

CONSENT FORM

This survey is conducted in the framework of the project “Empowering Citizens to Transform Public Administrations (CITADEL)” implemented under the European Union’s (EU) research programme “Horizon-2020”. By participating in this survey you agree that the researcher of the University of Latvia records and uses information and comments provided by you to enhance understanding on the research issues. The main objective is to clarify:

- 1. Why people in Latvia use very little or do not use at all electronically available services, for example public services latvija.lv, Electronic Declaration system (EDS) or other?**
- 2. Why people decide to visit the State and Local Governments a Single Client Service Centers (VPVKAS/SLGSCSC) instead of using electronically available services?**

Your participation in this research is voluntary and if you choose not to participate it will not impose any negative consequences. Please, take into account that you can stop answering questions at any moment. You can also choose not to answer any of questions.

The research work will ensure full confidentiality related to your participation and the information provided by you. No information according to which you can be identified will be revealed.

By submitting this form you agree that you are aware of the objectives of research and this interview, and that you are more than 18 years old and agree to the conditions of interview.

If you have any questions or if you would like to receive a copy of this document, please, contact us by e-mails:

Zane.zeibote@lu.lv or sergejs.stacenko@lu.lv

I voluntarily agree to participate in the research and understand its objective. I understand that I can stop interview at any moment without any consequences.

Date:

Signature:

QUESTIONNAIRE

1. ADMINISTRATIVE PART

| | |
|---------------------------------------------------|--|
| Questionnaire number | |
| Interviewer name | |
| Date | |
| Place | |
| Interview starting time | |
| Interview end time | |
| Permission for the interview recording (yes / no) | |

Screening questions:

- First, to find out whether a visitor would like to receive consultation/information or to apply for some services, or to receive practical advise/help. **In the questionnaires only those visitors are included, who wish to apply for certain State Revenue Service (VID/SRS) and State Social Insurance Agency (VSAA/SSIA) services.**
- Secondly, to find out whether a visitor is a Latvian citizen or a resident who is residing in Latvia for long term. Not interviewed: immigrants, expatriates or exchange students.

2. DEMOGRAPHIC PART

(This part is aimed to identify the respondents according to the project's categories and define the technical ability of the respondents to receive e-services in general terms)

According to the defined by the project requirements, interviews with the following categories of respondents are essential:

- A minimum of 2 persons in each age group: up to 25 years; from 25 to 40 years; from 41 to 65; and over 65 years;
- A minimum of 2 persons from each education category: compulsory basic education (9- years) or lower-level vocational education; secondary education; higher education;
- A minimum of 2 persons from each of the following categories of income: up to 838 euros per month (gross, per person); over 838 euros per month (gross, per person).

| 1. Age | Notes |
|------------------------|-------|
| Less than 25 years old | |
| 25 - 40 years | |
| 41 - 65 years | |
| 66 years and over | |

| 2. Level of education | Notes |
|-------------------------------------------------------|-------|
| Basic education or lower level professional education | |
| Secondary education | |
| Higher education | |
| NA | |

| 3. Level of income per person, bruto (EUR) | Notes |
|--------------------------------------------|-------|
| 0-838 ¹ | |
| Over 838 | |
| NA | |

| 4. Gender | Notes |
|-----------|-------|
| Female | |
| Male | |

3. E- SERVICES (NOT) USE OF EXPERIENCE

The aim² of this part is to notice:

1. Why people do not use (use very little) electronically available services?
2. Why do people choose to come to VPVKAC/ SLGSCSC instead of using the e-services self-reliantly?

1. Why you do not use e-services, such as online www.Latvija.lv offered by the state or local government authorities?

Do not use, because

2. Why do you decide to visit the State and Local Governments a Single Client Service Centers (VPVKAS/SLGSCSC)?

3. VPVKAC/SLGSCSC SUPPORT OF E-SERVICES RECEIVING

(In this part all respondents are interviewed with an aim to find out if they are satisfied with the support provided by the VPVKAC/ SLGSCSC's employees, what improvements are needed so that those who do not use e-services by themselves will start to use them and what is needed if anything to enhance support offered by the VPVKAC/ SLGSCSC)

1. Do you know how you can receive help from the employees of the VPVKAC/ SLGSCSC to apply to VID/SRS or VSAA/SSIA services electronically?

| | |
|-----|---------------|
| Yes | to 2 question |
| No | to 3 question |
| N/A | |

2. Where did you learn how you can receive help from VPVKAC/ SLGSCSC employees on the use of e-services?

¹ Average salary in Latvia at the end of 2016.

² There are the so-called "Opened" questions in this part of the questionnaire in which an interviewer asks visitors and makes attempts to get as much information as possible.

3. Have you ever used help of the VPVKAC/ SLGSCSC employees to apply for VID or VSAA electronic services on VPVKAC/ SLGSCSC premises?

| | |
|-----|---------------|
| Yes | to 4 question |
| No | to 5 question |
| N/A | |

4. Are you satisfied with the support provided by employees of the VPVKAC/ SLGSCSC in receiving e-services? (for those who is receiving support for making application for e-services and those who is applying themselves)

| |
|-------------------|
| Yes, because..... |
| No, because..... |
| N/A |

5. In your opinion, could you yourself use e-services next time without VPVKAC/ SLGSCSC employees help, considering your skills and knowledge and kind of devices that you have at your disposal?

| |
|---------------------------|
| Yes, because |
| No, because..... |
| Don't know, because |

6. What kind of new e-services you will need in future? Could it be other services provided by VPVKAC/ SLGSCSC?

5. ASSISTANT OF E- SERVICES

An e-assistant is electronic service, what an employee of the VPVKAC/ SLGSCSC applied for on behalf of the other person.

An employee of the VPVKAC/SLGSCSC based on a valid identity document verifies a person's identity, who authorizes an employee of the the VPVKAC/SLGSCSC to apply for electronic services in its name; the employee identifies himself/herself on the public administration services online www.latvija.lv as trustee; after filling in electronic applications receives written confirmation of the person that the electronic service application data are entered in the veracity; which VPVKAC/SLGSCSC keeps for a period of three months after the electronic service fulfillment day; records the electronic service application.

Would you agree to use the e-assistant electronic service is it would be available at the VPVKAC/ SLGSCSC?

| |
|--------------------|
| Yes, because |
| No, because..... |
| Don't know |