). In general, compared to the previous year, despite certain fluctuations, the picture has hardly changed.

- 67% (74% in 2022) were able to name at least one situation in which they would be interested in having an effective electronic service. At the same time, the respondents have rather varied ideas about in which life situations they would prefer to use effective electronic services. Access to the medical card (15%), obtaining notary services (11%), and the electronic sick leave (11%) were mentioned by most respondents. Compared to 2022, there are certain fluctuations, but in general the situation remains unchanged. It is noteworthy that there are 4-5% fewer people for whom such services as an electronic sick leave, obtaining a passport for traveling abroad, obtaining the necessary documents in land matters online, obtaining certificates for receiving a pension, obtaining and renewing documents for subsidies are relevant. At the same time, the demand for obtaining notary services increased significantly (+4%).

- Among respondents who have not used public electronic services in the last year, 45% named at least one area in which they would like to have an effective electronic service.

MATERIALS REGARDING THE USE OF PUBLIC ELECTRONIC SERVICES

- The majority of respondents — 65% — saw materials that inform about public electronic services (in 2022, this figure was 72%). At the same time, 53% (59% in 2022) read materials about digital literacy. Those who encountered relevant materials most often mentioned advertising in social networks and on radio / TV.

- Materials on electronic public services or digital literacy encouraged 53% to take appropriate actions (54% in 2022): encouraged 40% of such respondents to use public electronic services, 34% — to improve digital literacy.

- The materials have a greater motivational impact on younger and more educated people (the intersection of these categories is taken into account). Thus, by age, the share of those who were encouraged by the materials decreases from 66% among 18-29-year-olds to 21.5% among people aged 70+. By level of education: if 62% of respondents with a higher education are encouraged, then 39.5% are encouraged among those with a vocational or technical or secondary special education, and 34% among those with a low level of education.

- Among those who were not encouraged to act by the materials, the vast majority report about the absence of an urgent need to do this (64%, in 2022 this reason was named by 61%). Such reason as lack of time (18.5%; in 2022, this reason was also in second place, but it was named by more respondents — 30%) is in conditional second place. Other reasons were mentioned less frequently.

MAIN RESULTS OF THE QUALITATIVE RESEARCH

- All the participants of the qualitative study demonstrated openness to electronic services: the respondents use various services now and are ready for their further expansion. Electronic services are already perceived as an integral part of life, which provides many advantages:
  - significant saving of time and effort;
  - the possibility to avoid discomfort related to queues and bureaucracy;
  - reducing the influence of the human factor: less probability of error, fewer negative moments when communicating with public officials;
  - convenience: the ability to use the service at the desired place, at the desired time interval.
- The advantages of electronic services became especially significant during a full-scale war, since such services can be obtained regardless of an air alert.
- Within the scope of the study, some barriers which the respondents, however, consider insignificant were also identified:
  - lack of confidence in the security of personal data, fear of becoming a victim of fraud — this factor previously caused the lack trust among respondents in electronic services and still has an impact in some places;
  - lack of the necessary technical base: part of the population (especially in villages) does not have access to high-quality Internet, some lack the necessary technical means to use it;
  - dissatisfaction with a number of services in the process of use, mainly because of their limited capabilities: sometimes it is difficult or impossible to get the full scope of the service only in electronic format and then it is necessary, for example, to go to an institution with papers, stand in line, etc.
- Veterans are interested in receiving e-services for individual entrepreneurs, subsidies, pensions, medicine (access to medical record and sick leave) and a set of references that could be obtained in the Diia application.
- If the respondents need additional information regarding the use of any e-services, they prefer the format of short instructions or online chat, less often — telephone help.
- Respondents named the best channels of communication regarding such services and training as: notifications in the Diia application; advertising on TV / radio; brochures with a list and a brief description of available services at centres for administrative services provision (TSNAPs), local authorities or social protection departments; creation of a single site with links to all e-services; consultations of employees of state institutions, who should talk about alternatives to receiving public services through a personal visit to a public institution.

CHAPTER I.

GENERAL INFORMATION: BELONGING TO VULNERABLE GROUPS AND USING THE INTERNET

1.1. Belonging to vulnerable groups

Elderly people remain relatively the largest of the list of vulnerable categories (20.5%, almost the same as in previous years), and a high share of people with disabilities (15%, 10% in 2022) and IDPs (14%, as much same was in 2022) remains. Other categories: single parents (7%, the same in 2022), parents of children with disabilities (5%, 2.5% in 2022), veterans (3%, 2% in 2022).

Between 2021 and 2022, the share of the population belonging to vulnerable categories increased from 34% to 45.5% — primarily due to the significant share of IDPs, but also due to the increase in the share of single parents and people with disabilities. Between 2022 and 2023, the share of the vulnerable population increased to 52%, but this time primarily due to an increase in the share of people with disabilities (from 10% in 2022 to 15% now), parents of children with disabilities (from 2.5% to 5%) and veterans (from 2% to 3%).

Separately, it should be noted that out of 52% of respondents who belong to one of the groups, 11% belong to two or more groups at the same time (in 2022, there were 9% of such persons).

Table 1.1.1. Do you belong to at least one of the following groups?
(the respondents could choose several answers)

% in the column	September 21	September 22	October 23
Belong to at least 1 group	**33.9**	**45.5**	**52.3**
Elderly person (over 65 years old)	19.5	20.3	20.5
Person with disabilities	7.7	10.4	15.1
Internally displaced person (IDP)	2.0	14.0	14.3
Parent, family member raising a child on their own	3.5	7.2	7.1
Parent, family member raising a child with disabilities	3.1	2.5	4.8
Veteran of ATO/OFU	2.5	1.7	3.2
I do not belong to any of the above groups	**65.8**	**51.7**	**44.9**
Hard to say/Refuse to answer	0.2	2.7	2.9

The survey does not allow finding out the specific sources of the increase in the share of people with disabilities, therefore this increase should be taken with caution. At the level of assumptions, we can talk about a number of both objective and methodical factors. In particular, the number of people with disabilities may objectively increase in Ukraine as a result of being wounded in hostilities or shelling of populated areas. At the same time, the possibility of interviewing people who are serving has decreased. That is, as a result of the continuous process of general mobilization, people who have more health problems and, accordingly, do not serve, are somewhat more 'available' for participation in the survey. For related reasons, some people with better health may beware and not participate in surveys, and some people have 'reconsidered' their health towards a worse assessment of it over the last year.

Table 1.1.2 shows the data by individual socio-demographic categories of the population. The intersection of the level of income and belonging to vulnerable categories is important, as this mutually strengthens the negative impact. Thus, among low-income persons, 64% belong to one of the vulnerable categories, primarily the elderly. However, there are more people with disabilities among them.

Table 1.1.2. Do you belong to at least one of the following groups?
(% among respondents of the corresponding socio-demographic group)

% in line	Belong to at least 1 group	Elderly person	Person with disability	IDP	Raising a child on their own	Parent of a child with disability	War veteran	None	Hard to say / Refuse to answer
Region where they live now									
Western	**52.2**	17.3	18.5	10.4	5.4	8.5	2.7	43.2	4.5
Central	**50.8**	20.9	14.3	13.6	7.2	3.5	3.6	47.3	1.9
Southern	**53.8**	21.6	13.4	16.5	7.6	2.1	2.9	44.0	2.2
Eastern	**54.4**	26.3	12.0	24.1	10.6	4.8	4.2	42.8	2.9
Sex									
Man	**52.4**	14.9	18.9	14.7	4.7	5.8	5.5	45.2	2.4
Woman	**52.1**	25.1	12.0	13.9	9.0	3.9	1.3	44.6	3.3
Age									
18–29 years old	**37.8**	0.0	19.4	17.1	2.9	2.2	1.7	59.4	2.8
30–39 years old	**41.7**	0.0	5.7	18.6	9.4	10.0	3.4	54.0	4.3
40–49 years old	**38.4**	0.0	10.2	17.1	10.5	2.4	6.6	57.9	3.7
50–59 years old	**41.4**	0.0	23.8	10.4	7.9	5.1	2.7	55.9	2.6
60–69 years old	**66.6**	44.8	18.3	12.0	5.5	3.4	1.5	30.9	2.5
70+ years old	**100.0**	100.0	18.9	7.8	3.4	3.0	2.5	0.0	0.0
Type of settlement where they live now									
Village	**56.0**	20.7	18.9	11.1	5.8	7.5	1.7	40.2	3.8
Settlement/town of up to 20,000 residents	**56.1**	20.5	18.2	20.4	9.5	2.6	4.7	43.2	0.7
Town of 20.000-99.000 residents	**51.5**	23.8	8.8	13.9	6.3	3.9	4.7	47.2	1.3
City of 100.000+ residents	**48.9**	19.6	13.1	15.3	7.6	3.4	3.7	48.2	3.0
Education									
Incomplete secondary and lower	**58.2**	21.8	19.9	10.8	10.2	14.1	1.3	38.1	3.8
Vocational and secondary specialized	**58.0**	26.6	15.8	16.1	6.8	3.2	3.9	38.5	3.5
Higher	**47.8**	16.6	13.7	14.1	6.5	3.5	3.3	50.1	2.1
Family income level									
Low	**64.7**	32.3	19.7	16.5	8.4	3.7	2.7	32.7	2.7
Average	**45.1**	15.2	11.9	15.9	7.6	3.2	3.1	52.3	2.6
High	**43.1**	6.6	13.7	9.0	4.1	9.7	4.6	53.1	3.8

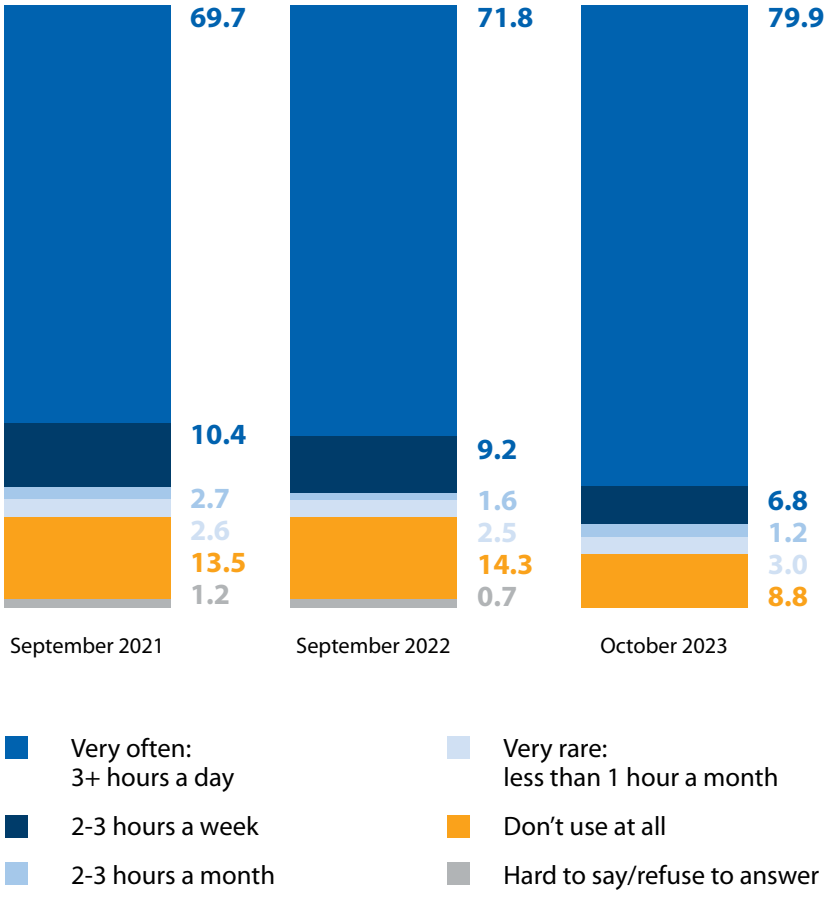
1.2. Using the Internet

Over the past year, the share of regular Internet users who use it for 3 hours or more every day has increased from 72% to 80% (from 74% to 82% among men and from 70% to 78% among women). Taking into account the indicator of 2021 (70%), we see an increase of more than 10% in two years. Another 11% use the Internet irregularly: 2-3 hours a week or less (in 2022, this group amounted to 13%).

In two years (2021-2023), we see a 5% increase among those who started using the Internet, and a 10% increase among those who use the Internet daily for 3+ hours

A total of 9% of respondents do not use the Internet (14% in 2022, and 13.5% in 2021). Thus, in two years (2021-2023), the number of people who started using the Internet increased by almost 5% and those who use the Internet daily for 3+ hours increased by 10%.

Diagram 1.2.1.
How often do you use the Internet?

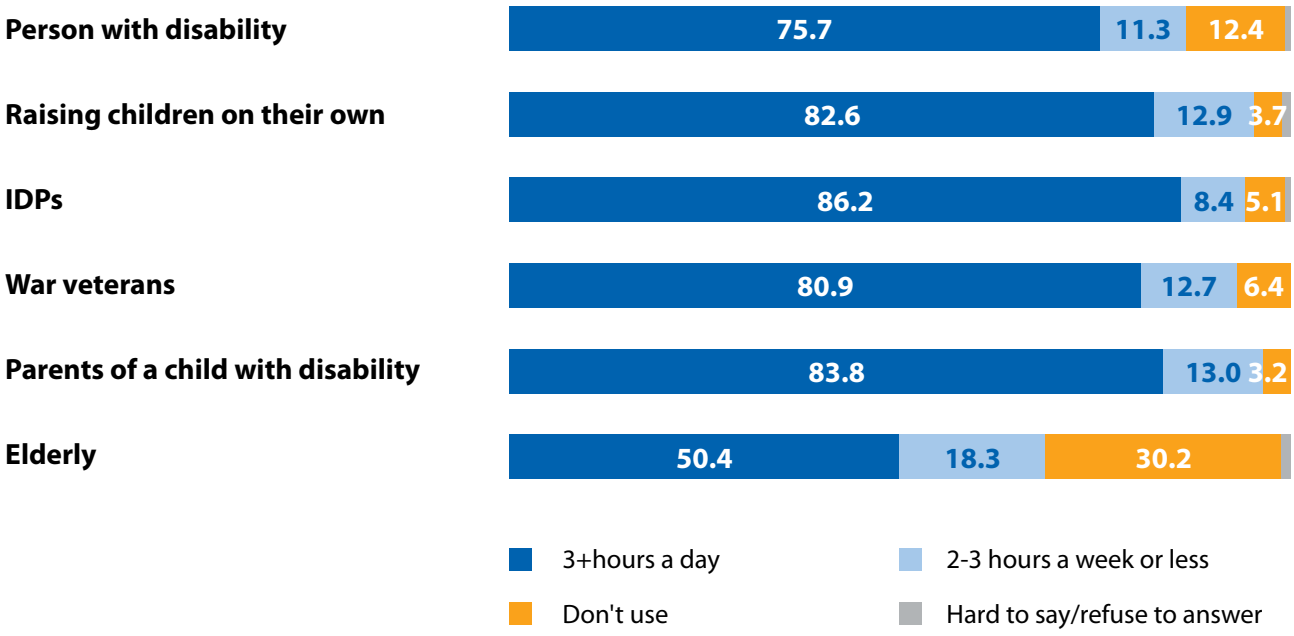


Among respondents from vulnerable groups, IDPs, parents of children with disabilities, those who raise children themselves, and veterans use the Internet the most (81-86% of regular users and only 3-6% of those who do not use it at all). People with disabilities use the Internet somewhat less (76%).

Compared to 2022, the share of regular users among the elderly increased from 32% to 50%, while their share of non-users decreased from 48% to 30%

Elderly people use the Internet the least often: every second person does it every day, while 30% do not use it at all. This category is the largest among vulnerable categories, so it is important to note that compared to 2022, the share of regular users in it increased from 32% to 50% (and the share of those who do not use the Internet at all decreased from 48% to 30%).

Diagram 1.2.2. How often do you use the Internet?
(% among respondents of the corresponding group)



In Table 1.2.1, the data is structured by individual socio-demographic categories of the population. The most significant relationship can be traced in the case of age: if among the youngest respondents under the age of 30, 98% use the Internet every day and only 0.7% report that they do not use it, then among people aged 70+ these indicators are, respectively, 44 % and 38%. Although, compared to 2022, overall Internet usage in this group has increased. Age also intersects with the income level (older respondents rate their income much lower), and among people with low income, only 68% are regular Internet users.

Note that only 47% of people aged 60+ with low income are regular Internet users. Obviously, such an intersection of factors (older age x low income) increases the vulnerability of the category and requires special attention.

Table 1.2.1. How often do you use the Internet?
(% among respondents of the corresponding socio-demographic group)

% in line	3+ hours every day	2–3 hours a week or less	Don't use it	Hard to say
Region where they live now				
Western	82.0	8.6	9.2	0.1
Central	79.7	12.4	7.4	0.5
Southern	77.7	11.2	10.5	0.6
Eastern	79.7	12.3	8.0	0.0
Sex				
Man	82.0	10.8	6.8	0.4
Woman	78.2	11.1	10.4	0.4
Age				
18–29 years old	97.8	1.5	0.7	0.0
30–39 years old	93.8	3.7	2.4	0.0
40–49 years old	88.5	8.9	2.3	0.3
50–59 years old	80.9	16.4	2.7	0.0
60–69 years old	64.5	20.2	13.5	1.8
70+ years old	43.7	17.8	38.0	0.4
Type of settlement where they live now				
Village	74.0	12.9	12.4	0.7
Settlement/town of up to 20,000 residents	77.5	12.5	9.8	0.2
Town of 20.000-99.000 residents	82.2	10.5	7.3	0.0
City of 100.000+ residents	84.2	9.2	6.2	0.3
Education				
Incomplete secondary and lower	61.7	16.7	20.9	0.7
Vocational and secondary specialized	74.0	14.1	11.3	0.6
Higher	87.9	7.6	4.3	0.1
Family income level				
Low	68.2	14.4	16.7	0.7
Average	85.0	10.9	3.9	0.2
High	92.9	5.1	1.9	0.0

CHAPTER II.

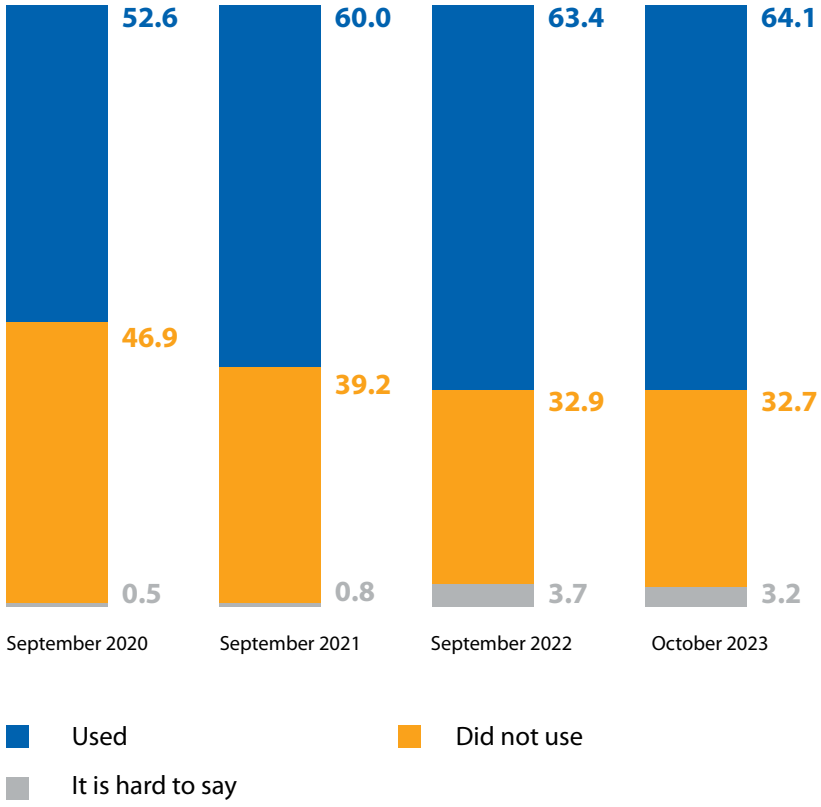
USE OF PUBLIC ELECTRONIC SERVICES

2.1. Use of public electronic services over the last year

Ukraine maintains a high level of use of public electronic services. Currently, 64% of respondents (71% among men and 58% among women) answered that they used at least some services in the last year. In 2022, this indicator was 63%, so formally, the changes are within the margin of error. However, compared to the indicators of 2020 (53%), there was an increase of almost 11%. At the same time, over three years of observation, the level of non-use decreased from 47% to 33%.

In 2020-2023, the level of use of public e-services increased by 11%, while the level of non-use decreased by 14%

Diagram 2.1.1.
During the last year, have you had the opportunity to receive public electronic services in any of the indicated areas?



The fact that over the last year the share of those using public electronic services has practically not changed can have several separate interpretations. First, the absence of 'rolling back' indicates that, having used public e-services once, people mostly get a quality experience that motivates them to continue using them. In other words, citizens obviously recognize the usefulness and importance of such services.

Second, as will be shown in Section 2.3, in two-thirds of cases, the reason for non-use is the lack of need. However, it can be about both objective lack and ignorance that the required services can be obtained in this way. If in the first case, the task is to expand the list of services in order to interest people, then in the second case, it is advisable to conduct information campaigns that will motivate people to try to use public digital services.

Third, in a third of cases non-use is caused by other factors, such as: lack of skills / mistrust / problems with the Internet. In order to increase the use by this category of the population, it is necessary to introduce separate areas of activity.

Table 2.1.1 details which public electronic services were used by the respondents during the last year. As in previous years, most respondents (51%) report the use of Diia. Other services were mentioned much less often. Although it is worth considering that in wartime the 'demand' for certain services may differ. In addition, some requested services are already consolidated in Diia, and respondents may have distinguished them less often. In general, in addition to Diia, such services as matters of personal transport (18.5%, 9.5% in 2022), receiving subsidies or benefits (16%, 18% in 2022), pension provision (16%, 7% in 2022), obtaining passports or contacts with the State Migration Service (14%, 8% in 2022), paid services for obtaining information from registers (13%, 7% in 2022), taxation (12%, 7% in 2022), entrepreneurship (11%, 7% in 2022) were mentioned relatively often.

Although other services were mentioned less often and in general the share of users of public electronic services did not change during the year, in 2022 users on average named two different services from the list, and now they name three different services on average. This indicates the intensification of the use of e-services.

If in 2022 users on average named two different services from the list, now they name already three, which indicates the intensification of the use of e-services

Table 2.1.1. During the last year, have you had the opportunity to receive public electronic services in any of the indicated areas? (the respondent could choose several answers)

% in line	Sept. 20	Sept. 21	Sept. 22	Oct. 23
Received at least 1 service:	**52.6**	**60.0**	**63.4**	**64.1**
Use of Diia application or portal	12.7	30.3	51.6	51.0
Use of personal transport (driver's license, car sale, payment of fines online, etc.)	11.9	15.0	9.5	18.5
Receiving subsidies, benefits and social benefits	12.5	12.7	15.9	17.8
Pension provision issues (Portal of electronic services of the Pension Fund)	10.8	11.5	7.3	16.0
Obtaining passports and other contacts with the State Migration Service	15.4	13.8	7.9	13.7
Paid services for obtaining information from state registers or obtaining digital extracts	10.0	10.2	6.7	13.0

% in line	Sept. 20	Sept. 21	Sept. 22	Oct. 23
Taxation (taxpayer's office)	8.8	10.5	7.3	12.1
Issues related to individual entrepreneurship (IE): (registration, single tax, reporting)	9.1	11.2	6.7	10.6
Birth certificate, accompanying documents	5.8	5.6	6.7	9.2
Admission to a higher education institution (submission of documents)	5.5	4.6	3.5	7.6
Issues related to running business of a firm or company (LLC) (registration, taxes or other issues)	7.7	9.4	3.9	6.1
Change of election address (to be able to vote)	3.1	2.8	–	–
Construction issues (such as permits)	1.8	2.0	–	–
Commercial transport (licences, transportation permits)	1.3	1.9	–	–
I did not have to receive services from the list, but I received others	3.9	3.6	1.3	1.2
I did not have to receive public electronic services	46.9	39.2	32.9	32.7
Hard to say	0.5	0.9	3.7	3.3

Among the vulnerable population groups, public electronic services were most used by IDPs (85%), parents of children with disabilities (80%), and veterans (71%). At the same time, Diia is used by almost 70% of representatives of these categories. Among people with disabilities and those who are raising a child themselves, the level of use is 63%. Elderly people used it the least (35%). It is important to note that among the elderly, despite a significant increase in Internet use, the level of use of public electronic services has practically not changed (35% now versus 34% in 2022).

Table 2.1.2. During the last year, have you had the opportunity to receive public electronic services in any of the indicated areas? (% among respondents of the corresponding group)

% in the column	Person with disability	Raising a child on their own	IDP	War veteran	Parent of a child with disability	Elderly person
Received at least 1 service:	**63.4**	**62.9**	**84.9**	**71.4**	**80.4**	**34.5**
Use of Diia application or portal	41.5	42.5	68.1	59.1	67.5	17.1
Personal vehicle issues (driver's license, car sale, payment of fines online, etc.)	21.3	13.0	21.0	19.1	37.8	2.6
Receiving subsidies, benefits and social benefits	31.0	19.7	40.2	20.8	14.3	13.1

% in the column	Person with disability	Raising a child on their own	IDP	War veteran	Parent of a child with disability	Elderly person
Pension provision issues (Portal of electronic services of the Pension Fund)	37.6	15.7	20.4	24.6	17.2	12.1
Obtaining passports and other contacts with the State Migration Service	12.0	18.8	21.3	18.8	14.9	6.5
Paid services for obtaining information from state registers or obtaining digital extracts	11.1	13.5	17.5	14.3	14.3	2.2
Taxation (taxpayer's office)	12.5	12.1	14.4	9.0	9.4	2.4
Issues related to individual entrepreneurship (IE) (registration, single tax, reporting)	7.9	11.3	10.7	9.2	7.2	2.3
Birth certificate, accompanying documents	17.1	13.4	9.7	4.4	11.4	1.9
Admission to a higher education institution (submission of documents)	14.7	6.5	6.3	4.8	2.5	2.1
Issues related to running business of a firm or company (LLC) (registration, taxes or other issues)	6.9	12.5	5.6	8.7	3.7	2.2
I did not have to receive services from the list, but I received others	0.7	2.1	3.4	0.0	0.0	0.9
I did not have to receive public electronic services	31.6	31.9	14.2	28.6	18.5	58.4
Hard to say / Refuse to answer	4.9	5.2	1.0	0.0	1.1	7.1

In Table 2.1.3, data on the use or non-use of public electronic services are given by individual socio-demographic categories of the population. Table 2.1.4 provides detailed information on the use of individual services by socio-demographic categories.

In general, such services were used more by younger respondents, respondents with higher education and respondents with a higher level of income. As before, the 'gap' in use depending on age is particularly noticeable: if among 18-29-year-old respondents 89% used at least one service, then among people aged 70+ — 30%. It is worth paying attention to low-income respondents: in addition to their unfavorable financial situation, they also have a lower level of service use (53% versus 67% among middle-income individuals and 81% among high-income individuals).

The gender dimension is also important: *71% of men and 58% of women used the services. Moreover, the trend towards a higher level of use among men compared to women is observed among all age categories*. Although men use almost all services more, the biggest gap is recorded in the 'personal transport issues' item (30% of men used this type of service in general, 9% of women) and (to a lesser extent) in the use of Diia (58% of men against 45% of women).

Perhaps, in the context of Ukraine's global goals to overcome gender gaps and stereotypes in the framework of campaigns for the promotion of public electronic services, it is also advisable to include a gender component. For example, combating stereotypes such as: cars are mostly the prerogative of men. Instead, public electronic services should be perceived as universal for women and men.

Table 2.1.3. During the last year, have you had the opportunity to receive public electronic services in any of the indicated areas?
(% among respondents of the corresponding socio-demographic group)

100% in line	Received at least 1 service	Did not receive	Hard to say
Region where they live now			
Western	61.4	36.3	2.3
Central	64.9	31.7	3.4
Southern	66.1	29.8	4.1
Eastern	64.0	32.3	3.7
Sex			
Man	71.2	26.5	2.3
Woman	58.2	37.8	4.0
Age			
18–29 years old	89.3	8.2	2.6
30–39 years old	80.8	19.0	0.2
40–49 years old	66.5	29.2	4.3
50–59 years old	60.8	36.4	2.8
60–69 years old	48.3	48.6	3.1
70+ years old	30.0	61.5	8.5
Type of settlement where they live now			
Village	57.0	38.3	4.7
Settlement/town of up to 20,000 residents	65.1	32.6	2.3
Town of 20.000-99.000 residents	60.4	37.0	2.6
City of 100.000+ residents	69.8	27.6	2.6
Education			
Incomplete secondary and lower	54.2	39.9	5.9
Vocational and secondary specialized	54.1	43.0	2.8
Higher	72.8	24.7	2.6
Family income level			
Low	53.2	42.0	4.8
Average	66.7	31.2	2.1
High	81.1	17.3	1.6

Table 2.1.4. During the last year, have you had the opportunity to receive public electronic services in any of the indicated areas?
(% among respondents of the corresponding socio-demographic group)

% in line	Received at least 1 service:	Diia	Personal transport	Subsidies	Pension provision	Passports / State Migration Service	State registers	Taxation	Private entrepre-neurship	Birth certificate	Admission to a university	Running a com-pany	Other	Did not receive	Hard to say / Refusal
Region															
Western	**61.4**	49.3	24.3	15.2	16.2	13.6	11.3	11.6	9.5	12.5	12.4	4.1	0.6	36.3	2.3
Central	**64.9**	52.6	16.2	17.3	14.2	12.3	15.0	13.8	13.0	8.6	4.3	7.4	1.3	31.7	3.4
Southern	**66.1**	50.8	16.1	20.0	17.5	16.8	12.2	11.3	9.5	6.1	6.0	6.9	2.0	29.8	4.1
Eastern	**64.0**	51.2	15.5	23.3	18.4	11.8	12.7	8.7	7.1	8.8	9.8	5.2	0.8	32.3	3.7
Sex															
Man	**71.2**	57.9	30.0	20.3	19.2	12.7	16.3	15.1	13.1	12.1	10.5	7.0	1.0	26.5	2.3
Woman	**58.2**	45.3	9.0	15.8	13.3	14.6	10.3	9.6	8.5	6.7	5.2	5.4	1.4	37.8	4.0
Age															
18–29 years old	**89.3**	82.1	41.3	33.7	21.2	19.2	16.3	22.6	18.2	23.0	24.6	5.0	0.7	8.2	2.6
30–39 years old	**80.8**	72.3	26.3	15.6	12.1	14.3	18.5	14.9	15.0	10.2	4.4	7.5	2.2	19.0	0.2
40–49 years old	**66.5**	53.2	18.1	15.4	14.4	20.5	15.6	15.0	12.7	8.9	10.2	11.7	0.9	29.2	4.3
50–59 years old	**60.8**	45.6	14.9	16.6	18.5	11.3	15.2	11.8	9.0	7.9	5.5	5.0	1.3	36.4	2.8
60–69 years old	**48.3**	30.4	7.1	16.8	21.4	9.7	7.0	4.8	4.3	4.2	1.6	3.2	0.8	48.6	3.1
70+ years old	**30.0**	12.2	1.0	11.9	10.1	5.8	1.4	1.6	1.9	1.3	1.9	2.0	0.9	61.5	8.5
Type of settlement															
Village	**57.0**	45.3	21.2	15.9	15.0	7.3	11.8	7.8	4.3	8.7	7.1	3.4	1.5	38.3	4.7
Settlement/town of up to 20,000 residents	**65.1**	48.1	19.2	24.0	18.3	21.3	14.0	11.8	9.9	10.8	13.5	4.8	0.3	32.6	2.3
Town of 20.000-99.000 residents	**60.4**	49.6	16.9	17.8	15.3	13.5	9.7	12.1	9.5	5.9	4.8	5.8	1.8	37.0	2.6
City of 100.000+ residents	**69.8**	56.1	16.8	17.9	16.3	16.8	14.4	15.3	15.6	9.8	7.3	8.5	1.1	27.6	2.6
Education															
Incomplete secondary and lower	**54.2**	35.8	23.3	11.4	9.6	9.5	9.0	6.8	5.1	4.6	3.2	4.3	1.2	39.9	5.9
Vocational / secondary special-ized	**54.1**	40.3	9.0	15.9	12.7	9.7	7.9	4.1	4.8	4.4	2.4	2.5	0.9	43.0	2.8
Higher	**72.8**	61.4	23.2	20.7	19.7	17.2	17.2	18.4	15.5	13.3	11.9	8.8	1.4	24.7	2.6
Family income level															
Low	**53.2**	37.6	10.0	16.6	14.7	11.7	8.7	5.3	4.5	5.6	5.0	3.3	1.1	42.0	4.8
Average	**66.7**	53.4	17.0	16.1	15.5	15.4	13.0	13.6	10.5	9.2	6.7	6.8	1.9	31.2	2.1
High	**81.1**	72.0	36.6	23.9	19.5	15.2	21.4	21.9	21.7	15.8	14.2	9.9	0.3	17.3	1.6

During the three years of observation (from 2020), the level of use of Diia increased from 13% to 51% as of the beginning of October 2023. Among the vulnerable categories, IDPs (68%), parents of children with disabilities (67.5%) and veterans (59%) use Diia the most. The elderly use Diia least of all (17%). Diia is used more often by men (58%; while women — 45%), younger respondents (the level of use decreases from 82% among respondents under the age of 30 to 12% among respondents aged 70 and older), respondents with higher education (61% versus 40% among respondents with a low level of education) and more wealthy respondents (the level of use among respondents with high income — 72%, with medium income — 53%, with low income — 38%).

During the three years of observation (from 2020), the level of use of Diia increased from 13% to 51% as of the beginning of October 2023

Respondents who used Diia were asked an additional question: did they use any specific services. At least one of the 9 services was used by 41% of such respondents (28% in 2022). Obtaining OK-5 or OK-7 certificate (20%, 7% in 2022) and registration of IDP status (14%, 16% in 2022) were reported relatively most often. Other services were named by 3-7.5% of respondents.

Table 2.1.5. During the last year, which of the below public electronic services did you use on the portal or in Diia?
(% among those who used Diia; respondent could chose several answers)

% in line	Sept. 22	Oct. 23
Obtaining an OK-5 or OK-7 certificate	7.0	19.8
Registration of IDP status and application for IDP payment	15.7	14.0
Change of IDP address	—	7.5
Pension certificate in Diia mobile application	5.2	7.3
Allocation or recalculation of pension	1.8	5.6
Application for allocation of a housing subsidy	1.4	4.9
IDP status termination	—	3.4
Application for participation in the preferential mortgage programme for IDPs	2.7	3.3
Signing up for consultation on child adoption	0.2	0.7
Application for continuation or termination of IDP payment	2.0	—
I did not have to receive public electronic services from the above list	66.8	54.8
Hard to say	5.3	4.4

Table 2.1.6 shows data structured by vulnerable population groups.

Table 2.1.6. During the last year, which of the following public electronic services did you use on Diia portal or application?
(% among those who used Diia; the respondent could choose several answers)

% in the column	A person with disability	People who bring up a child themselves	IDPs	War veterans[!]	Parents of a child with disability[!]	The elderly
Obtaining an OK-5 or OK-7 certificate	20.1	26.8	19.8	32.7	11.1	12.3
Registration of IDP status and application for IDP assistance	16.3	20.1	53.7	21.9	0.0	10.4
Change of IDP address	9.8	9.4	31.7	1.1	0.7	4.1
Pension certificate in Diia mobile application	18.1	9.9	10.2	10.8	4.7	24.2
Allocation or recalculation of pension	19.6	8.5	9.2	9.8	3.3	7.0
Application for the allocation of a housing subsidy	6.6	2.7	3.1	8.3	3.5	16.5
Termination of IDP status	1.3	2.1	2.1	6.4	0.0	1.5
Application for participation in the preferential mortgage lending program for internally displaced persons (IDPs)	2.5	6.4	7.4	3.2	0.0	8.0
Sign up for consultation on child adoption	0.0	0.0	1.8	0.8	0.0	0.4
I did not have to receive public electronic services from the above list	54.0	50.0	27.2	35.2	81.8	42.1
Hard to say	1.3	4.3	3.1	8.9	0.0	6.4

* The symbol "!" marked socio-demographic categories, in which the number of respondents is insufficient for statistically reliable calculations, so the data on them are indicative.

In Table 2.1.7, data on the use or non-use of public electronic services in Diia are presented in the section of individual socio-demographic categories of the population (among users of Diia).

Table 2.1.7. During the last year, which of the following public electronic services did you use on Diia portal or application?
(% among respondents of the corresponding socio-demographic group who used Diia in the last year)

% in the line	OK-5 or OK-7	Registration of IDPs	Change of IDP address	Retirement certification	Pension	Subsidy	Termination of of IDP status	Preferential mortgage for IDPs	Adoption	Nothing from the list	Hard to Say
Region											
Western	15.1	5.8	4.6	9.0	5.9	3.0	0.0	1.4	0.8	63.6	8.2
Central	18.5	11.7	5.4	6.1	5.7	5.7	2.9	3.2	0.9	57.5	3.0
Southern	24.2	18.1	12.5	6.7	3.6	4.7	2.7	3.8	0.2	50.2	2.1
Eastern	29.0	39.3	12.9	8.1	10.0	8.3	17.9	8.8	1.0	26.4	4.2
Sex											
Man	18.2	12.6	4.8	7.9	6.7	5.7	2.9	3.6	0.5	58.4	4.1
Woman	21.5	15.4	10.3	6.7	4.5	4.1	3.8	3.0	1.0	51.0	4.7
Age											
18–29 years old	15.5	13.6	11.1	3.3	2.8	1.4	4.5	1.0	0.8	67.2	2.9
30–39 years old	20.4	15.5	6.4	2.4	0.9	2.1	3.4	4.0	0.5	58.5	6.5
40–49 years old	28.1	14.5	7.3	5.2	4.3	5.4	3.3	2.6	0.0	47.1	4.1
50–59 years old	20.2	11.3	6.6	12.2	14.2	9.6	3.2	3.5	2.1	51.0	1.5
60–69 years old	12.3	16.1	5.8	24.5	16.9	11.1	1.2	5.6	0.7	39.2	4.9
70+ years old	13.2	3.9	4.5	22.9	7.3	14.2	2.2	9.4	0.0	42.7	6.2
Type of settlement											
Village	9.6	12.9	6.1	5.4	4.3	3.9	2.5	1.1	0.0	63.8	5.7
Settlement/town of up to 20,000 residents	28.2	18.5	12.7	15.5	13.3	5.3	0.9	7.6	2.1	47.8	5.2
Town of 20.000-99.000 residents	21.3	10.9	8.1	9.7	7.3	4.6	3.2	2.9	0.0	57.0	1.0
City of 100.000+ residents	23.9	14.3	7.2	6.4	4.7	5.5	4.3	3.9	1.0	50.4	4.1
Education											
Incomplete secondary and lower	6.1	8.8	5.8	10.0	2.3	1.7	0.5	0.4	0.0	76.8	0.8
Vocational / secondary specialized	12.5	19.1	11.8	6.8	7.0	7.2	2.5	5.1	0.1	51.6	5.5
Higher	24.8	12.7	6.0	7.1	5.6	4.2	4.1	3.0	1.1	53.1	4.3
Family income level											
Low	18.4	19.2	14.6	9.4	5.5	7.0	1.6	4.3	0.9	46.7	3.0
Average	25.7	15.5	6.4	8.0	7.5	6.0	3.6	3.5	0.7	50.6	4.1
High	14.2	7.9	2.7	4.4	3.5	0.9	4.4	1.9	0.6	68.2	5.5

2.2. Evaluation of the experience of receiving public electronic services

The absolute majority of respondents (78% of men and 79% of women) who used public electronic services consider the experience rather or very positive. 53% of them report a 'rather positive' experience and clarify that some aspects need to be improved. A rather or very negative experience is reported by 11.7% of users, while in 2021 this figure was 15.7%, that is, the number of dissatisfied users is decreasing.

The absolute majority of respondents (78% of men and 79% of women) who used public electronic services consider the experience rather or very positive

If we evaluate the methods of obtaining services, 54% of respondents consider online the most convenient and effective, and 10% — visiting a center for administrative services provision (in 2022, the corresponding indicators were 53% and 9%). Other 29% consider both methods convenient and effective (28% in 2022). Only 4% consider both methods inconvenient and ineffective (3% in 2022).

Diagram 2.2.1.

How would you rate your experience of receiving public electronic services?

What method of receiving services did you find most convenient and efficient?

(% among respondents who received at least one service from the list in the last year)

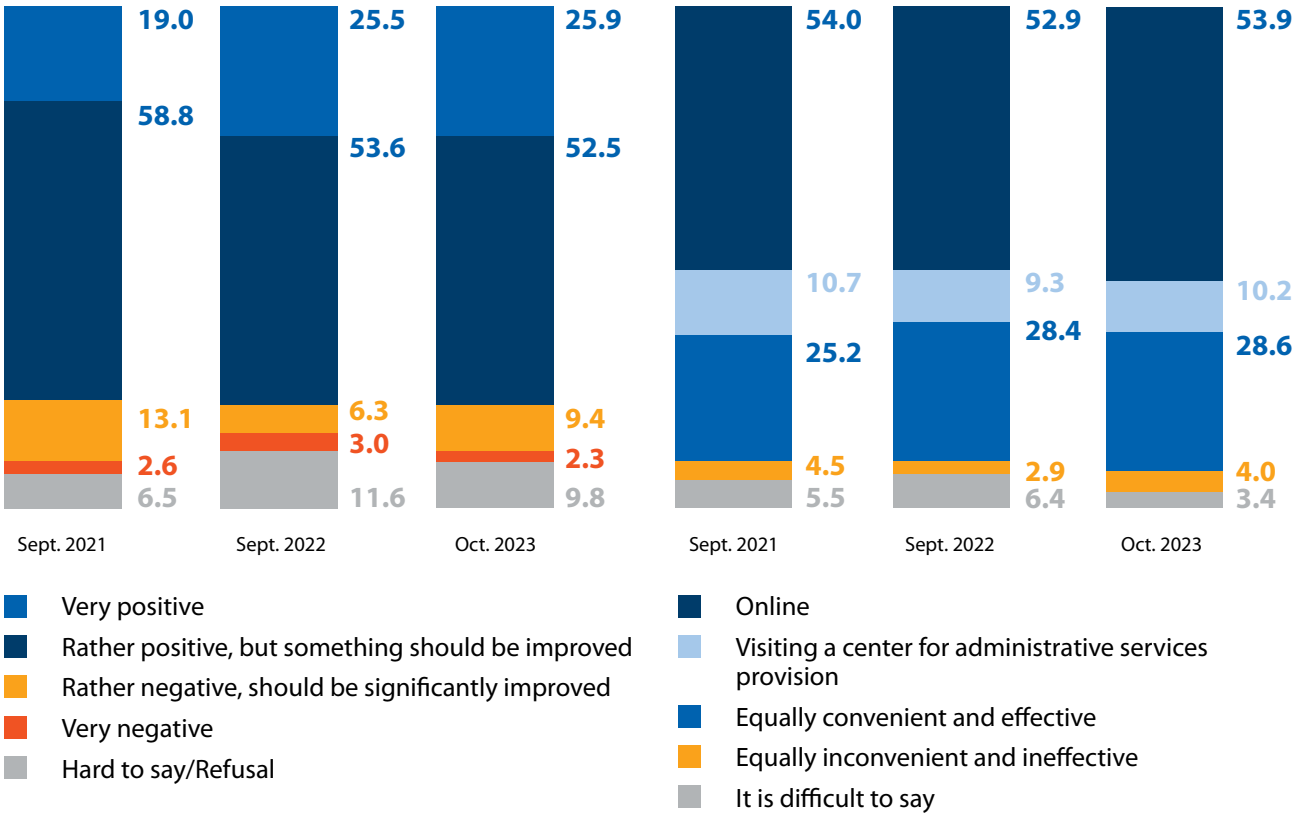


Table 2.2.1 presents data structured by vulnerable groups.

Table 2.2.1. How would you rate your experience of receiving public electronic services? / What method of receiving services did you find most convenient and efficient?
(% among respondents of the corresponding group who received at least one service from the list in the last year)

% in a column	Person with disability	Raising a child on their own	IDP	War veterans	Parents of a child with disability[!]	Elderly person
Own experience of receiving state electronic services						
The experience is very positive	17.9	29.3	27.7	24.1	12.5	31.3
Rather positive, but something needs to be improved	61.9	51.3	50.7	52.4	37.9	28.0
Rather negative, it needs to be significantly improved	7.1	11.6	9.6	10.6	40.1	5.5
The experience is very negative	2.7	1.6	4.1	1.0	2.0	6.5
Hard to say	10.4	6.2	8.0	11.9	7.6	28.7
The most convenient and effective way						
Online	49.2	42.5	49.5	38.5	74.7	30.4
Visiting a center for administrative services provision	11.0	8.2	10.7	16.3	5.5	24.3
Equally convenient and effective	29.2	29.3	29.0	41.4	14.1	17.8
Equally inconvenient and ineffective	4.0	9.3	8.6	2.5	3.3	10.4
Hard to say	6.7	10.6	2.2	1.3	2.4	17.1

* The symbol "!" marked socio-demographic categories in which the number of respondents is insufficient for statistically reliable calculations, therefore, the data on them are indicative.

Table 2.2.2 shows the data structured by individual socio-demographic categories of the population.

Table 2.2.2. How would you rate your own experience of receiving public electronic services? / Which method of receiving electronic services do you consider to be the most convenient and effective? (% among respondents of the corresponding socio-demographic category who received at least one of the services from the list in the last year)

% in line	Own experience of receiving public electronic services					The most convenient and effective way				
	Very positive	Rather positive	Rather negative	Very negative	Hard to say	Online	Center for administrative services provisison	Both	None	Hard to say
Region										
Western	23.4	53.2	12.3	1.3	9.7	58.8	9.0	28.7	1.8	1.6
Central	24.8	56.9	7.1	1.5	9.6	55.3	10.9	25.5	4.2	4.2
Southern	33.7	43.8	6.9	5.2	10.4	51.6	8.1	30.4	5.5	4.4
Eastern	17.0	56.1	16.7	1.1	9.0	37.8	17.0	36.4	5.8	3.0
Sex										
Man	21.0	57.3	10.9	2.3	8.5	61.7	8.2	24.5	3.4	2.2
Woman	31.0	47.7	7.8	2.4	11.1	45.9	12.3	32.7	4.6	4.6
Age										
18–29 years old	21.9	69.4	7.0	0.0	1.8	73.5	5.2	21.3	0.0	0.0
30–39 years old	25.8	48.6	14.0	2.0	9.7	54.5	4.2	35.3	5.6	0.4
40–49 years old	27.1	58.6	7.8	1.7	4.9	59.8	7.3	29.3	1.4	2.3
50–59 years old	29.1	50.3	7.0	1.8	11.7	44.1	16.2	32.7	3.3	3.6
60–69 years old	24.7	43.5	9.0	5.0	17.9	39.0	22.5	23.0	6.5	8.9
70+ years old	29.9	24.2	7.3	9.3	29.3	26.0	23.3	17.7	13.3	19.6
Type of settlement where they live now										
Village	21.9	52.8	13.2	1.7	10.4	55.5	7.7	30.0	4.6	2.2
Settlement/town of up to 20,000 residents	27.4	50.5	9.8	2.2	10.0	47.6	15.9	30.3	2.8	3.4
Town of 20.000-99.000 residents	32.4	53.3	6.5	0.5	7.2	58.1	12.4	23.3	4.6	1.5
City of 100.000+ residents	26.8	52.7	7.6	3.1	9.9	53.3	10.2	28.3	3.7	4.4
Education										
Incomplete secondary and lower	16.3	32.2	30.0	3.6	17.8	49.1	16.6	21.7	4.0	8.6
Vocational and secondary specialized	25.1	43.7	11.0	3.5	16.7	44.5	13.8	29.4	7.1	5.2
Higher	28.0	60.3	5.0	1.6	5.1	59.1	7.1	29.5	2.5	1.7
Family income level										
Low	25.4	43.2	9.5	4.2	17.7	45.8	11.5	28.1	7.6	7.0
Average	26.7	57.2	5.9	2.2	7.9	50.8	11.3	33.3	2.7	2.0
High	24.4	56.9	14.5	0.3	3.9	67.7	6.6	22.7	1.7	1.3

* The symbol "!" marked socio-demographic categories for which the number of respondents is insufficient for statistically reliable calculations, therefore, the data on them are indicative.

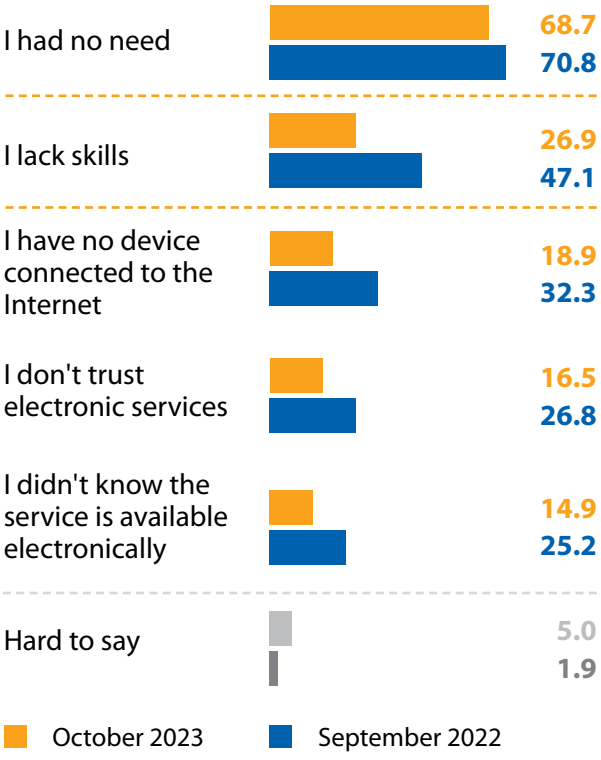
2.3. Reasons for not using public electronic services

The main reason for not using state electronic services was reported by the respondents as their lack of such a need. This was reported by 69% of respondents, almost the same number in 2022. Next in the list of reasons are lack of skills (27%), lack of a device with Internet access (19%), distrust of electronic services (16.5%), ignorance of service availability (15%). Compared to 2022, there have been noticeably fewer people who indicate all other barriers, except the lack of need. In particular, there has been as much as a 20% reduction (27% vs. 47% in 2022) of those reporting a lack of skills, thus likely creating more opportunities to improve digital skills.

Among respondents who indicated a lack of skills (25% of men and almost 28% of women), one in three (34%) does not want to develop skills at all. 29% say they would like to develop them with help of their children / grandchildren, 15% with the help of free courses and 11% with the help of short instructional videos.

Diagram 2.3.1.

Why did you not use public electronic services during the last year? (% among the respondents who did not use the services, the respondents could choose several answers)



You mentioned that you lack the skills to use public services. In what way would you like to develop them? (% of respondents who lack skills, the respondents could choose up to 2 answers)

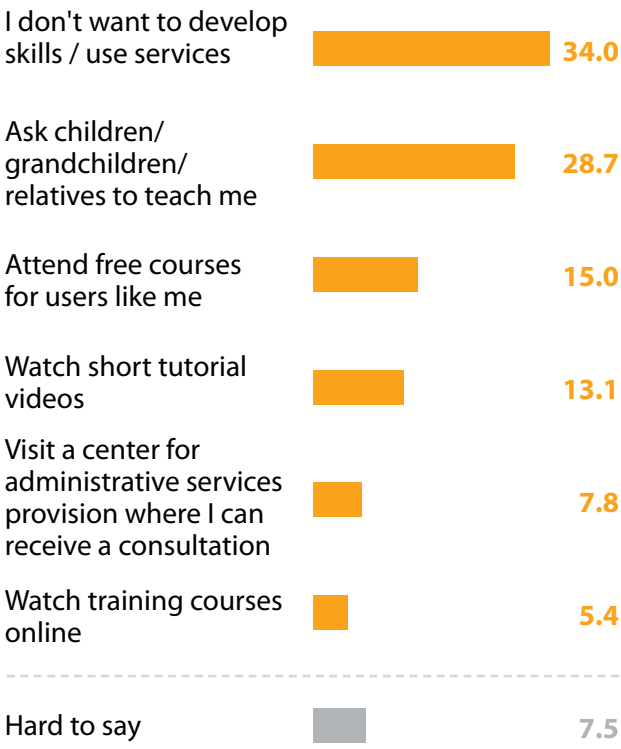


Table 2.3.1 shows the reasons for not using services with a breakdown by vulnerable groups.

Table 2.3.1. Why did you not use public electronic services during the last year?
(% among the respondents of the corresponding group who did not use the services)

% in the column	A person with a disability	Persons raising children by themselves[!]	IDPs[!]	Veterans[!]	Parents of a child with a disability[!]	The elderly
There was no such need	37.9	18.7	10.7	40.1	0.0	50.4
Lack of skills	25.3	54.0	56.5	42.3	15.1	26.6
No device with internet access	11.8	7.1	10.7	17.6	12.5	11.3
I do not trust electronic services	4.7	25.5	22.0	0.0	36.3	5.3
I did not know that the service is provided electronically	7.1	0.0	9.6	0.0	0.0	9.1
Hard to say	0.0	0.0	0.0	0.0	0.0	1.6

* The symbol "!" marked socio-demographic categories, in which the number of respondents is insufficient for statistically reliable calculations, so the data on them are indicative.

Table 2.3.2 presents data by individual socio-demographic factors.

Table 2.3.2. Why did you not use public electronic services during the last year?
(% among respondents of the corresponding socio-demographic group who did not use the services)

% in the line	There was no such need	Lack of skills	No device with internet access	I do not trust electronic services	I did not know that the service is provided electronically	Hard to say
Region where they live now						
Western	66.7	17.9	17.7	15.7	16.1	5.8
Central	71.5	30.8	22.9	13.8	16.6	3.9
Southern	68.8	30.3	11.9	22.7	11.4	5.2
Eastern	64.6	36.4	24.2	15.1	11.9	5.8
Sex						
Man	69.4	25.3	17.0	21.4	12.4	7.8
Woman	68.3	27.8	20.0	13.6	16.3	3.3
Age						
18–29 years old[!]	80.7	23.2	0.0	11.9	15.8	0.0
30–39 years old	79.4	11.4	2.1	20.3	17.0	8.9

% in the line	There was no such need	Lack of skills	No device with internet access	I do not trust electronic services	I did not know that the service is provided electronically	Hard to say
40–49 years old	64.9	17.3	15.2	18.8	11.2	4.9
50–59 years old	69.1	22.9	13.9	10.5	16.4	8.6
60–69 years old	70.6	37.0	21.5	20.8	15.1	3.0
70+ years old	62.2	35.3	33.8	14.1	14.7	2.9
Type of settlement where they live now						
Village	64.1	28.8	25.1	17.8	18.1	4.6
Settlement/town of up to 20,000 residents	68.5	38.1	18.5	18.7	26.1	4.6
Town of 20.000-99.000 residents	68.0	27.4	17.6	20.8	9.0	6.3
City of 100,000+ residents	73.7	22.0	13.2	13.3	10.4	5.1
Education						
Incomplete secondary and lower	70.3	38.4	32.9	17.7	14.8	5.4
Vocational and secondary specialized	64.9	29.4	18.2	17.1	19.4	4.2
Higher	72.7	19.3	14.3	15.5	10.2	5.7
Family income level						
Low	63.1	34.7	26.1	18.3	18.3	4.7
Average	76.4	16.5	10.6	14.9	10.1	6.3
High	78.9	18.3	9.6	16.8	13.8	2.4

* The symbol "!" marked socio-demographic categories, in which the number of respondents is insufficient for statistically reliable calculations, so the data on them are indicative.

2.4. Main aspects of receiving electronic services from the government

Respondents express quite diverse views on the importance of certain aspects of public electronic services. Most of the respondents listed the security of personal data as the most important characteristics (20%, 23% in 2022) and the availability of a phone number that you can contact when something goes wrong (18%, 24% in 2022). Other important aspects are access with qualified electronic signature only (13.5%, 13% in 2022), online chat (13%, 15% in 2022), access with minimal registration (13%, 12% in 2022). Although there are some fluctuations compared to the previous year, the overall picture remains unchanged.

Table 2.4.1. Please remember or imagine using an electronic service from the government. What aspects are important to you? (the respondent could choose up to 3 answers)

% in the column	Sept. 21	Sept. 22	Oct. 23
Protection of personal data, including data encryption	16.2	22.7	19.6
Having a phone number to call when something goes wrong	24.0	23.6	17.8
Access to the service is only possible with a qualified electronic signature. Safety is my priority	9.9	13.4	13.5
Online chat with the ability to instantly ask questions to consultants	12.6	15.4	13.2
Access to the service without registration or through minimal verification, such as an SMS code. Speed and ease are my priority	11.1	12.2	13.1
Short, clear explanations without using office language	17.4	8.9	10.2
Video instructions with a step-by-step explanation of all necessary actions	10.2	10.7	9.2
The ability to track the progress of the application	5.2	9.5	8.8
Clear design, large font	9.6	7.7	8.3
A feature to save my data in a draft so that I don't have to fill it from scratch	9.7	9.8	7.8
Fewer transitions between pages	9.6	6.0	7.7
The ability to choose from drop-down lists and not to type standard information manually (address data, indexes, etc.)	6.0	8.3	7.1
Frequently asked questions (FAQ) section with typical situations	2.6	2.0	3.0
None of the above	26.5	26.2	25.8
Hard to say	11.1	10.6	16.3

In Table 2.4.2, the data is structured by those who used and did not use public electronic services. It should be noted that among those who did not use it, about half expressed certain wishes, relatively most often — regarding the availability of a number that can be contacted, as well as regarding increasing the level of protection of personal data.

Table 2.4.2. Please remember or imagine using an electronic service from the government. What aspects are important to you?
(% among respondents depending on the availability of the experience of using public electronic services for the last year)

% in the column	Used	Did not use
Protection of personal data, including data encryption	24.8	10.6
Having a phone number to call when something goes wrong	20.6	13.1
Access to the service is only possible with a qualified electronic signature. Safety is my priority	17.8	6.4
Online chat with the ability to instantly ask questions to consultants	16.3	8.0
Access to the service without registration or through minimal verification, such as an SMS code. Speed and ease are my priority	16.3	7.8
Short, clear explanations without using office language	12.1	7.2
Video instructions with a step-by-step explanation of all necessary actions	10.8	7.0
The ability to track the progress of the application	10.7	5.2
Clear design, large font	10.8	4.3
A feature to save my data in a draft so that I don't have to fill it from scratch	9.9	4.1
Fewer transitions between pages	10.1	3.4
The ability to choose from drop-down lists and not to type standard information manually (address data, indexes, etc.)	9.2	3.4
Frequently asked questions (FAQ) section with typical situations	3.6	2.0
None of the above	20.8	35.1
Hard to say	8.6	28.3

Table 2.4.3 shows the data structured by vulnerable population groups, and Table 2.4.4 — the data structured by individual socio-demographic categories of the population.

Table 2.4.3. Please remember or imagine using an electronic service from the government. What aspects are important to you? (% among respondents of the corresponding group)

% in the column	A person with a disability	Raising a child on their own	IDPs	Veterans	Parents of a child with a disability	The elderly
Protection of personal data, including data encryption	16.6	25.6	28.4	19.5	12.0	7.5
Having a phone number to call when something goes wrong	21.7	26.3	19.7	19.6	9.5	11.9
Access to the service is only possible with a qualified electronic signature. Safety is my priority	10.0	8.9	18.9	15.2	19.5	4.3
Online chat with the ability to instantly ask questions to consultants	11.3	19.4	19.7	15.5	8.5	3.9
Access to the service without registration or through minimal verification, such as an SMS code. Speed and ease are my priority	18.6	13.3	15.6	10.3	9.6	4.1
Short, clear explanations without using office language	8.6	11.5	12.8	3.1	7.8	4.4
Video instructions with a step-by-step explanation of all necessary actions	8.2	6.9	7.9	7.5	8.5	3.4
The ability to track the progress of the application	6.2	4.1	10.1	3.1	3.3	2.5
Clear design, large font	3.6	8.7	9.9	4.6	17.5	3.9
A feature to save my data in a draft so that I don't have to fill it from scratch	7.1	7.6	14.3	10.7	3.0	2.7
Fewer transitions between the pages	5.4	11.2	13.3	19.9	17.2	1.5
The ability to choose from drop-down lists and not to type standard information manually (address data, indexes, etc.)	3.6	7.7	6.9	8.7	5.9	2.0
Frequently asked questions (FAQ) section with typical situations	1.5	2.7	3.0	0.0	2.2	0.5
None of the above	25.8	19.9	15.8	23.0	42.9	43.9
Hard to say	19.6	14.1	11.1	17.9	8.7	30.3

Table 2.4.4. Please remember or imagine using an electronic service from the government. What aspects are important to you?
(% among respondents of the corresponding socio-demographic group)

% in the line	Protection of personal data	The phone number you can call to apply	Access only with a qualified electronic signature	Online chat	Access without registration or with minimal verification	Short, clear clarifications	Video instructions	Possibility to track progress	Clear design, large fonts	Data storage in drafts	As few transitions as possible	The possibility — to choose from drop-outs lists	FAQ section	None of the above	Hard to say
Region															
Western	18.9	20.1	15.9	12.7	16.2	8.1	10.2	7.8	7.0	9.4	8.2	6.5	2.6	26.3	15.0
Central	20.2	17.8	14.1	13.8	10.3	11.8	9.4	10.2	10.4	7.7	6.7	8.2	2.2	24.8	16.0
Southern	20.7	15.9	11.7	15.1	12.8	9.2	7.8	8.3	6.6	5.7	8.7	6.7	4.6	25.6	16.9
Eastern	16.6	15.3	8.0	7.0	15.0	12.9	8.3	7.6	8.9	9.1	7.1	5.2	3.0	29.3	19.8
Sex															
Man	19.5	18.0	12.8	11.5	14.3	11.2	7.9	9.1	9.1	8.3	5.8	6.7	2.0	28.6	14.1
Woman	19.8	17.7	14.2	14.6	12.0	9.3	10.2	8.5	7.7	7.4	9.2	7.4	3.8	23.5	18.1
Age															
18–29 years old	34.3	18.5	16.7	18.4	34.7	13.8	10.3	13.6	7.4	14.0	12.6	9.9	6.4	10.4	6.3
30–39 years old	22.9	18.6	20.9	20.3	10.6	11.8	10.5	10.3	15.2	9.0	11.2	8.1	3.2	22.2	11.8
40–49 years old	23.7	19.8	16.0	15.4	14.4	13.6	10.5	12.4	5.9	9.6	10.9	12.9	3.7	17.6	12.7
50–59 years old	19.0	21.0	12.0	11.8	11.0	9.2	12.0	7.9	8.6	6.6	4.2	5.1	2.9	25.4	15.5
60–69 years old	10.7	18.1	8.2	7.7	6.5	7.0	6.7	5.3	5.8	4.7	3.9	3.2	0.6	36.5	21.8
70+ years old	5.0	8.6	2.7	1.1	3.8	3.9	3.6	1.7	3.9	2.3	1.0	1.8	0.8	46.9	33.1
Type of settlement															
Village	15.4	18.9	13.0	12.2	10.1	8.1	7.8	8.0	9.5	5.3	5.8	2.6	2.0	32.4	18.4
Settlement/town of up to 20,000 residents	21.4	18.5	9.4	12.8	13.1	8.1	10.6	6.7	4.0	10.6	7.0	8.6	3.7	28.3	11.7
Town of 20.000-99.000 residents	16.6	18.0	15.4	10.7	9.1	8.4	8.7	9.6	6.2	11.1	5.1	9.3	3.1	27.3	16.5
City of 100,000+ residents	23.0	16.8	14.4	14.5	16.1	12.5	9.9	9.6	9.0	8.3	9.7	9.6	3.5	20.1	15.7
Education															
Incomplete secondary and lower	12.6	12.4	5.2	6.8	3.7	8.0	3.8	7.9	4.5	3.8	3.1	3.4	1.9	46.2	17.6
Vocational / secondary specialized	12.2	16.8	9.3	10.8	10.8	8.2	8.0	5.0	4.8	3.2	6.4	3.5	0.8	33.0	22.7
Higher	26.1	19.9	18.2	16.3	16.8	11.9	11.3	11.4	11.5	11.7	9.6	10.3	4.6	16.6	11.4
Family income level															
Low	13.8	17.4	8.7	9.7	8.4	8.1	6.8	5.1	4.5	6.7	6.5	5.9	1.4	31.9	22.0
Average	24.4	17.0	13.5	16.6	13.4	11.0	10.6	11.9	9.6	9.0	7.8	7.2	3.6	24.3	12.9
High	22.7	21.0	23.0	14.3	21.2	13.0	11.5	10.3	13.3	8.5	10.0	9.3	4.9	17.4	9.6

2.5. Situations in which effective electronic services are necessary

First, 67% of respondents (74% in 2022) were able to name at least one situation in which they would be interested in having an efficient electronic service. 20% of respondents say that they "don't need any electronic services at all" (a similar indicator was recorded last year).

Secondly, the respondents have rather varied ideas about which life situations they would be most interested in effective electronic services. Relatively the most respondents named access to the medical card (15% of respondents include this situation in the top three situations in which they are most interested in electronic services), obtaining notary services (11%), electronic sick leave (11%), operations with personal transport (10 %).

Among the respondents who did not use public electronic services during the last year, 45% named at least one area where they would like to have an effective electronic service.

Compared to 2022, there are certain fluctuations, but in general the situation remains unchanged. There are 4-5% fewer people for whom such services as an electronic sick leave, processing necessary documents in land matters online, processing certificates for receiving a pension or documents for paying subsidies are relevant. At the same time, demand for notarial services is growing significantly (+4%).

Table 2.5.1. In what real life situation would you like to have an effective electronic service? (the respondents could choose up to 3 answers)

% in the column	Sept. 21	Sept. 22	Oct. 23	Experience of use over the past year	
				Users	Non-users
Name at least 1 situation:	**74.3**	**74.2**	**67.4**	**80.4**	**44.8**
Access to data from a medical card	10.4	15.0	14.8	17.8	9.3
Obtaining notarial services	7.1	7.7	11.3	14.1	6.5
Electronic sick leave	8.9	14.9	10.8	14.0	4.8
Obtaining a passport for traveling abroad	21.0	16.3	10.8	13.3	6.7
Obtaining a passport of a citizen of Ukraine	13.8	11.6	10.7	12.4	7.9
Buying, selling, reissuing, obtaining license plates for a car (personal transport)	15.3	10.6	10.4	14.6	3.1
Obtaining an identification code, its copy or an equivalent electronic analogue	5.4	7.9	8.5	10.8	4.7
Obtaining necessary documents in land matters online	7.5	12.4	8.3	9.7	5.6

% in the column	Sept. 21	Sept. 22	Oct. 23	Experience of use over the past year	
				Users	Non-users
Change of place of registration	11.8	8.0	7.4	9.0	4.7
Buying, selling, renting real estate	7.0	6.3	7.3	9.4	3.9
Change of election address to be able to vote	4.5	4.6	7.0	8.9	3.6
Obtaining and replacing a pension certificate	4.6	7.0	6.2	6.6	5.8
Running a small business (IE): from opening to closing	12.3	6.2	6.2	8.1	2.9
Issuance of certificates for receiving a pension	8.8	9.7	5.8	5.6	6.2
Payment of taxes, preparation of relevant certificates	6.8	5.1	5.4	6.7	3.4
Issuance and renewal of documents for the payment of subsidies	14.5	9.1	5.4	5.6	4.6
Inclusion in the list of participants of hostilities, registration and replacement of the identity card	1.5	2.6	4.4	5.6	2.3
Obtaining a certificate of criminal record	1.8	3.0	4.3	5.8	1.8
Obtaining documents for a newborn child (birth certificate, identification code)	5.9	5.3	4.1	5.1	1.9
Issuance, renewal of documents regarding temporary incapacity/permanent disability	3.8	3.5	3.9	4.1	3.6
Obtaining and replacing documents confirming marriage, divorce	1.4	2.7	3.7	4.7	1.9
Issuance of documents for parental leave (decree)	1.6	3.0	3.1	3.4	2.2
Submission of documents, receipt of extracts from military recruitment office	1.8	2.8	3.0	4.0	0.9
Issues of interaction with judicial authorities	1.9	1.4	2.5	2.9	1.1
Registration, renewal of documents in connection with temporary loss of workplace	3.0	5.1	2.5	2.9	1.7
Inclusion in the list of internally displaced persons	0.5	2.5	2.0	2.1	2.1
I do not need any electronic services at all	15.3	19.8	19.6	9.2	38.7
Hard to say	10.4	6.0	13.0	10.3	16.5

Table 2.5.2 provides data with the breakdown by vulnerable groups, and Table 2.5.3 provides data structured by individual socio-demographic factors.

Table 2.5.2. In what real life situation would you like to have an effective electronic service? (% among respondents of the corresponding group)

% in the column	A person with a disability	Raising a child by themselves	IDPs	Veterans	Parents of a child with a disability	The elderly
Name at least 1 situation:	**67.5**	**81.3**	**81.6**	**65.0**	**83.7**	**37.3**
Access to your own medical card data	11.0	14.6	18.6	3.8	34.5	9.8
Obtaining notarial services	13.7	6.1	15.9	11.1	7.6	6.6
Electronic sick leave	7.5	11.4	10.8	12.0	3.2	3.5
Obtaining a passport for traveling abroad	9.7	12.8	10.7	2.9	5.7	4.7
Obtaining a passport of a citizen of Ukraine	9.1	26.6	15.5	7.3	10.8	4.5
Buying, selling, reissuing, obtaining license plates for a car (personal transport)	8.6	5.9	17.5	18.7	15.8	2.6
Obtaining an identification code, its copy or an equivalent electronic analogue	15.5	12.2	9.7	14.2	7.2	2.4
Execution of necessary documents in land matters online	7.8	10.8	6.0	13.7	19.6	4.3
Change of place of registration	6.5	7.6	11.8	4.8	3.6	2.8
Buying, selling, renting real estate	1.9	4.6	6.6	7.2	28.7	4.9
Change of election address to be able to vote	11.5	6.4	5.8	2.3	31.9	2.0
Obtaining and replacing a pension certificate	10.9	7.0	4.6	1.9	10.9	8.0
Running a small business (IE): from opening to closing	1.7	9.2	8.1	4.6	5.8	0.4
Issuance of certificates for receiving a pension	7.6	5.9	6.1	4.1	3.4	6.8
Payment of taxes, preparation of relevant certificates	3.0	6.9	4.2	0.8	3.2	1.6
Issuance and renewal of documents for the payment of subsidies	8.0	6.3	6.6	3.4	6.3	7.5

% in the column	A person with a disability	Raising a child by themselves	IDPs	Veterans	Parents of a child with a disability	The elderly
Inclusion in the list of participants in hostilities, registration and replacement of certificates	2.5	7.4	5.8	16.6	2.9	1.1
Obtaining a certificate of criminal record	3.0	3.9	4.8	4.3	15.2	1.1
Obtaining documents for a newborn child (birth certificate, identification code)	2.4	13.9	4.5	4.9	2.9	0.1
Issuance, renewal of documents regarding temporary incapacity/ permanent disability	5.3	2.3	8.3	2.5	2.2	1.7
Obtaining and replacing documents confirming marriage, divorce	2.6	5.7	6.6	2.2	0.5	0.4
Issuance of documents for parental leave (decree)	2.0	6.9	3.7	4.0	2.0	1.1
Submission of documents, receipt of extracts from a military recruitment office	2.8	3.8	3.4	6.0	2.5	0.8
Issues of interaction with judicial authorities	3.5	5.1	3.3	2.0	0.9	1.2
Registration, renewal of documents in connection with temporary loss of workplace	2.6	2.9	7.5	0.0	1.6	0.3
Inclusion in the list of internally displaced persons	1.6	3.8	8.4	3.2	0.5	0.9
I do not need any electronic services at all	18.7	9.1	7.6	15.9	12.5	41.5
Hard to say	13.8	9.6	10.8	19.1	3.8	21.2

Table 2.5.3 (beginning). **In what real life situation would you like to have an effective electronic service?**
(% among respondents of the corresponding socio-demographic group)

% in the line	Name at least one:	Medical card	Notarial services	Electronic sick leave	Passport for traveling abroad	Passport of a citizen	Operations with personal — transport	Identification code	Land issues	Registration	Property transactions	Electoral address	Pension certificate	Running a small business	Certificates as regards pension	Tax payment
Region																
Western	72.7	16.8	15.0	11.7	11.2	9.2	10.9	10.1	10.9	7.2	10.4	13.6	6.0	5.1	4.6	5.3
Central	67.8	14.4	10.8	9.7	10.8	10.6	11.8	6.7	8.1	6.2	7.5	4.6	6.7	8.0	7.3	6.2
Southern	62.5	14.1	8.2	11.3	8.9	11.0	8.6	8.3	5.4	9.8	4.0	4.1	5.9	5.5	5.7	5.1
Eastern	60.6	11.2	8.8	10.7	14.4	14.7	7.9	11.8	7.7	7.2	4.2	2.8	5.8	3.5	4.1	3.5
Sex																
Man	68.3	13.3	11.7	8.7	8.7	9.8	15.9	10.3	7.4	5.4	10.5	9.3	5.0	7.7	4.3	5.3
Woman	66.6	15.9	10.9	12.5	12.5	11.4	5.9	7.1	9.0	9.2	4.6	5.1	7.2	4.9	7.1	5.5
Age																
18–29 years old	81.7	15.9	18.9	8.1	15.9	9.3	10.3	17.4	4.6	12.7	8.5	19.0	1.9	10.0	2.7	6.7
30–39 years old	80.4	19.8	16.0	13.0	11.0	14.6	18.9	8.8	11.3	10.1	13.2	9.6	3.2	7.0	3.2	6.7
40–49 years old	77.3	16.6	9.4	15.5	13.4	15.2	12.2	11.3	8.0	9.0	6.0	5.1	4.5	10.2	4.8	8.1
50–59 years old	68.7	14.3	9.4	14.5	12.5	10.3	8.6	5.8	10.2	4.9	3.1	5.1	10.3	6.1	10.6	5.9
60–69 years old	53.6	9.8	6.3	6.8	7.4	6.8	5.1	5.6	9.6	4.2	5.1	1.8	11.6	2.3	8.3	2.3
70+ years old	31.9	9.0	6.2	3.5	3.3	4.4	2.3	2.1	3.4	2.6	5.5	1.5	6.8	0.0	6.1	1.4
Type of settlement																
Village	65.9	15.9	12.9	9.0	10.1	9.3	13.4	9.7	11.5	5.6	9.9	9.5	5.4	3.6	4.5	3.4
Settlement/ town of up to 20,000 residents	70.5	12.2	10.7	15.4	7.3	11.6	10.5	6.1	9.8	5.6	5.8	7.8	7.1	7.1	7.6	4.0
Town of 20.000-99.000 residents	68.5	17.4	7.4	12.7	15.3	9.2	10.4	6.2	5.8	6.0	6.0	5.1	6.7	5.6	10.1	4.8
City of 100,000+ residents	67.4	13.9	11.0	10.7	11.0	11.8	8.2	8.7	6.1	9.5	6.0	5.4	6.5	8.0	5.5	7.3
Education																
Incomplete secondary and lower	53.8	13.2	3.7	8.2	4.4	6.9	4.5	2.4	4.8	4.5	15.7	11.2	10.3	2.8	4.8	0.9
Vocational / secondary specialized	59.6	14.0	8.4	9.4	10.1	9.4	9.1	7.5	8.7	8.7	4.0	3.2	5.5	4.3	7.1	3.5
Higher	75.8	15.7	14.9	12.3	12.8	12.4	12.7	10.6	8.9	7.4	7.3	8.4	5.8	8.2	5.3	7.7
Family income level																
Low	55.1	11.1	8.4	8.3	8.9	7.6	7.0	5.1	5.6	5.5	5.5	3.8	7.3	2.7	7.3	2.1
Average	74.0	16.8	9.1	14.3	12.5	14.0	11.6	8.5	8.8	10.0	4.5	4.5	7.2	7.8	5.7	7.5
High	80.9	18.5	20.3	9.4	11.8	10.7	15.2	14.9	12.5	6.8	15.5	17.1	2.8	9.7	3.9	8.0

Table 2.5.3 (continued). **In what real life situation would you like to have an effective electronic service?**
(% among respondents of the corresponding socio-demographic group)

% in the line	Subsidies	Participants in hostilities	Certificate of criminal record	New-born child	Temporary — disability / permanent disability	Marriage / divorce	Maternity vacation	Military recruitment offices	Courts	IDPs	Temporary loss of work place	None are needed	Hard to say
Region													
Western	5.9	3.4	5.4	2.9	4.4	3.5	2.2	3.8	1.7	4.0	1.6	19.5	7.7
Central	4.8	4.9	3.8	4.3	4.9	2.7	3.6	2.4	2.4	2.7	1.7	18.2	14.0
Southern	5.4	5.4	3.8	4.7	2.3	5.3	4.3	3.4	2.4	0.5	2.9	20.9	16.6
Eastern	5.7	2.7	4.3	5.2	2.3	3.4	0.8	1.4	5.4	1.8	2.2	22.3	17.0
Sex													
Man	3.6	5.1	4.6	3.9	3.5	2.9	1.1	4.5	3.0	2.4	1.2	18.5	13.2
Woman	6.8	3.8	4.0	4.2	4.2	4.3	4.7	1.7	2.1	2.5	2.6	20.5	12.9
Age													
18–29 years old	2.3	9.4	7.2	3.5	7.6	6.9	4.5	6.8	3.4	3.8	0.8	5.2	13.2
30–39 years old	2.2	4.9	6.5	10.4	2.8	5.9	4.4	3.1	2.2	3.8	1.8	11.1	8.5
40–49 years old	7.3	6.2	5.9	4.6	4.5	3.6	4.2	4.0	3.3	3.2	3.3	11.3	11.4
50–59 years old	4.7	3.0	2.5	1.8	4.5	2.7	2.6	2.4	3.2	1.6	3.2	19.2	12.2
60–69 years old	11.0	1.9	1.6	0.8	3.7	1.6	0.6	1.2	1.8	1.5	1.9	33.2	13.2
70+ years old	5.3	0.7	0.7	0.0	0.7	0.3	1.6	0.3	0.9	0.0	0.4	44.7	23.4
Type of settlement													
Village	4.1	3.5	5.4	2.5	3.9	1.9	4.3	1.5	0.7	1.7	1.5	24.1	10.0
Settlement/town of up to 20,000 residents	8.5	4.4	5.4	1.3	5.4	2.6	2.5	4.7	1.9	5.9	2.7	18.7	10.8
Town of 20.000-99.000 residents	7.0	4.4	3.1	2.1	5.4	3.4	2.2	4.0	3.0	2.4	4.4	19.2	12.3
City of 100.000+ residents	5.2	5.0	3.5	6.2	3.3	5.2	2.5	3.4	3.8	2.3	1.7	16.7	15.9
Education													
Incomplete secondary and lower	3.3	7.4	5.5	1.9	2.8	2.2	1.8	0.8	2.8	2.7	1.7	33.7	12.5
Vocational / secondary specialized	5.4	3.3	2.6	2.7	4.1	3.4	2.8	2.2	1.5	1.0	2.2	23.7	16.7
Higher	5.8	4.3	5.1	5.4	4.1	4.2	3.6	4.0	3.0	3.3	2.0	13.5	10.7
Family income level													
Low	6.8	2.7	2.5	3.1	4.2	3.4	2.8	1.0	2.7	2.5	2.2	28.6	16.4
Average	5.6	4.8	4.4	4.9	3.8	4.9	3.1	4.5	1.6	3.0	2.1	16.7	9.2
High	2.2	6.6	7.5	4.6	4.0	2.3	3.7	3.9	3.7	1.8	1.6	6.6	12.5

CHAPTER III.

MATERIALS REGARDING THE USE OF PUBLIC ELECTRONIC SERVICES AND DIGITAL LITERACY

3.1. Receiving materials about public electronic services / digital literacy

The majority of respondents — 65% — saw materials informing about public electronic services (in 2022, this figure was 72%). At the same time, materials on digital literacy were met by 53% (59% in 2022). Those who came across relevant materials most often mentioned advertising in social networks and on radio / TV.

Table 3.1.1. During the last 12 months, have you come across information materials about the use of public electronic services/digital literacy? (the respondents could choose several answers)

% in the column	Electronic services			Digital literacy	
	Sept. 21	Sept. 22	Oct. 23	Sept. 22	Oct. 23
Yes, I saw them:	**54.7**	**71.8**	**64.8**	**58.7**	**52.7**
advertising in the social network	38.8	50.2	45.7	42.1	39.0
heard on the radio / TV	—	45.1	32.9	36.1	25.0
posters at centers for administrative services provision	12.1	24.1	23.5	18.4	15.9
leaflets at centers for administrative services provision	14.3	25.6	21.1	17.7	16.0
outdoor advertising in my city / village	15.9	22.3	17.0	15.4	13.0
flyers in the mailbox	—	5.0	4.3	3.7	3.7
No, I didn't see them	40.5	24.6	30.8	36.9	42.0
Hard to say	4.8	3.6	4.4	4.5	5.2

Table 3.1.2 presents data structured by vulnerable groups, and Tables 3.1.3 and 3.1.4, by individual socio-demographic groups.

Table 3.1.2. During the last 12 months, have you come across information materials about the use of public electronic services?
(% among respondents of the corresponding socio-demographic group)

% in the column	Person with disability	Raising a child by themselves	IDPs	Veteran	Parents of a child with disability	Elderly
Public electronic services						
Yes, I saw them:	65.9	70.2	73.2	60.9	54.1	52.7
advertising in the social network	42.5	53.5	50.2	44.7	39.5	32.1
heard on the radio / TV	38.6	32.8	30.0	33.0	38.1	34.5
posters at centers for administrative services provision	26.3	32.8	35.1	34.3	34.2	15.9
brochures at centers for administrative services provision	25.2	33.7	26.6	33.6	18.2	13.2
outdoor advertising in my city / village	17.3	22.4	20.7	13.0	15.3	16.1
flyer in a mailbox	4.5	10.3	2.0	5.0	5.1	5.6
No, I didn't see them	28.4	26.4	23.1	32.1	44.7	39.3
Hard to say	5.7	3.4	3.7	7.0	1.3	8.0
Digital literacy						
Yes, I saw them:	56.7	56.9	53.5	56.5	51.6	42.2
advertising in the social network	40.2	46.7	42.1	43.5	37.2	25.4
heard on the radio / TV	34.0	25.2	18.5	25.8	30.3	25.9
posters at centers for administrative services provision	17.5	23.0	16.2	27.1	28.3	12.9
brochures at centers for administrative services provision	21.4	25.7	15.9	27.5	15.0	13.8
outdoor advertising in my city / village	20.5	14.0	10.2	8.9	9.5	12.5
flyer in a mailbox	5.4	10.0	0.9	6.9	6.0	5.9
No, they didn't see them	37.4	38.9	39.6	37.8	44.4	48.8
Hard to say	5.9	4.2	6.8	5.7	4.0	9.0

Table 3.1.3. During the last 12 months, have you come across information materials about the use of public electronic services?
(% among respondents of the corresponding socio-demographic group)

% in the line	Yes, I saw them:	Advertising in the social network	Heard on the radio / TV	Posters at centers for administrative services provision	Brochures at centers for administrative services provisions	Outdoor advertising in my city / village	Flyer in a mailbox	No, I didn't see it	Hard to say
Region									
Western	**67.3**	45.8	37.3	23.9	22.0	15.0	4.7	30.0	2.7
Central	**64.2**	45.6	32.6	24.1	22.9	16.7	4.1	30.6	5.2
Southern	**60.7**	43.6	28.8	22.6	16.9	19.5	4.3	34.7	4.6
Eastern	**70.2**	52.1	30.4	21.6	22.0	17.8	3.2	24.1	5.8
Sex									
Man	**65.9**	46.7	32.2	24.5	20.8	19.8	4.7	30.4	3.7
Woman	**63.9**	44.9	33.5	22.6	21.4	14.6	3.9	31.3	4.9
Age									
18–29 years old	**80.6**	57.5	33.9	25.7	20.6	22.6	4.1	16.3	3.1
30–39 years old	**66.3**	46.3	29.7	21.8	19.6	13.2	1.2	32.5	1.2
40–49 years old	**62.9**	47.7	27.2	26.0	23.2	16.3	3.1	29.9	7.3
50–59 years old	**69.1**	53.2	38.3	30.6	31.1	19.9	7.9	28.0	2.9
60–69 years old	**59.2**	39.2	37.0	21.0	19.7	17.9	6.1	37.5	3.4
70+ years old	**50.3**	28.8	33.4	14.8	10.8	13.8	4.4	39.9	9.8
Type of settlement where they live now									
Village	**58.5**	37.4	35.2	20.6	19.1	10.8	2.3	36.1	5.4
Settlement/town of up to 20,000 residents	**69.0**	53.3	36.7	33.6	31.3	21.2	9.1	26.2	4.7
Town of 20.000-99.000 residents	**67.2**	47.7	35.5	22.6	23.3	18.8	4.8	31.2	1.5
City of 100.000+ residents	**67.9**	49.7	29.8	23.5	19.9	20.1	4.5	28.0	4.1
Education									
Incomplete secondary and lower	**45.5**	31.7	25.2	15.4	15.9	12.8	4.1	47.2	7.3
Vocational and secondary specialized	**59.0**	41.8	33.5	20.8	16.6	15.0	3.4	35.1	5.9
Higher	**73.5**	51.9	34.6	27.3	25.3	19.3	4.9	24.2	2.3
Family income level									
Low	**58.1**	37.6	31.4	21.9	18.5	15.6	4.3	35.0	6.9
Average	**70.0**	53.8	33.5	26.8	26.2	17.4	4.5	27.5	2.5
High	**68.9**	47.6	34.7	21.2	17.4	18.8	4.2	28.9	2.2

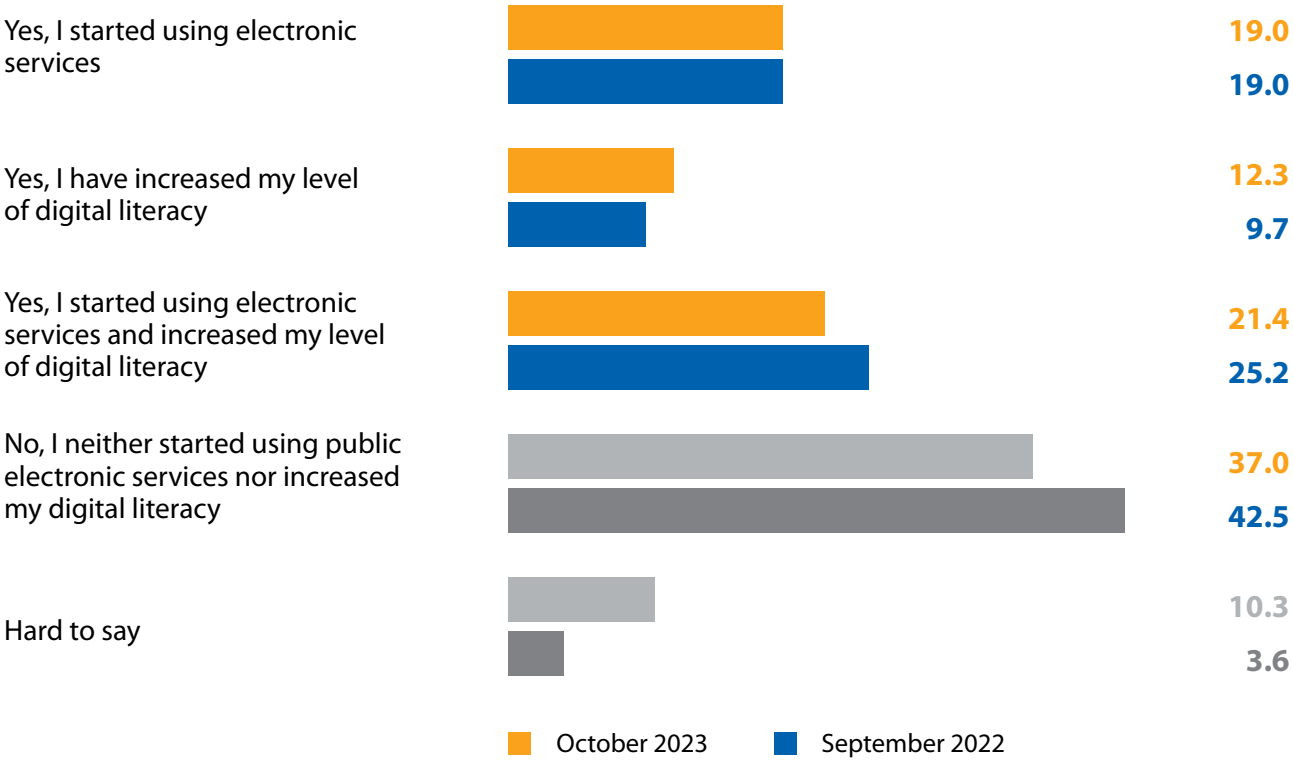
Table 3.1.4. During the last 12 months, have you come across information materials about digital literacy?
(% among respondents of the corresponding socio-demographic group)

% in the line	Yes, I saw them:	Advertising in the social network	Heard on the radio / TV	Posters at centers for administrative services provision	Brochures at centers for administrative services provisions	Outdoor advertising in my city / village	Flyer in a mailbox	No, I didn't see it	Hard to say
Region									
Western	**55.5**	40.8	31.5	18.7	17.8	15.2	4.6	41.3	3.1
Central	**53.0**	39.5	23.7	15.3	16.6	10.8	2.9	41.0	6.1
Southern	**49.5**	35.0	19.9	13.1	12.5	14.8	3.7	45.1	5.4
Eastern	**51.2**	41.6	22.8	17.0	16.6	9.7	3.7	40.3	8.5
Sex									
Man	**53.2**	41.0	26.6	16.4	15.7	15.9	4.1	42.2	4.6
Woman	**52.4**	37.3	23.8	15.5	16.2	10.5	3.3	41.8	5.8
Age									
18–29 years old	**68.7**	56.5	24.6	14.0	16.4	22.3	1.9	28.6	2.7
30–39 years old	**48.4**	38.4	20.0	13.7	12.1	8.4	1.6	48.9	2.8
40–49 years old	**54.4**	40.9	20.1	16.3	14.1	11.1	3.5	38.6	7.1
50–59 years old	**59.1**	44.0	33.7	24.1	25.3	15.2	5.8	37.1	3.8
60–69 years old	**50.0**	33.1	30.0	16.0	18.2	13.9	4.4	44.6	5.3
70+ years old	**37.1**	20.5	24.3	11.0	10.6	9.9	5.9	51.8	11.1
Type of settlement where they live now									
Village	**45.2**	33.8	28.5	15.4	15.7	11.3	2.8	49.0	5.9
Settlement/town of up to 20,000 residents	**59.6**	46.4	28.8	23.2	21.6	13.2	7.0	35.0	5.3
Town of 20.000-99.000 residents	**55.0**	43.6	25.8	9.8	11.6	11.4	2.8	41.8	3.2
City of 100.000+ residents	**56.3**	40.1	21.5	16.0	15.9	14.4	3.8	38.5	5.2
Education									
Incomplete secondary and lower	**40.7**	29.1	20.1	13.5	15.3	10.6	2.2	55.2	4.1
Vocational and secondary specialized	**44.2**	29.3	25.4	13.4	13.3	11.2	3.1	48.9	6.9
Higher	**61.4**	47.6	26.2	18.2	17.9	14.7	4.4	34.5	4.1
Family income level									
Low	**45.3**	29.4	20.8	15.0	16.4	11.4	4.1	47.4	7.3
Average	**58.2**	45.1	27.9	19.5	18.9	11.5	4.0	38.6	3.3
High	**56.9**	46.4	27.4	12.2	10.9	18.4	2.5	39.0	4.1

3.2. Encouraging the use of public electronic services/improving digital literacy

Materials on public electronic services / digital literacy encouraged 53% of those who received such materials to take appropriate actions (54% in 2022). The materials encouraged 40% of respondents to use public electronic services (44% in 2022), 34% of respondents — to improve digital literacy (35% in 2022).

Diagram 3.2.1. Did the informational materials you came across encourage you to use public electronic services or improve your digital literacy? (% among those who received materials on public electronic services/digital literacy in the last year)



Materials have a greater motivational impact on younger and more educated people (the intersection of these categories should be taken into account). Thus, by age, the share of those who were encouraged by the materials decreases from 66% among 18-29-year-olds to 21.5% among people aged 70+. By education: if among the respondents with a higher education, 62% respondents were encouraged, then among the respondents with a vocational or secondary specialized education — 39.5% respondents, among people with a lower education — 34% respondents.

If we single out public electronic services, then among men and women the figure is approximately the same: 43% and 39%, respectively. Not very significant differences (especially taking into account the error) are also observed by region and type of settlement. At the same time, the start of use is more often reported by younger respondents (the indicator decreases from 50% among respondents under 30 to 18% among respondents aged 70+), as well as respondents with higher education (47% versus no more than 32% among respondents with a lower level of education) and respondents with middle / high income (47% / 41% vs. 32% among persons with low income).

Regarding the improvement of digital literacy, the difference between men and women is also insignificant — 36% among men and 32% among women. Relatively small differences are observed by region and type of settlement, and the largest difference is by age (declining from 45% among the youngest to 12% among the oldest respondents). Increasing literacy was also more often reported by respondents with higher education (42% vs. 22% among respondents with a lower level of education) and respondents with medium / high income (40% / 37% vs. 25% among persons with low-income).

Table 3.2.1 shows the data by vulnerable population groups, and Table 3.2.2 by individual socio-demographic categories of the population.

Table 3.2.1. Did the informational materials you came across encourage you to use public electronic services or improve your digital literacy? (% among respondents of the corresponding group who saw materials about public electronic services/digital literacy in the last year)

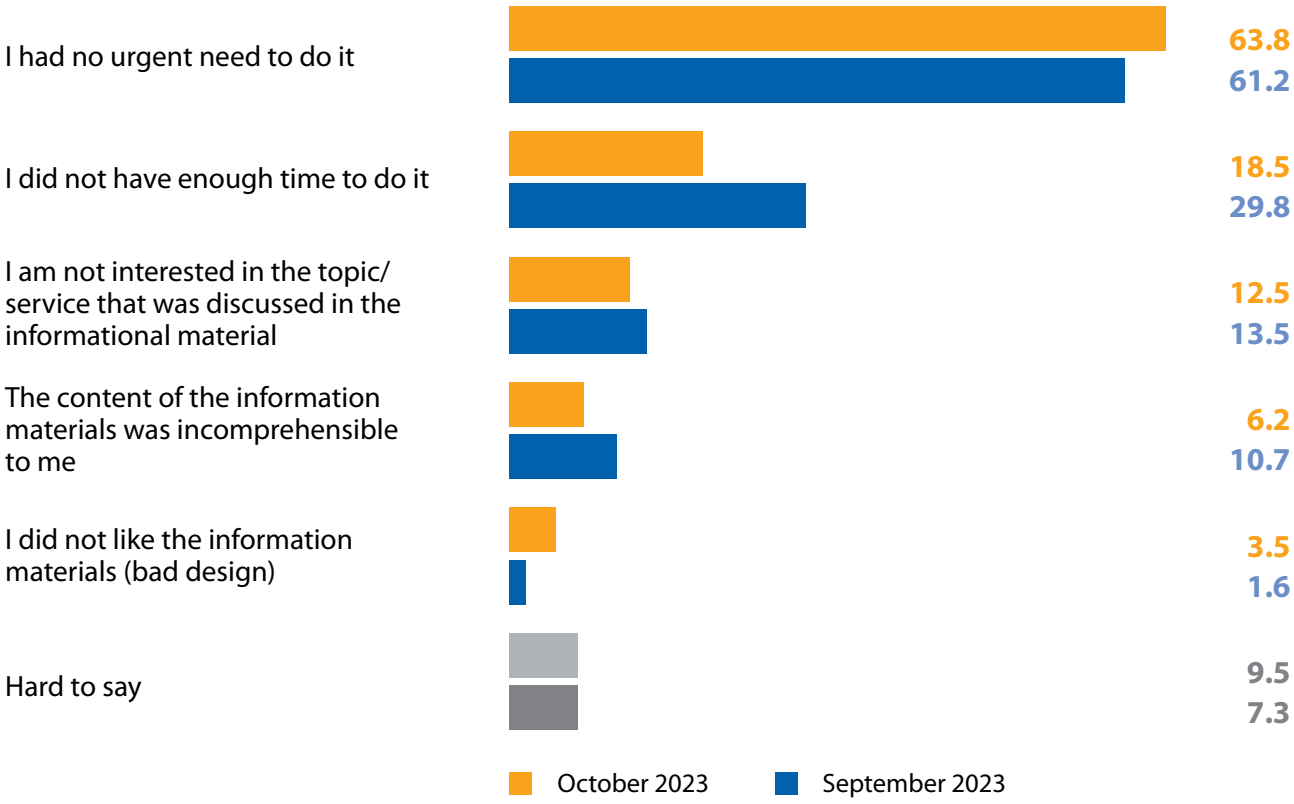
% in the column	Person with disability	Raising a child by themselves	IDPs	Veteran	Parents of a child with disability	Elderly
Yes, I started using electronic services	14.4	29.8	22.3	23.9	15.9	9.9
Yes, I have improved my digital literacy	10.1	10.1	15.6	16.3	6.2	4.7
Yes, I started using electronic services and increased my level of digital literacy	14.5	15.8	29.6	25.0	38.8	10.6
No, I did not start using public electronic services and did not increase the level of digital literacy	40.0	38.0	25.9	28.3	31.7	62.9
Hard to say	20.9	6.2	6.6	6.5	7.4	11.9

Table 3.2.2. Did the informational materials you came across encourage you to use public electronic services or improve your digital literacy? (% among respondents of the corresponding socio-demographic group who saw materials about public electronic services/ digital literacy in the last year)

% in the line	Yes, services	Yes, digital literacy	Yes, both	No	Hard to say
Region where they live now					
Western	14.1	12.6	22.2	36.9	14.3
Central	21.6	12.4	23.1	34.1	8.8
Southern	23.3	11.4	19.0	39.0	7.3
Eastern	14.3	13.1	17.7	44.5	10.5
Sex					
Man	19.9	13.0	22.6	31.2	13.3
Woman	18.2	11.6	20.4	42.0	7.8
Age					
18–29 years old	20.7	15.4	29.5	16.4	18.0
30–39 years old	19.9	16.9	29.1	23.7	10.4
40–49 years old	23.9	12.0	23.6	33.3	7.3
50–59 years old	22.8	13.2	16.1	40.3	7.6
60–69 years old	11.9	6.8	12.1	62.0	7.3
70+ years old	9.5	3.4	8.7	67.4	11.0
Type of settlement where they live now					
Village	12.1	9.1	23.1	41.4	14.3
Settlement/town of up to 20,000 residents	23.1	10.4	18.8	43.0	4.8
Town of 20.000-99.000 residents	20.0	14.1	22.3	36.7	7.0
City of 100.000+ residents	22.2	14.2	20.7	33.1	9.7
Education					
Incomplete secondary and lower	12.6	9.8	11.4	56.5	9.7
Vocational and secondary specialized	17.8	7.0	14.6	49.8	10.8
Higher	20.7	15.3	26.4	27.4	10.2
Family income level					
Low	16.6	9.2	15.4	51.9	7.0
Average	21.9	14.5	25.5	31.8	6.3
High	17.2	13.5	23.9	24.9	20.4

Among those who were not encouraged by the materials to take action, the vast majority reports the lack of an urgent need to do so as a reason (64%, in 2022 this reason was reported by 61% respondents). This is followed by the lack of time as a reason (18.5%). Other reasons were mentioned less often.

Diagram 3.2.2. Why you haven't started using public electronic services or started improving your digital literacy? (% among those who were not motivated by the materials, the respondents could choose up to 3 answers)



CHAPTER IV.

QUALITATIVE SURVEY: OPINIONS AND VIEWS OF VETERANS REGARDING PUBLIC ELECTRONIC SERVICES

Below is a qualitative analysis of the situation, which gives a general idea of both the current perception of electronic services by veterans and some features of their use. However, it should not be considered a comprehensive review of the current attitude of all veterans to the use of e-services..

4.1. Experience of using electronic services

All respondents who participated in in-depth interviews (IDIs) knew certain electronic services and/or used some of them.

Veterans spontaneously named the following services as electronic services: using Diia mobile application or service portal; internet banking; communication (Signal, Viber, Telegram); the possibility to receive services of running small business; electronic queues (at canters for administrative services provision, the pension fund, to receive a status of a participant in hostilities, at the Migration Service to receive a passport); processing of documents (certificate of criminal record, extract of place of residence, certificates for the pension fund), obtaining information about fines.

All veterans who took part in IDIs reported that they use Diia mobile application, because it contains the most necessary features for them: from documents (passport, identification code) to the possibility of obtaining the necessary certificates (certificate of criminal record, OK-5/ OK-7 certificates, Covid-certificates) and checking for fines.

All respondents noted that, provided the application works correctly, **they had no problems using the services and were satisfied that they can be obtained online**. However, some respondents had difficulties using the mobile application and receiving the desired services. Thus, two respondents reported that because of the overload of the application, it was not possible to obtain a certificate on the composition of the family and the place of residence in one case, and to obtain the IDP status in another case. Another respondent noted that he had difficulties with obtaining an electronic signature.

> I was trying to obtain a certificate about the composition of the family. It seems I needed the form 5, where the place of residence is indicated. Once the programme was overloaded. It was sometime in March. And now I was pleasantly surprised — in 3-4 minutes I printed out the certificate.
>
> (*veteran with visual impairment*)

In general, **veterans believe that the increase in the number of e-services is a necessary and important change**, because electronic services provide significant advantages, namely: they save time and effort; reduce the influence of the human factor in the process of providing the service; make it possible to avoid the discomfort associated with queues and the air-raid alert.

In addition, the survey participants emphasized the convenience of electronic services: they can be used almost anywhere; in the chosen period of time.

> You can order something without leaving home, without wasting time. As they say, you can chew a bun, watch TV, walk in your pajamas and in two clicks obtain a card, collect a package of documents, immediately scan it and send it to the authority.
>
> (*veteran*)

Interviewed veterans mostly have trust in electronic services and justify it by the fact that at the moment the state already has a large amount of information about every citizen of the country; therefore, there is no point in fearing that the expansion of the list of e-services will require coverage of an even greater amount of personal data:

> I will say this, there is nothing left to lose, because our confidential information has been scattered on the network a long, long time ago. And the data in Diia cannot be hidden from anyone. After all, you can find out the same information through the bank.
>
> (*veteran 1*)

However, the respondents, despite the expressed trust and use of e-services, still have warning about the security of personal data and were afraid of becoming a victim of fraudsters.

> You know, I used to be a little worried that fraudsters might hack [and use the data]. But then I was taught how and what passwords to set, etc. That is, now I am not particularly worried. You can only worry about, God forbid, the safety of your money.
>
> (*veteran with visual impairment*)

In the course of each interview, respondents were offered a list of electronic services for review. When answering questions about the services they used during the last 2 years, the participants of the survey most often mentioned: (3/5) registration of vehicles, obtaining an electronic sick leave, running a business (for individual entrepreneurs), services for IDPs. The following services were named once: applying for a subsidy, obtaining a certificate of criminal record.

The veterans were satisfied with most of the services received, however, they outlined the desired improvements for the service of registering and running a business (for individual entrepreneurs). In the opinion of two veterans, the application for running a business (for individual entrepreneurs) lacks up-to-date information on taxes (arrears / overpayments), as well as the certificates necessary for closing a business (for individual entrepreneurs.

> A lot of relevant information, for example, about taxes, is not provided in the electronic version. The wife was called and told that she was charged a fine or a penalty. She says, "How? All taxes were paid." We looked together: indeed, everything was paid. But it turned out that she did not pay some 40 kopecks. I don't know where they disappeared, but a penalty was charged for it. They did not notify in time, but when a considerable amount had accrued, they called.
>
> (*veteran 1*)

In general, the veteran who participated in the survey had heard of most of the electronic services mentioned during IDI. For two respondents, such a service as access to medical card data was unknown, but extremely interesting. Two respondents did not know about the existence of electronic notary and court services.

4.2. Willingness to receive services online and offline

During the interview, the respondents were asked how they would like to receive the listed services — online or offline.

All (5/5) veterans who took part in IDI said that they **would like to receive the following services online**:

- obtaining a subsidy

  Really, there are such queues, such scandals all the time, that it would be reasonable to transfer the process of obtaining a subsidy into an online mode. Make a list: who has the right to it, and who does not. (*veteran*)

- payment of taxes

  It's more convenient online — it saves time. You sit down at any time in the evening and do it without worries. (*veteran 1*)

- maternity benefits

  Online, because mothers have something to do instead of walking, running, looking for agencies where the relevant papers need to be filed. (*veteran 1*)

- obtaining a certificate of criminal record

  Online. But all the authorities that demanded such a certificate from me wanted it in paper form, with seals. (*veteran with disability*)

- sick leave

  I think the "old fashioned" way is fine, but could be improved. I just don't know how this mechanism can work properly. If you are given sick leave, then in any case you need to see a doctor. (*IDP veteran*)

The **respondents also would like to receive such services online as running a business (for individual entrepreneurs), vehicle registration, unemployment benefits, obtaining an identification code, obtaining a pension, obtaining a birth certificate, access to data from a medical card, land registration, electronic court (during martial law)**; this was reported by 4/5 respondents. The veteran with the IDP status noted that it is best for him to have paper versions of most documents, and also noted that some electronic services need to be studied in depth, to understand how to use them (this is especially true for running a business (for individual entrepreneurs)).

About individual entrepreneurs: "For me, it is better to do it physically. To open electronically, you need to understand this. You need some training or courses on how to do it right. Because they don't joke with the tax office."

(*IDP veteran*)

About unemployment benefits: "If you look at the situation rationally, it seems to me that a person who is already unemployed can go to an employment center, talk, fill out documents."

(*IDP veteran*)

When discussing the service of registration of disability status, the respondents touched on the topic of military medical commissions (MMC) and **positively assessed the possibility of obtaining electronic documents necessary for MMC**:

I am absolutely positive about it. I faced it while I was serving, I passed more than one military medical commission. And now you pass a new military medical commission, refer to the previous one — and hear back: we don't know anything, so let's do it all over again. And so at least some history will be in electronic form, and you can compare, see the process itself, understand in which direction everything is moving.

(*veteran 1*)

The respondents would like to receive the status of the participants in hostilities online, although when they themselves received it, the online format was not even mentioned:

If there are documents that can connected to the system, then I am only "for" it. But this is the problem — in the digitization of all documents and the interaction of many services. There is no such thing.

(*veteran with disability*)

In general, **veterans would like to receive a complex of interconnected services in many life situations**. Thus, veterans want to receive services related to social security, subsidies, pensions, medicine (access to medical card and sick leave), as well as providing certificates for all family members.

I wish Diia had an archive of death certificates. That is, to have all important family documents. Civil registry offices should be connected to it so that you can take information about yourself, your parents, and your grandmother/grandfather. In order to receive everything in electronic form, and not to run and sit in those archives, covered with dust.

(veteran with visual impairment)

Regarding such services as registration or dissolution of marriage, as well as changing the place of residence, the respondents were divided in their opinions: some prefer to receive them online, others — as before, offline.

At the same time, **the respondents named services that are difficult for them to imagine in an electronic format**. Including:

- motor vehicle — requires a direct inspection:

You know, it is better to buy and sell offline, because you need to see what you are buying. After all, today you can write anything in electronic format. (*veteran 1*)

- obtaining a national or foreign passport — it is impossible to transfer the entire service provision procedure online:

You can file an application online, but you still have to go, because there you take a photo and give your fingerprints. (*veteran with visual impairment*)

- registration of disability status — the possibility of passing a military medical commission online raises doubts, since in the process there is an examination and a conversation with the person claiming the status (that is, personal presence is mandatory). Respondents also pointed to the lack of interaction between structures and possible corruption in this field:

I don't think it's possible online at all. It would be great, but when all the mechanisms will be established, that is, interaction between certain structures, between the health care system and other ministries. Then it will be effective. (*veteran with disability*)

- buying, selling, renting real estate — lack of trust in property sellers:

You have to watch every piece of paper, every certificate, you have to know who you are taking from and what. (*veteran with visual impairment*)

- registration of land — uncertainty about the possibility of transferring all procedures to an online format and suspicion of corruption in this field:

If I want a piece of land in the Vinnytsia oblast, but I live in the Donetsk oblast, it cannot be implemented without a physical visit to the relevant village or city council. (*veteran 1*)

- notary services — impersonality scares, so contact with the person who provides the service is necessary:

I think only consultation [is possible online]. Once we prepared documents to receive the inheritance: we came to the notary's office, they opened the inheritance case, prepared other documents. How can it be done online? The same thing about a power of attorney: who trusts whom and what? (*IDP veteran*)

4.3. Sources of information. Ways of forming skills for using e-services

As mentioned above, **respondents lacked information about some electronic services**. That is why they listed the channels for informing the population about the list of available electronic services and about its updates. **Among the most effective sources of information** that can reach different categories of the population, the following were most often named:

- notifications in the Diia application;
- advertising on TV, radio, social networks Facebook and Instagram;
- informational posters and/or brochures with a list and brief description of available services (for those who want to take and read them at home). These posters should be placed in institutions that provide the relevant services: centers for administrative services provision, city / district / village councils, a social protection department, the Pension Fund;
- a single Internet source (a kind of integrator) with information about all available electronic services with regular information updates;
- employees of government institutions who have to talk about different alternatives for receiving a service;
- advertising / messages on the websites of local councils;
- outdoor advertising (billboards).

A veteran with a visual impairment emphasized that information—no matter where it is placed—must be delivered by voice:

> It is necessary that it [information] can be listened to somewhere. Even on the radio it would be convenient. I think that if centers for administrative services provision turned on relevant announcements, fewer people would go to them.
>
> (*veteran with visual impairment*)

According to the respondents, if enough information was provided, there would be no obstacles to using electronic services, especially for those who use smartphones and have access to the Internet. The respondents included rural residents and older people in the category of people who may have difficulties with mastering electronic services:

> Not all elderly people have access to the Internet. And not all elderly people understand where to go, how to register, that is, they need training and help.
>
> (*veteran with disability*)

However, two respondents noted that lack of skills to use services can be a barrier for anyone. It was also noted that such human traits as inattention and fear can become an obstacle:

> First, there is a lack of skills. And secondly, it seems to me that it is necessary to inform people that this is not a deception or a fraud. We are in such a difficult situation now. And that's why everyone thinks that fraud is everywhere. It is necessary to teach, to overcome this fear of doing something wrong.
>
> (*IDP veteran*)

Surveyed respondents, **when mastering a new application or unknown electronic services, first prefer to do it on their own**, looking for the necessary information on the Internet. If the attempts turn out to be unsuccessful, then relatives or the relevant support services (on the website or on the hotline) are asked for help.

> We called the bank's hotline. We were told that we needed to apply to the online service of this bank. We applied, we were told exactly how to find the appropriate section. Then we opened it independently and intuitively.
>
> (*IDP veteran*)

According to the respondents, different categories need different ways of forming skills for using services. At the same time, they note that **a range of different ways should be provided**, taking into account the individual characteristics of working with information: some like to read, others to watch, and others to receive answers during communication.

Since the surveyed veterans prefer self-learning, **they chose short videos and pop-up prompts as the main methods of learning**. Only one respondent noted that, in addition to self-study, she would prefer to work offline in a group with other people:

> I would start on my own, so that, as they say, the puzzles in my head would come together. If I hadn't come up with it on my own, I probably would have gone to chat live — to a consultant or for advice from a colleague. Because that way you don't feel lonely and so unwise.
>
> (*veteran*)

For those people who do not have devices to use the services, **the respondents consider it appropriate to create**: a separate place with a free device and with a specially trained consultant or volunteer (such places can be created in relevant institutions (centers for administrative services provision, branches of the Pension Fund, etc.), in libraries or in village councils (for residents of villages); a separate center / location for providing free electronic services. Several respondents also mentioned cooperation with public organizations engaged in projects to provide older people with access to devices and online services.

The surveyed respondents would like to receive information about training through Diia. Information for other categories of the population was proposed to be disseminated with the help of TV advertisements, informational posters about educational courses in institutions that provide relevant services, and advertisements/messages on the websites of village councils.

APPENDIX A.

SOCIO-DEMOGRAPHIC PROFILE OF RESPONDENTS OF THE TELEPHONE SURVEY SAMPLE (OVERALL AND CERTAIN CATEGORIES)

Table A1. Profile of all respondents and respondents of certain vulnerable categories

% in the column	All respondents	Person with disability	Raising a child by themselves	IDPs	Veterans	Parents of a child with a disability	Elderly
Number of respondents	**2014**	**306**	**151**	**226**	**69**	**73**	**520**
Error	**2.4**	**6.2**	**8.8**	**7.2**	**13.0**	**12.6**	**4.7**
Region where they live now							
Western	29.7	36.3	22.8	21.7	24.5	53.0	25.1
Central	37.5	35.4	38.2	35.7	42.3	27.7	38.3
Southern	24.0	21.3	25.8	27.8	21.8	10.5	25.3
Eastern	8.8	7.0	13.1	14.8	11.4	8.8	11.2
Sex							
Man	45.3	56.6	30.4	46.7	77.3	54.8	32.9
Woman	54.7	43.4	69.6	53.3	22.7	45.2	67.1
Age							
18–29 years old	13.5	17.3	5.6	16.2	7.0	6.2	0.0
30–39 years old	22.5	8.4	29.9	29.4	23.7	47.3	0.0
40–49 years old	18.4	12.4	27.4	22.0	37.6	9.2	0.0
50–59 years old	16.6	26.1	18.4	12.1	14.1	17.9	0.0
60–69 years old	15.5	18.8	12.1	13.0	7.1	11.0	33.9
70+ years old	13.5	16.9	6.6	7.4	10.5	8.4	66.1
Type of settlement where they live now							
Village	33.6	41.9	27.4	26.1	17.4	53.0	33.9
Settlement / town of up to 20.000 residents	10.1	12.2	13.6	14.5	14.7	5.5	10.1
Town of 20.000-99.000 residents	10.0	5.9	9.0	9.8	14.5	8.1	11.7
City of 100.000+ residents	46.3	40.0	50.0	49.6	53.3	33.4	44.3
Education							
Complete secondary / lower	12.9	16.9	18.6	9.7	5.0	38.1	13.7
Vocational or secondary specialized	33.0	34.6	31.9	37.4	39.4	22.2	42.9
Higher	53.6	48.5	49.6	52.9	55.5	39.7	43.4
Refusal	0.4	0.0	0.0	0.0	0.0	0.0	0.0
Family income level							
Low	37.6	48.9	44.8	43.3	31.6	29.1	59.2
Average	38.0	29.9	40.6	42.3	36.3	25.5	28.1
High	22.3	20.3	13.0	14.1	32.1	45.4	7.2
Refusal	2.2	0.9	1.6	0.2	0.0	0.0	5.5

Table A2. Profile of residents of individual regions, men / women, respondents by age categories

% in the column	West	Center	South	East	Man	Woman	18-29	30-39	40-49	50-59	60-69	70+
Number of respondents	**427**	**948**	**485**	**154**	**851**	**1163**	**119**	**317**	**355**	**425**	**510**	**288**
Error	**5.2**	**3.5**	**4.9**	**8.7**	**3.7**	**3.2**	**9.9**	**6.1**	**5.7**	**5.2**	**4.8**	**6.4**
Region where they live now												
Western	—	—	—	—	29.8	29.7	30.6	33.3	30.3	28.8	27.5	26.0
Central	—	—	—	—	38.0	37.1	40.9	35.7	37.5	38.1	37.2	37.0
Southern	—	—	—	—	23.5	24.4	22.2	24.6	24.1	23.5	24.9	24.0
Eastern	—	—	—	—	8.7	8.8	6.3	6.3	8.2	9.7	10.4	13.0
Sex												
Man	45.4	45.9	44.4	44.8	—	—	56.9	48.2	47.5	45.7	41.1	30.3
Woman	54.6	54.1	55.6	55.2	—	—	43.1	51.8	52.5	54.3	58.9	69.7
Age												
18–29 years old	13.9	14.7	12.5	9.7	17.0	10.6	—	—	—	—	—	—
30–39 years old	25.2	21.4	23.1	16.2	23.9	21.3	—	—	—	—	—	—
40–49 years old	18.7	18.4	18.5	17.2	19.3	17.7	—	—	—	—	—	—
50–59 years old	16.0	16.8	16.3	18.3	16.7	16.5	—	—	—	—	—	—
60–69 years old	14.3	15.3	16.1	18.4	14.0	16.7	—	—	—	—	—	—
70+ years old	11.8	13.3	13.6	20.1	9.0	17.3	—	—	—	—	—	—
Type of settlement where they live now												
Village	48.6	32.1	22.7	18.4	34.8	32.6	26.0	37.6	30.9	34.1	35.4	35.4
Settlement / town of up to 20.000 residents	10.8	9.6	9.7	11.1	9.5	10.7	11.3	6.7	10.3	12.5	12.2	9.2
Town of 20.000- 99.000 residents	9.9	10.2	8.3	14.3	10.0	10.1	6.0	9.9	10.0	11.3	12.3	10.1
City of 100.000+ residents	30.6	48.1	59.3	56.1	45.8	46.7	56.7	45.9	48.8	42.1	40.1	45.2
Education												
Complete secondary / lower	12.7	12.8	14.1	10.3	15.0	11.1	9.4	13.4	13.1	14.0	14.2	12.3
Vocational or secondary specialized	32.1	29.7	35.1	44.7	28.1	37.1	16.3	23.3	30.6	40.9	47.5	43.2
Higher	55.2	56.8	50.0	44.9	56.3	51.5	73.7	63.3	54.7	44.8	38.3	44.5
Refusal	0.0	0.7	0.8	0.0	0.6	0.3	0.6	0.0	1.7	0.3	0.0	0.0
Family income level												
Low	30.2	36.5	46.2	43.8	28.9	44.8	18.9	26.1	31.7	42.6	51.9	60.7
Average	37.6	40.6	35.3	34.9	38.5	37.5	36.6	40.2	47.6	39.4	33.3	26.2
High	31.6	20.2	15.8	17.4	30.8	15.2	43.5	33.0	18.7	16.8	13.1	5.7
Refusal	0.6	2.7	2.7	3.9	1.8	2.5	1.0	0.8	2.1	1.2	1.8	7.4

Table A3. Profile of residents of different types of settlements, respondents in terms of education and family income level

% in the column	Village	Town of up to 20,000	Town of 20,000-99,000	City of 100,000+	Complete secondary/ lower	Technical	Higher	Low	Average	High
Number of respondents	**362**	**259**	**256**	**1137**	**215**	**670**	**1123**	**813**	**779**	**384**
Error	**5.7**	**6,7**	**6,7**	**3.2**	**7.4**	**4.2**	**3.2**	**3.8**	**3.9**	**5.5**
Region where they live now										
West	43.1	31.9	29.4	19.7	29.4	28.9	30.6	23.9	29.5	42.2
Center	35.9	35.5	38.3	39.0	37.2	33.8	39.7	36.4	40.2	34.0
South	16.2	23.0	19.8	30.7	26.3	25.4	22.3	29.5	22.3	17.0
East	4.8	9.6	12.5	10.6	7.0	11.9	7.3	10.2	8.1	6.8
Sex										
Man	46.9	42.4	45.0	44.8	52.8	38.6	47.5	34.8	45.9	62.6
Woman	53.1	57.6	55.0	55.2	47.2	61.4	52.5	65.2	54.1	37.4
Age										
18–29 years old	10.5	15.0	8.1	16.5	9.8	6,7	18.6	6.8	13.0	26.3
30–39 years old	25.1	14.8	22.1	22.3	23.4	15.8	26.5	15.6	23.8	33.2
40–49 years old	17.0	18.7	18.3	19.4	18.7	17.0	18.8	15.5	23.1	15.4
50–59 years old	16.9	20.5	18.8	15.1	18.0	20.6	13.9	18.8	17.2	12.5
60–69 years old	16.3	18.7	19.0	13.4	17.1	22.3	11.1	21.4	13.6	9.1
70+ years old	14.3	12.3	13.7	13.2	12.9	17.7	11.2	21.9	9.3	3,4
Type of settlement where they live now										
Village	—	—	—	—	52.8	39.4	25.2	34.6	31.6	33.6
Settlement/town of up to 20,000 residents	—	—	—	—	11.8	11.7	8.8	11.7	10.2	7.5
Town of 20,000-99,000 residents	—	—	—	—	7.4	8.7	11.5	10.6	10.1	9.1
City of 100,000+ residents	—	—	—	—	28.0	40.1	54.5	43.0	48.1	49.8
Education										
Complete secondary / lower	20.2	15.0	9.5	7,8	—	—	—	16.4	9.5	11.9
Vocational or secondary specialized	38.8	38.4	28.9	28.6	—	—	—	41.3	32.8	18.3
Higher	40.2	46.7	61.6	63.2	—	—	—	42.1	57.7	69.7
Refusal	0.8	0.0	0.0	0.4	—	—	—	0.1	0.0	0.0
Family income level										
Low	38.7	43.6	39.9	34.9	48.0	47.0	29.5	—	—	—
Average	35.7	38.2	38.3	39.5	28.1	37.6	40.8	—	—	—
High	22.3	16.5	20.3	24.0	20.7	12.4	29.0	—	—	—
Refusal	3.3	1.7	1.4	1.6	3.3	3.0	0.7	—	—	—