

DIGITALIZATION READINESS INDEX

RUSSIA 2021

ДИАЛОГ

SUMMARY

INDEX CONCEPT

The index was developed to assess the readiness of society for digital transformation based on the degree of development of digital technologies, the activity of media communication of public authorities and their involvement in dialogue with citizens through digital means, as well as citizens' perception of digitalization and their involvement in digital processes.

METHODOLOGY

The index takes into account **the general level of development and awareness of digitalization**, as well as the development of dialogue between the state and citizens in three key areas: **feedback**, **media activity** and **public services**, which together include more than 80 indicators.

RESEARCH RESULTS – RUSSIA: OCTOBER 2021

42 index value

56 feedback

43 media activity

58 public services

0,80 overall level of digitalization

The value of the digitalization readiness index for Russia in October 2021 is 42 points out of 100, which corresponds to the average readiness level.

High indicators are noted in the objective areas of building a dialogue. There are national, many regional and local platforms for communication between citizens and the state. The provision of public services via the Internet is developed. Federal authorities use social media to inform users and, in some cases, build a dialogue with them.

At the same time, expectations regarding the effectiveness of potential communication with the state in social networks are relatively low, there is a significant demand for more active informing users about the work of government bodies.

Among the points of possible growth, the assessments of the security of personal data when using state digital services and the level of digital literacy of users stand out.

CALCULATION OF THE INDEX

$$\mathbf{RDI} = \mathbf{K} * \bar{X} = \mathbf{K} * \frac{1}{3} \sum_{i=1}^3 X_i$$

Where X_i :

1 Feedback

2 Media activity

3 Public services

K The general level of development and awareness of digitalization

The index takes into account the **general level of development and awareness of digitalization**, as well as the development of dialogue between the state and citizens in **three key areas**: feedback, media activity and public services.

To assess the development of dialogue in each of the areas, the geometric mean of subjective and objective assessments is used in order to reduce the value of the index in cases where there is no balance between the real level of development of dialogue and digitalization and the perception of it by citizens.

$$X_i = \sqrt{O * S}$$

The cumulative assessment in three areas is multiplied by a coefficient-indicator of the general level of development and awareness of digitalization, which is calculated by the formula:

$$\mathbf{K} = 0,5 + 0,5 * \frac{1}{200} (O_k + S_k)$$

where O_k – objective indicators, S_k – subjective assessments.

INDICATORS

In the calculation of assessments for each of the areas, more than 80 indicators are taken into account in aggregate, which are calculated separately by a method defined for each indicator.

OVERALL LEVEL OF DIGITALIZATION DEVELOPMENT AND AWARENESS

OBJECTIVE INDICATORS

Internet access including broadband
UN Human Capital Development Indicators
Transition to cashless payments

SUBJECTIVE ASSESSMENTS

Attitude towards digital technologies
Digital literacy
Personal data security assessment
Preferences in the form of payment for goods and services, banking transactions

PUBLIC SERVICES

OBJECTIVE INDICATORS

Availability of the Internet portal of public services for citizens and the share of registered citizens
Share of public services that do not require visits to government agencies

SUBJECTIVE ASSESSMENTS

Preferred format for receiving public services
Assessment the impact of the portal of public services on the quality of life

FEEDBACK

OBJECTIVE INDICATORS

Availability of platforms and tools for communication between the state and citizens:

- *Feedback*
- *Petitions and legislative initiatives*
- *Public condemnation and voting for projects*
- *Proactive budgeting*
- *Automated search and response*

Remote electronic voting

SUBJECTIVE ASSESSMENTS

Knowledge and assessment of platforms and tools of communication between the state and citizens
Participating in remote electronic voting in the future

MEDIA ACTIVITY

OBJECTIVE INDICATORS

Official websites of authorities
Authorities in social media, account popularity, user engagement
Mentioning in social media

SUBJECTIVE ASSESSMENTS

Authorities' internet activity assessment
Request for information on the work of authorities
Potential and actual communication efficiency evaluation

DIGITALIZATION READINESS INDEX

RUSSIA. October 2021



out of
100

56

Feedback

43

Media activity

58

Public services

0,80

Overall level of digitalization development and awareness

FEEDBACK



62

OBJECTIVE INDICATORS

Availability of platforms and tools for communication between the state and citizens:

100 *Feedback and requests*

100 *Petitions and legislative initiatives*

100 *Public condemnation and voting for projects*

3 *Proactive budgeting*

100 *Automated search and response*

15 Remote electronic voting

17 Proportion of voters who voted in the most recent national elections by means of a remote electronic voting platform

51

SUBJECTIVE ASSESSMENTS

51 Average assessment of awareness of various platforms of communication between the state and citizens

69 Average rating of approval of various communication platforms of the state and citizens

49 Positive assessment of the impact of the use of platforms on the quality of life

35 Allow to participate in remote electronic voting sometime in the future

MEDIA ACTIVITY

43

73

OBJECTIVE INDICATORS

100

The proportion of federal ministries with an official website

86

The proportion of federal ministries with an account in the most popular social networks

49

Subscribers to the accounts of the ministries in social networks

72

User engagement to the accounts of the ministries in social networks

38

Participation of ministries in communication with users in the comments

65

Social media mentions

100

The presence of parliamentary accounts on the most popular social networks

25

SUBJECTIVE ASSESSMENTS

41

Highly assessment the activity of authorities on the Internet

27

Note that they have enough information about the work of authorities on the Internet

29

Expect to receive an answer in potential communication with authorities in social networks

11

Expect to solve the problem in the result of communication with authorities in social networks

19

Satisfaction with social media communication with authorities

25

Resolved the problem after contacting the authorities on social networks

PUBLIC SERVICES



58

60

OBJECTIVE INDICATORS

100

Citizens' access to the Internet portal of public services

64

Share of citizens registered on the Internet portal of public services

15

The share of public services, the receipt of which does not require visiting government agencies

56

SUBJECTIVE ASSESSMENTS

48

Prefer the online format of receiving public services

64

Positively assess the impact of the portal of public services on the quality of life

OVERALL LEVEL

0,80

77

OBJECTIVE INDICATORS

77

Share of households with Internet access

74

Share of households with broadband internet access

98

UN Human Capital Development Indicators:

59

Transition to non-cash payments

42

SUBJECTIVE ASSESSMENTS

46

Trust digital technologies

47

Note a positive impact on the quality of life of people

55

Prefer online payments

60

Prefer Internet bank

36

High level of digital literacy

36

High level of digital literacy on compliance with security measures, knowledge and skills

16

Give the data security when using government digital services high marks

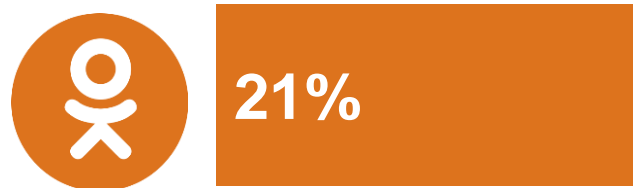
SURVEY RESULTS



METHODOLOGY

8-12 October 2021

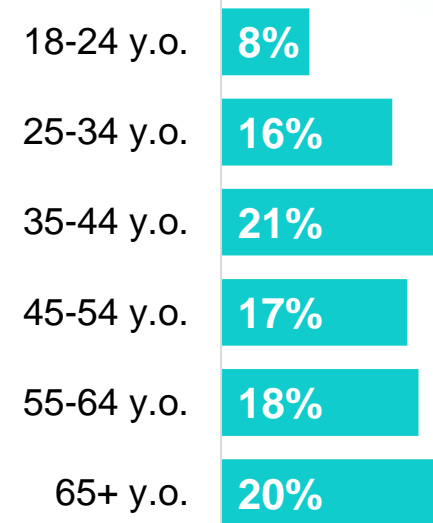
3350 respondents



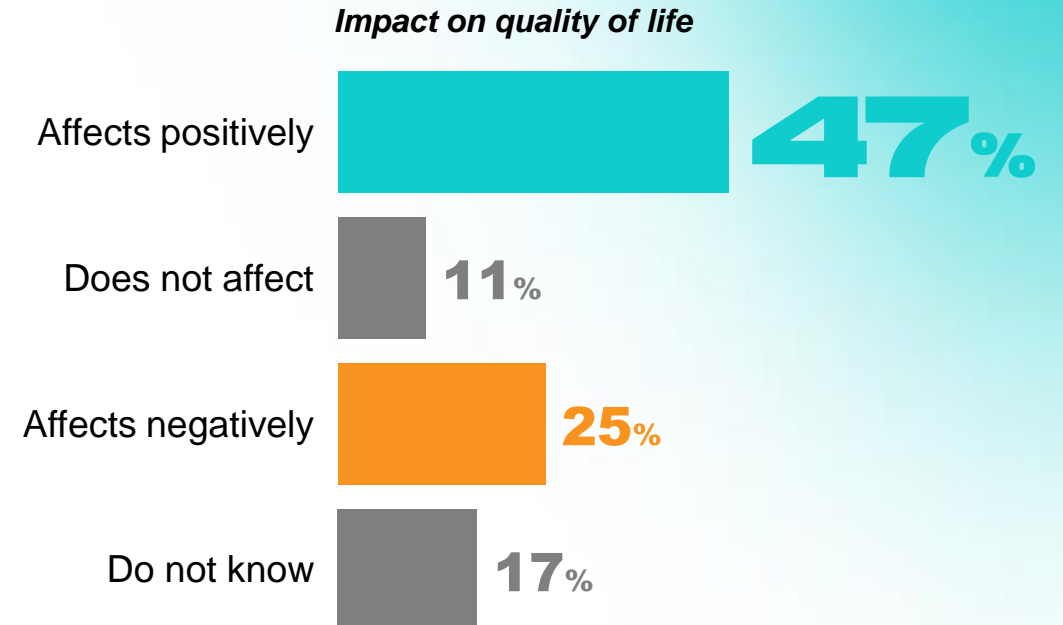
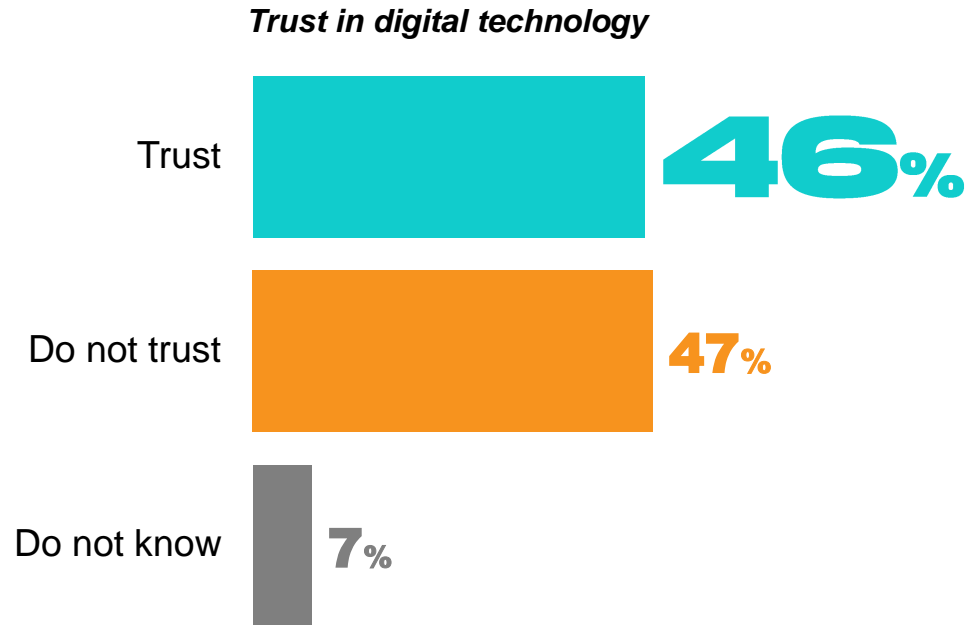
Gender



Age



DIGITALIZATION ASSESSMENT



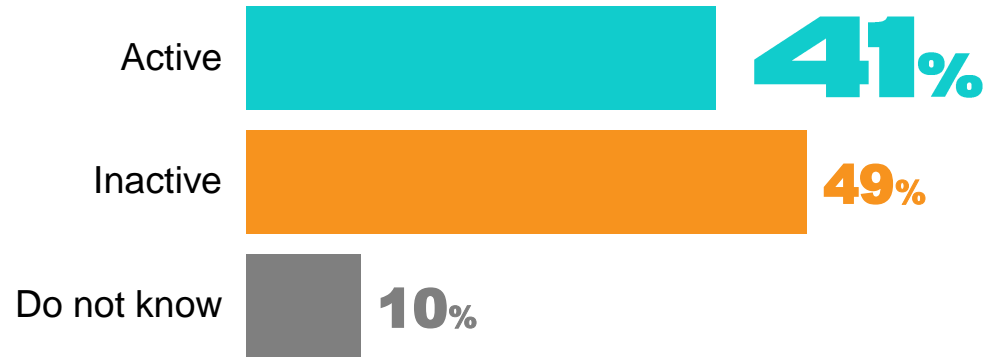
46% of respondents trust digital technologies, **47%** do not.

47% note a positive impact on the quality of life of people, **25%** – a negative one

• Do you generally trust or distrust digital technology??
• Do you think the development of digital technologies affects or does not affect the quality of life of people? If it does, specify how – positively or negatively

AUTHORITIES IN THE NETWORK

Activity

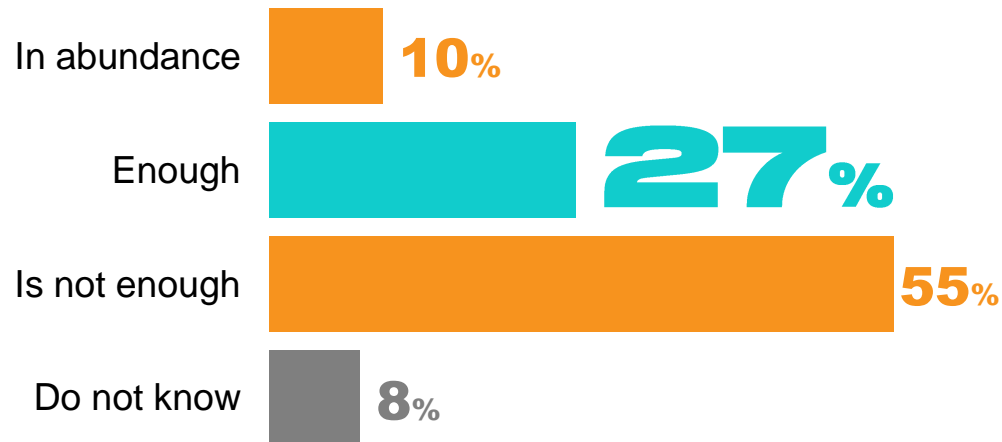


41% of respondents rate the activity of authorities on the Internet highly, and 49% – low.

27% of respondents noted that they have enough information about the work of authorities on the Internet. 10% note that there is an abundance of such information.

Request for additional information on the Internet about the work of authorities – 55%

Sufficiency of information

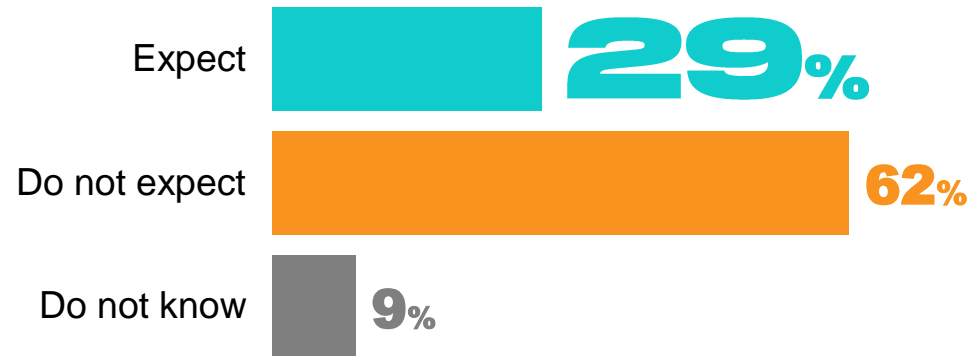


• Do you think public authorities are active or inactive on the Internet?

• Do you have enough or not enough information about the activities of public authorities on the Internet, social networks and messengers?

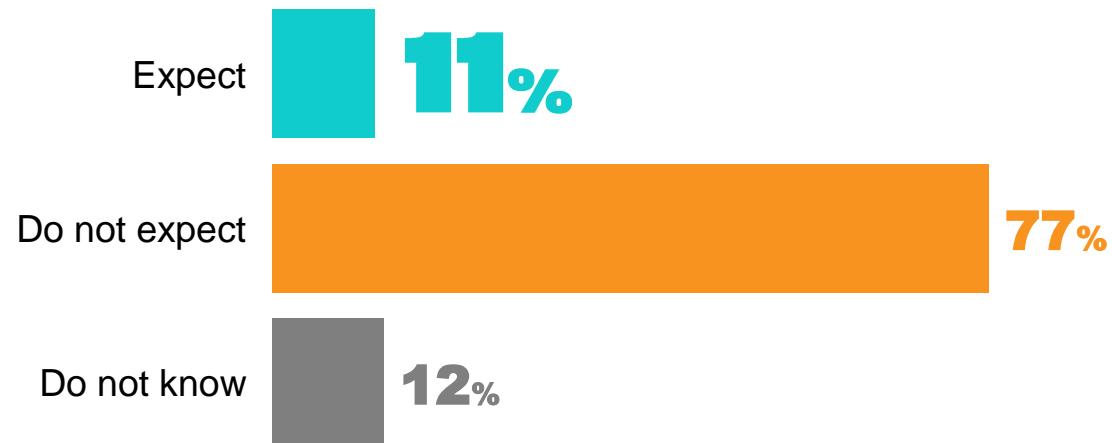
EXPECTATIONS FROM CITIZEN APPEALS

Receiving a response



Expectations regarding potential communication with authorities in social networks are low: **29%** expect to receive an answer, **11%** expect to solve the problem.

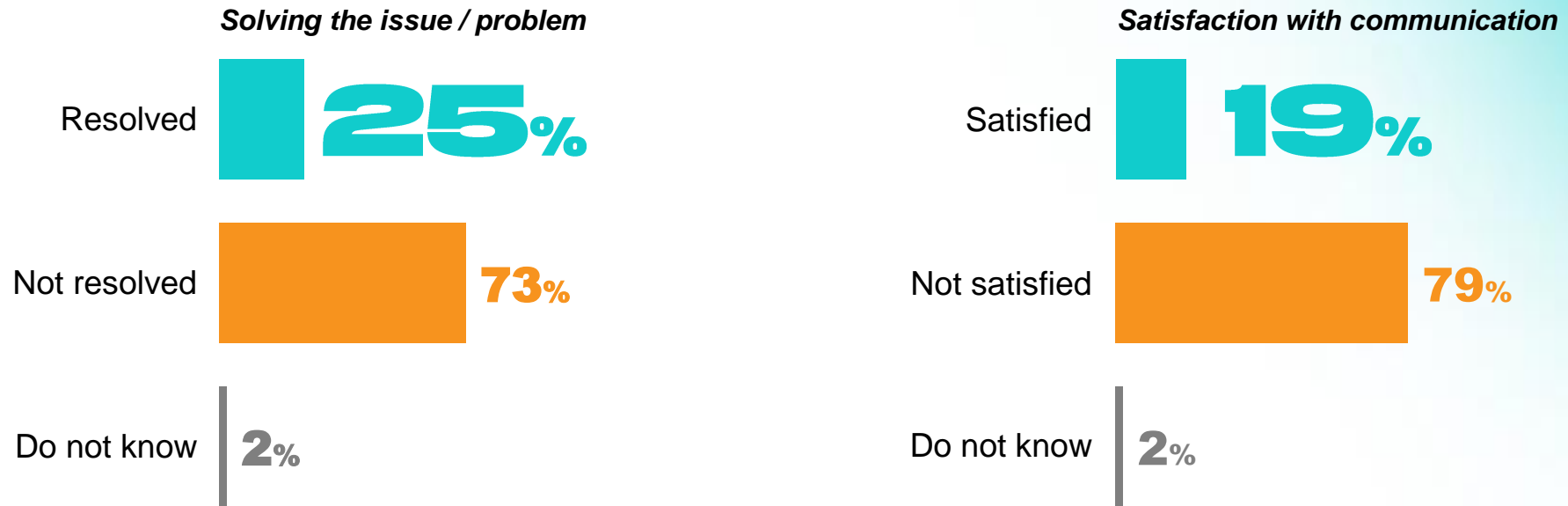
Solving the issue / problem



- In your opinion, when contacting government authorities in social networks, you will receive or not receive a response?
- In your opinion, will your problem or will not be solved when contacting government authorities in social networks?

EXPERIENCE

45% have contacted government authorities on social media over the past year



45% of respondents have contacted government authorities on social media over the past year: **19%** of them are satisfied with communication, **79%** are not satisfied.

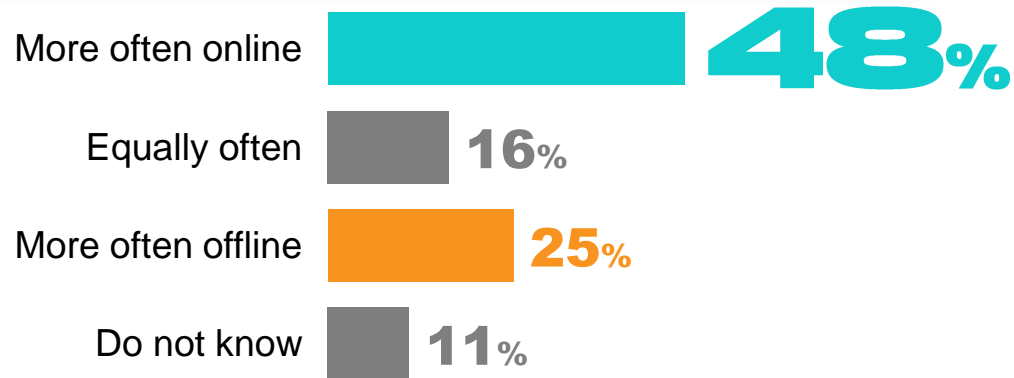
25% say that the issue was resolved in full or in part after the appeal, **73%** say that issue was not resolved.

- Have you addressed a question or problem to government authorities on social networks (in personal correspondence or comments) over the past year or not?
- After contacting government authorities in social networks, was your question / problem resolved or not?
- Are you satisfied or dissatisfied with your communication with government authorities on social media?

PUBLIC SERVICES

Experience of obtaining

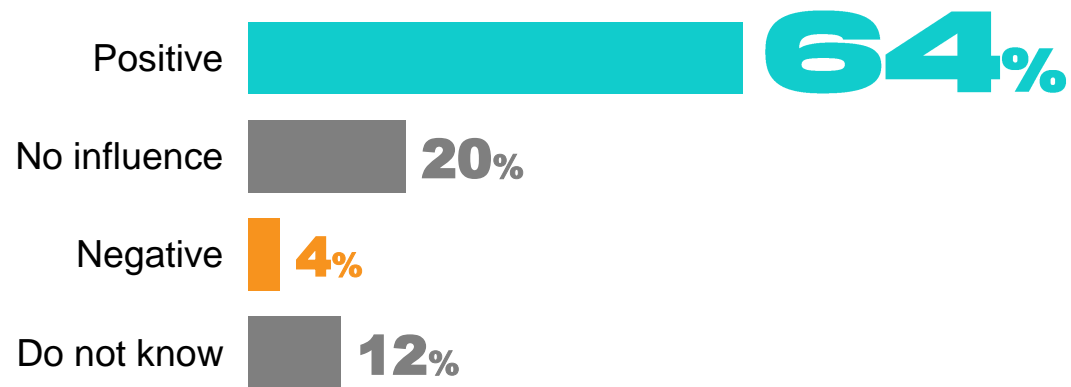
62% received public services in the last year



The majority of recipients of public services prefer the online format (**48%**).

64% of respondents note that the opportunity to receive public services on the Internet portal has a positive effect on the quality of life of people.

Impact on the quality of life

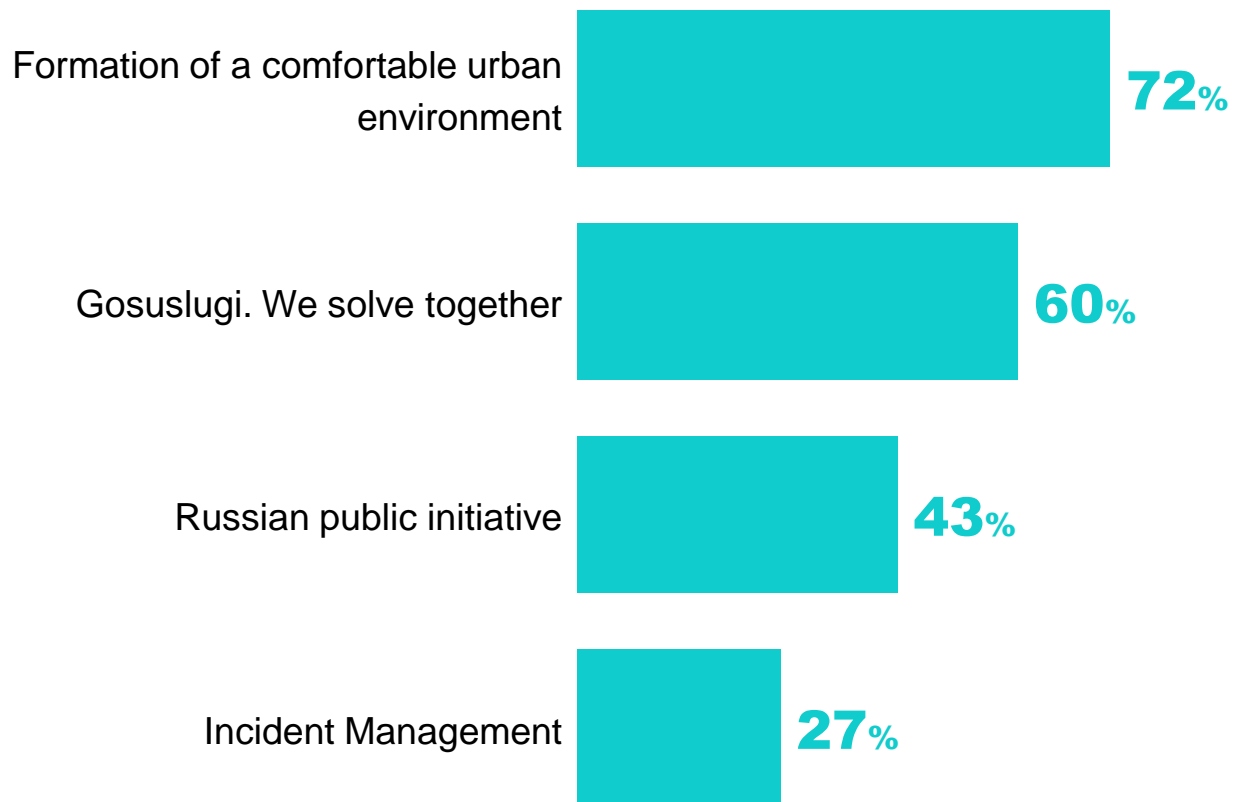


- Have you received or did not receive public services over the past year? If received, please indicate in what format – online (including initial application submission) or offline?
- In your opinion, does the ability to receive public services on Internet portal affect or does not affect the quality of life of people? If it does, indicate how – positively or negatively.

AWARENESS OF PLATFORMS

Know + heard something

On average **51%**



Among the national platforms and tools for communication between the state and citizens, the voting platform “Formation of a comfortable urban environment” (72%) is most famous.

In second place in terms of recognition is the feedback platform “Gosuslugi. We solve together” (60%).

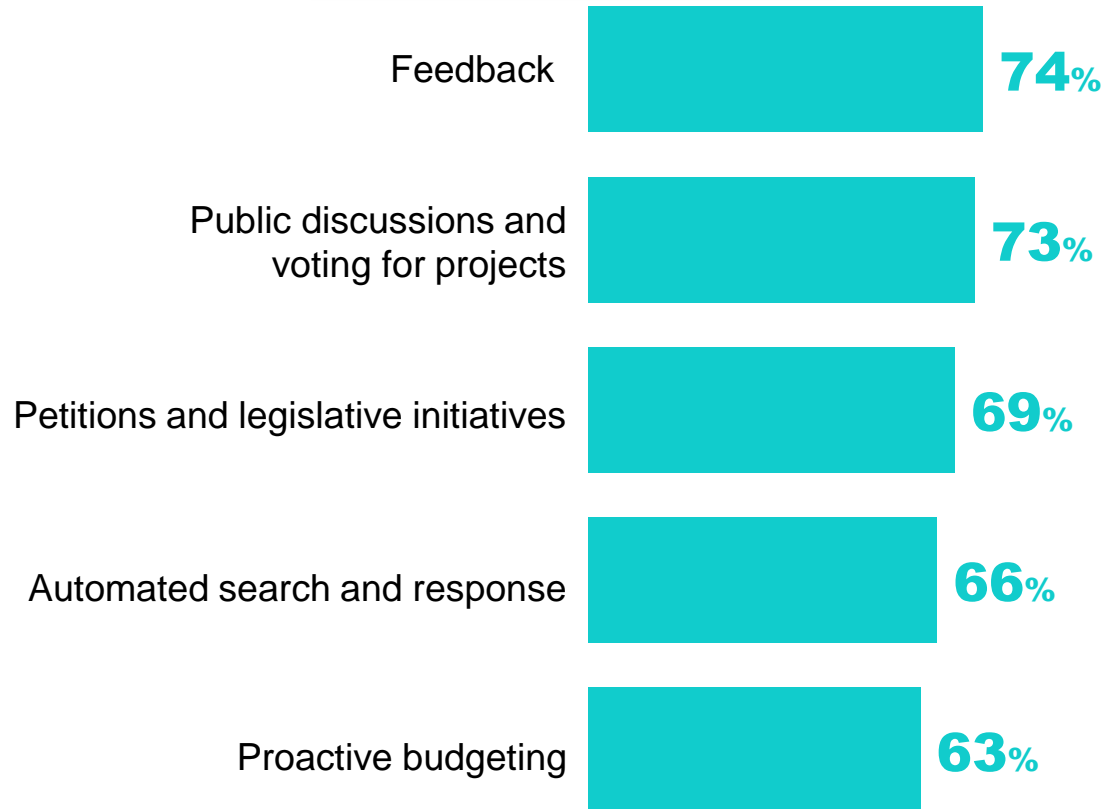
43% of respondents know about the platform for petitions “Russian Public Initiative”, 27% – about the system “Incident-Management”.

The existing communication platforms and tools are known on average by 51% of the respondents.

APPROVAL OF PLATFORMS

Definitely approve + rather approve

On average **69%**

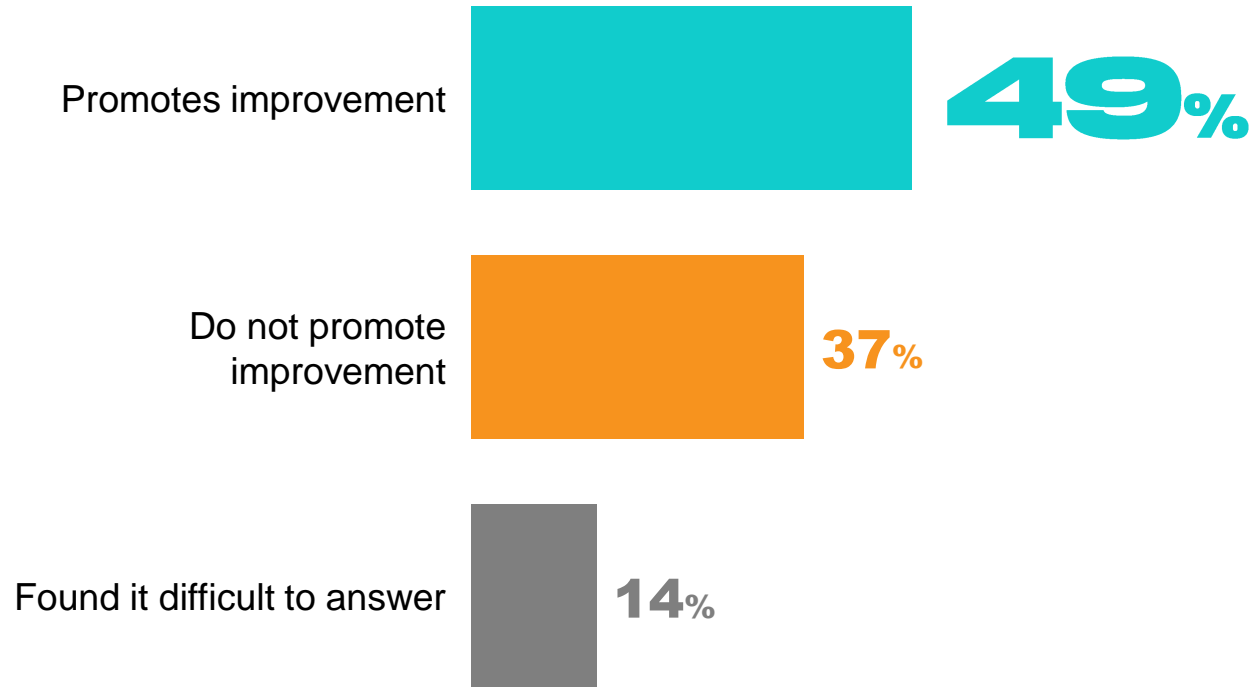


The majority of respondents approve of the government's use of platforms and tools for communicating with citizens (**69% on average**).

They more often approve of the use of feedback platforms (**74%**) and public discussions and voting for projects (**73%**), least of all – proactive budgeting platforms (**63%**).

EVALUATION OF PLATFORMS

Impact of platform use on quality of life

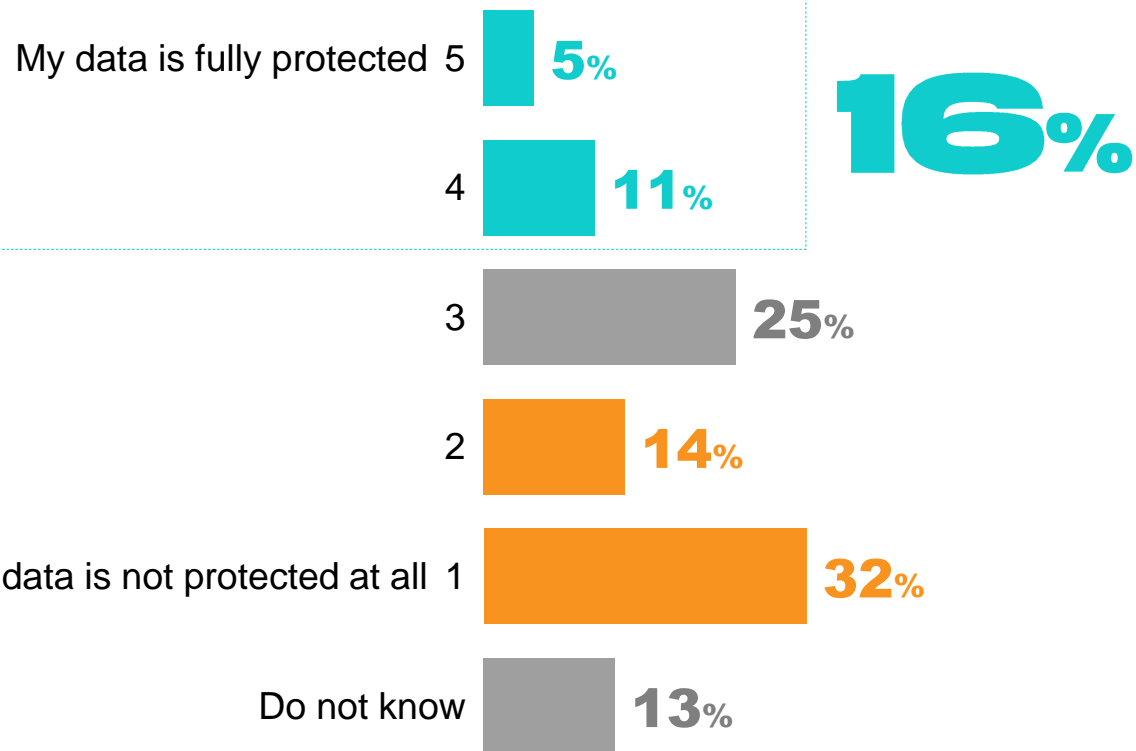


The majority of respondents (**49%**) note that the use of platforms for communication with citizens by the state helps to improve the quality of life of people, **37%** believe that it does not.

DATA SECURITY

Security assessment when using
government digital services

Average **2.3 points**



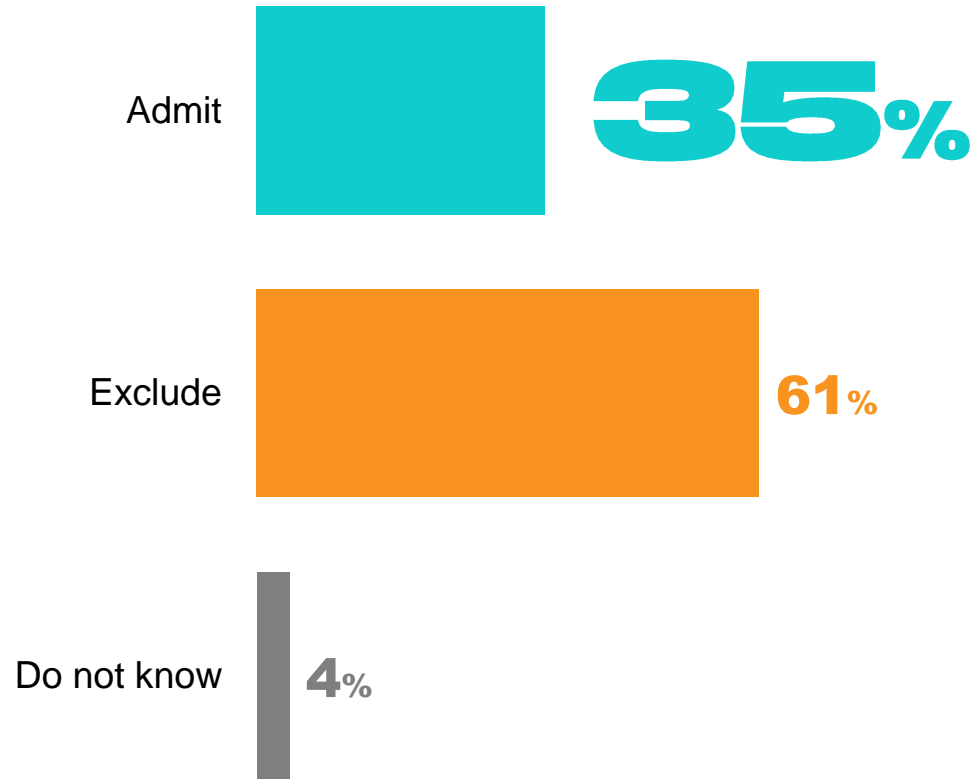
The security of personal data when using government digital services is rated on average **2.3 points out of 5**.

16% of respondents rate safety at 5 and 4 points, **25%** – at 3 points and **46%** – at 1 and 2 points out of 5.

• How do you assess the security of your personal data when using government digital services? Rate it on a scale of 1 to 5, where 1 is “my data is not secure at all” and 5 is “my data is completely secure”.

ELECTRONIC ELECTIONS

Participation in elections by means of Remote Electronic Voting in the future



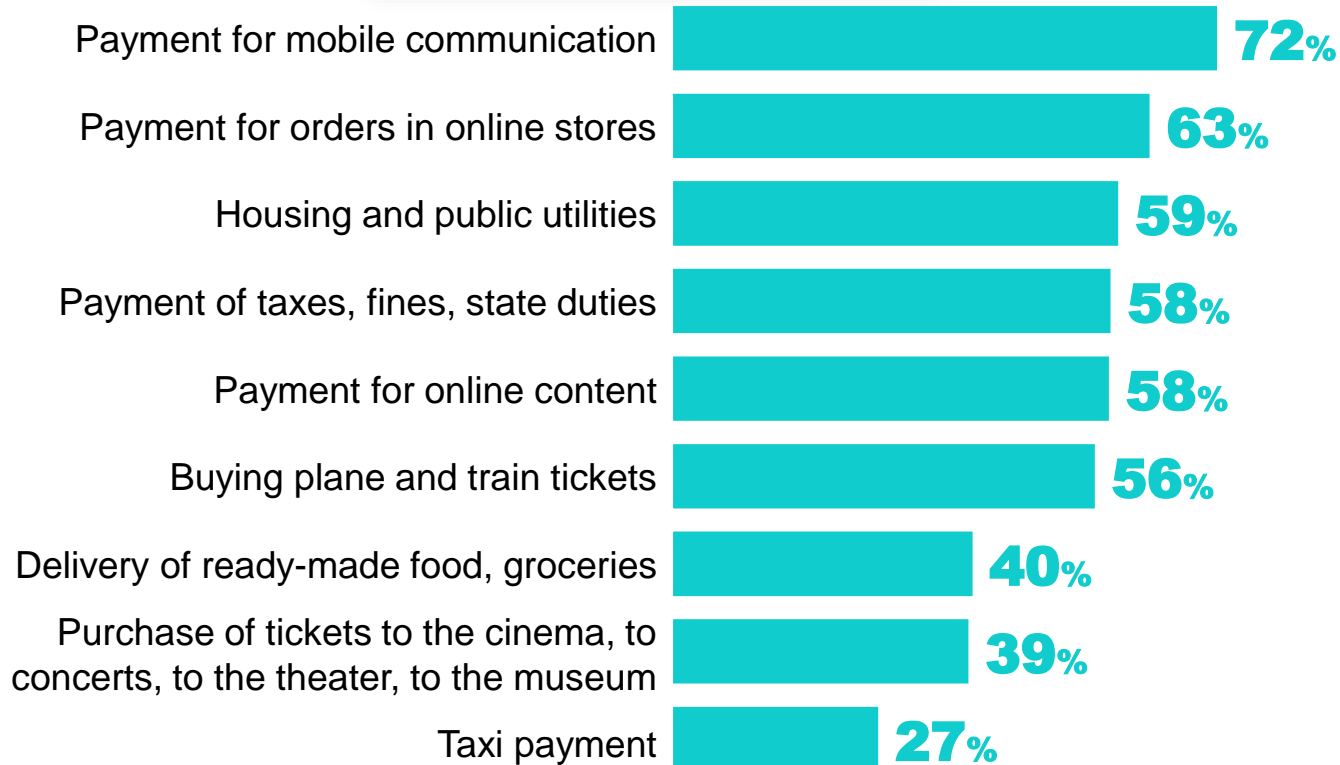
36% of respondents admit participation in remote electronic voting sometime in the future, **61%** do not.

• Do you admit or exclude the possibility of participation in elections by means of remote electronic voting at any time in the future?

ONLINE PAYMENTS

Prefer to pay online
among those performing transactions

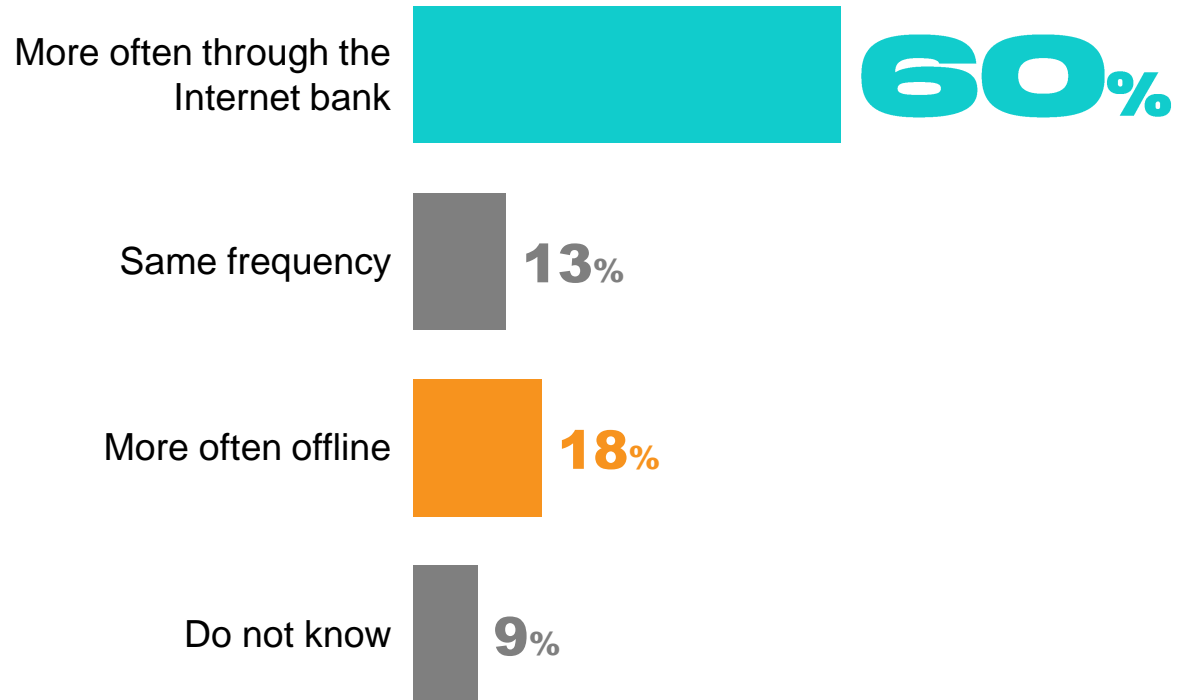
On average **55%**



In terms of various categories of spending, on average **55%** of respondents prefer online payments: most often they pay for online mobile communications (**72%**), less often – a taxi (**27%**).

INTERNET BANK

83% made banking transactions in the last year

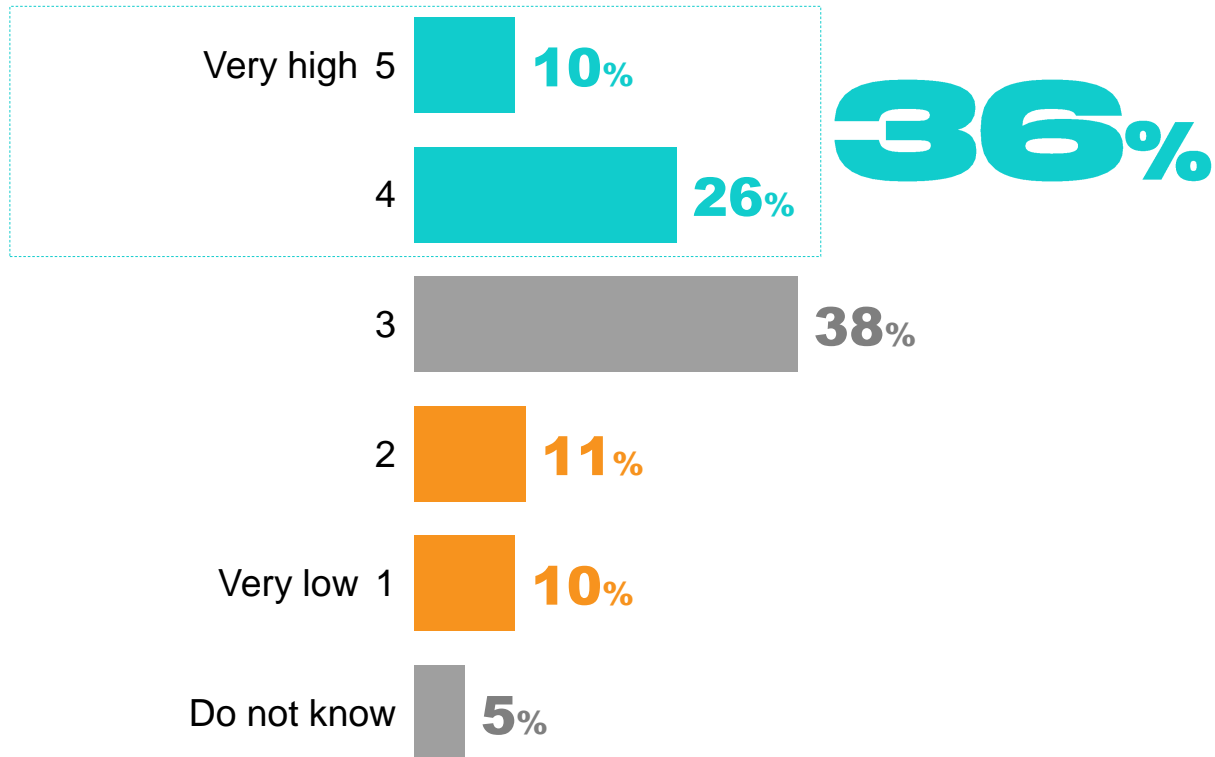


Most of those who made banking transactions in the last year have used the Internet bank at least once.

60% made transactions more often through the Internet bank.

DIGITAL LITERACY

Average **3.1 points**



Their own level of digital literacy is estimated on average **3.1 out of 5 points**. **36%** of respondents rate their own level of digital literacy highly. **59%** rate it at 3 points out of 5 and below.

• Rate your digital literacy level on a scale of 1 to 5, where 1 is very low and 5 is very high.

DIGITAL SKILLS

36% of respondents noted that at least 7 points correspond to them

- 75%** I never send passwords by e-mail and in private messages on social networks and messengers
- 71%** I know about the possibility of stealing access to personal accounts of banks, accounts on social networks, e-mail, etc.
- 70%** I never use simple passwords
- 57%** I consider it important to install updates to the operating system, antivirus and other software for security purposes
- 56%** I am aware that distributing digital content (e.g. music, films) can have ethical or legal implications
- 50%** I check the accuracy of the information that I find on the Internet
- 47%** I am able to restrict the access of applications and sites to my location
- 34%** I can check the security of a website that asks me to provide personal information
- 29%** I know about reliable security systems on the Internet
- 25%** I regularly change my mailbox and social media passwords