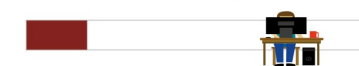


Online public services

Means to access public services



18% currently access them from a personal computer

26% will access them from a personal computer



8% currently access them from a PC and then visit the mayorality

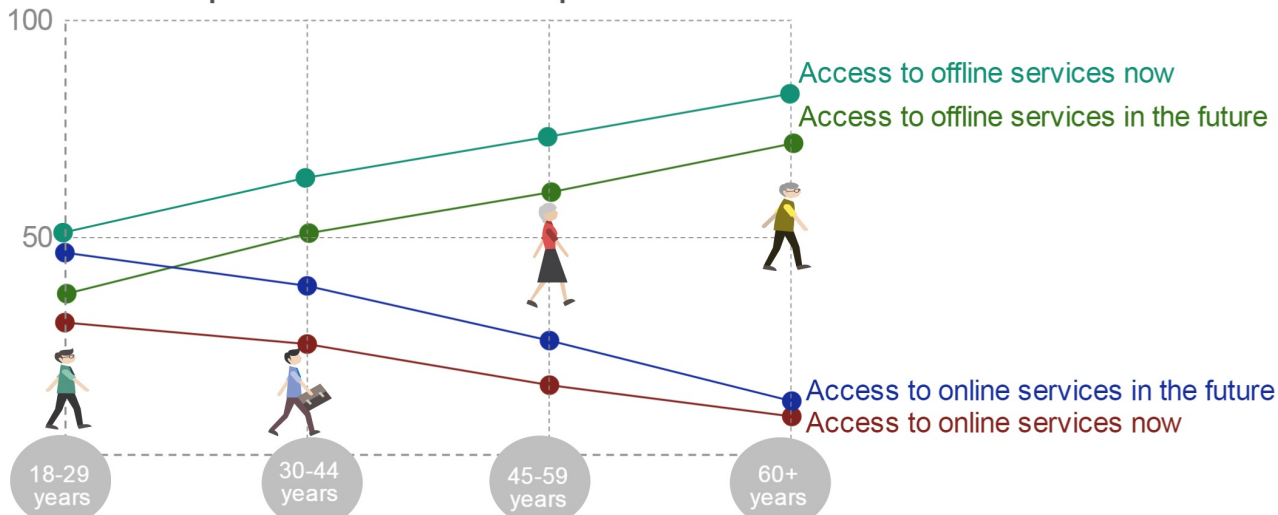
9% in the future, will access them from a PC and will visit the mayorality



69% currently visit the mayorality

58% will visit the mayorality in the future

Current access to public services and future potential



Top of local public services to be solicited online in the future



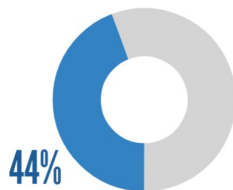
Confidence in the security of online public services



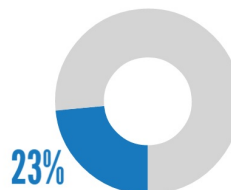
All the respondents (men and women)

There are no significant differences between the level of confidence of men and women in the security of online public services

Total confidence or strong confidence



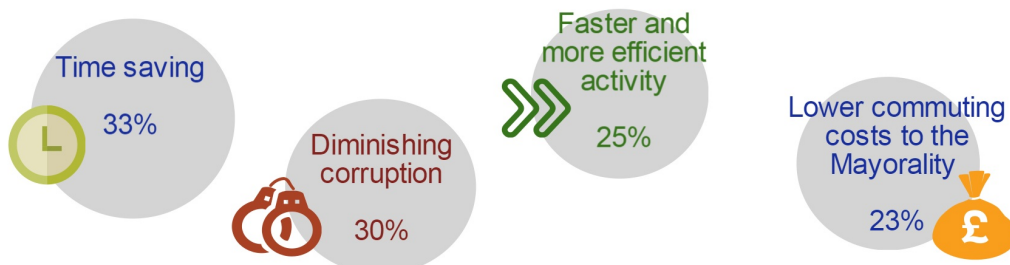
No confidence



Very little confidence or little confidence



Top benefits of online services



This survey of public opinion was carried out by the Centre for Sociological Investigations and Marketing "CBS-AXA" on a sample of 1094 people (56,6% women and 43,3% men), residents of 30 villages, communes and towns that are beneficiaries of the Joint Integrated Local Development Programme. The survey was conducted during April 15-28, 2014 and has a margin of error of +/- 3%.