



Ministry of Digital Transformation



Electronic services: experiences, trust, accessibility

Findings of an adult population survey and focus group discussions

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This research is part of the Digital, Inclusive, Accessible: Support to Digitalisation of State Services in Ukraine Project Inception Phase implemented by the United Nations Development Programme (UNDP) in Ukraine in partnership with the Ministry of Digital Transformation of Ukraine. The views, comments, conclusions, or recommendations in this document are those of the authors and do not necessarily reflect the views of United Nations Development Programme and/or the Ministry of Digital Transformation of Ukraine.

UNDP Coordination Team:

[Maksym Klyuchar](#), [Oleksandr Ryzhenko](#),
[Olena Ursu](#)

Ministry of Digital Transformation of Ukraine:

[Oleksii Vyskub](#)

Design and layout: [Yuliia Madinova](#)

Proofreading and editing (Ukrainian):

[Valeria Chebanova](#), [Anna Gvelesiani](#)

Translation: [Mykhailo Koriukalov](#)

Proofreading (English): [Alex Shaw](#)

Authors and Researchers:

- [Anastasia Bastrakova](#), PhD in Psychology, Head of the Department for Qualitative Research, analyst (research coordination and report text);
- [Yuliia Sakhno](#), Master of Sociology, KIIS research fellow, analyst (quantitative data analysis);
- [Iryna Vorobiova](#), PhD in Psychology, analyst (analysis of qualitative data);
- [Volodymyr Paniotto](#), PhD, Director General of KIIS, Professor of the Sociology Department at the University of Kyiv-Mohyla Academy (guidance on methodology and quality assurance).

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Ministry of Digital
Transformation

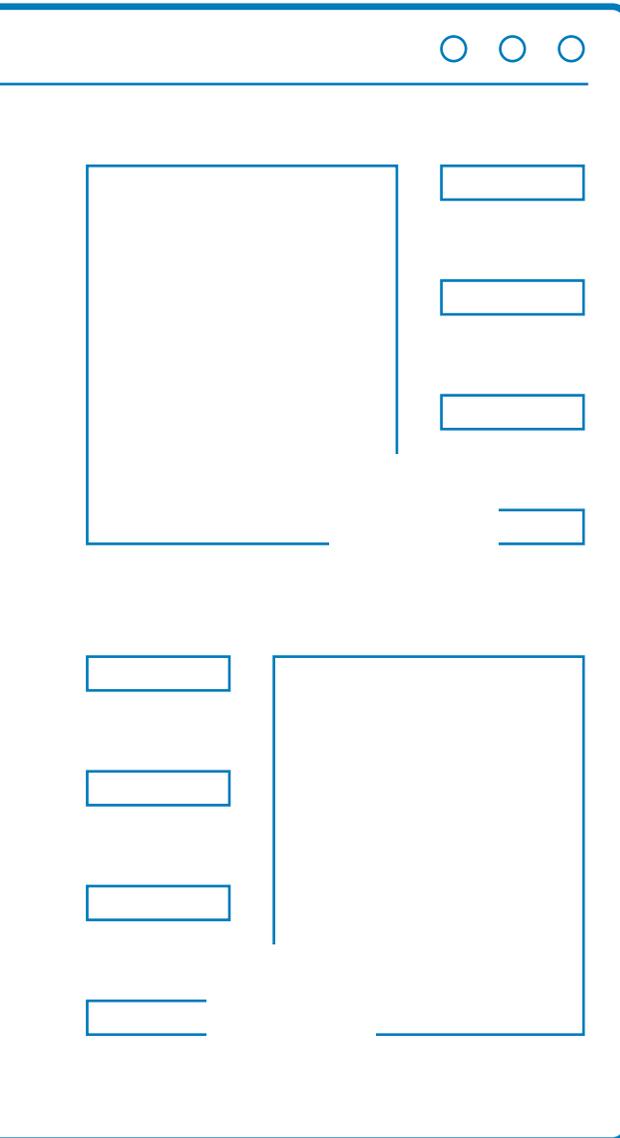


About the Digital, Inclusive, Accessible: Support to Digitalisation of State Services in Ukraine Project

The project launched on the 1st of January 2021 with the support of the Government of Sweden. It builds on extensive UNDP experience in two areas: administrative service reform and reengineering and digitalising public administration processes with broad citizen and expert engagement. As part of the project, UNDP will help the government partners – primarily the Ministry of Digital Transformation of Ukraine (MDT) – select several service clusters in use by citizens representing vulnerable groups. Services will be packaged to accommodate everyday needs and transposed into a fully digital format. Alternatively, sections of the service business-process will be digitally transformed.

The Government will partner with UNDP to ensure that authorities and the Parliament gain a deeper understanding of the ‘Human Rights Based Approach’ in the context of e-services, in particular by working more closely with the Secretariat of the Human Rights Commissioner and national human rights institutions of other countries. The project will also actively engage the population (citizen-clients) to build digital literacy, cyber hygiene, and nurture confidence in new solutions.

At the global level, the digitalisation of customer-oriented services and the development of mobile technologies that involve citizens in creating new solutions while leaving no one behind meet several Sustainable Development Goals at once. The creation of digital services – particularly mobile-based – contributes to an improvement in the quality of public administration and a reduction in corruption.



This, in turn, promotes the development of effective, accountable and inclusive public institutions capable of responding to the needs of women and men belonging to different groups, in line with Goal 16 to 'Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels.' For example, when applied in the access to justice sector, such services contribute to supporting the rule of law, so that no citizen is left behind.

Goal 9 to 'Build resilient infrastructure, promote inclusive and sustainable industrialisation and foster innovation' aims to improve access to information and communication technologies. In the Ukrainian context, this means expanding access to digital/mobile-based services outside large cities and in localities that have not yet benefitted from the latest generation of telecommunications technologies (at least 3G Internet).

Another aspect related to creating more accessible and inclusive electronic or mobile services is in line with Goal 4 to 'Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all.'

The 'Your State in Your Smartphone' initiative launched in Ukraine, will only succeed if appealing and accessible civic digital education is developed and widely implemented to help close digital gaps in knowledge and skills, and bridge the digital divide between generations and groups of Ukrainians with different social backgrounds.

The implementation of digital solutions will also contribute to Goal 5 to "Achieve gender equality and empower all women and girls." Gender mainstreaming can positively impact equal opportunities of women and men, especially in the context of the COVID-19 pandemic.

The socio-economic context analysis helps determine general priorities for choosing specific populations which require digital solutions adapted to their needs and capabilities. For example, retired women who have the status of internally displaced persons (IDPs) and live in extreme poverty suffer multiple vulnerabilities. According to the UN, in 2017, about 1.5 million IDPs were registered in Ukraine, with two-thirds of them being elderly, and predominantly women. In rural areas, 48 percent of women lack access to adequate health care, 36 percent of women did not participate in decision-making in

their communities, and 67 percent did not have access to broadband Internet at home.

In the Ukrainian context, groups that often fall through the cracks include women and men living below the poverty line; the elderly; women and men with different types of disabilities; women living in rural areas; young people living in conflict-affected areas; ethnic minorities (particularly the Roma) and the IDPs. Veterans returning to civilian life are another group to be included in this list. Appropriate digital solutions for these target groups are likely to differ from the models that are suitable for large-city dwellers or those with a medium or above-medium income and round-the-clock access to quality Internet.

The project will seek appropriate mechanisms, develop, and pilot them with different groups of users to sustain their maximum comfort while maintaining high efficiency of online or mobile solutions.

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Abbreviations

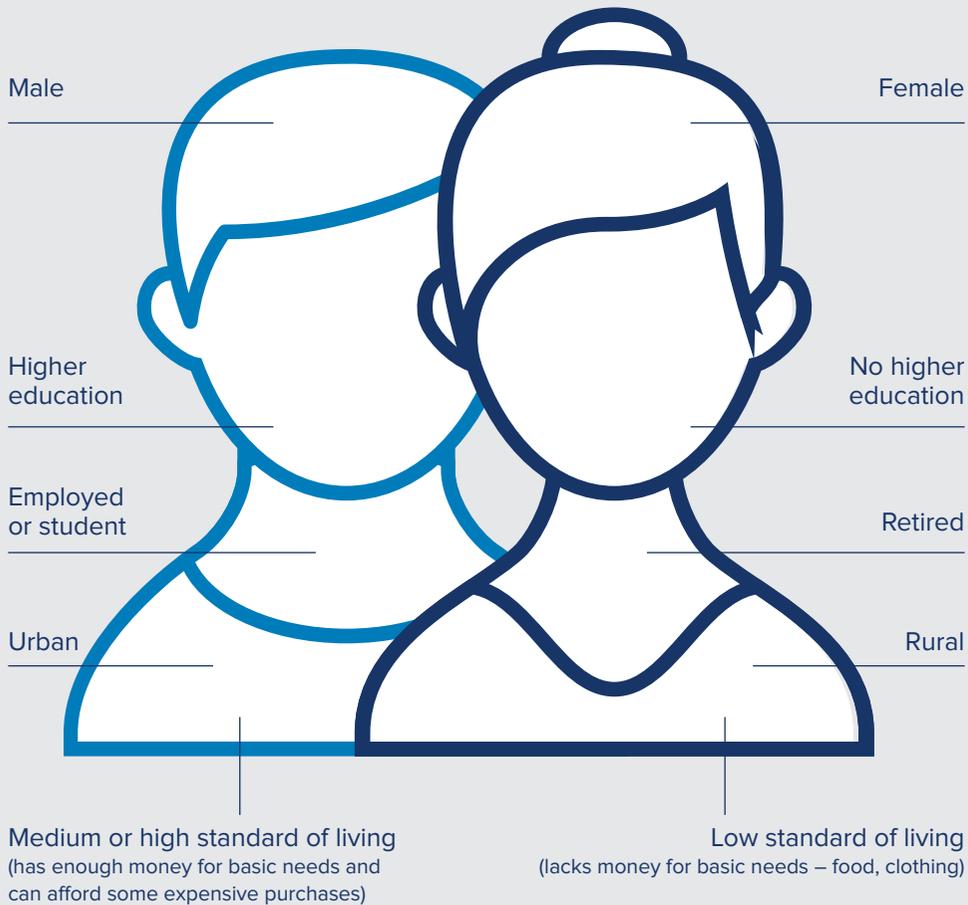
ATC	Amalgamated Territorial Community
CASP	Centre for Administrative Service Provision
CATI	Computer-Assisted Telephone Interview (survey method)
FAQ	Frequently Asked Question(s)
FG	Focus Group
IDP	Internally Displaced Person
IE	Individual Entrepreneur
KIIS	Kyiv International Institute of Sociology
Ltd.	Limited Liability Company
NFC	Near Field Communication (contactless data transfer technology between devices)
SACI	State Architectural and Construction Inspectorate of Ukraine
UNDP	United Nations Development Programme

Executive summary

Electronic services are used by different population groups varying by age, income, and place of residence. At the same time, certain population groups are more likely to have experience using electronic services at the national level.

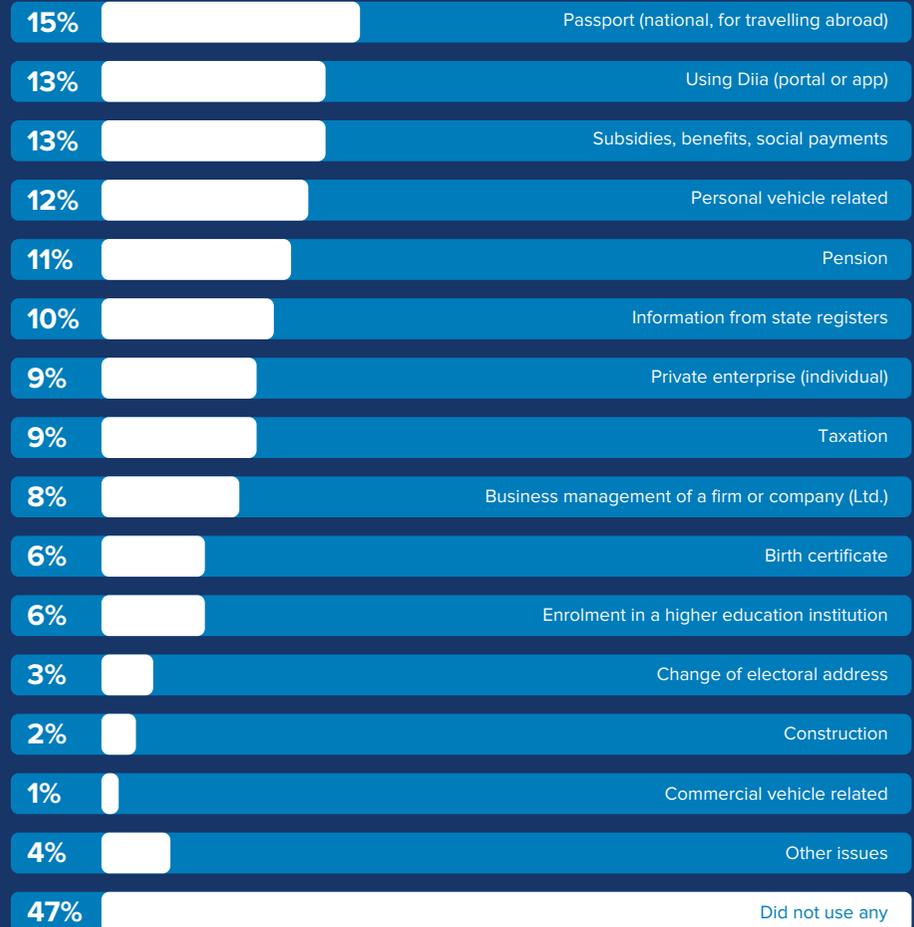
USER PROFILE

NON-USER PROFILE



Over a half of Ukrainian residents received at least one e-service in the past year

The question was asked to all respondents. Number of respondents, n = 2000. Respondents could choose several options. Alternatives are sorted by percentage of those who chose a particular option in a descending order.



Key aspects that are important when receiving e-services for both users and non-users are:



24%
NON-USER

USER
36%



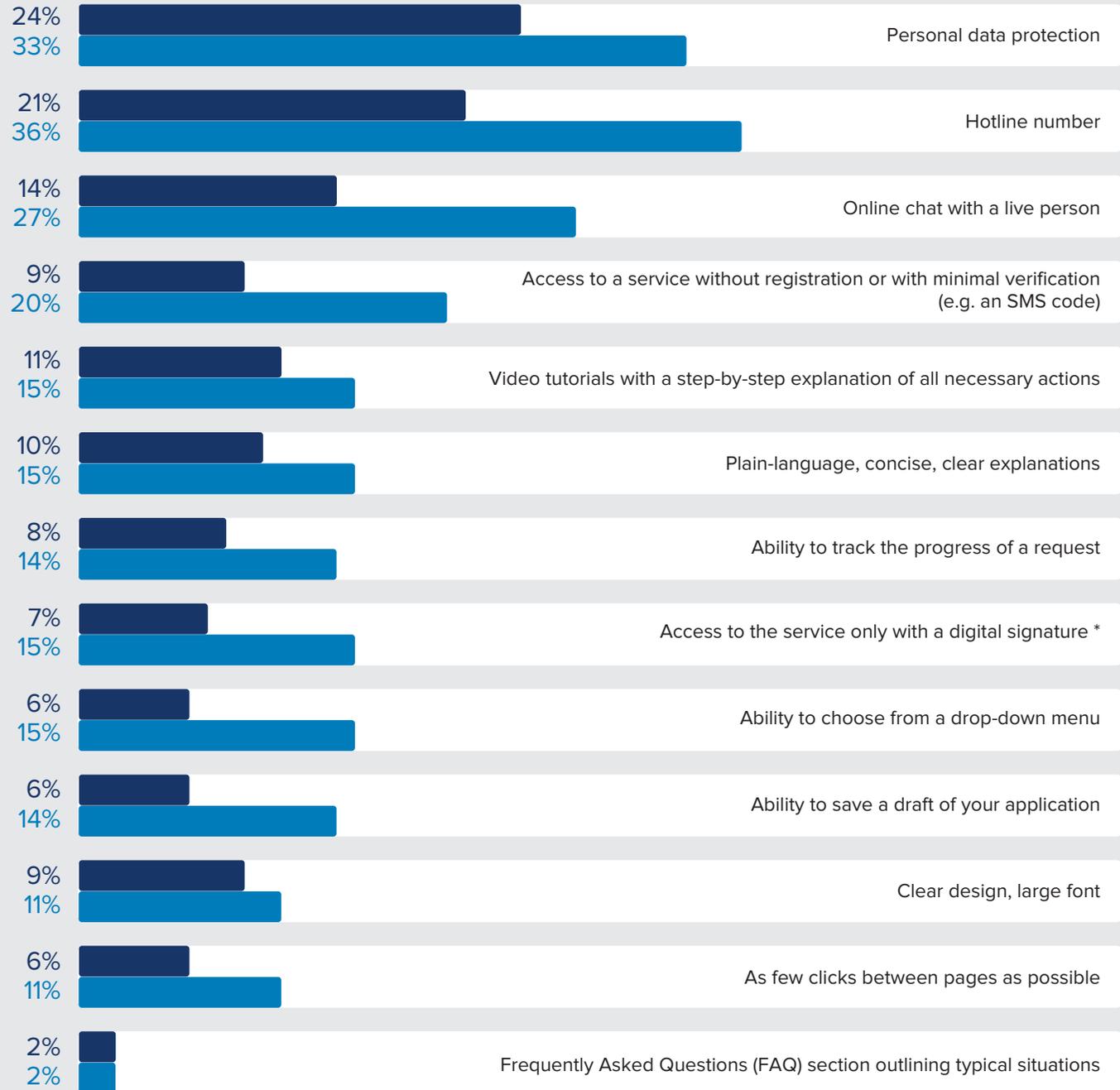
24%
NON-USER

USER
33%



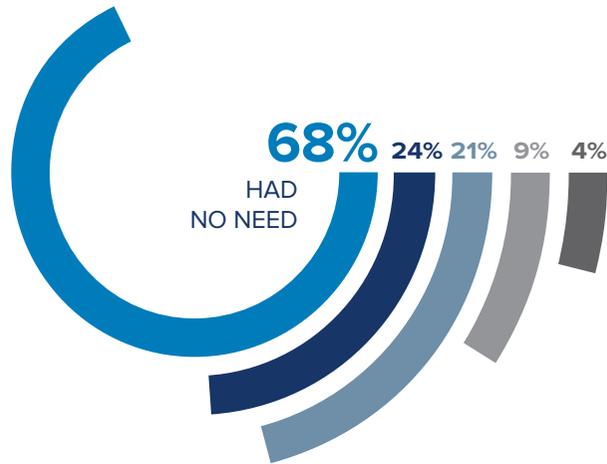
14%
NON-USER

USER
27%



* Although the term digital signature has legally become obsolete and has been replaced by the terms advanced electronic signature or qualified electronic signature/QES, during the telephone interview, it was deliberately decided to use a simpler, better-known term to obtain more answers from respondents.

Two-thirds (68 percent) of those who had not used national-level e-services in the past year indicated they had no need for these services, 24 percent said they lacked enough skills to use such services, and 21 percent said they had no device with Internet capability.



24%

Lacked skills

21%

Had no device with Internet capability

9%

Do not trust e-services

4%

Do not know whether a service they need is provided electronically

During the survey, respondents were asked to name one sector that was the most important to them, where they would like to have additional or better electronic services. The sectors that the respondents mentioned most often were:

- public utilities
- receiving welfare payments
- medical services
- applying for and receiving pensions
- running a small business
- applying for a subsidy
- obtaining a passport
- paying taxes and obtaining relevant certificates
- land issues
- secondary and preschool education
- services related to the ownership and use of a personal vehicle.

Most participants in the qualitative survey showed an open mind towards e-services. They reported already using various existing services and were ready to use more of them in the future. They also noted that e-services were an integral part of their lives, which offered multiple benefits:

- significant savings of time and effort
- reduction of human influence – a lower probability of error, fewer negative instances when communicating with civil servants
- ability to avoid queues and bureaucratic hassle
- convenience: the ability to obtain a service from a preferred location and at a convenient time.

The benefits of e-services have become even more critical during the COVID-19 pandemic because it is the safest manner in which to receive these crucial services.

At the same time, the study also identified barriers that e-service users face. Such barriers undermine trust in services and bring about dissatisfaction. The most critical barriers are:

- doubts as to personal data protection, fear of becoming a victim of fraud – this is what causes the lack of trust in electronic services among most respondents
- concerns about electronic services from retirees and rural residents, fear of error, lack of skills in using services, low awareness of the range of available state electronic services
- lack of necessary technical facilities in the country as a whole – a significant part of the population (especially in rural areas) does not have access to high-quality Internet, some lack the necessary technical equipment for this; certain state e-platforms periodically fail
- dissatisfaction with some services, as they are used, mainly due to their limited capabilities – sometimes it is difficult or impossible to get a complete service electronically (for example, users still have to submit paper documents to an institution and experience queues).

The study has proven that a differentiated approach to different user categories is necessary to help develop skills in using both existing and new e-services. Namely, more experienced users need short video tutorials, online chat facilities, and, sometimes, telephone consultations. At the same time, less experienced users (for example, those residing in rural areas) need a broader range of different options – not only training videos, online chat facilities, and telephone consultations, but also help from a trained specialist with a computer-equipped workplace, as well as training on the use of available electronic services.



“ It is very convenient ... getting your private enterprise registered or closed, adding economic activity codes. It only takes five minutes. You choose a code for yourself – you add it, send it, and wait for it to be confirmed... Some people still don't know about it; they go to the tax office. It makes the process longer.”

female, 38; focus group with women who raise young children



“ Previously you had to go to the department of motor vehicles, submit your documents, submit ... an application ... to obtain this certificate, now you can do it electronically in two minutes literally. Without leaving the office”

man, 50; focus group with individuals without IDs/a registered place of residence



“ In our country, the personal data protection is at a low level. Therefore, mistrust is omnipresent”

female, 45;
focus group
with internally
displaced persons



“ When I was stopped several times by the police, I just showed them the QR-code on my Diia application on my smartphone. They scanned it, and that's it. No need to carry any plastic cards with you”

man, 24; focus group with persons living in remote rural areas



“ You go to the list, you enter your name, and you can see the case number – so the lawyers told me. So, I did it, and I was not given the case number. Because of that, I realised that we have an imperfect system. And at certain moments, it is still a bit lame, and there is a need to finalise it”

female, 37; focus group with persons living in remote rural areas



“ I wanted to get an e-driver's license ... I don't remember when I received my original driver's license, but they simply cannot help me. Digitise everything yourself, upload yourself. Why on Earth do I need a service like this? “

man, 44; focus group with persons with vision impairments and musculoskeletal system disorders



“ ...The problem is that there are villages with no Internet. Ukrtelecom offers Internet connection, but not everyone has a landline. Because they are tied to landlines. And if the Internet were provided around the villages, I believe this problem would be solved“

man, 46; focus group with war veterans and combatants



“ ...We are simply not used to it yet. And we do not come across this so often. Probably, there is some fear of even getting involved in this and some desire to evade this situation“

man, 30; focus group with persons living in remote rural areas



“ ... I don't understand a lot... some terms or my rights... I must come in person. If I visit a notary, they explain me everything to me in a comprehensible manner, we talk, I understand everything. I think that this service I need [notary public] should only be available offline“

female, 32; focus group with internally displaced persons



“ We have a country of highly creative people in terms of fraud ... I can't be 100% calm when my documents are all in electronic form“

female, 33; focus group with persons without IDs/registered place of residence

“ My belief is simple. In principle, I think that all functions should be online as much as possible... If something works poorly at the level of automation, it means that it just needs to be optimised properly, and that's it. Any service can be automated“

man, 25; focus group with internally displaced persons



“ ... Our state has an unparalleled skill to combine electronic and paper formats ... That is, you can request something electronically, but then pick up a paper document. The Pension Fund is just the same. You can collect your copy electronically, but first, you must come in person and bring the paper application“

man, 38; focus group with persons with vision impairments and musculoskeletal system disorders



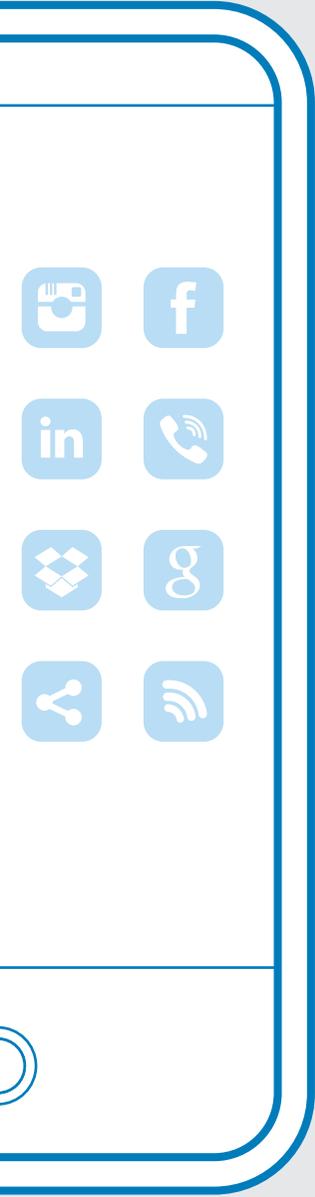
“ When there is no personal communication with officials – with tax inspectors, it significantly spares my nerves, and saves their lives... They are just professionally unfit. And I understand why it is tough for veterans returning from the war to communicate with these officials. In my opinion, this is an ideal option when you can avoid this communication and still receive services“

female, 50; focus group with war veterans and combatants



“ ... I spent a lot of time registering with the CASP. And registration in the civil registration office also took a long time. It is tough to find these service providers, even to register in an electronic queue“

female, 35; focus group with women who raise young children





Research background, methodology, limitations

The Kyiv International Institute of Sociology conducted this study at the request of the United Nations Development Programme in Ukraine in partnership with the Ministry of Digital Transformation of Ukraine. The research consisted of two components – a representative survey and focus group discussions with respondents with different social backgrounds.

The [quantitative survey](#) looked at experiences, needs and preferences of adult residents of Ukraine (aged 18+) vis-à-vis electronic services. The survey covered a representative sample of the adult population of Ukraine and was conducted from the 10th to the 22nd of September 2020 through CATI in all regions, except for the non-Government Controlled Areas (Crimea, some districts of Donetsk and Luhansk oblasts)¹.

Oblasts were grouped into four macro-regions:

- Western region: Volynska, Zakarpatska, Ivano-Frankivska, Lvivska, Rivnenska, Ternopilska, Khmelnytska, Chernivetska oblasts;
- Central region: city of Kyiv, Vinnytska, Zhytomyrska, Kirovohradska, Poltavska, Sumska, Cherkaska, Chernihivska, Kyivska oblasts;
- Southern region: Dnipropetrovska, Zaporizka, Mykolaiivska, Odeska, Khersonska oblasts;
- Eastern region: Kharkivska, Donetska, Luhanska oblasts (except for the non-Government Controlled Areas).

The research team decided that the picture obtained could be enriched by a [qualitative component](#) – eight focus group discussions on the use of electronic services in Ukraine. Several groups of people were selected for these discussions, some of them often referred to as ‘vulnerable groups.’

However, to avoid generalisations or even stigmatisation, the below account of user experiences will not use this term.

As above, the goal of the focus group component was to detail the experience of obtaining electronic services and to identify aspects that should be considered during the service reengineering (the process of their transformation before digitalisation). The focus groups were called to determine what respondents knew about electronic services and what experience they had in this realm, namely: what prevented them from using electronic services; what the most common difficulties in obtaining such services were; and what preferences were in place to make the services more accessible.

Discussions engaged the following groups of citizens: 1) internally displaced persons; 2) pensioners; 3) persons with vision impairments and musculoskeletal system disorders; 4) persons without IDs/registered place of residence; 5) women who raise young children; 6) low-income and active jobseekers (a group of persons employed at low-paid jobs or unemployed); 7) persons living in remote rural areas; 8) war veterans and combatants.

Like any other sample-based surveys, this study has its [limitations](#). Firstly, any sample-based survey has an error level that should be considered when

¹ The method entails a survey through computer-assisted telephone interviews based on a random sample of mobile phone numbers. A total of 2,000 respondents were interviewed. The statistical error of the sample (with a probability of 0.95 and a design effect of 1.5) does not exceed: 3.3 percent for indicators close to 50 percent; 2.8 percent for indicators close to 25 or 75 percent; 2.0 percent for indicators close to 12 or 88 percent; 1.4 percent for indicators close to five or 95 percent; 0.7 percent for indicators close to 1 or 99 percent.



extrapolating findings observed in a sample to the general population. In this survey, the maximum margin of sampling error with a probability of 0.95 does not exceed 3.3 percent, considering the design effect. In practice, this means that with a 95 percent level of confidence, we can say that the survey findings depict the beliefs and attitudes shared by Ukrainians, plus or minus 3.3 percent. The margin of error depends on the size of the sample (number of respondents) – the smaller the number of people responding, the higher the error. Hence, for certain populations (for example, men and women separately, or users and non-users of services), the findings will have a higher error than for the general population. The margin of error is the largest for values close to 50 percent and decreases when results are closer to the ‘extreme values’ – 0 or 100 percent. The margin of error should be considered when interpreting the survey data.

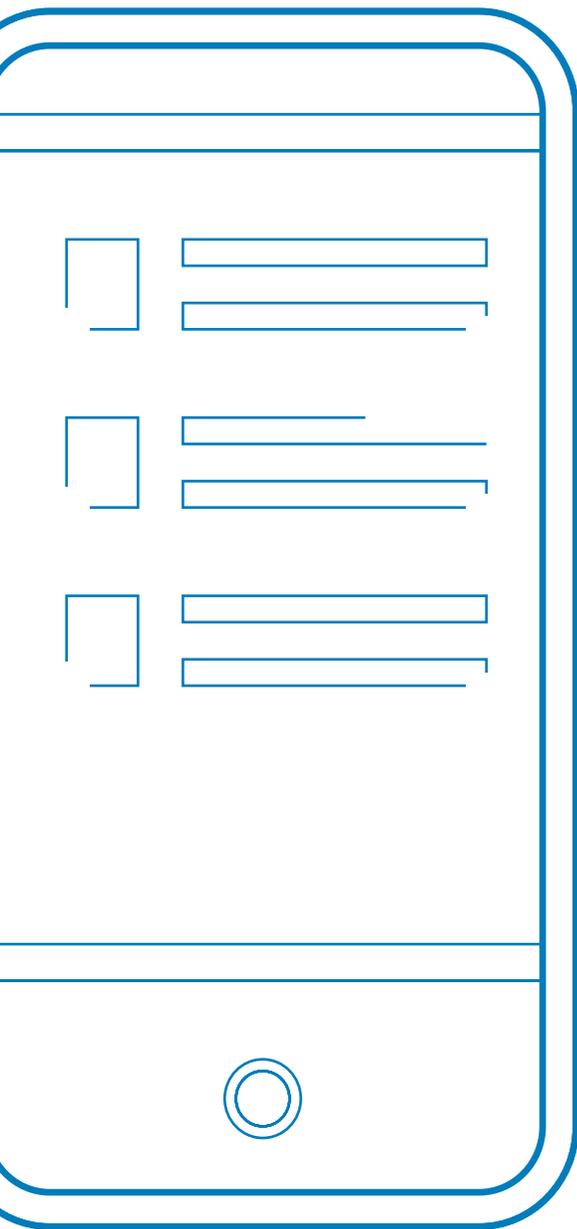
An approximate estimate of any possible difference with an actual situation (i.e., for the general population) is as follows: if the difference between values compared is less than the margin of error, we assume that there is no difference between these values, and if the difference is bigger than the margin of error, we can be 95 percent sure that the difference is real. In the report, when the

difference between the values is within the margin of error, we claim that there is no statistically significant difference, and when it is bigger, we state that there is a difference between these values.

Due to the COVID-19 pandemic and the risks associated with face-to-face interviews, a quantitative survey was conducted based on a sample of mobile phone numbers. Over the past few years, the population of Ukraine has been actively abandoning landlines, forcing the survey firms to switch from using a combination of mobile and landline phones to mobile-only phone-based polling. According to KIIS, about 96 percent of the adult population of Ukraine uses mobile communication. The remaining 4 percent (people who do not use mobile communication) have different socio-demographic characteristics than mobile phone users. Non-users mostly represent low-income groups (more than 90 percent of non-users of mobile phones reported that the financial situation of their family was dire, indicating that they did not have enough money even for food or enough for food only) and older people (82 percent of this group are aged 50 or above)². Weights are used to correct the deviations of the sample by socio-demographic characteristics (sex, age, locality, region) from

official statistical data (data of the State Statistics Service of Ukraine). However, it should be noted that this survey **does not depict the attitudes of a small part of the population** (the 4 per cent) who **do not use mobile communication**.

As for the **qualitative study**, due to COVID-19 restrictions, the focus group discussions had to be conducted online via Zoom. Consequently, respondents who **did not possess Internet-enabled devices** were not included in the discussion. Throughout the design stage, the research team considered different options to reduce the bias stemming from conversations only with those respondents, who could afford at least one electronic device per family and pay for Internet access. However, after detailed discussions and a comprehensive risk assessment, a decision was made to accept some distortion of the overall picture, while providing the maximum level of pandemic-related protection for all research participants.



User experience and public opinion on electronic services.

A quantitative survey

E-SERVICE CONSUMPTION

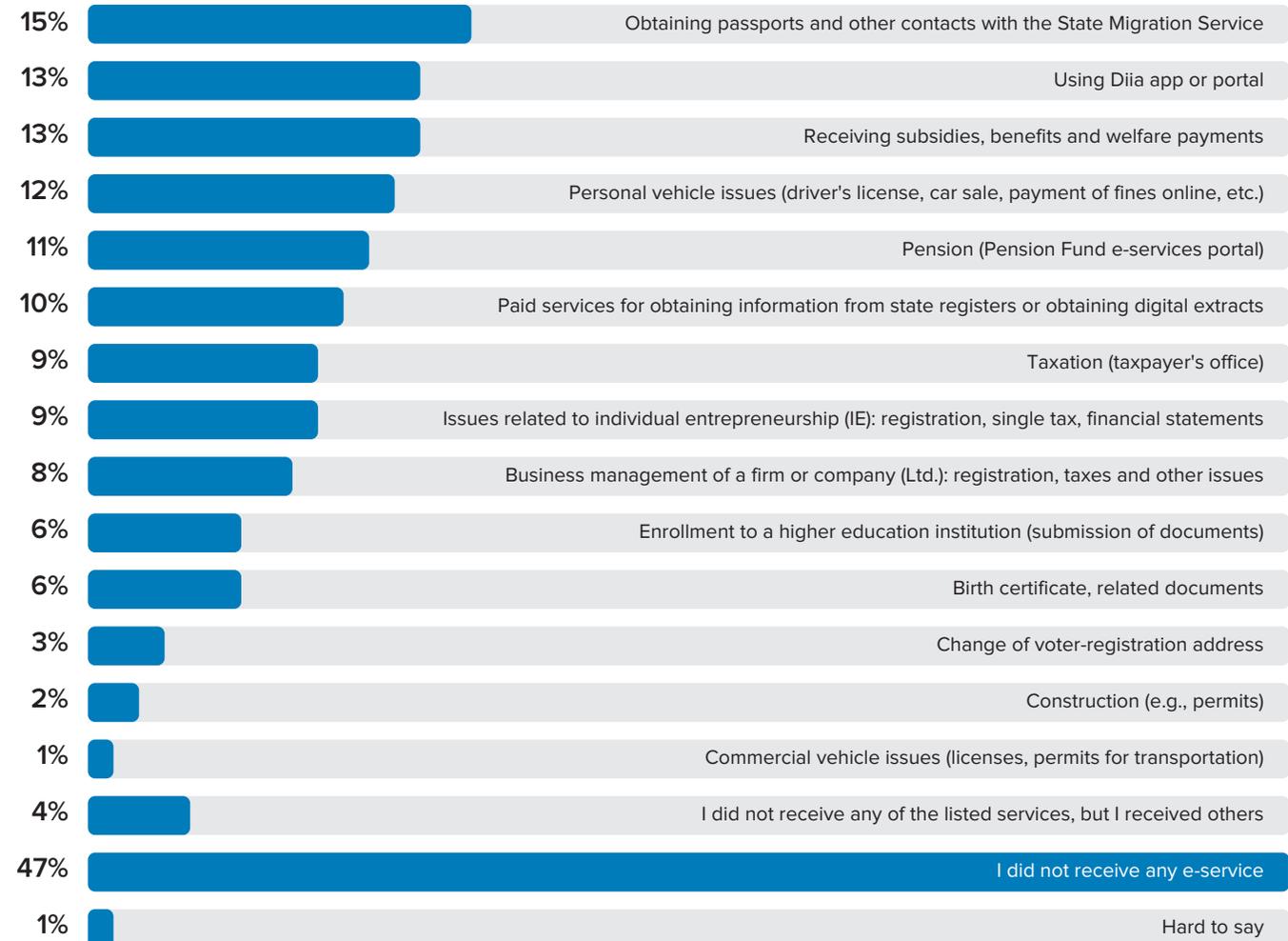
According to the survey, about a half (53 percent) of the population of Ukraine were in receipt of at least one electronic service³ in the last 12 months. Sector-wise, the most popular e-services are obtaining passports or other services provided by the State Migration Service (15 percent). In addition, 13 percent used the Diia application or portal (purpose unspecified); the same percentage used e-services to obtain subsidies, benefits and social payments; 12 percent, with regard to personal vehicles (driver's license, car sale, payment of fines online, etc.); 11 percent applied for pensions; 10 percent obtained information from state registers (including digital extracts, excerpts, certificates); 9 percent, for individual entrepreneurship (IE); 9 percent, for taxation purposes (taxpayer's office); 8 percent, for business management of a firm or a company (Ltd., registration, taxes or other issues); 6 percent, when receiving birth certificate or related documents; 6 percent, to enrol/submit documents to a higher education institution (HEI); 3 percent, to change their voter address; 2 percent, for construction matters (for example, obtaining construction permits); 1 percent, for commercial vehicles (licenses, permits for transportation); and 4 percent, for other issues (see Chart 1).

³ The survey focused on the services provided by the national government. Electronic services implemented by local self-government bodies or at the oblast level were not considered.



Chart 1

Have you been in receipt of electronic services in any of these sectors over the past year?



Note. The question was asked to all the respondents. The number of respondents, n = 2000. Respondents could choose several options. Alternatives are sorted by percentage of those who chose a particular option in descending order



The share of those who have received state e-services over the past year is slightly higher among men (58 percent) than among women (49 percent). By types of services, men are more likely to have used the Diia app or portal (18 percent vs 8 percent among women), received e-services concerning personal vehicle issues (18 percent vs 7 percent, respectively), on taxation (11 percent vs 7 percent), or on IE matters (11 percent vs 7 percent)⁴.

Young people are the most active users of the electronic services provided by the national-level authorities. As the age of respondents increases, the percentage of those who received e-services decreases. At the same time, it should be noted that the members of all age groups used e-services: for example, almost three quarters (74 percent) of people aged 18–29 used electronic services from the above list during the past year (September 2019 – September 2020). As did 62 percent of people aged 30–49, 44 percent of people aged 50–69 and 19 percent of people aged 70+. The specific sectors, in which people receive e-services, depend in no small extent on the needs of different age groups, while younger people are generally slightly more likely to use e-services than older people.

Specifically, among young people (18-29 year olds), more than a quarter (27 percent) used the Diia portal or app; 20 percent received e-services related to personal vehicle issues; 19 percent, when obtaining passports or in other contacts with the State Migration Service; 16 percent; when entering a HEI; 13 percent, to get a birth certificate or related documents.

Older people received e-services mainly concerning pensions (22 percent of people aged 60–69 and 9 percent of people aged 70+ received such services electronically) or to subsidies, benefits and welfare payments (16 percent of people aged 60–69 and 8 percent of people 70+).

In terms of [sex and age groups](#), young and middle-aged men and women use e-services equally, while among people aged 60+, men slightly outnumber women as users. Specifically, in the 18-39 age group, 70 percent of men and 66 percent of women have used such services during the past year (the difference is not statistically significant at the level of 0.05); and among the representatives of the 40-59 age group, these were 55 percent and 53 percent respectively (the difference is not statistically significant at the level of 0.05).

Simultaneously, in the 60+ age group, 40 percent of men and 27 percent of women used these services (the difference is statistically significant at the level of 0.01).

When it comes to [educational backgrounds](#), people with a tertiary education came in as the most active users of electronic services (with 66% of them having used e-services during the past year). For people with a vocational education, this share is 48 percent; with a complete secondary education, 37 percent; with a primary or incomplete secondary education, 17 percent. People with a tertiary education are more likely to use various services electronically, except for the sectors such as receiving subsidies, obtaining a birth certificate or related documents, construction and changing the voter registration address – that do not depend on users' educational backgrounds.

In terms of the [self-assessed financial status](#), respondents who consider themselves 'poor' use e-services the least, while people with relatively higher incomes, use these services the most. Specifically, among those who indicated that their family did not have enough money for food or enough to procure only basic food supplies, only 40 percent received e-services during the

⁴ Hereinafter, if the report says that there is a difference between the values, it means that this difference between two values in question is greater than the margin of error, and with 95 percent confidence we can say that this difference exists in reality. If the difference between the values is less than the margin of error, we state that there is no statistically significant difference – that is, the difference in values could be explained by the measurement error.



past year. Among those who have enough money to meet basic needs and have some savings, the figure is 60 percent; and among the wealthiest (those who can afford some luxuries or anything they want), it rises to 71 percent. People with higher incomes were more likely to use e-services in most of the listed sectors, except for pensions, subsidies, birth certificates or related documents, construction, commercial vehicles and change of electoral address that does not depend on users' financial status.

By [type of locality](#), the percentage of e-service users is slightly lower in rural areas (43 percent) than in urban settlements (58 percent), and this divide is there for most sectors listed above. Specifically, 9 percent of rural residents and 18 percent of urban residents used electronic services for obtaining passports or during other contacts with the State Migration Service. The Diia app or portal were used by 7 and 16 percent respectively; 7 and 14 percent respectively received e-services on personal vehicle issues. Retirement-related electronic services were in use by 8 and 12 percent of users. Information from state registers was obtained by 7 and 11 percent of respondents from rural and urban areas, respectively.

Individual enterprise-related services were in use by 5 and 11 percent; taxation-related services – by 6 and 10 percent; business management of a firm or company (Ltd.) – 4 and 9 percent. Birth certificates and related documents were received by 4 and 7 percent of rural and urban citizens, respectively. HEI enrolment services were in use by 3 and 7 percent, and voter registration address service was utilised by 2 and 4 percent of the users. Subsidies, benefits and social payments are an exception – in this sector, rural and urban residents received state e-services at almost the same level, 13 percent. Other areas include construction (2 percent in both types of localities) and commercial vehicle issues (1 percent in both types of localities).

[Region-wise](#), the survey identifies no significant differences. According to the survey, 55 percent of the population of western and central oblasts, 49 percent in southern oblasts, and 49 percent in eastern oblasts are users of e-services (the difference is not significant at the level of 0.05). By sectors, the western oblasts show a slightly higher percentage of those who used e-services to receive subsidies or social benefits (17 percent), compared with 12 percent in the east, 11 percent in central oblasts and 10 percent in the south.

Central oblasts demonstrate a slightly higher percentage of those who received such services concerning personal vehicles (15 percent), compared to 13 percent in the west, 9 percent in the south and 9 percent in eastern oblasts. But in general, residents of different regions of Ukraine have a remarkably similar experience of using national-level electronic services.



SOCIO-DEMOGRAPHIC PROFILE OF E-SERVICE USERS AND NON-USERS

Those who used electronic services during the past year somewhat differ in their socio-demographic profile from non-users.

According to the survey, **men and women** are equally represented among the users of e-services (50 percent each).

Almost half (48 percent) of the users are between 18 and 39 years old, 35 percent are between 40 and 59, and 17 percent are aged 60+. The average age of users is 42.4 years.

More than half (54 percent) of users have a **tertiary education**, 33 percent, vocational, 13 percent, primary or a complete secondary education.

According to the self-assessed family's financial status, a third (32 percent) of service users belong to the group of low-income (lack money for food or only have enough money for food), 44 **percent have enough money** to meet basic needs and can put aside some savings, and 24 percent can afford some luxuries or whatever they want.

In terms of regional breakdown, 36 percent of users live in central oblasts, 28 percent, in the west, 23 percent, in the south, and 13 percent, in eastern oblasts of Ukraine.

Almost three quarters (73 percent) of the service users live in **cities**, and the remaining 27 percent live in **rural** areas (see Chart 2).

In summary, electronic services provided by the national authorities are used by different groups of the population, with most users being **young** or **middle-aged** people living in cities, with a tertiary education and relatively well-off.

Women outnumber men (60 vs 40 percent, respectively) among those who **had not used** government e-services during the past year.

About a quarter (26 percent) of non-users are between 18 and 39 years of age, 34 percent are between 40 and 59, and 41 percent are people aged 60+. The average age of this group is 53.4 years.

About a third (32 percent) of non-users have a tertiary or incomplete tertiary education, 40 percent, **vocational**, and 28 percent, a primary or complete secondary education.

According to the self-assessed family's financial status, over half (55 percent) of non-users belong to the **low-income group** (lack money for food or only have money for food), about a third (34 percent) have enough money to meet basic needs and can make some savings, and 11 percent are relatively well-off (can afford some luxuries or are free to buy whatever they want).

One third (33 percent) of non-users live in central oblasts, 25 percent, in the west, 26 percent, in the south, and 15 percent, in eastern oblasts of Ukraine. Urban residents make up about 60 percent of non-users, while rural residents make up 40 percent (see Chart 3).

In summary, non-users of electronic services are people of different ages and status, but mostly these are people **over 50 with a relatively low education background and low income**.



Chart 2

Socio-demographic profile of e-service users (last 12 months)

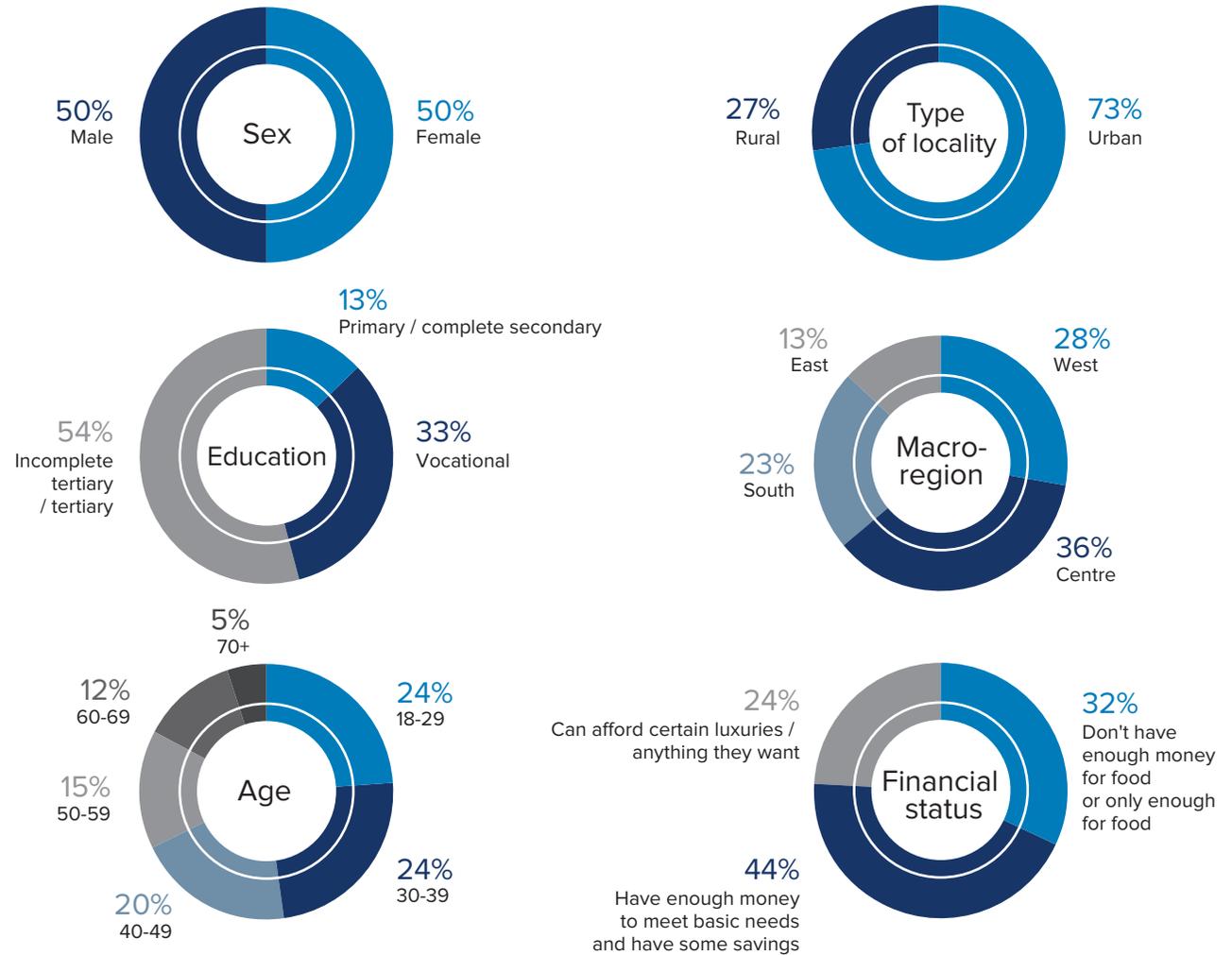
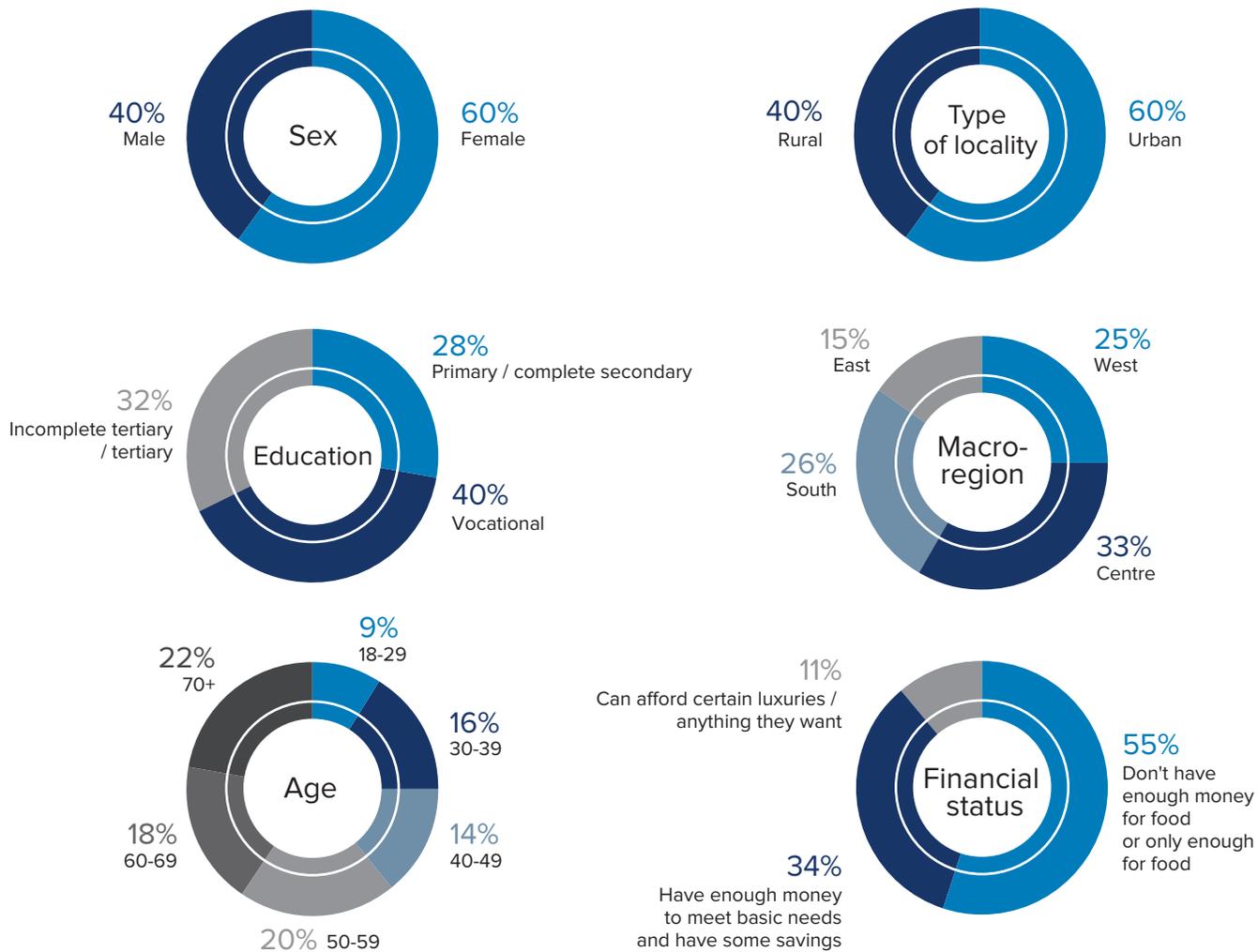




Chart 3

Socio-demographic profile of e-service non-users (last 12 months)





REASONS FOR NOT USING E-SERVICES

The majority (68 percent) of those respondents who have not used any e-service in the past year noted that they did not have the need to do so. Other important reasons were lack of the necessary skills to use the services (mentioned by 24 percent of non-users) and lack of a device with Internet access (21 percent). Respondents quoted other reasons much less frequently. Specifically, distrust in electronic documents or services was mentioned by about 9 percent of the non-users, and not knowing that a service was available electronically, by 4 percent (see Chart 4).

Respondents were able to choose several answers to this question, and some reasons are interrelated. In general, the answers identify two main groups of reasons for non-using electronic services: **lack of need** (without other barriers) and **lack of skills and/or Internet-capable devices** to use these services. Fifty-two percent of all the respondents reported the lack of need as the only reason; lack of skills and/or devices with Internet access was mentioned as the only reason by 37 percent, other reasons, or group of reasons, by 11 percent.

As such, almost half of those who did not use state electronic services faced some obstacle for accessing the services: most frequently – the lack of skills or Internet access.

The reasons why people do not use electronic services somewhat vary depending on **age**. Although for all the age groups, the main reason is the lack of need, as the **age of respondents increases**, the percentage non-users increase too due to **lack of either skills or devices with Internet access**. Namely, 85 percent of non-users aged 18-39 referred to the lack of need for e-services, 10 percent quoted the lack of skills to use these services, and five percent, the lack of a device with Internet access. At the same time, among people aged 60+, the lack of skills and of devices was reported by 52 and 35 percent, respectively.

The percentage of people who do not use e-services due to distrust in electronic documents or services is approximately the same across all age categories – this reason was named by 7 percent of respondents aged 18-39, 13 percent of respondents aged 40-59, and eight percent, of those aged 60+. Similarly, approximately the same percentage of respondents of different age categories did not use electronic services because they did not know whether a particular

service was provided electronically (respectively, 2, 6 and 3 percent).

Also, according to the survey, **the worse the financial status of respondents, the bigger the percentage of those who do not use electronic services due to the lack of an Internet-capable device and relevant skills**. Specifically, among the lowest-income group (those who lack money for food or only have money for food) 56 percent did not use e-services due to lack of need, 32 percent, due to lack of skills, and 31 percent, lack of a device with Internet access. While among relatively well-off groups (those who can afford luxuries or whatever they want), these figures are 85, 10 and 7 percent, respectively.

LOW INCOME (AND A RESULTING INABILITY TO BUY AN INTERNET-CAPABLE DEVICE) IS ONE OF THE FACTORS THAT LIMITS PEOPLE'S ACCESS TO E-SERVICES.

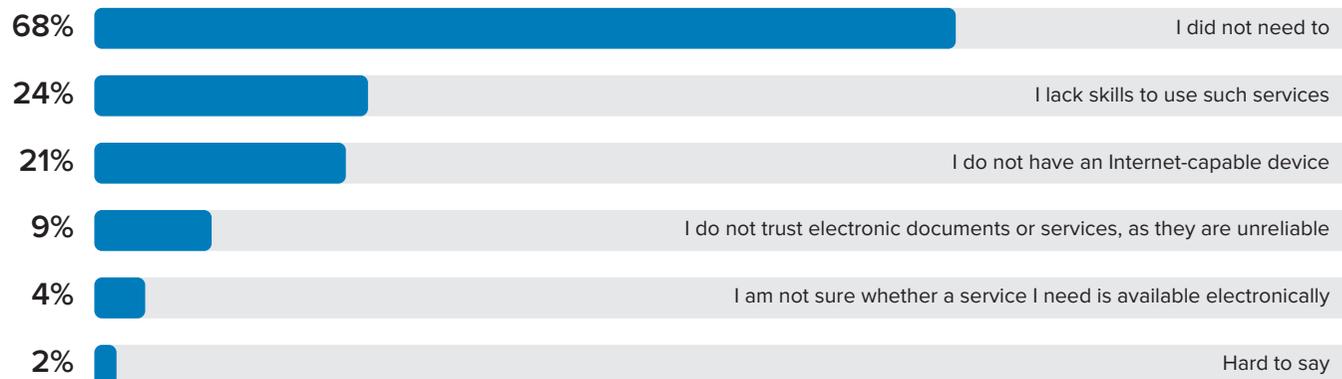
As far as the breakdown by education is concerned, lack of skills as a reason for not using electronic services was more often mentioned by persons with a lower education background (49



Chart 4

Why did not you use e-services during the past year?

Note. The question was asked to those who did not use electronic services provided by national-level authorities during the past year (n = 947, statistical error with a probability of 0.95 does not exceed 4.8%). Respondents could choose several options. Alternatives are sorted by percentage of those who chose a particular option in descending order.



percent among people with an incomplete secondary education, 34 percent, with a complete secondary general education, 25 percent, with vocational, and 12 percent, with a tertiary or incomplete tertiary). That is, for part of the population, the lack of computer skills can cause difficulties – real or hypothetical – that can hinder the use of electronic services for a wide range of citizens.

In addition, the survey data showcase that rural residents are somewhat more likely not to use e-services due to lack of computer skills

(30 percent of rural and 20 percent of urban residents) or devices with Internet access (25 and 18 percent, respectively). At the same time, both for rural and urban residents, the main reason is the lack of need (61 and 72 percent, respectively).

This difference is partly due to the level of well-being (urban residents, on average, have a better financial status than rural dwellers). However, even when both groups are financially on par, rural residents reported a lack of skills required to use modern technology or Internet-capable devices more frequently.

Living in rural areas is generally associated with weaker computer skills and poorer access to the Internet.

Differences between men and women are primarily due to age (women, on average, live longer than men, so they are overrepresented amongst the elderly). Among women, a percentage of those who did not use e-services due to the lack of a device with Internet access is somewhat higher (24 vs 17 percent among men), but if we compare the responses of men and women within the same age category, no



statistically significant difference between their responses is observed. More often than men, women did not use e-services because of the lack of computer skills (29 percent of women, 17 percent of men), although this difference is manifested only in older age groups. There is no statistically significant difference between women and men under the age of 40 in this regard (9 percent of women, 11 percent of men), but in the 40+ age group, women are slightly more likely than men to indicate that they lack the skills necessary to use e-services (34 percent of women vs 20 percent of men).

In terms of macro-regions, the study did not notice any difference in the reasons as to why the population did not use state e-services.

To sum up, we can conclude that the main reason for not using e-services is the lack of need; at the same time, certain groups may also face barriers such as the lack of experience or computer skills (especially the elderly and rural residents) or the lack of both an Internet-capable device and the ability to buy it (the poor).

ASPECTS IMPORTANT WHILE RECEIVING E-SERVICES

According to the survey, both users and non-users generally outline the same aspects that are important to them when receiving state e-services, yet there are some differences. Specifically, for both users and non-users, the three most important aspects include: 1) personal data protection (this aspect was mentioned as crucial by 21 percent of non-users and 36 percent of users); 2) availability of a phone number that can be called if something goes wrong (24 and 33 percent, respectively); 3) availability of an online chat function where instant questions can be posed to consultants (14 and 27 percent). Also, for non-users, it is important to have full instructions, such as video tutorials with step-by-step explanations of all necessary actions (this was important for 12 percent of non-users and 15 percent of users) and clear, concise explanations without specialist language (10 and 15 percent, respectively).

Surprisingly, along with personal data protection, users – compared to non-users – more often mentioned access to the service without

registration or through a minimum verification, such as by SMS code (9 percent of non-users and 20 percent of users). That is, in the eyes of the respondents, the promptness and ease of registration has priority over additional security (access to a service only with a digital signature). That is true both for users and non-users (see Chart 5).

In terms of the socio-demographic profile, older people ascribe more importance to having a phone number (hotline) where one can ask questions. Young audiences, predictably, prefer an online chat function. However, in general, for all the age groups, the most important aspects are personal data protection and the ability to contact a consultant if necessary (by phone or online).

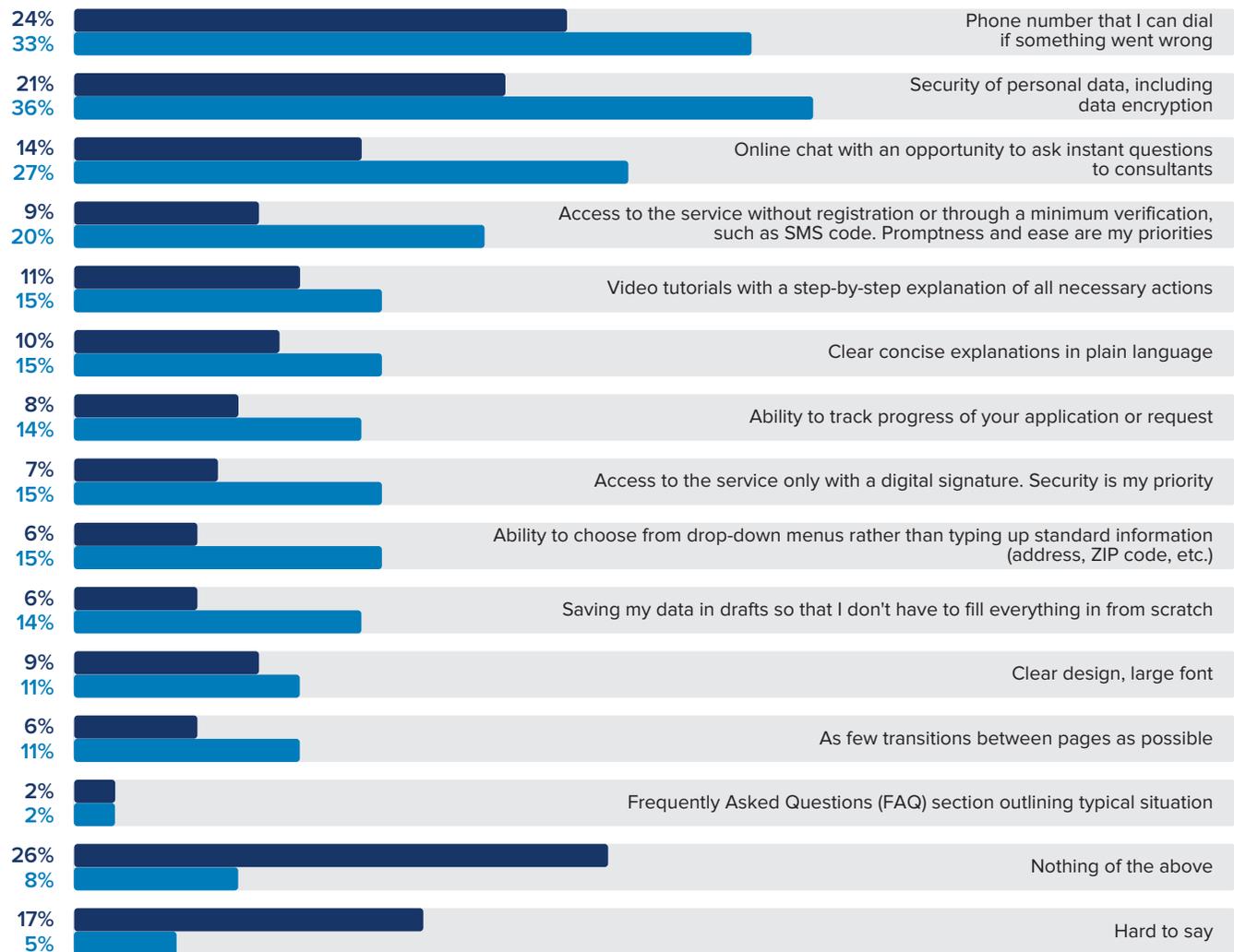


Chart 5

What aspects are/ would be important for you when receiving state e-services?

- Non-users
- Users

Note. For non-users, the wording of the question was as follows "Imagine that you decided to use a state electronic service. What aspects would be important to you?" (number of respondents, n = 947, statistical error with a probability of 0.95 does not exceed 4.8 percent). For users, the wording was: "What aspects are important to you when receiving state electronic services?" (respectively, n = 1053, statistical error with a probability of 0.95 does not exceed 4.5 percent). Respondents could choose up to three options. Alternatives are sorted by percentage of those who chose a particular option in descending order.



SECTORS WHERE UKRAINIANS WOULD LIKE TO HAVE MORE OR BETTER E-SERVICES

Finally, the respondents were asked to name one sector or situation in which they would like to have more or better electronic services. Respondents could give their own answer (which was then coded according to the list). If they found it difficult to name a specific sector on their own, they were offered a list from which they could choose one sector that was the most important to them.

The survey participants were not limited in their choice of response and could name anything they thought was a personally appropriate for state electronic services. In answering this question, as expected, respondents most often indicated that they would like to have better or more electronic services in those sectors that they had contact with the most often:

- public utilities (transmission of meter readings, online payment for services, exchange of documents with providers);

- allocation and receiving of pensions (registration for a pension, a certification from the Pension Fund, information on the amount and increase of the pension, on contributions to the Pension Fund, etc.);
- medical services (physician's appointment, online medical consultations, online submission of applications for free medicines, access to personal medical card data, electronic sick leave certificate, etc.).

Other sectors where respondents would like to have more or better quality electronic services are the submission of applications for subsidies; obtaining a national passport or a passport for travelling abroad; purchase, sale, re-registration of vehicles, receiving license plates; running a small business, individual entrepreneurship (from opening to closing); receiving welfare payments; payment of taxes and relevant paperwork; registration of land documents online; secondary and preschool education (see Chart 6).

In general, the respondents are interested in receiving state services electronically in various sectors, especially in the situations that they interact with the most often (healthcare, utility bills, registration and receiving subsidies or social benefits, etc.).

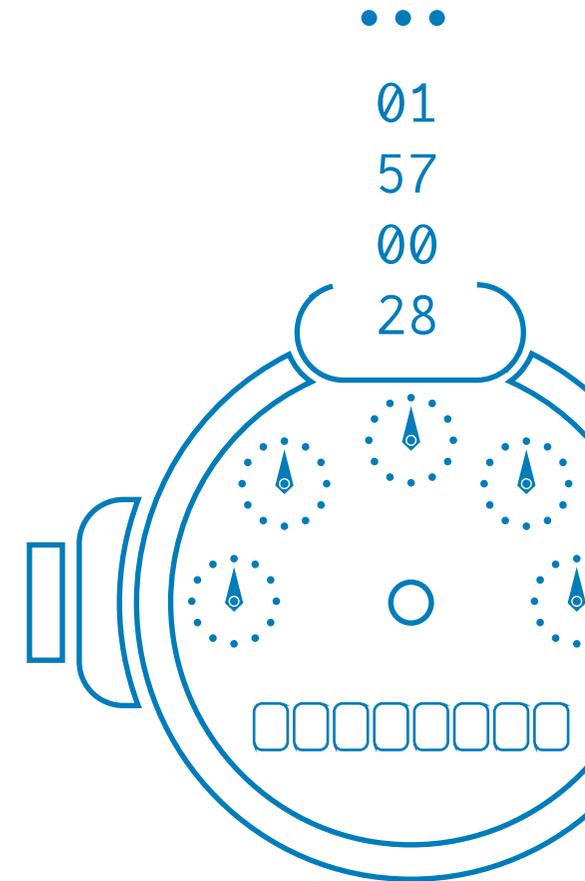
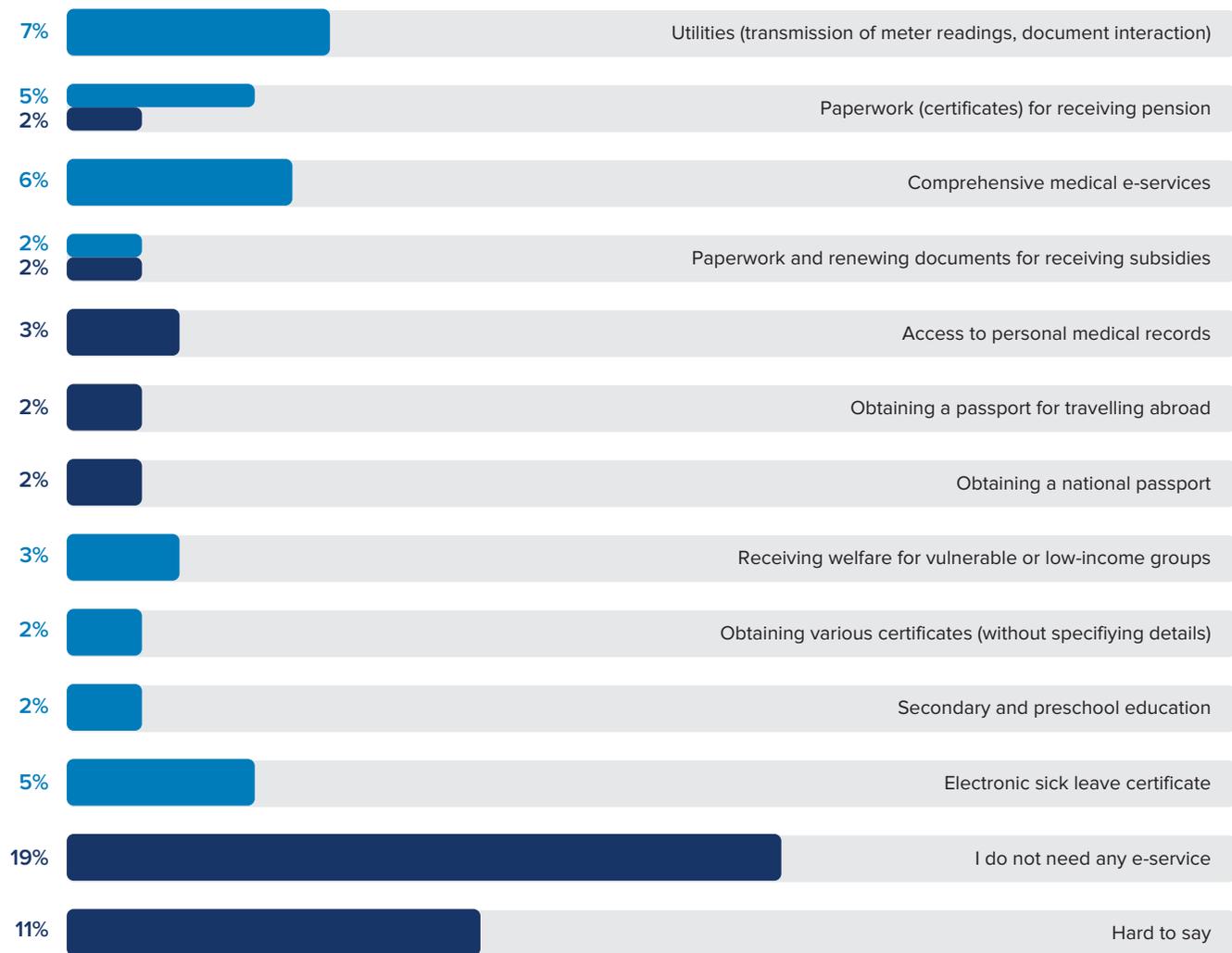




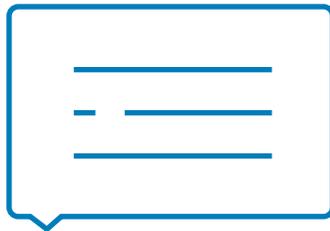
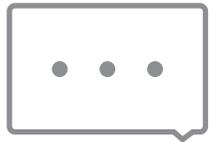
Chart 6

In which life situation or sector you would like to have more or better e-services?

- Own answer
- Chose from the list



Note. Respondents named one sector or life situation that was the most important to them. The chart shows only the sectors for which the values exceed the margin of error for small values (1.5 percent and higher)



User experience and public opinion on electronic services.

Qualitative study

The qualitative part of the study (focus group discussions) was conducted to supplement and expand the quantitative survey findings. The main objectives were to find out in more detail what exactly the respondents know about electronic services and what their experience of using these services is. The discussions also tried to identify existing barriers to using e-services and find out both the most common difficulties associated with obtaining the services and preferences for their greater availability.

These objectives informed the scenario (hereinafter – the focus group guide) for discussions. The guide included questions from the quantitative questionnaire and additional questions for diving deeper into the topic of using electronic services. The guide was designed so that respondents could freely express their opinions on those e-services that they were aware of and used. No restrictions were imposed on participants, delineating the national-level e-services and local government electronic products. A separate discussion was held on services already in place at the national level or planned for possible rollout. Finally, the guide included questions for specific audiences (for example, for women who raising young children and for people living in remote rural areas) to clarify the quantitative survey findings. The guide also included questions to identify the respondents' preferences on improved availability of electronic services.





The text below offers a qualitative analysis that gives a general idea of both current perceptions of electronic services and certain features of their use. [However, it should not be considered a comprehensive review of existing attitudes to and use of e-services by different population groups in Ukraine.](#)

EXPERIENCES WITH E-SERVICES

All the participants in the focus group discussions (FGs) were aware of some electronic services and/or used some of them.

However, this list included many other types of activities that cannot be considered electronic services per se.

In terms of awareness, the most diverse range of e-services was spontaneously named by the participants of the FG with persons without IDs/registered place of residence.

They mentioned online banking; online shopping; payment for public utilities; running a small business; paying taxes; payment of fines for viola-

tion of traffic rules; obtaining various certificates, court decisions; submission of applications for a subsidy; using e-service office at minjust.gov.ua; access to data from the State Register of Real Estate Rights; submission of applications for the Municipal Nanny service; e-Maliatko (package of services associated with childbirth); the Kyiv Smart City digital service bundle.

Representatives of most other groups of respondents also spontaneously named a fairly broad list of electronic services (or such services that they believe fall into this category): various electronic queues (for physician's appointment, for obtaining a passport for travelling abroad, queues to the Welfare Department, to the Migration Service, to the Centre for Administrative Service Provision (CASP)); use of the Diia mobile application or portal; payment for public utilities; digital banking; purchasing various goods; running a small business; paying taxes; payment of fines for violation of traffic rules; obtaining a criminal record check certificate).

The least diverse list of electronic services was named by representatives of the FG with war veterans and combatants. They mentioned electronic queues (for obtaining a passport, enrolling a child in preschool, selling personal

vehicles, applying to the CASP) as well as paying for utilities; paying taxes; banking; use of the Diia application or portal; obtaining a criminal record check certificate.

A detailed description of the most frequently mentioned services is provided in [Table 1](#); services that were additionally named by representatives of different FG participants are provided in [Table 2](#).



Table 1

List of most frequently spontaneously mentioned electronic services*

Special marks:

+ means that representatives of this group mentioned this service

* It is critical to emphasize once again that the table lists what respondents consider electronic services, regardless of whether this is true in practice and whether it complies with the legal framework of Ukraine in this field.

** Translator's note: BTI stands for the Bureau of Technical Inventory – a term denoting a housing registration office in the former Soviet Union.

Group	 IDPs	 Pensioners	 Persons with disabilities	 Persons without IDs/registered place of residence	 Mothers	 Low income, job-seekers	 Rural residents	 War veterans
E-queues	<ul style="list-style-type: none"> ▪ To CASP ▪ To a physician ▪ To the Welfare Department ▪ To BTI** ▪ To pay fines ▪ To the Migration Service ▪ To receive a passport for travelling abroad 	<ul style="list-style-type: none"> ▪ To a physician (HELSI system was mentioned) ▪ To receive a subsidy ▪ To sell a personal vehicle 	<ul style="list-style-type: none"> ▪ To a physician ▪ To renew the national passport ▪ To receive a passport for travelling abroad 	<ul style="list-style-type: none"> ▪ To a physician (HELSI system was mentioned) 	<ul style="list-style-type: none"> ▪ To a physician ▪ To receive a passport for travelling abroad ▪ To renew the birth certificate 	<ul style="list-style-type: none"> ▪ To a physician ▪ To enrol a child in a preschool ▪ To receive a passport for travelling abroad ▪ To receive a passport for a child ▪ To connect to electricity through Yasno service 	<ul style="list-style-type: none"> ▪ To the Welfare Department ▪ To receive a passport for travelling abroad ▪ To change the place of residence ▪ To change the national passport ▪ To a physician 	<ul style="list-style-type: none"> ▪ To receive a passport for travelling abroad ▪ To enrol a child in a preschool ▪ To sell a personal vehicle ▪ To a CASP
Utilities	+	+	+	+		+	+	+
Banking		+	+	+	+	+	+	+
Diia	+	+	+					+
Booking and purchase of goods/services	+	+	+	+	+		+	
Paying fines for violation of traffic rules	+			+	+			
Running a small business (IE)	+			+	+		+	
Paying taxes					+		+	+
Obtaining a criminal record check certificate				+		+		+



Table 2

Other e-services mentioned by the representatives of these groups

Respondent group	Services
 IDPs	<ul style="list-style-type: none">▪ Digital prescriptions for medicines▪ Unified State Electronic Database on Education (registration in e-office for entering the HEI)
 Pensioners	<ul style="list-style-type: none">▪ Registration of the place of residence▪ Pension calculator▪ Submitting petitions▪ Electing the members of civic councils
 Persons with disabilities	<ul style="list-style-type: none">▪ Change of voter registration address▪ Obtaining extracts from state registers▪ Obtaining the results of laboratory tests/medical examinations▪ Monitoring the e-queues for discounted vouchers for sanatorium treatment
 Persons without IDs/registered place of residence	<ul style="list-style-type: none">▪ eMaliatko▪ Requesting data from the Unified State Register of Legal Entities, Individual Entrepreneurs and Non-Governmental Organisations▪ Access to data from the State Register of Real Estate Rights▪ Kyiv Smart City▪ Bailiff-handled cases (enforcement of court decisions)▪ Court verdicts▪ E-service office at minjust.gov.ua▪ Municipal Nanny▪ Subsidies



Table 2

Other e-services mentioned by the representatives of these groups

Respondent group	Services
 Mothers	<ul style="list-style-type: none"> ▪ Municipal Nanny ▪ Request to a district administration for improvement of the territory adjacent to a building
 Low income, jobseekers	<ul style="list-style-type: none"> ▪ Obtaining a certificate of ‘no corruption offence’ ▪ eMaliatko ▪ Digital signature generation ▪ Voting for Public Budget projects
 Rural residents	<ul style="list-style-type: none"> ▪ Distance learning through Zoom ▪ Payment in supermarkets through NFC, Google Pay ▪ Request for assistance to the IE during the lockdown
 War veterans	<ul style="list-style-type: none"> ▪ Submitting a declaration to the State Architecture and Construction Inspectorate on certifying the property as complete

When talking about their experience of using electronic services, all the respondents noted that such services offer significant benefits. Participants believe that e-services save time and effort; guarantee health safety in a pandemic; reduce the influence of the human factor in the service provision and decision-making; avoid the discomfort associated with the queues and with communication with the officials.

In addition, many FG participants (with the exception of pensioners) also emphasised the convenience of electronic services – they can be used almost anywhere; at any suitable time; there is no need to carry paper documents with you – specifically, there is no risk of losing a national passport/ID card.

A detailed account of the benefits of using electronic services is summarised below in Table 3.



Table 3

The most frequently mentioned benefits of using electronic services

Respondent group	Benefits of using e-services
     	<ul style="list-style-type: none"> Promptness, significant time saving. <p><i>“It is very convenient ... getting your private enterprise registered or closed, adding economic activity codes. It only takes five minutes. You choose a code for yourself – you add it, send it, wait for it to be confirmed... Some people still don’t know about it; they go to the tax office. It makes the process longer”</i></p> <p>(female, 38; focus group with women who raise young children)</p> <p><i>“If earlier you had to go to the department of motor vehicles, submit your documents, submit ... an application ... to obtain this certificate, now you can do it electronically in two minutes literally. Without leaving the office”</i></p> <p>(man, 50; focus group with persons without IDs/registered place of residence)</p>
  <p>Representatives of all the eight groups</p>	<ul style="list-style-type: none"> Eliminating or reducing the impact of the human factor. <p>This is especially important for those who have strong negative feelings when communicating with civil servants (specifically, for some veterans):</p> <p><i>“When there is no personal communication with officials – with tax inspectors, it is significantly better for my nerves, and saves their lives... They are just professionally unfit. And I understand why it is tough for veterans returning from the war to communicate with these officials. In my opinion, this is an ideal option to avoid this communication and receive services”</i></p> <p>(female, 50; focus group with war veterans and combatants)</p> <p>It also makes corruption less likely.</p>
	<ul style="list-style-type: none"> Better health security by limiting physical contact – this is relevant given the COVID-19 pandemic.



Table 3

The most frequently mentioned benefits of using electronic services

Respondent group	Benefits of using e-services
	<ul style="list-style-type: none"> ▪ Effort-saving and avoiding discomfort (associated with the queues and red tape). <i>“For me, it’s important that no one spoils my mood. When you come to such places, you will definitely be insulted; your patience will be tested. And then you come out even more frustrated... Digital systems do not offend you”</i> (female, 55; focus group with low-income people and jobseekers)
 <p>Representatives of all groups except for pensioners</p>	<ul style="list-style-type: none"> ▪ Convenience: you can use e-services anytime, anywhere. If you have the Diia app installed on your device, you don’t need to carry documents with you all the time (for example, a driver’s license or an ID that is easy to lose). <i>“Carrying documents with you is key. I don’t have to carry my driver’s license with me. I can get to restricted access facilities using an electronic passport and so on. That is, I can go without carrying a stack of documents”</i> (man, 25; focus group with internally displaced persons) <i>“When I was stopped several times by the police, I just showed them the QR-code on my Diia application on my phone. They scanned it, and that was it. There is no need to carry any plastic cards with you”</i> (man, 24; focus group with persons living in remote rural areas)

Representatives of various groups also reported the shortcomings of electronic services. They are caused by the difficulties that people face in using certain services. Among the most common problems, the participants mentioned were the difficulty in registering online to obtain a passport – namely, having to stay awake at night to find

available time slots in the electronic queue; the limited function of a number of services – not all necessary documents are available in the Diia app; the electronic queue is not always effective; sometimes it is necessary to go to the institution with paper documents after filling out electronic forms.

A few technical issues were also reported, namely – websites may be unavailable for some time, and there may be problems with the quality of Internet connection in remote rural areas.

A more detailed account of the main disadvantages of using electronic services is provided in Table 4.



Table 4

The most quoted disadvantages of using electronic services

Respondent group	Disadvantages of using e-services
 <p>Representatives of all groups except for pensioners</p>	<ul style="list-style-type: none"> ▪ Difficulties in obtaining a passport for travelling abroad – it is difficult to find a time slot to register for the e-queue (sometimes it is only possible at night), additional wait-times at the institution. <p><i>“I submitted the documents there in the office... It is simply impossible to register in the queue there... It all disappears instantly. And all the time they keep saying, wait, wait, wait. That is, I could not get registered...”</i></p> <p>(man, 50; focus group with low-income persons and active jobseekers)</p> <p><i>“... In the electronic queue, I signed up for my child to receive a passport, and we arrived at the appointed time. We signed up at the end of September, and had an appointment only yesterday, the 10th of November. There were no time slots earlier. We were not called. Although I had a confirmed time slot for 16:00, we were called only at 16:30”</i></p> <p>(female, 39; focus group with persons living in remote rural areas)</p>
 <p>IDPs, pensioners, persons with disabilities, war veterans</p>	<ul style="list-style-type: none"> ▪ National passports and driver’s licenses issued a long time ago are not available in the Diia app. <p><i>“It is not clear to me why it is impossible to upload an old-style passport if it’s what you have. For instance, I can come to CASP, give them my passport and they will help me upload it in Diia. I understand why it’s not uploaded automatically, but it can be done manually for sure”</i></p> <p>(man, 25; focus group with internally displaced persons)</p> <p><i>“I wanted to get an e-driver’s license ... I don’t remember when I received my original driver’s license, but they simply cannot help me. Digitise everything yourself, upload yourself. Why on Earth do I need a service like this?”</i></p> <p>(man, 44; focus group with persons with vision impairments and musculoskeletal system disorders)</p>



Table 4

The most quoted disadvantages of using electronic services

Respondent group	Disadvantages of using e-services
 <p>Persons with disabilities, low-income persons and jobseekers, war veterans and combatants</p>	<ul style="list-style-type: none"> ▪ The need to go to an office location despite filling in e-forms: this was mentioned as linked to the Pension Fund application; registering the place of residence – for verification of documents; submission of documents to the Employment Centre; paperwork for a subsidy; submission of a declaration to the State Architectural and Construction Inspectorate of Ukraine to register the building as complete and ready for use. <p><i>“... Our state has an unparalleled skill to combine electronic and paper formats ... That is, you can request something electronically, but then pick up a paper document. The Pension Fund is just the same. You can collect your copy electronically, but first, you must come in person and bring the paper application”.</i></p> <p>(man, 38; focus group with persons with vision impairments and musculoskeletal system disorders)</p>
 <p>Persons with disabilities, rural residents, war veterans</p>	<ul style="list-style-type: none"> ▪ Technical problems in using the services: <p>the required website may be unavailable for some time: for example, linked to the mandatory school exit exam (External Independent Evaluation);</p> <p>due to the low quality of Internet access (especially in rural areas).</p> <p><i>“...When it’s windy, it interferes with the connection very often... When the wind blows from a certain direction, we have this situation and know in advance that if it’s a northeast wind – well, we do not have any Internet”</i></p> <p>(female, 60; focus group with persons living in remote rural areas)</p>

Focus group participants mentioned other advantages and disadvantages they encountered when using electronic services.

These pros and cons are summarised with a breakdown by the groups that reported them and are provided below in Table 5.



Table 5

Other pros and cons of using e-services additionally mentioned by various groups of respondents

Respondent group	Pros	Cons
 IDPs	<ul style="list-style-type: none"> ▪ Clear, concise tips for electronic queuing in different institutions 	<ul style="list-style-type: none"> ▪ Stress experienced due to lack of understanding of how to download a receipt for paying a fee for receiving a passport after completing all the necessary steps.
 Pensioners	<ul style="list-style-type: none"> ▪ Ability to feel like a modern person 	<ul style="list-style-type: none"> ▪ The need to write down the required sequence of steps with the help of more experienced family members to use any service. ▪ Annoying “I’m not a robot” verification when paying for utilities; sometimes it is difficult to pass the CAPTCHA test. <p><i>“Once it just went on and on in a loop. I closed the window because I got tired of sorting through the pictures. It’s like you’re clicking everything right, but they’re so small, you don’t know whether you are right, and they come again. Well, it’s annoying and very inconvenient“</i></p> <p><small>(female, 70; focus group with pensioners)</small></p> <ul style="list-style-type: none"> ▪ Cumbersome procedure for verifying the data using the taxpayer’s code when signing the petitions. ▪ Difficulty in downloading your own medical card data on the HELSI service (this had to be done several times).



Table 5

Other pros and cons of using e-services additionally mentioned by various groups of respondents

Respondent group	Pros	Cons
 <p>Persons with disabilities</p>	<ul style="list-style-type: none"> ▪ Simplicity and clarity of certain services (for example, change of voter registration address). ▪ Time savings when using the service ‘change of place of registration’: you only come to the institution to put a stamp in the passport (Zaporizhia) 	<ul style="list-style-type: none"> ▪ Electronic and paper registers in the Pension Fund do not match. ▪ It is impossible to complete paperwork related to childbirth if a baby was born in a place other than a maternity ward (for example, at home). ▪ Court decision should be requested 10-15 days in advance. ▪ Applying to the court on state resources (Dzo.com.ua) is fee-based. <p>▪ The experience of purchasing railway tickets with disability discounts was different: for some, it was successful; for the others – not (they were unable to use their discounts)</p>
 <p>Persons without IDs/registered place of residence</p>	<ul style="list-style-type: none"> ▪ No need to leave home to get access to state registers. ▪ Opportunity to receive excerpts important for running your business for free. ▪ Clarity of services, simplicity of operations (for example, HELSI, payment of fines for traffic violations). ▪ Money-saving (for example, by ordering medicines online) 	<ul style="list-style-type: none"> ▪ The waiting time for a criminal record check certificate varies from a few days to a month. ▪ Information in electronic format does not always correspond to the data in paper documents (for example, if officials do not transmit all the information for digitisation in time). <p><i>”...ZhEK just didn’t transmit information in time, and the children are not registered in e-databases. While on paper, they are registered. It’s as simple as that”</i></p> <p><small>(female, 32; focus group with persons without IDs/registered place of residence)</small></p> <ul style="list-style-type: none"> ▪ It is impossible to register child benefits online when a child has two citizenships



Table 5

Other pros and cons of using e-services additionally mentioned by various groups of respondents

Respondent group	Pros	Cons
 <p>Mothers</p>	<ul style="list-style-type: none"> ▪ Opportunity to spend more time with family/ children. ▪ E-services help you plan your day more efficiently. ▪ Efficiency of the electronic queue in the CASP (without waiting). ▪ Ability to use a driver's license when a paper document has been lost (in Diia) 	<ul style="list-style-type: none"> ▪ Two parallel queues – live and electronic; employees of official institutions prioritise the live queue (service: re-issuance of a birth certificate). ▪ Unintuitive navigation on the websites of some government agencies: for example, it is difficult to find how to get into the electronic queue (CASP, civil registration office). <p><i>“... I spent a lot of time registering with the CASP. And registration in the civil registration office also took a long time. It is tough to find these service providers, even to register in an electronic queue”</i></p> <p><small>(female, 35; focus group with women who raise young children)</small></p> ▪ The need to re-submit documents, as the initial version disappeared from the system (service: paying taxes).
 <p>Low-income persons and jobseekers</p>	<ul style="list-style-type: none"> ▪ Priority service as opposed to the live queue when you are called to clarify data in pre-filled electronic forms. ▪ No need to make another trip (for a resident of the suburbs) 	<ul style="list-style-type: none"> ▪ Some medical facilities are not connected to HELSI system; incomplete information about doctors on the website.



Table 5

Other pros and cons of using e-services additionally mentioned by various groups of respondents

Respondent group	Pros	Cons
 <p>Rural residents</p>	<ul style="list-style-type: none"> Effectiveness of the electronic queue (change of a national passport): employees call you to their office ahead of the live queue. Electronic forms of documents are clearer than paper ones (service: paying taxes). <p><i>“... When you come to the tax office, some issues might pop up there. I constantly face mental blocks there... But with the electronic form, I have not had any troubles for the last six months for sure... I like everything. I’m more than happy about that”</i></p> <p>(female, 37; focus group with persons living in remote rural areas)</p>	<ul style="list-style-type: none"> It was difficult to deal with requests for assistance for the self-employed during the lockdown: some items were under development; it was not possible to get advice through several hotlines; as a result, individuals had to go in person to the institution. The court case number could not be retrieved. <p><i>“You go to the list, you enter your name, and you can see the case number – so the lawyers told me. So, I did it, and I was not given the case number. Because of that, I realised that we have an imperfect system. And at certain moments, it is still a bit lame, and there is a need to finalise it”</i></p> <p>(female, 37; focus group with persons living in remote rural areas)</p>
 <p>War veterans</p>	<ul style="list-style-type: none"> Opportunity to obtain a criminal record check certificate for free. Quick response if you make an online request during the business day (banking). 	<ul style="list-style-type: none"> Unification in the production of documents for different services is lacking; each time you need to spend a lot of time figuring everything out. <p><i>“There is one thing I am unhappy about with all these services. They are all different. When you start using them, say, IE or tax services, first you must work everything out, only then you can proceed to filling out the actual forms. It’s tough”</i></p> <p>(male, 39; focus group with war veterans and combatants)</p>

* Translator’s note: ZhEK is a term denoting local public utilities, maintenance, and housing office.



Only a small number of the participants – namely, young people (mostly men) who are active users of e-services – demonstrated the highest level of trust in state e-services. Their key rationale for this high confidence is that the state now has a large amount of information about every citizen, so there is no point in fearing that more services will become electronic and more personal data will be used:

“My belief is simple. In principle, I think that all the functions should be online as much as possible... If something works poorly at the level of automation, it means that it just needs to be optimised properly, and that’s it. Any service can be automated”

(male, 25; focus group with internally displaced persons).

“I am 100% pro e-services. The more, the better... We are talking about the state – it already knows everything about us. We just don’t know that it knows everything about us. What criminal proceedings are we part in, where we live, how many children we have...”

(male, 24; focus group with persons without IDs/registered place of residence)

The most common reasons for **trusting** e-services mentioned by the respondents were: a previous **successful experience** of using various services; e-services are gradually becoming **more common** due to their further spread to various sectors of life; electronic services eliminate or **reduce the impact of the human factor**, that is, reduce the probability of error, there is less room for corruption; **keeping documents in digital format** is considered more reliable.

In addition, representatives of certain groups also mentioned other reasons for their trust in e-services: for low-income persons and jobseekers it is a stronger sense of control over the process, as the user is actively involved (for example, through a personal account). Some pensioners mentioned the ability of making their online transactions secure when using certain services: for example, when paying for utilities, they use a bank card with a small amount of money – it gives them more confidence in the service as a whole.

Most respondents mentioned the reasons for both trust and distrust in electronic services. At the same time, the most typical justification for lack of trust is a **lack of confidence in personal data protection**, fear of becoming a victim of **fraud**.

Some groups demonstrated a lower level of trust. Certain FG participants living in remote rural areas have limited experience in using electronic services and lack awareness of the range of available services and skills to use them.

Certain pensioners are more likely to rely on live interaction with other people when receiving services. Persons with vision impairments and musculoskeletal system disorders have doubts about the effectiveness of certain electronic services, because they faced various negative moments during use (in particular, it was necessary to go in person with paper documents when they had already filled out electronic forms that; they faced problems due to lack of correspondence between electronic and paper registers in the Pension Fund, it was impossible to produce childbirth documents when a child was born outside a maternity ward). Certain representatives of other groups reported financial losses when using particular services (for example, losing money in an e-wallet).

A more detailed justification of the reasons for distrust in electronic services is provided in Table 6.



Table 6

Reasons for distrust towards e-services

Respondent group	Reasons for distrust
        <p data-bbox="443 1013 757 1045">According to representatives of various groups</p>	<ul style="list-style-type: none"> <li data-bbox="801 422 1288 454">▪ Fear of becoming a victim of fraud. <p data-bbox="824 486 2060 558"><i>“We have a country of very creative people in terms of fraud ... I can’t be 100% calm when my documents are all in electronic form”</i></p> <p data-bbox="1209 566 2060 598">(female, 33; focus group with persons without IDs/registered place of residence)</p> <p data-bbox="824 638 2060 790"><i>“There was already a problem with the Privat24 mobile application. I came across a fake mobile app that looks just like a real application. You enter data there, and you just lose money from your accounts. When you download Diia or something on a torrent tracker or anywhere on the Internet, you can just take loans and do not even notice it”</i></p> <p data-bbox="1377 798 2060 829">(male, 31; focus group with low-income persons and jobseekers)</p> <p data-bbox="824 869 2060 981"><i>“... I had an e-wallet. Unfortunately, no matter how hard I tried to protect it, I lost money. \$200 was gone... There was also a process of passport verification there; everything seemed to be right. The same as in Diia... Phone number, e-mail verification...”</i></p> <p data-bbox="1232 989 2060 1021">(male, 34; focus group with persons without IDs/registered place of residence)</p>
	<ul style="list-style-type: none"> <li data-bbox="801 1077 2060 1220">▪ Lack of necessary technical facilities in the country as a whole – a significant part of the population does not have gadgets or access to quality Internet, some servers are unavailable from time to time, which is now perceived as a serious limitation for the widespread use of electronic services. <p data-bbox="824 1268 2060 1380"><i>“...The problem is that there are villages without Internet access. Ukrtelecom offers an Internet connection, but not everyone has a landline, and their connection is through a landline. And if the Internet were provided around the villages, I believe this problem would be solved”</i></p> <p data-bbox="1444 1388 2060 1420">(male, 46; focus group with war veterans and combatants)</p>



Table 6

Reasons for distrust towards e-services

Respondent group

Reasons for distrust



According to representatives of various groups

- Lack of confidence in personal data protection. Distrust is aggravated by the fact that it is easy to purchase various databases with personal data. In particular, respondents mentioned cases when after the registration of a small business/IE through Diia or a CASP, commercial bank representatives immediately started calling them with proposals to open bank accounts.

“When I registered an IE, on the same day, they started calling me from commercial banks proposing to open an account. They could not get this information from anywhere other than Diia“

(male, 41; focus group with internally displaced persons)

“... I have Diia activated through Privat24... Yes, it's convenient, but I do not know if now they can check all my financial transactions“

(female, 30; focus group with women who raise young children)

“In our country, the personal data protection is at a low level. Therefore, mistrust is omnipresent“

(female, 45; focus group with internally displaced persons)

“... There is the largest market for CDs, DVDs, etc. in the south of Ukraine just three blocks from my home.... And you can find any database of all the authorities there. And one block from this market, the Security Service of Ukraine has its Odesa oblast Office. And for the last ten years, no action was taken to address this issue“

(male, 38; focus group with persons with vision impairments and musculoskeletal system disorders)



Persons with disabilities, mothers, IDPs, rural residents, war veterans

- A previous negative experience of using electronic services, which provokes doubts about the expediency of certain services (for example, some people prefer the live queue to obtain a biometric passport); impressions of the imperfection of the electronic service system as a whole; not being sure that the information about the services is up-to-date.



Table 6

Reasons for distrust towards e-services

Respondent group	Reasons for distrust
 <p>Low-income persons and jobseekers, pensioners, rural residents</p>	<ul style="list-style-type: none"> ▪ Lack of clarity of certain services, which provokes a lack of confidence, possible mistakes. ▪ Skills to use the services are not adequately developed. <p><i>“It may be indeed some ignorance. I don't know where to go, how to submit documents correctly, I worry if everything will be correct”</i></p> <p style="text-align: right;">(male, 34; focus group with persons living in remote rural areas)</p>
 <p>Pensioners, rural residents</p>	<ul style="list-style-type: none"> ▪ Fear of e-services as such (in part because it's something new). <p><i>“To be true, I'm even afraid to mess everything up or to send money somewhere. I don't know. Because when I learned to make payments, I paid two or three times for the same service. Well, of course, I did not lose money, but that's how it all went”</i></p> <p style="text-align: right;">(female, 70; focus group with pensioners)</p> <p><i>“... We are simply not used to it yet. And we do not come across this so often. Probably, there is some fear of even getting involved in this and some desire to run away from this situation”</i></p> <p style="text-align: right;">(male, 30; focus group with persons living in remote rural areas)</p> <ul style="list-style-type: none"> ▪ Lack of awareness. ▪ Problems with the quality of Internet connection (in rural areas); no Internet at home in some cases (in rural areas). ▪ Fear of not getting the desired outcome with the e-service – face-to-face contacts seem more reliable. <p><i>“I've got some fear that maybe my application will not come to the authorities. Something would not work, or there would be no report that they have received anything. When you come and give everything you need from hand to hand, you feel more confident”</i></p> <p style="text-align: right;">(female, 33; focus group with persons living in remote rural areas)</p>



Table 6

Reasons for distrust towards e-services

Respondent group	Reasons for distrust
 <p>Rural residents</p>	<ul style="list-style-type: none"> ▪ Lack of confidence in the reliability of online communication. <i>“...Neither the law on electronic trust services nor the law on the maintenance of electronic documentation says a single word about Diia... Everything that is displayed in Diia app is illegal. But when they introduce amendments, then it can be used”</i> (male, 44; focus group with persons with vision impairments and musculoskeletal system disorders) ▪ Religious beliefs. <i>“...A person of faith can see how you are being entangled on all sides, how this web is shrinking... We can't resist this, but we don't want to throw ourselves headlong into this abyss either, because you see... how your card becomes the key to your personality...”</i> (male, 38; focus group with persons with vision impairments and musculoskeletal system disorders)
 <p>Persons with disabilities</p>	<ul style="list-style-type: none"> ▪ Lack of confidence in the reliability of online communication. <i>“When it comes to e-services, you even get afraid of the Internet, because you run the system, it fails, and everything disappears. There is some fear that it will happen”</i> (female, 44; focus group with persons living in remote rural areas)

In each focus group discussion, respondents were offered a list of electronic services already available and those that are planned for launch or can theoretically be launched in the coming years. When asked about the services they have used in the past 12 months, the participants most often mentioned services such as obtaining national passports and passports for travelling abroad, change of registered place of residence, paying

taxes, changing the voting address, running a private business as IE, obtaining a criminal record check certificate. The same services were often described as desirable by the participants who did not know about their current availability.

In general, for most participants, e-services that are associated with lower risks are desirable both now and, in the future, as they entail a transfer

of information that is already available in state registers. Such services include obtaining various documents and certificates (passports – national and for travelling abroad, taxpayer’s code, birth certificate, criminal record check certificate, marriage/divorce certificate, IDP certificate, e-sick leave certificate) and payments (subsidy, maternity benefits).



Table 7

Experience of using the services from the proposed list. Desirable services

Special notes:

- services from the list of those used during the past 12 months;
- desirable services from the list (including the preferences of those who did not know about availability of such services earlier);
- desirable services that seem unrealistic to respondents*.

* The participants of the focus groups were invited to discuss both existing traditional paper-based and purely electronic services and hybrid options (when part of the service is provided electronically, and another part is paper-based or face-to-face), as well as services that are under development or those which may be due for future digital transformation. Respondents were not explained this distinction rather were asked to evaluate the available list of services and express their attitudes to their digital use.

Services	IDPs	Pensioners	Persons with disabilities	Persons without IDs/registered place of residence	Mothers	Low income, jobseekers	Rural residents	War veterans
Running small business (IE)								
Personal vehicles (purchase, sale, registration)								
Change of registered place of residence								
Receiving a passport (national, for travelling abroad)								
Subsidy								
Unemployment benefit								
Registration of disability status								
Change of voter registration address								
Paying taxes								
Receiving taxpayer's code								
Obtaining a birth certificate, taxpayer's code for a child								
Purchase, sale, lease of real estate								



Table 7

Experience of using the services from the proposed list. Desirable services

Services	 IDPs	 Pensioners	 Persons with disabilities	 Persons without IDs/registered place of residence	 Mothers	 Low income, jobseekers	 Rural residents	 War veterans
IDP certificate	+							
Combatant status			+					+
Interaction with military registration and enlistment office				+	+			+
Maternity benefits					+	+	+	
Receiving a criminal record check certificate	+		+	+		+		+
Pension (allocation, certificate)			+					
Obtaining a marriage/ divorce certificate	+			+				+
Access to own medical card data		+	+					+
E-sick leave certificate	+			+	+			
Land-related paperwork				+			+	
Notary services	+							
Court (e-court)			+	+		+	+	



Table 8

Other services needed*

Respondent group	Desired services
 <p>IDPs</p>	<ul style="list-style-type: none"> ▪ Expansion of the list of available documents in Diia: certificates of employment, of criminal record check, from the military registration and enlistment office; old-type passport (booklet passport). ▪ Ability to request targeted assistance online during each six-month re-registration of IDP status. ▪ Receipt and transfer of certificates from the place of work/study to extend the targeted assistance to the IDPs. ▪ Creation of a general system of public transport fare payment in the country. ▪ Re-registration of a vehicle in the relevant police department
 <p>Pensioners</p>	<ul style="list-style-type: none"> ▪ Subsidy calculator (ability to independently check calculation)
 <p>Persons with disabilities</p>	<ul style="list-style-type: none"> ▪ Creation of an electronic database with data on disability of all persons, including those who received a certificate more than 10 years ago (the latter now only have a paper certificate). ▪ Registration of a pension without the need to provide paper documents. ▪ Obtaining and renewing a certificate for families with many children. ▪ Free access to government websites through mobile operators, free Wi-Fi in government agencies, or free access to government services through mobile operators (important for low-income people). ▪ Online access to lab test results done in state-owned healthcare entities (private laboratories already have their results online)
 <p>Persons without IDs/registered place of residence</p>	<ul style="list-style-type: none"> ▪ Applying for a visa to a country that does not have an embassy in Ukraine. ▪ Ability to receive a digital signature through Diia
 <p>Rural residents</p>	<ul style="list-style-type: none"> ▪ Collecting documents for employment. ▪ Online access to lab test results done in state-owned healthcare entities (private laboratories already have their results online).

* It has already been mentioned that the respondents may not be aware of the availability of certain services or may want certain services to be redesigned, expanded, or the logic of their provision changed.



Table 8

Other services needed

Respondent group	Desired services
 Mothers	<ul style="list-style-type: none"> ▪ Range of services currently provided with eMaliatko. ▪ Paperwork for receiving medicines and medical devices. ▪ Electronic queue for kindergartens. ▪ Applying online to law enforcement bodies
 Low-income persons and jobseekers	<ul style="list-style-type: none"> ▪ Registration of caregiver status due to an illness of a family member. ▪ Restoration of registration certificate at the military registration and enlistment office (collection of all necessary medical certificates, documents). ▪ Collection of documents for BTI. ▪ Estate registration. ▪ Registration of divorce
 War veterans	<ul style="list-style-type: none"> ▪ Registration of divorce when the spouses permanently reside in different localities. ▪ Submission of documents for contract-based military service ▪ Collecting documents for queuing for an apartment. ▪ Obtaining a certificate of family composition. ▪ Obtaining a weapons permit

Respondents also mentioned services that are [difficult for them to imagine in an electronic format](#). Such services include purchase, sale, lease of real estate; land registration; notary services; electronic court; registration of disability status; personal vehicle transactions (especially purchase and sale).

The most common reasons why it was difficult for respondents to imagine these services as e-services were: lack of detailed information on the scope of opportunities provided within the services (respondents only picked from a list, hence it was difficult for some of them to imagine the actual implementation of the services); lack of confidence in the security of personal data relating to finance or other personally important

issues; doubts that there is an effective identity verification system that creates a large number of opportunities for fraud; fear of significant losses due to the financial value of items (land, real estate, etc.); doubts about the possibility of providing such services in an entirely digital format.

Table 9 details why individual services were difficult to imagine in electronic format.



Table 9

Reasons why certain services were difficult to imagine in electronic format

Services	Reasons
<p>Notary services, e-court</p>	<ul style="list-style-type: none"> ▪ Lack of personal contact with a service provider – lack of this contact is frightening. ▪ The service entails dealing with many issues – it is more effective when communicating face-to-face with a specialist. <p><i>“... I don’t understand a lot... some terms or my rights... I must come in person. I come to a notary, they explain me everything in a comprehensible way, we talk, I understand everything. I think that this service that I need [notary public] should only be available offline”</i></p> <p style="text-align: right;"><small>(female, 32; focus group with internally displaced persons)</small></p> <ul style="list-style-type: none"> ▪ There are concerns about the security of transactions with personal documents, as well as about possible fraud in online transactions. ▪ Submission of original documents to lawyers is still a mandatory component. <p><i>“...They work with the originals – that is, they take your original, make a photocopy by themselves, etc. I don’t think they will trust what you brought them. You will still need to come and to show this original to them”</i></p> <p style="text-align: right;"><small>(male, 56; focus group with low-income persons and jobseekers)</small></p>
<p>Interaction with the military registration and enlistment office</p>	<ul style="list-style-type: none"> ▪ Only partial implementation of e-service is possible, as there are many situations where personal presence is mandatory. <p><i>“The register of conscripts – no problem, can be online. What about the register of military specialities? Those who should be called the first (in case of war)? That is, it is only in person. It is necessary. Firstly, this is a violation of the Law on Military Service of Ukraine”</i></p> <p style="text-align: right;"><small>(male, 44; focus group with persons with vision impairments and musculoskeletal system disorders)</small></p>



Table 9

Reasons why certain services were difficult to imagine in electronic format

Services	Reasons
Registration of disability status	<ul style="list-style-type: none">▪ It is a question whether passing the medical and social expert commission (hereinafter – MSEC) online is at all possible, as it entails a review and conversation with a person applying for disability status (i.e., personal presence is mandatory). <i>“In my opinion, MSEC should still communicate with a person, see a person. I registered my disability a long, long time ago. I have been disabled since childhood. And, of course, I was, as they say, examined lengthwise and crosswise, if something hurts, etc.”</i> (female, 46; focus group with internally displaced persons)▪ Persons with disabilities are sure that one way or another, there will be a need to draw up paper documents, come in person because the process of registration of a disability status is bureaucratized. <i>“In [a different country] confirmation of disability works entirely online. How do I know? My brother used it. He travelled, handed me the documents electronically, and therefore his disability was extended. And in Ukraine, I can’t even imagine that. Because ‘bring that piece of paper,’ ‘sign there,’ and ‘here I wrote something incorrect for you,’ and there is still something missing. I have no idea how it would work in Ukraine”</i> (female, 49; focus group with persons with vision impairments and musculoskeletal system disorders)
Land registration	<ul style="list-style-type: none">▪ There are significant doubts about the ability of transferring the full cycle of this service online. <i>“Land registration implies measurement, mapping, topography. Is this also online?”</i> (male, 44; focus group with persons with vision impairments and musculoskeletal system disorders)



Table 9

Reasons why certain services were difficult to imagine in electronic format

Services	Reasons
	<p><i>“Buying real estate online, seriously ... Such large deals do not fit in my head. Like ‘pay me \$50,000 on my bank card.’ Well, I don't know, I can't imagine that at all”</i> <small>(female, 33; focus group with persons without IDs/registered place of residence)</small></p> <p><i>“If technology comes to the point where I can confirm that it's me just sitting at home, and I won't have to go anywhere... if there is an opportunity to prove that I'm sane and not under the pressure of bad people... then fine, OK, let it be. But when we are talking about something really important, like real estate, issues related to courts, notary, security, and all of these can be done in a way that you will not even participate in it, you will not know about it... And then it so happens that you lost all your property. So, it should all be either mixed or offline”</i> <small>(male, 41; focus group with internally displaced persons)</small></p>
<p>Personal vehicles (purchase, sale, registration)</p>	<ul style="list-style-type: none"> ▪ The need for a physical inspection of vehicles is perceived as a mandatory part of purchase/sale. <p><i>“I am a type of person who needs to see, touch, feel. There are guys who, for instance, can buy cars on the Internet. But I won't take risks, I will tell you honestly. I have to go, look, try it on the spot before I buy”</i> <small>(male, 34; focus group with persons living in remote rural areas)</small></p> <ul style="list-style-type: none"> ▪ However, online execution of a transaction causes less scepticism. <p><i>“I thought about the car, like buying and selling a car, or real estate... I think that all the services related to when you have to listen, look, touch, they can't be online. Making deals – yes, for sure... But how can you buy real estate, touch a car, listen to a patient or a client [of a lawyer] online?”</i> <small>(male, 36; focus group with persons without IDs/registered place of residence)</small></p>



SOURCES OF INFORMATION. WAYS TO DEVELOP SKILLS IN USING E-SERVICES

As noted above, respondents lacked information on available electronic services. That is why they singled out awareness-raising channels that would be useful for spreading the word about the already-existing services and those that are updated or expanded. Among the most effective sources of information that can reach out to different groups of population, the most common were:

- **Advertising** on TV, radio, public transport; banner advertising on social networks (Facebook, Instagram).
- **Info posters** and/or **brochures with a list and a brief description of available services** (for people who want to take these handouts with them and read them at home). These posters should be placed in institutions that provide relevant services: CASP, city/district/village councils, Welfare Departments, Pension Fund, Transparent Office; as well as on information stands in the villages.

- **One-stop-shop** online (an aggregator), as well as an **application** with information about all the available electronic services with regular updates.
- **Employees of public institutions** who should inform customers that there is an alternative opportunity to receive a service.
- **Messenger/social network groups** such as **IDP groups on social networks** (for example, the IDP interest group at Kharkiv City Council page on Facebook), which already help explain certain electronic services and spread relevant information.
- **Advertising/notifications on the websites of village councils; outdoor advertising/billboards.**

In addition to different information channels, FG participants noted the need to develop skills in using these services. Each group reported the need to have access to a range of different techniques, taking into account individual features of working with information (some prefer to read, others, to watch, yet others, to receive answers through live, face-to-face communication). Each group also quoted anecdotally different situations of using services: some people had experience with the services that were easy to understand on

their own, but there were also cases when advice from a specialist was necessary.

More details on the ways to develop skills in using electronic services are provided in Table 10.

For the people who do not have devices to use the services, respondents consider it appropriate to create:

- a separate workstation with a free device and with a specially trained consultant or volunteer (such places can be created in the relevant institutions – CASP, Pension Fund, etc., in libraries or in village councils – for rural residents);
- a separate centre/facility for providing free electronic services.

Respondents also suggested collaborating with the NGOs involved in projects to provide access to devices for the elderly, or seeking help of the volunteers who will bring the devices to people's homes and help use the services).



Table 10

List of ways to develop skills in using e-services

Respondent group	Ways to develop skills
 <p>IDPs</p>	<ul style="list-style-type: none"> ▪ Short plain-language video tutorials. ▪ Online chat to ask a question or request help. ▪ Help by phone (hotline). <p>Other inquiries from older respondents (especially women):</p> <ul style="list-style-type: none"> ▪ Consultants in office premises who have Internet-capable devices and can guide the user in obtaining a service. <p><i>“It is very nice when in a bank, for example PrivatBank, an employee whom you approach with your request ... She says... ‘you can pay through the terminal.’ And I say, ‘I can’t.’ ‘Let me help you, let me show you,’ she replies. And that’s it. They explained to me several times, and then I already remembered and started to do it all by myself”</i></p> <p style="text-align: right;"><small>(female, 45; focus group with internally displaced persons)</small></p>
 <p>Pensioners</p>	<ul style="list-style-type: none"> ▪ Availability of a training course that would consist of a series of training videos on individual services, as well as a knowledge evaluation component (optional). ▪ Online and offline training courses (such as training courses on the Diia portal; computer courses from the University of the Third Age). ▪ Assistance from children or grandchildren.
 <p>Persons with disabilities</p>	<ul style="list-style-type: none"> ▪ Training video. ▪ Online chat to ask a question or request for help. ▪ Help by phone (hotline). ▪ Assistance from children or grandchildren.



Table 10

List of ways to develop skills in using e-services

Respondent group	Ways to develop skills
 Persons without IDs/ registered place of residence	<ul style="list-style-type: none">▪ Short training video (several minutes).▪ Step-by-step tutorial on how to use this service on the page that contains the service.▪ Online chat to ask a question or request help. <p>For certain participants, also:</p> <ul style="list-style-type: none">▪ Consultants in office premises who have Internet-capable devices and can guide the user in obtaining a service. <p><i>“So, you will go there, and you will wait in three queues. [instead they would say] ‘Let us try to click all of these buttons together’, and once done they give you a business card with a website link that you can visit from home”</i></p> <p>(male, 36; focus group with persons without IDs/registered place of residence)</p>
 Mothers	<ul style="list-style-type: none">▪ Step-by-step tutorial on how to use this service on the page that contains the service.▪ Short training video (several minutes).▪ Help by phone (hotline). <p><i>“For me, it’s much easier to make a call, ask a specific question and immediately solve the problem here and now”</i></p> <p>(female, 35; focus group with women who raise young children)</p>
 Low-income persons and jobseekers	<ul style="list-style-type: none">▪ Short training video (several minutes).▪ Help by phone (hotline).▪ Online courses.



Table 10

List of ways to develop skills in using e-services

Respondent group	Ways to develop skills
 Rural residents	<ul style="list-style-type: none">▪ Online chat with an opportunity to make a call to seek advice when necessary.▪ Help by phone (hotline).▪ Training videos.▪ Consultants in office premises (e.g., Transparent Office, amalgamated territorial community council) who have Internet-capable devices and can guide the user in obtaining a service.▪ Online courses on developing skills in using various e-services.▪ Opportunity to share experiences (e.g., at a forum) with other people who have concerns or problems with the use of electronic services.▪ Assistance from children or grandchildren.
 War veterans	<ul style="list-style-type: none">▪ Step-by-step tutorial on using the service.▪ Consultants in office premises who have Internet-capable devices and can guide the user in obtaining a service.

Annexes

CATI Questionnaire

Questionnaire

KYIV INTERNATIONAL INSTITUTE OF SOCIOLOGY
8/5 Voloska St., Kyiv, 04070, tel. 044-537-3376, fax 044-425-7786

Which language is more convenient for the respondent to speak to you?

Ukrainian	1	CONDUCT AN INTERVIEW IN UKRAINIAN
Russian	2	CONDUCT AN INTERVIEW IN RUSSIAN
The same, but mostly s/he speaks Ukrainian	3	CONDUCT AN INTERVIEW IN UKRAINIAN
Hard to say – responds in Ukrainian	4	CONDUCT AN INTERVIEW IN UKRAINIAN
The same, but mostly s/he speaks Russian	5	CONDUCT AN INTERVIEW IN RUSSIAN
Hard to say – responds in Russian.....	6	CONDUCT AN INTERVIEW IN RUSSIAN

Good afternoon/morning/evening! My name is (NAME). I represent the Kyiv International Institute of Sociology. We are conducting a survey of Ukrainians for the United Nations Development Programme on electronic services provided by the state. The survey is completely anonymous, the data obtained during the survey will be analysed in a generalized form.

Could you please allocate about 5 minutes of your time? CONTINUE AFTER RECEIVING A CONSENT

TIME OF THE INTERVIEW START: _____ HOURS _____ MINUTES

SD1. INDICATE THE RESPONDENT'S SEX: male...1 female...2

SD2. HOW OLD ARE YOU? _____ years



SD3. WHAT OBLAST DO YOU LIVE NOW?

city of Kyiv	2	Ivano-Frankivska	11	Ternopil'ska	20
Kyiv'ska	3	Kirovohrad'ska	12	Kharkiv'ska	21
Vinnytska	4	Luhanska	13	Kherson'ska	22
Volyn'ska	5	Lviv'ska	14	Khmelnytska	23
Dnipropetrov'ska	6	Mykolaiv'ska	15	Cherkaska	24
Donetska	7	Odeska	16	Chernivetska	25
Zhytomyr'ska	8	Poltav'ska	17	Chernihiv'ska	26
Zakarpatska	9	Rivnenska	18		
Zaporizka	10	Sumska	19		

SD4. WHAT IS YOUR LOCALITY TYPE? READ OUT THE OPTIONS

Oblast capital (NOT APPLICABLE TO DONETSK AND LUHANSK OBLASTS)	1	Urban-type settlement	3
A different city in the oblast, except for urban-type settlements	2	Village or amalgamated territorial community	4

SD5. WHAT IS THE NAME OF YOUR LOCALITY? QUESTION NOT ASKED IF SD4=1

ONLY FOR VILLAGES: District: _____

Interviewers are asked to read the following information to the respondents before asking the questions.

“An increasing range of digital services is being created at all levels in Ukraine. Our subsequent questions will focus mostly on nation-level services. However, it is sometimes difficult to draw a clear line between national-level services and those provided by local authorities. Therefore, I ask you to think about any electronic interaction between you and the government agencies when discussing e-services.”



1. Have you received state electronic services in any of these sectors over the past year?

READ OUT THE ANSWER OPTIONS AND TICK EVERYTHING THE RESPONDENT NAMED)

Issues related to individual entrepreneurship (IE): registration, unified tax, financial statements	1	Move to question 3
Business management of a firm or company (Ltd.): registration, taxes, and other issues	2	Go to question 3
Obtaining passports and other contacts with the State Migration Service	3	Go to question 3
Using the Diia app or portal	4	Go to question 3
Pension (Pension Fund e-services portal)	5	Go to question 3
Receiving subsidies, benefits, and welfare payments	6	Go to question 3
Taxation (taxpayer's office)	7	Go to question 3
Personal vehicle issues (driver's license, car sale, payment of fines online, etc.)	8	Go to question 3
Commercial vehicle issues (licenses, permits for transportation)	9	Go to question 3
Construction (e.g., permits)	10	Go to question 3
Birth certificate, related documents	11	Go to question 3
Paid services for obtaining information from state registers or obtaining digital extracts	12	Go to question 3
Enrolment to a higher education institution (submission of documents)	13	Go to question 3
Change of voter registration address (to be able to vote)	14	Go to question 3
I did not receive any of the listed services, but I received the others	15	Go to question 3
I did not receive any e-service	16	
Hard to say or refuse to answer (<i>Do not offer this option</i>)	99	



2. Why did not you use e-services during the past year?

I did not need to	1	I do not trust electronic documents or services, as they are unreliable	4
I am not sure whether a service I need is available electronically	2	I lack skills to use such services	5
I do not have an Internet-capable device	3	Hard to say or refuse to answer (<i>Do not read out</i>)	99

RESPONDENTS WHO ANSWERED QUESTION 2 GO TO QUESTION 3-A, OTHERWISE GO TO QUESTION 3-B

3-A. Imagine that you still decided to use a state e-service. What aspects would be important for you when receiving state e-services? Select up to three options from the proposed list.

3-B. What aspects are important for you when receiving state e-services? Select up to three options from the proposed list.

Aspects important when receiving e-service		Aspects important when receiving e-service	
Clear design, large font	1	Ability to track the progress of a request	9
Clear concise explanations in plain language	2	Security of personal data, including data encryption	10
Frequently Asked Questions (FAQ) section outlining typical situations	3	Ability to choose from drop-down menus rather than typing standard information (address, ZIP code, etc.)	11
As few clicks between pages as possible	4	Online chat with an opportunity to ask instant questions to consultants	12
Phone number that I can contact if something went wrong	5	Video tutorials with a step-by-step explanation of all necessary actions	13
Saving my data in drafts so that I don't have to fill everything in from scratch	6	None of the above (<i>Do not offer this option</i>)	98
Access to the service only with a digital signature. Security is my priority	7	Hard to say (<i>Do not offer this option</i>)	99
Access to the service without registration or through a minimum verification, such as SMS code. Promptness and ease are my priorities	8		



4. In which life situation or sector you would like to have more or better e-services? Name one sector or situation most important to you

INTERVIEWERS ARE ASKED TO WRITE DOWN AN ANSWER AND THEN CODE IT ACCORDING TO THE TABLE BELOW.

IF A RESPONDENT CANNOT NAME ANY SECTOR, READ OUT THE LIST

Running small business, individual entrepreneurship (from opening to closing)	1	Submission of documents, receipt of statements from military registration and enlistment office	16
Buying, sale, re-registration of vehicle, receiving license plates (personal vehicles)	2	Paperwork for maternity leave	17
Change of registered place of residence	3	Receiving a criminal record check certificate	18
Obtaining a national passport	4	Paperwork (certificates) for receiving pension	19
Obtaining a passport for travelling abroad	5	Receiving and renewal of pension certificate	20
Paperwork and renewing documents for receiving subsidies	6	Receiving and renewal of marriage and divorce certificate	21
Paperwork and renewing documents due to temporary unemployment	7	Access to personal medical card data	22
Paperwork and renewing documents due to temporary/permanent disability	8	E-sick leave certificate	23
Change of voter registration address (to be able to vote)	9	Registration of documents on land online	24
Payment of taxes and relevant paperwork	10	Receiving notary services	25
Obtaining a taxpayer's code, its copy or equivalent electronic analogue	11	Interaction with judicial authorities	26
Obtaining documents for a new-born (birth certificate, taxpayer's code)	12	Other (PLEASE INDICATE)	27
Purchase, sale, lease of real estate	13	DO NOT READ OUT. I do not need any e-service at all	28
IDP certificate (getting included in the list of internally displaced persons)	14	DO NOT READ OUT. Hard to say	99
Getting included in the list of combatants, registration, and renewal of the relevant certificate	15		



4A. DID YOU HAVE TO READ OUT THE LIST? Yes – 1, No – 2

SD6. WHAT IS YOUR EDUCATIONAL BACKGROUND? DO NOT READ OUT

Primary (less than 7 years)	1	Vocational school (after 10-11 in secondary school)	5	Hard to say	9
Incomplete secondary (less than 10 years)	2	Secondary special (technical school)	6	Refuse to answer	10
Vocational school (after 7-8 years in secondary school)	3	Incomplete tertiary (3 years or less)	7		
Complete secondary (10-11 years)	4	Complete tertiary	8		

SD7. WHAT IS YOUR MAIN OCCUPATION? DO NOT READ OUT

Worker, agricultural worker	1	Retired (age, disability)	8
Employee (non-physical work that does not require tertiary education)	2	Student (school, HEI)	9
Employee (non-physical work that requires tertiary education)	3	Looking for a job (unemployed)	10
Self-employed	4	Other (WRITE DOWN)	11
Entrepreneur, farmer	5	HARD TO SAY	12
Military or law enforcement officer	6	REFUSE TO ANSWER	13
Housekeeper	7		

SD 8. WHICH OF THESE STATEMENTS BEST DESCRIBES YOUR FAMILY’S FINANCIAL STATUS? READ OUT THE OPTIONS

We don’t have enough money even for food	1	We can afford whatever we want	5
We have enough money for food but buying clothes is difficult	2	HARD TO SAY (DO NOT READ OUT)	6
We have enough money for food and clothes, and we can save some money, but it is not enough to buy expensive items (such as a refrigerator or a TV set)	3	REFUSE TO ANSWER (DO NOT READ OUT)	7
We can afford certain expensive items (such as a refrigerator or a TV set)	4		

Thank you!



Information on Focus Groups

N°	Date	Sex	Groups of participants
1	6.11.2020	Men and women 50%/ 50%	Low-income persons and active jobseekers: employed or unemployed whose income is approaching the subsistence level
2	7.11.2020	Men and women 50%/ 50%	Internally displaced persons: <ul style="list-style-type: none"> more than two persons who moved to the Government-controlled territory recently (2-3 years ago); two persons aged 65+; one person who runs a small business
3	9.11.2020	Men and women 50%/ 50%	Pensioners: <ul style="list-style-type: none"> persons aged 65+, who only receive a pension or financial support from family members; are not employed; 50% single and 50% those living with other family members; 50% – urban residents, 50% – rural residents
4	10.11.2020	Men and women 50%/ 50%	Persons with disabilities: <ul style="list-style-type: none"> at least two persons with vision impairments; at least two persons with limited mobility
5	10.11.2020	Women 100%	Women: <ul style="list-style-type: none"> women with young children (1.5-3 y.o.); women with primary school children; one or two mothers who raise children alone; one or two mothers who are IE or run a small business; one, two or three women who are temporarily unemployed, housekeepers
6	11.11.2020	Men and women 50%/ 50%	Residents of rural areas
7	11.11.2020	Men and women 50%/ 50%	Persons without IDs/registered place of residence <ul style="list-style-type: none"> at least one respondent does not have ID (but has a place of residence and registration); persons who have IDs, but do not have registered place of residence; persons who faced problems related to asylum-seeking or migrating to Ukraine
8	12.11.2020	Men and women 50%/ 50%	War veterans and combatants: <ul style="list-style-type: none"> served in the Armed Forces of Ukraine or volunteer battalions; are returning to civilian life

