



Survey Report

INABLE Project

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Executive Summary

This report outlines the methodology and framework employed in evaluating the performance of digital public services within the project area. Our approach is grounded in prominent methodologies identified in the State-of-the-Art Analysis Report, focusing on measuring performance indicators and comparing them with national benchmarks.

In particular, the reference to the DESI and DESIER methodologies is reported in the direct analysis of Local authorities' digital level.

Three main research tools have been developed and used during the process:

- 1) A questionnaire, to investigate local stakeholders' level of engagement and their evaluation on the quality of digital public services delivered by local public authorities.
- 2) A set of indicators to check and assess digital performances in Montebello di Bertona and Motovun-Montona.
- 3) An assessment of the environmental impact related to the municipality websites

These tools have been integrated with qualitative information collected through in-person meetings with public officers and policymakers.

Considering the significant advancements in AI and LLM fields recently, we have opted to enhance the survey by incorporating targeted questions about these issues.



Methodology

Our evaluation encompasses both data analysis and qualitative insights gathered through interviews with public officers, policymakers, citizens, and entrepreneurs at the local level. An original questionnaire has been elaborated by the INABLE Consortium in 3 different languages to allow the greatest level of inclusion.

Given the quick and remarkable evolution in AI and LLM domain during the last months, Project Partners have decided to integrate the survey with specific questions on the topic, in order to enrich the survey.

In addition to the questionnaire for the stakeholders, a specific survey has been carried out to investigate the level of digitalization as well as the quality of digital public services in the local public authorities acting as INABLE project partners (Montebello di Bertona and Motovun-Montona).

The approach was structured in 3 main stages:

Stage 1: Identification of Performance Indicators

Stage 2: Digital Sustainability Assessment

Stage 3: Data Collection and Analysis



Identification of Performance Indicators

Based on the State-of-the-Art Analysis Report, a set of performance indicators was identified. These indicators were chosen for their relevance and potential impact on the effectiveness and efficiency of digital public services.

These indicators served as the backbone of our survey report, offering a structured approach to evaluate the current state of digital services and to outline paths for improvement. Drawing from the Digital Economy and Society Index (DESI) and especially the peculiar version developed by Emilia-Romagna Region, named DESIER, we have curated a set of indicators that are especially relevant for small-scale municipalities.

The DESIER index comprises 60 indicators organized into four primary dimensions (Human Capital, Connectivity, Integration of Digital Technologies, Digital Public Services), along with additional sub-dimensions outlined below:

→ Human Capital

Digital skills

Higher education and labor market

Internet usage

ICT specialists

→ Connectivity

Fixed broadband coverage

Mobile broadband coverage

Fixed-band utilization

Mobile band utilization

→ Integration of Digital Technologies

E-business

Market impact



→ Digital Public Services

Development of digital public services

Data and interoperability

Use of e-government

Impact on (public) digitization

These indicators are further categorized into two types:

Enabling factors: Factors facilitating the digitization of regional economies and societies

Results achieved: Indicators measuring the tangible outcomes of digital transformation within economies and societies.

The set of indicators selected for the assessment in INABLE project concern:

1.1 Digital Infrastructure Accessibility

Digital infrastructure serves as the foundation upon which digital public services are built and delivered. For small municipalities, it is crucial to ensure that this infrastructure is both accessible and robust. The indicators in this category assess the availability and quality of internet services, public Wi-Fi spots, and digital service points within the municipality. These factors are crucial for enabling both the delivery of digital services and the participation of citizens in the digital economy.

1.2 Digital Skills of the Population

The digital skills of the population directly impact the effectiveness and efficiency of digital public services. Indicators in this area measure the digital literacy levels among citizens, including both basic skills like internet navigation and more advanced competencies such as online security practices and digital content creation. Enhancing these skills is essential for ensuring that all members of the community can fully participate in and benefit from digital services.

1.3 Digital Public Services Availability

This set of indicators evaluates the range and quality of digital services offered by the municipality. It encompasses the availability of eGovernment services, such as online tax filing, registration services, and digital platforms for civic engagement. The objective is to



gauge not only the breadth of services provided but also their accessibility, user-friendliness, and the extent to which they meet the needs of the community.

1.4 Integration and Interoperability

For digital public services to be truly effective, they must be seamlessly integrated and capable of interoperating with other services and systems, both within and outside the municipality. Indicators in this category assess the degree of digital integration and interoperability, including data sharing protocols, common platforms for service delivery, and the use of standardized digital tools across services. This ensures a cohesive and efficient digital ecosystem that enhances service delivery and user experience.

1.5 Security and Privacy

In the digital age, the security and privacy of personal information are paramount. Indicators related to security and privacy measure the effectiveness of data protection measures, the incidence of cybersecurity breaches, and the level of trust among citizens in the digital services provided. These indicators are critical for maintaining the integrity of digital services and for fostering a culture of trust and safety in the digital public sphere.

1.6 Citizen Engagement and Satisfaction

Finally, the ultimate measure of the success of digital public services lies in the engagement and satisfaction of the citizens they serve. Indicators in this area evaluate the extent of citizen participation in digital services, feedback mechanisms, and overall satisfaction levels. Understanding citizen engagement and satisfaction helps municipalities to tailor their services to better meet the needs and expectations of their communities.

By leveraging the DESI and DESIER indices as foundational frameworks, we have identified a comprehensive set of indicators tailored to the unique context of small-scale municipalities. These indicators provide a multidimensional view of the digitalization of public services, encompassing infrastructure, skills, service availability, integration, security, and citizen engagement. Through the systematic assessment of these indicators, municipalities can gain valuable insights into their digital service ecosystems, identify areas for improvement, and ultimately enhance the quality and effectiveness of their digital public services.



In particular, the reference to the DESI and DESIER methodologies is reported in the direct analysis of Local authorities' digital level.

The DESIER index, developed by the Emilia-Romagna regional authority, has been the main source of inspiration in the elaboration of INABLE in-depth analysis. The reason lies in its ability to bring the EU DESI index at the municipal level, creating a bridge among these territorial levels on a cross-border basis.



Digital Sustainability Assessment

Regarding digital sustainability, the institutional websites of Montebello di Bertona and Motovun-Montona have been assessed, following the Sustainable Web Design guidelines, namely through the online EcoGrader calculator.

Formulated by the Sustainable Web Design community group of the World Wide Web Consortium, the Web Sustainability Guidelines encompass 93 suggestions aimed at assisting teams in crafting digital products and services with a greater focus on sustainability.

They are grouped in 4 categories:

- UX Design;
- Web Development;
- Hosting & Infrastructure;
- Business & Product Strategy.

Following the methodology proposed by this web community, we attempted a first assessment of GHGs emissions related to the municipalities' websites.

We have decided to carry out the assessment using the online tool EcoGrader.

It serves as a quantitative assessment tool, providing insights into the environmental impact of the websites.

EcoGrader uses CO2.js from The Green Web Foundation and Google Lighthouse's open source page metrics, to suggest improvements.

It analyzes factors such as:

- Page Weight

Total page size (in kilobytes)

Number of requests per page

Size breakdown by content type (images, scripts, stylesheets)

- Code Efficiency:

Minification and compression of HTML, CSS, and JavaScript files

Elimination of unnecessary code and resources



Use of efficient coding practices to reduce load times

- Server Efficiency:

Energy efficiency rating of hosting provider

Utilization of renewable energy sources for server hosting

Data center location and proximity to renewable energy sources

This greenhouse gas (GHG) model operates on an attributional basis, focusing on modeling emissions within a system that can be attributed to an organization for its internal reporting needs. It is specifically tailored to align with established standards such as the GHG Protocol Corporate Standard, enabling organizations to conduct GHG assessments related to digital services, often within the scope of their Scope 3 or supply chain emissions.



Data Collection and Analysis

Data collection was carried out through a combination of CAWI (Computer Assisted Web Interviewing) and CAPI (Computer Assisted Personal Interview) methods.

In-person interviews were conducted with key stakeholders, including public officers, policymakers, citizens, and entrepreneurs. These interviews aimed to capture qualitative insights into the effectiveness of digital public services, identifying areas of strength and opportunities for improvement.

Public officers from the municipality of Motovun-Montona and Montebello di Bertona were interviewed both during the 1st in-person Project Meeting in Motovun-Montona and during face-to-face meetings in Italy.

Concerning CAWI Research, entrepreneurs and citizens were involved and compiled the questionnaire, which was prepared in three different languages to make it more accessible to the audience: Italian, Croatian and English (see annex 1, 2, 3).

The questionnaire structure is composed of a first section “General Information” where the responder was required to add personal information such as age, location and job profile. Then, a second section titled “Quality of Digital Public Services” includes specific questions about the frequency, the reasons and the main touchpoints of the digital services offered by local public authorities. In the third section the quality and satisfaction rate among the users was investigated.

The fourth section introduced the recent issue of Artificial Intelligence and its impact on work and public services. In particular, the users’ readiness and ability to manage AI tools was assessed as well as their position about risks and opportunities deriving from the integration of this technology. Specific questions stressed the potential role in supporting ecological transition and work productivity.

The collected data was analyzed to assess the performance of digital public services against the identified indicators.





Annex 1 - Questionnaire (English Version)

Link:

https://docs.google.com/forms/d/e/1FAIpQLScqkIGjaAizmJ3dXSA_Kuw8LfWRFh-3JzSjYasnVN3aNj2HAg/viewform

Survey on the quality of digital public services at the municipal level and Twin Transition Challenges

The survey is part of the activities of the [INABLE - Innovating Public Institutions as Enablers of the Ecological Transition project](#), co-funded by the European Union under the Interreg Italy-Croatia 2021-2027 programme.

* *Indica una domanda obbligatoria*





GENERAL INFORMATION

1. AGE *

Contrassegna solo un ovale.

- 18-20
- 21-29
- 30-39
- 40-49
- 50-59
- 60 or more



2. Gender *

Contrassegna solo un ovale.

- Male
- Female
- Other

3. Municipality *

4. Job position *

Contrassegna solo un ovale.

- Public Officer - Municipality
- Public Officer - Other Public Authority
- Employee in a Private Company - Large Enterprise (> 250 employees, Turnover > € 50 Mln)
- Employee in a SME
- Freelance
- Entrepreneur
- Employee in NGO/No Profit Organisation
- Altro: _____

5. Job Title *



6. How do you contact your municipality for professional reasons? (You may select all relevant answer options) *

Seleziona tutte le voci applicabili.

- Informally with mayor, councillors or city councillors
- Informally with Public Officers
- Institutional communication to mayor, councillors or municipal councillors
- Institutional communication with the Municipality offices
- Municipality Website
- Municipality Social Media
- Personal Social Media of Local Administrators
- I have never interacted with the Local Public Authority for professional reasons
- Altro: _____

7. Which channels do you use to inform yourself and stay updated on the institutional activities of the municipality? (You may select all relevant answer options) *

Seleziona tutte le voci applicabili.

- Informally with mayor, councillors or city councillors
- Informally with Public Officers
- Institutional communication to mayor, councillors or municipal councillors
- Institutional communication with the Municipality offices
- Municipality website
- Municipality Social Media
- Personal Social Media of Local Administrators
- Professional Associations Communication Channels
- Other indirect Communication channels (newspapers, radio, word-of-mouth)
- None of the above
- Altro: _____



8. How often do you surf the Municipality Website? *

Contrassegna solo un ovale.

- Daily
- Weekly
- Monthly
- Rarely
- Never

9. Have you ever used one or more Digital Public Services available on the Municipality Website? *

Contrassegna solo un ovale.

- Yes
- No *Passa alla domanda 14.*

10. Which services did you use (for **professional reasons**) on the institutional website of your municipality? (You may select all relevant options) *

Seleziona tutte le voci applicabili.

- Online Payments to the Local Public Authority
- Apply to Grants, Calls and Public Aid
- Public Procurement and Contracts Management
- Business start-up and management
- Construction and urban planning
- Environmental Services
- Employment and vocational training
- Requesting licences and permits
- Tax and financial information
- Live Streaming of City Council proceedings
- Appointment request at municipal office
- Altro:





Italy – Croatia



11. How do you rate the quality of digital public services offered by your municipality? (1=Very bad; 5= Excellent) *

Contrassegna solo un ovale.

1 2 3 4 5

12. How easy was it to find the information you were looking for on the municipal website? (1=Very Difficult; 5= Very Easy) *

Contrassegna solo un ovale.

1 2 3 4 5

13. Have you experienced any problems with usability or navigation on the website?
If yes, please describe briefly:

Perspectives on the deployment of Artificial Intelligence tools

Let us now turn to some questions about your relationship with the new Artificial Intelligence tools and the impact they may have on your work



14. Have you ever experienced the use of one or more applications of Artificial Intelligence (AI)? *

Seleziona tutte le voci applicabili.

- Chatbot and virtual assistants
- Tools for text creation or editing
- Doc Management Tools
- Generative AI (Free research and search for information)
- Cybersecurity Tools
- Tools for images creation
- None of the above
- Altro: _____

15. Based on this experience, how useful do you consider Artificial Intelligence for your professional activity?

Contrassegna solo un ovale.

1 2 3 4 5

Not A lot

How much do you agree with the following statements? (1=I do not agree at all; 5=I fully agree)

16. The organisation/company where I work can use Artificial Intelligence to improve its environmental sustainability performance *

Contrassegna solo un ovale.

1 2 3 4 5



17. Artificial Intelligence will improve my working conditions *

Contrassegna solo un ovale.

1 2 3 4 5

18. Artificial Intelligence will increase my productivity in the workplace *

Contrassegna solo un ovale.

1 2 3 4 5

19. Artificial Intelligence already allows me to deliver higher quality professional performance *

Contrassegna solo un ovale.

1 2 3 4 5

20. My work sector is ready to manage the impact of Artificial Intelligence *

Contrassegna solo un ovale.

1 2 3 4 5





21. My organisation/business is ready to manage the impact of Artificial Intelligence *

Contrassegna solo un ovale.

1 2 3 4 5

22. I feel ready to consciously exploit the opportunities of Artificial Intelligence in my workplace *

Contrassegna solo un ovale.

1 2 3 4 5

23. Artificial Intelligence is a threat to my job *

Contrassegna solo un ovale.

1 2 3 4 5

24. Local public authorities should equip themselves with Artificial Intelligence tools to provide better public services *

Contrassegna solo un ovale.

1 2 3 4 5





25. One last question about your workplace. Which of these skills do you think is most important to develop within your organisation? (You can indicate a maximum of 3 answers) *

Seleziona tutte le voci applicabili.

- Teamwork and internal communication
- Technical skills for the use of AI and Machine Learning tools
- Data collection and management
- Data Analysis
- Basic digital skills and use of main IT tools
- Knowledge of the sector in which one operates and ability to identify possible applications of AI
- None of the above
- Altro: _____

26. If you wish to leave comments, reflections or suggestions, you may do so now

THANK YOU!

We thank you very much for your cooperation and inform you that the answers are collected anonymously and that the data may only be disseminated in aggregate form.





Annex 2 - Questionnaire (Italian Version)

Link:

<https://docs.google.com/forms/d/e/1FAIpQLSeAoI4LUYI2JCYtgfjY1tIs7dR9RyP8p008U1ZFOC1p3tdcxA/viewform>

Ricerca su qualità dei servizi pubblici digitali e sfide della transizione ecologica e digitale

L'indagine si inserisce nelle attività del progetto [INABLE - Innovating Public Institutions as Enablers of the Ecological Transition](#), co-finanziato dall'Unione Europea nell'ambito del programma Interreg Italia-Croazia 2021-2027.

* Indica una domanda obbligatoria



INFORMAZIONI GENERALI

1. Età *

Contrassegna solo un ovale.

- 18-20
- 21-29
- 30-39
- 40-49
- 50-59
- 60 o più

2. Genere *

Contrassegna solo un ovale.

- Maschile
- Femminile
- Altro

3. Comune di residenza *



4. Occupazione *

Contrassegna solo un ovale.

- Dipendente pubblico - Comune
- Dipendente pubblico - Altro ente non comunale
- Dipendente privato - Grande Impresa (> 250 dipendenti, fatturato > € 50 milioni)
- Dipendente privato - Piccola e Media Impresa
- Lavoratore autonomo/Libero professionista
- Imprenditore
- Dipendente associazione/ente del Terzo settore
- Altro: _____

5. Mansione lavorativa *

Qualità dei servizi pubblici digitali



6. In che modo entra in contatto con il suo comune di riferimento per motivi professionali? (Può selezionare tutte le opzioni di risposta pertinenti) *

Seleziona tutte le voci applicabili.

- In modo informale con sindaco, assessori o consiglieri comunali
- In modo informale con i dipendenti degli uffici comunali
- Comunicazione istituzionale a sindaco, assessori o consiglieri comunali
- Comunicazione istituzionale con gli uffici comunali
- Sito web istituzionale
- Canali social istituzionali
- Canali social personali di sindaco, assessori o consiglieri comunali
- Non ho mai interagito con l'ente comunale per motivi professionali
- Altro: _____

7. Quali canali utilizza per informarsi e rimanere aggiornato sull'attività istituzionale del comune? (Può selezionare tutte le opzioni di risposta pertinenti) *

Seleziona tutte le voci applicabili.

- In modo informale con sindaco, assessori o consiglieri comunali
- In modo informale con i dipendenti degli uffici comunali
- Comunicazione istituzionale di sindaco, assessori o consiglieri comunali
- Comunicazione istituzionale con gli uffici comunali
- Sito web istituzionale
- Canali social istituzionali
- Canali social personali di sindaco, assessori o consiglieri comunali
- Comunicazioni delle associazioni di categoria
- Altri canali indiretti (giornali, radio, passaparola)
- Nessuno di questi
- Altro: _____



8. Con quale frequenza visita il sito web istituzionale del suo comune? *

Contrassegna solo un ovale.

- Quotidianamente
- Settimanalmente
- Mensilmente
- Occasionalmente
- Mai

9. Ha mai utilizzato uno o più servizi pubblici digitali tramite sito web istituzionale comunale? *

Contrassegna solo un ovale.

- Sì
- No *Passa alla domanda 14.*

10. Quali servizi ha utilizzato (**per motivi lavorativi**) sul sito web istituzionale del suo comune di residenza? (Può selezionare tutte le opzioni pertinenti) *

Seleziona tutte le voci applicabili.

- Pagamenti online verso Pubblica Amministrazione
- Candidatura a bandi e contributi pubblici
- Gestione di appalti e contratti
- Avvio e gestione attività di impresa
- Edilizia ed urbanistica
- Servizi ambientali
- Lavoro e formazione professionale
- Richiesta di licenze e permessi
- Informazioni fiscali e finanziarie
- Diretta lavori Consiglio comunale
- Richiesta appuntamento presso ufficio comunale



11. Come giudica la qualità dei servizi pubblici digitali offerti dal suo comune di residenza? (1=Pessimo; 5= Ottimo) *

Contrassegna solo un ovale.

1 2 3 4 5

12. Quanto è stato facile trovare le informazioni che cercava sul sito web del comune?

Contrassegna solo un ovale.

- Molto difficile
- Difficile
- Neutrale
- Facile
- Molto facile

13. Ha riscontrato problemi di usabilità o navigazione sul sito web? Se sì, descriva brevemente:

Rapporto e prospettive sulla diffusione di strumenti di Intelligenza Artificiale

Passiamo ora ad alcune domande sul suo rapporto con i nuovi strumenti di Intelligenza Artificiale e sugli impatti che questi possono avere sul suo lavoro



14. Ha mai sperimentato l'uso di una o più applicazioni dell'intelligenza artificiale? *

Seleziona tutte le voci applicabili.

- chatbot e assistenti virtuali
- programmi per la creazione o modifica di testi
- strumenti di gestione dei documenti
- IA generativa (App di ricerca/elaborazione informazioni)
- strumenti di cybersecurity
- app per generare immagini
- no, nessuno dei precedenti
- Altro: _____

15. Sulla base di questa esperienza, quanto considera utile l'intelligenza artificiale per la sua attività professionale?

Contrassegna solo un ovale.

1 2 3 4 5

Per i Molto

Quanto è in accordo con le seguenti affermazioni? (1=Non concordo affatto; 5=Concordo in pieno)

16. Lente/impresa in cui lavoro potrà sfruttare l'Intelligenza Artificiale per migliorare le proprie performance di sostenibilità ambientale *

Contrassegna solo un ovale.

1 2 3 4 5



17. L'Intelligenza Artificiale migliorerà le mie condizioni di lavoro *

Contrassegna solo un ovale.

1 2 3 4 5

18. L'Intelligenza Artificiale aumenterà la mia produttività sul posto di lavoro *

Contrassegna solo un ovale.

1 2 3 4 5

19. L'Intelligenza Artificiale mi permette già adesso di offrire performance professionali di maggiore qualità *

Contrassegna solo un ovale.

1 2 3 4 5

20. Il mio settore di lavoro è pronto ad affrontare l'impatto dell'Intelligenza Artificiale *

Contrassegna solo un ovale.

1 2 3 4 5



21. La mia organizzazione/impresa è pronta ad affrontare l'impatto dell'Intelligenza Artificiale *

Contrassegna solo un ovale.

1 2 3 4 5

22. Mi sento pronto/a a sfruttare con competenza e consapevolezza le opportunità dell'Intelligenza Artificiale sul posto di lavoro *

Contrassegna solo un ovale.

1 2 3 4 5

23. L'Intelligenza Artificiale è una minaccia per il mio posto di lavoro *

Contrassegna solo un ovale.

1 2 3 4 5

24. È opportuno che le autorità pubbliche locali si dotino di strumenti di Intelligenza Artificiale per offrire servizi pubblici migliori *

Contrassegna solo un ovale.

1 2 3 4 5



25. Un'ultima domanda sul suo posto di lavoro. Quali di queste competenze ritiene * che sia più importante sviluppare all'interno della sua organizzazione? (Può indicare al massimo 3 risposte)

Seleziona tutte le voci applicabili.

- Lavoro di gruppo e comunicazione
- Competenze tecniche per l'utilizzo di strumenti di IA e Machine Learning
- Gestione e raccolta dei dati
- Analisi e interpretazione dei dati
- Competenze digitali di base e di utilizzo dei principali strumenti informatici
- Conoscenza del settore in cui si opera e capacità di individuare possibili applicazioni dell'IA
- Nessuna delle precedenti
- Altro: _____

26. Se vuole lasciare commenti, riflessioni o suggerimenti può farlo ora

GRAZIE!

Ti ringraziamo molto per la collaborazione e ti informiamo che le risposte sono raccolte in forma anonima e che i dati potranno essere diffusi soltanto in forma aggregata.





Annex 3 - Questionnaire (Croatian Version)

Link:

https://docs.google.com/forms/d/e/1FAIpQLSc-gDyEFII39LF7fw0Ejn2Cb9CxBraTt_o9HFW_XR_cxjWw/viewform

Istraživanje o kvaliteti digitalnih javnih usluga na općinskoj razini i učinku umjetne inteligencije

Istraživanje je dio aktivnosti [INABLE - Innovating Public Institutions as Enablers of the Ecological Transition project](#), sufinanciran sredstvima Europske unije u okviru programa Interreg Italija-Hrvatska 2021. -2027.

* Indica una domanda obbligatoria



OPĆE INFORMACIJE

1. STAROST *

Contrassegna solo un ovale.

- 18-20
- 21-29
- 30-39
- 40-49
- 50-59
- 60 ili više

2. Spol *

Contrassegna solo un ovale.

- Muški
- Ženka
- Drugi

3. Općina *



4. Radno mjesto *

Contrassegna solo un ovale.

- Javni službenik - Općina
- Javni službenik - ostalo tijelo javne vlasti
- Zaposlenik u privatnoj tvrtki - veliko poduzeće (> 250 zaposlenika, promet > 50 mln)
- Zaposlenik u MSP-u
- Slobodno zanimanje
- Poduzetnik
- Zaposlenik u nevladinoj organizaciji/No Profit Organisation
- Altro: _____

5. Naziv radnog mjesta *

Kvaliteta digitalnih javnih usluga

6. Kako kontaktirati svoju općinu iz profesionalnih razloga? (Možete odabrati sve relevantne mogućnosti odgovora) *

Seleziona tutte le voci applicabili.

- Neformalno s gradonačelnikom, vijećnicima ili gradskim vijećnicima
- Neformalno s javnim službenicima
- Institucionalna komunikacija s gradonačelnikom, vijećnicima ili općinskim vijećnicima
- Institucionalna komunikacija s uredima Općine
- Web-mjesto općine
- Općinski društveni mediji
- Osobni društveni mediji lokalnih administratora
- Nikada nisam komunicirao s lokalnom javnom upravom iz profesionalnih razloga
- Altro: _____

7. Koja sredstva koristite za informiranje o aktivnostima Općine? (Možete izabrati više odgovora) *

Seleziona tutte le voci applicabili.

- Neformalno s gradonačelnikom, vijećnicima ili gradskim vijećnicima
- Neformalno s javnim službenicima
- Institucionalna komunikacija s gradonačelnikom, vijećnicima ili općinskim vijećnicima
- Institucionalna komunikacija s uredima Općine
- Web-mjesto općine
- Općinski društveni mediji
- Osobni društveni mediji lokalnih administratora
- Komunikacijski kanali profesionalnih udruga
- Ostali neizravni komunikacijski kanali (novine, radio, usmena predaja)
- Ništa od navedenog
- Altro: _____



8. Koliko često surfate web stranicom općine? *

Contrassegna solo un ovale.

- Dnevni
- Tjedni
- Mjesečni
- Rijetko
- Nikada

9. Jeste li ikada koristili jednu ili više digitalnih javnih usluga dostupnih na web stranici općine? *

Contrassegna solo un ovale.

- Da
- Ne *Passa alla domanda 14.*

10. Koje ste usluge koristili (iz **profesionalnih razloga**) na institucionalnim stranicama vaše općine? (Možete odabrati sve relevantne opcije) *

Seleziona tutte le voci applicabili.

- Online plaćanja lokalnoj javnoj upravi
- Prijavite se na bespovratna sredstva, pozive i javne potpore
- Javna nabava i upravljanje ugovorima
- Pokretanje poslovanja i upravljanje njima
- Građevinarstvo i urbanizam
- Usluge zaštite okoliša
- Zapošljavanje i strukovno osposobljavanje
- Tražili ste dozvole ili odobrenja
- Porezne i financijske informacije
- Prijenos uživo iz postupka Općinskog vijeća
- Zahtjev za sastanak u općinskom uredu
- Altro:



11. Kako ocjenjujete kvalitetu digitalnih javnih usluga koje nudi vaša općina? *
- (1=Vrlo loše; 5= Izvrsno)

Contrassegna solo un ovale.

1 2 3 4 5

12. Koliko je bilo lako pronaći informacije koje ste tražili na općinskoj web stranici? *
- (1=Vrlo teško; 5= Vrlo jednostavno) Koliko je bilo lako pronaći informacije koje ste tražili na općinskoj web stranici? (1=Vrlo teško; 5= Vrlo jednostavno)

Contrassegna solo un ovale.

1 2 3 4 5

13. Jeste li imali problema s upotrebljivošću ili navigacijom na web mjestu? Ako da, opišite ukratko:

Perspektive uvođenja alata umjetne inteligencije

Osvrnimo se sada na neka pitanja o vašem odnosu s novim alatima umjetne inteligencije i utjecaju koji oni mogu imati na vaš rad



14. Jeste li ikada iskusili upotrebu jedne ili više aplikacija umjetne inteligencije? *

Seleziona tutte le voci applicabili.

- Chatbot i virtualni asistenti
- Alati za stvaranje ili uređivanje teksta
- Alati za upravljanje dokumentima
- Generativna umjetna inteligencija (Besplatno istraživanje i traženje informacija)
- Alati za kibernetičku sigurnost
- Alati za stvaranje slika
- Ništa od navedenog
- Altro: _____

15. Na temelju tog iskustva, koliko umjetnu inteligenciju smatrate korisnom za svoju profesionalnu aktivnost?

Contrassegna solo un ovale.

1 2 3 4 5

Uop Puno

Koliko se slažete sa sljedećim izjavama? (1=Uopće se ne slažem; 5=U potpunosti se slažem)

16. Organizacija/poduzeće u kojem radim može koristiti umjetnu inteligenciju za poboljšanje svoje uspješnosti u pogledu ekološke održivosti *

Contrassegna solo un ovale.

1 2 3 4 5



17. Umjetna inteligencija poboljšat će moje radne uvjete *

Contrassegna solo un ovale.

1 2 3 4 5

18. Umjetna inteligencija povećat će moju produktivnost na radnom mjestu *

Contrassegna solo un ovale.

1 2 3 4 5

19. Umjetna inteligencija već mi omogućuje pružanje kvalitetnijih profesionalnih performansi *

Contrassegna solo un ovale.

1 2 3 4 5

20. Moj radni sektor spreman je upravljati utjecajem umjetne inteligencije *

Contrassegna solo un ovale.

1 2 3 4 5



21. Moja organizacija/poduzeće spremno je upravljati utjecajem umjetne inteligencije *

Contrassegna solo un ovale.

1 2 3 4 5

22. Osjećam se spremnim svjesno iskoristiti mogućnosti umjetne inteligencije na svom radnom mjestu *

Contrassegna solo un ovale.

1 2 3 4 5

23. Umjetna inteligencija je prijetnja mom poslu *

Contrassegna solo un ovale.

1 2 3 4 5

24. Lokalna javna tijela trebala bi se opremiti alatima umjetne inteligencije za pružanje boljih javnih usluga *

Contrassegna solo un ovale.

1 2 3 4 5



25. Posljednje pitanje o vašem radnom mjestu. Što mislite koja je od ovih vještina ^{*} najvažnija za razvoj unutar vaše organizacije? (Možete navesti najviše 3 odgovora)

Seleziona tutte le voci applicabili.

- Timski rad i interna komunikacija
- Tehničke vještine za upotrebu alata za umjetnu inteligenciju i strojno učenje
- Prikupljanje podataka i upravljanje njima
- Analiza podataka
- Osnovne digitalne vještine i korištenje glavnih IT alata
- Poznavanje sektora u kojem netko djeluje i sposobnost utvrđivanja mogućih primjena umjetne inteligencije
- Ništa od navedenog
- Altro: _____

26. Ako želite ostaviti komentare, razmišljanja ili prijedloge, to možete učiniti sada

HVALA!

Zahvaljujemo vam na suradnji i obavještavamo vas da se odgovori prikupljaju anonimno i da se podaci mogu širiti samo u zbirnom obliku.

