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PROJECT "LIBRARIES FOR INNOVATION"

The Usage of Public Services in Municipalities

2012

(Instrument 13)

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1. Introduction

The **goal** of the research of the municipalities of Lithuanian regions is to identify the position of the services provided of public libraries among other public services financially supported by municipalities.

The main goal of the research was split into the following more detailed **tasks**:

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

2. Research Methodology

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

2.1. The Survey Method

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

2.2. Target Groups

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

2.3. Sample Size and Sampling

Approximately 400 residents were interviewed in every municipality. In total, 2005 residents participated in the survey.

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

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

Technical Report of the Survey Conduction

The survey was conducted by 35 interviewers.

The survey was started on 25th January, 2012. It was planned to finish on 17th February, 2012. It was finished on 20th February, 2012.

The address was not found/ it does not exist	300
Nobody was at home.....	1067
The interview did not take place due to the objective reasons.....	198
The members of the household refused to talk to the interviewer	538

The person chosen refused to participate	372
The person chosen did not meet the recruitment criteria	1142
Respondents surveyed	2005

2.4. Research Instrument

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

2.5. Ensuring Quality Control

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

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

2.6. Data Analysis

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

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

In graphical illustrations provided, the statistically significant changes are marked only for the research results of 2012. Green circles denote positive significant changes (increase in value) during the year and red (or yellow) circles denote negative significant changes (decrease in value).

2.7. Statistical Data Bias

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

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

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

3. Summary of the Research Findings

Services Provided by Municipalities

The usage of services provided by municipalities

Environmental services (the collection of rubbish, cleaning streets, etc.) are the services used by most (95%) of the residents of municipalities.

Slightly more than every second municipality resident uses the leisure and culture services (60%) and public transport services (57%) of municipalities. 42% of residents are using education services.

Residents use accommodation services the least often (3%).

Culture and leisure services are one of the most often used services provided by municipalities. Almost all social groups of residents attend museums and public libraries, however, the youth 15-29 years old, the employed and people having higher disposable income do it slightly more often.

Municipalities: the leisure and culture services provided by municipalities are used the most by the residents of Kedainiai municipality (71%) and the least – by residents of Ukmerge municipality (55%).

Urban vs rural: the usage of services provided by municipalities is very similar in urban and rural areas, only slightly more of urban residents are using sports services (U:36%, R:28%).

Groups at social disjuncture: the retired, the disabled and the unemployed use the culture and leisure services less often than other resident groups (R:46%; D:44%; U:43%).

2012 vs. 2011: the usage of culture and leisure services provided by municipalities increase (2012:60%, 2011:54%). The usage of education services diminished (2012:42%, 2011:47%).

2009-2012: during the four years of Project implementation the usage of environmental services increased (2012:95%, 2009:88%).

The evaluation of services provided by municipalities

While analyzing how much the residents are satisfied with the provision of particular services they have used, we can claim that these residents are the most satisfied with the provision of education (91%), culture and leisure (89%) and sports (88%) services.

82-84% of residents using environmental and social services are satisfied with their provision. 78% of residents using the services of public transport are satisfied with these services.

Satisfaction with the provision of culture and leisure services: the youth using these services more actively are more satisfied with the provision of culture and leisure services.

Municipalities: the residents of Kupiskis are the most satisfied with the provision of leisure and culture services (95%) and the residents of the municipality of Silale are satisfied with it the least (77%).

Urban vs rural: urban residents are slightly more satisfied with the provision of culture and leisure services (U:92%; R:87%).

Groups at social disjuncture: the satisfaction of the retired, the disabled and the unemployed with the culture and leisure services does not differ from that of other resident groups (R:93%; D:91%; U:86%).

2012 vs. 2011: residents who used particular services provided by municipalities evaluated all services provided by municipalities more positively.

2009-2012: a more significant improvement in evaluation in the context of the entire Project implementation period was recorded discussing the services of public transport (2012:78%, 2009:68%), sports (2012:88%, 2009:80%) and accommodation (2012:64%, 2009:42%).

The allocation of funding proposed by residents to financially support the services provided by municipalities

If the residents of municipalities had a nominal budget of 100Lt, they would allocate nearly one fifth of it (19Lt) to education (kindergartens, schools). Slightly less of the budget (18Lt) would be intended for the enhancement of social services. The provision of culture and environmental services would be allocated 16Lt each. Residents would allocate the least money for the services of accommodation (6Lt), public transport (11Lt) and sports (12Lt).

Culture and leisure services: people having higher income, the employed, specialists and office employees would provide slightly more money for the funding of culture and leisure services.

Municipalities: the residents of Prienai municipality would allocate a slightly higher funding to leisure and culture services (18Lt). Residents of Silale and Ukmerge municipalities would allocate a slightly smaller amount (14Lt each).

Urban vs rural: urban and rural residents would allocate the same share of the budget for funding leisure and culture services – 15-16Lt.

Groups at social disjuncture: the retired, the disabled and the unemployed would allocate a greater part of the budget to the provision of social services (R:24Lt; D:26Lt, U:21Lt). Culture and leisure services are slightly less relevant to groups at social disjuncture in comparison to other social groups (R: 16Lt, D: 13Lt, U: 14Lt).

2012 vs. 2011: during the last year, the residents of municipalities would have allocated a slightly greater share of the budget for funding culture and leisure services (2012:16Lt, 2011:13Lt) and a slightly smaller amount for funding education services (2012:19Lt, 2011:22Lt).

2009-2012: during the entire period of Project implementation, the share of the budget which the residents of the municipalities would allocate to the funding of environmental services (2012:16Lt, 2009:14Lt), public transport services (2012:11Lt, 2009:9Lt) and culture and leisure services (2012:16Lt, 2009:14Lt) slightly increased.

Culture and Leisure Services Provided by Municipalities

The usage of culture and leisure services provided by municipalities

The culture and leisure places that the municipality residents visit the most often are culture centers, leisure halls (41% of residents visit them more than once a year) and public libraries (35% of residents, respectively). 45% of residents visited libraries at least once during the last year. In comparison to other places, libraries are visited the most actively.

Residents visit objects of cultural heritage (22% of residents visit them once a year) or museums (21% of residents, respectively) less often.

Municipalities: the most active libraries' visitors are the residents of Prienai municipality (at least once a year: 53%) and the most passive visitors are the residents of Kedainiai and Ukmerge municipalities (38-39%).

Urban vs rural: urban residents visit public libraries less often than rural residents (visiting a library at least once a year: U:37%; R:50%).

Groups at social disjuncture: the retired, the disabled and the unemployed visited libraries less often than the other resident groups during the last year (visited at least once: R:35%; D:31%; U:41%).

2012 vs. 2011: the total number of the municipality residents who visited libraries (2012:45%, 2011:49%). However, the number of those visiting libraries actively (not less than once a month) slightly increased (2012:22%, 2011:17%).

2009-2012: during the period starting with the beginning of Project implementation, the tendencies and frequency of the usage of culture and leisure services provided by municipalities generally did not change.

The satisfaction with the culture and leisure services provided by municipalities

While analyzing the change in the evaluation of the provision of culture and leisure services of municipalities during the last year, the evaluations of residents using the services did not change

dramatically (only some of the “more satisfied” switched to the “satisfied”). Both the previous and last year, the biggest share of residents using these services was satisfied with the services mentioned and the most positively evaluated services were the services of public libraries.

Residents who used respective culture and leisure services provided by municipalities were satisfied the most with the services of libraries (96%) and museums (92%).

75% of all residents are satisfied with the services provided by libraries.

The satisfaction with the services of the objects of cultural heritage (91%) or culture centers/ concert halls (87%) is also high (among the residents who used respective services).

Commonly, residents who are using particular services are more satisfied with them, rather than the non-users.

The satisfaction with services provided by libraries. As it has been mentioned, nearly all residents who used libraries’ services were satisfied with them. However, females and the youth (15-29 years old) were more often satisfied with these services than other resident groups.

Municipalities: the residents of Kedainiai municipality are slightly more satisfied with the services provided by libraries (98%) and those from Silale municipality are satisfied slightly less (93%).

Urban vs rural: the satisfaction with the services provided by libraries does not differ in urban and rural areas (96% each).

2012 vs. 2011: the satisfaction of residents who used libraries’ services during the last year did not change (2012:96%, 2011:95%).

2009-2012: during the period starting with the beginning of the Project implementation, the satisfaction with culture and leisure services provided by municipalities basically did not change.

The allocation of funding proposed by residents to financially support the culture and leisure services

If the residents of municipalities had a nominal budget of 100Lt, for funding culture and leisure services, they would allocate the biggest amount of the budget – one third of it (32Lt) – to funding culture centers and leisure halls of municipalities.

Residents would allocate slightly more than one fourth of the budget for (27Lt) funding libraries, 22Lt for funding culture heritage and 19Lt to museums and galleries.

Residents who used particular services tend to allocate a greater funding to those services, rather than the non-users.

Funding of public libraries: all resident groups would allocate a similar share of the budget (approximately 27Lt) to support libraries in their municipalities. PIA users in libraries would allocate mainly the biggest part of the nominal budget – 32Lt – to public libraries. Residents of age 30-39 would also allocate more money to libraries (30Lt).

Municipalities: residents of Silale municipality would allocate a slightly bigger funding to public libraries (28Lt) and residents of Ukmerge municipality would provide a slightly smaller financial support (25Lt).

Urban vs rural: urban and rural residents would allocate the same share of the budget for funding public libraries –26-27Lt.

Groups at social disjuncture: in the context of culture services (in lack of choice for social services), the way the retired, the disabled and the unemployed allocate budget for public libraries does not differ from the opinion of the general population (R: 27Lt, D: 28Lt, U: 28Lt).

2012 vs. 2011: no changes of residents allocating funding to public libraries was recorded during the research year (2012:28Lt, 2011:28Lt).

2009-2012: during the period from the beginning of Project implementation, the budget allocated by residents to libraries did not change.

Communication with Local Municipality

The frequency of approaching the municipality

During the last year, every second resident of the municipality (50%) approached it. One fifth (18%) of residents approached a municipality once a year and one fourth of residents (24%) approached it 2-4 times. 8% of residents approached a municipality 5 times or more.

Socio-demographic characteristics of those approaching municipalities: people interested in municipalities are more often females and residents of average age (30-49 years old).

Municipalities: during the last year, the residents of Prienai municipality approached the municipalities slightly more often (57%) and residents of Kupiskis and Kedainiai municipalities – slightly less often (46%).

Urban vs rural: rural residents approach municipalities slightly more often (U:47%; R:53%).

Groups at social disjuncture: during the last year, most of the unemployed and every second disabled approached municipalities. In comparison to other resident groups, there were slightly less of the retired who approached municipalities (R:48%; D:54%; U:65%).

2012 vs. 2011: during 2011, more people interested approached municipalities than in 2010 (2012:50%, 2011:43%).

2009-2012: during the period from the beginning of Project implementation, the share of residents who approached the local municipality at least once was growing (2012:50%, 2009:38%).

Issue due to which the municipality was approached the last time

Most of the residents who approached municipalities last time approached them because of a particular service (63%). One fourth of the residents (25%) looked for help, a piece of advice or a consultation in the municipality.

Urban vs rural: the issues solved by urban and rural residents in municipalities basically do not differ. Most of the residents approach municipalities due to particular relevant questions that they have.

2009-2012: the reasons for approaching municipalities generally did not change during the research year.

The ways of approaching municipalities

The prevailing way of approaching municipalities is visiting them (94%). 4% of residents called municipalities and only 0,3% of residents sent online requests (e-mails or requests in municipality's website).

Urban vs rural: in both urban and rural areas, the municipalities are approached by visiting them directly (U:96%; R:92%).

Groups at social disjuncture: the ways the retired, the disabled and the unemployed approach municipalities do not differ from those of other residents – the most often they communicate with people from municipalities by visiting them directly (R:94%; D:93%; U:95%).

2009-2012: the ways of approaching municipalities did not change during the Project implementation period.

The evaluation of the quality of resident service and the provision of services in municipalities

Three fourths of municipalities' residents who approached a local municipality either personally or on the telephone evaluated the quality of service positively (75% each).

2012 vs. 2011: the evaluations of the quality of the service of both personal kind and on the telephone improved (personally: 2012:75%, 2011:62%; on the phone: 2012:75%, 2011:47%).

Urban vs rural: rural residents who approached a municipality personally evaluated the quality of service slightly better than urban residents (U:66%, R:80%).

The quality of services provided was evaluated by residents of municipalities slightly better when considering approaching the municipality in person rather than making a call (the quality of services provided was evaluated as good by 71% and 64% of respondents, respectively).

2012 vs. 2011: the evaluations of the quality of service provision both personally and on the phone improved (personally: 2012:71%, 2011:60%; on the phone: 2012:64%, 2011:38%).

Urban vs rural: most of both urban and rural residents evaluated the quality of services provided by municipalities when approached in person as meeting their expectations (U:69%, R:73%).

The Peculiarities of Internet Usage

The usage of Internet

64% of residents of municipalities are using the Internet.

Municipalities: the residents of Prienai municipality are using the Internet slightly more actively (70%) and those of Silale are using the Internet more passively (60%).

Urban vs rural: there are more Internet users among urban residents (U:68%; R:61%).

Groups at social disjuncture: only 17% of the retired and every third disabled (31%) is using the Internet. Internet usage by the unemployed does not differ significantly from other groups (58%).

2012 vs. 2011: the share of Internet users did not change during the last year (2012:64%, 2011:63%).

2009-2012: during the Project implementation period, the share of residents of municipalities using the Internet increased slightly (2012:64%, 2009:58%). During the four years, Internet usage grew more in rural areas (2012:61%, 2009:54%), rather than in urban areas (2012:68%, 2009:64%).

The intensity of Internet usage

Three fourths (72%) of residents who use the Internet are active Internet users – they use Internet every day. Nearly one fifth (19%) of residents use the Internet at an average frequency – a few times per week. 10% of residents use the Internet passively – once a week or less often.

Municipalities: residents of Ukmerge municipality use the Internet slightly more actively (79% of residents are using the Internet every day).

Urban vs rural: urban residents use the Internet more actively than rural residents (on a daily basis: U:75%; R:69%).

Groups at social disjuncture: 52% of the retired Internet users, 59% of the disabled Internet users and 62% of the unemployed Internet users use the Internet every day (R:52%, D:59%, U:62%). In other words, although only a small share of residents considered as those at social disjuncture (especially the retired) are using the Internet. However, after starting using the Internet, it is used relatively actively.

2012 vs. 2011: the intensity of Internet usage in municipalities that participated in the research increased slightly during 2011-2012. In other words, more Internet users started using the Internet every day (2012:72%, 2011:68%).

2009-2012: the activeness of Internet usage increased during the Project implementation (on a daily basis: 2012:72%, 2009:63%). The activeness of Internet usage increased in both urban (on a daily basis: 2012:75%, 2009:67%) and rural (on a daily basis: 2012:69%, 2009:61%) areas.

The opportunity to use the Internet at home or at work

A bigger share of the residents of municipalities (64%) has the opportunity to use Internet at home or at work. Nearly all of those who have such an opportunity have Internet access at home (63%). 12% of residents have the opportunity to use the Internet at work as well.

Socio-demographic characteristics of residents who do not have the opportunity to use the Internet: the opportunities to use the Internet mostly relate to the age of the residents (the youth have the greatest opportunities to use the Internet and seniors have the smallest ones), their income (residents receiving lower income have smaller opportunities to use the Internet at home or at work) and occupation (the unemployed and people from groups at social disjuncture more often do not have the opportunity to use the Internet at home or at work).

Municipalities: more residents have the opportunity to use the Internet at home in the municipalities of Prienai (69%) and Kedainiai (68%). In the municipality of Kupiskis there are slightly more residents who do not have the opportunity to use the Internet neither at home, nor at work (42%).

Urban vs rural: urban residents have slightly better opportunities to use the Internet at home or at work (U:68%; R:62%).

Groups at social disjuncture: in comparison to other resident groups, the retired have substantially smaller opportunities to use the Internet at home or at work. Every third disabled and every second unemployed has the opportunity to use the Internet at home or at work (have the opportunity: R:20%; D:37%; U:54%).

2012 vs. 2011: in 2011, slightly more residents had the opportunity to use the Internet at home (2012:63%, 2011:60%).

2009-2012: during the Project implementation period, the opportunities of residents to use the Internet at home were gradually increasing (2012:63%, 2009:49%). In the perspective of four years, Internet penetration in households was especially intense in rural areas (2012:61%, 2009:46%). The opportunities to use the Internet at home in urban areas increased as well (2012:66%, 2009:55%).

Places where residents use the Internet

The most (58%) of residents of municipalities use the Internet at home. 11% of residents use the Internet at work and 10% of residents use it at educational institutions or libraries.

Municipalities: the greatest number of people using the Internet in libraries is among the residents of Kupiskis municipality (14%) and the lowest number of those – among the residents of Kedainiai municipality (6%).

Urban vs rural: although only a small share of either urban or rural residents are using the Internet in public libraries, rural residents use the Internet in libraries more often than the urban ones (U:6%; R:12%).

Groups at social disjuncture: only single retired or disabled use the Internet in libraries (R:3%; D:1%). The way the unemployed use the Internet in libraries reflects the general level in the country how residents use the Internet (12%).

2012 vs. 2011: Internet usage in libraries did not change during the year (2012:10%, 2011:10%).

2009-2012: the usage of Internet in libraries by residents mainly did not change during the entire Project implementation period (2012:10%, 2009:10%). A slightly bigger flow of Internet users in libraries was recorded in 2010 (2010: 13%). Internet usage in urban libraries slightly diminished (2012:6%, 2009:8%) and did not change in rural libraries (2012:12%, 2009:12%).

The Usage of Websites of Municipalities' Institutions

A small share of residents of the municipalities is visiting Internet websites of municipalities' institutions. Slightly more residents (22%) visited the websites of the municipalities and substantially fewer residents visited the websites of other institutions of municipalities (3%), libraries (8%) or museums (6%).

Visiting libraries' Internet websites: the most active Internet users – the youth – visited libraries' websites more often and seniors – the least often. Every third PIA user in libraries (33%) also visited libraries' websites.

Municipalities: the residents of Kedainiai municipality visited libraries' Internet websites slightly more often than the residents of other municipalities (26%).

Urban vs rural: rural residents visited libraries' Internet websites slightly more often than urban residents (U:7%; R:9%).

2012 vs. 2011: visits to libraries' Internet websites did not change during the last year (2012:8%, 2011:9%).

2009-2012: visits to libraries' Internet websites remained low in numbers during the entire Project implementation period (2012:8%, 2009:7%).

The Usage of E-services

The awareness of e-services

From all the e-services offered, residents are aware the most of the ones related to one's social situation: the opportunity to make online appointments at doctors' (59%), the opportunity to find information online regarding benefits and how to get them (54%), information about receiving various compensations, fulfilling applications (53%), registering civil status (51%) and organizing the general education of children, youth and adults (46%).

The awareness of all services related to the management of one's wealth or property is similar. Depending on a particular service, 33-39% of residents are aware of them. Relatively more residents (39%) are aware of the service of the supervision of the building usage and the issue of construction work. Relatively less known service (33%) is the implementation of government guarantees to tenants who are leaving the houses or flats returnable to their owners.

The awareness of e-services related to the opportunity to provided particular services is also similar (it fluctuates from 41% to 35%). Relatively more residents (41%) are aware of the opportunity to receive information about the occupation or residents, the organization of gaining or changing qualification or the organization of public or seasonal works. Relatively fewer residents are aware of the provision of information regarding the organization of heating and drinking water provision and the collection and cleaning of the outgo (35%).

Urban vs rural: the awareness of all services provided by municipalities basically does not differ between urban and rural residents.

2012 vs. 2011: the awareness of all services provided by municipalities increased during the last one year.

The usage of e-services provided by municipalities

While looking in general at the usage of online services provided by municipalities by residents or their family members, one service used by residents the most often distinguishes – making appointments at doctors'. 7% of residents are using this service themselves and 5% of residents indicated that their family members used this service.

All other services were used by single residents (not more than 3%).

2011 vs. 2010: the usage of e-services provided by municipalities basically did not change during the last year. In other words, it remained at the same low level.

The place where online services of municipalities are used

The vast majority of residents using these services use them from home (32%). Even every second Internet user (47%) indicated that although he/ she uses the Internet, he/ she does not use the online services offered by the municipality.

5% of residents are using the services provided by municipalities in libraries.

Urban vs rural: the usage of e-services generally does not differ between urban and rural libraries (U:4%; R:6%).

2012 vs. 2011: the usage of online services of municipalities in libraries did not change during the year (2012:5%, 2011:6%).

2009-2012: the usage of online services of municipalities in libraries did not change during the entire Project implementation period (2012:5%, 2009:5%). The share of residents of municipalities who have the opportunity to use the Internet, but who are not using the online services provided by municipalities, increased during the period of 2009-2012 (2011:31%, 2009:21%).

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

During the research of residents of municipalities, residents of 5 municipalities (Kedainiai, Kupiskis, Prienai, Ukmerge and Silale) were interviewed. 400 residents were interviewed in every municipality.

51% females and 49% males were interviewed during the research.

Similar shares of residents of 15-34 years old and 55-74 years old (29% and 32%, respectively) were interviewed. The share of residents of 35-54 years old is relatively bigger (39%).

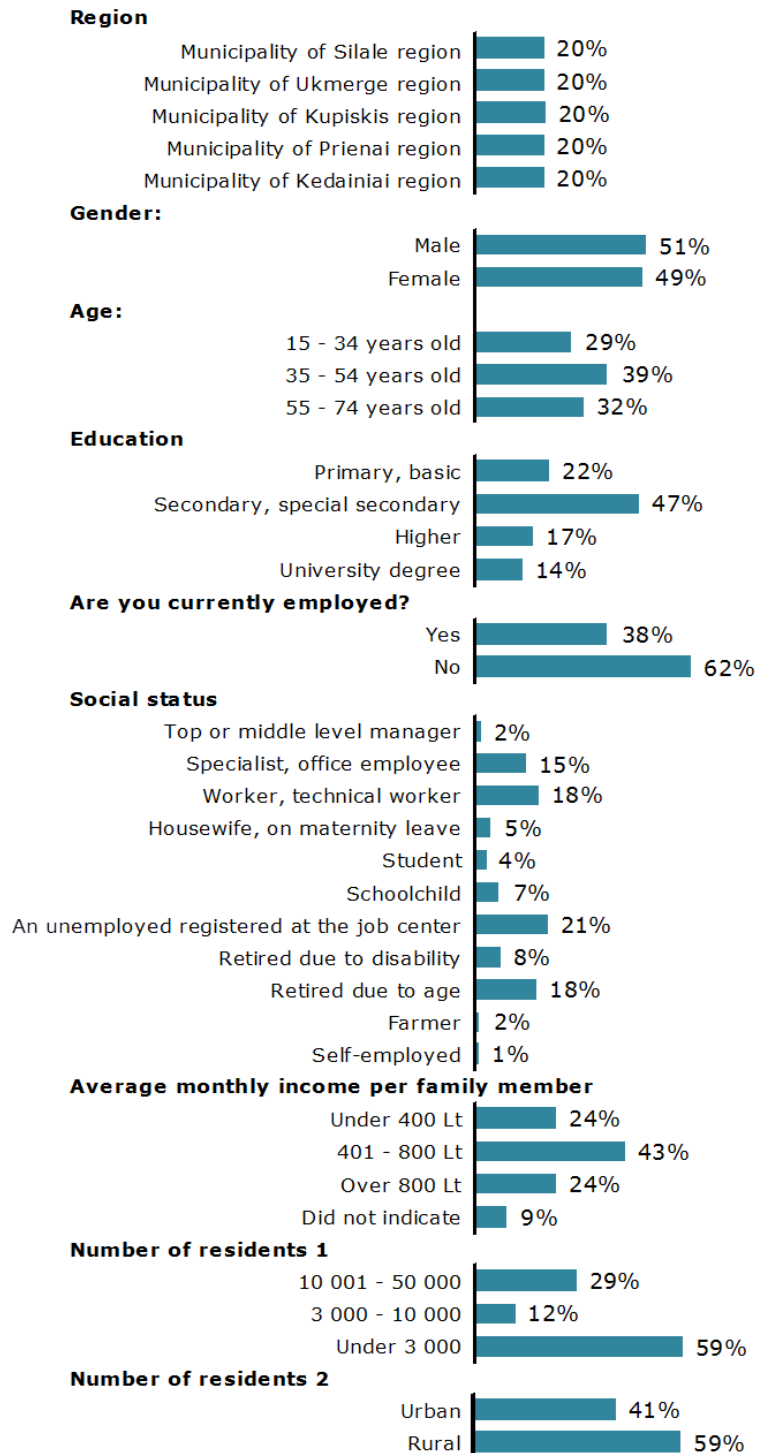
Nearly every second resident who participated in the survey has secondary or special secondary education. 22% of the interviewed have primary or basic education and 31% of the interviewed have higher education or a university degree.

62% of residents of municipalities are currently unemployed. Meanwhile, the share of the unemployed country wise is smaller (54%).

The greatest share of the unemployed residents is the unemployed (21%) and the retired due to age (18%).

Average monthly income per person of one fourth of the residents who participated in the survey (24%) are only 400 Lt. 43% of residents of municipalities have 401-800 Lt of monthly income per person for disposal and 24% of residents have the highest income (over 800 Lt)¹.

In rural areas 0 in villages having up 3000 of residents – a greater share of residents (59%) was interviewed. 12% of residents were interviewed in small towns and 29% of residents were talked to in cities.



¹ While analyzing the data according to the average monthly income per family member further on in the report, the following terms are used: *low income* – when monthly income per member of a household which is under 400Lt; *average income* – when monthly income per member of a household are 401-800Lt; *high income* – when monthly income of a household member are over 801Lt.

5. The Usage of Services Provided by Municipalities and Their evaluation

5.1. The Usage of Services

- The greatest share of residents of municipalities use environmental services -

Almost all residents of municipalities who were interviewed used one of the services provided by municipalities during the last 12 months. The most frequently used services are environmental services (collecting rubbish, cleaning the streets, etc.) (95%). However, in comparison to other services (e.g. culture and leisure, social, sports or accommodation services), the usage of environment related services is passive. In other words, these services are usually provided independently from the wishes or opinion of the individual.

Slightly more than every second resident of the municipality who was interviewed used the culture and leisure services of municipalities (60%). In other words, he or she visited museums, libraries, parks, etc. A similar share (57%) of residents used public transport services during the last year.

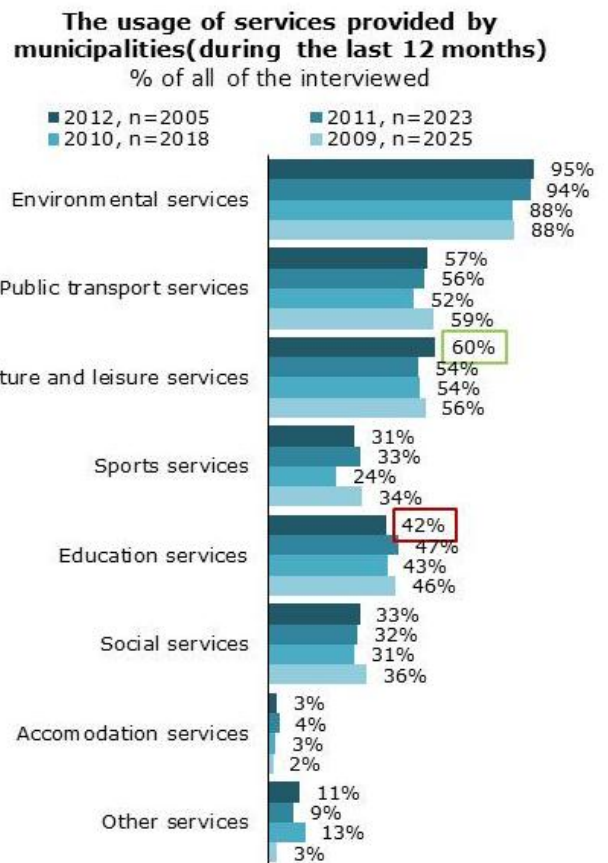
The usage of more specialized services of municipalities is used by residents less often: education (42%), social (33%) or sports (31%) services.

The least residents used the services of social accommodation (3%).

Other services provided by municipalities that were used by residents during the last year included planning, declaring land or other wealth, territory planning, approaching State Enterprise Center of Registers, preparing geodesic plans and arranging documents for purchasing land and medicine related services.

While comparing the usage of services provided by municipalities according to different socio-demographic characteristics, the following peculiarities regarding the usage of various services provided by municipalities were recorded:

- ➔ Public transport was slightly more often used by schoolchildren, students and the retired and also by people having lower disposable income.
- ➔ Specialists, office employees, housewives, schoolchildren and students and people having higher disposable income visit museums, libraries and parks and use other culture and leisure related services more often.
- ➔ Males, specialists, office employees or students tend to use sports services more often.
- ➔ Educational services are more used by residents of 15-19 years old and their parents – people aged 30-49, workers, housewives and people having lower disposable income.



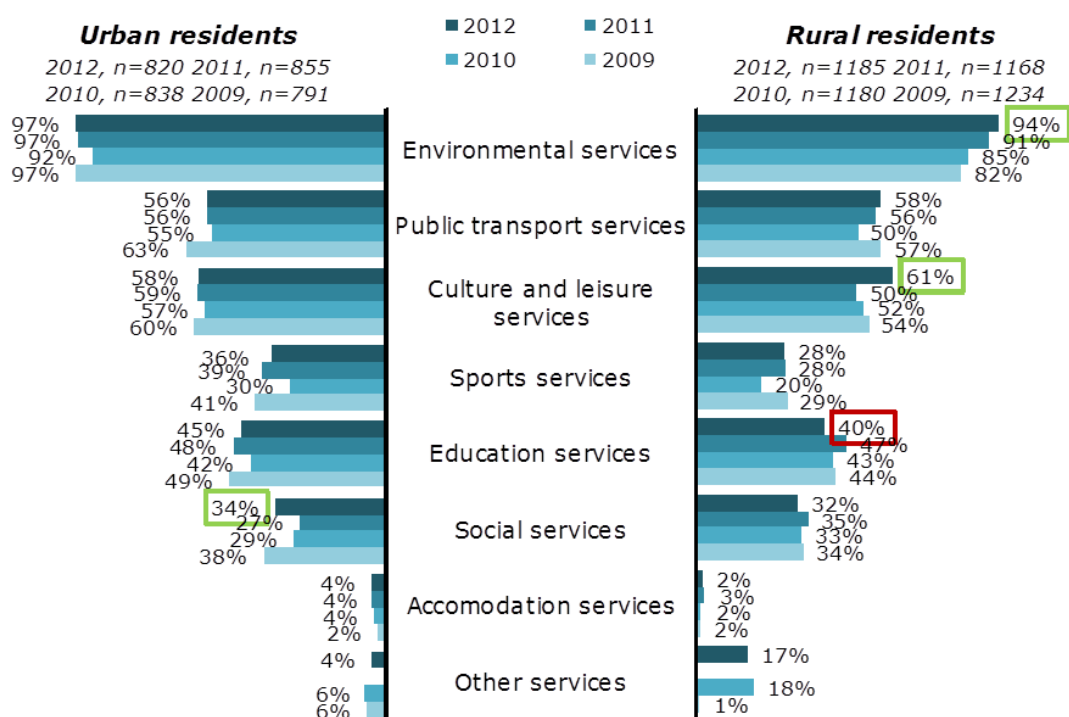
- During the last year, social or accommodation services were used the most often by residents of 15-49 years old, people having lower disposable income, housewives, schoolchildren or the unemployed.

In comparison to 2010, slightly more residents used the culture and leisure services provided by municipalities. However, there were less people who used educational services. In terms of the changes that took place during the four years of Project implementation, no major changes regarding the usage of services provided were recorded.

The usage of services of municipalities is very similar in urban and rural areas. Only slightly more of urban residents are using sports services. During the last one year, there were more of urban residents who used social services provided by municipalities and in rural areas there were slightly more of residents who use culture and leisure services. During the last 12 months, residents of rural areas used the educational services provided by municipalities less often than a year ago.

The usage of services provided by governments (during the last 12 months)

% of the interviewed of the target groups



5.2. The Evaluation of Services

During the research, the residents of municipalities were asked to evaluate how satisfied they were with various services provided by municipalities irrespective of the fact whether they were using these services or not. While analyzing the answers of most of the respondents, the greatest share of them was satisfied with the provision of environmental (81% of people were satisfied or nearly satisfied with this service), culture and leisure (72%) and education (67%) services. Residents are satisfied the least with the quality of accommodation (24%) services.

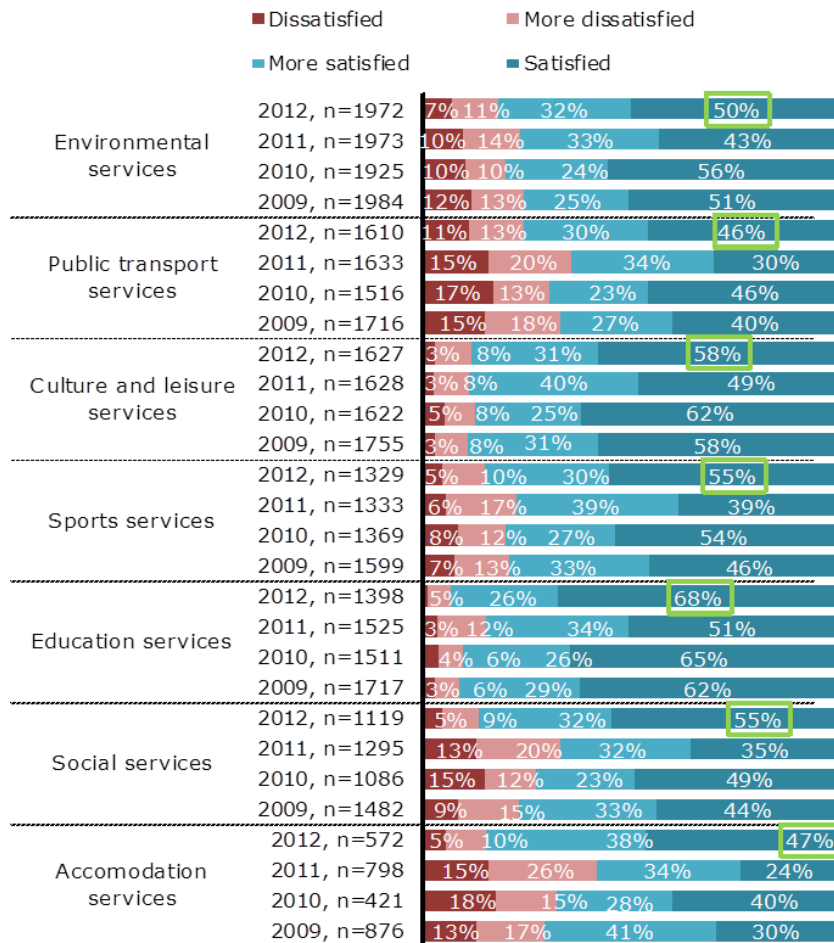
The analysis of the data collected during the research and presented above regarding the satisfaction with the services provided by municipalities is difficult due to a great share of residents who were unable to express their opinion about the services analyzed. Therefore, it is more purposeful to analyze the satisfaction with the services in the context of the residents who were able to evaluate these services.

The vast majority of residents who evaluated the services provided by municipalities were satisfied with the provision of these services.

Residents are the most satisfied with the following services provided by municipalities: education, culture and leisure services and social services (satisfied or nearly satisfied: 93%, 88% and 87% of residents, respectively). The provision of sports and accommodation services (85% each) meets the expectations of the residents less. Relatively the least residents are satisfied with the provision of environmental (82%) and public transport (76%) services.

In comparison to the research data of 2011, the satisfaction with all services provided by municipalities increased dramatically and reached the level of 2010 again. However, we cannot be talking about a significant improvement of the evaluation of services in the context of four years (the improvement was only recorded while discussing the evaluation of the provision of accommodation and social services).

The satisfaction with services provided by municipalities
 % of all those who evaluated the satisfaction with a particular service



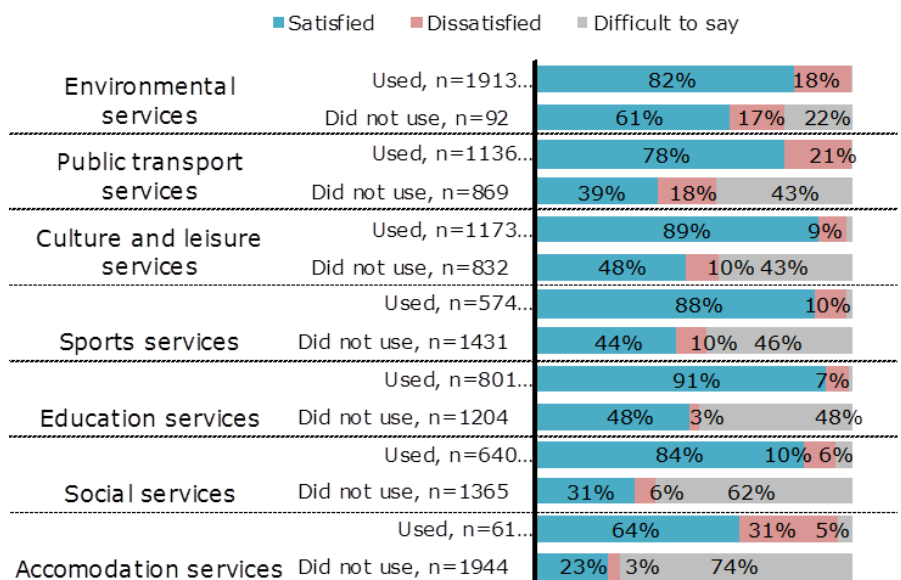
Usually, respondents who used particular services are much more satisfied with them, rather than those who have not used them.

The tendencies of service evaluation by residents who used the services generally do not differ from all respondents who evaluated the services. The most positively evaluated services are education, culture, leisure and sports services and the most negatively evaluated services are accommodation and public transport services.

It is interesting that the factor of using a particular service has a different impact on the evaluation of services. The usage of service determines

The satisfaction with the services provided by the government

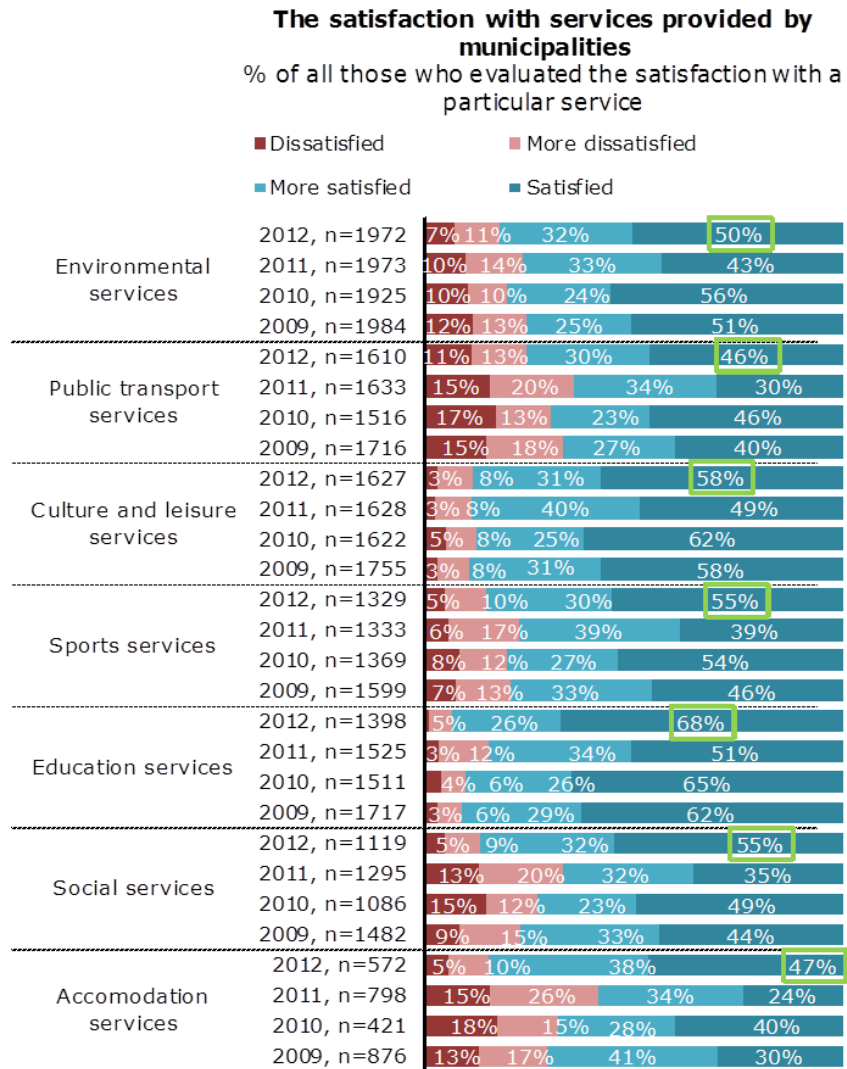
% of the interviewed of the target groups



the evaluation of this service the most when considering education, social and accommodation services. The differences of evaluations of these services between the residents who used these services during the last year or who did not use them are the biggest.

While analyzing the satisfaction with the services based on different socio-demographic characteristics, the tendencies remain similar to those while analyzing the usage of particular services.

Residents who used particular services of municipalities during the last year evaluated all services provided by municipalities better. However, during the entire Project implementation period a more significant improvement in evaluation was only recorded while analyzing the quality of the education and accommodation services.

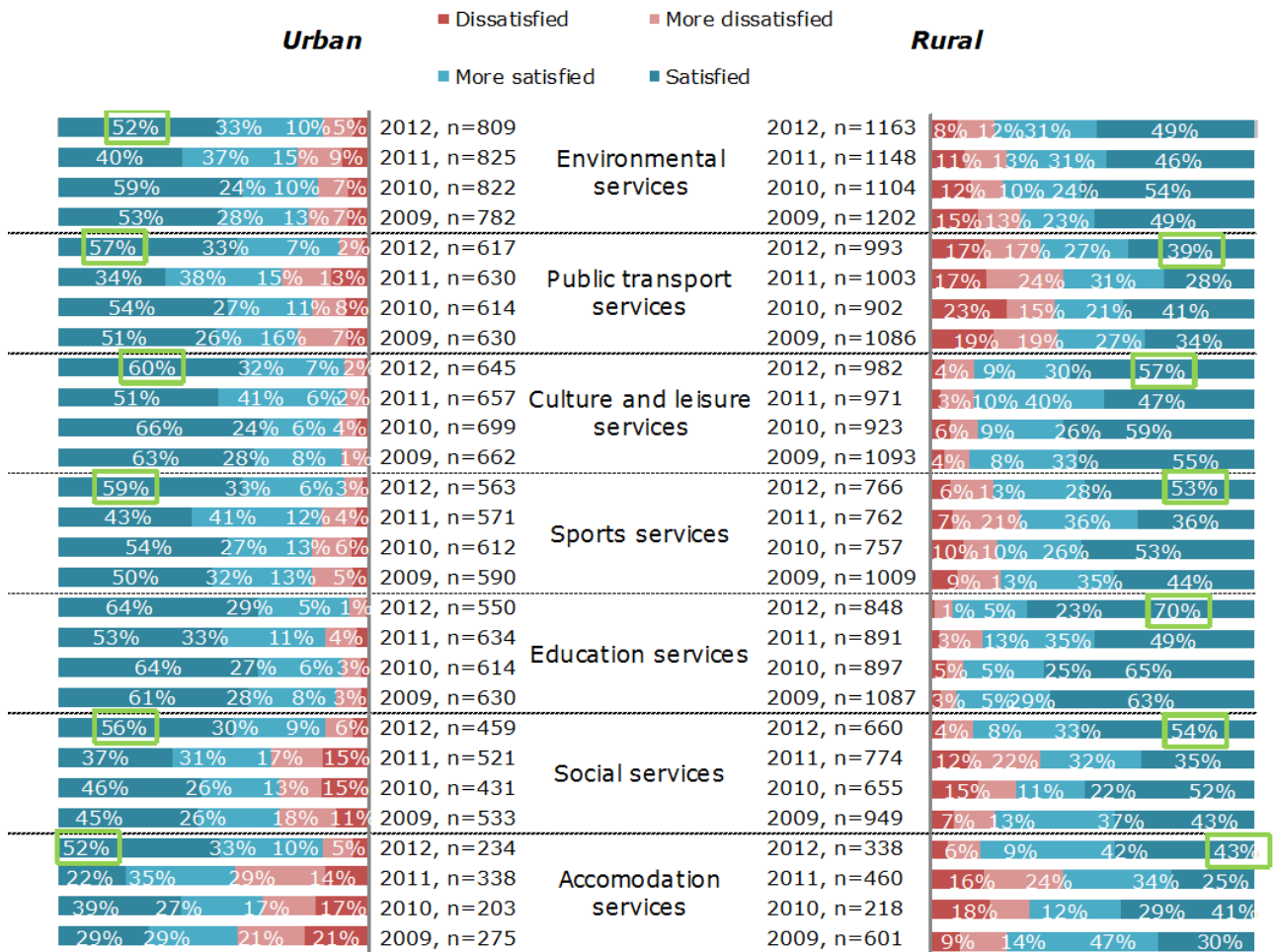


- Urban residents are satisfied more than rural residents with the provision of public transport and sports services -

While comparing the satisfaction with the services provided by municipalities in urban and rural areas, we may make an assumption that the system of transport and sports services is developed and supported better in urban areas (more urban residents are satisfied with the provision of these services than rural residents). Both urban and rural residents are equally satisfied with all the other services provided by governments.

It is also important to note that the satisfaction with all the services provided by municipalities increased in 2011 (it came back to the level of 2010) in both urban and rural areas.

The satisfaction with the services provided by municipalities
 % of all those who evaluated the satisfaction with a particular service



5.3. The Allocation of Funding Proposed by Residents to Financially Support the Services Provided by Municipalities

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

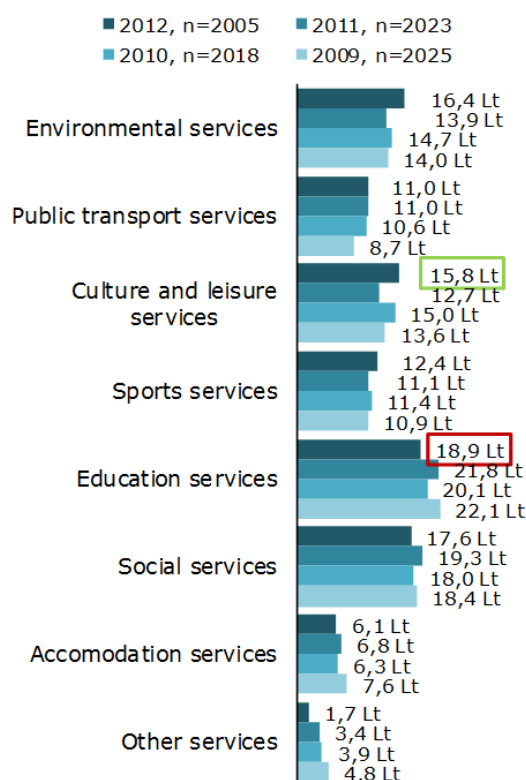
Residents of municipalities were asked to indicate how they would distribute a nominal budget of 100 litas for all services provided by their municipality. While analyzing the average sum of money allocated to a particular service, we see that the greatest financial support, in the opinion of residents, should be allocated to education services. Residents would allocate nearly one fifth of the total service budget for this service (18,9Lt). a slightly smaller share of the total budget would go to social services (17,6Lt).

Residents of municipalities would allocate environmental (16,4Lt) and culture/ leisure (15,8Lt) services one sixth of the nominal budget each. Slightly less money would be allocated to support sports and public transport services (12,4Lt and 11Lt, respectively). The smallest funding would be allocated to the social accommodation services (6 Lt).

Financial support to various services provided by municipalities is closely related to the usage of particular services. A person who is using a particular service tends to allocate a greater budget to its funding than a person who has not used this service. The most influence of the service usage on the size of the budget allocated is while discussing the sports and social accommodation services.

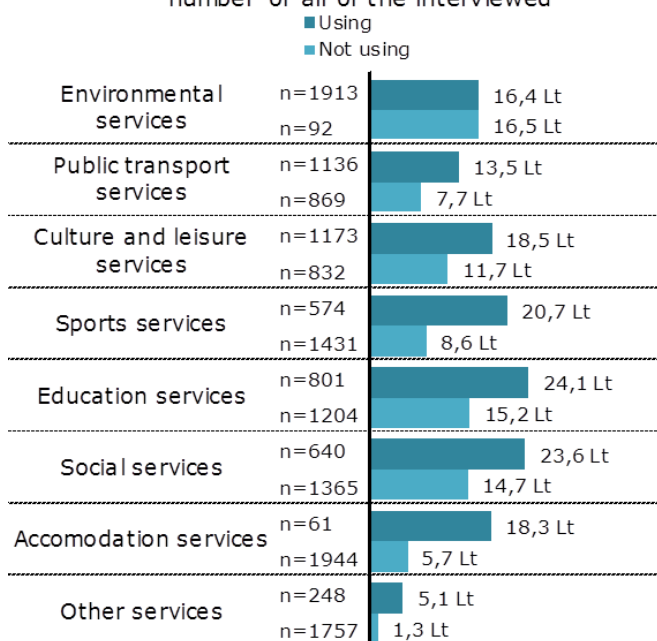
- This year, residents would allocate a greater funding to culture and leisure services -

The distribution of financial support for services provided by municipalities
Averages are calculated based on the number of all of the interviewed



The distribution of financial support for services provided by municipalities

Averages are calculated based on the number of all of the interviewed



In comparison to the previous year, during the last year, residents would allocate averagely a greater part of the nominal budget to culture and leisure services. Meanwhile, the funding of education services, according to the will of residents, would decrease.

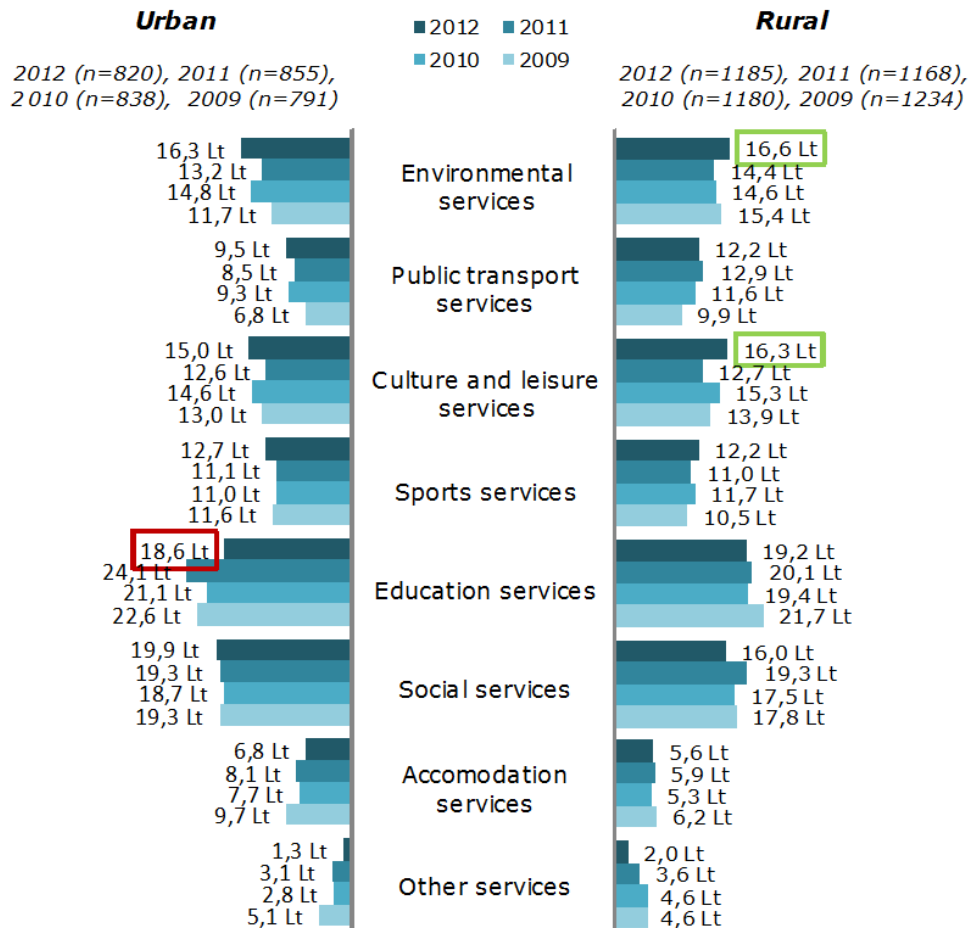
During entire Project implementation period, the share of the budget of 100Lt intended for funding environmental, public transport and culture and leisure services slightly increased.

Tendencies of providing financial support to various services are similar in urban and rural areas, however, urban residents would allocate a slightly greater sum to support the provision of social services and rural residents would allocate a greater share of the budget to the development of public transport services.

Moreover, in comparison to the previous year, during the last year, urban residents would allocate a relatively lower sum of money for funding educational services. Meanwhile, in rural areas, the funding of environmental and culture and leisure services would grow.

The distribution of financial support for services provided by municipalities

Averages are calculated based on the number of all of the interviewed



6. The Usage of Culture and Leisure Services Provided by Municipalities and Their Evaluation

6.1. The Usage of Culture and Leisure Services

- Although the general number of libraries' visitors slightly diminished, the share of libraries' visitors who visit them frequently slightly increased -

In terms of the usage of culture and leisure services, the most often, the residents of municipalities visit culture centers and leisure halls (62% of residents have visited those). The least residents visited museums and galleries (31%).

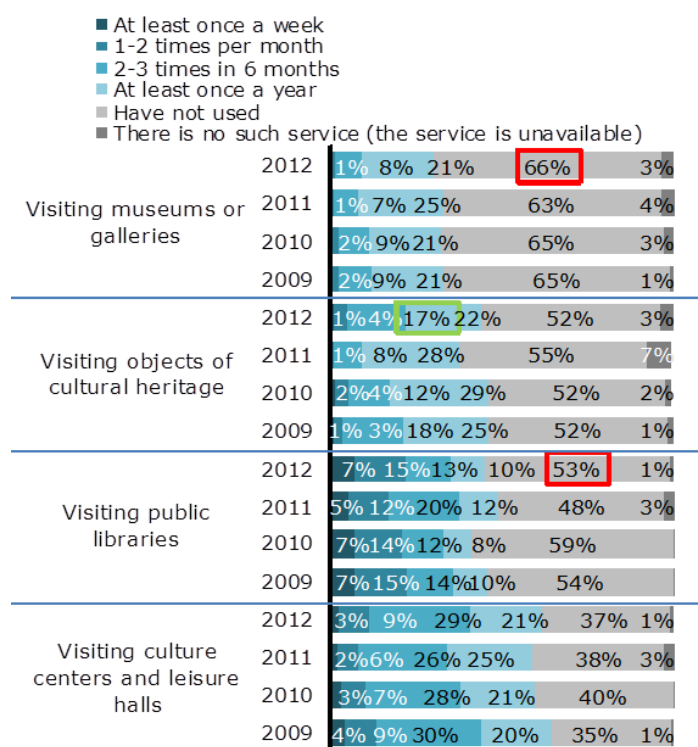
46% of residents of municipalities used libraries' services during the last year. It is important to note that every second visitor of a library visits it not less than once a month. Therefore, in the context of culture and leisure services provided by municipalities, services provided by libraries are used more often by residents. It was noticed that the total share residents who visited libraries in 2011 diminished. It was due to the diminished share of people who were visiting libraries rarely (a few times a year). Meanwhile, the share of libraries' visitors visiting a library not less often than once a month slightly increased.

People having higher disposable income, specialists, office employees, managers, schoolchildren or students use all leisure and culture related services slightly more often.

In comparison to the previous year, the number of residents visiting libraries, galleries or museums diminished slightly. Moreover, during the last year, objects of cultural heritage were visited more actively.

During the period from the beginning of Project implementation, the tendencies and the frequency of the usage of culture and leisure services provided by the municipality generally did not change.

The frequency of culture and leisure services provided by municipalities
% of all of the interviewed



* 2012 (n=2005), 2011 (n=2023),
2010 (n=2018), 2009 (n=2025)

- During the last year, rural residents visited libraries more often than urban residents -

While analyzing the peculiarities of the usage of culture and leisure services provided by municipalities among urban and rural residents, it was noted that slightly more of urban residents indicated that they visited museums and galleries and slightly more of rural residents indicated that they visited public libraries. In terms of residents visiting public libraries, in 2011 there were less urban residents visiting them than during the previous year. The frequency of rural residents visiting public libraries did not change.

In 2011, almost all services provided by municipalities were used by slightly less urban residents than in 2010. Only objects of cultural heritage were visited by urban residents slightly more often than during the previous year. Slightly more rural residents visited culture centers, leisure halls and objects of cultural heritage during the last year. Rural residents visited libraries more often during the last year as well.

The frequency of culture and leisure services provided by municipalities

% of the residents of the target groups

- At least once a week
- 1-2 times per month
- 2-3 times in 6 months
- At least once a year

Urban					Rural							
2012 (n=820), 2011 (n=855), 2010 (n=838), 2009 (n=791)					2012 (n=1185), 2011 (n=1168), 2010 (n=1180), 2009 (n=1234)							
1%	65%	22%	9%	2%	Visiting museums or galleries	2012	8%	20%	67%	4%		
1%	59%	28%	9%	2%		2011	1%	5%	22%	65%	6%	
1%	64%	21%	11%	3%		2010	1%	7%	21%	65%	5%	
	63%	21%	11%	3%		2009	1%	8%	22%	67%	2%	
1%	53%	24%	15%	5%	Visiting objects of cultural heritage	2012	1%	3%	18%	21%	51%	5%
5%	51%	33%	9%	1%		2011	1%	7%	25%	58%	8%	
1%	53%	27%	13%	4%		2010	2%	3%	11%	30%	51%	2%
1%	48%	23%	22%	4%		2009	2%	15%	26%	55%	2%	
1%	60%	11%	11%	12%	Visiting public libraries	2012	10%	17%	15%	8%	49%	1%
	49%	15%	24%	9%		2011	6%	15%	17%	10%	48%	4%
	60%	8%	13%	13%		2010	8%	14%	11%	8%	58%	
	58%	11%	13%	14%		2009	9%	16%	14%	9%	52%	
1%	40%	21%	28%	8%	Visiting culture centers and leisure halls	2012	3%	9%	31%	20%	35%	2%
1%	35%	26%	30%	6%		2011	3%	5%	23%	23%	40%	5%
	37%	20%	32%	8%		2010	3%	6%	25%	23%	42%	1%
	36%	19%	30%	11%		2009	5%	8%	30%	21%	34%	2%

6.2. The Evaluation of Culture and Leisure Services

- Residents of municipalities are the most satisfied with the services provided by libraries -

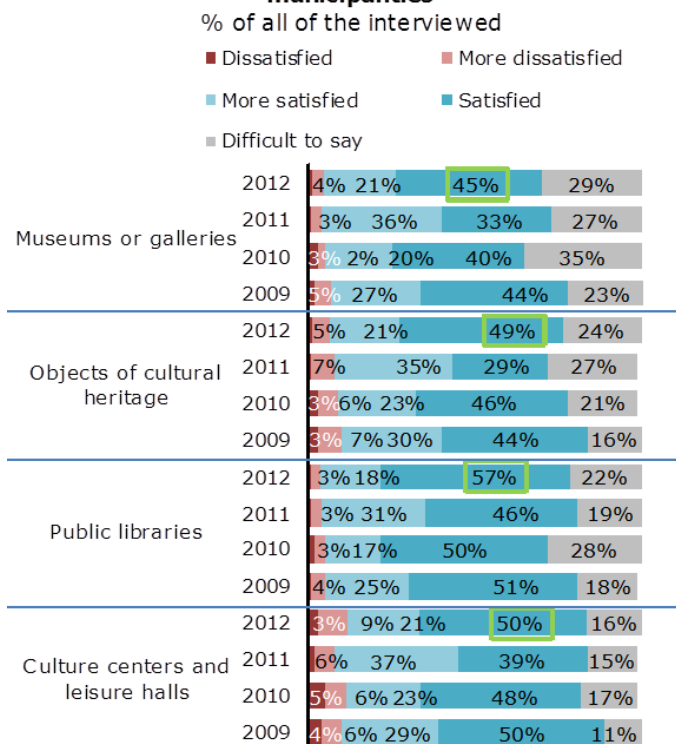
The vast majority of residents are satisfied with the culture and leisure services provided by municipalities. Only single residents were dissatisfied with these services.

Not less than two thirds of residents were satisfied with the services of public libraries (75%), services of culture centers and leisure halls (72%), services of objects of cultural heritage (70%) and the work of museums or galleries (66%).

Analyzing the culture and leisure services is the same as analyzing the satisfaction with all services provided by municipalities. In order to compare how various services meet expectations of residents, we would need to eliminate the share of residents who did not express their opinion.

While analyzing the opinion of residents who evaluated culture and leisure services, we noticed that the majority of residents of municipalities were satisfied with the services provided by public libraries (73% of respondents were satisfied and another 23% were more satisfied).

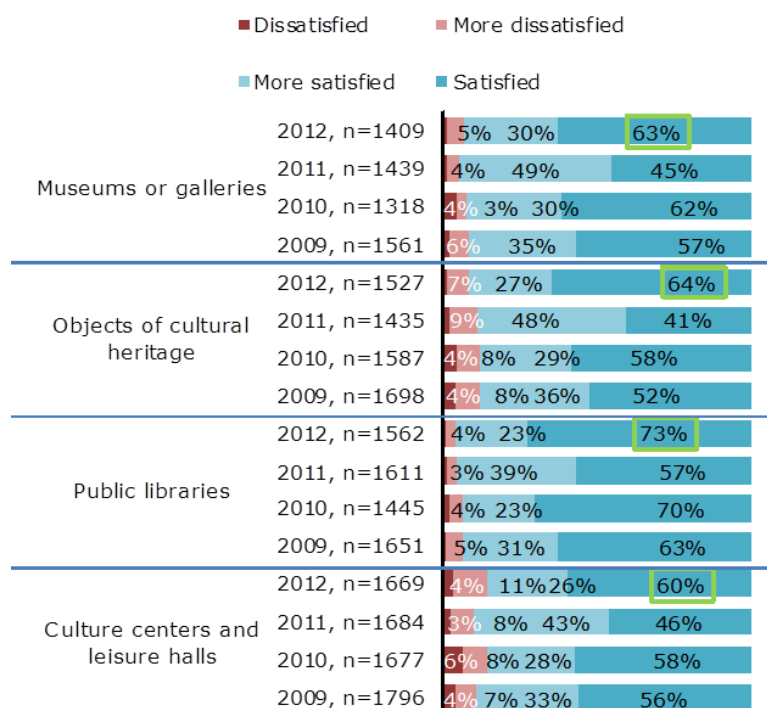
The satisfaction with the culture and leisure services provided in municipalities



* 2012 (n=2005), 2011 (n=2023), 2010 (n=2018), 2009 (n=2025)

The satisfaction with the culture and leisure services provided in municipalities

% of all the respondents who evaluated the usage of a particular service

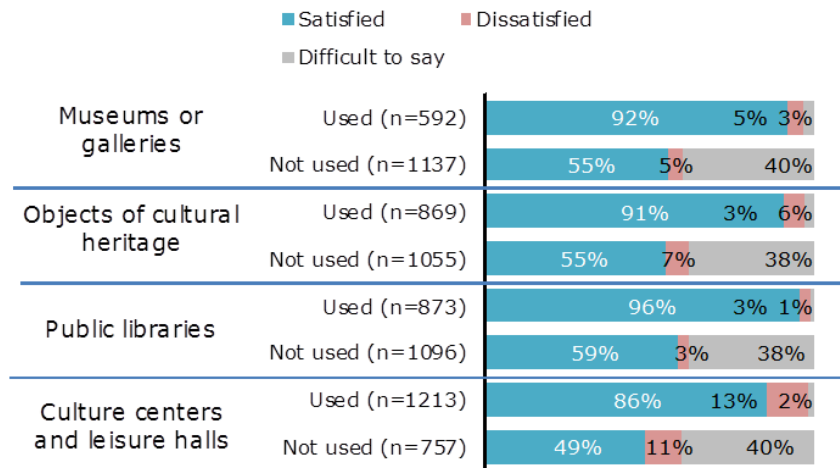


Although the vast majority of residents were also satisfied with the provision of other culture and leisure entertainment activities provided by municipalities, however, the level of satisfaction is slightly lower (the shares of people who indicated that they were satisfied were lower and the shares of those who were more satisfied were higher) as while evaluating the satisfaction with public libraries.

While evaluating the changes of evaluation of culture and leisure services provided by municipalities in 2011, it was noted that substantially more residents were satisfied with the provision of all services. During the process of Project implementation, the general level of satisfaction with culture and leisure services mainly did not change, but the share of residents who had no doubts regarding a positive evaluation of these services slightly increased ("satisfied").

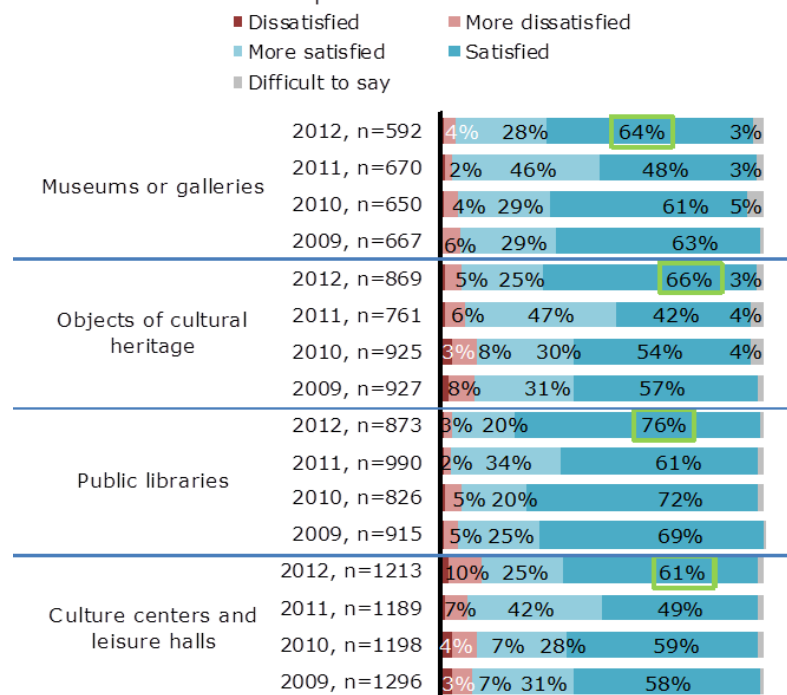
The satisfaction with the culture and leisure services provided by municipalities is related to the usage of respective services. In other words, residents are more satisfied with those services that they had used. Meanwhile, there are less of the satisfied with particular services among those people who had not used respective services.

The satisfaction with the culture and leisure services provided in municipalities
% of the surveyed of the target groups



While comparing the change of the evaluation of culture and leisure services provided by municipalities in 2011, the evaluation of services by residents who used these services does differ significantly (only some of the more satisfied shifted to the satisfied). Both in 2010 and 2011, the vast majority of residents who used particular services were satisfied with the provision of them. The most positively evaluated services were those of public libraries.

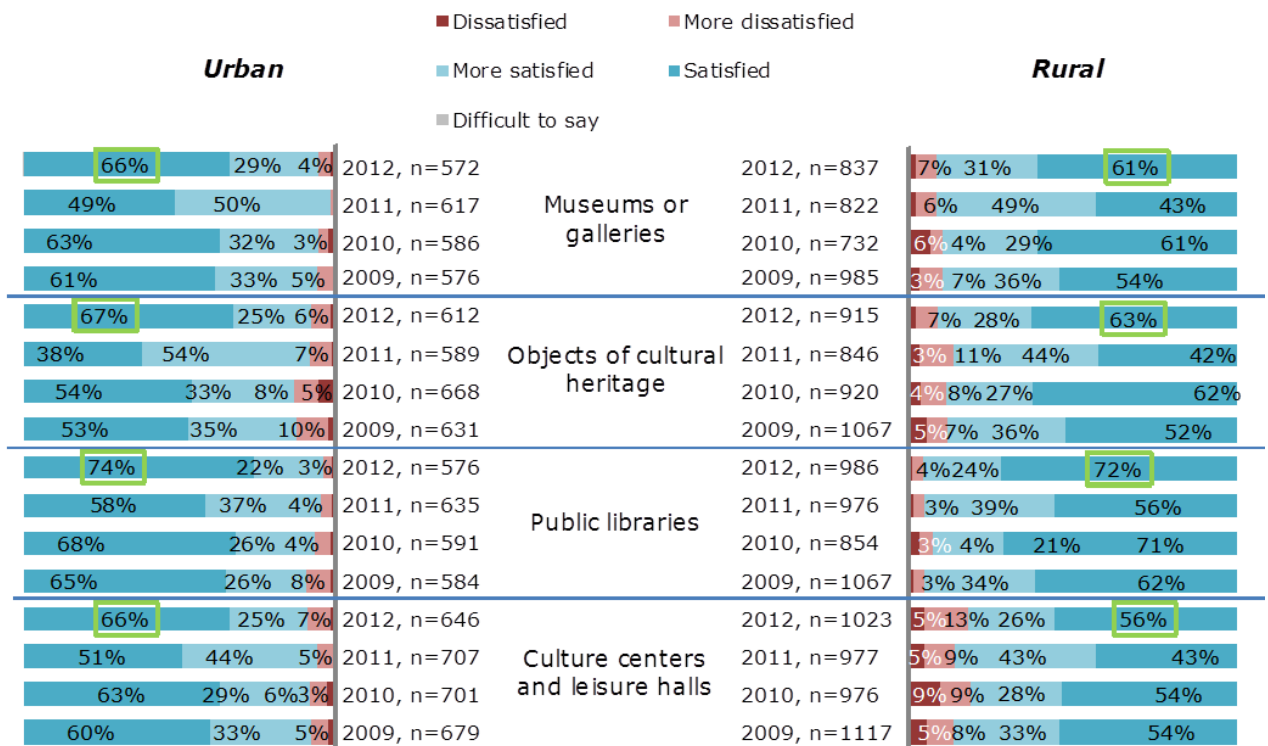
The satisfaction with the culture and leisure services provided in municipalities
% of all the respondents who evaluated the usage of a particular service



Most of urban and rural residents are satisfied with the culture and leisure services provided by municipalities. It was only noted that there are slightly less rural residents who are satisfied with the services provided by culture centers and leisure halls, in comparison to urban residents. The general satisfaction with the provision of culture and leisure services did not change dramatically in 2011 neither in urban, nor in rural areas.

The satisfaction with the culture and leisure services provided in municipalities

% of all the respondents who evaluated the usage of a particular service



6.3. The Allocation of Funding Proposed by Residents to Financially Support the Culture and Leisure Services

- Residents would allocate the greatest part of the budget to financially support the services provided by culture centers and leisure halls -

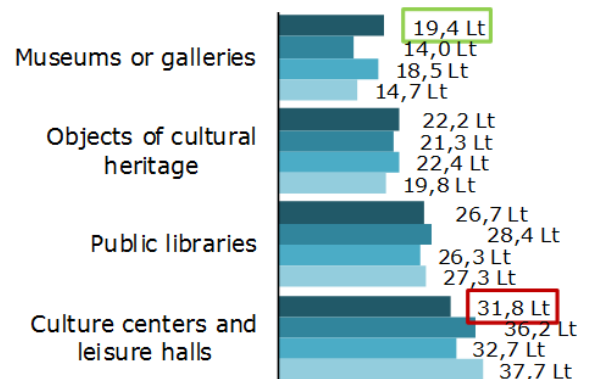
If the funding of leisure and culture services provided by municipalities depended on residents, the greatest financial support (one third of all resources intended for culture and leisure services) would be allocated to culture centers and leisure halls. Slightly more than one fourth of the funding would go to public libraries (27Lt). The objects of cultural heritage would be allocated slightly more than one fifth of the budget (22Lt). Museums and galleries would receive the least financial support – they would be allocated less than one fifth of all funds intended for culture and leisure services.

In comparison to the previous year, during the last year, residents of municipalities would allocate slightly more finance for museums and galleries. Meanwhile, culture centers and leisure halls would get smaller financial support. Public libraries and cultural heritage would be provided a similar financial support as during the previous year.

The distribution of financial support for culture and leisure services provided by municipalities

Averages are calculated based on the number of all of the interviewed

■ 2012, n=2005 ■ 2011, n=2023
■ 2010, n=2018 ■ 2009, n=2025



During the period from the beginning of the Project implementation, the budget residents allocated to public libraries by their free will did not change.

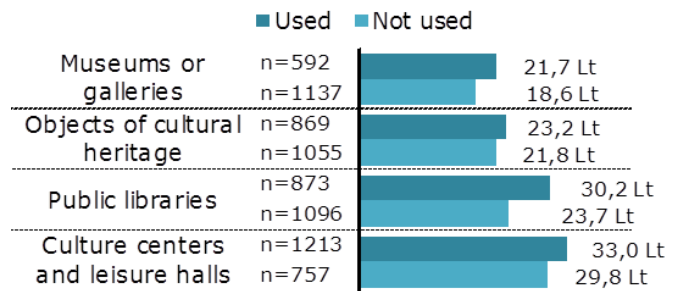
The research data reveal that the amount allocated for each service by residents depends on the fact if they have used this service. Residents who are using the service usually allocate a bigger budget to support it than the non-users. The greatest difference was recorded between funding public libraries by their visitors and non-visitors.

Urban and rural residents would distribute the budget intended for supporting culture and leisure services in the same way. Rural residents would only allocate slightly more finance to support culture centers and leisure halls.

During thy last year, in comparison to the previous year, both rural and urban residents would allocate more finance to support museums and galleries and would allocate less money for supporting culture centers and leisure halls. The finance allocated to public libraries did not change dramatically neither during the last one year, nor during the period from the beginning of the Project implementation.

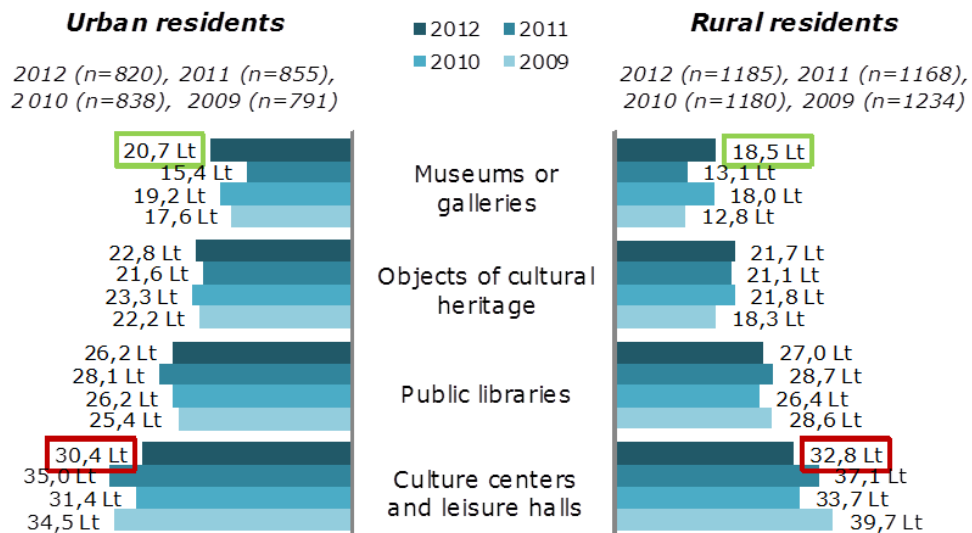
The distribution of financial support for culture and leisure services provided by municipalities

Averages are calculated based on the number of the interviewed of the target groups



The distribution of financial support for culture and leisure services provided by municipalities

Averages are calculated based on the number of all of the interviewed

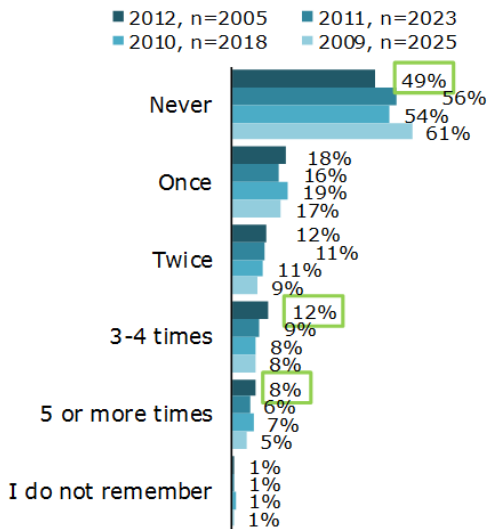


7. Communication with Local Municipalities

7.1. The Frequency of Approaching Local Municipalities

- Residents are communicating with municipalities more and more actively -

The frequency of approaching a local municipality (in the last 12 months)
% of all of the interviewed



Residents of municipalities do not tend to actively participate with municipalities. Half of the residents of municipalities (49%) did not approach municipalities even once during the last 12 months. Another one third of the surveyed (30%) approached a municipality 1-2 times during the last year. Only every fifth (20%) resident of the municipality communicated more actively with the local municipality and approached it more than twice during the last year.

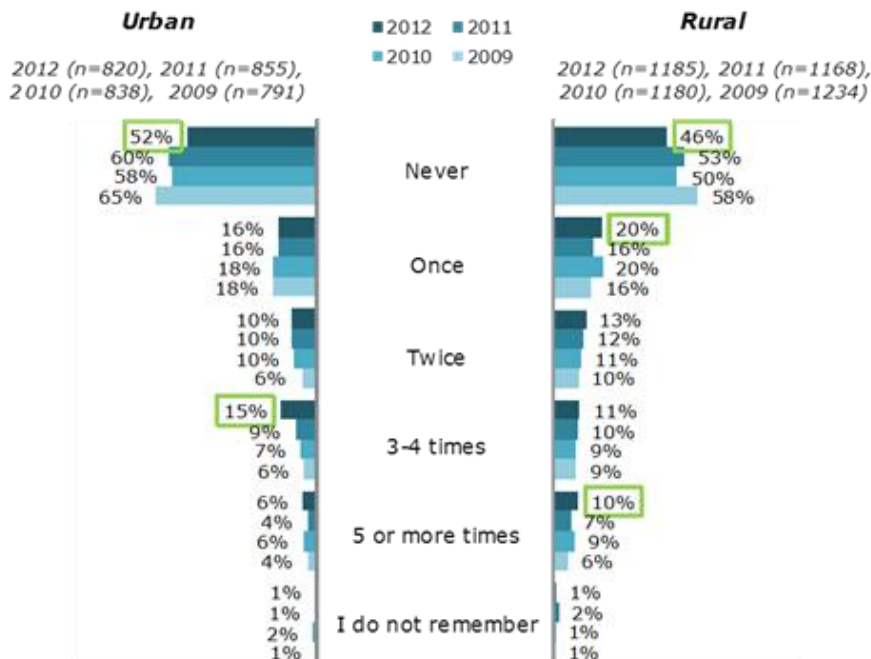
Residents of 30-49 years old, housewives and the most socially vulnerable resident groups – the unemployed and people receiving lower income – communicate with municipalities the most often (more than 3 times during the last 12 months). Municipalities are approached the least often (not a single time during the last year) by workers and people having higher disposable income.

In 2011, communication with the municipalities is becoming more intense. In other words, more and more residents of municipalities claimed during the last year

that they approached a local municipality at least for three times during the last year. The share of residents who did not approach a municipality once, in turn, is diminishing.

In both urban and rural areas, every second resident claimed to have communicated with a local government during the last year and the share of such residents is only growing. Rural residents approached municipality institutions in 2011 slightly more often than urban residents.

The frequency of approaching a local municipality (in the last 12 months)
% of the residents of the target groups



7.2. Reasons and Ways of Approaching a Local Municipality

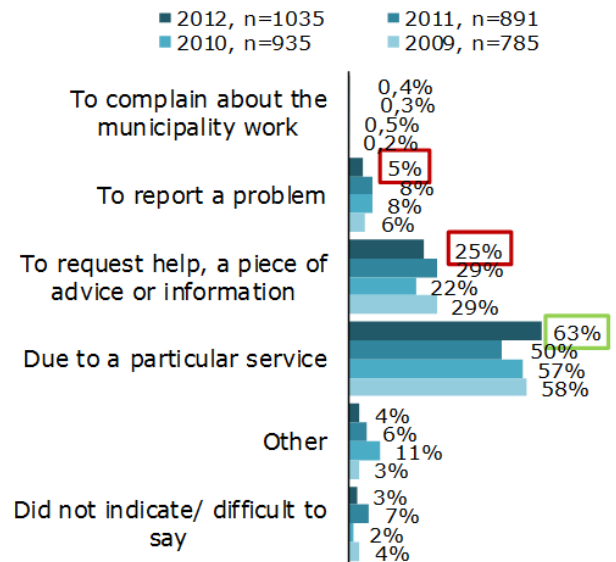
- Usually municipalities are approached due to particular reasons -

Residents approach a local municipality due to particular services the most often (63%). Every fourth (25%) resident who approached a local municipality was looking for help, a piece of advice or simply some information. 5% of residents approach municipalities in order to report problems. Not more than 4% of residents approach municipalities due to other reasons. Other reasons, according to residents, include approaching a municipality due to a compensation for heating, due to planning issues, paying taxes, receiving a benefit, issues regarding the job center or in order to participate in the municipality meeting or the election of the manager of the ward.

Resident groups having different socio-demographic characteristics commonly approach municipalities due to the same reasons.

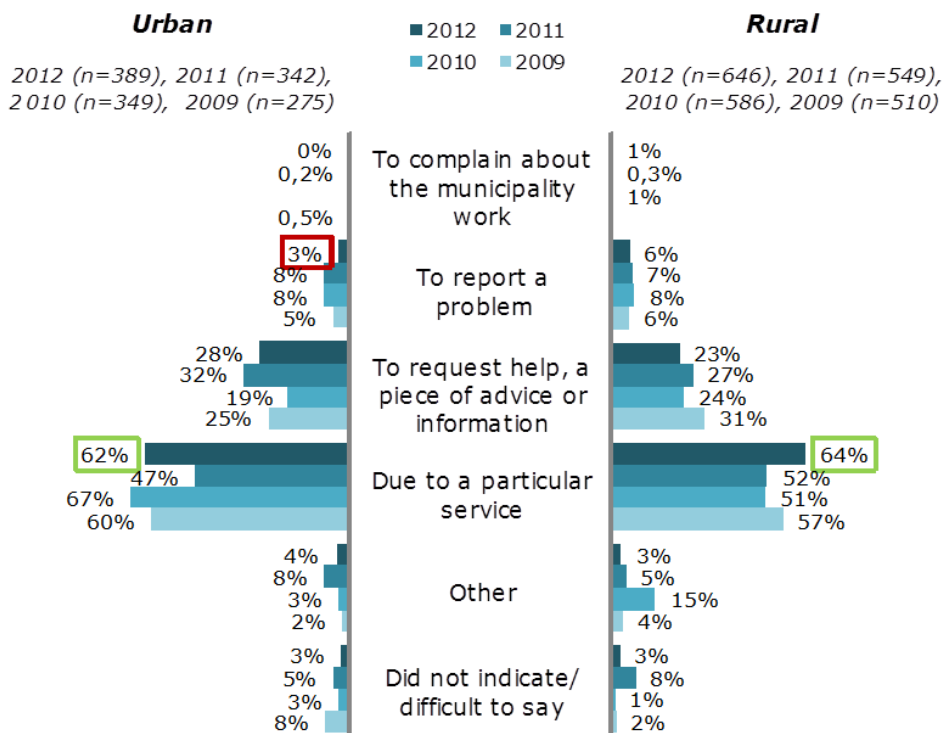
The reasons of approaching local municipalities basically did not change during the Project implementation period. In 2011, slightly more residents indicated that they approached a municipality in order to be provided a particular service.

The reasons of approaching the municipality for the last time
% of the interviewed who indicated that they approached a local municipality at least once or could not remember this fact



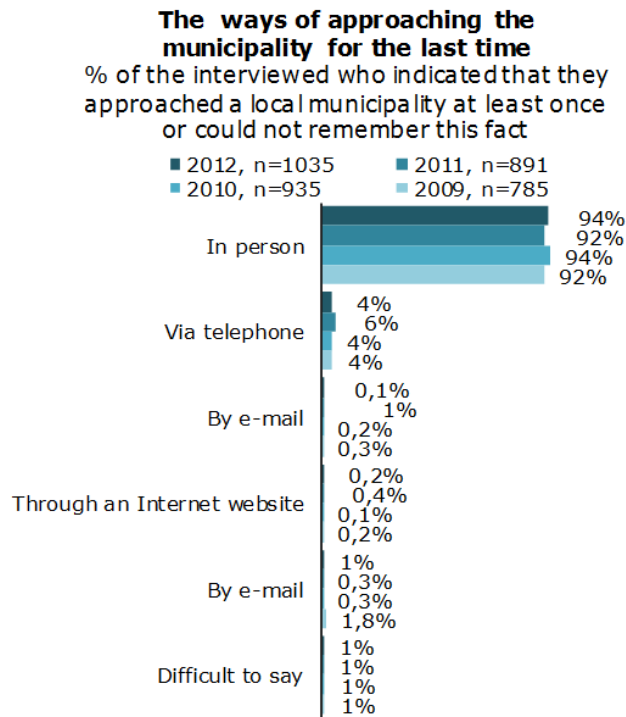
Urban residents approached a municipality slightly more often than rural residents while asking for help, a piece of advice or some information. Meanwhile, rural residents approached municipalities more often in order to report a problem. Both urban and rural residents approached municipalities much more often due to getting a particular service.

The reasons of approaching the municipality for the last time
% of the residents of the target groups



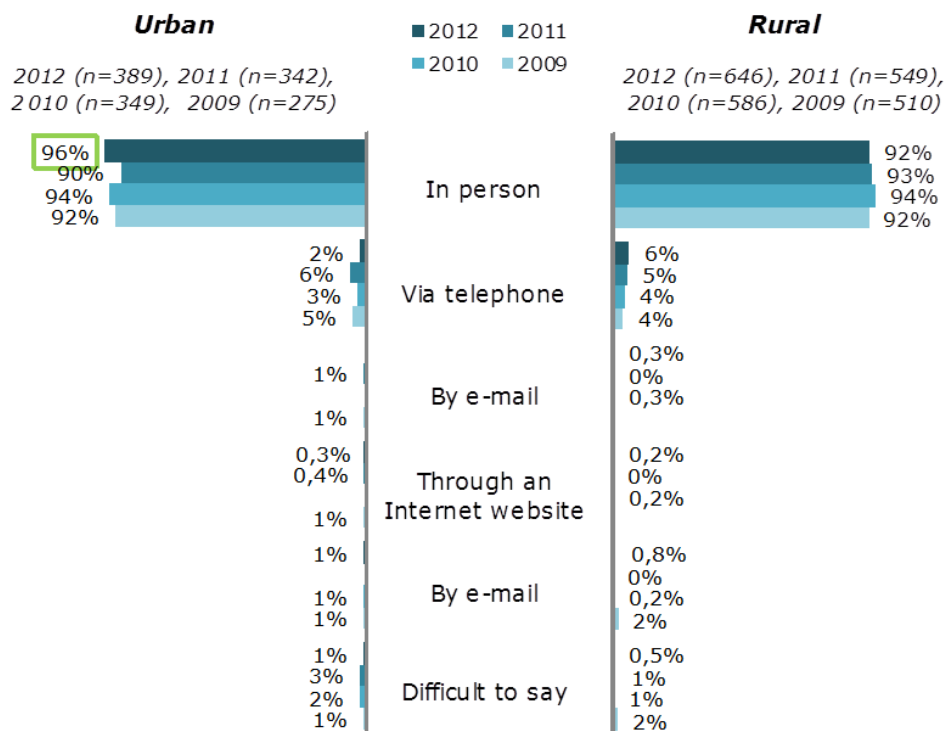
- The most often municipalities are being communicated with by approaching them personally -

Usually, residents approach local municipalities personally (94%) and the habits of residents of communicating with this institution did not change during the entire Project implementation period. Only 5% of residents approached a municipality for the last time on the phone or by other means (e-mail, on an Internet website or by sending a letter).



While comparing the communication of urban and rural residents with local community, no major differences were recorded. In both urban and rural areas, the vast majority of residents communicate with local municipalities in person. This tendency did not change in 2008-2011.

The ways of approaching the municipality for the last time
% of the residents of the target groups

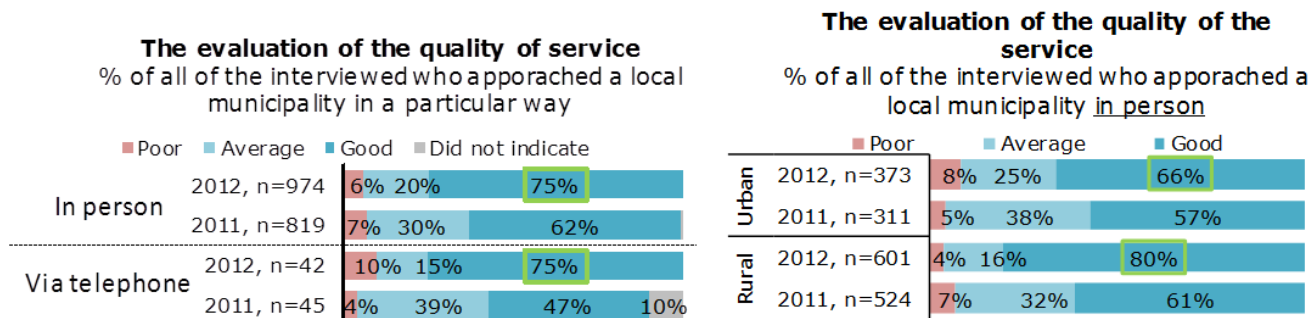


- The quality of resident service in municipalities is improving -

Residents who visited a local municipality at least once during the year were asked in 2011 and 2012 to evaluate the quality of service and its provision. Bearing in mind that the vast majority of people, who approached the local municipality, did that in person or on the telephone, the quality of service provision by e-mail, on the Internet website or by mail will not be analyzed. The analysis according to the place of residence by those who approached a municipality on the phone will not be analyzed either, because only 4% or the interviewed approached a local municipality on the phone.

Three fourths of the residents of municipalities who approached municipalities both in person or on the telephone evaluated the quality of the service positively (75% each). In comparison to the data of 2011, the evaluations of the quality improved.

Rural residents who approached a local municipality in person evaluated the quality of the service slightly better than urban residents. In both urban and rural areas, in comparison to the previous year, an improvement of the quality of the service was recorded as well.



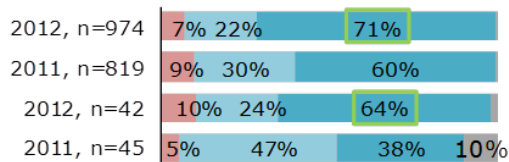
The residents of the municipalities evaluated quality of service provision while approaching the municipality in person slightly better than while approaching the municipality on the phone (the service provision was evaluated positively by 71% and 64% residents, respectively). In comparison to the data of 2011, the evaluations of the quality of the service provision were improving.

Most of urban and rural residents evaluated the quality of service provision when approaching a local municipality as the one that meets their expectations.

The evaluation of the quality of the service provision

% of all of the interviewed who approached a local municipality in a particular way

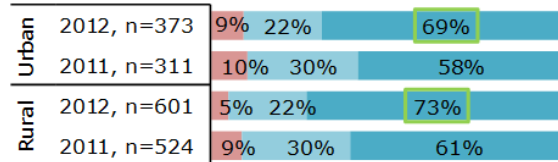
■ Poor ■ Average ■ Good ■ Did not indicate



The evaluation of the quality of the service provision

% of all of the interviewed who approached a local municipality in person

■ Poor ■ Average ■ Good



8. The Usage of Internet

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

- The opportunities to use Internet at home are increasing, especially in rural areas -

More than half (63%) of residents of the municipalities interviewed have the opportunity to use the Internet at home. Every tenth resident (12%) has Internet access at work. Almost one third of residents of municipalities (36%) do not have the opportunity to use the Internet neither at home, nor at work.

The opportunities of the groups of the society considered as groups at social disjuncture (the disabled, the retired and the unemployed) to use the Internet are the most limited. Usually they do not have the opportunity to use the Internet neither at home, nor at work.

Specialists, managers and office employees have the opportunity to use the Internet both at work and at home more often and schoolchildren, students or workers – only at home.

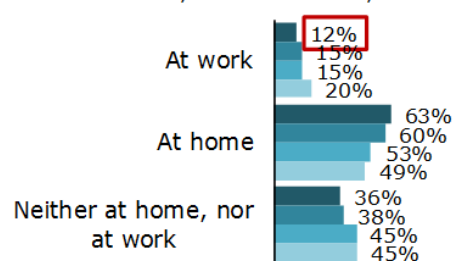
In comparison to 2011, the total share of residents having Internet access at home and at work generally did not change, however, Internet usage is moving to the private space of people – to their home. The share of residents who are able to use the Internet at home is constantly increasing. For example, in the beginning of Project implementation, 49% of residents could use Internet at home. During the last year of Project implementation, already 63% of residents had such an opportunity. Respectively, the number of residents who did not have Internet access neither at home, nor at work decreased from the beginning of Project implementation (from 45% in 2009 to 36% in 2012).

During earlier years of Project implementation, it was noticed that urban residents had greater opportunities to use the Internet at home. During the last year, however, there is no such a difference anymore – the share of rural residents who were able to use the Internet at home increased significantly during 2008-2011.

Having a computer with Internet access

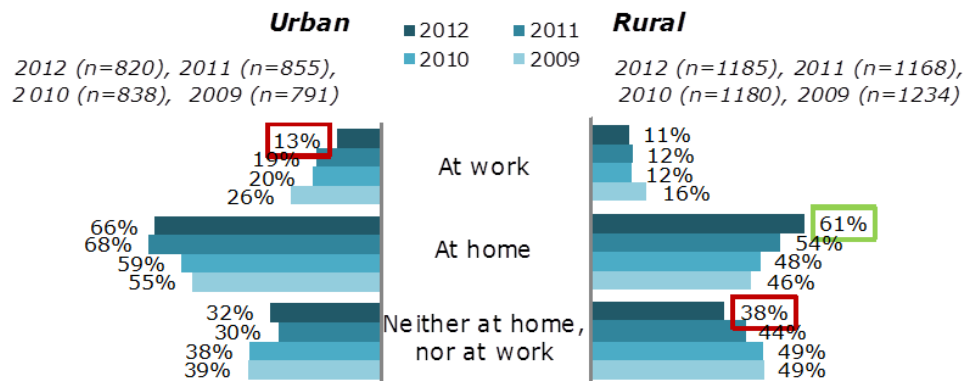
% of all of the interviewed

■ 2011, n=2005 ■ 2011, n=2023
■ 2010, n=2018 ■ 2009, n=2025



Having a computer with Internet access

% of the residents of the target groups



8.2. The Places of Internet Usage

- The main Internet usage place is home -

The most often, residents of municipalities use the Internet at home (58%). Only a small share of residents use the Internet in other places: every tenth resident uses it at work (11%), in the library (10%) or at the educational institution (10%).

36% of residents of municipalities claimed that they did not use Internet at all.

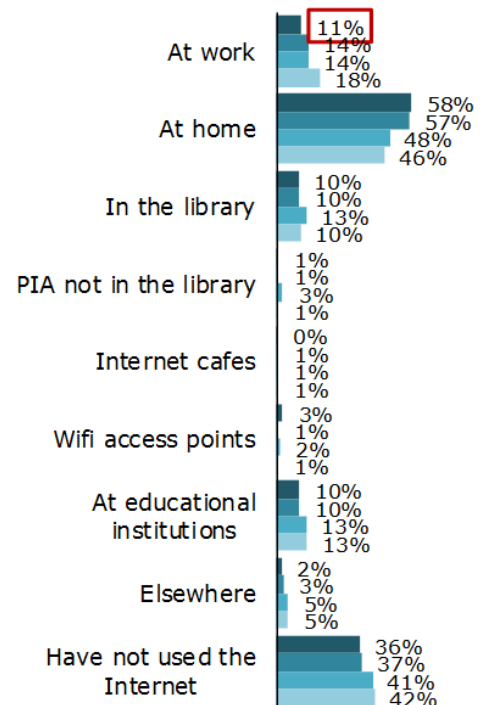
While comparing Internet usage places of groups of different socio-demographic characteristics, the following tendencies were noticed:

- Specialists, office employees, company managers and people having the highest disposable income use the Internet at work the most often.
- The employed, people receiving higher income and all people from groups at social disjuncture use Internet access at home more often.
- Schoolchildren and students use the Internet at educational institutions more often than other social groups.
- The youth, people receiving lower income and the unemployed use the Internet in libraries more often.
- Internet is usually not used at all by residents considered as belonging to groups at social disjuncture: the unemployed, the disabled and the retired.

Places where a computer with Internet access is used

% of all of the interviewed

■ 2011, n=2005 ■ 2011, n=2023
■ 2010, n=2018 ■ 2009, n=2025



- The share of people using the Internet in libraries did not change from the beginning of the Project implementation -

No major changes took place in terms of the places of Internet usage during 2011-2012. However, while analyzing the changes of the places of Internet usage in the perspective of the four years, it was noticed that the share of residents who used the Internet at home was increasing gradually. The habits of Internet usage in other places did not change that dramatically. It could only be mentioned that while the opportunities to use the Internet at home are growing, the share of residents who are using the Internet at work is diminishing. Internet usage in libraries did not change from the beginning of the Project implementation.

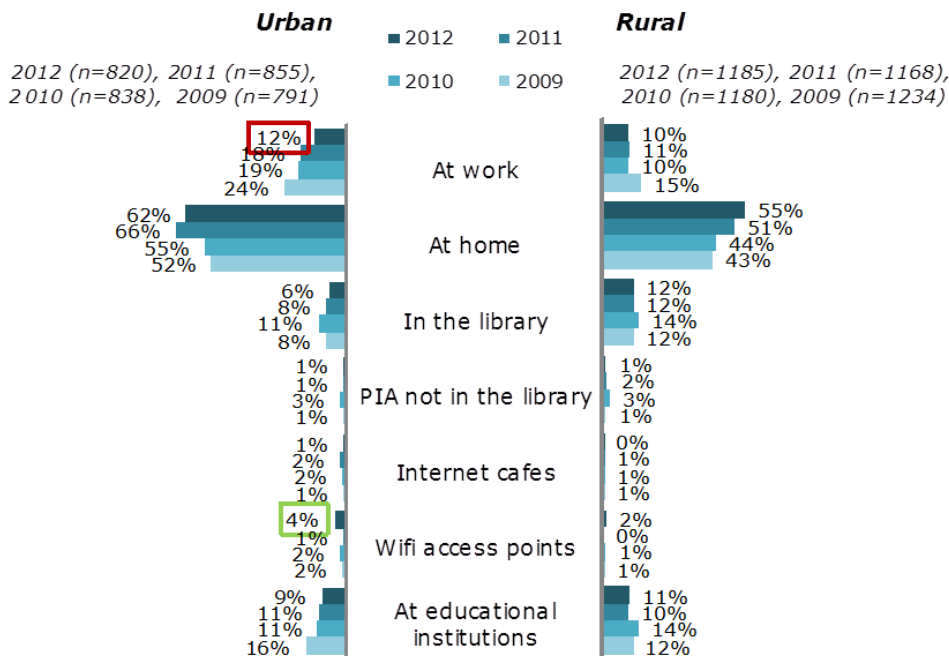
While comparing Internet usage places in urban and rural areas in 2011, it was noticed that rural residents use public Internet access in libraries more often than urban residents. In urban areas, in turn, slightly more residents are using the Internet at home.

While comparing to the research data of 2011, the research data of 2012 show that slightly less of urban residents indicated that they used the Internet at home or at work. However, slightly more of urban residents claimed that they used the Internet at Wi-Fi access points. During the last year, rural residents indicated that they used the Internet at home slightly more often. Internet usage in libraries during the last one year did not change neither in urban, nor in rural areas.

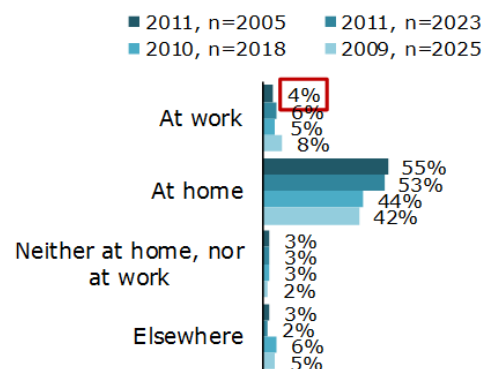
While analyzing the changes of Internet usage in urban and rural areas during the entire Project implementation period, it was noticed that, in both urban and rural areas, the share of residents who were constantly using the Internet at home was increasing. Internet usage in other places generally did not change during the four years. Internet usage in urban and rural libraries did not change from the beginning of the Project implementation either.

Places where a computer with Internet access is used

% of the residents of the target groups



A place where a computer with Internet access is used the most often
% of all of the interviewed



In terms of the place where Internet is used by residents the most often, similar tendencies were recorded. For most of the residents of municipalities home is the main Internet usage place. 55% of residents of municipalities claimed that they used Internet there the most often. 4% of residents used the Internet at work the most often and only 3% of residents used it in libraries.

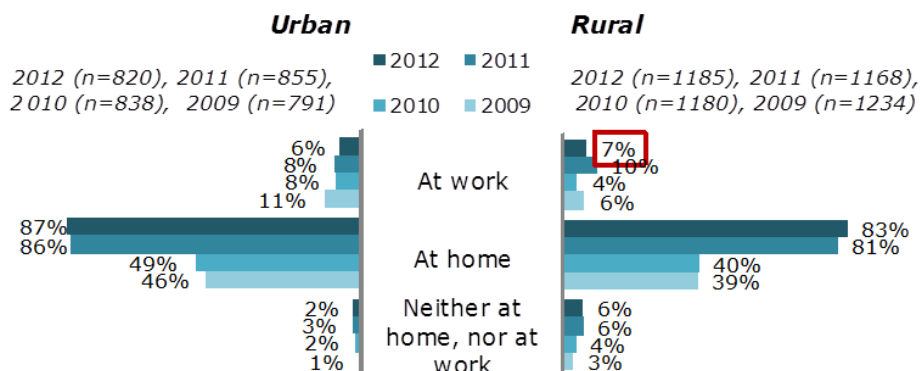
In comparison to the previous year, during the last year, slightly fewer residents indicated that they used the Internet at work the most often. While analyzing the data in the perspective of Project implementation, the growing tendency

of Internet usage at home was confirmed once more as well as the unchanging Internet usage in libraries.

Public Internet access in libraries was indicated as the main Internet usage place in rural areas slightly more often. Meanwhile, urban residents indicated home as the main Internet usage place more often.

A place where a computer with Internet access is used the most often

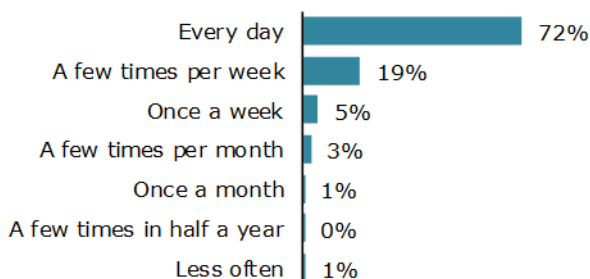
% of the residents of the target groups



8.3. The Intensity of Internet Usage

- The activity of Internet usage is growing gradually -

The frequency of Internet usage
% of the interviewed who use the Internet, n=1213



Three out of four (72%) residents using the Internet use it every day. Another 19% of the surveyed claimed that they used the Internet once a week. 16% of residents of municipalities used the Internet once a week or less often.

In general, the intensity of Internet usage can be grouped to:

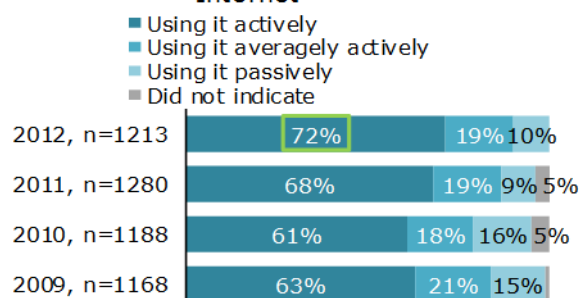
- ➔ Active usage when the Internet is used on a daily basis.
- ➔ Average usage when Internet is used a few times per week.
- ➔ Passive usage when Internet is used not more than once a week.

Specialists, office employees, managers, schoolchildren and students are usually active Internet users. Workers usually use the Internet at an average frequency. The retired, the disabled and the unemployed more often are passive Internet users.

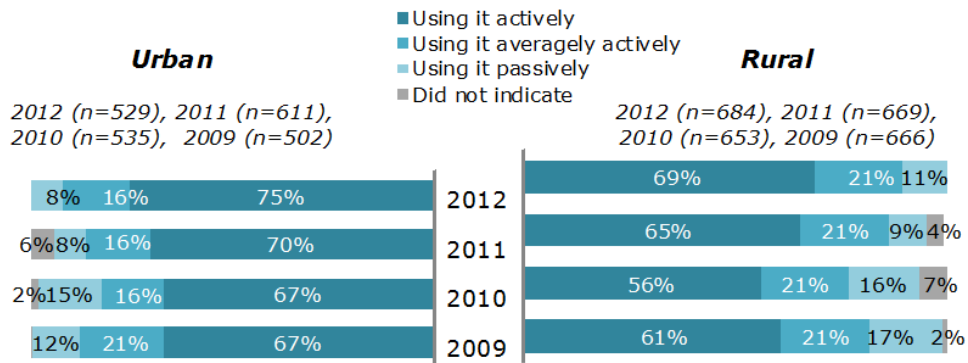
The activity of Internet usage has been growing gradually since the beginning of the Project implementation. In 2009, 63% of residents indicated that they were using the Internet actively (every day). In 2012, these residents constituted 72%.

Although the share of active Internet users is slightly bigger in urban areas, there are no grounds to report a difference between the activity of Internet usage in urban and rural areas. From the beginning of Project implementation, the share of active Internet users increased slightly more in urban areas of the municipalities researched.

The frequency of Internet usage
% of the interviewed who are using the Internet



The frequency of Internet usage in libraries
% of the residents of the target groups



9. The Usage of the Services of Municipalities and Their Institutions

- Visiting libraries' websites is rare (8%). This tendency has not changed since 2009 -

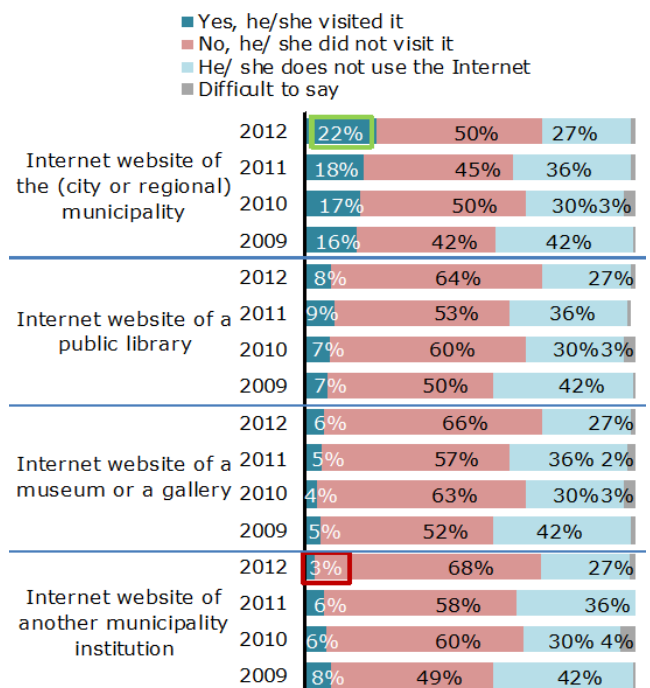
After asking the residents of municipalities, if they visited the Internet websites of their municipalities' institutions in the last 6 months, 27% of them indicated that they did not use the Internet at all in general. It is more often the older people (over 50 years old), the disabled and the retired.

Every second (26%) resident of researched municipalities visited at least one of the Internet websites of municipalities or their institutions. The vast majority of these residents visited the websites of urban or regional municipalities (22%). Visiting the websites of other institutions of municipalities is much lower. 8% of residents visited public libraries' websites during the last half a year, 6% of residents visited the websites of museums or galleries and only 3% of residents visited the websites of other institutions of municipalities.

Specialists, office employees, schoolchildren and students visited the websites of municipalities institutions more often than other social groups.

During the last four years, no major changes were recorded in terms of analyzing how the residents of researched municipalities visit the websites of municipalities or their institutions. We can only note that during the last year slightly more residents indicated that they visited the websites of their municipalities.

Visiting Internet websites of municipalities (in the last 6 months)
% of all of the interviewed



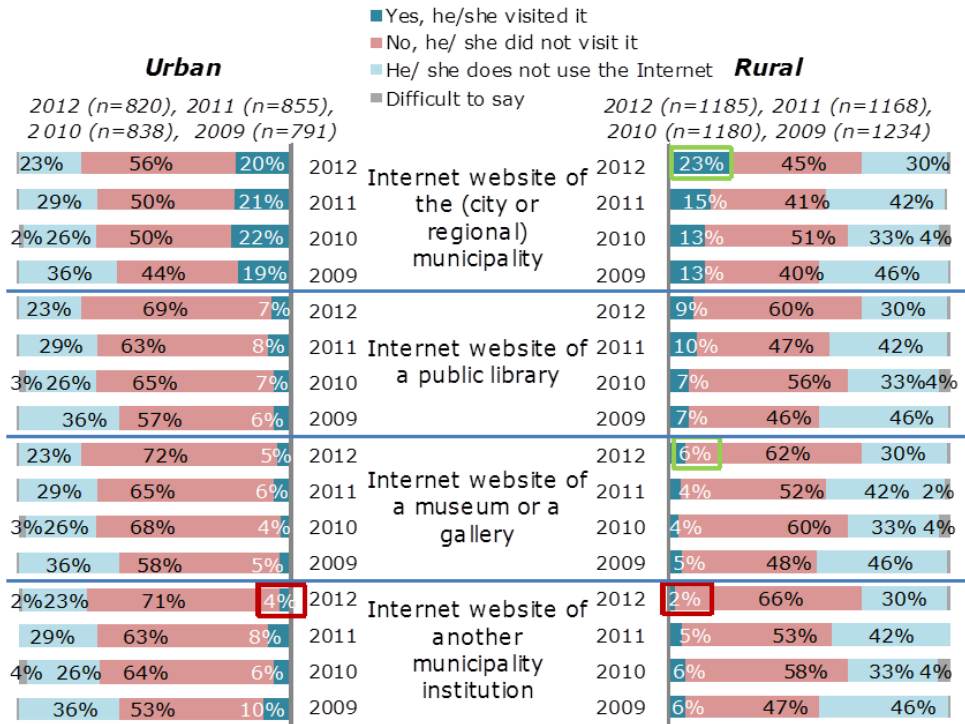
* 2012 (n=2005), 2011 (n=2023), 2010 (n=2018), 2009 (n=2025)

Low frequency of visits to the websites of municipalities or their institutions is common not only for urban, but for rural residents as well. A similar share of urban and rural residents is visiting all researched

Internet websites. In 2011, slightly more of rural residents visited the websites of municipalities and/or their institutions.

Visiting Internet websites of municipalities (in the last 6 months)

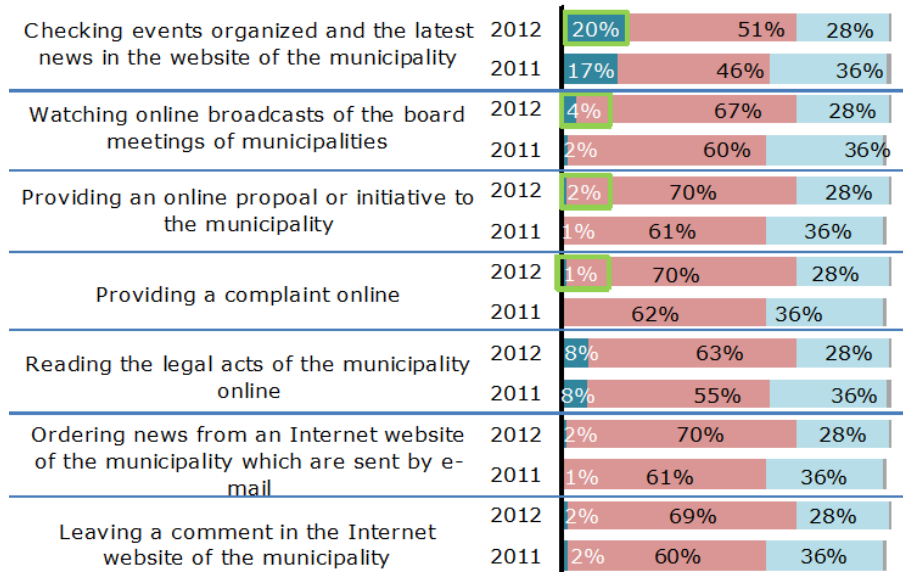
% of the residents of the target groups



In the website of the municipality, a greater share of residents (20%) were looking for information about events that were taking place in the municipality, about current affairs, they were reading the municipality news, etc. 8% of residents indicated that they were reading the legal acts regulating the activities of the municipality. Only single residents were watching the broadcasts of the board meetings of the municipality online (4%), provided suggestions or initiatives online (2%), commented (2%) or ordered the news of the Internet website of the municipality (2%).

The usage of e-democracy services of the municipality
% of all of the interviewed

■ Yes, he/she visited it
■ No, he/ she did not visit it



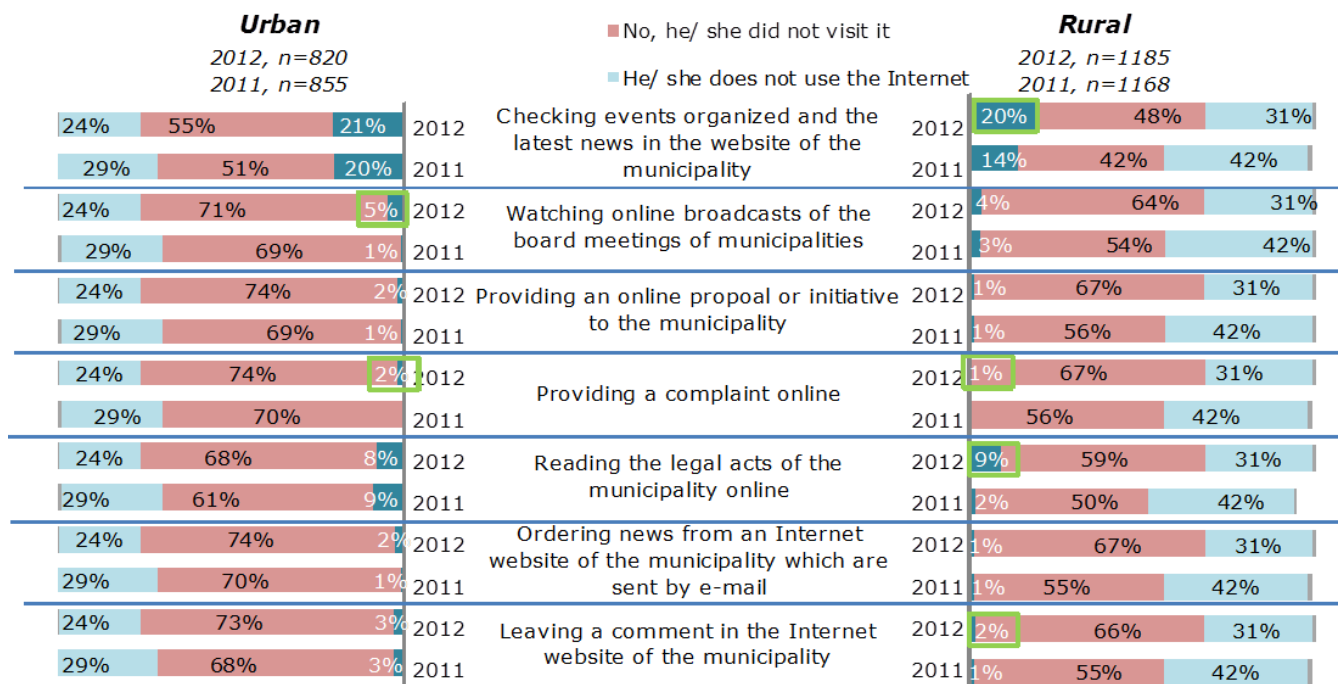
* 2012, n=2005; 2011, n=2023

In 2011, the practice of using municipalities' websites or the websites of their institutions basically did not change.

The usage of the services of the Internet websites of the municipalities does not differ between urban and rural resident. However, it was noted that in 2011 there were more of those interested in the current news of the municipality or those reading legal acts of the municipalities online among rural residents.

The usage of e-democracy services of the municipality
% of the residents of the target groups

■ Yes, he/she visited it
■ No, he/ she did not visit it
■ He/ she does not use the Internet



10. The Awareness of E-services and Their Usage

10.1. E-services Related to Social Status of an Individual

- The awareness of services related to social status of an individual increased significantly during the year –

Quite a lot of residents (from 43% to 59%) are aware of nearly all the online services provided by municipalities to residents (especially bearing in mind that every third resident does not use Internet in general). 67% of residents claim to be aware of at least one service related to social status of an individual provided by municipality. Every third (33%) resident states that he or she is aware of all services of such kind.

Most residents (59%) are aware of the provision of online services related to primary health of an individual or the community. 51%-54% of residents are aware of the calculation and reception opportunities of various social benefits, compensations and other social support. 41%-43% of residents are aware of the opportunity to use other social status related services of municipalities that are provided online.

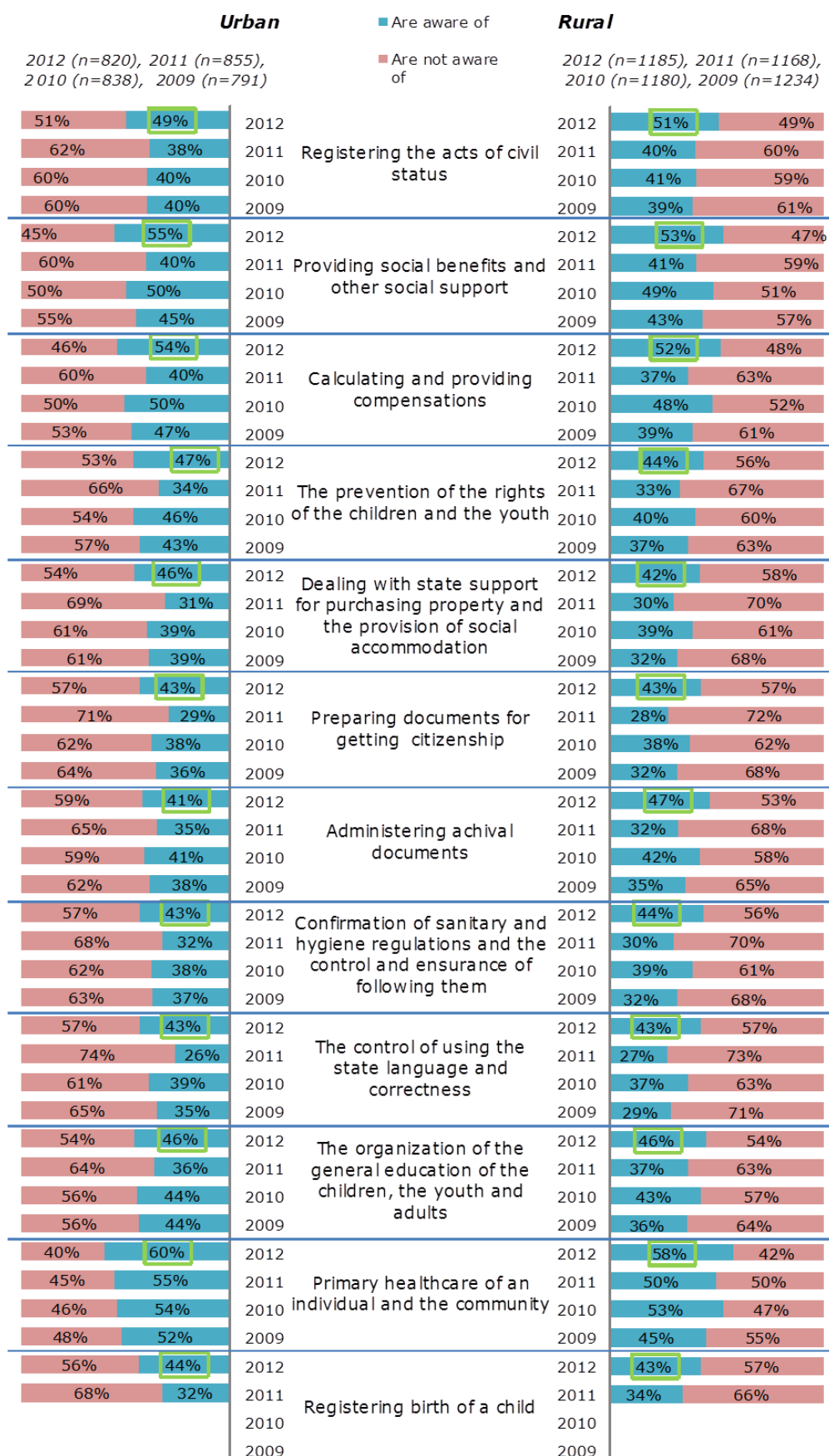
People who are communicating with the municipality more actively (during the last year, they approached a municipality at least 3 times), specialists, office employees, managers, schoolchildren or students are aware of the opportunity to use the social status related services more often. Moreover, the awareness of the services mentioned is related to Internet usage of residents. Residents who have Internet at home or at work and those who are using it more often than other social groups of residents are aware of the e-services related to social information about an individual. Furthermore, residents who attend libraries know about e-services more often.

- The awareness of e-services related to one's social information does not differ in urban and rural areas -

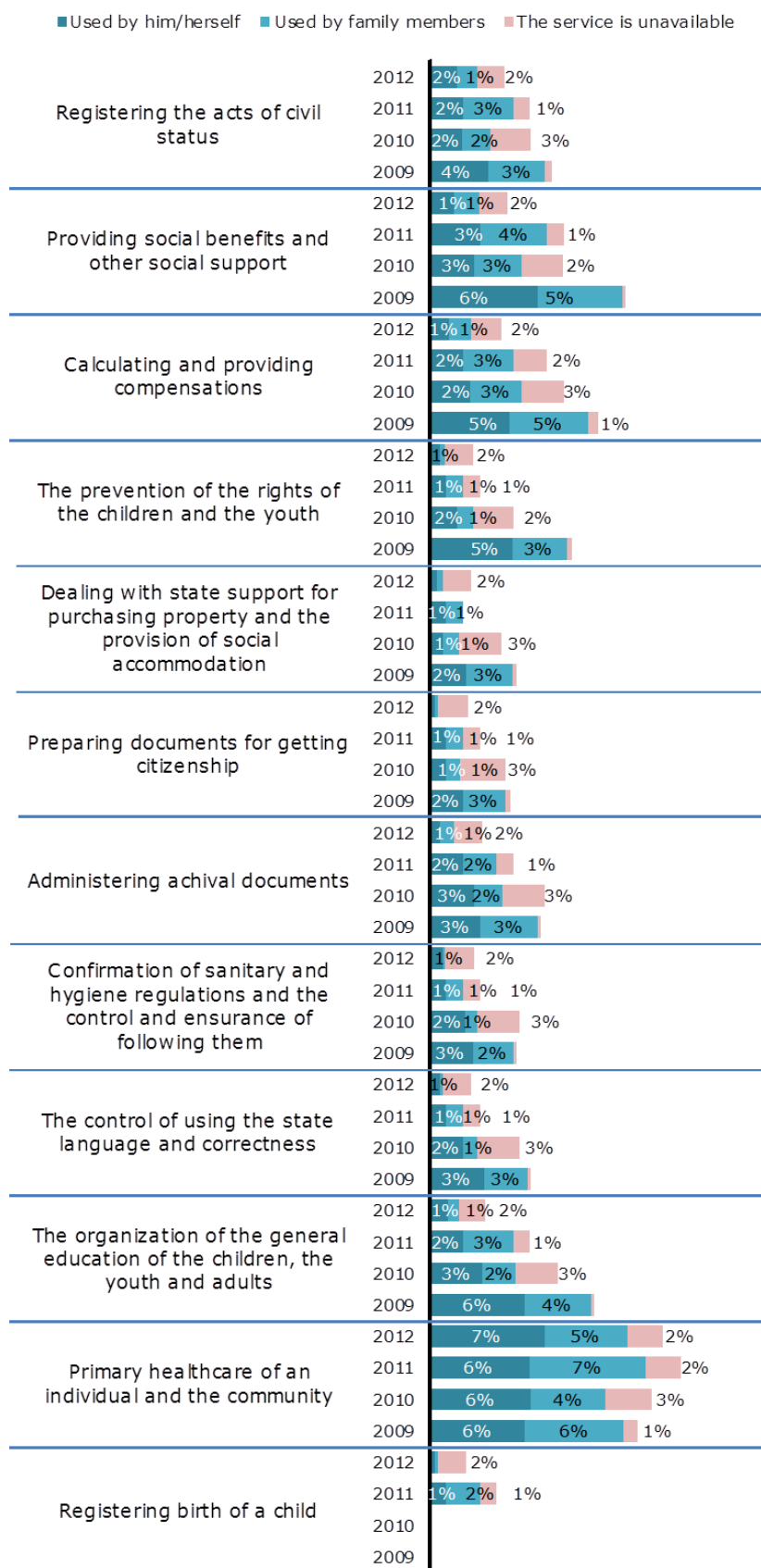
During the last year, the awareness of all e-services related to one's social information increased.

The awareness of online services provided by municipalities regarding the social status of an individual basically does not differ between urban and rural residents. The awareness of all these services increased among both urban and rural residents during the last year.

The awareness of the e-services related to social status of an individual
% of the residents of the target groups



The usage of the e-services related to social status of an individual (during the last 12 months)
 % of all of the interviewed



2011 (n=2005), 2010 (n=2023), 2009 (n=2018), 2008 (n=2025)

Despite the fact that the awareness of the online social status related services is relatively high, the usage of these services is extremely low. 11% of the residents of municipalities used the services related to one's social status during the last 12 months themselves. Another 8% of residents claim that their family members used at least one of these services.

The most often used services from this the primary healthcare of individuals and the community (7% of residents used this service during the last year themselves and 5% of residents indicated that this service was used by their family members).

Not more than 3% of the residents of municipalities use the rest of the services. Internet is used the least often for registering children, taking care of the protection of the rights of children and the youth, organizing their education, checking archived material, etc.

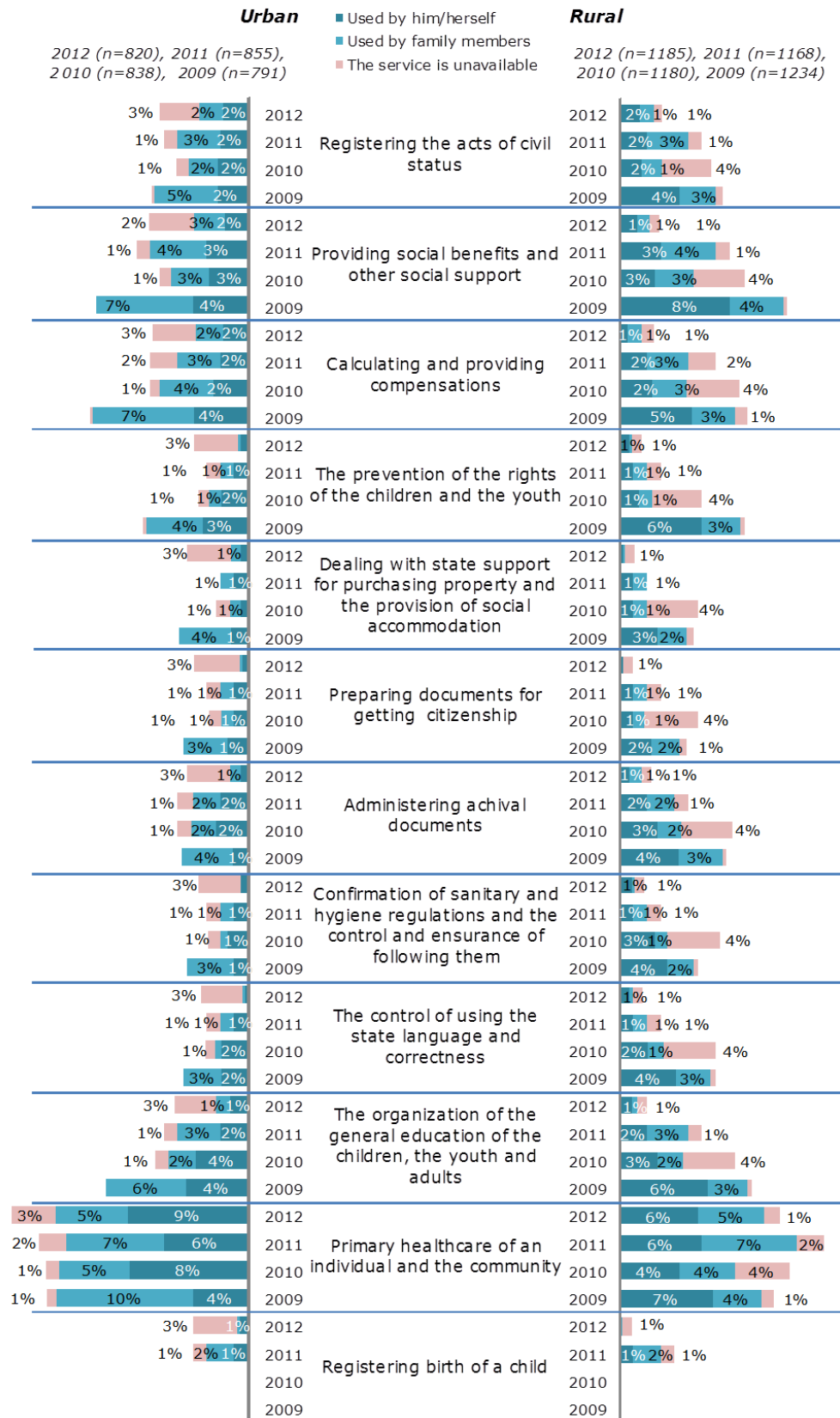
While analyzing the data of residents having different socio-demographic characteristics, it was noticed that Internet is used for using the services related to personal information more often by residents who have Internet access at home or at work, public Internet access users in libraries and individuals communicating with the municipality more actively. Specialists and office employees mentioned more often that they used e-services themselves. Meanwhile, children and students mentioned more often that it was their family members who used the e-services.

The usage of services related to one's social status online by the municipality basically did not change during the last year.

The tendencies of the usage of e-services related to one's social information does not differ in urban and rural areas.

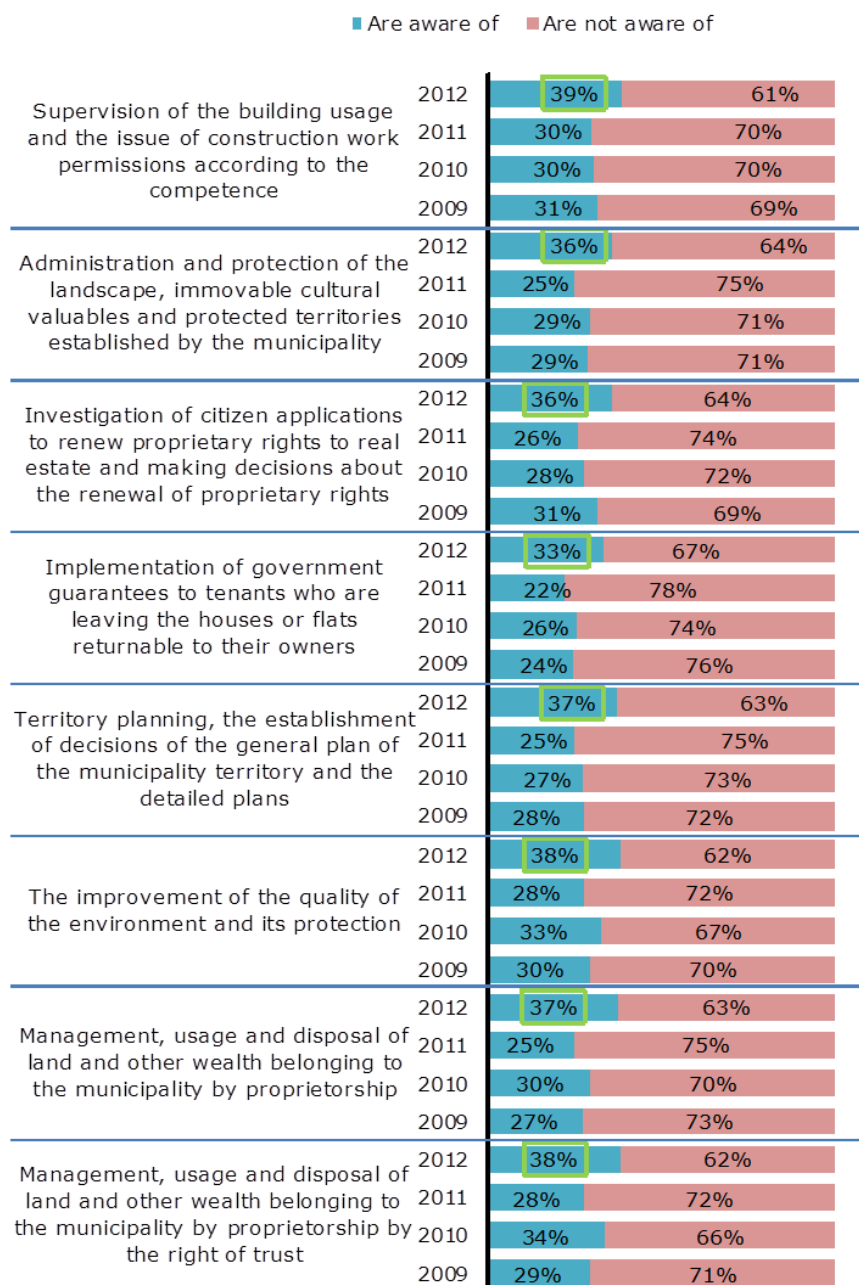
The usage of the e-services related to social status of an individual (during the last 12 months)

% of the residents of the target groups



10.2. E-services Related to the Management of One's Wealth/ Property

The awareness of services related to the management and administration of wealth/ of an individual
% of all of the interviewed



* 2011 (n=2005), 2010 (n=2023), 2009 (n=2018), 2008 (n=2025)

the improvement of the quality and the protection of the environment.

In 2011, the awareness of all e-services related to one's wealth or property provided by municipalities increased significantly.

The awareness of e-services related to the management of one's wealth or property does not differ between urban and rural residents. The awareness of these services increased in both urban and rural areas in 2011.

E-services that are related to the management of the wealth or property of an individual are known less by residents than the e-services related to social information of an individual. 46% of the residents of municipalities are aware of at least one of the analyzed e-services related to the management of one's wealth or property and even 29% of the residents claim that they are aware of all the analyzed services related to the management of one's property.

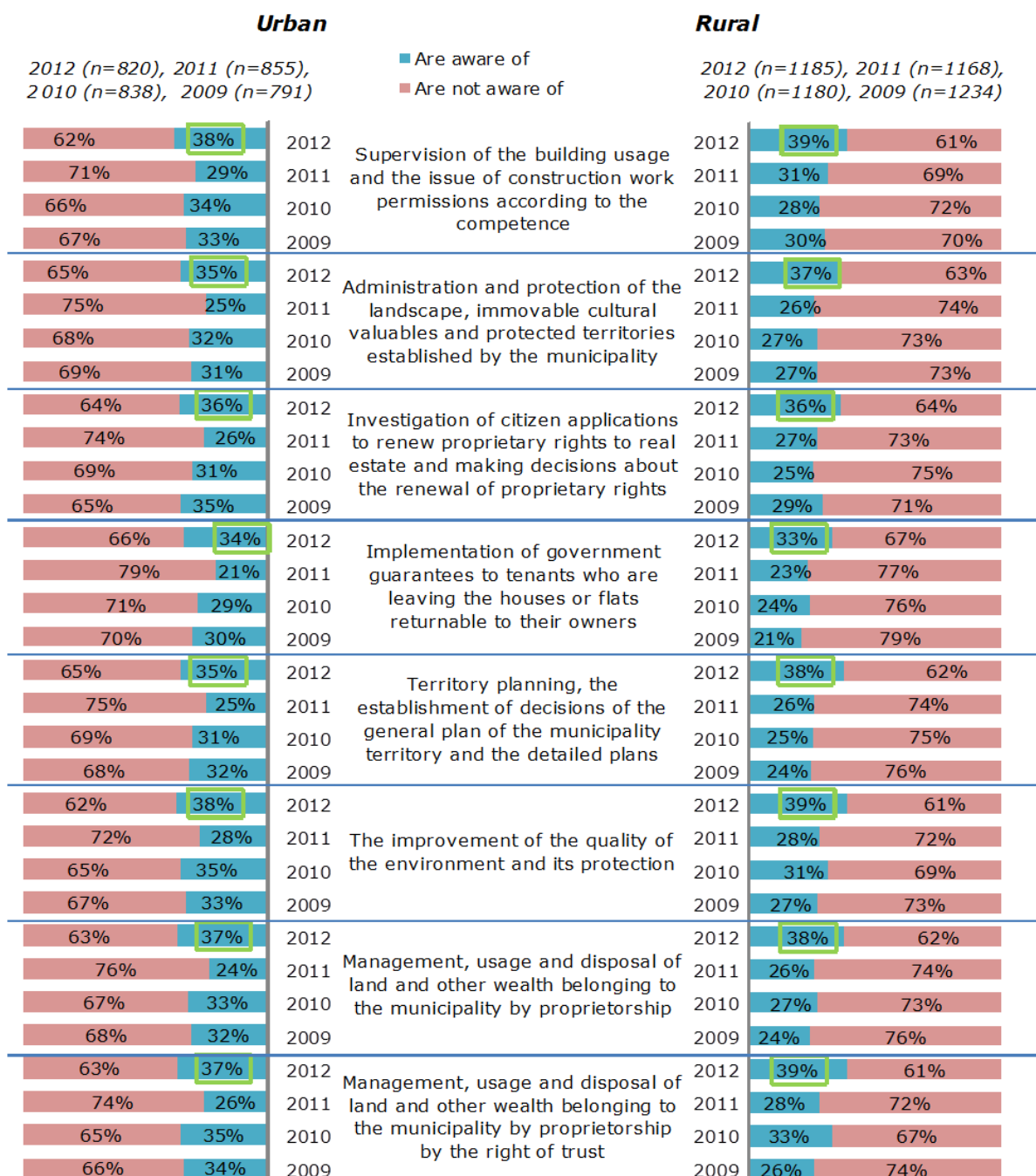
In general, it can be claimed that the awareness of all e-services related to the management of one's wealth or property is similar. Depending on a particular service, these e-services are known by 33-39% of residents.

Relatively more residents (39%) are aware of the service of the supervision of the building usage and the issue of construction work permissions. Implementation of government guarantees to tenants who are leaving the houses or flats returnable to their owners is a relatively less known service (33%).

E-services related to the management of one's wealth or property are more often known by individuals who have Internet access at home, at work or who can use public Internet access in libraries. Moreover, specialists, office employees or managers are more often aware of the opportunity to use the Internet for mentioned services. Schoolchildren and students distinguish from other social groups slightly by a greater knowledge of e-services related to

The awareness of services related to the management and administration of wealth/ of an individual

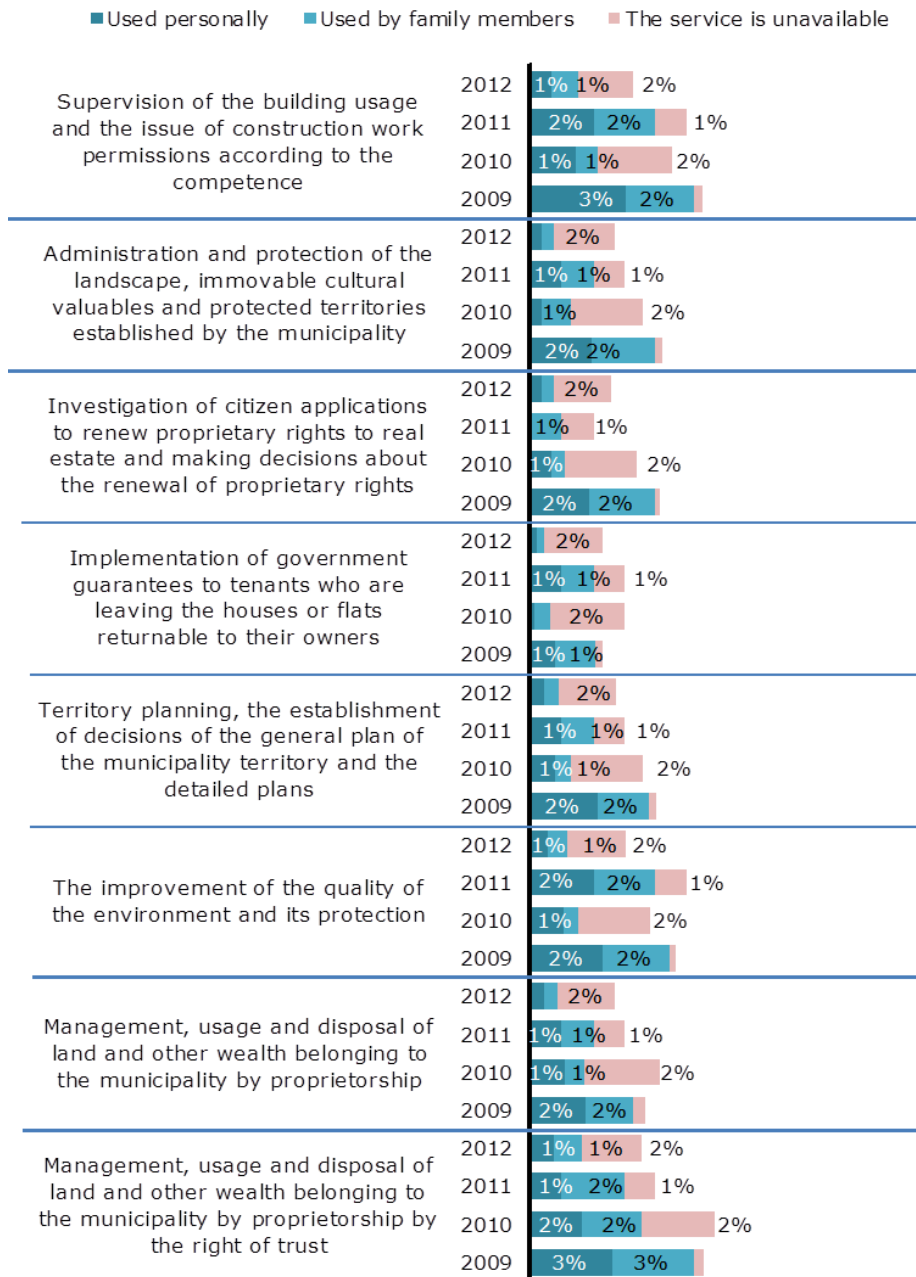
% of the residents of the target groups



- Only individual persons use e-services related to the management of one's wealth or property -

The usage of services related to the management and administration of wealth/ of an individual (during the last 12 months)

% of all of the interviewed



* 2011 (n=2005), 2010 (n=2023), 2009 (n=2018), 2008 (n=2025)

During the last year, 2% of residents of the municipalities used the services related to the management of one's wealth or property (they used at least one of the services analyzed). Another 2% of residents claimed that their family members used these services.

Not more than 2% of residents of municipalities are using all e-services related to the management of one's wealth or property. When the share of users is so small, more detailed analysis of each e-service does not make sense. The samples are too small to discuss significant differences or changes.

10.3. E-services Related to the Opportunity to Provide Particular Services

48% of residents of the municipalities are aware of at least one of the e-services related to the opportunity to provide particular services. Thus, the awareness of these services is similar to the awareness of e-services related to one's social information, but lower than that of e-services related to the management of one's wealth. 29% of residents claimed that they were aware of all the e-services of municipalities related to the opportunity to provide particular services.

The awareness of all services analyzed is similar (it varies from 41% to 35%). Relatively more residents (41%) are aware of the opportunity to receive information about the occupation of residents, gaining qualification or the organization of the change of qualification or public and seasonal work. Relatively fewer residents are aware of the provision of information regarding the organization providing heating and drinking water, the collection of *nuotėkų* and the organization of cleaning.

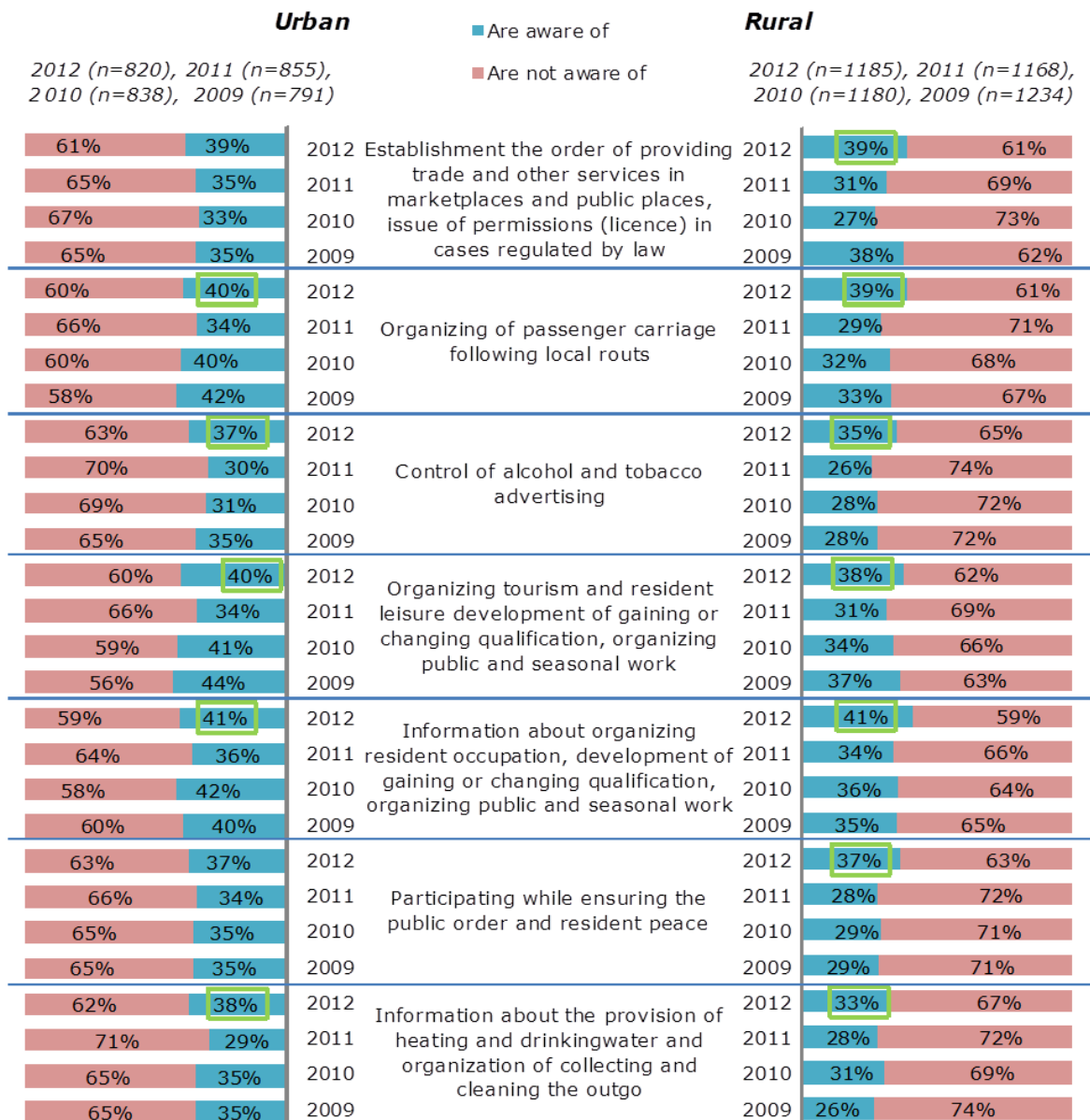
Residents who have Internet access at home, at work or who can use public Internet access in libraries, specialists and office employees are aware of the e-services of municipalities related to the opportunity to provide particular services to residents more often.

In 2011, the awareness of all other services provided by municipalities increased significantly.

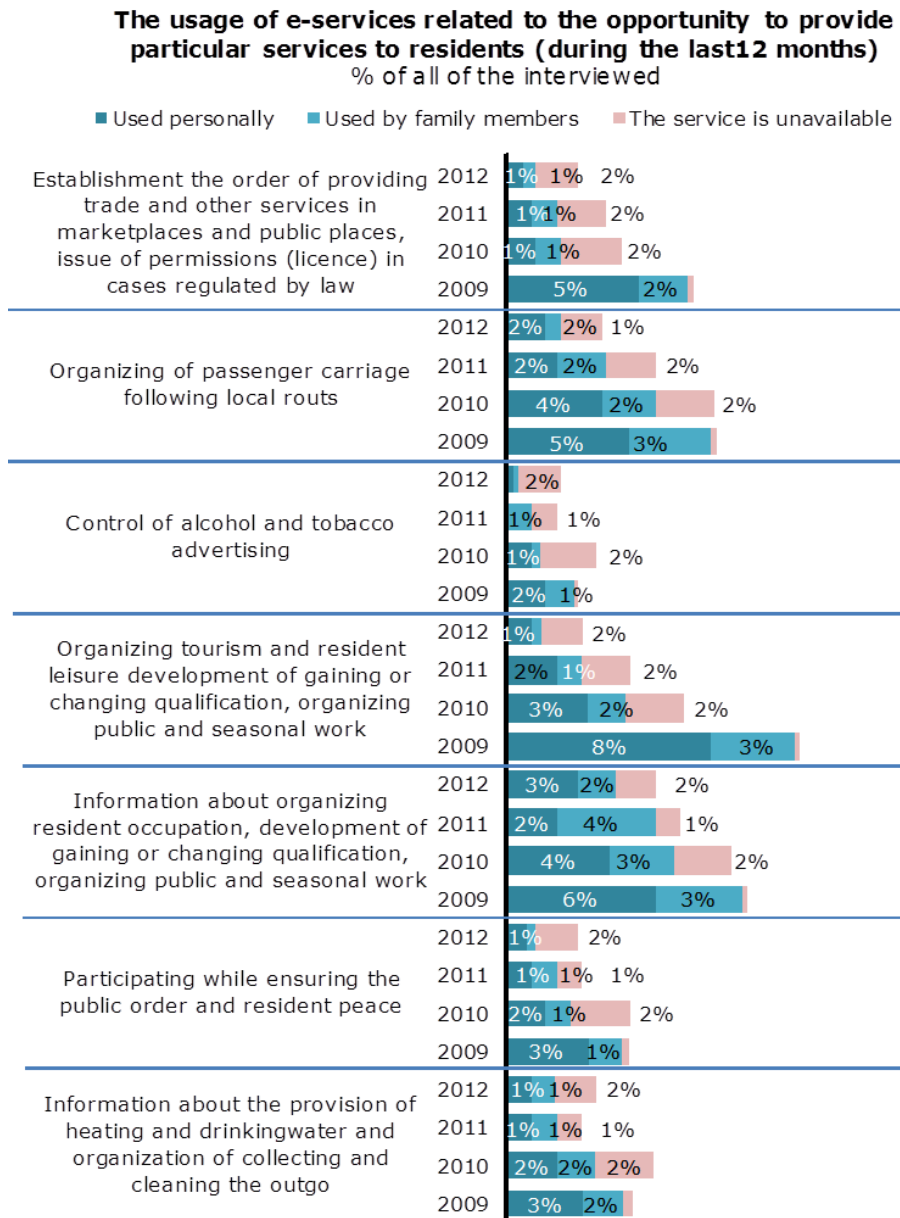
- The awareness of e-services related to the opportunity to provide the residents with particular services does not differ in urban and rural areas -

The awareness of services related to the opportunity to provide particular services to residents basically does not differ between the residents located in urban and rural areas. It is also worth paying attention to the fact that the awareness of all analyzed services increased in both urban and rural areas in 2011.

**The awareness of e-services related to the opportunity to provide particular services to
% of the residents of the target groups**



- An especially small share of residents (few individuals) are using the e-services related to the opportunity to provide particular services to residents -



* 2011 (n=2005), 2010 (n=2023), 2009 (n=2018), 2008 (n=2025)

5% of residents of municipalities claimed to have used at least one of the services provided online by municipalities during the last year. Another 3% of residents claimed that the mentioned e-services were used by their family members.

Residents use the services of municipalities related to the provision of particular online services especially rarely. Not more than 3% of residents (in the case of the provision of organization of information about the occupation of residents, the organization of gaining or changing qualification or public or seasonal works) claimed to have used these services themselves. Not a single resident (or his/ her family member) stated that he or she used the e-service of the restrictions of the alcohol and tobacco advertising.

Individuals having Internet access at home or at work or people using the public Internet access in public libraries, specialists, office employees, schoolchildren and students are using the e-services more often. It is important to note that the unemployed look for information online about the organization of the

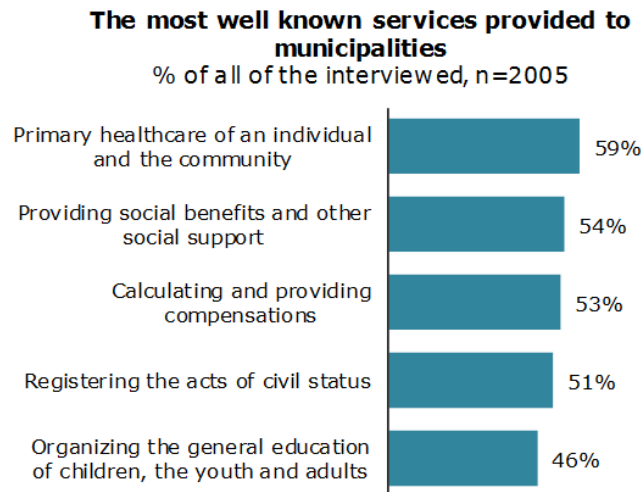
occupation of residents, gaining or changing qualification, organization of public and seasonal work more often than other social groups of respondents.

The samples of urban and rural residents are too small for the analysis of the changes and the usage of these services during the year.

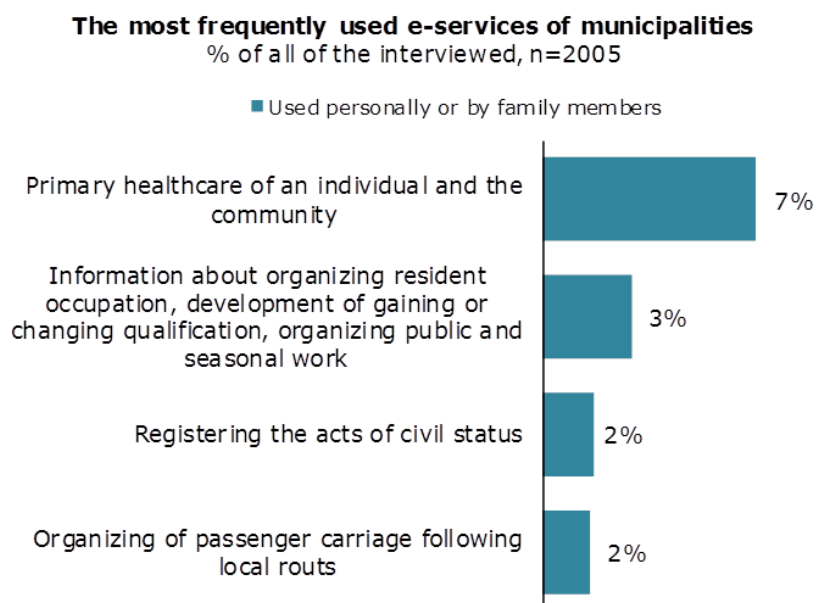
10.4. The Most Well Known and the Most Frequently Used E-Services

While analyzing all e-services provided by municipalities, it was noticed that the e-services related to social information of an individual are known the best.

Of all the online services provided by municipalities, the most well known services include the ones related to healthcare, providing social benefits or other social support, calculating and providing compensations, registering the acts of civil status and organizing the general education of children, youth and adults.

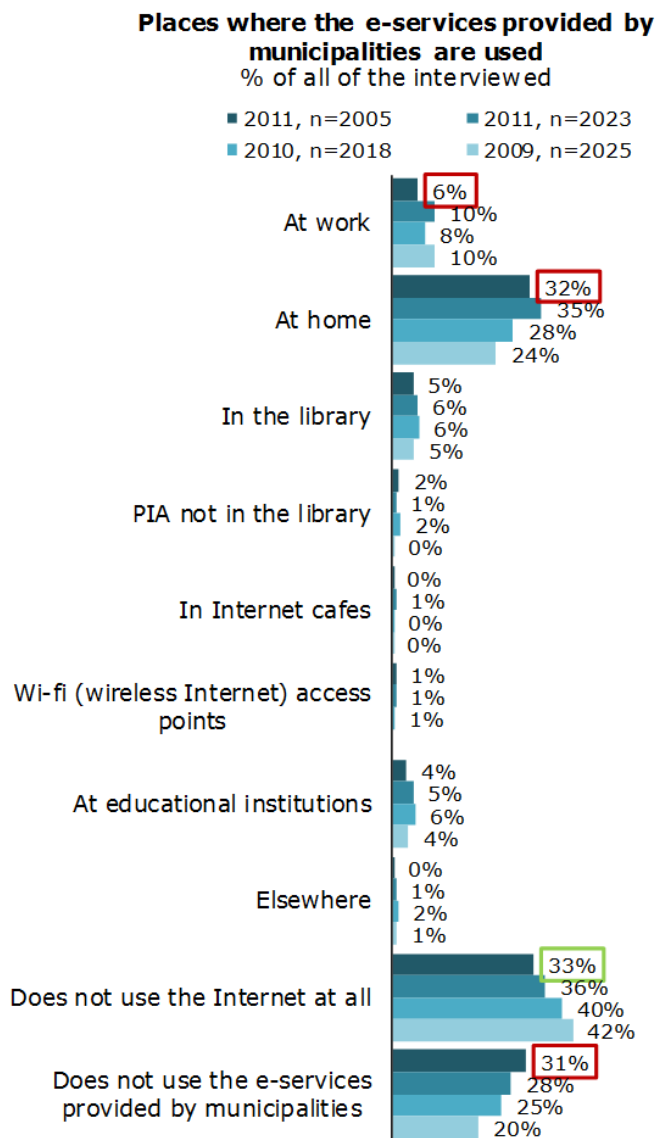


In terms of the usage of e-services provided by municipalities by residents, it can be noted that the usage of all these services is especially low. The service that is used the most often by residents and their family members is related to the services of primary healthcare of individuals and the community (7% of residents indicated that they used this service themselves or that it was used by their family members). 3% of residents (or their family members) used the service of the provision of information regarding the occupation of residents, gaining or changing qualification and the organization of seasonal works. 2% of residents used the services of registering the acts of civil status and organizing transportation for passengers using local routes each.



10.5. The Places of the Usage of E-Services

- Every second resident using the Internet is not using any e-service provided by municipality at all -



Residents use the e-services provided by municipalities at home the most often (32%). 6% of residents use these services at work and 5% of residents use these services in libraries or educational institutions (4%). Only individual residents use the online services of municipalities in other places.

47% of Internet users do not use online services of municipalities.

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

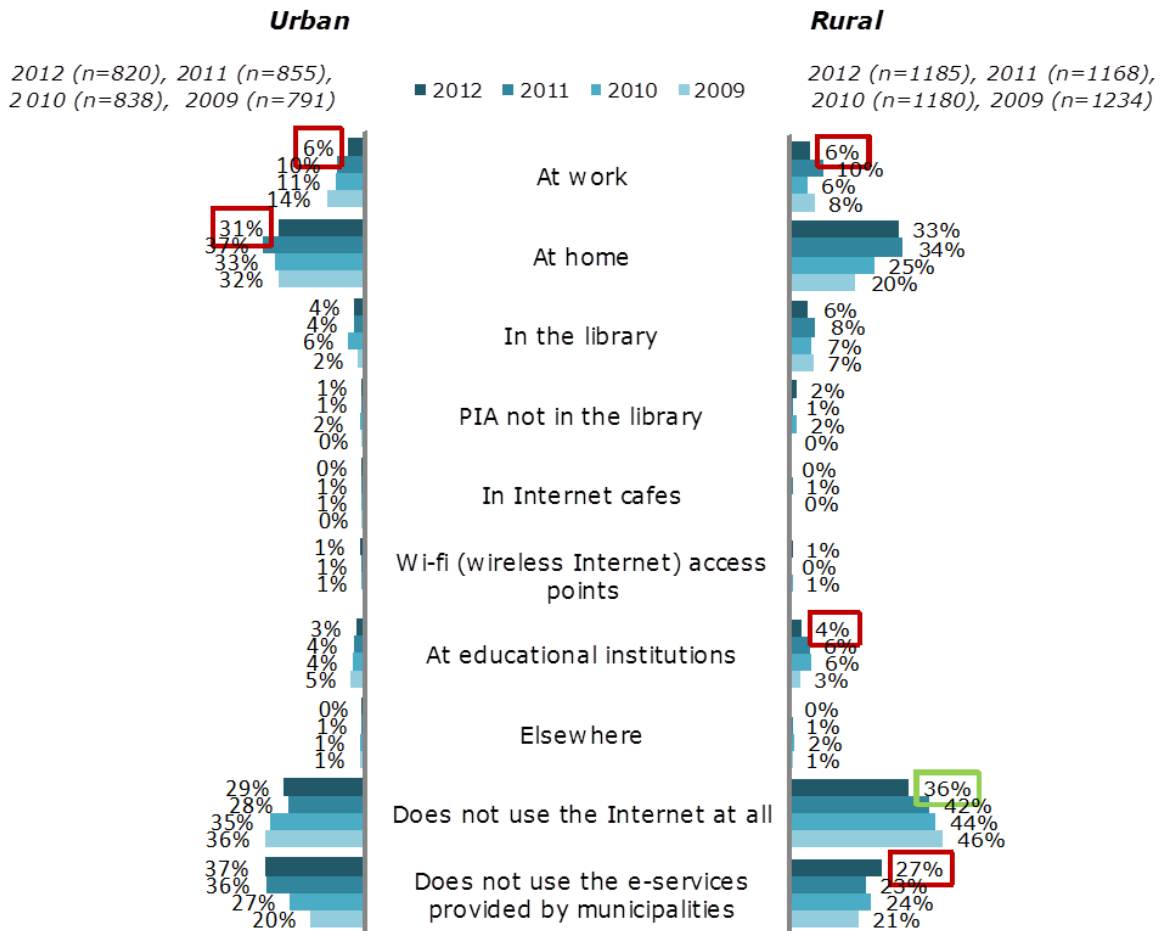
- Specialists, office employees and managers use e-services at work and at home more often than the other social groups.
- Schoolchildren and students use e-services in libraries more often than at home.
- Groups at social disjuncture (the unemployed, the retired and the disabled) do not use Internet at all more often.

In 2011, slightly less residents indicated that they used the e-services of municipalities at work or at home.

- There are more Internet non-users among rural residents and there are more Internet users not using the e-services among the urban residents -

While comparing the places where urban and rural residents use the services provided by municipalities, it was noted that the general tendencies of the Internet usage places do not differ. It was also recorded that rural residents indicated more often that they did not use Internet at all, rather than urban residents. There are more residents who are using the Internet, but who are not using the e-services provided by municipalities among urban residents.

Places where the e-services provided by municipalities are used
 % of the residents of the target groups



11. Conclusions

The Usage of Culture and Leisure Services Provided by Municipalities

In the context of culture and leisure services provided by municipalities, the services of public libraries are being used averagely actively. Residents indicated that they visited culture and leisure halls the most often and museums and galleries – the least often. During the last year, 46% of residents visited a library at least once. Nearly every second visitor attended libraries rather often – not less often than once a month. After summarizing the practices of the municipality residents of attending libraries, the changes were not dramatic. The share of residents who visited libraries more often (at least once a month) did not change either. Visiting public libraries is slightly more common among rural residents and the share of urban residents attending libraries slightly diminished in 2011.

The evaluation (level of satisfaction) with the quality of services provided by municipalities depends heavily on the situation if the one evaluating the service has used a particular service. A clear tendency was noticed that residents who had used a particular service evaluated the quality of the service provision significantly better than those who have only heard of the provision of the particular service.

The vast majority of residents who used culture and leisure services provided by municipalities were satisfied with the provision of these services. The satisfaction with services provided by public libraries is among the services of the highest satisfaction – even 96% of residents who visited libraries during the last year were satisfied with them.

Communication with the Local Municipality

Residents approach municipality institutions regarding the solutions to particular problems the most frequently. The vast majority are doing it by visiting municipality institutions. Communication with municipalities using modern technologies is vague (only 0,3% of people having interest in municipalities approach them by e-mail or through their Internet websites). Every second resident of a municipality claimed to have approached municipality institutions during the last year. Every third of them approached the municipality institutions 1-2 times and every fifth one – 3 or more times per year.

Internet Usage

64% of residents of municipalities surveyed are using the Internet. There are slightly more of Internet users in urban areas. Although the share of residents using the Internet did not change in 2011, it slightly increased during all the Project implementation period. During the Project implementation period, Internet penetration increased more in rural areas.

Almost all Internet users have the opportunity to use it at home. Approximately 10% of residents use the Internet in libraries at least occasionally. Rural residents tend to use the Internet in libraries more. During the last four years, Internet usage in libraries basically did not change. Slightly greater Internet usage was recorded during the second year of Project implementation (2010). However, Internet usage in urban libraries slightly diminished and it remained unchanged in rural libraries until the present moment.

The retired are a social group that distinguishes from other social groups by an especially rare Internet usage (only 17% of the retired are using it). Moreover, only 3% of the retired are using the Internet in public libraries. Only every third disabled uses the Internet at home and only 1% of the disabled use the Internet in libraries. The unemployed distinguish by the fact that a similar share of the unemployed and have the opportunity to use the Internet at home as other residents, however, the unemployed use the Internet in public libraries more often (12%).

Internet users in the researched municipalities are active Internet users. Even three out of four users use it on a daily basis. Although the share and the activeness of Internet usage by Internet users did not change in 2011, however, from the beginning of the Project implementation both the number of Internet users and those using it on a daily basis increased. There are slightly more Internet users (using Internet on a daily basis) in urban areas.

E-services Provided by Municipalities

Internet websites of municipalities or institutions belonging to municipalities are not often visited by residents. Residents visit Internet websites of municipalities slightly more often in order to read the latest

news. The interest in these websites slightly increased during the four years. The websites of all other institutions belonging to municipalities are visited much less often. During the last year, 8% of residents visited Internet websites of public libraries. Visiting libraries' websites did not change in 2011. The youth and rural residents visit them more often.

The most well known and the most frequently used e-services are the ones related to one's social information. E-services provided by municipalities that are related to the management of wealth or property of an individual or the opportunities to provide other services to residents are known less. Usage of all e-services provided by municipalities is especially rare. Only slightly more residents (7%) claim that they made online appointments at healthcare institutions.