Catalogue of Local Government Electronic Services

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CATALOGUE OF LOCAL GOVERNMENT ELECTRONIC SERVICES

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Introduction

Within the framework of the e-Local Government Project, organized and supported by the USAID's project Make Decentralization Work and Metamorphosis – foundation for sustainable ICT solutions, a research was conducted in 10 municipalities in Macedonia. Seven bigger and three smaller municipalities were chosen: Karposh, Gostivar, Debar, Kavadarci, Prilep, Veles, Strumica, Chucher Sandevo, Zrnovci, and Krivogashtani.

Figure 1: Geographical distribution of the municipalities included in the research.

The goal of this research was to find out the opinions of the citizens on which municipal services should be first made available electronically.

A total of 850 persons were surveyed in the following order:

1) Karposh 100
2) Chucher Sandevo. 51
3) Prilep 101
4) Krivogashtani. 50
5) Debar 100
6) Gostivar 98
7) Veles 100
8) Kavadarci 100
9) Zrnovci 50
10) Strumica 100

According to gender of the respondents, there were 395 males (46.5%) and 455 females (53.5%).

The field research was conducted by the BRIMA-Gallup Agency from Skopje, from 19th till 24th of May, 2005.

Research Methodology

Nationally representative, randomly selected sample of the population over 18 years is applied on the community level.

The research was conducted in the following previously determined 10 municipalities:

1) Karposh 100
2) Chucher Sandevo. 51
3) Prilep 101
4) Krivogashtani. 50
5) Debar 100
6) Gostivar 98
7) Veles 100
8) Kavadarci 100
9) Zrnovci 50
10) Strumica 100

The sample was based on the data obtained by the State Statistic Directorate (2002 Census) for the population over 18 years in regards to the population structure by age, gender, education, type of settlement, national belonging, region and by the BRIMA Gallup, Skopje database.

The "next birthday" method was used in the final phase (separated by names/addresses of the respondents in each sector).

1 The number of respondents in each region according to the number of population over 18 years living in those municipalities was determined in Phase 1.

2 124 sectors in 10 sectors were chosen in Phase 2, according to:
- type of settlement; town/village
- range of the sector, i.e. the number of persons in the sample. The respondents were randomly selected by the "next birthday" method.

3 Households were randomly selected by the method of every third house on the left side of the street in towns. When coming to cross-road, interviewer turns left and continues to follow the method of every third house on the left side of the street in towns. When coming to a dead-end he goes back and enters in the first street to the left. In building with four or less than four floors, the selected household is every fifth apartment counting from the first apartment to the left (on the ground floor). In building with more than five floors, the selected household is every tenth apartment counting from the first apartment to the left (on the ground floor).

In rural areas, the selected household is every fourth inhabited house on both sides of the road where the houses are situated or scattered on larger territory, counting from the first house on the left. If there is a street system of houses in the village, the interviewer follows the procedure applied in towns interviewing the household living in every fourth house.

This method encompasses names, years, gender and birthday of each household member. This is the procedure used by the interviewer for selecting the respondent (one with next birthday counting from the day of the poll).

The research was conducted on 850 respondents, 395 males (46.5%) and 455 females (53.5%).

Field work period: from 19th to 24 of May, 2005.

The respondents were randomly selected by the "next birthday" method, which was part of the questionnaire and thus providing the work of the interviewers to be controlled.

Instructions for the interview:

- Not to show questionnaire to the respondent
- Not to read the answers "refuse to answer" and "do not know"
- Precise information for each questions in the demographic section

Special methods of special SPSS software for statistics were used for obtaining the results, thus providing quality summing and analyzing of the results by using statistical methods. Position adequacy for each answer is arranged for each question.

Overall Research Results

Tabular display

Table 1

Are you acquainted with the services offered to the citizens by your municipality?

Response	Number of respondents	Percentage
Yes	136	16.0 %
Partly	274	32.2 %
No	440	51.8 %

Table 2

Does the municipality inform you about the services it offers?

Response	Number of respondents	Percentage
Yes, regularly	110	12.9 %
Sometimes	300	35.3 %
No, never	432	50.8 %
Refuses to respond	1	0.1 %
Does not know	7	0.8 %

Table 3

How does your municipality inform you about its services?

Response	Number of respondents	Percentage
The citizen is not informed	440	51.8 %
Via electronic media	324	38.1 %
Via printed media	144	16.9 %
In the municipal building via personal contact	107	12.6 %
In the municipal building via printed materials	102	12.0 %
Over the internet	16	1.9 %
Refuses to respond	2	0.2 %
Does not know	2	0.2 %

Table 4

How would you prefer to receive information from the municipality?

Response	Number of respondents	Percentage
Via electronic media	676	79.5%
In the municipal building via personal contact	335	39.4%
Via printed media	321	37.8%
In the municipal building via printed materials	220	25.9%
Over the internet	127	14.9%
Does not know	21	2.5%
Refuses to respond	4	0.5%

Table 5

What services do you most frequently seek from the municipality?

Response	Number of respondents	Percentage
Personal documents	486	57.2%
Reporting and payment of various taxes and dues	280	32.9%
Various permits and licenses	170	20.0%
Exercising of voting rights	162	19.1%
Paying social security and other employment levies	132	15.5%
Complaints	129	15.2%
The citizen does not go to the municipality at all	73	8.6%
Informing about the activities of the municipality	54	6.4%
Does not know	31	3.6%
Informing about employment	7	0.8%
Other	5	0.6%
Utilities	4	0.5%
Refuses to respond	3	0.4%

Table 6

Could the same services be offered electronically, for example over the internet?

Response	Number of respondents	Percentage
Yes	456	53.6 %
Partly	124	14.6 %
No	193	22.7 %
Refuses to respond	2	0.2 %
Does not know	75	8.8 %

Table 7

Would you be willing to use such electronic services?

Response	Number of respondents	Percentage
Yes, regardless of any obstacles	218	25.6 %
Yes, if I have free access	264	31.1 %
No, I do not know how to use a computer and the internet	271	31.9 %
No, due to other reasons	74	8.7 %
Does not know	23	2.7 %

Table 8

Which service do you think should be first made available over the internet?

Kind of service	Importance
Reporting and payment of various taxes and dues (income, personal, property...)	20.2%
Various permits and licenses (building, taxi cab, office space...)	13.6%
Paying social security and other employment levies	10.0 %
Personal documents	30.1%
Informing about the activities of the municipality and the public enterprises	13.4%
Exercising of voting rights	3.8%
Complaints	8.8%
Informing about employment	0.2%
Total	100.0%

Table 9

Why do you think that the first-chosen service should be made available over the internet?

Response	Number of respondents	Percentage
Saves time	154	18.1 %
Saves money	22	2.6 %
Saves time and money	415	48.8 %
Most frequently used	57	6.7 %
Most easily implemented	89	10.5 %
Other	14	1.6 %
Refuses to respond	4	0.5 %
Does not know	84	9.9 %
No need of internet	11	1.3 %

Table 10

What communication method is most suitable for you as a way of using municipal electronic services?

Response	Number of respondents	Percentage
Internet	155	18.2 %
Mobile phone and SMS	215	25.3 %
Municipal public internet access point	154	18.1 %
Automated phone services	239	28.1 %
Other	3	0.4 %
None	14	1.6 %
Only personal contact	11	1.3 %
Refuses to respond	1	0.1 %
Does not know	58	6.8 %

Table 11

What is the biggest obstacle to using municipal services electronically?

Response	Number of respondents	Percentage
Lack of internet access	127	14.9 %
Lack of computers	194	22.8 %
Lack of knowledge about the services	75	8.8 %
Lack of knowledge on how to use those services	220	25.9 %
The high price of those services	178	20.9 %
Concern about the safety of personal data	24	2.8 %
Lack of trust towards new technologies	10	1.2 %
Refuses to respond	2	0.2 %
Does not know	20	2.4 %

Table 12

Should the municipality provide free access to its electronic services?

Response	Number of respondents	Percentage
Yes, it is an obligation of the municipality	639	75.2 %
No, it is an obligation of the citizens	32	3.8 %
Yes, without free access, nobody will use it	151	17.8 %
Refuses to respond	1	0.1 %
Does not know	27	3.2 %

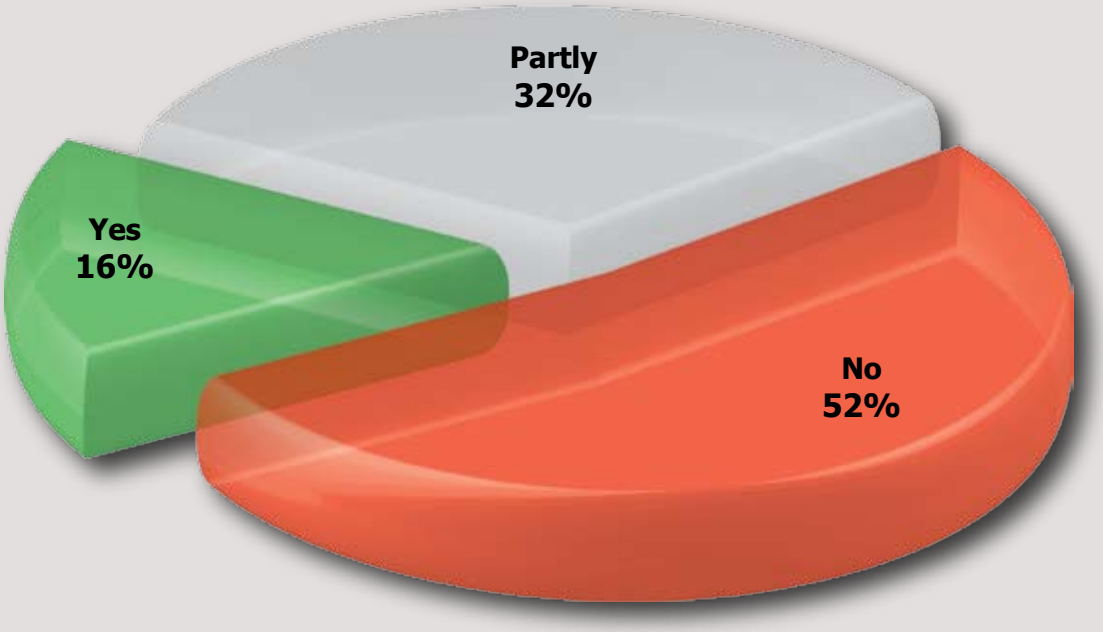
Table 13

How often do you use the internet?

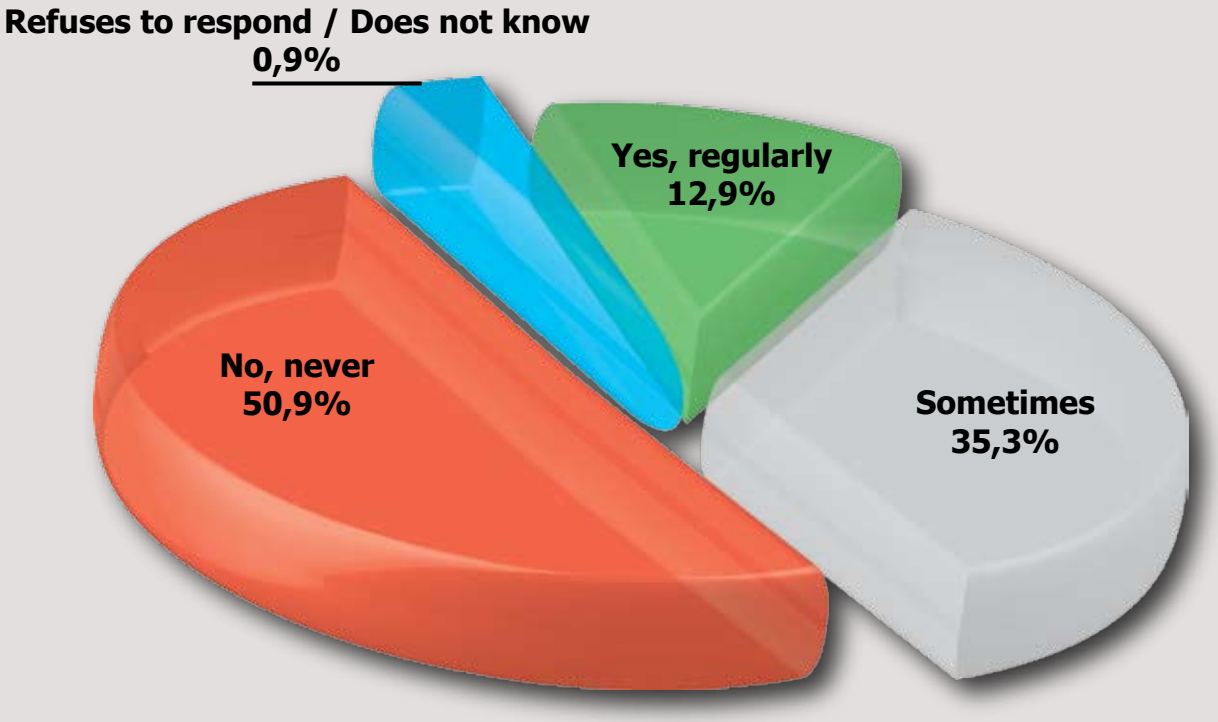
Response	Number of respondents	Percentage
Every day	49	5.8 %
Several times per week	79	9.3 %
Several times per month	119	14.0 %
Never	599	70.5 %
Refuses to respond	1	0.1 %
Does not know	3	0.4 %

Graphical display

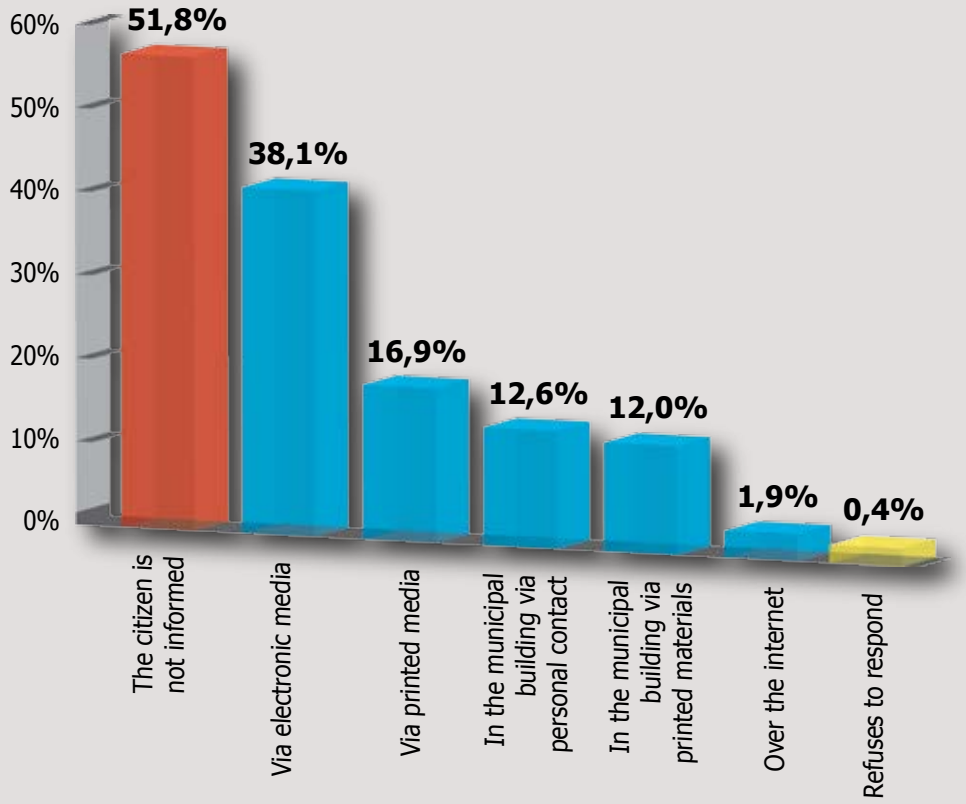
Are you acquainted with the services offered to the citizens by your municipality?



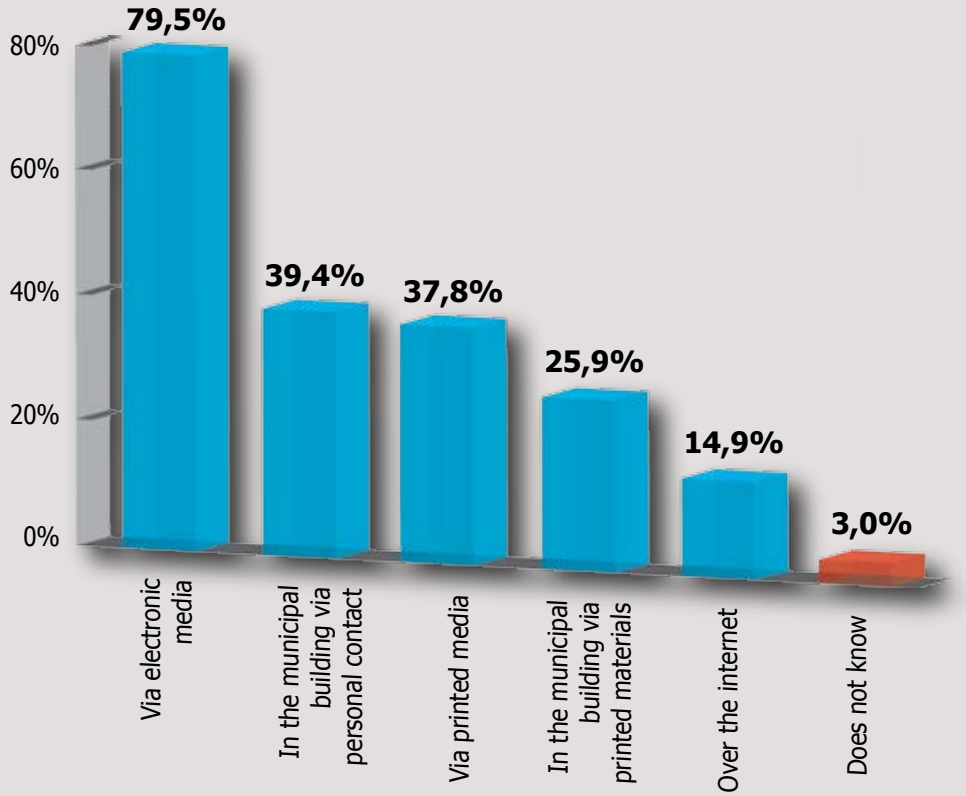
Does the municipality inform you about the services it offers?



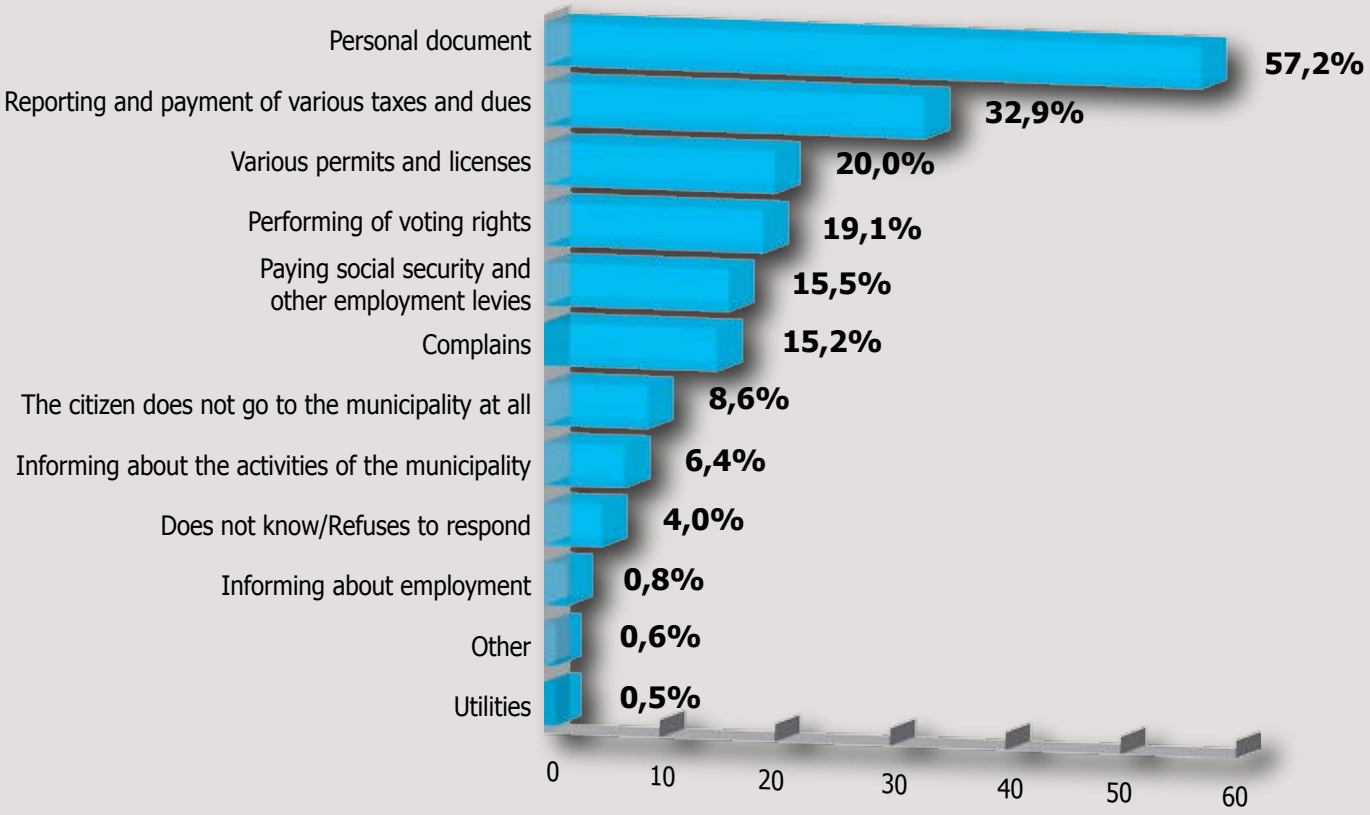
How does your municipality inform you about its services?



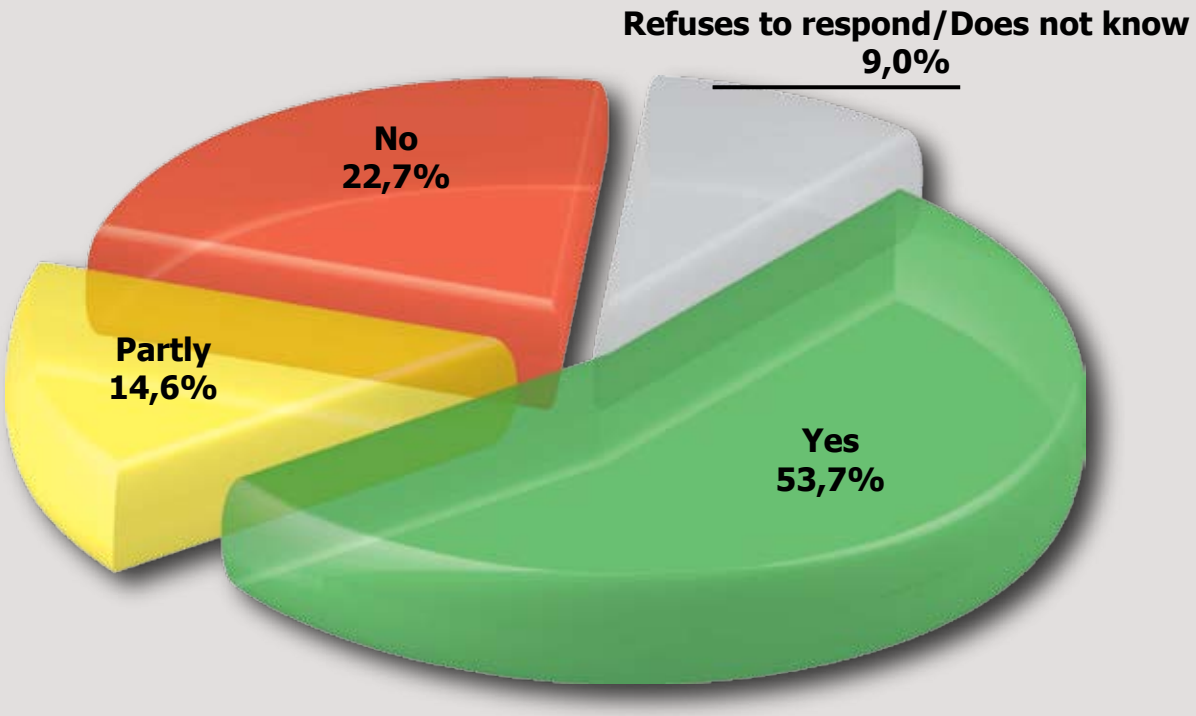
How would you prefer to receive information from the municipality?



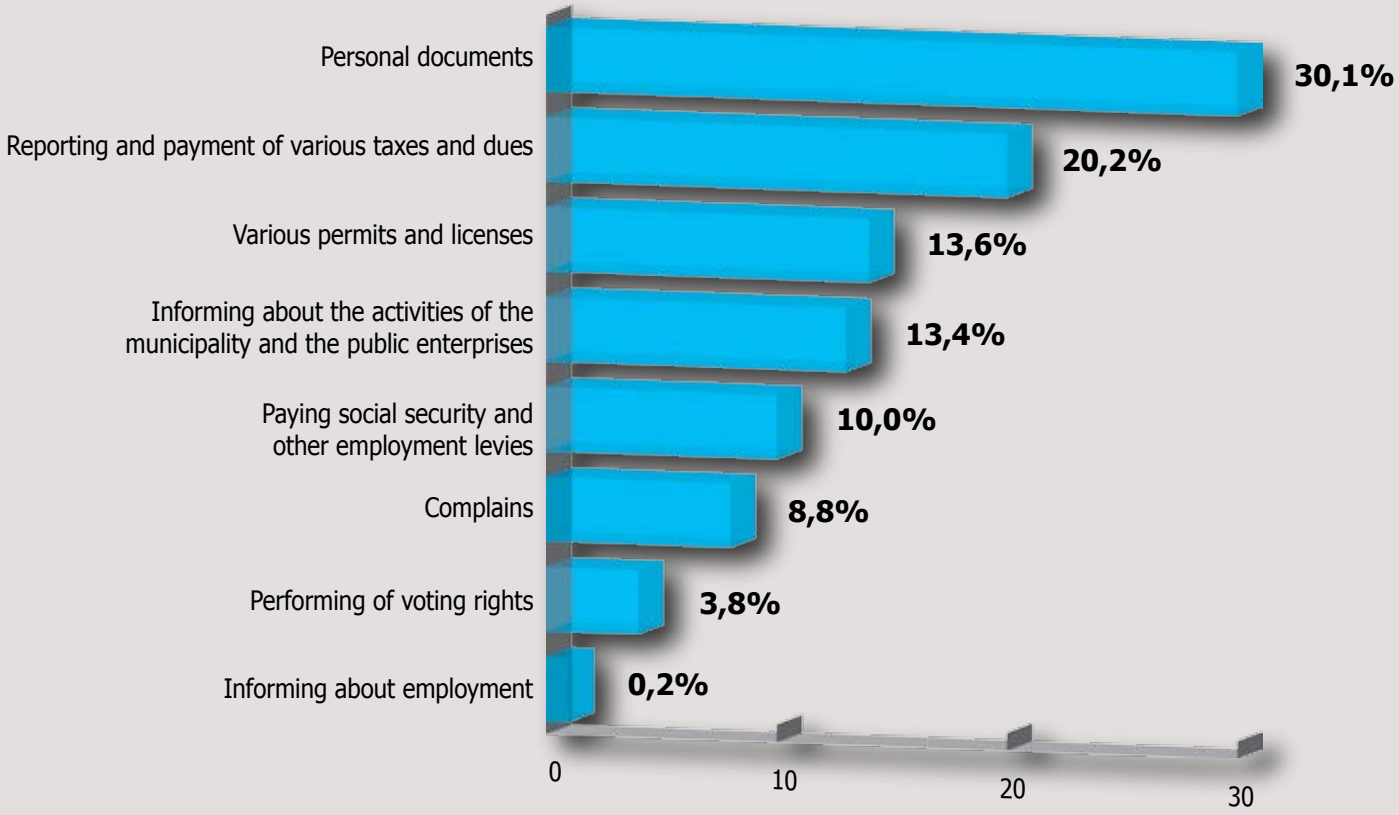
What services do you most frequently seek from the municipality?



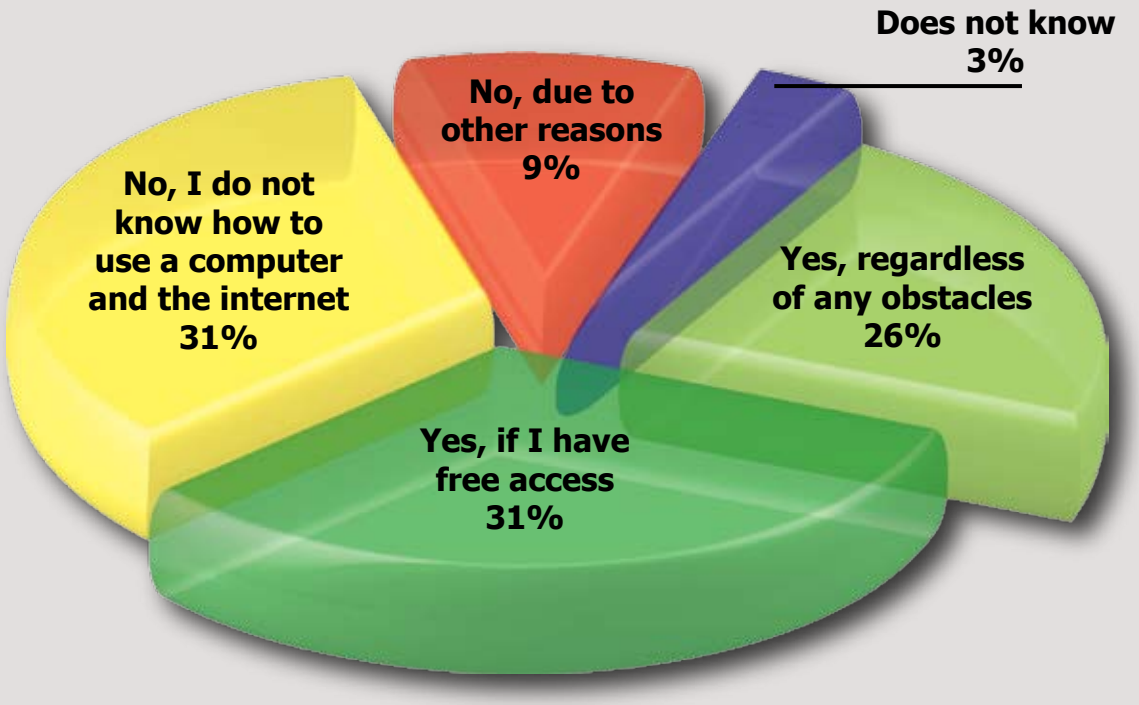
Could the same services be offered electronically, for example over the internet?



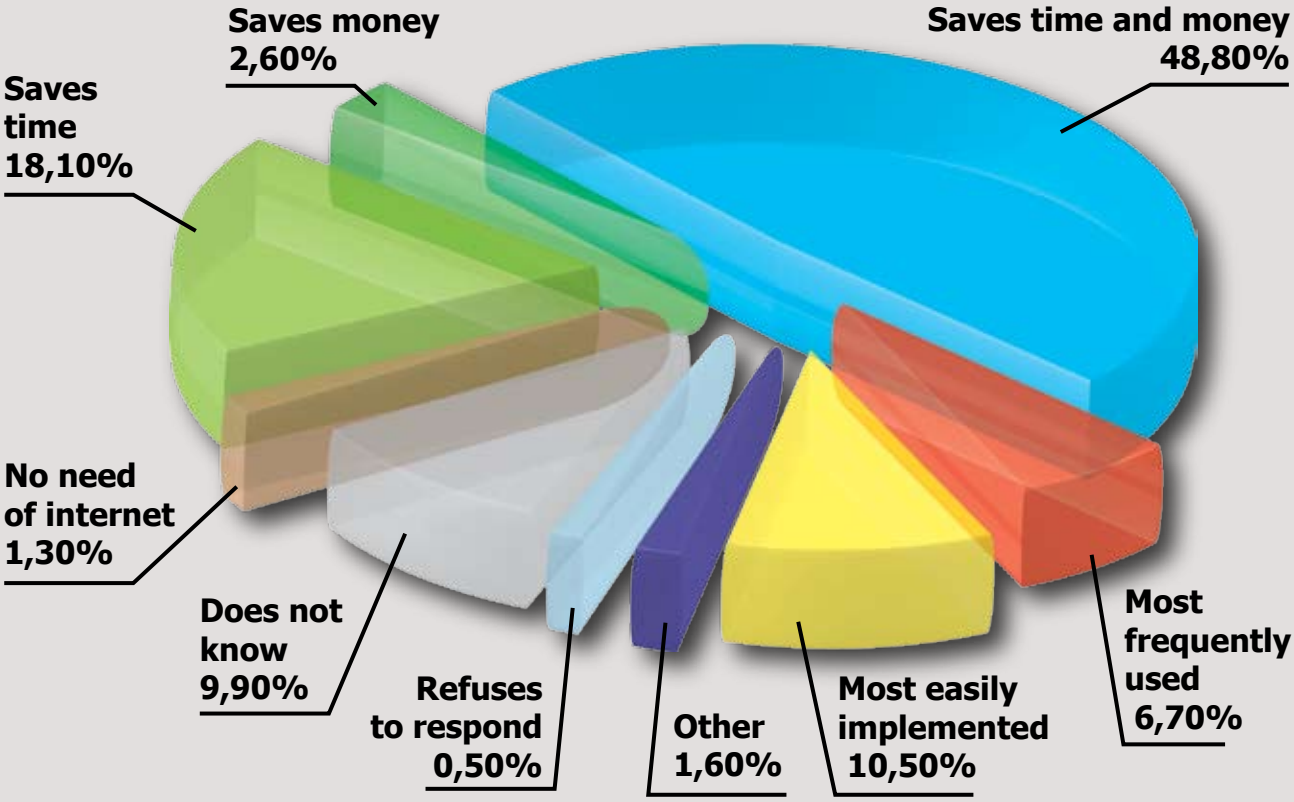
Which service do you think should be first made available over the internet?



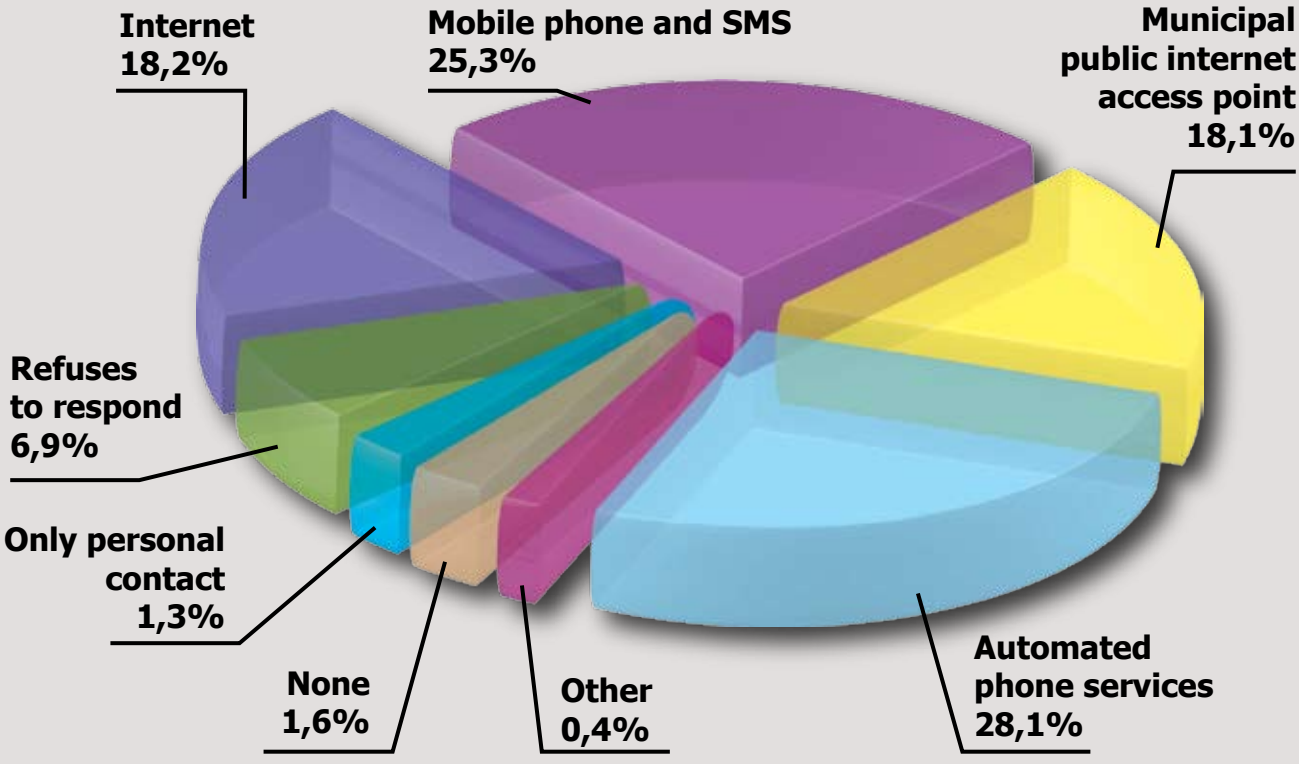
Would you be willing to use such electronic services?



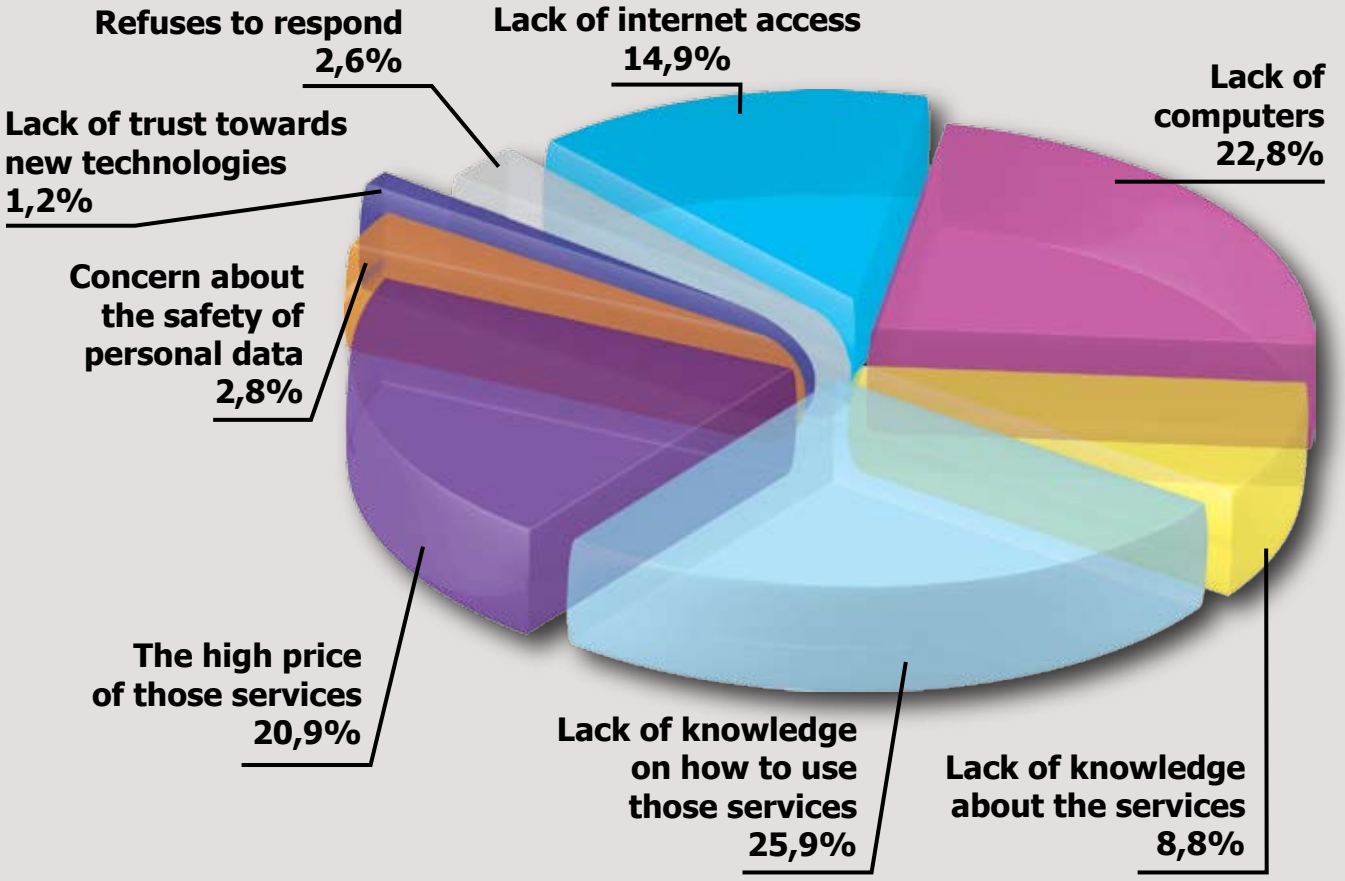
Why do you think that the first-chosen service should be made available over the internet?



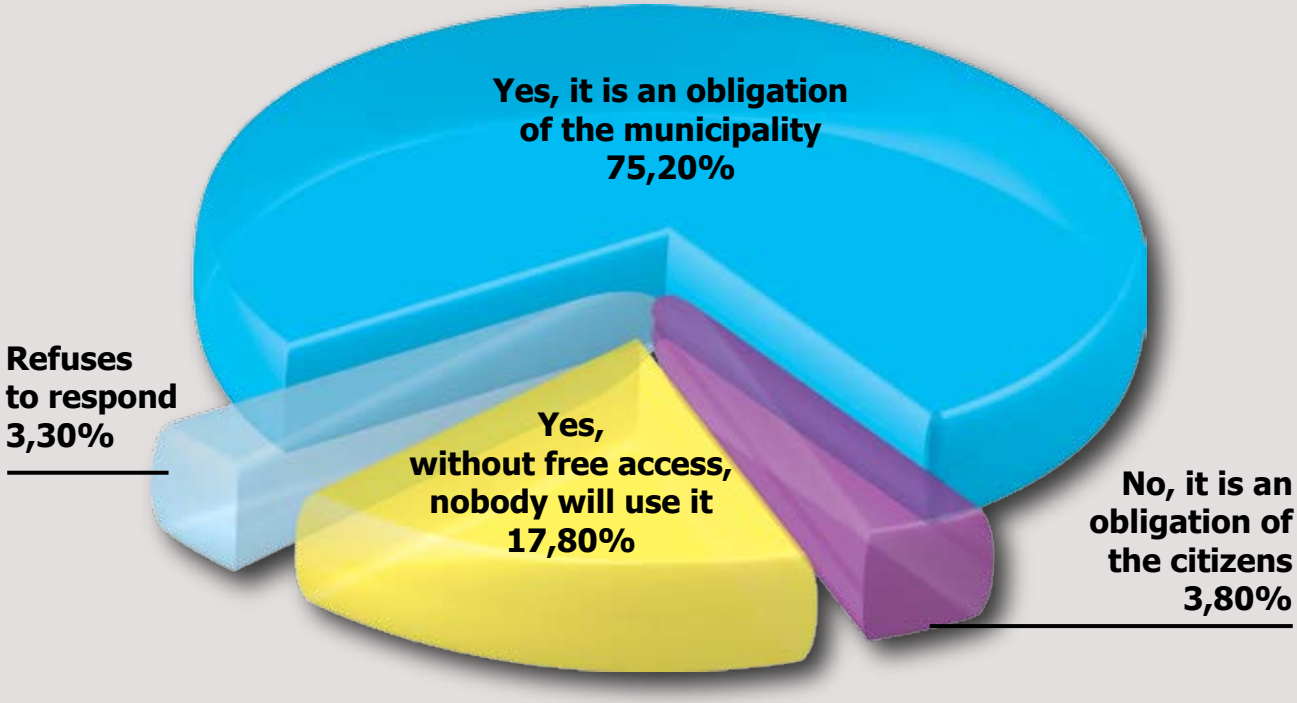
What communication method is most suitable for you as a way of using municipal electronic services?



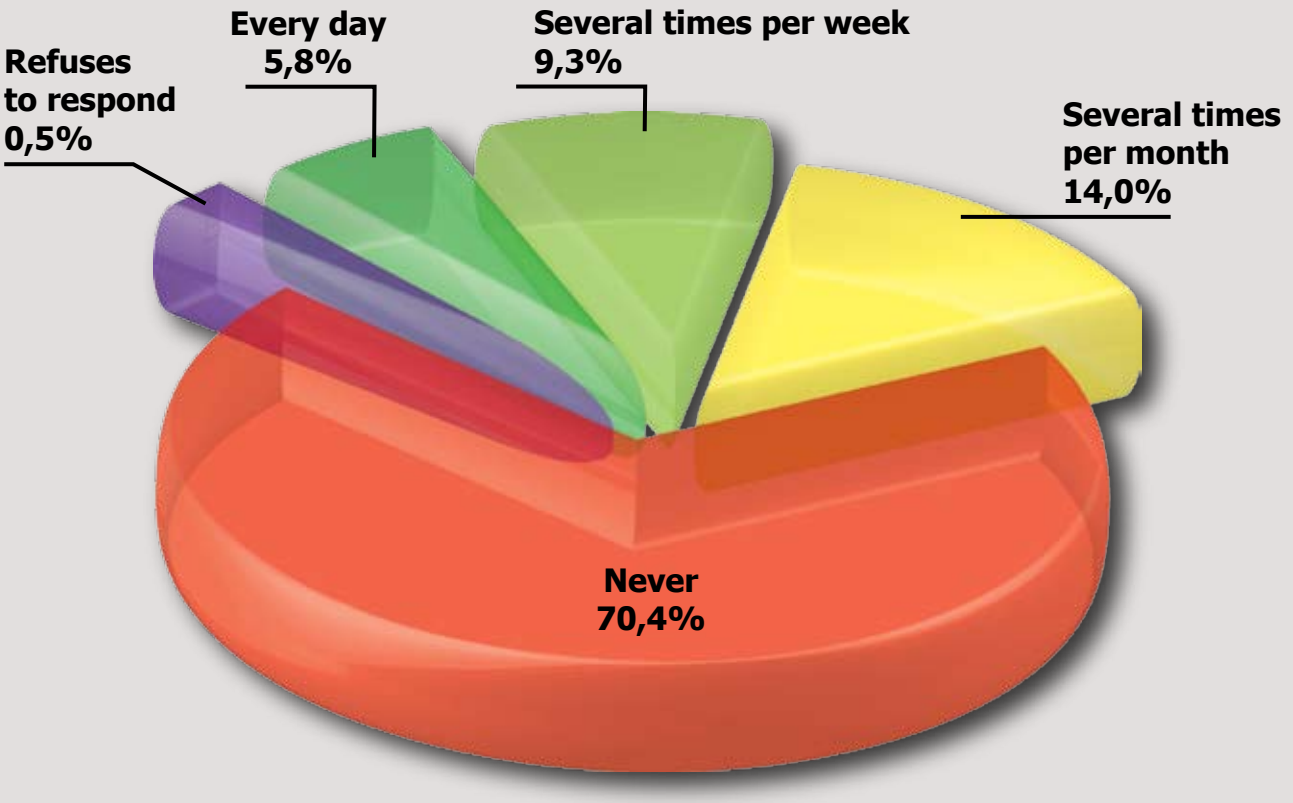
What is the biggest obstacle to using municipal services electronically?



Should the municipality provide free access to its electronic services?



How often do you use the internet?



Detailed results per municipality in regard to citizens' opinions on the e-services

Overall results

Out of total of 850 respondents from 10 municipalities from Macedonia (Chucher Sandevo, Krivogashtani, Zrnovci, Debar, Kavadarci, Strumica, Prilep, Gostivar, Karposh and Veles) who participated in this survey, 218 or 25.6% said that they would use the electronic services offered by the municipalities, while 264 (31.1%) said that they would use them if they had a free access to the internet. 271 citizen or 31.9% of the respondents stated that they would not use these services because they do not know how to use a computer or internet, while 74 or 8.7% would not do it from other reasons. The results of this question are displayed in Table 14.

Table 14

Would you be willing to use such electronic services?

Response	Number of respondents	Percentage
Yes, regardless of any obstacles	218	25.6 %
Yes, if I have free access	264	31.1 %
No, I do not know how to use a computer and the internet	271	31.9 %
No, due to other reasons	74	8.7 %
Does not know	23	2.7 %

Regarding the question which service they consider should be first made available over the internet, the largest percentage of the citizens (30.1%) considers that issuing personal documents is the most important, then as second most important they ranked the service of reporting and payment of various taxes and dues (income, personal, property...) with 20.2% of the votes, and while the service of issuing various permits and licenses (building, taxi cab, office space...) with 13.6% had very similar percentage to the service of informing about the activities of the municipality and the public enterprises with 13.6% of the votes. The results of this question are displayed in Table 15.

Table 15

Which service do you think should be first made available over the internet?

Kind of service	Importance
Reporting and payment of various taxes and dues (income, personal, property...)	20.2%
Various permits and licenses (building, taxi cab, office space...)	13.6%
Paying social security and other employment levies	10.0 %
Personal documents	30.1%
Informing about the activities of the municipality and the public enterprises	13.4%
Exercising of voting rights	3.8%
Complaints	8.8%
Informing about employment	0.2%
Total	100.0%

Chucher Sandevo Municipality

In the municipality of Chucher Sandevo, when asked would they be willing to use the municipal electronic services which are available over the internet, 17.6% of the respondents or 9 residents of the municipality said that would use them regardless of any obstacle, while 17 or 33.3% of the respondents said that they would use them if they had free access. 19 municipal residents or 37.3% who responded to this question said that they would not use these services because they do not know how to use a computer or internet. The results of this question are displayed in Table 16.

In Chucher Sandevo municipality most of the respondents (34.4%) consider **issuing personal documents** is of top priority as service which should be provided over the internet. After it they value **exercising of their voting rights** with 17.4% and **issuing of various permits and licenses** with 13.1% of the citizens' votes. The results of this question are displayed in Table 17.

Table 16

Would you be willing to use such electronic services?

Response	Number of respondents	Percentage
Yes, regardless of any obstacles	9	17.6%
Yes, if I have free access	17	33.3%
No, I do not know how to use a computer and the internet	19	37.3%
No, due to other reasons	3	5.9%
Does not know	3	5.9%

Table 17

Which service do you think should be first made available over the internet?

Type of service	Importance
Reporting and payment of various taxes and dues (income, personal, property...)	11.2%
Various permits and licenses (building, taxi cab, office space...)	13.1%
Paying social security and other employment levies	12 %
Personal documents	34.4%
Informing about the activities of the municipality and the public enterprises	6.2%
Exercising of voting rights	17.4%
Complaints	5.8%
Informing about employment	0%
Total	100.0%

Debar Municipality

In Debar, 36 respondents (or 36% of them) claim that they would use the municipal electronic services if they had free internet access, while the same number of respondents (36 or 36%) claim that they would not use the e-services because they do not know how to work with a computer or the internet. 24 respondents (or 24%) claim that they would use the municipal electronic services regardless of any obstacles.

Considering what services they think should be first made available over the internet, the citizens of Debar say that the most important service in this regard is **issuing personal documents** (31.3%). Dealing with **taxes and dues** takes the second place with 25.4% of the votes, and **informing about the activities of the municipality and the public enterprise**s takes the third place with 13.1% of the votes of the respondents. The results of this question are displayed in Table 19.

Table 18

Would you be willing to use such electronic services?

Response	Number of respondents	Percentage
Yes, regardless of any obstacles	24	24%
Yes, if I have free access	36	36%
No, I do not know how to use a computer and the internet	36	36%
No, due to other reasons	4	4%

Table 19

Which service do you think should be first made available over the internet?

Type of service	Importance
Reporting and payment of various taxes and dues (income, personal, property...)	25.4%
Various permits and licenses (building, taxi cab, office space...)	10%
Paying social security and other employment levies	12.7 %
Personal documents	31.3%
Informing about the activities of the municipality and the public enterprises	13.1%
Exercising of voting rights	0.6%
Complaints	7%
Informing about employment	0%
Total	100.0%

Gostivar Municipality

In Gostivar, 41 respondents (or 41.8% of them) claim that they would not use the municipal electronic services since they do not know how to work with a computer or the internet, while 27 respondents (or 27.6%) claim that they would use the municipal electronic services if they had free internet access. 19 respondents (or 19.4%) claim that they would use the municipal electronic services regardless of any obstacles. 10 respondents (or 10.2%) say that they would not use the municipal electronic services due to other reasons. The results of this question are displayed in Table 20.

The citizens of Gostivar think that **issuing personal documents** is of top priority as service which should be provided over the internet (41.4% of respondents), followed by the **reporting and payment of various taxes and dues** (19.7% of the respondents) and **issuing various permits and licenses** (13.2% of the respondents). The results of this question are displayed in Table 21.

Table 20

Would you be willing to use such electronic services?

Response	Number of respondents	Percentage
Yes, regardless of any obstacles	19	19.4%
Yes, if I have free access	27	27.6%
No, I do not know how to use a computer and the internet	41	41.8%
No, due to other reasons	10	10.2%
Does not know	1	1.0%

Table 21

Which service do you think should be first made available over the internet?

Type of service	Importance
Reporting and payment of various taxes and dues (income, personal, property...)	19.7%
Various permits and licenses (building, taxi cab, office space...)	13.2%
Paying social security and other employment levies	11.5 %
Personal documents	41.4%
Informing about the activities of the municipality and the public enterprises	8.1%
Exercising of voting rights	4.7%
Complaints	1.5%
Informing about employment	0%
Total	100.0%

Karposh Municipality

Even 62 citizens or 62% of the respondents from Karposh claim that they would use the municipal electronic services regardless of any obstacles. 16 respondents (16%) claim that they would not use the municipal electronic services since they do not know how to work with a computer or the internet, while 11 respondents (or 11%) claim that they would use the municipal electronic services if they had free internet access. The results of this question are displayed in Table 22.

Most of the citizens of Karposh (33.7%) consider **issuing personal documents** is of top priority as service which should be provided over the internet. 22.7% of the respondents think that **issuing of various permits and licenses** should be made available over the internet, and the **reporting and payment of various taxes and dues** takes the third place with 20.5% of the votes of the respondents. The results of this question are displayed in Table 23.

Table 22

Would you be willing to use such electronic services?

Response	Number of respondents	Percentage
Yes, regardless of any obstacles	62	62.0%
Yes, if I have free access	11	11.0%
No, I do not know how to use a computer and the internet	16	16.0%
No, due to other reasons	8	8.0%
Does not know	3	3.0%

Table 23

Which service do you think should be first made available over the internet?

Type of service	Importance
Reporting and payment of various taxes and dues (income, personal, property...)	20.5%
Various permits and licenses (building, taxi cab, office space...)	22.7%
Paying social security and other employment levies	4.5%
Personal documents	33.7%
Informing about the activities of the municipality and the public enterprises	6.7%
Exercising of voting rights	7.1%
Complaints	4.7%
Informing about employment	0%
Total	100.0%

Kavadarci Municipality

In Kavadarci most of the respondents (41 respondents, or 41% of them) claim that they would not use the municipal electronic services since they do not know how to work with a computer or the internet. 29 respondents (or 29%) claim that they would use the municipal electronic services if they had free internet access, while 15 respondents (or 15%) would use the municipal electronic services regardless of any obstacles. 12 respondents (or 12%) say that they would not use the municipal electronic services due to other reasons. The results of this question are displayed in Table 24.

25.2% of the citizens of Kavadarci consider **informing about the activities of the municipality and the public enterprises** is of top priority as service which should be provided over the internet. 22.5% of the respondents ranked second **issuing personal documents** over the internet. The citizens valued the services **reporting and payment of various taxes and dues** (14.8%) and **issuing of various permits and licenses** (14.1%) of same importance to be made available over the internet. The results of this question are displayed in Table 25.

Table 24

Would you be willing to use such electronic services?

Response	Number of respondents	Percentage
Yes, regardless of any obstacles	15	15.0%
Yes, if I have free access	29	29.0%
No, I do not know how to use a computer and the internet	41	41.0%
No, due to other reasons	12	12.0%
Does not know	3	3.0%

Table 25

Which service do you think should be first made available over the internet?

Type of service	Importance
Reporting and payment of various taxes and dues (income, personal, property...)	14.8%
Various permits and licenses (building, taxi cab, office space...)	14.1%
Paying social security and other employment levies	6.3%
Personal documents	22.5%
Informing about the activities of the municipality and the public enterprises	25.2%
Exercising of voting rights	3.6%
Complaints	13.3%
Informing about employment	0.2%
Total	100.0%

Krivogashtani Municipality

In Krivogashtani 19 respondents (or 38%) claim that they would use the municipal electronic services if they had free internet access. 18 respondents (or 36%) claim that they would not use the municipal electronic services since they do not know how to work with a computer or the internet, while 7 respondents (14%) would use the municipal electronic services regardless of any obstacles. 5 respondents (10%) would not use the municipal electronic services due to other reasons. The results of this question are displayed in Table 26.

27.7% of the citizens of Krivogashtani consider **issuing personal documents** is of top priority as service which should be provided over the internet, while 19.4% voted in favor of **complaints**. 17.4% voted in favor of **informing about the activities of the municipality and the public enterprises** and 17% voted in favor of **reporting and payment of various taxes and dues**. The results of this question are displayed in Table 27.

Table 26

Would you be willing to use such electronic services?

Response	Number of respondents	Percentage
Yes, regardless of any obstacles	7	14.0%
Yes, if I have free access	19	38.0%
No, I do not know how to use a computer and the internet	18	36.0%
No, due to other reasons	5	10.0%
Does not know	1	2.0%

Table 27

Which service do you think should be first made available over the internet?

Type of service	Importance
Reporting and payment of various taxes and dues (income, personal, property...)	17%
Various permits and licenses (building, taxi cab, office space...)	13%
Paying social security and other employment levies	1.6%
Personal documents	27.7%
Informing about the activities of the municipality and the public enterprises	17.4%
Exercising of voting rights	4%
Complaints	19.4%
Informing about employment	0%
Total	100.0%

Prilep Municipality

In Prilep most of the respondents (52 respondents, or 51.5%) claim that they would use the municipal electronic services if they had free internet access. 26 respondents (or 25.7%) of the respondents said that they would not use the municipal electronic services because they do not know how to work with a computer or the internet, while 11 respondents (or 10.9%) claim that would use the municipal electronic services regardless of any obstacles. 10 respondents (or 9.9%) would not use the municipal electronic services due to other reasons. The results of this question are displayed in Table 28.

The citizens of Prilep consider **issuing personal documents** is of top priority as service which should be provided over the internet (26.2% of the respondents). **Reporting and payment of various taxes and dues** is ranked second with 24.6% of the votes, while **issuing various permits and licenses** is ranked third with 13.6% of the citizens' votes. The results of this question are displayed in Table 29.

Table 28

Would you be willing to use such electronic services?

Response	Number of respondents	Percentage
Yes, regardless of any obstacles	11	10.9%
Yes, if I have free access	52	51.5%
No, I do not know how to use a computer and the internet	26	25.7%
No, due to other reasons	10	9.9%
Does not know	2	2.0%

Table 29

Which service do you think should be first made available over the internet?

Type of service	Importance
Reporting and payment of various taxes and dues (income, personal, property...)	24.6%
Various permits and licenses (building, taxi cab, office space...)	13.6%
Paying social security and other employment levies	8.8%
Personal documents	26.2%
Informing about the activities of the municipality and the public enterprises	10.2%
Exercising of voting rights	4.5%
Complaints	11.3%
Informing about employment	0.9%
Total	100.0%

Strumica Municipality

In Strumica citizens have different opinion regarding electronic services that could be offered by the municipalities. 30 respondents (or 30%) claim that would use the municipal electronic services regardless of any obstacles, while 32 respondents (or 32%) said that they would not use the municipal electronic services because they do not know how to work with a computer or the internet. 25 respondents (or 25%) would use the municipal electronic services if they had free internet access, while 7 respondents (or 7%) would not use the municipal electronic services due to other reasons. The results of this question are displayed in Table 30.

The citizens of Strumica consider **issuing personal documents** is of top priority as service which should be provided over the internet (28.1%) of the respondents. **Reporting and payment of various taxes and dues** is ranked second with 20.5% of the citizens' votes. **Issuing various permits and licenses** is ranked third with 16.5 % of the citizens' votes followed by **paying social security and other employment levies** with 16.2% of the votes. The results of this question are displayed in Table 31.

Table 30

Would you be willing to use such electronic services?

Response	Number of respondents	Percentage
Yes, regardless of any obstacles	30	30.0%
Yes, if I have free access	25	25.0%
No, I do not know how to use a computer and the internet	32	32.0%
No, due to other reasons	6	6.0%
Does not know	7	7.0%

Table 31

Which service do you think should be first made available over the internet?

Type of service	Importance
Reporting and payment of various taxes and dues (income, personal, property...)	20.5%
Various permits and licenses (building, taxi cab, office space...)	16.5%
Paying social security and other employment levies	16.2%
Personal documents	28.1%
Informing about the activities of the municipality and the public enterprises	10.8%
Exercising of voting rights	0.6%
Complaints	7.4%
Informing about employment	0%
Total	100.0%

Veles Municipality

Most of the respondents in Veles are willing to use the electronic services offered by their municipality. 32 respondents (or 32%) claim that they would use the municipal electronic services if they had free internet access, while 27 respondents (or 27%) would use the municipal electronic services regardless of any obstacles. 24 respondents (or 24%) said that they would not use the municipal electronic services because they do not know how to work with a computer or the internet and 15 respondents (or 15%) would not use the municipal electronic services due to other reasons. The results of this question are displayed in Table 32.

The citizens of Veles consider the **reporting and payment of various taxes and dues** (24.4%) and **issuing personal documents** (25.1%) equally important. These services are followed by the **informing about the activities of the municipality and the public enterprises** (13.6%), **paying social security and other employment levies** (12.2%), **complaints** (11.5%) and **issuing various permits and licenses** (10%). The results of this question are displayed in Table 33.

Table 32

Would you be willing to use such electronic services?

Response	Number of respondents	Percentage
Yes, regardless of any obstacles	27	27.0%
Yes, if I have free access	32	32.0%
No, I do not know how to use a computer and the internet	24	24.0%
No, due to other reasons	15	15.0%
Does not know	2	2.0%

Table 33

Which service do you think should be first made available over the internet?

Type of service	Importance
Reporting and payment of various taxes and dues (income, personal, property...)	24.4%
Various permits and licenses (building, taxi cab, office space...)	10%
Paying social security and other employment levies	12.2%
Personal documents	25.1%
Informing about the activities of the municipality and the public enterprises	13.6%
Exercising of voting rights	3.1%
Complaints	11.5%
Informing about employment	0.2%
Total	100.0%

Zrnovci Municipality

36% of the citizens of Zrnovci (or 18 respondents) claim that they would not use the municipal electronic services since they do not know how to work with a computer or the internet. 16 respondents (or 32%) would use the municipal electronic services if they had free internet access, while 14 respondents (or 28%) would use the municipal electronic services regardless of any obstacles. The results of this question are displayed in Table 34.

The citizens of Zrnovci consider **issuing personal documents** is of top priority as service which should be provided over the internet (32.5%) of the respondents. **Informing about the activities of the municipality and the public enterprises** is ranked second with 25.1% of the citizens' votes, followed by the **reporting and payment of various taxes and dues** with 14.2% of the citizens' votes. The results of this question are displayed in Table 35.

Table 34

Would you be willing to use such electronic services?

Response	Number of respondents	Percentage
Yes, regardless of any obstacles	14	28.0%
Yes, if I have free access	16	32.0%
No, I do not know how to use a computer and the internet	18	36.0%
No, due to other reasons	1	2.0%
Does not know	1	2.0%

Table 35

Which service do you think should be first made available over the internet?

Type of service	Importance
Reporting and payment of various taxes and dues (income, personal, property...)	14.2%
Various permits and licenses (building, taxi cab, office space...)	6.1%
Paying social security and other employment levies	11.5%
Personal documents	32.5%
Informing about the activities of the municipality and the public enterprises	25.1%
Exercising of voting rights	2%
Complaints	8.5%
Informing about employment	0%
Total	100.0%