

Center of Sociological Investigations and Marketing "CBS-AXA"

Research Report produced for the E-Government Center

**Citizens' opinion about the benefits of the
Government Interoperability Platform MConnect**

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Introduction

The main purpose of this survey is to collect data that would present the respondents' opinion on the expected advantages resulting from the widespread use of the Government Platform for Data Exchange and Interoperability MConnect (the Platform *or* MConnect) in the reform of the public services. The Platform facilitates the exchange of data among public authorities with the purpose to raise the efficiency and the quality of public services and is implemented by the E-Government Center. With the help of the Platform, public authorities exchange real time data without requiring it from citizens and business environment in the form of certificates, statements, confirmations, etc. MConnect Platform will exclude any individual's interaction with different entities, being able to get the necessary data quickly and issue the requested document by most public institutions.

This is a quantitative type of survey, the collection of data being made based on a structured Questionnaire.

The Annex comprises a range of tables with data disaggregated in accordance with the different respondents' features: age, gender, employment status, level of education, language of communication, socio-economic characteristics and residence area.

Methodology

- Sample size: 201 people aged 18 years and older;

Sampling:

- The sample distribution was following the next formula: 101 interviews were conducted in the rural area and 100 interviews in the urban area. Also, the sample was distributed by regions: North, Centre and South.

Randomizing Stages:

- I. Locality: random selection of localities was performed within the adjusted strata.
- II. Family: the maximum number of interviews conducted per sampling point was equal to five. Interviewed families have been selected randomly, with a predetermined statistical step.
- III. Person: if the selected families to be interviewed comprised several adults, the person to be interviewed was determined by the method of the closest birthday.

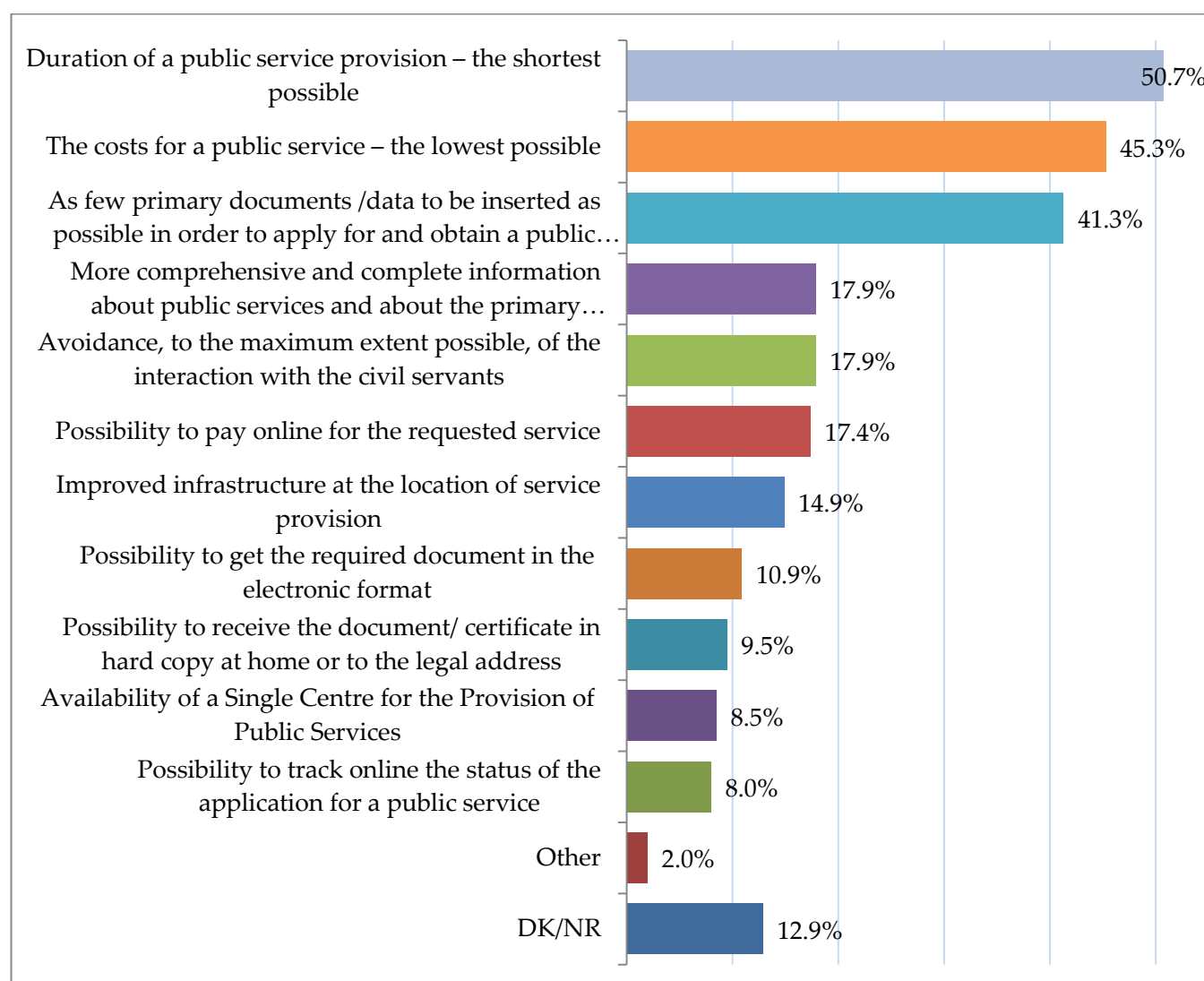
Data collection period: 15 – 17 February 2016. The interviews were conducted at the respondents' residence. The Questionnaire was developed in Romanian and Russian, having granted the respondents the possibility to choose the interview language.

I. Access to public services

1. Needs for the access to and provision of public services

According to the data displayed in Figure 1, among the aspects related to accessing public services and their provision the respondents consider as most important the following: a) *duration of service provision* – the shortest possible – every second respondent or 50,7% of them consider that in order to ease the access to public services it is primarily necessary to shorten the time for service provision; b) *the prices charged for the provision of a public service* – the lowest possible - is the second most important aspect mentioned by 45,3% of the respondents. Also, 41,3% of the respondents pointed out the third aspect c) *as few primary documents /data to be inserted as possible in order to apply for and obtain a service*. A series of other aspects of medium importance were mentioned by 17,9% of the respondents, such as: more comprehensive and complete information about public services and the primary documents required, omitting by such, to a maximum extent possible, the interaction with the civil servants. A share of 17,4% of the respondents consider important the Possibility to pay online for the requested service. 14,9% of the respondents believe that an important aspect in providing public services is an Improved infrastructure at the location of service provision. Other aspects mentioned gathered less than 10%.

Figure 1. Importance of aspects related to the provision of public services %



The Figure above shows **that duration of service provision – the shortest possible** demonstrates the most important expectation or wish of citizens in the context of public service provision. According to the Annex, a large variation of data can be noticed among the socio-demographical criteria. Hence, circa half of respondents aged 30 years and older consider it is important to shorten the duration of the service provision. This aspect is less important in the opinion of young respondents, aged 18 – 29 years that are in a proportion of approx. 10% less in comparison with the 30-year-old respondents. Also, a significant proportion of those who consider this aspect being important is held by the economically inactive respondents who exceed the economically active ones with 14,4%. Most of the respondents who consider this aspect being important are with medium socio-economic characteristics 59,1%, they exceed the respondents with low socio-economic characteristics with 13 percentage points and those with high socio-economic characteristics by 12 percentage points. No significant differences have been revealed for other socio-demographic categories (*see Table 2 in the Annex*).

The costs for a public service – the lowest possible – is an option mentioned more often by elderly respondents - 57,7%, who exceed in the survey participation rate with 23% those aged between 30 and 44 years. Russian speaking respondents mentioned this aspect in a larger proportion 69,6% in comparison to Romanian speaking respondents – 38,1%. This criteria is considered important by 51,5% of respondents with high socio-economic characteristics who exceed the respondents with medium socio-economic characteristics by 12%. In rural area 31,7% of respondents mentioned this aspect as being important while in urban area almost twice as much - 59%. The correlation analysis has revealed no significant differences for other socio-demographic categories of respondents (*see Table 2 in the Annex*).

As few primary documents/data to be inserted as possible in order to apply for and obtain a service is another criterion pointed by the respondents as a significant expectation/ wish. It is mostly indicated by the respondents aged between 30 and 44 years – 54,3%, the remaining age categories that mentioned this criterion hold a smaller proportion. Also, the large number of requested primary documents represents a source of concern for Russian speaking respondents - 50%, who exceed by circa 12% the Romanian speaking respondents. The correlation analysis has revealed no significant differences for other socio-demographic categories of respondents (*see Table 2 in the Annex*).

More comprehensive and complete information about public services and the primary documents required is a notable aspect for the provision of public services mentioned mostly by young respondents (18 – 29 years old) and by the elderly (more than 60 years old), who represent circa 22%, exceeding by 11% the adult 30 – 44 year old respondents. Also, more comprehensive and complete information is required to a greater extent by women than by men - the difference between these two categories of respondents being of 12%. Similarly, Romanian speaking respondents pointed the need to have more comprehensive and complete information about public service provision or modernization, these respondents being 12% more than Russian speaking respondents that also considered this aspect being important. The same percentage difference has been noticed between the respondents with low socio-economic characteristics in comparison with the ones with high socio-economic characteristics. The correlation analysis has revealed no significant differences for other socio-demographic categories of respondents (*see Table 3 in the Annex*).

Avoidance, to the maximum extent possible, of the interaction with the civil servants – the respondents do not wish to get directly in touch with the civil servants, especially the young respondents aged 18 – 29 years the percentage of which reaches 29,3%, constituting 18% more than the elderly respondents (60 years and older) who mentioned this aspect as being important. This attitude is explained by the greater level of access to a computer and to the Internet attested among young respondents in comparison with the level of access among the elderly respondents. Most of the latter have limited access to modern gadgets or low computer literacy. Among the respondents who avoid the interaction with civil servants to obtain public services, male respondents exceed female respondents by approximately 10%. The correlation analysis has revealed no significant differences for other socio-demographic categories of respondents (see Table 2 in the Annex).

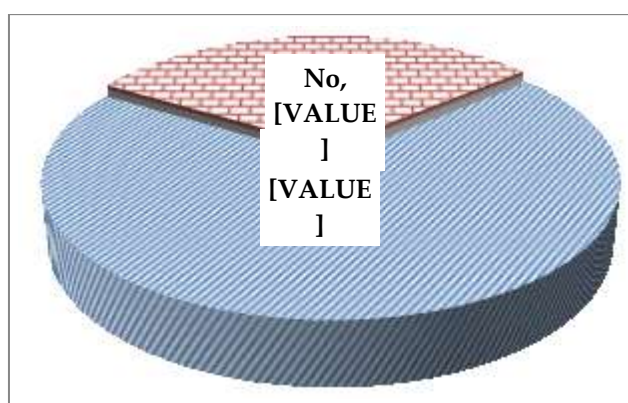
The possibility to pay online for the requested service – as it has been mentioned above, due to the greater level of access of the young generation to ICT infrastructure and available electronic services, including their skills for online payments for different services, the young people try/ would like to benefit to a greater extent from the possibility to pay online for a very large variety of public services. Hence, circa 39% of young respondents think this characteristics of public service provision is important, while the proportion of elderly respondents (aged 60 years and older) who ticked off this possibility as important is only 5,6%. A significant difference of circa 15% has been noticed between respondents with high level of education and those with medium level of education. Concurrently, the percentage difference between the respondents with low level of education and the ones with medium level of education reached circa 12%. The respondents residing in urban area are 12% more in comparison with the respondents residing in rural area in expressing their wish to have the possibility to pay online for public services. The correlation analysis has revealed no significant differences for other socio-demographic categories of respondents (see Table 2 in the Annex).

For other aspects regarding the provision of public services mentioned by respondents no significant differences have been found based on socio-demographic criteria.

2. Difficulties in the access to public services

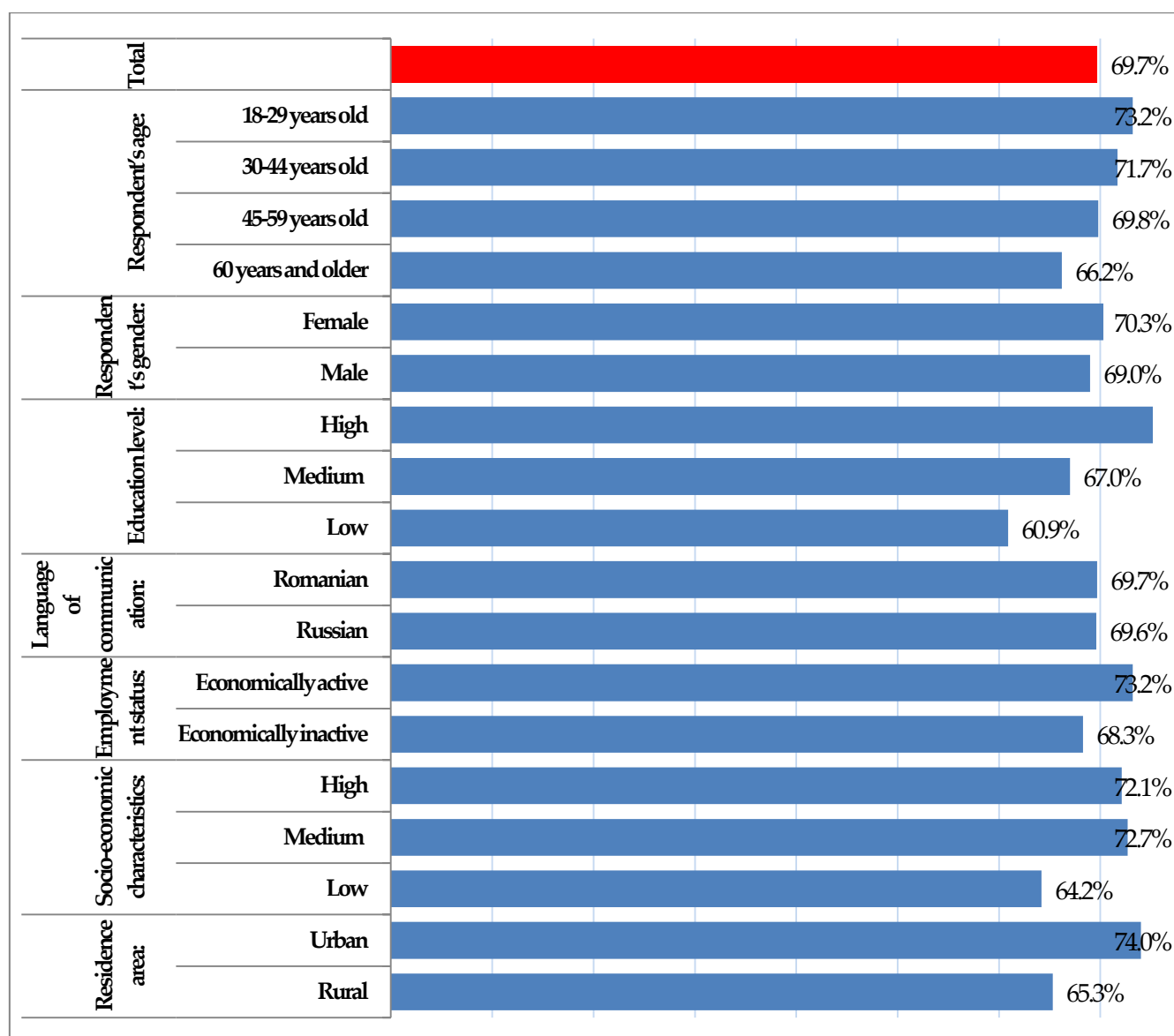
According to the data displayed in Figure 2, circa 2/3 of the respondents applied for specific public services that required the submission of other documents or certificates issued by other public institutions.

Figure 2. Proportion of respondents who applied for public services that required other documents or certificates issued by other public institutions %



There are no significant percentage differences among the categories of respondents who specified they applied for certain public services that required the submission of other documents or certificates issued by other public institutions. However, some percentage differences could be noticed between the respondents with high level of education (these representing 79,7% of the total) and the respondents with medium and low level of education who seldom applied for public services (with approx. 13% and 19% less compared to the respondents with high level of education). Based on the socio-economic criterion it can be concluded that the respondents with low socio-economic status that accessed such type of public services were 8% less than the respondents with medium and high socio-economic status, whose share in the total reached almost 72%. The respondents residing in the urban area applied for such type of public services more frequently, by circa 9% than those residing in the rural area (see Figure 3).

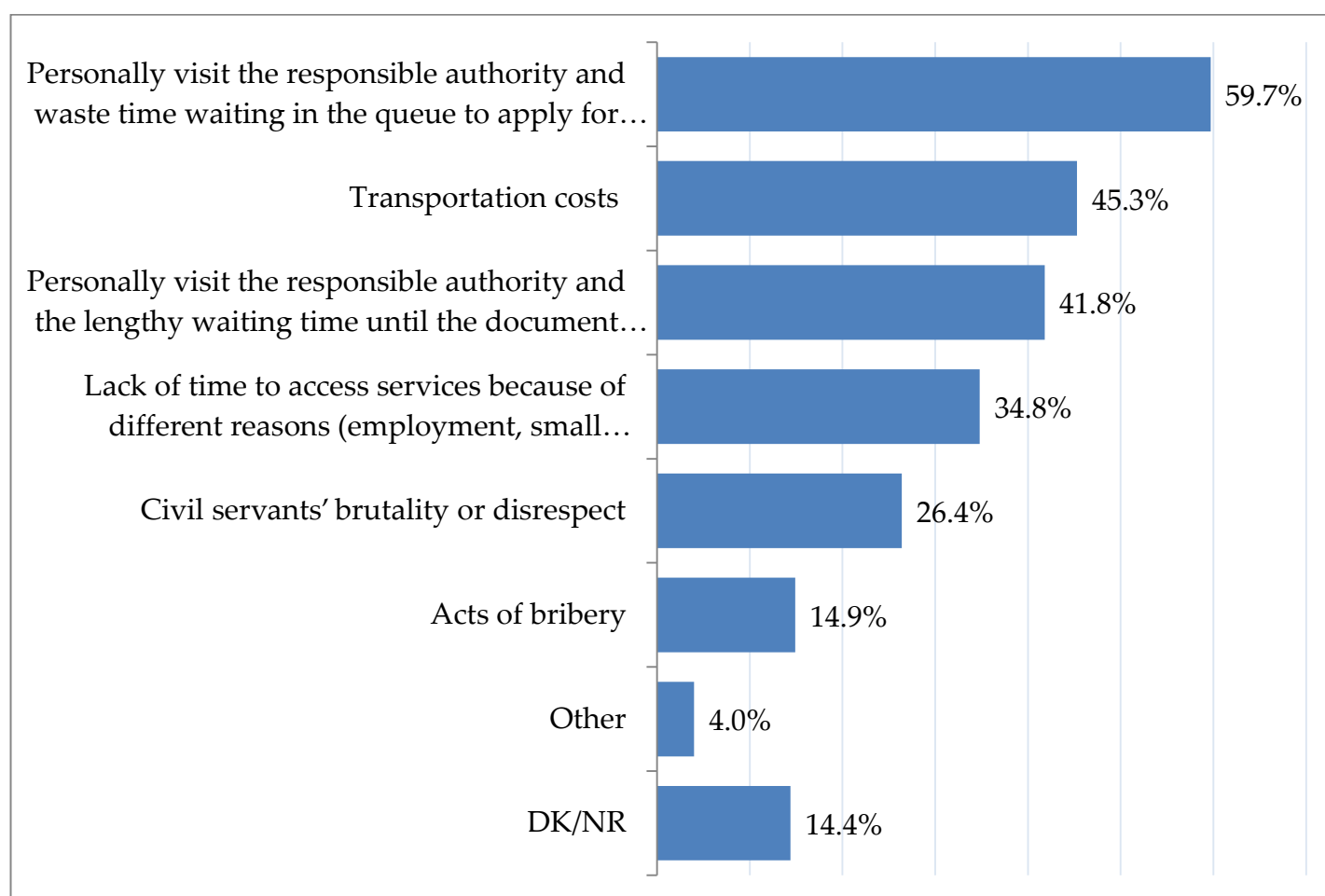
Figure 2. Proportion of respondents who applied for public services that required other documents or certificates issued by other public institutions, based on demographic criteria %



No matter if the respondents applied or not for a certain public service that required the submission of other documents issued by other public institution(s), the respondents listed a number of major

problems citizens encountered or could encounter in such cases (see Figure 4). Thus, 59,7% of the respondents consider a problem **the need to personally visit the responsible authority and waste time waiting in the queue to apply for a public service**. Also, 45,3% of the respondents believe that another problem for them in accessing public services is **the transportation costs** to reach the location. The third problem in the provision of public service, and the major one, mentioned by 41,8% of the respondents, is **the need to personally visit the responsible authority and the lengthy waiting time until the document is issued**. Along with the aforementioned three major problems, 1/3 of the respondents invoked **the lack of time to access public services because of different personal and family reasons**, while circa 1/4 of the respondents stated they experienced **civil servants' brutality or disrespect**. A proportion of 14,9% of the respondents stated **acts of bribery** initiated by civil servants when accessing public services.

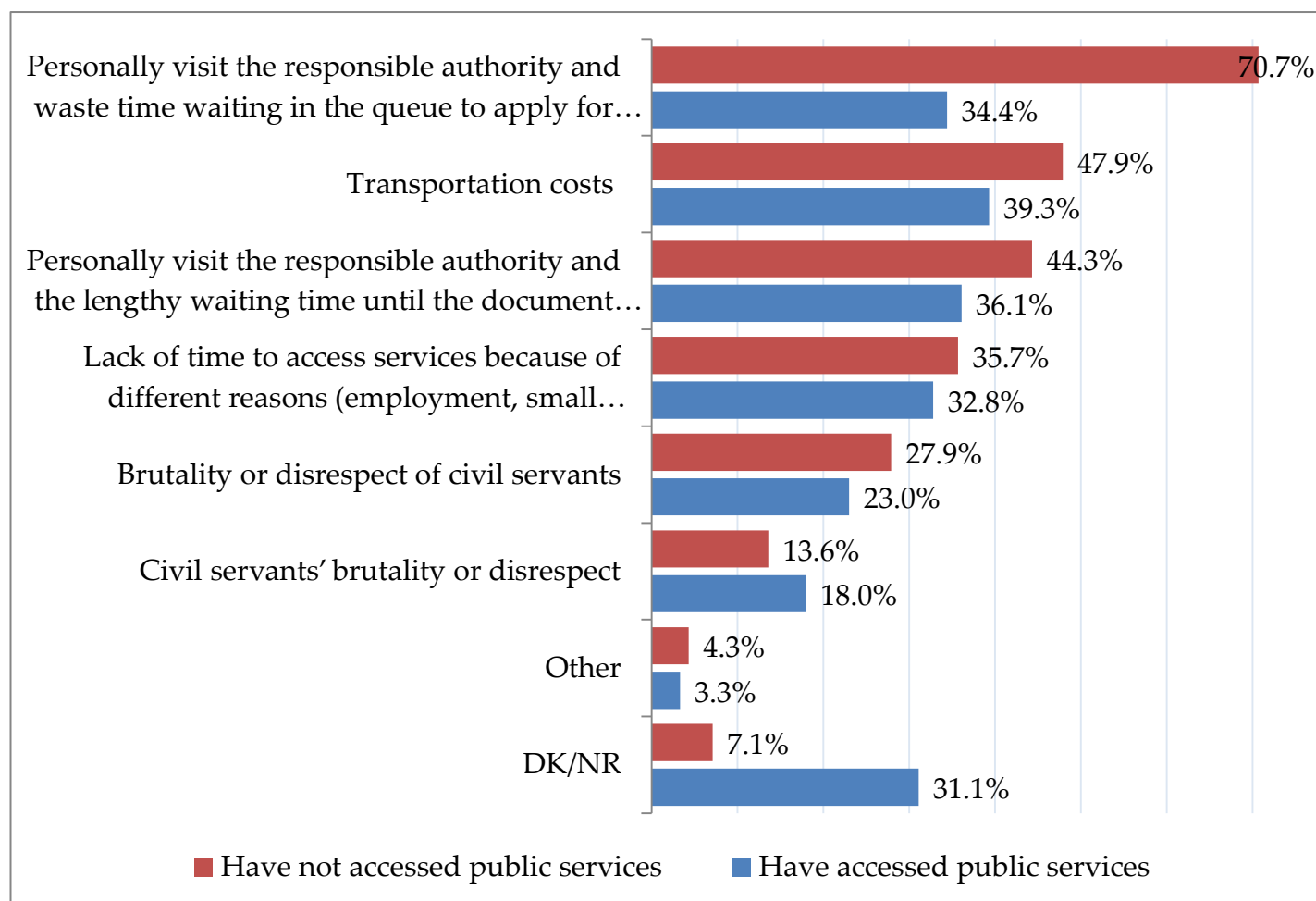
Figure 3. Real or potential problems in accessing different public services %



The main problem encountered by 70,7% of the respondents who requested certain public services that required the submission of other documents issued by other public institutions is **the need to personally visit the responsible authority and waste time waiting in the queue to apply for a service**. At the same time, 34,4% of the respondents did not access public services but specified they might encounter that potential problem when applying for a public service and it would be very inconvenient. As for the problem of expenses, namely, **the transportation costs** to reach the location - the difference between those who accessed a public service and those who did not is only 9% (see Figure 5). Also, there are with

8% more respondents who accessed certain public services and consider **the need to personally visit the responsible authority and the lengthy waiting time until the document is issued** is problematic. The **acts of bribery** initiated by the civil servants is a disadvantage listed mostly by the respondents that did not access public services. It is important to note that circa 1/3 of the respondents that did not access public services failed to provide a specific response on the problems they might encounter should they apply for a public service and be asked to submit other documents and certificates issued by other public institutions.

Figure 4. Real or potential problems in accessing different public services encountered by respondents who accessed public services and by those who did not %



A major problem for 60,5% of the respondents aged 45 – 59 years is the **transportation costs** to reach the location, who exceeded by 23% the proportion of the respondents aged 30 – 44 years mentioning the same problem. Male respondents are more sensitive to financial issues, as half of them mentioned this problem, while the female respondents' proportion in this respect is 10% less. This problem was also mentioned by half of the respondents with low and medium level of education, the proportion of which is approx. 20% more than of the respondents with high level of education. The number of Romanian speakers that mention this problem is twice as much as the number of Russian speakers. The proportion of economically inactive respondents is by 13% larger than the proportion of economically active ones; the share of respondents with low and medium socio-economic characteristics is, as well, circa 13%

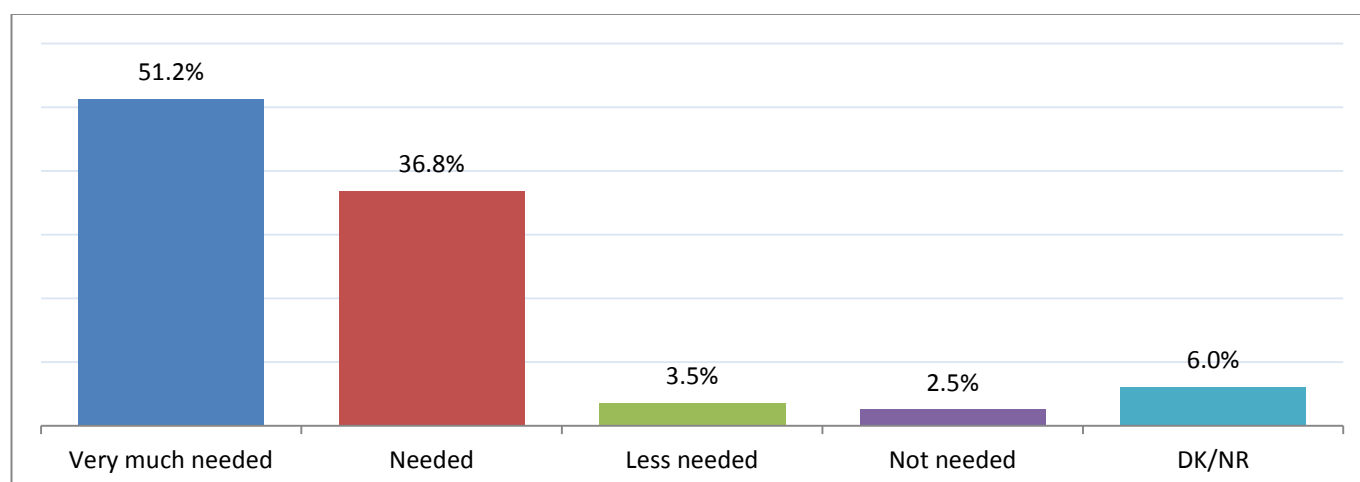
larger than the share of respondents with high socio-economic characteristics. The proportion of respondents residing in the rural is 22% larger compared to the respondents living in the urban area. This result is a consequence of the fact that the respondents from the urban area do not have to cover the transportation costs to get to the public authorities as they are mostly located in towns. For other aspects regarding the access to public services mentioned by respondents there are no significant differences noticed based on socio-demographic criteria (see Table 5 in the Annex).

II. Government Interoperability Platform MConnect: Needs and Benefits

1. The need for the Government Interoperability Platform MConnect

Having watched the graphic spot on the Government Interoperability Platform MConnect (<https://www.youtube.com/watch?v=Os7j7se4-M8>) the respondents were asked how much this platform was needed. Figure 6 shows that the respondents have very high expectations from the Government Interoperability Platform MConnect - 88% of the respondents indicate that MConnect is needed and very much needed and only 6% mention that MConnect is less needed or at all, while 6% failed to give a clear answer to this question.

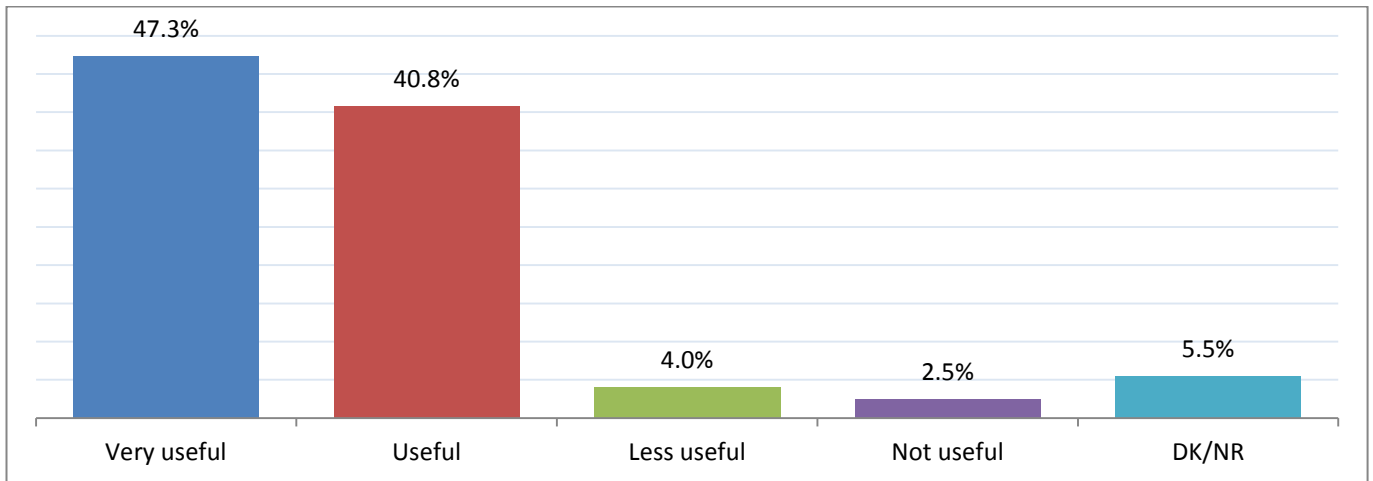
Figure 5. The need for the Government Interoperability Platform MConnect %



The respondents aged 45 – 59 years - 76,8% are the most sceptic about the need for the Government Interoperability Platform MConnect, while the elderly respondents (pensioners) - 94,4% consider that MConnect is needed and very much needed. Young respondents aged 18 – 29 years state in a proportion of 87,7% the necessity and high necessity of this platform. Almost similarly the need for MConnect is appreciated by the respondents aged 30 – 44 years – 89,1%. The respondents with medium level of education consider the need for MConnect more sceptically compared to the respondents with low and high level of education, whose proportion is 10% higher. The correlation analysis has revealed no significant differences for other socio-demographic categories of respondents (see Table 6 in the Annex).

The usefulness of the Government Interoperability Platform MConnect has been appreciated by the respondents as high as its need, by circa 88%. Only 6,5% of the respondents think MConnect would be useless, while 5,5% failed to give a clear answer to this question.

Figure 6. The usefulness of the Government Interoperability Platform MConnect %

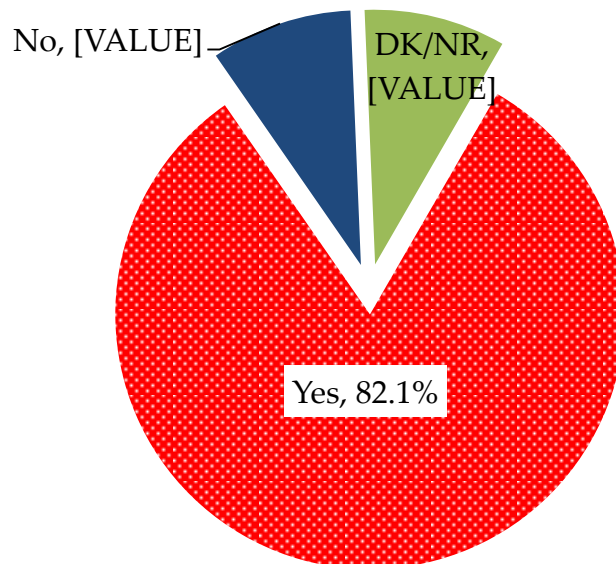


The correlation analysis for this question has revealed no significant differences based on socio-demographic criteria (see Table 7 in the Annex).

2. The benefits of the Government Interoperability Platform MConnect

A proportion of 88% of the respondents agrees that the Government Interoperability Platform MConnect is needed and a similar proportion indicates it is useful. A percentage of 82,1% of the respondents believes that MConnect will bring benefits to the citizens and only 9% has an opposite opinion, and a same percentage fails to reply to this question.

Figure 7. Proportion of respondents who believe the Government Interoperability Platform MConnect would bring benefits to citizens %

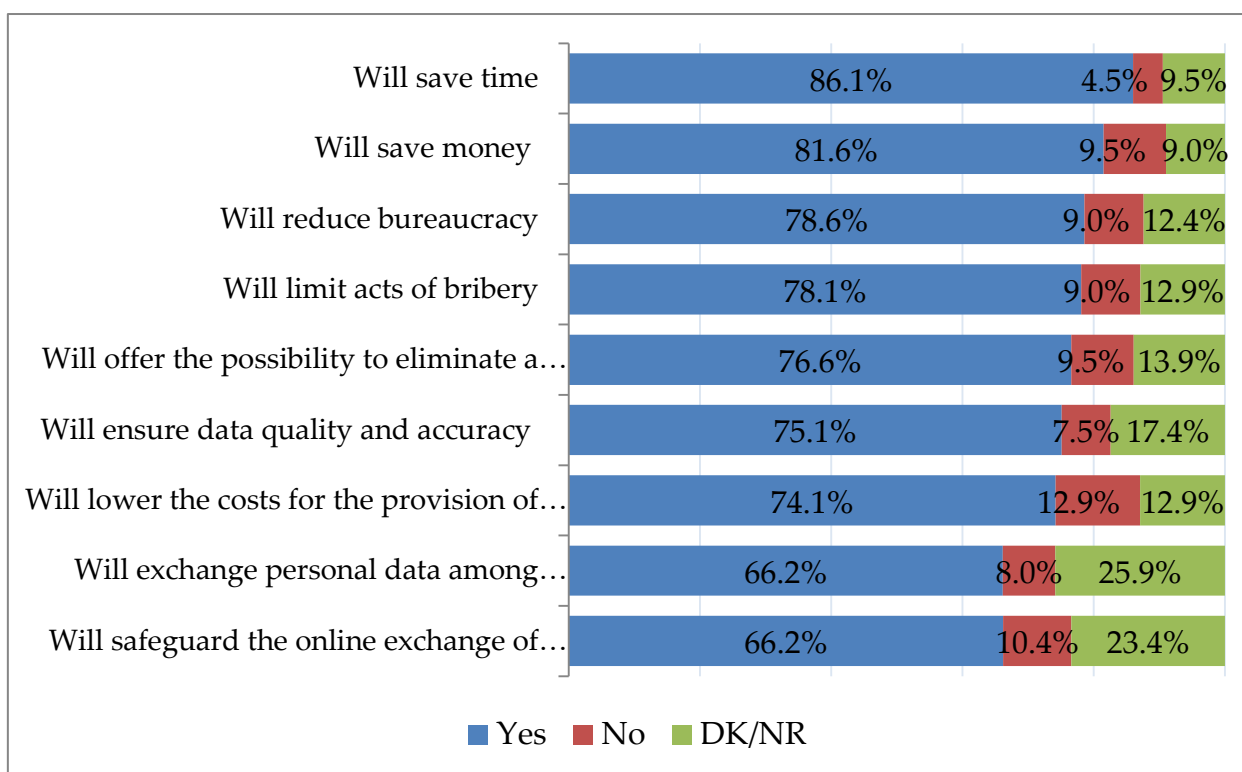


The adult respondents (30 – 44 years old) are those who expect benefits from the use of MConnect in a higher proportion - 89,1% - than other age categories, being followed by the respondents with high level of education - 87,5%, the economically inactive respondents - 84,1%, the respondents with medium

socio-economic characteristics - 90,9%, and by those residing in the rural area - 86,1% (see Table 8 in the Annex).

The respondents consider that the use of the Government Interoperability Platform MConnect by the public institutions to provide certain public services will offer great benefits to the citizens. The major advantage, as per the respondents' view, will be **time saving** - 86,1%, as people would not have to go to a public institution, to stay in the queue and wait for hours or days until the requested document or certificate is issued and then to submit it to another public institution. With an insignificant difference from the previous benefit, a second core one was ticked off by 81,6% of the respondents - **money saving**. Another important advantage stated by the citizens is **less bureaucracy** - 78,6%; the respondents would like to limit to a minimum or rationalize the interaction with civil servants. Once MConnect starts being implemented, many of the public services currently in place that involve citizens' submission of primary documents from one service provider to another would not be needed any more. The proof for the citizens' positive perception of these benefits is the high percentage of their appreciation: **will reduce the acts of bribery** - 78,1%; **will offer the possibility to eliminate a range of public services** - 76,6%. Other important advantages expected as a result of MConnect implementation and its use by the public sector in the context of public services reform are as follows: **will ensure the data quality and accuracy** - mentioned by 75,1% of the respondents; **will lower the costs for the provision of public services** - 74,1%; **will exchange personal data among different institutions online, in real time** - 66,2%; **will safeguard the online exchange of personal data** - 66,2% (the personal data will be accessed only by the responsible civil servants who get internal accounts open specific for that purpose, in line with the Data Exchange Protocols; no one else will be granted the access to citizens' personal data; in the future, citizens will have the possibility, upon the need, to track and be informed about the exchange and circulation of their personal data among public institutions).

Figure 8. Citizens' benefits if using the Government Interoperability Platform MConnect %

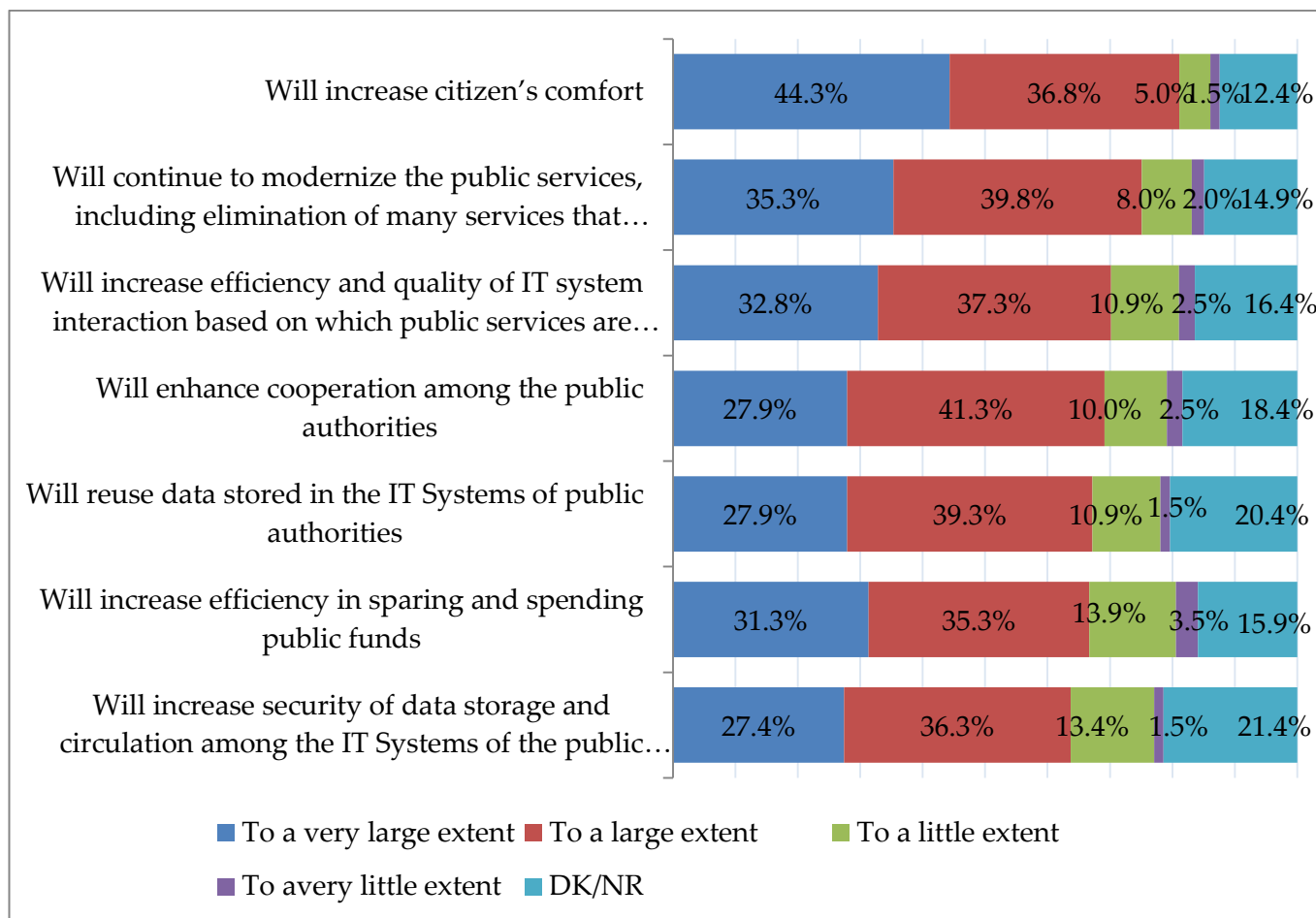


Most of the respondents who mentioned the benefit **time saving** are adult people (30 – 44 years old) - 91,3%, male respondents - 91%, respondents with high level of education - 92,2%, and respondents with medium socio-economic characteristics - 90,9%. The percentage difference of this category compared to other socio-demographic categories is circa 10% (see Table 9, Annex). Most of the respondents - 95,1% - who believe that it will be possible to **save money** due to the use of MConnect platform in the context of public services reform, are aged 18 – 29 years, compared to 67,4% of the respondents aged 45-59 years. There is a significant difference >15% between these two age categories relevant to all benefits listed in Figure 9. A similar tendency can be noticed in the answers of the respondents with medium and low socio-economic characteristics - the percentage difference varies between 12 and 16%. The correlation analysis has revealed no significant differences for socio-demographic categories of the respondents (see Tables 9, 10, 11 in the Annex).

According to the data displayed in Figure 10, it can be noticed that the respondents have pretty high expectations from the use of the Government Interoperability Platform MConnect in the context of public services modernization. Most of the interviewed people - 81,1% think that the use of MConnect Platform, in the context of public services reform, will first of all increase **the citizens' comfort**, who will be released from visits to a large number of public institutions and spend resources to collect and file together the requested documents. A proportion of 6,5% of the respondents sustain that the MConnect Platform would not bring any comfort to citizens. Almost 70% of the respondents consider that **the efficiency and the quality of IT system interaction based on which public services are provided will be raised**; the same proportion of respondents believe that **the cooperation among central public authorities will be enhanced**. Only 13% of the respondents do not share the opinion that the use of MConnect Platform by the public authorities will increase the efficiency and the quality of the IT Systems; the same percentage of the respondents do not trust that the cooperation among public institutions will improve.

Circa 2/3 of the respondents think that the **data stored in the IT Systems of the public authorities will be reused**, thus, increasing the accessibility, the efficiency and the quality of the public services. Yet, 12% of the respondents do not consider that the data will be reused. Likewise, 2/3 of the interviewed people have the opinion that once the Platform MConnect starts being used, the **public funds will be spared and spent more efficiently**. The proportion of those who have an opposite opinion in this sense consists of 17,5%. Six out of ten respondents consider that the use of MConnect Platform **will safeguard the online exchange of personal data**, thus, having complied with the right to personal data protection. Only 15% of the respondents neither perceive nor expect such a positive impact.

Figure 9. Citizens' expectations from the Government Interoperability Platform MConnect %

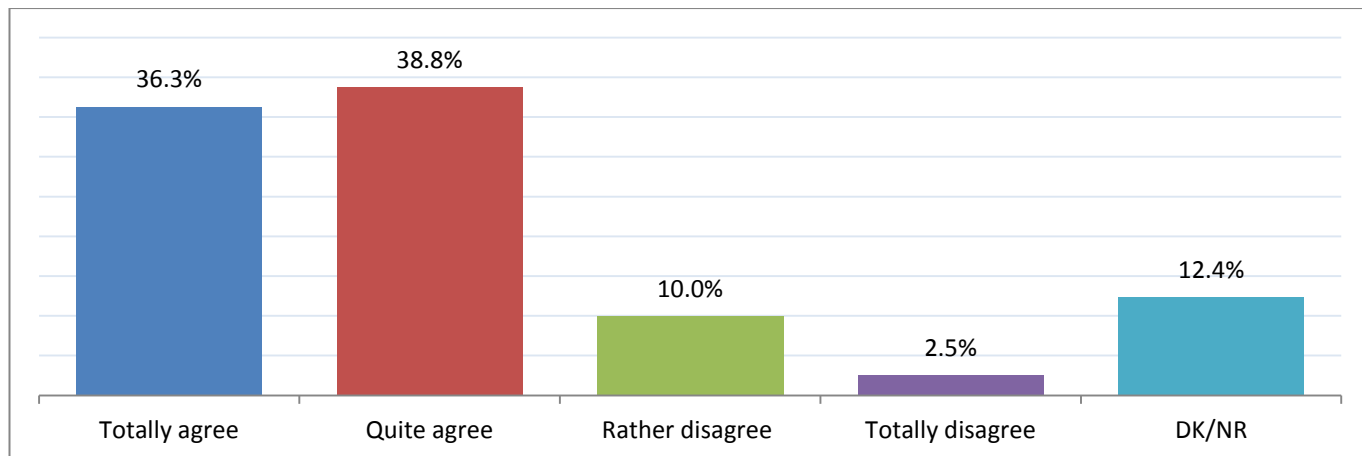


The respondents, depending on their age, have different expectations from the Government Interoperability Platform MConnect, most of the advantages of this Platform being seen differently by several categories of respondents. The most frequent variation is noticed in the responses of the youth (18 – 29 years old) that has scored the proposed options quite high in comparison to the respondents aged 45 – 59 years. A similar tendency has been noticed in the answers of the respondents with high education level in comparison with those with medium education level, also those of the respondents with medium socio-economic level in comparison with the ones with low socio-economic level (see Tables 12, 13, 14, 15 in the Annex).

Data shown in Figure 11 below mirror the fact that citizens expect improvements in the civil servants' work due to the widespread use of the Government Interoperability Platform MConnect by the public authorities. Particularly, ¾ of the interviewed people totally agree or rather agree that the work of the civil servants will be more efficient (i.e. the issuance of certain documents / certificates will be done more rapidly) due to the use of MConnect Platform. Nevertheless, 12,5% of the respondents do not believe that the widespread use of MConnect Platform by the public authorities will make the work of the civil servants more efficient. The reason that makes them sceptic and discomforts them is that it will take too many and difficult steps to release the citizens from the burden of addressing to different authorities to request the public services. Contrary to these opinions, one of the reasons due to which most respondents demonstrate confidence in the advantages generated by the use of MConnect in the context

of public services reform, is, probably, the potential of MConnect Platform to significantly simplify the itinerary of providing a public service.

Figure 10. The impact on the civil servants' work if using the Government Interoperability Platform MConnect %



Young respondents (18 – 29 years old) agree to a larger extent - 87,8% that MConnect Platform will make the civil servants' work more efficient, while the respondents aged 45 – 59 years show lower confidence - 60,5% in the occurrence of this beneficial impact. It is paramount to mention that the respondents with low level of education agree in a higher proportion with this beneficial impact than those with medium and high level of education. Among those with strong confidence in MConnect positive impact other categories can also be listed: the Romanian speaking respondents who exceed the Russian speakers by 15%; economically inactive respondents who exceed the economically active ones by 12,5% (see Table 16 in the Annex).

III. Conclusions

Duration of a public service provision, the costs for a public service and as few primary documents/data to be inserted as possible in order to apply for and obtain a service are the top three most important aspects regarding the access to public services and their provision.

The respondents aged 60 years and older represent a larger proportion amongst those who consider important the duration of a public service provision (53,5%) and the costs charged for a public service (57,7%). The adult respondents (30 – 44 years old) mention in a significant proportion of 54,3% that it is more important to request as few primary documents/ data to be inserted as possible to apply for and obtain a public service.

Circa 70% of respondents mentioned they had cases when they applied for a service in a public institution, and were requested to submit an additional document/ certificate issued by other public institutions.

Most of the respondents who applied for public services and they were requested to submit other additional documents have high level of education (79,7%), followed by those residing in the urban area (74%), young respondents aged 18-29 years (73,2%) and the ones that are economically active (73,2%).

The main problems/ potential problems in the access to public services that require the submission of other additional documents issued by other institutions are as follows: the need to personally visit the institution and the waste of time waiting in the queue to apply for the connected service(s), transportation costs, the need to personally visit the institution and the lengthy waiting time until the main document is issued.

The need to personally visit the institution and the waste of time waiting in the queue to apply for a service was mentioned by 70,7% of the respondents who pointed out they accessed such public services that required the submission other documents issued by other institutions. The respondents who did not apply for such public services, but consider it a problem, are twice less than the previous group - 34,4%.

Approximately 9 out of 10 respondents believe that the Government Interoperability Platform MConnect is needed for the citizens and the same number of respondents consider it is useful for citizens.

The use of Government Interoperability Platform MConnect is deemed necessary by the elderly respondents (94,4%), the respondents with low education level (93,5%), women (91,1%) and the respondents with medium socio-economic characteristics (90,9%).

The majority of the people interviewed (82,1%) assert that the Government Interoperability Platform MConnect will bring advantages to the citizens.

The respondents who support this opinion are predominantly those with medium socio-economic characteristics - 90,9%, adult respondents (30 – 44 years old) - 89,1%, respondents with high level of education - 87,5%, and respondents residing in the rural area - 86,1%.

In the respondents' opinion, the major benefits for the citizens as a result of public authorities' use of the Government Interoperability Platform MConnect to provide public services are as follows: will save time – 86,1%, will save money – 81,6%, will reduce the bureaucracy – 78,6%, will limit the acts of bribery – 78,1%.

Almost all the benefits of the Government Interoperability Platform MConnect are understood and significantly appreciated by the young respondents (18 - 29 years old), male respondents, by those with high level of education, economically inactive respondents and those residing in the urban area.

In the context of public services reform, the highest expectations of the respondents related to MConnect are as follows: increased comfort of citizens (81,1%), continuous modernization of public services, including elimination of many services that would become useless over time (75,1%), increased efficiency and quality of IT Systems interaction through which public services are provided (70%) and enhanced cooperation among public administration authorities (70%).

Also, 75,1% of the respondents consider that in the context of providing public services, the use of the Government Interoperability Platform MConnect by the authorities will make the activity of civil servants more efficient.

The respondents who represent a more significant proportion of those considering that the use of the Government Interoperability Platform MConnect will make the work of civil servants more efficient are the young people (18-29 years old), women, the respondents with low level of education, economically inactive respondents, the respondents with medium socio-economic characteristics and those residing in the rural area.

IV. Annex

Table 1. Sample Structure

		Count	Col %
Respondent's age:	18-29 years old	41	20,4%
	30-44 years old	46	22,9%
	45-59 years old	43	21,4%
	60 years and older	71	35,3%
Respondent's gender:	Male	100	49,8%
	Female	101	50,2%
Education level:	Low	46	22,9%
	Medium	91	45,3%
	High	64	31,8%
Language of communication:	Russian	46	22,9%
	Romanian	155	77,1%
Employment status:	Economically active	56	27,9%
	Economically inactive	145	72,1%
Socio-economic characteristics:	Low	67	33,3%
	Medium	66	32,8%
	High	68	33,8%
Residence area:	Urban	100	49,8%
	Rural	101	50,2%

Table 2. Rank the following aspects related to the provision of public services by their gradual importance.

		Number	As few primary documents/data to be inserted as possible in order to apply for and obtain a service (Streamlined procedure)	Duration of service provision (obtaining the requested service) – the shortest possible	The possibility to pay online for the requested service	Avoid the interaction with civil servants to the maximum extent	Costs charged for the provision of a public service - the lowest possible	Possibility to track online the status of the application for a service	Possibility to get the requested document in electronic format
Total		201	41,3%	50,7%	17,4%	17,9%	45,3%	8,0%	10,9%
Respondent's age:	18-29 years old	41	31,7%	43,9%	39,0%	29,3%	39,0%	19,5%	22,0%
	30-44 years old	46	54,3%	52,2%	19,6%	17,4%	34,8%	8,7%	10,9%
	45-59 years old	43	34,9%	51,2%	14,0%	18,6%	41,9%	7,0%	7,0%
	60 years and older	71	42,3%	53,5%	5,6%	11,3%	57,7%	1,4%	7,0%
Respondent's gender:	Male	100	41,0%	51,0%	20,0%	23,0%	49,0%	9,0%	12,0%
	Female	101	41,6%	50,5%	14,9%	12,9%	41,6%	6,9%	9,9%
Education level:	Low	46	41,3%	52,2%	21,7%	23,9%	39,1%		13,0%
	Medium	91	42,9%	49,5%	9,9%	14,3%	49,5%	3,3%	6,6%
	High	64	39,1%	51,6%	25,0%	18,8%	43,8%	20,3%	15,6%
Language of communication:	Russian	46	50,0%	47,8%	15,2%	23,9%	69,6%	6,5%	15,2%
	Romanian	155	38,7%	51,6%	18,1%	16,1%	38,1%	8,4%	9,7%
Employment Situation:	Economically active	56	39,3%	41,1%	21,4%	21,4%	44,6%	8,9%	14,3%
	Economically inactive	145	42,1%	54,5%	15,9%	16,6%	45,5%	7,6%	9,7%
Socio-economic Level:	Low	67	44,8%	46,3%	11,9%	14,9%	44,8%	3,0%	7,5%
	Medium	66	37,9%	59,1%	16,7%	21,2%	39,4%	7,6%	12,1%
	High	68	41,2%	47,1%	23,5%	17,6%	51,5%	13,2%	13,2%
Residence Area:	Urban	100	40,0%	49,0%	22,0%	22,0%	59,0%	13,0%	19,0%
	Rural	101	42,6%	52,5%	12,9%	13,9%	31,7%	3,0%	3,0%

Table 3. Rank the following aspects related to the provision of public services by their gradual importance.

	Number	Complete and more comprehensive information about public services and the required primary documents	Establishment of a Single Centre for Public Services Provision that may grant access to all public services and ensure citizens are assisted by specialized IT operators	Possibility to send the requested document/certificate via regular mail to the Applicant's personal or legal address	Improved infrastructure at the place of service provision	Other	DK/NR
Total	201	17,9%	8,5%	9,5%	14,9%	2,0%	12,9%
Respondent's age:	18-29 years old	41	22,0%	7,3%	9,8%		4,9%
	30-44 years old	46	10,9%	4,3%	2,2%	4,3%	15,2%
	45-59 years old	43	14,0%	7,0%	16,3%	4,7%	18,6%
	60 years and older	71	22,5%	12,7%	9,9%		12,7%
Respondent's gender:	Male	100	12,0%	9,0%	10,0%	2,0%	9,0%
	Female	101	23,8%	7,9%	8,9%	2,0%	16,8%
Education level:	Low	46	21,7%		10,9%	4,3%	13,0%
	Medium	91	18,7%	6,6%	12,1%	2,2%	16,5%
	High	64	14,1%	17,2%	4,7%		7,8%
Language of communication:	Russian	46	8,7%	17,4%	10,9%		6,5%
	Romanian	155	20,6%	5,8%	9,0%	2,6%	14,8%
Employment status:	Economically active	56	17,9%	12,5%	5,4%		16,1%
	Economically inactive	145	17,9%	6,9%	11,0%	2,8%	11,7%
Socio-economic characteristics:	Low	67	23,9%	4,5%	11,9%	3,0%	16,4%
	Medium	66	18,2%	9,1%	10,6%	3,0%	12,1%
	High	68	11,8%	11,8%	5,9%		10,3%
Residence area:	Urban	100	18,0%	16,0%	11,0%		3,0%
	Rural	101	17,8%	1,0%	7,9%	4,0%	22,8%

Table 4. Have you ever requested public services, certain documents, certificates, that required additional submission of other documents or certificates issued by other public authority?

		Number	Yes	No
Total		201	69,7%	30,3%
Respondent's age:	18-29 years old	41	73,2%	26,8%
	30-44 years old	46	71,7%	28,3%
	45-59 years old	43	69,8%	30,2%
	60 years and older	71	66,2%	33,8%
Respondent's gender:	Male	100	69,0%	31,0%
	Female	101	70,3%	29,7%
Education level:	Low	46	60,9%	39,1%
	Medium	91	67,0%	33,0%
	High	64	79,7%	20,3%
Language of communication:	Russian	46	69,6%	30,4%
	Romanian	155	69,7%	30,3%
Employment status:	Economically active	56	73,2%	26,8%
	Economically inactive	145	68,3%	31,7%
Socio-economic characteristics:	Low	67	64,2%	35,8%
	Medium	66	72,7%	27,3%
	High	68	72,1%	27,9%
Residence area:	Urban	100	74,0%	26,0%
	Rural	101	65,3%	34,7%

Table 5. Please list the top three major problems you have encountered/ could have encountered when you requested a document/ certificate that required additional submission of other documents/ certificates issued by other public institutions.

		Number	Necessity to personally visit the public authority and waste time waiting in the queue to apply for a service	Necessity to personally visit the public authority, the lengthy waiting time until the document is issued (several hours/ days)	Transportation costs	Lack of time to access services because of other reasons (full-time employment, small children, etc.)	Civil servants' brutality or disrespect	Acts of bribery	Other	DK/NR
Total		201	59,7%	41,8%	45,3%	34,8%	26,4%	14,9%	4,0%	14,4%
Respondent's age:	18-29 years old	41	58,5%	31,7%	41,5%	43,9%	26,8%	19,5%		17,1%
	30-44 years old	46	63,0%	45,7%	37,0%	39,1%	28,3%	10,9%	2,2%	15,2%
	45-59 years old	43	55,8%	46,5%	60,5%	27,9%	23,3%	14,0%	7,0%	14,0%
	60 years and older	71	60,6%	42,3%	43,7%	31,0%	26,8%	15,5%	5,6%	12,7%
Respondent's gender:	Male	100	57,0%	41,0%	50,0%	39,0%	27,0%	12,0%	4,0%	14,0%
	Female	101	62,4%	42,6%	40,6%	30,7%	25,7%	17,8%	4,0%	14,9%
Education level:	Low	46	56,5%	32,6%	50,0%	30,4%	21,7%	17,4%	6,5%	17,4%
	Medium	91	60,4%	44,0%	53,8%	36,3%	23,1%	9,9%	4,4%	13,2%
	High	64	60,9%	45,3%	29,7%	35,9%	34,4%	20,3%	1,6%	14,1%
Language of communication:	Russian	46	63,0%	47,8%	26,1%	26,1%	34,8%	17,4%	4,3%	19,6%
	Romanian	155	58,7%	40,0%	51,0%	37,4%	23,9%	14,2%	3,9%	12,9%
Employment status:	Economically active	56	51,8%	41,1%	35,7%	37,5%	32,1%	21,4%	1,8%	16,1%
	Economically inactive	145	62,8%	42,1%	49,0%	33,8%	24,1%	12,4%	4,8%	13,8%
Socio-economic characteristics:	Low	67	58,2%	37,3%	50,7%	26,9%	17,9%	14,9%	6,0%	19,4%
	Medium	66	62,1%	39,4%	48,5%	33,3%	30,3%	16,7%	3,0%	13,6%
	High	68	58,8%	48,5%	36,8%	44,1%	30,9%	13,2%	2,9%	10,3%
Residence area:	Urban	100	63,0%	42,0%	34,0%	38,0%	35,0%	18,0%	2,0%	15,0%

	Rural	101	56,4%	41,6%	56,4%	31,7%	17,8%	11,9%	5,9%	13,9%
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Table 6. Do you think that the Government Interoperability Platform MConnect is needed?

		Number	Very much needed	Needed	Less needed	Not needed	DK/NR
Total		201	51,2%	36,8%	3,5%	2,5%	6,0%
Respondent's age:	18-29 years old	41	63,4%	24,4%	2,4%	4,9%	4,9%
	30-44 years old	46	50,0%	39,1%	4,3%	2,2%	4,3%
	45-59 years old	43	44,2%	32,6%	7,0%	4,7%	11,6%
	60 years and older	71	49,3%	45,1%	1,4%		4,2%
Respondent's gender:	Male	100	48,0%	37,0%	4,0%	5,0%	6,0%
	Female	101	54,5%	36,6%	3,0%		5,9%
Education level:	Low	46	45,7%	47,8%	2,2%		4,3%
	Medium	91	49,5%	33,0%	4,4%	3,3%	9,9%
	High	64	57,8%	34,4%	3,1%	3,1%	1,6%
Language of communication:	Russian	46	52,2%	37,0%	2,2%	6,5%	2,2%
	Romanian	155	51,0%	36,8%	3,9%	1,3%	7,1%
Employment status:	Economically active	56	53,6%	30,4%	5,4%	5,4%	5,4%
	Economically inactive	145	50,3%	39,3%	2,8%	1,4%	6,2%
Socio-economic characteristics:	Low	67	44,8%	40,3%	4,5%	1,5%	9,0%
	Medium	66	56,1%	34,8%	1,5%	1,5%	6,1%
	High	68	52,9%	35,3%	4,4%	4,4%	2,9%
Residence area:	Urban	100	53,0%	34,0%	4,0%	4,0%	5,0%
	Rural	101	49,5%	39,6%	3,0%	1,0%	6,9%

Table 7. Do you think that the Government Interoperability Platform MConnect will be useful for the citizens?

		Number	Very useful	Useful	Less useful	Not useful	DK/NR
Total		201	47,3%	40,8%	4,0%	2,5%	5,5%
Respondent's age:	18-29 years old	41	68,3%	22,0%	2,4%	2,4%	4,9%
	30-44 years old	46	41,3%	50,0%	2,2%	2,2%	4,3%
	45-59 years old	43	44,2%	37,2%	7,0%	4,7%	7,0%
	60 years and older	71	40,8%	47,9%	4,2%	1,4%	5,6%
Respondent's gender:	Male	100	44,0%	44,0%	5,0%	4,0%	3,0%
	Female	101	50,5%	37,6%	3,0%	1,0%	7,9%
Education level:	Low	46	34,8%	54,3%	8,7%		2,2%
	Medium	91	47,3%	37,4%	4,4%	3,3%	7,7%
	High	64	56,3%	35,9%		3,1%	4,7%
Language of communication:	Russian	46	45,7%	45,7%		6,5%	2,2%
	Romanian	155	47,7%	39,4%	5,2%	1,3%	6,5%
Employment status:	Economically active	56	46,4%	35,7%	1,8%	7,1%	8,9%
	Economically inactive	145	47,6%	42,8%	4,8%	,7%	4,1%
Socio-economic characteristics:	Low	67	40,3%	43,3%	7,5%	1,5%	7,5%
	Medium	66	48,5%	43,9%	3,0%	1,5%	3,0%
	High	68	52,9%	35,3%	1,5%	4,4%	5,9%
Residence area:	Urban	100	51,0%	36,0%	3,0%	4,0%	6,0%
	Rural	101	43,6%	45,5%	5,0%	1,0%	5,0%

Table 8. Do you think that the Government Interoperability Platform MConnect will bring benefits to the citizens?

		Number	Yes	No	DK/NR
Total		201	82,1%	9,0%	9,0%
Respondent's age:	18-29 years old	41	87,8%	4,9%	7,3%
	30-44 years old	46	89,1%	6,5%	4,3%
	45-59 years old	43	76,7%	14,0%	9,3%
	60 years and older	71	77,5%	9,9%	12,7%
Respondent's gender:	Male	100	82,0%	12,0%	6,0%
	Female	101	82,2%	5,9%	11,9%
Education level:	Low	46	78,3%	13,0%	8,7%
	Medium	91	80,2%	8,8%	11,0%
	High	64	87,5%	6,3%	6,3%
Language of communication:	Russian	46	82,6%	10,9%	6,5%
	Romanian	155	81,9%	8,4%	9,7%
Employment status:	Economically active	56	76,8%	12,5%	10,7%
	Economically inactive	145	84,1%	7,6%	8,3%
Socio-economic characteristics:	Low	67	73,1%	16,4%	10,4%
	Medium	66	90,9%	3,0%	6,1%
	High	68	82,4%	7,4%	10,3%
Residence area:	Urban	100	78,0%	13,0%	9,0%
	Rural	101	86,1%	5,0%	8,9%

Table 9. Out of the proposed list below, please tick off the citizens' benefits as a result of using the Government Interoperability Platform MConnect.

		Number	Will reduce the costs for the provision of public services			Will save the money (costs for additional services and/ or transportation costs will not be charged)			Will save time (there will be no need to personally visit another institution, stay in the queue and wait for several hours/ days to get the requested document/ certificate)		
			Yes	No	DK/NR	Yes	No	DK/NR	Yes	No	DK/NR
Total		201	74,1%	12,9%	12,9%	81,6%	9,5%	9,0%	86,1%	4,5%	9,5%
Respondent's age:	18-29 years old	41	85,4%	7,3%	7,3%	95,1%		4,9%	90,2%	4,9%	4,9%
	30-44 years old	46	73,9%	15,2%	10,9%	82,6%	8,7%	8,7%	91,3%	4,3%	4,3%
	45-59 years old	43	58,1%	27,9%	14,0%	67,4%	25,6%	7,0%	79,1%	9,3%	11,6%
	60 years and older	71	77,5%	5,6%	16,9%	81,7%	5,6%	12,7%	84,5%	1,4%	14,1%
Respondent's gender:	Male	100	78,0%	13,0%	9,0%	85,0%	9,0%	6,0%	91,0%	5,0%	4,0%
	Female	101	70,3%	12,9%	16,8%	78,2%	9,9%	11,9%	81,2%	4,0%	14,9%
Education level:	Low	46	71,7%	6,5%	21,7%	80,4%	6,5%	13,0%	82,6%	2,2%	15,2%
	Medium	91	71,4%	16,5%	12,1%	79,1%	9,9%	11,0%	83,5%	4,4%	12,1%
	High	64	79,7%	12,5%	7,8%	85,9%	10,9%	3,1%	92,2%	6,3%	1,6%
Language of communication:	Russian	46	80,4%	8,7%	10,9%	84,8%	10,9%	4,3%	93,5%	4,3%	2,2%
	Romanian	155	72,3%	14,2%	13,5%	80,6%	9,0%	10,3%	83,9%	4,5%	11,6%
Employment status:	Economically active	56	69,6%	21,4%	8,9%	82,1%	10,7%	7,1%	85,7%	8,9%	5,4%
	Economically inactive	145	75,9%	9,7%	14,5%	81,4%	9,0%	9,7%	86,2%	2,8%	11,0%
Socio-economic characteristics:	Low	67	68,7%	6,0%	25,4%	76,1%	9,0%	14,9%	79,1%	4,5%	16,4%
	Medium	66	78,8%	12,1%	9,1%	84,8%	7,6%	7,6%	90,9%	1,5%	7,6%
	High	68	75,0%	20,6%	4,4%	83,8%	11,8%	4,4%	88,2%	7,4%	4,4%
Residence area:	Urban	100	80,0%	10,0%	10,0%	84,0%	11,0%	5,0%	89,0%	7,0%	4,0%
	Rural	101	68,3%	15,8%	15,8%	79,2%	7,9%	12,9%	83,2%	2,0%	14,9%

Table 10. Out of the proposed list below, please tick off the citizens' benefits as a result of using the Government Interoperability Platform MConnect.

		Number	Will eliminate a range of services			Will reduce bureaucracy			Will limit the acts of bribery		
			Yes	No	DK/NR	Yes	No	DK/NR	Yes	No	DK/NR
Total		201	76,6%	9,5%	13,9%	78,6%	9,0%	12,4%	78,1%	9,0%	12,9%
Respondent's age:	18-29 years old	41	87,8%	4,9%	7,3%	82,9%	4,9%	12,2%	85,4%	9,8%	4,9%
	30-44 years old	46	80,4%	10,9%	8,7%	80,4%	10,9%	8,7%	78,3%	8,7%	13,0%
	45-59 years old	43	65,1%	18,6%	16,3%	67,4%	20,9%	11,6%	72,1%	16,3%	11,6%
	60 years and older	71	74,6%	5,6%	19,7%	81,7%	2,8%	15,5%	77,5%	4,2%	18,3%
Respondent's gender:	Male	100	79,0%	14,0%	7,0%	81,0%	9,0%	10,0%	80,0%	11,0%	9,0%
	Female	101	74,3%	5,0%	20,8%	76,2%	8,9%	14,9%	76,2%	6,9%	16,8%
Education level:	Low	46	73,9%	4,3%	21,7%	80,4%	4,3%	15,2%	78,3%	4,3%	17,4%
	Medium	91	70,3%	14,3%	15,4%	74,7%	11,0%	14,3%	74,7%	11,0%	14,3%
	High	64	87,5%	6,3%	6,3%	82,8%	9,4%	7,8%	82,8%	9,4%	7,8%
Language of communication:	Russian	46	78,3%	15,2%	6,5%	82,6%	8,7%	8,7%	82,6%	13,0%	4,3%
	Romanian	155	76,1%	7,7%	16,1%	77,4%	9,0%	13,5%	76,8%	7,7%	15,5%
Employment status:	Economically active	56	71,4%	16,1%	12,5%	75,0%	10,7%	14,3%	71,4%	14,3%	14,3%
	Economically inactive	145	78,6%	6,9%	14,5%	80,0%	8,3%	11,7%	80,7%	6,9%	12,4%
Socio-economic characteristics:	Low	67	65,7%	11,9%	22,4%	68,7%	9,0%	22,4%	73,1%	4,5%	22,4%
	Medium	66	80,3%	9,1%	10,6%	84,8%	6,1%	9,1%	80,3%	10,6%	9,1%
	High	68	83,8%	7,4%	8,8%	82,4%	11,8%	5,9%	80,9%	11,8%	7,4%
Residence area:	Urban	100	81,0%	11,0%	8,0%	80,0%	9,0%	11,0%	80,0%	11,0%	9,0%
	Rural	101	72,3%	7,9%	19,8%	77,2%	8,9%	13,9%	76,2%	6,9%	16,8%

Table 11. Out of the proposed list below, please tick off the citizens' benefits as a result of using the Government Interoperability Platform MConnect.

		Number	Will ensure data quality and accuracy			Will safeguard online data exchange (personal data would be accessed only by the relevant civil servants who have internal accounts open for that purpose, in line with the Data Exchange Protocols)			Will offer the possibility for the citizens to track online circulation/ exchange of their personal data among different public authorities		
			Yes	No	DK/NR	Yes	No	DK/NR	Yes	No	DK/NR
Total		201	75,1%	7,5%	17,4%	66,2%	10,4%	23,4%	66,2%	8,0%	25,9%
Respondent's age:	18-29 years old	41	90,2%	2,4%	7,3%	80,5%	7,3%	12,2%	78,0%	9,8%	12,2%
	30-44 years old	46	71,7%	13,0%	15,2%	65,2%	15,2%	19,6%	73,9%	8,7%	17,4%
	45-59 years old	43	67,4%	11,6%	20,9%	55,8%	16,3%	27,9%	60,5%	14,0%	25,6%
	60 years and older	71	73,2%	4,2%	22,5%	64,8%	5,6%	29,6%	57,7%	2,8%	39,4%
Respondent's gender:	Male	100	83,0%	6,0%	11,0%	69,0%	11,0%	20,0%	69,0%	7,0%	24,0%
	Female	101	67,3%	8,9%	23,8%	63,4%	9,9%	26,7%	63,4%	8,9%	27,7%
Education level:	Low	46	78,3%	2,2%	19,6%	67,4%	2,2%	30,4%	67,4%	2,2%	30,4%
	Medium	91	69,2%	8,8%	22,0%	63,7%	11,0%	25,3%	61,5%	11,0%	27,5%
	High	64	81,3%	9,4%	9,4%	68,8%	15,6%	15,6%	71,9%	7,8%	20,3%
Language of communication:	Russian	46	89,1%	6,5%	4,3%	73,9%	6,5%	19,6%	69,6%	6,5%	23,9%
	Romanian	155	71,0%	7,7%	21,3%	63,9%	11,6%	24,5%	65,2%	8,4%	26,5%
Employment status:	Economically active	56	73,2%	8,9%	17,9%	60,7%	19,6%	19,6%	66,1%	14,3%	19,6%
	Economically inactive	145	75,9%	6,9%	17,2%	68,3%	6,9%	24,8%	66,2%	5,5%	28,3%
Socio-economic characteristics:	Low	67	64,2%	9,0%	26,9%	58,2%	10,4%	31,3%	55,2%	7,5%	37,3%
	Medium	66	80,3%	3,0%	16,7%	65,2%	9,1%	25,8%	71,2%	4,5%	24,2%
	High	68	80,9%	10,3%	8,8%	75,0%	11,8%	13,2%	72,1%	11,8%	16,2%
Residence area:	Urban	100	84,0%	8,0%	8,0%	72,0%	12,0%	16,0%	73,0%	8,0%	19,0%
	Rural	101	66,3%	6,9%	26,7%	60,4%	8,9%	30,7%	59,4%	7,9%	32,7%

Table 12. To what extent do you think the Government Interoperability Platform MConnect would lead to ...?

		Number	increased efficiency and quality of IT Systems used to provide electronic public services					increased efficiency of spending public funds and saving public money				
			to a very large extent	to a large extent	to a little extent	to a very little extent	DK/NR	to a very large extent	to a large extent	to a little extent	to a very little extent	DK/NR
Total		201	32,8%	37,3%	10,9%	2,5%	16,4%	31,3%	35,3%	13,9%	3,5%	15,9%
Respondent's age:	18-29 years old	41	31,7%	51,2%	4,9%	4,9%	7,3%	39,0%	36,6%	12,2%		12,2%
	30-44 years old	46	26,1%	43,5%	8,7%	2,2%	19,6%	26,1%	34,8%	23,9%		15,2%
	45-59 years old	43	34,9%	20,9%	23,3%	4,7%	16,3%	30,2%	30,2%	11,6%	11,6%	16,3%
	60 years and older	71	36,6%	35,2%	8,5%		19,7%	31,0%	38,0%	9,9%	2,8%	18,3%
Respondent's gender:	Male	100	33,0%	42,0%	12,0%	3,0%	10,0%	34,0%	38,0%	14,0%	4,0%	10,0%
	Female	101	32,7%	32,7%	9,9%	2,0%	22,8%	28,7%	32,7%	13,9%	3,0%	21,8%
Education level:	Low	46	30,4%	34,8%	10,9%		23,9%	26,1%	39,1%	15,2%	2,2%	17,4%
	Medium	91	35,2%	31,9%	13,2%	2,2%	17,6%	33,0%	29,7%	11,0%	6,6%	19,8%
	High	64	31,3%	46,9%	7,8%	4,7%	9,4%	32,8%	40,6%	17,2%		9,4%
Language of communication:	Russian	46	30,4%	41,3%	10,9%	4,3%	13,0%	26,1%	41,3%	17,4%	4,3%	10,9%
	Romanian	155	33,5%	36,1%	11,0%	1,9%	17,4%	32,9%	33,5%	12,9%	3,2%	17,4%
Employment status:	Economically active	56	26,8%	35,7%	16,1%	5,4%	16,1%	25,0%	35,7%	17,9%	7,1%	14,3%
	Economically inactive	145	35,2%	37,9%	9,0%	1,4%	16,6%	33,8%	35,2%	12,4%	2,1%	16,6%
Socio-economic characteristics:	Low	67	31,3%	31,3%	13,4%		23,9%	32,8%	29,9%	10,4%	3,0%	23,9%
	Medium	66	31,8%	43,9%	7,6%	3,0%	13,6%	30,3%	39,4%	13,6%	1,5%	15,2%
	High	68	35,3%	36,8%	11,8%	4,4%	11,8%	30,9%	36,8%	17,6%	5,9%	8,8%
Residence area:	Urban	100	39,0%	36,0%	9,0%	5,0%	11,0%	40,0%	33,0%	15,0%	3,0%	9,0%
	Rural	101	26,7%	38,6%	12,9%		21,8%	22,8%	37,6%	12,9%	4,0%	22,8%

Table 13. To what extent do you think the Government Interoperability Platform MConnect would lead to ...?

		Number	increased citizen's comfort					increased security of data storage and circulation among public sector IT Systems				
			to a very large extent	to a large extent	to a little extent	to a very little extent	DK/NR	to a very large extent	to a large extent	to a little extent	to a very little extent	DK/NR
Total		201	44,3%	36,8%	5,0%	1,5%	12,4%	27,4%	36,3%	13,4%	1,5%	21,4%
Respondent's age:	18-29 years old	41	51,2%	36,6%			12,2%	31,7%	39,0%	17,1%		12,2%
	30-44 years old	46	43,5%	43,5%	2,2%	2,2%	8,7%	21,7%	37,0%	15,2%	2,2%	23,9%
	45-59 years old	43	39,5%	30,2%	11,6%	4,7%	14,0%	23,3%	27,9%	14,0%	4,7%	30,2%
	60 years and older	71	43,7%	36,6%	5,6%		14,1%	31,0%	39,4%	9,9%		19,7%
Respondent's gender:	Male	100	48,0%	36,0%	4,0%	1,0%	11,0%	29,0%	36,0%	14,0%	1,0%	20,0%
	Female	101	40,6%	37,6%	5,9%	2,0%	13,9%	25,7%	36,6%	12,9%	2,0%	22,8%
Education level:	Low	46	43,5%	37,0%	8,7%		10,9%	32,6%	32,6%	13,0%		21,7%
	Medium	91	47,3%	27,5%	4,4%	2,2%	18,7%	27,5%	30,8%	12,1%	2,2%	27,5%
	High	64	40,6%	50,0%	3,1%	1,6%	4,7%	23,4%	46,9%	15,6%	1,6%	12,5%
Language of communication:	Russian	46	45,7%	41,3%	4,3%	2,2%	6,5%	30,4%	37,0%	15,2%	2,2%	15,2%
	Romanian	155	43,9%	35,5%	5,2%	1,3%	14,2%	26,5%	36,1%	12,9%	1,3%	23,2%
Employment status:	Economically active	56	41,1%	35,7%	5,4%	3,6%	14,3%	21,4%	32,1%	23,2%	3,6%	19,6%
	Economically inactive	145	45,5%	37,2%	4,8%	0,7%	11,7%	29,7%	37,9%	9,7%	0,7%	22,1%
Socio-economic characteristics:	Low	67	41,8%	31,3%	7,5%		19,4%	28,4%	29,9%	11,9%		29,9%
	Medium	66	36,4%	51,5%	1,5%	1,5%	9,1%	24,2%	42,4%	10,6%	1,5%	21,2%
	High	68	54,4%	27,9%	5,9%	2,9%	8,8%	29,4%	36,8%	17,6%	2,9%	13,2%
Residence area:	Urban	100	50,0%	33,0%	7,0%	3,0%	7,0%	35,0%	32,0%	18,0%	2,0%	13,0%
	Rural	101	38,6%	40,6%	3,0%		17,8%	19,8%	40,6%	8,9%	1,0%	29,7%

Table 14. To what extent do you think the Government Interoperability Platform MConnect would lead to ...?

		Number	reuse of data stored in the IT Systems of public authorities					enhanced cooperation among the public authorities				
			to a very large extent	to a large extent	to a little extent	to a very little extent	DK/NR	to a very large extent	to a large extent	to a little extent	to a very little extent	DK/NR
Total		201	27,9%	39,3%	10,9%	1,5%	20,4%	27,9%	41,3%	10,0%	2,5%	18,4%
Respondent's age:	18-29 years old	41	39,0%	41,5%	7,3%		12,2%	36,6%	43,9%	4,9%		14,6%
	30-44 years old	46	19,6%	52,2%	13,0%	2,2%	13,0%	17,4%	45,7%	15,2%	4,3%	17,4%
	45-59 years old	43	20,9%	27,9%	20,9%	4,7%	25,6%	27,9%	30,2%	14,0%	7,0%	20,9%
	60 years and older	71	31,0%	36,6%	5,6%		26,8%	29,6%	43,7%	7,0%		19,7%
Respondent's gender:	Male	100	29,0%	42,0%	11,0%	1,0%	17,0%	30,0%	41,0%	11,0%	2,0%	16,0%
	Female	101	26,7%	36,6%	10,9%	2,0%	23,8%	25,7%	41,6%	8,9%	3,0%	20,8%
Education level:	Low	46	30,4%	41,3%	10,9%		17,4%	26,1%	47,8%	10,9%		15,2%
	Medium	91	26,4%	33,0%	11,0%	2,2%	27,5%	26,4%	36,3%	11,0%	3,3%	23,1%
	High	64	28,1%	46,9%	10,9%	1,6%	12,5%	31,3%	43,8%	7,8%	3,1%	14,1%
Language of communication:	Russian	46	26,1%	39,1%	10,9%	2,2%	21,7%	23,9%	50,0%	10,9%	2,2%	13,0%
	Romanian	155	28,4%	39,4%	11,0%	1,3%	20,0%	29,0%	38,7%	9,7%	2,6%	20,0%
Employment status:	Economically active	56	25,0%	37,5%	16,1%	3,6%	17,9%	26,8%	35,7%	8,9%	5,4%	23,2%
	Economically inactive	145	29,0%	40,0%	9,0%	0,7%	21,4%	28,3%	43,4%	10,3%	1,4%	16,6%
Socio-economic characteristics:	Low	67	26,9%	34,3%	16,4%		22,4%	28,4%	40,3%	9,0%		22,4%
	Medium	66	27,3%	43,9%	9,1%		19,7%	28,8%	39,4%	6,1%	3,0%	22,7%
	High	68	29,4%	39,7%	7,4%	4,4%	19,1%	26,5%	44,1%	14,7%	4,4%	10,3%
Residence area:	Urban	100	39,0%	32,0%	11,0%	3,0%	15,0%	38,0%	36,0%	12,0%	3,0%	11,0%
	Rural	101	16,8%	46,5%	10,9%		25,7%	17,8%	46,5%	7,9%	2,0%	25,7%

Table 15. To what extent do you think the Government Interoperability Platform MConnect would lead to ...?

		Number	continuous modernization of public services, including elimination of many services that would become useless over time				
			to a very large extent	to a large extent	to a little extent	to a very little extent	DK/NR
Total		201	35,3%	39,8%	8,0%	2,0%	14,9%
Respondent's age:	18-29 years old	41	46,3%	36,6%	7,3%		9,8%
	30-44 years old	46	26,1%	45,7%	8,7%	2,2%	17,4%
	45-59 years old	43	34,9%	34,9%	11,6%	7,0%	11,6%
	60 years and older	71	35,2%	40,8%	5,6%		18,3%
Respondent's gender:	Male	100	40,0%	39,0%	7,0%	1,0%	13,0%
	Female	101	30,7%	40,6%	8,9%	3,0%	16,8%
Education level:	Low	46	30,4%	43,5%	13,0%		13,0%
	Medium	91	35,2%	36,3%	7,7%	3,3%	17,6%
	High	64	39,1%	42,2%	4,7%	1,6%	12,5%
Language of communication:	Russian	46	28,3%	50,0%	6,5%	4,3%	10,9%
	Romanian	155	37,4%	36,8%	8,4%	1,3%	16,1%
Employment status:	Economically active	56	32,1%	35,7%	12,5%	5,4%	14,3%
	Economically inactive	145	36,6%	41,4%	6,2%	0,7%	15,2%
Socio-economic characteristics:	Low	67	28,4%	38,8%	13,4%		19,4%
	Medium	66	34,8%	45,5%	4,5%	1,5%	13,6%
	High	68	42,6%	35,3%	5,9%	4,4%	11,8%
Residence area:	Urban	100	41,0%	38,0%	8,0%	4,0%	9,0%
	Rural	101	29,7%	41,6%	7,9%		20,8%

Table 16. Do you believe that due to the Government Interoperability Platform MConnect the work of civil servants would become more efficient (i.e. some documents/certificates would be issued more rapidly)?

		Number	Totally agree	Quite agree	Rather disagree	Totally disagree	DK/NR
Total		201	36,3%	38,8%	10,0%	2,5%	12,4%
Respondent's age:	18-29 years old	41	48,8%	39,0%	4,9%	4,9%	2,4%
	30-44 years old	46	28,3%	43,5%	13,0%	2,2%	13,0%
	45-59 years old	43	32,6%	27,9%	18,6%	4,7%	16,3%
	60 years and older	71	36,6%	42,3%	5,6%		15,5%
Respondent's gender:	Male	100	32,0%	41,0%	13,0%	3,0%	11,0%
	Female	101	40,6%	36,6%	6,9%	2,0%	13,9%
Education level:	Low	46	37,0%	45,7%	8,7%		8,7%
	Medium	91	37,4%	34,1%	11,0%	2,2%	15,4%
	High	64	34,4%	40,6%	9,4%	4,7%	10,9%
Language of communication:	Russian	46	26,1%	37,0%	23,9%	2,2%	10,9%
	Romanian	155	39,4%	39,4%	5,8%	2,6%	12,9%
Employment status:	Economically active	56	39,3%	26,8%	12,5%	7,1%	14,3%
	Economically inactive	145	35,2%	43,4%	9,0%	0,7%	11,7%
Socio-economic characteristics:	Low	67	32,8%	37,3%	10,4%	1,5%	17,9%
	Medium	66	36,4%	45,5%	3,0%	4,5%	10,6%
	High	68	39,7%	33,8%	16,2%	1,5%	8,8%
Residence area:	Urban	100	39,0%	34,0%	13,0%	2,0%	12,0%
	Rural	101	33,7%	43,6%	6,9%	3,0%	12,9%