

Digital State vs Centres for Administrative Services (CNAPs)

What Do Ukrainians Choose for Accessing Public Service

The project was implemented by the Fama Research Agency at the request of the Ministry of Digital Transformation of Ukraine, in cooperation with the EGAP Program, which is carried out by the East Europe Foundation and the Innovabridge Foundation, and funded by the Swiss Agency for Development and Cooperation. The views expressed in this publication are those of the authors and do not necessarily reflect the views of the project partners.

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Oleksii Vyskub,

First Deputy Minister
of Digital Transformation of Ukraine

The development of a modern digital state is impossible without a deep understanding of citizens' real needs and the challenges they face in interacting with government digital services. Studying public opinion on the perception of popular public (electronic) services allows us not only to identify citizens' preferences but also to pinpoint issues that need to be addressed to enhance the efficiency and quality of Centres for Administrative Services (CNAPs).

Analyzing the factors influencing the choice between online and offline services, assessing the barriers and difficulties in accessing and providing services, and exploring citizens' suggestions lay the foundation for reforming procedures and minimizing administrative obstacles. This study serves as a valuable tool for implementing effective digital solutions, increasing trust in public services, and ensuring high-quality services for every Ukrainian citizen.



Viktor Liakh,

President of the East Europe Foundation

Today, we can hardly imagine life without government online services. Registering as a private entrepreneur, obtaining documents for a newborn, or even getting married online—these are realities that Ukrainians have already embraced. Over the past five years, Ukraine has made a "quantum leap" in digitalization. The world acknowledges this by calling us the "digital tiger of Europe." This is further confirmed by 21 million Ukrainians who actively use online services via the Diia portal and mobile app.

At the same time, there are still individuals who choose offline services. To understand their reasons, we conducted a study involving 81 Centres for Administrative Services (CNAPs) in communities across Ukraine. The results revealed that while most offline users are aware of online options, they fear making mistakes or prefer physical paper documents. However, they are open to change — provided they receive the necessary support along the way.

I would like to thank all the participants of this study, the teams at the Ministry of Digital Transformation of Ukraine, and the EGAP Program, implemented by the East Europe Foundation with Swiss funding, for their contribution to understanding user needs. The findings of this research will help us further enhance the quality and accessibility of public services for everyone.

INTRODUCTION

Electronic public services, as part of e-governance, are rapidly becoming the new standard for state-citizen interaction on a global scale. The positive dynamics of Ukraine's digital transformation are reflected in various indices, such as the E-Government Development Index ([EGDI](#)), as well as in [assessments](#) of the potential economic and anti-corruption impact of implementing innovative solutions. However, unlike many other countries, Ukraine's adoption of digital public services is not just a response to global trends but also a necessity driven by the challenges of full-scale war.

In a context of security risks, intensified internal and external displacement of citizens, and other disruptions, digitalization remains one of the few viable ways to ensure broad public access to high-quality administrative services. Moreover, the full-scale invasion has led to an increased demand for certain administrative services and the implementation of new state support programs for various groups of Ukrainians. In such circumstances, digital transformation plays a critical role in reducing the burden on institutions that provide offline services.

Despite the many advantages of online services, their implementation—like any innovation — comes with challenges. These include changes in user behavior, which require a deep understanding of citizens' needs, an awareness of the barriers preventing them from switching to online services, and the use of the most effective communication channels to promote adoption. The transition to digital services also demands persuasive arguments that can challenge established habits and mindsets, which have formed over decades in a shifting socio-political landscape.

The goal of this research project was to conduct a comprehensive study of the factors that drive Ukrainians to choose offline administrative services, as well as the prerequisites for promoting and improving digital services.

The findings of this study will contribute to the development of an effective digital transformation strategy for administrative services in Ukraine, ultimately fostering a more convenient and transparent environment for both citizens and businesses.



Mariana Malachivska,
CEO of Fama Research Agency

ABOUT THE PROJECT

The project was implemented by the Fama Research Agency at the request of the Ministry of Digital Transformation of Ukraine, in cooperation with the EGAP Program, which is carried out by the East Europe Foundation and the Innovabridge Foundation, and funded by the Swiss Agency for Development and Cooperation.

METHODOLOGICAL REFERENCE

PROBLEM STATEMENT

The introduction of electronic services is a key and inevitable element of the digitalization of public administration, contributing to increased efficiency, accessibility, and transparency in administrative processes. As of late 2024, the "State Services Guide" includes over 2,000 services. Given the workload on Centres for Administrative Services (CNAP) employees, who currently serve as the primary providers of administrative services, ensuring online access to these services has become an undeniable necessity.

However, this process comes with various challenges – from the need to build appropriate technical infrastructure and mitigate cybersecurity risks to adapting legal and regulatory frameworks. At the beneficiary level, obstacles include low levels of digital literacy, lack of access to devices or the internet among vulnerable populations, and lack of awareness about the availability of online services. Additionally, public distrust in electronic services due to concerns over data security and potential system failures remains a key challenge.

Studying the potential for electronic service adoption requires assessing the readiness of government infrastructure, public trust, financial resources, legal frameworks, and analyzing the needs and barriers faced by different population groups.

The objective of the study was to examine **public perception of popular public (electronic) services**, particularly those provided through the **Unified State Web Portal for Electronic Services (Diia Portal)**, including the **Diia mobile application**. The study aimed to:

Identify factors influencing citizens' choice of receiving public (administrative) services online or offline.

Analyze business processes to simplify procedures and minimize the number of documents required to obtain public (administrative) services.

Facilitate effective interaction between citizens, businesses, and the state through digital tools.

Optimize the operational capacity of Centres for Administrative Services (CNAPs) to provide high-quality administrative services.

Promote and encourage the use of state digital services among the population.

Research Scope

The study focuses on the factors influencing users' choice of administrative service delivery methods, particularly those that lead to a preference for offline services.

Research Hypotheses

- 📎 Users are more likely to choose offline administrative services due to the need for direct interaction with a specialist to clarify details and receive personalized consultation.
- 📎 Distrust of online systems and concerns about data security are key factors driving users toward offline services.
- 📎 Lack of necessary technical skills or access to digital devices acts as a barrier to using online services, resulting in a preference for offline formats.
- 📎 Insufficient awareness of available online services influences users to opt for Centres for Administrative Services (CNAPs) instead.
- 📎 Established habits and a conservative approach to adopting new technologies play a significant role in users' preference for offline service delivery.

Research Subjects

The study focused on users of specific public services who chose to receive them offline (visitors of Centres for Administrative Services (CNAPs)), as well as CNAP administrators.

A total of 25 public services were selected for analysis, of which:

- 📎 21 services are available online via the Diia Portal.
- 📎 4 services are available exclusively offline.

The public services accessible online are divided into two categories based on their demand levels:

Popular Public Services. According to statistics from the first nine months of 2024, each of these services received over 100,000 requests from Ukrainian citizens. These include:
Issuance of an Extract from the Territorial Community Register (00038)
State Registration of Property Rights and Trust Ownership as a Means of Securing Obligations (00041)
Updating Information in the Territorial Community Register (01377)
Registration of Place of Residence (00034)
Deregistration from Declared/Registered Place of Residence (00037)
Subsidy for Utility Expenses & Fuel Purchase (Liquefied Gas, Solid & Liquid Household Fuel) (00155)
Housing Assistance for Internally Displaced Persons (IDPs) (02417)
Issuance of a Certificate for IDP Registration (00169)
Provision of Information from the State Register of Property Rights (00047)
Granting of Benefits for Utility Payments (01974)
Registration of a Child's Place of Residence (up to 14 years old) (01217)

Less Popular Public Services. Each of these services received up to 100,000 requests during the same period. They include:

Granting Benefits for Solid and Liquid Fuel & Liquefied Gas Purchase (00157)

State Registration of Changes to Individual Entrepreneur Information (00108)

State Assistance for Childbirth (00144)

State Assistance for Children of Single Mothers (00150)

Issuance of an Extract from the Unified State Register of Legal Entities and Entrepreneurs (00234)

State Registration of an Individual Entrepreneur (00106)

Financial Compensation for the "Baby Box" Program (01227)

State Social Assistance for Individuals with Childhood Disabilities (00151)

Deregistration of an Individual Entrepreneur (00107)

Comprehensive Service "eMaliatko" (01369)

For this study, four **services that can only be obtained offline** were selected:

Family Composition Certificate / Issuance of an Extract from the Territorial Community Register Listing All Registered Individuals

Comprehensive Service ID-14 (00928)

Permit for Road Use by Vehicles Exceeding Weight or Dimensional Limits (00166)

Approval of Transport Route for Hazardous Cargo Transport (00167)

The research targeted:

- Users of offline administrative services (visitors of Centres for Administrative Services (CNAPs)).
- CNAP administrators responsible for service delivery.

The study combined quantitative and qualitative research methods, structured into five key modules:

01 Survey of Users of Popular Public Service

Research Objectives:

- 📎 Identify the profile of users who receive popular public services offline.
- 📎 Determine factors influencing users' choice between online and offline public service access.
- 📎 Explore reasons why individuals prefer obtaining services in person at Centres for Administrative Services (CNAPs) instead of using available online alternatives.
- 📎 Identify difficulties users face when accessing public (electronic) services, particularly via the Diia Portal or Diia mobile application.
- 📎 Assess the level of awareness regarding online service options and examine the sources of information about administrative services.

Data Collection Method: face-to-face interviews using a structured questionnaire.

Data collection period: November 18 – December 7, 2024.

Survey location: CNAP premises across Ukraine.

Participants: Ukrainian citizens aged 14 and older, surveyed immediately after receiving one of the 11 selected popular administrative services.

Total respondents: 4,400 users, with 400 responses per selected service.

Target Audience:

Entire population of Ukraine, excluding: temporarily occupied territories, areas where research was not feasible due to security concerns.

Sampling Methodology:

Two-stage stratified proportional sampling with continuous interviewing at the final selection stage.

Sample size calculation was based on statistical data from the Ministry of Digital Transformation of Ukraine on the number of beneficiaries who accessed the selected administrative services between January and September 2024.

Survey Implementation:

Conducted simultaneously across 81 CNAPs.

Survey locations were proportionally distributed by region, considering:

- Total client flow per region.
- Stratification by settlement type (regional centre, city, town).

Random selection of CNAPs from the list of fully operational centres in government-controlled territories.

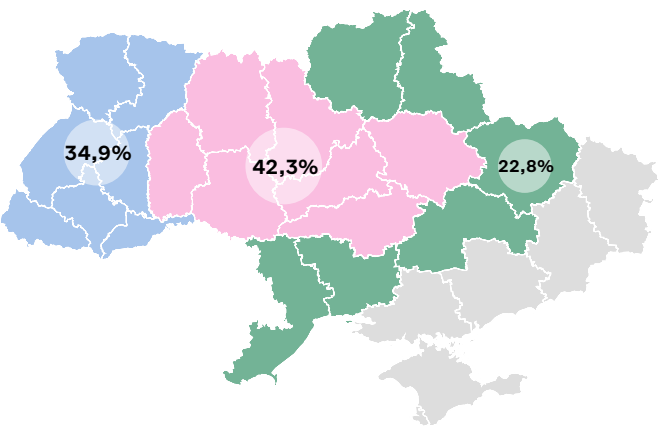
CNAPs with a client flow below 50% of the regional average for the selected services were excluded from the survey.

Security considerations due to the Russia-Ukraine war were taken into account when selecting survey locations. Interviews were suspended during air raid alerts. Some survey locations were replaced during data collection due to enemy attacks.

GENERAL PROFILE OF RESPONDENTS

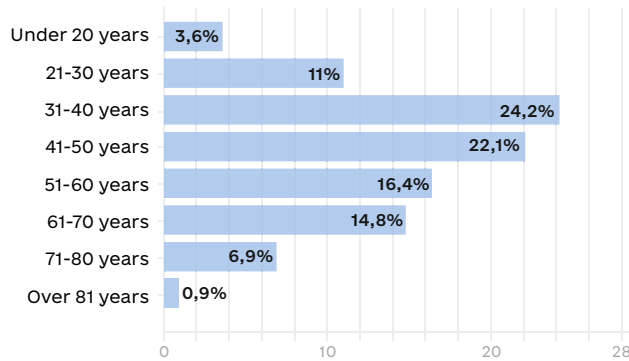
REGIONAL DISTRIBUTION

Deep Rear Areas Rear Areas Frontline Areas



AGE DISTRIBUTION

Median age of respondents: 45 years

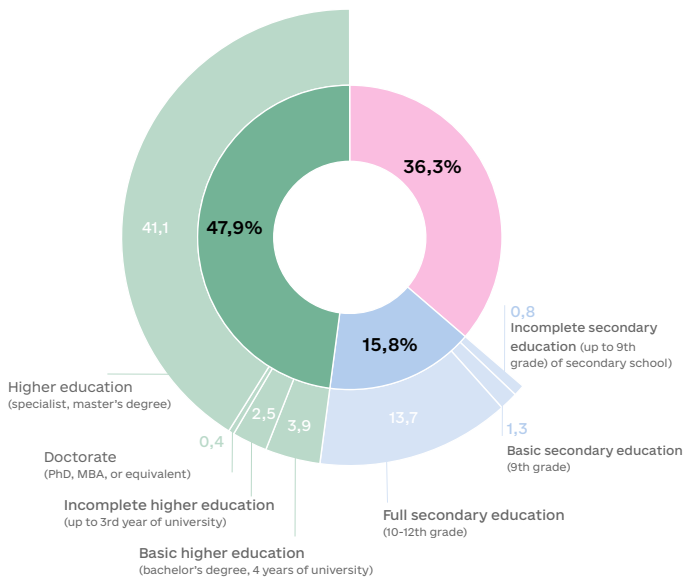


GENDER

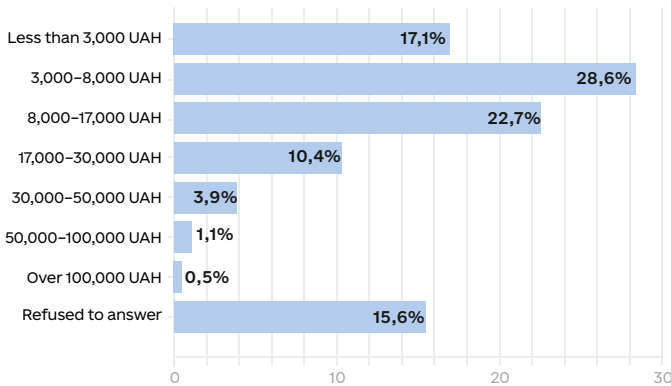


EDUCATIONAL LEVEL

Secondary education Vocational education Higher education



PERSONAL MONTHLY INCOME



EMPLOYMENT STATUS

24,1%	Pensioners
21,1%	Employees of private companies
13%	Public sector employees (state, municipal enterprises, institutions)
8,9%	Unemployed
7,3%	Self-employed
6,1%	Individuals on maternity/childcare or other caregiving leave
5,2%	Householders, homemakers
3,3%	Civil servants
3,2%	Students or pupils
3,1%	Military personnel
2,4%	Other
1,2%	Employers
0,7%	Migrant workers
0,2%	Volunteers

BELONGING TO VULNERABLE SOCIAL GROUPS

53,4% of respondents identify themselves as belonging to a vulnerable social group, including:

19,9%	Internally displaced persons
14,1%	Elderly citizens
6,6%	Low-income individuals
5,9%	Veterans and their family members
5,7%	Members of large families
5,4%	Unemployed individuals
3,8%	People affected by fires, natural disasters, military actions, or temporary occupation
3,1%	People with other physical disabilities
2,2%	People with musculoskeletal disorders
2,1%	People with visual impairments (low vision or blind)
0,7%	People with hearing impairments (hard of hearing or deaf)
0,2%	People with sensory or mental (psychological) disorders

02 In-Depth Interviews with Users of Less Popular Administrative Services Available Both Online and Offline

Research Objectives:

- 📎 Identify the factors influencing users' choice of whether to receive public services online or offline.
- 📎 Determine the reasons why users prefer offline access to public services, even when an electronic option is available through the Diia Portal or mobile application.
- 📎 Identify key challenges in the provision of public (electronic) services, particularly via the Diia Portal and mobile app.
- 📎 Collect feedback and suggestions from users on how to improve service delivery processes and procedures.

Data Collection Method: in-depth interviews using a flexible semi-structured guide.

Data collection period: November 26 – December 25, 2024.

Format: Conducted online; interviews were recorded and fully transcribed.

Average interview duration: 40 minutes.

Target Audience

Users who received selected administrative services offline.

Participant recruitment was conducted as part of a survey of selected administrative services.

Selection criteria: Region of residence and population size of the locality.

Sample Size:

30 in-depth interviews in total. 3 cases per administrative service selected for the study.

Data Analysis:

Conducted through sense condensation and cross-case analysis. Analytical findings in the report are accompanied by anonymized illustrative quotes from study participants where appropriate.

03 In-Depth Interviews with Users of Administrative Services Available Only Offline

Research Objectives:

- 📎 Analyze the business processes involved in the provision of offline-only administrative services.
- 📎 Identify the challenges users face when obtaining such services.
- 📎 Explore users' perceptions regarding possible improvements and digitalization of these service procedures.
- 📎 Develop recommendations for streamlining, optimizing, and automating business processes in the provision of public (administrative) services.

Data Collection Method: in-depth interviews using a flexible semi-structured guide.

Data collection period: November 20 – December 17, 2024.

Format: Conducted online; interviews were recorded and fully transcribed.

Average interview duration: 32 minutes.

Target Audience:

Users of selected administrative services available exclusively offline.

Participant recruitment was conducted as part of a survey of selected administrative services.

Selection criteria: Region of residence and population size of the locality.

Sample Size:








12 in-depth interviews in total. 3 cases per administrative service selected for the study.

Data Analysis:

Conducted through sense condensation and cross-case analysis. Analytical findings in the report are accompanied by anonymized illustrative quotes from study participants where appropriate.

04 Focus Group Discussions with CNAP Employees on Services Provided Both Online and Offline

Research Objectives:

-  Analyze the profile and behavior of users who receive administrative services offline.
-  Identify factors influencing users' choice between online and offline public service access.
-  Determine the reasons why users prefer offline services for public services available in electronic form through Centres for Administrative Services (CNAPs).
-  Identify key issues in the provision of public (electronic) services, particularly via the Diia Portal and mobile application, including administrative barriers and challenges related to service providers.
-  Assess CNAP administrators' perception of public readiness to use electronic public services.
-  Gather feedback and suggestions from CNAP administrators on how to improve service delivery processes and procedures.
-  Develop recommendations for simplifying, optimizing, and automating business processes in the provision of public services.

Data Collection Method: focus group discussions (FGDs).

Two FGDs were conducted on November 27 and 28, 2024.

Total participants: 14 CNAP administrators.

Format: Conducted online; discussions were recorded and fully transcribed.

Average duration per discussion: 1 hour 45 minutes.

Target Audience:

CNAP administrators responsible for delivering both online and offline administrative services.

Participant recruitment: Direct invitations to CNAP managers.


Selection criteria: Region of residence and population size of the locality.

Data Analysis:

Conducted through sense condensation and cross-case analysis. Analytical findings in the report are accompanied by anonymized illustrative quotes from study participants where appropriate.

Format: Conducted online; all conversations were recorded and transcribed.

Average duration of in-depth interviews: 45 minutes.

 **Target Audience:** CNAP administrators specializing in services that are only available offline.

Participant recruitment: Direct invitations to CNAP managers.





Selection criteria: Region of residence and population size of the locality.

Data Analysis:

Conducted through sense condensation and cross-case analysis. Analytical findings in the report are accompanied by anonymized illustrative quotes from study participants where appropriate.

05 In-Depth Interviews and Peer Groups with CNAP Administrators Specialized in Offline-Only Services

Research Objectives:

-  Examine the process of delivering administrative services that are available exclusively offline.
-  Identify challenges CNAP administrators face while providing these services.
-  Explore administrators' perceptions of potential improvements in service procedures.
-  Identify problems arising from interactions with public service providers and other stakeholders.

Data Collection Method: In-depth interviews and peer-group discussions using a flexible semi-structured guide.

Data collection period: November 20 – November 28, 2024.

DEFINITIONS AND ACRONYMS

IDP	IDP
SRPR	State Register of Property Rights
HUS	Housing and Utility Services
LGA	Local Government Authorities
PF	Pension Fund
CNAP	Centre for Administrative Services

KEY FINDINGS

About the Study

Why do recipients of administrative services choose to visit Centres for Administrative Services (CNAPs) despite the availability of digital alternatives? What do users need for a successful transition to online services? These fundamental questions form the basis of the comprehensive study "Digital State vs. CNAP: What Do Ukrainians Choose for Accessing Public Services?"¹ The research was conducted among CNAP visitors and administrators by the Fama Research Agency at the request of the Ministry of Digital Transformation of Ukraine. The study was carried out nationwide² from November to December 2024 to explore user preferences, challenges, and potential improvements in the digitalization of public services.

- 1 The study involved both CNAP visitors and administrators across the following research modules:
 1. Survey of recipients of popular administrative services available online.
 2. In-depth interviews with recipients of less popular administrative services available online.
 3. In-depth interviews with recipients of less popular administrative services available only offline.
 4. In-depth interviews with administrators handling less popular administrative services available only offline.
 5. Focus group discussions with CNAP administrators.A list of selected services for the study, along with a detailed description of each research module, is provided in the [Methodological Reference](#) section.
- 2 Where the research could be conducted given the security situation.
- 3 Over the past 9 months of 2024, each of these services has been used by more than 100,000 citizens.
- 4 Over the past 9 months of 2024, each of these services has been used by fewer than 100,000 citizens.

Key Components of the Study

1

Survey of CNAP Visitors.

Conducted among visitors who accessed one of 11 selected public services. These services were identified as the most popular³ based on statistical data and are available in both offline and online formats. Face-to-face interviews were conducted at CNAPs. The number and distribution of CNAPs across different settlement types in each region were determined based on specific criteria. CNAPs were randomly selected for participation [see [Methodological Reference](#) for details].

Total respondents: 4,400 CNAP visitors.

2

In-Depth Interviews with CNAP Visitors.

Conducted among visitors who accessed one of 10 selected services. These services were considered less popular⁴ due to a lower number of recorded requests, though still available in both offline and online formats. In-depth interviews were conducted online, with respondent recruitment taking place at selected CNAPs.

Total interviews: 30 in-depth interviews.

3

Focus Group Discussions with CNAP Administrators. Two online focus group discussions were conducted with CNAP administrators.

Prerequisites for Accessing Online Services

[Survey of CNAP Visitors – 11 Popular Services]

The vast majority of CNAP visitors have the basic prerequisites for using online services

92%

have internet access at home

92%

own devices capable of accessing the internet

90%

own devices capable of accessing the internet

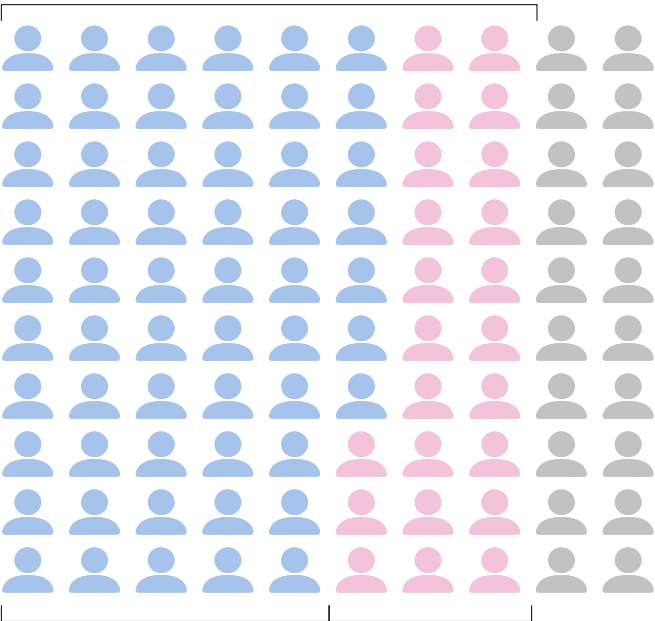
4,7%

report a lack of skills or access to technology

While CNAP visitors are generally aware of electronic public services, many lack knowledge of specific services available online

80,4%

know about the existence of electronic public services



56,8%

knew that the service they sought at CNAP was available online

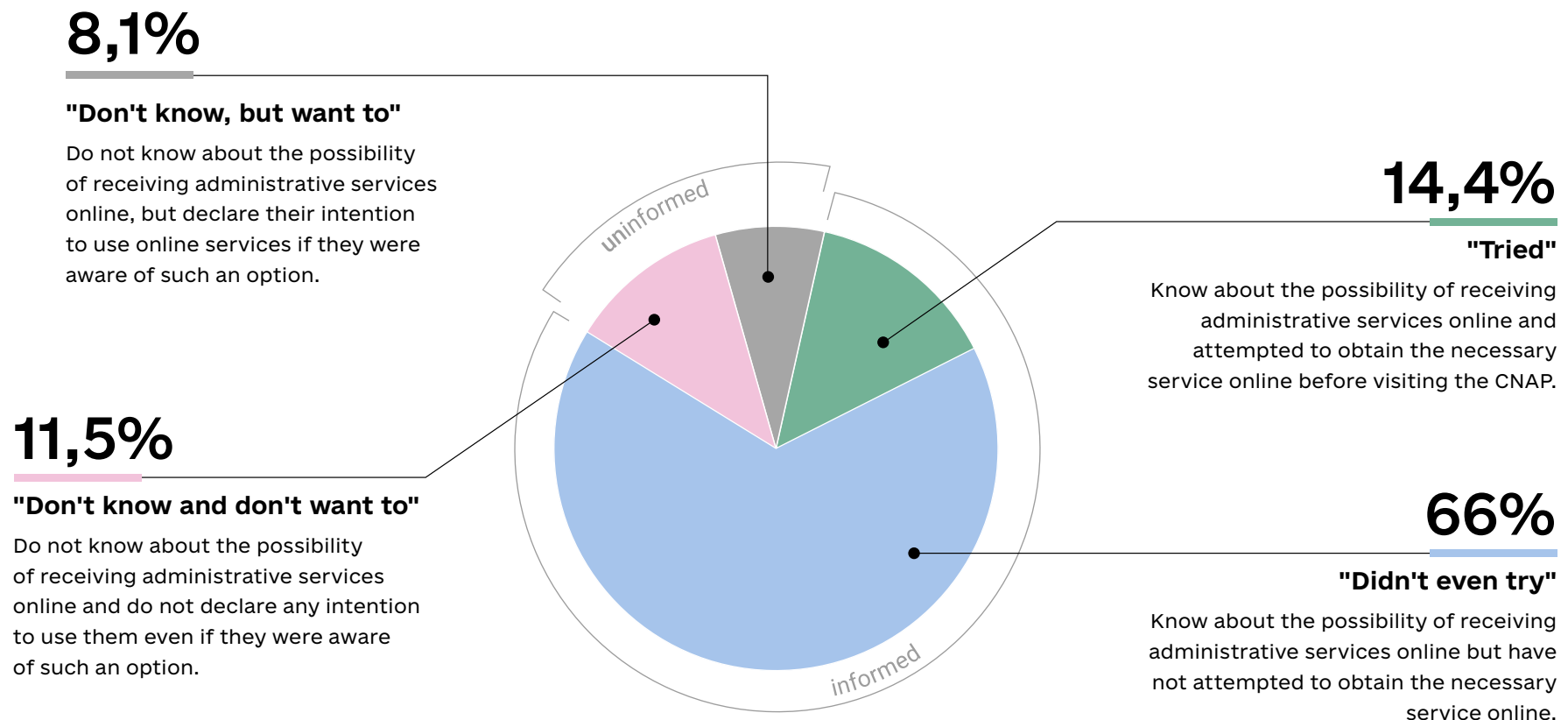
23,6%

were unaware that their required service could be accessed online

Categories of CNAP Visitors

[Survey of CNAP Visitors – 11 Popular Services]

Two-thirds of CNAP visitors do not attempt to access the necessary service online, even though they are aware of this option.



Profile of CNAP Visitors



"Tried to Use Online Services"

14,4%



"Did Not Even Try to Use Online Services"

66%



"Unaware and Uninterested in Online Services"

11,5%

Median age

39 years old

45 years old

60 years

Visitors with higher education

64,1%

48,2%

27,2%

Visitors with income above 17,000 UAH

27,2%

18,9%

7,6%

Barriers to Accessing Electronic Public Services

Visitors Who Attempted to Use Online Services Before Visiting CNAP

[Survey of CNAP Visitors – 11 Popular Services]

Errors in Online Services and Technical Difficulties

43,8%

encountered at least one technical issue

The most common difficulties⁵

19,1%

faced technical errors in online services

7,8%

had problems logging into Diia

6,5%

experienced issues signing a digital application

Service Unavailability or a Complicated Online Procedure

25%

were unable to obtain the service online due to complex procedures or their specific life circumstances

12,4%

needed consultation or assistance from a CNAP administrator

9,1%

reported that the service was unavailable for their specific life situation

5%

found the online process too complicated

Negative or No Result from an Online Request

24,9%

couldn't find the necessary information or service option, received a negative response, or did not receive a response at all

7,8%

couldn't find the service or relevant information in Diia

6,9%

couldn't find the necessary additional options in the online service

6,4%

received a denial after submitting an online request

Lack of Digital Skills or Access to Technology

8,3%

couldn't complete their online request due to poor internet, lack of a suitable device, or digital skills deficiency

4,5%

had no internet access or a poor connection

2,8%

lacked skills in navigating online administrative services

1,1%

didn't have the necessary devices or had incompatible technology for using online services

0,6%

reported a lack of digital literacy or someone to assist them

⁵ The presence of the caption "Most common difficulties" indicates that a certain category of barriers has more components than are represented in the key findings. A complete list of barriers across all categories is provided in the section [BARRIERS TO OBTAINING PUBLIC SERVICES ONLINE](#).

Visitors Who Did Not Attempt to Use Online Services Before Visiting CNAP

[Survey of CNAP Visitors – 11 Popular Services]

Most Influential Barriers

Need for a Paper Document

59,3%

visited a CNAP specifically to obtain a paper document

Who mostly⁶ needs the document?

37,5%⁷

required it for personal use

12,4%

needed it for the social protection services

12,1%

needed it for notarial services

Uncertainty About the Outcome and Fear of Mistakes

18,4%

were uncertain about the result of an online request

17,4%

required consultation or assistance from a CNAP administrator

~3%

had previously been denied a service online or received no response

Perception That Online Services Are Difficult to Use

34,3%

believe that the procedure for obtaining services online is complex

14,2%

lack skills specifically related to accessing administrative services online

6,6%

had negative past experiences using electronic services

Habit of Receiving Services Offline

16,2%

chose to visit a CNAP simply because they are used to receiving services this way

Users often perceive online processes as complicated, even if they have not personally attempted to use them.


⁶ A broader list of entities that required a paper document is provided in the section [BARRIERS TO OBTAINING PUBLIC SERVICES ONLINE](#).

⁷ Among users who needed a paper document.

Visitors Who Did Not Attempt to Use Online Services Before Visiting CNAP


[Survey of CNAP Visitors – 11 Popular Services]

Less Influential Barriers

 **Service Unavailability Online**

5,7%

reported that their specific life situation made it impossible to access the service online


 **Lack of Access to Technology**

5,1%

lacked internet access or had a poor connection


3,9%

lacked devices capable of installing or accessing Diia

 **Lack of Digital Skills**

5,7%

stated they lacked digital skills or someone to assist them

 **Distrust in the Diia Portal**

4,2%

expressed concerns about data confidentiality

2,8%

were unwilling to register on Diia

Visitors Who Were Unaware of Electronic Services and Do Not Want to Use Them

[Survey of CNAP Visitors — 11 Popular Services]

Most Influential Barriers

Need for a Paper Document

61%

visited a CNAP specifically
to obtain a paper document

Who mostly⁸ needs the document?

41,5%⁹

required it for personal use

15,6%

needed it for the social protection
services

13,3%

needed it for notarial services

Uncertainty About the Outcome and Fear of Mistakes

18,4%

required consultation or assistance
from a CNAP administrator

17,6%

were uncertain about the result
of an online request

Perception That Online Services Are Difficult to Use

32,9%

believe that the procedure for
obtaining services online is
complex

27,9%

stated they lack the necessary
skills specifically for accessing
administrative services online

The habit of receiving services offline

17,5%

chose to visit a CNAP simply because they
are accustomed to receiving services this way

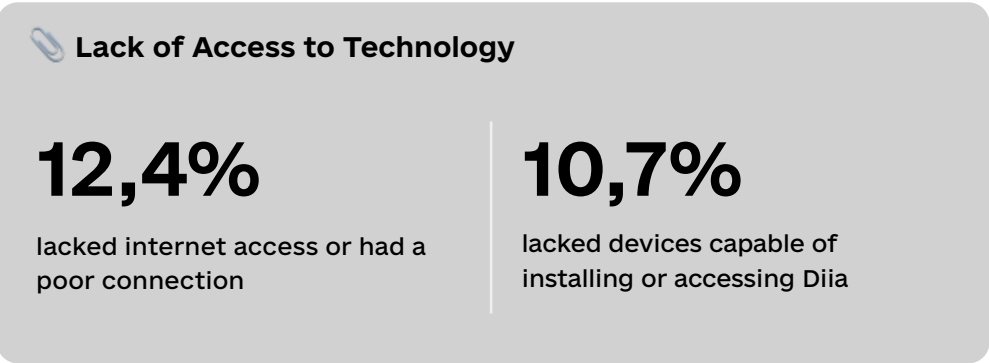
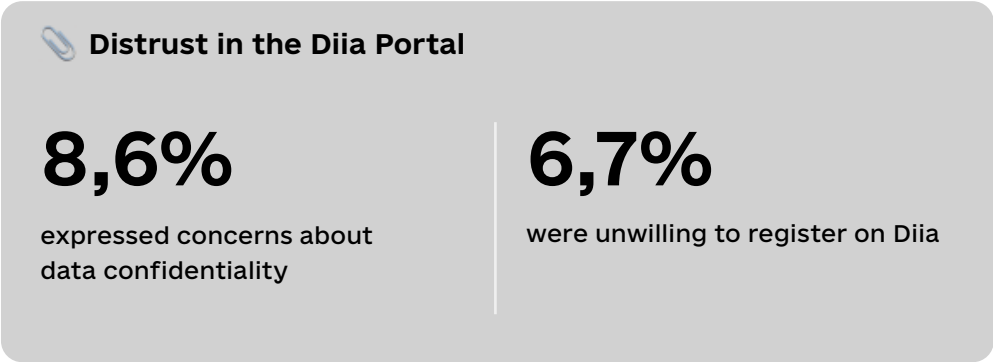
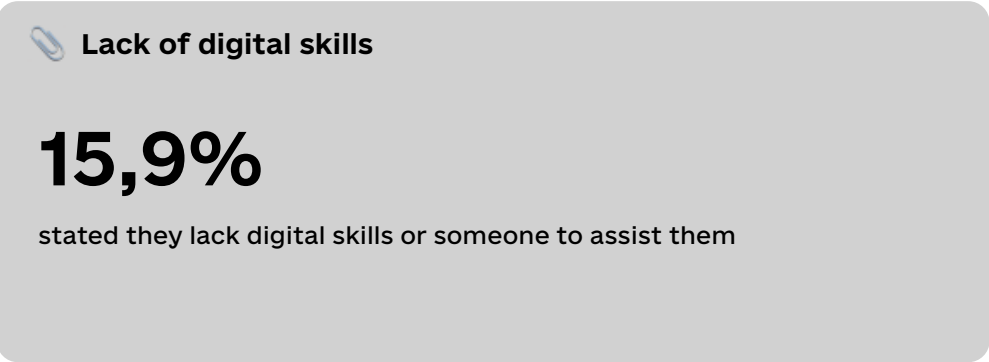
⁸ A broader list of entities that required a paper document is provided in the section [BARRIERS TO OBTAINING PUBLIC SERVICES ONLINE](#).

⁹ Among users who needed a paper document

Visitors Who Were Unaware of Electronic Services and Do Not Want to Use Them

[Survey of CNAP Visitors – 11 Popular Services]


Less influential barriers




Why Do Citizens Choose CNAPs?

 [In-Depth Interviews with CNAP Visitors – 10 Less Popular Services]


Lack of Interest in Switching to Electronic Services

 "It's not that I don't trust it, I just don't really understand where to go or how to find things online. It's just easier for me to do it offline."


Professional Consultation and Support from CNAP Administrators

 "If I bring the wrong document, the administrator tells me right away. But online, that might not be detected immediately, and I might not receive any information until later."


Offline Services Feel Faster and More Convenient

 "You have to sit down and focus on it [online service], and I just don't have time – I'm always with my child. But when I go to CNAP, the staff knows what they're doing, and everything gets done quickly."


Confidence in a Successful Outcome


 "I tend to do everything offline. It's not even that it's easier – it just makes me feel more confident."

Friendly and Supportive Customer Service

 "They spoke to me kindly, explained everything, and even when I said I was a bit nervous and confused, they reassured me."

The Need for Official Paper Documents

 "We grew up with paper documents, and it's hard to switch to something where you don't physically have the document – just some certificate on your phone."

 "As an entrepreneur, I need to confirm my identity at PrivatBank. I need an extract [from the Territorial Community Register], a statement, and I have to update my photo every year."

Recommendations for Overcoming Identified Barriers and Improving Access to Electronic Services

1. IMPROVE PUBLIC AWARENESS AND COMMUNICATION

51,8%

of users of popular services want to learn more about electronic services

What Information Do Users Need?

A clear and structured list of available online services. Step-by-step guidance on how to access and complete online procedures.

How Should This Information Be Delivered?

Direct personal notifications (e.g., SMS, email, app notifications). Users are not inclined to search for this information independently – they expect proactive communication.

Conduct an Audit of Official Information Sources for Accuracy in Administrative Service Procedures

2. IMPROVING USER EXPERIENCE

Training

- 01 Enhance general digital literacy.
- 02 Conduct training sessions on using electronic public services.

Improving Online Services

- 01 Provide **technical support** via consultants or chatbots.
- 02 **Improve the interface** by avoiding small fonts and enhancing navigation.
- 03 Offer **step-by-step instructions** for online services in video format or as prompts at each stage.
- 04 Enable users to **easily return to a previous step** in the service application process.
- 05 Allow users **to receive confirmations** during the service application and track the status of their request.

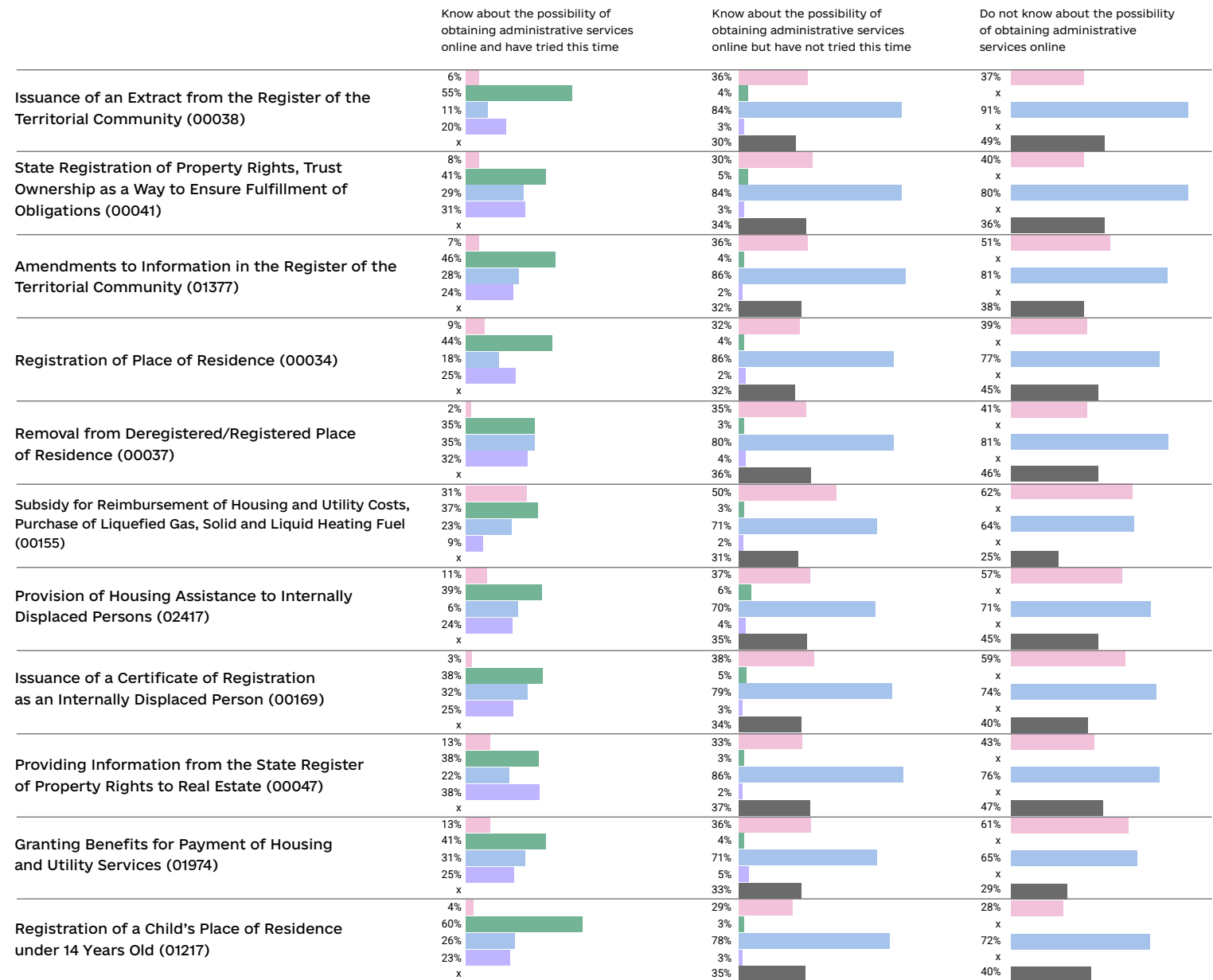
3. COMBATING THE DEMAND FOR PAPER DOCUMENTS

Facilitate the transition to electronic document management and minimize the use of paper records.

In particular, inform citizens about the possibility of submitting documents in electronic format when applying for administrative services.

Barriers to Accessing Online Administrative Services Among Different User Groups by Service Category

- Technical barriers, lack of knowledge and skills
- Technical difficulties during the attempt to obtain the service online, now or in the past
- Service-specific and/or life situation-related factors
- Difficulties encountered during the attempt to obtain the service online, related to the service or life situation
- Personal factors
- Does not apply



CNAP:

**From Establishment
to the Present**



The introduction of Centres for Administrative Services (CNAPs) has significantly transformed the traditional approach to accessing government services. Previously, citizens had to visit multiple institutions to complete different procedures. Today, CNAPs serve as "one-stop shops" where all necessary administrative tasks can be handled in a single location.

This concept has greatly simplified the process for the public, allowing them to save time and reducing bureaucratic inefficiencies. Additionally, the creation of a comfortable service environment, the integration of new technologies, and the standardization of procedures have made obtaining administrative services a more accessible and user-friendly experience.

Gradual improvements have allowed citizens to develop new service-seeking habits, which have now become routine. Therefore, to promote online services as an alternative to in-person interactions, it is crucial to understand users' journeys and their needs at different stages of the process.

This section presents qualitative research findings based on insights from both service users and CNAP administrators.



DEVELOPMENT OF CENTRES FOR ADMINISTRATIVE SERVICES (CNAPS)

The establishment of Centres for Administrative Services (CNAPs) was a result of large-scale reforms aimed at optimizing administrative service delivery by consolidating various services into a single institution.

In the early stages, setting up CNAPs was a complex process – there were no clear guidelines or established practices, and the legal framework was minimal. According to CNAP administrators, trial and error was often the primary method for developing effective client service solutions.

Beyond creating service standards and training staff, CNAPs had to establish cooperation with other institutions. In some cases, CNAPs took over responsibilities from other government agencies, which led to resistance from employees fearing job losses. Easing these tensions and fostering collaboration sometimes required adopting successful practices from other cities and countries.



"We fought with service providers because every service we took over was like storming the Bastille. We were seen as the enemy, taking away their work – it was incredibly difficult. But I'm grateful to colleagues from big cities... Lutsk helped us a lot, as did Ivano-Frankivsk and Lviv. Various international NGOs also provided great support."

– CNAP administrators, city, deep rear.

The pioneers of CNAPs were not just government employees – many of them were driven by a desire to lead change in the field of administrative services. Some employees came from other government institutions, often due to agency closures or the transfer of functions between departments. Their experience with bureaucratic challenges fueled their determination to streamline services and improve accessibility for citizens.

Today, one of the key motivational factors for CNAP employees is the social significance of their work. Many administrators emphasized that their role became even more crucial during the war, when CNAPs took on essential responsibilities for internally displaced persons (IDPs) and other vulnerable groups.



"We were ready to support IDPs even in the most difficult conditions, working through the night, leaving our families behind, just to ensure people received the services they needed."

– CNAP administrators, city, deep rear.

The diverse nature of CNAP responsibilities and the need to master new systems, services, and digital tools encourage ongoing professional development. This dynamic work environment helps prevent routine fatigue and keeps employee engagement high. Additionally, a strong team spirit and a shared sense of purpose enhance motivation. Employees recognize that their individual efforts contribute to collective success, which drives them to work more efficiently.



"If I don't do something somewhere, all 100 people will sit and wait. Therefore, involvement in this work, in a joint team, understanding that we are doing one thing, motivates,"

– administrators of ASCs, the city, frontline territories.

ADVANTAGES OF OFFLINE SERVICES FOR USERS

When Centres for Administrative Services (CNAPs) first began operating, some Ukrainians were initially skeptical, largely due to a lack of understanding regarding the scope of their responsibilities. According to CNAP administrators, in the early stages, CNAPs did not handle passport issuance or residence registration, yet they frequently received such requests. In addition to limited public awareness, many service recipients doubted the efficiency of the new model. However, over time, the concept of consolidating administrative services into a single institution gained widespread acceptance. According to surveyed CNAP visitors, the creation of CNAPs has made the process of obtaining services more convenient, faster, and more transparent. Key benefits noted by users include:

- Eliminating the need to visit multiple institutions, which was particularly challenging for residents of remote areas.
- Convenient online appointment booking and electronic queue systems.
- Comfortable service environments within CNAPs.



"Now everything is more convenient and faster, and the staff is friendlier and more considerate. It wasn't always like this. I've been visiting CNAPs for many years, so I can compare – things have improved significantly."

– Service recipient, city, rear area (Appointment of benefits for the purchase of solid and liquid household fuel and liquefied gas (00157))

Participants in the qualitative research module highlighted **several key benefits** of obtaining administrative services at CNAPs:



Professional Consultation and Support from Administrators.

CNAP staff can immediately clarify complex aspects of procedures, verify documents, assist with filling out applications, and correct errors in real time.



"If I bring the wrong document, the administrator will tell me right away. But online, that might not be detected immediately, and I might not even get the information later."

– Service recipient, settlement, frontline territories (State assistance for children of single mothers (00150))





The familiar offline process is perceived as quicker for clients than independently applying online. The electronic queue and appointment booking system help avoid crowding and long waits at CNAPs, whereas users report that completing online applications can be time-consuming.




"You have to sit down and focus on it, but I just don't have the time – I'm always with my child. But at CNAP, the staff knows exactly what to do, and they handle everything quickly."


– Service recipient, city, deep rear (Monetary compensation for the "Baby Box" one-time in-kind assistance (01227))

 **Confidence in a Successful Outcome.** By visiting a CNAP, service recipients can be assured of a successful outcome. The well-structured service process, expert support at every stage, and the ability to ask questions significantly reduce anxiety and increase users' confidence in their actions.


 "I prefer to apply for everything offline. It's not necessarily easier, but it makes me feel more confident."

— Service recipient, city, frontline territories
(State assistance for childbirth (00144))


 **Friendly and Supportive Customer Service.** Different social groups have specific needs, and CNAPs take these into account. Special conditions, such as designated waiting areas and private rooms, are available for young mothers and people with disabilities. Elderly users and those unfamiliar with digital services receive personal assistance when using self-service terminals or filling out applications.


 "They were friendly, explained everything to me, and reassured me when I was feeling nervous and overwhelmed."

— Service recipient, city, frontline territories
(State registration of a sole proprietor (private entrepreneur) (00106))


 "Everything was so simple: I took a ticket, approached the desk, and the staff handled everything for me. I just sat there and handed over my papers. When my child started crying from hunger, a consultant found a place where I could feed them. It was an incredible experience – they processed my documents, provided advice on additional services like the 'Baby Box,' and made sure I didn't miss anything."

— Service recipient, settlement, deep rear (Monetary compensation for the "Baby Box" one-time in-kind assistance (01227))

 **The Ability to Obtain Official Paper Documents.** For service recipients, paper documents sometimes serve as a guarantee of reliability and process completion. Additionally, users emphasize that some institutions require physical documents with official stamps and do not accept digital versions.

 "The Ability to Obtain Official Paper Documents. For service recipients, paper documents sometimes serve as a guarantee of reliability and process completion. Additionally, users emphasize that some institutions require physical documents with official stamps and do not accept digital versions."

— Service recipient, city, rear area (State assistance for childbirth (00144))

 "At PrivatBank, as a sole proprietor, I need to verify my identity with an extract [from the Territorial Community Register], a statement, and I have to update my photo every year."

— Service recipient, regional centre, frontline territories
(State registration of changes to sole proprietorship details in the Unified State Register (00108))

Accordingly, flexibility in procedures and the ability to receive immediate feedback are key advantages over online services. For many users, this plays a decisive role: by visiting a CNAP, they can quickly clarify any questions, ensure they are following the correct steps, and immediately correct any inaccuracies if needed.

As a result, users' positive evaluation of their experience at CNAPs often leads to a lack of motivation to seek digital alternatives. In practice, the success of the offline model for some users slows down the transition to digital formats, as they are satisfied with the current level of service and do not feel an urgent need to change their established way of accessing government services.

USER JOURNEY AT CENTRES FOR ADMINISTRATIVE SERVICES (CNAPS)

The process of obtaining administrative services typically consists of the following stages: searching for necessary information, preparing documents, making an appointment, visiting the CNAP, receiving the service.

SEARCHING FOR INFORMATION

The first step in the user journey is gathering information about the required service, including the procedure and eligibility requirements. Findings from the quantitative research module indicate that **the most common sources of information are: personal contacts (family, friends, acquaintances), CNAP employees, officials at institutions where documents need to be submitted (as part of the administrative process).**

In the qualitative research module, most CNAP visitors preferred consulting administrators in person or via phone calls. Users explained this preference by highlighting that CNAP employees are the most reliable source of up-to-date information. Compared to online sources, respondents noted that internet-based information is often outdated or incomplete.



"I go directly to them and ask. There's no 'broken telephone' effect, because even though everything is available online, I've ended up missing documents before. The first time, I had to redo everything – so I decided it's better to ask in person."

– Service recipient, regional centre, deep rear
(State assistance for children of single mothers (00150))



"If you just try to find something yourself, it doesn't work — there's too much information, and you have no guarantee that it's accurate."

— Service recipient, city, rear area (State assistance for childbirth (00144))

Another key advantage of consulting CNAP employees is the ability to ask specific questions based on individual circumstances and receive clear step-by-step instructions on what to do next.



"The girls at the service desk give great consultations... they explain step by step what you need to do."

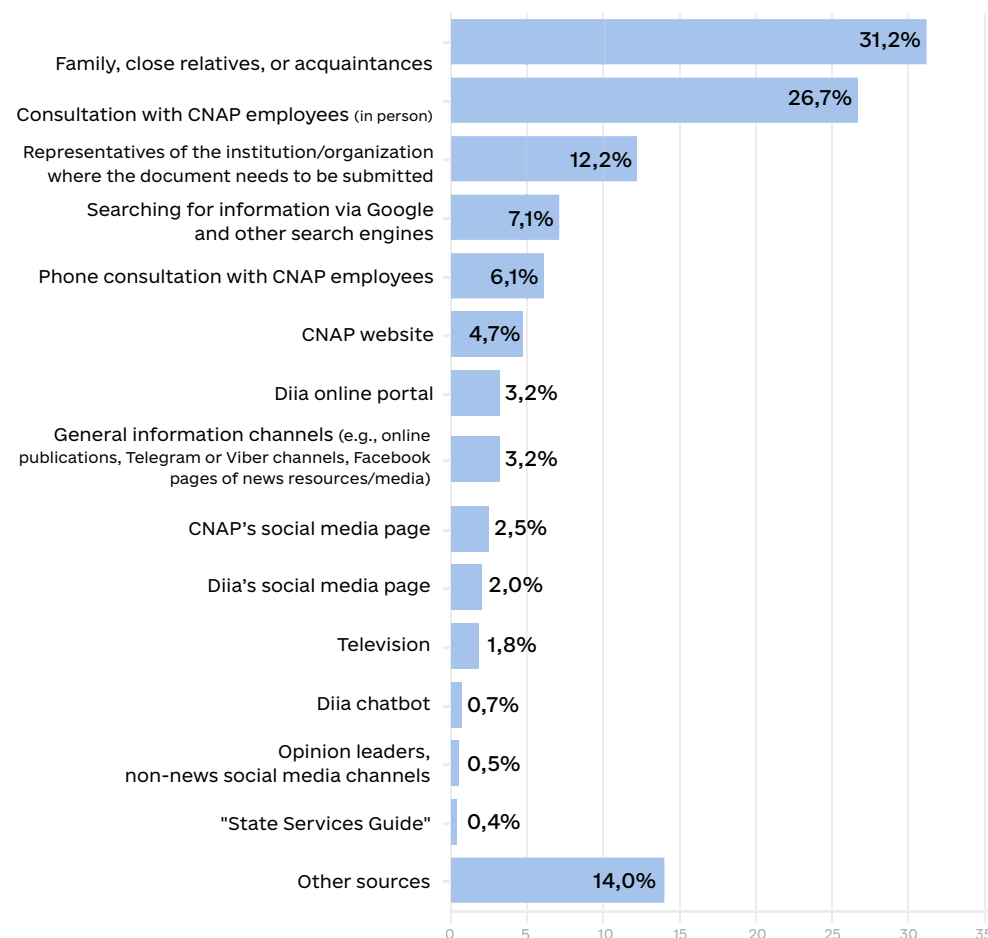
— Service recipient, regional centre, deep rear (State assistance for children of single mothers (00150))

Quantitative data also reveals that online resources—such as **Google searches, CNAP websites, and the Diia portal**—are less commonly used than direct communication with service specialists. However, the sources of information differ among users who attempted to obtain a service online before visiting a CNAP. 11–12% of this group used online resources, such as search engines or the Diia portal. 8% relied on CNAP websites (compared to only 3–7% among the general CNAP visitor population). They were also less likely to rely on personal contacts—only 24% of this group cited family, friends, or acquaintances as an information source. Among those who visited CNAPs while knowing about online service options, 30.4% relied on personal contacts. However, for those unaware of online services and uninterested in using them, this figure was 38.9%.

The least common sources of information about administrative services — according to the quantitative research module — are:

- Social media
- Specialized portals (e.g., the "State Services Guide")
- Automated services (e.g., Diia Chatbot)

SOURCES OF INFORMATION ON SERVICE PROCEDURES



Poor-quality information can lead to various negative consequences, creating additional workload for CNAP employees and obstacles for users seeking administrative services. According to surveyed administrators and users, unreliable information can come from other service users as well as professionals, including notaries and lawyers.



"It's very difficult to work with people who visited a lawyer or a notary before coming to CNAP, where they received incorrect advice. They paid money for it, and then we have to explain why it's wrong."

— CNAP administrators, city, deep rear.



"I was told that if I registered my child's birth certificate at the maternity hospital, I wouldn't be able to apply online for the 'Baby Box' later. This information came from other mothers. Honestly, I didn't check it — I just went into Diia. I couldn't find it, spent half an hour searching, but still didn't figure out how to quickly apply for it."

— Service recipient, city, rear area (State assistance for childbirth (00144))

DOCUMENT PREPARATION

Collecting the necessary documents is a crucial preparatory step for obtaining a service. Some users prepare in advance, relying on the information they have received, while others prefer to gather all possible documents and sort them out directly at the CNAP, with the assistance of administrators.

APPOINTMENT BOOKING

CNAPs offer users various options for scheduling appointments, allowing them to access services in the most convenient way. Users can:

- Book an appointment online through digital services
- Use the electronic queue system
- Call the hotline
- Visit the CNAP without prior booking

Users particularly appreciate the electronic queue system, as it helps save time and avoid conflicts that may arise due to crowding or misunderstandings about the service process.

VISIT TO THE CENTRE FOR ADMINISTRATIVE SERVICES (CNAP)

Some CNAP visitors report having established routines when obtaining administrative services. Most participants in the qualitative research module prefer offline services, and in many cases, they choose specific CNAP locations. In some settlements, **there is only one CNAP, so users have no choice.** However, in cities with multiple CNAP branches, visitors consider various factors when deciding which one to visit, including:

- Geographic accessibility
- Range of available services
- Quality of service

Many users prefer central CNAP branches, as they offer a broader range of services, making it easier to resolve multiple issues in a single visit. Some respondents specifically plan their visits to complete several tasks at once.



"If I'm already going, I try to do everything – submit documents and solve all my issues. It's more convenient than coming multiple times."

– Service recipient, regional centre, frontline territories
(Extract from the Unified State Register of Legal Entities,
Sole Proprietors, and Public Organizations (00234))

At the same time, some users believe that the central CNAP has a better reputation, so even if services are available elsewhere, they still prefer to visit the main branch.



"I always go to the same one. There are several, but I choose the central one because it's convenient. You can get all your documents done in just a few hours."

– Service recipient, regional centre, frontline territories
(Extract from the Unified State Register of Legal Entities,
Sole Proprietors, and Public Organizations (00234))



"I knew there wouldn't be any problems there. I don't even know if there are other CNAPs or not. But I know this one in the city centre, and that's where I go."

– Service recipient, city, frontline territories
(State assistance for children of single mothers (00150))

Visitors emphasize that CNAPs provide:

- Clear instructions on further actions
- Easily navigable service windows
- Dedicated staff to assist with payments and application forms, which simplifies and speeds up the process while ensuring that users feel confident their documents are processed correctly.

RECEIVING THE RESULT

After submitting an application, users receive a notification via SMS or phone call informing them that their requested service is ready. To complete the process, they must visit the CNAP again to collect the necessary documents or confirmation.

For some users, obtaining a physical document (such as a paper certificate) is extremely important, as it provides them with confidence in the completion of the procedure and a sense of reliability.

Due to limited understanding of digital processes and the preference for physical proof, many users still visit CNAPs even after completing services online. This adds strain to the system and highlights the need to improve communication regarding service status updates.

Thus, when describing their experience with offline administrative services, surveyed users emphasize specific needs that they fulfill during CNAP visits—needs that, according to them, are more difficult to meet through electronic public services.

USER JOURNEY AT CENTRES FOR ADMINISTRATIVE SERVICES (CNAPS) FOR OBTAINING NECESSARY SERVICES

User actions

User needs

1 Searching for Information

Receiving information from family, friends, and acquaintances;
Calling the hotline;
Visiting the CNAP;
Getting information from other institutions;
Searching for information online.

Reliable information about service conditions;
Personalized information that considers specific life circumstances;
Ability to ask additional questions.

2 Document Preparation

Preparing documents based on the provided list;
Gathering all available documents just in case.

Clear checklist of required documents;
Ability to verify document accuracy before visiting;
Document review by CNAP staff;
Assistance in completing applications; Standardized document requirements and coordination between institutions.

3 Appointment Booking

Online appointment scheduling;
Booking through the CNAP's electronic queue system;
Phone booking; Visiting without an appointment.

(not required for military personnel, families of fallen soldiers, or visitors with children)

Simple booking system (online or by phone);
Ability to avoid queues using the electronic queue system.

4 Visiting the CNAP

Visiting at the scheduled or convenient time;
Receiving a queue ticket from a machine or staff;
Waiting in line according to the assigned number;
Receiving a consultation and clarifying required documents;
Submitting documents for processing (scanning, registration, data entry).

Convenient CNAP locations (accessible transportation, opening of new branches in remote areas);
Comfortable waiting conditions (electronic screens, seating areas, children's play corners);
Competent service and clear explanations;
Instructions on next steps;
Assistance with related services;

5 Receiving the Result

Receiving an SMS or phone call notifying service completion;
Returning to the CNAP, presenting ID, and collecting the result;
Mobile CNAP services (home visits for seniors, people with disabilities).

Notifications about service readiness;
Ability to track service status;
Quick and clear confirmation of the result.

Prerequisites for Accessing Online Services



The transition to electronic administrative services offers new opportunities for citizens. However, effective use of these services requires: access to technology, sufficient knowledge and skills to navigate digital platforms and awareness of the availability of online services

This section analyzes survey data from CNAP visitors, focusing on their awareness of online services and their access to basic digital tools and internet resources.



Access to Technology

One of the key prerequisites for using online administrative services is access to the internet and the ability to use it through appropriate devices. These factors directly impact the availability of online services and determine how successfully citizens can integrate into the digital environment.

Survey results from users of popular administrative services indicate that **the vast majority have the necessary technical means to use online services:**

92.2% have internet access at home,

92.1% own devices that enable internet use,

90.4% consider their digital skills sufficient for independent internet use.

Only a small percentage of users reported:

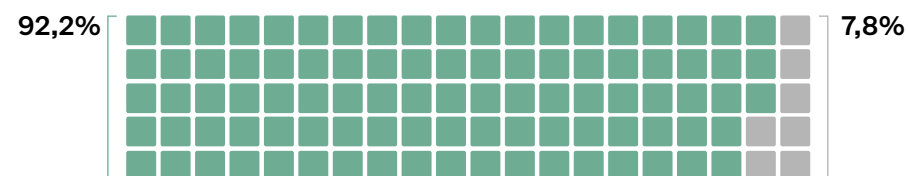
7.6% lack the necessary technical equipment,

9.6% lack the skills to use the internet independently.

However, more than half of those who declared a lack of digital skills stated that they could receive assistance from family or acquaintances (4.9%).

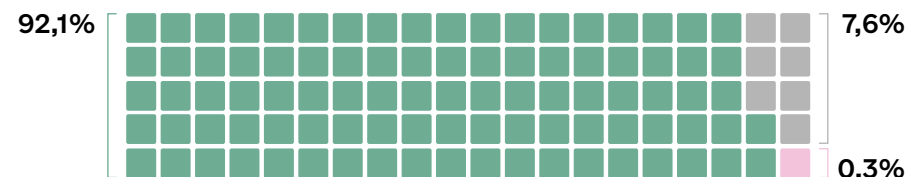
AVAILABILITY OF HOME INTERNET ACCESS

Have internet access at home Do not have internet access



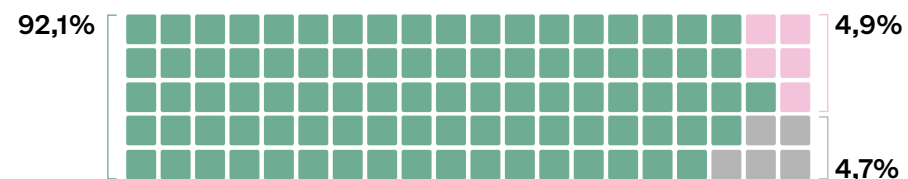
AVAILABILITY OF DEVICES FOR INTERNET USE (COMPUTER, LAPTOP, SMARTPHONE, TABLET)

Have suitable devices Do not have suitable devices Unsure whether their devices support internet access



ABILITY TO USE THE INTERNET INDEPENDENTLY (SELF-ASSESSED DIGITAL SKILLS)

Can use the internet independently Cannot use the internet independently Do not have assistance available Have someone who can assist them



Awareness of Online Administrative Services

The overall awareness of CNAP visitors regarding the availability of online administrative services is relatively high: **80.4% of respondents stated they are aware of online services.**

However, **some users do not know about all available services** or how they can be accessed online.

56.8% of respondents visited the CNAP while already knowing that the service they needed was available online.

23.6% were aware of online services in general but did not know that the specific service they were seeking could be obtained online.

62.4% of informed users know that services can be accessed both through the Diia mobile app and the Diia web portal.

18% know about only one method of accessing online services:

14.7% are aware only of the mobile app.

3.3% are aware only of the Diia web portal.

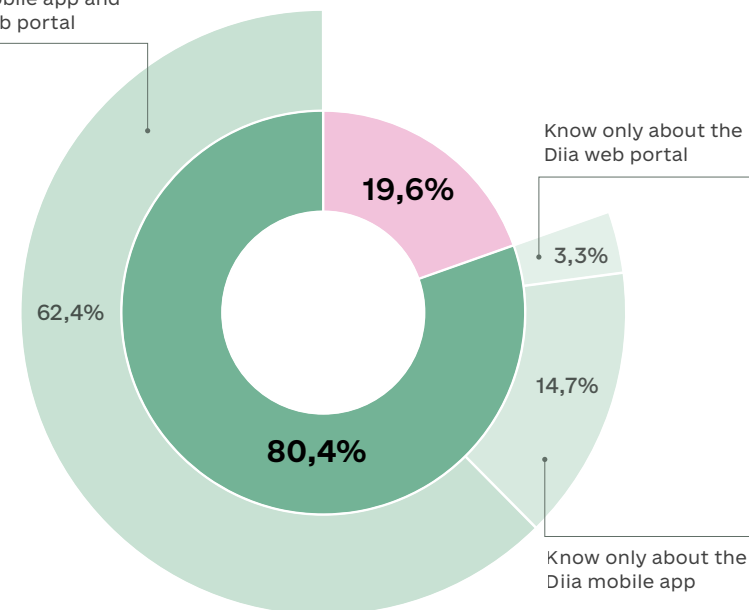
These findings highlight the need for further user education on how to access specific services online using different digital tools.

GENERAL AWARENESS OF ONLINE ADMINISTRATIVE SERVICES

Informed

Uninformed

Know that services can be obtained both through the Diia mobile app and the Diia web portal



AWARENESS OF ONLINE AVAILABILITY FOR THE SPECIFIC SERVICE SOUGHT ON THE DAY OF THE SURVEY

Knew that the service they came for was available online

Did not know that the specific service could be obtained online

Were completely unaware that administrative services can be accessed online at all

56,8%

23,6%

19,6%

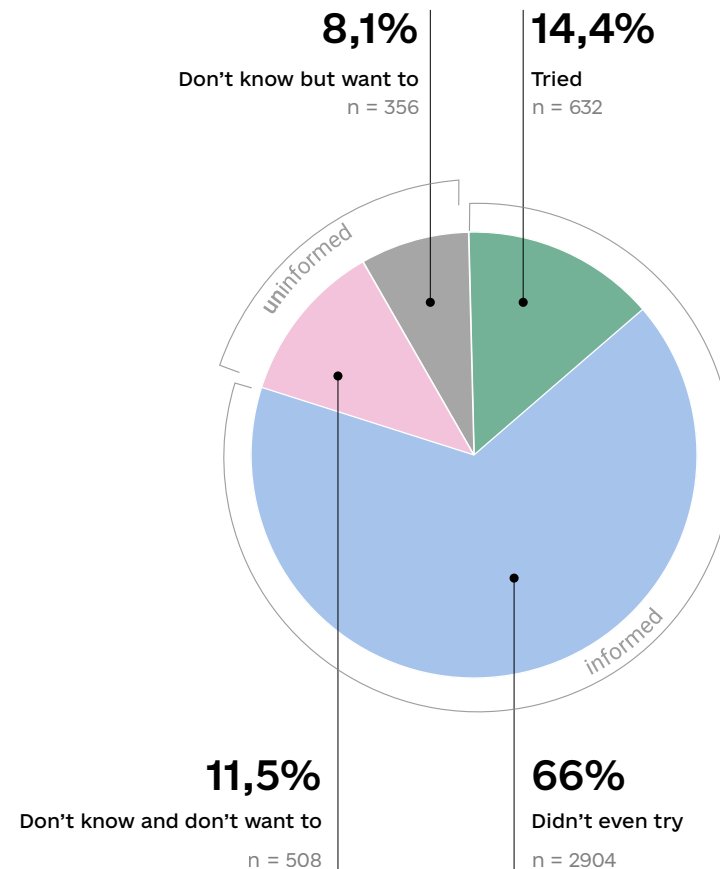
CLASSES OF USERS BASED ON THEIR LEVEL OF AWARENESS

The research toolkit provides for identifying four classes of CNAP* visitors based on their awareness of the possibility of receiving administrative services online, the actions they took before visiting the CNAP, or their intention to use online services. These classes include service recipients who:

- 1 Know about the possibility of receiving administrative services online and attempted to obtain the needed service online before visiting the CNAP (**“Tried”**);
- 2 Know about the possibility of receiving administrative services online but did not attempt to obtain the needed service online (**“Didn’t even try”**);
- 3 Do not know about the possibility of receiving administrative services online and do not express any intention to do so, even if they were aware of such a possibility (**“Don’t know and don’t want to”**);
- 4 Do not know about the possibility of receiving administrative services online but would want to do so if they knew such a possibility existed (**“Don’t know but want to”**).

The distribution of these groups among survey participants is uneven and varies across subsets of the studied services. Some differences were identified based on key socio-demographic characteristics among representatives of the different classes, though all of them were weak or very weak. Specifically, **the four groups differ in terms of income levels, education, and age**. However, the study found no significant differences based on gender or occupation.

USER CLASSES BASED ON OVERALL AWARENESS AND EXPERIENCE WITH ONLINE ADMINISTRATIVE SERVICES



According to the study, **the largest group of CNAP visitors consists of individuals who are aware of the possibility of obtaining services online but did not attempt to do so before visiting CNAP.** This group makes up two-thirds (66%) of all surveyed users.

Demographic Profile of the "Didn't Even Try" Group:

Mostly middle-aged citizens, with a median age of 45 years. 48.2% hold higher education degrees. 37% have vocational secondary education. 14.8% have general secondary education (equivalent to a high school diploma) as their highest qualification. 33.9% earn between 3,000–8,000 UAH per month. 27.7% earn between 8,000–17,000 UAH per month. Only 18.9% have income above 17,000 UAH per month.

This indicates that lower-than-average income levels prevail within this category of users. The next section provides a deeper analysis of the barriers preventing these users from utilizing online administrative services [see ["Didn't Even Try to Get the Service Online. Why?"](#) for more details].

Every seventh user (14.4%) of popular administrative services attempted to obtain the service online but ultimately had to visit a CNAP.

Demographic Profile of the "Tried" Group:

This group has the youngest median age among all categories, at 39 years. 64.1% hold a higher education degree—the highest proportion among all user groups. 34.4% report a monthly income of 8,000–17,000 UAH. 27.2% earn more than 17,000 UAH—the highest percentage of high earners among all user categories.

These users tend to be younger, more educated, and have higher income levels compared to others. The next section provides insights into why these users, despite attempting to access services online, ultimately had to visit a CNAP [see ["Tried to Get the Service Online. What Went Wrong?"](#) for details].

A slightly smaller cohort consists of those who are **unaware of online administrative services but express a willingness to use them.** This group represents 8.1% of all surveyed users.

Demographic Profile of the "Don't Know but Want to" Group:

Primarily middle-aged citizens (31–50 years old), who make up 48.2% of the group. The median age is 44 years. The distribution of education and income levels within this group closely resembles that of users who knew about online services but did not attempt to use them before visiting CNAP.

The contradictory behavioral trends observed in middle-aged users regarding their intentions or actual use of online services suggest that socio-demographic factors alone do not determine whether individuals choose online services. Other variables, such as digital literacy, trust in online platforms, and user experience, likely play a more significant role.

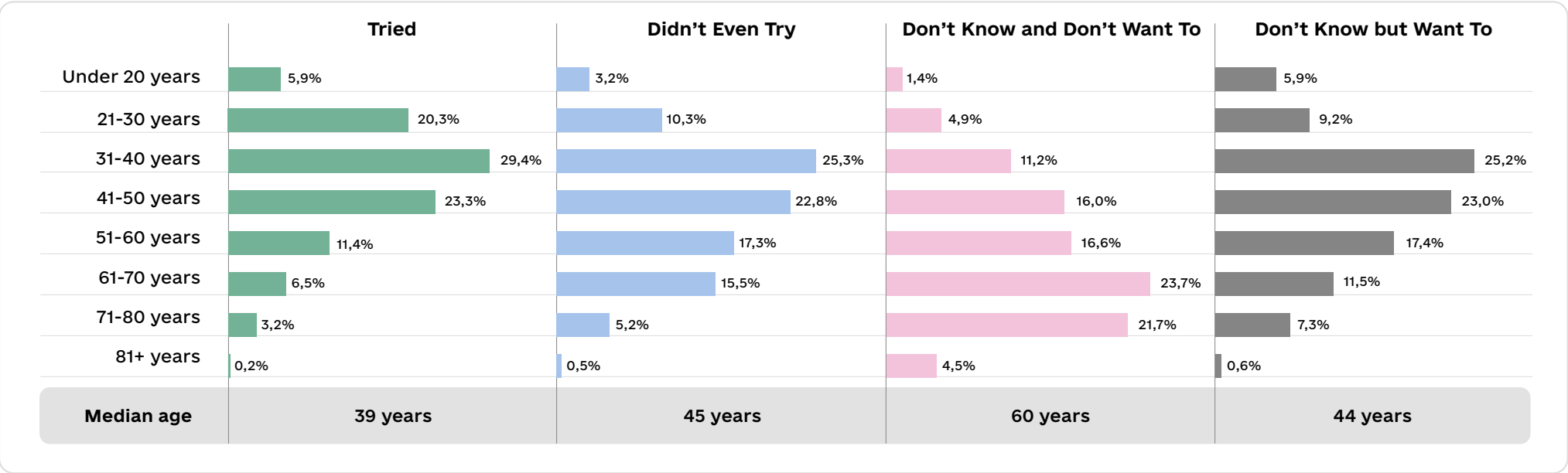
The smallest of the four user classes consists of respondents who do not know about online administrative services and do not express any intention to use them in the future ("Don't Know and Don't Want To").

Demographic Profile of the "Don't Know and Don't Want To" Group:

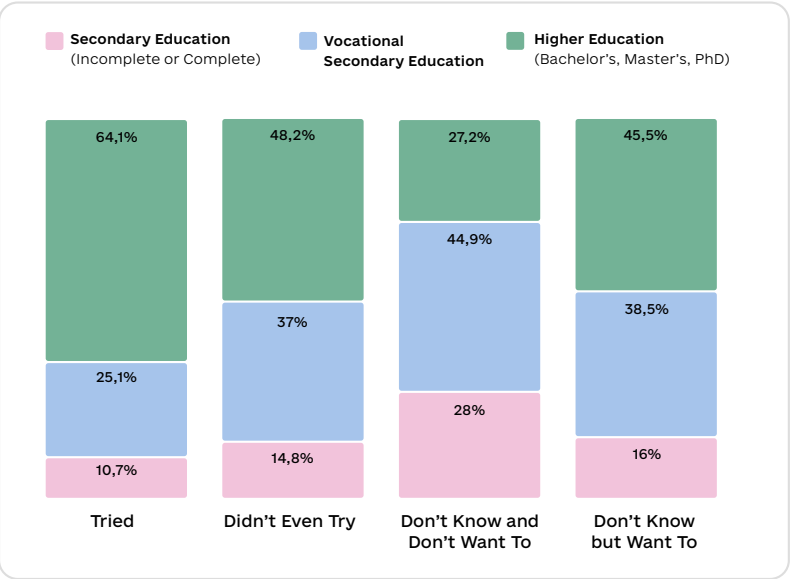
Primarily older citizens, with about 50% aged 60+. The median age is 60 years, the highest among all groups. The lowest proportion of respondents with higher education (27.2%). 44.9% have vocational secondary education. 28.0% have general secondary education. A majority of these users have low income: 53.7% earn 3,000–8,000 UAH per month. 24.8% earn less than 3,000 UAH per month. Only about 2% of this group have incomes exceeding 30,000 UAH.

This data suggests that low digital literacy, financial constraints, and age-related factors contribute to the reluctance of these users to explore online services. A detailed analysis of why these users prefer CNAP visits over online services can be found in the next section [see ["Don't Know and Don't Want To. Why?"](#)].

AGE DISTRIBUTION ACROSS USER CLASSES

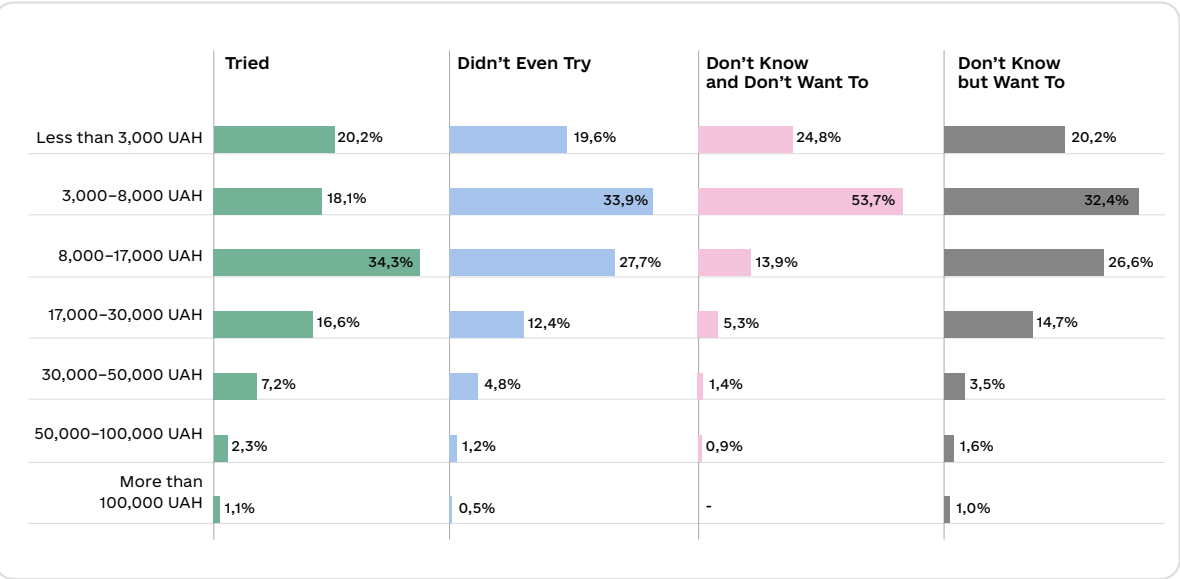


EDUCATIONAL DISTRIBUTION
ACROSS USER CLASSES



INCOME DISTRIBUTION ACROSS USER CLASSES

[The table below presents the income distribution among surveyed user groups, based on respondents who provided a clear answer to the income question]



BARRIERS

**TO ACCESSING PUBLIC
SERVICES ONLINE**



In an effort to improve the accessibility and quality of public services in Ukraine, CNAPs (centres for Administrative Services) began to be actively established in 2013. By 2021, in response to global digitalization, the modernization of the administrative service system accelerated, leading to the creation of Diia centres and the active promotion of remote service options. Despite the numerous advantages of the online format—convenience, speed, and efficiency – many users still prefer to receive services offline. What barriers prevent users from fully utilizing these digital opportunities?

Are they subjective factors, such as low digital literacy or fear of new technologies, or objective circumstances, such as technical issues or the lack of modern tools in regional government offices? The purpose of this section is to analyze the factors limiting access to administrative services in the chosen online format. This analysis is based on quantitative and qualitative research modules that examine the reasons why citizens choose to receive services at CNAPs (centres for Administrative Services) despite having the option to do so online.

TYPES OF BARRIERS TO ACCESSING PUBLIC SERVICES ONLIN

The previous section identified four classes of administrative service users based on their awareness of online services, actions taken before visiting a CNAP (centre for Administrative Services), and intentions to use online services in the future. These include users who:

1. Attempted to obtain the required service online before visiting a CNAP.
2. Did not attempt to obtain the service online and went directly to a CNAP, being unaware of online services.
3. Would not use online services even if they knew about them.
4. Would use online services if they were informed about them.

The last group was not included in the study on barriers to using administrative services online.

For the remaining three classes of users, a list of potential barriers to accessing administrative services online was developed. **In total, five groups of barriers were identified, with different components applicable to each user class:**

- 1 **Technical barriers and lack of knowledge or skills** – relevant to all user classes.
- 2 **Technical difficulties encountered when attempting to access services online (currently or in the past)** – not applicable to users who are unaware of online administrative services.
- 3 **Service-specific or personal life circumstances** – relevant to all user classes.
- 4 **Difficulties in obtaining services online related to the service itself or personal circumstances** – not applicable to users who are unaware of online administrative services.
- 5 **Personal factors** – not applicable to users who are aware of online administrative services and attempted to use them this time.

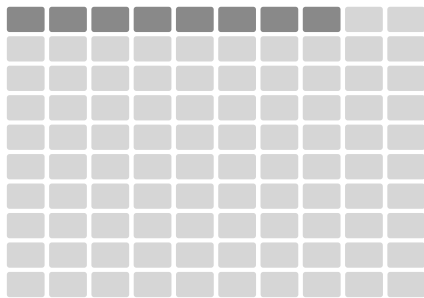
BARRIERS TO ACCESSING ADMINISTRATIVE SERVICES ONLINE AND THEIR COMPONENTS (INCLUDED IN THE RESEARCH TOOLKIT)

	Users who are aware of online administrative services and attempted to use them this time	Users who are aware of online administrative services but did not attempt to use them this time	Users who are unaware of online administrative services
Technical Barriers, Lack of Knowledge and Skills	<ul style="list-style-type: none"> ☐ Lack of internet access / poor connection ☐ Lack of / unsuitable devices for installing the app or accessing the website ☐ Lack of digital skills and/or someone to assist ☐ Lack of skills in obtaining administrative services online 	<ul style="list-style-type: none"> ☐ Lack of awareness that a specific service is available online 	
Technical Difficulties When Attempting to Access Services Online (Now or in the Past)	<ul style="list-style-type: none"> ☐ Lack of awareness that a specific service is available online ☐ Problems updating the Diia app ☐ Issues logging into Diia ☐ Difficulties with online payment for the service ☐ Issues signing the application ☐ Technical errors during the online service process ☐ Unclear or complicated interface 	<ul style="list-style-type: none"> ☐ Customer support recommended visiting a CNAP (centre for Administrative Services) 	
Service-Specific Factors and/or Life Circumstances	<ul style="list-style-type: none"> ☐ Need for consultation or administrator assistance ☐ Complex online service procedure 	<ul style="list-style-type: none"> ☐ Need for a paper document (certificate) 	
Difficulties in Obtaining the Service Online Related to the Service or Life Circumstances	<ul style="list-style-type: none"> ☐ Service refusal (when applying online) ☐ Long waiting time for the result ☐ No decision was made on the application ☐ No decision was made on the application ☐ Missing necessary additional options in the online service 	<ul style="list-style-type: none"> ☐ Inability to obtain the service online due to specific life circumstances 	
Personal Factors		<ul style="list-style-type: none"> ☐ Concerns about data privacy ☐ Reluctance to register in Diia ☐ Lack of confidence in the outcome of an online application ☐ Habit of obtaining administrative services in CNAPs (offline) 	

ATTEMPTED TO OBTAIN A SERVICE ONLINE: WHAT WENT WRONG?

This section outlines the barriers to accessing administrative services online as reported by surveyed users who are aware of online administrative services and attempted to use them this time.

Technical Barriers, Lack of Knowledge and Skills



8,3%

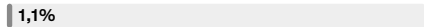
Lack of internet access / poor connection



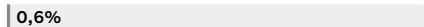
Lack of skills in obtaining administrative services online



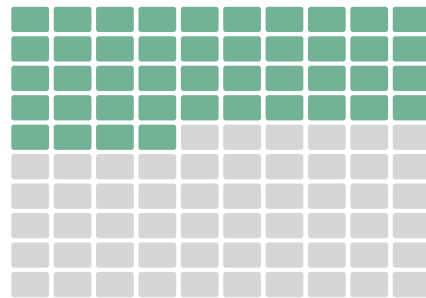
Lack of / unsuitable devices for installing the app or accessing the website



Lack of digital skills and/or someone to assist

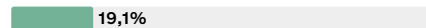


Technical Difficulties During the Attempt to Obtain a Service Online

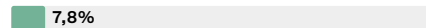


43,8%

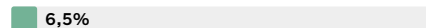
Technical errors during the online service process



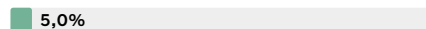
Issues logging into Diia



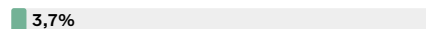
Issues signing the application



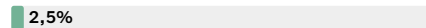
Customer support recommendation to visit a CNAP (centre for Administrative Services)



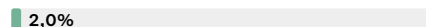
Problems updating the Diia app



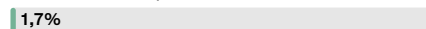
Issues installing the Diia app



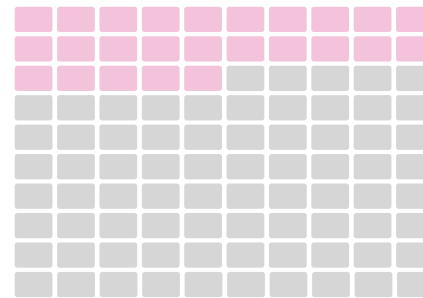
Difficulties with online payment for the service



Unclear or complicated interface

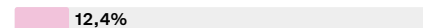


Service-Specific Factors and/or Life Circumstances

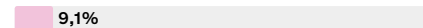


25,0%

Need for consultation or administrator assistance



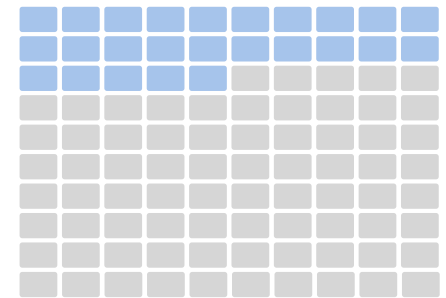
Inability to obtain the service online due to specific life circumstances



Complex procedure for obtaining the service online

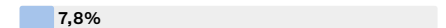


Difficulties in Obtaining the Service Online Related to the Service or Life Circumstances

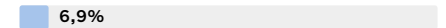


24,9%

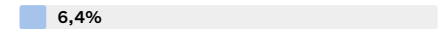
Unable to find the required service or information in Diia



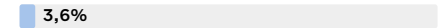
Missing necessary additional options in the online service



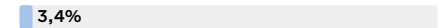
Service refusal (when applying online)



Long waiting time for the result



No decision made on the application



TECHNICAL DIFFICULTIES WHEN ATTEMPTING TO OBTAIN SERVICES ONLINE

14.4% of surveyed administrative service users attempted to obtain the necessary service online before visiting a CNAP (centre for Administrative Services). **The most common reason for unsuccessful attempts was technical difficulties, including errors in online services, login issues with Diia, and problems at the stage of signing the application.**

Participants in the qualitative research module also pointed out deficiencies in online services, emphasizing that **technical issues significantly prolong and complicate the process of obtaining a service online**. As a result, many users prefer to visit a CNAP in person. One of the main challenges users faced was electronic signature verification. The process of creating an electronic signature was difficult, but the process of recovering a lost password was even more complicated, as it required identity verification via FaceID technology. One participant shared her negative experience, describing how her device failed to recognize her face due to minor time differences, causing frustration:



"It's easier for me to sign with a pen than to set up an electronic signature. I'd rather drive over, write the application by hand, sign it, and be done. ... At first, I couldn't create it, then I figured it out. I entered the password, forgot it, and then had to recover it. To do so, I needed to pass face verification. I don't think I changed much visually in half an hour. But it didn't recognize me, so I couldn't complete the verification. The lighting wasn't sufficient. You understand, it was madness—I was already so frustrated. I even went outside just to get better lighting so it would recognize me."

— Service recipient, regional centre, rear area;
Comprehensive service "eMaliatko" (01369)

Additionally, 5% of respondents reported that their online service request was not completed due to recommendations from customer support. Some users found that, despite a service being available online, official portals still directed them to visit a CNAP in person:



"I went to the Diia portal. And for some reason, it said I needed to go to the centre for Administrative Services. Maybe I misread something, I won't guarantee, but... I was looking for options. I thought, if electronic keys and digital signatures can be done online, then why..."

— Service recipient, regional centre, frontline area; Issuance of an extract from the Unified State Register of Legal Entities, Individual Entrepreneurs, and Public Associations (00234)

Less common technical difficulties included problems with installing or updating the Diia app, making online payments, and navigating the online service interface.

SERVICE-SPECIFIC FACTORS AND/OR LIFE CIRCUMSTANCES

A quarter of users who attempted to obtain a service online but failed realized the need for assistance from a CNAP (centre for Administrative Services) employee (12.4%) and/or concluded that the service was either too complex (5%) or entirely impossible to obtain online (9.1%).

Findings from the qualitative research module indicate that online services do not always account for specific life circumstances. In some cases, obtaining a service online is impossible due to missing required documents or their improper condition. For example, 6.9% of respondents were unable to complete their request online because the service did not offer necessary additional options, while 6.4% received a direct refusal.

However, in many cases, the belief that a service cannot be obtained online stems from misinformation or an unsuccessful search for the required service in an app or on an official portal. 7.8% of users reported that they could not find the service they needed in the system.

Less frequently, long processing times or a lack of response to an application were reasons for visiting a CNAP, with around 3% of users in this category encountering such issues.

TECHNICAL BARRIERS, LACK OF KNOWLEDGE AND SKILLS

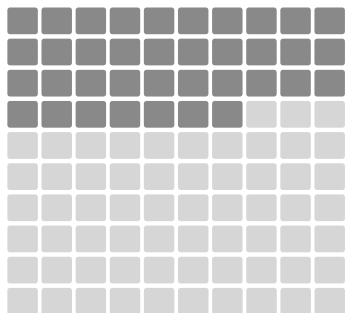
The smallest share (8.3%) of users who attempted to obtain administrative services online encountered technical barriers or a lack of knowledge and skills, preventing them from completing the process. More than half of these users cited lack of internet access or poor connection as the main obstacle. A slightly smaller proportion reported a lack of skills needed to obtain administrative services online.

Only a few users mentioned issues such as lack of suitable devices for installing the Diia app or accessing the portal, as well as a lack of digital literacy or someone to assist them with using the internet.

DIDN'T EVEN ATTEMPT TO OBTAIN THE SERVICE ONLINE: WHY?

This section outlines the barriers to accessing administrative services online identified among surveyed users who are aware of online services but did not attempt to use them this time.

Technical Barriers, Lack of Knowledge and Skills



36,6%

Lack of information that the required service is available online

14,3%

Lack of skills in obtaining administrative services online

14,2%

Lack of digital skills and/or someone to assist

5,6%

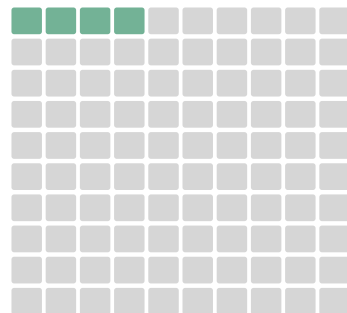
Lack of internet access / poor connection

5,1%

Lack of / unsuitable devices for installing the app or accessing the website

3,9%

Technical Difficulties Experienced in the Past



3,9%

Technical errors during the online service process

1,6%

Issues logging into Diia

1,2%

Issues signing the application

0,7%

Unclear or complicated interface

0,4%

Issues installing the Diia app

0,4%

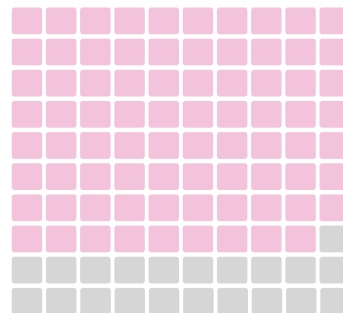
Problems updating the Diia app

0,4%

Difficulties with online payment for the service

0,2%

Service-Specific Factors and/or Life Circumstances



79,1%

Need for a paper document (certificate)

59,3%

Complex procedure for obtaining the service online

34,3%

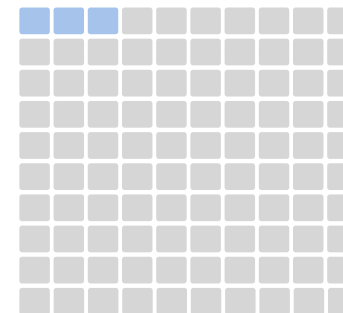
Need for consultation or administrator assistance

17,4%

Inability to obtain the service online due to specific life circumstances

5,7%

Difficulties in Obtaining the Service Online Related to the Service or Life Circumstances



2,7%

Long waiting time for the result

0,9%

Unable to find the required service or information in Diia

0,6%

Inability to obtain the service online due to specific life circumstances

0,5%

Service refusal (when applying online)

0,4%

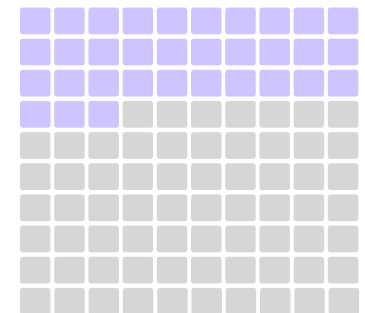
No decision made on the application

0,4%

Missing necessary additional options in the online service

0,3%

Personal Factors



33,3%

Lack of confidence in the outcome of an online application

18,4%

Habit of obtaining administrative services at a CNAP (centre for Administrative Services)

16,2%

Concerns about data privacy

4,2%

Reluctance to register in Diia

2,8%

The largest group among the surveyed CNAP (centre for Administrative Services) visitors consists of those who, despite being aware of the possibility of obtaining administrative services online, did not attempt to do so and instead went directly to a CNAP. This group accounts for two-thirds (66%) of all respondents.

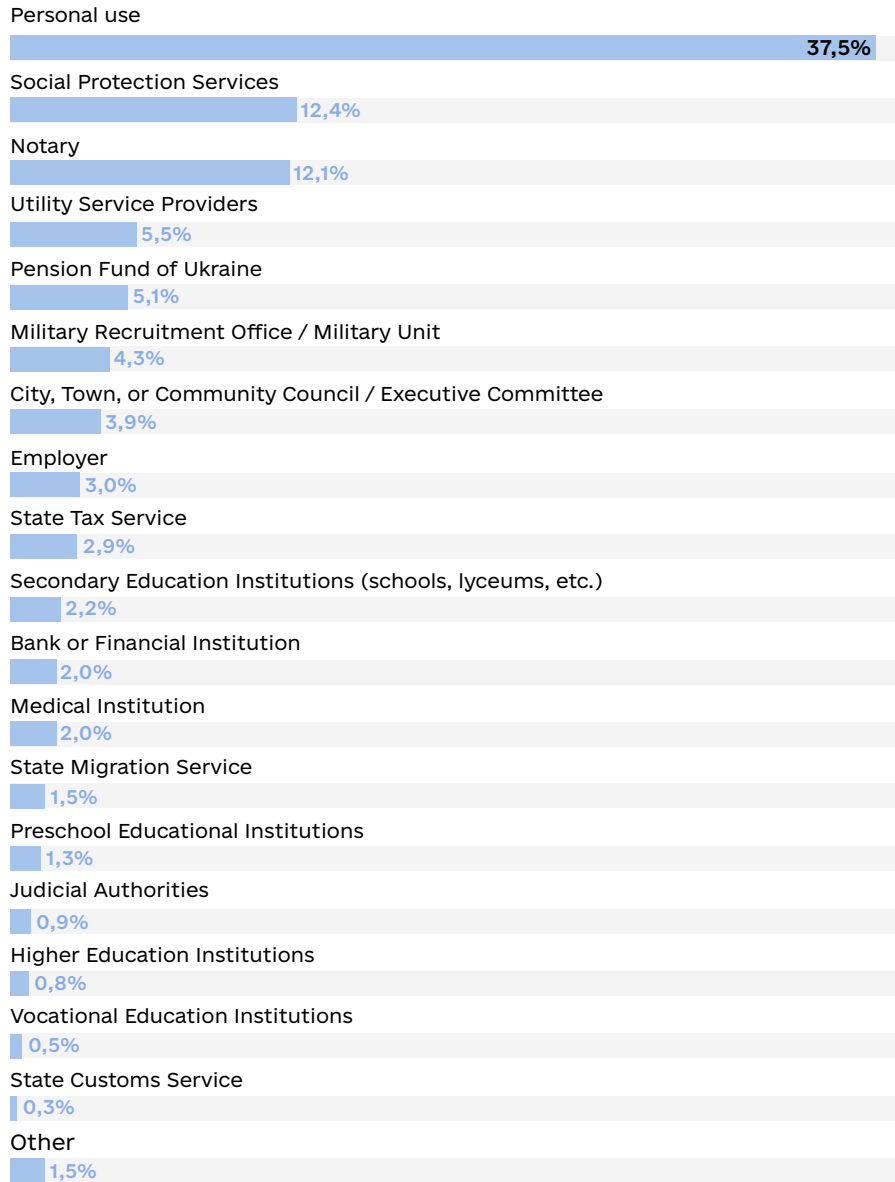
SERVICE-SPECIFIC FACTORS AND/OR LIFE CIRCUMSTANCES

Surveyed CNAP (centre for Administrative Services) visitors most frequently cited the need for a paper document (certificate) as a key barrier to using online services. More than half (59.3%) of users who were aware of online services chose to visit a CNAP in person for this reason.

Additionally, more than one-third (37.5%) of respondents who required a paper document stated that it was necessary for personal use, rather than submission to an institution.

INSTITUTIONS REQUIRING PAPER DOCUMENTS

(as a result of obtaining an administrative service)



Participants in the qualitative research module explained their preference for paper documents. According to users, receiving a certificate or other document **provides physical proof of the service obtained and serves as preparation for potential future situations where the documents may be required.**

Even after ordering a service online, users often visit CNAPs to obtain printed documents.



"For example, here we can print an extract. This could be a simple reason – just to get a printed version immediately. Online, you receive the result as a PDF, which you then have to print yourself. Without a paper copy, it feels as if you didn't really receive the service. Many people request it. When we provide administrative services for residence registration, we don't issue an extract as a result. But a lot of people still ask: 'No, please give me an extract.' So, we print one for them as proof of their residence registration, because everyone wants a physical copy."

– CNAP Administrators, Regional centre, Frontline Areas

In addition to the need for a paper document, 34.3% of respondents did not use online services because they found the process too complicated. In in-depth interviews, CNAP visitors mentioned that **the lack of professional assistance at various stages of the online process made it more difficult.** Searching for service information, understanding the application procedure, and completing forms independently took more time and effort compared to a direct visit to a CNAP.



"If I bring the wrong document to CNAP, the worker will immediately tell me. Online, this might not become apparent right away—the system might not notify me, or it could reject my request later due to a missing or incorrectly formatted document. That's the only issue I have. Otherwise, I understand that online is faster. But in-person communication is key. The CNAP worker tells me right away if something is missing or incorrectly filled out—that's the only reason I prefer it."

– Service recipient, town, frontline areas;
State Assistance for Children of Single Mothers (00150)

"I don't fully trust the system yet because I'm using it for the first time. I don't want to make mistakes. It's easier when a person guides me rather than a program. Maybe I won't understand something correctly in the instructions—not even in the instructions, but in the translation. Since I'm from a Russian-speaking region, it's easier for me to process information in Russian."

– Service recipient, regional centre, frontline areas;
State Registration of a Sole Proprietor (00106)

About 6% of users stated that they had to visit a CNAP because their specific life situation made it impossible to obtain the service online. The qualitative research identified several common scenarios that create difficulties for accessing administrative services online:

Needing multiple services, not all of which are available online.
For example, a respondent who gave birth to her third child visited a CNAP to apply for the comprehensive eMaliatko service and obtain a certificate confirming large-family status, since the second service was only available offline.

Requiring additional documents for administrative services.
This includes applying for state assistance for a child born abroad, which necessitates additional document verification.

Limited availability of online services in certain regions.
A respondent from the southern region mentioned that due to the introduction of martial law, some services were unavailable online in her area.

"I have a personal accountant, and she told me: 'Just go to CNAP, they'll do everything for you quickly.' ... And my accountant also said that in Mykolaiv Oblast, the list of available online services is limited."

— Service recipient, regional centre, frontline areas; State Registration of Changes to Sole Proprietor Information in the Unified State Register (00108)

TECHNICAL BARRIERS, LACK OF KNOWLEDGE AND SKILLS

In addition to the general perception that online services are complex, users often face barriers related to **low digital literacy, particularly in the context of administrative services**. A lack of confidence in their knowledge and skills for accessing administrative services online was a barrier for 14.2% of users who "didn't even attempt" to use online services.



"It's not that I don't trust it, I just don't understand it well yet—where to go, how to find things. It's just easier for me this way. I might click the wrong thing somewhere, and then it won't work for me."

— Service recipient, city, rear area; Granting of benefits for the purchase of solid and liquid household fuel and liquefied gas (00157)

"Actually, I did a lot of things at CNAP, and only later realized that they could have been done online. But due to a lack of information, I simply didn't know how to do it."

— Service recipient, city, rear area; State assistance for childbirth (00144)

Additionally, 14.3% of respondents explicitly stated that they were unaware that the required service was available online. Far less frequently, users cited technical obstacles such as lack of internet connection, outdated or missing devices, or a general lack of internet usage skills as reasons for not using online services.

PERSONAL FACTORS

A low level of digital skills and the perception that online services are complicated can lead to a lack of confidence among users in their ability to successfully obtain the necessary service online. **18.4% of respondents cited doubts about the outcome of an online application as a reason for choosing to visit a CNAP (centre for Administrative Services) instead.**



"And you know, as one woman said: 'Diia works as long as the power switch isn't turned off.'"

— CNAP Administrators, City, Rear Area

However, users more frequently mentioned that online services are complicated rather than explicitly stating a lack of skills or need for assistance from CNAP employees—only 17.4% of this group indicated a need for support. This suggests that habitual behavior and resistance to change play a significant role. Specifically, 16.2% of respondents preferred visiting CNAPs out of habit, as they were accustomed to receiving administrative services this way.

Within the qualitative research module, CNAP administrators highlighted another factor driving offline service preference – the need for human interaction.



"Of course, some people just want to talk. For them, CNAP is like a social hub – especially for elderly people and pensioners. They come not only to get services but to chat, exchange news, or simply talk to a CNAP administrator.

They share their life situations, seek advice, and want to be heard. Even if they could complete the service online, they choose in-person interaction instead. This happens quite often."

— CNAP Administrators, City, Rear Area

While some administrators believe this behavior is more common among older visitors, the study suggests that social interaction also motivates younger users. For example, a respondent on maternity leave mentioned that visiting a CNAP is an opportunity to spend time in a social environment and learn interesting information from other visitors.

NEGATIVE PAST USER EXPERIENCE

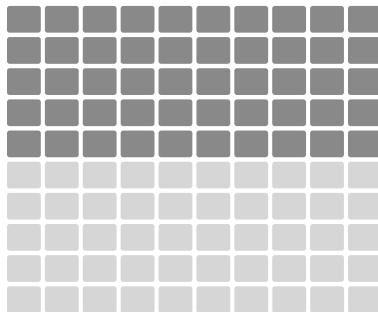
Findings from the quantitative research module indicate that negative past experiences with online services rarely serve as a barrier for users.

3.9% of respondents visited a CNAP (centre for Administrative Services) due to technical difficulties encountered during previous attempts to access services online. 2.7% of users reported an unsuccessful past experience related to service-specific factors or their personal circumstances, such as long waiting times for results or difficulty finding the necessary options online.

DON'T KNOW AND DON'T WANT TO: WHY?

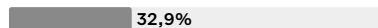
This section outlines the barriers to accessing administrative services online among surveyed users who are unaware of online administrative services and have no interest in using them.

Technical Barriers, Lack of Knowledge and Skills

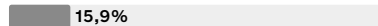


50,2%

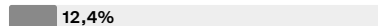
Lack of skills in obtaining administrative services online



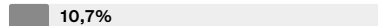
Lack of digital skills and/or someone to assist



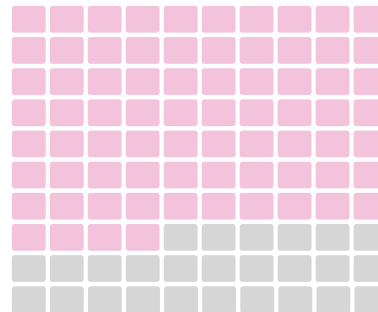
Lack of internet access / poor connection



Lack of / unsuitable devices for installing the app or accessing the website



Service-Specific Factors and/or Life Circumstances

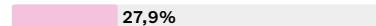


74,4%

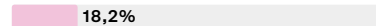
Need for a paper document (certificate)



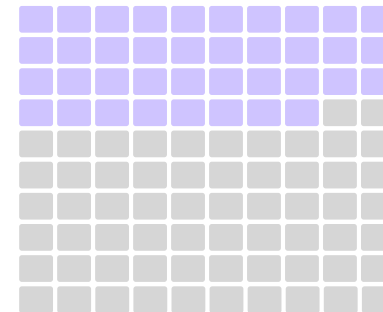
Complex procedure for obtaining the service online



Need for consultation or administrator assistance

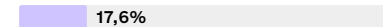


Personal Factors

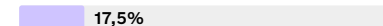


38,4%

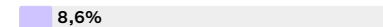
Lack of confidence in the outcome of an online application



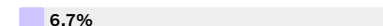
Habit of obtaining administrative services at a CNAP (centre for Administrative Services) (offline)



Concerns about data privacy



Reluctance to register in Diia



Users who are unaware of the possibility of receiving services online and are not interested in using them make up the smallest share of all respondents – 11.5%. Respondents were asked to select the factors that explain their reluctance to use administrative services online.

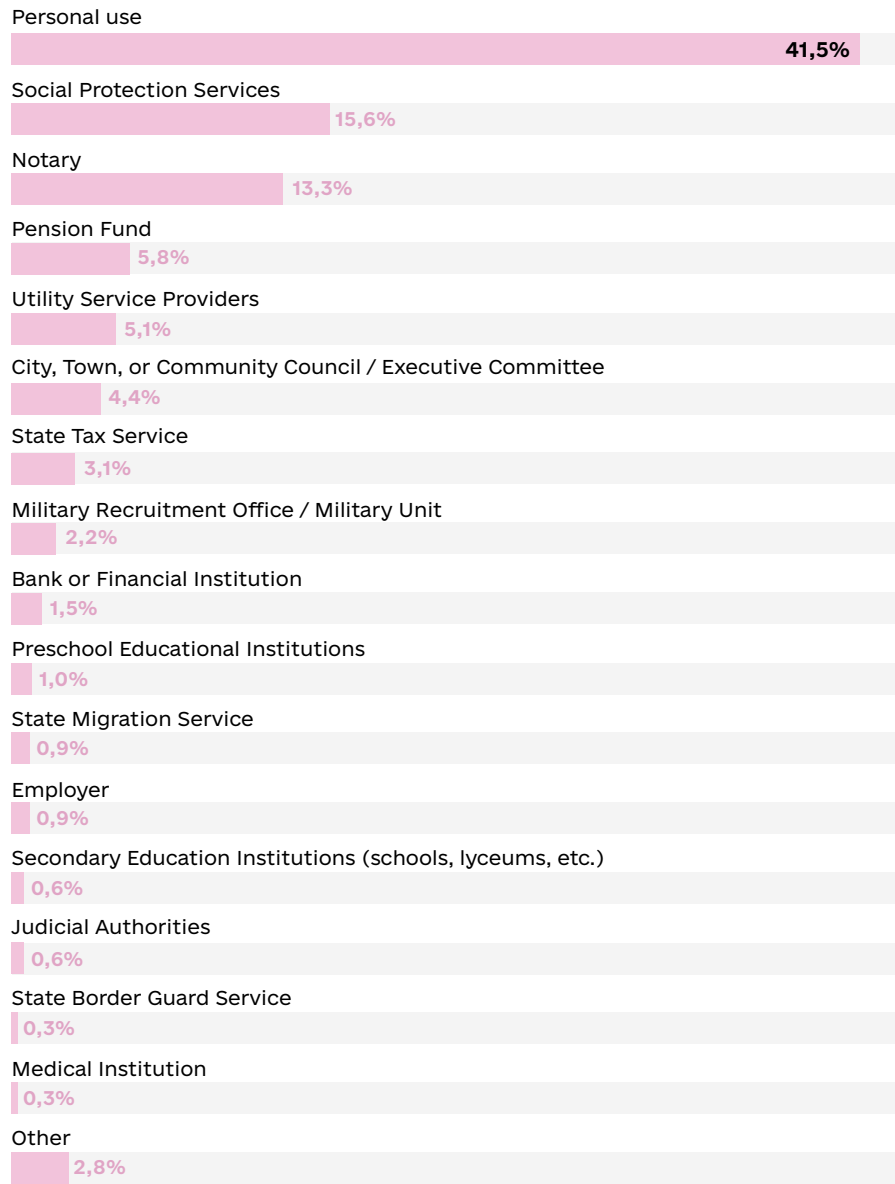
FEATURES OF THE SERVICE AND/OR LIFE SITUATION

As with informed visitors, **the key barrier to using online services for this group is the need for a paper document.** 61% of respondents cited this as their primary reason for choosing CNAPs (centres for Administrative Services).

Additionally, 27.9% of users in this cohort reported that the procedure for obtaining administrative services online is too complex.

INSTITUTIONS REQUIRING PAPER DOCUMENTS

(as a Result of Obtaining an Administrative Service)



TECHNICAL BARRIERS, LACK OF KNOWLEDGE AND SKILLS

Among the three user categories, this group is the most affected by technical barriers as well as a lack of knowledge and skills needed to access administrative services online. One-third (32.9%) of respondents in this group reported a lack of skills in using electronic administrative services. Compared to other respondents, this group more frequently faces obstacles related to lack of access to technology, including absence of internet access and/or necessary devices, as well as insufficient digital skills or the need for external assistance to use the internet.

Since this category is predominantly composed of older individuals, it is likely that low digital literacy is the primary reason for their reluctance to use online services. CNAP administrators who participated in the study also pointed out that elderly visitors often struggle to understand how online services work. According to them, even when users have access to the internet and devices, they often don't understand what steps to take and fear making mistakes.



"From my observations, this is especially true for older people. Most of them rarely use, for example, Diia. When they have to turn their head left and right for verification, they don't manage to read the instructions in time, they forget what they just read, or they turn their head incorrectly. This verification process is quite difficult for them. Of course, with the help of an administrator, we guide them through these steps, but for them, it's not something they consider normal. The older generation still doesn't fully accept this. So, when they need to verify their data via Diia, it becomes quite challenging for us."

— CNAP Administrators, Regional centre, Rear Area

PERSONAL FACTORS

A significant barrier for surveyed visitors who do not use online services is **lack of confidence in their outcome**, cited by 17.6% of respondents in this group. According to CNAP (centre for Administrative Services) administrators, visitors often express distrust in online systems, fearing data loss or incorrect document processing.



"There was one woman who said: 'I know that the administrator will enter my information, you will record it in the log, and it will never get lost. It will definitely be there because I came in person, we stamped it, or marked it as received – so it's officially recorded. But on the computer, it could disappear, and this way, it won't.'"

— CNAP Administrators, City, Deep Rear Area

Additionally, users are accustomed to in-person service and consider it more reliable and convenient. **17.5% of those uninterested in online services justified their choice based on habit.**

According to administrators' observations, visitors often find it easier to seek help at CNAPs rather than trying to navigate the online process themselves.



"To put it simply, they just don't want to, that's it. It's easier to go to CNAP, where smart people sit and help with everything. This is a common mindset – it's easier than figuring it out alone. Like, why bother when there are knowledgeable people here to assist? That's how it is, and I think that's the case for most visitors."

– CNAP Administrators, Regional centre, Frontline Areas

Despite the fact that only a small percentage of respondents (8.6% and 6.7%, respectively) cited concerns about data privacy and reluctance to register in Diia as primary reasons for avoiding online services, these factors have a greater influence on uninformed users. For users who are aware of online administrative services, these figures are significantly lower – 4.2% and 2.8%, respectively.

POPULAR PUBLIC SERVICES:

AVAILABLE ONLINE, OBTAINED OFFLINE



As of late 2024, the "Guide to Public Services" includes over 2,000 service listings. Of these, 426 services are mandated to be provided through CNAPs (centres for Administrative Services), while the average CNAP offers 313 services. The introduction of electronic services is not only a step toward broader accessibility but also a means to reduce excessive workload on CNAP administrators. Currently, the Diia portal provides 130 electronic services. However, citizens still predominantly prefer the traditional offline process for obtaining services.

This section presents the survey results on eleven administrative services, all of which are available online. However, the respondents surveyed chose to visit a CNAP in person to obtain these services. The section includes a brief user profile for each service and insights into potential barriers preventing online adoption.

SERVICES PRESENTED IN THIS SECTION

- 1 Issuance of an Extract from the Territorial Community Register (00038)
- 2 State Registration of Property Ownership Rights and Trust Ownership as a Means of Securing Obligations (00041)
- 3 Amendments to Information in the Territorial Community Register (01377)
- 4 Registration of Place of Residence (00034)
- 5 Deregistration from a Declared/Registered Place of Residence (00037)
- 6 Subsidy for Reimbursement of Housing and Utility Costs, Purchase of Liquefied Gas, Solid and Liquid Household Fuel (00155)
- 7 Subsidy for Reimbursement of Housing and Utility Costs, Purchase of Liquefied Gas, Solid and Liquid Household Fuel (00155)
- 8 Issuance of a Certificate of Registration as an Internally Displaced Person (IDP) (00169)
- 9 Provision of Information from the State Register of Property Rights to Real Estate (00047)
- 10 Granting of Benefits for Housing and Utility Payments (01974)
- 11 Registration of a Child's Place of Residence (Up to 14 Years Old) (01217)

We classify these services as "conditionally popular" because, according to statistical data, each of them was obtained by over 100,000 Ukrainians in the first nine months of 2024. While we do not have information on the total number of users for all administrative services, these services are more in demand than others selected for the study

All of these services are available online, yet users continue to visit CNAPs (centres for Administrative Services) to obtain them in person. The high demand for certain services can result in peak (maximum) workload for CNAPs, with over 50 requests per day during busy periods. The highest recorded workload during the data collection period was over 300 requests per day, specifically for Service #00038.

The data for each of the studied services is presented in a standardized format, which includes: **(1)** Brief reference information about the service from the "Guide to Administrative Services". **(2)** A summary of the data collected during the study. **(3)** A profile of surveyed users based on key socio-demographic characteristics. **(4)** Information on users' awareness of the possibility of obtaining the service online and the distribution of user classes. **(5)** Barriers to obtaining the service online encountered by surveyed users.

General category indicators and their component breakdown (in order of decreasing selection frequency). Percentage values for component selections are provided only when they exceed 10% in large subgroups (over 100 cases) or 50% in small subgroups (fewer than 100 cases). These values illustrate the share relative to a specific user class.

STATISTICS ON THE NUMBER OF SERVICES PROVIDED AT CNAPS IN THE FIRST 9 MONTHS OF 2024

	Number of Services Provided	Number of CNAPs Reporting Data (out of 840)	One CNAP, One Day			
			Average Workload		Peak Workload	
			city	village	city	village
Issuance of an Extract from the Territorial Community Register (00038)	2 077 976	780	15,7	7,2	337,9	42,5
State Registration of Property Ownership Rights and Trust Ownership as a Means of Securing Obligations (00041)	727 147	583	5,3	2,9	52,8	39,1
Amendments to Information in the Territorial Community Register (01377)	625 363	443	4,8	2,2	60,3	39,5
Registration of Place of Residence (00034)	442 220	770	3,5	1,3	51,3	18,2
Deregistration from a Declared/Registered Place of Residence (00037)	370 280	766	3,2	0,8	116,5	11,2
Provision of Subsidies for Housing and Utility Costs, Purchase of Liquefied Gas, Solid and Liquid Household Fuel (00155)	150 672	594	0,9	0,8	15,5	6,6
Provision of Housing Assistance to Internally Displaced Persons (IDPs) (02417)	195 669	564	1,7	0,5	30,5	6,3
Issuance of a Certificate of Registration as an Internally Displaced Person (IDP) (00169)	185 066	615	1,6	0,4	35,1	6,9
Provision of Information from the State Register of Property Rights to Real Estate (00047)	174 036	625	1,3	0,6	30,6	23,4
Granting of Benefits for Housing and Utility Payments (01974)	95 185	585	0,6	0,4	40,9	12,5
Registration of a Child's Place of Residence (Up to 14 Years Old) (01217)	115 145	690	0,9	0,4	18,5	11,5

Issuance of an Extract from the Territorial Community Register

★ Reference Information

An extract from the Territorial Community Register is a document issued in paper or electronic form that confirms a person's place of residence (stay) or provides information on the absence of such records as of the date and time the extract is generated.

This service is the most in-demand among the administrative services selected for the study. It is also the only one that, according to available statistics, is primarily provided online – 7.5 million cases in the first nine months of 2024. However, a significant proportion of users (~29%; over 3 million recipients) still visit CNAPs (centres for Administrative Services) to obtain it in person.

The profile of surveyed users does not significantly differ from the overall population. Median age: 43 years. Gender: $\frac{2}{3}$ of respondents are women. Education: The vast majority (over 85%) have vocational or higher education. Income: Nearly half of respondents reported a monthly income below 8,000 UAH, while the rest declared higher incomes.

61% of surveyed users were aware that this service could be obtained online. However, only 16% **had attempted to obtain it online before visiting a CNAP**. The main barriers for this user group were **technical difficulties** – around half of the group experienced issues such as technical errors and login problems in Diia.

The largest user class (as in other cases) consists of those **who knew about online services but did not attempt to use them this time** – 66% of respondents. 84% of this group faced **barriers related to the nature of the service or their life circumstances**.

The most influential barriers were:

- The need for a paper document
- The complexity of the online service procedure
- Other common barriers for this group included:
 - **Technical difficulties**
 - **Lack of knowledge and digital skills**
 - **Personal factors**

Each of these categories was relevant for around one-third of respondents in this subgroup.

8.8% of respondents **were unaware that this service could be obtained online** and would not have chosen to apply online even if they knew. The barriers faced by this group were similar to those described above:

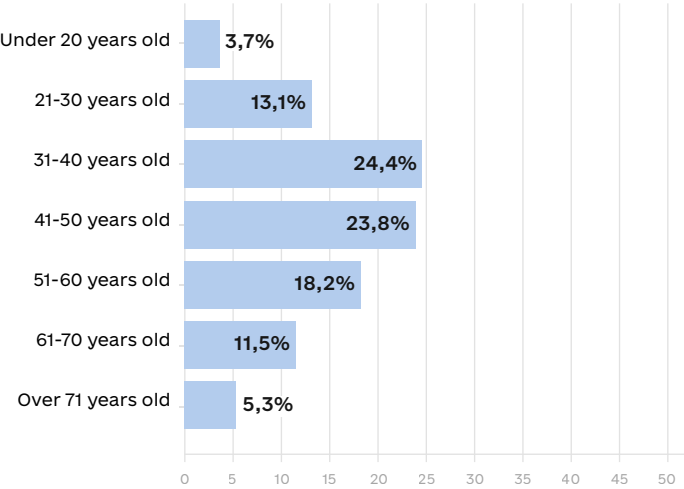
- **Service-related or life circumstances** (91%)
- **Personal factors** (49%)
- **Technical barriers and lack of knowledge/skills** (37%)

The need for a paper document is a common reason for users to visit a CNAP. More than half of respondents using this service stated that they required a physical document (this question was not asked to those who had attempted to apply online). The Extract from the Territorial Community Register is most frequently needed by the applicants themselves and notaries.

PROFILE OF SURVEYED SERVICE USERS

AGE

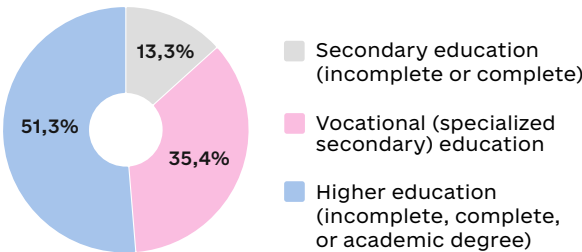
Median age: 43 years



GENDER

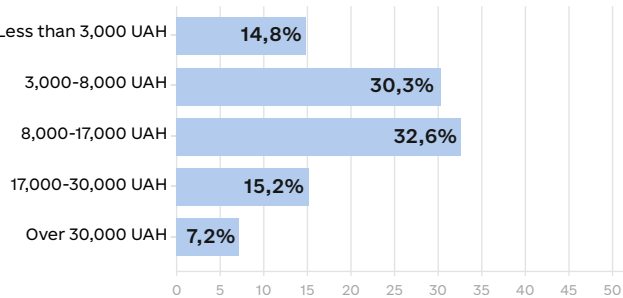


EDUCATION



INCOME

[Among respondents who provided a clear answer, n = 338]



SHARE OF RESPONDENTS WHO CONSIDER THEMSELVES PART OF A VULNERABLE SOCIAL GROUP

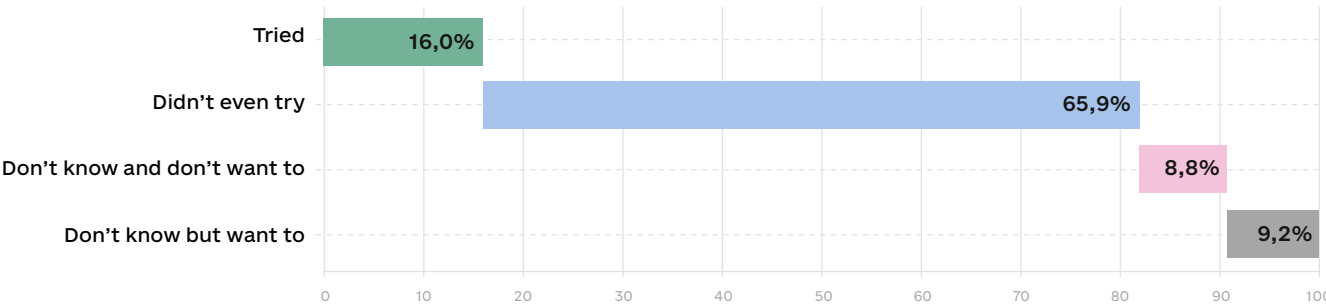
39,6%

AWARENESS OF THE ADMINISTRATIVE SERVICE ONLINE

60,7%

Share of surveyed users who are aware that this specific service is available online

USER CLASSES BASED ON AWARENESS OF ONLINE ADMINISTRATIVE SERVICES AND CORRESPONDING EXPERIENCE (IN THIS CASE)



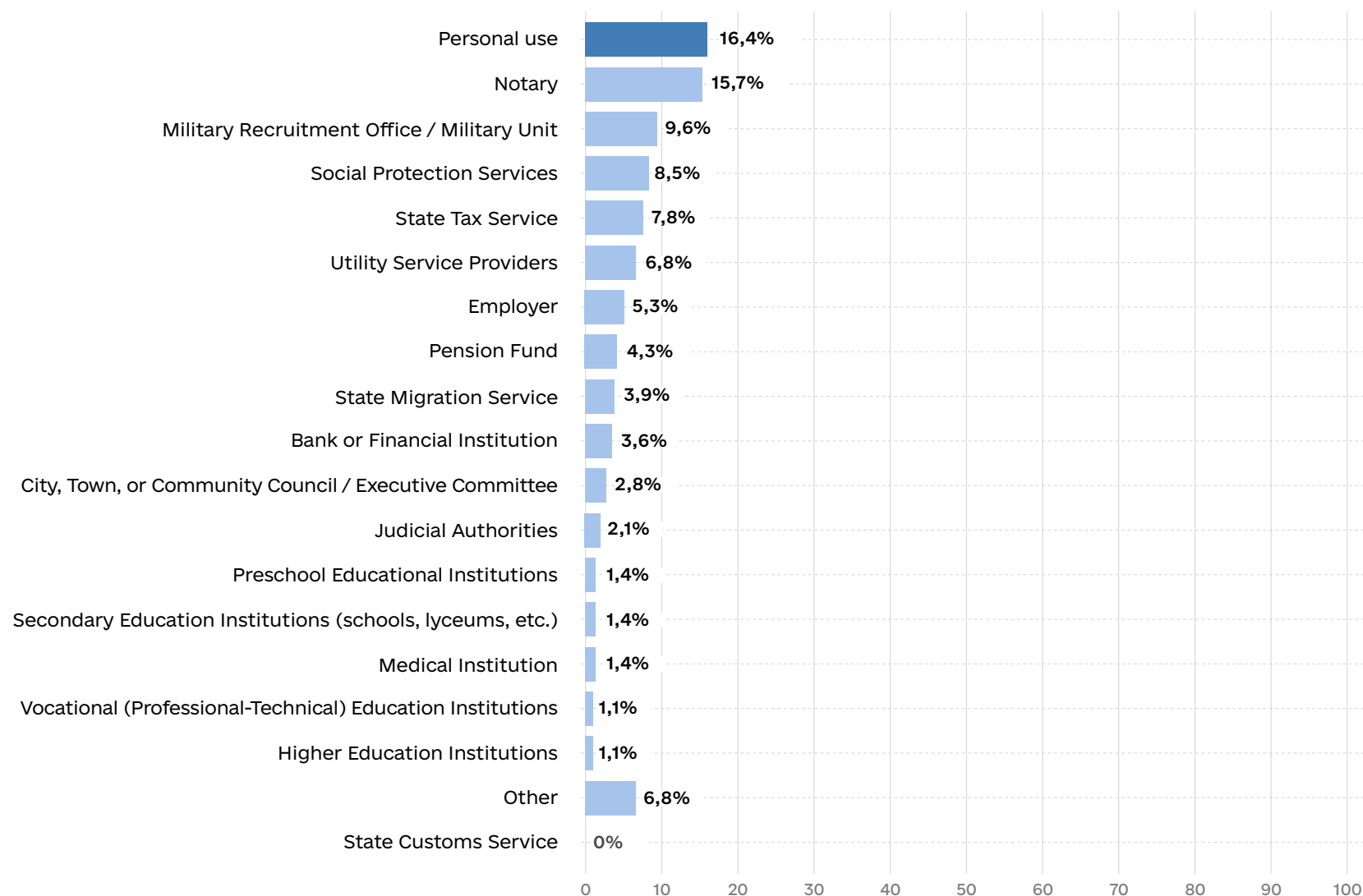
BARRIERS TO OBTAINING THE SERVICE ONLINE

	Attempted to Obtain	Aware but Did Not Attempt	Unaware and Not Interested
Technical Barriers, Lack of Knowledge and Skills	<div><div>6,3%</div><div><div></div><div><div><div><div><div></div></div></div><div><div><div>Lack of internet access / poor connection</div><div>Lack of skills in obtaining administrative services online</div><div>Lack of / unsuitable devices for installing the app or accessing the website</div></div></div></div></div></div></div>	<div><div>36,0%</div><div><div></div><div><div><div><div><div></div></div></div><div><div><div>Lack of skills in obtaining administrative services online (~15%)</div><div>Lack of information that the required service is available online (~14%)</div><div>Lack of digital skills and/or someone to assist</div><div>Lack of internet access / poor connection</div><div>Lack of / unsuitable devices for installing the app or accessing the website</div></div></div></div></div></div></div>	<div><div>37,1%</div><div><div></div><div><div><div><div><div></div></div></div><div><div><div>Lack of skills in obtaining administrative services online</div><div>Lack of digital skills and/or someone to assist</div><div>Lack of internet access / poor connection</div><div>Lack of / unsuitable devices for installing the app or accessing the website</div></div></div></div></div></div></div>
Technical Difficulties When Attempting to Obtain the Service Online (Now or in the Past)	<div><div>54,7%</div><div><div></div><div><div><div><div><div></div></div></div><div><div><div>Technical errors during the online service process</div><div>Issue with logging into Diia</div><div>Problems at the application signing stage</div><div>Issues updating the Diia app</div><div>Issues installing the Diia app</div><div>Difficulties with online payment for the service</div><div>Unclear or complex interface</div><div>Customer support recommended obtaining the service at a CNAP</div></div></div></div></div></div></div>	<div><div>3,8%</div><div><div></div><div><div><div><div><div></div></div></div><div><div><div>Technical errors during the online service process</div><div>Difficulties with online payment for the service</div><div>Problems at the application signing stage</div><div>Unclear or complex interface</div><div>Issues installing the Diia app</div><div>Issues updating the Diia app</div><div>Problems logging into the Diia portal</div></div></div></div></div></div></div>	<div><div>—</div></div>
Service-Specific Factors and/or Life Circumstances	<div><div>10,9%</div><div><div></div><div><div><div><div><div></div></div></div><div><div><div>Need for consultation or assistance from an administrator</div><div>Inability to obtain the service online due to specific life circumstances</div><div>Complex procedure for obtaining the service online</div></div></div></div></div></div></div>	<div><div>84,4%</div><div><div></div><div><div><div><div><div></div></div></div><div><div><div>Need for a paper document (certificate) (~73%)</div><div>Complex procedure for obtaining the service online (~35%)</div><div>Need for consultation or assistance from an administrator (~11%)</div><div>Inability to obtain the service online due to specific life circumstances</div></div></div></div></div></div></div>	<div><div>91,4%</div><div><div></div><div><div><div><div><div></div></div></div><div><div><div>Need for a paper document (certificate) (~81%)</div><div>Need for consultation or assistance from an administrator</div><div>Complex procedure for obtaining the service online</div></div></div></div></div></div></div>
Difficulties in Obtaining the Service Online Related to the Service or Life Circumstances	<div><div>20,3%</div><div><div></div><div><div><div><div><div></div></div></div><div><div><div>Lack of necessary additional options in the online service</div><div>Unable to find the required service or information in Diia</div><div>Service refusal (when applying online)</div><div>Long waiting time for the result</div><div>No decision made on the application</div></div></div></div></div></div></div>	<div><div>2,3%</div><div><div></div><div><div><div><div><div></div></div></div><div><div><div>Rejection (when applying online)</div><div>Long wait for the result</div><div>Unable to find the required service or information in Action</div></div></div></div></div></div></div>	<div><div>—</div></div>
Personal Factors	<div><div>—¹³</div></div>	<div><div>30,3%</div><div><div></div><div><div><div><div><div></div></div></div><div><div><div>Lack of confidence in the outcome of an online application (~15%)</div><div>Habit of obtaining administrative services at a CNAP (offline) (~12%)</div><div>Concerns about data privacy</div><div>Reluctance to register in Diia</div></div></div></div></div></div></div>	<div><div>48,6%</div><div><div></div><div><div><div><div><div></div></div></div><div><div><div>Lack of confidence in the outcome of an online application</div><div>Habit of obtaining administrative services at a CNAP (offline)</div><div>Concerns about data privacy</div><div>Reluctance to register in Diia</div></div></div></div></div></div></div>

13 Certain categories of barriers were not offered to certain classes of users. More about this in the section [BARRIERS TO OBTAINING ADMINISTRATIVE SERVICES ONLINE](#)

Institutions/Organizations That Required a Paper Document, According to Surveyed Service Users

Among all respondents who declared the need for a paper document (55% of cases, n = 220)¹⁴:



¹⁴ The question was not asked to respondents who made an (unsuccessful) attempt to obtain a service online before contacting the ASC.

State Registration of Property Ownership Rights and Trust Ownership as a Means of Securing Obligations

★ Reference Information

State registration of property ownership rights serves as official confirmation of the acquisition of such rights. It is conducted regardless of the location of the real estate within regions and the city of Kyiv.

This service ranks second in popularity among those selected for the study. In the first nine months of 2024, over one million applications were submitted for its processing. However, unlike [#00038](#) [Issuance of an Extract from the Territorial Community Register], the share of electronic applications remains just over 1% of the total.

A distinct characteristic of the surveyed users of this service is their older age. Two out of three respondents (67%) are aged 41-70 years. The average age of users is 54 years, similar to those applying for [#00047](#) [Provision of Information from the State Register of Property Rights to Real Estate] and [#00155](#) [Subsidy for Housing and Utility Costs, Purchase of Liquefied Gas, Solid and Liquid Household Fuel]. This age shift is also reflected in the distribution of user classes. Less than 10% **attempted to obtain the service online**. 67% **did not attempt to obtain the service online, despite being aware of this possibility**. 23% were completely unaware that administrative services could be obtained online (15% belonged to the "didn't know and don't want to" category).

41% of users **who attempted to apply online** encountered **technical difficulties**, the most common issues being: technical errors during the application process and problems logging into Diia.

Almost one-third of this user group faced barriers related to **the nature of the service or their life situation**, as well as **difficulties arising from these factors while trying to apply online**.

The vast majority (84%) of users in this category faced **barriers related to the nature of the service or their life circumstances**. The most influential barrier components were:

- The need for a paper document
- The complex procedure of obtaining the service online
- The need for consultation or assistance from an administrator.

Additionally, this group also experienced:

- Technical barriers and a lack of knowledge or skills (38%)
- Personal factors (34%)

Similar to those who **knew about online services but didn't attempt to use them**, the most common barriers for this group were **service-specific or life-situation-related barriers**. 9 out of 10 respondents in this category (80%) stated that they required a paper document. Around half of the respondents in this class cited technical barriers and a lack of knowledge or skills. About one-third identified **personal factors** as a reason for avoiding online services.

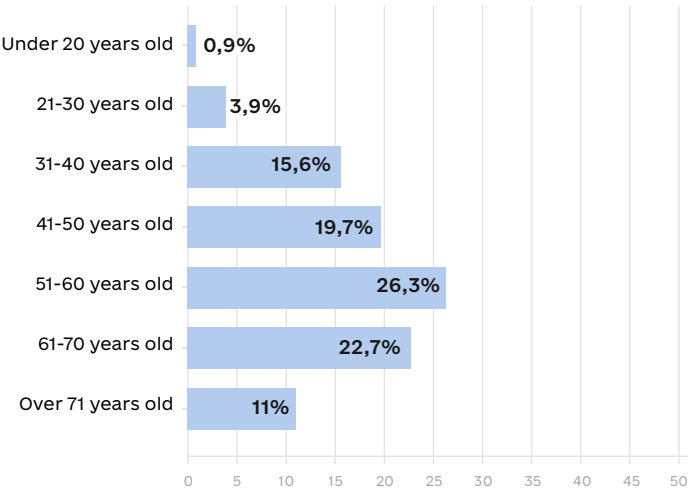
The need for a paper document remains a major reason for visiting a CNAP (centre for Administrative Services). More than half of the surveyed users who applied for this service declared the need for a paper document (this question was not asked to those who attempted to apply online). The State Registration of Property Ownership document is most commonly needed by:

- The applicants themselves (more than half of those who declared this need).
- Notaries.

PROFILE OF SURVEYED SERVICE USERS

👤 AGE

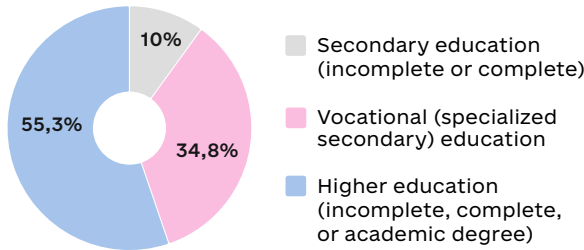
Median age: 54 years



👤 GENDER

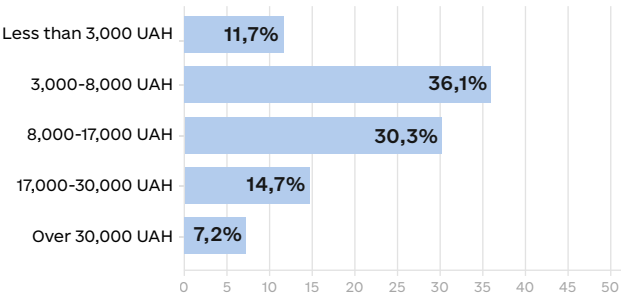


🏠 EDUCATION



💰 INCOME

[Among respondents who provided a clear answer, n = 330]



👤 SHARE OF RESPONDENTS WHO CONSIDER THEMSELVES PART OF A VULNERABLE SOCIAL GROUP

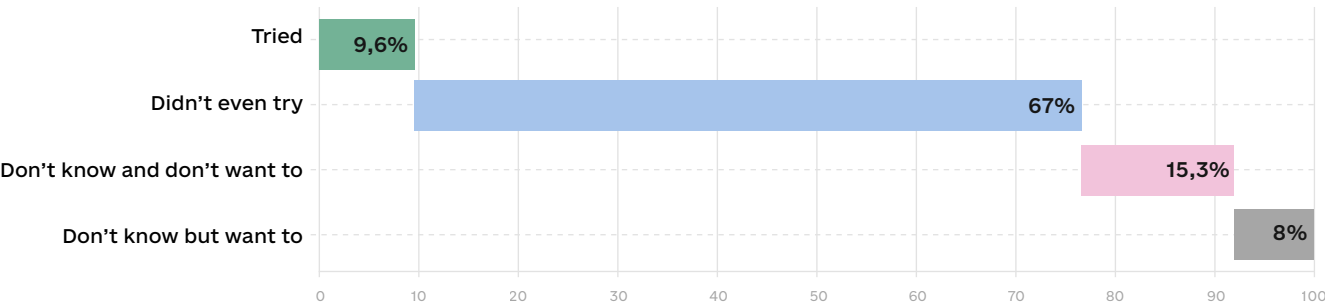
43,5%

AWARENESS OF THE ADMINISTRATIVE SERVICE ONLINE

50,8%

Share of surveyed users who are aware that this specific service is available online

USER CLASSES BASED ON AWARENESS OF ONLINE ADMINISTRATIVE SERVICES AND CORRESPONDING EXPERIENCE (IN THIS CASE)

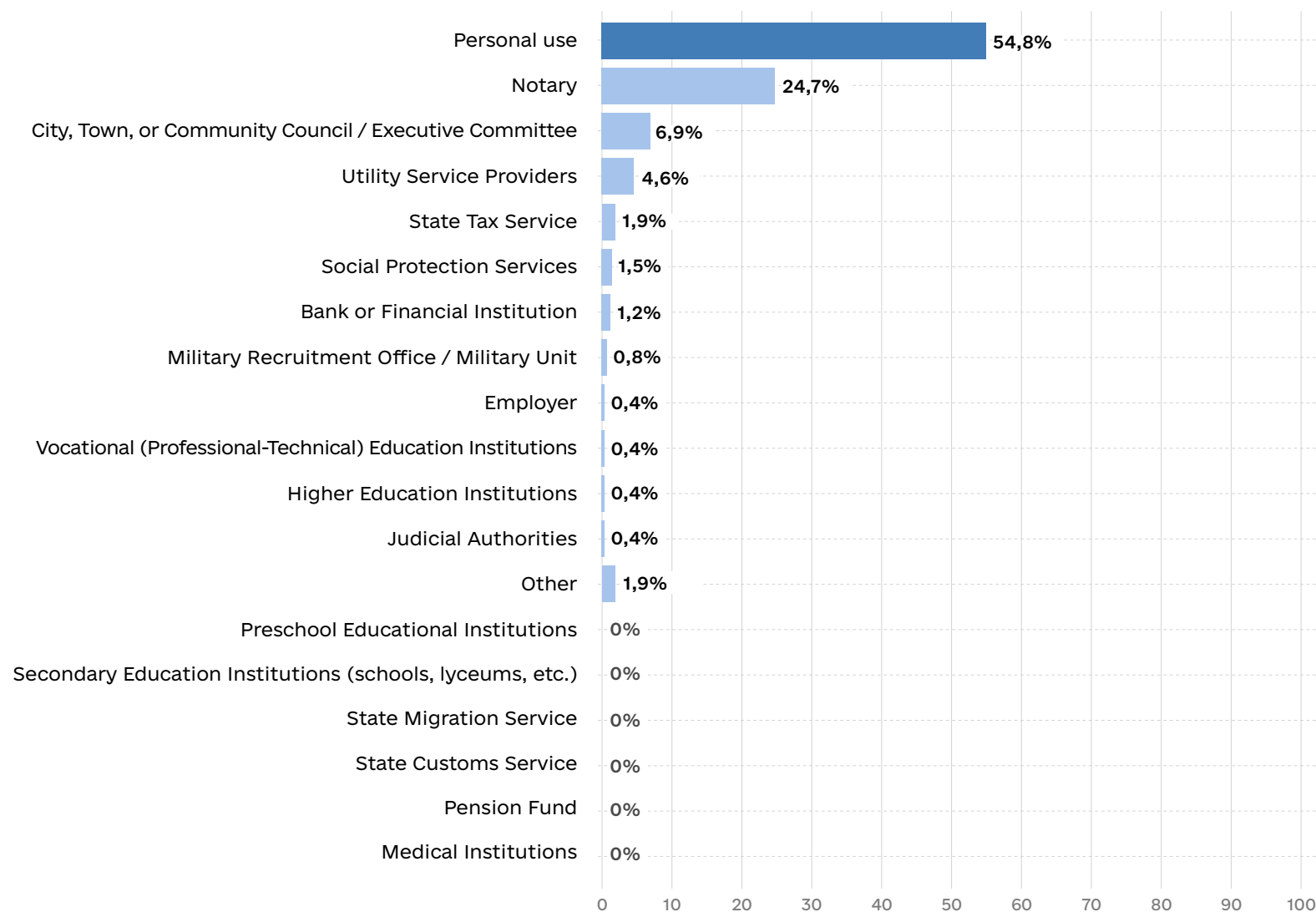


BARRIERS TO OBTAINING THE SERVICE ONLINE

	Attempted to Obtain	Aware but Did Not Attempt	Unaware and Not Interested
Technical Barriers, Lack of Knowledge and Skills	<div><div>7,7%</div></div> <ul style="list-style-type: none">✔ Lack of internet access / poor connection✔ Lack of skills in obtaining administrative services online	<div><div>37,9%</div></div> <ul style="list-style-type: none">✔ Lack of information that the required service is available online✔ Lack of skills in obtaining administrative services online✔ Lack of digital skills and/or someone to assist✔ Lack of internet access / poor connection✔ Lack of / unsuitable devices for installing the app or accessing the website	<div><div>47,5%</div></div> <ul style="list-style-type: none">✔ Lack of skills in obtaining administrative services online✔ Lack of digital skills and/or someone to assist✔ Lack of internet access / poor connection✔ Lack of / unsuitable devices for installing the app or accessing the website
Technical Difficulties When Attempting to Obtain the Service Online (Now or in the Past)	<div><div>41,0%</div></div> <ul style="list-style-type: none">✔ Technical errors during the online service process✔ Issue with logging into Diia✔ Problems at the application signing stage✔ Issues installing the Diia app✔ Difficulties with online payment for the service✔ Customer support recommended obtaining the service at a CNAP✔ Issues updating the Diia app	<div><div>5,2%</div></div> <ul style="list-style-type: none">✔ Technical errors during the online service process✔ Problems at the application signing stage✔ Issues installing the Diia app✔ Problems logging into the Diia portal✔ Unclear or complex interface	—
Service-Specific Factors and/or Life Circumstances	<div><div>28,9%</div></div> <ul style="list-style-type: none">✔ Inability to obtain the service online due to specific life circumstances✔ Need for consultation or assistance from an administrator✔ Complex procedure for obtaining the service online	<div><div>84,3%</div></div> <ul style="list-style-type: none">✔ Need for a paper document (certificate) (~72%)✔ Complex procedure for obtaining the service online (~26%)✔ Need for consultation or assistance from an administrator (~18%)✔ Inability to obtain the service online due to specific life circumstances	<div><div>80,3%</div></div> <ul style="list-style-type: none">✔ Need for a paper document (certificate) (~74%)✔ Complex procedure for obtaining the service online✔ Need for consultation or assistance from an administrator
Difficulties in Obtaining the Service Online Related to the Service or Life Circumstances	<div><div>30,8%</div></div> <ul style="list-style-type: none">✔ Lack of necessary additional options in the online service✔ Long waiting time for the result✔ No decision made on the application✔ Unable to find the required service or information in Diia✔ Service refusal (when applying online)	<div><div>2,2%</div></div> <ul style="list-style-type: none">✔ Long waiting time for the result✔ Unable to find the required service or information in Diia✔ No decision made on the application✔ Inability to obtain the service online due to specific life circumstances	—
Personal Factors	— ¹⁵	<div><div>34,2%</div></div> <ul style="list-style-type: none">✔ Lack of confidence in the outcome of an online application (~18%)✔ Habit of obtaining administrative services at a CNAP (offline) (~18%)✔ Concerns about data privacy✔ Reluctance to register in Diia	<div><div>36,1%</div></div> <ul style="list-style-type: none">✔ Lack of confidence in the outcome of an online application✔ Habit of obtaining administrative services at a CNAP (offline)✔ Concerns about data privacy✔ Reluctance to register in Diia

Institutions/Organizations That Required a Paper Document, According to Surveyed Service Users

Among all respondents who declared the need for a paper document (59% of cases, n = 237)¹⁶:



¹⁶ The question was not asked to respondents who made an (unsuccessful) attempt to obtain a service online before contacting the ASC.

Amendment of Information in the Territorial Community Register

★ Reference Information

If a person identifies incorrect data regarding their place of residence (stay), they can submit a request to amend the relevant information in the Territorial Community Register.

There are no significant differences in the profile of surveyed service users, the proportions of user classes, or the barrier structure for this service compared to other conditionally popular services. Similar user profiles are observed, particularly among users of [#00038](#) [Issuance of an Extract from the Territorial Community Register].

More than half of the surveyed users are aware that the service can be obtained online. However, only a small fraction (14%) **attempted to access it online, with their attempt being unsuccessful**. Among those who tried to obtain the service online: 50% faced **technical difficulties** during the process. 25% encountered **barriers related to the service's nature or their life circumstances**, or **difficulties linked to these factors while attempting the online service**.

68% of respondents **were aware of the online option but did not attempt to use it**. 18% **were completely unaware that administrative services are available online** (11% belonged to the "Didn't know and don't want to" category).

As in most cases, the barrier structure for these groups is similar, with the most common obstacles being:

→ **Service-related or life circumstances:** 86% of those aware of online services and 81% of those unaware encountered such barriers. The need for a paper document was the most prominent issue (around 80% across both groups).

→ **Technical barriers:** 36% among those aware of online services. 51% among those unaware of online services.

→ **Personal factors:** 32% among those aware of online services. 38% among those unaware of online services.

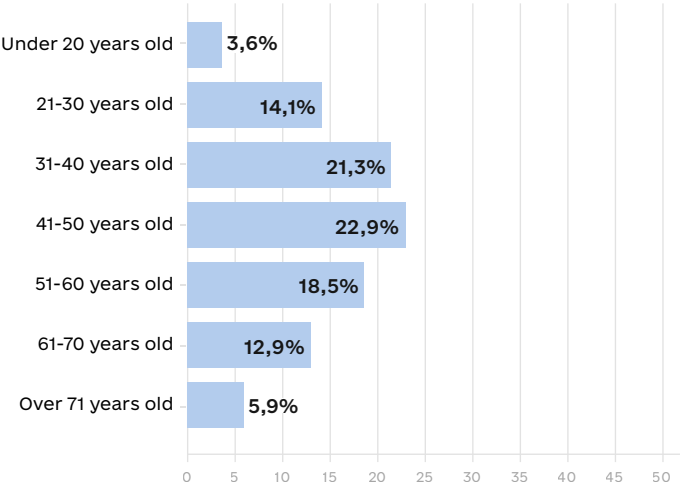
One of the most common reasons for visiting a CNAP was the requirement for a paper document. More than half of surveyed users of this service declared the need for a paper document (this question was not asked to those who attempted to apply online). The paper certificate for amending information in the Territorial Community Register is most often required by:

- The applicants themselves
- Notaries
- Social protection services

PROFILE OF SURVEYED SERVICE USERS

AGE

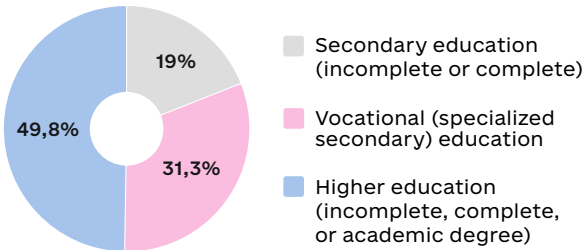
Median age: 45 years



GENDER

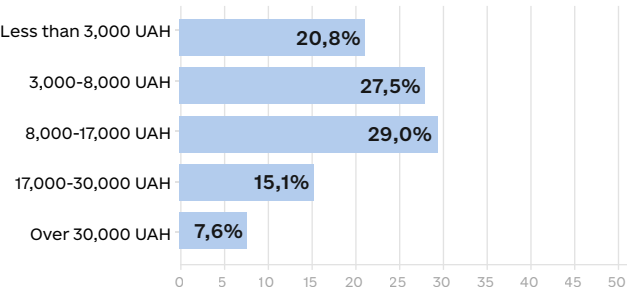


EDUCATION



INCOME

[серед респондентів, які дали однозначну відповідь на запитання, n = 340]



SHARE OF RESPONDENTS WHO CONSIDER THEMSELVES PART OF A VULNERABLE SOCIAL GROUP

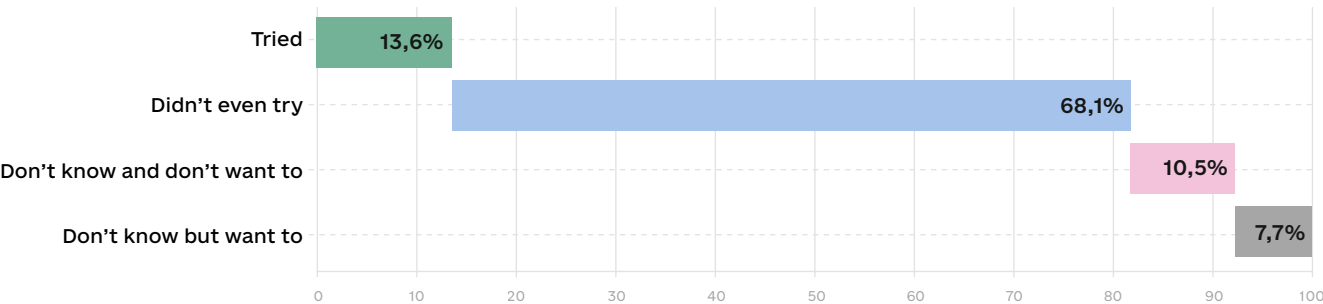
41,4%

AWARENESS OF THE ADMINISTRATIVE SERVICE ONLINE

55,5%

Share of surveyed users who are aware that this specific service is available online

USER CLASSES BASED ON AWARENESS OF ONLINE ADMINISTRATIVE SERVICES AND CORRESPONDING EXPERIENCE (IN THIS CASE)

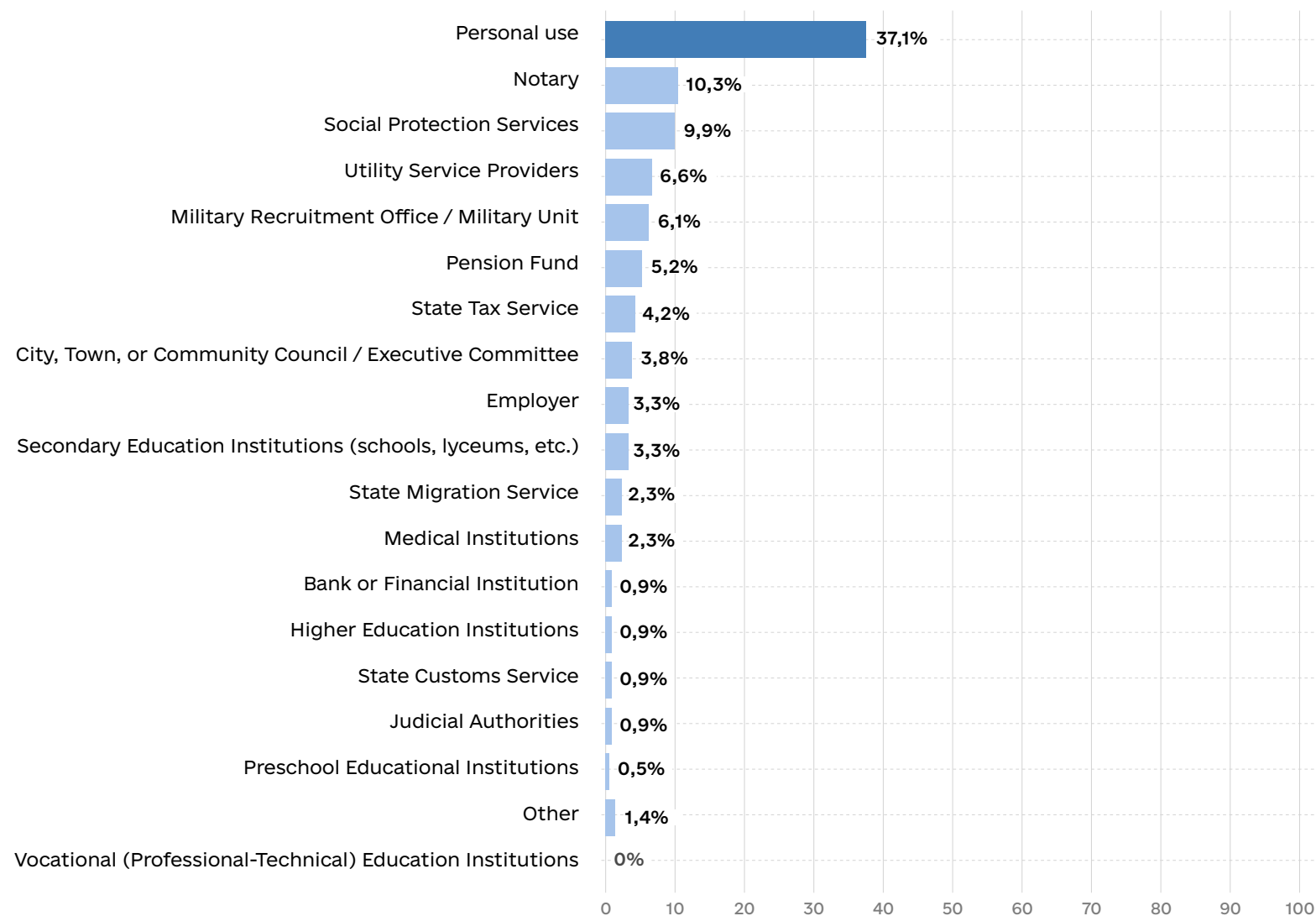


BARRIERS TO OBTAINING THE SERVICE ONLINE

	Attempted to Obtain	Aware but Did Not Attempt	Unaware and Not Interested
Technical Barriers, Lack of Knowledge and Skills	<div>7,4%</div> <ul style="list-style-type: none"> ✓ Lack of internet access / poor connection 	<div>36,3%</div> <ul style="list-style-type: none"> ✓ Lack of information that the required service can be obtained online (~17%) ✓ Lack of skills in obtaining administrative services online (~13%) ✓ Lack of digital skills and/or someone to assist ✓ Lack of internet access / poor connection ✓ Lack of / unsuitable devices for installing the app or accessing the website 	<div>51,2%</div> <ul style="list-style-type: none"> ✓ Lack of skills in obtaining administrative services online ✓ Lack of digital skills and/or someone to assist ✓ Lack of / unsuitable devices for installing the app or accessing the website ✓ Lack of internet access / poor connection
Technical Difficulties When Attempting to Obtain the Service Online (Now or in the Past)	<div>45,5%</div> <ul style="list-style-type: none"> ✓ Technical errors during the online service process ✓ Issue logging into Diia ✓ Problems updating the Diia app ✓ Customer support recommended obtaining the service at a CNAP ✓ Issues installing the Diia app ✓ Problems at the application signing stage 	<div>3,7%</div> <ul style="list-style-type: none"> ✓ Technical errors during the online service process ✓ Issues logging into the Diia portal ✓ Problems updating the Diia app ✓ Problems at the application signing stage 	—
Service-Specific Factors and/or Life Circumstances	<div>27,8%</div> <ul style="list-style-type: none"> ✓ Inability to obtain the service online in a specific life situation ✓ Need for consultation or assistance from an administrator 	<div>86,0%</div> <ul style="list-style-type: none"> ✓ Need for a paper document (certificate) (~70%) ✓ Complex procedure for obtaining the service online (~36%) ✓ Need for consultation or assistance from an administrator (~17%) ✓ Inability to obtain the service online in a specific life situation 	<div>81,0%</div> <ul style="list-style-type: none"> ✓ Need for a paper document (certificate) (~71%) ✓ Complex procedure for obtaining the service online ✓ Need for consultation or assistance from an administrator
Difficulties in Obtaining the Service Online Related to the Service or Life Circumstances	<div>24,1%</div> <ul style="list-style-type: none"> ✓ No decision made on the application ✓ Lack of necessary additional options in the online service ✓ Unable to find the required service or information in Diia ✓ Service refusal (when applying online) ✓ Long waiting time for the result 	<div>1,8%</div> <ul style="list-style-type: none"> ✓ Inability to obtain the service online in a specific life situation ✓ Unable to find the required service or information in Diia ✓ Service refusal (when applying online) 	—
Personal Factors	— ¹⁷	<div>31,6%</div> <ul style="list-style-type: none"> ✓ Uncertainty about the outcome of an online application (~17%) ✓ Habit of obtaining administrative services at a CNAP (offline) (~14%) ✓ Concerns about data privacy ✓ Reluctance to register in Diia 	<div>38,1%</div> <ul style="list-style-type: none"> ✓ Uncertainty about the outcome of an online application ✓ Habit of obtaining administrative services at a CNAP (offline) ✓ Concerns about data privacy ✓ Reluctance to register in Diia

Institutions/Organizations That Required a Paper Document, According to Surveyed Service Users

Among all respondents who declared the need for a paper document (55% of cases, n = 219)¹⁸:



¹⁸ The question was not asked to respondents who made an (unsuccessful) attempt to obtain a service online before contacting the ASC.

Registration of Place of Residence

★ Reference Information

A person who has deregistered from one place of residence must register at another address of a residential property of any form of ownership.

A significant portion of recipients of this service (79%) **still apply exclusively to CNAPs**, despite approximately 63% of respondents being aware of the possibility of obtaining it online.

The profile of surveyed service users indicates a **predominance of women** among recipients (67%), with a median age of 42 years. The majority of respondents have higher (53%) or secondary specialized education (33%). Over 40% consider themselves part of vulnerable social groups. For 75% of respondents, the average monthly income does not exceed 17,000 UAH.

Among respondents, **21% attempted to obtain the service online**; however, many encountered barriers. **Technical difficulties** prevented **44%** of this group from successfully using the online service, including issues with logging into Diia, difficulties signing the application, or an unclear interface. A quarter of users in this category also faced **challenges related to the service itself or their life circumstances**, such as refusals, lack of necessary additional options in the online service, and the absence of a decision on their application.

The majority of users (63%) **did not even attempt to obtain the service online, despite knowing about this option**. For this group, the key **barriers were related to the nature of the service or life circumstances: the need for a paper document (78%)**, the complexity of the procedure (42%), and the need for consultation or assistance (16%).

Additionally, 32% of respondents in this category encountered **technical barriers**, such as insufficient internet access, lack of digital skills, or the absence of someone who could assist them.

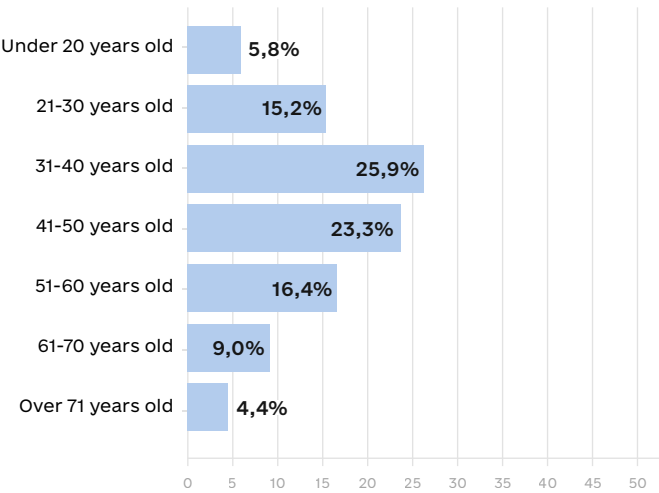
The share of respondents who **neither know about nor wish to use online services** is 8%. The most common barrier for users in this group is related to **the nature of the service or their life circumstances**, particularly the need for a paper document, which was mentioned by 92% of respondents. Users in this subgroup also frequently cite **personal reasons** (45%), including a preference for offline services (47%), uncertainty about the outcome of an online request (44%), or concerns about data confidentiality (21%). Some respondents in this group also justified their position with **technical barriers and a lack of necessary knowledge or skills** (39%).

The need for a paper document is a widespread reason for applying to a CNAP, as reported by nearly half (44%) of surveyed users of this service (this question was not asked to users who had attempted to obtain the service online). The most common reasons for requiring a paper certificate of residence registration include personal use, submission to notaries, and social protection services.

PROFILE OF SURVEYED SERVICE USERS

AGE

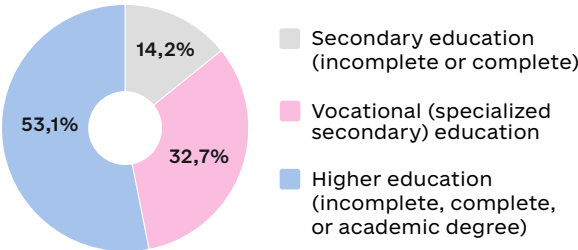
Median age: 42 years



GENDER

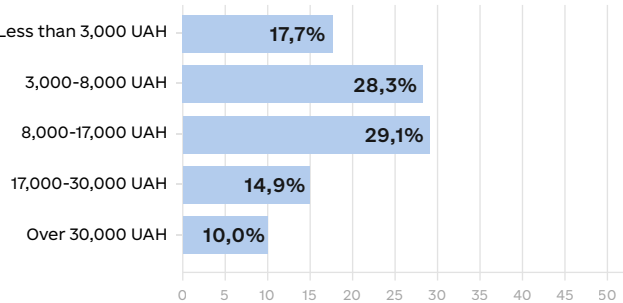


EDUCATION



INCOME

[Among respondents who provided a definite answer, n = 323]



SHARE OF RESPONDENTS WHO CONSIDER THEMSELVES PART OF A VULNERABLE SOCIAL GROUP

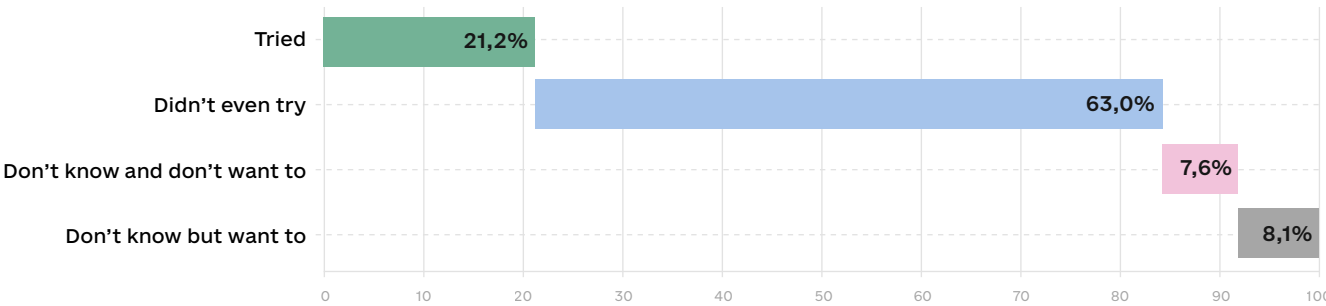
40,9%

AWARENESS OF THE ADMINISTRATIVE SERVICE ONLINE

62,8%

Share of surveyed users who are aware that this specific service is available online

USER CLASSES BASED ON AWARENESS OF ONLINE ADMINISTRATIVE SERVICES AND CORRESPONDING EXPERIENCE (IN THIS CASE)

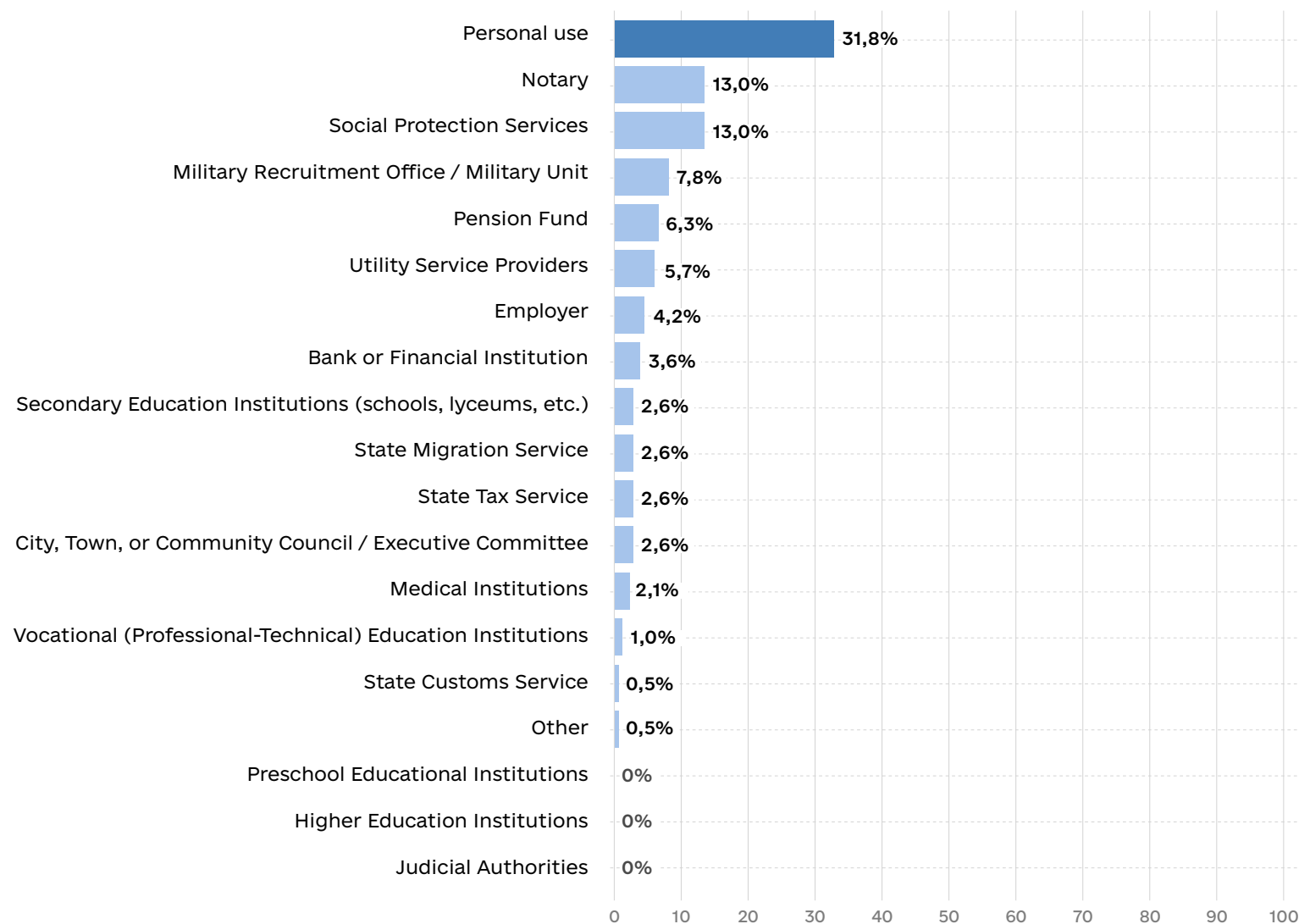


BARRIERS TO OBTAINING THE SERVICE ONLINE

	Attempted to Obtain	Aware but Did Not Attempt	Unaware and Not Interested
Technical Barriers, Lack of Knowledge and Skills	9,4% <ul style="list-style-type: none"> ✓ Lack of internet access / poor connection ✓ Lack of skills in obtaining administrative services online ✓ Lack of digital skills and/or someone to assist 	32,1% <ul style="list-style-type: none"> ✓ Lack of skills in obtaining administrative services online (~11%) ✓ Lack of information that the required service is available online (~10%) ✓ Lack of digital skills and/or someone to assist ✓ Lack of / unsuitable devices for installing the application or accessing the website ✓ Lack of internet access / poor connection 	38,7% <ul style="list-style-type: none"> ✓ Lack of digital skills and/or someone to assist ✓ Lack of skills in obtaining administrative services online ✓ Lack of / unsuitable devices for installing the application or accessing the website ✓ Lack of internet access / poor connection
Technical Difficulties When Attempting to Obtain the Service Online (Now or in the Past)	43,5% <ul style="list-style-type: none"> ✓ Technical errors in the process of obtaining the service online ✓ Support service recommended obtaining the service at the CNAP ✓ Issue with logging into Diia ✓ Problems updating the Diia application ✓ Problems at the stage of signing the application ✓ Unclear or complex interface ✓ Issues with installing the Diia application ✓ Difficulties with online payment for the service 	3,6% <ul style="list-style-type: none"> ✓ Issues with logging into the Diia portal ✓ Technical errors in the process of obtaining the service online ✓ Problems with installing the Diia application ✓ Problems with updating the Diia application ✓ Difficulties with online payment for the service ✓ Problems at the stage of signing the application 	—
Service-Specific Factors and/or Life Circumstances	17,6% <ul style="list-style-type: none"> ✓ Inability to obtain the service online in a specific life situation ✓ Need for consultation or assistance from an administrator ✓ Complex procedure for obtaining the service online 	79,8% <ul style="list-style-type: none"> ✓ Need for a paper document (certificate) (~62%) ✓ Complex procedure for obtaining the service online (~33%) ✓ Need for consultation or assistance from an administrator (~12%) ✓ Inability to obtain the service online in a specific life situation 	76,7% <ul style="list-style-type: none"> ✓ Need for a paper document (certificate) (~71%) ✓ Complex procedure for obtaining the service online ✓ Need for consultation or assistance from an administrator
Difficulties in Obtaining the Service Online Related to the Service or Life Circumstances	24,7% <ul style="list-style-type: none"> ✓ Rejection (when applying online) ✓ Lack of necessary additional options in the online service ✓ Unable to find the required service or information in Diia ✓ No decision on the application 	4,0% <ul style="list-style-type: none"> ✓ Long wait for the result ✓ Unable to find the required service or information in Diia ✓ Lack of necessary additional options in the online service ✓ Inability to receive the service online in a specific life situation ✓ Rejection (when applying online) ✓ No decision on the application 	—
Personal Factors	— ¹⁹	29,8% <ul style="list-style-type: none"> ✓ Habit of receiving administrative services at CNAP (offline) (~14%) ✓ Uncertainty about the outcome of an online application (~13%) ✓ Concerns about data confidentiality ✓ Reluctance to register in Diia 	45,2% <ul style="list-style-type: none"> ✓ Uncertainty about the outcome of an online application ✓ Habit of receiving administrative services at CNAP (offline) ✓ Reluctance to register in Diia ✓ Concerns about data confidentiality

Institutions/Organizations That Required a Paper Document, According to Surveyed Service Users

Among all respondents who declared the need for a paper document (44% of cases, n = 178)²⁰:



²⁰ The question was not asked to respondents who made an (unsuccessful) attempt to obtain a service online before contacting the ASC.

Removal from the Declared/Registered Place of Residence

★ Reference Information

Removal from the declared/registered place of residence (stay), change of residence (stay), cancellation of the declaration/registration of a person's place of residence (stay).

A significant portion of service recipients remains **focused on offline applications**. Only **14%** of respondents **attempted to obtain this service online**, despite **56% being aware** of the possibility. Meanwhile, nearly **70% did not even attempt to use the online service**, and **9% stated they would not use it** even if they had sufficient information.

The user profile indicates a **strong predominance of women** among service recipients (75%), with a median age of **44 years**. **The educational level** of recipients is generally **high**: 57% have higher education, and another 30% have specialized secondary education. **The income** levels of respondents are **low**, with 77% earning up to 17,000 UAH per month. At the same time, more than a third (36%) consider themselves part of vulnerable social groups.

Among those **who attempted to obtain the service online**, 35% encountered **technical difficulties**, such as login errors, a complex interface, and problems with the Diia portal. Another 35% faced **barriers related to the nature of the service or their personal situation**. The remaining 32% noted **difficulties directly associated with the service or their life circumstances**, including the absence of necessary options in the online system, long waiting times, or service denial.

The majority of users (80%) who **did not attempt to use the online service** attributed this to **service-related factors**. For 78%, the need for a **paper document was decisive**, while 48% cited the complexity of the procedure, and 21% required consultation. Additionally, a significant portion of this group (35%) faced **technical barriers** such as a lack of internet access or digital skills. A third of respondents (37%) in this subgroup also cited **personal reasons** for not attempting to access the service online, with the most common being a lack of confidence in the outcome of an online application (62%) and a habit of receiving services offline at CNAPs (45%).

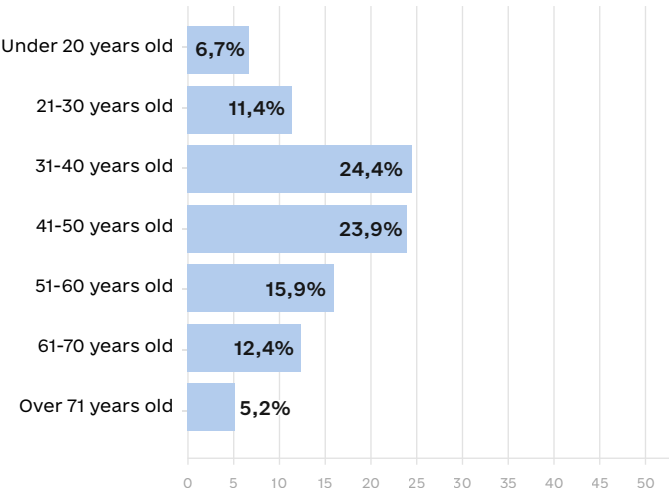
Among those who **"do not know and do not want"** to receive services online, the main barrier for the majority of respondents (81%) remains **the nature of the service and their personal situation** (particularly the requirement for paper documentation). Users in this group also frequently cited **personal factors** (46%), such as a habit of applying offline, concerns about data privacy, reluctance to register on Diia, and uncertainty about the outcome of an online application. **A lack of necessary knowledge and skills** remains a significant issue, with 41% of respondents indicating they lack the skills to obtain administrative services online.

The need for a paper document is a common reason for visiting CNAPs: slightly less than half (48%) of respondents declared this as their reason for visiting (this question was not asked to users who attempted to obtain the service online). The most common requests for a paper certificate for deregistration from a declared/registered place of residence come from the service recipients themselves and notaries.

PROFILE OF SURVEYED SERVICE USERS

AGE

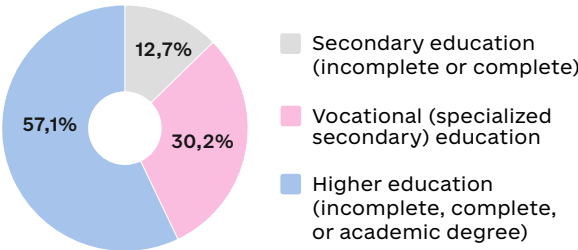
Median age: 44 years



GENDER

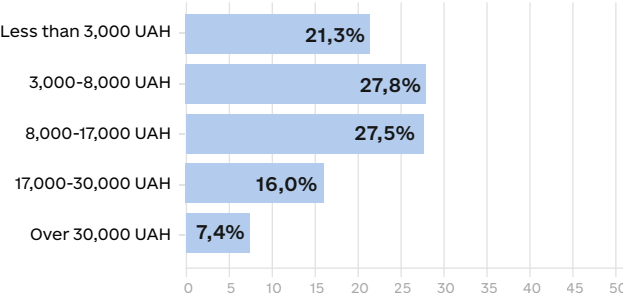


EDUCATION



INCOME

[Among respondents who provided a definite answer, n = 336]



SHARE OF RESPONDENTS WHO CONSIDER THEMSELVES PART OF A VULNERABLE SOCIAL GROUP

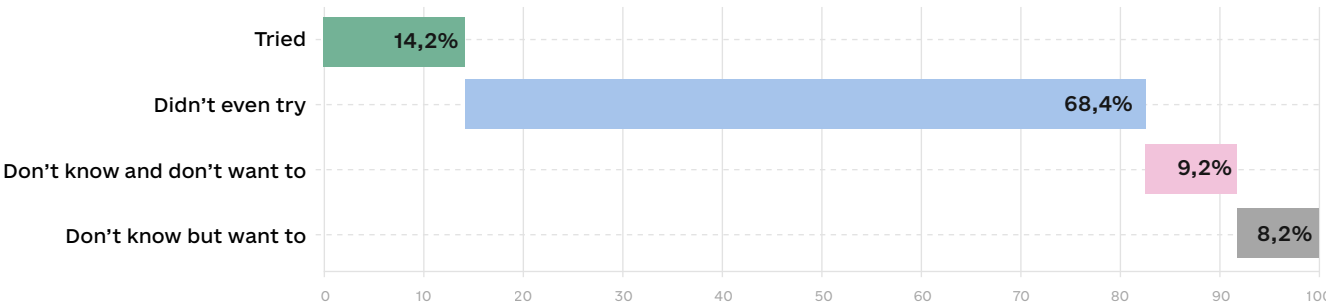
35,6%

AWARENESS OF THE ADMINISTRATIVE SERVICE ONLINE

56,2%

Share of surveyed users who are aware that this specific service is available online

USER CLASSES BASED ON AWARENESS OF ONLINE ADMINISTRATIVE SERVICES AND CORRESPONDING EXPERIENCE (IN THIS CASE)



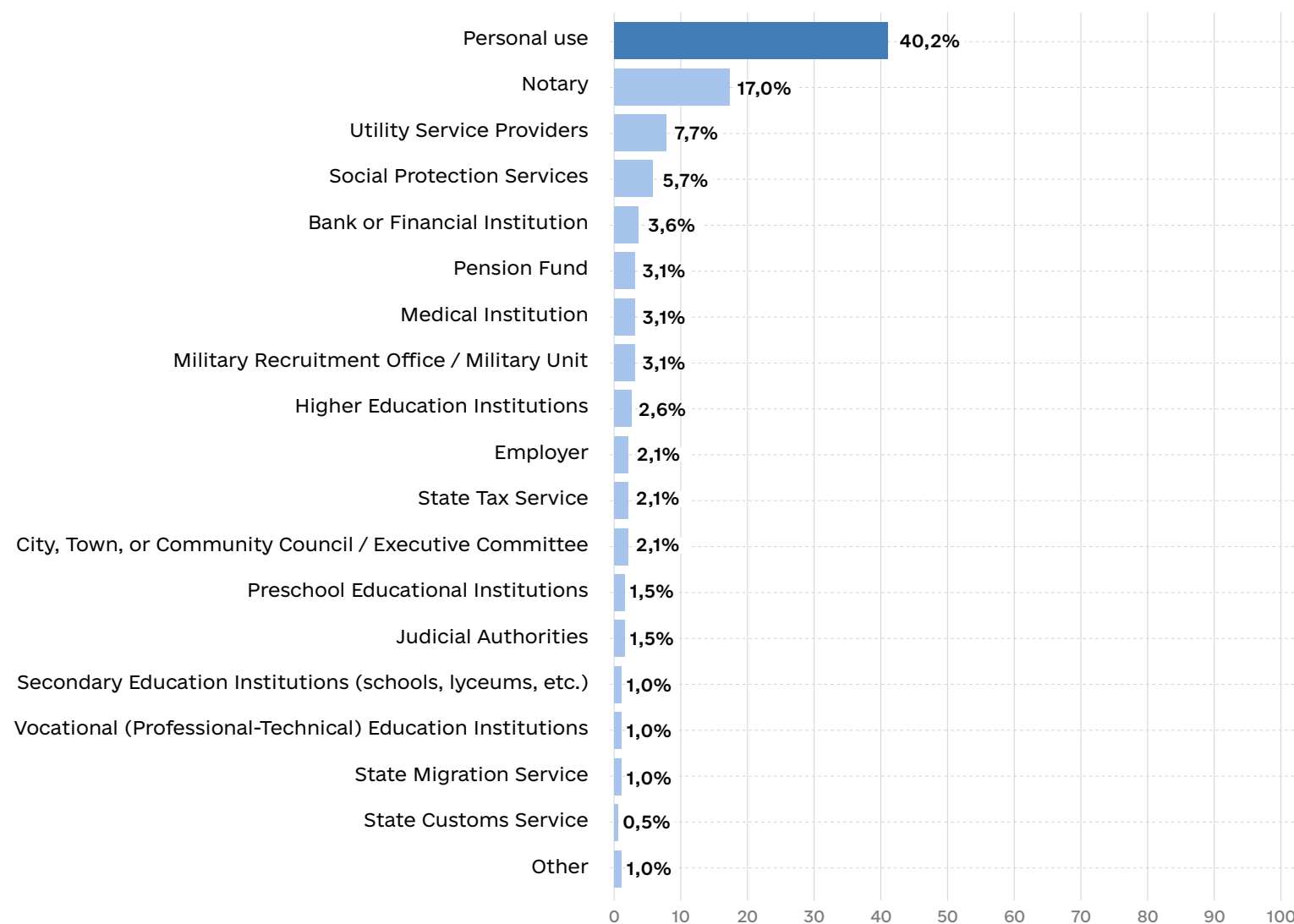
BARRIERS TO OBTAINING THE SERVICE ONLINE

	Attempted to Obtain	Aware but Did Not Attempt	Unaware and Not Interested
Technical Barriers, Lack of Knowledge and Skills	1,8% <ul style="list-style-type: none"> ✓ Lack of internet access / poor connection 	35,4% <ul style="list-style-type: none"> ✓ Lack of information that the required service can be obtained online (~17%) ✓ Lack of skills in obtaining administrative services online (~12%) ✓ Lack of internet access / poor connection ✓ Lack of digital skills and/or someone who can assist ✓ Lack of / unsuitable devices for installing the application or accessing the website 	40,5% <ul style="list-style-type: none"> ✓ Lack of skills in obtaining administrative services online ✓ Lack of digital skills and/or someone who can assist ✓ Lack of internet access / poor connection ✓ Lack of / unsuitable devices for installing the application or accessing the website
Technical Difficulties When Attempting to Obtain the Service Online (Now or in the Past)	35,1% <ul style="list-style-type: none"> ✓ Technical errors during the online service process ✓ Issue with logging into Diia ✓ Customer support recommended obtaining the service at CNAP ✓ Issues with installing the Diia application ✓ Difficulties with online payment for the service ✓ Unclear or complex interface 	2,9% <ul style="list-style-type: none"> ✓ Issues with logging into the Diia portal ✓ Problems at the application signing stage ✓ Technical errors during the online service process ✓ Unclear or complex interface 	—
Service-Specific Factors and/or Life Circumstances	35,1% <ul style="list-style-type: none"> ✓ Inability to obtain the service online in a specific life situation ✓ Need for consultation or assistance from an administrator ✓ Complex procedure for obtaining the service online 	79,6% <ul style="list-style-type: none"> ✓ Need for a paper document (certificate) (~62%) ✓ Complex procedure for obtaining the service online (~38%) ✓ Need for consultation or assistance from an administrator (~17%) ✓ Inability to obtain the service online in a specific life situation 	81,1% <ul style="list-style-type: none"> ✓ Need for a paper document (certificate) (~65%) ✓ Complex procedure for obtaining the service online ✓ Need for consultation or assistance from an administrator
Difficulties in Obtaining the Service Online Related to the Service or Life Circumstances	31,6% <ul style="list-style-type: none"> ✓ Unable to find the required service or information in Diia ✓ Lack of necessary additional options in the online service ✓ Rejection when applying online ✓ Long waiting time for results ✓ No decision on the application 	2,9% <ul style="list-style-type: none"> ✓ Long waiting time for results ✓ Inability to obtain the service online in a specific life situation ✓ Rejection when applying online ✓ Unable to find the required service or information in Diia 	—
Personal Factors	— ²¹	36,5% <ul style="list-style-type: none"> ✓ Uncertainty about the outcome when applying online (~23%) ✓ Habit of receiving administrative services at CNAP (offline) (~16%) ✓ Reluctance to register in Diia ✓ Concerns about data confidentiality 	45,9% <ul style="list-style-type: none"> ✓ Habit of receiving administrative services at CNAP (offline) ✓ Concerns about data confidentiality ✓ Reluctance to register in Diia ✓ Uncertainty about the outcome when applying online

²¹ Certain categories of barriers were not offered to certain classes of users. More about this in the section [BARRIERS TO OBTAINING ADMINISTRATIVE SERVICES ONLINE](#)

Institutions/Organizations That Required a Paper Document, According to Surveyed Service Users

Among all respondents who declared the need for a paper document (48% of cases, n = 193)²²:



22 The question was not asked to respondents who made an (unsuccessful) attempt to obtain a service online before contacting the ASC.

Subsidy for Reimbursement of Expenses for Utility Payments, Purchase of Liquefied Gas, Solid and Liquid Household Fuel

★ Reference Information

A housing subsidy is a form of state social assistance provided to residents of households who are unable to independently pay for utility services and cover the costs of managing a multi-apartment building.

Surveyed users of this service are distinguished by their **older age** and **social vulnerability**. The median age of recipients is **57 years**, with nearly half (46%) being **over 61 years old**, and 21% aged **over 71**. **Women** make up the majority of respondents, accounting for 78%.

The educational background of users is **diverse**: 43% have vocational (professional-technical) education, while 36% have higher education. **The income** levels of most users are **very low**: 58% receive between 3,000 and 8,000 UAH per month, and an additional 17% live on less than 3,000 UAH. Overall, 57% of service recipients identify as **belonging to vulnerable social groups**.

Only 9% of respondents **attempted to obtain this service online**, although more than half (53%) are aware of this option. Meanwhile, the **majority (67%) have not even tried**, and 17% stated that they **do not want** to receive services online, even if they had sufficient information.

For those **who attempted to access the service online**, the biggest barriers were **technical difficulties** (37%): respondents reported problems logging into the system, an unclear interface, and difficulty signing the application.

Another third (23%) encountered **obstacles related to the service itself or their life circumstances**, such as the need for paper documents or the complexity of the online procedure.

The main reasons why **users did not attempt to use the online service are related to the service characteristics and life circumstances** (71%): 59% highlighted the need for **paper documents**, 46% cited the complexity of the procedure, and nearly a third (30%) mentioned the need for consultation and assistance from an administrator. At the same time, half of the respondents in this group **lacked sufficient digital skills** (49%), **knowledge about the possibility of receiving this service online** (25%), or **access to the internet** (22%).

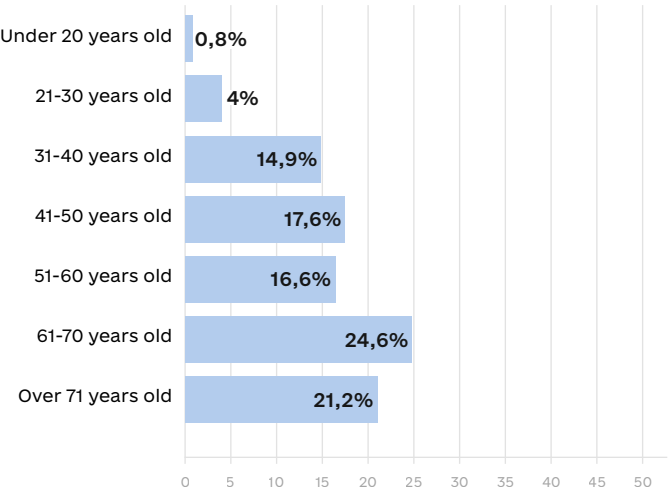
For many users in the "**don't know and don't want to**" category (64%), the primary **barrier is service-related and life circumstances**: the need for a paper document, the complexity of the online procedure, and the need for consultation or assistance. **Technical barriers and a lack of necessary knowledge and skills** remain critical, as noted by 62% of respondents in this group. Users also mentioned **personal factors** motivating them to choose the offline service format, including habit, uncertainty about the outcome of an online request, concerns about data confidentiality, and unwillingness to register on Diia.

The need for a paper document is a common reason for visiting the CNAP: approximately a third (36%) of surveyed users of this service indicated this as a factor (this question was not asked to users who attempted to obtain the service online). The most frequent recipients of a paper certificate for a housing subsidy are the service users themselves, social protection services, and the Pension Fund.

PROFILE OF SURVEYED SERVICE USERS

AGE

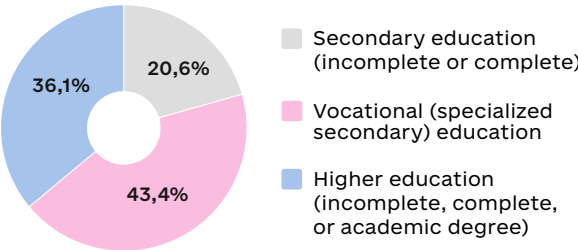
Median age of user: 57 years



GENDER

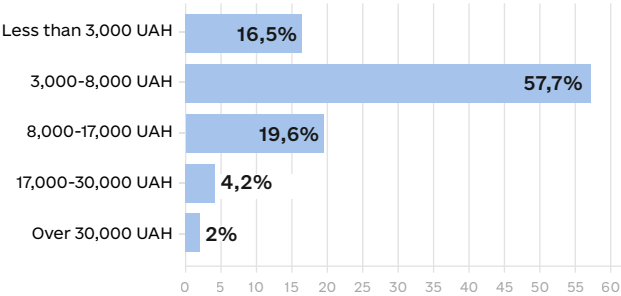


EDUCATION



INCOME

[Among respondents who provided a definitive answer, n = 360]



SHARE OF RESPONDENTS WHO CONSIDER THEMSELVES PART OF A VULNERABLE SOCIAL GROUP

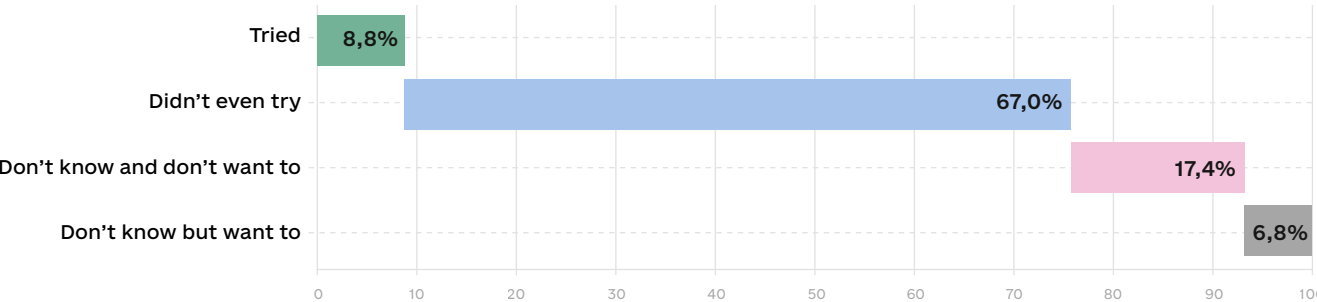
56,7%

AWARENESS OF THE ADMINISTRATIVE SERVICE ONLINE

52,9%

Share of surveyed users who are aware that this specific service is available online

USER CLASSES BASED ON AWARENESS OF ONLINE ADMINISTRATIVE SERVICES AND CORRESPONDING EXPERIENCE (IN THIS CASE)



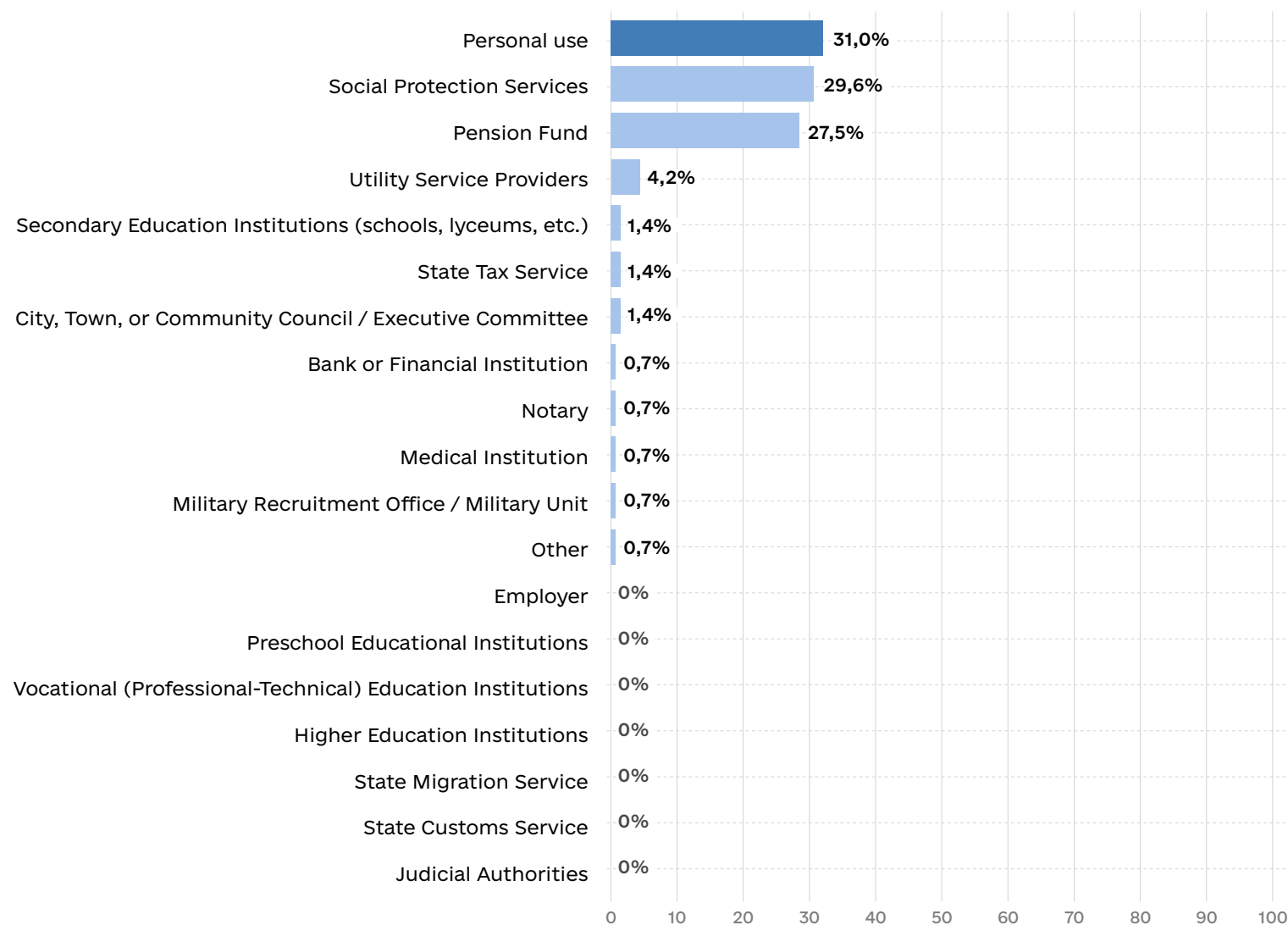
BARRIERS TO OBTAINING THE SERVICE ONLINE

	Attempted to Obtain	Aware but Did Not Attempt	Unaware and Not Interested
Technical Barriers, Lack of Knowledge and Skills	<div><div>31,4%</div><div><div></div></div><div><div><div><div><div></div></div><div>Lack of skills to obtain administrative services online</div></div><div><div><div></div></div><div>Lack of internet access/poor connection</div></div><div><div><div></div></div><div>Lack of digital skills and/or someone who can help</div></div></div></div></div>	<div><div>50,4%</div><div><div></div></div><div><div><div><div><div></div></div><div>Lack of skills to obtain administrative services online (~24%)</div></div><div><div><div></div></div><div>Lack of information that the required service can be obtained online (~12%)</div></div><div><div><div></div></div><div>Lack of internet access / poor connection (~11%)</div></div><div><div><div></div></div><div>Lack of digital skills and/or someone who can help</div></div><div><div><div></div></div><div>Lack of / unsuitable devices for installing the application or accessing the website</div></div></div></div></div>	<div><div>62,3%</div><div><div></div></div><div><div><div><div><div></div></div><div>Lack of skills to obtain administrative services online</div></div><div><div><div></div></div><div>Lack of digital skills and/or someone who can help</div></div><div><div><div></div></div><div>Lack of internet access / poor connection</div></div><div><div><div></div></div><div>Lack of / unsuitable devices for installing the application or accessing the website</div></div></div></div></div>
Technical Difficulties When Attempting to Obtain the Service Online (Now or in the Past)	<div><div>37,1%</div><div><div></div></div><div><div><div><div><div></div></div><div>Technical errors during the online service process</div></div><div><div><div></div></div><div>Issues at the application signing stage</div></div><div><div><div></div></div><div>Problems with logging into Diia</div></div><div><div><div></div></div><div>Difficulties with online payment for the service</div></div><div><div><div></div></div><div>Unclear or complex interface</div></div><div><div><div></div></div><div>Customer support recommended obtaining the service at the CNAP</div></div></div></div></div>	<div><div>2,6%</div><div><div></div></div><div><div><div><div><div></div></div><div>Issues with logging into the Diia portal</div></div><div><div><div></div></div><div>Technical errors during the online service process</div></div><div><div><div></div></div><div>Unclear or complex interface</div></div><div><div><div></div></div><div>Problems with installing the Diia application</div></div><div><div><div></div></div><div>Difficulties with online payment for the service</div></div></div></div></div>	<div><div></div><div><div></div></div><div><div></div></div></div>
Service-Specific Factors and/or Life Circumstances	<div><div>22,9%</div><div><div></div></div><div><div><div><div><div></div></div><div>Need for consultation or assistance from an administrator</div></div><div><div><div></div></div><div>Complex procedure for obtaining the service online</div></div></div></div></div>	<div><div>71,3%</div><div><div></div></div><div><div><div><div><div></div></div><div>Need for a paper document (certificate) (~42%)</div></div><div><div><div></div></div><div>Complex procedure for obtaining the service online (~33%)</div></div><div><div><div></div></div><div>Need for consultation or assistance from an administrator (~21%)</div></div><div><div><div></div></div><div>Inability to obtain the service online in a specific life situation</div></div></div></div></div>	<div><div>63,8%</div><div><div></div></div><div><div><div><div><div></div></div><div>Need for a paper document (certificate)</div></div><div><div><div></div></div><div>Complex procedure for obtaining the service online</div></div><div><div><div></div></div><div>Need for consultation or assistance from an administrator</div></div></div></div></div>
Difficulties in Obtaining the Service Online Related to the Service or Life Circumstances	<div><div>8,6%</div><div><div></div></div><div><div><div><div><div></div></div><div>Unable to find the required service or information in Diia</div></div><div><div><div></div></div><div>Rejection (when applying online)</div></div></div></div></div>	<div><div>1,5%</div><div><div></div></div><div><div><div><div><div></div></div><div>Long waiting time for the result</div></div><div><div><div></div></div><div>No decision on the application</div></div><div><div><div></div></div><div>Inability to obtain the service online in a specific life situation</div></div><div><div><div></div></div><div>Unable to find the required service or information in Diia</div></div></div></div></div>	<div><div></div><div><div></div></div><div><div></div></div></div>
Personal Factors	<div><div></div><div><div></div></div><div><div></div></div></div>	<div><div>30,6%</div><div><div></div></div><div><div><div><div><div></div></div><div>Habit of obtaining administrative services at CNAP (offline) (~18%)</div></div><div><div><div></div></div><div>Uncertainty about the outcome of an online request (~15%)</div></div><div><div><div></div></div><div>Concerns about data confidentiality</div></div><div><div><div></div></div><div>Unwillingness to register in Diia</div></div></div></div></div>	<div><div>24,6%</div><div><div></div></div><div><div><div><div><div></div></div><div>Habit of obtaining administrative services at CNAP (offline)</div></div><div><div><div></div></div><div>Uncertainty about the outcome of an online request</div></div><div><div><div></div></div><div>Concerns about data confidentiality</div></div><div><div><div></div></div><div>Unwillingness to register in Diia</div></div></div></div></div>

23 Certain categories of barriers were not offered to certain classes of users. More about this in the section [BARRIERS TO OBTAINING ADMINISTRATIVE SERVICES ONLINE](#)

Institutions/Organizations That Required a Paper Document, According to Surveyed Service Users

Among all respondents who declared the need for a paper document (36% of cases, n = 143)²⁴:



²⁴ The question was not asked to respondents who made an (unsuccessful) attempt to obtain a service online before contacting the ASC.

Provision of Housing Assistance for Internally Displaced Persons

★ Reference Information

The assistance is granted for six months to a family applying for it for the first time and is paid monthly to one of the family members in the following amounts: 3,000 UAH for persons with disabilities and children; 2,000 UAH for other individuals.

The vast majority of surveyed users of this service identify as members of vulnerable social groups (one or more). Not all respondents receiving the service have IDP (Internally Displaced Person) status, though 84% reported having it. Additionally, 12% are elderly citizens, 10% are unemployed individuals, and another 10% are those affected by fires, natural disasters, hostilities, temporary occupation, etc. Over 90% of respondents in this group have a monthly income of less than 17,000 UAH.

The profile of surveyed service users shows a dominance of women (75%) and age diversity, with a median age of 42 years. Most respondents have either secondary specialized (45%) or higher education (38%). Overall, the profile of these service users almost completely mirrors that of users of service [#00169](#) (Certificate of Registration as an Internally Displaced Person).

More than half of the surveyed users are aware of the possibility of obtaining the service online, yet only 18% attempted to do so before visiting the CNAP. Among those who tried, 39% encountered **technical difficulties**, 26% faced **barriers related to the nature of the service or their personal situation**, 24% experienced **service-related barriers**, and 10% lacked the knowledge or skills to complete the process online.

As with other studied services, the largest group consists of **users who, despite knowing about the online option, chose to visit the CNAP instead**. For $\frac{2}{3}$ of these users, the main barriers were **service-related factors** such as the need for a paper document, the complexity of the online procedure, and the need for administrator assistance. Additionally, $\frac{1}{3}$ of this group faced **technical barriers, a lack of knowledge or skills, or personal factors**. However, only a few users reported encountering **technical difficulties in the past or service-related challenges while attempting to obtain the service online**.

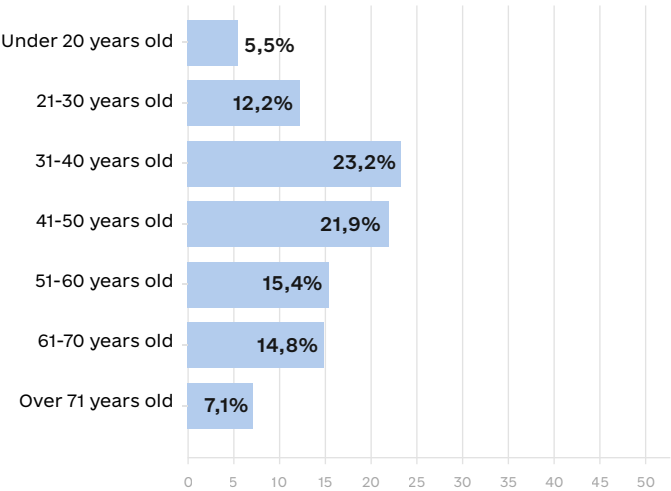
The smallest group among respondents are those who **"don't know and don't want"** to use the online service. Among them, 71% do not consider online access due to **service-specific requirements or life circumstances**, while 57% cite **technical barriers or lack of knowledge and skills**, and 45% mention **personal reasons**.

The need for a paper document remains a common reason for applying in person at the CNAP, with 32% of respondents citing this requirement (this question was not asked to those who had attempted to access the service online). The paper certificate for IDP housing assistance is most frequently needed by the applicants themselves, social protection services, or local government bodies.

PROFILE OF SURVEYED SERVICE USERS

AGE

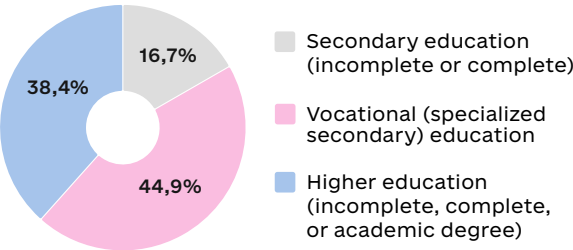
Median age: 44 years



GENDER

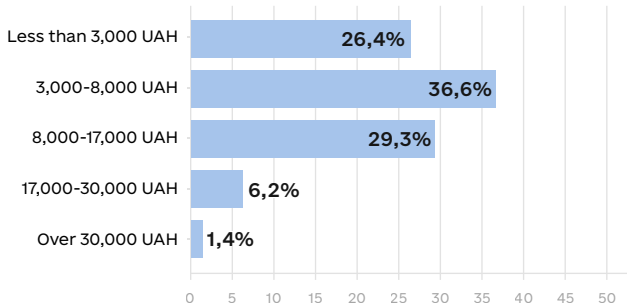


EDUCATION



INCOME

[серед респондентів, які дали однозначну відповідь на запитання, n = 355]



SHARE OF RESPONDENTS WHO CONSIDER THEMSELVES PART OF A VULNERABLE SOCIAL GROUP

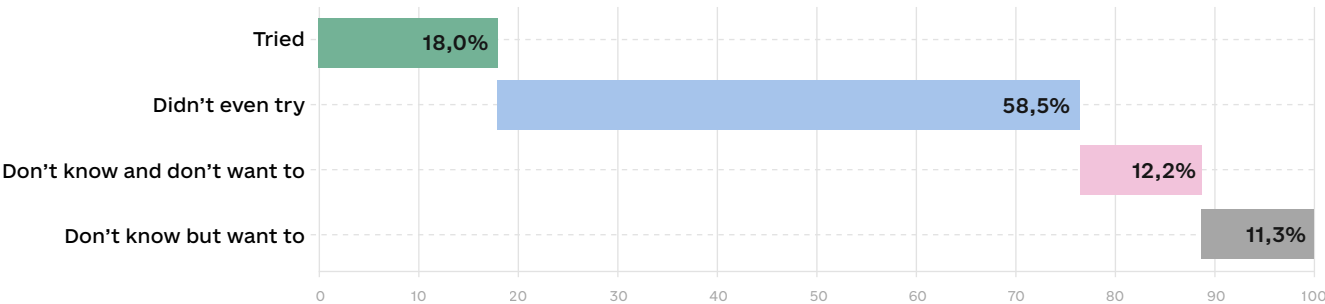
92,9%

AWARENESS OF THE ADMINISTRATIVE SERVICE ONLINE

53,7%

Share of surveyed users who are aware that this specific service is available online

USER CLASSES BASED ON AWARENESS OF ONLINE ADMINISTRATIVE SERVICES AND CORRESPONDING EXPERIENCE (IN THIS CASE)



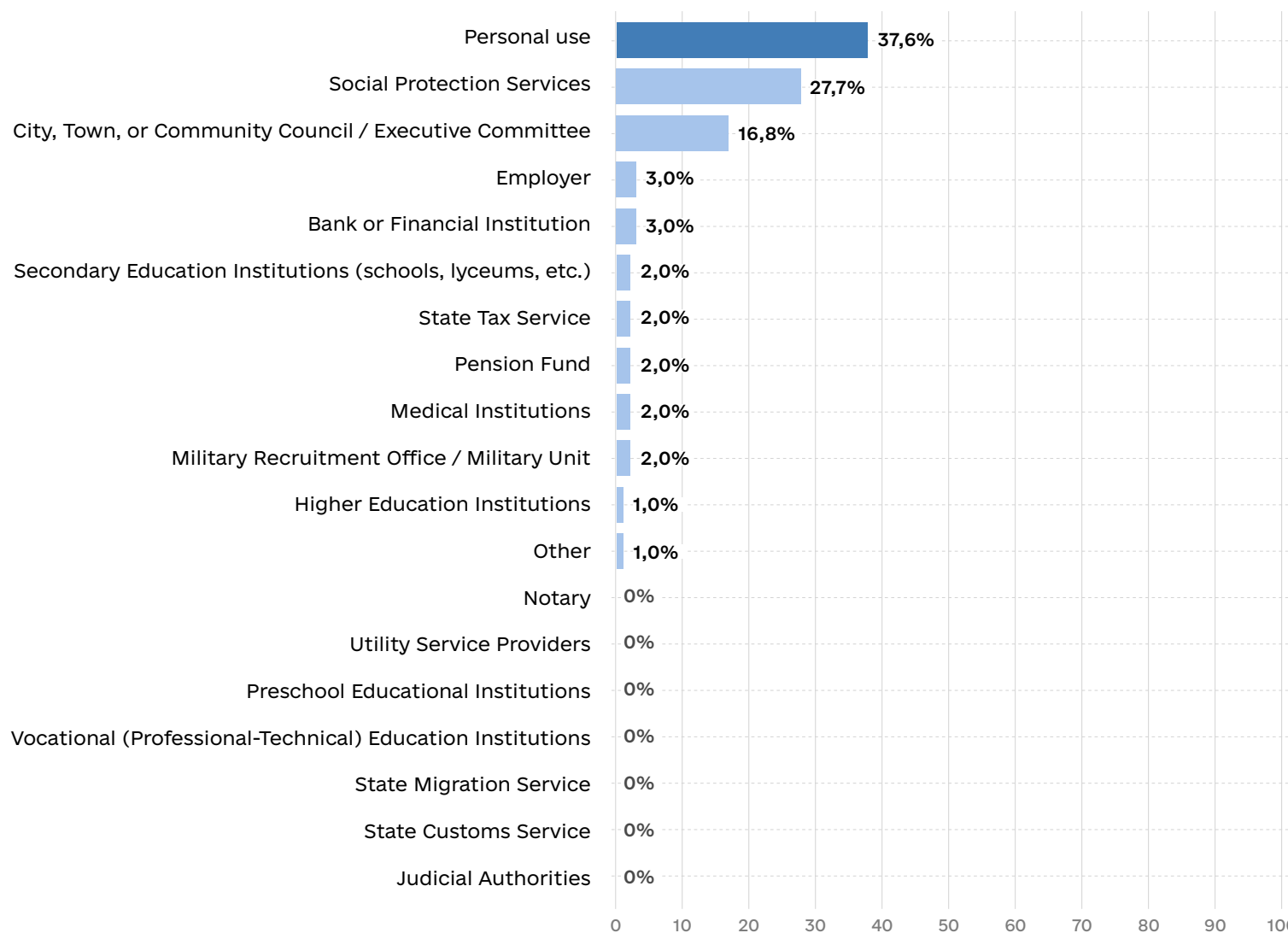
BARRIERS TO OBTAINING THE SERVICE ONLINE

	Attempted to Obtain	Aware but Did Not Attempt	Unaware and Not Interested
Technical Barriers, Lack of Knowledge and Skills	11,1% <ul style="list-style-type: none"> ✓ Lack of / unsuitable means to install the application or log in to the website ✓ Lack of internet access / poor connection ✓ Lack of skills to obtain administrative services online 	36,8% <ul style="list-style-type: none"> ✓ Lack of information that the required service can be obtained online (~14%) ✓ Lack of skills to obtain administrative services online (~13%) ✓ Lack of internet access / poor connection ✓ Lack of digital skills and/or someone who can help ✓ Lack of / unsuitable means to install the application or log in to the website 	57,1% <ul style="list-style-type: none"> ✓ Lack of skills to obtain administrative services online (~82%) ✓ Lack of digital skills and/or someone who can help ✓ Lack of / unsuitable means to install the application or log in to the website ✓ Lack of internet access / poor connection
Technical Difficulties When Attempting to Obtain the Service Online (Now or in the Past)	38,9% <ul style="list-style-type: none"> ✓ Technical errors during the online service process ✓ Support service recommended obtaining the service at the CNAP ✓ Problems with updating the Diia application ✓ Unclear or complex interface ✓ Issues at the application signing stage ✓ Problems logging into Diia 	6,4% <ul style="list-style-type: none"> ✓ Issues logging into the Diia portal ✓ Problems installing the Diia application ✓ Issues at the application signing stage ✓ Technical errors during the online service process ✓ Unclear or complex interface ✓ Problems with updating the Diia application 	—
Service-Specific Factors and/or Life Circumstances	26,4% <ul style="list-style-type: none"> ✓ Need for consultation or assistance from an administrator ✓ Inability to obtain the service online in a specific life situation ✓ Complex procedure for obtaining the service online 	69,7% <ul style="list-style-type: none"> ✓ Need for a paper document (certificate) (~43%) ✓ Complex procedure for obtaining the service online (~32%) ✓ Need for consultation or assistance from an administrator (~25%) ✓ Inability to obtain the service online in a specific life situation 	71,4% <ul style="list-style-type: none"> ✓ Need for a paper document (certificate) (~60%) ✓ Complex procedure for obtaining the service online ✓ Need for consultation or assistance from an administrator
Difficulties in Obtaining the Service Online Related to the Service or Life Circumstances	23,6% <ul style="list-style-type: none"> ✓ Long wait for the result ✓ Rejection (when applying online) ✓ Lack of necessary additional options in the online service ✓ Unable to find the required service or information in Diia 	3,4% <ul style="list-style-type: none"> ✓ Long wait for the result ✓ Lack of necessary additional options in the online service ✓ No decision on the application ✓ Unable to find the required service or information in Diia ✓ Inability to receive the service online in a specific life situation 	—
Personal Factors	— ²⁵	34,6% <ul style="list-style-type: none"> ✓ Habit of receiving administrative services at the CNAP (offline) (~21%) ✓ Uncertainty about the outcome when applying online (~21%) ✓ Unwillingness to register in Diia ✓ Concerns about data confidentiality 	44,9% <ul style="list-style-type: none"> ✓ Uncertainty about the outcome when applying online ✓ Habit of receiving administrative services at the CNAP (offline) ✓ Concerns about data confidentiality ✓ Unwillingness to register in Diia

²⁵ Certain categories of barriers were not offered to certain classes of users. More about this in the section [BARRIERS TO OBTAINING ADMINISTRATIVE SERVICES ONLINE](#)

Institutions/Organizations That Required a Paper Document, According to Surveyed Service Users

Among all respondents who declared the need for a paper document (32% of cases, n = 130)²⁶:



²⁶ The question was not asked to respondents who made an (unsuccessful) attempt to obtain a service online before contacting the ASC.

Issuance of a Certificate of Registration as an Internally Displaced Person (IDP)

★ Reference Information

The certificate is a document that confirms the fact of internal displacement and the registration of an internally displaced person (IDP).

The surveyed users of this service are characterized by social vulnerability: overall, 9 out of 10 respondents consider themselves to belong to one (or several) of the vulnerable groups listed. 93% of respondents indicated that they have IDP (Internally Displaced Person) status, while 17% reported being affected by fires, natural disasters, military actions, temporary occupation, and similar circumstances. Around 90% of the surveyed group earn less than 17,000 UAH per month.

The user profile for this service is almost identical to that of service [#02417](#) [Provision of Housing Assistance to Internally Displaced Persons]. The median age of respondents is 42 years, and three-quarters of them are women. Around 80% of service users have either vocational or higher education.

Two-thirds of the surveyed users know that the service is available online. However, significantly fewer (around 19%) have actually **attempted to obtain it online**. Common barriers for this group include **technical difficulties during the online application process** (reported by 38% of respondents), **service-related or life-situation-related obstacles** (32%), and difficulties specifically related to the service itself or the user's circumstances (25%). Technical barriers, as well as a lack of knowledge and skills, were relatively rare in this group (reported by fewer than 3%).

The majority of users (66%) **did not even attempt to use the online service despite being aware of its availability**. The key barriers for this group were **service- or situation-related constraints** (reported by nearly 80% of respondents in this category), particularly the need for a paper document and the complexity of the online application process. Additionally, 38% of respondents faced **technical barriers**, such as a lack of skills for obtaining administrative services online or a lack of awareness that the service could be accessed online. **Personal factors** were relevant for around 34% of this group, with the most significant barriers being uncertainty about the outcome of online applications and a preference for receiving administrative services at the CNAP (centre for Administrative Services).

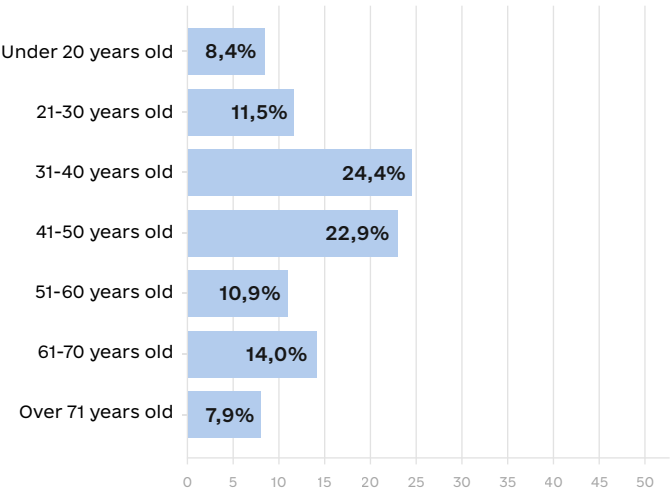
The share of respondents who are unaware of the online service **and do not wish to use it** is slightly less than 9%. The most common barrier for this group is **the nature of the service or life situation**, particularly the need for a paper document. Users in this subgroup also frequently cited **technical barriers** (59%) and **personal reasons** (40%).

The need for a paper document remains a common reason for visiting CNAP: around 42% of surveyed users of this service indicated this as their reason (this question was not asked to users who had attempted to obtain the service online). The most common recipients of the issued IDP registration certificate are the service users themselves and social protection services.

PROFILE OF SURVEYED SERVICE USERS

AGE

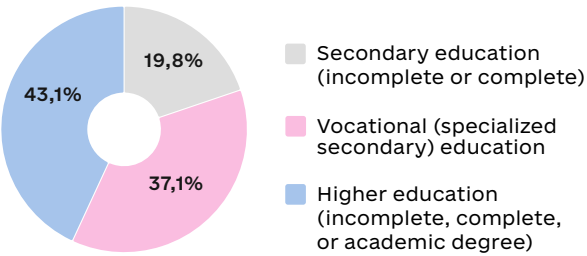
Median age: 42 years



GENDER

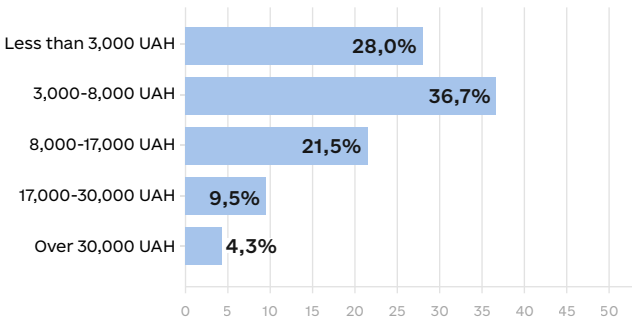


EDUCATION



INCOME

[Among respondents who provided a definite answer, n = 333]



SHARE OF RESPONDENTS WHO CONSIDER THEMSELVES PART OF A VULNERABLE SOCIAL GROUP

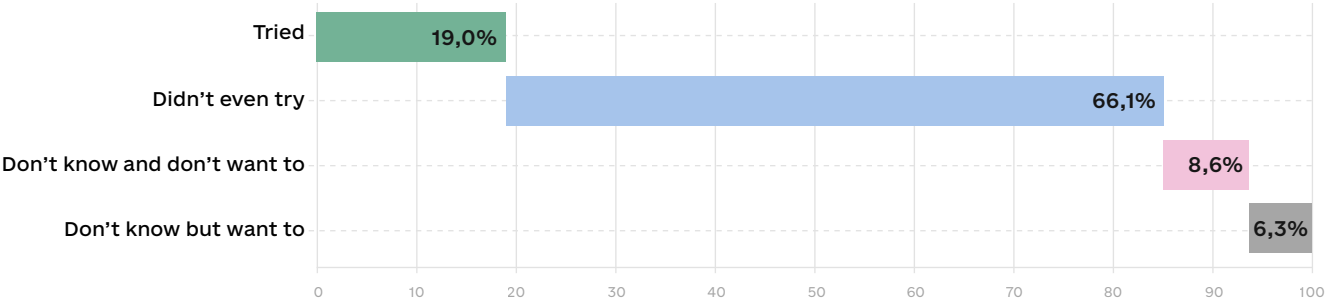
94,1%

AWARENESS OF THE ADMINISTRATIVE SERVICE ONLINE

65,2%

Share of surveyed users who are aware that this specific service is available online

USER CLASSES BASED ON AWARENESS OF ONLINE ADMINISTRATIVE SERVICES AND CORRESPONDING EXPERIENCE (IN THIS CASE)



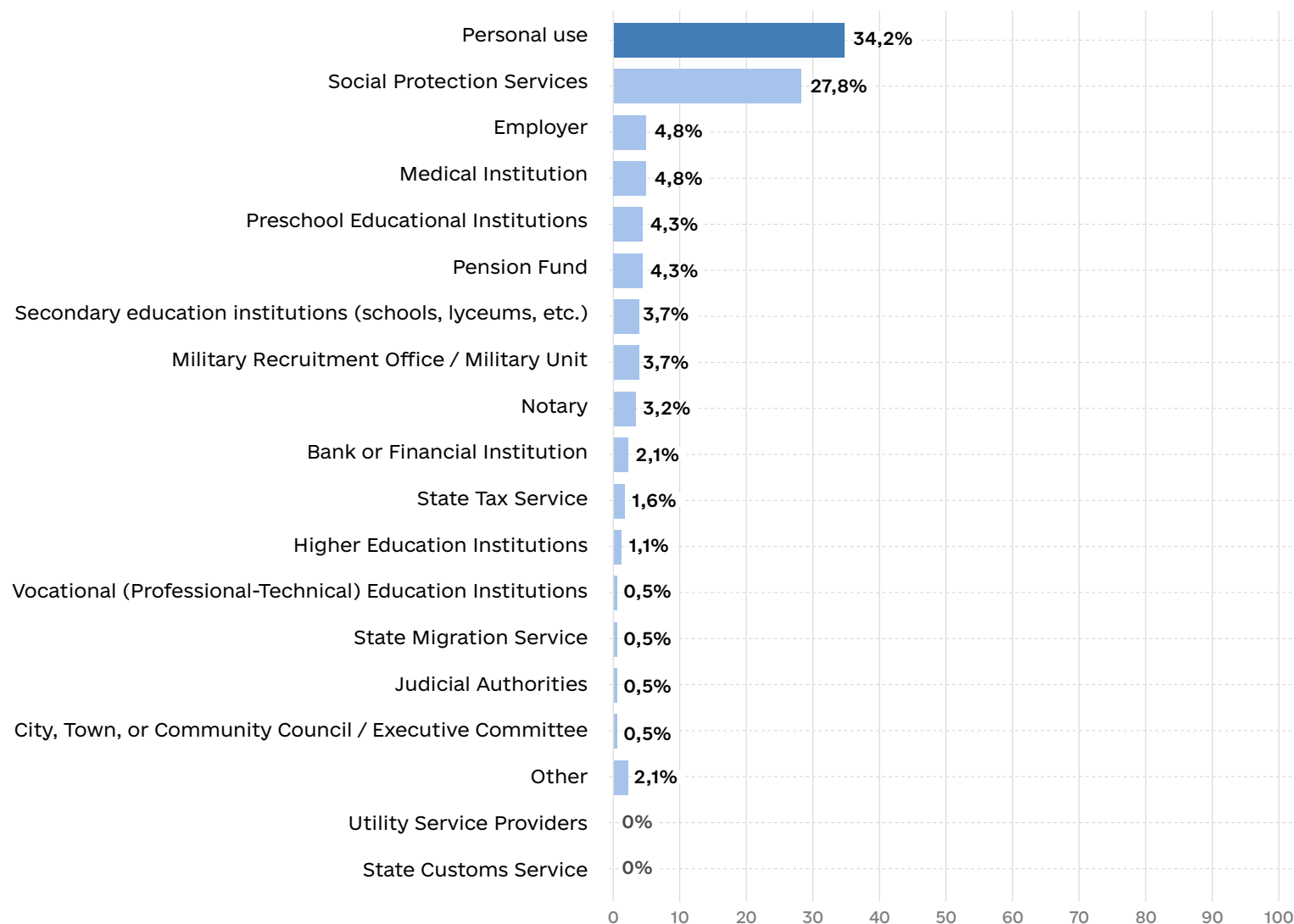
BARRIERS TO OBTAINING THE SERVICE ONLINE

	Attempted to Obtain	Aware but Did Not Attempt	Unaware and Not Interested
Technical Barriers, Lack of Knowledge and Skills	2,6% <ul style="list-style-type: none"> ✓ Lack of internet access/poor connection ✓ Lack of skills to obtain administrative services online 	38,3% <ul style="list-style-type: none"> ✓ Lack of skills to obtain administrative services online (~16%) ✓ Lack of information that the required service can be obtained online (~15%) ✓ Lack of / unsuitable means to install the application or log in to the site ✓ Lack of internet access / poor connection ✓ Lack of digital skills and/or someone who can help 	58,8% <ul style="list-style-type: none"> ✓ Lack of skills to obtain administrative services online ✓ Lack of digital skills and/or someone who can help ✓ Lack of / unsuitable means to install the application or log in to the site ✓ Lack of internet access / poor connection
Technical Difficulties When Attempting to Obtain the Service Online (Now or in the Past)	38,2% <ul style="list-style-type: none"> ✓ Technical errors during the online service process ✓ Issues at the application signing stage ✓ Problems logging into Diia ✓ Difficulties with online payment for the service ✓ Issues with installing the Diia application ✓ Problems updating the Diia application ✓ Support service recommended obtaining the service at the CNAP 	4,5% <ul style="list-style-type: none"> ✓ Technical errors during the online service process ✓ Issues at the application signing stage ✓ Problems logging into the Diia portal ✓ Difficulties with online payment for the service ✓ Issues with installing the Diia application ✓ Problems updating the Diia application ✓ Support service recommended obtaining the service at the CNAP 	—
Service-Specific Factors and/or Life Circumstances	31,6% <ul style="list-style-type: none"> ✓ Need for consultation or assistance from an administrator ✓ Inability to obtain the service online in a specific life situation ✓ Complicated procedure for obtaining the service online 	79,2% <ul style="list-style-type: none"> ✓ Need for a paper document (certificate) (~56%) ✓ Complex procedure for obtaining the service online (~36%) ✓ Need for consultation or assistance from an administrator (~18%) ✓ Inability to obtain the service online in a specific life situation 	73,5% <ul style="list-style-type: none"> ✓ Need for a paper document (certificate) (~67%) ✓ Complex procedure for obtaining the service online ✓ Need for consultation or assistance from an administrator
Difficulties in Obtaining the Service Online Related to the Service or Life Circumstances	25,0% <ul style="list-style-type: none"> ✓ Refusal (when applying online) ✓ Unable to find the required service or information in Diia ✓ Long wait for the result ✓ Lack of necessary additional options in the online service 	2,7% <ul style="list-style-type: none"> ✓ Long wait for the result ✓ Unable to find the required service or information in Diia ✓ Refusal (when applying online) ✓ No decision on the application ✓ Lack of necessary additional options in the online service ✓ Inability to obtain the service online in a specific life situation 	—
Personal Factors	— ²⁷	33,6% <ul style="list-style-type: none"> ✓ Uncertainty about the outcome when applying online (~19%) ✓ Habit of receiving administrative services at the CNAP (offline) (~15%) ✓ Concerns about data confidentiality ✓ Unwillingness to register in Diia 	40,0% <ul style="list-style-type: none"> ✓ Habit of receiving administrative services at the CNAP (offline) ✓ Uncertainty about the outcome when applying online ✓ Unwillingness to register in Diia

²⁷ Certain categories of barriers were not offered to certain classes of users. More about this in the section [BARRIERS TO OBTAINING ADMINISTRATIVE SERVICES ONLINE](#)

Institutions/Organizations That Required a Paper Document, According to Surveyed Service Users

Among all respondents who declared the need for a paper document (42% of cases, n = 169)²⁸:



28 The question was not asked to respondents who made an (unsuccessful) attempt to obtain a service online before contacting the ASC.

Provision of Information from the State Register of Property Rights to Real Estate

★ Reference Information

Obtaining information about property rights to real estate, their encumbrances, as well as about the objects and subjects of these rights contained in the State Register of Property Rights to Real Estate.

Users who request this service tend to be older than those using other services: the **median age is 52 years**, with approximately 55% of respondents being over 51 years old. **Women constitute the majority** (66%) of surveyed users. **The educational level of service users is high** – over half have higher education, and another third have specialized secondary education. **About a third** of respondents report a monthly income between **3,000–8,000 UAH**. Additionally, 41% of surveyed users identify as belonging to vulnerable social groups. The user profile for this service closely mirrors that of service [#00041](#) [State Registration of Property Ownership and Trust Ownership as a Means of Securing Obligations]; this similarity also extends to the distribution of user classes and the barriers they encountered.

Awareness of the possibility of obtaining this service online remains moderate: **just over half** (53%) of respondents **know** that it is available in digital format. However, **only 10% attempted** to use this option, while the **majority** (68%) **did not even try**, and **13% were unaware of this option and had no interest** in using it.

Barriers to obtaining the service online vary depending on the respondent class. Among those who **attempted**, the primary obstacles were **technical difficulties**: 38% encountered problems during their attempt to receive the service (such as application errors, difficulties with payment, or signing the application), as well as **difficulties related to the service or life situation**: 38% mentioned the absence of necessary additional options in the online service, an unsuccessful attempt to find the required service or information in Diia, long waiting times for results, the lack of a decision on their application, and refusal (when applying online).

For respondents **who did not even try**, the main barriers, as reported by 86% of this class, were **service-specific or life situation factors** – the need for paper documents (81%), the complexity of the procedure (39%), or the need for consultation or administrator assistance (24%). About a third also noted that **personal factors** prevented them from obtaining the service online: 62% expressed uncertainty about the outcome of an online application, while 45% were accustomed to receiving administrative services in CNAP (offline).

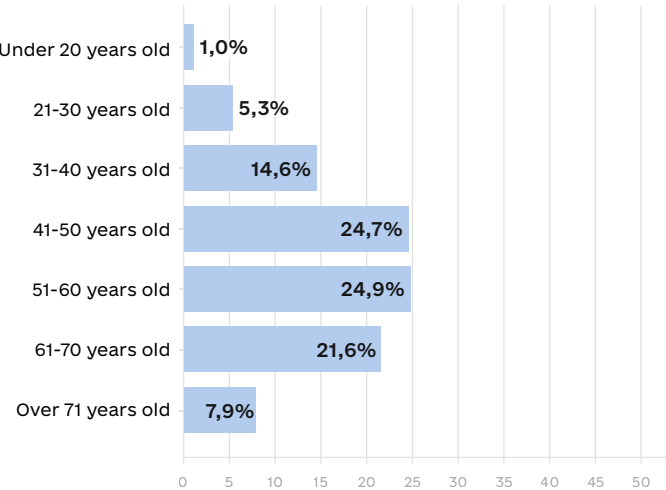
Respondents who **neither know about nor want to use** the online format also frequently cited **service-specific and life situation factors**, with 85% mentioning the **need for a paper document**. Significant barriers also included **personal reasons** (47%) and **technical barriers or a lack of relevant knowledge or skills** (43%).

The need for a paper document is a common reason for seeking the service at CNAP: slightly less than half (48%) of surveyed users of this service declared this need (this question was not asked to users who attempted to obtain the service online). The paper version of the extract from the State Register of Property Rights (SRPR) is most commonly required by the service users themselves and notaries.

PROFILE OF SURVEYED SERVICE USERS

AGE

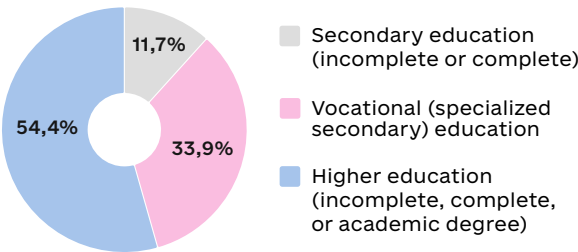
Median age: 52 years



GENDER

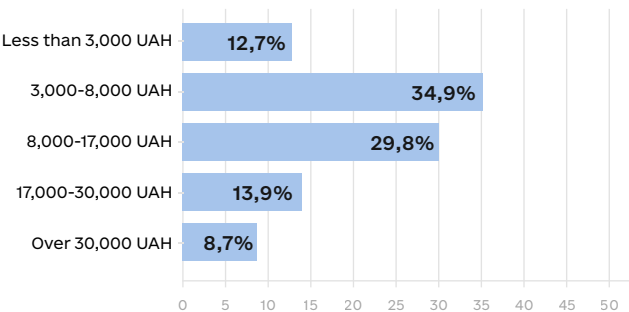


EDUCATION



INCOME

[Among respondents who provided a definite answer, n = 318]



SHARE OF RESPONDENTS WHO CONSIDER THEMSELVES PART OF A VULNERABLE SOCIAL GROUP

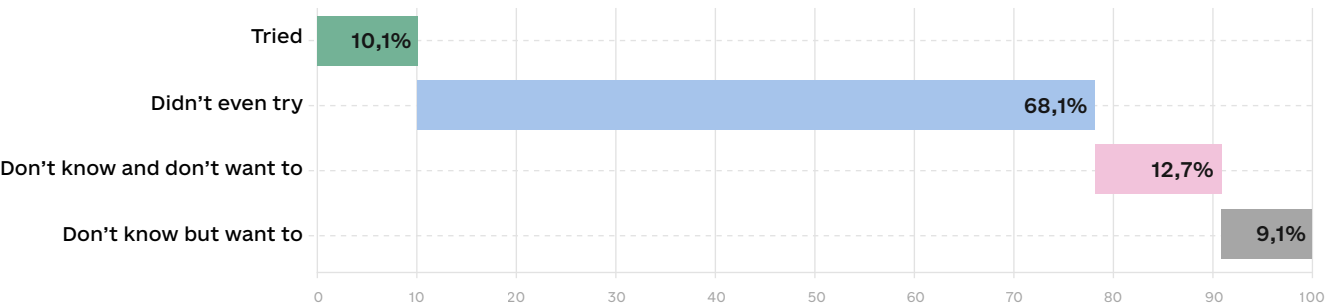
40,5%

AWARENESS OF THE ADMINISTRATIVE SERVICE ONLINE

53,2%

Share of surveyed users who are aware that this specific service is available online

USER CLASSES BASED ON AWARENESS OF ONLINE ADMINISTRATIVE SERVICES AND CORRESPONDING EXPERIENCE (IN THIS CASE)



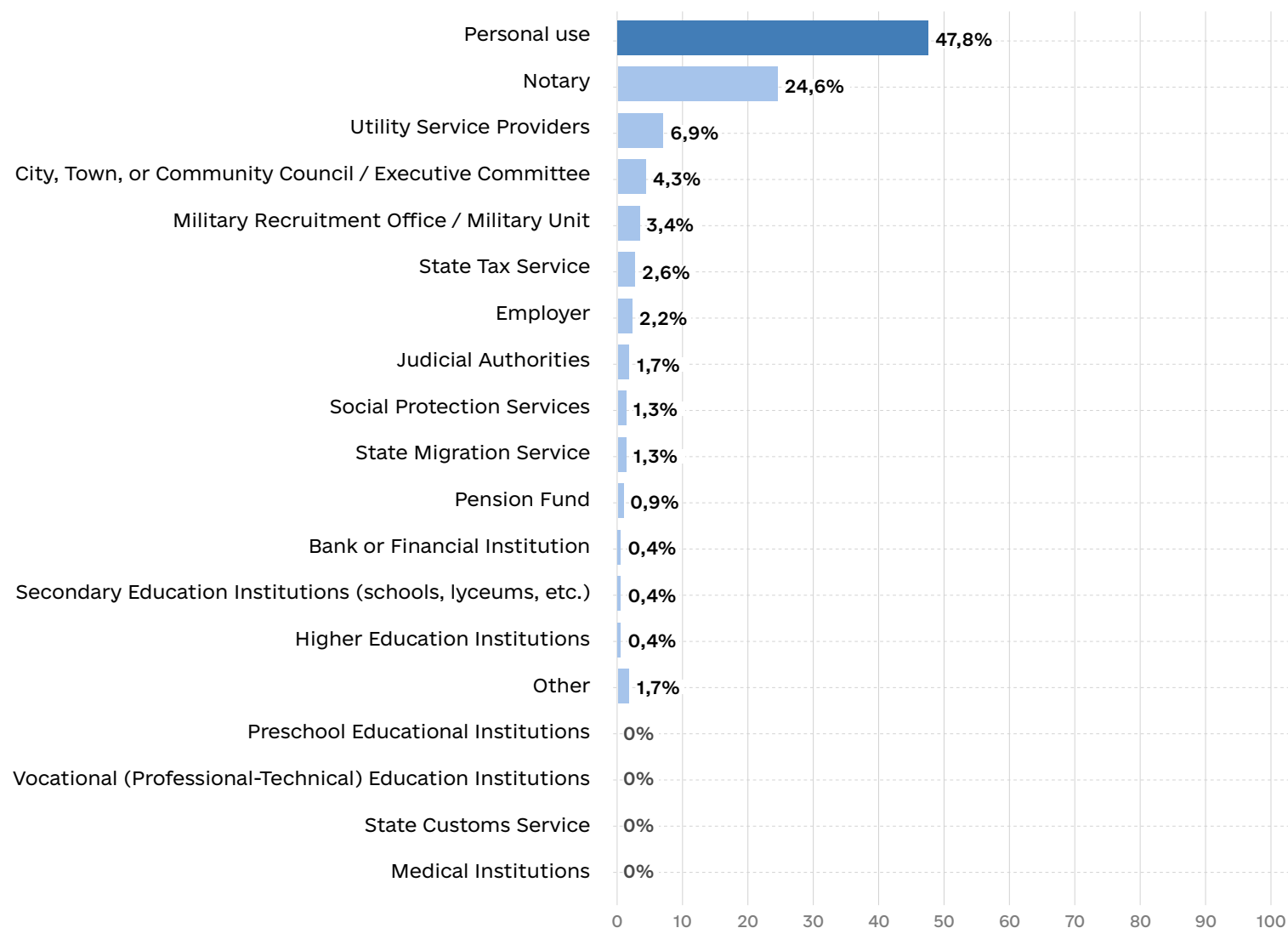
BARRIERS TO OBTAINING THE SERVICE ONLINE

	Attempted to Obtain	Aware but Did Not Attempt	Unaware and Not Interested
Technical Barriers, Lack of Knowledge and Skills	<div>12,5%</div> <ul style="list-style-type: none"> ✓ Lack of access to the internet / poor connection ✓ Lack of skills to obtain administrative services online 	<div>32,7%</div> <ul style="list-style-type: none"> ✓ Lack of skills to obtain administrative services online (~14%) ✓ Lack of information that the required service can be obtained online (~13%) ✓ Lack of access to the internet / poor connection ✓ Lack of digital skills and/or someone who can help ✓ Lack/inapplicability of means to install the application or log in to the site 	<div>43,1%</div> <ul style="list-style-type: none"> ✓ Lack of skills to obtain administrative services online ✓ Lack of access to the internet / poor connection ✓ Lack of digital skills and/or someone who can help ✓ Lack/inapplicability of means to install the application or log in to the site
Technical Difficulties When Attempting to Obtain the Service Online (Now or in the Past)	<div>37,5%</div> <ul style="list-style-type: none"> ✓ Technical errors during the online service process ✓ Issues with installing the Diia application ✓ Problems logging into Diia ✓ Problems at the application signing stage ✓ Support service recommended obtaining the service at the CNAP ✓ Issues with updating the Diia application ✓ Difficulties with online payment for the service ✓ Unclear or complex interface 	<div>3,3%</div> <ul style="list-style-type: none"> ✓ Issues with logging into the Diia portal ✓ Problems with installing the Diia application ✓ Difficulties with online payment for the service ✓ Technical errors during the online service process ✓ Problems at the application signing stage 	—
Service-Specific Factors and/or Life Circumstances	<div>22,0%</div> <ul style="list-style-type: none"> ✓ Inability to obtain the service online in a specific life situation ✓ Need for consultation or assistance from an administrator ✓ Complicated procedure for obtaining the service online 	<div>85,7%</div> <ul style="list-style-type: none"> ✓ Need for a paper document (certificate) (~69%) ✓ Complicated procedure for obtaining the service online (~34%) ✓ Need for consultation or assistance from an administrator (~20%) ✓ Inability to obtain the service online in a specific life situation 	<div>76,5%</div> <ul style="list-style-type: none"> ✓ Need for a paper document (certificate) (~66%) ✓ Need for consultation or assistance from an administrator ✓ Complicated procedure for obtaining the service online
Difficulties in Obtaining the Service Online Related to the Service or Life Circumstances	<div>37,5%</div> <ul style="list-style-type: none"> ✓ Lack of necessary additional options in the online service ✓ Unable to find the required service or information in Diia ✓ Long wait for the result ✓ Lack of a decision on the application ✓ Refusal (when applying online) 	<div>1,8%</div> <ul style="list-style-type: none"> ✓ Long wait for the result ✓ Lack of a decision on the application ✓ Inability to obtain the service online in a specific life situation 	—
Personal Factors	— ²⁹	<div>37,4%</div> <ul style="list-style-type: none"> ✓ Uncertainty about the outcome when applying online (~23%) ✓ Habit of receiving administrative services at the CNAP (offline) (~17%) ✓ Concerns about data confidentiality ✓ Unwillingness to register in Diia 	<div>47,1%</div> <ul style="list-style-type: none"> ✓ Habit of receiving administrative services at the CNAP (offline) ✓ Uncertainty about the outcome when applying online ✓ Concerns about data confidentiality ✓ Unwillingness to register in Diia

²⁹ Certain categories of barriers were not offered to certain classes of users. More about this in the section [BARRIERS TO OBTAINING ADMINISTRATIVE SERVICES ONLINE](#)

Institutions/Organizations That Required a Paper Document, According to Surveyed Service Users

Among all respondents who declared the need for a paper document (56% of cases, n = 223)³⁰:



³⁰ The question was not asked to respondents who made an (unsuccessful) attempt to obtain a service online before contacting the ASC.

Provision of Benefits for the Payment of Housing and Communal Services

★ Reference Information

Certain categories of citizens are entitled to benefits for the payment of housing and communal services.

The median age of service users is **44 years**, with the largest share of respondents aged 31–40 years (29%). **Women make up a significant majority** (73%) of those surveyed. 41% have specialized secondary education, while 39% hold higher education degrees. **The income level** of this group is **lower** than that of users of other services: **63%** of respondents **earn less than 8,000 UAH** per month, and four out of five receive less than 17,000 UAH. Notably, **65%** of respondents **belong to vulnerable social groups**: one in five (18%) is a veteran or a family member of a veteran, one in seven is from a large family, one in ten is a low-income individual, and the same proportion consists of elderly people.

Awareness of the possibility of obtaining this service online is moderate: about **53%** of respondents **know** about this option. However, only **8%** **attempted to use it**, while the **majority (66%) did not even try**, and **17%** **neither know about nor wish to use** the online format.

Barriers to accessing the service online vary depending on user experience. Among those **who attempted**, the main issues were **technical difficulties**: 41% of respondents in this category encountered errors in applications, login difficulties, payment issues, or problems signing the application. Additionally, 31% of respondents in this group mentioned that **service-related or life situation** barriers played a role, while another 25% noted **obstacles related to the service or life situation**.

For respondents who **did not attempt** to access the service online, the key barriers were **service-related or life situation factors** (71%). The most common reasons included **the need for paper documents** (62%), **the complexity of the service application process** (50%), and the need for consultation or assistance from an administrator (25%). **Technical obstacles and a lack of skills** were also significant, cited by 38% of respondents. The most common technical barriers were a lack of skills in obtaining administrative services online (48%) and insufficient awareness of the availability of online services (33%). Among **personal factors** that served as barriers for 33% of respondents in this category, a significant proportion cited uncertainty about the outcome of online applications (56%) and a habit of obtaining services in CNAPs (44%).

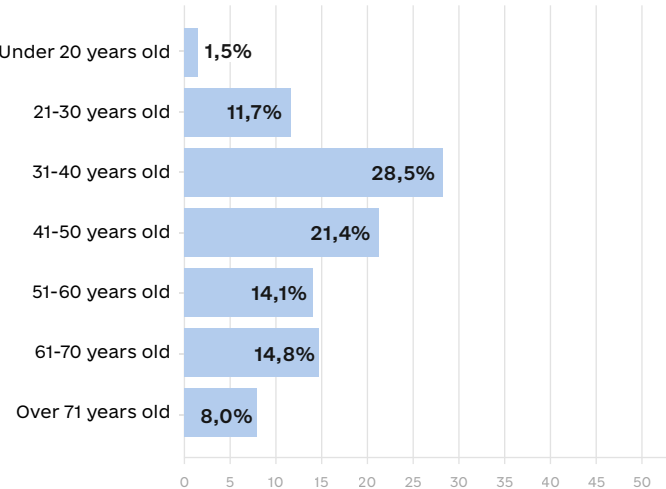
For respondents who **neither know about nor wish to use** the online format for this service, key barriers included technical limitations and a **lack of knowledge and skills** (61%). The most common reason was the lack of skills in obtaining administrative services online (74%). **Service-related or life situation factors** were significant for 65% of respondents, with the most frequently cited reason being the need for a paper document (72%). **Personal factors** prevented around one-third of respondents in this category from using online services, including uncertainty about the outcome of online applications, a habit of receiving administrative services offline at CNAPs, unwillingness to register in Diia, and concerns about data confidentiality.

The need for a paper document is a widespread reason for visiting a CNAP to obtain this service: 39% of respondents reported requiring it (this question was not asked to those who had attempted to receive the service online). The most common entities requiring a paper certificate for housing and utility benefits include the recipients themselves, social protection services, utility service providers, and the Pension Fund.

PROFILE OF SURVEYED SERVICE USERS

AGE

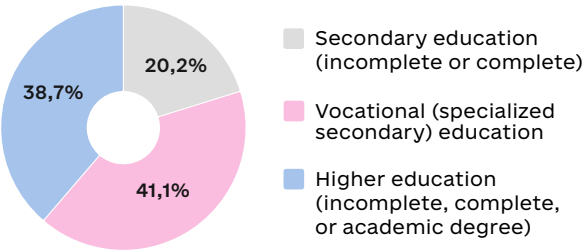
Median age: 44 years



GENDER

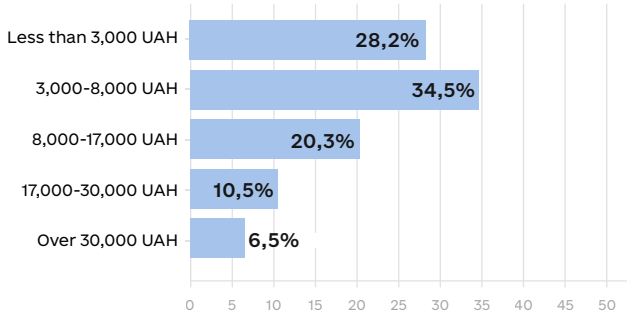


EDUCATION



INCOME

[Among respondents who provided a definitive answer, n = 344]



SHARE OF RESPONDENTS WHO CONSIDER THEMSELVES PART OF A VULNERABLE SOCIAL GROUP

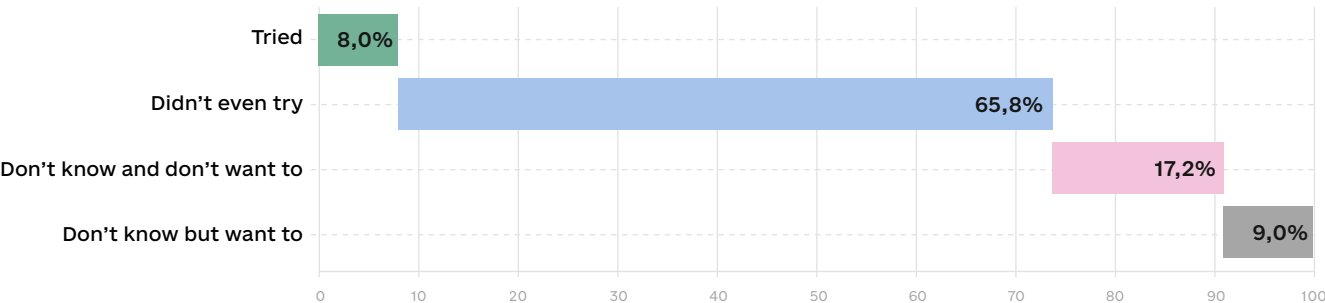
64,8%

AWARENESS OF THE ADMINISTRATIVE SERVICE ONLINE

53,2%

Share of surveyed users who are aware that this specific service is available online

USER CLASSES BASED ON AWARENESS OF ONLINE ADMINISTRATIVE SERVICES AND CORRESPONDING EXPERIENCE (IN THIS CASE)



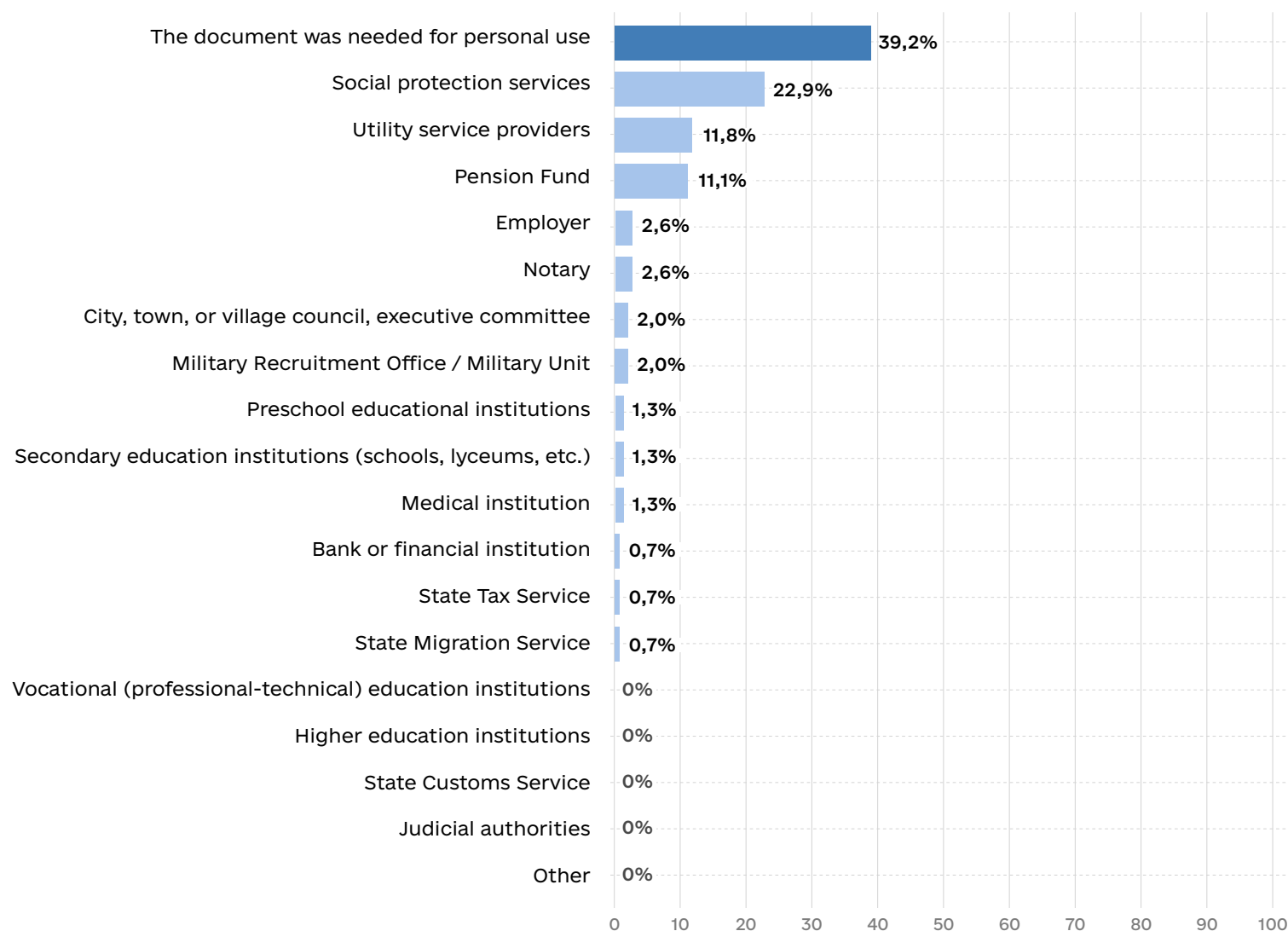
BARRIERS TO OBTAINING THE SERVICE ONLINE

	Attempted to Obtain	Aware but Did Not Attempt	Unaware and Not Interested
Technical Barriers, Lack of Knowledge and Skills	<div>12,5%</div> <ul style="list-style-type: none"> ✓ Lack of access to the internet / poor connection ✓ Lack of skills to obtain administrative services online 	<div>37,6%</div> <ul style="list-style-type: none"> ✓ Lack of skills to obtain administrative services online (~18%) ✓ Lack of information that the required service can be obtained online (~13%) ✓ Lack of access to the internet / poor connection ✓ Lack of digital skills and/or someone who can help ✓ Lack/inapplicability of means to install the application or log in to the site 	<div>60,9%</div> <ul style="list-style-type: none"> ✓ Lack of skills to obtain administrative services online ✓ Lack of access to the internet / poor connection ✓ Lack of digital skills and/or someone who can help ✓ Lack/inapplicability of means to install the application or log in to the site
Technical Difficulties When Attempting to Obtain the Service Online (Now or in the Past)	<div>40,6%</div> <ul style="list-style-type: none"> ✓ Technical errors during the online service process ✓ Problems logging into Diia ✓ Issues at the application signing stage ✓ Problems installing the Diia application ✓ Problems updating the Diia application ✓ Difficulties with online payment for the service ✓ Support service recommended obtaining the service at the CNAP 	<div>3,8%</div> <ul style="list-style-type: none"> ✓ Problems updating the Diia application ✓ Issues logging into the Diia portal ✓ Technical errors during the online service process ✓ Problems installing the Diia application ✓ Unclear or complex interface 	—
Service-Specific Factors and/or Life Circumstances	<div>31,3%</div> <ul style="list-style-type: none"> ✓ Need for consultation or assistance from an administrator ✓ Inability to obtain the service online in a specific life situation ✓ Complex procedure for obtaining the service online 	<div>71,1%</div> <ul style="list-style-type: none"> ✓ Need for a paper document (certificate) (~44%) ✓ Complex procedure for obtaining the service online (~36%) ✓ Need for consultation or assistance from an administrator (~18%) ✓ Inability to obtain the service online in a specific life situation 	<div>65,2%</div> <ul style="list-style-type: none"> ✓ Need for a paper document (certificate) ✓ Complex procedure for obtaining the service online ✓ Need for consultation or assistance from an administrator
Difficulties in Obtaining the Service Online Related to the Service or Life Circumstances	<div>25,0%</div> <ul style="list-style-type: none"> ✓ Lack of a decision on the application ✓ Absence of necessary additional options in the online service ✓ Unable to find the required service or information in Diia ✓ Rejection (when applying online) ✓ Long wait for the result 	<div>4,2%</div> <ul style="list-style-type: none"> ✓ Long wait for the result ✓ Lack of a decision on the application ✓ Unable to find the required service or information in Diia ✓ Rejection (when applying online) ✓ Inability to receive the service online in a specific life situation 	—
Personal Factors	— ³¹	<div>32,7%</div> <ul style="list-style-type: none"> ✓ Uncertainty about the outcome when applying online (~18%) ✓ Habit of receiving administrative services at the CNAP (offline) (~14%) ✓ Concerns about data confidentiality ✓ Unwillingness to register in Diia 	<div>29,0%</div> <ul style="list-style-type: none"> ✓ Uncertainty about the outcome when applying online ✓ Habit of receiving administrative services at the CNAP (offline) ✓ Unwillingness to register in Diia ✓ Concerns about data confidentiality

³¹ Certain categories of barriers were not offered to certain classes of users. More about this in the section [BARRIERS TO OBTAINING ADMINISTRATIVE SERVICES ONLINE](#)

Institutions/Organizations That Required a Paper Document, According to Surveyed Service Users

Among all respondents who declared the need for a paper document (37% of cases, n = 149)³²:



³² The question was not asked to respondents who made an (unsuccessful) attempt to obtain a service online before contacting the ASC.

Registration of Place of Residence for a Child Under 14 Years Old

★ Reference Information

Parents have three months from the child's birth to register the child's place of residence.

Surveyed users of the child's place of residence registration service (for children under 14 years old) are **generally younger** compared to users of other services, with a median age of **37 years**. Fifteen percent of respondents belong to **large families**, and women make up 78% of all respondents. **The educational level of service users is high**, with half holding higher education degrees. The majority of respondents (73%) have a **monthly income below 17,000 UAH**, with one-third earning less than 3,000 UAH.

Approximately **60%** of respondents are **aware** that the service is available online, yet only **19%** **have attempted to use** this option.

Users who **attempted to access the service online** encountered various **technical difficulties** (60%), which became the primary obstacle. More than half (52%) reported technical errors when trying to complete the process. Some respondents from this category also mentioned **service-specific issues and life circumstances** (26%), as well as **difficulties related to the nature of the service itself** (23%).

For the majority of respondents **who did not attempt to use** the online service (68%), the main barriers were **service-specific aspects and life circumstances**, cited by 78% of this group.

Most of them (73%) avoided online registration due to the requirement for paper documents, the complexity of the process (48%), and the need for consultation or assistance from an administrator (17%). Additionally, many users in this category referred to **personal factors** (35%), such as uncertainty about the outcome of online applications and a habit of receiving services in-person at the CNAP. **Technical barriers and lack of necessary skills** also deterred 30% of these respondents. The most frequently mentioned issues in this category were lack of information that the service is available online (61%) and lack of skills for obtaining administrative services online (24%).

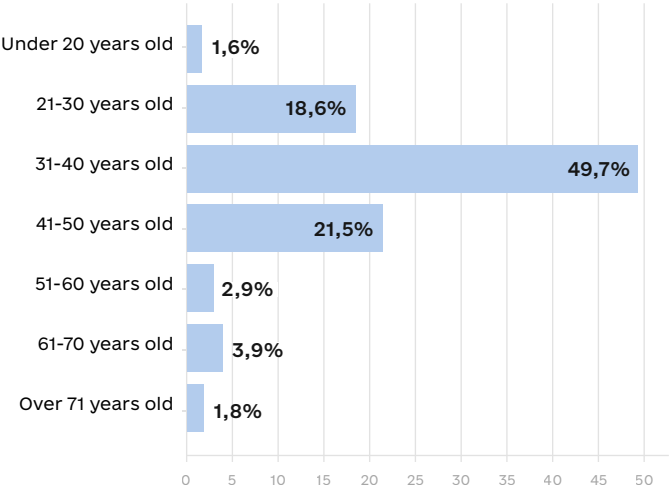
Among respondents who are **unaware** of the online service **and do not wish to use it** (7%), the most significant barriers were **service-specific aspects and life circumstances** (72%), **personal factors** (40%), and **technical difficulties or lack of necessary knowledge and skills** (28%).

The need for a paper document remains a common reason for in-person applications at the CNAP, reported by 43% of surveyed users (this question was not asked to those who had attempted to receive the service online). The most frequent request for a paper certificate of a child's place of residence registration (for children under 14 years old) comes from the applicants themselves or social protection services.

PROFILE OF SURVEYED SERVICE USERS

AGE

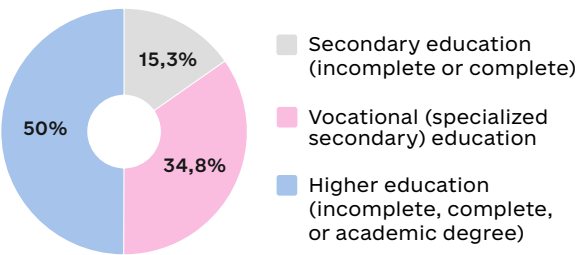
Median age: 37 years



GENDER

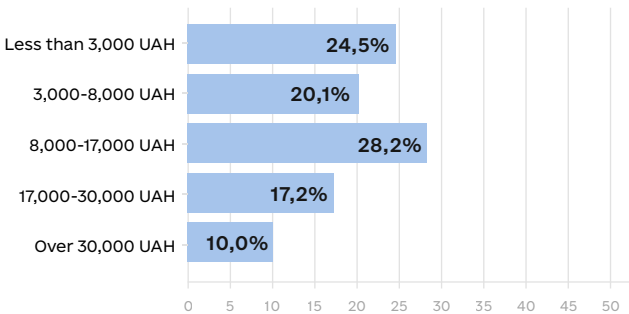


EDUCATION



INCOME

[among respondents who provided a definite answer, n = 334]



SHARE OF RESPONDENTS WHO CONSIDER THEMSELVES PART OF A VULNERABLE SOCIAL GROUP

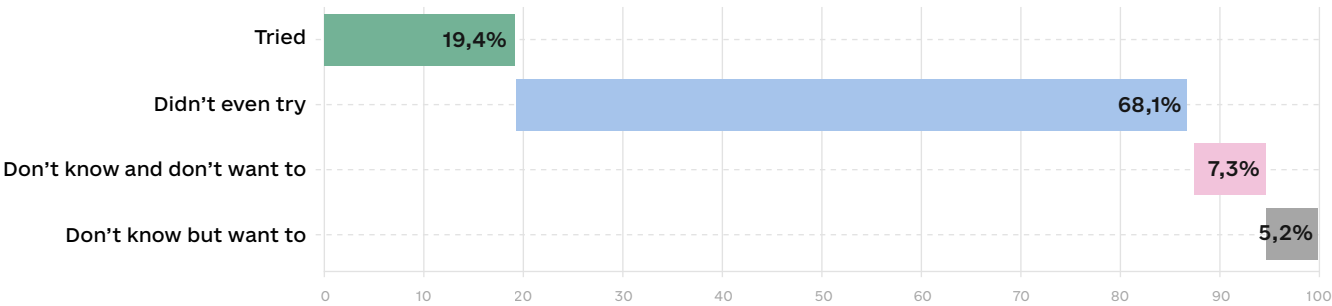
37,2%

AWARENESS OF THE ADMINISTRATIVE SERVICE ONLINE

60,5%

Share of surveyed users who are aware that this specific service is available online

USER CLASSES BASED ON AWARENESS OF ONLINE ADMINISTRATIVE SERVICES AND CORRESPONDING EXPERIENCE (IN THIS CASE)



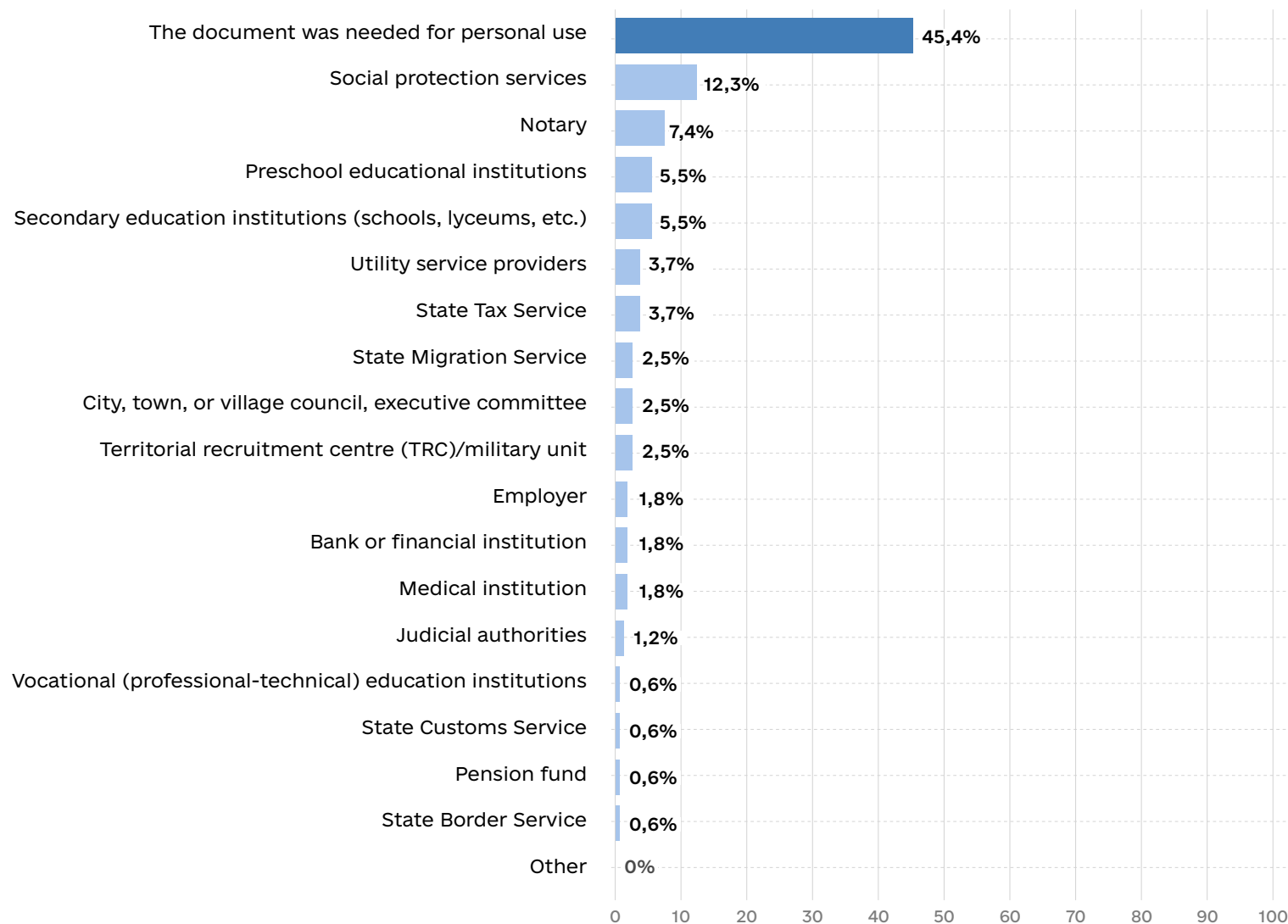
BARRIERS TO OBTAINING THE SERVICE ONLINE

	Attempted to Obtain	Aware but Did Not Attempt	Unaware and Not Interested
Technical Barriers, Lack of Knowledge and Skills	3,9% <ul style="list-style-type: none"> ✓ Lack of / unsuitable means to install the application or log in to the website ✓ Lack of internet access / poor connection ✓ Lack of digital skills and/or someone who can help ✓ Lack of skills in obtaining administrative services online 	29,3% <ul style="list-style-type: none"> ✓ Lack of information that the required service can be obtained online (~18%) ✓ Lack of skills to obtain administrative services online ✓ Lack of internet access / poor connection ✓ Lack / inapplicability of means to install the application or log in to the website ✓ Lack of digital skills and/or someone who can help 	27,6% <ul style="list-style-type: none"> ✓ Lack of internet access / poor connection ✓ Lack of digital skills and/or someone who can help ✓ Lack of skills to obtain administrative services online ✓ Lack / inapplicability of means to install the application or log in to the website
Technical Difficulties When Attempting to Obtain the Service Online (Now or in the Past)	59,7% <ul style="list-style-type: none"> ✓ Technical errors during the online service process ✓ Issues at the application signing stage ✓ Problems logging into Diia ✓ Problems updating the Diia application ✓ Issues with installing the Diia application ✓ Unclear or complex interface ✓ Support service recommended obtaining the service at the CNAP ✓ Difficulties with online payment for the service 	3,3% <ul style="list-style-type: none"> ✓ Technical errors during the online service process ✓ Problems updating the Diia application ✓ Issues logging into the Diia portal ✓ Problems installing the Diia application ✓ Difficulties with online payment for the service ✓ Issues at the application signing stage ✓ Unclear or complex interface 	—
Service-Specific Factors and/or Life Circumstances	25,6% <ul style="list-style-type: none"> ✓ Need for consultation or assistance from an administrator ✓ Complex procedure for obtaining the service online ✓ Inability to receive the service online in a specific life situation 	78,0% <ul style="list-style-type: none"> ✓ Need for a paper document (certificate) (~57%) ✓ Complex procedure for obtaining the service online (~37%) ✓ Need for consultation or assistance from an administrator (~13%) ✓ Inability to receive the service online in a specific life situation 	72,4% <ul style="list-style-type: none"> ✓ Need for a paper document (certificate) (~51%) ✓ Complex procedure for obtaining the service online ✓ Need for consultation or assistance from an administrator
Difficulties in Obtaining the Service Online Related to the Service or Life Circumstances	23,1% <ul style="list-style-type: none"> ✓ Unable to find the required service or information in Diia ✓ No decision on the application ✓ Lack of necessary additional options in the online service ✓ Rejection (when applying online) ✓ Long waiting time for the result 	2,9% <ul style="list-style-type: none"> ✓ Rejection (when applying online) ✓ Lack of necessary additional options in the online service ✓ Long waiting time for the result ✓ Unable to find the required service or information in Diia ✓ No decision on the application ✓ Long waiting time for the result 	—
Personal Factors	— ³³	34,9% <ul style="list-style-type: none"> ✓ Uncertainty about the outcome when applying online (~19%) ✓ Habit of receiving administrative services at CNAP (offline) (~18%) ✓ Concerns about data confidentiality ✓ Unwillingness to register in Diia 	40,0% <ul style="list-style-type: none"> ✓ Uncertainty about the outcome when applying online ✓ Habit of receiving administrative services at CNAP (offline) ✓ Unwillingness to register in Diia ✓ Concerns about data confidentiality

³³ Certain categories of barriers were not offered to certain classes of users. More about this in the section [BARRIERS TO OBTAINING ADMINISTRATIVE SERVICES ONLINE](#)

Institutions/Organizations That Required a Paper Document, According to Surveyed Service Users

Among all respondents who declared the need for a paper document (37% of cases, n = 149)³⁴:



³⁴ The question was not asked to respondents who made an (unsuccessful) attempt to obtain a service online before contacting the ASC.

**PUBLIC SERVICES
AVAILABLE EXCLUSIVELY
OFFLINE**



Some administrative services are currently available only offline for various reasons. Among them are services that require the mandatory physical presence of the recipient, such as the issuance of passports or other documents that necessitate thorough identity verification. At the same time, some services have potential for further digitalization.

The data presented in this section pertains to four offline services that fall into both of these categories: Comprehensive ID-14 Service (00928), Household Composition Certificate (canceled in 2019), Issuance of a Permit for Participation in Road Traffic for Vehicles Exceeding Standard Weight or Size Limits (00166), Issuance of Route Approval for the Transportation of Dangerous Goods (00167). The study of these services aims to identify the challenges faced by both users during the process of obtaining them and by CNAP administrators in providing these services.

Comprehensive ID-14 Service

★ Reference Information

The ID-14 Comprehensive Service is designed for teenagers and involves the simultaneous issuance of their first passport and taxpayer identification number (TIN). The ID card with the taxpayer number is valid for four years.

Documents Required to Obtain the Service:

- 📄 Application form
- 📄 Birth certificate or a document confirming birth, issued by a competent foreign authority
- 📄 Original documents confirming the citizenship and identity of the parents or one of them, who was a Ukrainian citizen at the time of the applicant's birth, or a certificate of registration as a Ukrainian citizen (to confirm Ukrainian citizenship)
- 📄 Ukrainian international passport (if available)
- 📄 Certificate of registration as an internally displaced person (IDP) (for IDPs only)
- 📄 One 10x15 cm photograph (for individuals unable to move independently due to long-term health conditions, to be scanned into the digital registry)
- 📄 Documents confirming additional variable data for inclusion in the contactless electronic chip embedded in the passport (if applicable).

The ID-14 Comprehensive Service, which enables the simultaneous issuance of a Ukrainian citizen's passport and a taxpayer identification number (TIN), was introduced to facilitate data exchange between the Unified State Demographic Register and the State Tax Service, according to surveyed administrators.

Key Features of the ID-14 Service

Surveyed administrators highlight the following **conditions for obtaining the ID-14 Comprehensive Service**:

- ▶ The applicant must not already have a taxpayer identification number (TIN).
- ▶ The applicant must intend to receive the TIN together with the ID card.
- ▶ A document confirming the registered place of residence must be provided.

These conditions distinguish the ID-14 service from the 00023 service ("First-Time Ukrainian Citizen ID Card at Age 14"). The latter does not require proof of residence and does not include automatic TIN assignment, but it allows optional inclusion of a previously obtained TIN in the contactless electronic chip embedded in the ID card. In other words, users of the 00023 service can receive an ID card with a TIN embedded if they already obtained the TIN beforehand.

Before the introduction of martial law, the ID-14 service was available only at the place of residence registration. However, since February 24, 2022, it can now be obtained at the applicant's **place of residence**.

Additionally, procedural adjustments have been made:

- ▶ Extract from the Territorial Community Register is no longer required, as CNAP administrators can now generate it internally during service provision.
- ▶ Some administrators report that this feature is only available to residents of the specific territorial community where the service is provided.

Procedure for Obtaining the ID-14 Service

- ▶ The child's **personal presence is required** (with certain exceptions), as CNAP administrators must perform biometric facial image capture for identity verification.
- ▶ At the recipient's request, administrators can also scan fingerprints and collect a digitized signature for inclusion in the ID card.
- ▶ Administrator opinions differ on whether parental presence is required. Some state that **at least one parent must be present**, while others claim that **the child can receive the service independently**, as they are the official service recipient.

Demand for the ID-14 Service

Surveyed users indicated that obtaining an ID card is essential for receiving a lower secondary education certificate upon completing 9th grade. Another primary reason for applying for a first-time passport is legal compliance, as some users fear penalties such as fines for lacking identification documents.

According to surveyed CNAP administrators, the combined issuance of a passport and a taxpayer identification number (TIN) **is not equally popular across different regions**. In villages, small towns, and smaller regional centres, most 14-year-olds do not require a TIN. In larger regional centres, however, the ID-14 service is in high demand, likely due to the larger target audience resulting from a higher population.

Administrators reporting low demand for the ID-14 service attribute it to the fact that many 14-year-olds already have a TIN.

Some children receive a TIN at birth as part of the birth registration process. Others obtain it as school students to open bank accounts for making school-related payments (e.g., for cafeteria meals).

Additionally, some parents, when preparing documents for their child's first passport, choose to obtain the TIN in advance through the State Tax Service (DPS) instead of using the ID-14 service.



"Before making an appointment, they usually either call, visit in person, or check the website to read all the information and ask questions like: 'Do I have to go to the tax office to get a TIN, or not?' I tell them that, in principle, if they don't have one, there's no need—we'll assign it right away. Some people respond: 'I'd rather go get it myself, just to have it.'"

— CNAP administrators, regional centre, frontline areas

USER JOURNEY FOR THE ID-14 COMPREHENSIVE SERVICE

01 Identifying the Need

- ✓ The applicant lacks a TIN (Taxpayer Identification Number) and wants to obtain it alongside their first passport.

02 Searching for Information About the Service

- ✓ In some CNAPs, reception staff provide consultations on the service process, while in others, applicants can book an appointment with an administrator for a consultation.

03 Document Preparation

- ✓ The required document list includes documents for obtaining the first passport + an extract from the Territorial Community Register.
- ! The list may vary in cases such as:
 - Parents cannot provide their documents.
 - The child has a single mother or father.
 - Parents are deprived of parental rights.
 - Parents are not Ukrainian citizens.
 - The child was born abroad.
- ! In some CNAPs, reception staff verify the availability and validity of the required documents.
- ! Some administrators only accept parental documents in paper format or electronically via document-sharing functions, while others allow document demonstration through the Diia application.

04 Booking an Appointment

- ✓ Can be done online or in person at the CNAP in advance / on the day of the visit.
- ✗ Appointments are canceled in case of an air raid alert.

05 Submitting the Application

- ✓ A structured procedure lasting approximately 20 minutes.

06 Receiving the Result

- ✓ The passport is issued within 20 calendar days.
- ✗ CNAPs do not offer mobile service visits or expedited issuance.
- ! If the applicant already has a TIN at the time of application, the State Tax Service rejects the duplicate request, and the child receives a passport without the TIN printed on it.

Searching for Information and Document Preparation

During the process of obtaining the ID-14 comprehensive service, respondents were accompanied by their parents, who assisted them in gathering information and preparing the required documents. Most respondents indicated that they **received all necessary information directly from CNAP staff during their visit**. This occurred either through interactions with reception staff or consultations with an administrator.



"I arrived at the CNAP and took a queue ticket. I came around 9:00 AM, and they gave me a ticket for 1:30 PM. When we arrived, they gave us another ticket for a consultation. We went in, got a consultation about which documents were needed, and checked if we had forgotten anything so that we could go back, pick it up, and bring it in time. Since we had everything, we took care of some other matters and then returned at 1:30 PM."

— ID-14 service recipients

According to administrators, CNAP employees, usually at the reception, not only provide information but also **verify the documents** required for obtaining the service. They primarily check the availability, integrity, and validity of the documents.

CNAP administrators mention various difficulties that users face at the stage of gathering documents needed for the ID-14 comprehensive service. Since a key requirement for receiving the service is the absence of a tax identification number (RNOKPP) for the child, problematic situations arise when applicants express the need to obtain an RNOKPP despite already having one.

Applicants or their parents often do not remember or are unaware of the existence of a previously issued tax identification number (RNOKPP). As a result, when they submit an application to obtain an RNOKPP along with the passport, they receive a denial. In such cases, the child still receives the passport, but without the RNOKPP information printed on it.



"When we accept documents, we check everything and ask: 'Does your child have a tax identification number (RNOKPP)?' They say: 'No, they don't.' Now we question them very thoroughly: 'Are you absolutely sure? Because if you actually have one but don't provide it when submitting the documents, and we tick the box for 'assign a new one,' then during the verification process, if it turns out that the child already has a tax code, you will receive a refusal to have it printed on the passport. The passport will still be issued, but without the tax number printed on it. After that, you will have to go to the tax office separately, get a paper certificate, and carry it around with you,"

— CNAP administrators, regional centre, frontline territories

Other documents required for obtaining the ID-14 integrated service include the birth certificate and original documents of the parents (or one of them). The most common issues reported by administrators **involve damaged documents**. Due to the way birth certificates are stored, official stamps may fade over time, necessitating document replacement to validate its authenticity. Administrators also shared cases where parents, particularly military personnel, provided damaged documents. In such situations, they accept the document of the other parent.

Some respondents noted that if at least one parent is present, it is sufficient to provide a digital document via Diia. Others stated that they only accept physical documents or allow passport sharing from Diia using a QR code.

Beyond document damage, administrators frequently encounter **mismatched data between the birth certificate and the parents' documents**. This often results from a surname change of the mother. In such cases, additional documents, such as a marriage certificate or another official document confirming the name change, are required.

Another challenge in providing the ID-14 service is the **lack of access to data on the child's registered place of residence**. Administrators emphasized that internal displacement of the population has complicated service provision. If neither paper nor electronic proof of residence is available, applicants from other territorial communities must visit a CNAP at their original place of registration, which is sometimes impossible due to temporary occupation, active military operations, or other disruptions.

In such cases, administrators reported that the child's place of residence can be registered under one of the parents' addresses. However, these details are entered into the Demographic Register rather than the Territorial Community Register. The former can only be issued by the State Migration Service.

Life Situations That Modify the Procedure for Providing the ID-14 Integrated Service

Single mother/father

Additional Documents Required to Obtain the Service

- ⚠ Extract from the State Register of Civil Status Acts.
- ⚠ Death certificate (if one parent is deceased).
- ⚠ Divorce certificate.

Parents deprived of parental rights

- ⚠ Court ruling on the deprivation of parental rights.
- ⚠ Court ruling on the appointment of a guardian.

One or both parents are not Ukrainian citizens

- ⚠ Certificate of registration of the child as a citizen of Ukraine.

Child born abroad

- ⚠ Proof of legalization of the birth certificate issued abroad.

Interaction with the Service Provider

The State Migration Service of Ukraine (SMS) is the official provider of the ID-14 comprehensive service. Applicants can access this service through Centres for Administrative Services (CNAPs) or directly at territorial units of the SMS (or at SE "Dokument"). The service procedures differ between CNAPs and the Migration Service, with the latter offering more flexible options. For example: SMS and SE "Dokument" provide **mobile registration services and home delivery of passport documents**, which is essential for low-mobility individuals. SMS allows for **urgent passport issuance** (within 10 working days instead of 20) upon request from one of the child's parents. CNAPs lack the regulatory or technical infrastructure to provide these additional services.

CNAP administrators mention **limited access to key state registries**, such as: The Unified State Demographic Register, The State Register of Civil Status Acts. **Consequences** of Restricted Registry Access:

1. CNAP administrators cannot verify the validity of applicants' documents, as this responsibility lies solely with the State Migration Service.
2. This increases the likelihood of application rejections due to discrepancies in submitted documents.
3. Providing CNAPs with access to these registries could reduce rejection rates and streamline the service.



"For example, sometimes a mother comes in. Her child's birth certificate lists one surname, but her passport already has a new surname. She doesn't have a document confirming the name change with her. If we had access to the Civil Status Registry, we could verify this information and provide the service. However, that's the responsibility of the Migration Service. Our main task is to ensure that the correct set of documents is submitted, while the Migration Service verifies all the information we enter. They have broader authority and more extensive access to the registry."

— CNAP administrators, regional centre, frontline territories

Recommendations for Improving Front-Office Processes

- 1 Grant CNAPs Access to the DRFO Register and Enhance the Accessibility of State Tax Service (STS) Services by Integrating Them into CNAPs.
- 2 **If CNAP administrators are granted access to the DRFO register**, the optimized service provision process would include the following steps:
 - The administrator verifies the presence of the RNOKPP (Taxpayer Identification Number) through the register rather than relying on the applicant's statement.
 - If the RNOKPP is already assigned, the applicant is redirected to the first passport issuance service.
- 3 **If CNAP Administrators Are Not Granted Access to the DRFO Register**, Establish Cooperation Between CNAPs and the State Migration Service (SMS) to Verify the Presence of an RNOKPP and Obtain It If Necessary. In this case, the optimized service provision process may include the following steps:
 - If the system automatically detects an existing RNOKPP, the provision of the integrated service is suspended.
 - The administrator submits a request for RNOKPP verification / informs parents about the presence of an RNOKPP and the requirement to provide it for passport issuance.





Certificate of Family Composition / Issuance of an Extract from the Territorial Community Register on All Registered Persons

★ Reference Information

The Certificate of Family Composition was abolished by Order No. 1106 of the Ministry of Social Policy of Ukraine dated July 17, 2019.

Since the Certificate of Family Composition (00201) was discontinued in 2019, demand for it remains high. As a result, users now **receive an Extract from the Territorial Community Register of all registered individuals (00038)** instead. This document is available in both paper and electronic formats and confirms: Place of residence (registration) of an individual, Absence of residence records at the time of issuance.

To request the Extract from the Territorial Community Register, applicants must provide:

-  Application for issuance of the Extract
-  Personal identification document (passport or certificate of application for protection in Ukraine)
-  Proof of property ownership (if requested by the property owner)
-  Document confirming representative authority (if submitted by a legal representative)

Features of the Extract Issuance Procedure

According to administrators, the Extract can be obtained by property owners or co-owners, as well as individuals registered at the residence. If the property owner is unable to apply personally, an authorized legal representative may do so on their behalf.

Users and administrators of some CNAPs (centres for Administrative Services) noted that there is no advance appointment system for obtaining the extract—only a live queue system is in place, as the issuance process does not take much time.






"If all the information has been entered into the territorial community register – passport details, registration date, and identification number – then we issue this extract very quickly, in about 2–3 minutes, and it is generated immediately,"

– CNAP administrators, city, deep rear area

Need for Obtaining the Extract

Surveyed users identified the following reasons for requesting an Extract from the Territorial Community Register (TCR) on all registered individuals:

-  Submission of documents to the Medical and Social Expert Commission (MSEC);
-  Application for utility subsidies for large families;
-  Application for solid fuel subsidies for family members of military personnel.

Interviews with administrators confirm these findings: the extract is primarily requested by members of large families and elderly individuals, mainly to obtain social benefits. Additionally, some utility companies require the extract to recalculate utility payment amounts.

For example, in multi-apartment buildings without individual water meters, the cost of water supply depends on the number of registered residents, and there is sometimes a need to update this information.

However, administrators also point to a fourth reason why users may request the extract—parents confirming their large family status for Territorial Recruitment and Social Support centres.



"Usually, people request this certificate for homeowners' associations (OSBB) and management companies, mainly for utility payments — waste collection, water supply, and similar services. Recently, Territorial Recruitment and Social Support centres (TRC & SSC) have also started sending individuals to obtain registration certificates, particularly those applying for deferment from mobilization. This especially applies to parents of large families,"

— CNAP administrators, rural area, deep rear

PATH OF APPLICANTS FOR THE EXTRACT FROM THE TERRITORIAL COMMUNITY REGISTER ON ALL REGISTERED RESIDENTS IN A RESIDENTIAL PREMISES:

01 Awareness of Need

- ✓ Requirement from the Medical and Social Expert Commission (MSEC) / Territorial Recruitment and Social Support centres (TRC & SSC), utility companies, notaries. CNAPs issue an extract listing all individuals registered at the address. A certificate confirming the actual family composition is issued by local neighborhood committees.

02 Searching for Service Information

- ✓ Recommendation from institutions requiring the document.

03 Preparing Documents

- ✓ Identity document and proof of property ownership.
- ! The document list varies in the following cases:
 - Esidents of private houses maintaining household books.
 - Children under 14 years old who do not have a registered residence.

04 Booking an Appointment for the Service

- ✓ An appointment is not mandatory.

05 Submitting an Application

- ✓ The certificate can be obtained based on an oral request.

06 Receiving the Result

- ✓ The service procedure takes up to 20 minutes.
- ! The process may take longer if registry data updates are required, meaning the inclusion of residents' details in the Territorial Community Register.

Searching for Information and Preparing Documents

Both administrators and users highlight the necessity of the following documents:

- 📄 Identity document – passport or ID card (available for sharing via the Diia app).
- 📄 Household book – for residents of private houses (if retained by the applicant).
- 📄 Document confirming property ownership – in some cases, this may be a permanent residence permit (as non-citizens of Ukraine can own property based on it).
- 📄 Birth certificates of children – residing in the residential premises.
- 📄 Written or oral application.

The biggest obstacle in issuing extracts is the lack of updated or missing data in the register.

This issue is particularly relevant for: residents of private houses; citizens living with children; foreign nationals and citizens whose property owners are military personnel (including those missing in action).

Residents of Private Houses

Until 2016, the place of residence of private house residents was recorded in household books. However, after the Cabinet of Ministers approved the Rules for Registration of Residence in 2016, the practice of maintaining these books was discontinued.

According to the interviewed administrators, household books became archival documents, and territorial communities made decisions to withdraw them and transfer the data into electronic registers.

However, **some private house residents did not submit their household books, resulting in missing or outdated registration information in community records.** Therefore, administrators encourage residents to provide household books, if available, to update and supplement missing data.



"We still request household books so that we can compare the information in our databases with what is recorded in the household book,"

– CNAP administrators, regional centre, frontline areas



"If there is a household book. Because the territorial community register is not yet fully populated, there are cases where children have not been entered... and to add them, we need to see the registration date at this address, which is taken from the household book. However, if all the necessary information for this household has already been entered and is complete, then the household book is not required,"

– CNAP administrators, city, deep rear

Citizens Living with Children and Foreign Nationals

Information about the registration of children in a residential property may be missing because **the data transferred to the Territorial Community Register (TCR) was taken from the Unified State Voter Register, which does not include individuals under 18 years of age.** For the same reason, the TCR may lack data on the place of registration of foreign nationals who do not hold Ukrainian citizenship.

Citizens Whose Housing Is Owned by Military Personnel (Including Those Missing in Action)

At the same time, military personnel who are owners or co-owners of housing often have limited opportunities to issue powers of attorney due to their deployment in combat zones or military units. Additionally, complex situations arise when a property owner goes missing. Since being missing in action is not legally equivalent to death, this can complicate or delay the process of inheritance.

Obstacles to Updating Data in the Territorial Community Register (TCR)

Administrators note that one of the main obstacles to updating data is the large number of citizens who have left Ukraine. Although their information is recorded in the registers, it is often outdated, and updating it is complicated by the lack of physical access to their documents.

If an extract from the TCR listing all registered residents is needed, so that the property owner can obtain it, family members must send copies of passports or other documents to update the data.



"It is impossible to enter accurate data about family members when a person has left the country, and their passport is with them... we cannot update the information. Some data is recorded in the house register, of course, but it is incomplete—there is no identification code in the house register, and the passport details are incomplete, making it difficult to update people's records. ... Right now, due to martial law, a large number of people have left Ukraine. They are physically absent, but they are still officially registered. So yes, when the database is not yet fully populated or fully updated, such issues arise from time to time. However, we manage to find a way around it—people send copies of their passports and personal details so they can be entered into the register, allowing the property owner to obtain the extract."

— CNAP administrators, settlement, deep rear

Another challenge is outdated registration records that do not meet modern requirements. For example, a registration address may specify only a part of a real estate property. This creates confusion when issuing an extract, as the data in the extract covers the entire building rather than a specific section.



"For example, some people have a house numbered 38, but in their records, it is divided into fractions like 38/1 and 38/2, even though such subdivisions do not exist in the real estate registry. There are many such cases. In practice, even rooms were sometimes divided this way. According to the real estate registry, there might be Room 16, but someone is registered as 16/1 or 16/2. This was done to separate personal accounts, but this approach was incorrect. A person cannot be registered this way because registration must be tied directly to real estate that holds residential status,"

— CNAP administrators, regional centre, frontline territories

Extract on All Registered Persons vs. "Certificate of Family Composition"

The information contained in the now-canceled certificate confirmed various types of family circumstances (relationships, the fact of maintaining a joint or separate household), which were necessary for obtaining many other services – for example, applying for benefits, subsidies, or obtaining specific statuses (such as large family status, Mother-Heroine title, etc.), as well as for resolving civil matters.

To prove the facts previously stated in the Certificate of Family Composition, applicants now need to collect a larger number of documents. In particular, CNAPs provide an alternative service – an Extract from the Register of the Territorial Community on All Registered Persons (00038), which only partially meets the applicants' needs. To fulfill the request for a certificate of actual family composition, quarterly committees, homeowners' associations (OSBB), or local government clerks issue such documents, despite lacking official authority to do so.

Yet, citizens continue to refer to all these documents as the "Certificate of Family Composition", as for them, it is not about the official name of the administrative service but rather its substantive content.

The Need for the Certificate Arises Due To:

1

The necessity to confirm information essential for resolving household and civil matters, combined with the lack of a comprehensive administrative service that would fully address this request.

2

The requirement to submit the certificate for more than 14 services, as stated in the official service descriptions on government information channels.

According to administrators, a number of institutions continue to request the now-canceled Certificate of Family Composition. As a result, users approach CNAPs asking for this certificate, sometimes needing to document the actual number of residents in a household. However, CNAP administrators inform users about the cancellation of the certificate and provide them with an Extract on All Registered Persons instead.

On the other hand, not all users needing a Certificate of Family Composition turn to CNAPs, where they would receive this clarification. Some instead approach homeowners' association (OSBB) managers or individual local government employees, who issue unofficial certificates in an arbitrary format to confirm specific family circumstances.



"Some Government Authorities, Enterprises, Institutions, and Organizations Still Require It. Not only do they continue to demand it, but they also explicitly list the 'Certificate of Family Composition' in the required documents. So we explain to citizens that such a certificate no longer exists, as it has been officially canceled."

– CNAP administrators, city, frontline areas



"Sometimes, a person wants the extract to include only those who actually reside at the address. ... 'I have six children, but they have moved away and no longer live here. Please write that only my grandfather and I live here.' But we cannot specify whether someone lives at the address or not. We do not have the authority to make such claims. We simply don't know who actually resides there."

– CNAP administrators, city, rear area

Recommendations for Improving Front-Office Processes:

- 1 Update and specify the list of required documents in information cards and on official communication channels.
- 2 Promote the use of the Extract from the Territorial Community Register (RTG) on All Registered Residents as an alternative to the Certificate of Family Composition.
- 3 Take measures to enhance and update the information in the Territorial Community Register (RTG).

Issuance of a Permit for Participation in Road Traffic for Vehicles Exceeding Weight or Dimensional Regulations

★ Reference Information

The movement of overweight and oversized vehicles on roads, streets, and railway crossings is only permitted with a permit issued by an authorized unit of the National Police. A vehicle or road train (whether loaded or empty) is considered overweight if its maximum or axle weight exceeds any parameter specified in paragraph 22.5 of the Traffic Regulations.

Documents Required for Obtaining the Permit:

- 📎 Application stating the make, model, license plate number, planned travel dates and number of trips, travel route, geometric (height, width, length) and weight (total weight, axle loads) parameters of the vehicles, cargo information, name, address, phone number of the carrier, and the name of the person responsible for transportation.
- 📎 Copies of approval documents from the owners of the street and road network, railway crossings, bridge infrastructure, urban electric transport services, power grids, electrification, and telecommunications services regarding the passage of the vehicle. If the height of an oversized vehicle with or without cargo exceeds 4.5 meters from the road surface, the permit issuance must be approved by urban electric transport, power grid, electrification, telecommunications, and bridge infrastructure services. If the vehicle's width exceeds 5 meters, length exceeds 26 meters, height exceeds 4.5 meters, or the total weight exceeds 52 tons, the route passing through railway crossings must be additionally approved by the railway track department (state-owned)

or the owners of the crossings (other forms of ownership) or their authorized organizations. If the total weight of the overweight vehicle exceeds 60 tons, the road or street owner, or an authorized organization responsible for its maintenance, may require (at the applicant's expense) a special inspection and/or testing of buildings, structures, and networks along the route and, if necessary, reinforcement of artificial structures.

- 📎 Proof of payment for the permit processing fee.

Features of the Permit Application Process

According to administrators, the service can be obtained by individuals, entrepreneurs, or organizations engaged in transportation. There are two processing options: urgent (up to 3 business days) and non-urgent (from 3 to 10 business days). Both administrators and users report that the document submission process takes up to 15 minutes. In some cities, submitting an application for the permit does not require the applicant's physical presence. As administrators mention, it is possible to apply via mail or through an online portal. All users are notified about the permit's readiness via SMS notifications.

Depending on the weight parameters of the vehicle, administrators note that the Police escort may be required.



"If the weight parameters of the transport are up to 3.75 meters, no escort is required. However, if the load exceeds this range (from 3.50 to 3.75 meters), a police escort vehicle is assigned for coverage. If the load is greater than 3.75 meters, the transport must be accompanied by a Patrol Police vehicle. The application form specifically indicates whether an escort is required or not. The Patrol Police will determine the necessity of an escort based on the weight and geometric parameters of the transport vehicle,"

— CNAP administrators, regional centre, rear area

Most users are satisfied with the permit application process at CNAP, as the procedure for submitting all required documents is convenient and does not cause significant difficulties.



"In the CNAP, a designated staff member handles this issue, so we approach them and submit our documents. As far as the CNAP is concerned, there are absolutely no problems. They process our documents very, very quickly, forward them to the police, and issue the permits as soon as the documents are ready. They notify us, and we go there to pick them up. ... We obtain permits through the CNAP; we have no direct contact with the police, which, as I understand, is not allowed,"

— service recipients (Issuance of a permit for the participation of vehicles in road traffic when their weight or dimensional parameters exceed regulatory limits)

Need for Obtaining a Permit

The primary reason for obtaining permits for participation in road traffic is the requirement to comply with legal regulations regarding the transportation of oversized cargo. Loads that exceed the established weight, width, or length limits require special permits. For carriers, the regular use of oversized transport necessitates frequent permit applications.

PROCESS FOR OBTAINING A PERMIT FOR PARTICIPATION IN ROAD TRAFFIC FOR VEHICLES EXCEEDING STANDARD WEIGHT OR DIMENSIONAL PARAMETERS:

01 Awareness of the Need

- ✓ Several regulatory documents justify the need for obtaining permits.
- ! Failure to obtain a permit results in administrative liability.
- ! The road traffic participation permit is provided in paper format to representatives of the Patrol Police during transportation.

02 Searching for Service Information

- ✓ The permit issuance conditions have remained unchanged for a long time, so service recipients are familiar with the procedure.

03 Document Preparation

- ✓ Application..
- ✓ Copies of approval documents from owners of the street-road network, railway crossings, bridge facilities, etc.
- ✓ Document confirming payment of the permit fee.
- ✓ Finding street-road network owners and obtaining approval documents poses a challenge for applicants.

04 Pre-Appointment Booking

- ✓ Pre-appointment booking is not required.

05 Application Submission

- ✓ The application submission process is quick.

06 Receiving the Result

- ✓ The permit is issued within three working days.
- ! The National Police representatives collect documents from Centres for Administrative Services (CNAPs) once per day, which affects the time frame for obtaining the permit.

Searching for Information and Preparing Documents

Users mention that information about the list of required documents can be found on the official CNAP website, which significantly simplifies the process of obtaining the service.



"There is a website with all the documents, an informational card that lists all the regulatory acts, all the requirements, what is needed, how it should be done, and for what purpose,"

— service recipients (Issuance of a permit for the participation of vehicles in road traffic whose weight or dimensional parameters exceed the standards)

Before submitting documents to the CNAP, users must first collect them from other institutions that approve railway crossings, issue permits for the import or export of cargo, etc. According to users, **the process of gathering the required documents is quite time-consuming.**



"We first apply to Ukravtodor. Then, Ukravtodor provides us with an invoice, which we pay for a certain number of kilometers to the destination we need to reach. After Ukravtodor, we apply to the CNAP. Similarly, to proceed with CNAP, we sometimes need to get railway crossings approved, then get approval from the city where we pick up the cargo and the place where we deliver it. These are very problematic moments because it requires calling every city council, village authorities – it's a huge challenge to find the right contacts. This process takes anywhere from one hour to five days, and sometimes it's simply impossible to complete. Our legislation on this matter is just terrible. After we have gathered the entire package of documents, we then go to CNAP, so they can submit the request to the police. The police then issue the documents and the permit, which is returned to CNAP, and finally, we collect everything from CNAP,"

— service users (Issuance of a permit for participation in road traffic for vehicles exceeding weight or size regulations)

According to users and administrators, obtaining a permit for participation in road traffic for a vehicle exceeding standard dimensions requires specifying the vehicle description, planned travel period, number of trips, geometric and weight parameters, as well as information about the cargo and details of those responsible for transportation in the relevant application. Additionally, information and certification of proper training and the driver's right to operate the vehicle must be provided. The listed documents must be accompanied by a copy of the insurance contract and a payment receipt. An identity document must also be submitted, and if a representative is applying, a power of attorney must be included.

Depending on the route, a corresponding list of approvals is required, such as crossing borders, railway crossings, road owner permissions if the oversized vehicle exceeds 60 tons. It is also necessary to submit an approval document from the State Road Service of Ukraine. Besides the main documents, some administrators mention the requirement for a personal data processing consent form.

A significant drawback of the service procedure, according to surveyed users, is **the need to contact multiple institutions to obtain the required documents.** Firstly, applicants must determine the list of relevant institutions, including road asset managers. While applicants must contact Ukravtodor regarding state roads, the managers of local roads covered by the transport route are other institutions that issue the necessary documents for obtaining the permit. Secondly, this process involves substantial time and financial costs for traveling between these institutions.



"Ukravtodor provides permits for state roads, but not for local roads. For example, if we enter the city of Ivano-Frankivsk, they will write 'City zone of Ivano-Frankivsk,' but Ukravtodor will not provide further approval. So, I have to search online, or we have certain phone numbers, and we look for the authority that grants permits specifically for the city—Ukravtodor does not handle that. We find the road asset managers responsible, and we go to the place where we need to pick up the cargo,"

— service users (Issuance of a permit for participation in road traffic for vehicles exceeding standard weight or size parameters)

Obtaining the Service Result

According to administrators and users, there are no significant difficulties in obtaining the permit at the CNAP, as applicants for this service are well-informed about the document submission procedure and the required list of documents.



"This service is not problematic at all. The applicants come fully prepared because they do this regularly, so they know the process very well. The required document package has not changed significantly; in fact, it has remained the same for the past five years. For them, this is a routine process because it's part of their job, and they are highly familiar with it. Sometimes, they come in with everything ready, and in just two minutes, we process their application, everything is fine, and they leave satisfied."

— CNAP Administrators, Regional centre, Rear Area

One of the factors affecting the timeframe for obtaining a permit is the time of application submission. Respondents mention that in some CNAPs, the National Police collects applications only once a day. If applicants submit their documents after the police visit, the processing of their application will be delayed.

The main issue identified by respondents is the overall duration of obtaining the service. While the processing time for applications at CNAPs is fixed, planning the time required for document preparation is more challenging, as multiple institutions are involved in the process.



"Sometimes we receive this approval from the city council or a municipal enterprise in 2–3 days. As a result, we end up dealing with a single route for about 10 days,"

— service recipients (Issuance of a permit for participation in road traffic for vehicles exceeding weight or size limits)

Issuance of Route Approval for the Movement of a Vehicle During the Road Transport of Dangerous Goods

★ Reference Information

Transportation of high-risk dangerous goods, as classified under the ADR Agreement, within the territory of Ukraine is only possible with an approved route issued by the National Police. To obtain this approval, applicants must submit a request to the relevant CNAP.

Documents Required to Obtain the Service:

- 📎 Application specifying the route of movement, location, and contact details of the sender, carrier, and recipient of the dangerous goods, details about the transport vehicles, quantity of dangerous goods, transportation period, and the name of the authorized (responsible) person for transportation.
- 📎 Information on the ADR Certificate for the training of drivers transporting dangerous goods (certificate number, issuing authority, date of issuance, validity period).
- 📎 Information on the Certificate of Approval for vehicles transporting specific dangerous goods, if such a certificate is required under Chapter 9.1 of Annex B to the ADR Agreement (certificate number, issuing authority, date of issuance, validity period).
- 📎 Information on the Certificate of Training for a safety advisor responsible for the transport of dangerous goods by road (certificate number, issuing authority, date of issuance, validity period) and a copy of the order (contract) for their appointment.

- 📎 Information on a valid insurance contract covering liability for potential negative consequences arising from the transportation of dangerous goods.
- 📎 Information on a document confirming the authorization of a representative in case the application is submitted by a representative of the carrier.
- 📎 For the transportation of explosive materials, substances, and ammunition for firearms, information on a permit for transporting explosive materials and substances or ammunition for firearms issued by the authorized body of the National Police of Ukraine.

Need for Obtaining the Permit

Users emphasize that this permit is required by the Patrol Police for the transportation of dangerous goods. The recipients of this service include applicants, carriers, or their authorized representatives.

Path of Recipients of Route Approval for Transporting Dangerous Goods:

01 Awareness of the Need

- ✓ A number of regulatory documents justify the need for obtaining route approval.
- ! Failure to obtain approval is subject to administrative liability.
- ! The relevant document is provided to the Patrol Police representatives in paper format during transportation.

02 Searching for Information about the Service

- ✓ The conditions for granting the permit have remained unchanged for a long period, so service recipients are familiar with the procedure.

03 Preparation of Documents

- ✓ The list of required documents does not include approval documents from street and road network owners.
- ✓ All necessary documents can be prepared within the company, often with designated employees responsible for this.

04 Pre-registration for the Service

- ✓ Pre-registration is not mandatory.

05 Submitting the Application

- ✓ The application submission process is quick.

06 Receiving the Result

- ✓ The permit is issued within 3 working days.
Document retrieval from the CNAPs by National Police representatives occurs once a day, which affects the time it takes to receive the result.

Searching for Information and Preparing Documents

The situation with obtaining approval for the route of vehicles during the transportation of dangerous goods is similar to the process of obtaining a permit for vehicles whose weight or dimensional parameters exceed the standard. The list of required documents is already well-known to users, as they have been dealing with this process for several years.



"The thing is, I was dealing with this even before the establishment of the CNAP, before it existed in its current form. That's why I've known the document requirements for over 20 years. And there have been no changes, so that's how it is,"

— service recipients (Issuance of route approval for vehicles transporting dangerous goods)

Some users mention that **the period for preparing the necessary documents is very quick when company seals are accessible**. In such cases, all documents can be prepared independently. However, other recipients need to have the outgoing documents certified by management.



"It needs to be registered as an outgoing document in my name... On such and such a date, the signature of the director or authorized person, and then it will be sent for registration, accordingly, in the CNAP... I didn't just come from the street, bring some paper, and expect to get something for it,"

— service recipients (Issuance of route approval for vehicles during the road transportation of hazardous goods)

The key difficulties in the process of obtaining this service for users, as with service 00166, are related to the duration of collecting the necessary documents.

Digitalization prospects for services 00166 and 00167

In some communities, the process of digitalizing both of the studied services is already underway. One example is the development of a **personal resident portal in the Lviv community**, which is currently in the pilot project phase. This portal already includes the ability to submit documents online for one of the services – obtaining a permit for the transportation of hazardous goods. Applicants can use the portal to upload the required documents, attach the payment receipt, and receive the result via email.



"We have implemented that these specific services of the Patrol Police Department can be submitted through the personal resident portal. This is very convenient because the applicant can submit the application with documents and receipt without leaving the office or home, and receive the result via the portal or to their email,"

— CNAP administrators, regional centre, deep rear

Active work is ongoing on the second service – the issuance of permits for the transportation of oversized cargo. Although this service is not yet available online, the developers of the portal plan to launch it soon. At the same time, the portal is working on implementing two more services: cancellation of permits and their reissuance.

This initiative is currently being implemented at the local level, and these digital solutions are still characteristic of specific communities, particularly Lviv. Despite the limited scope, the successful implementation of the project could serve as a foundation for the spread of similar practices in other regions of Ukraine.

Among the obstacles to digitising these services, the interviewed administrators mentioned the potential inability of patrol police officers to verify electronic documents due to the lack of internet connection in certain sections of roads. This likely explains the need to obtain a paper document and present the original during transportation.

While optimizing the business process for the service of issuing a route permit for transporting dangerous cargo (00167) may involve providing applicants with the ability to submit required documents online, improving the service concerning oversized cargo should focus on simplifying interaction with the entities providing approval documents. However, not all of these institutions are likely to have the capability to issue electronic documents, which administrators see as an obstacle to transferring the service to an electronic format.



"Oblavtodor, for example, can issue this approval online, but some companies like ATP-2528, which operates within the city, may not be able to issue it. This means there will be a package of documents that will need to be scanned,"

— CNAP administrators, regional centre, frontline areas

PROSPECTS FOR
THE POPULARISATION
OF ELECTRONIC
PUBLIC SERVICE



The development of digital technologies opens up new horizons for improving administrative services in Ukraine. Online services, which have already proven their effectiveness in many areas, have significant potential for simplifying access to government services. This section gathers users' requests for information about the possibility of receiving administrative services online, as well as recommendations from administrators and users themselves regarding other conditions that would encourage broader use of electronic services.



CHALLENGES IN THE OPERATION OF CENTRES FOR ADMINISTRATIVE SERVICES

Visitors and administrators of Centres for Administrative Services (CNAPs) face various challenges in the process of obtaining or providing services offline. A significant portion of the challenges described by participants in the qualitative research module is related to the full-scale invasion. All CNAP administrators who participated in the study reported an **increased workload on CNAPs** due to the full-scale war, particularly because of the growing demand for administrative services and, consequently, the rising number of visitors. CNAPs have been increasingly approached by conscripts, military personnel, internally displaced persons, and individuals affected by hostilities. According to respondents, at the beginning of 2022, the large number of requests to CNAPs caused electronic systems to become overloaded, forcing employees to perform all necessary operations outside of working hours in some cases.



"The systems were not working, so we worked at night. We had to go to work at night despite the curfew, leaving our families and children behind because we needed to process internally displaced persons (IDPs),"

— CNAP administrators, city, deep rear

A challenge for some CNAPs has also been **the introduction of new administrative services**. According to administrators, expanding the range of services requires not only additional staff training but also an increase in personnel and additional financial resources. However, under current conditions, the growing number of services is not accompanied by an increase in CNAPs' capacity, which complicates the work of administrators.

In addition to their primary responsibilities, CNAP administrators often take on a **coordination role for visitors who find themselves in difficult life situations**. For example, respondents note that internally displaced persons (IDPs) and visitors who have experienced the destruction or damage of their homes due to hostilities are often unaware of the procedures for obtaining assistance and require guidance. Even in cases where the request falls outside the scope of CNAPs' official competencies, administrators provide information on the responsible institutions and direct visitors accordingly.



"When people come in with any kind of problem, you still try to help, even if it's not our service. As one of my colleagues said, we should introduce a new service in CNAPs—how to give the right direction. Even if it's not our service, you try to find out where to send the person and where they will be assisted,"

— CNAP administrators, city, deep rear

The heavy workload of CNAP employees is compounded by significant **psychological and emotional exhaustion**. Administrators note that working with people is always stressful, but in wartime, they increasingly encounter complex life situations among service recipients, which affects their mental well-being. Respondents recalled cases of assisting clients who suffered losses due to military actions or interacting with military personnel, where communication requires special preparation to avoid emotional distress for both parties.



"It's especially hard with families of missing persons—it's tough to look them in the eye, hard to talk to them. You have to push through, acting like a psychotherapist. You constantly worry yourself; you can't fully detach, and you inevitably absorb part of their pain. Sometimes, I try to console them, and after escorting them outside, I feel a bit relieved knowing that I explained everything to them, answered their questions, and they are leaving with some clarity,"

— CNAP administrators, city, deep rear

Some challenges faced by administrators are less related to the war. Common problems reported by CNAP staff include disrespectful treatment from visitors or representatives of government institutions. Additionally, administrators note that the current workload does not match their salaries, which, combined with other difficulties, creates **a sense of overwork and underappreciation**, significantly demotivating employees.



"CNAPs handle everything, but we are not made of rubber. They keep adding new services without additional resources, and it's tough to keep up,"

— CNAP administrators, city, deep rear

Respondents also mentioned challenges related to electronic systems. Employees often experience **system failures in government registries**, which disrupt CNAP operations and lead to frustration among visitors. Additionally, difficulties in serving visitors frequently arise due to **the localized nature of territorial community registries**. For instance, internally displaced persons (IDPs) often visit the most convenient CNAP to obtain a residence registration certificate based on information from the Diia app. However, administrators must explain that such certificates can only be issued at the CNAP of their registered territorial community, as the data remains tied to that specific community.



"In Diia, it says that the certificate can be obtained at a CNAP, and people take it literally — they think they can get it at any CNAP. But in reality, it is territorially assigned,"

— CNAP administrators, city, deep rear

While this problem is particularly relevant for IDPs registered in temporarily occupied territories, it also affects other groups of visitors. This situation often leads to confusion and frustration among users who expect CNAP services to be universally available across all locations. The lack of access to visitor registration data also complicates the provision of other administrative services.

Regarding the users themselves, most participants in the qualitative research module provided positive feedback about the work of CNAPs and reported no significant difficulties. However, a few participants highlighted certain challenges that periodically arise when receiving offline services. These include:





Lack of specialised professionals in some CNAPs, which forces users to seek services at other offices or institutions. However, it is worth noting that staff do not leave users without assistance, providing necessary contacts and directing them to other offices.




"There are certain issues for which there are no specialists in this particular transparent office. You need to go to another transparent office,"

— service recipients, regional centre, rear (Integrated Service eMaliatko (01369))


 **Shortcomings in information organization.** Users noted that navigating the vast amount of information about administrative services can sometimes be difficult. According to them, this forces them to spend additional time searching for information or seeking consultations.


 "In general, there is a lot of information, it is very scattered, and there is no systematization to clearly understand: 'Okay, I need to do this and that, step by step,'"

— service recipients, city, rear (State Assistance for Childbirth (00144))


 **Difficulties accessing CNAPs due to remoteness and lack of transportation.**

This issue was raised by users traveling from remote rural areas and participants with limited mobility due to health conditions. For the former, the key challenge is the lack of public transportation and the high cost of travel. For the latter, even the close proximity of a CNAP does not resolve the issue, as the generally low level of inclusive infrastructure (building access, transport, etc.) makes even short trips to CNAPs a challenge.


 **Service shortcomings,** often dependent on the human factor. While most participants highly appreciate the work of CNAP administrators, some noted instances of indifference to users' problems, lack of assistance when needed, or incomplete information about services.


 "Maybe it depends on which staff member you encounter. They could have guided me a bit more on the business activity classification codes (KVEDs). They are more knowledgeable about KVEDs, but I had to sit in the hallway, search online, and figure out which ones I needed. I still didn't know the exact KVED number, so I had to look it up on the internet. In the end, I found everything myself,"

— service recipients, regional centre,
rear (State Registration of Individual Entrepreneur (00106))


 "My husband was given a list, he brought it to me, and then three days later, they called and said that the eMaliatko account was missing. I said, 'How can it be missing if the bank provided everything?' 'No, something is missing.' And I have a question for the person who accepted the documents – what were they relying on? They checked two days later and saw something was missing. So now I have to find time again, with a small child, to go to the bank and wait in line again,"


— service recipients, regional centre, rear (Integrated Service eMaliatko (01369))

 **A high number of visitors on certain days, leading to queues and delays.** Participants noted that despite delays, they were usually able to get answers to all their questions.


 "I will never come on a Friday again because it takes too long,"

— service recipients, regional centre, rear (State Social Assistance for Persons with Disabilities from Childhood and Children with Disabilities (00151))

 **Technical difficulties.** Participants mentioned power outages, internet disruptions, or malfunctions in online queues, all of which impact service delivery. Such issues can result in **users not receiving services at the planned time** and having to reschedule their visits, creating significant inconvenience, particularly for entrepreneurs and mothers on maternity leave who carefully plan their time.

 "You register for an online queue at the CNAP, but when you arrive, something isn't working — there's no power, no internet, and the system crashes,"

— service recipients, city, deep rear
(Monetary Compensation for the Cost of the Baby Box (01227))

 "With the power outage at the CNAP, the internet was slow, and it took up to an hour to process applications. They asked me to come after 1:00 PM without waiting in line, but by then, my child had woken up, so I had to come the next day,"

— service recipients, city, deep rear
(Monetary Compensation for the Cost of the Baby Box (01227))

 **Inconvenient working hours of CNAPs.**

For users with heavy workloads or childcare responsibilities, CNAP working hours can be inconvenient, as they may not be able to receive services after work hours or on weekends.

ADVANTAGES OF ONLINE SERVICES FOR USERS

According to users, the main advantage of online services is convenience, which manifests in several key aspects. Online services **eliminate the need for a physical visit to the CNAP**, making it significantly easier to obtain services, especially for those who want to avoid queues and unnecessary time expenditures. These services are critically important for people with limited mobility, for whom online services are not just convenient but a vital necessity. They help users avoid physical discomfort and even financial costs for transportation to CNAPs, which are not always located nearby.



"It's easier – you don't have to rush anywhere, you don't have to go anywhere. If they accept it in electronic form, then it's all good."

– service recipients, city, frontline areas (State Social Assistance for Persons with Disabilities from Childhood and Children with Disabilities (00151))



"The thing is, it's difficult for me because I can't walk. I take about twenty steps and have to stop – I just can't walk. And getting there, to the district centre, we have no transport now. You have to hire one, but where do I get the money? Everything I have goes to medicine."

– service recipients, village, frontline areas (State Social Assistance for Persons with Disabilities from Childhood and Children with Disabilities (00151))

The ability to resolve issues remotely via online services has become an essential part of users' lives, providing convenience and accessibility, which is especially important in various life circumstances. For example, online services are highly valuable for parents who may not always be able to leave their children to visit a CNAP. Additionally, during wartime, when movement can be dangerous, online services allow individuals to complete necessary actions remotely, ensuring their personal safety.

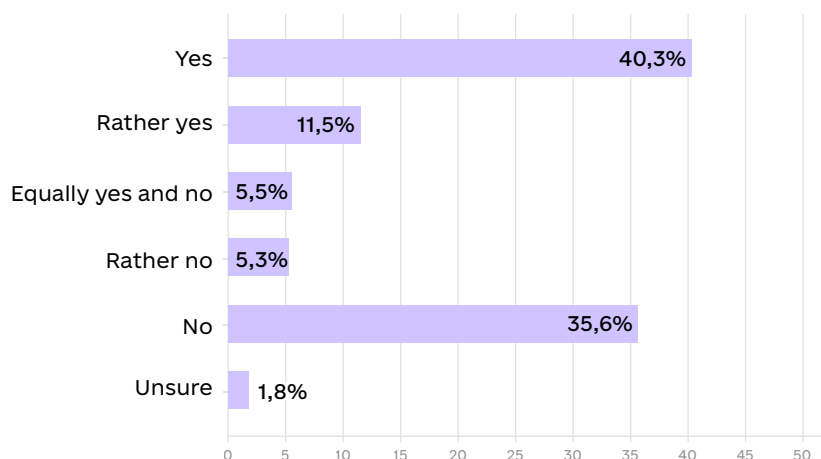
Another significant advantage of online services mentioned by some respondents is **the speed of receiving results**. Many processes that used to take hours, days, or even weeks can now be completed in a matter of minutes. Instead of making a long trip to an institution, waiting in line, and filling out paperwork, users can now obtain the required service in just a few clicks.

HOW TO MAKE ONLINE SERVICES MORE ACCESSIBLE?

INFORMATIONAL AWARENESS

More than half of respondents (51.8%) expressed a desire to learn more about the availability of administrative services online. As expected, interest in this type of information varies among different user groups. The highest level of interest is observed among those who do not know about online services but would like to use them (around 75% of this group seeks additional information). Another high-interest group consists of those who attempted to access services online before visiting a CNAP (about 64%). The least interested group includes those who do not know about online services and have no desire to use them (only 23% expressed a wish to learn more). Among those who know about online services but have never attempted to use them, 51% reported interest in additional information.

REQUEST FOR ADDITIONAL INFORMATION ON USING ONLINE ADMINISTRATIVE SERVICES



Compared to the currently available sources of information on administrative service procedures (see more in [the Path of Visitors to Centres for Administrative Services section](#)), digital communication channels are becoming increasingly preferred. **The most convenient sources, according to surveyed users, include notifications in Diia (44.5%) and SMS or messenger notifications (26.8%).** During in-depth interviews, users suggested the creation of chats or channels in messengers like Viber or Telegram for obtaining information about specific services, including conditions for receiving them and required documents.



"It would be great if a Telegram channel allowed users to click on a service and see the full list of required documents for replacement or issuance,"

— service recipients, city, frontline areas
(State Registration of Changes to Individual Information (00108))

CNAP employees also emphasize the importance of informing citizens about new services, such as creating notifications or other automated ways to alert citizens about system updates. They believe that successful promotion depends on active communication from services like Diia.



"Maybe Diia could send notifications like: 'Now you can register your place of residence in Diia.' People just don't know that new services exist,"

— CNAP administrators, regional centre, frontline areas

"No one goes into Diia and checks which new services have appeared. Notifications about new services could change that,"

— CNAP administrators, regional centre, frontline areas

A relatively high percentage of respondents find it more convenient to receive information directly at CNAPs (15.4%), in the Diia app (14.2%), and through general information channels (12.3%). These findings align with qualitative research insights, which suggest that **users are less inclined to search for information independently and prefer personalized information from reliable (official) sources.**

Although online sources are the most preferred according to quantitative research, interviewees pointed out several drawbacks of this approach. Specifically, **information available online is often too general and does not account for all possible cases that may arise in the process of obtaining services.** This is one reason why many service recipients still prefer in-person visits to CNAPs. Respondents emphasize that each case is unique and requires additional clarifications, which are difficult to anticipate or include in standard online instructions.



"General information is good, but then a lot of clarifying questions arise. How much does it cost? Who has to pay? Are there any benefits? Each case has its own specifics, which are almost impossible to cover online,"

— service recipients, city, rear areas (Comprehensive Service eMaliatko (01369))

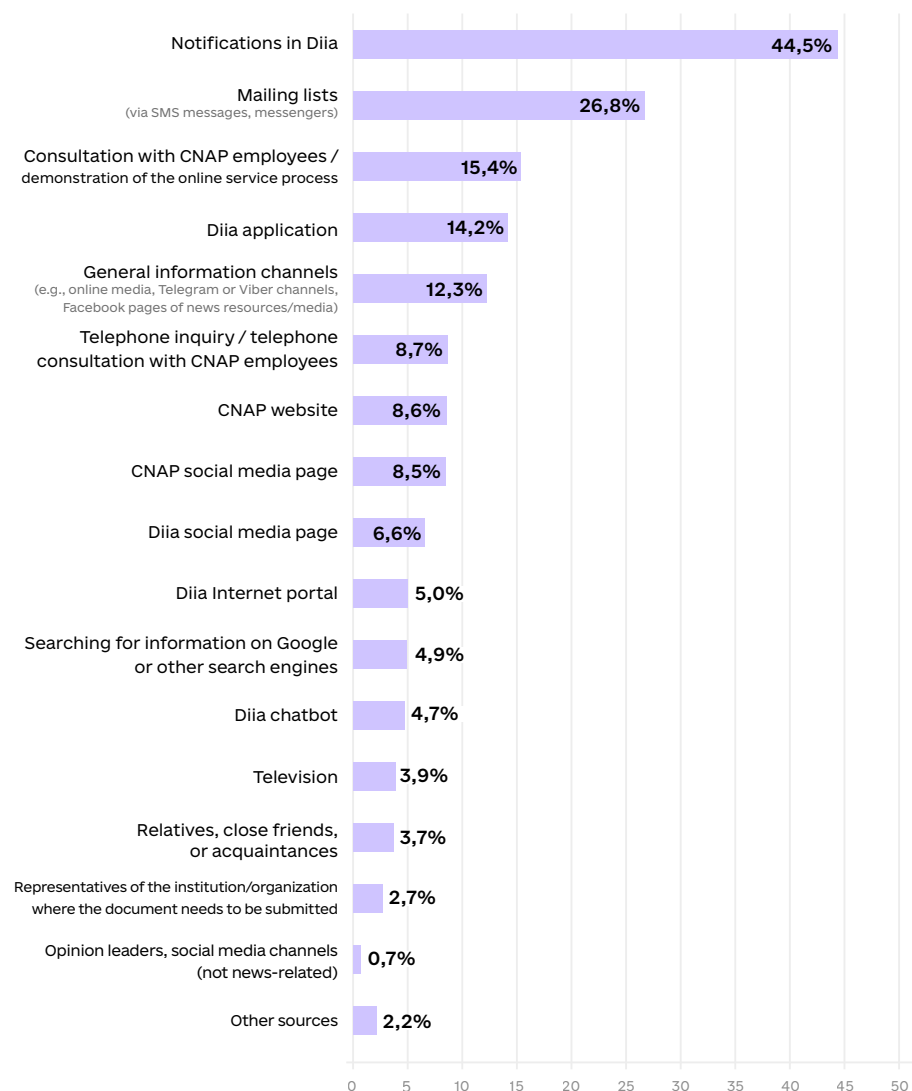
Additionally, for people who do not yet use modern technologies, **printed materials or information distributed by mail remain relevant.** Some respondents noted that announcements in rural communities or even leaflets could significantly improve access to necessary information.



"It would be helpful if they at least sent it by mail or posted announcements in villages,"

— service recipients, village, frontline areas (Assignment of State Social Assistance to Persons with Disabilities from Childhood and Children with Disabilities (00151))

CONVENIENT SOURCES FOR OBTAINING INFORMATION ABOUT ONLINE SERVICES [Excluding respondents who are not interested in receiving such information, n = 2601]



In addition to the need for information, users within the qualitative research module also mention other conditions that are necessary for their transition to receiving administrative services online.

TRAINING

Administrators of Centres for Administrative Services (CNAPs) emphasize that successfully promoting online services requires more than just informing users about their existence. It is also crucial to conduct training sessions aimed at improving users' digital literacy. CNAP visitors, in turn, confirm this need, expressing a desire to enhance their skills in using online platforms. According to research participants, users require training in the following areas:

- **Initiatives to improve general digital literacy.** Responses from both users and CNAP administrators indicate that digital literacy training could help resolve some of the challenges faced by service recipients. Quantitative data also suggests that while lack of access to technology is not widespread, it still serves as a barrier preventing certain user groups from transitioning to online services.
- **Training with demonstrations of how to access administrative services online.** For some users, the fear of making mistakes is linked to a lack of prior experience. Consequently, their lack of confidence in navigating online administrative services highlights the need for specialized training.



"People don't fully understand. They still don't have complete information, so to speak, and they don't know how to use it. Some are even afraid to install Diia on their phones,"

— service recipients, village, frontline areas
(State Assistance for Single Mothers (00150))

"I just need someone to show me how to do it once. Then I'll feel confident and will be able to do it myself in the future,"

— service recipients, city, rear (State Assistance for Childbirth (00144))

IMPROVING ONLINE SERVICES

A positive user experience is a key factor in encouraging the use of online services. The results of the qualitative research module indicate that users are more likely to engage with electronic platforms if they have a clear design and functionality. Specifically, respondents highlight the importance of the following components:

Intuitive user interface for online services. According to users, complex navigation or an excessive amount of small text can discourage them from using online services for administrative purposes. The quantitative research module also indicates that difficulties in interacting with online services sometimes drive users to prefer in-person visits to CNAPs. While only a small percentage of respondents cited a complicated interface as the reason for visiting a CNAP instead of using an online service (1.8% among those who attempted to use online services and 5.6% among those who "never even tried"), a more common barrier for both groups was the inability to find the necessary information online. Specifically, 7.8% of users who attempted to use an online service ended up going to a CNAP because they couldn't locate the required service or information in Diia. Similarly, 9% of respondents who chose CNAPs despite being aware of online administrative services encountered the same issue in the past.

"There's way too much fine print — by the time you read through everything... we're used to just clicking 'agree.' It's easier at the CNAP: there's less to read and agree to,"

— service recipients, city, rear (Issuance of an Extract
on All Registered Residents in a Residential Premises (00038))

Step-by-step instructions for obtaining online services. The lack of clear guidelines on how to access administrative services online, combined with users' fear of making mistakes during the process, creates a demand for detailed instructions on online platforms. Some respondents suggest implementing a separate page outlining the necessary steps before starting the service request, while others prefer video tutorials, as they find them more reliable.

"There should be a page with information: a list of required documents and clearly written steps—what to click and in what order,"

— service recipients, village, frontline areas
(State Assistance for Single Mothers (00150))

"It would be best to have video tutorials because text isn't always clear,"

— service recipients, village, frontline areas (State Social Assistance for Persons with Disabilities from Childhood and Children with Disabilities (00151)).

The ability to easily return to a previous step in the service request process. Respondents note that errors in online service requests are not always immediately noticeable. The ability to go back to a previous step would help users feel more confident and in control of their interaction with the service.

The ability to track the status of a request. Users consider this an essential feature that increases confidence in the online service process. Specifically, tracking the status of their request reassures users that they are on the right path.

"I like when each step is visible: 'data processed, next stage ready.' It boosts confidence,"

— service recipients, village, frontline areas
(State Assistance for Single Mothers (00150))

Access to high-quality technical support, which should include both online communication with live consultants and well-configured chatbots. In addition to helping users with technical issues, such support should also provide guidance on service procedures for specific life situations.

"If this function existed online, like a phone call or a chat... you ask a question and get a clear understanding of your next steps,"

— service recipients, regional centre, rear (Comprehensive Service eMaliatko (01369))

"Sometimes chatbots just start sending you random information, you don't understand anything, you ask a question, and they just ignore you....,"

— service recipients, city, deep rear (ID-14)

REDUCING THE REQUIREMENT FOR PAPER DOCUMENTS

Minimizing the need for paper documents can also be a factor in encouraging users to choose online services. Therefore, in addition to informing users about the availability of public services online, it is crucial **to promote the broader adoption of electronic documents instead of paper copies.** For example, administrative service users should be informed about the possibility of submitting documents required for services in digital format rather than physical copies.

The study identified several factors influencing users' preference for visiting CNAPs rather than using online services. One of the key reasons is users' lack of confidence in their ability to complete the online service process without assistance from CNAP administrators. However, participants in the study believe that this issue can be addressed through awareness campaigns and training initiatives.

Additionally, improving the user experience—by reducing uncertainty and the risk of mistakes — can be achieved by enhancing the interface and functionality of online services. As a result, a portion of users are open to transitioning to online services but require support and guidance along the way.

