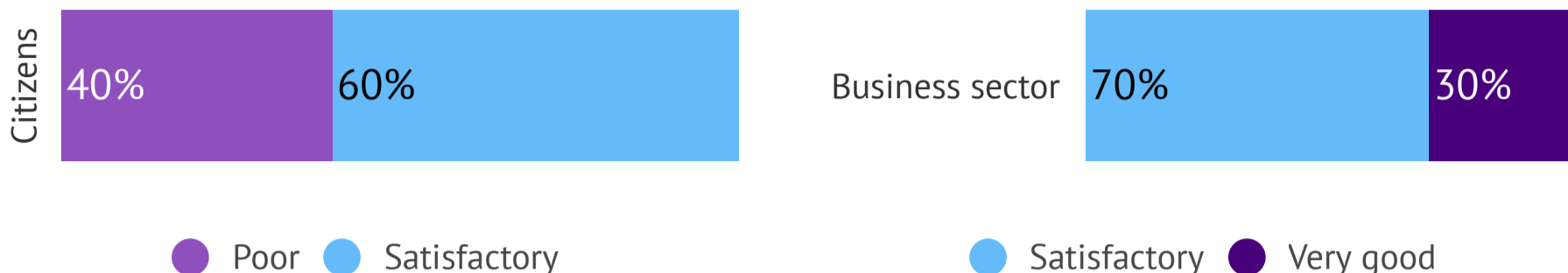


Institutions believe that the business sector is more familiar with e-services than citizens



ICEDA:

Promoting the e-services on social media and through TV advertisements is not enough. Wider promotion of all aspects of digitalization is needed. Around 76.3% of CSOs do not agree that citizens are sufficiently aware of the possibility of using public e-services, with only 10.5% of respondents thinking differently.



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