

Questionnaire

The adoption of digital technologies within the public services sector in Romania

Hello! During this period, I am conducting a scientific research on the digitalization of public services in Romania.

The digitized or partially digitized public service status is given to that service that has at least level 1 sophistication (at the European level, there are 5 levels of sophistication of electronic services: information; interaction; two-way interaction; trading; personalization).

Regarding the digitalization of public services in Romania, in 2022 there were 2,333 public services provided by the institutions of the central public administration, which were analyzed by the Authority for the Digitization of Romania. According to the Authority for the Digitization of Romania (2023), although services can be paid online, the majority of citizens still prefer to pay physically (51%), 31% of them paying online and only 2% through the [giseul.ro](https://www.giseul.ro) platform.

Thus, the role of this research is to determine the main factors that influence the acceptance and use of digital public services, in the Muntenia region. Most of the answers associated with this questionnaire concern your perception of the use of digital public services, for which you will have to give a score from 1 (total disagreement) to 5 (total agreement) regarding the degree of agreement you show regarding with a certain statement. This questionnaire is structured in 3 sections: one section deals with your experience and general perception associated with the digitization of public services, one section deals with various factors that can influence the adoption of digital public services, and the last section collects demographic data and control variables. By completing this questionnaire, you consent to the collection and processing of your data in accordance with the provisions of Regulation (EU) 2016/679 on the protection of natural persons with regard to the processing of personal data (GDPR) and Law No. 190/2018 of Romania. The data collected will be strictly anonymized and used solely for the purpose of conducting this scientific research. Anonymization ensures that your information cannot be linked to your identity in any way. All data will be securely stored and accessible only to the research team involved in this project. If you have any questions or concerns regarding the processing of your data, please contact us before proceeding with the questionnaire.

Thank you!

Personal experience associated with the use of digital public services

1. In the last two years, have you used digital public services at least once (for information, interaction, transaction, etc.)?

- ☐ Yes
- ☐ No
- ☐ I do not know

2. Are you considering the future use of digital public services?

- ☐ Yes
- ☐ No
- ☐ I do not know

3. What types of platforms or mobile applications associated with national public services have you used? (Check all that apply.)

- ☐ The www.giseul.ro platform
- ☐ The National Electronic System SEN (I had the opportunity to submit online the "Declaration regarding the obligations to pay social contributions, income tax and the nominal record of insured persons)
- ☐ The PCUe electronic Single Point of Contact
- ☐ Applications related to town halls (e.g. eSector 6, etc.)
- ☐ Applications related to various public institutions or ministries

- o Applications associated with public parking services (eg AmParcat, Parking Bucharest, etc.)
- o I didn't use it
- o Other:

4. What types of public services have you accessed using digital methods in the last two years: (Tick all that apply.)

- o Payment of fees and taxes
- o Pay fines
- o Payment of ANAF fiscal obligations
- o Obtaining the criminal record certificate
- o Utility payment (eg Apa Nova Bucharest)
- o Parking fee
- o Insurance against natural disasters
- o Payment for license plates
- o Car licenses/ Registration certificates/ Provisional authorization
- o Payment of passport value
- o Information: extract for information, extract for authentication, extract from the cadastral plan, copies of maps and plans, copies of documents from the archive
- o Registration in the land register
- o The exchange of information with motor vehicle drivers regarding violations of traffic rules that affect road safety on the territory of Romania
- o Provision of information from the Trade Register
- o Reception of technical/cadastral documentation
- o I didn't use it
- o Other:

5. To what extent do you appreciate the following aspects as advantages of the digitization process of public services:

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
Increased accessibility – I can access and use services online without having to physically travel to government offices.					
Saving time and resources - I no longer have to stand in long queues or travel long distances to benefit from public services.					
Increased efficiency - by automating processes and reducing human error.					
Red tape reduction – procedures and forms are simplified					
Increased transparency - I can more easily access information about government decisions, public spending, and other aspects of administration.					
Reducing corruption - digital processes can be monitored more easily and create a more transparent environment.					
Personalized services – they are adapted to the individual needs of citizens.					
Increased data security – by implementing measures to ensure the safety of citizens' data in the digital environment and to prevent unauthorized access.					
Cost reduction - over time, digitization can lead to significant money savings for governments and citizens.					

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
Supporting sustainable development - by reducing paper and energy consumption and promoting more efficient services.					
Increased accessibility – I can access and use services online without having to physically travel to government offices.					
Saving time and resources - I no longer have to stand in long queues or travel long distances to benefit from public services.					
Increased efficiency - by automating processes and reducing human error.					
Red tape reduction – procedures and forms are simplified					
Increased transparency - I can more easily access information about government decisions, public spending, and other aspects of administration.					
Reducing corruption - digital processes can be monitored more easily and create a more transparent environment.					
Personalized services – they are adapted to the individual needs of citizens.					
Increased data security – by implementing measures to ensure the safety of citizens' data in the digital environment and to prevent unauthorized access.					
Cost reduction - over time, digitization can lead to significant money savings for governments and citizens.					
Supporting sustainable development - by reducing paper and energy consumption and promoting more efficient services.					

6. To what extent do you assess the following aspects as disadvantages or problems associated with the digitalization process of public services:

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
Data security					
Access to digital technologies					
Lack of universal access to the Internet					
The necessary knowledge to use digital services					
The technological complexity of the digital solutions offered					
Lack of technical support in using online services					
Depersonalization of services through reduced or non-existent human contact					
The cost of digital solutions					
Lack of information/knowledge/cultures about digitization					
Resistance to change					
Data security					
Access to digital technologies					
Lack of universal access to the Internet					
The necessary knowledge to use digital services					
The technological complexity of the digital solutions offered					

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
Lack of technical support in using online services					
Depersonalization of services through reduced or non-existent human contact					
The cost of digital solutions					
Lack of information/knowledge/cultures about digitization					
Resistance to change					

Analysis of the factors that determine the acceptance and use of digital public services

Please rate from 1 (strongly disagree) to 5 (strongly agree) how much you agree with a particular statement.

Perceived Usefulness (PU)	1	2	3	4	5
1. The use of digital public services improves the quality and efficiency of services provided by public authorities.					
2. Through the digitization of public services, I am offered faster and more efficient solutions for solving my administrative problems.					
3. Using public digital services facilitates access to information and public resources important to me.					
4. Digitization of public services contributes to a better administration of the country.					

Perceived Ease of Use (PEU)	1	2	3	4	5
1. I find it easy to learn to use digital public services.					
2. I believe that the interface and functionalities of digital public services are intuitive and user-friendly.					
3. I have no major difficulties in finding or accessing the digital public services I need.					
4. I trust that I can easily use digital public services without requiring constant technical support.					

Attitude Toward Using (ATU)	1	2	3	4	5
1. I intend to regularly use digital public services offered by the authorities, as I see their benefits for my needs.					
2. I plan to use digital public services soon because I think they are more convenient than traditional methods.					
3. I aim to learn more about digital public services and become more familiar with them to use them more frequently.					
4. I trust that I will try and use the digital public services offered by the authorities in the next period.					

Behavioral Intention to Use (BIU)

	1	2	3	4	5
1. I have already used digital public services in the past and found this experience positive and useful.					
2. I am an active user of digital public services and access them frequently to fulfill my requirements.					
3. We performed various actions through digital public services, such as filling in forms, paying taxes or requesting information.					
4. My behavior of using digital public services is increasing and I consider them part of my daily life.					

Transparency and communication from public authorities (TCPA)

	1	2	3	4	5
1. Public authorities regularly provide relevant updates and communications about available digital public services.					
2. I believe that public authorities are open to citizens' feedback and suggestions regarding digital public services.					
3. I believe that public authorities are actively engaged in the development and improvement of digital public services.					
4. I have access to clear and complete information about digital public services offered by public authorities.					

Level of citizen engagement and participation (LCEP)

	1	2	3	4	5
1. I believe that through feedback and my opinion, I can make contributions to the development and improvement of digital public services.					
2. I believe that digital public services are more effective when public authorities listen and consider the views of citizens.					
3. I believe that digital public services are developed to meet the needs and preferences of citizens.					
4. When organizing consultations and debate sessions regarding the digitization of public services, I do my best to get actively involved and express my point of view (including through comments posted on social networks).					

Cultural values and attitudes towards technology (CVATT)

	1	2	3	4	5
1. I am open and interested in using digital technology to interact with public authorities.					
2. I believe that digitizing public services can lead to a more efficient and advanced society.					
3. My cultural values and attitudes influence how I perceive and use technology in everyday life.					
4. Cultural attitudes in my community have a significant impact on my expectations regarding the use of digital public services.					

Resistance to use (RU)

	1	2	3	4	5
1. I prefer to use traditional or conventional methods to interact with public authorities instead of digital public services.					
2. I have reservations about changing the methods we have used for a long time in favor of digital public services.					
3. The thought of switching to using digital services makes me feel some resistance or concern.					
4. I am used to old procedures and practices, and I prefer them over digital services.					

Digital Inclusion and Diversity Approach (DIDA)

1 2 3 4 5

1. All citizens, regardless of their social or cultural context, should have access to digital public services.
 2. I believe that public authorities should ensure that digital public services are accessible to all, including marginalized groups.
 3. It is important that digital public services are adapted to the needs and capacities of all citizens.
 4. I encourage diversity and inclusion in the use of digital public services.
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Citizen satisfaction and experience in interacting with digital public services (CSEI)

1 2 3 4 5

1. My previous experience with digital public services was positive and satisfactory.
 2. I am satisfied with the way digital public services have solved my problems or satisfied my past and present needs.
 3. Previous experience with digital public services makes me more open to using them in the future.
 4. I think digital public services have evolved for the better based on user feedback and suggestions.
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Data Security (DS)

1 2 3 4 5

1. I trust that my personal data is protected while using digital public services.
 2. I feel safe about the security of my data when using digital public services.
 3. Public authorities have implemented effective measures to prevent unauthorized access to my personal data.
 4. I am convinced that digital public services are secure and protect my information from any cyber threat.
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Data Privacy (DP)

1 2 3 4 5

1. I believe that my personal information is treated confidentially when I provide it for the use of digital public services.
 2. I am concerned about how my personal data is stored and managed by public authorities within digital services.
 3. I feel comfortable sharing personal information with public authorities through digital services because I believe that this data is kept confidential.
 4. Public authorities should provide clear assurances about protecting the confidentiality of my data when using digital public services.
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Perceived Risk (PR)

1 2 3 4 5

1. I am concerned that the use of digital public services could expose my personal data to security risks or threats.
 2. I understand that there are significant risks associated with the use of digital public services, such as fraud or unauthorized use of data.
 3. I believe that public authorities should do more to minimize the risks associated with the use of digital services.
 4. Assessing potential risks is an important aspect in my decision to use digital public services or not.
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Technical Accessibility and Digital Infrastructure (TADI)

1 2 3 4 5

1. I have access to a stable and high-quality Internet connection in the area where I live.
 2. Digital infrastructure (such as internet networks and equipment) is available and accessible for the use of digital public services.
 3. The quality of my internet service is not a barrier to using the digital services offered by the authorities.
 4. There are affordable and available connectivity options for all citizens in the country.
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Facilitating Conditions (FC)

1 2 3 4 5

1. I have the necessary resources and technical equipment to use digital public services (such as a device and an internet connection).
 2. Public authorities provide support and resources to make the use of digital public services easier for citizens.
 3. I know and have access to guides or clear instructions for using digital public services.
 4. The environment in which I use digital services is comfortable and suitable for my interaction.
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Citizens' Technological Competencies (CTC)

1 2 3 4 5

1. I feel comfortable using technological devices such as computers or mobile phones.
 2. I have adequate knowledge to use software and applications to access digital public services.
 3. I understand the basic technological terms and concepts needed to use digital services.
 4. I feel confident that I can learn and develop the necessary technological skills to use digital public services.
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Technology Anxiety (TA)

1 2 3 4 5

1. I feel insecure when I have to use digital technologies or online services.
 2. I have concerns about possible problems or difficulties that may arise while using digital public services.
 3. I am concerned that security or privacy issues may arise while using digital services.
 4. Technology anxiety can deter me from using public digital services.
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Social influence (SI)

1 2 3 4 5

1. The opinions and experiences of other people in my social circle influenced my decision to use digital public services.
 2. If my friends or family successfully use digital public services, I am more likely to try them myself.
 3. If colleagues at work successfully use digital public services, I am more likely to try them myself.
 4. I generally feel pressured to use digital public services because of social influence.
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Demographic and control data

25. Your gender:

- ☐ Male
- ☐ Feminine
- ☐ I prefer not to answer

26. In which age category do you fit?

- ☐ 18-25 years
- ☐ 26-35 years
- ☐ 36-45 years
- ☐ 46-55 years
- ☐ 56-65 years
- ☐ 66-75 years
- ☐ Over 75 years

27. What is your last completed level of education?

- ☐ High school education
- ☐ Post-secondary education
- ☐ Short-term higher education
- ☐ Bachelor or equivalent level
- ☐ Master or equivalent level
- ☐ PhD or equivalent level

28. What types of Internet-connected electronic devices do you own or use? (Check all that apply.)

- ☐ Laptop or computer
- ☐ Smartphone
- ☐ Tablet
- ☐ Other:

29. What is your background?

- ☐ Urban
- ☐ Rural

Thank you!