

**DIGITALIZATION READINESS INDEX  
EVALUATION OF SUBJECTIVE INDICATORS – SURVEY**

**METHODOLOGY**

An online survey among adult users of the most popular social networks in the country based on a representative sample sufficient for analysis.

**QUESTIONNAIRE**

**SOCIO-DEMOGRAPHIC CHARACTERISTICS**

**1. Enter your gender.**

[One answer.](#)

1. Male
2. Female

**2. Enter your age.**

[One answer. If 1 is selected, end the survey.](#)

1. Under 18 years of age
2. 18-24 years old
3. 25-34 years old
4. 35-44 years old
5. 45-54 years old
6. 55-64 years old
7. 65 years and older

**3. What region do you live in?**

[Show a list of regions.](#)

**GENERAL DIGITALIZATION ISSUES**

**4. Do you generally trust or distrust digital technology?**

[One answer.](#)

1. I completely trust
2. I rather trust
3. I rather do not trust
4. I don't trust completely
5. I don't know

**5. 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.**

[One answer.](#)

1. Affects positively
2. Does not affect
3. Affects negatively
4. I don't know

**ASSESSMENT OF THE PRESENCE OF THE STATE ON THE INTERNET**

**6. Do you think public authorities are active or inactive on the Internet?**

[One answer.](#)

1. Very active
2. Rather active
3. Rather inactive

4. Completely inactive
5. I don't know

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

One answer.

1. Information in abundance
2. There is enough information
3. Information is not enough
4. I don't know

**8. In your opinion, when contacting government authorities in social networks, you will receive or not receive a response?**

One answer.

1. I will definitely get an answer
2. I probably will get an answer
3. I probably won't get an answer
4. I definitely won't get an answer
5. I don't know

**9. In your opinion, will your problem or will not be solved when contacting government authorities in social networks?**

One answer.

1. Will be exactly solved
2. More likely to be resolved
3. Rather it will not be resolved
4. Will definitely not be solved
5. I don't know

**10. Have you addressed a question or problem to government authorities on social networks (in private messages or comments) over the past year or not?**

One answer. If 2 or 3 is selected, do not ask the next two questions.

1. Yes
2. No
3. I don't know

**11. Are you satisfied or dissatisfied with your communication with government authorities on social media?**

One answer.

1. Completely satisfied
2. Rather satisfied
3. Rather dissatisfied
4. Absolutely dissatisfied
5. I don't know

**12. After contacting government authorities in social networks, was your question / problem resolved or not?**

One answer.

1. Fully resolved
2. Partially solved
3. Not resolved
4. I don't know

## FEEDBACK PLATFORMS

### **13. Do you know, have heard or know nothing about the platform [NAME OF PLATFORM]?**

One answer. Ask a separate question for each national platform related to the following types: feedback platform, platforms for petitions and legislative initiatives, platforms for public hearings and voting for projects, proactive budgeting platforms, automated search and response tools.

1. I know well
2. Heard something, but no details
3. I don't know anything

### **14. Do you approve or disapprove of the use by public authorities of platforms for feedback, collection of complaints and appeals to communicate with citizens?**

*Feedback platforms are platforms that allow citizens to send appeals and complaints to government agencies and learn about the results of their consideration.*

One answer.

1. Definitely approve
2. Rather approve
3. I rather disapprove
4. Definitely disapprove
5. I don't know

### **15. Do you approve or disapprove of the use of petition platforms and legislative initiatives by public authorities to communicate with citizens?**

*Petition and legislative initiative platforms are platforms that allow citizens to create petitions, propose initiatives and vote for initiatives that are submitted for consideration to government bodies when a certain number of votes are reached.*

One answer.

1. Definitely approve
2. Rather approve
3. I rather disapprove
4. Definitely disapprove
5. I don't know

### **16. Do you approve or disapprove of the use by public authorities of platforms for public discussion and voting for projects for communication with citizens?**

*Platform for public discussions and voting for projects is platform that allow government agencies to submit projects for discussion and vote, and citizens to participate in the discussion, propose ideas for the implementation of projects and vote for them.*

One answer.

1. Definitely approve
2. Rather approve
3. I rather disapprove
4. Definitely disapprove
5. I don't know

### **17. Do you approve or disapprove of the use of proactive budgeting platforms by public authorities?**

*Initiative budgeting platforms are platforms that allow citizens to propose territorial development projects for financing from the budget, vote for projects and monitor the results of project implementation.*

One answer.

1. Definitely approve
2. Rather approve
3. I rather disapprove
4. Definitely disapprove

5. I don't know

**18. Do you approve or disapprove of the use by public authorities of tools for automated search and response to citizens' appeals and complaints on the Internet and social networks?**

*Automated search and response tools are automatic monitoring systems for sites and social networks in order to search for complaints from citizens, their systematization and transmission to the competent authorities.*

One answer.

1. Definitely approve
2. Rather approve
3. I rather disapprove
4. Definitely disapprove
5. I don't know

**19. In your opinion, does the use of various platforms for communication with citizens, tools for collecting and processing complaints and appeals by the state to improve the quality of life of people or not?**

One answer.

1. Definitely contributes
2. Rather contributes
3. Rather not conducive
4. Definitely not conducive
5. I don't know

## PUBLIC SERVICES

**20. Have you received public services over the past year or not? If received, please indicate in what format – online (including initial application submission) or offline?**

One answer.

1. Online only
2. More often online than offline
3. Online and offline are about the same often
4. More often offline than online
5. Offline only
6. Has not received any public services within the last year
7. I don't know

**21. 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.**

One answer.

1. Affects positively
2. Does not affect
3. Affects negatively
4. I don't know

**22. 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 protected at all” and 5 is “my data is fully protected”.**

One answer.

1. 1 – My data is not protected at all
2. 2
3. 3
4. 4

- 5. 5 – My data is fully protected
- 6. I don't know

### REMOTE ELECTRONIC VOTING

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

One answer.

- 1. I admit
- 2. Rather, I admit
- 3. Rather exclude
- 4. I exclude
- 5. I don't know

### PAYMENTS AND INTERNET BANK

**24. Some people prefer to make payments via the Internet, some, on the contrary, make payments only offline: by card or in cash. How do you prefer to make the following payments and transactions: offline or online?**

One answer line by line. Randomize lines.

	I prefer to pay offline: by card or cash	I prefer to pay online	I do not make such payments	I don't know
Payment of taxes, fines, state duties	1	2	3	4
Housing and public utilities	1	2	3	4
Payment for mobile communication	1	2	3	4
Payment for orders in online stores	1	2	3	4
Purchase of tickets to the cinema, to concerts, to the theater, to the museum	1	2	3	4
Delivery of ready-made food, groceries	1	2	3	4
Buying plane and train tickets	1	2	3	4
Taxi payment	1	2	3	4
Payment for online content (movies, music, online concerts, sports broadcasts, games)	1	2	3	4

**25. Have you made any banking operations (money transfers, account opening, etc.) during the last year or not? If you did, indicate in what format – via the Internet bank (on the website or in the mobile application) or offline (by phone, when visiting the bank branches).**

One answer.

- 1. Only through the Internet bank
- 2. More often through the Internet bank
- 3. Through the Internet bank and offline about the same frequency
- 4. More often offline
- 5. Offline only
- 6. Has not performed any banking transactions within the last year

7. I don't know

## DIGITAL LITERACY

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

*Digital literacy means a sufficient level of knowledge, skills and abilities that are necessary for the safe and effective use of digital technologies and Internet resources.*

One answer.

1. 1 – Very low
2. 2
3. 3
4. 4
5. 5 – Very high
6. I don't know

**27. To what extent does each of the following statements correspond or does not correspond to you personally? Rate it on a scale of 1 to 5, where 1 is “absolutely not consistent” and 5 is “fully consistent”.**

One answer line by line. Randomize lines.

	1 – absolutely not consistent	2	3	4	5 – fully consistent	I don't know
I check the accuracy of the information that I find on the Internet	1	2	3	4	5	6
I never send passwords by e-mail and in private messages on social networks and messengers	1	2	3	4	5	6
I never use simple passwords like 12345 or QWERTY	1	2	3	4	5	6
I consider it important to install updates to the operating system, antivirus and other software for security purposes	1	2	3	4	5	6
I am able to restrict the access of applications and sites to my location	1	2	3	4	5	6
I can check the security of a website that asks me to provide personal information (for example, https sites, a security logo or a certificate)	1	2	3	4	5	6
I know about reliable security systems on the Internet (for example, about two-factor authentication)	1	2	3	4	5	6
I regularly change my mailbox and social media passwords	1	2	3	4	5	6

I know about the possibility of stealing access to personal accounts of banks, accounts on social networks, e-mail, etc.	1	2	3	4	5	6
I am aware that downloading or distributing digital content (e.g. music, films) can have ethical or legal implications	1	2	3	4	5	6

**Thank you for participating in the study!**