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PROJECT "LIBRARIES FOR INNOVATION"

Using Public Services in Municipalities 2010

(Instrument 13)

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1. Introduction

The **goal** of the research of the municipalities of Lithuanian regions is to identify the position of the services provided of public libraries among other public services financially supported by municipalities. The main goal of the research was split into the following more detailed **tasks**:

- To find out the residents' usage of public services provided by municipalities
- To find out how the residents evaluate the public services provided by the municipality
- To determine the frequency and means of residents appeal to the municipality
- To identify how much the residents are informed about the services provided by the municipality or the services provided online nationally
- To determine what are the public online services used by the residents
- To investigate the computer and Internet usage peculiarities of municipality residents

2. Research Methodology

Methodological research implementation guidelines, technical report of the survey conduction and the descriptions of data analysis principles are presented further in the report.

2.1. The Survey Method

The municipality residents survey was conducted by using the method of a direct interview at respondent's home using the CAPI (*computer assisted personal interview*) technology.

2.2. Target Groups

During the research, the residents of age 15-74 of five Lithuanian regions' municipalities (Kedainiai, Kupiskis, Prienai, Ukmerge and Silale) were interviewed.

2.3. Sample Size and Sampling

Approximately 400 residents were interviewed in every municipality. In total, 2018 residents participated in the survey.

Both rural and urban residents participated in the survey. The sampling was formed so that the final random sampling would meet the statistical distribution of rural and urban residents in the researched municipalities based on the latest data of the Department of Statistics of the Republic of Lithuania.

The respondents were chosen for the research by applying the stratified sampling (195 initial sampling point). In households, the respondents were chosen by applying the rule of the youngest man.

2.4. Technical Report of the Survey Conduction

The survey was conducted by 26 interviewers.

The survey was started on 4th January, 2010. It was planned to finish on 29th January, 2010. It was finished on 29th January, 2010.

Technical parameters of the repeated survey conduction:

The address was not found/ it did not exist	457
No one was at home	614
The interview did not take place because of the objective reasons	280
Members of the household refused to participate	489
The person chosen refused to participate	304
The person chose did not meet the recruitment criteria	1181

2.5. The Research Instrument

While conducting the survey, the standardized questionnaire provided by the Client was used (Instrument 13).

2.6. Ensuring Quality Control

The following means were used to ensure the quality of the research conduction and data:

- ✓ The interviewers were provided with a research guide, where the project was introduced, the importance of researches in a broad context, methodological principles of the research conduction were introduced, the explanations of more complicated terms and the contacts of people who were able to clear the uncertainties of the researchers were provided.
- ✓ Before the conduction of the research, the interviewers' trainings were organized. A representative of the Client participated in the trainings as well.
- ✓ During the research conduction period, constant consultations were provided in terms of sampling and filling in the questionnaires by a free of charge telephone line of the Contractor.
- ✓ After finishing the research, 10% of the sample was checked by phone (PIA users were contacted by phone and were asked if they actually participated in the survey; control questions from the questionnaire were asked).
- ✓ Collected "paper" questionnaires were checked twice physically (it was audited, if all the questions were answered and all the necessary information was filled in).
- ✓ After entering the collected data to the SPSS file, 10% questionnaires' data entry quality was checked.
- ✓ Data analytics audited the quality of collected data by using the possibilities provided by the SPSS program.

2.7. Data Analysis

While analyzing the respondents' answers to the questions, general distribution of the answers is presented in the report. Answer distribution according various respondent characteristics is provided in a separate Appendix (Excel) distinguishing the more important characteristics.

Statitically significant differences were calculated using the statistical data processing program SPSS. The variables were cross tabulated. Then, by using the χ^2 criterion, it was being inspected, whether statistical significant relation between the variables (the significance coefficient p is not greater than 0.05) existed. If a statistically significant relation existed, then it was being inspected in which cells (by using function "Adjusted Residuals").

In graphical illustrations, the statistically significant changes are market only for the research results of 2009. Green circles denote positive significant changes (increase in value) during the year and red (or yellow) circles denote negative significant changes (decrease in value).

2.8. Statistical Data Bias

When evaluating the results, it is necessary to pay attention to statistical bias. It occurs due to the fact that respondent sampling is done. This bias is calculated mathematically. The table below presents the biases when there is a different number of respondents and the distribution of answers. The biggest statistical bias while considering the answers of all respondents (1100 people) is equal to $\pm 3\%$ (when the confidence level equals to 95%).

Sample size	Distribution of Answers									
	50	45/55	40/60	35/65	30/70	25/75	20/80	15/85	10/90	5/95
100	9.8	9.8	9.6	9.3	9	8.5	7.8	7	5.9	4.3
200	6.9	6.9	6.8	6.6	6.4	6	5.5	4.9	4.2	3
500	4.4	4.4	4.3	4.2	4	3.8	3.5	3.1	2.6	1.9
600	4	4	3.9	3.8	3.7	3.5	3.2	2.9	2.4	1.7
700	3.7	3.7	3.6	3.5	3.4	3.2	3	2.6	2.2	1.6
800	3.5	3.4	3.4	3.3	3.2	3	2.8	2.5	2.1	1.5
900	3.3	3.2	3.2	3.1	3	2.8	2.6	2.3	2	1.4
1000	3.1	3.1	3	3	2.8	2.7	2.5	2.2	1.9	1.4
1100	3.0	2.9	2.9	2.8	2.7	2.6	2.4	2.1	1.8	1.3
1300	2.7	2.7	2.7	2.6	2.5	2.4	2.2	1.9	1.6	1.2
1500	2.5	2.5	2.5	2.4	2.3	2.2	2.0	1.8	1.5	1.1
1800	2.3	2.3	2.3	2.2	2.1	2.0	1.8	1.6	1.4	1
2000	2.2	2.2	2.1	2.1	2	1.9	1.7	1.6	1.3	1

Example: Suppose that 2000 residents answered to the question if they used the computer in the library. Suppose that 36% of them told that they did. It means that with the probability of 95% we can allege that $36\% \pm 2,1\%$ of the residents used the computer in the library.

3. Summary of the Main Research Findings

The Services Provided by the Municipality

Using the Services Provided by the Municipality

Environment services (the collection of rubbish, cleaning the streets, etc.) are the services which are used by most of the residents (88%) of the municipalities.

Every other resident of the municipality uses the services of leisure and culture (54%) and public transportation (52%). The services of education are used by 43% of residents.

Residents use the services of dwellings (3%) and planning (11%) the least often.

Culture and leisure services are of the most often used services of the municipalities. Almost all social resident groups visit museums and public libraries, however, the youth of age 15-19 and the employed visit these institutions slightly more often.

Municipalities: the residents of Kedainiai municipality use the services of leisure and culture the most (70%), and the residents of Silale municipality use these services the least (40%).

Urban vs. rural: because of the more developed infrastructure, the culture and leisure services are used by slightly more urban residents than the rural ones (U:57%; R:52%).

Groups at social risk: the retired, the disabled and the unemployed use the culture and leisure services less often than other resident groups (R:40%; D:40%; U:45%).

2010 vs. 2009: even though the usage of most of the services provided by the municipalities (sports, public transport, education, social services) decreased during the exploratory year, using culture and leisure services (and environmental services) remained unchanged (2010:54%, 2009:56%).

The evaluation of the services provided by municipalities

While analyzing how satisfied the residents, who used particular services, are, we can state that these residents were the most satisfied with the provision of culture and leisure (89%) and education (88%) services.

80% of residents who used environmental services are satisfied with them and 72% of residents are satisfied with the transport and social services which they used.

Satisfaction with the provision of culture and leisure services: as it has been mentioned before, almost all residents who used culture and leisure services were satisfied with them. However, the youth using the services of culture and leisure more actively are more satisfied with these services than others.

Municipalities: the residents of Kedainiai municipality are the most satisfied with the provision of leisure and culture services (87%), and the residents of Silale region are the least satisfied (54%).

Urban vs. rural: urban residents are slightly more satisfied with the provision of leisure and culture services (U:90%; R:85%).

Groups at social risk: the satisfaction of the retired, the disabled and the unemployed with the culture and leisure services does not differ from other resident groups (R:93%; D:93%; U:81%).

2010 vs. 2009: during the current year, the satisfaction of residents, who used the services of libraries, did not change (2010:88%, 2009:90%).

The allocation of funding intended to finance the services provided by the municipalities proposed by the residents

From a nominal budget of 100Lt, the residents of the municipalities would allocate one fifth of it (20Lt) to education services (kindergartens, schools). A slightly smaller share of the budget – 18Lt – would be allocated for the enhancement of social services.

15Lt out of 100Lt would be allocated to culture and environmental services, respectively.

The least money the residents would allocate to the services of dwellings (6Lt), public transport and sports (11Lt each).

Culture and leisure services: the youth (18Lt) and managers (18Lt) would allocate slightly more money for the support of culture and leisure services.

Municipalities: the residents of Kedainiai municipality would allocate the greatest funding for culture and leisure services (19Lt). The residents of Ukmerge municipality would allocate the smallest share of funding for these services (12Lt).

Urban vs. rural: both urban and rural residents would allocate the same amount of money (15Lt) for the financial support of leisure and culture services.

Groups at social risk: the retired and the disabled would allocate the greatest share of the budget for the provision of social services (R:28Lt; D:29Lt). The culture and leisure services are slightly less relevant for the groups at social risk rather than other resident groups (R: 13Lt, D: 14Lt, U: 13Lt).

2010 vs. 2009: no changes in the proposed funding of the provision of culture and leisure services were recorded during the year (2010:15Lt, 2009:14Lt).

The Culture and Leisure Services Provided by the Municipalities

Using culture and leisure services provided by the municipality

The most often visited places of culture and leisure provided by the municipalities include culture centers, leisure halls (39% of residents visit them more often than once a year) and public libraries (33% of residents each). 41% of residents visited libraries at least once during the last year. In comparison to other places, residents visit the library the most often.

Residents visit the objects of cultural heritage (29% of residents visit them once a year) and museums (21% of residents) less often.

Municipalities: the residents of Kupiskis municipality visit the libraries the most often (at least once a year – 48%) and the residents of Silale municipality visit the libraries the least often (33%).

Urban vs. rural: the intensity of visiting libraries does not differ among urban and rural residents (U:40%; R:42%).

Groups at social risk: during the current year, the retired, the disabled and the unemployed visited libraries less often than other resident groups (visited the library at least once: R:28%; D:27%; U:33%).

2010 vs. 2009: slightly less residents visited the library at least once in 2009, in comparison to 2008 (2010:41%, 2009:46%).

The satisfaction with the leisure and culture services provided by the municipality

Residents, who used particular culture and leisure services provided by the municipality, were the most satisfied with the services of libraries (92%) and museums (90%).

67% of all residents were satisfied with the services provided by libraries.

The satisfaction with visiting the objects of cultural heritage (85%) or culture centers/ concert halls (87%) is high as well among the residents who used corresponding services.

Commonly, those residents who use the services are more satisfied than those who do not use these services.

The satisfaction with the services provided by libraries: as it has been mentioned, almost all residents who used these services were satisfied with them, however, women and the youth (15-29 y.o.) were more often satisfied with these services in comparison to other resident groups.

Municipalities: the services provided by the libraries satisfy the residents of Prienai municipality the most (81%) and the residents of Silale municipality – the least (54%).

Urban vs. rural: the satisfaction with the services provided by libraries does not differ in urban and rural areas (U:66%; R:67%).

2010 vs. 2009: the satisfaction with the libraries services of the residents (who used libraries' services) did not change during the researched year (2010:92%, 2009:94%).

The allocation of funding proposed by residents to finance the culture and leisure services provided by municipalities

From a nominal budget of 100Lt, the greatest share of the budget – one third (33Lt) would be allocated to culture and leisure services including the financial support of culture centers and leisure time halls.

Residents would allocate a quarter of the budget (26Lt) to public libraries. 22Lt would be allocated to the financial support of the cultural heritage, museums and galleries – 19Lt.

Residents, who use particular services, tend to allocate a greater financial support than those who do not use these services.

Public library funding: all resident groups would allocate a similar share of the budget (approximately 26Lt) for the support of libraries in their municipalities. Public Internet access (PIA) users distinguish the most in this budget allocation. They would allocate a conditionally greatest share of the budget for public libraries – 32Lt. Residents who work as managers would allocate more money to libraries as well (29Lt).

Municipalities: the greatest financial support to public libraries would be allocated by the residents of Prienai municipality (28Lt) and the residents of Silale municipality – the least (23Lt).

Urban vs. rural: urban and rural residents would allocate a same share of the budget for the support of the libraries – 26Lt each.

Groups at social risk: in the context of culture services (excluding the choice of social services), the retired would allocate slightly more money to public libraries (28Lt) than other resident groups. In the context of culture services, the budget allocation of the disabled and the unemployed does not differ from the general opinion of the residents (R: 28Lt, D: 25Lt, U: 26Lt).

2010 vs. 2009: no changes in the proposed funding of public libraries were recorded during the year (2010:26Lt, 2009:27Lt).

Communication with the Local Municipality

The frequency of appeals to the local municipality

During the last year, almost every resident of the municipality appealed to the municipality (45%). During the year, one fifth (19%) of residents appealed to municipalities only once and one fifth (19%) – 2-4 times. 7% of residents appealed to municipalities 5 times or more often during the year.

Socio-demographic characteristics of those who appeal to municipalities: those who are interested in municipalities more often include women and residents of the average age (30-49y.o.).

Municipalities: during the year, residents who appealed to the municipality the most often were the residents of Kedainiai municipality (51%) and the residents of Silale municipality appealed to the municipality the least often (37%).

Urban vs. rural: rural residents appeal to municipalities more often (U:40%; R:49%).

Groups at social risk: during the year, most of the disabled and every other retired appealed to municipalities. In comparison to other resident groups, there were less of the retired who appealed to the municipalities (R:41%; D:58%; U:50%).

2010 vs. 2009: during the year of 2009, more people appealed to municipalities in comparison to 2008 (2010:45%, 2009:38%).

The matter why the resident appealed to the municipality the last time

The majority of residents who appealed the municipality the last time did that because of a particular service (57%). One fifth of the residents (22%) looked for help, a piece of advice or consultation in the municipality.

Urban vs. rural: the questions solved in rural and urban municipalities do not differ substantially – most residents appeal the municipality because of particular relevant questions.

2010 vs. 2009: the reasons for appealing municipalities did not change during the exploratory year.

The way of appeal

The dominant way of appeal to the municipality is visiting the municipality (94%). 4% of residents called to the municipalities, and online appeals (by emails or by visiting the website of the municipality) were only sent by 0,3% of residents.

Urban vs. rural: in both urban and rural areas, the most often way of appeal is direct visit (U:94%; R:94%).

Groups at social risk: the ways the retired, the disabled and the unemployed appeal to municipalities do not differ from those of other residents. The most often they communicate with the municipalities during their visits (R:96%; D:89%; U:97%).

2010 vs. 2009: the ways of appeals to municipalities did not change during 2009.

Internet Usage Peculiarities

Internet usage

59% of residents of the municipalities use the Internet.

Municipalities: the Internet is used slightly more often by the residents of Prienai municipality (63%), and the residents of Silale municipality – less often (52%).

Urban vs. rural: there are more residents who use the Internet among urban residents (U:64%; R:55%).

Groups at social risk: only every tenth retired and every third disabled uses the Internet. Internet usage of the unemployed does not differ from that of other resident groups (R:12%; D:31%; U:57%).

2010 vs. 2009: the share of residents who use the Internet did not change during the exploratory year (2010:59%, 2009:58%).

The activity of Internet usage

Most (61%) of residents who use the Internet, use it actively – every day. Almost one fifth (18%) of residents use the Internet averagely actively – a few times per week. 14% of residents use the Internet passively – once a week or less often.

Municipalities: Internet is used slightly more actively by the residents of Ukmerge municipality (66% of residents use the Internet every day).

Urban vs. rural: urban residents use the Internet more actively than rural residents (every day: U:67%; R:56%).

Groups at social risk: 31% of the retired, 38% of the disabled and 48% of the retired who use the Internet, use it every day (R:31%, D:38%, U:48%).

2010 vs. 2009: the activity of Internet usage in the researched municipalities did not change during the year.

The possibility to use the Internet at home or at work

Every second (55%) resident of the municipality has the possibility to use the Internet at home or at work. Almost all of those who have such an opportunity have Internet access at home (53%). 15% of residents have the possibility to use the Internet at work as well.

Socio-demographic characteristics of residents who do not have the possibility to use the Internet: the possibilities to use the Internet depend on the age (the youth have the greatest possibilities to use the Internet and seniors have the least possibilities) and income (residents receiving the highest income have the greatest possibilities to use the Internet and residents receiving the lowest income have less possibilities) of the resident the most

Municipalities: the possibilities of residents to use the Internet at home or elsewhere do not differ.

Urban vs. rural: urban residents have greater possibilities to use the Internet at home or at work (U:62%; R:51%).

Groups at social risk: the retired have the opportunity to use the Internet at home or at work the least often. The disabled and the unemployed, in comparison to the retired, have better possibilities of Internet access at home or at work, however, these possibilities are substantially smaller than those of other resident groups (those who have the possibility to use the Internet: R:13%; U:31%; U:46%).

2010 vs. 2009: during the researched year, some residents lost the possibility to use the Internet at work (2010:15%, 2009:20%), however, some more opportunities of using the Internet at work rose (2010:53%, 2009:49%).

Places where the residents use the Internet

Most (48%) of the residents of the municipalities use the Internet at home. 14% of residents use the Internet at work and 13% of residents use the Internet at the educational institution or in the library.

Municipalities: the greatest number of residents using the Internet in the libraries is among the residents of the Kedainiai municipality (20%) and those using the Internet in the libraries the least – among the residents of Kupiskis municipality (6%).

Urban vs. rural: no substantial differences, while comparing the Internet usage in urban and rural libraries, were recorded (U:11%; R:14%).

Groups at social risk: only a small share of residents who are considered as belonging to the groups at social risk use the Internet in the library (R:4%; D:6%; U:9%).

2010 vs. 2009: Internet usage in the libraries slightly increased during the year (2010:13%, 2009:10%). Urban residents started using the Internet in the libraries slightly more often (2010:11%, 2009:8%).

Using Internet Websites of the Municipalities' Institutions

A small share of the municipalities' residents visits the websites of institutions of municipalities. Slightly more residents (17%) visited the municipality Internet website. Much less residents visited websites of other municipalities' institutions, libraries and museums (6%, 7% and 4%, respectively).

Visiting libraries' Internet websites: the youth – the most active Internet users visited the libraries' websites more often. Every third (32%) PIA user visited libraries; websites as well.

Municipalities: visiting library Internet websites is similar in all municipalities.

Urban vs. rural: no differences of visiting libraries' websites in urban and rural areas were recorded either (U:7%; R:7%).

2010 vs. 2009: during the last year, visiting libraries' Internet websites did not change (2010:7%, 2009:7%).

The Usage of E-services

The awareness of e-services

From all the e-services offered, the residents are the most aware of the services related to one's social situation – the opportunity to register at the doctor's online (53%), the possibility to find the information about benefits and their application online (49%) or information about receiving various compensations and filling in the applications (49%).

Residents are the least aware of the fact that they are able to receive information about the government guarantees for tenants leaving houses or flats returnable to their owners online (26%), that they are able to receive information about the preparation, issue and downloading the detailed plans (27%) and that they are able to receive information about the decisions to renew the proprietary rights (28%).

2010 vs. 2009: during the current year, more residents knew about almost all e-services related with one's personal information (the only exception is the registration of the acts of civil condition).

While analyzing other services related to dealing and administering one's wealth / property, slightly more residents are aware that they are able to do the following actions online:

- To declare and pay the rent of the national land (34%)
- To find information about the permissions to dig, fence, cut and trim trees, bushes and to sprout the territory and download applications (33%).

In general, all services related to dealing one's wealth and property are known similarly (they are known by 26% to 34% of residents).

2010 vs. 2009: during the last year, the number of residents who were aware of the following services increased - e-services related to environment protection (2010:33%, 2009:30%) and dealing with the national land and other wealth attributed to the government (2010:34%, 2009:29%). Meanwhile, it was known less about the opportunity to receive information about the decisions to renew the proprietary rights to the government redeemable real estate (2010:28%, 2009:31%).

Other services provided to the residents online by the municipalities that residents are aware of include:

- Information about organizing resident occupation, development of gaining or changing qualification and organizing public and seasonal work (39%)
- Information about organizing tourism and resident leisure (37%)
- Information about organizing passenger carriage following the local routes (35%).

2010 vs. 2009: during the current year, slightly less residents were aware of the possibility to receive information about resident occupation and gaining or changing qualification (2010:30%, 2009:36%). The awareness of other e-services did not change.

Using e-services provided by municipalities

While looking at how the residents or their family members use e-services provided by the municipalities, one most actively used service distinguishes – registering at the doctors'. 11% of the residents use this service themselves or this service is used by their family members.

A very small share of the residents uses other services (from 7% to 1%).

2010 vs. 2009: during the research year, the usage of e-services provided by the municipality did not change substantially. Only the usage of services in market places or other services (2010:1%, 2009:5%) and tourism or organization of residents leisure time (2010:3%, 2009:8%) decreased slightly.

The place where the e-services of the municipality are used

The vast majority of residents who use these services use them at home (28%). Every fourth resident (25%) pointed that even though he/ she uses the Internet, he/ she does not use the e-services provided by the municipality.

6% of residents use the e-services of the municipalities in libraries.

Urban vs. rural: the usage of e-services does not differ in urban and rural libraries (U:6%; R:7%).

2010 vs. 2009: during the year, the usage of e-services provided by the municipalities did not change (2010:6%, 2009:5%).

4. Characteristics of the Residents of the Municipalities who Participated in the Survey

During the survey of municipalities' residents, residents of five municipalities (Kedainiai, Kupiskis, Prienai, Ukmerge and Silale) were interviewed. In every municipality, 20% of respondents were interviewed.

During the research, 52% of women and 48% of men were interviewed.

Similar shares of respondents of the age 15-34 and 35-54 participated in the survey (37% and 36%, respectively). The share of the oldest respondents (over 54) was relatively smaller (27%).

Almost every other respondent who participated in the survey had secondary or special professional education. 27% of respondents have primary or secondary education and the same amount of respondents have higher education or a university degree.

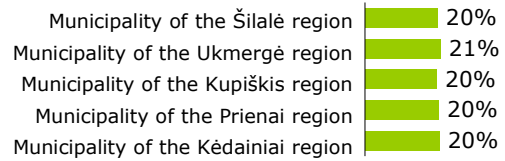
Two thirds of the residents of the municipalities were unemployed. Meanwhile, the share of the unemployed nationwide is smaller by one tenth (56%).

The greatest share of the unemployed municipality residents included the unemployed and the retired.

Slightly more than one fourth of respondents (29%) who participated in the survey only reaches 400 Lt. 38% of residents of the municipalities dispose the income of 401-800 Lt. One fifth of respondents (22%) dispose the greatest (over 800 Lt) income.

58% of rural (settlements under 3000 residents) residents were interviewed. 12% of respondents were interviewed in small towns (up to 10 thousand residents). 30% of residents were interviewed in cities (over 10 thousand residents).

Locality



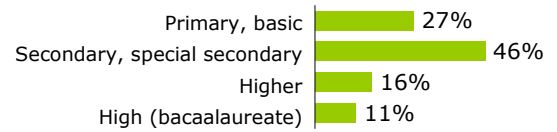
Gender:



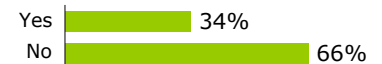
Age:



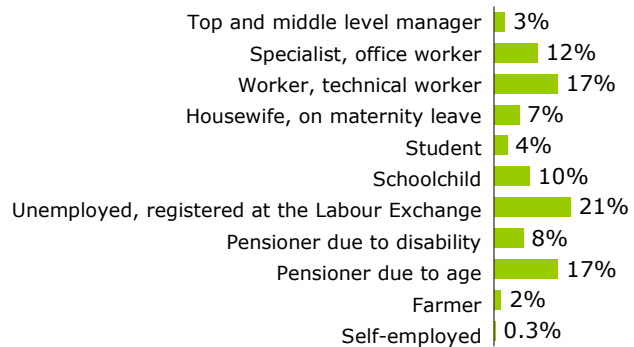
Education



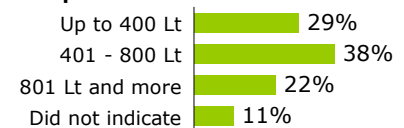
Are you currently employed?



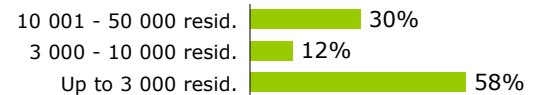
Social status



Average income per 1 family member per month



Number of residents 1



Number of residents 2



5. The Usage and Evaluation of the Services Provided by Municipalities

5.1. The Usage of Services

- The greatest share of municipalities' residents use the services of environmental protection -

Almost all interviewed residents of the municipalities used at least one of the services provided by the municipality during the last 12 months. The most often used services include environmental services (collecting rubbish, cleaning the streets, etc.) (88%). However, in comparison to other services (e.g., culture and leisure, social, sports or dwelling), the usage of environmental services is passive. In other words, these services are commonly performed independently from the wishes and opinions of the residents.

Slightly more than every second interviewed resident of the municipality has used culture and leisure services provided by the municipality (54%) – visited museums, libraries, parks, etc. Another 52% of respondents used public transport, during the last year.

The more specialized services of the municipalities are less common. They include the education (43%), social (33%), sports (24%) and planning (11%) services.

Respondent stated that they used the services of social dwelling provided by municipalities (3%).

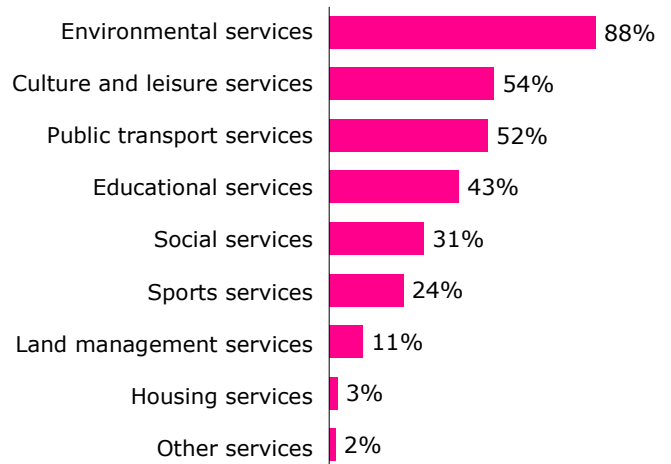
"Other" services provided by the municipalities and used during the year included the declaration of land and other wealth, territory planning, appealing to cadastre register office, preparing geodesic plans, dealing with the documents of land purchase, medicine related services and appealing to the job centre.

While comparing according different socio-demographic characteristics, the following peculiarities of the provision of various services of municipalities:

- Environmental services were slightly more often used by respondents of age 50-64, the employed and people having the greatest disposable income (over 800 Lt for one member of the family for a month) during the year
- Public transport was used by schoolchildren, students, the retired and the disabled more often
- Specialists, officers, schoolchildren and students more often visit museums, libraries, parks and use other culture and leisure related services
- Sports services tend to be used more by men, specialist, officers, schoolchildren or students
- Education services are more common among the respondents of age 15-19 and their parents – people of age 30-49, workers, specialists, officers and housewives
- Social and dwelling services were used by the most socially vulnerable resident groups (the retired, the disabled and the unemployed) the most often during the current year.

Use of municipality's services (during the last 12 months)

%, all respondents, n=2018

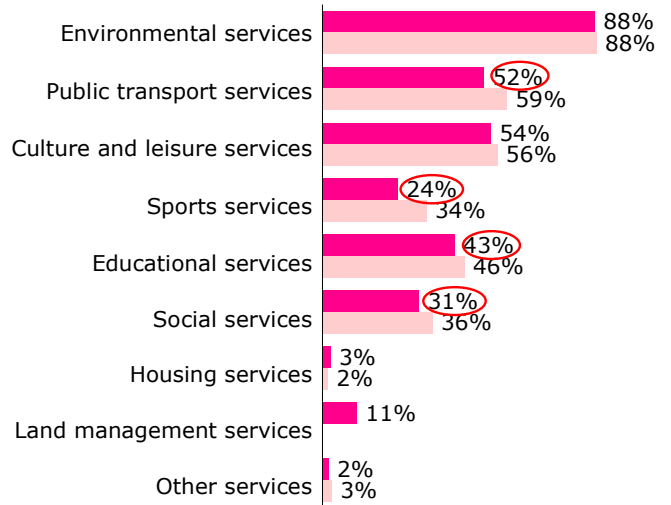


In comparison to the previous year, the usage of public transport, education, sports and leisure services slightly diminished. Nevertheless, the general tendencies of using the services provided by municipalities did not change during the last 12 months.

Use of municipality's services (during the last 12 months)

%, all respondents

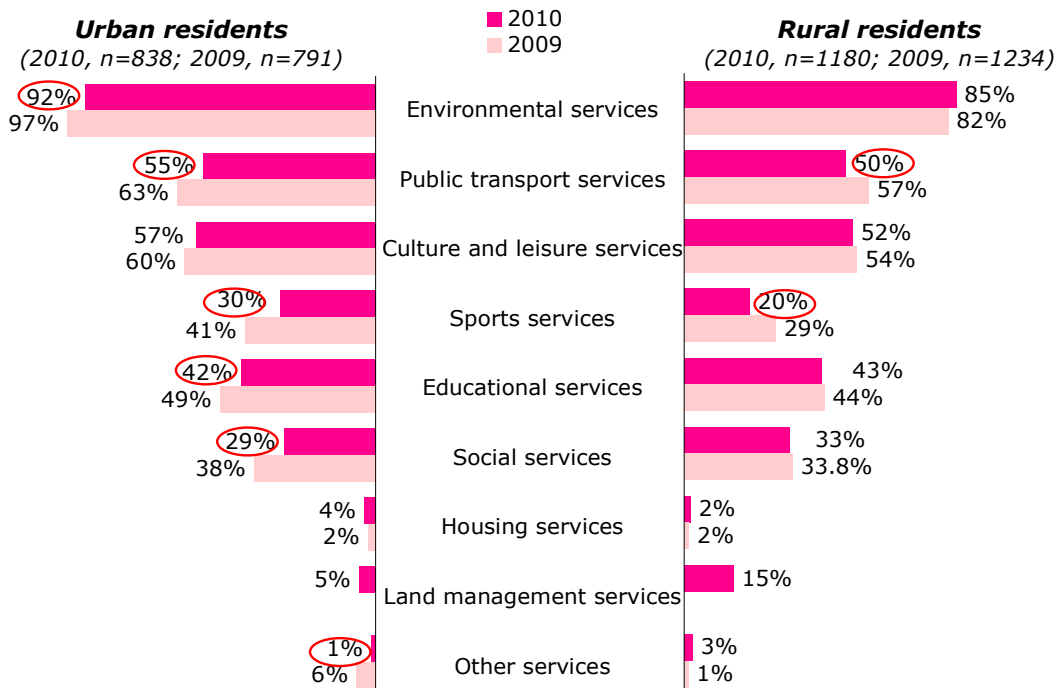
■ 2010, n=2018
■ 2009, n=2025



The usage of the services provided by the municipalities is similar in urban and rural areas. Only the urban residents use the environmental services and the services of sports or dwellings more often. Meanwhile, these services are less relevant in rural areas. Rural residents used the services of planning more often than the urban residents, during the year.

Use of municipality's services (during the last 12 months)

%, respondents of the target groups



5.2. The Evaluation of Services

- Residents are the most satisfied with education and culture and leisure services -

During the research, the residents of the municipalities were asked to evaluate how satisfied or dissatisfied they were with various services provided by municipalities, independently from the fact if they were using them or not. While analyzing the answers of all respondents, the greatest share of them were satisfied with the environmental (76% of respondents were satisfied or nearly satisfied), culture and leisure (70%) and education (68%) services. The least often named satisfaction was related to dwelling (14%) and planning (8%) services.

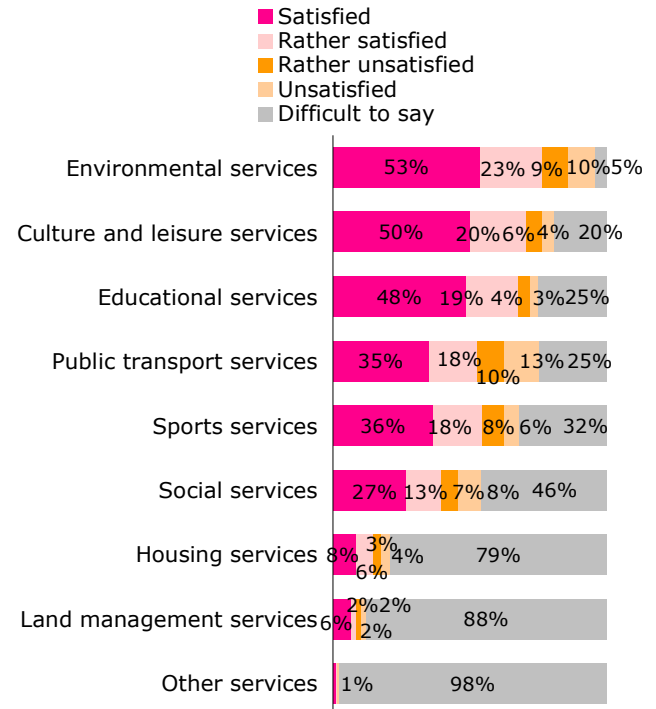
However, the analysis is complicated because of the big share of respondents who were not able to express their opinion about the analyzed services. Thus, it is more purposeful to analyze the satisfaction with the services only in the context of those who used these services. This allows to evaluate the services at which the greatest share of residents were satisfied but the ones which comparatively meet the residents' needs.

In general, the residents who evaluated the services provided by the municipality were satisfied with them more often than dissatisfied.

Residents were the most satisfied with the education and leisure and culture services provided by municipalities (90% and 87% of satisfied or nearly satisfied respondents, respectively). Sports and environmental services meet the expectations of the residents less (80% each). Respondents are satisfied the least with the social (73%), public transport (70%) and dwelling (68%) services.

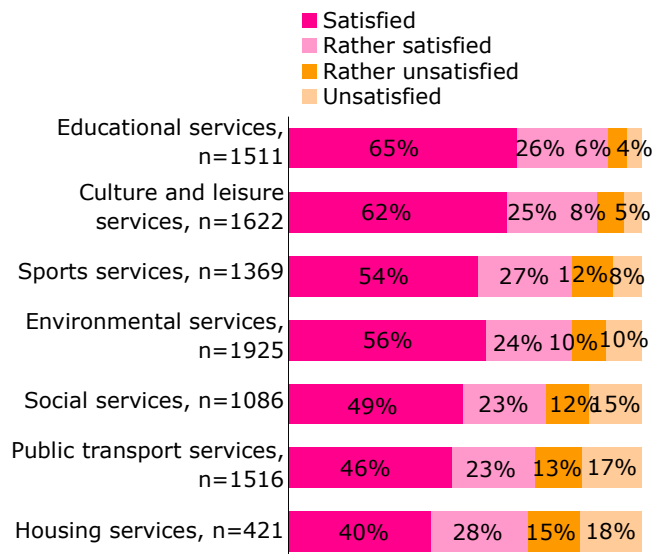
Satisfaction with the services provided by the municipality

%, all respondents, n=2018



Satisfaction with the services provided by the municipality

%, respondents who evaluated their satisfaction with particular service



Satisfaction with the services provided by the municipality

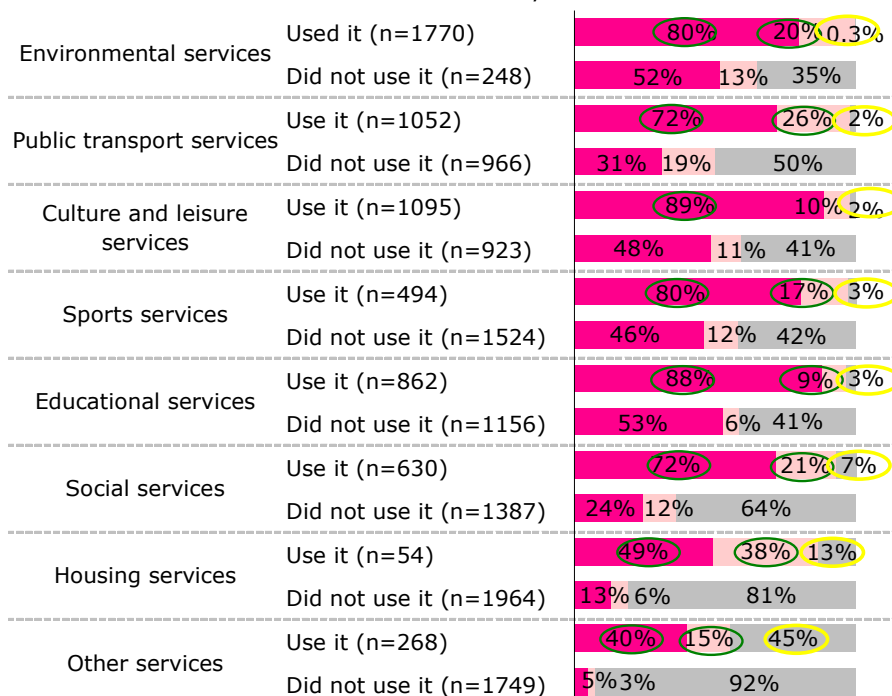
%, respondents of the target groups

Commonly, respondents who used particular services were more satisfied with them than those respondents who did not use these services.

The tendencies of service evaluation of those residents who used the services generally do not differ from that of all respondents who evaluated the services. The most positively evaluated services included the culture, leisure and education services. The dwelling, public transport and social services were evaluated the worst.

It is interesting that the factor of using a particular service determines the different evaluation of the service. The greatest impact on the evaluation of the service determined by its usage was recorded while evaluating public transport, social and dwelling services. The differences in evaluation between those who used these services and those who did not, during the current year, were the most substantial.

■ Satisfied
■ Unsatisfied
■ Difficult to say



While analyzing the satisfaction with the services according different socio-demographic characteristics, the tendencies remain the same as considering the usage of particular services.

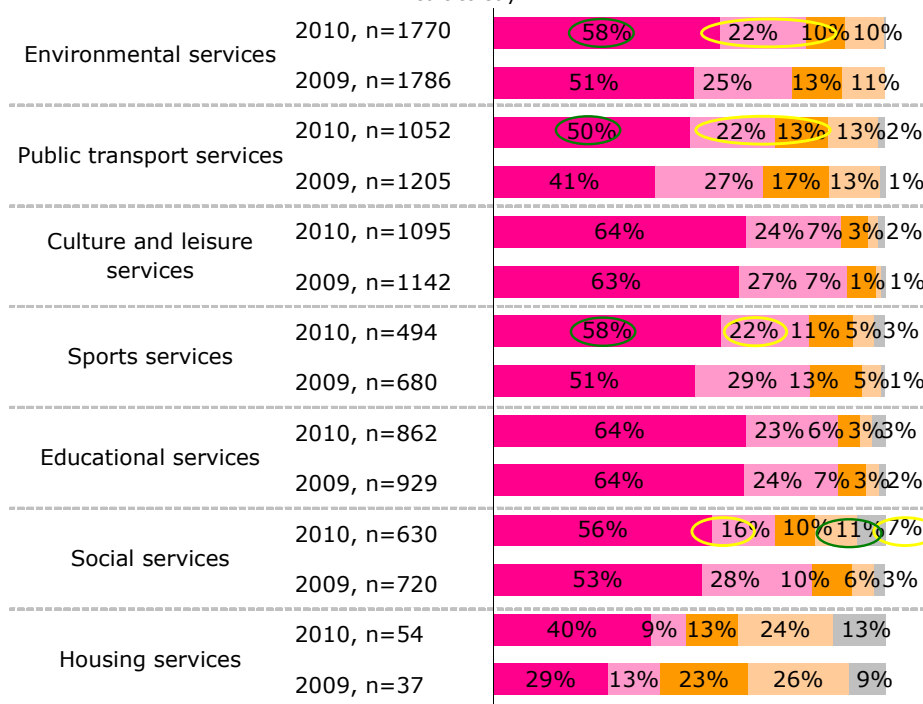
- The satisfaction with the services provided by municipalities is growing among the residents -

Residents who got acquainted with the services the best (used the services) evaluated the environmental, transport and sports services better than last year. Meanwhile, the satisfaction of social services users is decreasing.

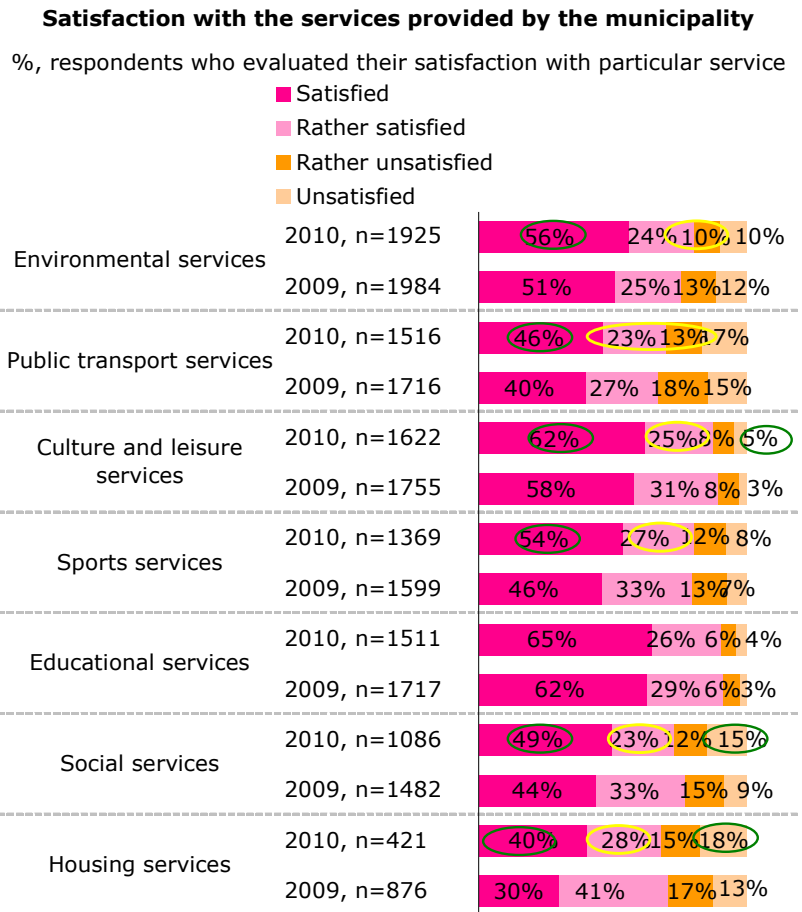
Satisfaction with the services provided by the municipality

%, respondents who used particular service

■ Satisfied
■ Rather satisfied
■ Rather unsatisfied
■ Unsatisfied
■ Difficult to say

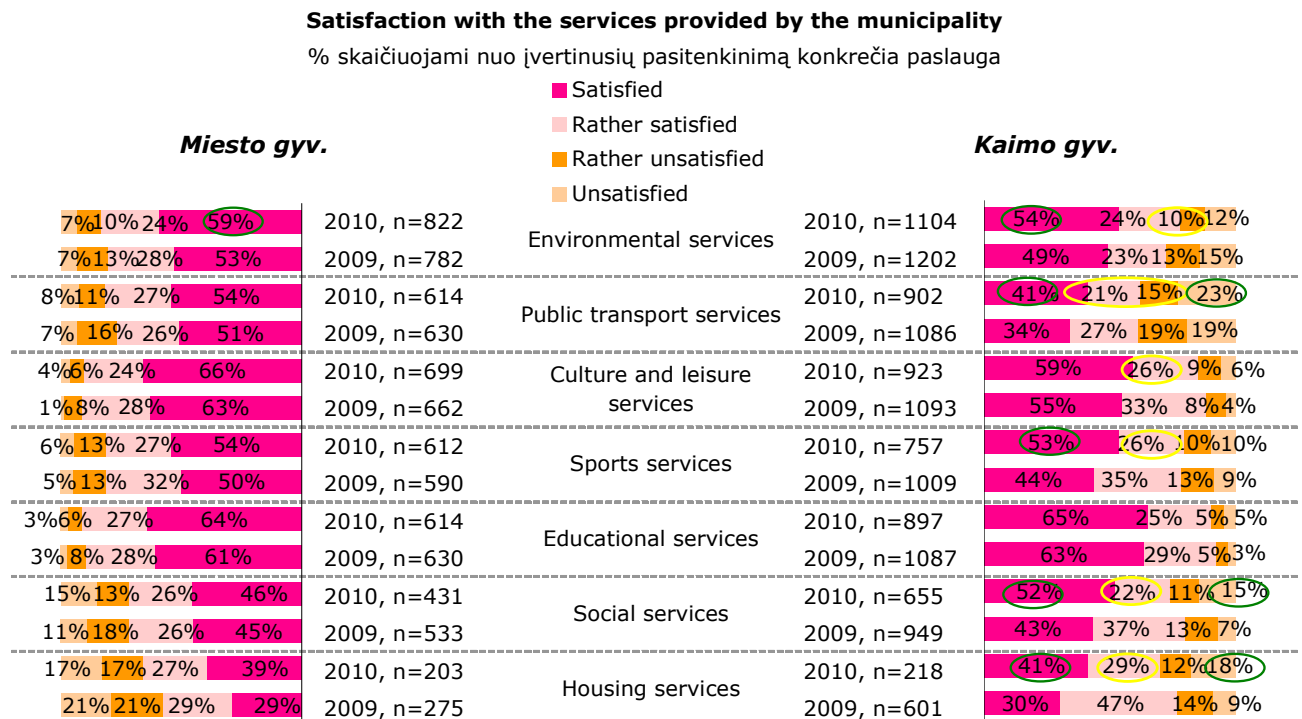


While analyzing the change of the evaluation in a broader context (in other words, paying attention not only to the opinion of services' users, but also the non-users, which is influenced by the general attitudes of the society), we noticed more changes. In comparison to the previous year, the satisfaction with almost all services grew. The only exception is the education services whose share of satisfied users did not change during the year.



The growth of satisfaction with the services provided by the municipalities is more substantial in rural areas, where, in comparison to the year before, the relevant shares of residents satisfied with environmental, public transport, sports, social and dwelling services increased. Meanwhile, in urban areas, the growing satisfaction was recorded only considering the environmental services.

Urban residents are more satisfied with the environmental, public transport and culture and leisure time services more than residents living in rural areas.



5.3. The Allocation of Funding Proposed by Residents to Finance Services Provided by Municipalities

- Residents of municipalities would allocate the greatest funding to education and social services -

Residents of municipalities were asked to indicate how they would distribute the budget of 100 Lt to all services provided by their municipality. While analyzing the average sum of money allocated to each service, we noticed that the biggest funding, in the opinion of residents, should be allocated to education services. Residents would allocate one fifth of the budget intended for all services. A similar share of the budget would be allocated to social services (18 Lt).

Residents of municipalities would allocate approximately 15 Lt each to culture and leisure and environmental services from the general budget of 100 Lt. Sports and public transport services would be allocated 11 Lt each. The smallest financial support would be allocated to a social dwelling (6 Lt).

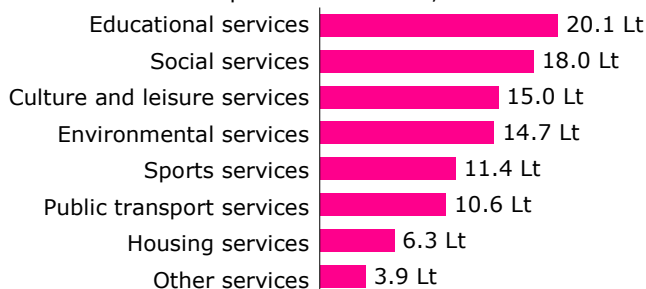
The financial support intended for various services provided is related to the usage of particular services. A person who uses the service commonly tends to allocate a greater financial support it, in comparison to the non-user of the service. Direct involvement (using the service) influences the sports and social dwelling services the most. The gap between the financial support allocated by the users and non-users of this service is the biggest.

- During the current year, residents would allocate greater financial support to public transport and culture and leisure services in comparison to the year before -

In comparison to the previous year, respondents would allocate a greater share of the budget to transport and culture and leisure services this year. Meanwhile, the financial support of education and social dwelling would decrease substantially.

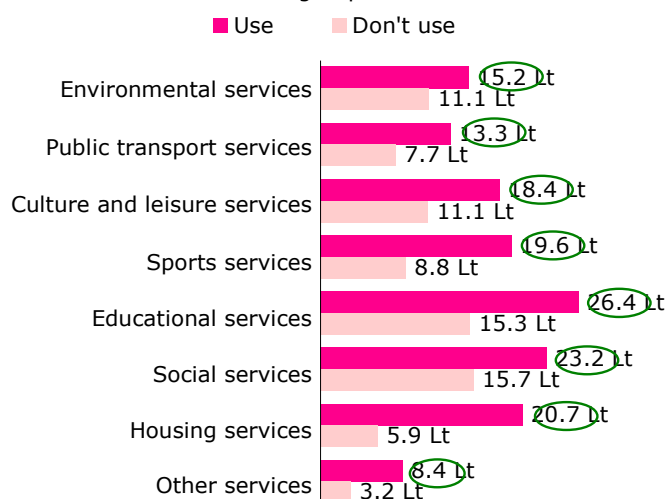
Distribution of finances for the services provided by the municipality

means of all respondents' answers, n=2018



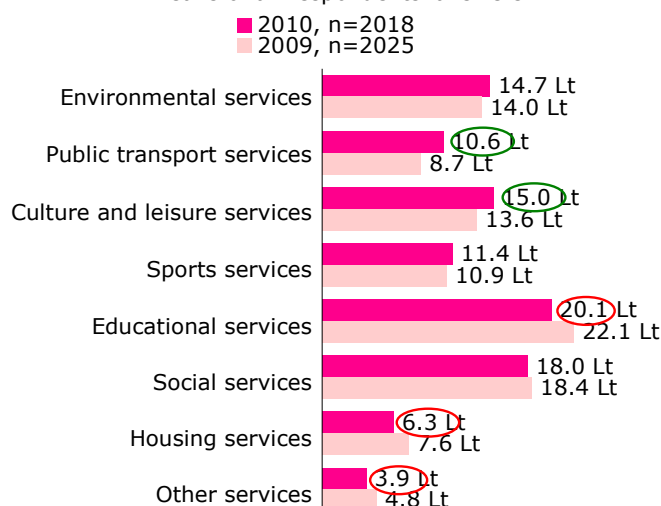
Distribution of finances for the services provided by the municipality

means of the answers of all the respondents of the target groups



Distribution of finances for the services provided by the municipality

means of all respondents' answers

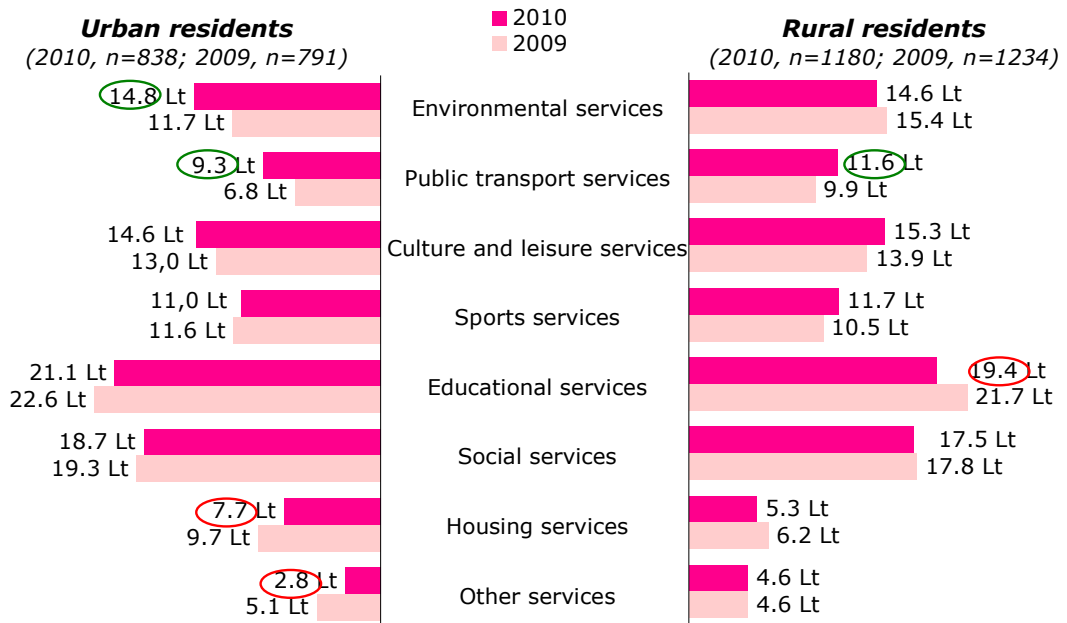


The tendencies of financial support for various services are similar in urban and rural services; however, urban residents would allocate a slightly bigger sum of money to the services of social dwelling. In rural areas, transport services would get a slightly greater financial "injection".

Moreover, in comparison to the previous year, during the current year, residents would allocate an averagely bigger sum of money to environment and public transport services. Meanwhile, the financial support to dwelling services would decrease. In rural areas, the financial support of public transport services would grow, meanwhile, slightly less support would be provided to education services.

Distribution of finances for the services provided by the municipality

means of the answers of all the respondents of the target groups



6. Usage and Evaluation of Services Provided by Culture and Leisure Services

6.1. The Usage of Culture and Leisure Services

- 41% of residents of municipalities use the services of public libraries -

In terms of culture and leisure service usage, the residents of municipalities visit culture centers and leisure halls the most often (59% of residents have visited them). The objects of cultural heritage (46%) are visited slightly less.

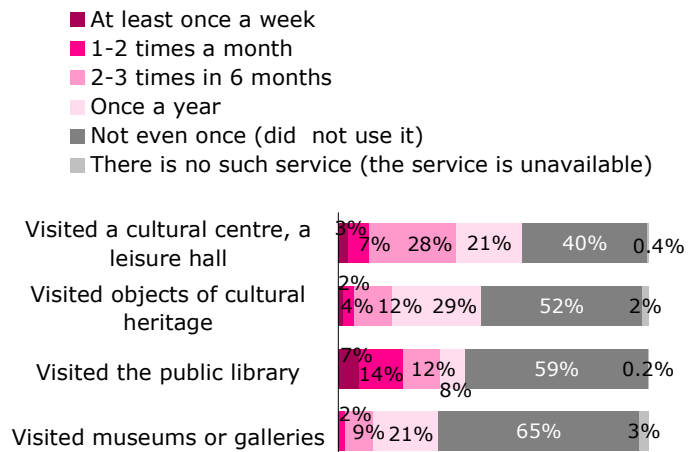
41% of residents of municipalities used the services of public libraries. It is important to pay attention to the fact that every other visitor of the library visits it not less often than once a month, thus, the services provided by the library distinguish by the frequency of their usage.

The services of museums and exhibitions (32%) are used by the least residents of municipalities.

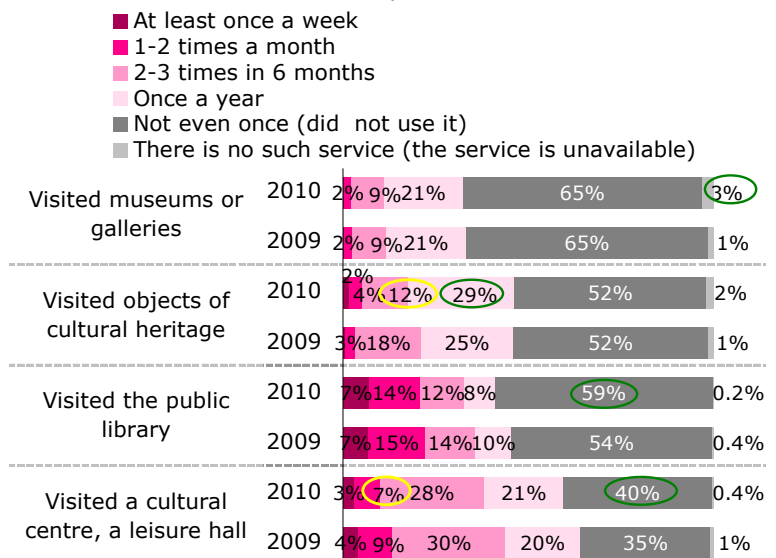
The usage of different culture and leisure services among residents of different socio-cultural characteristics does not differ. All analyzed culture and leisure related services are commonly more often used by the people receiving the highest disposable income, specialists, officers, managers and schoolchildren and students.

In comparison to the previous year, the number of residents visiting public libraries and culture centers is slightly decreasing. Moreover, during the current year, the objects of cultural heritage were visited less actively.

Frequency of use of the culture and leisure services provided by the municipality
%, all respondents, n=2018



Frequency of use of the culture and leisure services provided by the municipality
%, all respondents



2010, n=2018
2009, n=2025

Visiting public libraries, culture centers and leisure halls was decreasing only in rural areas and no such changes were recorded in urban areas. In urban areas, during the current year, the number of visitors who came to the libraries once a week or more often increased. Moreover, urban residents visited museums, galleries, culture centers and leisure halls more often than rural residents.

Frequency of use of the culture and leisure services provided by the municipality

%, respondents of the target groups

- At least once a week
- 1-2 times a month
- 2-3 times in 6 months
- Once a year
- Not even once (did not use it)
- There is no such service (the service is unavailable)



6.2. The Evaluation of Culture and Leisure Services

- Residents are satisfied with the services provided by public libraries the most -

The most often, the residents are satisfied with the culture and leisure services provided by municipalities. The minority of respondents expressed their dissatisfaction with these services.

More than two thirds of respondents are satisfied with the work of culture centers and leisure halls (71%), the objects of cultural heritage (69%) and the services of public libraries (67%). The satisfaction with the work of museums and galleries was expressed less often (60%).

Similarly as analyzing the satisfaction with all services provided by municipalities, the analysis of culture and leisure services should eliminate the share of respondents who did not express their opinion, in order to be able to evaluate the expectations of the respondents.

While analyzing the data of respondents who evaluated culture and leisure services only, we discovered that the residents of municipalities are in fact the most satisfied the services provided by public (70% of respondents were "satisfied" and another 23% of respondents were "rather satisfied").

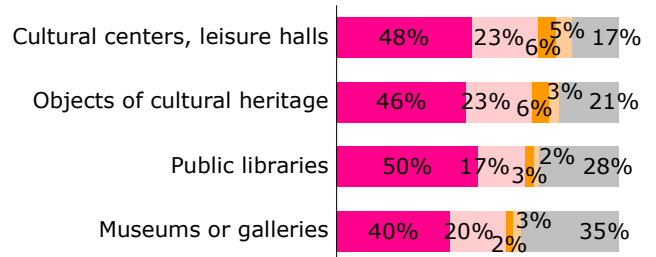
The residents of municipalities are the most often satisfied with the rest services as well, however, the level of satisfaction is not as high (the smaller share of those who indicated that they were "satisfied" and the greater share of those who were "rather satisfied").

The satisfaction with the culture and leisure services provided by municipalities is related to using particular services. Respondents who use the services are more satisfied with them. Meanwhile, respondents who are not directly involved respondents (non-users) were more often dissatisfied with them or could not express their opinion.

Satisfaction with the culture and leisure services provided by the municipality

%, all respondents, n=2018

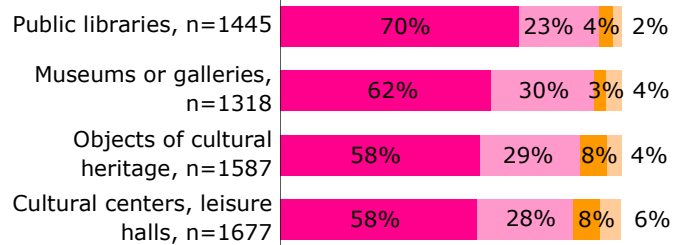
■ Difficult to say ■ Unsatisfied
■ Rather unsatisfied ■ Rather satisfied
■ Satisfied



Satisfaction with the culture and leisure services provided by the municipality

%, respondents who evaluated their satisfaction with the particular service

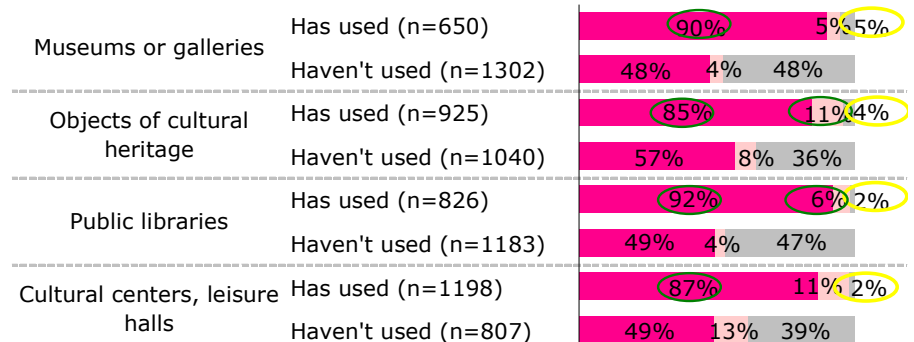
■ Satisfied
■ Rather satisfied
■ Rather unsatisfied
■ Unsatisfied



Satisfaction with the culture and leisure services provided by the municipality

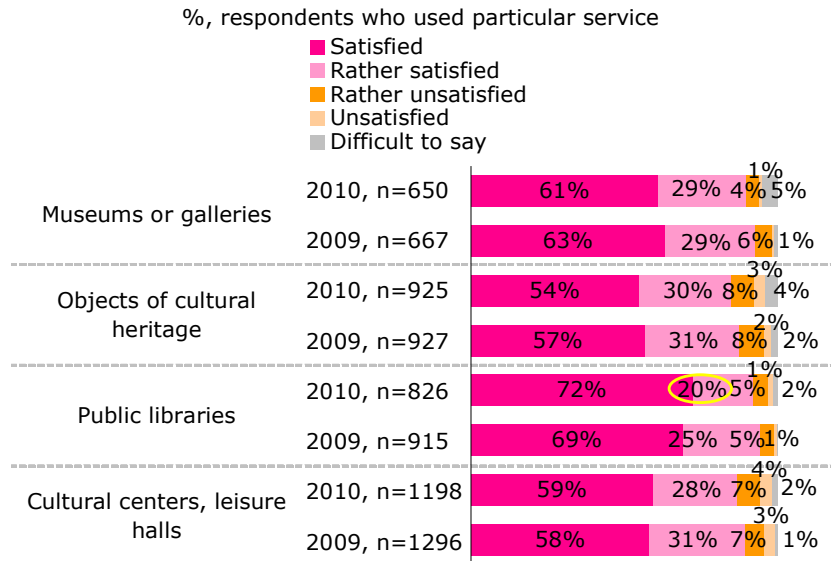
%, respondents of the target groups

■ Satisfied
■ Unsatisfied
■ Difficult to say



While comparing the change of the evaluation of the culture and leisure services provided by the municipality during the year, the evaluations or services' users did not change. Both last year and during the current year, the vast majority of services' users were satisfied with the corresponding services and the public library services were evaluated the most positively.

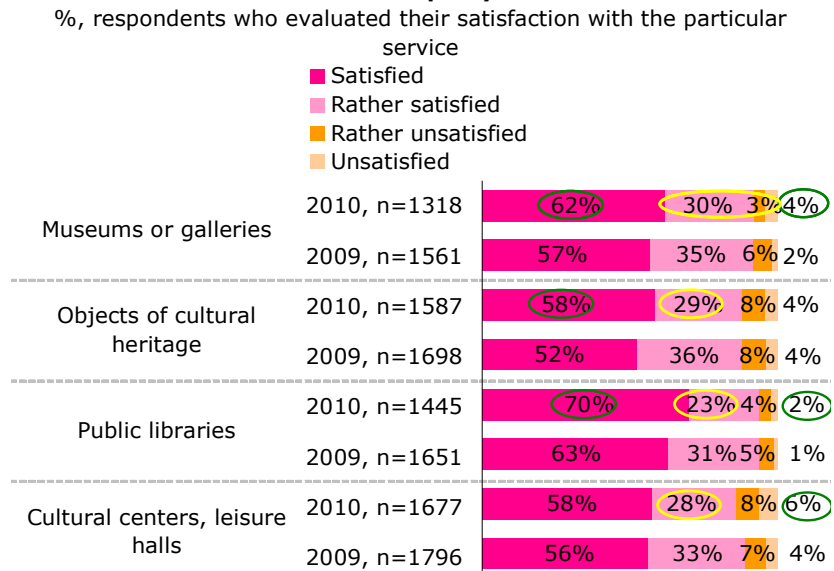
Satisfaction with the culture and leisure services provided by the municipality



A slightly different situation was recorded while analyzing the answers of all residents who evaluated the culture and leisure services.

The satisfaction of respondents (who evaluated the services of municipalities) with the services of public libraries, museums, galleries and cultural heritage grew during last year, however, this change was recorded only in rural areas. Urban citizens were as satisfied with these services as much as last year.

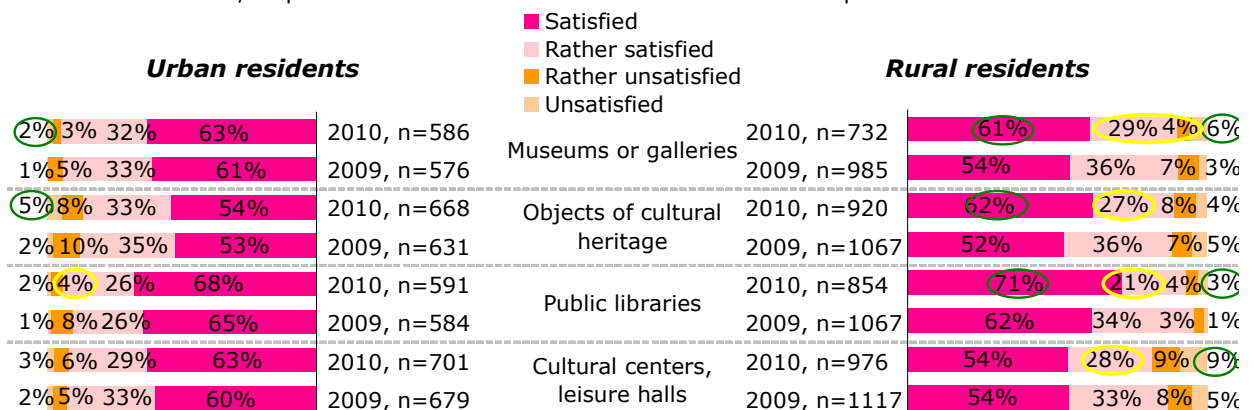
Satisfaction with the culture and leisure services provided by the municipality



In general, the services of museums, galleries, culture centers and leisure halls meet the expectations of the clients in urban areas more than in rural areas. In other words, urban residents are more satisfied with their services than the rural residents.

Satisfaction with the culture and leisure services provided by the municipality

%, respondents who evaluated their satisfaction with the particular service



6.3. The Allocation of Funding for Culture and Leisure Services Proposed by Residents

- Residents would allocate more than one half of all budget of culture and leisure services -

If the financial support of the services of culture and leisure provided by municipalities depended on residents, the most substantial financial support (one third of all the budget of culture and leisure services) would be allocated to culture centers and leisure halls. Slightly more than one fourth of the budget would go to public libraries (26 Lt from the total budget of 100 Lt). The objects of cultural heritage would be allocated slightly more than one fifth of the budget (22 Lt). The least financial help would go to museums and galleries. They would be allocated less than one fifth of all funding intended for culture and leisure time.

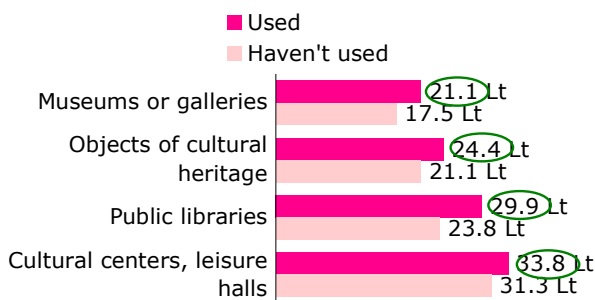
Distribution of finances for the culture and leisure services provided by the municipality
means of all respondents' answers, n=2018



The size of the share of the budget municipalities' residents allocate to a particular service depends on the usage of this service. Service users commonly allocate a greater budget to the corresponding service than non-users do.

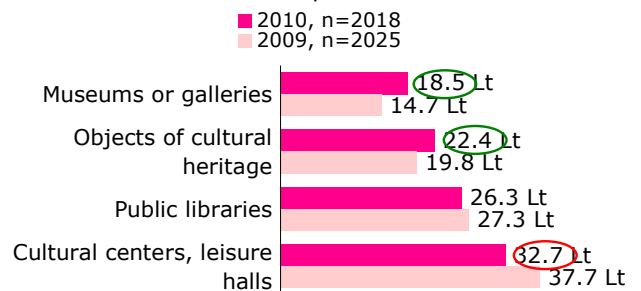
Distribution of finances for the culture and leisure services provided by the municipality

means of all answers of respondents of the target groups



Distribution of finances for the culture and leisure services provided by the municipality

means of all respondents' answers

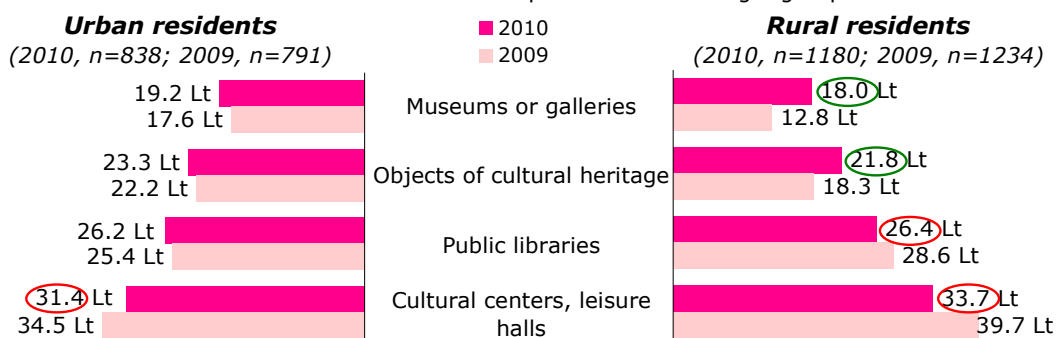


In comparison to the previous year, the municipalities' residents would allocate slightly more money to support museums, galleries and cultural heritage. Meanwhile, the culture centers and leisure halls would get a smaller financial support. Public libraries would get the same financial support as the year before.

Rural residents tend to allocate slightly more money to culture centers and leisure halls, in comparison to urban residents. Moreover, in rural areas, during the current year, residents would allocate more money to the support of museums, galleries and the objects of cultural heritage, in comparison to the previous year; and they would give less money to public libraries. Both urban and rural residents would allocate a smaller amount of money to culture centers and leisure halls.

Distribution of finances for the culture and leisure services provided by the municipality

means of all answers of the respondents of the target groups



7. Communication with the Local Municipality

7.1. The Frequency of Appeal to the Local Municipality

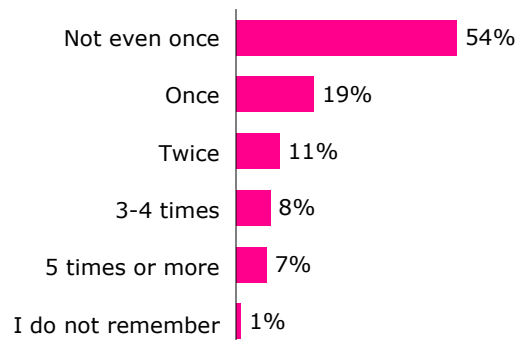
- Communication with municipalities is becoming more and more intense -

Usually, residents of municipalities tend not to communicate with municipalities actively. More than every other respondent (54%) did not appeal to the municipality even once during the last 12 months. Another third of the surveyed (29%) appealed to municipality 1-2 times during the last 12 months. Only 16% of municipality residents communicate with municipalities more actively – appealed to them more than three times during last year.

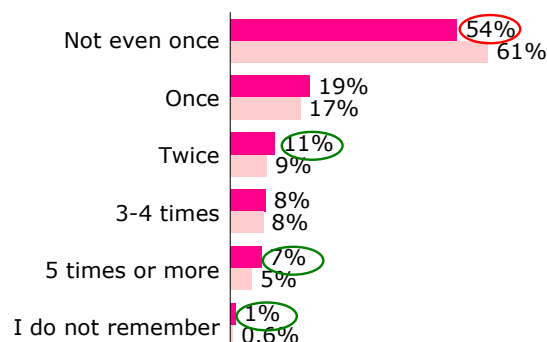
Respondents of age 30-49 years old, housewives and the most vulnerable social groups (the disabled, the unemployed and people receiving the lowest income) communicate with municipalities the most actively. Schoolchildren appeal to municipalities the least often.

During the last year, communication with municipalities is becoming more intensive. In other words, more residents of the municipalities stated that they appealed to the local municipality and the share of those who did not appeal is decreasing. Moreover, the share of people who appealed to the municipality five times or more is growing.

The frequency of addressing local municipality (during the last 12 months)
%, all respondents, n=2018



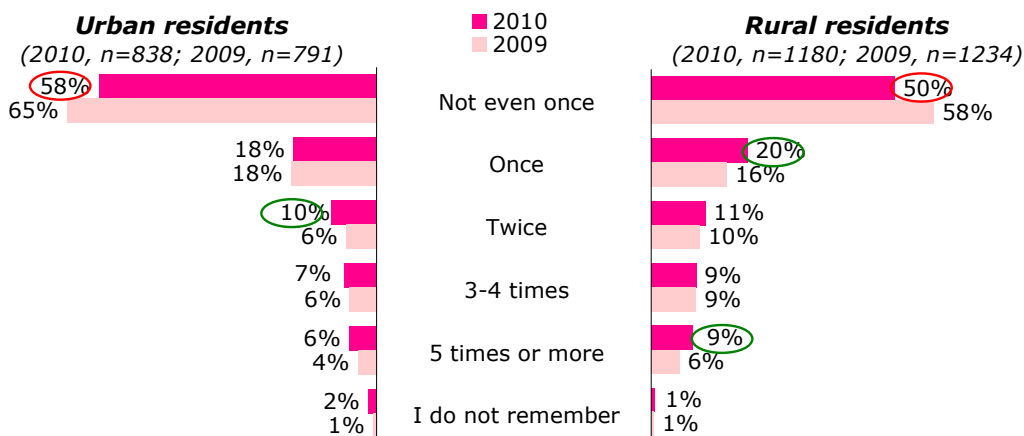
The frequency of addressing local municipality (during the last 12 months)
%, all respondents
■ 2010, n=2018
■ 2009, n=2025



In both urban and rural areas, not less than every other resident has communicated with the local community and the share of such residents is increasing. However, a greater share of rural residents appeals to municipalities, in comparison to urban residents.

The frequency of addressing local municipality (during the last 12 months)

%, respondents of the target groups



7.2. The Reasons and Means of Appealing to Municipalities

- Commonly, residents appeal to municipalities because of particular services -

The most often, residents appeal to the local municipality, because of particular services (57%). Every fifth person (22%) who appeals to the local municipality looks for help, a piece of advice or information in general.

8% of respondents appeal to municipalities in order to report problems. Another 3% of the surveyed communicate with municipalities because of compensations or benefits.

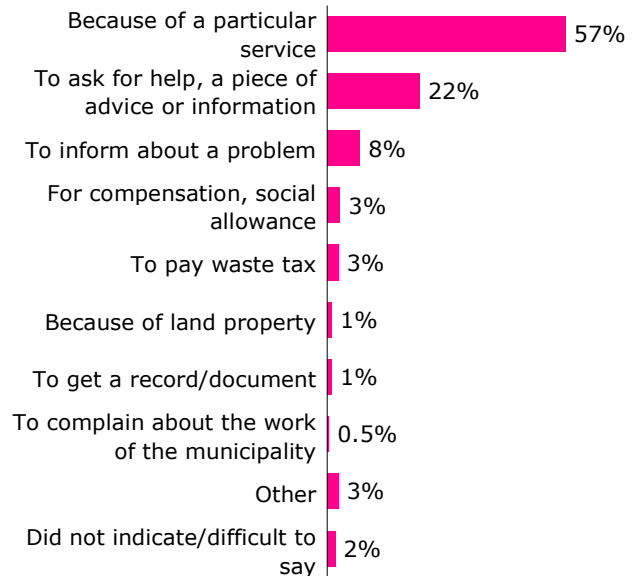
Not more than 3% of respondents appeal to municipalities because of other reasons. "Other" reasons included the willingness to pay for the rubbish, to clear things out about the ownership of land, get references, make complaints about the work of the municipality, to deal work related issues, to declare land, to deal with the documents of the dwelling, because of the eviction from the object, taking care of the streets, school reorganization or participation in elections.

Respondent groups of different socio-demographic characteristics appeal to municipalities because of similar reasons.

In comparison to the previous year, the reasons why residents appeal to municipalities the most often did not change. Only the municipalities were appealed in order to get help, a piece of advice or information slightly less often during the current year.

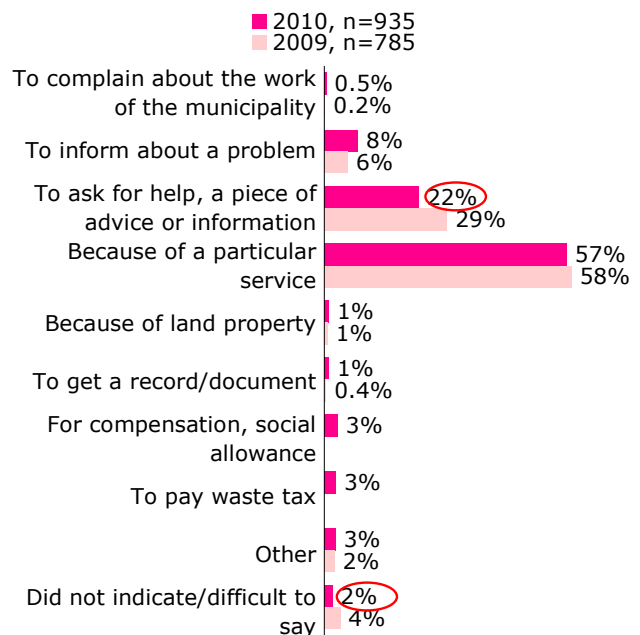
Reasons of why the respondent addressed the municipality the last time

%, respondents who claimed addressing the local municipality at least once or could not recall of doing it, n=935



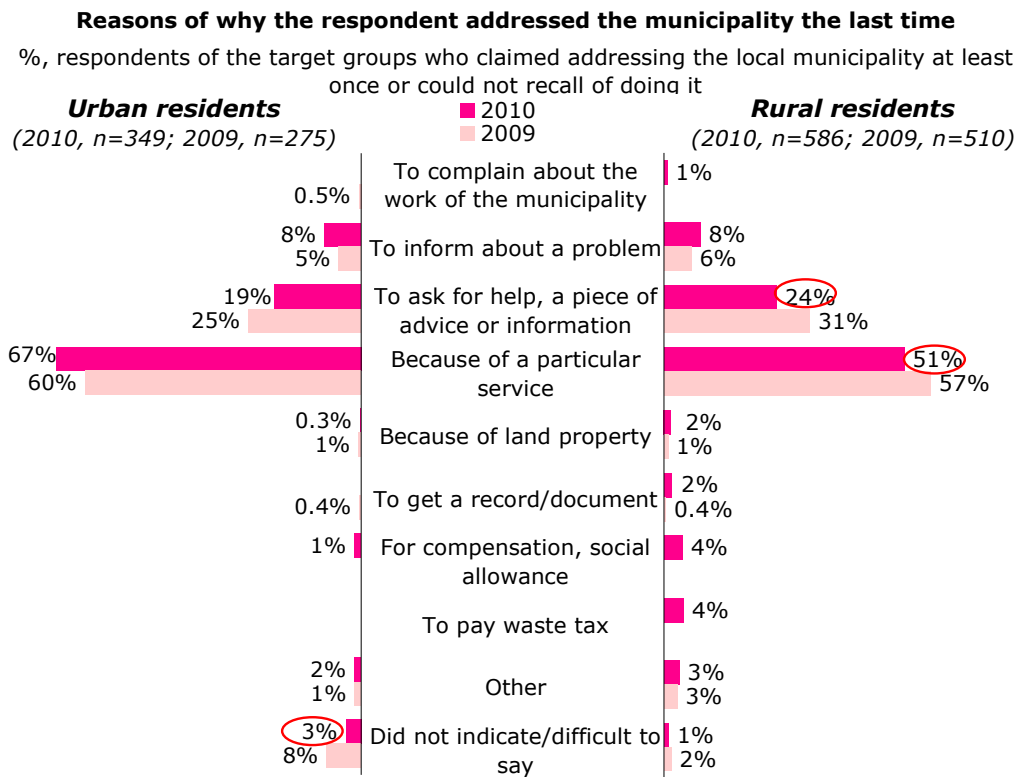
Reasons of why the respondent addressed the municipality the last time

%, respondents who claimed addressing the local municipality at least once or could not recall of doing it



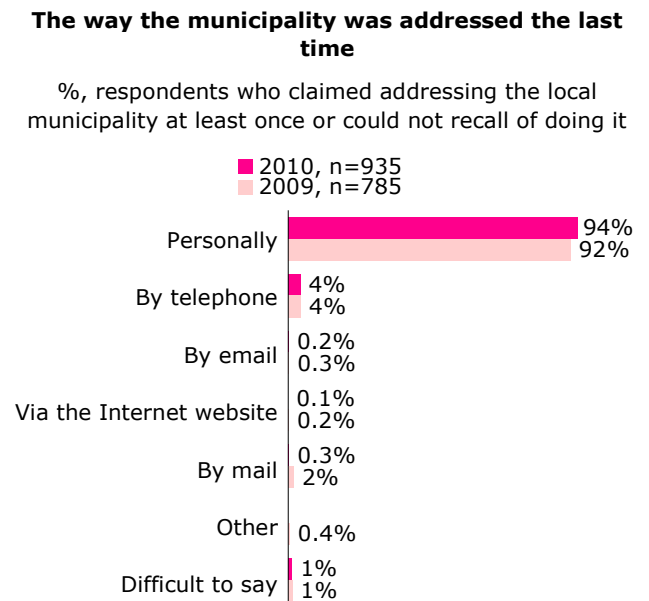
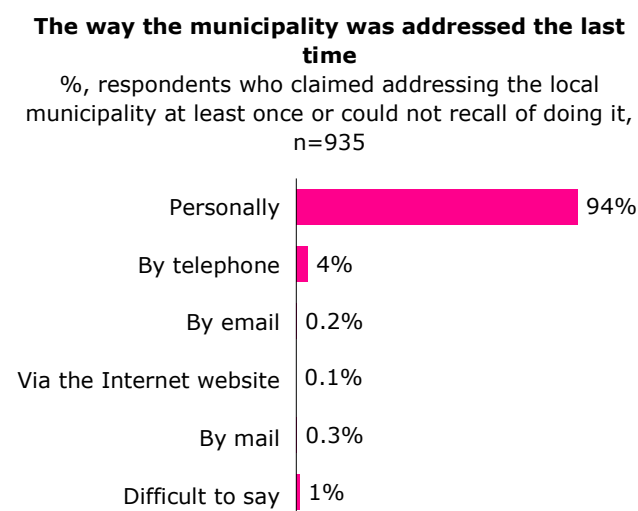
Urban residents appeal to local municipality because of a particular service less often, in comparison to rural areas. Meanwhile, in rural areas, municipalities are contacted because compensations or benefits.

During the current year, rural residents appealed municipalities because of a particular service, help, a piece of advice and information less often. No such changes were recorded in urban areas.



- Commonly, residents communicate with the municipality directly -

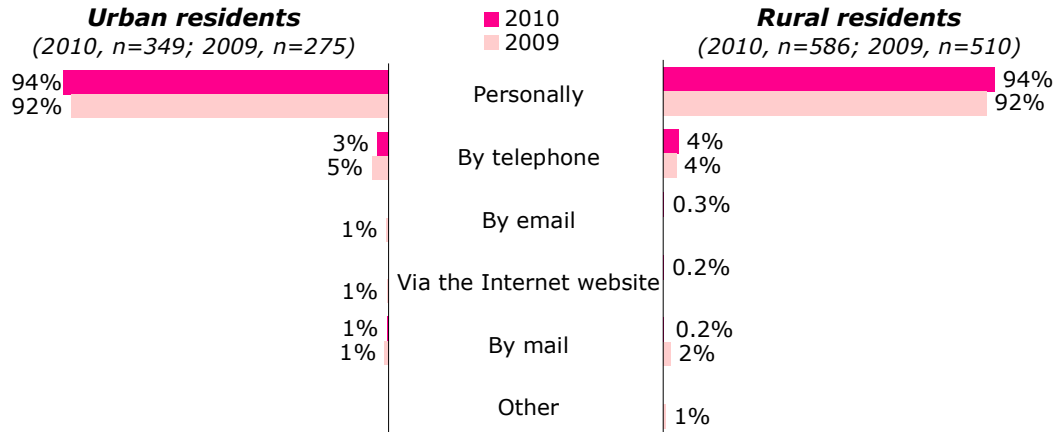
Usually, residents appeal to local municipality personally (94%). During the last year, the residents' habits of communication with this institution did not change. Only 5% of respondents contacted the municipality by phone or by other means (by e-mail, Internet website or letter).



While comparing the habits of communication with municipalities of urban and rural residents, no substantial differences were recorded. In both urban and rural areas, the vast majority of residents communicate with local municipalities personally and this tendency did not change during the last year.

The way the municipality was addressed the last time

%, respondents of the target groups who claimed addressing the local municipality at least once or could not recall of doing it



8. Internet Usage

8.1. The Possibility to Use Internet at Home or at Work

- Residents of municipalities use the Internet at home more and more often -

Every other resident of the municipality (53%) has the possibility to use the Internet at home. 15% of respondents have Internet access at work. However, almost half of the residents who participated in the survey (45%) do not have the opportunity to use the Internet either at home or at work.

The possibilities to use the Internet for groups at social risk (the disabled, the retired and the unemployed) are the most limited. Most often, these people do not have the possibility to use the Internet either at home or at work.

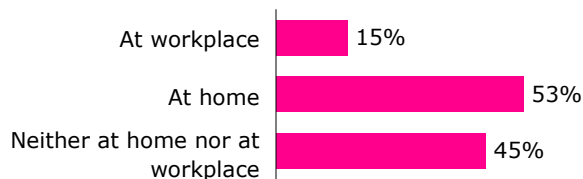
Specialists, managers and officers have the opportunity to use the Internet both at home and at work more often. Meanwhile, schoolchildren, students and workers only have the possibility to use the Internet at home.

In comparison to the previous year, the general share of residents who have Internet access at home or at work remained the same. Nevertheless, Internet usage is transferred more to residents' personal environment – home. The share of residents able to use the Internet at home is growing. However, the growing unemployment decreased the number of people having Internet access at work. Such shift was recorded in both rural and urban areas.

Urban residents are able to use the Internet at home or at work more often than the rural residents. Meanwhile, rural respondents do not have any Internet access at all more often.

Possession of a computer connected to the Internet

%, all respondents, n=2018

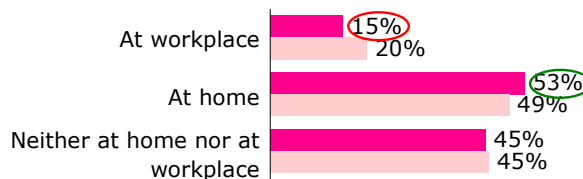


Possession of a computer connected to the Internet

%, all respondents

■ 2010, n=2018

■ 2009, n=2025



Possession of a computer connected to the Internet

%, respondents of the target groups



8.2. Places of Internet Usage

- More than every tenth resident of the municipality uses the Internet in the library -

It is the most popular among the municipalities' residents to use the Internet at home. Every other interviewed resident (48%) uses the Internet at home.

Slightly more than one tenth of the surveyed use the Internet at (each) work (14%), at educational institution (13%) and in the library (13%).

Internet is used the least often in PIA places not in the library (3%), Wi-Fi access points (2%) and Internet cafes (1%).

Another 5% of respondents claimed that they used the Internet in other places (at friends', neighbors', relatives', at spouse's work or on the phone).

41% of municipalities' residents do not use the Internet at all.

While comparing Internet usage places among the respondent groups of different socio-demographic characteristics, the following tendencies were recorded:

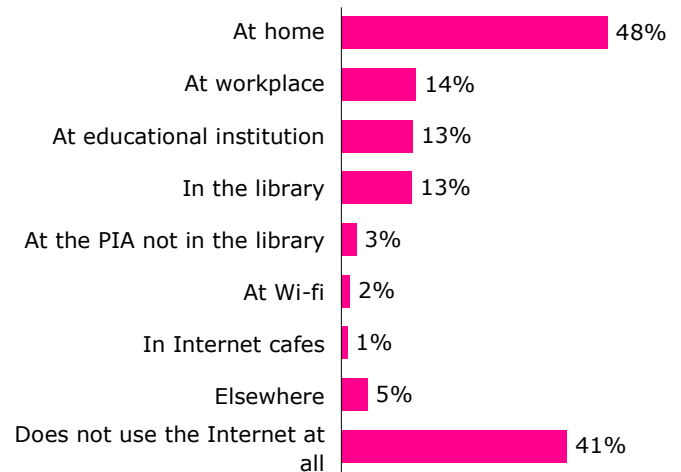
- ➔ Internet at work is used by specialists, officers, companies' managers and respondents receiving the highest disposable income more often
- ➔ Internet access at home is used by working people, housewives, schoolchildren and students more often
- ➔ Schoolchildren and students use the Internet in public libraries or educational institutions more often than other social groups
- ➔ Internet is not used at all by residents' groups at social risk – the unemployed, the retired and the disabled.

- The number of municipalities' residents using the Internet in libraries is increasing -

During the last year, the share of respondents using the Internet in libraries and other places is growing. Meanwhile, Internet is being used at work less and less often.

Place where the computer connected to the Internet is used

%, all respondents, n=2018

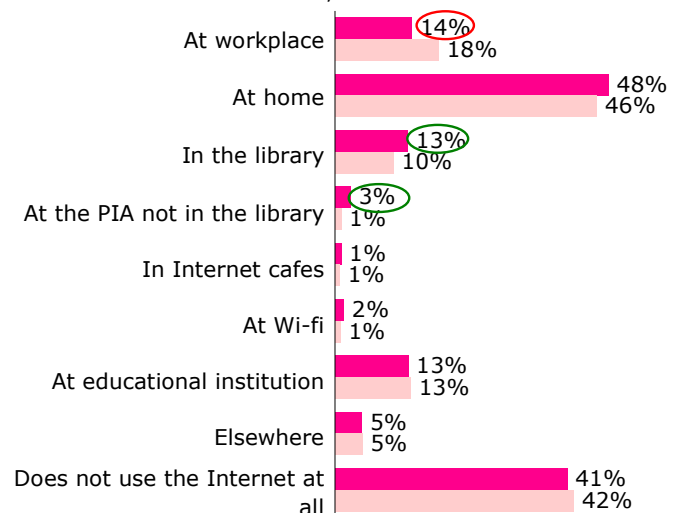


Place where the computer connected to the Internet is used

%, all respondents

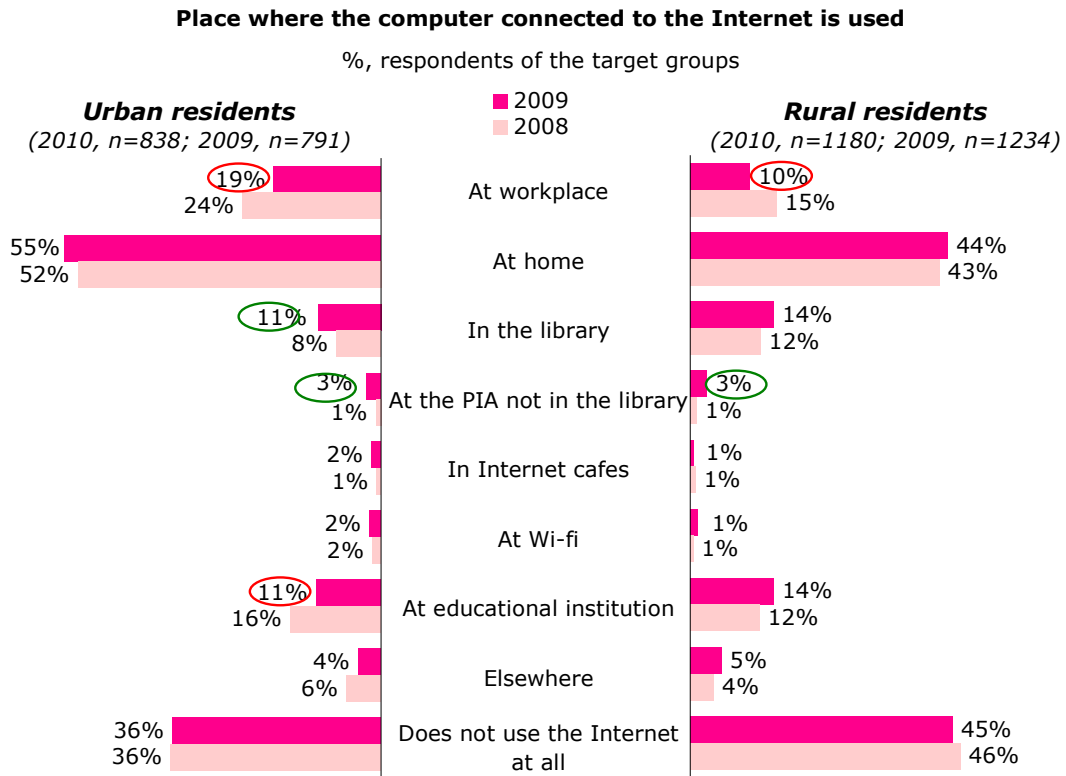
■ 2010, n=2018

■ 2009, n=2025



While comparing the Internet usage places in rural and urban areas, it was recorded that rural residents use PIA in libraries more often than the urban residents. In urban areas, in turn, it is more common to use the Internet at work or at home.

During the last year, in both urban and rural areas, the share of residents using the Internet at work diminished and Internet usage not in the library became more common. In urban areas, the share of residents using the Internet in the library is increasing and the share of people using the Internet in educational institutions is diminishing.

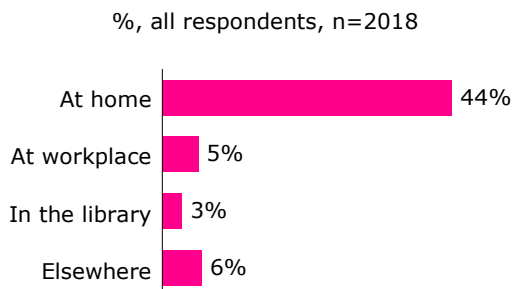


While discussing the places where the Internet is used the most often, similar tendencies were recorded as while analyzing the places where the Internet is used.

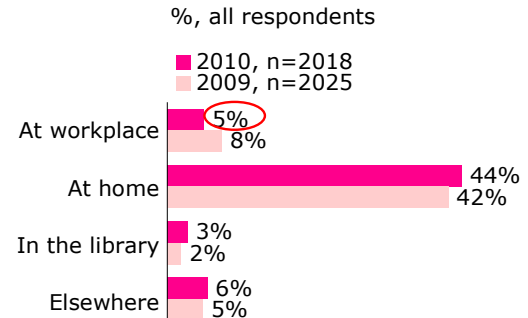
For most of the residents of municipalities, home is the main Internet usage place. 44% of municipalities' residents stated they used the Internet at home the most often. 5% of respondents use the Internet at work and 3% - in the library the most often.

In comparison to the previous year, during the current year slightly less respondents stated that they used the Internet at work the most often. This shift was recorded in both urban and rural areas.

Place where the computer connected to the Internet is most frequently used



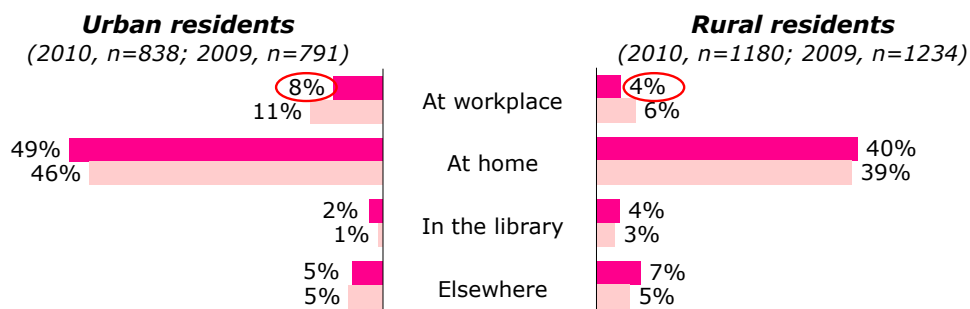
Place where the computer connected to the Internet is most frequently used



PIA in the library was named as the main Internet usage place in rural areas more often. Meanwhile, urban residents pointed work and home as the main places of Internet usage more often.

Place where the computer connected to the Internet is most frequently used

%, respondents of the target groups



8.3. Activity of Internet Usage

- The vast majority of municipalities' residents who use the Internet are active Internet users -

Almost two thirds (61%) of municipalities' residents who use the Internet do it every day. Another 18% of the interviewed claimed that they used Internet a few times per week. 16% of respondents use the Internet once a week or less often.

Thus, the activity of Internet usage can be divided into:

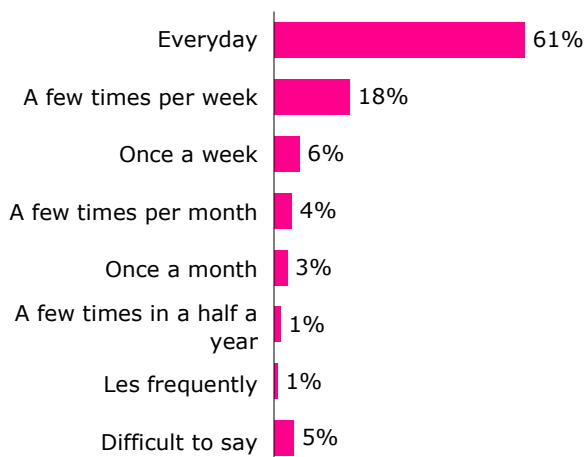
- ➔ Active usage – Internet is used every day
- ➔ Average usage – Internet is used a few times per week
- ➔ Passive usage - Internet is used not more often than once a week

Specialists, officers, managers, schoolchildren or students commonly are active Internet users. Usually, Internet is used averagely actively by workers. The retired, the disabled and the unemployed are passive Internet users more often.

During the last year, the activity of Internet usage remained the same. However, while analyzing the changes in Internet usage intensity separately in urban and rural areas, it was recorded that the number of urban residents using the Internet averagely actively decreased slightly.

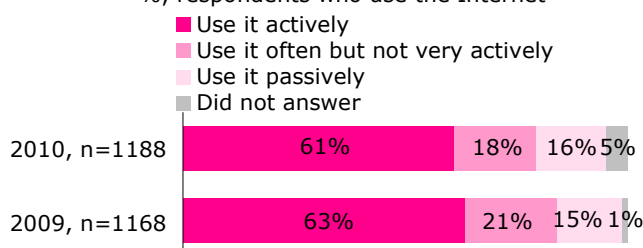
Frequency of Internet use

%, respondents who use the Internet, n=1188



Frequency of Internet use

%, respondents who use the Internet

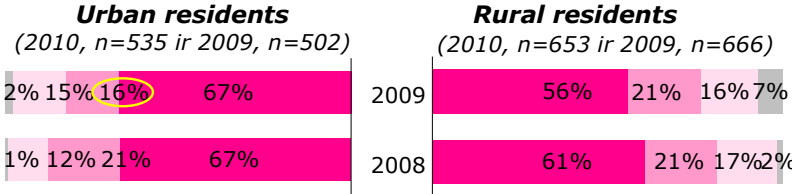


In general, urban residents are active Internet users more often. Meanwhile, in rural areas, Internet is being used averagely actively.

Frequency of Internet use

%, respondents of the target groups who use the Internet

- Use it actively
- Use it often but not very actively
- Use it passively
- Did not answer



9. Using the Websites of Municipalities Institutions

- 7% of municipalities' residents visited the website of public library during the last half a year -

After asking the municipalities' residents, whether they visited the webpages of municipalities' institutions during the last 6 months, 30% of them answered that they did not use the Internet at all. Usually, these people include the oldest residents (over 50 years old), the disabled and the retired.

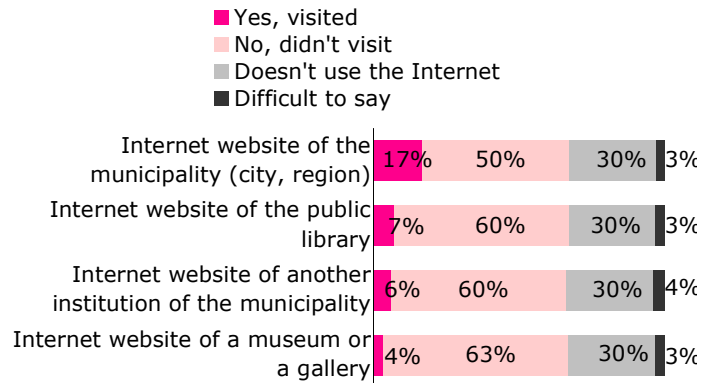
One fifth of all interviewed (22%) visited at least one analyzed website. Internet websites of city or region municipalities are visited more often (17%). During the last half a year, 7% of residents visited the Internet website of a public library. 4% of respondents have visited the Internet websites of museums of galleries. Another 6% of the surveyed have used the websites of other municipalities' institutions.

Specialists, officers, schoolchildren and students visit the websites of municipalities' institutions more often than other social groups.

In comparison to the previous year, a similar share of municipalities' residents visited the Internet websites. However, during the current year, slightly less respondents reported that they did not use the Internet at all.

Visits to the websites of the institutions of the municipalities (during the last 6 months)

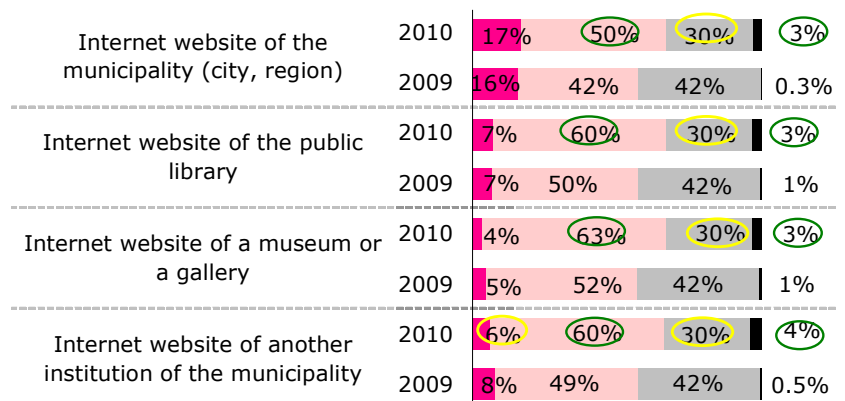
%, all respondents, n=2018



Visits to the websites of the institutions of the municipalities (during the last 6 months)

%, all respondents

■ Yes, visited
 ■ No, didn't visit
 ■ Doesn't use the Internet
 ■ Difficult to say



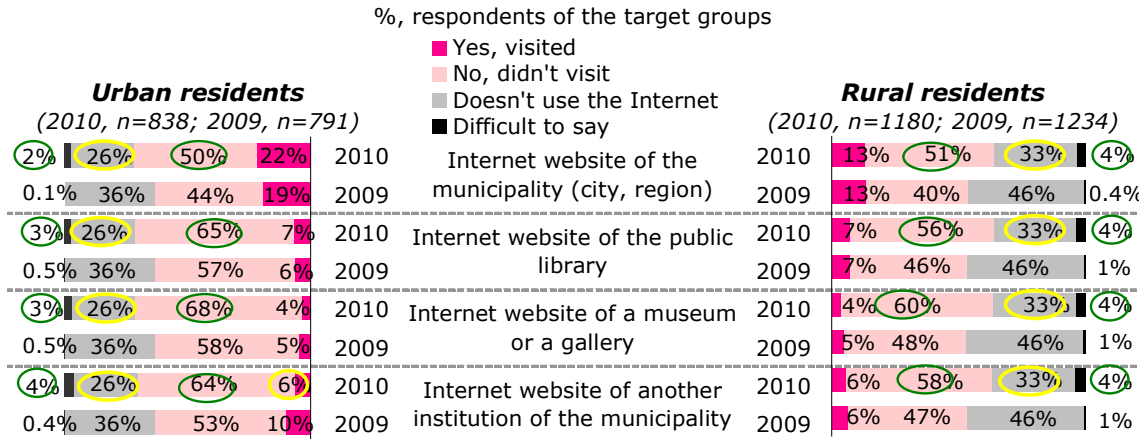
2010, n=2018

2009, n=2025

While comparing visiting Internet websites of municipalities' institutions between urban and rural residents, it was noticed that urban residents use the Internet portals of the city or region more often. It is influenced by a greater Internet penetration in urban areas. As Internet is used less often in rural areas, Internet websites are visited less often as well.

During the last year, the shares of people using Internet websites in urban and rural areas did not change.

Visits to the websites of the institutions of the municipalities (during the last 6 months)



10. The Awareness and Usage of E-services

10.1. The Awareness and Usage of E-services Related to One's Social Situation

- Respondents who use the Internet in the library are more often aware of the e-services related to one's social condition -

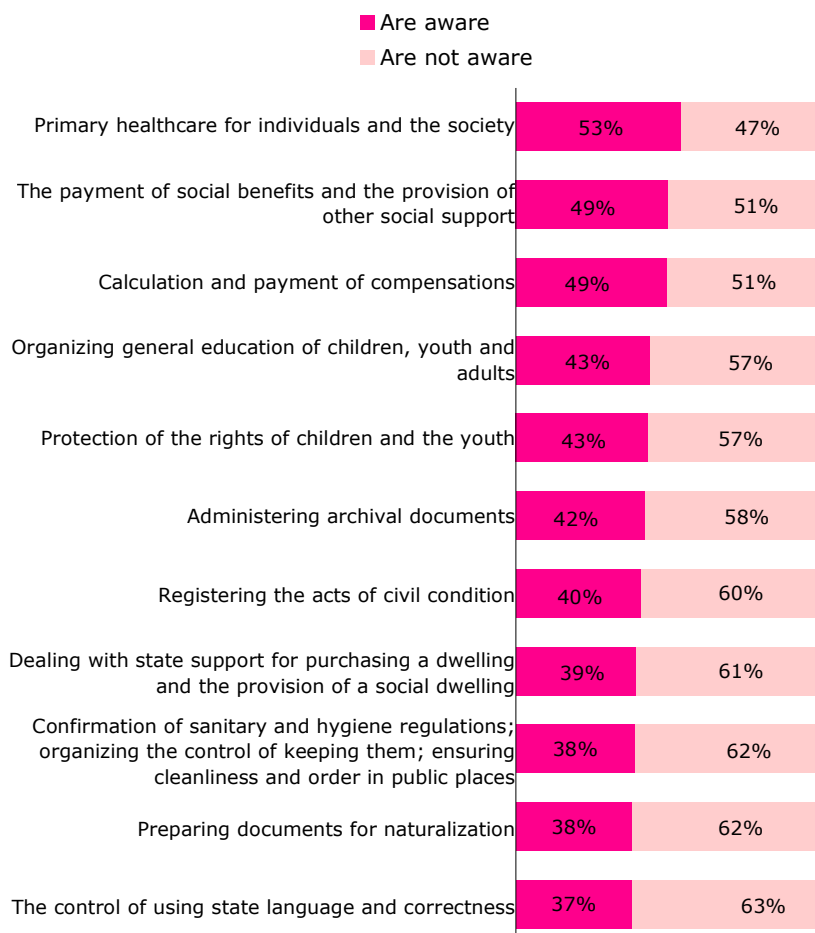
¹68% of residents are aware of the possibility to receive information about one's social situation online.

The most often, residents are aware of the possibility to use the services related to primary health care of a person and the society (53%), paying social benefits or other support (49%) and calculating and paying compensations (49%) online.

43% of respondents are informed about the opportunity to use the services related to general education of children, youth and adults or to the protection of the rights of children and the youth. 40% of the surveyed were aware of the e-services of civil act registration. 39% of residents were aware that they could receive information about the government support for dealing with the dwelling online. 38% of respondents were aware of the e-services related to confirmation of sanitary and hygiene rules, following them and the organization of control and ensuring cleanness and tidiness in public places. The same share of residents was aware that they could use the e-services related to the preparation of citizenship related documents. The possibility to get information about the control of the usage and correctness of the state language online was known by 37% of municipalities' residents.

Awareness of e-services related with one's social situation

%, all respondents, n=2018



People communicating with the municipalities more often (appealed to municipalities 3 times or more), specialists, officers, managers, schoolchildren or students are more often aware and use the e-services related to one's social information more often. Furthermore, the awareness of the services mentioned above is related to Internet usage of the residents. Respondents who have Internet at home or at work and people who use the Internet more often than other resident groups are aware of the e-services related to one's social information. Moreover, respondents who use the Internet in the libraries are more often aware of the e-services.

¹ Are aware of the opportunity to use the Internet for at least one of the analyzed services.

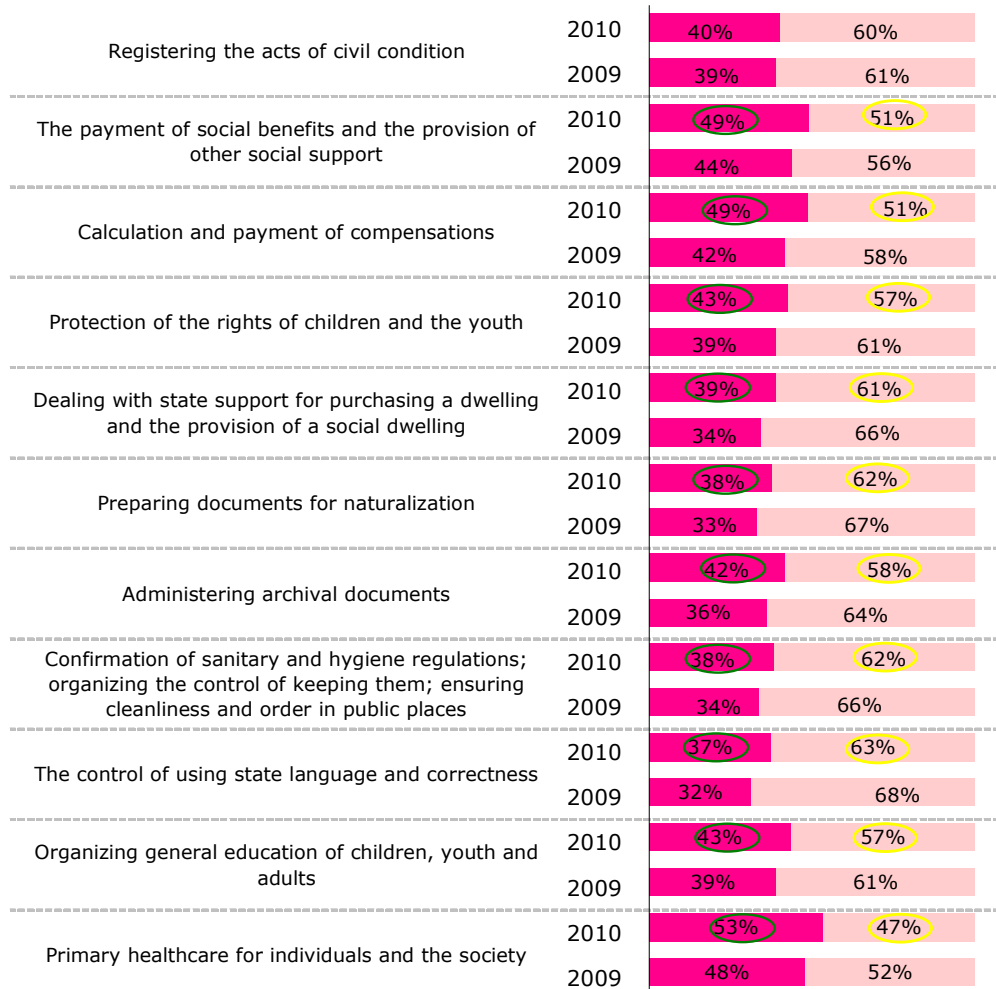
- The awareness of e-services related to one's social information is growing -

During the last year, the awareness of all e-services related to one's social information increased. Services related to the registration of the civil condition can be considered the only exception. The number of people who were of these e-services diminished slightly.

Awareness of e-services related with one's social situation

%, all respondents

■ Are aware
■ Are not aware



2010, n=2018
2009, n=2025

- People using PIA in the libraries use the e-services more often -

Online services related to one's social condition is used by residents rarely. 12% of municipalities' residents have used at least one of the analyzed e-services and 10% claimed that their family members used the e-services.

Online services provided by municipalities and related to primary health care of a person or the society are used slightly more often (6% of the surveyed mentioned that they used these services themselves and 4% of respondents claimed that these services were used by their family members).

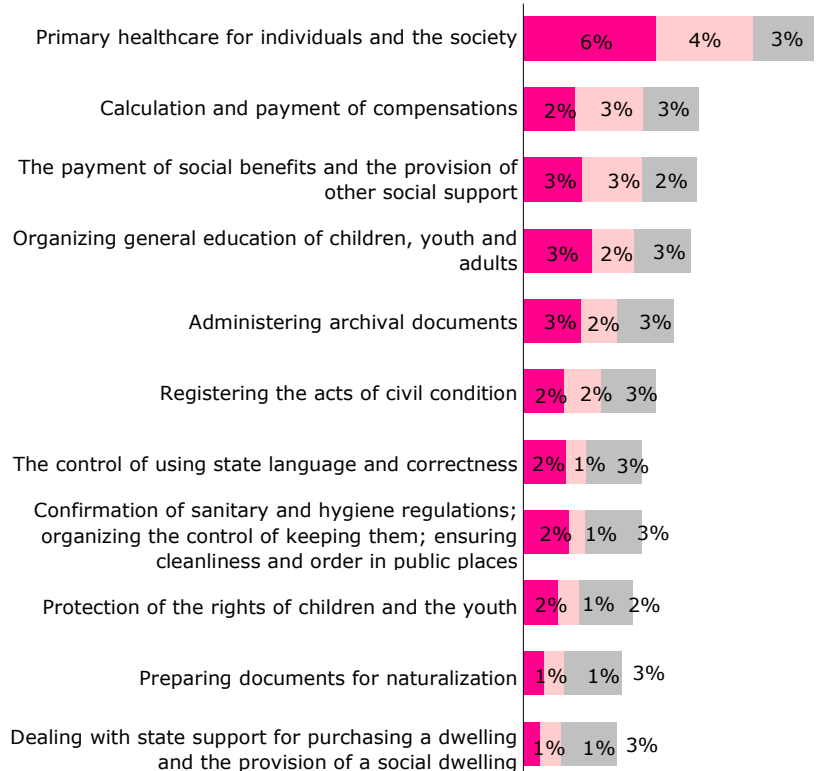
All the rest services were used not more than by 3% of municipalities' residents. The Internet is used the least often for looking for information about the order of applications to provide, return or refuse citizenship, to download these applications and to use the services related to government support while purchasing a dwelling.

While analyzing the data among residents of different socio-demographic characteristics, it was recorded that Internet is used for looking for information related to one's social situation by respondents having Internet access at home or at work, PIA in the library users and people communicating with the municipality more actively more often. Specialists and officers reported that they used the e-services themselves more often. Meanwhile, children and students claimed that their family members used e-services more often.

Use of municipality's online services that are related with one's social situation (during the last 12 months)

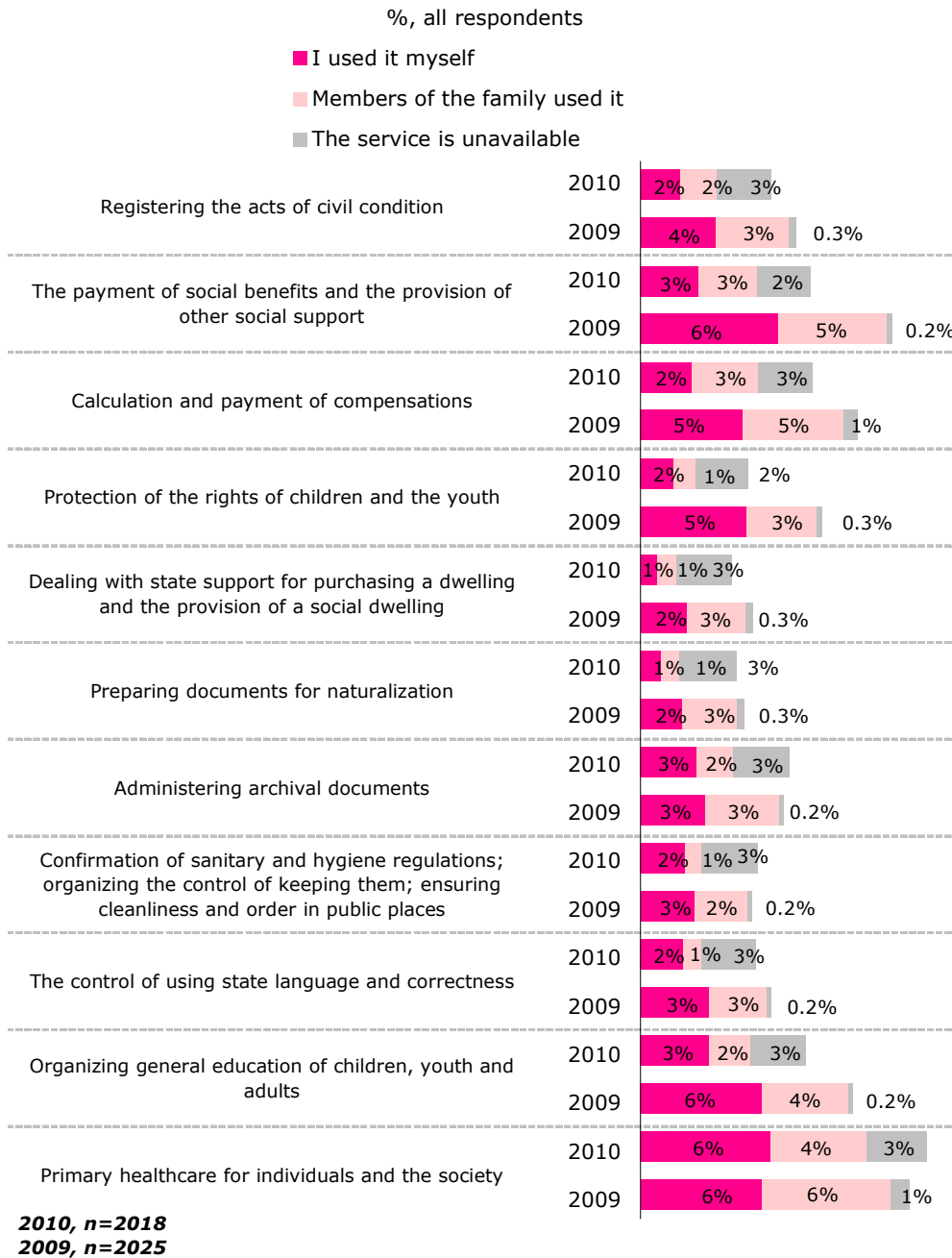
%, all respondents, n=2018

- I used it myself
- Members of the family used it
- The service is unavailable



While comparing the usage of e-services last year and during the current year, no major changes were recorded. Nevertheless, the number of municipalities' residents using the e-services related to paying off social benefits, calculating compensations and the protection of the rights of children and the youth diminished slightly. However, these changes are insufficient to be named as substantial.

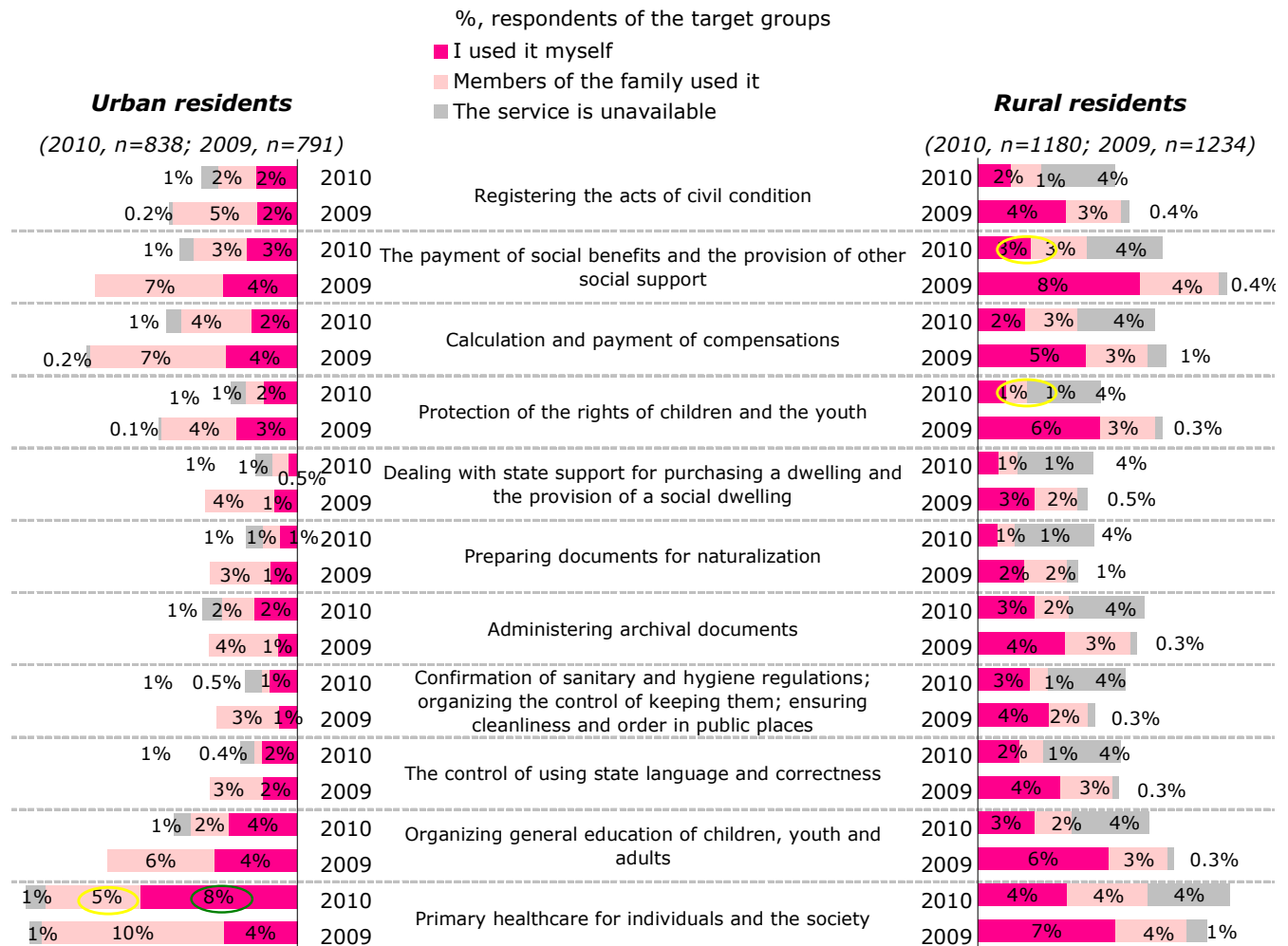
**Use of municipality's online services that are related with one's social situation
(during the last 12 months)**



The tendencies of using e-services related to one's social situation do not differ in urban and rural areas. Only in urban areas, the e-services of primary health care of a person or the society are more prevalent.

Rural residents used the e-services related to paying off social benefits and the protection of the rights of children and the youth less often during the current year. Meanwhile, in urban areas, the number of residents who registered at the doctor's online or used the e-services related to one's primary health care increased.

Use of municipality's online services that are related with one's social situation (during the last 12 months)



10.2. The Awareness and Usage of E-services Related to Dealing One's Property/ Wealth

- Urban residents are aware of the e-services related to dealing one's property or wealth more often -

E-services related to dealing one's property or wealth are known less often than the e-services related to one's social information. 44% of municipalities' residents are aware of at least one analyzed e-service related to dealing one's wealth or property.

Residents are aware of the e-services related to the ownership of land slightly more often. One third of respondents are aware of the opportunity to use the e-services related to the management of government land or other government wealth attributed to the municipality (34%) and to the management of municipality land attributed to the municipality by the proprietary right (30%).

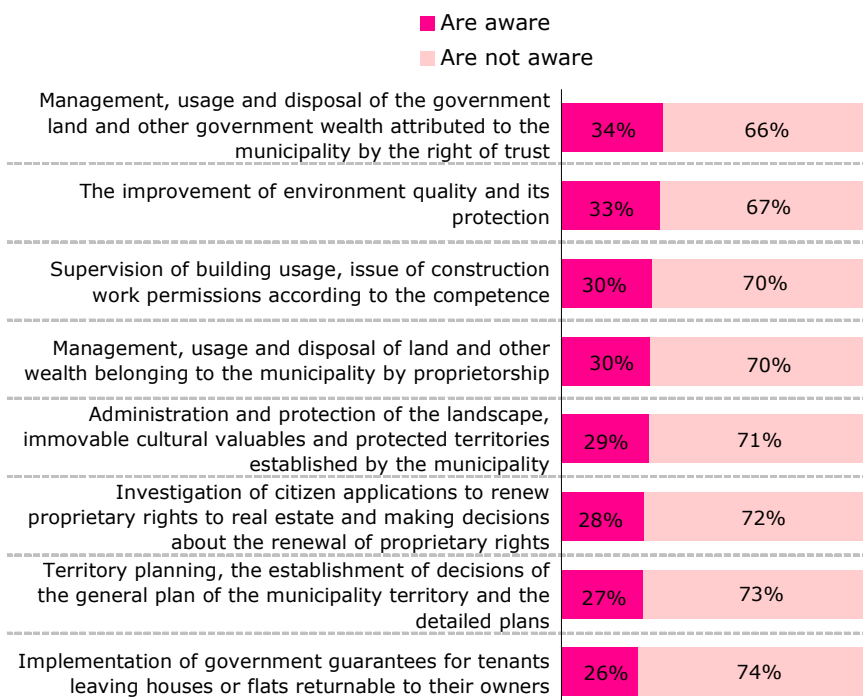
The e-services related to the improvement or the protection of the environment is known by 33% of respondents. The possibility to use the online services related to the management of the landscape, immovable cultural valuables and the protected territories established by municipalities were heard by 29% of the surveyed.

30% of respondents were aware of the e-services related to the maintenance of buildings' usage and the issue of permissions for construction. E-services related to the applications of citizens to the analysis of the renewal of the real estate proprietary rights were known by 28% municipalities' residents.

E-services related to territory planning (27%) and the implementation of government grants to tenants leaving houses returnable to their owners (26%) were known comparatively more rarely.

E-services related to dealing one's property or wealth are more often known by people who are able to use the Internet at home or at work and persons using PIA in libraries. Moreover, the possibilities to use the online services mentioned above were more often known by specialists, officers and managers. Schoolchildren and students distinguish from other social groups by better awareness of e-services related to the improvement of the quality and protection of the environment.

Awareness of e-services related to dealing with and administering person's wealth/property
%, all respondents, n=2018



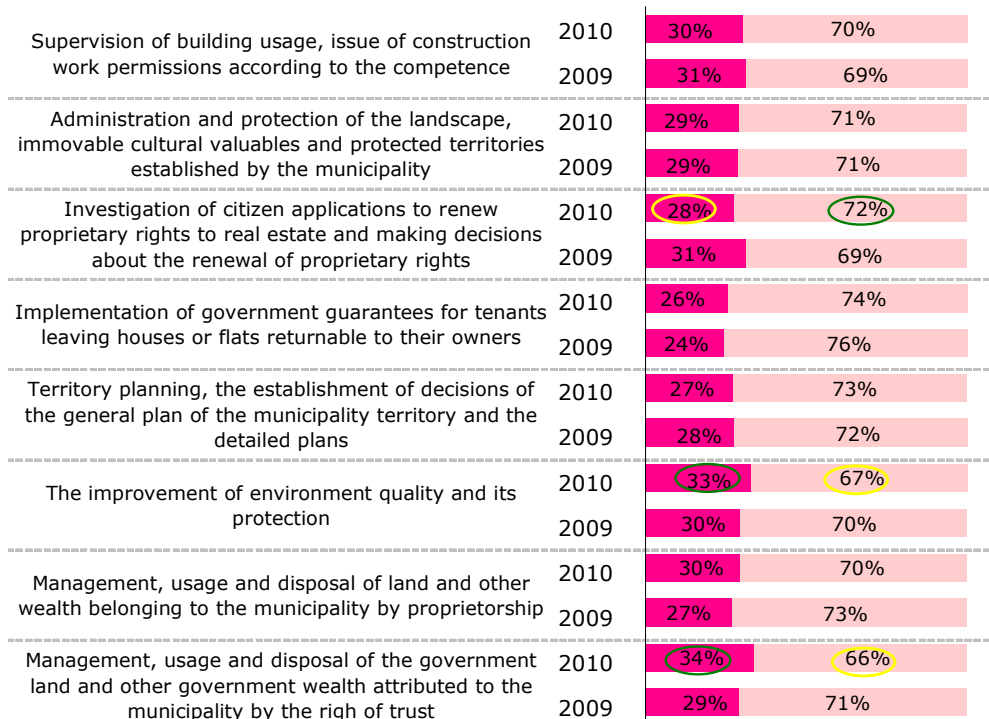
During the current year, slightly more municipalities' residents were aware of the possibility to use the services related to the management of the government land and other wealth attributed to the municipality or the improvement and protection of environment online. Meanwhile, the awareness of e-services related to the analysis of citizens' appeals to renew the proprietary rights of real estate decreased during the last year.

Awareness of e-services related to dealing with and administering person's wealth/property

%, all respondents

■ Are aware

■ Are not aware



2010, n=2018

2009, n=2025

- Every twentieth municipality resident uses e-services related to the management of one's wealth or property -

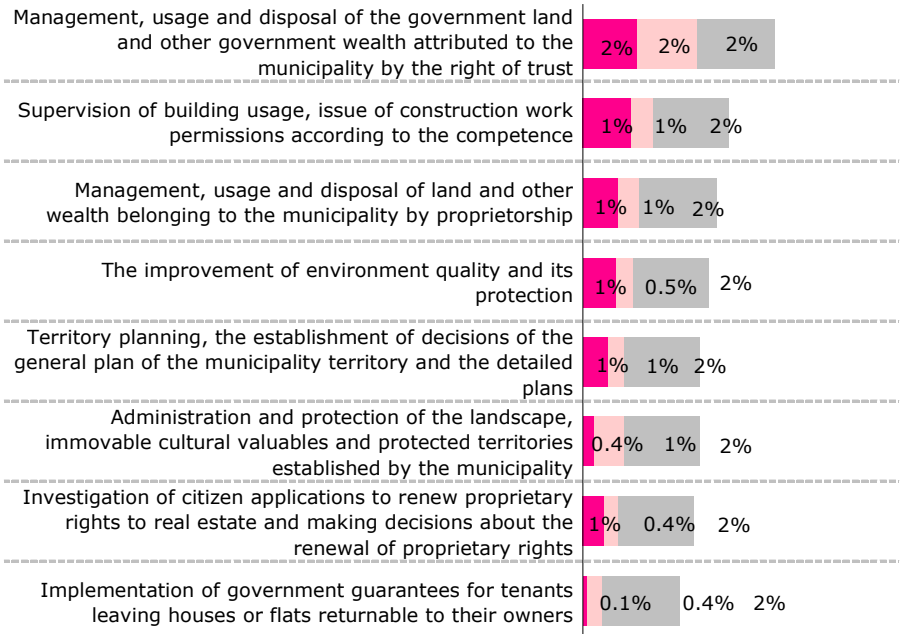
During the last year, 4% of municipalities' residents used the services related to dealing one's wealth of property (they used at least one of the analyzed services). Another 3% of respondents claimed that their family members used these services.

All e-services were used by not more than 2% of municipalities' residents. When the share of users is so small, a detailed analysis of each e-service is not purposeful. The samples are too small to be able to discuss substantial differences or changes.

Use of municipality's online services that are related to dealing with and administering person's wealth/property (during the last 12 months)

%, all respondents, n=2018

- I used it myself
- Members of the family used it
- The service is unavailable



10.3. The Awareness and Usage of E-services Related to the Possibility to Provide Particular Services

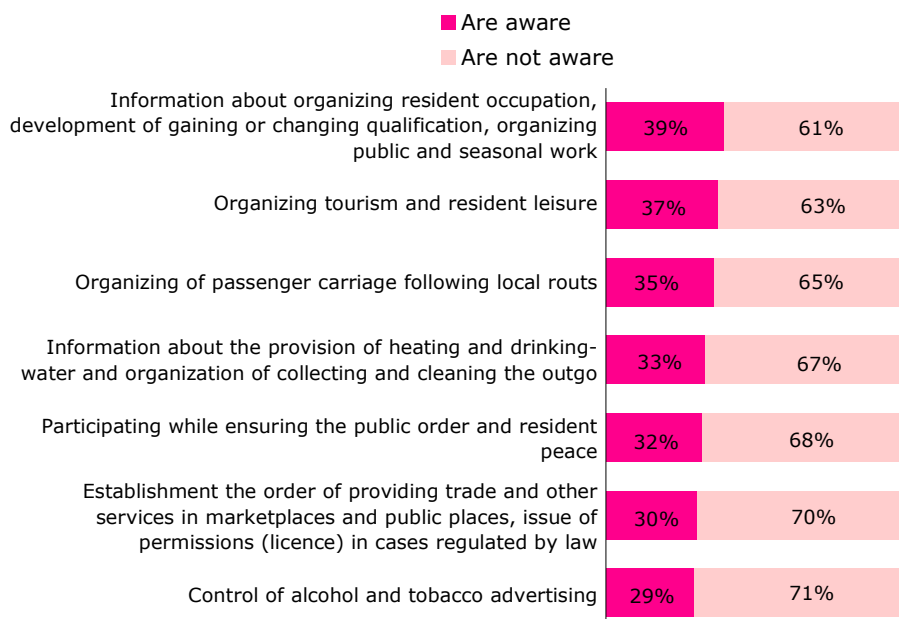
- Half of the municipalities' residents were aware of the e-services related to the opportunity to provide particular services to residents -

51% ²of municipalities' residents were aware of the e-services related to the possibility to provide particular services. Thus, these services were known better than those related to dealing with one's wealth or property. However, they were known less often than e-services related to one's social information.

The residents of the municipalities were aware of the e-services related to information about the occupation of residents, gaining qualification, changing qualification or the organization of public or seasonal work (39%) and the organization of residents' leisure and tourism (37%) slightly more often.

Awareness of e-services related to the opportunity to provide particular services for residents

%, all respondents, n=2018



35% of the interviewed residents were aware that they were able to receive information about the passenger carriage following local routes. 33% municipalities' residents were aware of the e-services related to the provision of heating and drinking water and the organization of collection and cleaning of the outflow. Another 32% of respondents were informed about the e-services related to the participation in order to ensure public order and peace of residents.

The least often, municipalities' residents were aware of the e-services related to the determination of the public order of providing trade and other services in market and public places (30%) and the control of following the rules of alcohol and tobacco advertising (29%).

E-services related to the opportunity to provide particular services to residents were more often known by respondents using the Internet at home, at work or in the public library, specialists and officers, schoolchildren and students. In fact, the information of schoolchildren and students about the e-services related to the provision of heating and drinking water, organization of the collection and cleaning the outflow and the determination of the public order of providing trade and other services in market and public places does not differ from other respondent groups of different socio-demographic characteristics.

² Are aware of the possibility to use the Internet for at least of the analyzed services

While analyzing the changes in awareness of the possibilities to provide particular services to residents, no major changes were recorded. Only the number of residents who were aware that they are able to receive information about the determination of the public order of providing trade and other services in market and public places and the issue of permissions diminished slightly.

Awareness of e-services related to the opportunity to provide particular services for residents

%, all respondents

■ Are aware

■ Are not aware



2010, n=2018

2009, n=2025

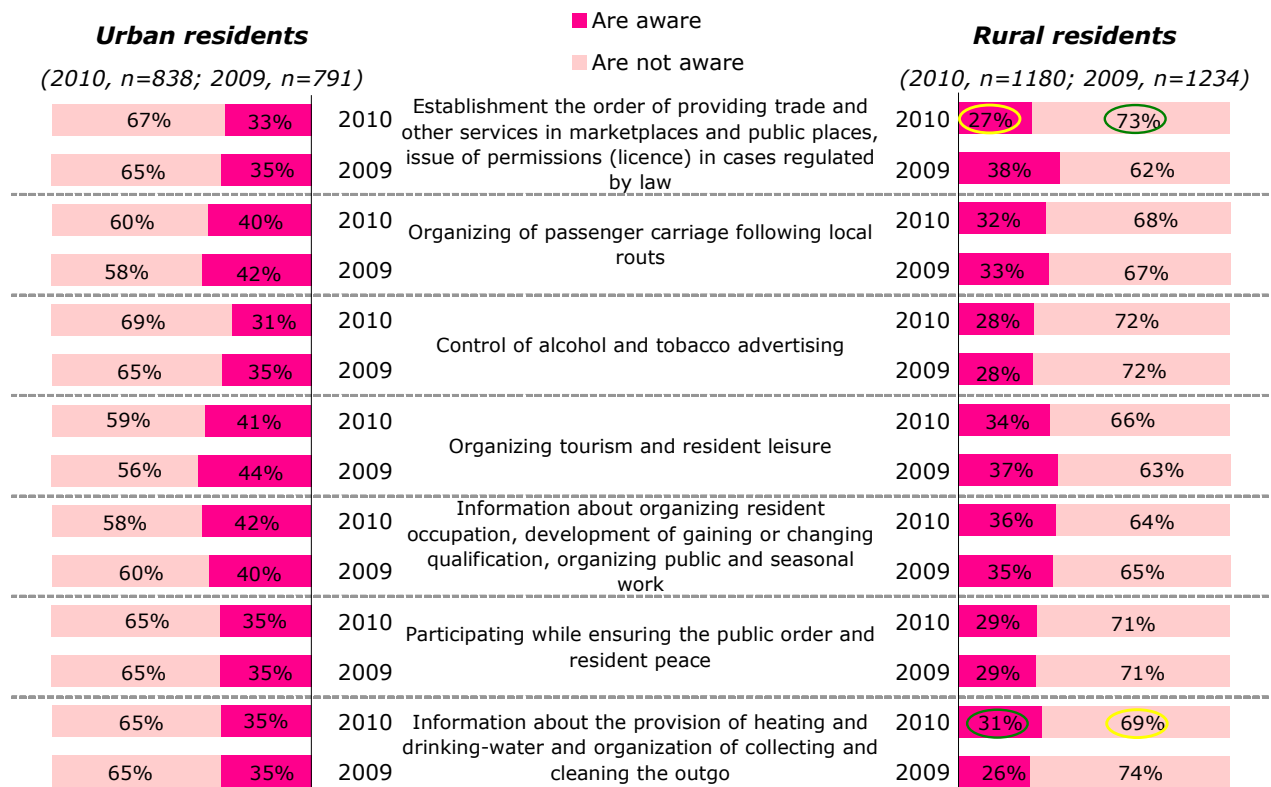
- Urban residents are aware of the e-services related to the possibilities to provide particular services to residents more often -

Urban residents are aware of all e-services related to the possibility to provide particular services to residents more often than the rural residents. The only exception is online services related to the control of alcohol and tobacco advertising.

In comparison to last year, e-services related to the provision of heating and drinking water and the collection and cleaning the outflow were known more often in rural areas during the current year. However, the awareness of e-services related to the determination of the public order of providing trade and other services in market and public places decreased. In urban areas, the awareness of the services mentioned above did not change.

Awareness of e-services related to the opportunity to provide particular services for residents

%, respondents of the target groups



- Less than one tenth of respondents use the e-services related to the possibility to provide particular services to residents -

During the last year, 9% of municipalities' residents used at least one e-service provided by the municipality. Another 5% claimed that their family members used the e-services mentioned above.

4% of respondents (each) used e-services related to the information of the residents' occupation, gaining or changing qualification, the organization of public or seasonal works or the organization of passenger carriage following the local routes.

3% of residents used the services related to the organization of residents' leisure and tourism.

2% of the surveyed (each) used the Internet for using the services related to the provision of heating and drinking water, the organization of the collection and cleaning outflow or looking for the information about ensuring public order and peace.

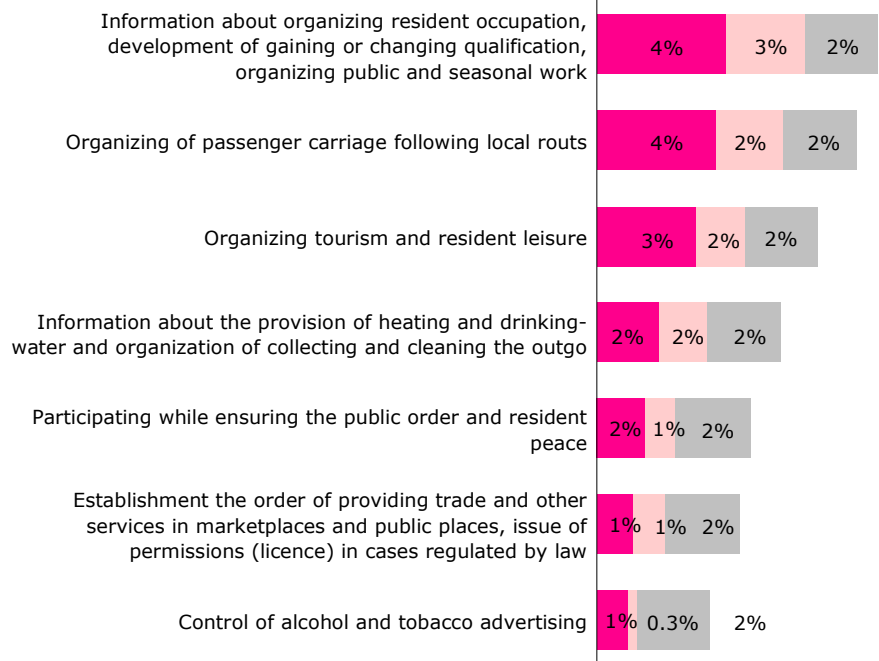
Residents use the e-services related to the determination of the public order of providing trade and other services in market and public places and to the control of alcohol and tobacco advertising the comparatively the least.

Analyzed e-services were used by people having Internet at home or at work, people using the Internet in public libraries, specialists, officers, schoolchildren and students more often. It is important to pay attention to the fact that the unemployed look for information about the residents' occupation, the organization of gaining or changing qualification or the organization of public and seasonal works online more often.

Use of particular services provided online by the municipality (during the last 12 months)

%, all respondents, n=2018

- I used it myself
- Members of the family used it
- The service is unavailable

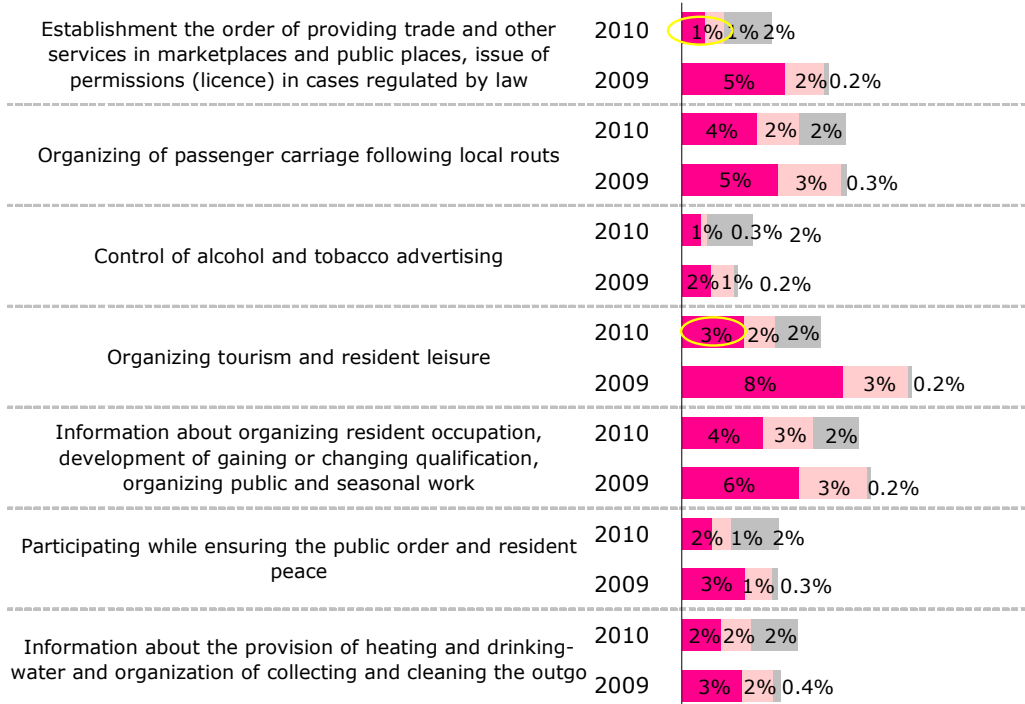


In comparison to the previous year, slightly less municipalities' residents used the services related to the determination of the public order of providing trade and other services in market and public places and to the organization of residents' leisure and tourism during the current year. The usage of other municipalities' e-services did not change substantially.

Use of particular services provided online by the municipality (during the last 12 months)

%, all respondents

- I used it myself
- Members of the family used it
- The service is unavailable



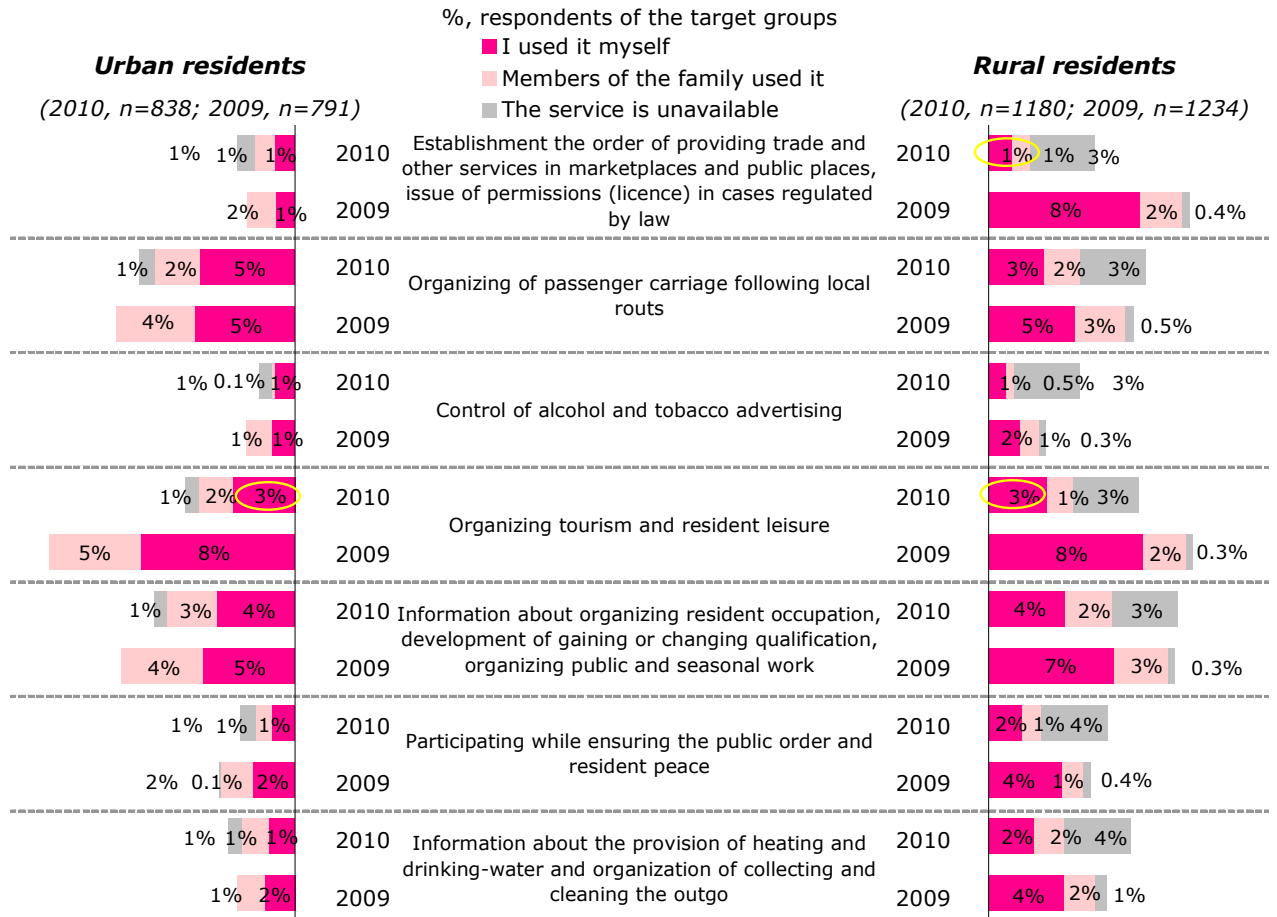
2010, n=2018

2009, n=2025

The usage of e-services related to the organization of residents' leisure and tourism decreased slightly in both urban and rural areas. Meanwhile, the share of residents using the e-services related to the determination of the public order of providing trade and other services in market and public places diminished in rural areas only.

The usage of other municipalities' e-services does not differ among the urban and rural residents.

Use of particular services provided online by the municipality (during the last 12 months)



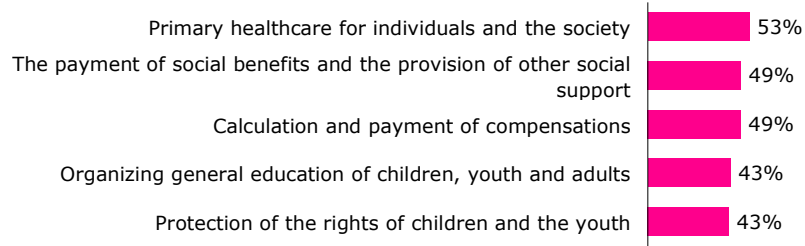
10.4. The Most Well-known and the Most Often Used E-services Provided by Municipalities

While analyzing all e-services provided by municipalities, it was recorded that e-services related to one's social condition were the most well-known. Municipalities' residents know the least about e-services related to dealing and administering one's wealth or property.

From all online services provided by municipalities, the most well known are the e-services related to healthcare, paying off social benefits or providing other support, calculating and paying off compensations, organizing general education and the protection of children and the youth.

Best known e-services provided by the municipality

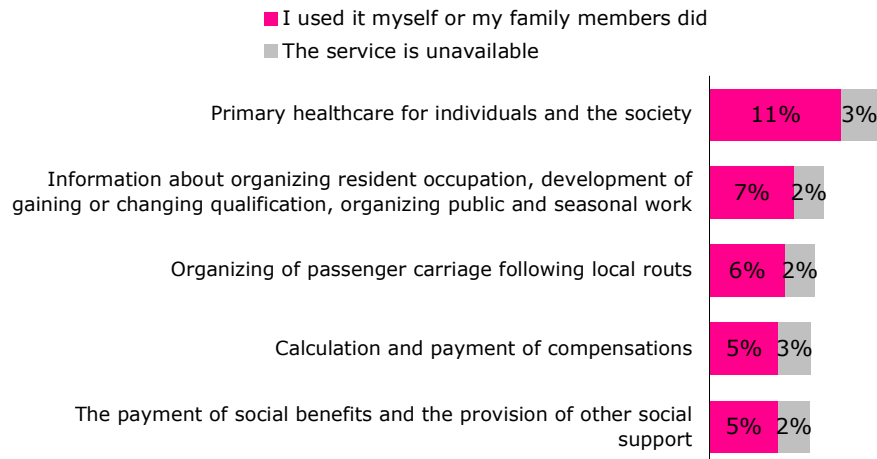
%, all respondents, n=2018



The most often, municipalities' residents use the e-services related to healthcare, information about the occupation of residents, the organization of gaining or changing qualification, the organization of seasonal work, passenger carriage following the local routes, the calculation and paying off the compensations and social benefits. Thus, among all e-services used the most often, there are not only the e-services related to one's social situation, but also the e-services related to the possibility to provide particular services to residents.

Most frequently used e-services provided by the municipality

%, all respondents, n=2018



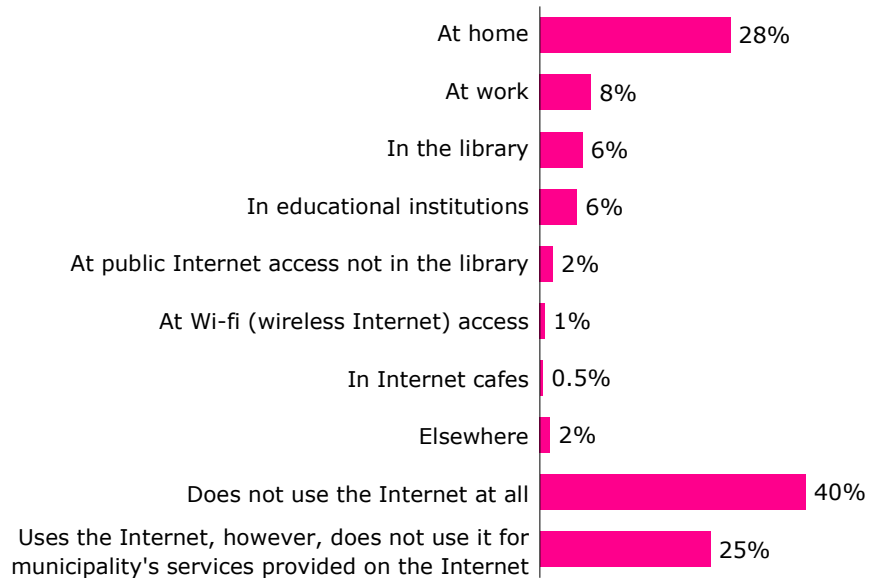
10.5. The Places of E-services Usage

- One fourth of residents who use the Internet do not use the e-services provided by municipalities -

The most often, municipalities' residents use the e-services at home (28%). 8% of respondents use these services at work, and 6% (each) in the library or at the educational institution. Not more than 2% of municipalities' residents (each) use the e-services at PIA points not in public libraries, Wi-Fi access points or Internet cafes. Another 2% of respondents claimed that they used the e-services in other places, e.g., at the job centre, in the bank, at relatives', friends' or acquaintances' or while using the Internet on the phone.

Places where the services provided online by the municipality are used

%, all respondents, n=2018



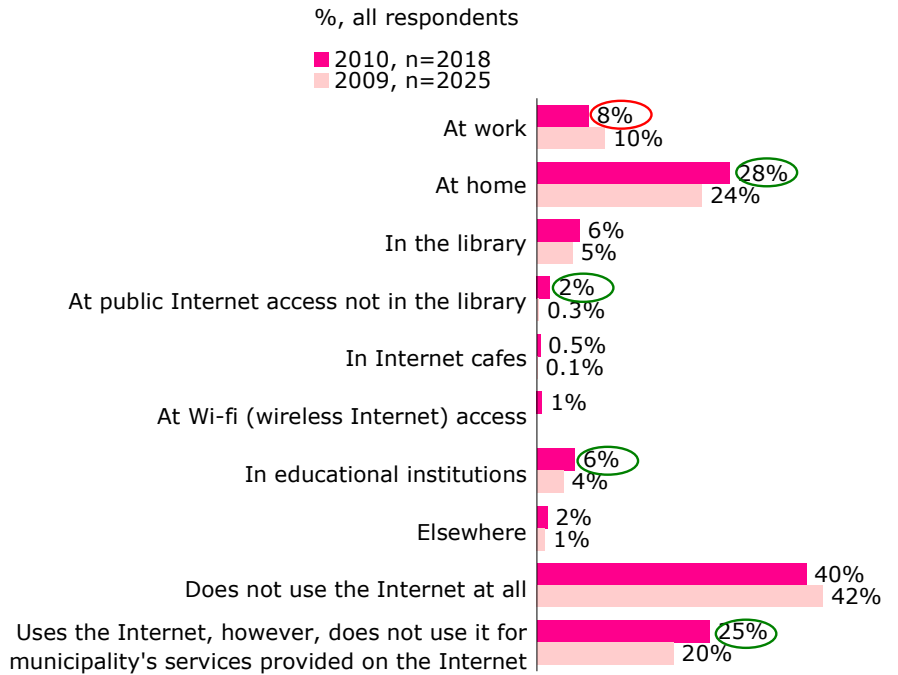
25% of the surveyed do not use other online services provided by municipalities, even though they use Internet.

While comparing the places of e-services' usage according different socio-demographic characteristics, the following differences were recorded:

- Specialists, officers and managers use the e-services at home or at work more often than other social groups
- Schoolchildren and students use the e-services in the library or at home more often
- Groups at social risk (the unemployed, the retired and the disabled) do not use the Internet at all in general.

During the last year, the number of municipalities' residents who use the e-services provided by municipalities at home, PIA not in the library and at educational institutions increased. The number of people using the Internet, but not using e-services increased as well. Moreover, in comparison to the previous year, the number of respondents who were able to use the Internet at work diminished, because of the increased unemployment.

Places where the services provided online by the municipality are used



- In urban areas, the number of residents who use e-services provided by municipalities in public libraries increased -

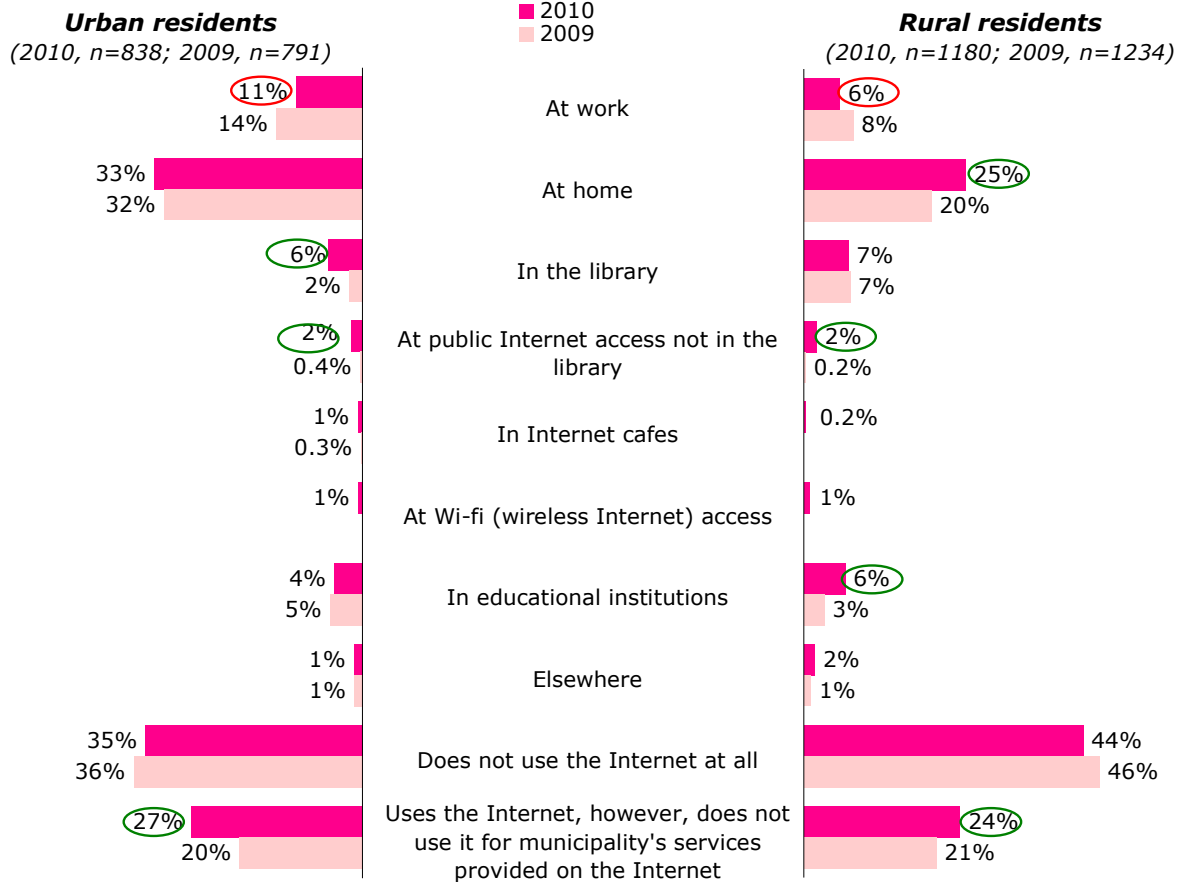
In urban areas, e-services provided by municipalities are used at home or at work more often than in rural areas. Meanwhile, rural residents use the Internet less often in general.

During the last year, the usage of e-services in the library and at other PIA access points grew in urban areas. During the last year, in rural areas, there were more residents using e-services at home, at educational institutions and PIA access points not in libraries.

During the last year, in both rural and urban areas, the number of residents having Internet access but not using the e-services increased. The usage of e-services at work diminished.

Places where the services provided online by the municipality are used

%, respondents of the target groups



11. Conclusions and Generalizations

The usage and evaluation of the services provided by municipalities

Residents use the environmental services provided by municipalities the most often. These services distinguish from others, because they are provided to users independently from the decision of the user. The services which are used by active and sensible users and require the decision of the user include culture, leisure and education services the most often. These services meet the needs of residents the best – they were evaluated the most positively. During the last year, the satisfaction with almost all services provided by the municipalities grew.

41% of municipalities' residents use the services of public libraries. From all the culture and leisure related services, residents (after evaluating the services) were the most satisfied with the services provided by public libraries. If residents were able to judge what funding to provide to culture and leisure services, public libraries would be allocated a quarter of the budget.

Communication with the Local Municipality

During the downturn, residents communicated with the local municipalities more actively. Not only the number of residents who appealed to municipalities increased, but the frequency of communication is becoming more and more intensive as well. Commonly, the local municipality is appealed at because of particular services. In almost all cases, the municipality is contacted personally and alternative means of contact (telephone, Internet, etc.) are unpopular.

Internet Usage

The vast majority of municipalities' residents are active Internet users. Meanwhile, more socially vulnerable resident groups (the retired, the unemployed and the disabled) have smaller possibilities to use the Internet. Library is one of the alternative Internet access points that can help these people. Currently, more than every fifth resident of the municipality uses the Internet in the library and the number of users of this service is growing.

E-services Provided by Municipalities

Only a small share of residents use the e-services provided by the municipalities. Approximately one tenth of residents visit the websites of municipalities or use e-services.

The most well known and the most often used e-services are those related to one's social information. E-services related to dealing and administering one's property or wealth are known the least often and they are used by the smallest share of residents.

Public libraries add to the general awareness and usage of the e-services provided by municipalities. People who use PIA in the library are aware of the e-services provided by municipalities more often and use them more often as well. Furthermore, during the last year, the number of residents who use the e-services of the municipalities in urban libraries.

Appendix I: Additional Graphs

Evaluation of Services

Graph 1

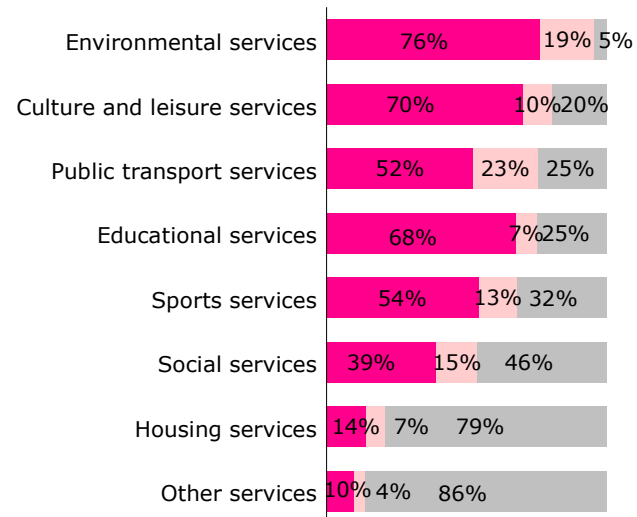
Satisfaction with the services provided by the municipality

%, all respondents, n=2018

■ Satisfied

■ Unsatisfied

■ Difficult to say



Graph 2

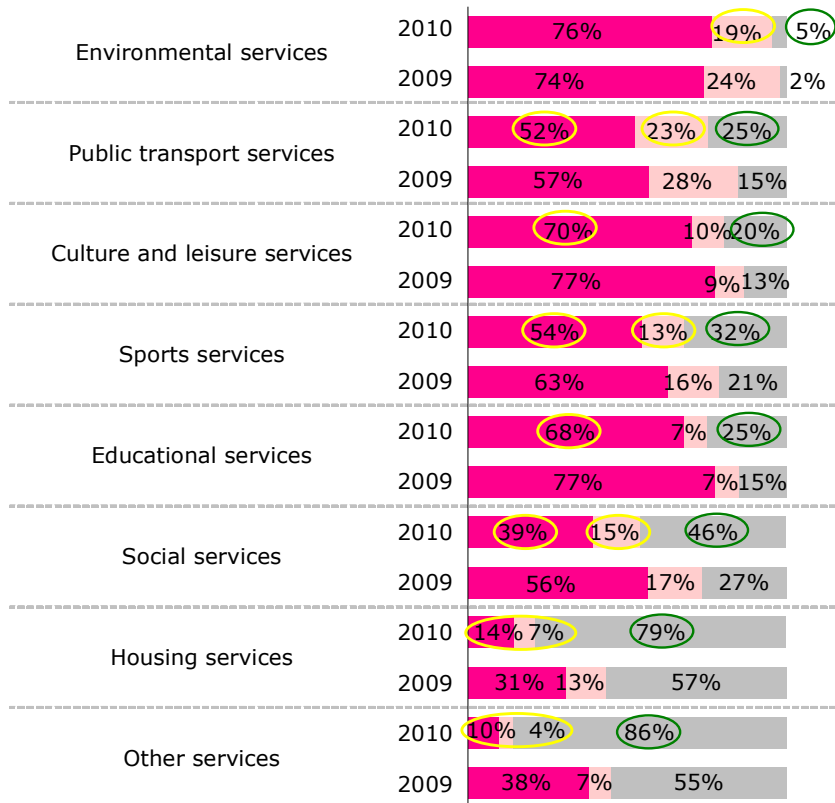
Satisfaction with the services provided by the municipality

%, all respondents

■ Satisfied

■ Unsatisfied

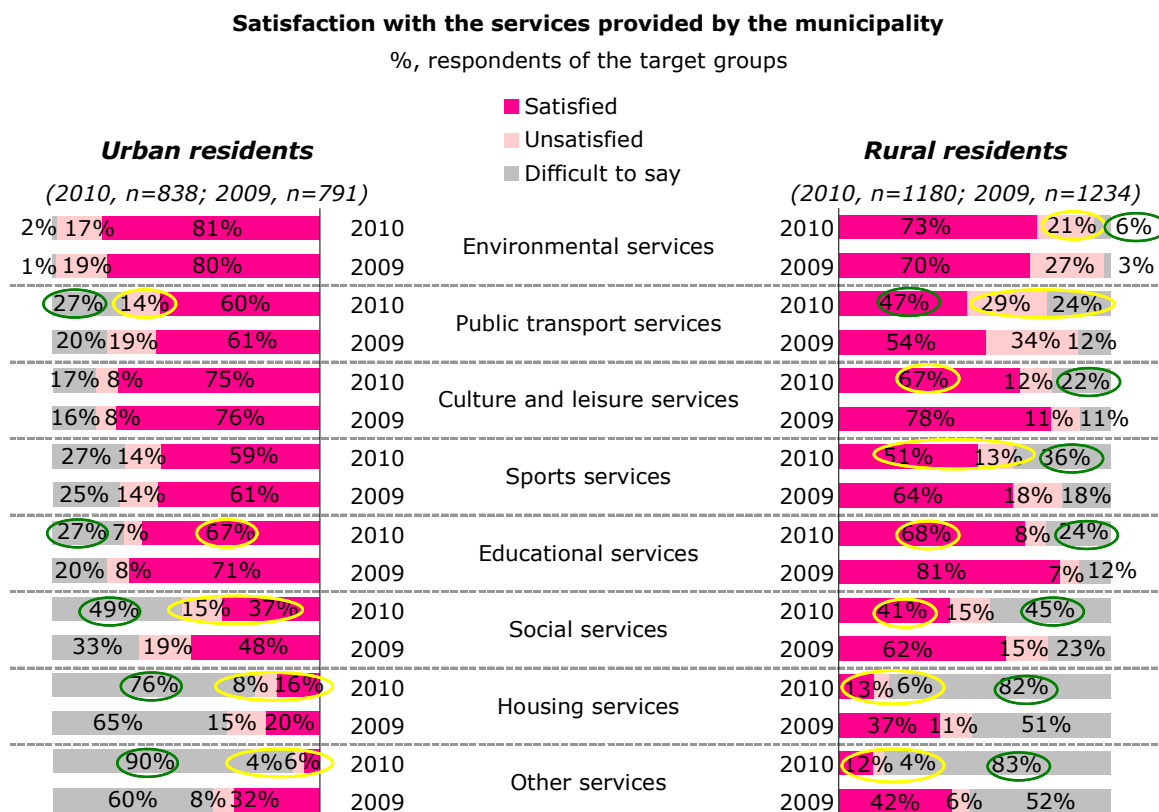
■ Difficult to say



2010, n=2018

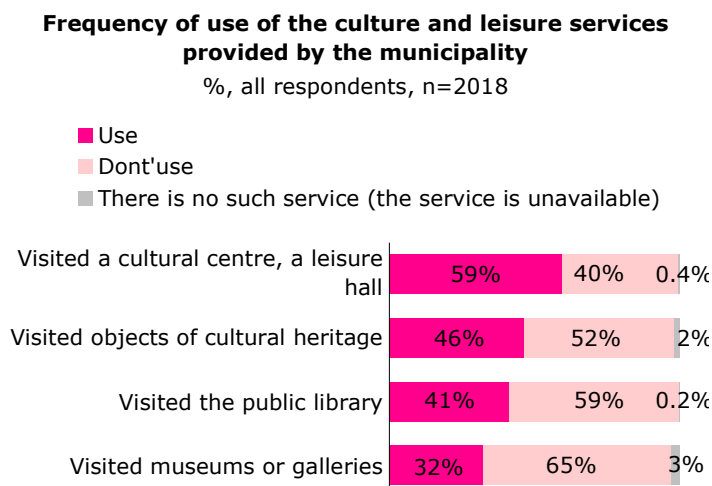
2009, n=2025

Graph 3



Using Culture and Leisure Services

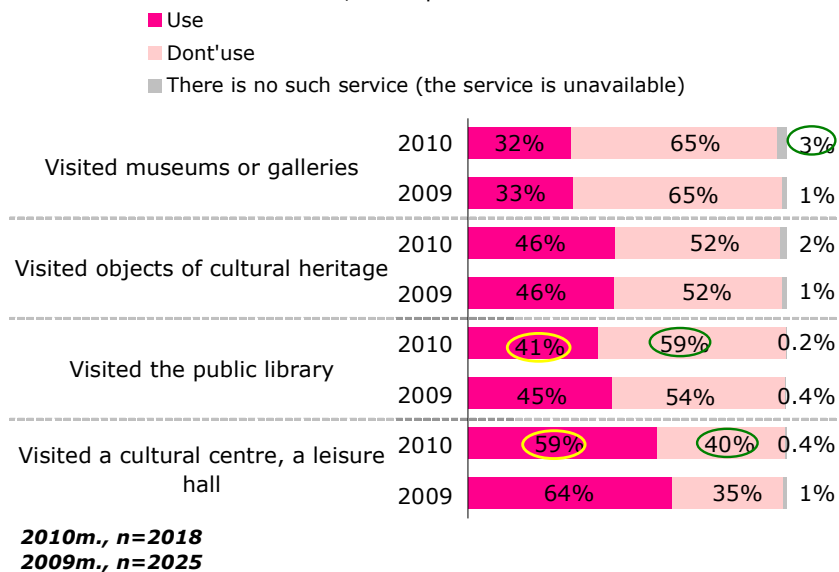
Graph 4



Graph 5

Frequency of use of the culture and leisure services provided by the municipality

%, all respondents



Graph 6

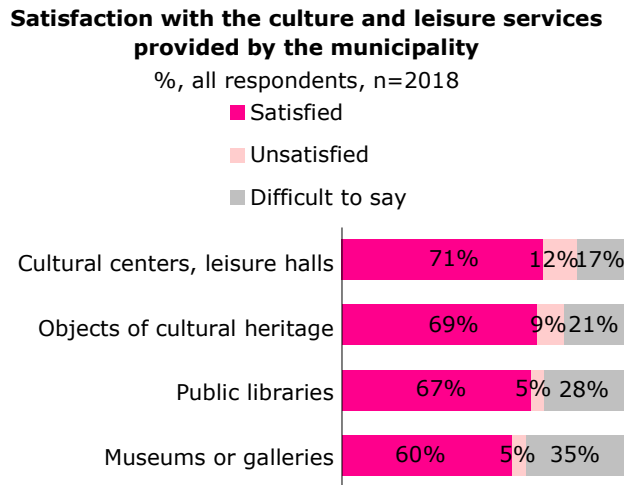
Frequency of use of the culture and leisure services provided by the municipality

%, respondents of the target groups

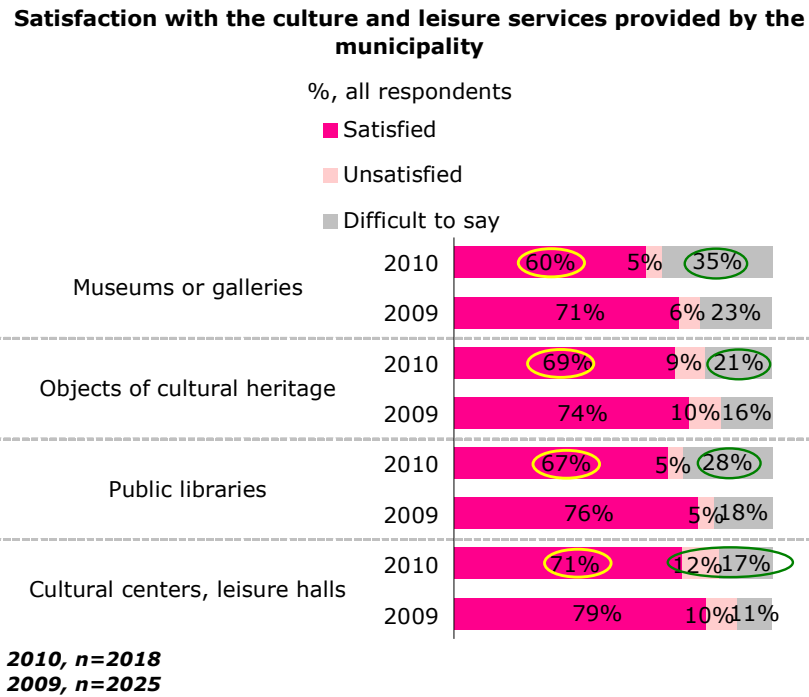


The Evaluation of Culture and Leisure Services

Graph 7



Graph 8



Graph 9

Satisfaction with the culture and leisure services provided by the municipality

%, respondents of the target groups



Internet Usage

Graph 10

Intensity of Internet use

%, respondents who use the computer connected to the Internet, n=1188

