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E-GOVERNMENT CLOSER TO THE PEOPLE

e-citizens

SOCLAB Laboratorium Badań i Działań Społecznych

GLAFKA

dilersur innovation ecosystem

T.C. DÜZCE VALİLİĞİ

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TABLE OF CONTENTS

ABOUT THE PROJECT "E-CITIZEN - EFFECTIVE INCLUSION THROUGH E-GOVERNANCE SERVICES"

The project concerns the exchange of practices in the field of effective incorporation of the activities realized by local and regional administration. In the digital age of today, there are more and more opportunities for citizens to become involved in using the available e-services. On the other hand, local and regional authorities are increasingly facilitating the citizens' cooperation with various types of applications and virtual platforms. They care about the fact that public institutions have ceased to be perceived as hostile institutions for residents, hindering their daily life and dealing with administrative matters. Moreover, often in the context of such e-services they offer opportunities for participation, e.g. in the public consultations or in forms of civic participation. Unfortunately, this offer is still very inaccessible to people with low competences and digital skills. Due to the lack of effective ways in terms of learning using e-government services, some part of the population is even more excluded socially. For this reason, the project handle the issue of social inclusion through using the open and innovative practices related to new technologies. Therefore, the main objective is using the idea of e-governance and e-government as a tool for more effective social inclusion of EU citizens. Through the development of good practices in adults teaching effectively, especially for those who have low educational competences, we can change this situation and take advantage of the potential of e-government fully.

PARTNERS

Foundation Laboratory of Research and Social Actions "SocLab" was established in 2011. Located in Białystok, Poland. The Foundation's mission is to increase the involvement of citizens in the public life, to support them to become aware and active citizens, especially in their local communities. The mission is realized through activities related to science (popularization of knowledge in the social sciences, doing social research), participation (support processes of public consultation, encourage various groups of residents to joint decision-making process), design and implementation of social innovation with particular emphasis on new technologies (transfer of knowledge about new technologies, increasing the digital literacy of members of excluded groups, creating new solutions such as portal for public consultation online), dissemination of the idea of open science and education (Foundation is part of Coalition for Open Education).

Foundation SocLab is a team of sociologists, animators, researchers, evaluators, trainers in the field of public consultation, moderators (graduates of prestigious schools of coaching), including academics from the field of sociology at the University of Bialystok. Our team members have experience in the fields of sociology, adult education, IT, evaluation, research projects. In addition, we also work with volunteers. SocLab cooperates with many stakeholders - public administration, educational institutions, non-governmental

organizations in the country. SocLab is part of the international Anna Lindh Foundation Network.

GLAFKA (Czech Republic) is the based educational and consulting institution located in Prague focusing on knowledge and innovation transfer in the field of lifelong learning and further education; labour market and entrepreneurship; teaching and training methods and technologies. GLAFKA has a strong focus on empowerment of disadvantaged groups, including 50+, NEETs or lost generation, women after maternity leave and handicapped people. One of our main aims is to increase employability of target groups through personal and vocational development, strengthen the cooperation between schools and companies as potential employees, bridging the gaps between generations, genders and nations as well participating in activities friendly to the environment and sustainable development. Our team members have expertise in the fields of education and pedagogy, IT, economy, sociology and philology and long lasting experience with EU project implementation. In last 8 years they participated in projects and activities referred to: a) support/facilitate/assist for disadvantaged people on labour market (namely youth, 50+ generation, women, unemployed, minorities and foreigners); b) entrepreneurship; c) languages for different target groups; d) state-of-the-art teaching methods; e) crowdfunding; f) ICT field; g) cyber bullying; h) evaluation, assessment, studies, research, best practices, piloting and testing, dissemination strategy, curricula and methodology development. i) ECVET. GLAFKA also dispose of contact network covering subjects from different areas like training centres, schools, SME associations, NGOs, coworking and community centres, labour offices, municipalities, entrepreneurs groups and others.

Düzce Governorship (Turkey) is a local public administrative organization authorized to monitor, coordinate, and cooperate all the non-profit private business concerns, organizations and institutions including provincial directorate of education, forestry and water affairs, culture and tourism, local health, environment, public security and civil society organization. EU and External Affairs Office is responsible for all projects planned and implemented in these directorates. They cooperate with local and international organisations to conduct Erasmus Plus and IPA projects. Their activity areas: a) to assist and guide public institutions, NGOs, district governors, universities, vocational institutions, development agencies who are volunteering to conduct projects and provide regional cooperation so as to benefit from European and national funds which will foster the social and financial development; b) conduct dissemination activities about European union full membership process and European programmes to create awareness more effectively; c) to provide coordination between Project teams in public institutions, universities and municipalities; d) to organise training and workshops about planning and management of projects share the existing knowledge and experience with other organizations enthusiastic to work on projects and introduce all the favourable programs announced by EU. e) aim to manage the relationships and secure the corporation between the private business

concerns, organizations or institutions and EU ministry, EU Commission, international organizations during the implementation processes of the programs.

The European Institute For Training And Employment (INEFE) (Spain) is a private entity with more than 25 years working in Granada, Andalucía and Spain. The INEFE philosophy is to be a resource of practical training in the labour market establishing a relationship between the necessities and demand of the labour market, training highly qualified professionals according to the needs of the labour market. For this purpose, INEFE had worked with a lot of public administrations, business schools and so on. Nowadays INEFE offers training with a strong digital and technological influence to maintain our guidelines based on quality and added value for training adapting all of our training programs to the online training. In fact, INEFE is a part of Dilesur, an environment of digital innovation focused on education and digital transformation. The labour market and the companies are in a continuing changing, in this situation, the role of the lifelong training is more and more important as a tool to be competitive. This is the reason for INEFE, we have innovated in the concept of traditional training and we have developed a model of practical training where we can add value and quality to our training programs as our identity and priority. INEFE has developed a training model based on the capacities (soft-skills) of the people and their hard skills. We apply a new model of practice training with oficial acreditation in some specialities. From the beginning until today, INEFE had trained more than 30.000 workers in different areas.

INEFE participate in the main institutional forums linking us with all development events at local, provincial and Andalusian level. In fact, our publications service publishes on the most relevant economic, social and employment forums, having edited the book Siglo XXI, Proposals for reflection, which is the prelude to a Strategic Plan for our Province, and where Collaborated fifty guests of recognized prestige at regional and national level.

Within the project we were cooperating with **Podlaskie Voivodeship.** It is local government community of the region. It comprises 14 poviats, constituted by 118 districts: 13 urban districts, 23 urban-rural and 82 rural districts. All of them are independent local government communities. The voivodeship objective is to coordinate the development of the region by creating conditions of economic growth, the maintenance and development of social and technical infrastructure of regional importance. Voivodeship's administrative/executive unit is Marshal's Office. Podlaskie Voivodeship carries out various regional projects, among others some in the field of information society, concerning implementation of e-services. One of such projects is called "Implementation of Electronic Public Services in Local Administration". The implemented e-services are available on the Digital Office of the Gates of Podlaskie https://cu.wrotapodlasia.pl

INTRODUCTION

Nowadays it depends so much on how well we deal with administration and how much we know our rights and how we use them. Our project focuses on the Government to Citizen (G2C) relationship, with government referring also to the local and regional authorities.

Polish citizens use digital e-government services much less frequently than other Europeans[1]. E-government is generally less popular with lower educated people, but in Poland this indicator differs significantly from the EU15 (4% versus 38%). Poles with secondary education are only a little more convinced of e-government - it used by every tenth Pole, every fifth inhabitant of the other new Member States and every second resident of the "old Union" (Eurostat and Information Society's Comprehensive Database 2015). The main reasons for not using e-administrations are the concern about the security of the data entered and the lack of sufficient digital competence, especially in the case of people with lower education.

According to Digital Economy and Society Index (2016) Czech citizens have a good level of digital skills and as a result, they engage in a wide variety of online activities. However it is below average in the provision of digital public services. The efficiency of the public administration could be increased by providing more and better on-line public services and stimulating the use of e-government services by adult education. The country has one of the lowest shares of e-government users in the EU compared to an EU average of 32 %, with only 12 % of internet users sending forms to the public administration online in 2015.

Spain has improved or maintained its performance in all areas measured by DESI. Digital Public Services is the dimension where Spain performs best of all DESI 2016 dimensions: ranks 5th among EU Member States. Moreover, Spain's score improved much faster than the EU average. Progress in the area of digital public services has come mostly from a significant number of active users of eGovernment, 6 points higher than the EU average. This reflects an improved offer of eGovernment services. Many autonomous regions have already adhered to the central entry portal (FACe) or are putting a similar system in place.

In the case of Turkey, the data from 2013 (Digital Single Market) point to the relatively high number of people who use e-government in Turkey (52% of citizens, with an EU average of 46%). 70% of people plan to use e-government services again. Still, 48% of Turkish citizens do not use these services. The main reasons are: greater trust in personal contacts, lack of skills needed to use the service, uncertainty about the security of personal data, lack of knowledge about the existence of such services and their scope.

[1] *Eurostat Regional Yearbook 2015,* https://ec.europa.eu/eurostat/documents/3217494/7018888/KS-HA-15-001-EN-N.pdf

So even if we have a lot of e-government solutions, there is still the issue of encouraging and effectively involving citizens. Our needs are focused on developing effective ways of learning how to use the potential of e-Government with particular emphasis on people at risk of social exclusion. The main target groups of project activities are: trainers, educators, public administration and NGO that deal with adult education in terms of strengthening digital and social competences of citizens with particular emphasis on groups at risk of social exclusion because of low digital skills and qualities (age, education, disability). The project was carried out internationally because countries in Europe still have different experiences and results in the issue of e-governance which should be exchanged, compared and developed with the aim of developing more effective ways of learning how to use the potential of e-governence by the inhabitants of the European Union and make the people more socially included and empowered thanks to such services. The purpose of the project was achieved through the exchange of good practices between the project participants in both e-government services and best practices in adult learning. In exchanging experiences, we paid special attention to: (1) defining obstacles in using e-government and e-services, (2) analysing needs, barriers, usage rates, support, key elements of effective usage of e-government in each country, (3) defining effective educational forms to transfer effectively the knowledge of e-government services and acquire skills in using them.

CHAPTER I THE SYSTEMS OF E-GOVERNMENT IN PROJECT PARTNERS' COUNTRIES

THE IDEA OF E-GOVERNANCE

E-governance can be understood as a modern, more effective way of public management that uses information and communication tools and is based on a common access to the Internet. By using e-services, the administration of all levels (local, regional, national) is able to deal with citizens' problems in a faster, cheaper, and more comfortable manner. Presently, all a citizen needs to get something official[2] done is a portable device connected to the Internet and several taps on the screen. This is a very accessible and beneficial solution especially for people with specific disabilities.

THE SYSTEM OF E-GOVERNANCE IN POLAND

The idea of e-governance has been present in Poland for about 25 years now. It all started in 1991 when the Polish government asked the Polish Information Processing Society to prepare a report on opportunities and threats related to the strategic directions of the development of information technology (IT) in Poland: "Proposal of a strategy for the development of information technology and its applications in the Republic of Poland". In 1994, at the First Congress of Polish Information Technology, the Bangemann Report[3] was thoroughly discussed with reference to Polish realities. For the next several years, there were many public debates and conferences held and they all were focused on the information society (IS). In 2000, the Polish parliament passed a resolution on building the foundations of the IS in Poland, in which it obliged the government to undertake activities conducive to the development of IS. Several months later, the Council of Ministers took a position on the above-mentioned resolution and adopted the program document entitled: "Goals and directions of the development of the information society in Poland". As a part of the implementation of these arrangements, the Ministry of Economy developed a detailed "ePoland Strategy – Action plan for the development of the information society in Poland for the years 2001-2006". The document was inspired and coincident with the objectives of the e-Europe initiative, but at the same time it took into account the realities of our country. An important stage in building the IS in the context of public administration was creating in 2001 a new department of the government administration under the name of Informatization. In 2002, the Ministry of Economy prepared a continuation and an update of

[2] In 2008, the state of development of public e-services for citizens in Poland was at the level of 31%. In 2017, there were more than 500 available e-services in our country.

[3] Bangemann Report – the report on the situation and prognoses of information technology in the EU countries prepared in 1994 by the former European Commission member and German politician Martin Bangemann (born 1934).

the existing strategy, which was published under the name of "ePoland 2006 – Action plan for the development of the information society in Poland". The next strategic document was the "Information Technology Strategy of the Republic of Poland – ePoland" published by the Scientific Research Committee in 2003. The document was based on the assumptions of the Lisbon Strategy and the e-Europe initiative. And in 2004, the Ministry of Science and Information Technology[4] developed two documents illustrating the state and perspectives for the development of the IS in Poland. These were: "Action plan for the development of the electronic administration (eGovernment) in 2005-2006" and the "Report on proposed directions for the development of the information society in Poland by 2020". In 2015, the Council of Ministers decided to create a separate ministry concerning IT and IS affairs. The new Ministry of Digitization was emerged from the Ministry of Administration and Digitization (2011–2015). This ministry has prepared and implemented a multitude of e-projects making an ordinary citizen's life relatively easier.

Currently, one of the most important project is implementation of a new identity card with electronic layer (signature), which has been started in March 2019[5].

Undoubtedly, more and more Poles use e-services on a daily basis, e.g. when they need a new driving licence or a new identity card, and almost all sole trader companies are being opened online nowadays. So the work that has been done is not wasted. On the contrary, each year e-services become more popular (and functional).

On the Ministry of Digitization's website https://obywatel.gov.pl/ it is mentioned 186 national (i.e. governmental and municipal) e-services available for the citizens, 50 e-services of this available on-line[6]. What is more, the Ministry has started monitoring of available public administration e-services using the website https://widok.gov.pl/ It shows statistics of 618 e-services, but some of them are different versions of the same e-service (as they were rebuilt)[7].

Top 3 national e-government services in Poland:

- e-Declarations: This e-service lets you as a tax-payer prepare and submit your annual tax declaration. It is based on an active PDF form and is very simple to use. Last year, about 9.4 million[8] citizens submitted their tax declarations online. The e-service was launched in 2008 and at the beginning it wasn't popular at all.

- prod.ceidg.gov.pl: This is a multi-service platform dedicated to sole trader companies (self-employed). You can register your company here, apply for REGON statistical

[4] This ministry was active from 2003 to 2005. After that the whole department concerning the informatization was transferred to the Ministry of Interior and Administration.
[5] e-dowód, https://www.gov.pl/web/e-dowod 15/04/2019
[6] The main e-services website https://obywatel.gov.pl/ 15/04/2019
[7] https://widok.gov.pl/ April 2019. It is a pilot of the "Integrated Analytical Platform" system, which is announced for the second quarter of 2019.
[8] www.finanse.mf.gov.pl/systemy-informatyczne/e-deklaracje/statystyka 15/04/2019

number, update your data in the Central Register and Information on Economic Activity, check your business activity codes[9] etc.

- www.zus.pl (Electronic Services Platform): ZUS is the national Social Insurance Institution, i.e. the entity which mainly calculates and grants pensions to senior citizens and to people 18+ who are unable to work. This costly[10] e-service is particularly useful for those who are sole traders (self-employed) and for accountants in small, medium-sized, and large enterprises. The only disadvantage of this portal is its relatively low level of user-friendliness.

United Nations E-Government Survey 2018[11] states that the country with the highest level of e-government development is Denmark. Poland was the number 33 on this list, right after Malta, Israel and the Russian Federation. A bit comforting seems the fact that Poland managed to beat Greece, Cyprus, Slovenia, and Lithuania. Poland also has been described as having "Very High EGDI (E-Government Development Index)".

On January 10, 2018, the Ministry of Digitization published the "Report on the digitization of the country". The document is full of practical information, for example, it states that in the years 2008-2013 Poland spent 3.8 billion zlotys (~ 0.91 billion euro) on informatization of the country. Below we pointed out the most interesting facts and figures concerning the digitization of Poland:

- Percentage of citizens using the Internet in contacts with public administration _– 35,5% in 2018 (30% in 2016)
- Percentage of users who assess positively or rather positively the way their official case was handled via the Internet – 71%
- Annual cost of infrastructure maintenance in the governmental administration, including hardware and software – 450 million zlotys (~ 107.9 million euro).

Individuals using e-government services in the last 12 months

Wyszczególnienie Specification	2014	2015	2016	2017	2018
	w % ogółu osób in % of total individuals				
Osoby korzystające z usług administracji publicznej za pomocą Internetu Individuals using e-government services	26,9	26,6	30,2	30,8	35,5

[9] Polish Classification of Activities – a hierarchically systematized division of set of types of socio-economic activities carried out by individuals and economic entities, a list of special codes connected with particular business activity.

[10] ZUS Electronic Services Platform costed Polish tax-payers 101 million zlotys (~ 24.2 million euro).

[11] The 2018 United Nations E-Government Survey is the product of a collective effort by the UN Department of Economic and Social Affairs (DESA), Division for Public Administration and Development Management (DPADM) and by many external experts, researchers and contributors from other organizations. UN publishes such report every second year.

GUS, Information society in Poland, Results of statistical surveys in the years 2014–2018 https://stat.gov.pl/obszary-tematyczne/nauka-i-technika-spoleczenstwo-informacyjne/spoleczenstwo-informacyjne/spoleczenstwo-informacyjne-w-polsce-wyniki-badan-statystycznych-z-lat-2014-2018,1,12.html

The level of digital literacy in Poland hasn't been accurately measured yet, but Eurostat is in possession of data showing that 76% of our citizens used Internet in 2017[12] (at least once). This situates us in a group of countries like Portugal, Macedonia, Hungary, and Lithuania. At the same time, in Norway and Iceland 98% of citizens declare using the Internet.[13] In Poland on the country level people are using e-government services which are easy and available for them. The most popular are services which don't need electronic signature, like Income tax from individuals, Vehicle's History (2,8 million in 2018), Checking if your ID card is ready (3.8 million in 2017) and of course information services. The (country) statistics is available at https://widok.gov.pl/services/

The most complex government-level portal of e-services is https://obywatel.gov.pl At the end of November 2018 it contained 181 e-services, of which 41 had online forms.

In the first quarter of 2018, 33 million of Polish people (the whole population of Poland is about 38 million) had got a possibility (access) of using e-banking. Of this number, about 16 million were used e-banking on a daily basis[14]. The number of clients actively using e-banking increased within a year for about 2.5 million peoples. It shows that Polish people are interested in doing official matters on-line.

In Poland, many e-services are created at the regional and local level. We want to present e-services from the Podlaskie region from the level of the region (province). In the Podlaskie Voivodeship, there are total 133 independent territorial self-government units. 130 of them participate in the project concerning implementation of e-services "Implementation of Electronic Public Services in Local Administration"[15]. The implemented e-services are available on the Digital Office of the Gates of Podlaskie https://cu.wrotapodlasia.pl

Marshal's Office of the Podlaskie Voivodeship is responsible for the economic and social development of the region. Tasks related to the development of information society were defined in the e-Podlaskie Programme[16]. These are related to the areas: e-health, e-government, e-education, e-business and broadband networks. The areas have been included in the implementation of three projects co-financed by the European Union:

- "Broadband Network of Eastern Poland – Podlaskie Region" (infrastructure)

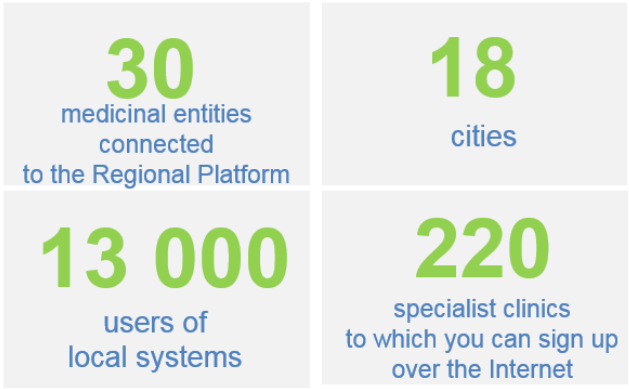
[12] http://ec.europa.eu/eurostat/web/digital-economy-and-society/data/main-tables
[13] Data from *Information Society in Poland. Results of Statical Surveys in years 2013-2017*, Central Statistical Office, report from 2017
[14] Raport PRNews.pl: Rynek bankowości internetowej – I kw. 2018, https://prnews.pl/raport-prnews-pl-rynek-bankowosci-internetowej-kw-2018-435269
[15] PL: „Wdrażanie elektronicznych usług dla ludności województwa podlaskiego - administracja samorządowa"
[16] Information Society Development Programme in the Podlaskie Voivodeship up to 2020 E-Podlaskie („Program Rozwoju Społeczeństwa Informacyjnego Województwa Podlaskiego do roku 2020 e-Podlaskie")

- “Podlaskie e-Health Information System” (e-health services)
- “Implementation of Electronic Public Services in Local Administration” (e-administration services).

The project “Podlaskie e-Health Information System”(ezdrowie.wrotapodlasia.pl) is focused on:

- keeping electronic medical records,
- creating possibility to register to a medical entity, a clinic or a doctor,
- sharing information services on the patient’s portal.

Medicinal entities share on this platform documentation of patients who agreed to transfer data to the regional level and provide schedules for electronic registration. On the other side, patients have the possibility to view the documentation and use electronic registration to medicinal entities.



Scale of the e-Health system (October 2017)

The project **“**Implementation of Electronic Public Services in Local Administration” basically concerns: spatial services, e-education, e-government, e-security and indirectly e-business. Number of partners (e-government units) in specific areas are shown on the picture below.

Geoportal spatial services	E-education	E-government	E-security
18 Partners	122 Partners 180 Schools	130 Partners 1015 Subordinated Units	4 Partners

Number of public institutions /partners participating in specific areas of the project “Implementation of Electronic Public Services in Local Administration”

- Spatial services (geoportal.wrotapodlasia.pl) - maps providing special data like: Nature 2000 areas, Forest data bank, GreenVelo cycling paths.

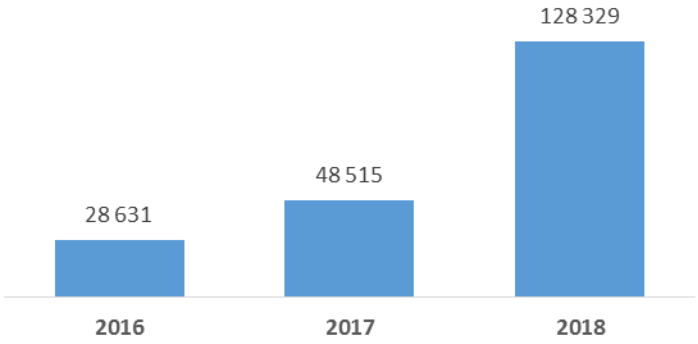
- E-education (ppe.wrotapodlasia.pl) - schools' data records – documentation carried out electronically, communication with parents, e-learning platform, educational resources.
- E-government services (https://cu.wrotapodlasia.pl/) – as a part of the project there was established the Digital Office of the Gate of Podlaskie. The purpose of it is to provide public administration services - both self-government and government administration from the region. Currently, at the Digital Office you can find:
  - contact to 1257 institutions from the region,
  - 578 descriptions of services, for about 30 of them there had electronic forms created, to fill-in online (December 2018).

The Digital Office is integrated, with the electronic circulation of documents of local administration and the ePUAP government system. It enables electronically exchange correspondence between institutions. The Digital Office has implemented user identification mechanisms of central ePUAP platform. It enables to sign letters with the trusted profile or qualified electronic signature.

The most important functionalities of the Digital Office from the user point of view are:

- Searching for a service, receive the information how to settle the official matter, and the possibility of submitting the application, in some cases even settling the official matter,
- Searching for institutions and contact details,
- Arranging an appointment with officials,
- Information on the status (degree of progress) of the case.

Statistics show that the electronic communication between offices is growing significantly from year to year. The number of e-services realized by citizens is still small, although the number of visitors is significant.



Websites cu.wrotapodlasia.pl unique users (visitors) 2016 -2018. Google Analytics statistics.

The Mc Kinsey report sees one of the key factors for further digitization in Poland in "Developing, implementing, and promoting e-government solutions in Poland's public sector".[17]

[17] The rise of Digital Challengers. How digitization can become the next growth engine for Central and Eastern Europe. Perspective on Poland.

THE SYSTEM OF E-GOVERNANCE IN SPAIN

Spain is one of the most developed countries in e-governance. A new relationship model has been developed between administration and citizens in an electronic environment using new technologies which systematically improve the efficiency of the public sector, access to services provided by the authorities and has transparency.

E-governance includes tools and applications in order to bring the citizens closer to the administration and business opportunities. New technologies and communication tools are transforming the public sector and Spanish companies are currently working on the development, installation and implementation of these tools in other countries, mainly in South America. Indra specializes in developing and implementing these tools, offering biometric solutions, intelligent management software for transportation, network and online access to databases and services. Fábrica Nacional de Moneda y Timbre, Real Casa de la Moneda, is a leader in services for electronic signatures and the making of identity documents.

E-governance has been widely adopted by Spanish citizens. Its technology evolves and spreads at a vertiginous pace and is accessible from a smart phone, a laptop, a tablet and other electronic devices.

The UN awarded Spain the distinction “Premio Naciones Unidas 2014 a la mejora de los servicios públicos” (one of the most prestigious prizes to excellence in the public sector) for the platform “Intermediación de Datos” from the Economic and Public Administration Ministry.

This platform guarantees all citizens that any document that has been registered and annexed to any file in a public sector platform will not be requested again by any administration. The platform “Intermediación de Datos” looks for these previously registered files and documents such as ID cards, copies, certificates, etc. and it means the end of queues, copies, repeated trips to the same or multiple locations, etc., saving time and money for citizens and administrations.

Access to services rendered by the authorities is very easy. With a little digital literacy you can obtain knowledge about all services rendered, make an appointment, and get information. A higher level of literacy is needed in order to obtain a secure identification method for obtaining certificates, ordering payments, submitting tax returns, and other services. All services can be provided personally at administration offices where you can also get some training.

One of the main aims of the administration is to facilitate access to suitable information for citizens about available public services and the steps to follow in order to receive those services. To provide a simple guide that explains the exact requirements and

documents needed, the specific procedures involved and which is revised on an annual basis, bringing citizens closer to the administration.

All administrations are in continuous evolution on their digital procedures and organization.

Depending on the services, different levels of security measures are needed. cl@ve is a public system provided by the Tax Authorities that unifies and simplifies electronic access to public services and it permits citizens to be identified in one of the following simple methods:

- -electronic certificate / ID-e
- -cl@ve PIN (previous registration is needed)
- -cl@ve permanent (previous registration is needed)
- -cl@ve for UE citizens

A platform called CERES offers digital signatures. The person authorized to request a digital signature is the legal representative of the company who will prove their power of attorney with an accompanying certificate from the Mercantile Register. The tax authorities verify the request and afterward proceed with the authorization. After a small fee is paid, the signature can be downloaded.

All services can be accessed without digital certificates but the results, certificates, and so on will be sent by post.

Services provided:

- By the townhalls:
- Enrollment in seminars and courses, contests, exam results, etc.
- Information on calls for employment, a portal for sending a CV and enrollment in employment procedures.
- Information on the medium period of payment of invoices issued to the Townhall. Sending invoices for sales (platform FACE) or services rendered to the administration and looking for the payment status is also possible, although, a secure identification method is needed in this case.
- Information about timetables of shops, museums, sports events, maps of the city, individual rights and duties, etc.
- Presentation of suggestions and claims.
- Information about and payment for acquisitions or rents of public buildings for business or individual uses. Payments always need a secure identification method offered by the administration.
- Requests for business licenses, etc.
- Registration of tax returns, information about their calculation, even payments with a previously obtained secure identification method.

- By the Domestic Affairs Ministry:
- Authorizations and licenses for opening a business, usage of weapons, drivers, vehicles, etc.
- Enrollment of associations and political parties, changes to their legal statutes, etc.
- Cancellation of criminal records.
- Requests of certificates (death, last wills, etc.)
- Information about ID and passports, making appointments, requests and applications.
- By Mercantile Registers For Companies:
- Registration of companies, changes of statutes, compulsory financial and economic reports, etc., (everything that concerns companies). Information about companies is also provided.
- By Social Security:
- Reception of electronic notifications. It is compulsory for companies that all notifications must be made electronically.
- Consultation and submission of requests and files (pensions, labour life, quotations, request of certificates, European sanitary cards, payments of social security debts, etc.)
- Submission of powers of attorney.
- Simulation and quotations.

In order to facilitate even more access, you can use your mobile phone or tablet and download the APP "Social Security mobile", accessible in Google Play and the APP Store.

- By Tax Authorities:
- Information about all taxes, appointments, request for certificates, status of tax refunds, download of assistance programs, registration of powers of attorneys, auctions, etc.
- Request for personal income tax drafts.
- Compulsory for all companies: submission of all taxes and their payments, reception of electronic notifications, registration of documents in case of tax inspections, appeals, requests for delay in payments, verification and consultation of tax returns already registered, etc. All interactions MUST be made electronically, no paper permitted.
- Compulsory for individuals: personal income tax. A programme is facilitated.
- By the Courts:
- With the aim of "Paper 0", legal electronic files are working. As of 01-01-2018 Courts only accept electronic documents. During the previous year (2017) many technical problems have slowed down and dragged out all appeals but currently they seem to have been solved. This is expected to be so. Legal technical digital requisites are offered to lawyers, solicitors, Courts, etc. The "electronic legal file" is accessed in the platform LEXNET.

THE SYSTEM OF E-GOVERNANCE IN TURKEY

In Turkey, it is possible to find different applications of e-governance thanks to the advantages it provides and increased rates of technology usage. With rapidly developing technology, it is inevitable to find a smart phone in everybody's hand or a laptop in each house; which makes prevalent and easier to do everything online. Therefore, it is possible to see satisfying demand and interest for e-governance tools in our country. It is possible to find different e-governance applications in Turkey at local or national level and due to their advantages, they are highly used by people and continuously suggested or introduced to beneficiaries by related institutions. Due to promotions of institutions and their advantages, these e-services are highly used and well-known in Turkey.

E-Services System in Turkey is typically provided by a mutual comprehensive website; turkiye.gov.tr. This website named as 'E-Devlet Kapısı' is including all e-services provided by various ministries, municipalities, government organizations, NGOS, universities, banks etc. TR Government tries to provide various e-service with a mutual website without leading to any confusion. In this way, people don't have to learn about different e-services or organizations don't have to create new platforms or carry out various dissemination activities. This combination makes E-Devlet portal special and strong. Turkish government tries to increase the attractiveness of this portal by providing new services each day and introducing these services via government power and control. With national media these services are promoted and the portal is developed each day.

In the name of Ministry of Transport, Maritime Affairs and Communication (UDHB) and coordination of TÜBİTAK-BİLGEM-YTE, 2016-2019 National-Governance Strategy and Action Plan putting forward an integrative structure in the framework of Information Society Policy and Targets. Strategy Action Plan is prepared with the participation of all ecosystem partners in analysis work and common sense and scientific perspective of central executive unit, local administrations, citizens, private sector, vocational organizations, civil society organizations and universities. Although each organization is providing the e-services of their organization and trying to trigger their target group to use these e-services, the general governance of the E-Devlet platform is under the responsibility of Ministry of Transport, Maritime Affairs and Communication (UDHB) and coordination of TÜBİTAK-BİLGEM-YTE.

Turkey also has embraced the digital revolution and placed a wide range of materials and services on web. Inıtiated in 2008, 'e-devlet' is the biggest and most commonly used system providing different services to its users. Because the system requires some steps of login to provide a secure service to its users, it requires a level of literacy. Moreover, because the system is online, it also requires a basic level of digital literacy. Therefore, the users are mostly young generation that is educated and has the knowledge of how to access internet, enter pre-acquired password and follow the necessary steps and carry out the targeted procedure. However, with the quickly disseminating of smart mobile phones, even people with older ages have access to internet and therefore benefit from the easiness of

these kind of e-governance services. It is also very common to see elder people that wants help from younger generations around them and benefit e-governance services indirectly. Due to its easiness, practicality, accessibility and reliability; a big part of people use it by themselves or with the help of other people around them.

E-belediye (e-municipality) serving to people in 81 different cities of Turkey at local level. These websites are designed, governed and followed by municipalities and provide services such as declaration of existing charges resulting from municipality services, reaching existing charges, paying them, getting their receipts and reaching various documents or information as online. For example, you can calculate your registry charge to be paid to municipality before starting a building, pay your sanitation tax or learn your existing water bill; thanks to your local e-municipality after a simple registration process. This e-services are also integrated into national E-Devlet Portal.

With E-Internal Affairs Project, personnel of Internal Affairs Ministry, Special Provincial Administrations, Governorships and District Governorships can carry out the work of the institution faster, more effectively and simply. Apart from fastening the operations and works of the organization, so increasing the service quality of the organizations, E-içişleri (E-Internal Affairs) have modules related to citizens, which give the citizens the chance of making some applications, submitting requests etc. https://www.icisleri.gov.tr/vatandas-portali. Online applications such as Human Rights Violation Complaints, Job Application for Relatives of Martyr and Veteran Soldier, any kind of official complaint, giving online petition, denunciation to different security units, verification of documents submitted are some of the services. Also, you can take e-appointment from all the organizations under the Ministry for any kind of official issue. It also allows the organizations to write online official writings, gives the chance of signing them to authorized personnel and send these official writings or official e-mails to different organizations or people.

Including this two portal described above and many others inside, national E-Devlet Kapısı (e-Government Gate) portal governed by Prime Ministry and Ministry of Communications serves many various services. This portal gives people, business and governmental organizations the services listed below and many others:

- Service printout document,
- Criminal record certificate
- Address Situation document,
- Social Security conformity certificate
- Tax debt questioning,
- Traffic Penalty questioning,
- Mobile line questioning,
- Land title questioning,

'E-Devlet Kapısı' provides service only via www.turkiye.gov.tr and provides correct and current information of various organizations. In the name of Ministry of Transport, Maritime Affairs and Communication (UDHB) and coordination of TÜBİTAK-BİLGEM-YTE, 2016-2019 National-Governance Strategy and Action Plan putting forward an integrative structure in the framework of Information Society Policy and Targets.

Strategy Action Plan is prepared with the participation of all ecosystem partners in analysis work and common sense and scientific perspective of central executive unit, local administrations, citizens, private sector, vocational organizations, civil society organizations and universities. The vision of 2016-2019 National e-Governance Strategy and Action Plan is defined as 'Increasing Life of Quality of Citizens with Effective e-Governance' Since 2008, e-Devlet Kapısı (e-Government Gate) provides to citizens, business life and foreigners with residence permission with the access to integrated public services via one portal. By January, 2017; 1767 e-services of 296 different organizations are provided via the portal with registered users over 31 million.

- Service Delivery
  In current situation, 196 municipality and local service organizations has also integration into the portal. Most of the services are integrated into the portal and displayed with the same interface. Common services are Informing services, Integrated electronic services, Creation/Verification of Documents, Payment processes, Shortcuts to organizations.
  How much time each service takes, how many steps it has and at which step you can be seen on the screen. Short information for each service, adding to favorites, scoring each service and sharing via social media are standard features provided. One of the most important features of the portal is that it gives the data owner the chance of creating document with qr code barcode to the organizations and the related part can give the service of document verification with the authorization of the data owner. Mobil application for document verification is also available.
- Identity Verification

There are five different identity verification alternatives. Therefore, this makes the process more secure but at the same time optional and so one can easily find a secure way of log-in.

- TR Identity Number and password,
- Electronic Signature,
- Mobil Signature,
- TR Identity Card (e-Identity),
- Internet Bank Identity Verification

The most general preference is TR identity number and password to be taken from PTT providing national posting service or Embassies and Consulates. Internet Banking identity verification is put into action in 2015 and provided integration with 13 banks.

English content about portal and its usage as well as Turkish one is provided but portal menus to reach services are in Turkish. Mobile e-Government Gate application is available. Visual call center service with theme of 'No Barriers to e-Government' is provided for speech-handicapped and deaf citizens.

In order to provide easy access of users, general requests, complaints and suggestions apart from the Portal, it works as integrated with communication channels of Parliament, Presidency and Prime Ministry. In order to reach e-Government Call Center, one can use 'Communication Form', call the number 160 or send e-mail to bilgi@turkiye.gov.tr. Speech-Handicapped users can make video call to the number 160.

- Personalization: One can make abroad, IP and internet banking restrictions for limiting the access to portal, create 'My Page' and add frequently used services, save documents created with or barcode under 'My Documents' or create personal agenda under 'My Agenda'
- Services: E-Government Gate provides integrated services to many e-governance services and it is possible to carry out numerous transections. For example, it is possible to question tax debt, stoppage applied for a person, rent payments done for a person, pay your traffic penalties, verify your Tax ID Number and benefit from 24 other similar services under Revenue Administration. You can reach Farmer registration System, make suggestion and complaint, question animals registered to you, and question your land consolidation or results of your project applications under the Food, Agriculture and Livestock Ministry.

More online services:

- E-tax system:
- 'Internet Tax Office' developed within Tax Office Automatisation Project started in coordination of Revenue Administration, provides the chance of questioning and paying debts.
- E-Beyanname is an application developed to send tax declarations electronically and covering declarations to be given to fully automatized tax offices.
- E-Fatura users can send and get receipt from registered users, download and save his receipts.
- E-Defter gives the possibility of preparing mandatory notebooks suitably as required by Tax Procedure Law and Turkish Trade Law, saving them, guaranteeing unchangeability, completeness and liability.
- E-Notification provides the notification of documents to the user's electronic address.
- E-Fatura, e-Defter and e-Arşiv applications prevented cutting 115 thousands grownup trees and provided 750 million TL saving.
- E-customs systems:

- Central Registry Registration System aims to keep branch registrations electronically, centrally and in a mutual database of capital companies, cooperatives, proprietorships, association and foundation companies within MERSİS Trade registry. These information are shared with related parts of Finance ministry and other related organizations.
- '65th Single Window System in Duties' aims to electronically carry out pocesses related to every kind of permission, document and confirmation done by related organizations and used for customs procedures.
- E-health systems

- Family Practice Information System (AHBS) is the system that can transfer provided health services to 70 million people to the center with all in all its parts in a short time.
- Central Practice Appointment System (MHRS) is an application that patients can call Alo182 or via internet website and get appointment from the hospital and doctor they wish. Mobil application is available.
- e-Pulse Personal Health System can be reached from e-service and e-Government Gate websites and can reach their diagnose, analysis, medical imaging, prescription, allergy and similar information provided in the hospitals they got service.
- Medicine Following System (İTS) is used to follow every step from production to procurement, prevent smuggling, forgery of medicine and effectively protect public health.
- Product Following System (ÜTS) aims to follow produced or imported medical devices and cosmetic products by registering around 4 million medical device, 400 thousand cosmetic products and billions of single products.
- Cell Site Measurement Info: You can choose any Cell Site you wish from the map and learn about electromagnetic area measurement results.
- You can also reach services such as Doctor Information Bank, Organ and Tissue Transfer lists, Travel Health Injection Information or School Injections Information.

- E-education systems

- MEBBİS is an institutional automation provided by National Education Ministry and e-Government Gate application for the management of education sources of formal and non-formal education institutions. Within it, there are many modules such as personnel, movable and unmovable sources, education possibilities, budget management.
- E-School is a system to carry out processes related to education, teaching and student electronically and save related information from 55.000 registered schools. Teachers can upload grades or any info about students and parent can check these information.
- e-Nonformal is e-Government Gate application used since 2008 to coordinate activities related to lifelong learning coordinated by Ministry of National Education.

- Education Information Network (EBA) is set up with the aim of using effective educational digital materials produced by using information technology by Ministry of National Education.
- Pre-Application for Opening Private Kindergarten, Day Care Centre or Child Club is provided by Family and Social Policies Ministry,
- Various online services of various universities provided to question exam results, register lessons or applying for master or doctorate programmes
- Youth and Sport Ministry provides services such as Registry for Dormitories, various processes related to application for education fellowships and re-payment.
- Culture and Tourism Ministry provides services such as Membership Registration in Libraries, checking the library catalogs or borrowed books etc.
- Ministry of National Education and many other ministries provide numerous different e-services from questioning high school diplomas to student transfer processes.

• E-justice systems

- UYAP keeps the court decisions related to status change of the person such as divorcement, custody and includes Citizen Portal, Organization Portal, Lawyer Portal, Consultant Portal, e-Selling Portal.
- Voice and Video Information System(SEGBİS) is used to record voice and video at courts since 2013.
- TUIK Portal: Government Statistics Institute is working on population calculation, general agriculture counting, general industry and workplace counting, National Income predictions, Consumer Cost Index and Wholesale Staff Cost Index, Inflation Index, employment rates etc. All these data and research results are announced on www.tuik.gov.tr website and provided to the benefit of all organizations and people.
- CIMER: Presidential Communication Center (grass) with the Prime Minister's Communication Center (BİMER) has started to provide services under one roof with a mutual name on July 10, 2018. CİMER Portal system receives citizens' requests, complaints, warnings, opinions and suggestions about the Ministry, affiliated organizations or ministries and directs these to the provincial organizations and these related organizations respond to citizens. CIMER applications can be made by the website or calling ALO 150.
- MERNIS: It is a project aimed at keeping the population records electronically, evaluating the collected information for public services and citizens in a multi-faced way and reorganizing the population services according to these principles. It aims to share the identity information with public institutions and public service institutions, to speed up the service flow and to ensure that our citizens receive their services easily, quickly and reliably.

The development of e-government in the Czech Republic was applied after 1990. At that time, technical conditions for the introduction of modern computing technology, which until that time were accessible only for a small group of people, began to be created. But at the beginning there was no experience to help with this process, and so many tests and mistakes followed. The solution was not the use of so-called geographic information systems in 1992-1995. Gradually, in the following years, the municipality was interconnected with the municipal offices. In the 1990s, district authorities began building their own information systems, but they also greatly complicated the exchange of data due to diversity.

In 1996, the Office for the State Information System was established, although it remained without competence. Consequently, there was still the same situation when everyone created their information system, which had no compatibility between other departments.

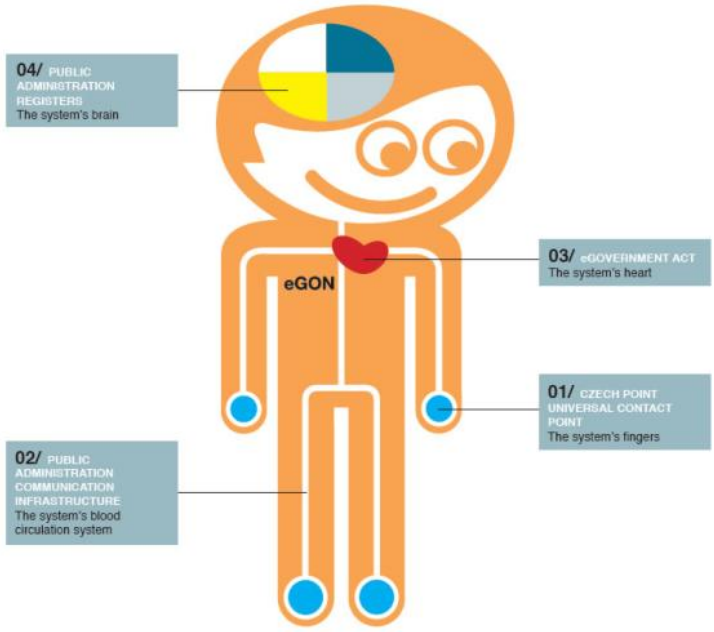
A notable breakthrough was recorded in 1999 with the adoption of the strategic document State Information Policy - the Way to the Information Society. The so-called Action Plan was created for this document and, in connection with it, also the document "Concept of building public administration information systems". An essential role should been taken by the Internet, the availability of which should been substantially expanded.

The first service Czech Republic could use electronically via e-mail was the submission of information requests under the Freedom of Information Act in 1999. In 2000, an electronic signature institute was introduced to help communication between public authorities and citizens by electronic means. Unfortunately, for the next half-year, it has only been put into practice in some places, because most of the authorities had not been prepared for this step and didn’t not operated electronic filing cabinets to allow electronic submissions.

In 2000, an arrangement was approved which allowed the newly established Office for Public Information Systems to coordinate information systems in public administration so that information systems could communicate and exchange data among themselves. In the same year, the Office for the Protection of Personal Data was established. However, the Office for Public Information Systems was terminated and replaced by the Ministry of Informatics, at 1.1. 2003. The Ministry of Informatics set itself the objective of enforcing several amendments and regulations, such as an amendment to the Electronic Signature Act, which, among other things, ordered all offices to operate electronic registers or an amendment to the Act on Public Administration Information Systems. Unfortunately, the Ministry of Informatics has never had a strong position and was perceived only as a promoter of electronic forms of communication.

Subsequently, the department of the Ministry of Informatics was abolished, and most of the competencies were transferred to the Ministry of the Interior of the Czech Republic.

At this time, the eGovernment was developing the most, thanks to the opportunity to this project drawing on many subsidies from the European Union. The transition to this ministry is related to the emergence of eGON - the symbol of eGovernment.



https://www.mvcr.cz/mvcren/SCRIPT/ViewImage.aspx?id=174428&docname=eGON-in-pictures

The eGovernment pillars were built in the 2007-2013 programming period using EU Structural Funds in line with the Efficient Public Administration and Smart Administration strategy.

The first network of Czech POINT public administration contact points, which are today in almost every village, was the first. Thanks to them, citizens can get a lot of documents at one point and take advantage of the services they had until then to have several different offices. A mailbox system was launched - a tool for guaranteed electronic communications with the state, which replaced the classic posting of lane envelopes. A system of basic registers has been set up, containing the currently valid data, which, in most cases, officials have to repeatedly request from citizens. For the operation of such complex and demanding systems, it was necessary to create a massive and secure infrastructure.

The next step for us to handle official issues anytime, anywhere, is the gradual deployment of smart electronic forms. Thanks to them, most public administration agendas can be solved electronically for their customer without having to go to the office. This will be possible thanks to a Europe-wide recognized electronic identity that will allow complete electronic submission on a large number of agendas. It will no longer be necessary to circle the authorities and fill in paper forms within a tight time, public administration services can be used increasingly at any time, online and free of charge.

In September 2017, the Czech Government adopted the national Society 4.0 Action Plan. It focuses on five topics: digitalisation of public administration; connectivity and mobility; education and labour market; cybersecurity and the industry; and the business environment.

Among key actions directly related to eGovernment, the priorities are:

- The digitisation of public administration services;
- Better public administration monitoring system;
- Launch of the Citizen's Portal as a transactional part of the Public Administration portal;
- Implementation of eInvoicing;
- Cross-border electronic identification;
- Implementation of ongoing eHealth and eJustice strategies.

To support the eGovernment development, the Government adopted guidelines to 'future-proof' digital-friendly legislation, ensuring compliance with eGovernment principles such as once-only, digital by default, accessibility, sharing and reuse, cross border interoperability, data protection, open government, technological neutrality, and user centricity. The digital-friendly legislation principles reflect the Society 4.0 Action Plan objectives. The document provides a checklist to be used by legislators when drafting or amending legislation to leverage the digitisation of public administration.

All eGovernment activity has been firmly positioned in the Ministry of the Interior since mid-2007. eGovernment focuses on public service delivery and the reform of government, and is clearly distinct from general information society policy.

The Ministry of the Interior

- coordinates the development and implementation of eGovernment - with emphasis placed on Public Administration information systems and its portal - telecommunications, postal services and the promotion of the information society as a whole.
- responsible for implementing national eGovernment infrastructure projects.

Public Administration and the management of public services are decentralised in the Czech Republic. As such, regional and municipal authorities are responsible for defining eGovernment policies and strategies within their respective spheres of competence. The Ministry of the Interior is in charge of the coordination of municipalities in the eGovernment domain. Department of eGovernment is responsible for the coordination of service development, implementation projects and regional activities in the computerisation of public administration with other state and local governments. The Ministry of the Interior prepared a comprehensive set of steps to implement eGovernment in the Czech domain in 2009. These are built in cooperation with the domestic regions and municipalities providing them with extended powers in the implementation of eGovernment in their territory,

through the eGON Centre (eGON Centrum). The aim of the Ministry of the Interior is the rapid introduction of eGovernment into practice, including financial security. eGON Centrum is a Technical Help Desk to assist self-governing units on the new eGovernment agenda and drawing relevant resources from the Structural Funds. The eGON Centre (eGON Centrum) has been established to coordinate the various stages of implementation of eGovernment at regional and local levels.

Regional and municipal authorities ensure the implementation of their eGovernment strategies. The Ministry of the Interior provides cities and municipalities with quality eGovernment services through technical solutions and support. The aim is to ensure that the implementation of eServices does not hinder the economic stability of cities and municipalities. The Union of Towns and Municipalities of the Czech Republic undertakes support and advisory activities for Czech local authorities, and promotes the interests of Local Administration in relation to central executive and legislative bodies.

e-Government infrastructure

- Portals (Public Administration Portal, Electronic Portal of Local Self-Governments - ePUSA, Towns and Communities Online Portal - TCOP, Data Boxes
- Networks (Public Administration Communication Infrastructure - KIVS, Czech POINT network, Act on Electronic Actions and Authorised Document Conversion)
- eIdentification/eAuthentication (eSignaures, EPassports, Czech National Verification Authority - CVCA)
- EProcurement (eProcurement portal, Public Procurement and Concessions portal)
- Knowledge Management (Digital Map of Public Administration)
- Other Infrastructure (Ecommunication - "Data Box" Information System, Information Systems of Public Administration -ISVS)
- EGovernment Helpdes (eGON Centrum)

List of e-services for citizens:

- Income taxes: declaration, notification of assessment
- Job search services by labour offices
- Social security benefits
- Personal documents: passport and driver’s licence
- Car registration (new, used, imported cars)
- Application for building permission
- Declaration to the police (e.g. in case of theft)

- Public libraries (availability of catalogues, search tools)
- Certificates (birth and marriage): request and delivery
- Enrolment in higher education/university
- Announcement of moving (change of address)
- Health related services (interactive advice on the availability of services in different hospitals; appointments for hospitals)

List of e-services for business

- Social contributions for employees
- Corporate tax: declaration, notification
- VAT: declaration, notification
- Registration of a new company
- Submission of data to statistical offices
- Customs declarations
- Environment-related permits (incl. reporting)
- Public procurement

CHAPTER II E-GOVERNMENT AND ADULT EDUCATION

The ability to use e-services is derived from the digital skills of adult citizens. That is why the project paid particular attention to the aspect of adult education. As part of the project, we exchanged experience in our countries on the subject of conducted courses in digital education. We paid particular attention to whether e-services are part of the conducted education or are a good material for enhancing digital skills.

GOOD PRACTICE EXAMPLES FOR EFFECTIVE ADULT LEARNING WITH THE USE OF NEW TECHNOLOGIES IN POLAND

The review of Polish practices regarding adult education shows that e-services are not a complementary part of computer courses or adult classes related to the use of the Internet. As it turned out much more often in such courses there are topics related to, for example, online shopping or social media. This is due to several reasons: (1) still insufficiently developed e-services infrastructure in Poland (2) poor quality of e-services for UX Design (3) unmatch of the needs of citizens with the scope of available services. However, it is worth paying attention to the initiatives in the field of digital education of adults who have the potential or to a minimal extent including e-services in the learning process.

- Foundation Activation[18], in a partnership with 3 other NGOs, implements the "E-strong" project in 100 Polish municipalities. The aim of "E-strong" is to increase the Internet literacy (including e-services) for over 18,000 adults who have not yet used the possibilities of a computer with Internet access (e.g. they do not do online transfers, do not deal with official matters via the Internet, do not check the waiting time for admission by a NHF[19] doctor-specialist or do not take part in online consultations). In this project, there are ICT trainings organized and participants are able to learn useful things and content connected with these 9 spheres[20] that are coincident (to some extent) with available e-services:

- Work and professional development
- Relations with loved ones
- Education
- Resting and hobby
- Health

[18] It is a relatively big non-profit with a history of over 25 years of implementing socio-educational projects focused mainly on helping the people with disabilities and long-term unemployed. In December 2016, the foundation started a nationwide project, concerning ICT trainings dedicated to ordinary people living in rural areas, called "E-strong". More at www.e-mocni.org.pl

[19] National Health Fund is an institution responsible for paying hospitals and clinics for the treatment of Polish patients.

[20] These 9 spheres represent 9 key areas of human life which were mentioned in "The framework catalogue of digital skills" document (Ministry of Digitization, 2016).

- Finances
- Religion and spiritual needs
- Everyday matters
- Civic engagement.

First feedbacks from ICT trainings proved that such projects are highly needed and there is still a lot to do as far as the education and digitization are concerned. Initiatives such as “E-strong” contribute to the popularization of e-services, especially among people with low competences and increase the level of digital literacy in the society.

E-services in Poland are being invented, created, and managed by various institutions, e.g. small rural municipalities, medium cities, regional self-governments and central ministries. Even an unexperienced citizen-user might have a feeling that this area requires some ordering and unifying. And without a doubt, a majority of current e-services needs to become more user-friendly.

- The Lighthouse Keepers of the Digital Poland are local animators whose task is to encourage representatives of the 50+ generation to take their first step on the Internet. The activities of the Lighthouse Keepers are carried out using public Internet access points - in libraries, TSOs, telecenters and others. They work as the volunteers. Their role is to inspire, teach and help especially elderly citizens to use digital tools. The most important thing in a lighting job is, however, skillfully recognizing the needs of the community so that the activation proposals are "made to measure" - tailored to their needs. At present, there are 2.942 certified Polish Lighthouse Keepers in Poland. Their activity consists of a nationwide program of actions to improve the digital competence of excluded people and stimulate demand for broadband Internet access. The coordinator: Association “Cities in Internet” from Tarnow. Example from Podlasie region: https://latarnicy.pl/calendar/events-reports/35814/ Creating an account on e-PUAP and confirming a trusted profile by a ZUS employee.

During our exchange of experiences, it was the conclusion that in the case of a decentralized system of public e-services like in Poland or the Czech Republic, it would be worth integrating local services, mainly local ones that are most often used as city dwellers in the digital education system of adults. Below we present examples of such e-services that contain many useful functionalities. In addition, the use of them increases the social involvement of residents and makes them begin to engage in solving local problems.

- Application “Let's fix this”[21]: was the first Polish service using a very popular model enable residents active in the creation of the Polish cities. It was created in 2012,

[21] http://naprawmyto.pl/home

before other IT tools supporting activation of residents appeared. The main assumption of the website, which is based on the English “Fix My Street” portal, is to report damage in the public space. Residents can place information on issues requiring local government intervention on their city map as free of charge. Damages can be grouped into 5 categories (infrastructure, security, buildings, nature and the collective category "other"). Thanks to the user-friendly interface, users can follow the process of repair of faults and failures reported by them. At the beginning of 2016, the service managed to solve over 15,000 reported defects. Now this application is used by 16 local government.

- http://www.gdynia.naprawmyto.pl/ This application in Gdynia is specialized in reporting the wild dump and bulky waste. Residents can give away free RTV and household appliances. The service is carried out after notification, it also includes bringing equipment out of the house. Such used equipment is not large-scale waste and we do not put it in the garbage cans.
- http://www.dabrowagornicza.naprawmyto.pl/ more categories: infrastructure (e.g. damaged pavement, damage to the playground, destroyed schedule / no timetable at the bus stop etc.), security (e.g. dangerous place, dangerous neighborhood, overturned trees, damaged road sign etc.) , buildings, nature (e.g. wild dump, improper care of the animal, rubble, destroyed greenery etc.), other (e.g. problems of cyclists).

- The other example of local e-service comes from Warsaw[22]: There are many functionalities which would be a topic of adult digital education:

- Gain full information on services provided by the City and its units (information),
- Report a problem the City services should handle (intervention),
- Share your idea to improve our city (initiative/free application),
- Constantly monitor the status of your issue (status of application).

The citizen doesn’t not need to understand complicated city structures, they can contact the city administration by few contact channels in Warsaw. The citizens can report a problem the City services should handle, get information on current events and local threats (thanks to the Warsaw Notifying System), share the idea to improve the city (link „Free applications”), decide on Participatory Budget (link „Participatory Budget”). These channels are: Warsaw 19115 Free mobile application, self-service Portal warszawa19115.pl, Phone number 19115, e-mail: kontakt@um.warszawa.pl or chat.

GOOD PRACTICE EXAMPLES FOR EFFECTIVE ADULT LEARNING WITH THE USE OF NEW TECHNOLOGIES IN SPAIN

[22] https://warszawa19115.pl/home

Some good practices having a demonstrable and tangible impact on the improvement of living conditions as well as being socially, culturally, economically and environmentally sustainable and lastin, that are strengthening the community and its organizational capacity and paying special attention to the resolution of problems of social exclusion are the following:

- Imserso (Central Government)[23] offers services and learning to the elderly, disabled and people that are in situations of dependency through Day Centers and Residences, Senior Centers with Alzheimer's, the automated call (to ask for help), GP tracking devices, which reduce the anxiety of the family before independent travel, eliminates the risk of losses and provides security and peace of mind. Digitalization of telecare terminals from analog to GSM / GPRS IP and introduction of telemetry for chronic patients, entail large costs. An app is offered as a tool that allows you to see where the most accessible places in the world are through mobile or tablet, detects places that are not accessible through a black button, low accessibility by means of a red button and a green button. Social tourism programs which are very popular in Spain, benefit one million elderly people annually with a very small cost for per person. It is about eight million overnight stays and 89,000 work contracts distributed among some 400 establishments among hotels and spas hosted by these nature programs, stays on beaches, cultural itineraries, and destinations on the peninsula, Balearic and Canary Islands. These programs promote active aging by offering a varied range of activities and encourage social relationships, participation and healthy habits. To this, it is added that the labor impact in the tourism sector that amounts to about 317 million euros and job creation.
- Centers for the insertion of children and young people are also used, or gender-based violence, the National Drug Plan, the Family Support Commission, for the promotion of the positive exercise of family responsibilities and the educational function based on the best interests of the child and that is non-violent and also that can develop their abilities and offer recognition and guidance while establishing limits.
- JUNE-government in the municipality of Jun[24]: The case of Jun (Granada) is a clear example of the adoption of e-government. It's not just a big city. With just over 3,000 inhabitants, it has been a pioneer municipality in the adoption of e-participation tools. In fact, Jun is known worldwide for its influence in the world of society of the information. On December 27, 1999, the town took an important step by declaring universal access to the internet for all citizens, which data went around the world in the main newspapers. On June 28, 2001, the first municipal interactive plenum was

[23] http://www.imserso.es/imserso_01/index.htm

[24] www.ayuntamientojun.org/; http://www.jun.es/

held worldwide, because president of the European Commission then, Romano Prodi, declared Jun as the birthplace of Active Teledemocracy.

There is an inventory of 60 good practices in learning while providing services to the community.[25] The objective is to offer community services in Spain. These experiences are being developed for more than 4 years by training centers and schools in Spain in all levels: primary schools, secondary schools, VET, qualified training , special education, training for adults, universities and NGOs . It includes a non-exhaustive list of the educational centers, NGOs and universities that develop these training-services projects, and the good practices developed by each of them. Here are some of them:

- Home care:
- Community service: Young people graduated from nursery take care of adults and elderly people out of work.
- Training: At the same time, they teach them about helping dependent people at home, reinforcing and putting into practice contents and procedures learnt during their studies, communication abilities and relation with adults, teaching strategies.
- Technology to improve quality of life:
- Community service: Computer courses offered to adults in their neighborhoods, are helping to break the digital gap. Engineering students collaborate with a number of entities that work with adults and mentally and phisically disabled people designing and implementing technological tools for inclusion and employability: locators, specialized training material, accessibility.
- Training: Students prepare their Final Year Project, get familiarized with NGOs and groups of disabled people and adapt technological applications, professional ethics and social responsibility.

In Spain, there is very well developed sector of adult education using ICT. Certainly this is an area of activities in which e-services can be used as a tool to improve the digital competences, especially among the groups risked by social exclusion.

- One of the most interesting forms of activity in this area is Organización Cibervoluntarios. [26] The first Digital Volunteering Foundation, a non-profit organization made up of social entrepreneurs and pioneers in the world and established in November 2001, promotes the use and knowledge of new technologies as a means to alleviate social gaps and generate social innovation and empowerment of the citizen. Its objective is how to change the lives of people at risk of social exclusion. In 2011, it received the Príncipe de Asturias Award, has been

[25] https://revistadigital.inesem.es/educacion-sociedad/files/2017/03/60.pdf

[26] https://www.cibervoluntarios.org/

socially and economically recognized by google and has received the WSIS Prices 2016 award.

There are plenty of projects addressed to elderly or people with disabilities. ICT is used as a tool of improving quality of people's life and create the possibility of wide social inclusion of such groups.

- The project named "Edad" was created in 2009 by the Orange Foundation and the Complutense University of Madrid. Its objective is to prevent cognitive deterioration and favor the social integration of old people through the use of technological systems. Several entities collaborate in this project, among which there are the Quality of Life and Aging cabinet of the University of Granada. The results showed that the knowledge and use of new technologies helping to reduce the digital gap were improved through this project.
- Project ENRED@TE: It is a project that allows old people to be in contact with others to talk and share experiences. It was created in 2015 by the Vodafone Spain Foundation and the Red Cross, whose main mission was to promote active aging and strengthen the social participation of this group.
- Project Video attention: This project was created in 2012 by Vodafone and it aims to facilitate the development and maintenance of physical, cognitive and relational capabilities of old people with the support of new technologies.
- ICT Photography project for the elderly (Course 2015/2016): This is a project created by the students of the Degree in Social Education of the University of Granada and it aims to give voice to old people through photography, while learning to use new technologies, since they have to work with a photo editor.
- Project "I am a fan of my grandmother": An intercultural and intergenerational project with ICT as a tool. It is a project that takes place in Early Childhood, Primary and Secondary Education in some centers of the province of Malaga, with the aim that the students know and teach how to use ICT to their grandparents and grandmothers. In addition, due to being a province with a high rate of immigrants, using interculturality is also very present and we work from the ATAL classrooms through new technologies there.

This type of initiatives go far beyond the learning and acquisition of skills by old people for the use and management of ICT, the important thing is that the elderly, children, adolescents, youth and adults are in contact so that age discrimination does not grow in a society where full integration and equality of people regardless of their age, sex or origin is pusuited.[27]

[27] http://eduso.net/res/24/articulo/personas-mayores-y-tic-oportunidades-para-estar-conectados

GOOD PRACTICE EXAMPLES FOR EFFECTIVE ADULT LEARNING WITH THE USE OF NEW TECHNOLOGIES IN TURKEY

- Digital Citizenship and E-governance Video: EBA prepared by Ministry of National Education is a website prepared for teachers and students to communicate, share educational materials that can be used for all their life. Teachers can upload useful, enjoyable and innovative educational materials on this portal. Within this portal, you can find a 111 seconds lasting Digital Citizenship and E-Governance Education Video that is prepared with attractive visuals, music and simple understandable instructions. This video is prepared for high school students and includes information about main e-services that are frequently used. This video is teaching in such a way that can also be suitable for adults with low literacy level. [28]
- **'**Herkes İçin Kütüphane Projesi (Library for Everybody Project)[29] is aiming to turn all libraries into an attraction center with the slogan of 'Local Transformation, Global Access' and by creating a radical change and development. Project aims to educate women, elders, youngsters, unemployed or disabled people, people living in rural areas about economic development, education, culture, communication fields. Within the project, digital services and e-services are introduced and 17 short videos including simple and understandable instruction are prepared. Videos are giving information about commonly used e-sevices and reaching people via Youtube. Project website is
- 'Internetle Hayat Kolay' (Life is Easy with Internet) Project. The use of the Internet in Turkey is growing rapidly, but still everyone is not able to benefit equally from this technology. For this reason, the Habitat Association, the United Nations Development Program (UNDP) and the Turk Telekom Group developed this. The main aims of the project are: to increase the internet literacy rate in Turkey, capacity development support for the use of public and private sector e-services, raising awareness about the conscious use of new media, increasing awareness about safe use of the Internet. Volunteer trainers who are trained in the special training of the project are helping to make their lives easier by training 30.000 citizens in three years in the first 50 developing cities.

GOOD PRACTICE EXAMPLES FOR EFFECTIVE ADULT LEARNING WITH THE USE OF NEW TECHNOLOGIES IN CZECH

[28] http://www.eba.gov.tr/video/izle/3296a4f47336031f8461c909d8b975b502758e5784001

[29] www.herkesicinkutuphane.org

- How to use the Internet (JAK NA INTERNET): The educational project is a TV miniseries, which aims to inform the general public about the Internet and its possibilities. In its 85 episodes, viewers can learn about different topics including government, single digital market, on-line authority, eHealth, Data boxes, etc. All episodes including additional texts, recommendations and links to related online resources, are available on the website. [30]
- GOPAS: IT training center is the largest information technology training provider within the Czech and Slovak markets. Despite operating on a quite small market, GOPAS is one of the major IT training providers in Europe. Its technical courses are annually attended by almost 30,000 students, mostly IT specialists. GOPAS has 3 branches (Prague, Brno - Czech Republic and Bratislava - Slovakia) with 41 computer classrooms on its own premises and 4 mobile learning labs.[31]
- Elpida**:** The goal is to help older people become confident and respected members of society. It is an up-to-date center for educational and social activities and a meeting point for seniors. Among others, seniors have access to classes such as computer and digital literacy. They have taught more than 20.000 seniors in their computer and language classes alone![32]
- GLAFKA s.r.o.: Innovative ICT courses including e-services for seniors, GLAFKA. Training is focused on daily life activities to make citizens life easier and more practical.[33]

HOW TO EFFECTIVELY EDUCATE LOW-SKILLED CITIZENS TO USE E-GOVERNMENT SERVICES?

During our transnational meetings in the project, we discussed the effective ways to encourage residents to use e-services, especially low-skilled citizens. Here is the list of recommendations:

- Promote life-long learning among low-skilled citizens and motivate them to use e-services by promoting benefits of e-services and how the use of e-services/e-government can make life much easier.
- Raise awareness about e-services/e-government (leaflets, advertisement, video).
- Offer of free ICT courses; low-skilled citizens might have low digital competences and therefore they could refuse using e-government services, but thanks to training they might develop their digital competences and get motivated to start using e-services – provided by NGO's, municipalities, U3A, labour offices, local information centres.

[30] https://www.jaknainternet.cz/

[31] www.gopas.cz

[32] http://elpida.cz/

[33] https://www.facebook.com/glafka.cz/

Courses could be face-to-face or online (eLearning). Design courses based on citizens' needs. Courses shall be as practical as possible, limit the theory, focus on practical use in daily life, without too complex terminology, preferably visual, explaining step by step the different and most important procedures (e. g. Social Security, Inland Revenue, Employment, Education, Health, etc.).

- FAQ – provide clear answers to possible questions which might be asked frequently/often by citizens.
- Provide glossary with main and mostly used terms.
- Establish stable cooperation between offices that are responsible for e-services and non-governmental organizations that would be responsible for information support and reaching out to groups of residents, especially people with low digital competences, e.g. older people or excluded socially[34]; collaboration with universities could be requested, so that students could give these courses in exchange for credits or as volunteers.
- Help Desks: organizations or offices can create some help desks to promote and teach provided e-services to the low-educated citizens. These Help Desks can be located around the entrance of the organizations to welcome citizens and ask about their needs. For example, one of the old citizens is entering Population and Citizenship Directorate and the staff at the help desks is kindly asking for his/her reason to come. After learning the procedure this citizen is intended to do, the responsible staff is showing it to the citizen practically online and at the same time providing the necessary service. After a while these citizens that have benefitted from practical training of e-services and had an awareness at these help desks, can carry out their procedures at their home on their own. These application can be helpful for citizens and beneficial for busy organizations. This would also be effective to promote and teach really needed e-services to right target group instead of promoting all e-services to all citizens without caring about their personal needs.
- Informative Attractive Videos: Almost in all houses, it is possible to find mobile phones and computers. Even if the low educated members of the family don't use this electronic devices or internet connection, generally young members of the families are spending much time with them. Informative short videos teaching each e-services in a simple, understandable and enjoyable way can be prepared by the government and be uploaded to mostly used platforms (Youtube, Social Media websites etc.). These videos will be surely watched within the family and be educative for not only low-educated citizens but all citizens. In order to ensure the promotion of these videos, national and local TV channels, local informative led screens can be used to share these educative and promotive videos.
- E-Services Handbooks: Practical Handbooks enriched by visuals and clear simple explanations can be prepared and delivered to low-educated citizens. However, we

[34] A good model of such permanent cooperation is the Polish application https://naprawmyto.pl/home

should be careful to prepare a really simple handbook that will include mostly used e-services, short and very understandable explanations, attractive and helpful pictures and encouraging advices for preferring e-services. Although this wouldn't be as effective as practical training, these handbooks will also help and encourage citizens as long as they are prepared professionally and intelligibly.

- Digital Trainings at Adult Education Centers: Although the name of the organizations may change, all countries have centers giving theoretical or practical trainings about different subjects. Although most of next generations will probably be very good at digital abilities due to extensive use of electronic devices and internet, it is still possible to see a high number of low-skilled adults within society. For these citizens, adult education centers can promote and increase the number of basic computer and internet access trainings. Thanks to these trainings, low-skilled citizens can learn how to use computer and access internet and e-services included within these trainings. All training centers, schools, universities, NGOs etc. should include e-services provided by government into their digital trainings and courses.

CHAPTER III RECOMMENDATIONS

The state, local and regional authorities are increasingly facilitating the citizens' cooperation with the various types of applications and virtual platforms. They care about the fact that public institutions have ceased to be perceived as hostile institution for residents, hindering their daily life and deal with administrative matters. Moreover, often in the context of such e-services they offer opportunities for participation in the public consultations or other forms of civic engagement. Unfortunately, this offer is still very unaccessible to people with low competences and digital skills. **We found out that due to the lack of effective ways of learning of using the e-government, some part of the population is even more socially excluded.**

So even if we have a lot of e-government solutions, **there is still the issue of encouraging and effectively involving citizens in the usage of them or even more, designing and developing the e-services.** We strongly recommend designing such e-services in cooperation with the users – citizens, especially with low digital competencies. The government or local administration that is in the procurement of e-services projects should ensure that they are designed, for example, using the Design Thinking method, including mandatory tests of application prototypes. Thanks to this, IT solutions will be able to focus on the real needs of residents and be adapted to their digital skills.

As part of the project, we have seen that **despite the fact that the range of e-services is still growing, there are still many people who do not know about their existence or do not have sufficient competences to use them.** The very big challenge is getting information about the e-services to the inhabitants. It is worth taking advantage of the experience of such countries as Turkey or Spain, which use very different ways to reach potential users of e-services. It is also worth paying attention to the model of cooperation between the administration and non-governmental organizations as presented by the example of application Naprawmy from Poland. NGOs working directly with digitally excluded groups (e.g. migrants or elderly people) have deep knowledge about them, their needs and problems, as well as can reach them with information and transfer knowledge and improve digital skills.

In all participating countries in the project, during the international project meetings, we pointed out that the principle is that **e-services are created in the external service format that is most often implemented by companies and citizens are not invited to co-create them during the design or testing of services.** Negative consequences result from this are that applications are very often too complex and require large digital skills. During the project, we conducted pilot UX surveys of regional e-services in Poland in the Podlasie voivodship (e-Health portal). These studies have shown major barriers for people with low digital skills in using these services. It is highly probable that such barriers are also found in other e-services. Therefore, it is **absolutely crucial to develop e-services based on user-centric design methods and the user with the smallest digital skills.**

There is also lack of educational programs for adults, in which they could acquire such skills for using e-services. There are very few courses including the basics of using computers or the Internet, which would use e-services at the government, regional or local level. Certainly such knowledge could be easily included in such courses. Referring to the theory of adult learning, it can be concluded that the best practice in learning how to use a computer is to experience the use of useful applications Thus on a daily basis. However, it is important that these e-services that are in the form of applications are well designed.

It seems to be necessary **to train Public Administration personnel**, both about the contents of using the new electronic services and about friendly attention to citizens. At local level (mainly small cities or villages), there is often a lack of competent staff (aged 50+ with low level of digital competences) at municipal offices. Thus, they do only those operations which are given by the law but they are not motivated to implement other e-services and tools.

An interesting result of our cooperation is also the observation that **we have different logic of building e-services in the state** in four countries participating in the project. For example, in Turkey, which has a highly developed e-service system, we are dealing with a centralized system. There is virtually no local e-services there, they are grouped on one E-Devlet platform. This means that citizens do not have to learn "from scratch" to handle such e-services. In the case of other countries such as Poland, the Czech Republic or Spain, we are dealing with a more or less decentralized system. Practically every big city or region creates its own services, sometimes incompatible with the national system. The advantage of such system is that citizens or residents of cities can use the offer thaat is more adapted to their local needs. However, such a system may be an obstacle in the use of e-services. In the situation of mobility of citizens, they have to learn new applications and learn new functionalities from beginning. In addition, local e-services systems are not compatible with each other and require re-registration of the user. So, in the decentralised system of e-government, the biggest challenge is to interconnect all e-services. In our countries, there have been developed many e-service/systems/tools, however not all of them are interconnected and thus the e-government is not as effective as expected. Sometimes some processes must be backed-up in paper form (authorities often exchange paper documents) – the advantage becomes disadvantage. One of the issue is the licencing – systems could be interconnected due to licensing, codes or database systems.

The disadvantageous group of 50+ with lower digital competences and low skilled people are risky that all services will be provided only on-line one day and they will be excluded – it will be difficult for them to communicate with municipalities and government. Therefore it is highly recommended to systematically work (and educate) with this group of citizens. It is necessary that interface and system of e-government platforms and applications is intuitive, the “help” is available (for example short instructive video), support/facilitation for visually impaired or deaf persons is available (it is important that this group of citizen is not excluded and have same access to services as anybody else).

For those who have low digital competences, there **should be provided assistance** – competent staff will provide a help. It could be real person trained in assisting people with low digital competencies. Such support can be organised as peer to peer cooperation or intergenerational cooperation (voluntary work at schools or universities). An interesting solution is used in the Netherlands where Steffi - virtual help was created.[35]

[35] www.Steffi.nl

There might be established “points”/terminals (for example at municipal office/public libraries) where citizens could get relevant assistance (not everybody is holder of computer or is confident to use computer for e-services, at some places the Internet is not available).

The experience from our countries confirm the potential of e-services, especially at the local level, is not fully used. Certainly, some of them could be used in computer skills courses, which are organized by cities or non-governmental organizations. They could become an integral part of such courses. However, the crucial condition is one. The e-services system should be created from the very beginning with the residents. Starting from their real needs that could be met by such services, by creating and testing their activities in groups of different recipients. It is important to ensure that recipients who have an influence on emerging applications or platforms have different digital competences. E-services should be inclusive and should not be a challenge for elderly people or people with disabilities. Just as the city's space is designed according to universal planning rules, e-services should also have the character of including the largest groups of recipients.

What is the meaning of the title of our e-book for us? How can we bring the e-services and e-government closer to citizens?

First of all, we should start with designing e-services together with residents and users. All new services should be invented and implemented in accordance with methods centered on users. UX issues should be crucial key in these solutions. All prototypes of new applications should be tested by residents. It is also worth paying attention to the fact that there are still people with low digital competences. The new applications should be as simple and intuitive to use as it’s possible.

E-services, if well designed, should become a standard part of digital adult education. You can use intergenerational or similar cooperation here. It is also worth introducing supporting assistants in the institutes or offices.

And finally, it may be trivial, but as it turns out to be important in our countries: e-services should be effectively informed. It is not enough to design them well. It is worth implementing marketing tools here and effectively reaching individual groups of residents. Communication should be based on the benefits for these groups (you have to think about them when designing new services). It is worth using the experience and activities of non-governmental organizations in the local communities that work day by day with groups of e-services recipients.

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