

Egovernment and Citizen´s Approach in the CR: Preferences, Obstacles, and Solutions

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Content

- Goals of the study
- Research methodology
- Research findings
- Practical recommendations

Goals of the study

- Identification of the CR citizens' attitudes to eGovernment
- Recommendations focused on both task to maintain positive attitudes and task to change negative attitudes

Research methodology

- Quantitative questionnaire, 22 items
- Areas covered – perception of eG importance; information about eG and eG services; perception of eG quality; exploitation of eG services; barriers to effective use of eG; priorities in the area of eG services;
- Data collected in September – November 2019
- 1613 adult citizens

Research findings

- Majority of respondents support digitalization of public service (eG)
- Active users of the eG (271 respondents) tended to complain about the following aspects of eG:
 - 1) Offered services are not fully digitalized
 - 2) Offered services are complicated and nonintuitive
 - 3) Log in into key platform “Portál občana” is difficult
 - 4) Many eG users reported that they do not know how to use “Portál občana”
 - 5) Worries about security of the personal data and information
 - 6) Online services are not accessible via mobile phone
 - 7) Provided tools and forms are not “user-friendly”

Research findings

- People over 60 years old are divided – 56% believe eG is useful, 46 % believe eG is harmful, useless and unsecure
- 51% of respondents with financial problems believe eG is harmful
- Respondents highlighted also lack of information about eG
- Criticised was low level of digital competencies of public administration staff

Practical recommendations to eG implementers

- Be patient – attitudes do not change easily
- Be prepared for resistance – natural reaction to changes
- Prepare well design information campaign – clear and understandable explanation of eG; present eG as useful, complex, reliable and secure; be fair and communicate both positive and problematic aspects od eG
- Use bottom-up approach – include the future users into eG services and tools design process; allow people test different versions of the new tools
- Offer informal, free, friendly course to people with low digital skills (i.e. older people, low income citizens)

Thank you for your attention