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THE PROJECT “LIBRARIES FOR INNOVATION”

Survey of municipality residents of Lithuania

(Instrument 13)

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2011 m.

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ii. Summary

The survey (13 instrument) of residents of 5 regional municipalities of Lithuania (Kėdainiai, Kupiškis, Prienai, Ukmergė and Šilalė) is an integrate effect assessment part of the project “Libraries for Innovation“ which is implemented by the Ministry of Culture of the Republic of Lithuania, Martynas Mažvydas National Library of Lithuania and Bill and Melinda Gates Foundation.

Objectives and Tasks

The main objectives of the survey of residents of Lithuanian regional municipalities (13 instrument) – to examine an opinion of target municipality residents about services rendered by municipal and other public institutions, prevalence of internet and e-government services and assessments. The survey tasks are as follows:

- to analyze the popularity of services rendered by municipalities and the frequency of using such services;
- to examine satisfaction of residents with services rendered;
- to measure the general frequency and ways the residents contact municipal institutions;
- to examine the usage by residents of possibilities provided by e-government to use the services related to personal social situation, ownership and economic activity;
- analyze the prevalence of Internet and its usage for different objectives.

Survey Methodology

Target group: permanent residents of 15 – 74 y.o. of Kėdainiai, Kupiškis, Prienai, Ukmergė and Šilalė regional municipalities.

Research sample: entire research sample – 2000 respondents. Results (for an entire research) are analyzed at 95% reliability and +/- 2% statistical error. In accordance with specification of surveys there were 400 respondents formed in each of 5 municipalities (in a separate municipalities the results shall be analyzed with 95% reliability and +/- 4,9 % statistical error). The research was carried out by direct interview method using structured questionnaire.

Services Rendered by Municipality and Their Assessment

The Usage of Services Rendered by the Municipality

The municipalities survey results of the year 2011 reveal that the majority of residents use services rendered by the municipality. One of the most popular service of municipality – environment protection (environment maintenance) service (94%). Every second respondent mentioned that he/she uses public transport services (56%) as well as cultural and leisure time services (54%).

The comparison of survey results of the years 2009-2011 reveals that in the year 2011 the use of environment control services by municipal residents increased (from 88% in 2009 and 2010 year to 94% - in 2011 year), public transport (59% - 2009 year, 52% - 2010 year, 56% - 2011 year), sport services (34% - 2009 year, 24% - 2010 year, 33% - 2011 year).

According to the data of the year 2011, the environment protection (97% in town and 91% in village) and sport services (39% in town and in 28% village) were used more by urban residents and social assistance – more rural residents (27% in town and 35% in village).

Satisfaction with Services Rendered in Municipality

According to the survey data of the year 2011 of municipality residents opinion, the assessment of services rendered by municipality is rather favorable. The residents are satisfied the most with cultural and leisure time, sport, environment protection and education services. The municipality residents are the least satisfied with accommodation and social services. The 15-24 y.o. young people assessed public transport, sport and education services more favorably than other social groups. Assessment of services rendered in the rural and urban areas does not have any statistically significant difference.

Support for Services Rendered by Municipality

In a hypothetical situation of financing of municipalities services (the respondents were asked how they would allocate a budget of LTL 100 for services rendered by municipality), the respondents of surveyed municipalities would allocate the most funds to education (LTL 21,8), social assistance (LTL 19,3), environment protection service (LTL 13,9), cultural and leisure time (LTL 12,7), sport services (LTL 11,1), public transport services (LTL 11,0). The residents are the least ready to allocate to accommodation services (LTL 6,8).

In comparative time perspective, preferences of assistance to different services rendered by municipality remain equal with an exception of decreased willingness in the year 2011 to support culture (LTL 13,6 – year 2009, LTL 15 – year 2010 and LTL 12,7 – year 2011).

Allocation of assistance to areas overseen by municipality does not materially differ between the urban and rural residents. Urban residents would allocate more funds to education services and rural residents – to public transport services.

Cultural and Leisure Time Services Rendered by Municipality Institutions

Usage of Cultural and Leisure Time Services Rendered by Municipality

According to the data of the year 2011 of municipal residents opinion the respondents rather rarely use cultural and leisure time services. Library visiting is the highest one – 5% of respondents visit it at least once a week, and 12% - at least 1-2 times a month (comp. leisure time and culture centers which are in the second place by popularity are visited each week by 2% and at least 1-2 times a month – by 6% of respondents).

Popularity of culture and leisure time services rendered by municipality during the year 2009 – 2011 had hardly changed. The only observable (negative) change – decreased visiting of culture heritage objects (in the year 2009 – at least 2-3 times per half year the culture heritage objects were visited by 18% of respondents, in the year 2010 – 12% and in the year 2011 – 8% of respondents). The number of respondents who visited a library at least 2-3 times per half year increased (from 14 % in year 2009 to 20% in year 2011(12% in year 2010).

Public library services are equally important and relevant to rural and urban area residents. The urban residents are more active consumers of all range of leisure time and cultural services. Public library services are the area which is used equally actively by urban and rural respondents.

Satisfaction with Cultural and Leisure Time Services Rendered by Municipality

The residents of municipalities taking part in the survey of 2011 are satisfied with cultural and leisure time services rendered by municipalities. They are the most satisfied with the work of public libraries (77%) and cultural centers, leisure halls (76%).

Rural residents in comparison to urban residents assess more favorably public library services. In comparative period of the years 2009 – 2011, satisfaction with public library services increased (from 67% of satisfied residents and rather satisfied in year 2010 to 77% of satisfied and rather satisfied in year 2011). (In the year 2009, such residents were 76%)

Urban residents are more satisfied with services of museums or galleries, cultural centers and leisure time halls. More rural residents are satisfied with services rendered by public libraries (respectively 75% in town and 79% in village).

Support to Cultural and Leisure Time Services Rendered by Municipalities

In a hypothetical situation of financing of cultural and leisure time services rendered by municipalities (the respondents were asked to tell, how they would allocate a budget of LTL 100 for services rendered by municipality), more than one third (LTL 36,2) of funds would be allocated to culture centers and leisure halls, the residents would allocate more than one fourth of funds (LTL 28,4) to public libraries.

In the year 2011 a part of residents who would allocate more funds to public libraries and cultural centers as well as leisure halls increased (LTL 36,2 – year 2011 and LTL 32,7 – year 2010. In the year 2009 this amount was even higher – LTL 37,7).

Statistically significant differences between the answers of rural and urban residents allocating funds were not observed.

Contacts with Local Municipal Institutions

Frequency of Contacting the Local Municipality

According to the data of municipalities survey carried out in the year 2011 43 % of residents contacted local municipalities during the last 12 months.

In a comparative period of the years 2009 - 2011 the tendencies of contacting the local municipalities did not have any statistically significant changes.

The major part of rural residents contacted local municipal institutions in comparison to urban residents (according to data of 2011 urban residents contacted neither once 60% , rural – 53% of respondents).

Reasons for Contacting the Local Municipality

From persons who resolved the issues in municipality during the last years, each second resident (50%) the last time contacted municipality regarding a specific service. 29% of those contacting the municipality asked for assistance, advice or information.

In comparison to the years 2009-2010, in the year 2011 a number of residents who contacted the municipality the last time asking for assistance, advice or information increased (29% in - year 2011 and 22% in year 2010 (29% in the year 2009). At the same from 58% in the year 2009 to 50% in the year 2011 a number of residents decreased who contacted the local municipality regarding the specific service.

According to the survey data of 2011, the reasons of contacting the municipality by urban and rural residents differ. More than half rural residents (52%) contacted municipality regarding specific service (among urban residents such were 47%). Urban residents more than rural residents contacted asking an assistance, advice or information (32% in town and 27% in village).

Ways of Contacting the Local Municipality

The main communication channel with local municipality – a personal visit.

Survey results reveal that residents usually contact local municipality personally (92%). The second way of contacting it according to popularity – by phone, however during the last 12 months this way was used just by 6% of residents. Other ways to contact municipalities were used by single respondents.

In comparative time perspective in 2009-2011 the ways of communication with municipalities did not change.

The channels of communication with municipalities by rural and urban residents also are not different - the priority is given to personal communication.

Assessment of Service Quality

According to data of survey on municipality residents opinion of the year 2011, 58% of those contacting municipality personally by visiting it, assessed well, 30% of respondents – moderately.

The same as in assessment of service quality, the quality of services rendered by municipalities were assessed more favorably by rural residents than urban residents.

Attendance of Municipality Internet Websites

The residents of surveyed municipalities in the year 2011 are not the active visitors of websites of municipality and institutions subordinated to it. Those who generally visit websites of municipality internet, usually are visiting not one, but several websites of municipality. The majority of residents visit municipality internet website (18%). During the 6 months period little fewer respondents visited an internet website of public library (9%), an internet website of other municipality institution (6%), an internet website of museum or gallery (5%).

In a comparative period of the years 2009-2011, visiting of the municipality internet websites did not change.

The municipality internet website during the last half year was used more by urban residents (21% in town and 15% in village). The use of internet websites of other municipality institutions among urban and rural residents is equal.

The Usage of Municipality E-Democracy Services

During the latter 12 months at least one of municipality e-democracy services was used by 19% of residents: were interested in municipality internet website about shows, events to be carried out, read news, etc. (17%) also read legislation of municipality on the internet (8%).

Comparing the usage of municipality e-democracy services by urban and rural residents, it is observed that these services are more popular among urban residents (22%) than rural residents (16%). The better Internet penetration in urban areas has an influence on than and because an internet is used less in rural areas, respectively the popularity of mentioned internet websites is smaller.

Public E-Services

Summarizing the awareness of e-services, during the years 2009-2011, the awareness of different areas remained rather constant. The services related to a personal social situation are known the most (about 60% know about at least one service). In towns the awareness of all types of services on the average are higher.

The usage of e-services is rather low – reaches only 12-14 percent (use at least one service). During the years 2009-2011 the awareness almost did not change. The usage of services in town and in village is not different.

Awareness and Usage of E-Services Related to Personal Social Situation

According to data of municipality residents survey of the year 2011 57% of residents know about a possibility to receive services related to personal social information.

The respondents know the most about a possibility to receive over Internet the services related to primary personal and social health care (52%), payment of social benefits or provision of other assistance (40%), registration of civil status acts (39%), calculation and payment of compensations (38%).

Comparing the awareness in 2011 of e-services related to personal situation with survey results of the years 2009-2010, it is observed that awareness of most services decreased with an exception of civil acts registration and primary personal and social health care services the awareness of which remain unchanged.

Comparing the awareness of the services being analyzed among urban and rural residents, it is observed that in the year 2011 the differences between town and city became even, *i.e.* the same part of urban and rural residents know about respective e-services related to personal situation.

The residents use rarely the Internet services related to personal social situation. 12% of municipality residents used themselves at least one of e-services being analyzed and 15% indicated that e-services are used by their family members.

Awareness and Usage of E-Services Related to Management of Personal Assets / Property

E-services related to management of personal assets or property are known less than e-services related to personal social information. 39 % of municipality residents know at least one of e-service related to management of personal assets or property.

Almost one third of residents (30%) know that in he/she can use Internet in his/her regional municipality for services of construction use maintenance, receive permits for construction works according to competence, 28% know about

the services of environment improvement and protection as well as management, use and control by the trust right of state land and other state property.

Comparing results of the years 2009 and 2011, it is seen that general awareness of services related to management of personal assets and property, administration decreased continuously (39% - in year 2011, 44% in year 2010, 42% in year 2009).

Analyzing awareness of Internet services related to personal assets or property management, there are no statistically significant differences between rural and urban residents.

During the recent years 4% of municipality residents used the services related to management of personal assets or property (used at least one of the services being analyzed) in comparison to the year 2010 the use level remains the same (4%) and it is significantly decreased in comparison to the year 2009 (7%). In the year 2011 another 6% of respondents indicated that their family members use these services.

Awareness and Usage of E-Services Related to a Possibility to Provide Certain Services

44% of residents of municipalities know about Internet resources related to possibility to render certain services. The residents of municipalities know better about e-services related to information about residents' occupation, training, retraining or organization of public or seasonal works (35%) and establishment of service provision procedures in market places and public places (33%).

Analyzing the change of awareness of e-services in the years 2009-2011 related to a possibility to provide certain services to residents, the substantive differences are not observed.

Urban and rural residents know equally about all e-services related to possibility to render particular services to the residents with an exception of services related to organization of transportation of passengers via local routes (in town – 34%, in village – 29%), alcohol and tobacco advertisement control (in town - 30%, in village - 26%) and participation in guaranteeing public order and peace of residents (in town - 34%, in village - 28%) - the urban residents are better informed about such services than rural residents.

Places of Usage of E-Services

Usually the residents of municipalities use e-services at home (35%). 10% of respondents use services rendered by municipality over the Internet in a workplace, 6% - in library, 5% - in educational institution. No more than 1% of residents of each municipality use e-services at public Internet access points other than in the library, Internet cafes or Wi-fi access points. 28% of interviewees even though use Internet, however do not use the services rendered by municipality over the Internet.

Comparing the survey data of the latter three years (2009-2011 years) it is observed that a number of home users of services rendered by municipality over the Internet continuously increase (in year 2009 – 24%, in year 2010 – 28% and in year 2011 – 35%). A part of those using such services at work place returned to the situation of the year 2009 (10%) after a drop-off in the year 2010.

Comparing peculiarities of use by rural and urban residents of e-services rendered by municipality, both groups use all the channels almost equally with an exception of wi-fi (wireless Internet) access points which were mentioned more by urban residents (in town – 1%, in village – 0,3%) and library – the latter was mentioned more often by rural residents (in town – 4%, in village – 8%). The bigger number of urban residents (36%) indicated that use Internet, however does not use Internet for services rendered by municipality (in village – 23%).

Internet Usage

Internet Penetration

According to data of municipalities' survey of the year 2011, two out of three residents of municipalities may use Internet at home. 15% of respondents have Internet access at workplace. 38% of residents of municipalities who participated in survey do have a possibility to use Internet neither at home nor at workplace.

The possibilities of Internet usage by public groups experiencing social exclusion (disabled, retired and unemployed) are the most limited; usually they have a possibility to use Internet neither at home nor at workplace.

Internet Usage Places

Among residents of municipalities the most popular is to use Internet at home. More than half interviewed respondents (57%) use Internet here. Somewhat more than one tenth of interviewees use Internet at workplace (14%), each tenth use in educational institution (10%) and library (10%). The least Internet is used at public Internet access points other than library (1%), WiFi access points (1%) and Internet cafes (1%). 3% of respondents indicated that they use Internet in other places (at their friends, neighbors, relatives, labor exchange. 37% of residents of municipalities generally do not use Internet.

During the latter years a part of Internet users increased and such increase happens at account of those using Internet at home (in year 2009 – 46%, in year 2011 – 57%). The proportion of those using Internet also in educational institutions did not change.

There is an analogous situation when talking about the main Internet usage place – a considerable growth of Internet usage at home (in year 2009 – 42%, in 2011—53%).

Comparing the places of Internet usage in village and town, it is observed that public internet access point in library is more popular among rural residents (in town – 8%, in village – 12%). In its turn it is more common in town to use Internet at workplace (in town – 18%, village – 11%), at home (in town - 66%, village - 51%) or wi-fi (wireless Internet) access points (in town - 2%, in village – 0,3%). However, in village the major part of those who do not use internet at all remains in village than in town (in town – 29%, in village – 43%).

Intensity of Internet Usage

Two thirds (68%) of Internet using municipalities' residents use Internet each day. Another 19% of interviewees indicated that they use Internet several times a week. 9% of respondents use Internet once a week or more rarely.

In latter years the number of active Internet users increased (in year 2009 – 63%, in year 2011 – 68%) and the number of passive internet users decreased (in year 2009 – 15%, in year 2011 – 9%). Analysis of rural and urban residents reveals that a part of active Internet users increased more distinctly in village (in year 2010 – 56% , in year 2011 – 56% (in 2009 – 61%) than in town (in year 2009 – 67%, in year 2011 - 70%).

1. Research Presentation

1.1 Survey of Residents of Lithuanian Regional Municipalities

The survey of residents of 5 regional municipalities of Lithuania (Kėdainiai, Kupiškis, Prienai, Ukmergė and Šilalė) is an integrate effect assessment part of the project “Libraries for Innovation“ which is implemented by the Ministry of Culture of the Republic of Lithuania, Martynas Mažvydas National Library of Lithuania and Bill and Melinda Gates Foundation.

1.1.1 Objectives and Tasks

The main objectives of the survey of residents of Lithuanian regional municipalities (13 instrument) – to examine an opinion of target municipality residents about services rendered by municipal and other public institutions, prevalence of internet and e-government services and assessments:

- to analyze the popularity of services rendered by municipalities and the frequency of using such services;
- to examine satisfaction of residents with services rendered;
- to measure the general frequency and ways the residents contact municipal institutions;
- to examine the usage by residents of possibilities provided by e-government to use the services related to personal social situation, ownership and economic activity;
- analyze the prevalence of Internet and its usage for different objectives.

1.1.2 Effect Measurement Indices

The Indices Measures by the Survey of Residents of Lithuanian Regional Municipalities

3. Improved information technologies usage skills of public libraries visitors
3B. Changed usage practice of public Internet access point
4. Improved access for specific groups, hardly accessible social groups:
4A. Percentage of users who do not have an alternative Internet access point

1.1.3. Research Methodology

Target group

Permanent residents of 15 – 74 y.o. of Kėdainiai, Kupiškis, Prienai, Ukmergė and Šilalė regional municipalities.

Research Sample

Entire research sample – 2000 respondents. Results (for an entire sample) shall be analyzed with 95% reliability and +/- 2% statistical error. In accordance with research specification a sample shall be formed in 5 municipalities 400 respondents in each in each (in a separate municipalities the results shall be analyzed with 95% reliability and +/- 4,9 % statistical error).

Sampling

In each of 5 municipalities of research the respondents shall be selected through multistage probability random sampling.

- Place sampling – the places are selected maintaining proportions of number of Lithuanian residents in rural areas and towns following data of the Department of Statistics of the Republic of Lithuania.
- Sampling of house and apartment - in the place a sampling point is selected (address for instance 3 Draugystės Str.) or several points. The number of points is established in accordance with the number of respondents anticipated to be interviewed in that place by dividing it by 20. The survey is commenced in a selection point. In each selection point in a block of multi-apartment houses, the interviewers visit each house and select therein each 3rd apartment. In a block of private houses, the interviewers select each 2nd house. At the end of even/uneven street side, the

interviewer returns by opposite side of the same street. After street end an interviewer proceeds to a crossing street. In rural area the interviewer selects a starting point, for instance a bus stop, school and visits each 2nd house, if there is no house numbering, calculation is done physically. The interviewers fill a route list in order to be able to verify the correctness of observing a route and step.

- The selection of respondent in an apartment/house takes place according to research target group criteria – that is a person of 15-74 years old. In case there are several of suchlike in a household, the selection is subject to the next birthday rule. In a selected household, one respondent is selected and interviewed. If in case during a visit nobody opens the door or is not available at home, or there is no responded selected according to sampling criteria, the interviewer returns the second time, if again the respondent is not available at home – on the other day the interviewer returns the third time (if still there are unfilled questionnaires). If after returning to an apartment wherein no respondent was present, he refuses to participate, further one goes according to the step. If selected respondent refuses to participate in the survey, one goes to following house / apartment. After interviewing a respondent, a telephone sheet is to be filled wherein a respondent presents his/her name and telephone number.

Data Collection Method

Direct interview at home of a respondent using in advance coordinated questionnaire which will be filled by a professional interviewer.

Field Work Report

Interview	2023
Not available	191
Refused participation	875
Failed meeting criteria	333
Performance date	2011 02 10 - 02 21

Quality Control

“RAIT“ UAB research is carried out observing ESOMAR requirements.

Work control is carried out in all stages of research course:

- during data collection time at least 10% of interviews are verified;
- data entry (survey was carried out using programmed questionnaire assuring 100% of entry control);
- data coding (100%) coding and routing control.

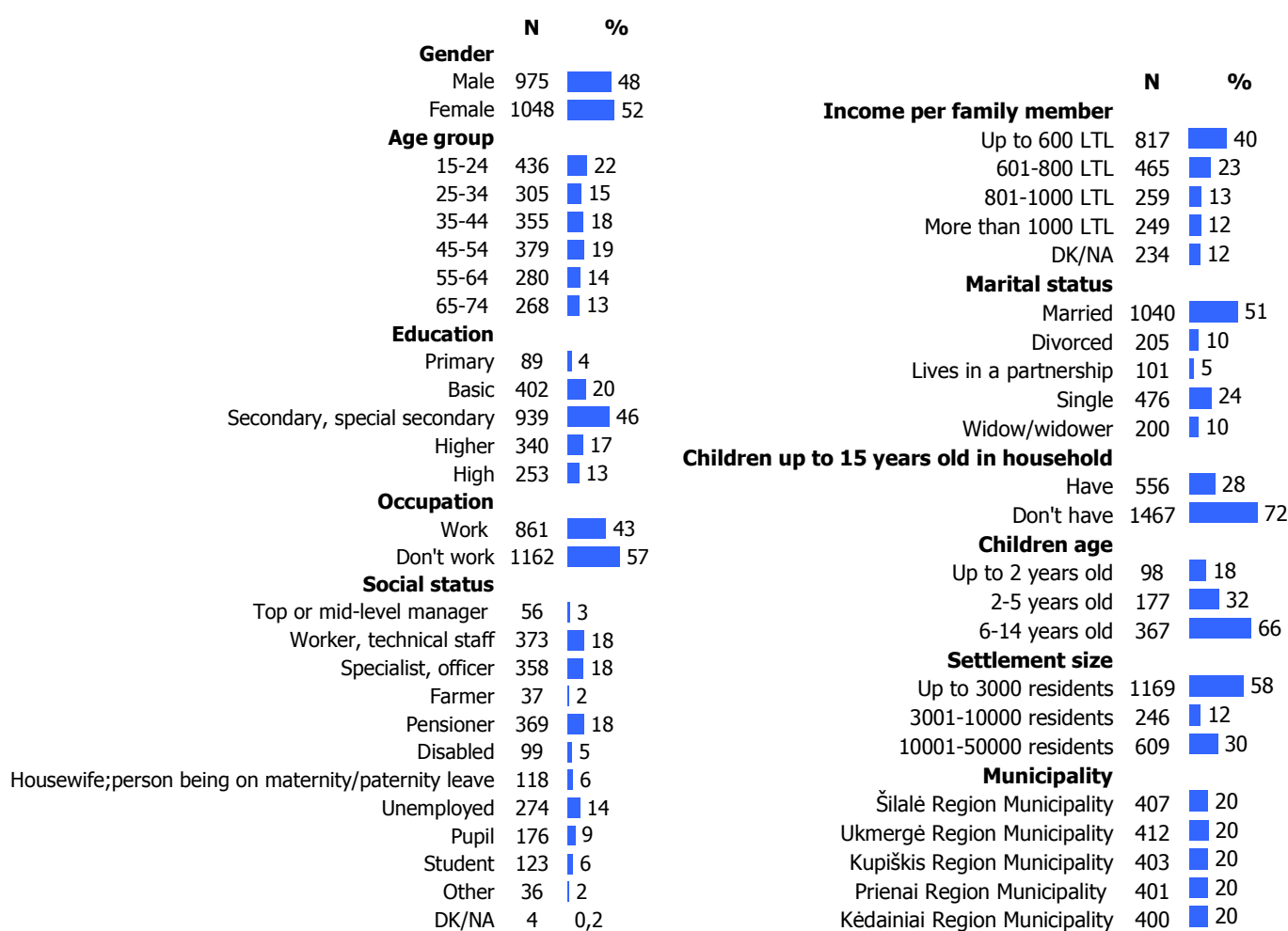
1.2 Methodological Notes

The results of research of the year 2011 of opinion of residents of Lithuanian regional municipalities were examined by the following layers:

- the results of municipality residents' research of the year 2007 are compared to analogous survey results of the year 2009 and 2010;
- Dispersion of statistically significant responses in demographic groups. The statistical analysis methods applied to reveal relations among variables and to determine statistically significant differences: T-test, Chi quadrate criteria. Only statistically significant group differences are distinguished in the report.

1.3. Demographic Characteristics of Interviewees

1 Graph. Demographic characteristics of residents of Lithuanian regional municipalities



During the research of municipality residents of the year 2011, the residents of 5 municipalities (Kėdainiai, Kupiškis, Prienai, Ukmergė and Šilalė) were interviewed.

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

22% of 15-24 y.o., 15% of 25-34 y.o., 18% of 35-44 y.o., 19% of 45-54 y.o., 14% of 55-64 y.o. and 13% of 65-74 y.o. participated in the survey. Almost each second (46%) respondent who participated in the survey has secondary or special secondary education. 4% has primary education and each fifth (20%) general education. 17% of respondents have higher education. 13% of respondents indicated that they have the highest education. Currently more than half (57%) of respondents are unemployed. Retired people constitute the major part of unemployed residents of municipalities.

An average monthly income of one family member of 40% of respondents reaches up to LTL 600. Income of 23% of municipalities' residents reaches LTL 601-800 per month for one person. 13% of respondents have income of one family member of LTL 801-1000. 12% of interviewees have an income of more than LTL 1000 per month for one family member.

2. Services Rendered by Municipality and Their Assessments

In this chapter the usage of services rendered by municipality institutions will be analyzed as well as an assessment of their quality and needs of residents.

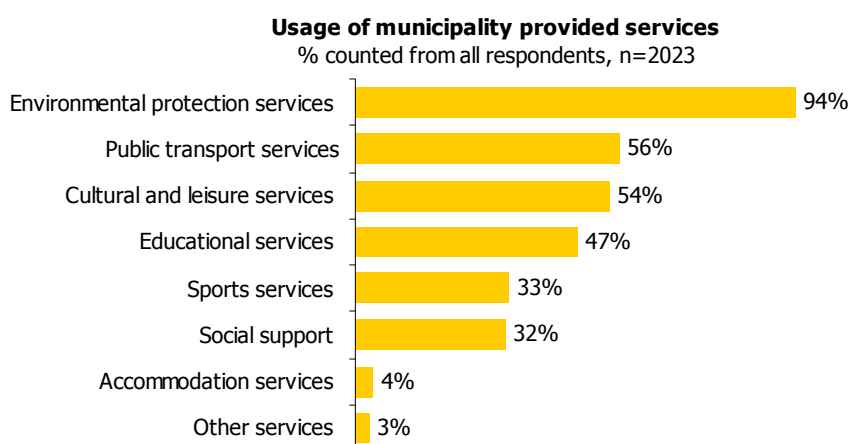
- ✿ Generally urban residents use environment protection and sport services and rural residents - social assistance.
- ✿ The residents are the most satisfied with cultural and leisure time, sport, environment protection and education services. The residents of municipalities are the least satisfied with accommodation and social services.
- ✿ According to opinion of residents of municipalities, more funding would need to be allocated to education, social assistance, environment protection services, culture and leisure time, sport services and public transport services. Urban residents would allocate more funds to education services and rural residents – to public transport services.

2.1 The Usage of Services Rendered by Municipality

The results of municipalities' research of the year 2011 indicate that majority of residents use services rendered by municipality. One of the most popular services of municipality – environment protection (environment maintenance) services (94%). Each second interviewee mentioned the using of public transport services (56%) and cultural and leisure time services (54%). Educational services (47%) are not less relevant for residents.

The smaller percentage of survey participants indicated, that use sport services (33%) and social assistance (32%). Accommodation services (4%) were used by the smallest part of residents. (2 graph)

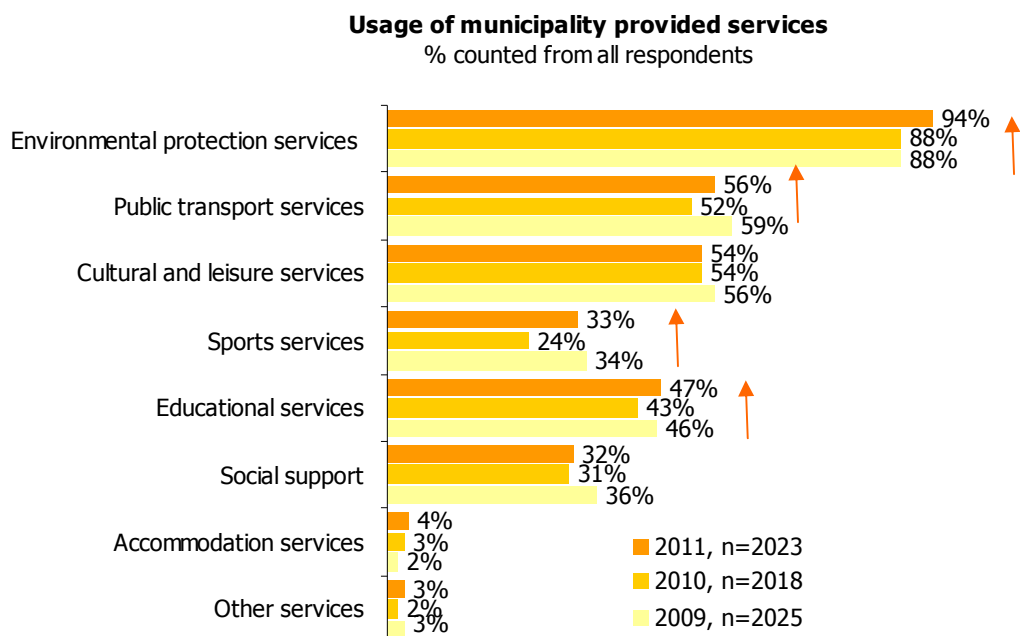
2 Graph. 2.1 The Usage of Services Rendered by Municipality



Comparison of survey results of the years 2009-2011 reveals that in the year 2011 the usage of

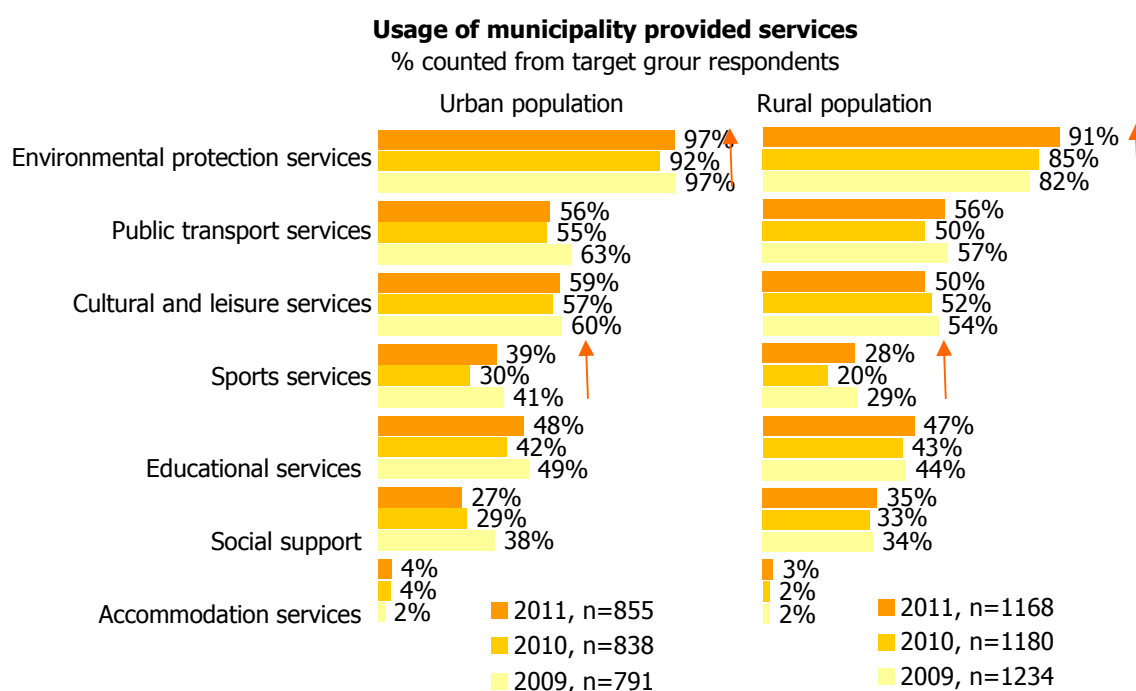
environment protection services increased (from 88% in 2009 and 2010 year to 94% - in year 2011), public transport (59% - in 2009, 52% - in year 2010, 56% - in year 2011), sport services (34% - in 2009, 24% - in year 2010, 33% - in year 2011). The usage of other services does not change significantly. (3 graph)

3 Graph. The Usage of Services Rendered by Municipality *Comparison of the years 2009-2011*



According to data of research of the year 2011, environment protection (97% in town and 91% in village) and sport (39% in town and 28% in village) services are used more by urban residents and social assistance - more by rural residents (27% in town and 35% in village). (4 graph)

4 Graph. The Usage of Services Rendered by Municipality *Comparison of village and town*



Public sector services are statistics significantly used by women, 15-24 y.o. persons, respondents who have general education as well as by residents the income of whose reach LTL 800 per one family member per month.

The usage of cultural services is more prevalent among women, 15-24 y.o. youth, persons with higher or the highest education and urban residents.

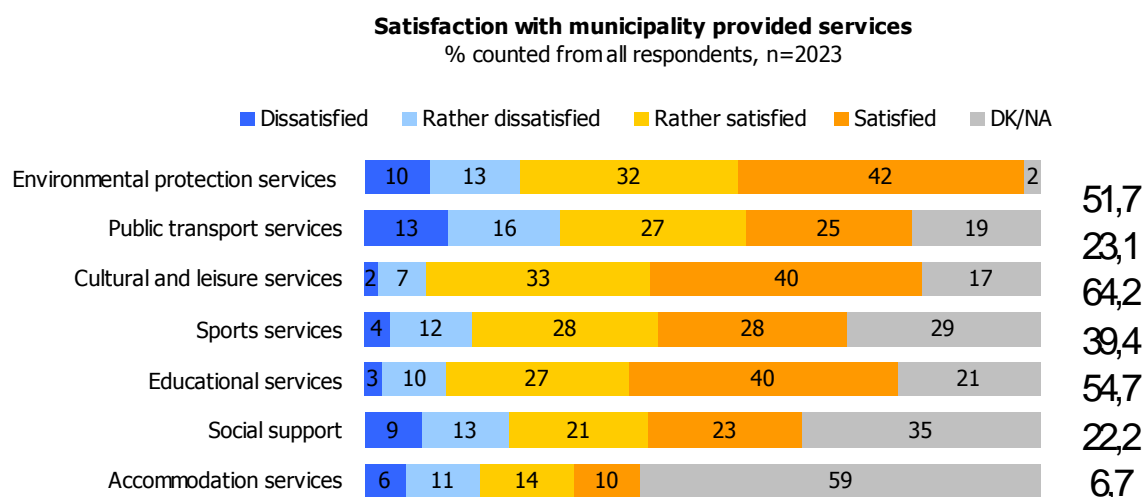
Social assistance is used more actively by women, 15-24 y.o. persons, respondents with primary, general, secondary education and persons the income of whose reach up to LTL 600 per one family member a month, residents of rural areas.

Sport and educational services are more popular among (15-24 y.o.) youth.

2.2 Satisfaction With the Services Rendered by Municipalities

According to municipal population survey data of 2011, municipal services were assessed quite positively. People are most satisfied with cultural and leisure, sports, environmental protection and education services. People are least satisfied with housing and social services.¹ 15-24 y. o. gave more favorable assessment to public transport, sports and education services than other social groups. (Graph 5)

Graph 5. Assessment of the services rendered by municipalities

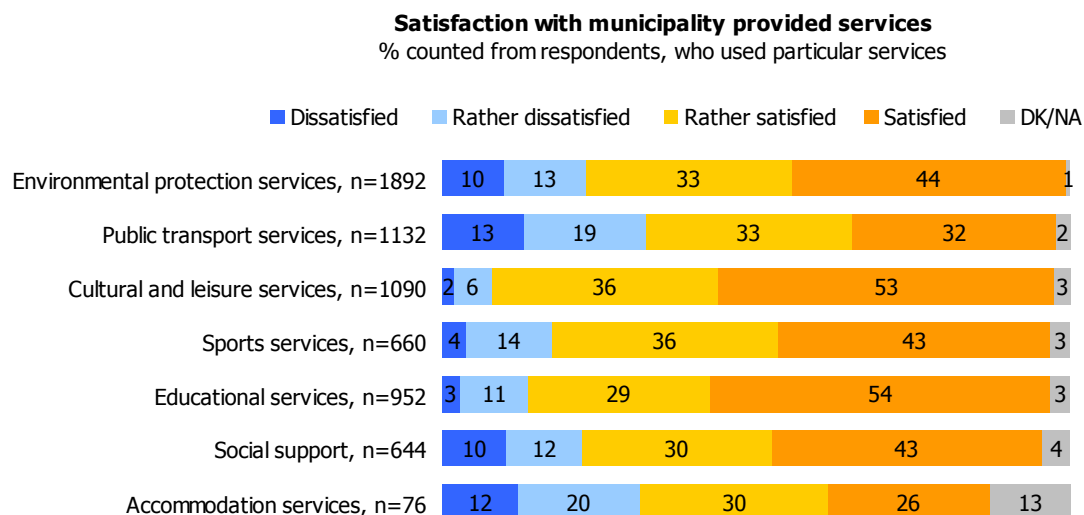


Note: difference is calculated by subtracting negative assessments from positive ones.

Analysis of the responses of those who use municipal services demonstrates similar trends – cultural, sports and education services are assessed more positively. (Graph 6)

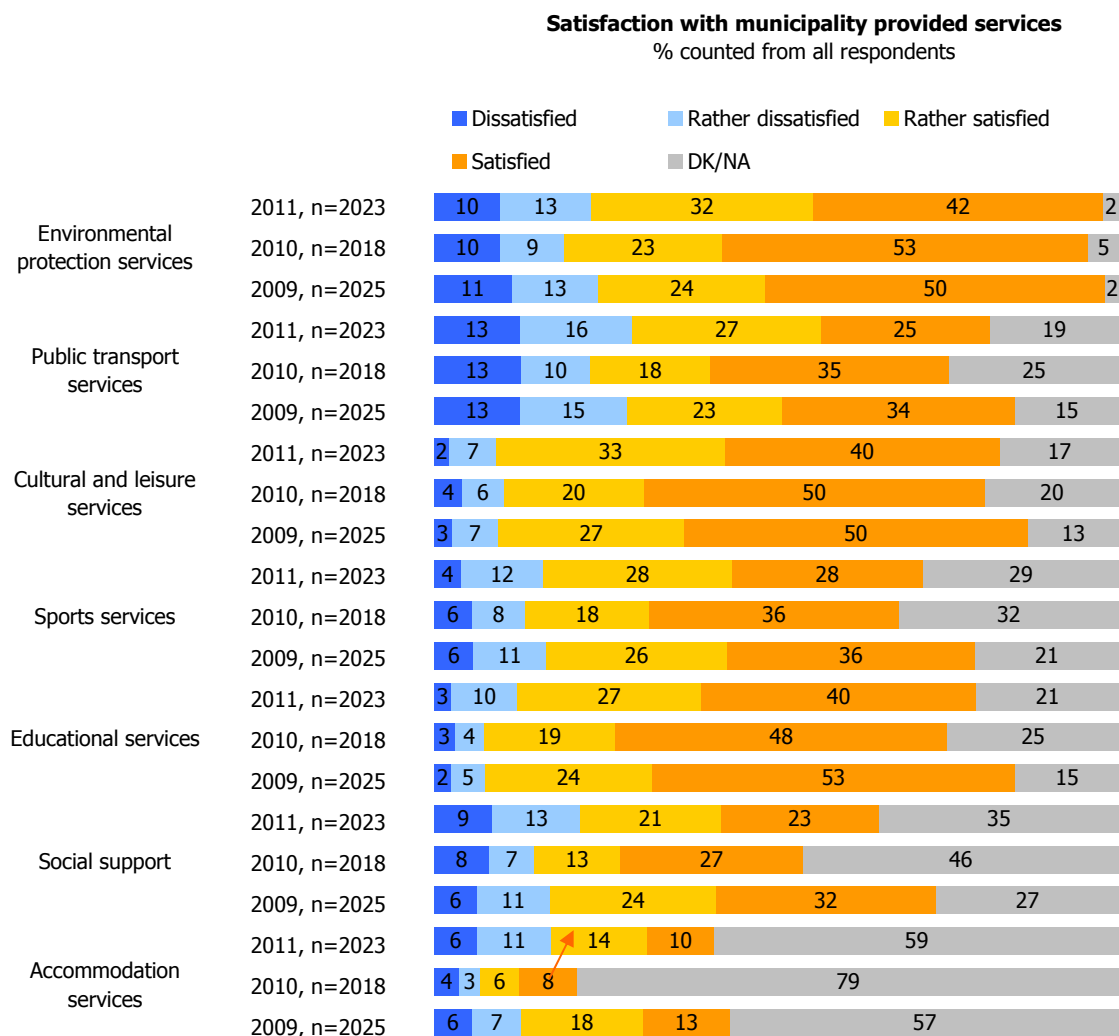
¹ Evaluation reflects responses of ALL respondents, irrespective of whether they use services or not.

Graph 6. Assessment of the services rendered by municipalities, with relation to people using particular services



As to the changes during 2009-2011, assessment of municipal services is basically unchanged. (Graph 7)

Graph 7. Assessment of the services rendered by municipalities. Comparison of years 2009-2011

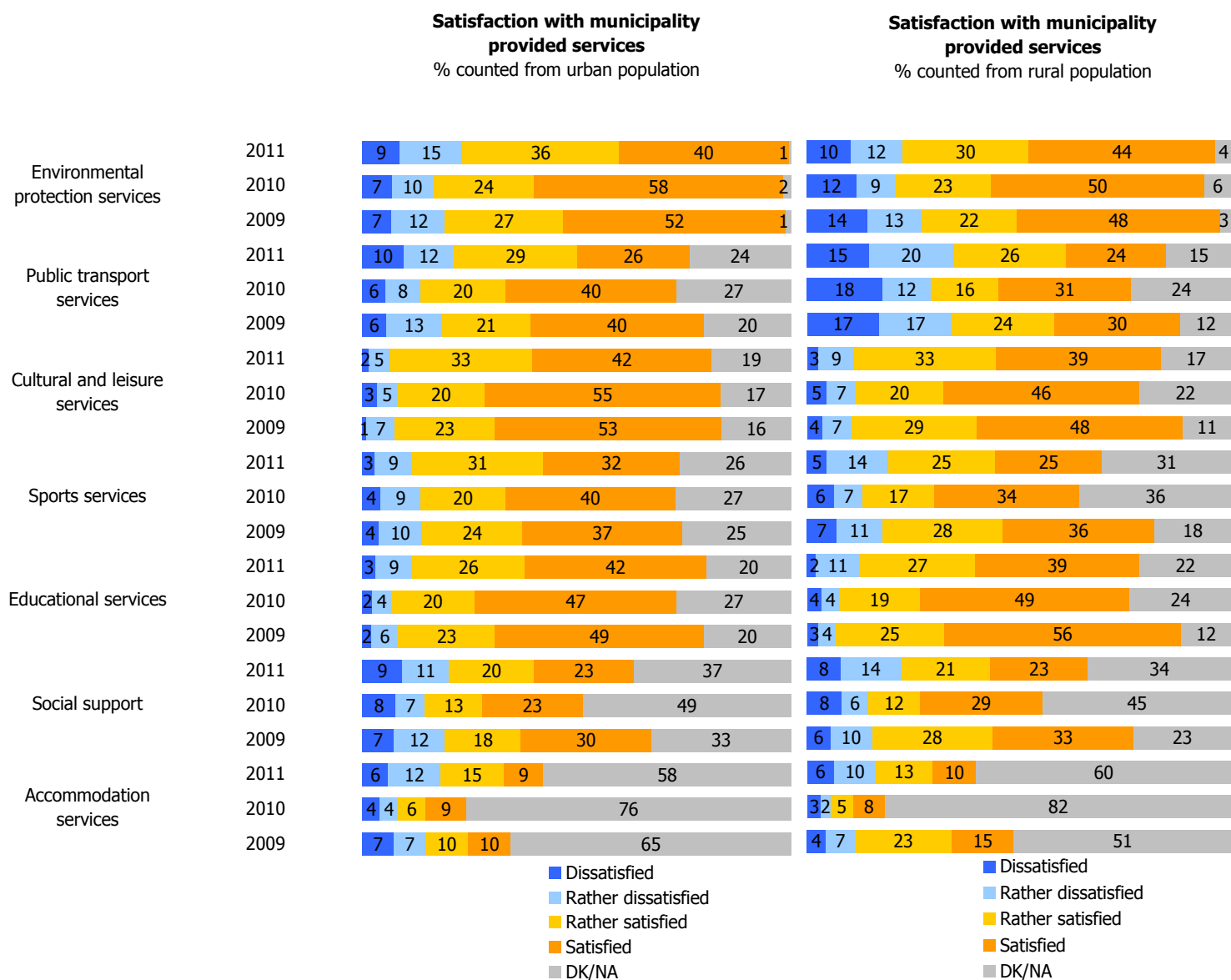


In rural and urban areas, assessment of the municipal services remains statistically similar. (Graph 8)

Graph 8. Assessment of the services rendered by municipalities. Comparison of rural and urban areas

2011, n=885
2010, n=838
2009, n=791

2011, n=1186
2010, n=1180
2009, n=1234



2.3 Support for the Municipal Services

In a hypothetical situation of the financing of municipal services (respondents were asked to allocate the budget of 100 litas to municipal services), residents of surveyed municipalities allocated most money to education (LTL 21,8), social assistance (LTL 19,3), environmental protection services (LTL 13,9), cultural and leisure (LTL 12,7), sports services (LTL 11,1), public transport services (LTL 11,0). Residents tend to allocate least money to housing services (LTL 6,8). (Graph 9)

65-74 y.o., rural residents, and people of the retirement age would allocate more money to environmental protection.

Public transport services would receive more money from the 65-74 y.o., people of the retirement age, village residents and the unemployed.

Women, people with the highest purchasing power (more than LTL 1000 per one family member per month) and specialists would allocate most money to cultural and leisure time services.

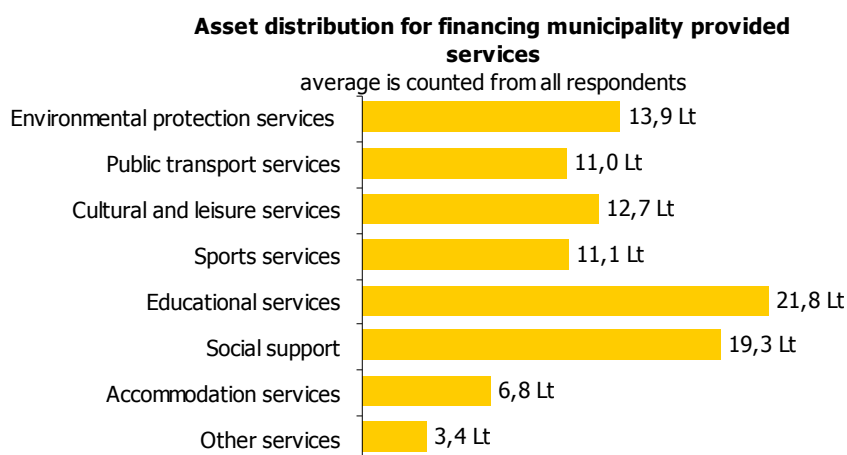
Men, 15-24 y.o., workpeople, servants, schoolchildren and students are more likely to finance sports services.

Education services would receive more money from women, 15-44 y.o., specialists and officials.

Social services are more likely to receive higher financing from 55-74 y.o., respondents with primary education, respondents who fall under the lowest income group (up to LTL 600), unemployed residents and people of the retirement age.

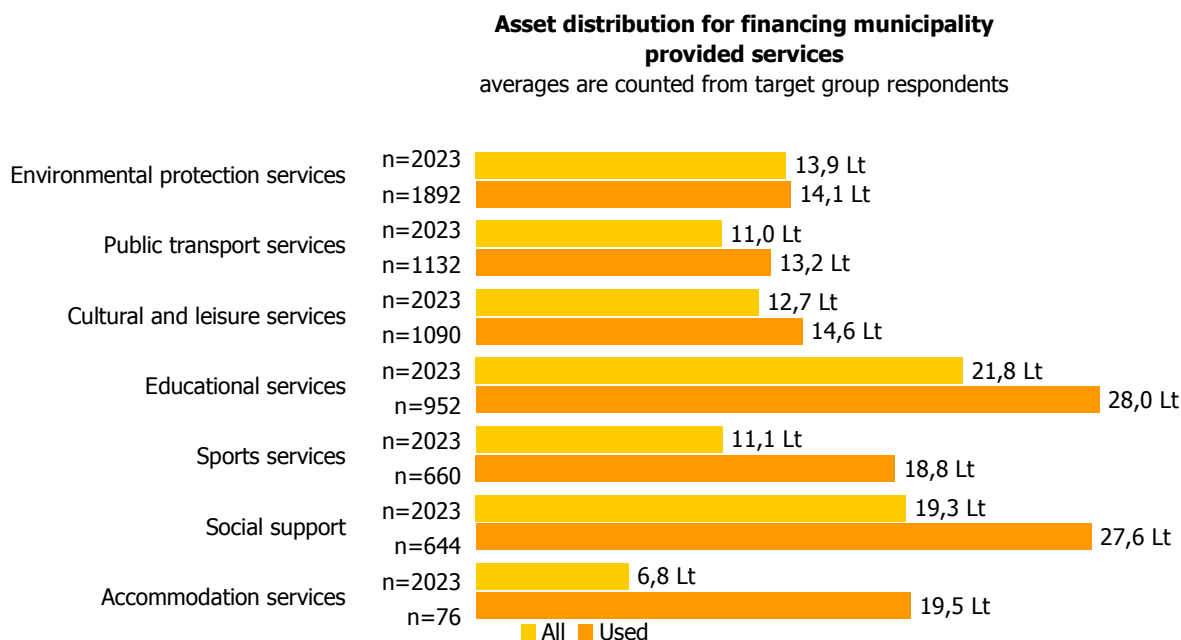
There is a trend that people tend to allocate more financing to services that are most relevant to them at the present moment.

Graph 9. Allocation of financing to the municipal services



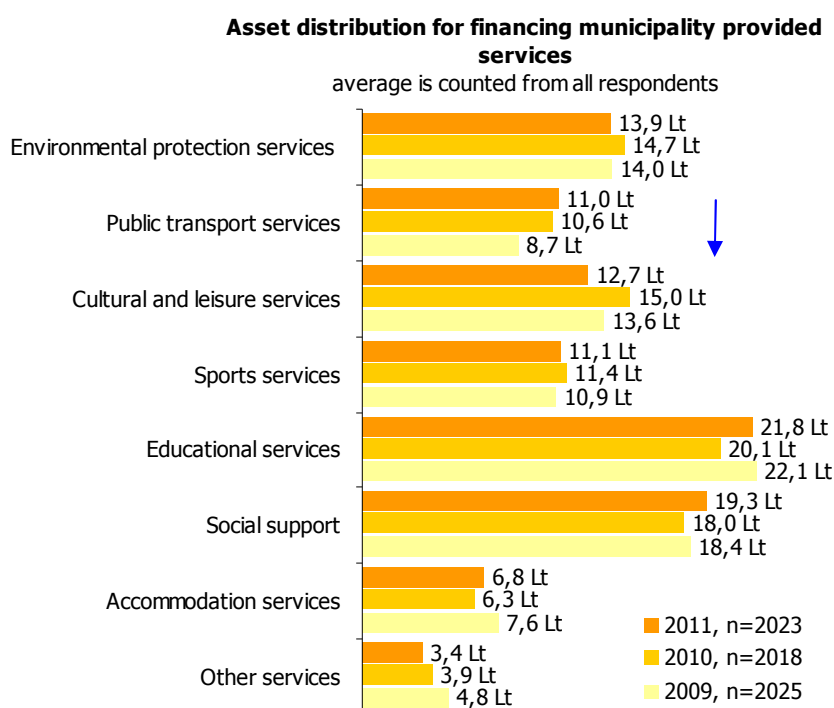
Respondents who use particular municipal services also give priority to the financing of the aforementioned services. (Graph 10)

Graph 10. Allocation of financing to the municipal services, comparison of overall allocation of financing with that of people who use particular services.



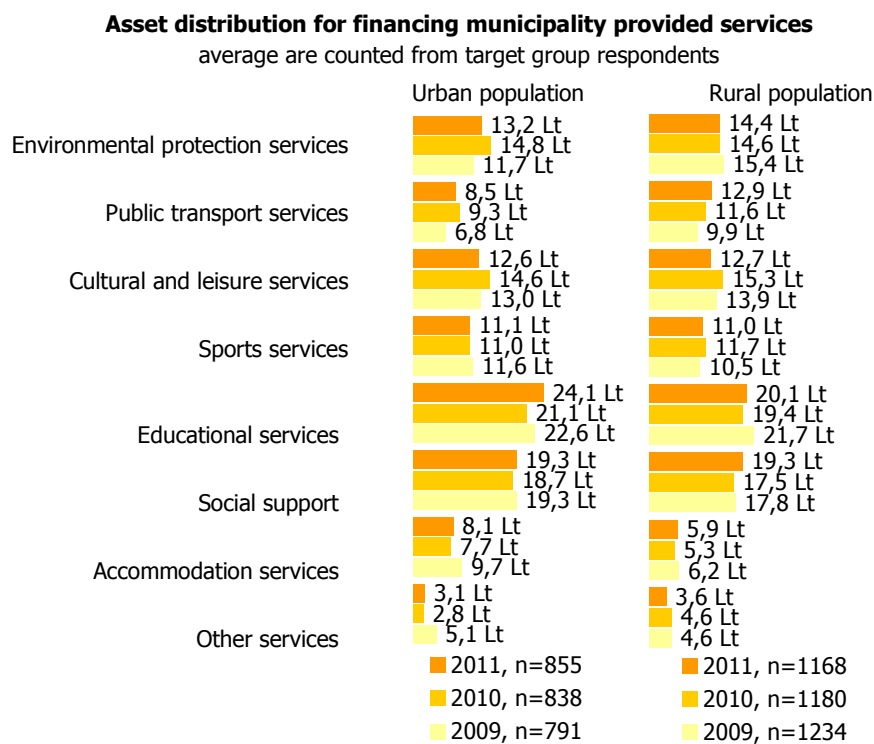
In comparative time perspective, support preferences for various municipal services remain similar, except for decreased willingness to support culture in 2011 (LTL 13,6 in 2009, LTL 15 in 2010 and LTL 12,7 in 2011). (Graph 11)

Graph 11. Allocation of financing to the municipal services. Comparison of years 2009-2011



Respondents from urban and rural areas allocate financing to municipal services quite similarly. Urban residents allocate more money to education services, meanwhile rural residents prefer public transport services. (Graph 12)

Graph 12. Allocation of financing to the municipal services. *Comparison of urban and rural areas*



3. Cultural and Leisure Time Services Rendered by the Municipal Authorities

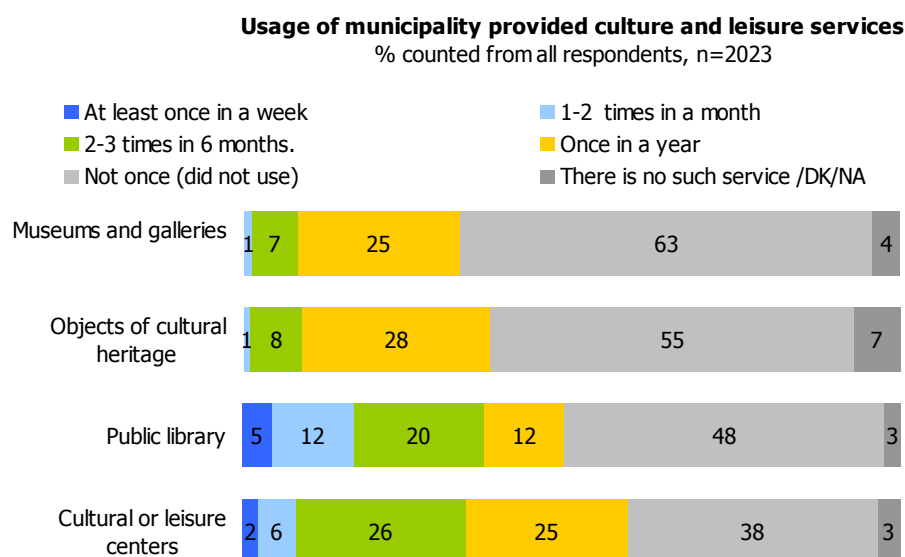
The following chapter analyses the use of cultural services rendered by the municipal authorities, quality assessments of these services and the needs of the residents.

- 🌸 Libraries are one of the most important forms of leisure of respondents from the surveyed municipalities. During the previous year, more than half of municipal residents at least once visited a cultural or entertainment center, nearly every second – public library.
- 🌸 Municipal residents were most satisfied with the work of public libraries, cultural centers and recreation halls. Museums, cultural heritage galleries, cultural centers, recreation halls received more positive assessment from the urban residents. Rural residents, as compared with the urban residents, were more favourable to the services of the public library.
- 🌸 Respondents tend to support cultural centers and public libraries. People were least generous to museums and galleries.

3.1 The Use of Cultural and Leisure Time Services Rendered by Municipalities

According to municipal population survey data of 2011, respondents rarely make use of cultural and leisure services. Libraries enjoy the highest attendance – 5% of the respondents visit a library at least once a week, and 12% – at least 1-2 times per month (cf. recreational and cultural centers, the second most popular visiting places, are visited by 2% of the respondents on a weekly basis, and at least 1-2 times per month by 6% of the respondents). (Graph 13)

Graph 13. The use of cultural and leisure services rendered by municipalities

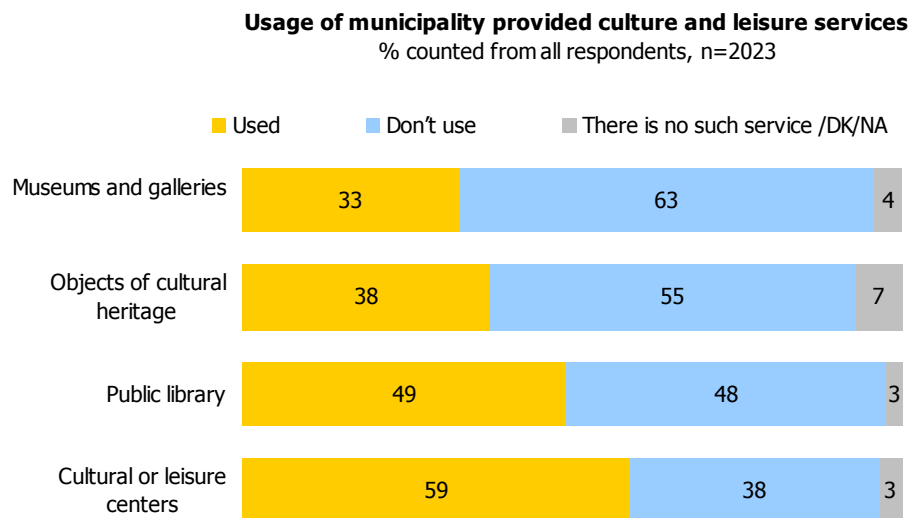


The study shows that visiting libraries is one of the most important forms of leisure of the respondents from the surveyed municipalities. During the previous year, more than half (59%) of municipal residents at least once visited a cultural or entertainment center, and nearly every second (49%) – public library. Slightly smaller part (by counting visitors during the previous year) of municipal residents visited cultural heritage objects (38%) and museums or galleries (33%). (Graph 14)

Museums, cultural heritage objects, cultural centers were statistically more often visited by 15-24 y.o., residents with higher education, respondents with the highest purchasing power (more than LTL 1000 per family member), urban residents, specialists and servants;

Public libraries were more often visited by women, the youngest respondents (15-24 y.o.), respondents with higher education.

Graph 14. The use of cultural and leisure services rendered by municipalities

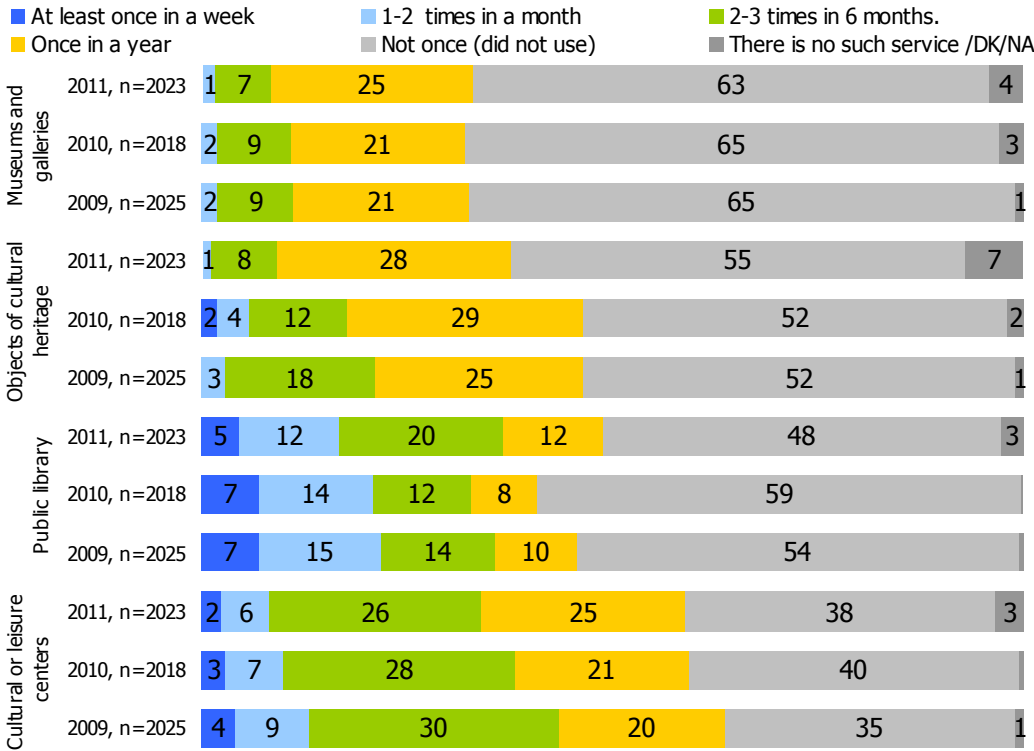


Popularity of municipal cultural and leisure services remained nearly the same during 2009-2011. The only noticeable (negative) change, however, is decreased attendance of cultural heritage objects (in 2009, cultural heritage objects were visited by 18% of the respondents at least 2-3 times per six months, in 2010 – 12%, and in 2011 – 8% of respondents). There is an increase of respondents who visited the library at least 2-3 times per six months (from 14% in 2009, to 20% in 2011 (12% in 2010)). The use of other cultural and leisure services remained the same. (Graph 15)

Graph 15. The use of cultural and leisure services rendered by municipalities. *Comparison of years 2009-2011*

Usage of municipality provided culture and leisure services

% counted from all respondents

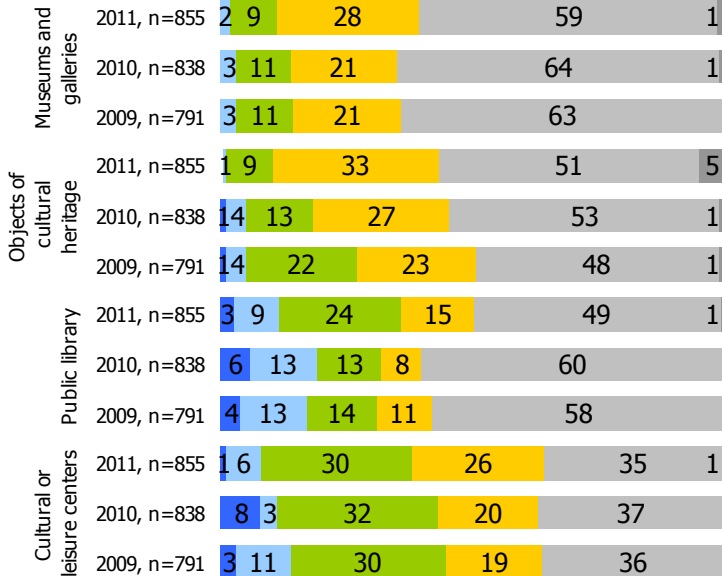


Public library services are equally important and relevant to both rural and urban residents. Urban residents are more active consumers of all types of leisure and cultural services. Public library services is the field in which rural and urban residents are equally active. (Graph 16)

Graph 16. The use of cultural and leisure services rendered by municipalities. *Comparison of urban and rural areas*

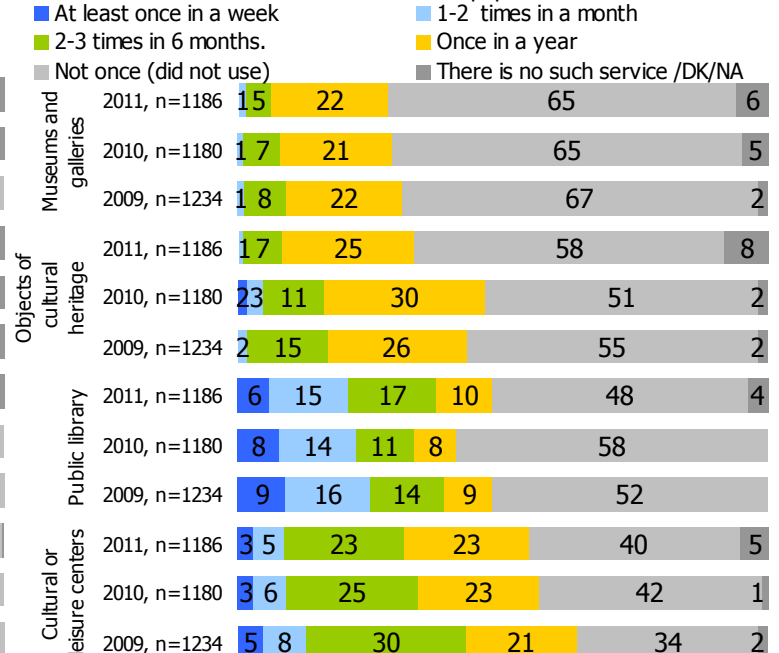
Usage of municipality provided culture and leisure services

% counted from urban population



Usage of municipality provided culture and leisure services

% counted from rural population



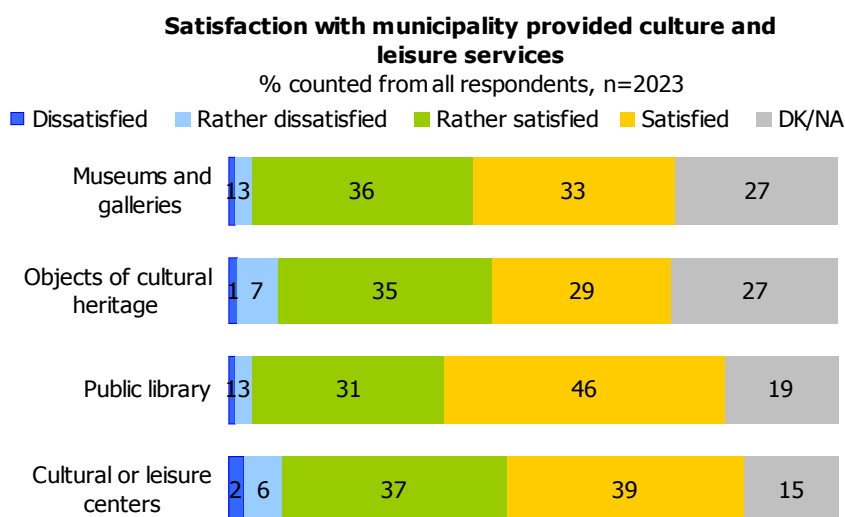
3.2 Satisfaction With Cultural and Leisure Time Services Rendered by Municipalities

Respondents of the survey of 2011 are satisfied with cultural and leisure services rendered by the municipalities. Respondents are most satisfied with the work of public libraries (77%), cultural centers and recreation halls (76%). Residents were less satisfied with cultural heritage objects (64%), museums and galleries (69%). (Graph 17)

Museums, cultural heritage objects, cultural centers and recreation halls were significantly more appreciated by 15-24 y.o. and urban residents.

Rural residents, as compared to the urban residents, were more favourable to public library services.

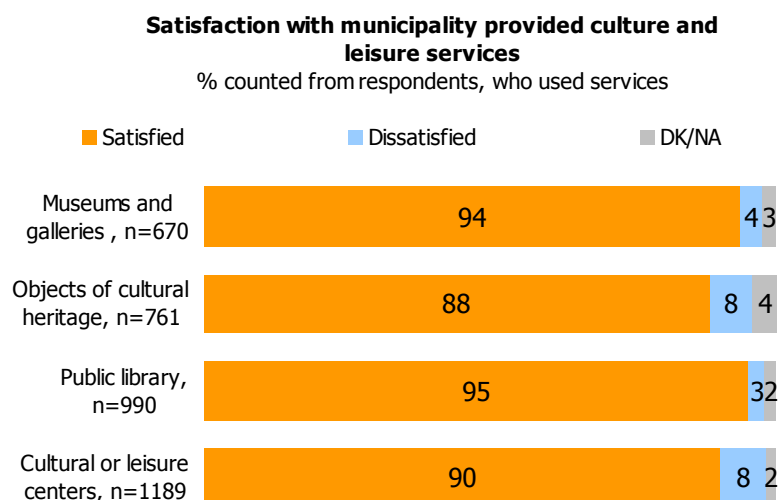
Graph 17. Assessment of cultural and leisure services rendered by municipalities



The study of assessment of cultural and leisure services by those residents who actually used these services shows that respondents who used cultural and leisure time services are more satisfied with them than the overall average of the respondents.² (Graph 18)

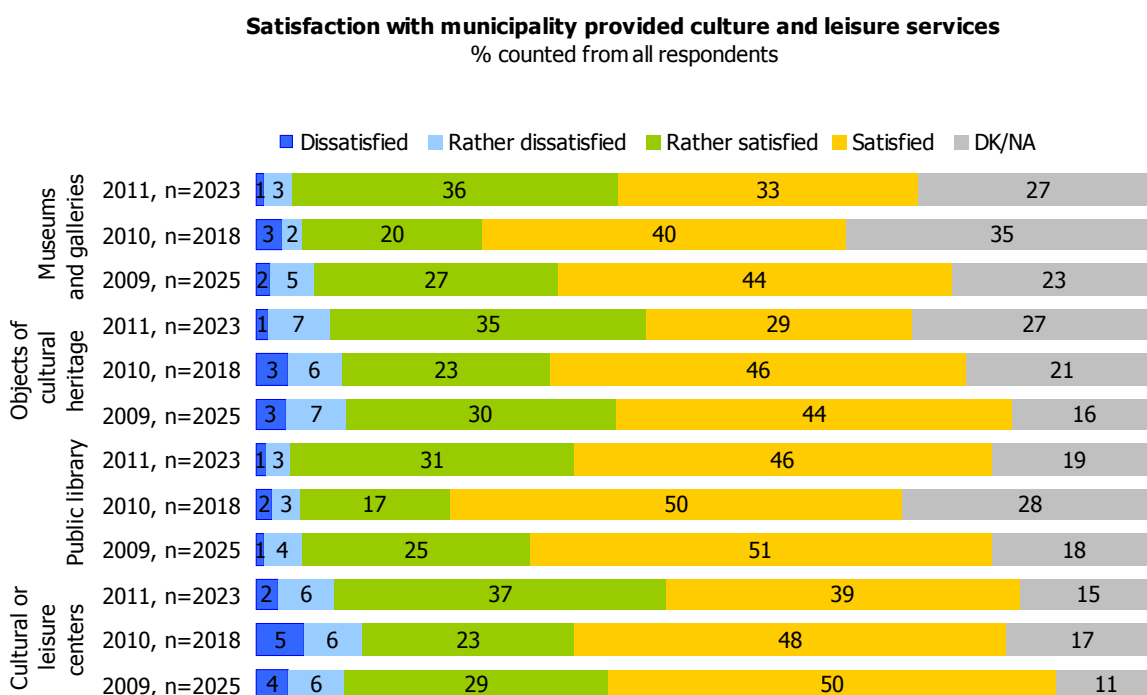
² Assessment by those who used the services is highly positive, because the assessed services are not “inevitable” like the social services analysed in the previous chapter (social support, education, housing issues). That is, choice of cultural, sports or leisure services implies that one takes interest in the field, which might result in positive assessment.

Graph 18. Assessment of cultural and leisure services rendered by municipalities, with relation to people who used particular cultural and leisure services



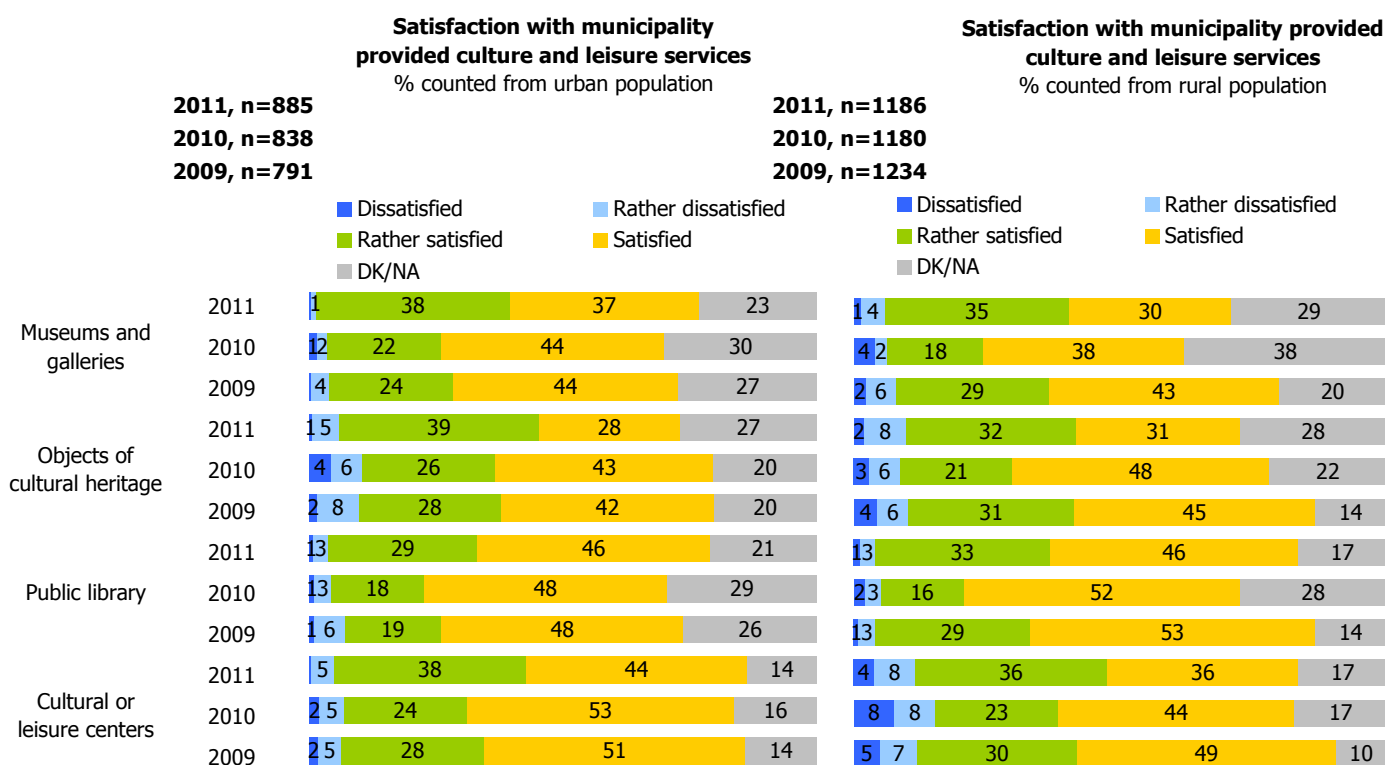
During the comparative period of 2009-2011, satisfaction with cultural and leisure services rendered by municipalities increased, with the exception of cultural heritage objects, scores of which fell. There is significant increase of satisfaction with public library services (from 67% of satisfied and rather satisfied respondents in 2010, to 77% of satisfied and rather satisfied respondents in 2011 (76% in 2009)). (Graph 19)

Graph 19. Assessment of cultural and leisure services rendered by municipalities. *Comparison of years 2009-2011*



Urban residents are more satisfied with the services of museums or galleries, cultural centers and recreation halls. Higher percentage of rural residents are satisfied with the services provided by public libraries (75% in urban areas and 79% in rural areas, respectively). (Graph 20)

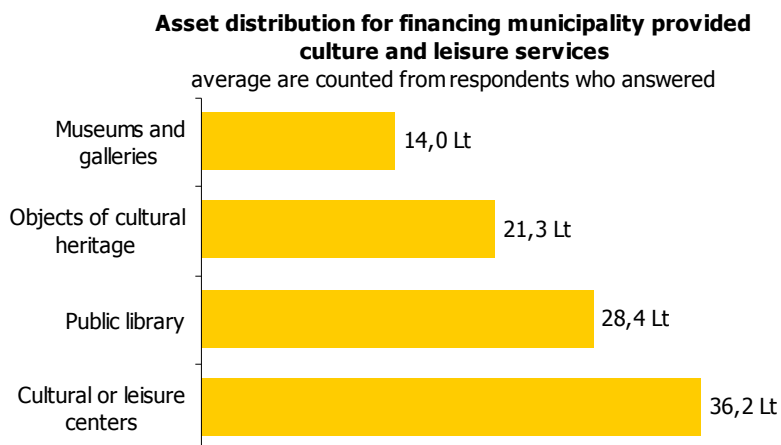
Graph 20. Assessment of cultural and leisure services rendered by municipalities. *Comparison of urban and rural areas*



3.3 Support to Cultural and Leisure Time Services Rendered by Municipalities

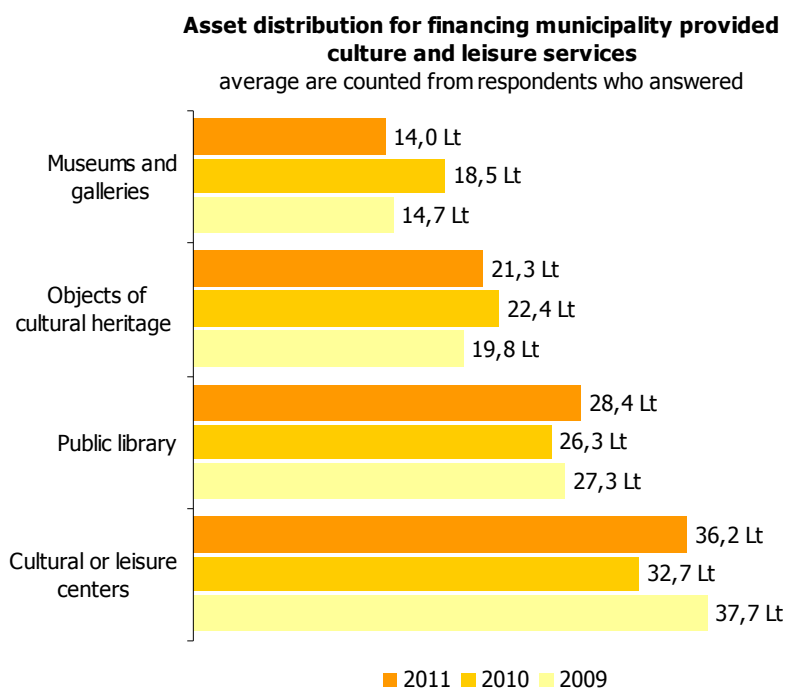
In a hypothetical situation of the financing of cultural and leisure services rendered by municipalities (respondents were asked to allocate the budget of 100 litas to municipal services), more than one third of the budget (LTL 36,2) was allocated to cultural centers and recreation halls, more than a quarter of the budget (LTL 28,4) was allocated to public libraries. Cultural heritage objects received one fifth of the budget (LTL 21,3). The smallest amount of money was allocated to museums and galleries (LTL 14,0). (Graph 21) More financing to public libraries was allocated by women and people with higher education.

Graph 21. Allocation of financing to cultural and leisure services rendered by municipalities



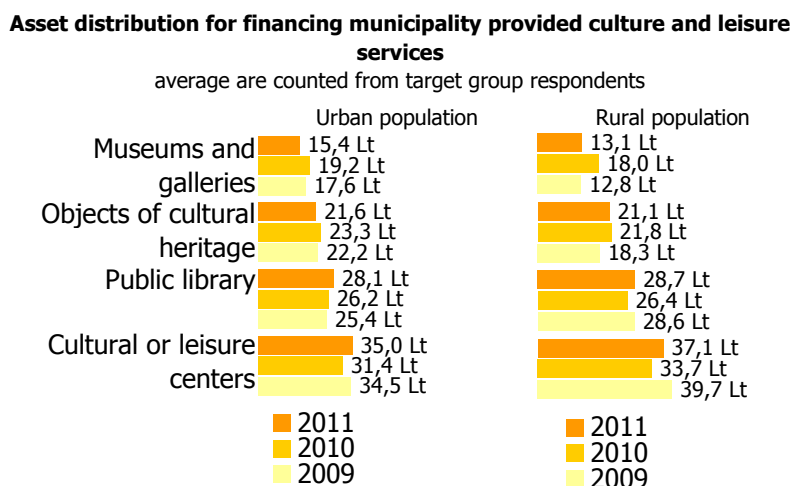
During the comparative period of 2009-2011, the share of money assigned by the residents who allocated more money to museums and galleries decreased (LTL 14 in 2011, LTL 18,5 in 2010. This amount corresponded to the amount allocated by the respondents for this purpose in 2009, i.e. LTL 14,7). In 2011, the amount of money assigned by the residents who allocated more money to public libraries, cultural centers and recreation halls increased (LTL 36,2 in 2011, and LTL 32,7 in 2010. In 2009, the share was even bigger – LTL 37,7). (Graph 22)

Graph 22. Allocation of financing to cultural and leisure services rendered by municipalities. *Comparison of years 2009-2011*



There were no statistically significant differences in allocation of financing by the residents of rural and urban areas.

Graph 23. Allocation of financing to cultural and leisure services rendered by municipalities. *Comparison of urban and rural areas*



4. Contacts with Authorities of Local Municipalities

The following chapter discusses communication of residents with municipal authorities: periodicity of contacts, popularity of communication channels, most common reasons for contacting the municipal authorities.

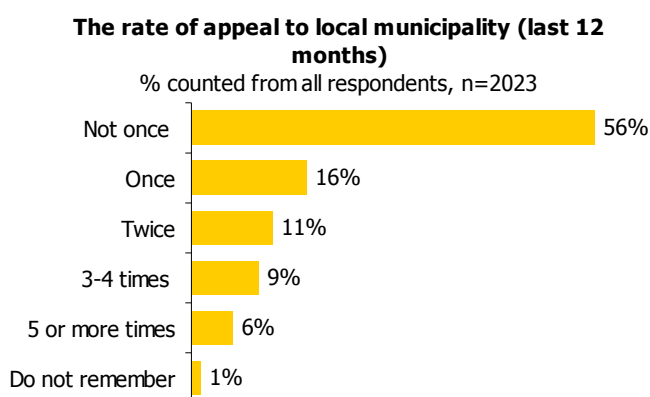
- ✿ Respondents were not active visitors of websites of municipalities and municipal authorities. Most residents visit websites of municipalities, public libraries, museums or galleries. During the previous six months, websites of municipalities were more popular among urban residents.
- ✿ During the past 12 months, every fifth resident used at least one municipal service of e-democracy: read news about ongoing events published on municipal websites, read municipal legislative acts in the Internet.

4.1 Periodicity of Contacting Local Municipalities

According to the municipal survey data of 2011, during the past 12 months, local municipalities were contacted by 43% of residents (16% of them - once, 11% - twice, 9% - 3-4 times, 6% - 5 or more times). During the previous year, 56% of respondents did not contact any municipal authority. (Graph 24)

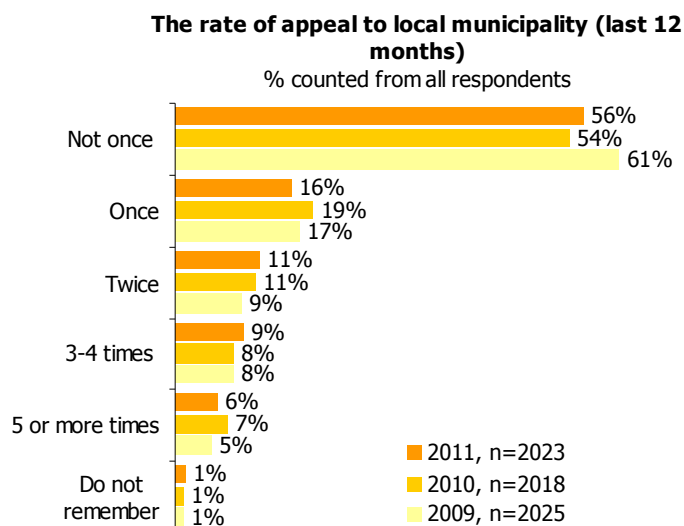
During the last year, local municipalities were more frequently contacted by women, 25-34 y.o., respondents with secondary education and people whose income amounts LTL 600 per family member per year.

Graph 24. Periodicity of contacting local municipalities



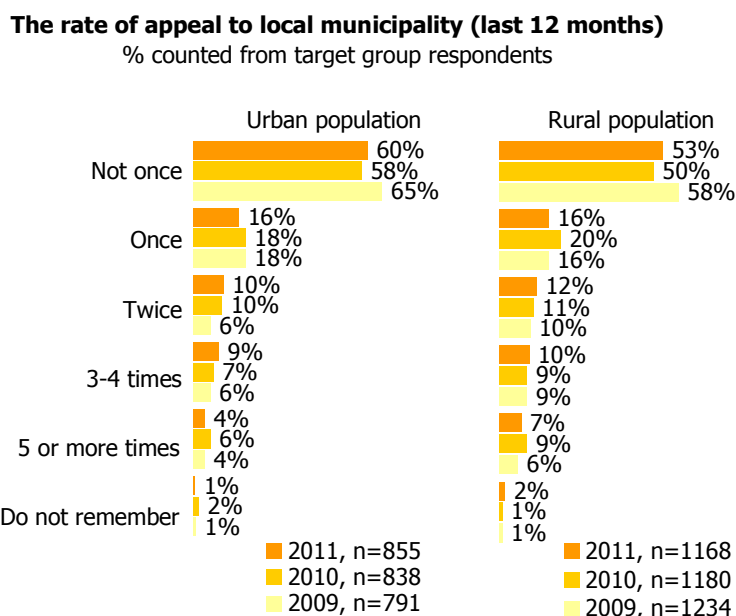
During the comparative period of 2009-2011, trends of contacting local municipalities did not undergo statistically significant changes.

Graph 25. Periodicty of contacting local municipalities. *Comparison of years 2009-2011*



Municipal authorities are more frequently contacted by rural residents, as compared to urban residents (according to the data of 2011, 60% of respondents who are urban residents did not contact any municipal authority, while there were 53% of such respondents who are rural residents). (Graph 26)

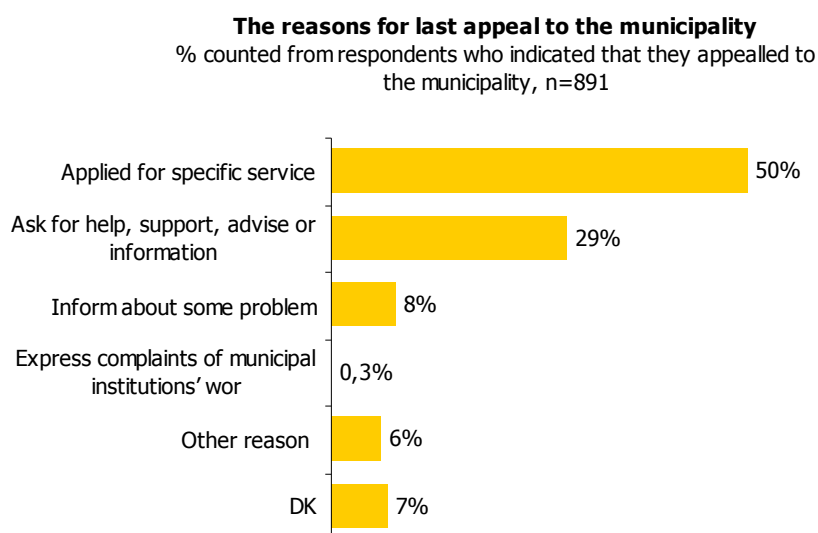
Graph 26. Periodicty of contacting local municipalities. *Comparison of urban and rural areas*



4.2 Reasons for Contacting Local Municipalities

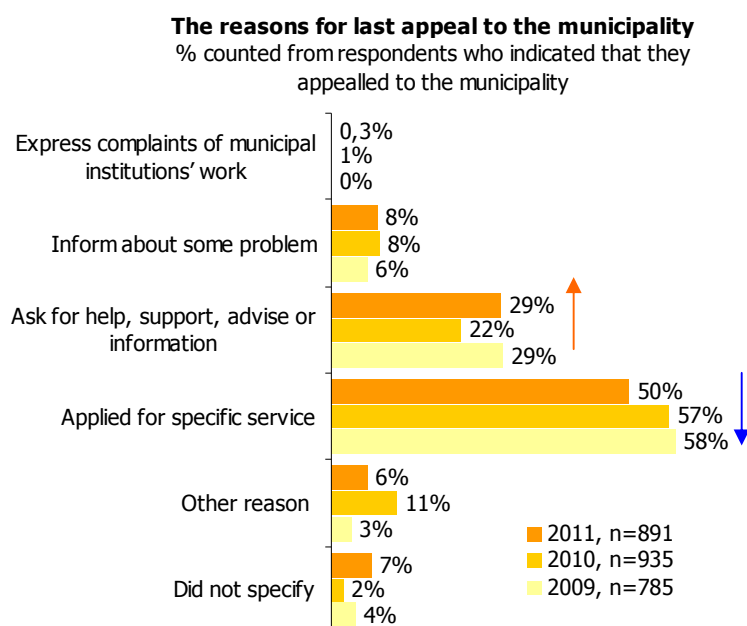
From the residents who contacted municipalities with certain questions during the previous year, every second resident (50%) contacted municipalities to receive particular services. 29% of those who contacted municipalities asked for help, advice or information. (Graph 27)

Graph 27. Reasons for contacting municipalities



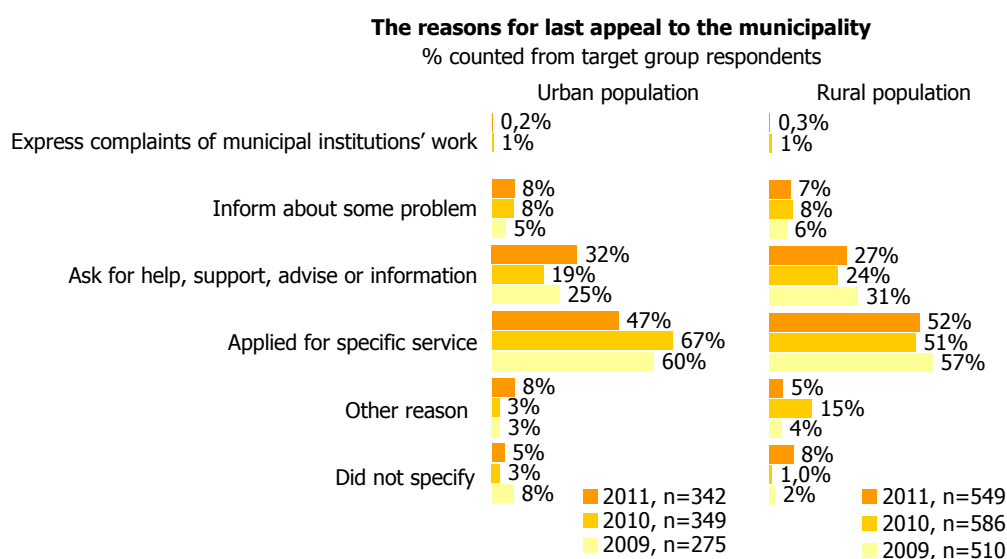
As compared with 2009-2010, in 2011, there was an increase of residents who contacted municipalities to receive help, advice or information (29% in 2011 and 22% in 2010 (29% in 2009)). At the same time, there was a decrease of residents who contacted municipality to receive particular services: from 58% in 2009 to 50% in 2011. (Graph 28)

Graph 28. Reasons for contacting municipalities. *Comparison of years 2009-2011*



Reasons for contacting municipalities are different for urban and rural residents. More than half of rural residents (52%) contact municipalities to receive particular services (47% of such instances among urban residents). There were more urban residents, as compared to rural, who contacted municipalities to receive help, advice or information (32% of urban residents and 27% of rural residents). From 2010 to 2011, there was a decrease of urban residents who contacted municipalities to receive particular services (47% in 2011 and 67% in 2010), however, there was an increase of those who contacted municipalities to receive help, advice or information (32% in 2011 and 25% in 2010). Contacting patterns of rural residents underwent little changes over the comparative period. (Graph 29)

Graph 29. Reasons for contacting municipalities. *Comparison of urban and rural areas*

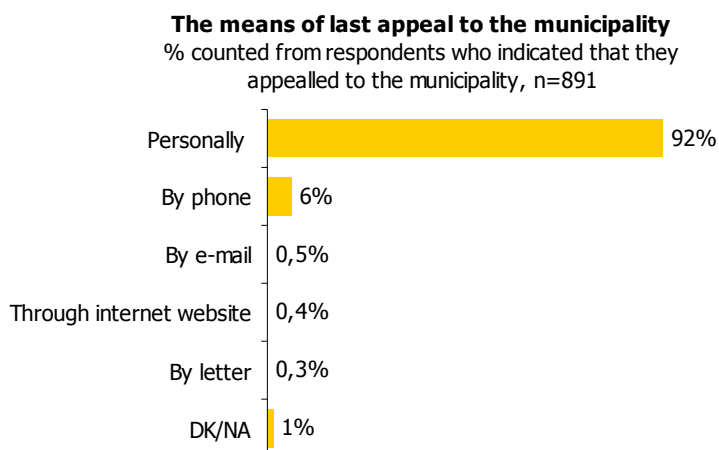


4.3 Ways of Contacting Local Municipalities

The main communication channel with local municipalities was a personal visit.

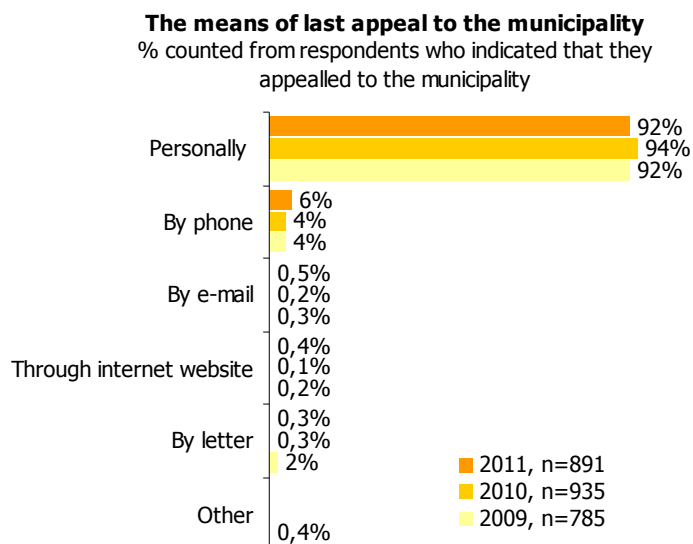
The study shows that, usually, residents contact municipalities by personally visiting them (92%). The second most popular way of communication was telephone, however, during the last 12 months, it was used as a means of contacting municipalities only by 6% of residents. Other means of contacting municipalities were used only by several respondents. (Graph 30)

30 Graph. Ways of contacting local municipalities



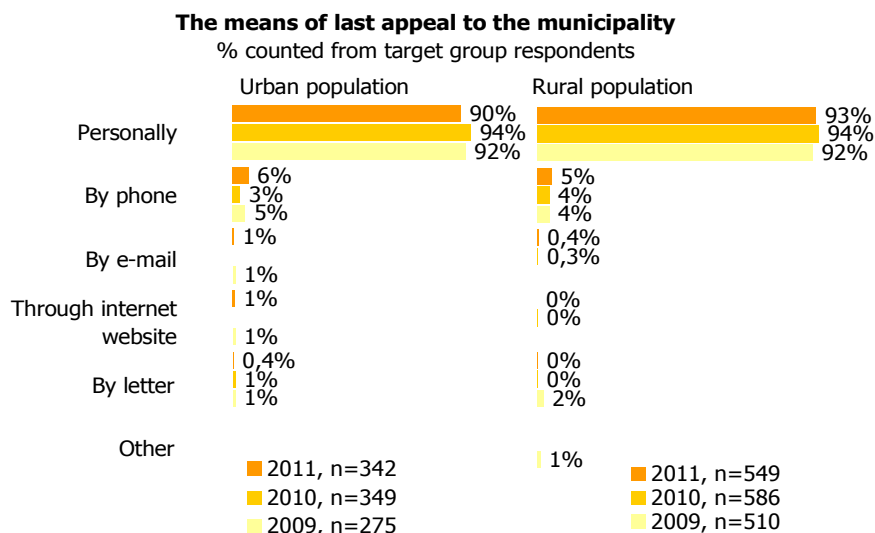
During the comparative period of 2009-2011, means of communication with municipalities remained unchanged. (Graph 31)

Graph 31. Means of contacting local municipalities. *Comparison of years 2009-2011*



Communication channels with municipalities were the same among rural and urban residents, i.e. preference was given to personal communication. (Graph 32)

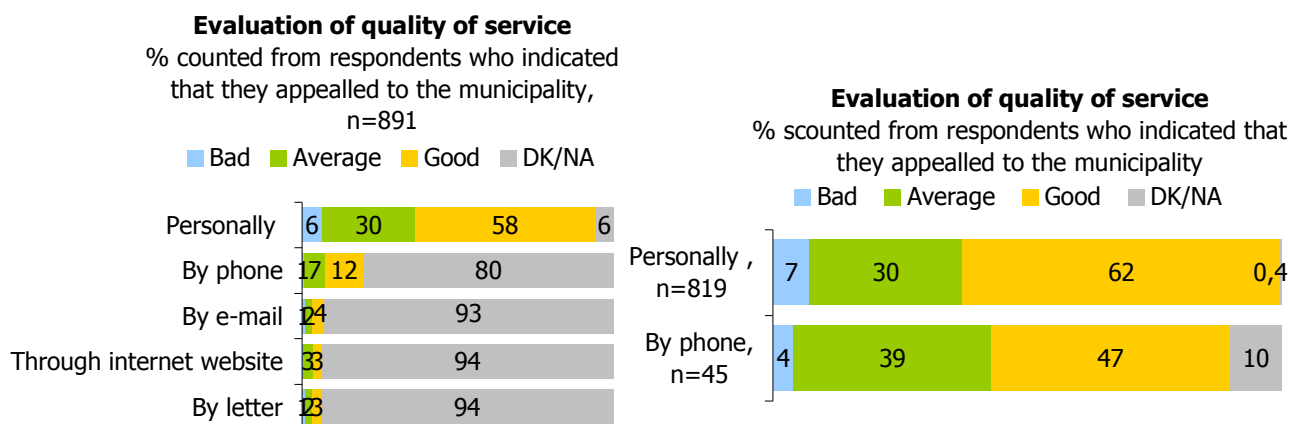
Graph 32. Means of contacting local municipalities. *Comparison of urban and rural areas*



4.4 Assessment of Service Quality

According to municipal population survey data of 2011, 58% of those, who contacted municipalities personally, assessed service quality as good, 30% of respondents assessed it as average.³ (Graph 33)

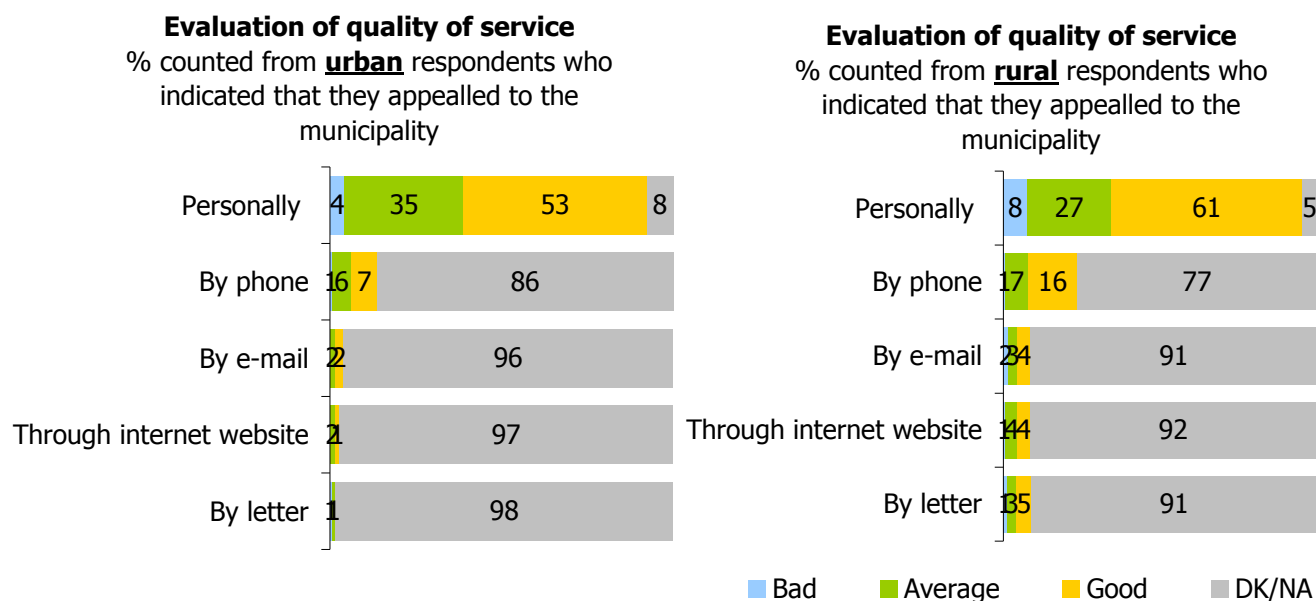
Graph 33. Assessment of service quality



Rural residents gave higher assessment to service quality, irrespective of means of contacting.

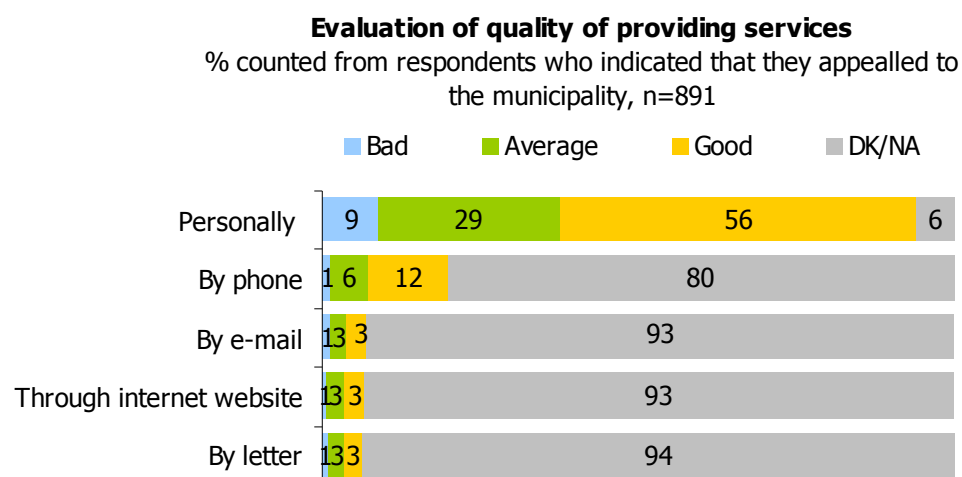
³ Assessment of service quality with relation to different means of contacting or periods is impossible, because absolute majority of the respondents contacted municipal authorities and received services personally.

Graph 34. Assessment of service quality. Comparison of urban and rural areas



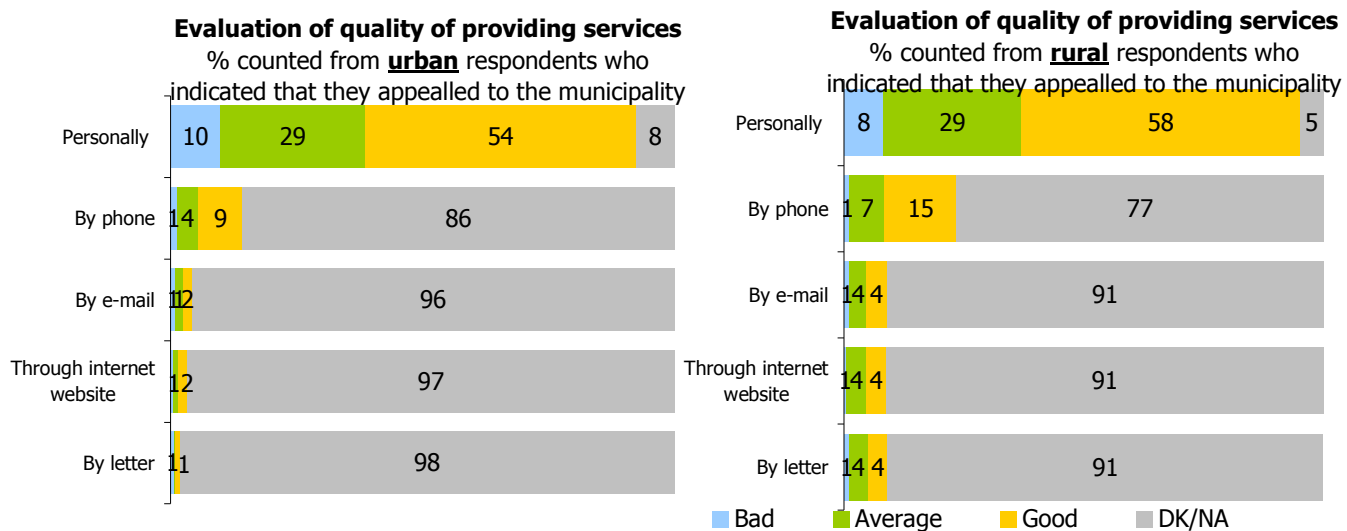
Service quality was most highly assessed by the respondents who contacted municipalities personally (56% of respondents assess it as good). High assessment of this means of contacting is determined by its popularity among residents. Other means of contacting municipalities with relation to service quality received lower assessment or residents found it difficult to assess less popular means of contacting municipalities.

Graph 35. Evaluation of quality of providing services



Service quality, like quality of municipal services, received higher assessment from rural residents, as opposed to urban residents. (Graph 36)

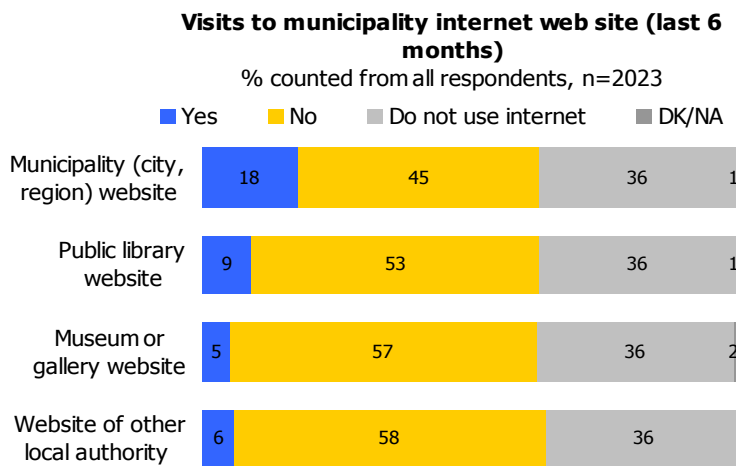
Graph 36. Evaluation of quality of providing services. Comparison of urban and rural areas



4.5 Attendance of Municipality Internet Websites

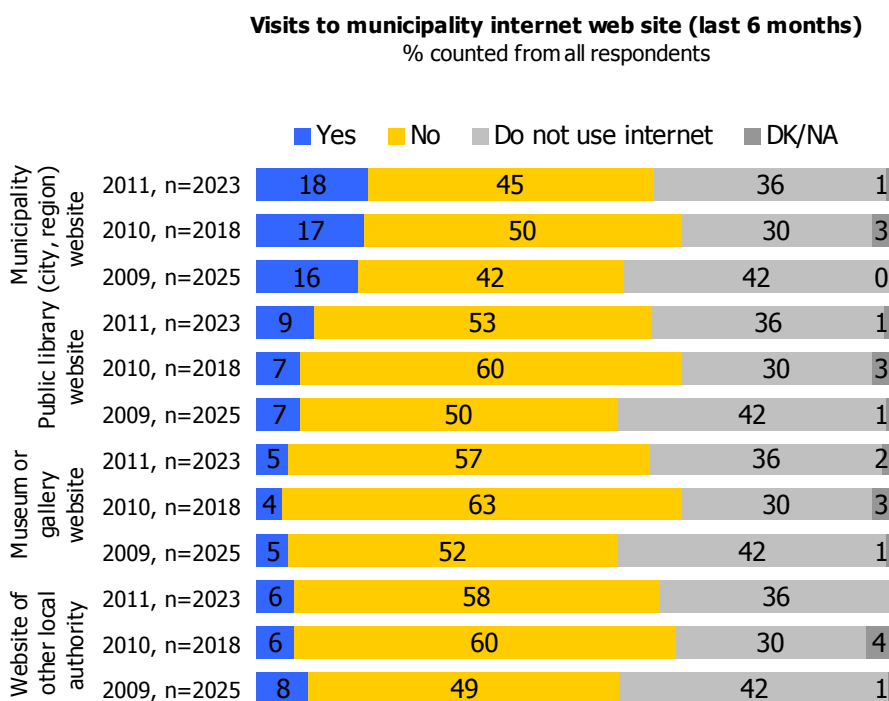
Respondents of survey of 2011 were not active visitors of websites of municipalities and municipal authorities. Those who have visited municipal websites usually visited more than one of them. Most residents visit websites of municipalities (18%). Fewer respondents visited websites of public libraries (9%), websites of other municipal authorities (6%), museum or gallery websites (5%) during the last 6 months. (Graph 37)

Graph 37. Attendance of municipal websites



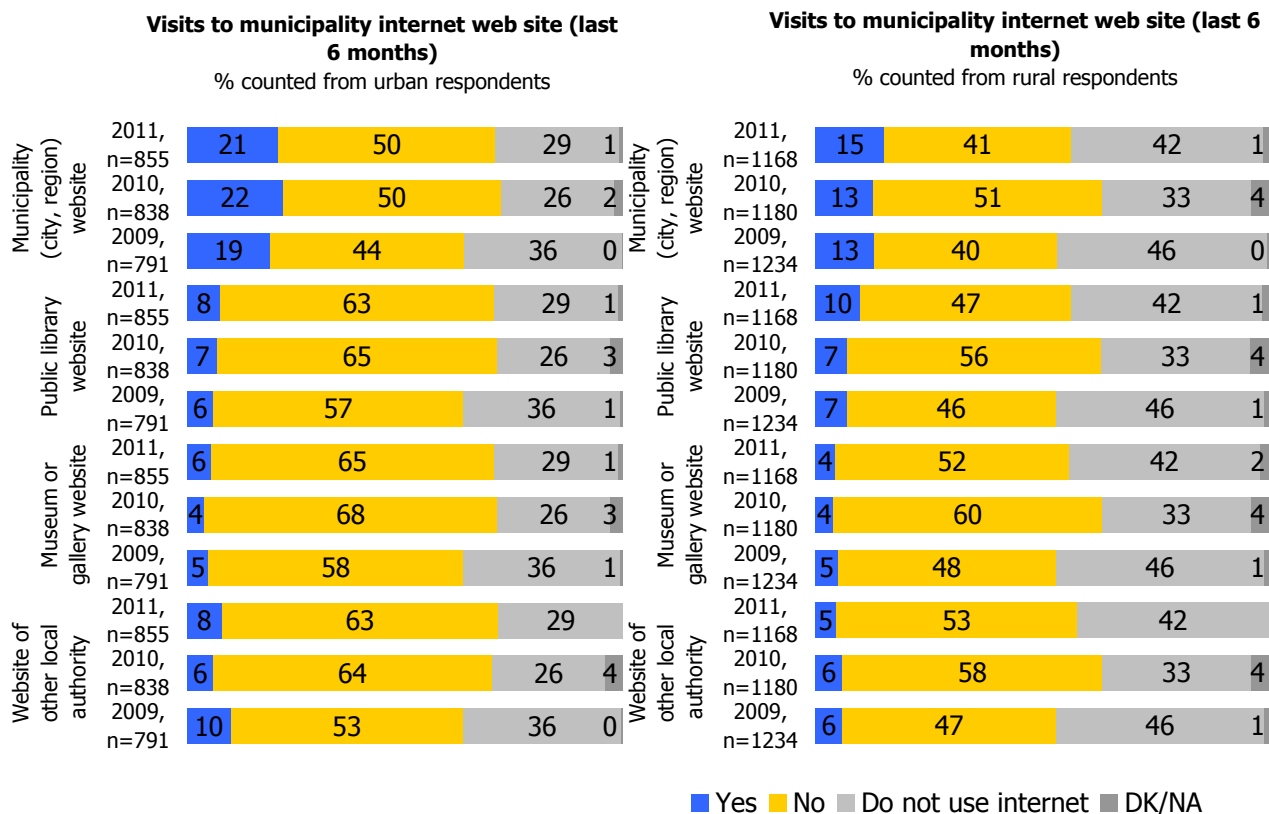
During the comparative period of 2009-2011, attendance of municipal websites remained unchanged.

Graph 38. Attendance of municipal websites. Comparison of years 2009-2011



During the last six months, municipal websites were more frequently visited by urban residents (21% in urban areas and 15% in rural areas). Attendance pattern of websites of other municipal authorities was similar among urban and rural residents. (Graph 39)

Graph 39. Attendance of municipal websites. *Comparison of urban and rural areas*



4.6 The Usage of Municipality E-democracy Services

During the last 12 months, 19% of residents used at least one e-democracy service: searched municipal website for information about ongoing events, read news, etc. (17%), and read municipal legislative acts in the Internet (8%).⁴ (Graph 40)

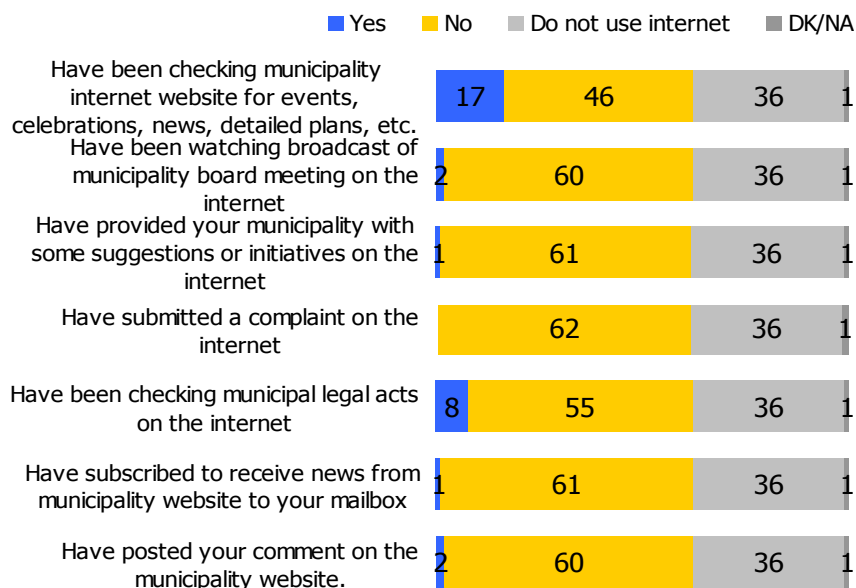
Municipal e-democracy services were most popular among highest/middle level heads, specialists, servants, schoolchildren and students.

36% of respondents stated that they do not use the Internet at all. These are mainly respondents of the oldest age (older than 55 years), people with primary education, residents with moderate income (LTL 601-800 per family member per month), rural residents, the unemployed, the disabled and pensioners.

⁴ The question was included in survey in 2011, thus there is no comparison with surveys of previous periods.

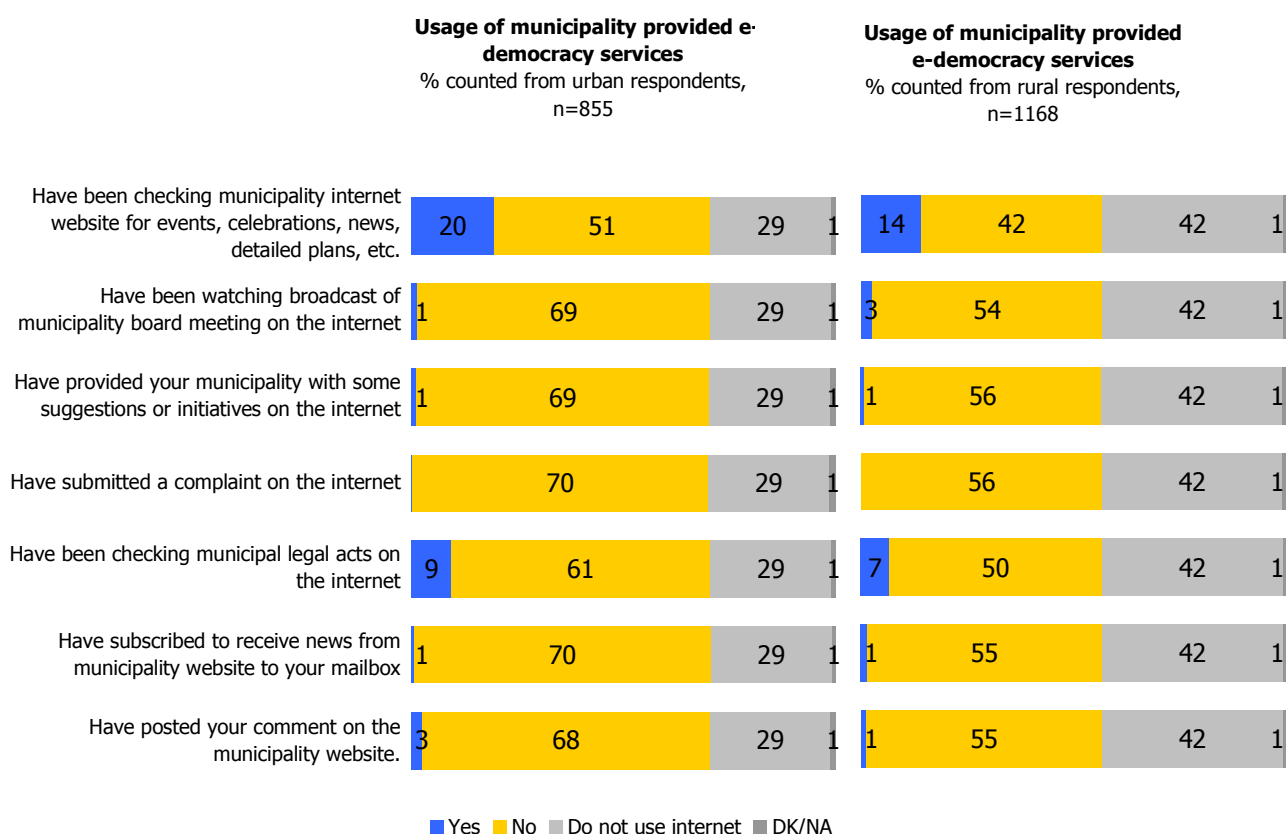
Graph 40. The use of municipal e-democracy services

Usage of municipality provided e-democracy services
% counted from all respondents, n=2023



Comparison of the use of municipal e-democracy services by urban and rural residents shows, that these services are more popular among urban residents (22%) than those of rural areas (16%). It is influenced by higher Internet penetration in the urban areas. Since the Internet is less often used in rural areas, there is lesser popularity of the afore-mentioned websites. (Graph 41)

Graph 41. The use of municipal e-democracy services. Comparison of urban and rural areas



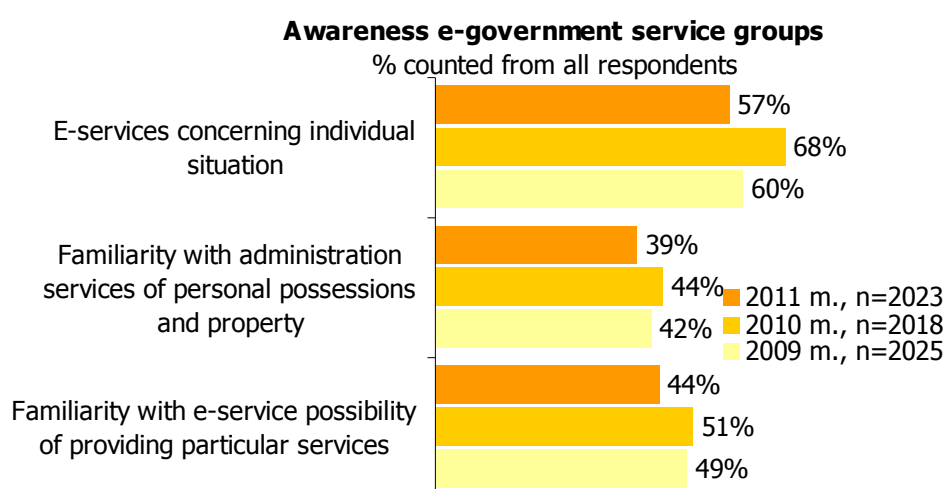
5. Public E-services

This chapter analyzes prevalence, popularity, need for and quality assessments of e-services rendered by the government.

- ✿ More than half of residents are aware that there is a possibility to receive services related to social information of a person via the Internet. Respondents are best informed about possibility to receive services related to personal and public primary health care, payment of social benefits or other assistance, registration of civil status acts, calculation and payment of compensations via the Internet. Comparison of awareness of analyzed services among urban and rural residents shows that, in 2011, differences between urban and rural areas have levelled off, i.e., same part of urban and rural residents are aware of e-services related to personal situation.
- ✿ 44% of municipal residents are aware about Internet resources related to possibility to provide certain services. These services are known better than those related to management of personal assets or property; however, they are less known than e-services related to personal social information.
- ✿ Usually, residents use e-services at home, at work, in libraries and educational institutions.

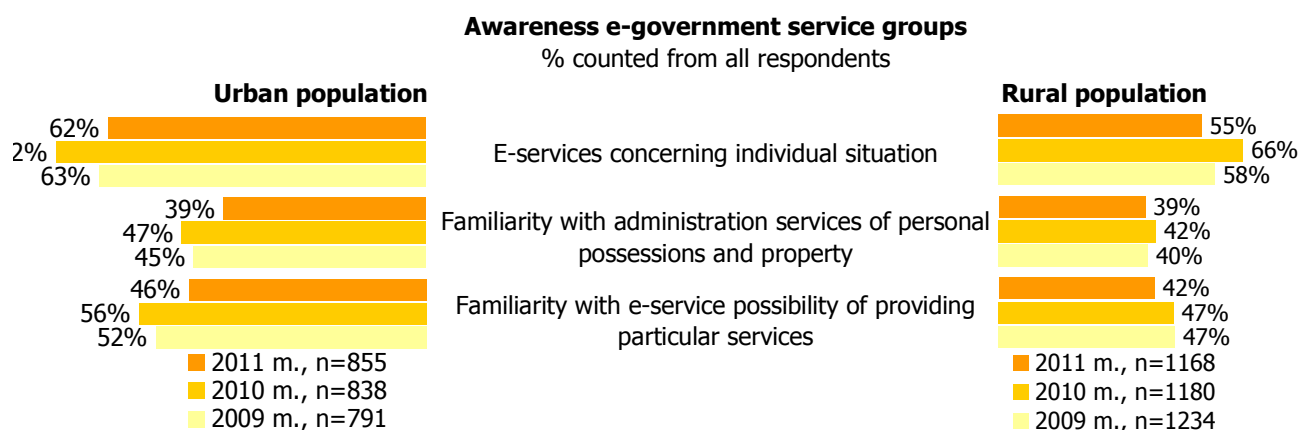
Summing-up⁵ of awareness of e-services showed that, during 2009-2011, awareness of various fields remained rather unchanged. Most known services are those related to social situation of a person (nearly 60% of respondents are aware of at least one service). Awareness of all types of services is on average higher in rural areas.

Graph 42. Comparison of awareness of e-services. Survey data of 2009-2011 m.



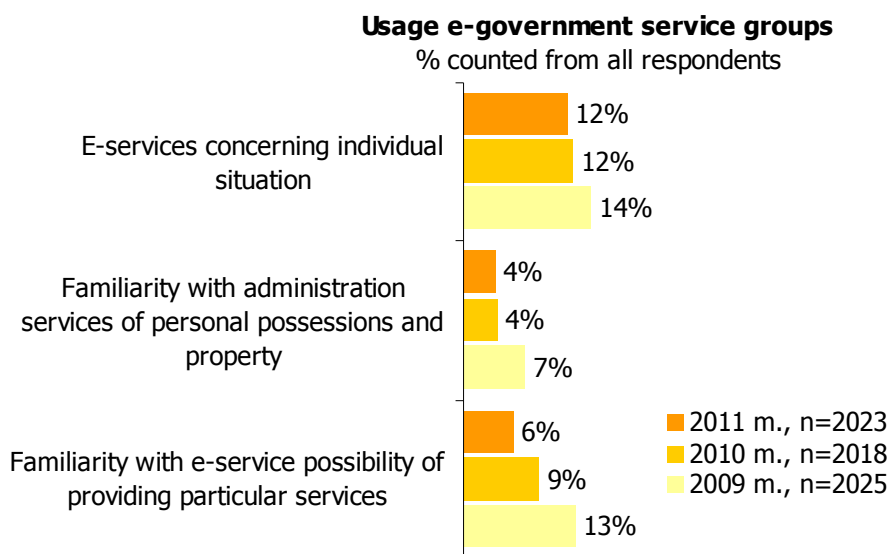
⁵ Overall awareness of all services was summed up (of those who are aware of at least one service, from the whole group of respondents)

Graph 43. Comparison of awareness of e-services. Comparison of survey data of 2009-2011 of rural and urban areas

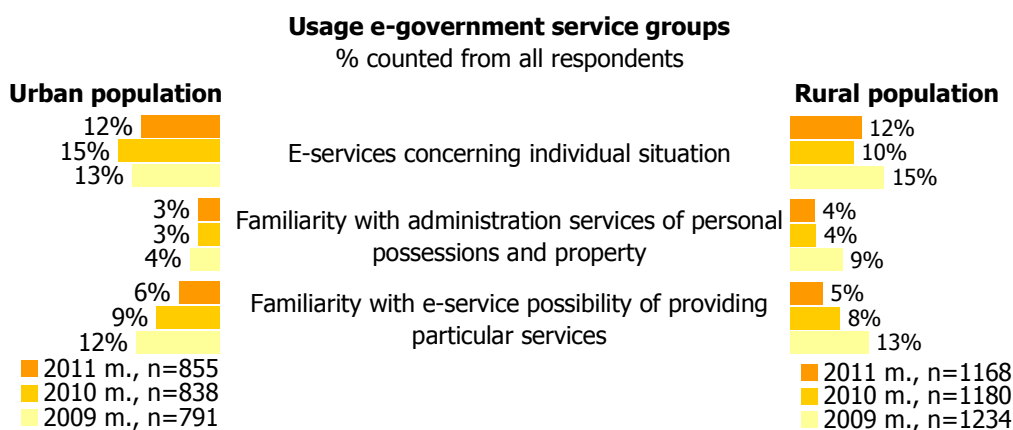


Use of e-services was rather low – it amounted to only 12-14 percent (those who used at least one service). During 2009-2011, awareness remained quite unchanged. Use of services in rural and urban areas is similar.

Graph 44. Comparison of use of e-services. Comparison of survey data of 2009-2011



Graph 45. Comparison of use of e-services. Comparison of survey data of 2009-2011 of rural and urban areas



5.1 Awareness and Usage of E-services Related to Social Situation of a Person

According to municipal population survey data of 2011, 57% of residents are aware of possibility to receive services related to social information of a person over the Internet.⁶

Respondents are most aware of possibility to receive services related to personal and public primary health care (52%), payment of social benefits or other assistance (40%), registration of civil status acts (39%), calculation and payment of compensations (38%) via the Internet.

37% of respondents are informed about possibility to use services related to organization of general education of children, youth and adults over the Internet. One third of residents is aware of services related to children and youth rights protection (33%), child registration (33%) and archive data administration (33%). 30% of respondents are aware that, on the Internet, they can receive information about administration of state support for housing needs, social housing grants, verification of sanitation and hygiene regulations and organization of compliance control, maintenance of cleanness and order in public places. Municipal residents are poorly informed about e-services related to arrangement of documents to receive citizenship (28%) and control of usage and correctness of state language (27%). (Graph 46)

Socially more active people: younger residents (15-34 y.o.), people with higher education, residents with higher income (LTL 1000 per family member per month), residents of bigger cities (10-50 thousand residents), employed persons, specialists, servants, schoolchildren, students, internet users, are better aware of possibility to access services related to personal social information via the Internet.

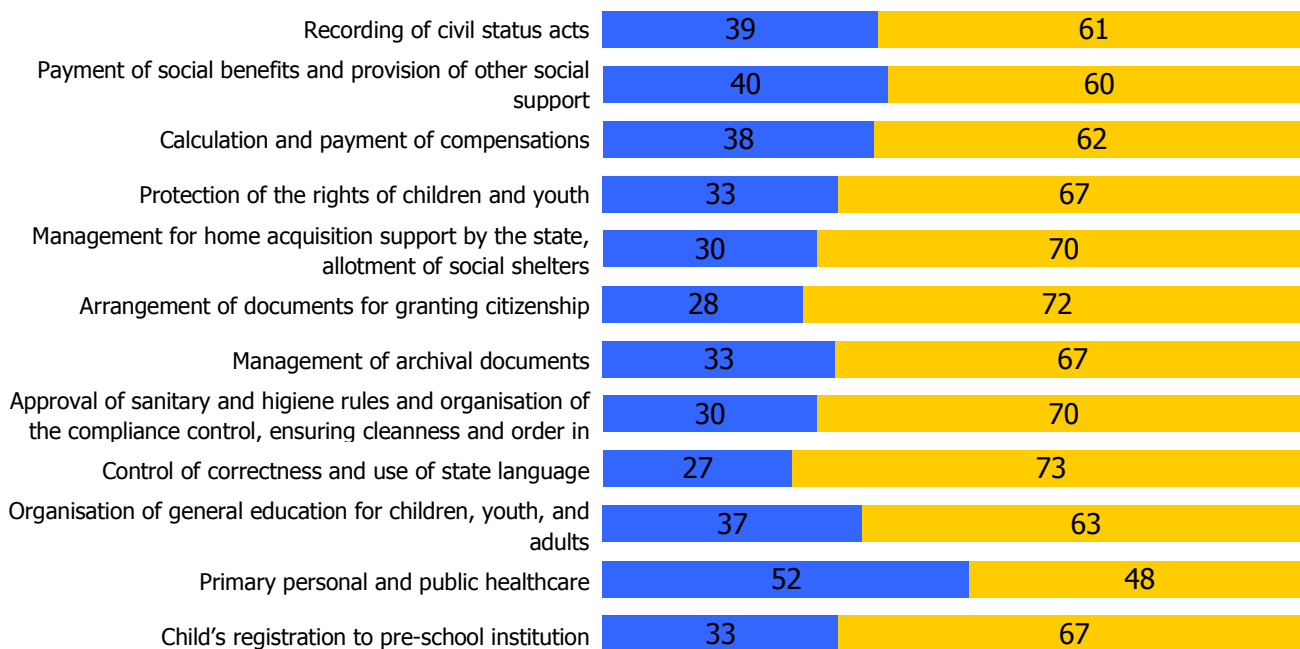
⁶ Are aware of possibility to use at least one of the analyzed services via the Internet.

Graph 46. Awareness of e-services related to personal situation

Awareness of e-services concerning individual situation

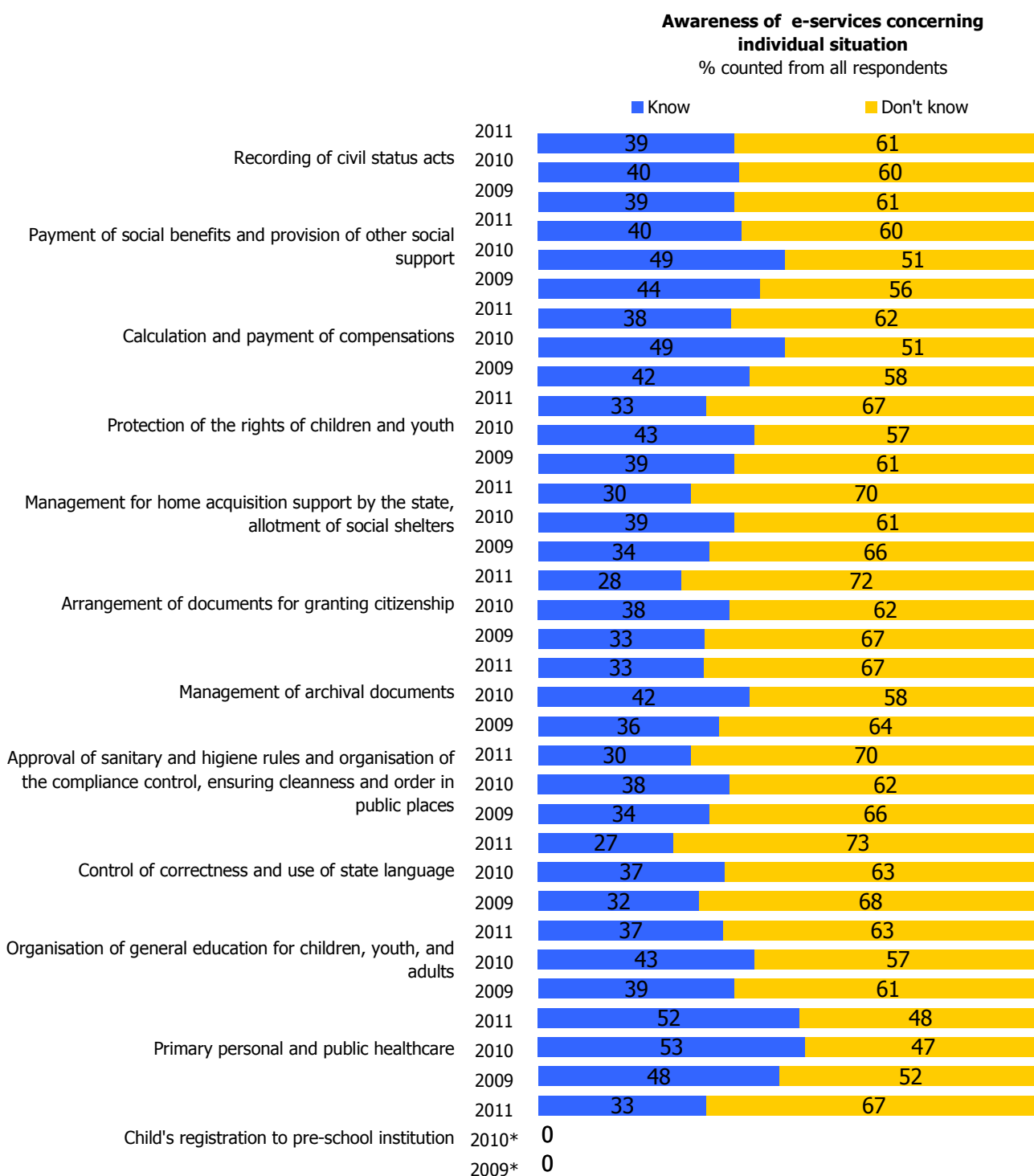
% counted from all respondents, n=2023

■ Know ■ Don't know



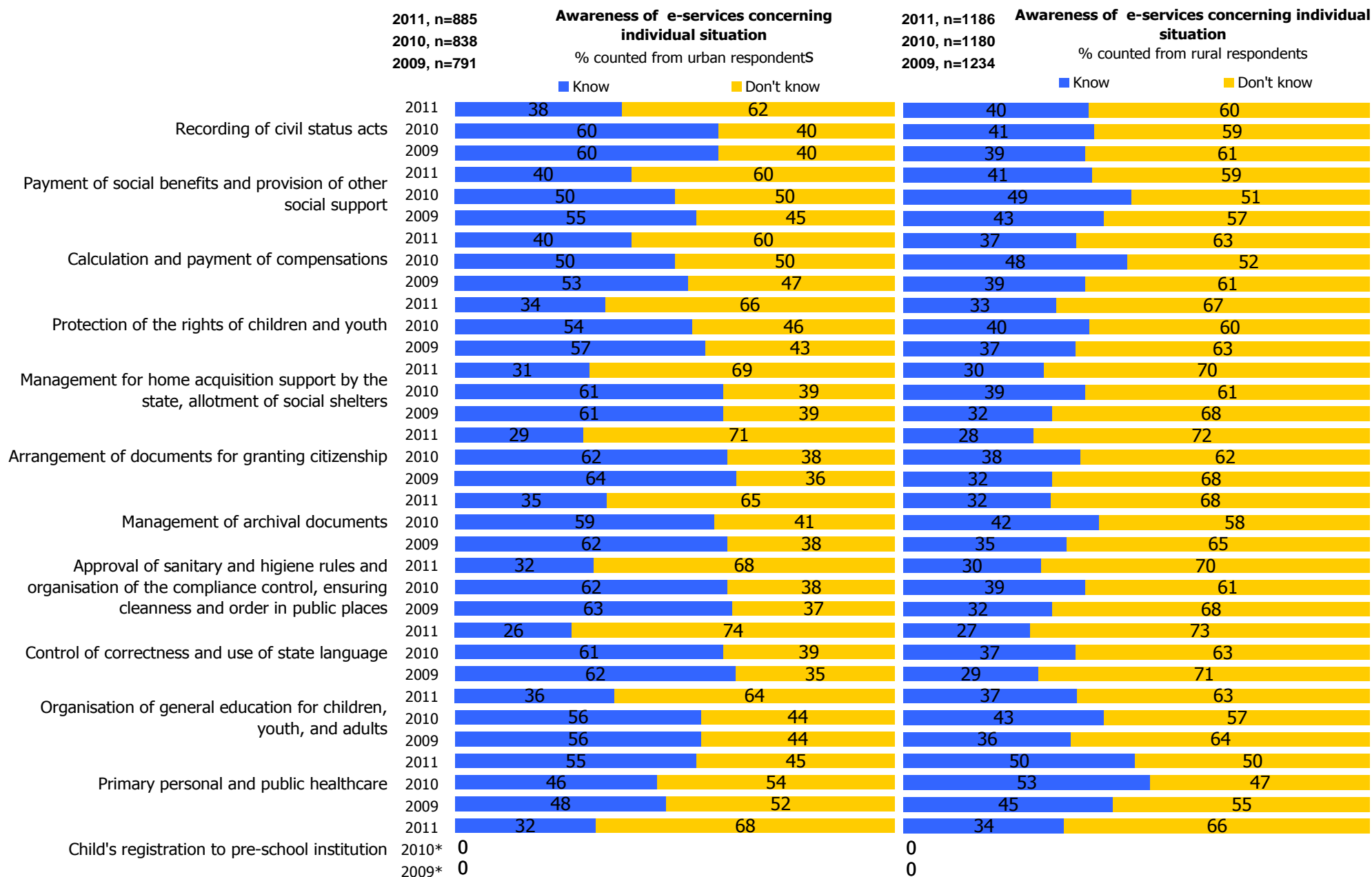
Comparison of survey data of 2011 with that of 2009-2010 shows that awareness of most services related to personal situation declined, with the exception of services of registration of civil status acts and personal and public primary health care, awareness of which remained unchanged. (Graph 47)

Graph 47. Awareness of e-services related to personal situation. Comparison of years 2009-2011



Comparison of awareness of the analyzed services among urban and rural areas shows that, in 2011, differences between these areas levelled off, i.e., the same part of urban and rural residents are aware of respective e-services related to personal situation. (Graph 48)

Graph 48. Awareness of e-services related to personal situation. *Comparison of urban and rural areas*



* The statement was not included in the questionnaire

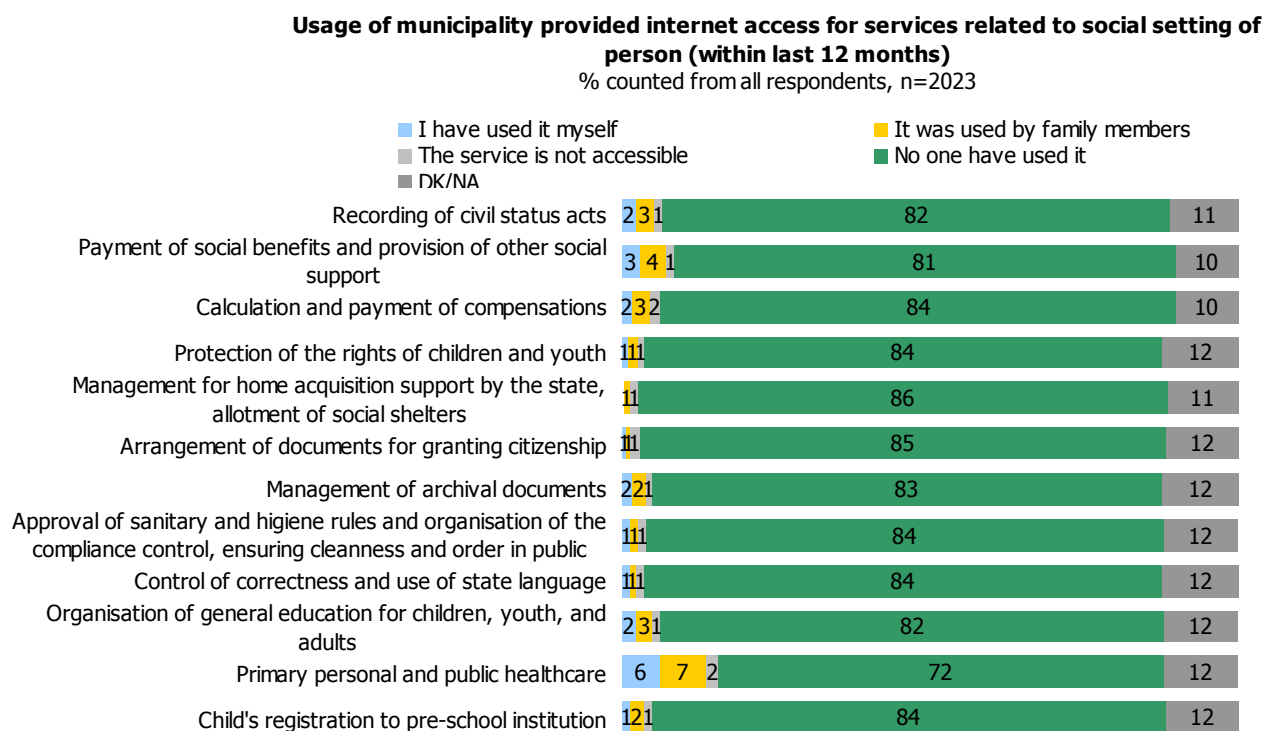
People rarely use Internet services related to personal social situation. 12% of municipal residents have used at least one analyzed e-service themselves, and 15% of them stated that their family members have used these e-services.

Internet services rendered by municipalities and related to personal and public primary health care are somewhat more popular (6% of respondents mentioned that have used such services themselves, 7% - that their family members have used these services).

Remaining services have been used by not more than 3% of municipal residents. The least popular is on-line searching for information about applications for citizenship, restoration of citizenship and withdrawal of citizenship, downloading of these applications, and use of e-services related to administration of state support for housing needs.

The analysis of the data received from residents with different characteristics showed that on-line services related to personal social situation are more frequently used by respondents who have Internet access at home or at work, users of public Internet access at libraries, people who are more active in contacting municipalities. Usually, specialists, servants, housewives were those who claimed that they use e-services themselves.

Graph 49. The use of municipal on-line services related to personal social situation



The services have been used by the number of users close to the limits of statistical error. Since there is such a small percentage of users, the more in-depth analysis would be purposeless and misleading, thus, comparisons of the survey data of comparative periods and urban and rural areas are not presented.

5.2 Awareness and Usage of E-services Related to Handling of Personal assets/property

E-services related to administration of personal assets or property are less known than those related to social information of a person. 39% of municipal residents are aware of at least one of the analyzed e-services related to administration of personal assets or property.

Almost one third of residents (30%) are aware that, in their local municipality, they can receive on-line services related to supervision of building exploitation, receive construction permits in accordance with the competence, 28% of the respondents are aware of services related to the environment quality improvement and protection, administration, use and disposal of state-owned land and other property assigned to municipalities on the basis of trust.

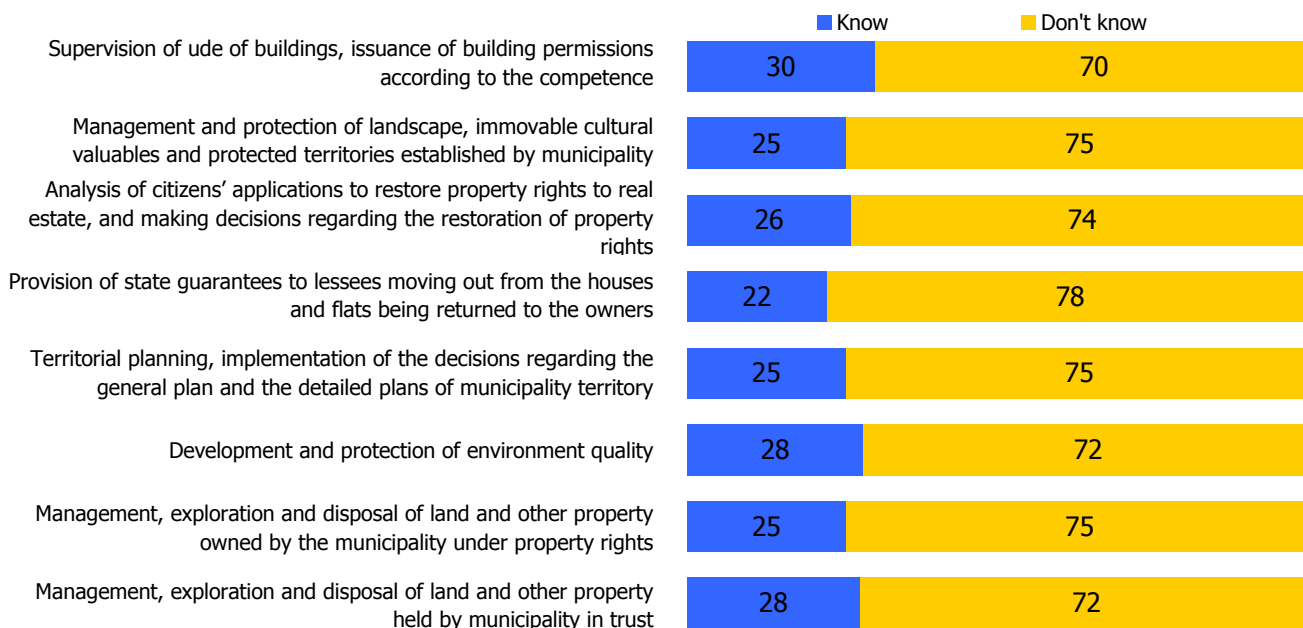
Every fourth resident is aware that there is a possibility to apply for restoration of property rights to real estate and receive decisions on restoration of property rights (26%), administer, use and dispose of municipality-owned land and other property (25%), handle and protect landscape, immovable cultural valuables and protected areas established by municipalities (25%) as well as receive services related to territory planning, implementation of the decisions of general and detailed plans of municipal territory (25%) via the Internet.

Residents are least informed about services related to administration of state guarantees to tenants who are forced to move out from buildings or apartments which were returned to their owners (22%).

Socially more active part of residents: 25-34 y.o., people with higher education, those with the highest purchasing power (more than LTL 1000 per family member per month), specialists, servants, students, Internet users, residents who are interested in cultural and leisure services rendered by municipalities, are better aware of e-services related to administration of personal assets or property.

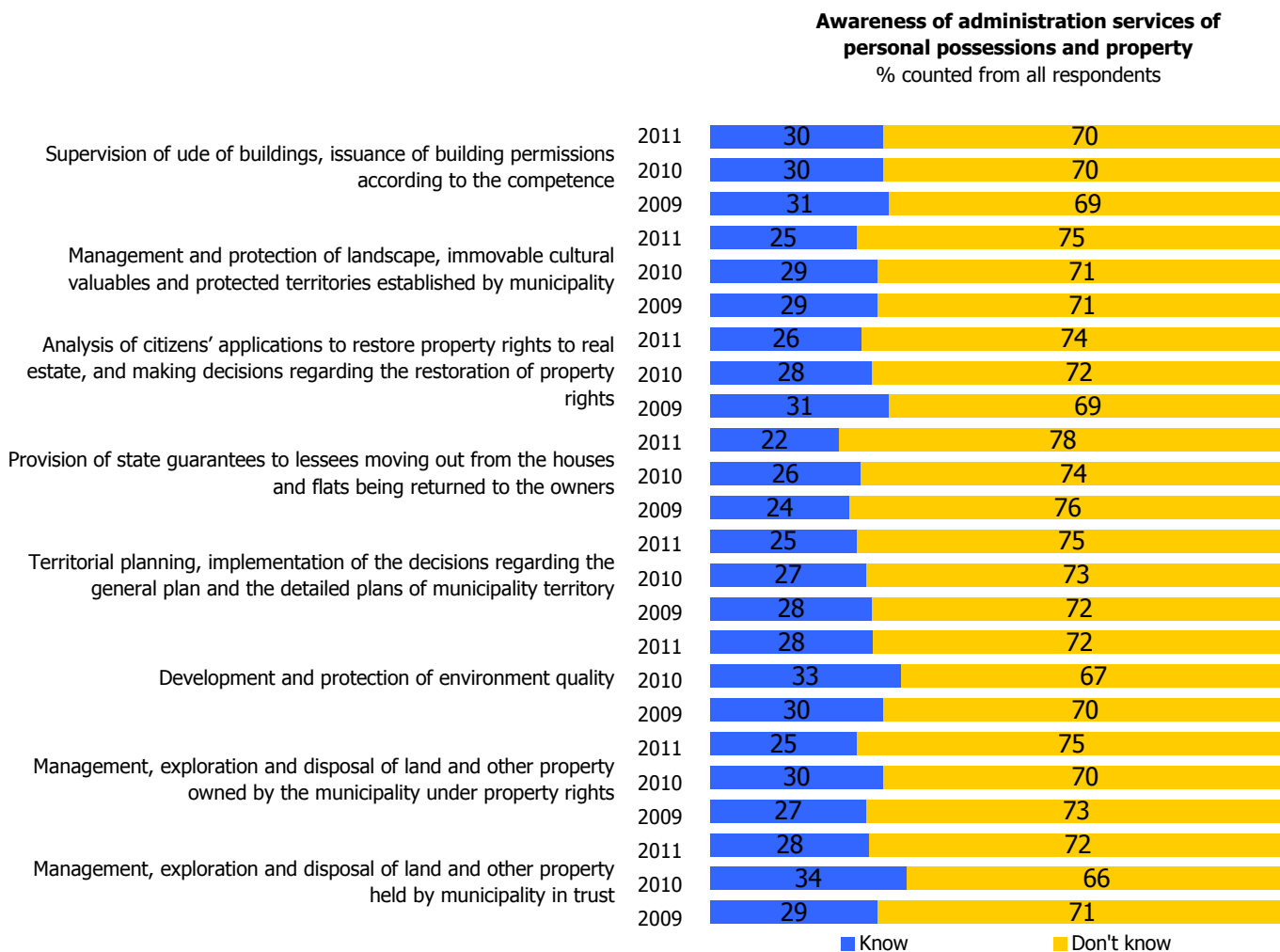
Graph 50. Awareness of services related to handling, administration of personal assets/property.

Awareness of administration services of personal possessions and property
 % counted from all respondents, n=2023



Comparative analysis of survey data of 2009 and 2011 shows that overall awareness of services related to handling, administration of personal assets/property has been constantly decreasing; however, in some cases (eg. environment quality improvement and protection, administration, use and disposal of municipality-owned land or other property, administration, use and disposal of state-owned land and other property assigned to municipalities on the basis of trust and administration of state guarantees to tenants who are forced to move out from buildings or apartments which were returned to their owners), awareness of respondents was at its peak in 2010.

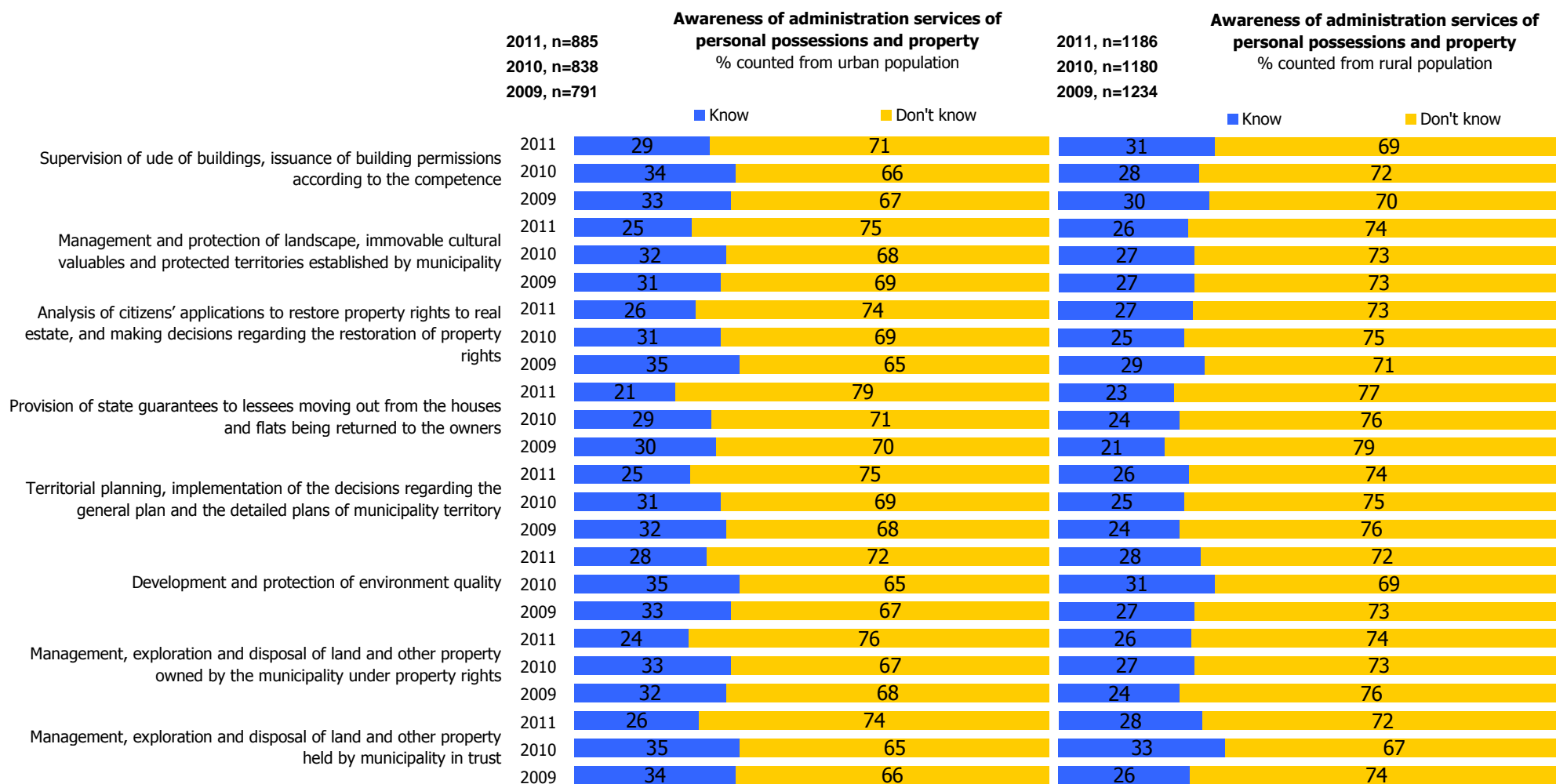
Graph 51. Awareness of services related to handling, administration of personal assets/property. Comparison of years 2009-2011



Analysis of awareness of Internet services related to handling of personal assets or property among rural and urban residents showed no statistically significant differences.

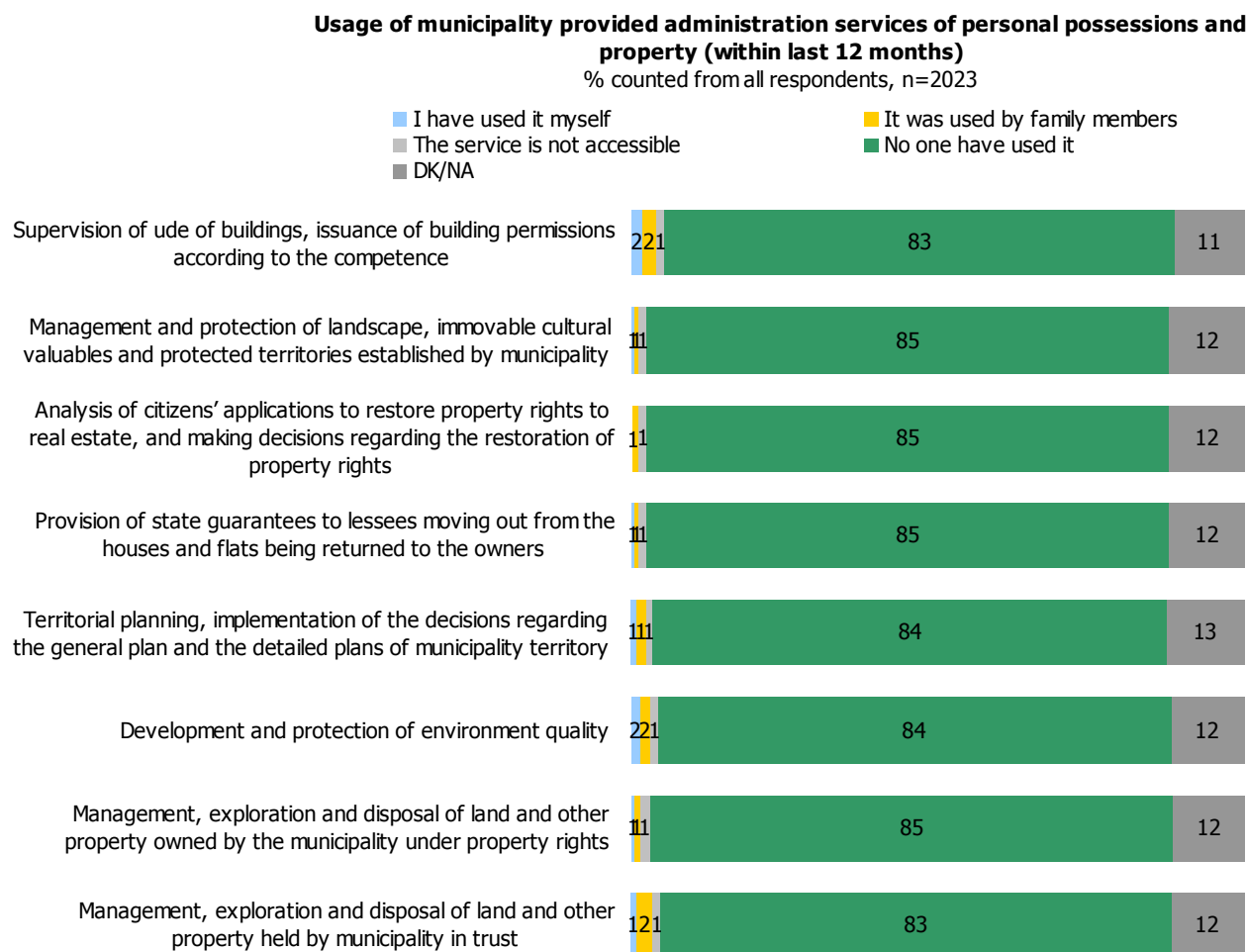
In 2011, there was a decrease of respondents' awareness of e-services related to handling of personal assets or property. Rural residents' awareness of these services remained quite same.

Graph 52. Awareness of services related to handling, administration of personal assets/property. *Comparison of urban and rural areas*



During the recent years, 4% of municipal residents used services related to handling of personal assets or property (those who used at least one of the analyzed services). 6% of respondents claimed that these services were used by their family members.

Graph 53. The use of municipal Internet services related to handling, administration of personal assets/property.



All e-services have been used by not more than 2% of municipal residents. Since there is such a small percentage of users, the more in-depth analysis would be purposeless and misleading, thus, comparisons of the survey data of comparative periods and urban and rural areas are not presented.

5.3 Awareness and Usage of E-services Related to Possibility to Render Certain Services

44%⁷ of municipal residents are aware of Internet resources related to possibility to provide certain services. Therefore, there is higher awareness of these services than of those related to handling of personal assets or property; however, there is lower awareness of these e-services as compared to those related to personal social information.

Municipality residents are more aware of e-services related to information about organization of resident employment, qualification, re-skilling or public and seasonal works (35%), and implementation of regulations for trade and providing of other services in markets and other places (33%).

32% of respondents are aware that they can receive information about organization of tourism and leisure via the Internet. 31% of municipal residents are aware of carrying of passengers on local routes, 30% - of participation in securing public order and peace.

Municipal residents are least informed about services related to organization of heat and water supply, wastewater collection and treatment (28%), and compliance control of alcohol and tobacco advertising (28%).

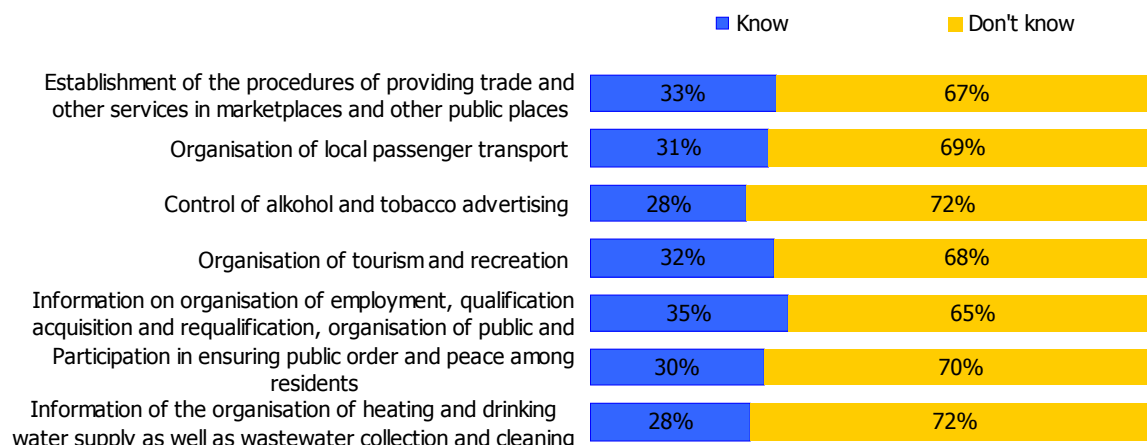
Usually, younger residents (15-24 y.o.), people with higher education, residents of bigger cities (10-50 thousand residents), Internet users, specialists and servants, students, respondents who are more active in contacting municipalities are more aware of municipal e-services related to possibility to provide certain services.

⁷ Are aware of possibility to use one of the analyzed services via the Internet.

Graph 54. Awareness of e-services related to possibility to provide certain services to residents.

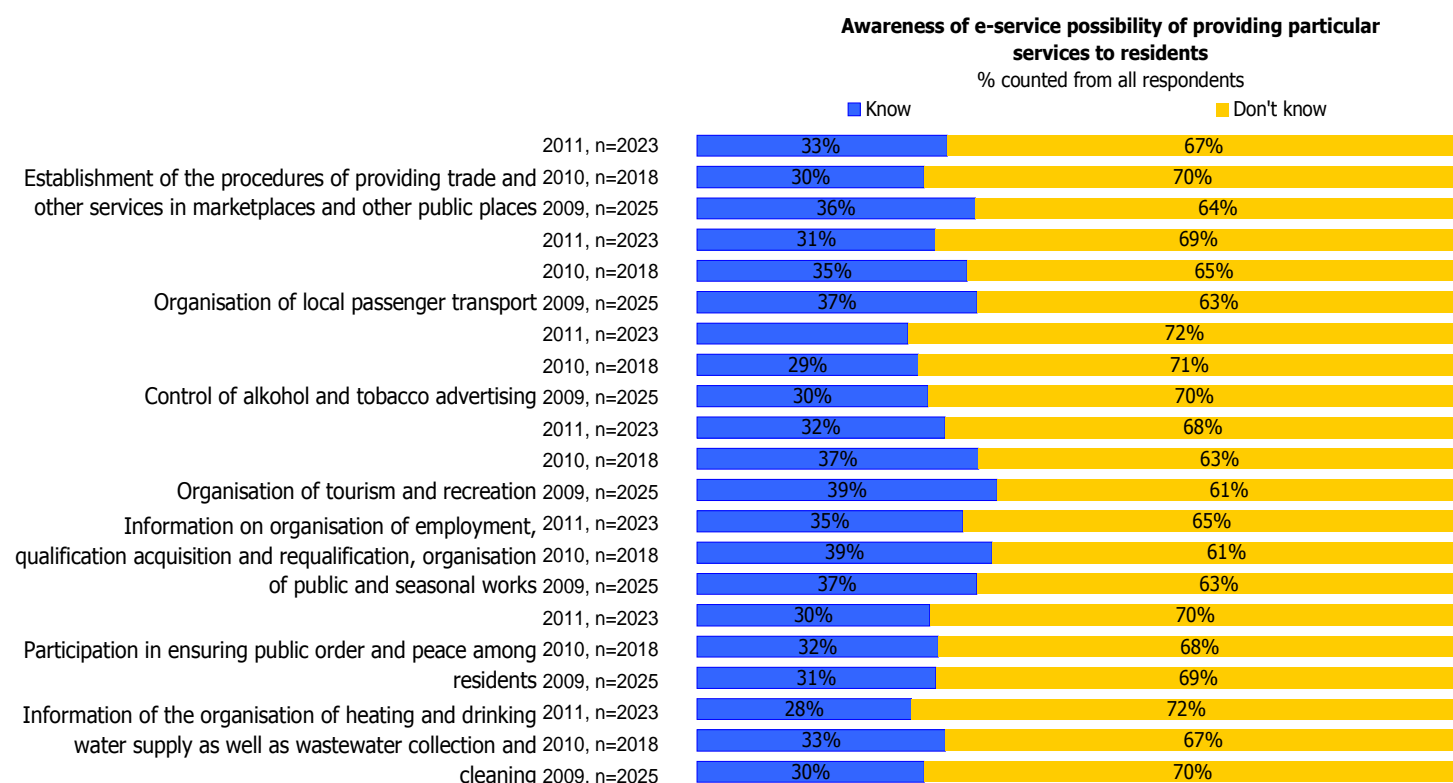
Awareness of e-service possibility of providing particular services to residents

% counted from all respondents, n=2023



Analysis of the change of awareness of services related to possibility to render certain services to residents during the period of 2009-2011 showed no substantial changes. There was a slight decrease of residents who are aware that they can receive information about organization of tourism and leisure via the Internet (from 39% in 2009, to 32% in 2011), and heat and water supply and wastewater collection and treatment (from 33% in 2010, to 28% in 2011 (30% in 2009)).

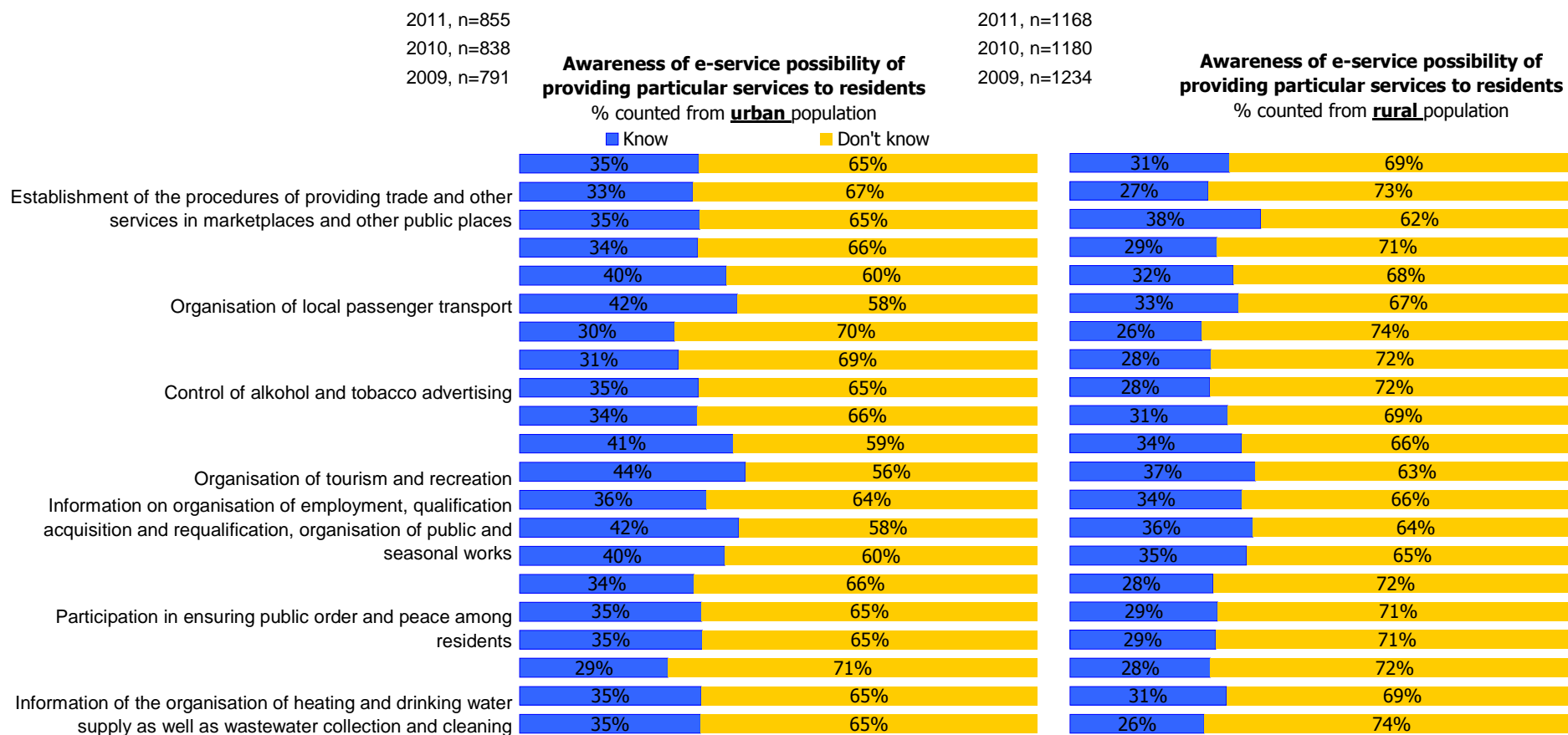
Graph 55. Awareness of e-services related to possibility to provide certain services to residents. Comparison of years 2009-2011



Rural and urban residents are almost equally informed about all e-services related to possibility to provide certain services to residents, with the exception of services related to organization of carrying of passengers on local routes (34% in urban areas, 29% in rural areas), compliance control of alcohol and tobacco advertising (30% in urban areas, 26% in rural areas), and participation in securing public order and peace (34% in urban areas, 28% in rural areas). Urban residents are better informed about the aforementioned services than rural residents.

As compared to the year 2010, in 2011, rural residents are similarly informed about e-services related to possibility to provide certain services to residents; however, among the urban residents, awareness of these services is decreasing. In 2011, urban residents are statistically significantly less aware of services related to organization of tourism and leisure (44% in 2009, 34% in 2011) and organization of carrying of passengers on local routes (42% in 2009, 34% in 2011). There is a decrease of awareness of implementation of regulations for trade and providing of other services in markets and other places among rural residents (38% in 2009, 31% in 2011).

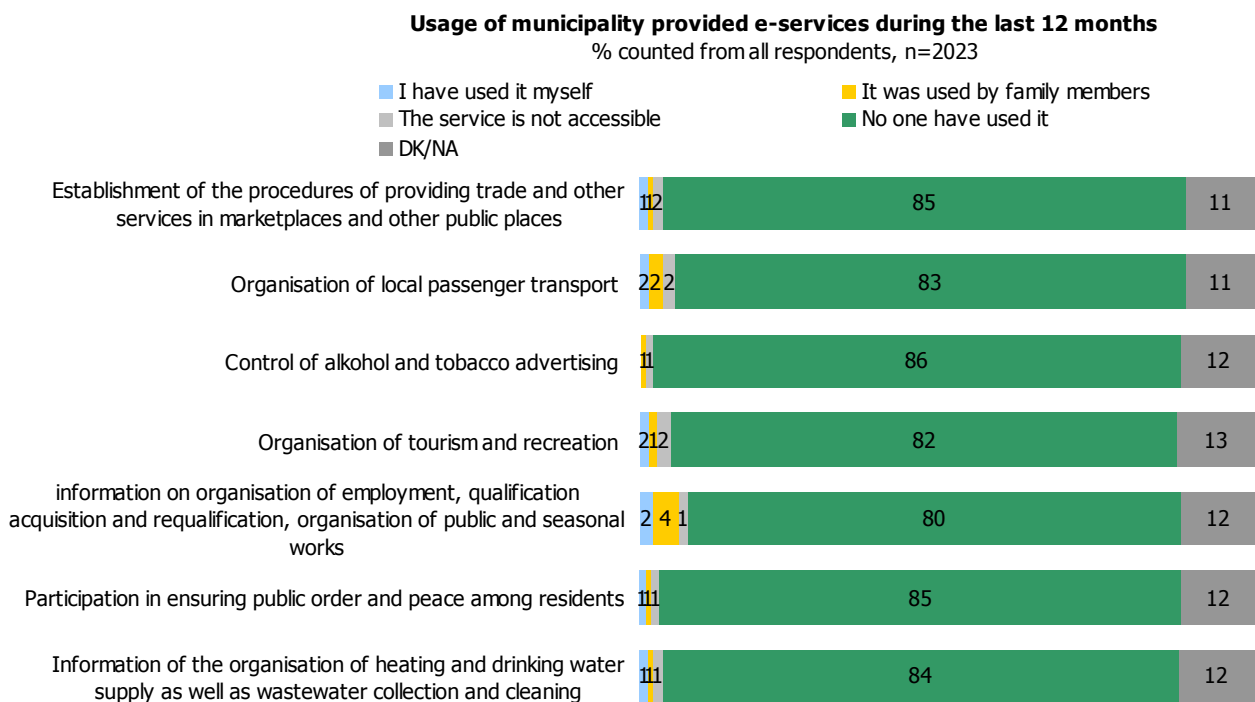
Graph 56. Awareness of e-services related to possibility to provide certain services to residents. *Comparison of urban and rural areas*



6% of municipal residents have used at least one of the analyzed municipal Internet services during the recent year. 7% of respondents claimed that their family members used the afore-mentioned services.

The services have been used by the number of users close to the limits of statistical error. Since there is such a small percentage of users, the more in-depth analysis would be purposeless and misleading, thus, comparisons of the survey data of comparative periods and urban and rural areas are not presented.

Graph 57. The use of certain municipal Internet services.



5.4 Places for Using E-services

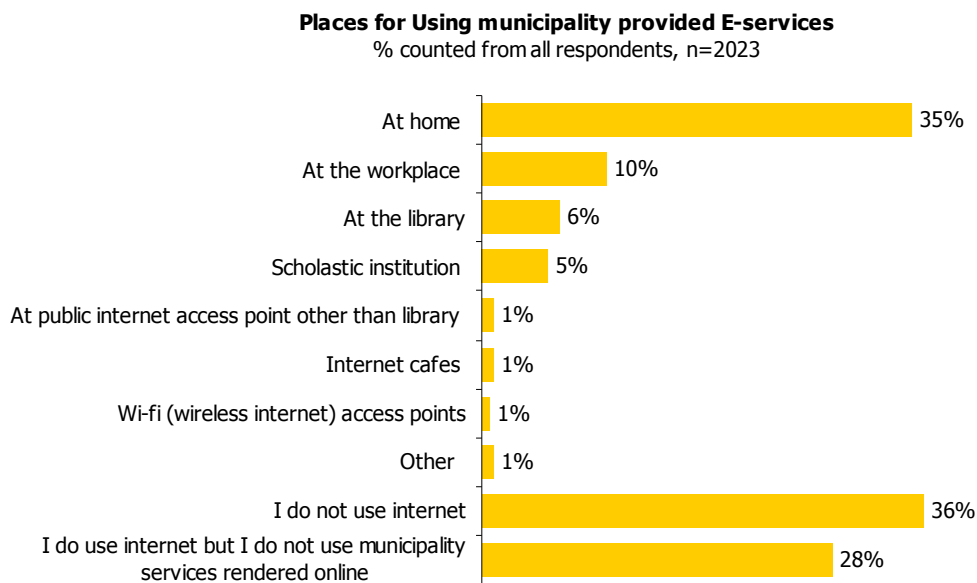
Usually, municipal residents use e-services at home (35%). 10% of respondents use municipal Internet services at work, 6% – in libraries, 5% – in educational institutions. E-services are used via public Internet access in libraries, Internet cafés or through WiFi access by not more than 1% of resident per each. 1% of respondents indicated that they use e-services in other places, i.e., labor exchange, houses of friends or neighbours.

28% of respondents, although use the Internet, do not use municipal services provided via the Internet.

Comparison of places for using e-services with relation to different social/demographic characteristics shows the following differences:

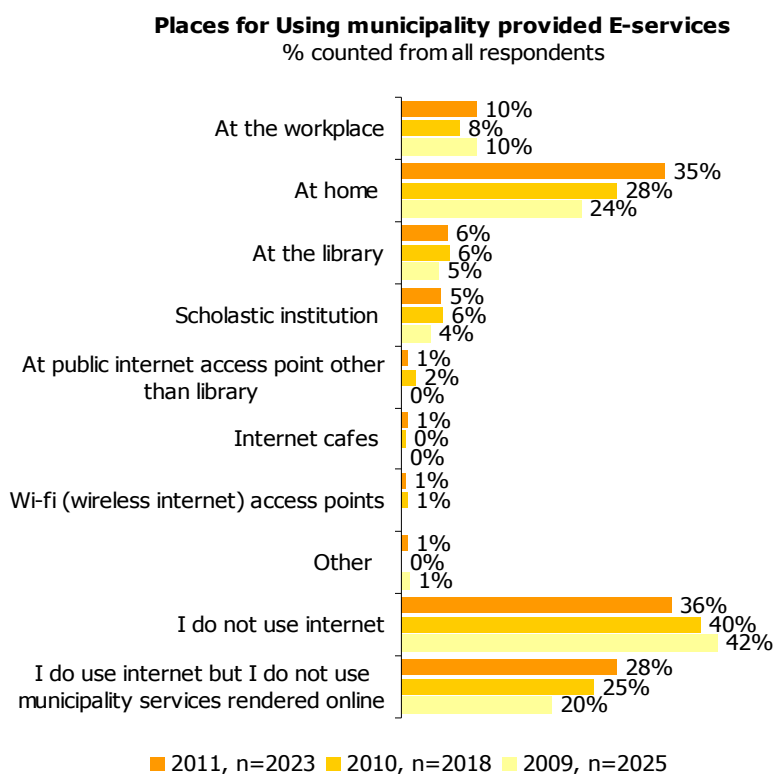
- Usually, municipal Internet services are used at work by women, 25-44 y.o., people with further and higher education, those with higher purchasing power (more than LTL 800 per family member per month), residents of bigger cities (10-50 thousand residents), highest or middle level heads, specialists, servants.
- At home, municipal Internet services are more often used by 15-44 y.o., people with further and higher education, those with highest income (more than LTL 1000 per family member per month), residents of bigger cities (10-50 thousand residents), highest or middle level heads, specialists, servants, schoolchildren and students.
- In libraries, municipal services provided via the Internet are more often used by women, 15-24 y.o., rural residents, schoolchildren, students.

Graph 58. Places for using municipal services provided via the Internet



Comparison of survey data of the past three years (2009-2011) shows that percentage of those who use municipal Internet services at home has been constantly growing (24% in 2009, 28% in 2010 and 35% in 2011). After decreasing in 2010, percentage of those who use these services at work returned to numbers of 2009, i.e. 10%. Similarly, there is an increase of those who, although use the Internet, do not use municipal e-services (20% in 2009, 25% in 2010 and 28% in 2011).

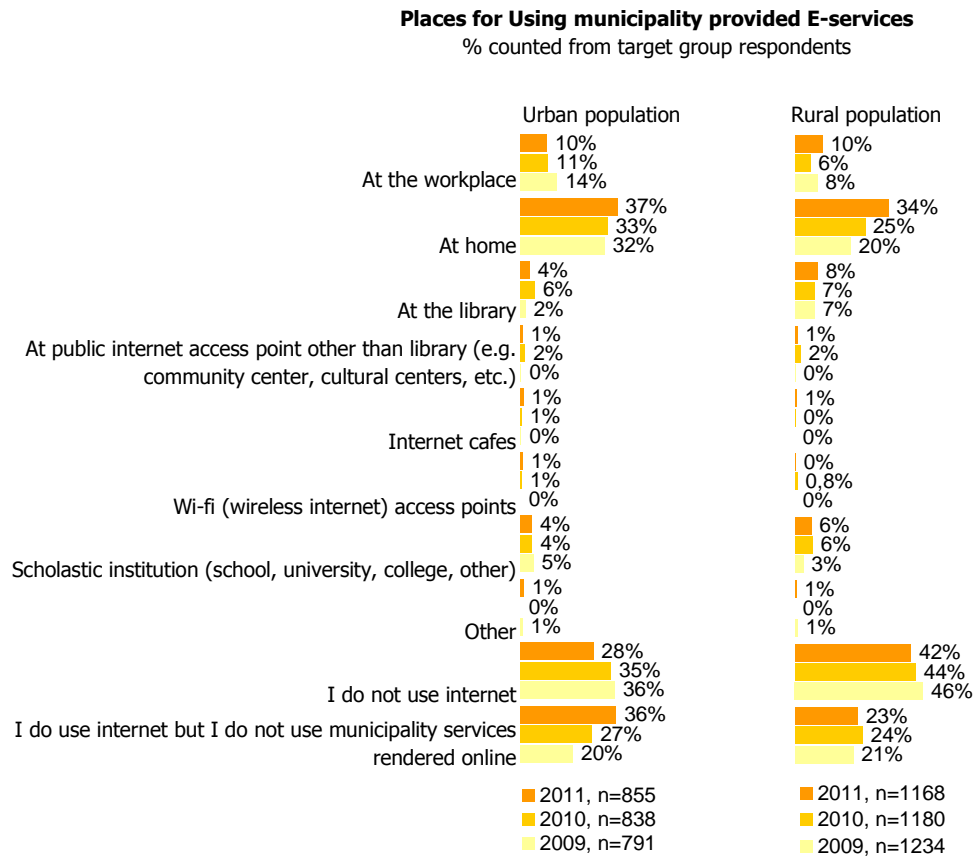
Graph 59. Places for using municipal services provided via the Internet. *Comparison of years 2009-2011*



Comparison of peculiarities of the use of municipal e-services by rural and urban residents showed that both groups used all channels somewhat equally, except for WiFi (wireless Internet) access, which was more often mentioned by urban residents (1% in urban areas, 0,3% in rural areas), and library, which was more often mentioned by rural residents (4% in urban areas, 8% in rural areas). There were more urban residents (36%) who claimed that, although they use the Internet, they do not use municipal services provided via the Internet (23% in rural areas).




During the recent year, there was an increase of those who use e-services at home both in urban and rural areas (in urban areas: 32% in 2009, 37% in 2011; in rural areas: 20% in 2009, 34% in 2011). Moreover, there was an increase of those who use these services at work in rural areas (8% in 2009, 6% in 2010, 10% in 2011), while in urban areas, there is an increase of residents who, although use the Internet, do not use municipal services provided via the Internet (20% in 2009, 36% in 2011).

Graph 60. Places for using municipal services provided via the Internet. *Comparison of urban and rural areas*



6. Internet Usage

The following chapter analyses internet using among municipal residents: prevalence, most popular places for using (access), periodicity of using.

-  During the comparative period of 2009-2011, there was an increase of overall percentage of residents who have Internet access at home or at work; however, it is obvious that Internet using has been gradually moving to peoples' personal space, i.e. home. There is an increase of people who can access the Internet at home, and percentage of those who have access to the Internet at work remains unchanged.
-  Two thirds of municipal residents who have access to the Internet use it on a daily basis, every fifth respondent – few times a week. Usually, schoolchildren or students are active Internet users. People of the retirement age, the disabled, and housewives generally are passive Internet users.
-  In 2011, there was an increase of active Internet users, and decrease of passive ones.

6.1 Internet Penetration

According to the municipality survey data of 2011, two residents out of three have access to the Internet at home. 15% of respondents have access to the Internet at work. 38% of respondents do not have Internet access neither at home, nor at work.

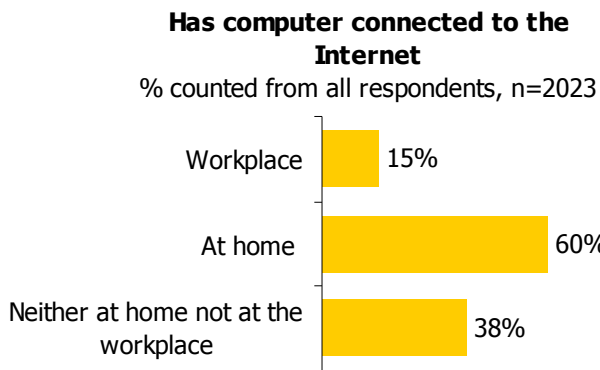
Social groups who suffer from social exclusion (the disabled, pensioners and the unemployed) have most limited possibilities to use the Internet; usually, they do not have access to the Internet neither at home, nor at work.

Specialists, heads and servants have more possibilities to access the Internet both at work and at home, and schoolchildren, students and workpeople – only at home.

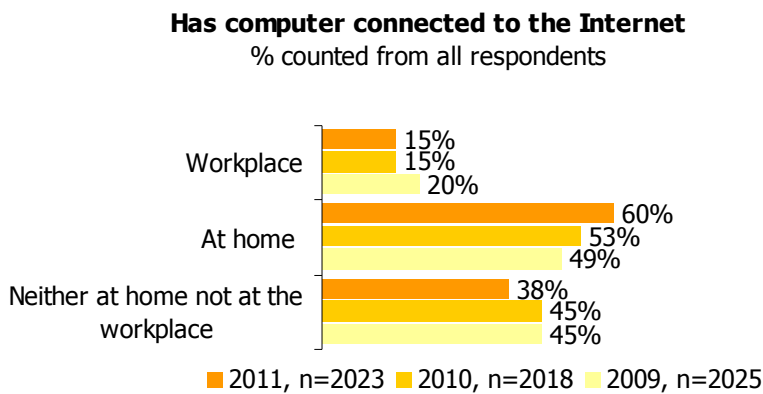
As compared to years 2009-2010, overall percentage of those who have access to the Internet at home or at work has grown from 55% (in 2009 and in 2010) to 62% (2011); however, it is obvious that Internet using has been gradually moving to personal space, i.e. home. Percentage of residents who can use the Internet at home is growing, and those who access the Internet at work – remains the same.

There is higher percentage of urban residents who have access to the Internet at home (68% in urban areas, 54% in rural areas) or at work (19% in urban areas, 12% in rural areas). There is higher percentage of people who do not have any Internet access (30% in urban areas, 44% in rural areas).

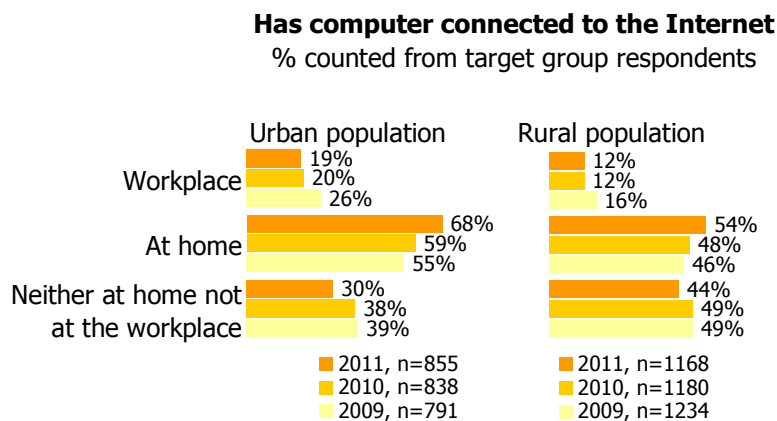
Graph 61. Possession of a computer connected to the Internet.



Graph 62. Possession of a computer connected to the Internet. *Comparison of years 2009-2011*



Graph 63. Possession of a computer connected to the Internet. *Comparison of urban and rural areas*



6.2 Places of Internet Usage

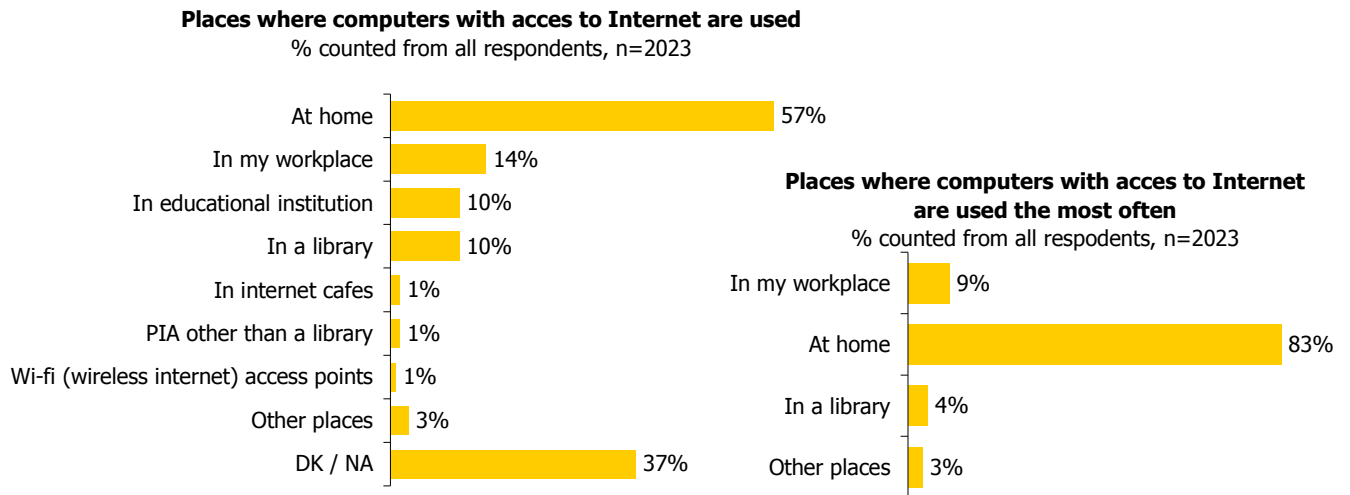
Home is the most popular place for using the Internet among municipal residents. More than half of respondents use the Internet at home (57%). A bit more than one tenth of respondents use the Internet at work (14%), every tenth respondent uses the Internet at educational institutions (10%) or libraries (10%). Public Internet access (other than libraries) (1%), WiFi access (1%) and Internet cafés (1%) are least popular places for using the Internet. 3% of respondents claimed that they use the Internet in other places (at friends, neighbours, relatives, labour market). 37% of residents do not use the Internet at all.

Comparison of places for using the Internet with relation to different social/demographic characteristics presents the following trends:

- at work, the Internet is usually used by 25-54 y.o., people with further or higher education, those with average and highest income, urban residents, highest and middle level heads, specialists, servants;
- at home, Internet access is usually used by the employed, people with further or higher education, those with highest income, city residents, heads of companies, specialists, servants, schoolchildren and students;
- compared to other groups, schoolchildren and students are those who more often use the Internet in public libraries or at educational institutions;
- the highest percentage of people who belong to socially excluded group: the unemployed, the disabled or pensioners, are among those who do not use the Internet at all.

Similar situation is observed when it comes to most common places for using the Internet: 83% - at home, 9% of those who usually use it at work, 4% - in libraries and 3% – other places.

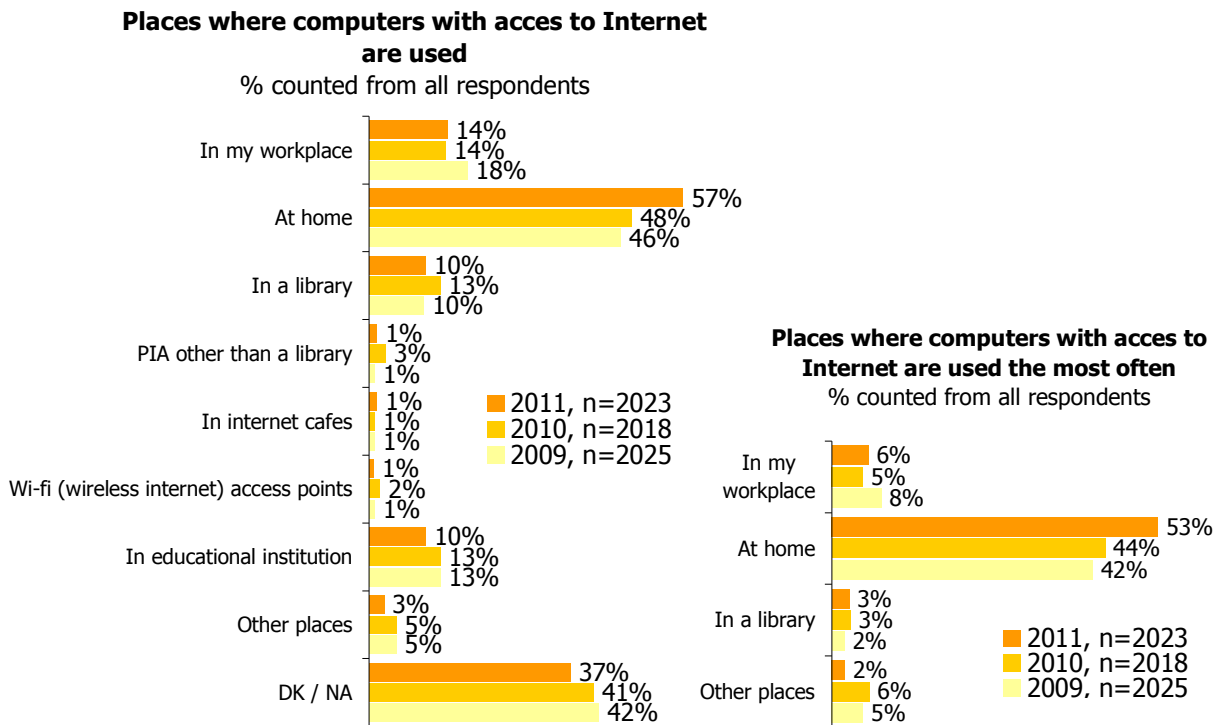
Graph 64. Places for using computers connected to the Internet



During the recent year, there was an increase of percentage of Internet users, which has been increasing at the expense of residents who use the Internet at home (46% in 2009, 57% in 2011). Proportions of those who use the Internet at educational institutions remained the same.

Analogous trends are observed when it comes to the basic place for using the Internet – there is a noticeable increase of Internet using at home (42% - 2009, 53% in 2011). (Graph 63)

Graph 65. Places for using computers connected to the Internet. Comparison of years 2009-2011



6.3 Periodicity of Internet Usage

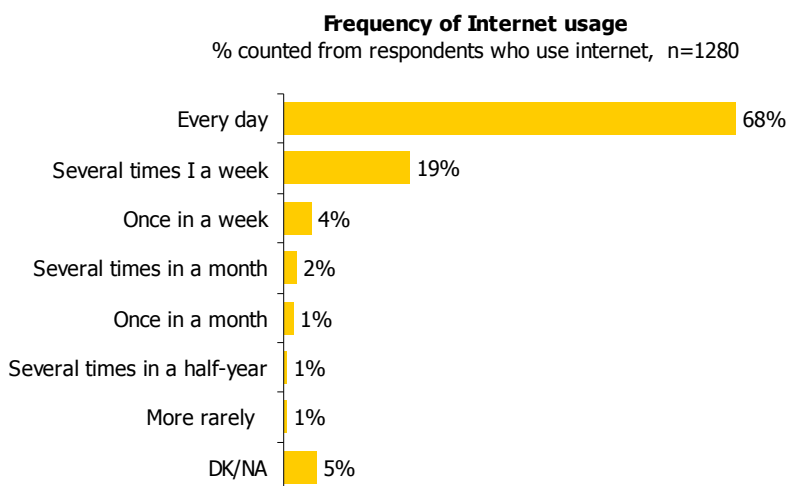
There are two thirds (68%) of municipal residents who use the Internet on a daily basis. 19% of respondents claimed that they use the Internet few times a week. 9% of respondents use the Internet once a week or less.

Thus, periodicity of Internet using can be subdivided to:

- active using – when the Internet is used on a daily basis;
- average periodicity of using – when the Internet is used few times a week;
- passive using – when the Internet is used no more than once a week.⁸

Schoolchildren or students are active Internet users. Average periodicity of Internet using is most common among workpeople. People of the retirement age, the disabled, and housewives usually are passive Internet users.

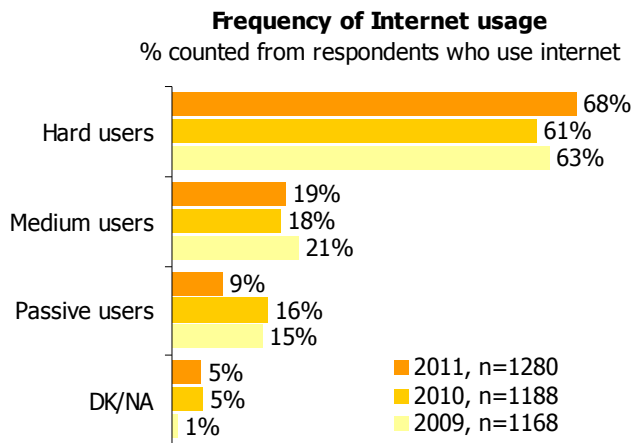
Graph 67. Periodicity of Internet using



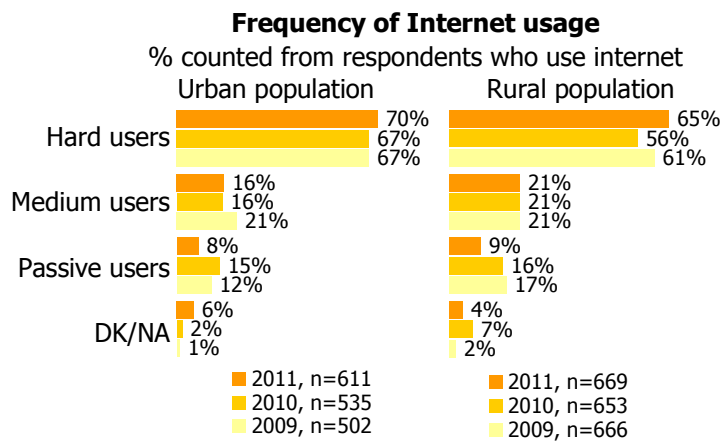
During the recent year, there was an increase of active Internet users (63% in 2009, 68% in 2011) and a decrease of passive Internet users (15% in 2009, 9% in 2011). Analysis of data from rural and urban areas shows that there is a higher increase of active Internet users in rural areas (56% in 2010, 56% in 2011 (61% in 2009)), as compared to urban areas (67% in 2009, 70% in 2011).

⁸ Conditional grouping of periodicity of Internet using, which helps to segment Internet users. Grouping was adapted and used for analysis of population survey (Instrument 3) and VIP visitors survey (Instrument 4) of 2009 and analysis of similar survey instruments of 2010.

Graph 68. Periodicity of Internet using. Comparison of years 2009-2011



Graph 69. Periodicity of Internet using. Comparison of urban and rural areas



7. Summarizing the Results in Accordance with Impact Monitoring Indices

Instrument 13 measures very limited number of impact indicators, because it was added as an additional means of impact measuring, rather than prepared during the planning of project implementation strategy.

3. Improved information technology skills of public library visitors

3B. Changed practice of using public Internet access

With growing overall number of Internet users in 2010-2011, percentage of those who use public Internet access remains stable.

In 2010-2011, the number of Internet users increased; however, only the number of those who use the Internet at home increased (46% in 2010, 57% in 2011). Percentage of those who use the Internet in places of public access and in educational institutions remains unchanging. Comparison of places for Internet using in rural and urban areas shows that public access in libraries is more popular among rural residents (8% in urban areas, 12% in rural areas).

4. Improved access for specific groups, social groups which are hard to reach:

4A. Percentage of users who do not have alternative access to the Internet

The number of residents who do not have alternative access to the internet has been decreasing: from 45% in 2009-2010, to 38% in 2011.

According to municipal survey data of 2011, 60% of municipal residents are able to use the Internet at home. 15% of respondent have access to the Internet at work. 38% of respondents do not have access to the Internet neither at home, nor at work.

Social groups who suffer from social exclusion (the disabled, pensioners and the unemployed) have most limited possibilities to use the Internet; usually, they do not have access to the Internet neither at home, nor at work.

As compared with the years 2009-2010, overall percentage of residents who have access to the Internet at home or at work increased from 55% to 62%; however, it is obvious that Internet using has been gradually moving into personal space, i.e., home. The number of people who can use the Internet at home is growing, and the number of respondents who have access to the Internet at work remains the same.

There is higher percentage of urban residents who can use the Internet at home (68% in urban areas, 54% in rural areas) or at work (19% in urban areas, 12% in rural areas), and there is higher percentage of residents who do not have any access to the Internet (30% in urban areas, 44% in rural areas).

5. Improved representation of libraries:

5A. Reputation, public perception and profile of libraries

Assessment of cultural institutions showed that there is highest satisfaction with the work of libraries and it remains stable time-wise. The importance of libraries is also highlighted by willingness of residents to support libraries (when respondents were asked to allocate financing to cultural institutions at their discretion).

Respondents of survey of 2011 are satisfied with cultural and leisure services rendered by municipalities. They are most satisfied with the work of public libraries (77%), cultural centers and recreation halls (76%). Assessment of libraries during the years 2009-2011 and among urban and rural residents is the same.

More than one third (hypothetic situation of allocation of LTL 100) of overall budget of LTL 100 (LTL 36,2) would be allocated to cultural centers and recreation halls, more than one fourth (LTL 28,4) of it would be allocated to public libraries. In 2011, there was an increase of those who would allocate more money to public libraries, cultural centers and recreation halls (LTL 36,2 in 2011, and LTL 32,7 in 2010. In 2009, this amount was even larger – LTL 37,7). There were no statistically significant differences of allocation of budget between rural and urban residents.

5C. Increased number of library visitors (visits)

Relative periodicity of library visiting remained somewhat unchanged during 2009-2011.

According to municipal public opinion survey data of 2011, respondents quite rarely use cultural and leisure services. In the overall context, library attendance is highest – 5% of respondents visit it at least once a week, and 12% – at least 1-2 times a week. The number of respondents who have visited libraries at least 2-3 times per last six months increased (14% in 2009, 12% in 2010, 20% in 2011). Public library services are equally actively used by both urban and rural residents.

Appendix A. Questionnaire

Good afternoon/Good evening. My name is _____, I am an interviewer from the research company RAIT. Currently, we are doing a survey on residents' use of services rendered by municipal institutions, and the assessment of such services. May I ask you some questions on this topic? Our conversation would take approximately 20 minutes. We would appreciate if you spare us some of your time. Your answers will be used for a generalized statistical analysis only.

Thank you for participating in this survey!

I1. Interview date: _____ of _____, year 2011,

I2. Start of the interview _____ o'clock a.m./p.m.

SELECTION

0. HOW MANY INDIVIDUALS OF THE AGE 15-74 ARE RESIDING IN YOUR HOUSEHOLD? (INCLUDING THE ONE YOU ARE TALKING TO IF HE/SHE FALLS INTO THE AGE GROUP OF 15-74)

SPECIFY THE NUMBER: _____

0.1 ENLIST ALL THE BIRTH DATES OF INDIVIDUALS OF THE AGE 15-74, SPECIFY THEIR GENDER, AND CIRCLE THE ONE YOU HAVE SELECTED FOR SURVEY.

	BIRTH DATE (SPECIFY)		GENDER(CIRCLE)		Selected (CIRCLE)
	Month	Day	Male	Female	
1 ST family member			1	2	1
2 ND family member			1	2	2
3 RD family member			1	2	3
4 TH family member			1	2	4
5 TH family member			1	2	5
6 TH family member			1	2	6
7 TH family member			1	2	7
8 TH family member			1	2	8

THE AIM OF THIS SURVEY IS TO FIND OUT IF YOU ARE USING THE SERVICES RENDERED BY YOUR LOCAL MUNICIPAL INSTITUTIONS, AND HOW DO YOU ASSESS THEM. THEREFORE, WHEN ANSWERING THE QUESTIONS REFER ONLY TO YOUR LOCAL MUNICIPALITY (MUNICIPALITY YOU ARE LIVING AT).

FIRST, PLEASE ANSWER SOME QUESTIONS REGARDING THE USE OF SERVICES RENDERED BY YOUR LOCAL MUNICIPALITY, AND HOW DO YOU ASSESS THEM.

SHOW THE CARD 

1. Have you used the following services rendered by your local municipality during the last 12 months? (MARK IN EACH LINE)

	Yes	No
1. Environmental protection services (e.g., waste collection, street-sweeping services, etc.)	1	2
2. Public transport services (e.g., riding a bus)	1	2
3. Cultural and leisure services (e.g., visiting museum, library, parks, etc.)	1	2
4. Sports services (e.g., visiting athletic fields, stadiums)	1	2
5. Educational services (e.g., studying, sending children to school, day center, kinder-garden)	1	2
6. Social support (e.g., receiving benefits, support by alimentary products or services)	1	2
7. Accommodation services (e.g., applied for social shelter, registering to the list for community flat)	1	2
8. Other services (e.g., land or territory planning) <i>SPECIFY:</i> _____	1	2

SHOW THE CARD 2

2. Regardless of the fact if you have used the below-listed services during the last 12 months or not, please give your assessments if you are satisfied or dissatisfied with the quality of below-listed services rendered by your local municipal institutions on the basis of everything you know about them.

(MARK IN EACH LINE, ONE ANSWER IN EACH LINE)

	Dissatisfied	Rather dissatisfied	Rather satisfied	Satisfied	N/N
1. Environmental protection services (e.g., how household waste is managed, and how waste collection is performed, etc.)	1	2	3	4	9
2. Public transport services (e.g., how public transport, and bus timetables are organized, etc.)	1	2	3	4	9
3. Cultural and leisure services (e.g., how museums, libraries, parks, etc. are managed)	1	2	3	4	9
4. Sports services (e.g., how sports complexes, athletic fields and stadiums are managed)	1	2	3	4	9
5. Educational services (e.g., how kinder-gardens, schools, after-school institutions are managed)	1	2	3	4	9
6. Social support (e.g., how payment of benefits, support by alimentary products, and other social services are organized)	1	2	3	4	9
7. Accommodation services (e.g., conditions for providing social shelter, etc.)	1	2	3	4	9
8. Other services (e.g., land or territory planning) <i>SPECIFY:</i> _____	1	2	3	4	9

SHOW THE CARD 3

3. Imagine you have LTL 100, and you must allocate them for financing the below-listed services rendered by your local municipal institutions. How would you allocate the amount? (It is not necessary to reserve some part of the amount for every type of services; you can allocate the amount for those services which are the most important from your point of view. The total amount must be equal to LTL 100.)

	Amount
1. Environmental protection services in your local municipality (e.g., waste collection, street-sweeping, etc.)	/...../
2. Public transport services (e.g., busses)	/...../
3. Cultural and leisure services (e.g., museums, libraries, parks, etc.)	/...../
4. Sports services (e.g., athletic fields and stadiums)	/...../
5. Educational services (e.g., kinder-gardens, schools, etc.)	/...../
6. Social support (e.g., social benefits, support by alimentary products, and other social services)	/...../
7. Accommodation services (e.g., social shelter, list of applicants, etc.)	/...../
8. Other services (e.g., land or territory planning) <i>SPECIFY:</i> _____	/...../
	TOTAL AMOUNT=100 LTL

NOW PLEASE ANSWER SOME QUESTIONS ON CULTURAL AND LEISURE ACTIVITIES RENDERED IN YOUR LOCAL MUNICIPAL INSTITUTIONS

SHOW THE CARD 4

4. How often during the last 12 months did you use the below-listed cultural and leisure services rendered by your local municipal institutions? (MARK IN EACH LINE)

	At least once in a week	1-2 times in a month	2-3 times in 6 months.	Once in a year	Not once (did not use)	There is no such service (service is unavailable)	N/N
1. Visited museums and galleries located in your municipality	1	2	3	4	5	8	9
2. Visited objects of cultural heritage located in your municipality (palaces, rubbles, castles, castle mounds, etc.)	1	2	3	4	5	8	9
3. Visited public library in your municipality	1	2	3	4	5	8	9
4. Visited cultural or leisure centers in your municipality	1	2	3	4	5	8	9

SHOW THE CARD 5

5. Regardless of the fact if you have used the below-listed services during the last 12 months or not, please give your assessments if you are satisfied or dissatisfied with the quality of below-listed services rendered by your local municipal institutions on the basis of knowledge you have about them.

(MARK IN EACH LINE)

	Dissatisfied	Rather dissatisfied	Rather satisfied	Satisfied	N/N
1. Museums and galleries	1	2	3	4	9
2. Objects of cultural heritage	1	2	3	4	9
3. Public libraries	1	2	3	4	9
4. Cultural or leisure centers	1	2	3	4	9

6. Imagine you have LTL 100, and you must allocate them for financing the below-listed cultural and leisure services rendered by your local municipal institutions. How would you allocate the amount? (It is not necessary to reserve some part of the amount for every type of services; you can allocate the amount for those services which are the most important from your point of view. The total amount must be equal to LTL 100.)

	Amount LTL:
1. Museums and galleries	/...../
2. Objects of cultural heritage	/...../
3. Public libraries	/...../
4. Cultural or leisure centers	/...../
TOTAL AMOUNT=100 LTL	

NOW PLEASE ANSWER COUPLE OF QUESTIONS REGARDING COMMUNICATIONS WITH YOUR LOCAL MUNICIPAL INSTITUTIONS

7. How many times during the last 12 months have you contacted your local municipal institutions (regardless of the way of contacting: personally, by letter or by phone)?

1. Not once (during last 12 months.) —> *PROCEED TO QUESTION 10.*
2. Once
3. Twice
4. 3-4 times
5. 5 or more times
6. do not remember

8. What was the purpose of your last contact with the municipal institutions (ONLY ONE ANSWER POSSIBLE)?

1. Express complaints of municipal institutions' work
2. Inform about some problem
3. Ask for help, support, advise or information
4. Applied for specific service
5. other reason (*SPECIFY*) _____
9. did not specify

9. The way you have addressed the municipal institutions last time? (ONLY ONE ANSWER POSSIBLE)

1. Personally
2. By phone
3. By e-mail
4. Through internet website
5. By letter
6. Other (*SPECIFY*) _____

SHOW THE CARD **9a**

9a. How would you assess the quality of servicing (attention, communication, time spent, etc.) upon your contact with a municipal institution? (MARK IN EACH LINE, ONE ANSWER IN A LINE)

	Bad	Average	Good	N/N
1. Personal visit to a municipal institution	1	2	3	9
2. By phone	1	2	3	9
3. By e-mail	1	2	3	9
4. Through internet website	1	2	3	9
5. By letter	1	2	3	9

SHOW THE CARD **9a**

9b. How would you assess the quality of how the service was rendered (timely feedback, a single addressing was enough, consultation was thorough, etc.) upon your addressing a municipal institution? (MARK IN EACH LINE, ONE ANSWER IN A LINE)

	Bad	Average	Good	N/N
1. Personal visit to a municipal institution	1	2	3	9
5. By phone	1	2	3	9
6. By e-mail	1	2	3	9
7. Through internet website	1	2	3	9
5. By letter	1	2	3	9

ASK EVERYONE

10. Have you visited the below-listed local authorities' internet websites?

	Yes	No	Do not use internet	N/N
1. Municipality (city, region) website	1	2	8	9
2. Public library website	1	2	8	9
3. Museum or gallery website	1	2	8	9
4. Website of other local authority (<i>SPECIFY</i>) _____	1	2	8	9

SHOW THE CARD **10a**

10a. Have you used e-democracy services rendered by your local municipal institutions during the last 12 months?

(MARK IN EACH LINE, ONE ANSWER IN A LINE)

	Yes	No	Do not use internet	N/N
1. Have been checking municipality internet website for events, celebrations, news, detailed plans, etc.	1	2	8	9
2. Have been watching broadcast of municipality board meeting on the internet	1	2	8	9
3. Have provided your municipality with some suggestions or initiatives on the internet	1	2	8	9
4. Have submitted a complaint on the internet	1	2	8	9
5. Have been checking municipal legal acts on the internet	1	2	8	9
6. Have subscribed to receive news from municipality website to your mailbox	1	2	8	9
7. Have posted your comment on the municipality website.	1	2	8	9

SOME QUESTIONS ON PUBLIC SERVICES RENDERED BY THE MUNICIPAL INSTITUTIONS TO THE RESIDENTS ONLINE

Electronic service (e-service) – is a public service provided online. E-service– is information on the internet concerning various services rendered by municipal institutions as well as applications, enquiries, submission of feedback, ordering and/or filling certificates, tax payment, etc.

First, here are some questions on the online services related to social situation of the individual

11.1 Do you know about the possibility for citizens in your municipality to receive the below-listed e-services related to person's social situation? (MARK IN EACH LINE, COLUMN 11.1)

SHOW THE CARD **11.2**

11.2 Have you or any of your family members (parents, brothers/sisters, children or spouse) used these online services rendered by your municipal institutions during the last 12 months?

i.e. have been checking information on municipality website about the procedures of providing the specific services, list and terms of submission of required documents; have used the samples how to fill up the documents, etc.

(MARK IN EACH LINE, COLUMN 11.2)

E-services related to person's social information	11.1 AWARENESSES		11.2 MAKING USE				
	I am aware of it	I am not aware of it	I have used it myself	It was used by family members	The service is not accessible	No one has used it	N/N
1. RECORDING OF CIVIL STATUS ACTS (e.g., (information on recording birth, marriage, death; issuance of certificates on family composition, etc; downloading of applications)	1	2	1	2	3	4	9
2. PAYMENT OF SOCIAL BENEFITS AND PROVISION OF OTHER SOCIAL SUPPORT (e.g., provision of information on allocation of family, burial or social benefits, allocation of one-time subsidy for the birth of a child, and downloading of other applications)	1	2	1	2	3	4	9
3. CALCULATION AND PAYMENT OF COMPENSATIONS (heating expenses, cold and hot water expenses, reduced prices for public transport, etc.) (e.g., information on allocation of compensations and benefits to individuals having taken care of disabled, and multi-child mothers; compensations of heating expenses, compensations of cold and hot water expenses; downloading of applications)	1	2	1	2	3	4	9
4. PROTECTION OF THE RIGHTS OF CHILDREN AND YOUTH (e.g., information on the procedure of issuing child's travelling document; information of the terms and conditions of adoption; downloading of applications)	1	2	1	2	3	4	9
5. MANAGEMENT FOR HOME ACQUISITION SUPPORT BY THE STATE, ALLOTMENT OF SOCIAL SHELTERS (e.g., information on admission and registration of applications, procedures of issuing the documents proving the right to receive home acquisition support from the state; downloading of applications, etc.)	1	2	1	2	3	4	9
6. ARRANGEMENT OF DOCUMENTS FOR GRANTING CITIZENSHIP (e.g., information on the procedures of admission of the applications of granting, restoring or revoking the citizenship of the Republic of Lithuania; downloading of applications)	1	2	1	2	3	4	9
7. MANAGEMENT OF ARCHIVAL DOCUMENTS (e.g., information on the procedures of issuing archival certificates; downloading of applications)	1	2	1	2	3	4	9
8. APPROVAL OF SANITARY AND HIGIENE RULES AND ORGANISATION OF THE COMPLIANCE CONTROL, ENSURING CLEANNESS AND ORDER IN PUBLIC PLACES (e.g., information on animal (dogs, cats) registration, and the procedures of collecting fees for keeping animals in apartment houses)	1	2	1	2	3	4	9
9. CONTROL OF CORRECTNESS AND USE OF STATE LANGUAGE (e.g., information on the procedures of admission of the applications by individuals willing to take the exams in state language and basics of Lithuanian Constitution, and the procedures of granting certificates for those who passed; downloading of applications)	1	2	1	2	3	4	9
10. ORGANISATION OF GENERAL EDUCATION FOR CHILDREN, YOUTH, AND ADULTS (e.g., information on the procedures of admission of the applications to study at municipality comprehensive school; downloading of applications)	1	2	1	2	3	4	9
11. PRIMARY PERSONAL AND PUBLIC HEALTHCARE (e.g., registering for doctor's appointment)	1	2	1	2	3	4	9
12. CHILD'S REGISTRATION to pre-school institution (e.g. nursery)	1	2	1	2	3	4	9

The following are the questions concerning municipality e-services related to the management and administration of personal assets/property at local municipal institutions

12.1 Do you know about the possibility for citizens in your municipality to receive the below-listed e-services related to management and administration of personal assets/ property? (MARK IN EACH LINE, COLUMN 12.1)

SHOW THE CARD **12.2**

12.2 Have you or any of your family members (parents, brothers/sisters, children or spouse) used these online services related to management and administration of personal assets/ property rendered by your municipal institution x?

i.e. have been checking information on municipality website about the procedures of providing the specific services, list and terms of submission of required documents; have used the samples how to fill up the documents, etc.

(MARK IN EACH LINE, COLUMN 12.2)

E-services related to management and administration of personal assets/ property	12.1 BEING AWARE OF IT		12.2 USING IT				
	I am aware of it	I am not aware of it	I have used it myself	It was used by family members	The service is not accessible	No one have used it	N/N
1. SUPERVISION OF UDE OF BUILDINGS, ISSUANCE OF BUILDING PERMISSIONS ACCORDING TO THE COMPETENCE (e.g., information on the procedures of issuing permissions for building, reconstruction, repairing or demolition; and technical conditions for those willing to make engineering work)	1	2	1	2	3	4	9
2. MANAGEMENT AND PROTECTION OF LANDSCAPE, IMMOVABLE CULTURAL VALUABLES AND PROTECTED TERRITORIES ESTABLISHED BY MUNICIPALITY (e.g., information on the procedures of obtaining permissions to manage an immovable cultural valuables, build and demolish a building in the protected territories established by municipality)	1	2	1	2	3	4	9
3. ANALYSIS OF CITIZENS' APPLICATIONS TO RESTORE PROPERTY RIGHTS TO REAL ESTATE, AND MAKING DECISIONS REGARDING THE RESTORATION OF PROPERTY RIGHTS (e.g., information on the procedures of registering decisions to restore property rights to houses, parts of them, and flats being redeemed by the state in the municipality)	1	2	1	2	3	4	9
4. PROVISION OF STATE GUARANTEES TO LESSEES MOVING OUT FROM THE HOUSES AND FLATS BEING RETURNED TO THE OWNERS (e.g., information on the procedures of putting on the list of making money compensations for the real estate still being redeemed by the state, and procedures of issuing the security documents, etc.)	1	2	1	2	3	4	9
5. TERRITORIAL PLANNING, IMPLEMENTATION OF THE DECISIONS REGARDING THE GENERAL PLAN AND THE DETAILED PLANS OF MUNICIPALITY TERRITORY (e.g., information on the issuance of terms and conditions for the preparation of detailed plan; downloading of applications)	1	2	1	2	3	4	9
6. DEVELOPMENT AND PROTECTION OF ENVIRONMENT QUALITY (e.g., information on the procedures of obtaining permissions for excavations and fencing, cutting and pruning trees and bushes, and sprouting the territory; downloading of applications)	1	2	1	2	3	4	9
7. MANAGEMENT, EXPLORATION AND DISPOSAL OF LAND AND OTHER PROPERTY OWNED BY THE MUNICIPALITY UNDER PROPERTY RIGHTS (e.g., information on the procedures of admission and registration of applications to participate in public auctions to purchase or take out a lease on land or other property owned by municipality; downloading of applications)	1	2	1	2	3	4	9
8. MANAGEMENT, EXPLORATION AND DISPOSAL OF LAND AND OTHER PROPERTY HELD BY MUNICIPALITY IN TRUST (e.g., declaration and payment of state land rentals)	1	2	1	2	3	4	9

13.1 Do you know about the possibility for citizens in your municipality to receive e-services related to the possibility to provide specific services: (MARK IN EACH LINE, COLUMN 13.1)

SHOW THE CARD **13.2**

13.2 Have you or any of your family members (parents, brothers/sisters, children or spouse) used the below-listed e-services during the last 12 months.

i.e. have been checking information on municipality website about the procedures of providing the specific services, list and terms of submission of required documents; have used the samples how to fill up the documents, etc.

(MARK IN EACH LINE, COLUMN 13.2)

E-services related to the possibility to provide specific services to the residents	13.1 BEING AWARE OF IT		13.2 USING IT				
	I am aware of it	I am not aware of it	I have used it myself	It was used by family members	The service is not accessible	No one have used it	N/N
1. ESTABLISHMENT OF THE PROCEDURES OF PROVIDING TRADE AND OTHER SERVICES IN MARKETPLACES AND OTHER PUBLIC PLACES, ISSUANCE OF PERMISSIONS (LICENCES) IN THE CASES AND ACCORDING TO THE PROCEDURES PROVIDE BY THE LAW (e.g., information on the issuance one-time licences for retail sale in mass events, exhibitions and fairs, downloading of applications)	1	2	1	2	3	4	9
2. ORGANISATION OF LOCAL PASSENGER TRANSPORT (e.g., information on the issuance of licences to transport passengers by cars and taxis on local routes; downloading of applications)	1	2	1	2	3	4	9
3. CONTROL OF ALCOHOL AND TOBACCO ADVERTISING (e.g., information on the issuance of licences for outdoor advertising on the objects owned or managed by the municipality , downloading of applications)	1	2	1	2	3	4	9
4. ORGANISATION OF TOURISM AND RECREATION (e.g., information on the issuance of certificates to provide tourism (country tourism) services; downloading of applications)	1	2	1	2	3	4	9
5. Information on ORGANISATION OF EMPLOYMENT, QUALIFICATION ACQUISITION AND REQUALIFICATION, ORGANISATION OF PUBLIC AND SEASONAL WORKS	1	2	1	2	3	4	9
6. PARTICIPATION IN ENSURING PUBLIC ORDER AND PEACE AMONG RESIDENTS (e.g., information on the issuance of permissions for organizing events, concerts, festivals, sports, commercial and other entertaining events, coordination of outdoor advertising; downloading of applications)	1	2	1	2	3	4	9
7. Information of THE ORGANISATION OF HEATING AND DRINKING WATER SUPPLY AS WELL AS WASTEWATER COLLECTION AND CLEANING.	1	2	1	2	3	4	9

SHOW THE CARD **14**

14. In what place/places you or your family members use municipality services rendered online?
(SEVERAL ANSWERS ARE POSSIBLE)

1.	At the workplace
2.	At home
3.	At the library
4.	At public internet access point other than library (e.g. community center, cultural centers, etc.)
5.	Internet cafes
6.	Wi-fi (wireless internet) access points
7.	Scholastic institution (school, university, college, other)
8.	Other (SPECIFY)_____
9.	I do not use internet
10.	I do use internet but I do not use municipality services rendered online

SEVERAL QUESTIONS ON USING COMPUTER AND INTERNET

G1. Do you have a computer in your workplace or at home with the internet access available which you can use but not necessarily use it? (SEVERAL ANSWERS POSSIBLE)

1	Workplace
2	At home
0	Neither at home not at the workplace

SHOW THE CARD **G3, G3**

G2. Where (what places) do you use internet? (MARK THE ANSWER IN THE COLUMN G2, SEVERAL ANSWERS ARE POSSIBLE)

ASK THE QUESTION G3 ONLY IF THE RESPONDENT INDICATED HE USES INTERNET IN MORE THAN ONE PLACE

G3. Where do you use internet most often? (MARK THE ANSWER IN THE COLUMN G3; PLEASE MARK ONLY ONE ANSWER)

		G2. Uses internet:	G3. Uses internet most often:
1.	In the workplace	1	1
2.	At home	2	2
3.	At the library	3	3
4.	At public internet access point other than library (e.g. community center, cultural centers, etc.)	4	4
5.	Internet cafes	5	5
6.	Wi-fi (wireless internet) access points	6	6
7.	Scholastic institution (school, university, college, other)	7	7
8.	Other (SPECIFY)_____	8	8
0.	I do not use internet	-> ASK A QUESTION FROM THE PART ON DEMOGRAPHY	

ASK THE QUESTION G4 ONLY IF THE RESPONDENT AT LEAST ONCE INDICATED HE USES INTERNET IN THE QUESTION G2

G4. How often do you use internet on the whole? (MARK ONLY ONE ANSWER)

		Uses internet ON THE WHOLE
1.	Every day	1
2.	Several times I a week	2
3.	Once in a week	3
4.	Several times in a month	4
5.	Once in a month	5
6.	Several times in a half-year	6
7.	More rarely	7

2. Housewife; person being on maternity/paternity leave
3. Schoolchild
4. Student
5. Disabled
6. Other (SPECIFY) _____

FOR ALL THE RESPONDENTS

D13. The size of the township you live in: (SPECIFY the town ship) _____

1. up to 3 thousand residents
2. 3 001 – 10 000 residents
3. 10 001 - 50 000 residents
4. 50 001 – 100 000 residents
5. 100 001- 500,000 residents

D15. Municipality:

- | | |
|---------------------------------|----------------------------------|
| 1. Šilalė Region Municipality | 4. Prienai Region Municipality |
| 2. Ukmergė Region Municipality | 5. Kėdainiai Region Municipality |
| 3. Kupiškis Region Municipality | |

D16. If you would not mind to participate in future surveys, please give your contact information:

Your personal information will be used only for the purposes of this survey.

1. I would like to participate in similar surveys -> *PROCEED TO D17*
2. I would not like to participate in similar surveys -> *THANK THE RESPONDENT AND END THE INTERVIEW*

D17. I agree to give my contact information and participate in similar surveys in the future

Signature of the respondent (if the respondent is younger than 16 years of age, the form is to be signed by his/her parents/) _____

D18. Your name (NAME OF THE RESPONDENT) _____

D19. Your contact information: (INTERVIEWER, PLEASE ASK THE RESPONDENT TO GIVE HIS/HER PHONE NUMBER AND E-MAIL ADDRESS, IF AVAILABLE)

1. Mobile/Phone: _____
1. E-mail: _____
2. Skype/MSN: _____

THANK YOU FOR YOUR TIME AND COOPERATION!

TO BE FILLED BY THE INTERVIEWER

I3. End of the interview _____ o'clock a.m./p.m.

I4. Interviewer (full name) _____ **I5. Code** _____

I6. Form number _____

I hereby certify that the interview was carried out according to the instructions by means of personal interviewing of a suitable respondent

Interviewer's signature _____

Appendix B. Spread of responses in municipalities

The results are analyzed with 95% confidence interval and 4.9% statistical error.

1 Graph. The Usage of Services Rendered by Municipality

	Municipality					
	Šilalė Reg. Municipal., n=409	Ukmergė Reg. Municipal., n=400	Kupiškis Reg. Municipal., n=404	Prienai Reg. Municipal., n=396	Kėdainiai Reg. Municipal., n=414	Total, n=2023
	%	%	%	%	%	%
Environmental protection services (e.g., waste collection, street-sweeping services, etc.)	83,4	93,9	96,0	98,4	96,2	93,5
Public transport services (e.g., riding a bus)	33,1	70,4	47,0	59,0	70,5	56,0
Cultural and leisure services (e.g., visiting museum, library, parks, etc.)	50,6	55,9	52,2	49,0	61,5	53,9
Sports services (e.g., visiting athletic fields, stadiums)	30,3	42,3	26,3	28,9	35,4	32,6
Educational services (e.g., studying, sending children to school, day center, kinder-garden)	46,8	52,5	47,7	39,3	48,7	47,0
Social support (e.g., receiving benefits, support by alimentary products or services)	34,1	26,7	34,7	34,7	28,9	31,8
Accommodation services (e.g., applied for social shelter, registering to the list for community flat)	2,2	5,8	2,9	4,0	3,9	3,7
Other services. Evaluation	19,8	5,6	8,0	2,6	9,5	9,2

2 Graph. Assessment of the services rendered by municipalities

		Municipality					
		Šilalė Reg. Municipal., n=409	Ukmergė Reg. Municipal., n=400	Kupiškis Reg. Municipal., n=404	Prienai Reg. Municipal., n=396	Kėdainiai Reg. Municipal., n=414	Total, n=2023
		%	%	%	%	%	%
Environmental protection services (e.g., how household waste is managed, and how waste collection is performed, etc.)	Dissatisfied	1,6	14,1	6,3	18,4	8,4	9,7
	Rather dissatisfied	8,8	18,0	8,8	17,0	13,7	13,3
	Rather satisfied	26,9	28,0	35,1	42,9	29,7	32,5
	Satisfied	56,2	38,0	47,6	20,5	47,8	42,2
	N/N	6,4	1,9	2,1	1,1	0,4	2,4
	Total:	100,0	100,0	100,0	100,0	100,0	100,0
Public transport services (e.g., how public transport, and bus timetables are organized, etc.)	Dissatisfied	23,1	17,6	3,4	10,6	8,0	12,5
	Rather dissatisfied	21,9	14,3	14,8	16,0	15,3	16,5
	Rather satisfied	15,1	24,3	34,3	33,0	30,9	27,5
	Satisfied	13,7	25,0	27,4	19,5	37,2	24,6
	N/N	26,1	18,9	20,1	21,0	8,6	18,9
	Total:	100,0	100,0	100,0	100,0	100,0	100,0
Cultural and leisure services (e.g., how museums, libraries, parks, etc. are managed)	Dissatisfied	2,2	2,0	1,4	1,6	3,7	2,2
	Rather dissatisfied	7,8	3,5	7,9	9,0	6,6	7,0
	Rather satisfied	31,5	33,8	35,6	35,3	30,3	33,3
	Satisfied	39,9	32,2	45,0	33,7	49,3	40,1
	N/N	18,6	28,5	10,1	20,4	10,1	17,4

		Municipality					
		Šilalė Reg. Municipal., n=409	Ukmergė Reg. Municipal., n=400	Kupiškis Reg. Municipal., n=404	Prienai Reg. Municipal., n=396	Kėdainiai Reg. Municipal., n=414	Total, n=2023
		%	%	%	%	%	%
	Total:	100,0	100,0	100,0	100,0	100,0	100,0
Sports services (e.g., how sports complexes, athletic fields and stadiums are managed)	Dissatisfied	6,8	3,7	2,1	4,4	2,9	4,0
	Rather dissatisfied	21,7	7,2	8,7	10,9	11,4	12,0
	Rather satisfied	19,2	31,4	33,3	28,8	25,2	27,5
	Satisfied	28,1	22,1	31,9	22,7	34,2	27,9
	N/N	24,3	35,5	24,1	33,2	26,3	28,6
	Total:	100,0	100,0	100,0	100,0	100,0	100,0
Educational services (e.g., how kinder-gardens, schools, after-school institutions are managed)	Dissatisfied	2,0	2,8	3,0	1,6	3,3	2,5
	Rather dissatisfied	7,5	3,1	12,9	12,9	12,0	9,7
	Rather satisfied	26,0	22,5	31,2	25,0	29,0	26,7
	Satisfied	46,3	40,5	44,6	31,4	37,8	40,2
	N/N	18,2	31,1	8,4	29,2	17,9	20,9
	Total:	100,0	100,0	100,0	100,0	100,0	100,0
Social support (e.g., how payment of benefits, support by alimentary products, and other social services are organized)	Dissatisfied	2,1	12,5	5,3	8,1	14,4	8,5
	Rather dissatisfied	8,7	10,8	16,5	10,4	17,8	12,9
	Rather satisfied	19,8	19,7	29,4	15,9	17,7	20,5
	Satisfied	31,2	15,4	27,1	22,8	18,6	23,0
	N/N	38,2	41,5	21,6	42,8	31,5	35,1
	Total:	100,0	100,0	100,0	100,0	100,0	100,0
Accommodation services (e.g., conditions for providing social shelter, etc.)	Dissatisfied	2,6	12,7	1,7	5,7	8,8	6,3
	Rather dissatisfied	9,2	11,4	7,6	7,5	17,9	10,8
	Rather satisfied	8,0	9,4	29,1	13,0	10,8	14,0
	Satisfied	12,3	4,9	20,4	2,7	8,2	9,8
	N/N	67,9	61,6	41,2	71,0	54,3	59,1
	Total:	100,0	100,0	100,0	100,0	100,0	100,0

3 Graph. Allocation of financing to the municipal services

	Municipality					
	Šilalė Reg. Municipal.	Ukmergė Reg. Municipal.	Kupiškis Reg. Municipal.	Prienai Reg. Municipal.	Kėdainiai Reg. Municipal.	Total
	Lt	Lt	Lt	Lt	Lt	Lt
Environmental protection services (e.g., how household waste is managed, and how waste collection is performed, etc.)	11,8	13,6	10,2	15,1	18,8	13,9
Public transport services (e.g., how public transport, and bus timetables are organized, etc.)	14,9	9,4	8,7	11,6	10,5	11,0
Cultural and leisure services (e.g., how museums, libraries, parks, etc. are managed)	12,1	11,7	13,6	12,9	13,0	12,7
Sports services (e.g., how sports complexes, athletic fields and stadiums are managed)	12,7	7,6	12,5	11,9	10,5	11,1
Educational services (e.g., how kinder-gardens, schools, after-school institutions are managed)	17,7	30,4	24,4	17,7	19,2	21,8
Social support (e.g., how payment of benefits, support by alimentary products, and other social services are organized)	21,8	13,2	18,7	22,9	19,8	19,3

Accommodation services (e.g., conditions for providing social shelter, etc.)	6,6	5,8	10,6	5,7	5,6	6,8
Other services. Evaluation	2,4	8,4	1,3	2,3	2,6	3,4

4 Graph. The use of cultural and leisure services rendered by municipalities

		Municipality					
		Šilalė Reg. Municipal. n=409	Ukmergė Reg. Municipal. n=400	Kupiškis Reg. Municipal. n=404	Prienai Reg. Municipal. n=396	Kėdainiai Reg. Municipal. n=414	Total, n=2023
		%	%	%	%	%	%
Visited museums and galleries located in your municipality	At least once in a week	0,0	0,5	0,4	0,2	0,5	0,3
	1-2 times in a month	0,2	1,8	0,2	1,2	3,3	1,3
	2-3 times in 6 months	5,1	7,9	8,2	3,6	9,1	6,8
	Once in a year	23,5	33,3	27,0	12,4	26,9	24,7
	Not once (did not use)	70,6	51,7	63,6	75,5	52,5	62,7
	There is no such service (service is unavailable)	0,2	3,8	0,4	6,0	2,7	2,6
	N/N	0,4	0,9	0,2	1,1	5,0	1,5
	Total:	100,0	100,0	100,0	100,0	100,0	100,0
Visited objects of cultural heritage located in your municipality (palaces, rubbles, castles, castle mounds, etc.)	At least once in a week	0,0	0,8	0,0	0,3	0,5	0,3
	1-2 times in a month	0,9	0,6	0,2	0,5	1,7	0,8
	2-3 times in 6 months	12,5	5,3	8,4	2,2	11,8	8,1
	Once in a year	33,7	33,8	40,8	13,6	20,2	28,4
	Not once (did not use)	52,4	43,4	50,2	75,2	56,0	55,4
	There is no such service (service is unavailable)	0,4	9,9	0,4	6,1	3,7	4,1
	N/N	0,2	6,3	0,0	2,1	6,0	2,9
	Total:	100,0	100,0	100,0	100,0	100,0	100,0
Visited public library in your municipality	At least once in a week	2,9	5,2	3,1	7,3	4,4	4,6
	1-2 times in a month	13,3	12,9	12,0	13,7	9,8	12,3
	2-3 times in 6 months	13,5	18,2	27,2	22,7	18,1	19,9
	Once in a year	10,3	20,9	11,0	6,6	11,9	12,1
	Not once (did not use)	59,8	40,5	45,8	46,8	49,3	48,5
	There is no such service (service is unavailable)	0,0	1,3	0,4	2,2	2,0	1,2
	N/N	0,2	1,1	0,5	0,7	4,6	1,4
	Total:	100,0	100,0	100,0	100,0	100,0	100,0
Visited cultural or leisure centers in your municipality	At least once in a week	4,9	2,5	1,3	1,9	1,2	2,4
	1-2 times in a month	5,5	7,4	3,0	7,7	5,8	5,9
	2-3 times in 6 months	27,5	24,7	19,6	29,0	28,5	25,9
	Once in a year	24,6	29,9	27,3	14,0	27,3	24,7
	Not once (did not use)	37,1	29,3	48,4	43,0	32,1	37,9
	There is no such service (service is unavailable)	0,0	5,0	0,4	4,0	0,9	2,0
	N/N	0,4	1,1	0,0	0,5	4,3	1,3
	Total:	100,0	100,0	100,0	100,0	100,0	100,0

5 Graph. The use of cultural and leisure services rendered by municipalities

		Municipality					
		Šilalė Reg. Municipal., n=409	Ukmergė Reg. Municipal., n=400	Kupiškis Reg. Municipal., n=404	Prienai Reg. Municipal., n=396	Kėdainiai Reg. Municipal., n=414	Total, n=2023
		%	%	%	%	%	%
Museums and galleries	Dissatisfied	1,6	1,1	0,0	0,4	1,7	1,0
	Rather dissatisfied	4,1	2,1	1,9	3,8	3,2	3,0
	Rather satisfied	30,5	37,4	41,9	36,4	34,5	36,1
	Satisfied	28,6	28,2	43,6	21,3	44,3	33,3
	N/N	35,4	31,2	12,5	38,1	16,2	26,6
	Total:	100,0	100,0	100,0	100,0	100,0	100,0
Objects of cultural heritage	Dissatisfied	1,4	1,1	0,3	0,8	3,5	1,4
	Rather dissatisfied	6,7	5,2	3,1	3,4	14,8	6,7
	Rather satisfied	36,4	33,4	42,2	33,6	30,0	35,1
	Satisfied	30,2	18,5	44,8	23,5	30,2	29,5
	N/N	25,3	41,8	9,7	38,6	21,5	27,3
	Total:	100,0	100,0	100,0	100,0	100,0	100,0
Public libraries	Dissatisfied	1,2	1,3	0,0	0,6	2,1	1,1
	Rather dissatisfied	3,2	0,4	1,0	2,6	6,7	2,8
	Rather satisfied	28,5	32,7	34,9	33,4	27,8	31,4
	Satisfied	48,8	42,7	55,6	38,6	45,0	46,2
	N/N	18,2	22,8	8,5	24,8	18,3	18,5
	Total:	100,0	100,0	100,0	100,0	100,0	100,0
Cultural or leisure centers	Dissatisfied	6,6	2,0	0,3	1,4	1,4	2,3
	Rather dissatisfied	12,0	1,9	2,5	7,4	8,2	6,4
	Rather satisfied	35,7	35,5	40,8	31,2	40,4	36,8
	Satisfied	35,2	40,9	48,1	32,9	38,7	39,2
	N/N	10,5	19,8	8,4	27,2	11,2	15,3
	Total:	100,0	100,0	100,0	100,0	100,0	100,0

6 Graph. Allocation of financing to cultural and leisure services rendered by municipalities

	Municipality					
	Šilalė Reg. Municipal.	Ukmergė Reg. Municipal.	Kupiškis Reg. Municipal.	Prienai Reg. Municipal.	Kėdainiai Reg. Municipal.	Total, n=2023
	Lt	Lt	Lt	Lt	Lt	Lt
Museums and galleries	10,7	14,1	19,3	11,3	14,8	14,0
Objects of cultural heritage	26,1	13,2	29,3	17,0	20,3	21,3
Public libraries	22,3	32,4	26,4	33,6	27,8	28,4
Cultural or leisure centers	40,9	40,3	25,0	38,0	37,1	36,2

7 Graph. Periodicity of contacting local municipalities

		Municipality					
		Šilalė Reg. Municipal., n=409	Ukmergė Reg. Municipal., n=400	Kupiškis Reg. Municipal., n=404	Prienai Reg. Municipal., n=396	Kėdainiai Reg. Municipal., n=414	Total, n=2023
		%	%	%	%	%	%
How many times during the last 12 months have you contacted your local municipal institutions (regardless of the way of contacting: personally, by letter or by phone)?	Not once (during last 12 months.)	64,2	50,7	53,0	49,5	62,0	56,0
	Once	11,4	19,4	16,6	18,1	14,6	16,0
	Twice	9,0	9,9	14,5	13,2	10,6	11,4
	3-4 times	6,1	11,3	10,9	13,7	5,3	9,4
	5 or more times	7,6	6,2	4,3	4,4	6,7	5,8
	Do not remember	1,7	2,5	0,7	1,2	0,9	1,4
	Total:	100,0	100,0	100,0	100,0	100,0	100,0

8 Graph. Reasons for contacting municipalities

		Municipality					
		Šilalė Reg. Municipal., n=146	Ukmergė Reg. Municipal., n=197	Kupiškis Reg. Municipal., n=190	Prienai Reg. Municipal., n=200	Kėdainiai Reg. Municipal., n=157	Total, n=891
		%	%	%	%	%	%
What was the purpose of your last contact with the municipal institutions?	Express complaints of municipal institutions' work	0,0	0,0	0,0	0,4	1,0	0,3
	Inform about some problem	3,5	10,4	4,5	10,1	9,2	7,7
	Ask for help, support, advise or information	31,3	38,7	18,7	27,3	27,4	28,7
	Applied for specific service	54,9	27,3	66,4	57,6	46,0	50,3
	Other reason	5,0	14,8	2,7	0,3	7,9	6,2
	Did not specify	5,3	8,8	7,6	4,3	8,4	6,9
	Total:	100,0	100,0	100,0	100,0	100,0	100,0

9 Graph. Ways of contacting local municipalities

		Municipality					
		Šilalė Reg. Municipal. n=146	Ukmergė Reg. Municipal. n=197	Kupiškis Reg. Municipal. n=190	Prienai Reg. Municipal. n=200	Kėdainiai Reg. Municipal. n=157	Total, n=891
		%	%	%	%	%	%
The way you have addressed the municipal institutions last time?	Personally	93,3	93,2	89,0	93,0	91,0	91,9
	By phone	3,5	2,7	8,9	5,1	7,2	5,5
	By e-mail	1,1	0,0	0,0	1,0	0,5	0,5
	Through internet website	0,0	1,0	0,6	0,0	0,0	0,4
	By letter	0,0	0,7	0,5	0,3	0,0	0,3
	N/N	2,1	2,3	1,0	0,6	1,3	1,4
	Total:	100,0	100,0	100,0	100,0	100,0	100,0

10 Graph. Assessment of service quality

		Municipality					
		Šilalė Reg. Municipal.n=146	Ukmergė Reg. Municipal.n=197	Kupiškis Reg. Municipal.n=190	Prienai Reg. Municipal. n=200	Kėdainiai Reg. Municipal. n=157	Total, n=891
		%	%	%	%	%	%
Personal visit to a municipal institution	Bad	5,5	7,8	3,4	7,9	6,5	6,3
	Average	32,2	25,7	31,0	31,4	30,2	30,0
	Good	56,3	63,0	56,8	53,7	58,8	57,7
	N/N	6,0	3,5	8,8	7,0	4,5	6,0
	Total:	100,0	100,0	100,0	100,0	100,0	100,0
By phone	Bad	0,0	0,0	0,0	0,4	3,3	0,7
	Average	5,6	5,6	9,3	2,1	11,3	6,6
	Good	7,7	8,8	10,8	16,2	18,4	12,4
	N/N	86,7	85,6	79,9	81,4	66,9	80,3
	Total:	100,0	100,0	100,0	100,0	100,0	100,0
By e-mail	Bad	0,0	0,0	0,0	0,0	5,6	1,0
	Average	1,1	0,0	4,7	0,0	6,4	2,3
	Good	6,7	2,1	6,8	1,0	2,0	3,6
	N/N	92,2	97,9	88,5	99,0	86,0	93,1
	Total:	100,0	100,0	100,0	100,0	100,0	100,0
Through internet website	Bad	0,0	0,0	0,0	0,0	2,3	0,4
	Average	1,1	0,0	4,7	0,0	10,1	3,0
	Good	3,6	1,6	6,8	0,0	2,6	2,8
	N/N	95,3	98,4	88,5	100,0	85,1	93,8
	Total:	100,0	100,0	100,0	100,0	100,0	100,0
By letter	Bad	0,0	0,0	0,5	0,0	4,2	0,8
	Average	1,1	0,0	4,7	0,3	6,3	2,4
	Good	3,6	0,4	6,8	0,4	3,6	2,9
	N/N	95,3	99,6	88,0	99,3	85,9	93,9
	Total:	100,0	100,0	100,0	100,0	100,0	100,0

11 Graph. Evaluation of quality of providing services

		Municipality					
		Šilalė Reg. Municipal.n=146	Ukmergė Reg. Municipal.n=197	Kupiškis Reg. Municipal.n=190	Prienai Reg. Municipal. n=200	Kėdainiai Reg. Municipal. n=157	Total, n=891
		%	%	%	%	%	%
Personal visit to a municipal institution	Bad	6,9	12,9	5,2	8,7	10,3	8,9
	Average	27,7	25,4	29,4	31,1	30,4	28,8
	Good	59,5	58,2	57,3	53,2	54,3	56,4
	N/N	6,0	3,5	8,1	7,0	5,0	6,0
	Total:	100,0	100,0	100,0	100,0	100,0	100,0
By phone	Bad	0,0	0,0	0,0	1,5	5,0	1,2
	Average	5,6	4,2	10,1	3,3	8,1	6,2
	Good	7,0	8,8	10,6	14,6	21,6	12,5
	N/N	87,4	87,0	79,3	80,6	65,3	80,1
	Total:	100,0	100,0	100,0	100,0	100,0	100,0
By e-mail	Bad	0,0	0,0	0,0	0,0	6,4	1,1
	Average	1,7	1,6	4,9	1,0	4,7	2,7
	Good	6,1	1,5	6,6	0,0	3,0	3,3
	N/N	92,2	97,0	88,5	99,0	85,9	92,9
	Total:	100,0	100,0	100,0	100,0	100,0	100,0
Through internet website	Bad	0,0	0,0	0,0	0,0	2,9	0,5
	Average	1,1	1,0	4,9	0,0	8,5	3,0
	Good	3,6	2,0	6,6	0,0	4,6	3,3
	N/N	95,3	97,0	88,5	100,0	84,0	93,3
	Total:	100,0	100,0	100,0	100,0	100,0	100,0
By letter	Bad	0,0	0,0	0,5	0,0	4,6	0,9
	Average	1,1	1,0	4,9	0,7	5,4	2,6
	Good	3,6	0,4	6,6	0,0	4,3	2,9
	N/N	95,3	98,5	88,0	99,3	85,8	93,7
	Total:	100,0	100,0	100,0	100,0	100,0	100,0

12 Graph. Attendance of municipal websites

		Municipality					
		Šilalė Reg. Municipal.n=409	Ukmergė Reg. Municipal.n=400	Kupiškis Reg. Municipal.n=404	Prienai Reg. Municipal. n=396	Kėdainiai Reg. Municipal. n=414	Total, n=2023
		%	%	%	%	%	%
Municipality (city, region) website	Yes	18,5	16,2	11,5	15,4	26,5	17,7
	No	38,0	41,5	47,7	51,8	45,3	44,8
	Do not use internet	42,2	41,6	40,4	32,2	25,8	36,4
	N/N	1,3	0,7	0,4	0,6	2,5	1,1
	Total:	100,0	100,0	100,0	100,0	100,0	100,0
Public library website	Yes	9,0	12,1	5,8	8,4	9,9	9,0
	No	48,3	44,9	52,9	58,8	61,9	53,4
	Do not use internet	42,2	41,5	40,4	32,2	25,8	36,4
	N/N	0,6	1,5	0,9	0,6	2,5	1,2
	Total:	100,0	100,0	100,0	100,0	100,0	100,0
Museum or gallery website	Yes	1,5	8,3	3,3	3,6	7,7	4,9
	No	55,0	48,7	55,0	63,1	64,0	57,2
	Do not use internet	42,2	41,5	40,4	32,2	25,8	36,4
	N/N	1,3	1,5	1,2	1,1	2,5	1,5
	Total:	100,0	100,0	100,0	100,0	100,0	100,0
Website of other local authority. Evaluation	Yes	8,3	9,0	0,9	2,6	9,2	6,0
	No	49,5	49,5	58,6	65,2	65,1	57,6
	Do not use internet	42,2	41,5	40,4	32,2	25,8	36,4
	N/N	0,0	0,0	0,0	0,0	0,0	0,0
	Total:	100,0	100,0	100,0	100,0	100,0	100,0

13 Graph. The use of municipal e-democracy services

		Municipality					
		Šilalė Reg. Municipal.n=409	Ukmergė Reg. Municipal.n=400	Kupiškis Reg. Municipal.n=404	Prienai Reg. Municipal. n=396	Kėdainiai Reg. Municipal. n=414	Total, n=2023
		%	%	%	%	%	%
Have been checking municipality internet website for events, celebrations, news, detailed plans, etc.	Yes	20,9	9,2	10,0	14,6	27,4	16,5
	No	36,3	47,8	49,2	52,6	44,0	45,9
	Do not use internet	42,2	41,6	40,4	32,5	26,0	36,5
	N/N	0,5	1,4	0,4	0,3	2,6	1,0
	Total:	100,0	100,0	100,0	100,0	100,0	100,0
Have been watching broadcast of municipality board meeting on the internet	Yes	2,5	2,3	0,5	2,8	3,1	2,2
	No	54,8	54,4	58,7	64,4	68,3	60,1
	Do not use internet	42,2	41,5	40,4	32,5	26,0	36,5
	N/N	0,5	1,8	0,4	0,3	2,6	1,1
	Total:	100,0	100,0	100,0	100,0	100,0	100,0
Have provided your municipality with some suggestions or initiatives on the internet	Yes	0,7	1,4	0,0	1,2	1,4	0,9
	No	56,0	55,4	59,2	65,8	70,0	61,3
	Do not use internet	42,2	41,5	40,4	32,5	26,0	36,5

		Municipality					
		Šilalė Reg. Municipal.n=409	Ukmergė Reg. Municipal.n=400	Kupiškis Reg. Municipal.n=404	Prienai Reg. Municipal. n=396	Kėdainiai Reg. Municipal. n=414	Total, n=2023
		%	%	%	%	%	%
	internet						
	N/N	1,0	1,8	0,4	0,5	2,6	1,3
	Total:	100,0	100,0	100,0	100,0	100,0	100,0
Have submitted a complaint on the internet	Yes	0,2	0,4	0,0	0,4	0,2	0,3
	No	57,0	55,4	59,2	66,8	71,2	61,9
	Do not use internet	42,2	41,5	40,4	32,5	26,0	36,5
	N/N	0,5	2,7	0,4	0,3	2,6	1,3
	Total:	100,0	100,0	100,0	100,0	100,0	100,0
Have been checking municipal legal acts on the internet	Yes	14,1	11,1	1,9	4,1	7,8	7,8
	No	43,1	46,2	57,3	62,9	63,6	54,6
	Do not use internet	42,2	41,5	40,4	32,5	26,0	36,5
	N/N	0,5	1,3	0,4	0,5	2,6	1,1
	Total:	100,0	100,0	100,0	100,0	100,0	100,0
Have subscribed to receive news from municipality website to your mailbox	Yes	0,8	1,7	0,2	1,1	2,0	1,2
	No	56,4	55,5	59,0	66,1	69,4	61,3
	Do not use internet	42,2	41,5	40,4	32,5	26,0	36,5
	N/N	0,5	1,3	0,4	0,3	2,6	1,0
	Total:	100,0	100,0	100,0	100,0	100,0	100,0
Have posted your comment on the municipality website	Yes	1,9	1,9	0,0	1,6	4,1	1,9
	No	55,3	55,6	58,4	65,6	67,4	60,5
	Do not use internet	42,2	41,5	40,4	32,5	26,0	36,5
	N/N	0,5	1,0	1,2	0,3	2,6	1,1
	Total:	100,0	100,0	100,0	100,0	100,0	100,0

14 Graph. Awareness of e-services related to personal situation

	Municipality					
	Šilalė Reg. Municipal.n =409	Ukmergė Reg. Municipal.n= 400	Kupiškis Reg. Municipal.n= 404	Prienai Reg. Municipal. n=396	Kėdainiai Reg. Municipal. n=414	Total, n=2023
	%	%	%	%	%	%
Recording of civil status acts	12,9	41,5	43,8	52,7	44,6	39,0
Payment of social benefits and provision of other social support	17,6	41,4	44,6	53,7	45,2	40,4
Calculation and payment of compensations	12,9	39,4	43,8	51,0	45,5	38,4
Protection of the rights of children and youth	15,7	38,6	41,5	34,3	37,3	33,4
Management for home acquisition support by the state, allotment of social shelters	12,5	35,9	34,4	33,6	35,8	30,4

Arrangement of documents for granting citizenship	11,6	35,8	35,0	27,6	32,3	28,4
Management of archival documents	14,0	36,9	47,7	30,7	35,6	32,9
Approval of sanitary and hygiene rules and organization of the compliance control, ensuring cleanness and order in public places	12,6	33,9	34,9	31,7	38,8	30,4
Control of correctness and use of state language	14,4	33,5	34,9	25,8	25,9	26,9
Organization of general education for children, youth, and adults	19,3	36,5	48,8	37,0	42,2	36,8
Primary personal and public healthcare	21,0	47,9	60,6	54,7	75,1	51,9
Child's registration to pre-school institution	13,8	34,2	46,5	32,6	40,0	33,4

15 Graph. Awareness of e-services related to personal situation

		Municipality					
		Šilalė r. Municipal., n=409	Ukmergė r. Municipal., n=400	Kupiškis r. Municipal., n=404	Prienai r. Municipal., n=396	Kėdainiai r. Municipal., n=414	Total, n=2023
		%	%	%	%	%	%
Recording of civil status acts	I have used it myself	0,0	2,2	0,6	3,6	4,4	2,2
	It was used by family members	1,7	1,9	0,5	6,9	4,4	3,1
	The service is not accessible	2,2	0,2	0,2	0,2	4,2	1,4
	No one have used it	83,9	89,6	88,8	71,3	77,2	82,2
	N/N	12,2	6,0	9,9	18,0	9,9	11,2
	Total:	100,0	100,0	100,0	100,0	100,0	100,0
Payment of social benefits and provision of other social support	I have used it myself	2,4	1,8	2,2	4,2	3,2	2,8
	It was used by family members	3,4	3,1	4,0	8,1	2,9	4,3
	The service is not accessible	2,0	0,0	0,2	0,2	4,7	1,4
	No one have used it	81,0	88,4	82,8	72,1	82,4	81,4
	N/N	11,1	6,6	10,9	15,5	6,7	10,1
	Total:	100,0	100,0	100,0	100,0	100,0	100,0
Calculation and payment of compensations	I have used it myself	0,4	1,9	0,3	3,4	1,6	1,5
	It was used by family members	0,8	1,4	0,9	7,0	5,7	3,1
	The service is not accessible	2,2	0,0	0,9	0,0	4,7	1,6
	No one have used it	84,9	90,0	87,4	74,8	81,0	83,6
	N/N	11,6	6,6	10,5	14,9	7,1	10,1
	Total:	100,0	100,0	100,0	100,0	100,0	100,0
Protection of the rights of children and youth	I have used it myself	0,9	1,0	0,3	0,9	2,2	1,1
	It was used by family members	0,9	2,2	0,0	1,2	2,5	1,4
	The service is not accessible	1,7	0,0	0,2	0,0	4,2	1,2
	No one have used it	84,2	90,5	89,0	74,4	81,8	84,0
	N/N	12,2	6,3	10,5	23,5	9,3	12,3
	Total:	100,0	100,0	100,0	100,0	100,0	100,0
Management for	I have used it myself	0,2	0,4	0,0	0,5	0,6	0,4

		Municipality					
		Šilalė r. Municipal., n=409	Ukmergė r. Municipal., n=400	Kupiškis r. Municipal., n=404	Prienai r. Municipal., n=396	Kėdainiai r. Municipal., n=414	Total, n=2023
		%	%	%	%	%	%
home acquisition support by the state, allotment of social shelters	It was used by family members	0,6	1,7	0,0	0,0	2,6	1,0
	The service is not accessible	1,7	0,0	0,2	0,0	4,6	1,3
	No one have used it	85,6	91,6	88,7	80,8	83,7	86,1
	N/N	11,8	6,3	11,1	18,7	8,4	11,2
	Total:	100,0	100,0	100,0	100,0	100,0	100,0
Arrangement of documents for granting citizenship	I have used it myself	0,0	0,7	0,4	0,7	1,7	0,7
	It was used by family members	0,7	0,2	0,0	0,0	2,3	0,7
	The service is not accessible	1,7	1,0	0,2	0,0	4,2	1,4
	No one have used it	85,7	91,5	88,7	78,7	82,8	85,5
	N/N	11,8	6,7	10,8	20,7	9,0	11,8
	Total:	100,0	100,0	100,0	100,0	100,0	100,0
Management of archival documents	I have used it myself	0,7	1,3	1,1	2,2	3,2	1,7
	It was used by family members	2,9	0,7	0,7	0,9	4,9	2,0
	The service is not accessible	1,7	0,2	0,2	0,0	4,2	1,3
	No one have used it	82,4	91,6	85,9	72,8	80,3	82,6
	N/N	12,2	6,3	12,2	24,1	7,4	12,4
	Total:	100,0	100,0	100,0	100,0	100,0	100,0
Approval of sanitary and hygiene rules and organization of the compliance control, ensuring cleanness and order in public places	I have used it myself	0,5	0,5	0,0	1,6	4,6	1,5
	It was used by family members	0,5	1,6	0,0	1,0	2,6	1,1
	The service is not accessible	1,7	0,0	0,2	0,0	4,2	1,2
	No one have used it	85,3	91,7	88,6	75,5	80,5	84,3
	N/N	12,0	6,3	11,2	21,9	8,1	11,9
	Total:	100,0	100,0	100,0	100,0	100,0	100,0
Control of correctness and use of state language	I have used it myself	1,0	0,9	1,2	0,7	2,0	1,2
	It was used by family members	1,6	0,2	0,2	0,0	2,7	1,0
	The service is not accessible	1,7	0,5	0,2	0,0	4,5	1,4
	No one have used it	82,8	92,1	87,6	75,4	83,2	84,2
	N/N	12,9	6,3	10,8	23,9	7,6	12,2
	Total:	100,0	100,0	100,0	100,0	100,0	100,0
Organization of general education for children, youth, and adults	I have used it myself	2,3	1,5	1,3	1,9	3,5	2,1
	It was used by family members	1,5	1,7	0,9	2,1	6,8	2,6
	The service is not accessible	1,7	0,2	0,2	0,0	4,2	1,3
	No one have used it	82,4	89,8	85,8	74,6	76,8	81,9
	N/N	12,1	6,7	11,7	21,3	8,7	12,1
	Total:	100,0	100,0	100,0	100,0	100,0	100,0
Primary personal and public healthcare	I have used it myself	1,6	5,6	2,9	4,3	16,8	6,3
	It was used by family members	4,4	5,2	7,2	9,2	10,7	7,4
	The service is not accessible	3,2	0,6	0,2	0,0	4,9	1,8
	No one have used it	79,2	81,5	78,3	70,8	52,6	72,4
	N/N	11,6	7,1	11,4	15,7	14,9	12,2
	Total:	100,0	100,0	100,0	100,0	100,0	100,0
Child's registration to pre-school institution	I have used it myself	0,2	1,6	0,8	1,7	2,6	1,4
	It was used by family	0,9	1,5	0,9	2,6	4,5	2,1

	Municipality					
	Šilalė r. Municipal., n=409	Ukmergė r. Municipal., n=400	Kupiškis r. Municipal., n=404	Prienai r. Municipal., n=396	Kėdainiai r. Municipal., n=414	Total, n=2023
	%	%	%	%	%	%
members						
The service is not accessible	1,7	0,2	0,2	0,0	4,2	1,3
No one have used it	84,5	89,7	86,5	77,6	79,3	83,5
N/N	12,6	7,0	11,6	18,1	9,4	11,7
Total:	100,0	100,0	100,0	100,0	100,0	100,0

16 Graph. Awareness of services related to handling, administration of personal assets/property.

	Municipality					
	Šilalė r.. Municipal.,n=409	Ukmergė r. Municipal.,n=400	Kupiškis r. Municipal.,n=404	Prienai r. Municipal., n=396	Kėdainiai r. Municipal., n=414	Total, n=2023
	%	%	%	%	%	%
Supervision of use of buildings, issuance of building permissions according to the competence	12,5	35,3	31,8	42,4	28,4	30,0
Management and protection of landscape, immovable cultural valuables and protected territories established by municipality	9,6	31,2	31,6	28,5	26,2	25,3
Analysis of citizens' applications to restore property rights to real estate, and making decisions regarding the restoration of property rights	10,6	32,6	31,7	32,9	23,6	26,2
Provision of state guarantees to lessees moving out from the houses and flats being returned to the owners	7,4	30,7	26,7	26,5	20,7	22,3
Territorial planning, implementation of the decisions regarding the general plan and the detailed plans of municipality territory	12,0	31,3	34,0	25,8	23,8	25,3
Development and protection of environment quality	11,4	31,3	33,2	29,4	35,3	28,1
Management, exploration and disposal of land and other property owned by the municipality under property rights	12,1	32,3	29,4	27,0	26,4	25,4
Management, exploration and disposal of land and other property held by municipality in trust	13,5	33,0	31,1	29,5	30,9	27,6

17 Graph. The use of municipal Internet services related to handling, administration of personal assets/property.

		Municipality					
		Šilalė r. Municipal., n=409	Ukmergė r. Municipal., n=400	Kupiškis r. Municipal., n=404	Prienai r. Municipal., n=396	Kėdainiai r. Municipal., n=414	Total, n=2023
		%	%	%	%	%	%
Supervision of use of buildings, issuance of building permissions according to the competence	I have used it myself	0,7	1,2	1,1	4,1	2,8	2,0
	It was used by family members	2,4	1,6	0,3	4,2	2,5	2,2
	The service is not accessible	1,3	0,5	0,2	0,2	4,6	1,4
	No one have used it	84,1	90,6	87,5	72,2	81,7	83,2
	N/N	11,5	6,2	11,0	19,2	8,4	11,2
	Total:	100,0	100,0	100,0	100,0	100,0	100,0
Management and protection of landscape, immovable cultural valuables and protected territories established by municipality	I have used it myself	0,5	1,2	0,5	0,0	0,4	0,5
	It was used by family members	1,0	0,7	0,4	0,0	1,9	0,8
	The service is not accessible	1,3	0,0	0,2	0,2	4,9	1,3
	No one have used it	85,8	91,6	87,1	77,4	83,3	85,1
	N/N	11,5	6,4	11,8	22,4	9,5	12,3
	Total:	100,0	100,0	100,0	100,0	100,0	100,0
Analysis of citizens' applications to restore property rights to real estate, and making decisions regarding the restoration of property rights	I have used it myself	0,3	0,2	0,9	0,5	0,4	0,5
	It was used by family members	1,2	0,3	0,4	1,1	1,7	1,0
	The service is not accessible	1,3	0,2	0,2	0,2	4,2	1,2
	No one have used it	85,6	92,9	86,3	76,8	83,8	85,1
	N/N	11,7	6,4	12,2	21,4	9,9	12,3
	Total:	100,0	100,0	100,0	100,0	100,0	100,0
Provision of state guarantees to lessees moving out from the houses and flats being returned to the owners	I have used it myself	0,5	0,2	1,2	0,0	1,2	0,6
	It was used by family members	0,0	0,5	0,2	0,4	2,3	0,7
	The service is not accessible	1,3	0,2	0,2	0,0	4,3	1,2
	No one have used it	86,3	92,6	86,4	78,5	82,5	85,2
	N/N	12,0	6,4	12,1	21,1	9,7	12,2
	Total:	100,0	100,0	100,0	100,0	100,0	100,0
Territorial planning, implementation of the decisions regarding the general plan and the detailed plans of municipality territory	I have used it myself	0,5	0,9	1,3	1,1	1,7	1,1
	It was used by family members	2,3	0,7	0,5	1,6	1,6	1,4
	The service is not accessible	1,3	0,3	0,2	0,0	4,5	1,3
	No one have used it	84,0	91,7	86,2	73,7	82,9	83,7
	N/N	12,0	6,4	11,8	23,6	9,3	12,6
	Total:	100,0	100,0	100,0	100,0	100,0	100,0
Development and protection of environment quality	I have used it myself	0,5	1,4	1,3	2,1	3,4	1,7
	It was used by family members	0,5	0,0	0,0	2,1	5,0	1,5
	The service is not accessible	1,3	0,0	0,2	0,0	4,5	1,2
	No one have used it	86,0	92,2	86,1	74,7	79,7	83,7
	N/N	11,8	6,4	12,5	21,1	7,4	11,8
	Total:	100,0	100,0	100,0	100,0	100,0	100,0
Management, exploration and disposal of land and other property owned by the municipality under	I have used it myself	0,9	0,4	0,9	0,0	0,4	0,5
	It was used by family members	2,3	0,3	0,2	1,4	2,0	1,2
	The service is not accessible	1,3	0,0	0,2	0,0	5,2	1,4

		Municipality					
		Šilalė r. Municipal., n=409	Ukmergė r. Municipal., n=400	Kupiškis r. Municipal., n=404	Prienai r. Municipal., n=396	Kėdainiai r. Municipal., n=414	Total, n=2023
		%	%	%	%	%	%
property rights	accessible						
	No one have used it	83,8	92,9	87,4	77,7	84,4	85,2
	N/N	11,7	6,4	11,4	20,9	7,9	11,6
	Total:	100,0	100,0	100,0	100,0	100,0	100,0
Management, exploration and disposal of land and other property held by municipality in trust	I have used it myself	1,9	0,9	0,9	0,7	1,2	1,1
	It was used by family members	2,5	1,1	0,0	3,6	4,6	2,3
	The service is not accessible	1,3	0,2	0,2	0,0	4,5	1,3
	No one have used it	82,4	91,1	87,2	74,2	81,1	83,2
	N/N	12,0	6,7	11,8	21,6	8,5	12,1
	Total:	100,0	100,0	100,0	100,0	100,0	100,0

18 Graph. Awareness of e-services related to possibility to provide certain services to residents

	Municipality					
	Šilalė r. Municipal., n=409	Ukmergė r. Municipal., n=400	Kupiškis r. Municipal., n=404	Prienai r. Municipal., n=396	Kėdainiai r. Municipal., n=414	Total, n=2023
	%	%	%	%	%	%
Establishment of the procedures of providing trade and other services in marketplaces and other public places, issuance of permissions (licenses) in the cases and according to the procedures provide by the law	13,0	36,0	42,5	43,0	29,9	32,8
Organization of local passenger transport	10,0	33,6	36,8	40,9	35,4	31,3
Control of alcohol and tobacco advertising	8,0	33,2	41,7	29,8	25,8	27,6
Organization of tourism and recreation	13,1	35,8	47,8	31,9	33,9	32,5
Information on organization of employment, qualification acquisition and prequalification, organization of public and seasonal works	13,9	36,6	46,2	35,9	41,5	34,8
Participation in ensuring public order and peace among residents	9,7	34,6	34,4	38,5	35,4	30,5
Information of the organization of heating and drinking water supply as well as wastewater collection and cleaning	8,7	33,9	30,4	35,3	32,4	28,1

19 Graph. The use of certain municipal Internet services

		Municipality					
		Šilalė r. Municipal., n=409	Ukmergė r. Municipal., n=400	Kupiškis r. Municipal., n=404	Prienai r. Municipal., n=396	Kėdainiai r. Municipal., n=414	Total, n=2023
		%	%	%	%	%	%
Establishment of the procedures of providing trade and other services in marketplaces and other public places, issuance of permissions (licenses) in the cases and according to the procedures provide by the law	I have used it myself	0,9	1,4	1,0	0,7	1,7	1,1
	It was used by family members	0,2	1,2	1,1	0,8	2,2	1,1
	The service is not accessible	1,2	0,4	0,9	0,0	5,3	1,6
	No one have used it	86,4	90,8	85,7	80,8	82,2	85,2
	N/N	11,3	6,1	11,2	17,7	8,6	11,0
	Total:	100,0	100,0	100,0	100,0	100,0	100,0
Organization of local passenger transport	I have used it myself	1,2	1,3	1,0	0,8	4,2	1,7
	It was used by family members	1,5	1,4	1,3	2,0	3,8	2,0
	The service is not accessible	1,2	0,4	0,3	0,0	7,0	1,8
	No one have used it	84,6	90,3	85,5	80,3	76,5	83,4
	N/N	11,5	6,6	11,8	17,0	8,5	11,1
	Total:	100,0	100,0	100,0	100,0	100,0	100,0
Control of alcohol and tobacco advertising	I have used it myself	0,0	0,2	0,8	0,0	0,3	0,3
	It was used by family members	0,0	0,2	0,2	1,1	1,5	0,6
	The service is not accessible	1,2	0,4	0,2	0,0	5,5	1,5
	No one have used it	87,1	92,7	88,8	75,8	83,1	85,5
	N/N	11,7	6,4	10,0	23,1	9,7	12,1
	Total:	100,0	100,0	100,0	100,0	100,0	100,0
Organization of tourism and recreation	I have used it myself	0,7	1,3	1,0	1,2	3,8	1,6
	It was used by family members	2,3	1,0	1,0	0,0	2,0	1,3
	The service is not accessible	1,2	0,7	0,2	0,0	8,1	2,1
	No one have used it	84,3	90,7	85,7	73,0	77,9	82,3
	N/N	11,5	6,4	12,2	25,8	8,2	12,7
	Total:	100,0	100,0	100,0	100,0	100,0	100,0
Information on organization of employment, qualification acquisition and prequalification, organization of public and seasonal works	I have used it myself	1,4	3,0	3,3	0,5	3,7	2,4
	It was used by family members	2,2	2,5	7,5	2,0	6,3	4,1
	The service is not accessible	1,2	0,9	0,2	0,0	4,3	1,3
	No one have used it	83,3	87,3	78,2	74,0	77,7	80,1
	N/N	12,0	6,4	10,9	23,6	8,1	12,1
	Total:	100,0	100,0	100,0	100,0	100,0	100,0
Participation in ensuring public order and peace among residents	I have used it myself	0,9	0,7	0,8	0,5	1,9	1,0
	It was used by family members	0,2	0,2	0,0	0,2	3,2	0,8
	The service is not accessible	1,2	0,7	0,2	0,0	4,4	1,3
	No one have used it	85,9	91,7	88,2	77,4	80,9	84,8
	N/N	11,8	6,6	10,8	21,9	9,6	12,1
	Total:	100,0	100,0	100,0	100,0	100,0	100,0
Information of the organization of heating and drinking water supply as well as wastewater collection and	I have used it myself	0,5	1,1	1,0	0,5	3,1	1,2
	It was used by family members	0,5	0,2	0,0	0,9	3,4	1,0
	The service is not	1,2	0,9	1,0	0,0	4,2	1,5

		Municipality					
		Šilalė r. Municipal., n=409	Ukmergė r. Municipal., n=400	Kupiškis r. Municipal., n=404	Prienai r. Municipal., n=396	Kėdainiai r. Municipal., n=414	Total, n=2023
		%	%	%	%	%	%
cleaning	accessible						
	No one have used it	86,3	90,8	87,5	75,9	79,2	84,0
	N/N	11,5	6,9	10,5	22,8	10,1	12,3
	Total:	100,0	100,0	100,0	100,0	100,0	100,0

20 Graph. Places for using municipal services provided via the Internet

		Municipality					
		Šilalė r. Municipal. n=409	Ukmergė r. Municipal. n=400	Kupiškis r. Municipal. n=404	Prienai r. Municipal. n=396	Kėdainiai r. Municipal. n=414	Total, n=2023
		%	%	%	%	%	%
In what place/places you or your family members use municipality services rendered online?	At the workplace	5,9	12,5	4,3	12,1	15,6	10,1
	At home	23,5	44,5	24,1	36,2	46,7	35,0
	At the library	7,0	8,3	3,0	5,6	7,3	6,2
	At public internet access point other than library (e.g. community center, cultural centers, etc.)	0,5	0,7	0,2	0,0	3,0	0,9
	Internet cafes	1,9	0,0	0,0	0,0	2,4	0,9
	Wi-fi (wireless internet) access points	0,0	0,5	0,0	0,0	2,7	0,6
	Scholastic institution (school, university, college, other)	7,6	7,6	1,2	3,6	6,5	5,3
	Other	0,0	0,4	0,7	0,3	3,0	0,9
	I do not use internet	42,2	41,4	40,6	30,4	24,7	35,8
	I do use internet but I do not use municipality services rendered online	35,6	22,8	33,6	28,5	21,8	28,5
	Total:	100,0	100,0	100,0	100,0	100,0	100,0

21 Graph. Possession of a computer connected to the Internet

		Municipality					
		Šilalė r. Municipal. n=409	Ukmergė r. Municipal. n=400	Kupiškis r. Municipal. n=404	Prienai r. Municipal. n=396	Kėdainiai r. Municipal. n=414	Total, n=2023
		%	%	%	%	%	%
Do you have a computer in your workplace or at home with the internet access available which you can use but not necessarily use it?	Workplace	12,4	13,9	10,1	17,0	22,1	15,1
	At home	57,3	56,2	54,7	64,8	66,1	59,8
	Neither at home not at the workplace	40,7	43,1	43,6	34,2	30,3	38,4
	N/N	0,0	0,0	0,4	0,0	0,0	0,1
	Total:	100,0	100,0	100,0	100,0	100,0	100,0

22 Graph. Places for using computers connected to the Internet

		Municipality					
		Šilalė r. Municipal. n=409	Ukmergė r. Municipal. n=400	Kupiškis r. Municipal. n=404	Prienai r. Municipal. n=396	Kėdainiai r. Municipal. n=414	Total, n=2023
		%	%	%	%	%	%
Where (what places) do you use internet?	In the workplace	11,9	13,0	10,1	16,5	19,9	14,3
	At home	53,7	53,3	54,1	61,3	64,3	57,4
	At the library	13,1	8,6	10,4	8,9	10,6	10,3
	At public internet access point other than library (e.g. community center, cultural centers, etc.)	2,2	0,7	1,1	0,0	3,0	1,4
	Internet cafes	2,2	0,0	0,5	0,0	4,3	1,4
	Wi-fi (wireless internet) access points	0,0	0,5	0,0	0,3	3,3	0,8
	Scholastic institution (school, university, college, other)	15,0	8,4	7,4	7,4	13,3	10,3
	Other	0,4	0,4	2,6	1,0	9,0	2,7
	I do not use internet	42,5	42,1	40,6	32,5	26,1	36,7
	Total:	100,0	100,0	100,0	100,0	100,0	100,0

23 Graph. Periodicity of Internet using

		Municipality					
		Šilalė r. Municipal. n=235	Ukmergė r. Municipal. n=232	Kupiškis r. Municipal. n=240	Prienai r. Municipal. n=267	Kėdainiai r. Municipal. n=306	Total, n=1280
		%	%	%	%	%	%
How often do you use internet on the whole?	Every day	68,6	67,7	59,2	68,3	72,7	67,6
	Several times I a week	21,4	14,6	25,9	18,8	14,7	18,9
	Once in a week	3,3	1,3	7,1	5,7	3,0	4,1
	Several times in a month	2,4	1,8	2,4	1,6	1,8	2,0
	Once in a month	0,4	1,0	1,3	0,3	3,3	1,4
	Several times in a half-year	0,8	0,0	0,6	1,0	0,4	0,6
	More rarely	0,4	0,0	0,0	1,4	1,0	0,6
	N/N	2,8	13,5	3,6	2,9	3,1	5,0
	Iš viso:	100,0	100,0	100,0	100,0	100,0	100,0