



Ministry
of Digital Transformation
of Ukraine

DIA Support Project



Sweden
Sverige



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

Analytical report based on results in 2024



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Kyiv – 2025

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Research Methodology

At the request of United Nations Development Programme (UNDP) in Ukraine with the financial support of the Government of Sweden, in September–October 2024, Kyiv International Institute of Sociology conducted a survey *Opinions and Views of the Population Of Ukraine on State Electronic Services*. The survey studied the opinions and views of adult residents of Ukraine (18+) on various matters related to the use of public electronic services. Qualitative component of the survey included a more detailed description of the experience of receiving e-services and aspects regarding the veterans that should be taken into account. The study aimed to determine what respondents know about electronic services, what experience they have in using these services – notably, what obstacles to using and difficulties in obtaining electronic services they have encountered, and what are their suggestions for improving the accessibility of services.

The main stages of the telephone survey included the development and programming of the questionnaire (using the OSA for CATI software), generating mobile phone numbers, conducting interviews with respondents, quality control, preparing the final data set, weighting the data set, preparing tables of univariate distributions and producing an analytical report.

For in-depth interviews, a basic script (hereinafter referred to as the guide) was developed. It included questions from the telephone interview questionnaire, as well as additional questions that helped dive deeper into the topic of e-services use. The structure of the guide allowed respondents to freely express their opinions on the e-services they knew about and used, regardless of whether these were state services or not; and, as a next step, to discuss the services that the governments provides or is about to provide. The guide also included a number of questions to identify respondents' preferences for improving the accessibility of e-services (full version of the guide is provided in the Annex).

The survey was conducted by computer-assisted telephone interviews (CATI). According to the KIIS survey conducted by face-to-face interviews with a random sample in July 2021, 96% of adult residents of Ukraine had personal mobile phones. At the initial stage of present survey, mobile phone numbers for all major mobile operators in Ukraine were generated completely randomly. The share of generated numbers for each mobile operator was roughly proportional to the share of mobile numbers for each mobile operator in general (according to KIIS surveys). To eliminate invalid numbers from the generated database, an 'invisible' SMS message was sent to the generated numbers. Interviewers then called the generated numbers and invited respondents who answered the call to participate in the survey.

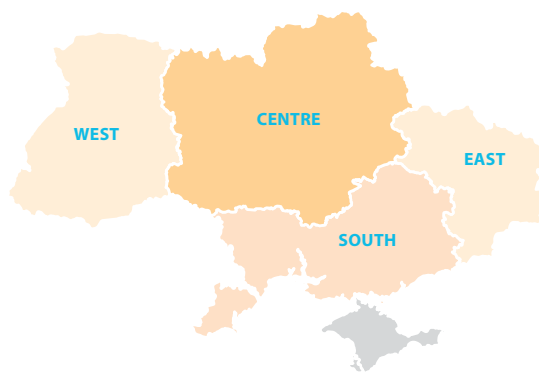
The survey was conducted only with respondents aged 18 years and older and only with those who resided in the Ukrainian Government-controlled territory as of 23 February 2022 (i.e., residents of the Autonomous Republic of Crimea, the city of Sevastopol, and certain areas of Donetsk and Luhansk oblasts that were not Government-controlled before 24 February 2022 were excluded from the sample, but residents of the territories occupied by the Russian Federation after 24 February 2022 were included). Residents of Ukraine who moved abroad after 24 February 2022 were not interviewed. The interviews were conducted in Ukrainian or Russian at the respondent's choice.

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

The distribution of total adult population by macro-region and settlement type was determined based on the Central Election Commission's data from the 2019 parliamentary elections (by the number of registered voters). The sex and age structure was determined based on the data of the State Statistics Service as of 1 January 2021. To bring the sample structure in line with the structure of the population of Ukraine as a whole, special statistical weights were constructed. In addition, the weights take into account different probabilities of different respondents being included in the sample (depending on the number of different mobile numbers that a respondent has).

The composition of macro-regions is as follows:

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



The field phase took place from 25 September to 8 October 2024. A total of 2,019 interviews were conducted as part of the study.

Formally, under normal circumstances, the statistical 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 structure of the report

The report presents data in every chapter (mostly) using the following logic: first, the findings for Ukraine as a whole, then the data for individual vulnerable groups and by specific socio-demographic categories are presented.

The region and type of settlement were determined based on the respondents' answers about where they currently – at the time of the interview – reside.

At the same time, when interpreting the results among certain categories (certain regions, respondents with different income levels, etc.), the following should be noted: since a category accounts for fewer respondents than total general sample, the margin of error for this category is higher. It is also necessary to consider the overlap of some socio-demographic categories. For example, among younger respondents, there are more people with higher education.

The report includes Annex A that specifies the number of respondents, the margin of error, and the socio-demographic profile for each category of data presented in the report.

Key findings of the survey



GENERAL INFORMATION: AFFILIATION WITH VULNERABLE GROUPS AND INTERNET USE

- ✓ Older people remain the relatively largest vulnerable group on the list (21.5%, almost the same as in previous years), and there is a share proportion of people with disabilities (12%, in 2023 it was 15%) and IDPs (11%, in 2023 it was 14%). Other groups include – single parents (4%, in 2023, 7%), parents of children with disabilities (3.5%, in 2023, 5%), veterans (3.5%, in 2023, 3%).
- ✓ Overall, 45% respondents now belong to one or more vulnerable groups.
- ✓ Currently, 78% Ukrainians use the internet for 3 hours or more every day and thus are regular users (in 2023, it was 80%, but the difference is within the margin of error). Other 12% use the Internet irregularly: 2-3 hours a week or less (in 2023, it was 11%). 10% respondents do not use the Internet at all (in 2023, 9%).
- ✓ Within identified population categories, the following respondents use the Internet the most: IDPs; single parents; and veterans – 81.5-86% of regular users and only 3-8% of those who do not use the Internet at all. People with disabilities (70%) and parents of children with disabilities (72%) use the Internet somewhat less often. Compared to 2023, the share of daily users has not changed statistically significantly – there are some fluctuations within the margin of error. Older people are the least likely to use the Internet – 48% do it every day, while 31% do not use it at all – at the same time, there was a significant increase in use between 2022 and 2023, and this value has now stabilised.
- ✓ While among the youngest respondents under 30, 94% use the Internet every day and only 2% say they do not, among respondents aged 70+, these values are 42% and 38%, respectively.



USE OF STATE ELECTRONIC SERVICES

- ✓ The level of use of state e-services in Ukraine remains high, but it has decreased over the past year. Currently, 55% respondents said they had used at least some services in the past year (among men, this is 59%, among women, 51%). In 2023, the value was 64%.
- ✓ As in 2022, the majority of respondents (42%, in 2023, 51%) report using Diia. Other services were mentioned significantly less often. The most frequently cited services, aside from Diia, included those related to personal vehicles (15%, in 2023, 18.5%), paid services for obtaining information from registers (13%, in 2023, 13%), pensions (10%, in 2023, 16%), obtaining passports or contacting the State Migration Service (10%, in 2023, 14%), obtaining subsidies or benefits (9%, in 2023, 18%), and taxation (9%, in 2023, 12%).
- ✓ Almost all services show a decrease in the share of users compared to 2023. The most significant decline is for receiving subsidies/benefits: from 18% in 2023 to 9% in 2024 (the current value is 52% of the 2023 value) and for applying to universities (58% of the 2023 value).
- ✓ Within identified population categories, veterans (79%) and parents of children with disabilities (76%) were the most likely to use state e-services. Among the IDPs, the level of service use is 68%, and among single parents, 66%. People with disabilities are next on the list – 49% of them reported using e-services. Older people were the least likely to use such services, with a rate of 26%. All the vulnerable groups reported using Diia the most.
- ✓ Use of public e-services varied significantly across socio-demographic groups. Men, younger individuals, residents of larger settlements, those with higher education, and respondents with higher incomes were more likely to utilize these services. Regional differences were also evident, with slightly lower usage rates in the East compared to other areas. The age disparity remains particularly striking: 73% of respondents aged 18–29 reported using at least one service, compared to only 22% of those aged 70 and older. Additionally, respondents with low incomes not only face financial vulnerability but also report lower usage levels (41%) compared to those with medium (61%) and high incomes (72%).
- ✓ Compared to 2023, almost all groups recorded a decrease in use. The reduction was somewhat greater for the East (from 64% in 2023 to 46% in 2024), people aged 60-69 (from 48% to 35%), residents of small towns and cities (from 65% to 48%), and people with low incomes (from 53% to 41%). For them, the current value is 23-27% lower compared to last year.

- ✔ Respondents who had used Diia were asked an additional question: which state e-services they had used in Diia. At least one of the 10 services was used by 40.5% of these respondents. The most frequently mentioned services were obtaining OK-5 or OK-7 certificates on salaries (27%, in 2023, 20%). Other services were mentioned much less frequently. In particular, the next most popular services are obtaining a pension certificate (7%, similar to 2023) and registering an IDP status (6%, in 2023, 14%).
- ✔ The vast majority of respondents (84%, in 2023, 78.5%) who have used state e-services consider their experience to be rather or very positive (82% among men and 85% among women). Of these, 56% say their experience was "rather positive" and specify that some aspects need to be improved. 10% users reported "rather" or "very negative" experiences are reported (in 2023, 12%).
- ✔ When assessing the methods of receiving services, 52% consider online to be the most convenient and efficient, and 11% prefer visits to TsNAPs (in 2023, these values were 54% and 10%). 31% find both methods convenient and efficient (in 2023, 29%).
- ✔ The primary reason for not utilizing state e-services was the lack of necessity. This was reported by 67%, which is almost the same as in 2023. Other reasons include lack of skills (44%, last year, it was 27%), distrust of electronic services (26%, last year, it was 16.5%), not knowing that the service is available (25%, last year, it was 15%), and lacking a device with an Internet connection (19%). Among respondents citing a lack of skills, nearly half (44%) expressed no interest in learning them, while 32% indicated a preference for learning with the assistance of their children or grandchildren. Respondents have diverse views on the importance of certain aspects of state e-services. The three most important aspects for most respondents were the availability of a contact phone number (22%, in 2023, 18%), short, clear explanations (21%, in 2023, 10%), and clear design and font (17%, in 2023, 8%). Compared to 2023, the importance of these three aspects has increased significantly.
- ✔ 74% respondents (67% in 2023) were able to name at least one situation where they would be interested in having an effective electronic service. At the same time, respondents differed in their perceptions of such situations. The highest number of respondents mentioned obtaining a passport for travelling abroad (20%), purchasing and other transactions with a car (17%), obtaining a Ukrainian passport (16%), running a small business (14%), changing the place of registration (13%), and preparing documents for subsidies (10.5%).
- ✔ Among respondents who have not used state e-services in the last year, 59% named at least one area in which they would like to have an effective e-service.



INFORMATION MATERIALS ON THE USE OF STATE ELECTRONIC SERVICES

- ✓ The majority of respondents – 61% – have seen information materials about state e-services (in 2023, 65%). Also, 51% have seen materials about digital literacy (53% in 2023). Those who have seen these materials most often mentioned social media and radio/TV advertising.
- ✓ Materials about electronic state services or digital literacy encouraged 50% of those who saw them to take action (in 2023, 53%): 39% of these respondents wanted to use state electronic services thanks to the materials, and 32% wanted to improve their digital literacy.
- ✓ The materials have a greater motivational impact on younger and higher educated people, residents of larger settlements, and people with higher incomes (the intersection of these categories should be taken into account). Notably, by age, the share of those who were motivated by the materials decreases from 67% among 18-29-year-olds to 8% among respondents aged 70+. By education, the trend is as follows: 63% of respondents with higher education, 42% of respondents with vocational or secondary specialised education, and 33% of those with lower education were encouraged.
- ✓ Among those who were not encouraged by the materials to take action, the vast majority report that they had no urgent need to do so (70%, in 2023 this reason was reported by 64%). Lack of time is a close second (23%). Other reasons were mentioned less frequently.

SECTION I.

GENERAL INFORMATION: AFFILIATION WITH VULNERABLE GROUPS AND INTERNET USE



1.1. Belonging to vulnerable groups

Older people remain the relatively largest vulnerable group on the list (21.5%, almost the same as in previous years), as well as high shares of people with disabilities (12%, in 2023 it was 15%) and IDPs (11%, in 2023, 14%). Other groups include: single parents (4%, in 2023, 7%); parents of children with disabilities (3.5%, in 2023, 5%); and veterans (3.5%, in 2023, 3%).

Between 2021 and 2022, the share of the population belonging to vulnerable groups increased from 34% to 45.5%, primarily because the IDPs made a significant share of population, and also because of the increased number of single parents and people with disabilities. Between 2022 and 2023, the share of the vulnerable population increased to 52%, but this time it was primarily because of the increased percentage 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%). Between 2023 and 2024, the share of vulnerable population returned to the level of 2022, to 45%. This is primarily due to a slightly lower share of people with disabilities (and parents of children with disabilities), IDPs, and single parents.

It should also be noted that out of 45% respondents who belong to one of the groups, 10% belong to two or more groups at the same time (in 2023, the number was 11%).

Table 1.1.1. Do you belong to at least one of the following groups?
(respondent could select more than one answer)

% in the column	Sept 21	Sept 22	Oct 23	Oct 24
Belong to at least one group:	33.9	45.5	52.3	44.9
Older person (over 65 years)	19.5	20.3	20.5	21.5
A person with a disability	7.7	10.4	15.1	12.1
Internally displaced person (IDP)	2.0	14.0	14.3	10.6
Mother/father, relative raising the child alone	3.5	7.2	7.1	4.0
A parent or relative raising a child with a disability	3.1	2.5	4.8	3.5
ATO/OUF veteran	2.5	1.7	3.2	3.5
I do not belong to any of the following groups	65.8	51.7	44.9	53.2
Hard to say	0.2	2.7	2.9	1.9

Table 1.1.2 presents the data by individual socio-demographic groups. The intersection of income and vulnerability is important, as it mutually reinforces the negative impact. Thus, among people with low incomes, 56% belong to one of the vulnerable groups, primarily older people. However, there are also more people with disabilities among them.

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

% in the line	Belong to at least 1 group:	Older people	People with disabilities	IDPs	Single parents	Parents of a child with a disability	Veterans	None	Hard to say
Macro-region where they currently reside									
Western	39.7	18.8	12.7	6.1	3.2	3.3	3.0	59.2	1.1
Central	44.3	21.7	11.5	10.1	2.9	3.0	4.3	53.1	2.6
South	46.8	22.8	11.5	11.8	5.5	4.9	3.3	51.5	1.7
Eastern	58.8	25.1	14.0	23.4	6.6	2.5	2.2	39.3	1.9
Sex									
Man	43.4	16.5	14.1	9.3	1.4	3.4	7.2	54.0	2.5
Woman	46.1	25.5	10.4	11.6	6.1	3.7	0.4	52.5	1.4
Age									
18-29	21.0	0.0	6.1	11.6	4.3	1.2	1.0	74.4	4.6
30-39	28.0	0.0	6.3	9.3	7.6	5.7	4.8	70.1	1.8
40-49	31.3	0.0	10.7	12.4	6.4	2.6	5.9	65.5	3.2
50-59	35.8	0.0	18.9	9.4	1.5	5.1	6.3	63.2	1.0
60-69	69.2	51.1	19.2	11.6	0.9	1.6	0.7	30.4	0.3
70+	100.0	100.0	13.3	9.0	1.5	4.6	0.7	0.0	0.0
Type of settlement where they currently reside									
Village	44.6	25.0	13.5	5.8	3.4	4.1	3.2	53.5	1.8
Urban-type settlement/city up to 20 thousand people	45.9	19.8	11.8	12.1	4.8	2.2	4.1	52.0	2.0
City of 20-99 thousand people	47.0	22.7	13.3	11.2	3.8	2.5	3.3	52.2	0.8
City of 100 thousand people or more	44.2	18.8	10.7	13.7	4.3	3.7	3.5	53.5	2.3
Education									
Complete secondary or lower	48.7	21.7	16.1	9.4	6.0	4.9	5.7	49.1	2.2
Vocational or secondary specialised education	49.6	28.6	13.8	10.1	3.6	2.4	2.3	49.6	0.8
Higher	39.2	15.4	8.5	11.2	3.5	3.9	3.6	58.2	2.6
Family income level									
Low	56.2	33.3	14.3	12.2	4.5	2.9	2.4	41.7	2.1
Medium	39.3	15.5	11.1	10.0	4.3	4.1	3.5	59.2	1.4
High	32.3	9.0	8.7	8.2	2.4	3.4	5.9	66.3	1.4

1.2. Using the Internet

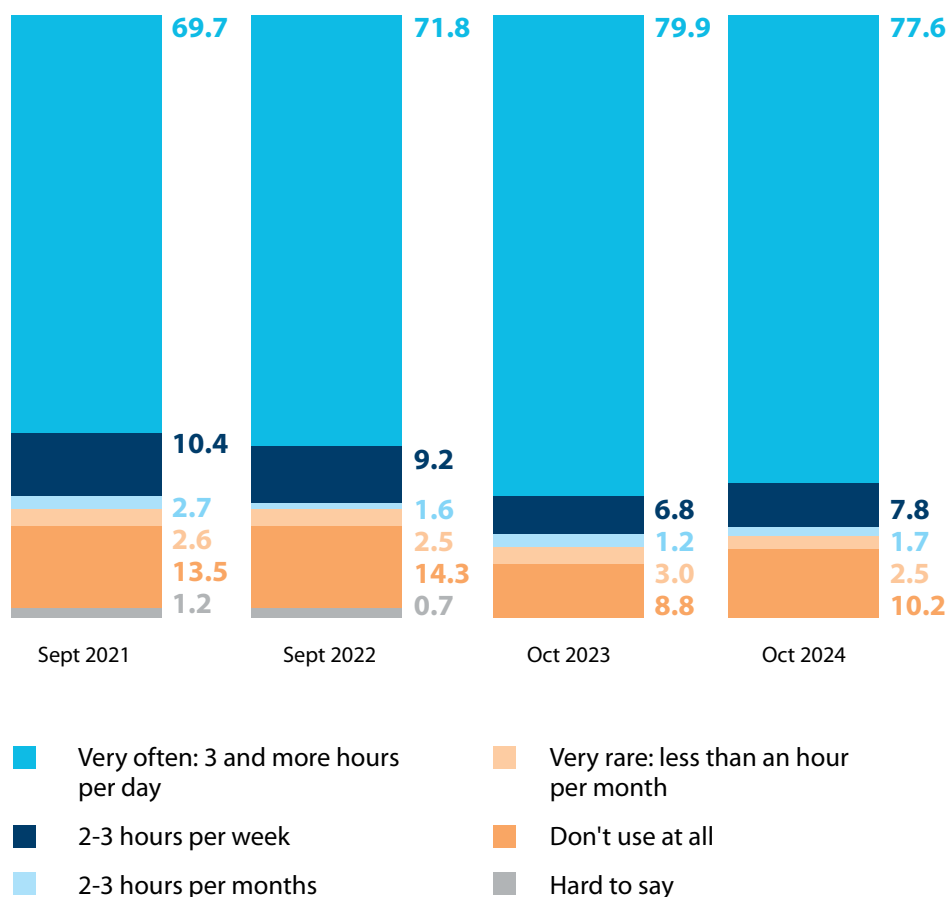
The vast majority of Ukrainians – 78% – continue to use the Internet on a daily basis (in 2023, it was 80%, formally, the difference between 2023 and 2024 is within the statistical margin of error). 12% more use the Internet irregularly: 2-3 hours a week or less (in 2023, 11%).

The vast majority of Ukrainians – 78% – continue to use the Internet on a daily basis

10% respondents do not use the Internet at all (in 2023, 9%, and in 2021-2022, 14%). Between 2021-2022 and 2023, there was a noticeable increase in Internet use, and by 2024, this level was more likely to stabilise.

Diagram 1.2.1.

How often do you use the Internet?



Within identified population categories, the following respondents use the Internet the most: IDPs; single parents; and veterans (81.5-86% are regular users and only 3-8% do not use the Internet at all). People with disabilities (70%) and parents of children with disabilities (72%) use the Internet somewhat less. Compared to 2023, the share of daily users has not changed significantly, there are some fluctuations within the margin of error.

Older people are the least likely to use the Internet: 48% do it every day, while 31% do not use it at all. Among vulnerable groups, older people are the largest group, so it is important to note that in 2023 compared to 2022, the share of regular users increased from 32% to 50%, and in 2024, it stabilised at 48%, while the share of non-Internet users decreased from 48% to 30% in 2023 and stabilised at 31% in 2024.

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

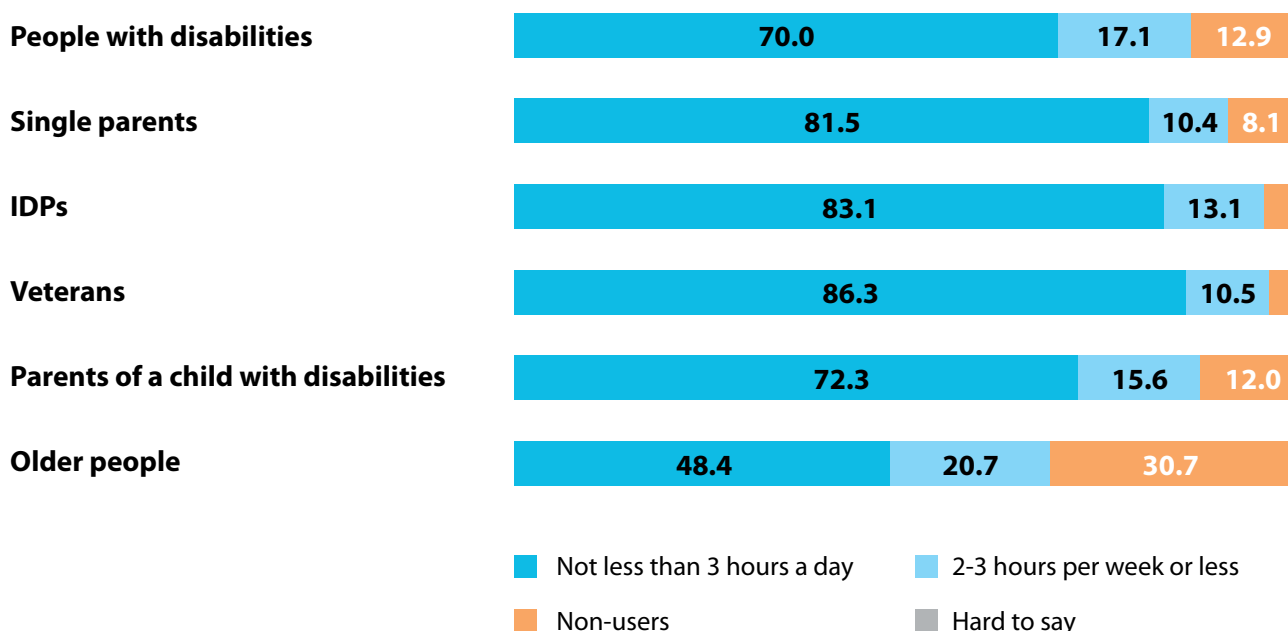


Table 1.2.1 below shows the data by socio-demographic groups. Notably, the data is compared to 2023.

As earlier, the most significant factor is the age: while among the youngest respondents under the age of 30, 94% use the Internet daily and only 2% say they do not, among respondents aged 70+, these values are 42% and 38%, respectively. Age also intersects with income level (older respondents have a much lower assessment of their income), and only 69% of those with low income are regular Internet users. Among people aged 60+ with low income, only 50.5% are regular users. Obviously, this intersection of factors (older age X low income) increases the vulnerability of this group, which is worth extra attention.

The share of daily users mostly stays the same compared to 2023. At the same time, this value has slightly decreased in the West (from 82% to 74.5%) and in rural areas (from 74% to 67%). In the West, the number of those who use the Internet less often has slightly increased, while the share of those who do not use it at all has not changed. In rural areas, the decrease in the level of use was due to higher number of both those who use it less frequently and those who do not use it at all. In the East, the share of regular Internet users also decreased (from 80% to 74%), but the difference is within the margin of error, although this trend is also worth paying attention to.

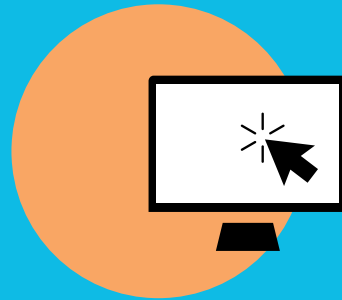
Table 1.2.1. How often do you use the Internet?

(% among respondents of the relevant socio-demographic group)

100% in the line	2023				2024			
	At least 3 hours daily	2-3 hours or less	Non-users	Hard to say	At least 3 hours daily	2-3 hours or less	Non-users	Hard to say
Macro-region where they currently reside								
Western	82.0	8.6	9.2	0.1	74.5	15.1	10.2	0.3
Central	79.7	12.4	7.4	0.5	80.2	10.3	9.4	0.2
South	77.7	11.2	10.5	0.6	78.9	10.6	10.4	0.0
Eastern	79.7	12.3	8.0	0.0	73.6	13.8	12.6	0.0
Sex								
Man	82.0	10.8	6.8	0.4	79.0	11.7	9.2	0.2
Woman	78.2	11.1	10.4	0.4	76.4	12.5	11.0	0.1
Age								
18-29	97.8	1.5	0.7	0.0	94.3	3.5	2.2	0.0
30-39	93.8	3.7	2.4	0.0	89.7	7.1	3.2	0.0
40-49	88.5	8.9	2.3	0.3	88.2	9.7	1.8	0.3
50-59	80.9	16.4	2.7	0.0	77.0	14.4	8.4	0.2
60-69	64.5	20.2	13.5	1.8	63.5	21.2	15.0	0.2
70+	43.7	17.8	38.0	0.4	42.3	19.8	37.9	0.0
Type of settlement where they currently reside								
Village	74.0	12.9	12.4	0.7	67.3	16.9	15.7	0.1
Urban-type settlement/city up to 20 thousand people	77.5	12.5	9.8	0.2	78.4	12.3	9.2	0.0
City of 20-99 thousand people	82.2	10.5	7.3	0.0	82.1	7.1	10.5	0.3
City of 100 thousand people or more	84.2	9.2	6.2	0.3	83.9	9.9	6.1	0.1
Education								
Complete secondary or lower	61.7	16.7	20.9	0.7	60.3	21.9	17.8	0.0
Vocational or secondary specialised education	74.0	14.1	11.3	0.6	71.1	14.4	14.2	0.4
Higher	87.9	7.6	4.3	0.1	89.9	6.3	3.8	0.0
Family income level								
Low	68.2	14.4	16.7	0.7	68.7	15.0	16.1	0.1
Medium	85.0	10.9	3.9	0.2	81.5	11.2	7.4	0.0
High	92.9	5.1	1.9	0.0	90.2	6.7	2.7	0.4

SECTION II.

USE OF STATE ELECTRONIC SERVICES

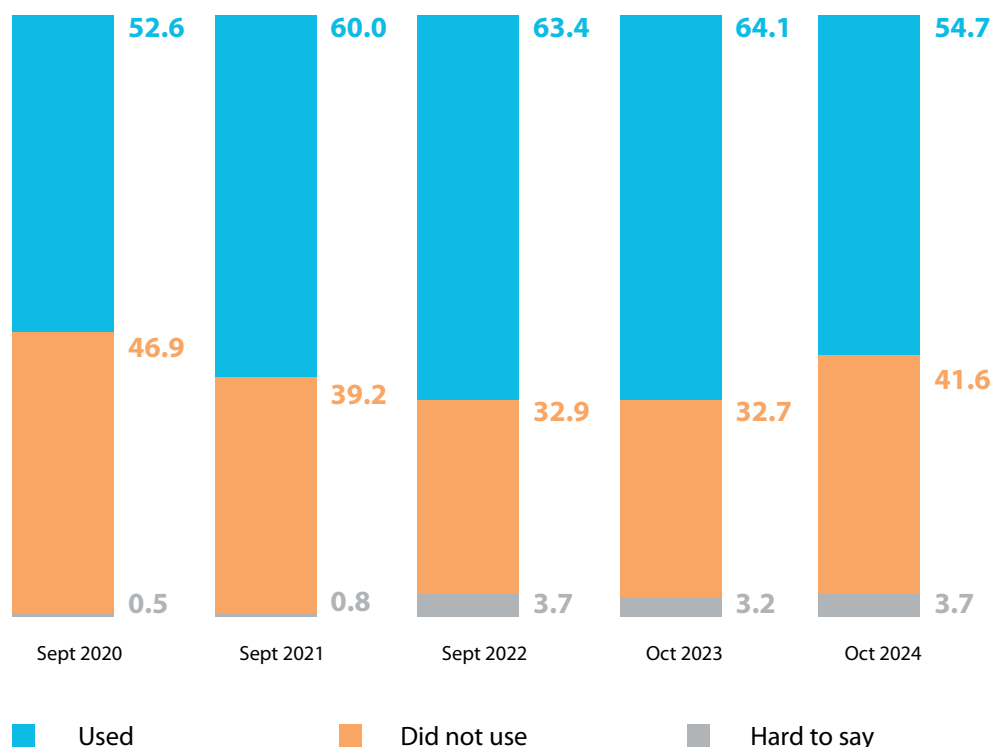


2.1. Use of state electronic services in the last year

State e-services in remain in high use in Ukraine, but it has declined over the past year. Currently, 55% respondents say they have used at least some services in the past year. In 2023, it was 64% (the share of those who reported not having used such services in the last year increased from 33% in 2023 to 42% in 2024).

State e-services in remain in high use in Ukraine

Diagram 2.1.1.
In the last year, did you use state electronic services in any of the following areas?



Additional comprehensive research of other information from various sources is necessary to find out specific reasons for the decline in service usage. Based on the survey results, we can suggest some considerations and assumptions. For example, the decline is likely to be systemic and not concentrated in certain population groups or services. As the report will show below, in certain socio-demographic groups and for certain services, the decline is indeed more significant. However, this trend is common across all groups and services.

It can be assumed that some of the services have met the needs of certain citizens and the need for such services has subsequently declined. An illustrative example is a child's birth certificate. Obviously, as the birth rate declines, the demand for this service falls. Another example is services for IDPs (as we will show below, Diia users are no longer actively using services for IDPs).

Similarly, many other services from the list could also be used earlier (they are convenient, because they are available online), and then the need for them decreased for a certain period of time. At the same time, in some situations – primarily services related to subsidies or benefits – the reason is different: namely, additional information is necessary. In the opinion of researchers, a significant decline in the use of services is not something expected, but for the government agencies, this situation is more understandable.

Another factor is that people get used to such services, it becomes a ‘part of their everyday life,’ and they do not pay that much attention to e-services any more. That is, some people may have actually used them, but since they already got used to e-services, they may have forgotten or not realised that they received online services from the government.

In addition, a variation in the ‘regression to the mean’ effect is likely. After a spike in certain indicators, a ‘return to more regular levels’ often occurs naturally. In previous years, high interest of the population in such services and the desire to try them were caused by high attention to innovation in the service sector. Later, the wave of interest in innovations subsided a bit, as did the level of use. Moreover, the majority of non-users indicate that they did not need such services (accordingly, curiosity could have been the driver of use in previous years).

As we will demonstrate below, more respondents now also report that they lack skills or knowledge that certain services are available. When it comes to skills, the reasons for reporting lack of skills can be different. For example, a person may have already received certain services and now simply does not need to use online opportunities. In contrast, when it comes to more complex services, people fear that they lack skills to use them effectively.

Obviously, this is not an exhaustive list of factors, and this matter requires a separate study.

Table 2.1.1 specifies the state e-services that the respondents have used in the past year. As in previous years, the majority of respondents (42%) reported using Diia. Other services were mentioned much less frequently. However, it should be borne in mind that in wartime, the ‘demand’ for certain services may differ. Also, certain popular services are consolidated in Diia, and respondents may count them as Diia-related. Apart from Diia, the following services were relatively frequently mentioned: matters related to personal vehicles (15%, in 2023, 18.5%), paid services for obtaining information from registers (13%, in 2023, 13%), pension provision (10%, in 2023, 16%), obtaining passports or communicating with the State Migration Service (10%, in 2023, 14%), receiving subsidies or benefits (9%, in 2023, 18%), taxation (9%, in 2023, 12%). On average, in 2022, users named 2 different services they used. In 2023, this value was 3 services, and now it is about 2.5.

Compared to 2023, the level of use is the same only for obtaining information from registers and taxation (the difference is within the margin of error, although there is a downward trend). The level of use of all other services on the list has decreased. While in absolute terms there has been a significant decrease in the use of Diia, the 2024 value is 82% of the 2023 value. The same is true for matters related to personal vehicles (83% of the 2023 level). For other services, the decline is more significant: 52-73% of the 2023 level. The largest declines were noted in the use of services for subsidies/benefits (52% of the 2023 value) and university enrolment (58% of the 2023 value).

It is also important to compare current situation to the values for 2022. In 2024, the level of use of Diia is 81% of the 2022 value. Notably, the use of the service for obtaining a birth certificate has decreased (91% of the 2022 value). The largest decline is for the service for obtaining subsidies and benefits (59%). However, for all other services, the 2024 value is higher than the 2022 value (at least at the level of trends, no decrease was recorded, and the 2024 values are higher).

Table 2.1.1. Over the last year, have you ever received state electronic services in any of the following areas? (respondents could select multiple answers)

% in the column	Sept 20	Sept 21	Sept 22	Oct 23	Oct 24
Received at least 1 service:	52.6	60.0	63.4	64.1	54.7
Using Diia app or portal	12.7	30.3	51.6	51.0	41.9
Issues related to personal vehicles (driver's licence, car sale, online payment of fines, etc.)	11.9	15.0	9.5	18.5	15.4
Paid services for obtaining information from state registers or digital extracts	10.0	10.2	6.7	13.0	12.7
Pension issues (Pension Fund Electronic Services Portal)	10.8	11.5	7.3	16.0	10.2
Obtaining passports and other contacts with the State Migration Service	15.4	13.8	7.9	13.7	9.6
Receiving subsidies, benefits and social payments	12.5	12.7	15.9	17.8	9.3
Taxation issues (taxpayer's office)	8.8	10.5	7.3	12.1	8.9
Issues related to private entrepreneurship: registration, single tax, reporting	9.1	11.2	6.7	10.6	7.7
Birth certificate, related documents	5.8	5.6	6.7	9.2	6.1
Admission to a higher education institution (submission of documents)	5.5	4.6	3.5	7.6	4.4
Issues related to running a firm or company (LLC): registration, taxes or other issues	7.7	9.4	3.9	6.1	4.3
Services for veterans and their families	—	—	—	—	2.4
Change of voting address (to be able to vote)	3.1	2.8	—	—	—
Construction issues (e.g., permits)	1.8	2.0	—	—	—
Issues related to commercial vehicles (licences, transport permits)	1.3	1.9	—	—	—
Did not receive services from the list, but received other services	3.9	3.6	1.3	1.2	1.0
I did not receive any public e-service	46.9	39.2	32.9	32.7	41.6
Hard to say	0.5	0.9	3.7	3.3	3.7

Within identified population categories, veterans (79%) and parents of children with disabilities (76%) were the most likely to use state e-services. Among IDPs, the level of service use is 68%, and among single parents, 66%. People with disabilities are next on the list (49%). Older people were the least likely to use the services, with a rate of 26%.

At the same time, representatives of all vulnerable groups most often used Diia.

Compared to 2023, people with disabilities (63%, now 48%), IDPs (85%, now 68%), and older people (34.5%, now 26%) used the services statistically significantly less often. Among parents of children with disabilities, the level of use has changed within the margin of error, but the use of Diia has decreased more significantly (from 67.5% to 53%). Also, older people use Diia a little less often (17%, now 12%). At the same time, among single parents, the use of Diia has increased (from 42.5% to 58%), although the overall level of service use in this group has not changed.

Table 2.1.2. Over the last year, have you ever received state electronic services in any of the following areas? (% of respondents in the respective group)

% in the column	People with disabilities	Single parents	IDPs	Veterans	Parents of a child with a disability	Older people
Received at least 1 service:	48.6	66.0	68.0	79.1	76.2	26.1
Using Diia app or portal	33.5	58.0	58.4	54.7	52.9	11.6
Issues related to personal vehicles (driver's licence, car sale, online payment of fines, etc.)	11.0	8.2	10.4	30.0	25.0	3.3
Paid services for obtaining information from state registers or digital extracts	11.2	12.7	14.3	20.0	13.4	2.7
Pension issues (Pension Fund Electronic Services Portal)	17.5	18.8	10.2	26.9	16.4	5.9
Obtaining passports and other contacts with the State Migration Service	10.2	18.4	15.7	10.9	16.3	1.7
Receiving subsidies, benefits and social payments	10.5	18.4	17.6	32.5	28.0	9.8
Taxation issues (taxpayer's office)	6.5	7.7	10.2	11.2	10.3	3.2
Issues related to private entrepreneurship: registration, single tax, reporting	7.5	6.7	12.1	11.3	11.4	1.6
Birth certificate, related documents	6.8	13.0	6.8	13.2	17.8	1.5
Admission to a higher education institution (submission of documents)	3.2	6.9	5.1	2.5	6.5	0.0
Issues related to running a firm or company (LLC): registration, taxes or other issues	4.3	3.2	5.1	7.5	2.1	0.3
Services for veterans and their families	3.7	0.6	0.4	26.2	1.9	0.7
Did not receive services from the list, but received other services	0.9	0.0	0.3	0.0	0.0	0.6
I did not receive any public e-service	46.7	32.8	29.3	20.9	21.9	68.4
Hard to say	4.7	1.3	2.7	0.0	2.0	5.5

Table 2.1.3 presents data on whether certain population groups use or do not use state electronic services. Table 2.1.4 provides details on which services different population groups use.

In general, men, younger respondents, residents of larger settlements, respondents with higher education, and respondents with higher income were more likely to use services (the East also stands out from other macro-regions, where the level of use is slightly lower). As before, the gap in usage is particularly noticeable by age: while 73% of 18-29-year-olds have used at least one service, the share of such respondents aged 70+ is 22%. Respondents with low incomes deserve special attention: in addition to their vulnerable financial situation, they also report a lower level of service use (41% vs. 61% among people with medium income and 72% among people with high income).

In almost all groups, the level of use has slightly decreased compared to 2023. Formally, only in the West, among people aged 40-49 and among people aged 70+, the difference between 2024 and 2023 is within the margin of error – although in terms of trends, a decrease was also recorded in the West and among people aged 70+. For most groups, the current usage rate is 80-93% of the 2023 value, meaning that the decline in usage is more or less even. The rates for the East, people aged 60-69, residents of small towns and cities, and people with low income have decreased to a somewhat greater extent. In these groups, the 2024 value is 73-77% of the 2023 value.

Table 2.1.3. Over the last year, have you ever received state electronic services in any of the following areas? (% of respondents in the relevant socio-demographic group)

100% in the line	2023			2024		
	Received at least 1 service	Did not receive any	Hard to say	Received at least 1 service	Did not receive any	Hard to say
Macro-region where they currently reside						
Western	61.4	36.3	2.3	56.1	42.1	1.8
Central	64.9	31.7	3.4	56.5	39.5	4.0
South	66.1	29.8	4.1	53.5	42.2	4.3
Eastern	64.0	32.3	3.7	46.4	46.3	7.3
Sex						
Man	71.2	26.5	2.3	58.9	38.3	2.8
Woman	58.2	37.8	4.0	51.2	44.3	4.5
Age						
18-29	89.3	8.2	2.6	72.9	22.0	5.1
30-39	80.8	19.0	0.2	69.1	28.6	2.3
40-49	66.5	29.2	4.3	66.4	31.3	2.3
50-59	60.8	36.4	2.8	51.8	45.2	3.0
60-69	48.3	48.6	3.1	35.1	60.4	4.6
70+	30.0	61.5	8.5	21.9	71.8	6.3

100% in the line	2023			2024		
	Received at least 1 service	Did not receive any	Hard to say	Received at least 1 service	Did not receive any	Hard to say
Type of settlement where they currently reside						
Village	57.0	38.3	4.7	48.7	49.1	2.2
Urban-type settlement/city up to 20 thousand people	65.1	32.6	2.3	48.3	46.0	5.8
City of 20-99 thousand people	60.4	37.0	2.6	52.3	45.3	2.4
City of 100 thousand people or more	69.8	27.6	2.6	61.5	33.7	4.8
Education						
Complete secondary or lower	54.2	39.9	5.9	43.6	53.8	2.6
Vocational or secondary specialised education	54.1	43.0	2.8	44.1	51.6	4.2
Higher	72.8	24.7	2.6	67.9	28.4	3.6
Family income level						
Low	53.2	42.0	4.8	40.9	53.3	5.8
Medium	66.7	31.2	2.1	61.2	35.9	2.8
High	81.1	17.3	1.6	72.0	26.9	1.2

Table 2.1.4. Over the last year, have you ever received state electronic services in any of the following areas?

(% of respondents in the relevant socio-demographic group)

% in the string	Received at least 1 service:	Dija	Personal vehicles	State registers	Pension	Passports / State Migration Service	Subsidies	Taxation	Private entrepreneurship	Birth certificate	Admission to universities	Management of the companies	Services for veterans	Other	Did not receive any	Hard to say
Region																
Western	56.1	42.3	16.6	15.2	9.8	10.3	9.4	9.5	7.6	7.9	7.6	3.4	2.6	1.0	42.1	1.8
Central	56.5	44.1	16.0	12.7	10.1	9.4	8.4	10.5	7.7	6.8	3.3	4.6	3.1	1.2	39.5	4.0
South	53.5	41.0	15.1	11.6	10.0	9.1	9.5	6.4	8.7	3.8	3.9	4.9	1.4	0.5	42.2	4.3
Eastern	46.4	33.9	10.1	7.9	11.9	9.4	12.4	6.6	5.5	3.9	0.7	4.5	1.4	1.0	46.3	7.3
Sex																
Man	58.9	45.5	22.4	15.6	11.4	8.5	9.3	10.0	11.0	8.2	6.1	5.9	3.4	1.2	38.3	2.8
Woman	51.2	38.8	9.6	10.3	9.2	10.5	9.3	8.0	5.0	4.4	3.1	3.0	1.6	0.7	44.3	4.5
Age																
18-29	72.9	64.9	19.2	19.6	9.7	13.4	10.5	8.9	10.7	9.8	16.2	6.0	2.9	0.4	22.0	5.1
30-39	69.1	56.8	22.9	18.1	13.2	11.7	10.3	9.6	11.7	9.0	4.9	6.5	2.7	0.5	28.6	2.3
40-49	66.4	51.6	23.1	17.1	12.2	16.1	9.3	14.5	10.4	7.6	3.9	6.1	2.7	1.1	31.3	2.3
50-59	51.8	37.2	13.8	10.6	9.5	8.6	7.9	11.0	6.0	5.1	0.7	4.3	2.8	1.8	45.2	3.0
60-69	35.1	20.7	6.2	6.1	11.0	3.4	8.7	3.9	3.6	2.7	0.2	1.4	1.9	1.5	60.4	4.6
70+	21.9	9.2	1.9	0.9	3.4	1.5	9.0	3.4	1.4	0.5	0.0	0.0	0.8	0.4	71.8	6.3
Type of settlement where they currently reside																
Village	48.7	31.9	13.1	9.2	8.8	7.0	9.1	6.5	2.9	5.9	4.9	2.1	2.0	0.9	49.1	2.2
Urban-type settlement/city up to 20 thousand people	48.3	37.3	14.1	10.9	7.3	9.6	7.4	7.1	7.9	2.3	2.9	3.6	2.8	0.5	46.0	5.8
City of 20-99 thousand people	52.3	42.6	12.6	12.9	7.6	6.4	12.9	5.3	5.9	6.1	3.2	3.1	4.5	0.7	45.3	2.4
City of 100 thousand people or more	61.5	50.3	18.2	15.8	12.6	12.5	8.9	12.2	11.8	7.2	4.8	6.5	1.9	1.2	33.7	4.8
Education																
Complete secondary or lower	43.6	30.8	9.4	10.1	7.7	6.3	9.0	2.0	1.9	6.4	4.9	0.5	2.7	0.2	53.8	2.6
Vocational or secondary specialised education	44.1	29.9	10.9	8.4	8.1	7.6	9.0	6.2	3.6	4.2	3.1	2.1	1.7	1.1	51.6	4.2
Higher	67.9	56.2	21.5	17.4	12.9	12.6	9.8	13.7	13.2	7.5	5.5	7.6	2.8	1.1	28.4	3.6
Family income level																
Low	40.9	26.5	6.8	8.1	6.3	7.0	11.1	4.7	3.0	4.6	1.9	1.8	1.2	0.5	53.3	5.8
Medium	61.2	48.4	17.2	13.7	13.0	10.3	9.5	8.7	6.2	6.8	7.2	3.9	2.3	0.8	35.9	2.8
High	72.0	61.5	29.5	20.1	13.1	13.6	6.1	17.9	20.0	7.9	4.4	10.5	5.0	2.2	26.9	1.2

As of now, 42% respondents report using Diia which remains a significant value, but is lower than 51% in 2023. Within identified population categories, IDPs (68%), single parents (58%), veterans (55%), and parents of children with disabilities (53%) use Diia the most. Among people with disabilities, this value is 33.5%, and among older people, 12%. Diia is more often used by men (45.5% vs. 39% women), younger respondents (usage decreases from 65% among 18-29-year-olds to 9% among respondents aged 70+), residents of larger settlements (increases from 32% in villages to 50% in cities with a population of 100 thousand people or more), respondents with higher education (56% vs. no more than 31% among respondents with lower education levels), and those with higher income (26.5% respondents with low income, 48% respondents with medium income and 61.5% respondents with high income use Diia).

Respondents who used Diia were asked an additional question about using specific services. At least one of 10 services was used by 40.5% of these respondents. In 2023, this value was 41%. The most frequently mentioned services were obtaining OK-5 or OK-7 salary certificates (27%, in 2023, 20%). Other services were mentioned much less frequently. In particular, the next most popular were pension certificates (7%, the same as in 2023) and IDP status registration (6%, in 2023, 14%).

Table 2.1.5. Over the last year, which of the following state e-services did you use on the Diia portal or app? (% of those who used Diia; respondents could select multiple answers)

% in the column	Sept 22	Oct 23	Oct 24
Obtaining an OK-5 or OK-7 salary certificate	7.0	19.8	27.3
Pension certificate in Diia	5.2	7.3	6.7
Registration of IDP status and application for IDP benefits	15.7	14.0	6.2
Change of address of an IDP	—	7.5	4.4
Having the pension accrued or recalculated	1.8	5.6	3.8
Termination of IDP status	—	3.4	3.5
Application for housing subsidy	1.4	4.9	3.2
Assistance for families with children (single mothers, persons with childhood disabilities and children with disabilities, for caring for a sick child, and for adoption)	—	—	1.6
Application for participation in the programme of preferential mortgage for IDPs	2.7	3.3	1.2
Making an appointment for a consultation on child adoption	0.2	0.7	0.7
Application for extension or termination of IDP assistance	2.0	—	—
I did not receive electronic public services from the list	66.8	54.8	56.6
Hard to say	5.3	4.4	2.9

Table 2.1.6 presents data by vulnerable groups.

Table 2.1.6. Over the last year, which of the following state e-services did you use on the Diia portal or app? (% of those who used Diia; respondents could select multiple answers)

% in the column	People with disabilities	Single parents	IDPs	Veterans [!]	Parents of a child with a disability [!]	Older people [!]
Obtaining an OK-5 or OK-7 salary certificate	32.5	27.4	26.8	41.0	33.4	2.4
Pension certificate in Diia	32.8	4.5	9.8	22.6	4.2	32.7
Registration of IDP status and application for IDP benefits	8.1	14.7	31.2	1.2	7.9	9.0
Change of address of an IDP	5.5	8.4	20.2	2.8	6.9	6.3
Having the pension accrued or recalculated	13.9	10.9	3.2	16.6	6.6	11.0
Termination of IDP status	3.1	8.5	8.7	2.8	5.6	0.0
Application for housing subsidy	4.9	13.9	2.0	0.0	10.5	0.0
Assistance for families with children (single mothers, persons with childhood disabilities and children with disabilities, for caring for a sick child, and for adoption)	7.2	6.9	1.4	1.7	14.4	0.0
Application for participation in the programme of preferential mortgage for IDPs	1.2	2.0	4.9	5.8	0.0	0.0
Making an appointment for a consultation on child adoption	3.6	6.3	0.8	0.0	7.7	0.0
Application for extension or termination of IDP assistance	28.8	40.7	42.6	32.9	47.2	48.8
Hard to say	4.7	0.0	2.0	6.6	0.0	3.4

* ! indicates socio-demographic groups for which the number of respondents is insufficient for statistically reliable calculations, so the data for them are indicative.

Table 2.1.7 presents data on whether certain socio-demographic groups used or did not use state e-services in Diia.

Table 2.1.7. Over the last year, which of the following state e-services did you use on the Diia portal or app?

(% of respondents in relevant socio-demographic group who have used Diia over the last year)

% in the line	OK-5 or OK-7	Pension certificate	IDP registration	Change of address of an IDP	Pension	Termination of IDP status	Subsidy	Social assistance	Preferential mortgage for IDPs	Adoption	None of the above	Hard to say
Macro-region where they currently reside												
Western	22.3	5.1	2.6	2.0	3.8	0.5	3.2	2.5	0.0	0.5	64.3	1.8
Central	30.1	8.9	7.2	3.9	4.4	3.7	4.3	2.1	2.3	1.5	52.6	3.3
South	31.7	6.9	7.9	7.2	3.5	4.2	2.3	0.4	1.2	0.0	52.2	2.4
Eastern	17.8	1.5	10.3	7.8	0.9	11.3	0.0	0.0	0.0	0.0	60.5	6.9
Sex												
Man	27.0	7.0	5.1	3.5	2.9	2.6	1.9	2.0	1.2	1.0	56.5	3.4
Woman	27.5	6.5	7.3	5.4	4.6	4.3	4.4	1.3	1.2	0.5	56.6	2.4
Age												
18-29	30.5	0.9	7.0	5.9	2.3	4.3	5.0	0.9	1.6	0.0	54.0	3.1
30-39	35.8	2.7	6.1	2.8	1.7	3.1	4.4	3.9	1.8	1.2	51.9	2.7
40-49	26.2	7.0	4.5	2.5	3.4	2.7	1.2	0.2	0.0	0.7	64.5	1.7
50-59	22.2	7.2	5.7	6.1	4.1	4.7	0.0	1.1	0.8	0.8	63.0	5.0
60-69	9.7	29.9	8.0	8.1	14.1	3.1	6.0	1.6	2.3	1.6	49.4	3.5
70+ [!]	0.0	29.5	12.2	4.0	10.4	0.0	0.0	0.0	0.0	0.0	47.9	0.0
Type of settlement where they currently reside												
Village	27.6	9.6	1.7	2.0	5.7	1.9	7.3	2.1	0.5	1.8	55.9	2.1
Urban-type settlement/city up to 20 thousand people	28.6	2.8	2.2	0.0	1.8	4.4	1.3	2.7	0.0	0.0	56.9	4.0
City of 20-99 thousand people	23.1	5.0	7.9	5.9	5.5	3.5	6.2	0.7	0.7	0.0	59.4	2.8
City of 100 thousand people or more	27.9	6.5	8.7	6.0	2.7	4.0	0.8	1.5	1.9	0.5	56.1	3.1
Education												
Complete secondary or lower	21.7	12.8	6.8	5.2	4.2	4.2	2.7	3.9	1.8	2.7	52.9	1.5
Vocational or secondary specialised education	23.4	4.2	7.9	5.3	3.4	5.2	3.8	1.3	0.4	0.0	58.6	4.3
Higher	29.8	6.6	5.4	3.8	3.9	2.6	3.0	1.3	1.4	0.7	56.6	2.6
Family income level												
Low	31.6	6.5	10.3	5.9	4.0	6.3	4.0	1.3	1.9	0.0	49.7	2.4
Medium	24.8	8.8	5.6	3.7	4.9	2.0	4.2	1.8	1.5	1.3	57.6	3.3
High	26.8	4.2	4.0	4.1	2.0	2.8	1.1	1.8	0.3	0.5	61.7	2.3

* ! indicates socio-demographic groups for which the number of respondents is insufficient for statistically reliable calculations, so the data for them are indicative.

2.2. Opinions on the experience of receiving state e-services

The vast majority of respondents who have used state e-services (84%, in 2023, 78.5%) consider their experience to be rather or very positive. 56% of them report a 'rather positive' experience and specify that some aspects need to be improved. Rather or very negative experiences are reported by 10% users (in 2023, it was 12%).

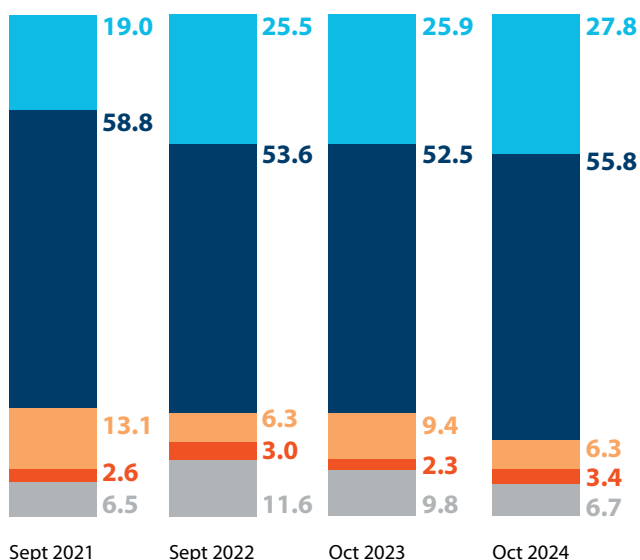
The vast majority of respondents who have used state e-services consider their experience to be rather or very positive

At the same time, when assessing the methods of receiving services, 52% consider online to be the most convenient and effective, and 11% prefer visiting TsNAPs (Centres for Administrative Service Provision). In 2023, the respective options were picked by 54% and 10% respondents, respectively. 31% consider both methods convenient and effective (in 2023, 29%). Only 4% consider both methods inconvenient and ineffective (in 2023, 4%).

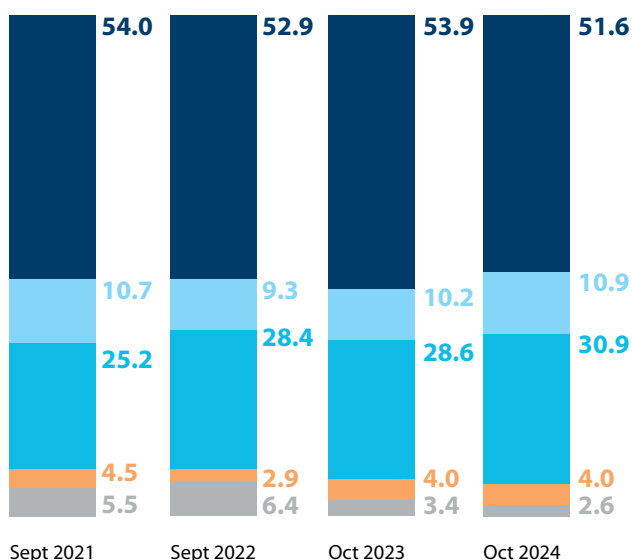
Diagram 2.2.1.

How would you rate your experience of receiving state e-services?

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



What do you consider the most convenient and effective way to receive electronic services?



- Very positive
- Rather positive, but some improvements necessary
- Rather negative, significant improvements necessary
- Very negative
- Hard to say

- Online
- Visiting TsNAP
- Equally convenient and effective
- Equally inconvenient and ineffective
- Hard to say

Table 2.2.1 presents data by vulnerable groups.

Table 2.2.1. How would you rate your experience of receiving public e-services? / What do you consider the most convenient and effective way to receive electronic services?
(% of respondents in the respective group who received at least one service from the list in the last year)

% in the column	People with disabilities	Single parents	IDPs	Veterans	Parents of a child with a disability [!]	Older people
Personal experience of receiving state e-services						
The experience is very positive	19.7	18.8	28.8	18.5	25.6	20.7
Rather positive, but some improvements necessary	54.3	57.1	54.5	64.1	54.4	39.7
Rather negative, significantly improvements necessary	10.9	8.9	3.9	3.5	9.2	6.8
The experience is very negative	5.5	3.8	3.3	2.7	2.8	7.0
Hard to say	9.7	11.4	9.6	11.2	8.0	25.8
The most convenient and effective way						
Online	47.0	42.1	47.1	37.8	36.2	28.2
Visiting the TsNAP	14.3	16.1	12.8	14.5	8.5	22.3
Equally convenient and effective	29.6	33.8	32.4	38.0	45.2	19.3
Equally inconvenient and ineffective	2.0	1.4	5.1	3.2	6.8	18.4
Hard to say	7.2	6.5	2.7	6.4	3.3	11.8

* ! indicates socio-demographic groups for which the number of respondents is insufficient for statistically reliable calculations, so the data for them are indicative.

Table 2.2.2 shows data by certain socio-demographic groups.

Table 2.2.2. How would you rate your experience of receiving state e-services? / What do you consider the most convenient and effective way to receive electronic services? (% of respondents in relevant socio-demographic group who received at least one service from the list in the last year)

100% in the line	Personal experience of receiving state e-services					The most convenient and effective way				
	Very positive	Rather positive	Rather negative	Very negative	Hard to say	Online	TsNAP	Both	None	Hard to say
Macro-region where they currently reside										
Western	27.2	59.2	5.5	2.6	5.5	46.0	10.9	35.9	4.4	2.9
Central	27.6	56.9	4.9	3.4	7.2	54.9	9.9	27.6	4.1	3.5
South	28.3	54.1	7.4	3.3	7.0	58.8	12.5	25.2	2.2	1.4
Eastern	29.6	42.7	13.2	6.5	7.9	35.3	11.5	44.8	7.5	0.9
Sex										
Man	24.5	57.8	7.9	3.7	6.0	53.2	10.5	30.1	3.2	3.1
Woman	30.8	53.9	4.8	3.0	7.4	50.2	11.4	31.6	4.7	2.2
Age										
18-29	40.8	50.5	5.2	1.7	1.8	64.4	5.2	28.6	1.4	0.3
30-39	27.4	60.2	7.5	2.9	1.9	57.8	5.3	33.6	2.2	1.2
40-49	25.6	55.9	6.0	6.6	5.9	49.2	11.1	32.7	4.4	2.5
50-59	21.2	63.8	5.7	0.3	8.9	44.8	16.2	36.1	0.0	2.9
60-69	19.1	55.2	9.1	4.0	12.5	38.7	21.7	28.8	7.3	3.5
70+ [!]	21.1	34.4	3.1	6.8	34.7	25.1	24.9	8.4	25.7	15.9
Type of settlement where they currently reside										
Village	27.3	54.8	5.1	3.5	9.3	41.0	12.1	36.0	6.4	4.6
Urban-type settlement/city up to 20 thousand people	26.3	57.7	8.6	0.9	6.5	52.3	10.3	32.8	2.3	2.3
City of 20-99 thousand people	31.4	55.4	5.7	1.4	6.1	57.5	12.2	27.9	0.4	2.0
City of 100 thousand people or more	27.4	56.2	6.8	4.2	5.4	56.4	10.1	28.2	3.7	1.6
Education										
Complete secondary or lower	27.6	55.9	3.5	2.9	10.1	43.9	9.9	30.0	11.6	4.6
Vocational or secondary specialised education	25.6	51.5	7.1	4.6	11.2	42.0	16.2	35.3	3.3	3.2
Higher	28.8	58.1	6.7	2.8	3.6	58.8	8.4	28.6	2.5	1.8
Family income level										
Low	22.2	49.8	7.8	4.9	15.3	44.5	15.9	28.4	6.0	5.1
Medium	30.3	57.7	6.3	2.0	3.7	54.8	10.0	30.1	4.1	1.0
High	29.2	59.3	5.0	4.1	2.4	55.1	6.8	34.4	1.2	2.5

* ! indicates socio-demographic groups for which the number of respondents is insufficient for statistically reliable calculations, so the data for them are indicative.

2.3. Reasons for not using state e-services

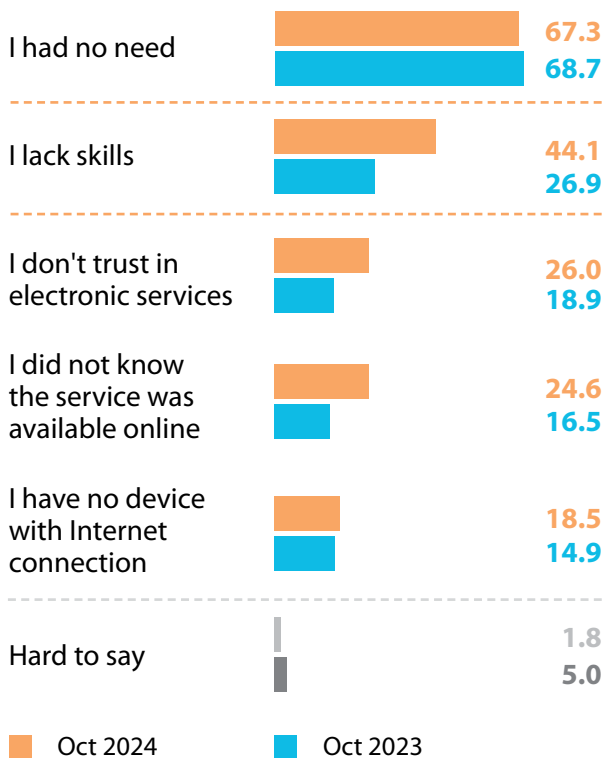
The main reason for not using state e-services reported by respondents is that they did not need to. This was reported by 67% respondents, which is almost equal to the 2023 value. In general, this reason is always the most common. The next leading causes are lack of skills (44%), distrust of electronic services (26%), not knowing that the service is available online (25%), and lack of Internet connection (18.5%). Compared to 2023, the share of those who believe they lack skills has increased significantly (from 27% to 44%). It is possible that some of the more general services introduced earlier have become 'commonplace,' but when it comes to more 'complex' services, some citizens feel that they may entail certain difficulties.

Among respondents who reported lack of skills, almost a half (44%) do not want to learn these skills at all. 32% say they would like to learn them with the help of their children/grandchildren, 11%, study short video tutorials, and 9%, attend free courses.

Diagram 2.3.1.

Why did you not use state e-services in the last year?

(% of respondents who did not use the services; respondents could select multiple answers)



You mentioned that you lack skills to use state services. How would you like to learn them?

(% of respondents who lack skills; respondents could select up to 2 answers)

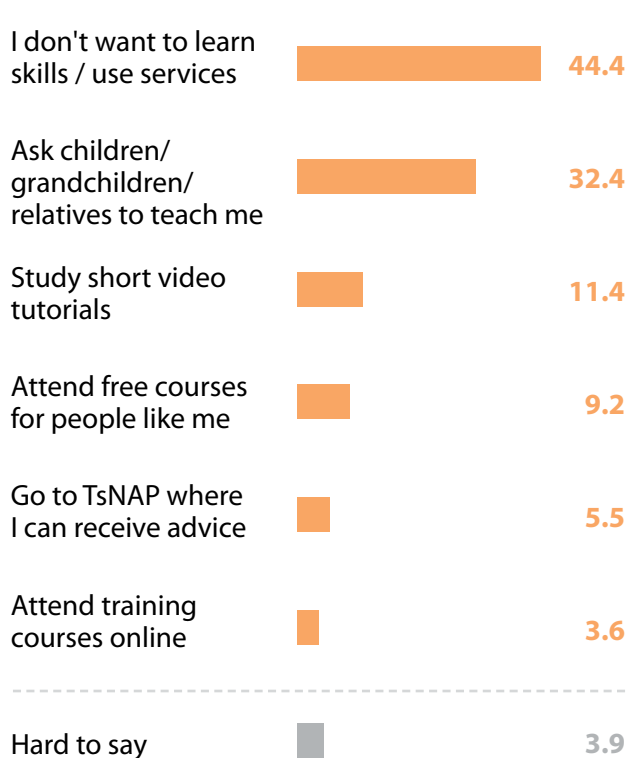


Table 2.3.1 shows the reasons for non-use for vulnerable groups.

Table 2.3.1. Why did you not use state e-services in the last year?
(% of respondents in the respective group who did not use the services)

% in the column	People with disabilities	Single parents	IDPs	Veterans [!]	Parents of a child with a disability [!]	Older people
I had no need	53.5	74.6	60.0	69.4	60.2	55.7
I lack skills	53.2	22.7	43.6	19.0	45.1	66.9
I don't trust in electronic services	21.6	33.4	16.2	31.4	29.9	35.0
I did not know the service was available online	25.4	17.2	22.4	35.1	38.8	34.8
I have no device with Internet connection	13.8	23.5	9.5	28.5	21.3	30.2
Hard to say	2.0	2.4	8.5	0.0	0.0	1.8

* ! indicates socio-demographic groups for which the number of respondents is insufficient for statistically reliable calculations, so the data for them are indicative.

Table 2.3.2 shows data by certain socio-demographic groups.

Table 2.3.2. Why did you not use state electronic services in the last year?
(% of respondents in the relevant socio-demographic group who did not use the services)

% in the line	I had no need	I lack skills	I don't trust in electronic services	I did not know the service was available online	I have no device with Internet connection	Hard to say
Macro-region where they currently reside						
Western	67.4	46.2	24.8	22.9	19.2	0.7
Central	67.3	46.1	27.4	26.6	19.6	2.9
South	72.4	40.1	24.2	20.6	14.9	2.3
Eastern	54.4	40.9	28.5	32.9	21.7	0.0
Sex						
Man	68.9	37.5	26.2	20.8	18.8	1.3
Woman	66.1	48.8	25.7	27.4	18.3	2.1
Age						
18-29	85.2	5.4	7.6	6.2	4.7	2.7
30-39	80.7	13.7	26.7	22.9	11.3	0.8
40-49	76.4	25.7	20.6	21.1	8.9	1.0
50-59	65.2	49.2	21.9	20.4	18.6	1.3

% in the line	I had no need	I lack skills	I don't trust in electronic services	I did not know the service was available online	I have no device with Internet connection	Hard to say
60-69	66.3	57.3	32.7	32.0	23.6	1.9
70+	49.9	70.4	31.9	30.7	28.5	2.7
Type of settlement where they currently reside						
Village	64.7	54.0	25.9	25.8	20.9	1.4
Urban-type settlement/city up to 20 thousand people	69.8	38.2	34.5	24.9	21.0	0.5
City of 20-99 thousand people	70.3	45.2	23.4	28.7	21.8	0.0
City of 100 thousand people or more	68.1	34.6	24.2	21.6	13.8	3.4
Education						
Complete secondary or lower	60.4	56.2	30.3	33.3	26.3	2.7
Vocational or secondary specialised education	62.9	49.7	30.8	26.8	20.5	1.2
Higher	79.6	26.6	16.0	15.0	10.3	2.1
Family income level						
Low	56.9	55.6	28.4	30.1	23.5	2.6
Medium	74.5	34.6	25.1	22.5	17.4	1.4
High	90.5	23.6	18.6	9.0	5.0	0.5

2.4. Key aspects of receiving state e-services

Similar to previous years, respondents differ in their opinions on the importance of certain aspects of e-services. The most important aspects for most respondents were the availability of a contact phone number (22%, in 2023, 18%), short, clear explanations (21%, in 2023, 10%), and clear design and font (17%, in 2023, 8%). Moreover, the importance of these three aspects has increased significantly since 2023.

Other important aspects are data security (15%, previously 20%), access only with a qualified signature (15%, previously 13.5%), online chat (12%, in 2023 it was 13%), as few page transitions as possible (12%, in 2023, 8%), and access without registration (11%, previously 13%).

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

% in the column	Sept 21	Sept 22	Oct 23	Oct 24
Availability of a phone number to call in case of problems	24.0	23.6	17.8	22.1
Short, clear explanations without bureaucratic language	17.4	8.9	10.2	21.4
Clear design, large font	9.6	7.7	8.3	17.3
Protection of personal data, including data encryption	16.2	22.7	19.6	15.4
Access to the service only with a qualified electronic signature. Security is my priority	9.9	13.4	13.5	14.8
Online chat where I can ask questions to consultants immediately	12.6	15.4	13.2	12.1
As few page transitions as possible	9.6	6.0	7.7	11.9
Access to the service without registration or with minimal verification such as an SMS code. Speed and ease are my priority	11.1	12.2	13.1	11.0
The function of saving data in a draft, so that I don't need to fill out the form from scratch every time	9.7	9.8	7.8	9.0
Video tutorials with step-by-step explanation of all necessary actions	10.2	10.7	9.2	8.8
Frequently asked questions (FAQ) section with typical situations	2.6	2.0	3.0	5.6
Ability to track the progress of the application	5.2	9.5	8.8	5.4
Ability to select from drop-down lists and not enter standard information manually (address data, postcodes, etc.)	6.0	8.3	7.1	5.2
None of the above	26.5	26.2	25.8	28.5
Hard to say	11.1	10.6	16.3	6.3

Table 2.4.2 shows the data by those who have and have not used state e-services. Among non-users, about a half expressed certain opinions, most often noting the need for a contact phone number, short explanations, and clear design.

Table 2.4.2. Please recall or imagine how you have used an electronic service from the government. What aspects are important to you? (% of respondents depending on their experience of using or not using state e-services in the last year)

% in the column	Users	Non-users
Availability of a phone number to call in case of problems	25.0	19.6
Short, clear explanations without bureaucratic language	26.1	16.1
Clear design, large font	22.0	12.2
Protection of personal data, including data encryption	19.7	10.6
Access to the service only with a qualified electronic signature. Security is my priority	21.7	6.4
Online chat where I can ask questions to consultants immediately	15.6	8.2
As few page transitions as possible	16.5	6.7
Access to the service without registration or with minimal verification such as an SMS code. Speed and ease are my priority	13.9	8.0
The function of saving data in a draft, so that I don't need to fill out the form from scratch every time	12.5	5.1
Video tutorials with step-by-step explanation of all necessary actions	9.7	8.3
Frequently asked questions (FAQ) section with typical situations	7.9	3.1
Ability to track the progress of the application	8.1	2.2
Ability to select from drop-down lists and not enter standard information manually (address data, postcodes, etc.)	7.5	2.4
None of the above	16.2	43.0
Hard to say	2.9	8.6

Table 2.4.3 shows the data by vulnerable groups, and Table 2.4.4 shows the data by specific socio-demographic groups.

Table 2.4.3. Please recall or imagine how you have used an electronic service from the government. What aspects are important to you? (% of respondents in the respective group)

% in the column	People with disabilities	Single parents	IDPs	Veterans	Parents of a child with a disability	Older people
Availability of a phone number to call in case of problems	23.7	36.7	21.6	28.8	24.8	14.3
Short, clear explanations without bureaucratic language	21.3	15.3	20.7	13.6	13.8	7.5
Clear design, large font	17.1	18.1	18.4	12.0	9.8	5.6
Protection of personal data, including data encryption	11.4	13.4	15.9	14.3	16.5	5.4
Access to the service only with a qualified electronic signature. Security is my priority	11.4	23.4	16.2	19.8	13.1	2.1
Online chat where I can ask questions to consultants immediately	10.9	14.1	11.4	9.3	17.0	4.9
As few page transitions as possible	10.6	22.8	17.3	9.2	15.4	3.9
Access to the service without registration or with minimal verification such as an SMS code. Speed and ease are my priority	7.8	15.3	9.5	12.5	13.6	3.7
The function of saving data in a draft, so that I don't need to fill out the form from scratch every time	6.0	13.2	9.9	13.7	5.2	2.5
Video tutorials with step-by-step explanation of all necessary actions	7.7	11.6	11.6	7.5	10.5	5.8
Frequently asked questions (FAQ) section with typical situations	5.5	3.6	11.0	4.6	5.2	1.5
Ability to track the progress of the application	3.3	1.0	8.9	5.2	6.3	1.9
Ability to select from drop-down lists and not enter standard information manually (address data, postcodes, etc.)	2.8	6.8	3.3	5.1	7.0	0.4
None of the above	33.7	14.5	21.7	37.4	30.8	53.9
Hard to say	8.2	8.7	6.8	4.0	4.7	13.7

Table 2.4.4. Please recall or imagine how you have used an electronic service from the government. What aspects are important to you?
(% of respondents in relevant socio-demographic group)

% in the line	Phone number to contact	Short, clear explanations	Clear design, large font	Protection of personal data	Access only with a qualified electronic signature	Online chat	As few page transitions as possible	Access without registration or with minimal verification	Saving data in a draft	Video tutorials	Frequently asked questions (FAQ) section	Ability to track progress	Ability to select from drop-down menu	None of the above	Hard to say
Macro-region where they currently reside															
Western	20.6	23.5	21.8	15.8	12.0	11.4	12.5	11.9	7.5	10.7	5.9	5.2	7.0	29.1	4.6
Central	21.5	20.6	14.9	14.7	16.3	12.4	12.9	9.3	9.9	7.7	5.6	6.2	5.0	28.1	7.3
South	25.8	21.4	17.2	16.4	16.5	12.0	10.7	13.8	8.9	8.4	5.8	5.2	3.6	27.0	5.9
Eastern	19.6	18.3	13.0	14.0	12.9	13.3	9.1	8.0	10.8	8.1	4.8	3.7	4.5	31.9	9.0
Sex															
Man	20.6	21.1	17.6	15.7	16.7	11.6	11.9	10.6	8.6	7.6	6.5	6.1	4.1	29.6	5.3
Woman	23.4	21.7	17.0	15.1	13.2	12.5	11.9	11.4	9.4	9.8	5.0	4.9	6.1	27.6	7.2
Age															
18-29	23.7	34.2	32.5	19.3	24.2	15.5	17.8	11.8	11.2	7.3	10.2	9.0	8.2	13.4	3.0
30-39	25.5	29.2	25.0	23.5	27.6	11.9	18.0	13.6	14.5	8.5	10.5	9.5	7.0	15.7	2.1
40-49	25.3	20.9	12.8	17.9	14.7	16.9	13.4	16.3	10.3	12.1	3.9	4.5	8.2	18.6	5.6
50-59	22.1	22.5	16.0	14.9	10.1	14.5	9.9	11.8	8.9	9.1	4.5	3.9	4.2	30.3	5.6
60-69	23.5	10.8	7.1	8.6	5.9	8.5	4.2	7.0	5.1	10.7	1.9	1.6	1.6	45.1	8.3
70+	9.2	5.9	6.7	3.6	0.4	3.1	4.9	3.0	1.4	4.1	0.8	2.6	0.1	57.3	16.3
Type of settlement where they currently reside															
Village	19.7	21.5	18.3	12.4	11.7	8.2	10.9	10.5	8.4	7.4	4.4	5.0	3.8	35.3	6.7
Urban-type settlement/city up to 20 thousand people	22.2	21.0	14.9	17.6	13.0	17.5	8.9	8.3	9.2	11.8	7.7	3.8	5.2	30.0	6.1
City of 20-99 thousand people	21.3	21.6	14.8	15.1	13.4	14.0	11.3	12.2	5.0	8.5	6.5	3.6	4.8	32.1	4.7
City of 100 thousand people or more	24.2	21.4	17.7	17.2	17.9	13.2	13.5	11.8	10.6	9.2	5.8	6.7	6.3	21.9	6.6
Education															
Complete secondary or lower	18.0	18.2	15.4	9.3	10.3	8.4	12.6	7.2	5.4	7.7	4.2	2.9	3.0	41.0	6.4
Vocational or secondary specialised education	23.4	19.3	14.8	14.0	7.9	9.9	8.5	8.5	7.5	7.8	4.7	3.3	4.2	34.9	8.6
Higher	22.8	24.7	20.0	18.8	22.3	15.0	14.3	14.7	11.8	10.1	7.0	8.1	6.9	18.1	4.4
Family income level															
Low	19.9	18.8	12.3	11.1	9.6	11.8	8.1	7.6	7.4	8.9	3.5	3.6	2.6	34.9	10.0
Medium	25.3	22.7	19.7	18.4	16.2	10.4	15.2	14.8	9.6	9.1	7.9	5.5	6.2	24.5	3.9
High	21.1	25.5	23.2	19.1	22.4	14.9	13.7	10.8	12.2	8.0	6.2	9.3	8.6	22.0	3.2

2.5. Situations when effective e-services are necessary

74% respondents (67% in 2023) were able to name at least one situation when they would like to have an effective e-service. In addition, 19% of the remaining respondents say they 'do not need any e-services at all,' almost the same percentage as last year.

Respondents have a mixed picture of situations when they would prefer to use efficient e-services. The most frequently mentioned situations are obtaining a passport for travelling abroad (20%), buying a car or other vehicle transactions (17%), obtaining a Ukrainian passport (16%), running a small business (14%), changing the place of registration (13%), and applying for subsidies (10.5%).

59% respondents who have not used state e-services in the last year named at least one situation where they would like to have an effective e-service (in 2023, 44% of non-users expressed such interest).

Compared to 2023, there have been some fluctuations and shifts in priority services. The overall picture remains uneven though, with respondents expressing interest in a wide variety of services.

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

% in the column	Sept 21	Sept 22	Oct 23	Oct 24	User experience over the past year	
					Users	Non-users
Named at least 1 situation:	74.3	74.2	67.4	73.9	87.4	59.3
Obtaining a passport for travelling abroad	21.0	16.3	10.8	20.0	24.9	14.4
Purchase, sale, re-registration of a car, obtaining car plates (personal vehicles)	15.3	10.6	10.4	17.0	23.3	9.2
Obtaining a passport of a citizen of Ukraine	13.8	11.6	10.7	15.7	19.6	11.2
Running a small business (individual entrepreneurship): from start-up to termination	12.3	6.2	6.2	13.7	20.4	5.1
Change of place of registration (residence)	11.8	8.0	7.4	13.0	17.7	7.2
Preparation and renewal of documents for payment of subsidies	14.5	9.1	5.4	10.5	9.8	12.1
Access to own medical records	10.4	15.0	14.8	9.9	10.7	9.4
Preparation of certificates for receiving a pension	8.8	9.7	5.8	8.8	7.4	11.2
Obtaining notarial services	7.1	7.7	11.3	8.6	10.4	6.7

% in the column	Sept 21	Sept 22	Oct 23	Oct 24	User experience over the past year	
					Users	Non-users
Obtaining an identification code, its copy or equivalent electronic analogue	5.4	7.9	8.5	7.3	8.0	6.9
Preparation of necessary documents on land issues online	7.5	12.4	8.3	7.1	8.3	5.7
Electronic sick leave certificate	8.9	14.9	10.8	6.1	7.6	4.7
Obtaining and replacing a pension certificate	4.6	7.0	6.2	5.5	3.7	7.8
Purchase, sale and lease of real estate	7.0	6.3	7.3	5.4	7.7	2.6
Registration, renewal of documents on temporary incapacity for work and/or permanent disability	3.8	3.5	3.9	5.1	6.1	4.1
Obtaining documents for a newborn child (birth certificate, identification code)	5.9	5.3	4.1	5.1	6.6	3.5
Payment of taxes, issuance of relevant certificates	6.8	5.1	5.4	4.8	7.7	1.5
Submitting documents, obtaining extracts from the military conscription centre	1.8	2.8	3.0	3.8	6.3	0.8
Change of voting address (to be able to vote)	4.5	4.6	7.0	3.6	4.2	3.1
Inclusion in the list of combatants, issuance and replacement of certificates	1.5	2.6	4.4	3.1	4.5	1.6
Interaction with the judiciary	1.9	1.4	2.5	2.9	4.1	1.4
Preparation and renewal of documents related to temporary loss of employment	3.0	5.1	2.5	2.7	3.5	1.9
Obtaining a certificate of no criminal record	1.8	3.0	4.3	2.1	2.6	1.5
Obtaining and replacing documents confirming marriage, divorce	1.4	2.7	3.7	1.7	2.2	1.2
Inclusion in the list of internally displaced persons	0.5	2.5	2.0	1.6	2.0	1.2
Preparing documents for parental leave / maternity leave	1.6	3.0	3.1	1.0	1.4	0.6
I do not need any electronic service(s) at all	15.3	19.8	19.6	19.4	9.8	31.7
Hard to say	10.4	6.0	13.0	6.7	2.8	9.0

Table 2.5.2 shows data by vulnerable groups, and Table 2.5.3 shows data by individual socio-demographic groups.

Table 2.5.2. In what life situation would you like to have an effective e-service?

(% of respondents in the respective group)

% in the column	People with disabilities	Single parents	IDPs	Veterans	Parents of a child with a disability	Older people
Named at least 1 situation:	68.4	77.0	74.7	77.9	72.6	45.8
Obtaining a passport for travelling abroad	13.8	29.2	17.4	15.8	18.6	7.5
Purchase, sale, re-registration of a car, obtaining car plates (personal vehicles)	11.2	8.4	14.6	31.5	15.8	4.3
Obtaining a passport of a citizen of Ukraine	9.4	27.4	19.3	9.0	17.7	4.1
Running a small business (individual entrepreneurship): from start-up to termination	10.5	10.9	15.8	12.6	15.8	1.9
Change of place of registration (residence)	8.7	13.6	17.0	8.3	7.2	3.3
Preparation and renewal of documents for payment of subsidies	10.8	17.2	13.0	12.5	14.2	15.9
Access to own medical records	4.7	5.2	11.1	5.1	6.2	7.4
Preparation of certificates for receiving a pension	14.1	4.4	7.0	4.7	6.9	10.7
Obtaining notarial services	9.9	12.5	8.2	2.9	6.1	7.4
Obtaining an identification code, its copy or equivalent electronic analogue	2.3	9.1	7.2	4.9	3.1	2.4
Preparation of necessary documents on land issues online	5.5	1.4	2.4	4.2	0.0	4.1
Electronic sick leave certificate	4.4	4.0	3.6	5.6	6.2	2.4
Obtaining and replacing a pension certificate	10.0	1.1	5.1	1.0	0.0	11.5
Purchase, sale and lease of real estate	5.6	9.1	3.3	1.3	9.1	2.0
Registration, renewal of documents on temporary incapacity for work and/or permanent disability	16.2	7.2	8.3	11.2	9.2	1.6
Obtaining documents for a newborn child (birth certificate, identification code)	3.7	15.2	6.4	3.1	8.1	0.5

% in the column	People with disabilities	Single parents	IDPs	Veterans	Parents of a child with a disability	Older people
Payment of taxes, issuance of relevant certificates	5.8	1.4	3.4	3.8	2.1	1.4
Submitting documents, obtaining extracts from the military conscription centre	2.0	2.1	2.1	14.4	9.9	0.1
Change of voting address (to be able to vote)	2.1	2.0	3.4	6.5	6.3	1.6
Inclusion in the list of participants in hostilities, issuance and replacement of certificates	5.6	2.6	2.1	27.3	2.0	0.6
Interaction with the judiciary	2.8	2.5	2.9	3.6	1.5	0.7
Preparation and renewal of documents related to temporary loss of employment	2.9	7.8	3.1	0.0	11.8	0.2
Obtaining a certificate of no criminal record	1.7	1.3	0.9	0.0	1.0	0.8
Obtaining and replacing documents confirming marriage, divorce	0.4	2.2	2.3	0.0	1.9	0.0
Inclusion in the list of internally displaced persons	1.5	4.7	9.2	0.0	0.0	2.2
Preparing documents for parental leave / maternity leave	0.1	2.3	1.7	0.9	1.3	0.2
I do not need any electronic service(s) at all	22.7	15.8	18.7	7.8	20.8	43.1
Hard to say	8.8	7.2	6.6	14.2	6.5	11.1

Table 2.5.3 (beginning). In what life situation would you like to have an effective e-service?

(% of respondents in the relevant socio-demographic group)

% in the line	Named at least one:	Passport for travelling abroad	Operations with personal vehicles	Citizen's passport	Running a small business	Registration	Subsidies	Medical card	Pension certificates	Notarial services	Identification code	Land issues	Electronic sick leave certificate	Pension certificate	Property transactions	Temporary incapacity for work / permanent disability
Macro-region where they currently reside																
Western	77.5	21.3	18.0	18.1	15.2	13.0	12.0	10.9	11.1	7.9	8.7	8.7	7.4	6.5	3.6	4.6
Central	72.1	19.0	17.5	15.1	13.1	12.6	11.3	10.5	7.8	8.3	7.1	6.0	5.4	4.9	5.0	4.6
South	74.3	23.9	16.5	15.9	14.3	13.2	8.9	8.5	6.4	10.8	5.6	7.3	5.2	4.6	8.0	4.7
Eastern	68.9	10.2	13.3	10.0	9.3	14.0	6.7	8.6	11.1	6.8	8.1	5.9	6.9	6.4	5.1	9.5
Sex																
Man	77.4	20.0	23.8	14.1	20.6	14.0	7.4	8.0	8.0	8.1	6.9	7.4	4.6	4.5	6.2	6.0
Woman	71.0	20.0	11.4	17.0	7.9	12.2	13.1	11.6	9.4	9.1	7.6	6.8	7.3	6.3	4.7	4.4
Age																
18-29	86.4	32.1	24.5	24.7	24.4	21.0	9.3	10.7	3.1	5.8	9.5	3.1	6.7	1.2	5.5	4.2
30-39	88.6	27.0	25.1	22.6	22.5	19.0	9.0	13.0	2.6	7.5	11.7	10.9	6.3	1.6	8.7	6.3
40-49	82.0	20.3	19.9	18.5	16.2	12.8	10.6	12.2	5.5	10.9	10.6	6.9	12.7	1.2	7.1	9.2
50-59	76.8	18.7	17.7	13.8	8.8	12.5	7.0	7.2	17.6	12.3	3.7	8.6	4.5	8.4	5.2	5.6
60-69	60.5	12.0	8.3	7.2	4.5	7.7	12.5	8.4	15.3	8.3	4.6	8.3	2.6	12.0	2.5	3.1
70+	38.1	5.7	1.3	3.1	0.7	1.5	16.1	6.5	10.6	6.6	1.3	2.9	2.2	10.9	1.5	0.6
Type of settlement where they currently reside																
Village	69.3	18.5	17.7	12.4	10.5	12.3	14.5	9.5	13.3	6.8	7.7	7.8	5.9	5.6	2.5	3.7
Urban-type settlement/city up to 20 thousand people	70.1	20.0	14.5	19.8	9.7	9.9	10.4	9.6	5.8	8.9	7.1	8.0	6.0	6.6	6.2	7.9
City of 20-99 thousand people	76.0	18.9	14.8	16.6	14.6	14.1	11.1	12.9	6.7	12.4	5.9	6.7	6.3	2.2	4.8	7.9
City of 100 thousand people or more	77.7	21.6	17.7	16.9	16.7	13.9	7.3	9.5	6.6	8.9	7.5	6.4	6.2	6.0	7.5	4.7
Education																
Complete secondary or lower	62.5	17.6	14.5	14.2	8.3	6.9	12.1	9.3	9.3	4.1	3.8	3.8	2.6	5.9	4.5	6.4
Vocational or secondary specialised education	66.2	13.9	12.3	11.1	9.9	9.9	10.0	6.4	11.0	8.8	7.7	5.2	6.1	8.0	4.0	5.0
Higher	84.6	26.0	21.8	20.0	18.9	18.0	10.0	13.0	6.8	10.3	8.5	9.8	7.5	3.4	6.9	4.6
Family income level																
Low	64.2	16.0	8.9	11.5	6.9	11.0	15.1	8.4	9.5	7.3	5.5	4.9	6.1	6.1	4.0	5.3
Medium	79.3	23.2	20.3	19.7	13.9	14.8	9.1	10.1	9.0	9.8	10.2	9.0	6.5	6.2	6.2	5.0
High	84.9	23.3	27.0	17.3	26.9	14.0	4.8	12.2	6.8	9.6	6.1	7.8	5.3	2.7	6.6	4.7

Table 2.5.3 (continued). In what life situation would you like to have an effective e-service?

(% of respondents in the relevant socio-demographic group)

% in the line	Newborn child	Payment of taxes	Military conscription centre	Voting address	Participants in hostilities	Courts	Temporary loss of employment	Certificate of no criminal record	Marriage / divorce	IDP list	Maternity/parental leave	None required	Hard to say
Macro-region where they currently reside													
Western	5.6	5.8	4.9	3.3	2.7	2.9	2.4	1.7	1.2	0.4	1.1	17.5	5.1
Central	5.0	4.8	3.1	5.0	3.9	2.7	4.2	1.8	1.3	1.0	1.2	19.3	8.6
South	5.1	4.8	3.9	2.2	2.6	3.5	1.3	2.5	2.1	3.3	0.8	21.8	4.0
Eastern	3.7	2.2	2.9	2.7	2.5	2.0	1.6	3.2	3.8	3.9	0.8	19.4	11.7
Sex													
Man	4.0	6.0	7.1	3.2	3.8	3.8	3.0	2.1	0.9	0.8	0.2	16.5	6.1
Woman	6.0	3.8	1.1	4.0	2.6	2.2	2.5	2.0	2.4	2.3	1.7	21.7	7.2
Age													
18-29	8.6	8.0	4.5	4.9	3.7	3.6	2.9	2.6	3.4	0.6	2.2	9.3	4.4
30-39	9.3	5.3	5.9	4.1	3.5	3.6	5.4	2.7	3.3	1.0	2.0	7.4	3.9
40-49	5.6	5.3	5.9	2.6	5.3	4.4	3.6	2.0	1.2	3.0	1.2	11.9	6.2
50-59	3.2	6.3	4.9	5.5	4.2	2.0	2.4	2.3	1.2	0.8	0.0	17.0	6.2
60-69	0.8	1.6	0.0	2.1	1.0	2.8	0.5	1.9	0.4	2.4	0.0	29.9	9.6
70+	0.7	1.6	0.2	2.0	0.0	0.4	0.3	0.4	0.0	2.2	0.4	50.0	11.9
Type of settlement where they currently reside													
Village	3.1	3.0	2.5	3.1	2.6	1.5	3.4	1.6	1.4	0.9	0.5	23.8	6.9
Urban-type settlement/city up to 20 thousand people	5.6	7.2	2.9	6.4	3.8	1.6	1.7	2.5	2.0	0.4	0.6	22.5	7.4
City of 20-99 thousand people	7.6	2.1	2.2	1.9	4.6	5.9	1.4	1.4	0.6	1.7	1.5	17.5	6.5
City of 100 thousand people or more	5.7	6.4	5.5	3.9	2.9	3.5	2.8	2.5	2.1	2.4	1.4	15.8	6.5
Education													
Complete secondary or lower	3.4	2.1	4.3	3.3	3.5	1.0	3.2	2.8	0.4	0.9	0.8	29.7	7.8
Vocational or secondary specialised education	4.5	4.1	2.8	4.1	2.3	1.9	2.8	1.8	1.6	1.9	1.2	24.5	9.3
Higher	6.2	6.6	4.5	3.4	3.7	4.3	2.5	2.0	2.2	1.7	1.0	11.3	4.1
Family income level													
Low	5.5	2.3	1.9	3.4	2.5	2.5	3.1	2.4	0.7	2.6	0.9	25.4	10.4
Medium	4.6	4.9	3.4	2.8	3.2	2.5	3.3	2.1	2.6	1.3	1.2	15.9	4.8
High	4.7	10.0	8.3	6.0	4.5	4.5	1.2	1.7	2.0	0.5	1.0	12.5	2.6

SECTION III.

INFORMATION MATERIALS ON THE USE OF STATE ELECTRONIC SERVICES OR DIGITAL LITERACY



3.1. Receiving materials on state e-services and/or digital literacy

The majority of respondents (61%) have seen materials informing about state e-services (in 2023, it was reported by 65% respondents). Also, 51% have seen materials about digital literacy (in 2023, 53%). Those who have seen the materials most often mentioned advertising on social media and radio/TV.

Table 3.1.1. In the last 12 months, have you come across any information materials on the use of state electronic services and/or digital literacy?
(respondent could select multiple answers)

% in the column	Electronic services				Digital literacy		
	Sept 21	Sept 22	Oct 23	Oct 24	Sept 22	Oct 23	Oct 24
Yes, I have seen/heard:	54.7	71.8	64.8	60.8	58.7	52.7	51.2
advertising in social networks	38.8	50.2	45.7	40.0	42.1	39.0	34.8
on radio/TV	—	45.1	32.9	29.3	36.1	25.0	25.0
posters in TsNAP	12.1	24.1	23.5	21.1	18.4	15.9	15.0
leaflet in TsNAP	14.3	25.6	21.1	21.0	17.7	16.0	14.6
outdoor advertising in my city / village	15.9	22.3	17.0	17.3	15.4	13.0	12.3
flyer in the mailbox	—	5.0	4.3	4.1	3.7	3.7	2.7
No, I have not seen/heard it	40.5	24.6	30.8	34.9	36.9	42.0	44.1
Hard to say	4.8	3.6	4.4	4.3	4.5	5.2	4.6

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

Table 3.1.2. In the last 12 months, have you come across any information materials on the use of state electronic services and/or digital literacy?
(% of respondents in the respective group)

% in the column	People with disabilities	Single parents	IDPs	Veterans	Parents of a child with a disability	Older people
Public e-services						
Yes, I have seen/heard:	58.9	68.3	67.9	67.1	69.7	54.9
advertising in social networks	42.3	47.9	39.6	46.3	48.7	25.7
on radio/TV	34.3	21.4	28.4	32.6	37.1	36.2
posters in TsNAP	20.3	26.5	27.9	22.3	25.9	17.1
leaflet in TsNAP	20.1	25.5	32.2	22.6	27.0	16.2
outdoor advertising in my city / village	14.3	17.2	22.4	22.8	26.1	16.5
flyer in the mailbox	5.4	4.1	5.5	5.3	4.9	3.2
No, I have not seen/heard it	34.5	30.6	28.6	27.9	28.4	38.7
Hard to say	6.6	1.0	3.4	5.1	2.0	6.4
Digital literacy						
Yes, I have seen/heard:	50.2	53.7	58.5	59.0	64.7	50.3
advertising in social networks	36.3	36.9	36.2	39.9	38.4	26.5
on radio/TV	30.1	17.0	26.3	24.9	38.1	32.9
posters in TsNAP	16.5	24.1	21.7	21.2	25.7	11.5
leaflet in TsNAP	16.4	16.7	26.2	17.4	18.1	13.0
outdoor advertising in my city / village	11.7	9.9	14.4	10.6	23.2	12.3
flyer in the mailbox	4.8	4.0	3.7	1.4	4.9	3.1
No, I have not seen/heard it	43.9	46.1	38.6	35.9	32.4	43.6
Hard to say	5.9	0.2	2.8	5.1	2.9	6.1

Table 3.1.3. In the last 12 months, have you come across any information materials on the use of state electronic services?
(% among respondents of relevant socio-demographic group)

% in the line	Yes, I have seen/heard:	advertising in social networks	on radio/ TV	posters in TsNAP	Leaflets in TsNAP	outdoor advertising in my city / village	flyer in the mailbox	No, I have not seen / heard it	Hard to say
Macro-region where they currently reside									
Western	61.0	42.4	32.2	23.2	22.0	17.6	5.3	35.5	3.5
Central	60.8	38.6	31.6	21.4	20.9	17.0	3.9	35.4	3.8
South	59.3	38.9	23.6	18.9	19.2	16.9	2.5	36.1	4.5
Eastern	63.9	40.5	26.3	19.2	22.7	18.5	5.4	28.2	7.9
Sex									
Man	63.6	41.1	34.0	21.7	21.1	19.9	4.3	32.0	4.4
Woman	58.5	39.0	25.5	20.6	20.9	15.1	3.9	37.4	4.2
Age									
18-29	57.7	42.2	14.7	20.5	19.9	16.5	5.6	36.0	6.3
30-39	63.8	47.1	24.7	26.7	25.5	16.8	3.3	34.8	1.4
40-49	63.4	43.2	30.4	21.3	20.2	16.3	2.2	33.8	2.8
50-59	65.2	47.5	35.6	22.4	24.5	19.1	5.7	30.2	4.6
60-69	62.2	31.9	36.3	18.6	18.5	20.9	5.1	33.4	4.4
70+	49.3	22.3	36.8	14.4	14.8	13.8	2.9	43.1	7.6
Type of settlement where they currently reside									
Village	58.5	40.1	33.1	21.0	19.0	13.9	4.6	38.6	2.9
Urban-type settlement/city up to 20 thousand people	69.0	46.5	35.9	25.0	26.2	16.3	4.6	26.3	4.7
City of 20-99 thousand people	66.5	45.0	31.3	24.9	21.5	17.4	4.5	31.3	2.2
City of 100 thousand people or more	58.9	36.8	24.4	19.1	21.1	20.0	3.4	35.3	5.8
Education									
Complete secondary or lower	59.3	33.9	31.0	18.6	21.4	17.6	3.5	36.3	4.5
Vocational or secondary specialised education	61.2	39.0	32.4	21.0	21.2	18.1	5.0	34.3	4.5
Higher	61.5	43.3	26.4	22.1	20.8	16.5	3.7	34.7	3.9
Family income level									
Low	56.5	33.1	27.6	17.8	18.3	17.4	2.6	36.3	7.1
Medium	63.9	44.0	32.8	23.5	22.7	16.0	5.8	33.4	2.7
High	65.5	46.3	26.9	23.8	24.2	20.0	3.3	33.2	1.3

Table 3.1.4. In the last 12 months, have you come across any information materials on digital literacy?

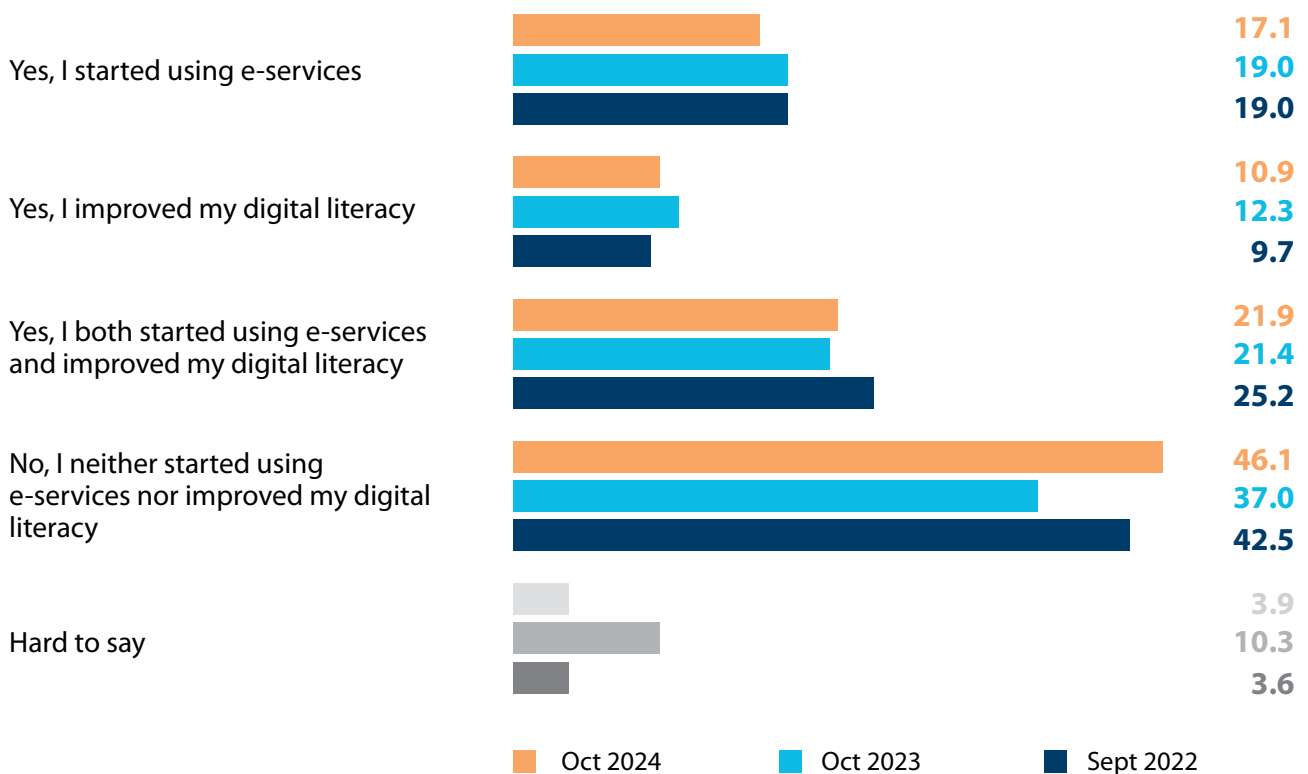
(% among respondents of relevant socio-demographic group)

% in the line	Yes, I have seen/heard:	advertising in social networks	on radio/ TV	posters in TsNAP	Leaflets in TsNAP	outdoor advertising in my city / village	flyer in the mailbox	No, I have not seen / heard it	Hard to say
Perion									
Western	54.3	36.7	28.9	16.0	16.2	14.5	2.1	43.1	2.6
Central	50.5	34.1	26.7	14.5	14.0	11.0	3.3	44.6	4.9
South	47.8	34.5	18.5	14.6	12.4	12.8	2.5	46.6	5.6
Eastern	53.6	32.4	22.9	15.2	18.2	8.8	3.0	39.1	7.2
Sex									
Man	54.4	35.4	28.4	16.0	14.7	15.3	2.4	40.8	4.8
Woman	48.7	34.3	22.1	14.2	14.6	9.7	3.0	46.9	4.4
Age									
18-29	48.6	36.6	13.0	14.7	14.2	10.7	3.7	45.1	6.3
30-39	51.5	40.5	16.4	17.1	14.4	11.7	1.9	46.8	1.7
40-49	52.9	35.3	26.4	15.6	16.5	12.4	0.8	43.0	4.1
50-59	54.7	40.2	33.1	17.0	16.5	15.4	4.9	40.6	4.8
60-69	51.5	30.9	29.4	14.3	12.9	13.0	2.4	43.1	5.5
70+	47.4	21.3	35.3	10.0	12.7	10.1	3.0	46.1	6.5
Type of settlement where they currently reside									
Village	48.4	31.5	29.9	13.5	13.0	10.4	2.8	48.0	3.7
Urban-type settlement/city up to 20 thousand people	57.7	41.5	30.3	18.6	18.1	12.2	3.7	36.7	5.6
City of 20-99 thousand people	56.7	38.0	27.5	19.4	18.4	13.2	3.1	41.8	1.6
City of 100 thousand people or more	50.3	34.8	19.3	14.1	13.9	13.4	2.3	43.7	6.0
Education									
Complete secondary or lower	53.0	31.2	30.2	14.5	15.7	14.0	3.1	42.7	4.3
Vocational or secondary specialised education	50.1	32.8	27.6	15.4	14.1	13.0	3.4	45.3	4.6
Higher	52.2	38.1	21.1	15.0	14.7	11.0	2.1	43.3	4.6
Family income level									
Low	48.4	29.8	25.4	12.2	12.5	11.4	2.0	44.9	6.7
Medium	54.6	38.2	27.4	17.9	17.0	12.7	3.4	42.2	3.2
High	52.7	39.2	20.1	15.5	14.9	13.4	2.5	44.3	3.0

3.2. Encouraging the use of state e-services / improving digital literacy

Information materials on state e-services / digital literacy encouraged 50% of those who saw/heard them to take action (in 2023, 53%). After interacting with the materials, 39% used state e-services and 32% improved their digital literacy.

Diagram 3.2.1. Have the information materials you have come across encouraged you to use state e services or improve your digital literacy? (% of those who have received materials on state e-services / digital literacy in the last year)



The materials have a greater motivational impact on younger and better educated people, residents of larger settlements, and people with higher incomes (the intersection of these categories should be noted). Notably, in terms of age, the share of those who were motivated by the materials decreases from 67% among 18-29-year-olds to 8% among people aged 70+. By education: among respondents with higher education, 63% were encouraged to take action by the materials, while among respondents with vocational or secondary specialised education, it is 42%, and among those with lower education, it is only 33%.

As far as state e-services are concerned, the values for men and women are almost the same – 38% and 40% respectively. There are no significant differences by region (especially considering the margin of error). At the same time, younger respondents are more likely to report being motivated to use e-services (the rate decreases from 52% among respondents aged under 30 to 7% among respondents aged 70+). So do respondents with higher education (49% vs. no more than 33% among respondents with lower education levels) and respondents with middle and high income (49% and 42%, respectively, vs. 30% among those with low income). Also, the materials are more likely to encourage residents of larger settlements (the value increases from 32% in villages to 45% in cities with a population of 100,000 people or more).

In terms of improving digital literacy, the values for men and women do not differ – 33% for each group. There are relatively minor differences by region, and the largest difference is by age (a decrease from 44% among the youngest to 7% among the oldest respondents). Also, respondents with higher education were more likely to report having improved their literacy after interacting with information materials (42% vs. no more than 28% among respondents with lower education levels) and respondents with higher income (the value decreases from 42% among respondents with higher income to 26% among respondents with lower income).

Table 3.2.1 shows data by vulnerable groups, and Table 3.2.2 shows data by specific socio-demographic groups.

Table 3.2.1. Have the information materials you have come across encouraged you to use state e services or improve your digital literacy? (% of respondents in the respective group who have come across materials on state e-services / digital literacy in the last year)

% in the column	People with disabilities	Single parents	IDPs	Veterans	Parents of a child with a disability [!]	Older people
Yes, I started using e-services	12.6	16.2	20.7	17.9	9.6	3.4
Yes, I improved my digital literacy	9.5	12.7	7.9	19.8	14.4	3.4
Yes, I both started using e-services and improved my digital literacy	18.7	27.0	26.5	25.2	25.6	8.5
No, I neither started using e-services nor improved my digital literacy	54.3	42.3	37.6	34.0	50.4	80.0
Hard to say	5.0	1.8	7.2	3.1	0.0	4.7

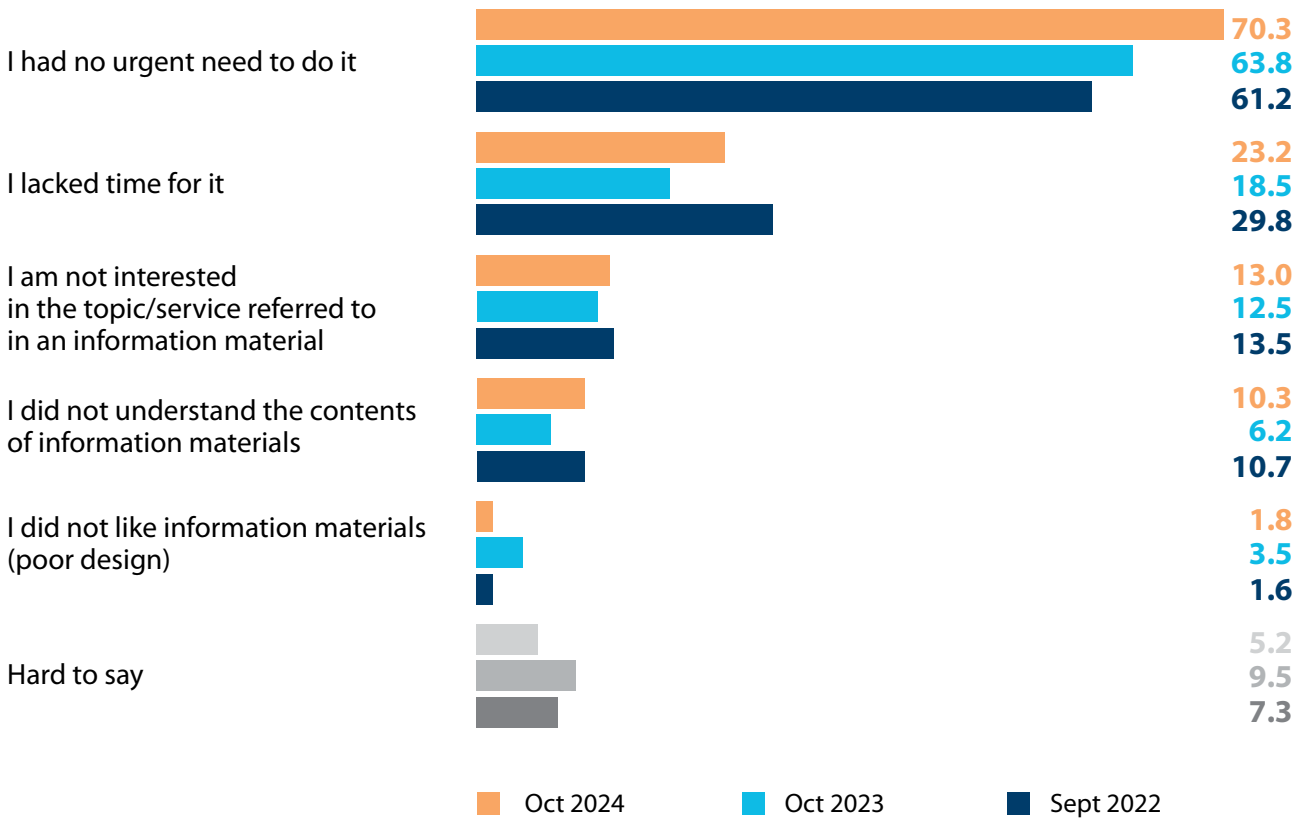
* ! indicates socio-demographic groups for which the number of respondents is insufficient for statistically reliable calculations, so the data for them are indicative.

Table 3.2.2. Did the information materials you came across encourage you to use state e-services or improve your digital literacy? (% of respondents in the relevant socio-demographic group who have come across materials on state e-services / digital literacy in the last year)

% in the line	Yes, services	Yes, digital literacy	Yes, both	No	Hard to say
Macro-region where they currently reside					
Western	17.5	11.6	20.8	46.8	3.3
Central	18.3	10.9	20.7	45.0	5.1
South	16.3	10.6	25.4	44.8	3.0
Eastern	13.3	10.0	21.6	51.8	3.3
Sex					
Man	16.9	11.9	21.3	45.7	4.1
Woman	17.2	10.1	22.5	46.5	3.7
Age					
18-29	23.4	14.9	28.7	30.2	2.9
30-39	19.2	11.4	31.8	34.7	2.9
40-49	22.3	13.2	25.5	34.0	5.0
50-59	20.7	15.3	18.8	40.7	4.5
60-69	9.2	5.9	12.9	68.8	3.1
70+	1.3	1.1	5.6	86.3	5.7
Type of settlement where they currently reside					
Village	18.1	6.9	14.1	54.6	6.3
Urban-type settlement/city up to 20 thousand people	12.0	12.9	22.4	51.8	0.8
City of 20-99 thousand people	14.4	12.5	24.3	46.4	2.5
City of 100 thousand people or more	18.5	12.9	26.8	38.3	3.4
Education					
Complete secondary or lower	12.2	6.9	13.9	60.2	6.9
Vocational or secondary specialised education	14.2	9.0	19.0	56.0	1.8
Higher	21.2	14.2	27.5	32.6	4.5
Family income level					
Low	11.9	7.8	17.9	58.2	4.2
Medium	18.3	10.9	24.1	42.8	3.9
High	23.5	16.2	25.4	31.5	3.4

Among those who were not encouraged to take action by the materials, the vast majority said they did not have an urgent need to do so (70%, in 2023 this reason was reported by 64%). Lack of time came in second place (23%). Other reasons were mentioned less frequently.

Diagram 3.2.2. Please explain why you have not started using state e-services or have not started improving your digital literacy? (% of those who were not encouraged by the materials; respondents could select up to 3 answers)



ANNEX A.

SOCIO-DEMOGRAPHIC PROFILE OF THE SURVEY RESPONDENTS (IN GENERAL AND BY INDIVIDUAL GROUPS)

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

% in the column	All respondents	People with disabilities	Single parents	IDPs	Veterans	Parents of a child with a disability	Older people
Number of respondents	2019	217	105	221	64	64	386
Error	2.4	7.3	10.5	7.3	13.5	13.5	5.5
Macro-region where they currently reside							
West	29.2	30.6	23.4	16.9	25.1	27.5	25.6
Centre	37.1	35.4	27.4	35.4	45.8	31.7	37.6
South	24.4	23.3	33.8	27.2	23.1	34.2	25.9
East	9.3	10.7	15.4	20.5	6.0	6.6	10.8
Sex							
Man	45.3	52.7	16.2	39.8	94.4	43.4	34.9
Woman	54.7	47.3	83.8	60.2	5.6	56.6	65.1
Age							
18-29	16.1	8.2	17.5	17.6	4.9	5.6	0.0
30-39	20.3	10.6	38.8	17.9	28.3	32.6	0.0
40-49	18.0	15.9	28.9	21.2	30.7	13.2	0.0
50-59	16.6	25.9	6.1	14.8	30.4	24.0	0.0
60-69	15.5	24.6	3.5	17.0	3.1	7.1	36.9
70+	13.5	14.8	5.3	11.5	2.6	17.5	63.1
Type of settlement where they currently reside							
Village	33.2	37.0	28.3	18.1	31.2	38.9	38.6
Urban-type settlement/city up to 20 thousand people	10.4	10.1	12.4	11.9	12.2	6.4	9.6
City of 20-99 thousand people	12.7	14.1	12.2	13.5	12.1	9.0	13.5
City of 100 thousand people or more	43.8	38.8	47.1	56.6	44.6	45.6	38.4
Education							
Complete secondary or lower	17.4	23.2	26.4	15.4	28.7	24.2	17.6
Vocational or secondary specialised education	36.3	41.4	33.2	34.7	24.4	25.0	48.4
Higher	45.4	31.9	40.4	48.3	46.8	50.2	32.6
Refuse to answer	0.8	3.5	0.0	1.6	0.0	0.7	1.4
Family income							
Low	39.3	46.5	44.4	45.3	26.9	32.7	60.9
Medium	38.2	35.0	41.9	36.0	38.4	44.0	27.6
High	20.3	14.7	12.2	15.8	34.8	19.3	8.5
Refuse to answer	2.2	3.8	1.5	2.9	0.0	4.0	3.0

Table A2. Profile of residents of certain regions, men/women, respondents by age groups

% in the column	West	Centre	South	East	Man	Woman	18-29	30-39	40-49	50-59	60-69	70+
Number of respondents	488	846	493	192	736	1283	382	441	339	303	337	217
Error	4.9	3.7	4.9	7.8	4.0	3.0	5.5	5.1	5.9	6.2	5.9	7.3
Macro-region where they currently reside												
West	—	—	—	—	30.1	28.4	32.3	31.7	29.9	27.8	26.5	25.5
Centre	—	—	—	—	35.9	38.2	35.9	35.7	37.1	37.3	38.0	39.5
South	—	—	—	—	24.2	24.6	24.8	24.1	21.8	25.7	25.0	25.9
East	—	—	—	—	9.8	8.8	6.9	8.6	11.3	9.2	10.5	9.1
Sex												
Man	46.8	43.8	44.8	48.1	—	—	51.4	50.6	48.6	45.7	41.1	30.3
Woman	53.2	56.2	55.2	51.9	—	—	48.6	49.4	51.4	54.3	58.9	69.7
Age												
18-29	17.8	15.6	16.4	12.0	18.3	14.3	—	—	—	—	—	—
30-39	22.0	19.5	20.0	18.8	22.6	18.3	—	—	—	—	—	—
40-49	18.4	18.0	16.1	21.9	19.3	16.9	—	—	—	—	—	—
50-59	15.8	16.7	17.5	16.5	16.7	16.5	—	—	—	—	—	—
60-69	14.1	15.8	15.8	17.6	14.0	16.7	—	—	—	—	—	—
70+	11.8	14.4	14.3	13.3	9.0	17.3	—	—	—	—	—	—
Type of settlement where they currently reside												
Village	48.5	32.3	22.2	17.2	33.4	33.0	32.4	30.9	29.5	35.0	35.1	37.9
Urban-type settlement/city up to 20 thousand people	10.7	9.3	9.6	15.4	10.1	10.6	8.6	11.2	13.2	10.2	8.6	9.5
City of 20-99 thousand people	12.2	15.2	9.0	14.4	12.6	12.8	10.9	12.0	12.5	15.1	15.5	10.3
City of 100 thousand people or more	28.6	43.2	59.3	53.1	43.9	43.6	48.1	45.8	44.8	39.7	40.8	42.4
Education												
Complete secondary or lower	17.6	15.8	18.0	21.6	18.5	16.5	20.8	11.8	17.4	21.4	17.8	16.6
Vocational or secondary specialised education	35.2	34.9	37.8	41.7	34.8	37.6	27.5	24.7	32.1	43.4	46.2	49.9
Higher	46.2	48.8	43.2	35.3	46.2	44.8	51.5	62.7	50.1	34.7	34.2	32.2
Refuse to answer	0.9	0.5	1.0	1.3	0.5	1.1	0.2	0.9	0.4	0.4	1.8	1.4
Family income												
Low	35.4	37.0	41.8	54.0	29.4	47.5	14.8	28.6	34.6	43.9	60.4	60.7
Medium	40.0	40.2	36.5	29.7	38.4	38.1	49.7	46.2	39.0	33.8	27.9	29.0
High	22.9	20.8	19.2	13.3	29.0	13.2	34.5	22.4	24.5	20.2	10.0	6.7
Refuse to answer	1.8	2.1	2.5	2.9	3.3	1.3	1.0	2.8	1.8	2.1	1.7	3.6

Table A3. Profile of residents of different types of settlements, respondents by education and family income

% in the column	Village	Cities up to 20 thousand people	City of 20-99 thousand people	City of 100+ thousand people	Complete secondary or lower	Vocational	Higher	Low	Medium	High
Number of respondents	464	238	305	1012	317	704	985	795	771	419
Error	5.0	7.0	6.2	3.4	6.1	4.1	3.4	3.8	3.9	5.3
Macro-region where they currently reside										
West	42.7	30.1	28.0	19.1	29.5	28.3	29.7	26.3	30.5	32.8
Centre	36.2	33.5	44.3	36.6	33.7	35.7	39.9	34.9	39.0	38.1
South	16.3	22.7	17.2	33.1	25.3	25.4	23.3	26.0	23.3	23.1
East	4.8	13.8	10.5	11.2	11.5	10.6	7.2	12.7	7.2	6.1
Sex										
Man	45.6	44.1	44.8	45.5	48.1	43.4	46.1	33.9	45.5	64.6
Woman	54.4	55.9	55.2	54.5	51.9	56.6	53.9	66.1	54.5	35.4
Age										
18-29	15.7	13.4	13.8	17.7	19.2	12.2	18.3	6.1	20.9	27.4
30-39	18.9	21.9	19.2	21.2	13.7	13.8	28.0	14.8	24.5	22.3
40-49	16.0	22.9	17.7	18.5	18.0	15.9	19.9	15.9	18.4	21.7
50-59	17.5	16.4	19.7	15.1	20.4	19.8	12.7	18.6	14.7	16.5
60-69	16.4	12.9	18.8	14.4	15.8	19.7	11.6	23.8	11.3	7.6
70+	15.4	12.4	10.9	13.1	12.9	18.6	9.6	20.9	10.3	4.5
Type of settlement where they currently reside										
Village	—	—	—	—	46.6	37.2	24.5	32.3	37.9	25.7
Urban-type settlement/city up to 20 thousand people	—	—	—	—	11.5	11.5	9.1	11.2	10.3	9.2
City of 20-99 thousand people	—	—	—	—	10.6	14.4	12.4	14.3	11.3	12.6
City of 100 thousand people or more	—	—	—	—	31.2	36.9	54.0	42.2	40.5	52.5
Education										
Complete secondary or lower	24.5	19.3	14.6	12.4	—	—	—	23.2	13.7	13.1
Vocational or secondary specialised education	40.8	40.3	41.1	30.6	—	—	—	41.1	38.9	22.7
Higher	33.6	39.9	44.3	56.1	—	—	—	35.0	47.3	64.2
Refuse to answer	1.2	0.5	0.0	0.9	—	—	—	0.7	0.1	0.0
Family income										
Low	38.2	42.4	44.2	37.9	52.3	44.4	30.3	—	—	—
Medium	43.8	38.1	33.9	35.4	30.1	40.9	39.8	—	—	—
High	15.8	18.1	20.1	24.4	15.2	12.7	28.7	—	—	—
Refuse to answer	2.2	1.4	1.8	2.4	2.3	1.9	1.2	—	—	—

