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Digitization and digital literacy of the population in Lithuania

Municipalities support adult education



Project IO # 1 and IO # 2
prepared by the Lithuanian Association of Adult Education



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Situation of Digitalization in Lithuania

Key documents

Digitization and digital literacy education in Lithuania are developed according to the following main documents:

1. State Progress Strategy Lithuania 2030 (2019) <https://e-seimas.lrs.lt/portal/legalAct/lt/TAD/TAIS.425517>
2. 2021 - 2030 National Progress Plan (2020) <https://lrv.lt/lt/aktuali-informacija/xvii-vovernybe/strateginis-valdymas/2021-2030-m-nacionalinis-pazangos-planas>
3. National 2014–2020 Progress Program (2012) <https://e-seimas.lrs.lt/portal/legalAct/lt/TAD/TAIS.439028>
4. Lithuanian Industrial Digitization Guide 2019–2030 (2019) <https://eimin.lrv.lt/lt/veiklos-sritys/verslo-aplinka/pramone/pramone-4-0/lietuvos-pramones-skaitmeninimo-kelrodis-2019-2030>
5. Lithuanian Artificial Intelligence Strategy (2019) [https://eimin.lrv.lt/uploads/eimin/documents/files/DI_strategija_LT\(1\).pdf](https://eimin.lrv.lt/uploads/eimin/documents/files/DI_strategija_LT(1).pdf)
6. Information Society Development Programs 2014–2020. Digital Agenda of the Republic of Lithuania (2014) <https://e-seimas.lrs.lt/portal/legalAct/lt/TAD/a66c0760b04011e3bf53dc70cf7669d9>
7. Regarding the approval of the Plan of Measures for the Implementation of the e-Government Concept (2004) <https://e-seimas.lrs.lt/portal/legalAct/lt/TAD/TAIS.222092?jfwid=rivwzvpvg>

Guidelines of key documents and measures for their implementation

The draft of the *National Progress Program 2021-2030* formulates the task “to promote the digitization of the state - public sector, economics and society - by creating solutions that enable businesses, the public sector and academic community to use the necessary computing, data processing or cybersecurity capabilities, improve the population's ability to take full advantage of new technologies, raise awareness about future technological changes and enable the state to adapt to them”.

The report *2021-2027 “Preliminary Impact Assessment Services for the Digitization of Society”¹* notes that:

- 26 measures to promote information society were approved in Lithuania during the periods of 2007-2013 and 2014-2020.
- Investments from the EU Structural Funds are one of the most significant financial sources for Lithuania's digital policy.
- 352.182 million EUR has already been invested in the digitization of society during 2007-2020. It is planned to invest another 9.93 million EUR from the EU structural funds. Main investment is allocated for development of digital services.
- During 2014-2020 investments for the consolidation of state information resources and digitization of the Lithuanian language and culture have increased, and open data measures have been launched.
- During 2007-2013 such measures as *E-government Services* and *E-government Services in Municipalities* were aimed to create user-friendly, easily accessible and efficient e-services. Under

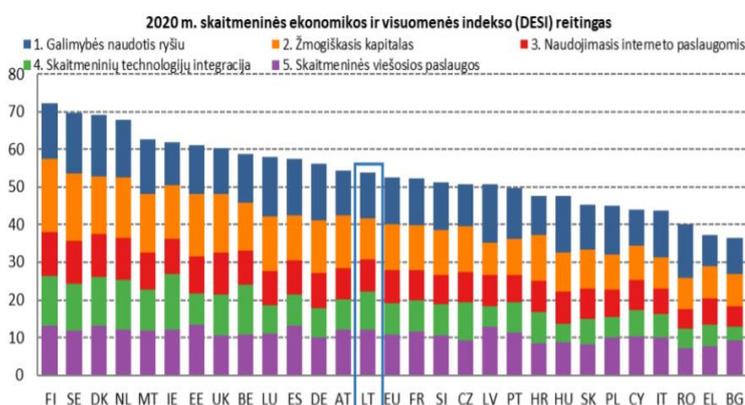
¹ https://www.visionary.lt/wp-content/uploads/2020/05/EIM-skaitmeninimas_galutine-ataskaita_suredaguota.pdf

these measures, various state institutions have implemented 28 e-service projects and one specific project to develop typical e-services for all LT municipalities.

Lithuania in the European context

According to the indicators of progress in digitization, Lithuania (LT) is an "average" ² at the EU level. Though LT is above the EU average in certain areas (e.g. the provision of public e-services), it lags behind in some other areas (e.g. digital skills). *The Digital Economy and Society Index (DESI)*³ in 2020 ranks Lithuania as 14th among 28 EU Member States (Figure 1).

	Lietuva		ES
	vieta	balas	balas
2020 m. DESI	14	53,9	52,6
2019 m. DESI	12	51,8	49,4
2018 m. DESI	12	49,4	46,5



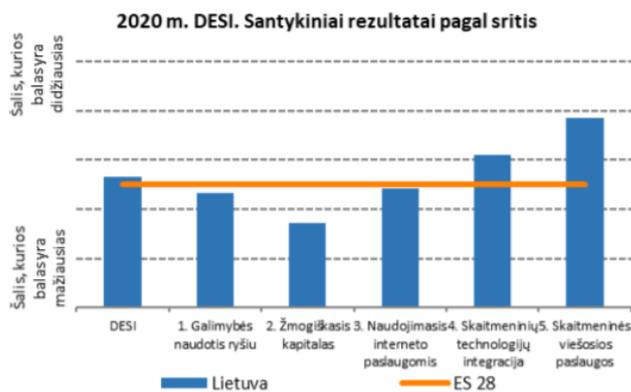
1 diagram. 2020 digital economy and society index (DESI) rating. Source: European Commission: 2020 Digital Economy and Society Index⁴

Lithuania ranks highest (8) in the areas of digital public services and digital technology integration. In 2020, Lithuania made progress in many of the areas assessed (Figure 2). The country has shown particularly good results in integrating digital technologies and public e-services. However, some areas, such as human capital, are still below the EU average.

² https://www.visionary.lt/wp-content/uploads/2020/05/EIM-skaitmeninimas_galutine-ataskaita_suredaguota.pdf

³ <https://digital-strategy.ec.europa.eu/en/policies/desi-lithuania>

⁴ <https://digital-strategy.ec.europa.eu/en/policies/desi-lithuania>



2 diagrams. DESI: relative results by area. Source: European Commission:2020 Digital Economy and Society Index⁵

Challenges of digitization and digital literacy

Analyzing Lithuania's digitization policy in recent years and the impact of EU structural funds investments, experts distinguish three main challenges: 1) poor digital skills of LT population; 2) lack of business investment in digital technologies and skills; 3) slow and fragmented digital transformation of the public sector.

Digital abilities of Lithuanian society

The results of the study of *Government Center for Strategic Analysis (STRATA)*⁶ show which age groups of population rate their digital literacy as “good” or “very good”: 53 percent of 50-59 age; 48 percent of 60-69 age and 26 percent of 70-74 age population. A larger number (over 70 percent) of respondents who rate their digital skills as “good” or “very good” are aged 15-49.

According to DESI⁷ the digital capabilities' assessment of Lithuanian human capital is the lowest in five indicators composing the DESI index. In 2020 56 percent of LT population (EU average – 57%) had at least basic digital skills and 32 percent had higher than basic digital skills (EU – 33%).

According to the data of the *Lithuanian Department of Statistics*⁸ situation in households in 2020 was: 77% households had personal computers at home and 82% had internet access; in the city 80% households had computers and 84% had internet access at home; in rural areas respectively - 70 and 78 percent. 79 percent households with internet access used broadband wired or wireless landline, 66 percent – mobile networks.

In 2020 internet was used by:

- 83.1% of the population aged 16-74.
- 99.1% of the population aged 16-24
- 46.1% of the population aged 65-74.

⁵ <https://digital-strategy.ec.europa.eu/en/policies/desi-lithuania>

⁶ <https://strata.gov.lt/lt/naujienos/8-naujienos/775-tik-puse-vyrimman-amziaus-gyventoj-turi-gerus-skaitmeninius-igudzius>

⁷ <https://digital-strategy.ec.europa.eu/en/policies/desi-lithuania>

⁸ <https://osp.stat.gov.lt/skaitmenine-ekonomika-ir-visuomene-lietuvoje-2020/zmones-ir-verslas-internete>

16.9% of the population in LT has never used the Internet. The majority of them (66%) indicated that they did not need the Internet. Other important reasons for not using the Internet at home are lack of knowledge (44%) and expensive equipment (18%), 1 percent stated that the reason for not using it was the unavailability of broadband Internet in the residential area of the household.

The most popular Internet activities among the Lithuanian population are news, banking, video telephony, social networks, music, videos and games. However, according to the use of the Internet for online trade and shopping, Lithuanians do not reach the EU average.

In 2020 Internet was used for learning purposes by 27.1 percent of LT population: 73 percent age 16-24; 28.6 percent age 25-54 and 7.6 percent age 55-74.

Lithuanians are more sluggish than other EU citizens to use the Internet to perform more complex actions. PIAAC study⁹ revealed that the least developed area of skills is problem solving with the help of technology. The level of Lithuanian digital skills is one of the lowest among the countries participating in the study, similarly to Turkey, Chile and Greece.

The project *Connected Lithuania* is aimed at the development of digital skills of the general public¹⁰. It's survey¹¹ of the situation in 2019 revealed that 76 percent of population avoids asking and looking for help in case they are faced with difficulties while using ICT. It is assumed that these people will not participate in digital literacy training even for free, therefore additional targeted publicity measures are needed to attract people to these programs.

Public e-services

In the field of public e-services, Lithuania ranks 6th in the EU. LT achieved much better results than the EU average in almost all segments of digital public services (e-government service users, pre-filled forms, completion of e-services, digital public e-services for business companies).¹² The only exception is open data (24th place in the EU). In 2020 according to the data of the *Lithuanian Department of Statistics*¹³ 57.7% of population used the e-services.

The main portal for government and public administration services is the *Electronic Government Gateway*¹⁴. As indicated by *Digital Society Development Committee*, in 2020 more than 1103.7 thousand LT population visited and used e-services provided by this portal.

E-services for healthcare can be obtained using a special portal *esveikata.lt*¹⁵.

⁹ <http://piaac.lt/>

¹⁰ <https://www.prisijungusi.lt/>

¹¹ <https://www.prisijungusi.lt/naujienos/tyrimas-76-proc-salies-gyventoju-drovisi-prasyti-pagalbos-susidure-su-skaitmenine-aplinka/>

¹² <https://digital-strategy.ec.europa.eu/en/policies/desi-lithuania>

¹³ <https://osp.stat.gov.lt/skaitmenine-ekonomika-ir-visuomene-lietuvoje-2020/zmones-ir-verslas-internete>

¹⁴ <https://www.epaslaugos.lt/portal/>

¹⁵ <https://www.esveikata.lt/>

Municipal e-services

In 2004 Minister of the *Interior of the Republic of Lithuania* approved the document *Indicative list of public services to be provided by municipal institutions and establishments using digital technologies*. It distinguishes as many as 27 service groups, some of which consist of 36 services. The services are related to the specific functions of the institutions belonging to the municipality. Evaluation of Lithuanian municipal websites¹⁶ showed that municipalities do not always follow the given classification.

According to the data of survey of municipal officials¹⁷, the computer literacy of municipal staff is at least average (58 % municipalities) or high (42 % municipalities). The representatives of all the surveyed municipalities have noted that moving services to a virtual space would help making them more accessible.

The research also revealed that the most demanded public e-services in municipalities are: calculation and payment of social benefits and provision of social services and other social support; supervision of the use of structures, authorization of a set of building design conditions and construction permits in accordance with the procedure established by law; management of state support for the purchase of housing, provision of social housing; establishment of the procedure for the provision of trade and other services in marketplaces and public places, authorization of permits (licenses) in the cases and according to the procedure established by law; organization of local public transport; management of archival documents.

In 2007-2013 investing (measure *E-government services in municipalities*)¹⁸ attempts were also made to improve e-services in municipalities but the overall indicator of the project shows that e-services were used only by 4.88% users of municipal services.

Business digitization (digital innovation centers)

In 2007-2020 investments in business digitization have been decoupled from overall investments in public digitalization and focused on the development of digital innovation centers (SICs)¹⁹. SICs are centers of excellence that provide a one-stop shop principle for businesses to benefit from digitalisation (eg for improving processes, products or services). SICs should make digitization more accessible to companies in all sectors (especially small and medium-sized enterprises (SMEs)), thus encouraging companies to invest in digitalisation and create the conditions for business productivity improvement.

According to the 2019 DESI index data²⁰, Lithuania ranks 10th in the EU in terms of business digitization and exceeds the EU - 28 average. However, a large part of Lithuanian companies do not use the benefits provided by digital technologies: almost half of Lithuanian companies in 2017 did not develop or maintain business management software or systems. In 2018 only 10.9 percent Lithuanian companies organized training for their employees to update their ICT skills, which is significantly less than the EU average (23%). Only 44 percent employees use computers at work in companies (19th place in the EU, where an average is 54%)²¹.

¹⁶ http://www.esparama.lt/es_parama_pletra/failai/fm/failai/Ataskaitos/BPD_vertinimo_ataskaitos/IVPK_18.pdf

¹⁷ There too

¹⁸ https://www.visionary.lt/wp-content/uploads/2020/05/EIM-skaitmeninimas_galutine-ataskaita_suredaguota.pdf

¹⁹ <https://digital-strategy.ec.europa.eu/en/policies/desi-lithuania>

²⁰ <https://digital-strategy.ec.europa.eu/en/policies/desi-lithuania>

²¹ https://www.visionary.lt/wp-content/uploads/2020/05/EIM-skaitmeninimas_galutine-ataskaita_suredaguota.pdf

Educational initiatives

Currently certain institutions and organizations take care of the development of digital literacy in Lithuania: formal and non-formal adult education institutions, libraries, private educational institutions, academic institutions, NVOs, etc. The content of such training is very diverse - from online communication tools, social networks, use of public e-services, development of a community website to open learning sources, use of distance learning, development of multimedia, such as digital photography, e-publishing, journalism in the digital environment. A large part of the training is carried out through various projects.

Some initiatives to improve digital literacy

- Association *Window to the Future* (<https://www.langasiateiti.lt/>) a Lithuanian non-profit initiative launched in 2002 by socially responsible private business companies promoting the use of the Internet in Lithuania, encouraging society to safely use ICT in their daily life. *Window to the Future* initiated the establishment of *Public Internet Access Points* (PIAP) in public libraries - over 1200 PIAP with free internet access are on function at present; over 100,000 adults participated in ICT basics training courses.
- *Martynas Mažvydas National Library* and other public libraries in 2019 provided digital literacy training or counseling to 298,674 residents. In regional libraries different digital technologies and Internet are provided for those residents or households who do not have access to them.
- *Lithuanian Association of Distance and E-learning* (LieDM, <http://liedm.net/en/about-liedm/>) is a voluntary organization that unites 46 Lithuanian institutions of science, studies and education, as well as individuals conducting technology-based (distance) studies and e-learning. LieDM aims to develop technology-based, remote and e-learning in Lithuania.
- *National Distance Learning Association* (NDMA, <https://ndma.lt/en/about-nade/>) - social, voluntary association (16 members in 2021), established in 1999. Its purpose is to develop distant learning in Lithuania, to participate in the formation of state distance learning policy.
- *National Digital Coalition* (NDG) of Lithuania (<http://www.skaitmeninekoalicia.lt/en/about/>) - formed by institutions, companies and organizations to increase employment by promoting ICT knowledge and achieve more effective use of the digital potential by cooperation in implementing e-society development program *Digital Agenda for Lithuania 2014-2020*. NDG is running the following activities related to MIL education of adults: training of low skilled and re-training; nomination of digital champions in the communities; awareness raising during EU campaigns (*Get Online Week, Coding week, Girls in ICT, Safer Internet Day*, etc.) etc.

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Digital literacy skills in Panevėžys district municipality

Analysis of results

The Lithuanian survey was conducted in Panevėžys district municipality. It is a municipality located in the Nevėžis lowland, which belongs to the Central Lowlands of Lithuania. Total area of the district – 217,8 thousand hectares, land used for agriculture occupies 57.3%, forests – 33.1%, water – 2.1%, towns and cities – 2.1%. Population – more than 35 thousands of inhabitants (2020). The district belongs to the agricultural area. The district has 1 City, 8 towns, 752 villages, 12 elderships in the district. There are 5 public museums, 12 cultural centers, over 200 art lovers, 21 schools, Panevėžys district municipal public library with 36 branches in small locations.

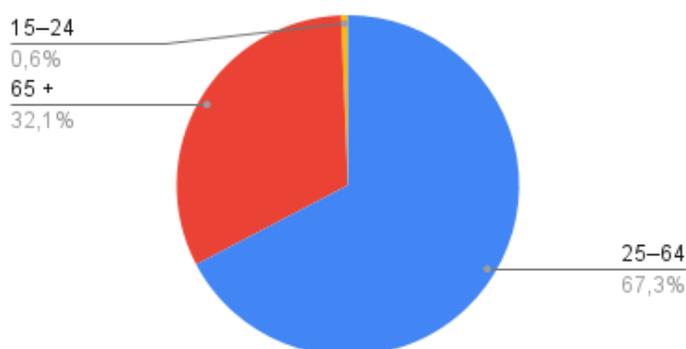
The questionnaire was sent to the employees of the municipality, to social care centres, cultural centres, elderships, museums, library, small enterprises by e-mail.

Characteristics of respondents

Totally 158 respondents participated in the survey.

Age

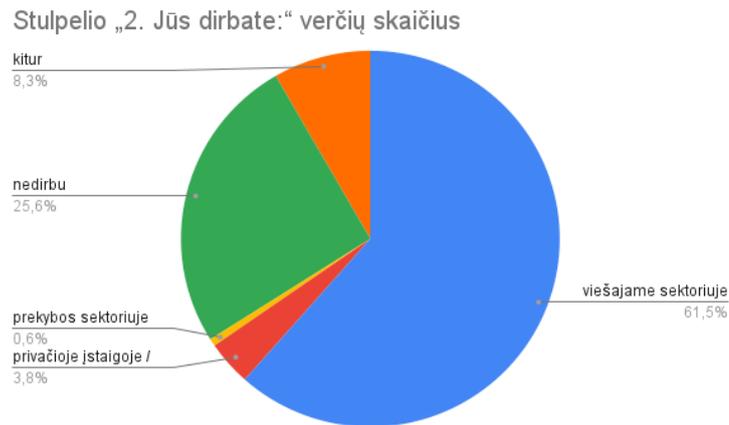
Stulpelio „1. Jūsų amžius:“ verčių skaičius



According to age groups, 67.3% participants of the survey were population aged 25-64, 32.1 percent 65+ population and 0.6 percent population aged 15-24. This corresponds to the composition of the population of Panevėžys district by age: According to the 2019 data²² of the working age population (from 15 years) is 61.9 percent, retirement age - 23.0 percent.

²² <http://paneveziorsvb.lt/wp-content/uploads/2016/02/Demografin%C4%97-ir-socialin%C4%97-situacija-Panev%C4%97%C5%BEio-rajono-savivaldyb%C4%97je-2019-m..pdf>

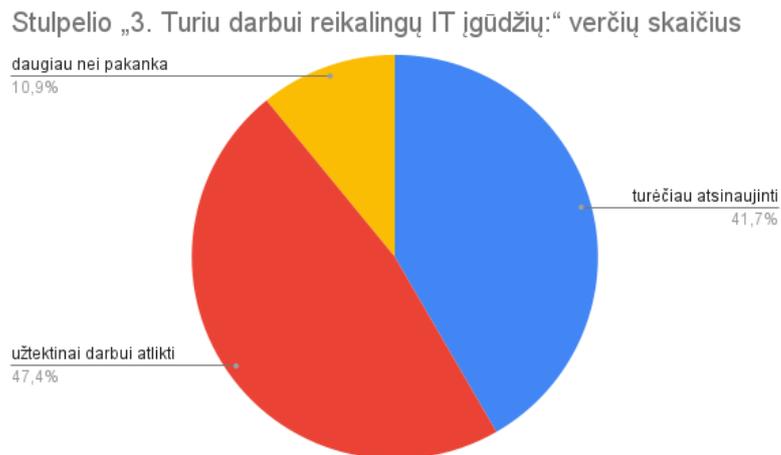
Workplace



Most respondents work in the public sector (61.5%, of which 56.7% belong to the 25-64 age group). 3.8 per cent of respondents work in a private institution, 0.6 per cent in the trade sector. A large part of the respondents - 25.6 percent - are unemployed, including 24.8 percent of the 65+ age group respondents. 8.3 percent of respondents work elsewhere (5.73 percent of them belong to the 25-64 age group).

Digital skills at work

The statement "I have the necessary IT skills for the job"

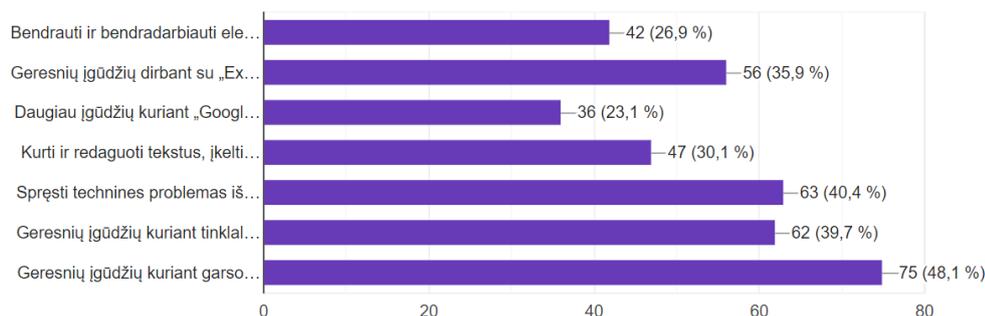


Self-assess of the existing IT skills needed for their job show that 10.9 percent of the respondents have more skills than necessary, 47.4 percent that they have sufficient skills to do the job. However, 41.7 percent of respondents believe that the IT skills needed for work activities should be updated.

Question "What should I learn to improve my digital literacy for work and / or private life?" (Possibility of many choices)

4. Ko turėčiau išmokti tobulindama(as) savo skaitmeninį raštingumą darbui ir/ar privačiam gyvenimui? (Galite pasirinkti kelis variantus.)

156 atsakymai

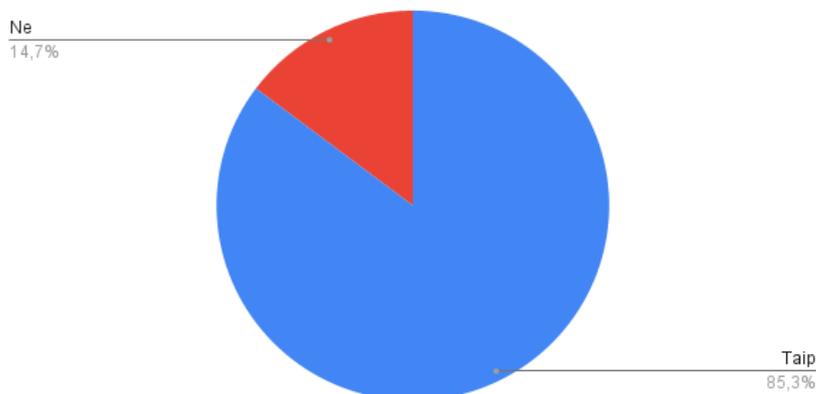


Most respondents (48.1%) would like to acquire better skills in creating audio and video. 40.4% of respondents would like to improve their skills in solving technical problems that arise when working with a computer. 39.7% would like to acquire better skills in creating websites and placing information in them. Improving skills in working with Excel is relevant for 35.9 percent of respondents. The need to improve other digital literacy skills is less: create and edit texts, upload pictures, work with tables - 30.1 percent, to communicate and cooperate in the electronic space - 26.9 percent, create Google Surveys - 23.1%.

Websites of municipalities and their institutions and public electronic services

Question "Do you use the websites of the municipality and its institutions as a source of information?"

Stulpelio „5. Ar naudojotės savivaldybės ir jos institucijų svetainėmis kaip informacijos šaltiniu?“ verčių skaičius



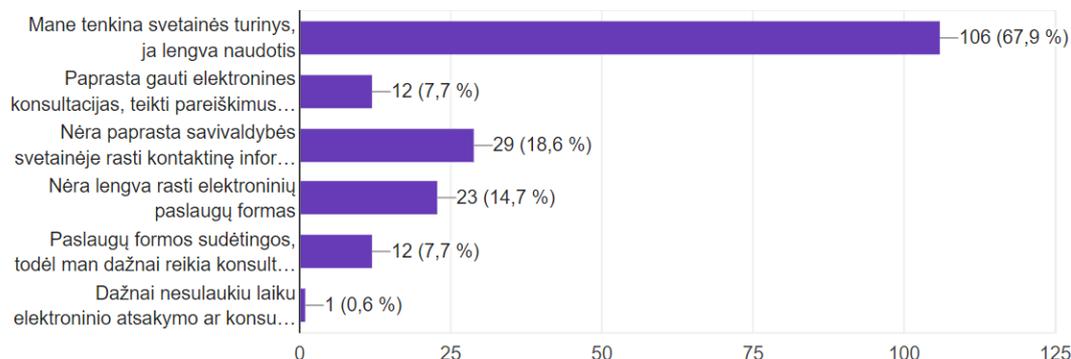
Survey data show that 85.3 percent of the respondents use the websites of the municipality and its institutions as a source of information, 14.7% - do not use. It can be concluded that municipal websites are an important and necessary source of information for the population.

Statement "Your opinion about your municipality's website" (Possibility of many choices).

6. Jūsų nuomonė apie Jūsų savivaldybės svetainę (galite pasirinkti kelis atsakymus).



156 atsakymai



The results of the survey show that, according to more than half of the respondents (67.9%), the content of the municipal website satisfies them and the website is easy to use. Still, there are indications that municipalities could improve their websites by addressing these issues:

- ✓ 18.6 percent of the respondents state that finding contact information for a consultation on the municipal website is not easy.
- ✓ 14.7 percent say there is a lack of easier access to forms of electronic services.
- ✓ 7.7 percent say that the forms of services are complex, so they often need advice when filling them out.

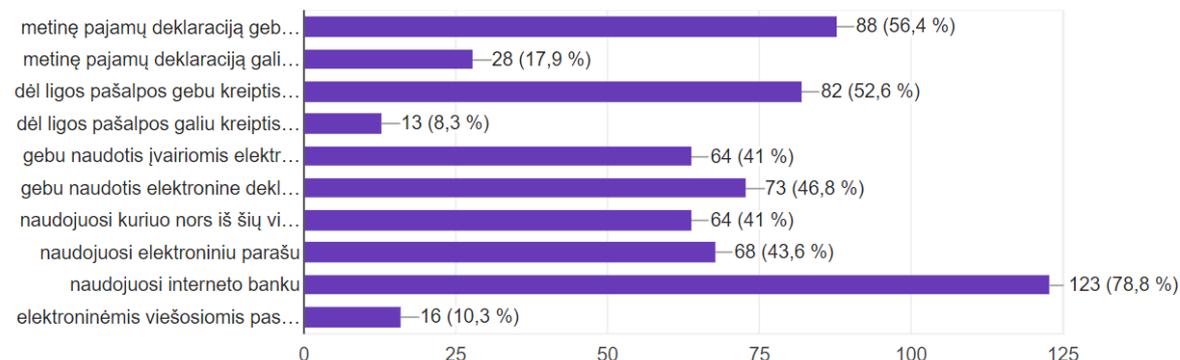
However, there are those (7.7%) who say that it is easy to receive electronic consultations, submit applications and receive services. The least dissatisfaction is caused by not receiving e-answers or consultations - this happened only 0.6 percent respondents.

Statement "I can use electronic public services" (Possibility of many choices):

7. Gebu naudotis elektroninėmis viešosiomis paslaugomis (galite pasirinkti kelis atsakymus):



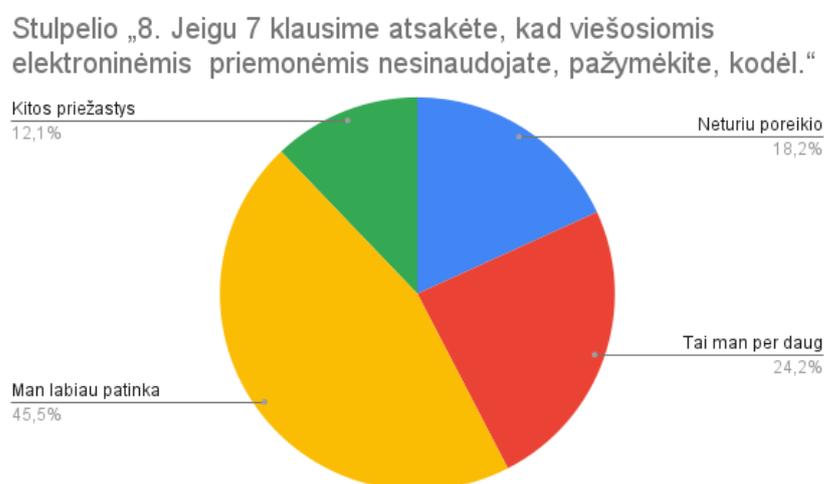
156 atsakymai



The answers to the question of what electronic public services respondents are able to use show that the majority of respondents use some electronic services. Only 10.3% of those who respondents do not use them. Dauguma jų naudojami interneto banku (78,8 proc.). The electronic declaration system EDS is used by 46.8% of respondents, an electronic signature by 43.6 percent, any of public portals (for example, <https://lietuva.lt/>; <https://lrv.lt/>; <https://www.epaslaugos.lt/>) and various electronic consultations are used by 41 percent each. A significant number of respondents indicated that they are able to use electronic services independently: to submit an annual income declaration - 56.4%, and to apply for illness - 52.6%. 17.9% of respondents need help to submit an annual income declaration and 8.3% by applying for sickness benefit.

It can be concluded that the respondents have good skills in using electronic public services.

Statement "If you in question 7 answered that you do not use public electronic services, please indicate why".

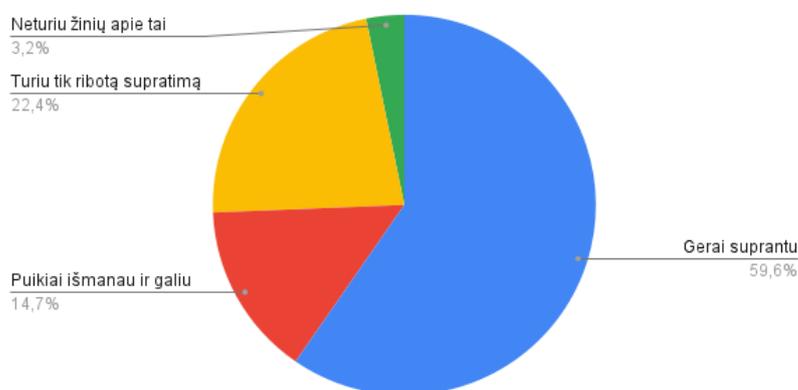


14.7 percent of the surveyed population do not use public electronic services for the following reasons: 45.5% of them prefer contact services, for 24.2 percent public electronic services are too complicated, 18.2 percent has no need and 12.1 percent don't use for other reasons, they did not indicate which.

Information and digital literacy

The statement "I use search tools (Google, Wiki, etc.) to find information."

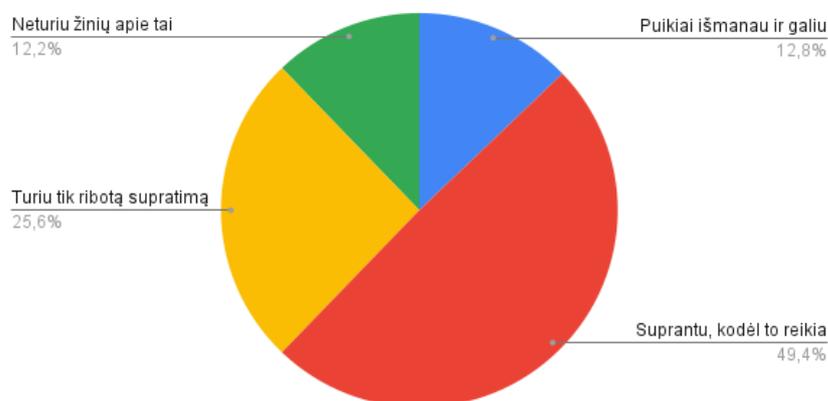
Stulpelio „9. Naudojuosi paieškos įrankiais („Google“, „Wiki“ ir kt.) informacijai susirasti.“ verčių skaičius



59.6% respondents have a good understanding of how to use electronic search tools; 14.7 percent respondents are well versed and can explain to others. 22.4% respondents have limited understanding and 3.2% have no knowledge of how to use these tools.

The statement "I regularly store data in USB and / or data clouds".

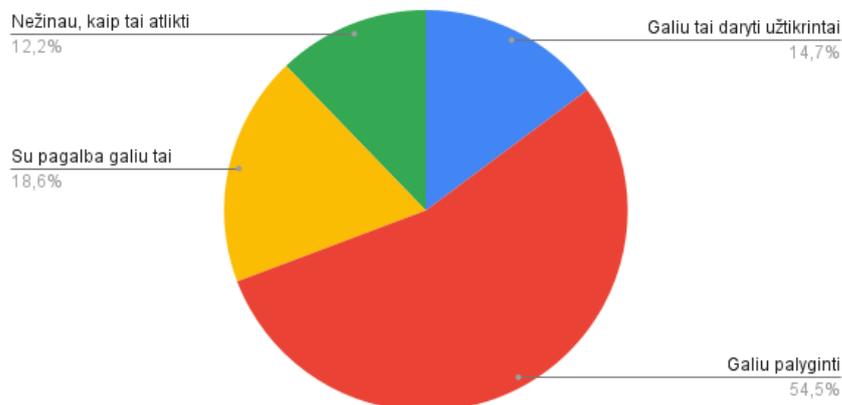
Stulpelio „10. Reguliariai kaupiu duomenis USB ir/ar duomenų debesyse.“ verčių skaičius



The majority respondents - 49.4 percent - understand why data should be stored in USB and / or data clouds. 25.6% respondents have a limited understanding of this. Unfortunately, only 12.8 percent respondents know how to do it well and can help others. A similar percentage respondents (12.2 percent) has no understanding of such actions.

The statement "I compare the prices of different online stores / service providers".

Stulpelio „11. Lyginu įvairių internetinių parduotuvių / paslaugų teikėjų kainas.“ verčių skaičius

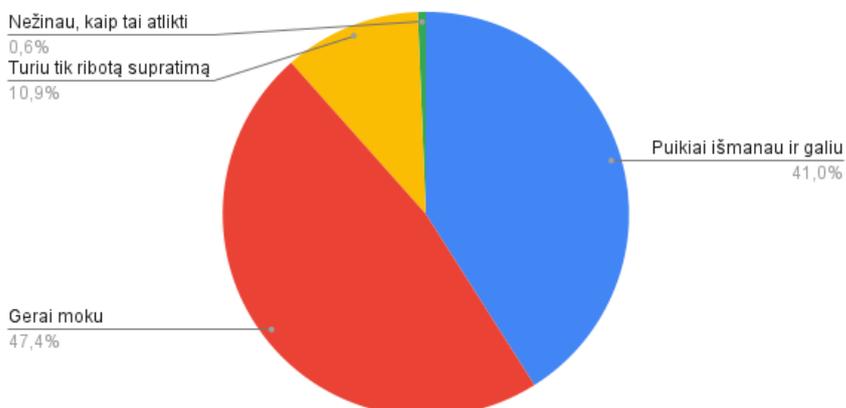


14.7% respondents can confidently compare the prices of various online stores / service providers, can compare 54.5% of respondents, can compare with the help of others - 18.6% respondents. 12.2 percent respondents do not know how to do it.

Communication and cooperation

The statement "I can send, reply to and forward e-mail letters".

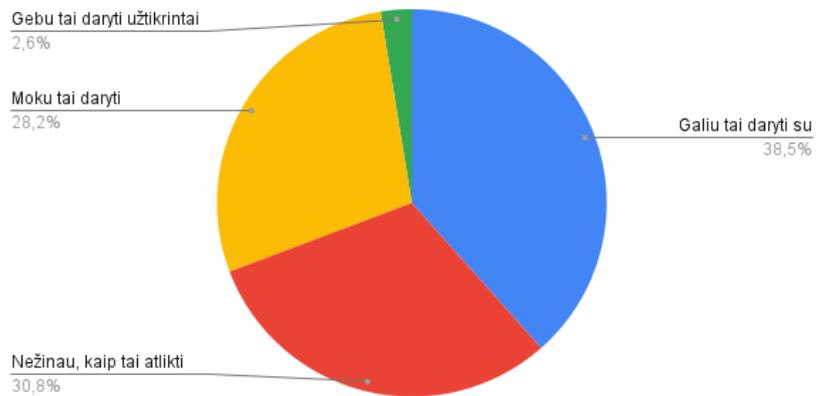
Stulpelio „12. Gėbu siųsti, atsakyti ir persiųsti el. laiškus.“ verčių skaičius



The situation is better with sending, forwarding, and replying to emails. 41.0% respondents know these operations well and can perform them, 47.4% respondents are well versed. 10.9 percent respondents have limited understanding and only 0.6 percent. don't know how to do it.

Statement "I can create questionnaires, documents and collaborate on online platforms: Google Docs, Dropbox, Pworks, etc."

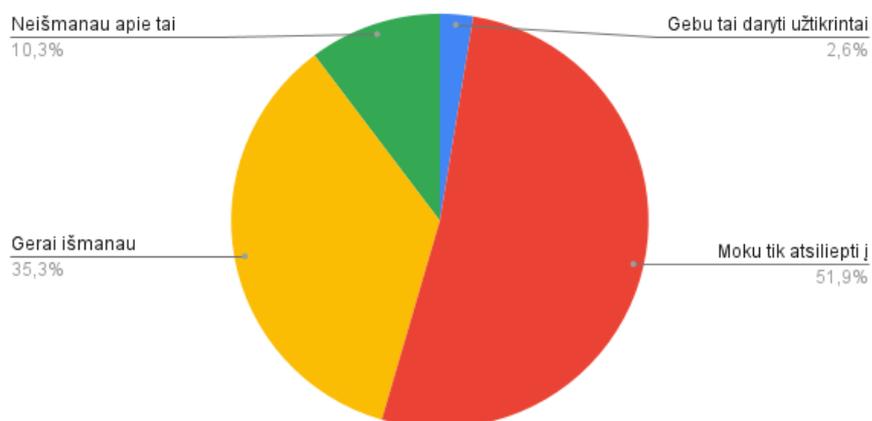
Stulpelio „13. Gebu kurti klausimynus, dokumentus ir bendradarbiauti naudojantis internetinėmis platformomis:



Only 2.6% respondents can securely create questionnaires, documents and collaborate using online platforms. 28.2 percent of respondents knows how to do it, 38.5 percent can do it with the help of others. Quite a significant number respondents -30.8 percent - do not know how to create questionnaires, documents and communicate online.

The statement "I can conduct group meetings / video conferences on the platforms" Zoom ", " Jitsi ", " Teams ", etc."

Stulpelio „14. Gebu vesti grupės susitikimus / vaizdo konferencijas platformose „Zoom“, „Jitsi“, „Teams“ ar kt.“

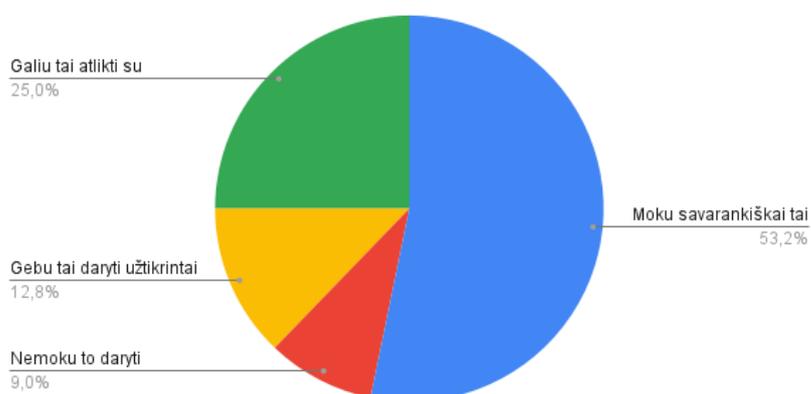


The majority of respondents know how to answer a video call (51.9%). 35.3% have a good knowledge of working remotely using various platforms, but only 2.6% can perform this activity with confidence and 10.3% knows nothing about it.

Development of digital content

The statement "I can create and edit texts, insert images".

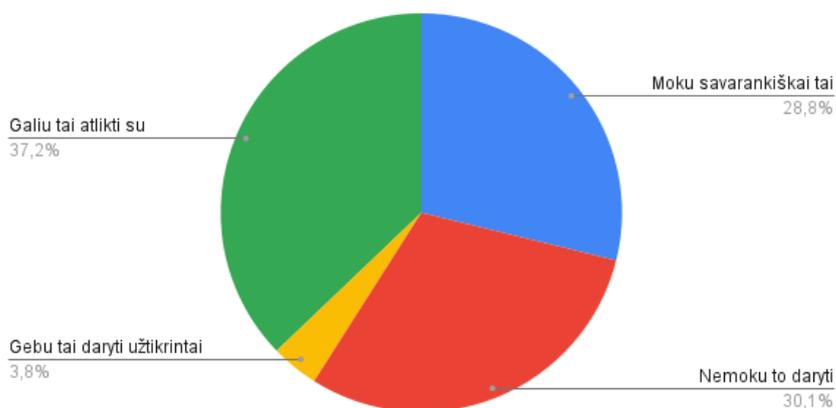
Stulpelio „15. Gebu kurti ir redaguoti tekstus, įterpti vaizdus.“
verčių skaičius



12.8% respondents are able to create and edit texts and insert images with confidence, 53.2% can perform this activity independently, 25% respondents with the help of others. 9 percent can't do it at all.

The statement "I can use formulas and other Excel features".

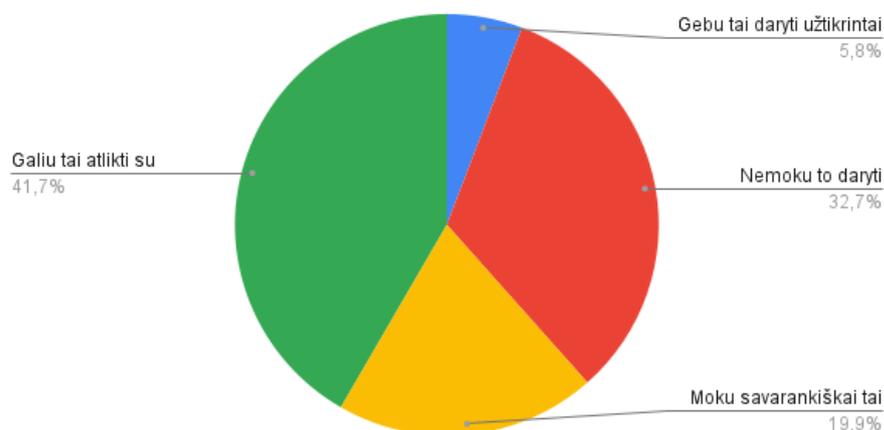
Stulpelio „16. Gebu naudoti formules ir kitas „Excel“ galimybes.“
verčių skaičius



Most respondents (37.2 percent) can use formulas and other Excel options with the help of others. 28.8% respondents can perform these activities independently, and only 3.8% can perform them safely. A significant number of respondents (30,1percent) do not know how to use Excel.

The statement "I can create digital audio and video".

Stulpelio „17. Gebu kurti skaitmeninius garso ir vaizdo įrašus.“
verčių skaičius

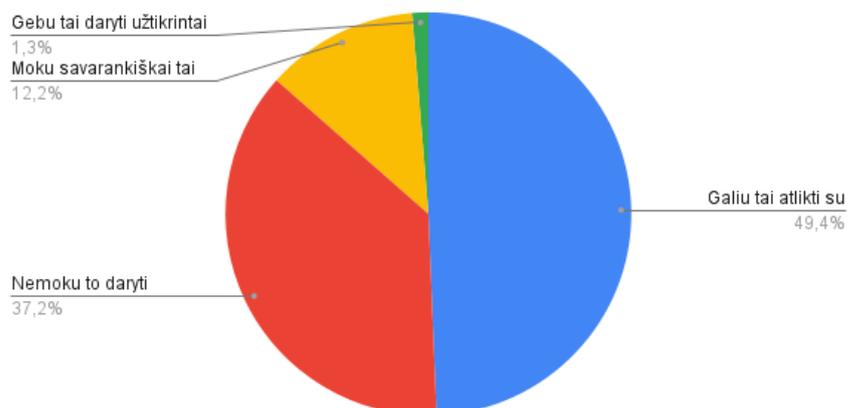


Survey data show that only 5.8 percent of respondents are confident in the ability to create digital audio and video recordings. 19.9% of the respondents are able to do it independently, the majority - 41.7% - can do it with the help of other people. A significant part of the respondents (32.7%) do not know how to create digital audio and video recordings at all.

Security

The statement "I use prevention measures to protect my computer from Internet attacks (https encryption, antivirus, firewalls)".

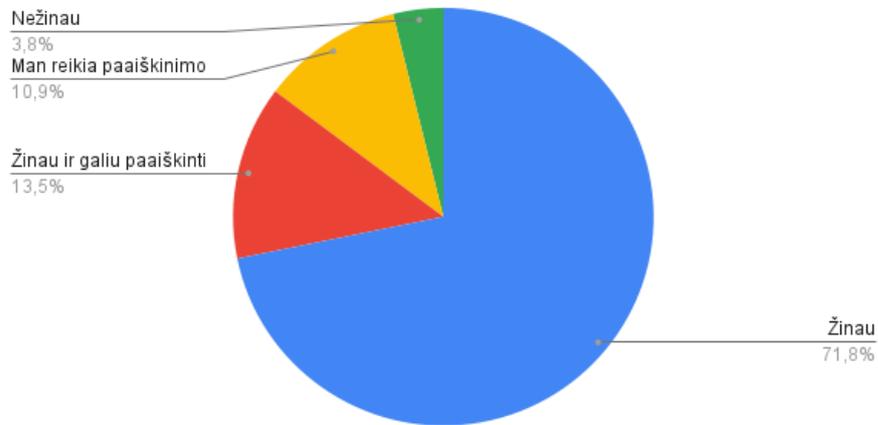
Stulpelio „18. Taikau prevencijos priemones kompiuteriui nuo internetinių atakų apsaugoti (https šifravimas, antivirusai,



The majority of respondents (49.4%) can protect their computer from cyber attacks only with the help of others, on their own - 12.2%, and confidently only 1.3%. A large part of the respondents (37.2%) are not able to protect their computer at all.

The statement "I know what personal data I should not share and display online (eg on social media, emails, etc.)".

Stulpelio „19. Žinau, kokių asmens duomenų neturėčiau bendrinti ir rodyti internete (pvz., socialinėje žiniasklaidoje, el. laiškuose ir

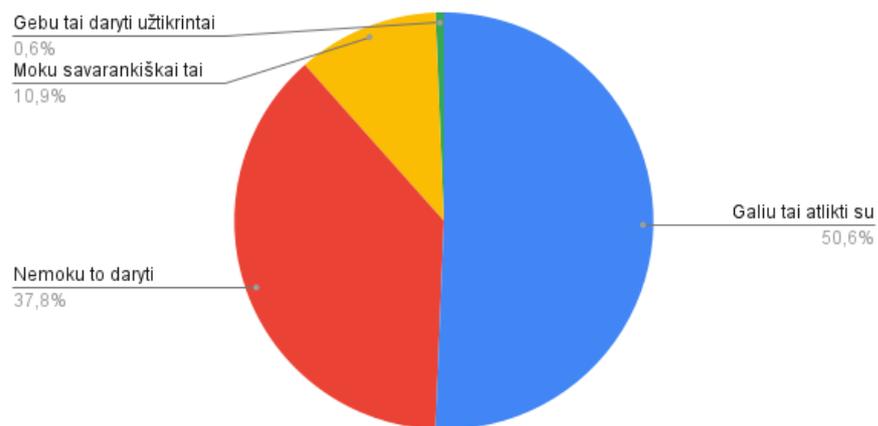


It is gratifying that the majority (71.8%) of the respondents know what personal data should not be shared online and in other online media. 13.5 percent of respondents not only know themselves, but can also explain to others. 10.9 percent respondents would like an explanation about the protection of personal data online, indicating that they have heard of such a thing. Meanwhile, 3.8 percent respondents are not aware of the protection of personal data at all.

Problem solving

The statement "I can find technical solutions to computer problems on the Internet".

Stulpelio „20. Gebu internete surasti techninių kompiuterio problemų sprendimus.“ verčių skaičius

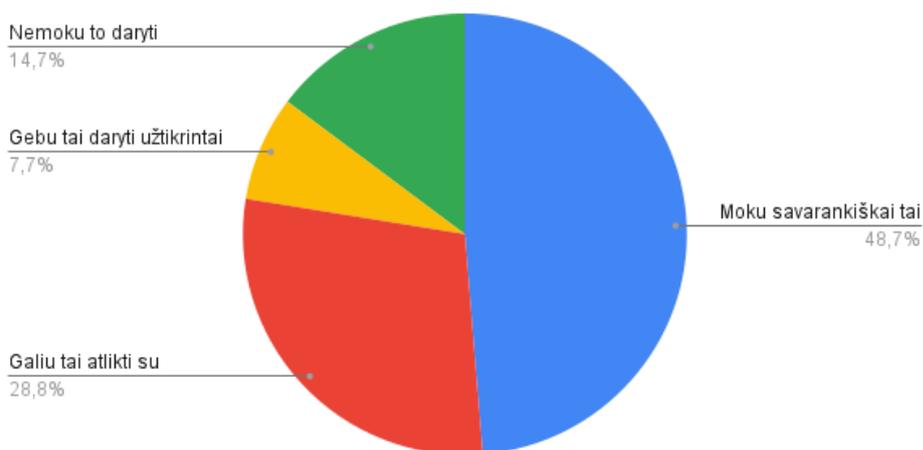


A very small proportion (0.6%) of respondents can confidently find solutions to technical computer problems, technical problems on their own can solve a little more respondents - 10.9 percent. Most

respondents (50.6 percent) can do it with the help of others, however, 37.8 percent respondents can't do that at all.

The statement "I can change various computer settings (insert comments, footnotes, change line spacing, etc.)".

Stulpelio „21. Gebu pakeisti įvairius kompiuterio nustatymus (įterpti komentarus, išnašas, pakeisti tarpus tarp eilučių ir pan.).



While only 7.7 percent respondents can change computer settings confident, but even 48.7% respondents know how to do it independently. Another 28.8 percent respondents can change settings with the help of others, but there are still those (14.7%) who do not know how to do it at all - .

Summary

The survey of Panevėžys district residents showed that the respondents believe that they have good enough IT skills required for work activities. At the same time, however, they believe that some skills need to be improved. Most of all, they would like to improve their skills in creating audio and video and web pages, working in Excel, and in solving technical problems by work with their computers.

The results of the survey show that municipal websites are an important and necessary source of information for the population. According to the majority of respondents, they are satisfied with the content of municipal websites and also note that they are easy to use. Most of the respondents use some kind of public electronic service, the most popular of which are online banking, electronic declaration system EDS, electronic signature and some kind of public portal.

The results of the survey show that the majority of respondents are able to submit an annual income declaration and apply for sickness benefits on their own. Only about 26 percent of respondents need help filling in and submitting electronic documents, and 14.7% of respondents do not use public electronic services. It can be stated that the respondents have good skills in using electronic public services. 45.5 percent of respondents who do not use electronic public services say they very much like contact services.

The mentioned results correlate with the answers to the question about the ability to use electronic search tools. Residents of Panevėžys district municipality know how to use them well and can even explain them to others - the results show.

However, it should be noted that the skills of storing information in USB and / or data clouds are weak. A significant number of respondents understand why such information gathering tools should be used. However, a significant percentage have limited or no understanding of how to apply these tools.

When communicating and collaborating via online / electronic media, respondents are well able to send, forward and reply to e-mails. Other skills - creating documents and questionnaires, using online collaboration platforms, conducting remote events - are relatively weak.

Respondents are confident in the ability to create, edit texts and insert images, insert comments, footnotes, and so on. However, the ability to work in Excel and create digital audio and video recordings is very weak. These results correlate with the abilities that respondents want to improve.

The need for and necessity of training has also become clear in the area of online security. The biggest highlight here is the inability to protect your computer from online attacks.

Conclusions

1. The residents of Panevėžys district municipality have sufficiently good general IT literacy skills.
2. Specific IT literacy skills (Excel program, teleworking platforms, audio and video production, use of data clouds etc.), which are less frequently used in everyday activities, need to be improved and the population themselves understands this.