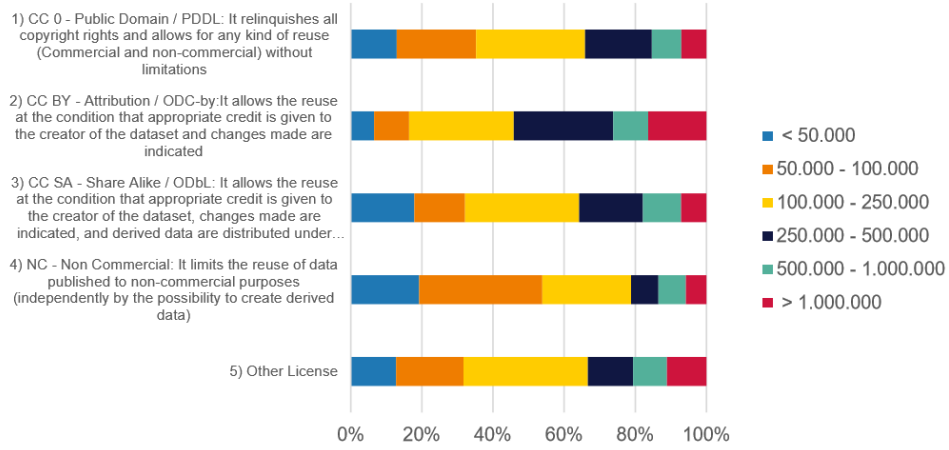
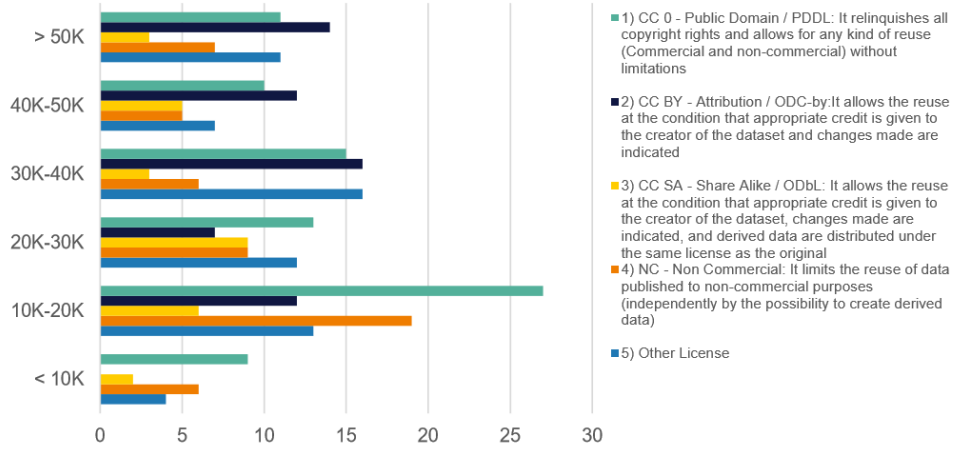


5.7 What licenses are used to publish data openly on your data platform?



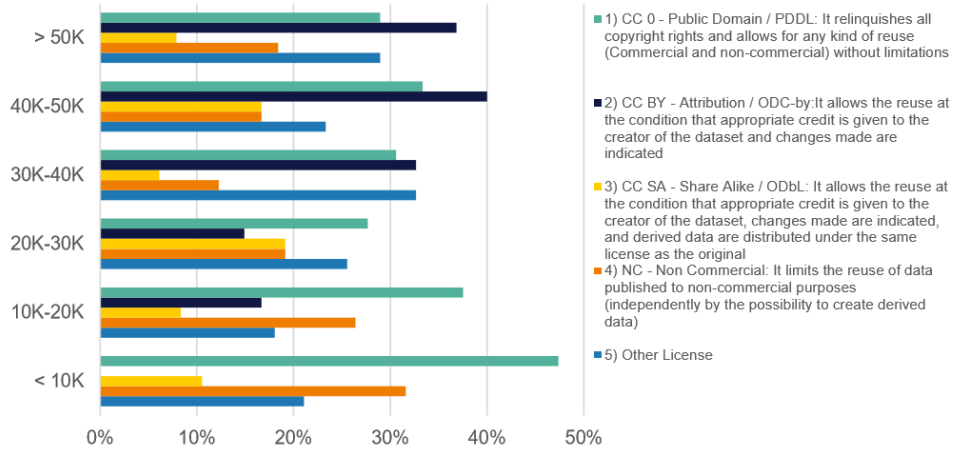
Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	Population	Percentage

5.7 What licenses are used to publish data openly on your data platform?



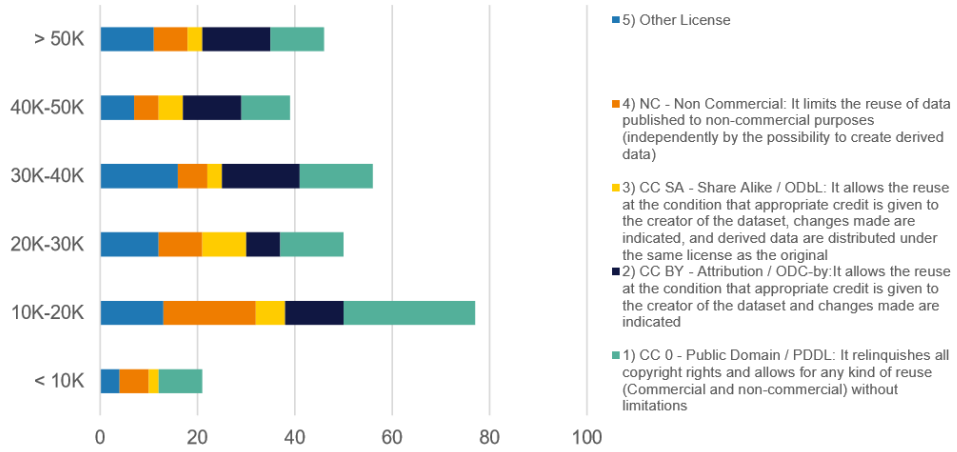
Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	GDPPC	Count

5.7 What licenses are used to publish data openly on your data platform?



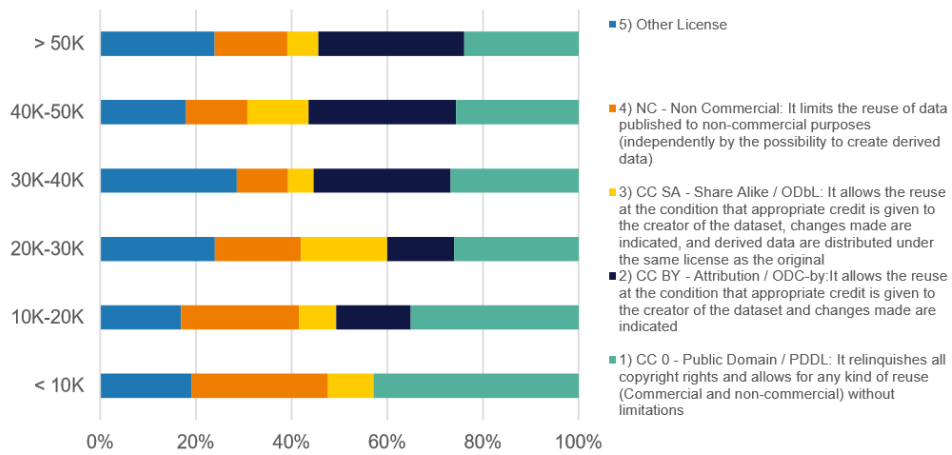
Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	GDPPC	Percentage

5.7 What licenses are used to publish data openly on your data platform?



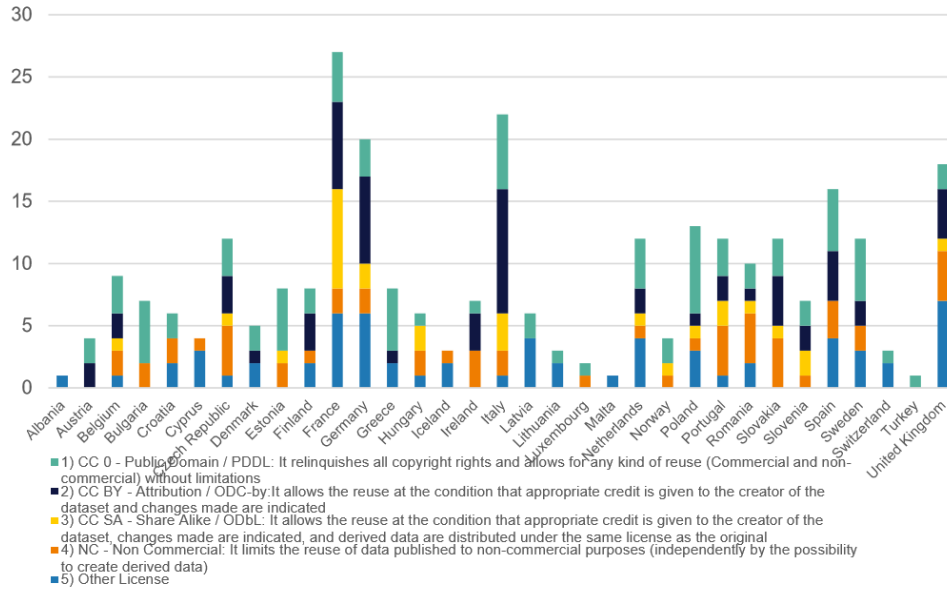
Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	GDPPC	Count

5.7 What licenses are used to publish data openly on your data platform?



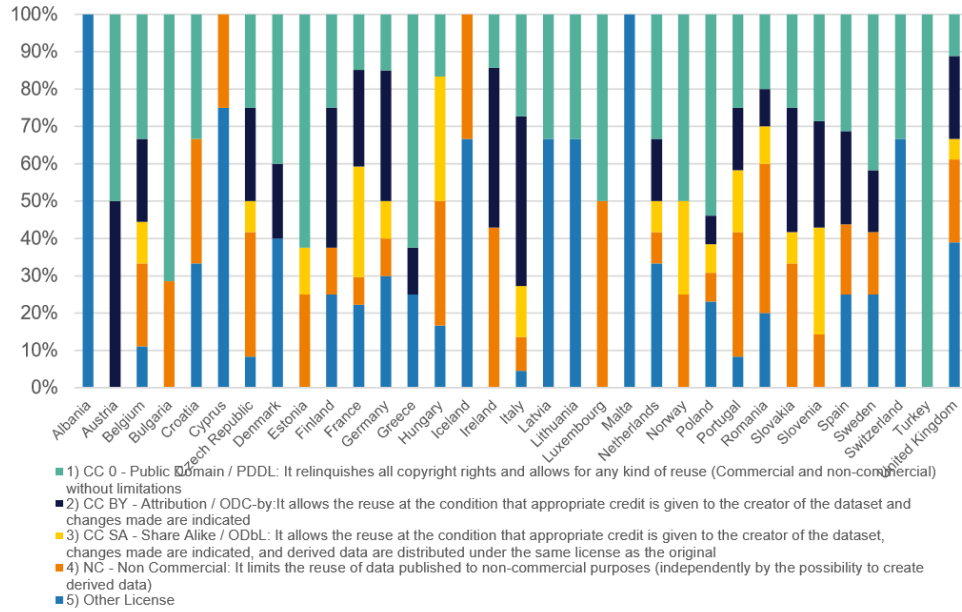
Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	GDPPC	Percentage

5.7 What licenses are used to publish data openly on your data platform?



Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	Country	Count

5.7 What licenses are used to publish data openly on your data platform?



Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	Country	Percentage

5.7 What licenses are used to publish data openly on your data platform?

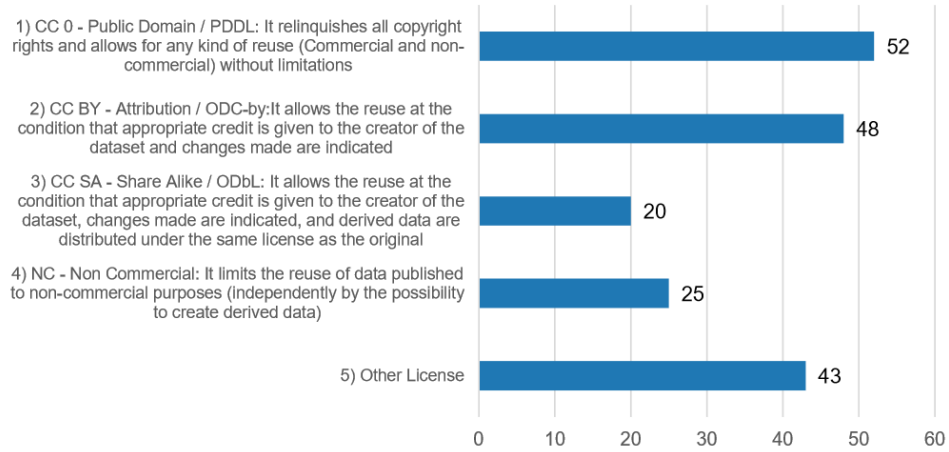
REFERENCE SAMPLE

Question type: **Multiple choice**
 Number of analysed questionnaires: **155**
 Number of cities respond to this specific question: **155 (100%)**

<i>Answer</i>	<i>Count</i>	<i>Percentage*</i>
1) CC 0 - Public Domain / PDDL: It relinquishes all copyright rights and allows for any kind of reuse (Commercial and non-commercial) without limitations	52	34%
2) CC BY - Attribution / ODC-by:It allows the reuse at the condition that appropriate credit is given to the creator of the dataset and changes made are indicated	48	31%
3) CC SA - Share Alike / ODbL: It allows the reuse at the condition that appropriate credit is given to the creator of the dataset, changes made are indicated, and derived data are distributed under the same license as the original	20	13%
4) NC - Non Commercial: It limits the reuse of data published to non-commercial purposes (independently by the possibility to create derived data)	25	16%
5) Other License	43	28%

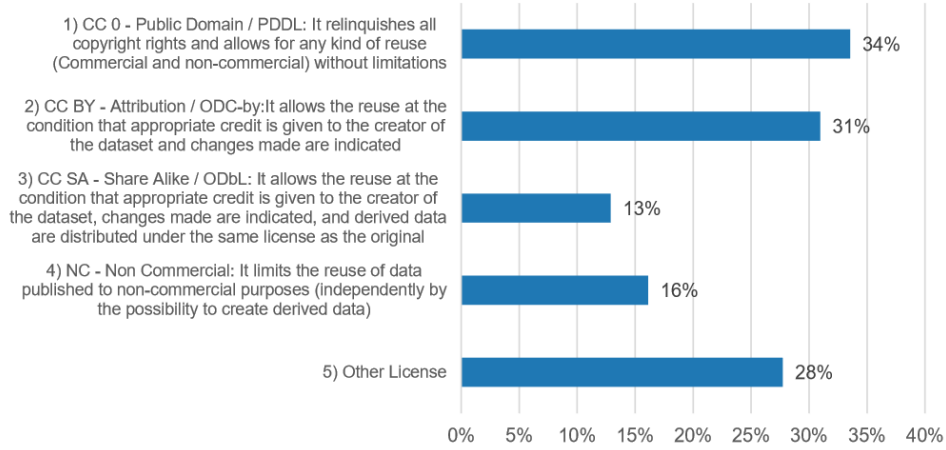
* The percentage refers to the respondents to this specific question. The grand total could be more than 100% in the case of multiple choice questions.

5.7 What licenses are used to publish data openly on your data platform?



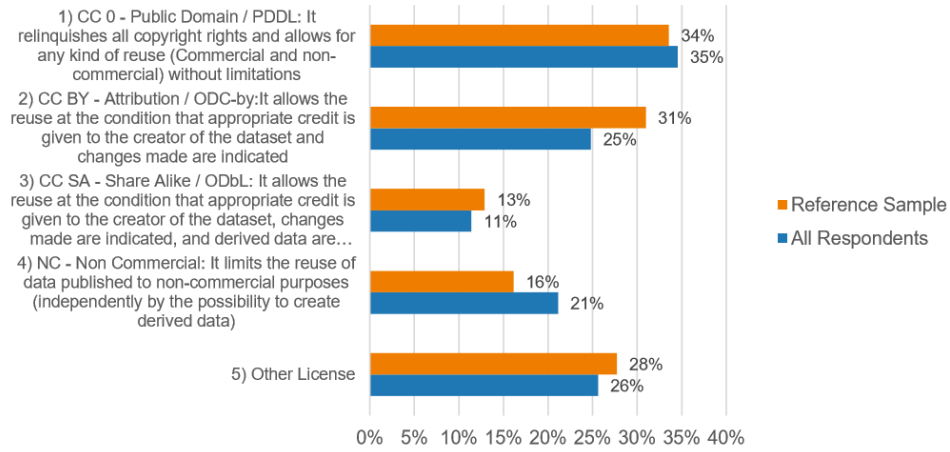
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	-	Count

5.7 What licenses are used to publish data openly on your data platform?



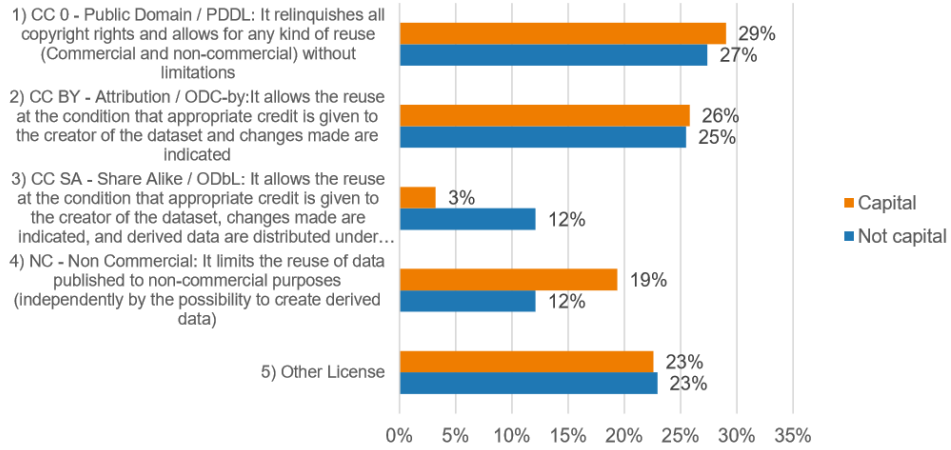
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	-	Percentage

5.7 What licenses are used to publish data openly on your data platform?



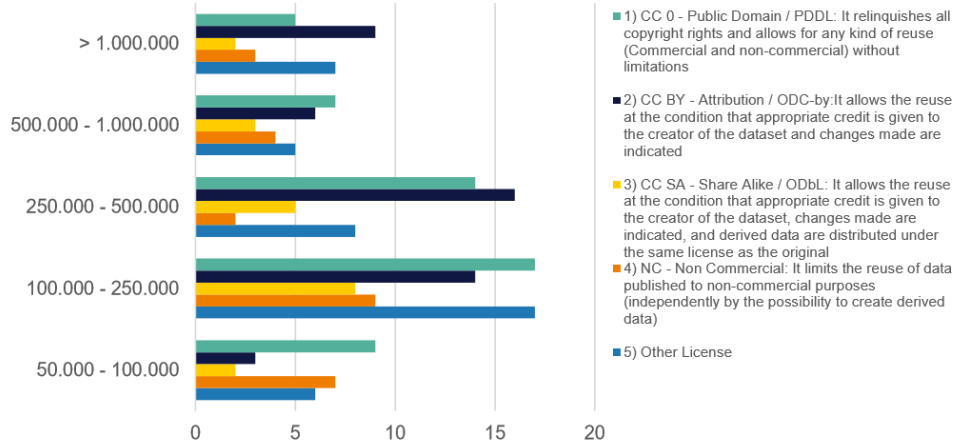
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	Reference Sample	Percentage

5.7 What licenses are used to publish data openly on your data platform?



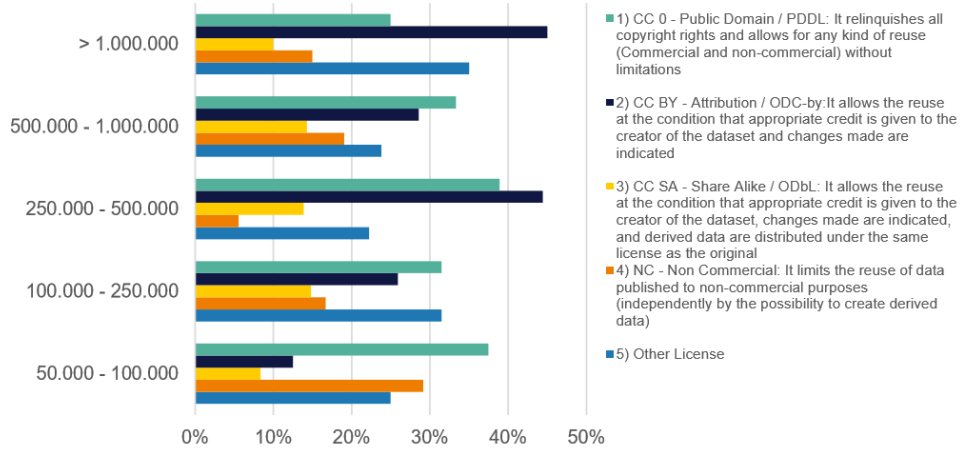
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	Capital cities	Percentage

5.7 What licenses are used to publish data openly on your data platform?



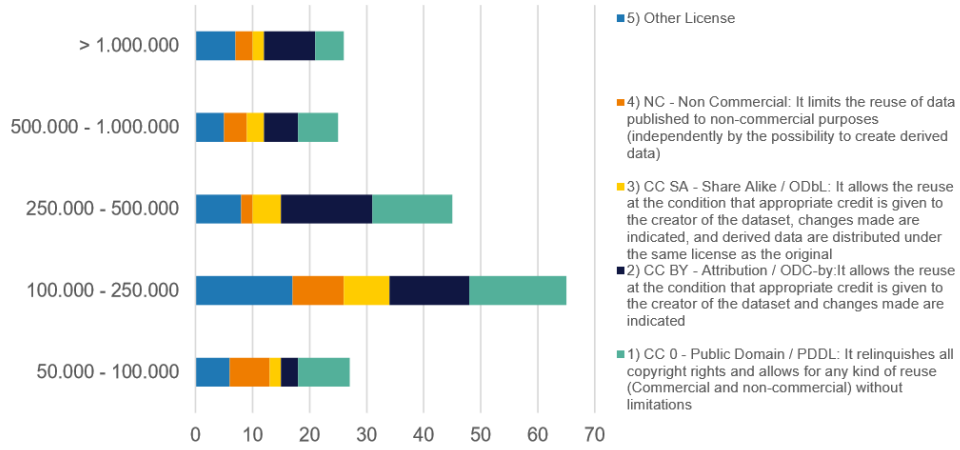
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	Population	Count

5.7 What licenses are used to publish data openly on your data platform?



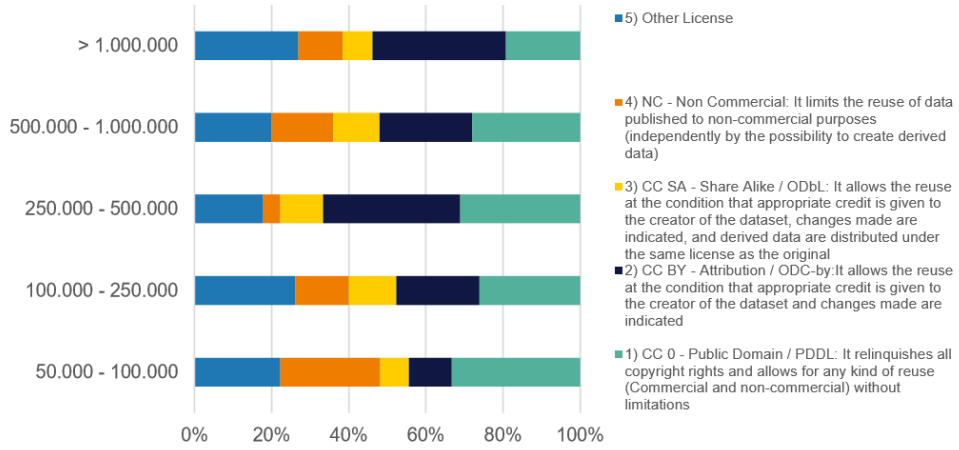
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	Population	Percentage

5.7 What licenses are used to publish data openly on your data platform?



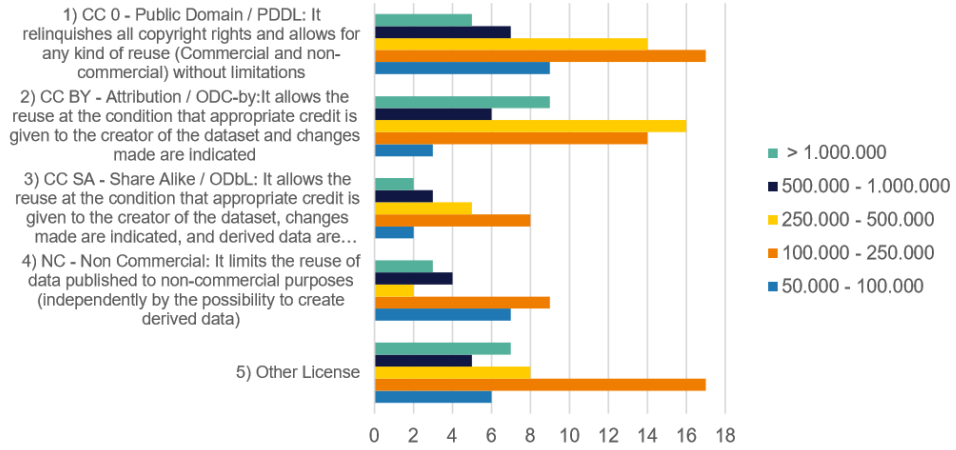
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	Population	Count

5.7 What licenses are used to publish data openly on your data platform?



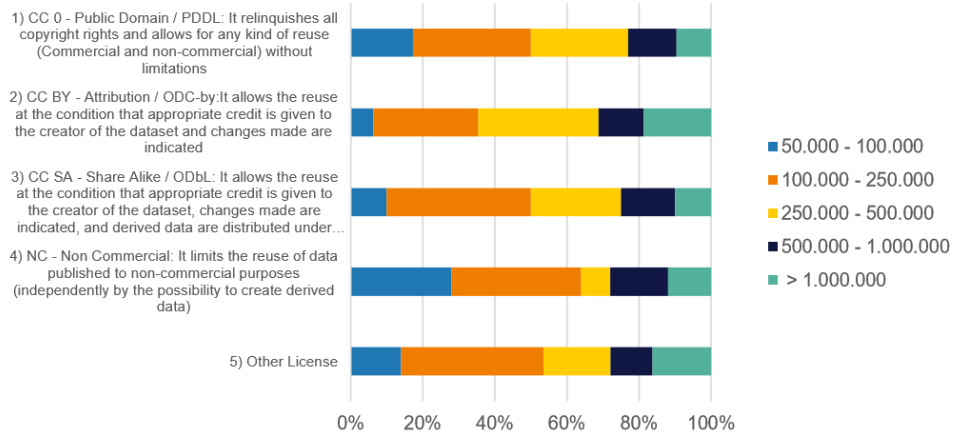
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	Population	Percentage

5.7 What licenses are used to publish data openly on your data platform?



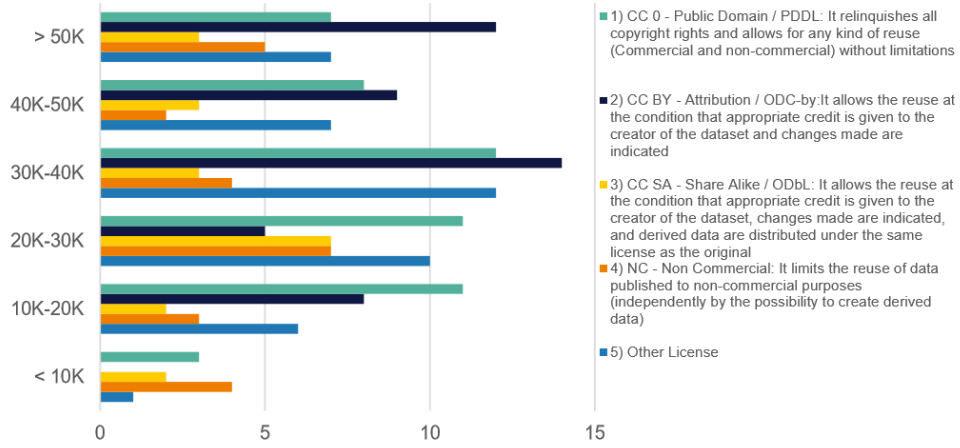
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	Population	Count

5.7 What licenses are used to publish data openly on your data platform?



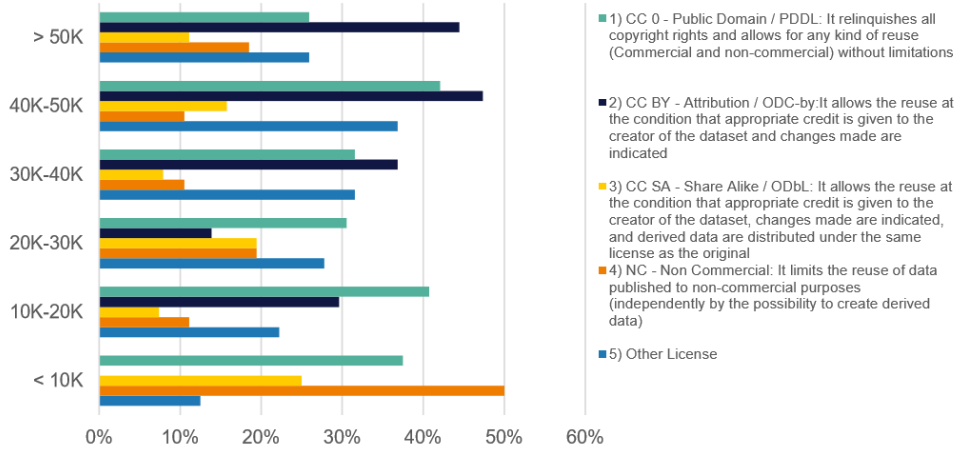
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	Population	Percentage

5.7 What licenses are used to publish data openly on your data platform?



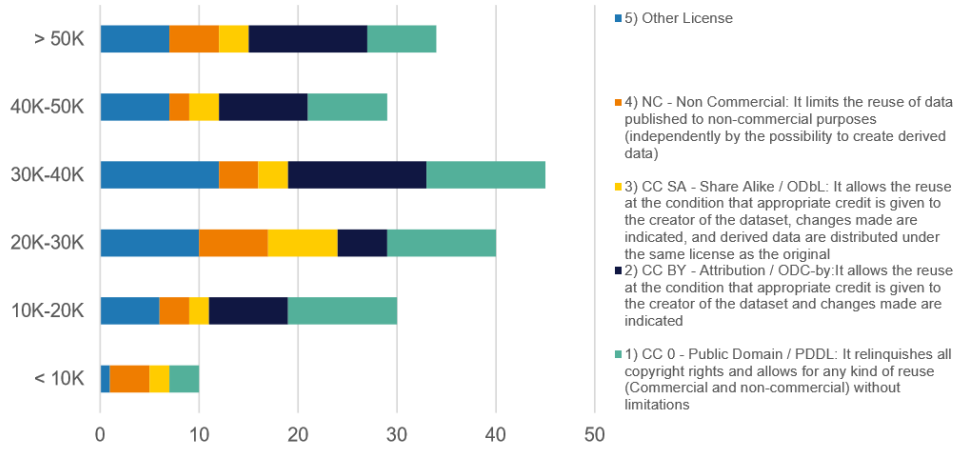
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	GDPPC	Count

5.7 What licenses are used to publish data openly on your data platform?



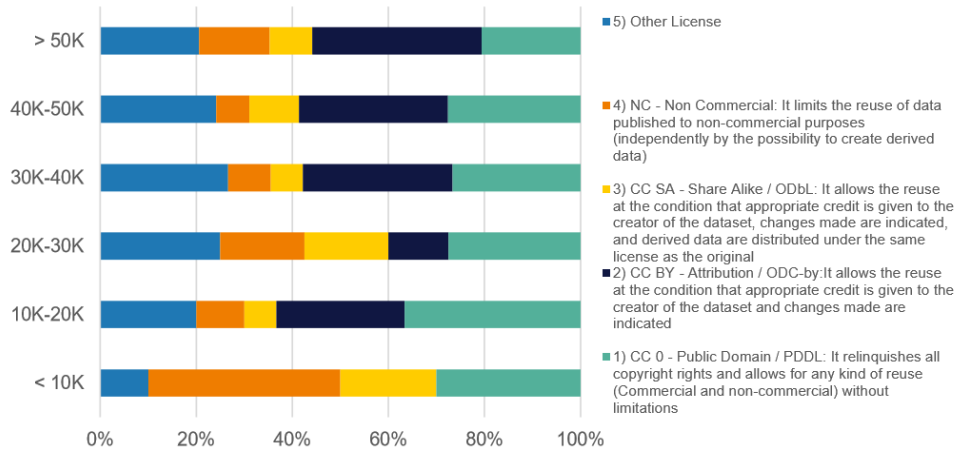
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	GDPPC	Percentage

5.7 What licenses are used to publish data openly on your data platform?



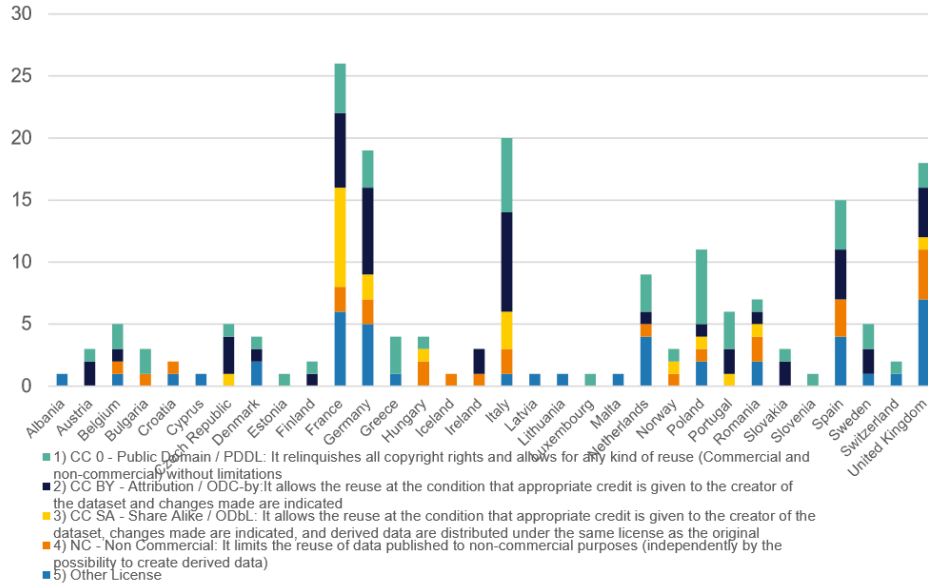
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	GDPPC	Count

5.7 What licenses are used to publish data openly on your data platform?



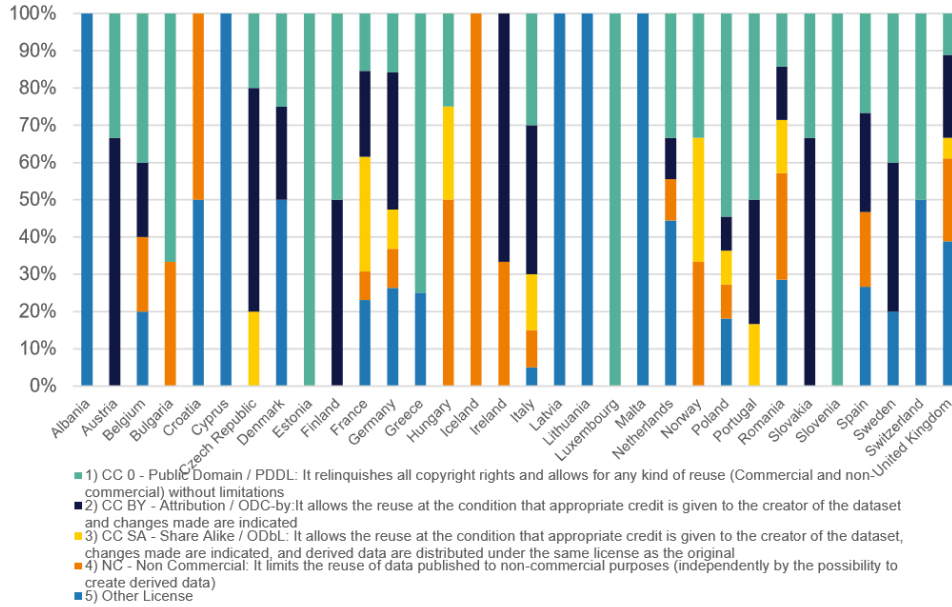
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	GDPPC	Percentage

5.7 What licenses are used to publish data openly on your data platform?



Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	Country	Count

5.7 What licenses are used to publish data openly on your data platform?



Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	Country	Percentage

3.43 Q_5.8 How does the public authority encourage data re-use?

5.8 How does the public authority encourage data re-use?

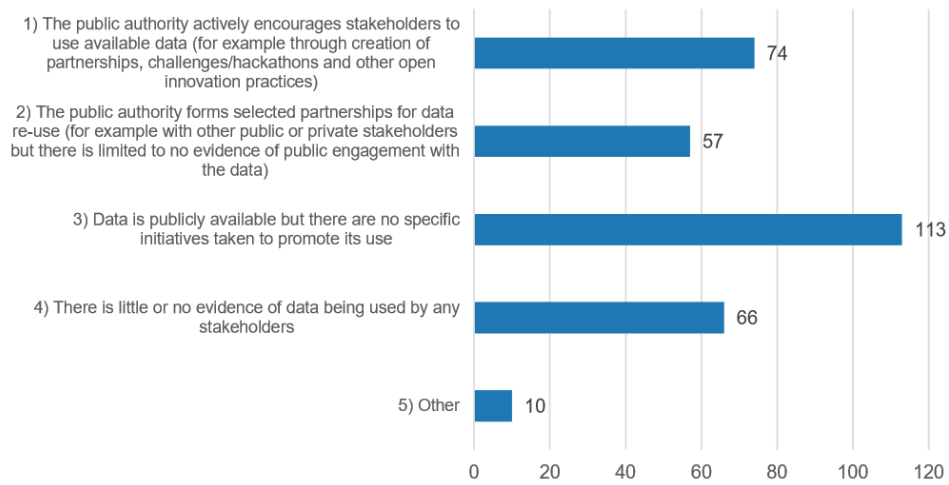
ALL RESPONDENTS

Question type: **Multiple choice**
 Number of analysed questionnaires: **246**
 Number of cities respond to this specific question: **246 (100%)**

<i>Answer</i>	<i>Count</i>	<i>Percentage*</i>
1) The public authority actively encourages stakeholders to use available data (for example through creation of partnerships, challenges/hackathons and other open innovation practices)	74	30%
2) The public authority forms selected partnerships for data re-use (for example with other public or private stakeholders but there is limited to no evidence of public engagement with the data)	57	23%
3) Data is publicly available but there are no specific initiatives taken to promote its use	113	46%
4) There is little or no evidence of data being used by any stakeholders	66	27%
5) Other	10	4%

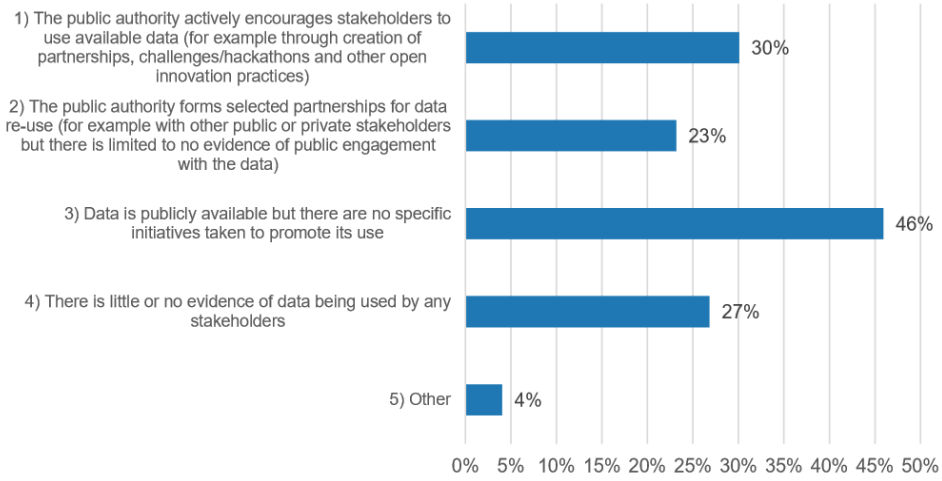
* The percentage refers to the respondents to this specific question. The grand total could be more than 100% in the case of multiple choice questions.

5.8 How does the public authority encourage data re-use?



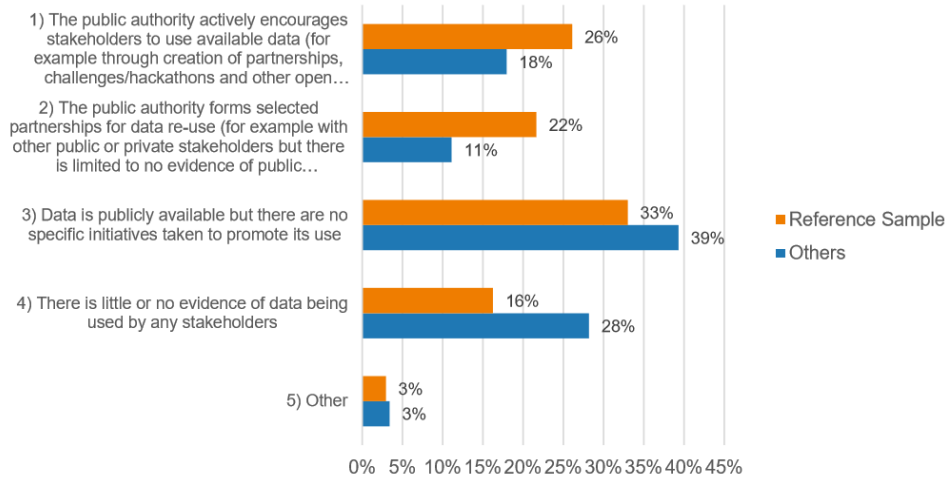
Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	-	Count

5.8 How does the public authority encourage data re-use?



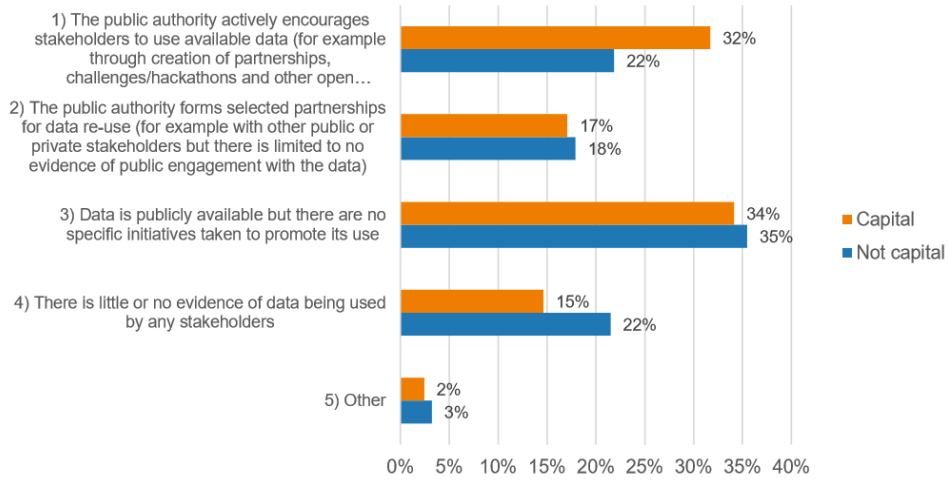
Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	-	Percentage

5.8 How does the public authority encourage data re-use?



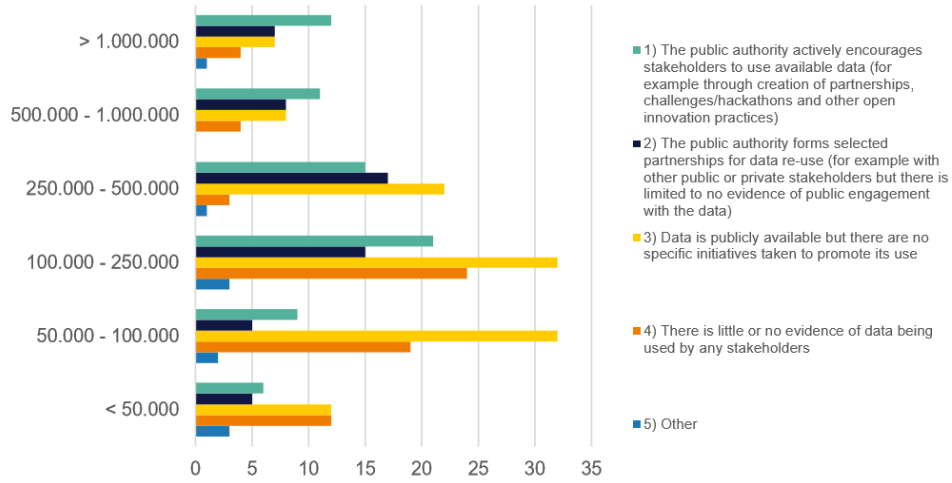
Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	Reference Sample	Percentage

5.8 How does the public authority encourage data re-use?



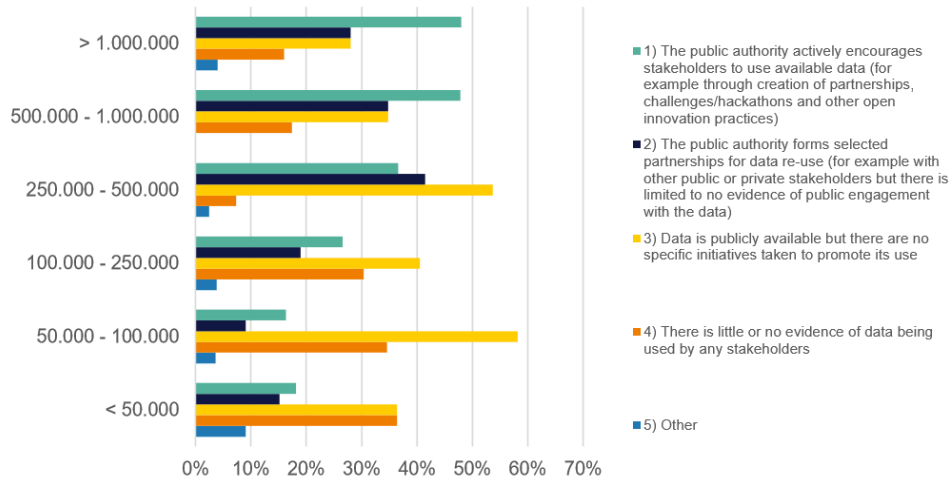
Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	Capital cities	Percentage

5.8 How does the public authority encourage data re-use?



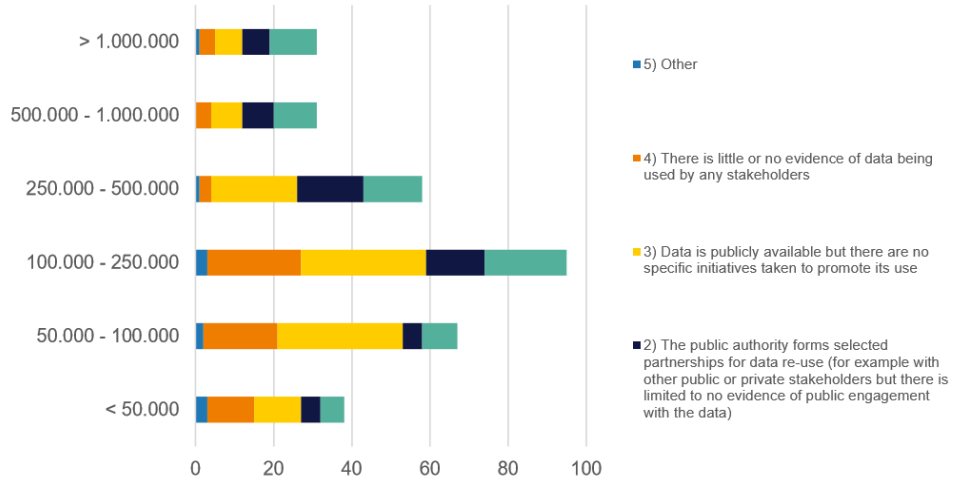
Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	Population	Count

5.8 How does the public authority encourage data re-use?



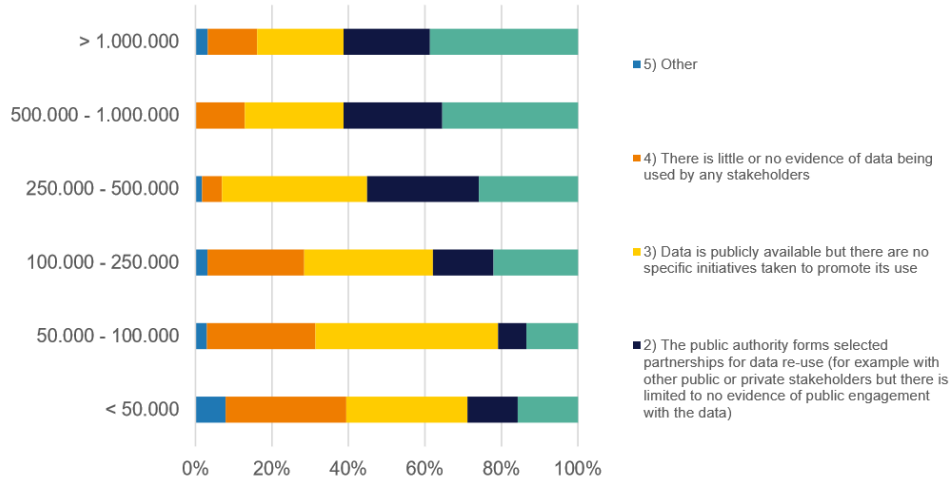
Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	Population	Percentage

5.8 How does the public authority encourage data re-use?



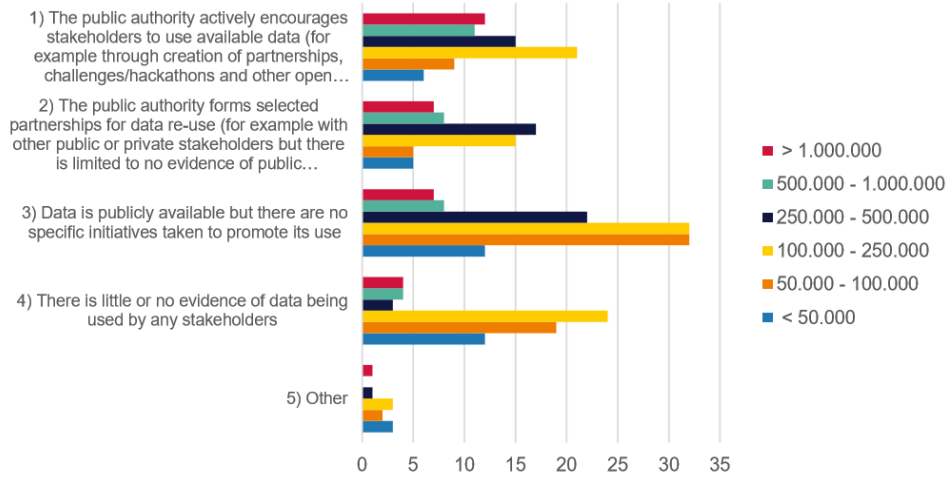
Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	Population	Count

5.8 How does the public authority encourage data re-use?



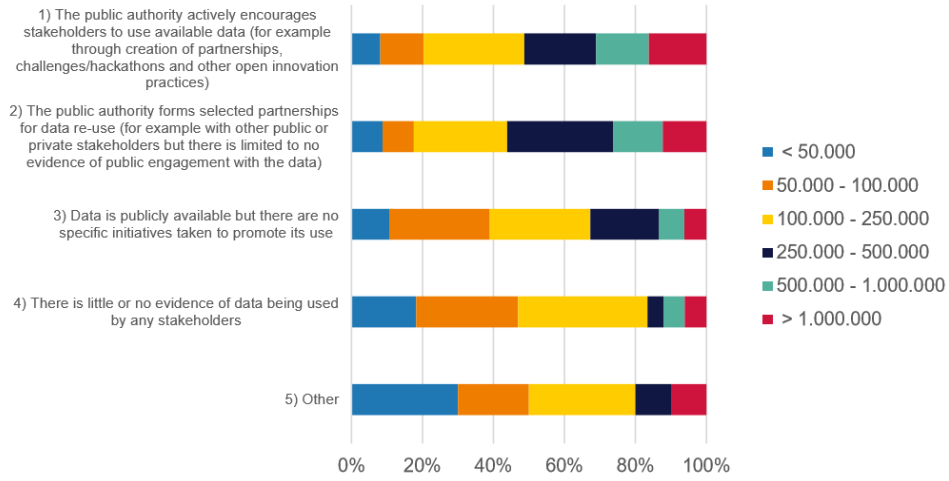
Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	Population	Percentage

5.8 How does the public authority encourage data re-use?



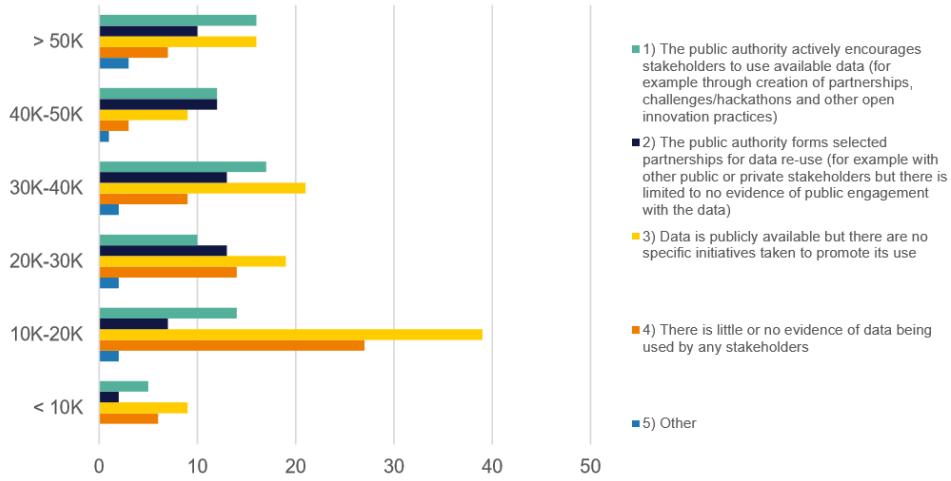
Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	Population	Count

5.8 How does the public authority encourage data re-use?



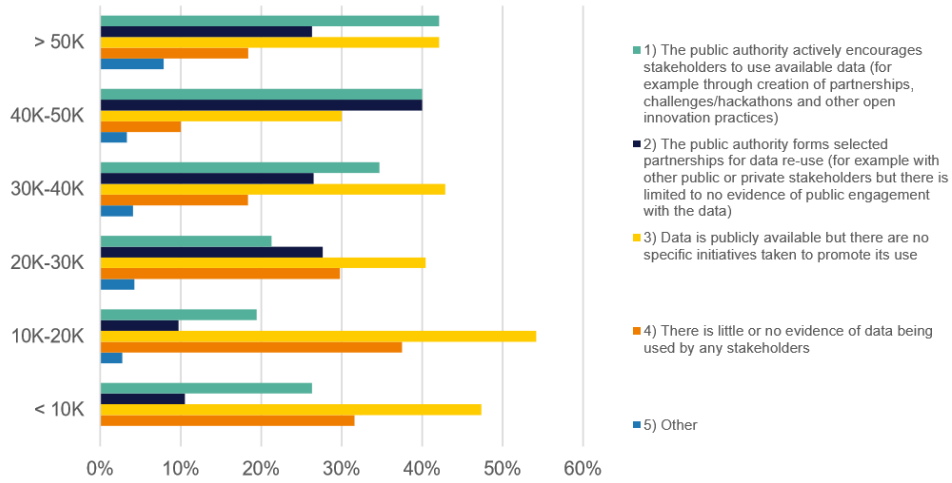
Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	Population	Percentage

5.8 How does the public authority encourage data re-use?



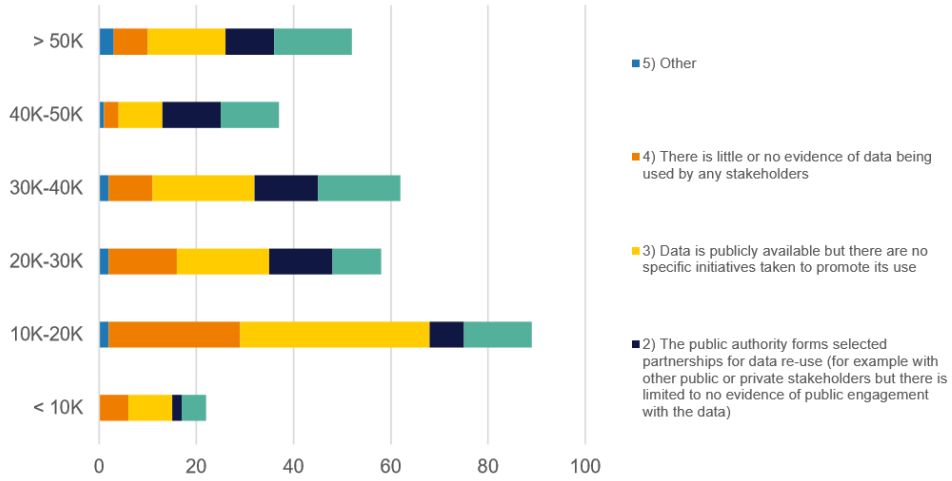
Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	GDPPC	Count

5.8 How does the public authority encourage data re-use?



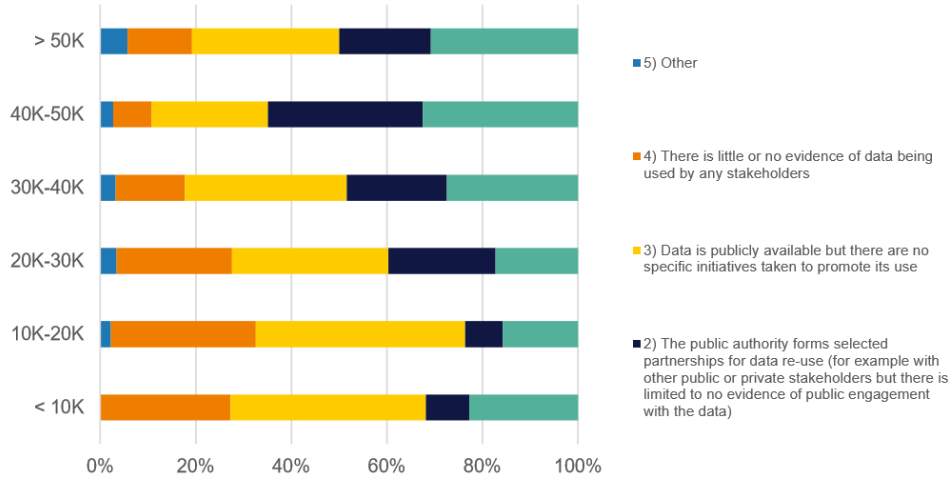
Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	GDPPC	Percentage

5.8 How does the public authority encourage data re-use?



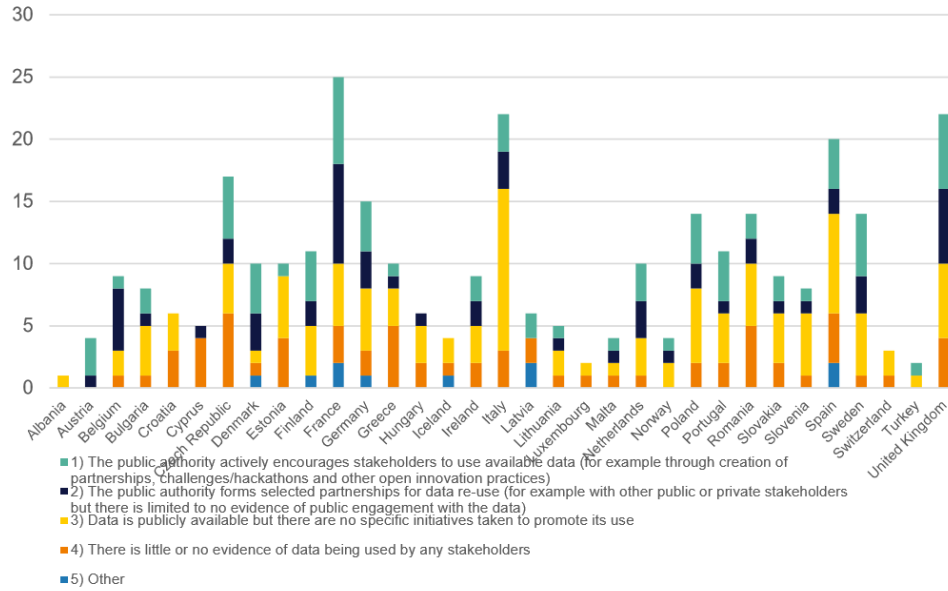
Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	GDPPC	Count

5.8 How does the public authority encourage data re-use?



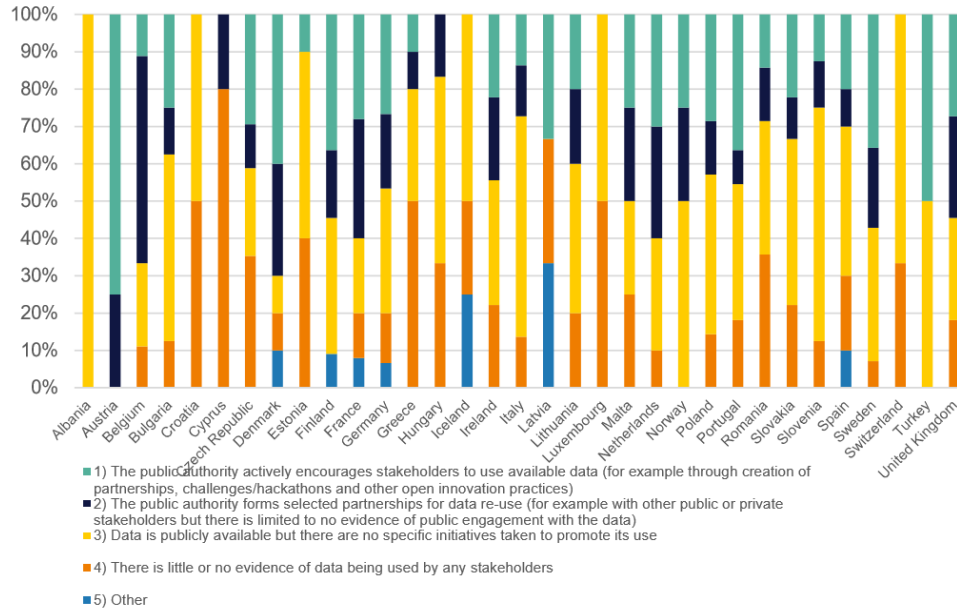
Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	GDPPC	Percentage

5.8 How does the public authority encourage data re-use?



Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	Country	Count

5.8 How does the public authority encourage data re-use?



Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	Country	Percentage

5.8 How does the public authority encourage data re-use?

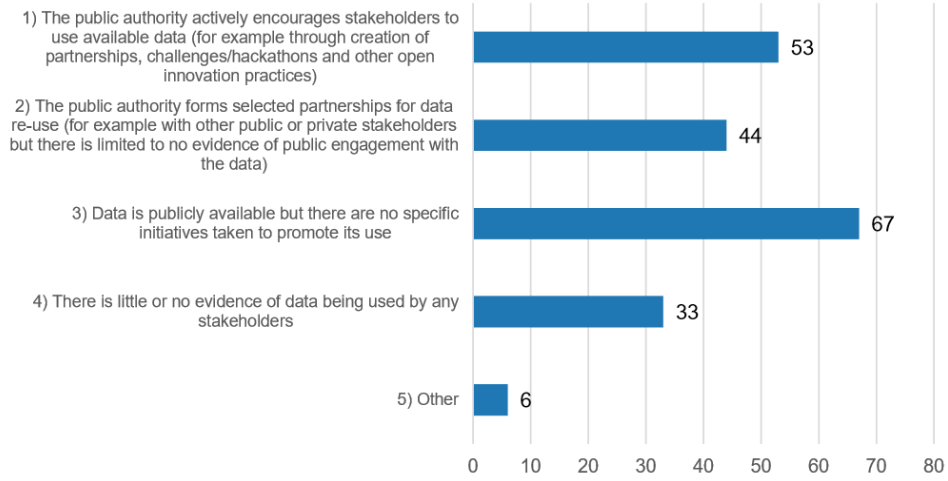
REFERENCE SAMPLE

Question type: **Multiple choice**
 Number of analysed questionnaires: **155**
 Number of cities respond to this specific question: **155 (100%)**

<i>Answer</i>	<i>Count</i>	<i>Percentage*</i>
1) The public authority actively encourages stakeholders to use available data (for example through creation of partnerships, challenges/hackathons and other open innovation practices)	53	34%
2) The public authority forms selected partnerships for data re-use (for example with other public or private stakeholders but there is limited to no evidence of public engagement with the data)	44	28%
3) Data is publicly available but there are no specific initiatives taken to promote its use	67	43%
4) There is little or no evidence of data being used by any stakeholders	33	21%
5) Other	6	4%

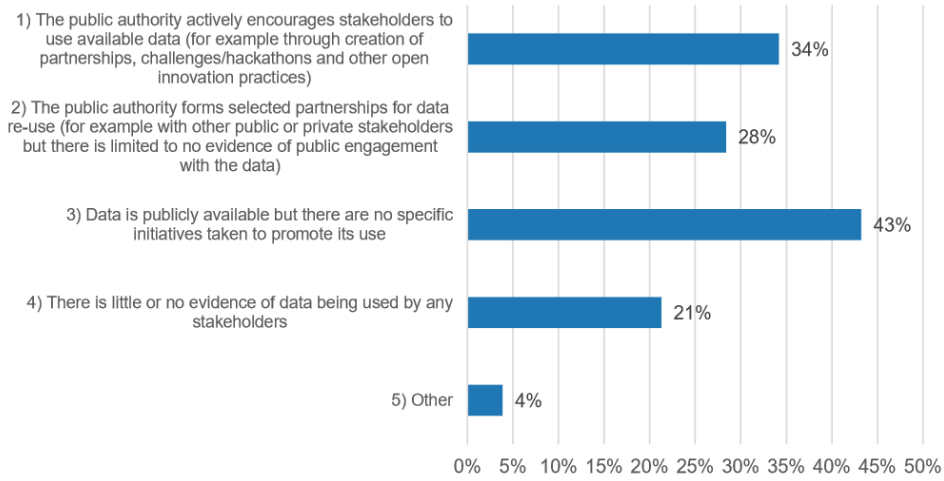
* The percentage refers to the respondents to this specific question. The grand total could be more than 100% in the case of multiple choice questions.

5.8 How does the public authority encourage data re-use?



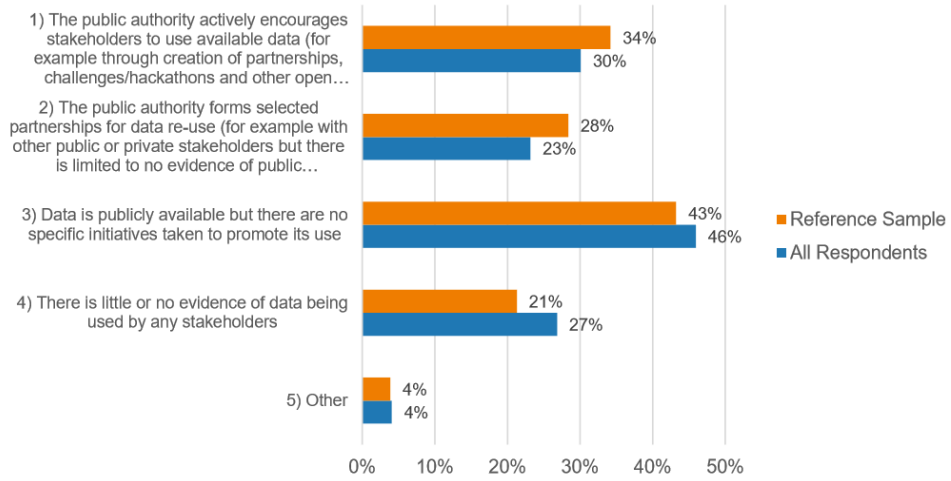
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	-	Count

5.8 How does the public authority encourage data re-use?



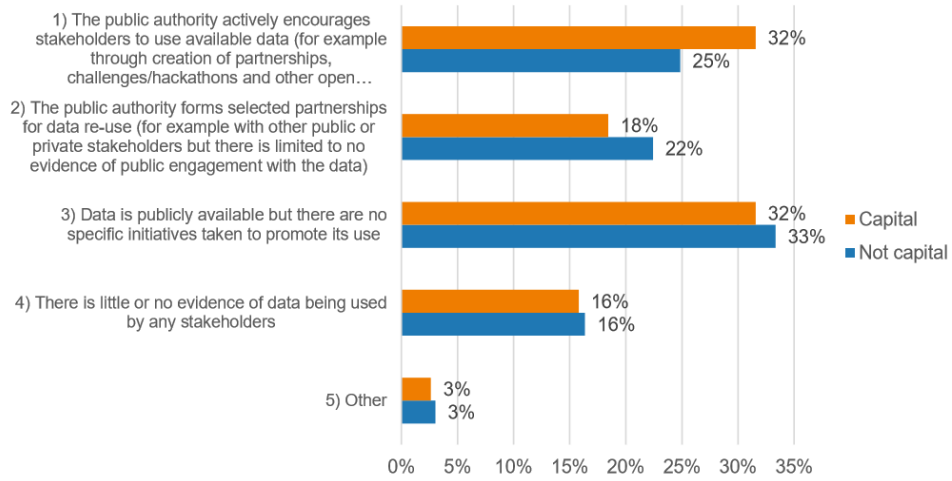
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	-	Percentage

5.8 How does the public authority encourage data re-use?



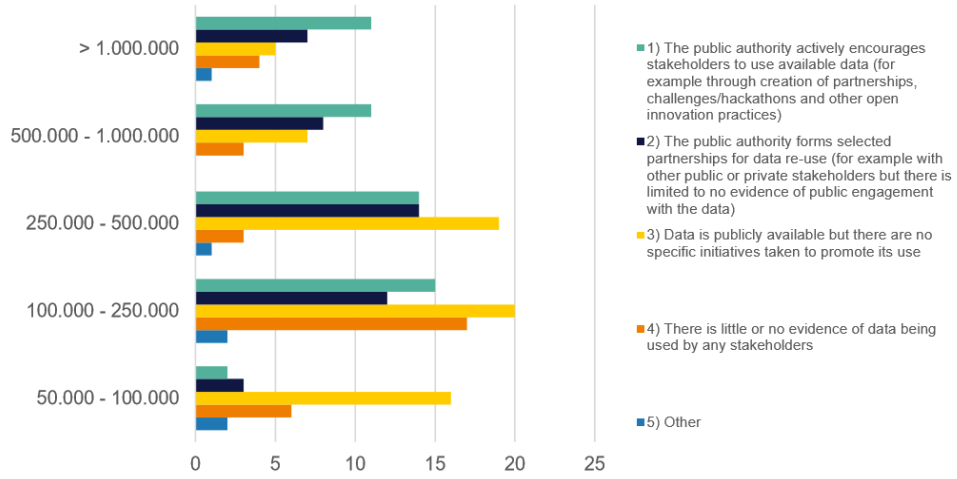
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	Reference Sample	Percentage

5.8 How does the public authority encourage data re-use?



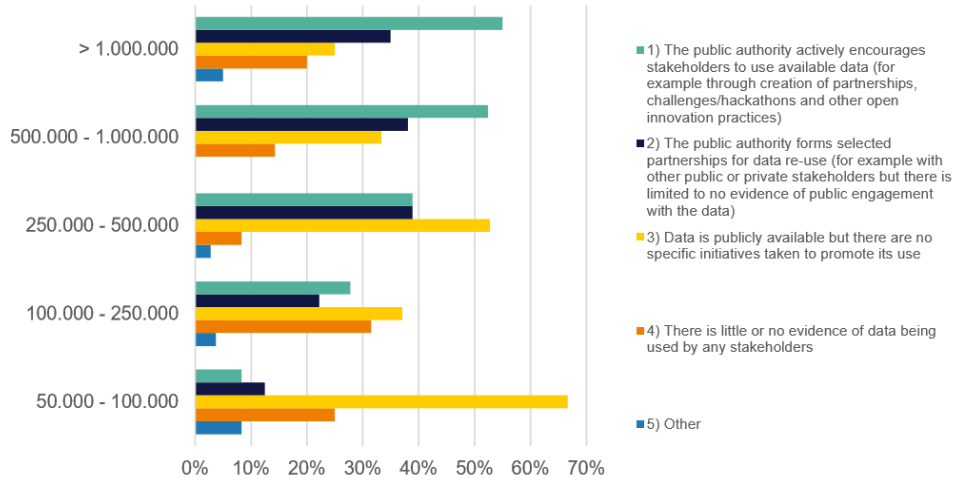
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	Capital cities	Percentage

5.8 How does the public authority encourage data re-use?



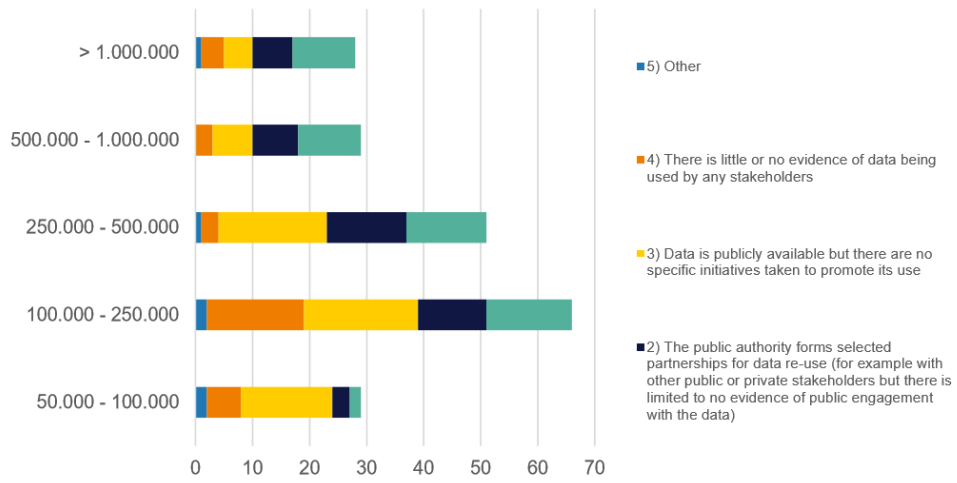
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	Population	Count

5.8 How does the public authority encourage data re-use?



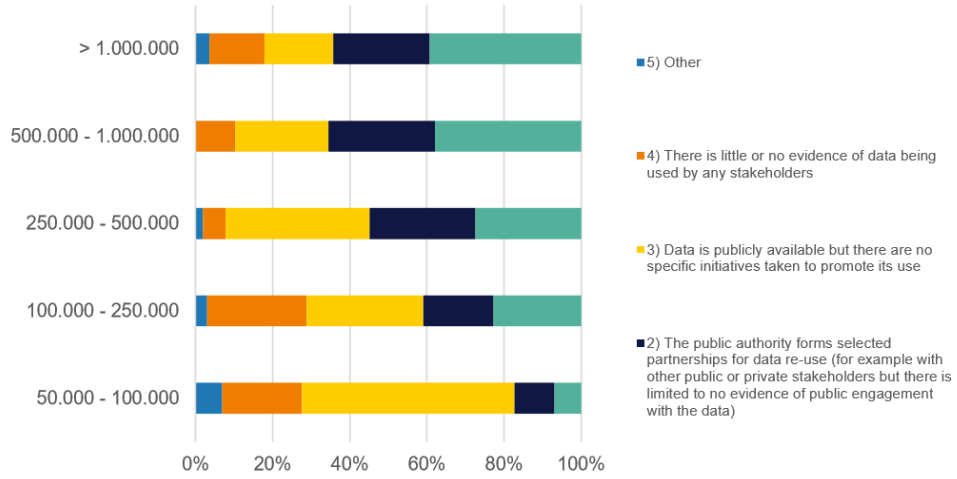
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	Population	Percentage

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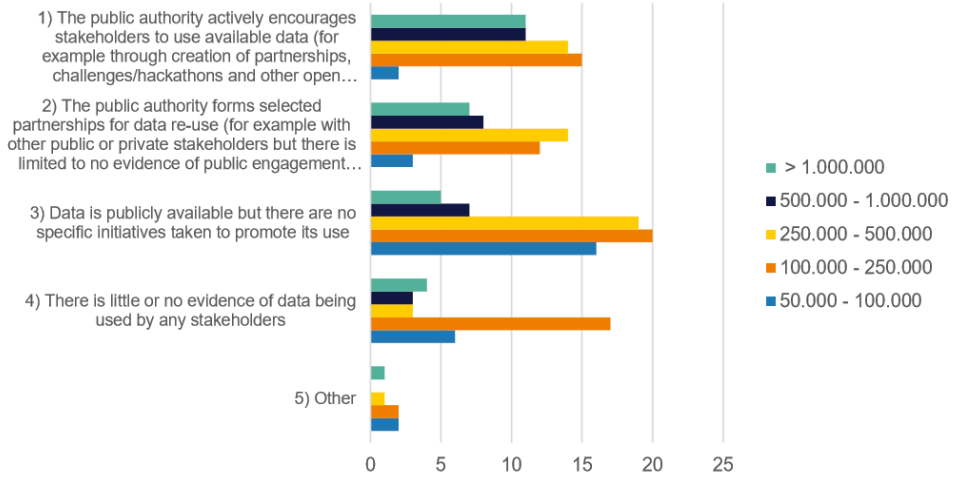
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	Population	Count

5.8 How does the public authority encourage data re-use?



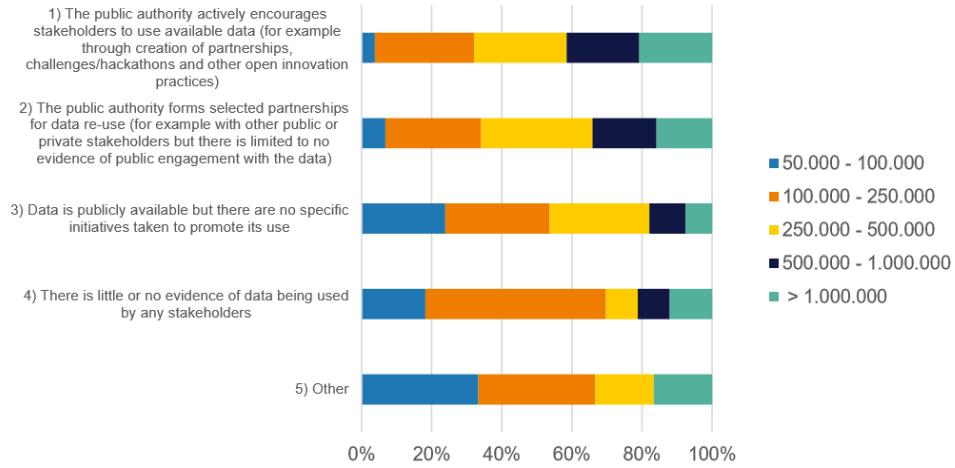
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	Population	Percentage

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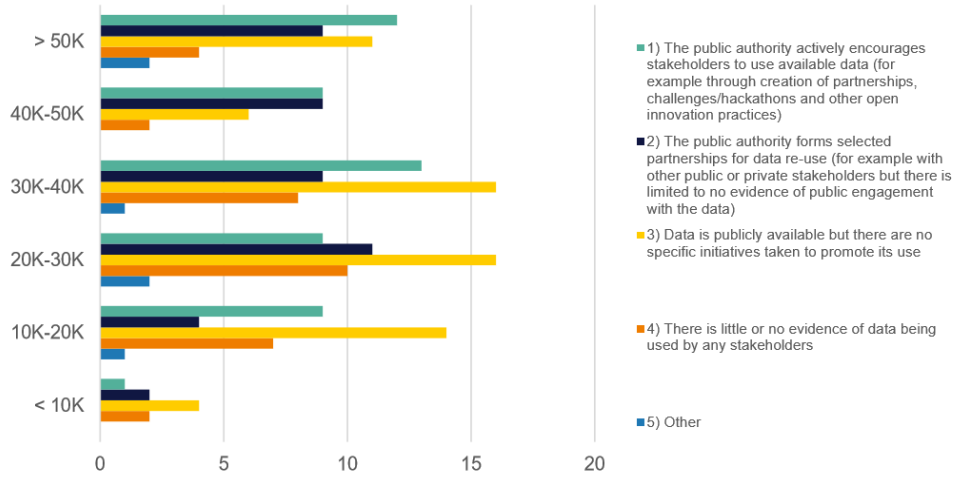
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	Population	Count

5.8 How does the public authority encourage data re-use?



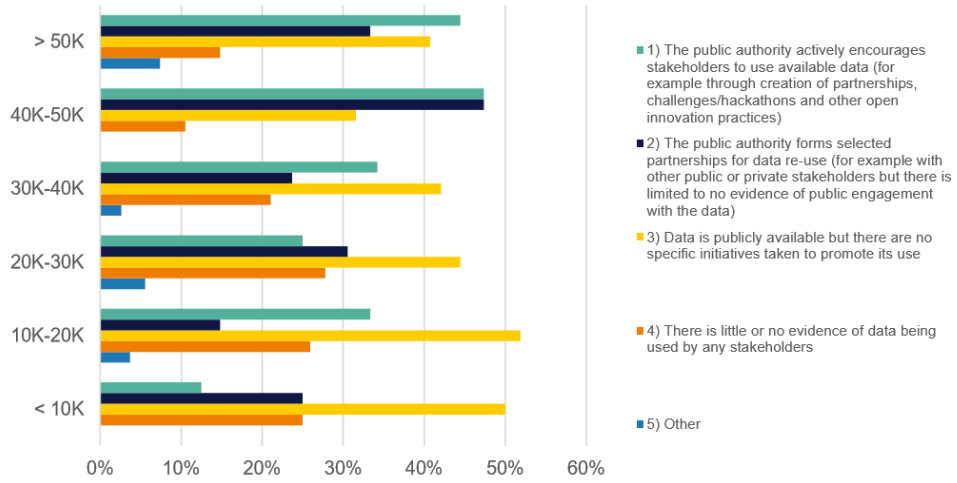
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	Population	Percentage

5.8 How does the public authority encourage data re-use?



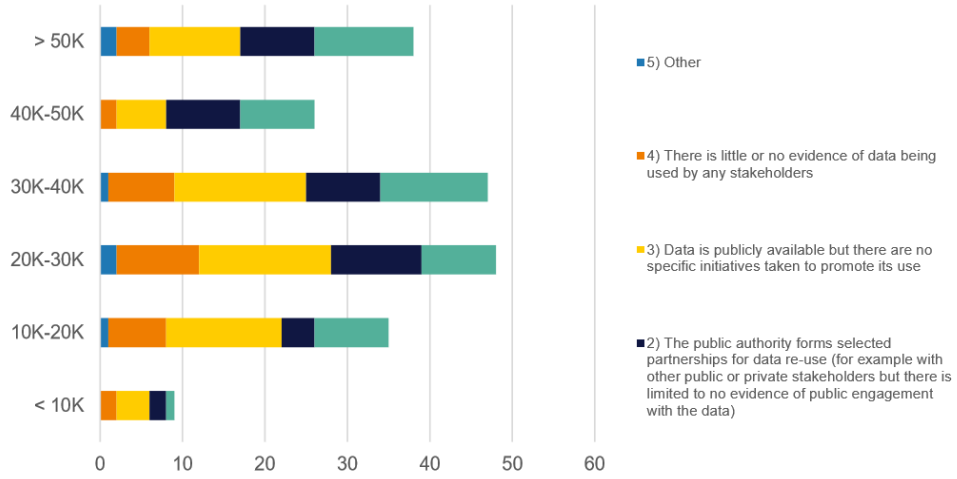
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	GDPPC	Count

5.8 How does the public authority encourage data re-use?



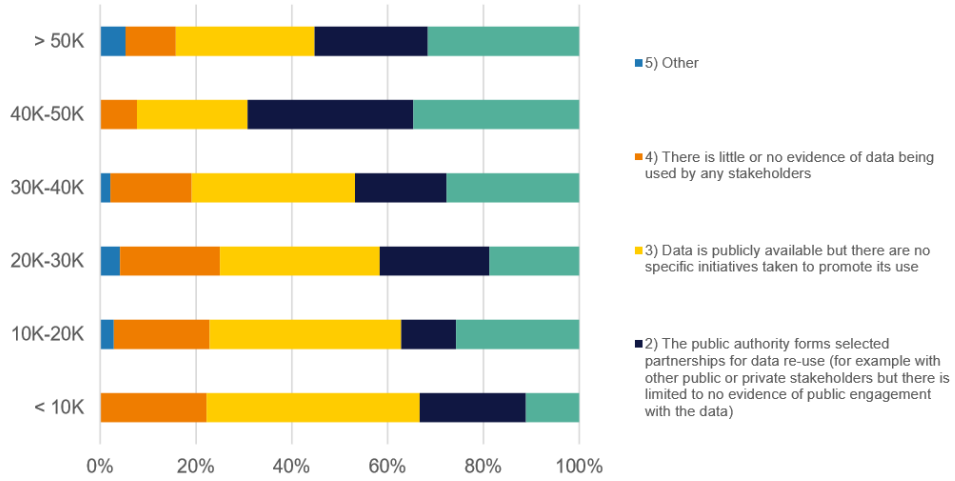
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	GDPPC	Percentage

5.8 How does the public authority encourage data re-use?



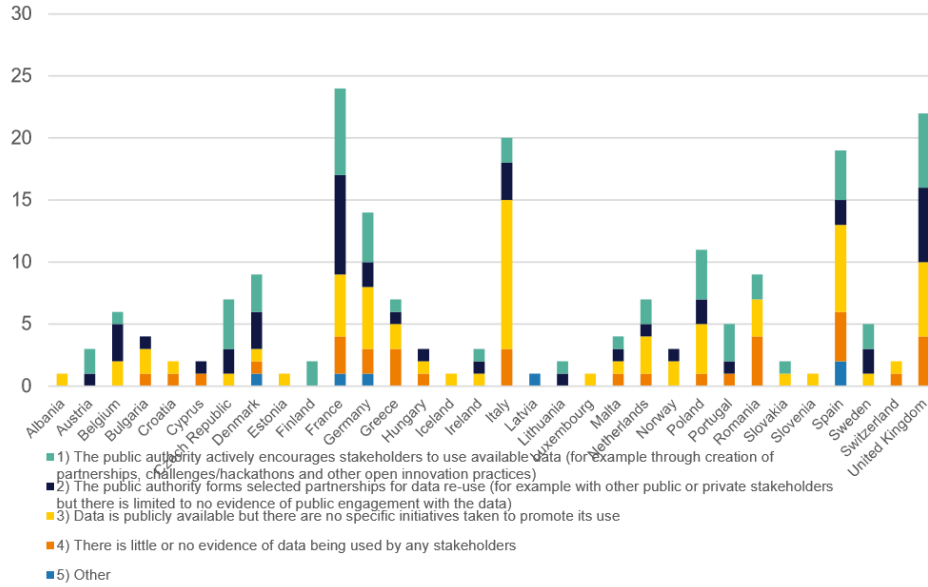
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	GDPPC	Count

5.8 How does the public authority encourage data re-use?



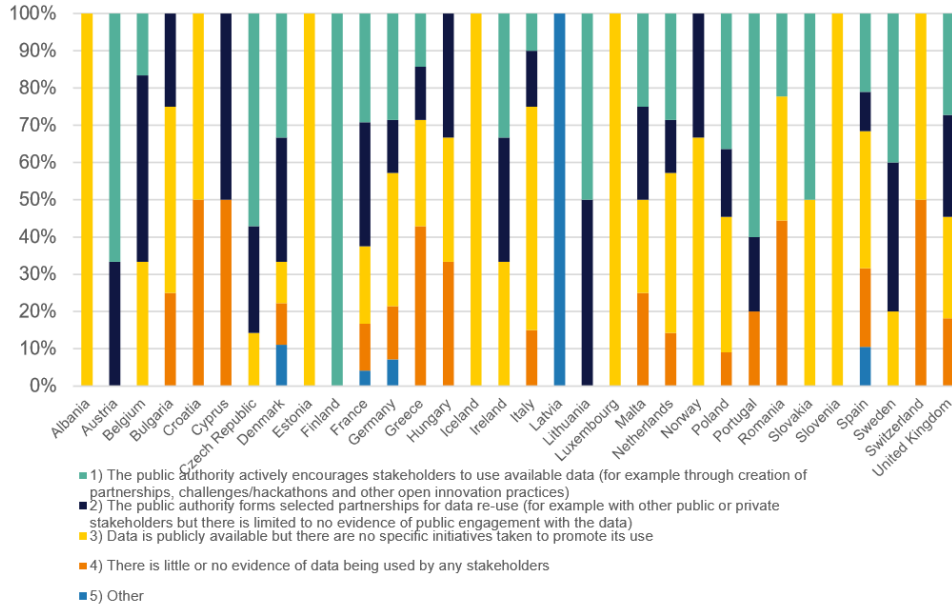
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	GDPPC	Percentage

5.8 How does the public authority encourage data re-use?



Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	Country	Count

5.8 How does the public authority encourage data re-use?



Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	Country	Percentage

3.44 Q_5.9 Has the shared data been re-used to create new services/solutions?

5.9 Has the shared data been re-used to create new services/solutions?

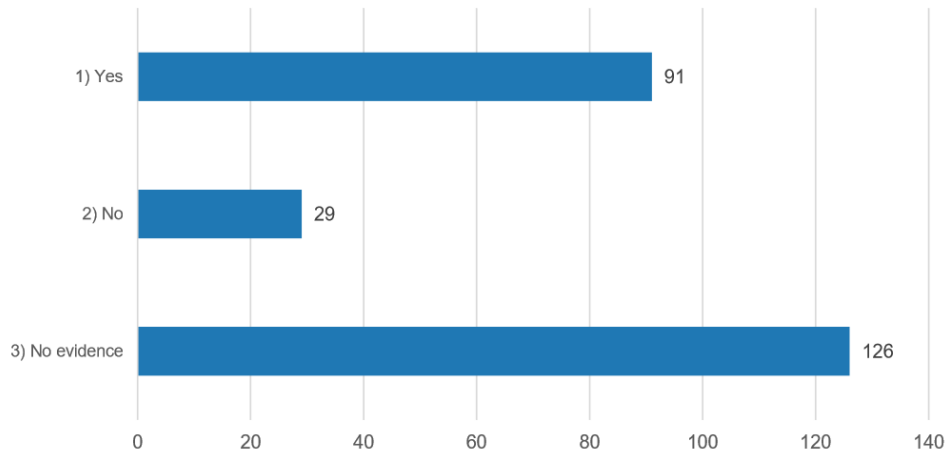
ALL RESPONDENTS

Question type: **Single choice**
 Number of analysed questionnaires: **246**
 Number of cities respond to this specific question: **246 (100%)**

<i>Answer</i>	<i>Count</i>	<i>Percentage*</i>
1) Yes	91	37%
2) No	29	12%
3) No evidence	126	51%

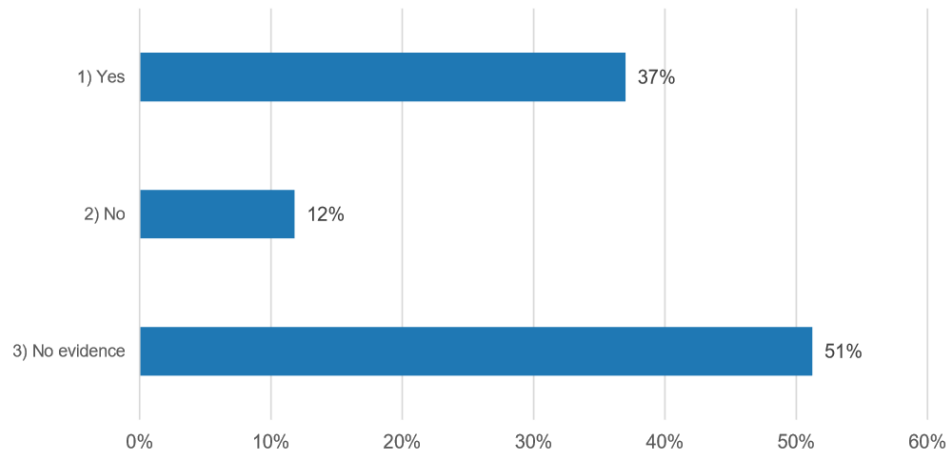
* The percentage refers to the respondents to this specific question. The grand total could be more than 100% in the case of multiple choice questions.

5.9 Has the shared data been re-used to create new services/solutions?



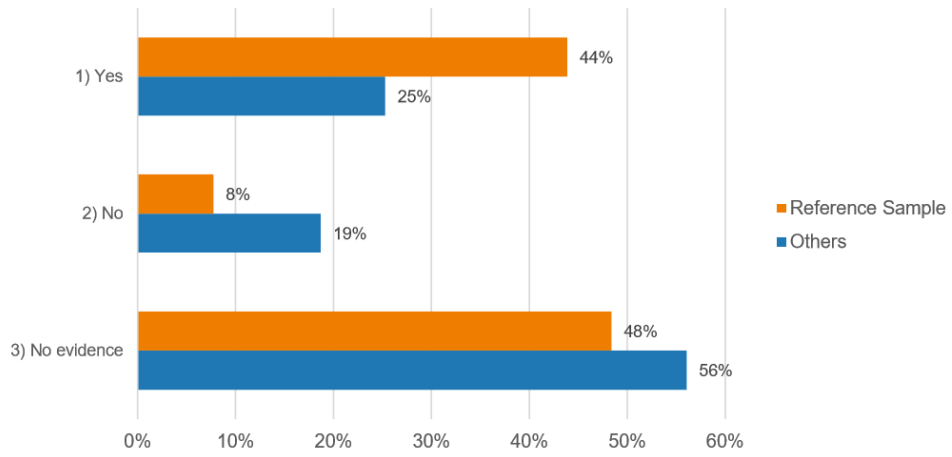
Question type	Data sample	Cluster	Value
Single choice	All Respondents	-	Count

5.9 Has the shared data been re-used to create new services/solutions?



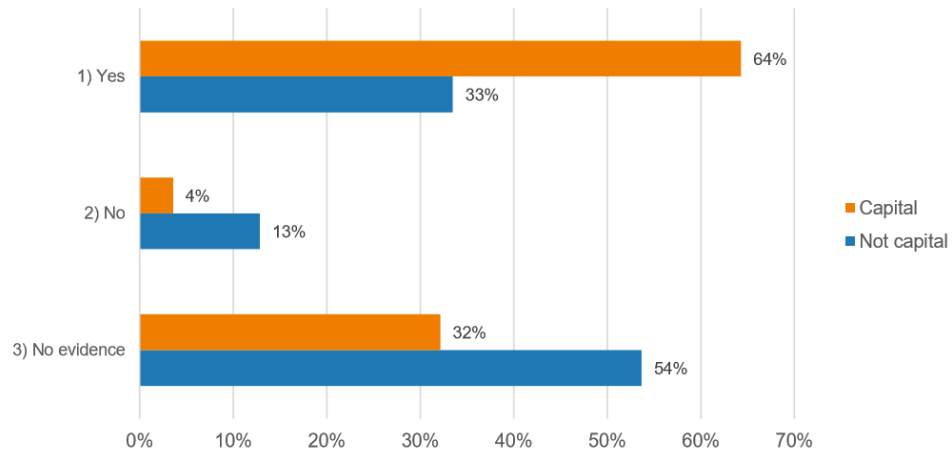
Question type	Data sample	Cluster	Value
Single choice	All Respondents	-	Percentage

5.9 Has the shared data been re-used to create new services/solutions?



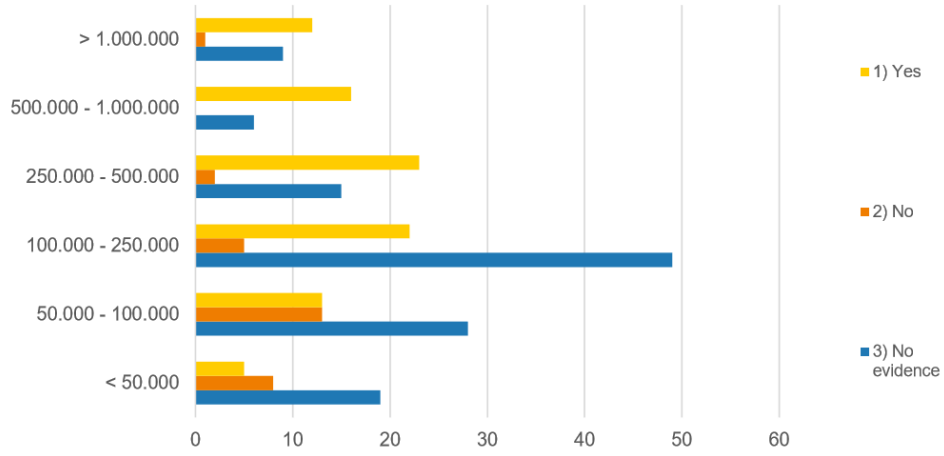
Question type	Data sample	Cluster	Value
Single choice	All Respondents	Reference Sample	Percentage

5.9 Has the shared data been re-used to create new services/solutions?



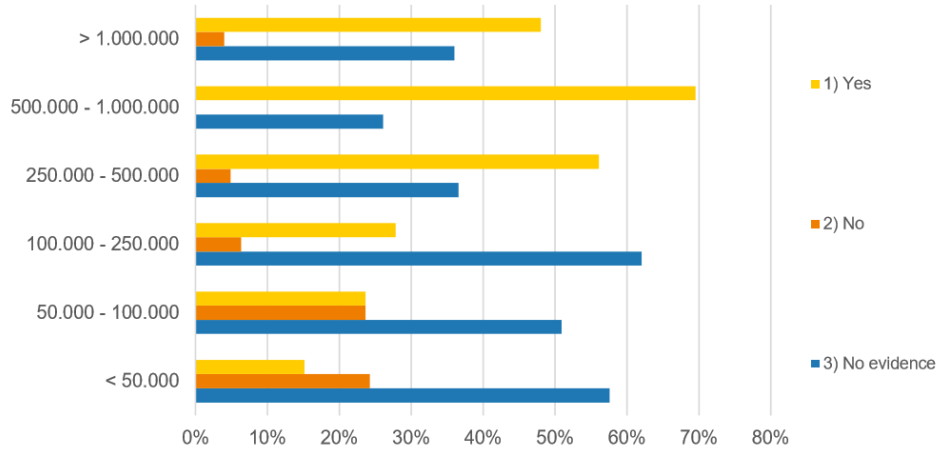
Question type	Data sample	Cluster	Value
Single choice	All Respondents	Capital cities	Percentage

5.9 Has the shared data been re-used to create new services/solutions?



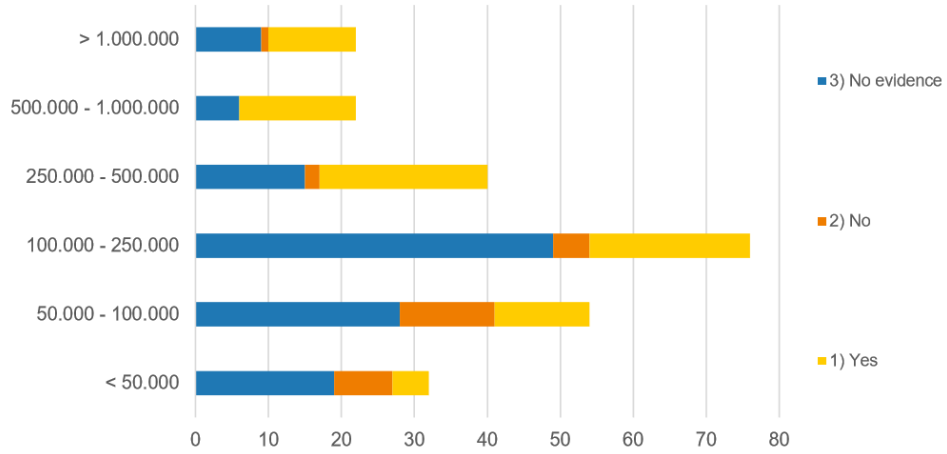
Question type	Data sample	Cluster	Value
Single choice	All Respondents	Population	Count

5.9 Has the shared data been re-used to create new services/solutions?



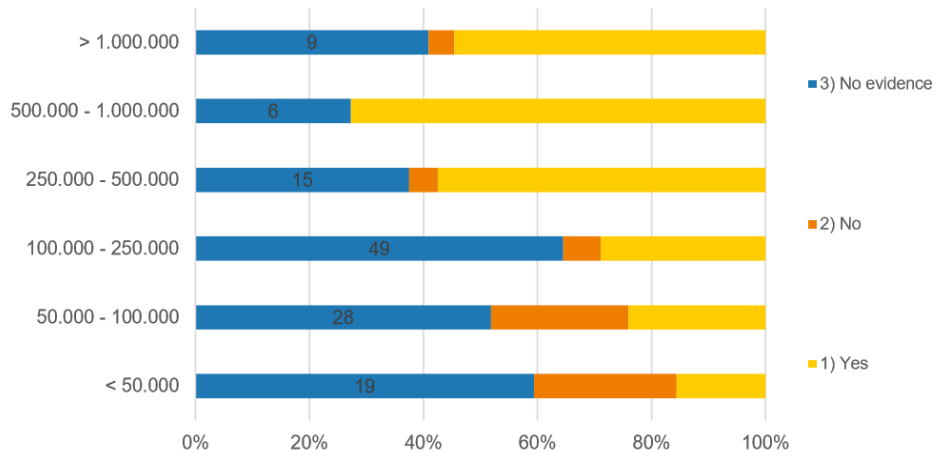
Question type	Data sample	Cluster	Value
Single choice	All Respondents	Population	Percentage

5.9 Has the shared data been re-used to create new services/solutions?



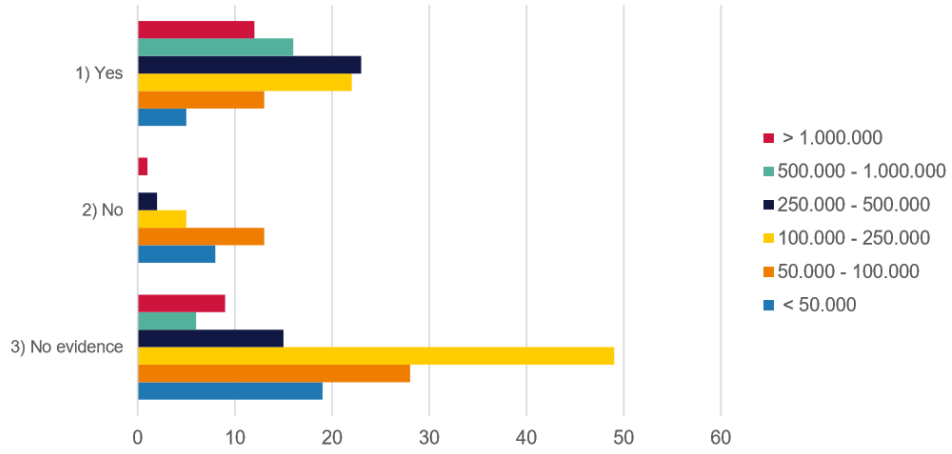
Question type	Data sample	Cluster	Value
Single choice	All Respondents	Population	Count

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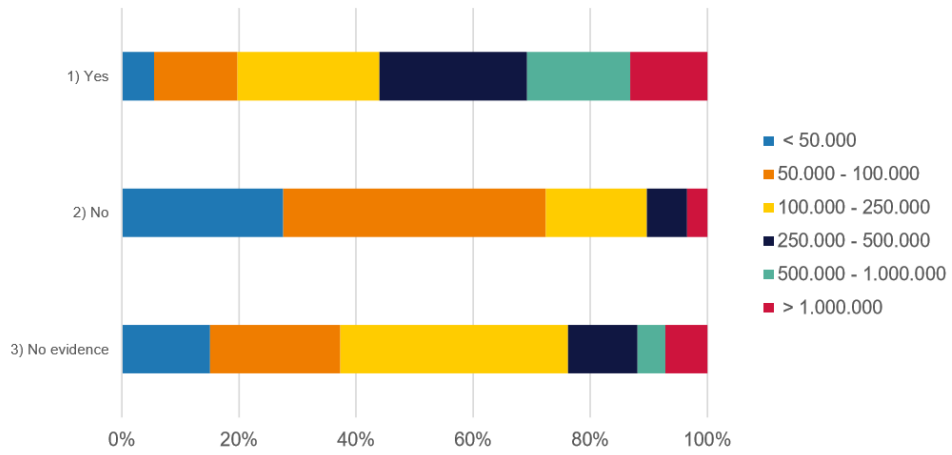
Question type	Data sample	Cluster	Value
Single choice	All Respondents	Population	Percentage

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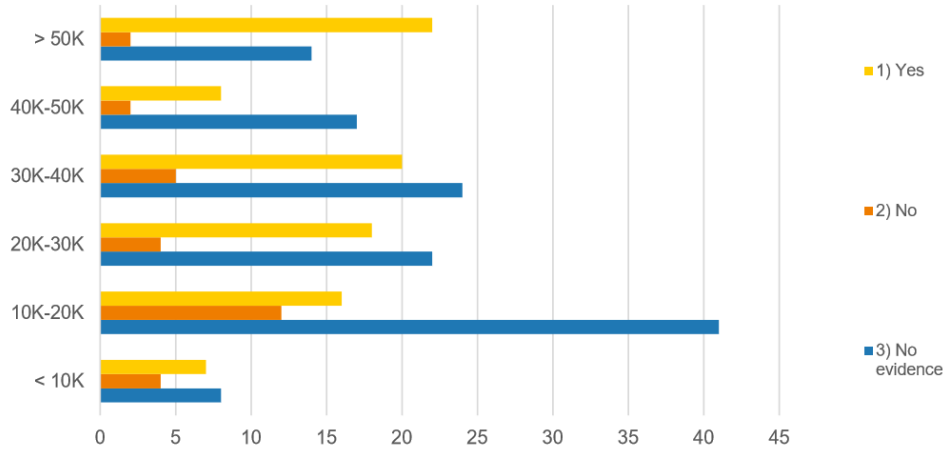
Question type	Data sample	Cluster	Value
Single choice	All Respondents	Population	Count

5.9 Has the shared data been re-used to create new services/solutions?



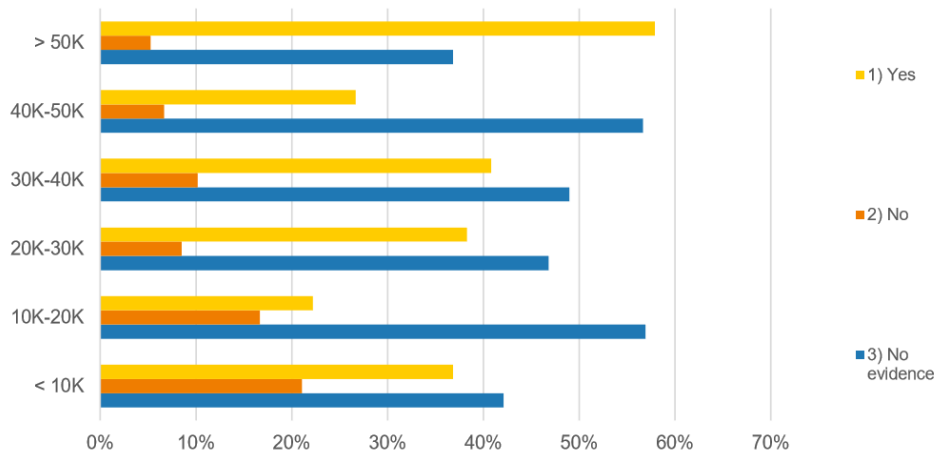
Question type	Data sample	Cluster	Value
Single choice	All Respondents	Population	Percentage

5.9 Has the shared data been re-used to create new services/solutions?



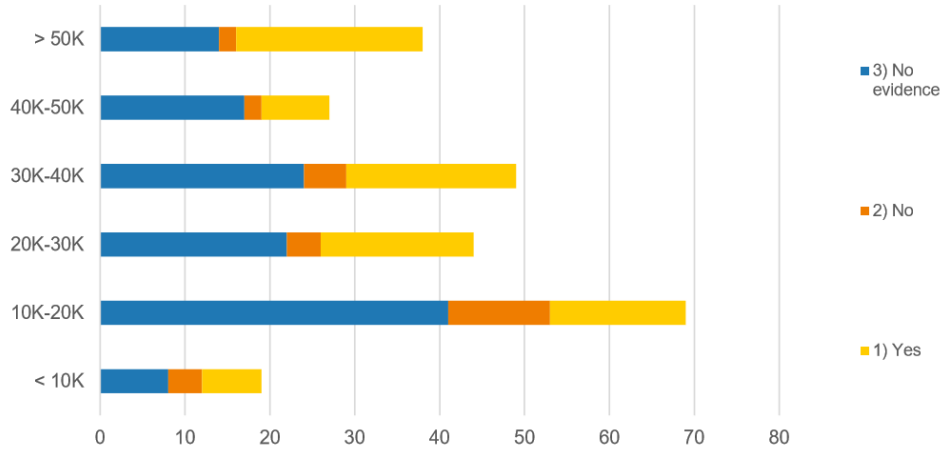
Question type	Data sample	Cluster	Value
Single choice	All Respondents	GDPPC	Count

5.9 Has the shared data been re-used to create new services/solutions?



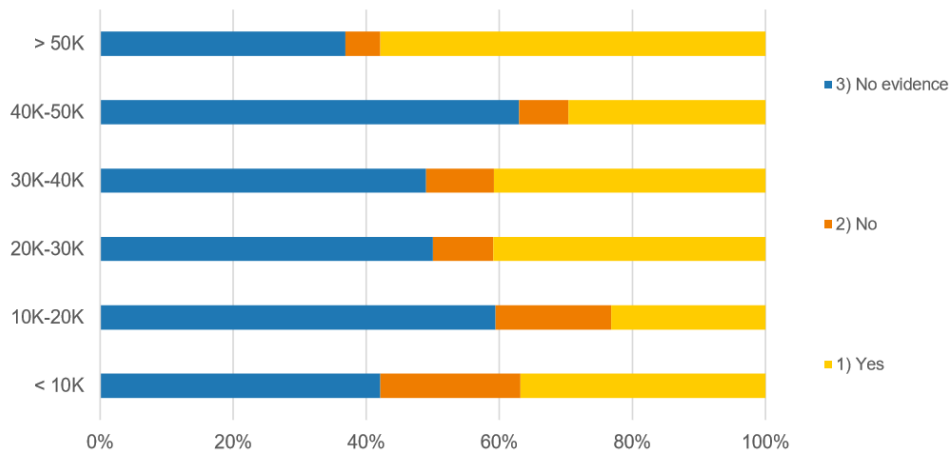
Question type	Data sample	Cluster	Value
Single choice	All Respondents	GDPPC	Percentage

5.9 Has the shared data been re-used to create new services/solutions?



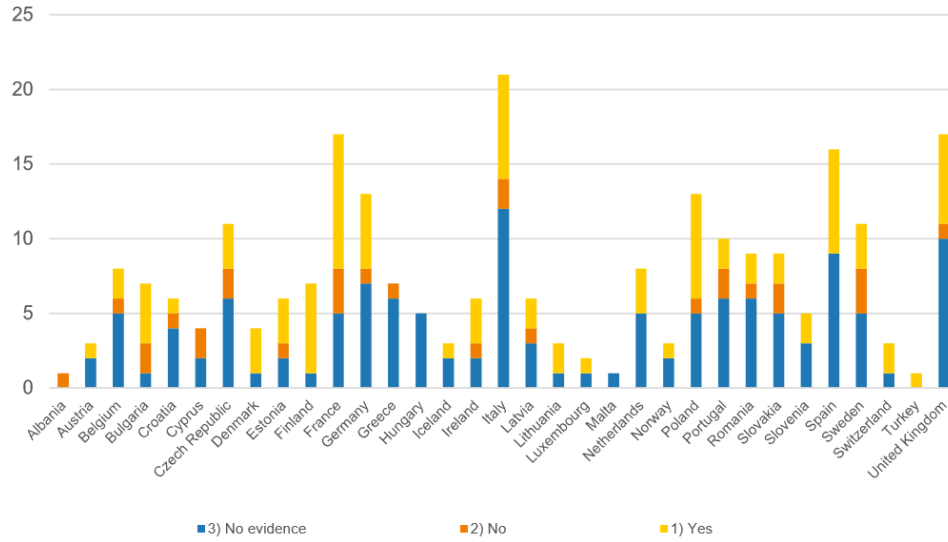
Question type	Data sample	Cluster	Value
Single choice	All Respondents	GDPPC	Count

5.9 Has the shared data been re-used to create new services/solutions?



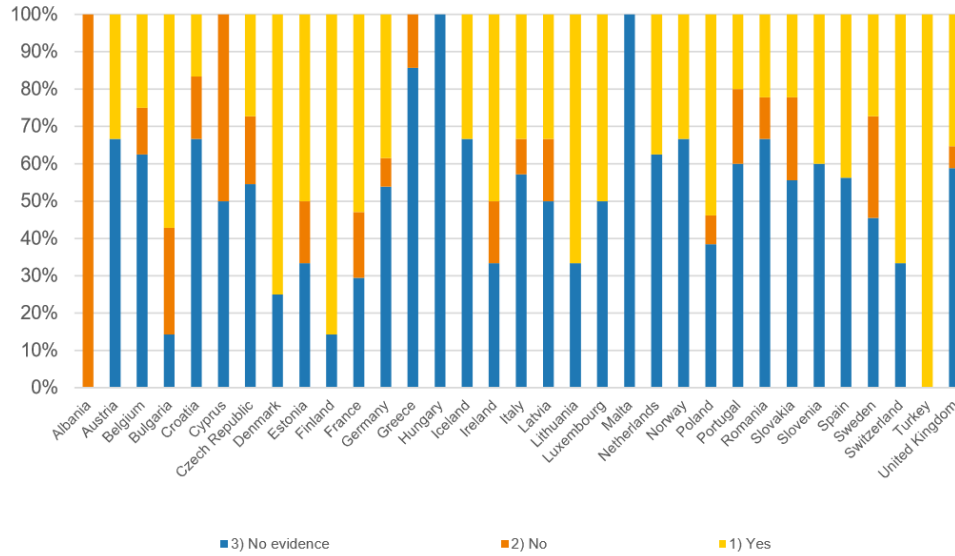
Question type	Data sample	Cluster	Value
Single choice	All Respondents	GDPPC	Percentage

5.9 Has the shared data been re-used to create new services/solutions?



Question type	Data sample	Cluster	Value
Single choice	All Respondents	Country	Count

5.9 Has the shared data been re-used to create new services/solutions?



Question type	Data sample	Cluster	Value
Single choice	All Respondents	Country	Percentage

5.9 Has the shared data been re-used to create new services/solutions?

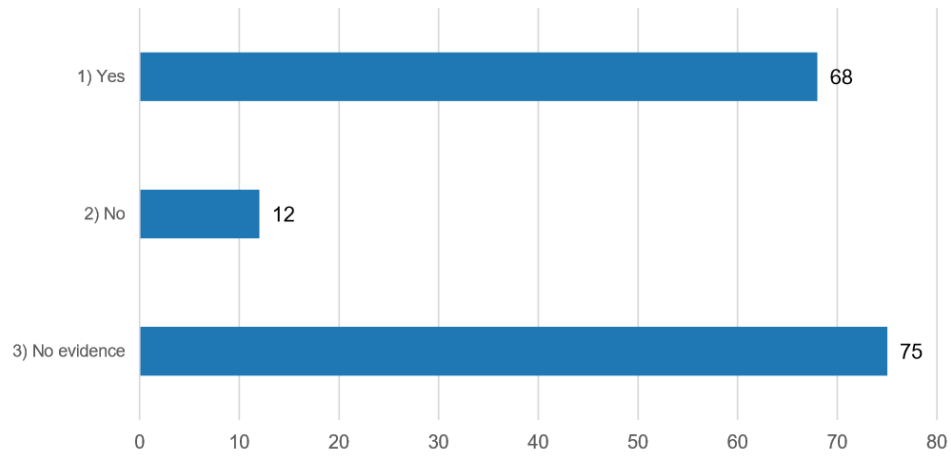
REFERENCE SAMPLE

Question type: **Single choice**
 Number of analysed questionnaires: **155**
 Number of cities respond to this specific question: **155 (100%)**

<i>Answer</i>	<i>Count</i>	<i>Percentage*</i>
1) Yes	68	44%
2) No	12	8%
3) No evidence	75	48%

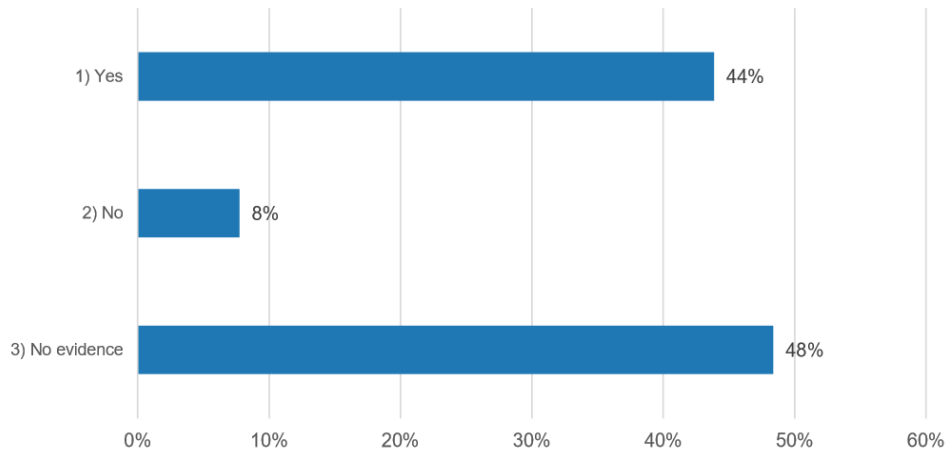
* The percentage refers to the respondents to this specific question. The grand total could be more than 100% in the case of multiple choice questions.

5.9 Has the shared data been re-used to create new services/solutions?



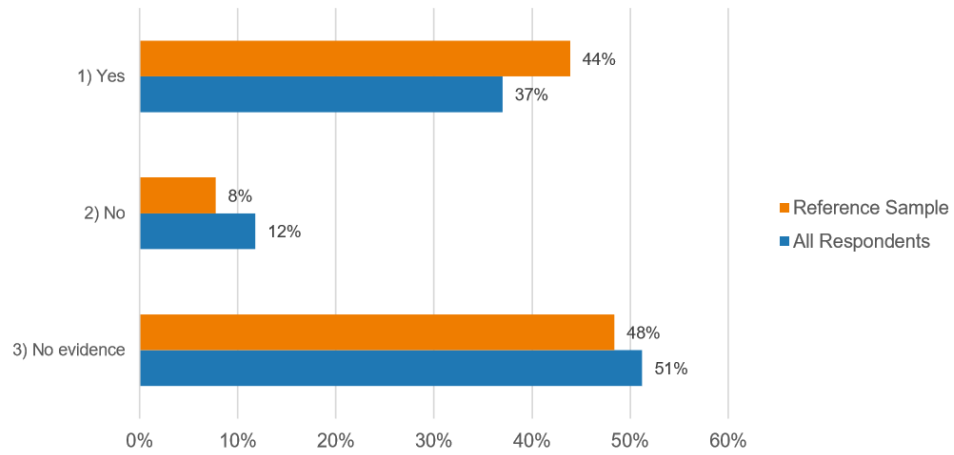
Question type	Data sample	Cluster	Value
Single choice	Reference Sample	-	Count

5.9 Has the shared data been re-used to create new services/solutions?



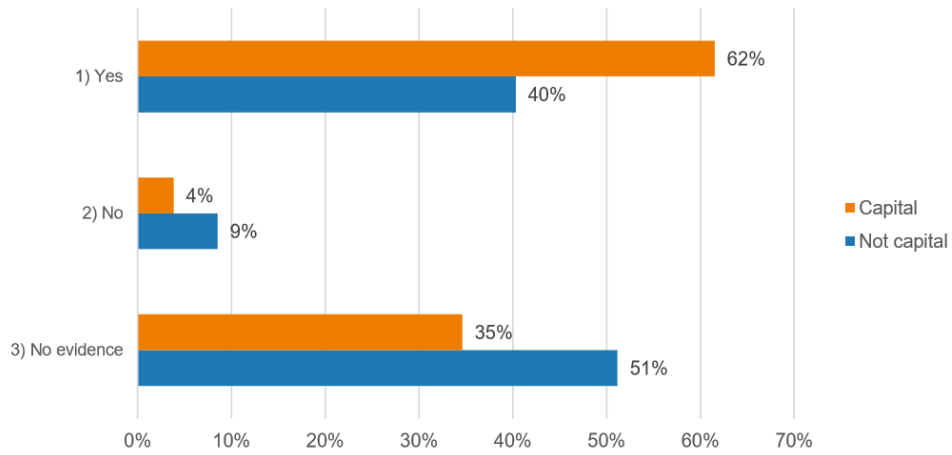
Question type	Data sample	Cluster	Value
Single choice	Reference Sample	-	Percentage

5.9 Has the shared data been re-used to create new services/solutions?



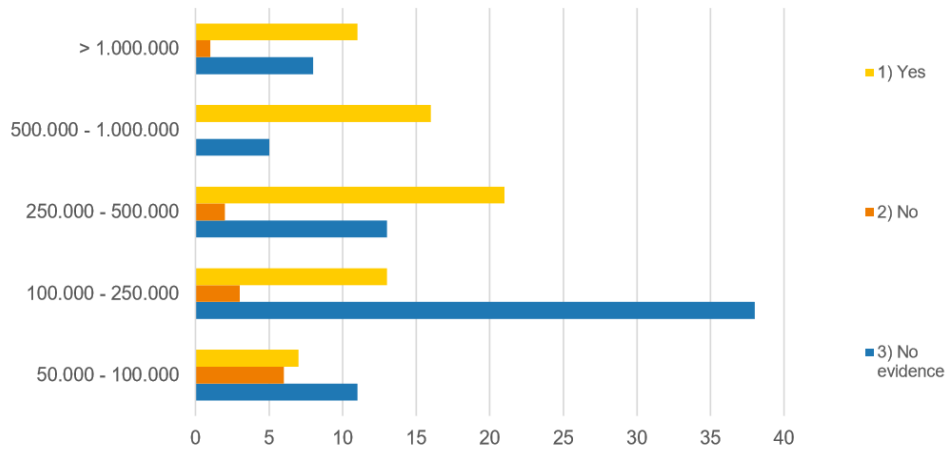
Question type	Data sample	Cluster	Value
Single choice	Reference Sample	Reference Sample	Percentage

5.9 Has the shared data been re-used to create new services/solutions?



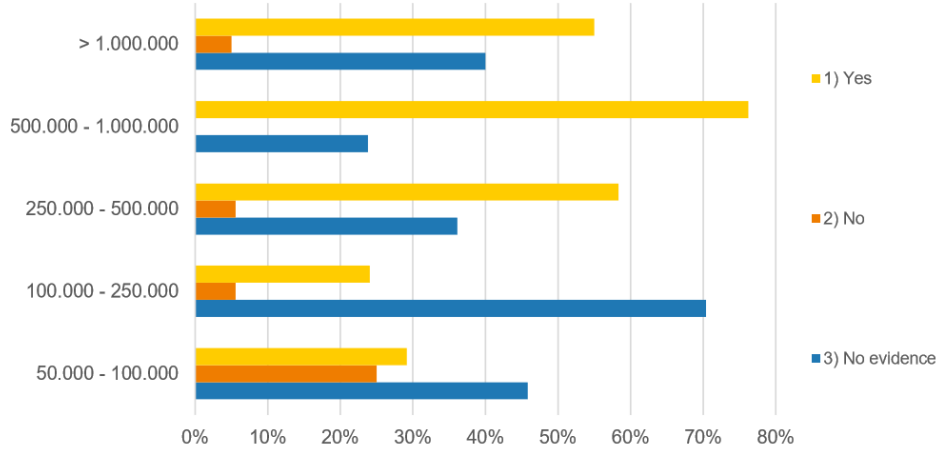
Question type	Data sample	Cluster	Value
Single choice	Reference Sample	Capital cities	Percentage

5.9 Has the shared data been re-used to create new services/solutions?



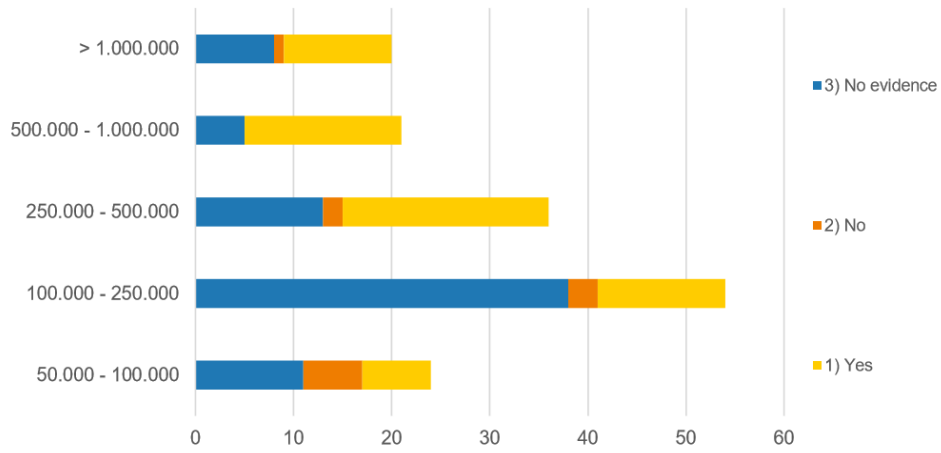
Question type	Data sample	Cluster	Value
Single choice	Reference Sample	Population	Count

5.9 Has the shared data been re-used to create new services/solutions?



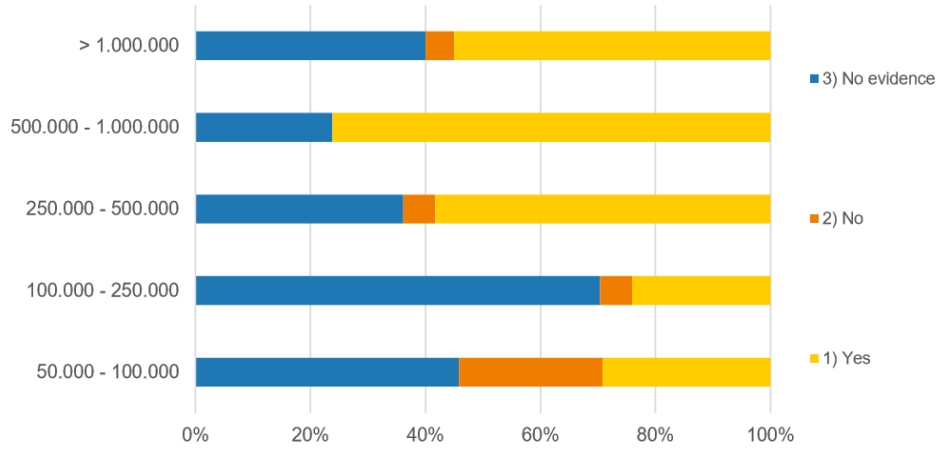
Question type	Data sample	Cluster	Value
Single choice	Reference Sample	Population	Percentage

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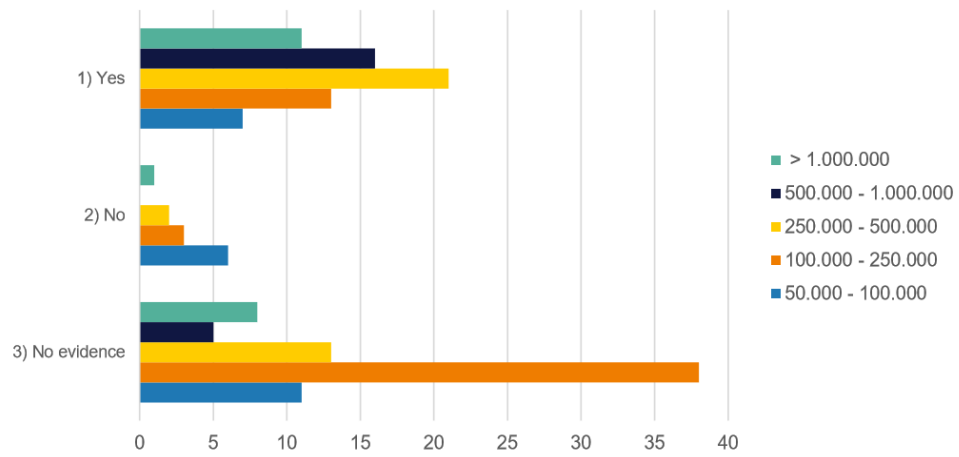
Question type	Data sample	Cluster	Value
Single choice	Reference Sample	Population	Count

5.9 Has the shared data been re-used to create new services/solutions?



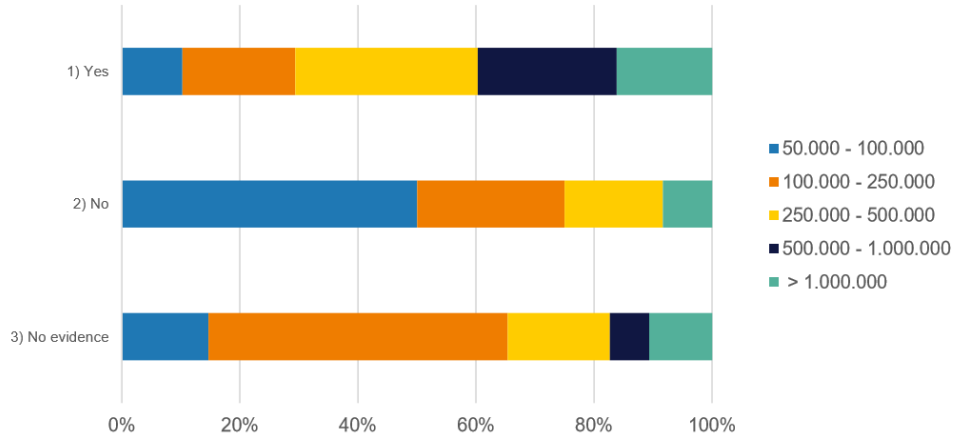
Question type	Data sample	Cluster	Value
Single choice	Reference Sample	Population	Percentage

5.9 Has the shared data been re-used to create new services/solutions?



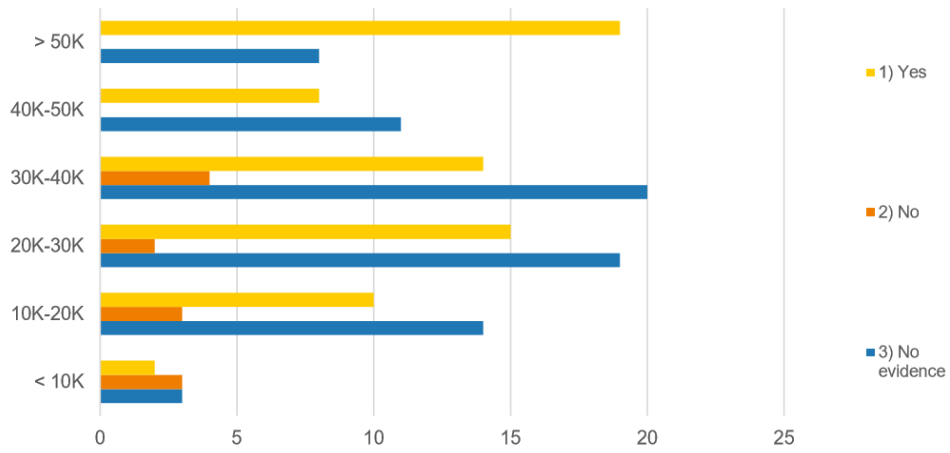
Question type	Data sample	Cluster	Value
Single choice	Reference Sample	Population	Count

5.9 Has the shared data been re-used to create new services/solutions?



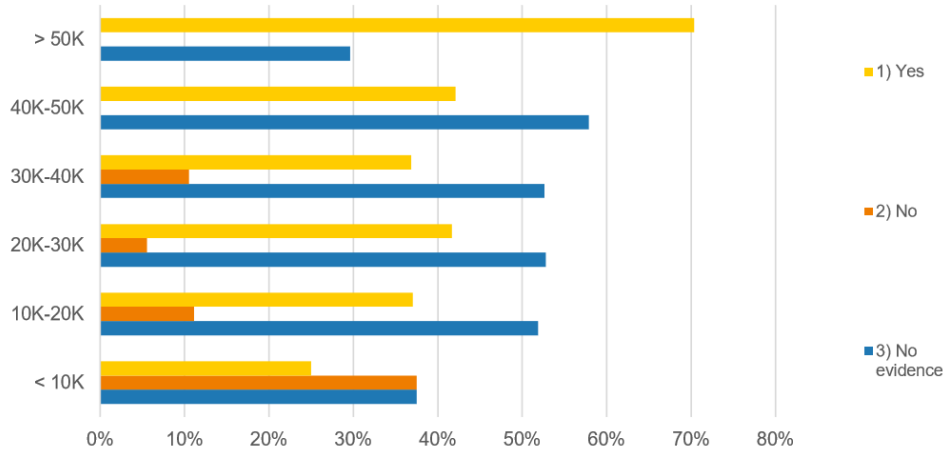
Question type	Data sample	Cluster	Value
Single choice	Reference Sample	Population	Percentage

5.9 Has the shared data been re-used to create new services/solutions?



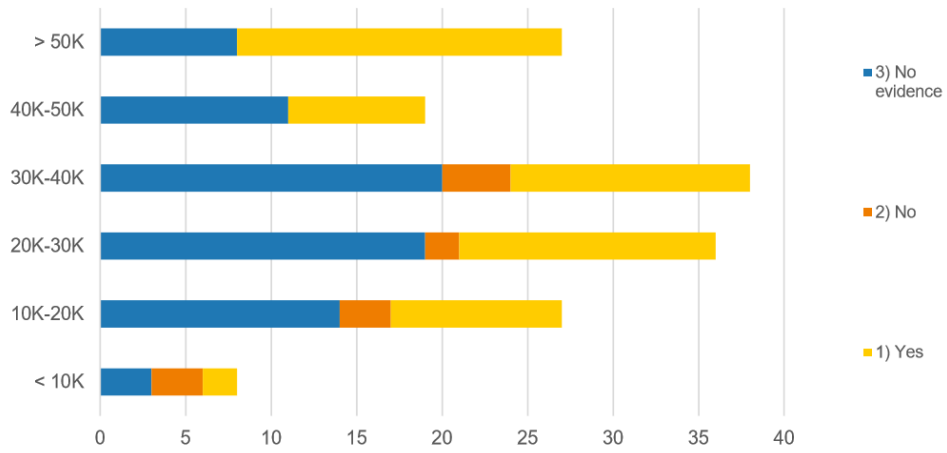
Question type	Data sample	Cluster	Value
Single choice	Reference Sample	GDPPC	Count

5.9 Has the shared data been re-used to create new services/solutions?



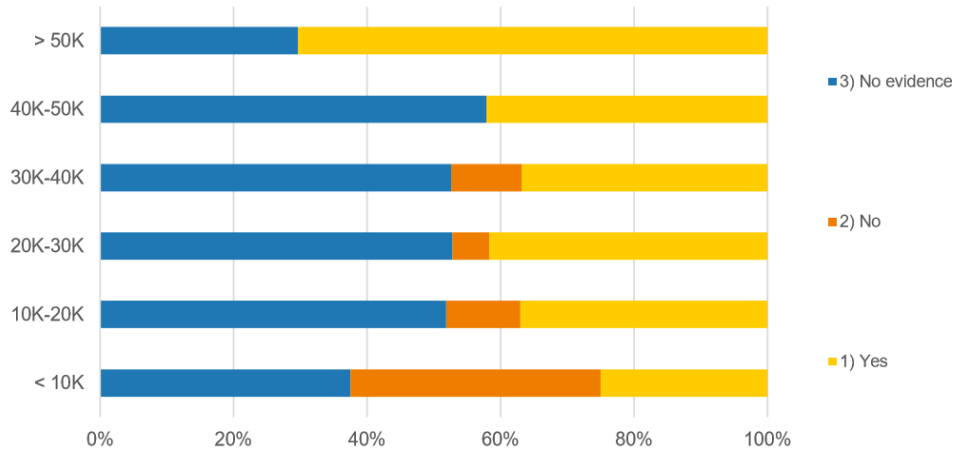
Question type	Data sample	Cluster	Value
Single choice	Reference Sample	GDPPC	Percentage

5.9 Has the shared data been re-used to create new services/solutions?



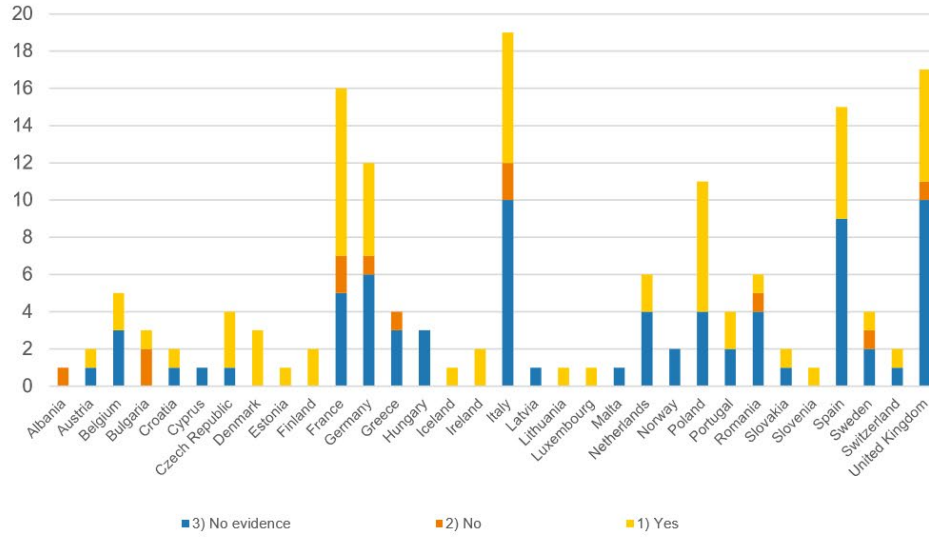
Question type	Data sample	Cluster	Value
Single choice	Reference Sample	GDPPC	Count

5.9 Has the shared data been re-used to create new services/solutions?



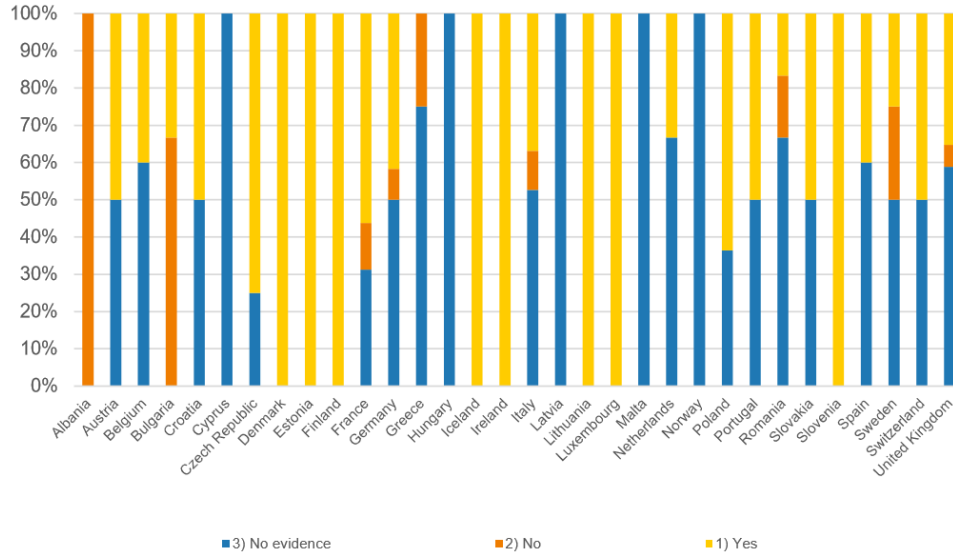
Question type	Data sample	Cluster	Value
Single choice	Reference Sample	GDPPC	Percentage

5.9 Has the shared data been re-used to create new services/solutions?



Question type	Data sample	Cluster	Value
Single choice	Reference Sample	Country	Count

5.9 Has the shared data been re-used to create new services/solutions?



Question type	Data sample	Cluster	Value
Single choice	Reference Sample	Country	Percentage

3.45 Q_5.9.1 Which external stakeholders re-use the data?

5.9.1 Which external stakeholders re-use the data?

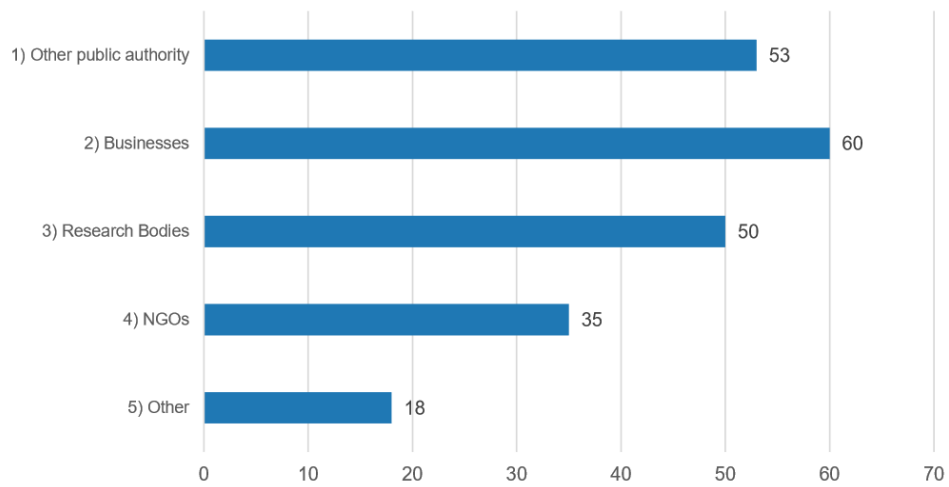
ALL RESPONDENTS

Question type: **Multiple choice**
 Number of analysed questionnaires: **246**
 Number of cities respond to this specific question: **91 (37%)**

<i>Answer</i>	<i>Count</i>	<i>Percentage*</i>
1) Other public authority	53	58%
2) Businesses	60	66%
3) Research Bodies	50	55%
4) NGOs	35	38%
5) Other	18	20%

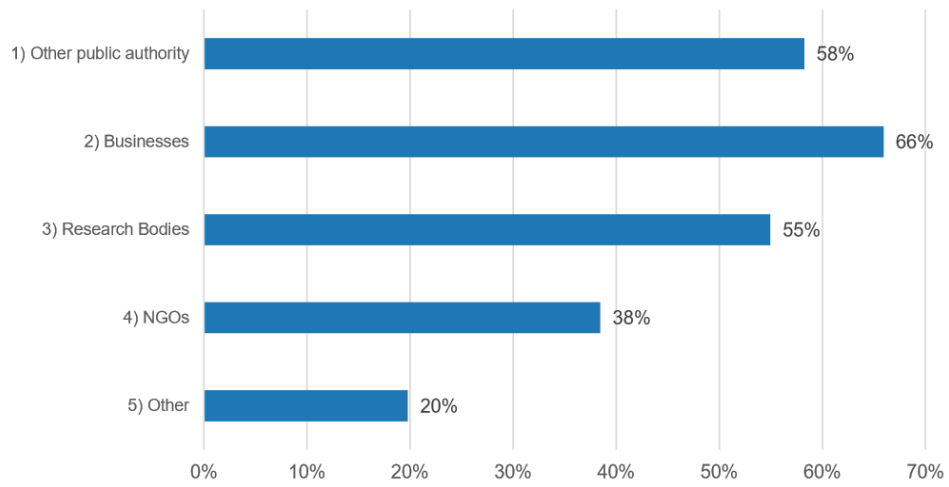
* The percentage refers to the respondents to this specific question. The grand total could be more than 100% in the case of multiple choice questions.

5.9.1 Which external stakeholders re-use the data?



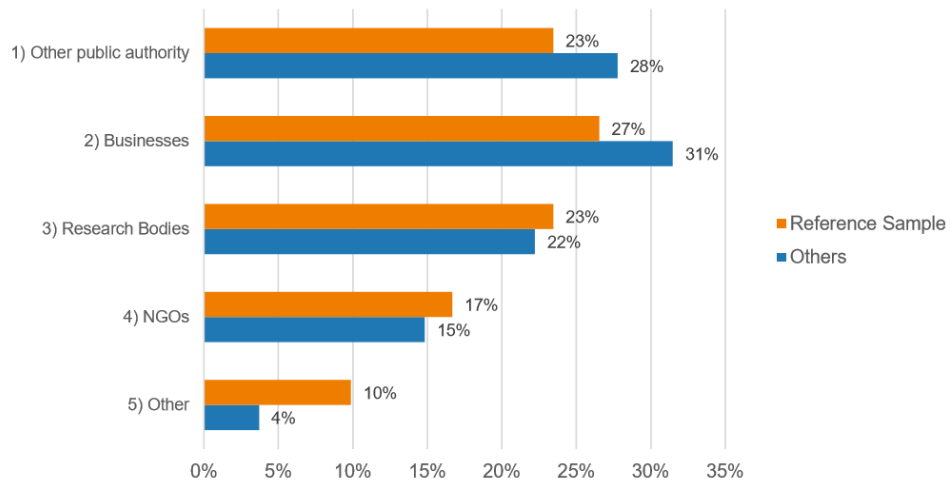
Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	-	Count

5.9.1 Which external stakeholders re-use the data?



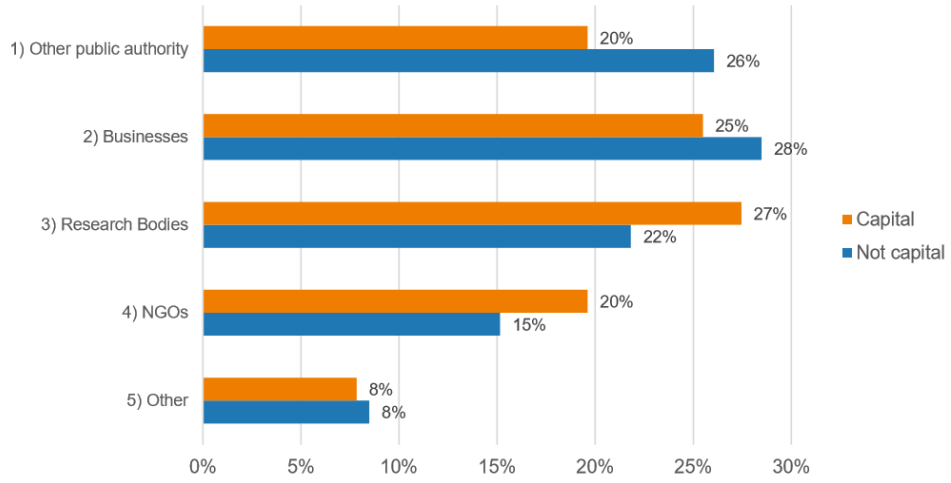
Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	-	Percentage

5.9.1 Which external stakeholders re-use the data?



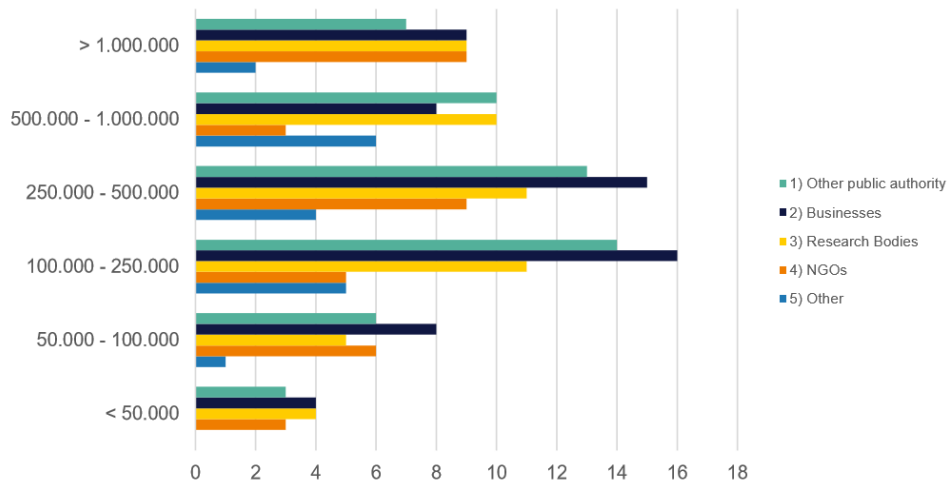
Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	Reference Sample	Percentage

5.9.1 Which external stakeholders re-use the data?



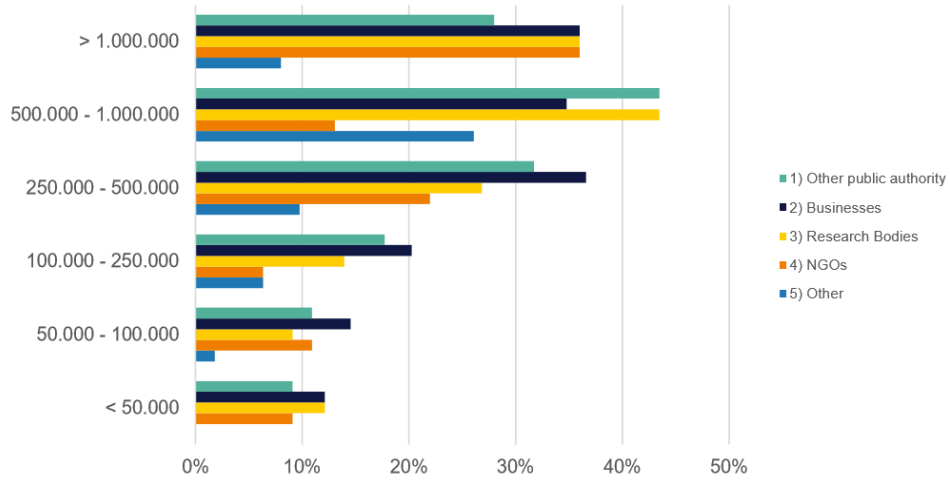
Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	Capital cities	Percentage

5.9.1 Which external stakeholders re-use the data?



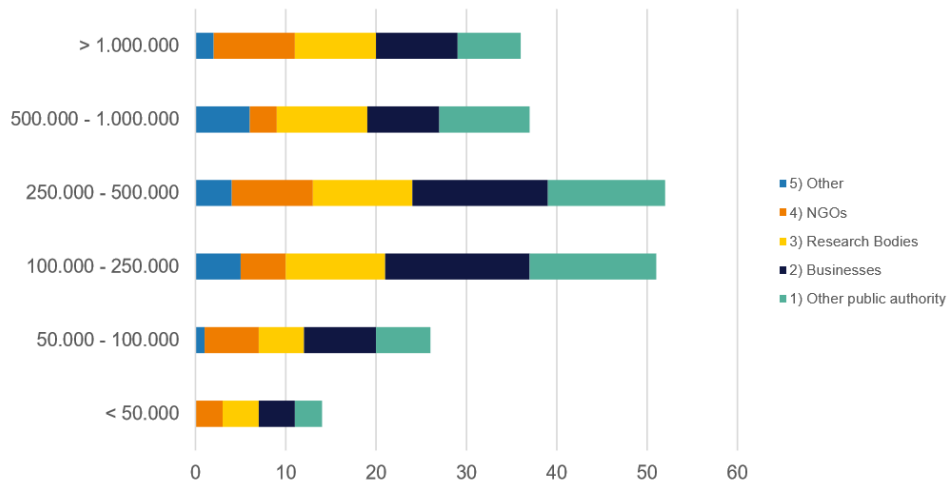
Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	Population	Count

5.9.1 Which external stakeholders re-use the data?



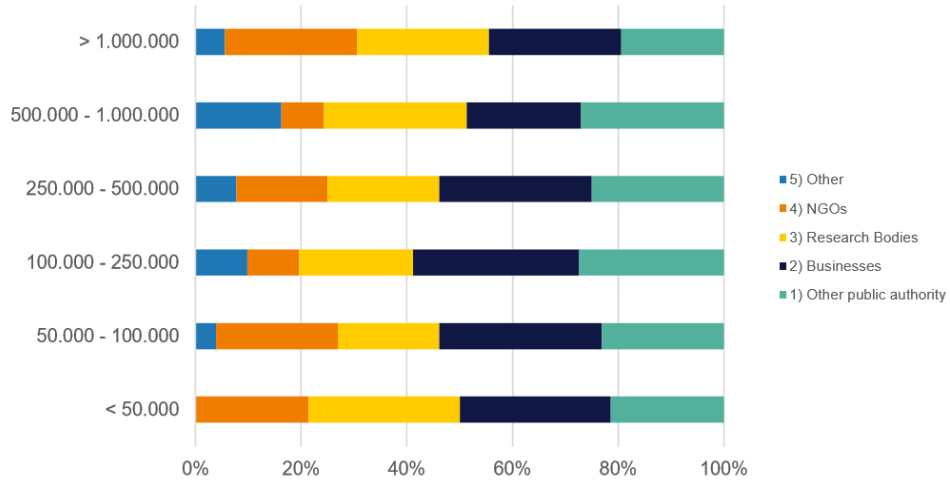
Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	Population	Percentage

5.9.1 Which external stakeholders re-use the data?



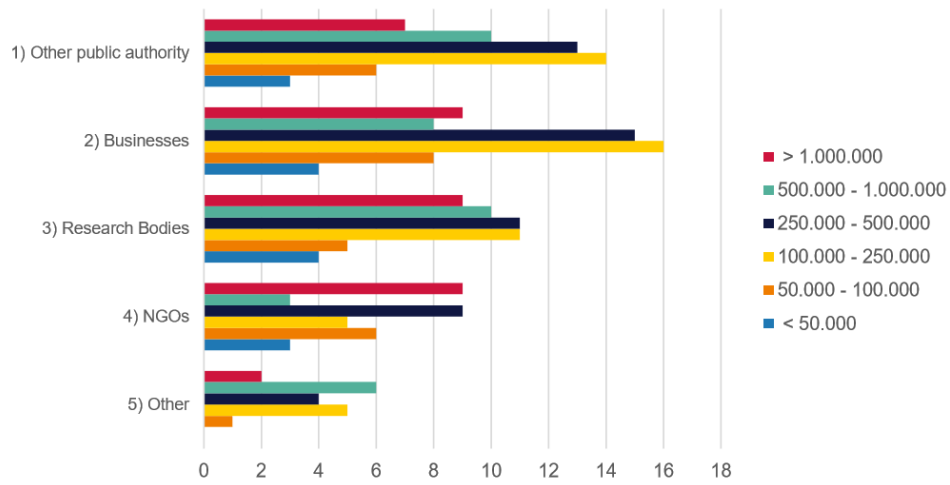
Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	Population	Count

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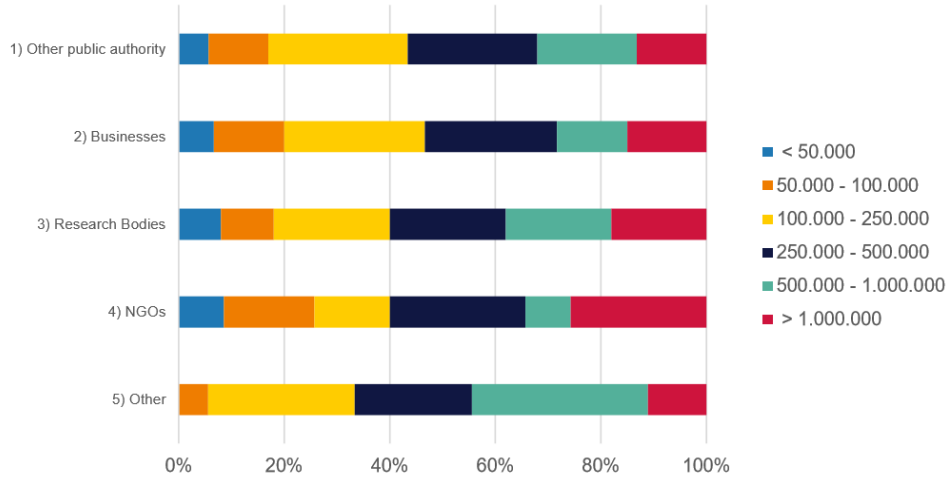
Question type	Data sample	Cluster	Value
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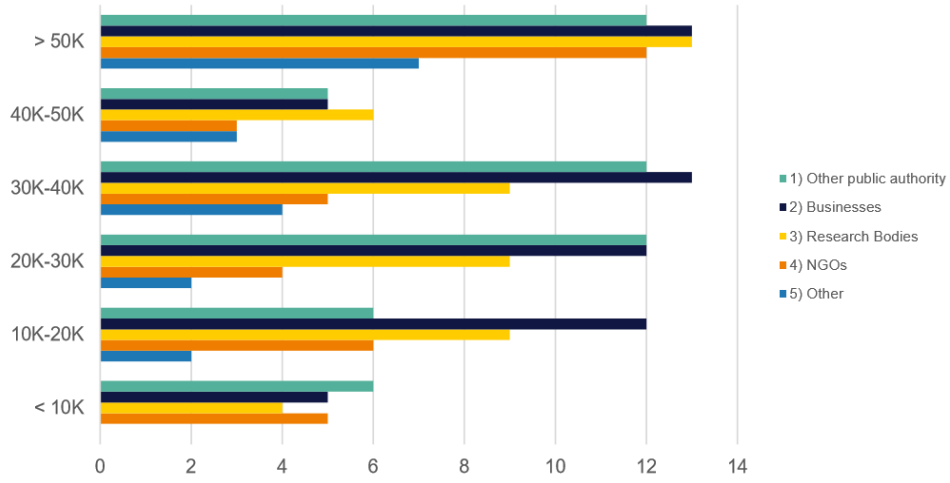
Question type	Data sample	Cluster	Value
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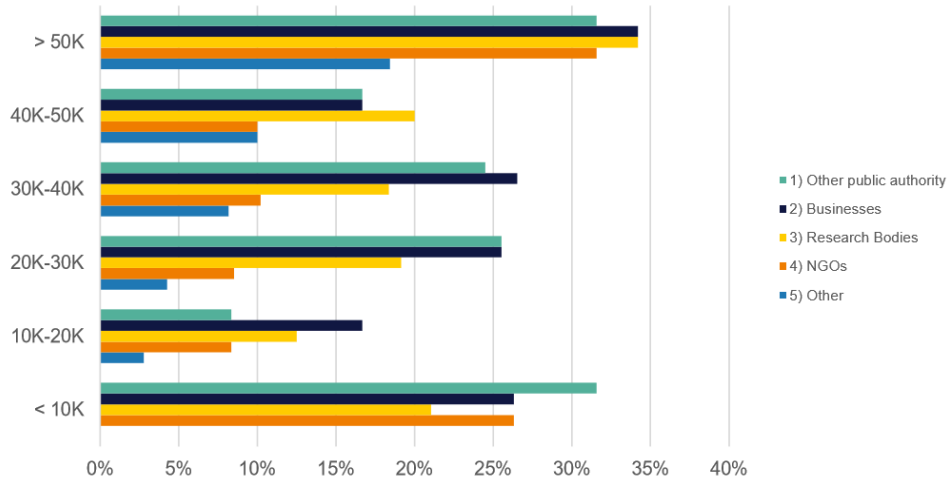
Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	Population	Percentage

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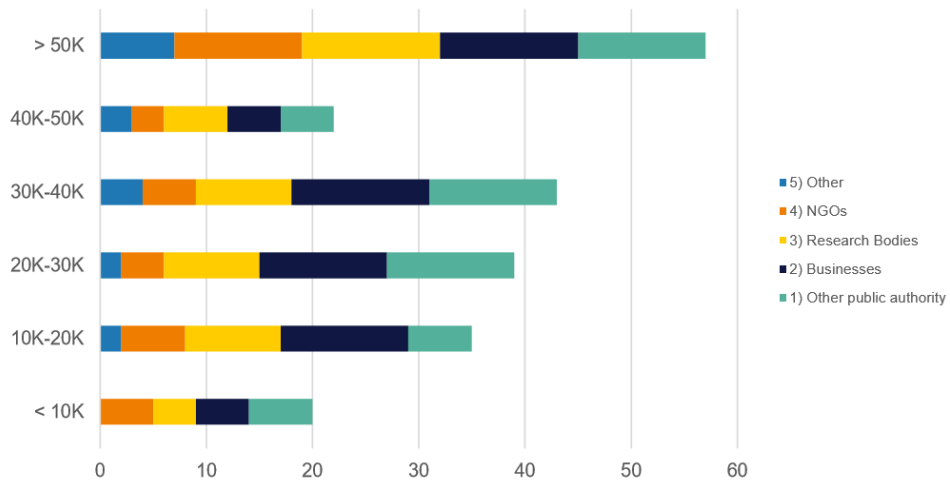
Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	GDPPC	Count

5.9.1 Which external stakeholders re-use the data?



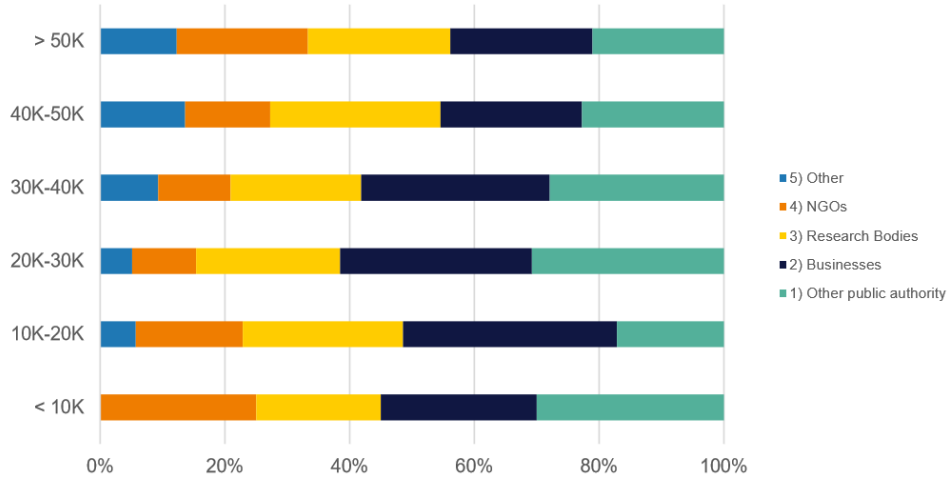
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Multiple choice	All Respondents	GDPPC	Percentage

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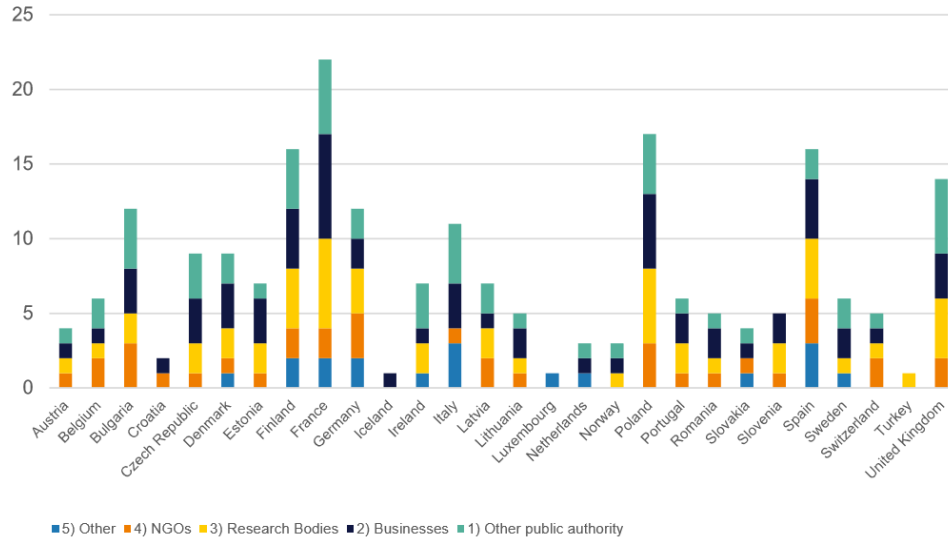
Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	GDPPC	Count

5.9.1 Which external stakeholders re-use the data?



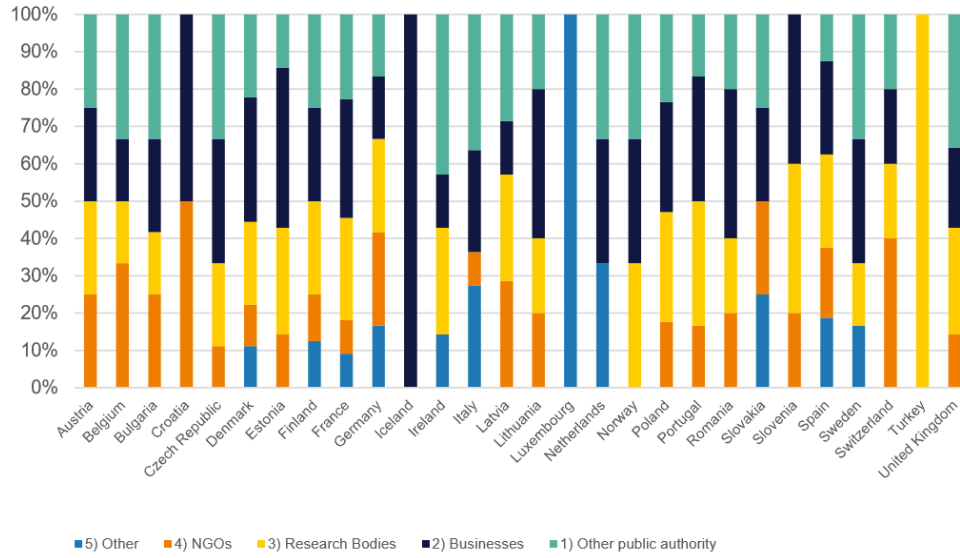
Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	GDPPC	Percentage

5.9.1 Which external stakeholders re-use the data?



Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	Country	Count

5.9.1 Which external stakeholders re-use the data?



Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	Country	Percentage

5.9.1 Which external stakeholders re-use the data?

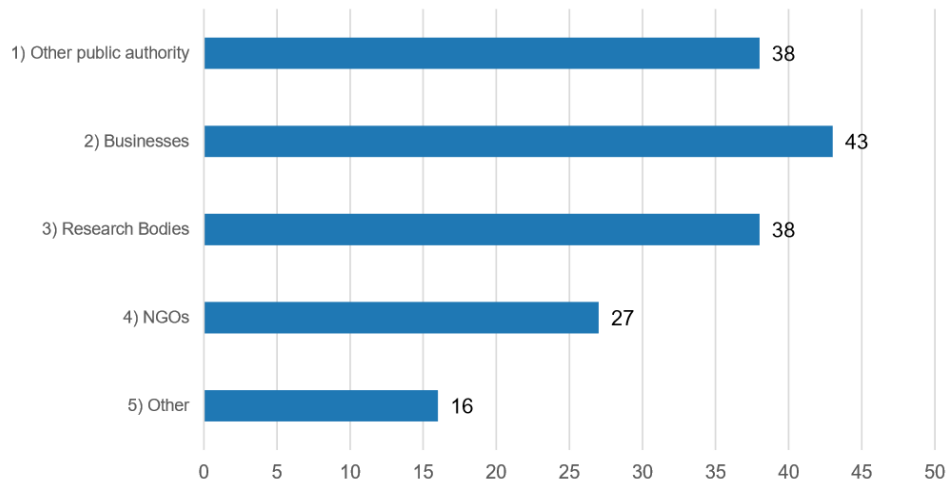
REFERENCE SAMPLE

Question type: **Multiple choice**
 Number of analysed questionnaires: **155**
 Number of cities respond to this specific question: **68 (44%)**

<i>Answer</i>	<i>Count</i>	<i>Percentage*</i>
1) Other public authority	38	56%
2) Businesses	43	63%
3) Research Bodies	38	56%
4) NGOs	27	40%
5) Other	16	24%

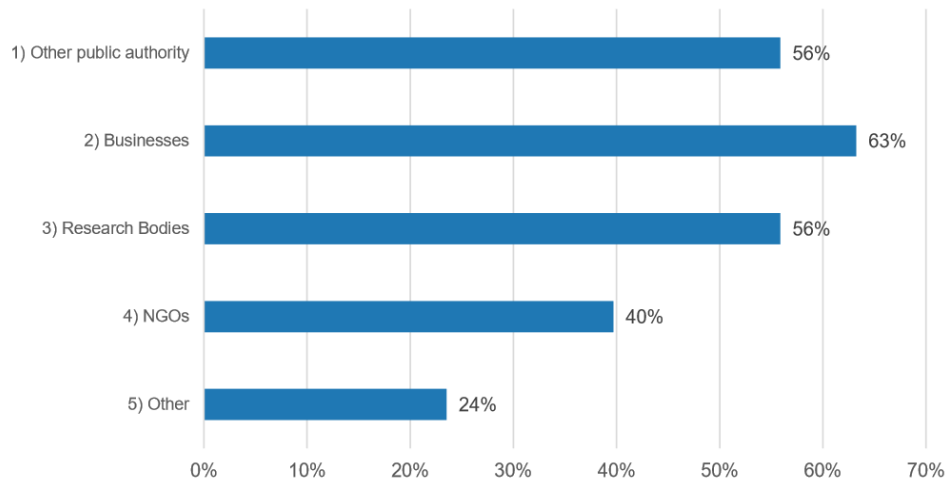
* The percentage refers to the respondents to this specific question. The grand total could be more than 100% in the case of multiple choice questions.

5.9.1 Which external stakeholders re-use the data?



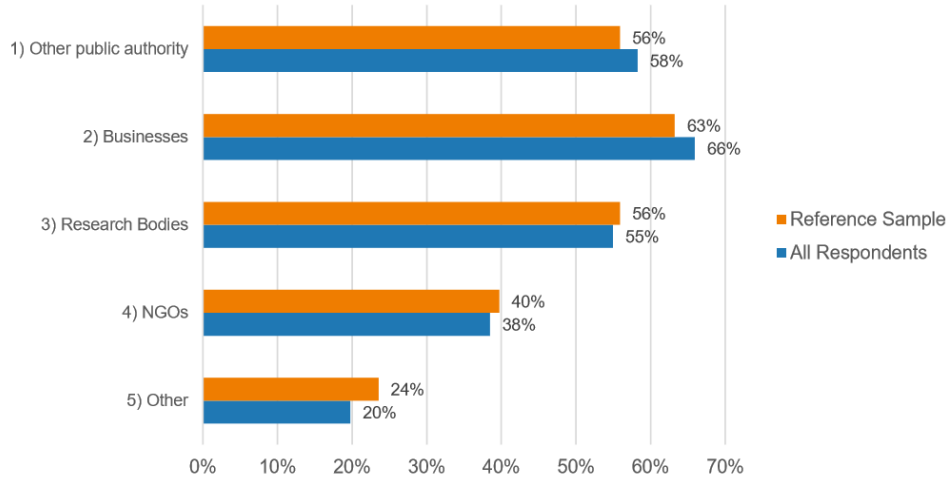
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	-	Count

5.9.1 Which external stakeholders re-use the data?



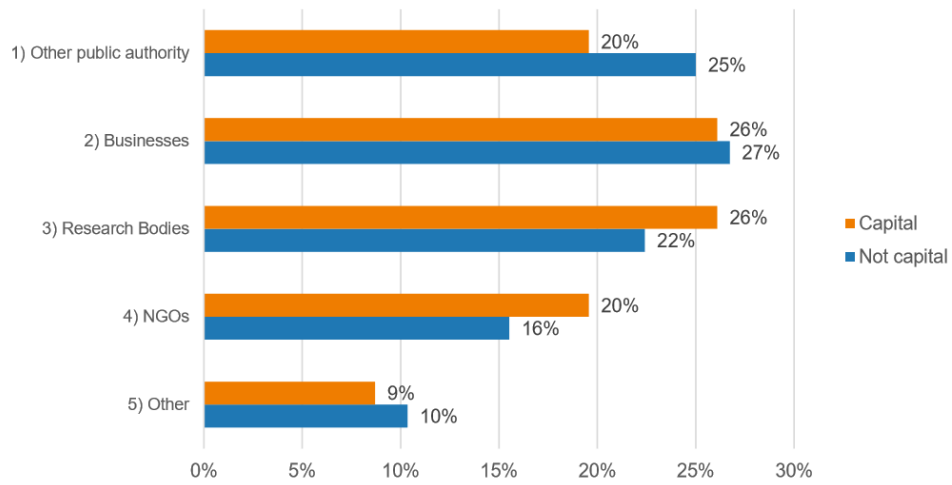
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	-	Percentage

5.9.1 Which external stakeholders re-use the data?



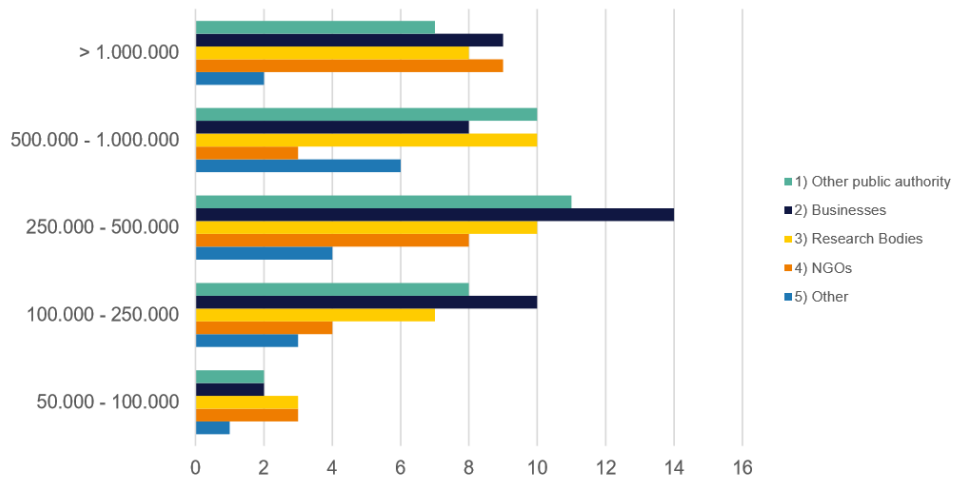
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	Reference Sample	Percentage

5.9.1 Which external stakeholders re-use the data?



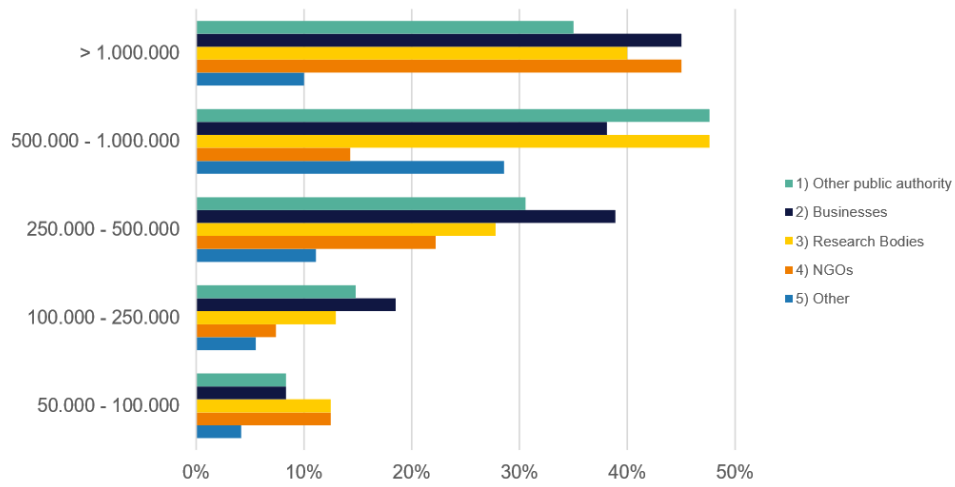
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	Capital cities	Percentage

5.9.1 Which external stakeholders re-use the data?



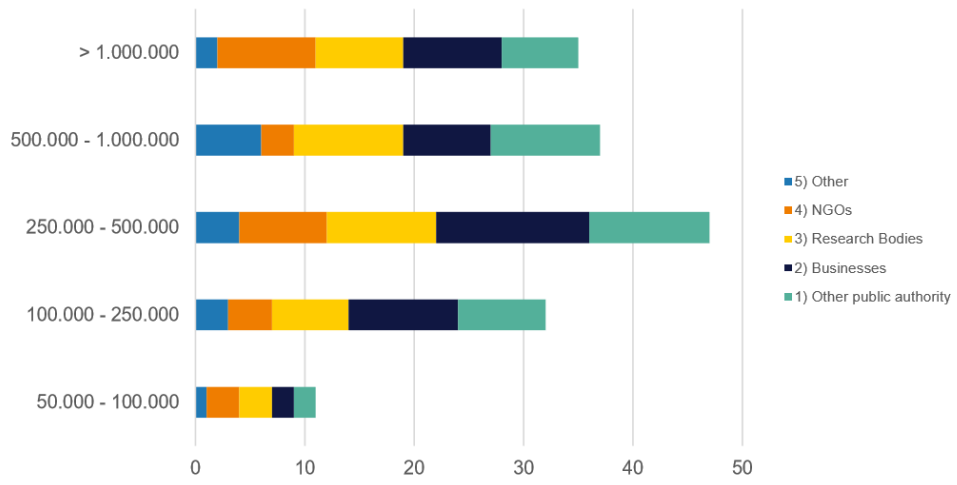
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	Population	Count

5.9.1 Which external stakeholders re-use the data?



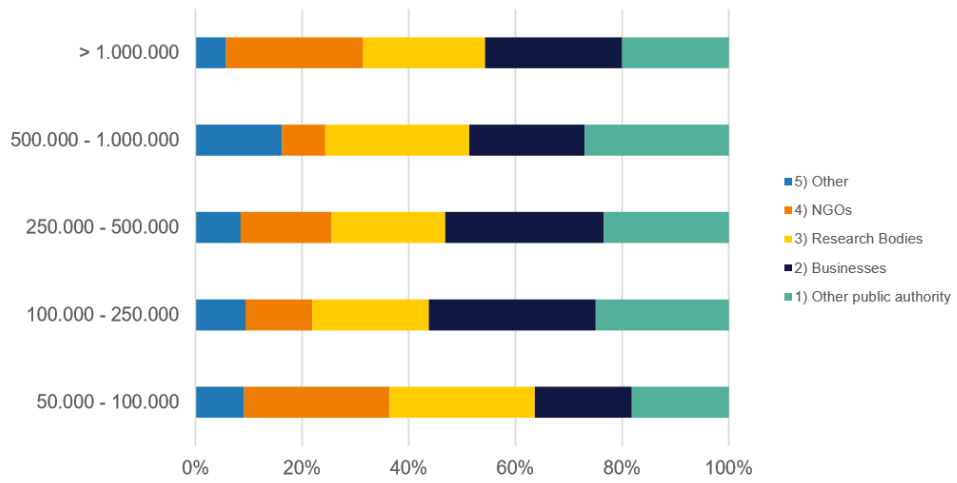
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	Population	Percentage

5.9.1 Which external stakeholders re-use the data?



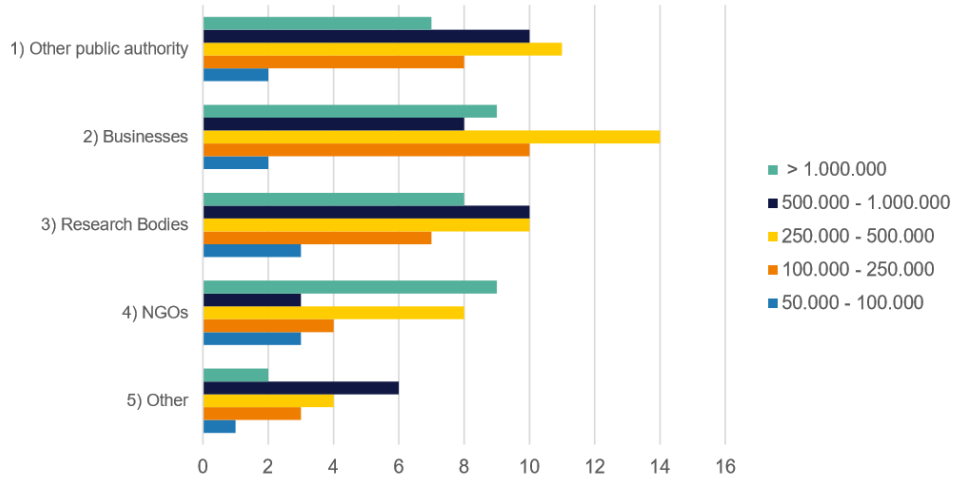
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	Population	Count

5.9.1 Which external stakeholders re-use the data?



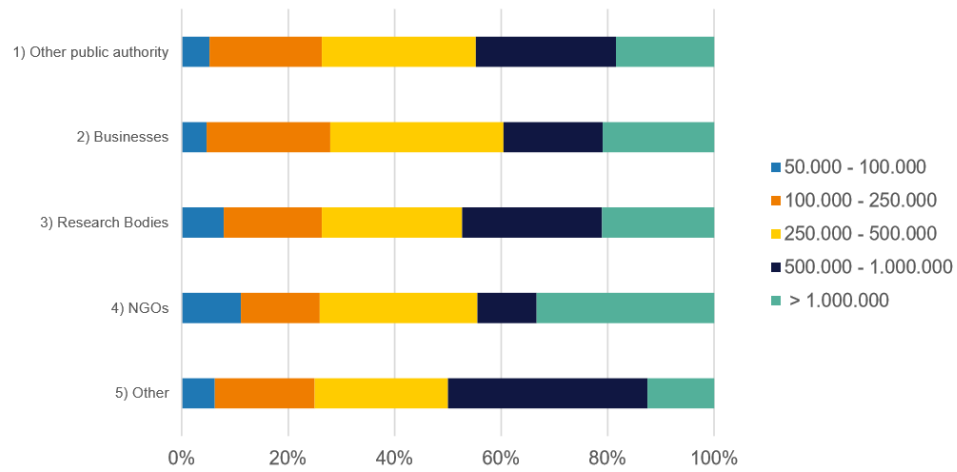
Question type	Data sample	Cluster	Value
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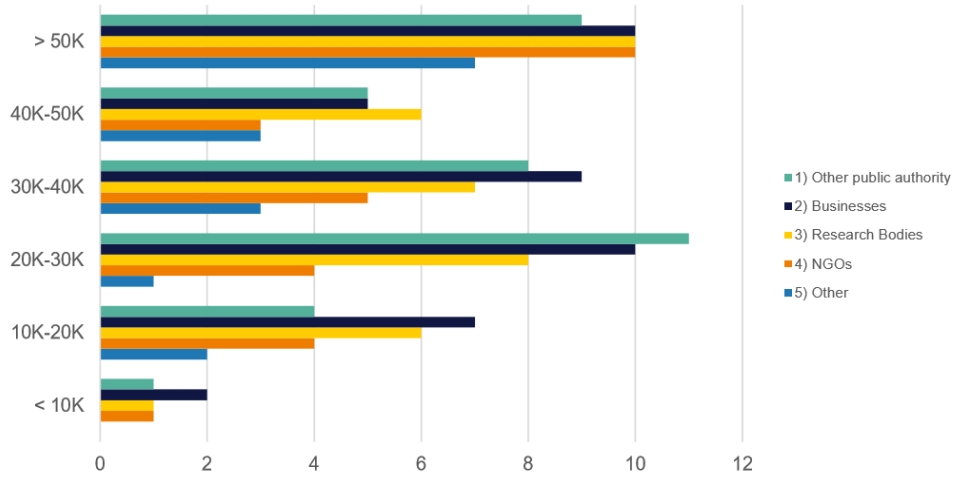
Question type	Data sample	Cluster	Value
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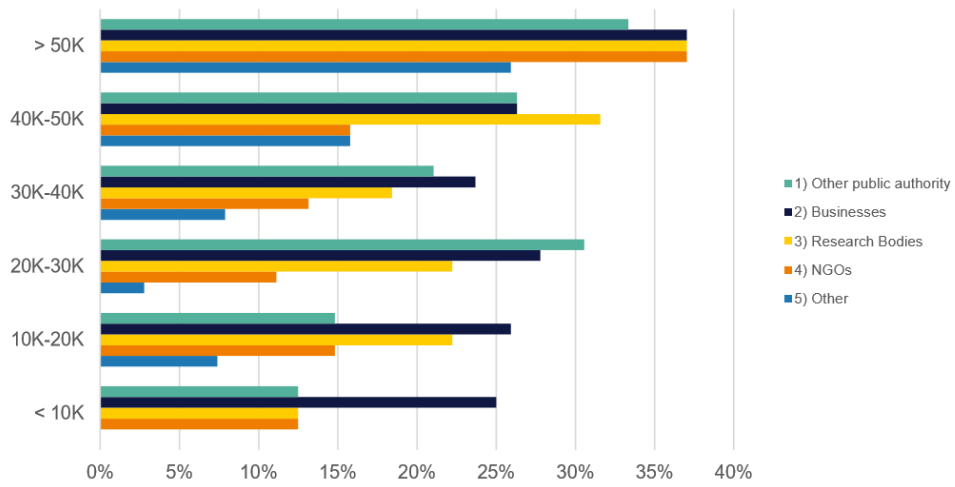
Question type	Data sample	Cluster	Value
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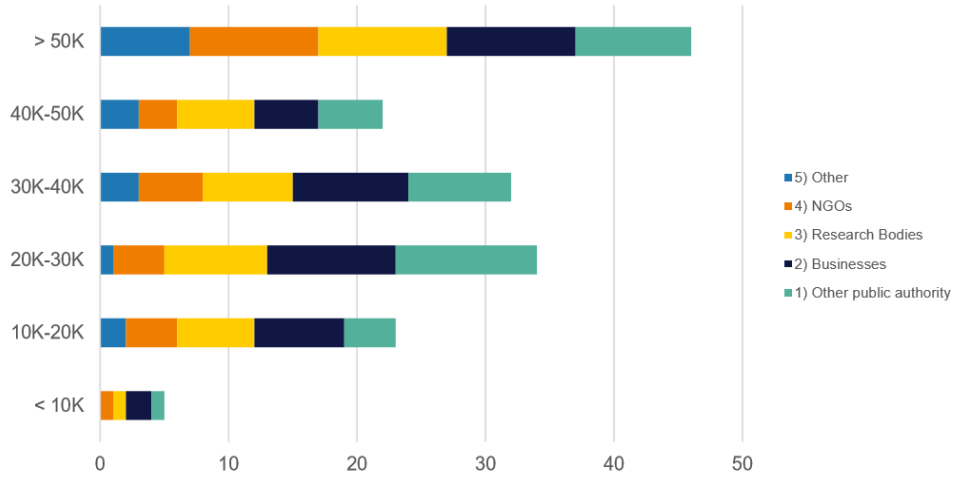
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	GDPPC	Count

5.9.1 Which external stakeholders re-use the data?



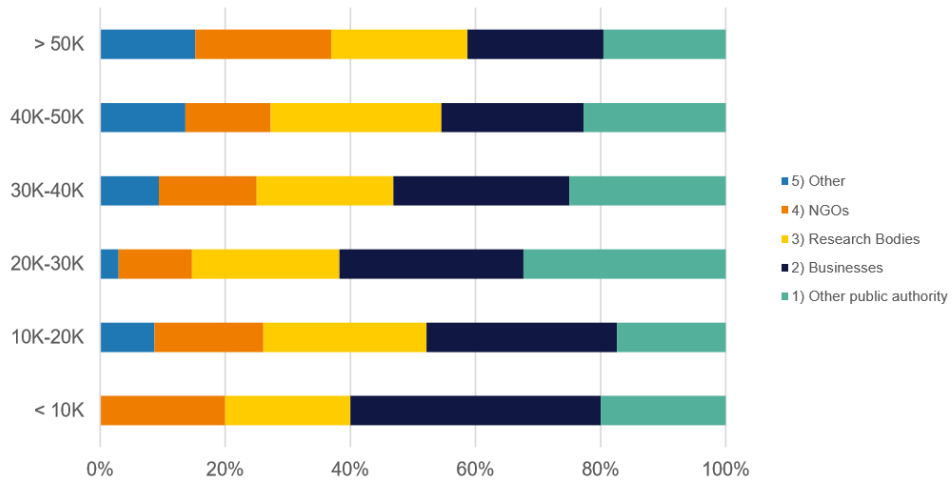
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	GDPPC	Percentage

5.9.1 Which external stakeholders re-use the data?



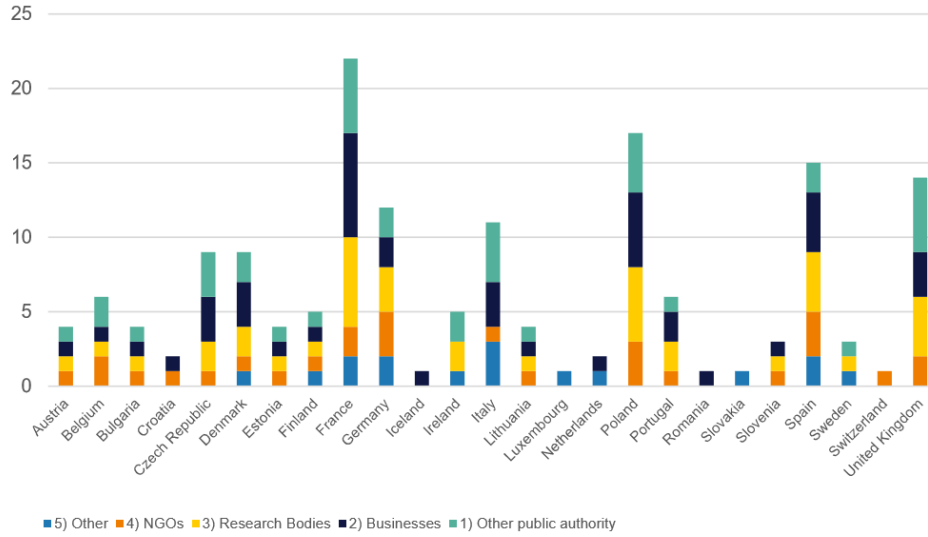
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	GDPPC	Count

5.9.1 Which external stakeholders re-use the data?



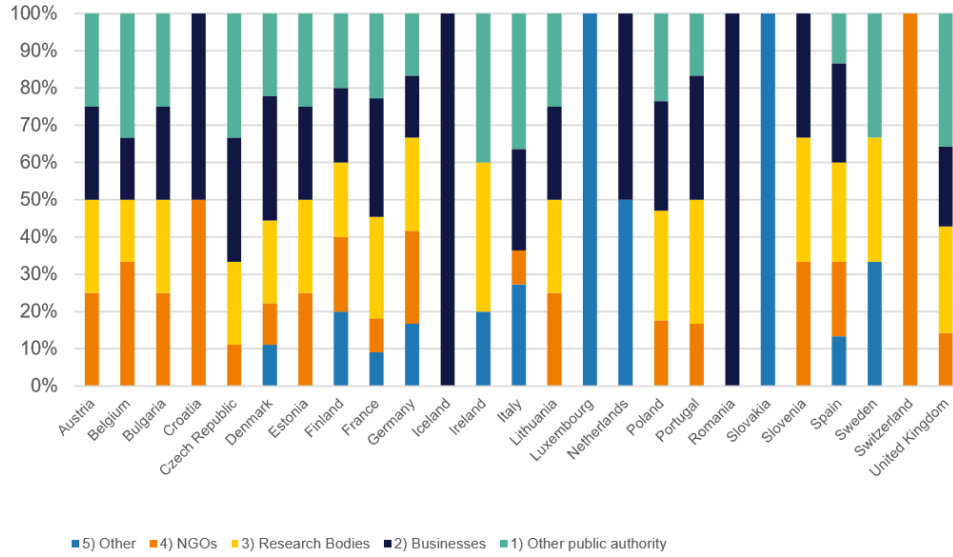
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	GDPPC	Percentage

5.9.1 Which external stakeholders re-use the data?



Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	Country	Count

5.9.1 Which external stakeholders re-use the data?



Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	Country	Percentage

3.46 Q_5.10 To what extent are relevant data exchanged among service areas, departments, or units of your public authority?

5.10 To what extent are relevant data exchanged among service areas, departments, or units of your public authority?

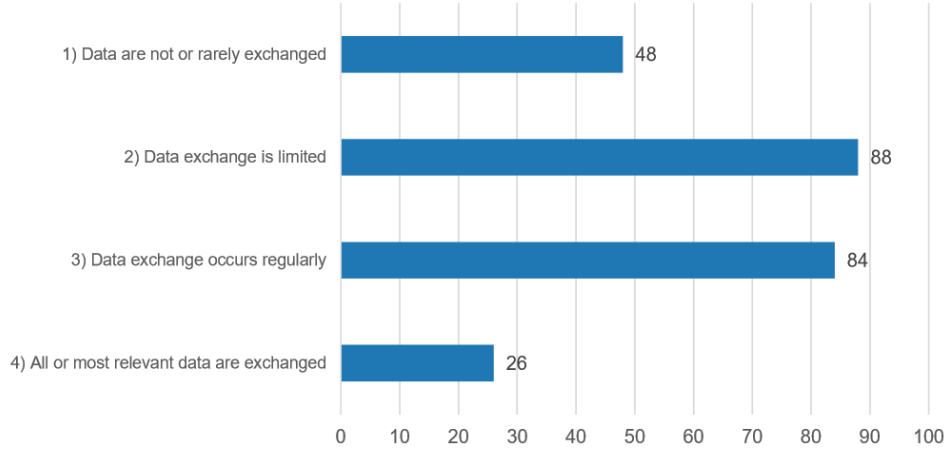
ALL RESPONDENTS

Question type: **Single choice**
 Number of analysed questionnaires: **246**
 Number of cities respond to this specific question: **246 (100%)**

<i>Answer</i>	<i>Count</i>	<i>Percentage*</i>
1) Data are not or rarely exchanged	48	20%
2) Data exchange is limited	88	36%
3) Data exchange occurs regularly	84	34%
4) All or most relevant data are exchanged	26	11%

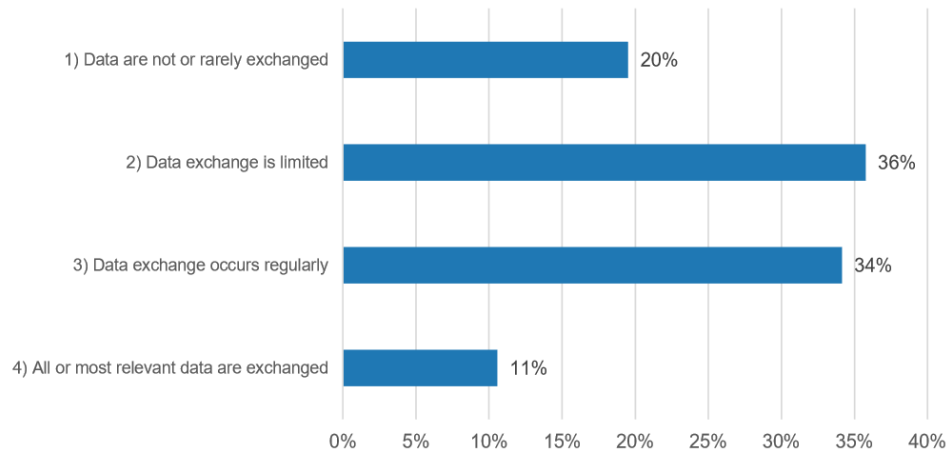
* The percentage refers to the respondents to this specific question. The grand total could be more than 100% in the case of multiple choice questions.

5.10 To what extent are relevant data exchanged among service areas, departments, or units of your public authority?



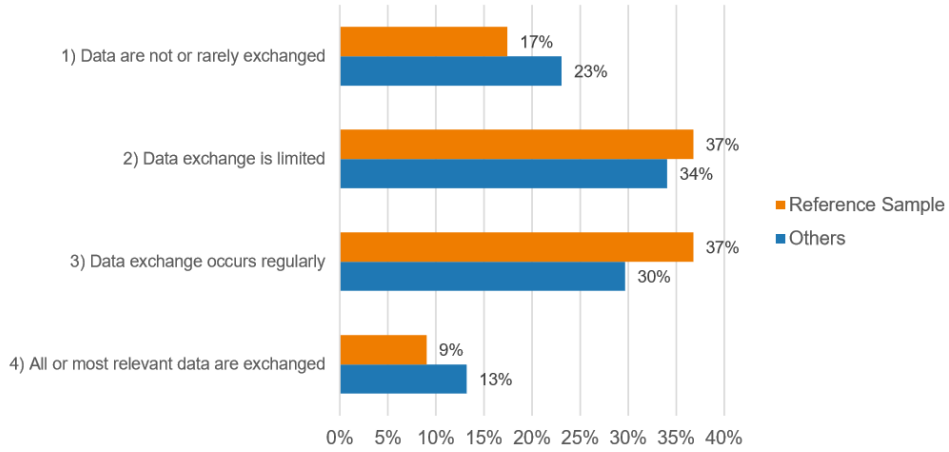
Question type	Data sample	Cluster	Value
Single choice	All Respondents	-	Count

5.10 To what extent are relevant data exchanged among service areas, departments, or units of your public authority?



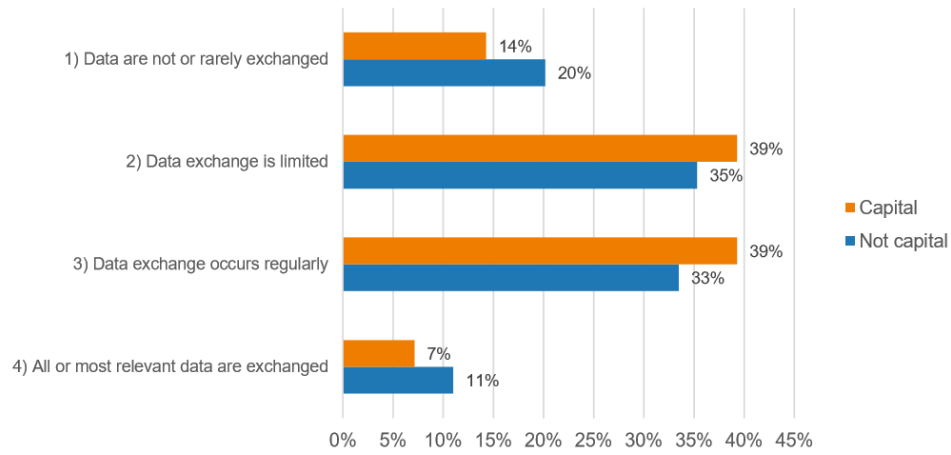
Question type	Data sample	Cluster	Value
Single choice	All Respondents	-	Percentage

5.10 To what extent are relevant data exchanged among service areas, departments, or units of your public authority?



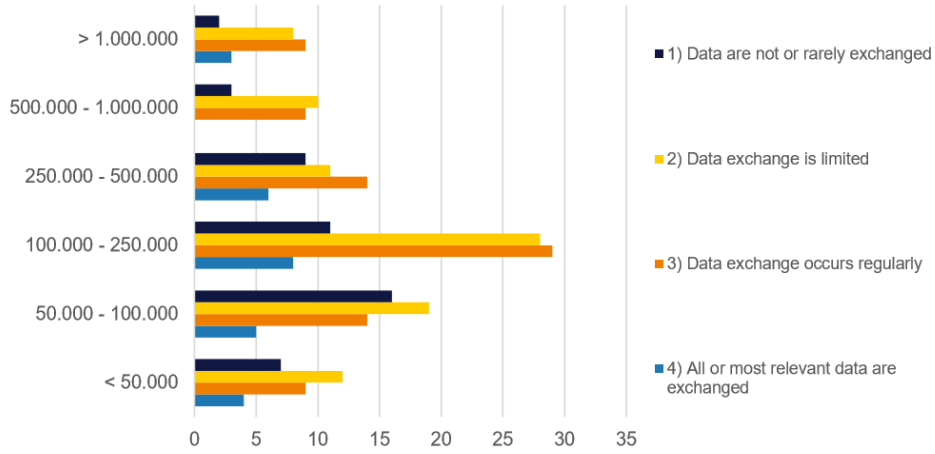
Question type	Data sample	Cluster	Value
Single choice	All Respondents	Reference Sample	Percentage

5.10 To what extent are relevant data exchanged among service areas, departments, or units of your public authority?



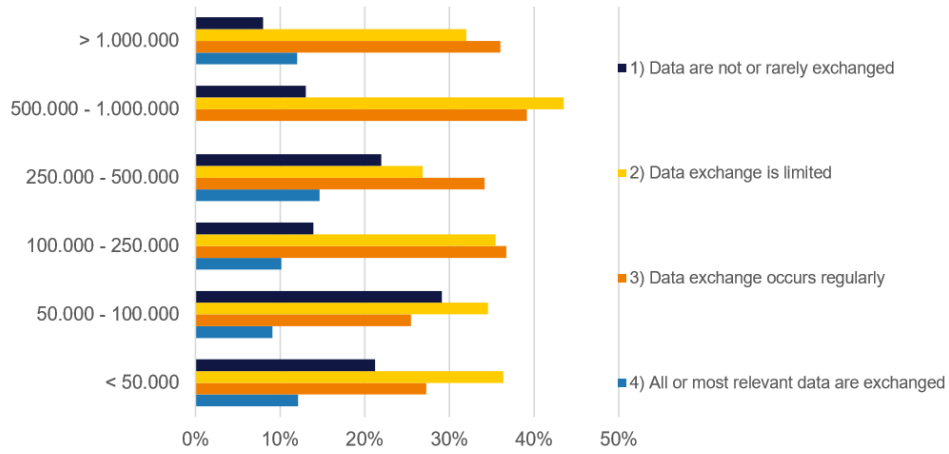
Question type	Data sample	Cluster	Value
Single choice	All Respondents	Capital cities	Percentage

5.10 To what extent are relevant data exchanged among service areas, departments, or units of your public authority?



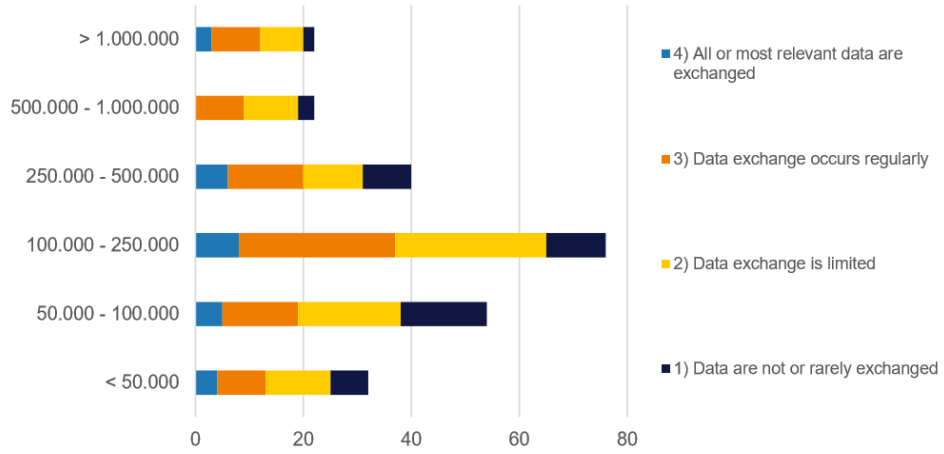
Question type	Data sample	Cluster	Value
Single choice	All Respondents	Population	Count

5.10 To what extent are relevant data exchanged among service areas, departments, or units of your public authority?



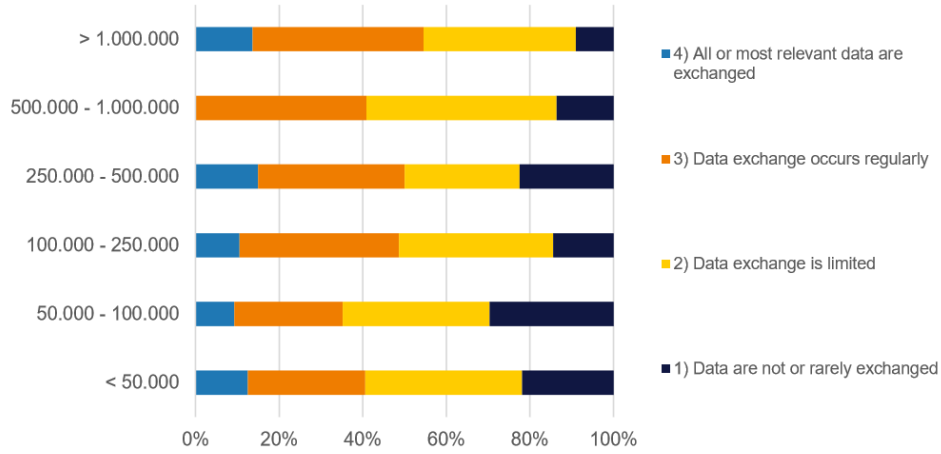
Question type	Data sample	Cluster	Value
Single choice	All Respondents	Population	Percentage

5.10 To what extent are relevant data exchanged among service areas, departments, or units of your public authority?



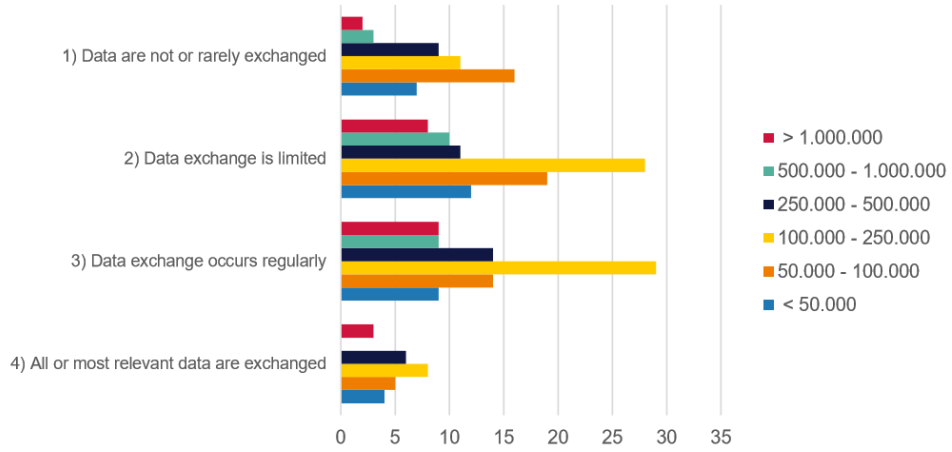
Question type	Data sample	Cluster	Value
Single choice	All Respondents	Population	Count

5.10 To what extent are relevant data exchanged among service areas, departments, or units of your public authority?



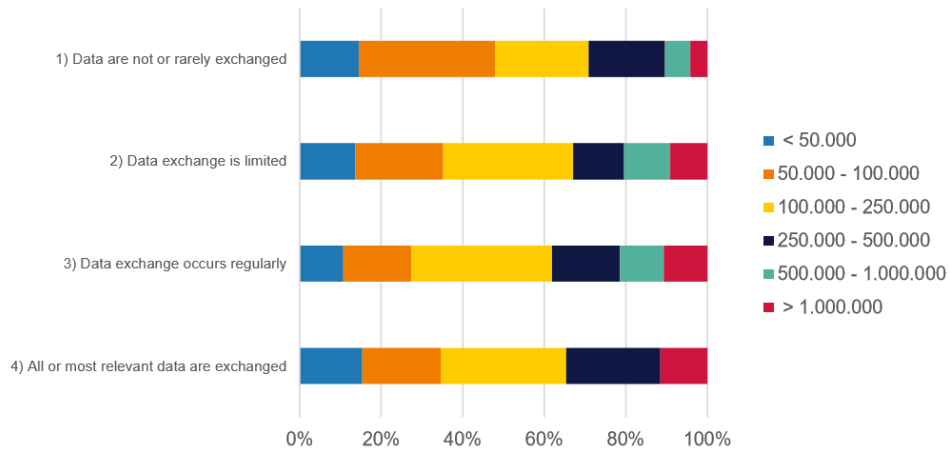
Question type	Data sample	Cluster	Value
Single choice	All Respondents	Population	Percentage

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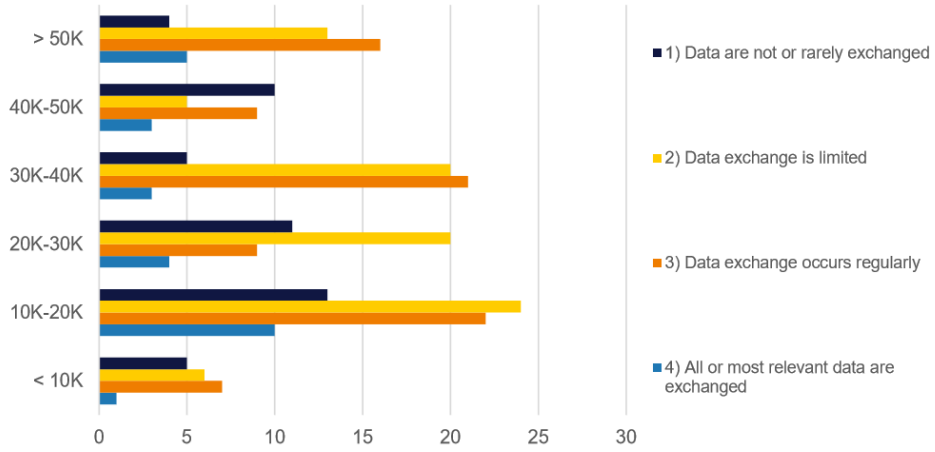
Question type	Data sample	Cluster	Value
Single choice	All Respondents	Population	Count

5.10 To what extent are relevant data exchanged among service areas, departments, or units of your public authority?



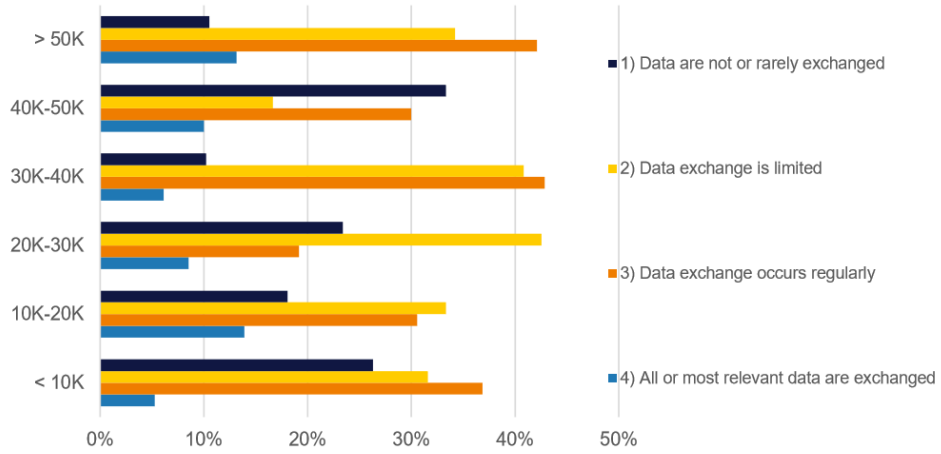
Question type	Data sample	Cluster	Value
Single choice	All Respondents	Population	Percentage

5.10 To what extent are relevant data exchanged among service areas, departments, or units of your public authority?



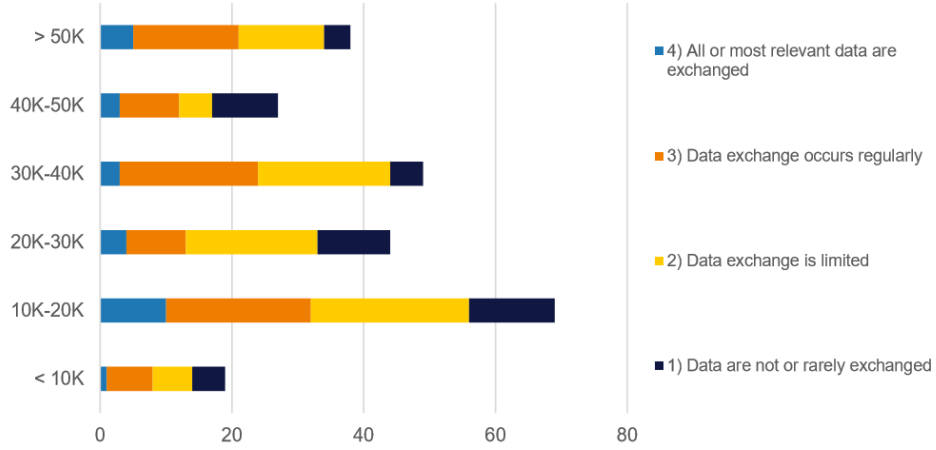
Question type	Data sample	Cluster	Value
Single choice	All Respondents	GDPPC	Count

5.10 To what extent are relevant data exchanged among service areas, departments, or units of your public authority?



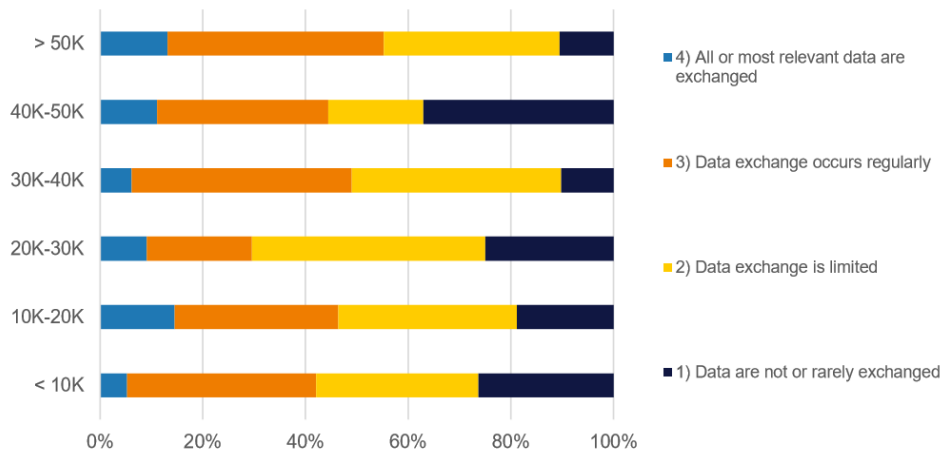
Question type	Data sample	Cluster	Value
Single choice	All Respondents	GDPPC	Percentage

5.10 To what extent are relevant data exchanged among service areas, departments, or units of your public authority?



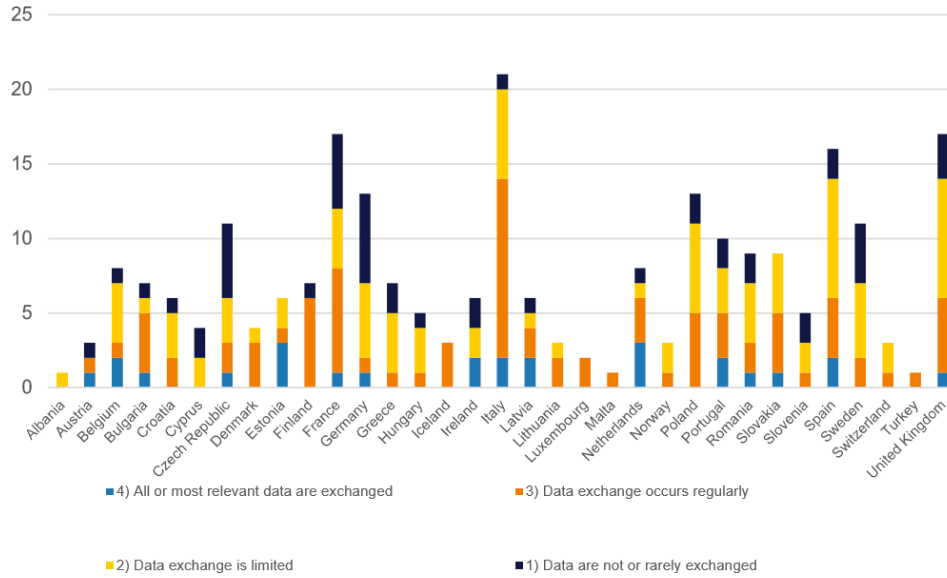
Question type	Data sample	Cluster	Value
Single choice	All Respondents	GDPPC	Count

5.10 To what extent are relevant data exchanged among service areas, departments, or units of your public authority?



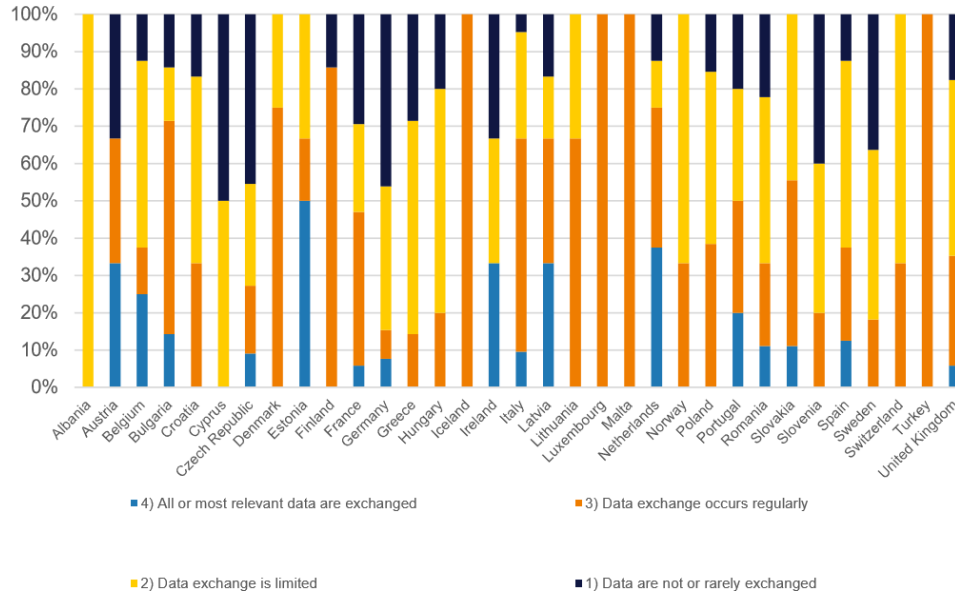
Question type	Data sample	Cluster	Value
Single choice	All Respondents	GDPPC	Percentage

5.10 To what extent are relevant data exchanged among service areas, departments, or units of your public authority?



Question type	Data sample	Cluster	Value
Single choice	All Respondents	Country	Count

5.10 To what extent are relevant data exchanged among service areas, departments, or units of your public authority?



Question type	Data sample	Cluster	Value
Single choice	All Respondents	Country	Percentage

5.10 To what extent are relevant data exchanged among service areas, departments, or units of your public authority?

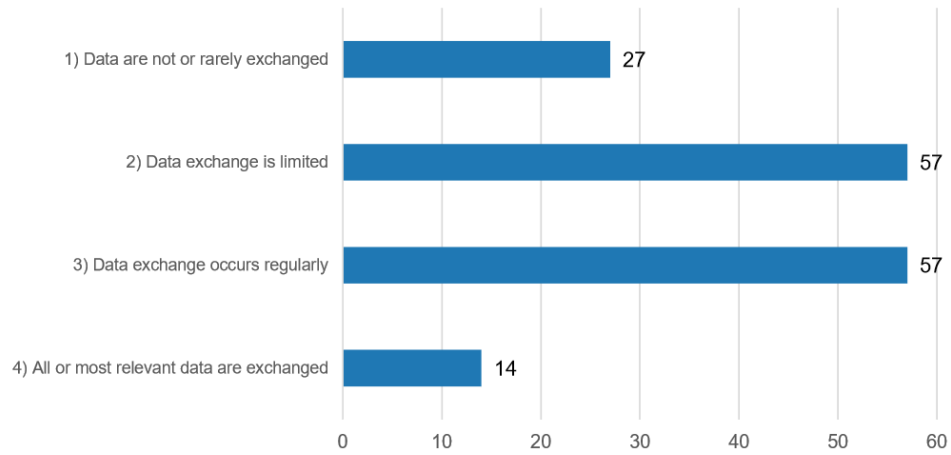
REFERENCE SAMPLE

Question type: **Single choice**
 Number of analysed questionnaires: **155**
 Number of cities respond to this specific question: **155 (100%)**

<i>Answer</i>	<i>Count</i>	<i>Percentage*</i>
1) Data are not or rarely exchanged	27	17%
2) Data exchange is limited	57	37%
3) Data exchange occurs regularly	57	37%
4) All or most relevant data are exchanged	14	9%

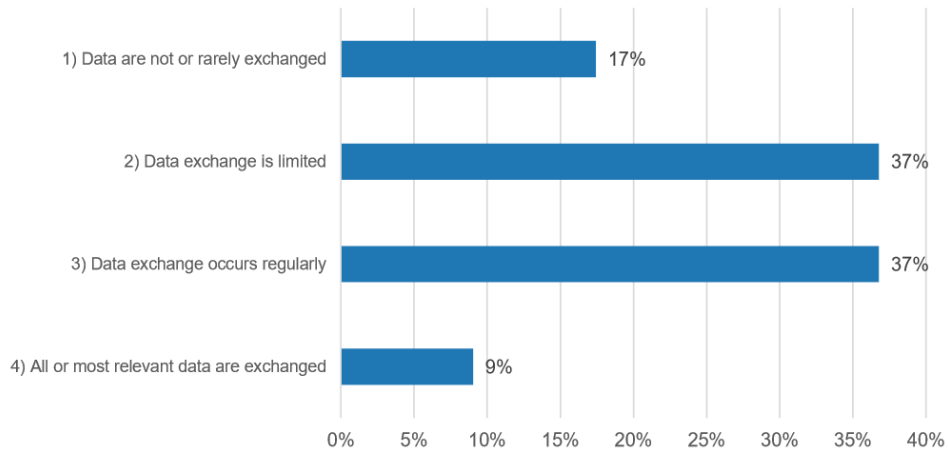
* The percentage refers to the respondents to this specific question. The grand total could be more than 100% in the case of multiple choice questions.

5.10 To what extent are relevant data exchanged among service areas, departments, or units of your public authority?



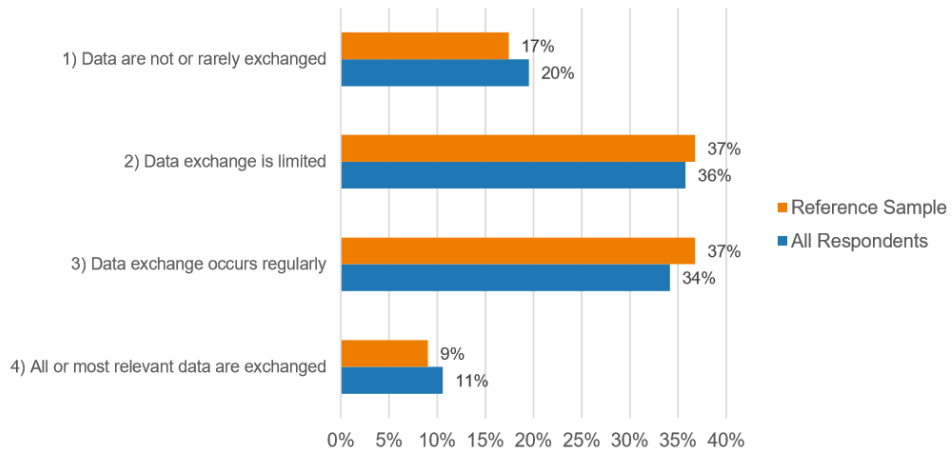
Question type	Data sample	Cluster	Value
Single choice	Reference Sample	-	Count

5.10 To what extent are relevant data exchanged among service areas, departments, or units of your public authority?



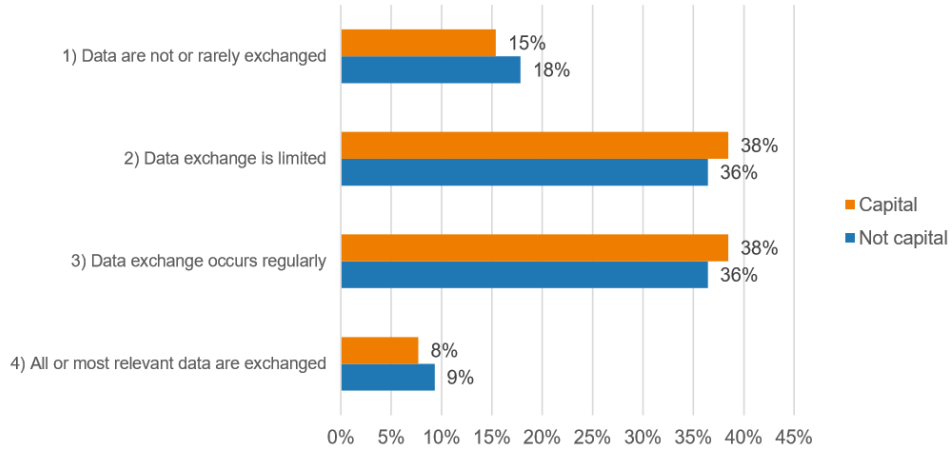
Question type	Data sample	Cluster	Value
Single choice	Reference Sample	-	Percentage

5.10 To what extent are relevant data exchanged among service areas, departments, or units of your public authority?



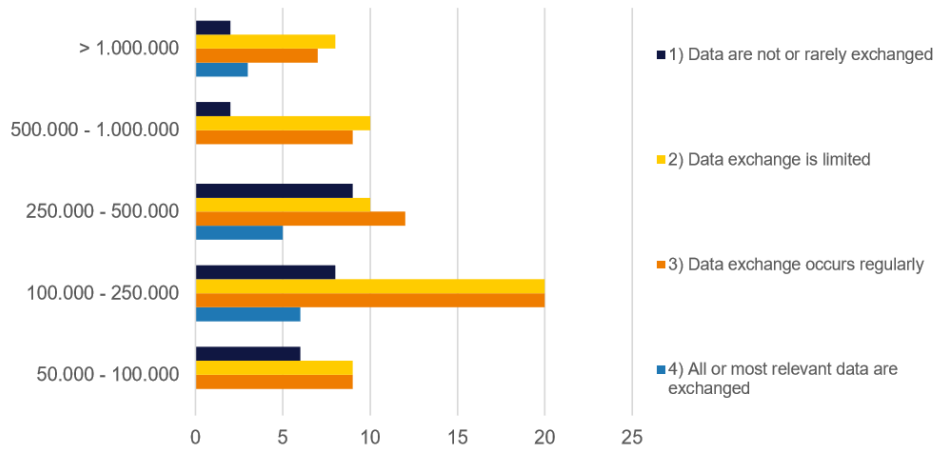
Question type	Data sample	Cluster	Value
Single choice	Reference Sample	Reference Sample	Percentage

5.10 To what extent are relevant data exchanged among service areas, departments, or units of your public authority?



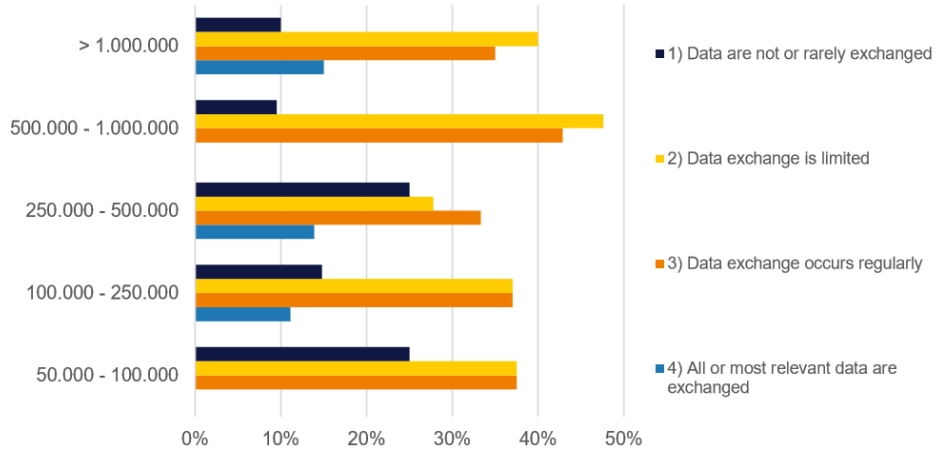
Question type	Data sample	Cluster	Value
Single choice	Reference Sample	Capital cities	Percentage

5.10 To what extent are relevant data exchanged among service areas, departments, or units of your public authority?



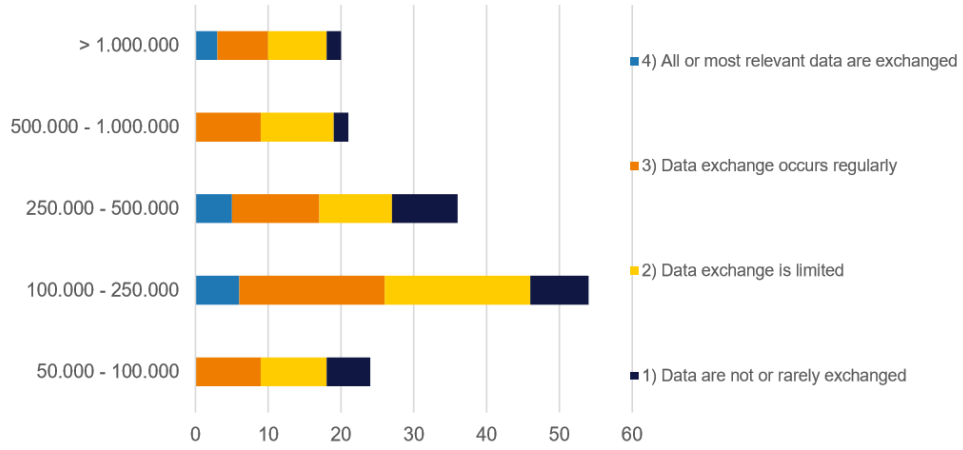
Question type	Data sample	Cluster	Value
Single choice	Reference Sample	Population	Count

5.10 To what extent are relevant data exchanged among service areas, departments, or units of your public authority?



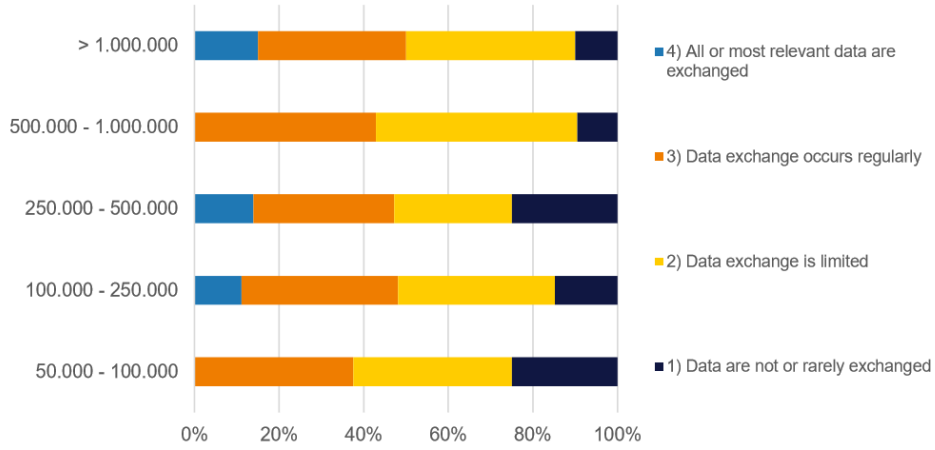
Question type	Data sample	Cluster	Value
Single choice	Reference Sample	Population	Percentage

5.10 To what extent are relevant data exchanged among service areas, departments, or units of your public authority?



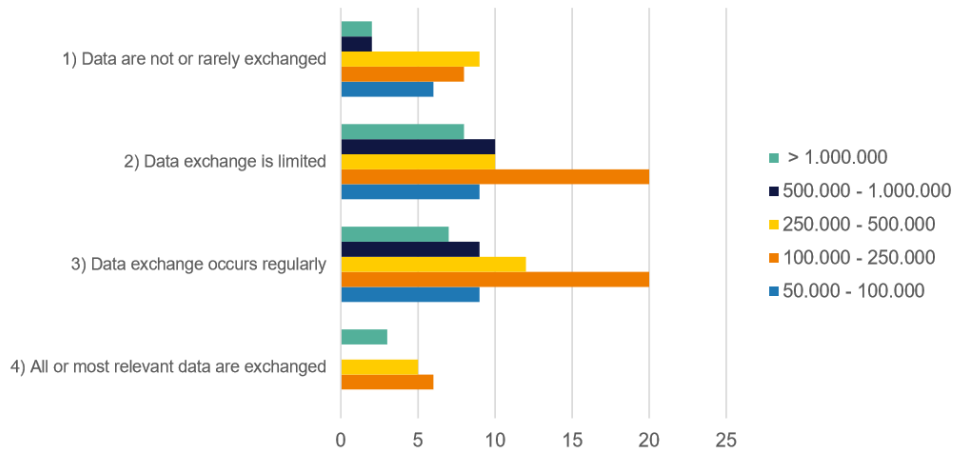
Question type	Data sample	Cluster	Value
Single choice	Reference Sample	Population	Count

5.10 To what extent are relevant data exchanged among service areas, departments, or units of your public authority?



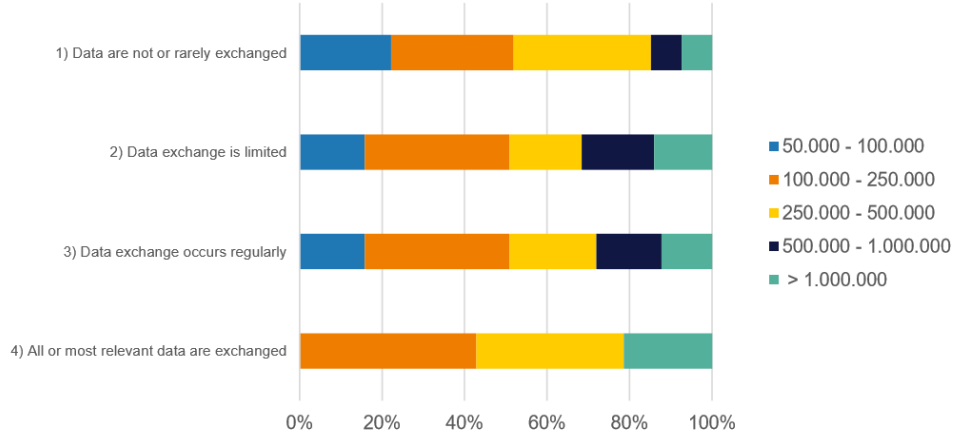
Question type	Data sample	Cluster	Value
Single choice	Reference Sample	Population	Percentage

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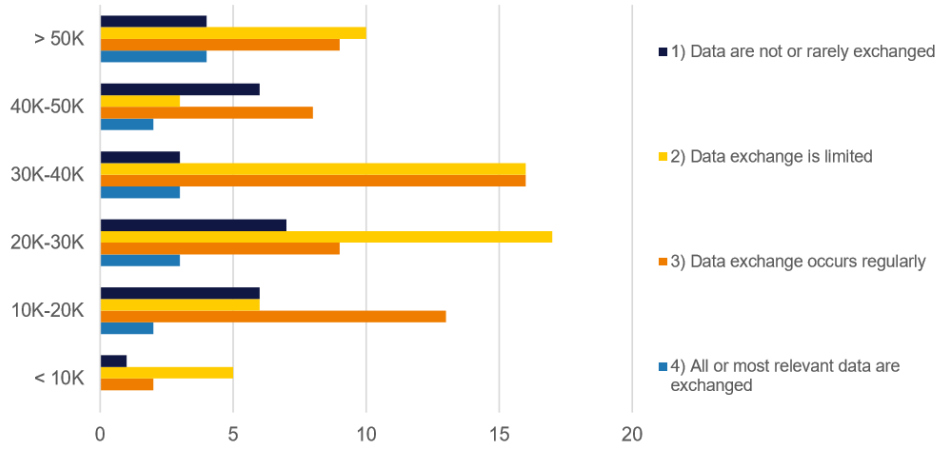
Question type	Data sample	Cluster	Value
Single choice	Reference Sample	Population	Count

5.10 To what extent are relevant data exchanged among service areas, departments, or units of your public authority?



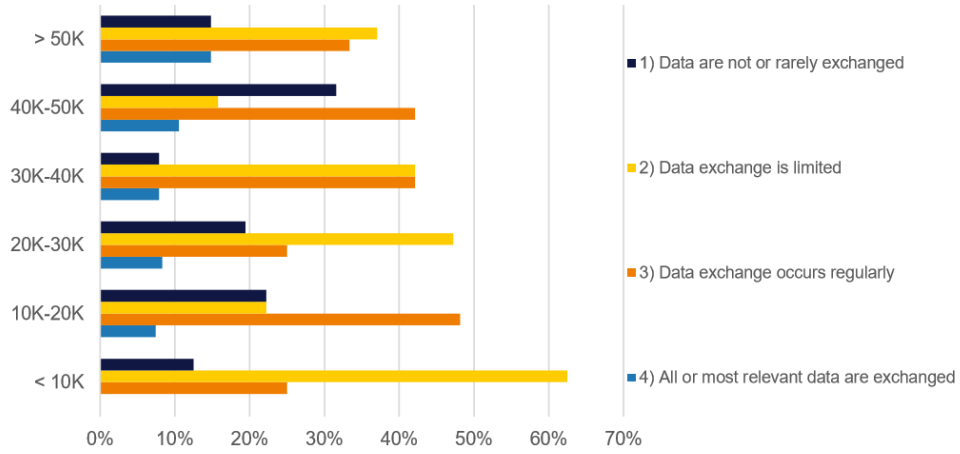
Question type	Data sample	Cluster	Value
Single choice	Reference Sample	Population	Percentage

5.10 To what extent are relevant data exchanged among service areas, departments, or units of your public authority?



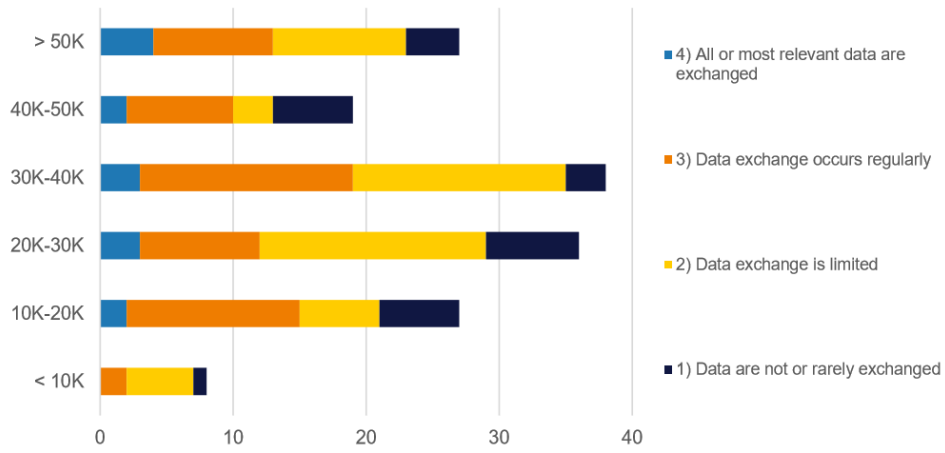
Question type	Data sample	Cluster	Value
Single choice	Reference Sample	GDPPC	Count

5.10 To what extent are relevant data exchanged among service areas, departments, or units of your public authority?



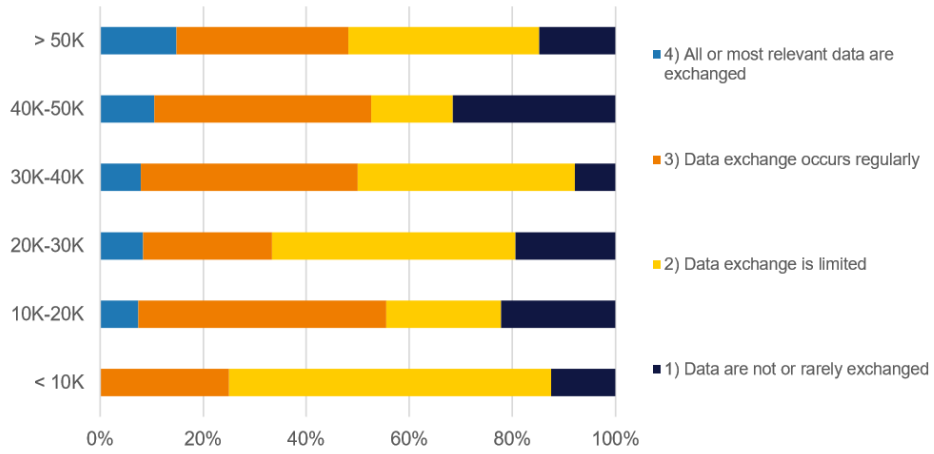
Question type	Data sample	Cluster	Value
Single choice	Reference Sample	GDPPC	Percentage

5.10 To what extent are relevant data exchanged among service areas, departments, or units of your public authority?



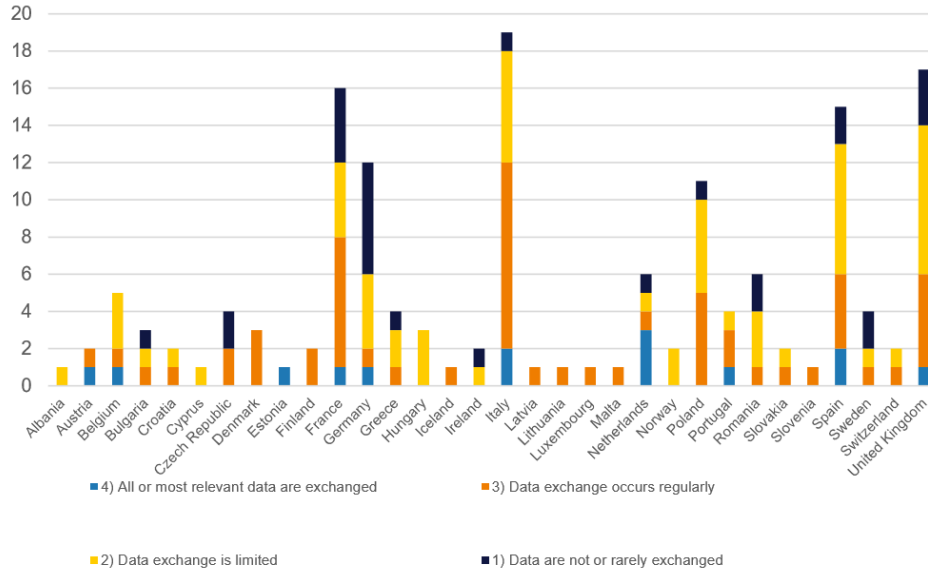
Question type	Data sample	Cluster	Value
Single choice	Reference Sample	GDPPC	Count

5.10 To what extent are relevant data exchanged among service areas, departments, or units of your public authority?



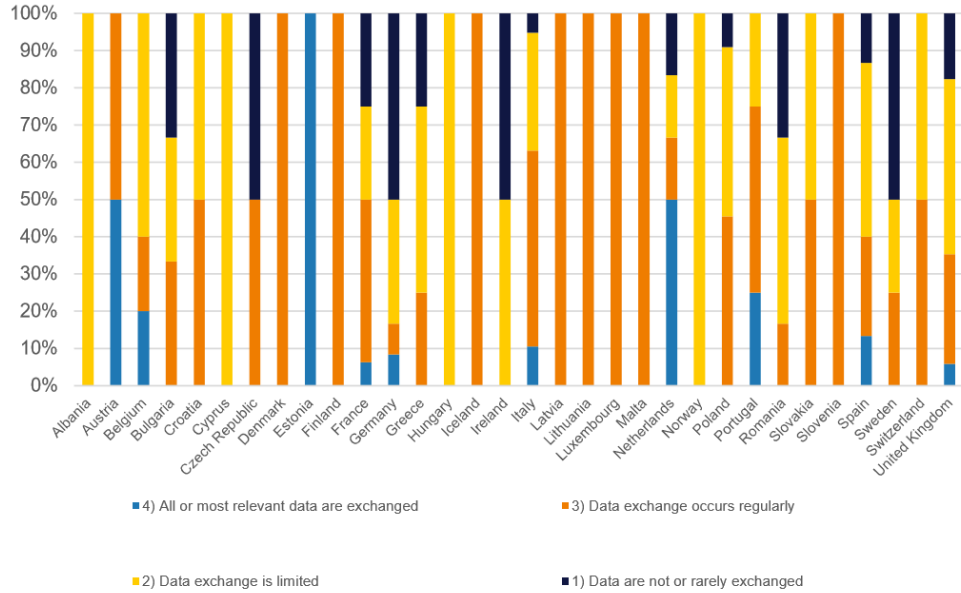
Question type	Data sample	Cluster	Value
Single choice	Reference Sample	GDPPC	Percentage

5.10 To what extent are relevant data exchanged among service areas, departments, or units of your public authority?



Question type	Data sample	Cluster	Value
Single choice	Reference Sample	Country	Count

5.10 To what extent are relevant data exchanged among service areas, departments, or units of your public authority?



Question type	Data sample	Cluster	Value
Single choice	Reference Sample	Country	Percentage

3.47 Q_5.11 Is your public authority applying the FAIR principles?

5.11 Is your public authority applying the FAIR principles?

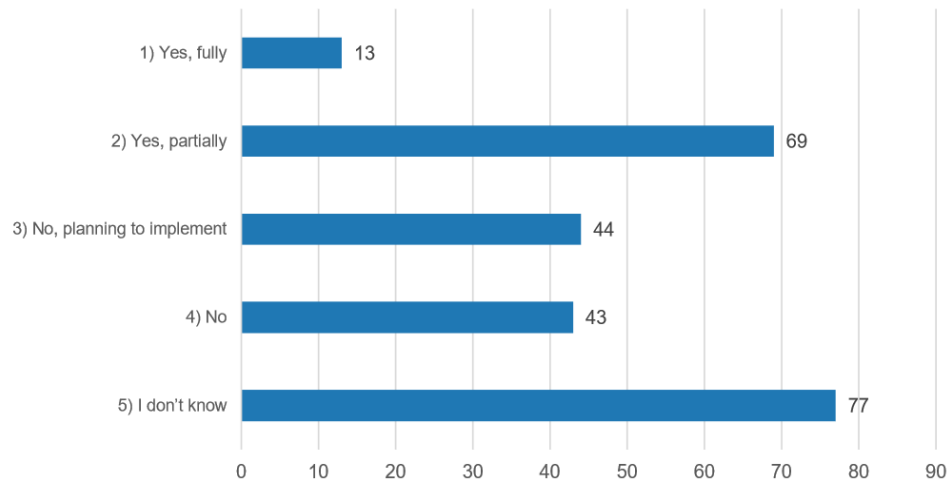
ALL RESPONDENTS

Question type: **Single choice**
 Number of analysed questionnaires: **246**
 Number of cities respond to this specific question: **246 (100%)**

<i>Answer</i>	<i>Count</i>	<i>Percentage*</i>
1) Yes, fully	13	5%
2) Yes, partially	69	28%
3) No, planning to implement	44	18%
4) No	43	17%
5) I don't know	77	31%

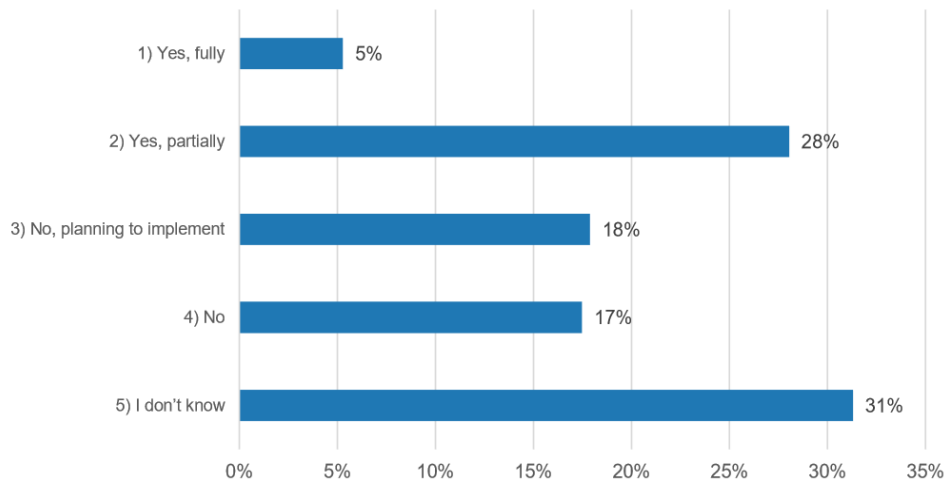
* The percentage refers to the respondents to this specific question. The grand total could be more than 100% in the case of multiple choice questions.

5.11 Is your public authority applying the FAIR principles?



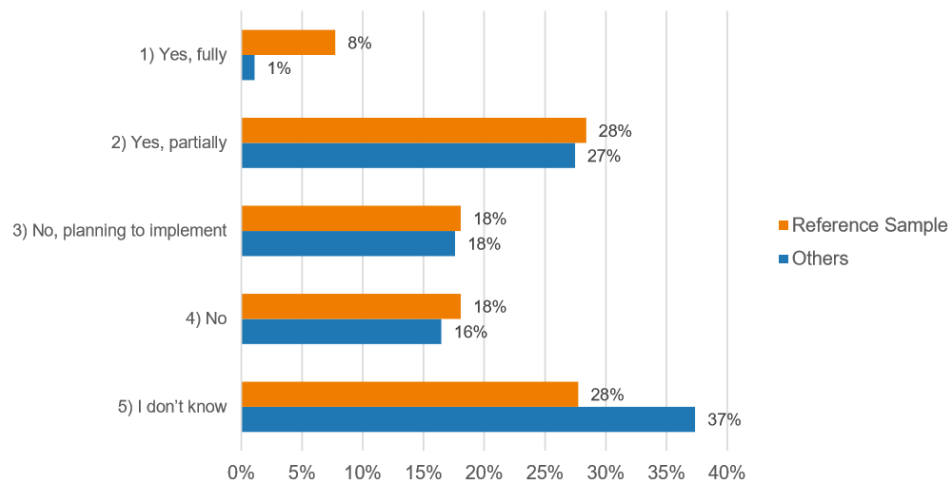
Question type	Data sample	Cluster	Value
Single choice	All Respondents	-	Count

5.11 Is your public authority applying the FAIR principles?



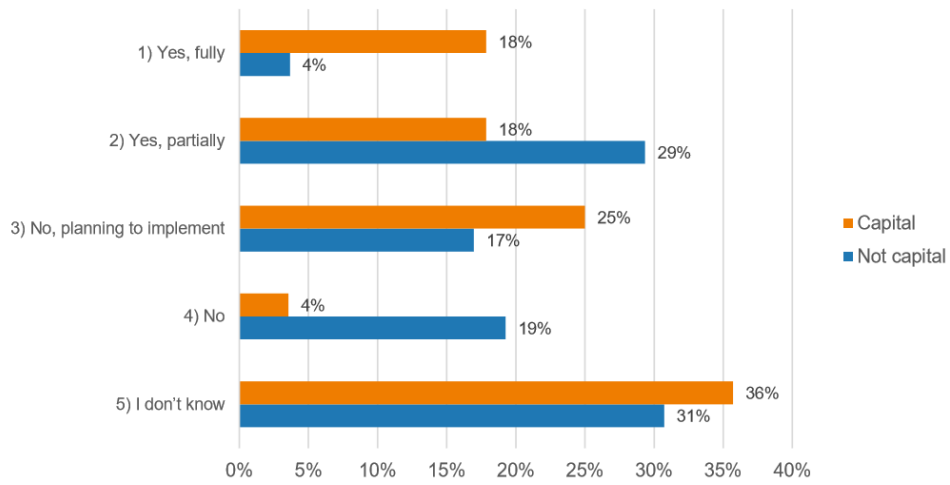
Question type	Data sample	Cluster	Value
Single choice	All Respondents	-	Percentage

5.11 Is your public authority applying the FAIR principles?



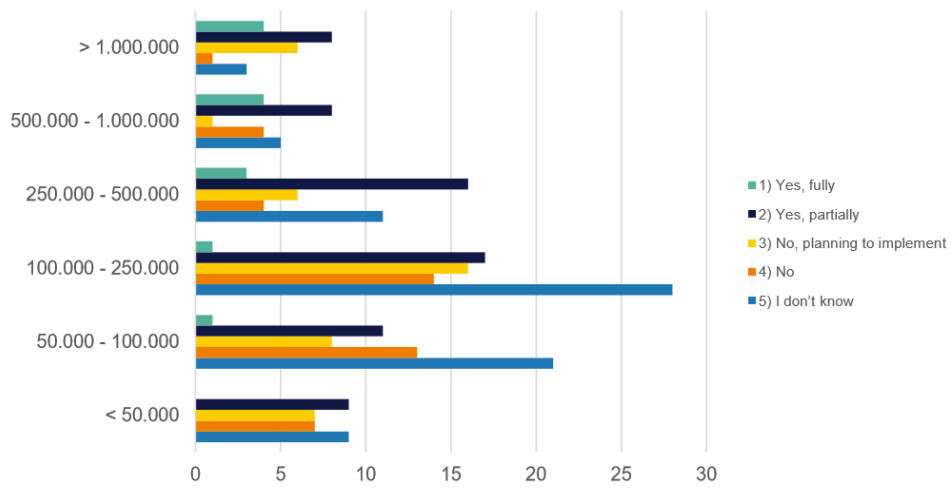
Question type	Data sample	Cluster	Value
Single choice	All Respondents	Reference Sample	Percentage

5.11 Is your public authority applying the FAIR principles?



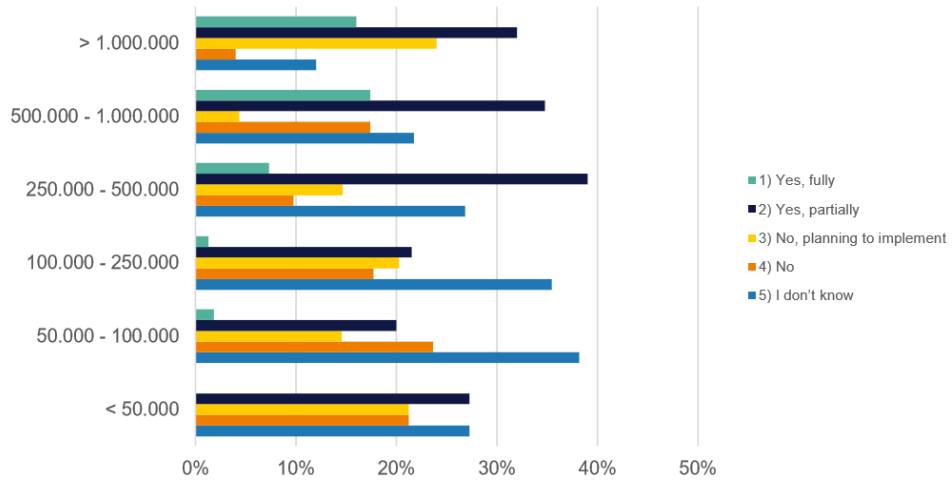
Question type	Data sample	Cluster	Value
Single choice	All Respondents	Capital cities	Percentage

5.11 Is your public authority applying the FAIR principles?



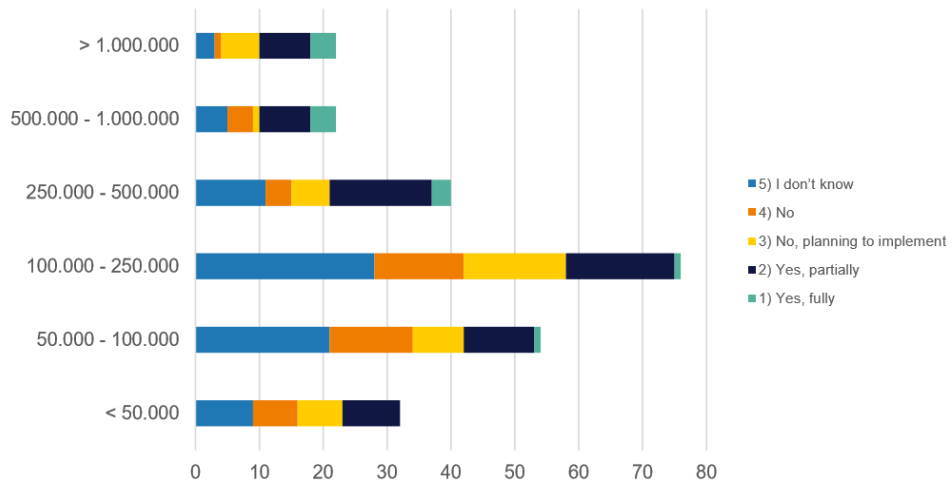
Question type	Data sample	Cluster	Value
Single choice	All Respondents	Population	Count

5.11 Is your public authority applying the FAIR principles?



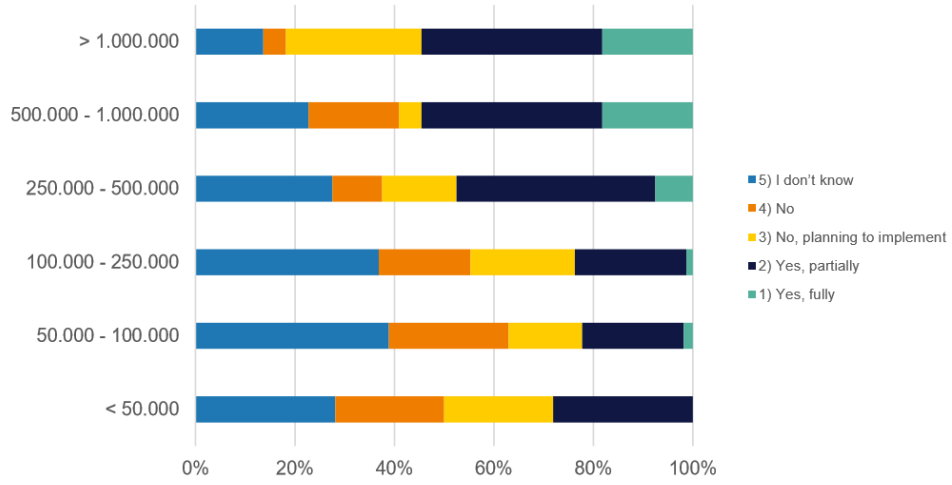
Question type	Data sample	Cluster	Value
Single choice	All Respondents	Population	Percentage

5.11 Is your public authority applying the FAIR principles?



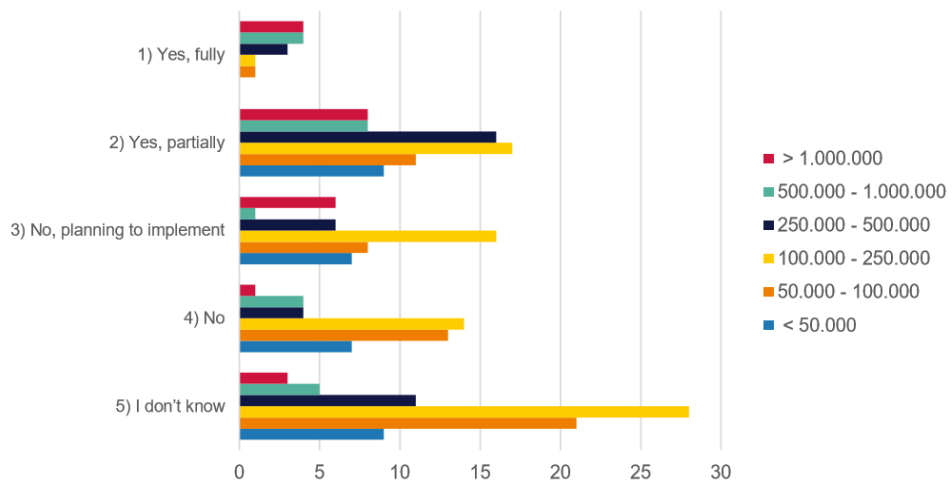
Question type	Data sample	Cluster	Value
Single choice	All Respondents	Population	Count

5.11 Is your public authority applying the FAIR principles?



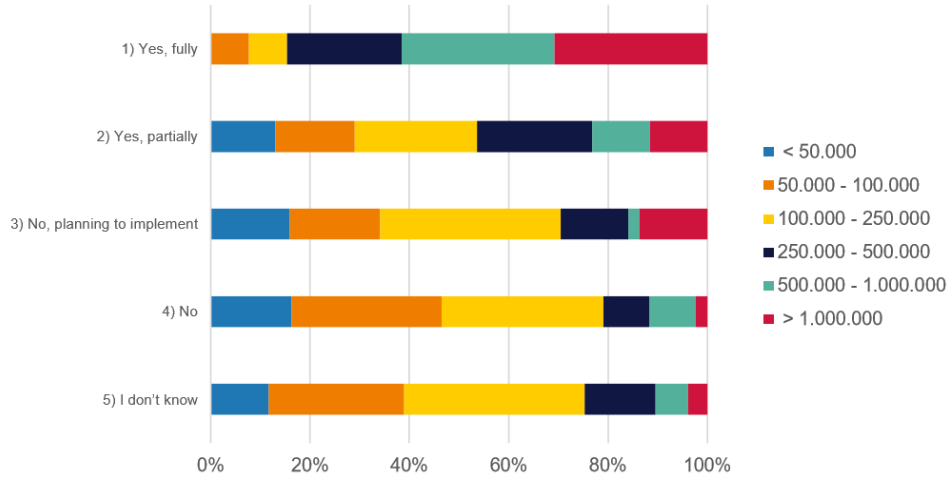
Question type	Data sample	Cluster	Value
Single choice	All Respondents	Population	Percentage

5.11 Is your public authority applying the FAIR principles?



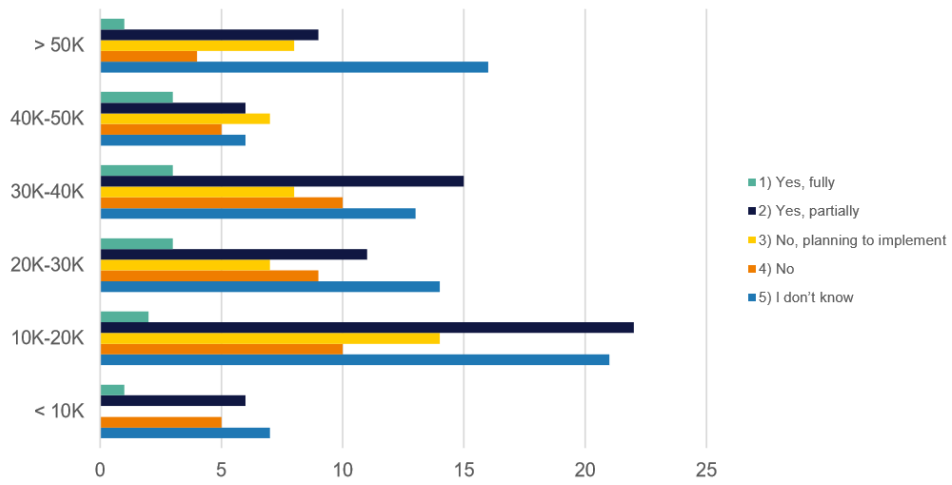
Question type	Data sample	Cluster	Value
Single choice	All Respondents	Population	Count

5.11 Is your public authority applying the FAIR principles?



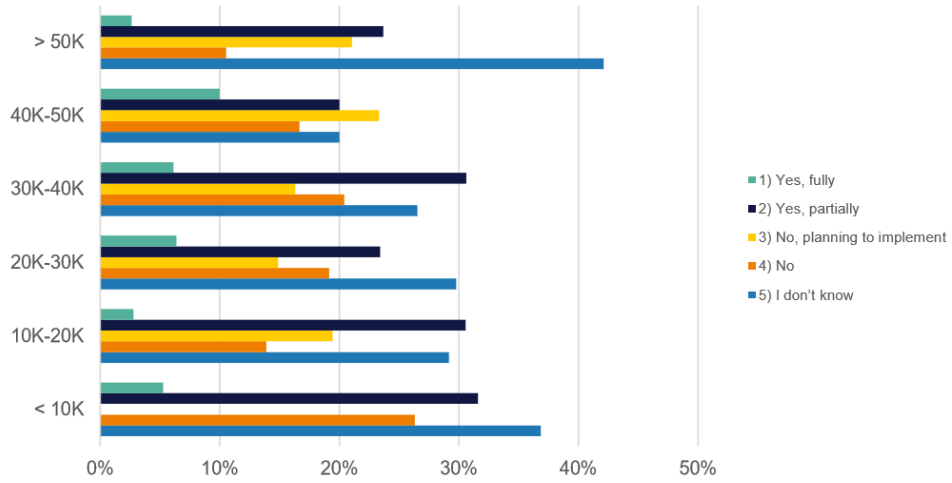
Question type	Data sample	Cluster	Value
Single choice	All Respondents	Population	Percentage

5.11 Is your public authority applying the FAIR principles?



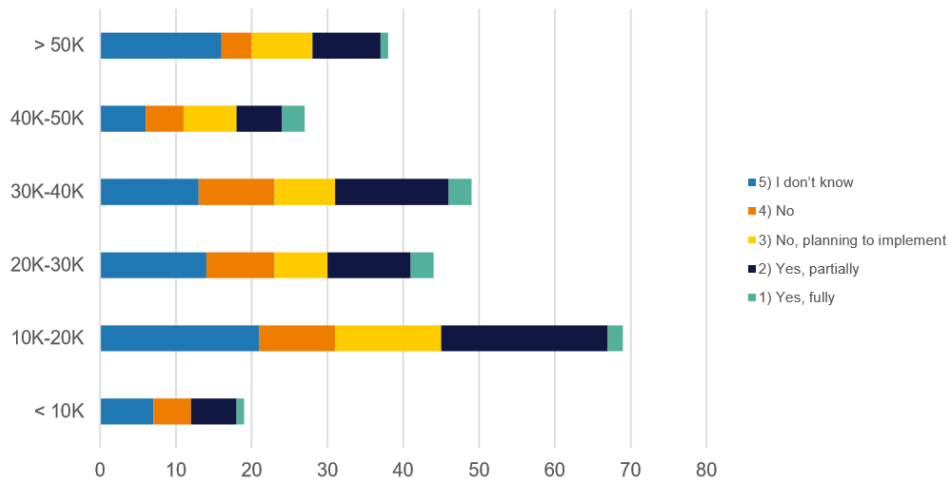
Question type	Data sample	Cluster	Value
Single choice	All Respondents	GDPPC	Count

5.11 Is your public authority applying the FAIR principles?



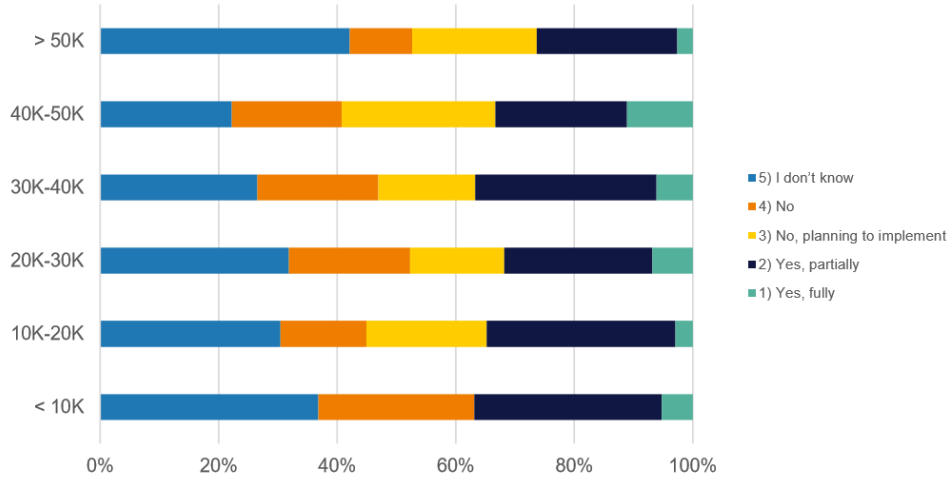
Question type	Data sample	Cluster	Value
Single choice	All Respondents	GDPPC	Percentage

5.11 Is your public authority applying the FAIR principles?



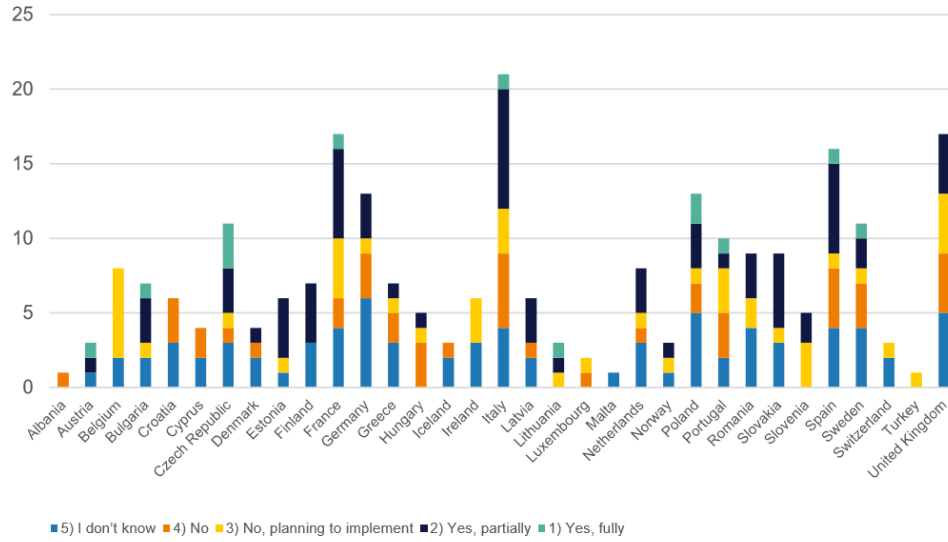
Question type	Data sample	Cluster	Value
Single choice	All Respondents	GDPPC	Count

5.11 Is your public authority applying the FAIR principles?



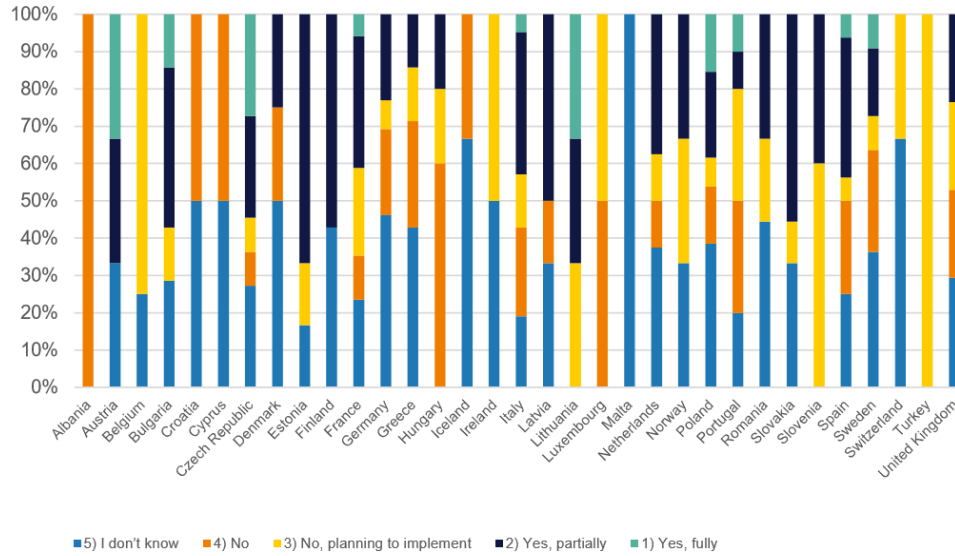
Question type	Data sample	Cluster	Value
Single choice	All Respondents	GDPPC	Percentage

5.11 Is your public authority applying the FAIR principles?



Question type	Data sample	Cluster	Value
Single choice	All Respondents	Country	Count

5.11 Is your public authority applying the FAIR principles?



Question type	Data sample	Cluster	Value
Single choice	All Respondents	Country	Percentage

5.11 Is your public authority applying the FAIR principles?

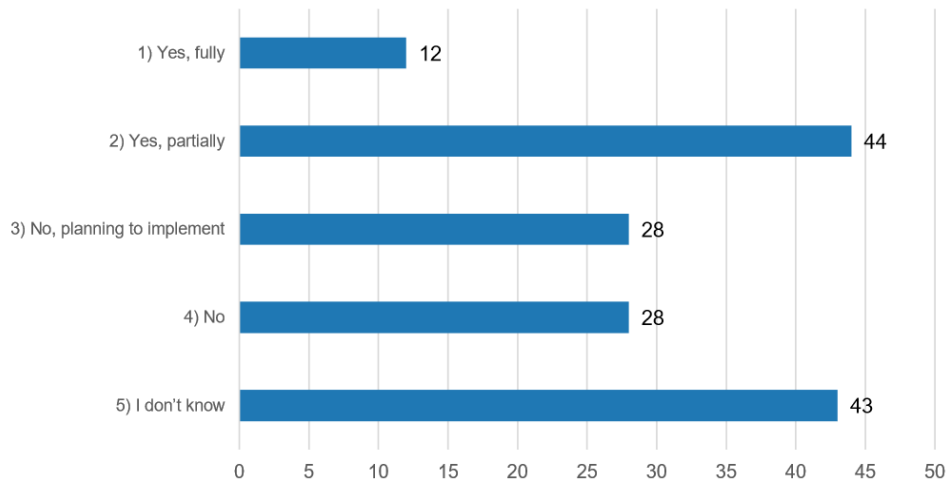
REFERENCE SAMPLE

Question type: **Single choice**
 Number of analysed questionnaires: **155**
 Number of cities respond to this specific question: **155 (100%)**

<i>Answer</i>	<i>Count</i>	<i>Percentage*</i>
1) Yes, fully	12	8%
2) Yes, partially	44	28%
3) No, planning to implement	28	18%
4) No	28	18%
5) I don't know	43	28%

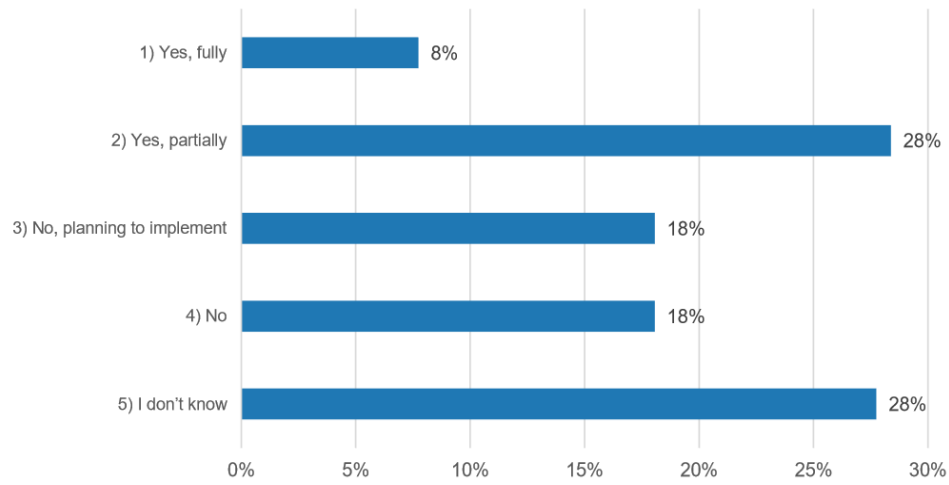
* The percentage refers to the respondents to this specific question. The grand total could be more than 100% in the case of multiple choice questions.

5.11 Is your public authority applying the FAIR principles?



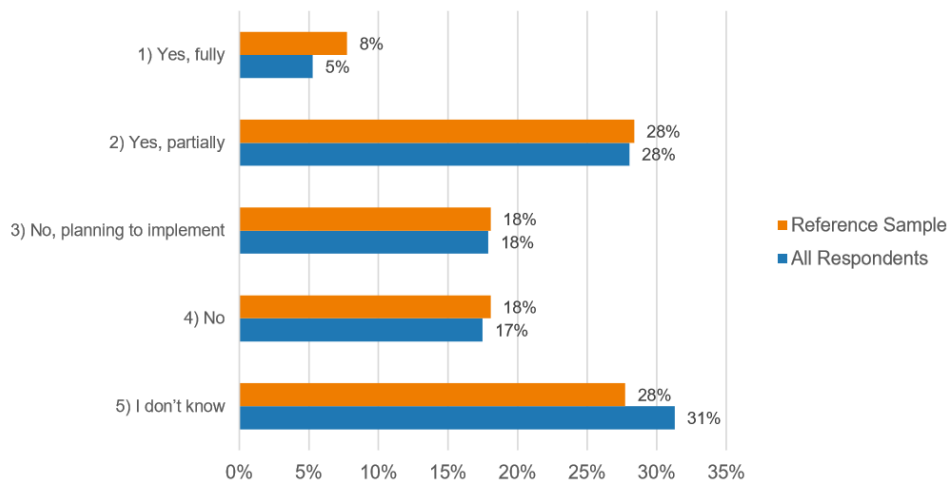
Question type	Data sample	Cluster	Value
Single choice	Reference Sample	-	Count

5.11 Is your public authority applying the FAIR principles?



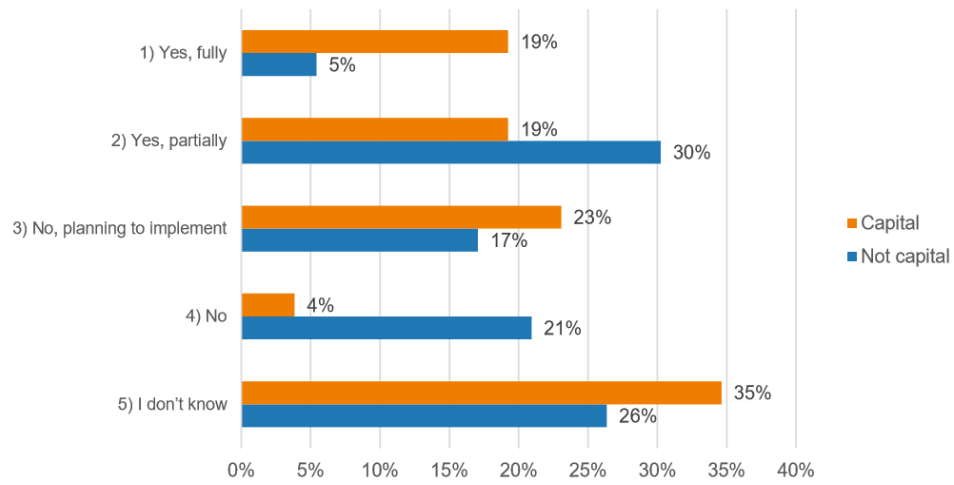
Question type	Data sample	Cluster	Value
Single choice	Reference Sample	-	Percentage

5.11 Is your public authority applying the FAIR principles?



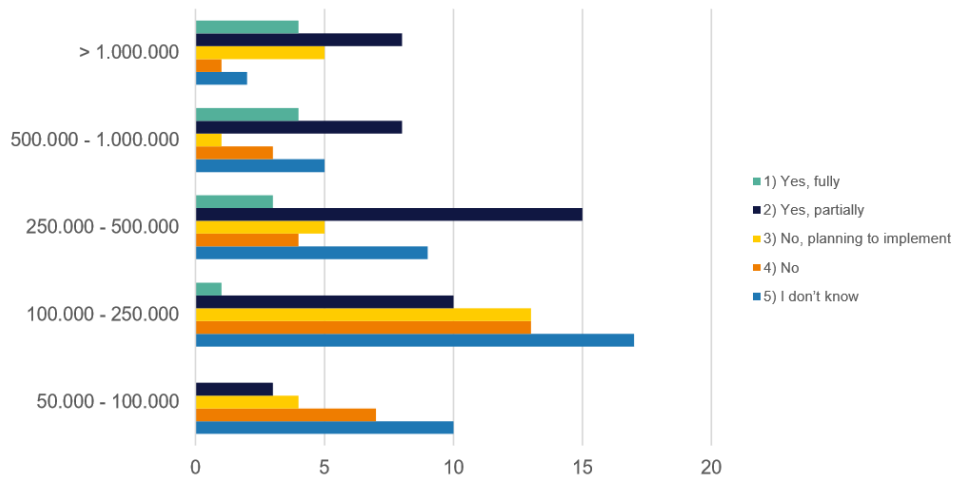
Question type	Data sample	Cluster	Value
Single choice	Reference Sample	Reference Sample	Percentage

5.11 Is your public authority applying the FAIR principles?



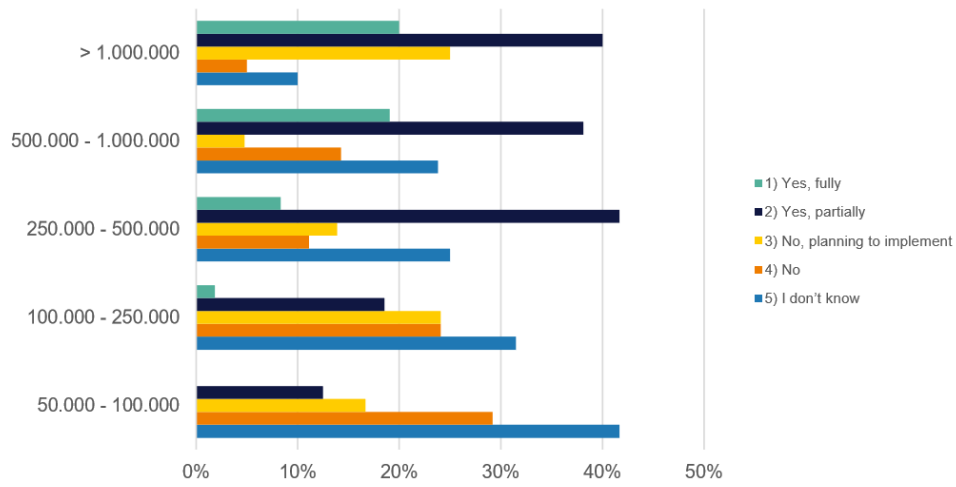
Question type	Data sample	Cluster	Value
Single choice	Reference Sample	Capital cities	Percentage

5.11 Is your public authority applying the FAIR principles?



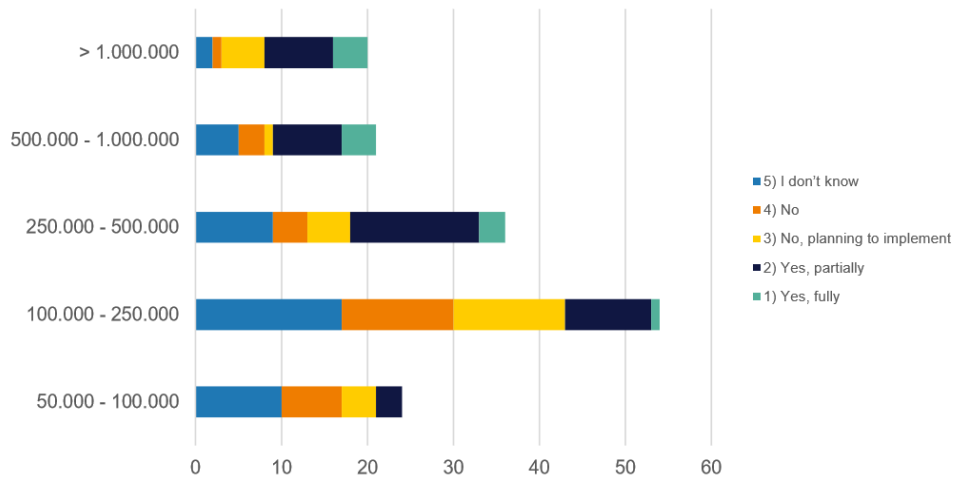
Question type	Data sample	Cluster	Value
Single choice	Reference Sample	Population	Count

5.11 Is your public authority applying the FAIR principles?



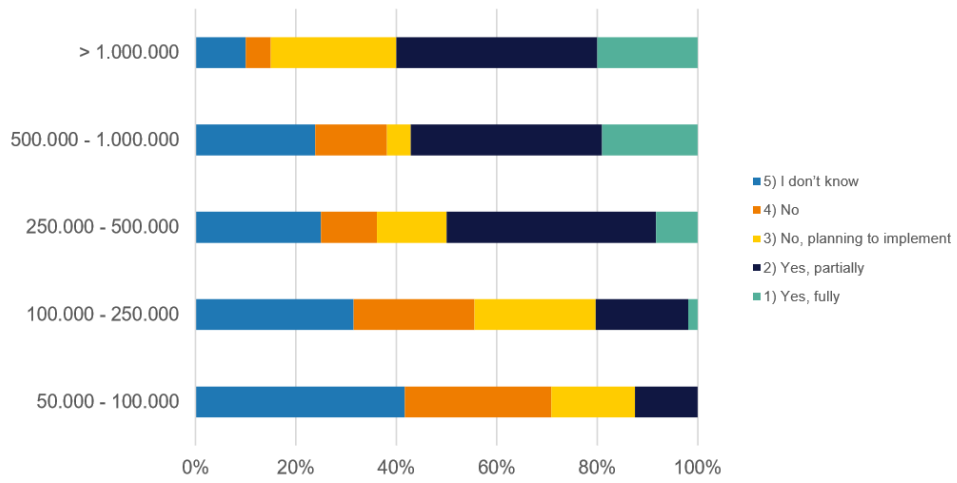
Question type	Data sample	Cluster	Value
Single choice	Reference Sample	Population	Percentage

5.11 Is your public authority applying the FAIR principles?



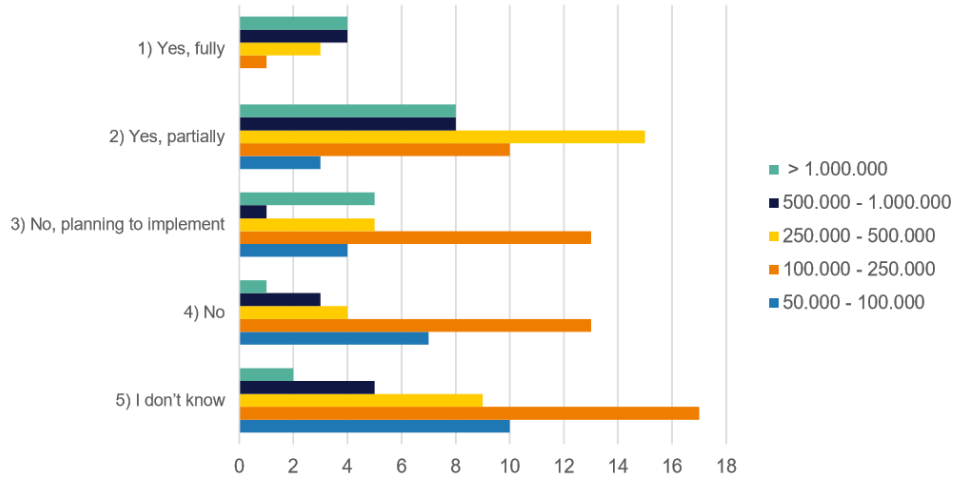
Question type	Data sample	Cluster	Value
Single choice	Reference Sample	Population	Count

5.11 Is your public authority applying the FAIR principles?



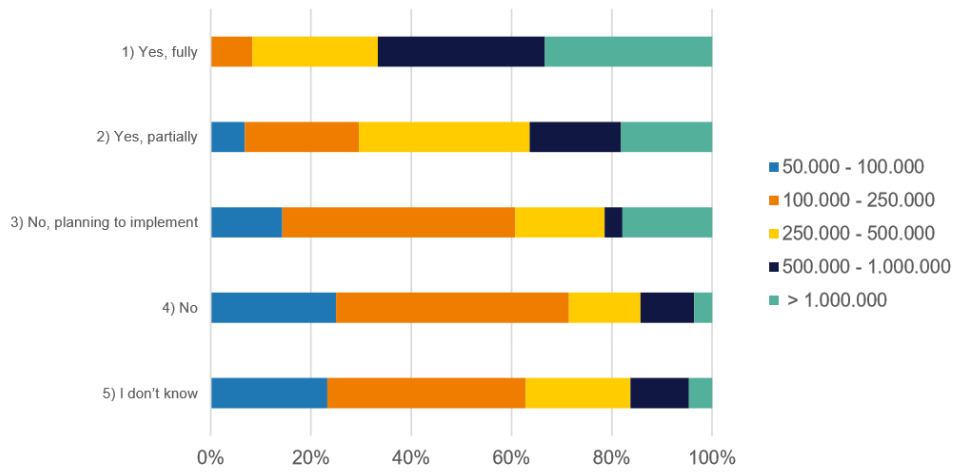
Question type	Data sample	Cluster	Value
Single choice	Reference Sample	Population	Percentage

5.11 Is your public authority applying the FAIR principles?



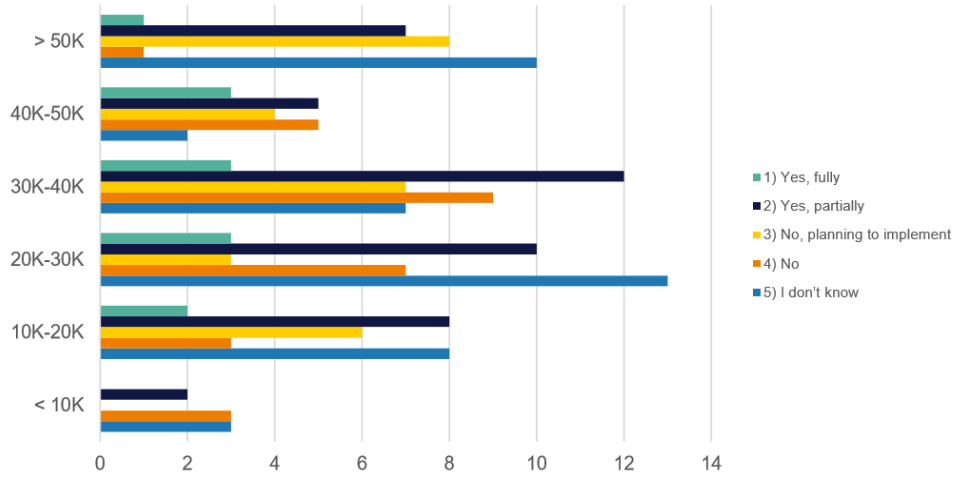
Question type	Data sample	Cluster	Value
Single choice	Reference Sample	Population	Count

5.11 Is your public authority applying the FAIR principles?



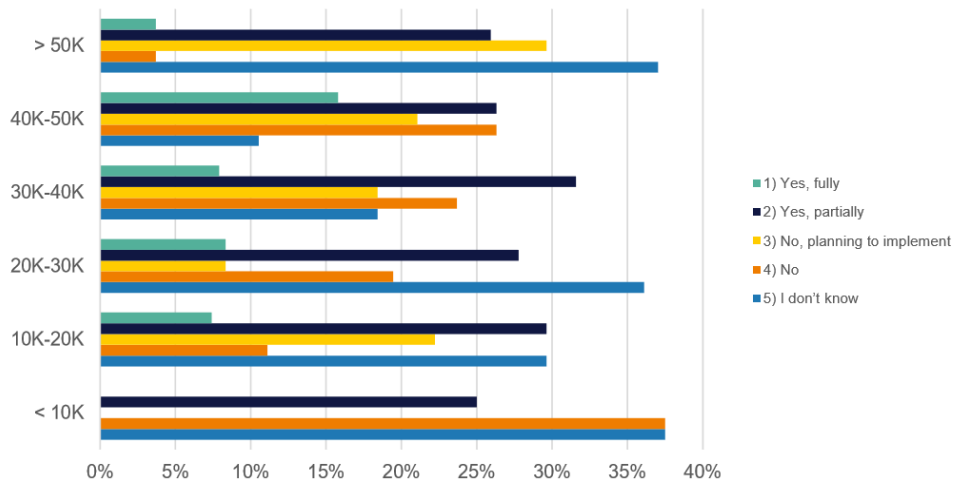
Question type	Data sample	Cluster	Value
Single choice	Reference Sample	Population	Percentage

5.11 Is your public authority applying the FAIR principles?



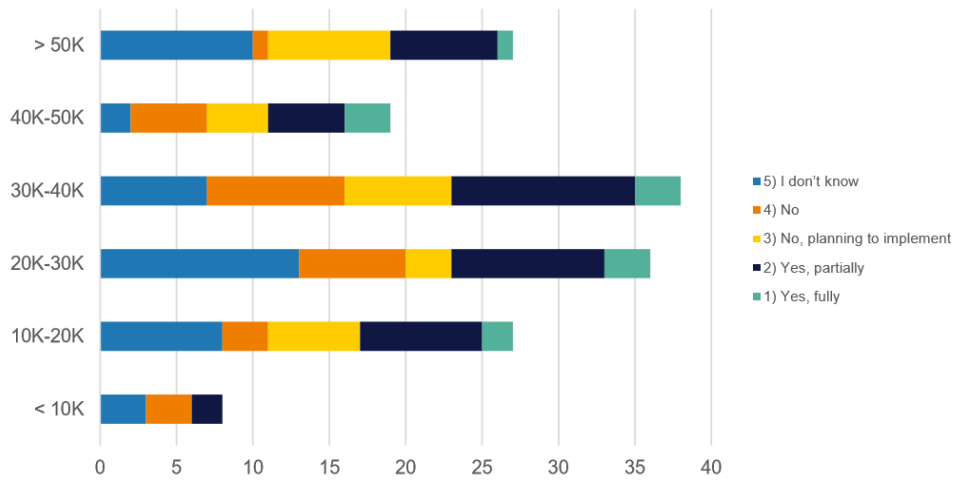
Question type	Data sample	Cluster	Value
Single choice	Reference Sample	GDPPC	Count

5.11 Is your public authority applying the FAIR principles?



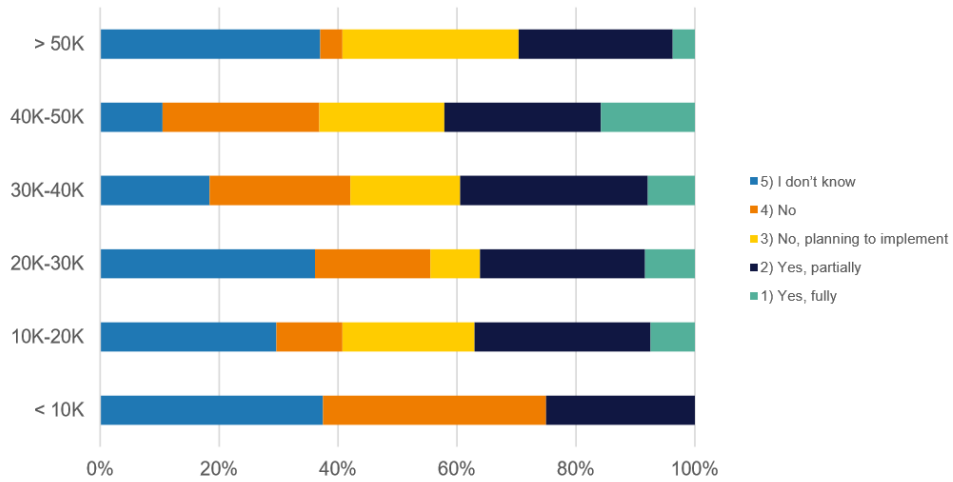
Question type	Data sample	Cluster	Value
Single choice	Reference Sample	GDPPC	Percentage

5.11 Is your public authority applying the FAIR principles?



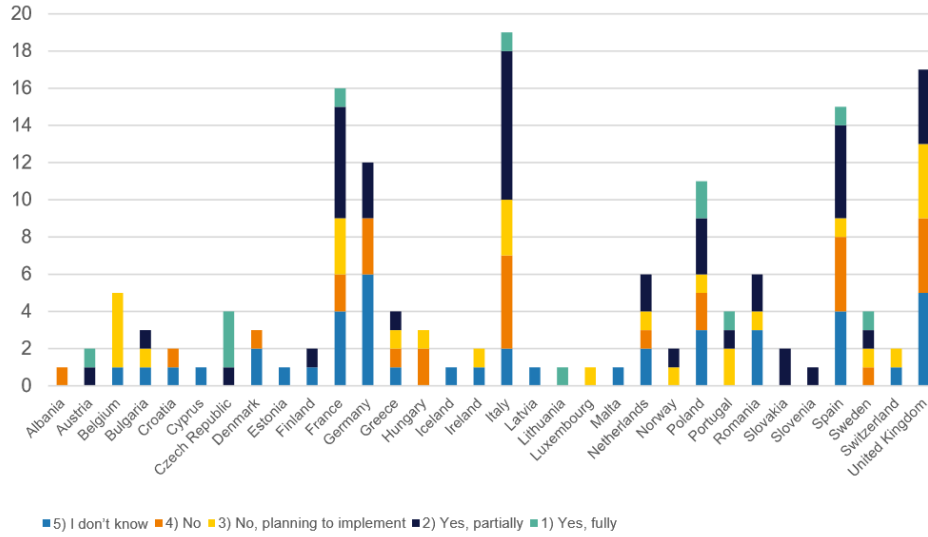
Question type	Data sample	Cluster	Value
Single choice	Reference Sample	GDPPC	Count

5.11 Is your public authority applying the FAIR principles?



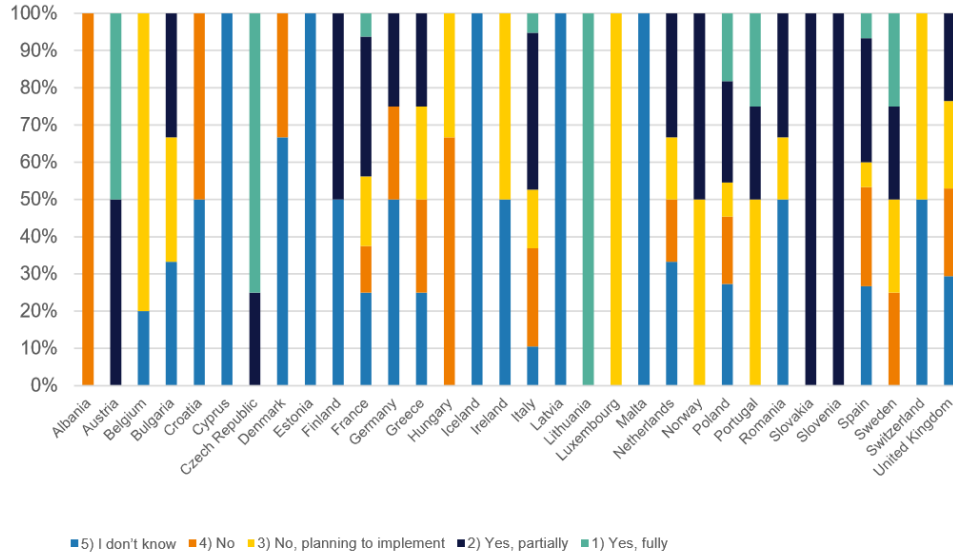
Question type	Data sample	Cluster	Value
Single choice	Reference Sample	GDPPC	Percentage

5.11 Is your public authority applying the FAIR principles?



Question type	Data sample	Cluster	Value
Single choice	Reference Sample	Country	Count

5.11 Is your public authority applying the FAIR principles?



Question type	Data sample	Cluster	Value
Single choice	Reference Sample	Country	Percentage

3.48 Q_5.12 Is your public authority using or producing Big Data?

5.12 Is your public authority using or producing Big Data?

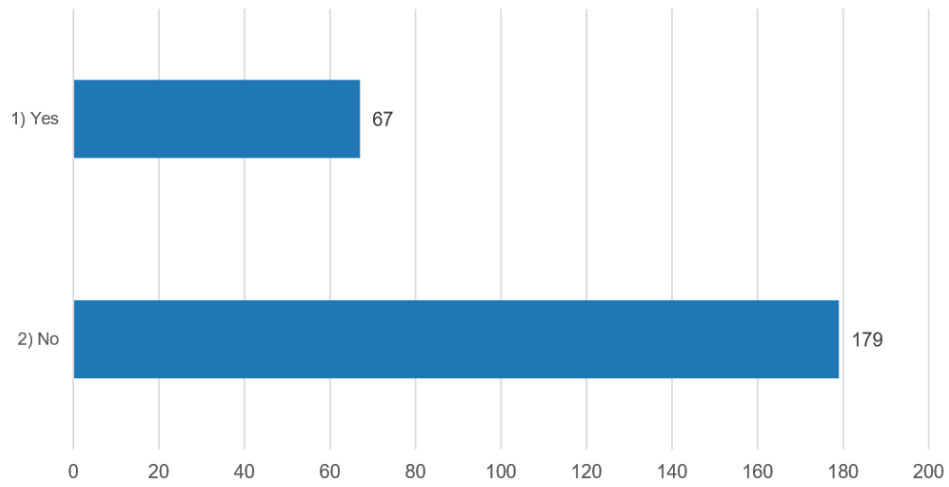
ALL RESPONDENTS

Question type: **Single choice - Binary**
 Number of analysed questionnaires: **246**
 Number of cities respond to this specific question: **246 (100%)**

<i>Answer</i>	<i>Count</i>	<i>Percentage*</i>
1) Yes	67	27%
2) No	179	73%

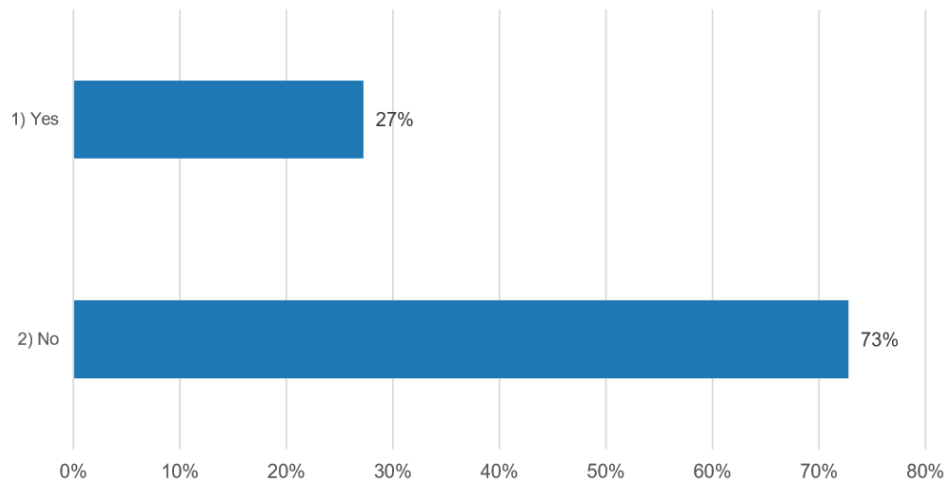
* The percentage refers to the respondents to this specific question. The grand total could be more than 100% in the case of multiple choice questions.

5.12 Is your public authority using or producing Big Data?



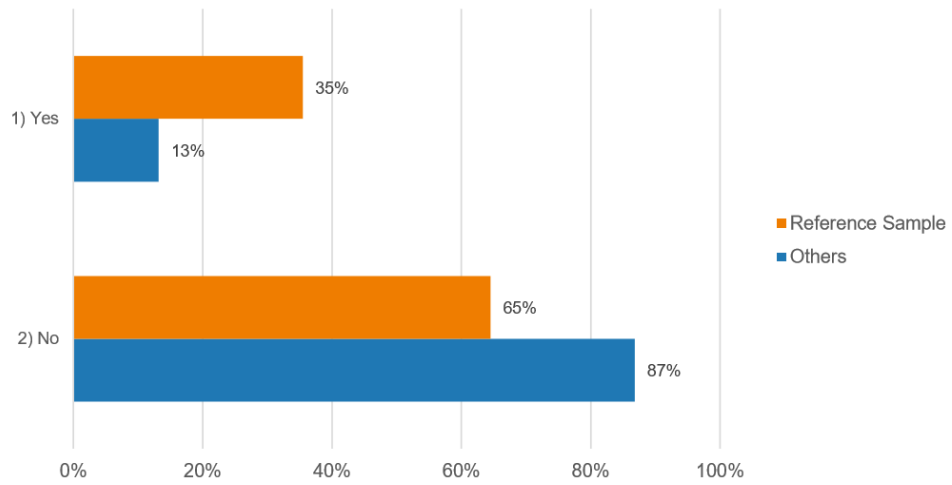
Question type	Data sample	Cluster	Value
Single choice - Binary	All Respondents	-	Count

5.12 Is your public authority using or producing Big Data?



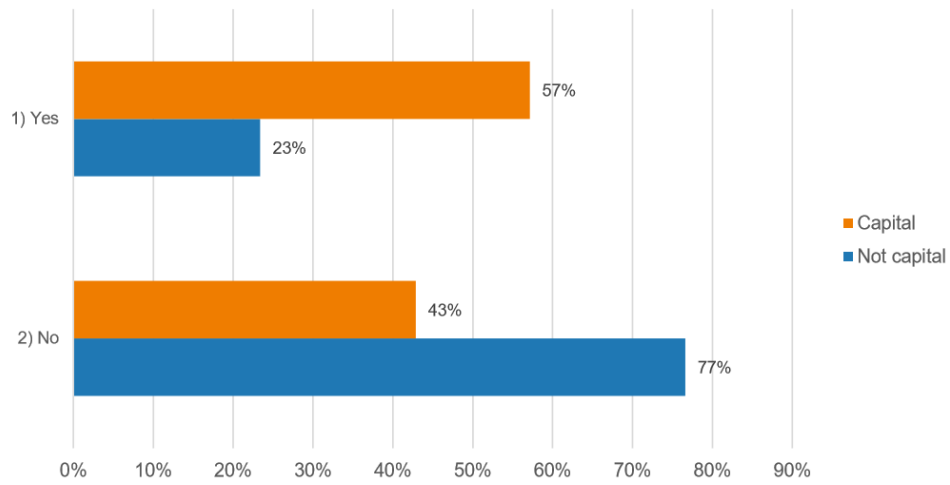
Question type	Data sample	Cluster	Value
Single choice - Binary	All Respondents	-	Percentage

5.12 Is your public authority using or producing Big Data?



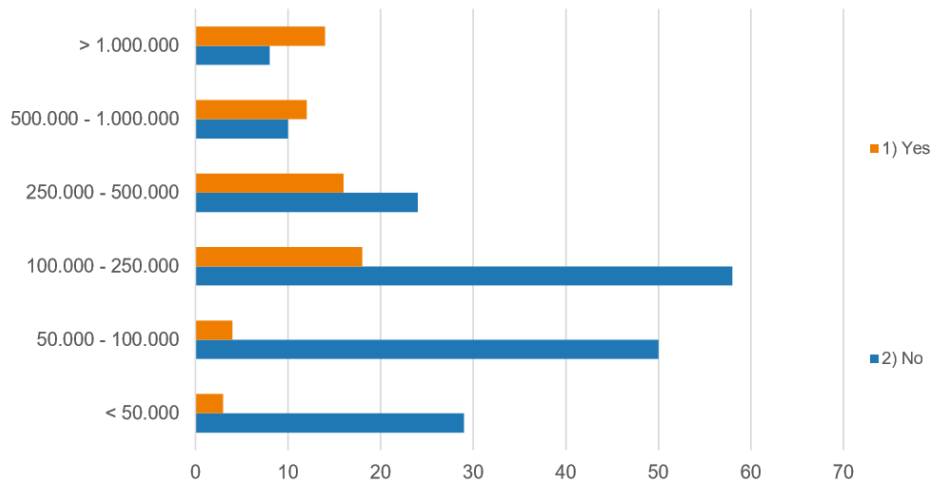
Question type	Data sample	Cluster	Value
Single choice - Binary	All Respondents	Reference Sample	Percentage

5.12 Is your public authority using or producing Big Data?



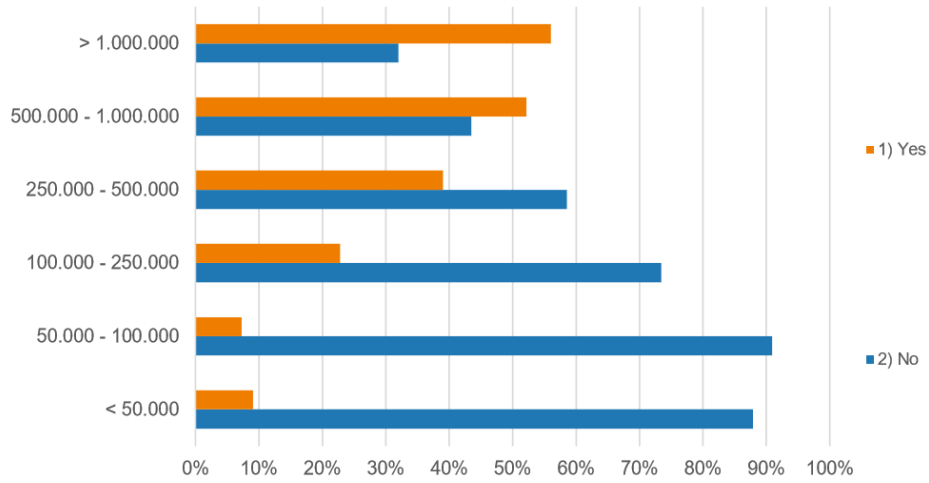
Question type	Data sample	Cluster	Value
Single choice - Binary	All Respondents	Capital cities	Percentage

5.12 Is your public authority using or producing Big Data?



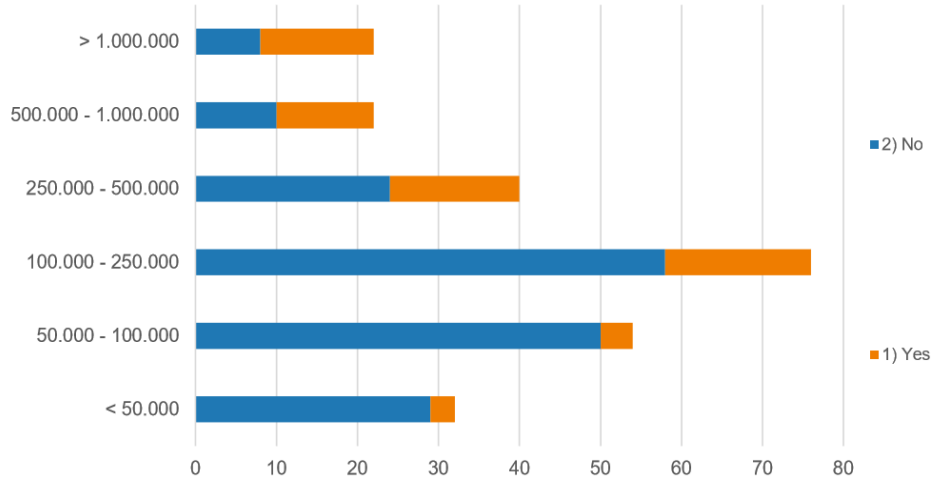
Question type	Data sample	Cluster	Value
Single choice - Binary	All Respondents	Population	Count

5.12 Is your public authority using or producing Big Data?



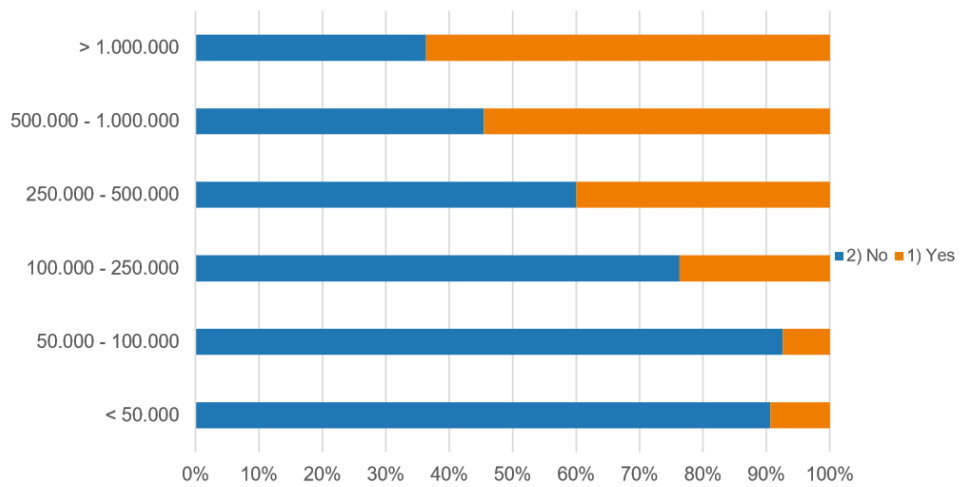
Question type	Data sample	Cluster	Value
Single choice - Binary	All Respondents	Population	Percentage

5.12 Is your public authority using or producing Big Data?



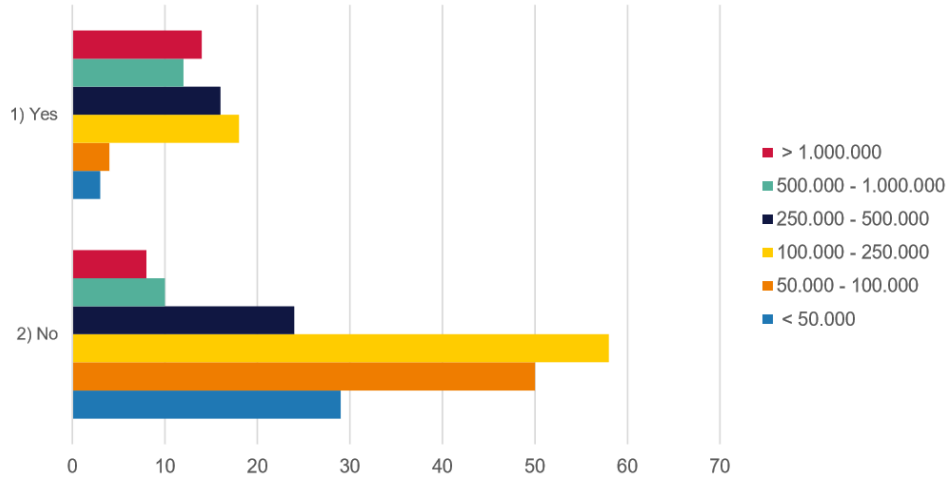
Question type	Data sample	Cluster	Value
Single choice - Binary	All Respondents	Population	Count

5.12 Is your public authority using or producing Big Data?



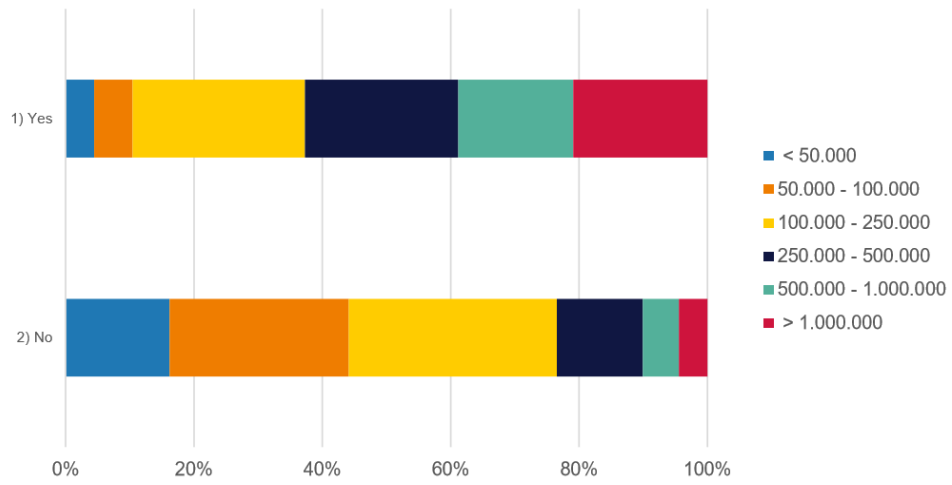
Question type	Data sample	Cluster	Value
Single choice - Binary	All Respondents	Population	Percentage

5.12 Is your public authority using or producing Big Data?



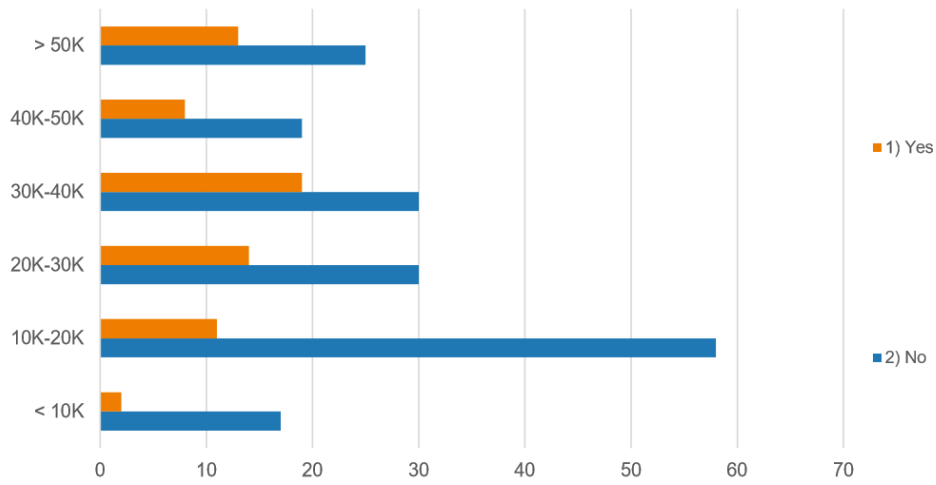
Question type	Data sample	Cluster	Value
Single choice - Binary	All Respondents	Population	Count

5.12 Is your public authority using or producing Big Data?



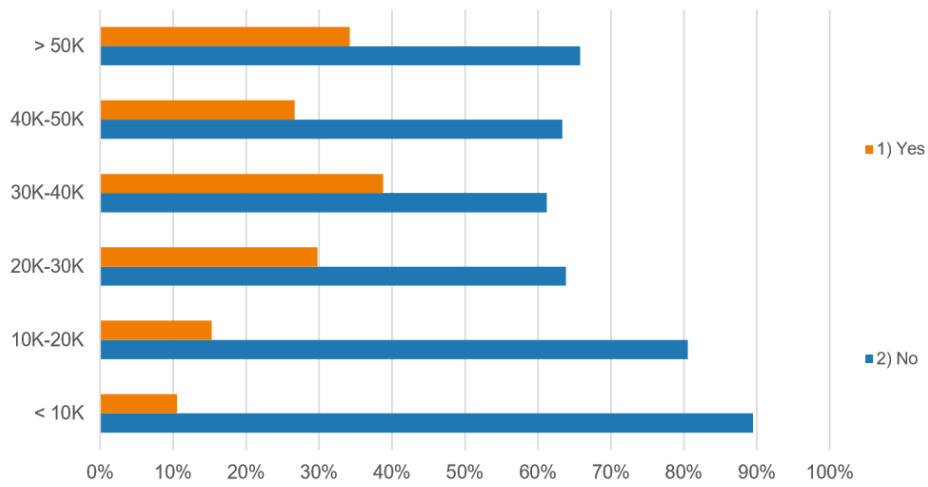
Question type	Data sample	Cluster	Value
Single choice - Binary	All Respondents	Population	Percentage

5.12 Is your public authority using or producing Big Data?



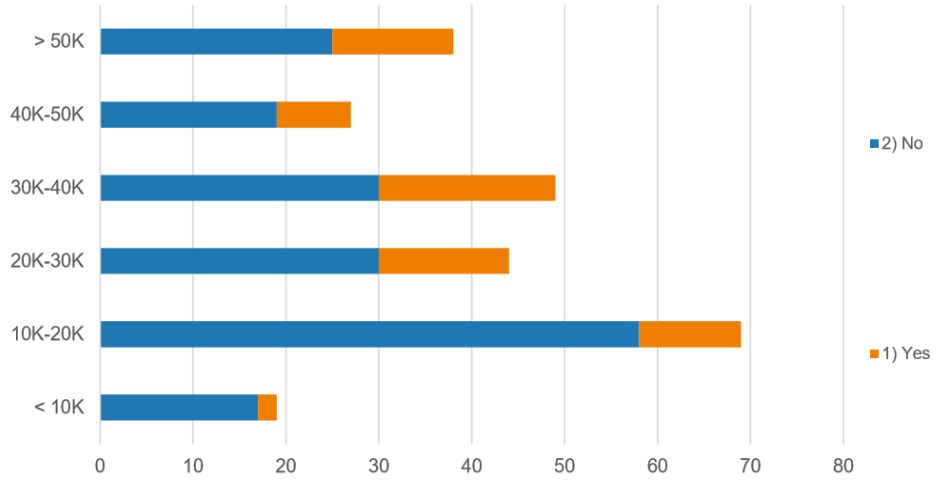
Question type	Data sample	Cluster	Value
Single choice - Binary	All Respondents	GDPPC	Count

5.12 Is your public authority using or producing Big Data?



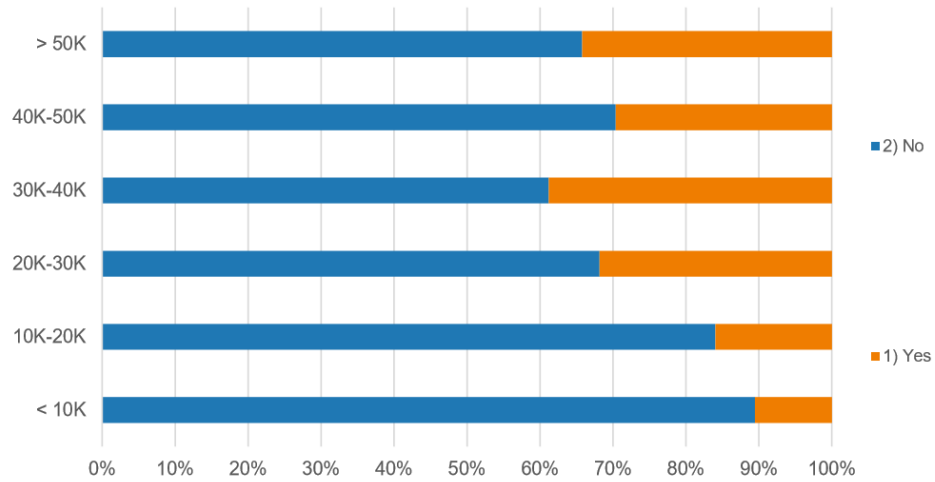
Question type	Data sample	Cluster	Value
Single choice - Binary	All Respondents	GDPPC	Percentage

5.12 Is your public authority using or producing Big Data?



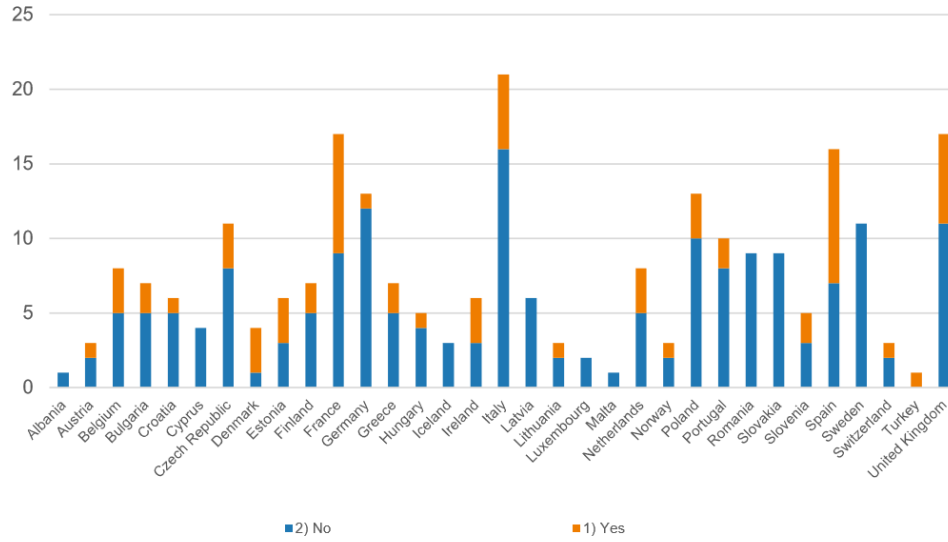
Question type	Data sample	Cluster	Value
Single choice - Binary	All Respondents	GDPPC	Count

5.12 Is your public authority using or producing Big Data?



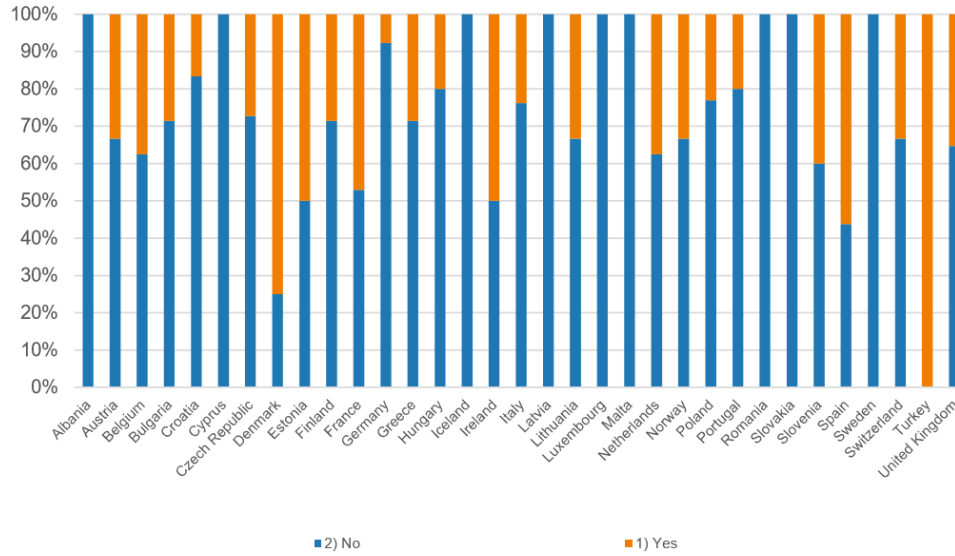
Question type	Data sample	Cluster	Value
Single choice - Binary	All Respondents	GDPPC	Percentage

5.12 Is your public authority using or producing Big Data?



Question type	Data sample	Cluster	Value
Single choice - Binary	All Respondents	Country	Count

5.12 Is your public authority using or producing Big Data?



Question type	Data sample	Cluster	Value
Single choice - Binary	All Respondents	Country	Percentage

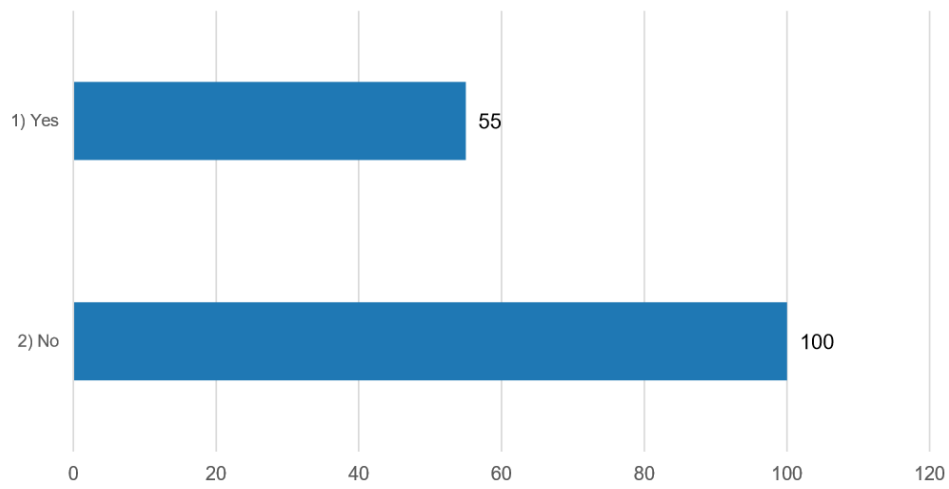
5.12 Is your public authority using or producing Big Data?

REFERENCE SAMPLE

Question type: **Single choice - Binary**
Number of analysed questionnaires: **155**
Number of cities respond to this specific question: **155 (100%)**

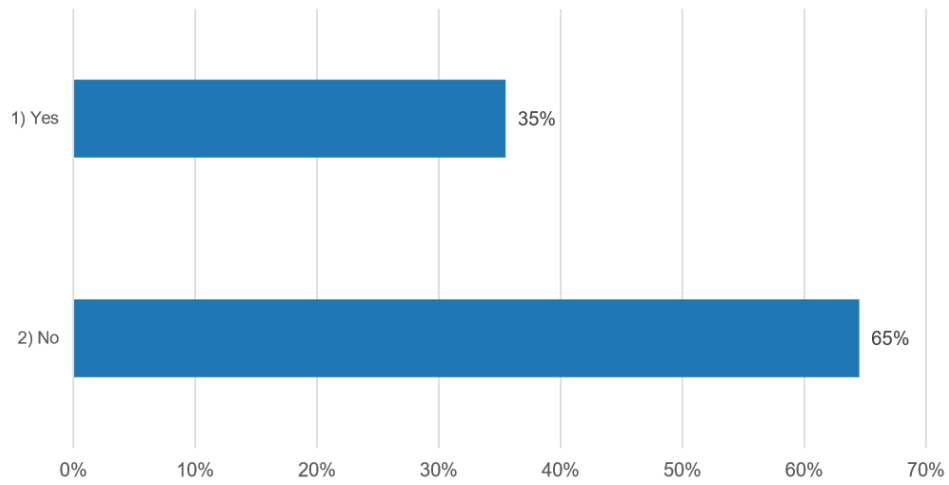
<i>Answer</i>	<i>Count</i>	<i>Percentage*</i>
1) Yes	55	35%
2) No	100	65%

* The percentage refers to the respondents to this specific question. The grand total could be more than 100% in the case of multiple choice questions.

5.12 Is your public authority using or producing Big Data?

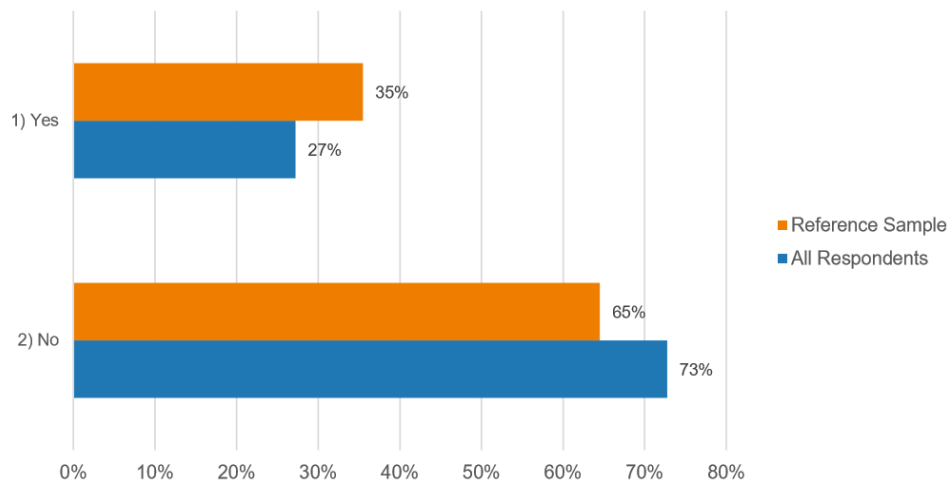
Question type	Data sample	Cluster	Value
Single choice - Binary	Reference Sample	-	Count

5.12 Is your public authority using or producing Big Data?



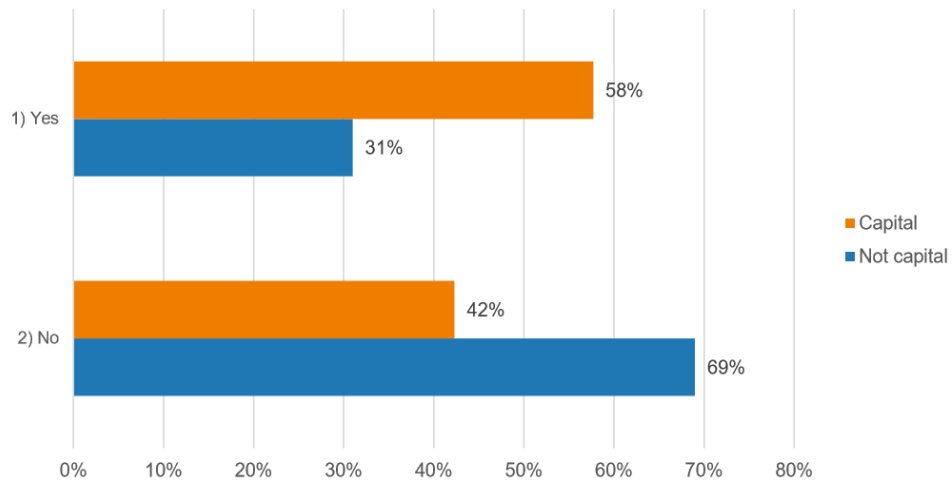
Question type	Data sample	Cluster	Value
Single choice - Binary	Reference Sample	-	Percentage

5.12 Is your public authority using or producing Big Data?



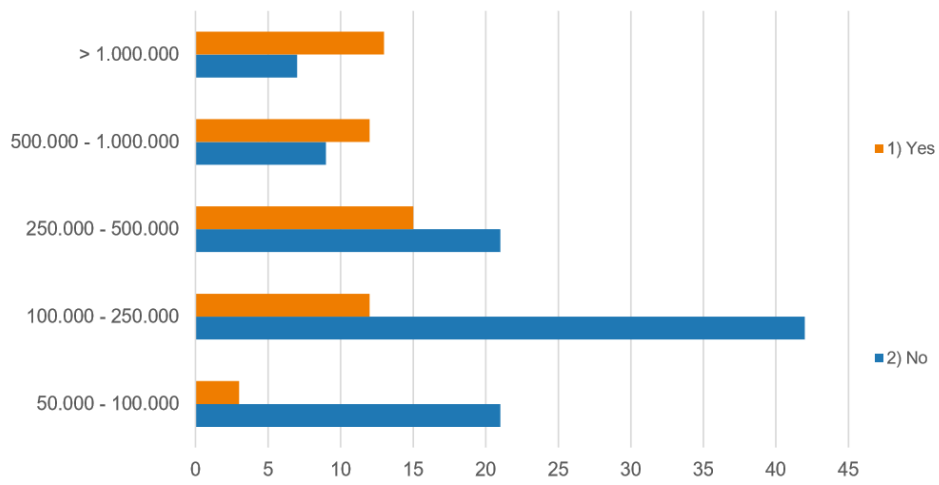
Question type	Data sample	Cluster	Value
Single choice - Binary	Reference Sample	Reference Sample	Percentage

5.12 Is your public authority using or producing Big Data?



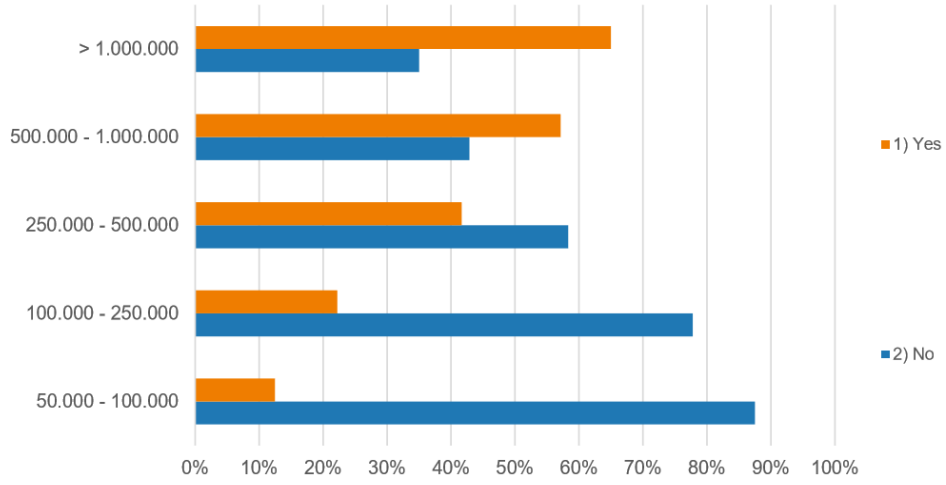
Question type	Data sample	Cluster	Value
Single choice - Binary	Reference Sample	Capital cities	Percentage

5.12 Is your public authority using or producing Big Data?



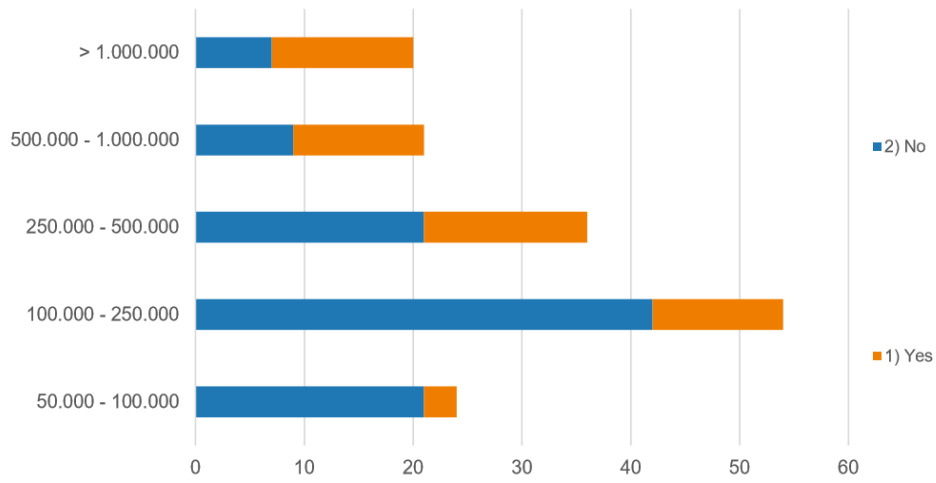
Question type	Data sample	Cluster	Value
Single choice - Binary	Reference Sample	Population	Count

5.12 Is your public authority using or producing Big Data?



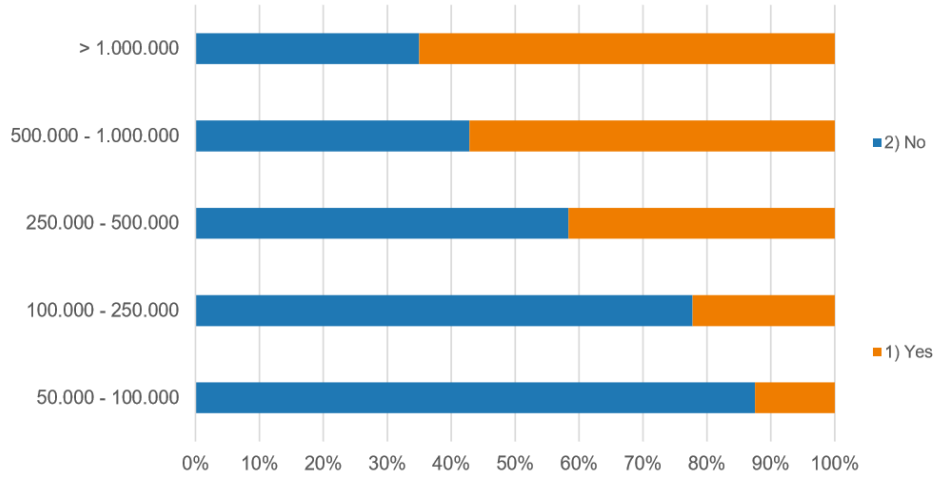
Question type	Data sample	Cluster	Value
Single choice - Binary	Reference Sample	Population	Percentage

5.12 Is your public authority using or producing Big Data?



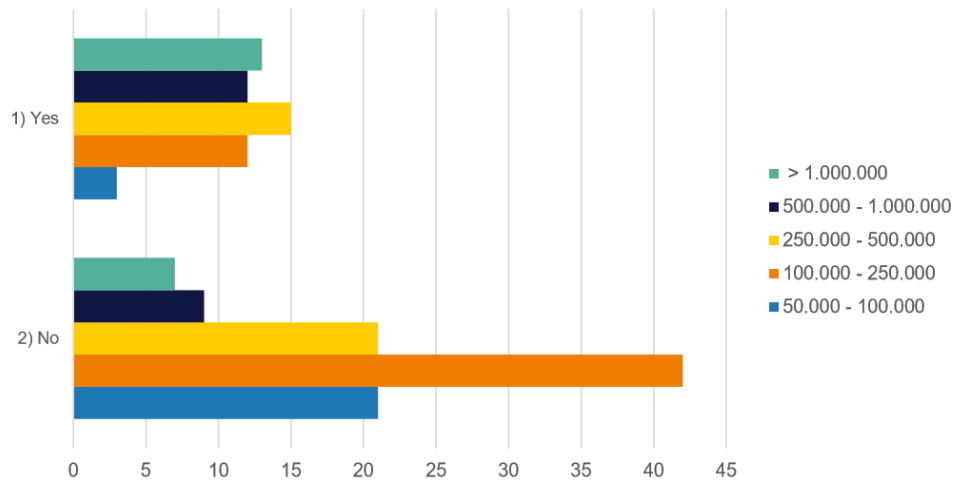
Question type	Data sample	Cluster	Value
Single choice - Binary	Reference Sample	Population	Count

5.12 Is your public authority using or producing Big Data?



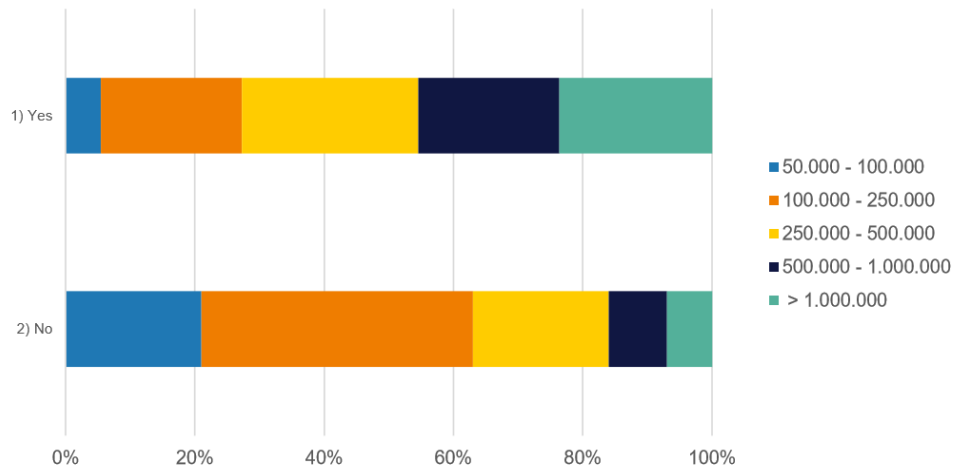
Question type	Data sample	Cluster	Value
Single choice - Binary	Reference Sample	Population	Percentage

5.12 Is your public authority using or producing Big Data?



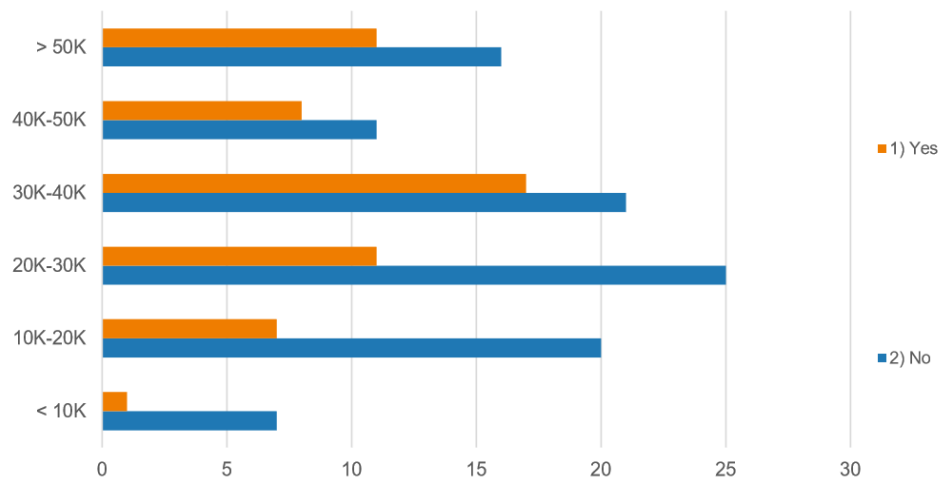
Question type	Data sample	Cluster	Value
Single choice - Binary	Reference Sample	Population	Count

5.12 Is your public authority using or producing Big Data?



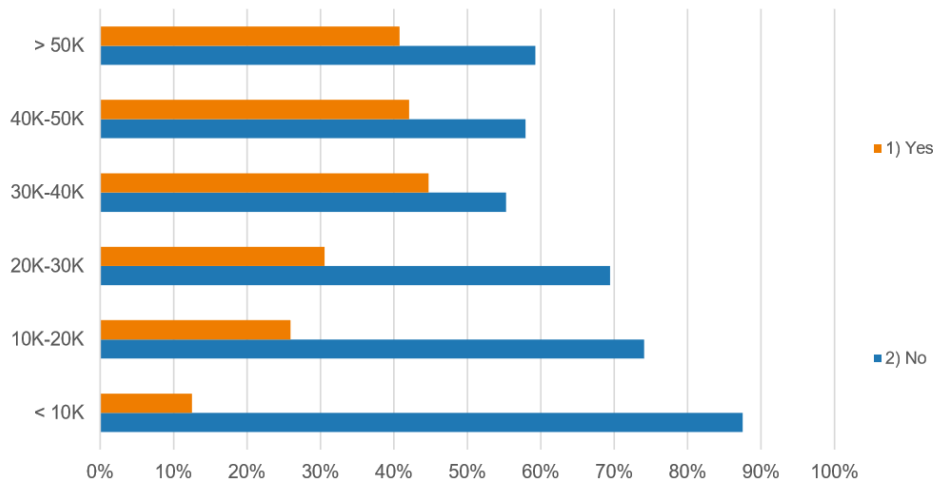
Question type	Data sample	Cluster	Value
Single choice - Binary	Reference Sample	Population	Percentage

5.12 Is your public authority using or producing Big Data?



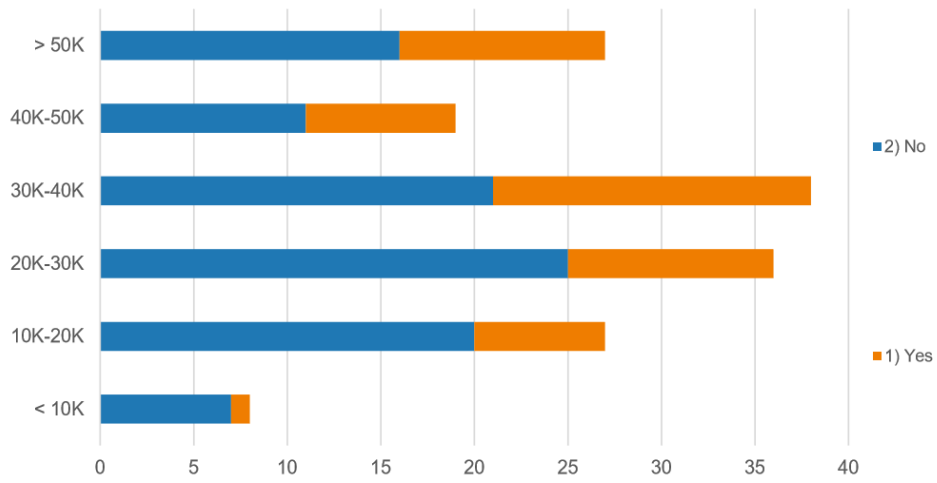
Question type	Data sample	Cluster	Value
Single choice - Binary	Reference Sample	GDPPC	Count

5.12 Is your public authority using or producing Big Data?



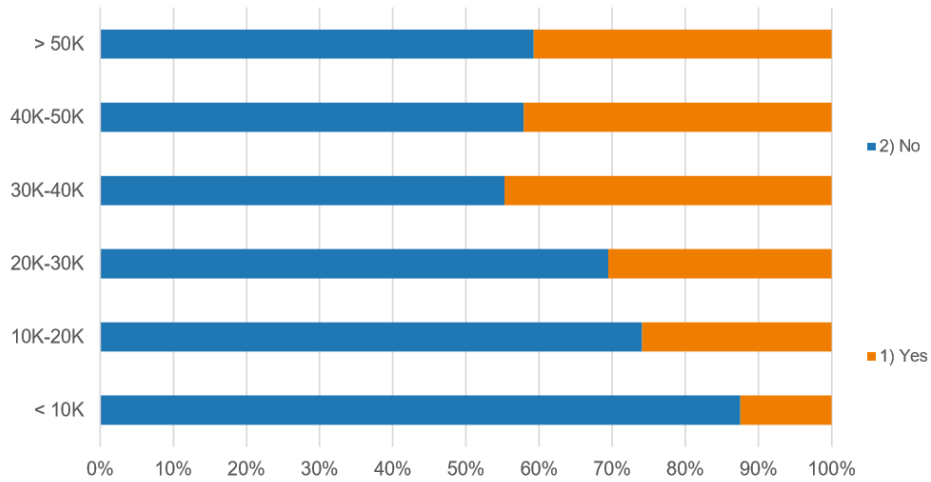
Question type	Data sample	Cluster	Value
Single choice - Binary	Reference Sample	GDPPC	Percentage

5.12 Is your public authority using or producing Big Data?



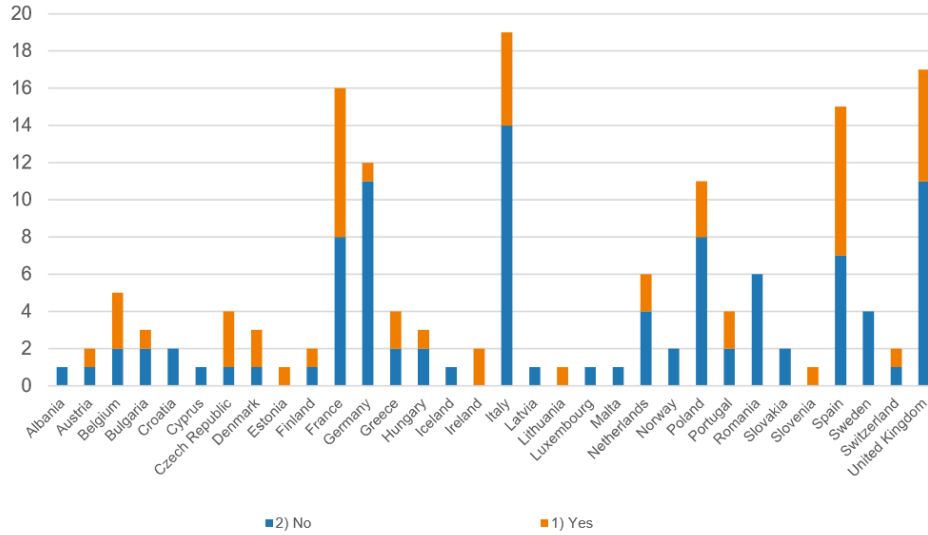
Question type	Data sample	Cluster	Value
Single choice - Binary	Reference Sample	GDPPC	Count

5.12 Is your public authority using or producing Big Data?



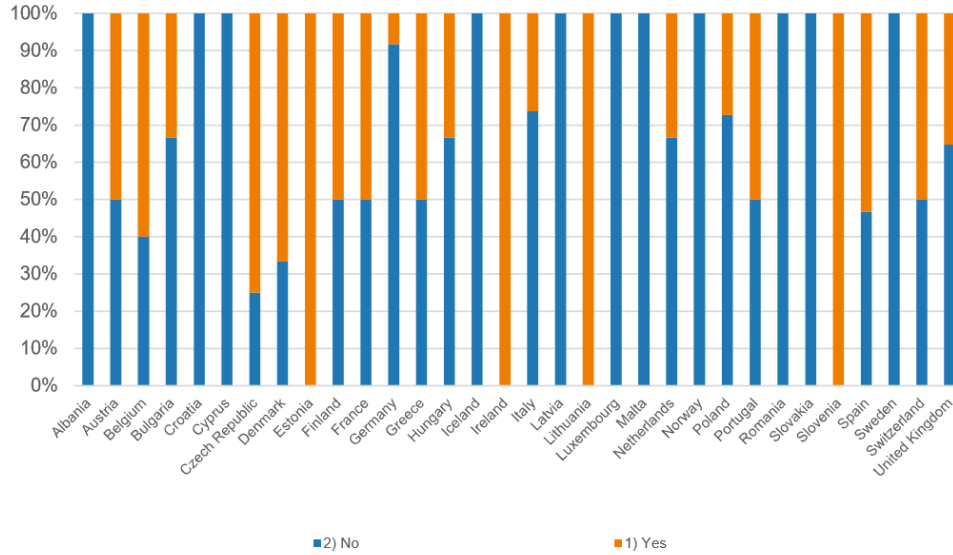
Question type	Data sample	Cluster	Value
Single choice - Binary	Reference Sample	GDPPC	Percentage

5.12 Is your public authority using or producing Big Data?



Question type	Data sample	Cluster	Value
Single choice - Binary	Reference Sample	Country	Count

5.12 Is your public authority using or producing Big Data?



Question type	Data sample	Cluster	Value
Single choice - Binary	Reference Sample	Country	Percentage

3.49 Q_5.12.1 If your public authority is producing/using its own Big Data, which service areas are covered?

5.12.1 If your public authority is producing/using its own Big Data, which service areas are covered?

ALL RESPONDENTS

Question typology:

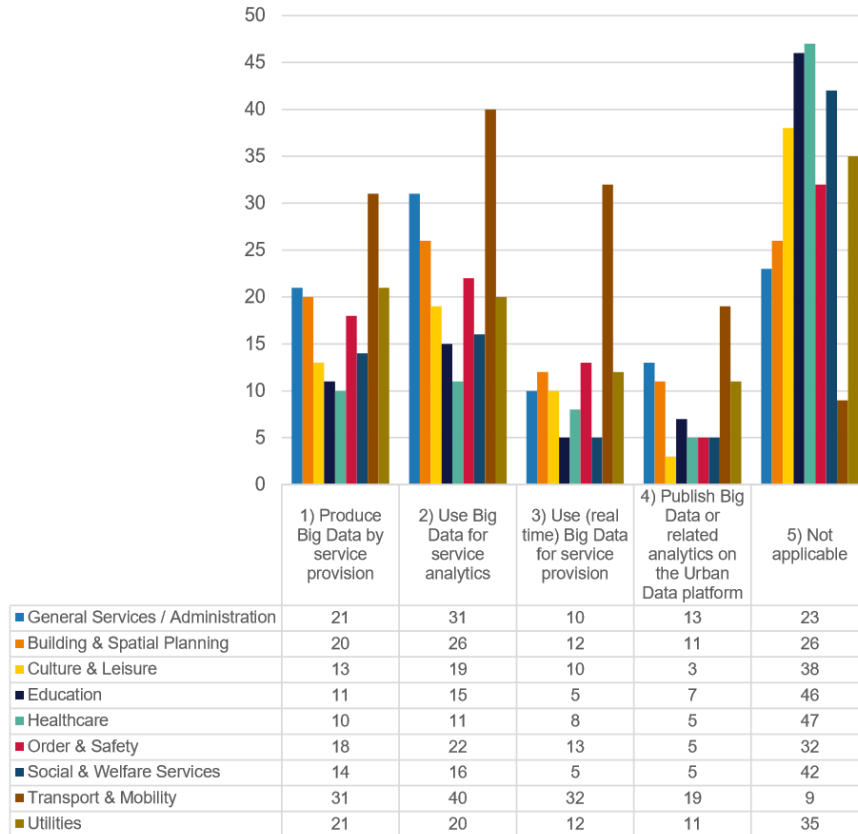
Matrix - Multiple choice

Number of analysed questionnaires:

246

Number of cities respond to this specific question:

67 (27%)



5.12.1 If your public authority is producing/using its own Big Data, which service areas are covered?

ALL RESPONDENTS

Question typology:

Matrix - Multiple choice

Number of analysed questionnaires:

246

Number of cities respond to this specific question:

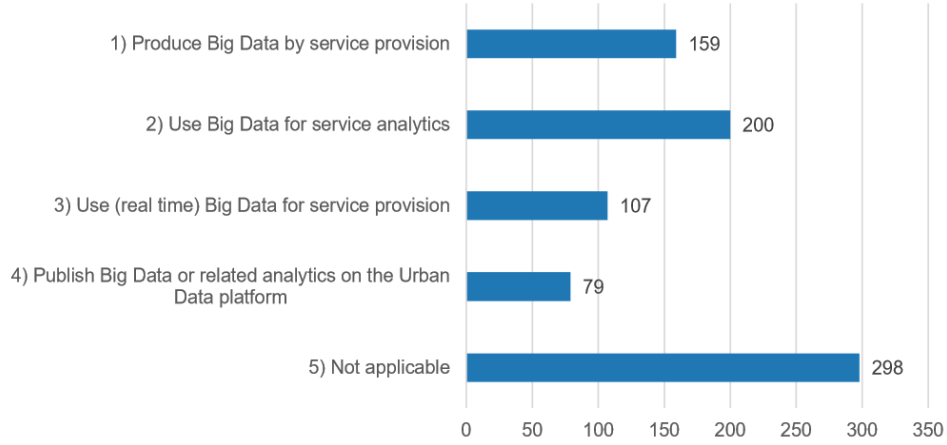
67 (27%)

<i>Answer (matrix columns)</i>	<i>Count *</i>	<i>Percentage **</i>
1) Produce Big Data by service provision	159	24%
2) Use Big Data for service analytics	200	30%
3) Use (real time) Big Data for service provision	107	16%
4) Publish Big Data or related analytics on the Urban Data platform	79	12%
5) Not applicable	298	44%

* The Count is given by the sum of all the selected rows within the same matrix column

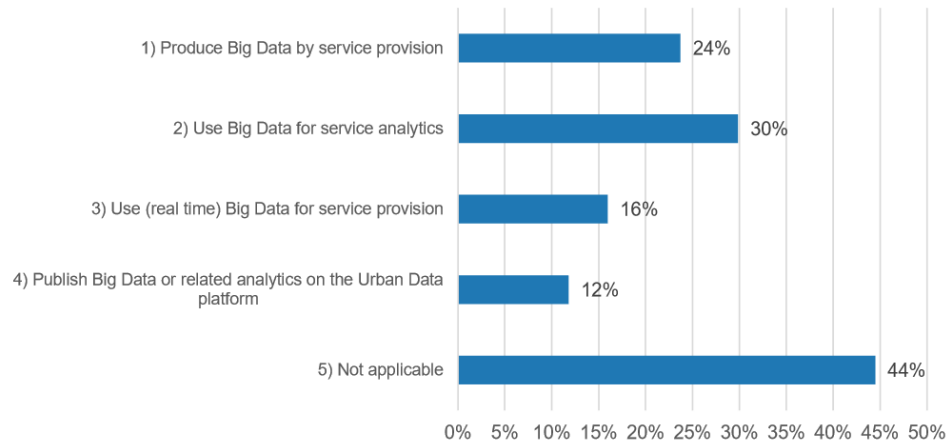
** The percentage refers to the respondents to this specific question. The grand total could be more than 100% in the case of multiple choice questions.

5.12.1 If your public authority is producing/using its own Big Data, which service areas are covered?



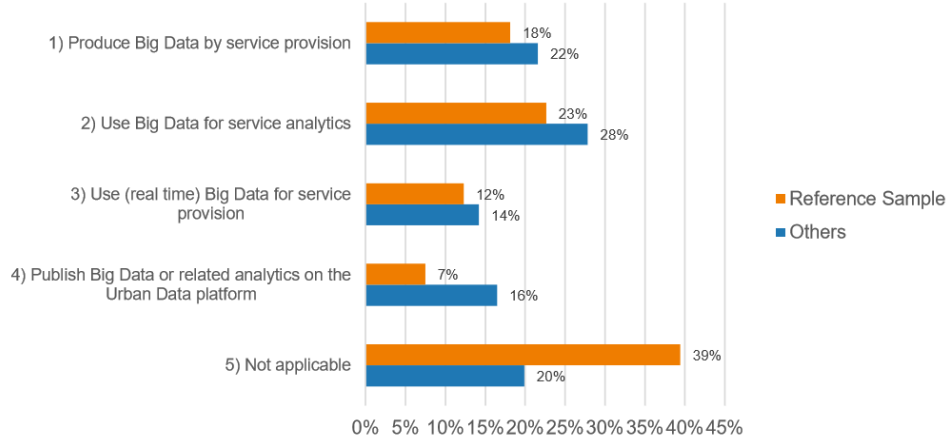
Question typology	Data	Cluster	Value
Matrix - Multiple choice	All Respondents	-	Count

5.12.1 If your public authority is producing/using its own Big Data, which service areas are covered?



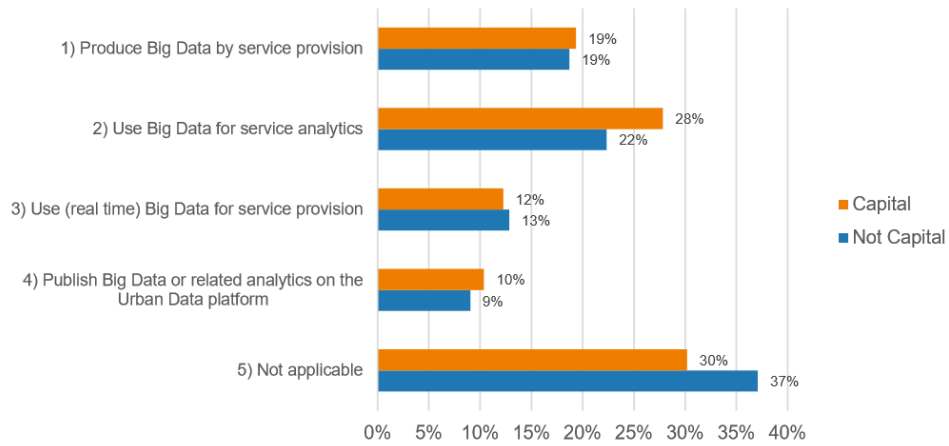
Question typology	Data	Cluster	Value
Matrix - Multiple choice	All Respondents	-	Percentage

5.12.1 If your public authority is producing/using its own Big Data, which service areas are covered?



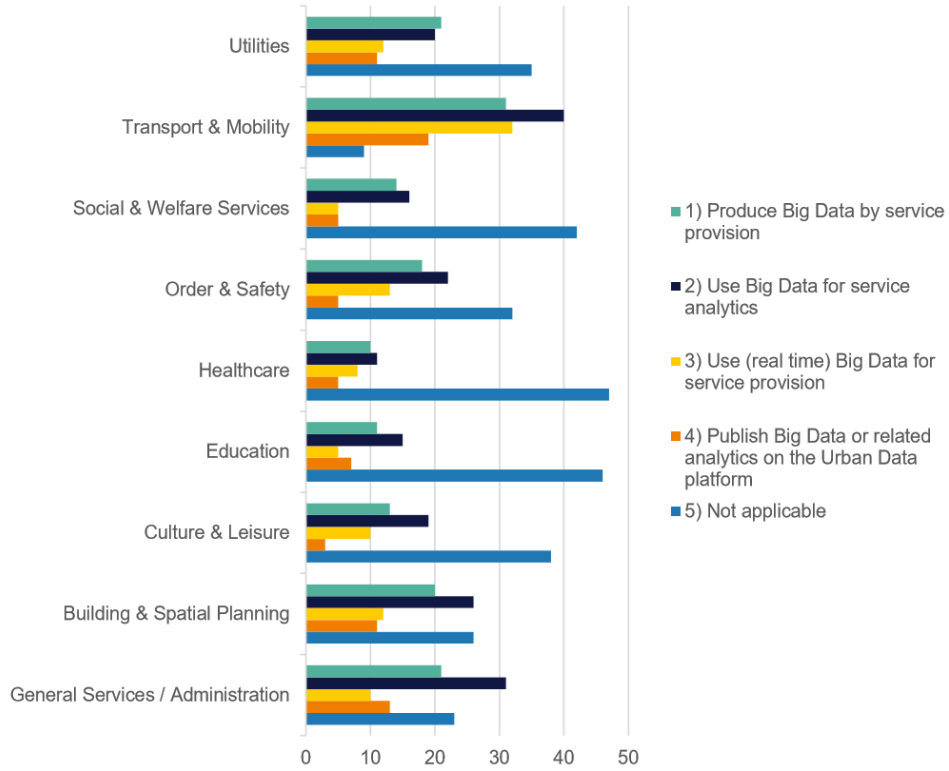
Question typology	Data	Cluster	Value
Matrix - Multiple choice	All Respondents	Reference Sample	Percentage

5.12.1 If your public authority is producing/using its own Big Data, which service areas are covered?



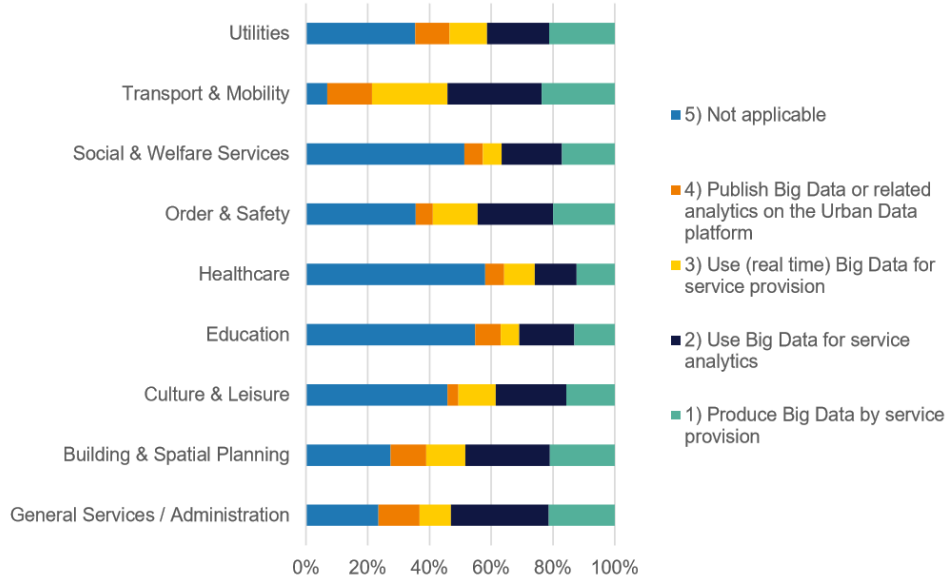
Question typology	Data	Cluster	Value
Matrix - Multiple choice	All Respondents	Capital cities	Percentage

5.12.1 If your public authority is producing/using its own Big Data, which service areas are covered?



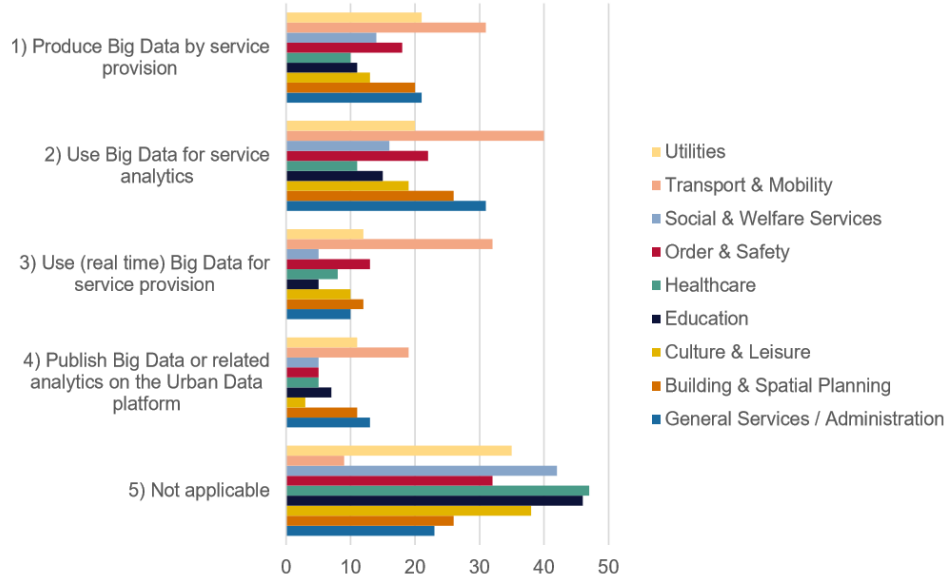
Question typology	Data	Cluster	Value
Matrix - Multiple choice	All Respondents	Matrix	Count

5.12.1 If your public authority is producing/using its own Big Data, which service areas are covered?



Question typology	Data	Cluster	Value
Matrix - Multiple choice	All Respondents	Matrix	Percentage

5.12.1 If your public authority is producing/using its own Big Data, which service areas are covered?



Question typology	Data	Cluster	Value
Matrix - Multiple choice	All Respondents	Matrix	Count

5.12.1 If your public authority is producing/using its own Big Data, which service areas are covered?

REFERENCE SAMPLE

Question typology:

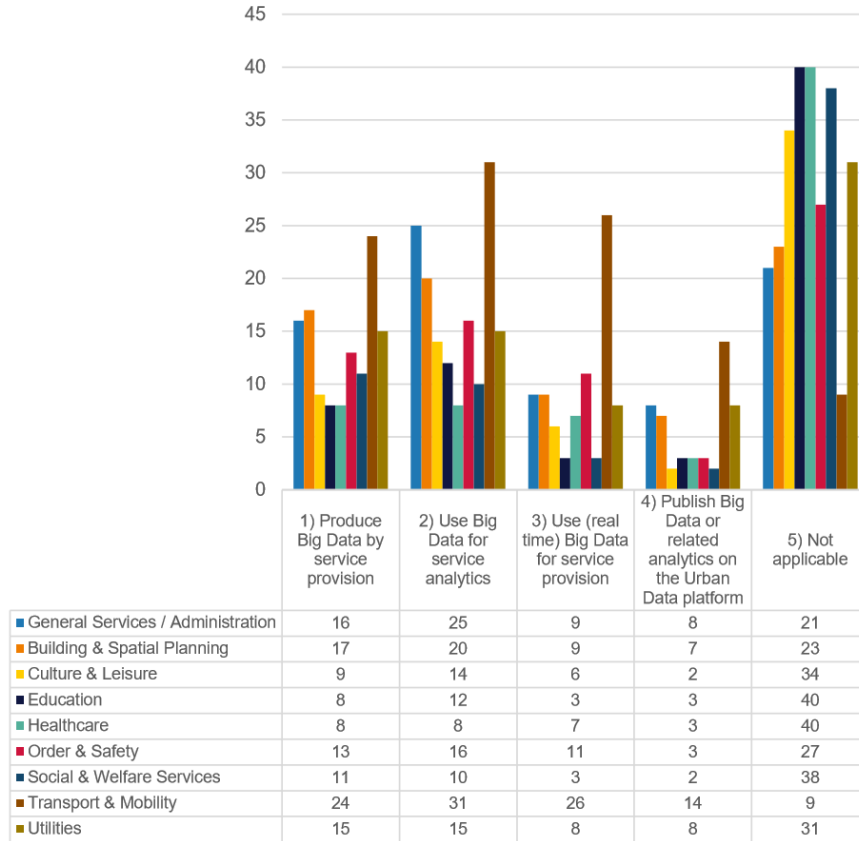
Matrix - Multiple choice

Number of analysed questionnaires:

155

Number of cities respond to this specific question:

55 (35%)



5.12.1 If your public authority is producing/using its own Big Data, which service areas are covered?

REFERENCE SAMPLE

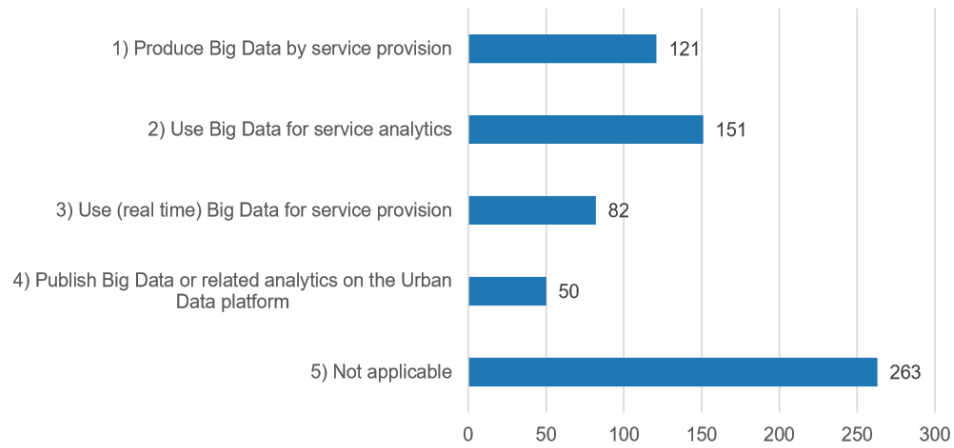
Question typology: **Matrix - Multiple choice**
 Number of analysed questionnaires: **155**
 Number of cities respond to this specific question: **55 (35%)**

<i>Answer (matrix columns)</i>	<i>Count *</i>	<i>Percentage **</i>
1) Produce Big Data by service provision	121	24%
2) Use Big Data for service analytics	151	31%
3) Use (real time) Big Data for service provision	82	17%
4) Publish Big Data or related analytics on the Urban Data platform	50	10%
5) Not applicable	263	53%

* The Count is given by the sum of all the selected rows within the same matrix column

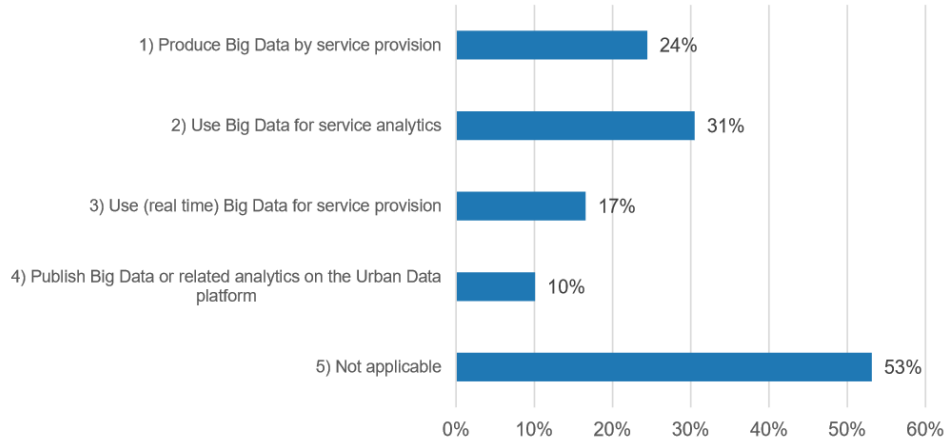
** The percentage refers to the respondents to this specific question. The grand total could be more than 100% in the case of multiple choice questions.

5.12.1 If your public authority is producing/using its own Big Data, which service areas are covered?



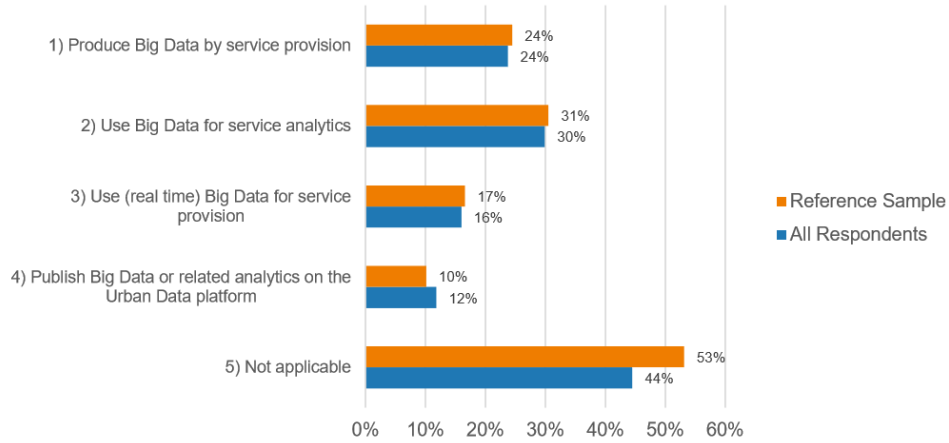
Question typology	Data	Cluster	Value
Matrix - Multiple choice	Reference Sample	-	Count

5.12.1 If your public authority is producing/using its own Big Data, which service areas are covered?



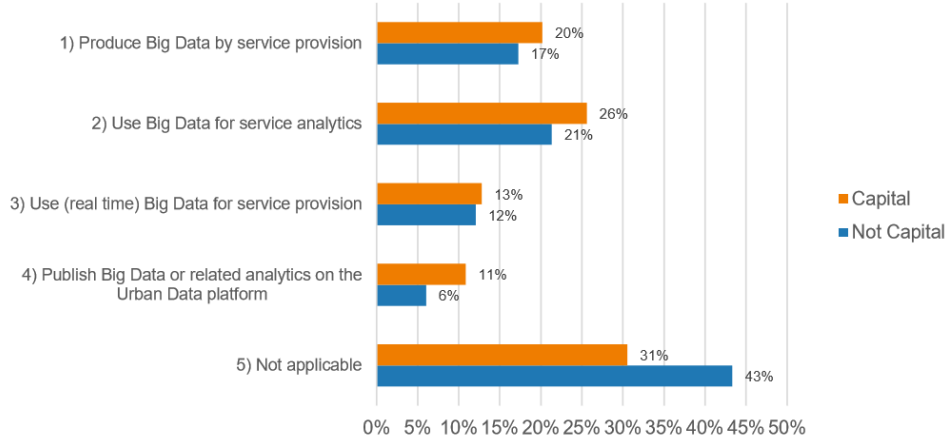
Question typology	Data	Cluster	Value
Matrix - Multiple choice	Reference Sample	-	Percentage

5.12.1 If your public authority is producing/using its own Big Data, which service areas are covered?



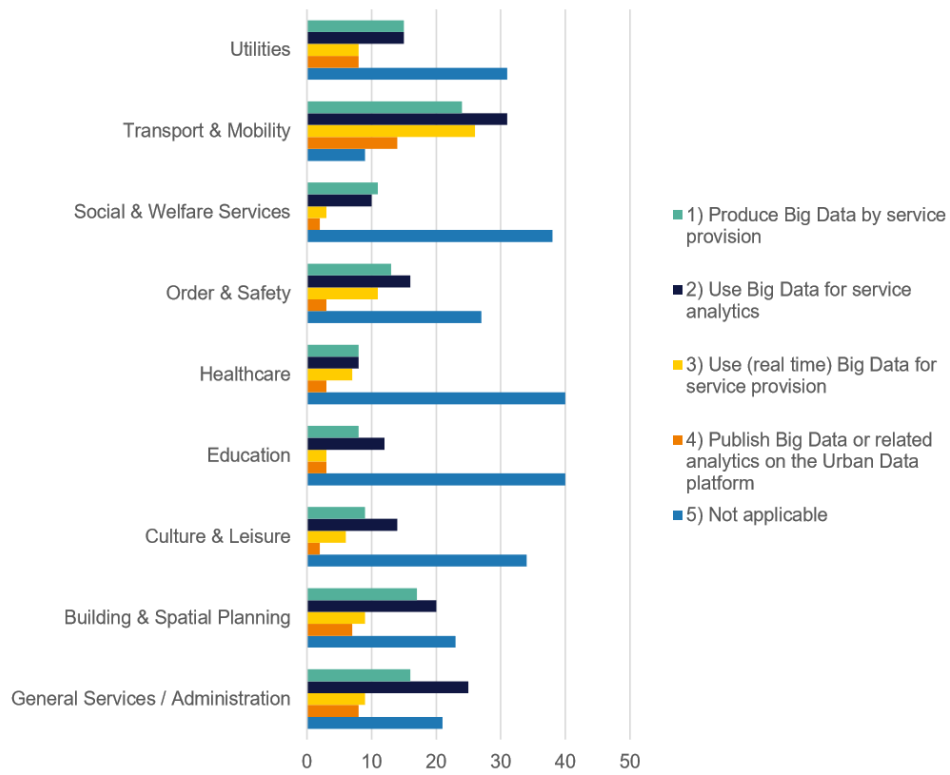
Question typology	Data	Cluster	Value
Matrix - Multiple choice	Reference Sample	Reference Sample	Percentage

5.12.1 If your public authority is producing/using its own Big Data, which service areas are covered?



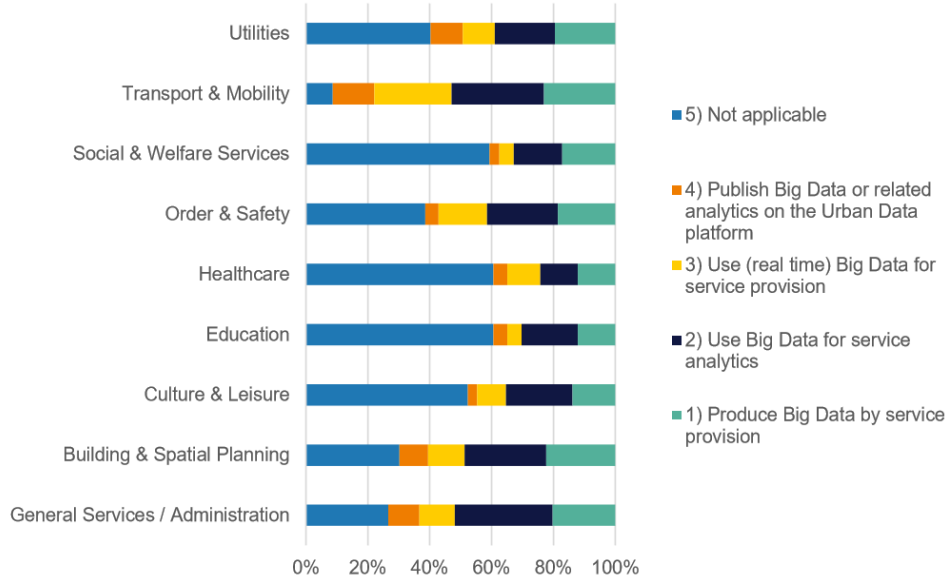
Question typology	Data	Cluster	Value
Matrix - Multiple choice	Reference Sample	Capital cities	Percentage

5.12.1 If your public authority is producing/using its own Big Data, which service areas are covered?



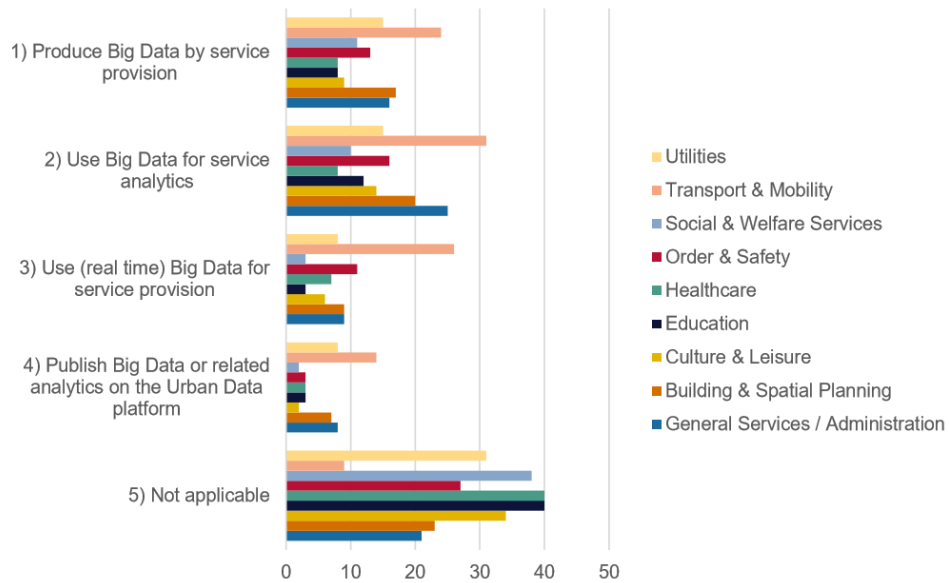
Question typology	Data	Cluster	Value
Matrix - Multiple choice	Reference Sample	Matrix	Count

5.12.1 If your public authority is producing/using its own Big Data, which service areas are covered?



Question typology	Data	Cluster	Value
Matrix - Multiple choice	Reference Sample	Matrix	Percentage

5.12.1 If your public authority is producing/using its own Big Data, which service areas are covered?



Question typology	Data	Cluster	Value
Matrix - Multiple choice	Reference Sample	Matrix	Count

3.50 Q_5.12.2 Does your public authority have access to Big Data through agreements with third parties?

5.12.2 Does your public authority have access to Big Data through agreements with third parties?

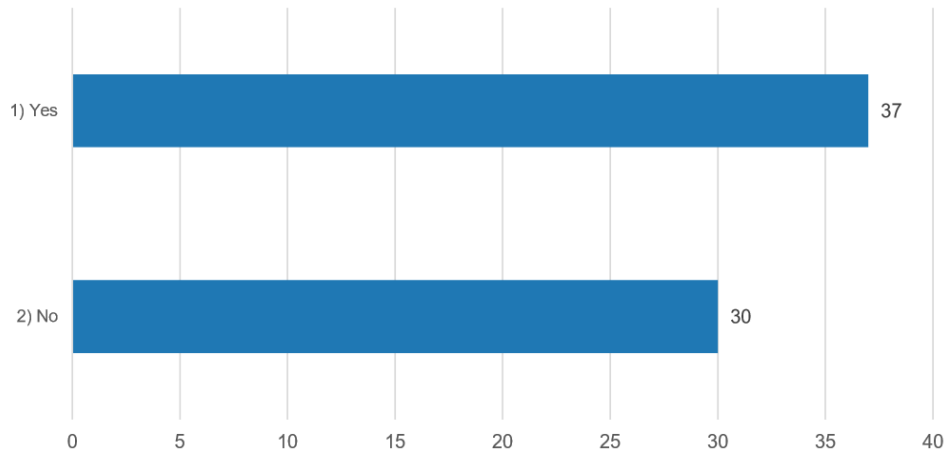
ALL RESPONDENTS

Question type: **Single choice - Binary**
 Number of analysed questionnaires: **246**
 Number of cities respond to this specific question: **67 (27%)**

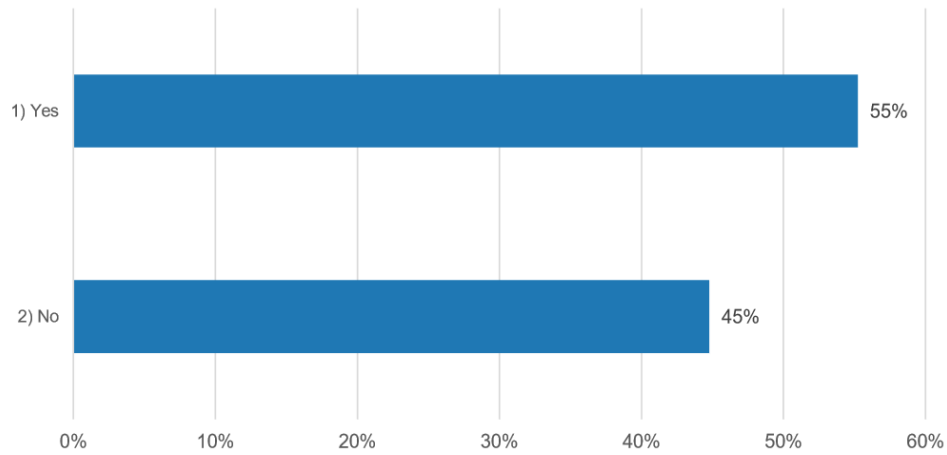
<i>Answer</i>	<i>Count</i>	<i>Percentage*</i>
1) Yes	37	55%
2) No	30	45%

* The percentage refers to the respondents to this specific question. The grand total could be more than 100% in the case of multiple choice questions.

5.12.2 Does your public authority have access to Big Data through agreements with third parties?

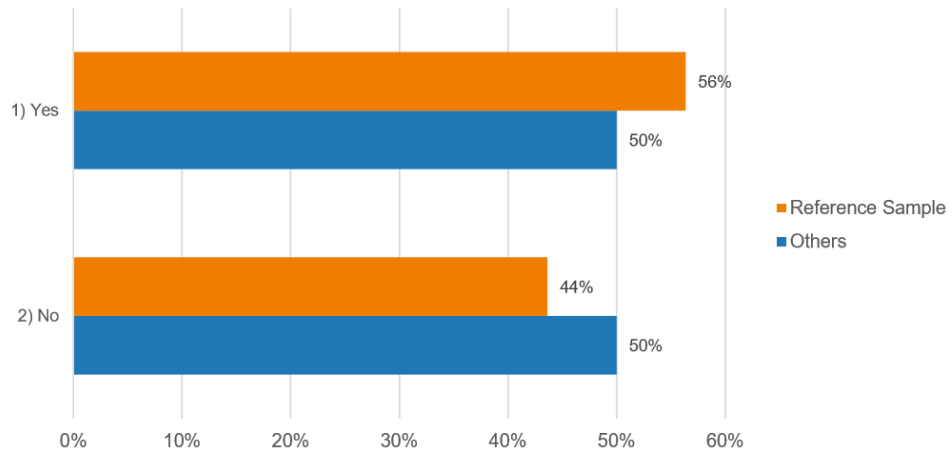


Question type	Data sample	Cluster	Value
Single choice - Binary	All Respondents	-	Count

5.12.2 Does your public authority have access to Big Data through agreements with third parties?

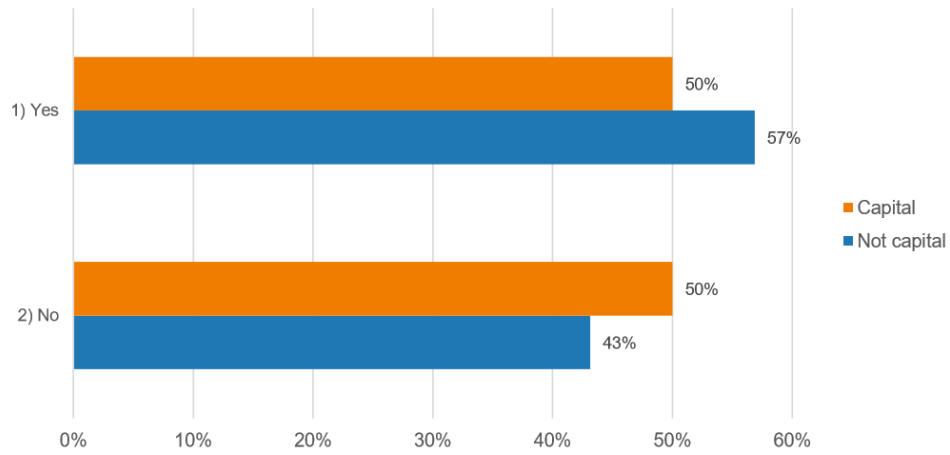
Question type	Data sample	Cluster	Value
Single choice - Binary	All Respondents	-	Percentage

5.12.2 Does your public authority have access to Big Data through agreements with third parties?



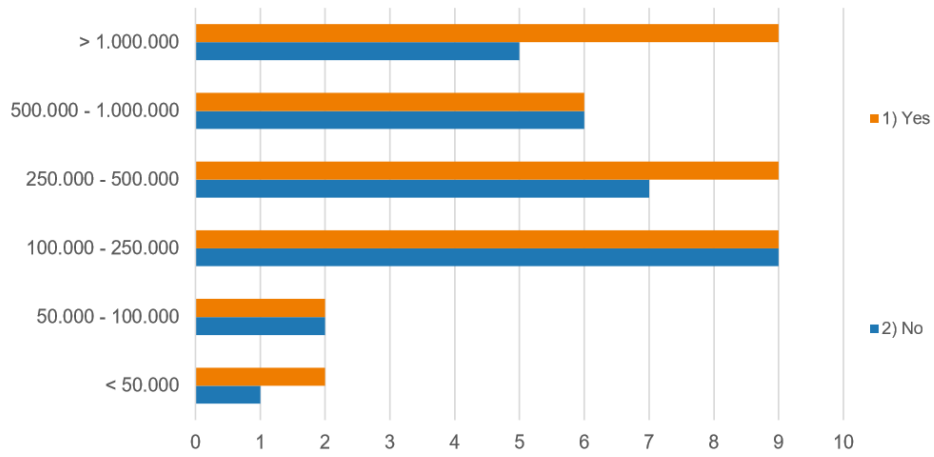
Question type	Data sample	Cluster	Value
Single choice - Binary	All Respondents	Reference Sample	Percentage

5.12.2 Does your public authority have access to Big Data through agreements with third parties?



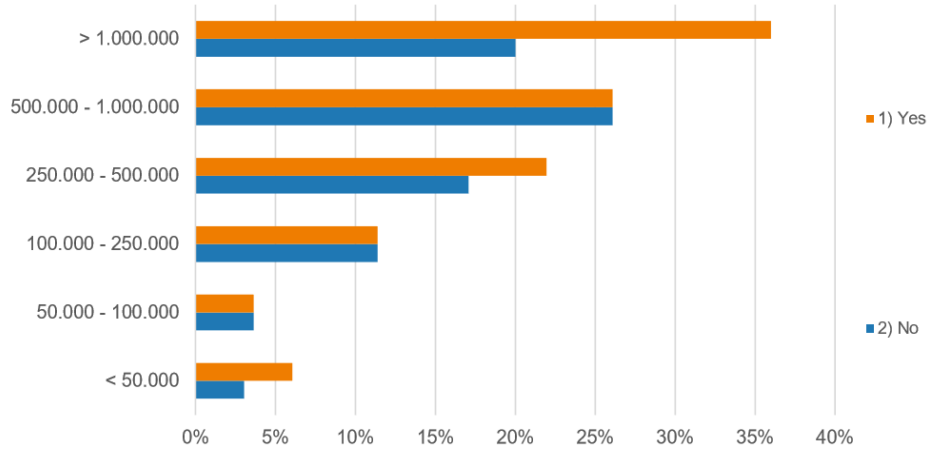
Question type	Data sample	Cluster	Value
Single choice - Binary	All Respondents	Capital cities	Percentage

5.12.2 Does your public authority have access to Big Data through agreements with third parties?



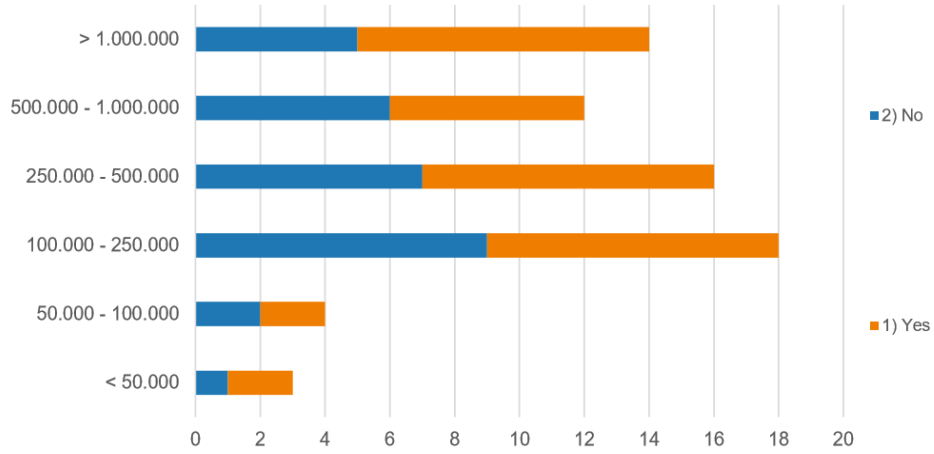
Question type	Data sample	Cluster	Value
Single choice - Binary	All Respondents	Population	Count

5.12.2 Does your public authority have access to Big Data through agreements with third parties?



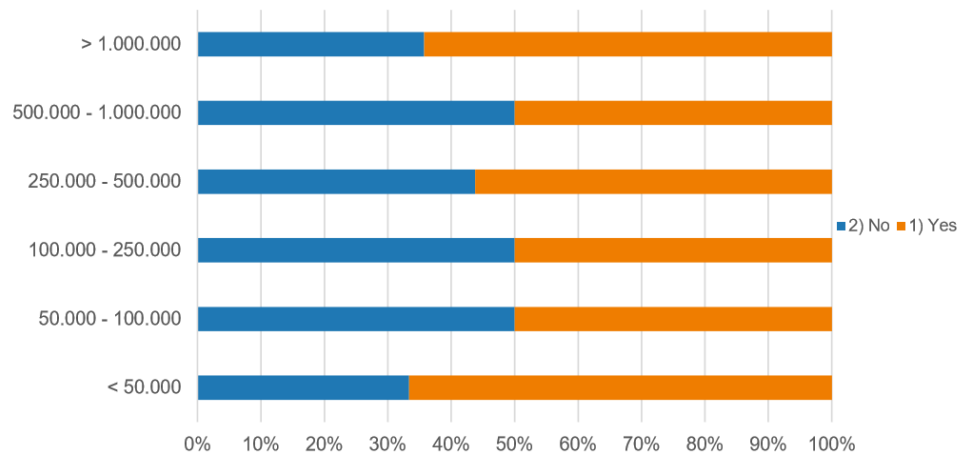
Question type	Data sample	Cluster	Value
Single choice - Binary	All Respondents	Population	Percentage

5.12.2 Does your public authority have access to Big Data through agreements with third parties?



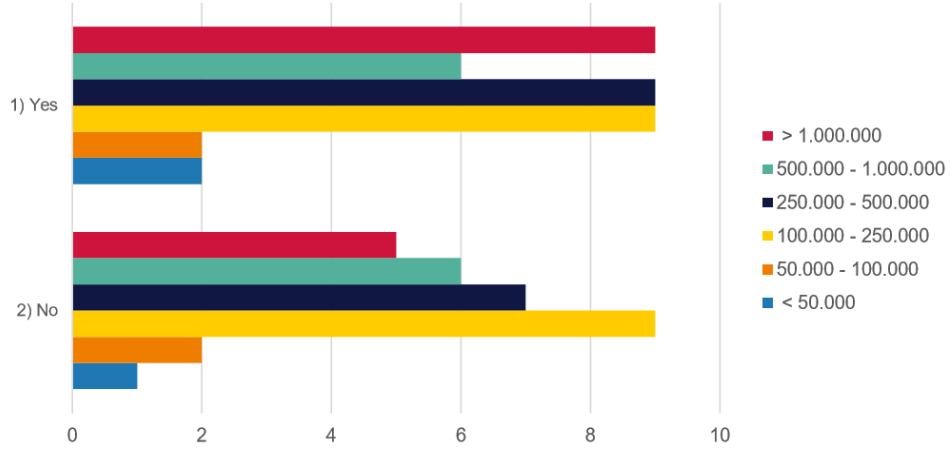
Question type	Data sample	Cluster	Value
Single choice - Binary	All Respondents	Population	Count

5.12.2 Does your public authority have access to Big Data through agreements with third parties?



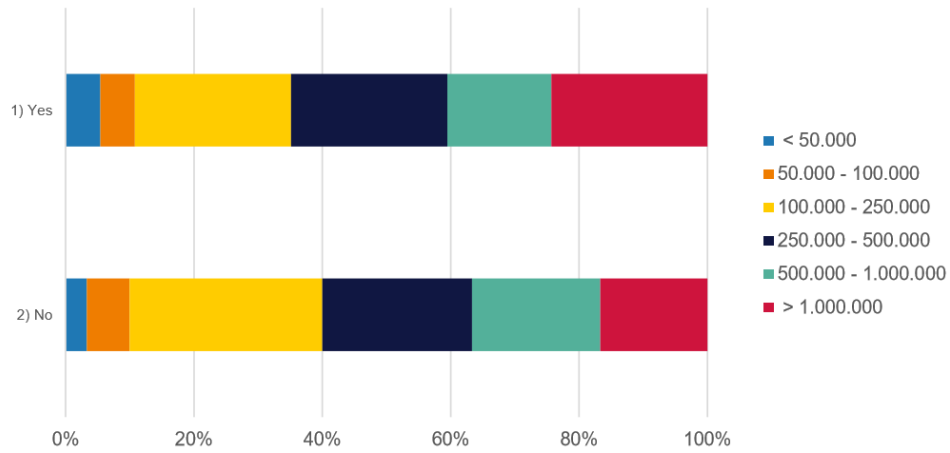
Question type	Data sample	Cluster	Value
Single choice - Binary	All Respondents	Population	Percentage

5.12.2 Does your public authority have access to Big Data through agreements with third parties?



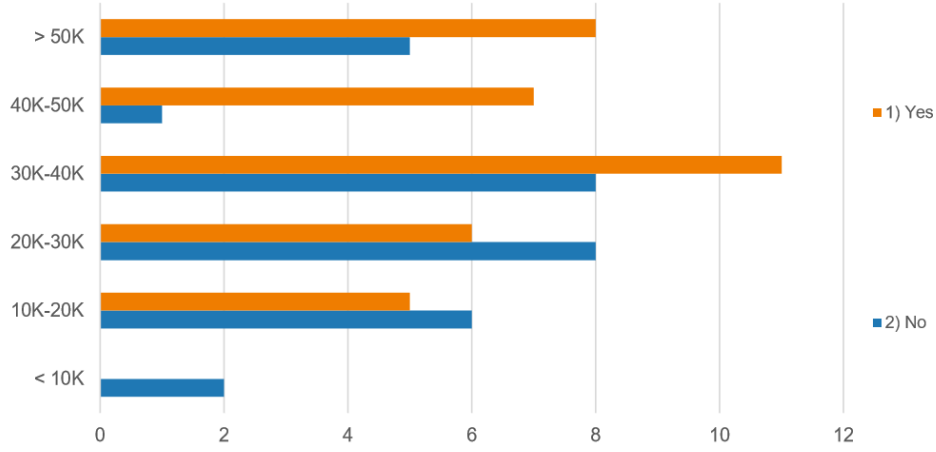
Question type	Data sample	Cluster	Value
Single choice - Binary	All Respondents	Population	Count

5.12.2 Does your public authority have access to Big Data through agreements with third parties?



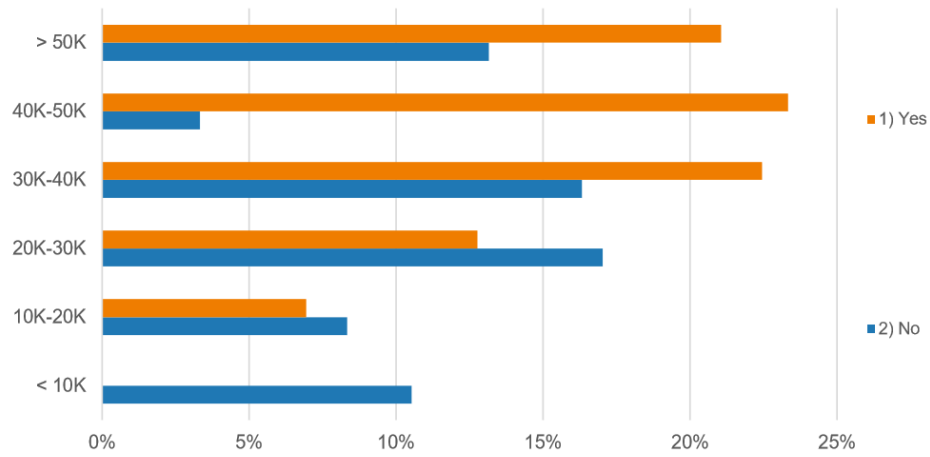
Question type	Data sample	Cluster	Value
Single choice - Binary	All Respondents	Population	Percentage

5.12.2 Does your public authority have access to Big Data through agreements with third parties?



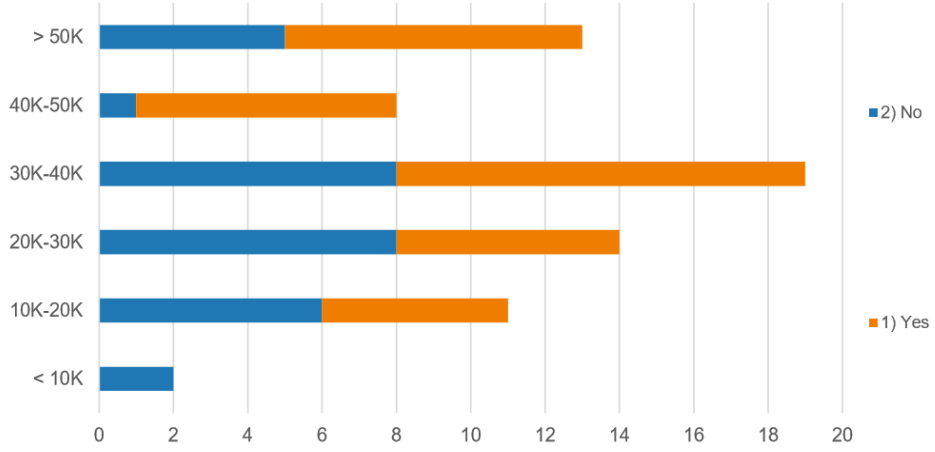
Question type	Data sample	Cluster	Value
Single choice - Binary	All Respondents	GDPPC	Count

5.12.2 Does your public authority have access to Big Data through agreements with third parties?



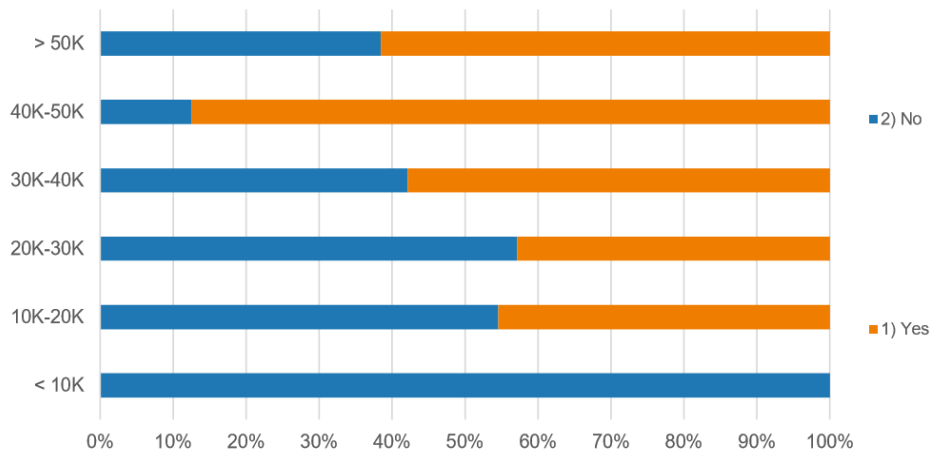
Question type	Data sample	Cluster	Value
Single choice - Binary	All Respondents	GDPPC	Percentage

5.12.2 Does your public authority have access to Big Data through agreements with third parties?



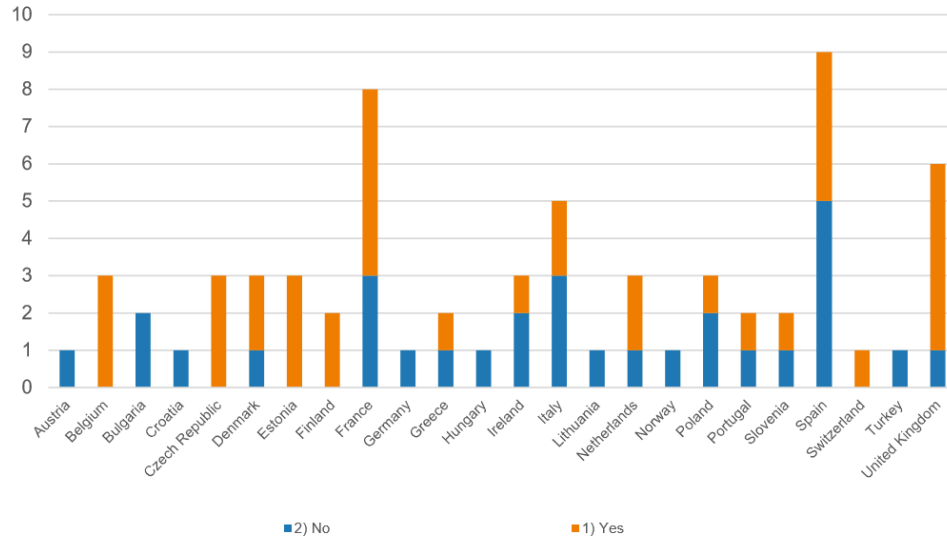
Question type	Data sample	Cluster	Value
Single choice - Binary	All Respondents	GDPPC	Count

5.12.2 Does your public authority have access to Big Data through agreements with third parties?



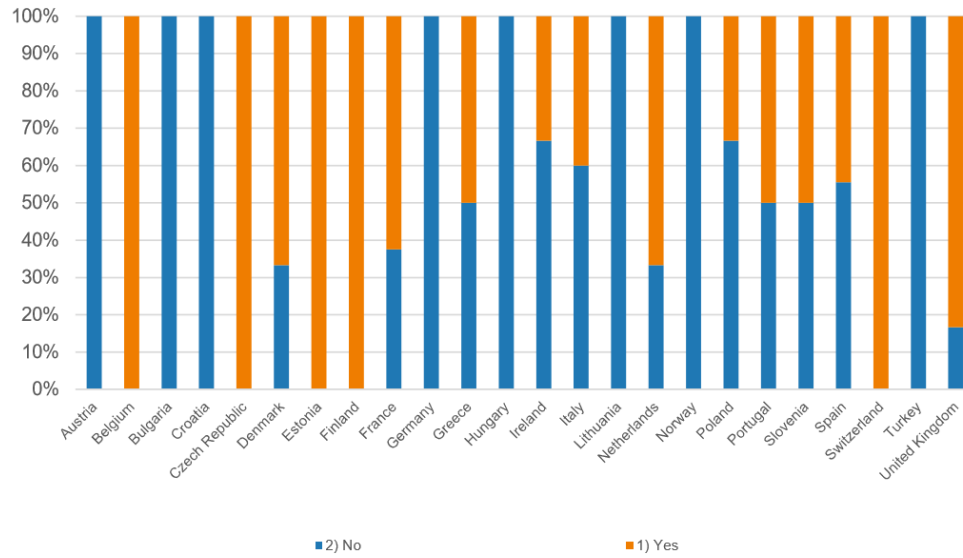
Question type	Data sample	Cluster	Value
Single choice - Binary	All Respondents	GDPPC	Percentage

5.12.2 Does your public authority have access to Big Data through agreements with third parties?



Question type	Data sample	Cluster	Value
Single choice - Binary	All Respondents	Country	Count

5.12.2 Does your public authority have access to Big Data through agreements with third parties?



Question type	Data sample	Cluster	Value
Single choice - Binary	All Respondents	Country	Percentage

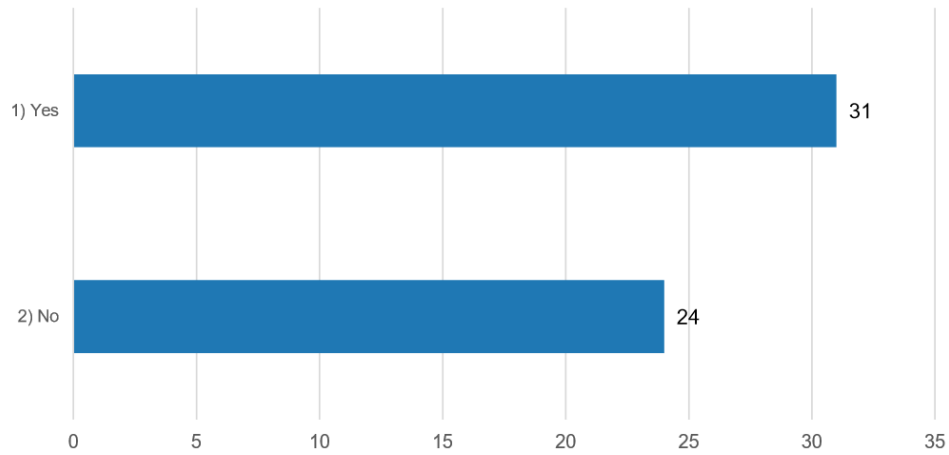
5.12.2 Does your public authority have access to Big Data through agreements with third parties?

REFERENCE SAMPLE

Question type: **Single choice - Binary**
 Number of analysed questionnaires: **155**
 Number of cities respond to this specific question: **55 (35%)**

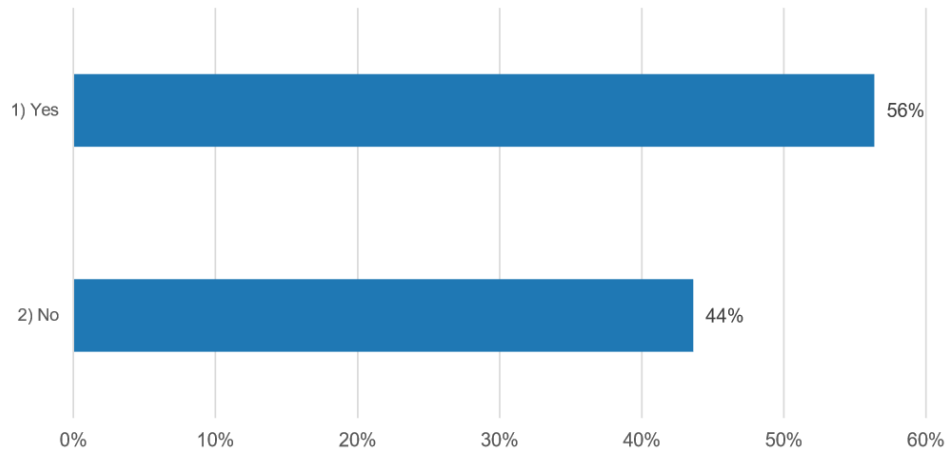
<i>Answer</i>	<i>Count</i>	<i>Percentage*</i>
1) Yes	31	56%
2) No	24	44%

* The percentage refers to the respondents to this specific question. The grand total could be more than 100% in the case of multiple choice questions.

5.12.2 Does your public authority have access to Big Data through agreements with third parties?

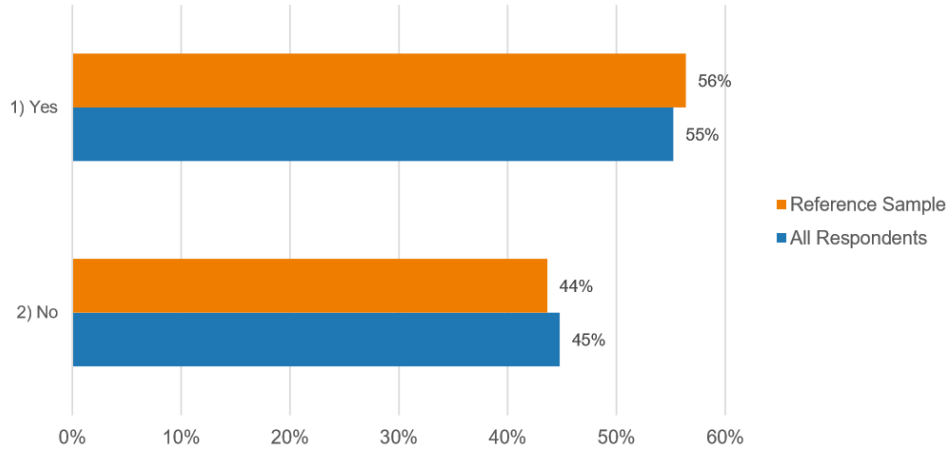
Question type	Data sample	Cluster	Value
Single choice - Binary	Reference Sample	-	Count

5.12.2 Does your public authority have access to Big Data through agreements with third parties?



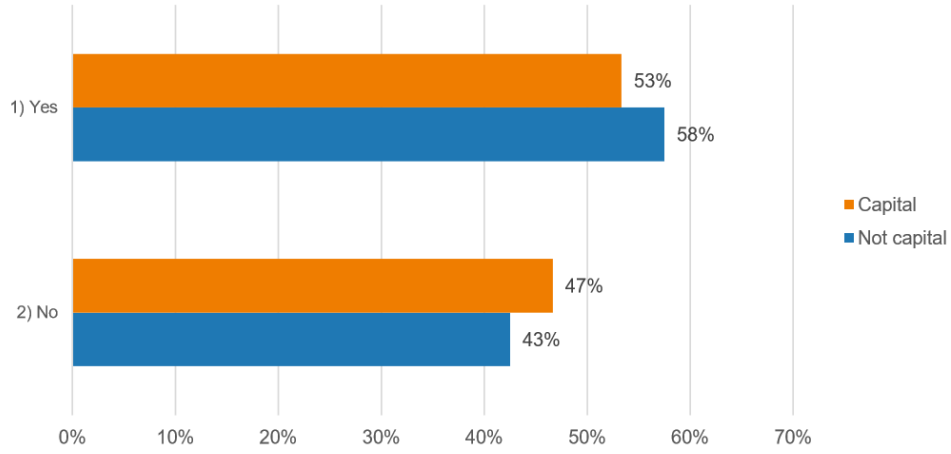
Question type	Data sample	Cluster	Value
Single choice - Binary	Reference Sample	-	Percentage

5.12.2 Does your public authority have access to Big Data through agreements with third parties?



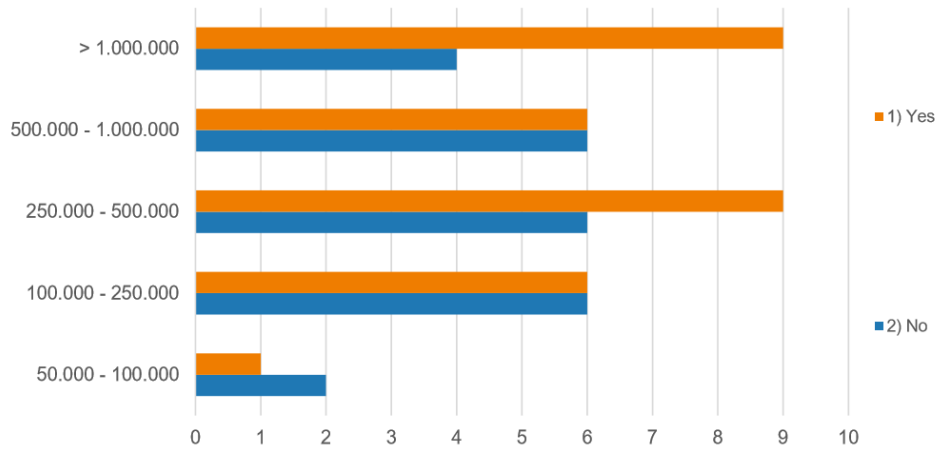
Question type	Data sample	Cluster	Value
Single choice - Binary	Reference Sample	Reference Sample	Percentage

5.12.2 Does your public authority have access to Big Data through agreements with third parties?



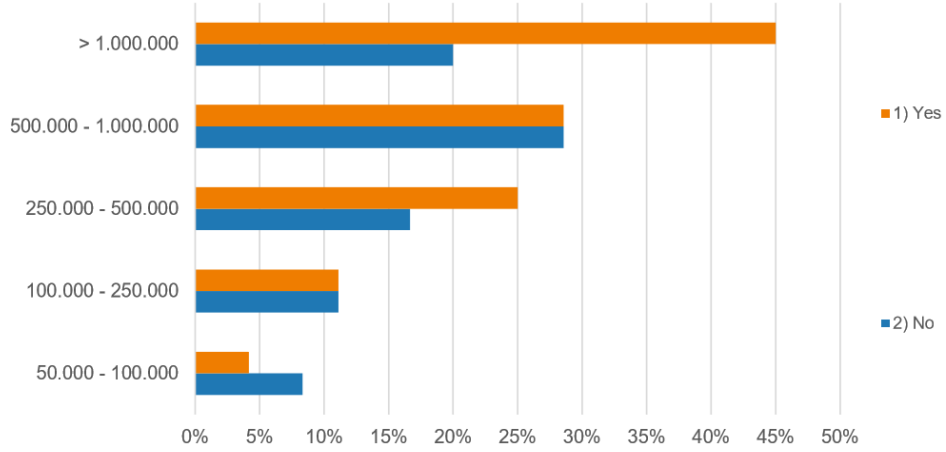
Question type	Data sample	Cluster	Value
Single choice - Binary	Reference Sample	Capital cities	Percentage

5.12.2 Does your public authority have access to Big Data through agreements with third parties?



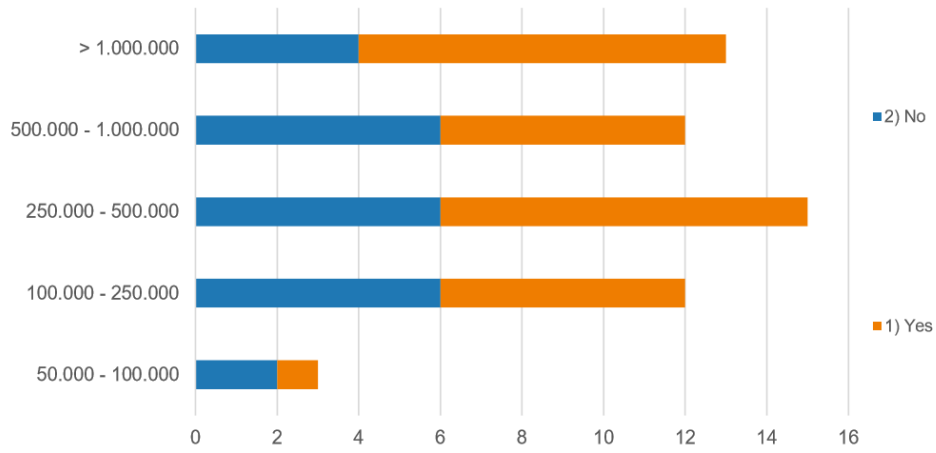
Question type	Data sample	Cluster	Value
Single choice - Binary	Reference Sample	Population	Count

5.12.2 Does your public authority have access to Big Data through agreements with third parties?



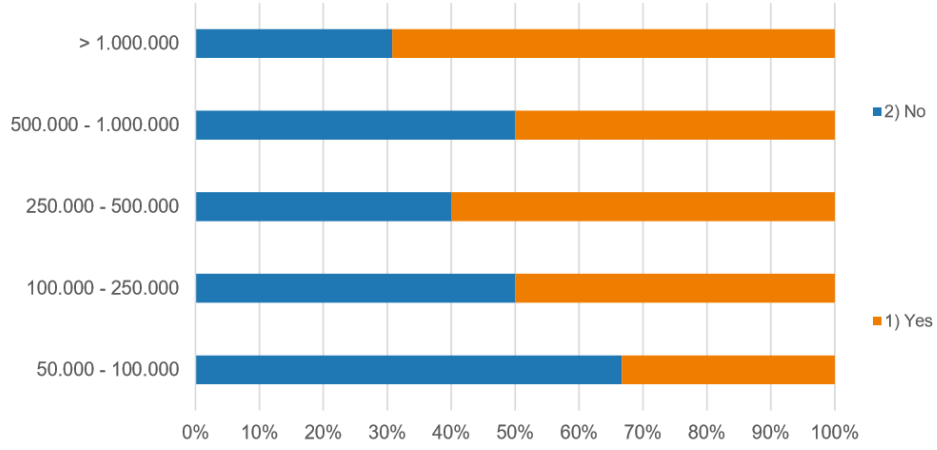
Question type	Data sample	Cluster	Value
Single choice - Binary	Reference Sample	Population	Percentage

5.12.2 Does your public authority have access to Big Data through agreements with third parties?



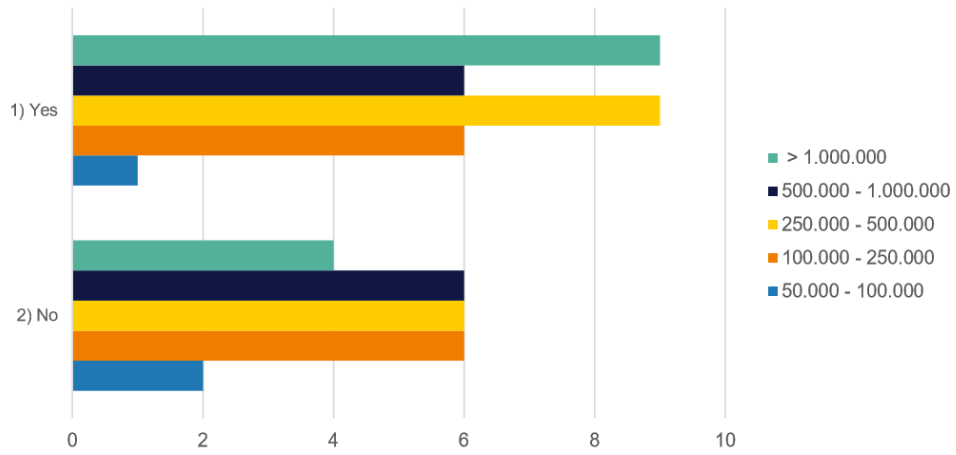
Question type	Data sample	Cluster	Value
Single choice - Binary	Reference Sample	Population	Count

5.12.2 Does your public authority have access to Big Data through agreements with third parties?



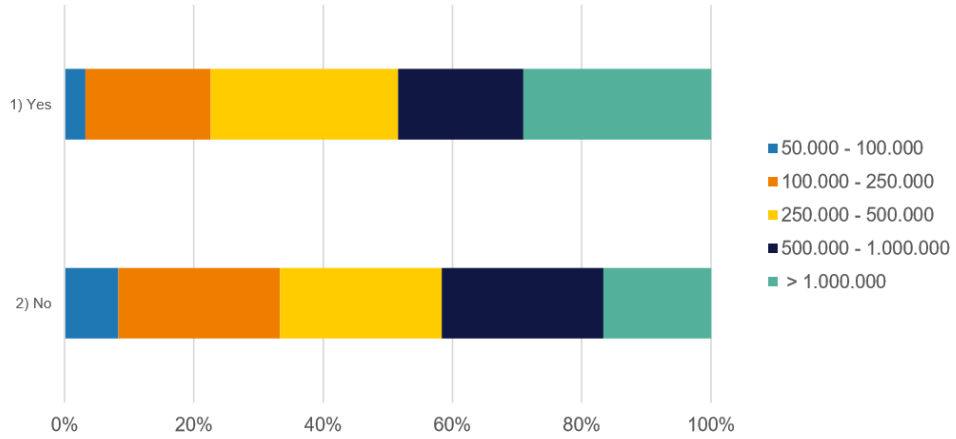
Question type	Data sample	Cluster	Value
Single choice - Binary	Reference Sample	Population	Percentage

5.12.2 Does your public authority have access to Big Data through agreements with third parties?



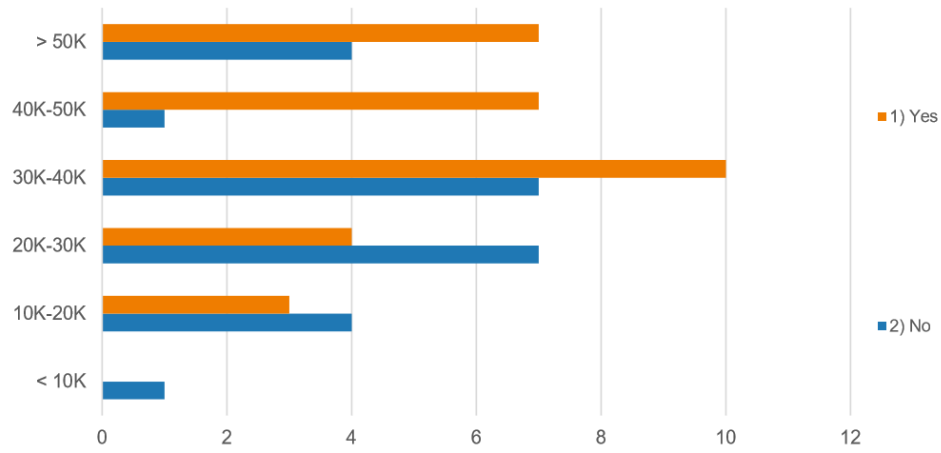
Question type	Data sample	Cluster	Value
Single choice - Binary	Reference Sample	Population	Count

5.12.2 Does your public authority have access to Big Data through agreements with third parties?



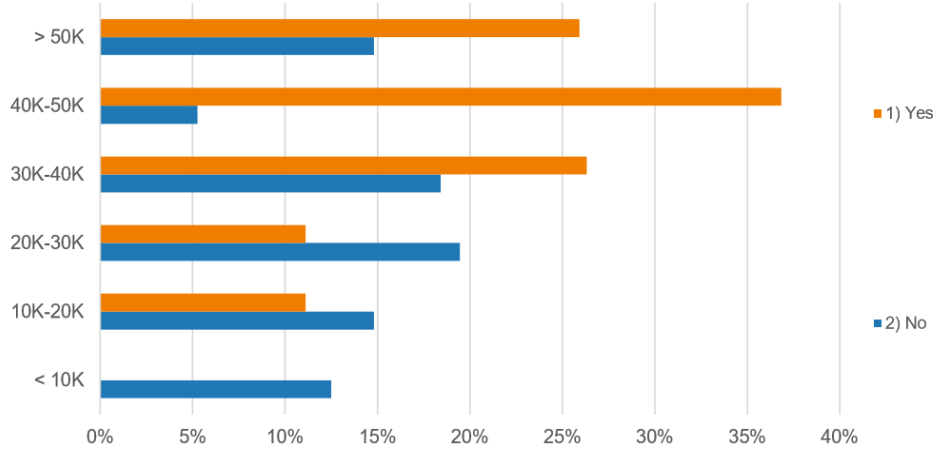
Question type	Data sample	Cluster	Value
Single choice - Binary	Reference Sample	Population	Percentage

5.12.2 Does your public authority have access to Big Data through agreements with third parties?



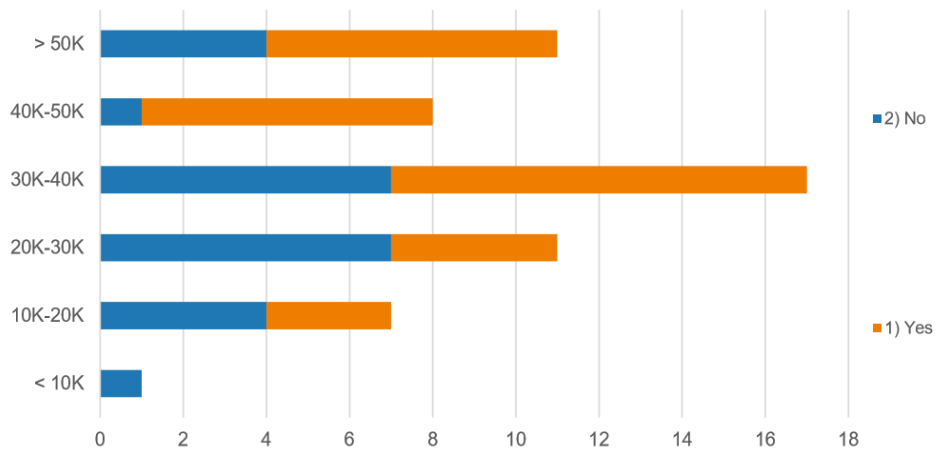
Question type	Data sample	Cluster	Value
Single choice - Binary	Reference Sample	GDPPC	Count

5.12.2 Does your public authority have access to Big Data through agreements with third parties?



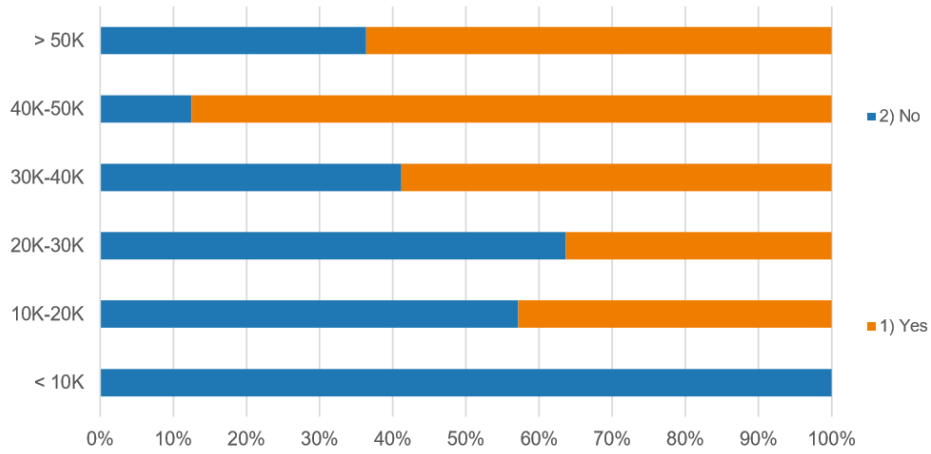
Question type	Data sample	Cluster	Value
Single choice - Binary	Reference Sample	GDPPC	Percentage

5.12.2 Does your public authority have access to Big Data through agreements with third parties?



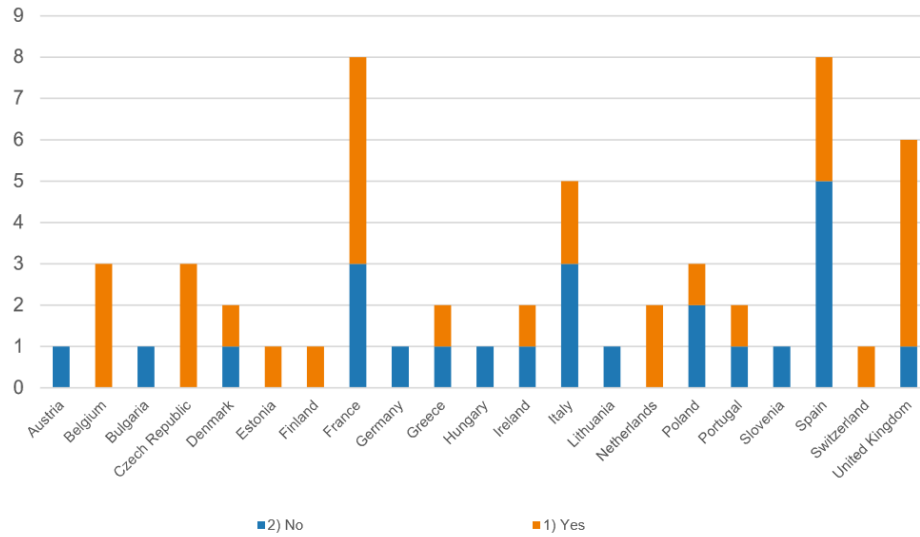
Question type	Data sample	Cluster	Value
Single choice - Binary	Reference Sample	GDPPC	Count

5.12.2 Does your public authority have access to Big Data through agreements with third parties?



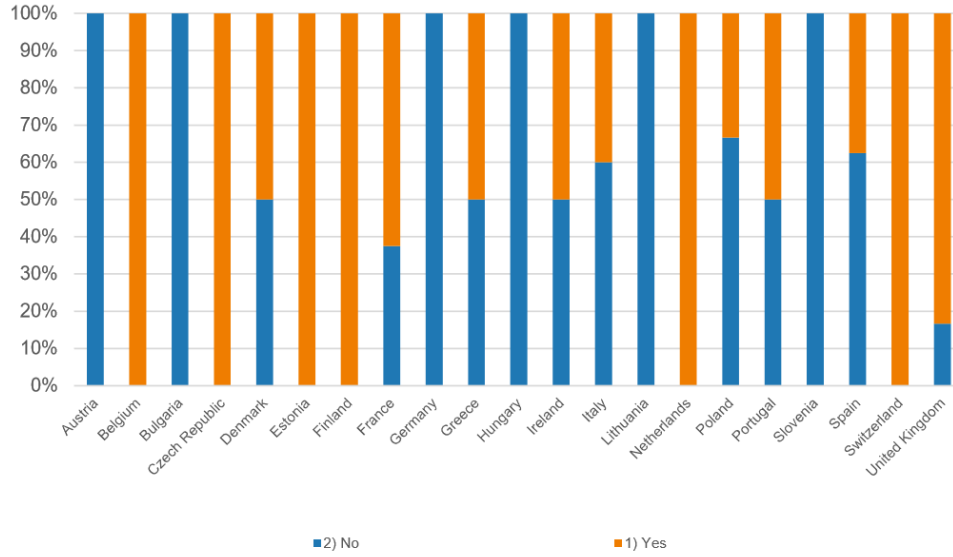
Question type	Data sample	Cluster	Value
Single choice - Binary	Reference Sample	GDPPC	Percentage

5.12.2 Does your public authority have access to Big Data through agreements with third parties?



Question type	Data sample	Cluster	Value
Single choice - Binary	Reference Sample	Country	Count

5.12.2 Does your public authority have access to Big Data through agreements with third parties?



Question type	Data sample	Cluster	Value
Single choice - Binary	Reference Sample	Country	Percentage

3.51 Q_5.12.2.1 If your public authority is using Big Data produced by third parties, which service areas are covered?

5.12.2.1 If your public authority is using Big Data produced by third parties, which service areas are covered?

ALL RESPONDENTS

Question typology:

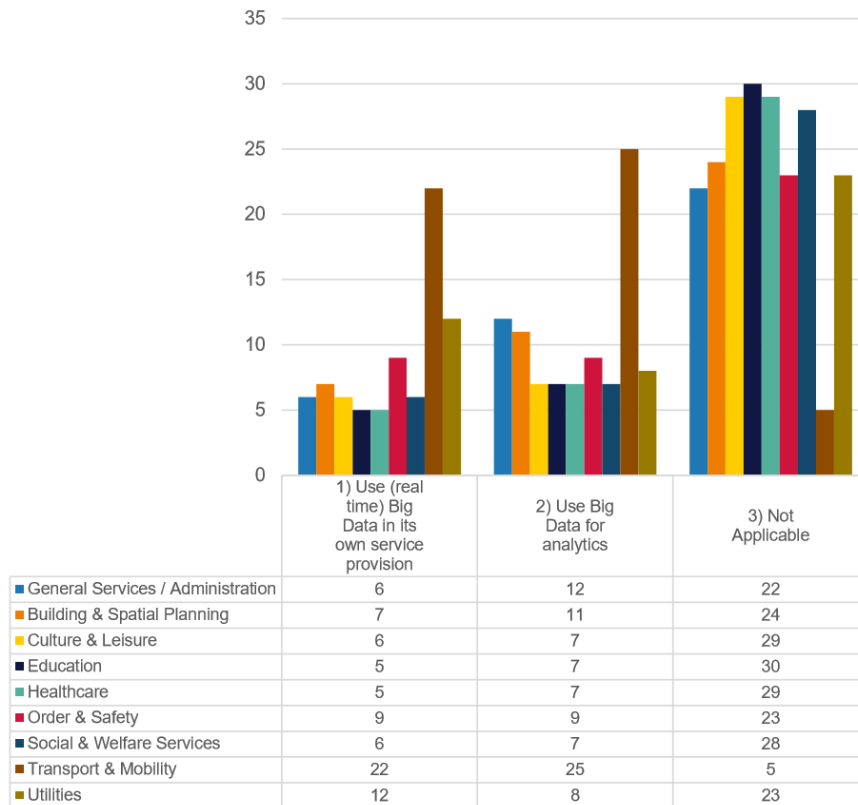
Matrix - Multiple choice

Number of analysed questionnaires:

246

Number of cities respond to this specific question:

38 (15%)



5.12.2.1 If your public authority is using Big Data produced by third parties, which service areas are covered?

ALL RESPONDENTS

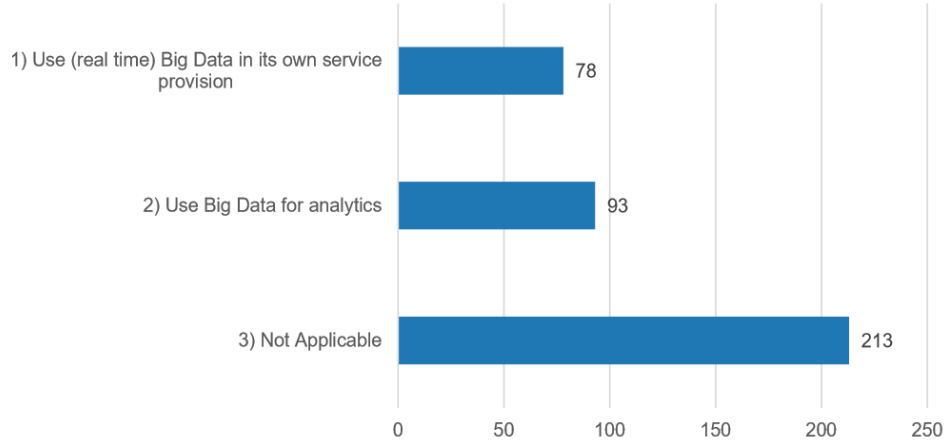
Question typology: **Matrix - Multiple choice**
 Number of analysed questionnaires: **246**
 Number of cities respond to this specific question: **38 (15%)**

<i>Answer (matrix columns)</i>	<i>Count *</i>	<i>Percentage **</i>
1) Use (real time) Big Data in its own service provision	78	23%
2) Use Big Data for analytics	93	27%
3) Not Applicable	213	62%

* The Count is given by the sum of all the selected rows within the same matrix column

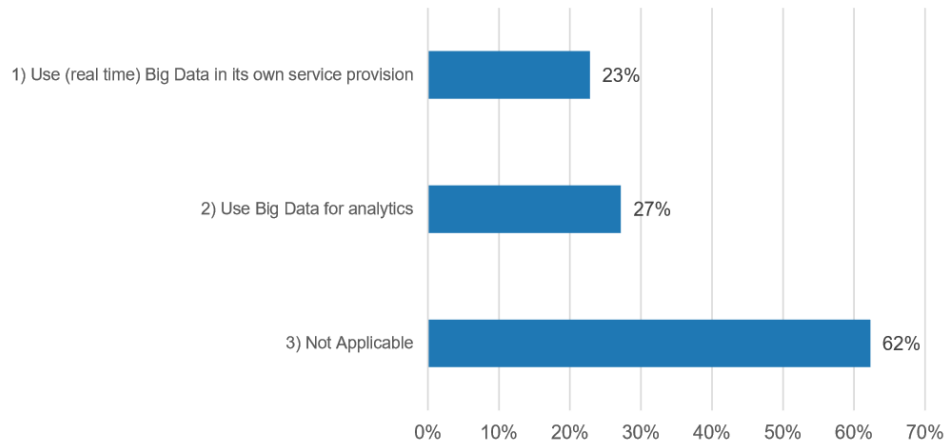
** The percentage refers to the respondents to this specific question. The grand total could be more than 100% in the case of multiple choice questions.

5.12.2.1 If your public authority is using Big Data produced by third parties, which service areas are covered?



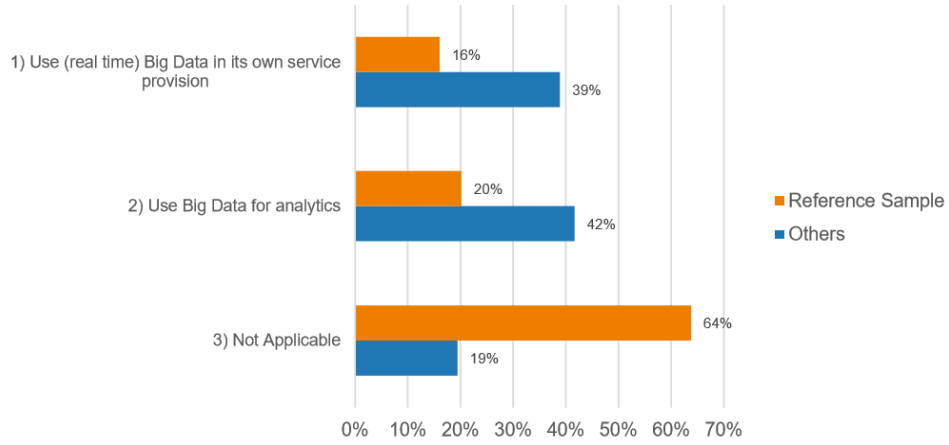
Question typology	Data	Cluster	Value
Matrix - Multiple choice	All Respondents	-	Count

5.12.2.1 If your public authority is using Big Data produced by third parties, which service areas are covered?



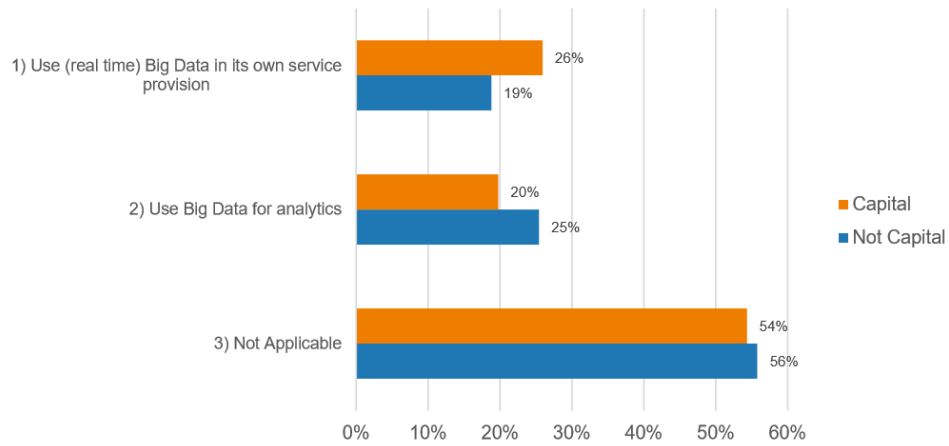
Question typology	Data	Cluster	Value
Matrix - Multiple choice	All Respondents	-	Percentage

5.12.2.1 If your public authority is using Big Data produced by third parties, which service areas are covered?



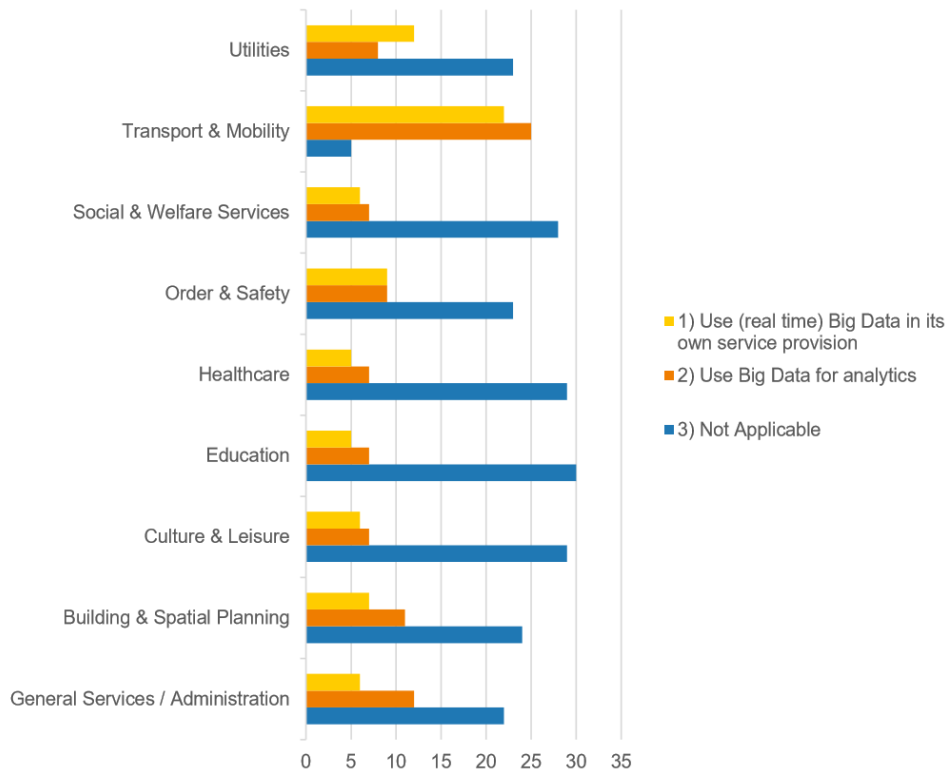
Question typology	Data	Cluster	Value
Matrix - Multiple choice	All Respondents	Reference Sample	Percentage

5.12.2.1 If your public authority is using Big Data produced by third parties, which service areas are covered?



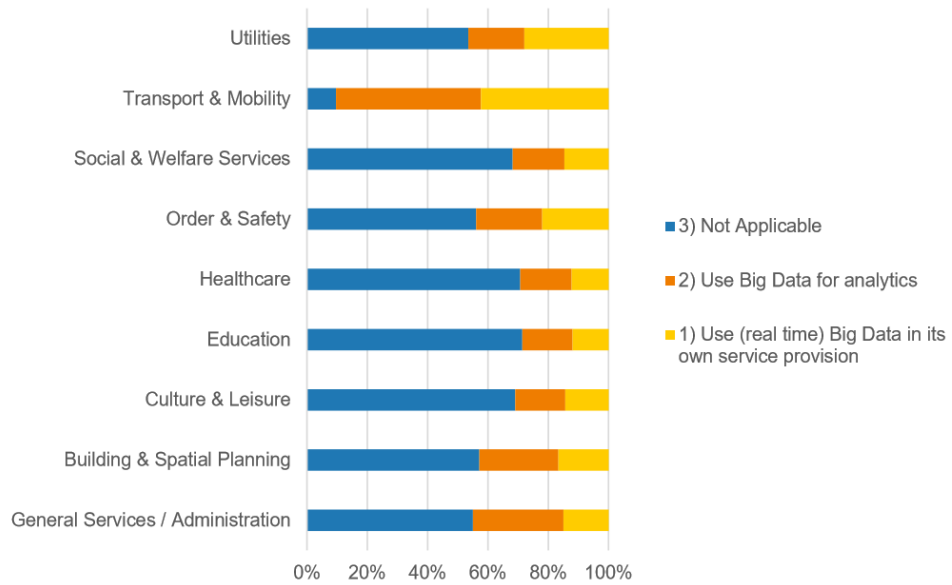
Question typology	Data	Cluster	Value
Matrix - Multiple choice	All Respondents	Capital cities	Percentage

5.12.2.1 If your public authority is using Big Data produced by third parties, which service areas are covered?



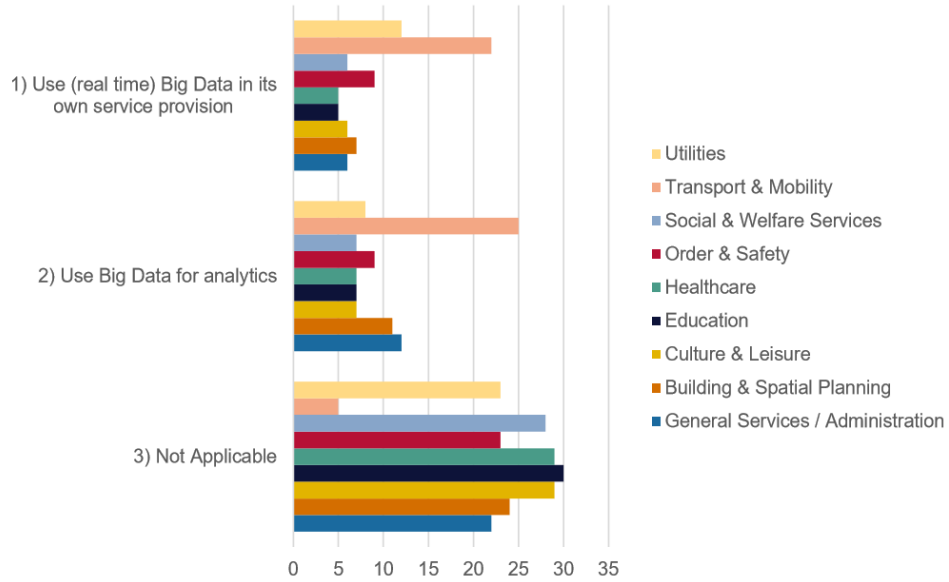
Question typology	Data	Cluster	Value
Matrix - Multiple choice	All Respondents	Matrix	Count

5.12.2.1 If your public authority is using Big Data produced by third parties, which service areas are covered?



Question typology	Data	Cluster	Value
Matrix - Multiple choice	All Respondents	Matrix	Percentage

5.12.2.1 If your public authority is using Big Data produced by third parties, which service areas are covered?

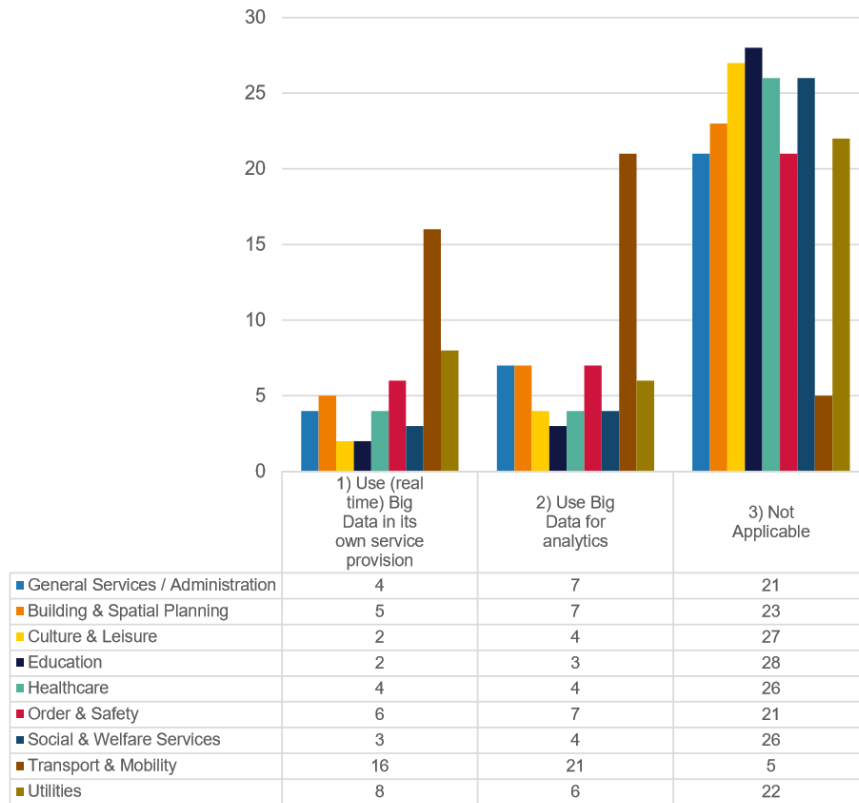


Question typology	Data	Cluster	Value
Matrix - Multiple choice	All Respondents	Matrix	Count

5.12.2.1 If your public authority is using Big Data produced by third parties, which service areas are covered?

REFERENCE SAMPLE

Question typology: **Matrix - Multiple choice**
 Number of analysed questionnaires: **155**
 Number of cities respond to this specific question: **32 (21%)**



5.12.2.1 If your public authority is using Big Data produced by third parties, which service areas are covered?

REFERENCE SAMPLE

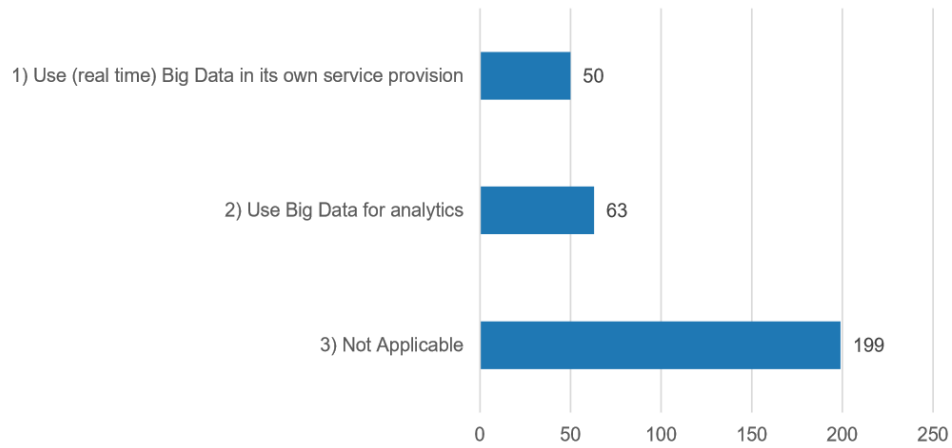
Question typology: **Matrix - Multiple choice**
 Number of analysed questionnaires: **155**
 Number of cities respond to this specific question: **32 (21%)**

<i>Answer (matrix columns)</i>	<i>Count *</i>	<i>Percentage **</i>
1) Use (real time) Big Data in its own service provision	50	17%
2) Use Big Data for analytics	63	22%
3) Not Applicable	199	69%

* The Count is given by the sum of all the selected rows within the same matrix column

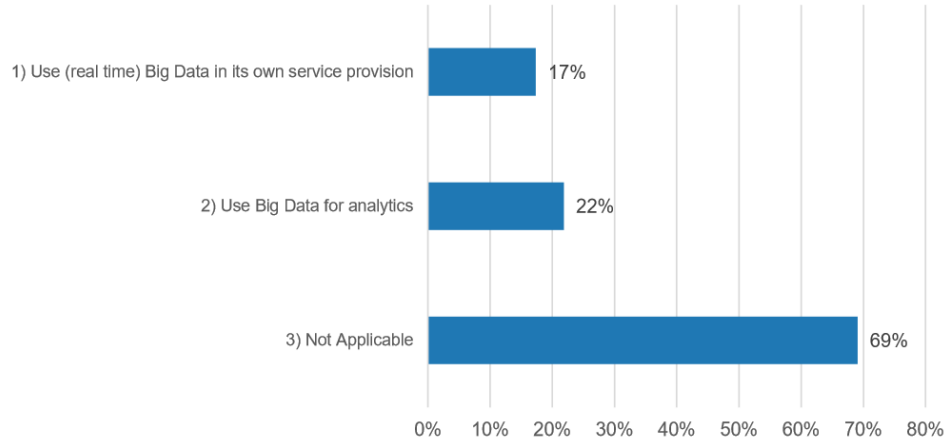
** The percentage refers to the respondents to this specific question. The grand total could be more than 100% in the case of multiple choice questions.

5.12.2.1 If your public authority is using Big Data produced by third parties, which service areas are covered?



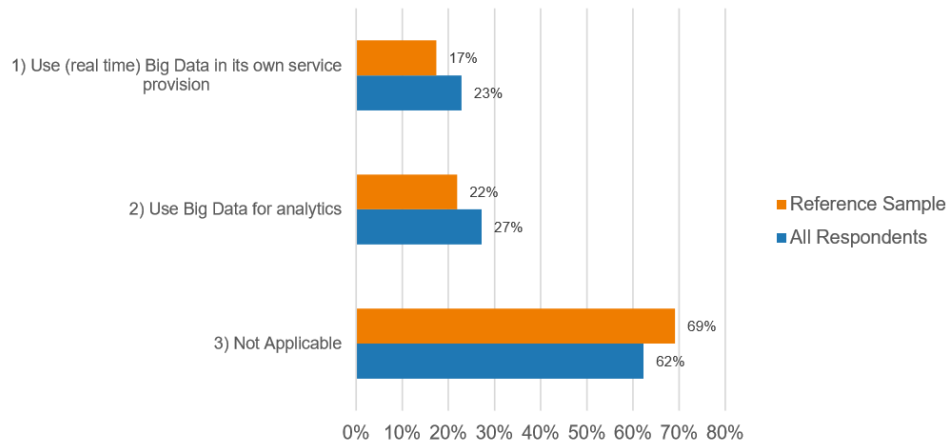
Question typology	Data	Cluster	Value
Matrix - Multiple choice	Reference Sample	-	Count

5.12.2.1 If your public authority is using Big Data produced by third parties, which service areas are covered?



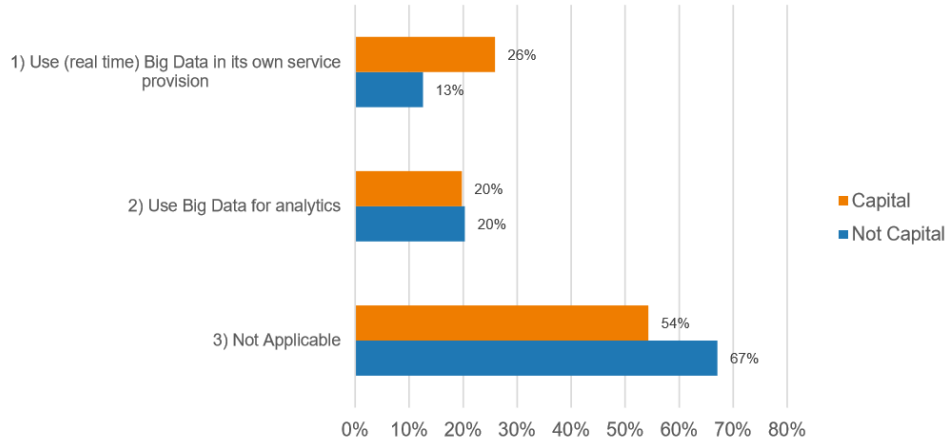
Question typology	Data	Cluster	Value
Matrix - Multiple choice	Reference Sample	-	Percentage

5.12.2.1 If your public authority is using Big Data produced by third parties, which service areas are covered?



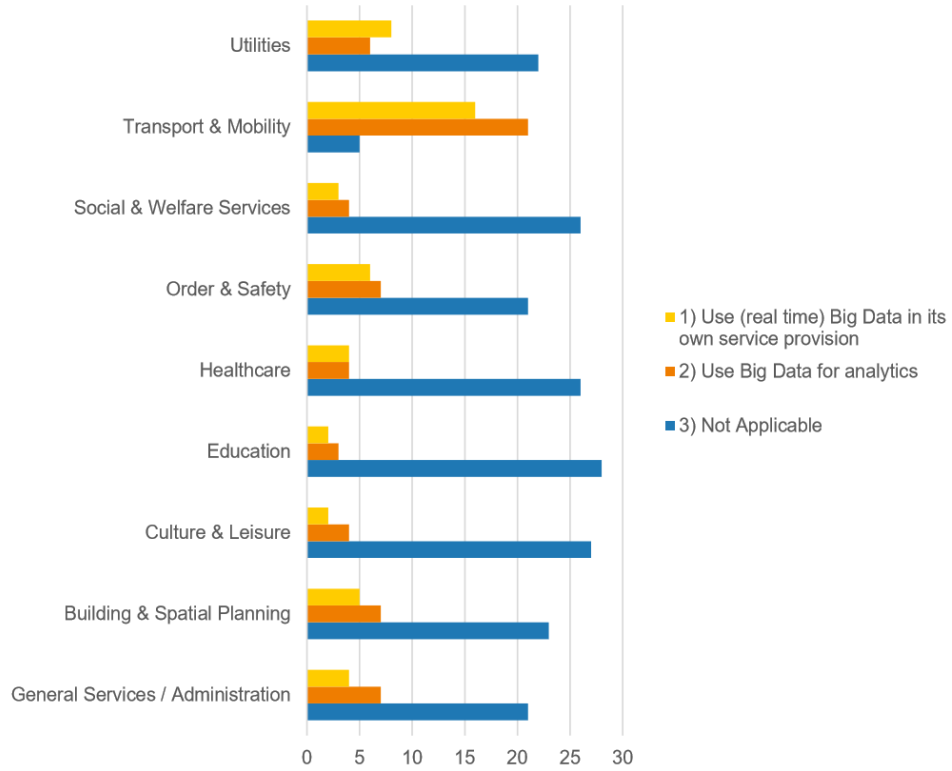
Question typology	Data	Cluster	Value
Matrix - Multiple choice	Reference Sample	Reference Sample	Percentage

5.12.2.1 If your public authority is using Big Data produced by third parties, which service areas are covered?



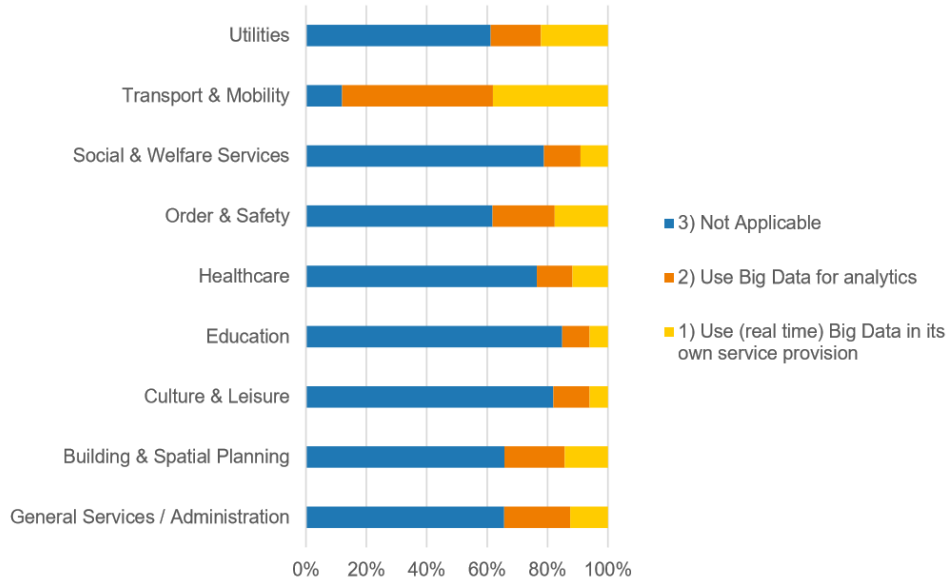
Question typology	Data	Cluster	Value
Matrix - Multiple choice	Reference Sample	Capital cities	Percentage

5.12.2.1 If your public authority is using Big Data produced by third parties, which service areas are covered?



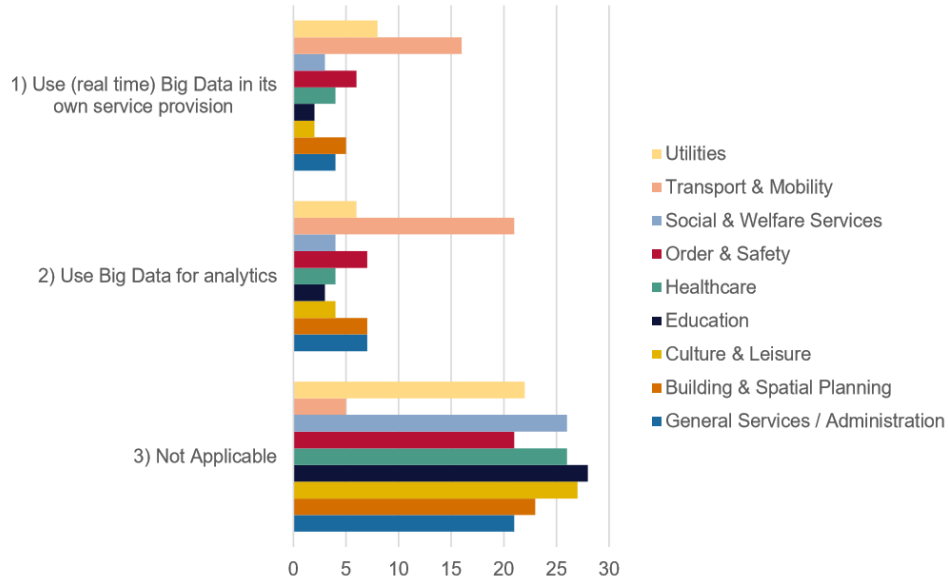
Question typology	Data	Cluster	Value
Matrix - Multiple choice	Reference Sample	Matrix	Count

5.12.2.1 If your public authority is using Big Data produced by third parties, which service areas are covered?



Question typology	Data	Cluster	Value
Matrix - Multiple choice	Reference Sample	Matrix	Percentage

5.12.2.1 If your public authority is using Big Data produced by third parties, which service areas are covered?



Question typology	Data	Cluster	Value
Matrix - Multiple choice	Reference Sample	Matrix	Count

3.52 Q_6.1 Does your public authority use platforms to actively engage with citizens?

6.1 Does your public authority use platforms to actively engage with citizens?

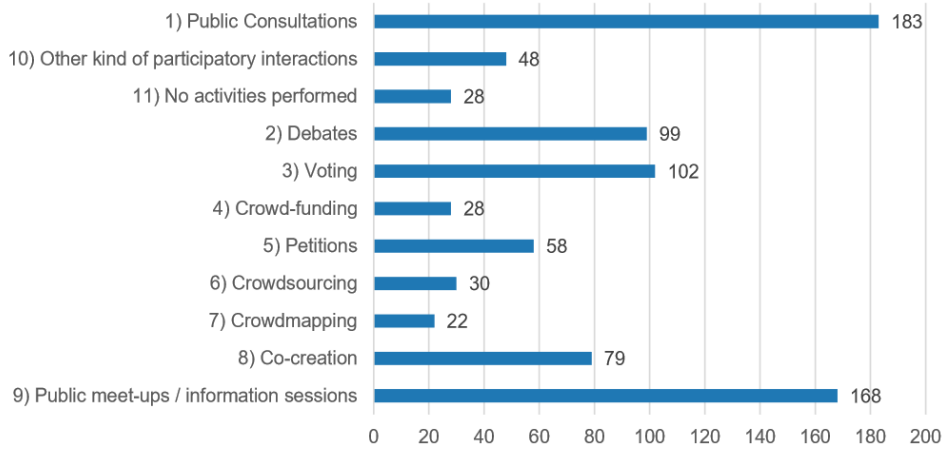
ALL RESPONDENTS

Question type: **Multiple choice**
 Number of analysed questionnaires: **246**
 Number of cities respond to this specific question: **246 (100%)**

<i>Answer</i>	<i>Count</i>	<i>Percentage*</i>
1) Public Consultations	183	74%
10) Other kind of participatory interactions	48	20%
11) No activities performed	28	11%
2) Debates	99	40%
3) Voting	102	41%
4) Crowd-funding	28	11%
5) Petitions	58	24%
6) Crowdsourcing	30	12%
7) Crowdmapping	22	9%
8) Co-creation	79	32%
9) Public meet-ups / information sessions	168	68%

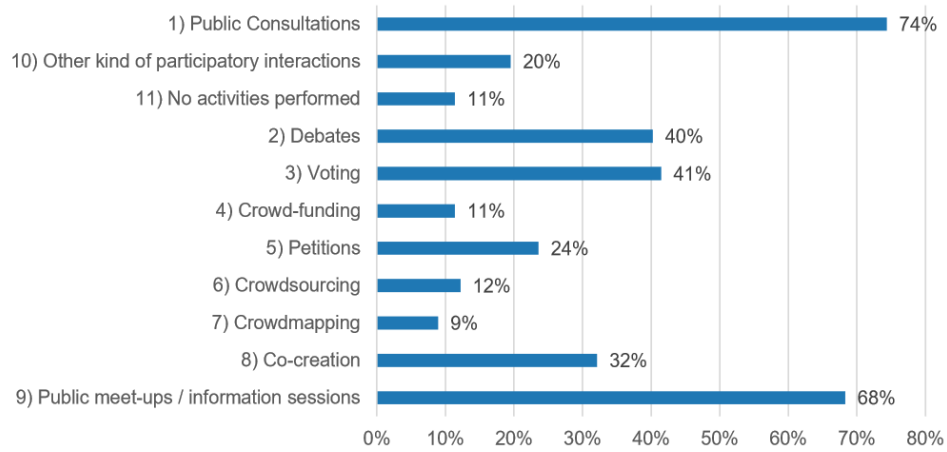
* The percentage refers to the respondents to this specific question. The grand total could be more than 100% in the case of multiple choice questions.

6.1 Does your public authority use platforms to actively engage with citizens?



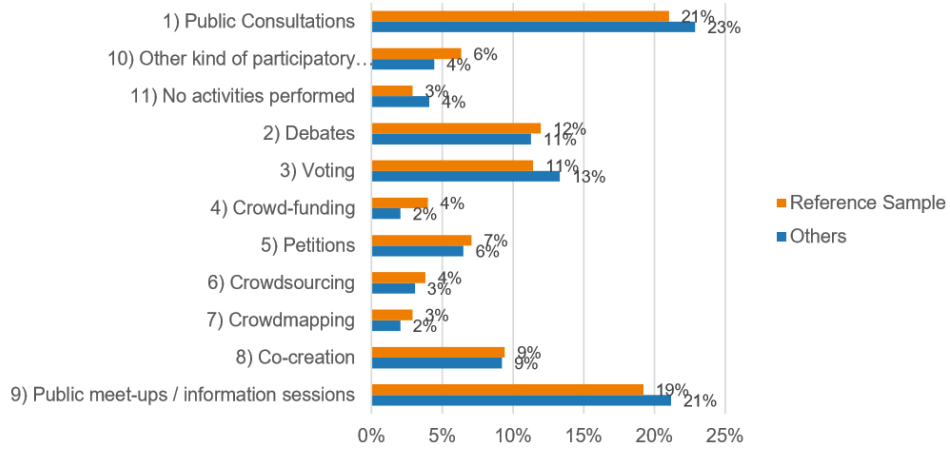
Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	-	Count

6.1 Does your public authority use platforms to actively engage with citizens?



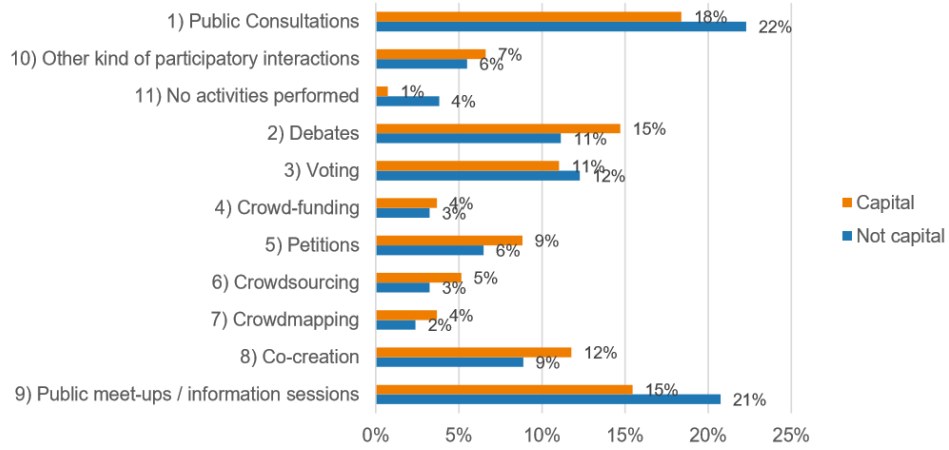
Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	-	Percentage

6.1 Does your public authority use platforms to actively engage with citizens?



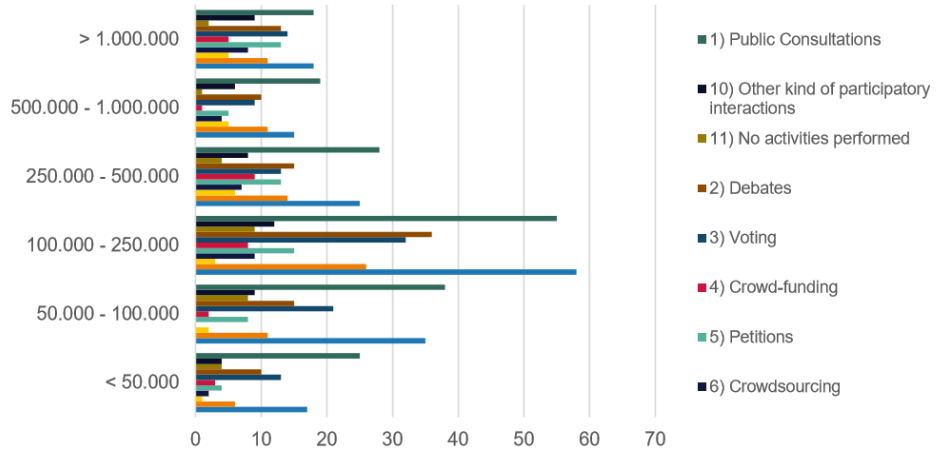
Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	Reference Sample	Percentage

6.1 Does your public authority use platforms to actively engage with citizens?



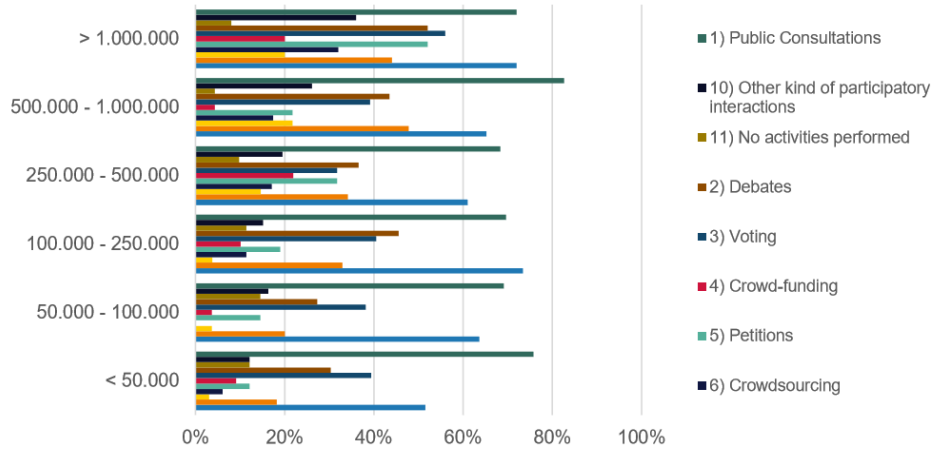
Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	Capital cities	Percentage

6.1 Does your public authority use platforms to actively engage with citizens?



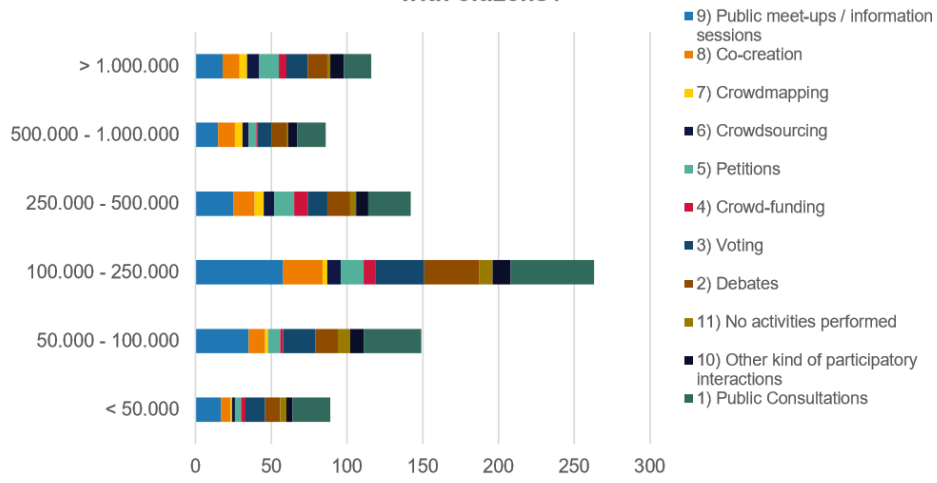
Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	Population	Count

6.1 Does your public authority use platforms to actively engage with citizens?



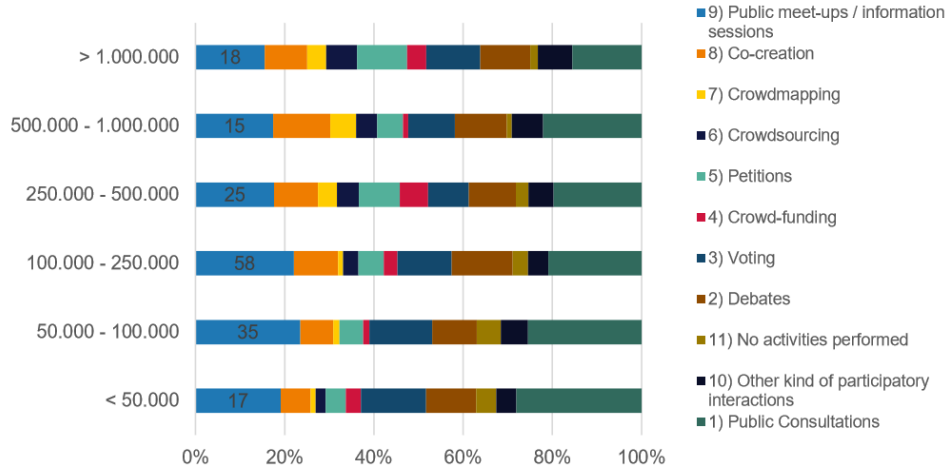
Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	Population	Percentage

6.1 Does your public authority use platforms to actively engage with citizens?



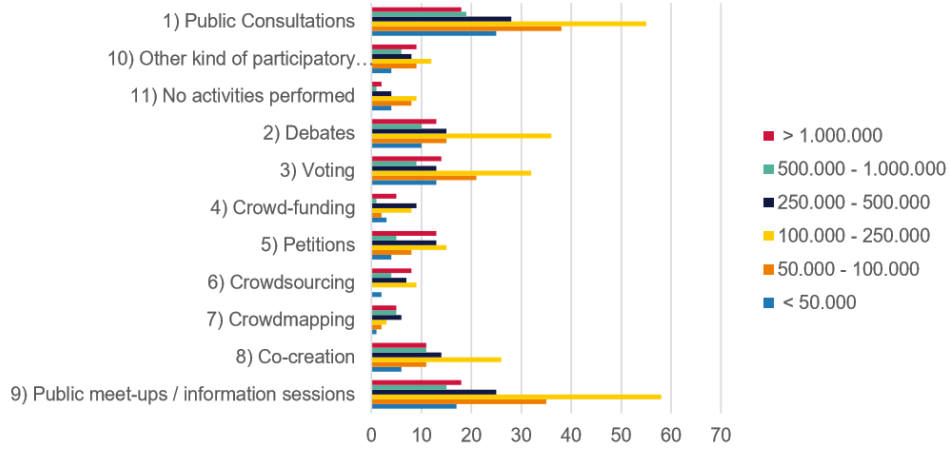
Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	Population	Count

6.1 Does your public authority use platforms to actively engage with citizens?



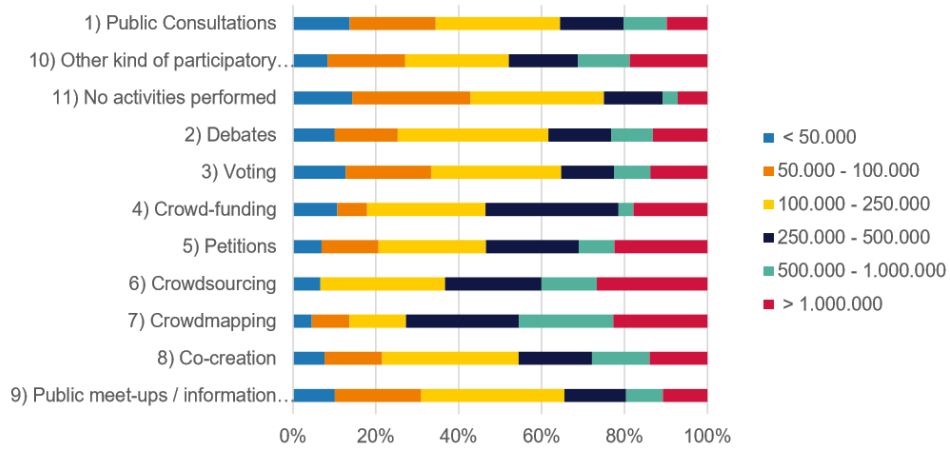
Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	Population	Percentage

6.1 Does your public authority use platforms to actively engage with citizens?



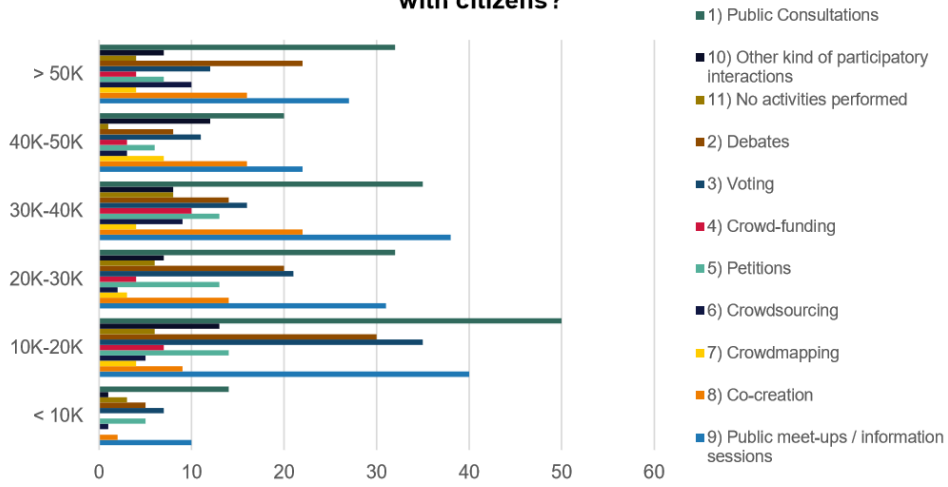
Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	Population	Count

6.1 Does your public authority use platforms to actively engage with citizens?



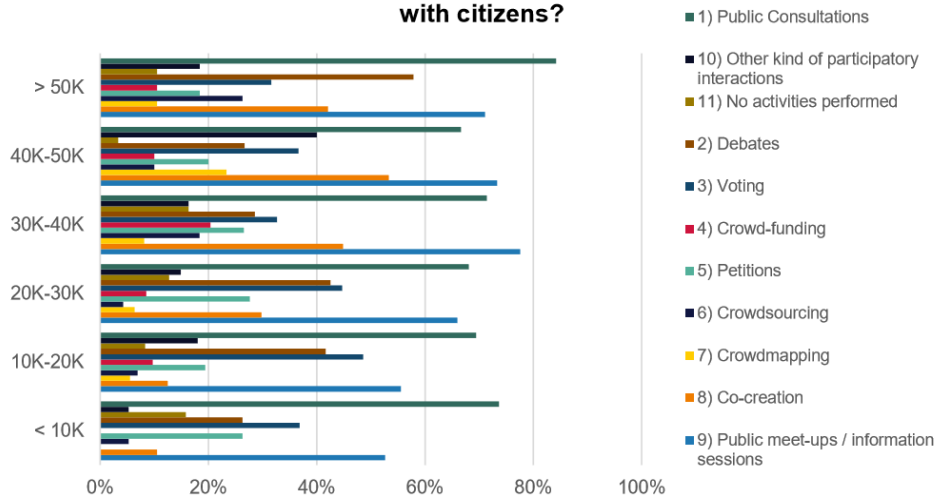
Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	Population	Percentage

6.1 Does your public authority use platforms to actively engage with citizens?



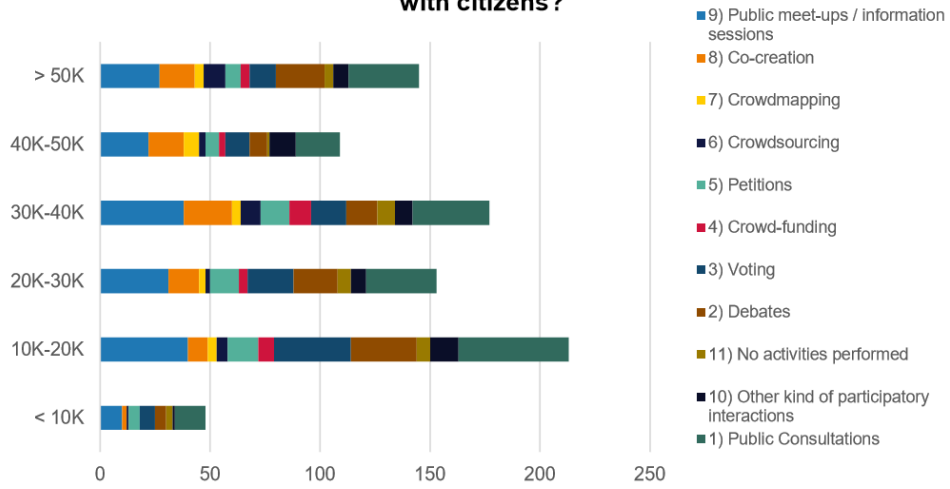
Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	GDPPC	Count

6.1 Does your public authority use platforms to actively engage with citizens?



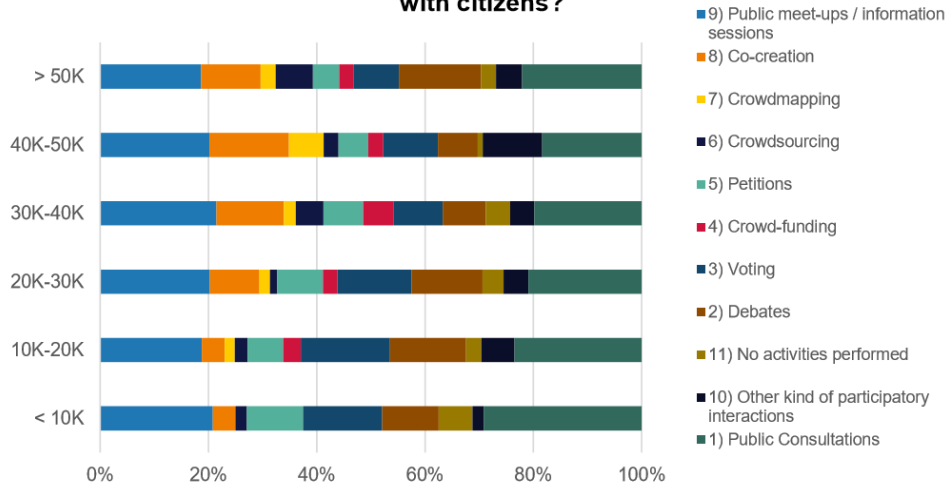
Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	GDPPC	Percentage

6.1 Does your public authority use platforms to actively engage with citizens?



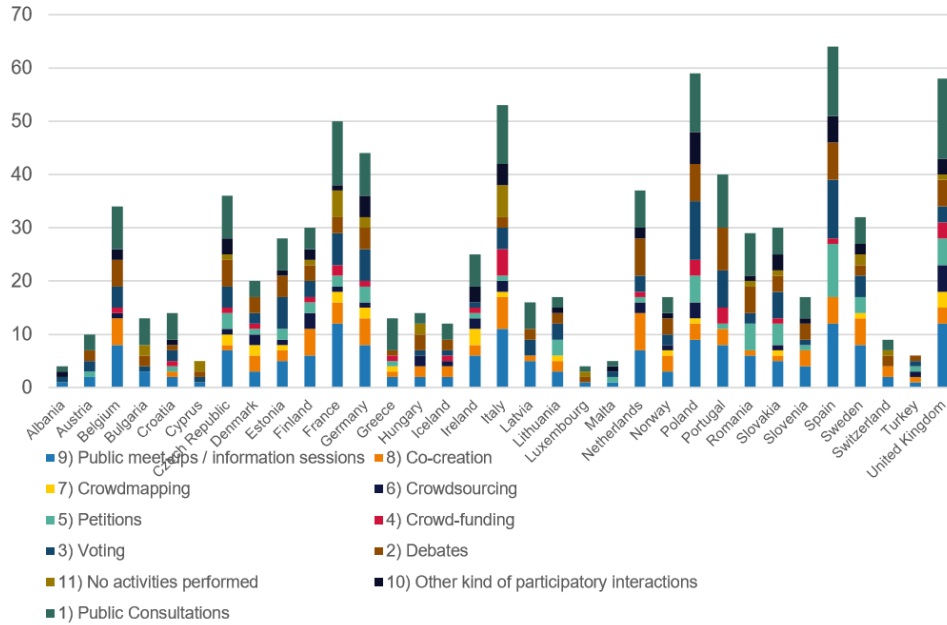
Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	GDPPC	Count

6.1 Does your public authority use platforms to actively engage with citizens?



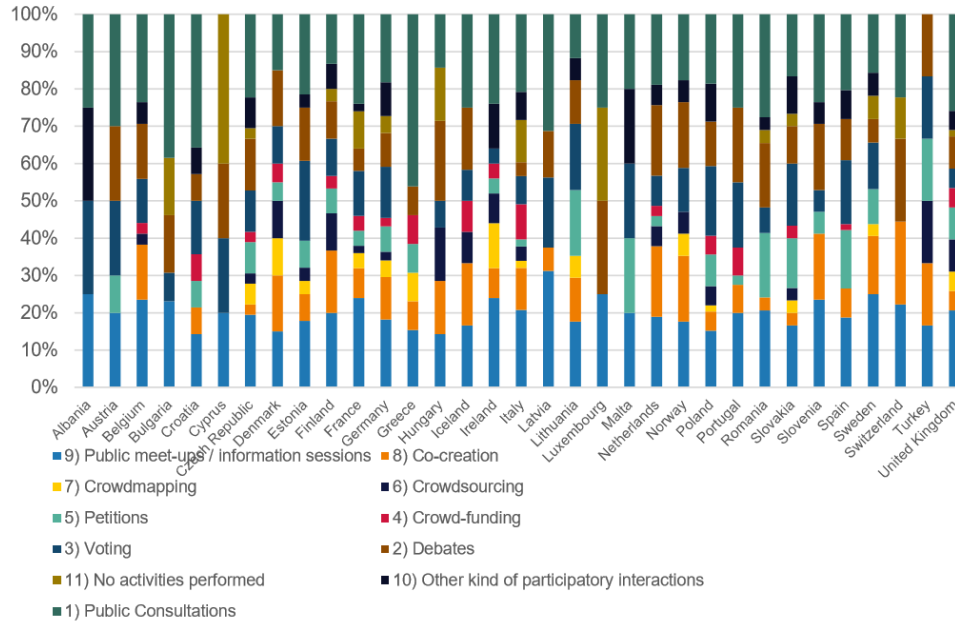
Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	GDPPC	Percentage

6.1 Does your public authority use platforms to actively engage with citizens?



Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	Country	Count

6.1 Does your public authority use platforms to actively engage with citizens?



Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	Country	Percentage

6.1 Does your public authority use platforms to actively engage with citizens?

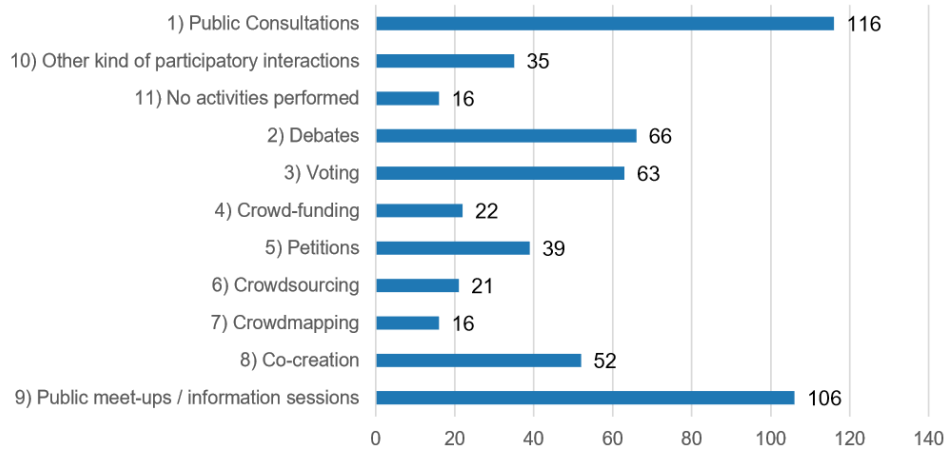
REFERENCE SAMPLE

Question type: **Multiple choice**
 Number of analysed questionnaires: **155**
 Number of cities respond to this specific question: **155 (100%)**

<i>Answer</i>	<i>Count</i>	<i>Percentage*</i>
1) Public Consultations	116	75%
10) Other kind of participatory interactions	35	23%
11) No activities performed	16	10%
2) Debates	66	43%
3) Voting	63	41%
4) Crowd-funding	22	14%
5) Petitions	39	25%
6) Crowdsourcing	21	14%
7) Crowdmapping	16	10%
8) Co-creation	52	34%
9) Public meet-ups / information sessions	106	68%

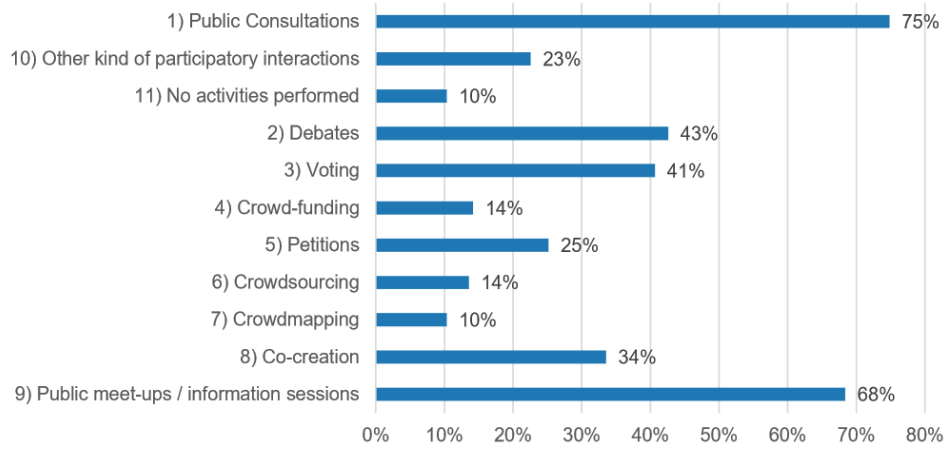
* The percentage refers to the respondents to this specific question. The grand total could be more than 100% in the case of multiple choice questions.

6.1 Does your public authority use platforms to actively engage with citizens?



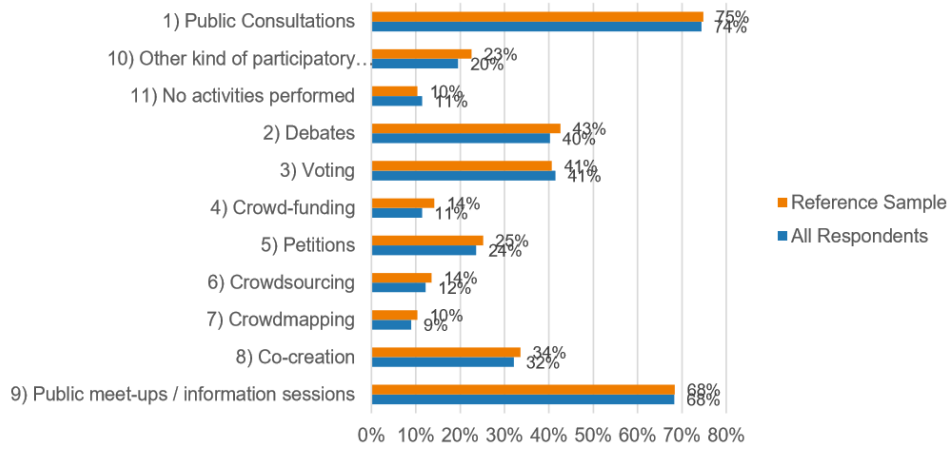
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	-	Count

6.1 Does your public authority use platforms to actively engage with citizens?



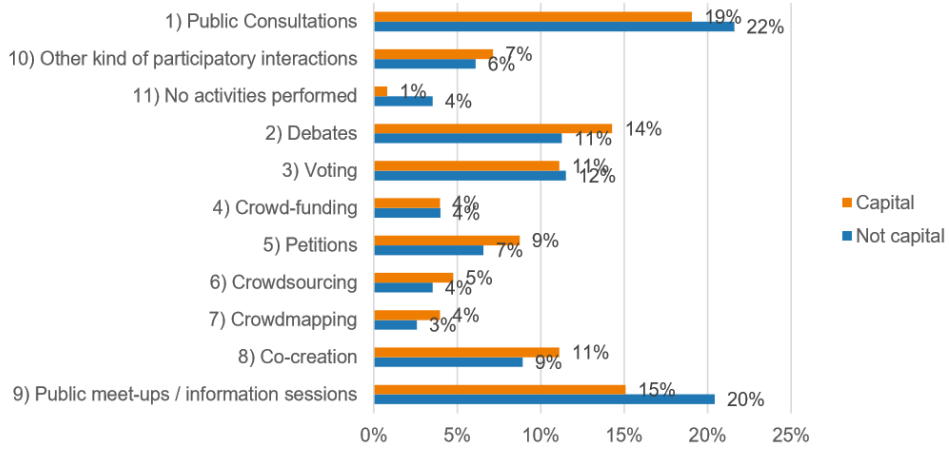
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	-	Percentage

6.1 Does your public authority use platforms to actively engage with citizens?



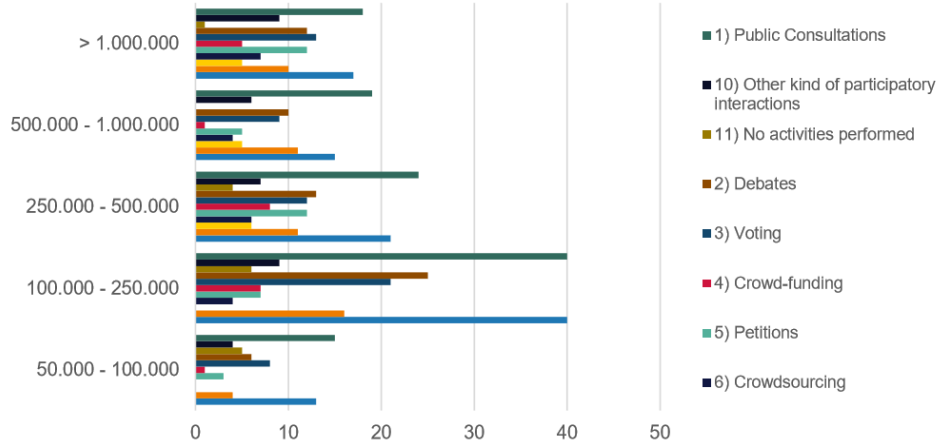
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	Reference Sample	Percentage

6.1 Does your public authority use platforms to actively engage with citizens?



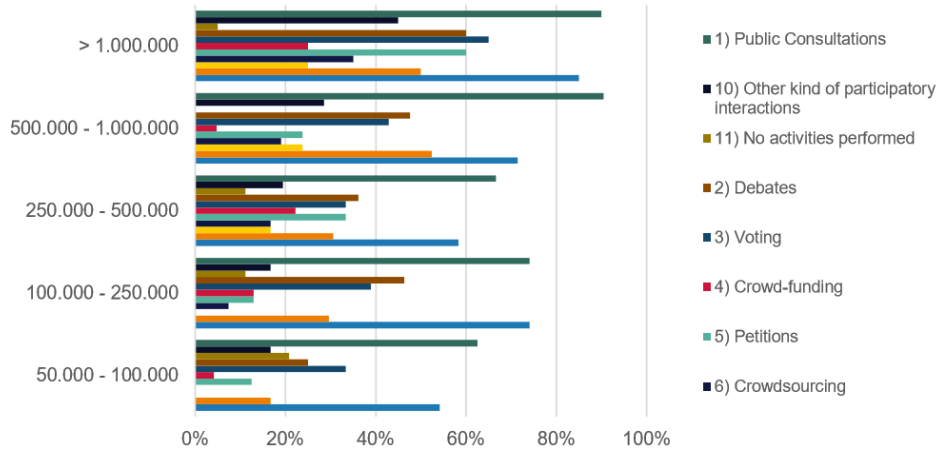
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	Capital cities	Percentage

6.1 Does your public authority use platforms to actively engage with citizens?



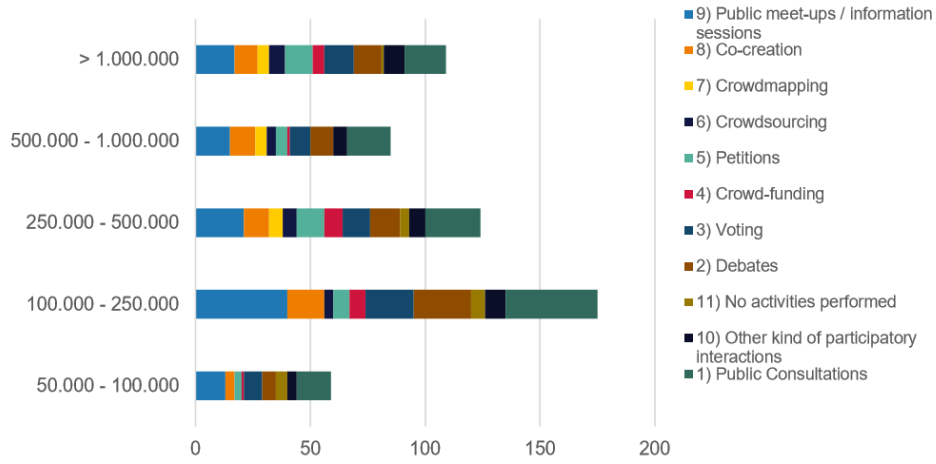
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	Population	Count

6.1 Does your public authority use platforms to actively engage with citizens?



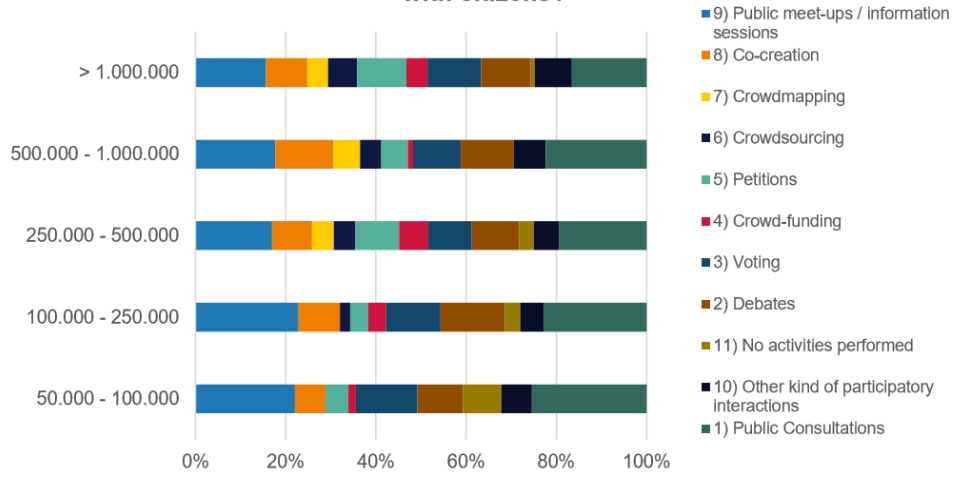
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	Population	Percentage

6.1 Does your public authority use platforms to actively engage with citizens?



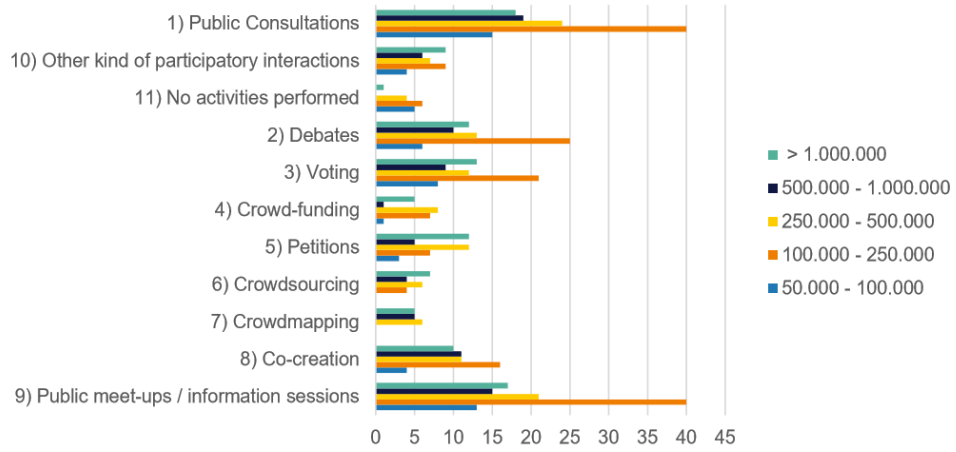
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	Population	Count

6.1 Does your public authority use platforms to actively engage with citizens?



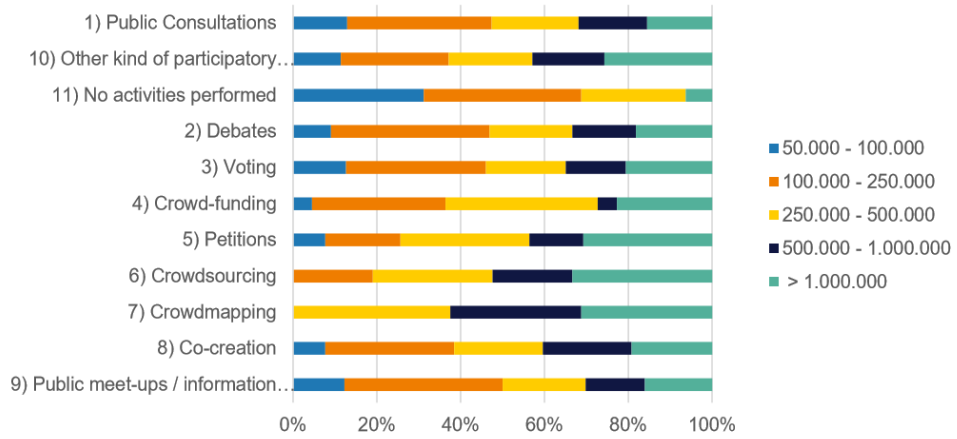
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	Population	Percentage

6.1 Does your public authority use platforms to actively engage with citizens?



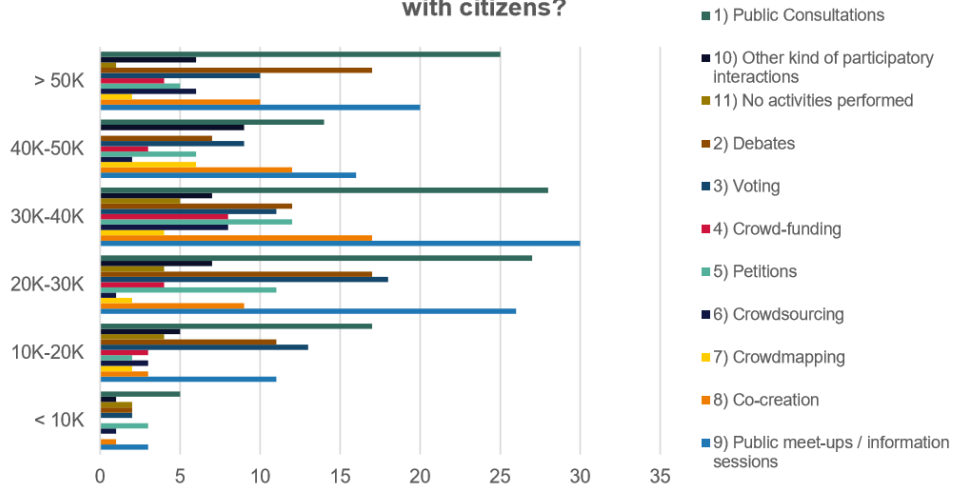
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	Population	Count

6.1 Does your public authority use platforms to actively engage with citizens?



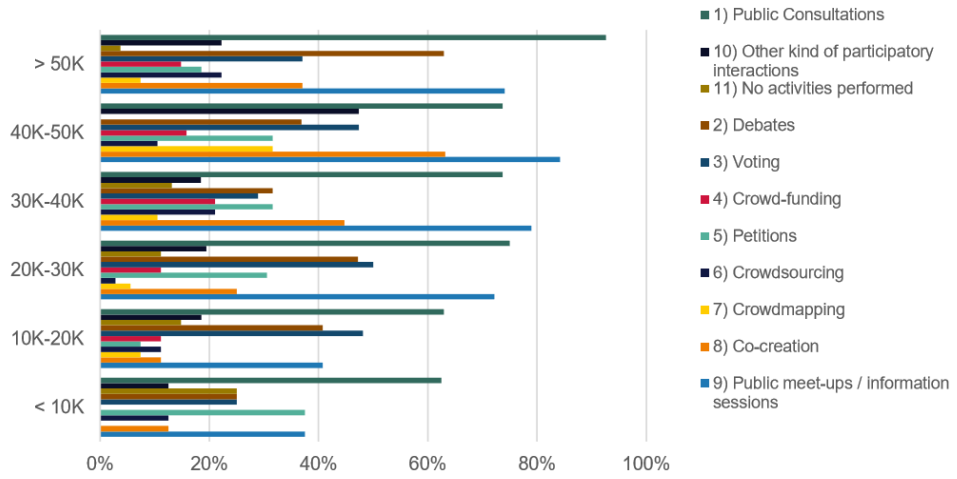
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	Population	Percentage

6.1 Does your public authority use platforms to actively engage with citizens?



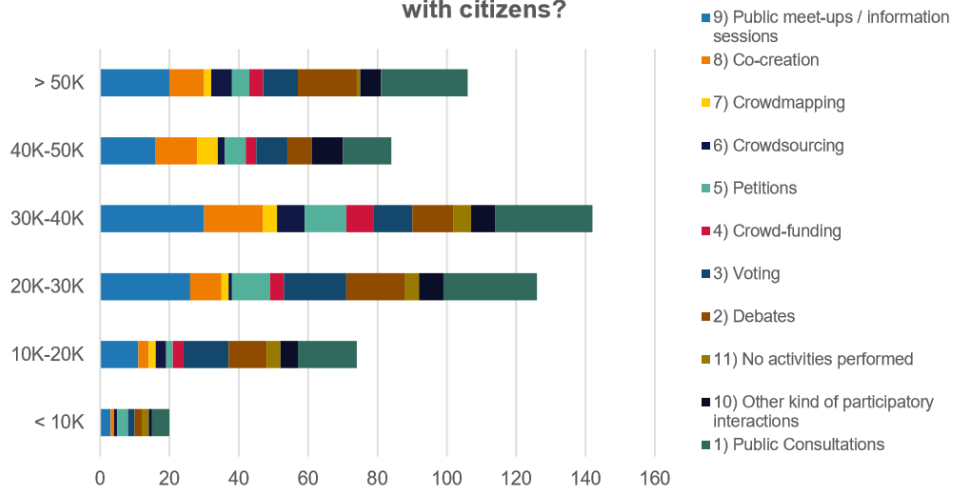
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	GDPPC	Count

6.1 Does your public authority use platforms to actively engage with citizens?



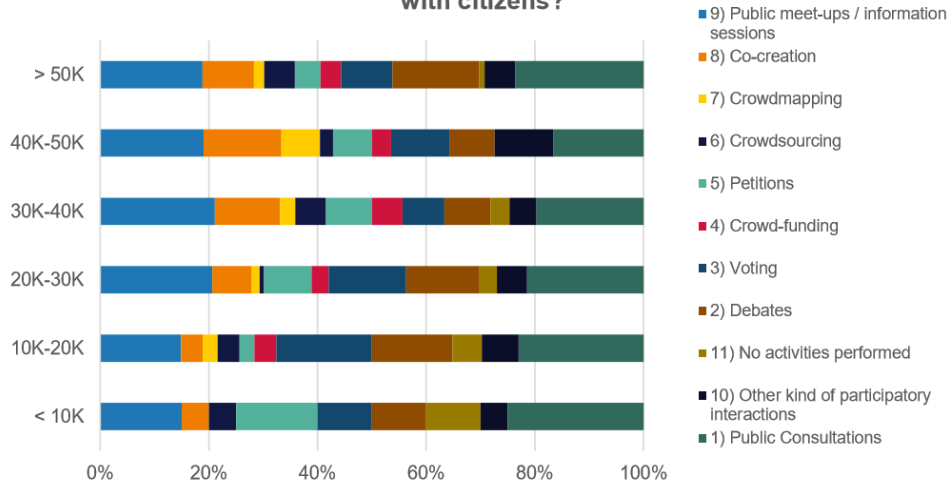
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	GDPPC	Percentage

6.1 Does your public authority use platforms to actively engage with citizens?



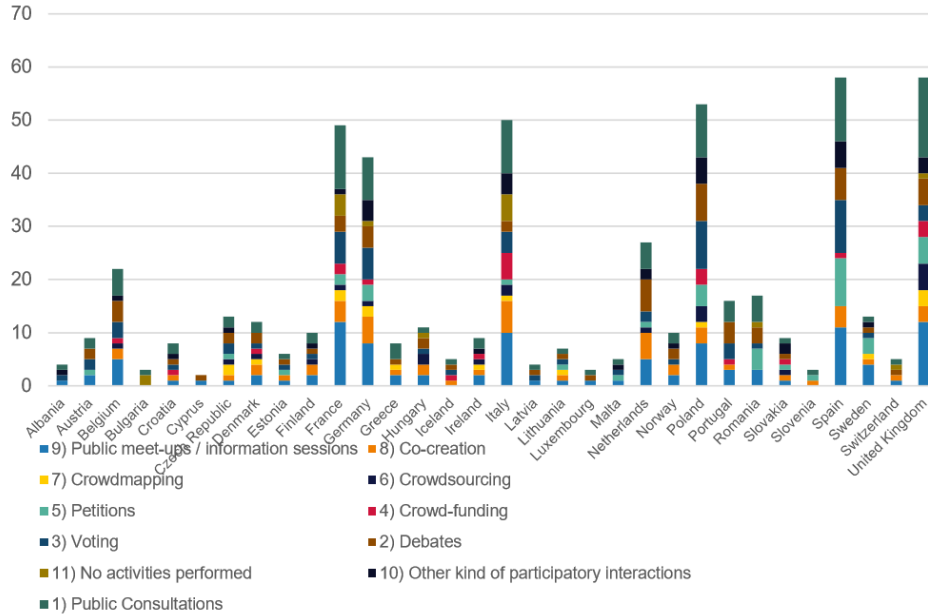
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	GDPPC	Count

6.1 Does your public authority use platforms to actively engage with citizens?



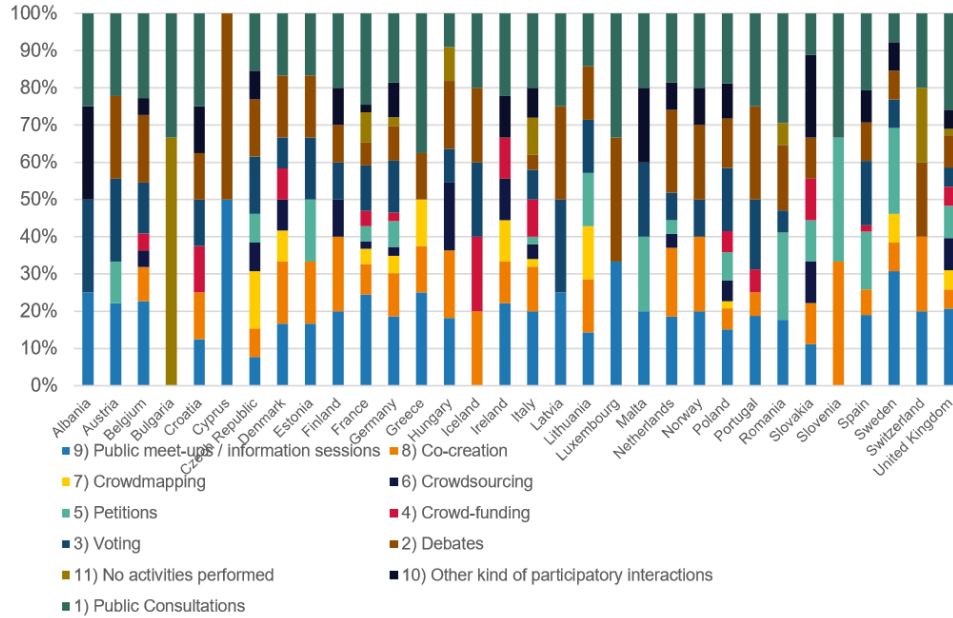
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	GDPPC	Percentage

6.1 Does your public authority use platforms to actively engage with citizens?



Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	Country	Count

6.1 Does your public authority use platforms to actively engage with citizens?



Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	Country	Percentage

3.53 Q_6.1.2 Referring to the most successful initiative of the past year (2020), select the range of the participation percentage achieved through the use of one of the platforms above

6.1.2 Referring to the most successful initiative of the past year (2020), select the range of the participation percentage achieved through the use of one of the platforms above

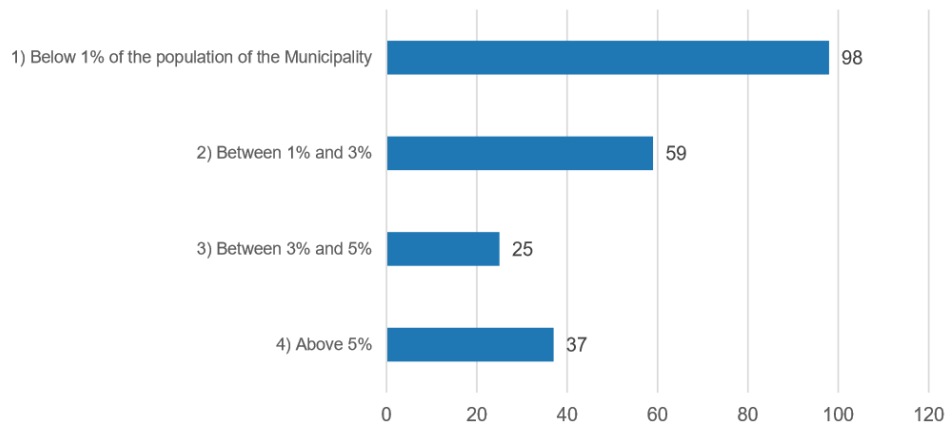
ALL RESPONDENTS

Question type: **Single choice - Likert**
 Number of analysed questionnaires: **246**
 Number of cities respond to this specific question: **219 (89%)**

<i>Answer</i>	<i>Count</i>	<i>Percentage*</i>
1) Below 1% of the population of the Municipality	98	45%
2) Between 1% and 3%	59	27%
3) Between 3% and 5%	25	11%
4) Above 5%	37	17%

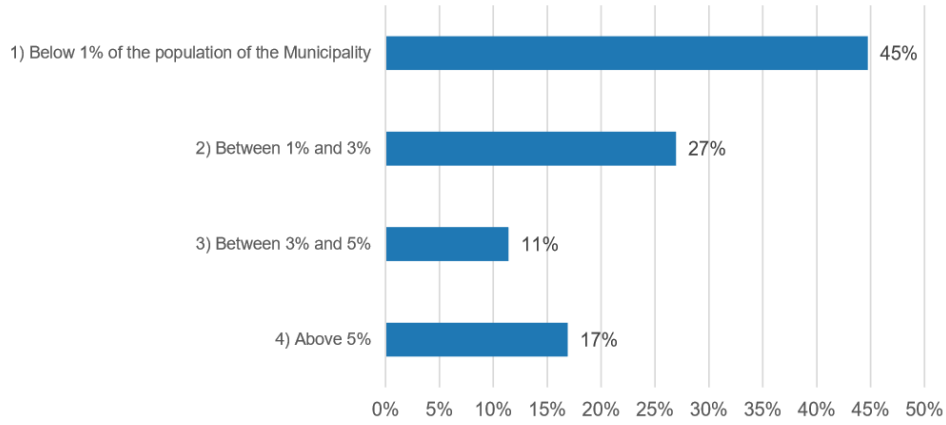
* The percentage refers to the respondents to this specific question. The grand total could be more than 100% in the case of multiple choice questions.

6.1.2 Referring to the most successful initiative of the past year (2020), select the range of the participation percentage achieved through the use of one of the platforms above



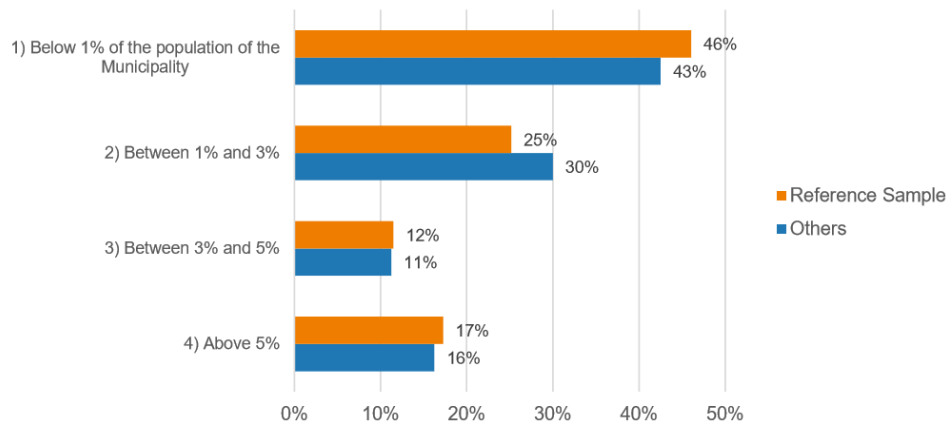
Question type	Data sample	Cluster	Value
Single choice - Likert	All Respondents	-	Count

6.1.2 Referring to the most successful initiative of the past year (2020), select the range of the participation percentage achieved through the use of one of the platforms above



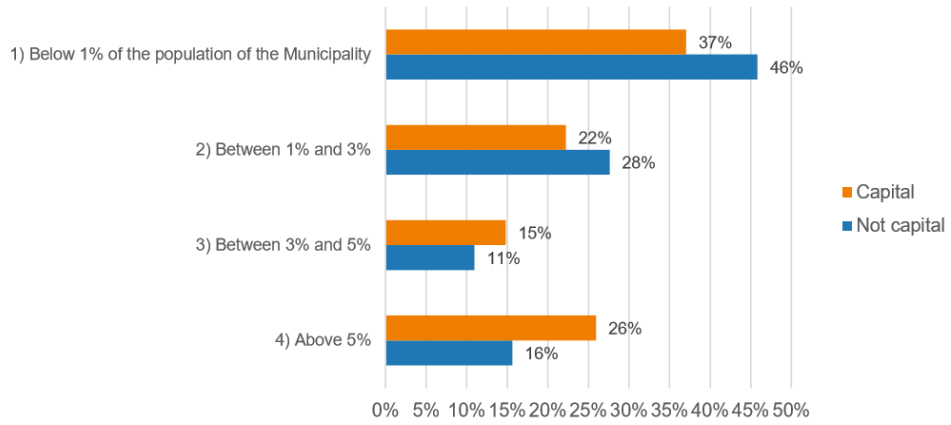
Question type	Data sample	Cluster	Value
Single choice - Likert	All Respondents	-	Percentage

6.1.2 Referring to the most successful initiative of the past year (2020), select the range of the participation percentage achieved through the use of one of the platforms above



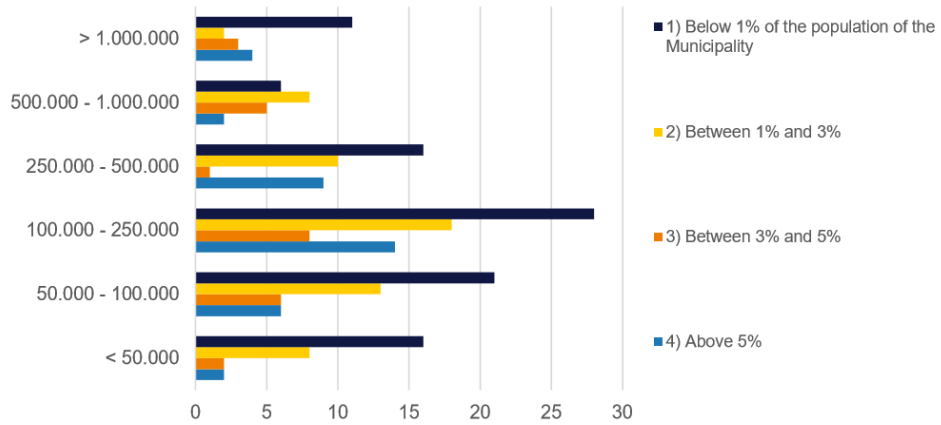
Question type	Data sample	Cluster	Value
Single choice - Likert	All Respondents	Reference Sample	Percentage

6.1.2 Referring to the most successful initiative of the past year (2020), select the range of the participation percentage achieved through the use of one of the platforms above



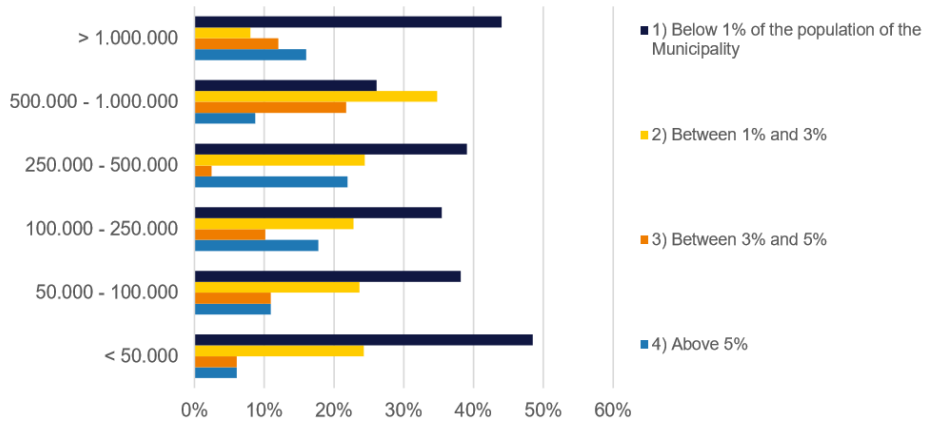
Question type	Data sample	Cluster	Value
Single choice - Likert	All Respondents	Capital cities	Percentage

6.1.2 Referring to the most successful initiative of the past year (2020), select the range of the participation percentage achieved through the use of one of the platforms above



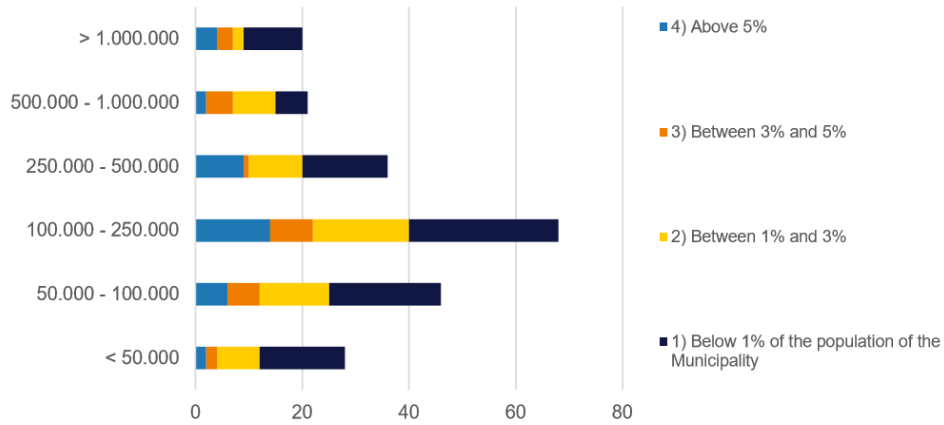
Question type	Data sample	Cluster	Value
Single choice - Likert	All Respondents	Population	Count

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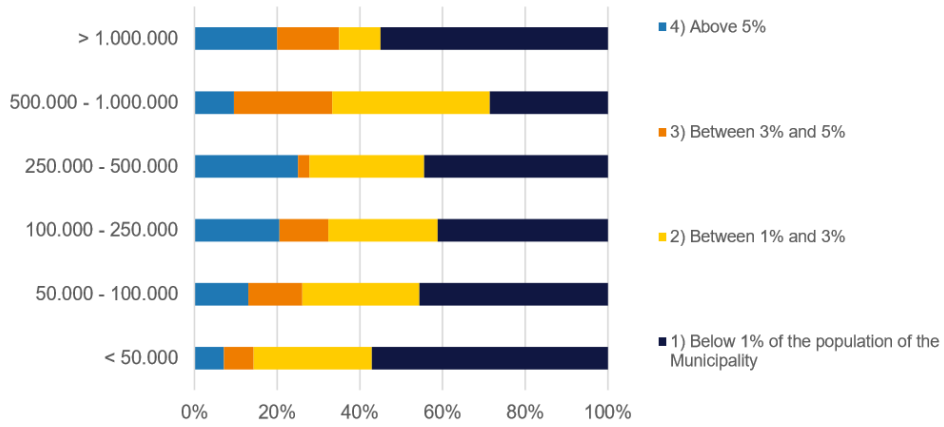
Question type	Data sample	Cluster	Value
Single choice - Likert	All Respondents	Population	Percentage

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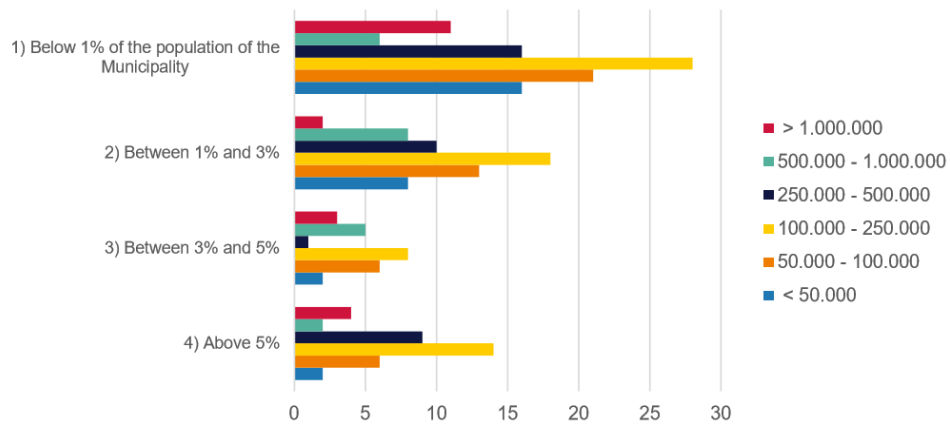
Question type	Data sample	Cluster	Value
Single choice - Likert	All Respondents	Population	Count

6.1.2 Referring to the most successful initiative of the past year (2020), select the range of the participation percentage achieved through the use of one of the platforms above



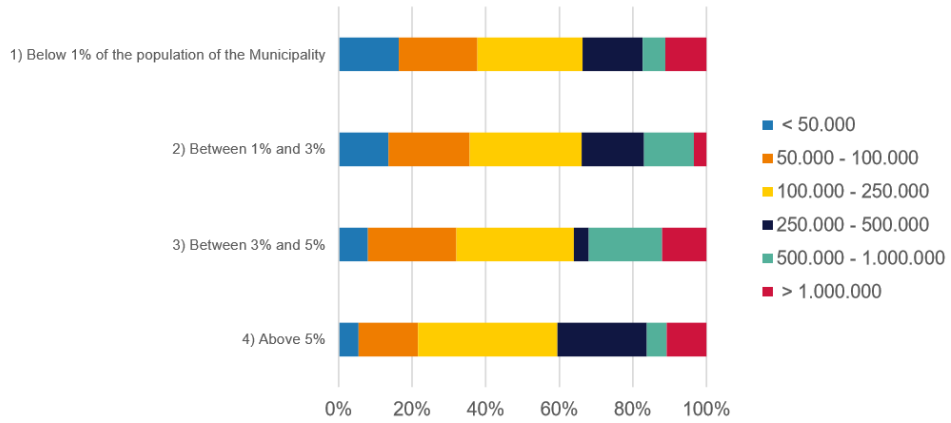
Question type	Data sample	Cluster	Value
Single choice - Likert	All Respondents	Population	Percentage

6.1.2 Referring to the most successful initiative of the past year (2020), select the range of the participation percentage achieved through the use of one of the platforms above



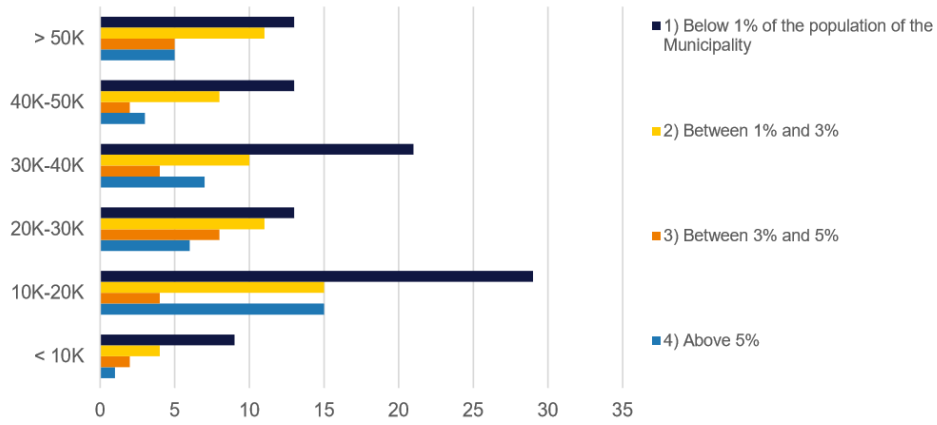
Question type	Data sample	Cluster	Value
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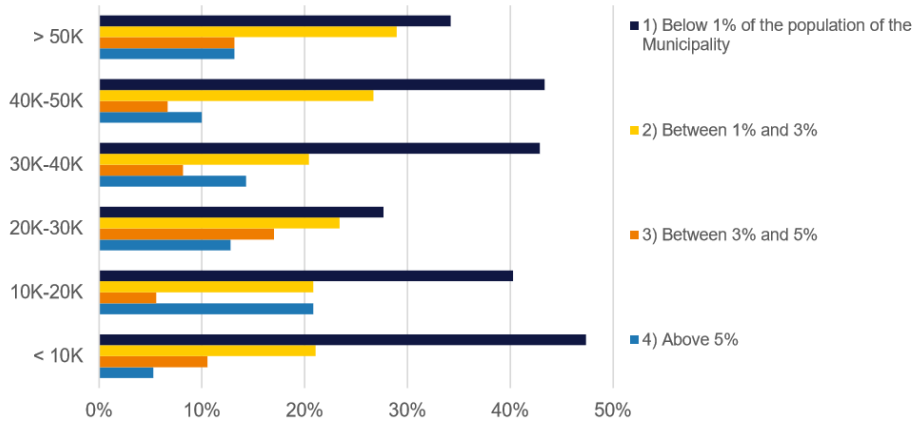
Question type	Data sample	Cluster	Value
Single choice - Likert	All Respondents	Population	Percentage

6.1.2 Referring to the most successful initiative of the past year (2020), select the range of the participation percentage achieved through the use of one of the platforms above



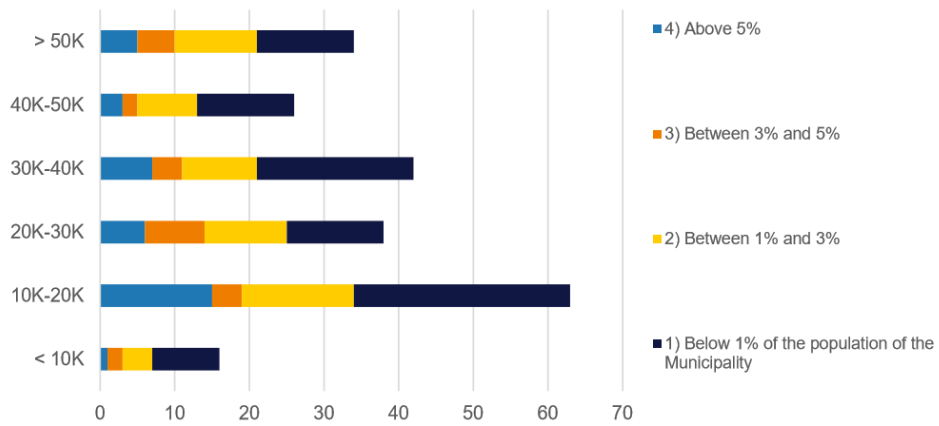
Question type	Data sample	Cluster	Value
Single choice - Likert	All Respondents	GDPPC	Count

6.1.2 Referring to the most successful initiative of the past year (2020), select the range of the participation percentage achieved through the use of one of the platforms above



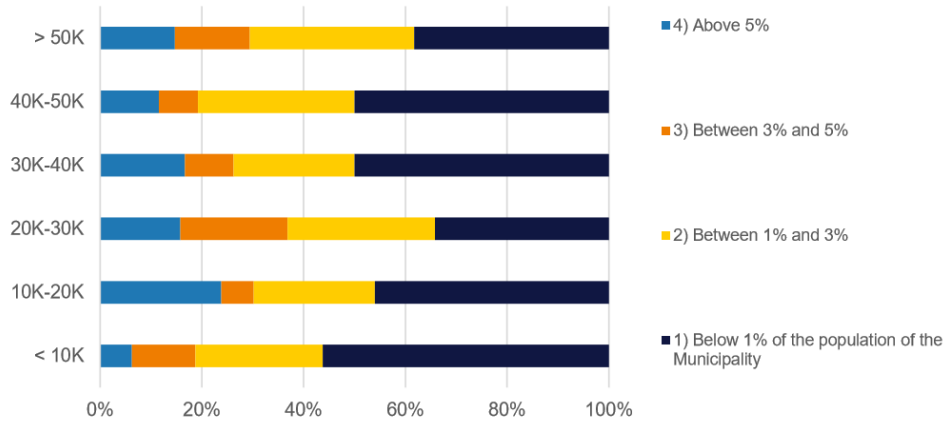
Question type	Data sample	Cluster	Value
Single choice - Likert	All Respondents	GDPPC	Percentage

6.1.2 Referring to the most successful initiative of the past year (2020), select the range of the participation percentage achieved through the use of one of the platforms above



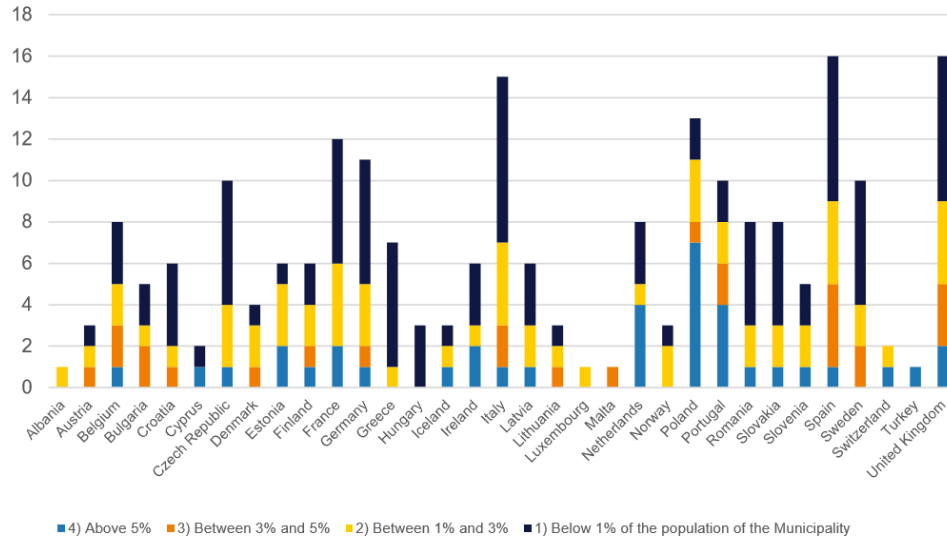
Question type	Data sample	Cluster	Value
Single choice - Likert	All Respondents	GDPPC	Count

6.1.2 Referring to the most successful initiative of the past year (2020), select the range of the participation percentage achieved through the use of one of the platforms above



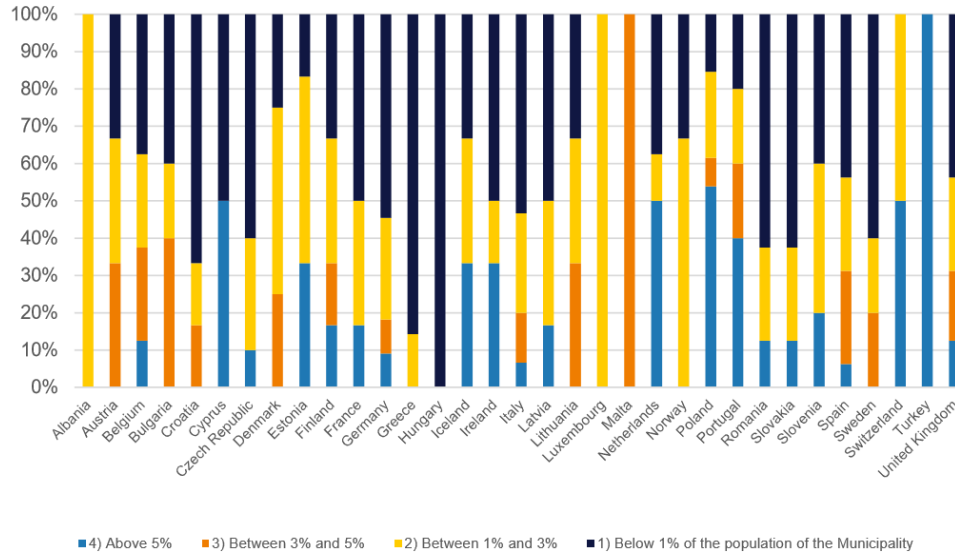
Question type	Data sample	Cluster	Value
Single choice - Likert	All Respondents	GDPPC	Percentage

6.1.2 Referring to the most successful initiative of the past year (2020), select the range of the participation percentage achieved through the use of one of the platforms above



Question type	Data sample	Cluster	Value
Single choice - Likert	All Respondents	Country	Count

6.1.2 Referring to the most successful initiative of the past year (2020), select the range of the participation percentage achieved through the use of one of the platforms above



Question type	Data sample	Cluster	Value
Single choice - Likert	All Respondents	Country	Percentage

6.1.2 Referring to the most successful initiative of the past year (2020), select the range of the participation percentage achieved through the use of one of the platforms above

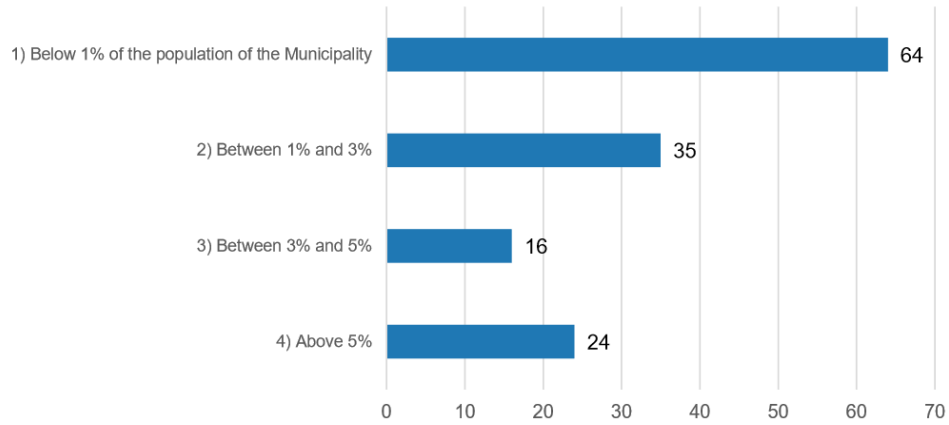
REFERENCE SAMPLE

Question type: **Single choice - Likert**
 Number of analysed questionnaires: **155**
 Number of cities respond to this specific question: **139 (90%)**

<i>Answer</i>	<i>Count</i>	<i>Percentage*</i>
1) Below 1% of the population of the Municipality	64	46%
2) Between 1% and 3%	35	25%
3) Between 3% and 5%	16	12%
4) Above 5%	24	17%

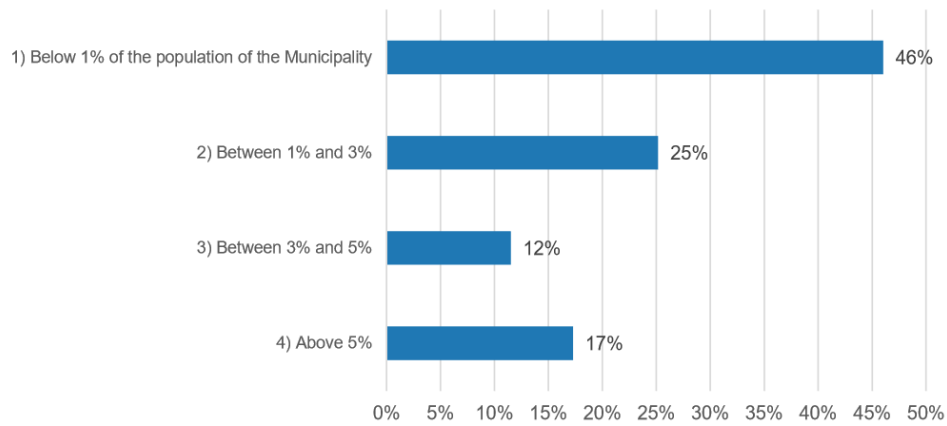
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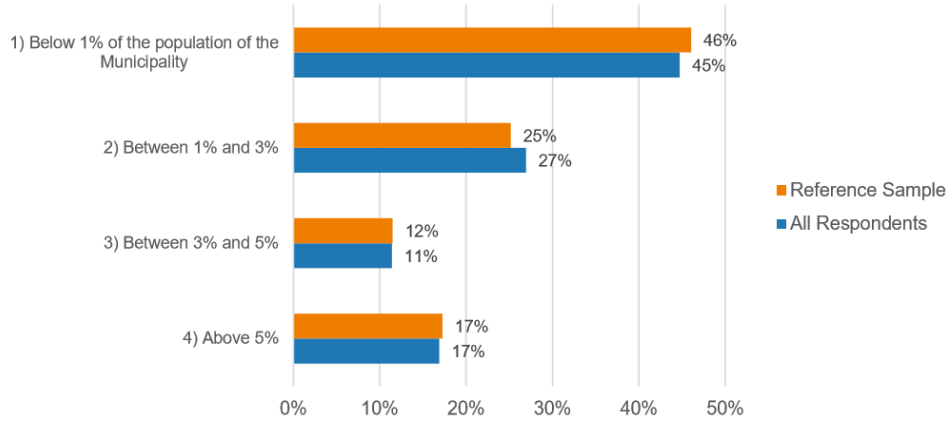
Question type	Data sample	Cluster	Value
Single choice - Likert	Reference Sample	-	Count

6.1.2 Referring to the most successful initiative of the past year (2020), select the range of the participation percentage achieved through the use of one of the platforms above



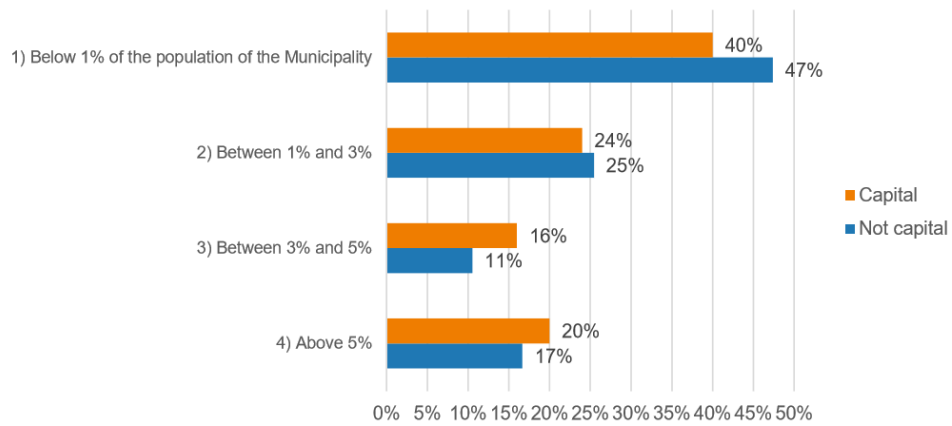
Question type	Data sample	Cluster	Value
Single choice - Likert	Reference Sample	-	Percentage

6.1.2 Referring to the most successful initiative of the past year (2020), select the range of the participation percentage achieved through the use of one of the platforms above



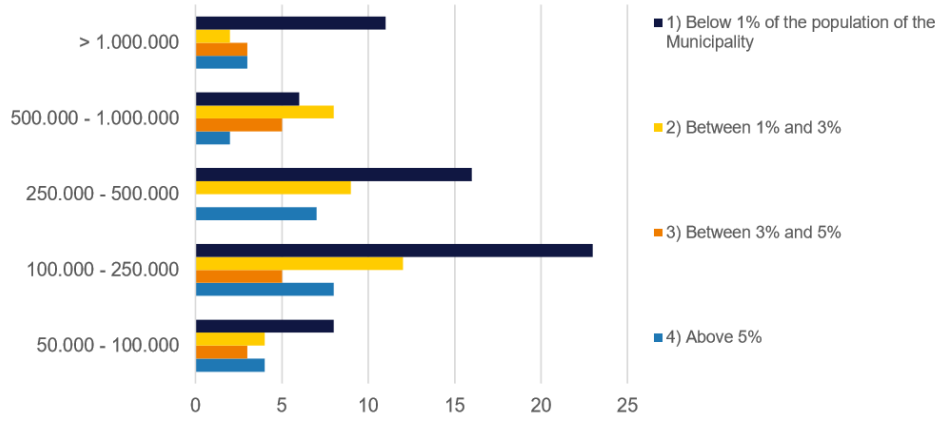
Question type	Data sample	Cluster	Value
Single choice - Likert	Reference Sample	Reference Sample	Percentage

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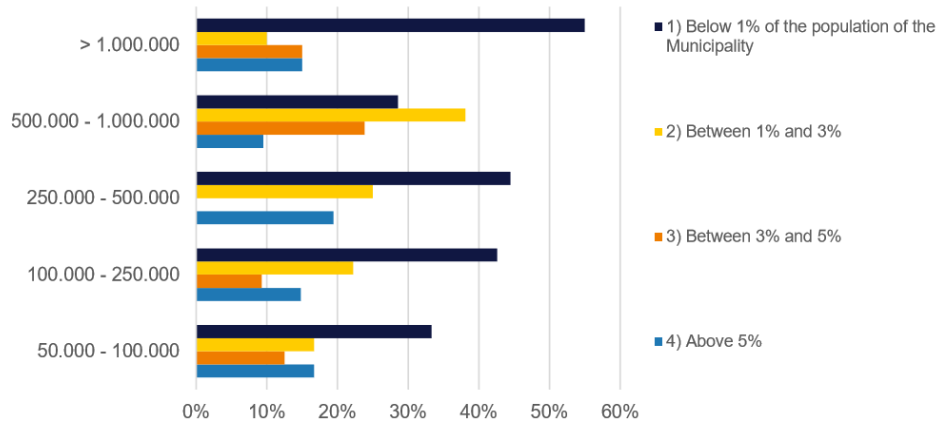
Question type	Data sample	Cluster	Value
Single choice - Likert	Reference Sample	Capital cities	Percentage

6.1.2 Referring to the most successful initiative of the past year (2020), select the range of the participation percentage achieved through the use of one of the platforms above



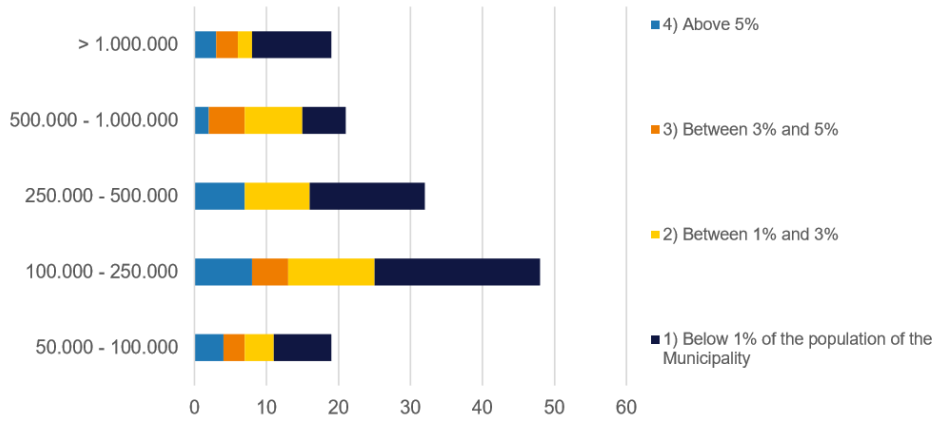
Question type	Data sample	Cluster	Value
Single choice - Likert	Reference Sample	Population	Count

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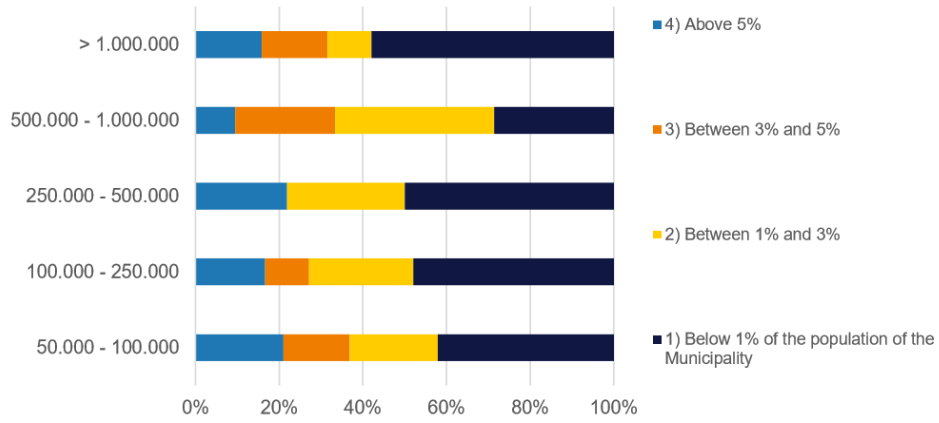
Question type	Data sample	Cluster	Value
Single choice - Likert	Reference Sample	Population	Percentage

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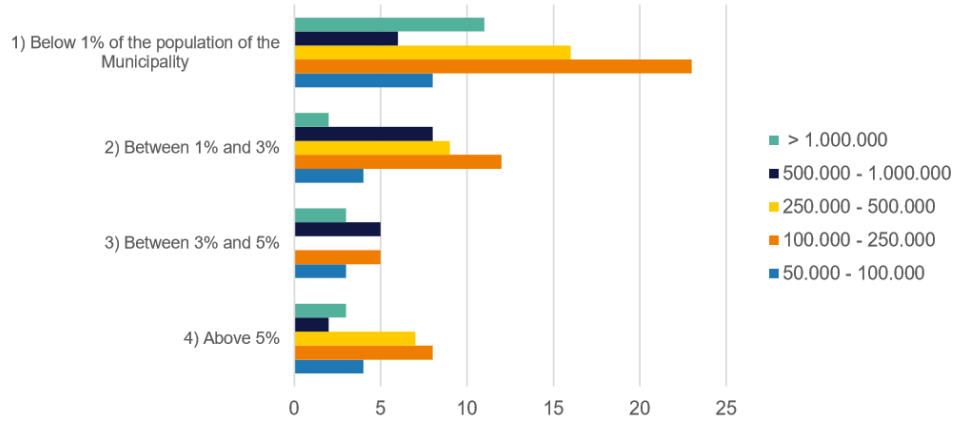
Question type	Data sample	Cluster	Value
Single choice - Likert	Reference Sample	Population	Count

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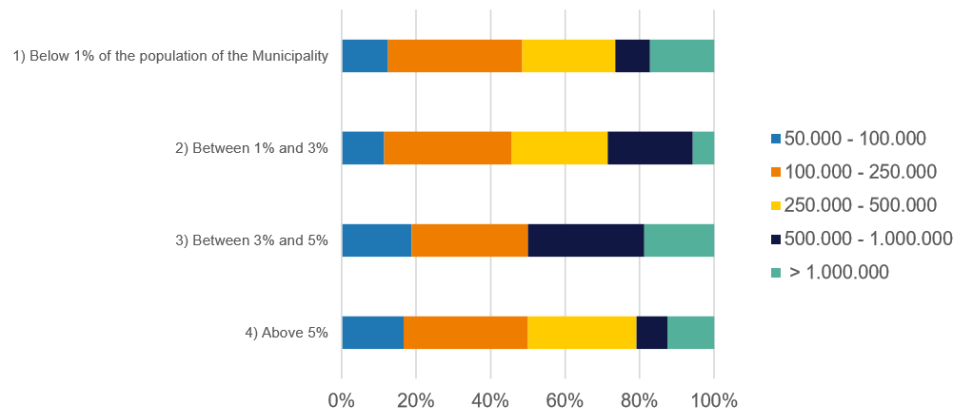
Question type	Data sample	Cluster	Value
Single choice - Likert	Reference Sample	Population	Percentage

6.1.2 Referring to the most successful initiative of the past year (2020), select the range of the participation percentage achieved through the use of one of the platforms above



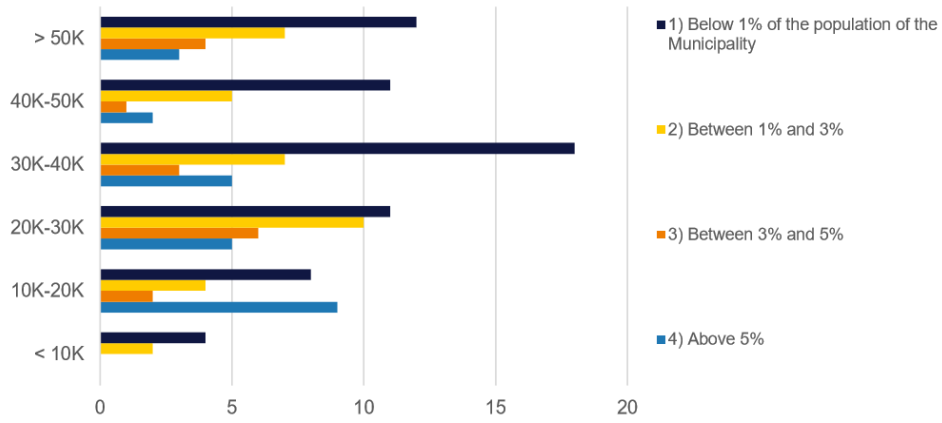
Question type	Data sample	Cluster	Value
Single choice - Likert	Reference Sample	Population	Count

6.1.2 Referring to the most successful initiative of the past year (2020), select the range of the participation percentage achieved through the use of one of the platforms above



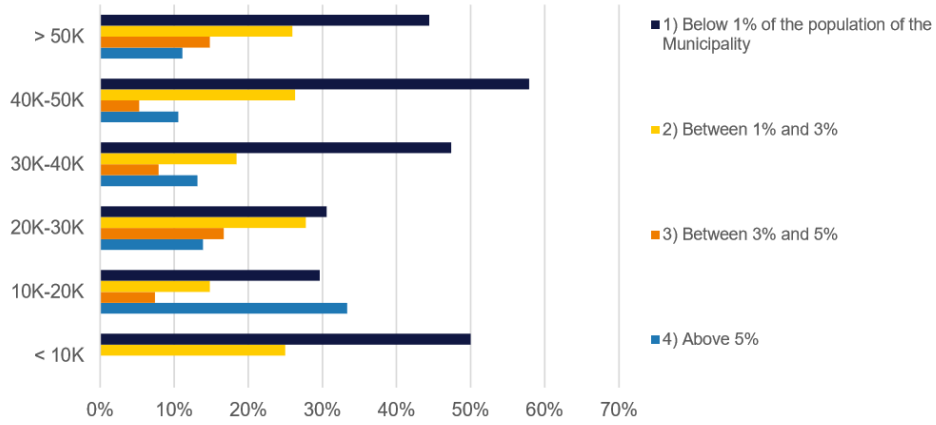
Question type	Data sample	Cluster	Value
Single choice - Likert	Reference Sample	Population	Percentage

6.1.2 Referring to the most successful initiative of the past year (2020), select the range of the participation percentage achieved through the use of one of the platforms above



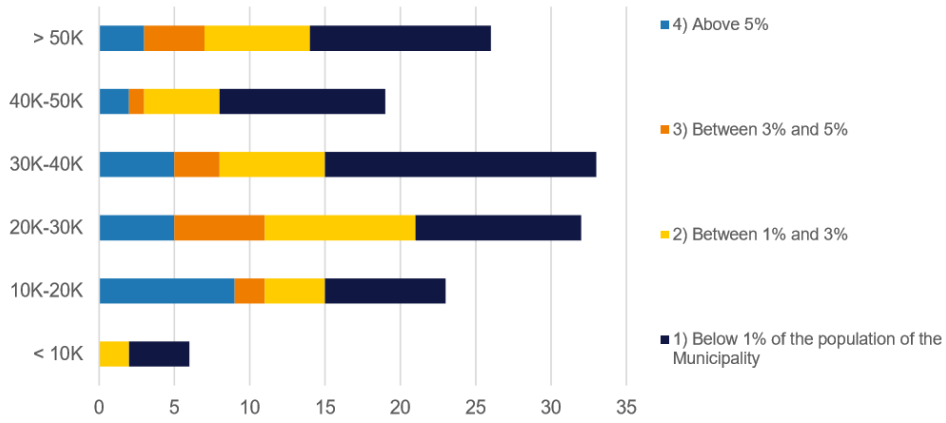
Question type	Data sample	Cluster	Value
Single choice - Likert	Reference Sample	GDPPC	Count

6.1.2 Referring to the most successful initiative of the past year (2020), select the range of the participation percentage achieved through the use of one of the platforms above



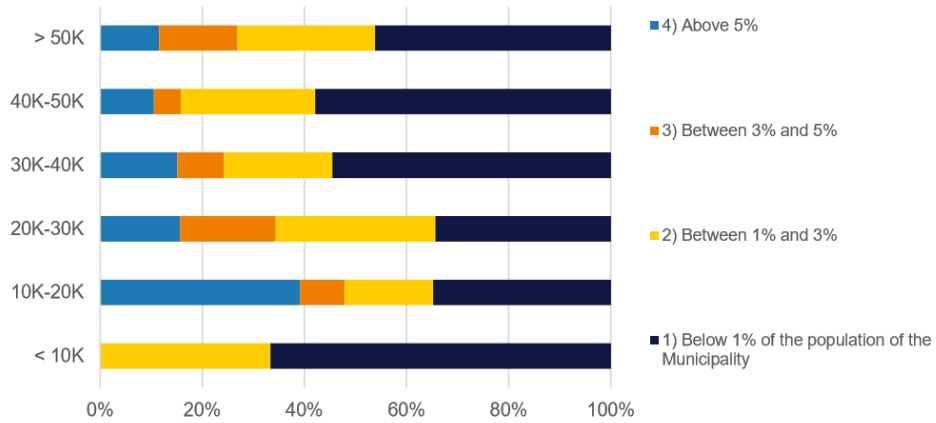
Question type	Data sample	Cluster	Value
Single choice - Likert	Reference Sample	GDPPC	Percentage

6.1.2 Referring to the most successful initiative of the past year (2020), select the range of the participation percentage achieved through the use of one of the platforms above



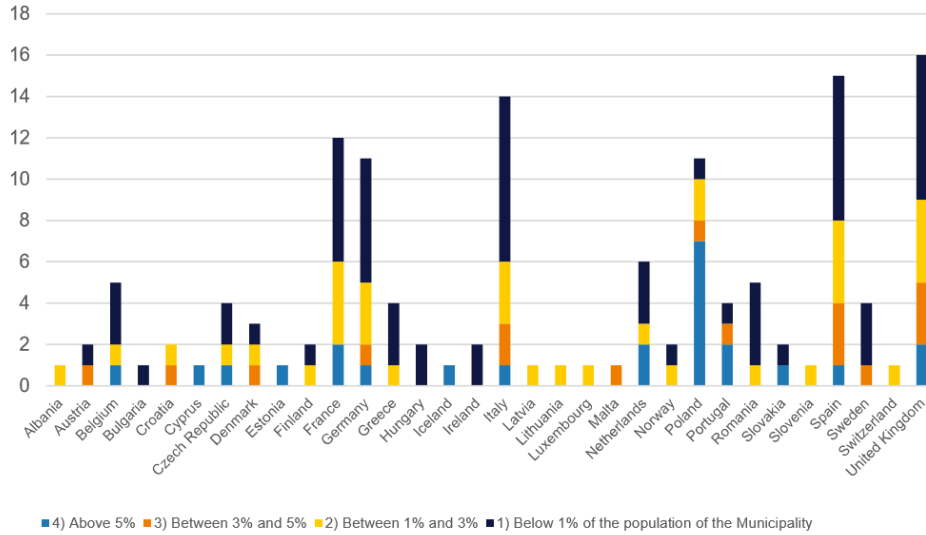
Question type	Data sample	Cluster	Value
Single choice - Likert	Reference Sample	GDPPC	Count

6.1.2 Referring to the most successful initiative of the past year (2020), select the range of the participation percentage achieved through the use of one of the platforms above



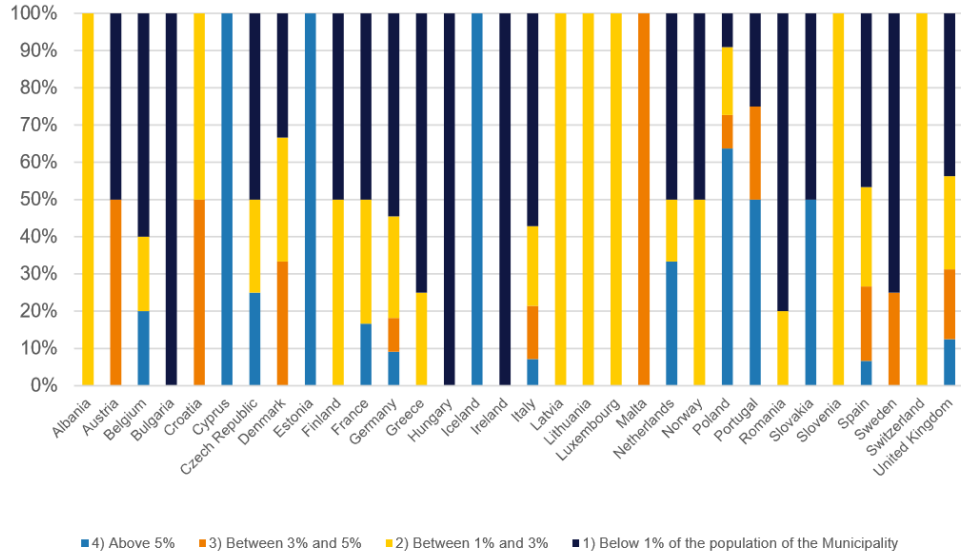
Question type	Data sample	Cluster	Value
Single choice - Likert	Reference Sample	GDPPC	Percentage

6.1.2 Referring to the most successful initiative of the past year (2020), select the range of the participation percentage achieved through the use of one of the platforms above



Question type	Data sample	Cluster	Value
Single choice - Likert	Reference Sample	Country	Count

6.1.2 Referring to the most successful initiative of the past year (2020), select the range of the participation percentage achieved through the use of one of the platforms above



Question type	Data sample	Cluster	Value
Single choice - Likert	Reference Sample	Country	Percentage

3.54 Q_6.2 Does your public authority engage citizens in (open) data initiatives?

6.2 Does your public authority engage citizens in (open) data initiatives?

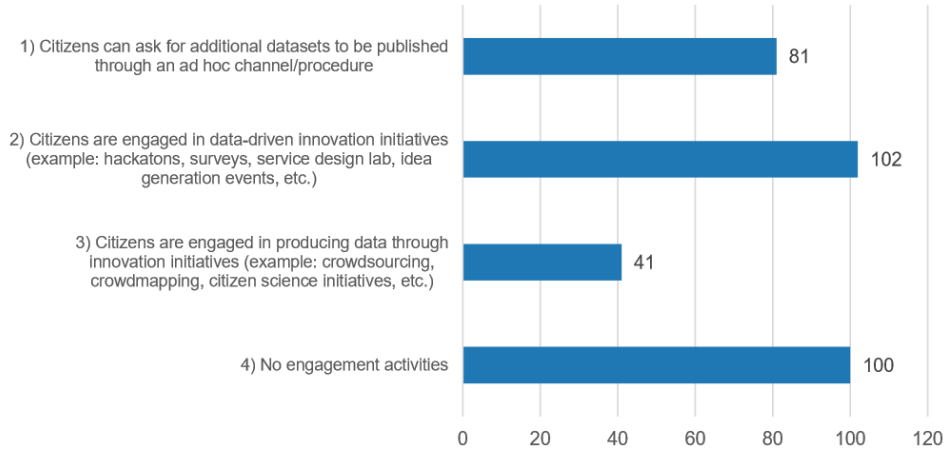
ALL RESPONDENTS

Question type: **Multiple choice**
 Number of analysed questionnaires: **246**
 Number of cities respond to this specific question: **246 (100%)**

<i>Answer</i>	<i>Count</i>	<i>Percentage*</i>
1) Citizens can ask for additional datasets to be published through an ad hoc channel/procedure	81	33%
2) Citizens are engaged in data-driven innovation initiatives (example: hackatons, surveys, service design lab, idea generation events, etc.)	102	41%
3) Citizens are engaged in producing data through innovation initiatives (example: crowdsourcing, crowdmapping, citizen science initiatives, etc.)	41	17%
4) No engagement activities	100	41%

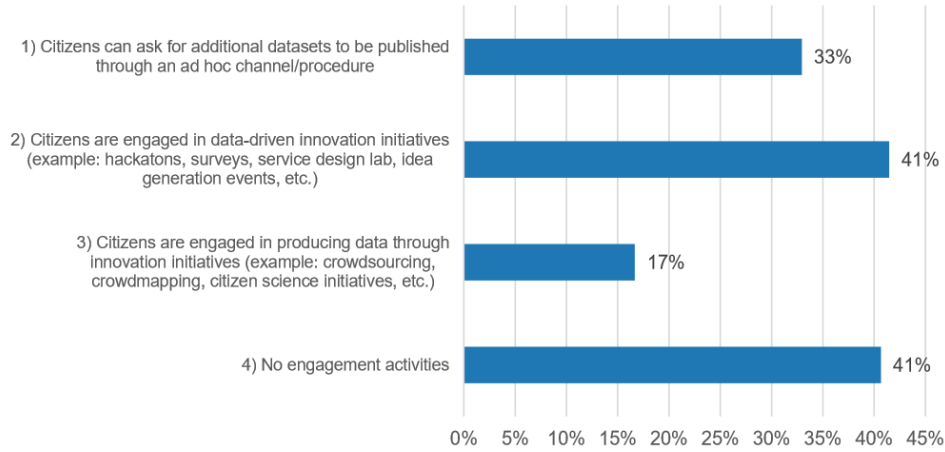
* The percentage refers to the respondents to this specific question. The grand total could be more than 100% in the case of multiple choice questions.

6.2 Does your public authority engage citizens in (open) data initiatives?



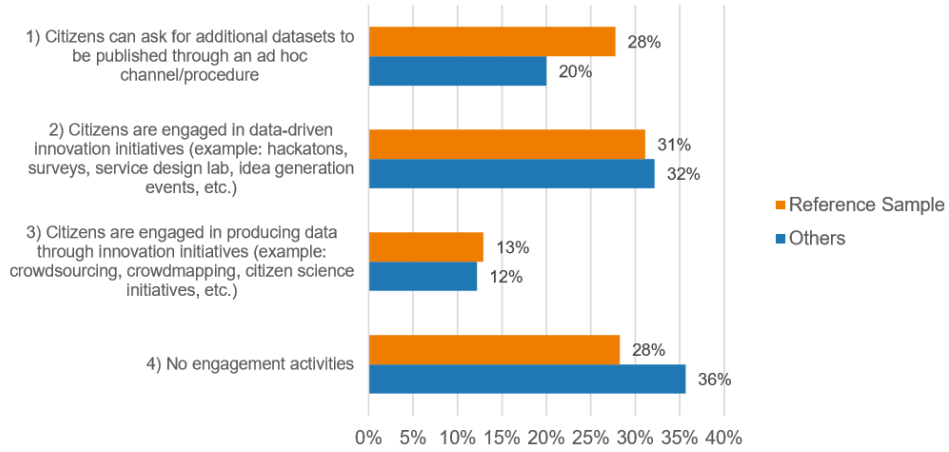
Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	-	Count

6.2 Does your public authority engage citizens in (open) data initiatives?



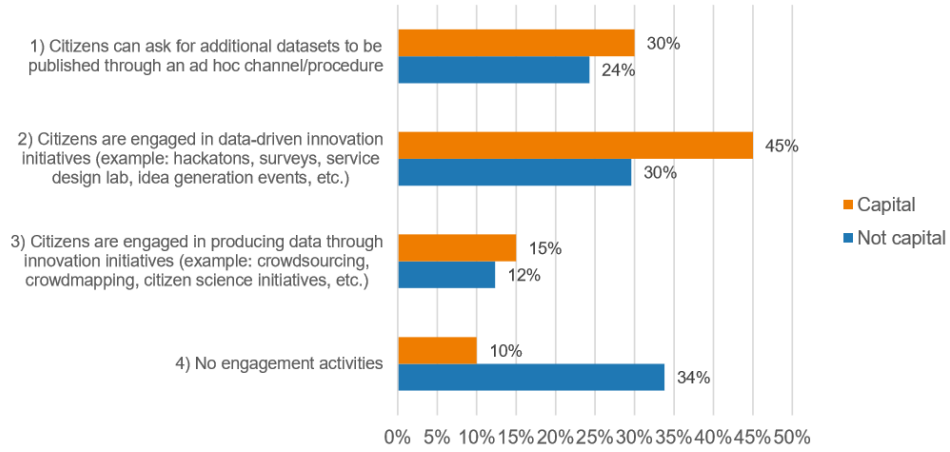
Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	-	Percentage

6.2 Does your public authority engage citizens in (open) data initiatives?



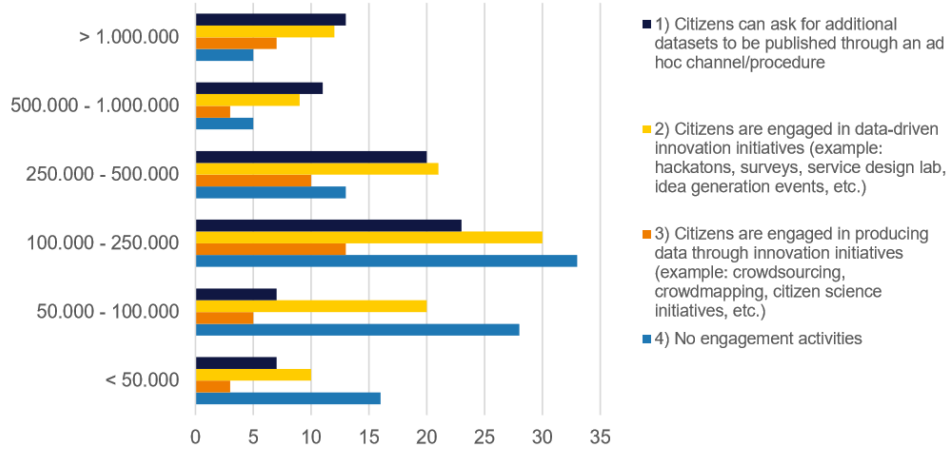
Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	Reference Sample	Percentage

6.2 Does your public authority engage citizens in (open) data initiatives?



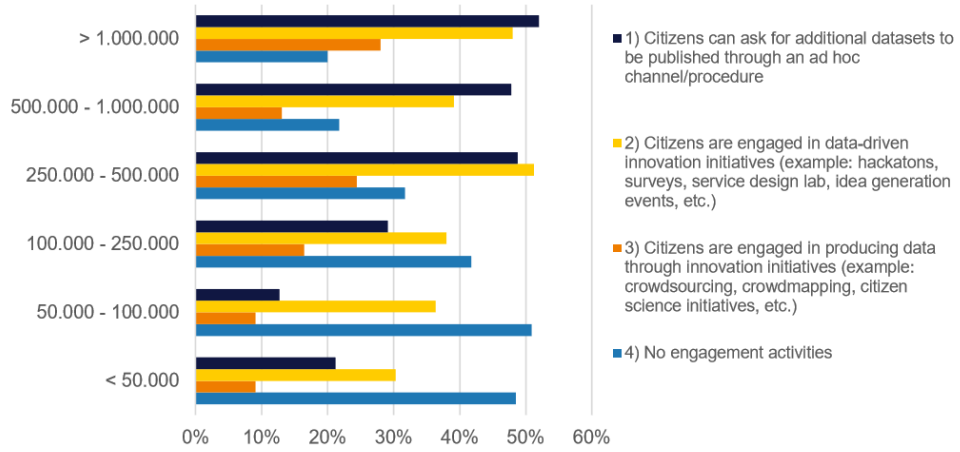
Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	Capital cities	Percentage

6.2 Does your public authority engage citizens in (open) data initiatives?



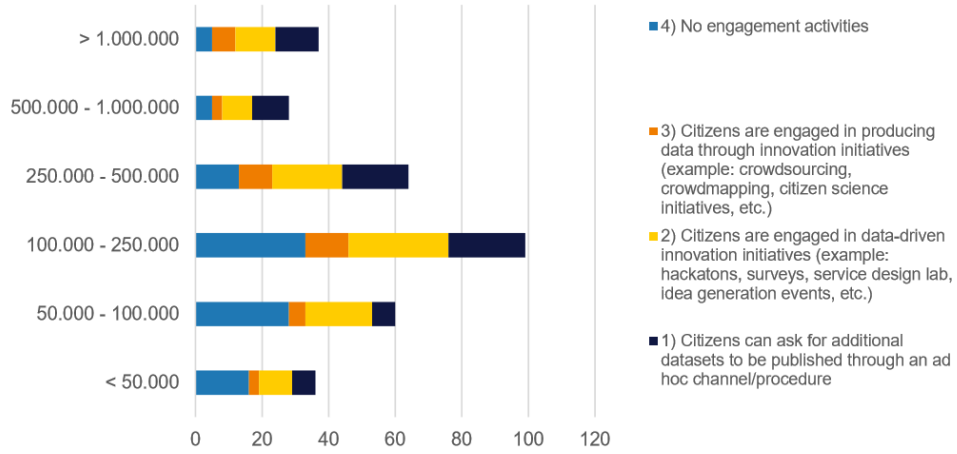
Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	Population	Count

6.2 Does your public authority engage citizens in (open) data initiatives?



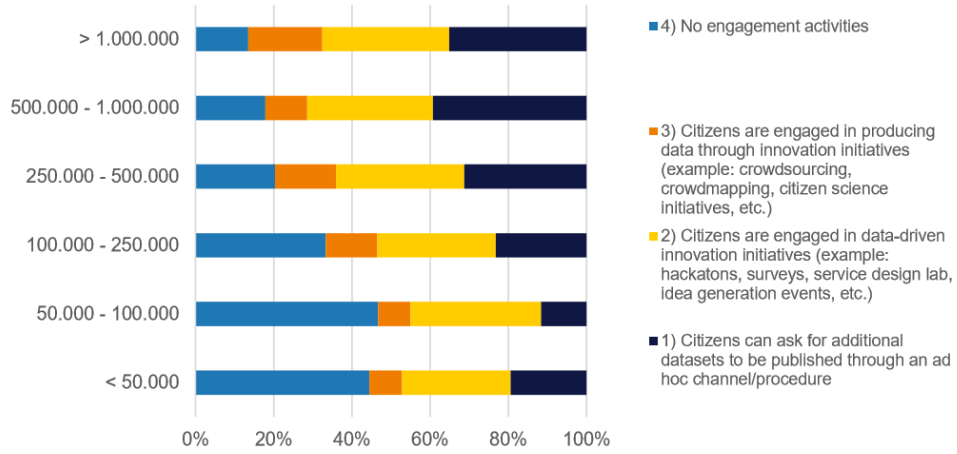
Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	Population	Percentage

6.2 Does your public authority engage citizens in (open) data initiatives?



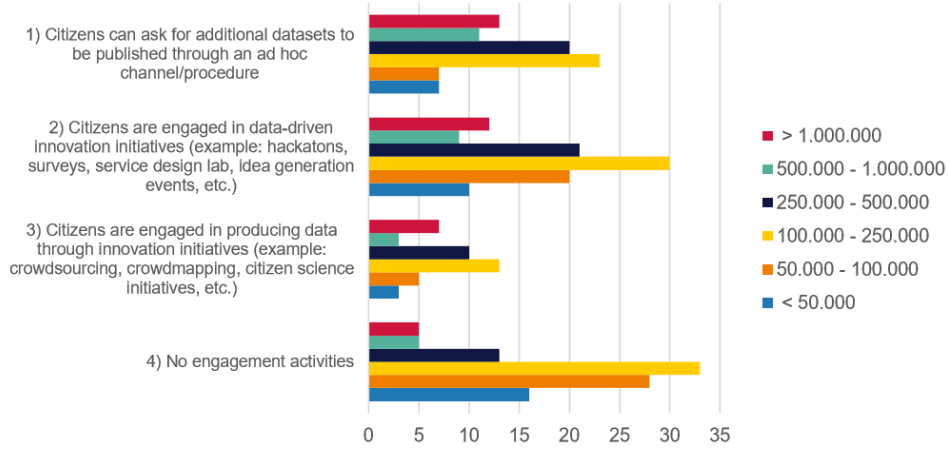
Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	Population	Count

6.2 Does your public authority engage citizens in (open) data initiatives?



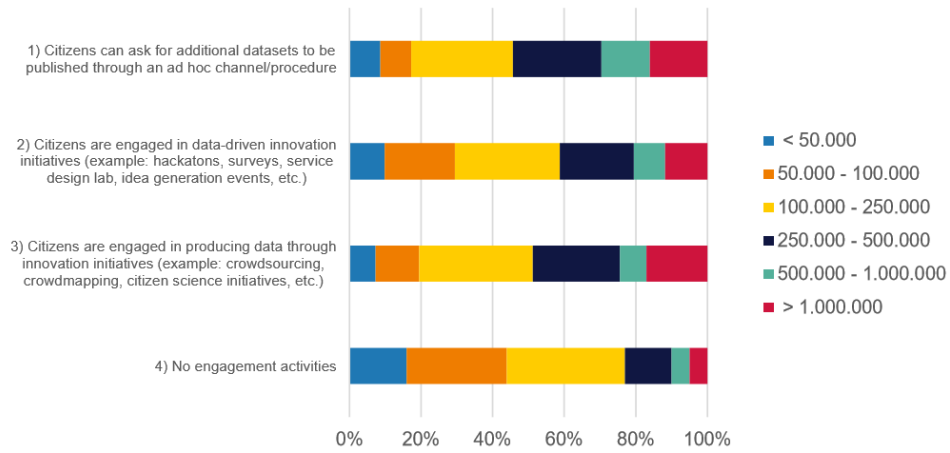
Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	Population	Percentage

6.2 Does your public authority engage citizens in (open) data initiatives?



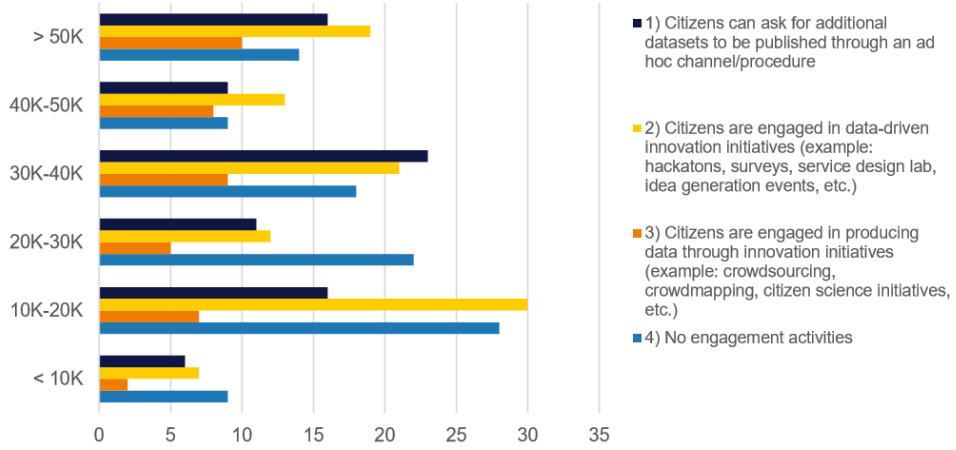
Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	Population	Count

6.2 Does your public authority engage citizens in (open) data initiatives?



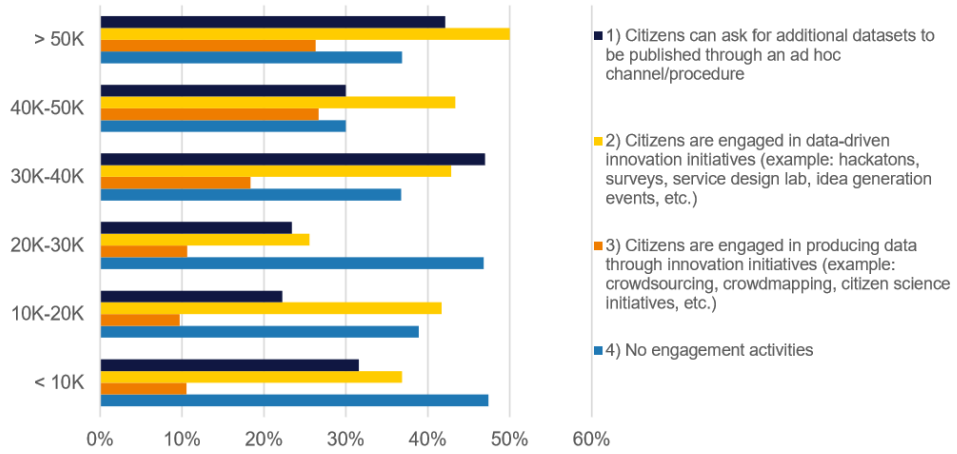
Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	Population	Percentage

6.2 Does your public authority engage citizens in (open) data initiatives?



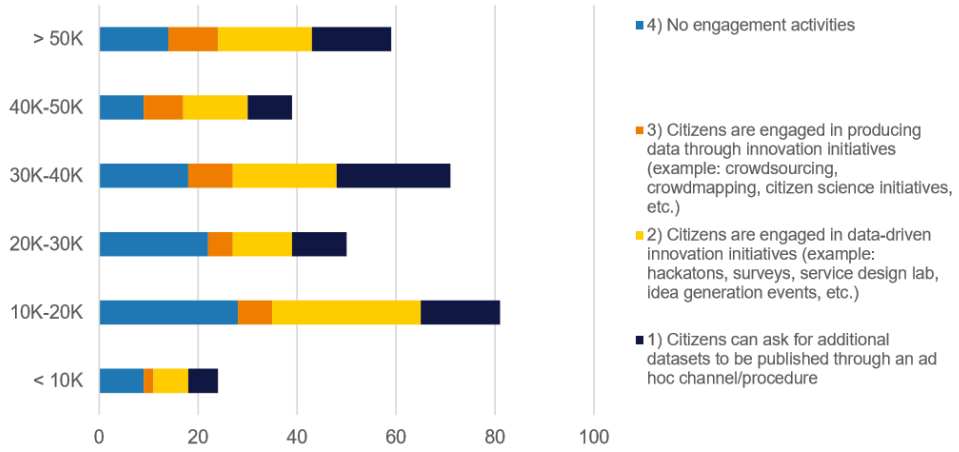
Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	GDPPC	Count

6.2 Does your public authority engage citizens in (open) data initiatives?



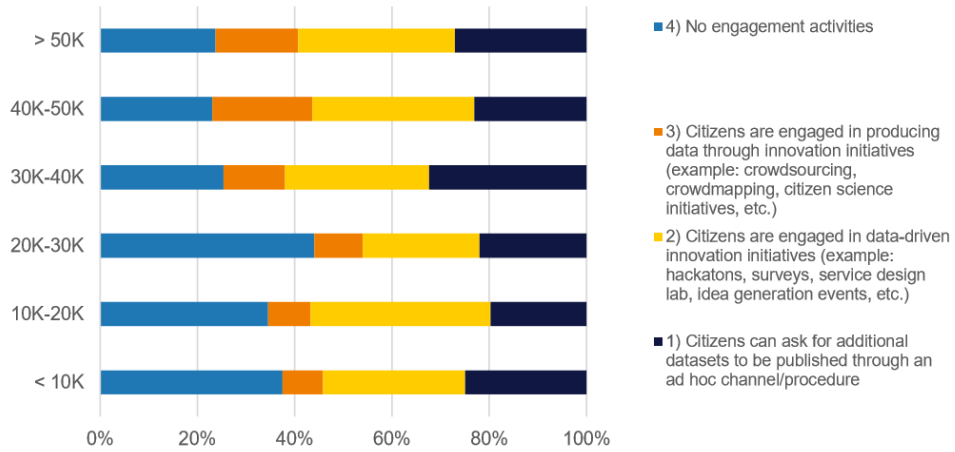
Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	GDPPC	Percentage

6.2 Does your public authority engage citizens in (open) data initiatives?



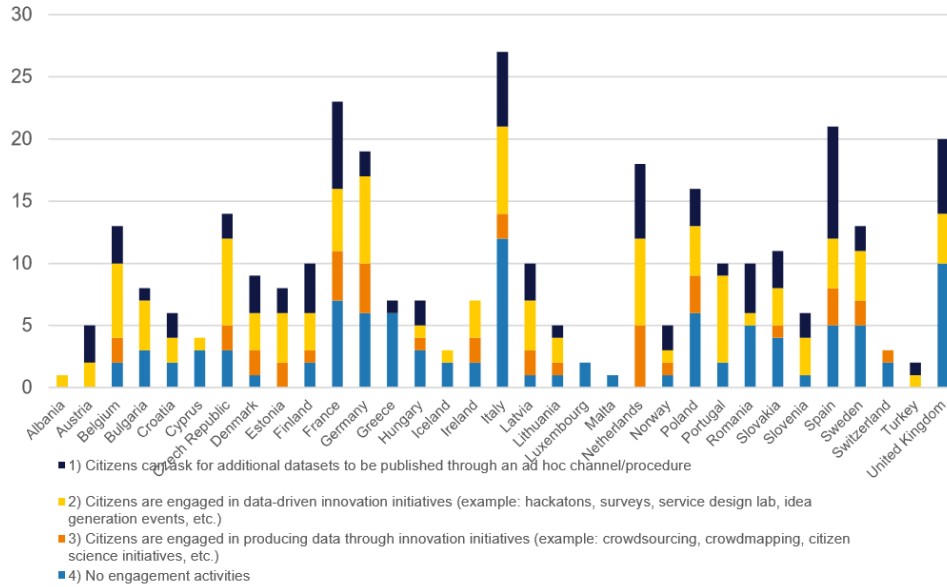
Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	GDPPC	Count

6.2 Does your public authority engage citizens in (open) data initiatives?



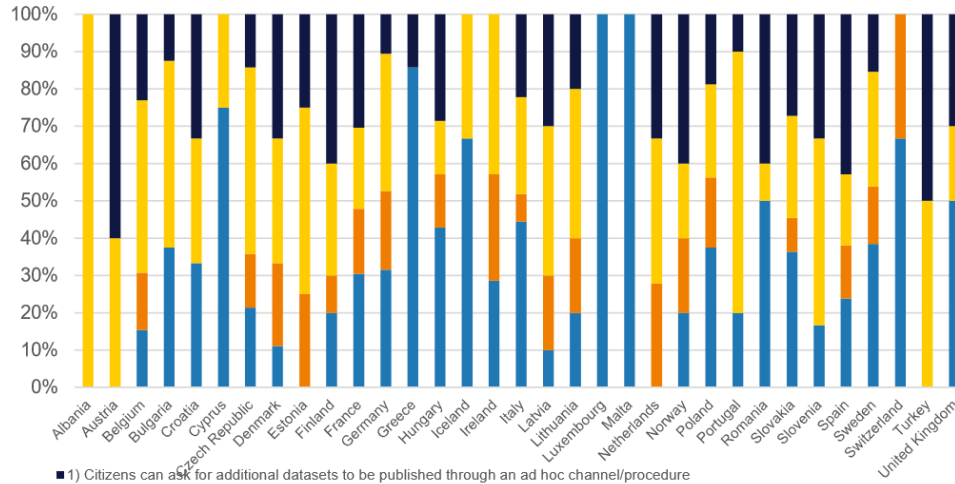
Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	GDPPC	Percentage

6.2 Does your public authority engage citizens in (open) data initiatives?



Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	Country	Count

6.2 Does your public authority engage citizens in (open) data initiatives?



- 1) Citizens can ask for additional datasets to be published through an ad hoc channel/procedure
- 2) Citizens are engaged in data-driven innovation initiatives (example: hackatons, surveys, service design lab, idea generation events, etc.)
- 3) Citizens are engaged in producing data through innovation initiatives (example: crowdsourcing, crowdmapping, citizen science initiatives, etc.)
- 4) No engagement activities

Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	Country	Percentage

6.2 Does your public authority engage citizens in (open) data initiatives?

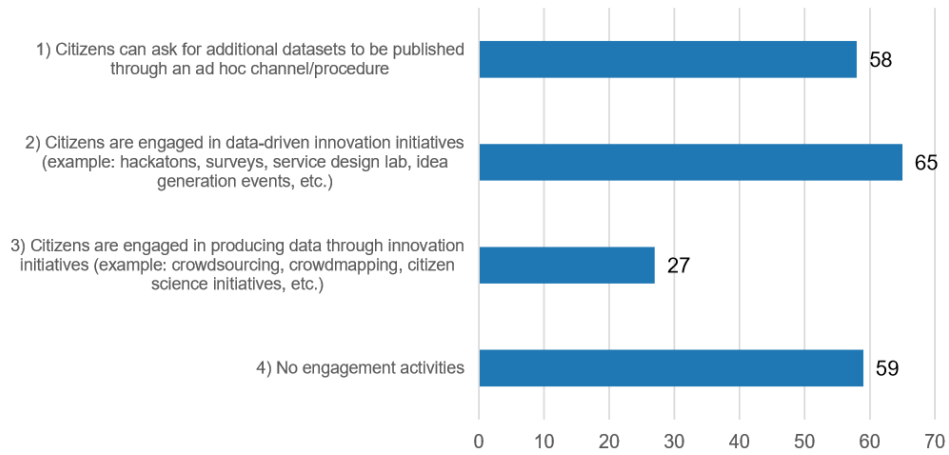
REFERENCE SAMPLE

Question type: **Multiple choice**
 Number of analysed questionnaires: **155**
 Number of cities respond to this specific question: **155 (100%)**

<i>Answer</i>	<i>Count</i>	<i>Percentage*</i>
1) Citizens can ask for additional datasets to be published through an ad hoc channel/procedure	58	37%
2) Citizens are engaged in data-driven innovation initiatives (example: hackatons, surveys, service design lab, idea generation events, etc.)	65	42%
3) Citizens are engaged in producing data through innovation initiatives (example: crowdsourcing, crowdmapping, citizen science initiatives, etc.)	27	17%
4) No engagement activities	59	38%

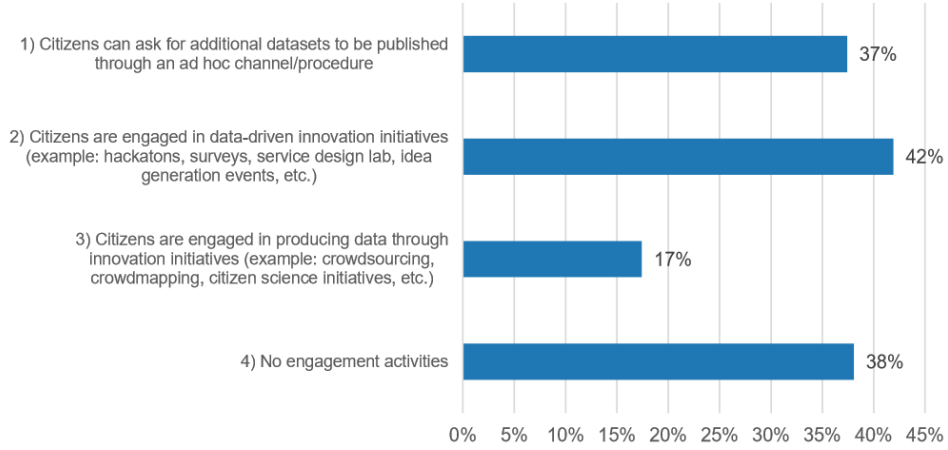
* The percentage refers to the respondents to this specific question. The grand total could be more than 100% in the case of multiple choice questions.

6.2 Does your public authority engage citizens in (open) data initiatives?



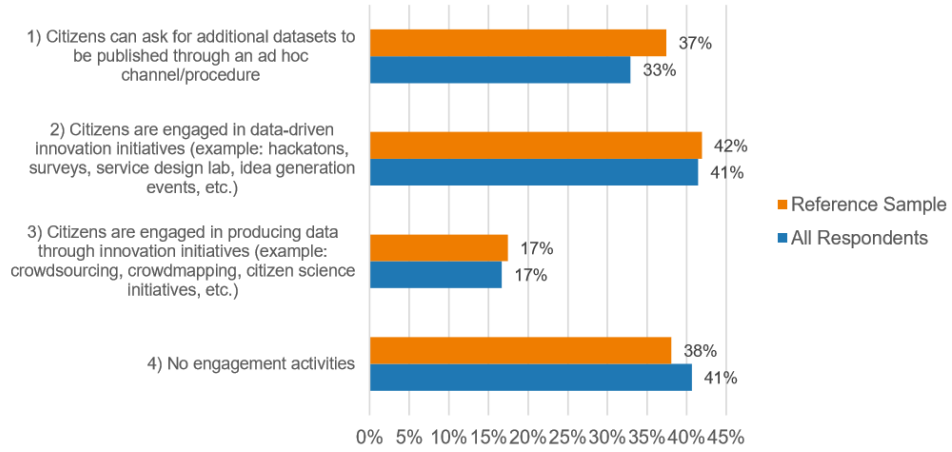
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	-	Count

6.2 Does your public authority engage citizens in (open) data initiatives?



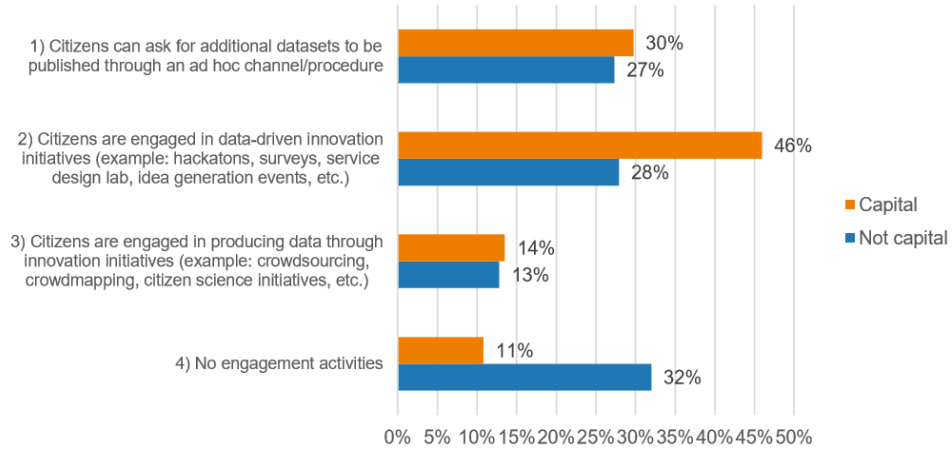
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	-	Percentage

6.2 Does your public authority engage citizens in (open) data initiatives?



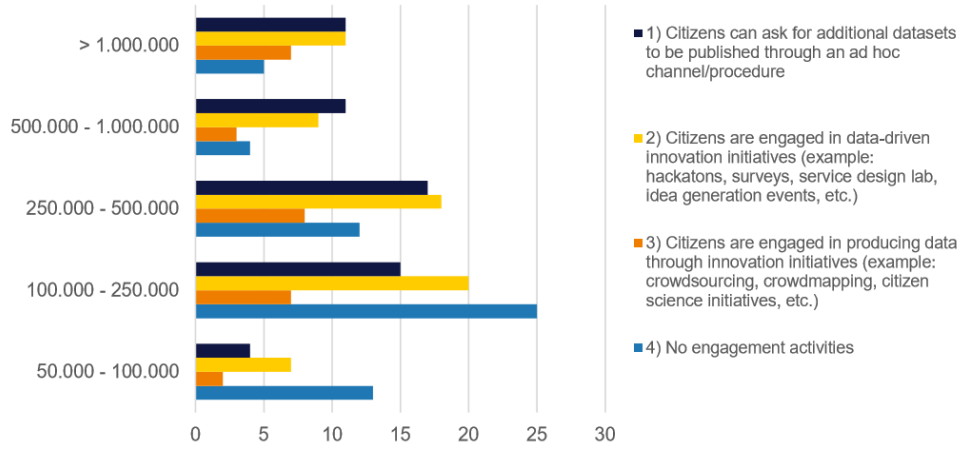
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	Reference Sample	Percentage

6.2 Does your public authority engage citizens in (open) data initiatives?



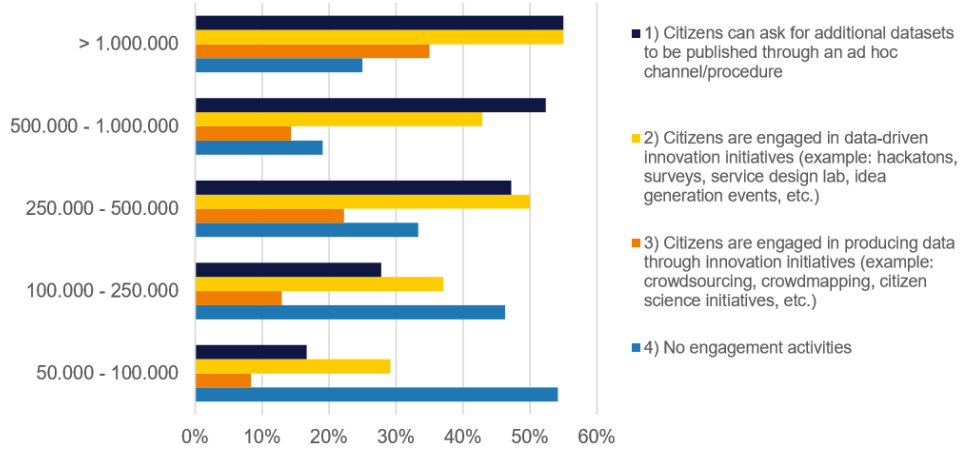
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	Capital cities	Percentage

6.2 Does your public authority engage citizens in (open) data initiatives?



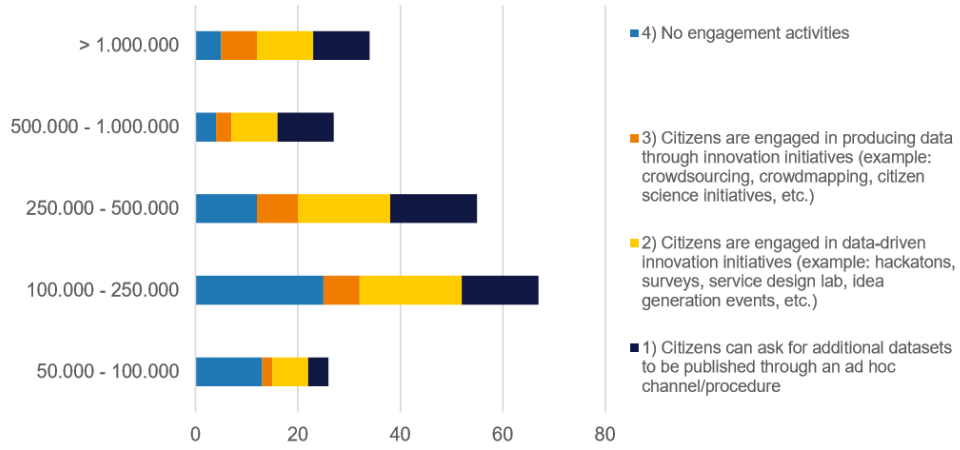
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	Population	Count

6.2 Does your public authority engage citizens in (open) data initiatives?



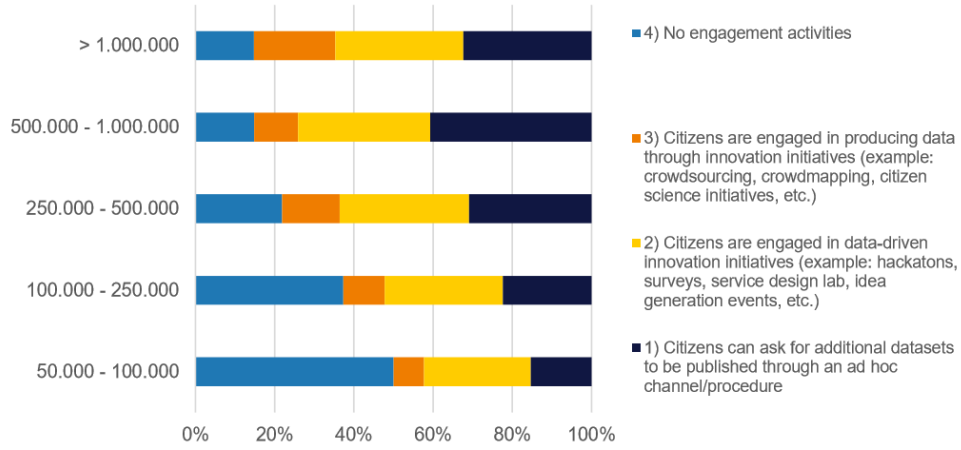
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	Population	Percentage

6.2 Does your public authority engage citizens in (open) data initiatives?



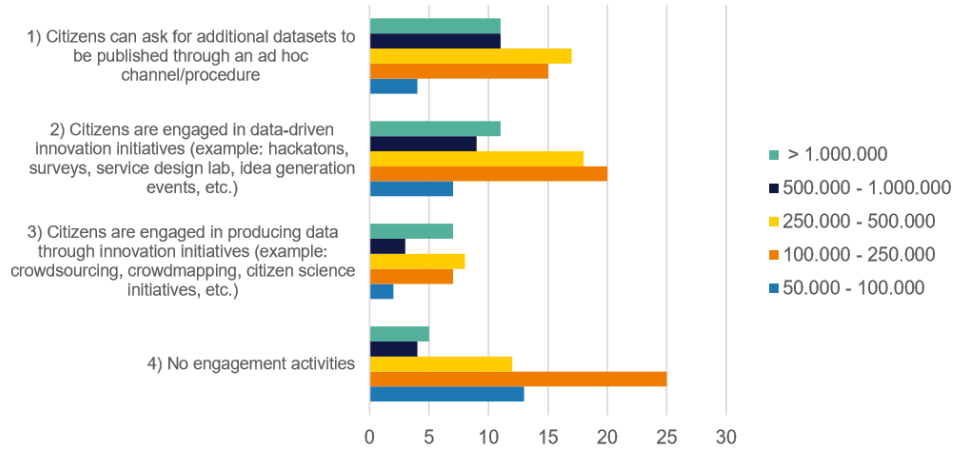
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	Population	Count

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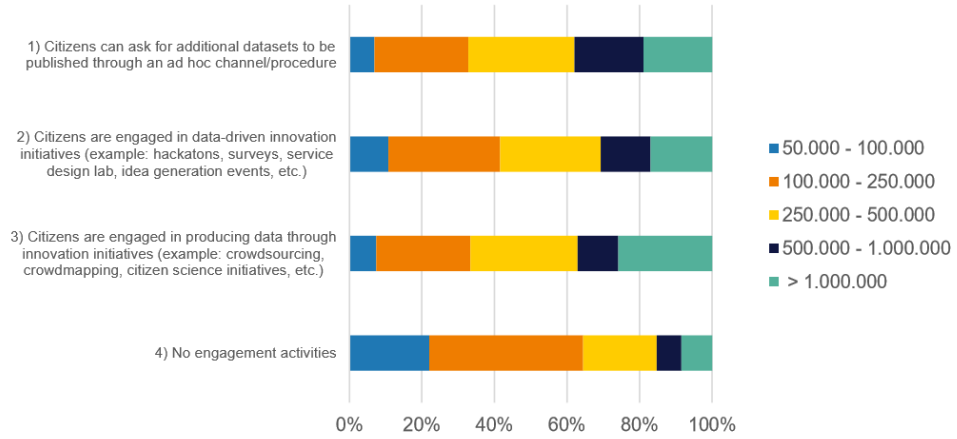
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	Population	Percentage

6.2 Does your public authority engage citizens in (open) data initiatives?



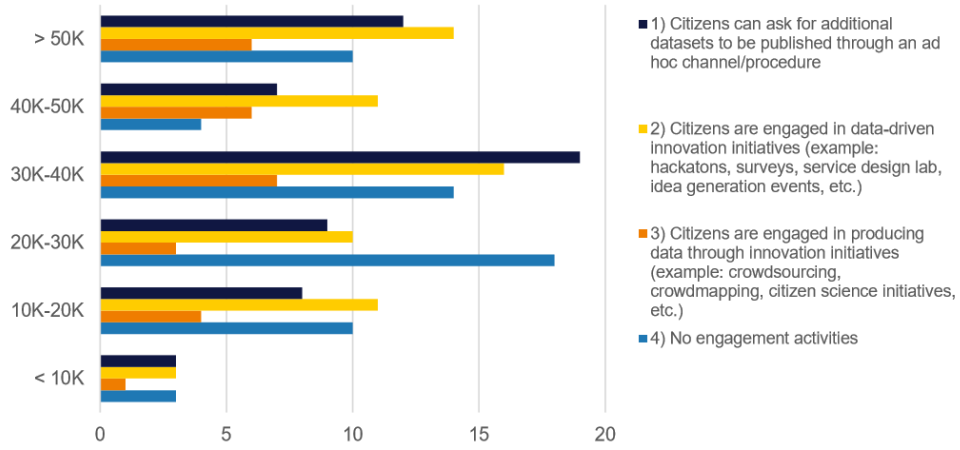
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	Population	Count

6.2 Does your public authority engage citizens in (open) data initiatives?



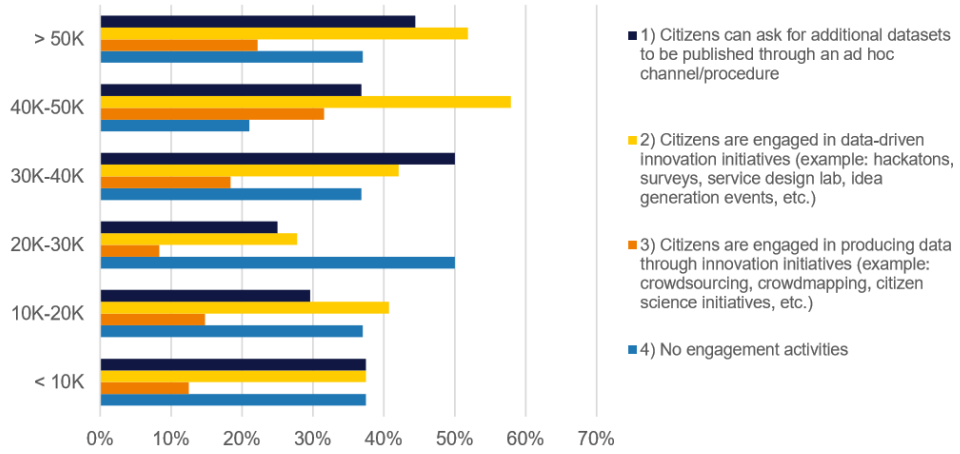
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	Population	Percentage

6.2 Does your public authority engage citizens in (open) data initiatives?



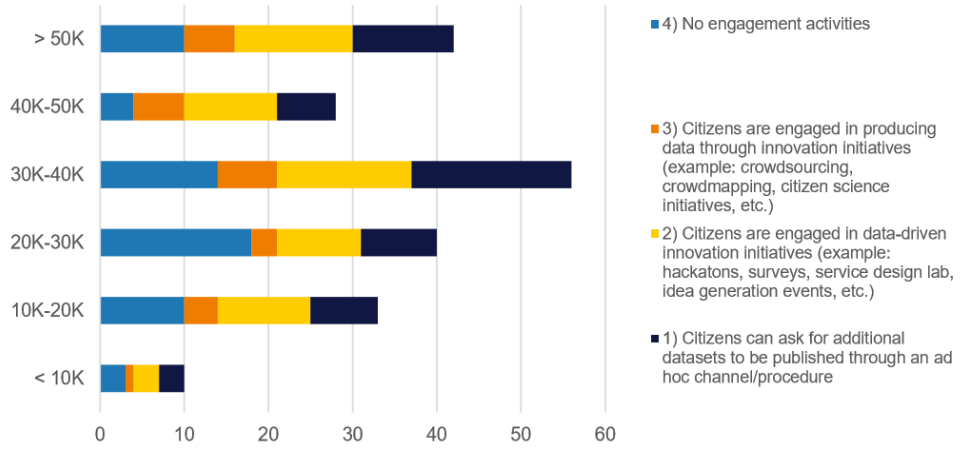
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	GDPPC	Count

6.2 Does your public authority engage citizens in (open) data initiatives?



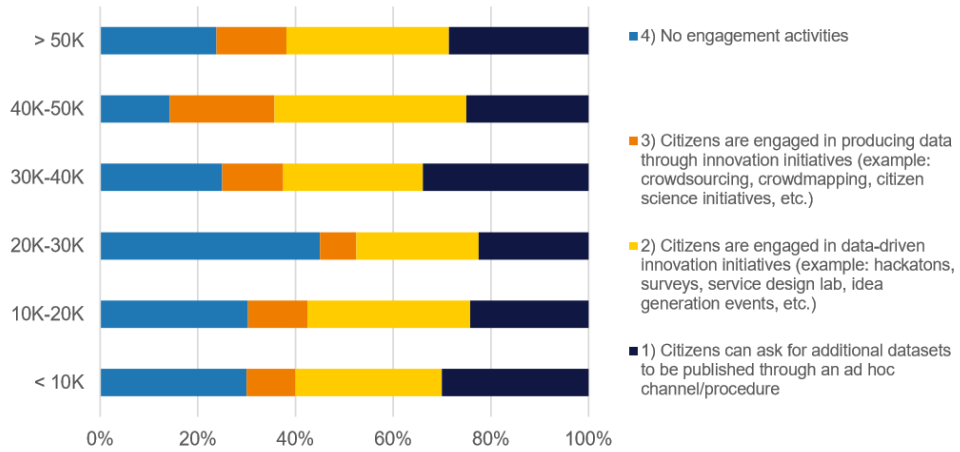
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	GDPPC	Percentage

6.2 Does your public authority engage citizens in (open) data initiatives?



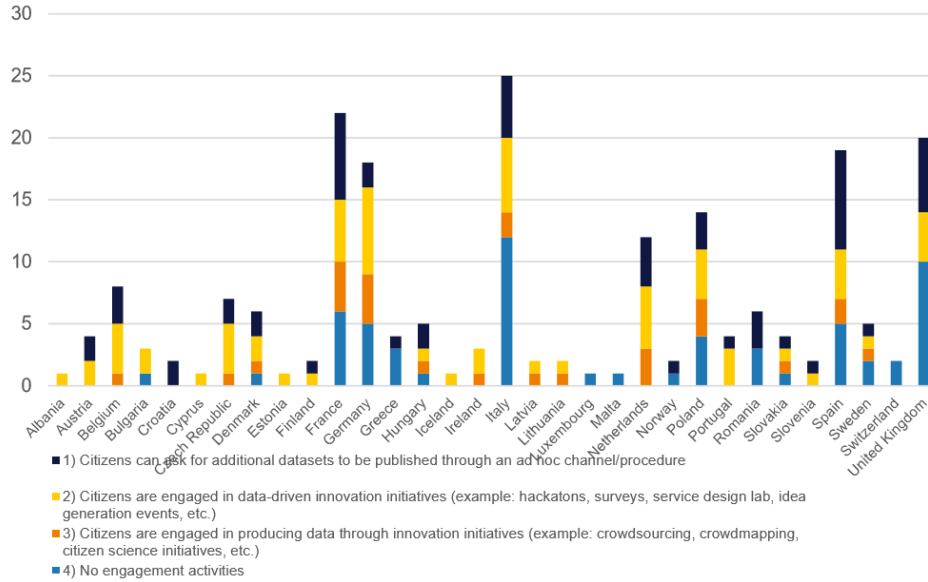
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	GDPPC	Count

6.2 Does your public authority engage citizens in (open) data initiatives?



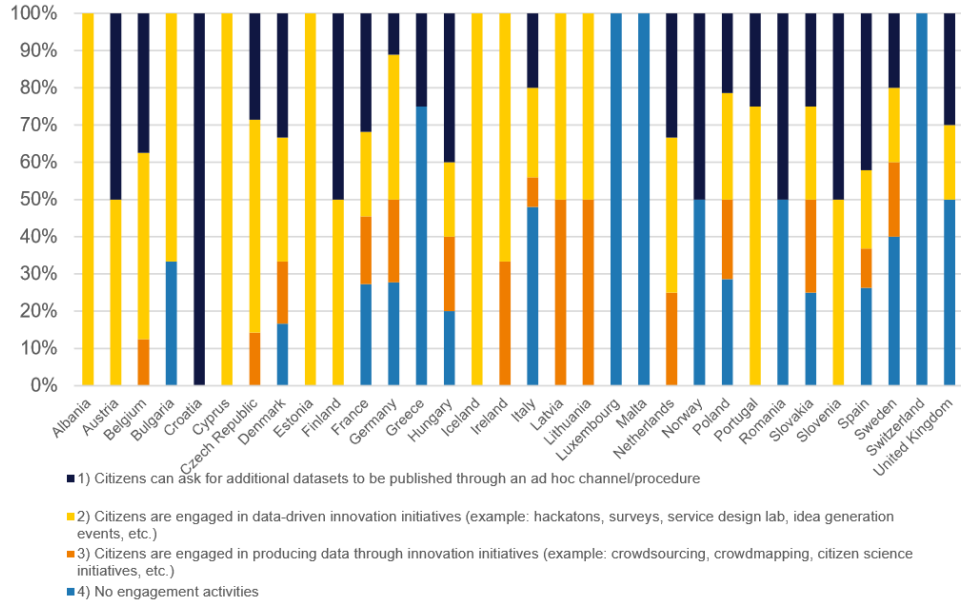
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	GDPPC	Percentage

6.2 Does your public authority engage citizens in (open) data initiatives?



Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	Country	Count

6.2 Does your public authority engage citizens in (open) data initiatives?



Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	Country	Percentage

3.55 Q_6.3 Is your public authority directly involved in ecosystems for innovation together with other actors of the quadruple helix (Academia/Research, Industry, Public Sector, Civic Society)?

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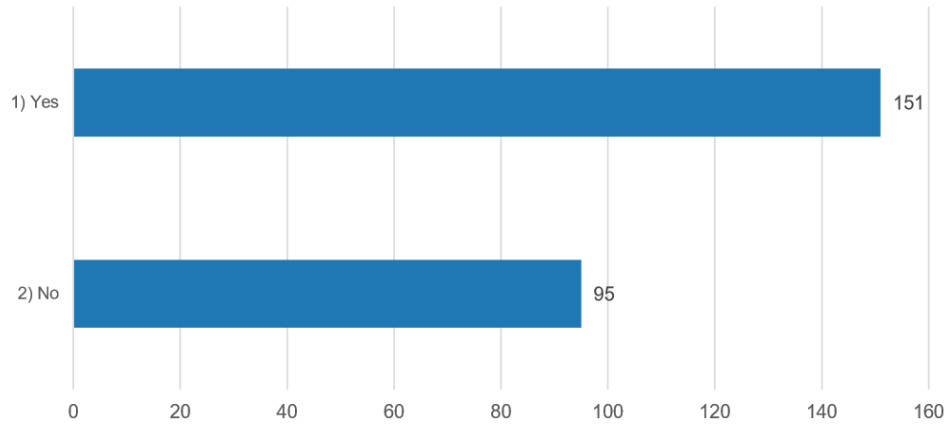
ALL RESPONDENTS

Question type: **Single choice - Binary**
 Number of analysed questionnaires: **246**
 Number of cities respond to this specific question: **246 (100%)**

<i>Answer</i>	<i>Count</i>	<i>Percentage*</i>
1) Yes	151	61%
2) No	95	39%

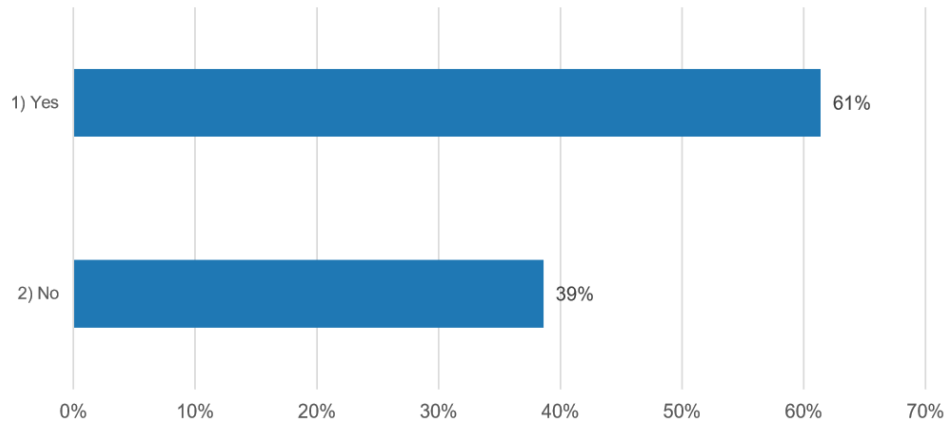
** The percentage refers to the respondents to this specific question. The grand total could be more than 100% in the case of multiple choice questions.*

6.3 Is your public authority directly involved in ecosystems for innovation together with other actors of the quadruple helix (Academia/Research, Industry, Public Sector, Civic Society)?



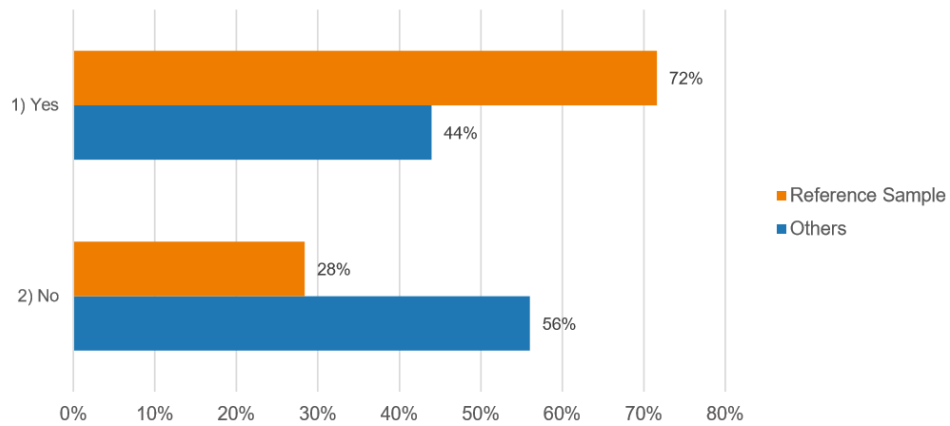
Question type	Data sample	Cluster	Value
Single choice - Binary	All Respondents	-	Count

6.3 Is your public authority directly involved in ecosystems for innovation together with other actors of the quadruple helix (Academia/Research, Industry, Public Sector, Civic Society)?



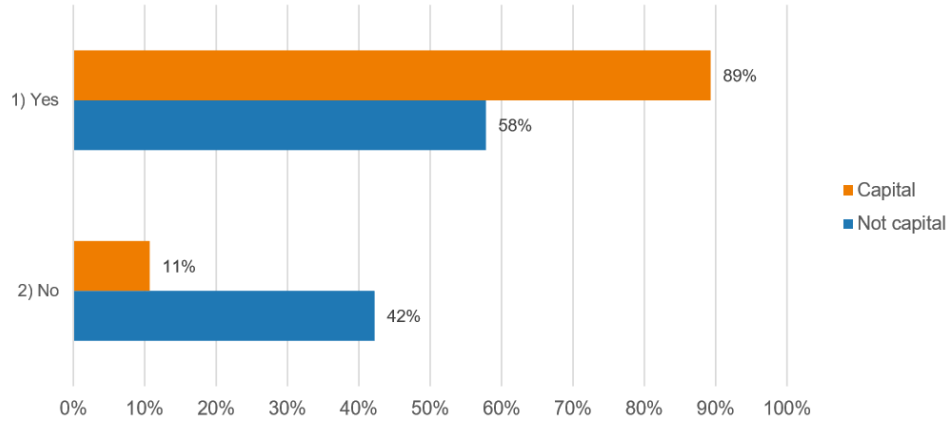
Question type	Data sample	Cluster	Value
Single choice - Binary	All Respondents	-	Percentage

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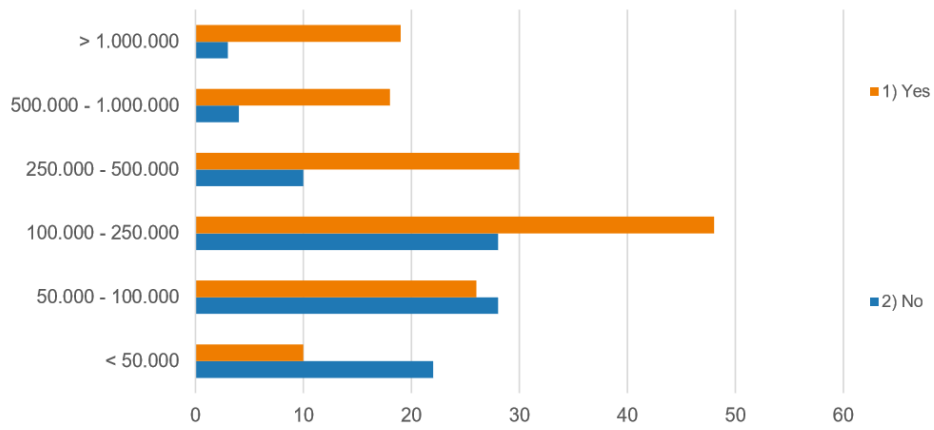
Question type	Data sample	Cluster	Value
Single choice - Binary	All Respondents	Reference Sample	Percentage

6.3 Is your public authority directly involved in ecosystems for innovation together with other actors of the quadruple helix (Academia/Research, Industry, Public Sector, Civic Society)?



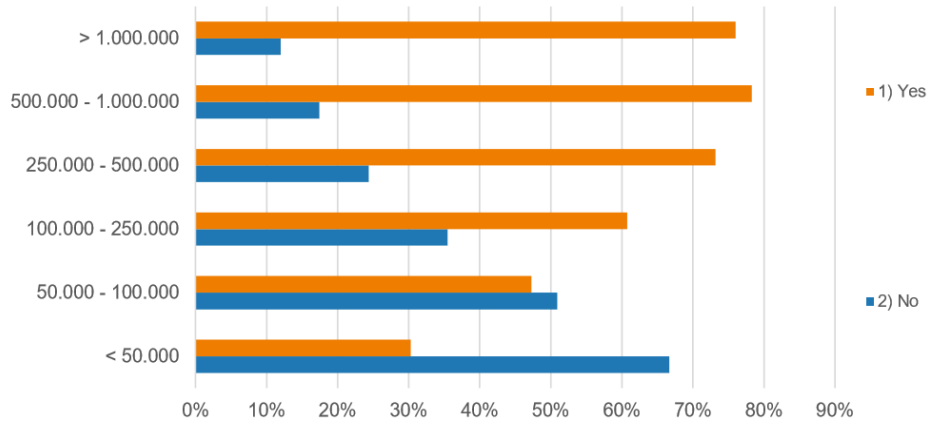
Question type	Data sample	Cluster	Value
Single choice - Binary	All Respondents	Capital cities	Percentage

6.3 Is your public authority directly involved in ecosystems for innovation together with other actors of the quadruple helix (Academia/Research, Industry, Public Sector, Civic Society)?



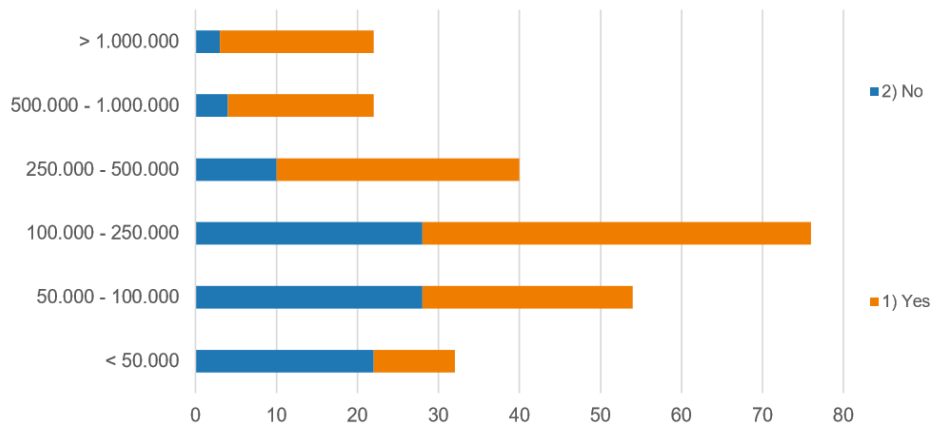
Question type	Data sample	Cluster	Value
Single choice - Binary	All Respondents	Population	Count

6.3 Is your public authority directly involved in ecosystems for innovation together with other actors of the quadruple helix (Academia/Research, Industry, Public Sector, Civic Society)?



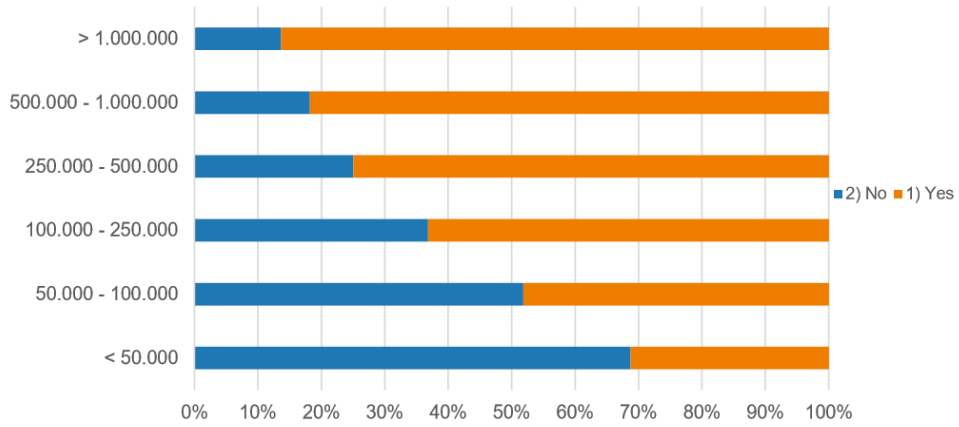
Question type	Data sample	Cluster	Value
Single choice - Binary	All Respondents	Population	Percentage

6.3 Is your public authority directly involved in ecosystems for innovation together with other actors of the quadruple helix (Academia/Research, Industry, Public Sector, Civic Society)?



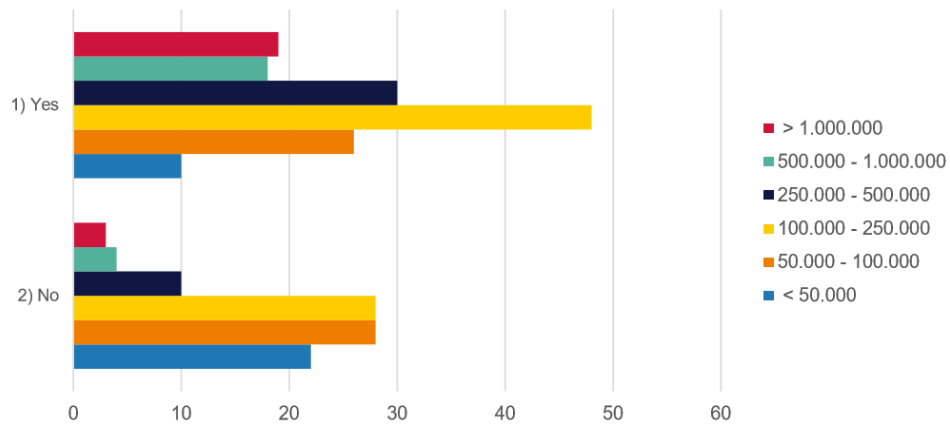
Question type	Data sample	Cluster	Value
Single choice - Binary	All Respondents	Population	Count

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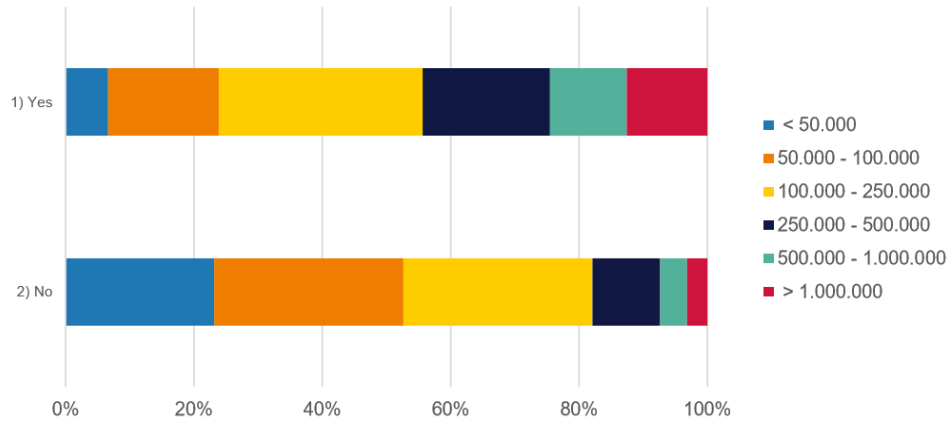
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Single choice - Binary	All Respondents	Population	Percentage

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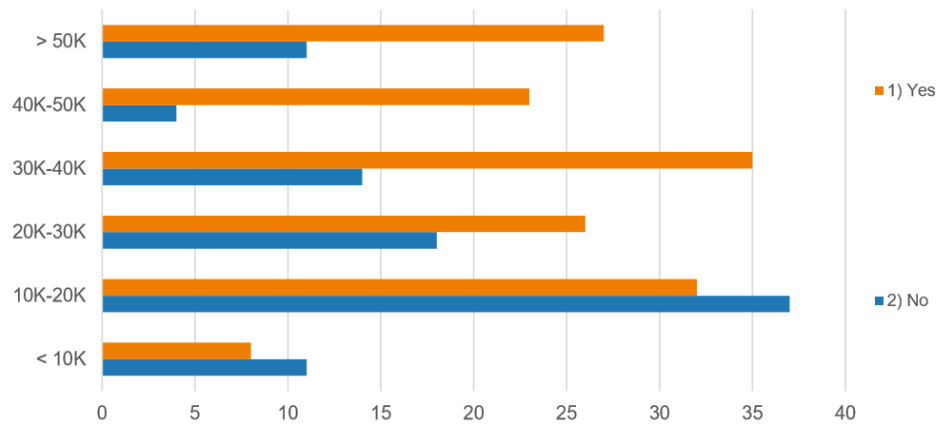
Question type	Data sample	Cluster	Value
Single choice - Binary	All Respondents	Population	Count

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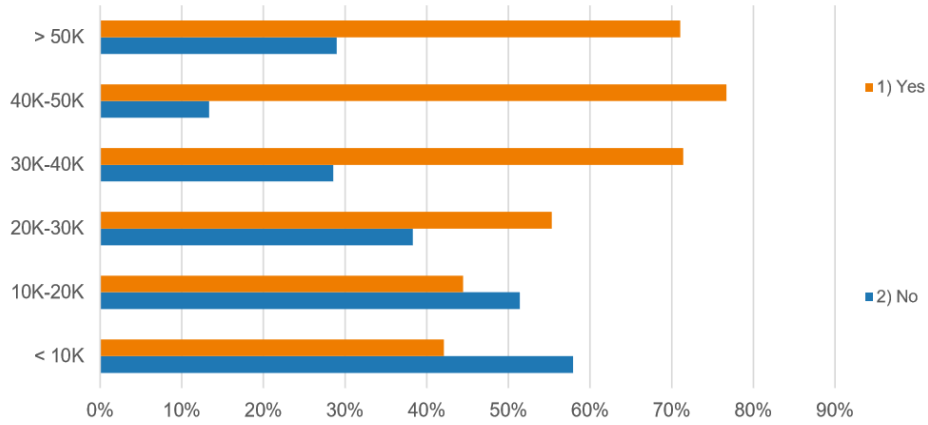
Question type	Data sample	Cluster	Value
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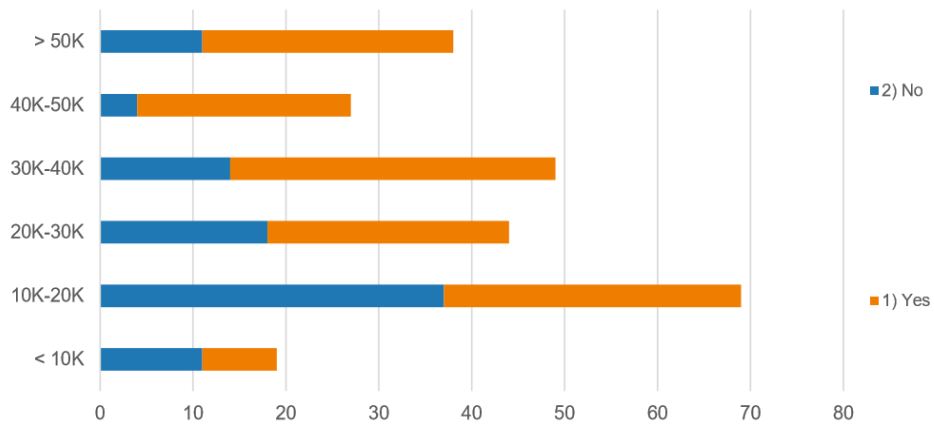
Question type	Data sample	Cluster	Value
Single choice - Binary	All Respondents	GDPPC	Count

6.3 Is your public authority directly involved in ecosystems for innovation together with other actors of the quadruple helix (Academia/Research, Industry, Public Sector, Civic Society)?



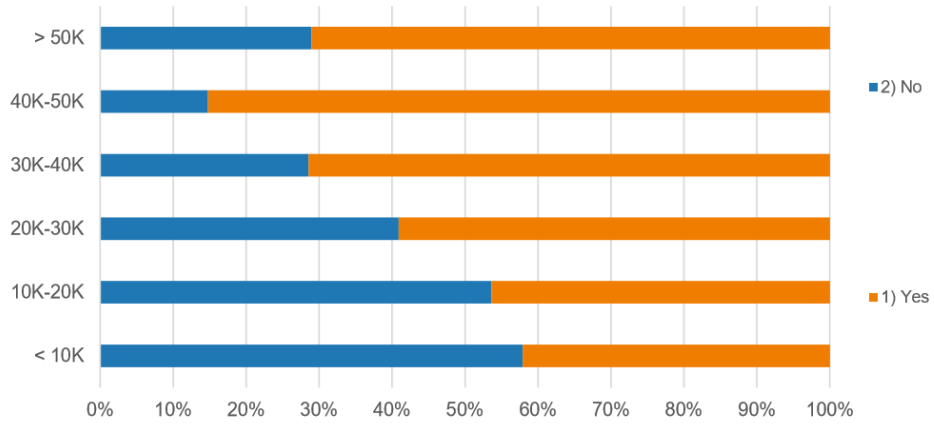
Question type	Data sample	Cluster	Value
Single choice - Binary	All Respondents	GDPPC	Percentage

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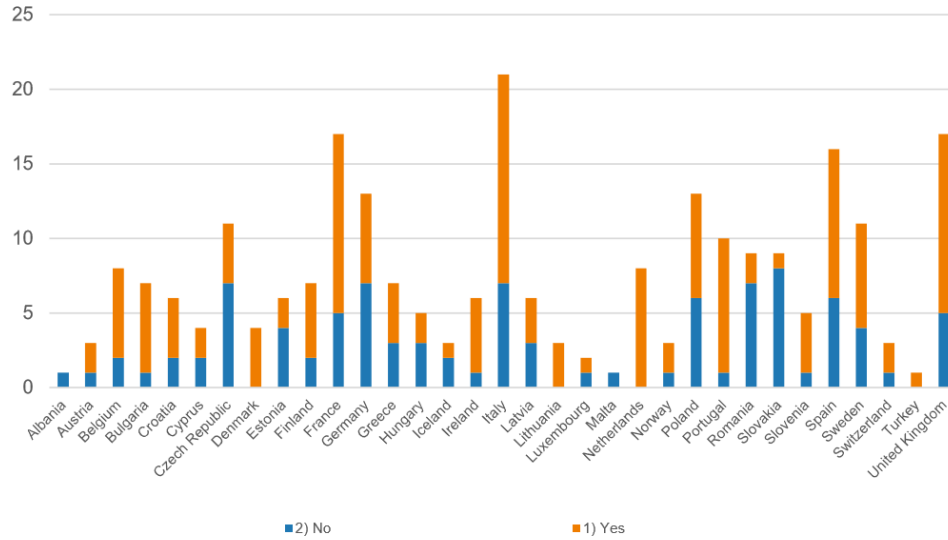
Question type	Data sample	Cluster	Value
Single choice - Binary	All Respondents	GDPPC	Count

6.3 Is your public authority directly involved in ecosystems for innovation together with other actors of the quadruple helix (Academia/Research, Industry, Public Sector, Civic Society)?



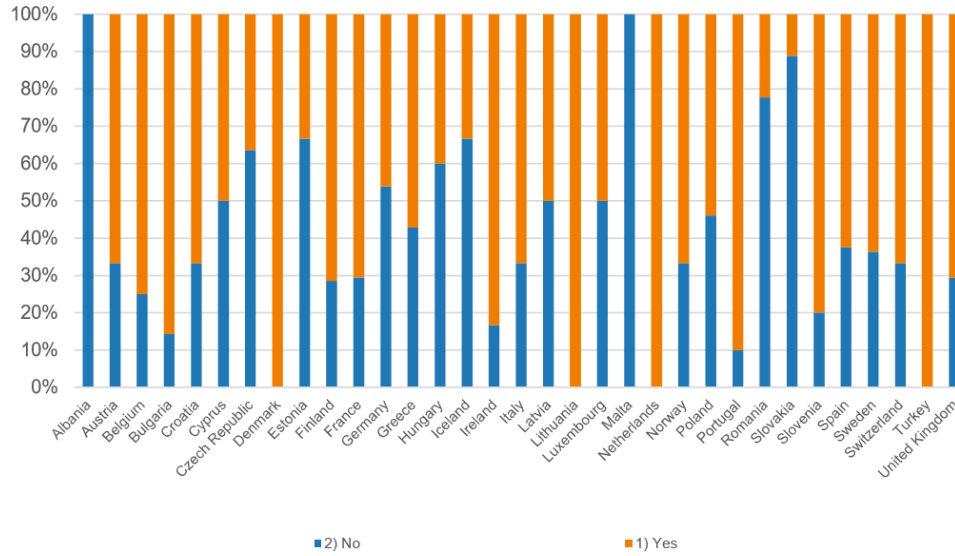
Question type	Data sample	Cluster	Value
Single choice - Binary	All Respondents	GDPPC	Percentage

6.3 Is your public authority directly involved in ecosystems for innovation together with other actors of the quadruple helix (Academia/Research, Industry, Public Sector, Civic Society)?



Question type	Data sample	Cluster	Value
Single choice - Binary	All Respondents	Country	Count

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Question type	Data sample	Cluster	Value
Single choice - Binary	All Respondents	Country	Percentage

6.3 Is your public authority directly involved in ecosystems for innovation together with other actors of the quadruple helix (Academia/Research, Industry, Public Sector, Civic Society)?

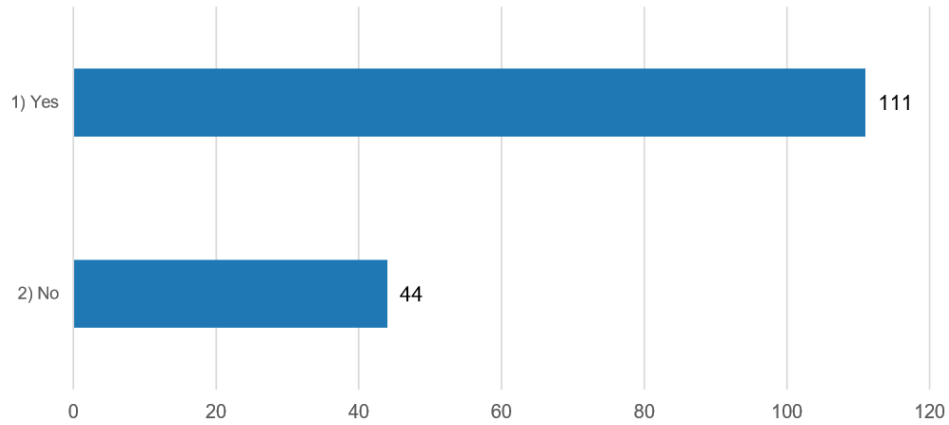
REFERENCE SAMPLE

Question type: **Single choice - Binary**
 Number of analysed questionnaires: **155**
 Number of cities respond to this specific question: **155 (100%)**

<i>Answer</i>	<i>Count</i>	<i>Percentage*</i>
1) Yes	111	72%
2) No	44	28%

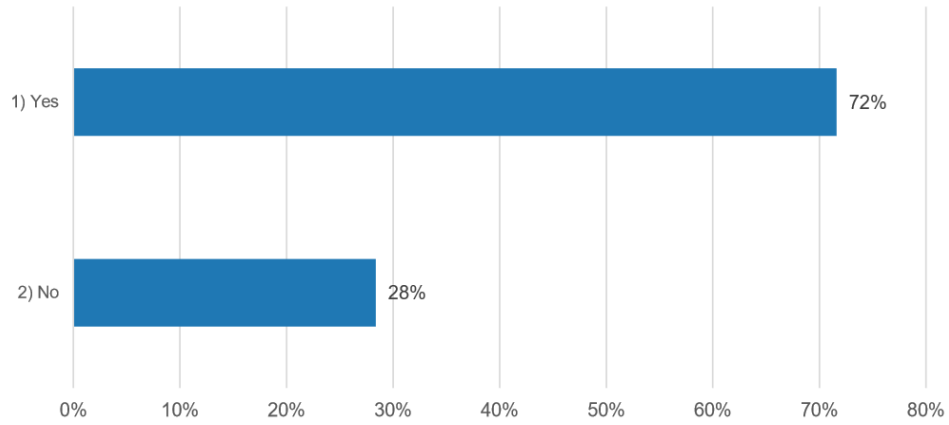
* The percentage refers to the respondents to this specific question. The grand total could be more than 100% in the case of multiple choice questions.

6.3 Is your public authority directly involved in ecosystems for innovation together with other actors of the quadruple helix (Academia/Research, Industry, Public Sector, Civic Society)?



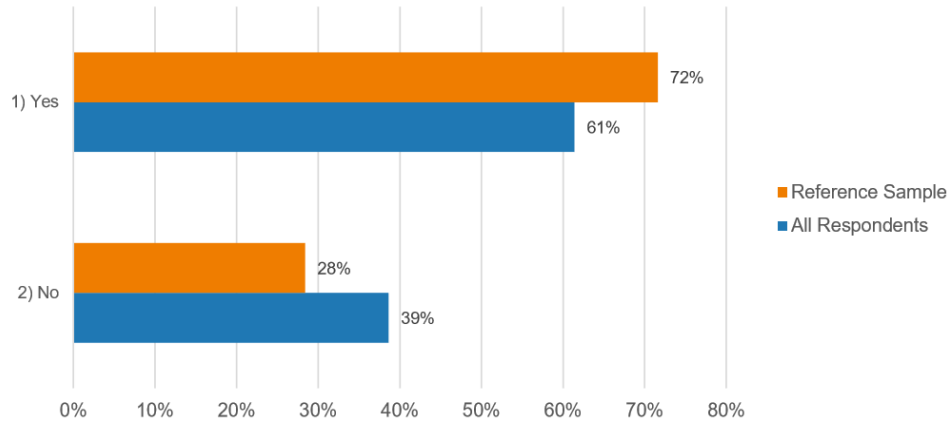
Question type	Data sample	Cluster	Value
Single choice - Binary	Reference Sample	-	Count

6.3 Is your public authority directly involved in ecosystems for innovation together with other actors of the quadruple helix (Academia/Research, Industry, Public Sector, Civic Society)?



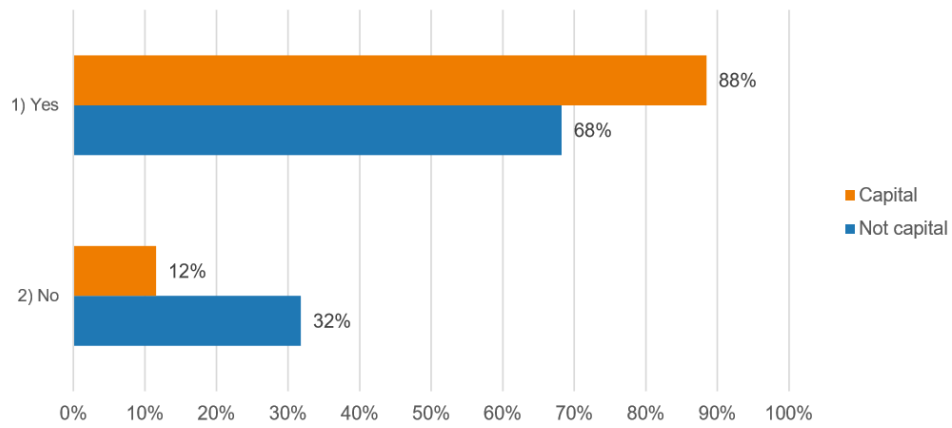
Question type	Data sample	Cluster	Value
Single choice - Binary	Reference Sample	-	Percentage

6.3 Is your public authority directly involved in ecosystems for innovation together with other actors of the quadruple helix (Academia/Research, Industry, Public Sector, Civic Society)?



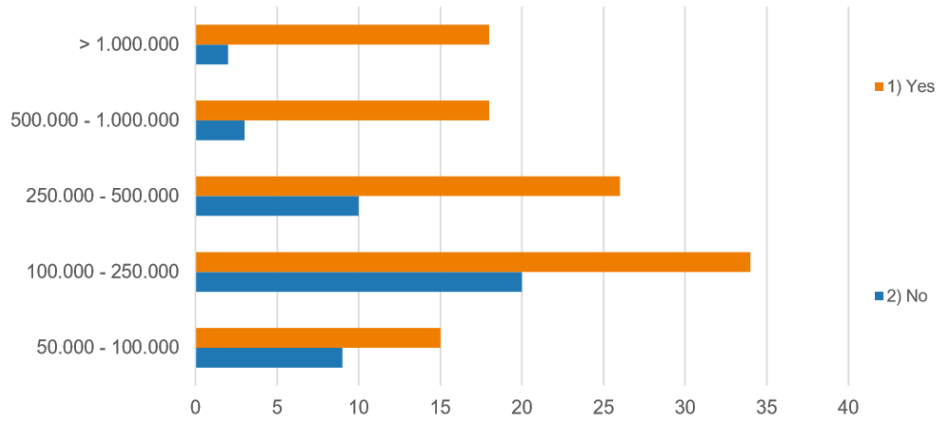
Question type	Data sample	Cluster	Value
Single choice - Binary	Reference Sample	Reference Sample	Percentage

6.3 Is your public authority directly involved in ecosystems for innovation together with other actors of the quadruple helix (Academia/Research, Industry, Public Sector, Civic Society)?



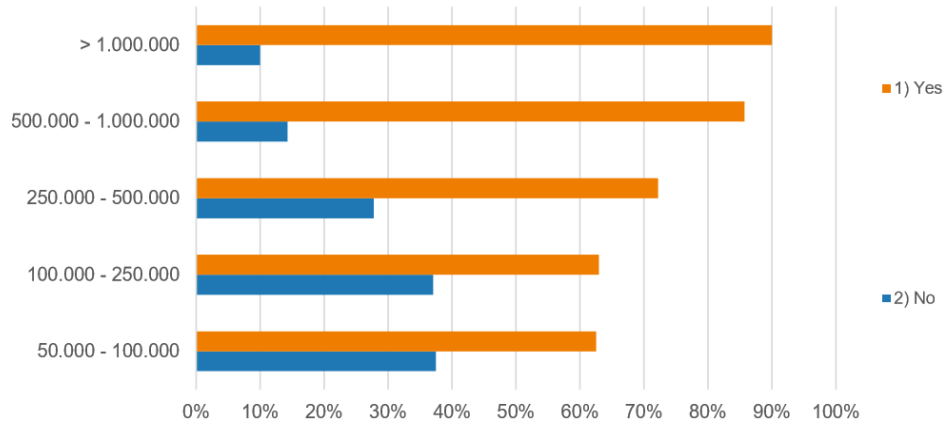
Question type	Data sample	Cluster	Value
Single choice - Binary	Reference Sample	Capital cities	Percentage

6.3 Is your public authority directly involved in ecosystems for innovation together with other actors of the quadruple helix (Academia/Research, Industry, Public Sector, Civic Society)?



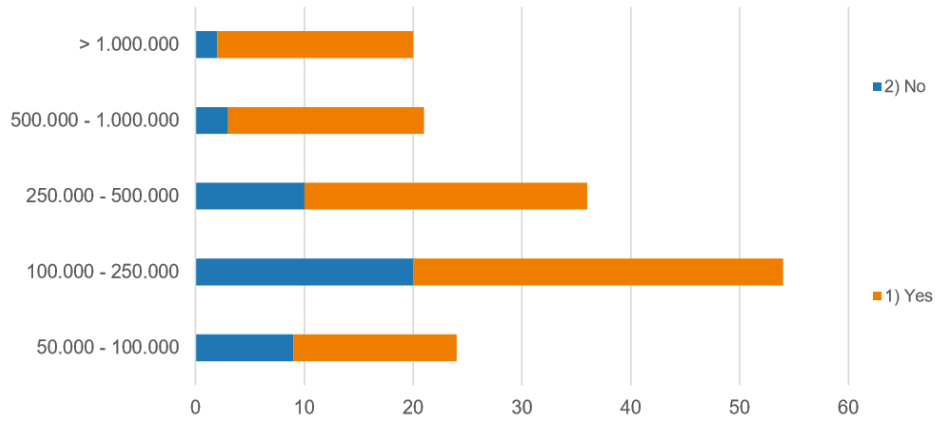
Question type	Data sample	Cluster	Value
Single choice - Binary	Reference Sample	Population	Count

6.3 Is your public authority directly involved in ecosystems for innovation together with other actors of the quadruple helix (Academia/Research, Industry, Public Sector, Civic Society)?



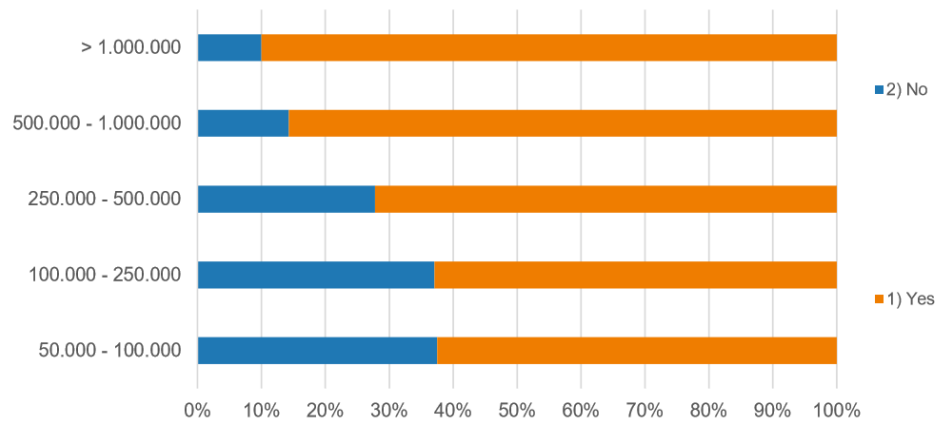
Question type	Data sample	Cluster	Value
Single choice - Binary	Reference Sample	Population	Percentage

6.3 Is your public authority directly involved in ecosystems for innovation together with other actors of the quadruple helix (Academia/Research, Industry, Public Sector, Civic Society)?



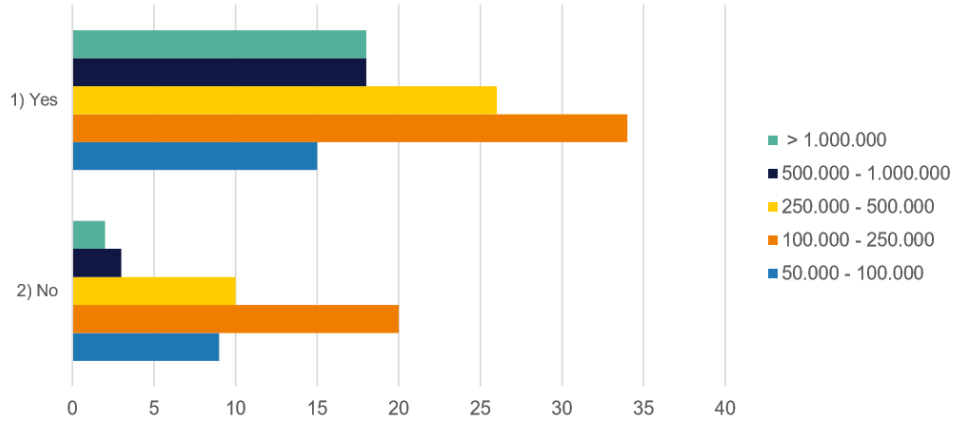
Question type	Data sample	Cluster	Value
Single choice - Binary	Reference Sample	Population	Count

6.3 Is your public authority directly involved in ecosystems for innovation together with other actors of the quadruple helix (Academia/Research, Industry, Public Sector, Civic Society)?



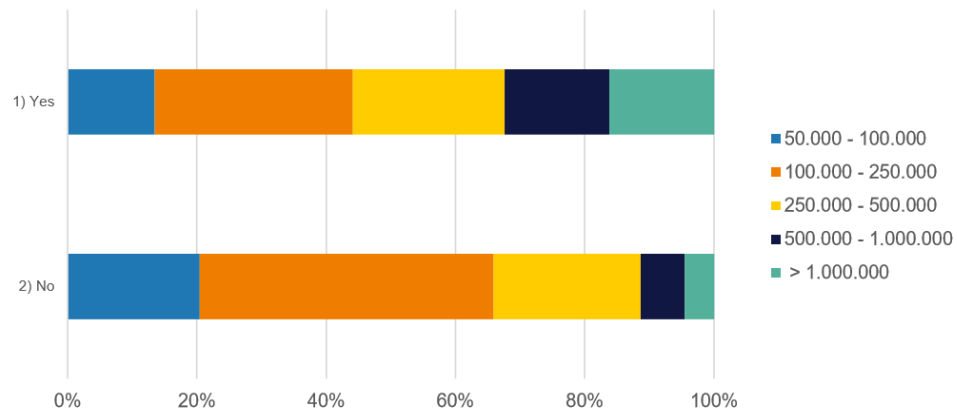
Question type	Data sample	Cluster	Value
Single choice - Binary	Reference Sample	Population	Percentage

6.3 Is your public authority directly involved in ecosystems for innovation together with other actors of the quadruple helix (Academia/Research, Industry, Public Sector, Civic Society)?



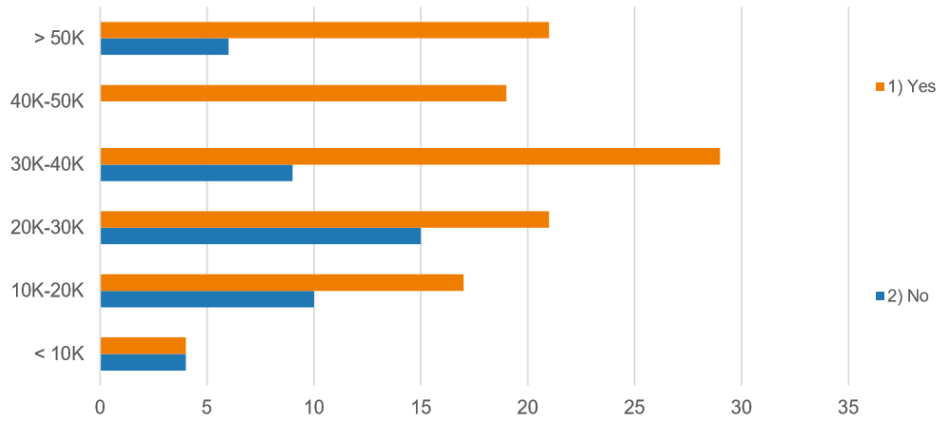
Question type	Data sample	Cluster	Value
Single choice - Binary	Reference Sample	Population	Count

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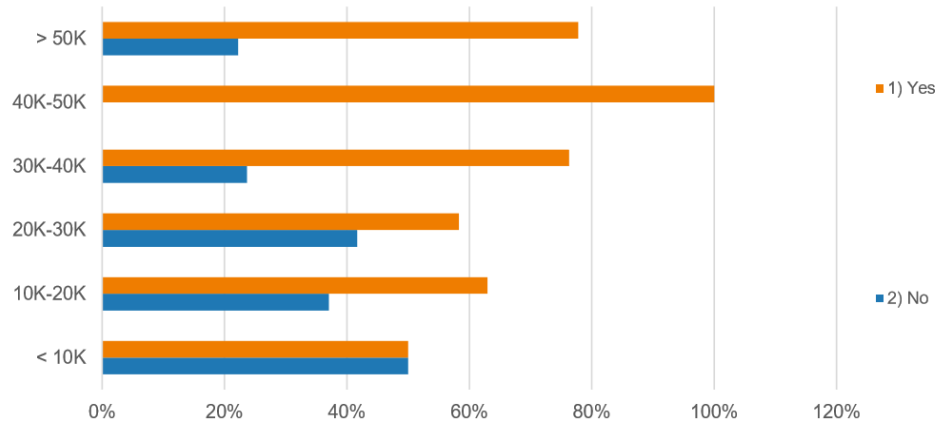
Question type	Data sample	Cluster	Value
Single choice - Binary	Reference Sample	Population	Percentage

6.3 Is your public authority directly involved in ecosystems for innovation together with other actors of the quadruple helix (Academia/Research, Industry, Public Sector, Civic Society)?



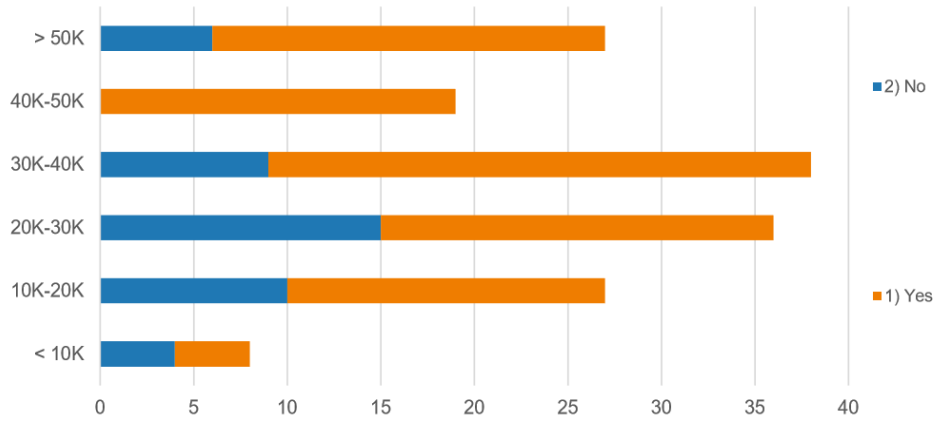
Question type	Data sample	Cluster	Value
Single choice - Binary	Reference Sample	GDPPC	Count

6.3 Is your public authority directly involved in ecosystems for innovation together with other actors of the quadruple helix (Academia/Research, Industry, Public Sector, Civic Society)?



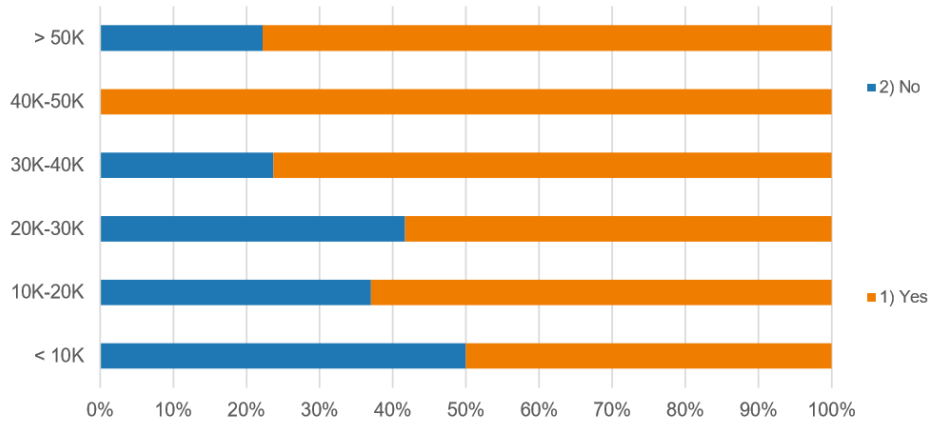
Question type	Data sample	Cluster	Value
Single choice - Binary	Reference Sample	GDPPC	Percentage

6.3 Is your public authority directly involved in ecosystems for innovation together with other actors of the quadruple helix (Academia/Research, Industry, Public Sector, Civic Society)?



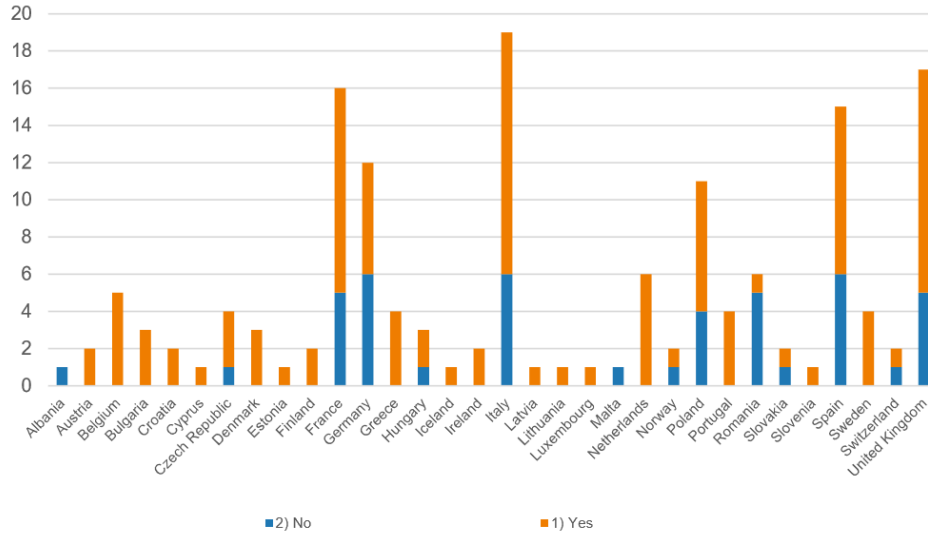
Question type	Data sample	Cluster	Value
Single choice - Binary	Reference Sample	GDPPC	Count

6.3 Is your public authority directly involved in ecosystems for innovation together with other actors of the quadruple helix (Academia/Research, Industry, Public Sector, Civic Society)?



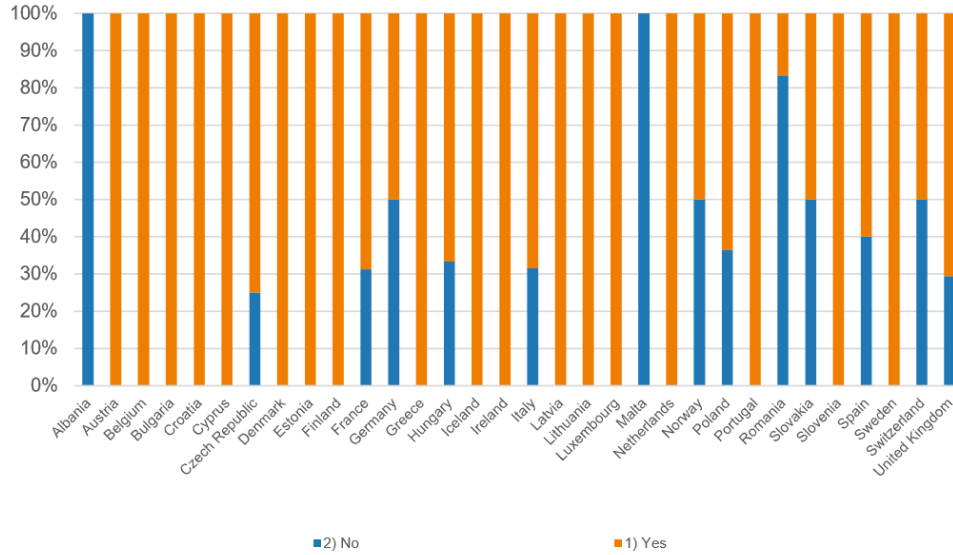
Question type	Data sample	Cluster	Value
Single choice - Binary	Reference Sample	GDPPC	Percentage

6.3 Is your public authority directly involved in ecosystems for innovation together with other actors of the quadruple helix (Academia/Research, Industry, Public Sector, Civic Society)?



Question type	Data sample	Cluster	Value
Single choice - Binary	Reference Sample	Country	Count

6.3 Is your public authority directly involved in ecosystems for innovation together with other actors of the quadruple helix (Academia/Research, Industry, Public Sector, Civic Society)?



Question type	Data sample	Cluster	Value
Single choice - Binary	Reference Sample	Country	Percentage

3.56 Q_6.3.1 If yes, please select as many organisations as apply from the list below

6.3.1 If yes, please select as many organisations as apply from the list below

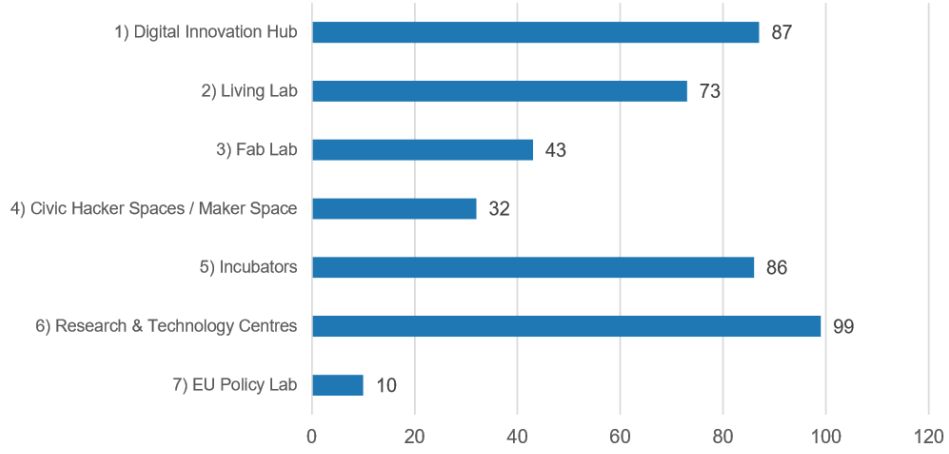
ALL RESPONDENTS

Question type: **Multiple choice**
 Number of analysed questionnaires: **246**
 Number of cities respond to this specific question: **151 (61%)**

<i>Answer</i>	<i>Count</i>	<i>Percentage*</i>
1) Digital Innovation Hub	87	58%
2) Living Lab	73	48%
3) Fab Lab	43	28%
4) Civic Hacker Spaces / Maker Space	32	21%
5) Incubators	86	57%
6) Research & Technology Centres	99	66%
7) EU Policy Lab	10	7%

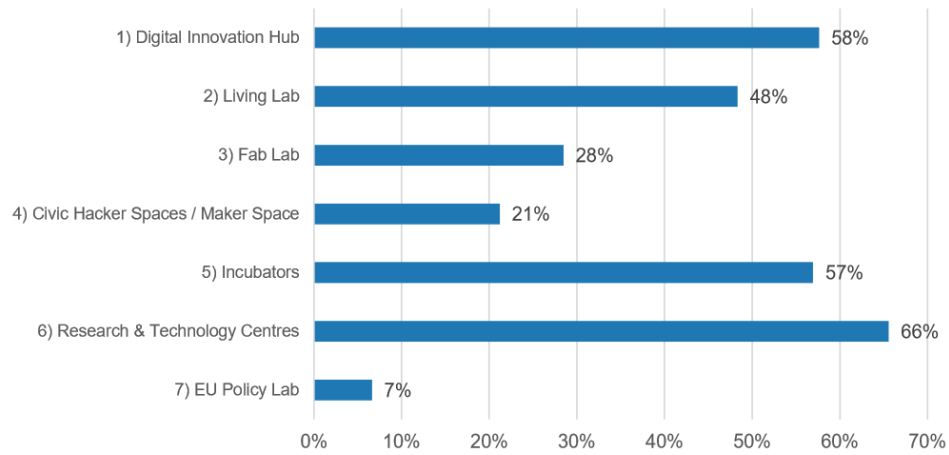
* The percentage refers to the respondents to this specific question. The grand total could be more than 100% in the case of multiple choice questions.

6.3.1 If yes, please select as many organisations as apply from the list below



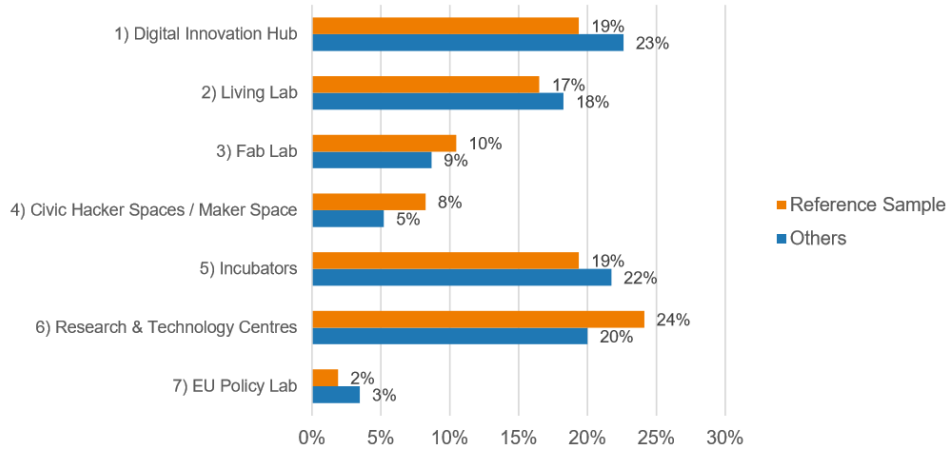
Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	-	Count

6.3.1 If yes, please select as many organisations as apply from the list below



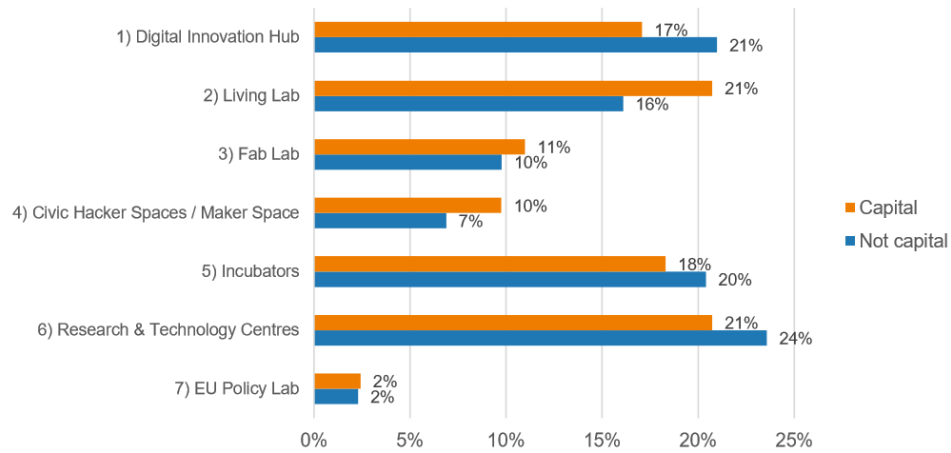
Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	-	Percentage

6.3.1 If yes, please select as many organisations as apply from the list below



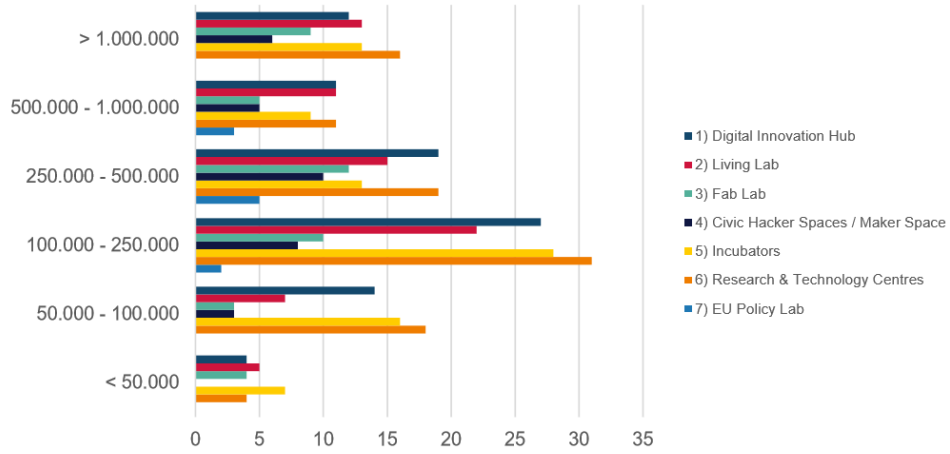
Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	Reference Sample	Percentage

6.3.1 If yes, please select as many organisations as apply from the list below



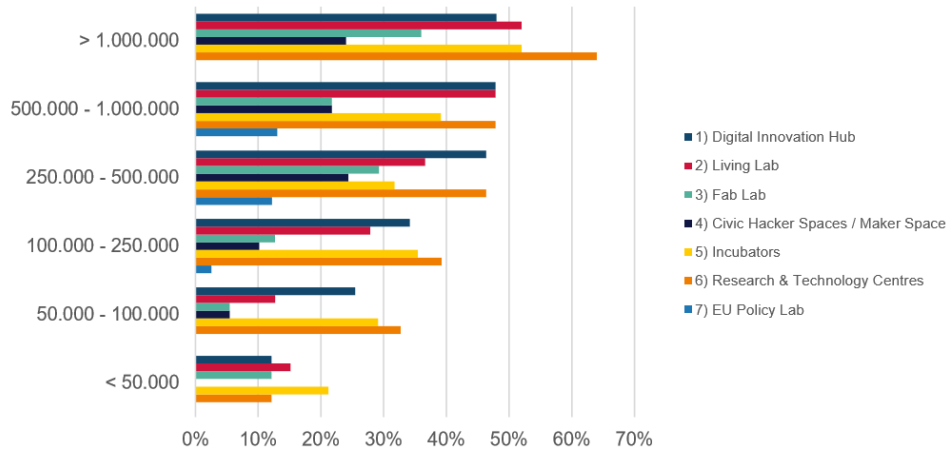
Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	Capital cities	Percentage

6.3.1 If yes, please select as many organisations as apply from the list below



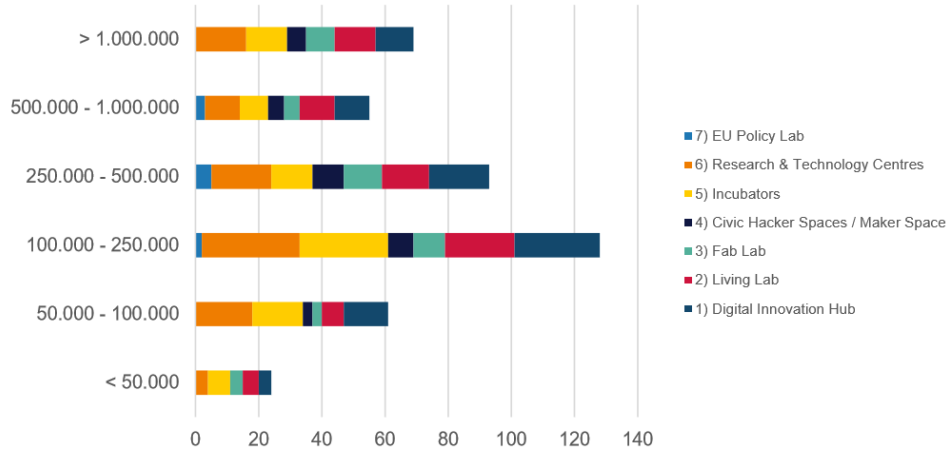
Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	Population	Count

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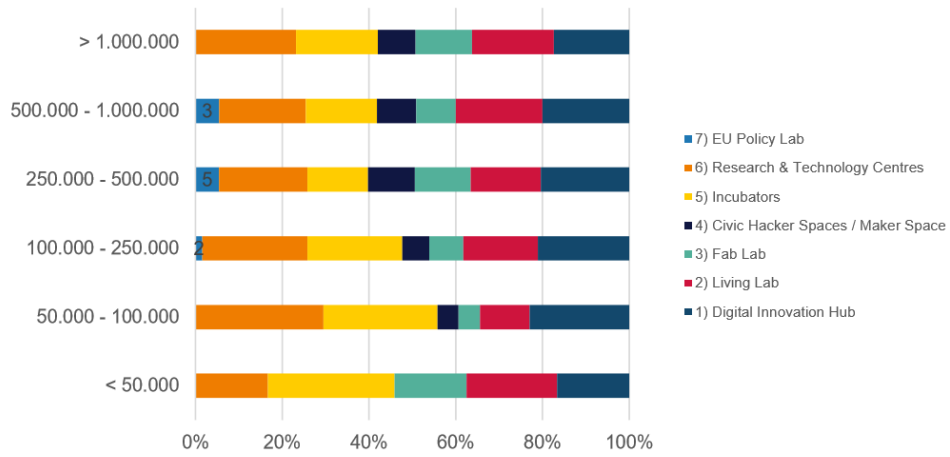
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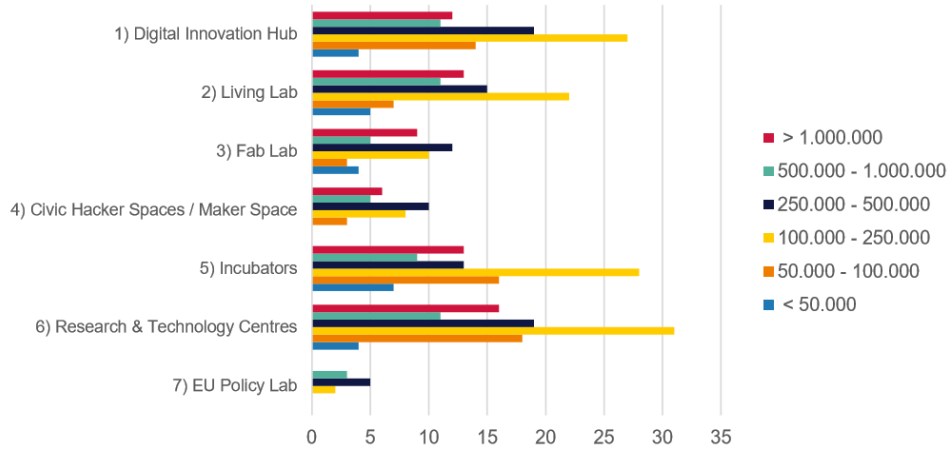
Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	Population	Count

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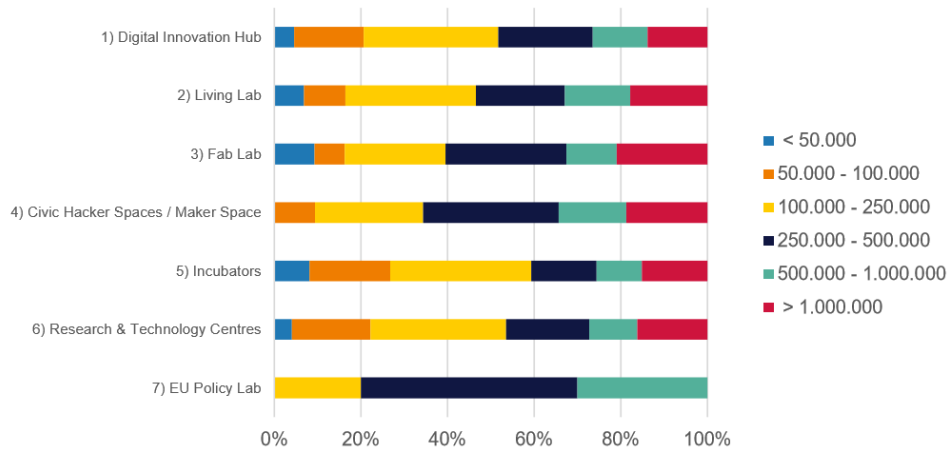
Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	Population	Percentage

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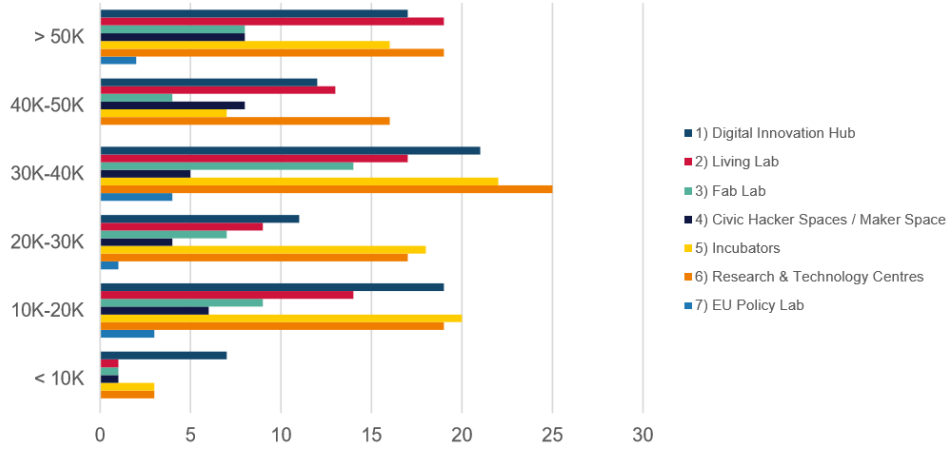
Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	Population	Count

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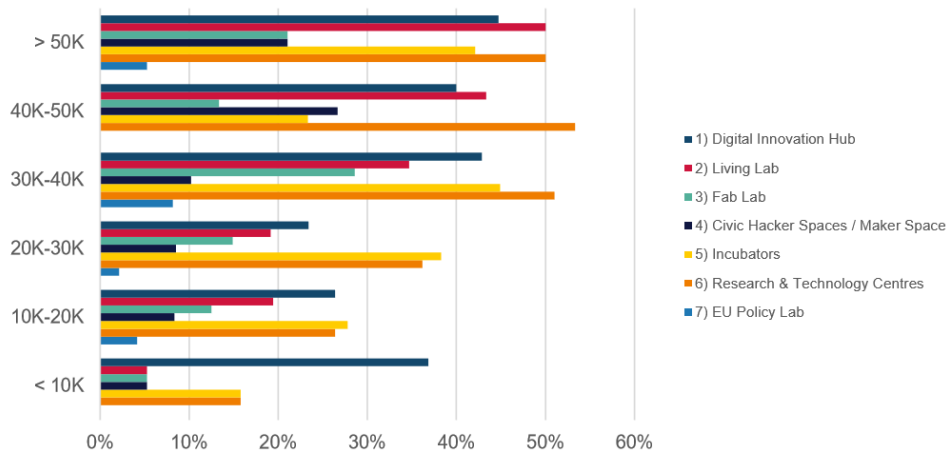
Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	Population	Percentage

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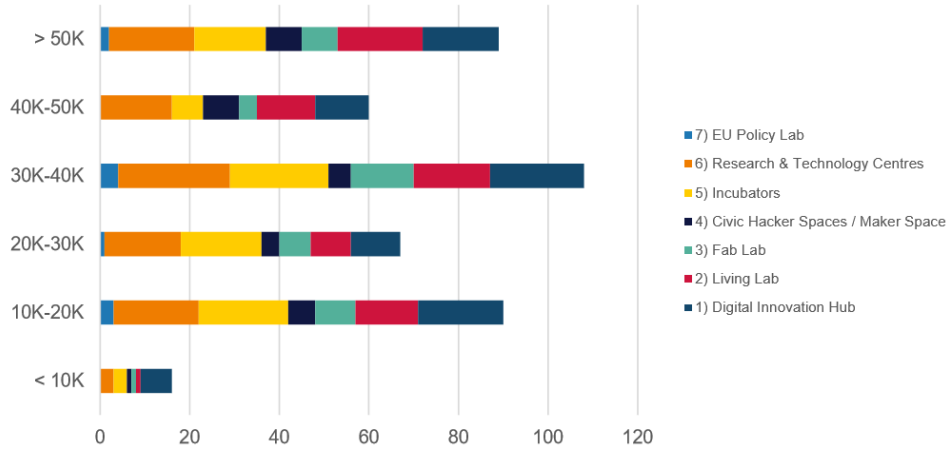
Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	GDPPC	Count

6.3.1 If yes, please select as many organisations as apply from the list below



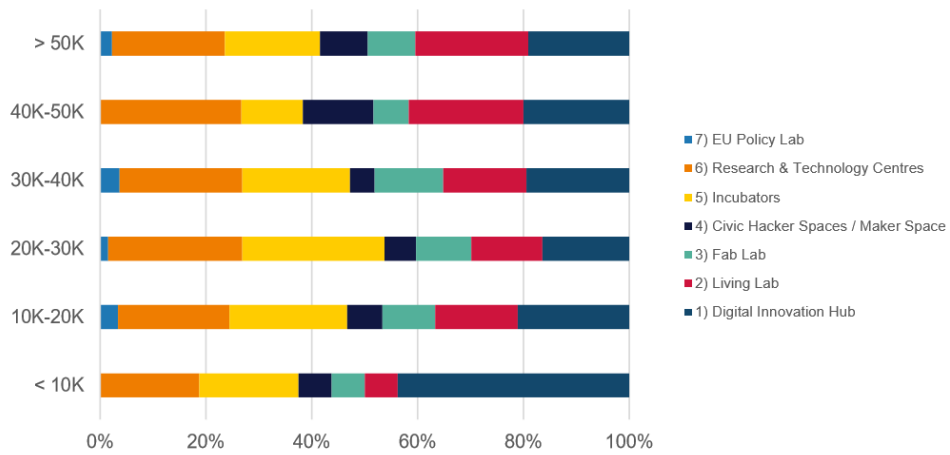
Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	GDPPC	Percentage

6.3.1 If yes, please select as many organisations as apply from the list below



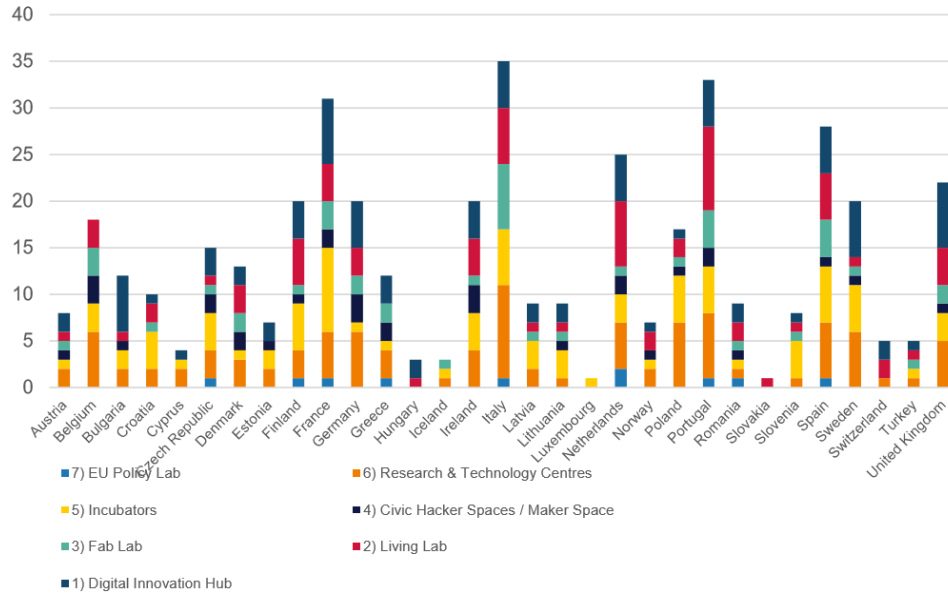
Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	GDPPC	Count

6.3.1 If yes, please select as many organisations as apply from the list below



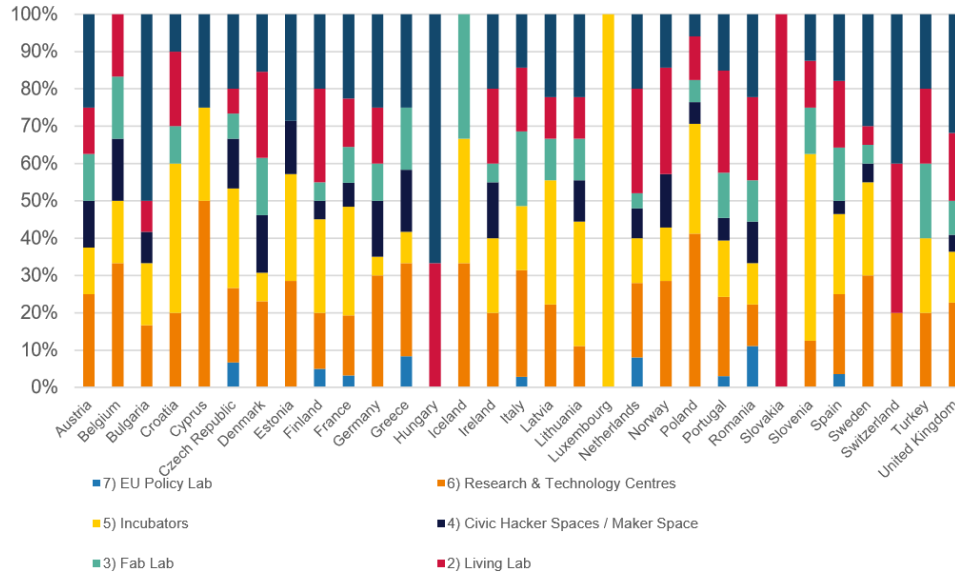
Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	GDPPC	Percentage

6.3.1 If yes, please select as many organisations as apply from the list below



Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	Country	Count

6.3.1 If yes, please select as many organisations as apply from the list below



Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	Country	Percentage

6.3.1 If yes, please select as many organisations as apply from the list below

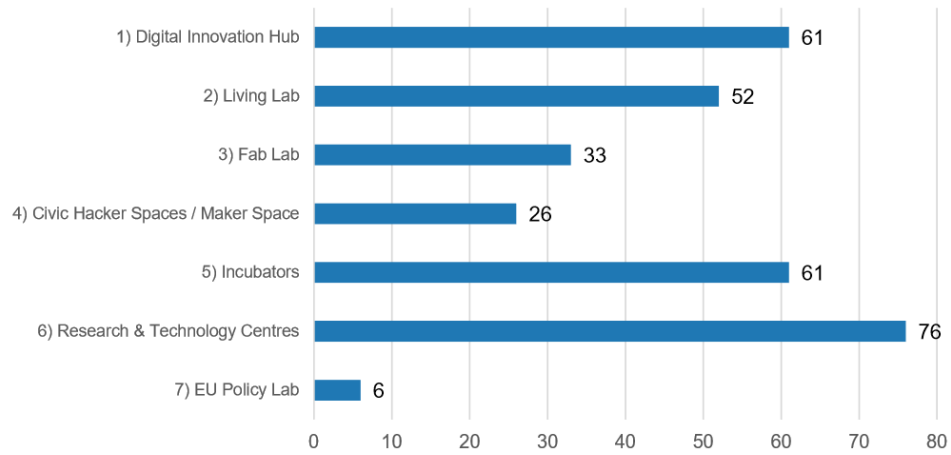
REFERENCE SAMPLE

Question type: **Multiple choice**
 Number of analysed questionnaires: **155**
 Number of cities respond to this specific question: **111 (72%)**

<i>Answer</i>	<i>Count</i>	<i>Percentage*</i>
1) Digital Innovation Hub	61	55%
2) Living Lab	52	47%
3) Fab Lab	33	30%
4) Civic Hacker Spaces / Maker Space	26	23%
5) Incubators	61	55%
6) Research & Technology Centres	76	68%
7) EU Policy Lab	6	5%

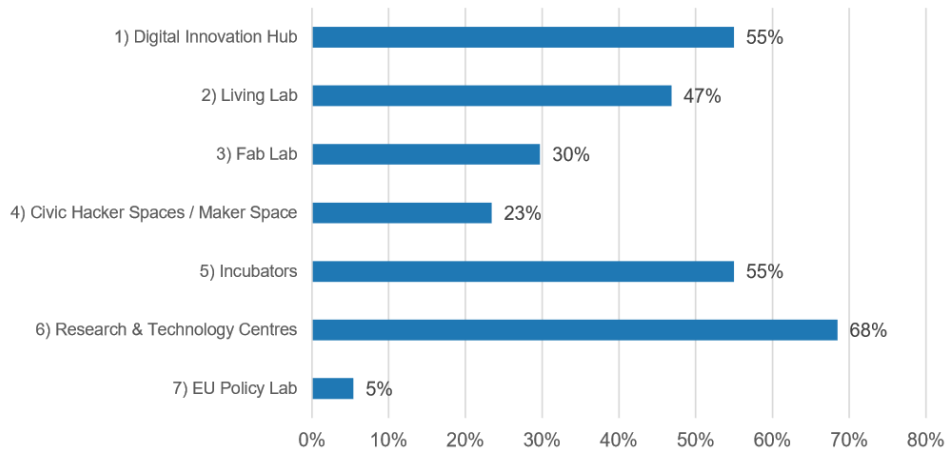
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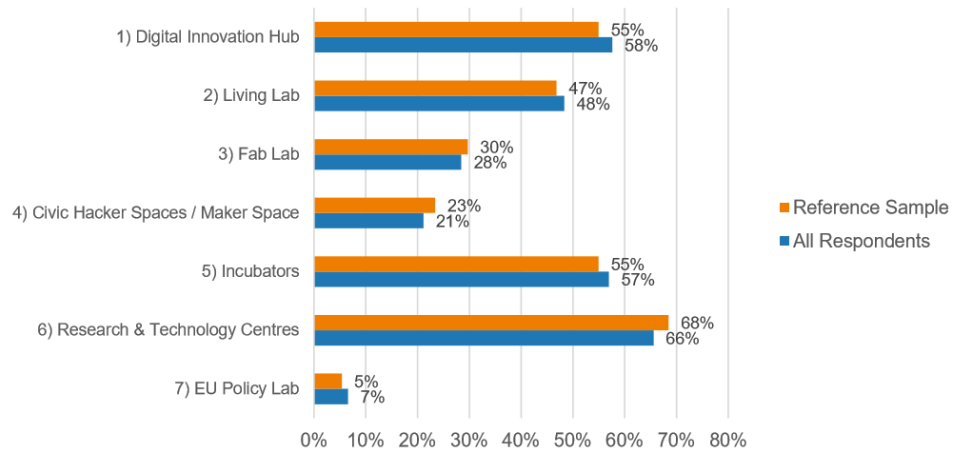
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	-	Count

6.3.1 If yes, please select as many organisations as apply from the list below



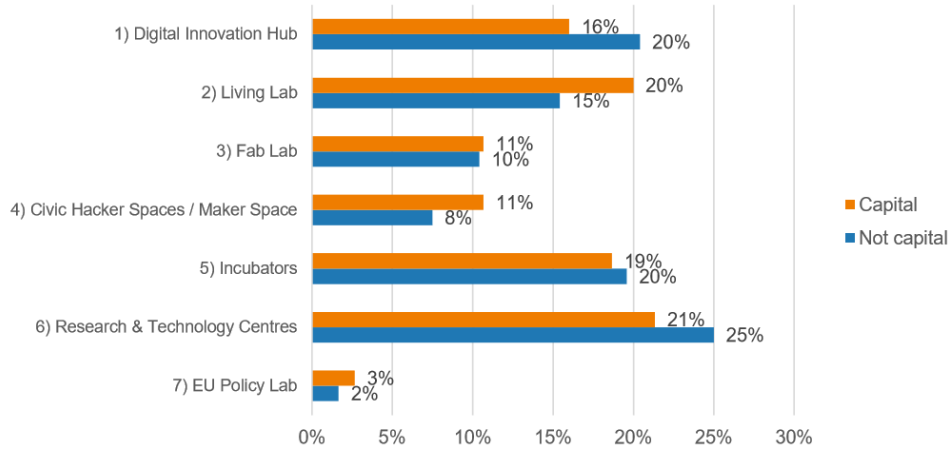
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	-	Percentage

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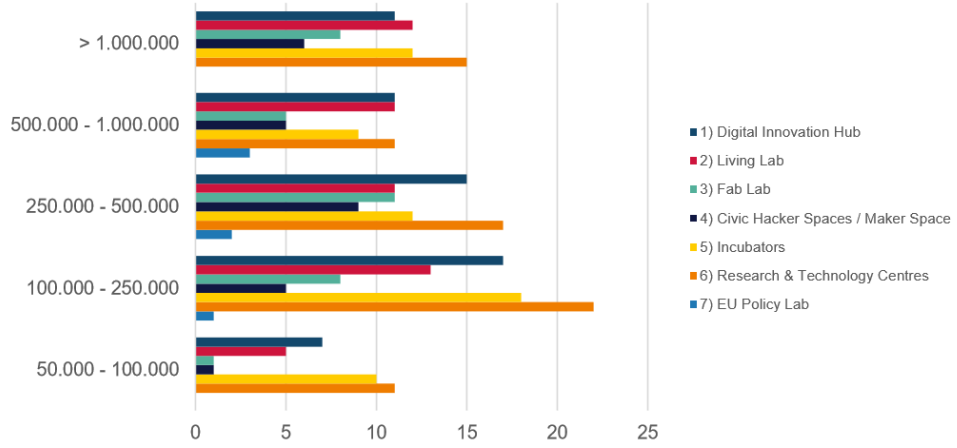
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	Reference Sample	Percentage

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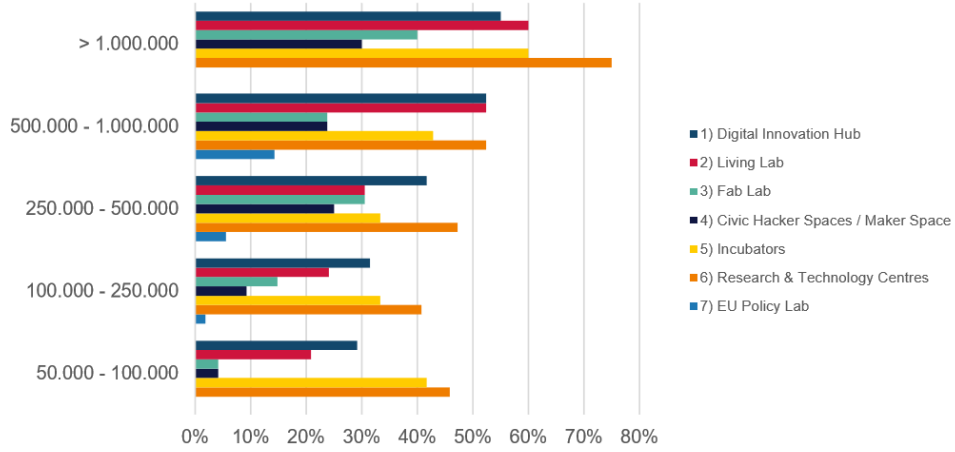
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	Capital cities	Percentage

6.3.1 If yes, please select as many organisations as apply from the list below



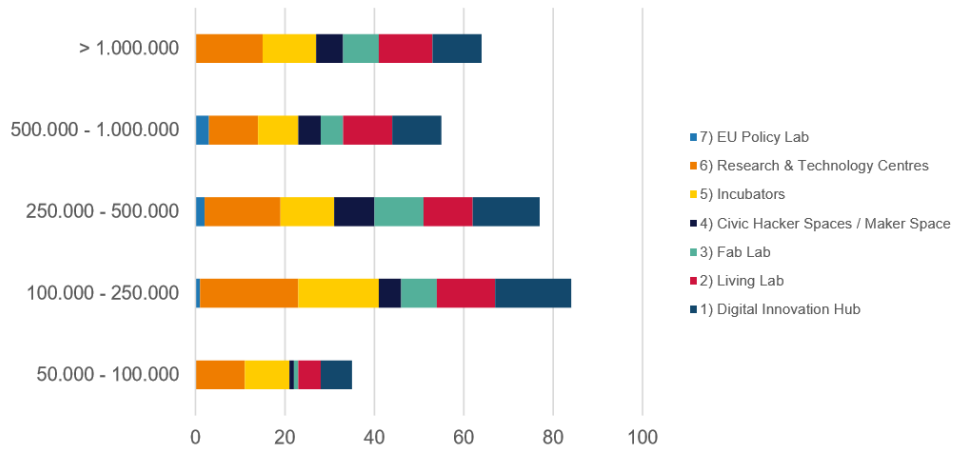
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	Population	Count

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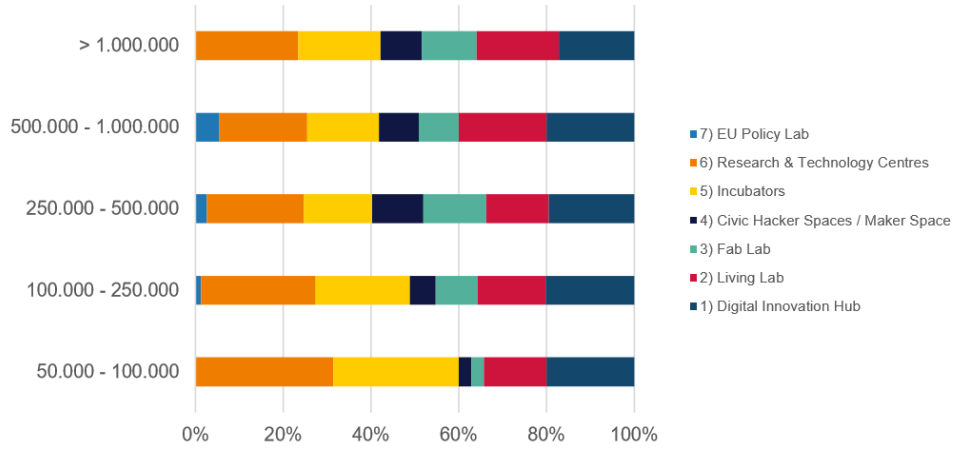
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	Population	Percentage

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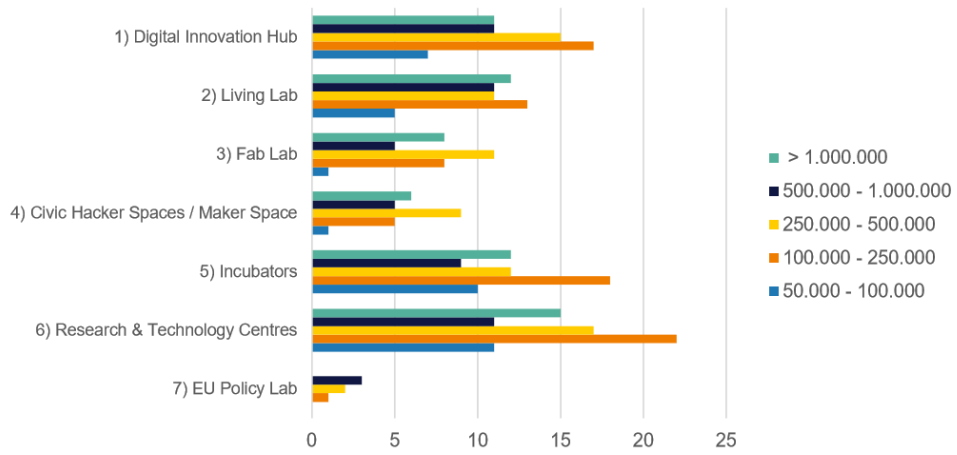
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	Population	Count

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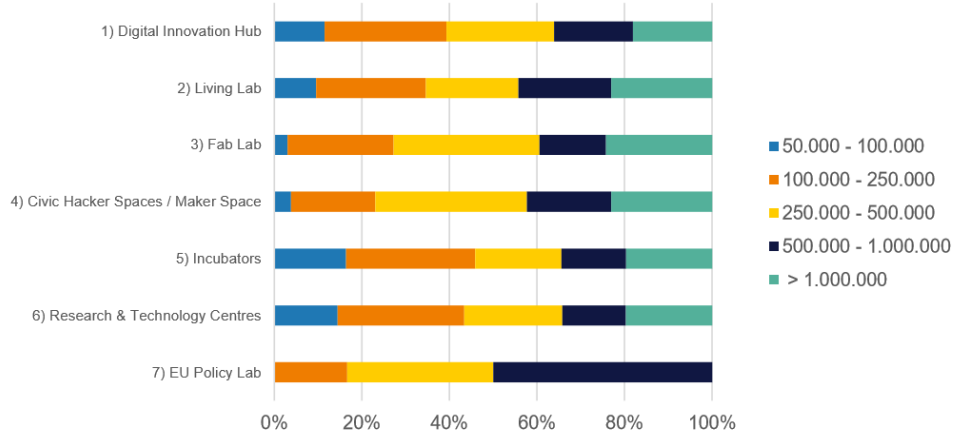
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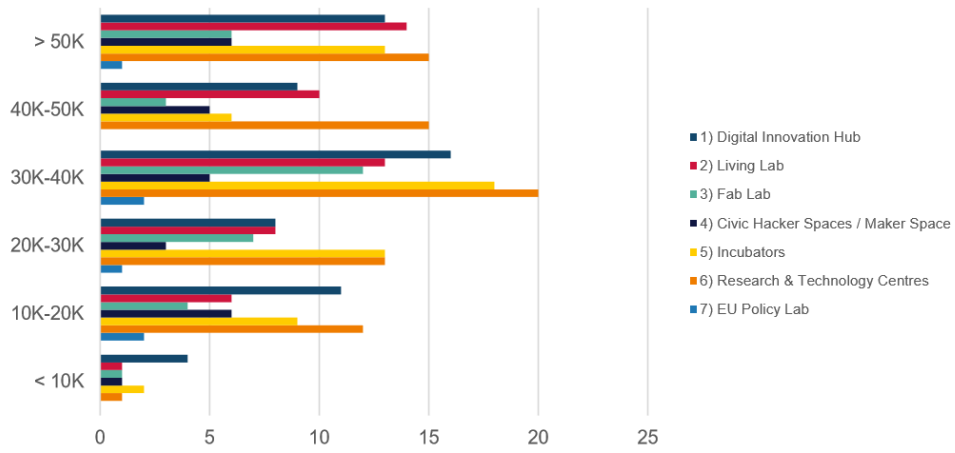
Question type	Data sample	Cluster	Value
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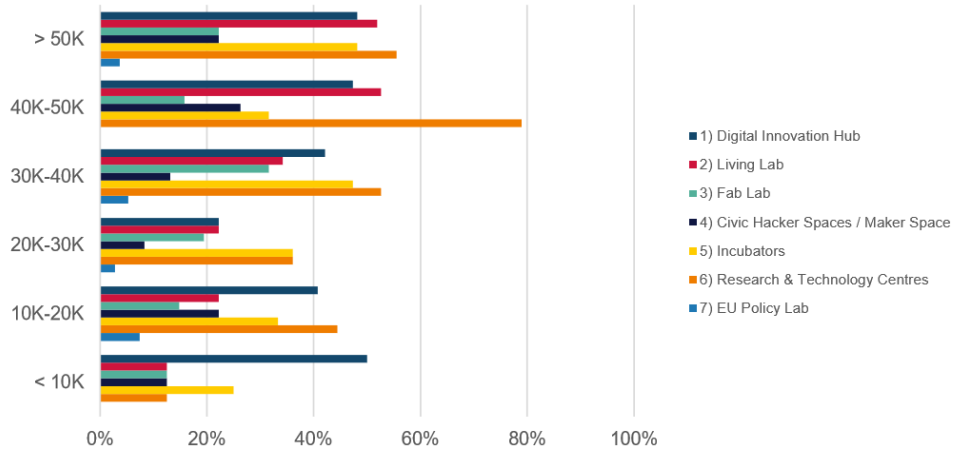
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	Population	Percentage

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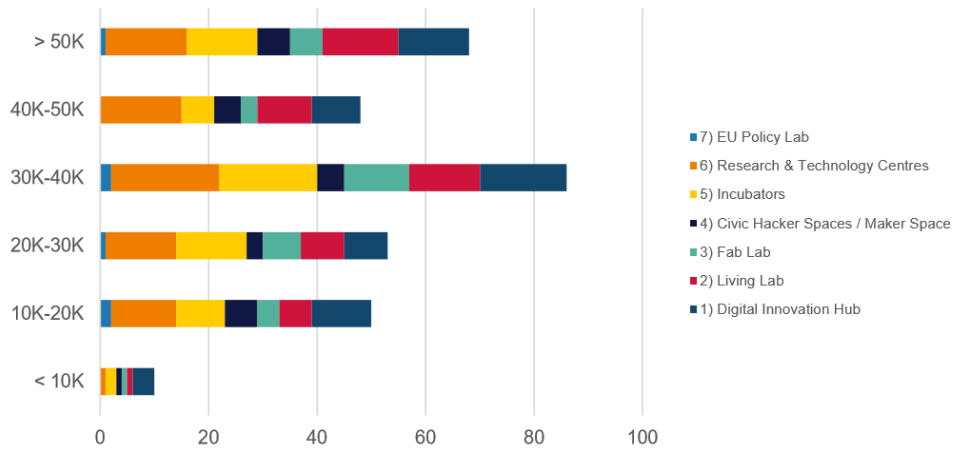
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	GDPPC	Count

6.3.1 If yes, please select as many organisations as apply from the list below



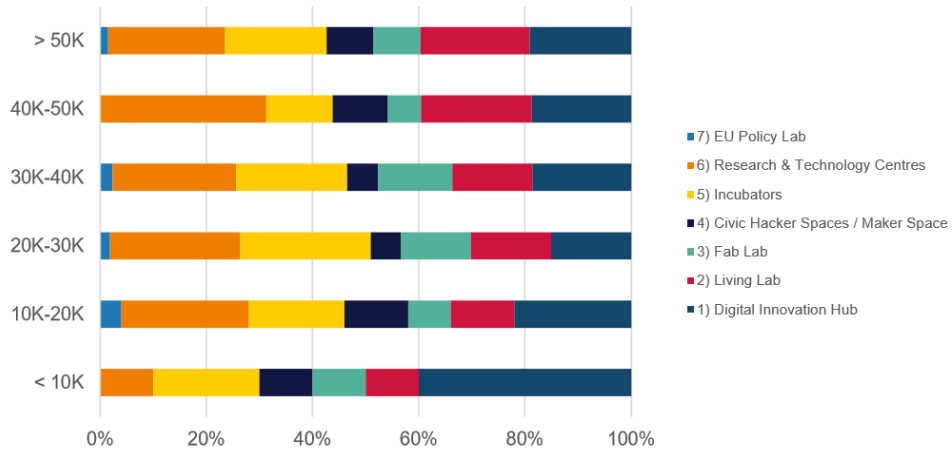
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	GDPPC	Percentage

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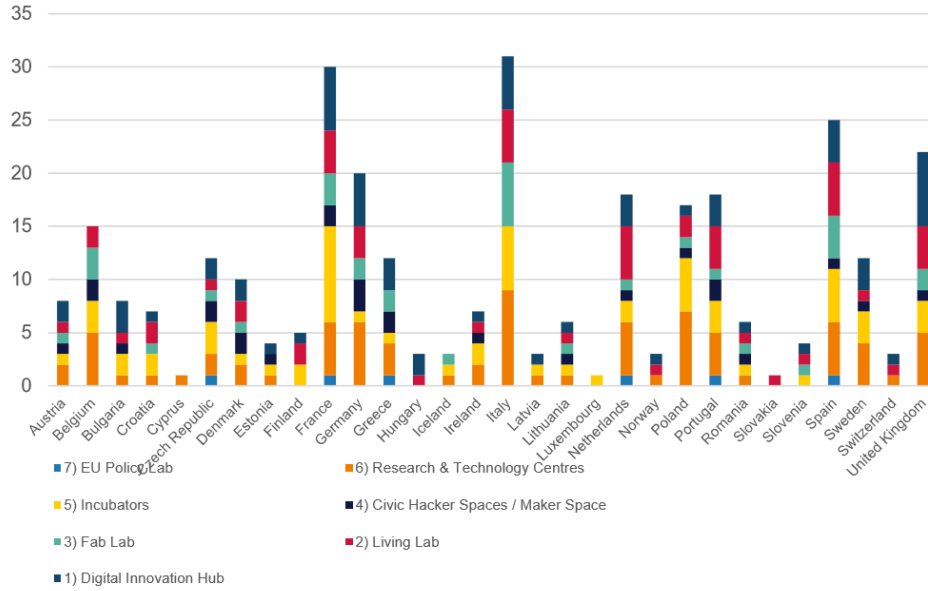
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	GDPPC	Count

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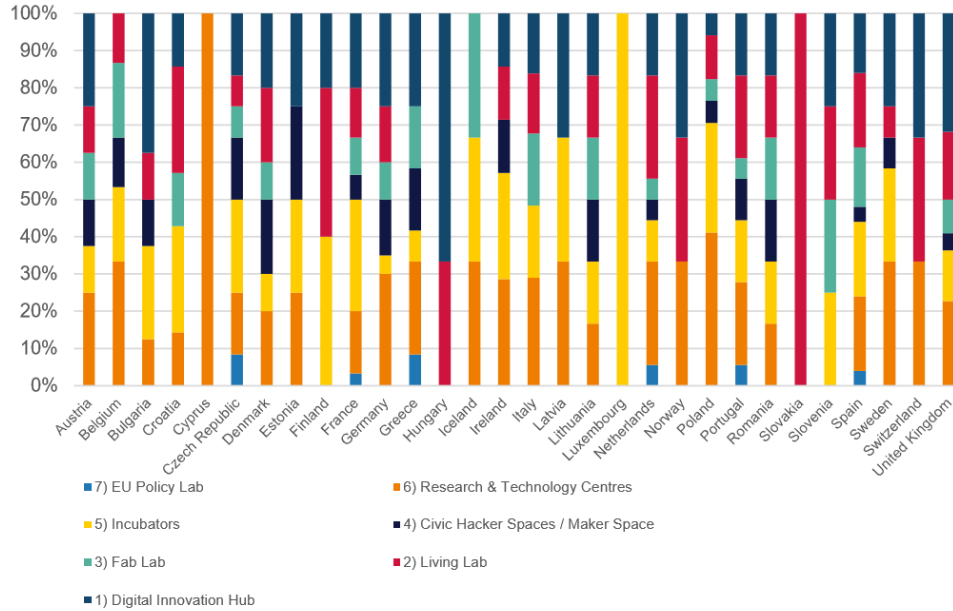
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	GDPPC	Percentage

6.3.1 If yes, please select as many organisations as apply from the list below



Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	Country	Count

6.3.1 If yes, please select as many organisations as apply from the list below



Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	Country	Percentage

3.57 Q_6.3.2 What is the purpose for your public authority to collaborate with the local ecosystem?

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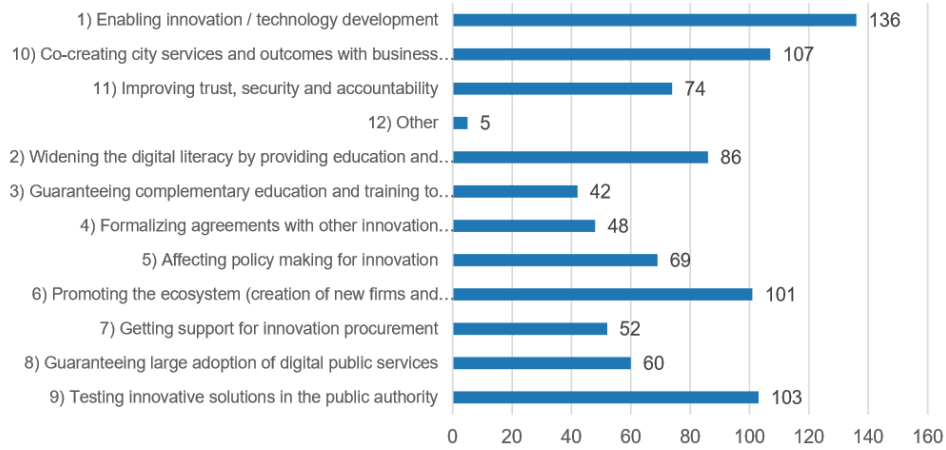
ALL RESPONDENTS

Question type: **Multiple choice**
 Number of analysed questionnaires: **246**
 Number of cities respond to this specific question: **151 (61%)**

<i>Answer</i>	<i>Count</i>	<i>Percentage*</i>
1) Enabling innovation / technology development	136	90%
10) Co-creating city services and outcomes with business and citizens	107	71%
11) Improving trust, security and accountability	74	49%
12) Other	5	3%
2) Widening the digital literacy by providing education and training to local stakeholders and actors	86	57%
3) Guaranteeing complementary education and training to public employees	42	28%
4) Formalizing agreements with other innovation ecosystem actors	48	32%
5) Affecting policy making for innovation	69	46%
6) Promoting the ecosystem (creation of new firms and support to industry growth)	101	67%
7) Getting support for innovation procurement	52	34%
8) Guaranteeing large adoption of digital public services	60	40%
9) Testing innovative solutions in the public authority	103	68%

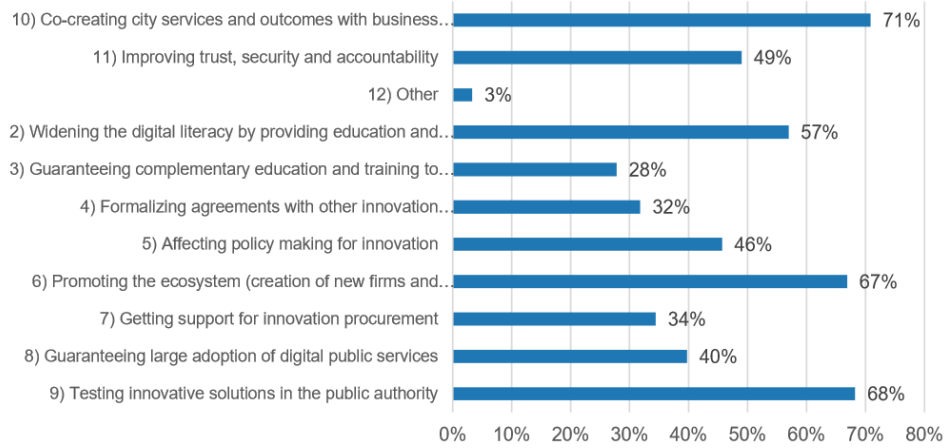
* The percentage refers to the respondents to this specific question. The grand total could be more than 100% in the case of multiple choice questions.

6.3.2 What is the purpose for your public authority to collaborate with the local ecosystem?



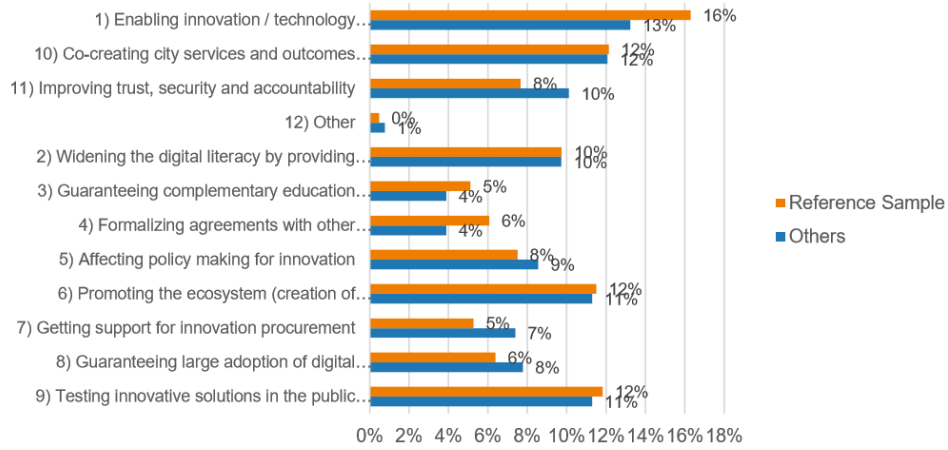
Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	-	Count

6.3.2 What is the purpose for your public authority to collaborate with the local ecosystem?



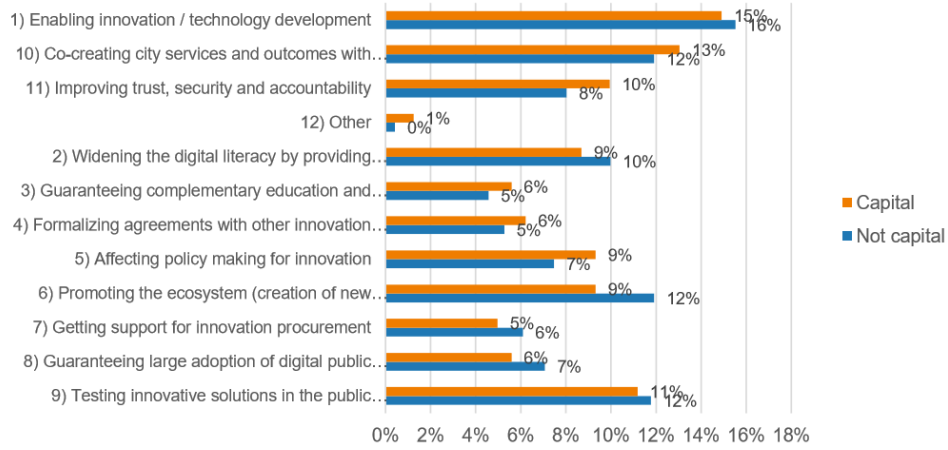
Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	-	Percentage

6.3.2 What is the purpose for your public authority to collaborate with the local ecosystem?



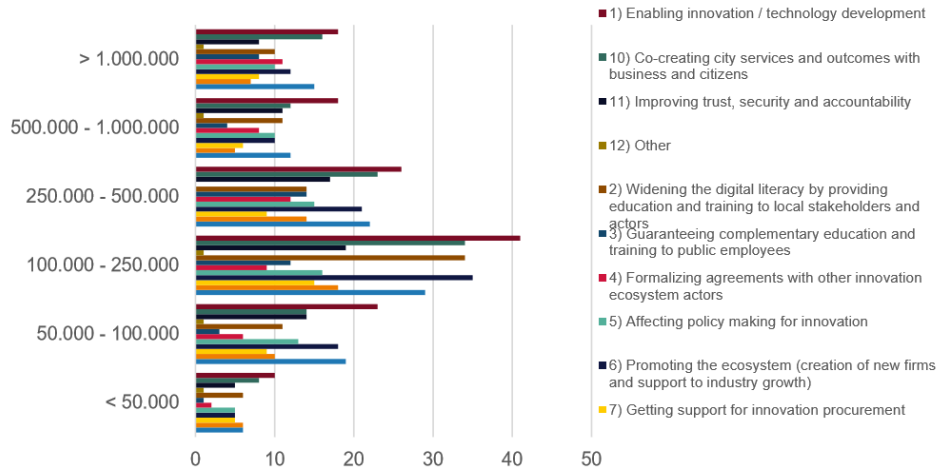
Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	Reference Sample	Percentage

6.3.2 What is the purpose for your public authority to collaborate with the local ecosystem?



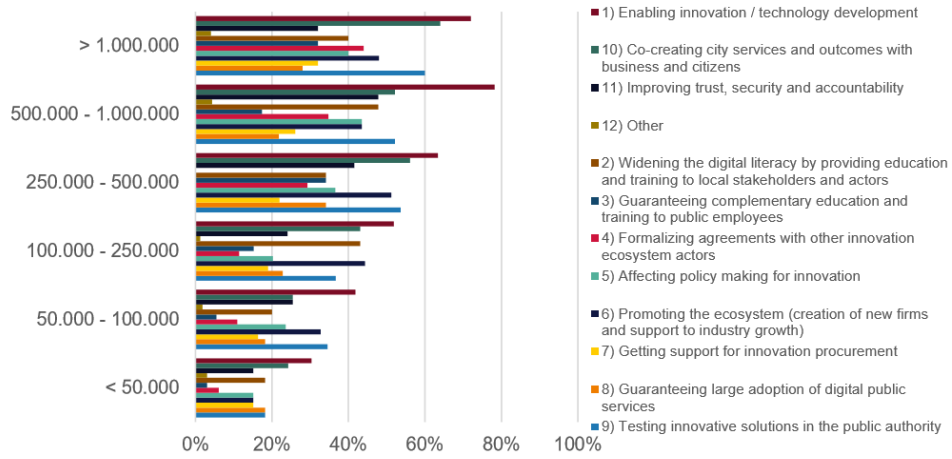
Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	Capital cities	Percentage

6.3.2 What is the purpose for your public authority to collaborate with the local ecosystem?



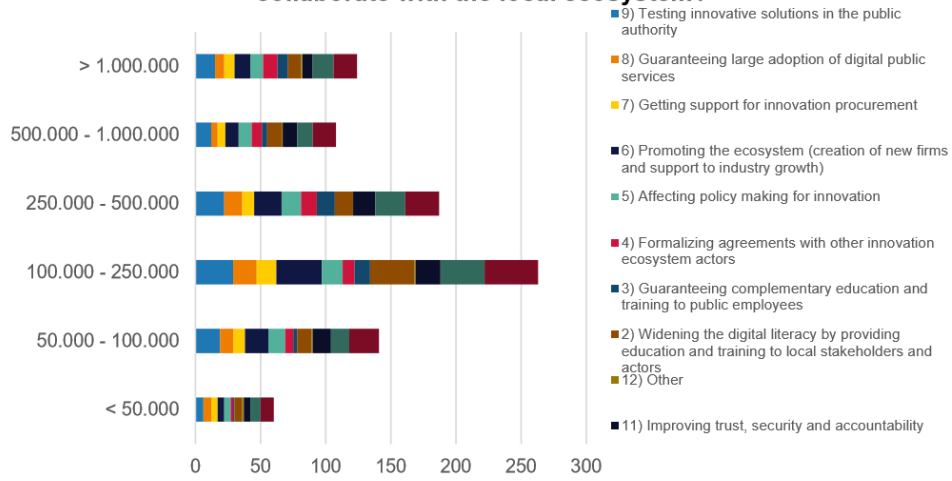
Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	Population	Count

6.3.2 What is the purpose for your public authority to collaborate with the local ecosystem?



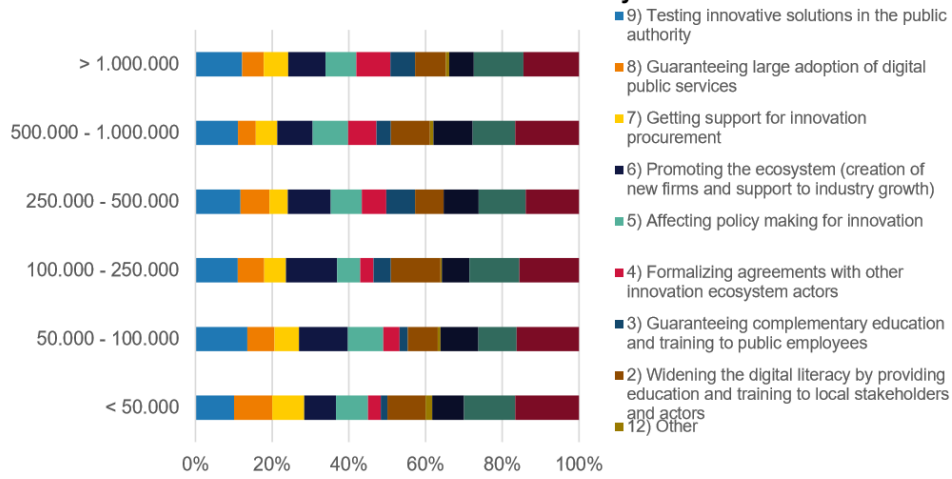
Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	Population	Percentage

6.3.2 What is the purpose for your public authority to collaborate with the local ecosystem?



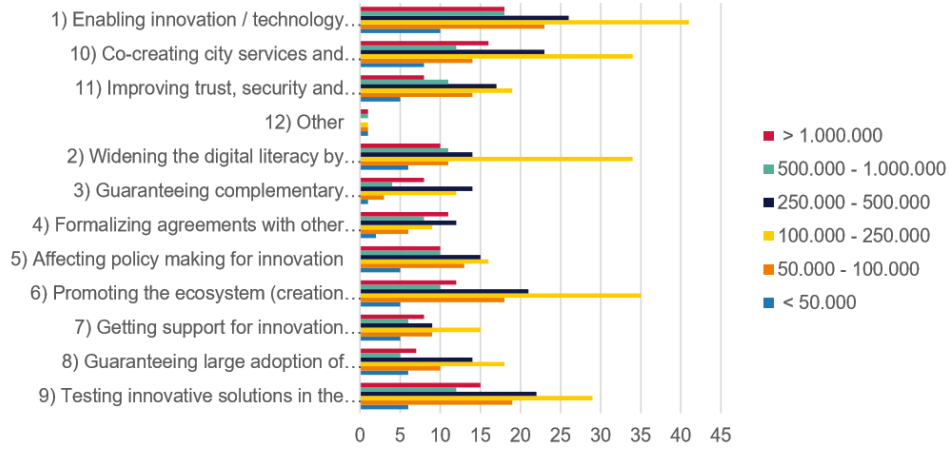
Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	Population	Count

6.3.2 What is the purpose for your public authority to collaborate with the local ecosystem?



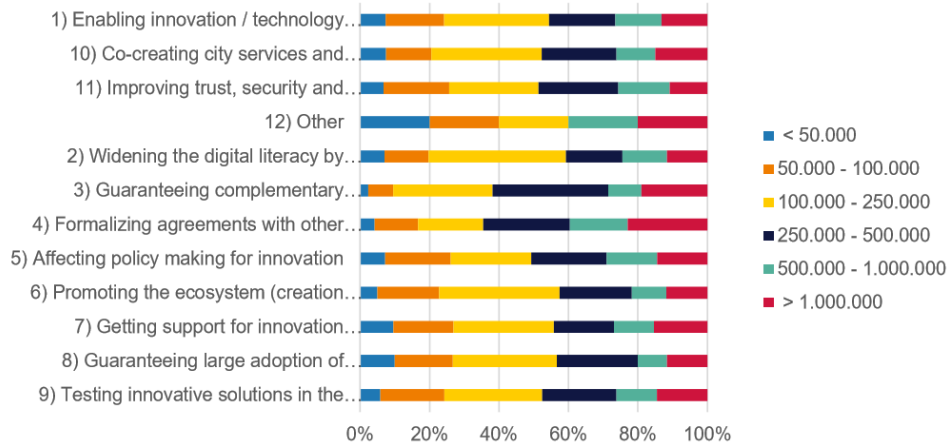
Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	Population	Percentage

6.3.2 What is the purpose for your public authority to collaborate with the local ecosystem?

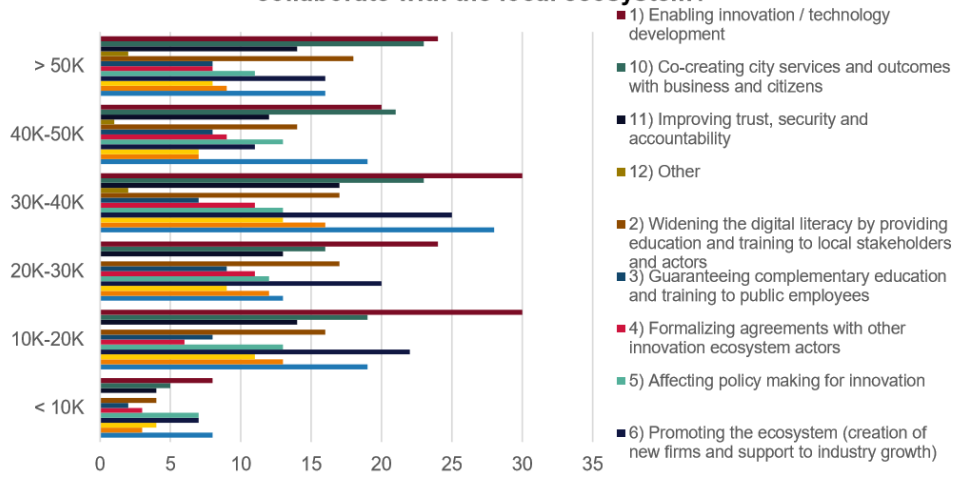


Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	Population	Count

6.3.2 What is the purpose for your public authority to collaborate with the local ecosystem?

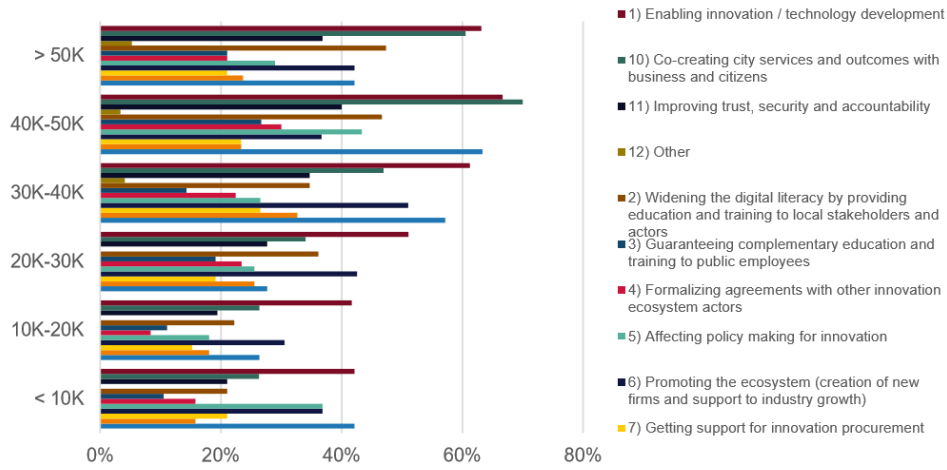


6.3.2 What is the purpose for your public authority to collaborate with the local ecosystem?



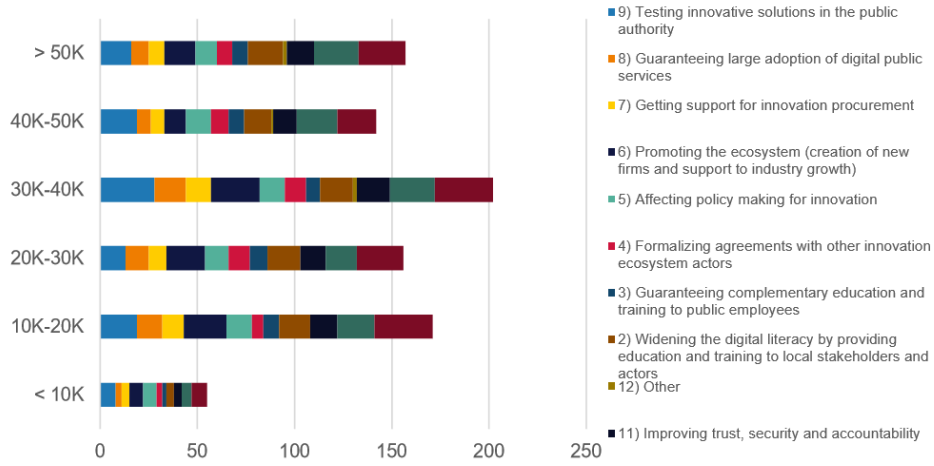
Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	GDPPC	Count

6.3.2 What is the purpose for your public authority to collaborate with the local ecosystem?



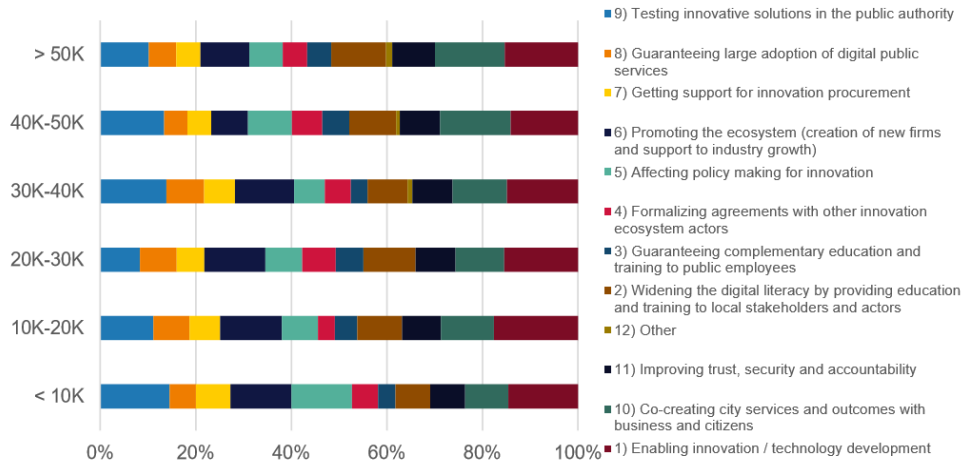
Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	GDPPC	Percentage

6.3.2 What is the purpose for your public authority to collaborate with the local ecosystem?



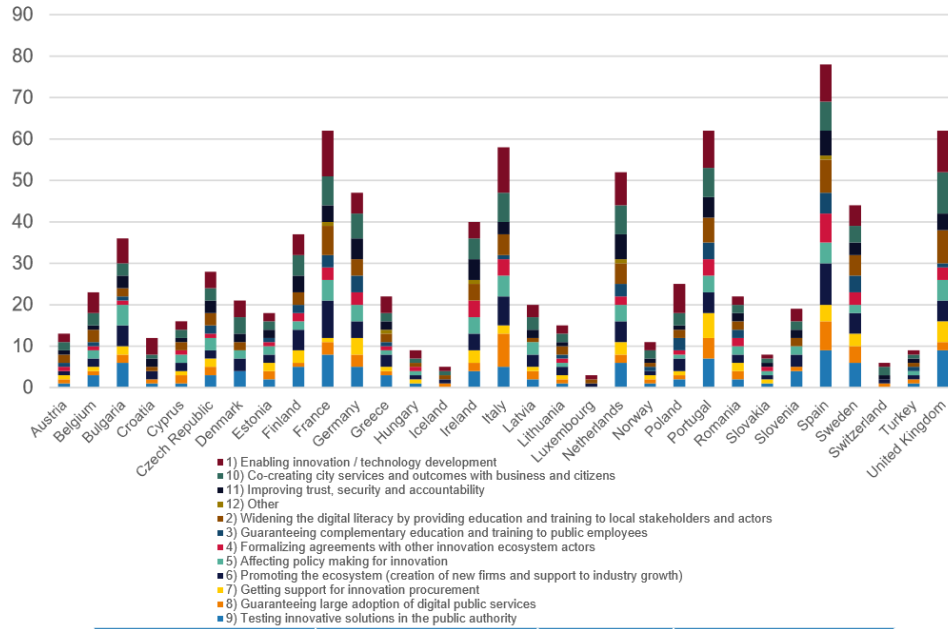
Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	GDPPC	Count

6.3.2 What is the purpose for your public authority to collaborate with the local ecosystem?



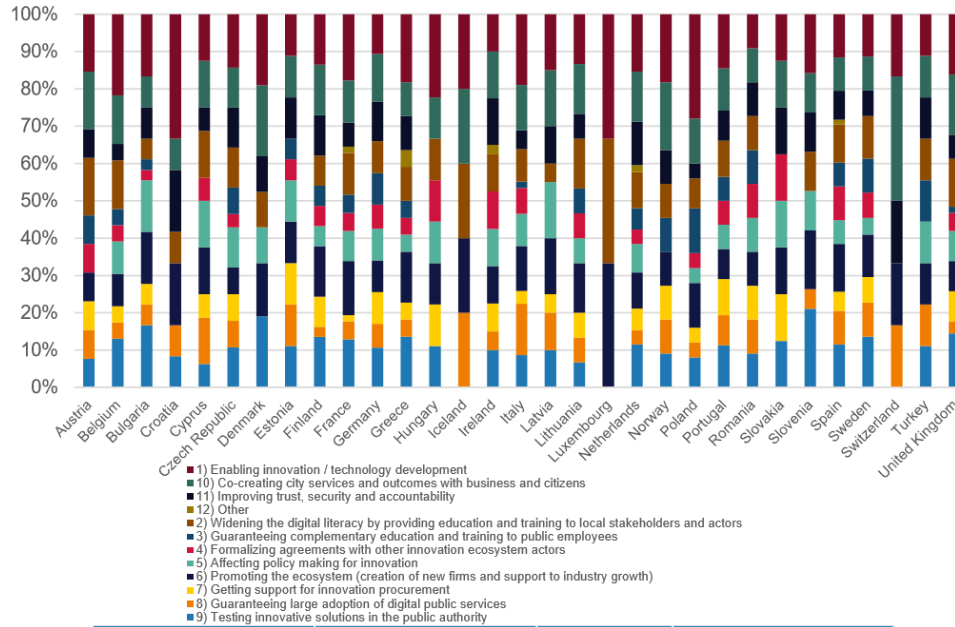
Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	GDPPC	Percentage

6.3.2 What is the purpose for your public authority to collaborate with the local ecosystem?



Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	Country	Count

6.3.2 What is the purpose for your public authority to collaborate with the local ecosystem?



Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	Country	Percentage

6.3.2 What is the purpose for your public authority to collaborate with the local ecosystem?

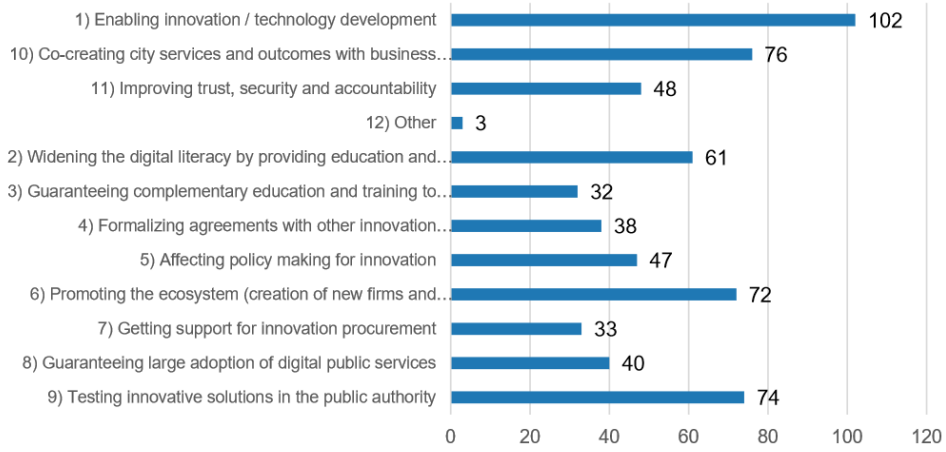
REFERENCE SAMPLE

Question type: **Multiple choice**
 Number of analysed questionnaires: **155**
 Number of cities respond to this specific question: **111 (72%)**

<i>Answer</i>	<i>Count</i>	<i>Percentage*</i>
1) Enabling innovation / technology development	102	92%
10) Co-creating city services and outcomes with business and citizens	76	68%
11) Improving trust, security and accountability	48	43%
12) Other	3	3%
2) Widening the digital literacy by providing education and training to local stakeholders and actors	61	55%
3) Guaranteeing complementary education and training to public employees	32	29%
4) Formalizing agreements with other innovation ecosystem actors	38	34%
5) Affecting policy making for innovation	47	42%
6) Promoting the ecosystem (creation of new firms and support to industry growth)	72	65%
7) Getting support for innovation procurement	33	30%
8) Guaranteeing large adoption of digital public services	40	36%
9) Testing innovative solutions in the public authority	74	67%

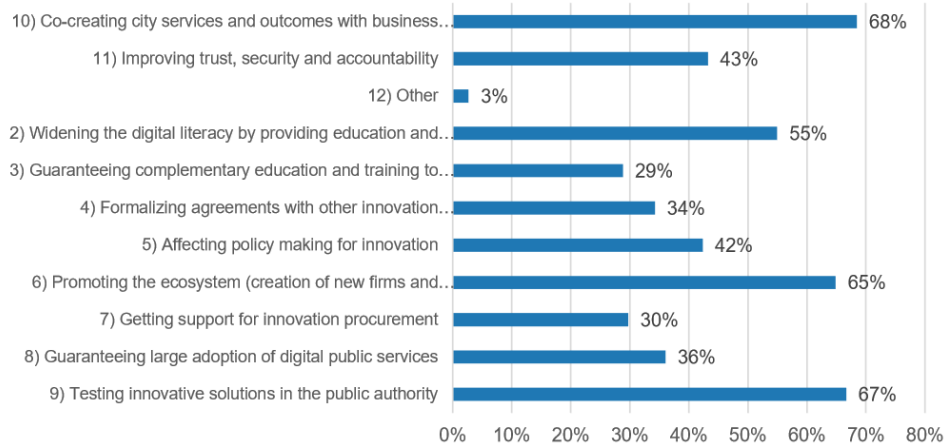
* The percentage refers to the respondents to this specific question. The grand total could be more than 100% in the case of multiple choice questions.

6.3.2 What is the purpose for your public authority to collaborate with the local ecosystem?



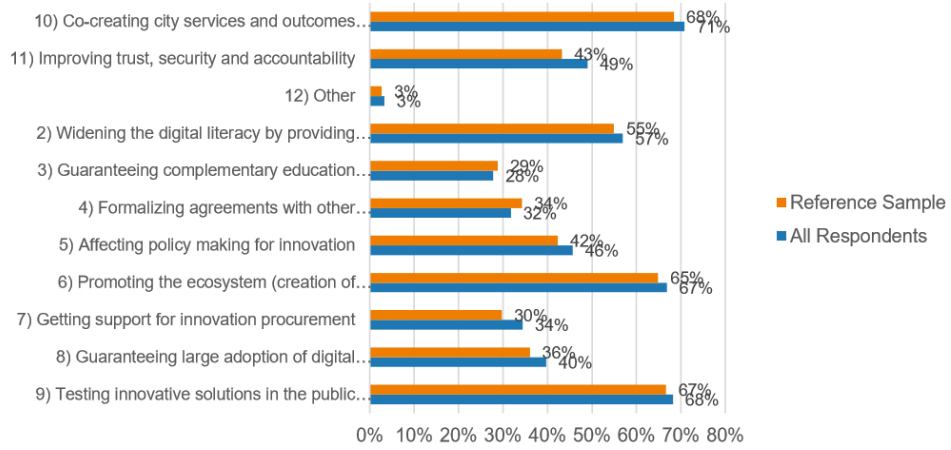
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	-	Count

6.3.2 What is the purpose for your public authority to collaborate with the local ecosystem?



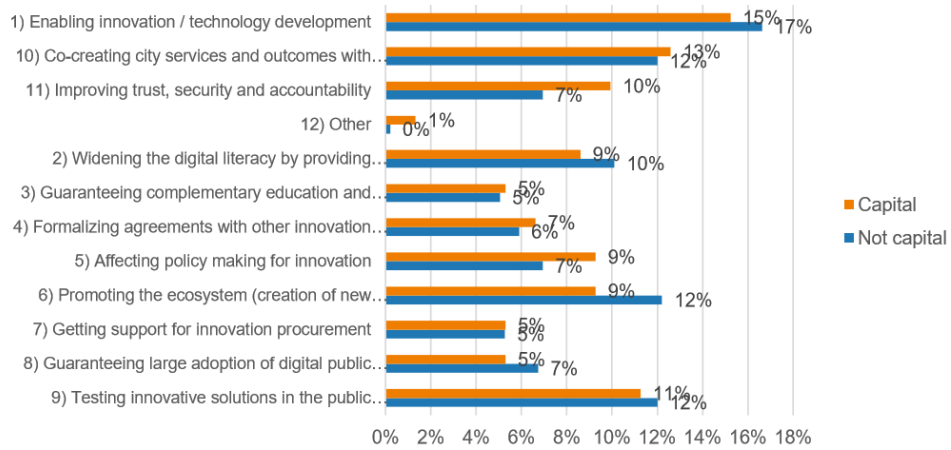
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	-	Percentage

6.3.2 What is the purpose for your public authority to collaborate with the local ecosystem?



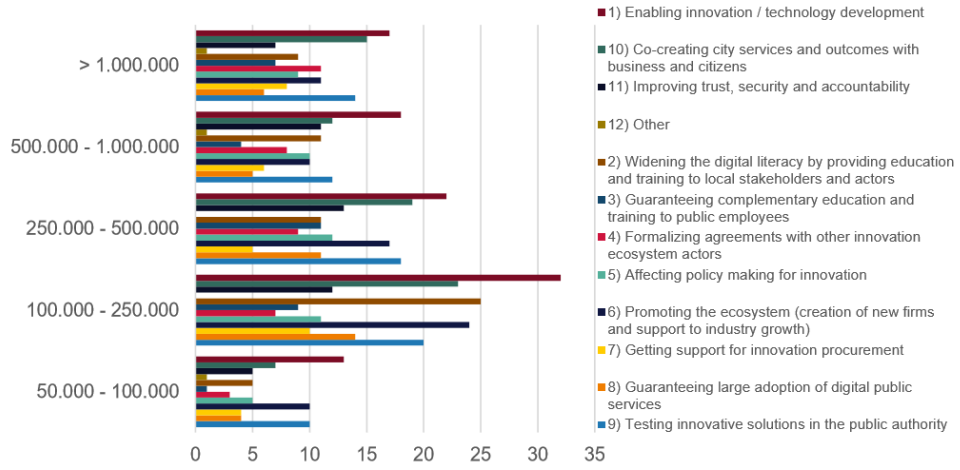
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	Reference Sample	Percentage

6.3.2 What is the purpose for your public authority to collaborate with the local ecosystem?



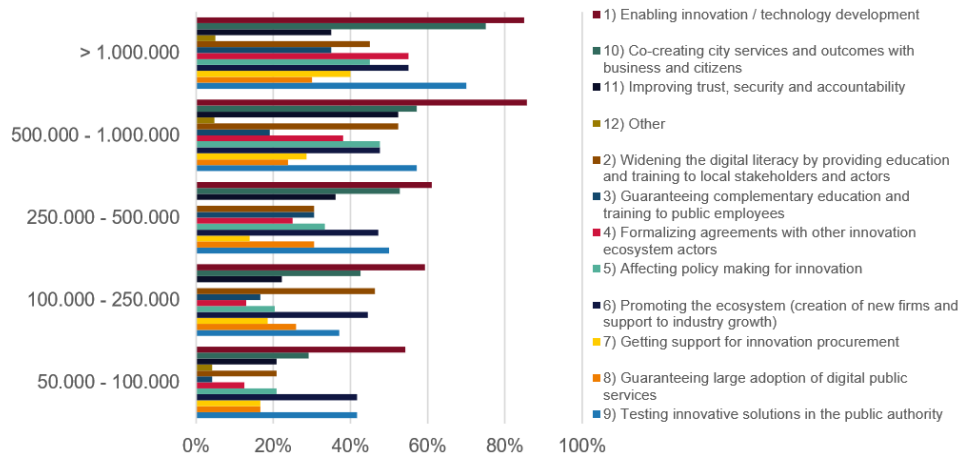
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	Capital cities	Percentage

6.3.2 What is the purpose for your public authority to collaborate with the local ecosystem?



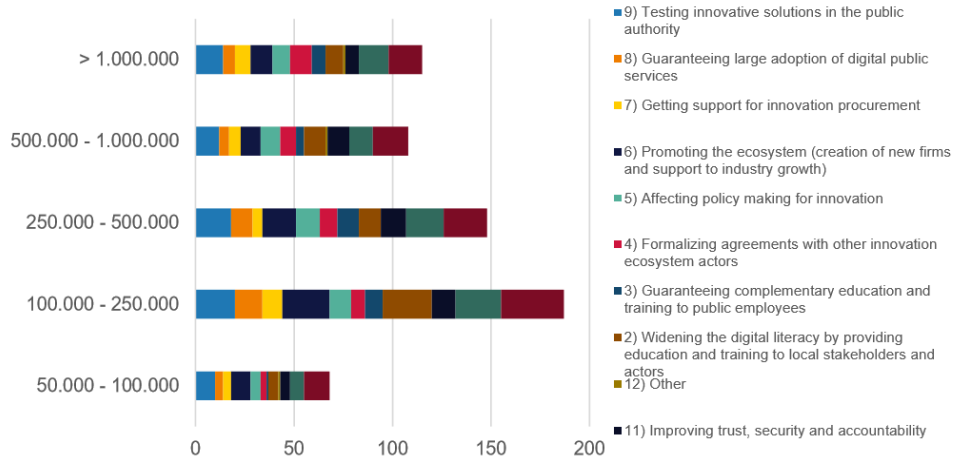
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	Population	Count

6.3.2 What is the purpose for your public authority to collaborate with the local ecosystem?



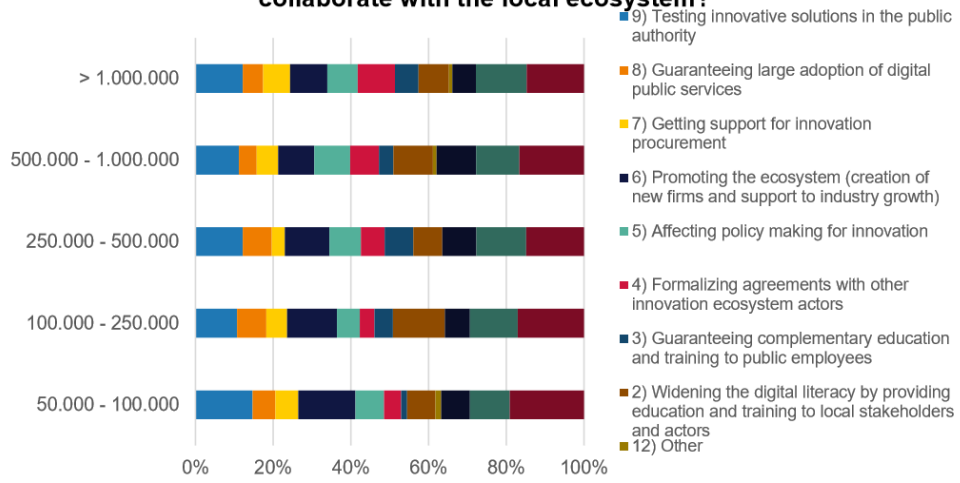
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	Population	Percentage

6.3.2 What is the purpose for your public authority to collaborate with the local ecosystem?



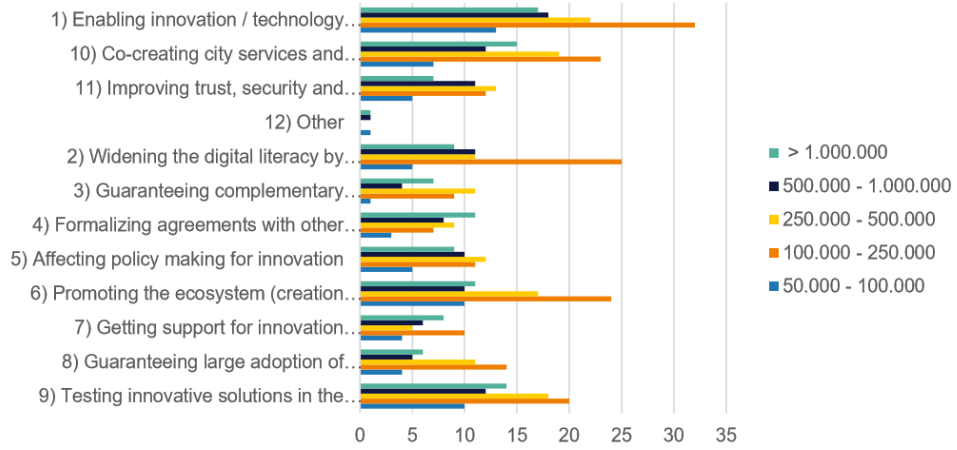
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	Population	Count

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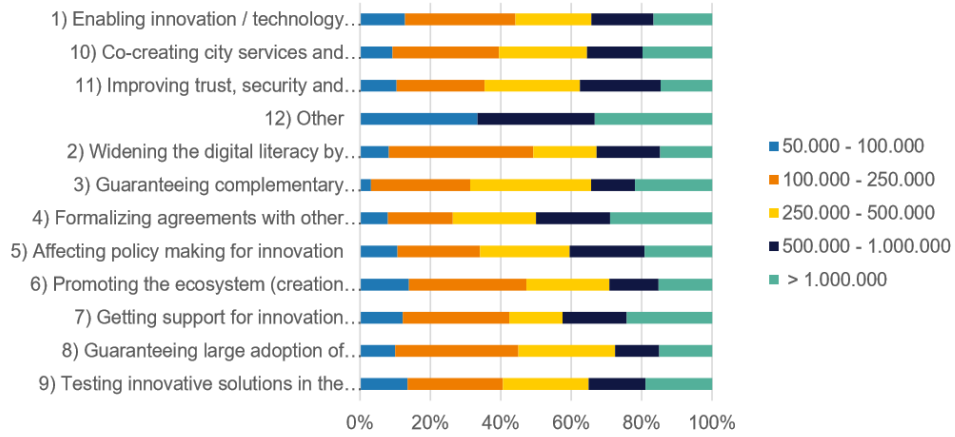
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	Population	Percentage

6.3.2 What is the purpose for your public authority to collaborate with the local ecosystem?



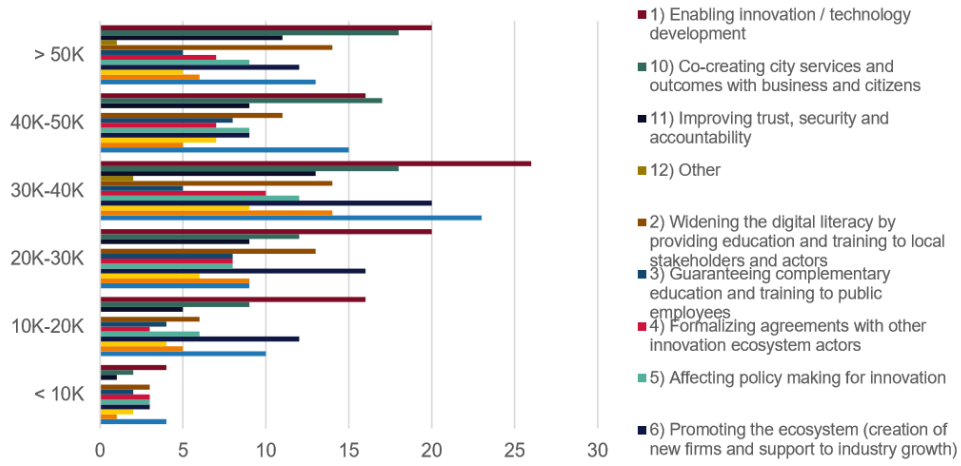
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	Population	Count

6.3.2 What is the purpose for your public authority to collaborate with the local ecosystem?



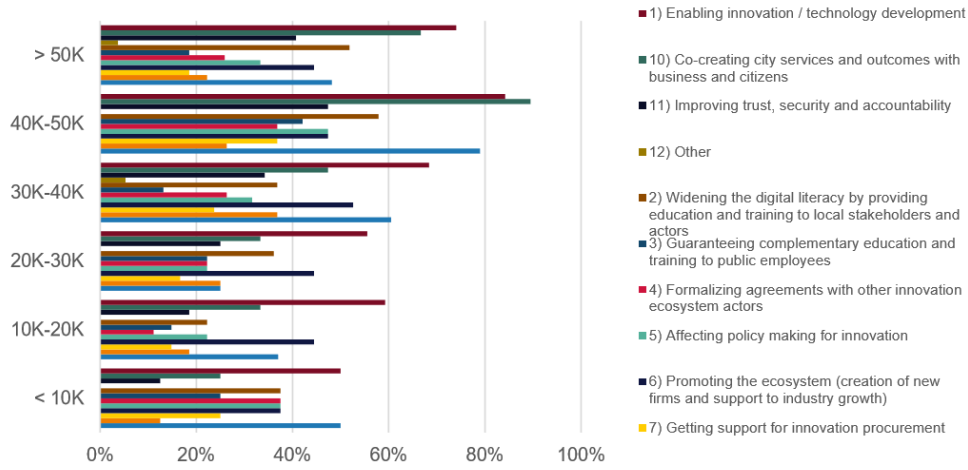
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	Population	Percentage

6.3.2 What is the purpose for your public authority to collaborate with the local ecosystem?



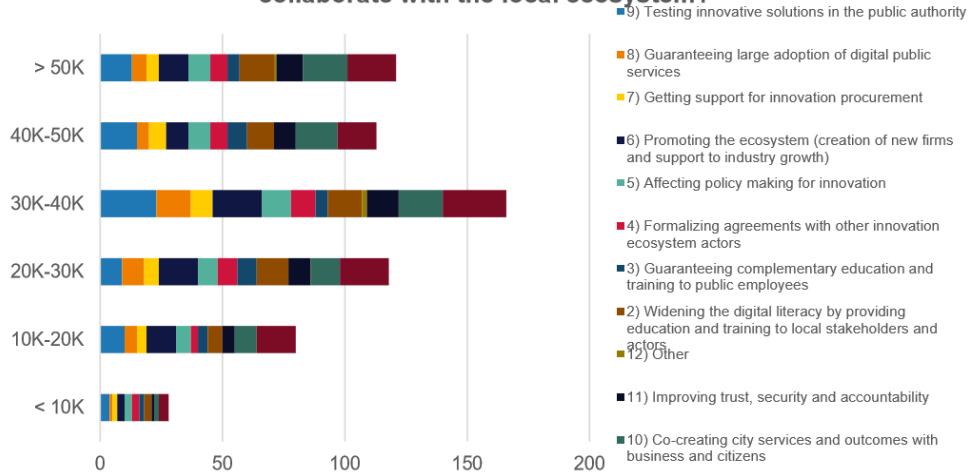
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	GDPPC	Count

6.3.2 What is the purpose for your public authority to collaborate with the local ecosystem?



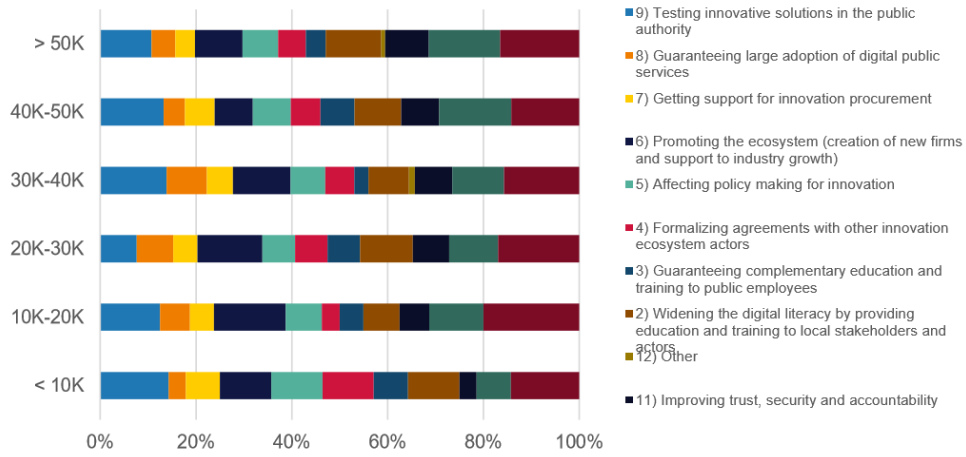
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	GDPPC	Percentage

6.3.2 What is the purpose for your public authority to collaborate with the local ecosystem?



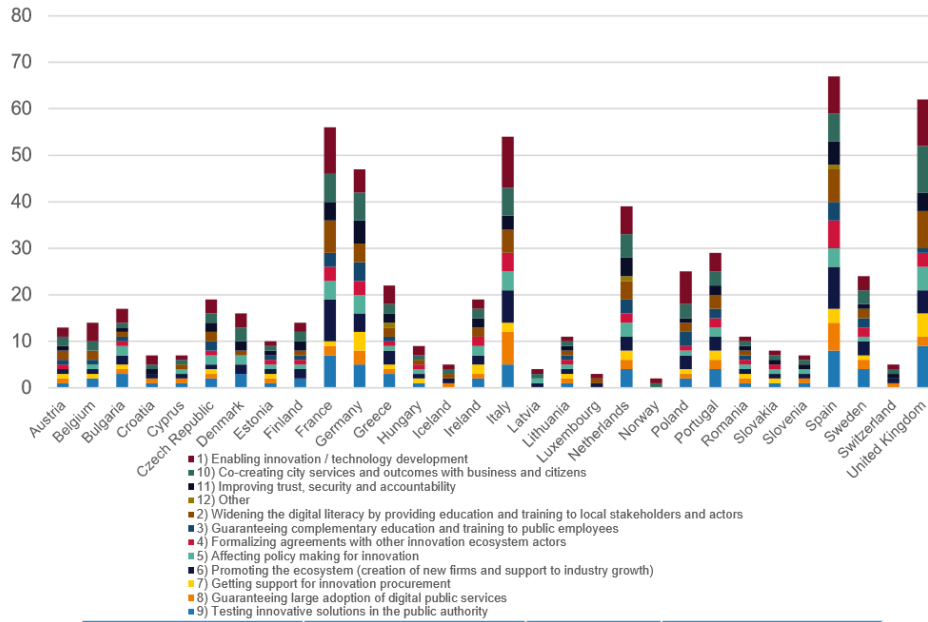
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	GDPPC	Count

6.3.2 What is the purpose for your public authority to collaborate with the local ecosystem?



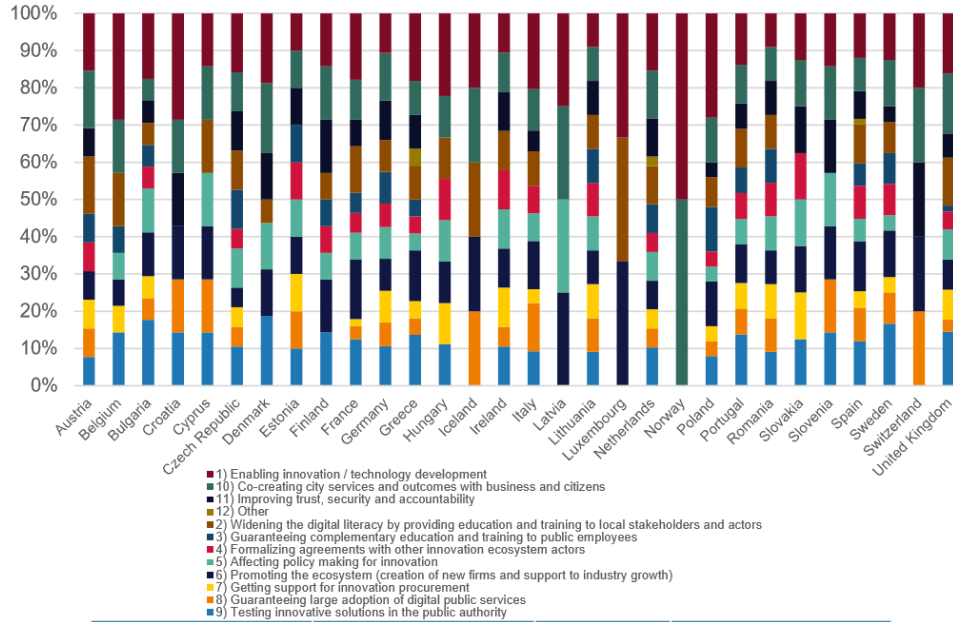
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	GDPPC	Percentage

6.3.2 What is the purpose for your public authority to collaborate with the local ecosystem?



Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	Country	Count

6.3.2 What is the purpose for your public authority to collaborate with the local ecosystem?



Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	Country	Percentage

3.58 Q_6.4 Does your public authority manage official pages/profiles on social media?

6.4 Does your public authority manage official pages/profiles on social media?

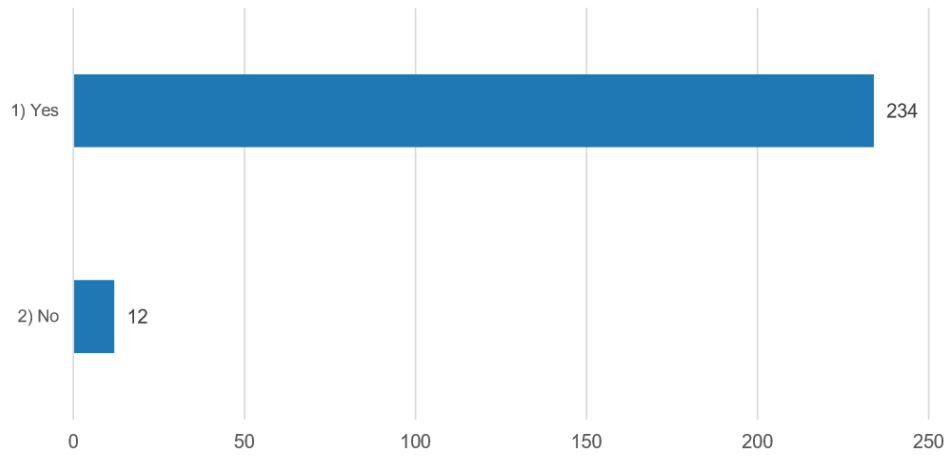
ALL RESPONDENTS

Question type: **Single choice - Binary**
 Number of analysed questionnaires: **246**
 Number of cities respond to this specific question: **246 (100%)**

<i>Answer</i>	<i>Count</i>	<i>Percentage*</i>
1) Yes	234	95%
2) No	12	5%

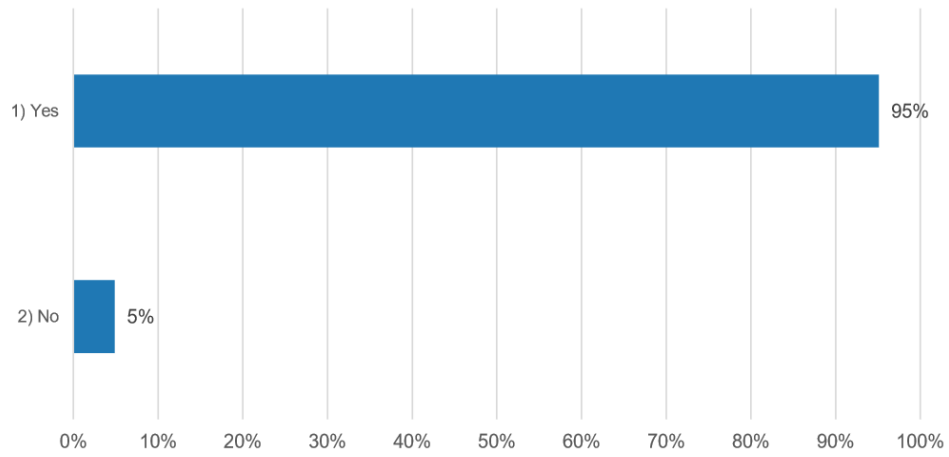
* The percentage refers to the respondents to this specific question. The grand total could be more than 100% in the case of multiple choice questions.

6.4 Does your public authority manage official pages/profiles on social media?



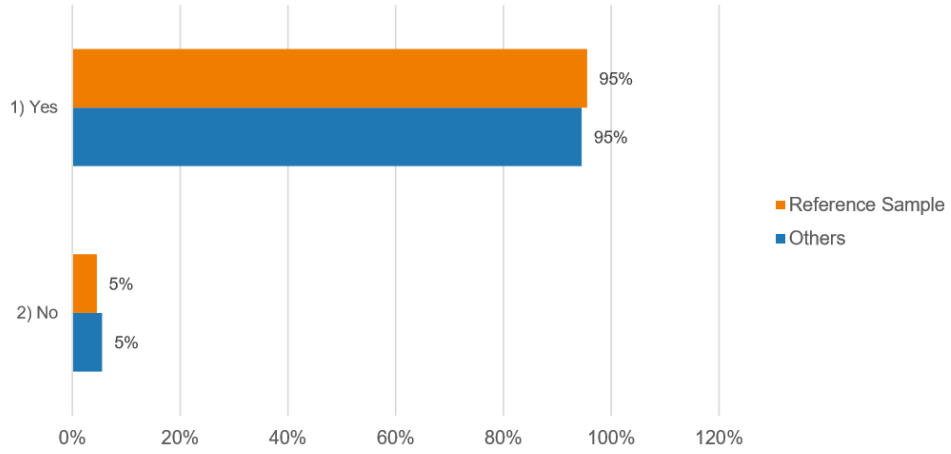
Question type	Data sample	Cluster	Value
Single choice - Binary	All Respondents	-	Count

6.4 Does your public authority manage official pages/profiles on social media?



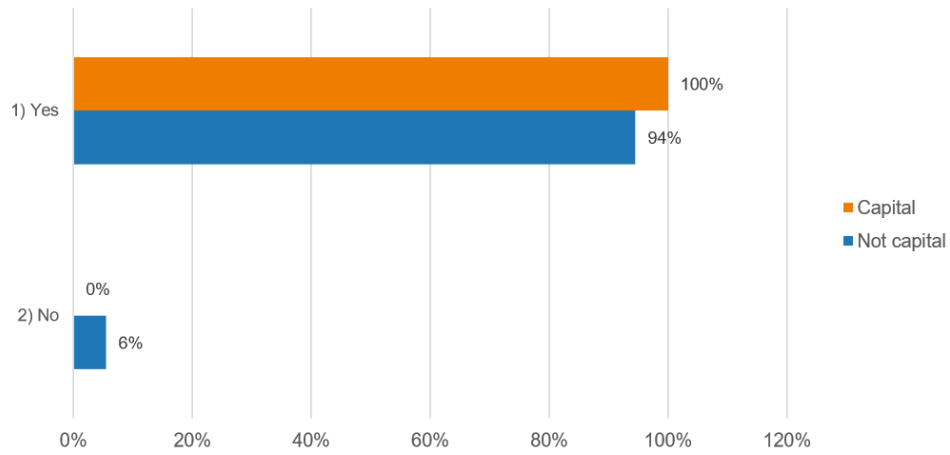
Question type	Data sample	Cluster	Value
Single choice - Binary	All Respondents	-	Percentage

6.4 Does your public authority manage official pages/profiles on social media?



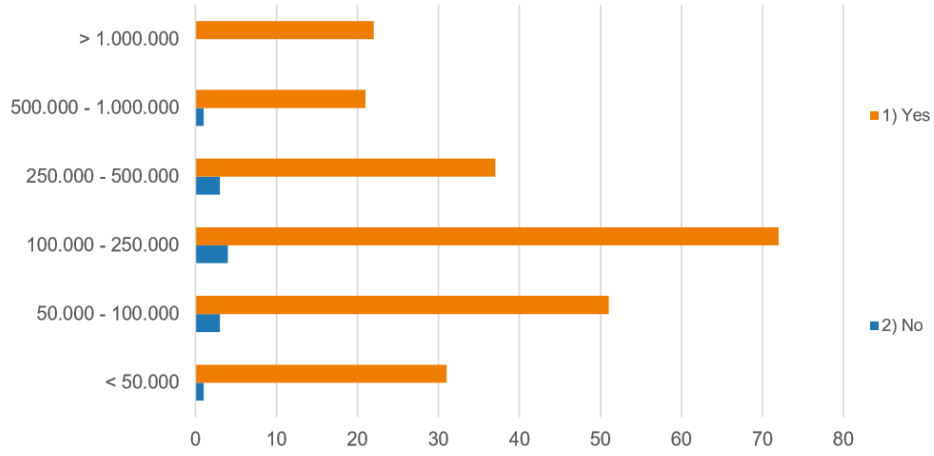
Question type	Data sample	Cluster	Value
Single choice - Binary	All Respondents	Reference Sample	Percentage

6.4 Does your public authority manage official pages/profiles on social media?



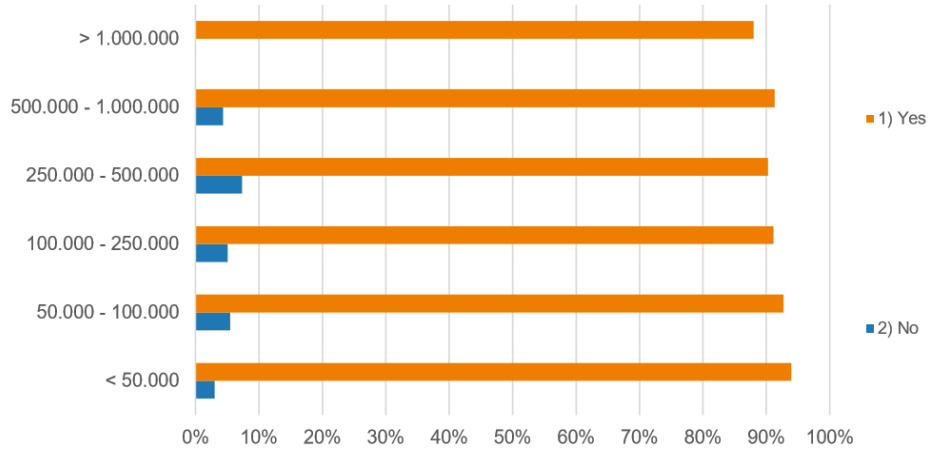
Question type	Data sample	Cluster	Value
Single choice - Binary	All Respondents	Capital cities	Percentage

6.4 Does your public authority manage official pages/profiles on social media?



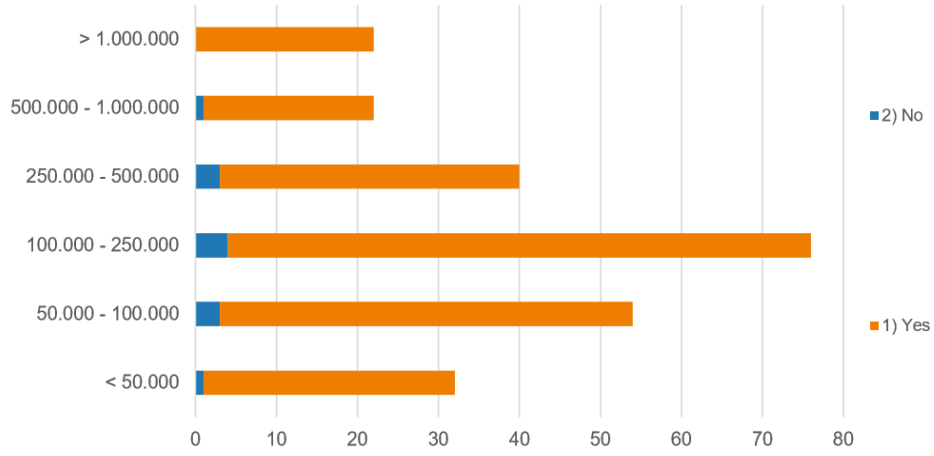
Question type	Data sample	Cluster	Value
Single choice - Binary	All Respondents	Population	Count

6.4 Does your public authority manage official pages/profiles on social media?



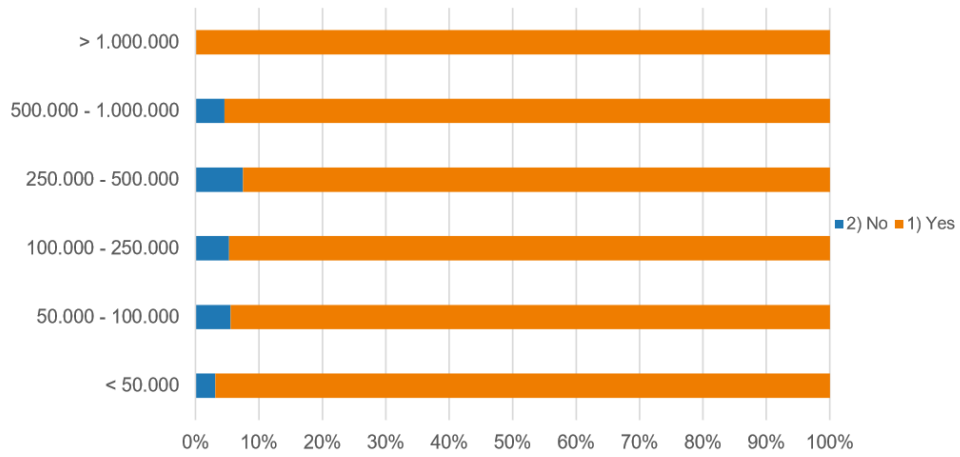
Question type	Data sample	Cluster	Value
Single choice - Binary	All Respondents	Population	Percentage

6.4 Does your public authority manage official pages/profiles on social media?



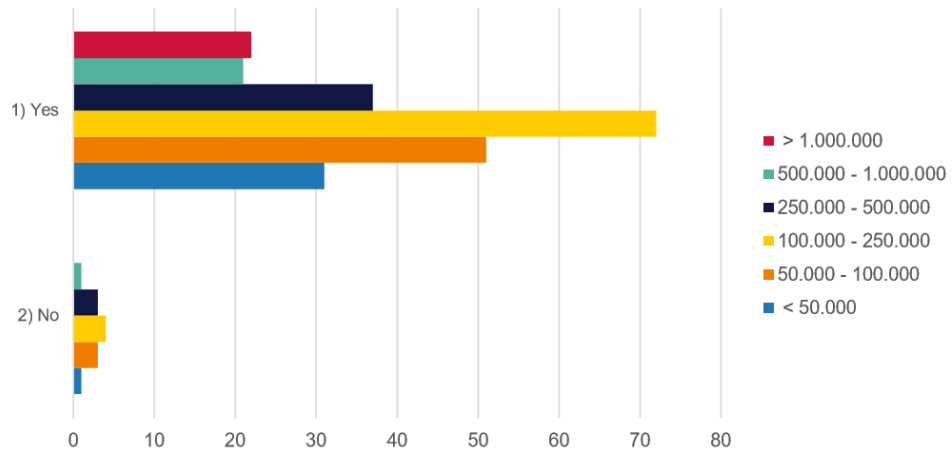
Question type	Data sample	Cluster	Value
Single choice - Binary	All Respondents	Population	Count

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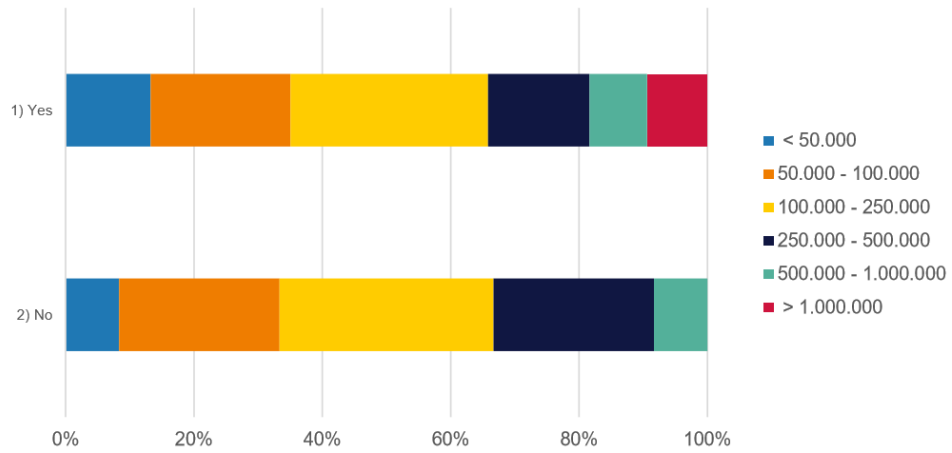
Question type	Data sample	Cluster	Value
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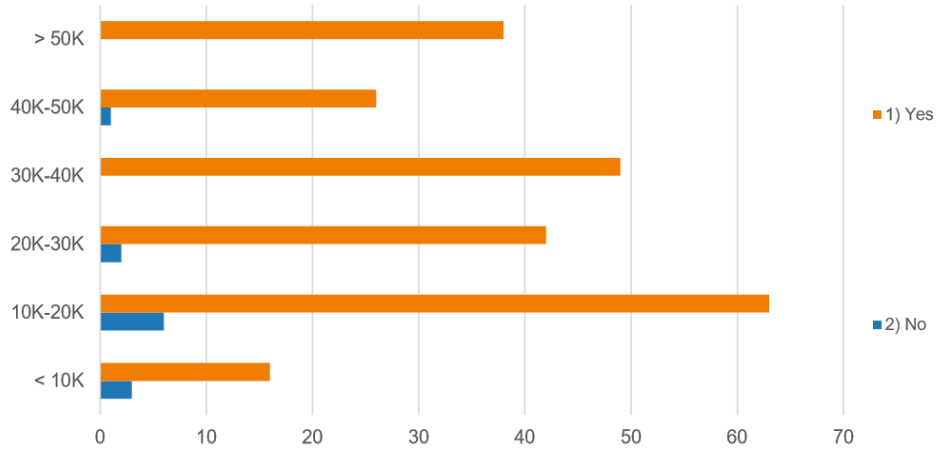
Question type	Data sample	Cluster	Value
Single choice - Binary	All Respondents	Population	Count

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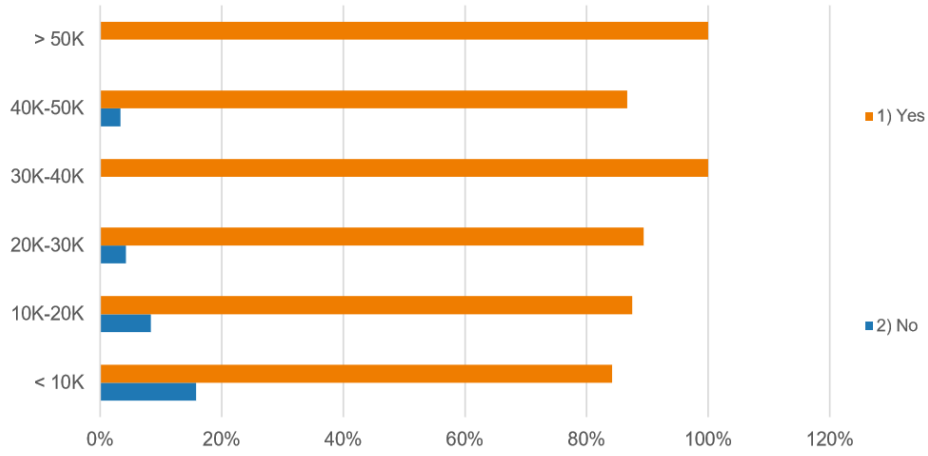
Question type	Data sample	Cluster	Value
Single choice - Binary	All Respondents	Population	Percentage

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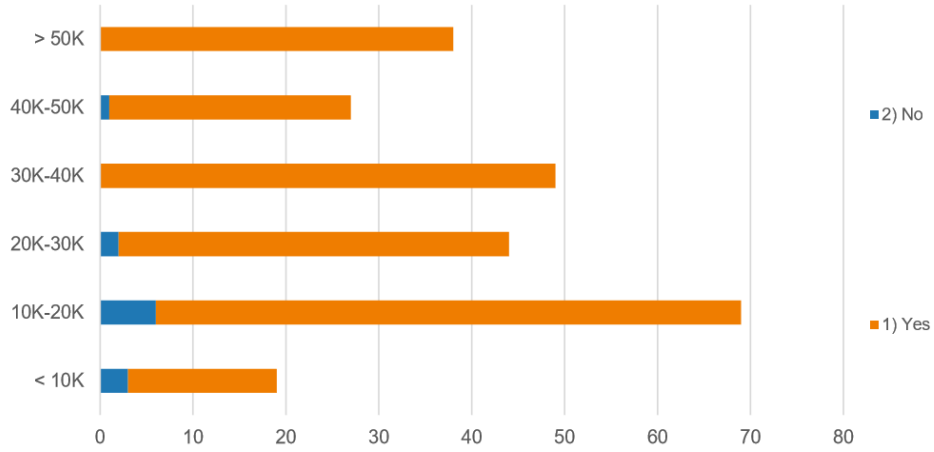
Question type	Data sample	Cluster	Value
Single choice - Binary	All Respondents	GDPPC	Count

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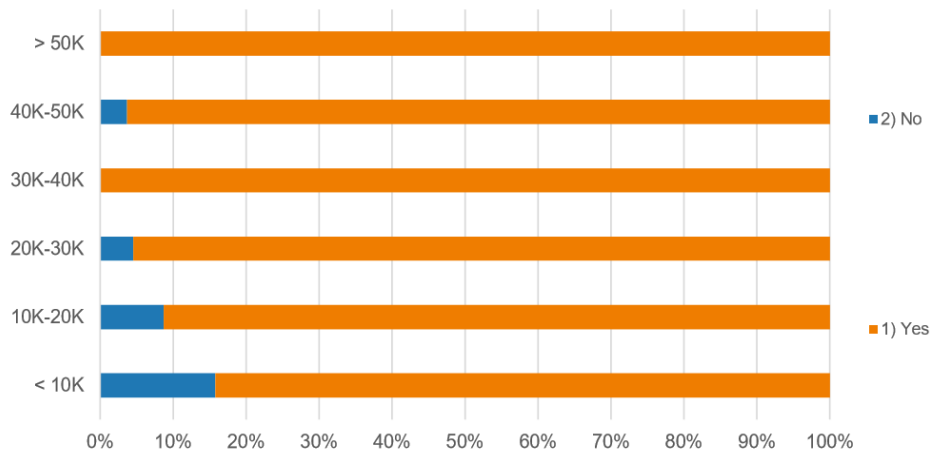
Question type	Data sample	Cluster	Value
Single choice - Binary	All Respondents	GDPPC	Percentage

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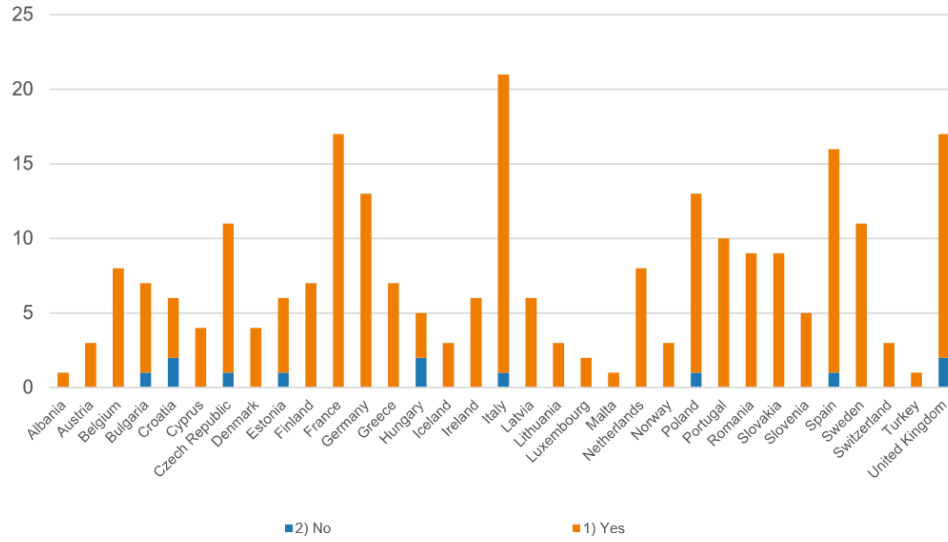
Question type	Data sample	Cluster	Value
Single choice - Binary	All Respondents	GDPPC	Count

6.4 Does your public authority manage official pages/profiles on social media?



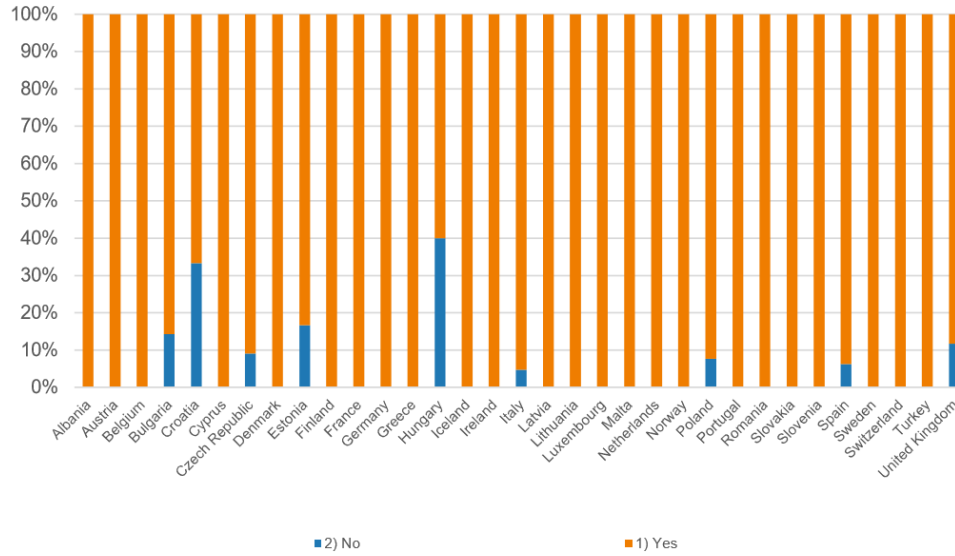
Question type	Data sample	Cluster	Value
Single choice - Binary	All Respondents	GDPPC	Percentage

6.4 Does your public authority manage official pages/profiles on social media?



Question type	Data sample	Cluster	Value
Single choice - Binary	All Respondents	Country	Count

6.4 Does your public authority manage official pages/profiles on social media?



Question type	Data sample	Cluster	Value
Single choice - Binary	All Respondents	Country	Percentage

6.4 Does your public authority manage official pages/profiles on social media?

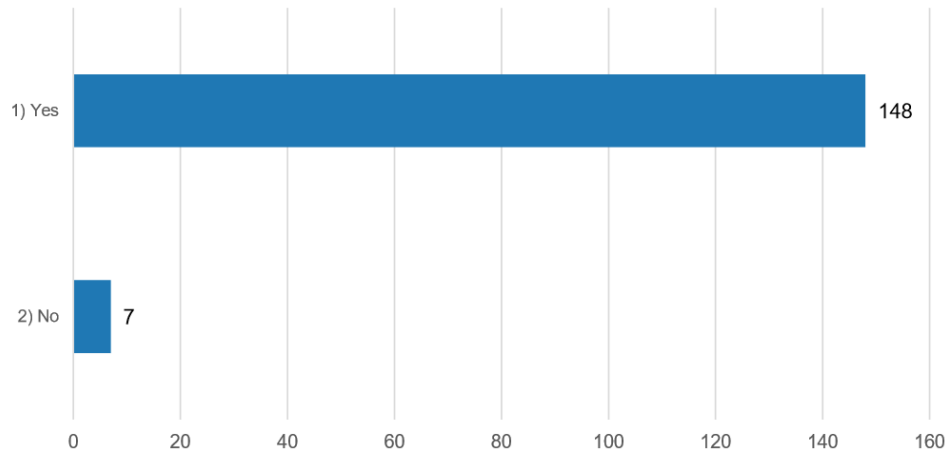
REFERENCE SAMPLE

Question type: **Single choice - Binary**
 Number of analysed questionnaires: **155**
 Number of cities respond to this specific question: **155 (100%)**

<i>Answer</i>	<i>Count</i>	<i>Percentage*</i>
1) Yes	148	95%
2) No	7	5%

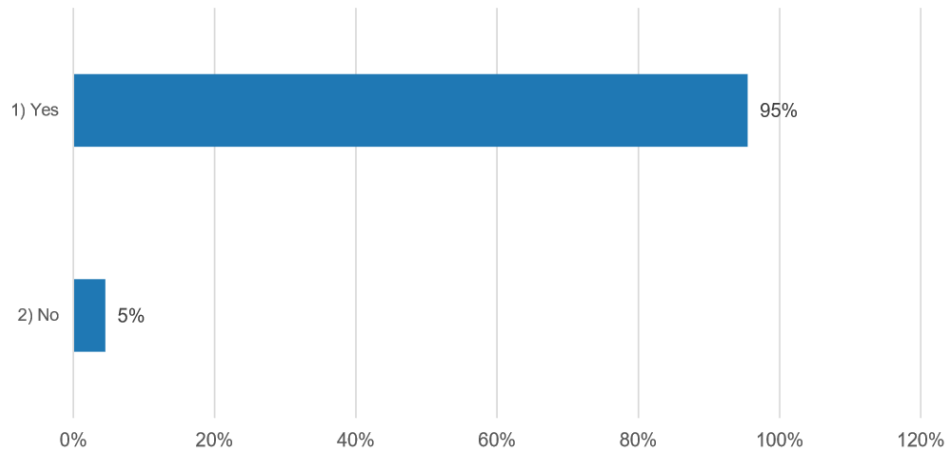
* The percentage refers to the respondents to this specific question. The grand total could be more than 100% in the case of multiple choice questions.

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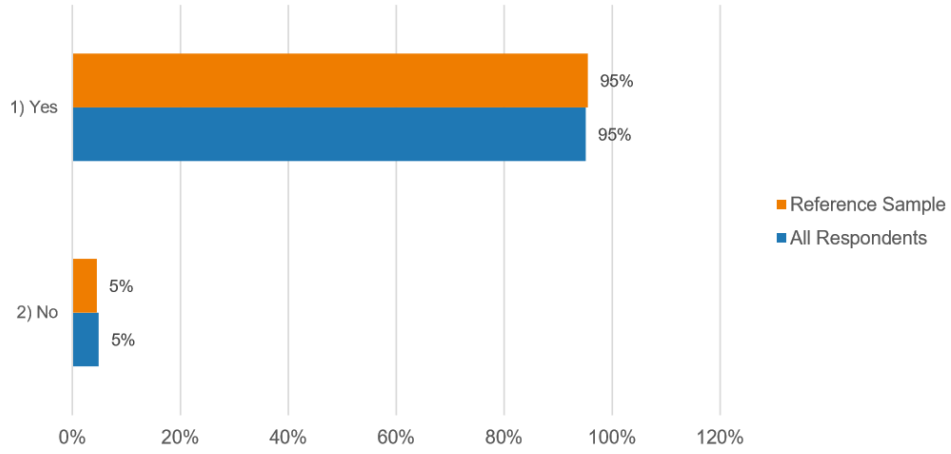
Question type	Data sample	Cluster	Value
Single choice - Binary	Reference Sample	-	Count

6.4 Does your public authority manage official pages/profiles on social media?



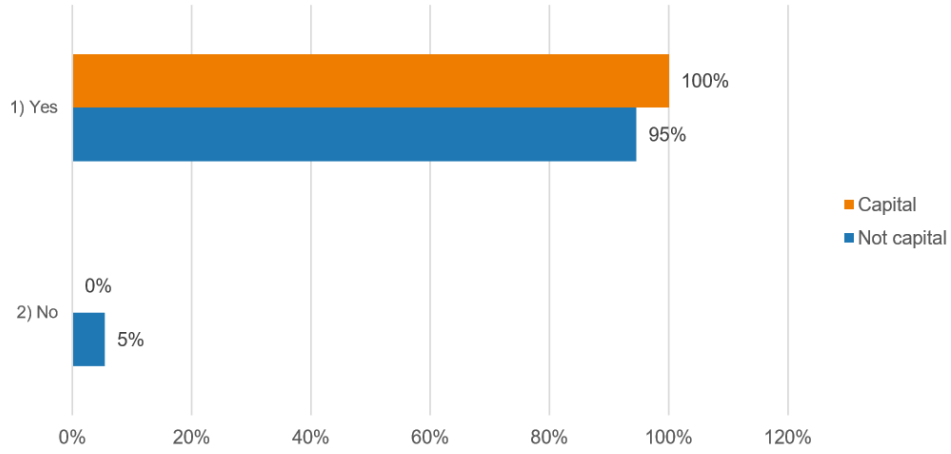
Question type	Data sample	Cluster	Value
Single choice - Binary	Reference Sample	-	Percentage

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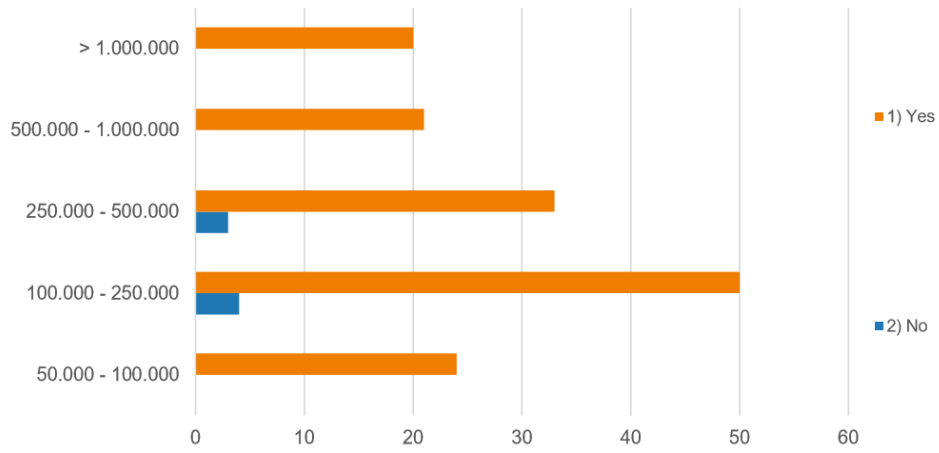
Question type	Data sample	Cluster	Value
Single choice - Binary	Reference Sample	Reference Sample	Percentage

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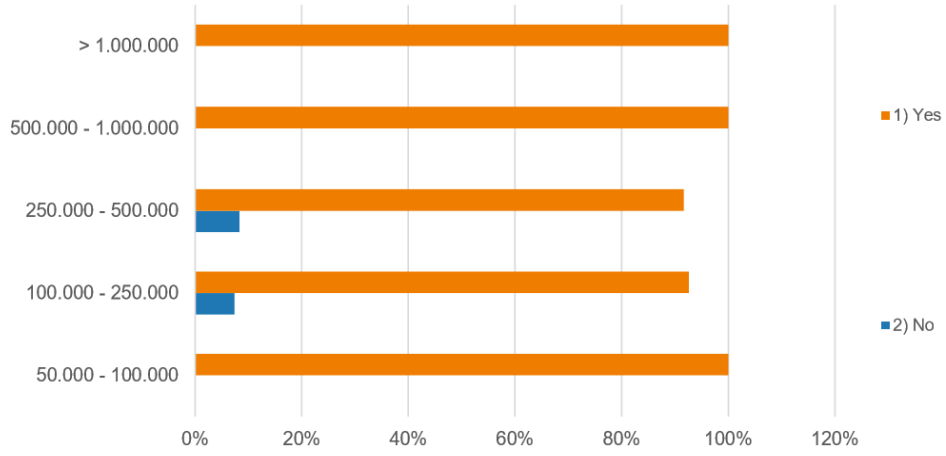
Question type	Data sample	Cluster	Value
Single choice - Binary	Reference Sample	Capital cities	Percentage

6.4 Does your public authority manage official pages/profiles on social media?



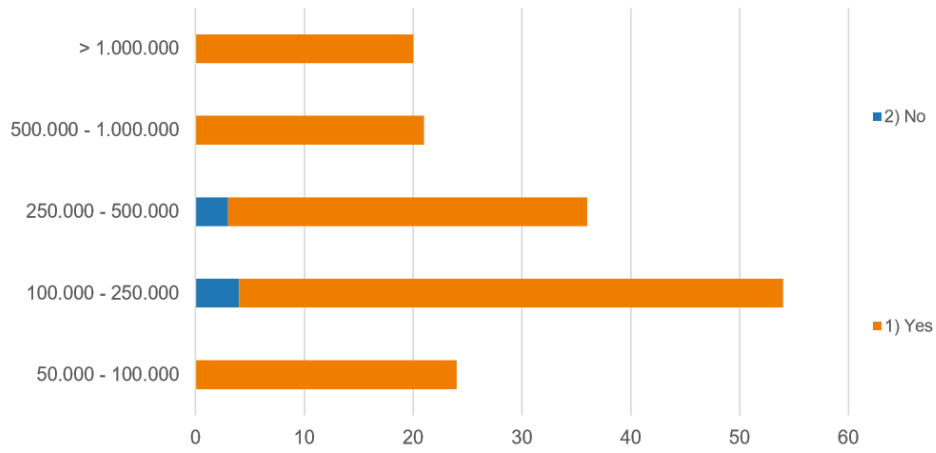
Question type	Data sample	Cluster	Value
Single choice - Binary	Reference Sample	Population	Count

6.4 Does your public authority manage official pages/profiles on social media?



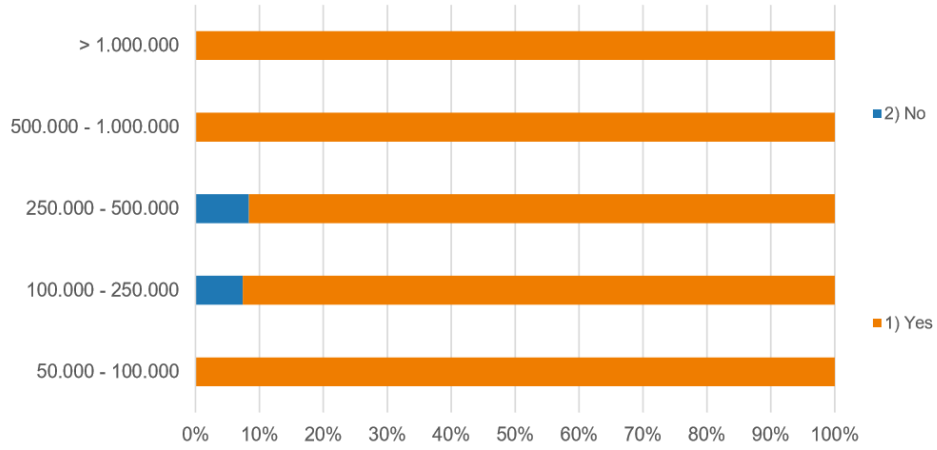
Question type	Data sample	Cluster	Value
Single choice - Binary	Reference Sample	Population	Percentage

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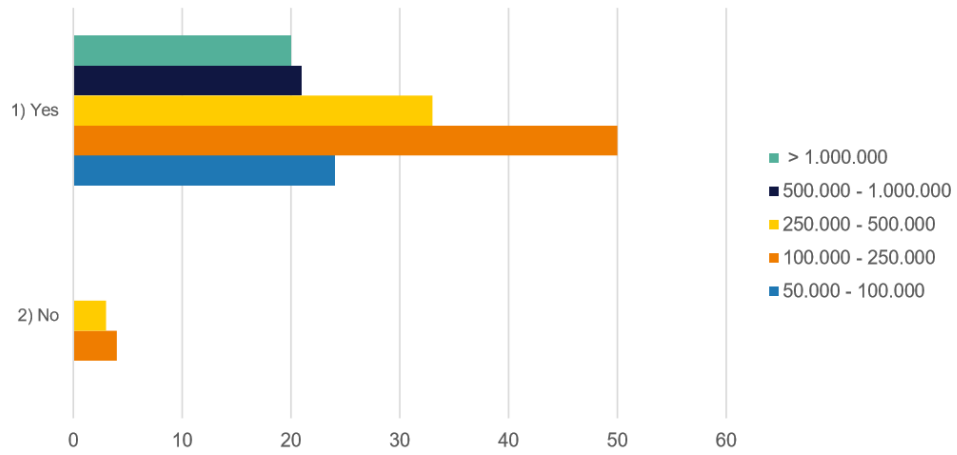
Question type	Data sample	Cluster	Value
Single choice - Binary	Reference Sample	Population	Count

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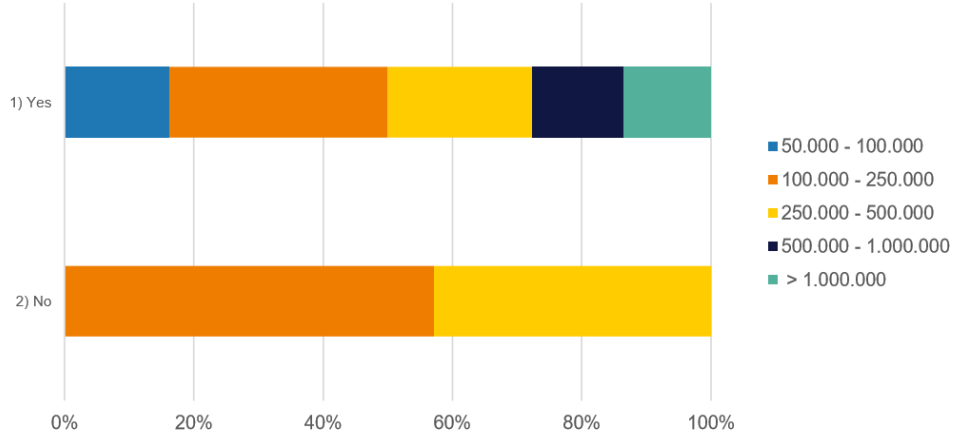
Question type	Data sample	Cluster	Value
Single choice - Binary	Reference Sample	Population	Percentage

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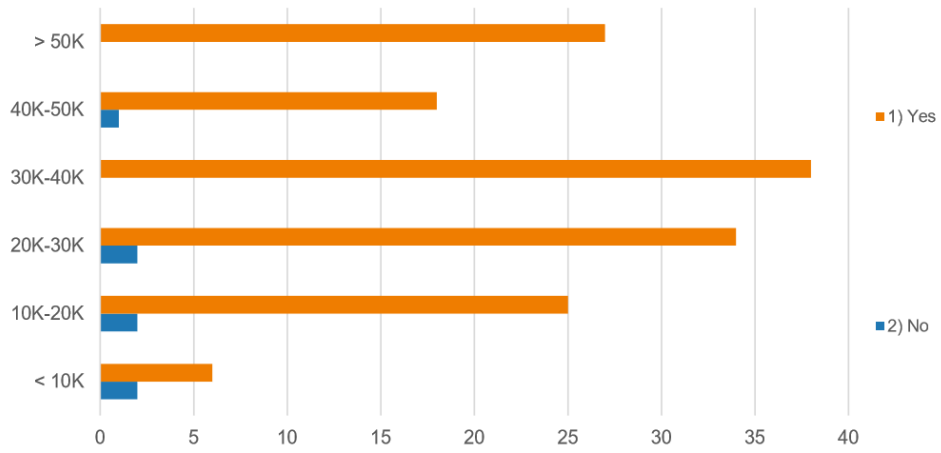
Question type	Data sample	Cluster	Value
Single choice - Binary	Reference Sample	Population	Count

6.4 Does your public authority manage official pages/profiles on social media?



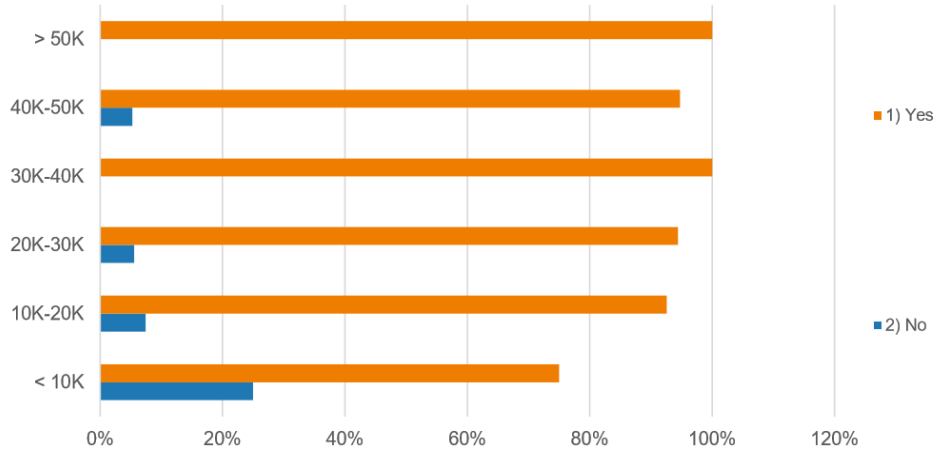
Question type	Data sample	Cluster	Value
Single choice - Binary	Reference Sample	Population	Percentage

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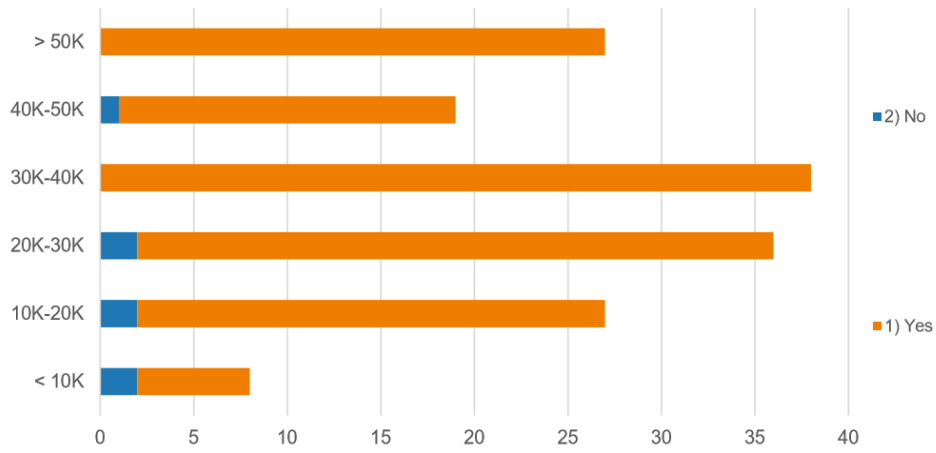
Question type	Data sample	Cluster	Value
Single choice - Binary	Reference Sample	GDPPC	Count

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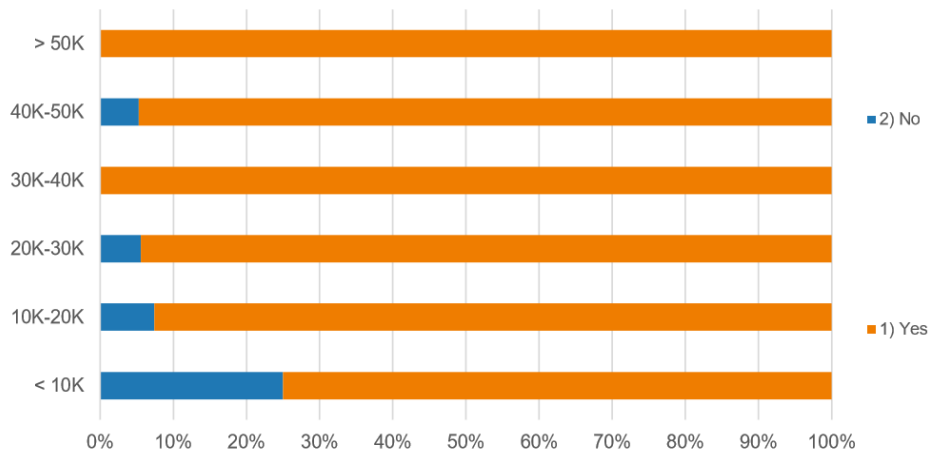
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Single choice - Binary	Reference Sample	GDPPC	Percentage

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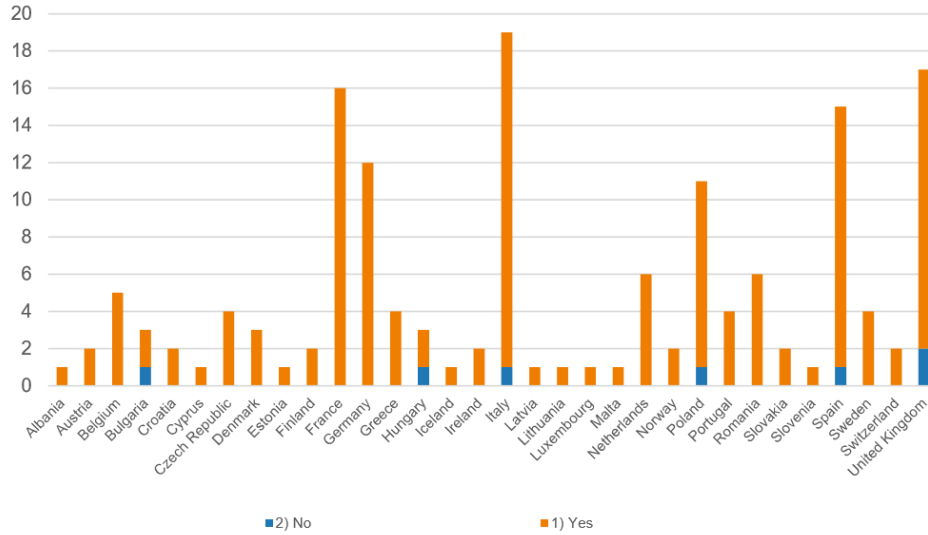
Question type	Data sample	Cluster	Value
Single choice - Binary	Reference Sample	GDPPC	Count

6.4 Does your public authority manage official pages/profiles on social media?



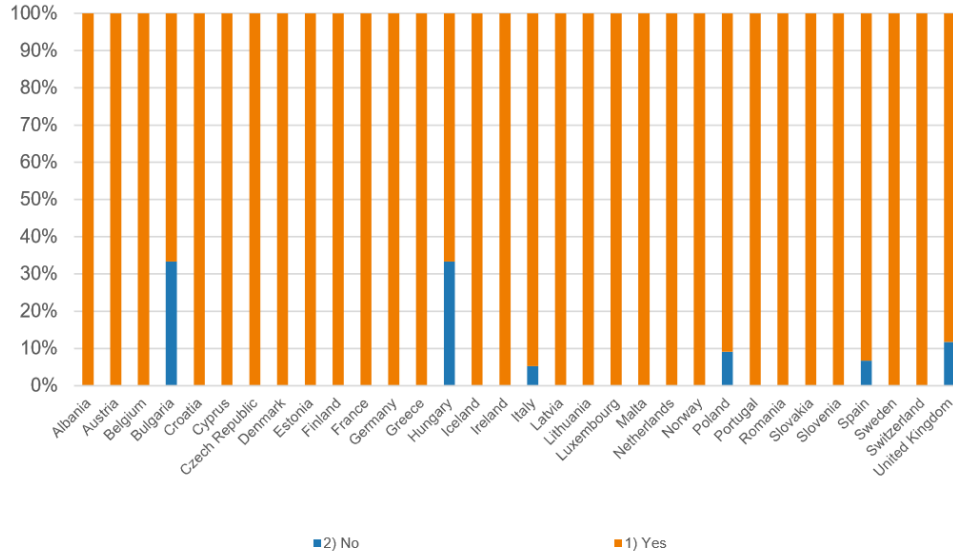
Question type	Data sample	Cluster	Value
Single choice - Binary	Reference Sample	GDPPC	Percentage

6.4 Does your public authority manage official pages/profiles on social media?



Question type	Data sample	Cluster	Value
Single choice - Binary	Reference Sample	Country	Count

6.4 Does your public authority manage official pages/profiles on social media?



Question type	Data sample	Cluster	Value
Single choice - Binary	Reference Sample	Country	Percentage

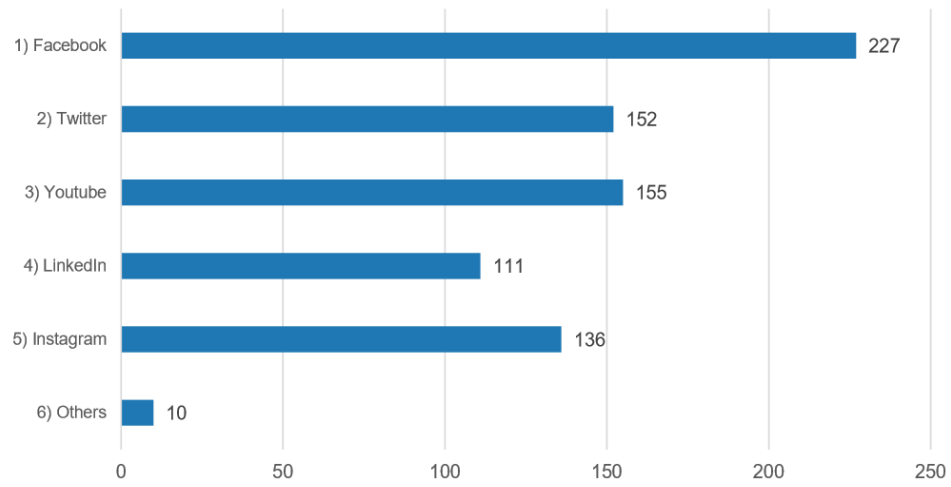
3.59 Q_6.4.1 Please select which social media platform(s):

6.4.1 Please select which social media platform(s):**ALL RESPONDENTS**

Question type: **Multiple choice**
 Number of analysed questionnaires: **246**
 Number of cities respond to this specific question: **234 (95%)**

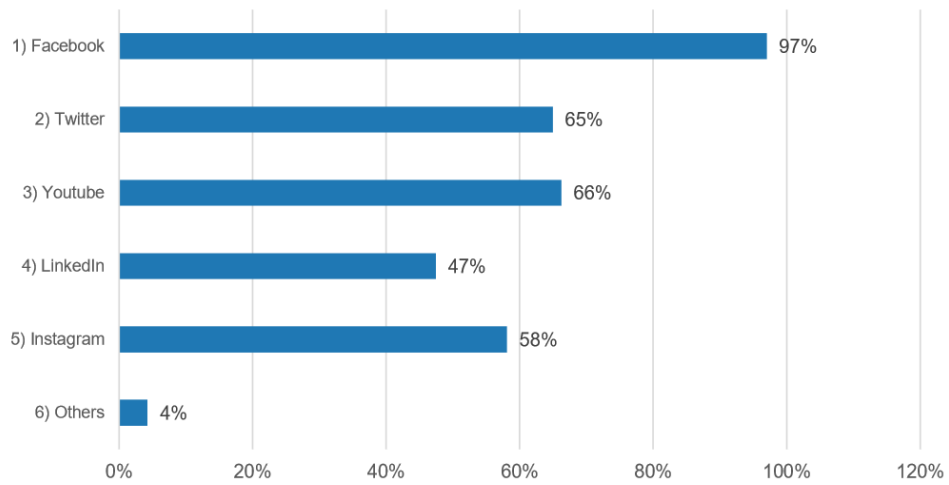
<i>Answer</i>	<i>Count</i>	<i>Percentage*</i>
1) Facebook	227	97%
2) Twitter	152	65%
3) Youtube	155	66%
4) LinkedIn	111	47%
5) Instagram	136	58%
6) Others	10	4%

* The percentage refers to the respondents to this specific question. The grand total could be more than 100% in the case of multiple choice questions.

6.4.1 Please select which social media platform(s):

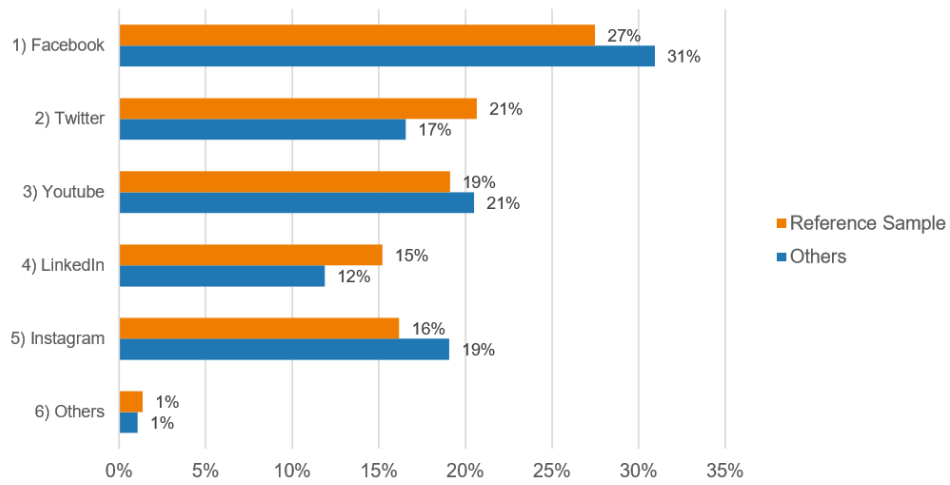
Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	-	Count

6.4.1 Please select which social media platform(s):



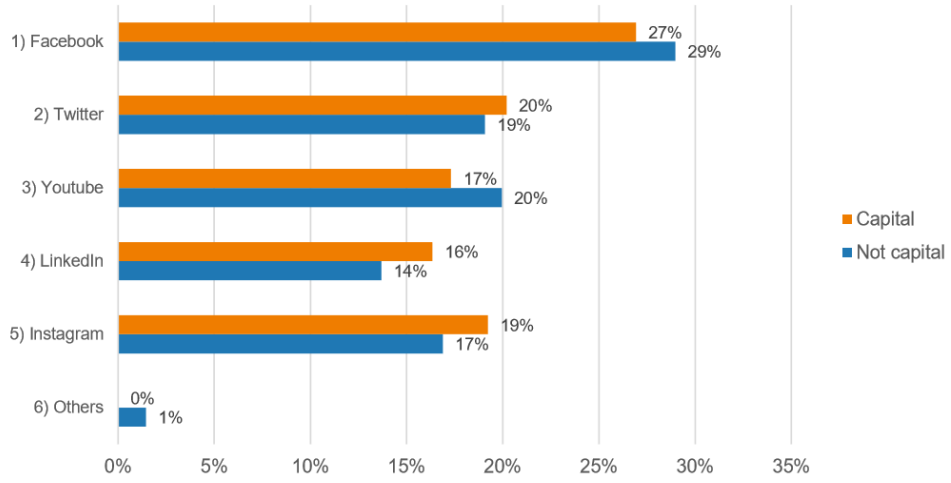
Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	-	Percentage

6.4.1 Please select which social media platform(s):



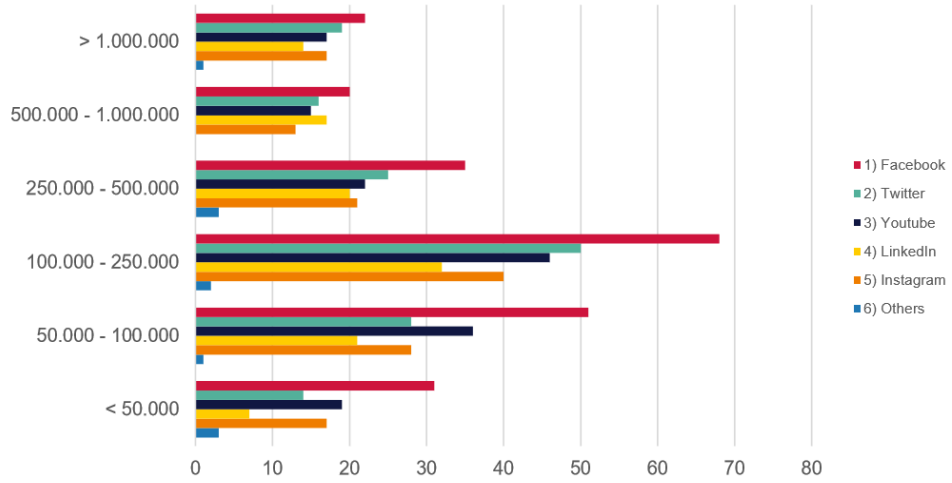
Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	Reference Sample	Percentage

6.4.1 Please select which social media platform(s):



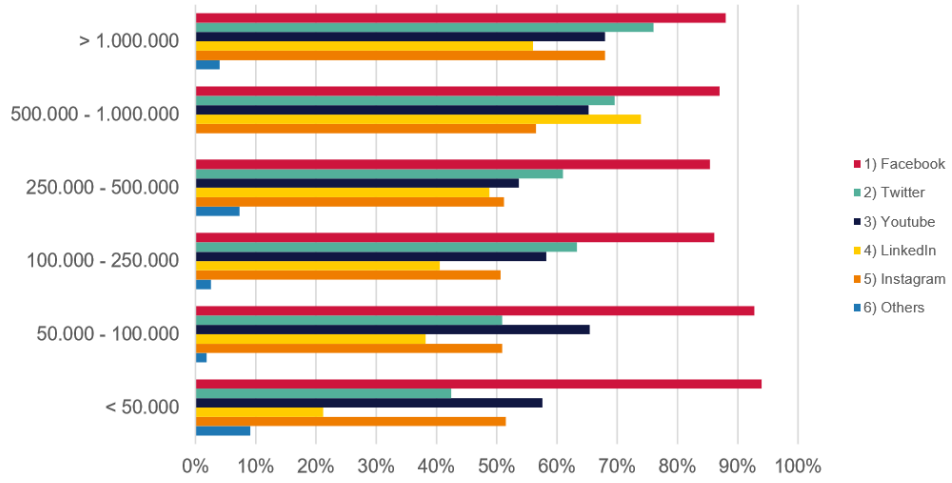
Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	Capital cities	Percentage

6.4.1 Please select which social media platform(s):



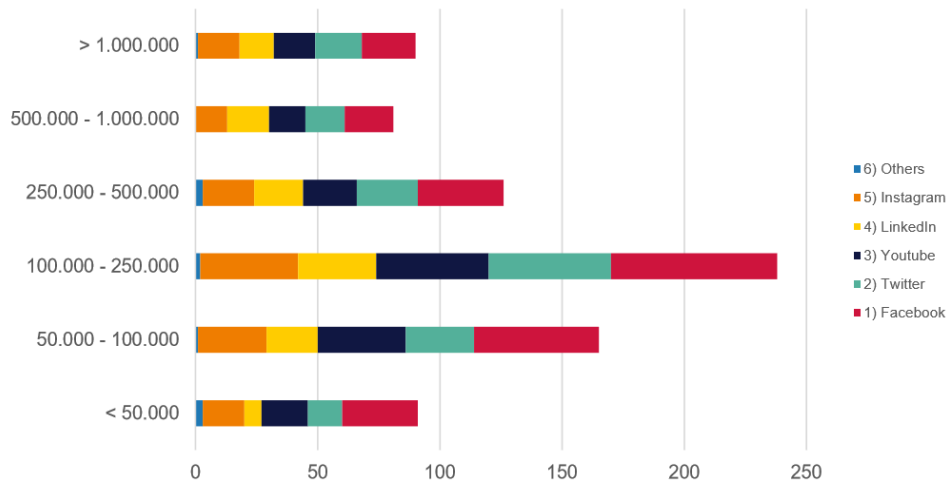
Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	Population	Count

6.4.1 Please select which social media platform(s):



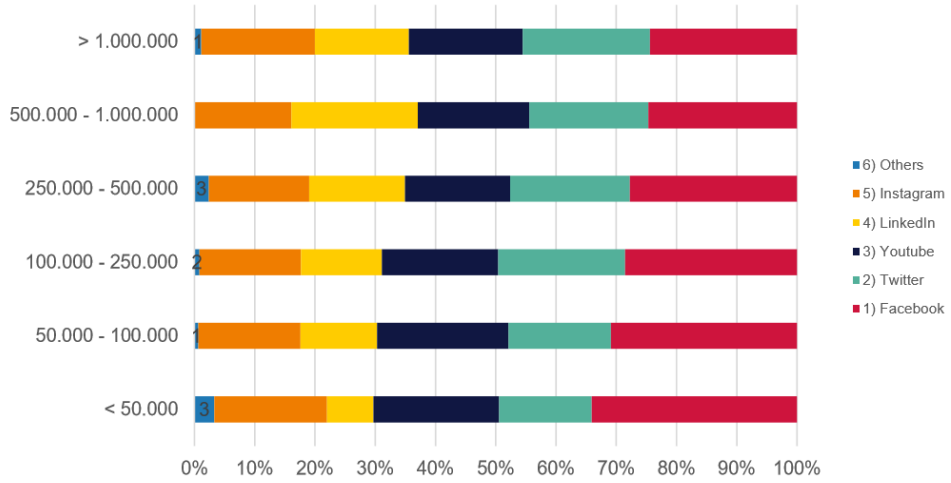
Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	Population	Percentage

6.4.1 Please select which social media platform(s):



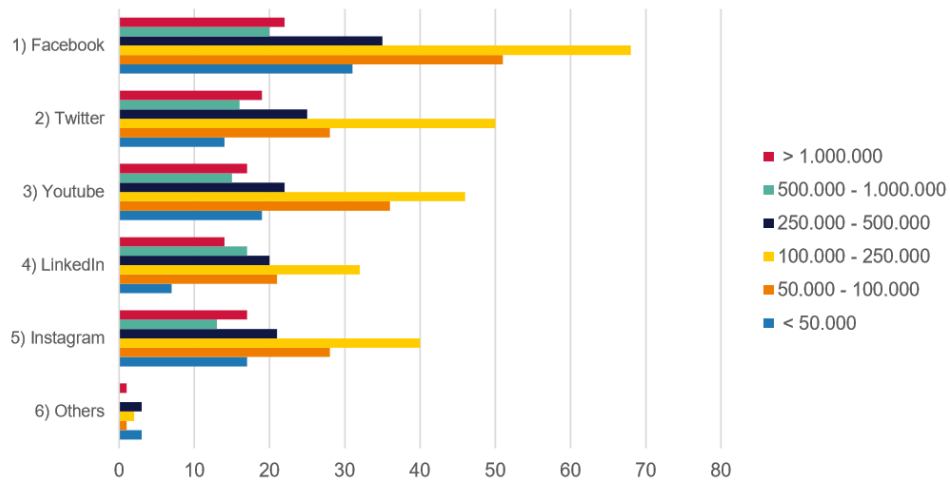
Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	Population	Count

6.4.1 Please select which social media platform(s):



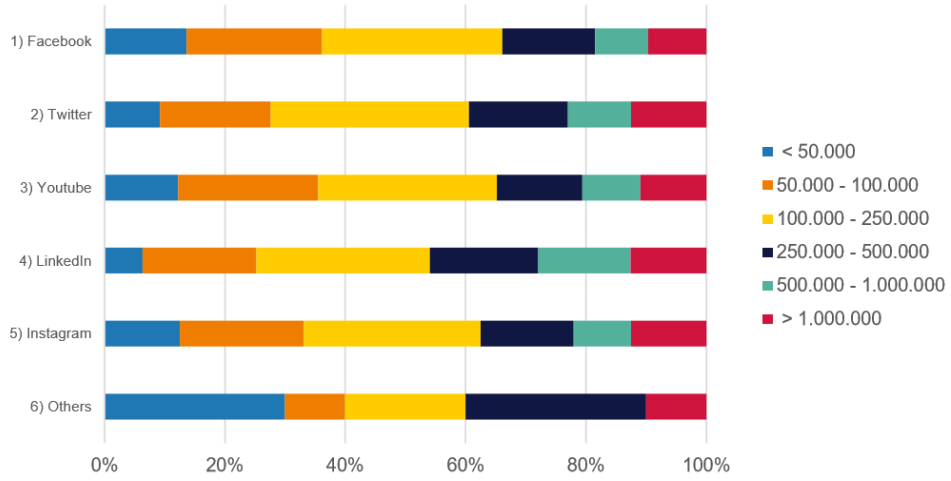
Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	Population	Percentage

6.4.1 Please select which social media platform(s):



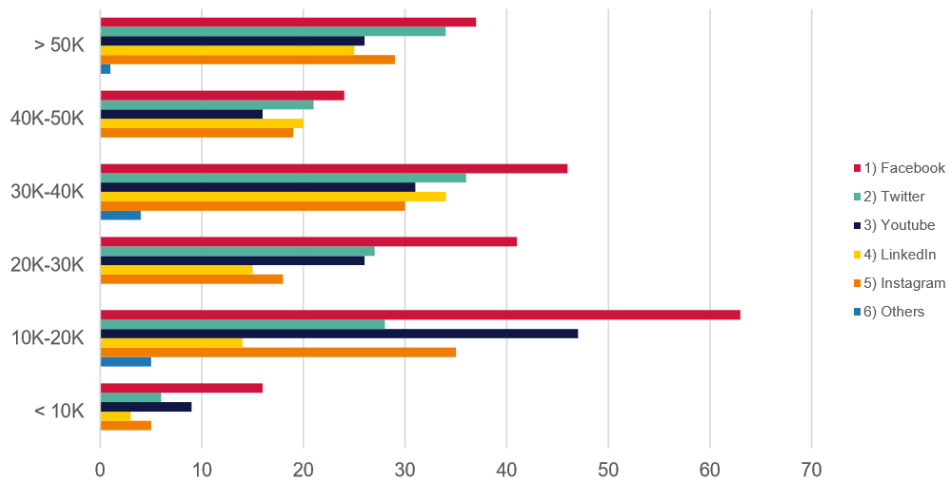
Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	Population	Count

6.4.1 Please select which social media platform(s):



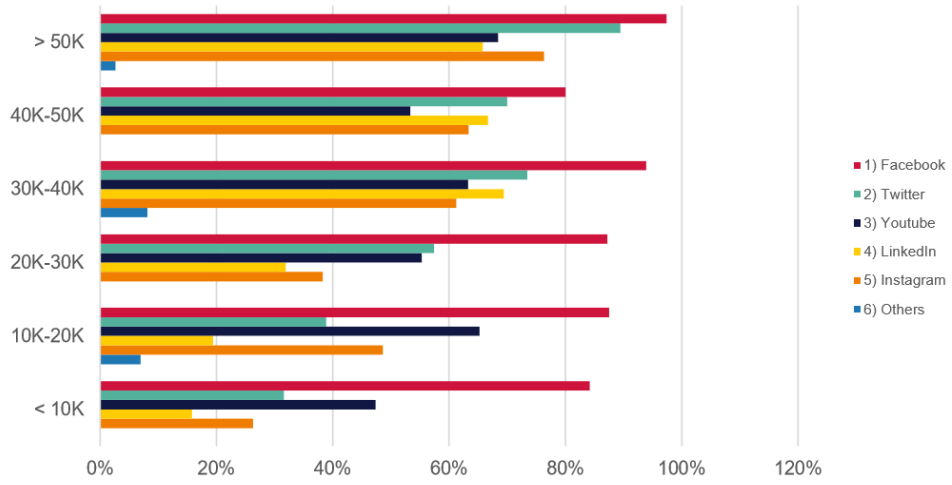
Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	Population	Percentage

6.4.1 Please select which social media platform(s):



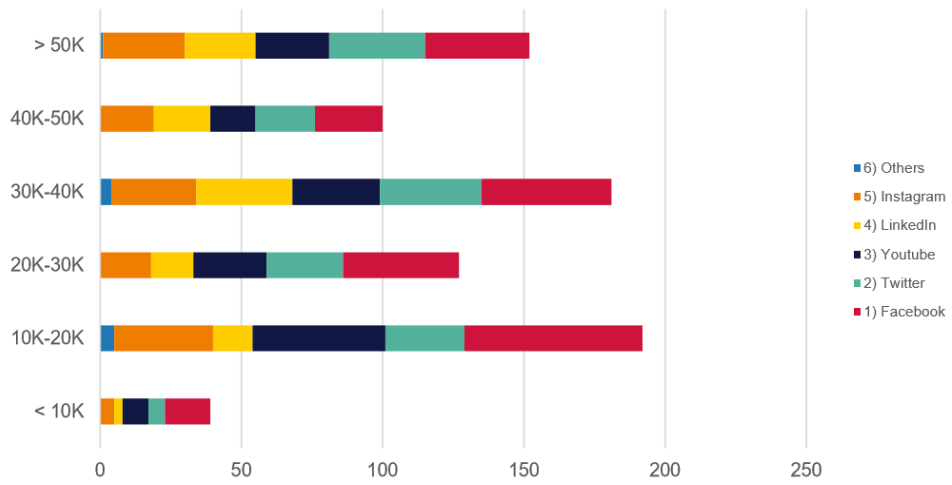
Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	GDPPC	Count

6.4.1 Please select which social media platform(s):



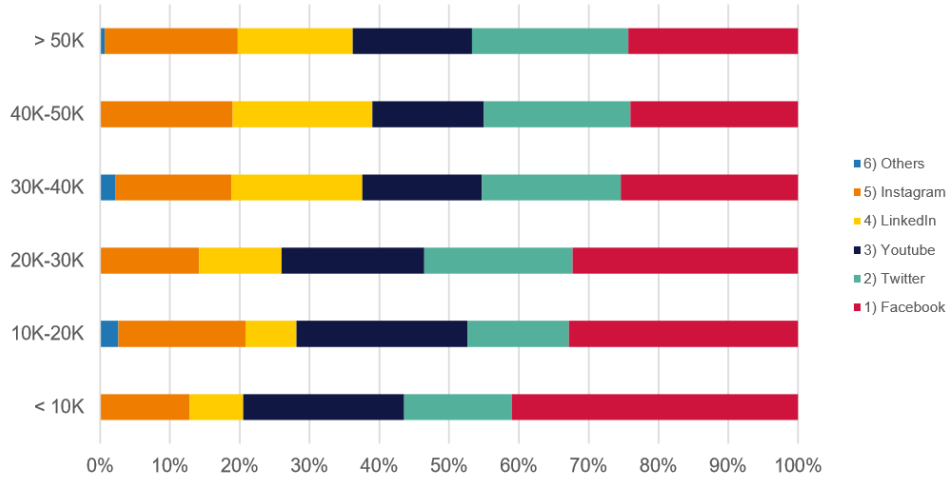
Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	GDPPC	Percentage

6.4.1 Please select which social media platform(s):



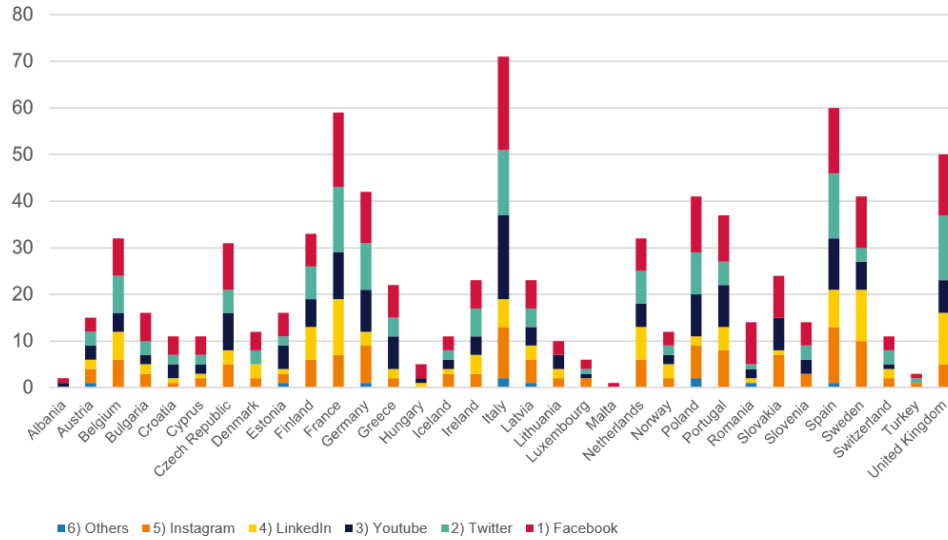
Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	GDPPC	Count

6.4.1 Please select which social media platform(s):



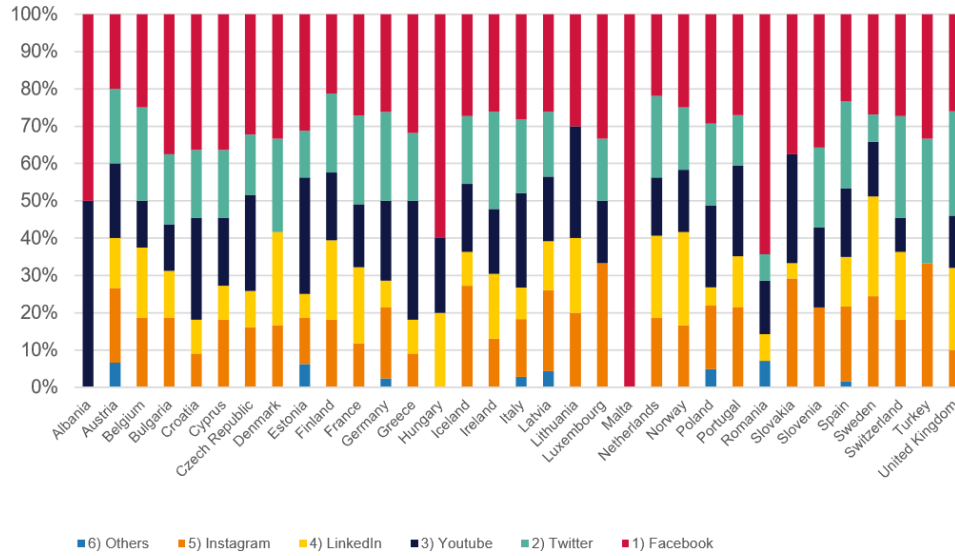
Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	GDPPC	Percentage

6.4.1 Please select which social media platform(s):



Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	Country	Count

6.4.1 Please select which social media platform(s):



Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	Country	Percentage

6.4.1 Please select which social media platform(s):

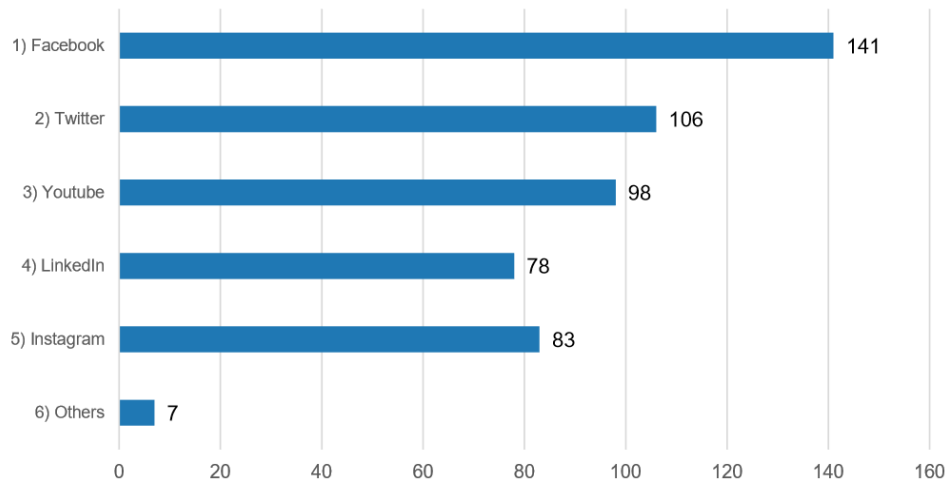
REFERENCE SAMPLE

Question type: **Multiple choice**
 Number of analysed questionnaires: **155**
 Number of cities respond to this specific question: **148 (95%)**

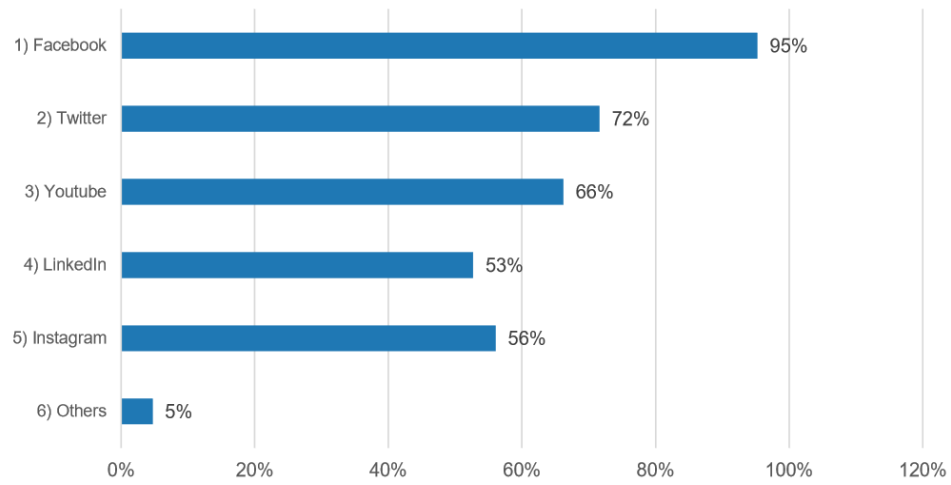
<i>Answer</i>	<i>Count</i>	<i>Percentage*</i>
1) Facebook	141	95%
2) Twitter	106	72%
3) Youtube	98	66%
4) LinkedIn	78	53%
5) Instagram	83	56%
6) Others	7	5%

* The percentage refers to the respondents to this specific question. The grand total could be more than 100% in the case of multiple choice questions.

6.4.1 Please select which social media platform(s):

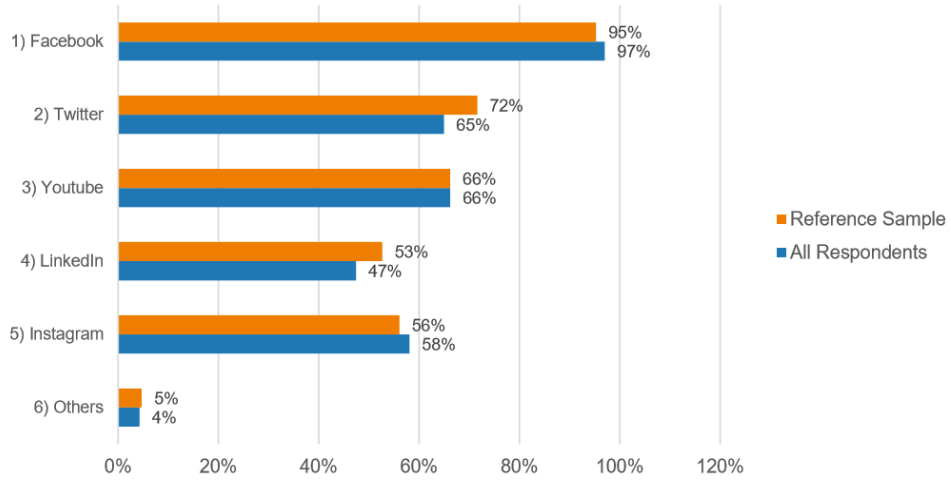


Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	-	Count

6.4.1 Please select which social media platform(s):

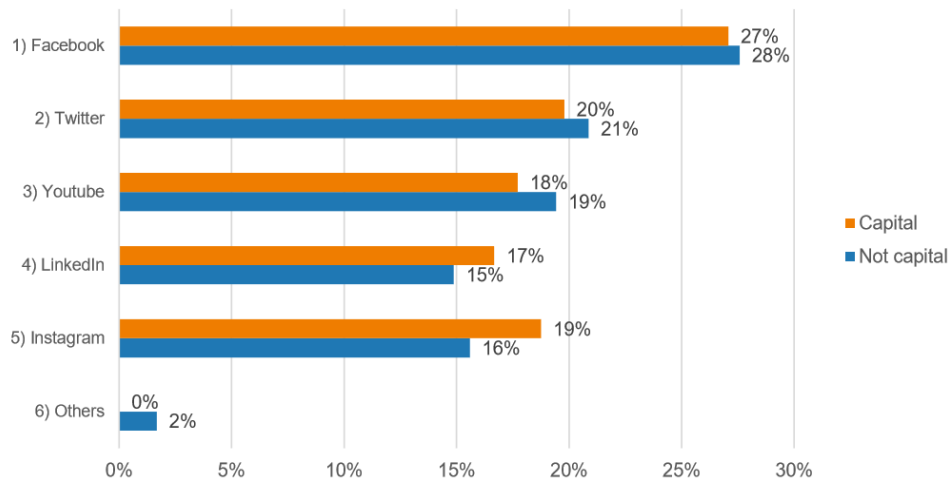
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	-	Percentage

6.4.1 Please select which social media platform(s):



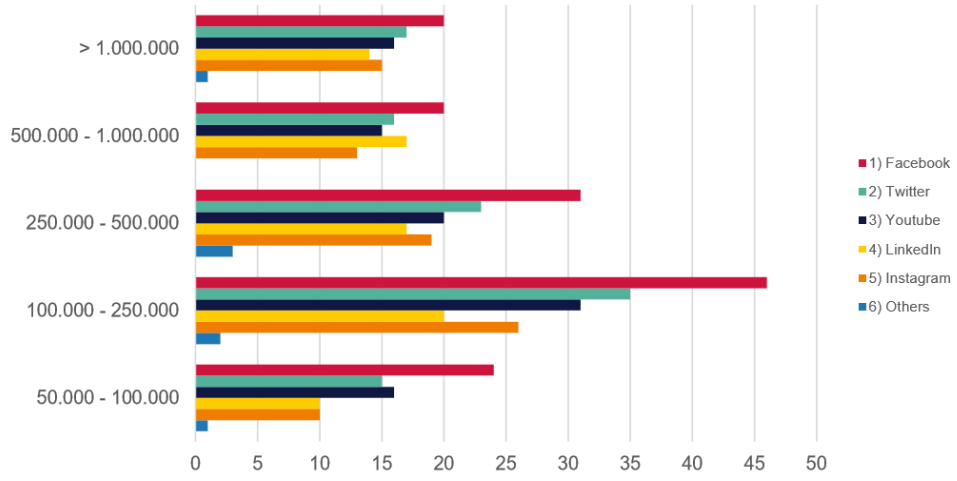
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	Reference Sample	Percentage

6.4.1 Please select which social media platform(s):



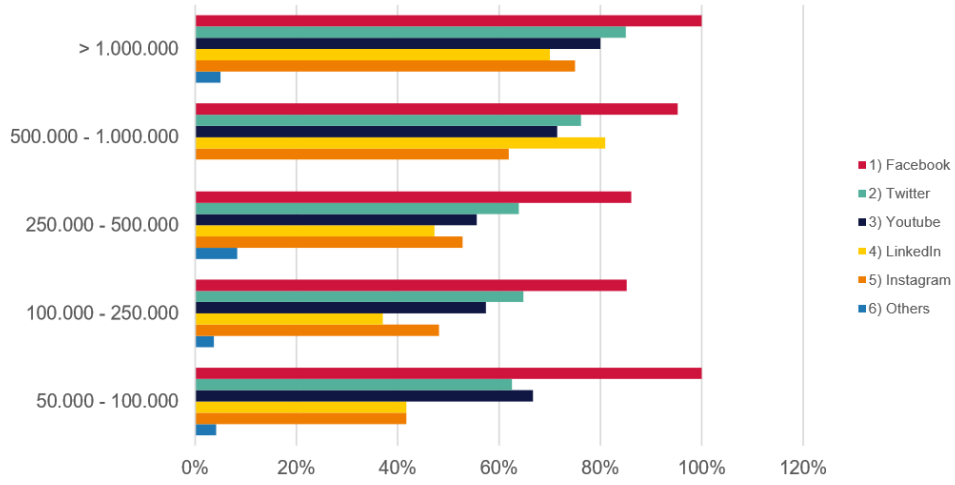
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	Capital cities	Percentage

6.4.1 Please select which social media platform(s):



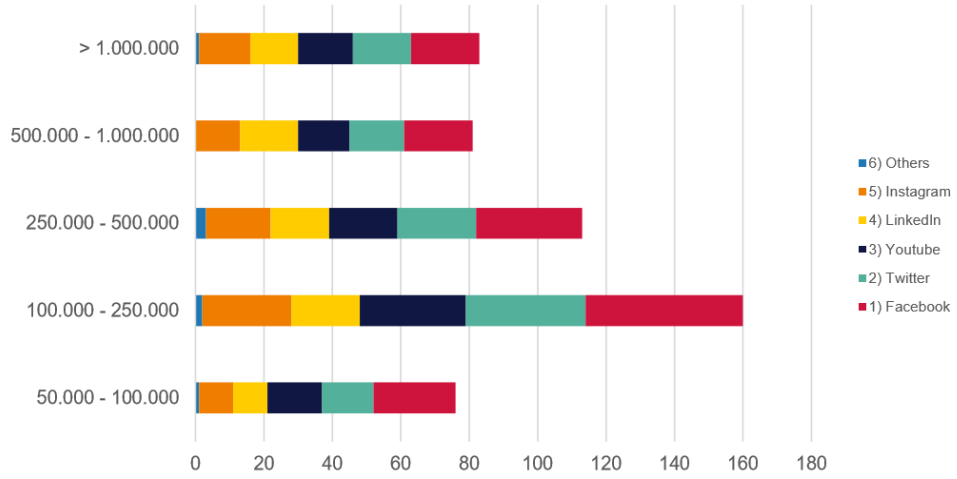
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	Population	Count

6.4.1 Please select which social media platform(s):



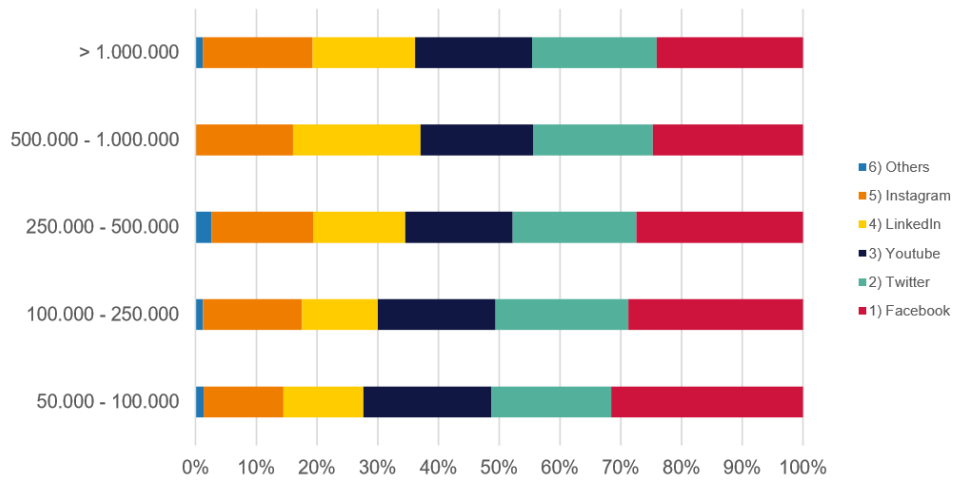
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	Population	Percentage

6.4.1 Please select which social media platform(s):



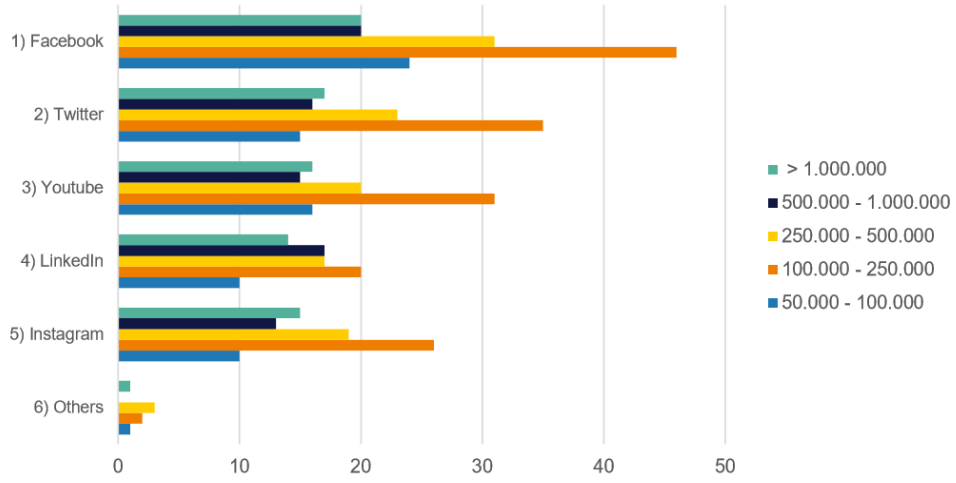
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	Population	Count

6.4.1 Please select which social media platform(s):



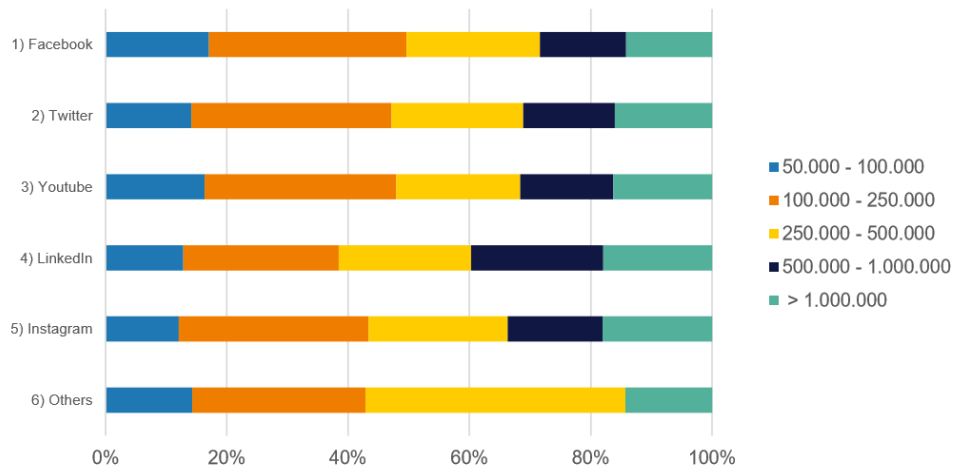
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	Population	Percentage

6.4.1 Please select which social media platform(s):



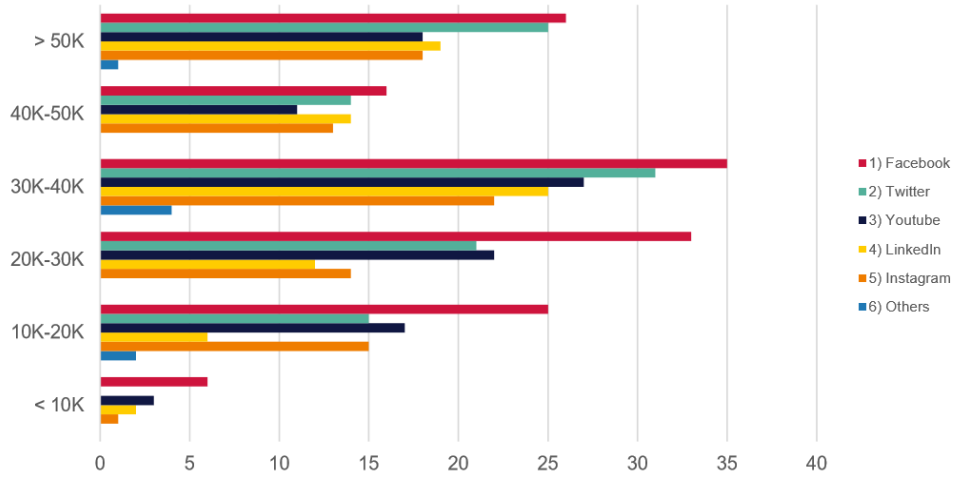
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	Population	Count

6.4.1 Please select which social media platform(s):



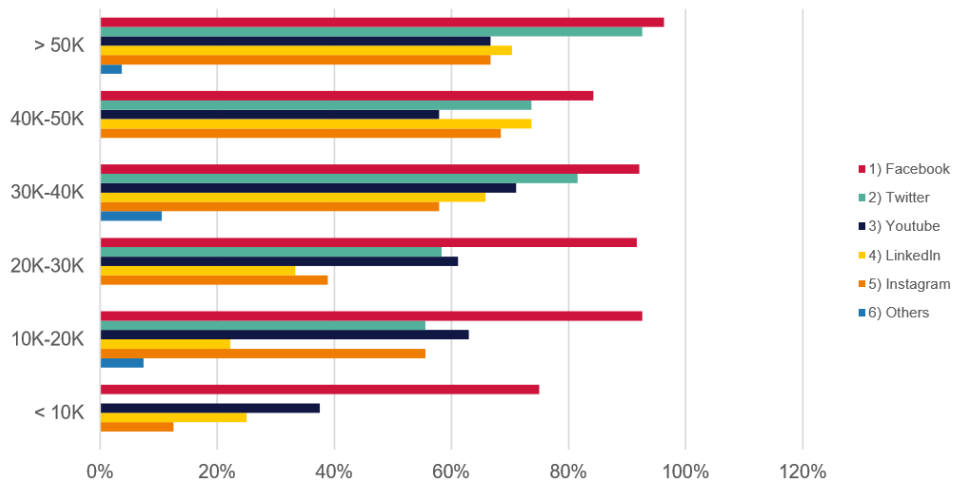
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	Population	Percentage

6.4.1 Please select which social media platform(s):



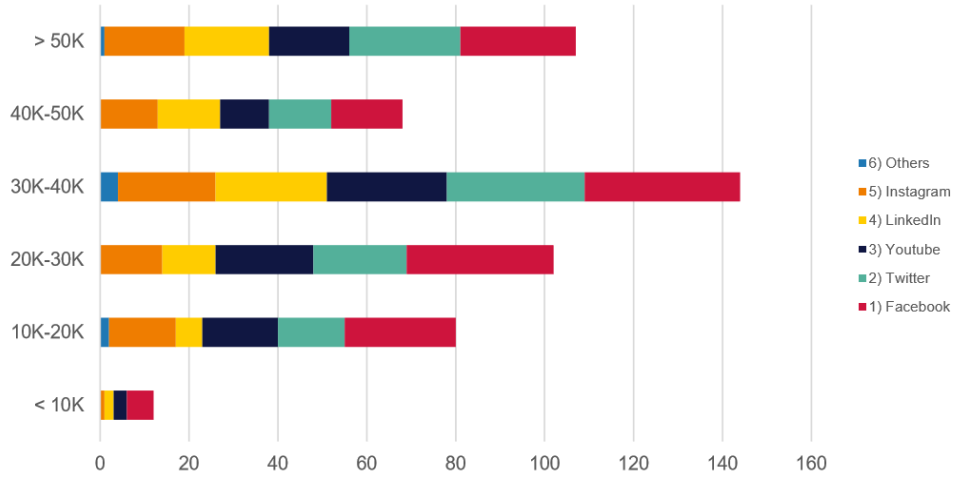
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	GDPPC	Count

6.4.1 Please select which social media platform(s):



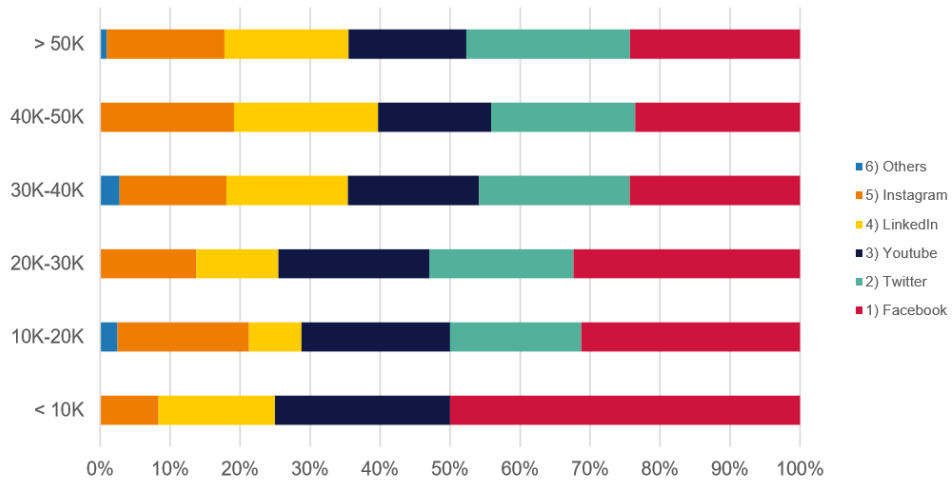
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	GDPPC	Percentage

6.4.1 Please select which social media platform(s):



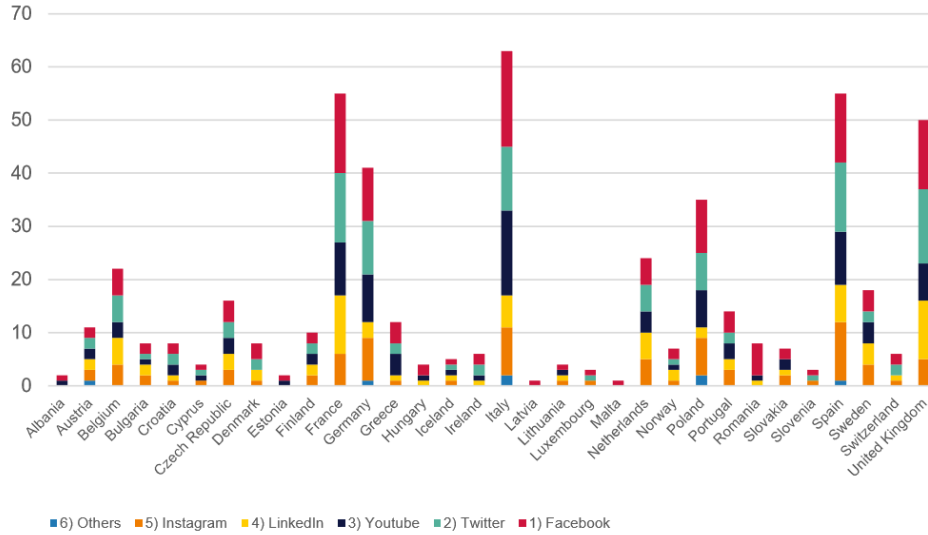
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	GDPPC	Count

6.4.1 Please select which social media platform(s):



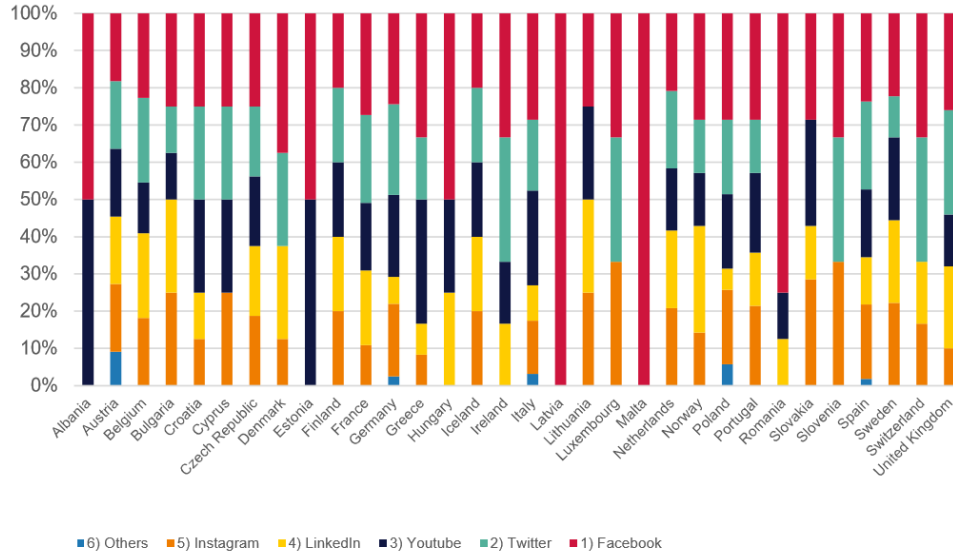
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	GDPPC	Percentage

6.4.1 Please select which social media platform(s):



Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	Country	Count

6.4.1 Please select which social media platform(s):



Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	Country	Percentage

3.60 Q_7.1 Does your public authority adopt a citizen-centric approach when planning new services or updating existing ones as part of the innovation process?

7.1 Does your public authority adopt a citizen-centric approach when planning new services or updating existing ones as part of the innovation process?

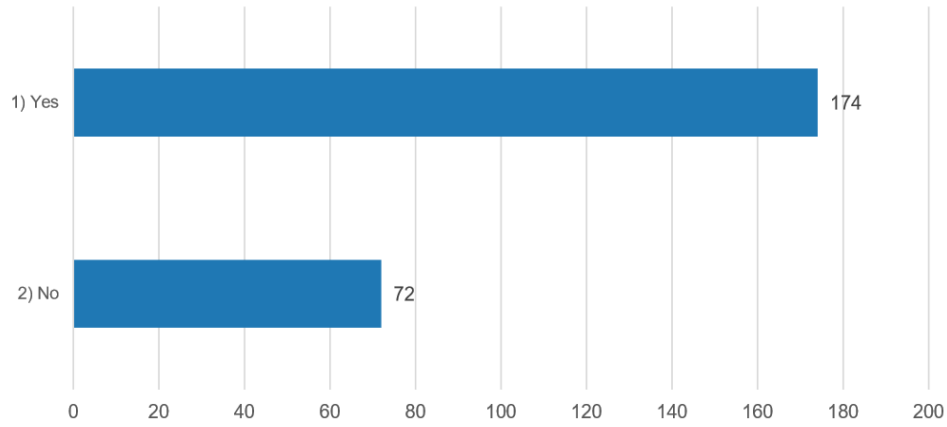
ALL RESPONDENTS

Question type: **Single choice - Binary**
 Number of analysed questionnaires: **246**
 Number of cities respond to this specific question: **246 (100%)**

<i>Answer</i>	<i>Count</i>	<i>Percentage*</i>
1) Yes	174	71%
2) No	72	29%

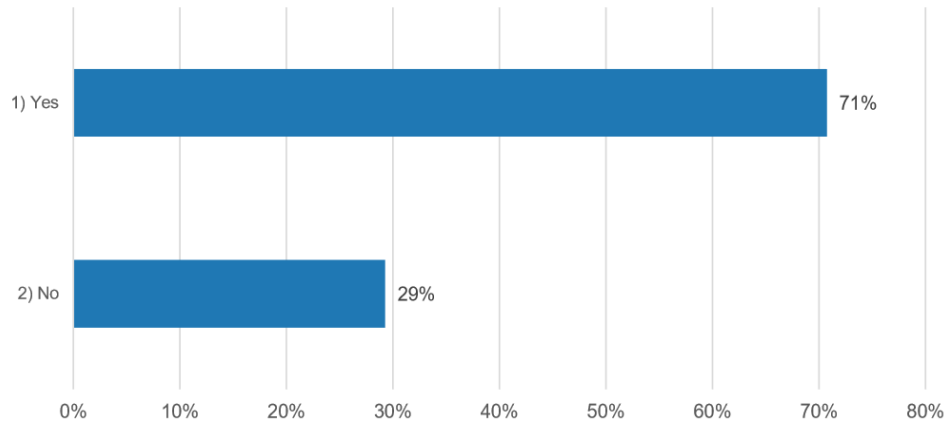
* The percentage refers to the respondents to this specific question. The grand total could be more than 100% in the case of multiple choice questions.

7.1 Does your public authority adopt a citizen-centric approach when planning new services or updating existing ones as part of the innovation process?



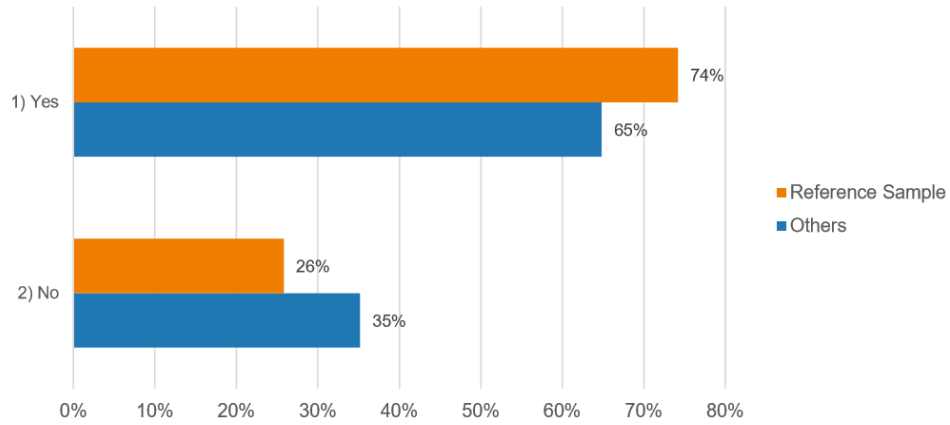
Question type	Data sample	Cluster	Value
Single choice - Binary	All Respondents	-	Count

7.1 Does your public authority adopt a citizen-centric approach when planning new services or updating existing ones as part of the innovation process?



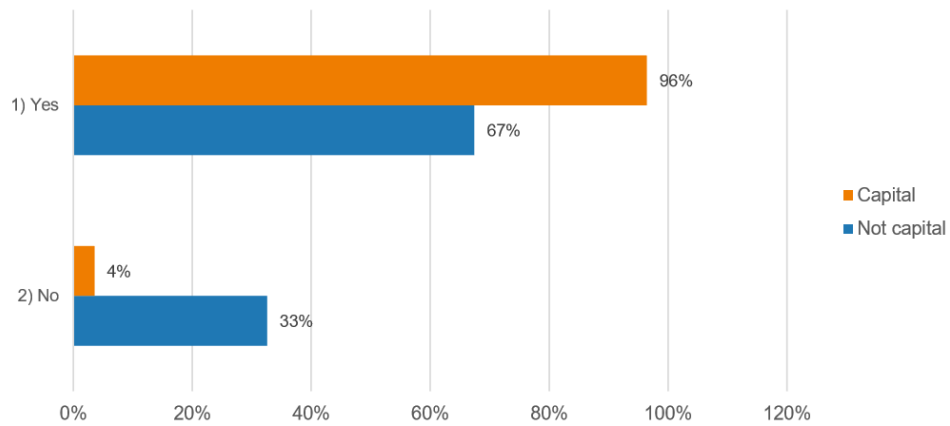
Question type	Data sample	Cluster	Value
Single choice - Binary	All Respondents	-	Percentage

7.1 Does your public authority adopt a citizen-centric approach when planning new services or updating existing ones as part of the innovation process?



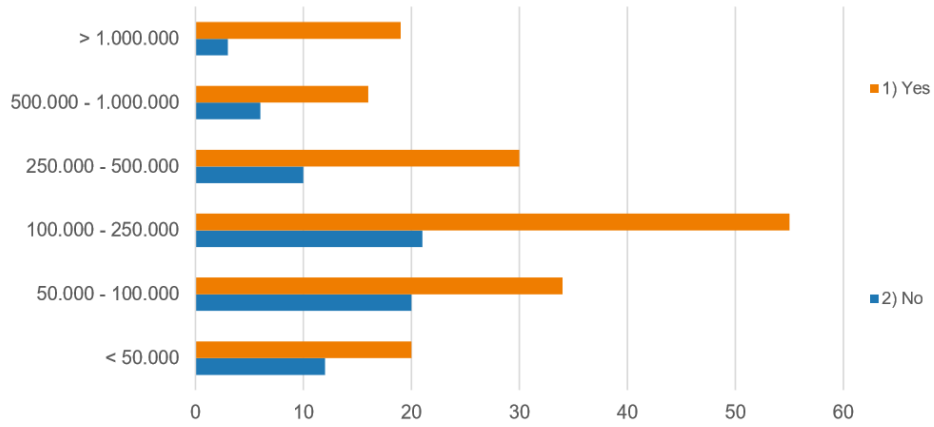
Question type	Data sample	Cluster	Value
Single choice - Binary	All Respondents	Reference Sample	Percentage

7.1 Does your public authority adopt a citizen-centric approach when planning new services or updating existing ones as part of the innovation process?



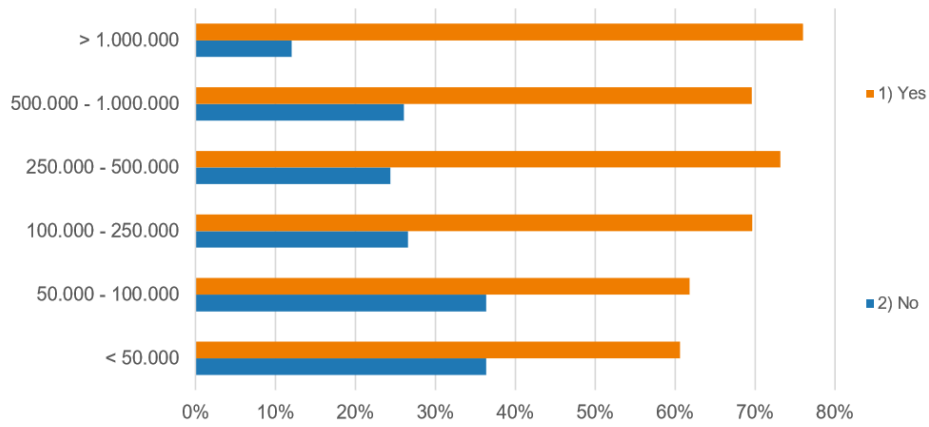
Question type	Data sample	Cluster	Value
Single choice - Binary	All Respondents	Capital cities	Percentage

7.1 Does your public authority adopt a citizen-centric approach when planning new services or updating existing ones as part of the innovation process?



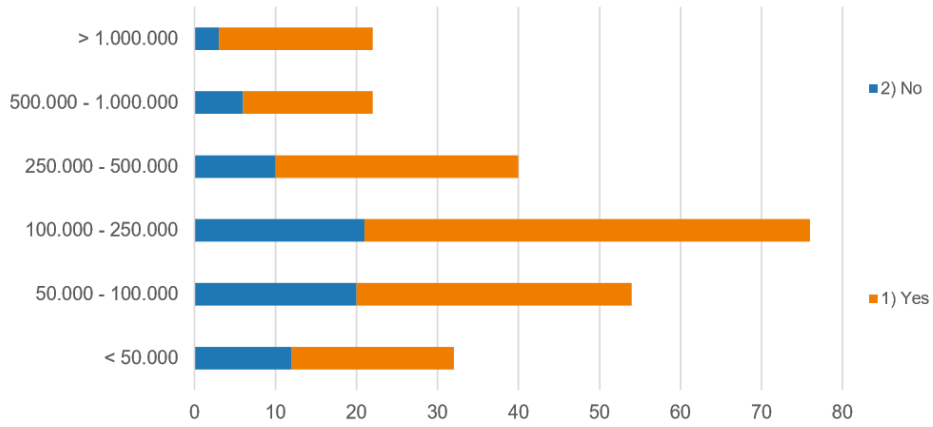
Question type	Data sample	Cluster	Value
Single choice - Binary	All Respondents	Population	Count

7.1 Does your public authority adopt a citizen-centric approach when planning new services or updating existing ones as part of the innovation process?



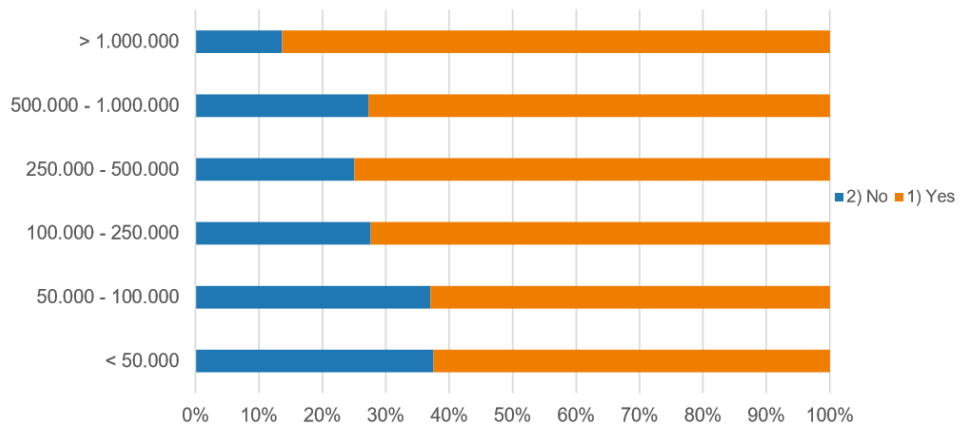
Question type	Data sample	Cluster	Value
Single choice - Binary	All Respondents	Population	Percentage

7.1 Does your public authority adopt a citizen-centric approach when planning new services or updating existing ones as part of the innovation process?



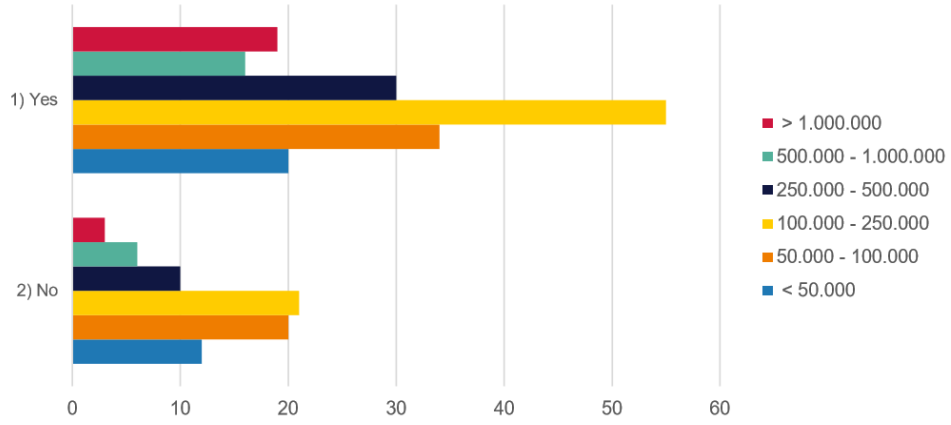
Question type	Data sample	Cluster	Value
Single choice - Binary	All Respondents	Population	Count

7.1 Does your public authority adopt a citizen-centric approach when planning new services or updating existing ones as part of the innovation process?



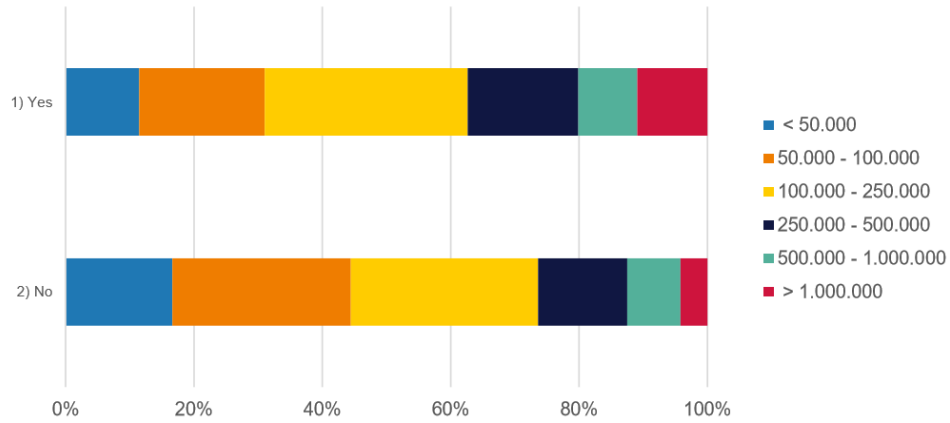
Question type	Data sample	Cluster	Value
Single choice - Binary	All Respondents	Population	Percentage

7.1 Does your public authority adopt a citizen-centric approach when planning new services or updating existing ones as part of the innovation process?



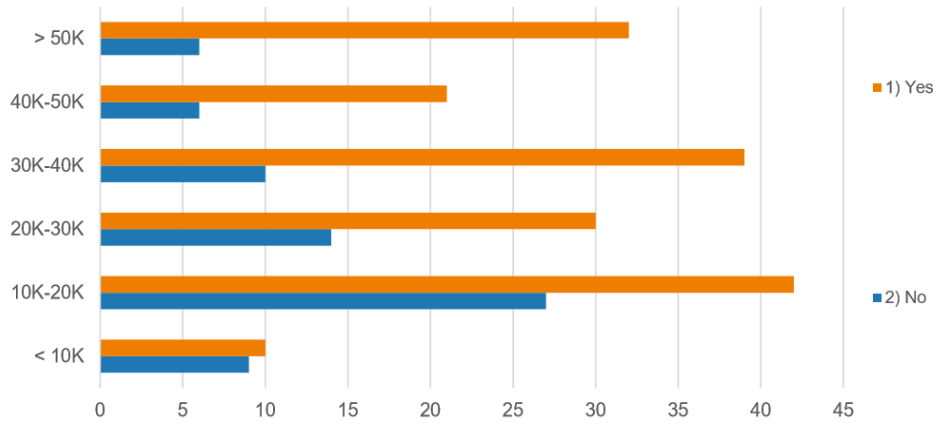
Question type	Data sample	Cluster	Value
Single choice - Binary	All Respondents	Population	Count

7.1 Does your public authority adopt a citizen-centric approach when planning new services or updating existing ones as part of the innovation process?



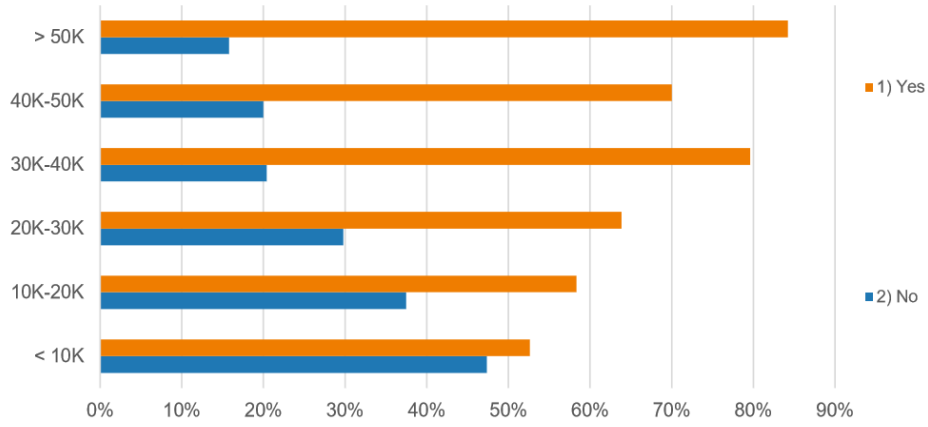
Question type	Data sample	Cluster	Value
Single choice - Binary	All Respondents	Population	Percentage

7.1 Does your public authority adopt a citizen-centric approach when planning new services or updating existing ones as part of the innovation process?



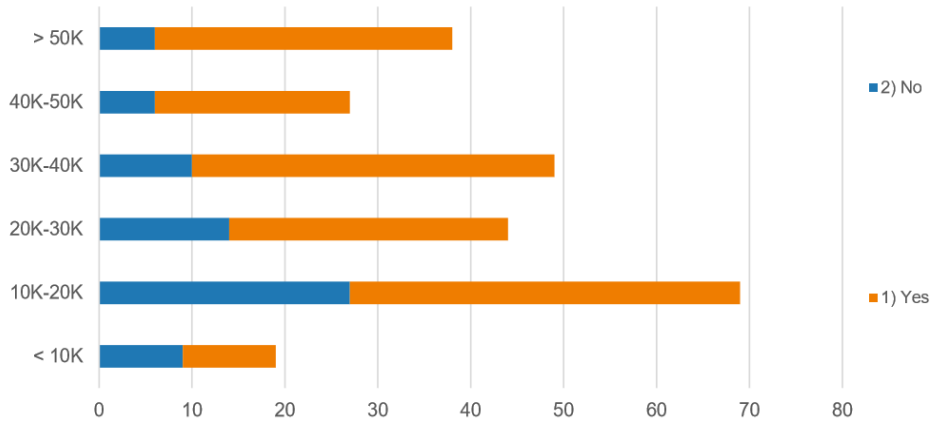
Question type	Data sample	Cluster	Value
Single choice - Binary	All Respondents	GDPPC	Count

7.1 Does your public authority adopt a citizen-centric approach when planning new services or updating existing ones as part of the innovation process?



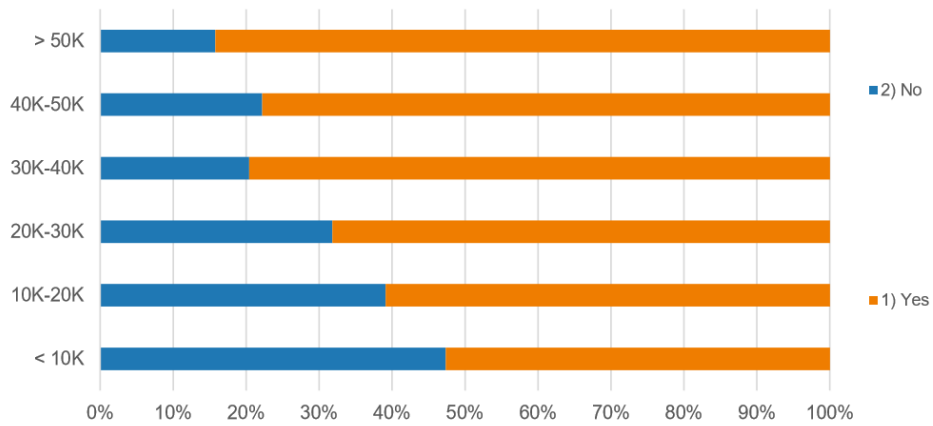
Question type	Data sample	Cluster	Value
Single choice - Binary	All Respondents	GDPPC	Percentage

7.1 Does your public authority adopt a citizen-centric approach when planning new services or updating existing ones as part of the innovation process?



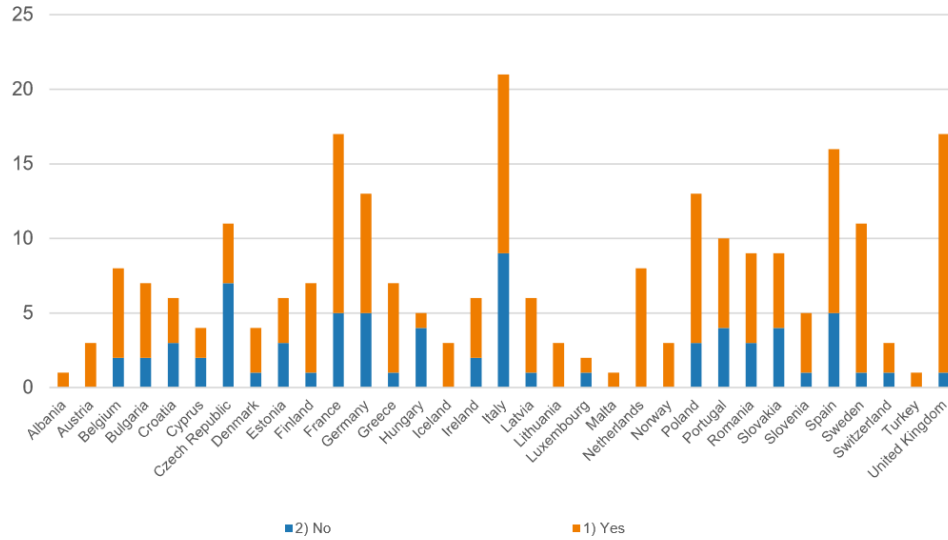
Question type	Data sample	Cluster	Value
Single choice - Binary	All Respondents	GDPPC	Count

7.1 Does your public authority adopt a citizen-centric approach when planning new services or updating existing ones as part of the innovation process?



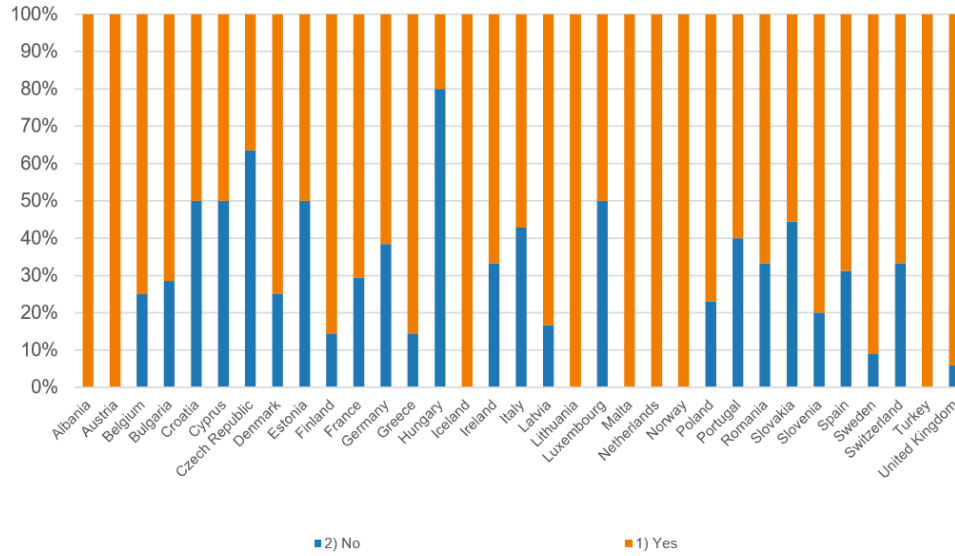
Question type	Data sample	Cluster	Value
Single choice - Binary	All Respondents	GDPPC	Percentage

7.1 Does your public authority adopt a citizen-centric approach when planning new services or updating existing ones as part of the innovation process?



Question type	Data sample	Cluster	Value
Single choice - Binary	All Respondents	Country	Count

7.1 Does your public authority adopt a citizen-centric approach when planning new services or updating existing ones as part of the innovation process?



Question type	Data sample	Cluster	Value
Single choice - Binary	All Respondents	Country	Percentage

7.1 Does your public authority adopt a citizen-centric approach when planning new services or updating existing ones as part of the innovation process?

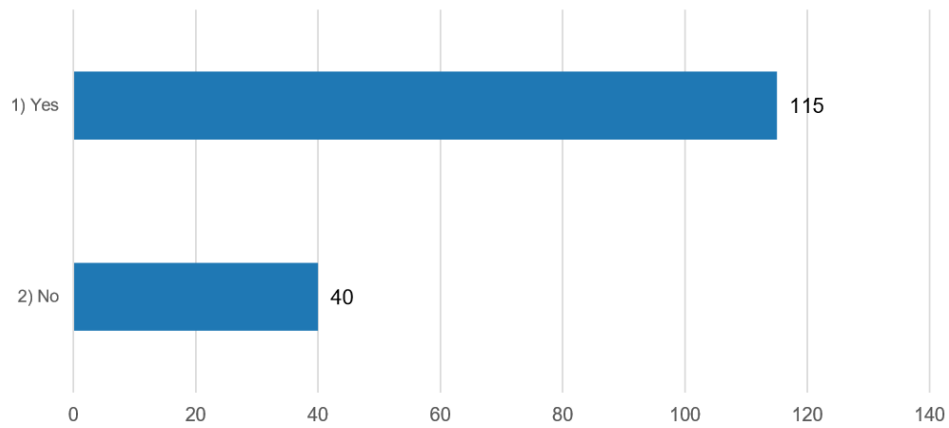
REFERENCE SAMPLE

Question type: **Single choice - Binary**
 Number of analysed questionnaires: **155**
 Number of cities respond to this specific question: **155 (100%)**

<i>Answer</i>	<i>Count</i>	<i>Percentage*</i>
1) Yes	115	74%
2) No	40	26%

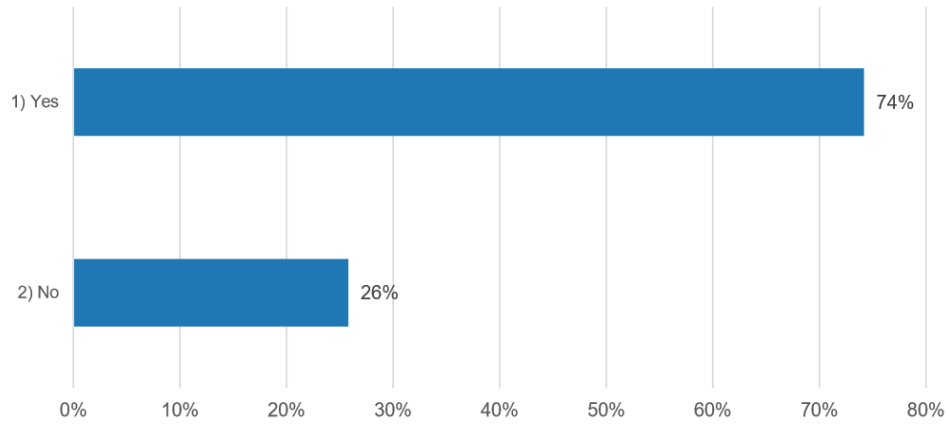
* The percentage refers to the respondents to this specific question. The grand total could be more than 100% in the case of multiple choice questions.

7.1 Does your public authority adopt a citizen-centric approach when planning new services or updating existing ones as part of the innovation process?



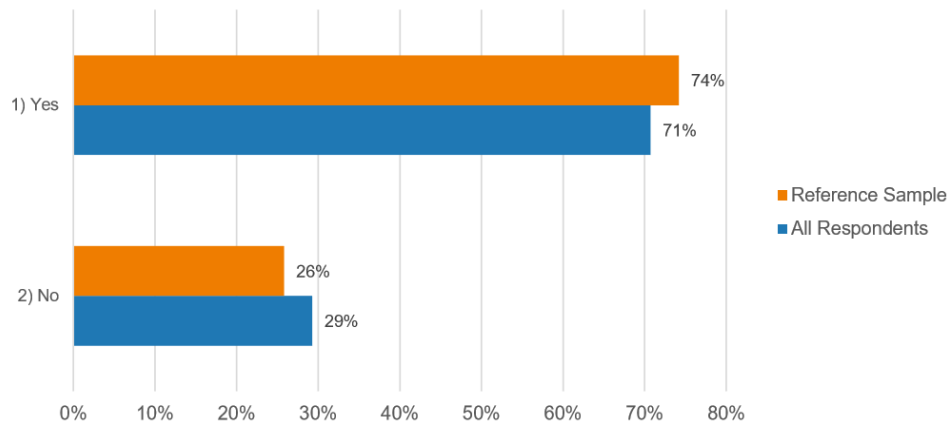
Question type	Data sample	Cluster	Value
Single choice - Binary	Reference Sample	-	Count

7.1 Does your public authority adopt a citizen-centric approach when planning new services or updating existing ones as part of the innovation process?



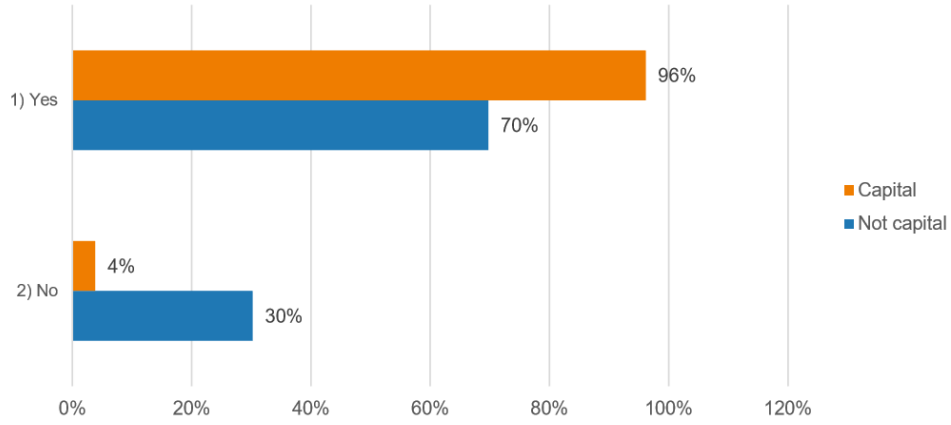
Question type	Data sample	Cluster	Value
Single choice - Binary	Reference Sample	-	Percentage

7.1 Does your public authority adopt a citizen-centric approach when planning new services or updating existing ones as part of the innovation process?



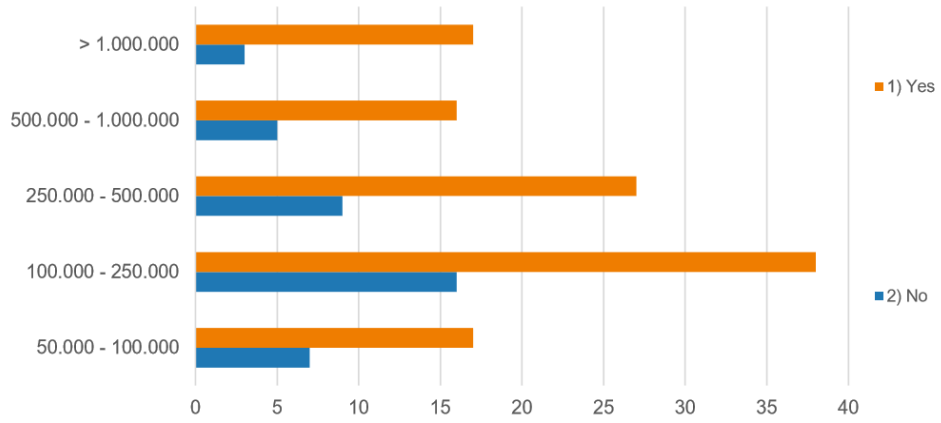
Question type	Data sample	Cluster	Value
Single choice - Binary	Reference Sample	Reference Sample	Percentage

7.1 Does your public authority adopt a citizen-centric approach when planning new services or updating existing ones as part of the innovation process?



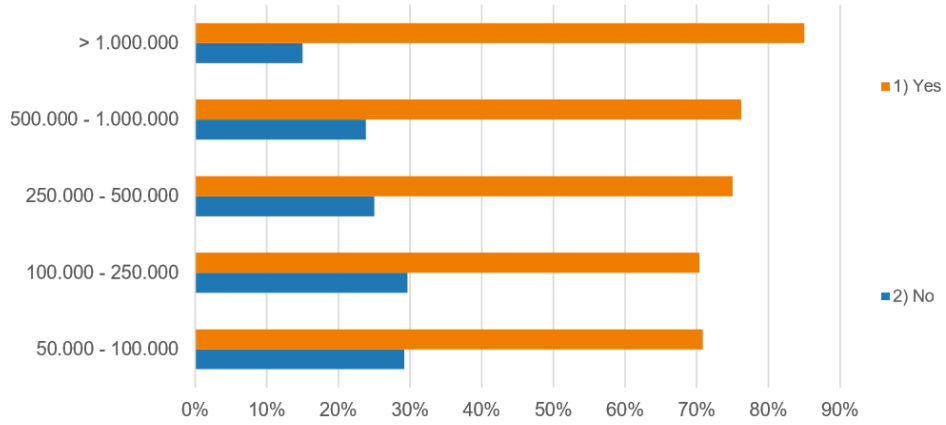
Question type	Data sample	Cluster	Value
Single choice - Binary	Reference Sample	Capital cities	Percentage

7.1 Does your public authority adopt a citizen-centric approach when planning new services or updating existing ones as part of the innovation process?



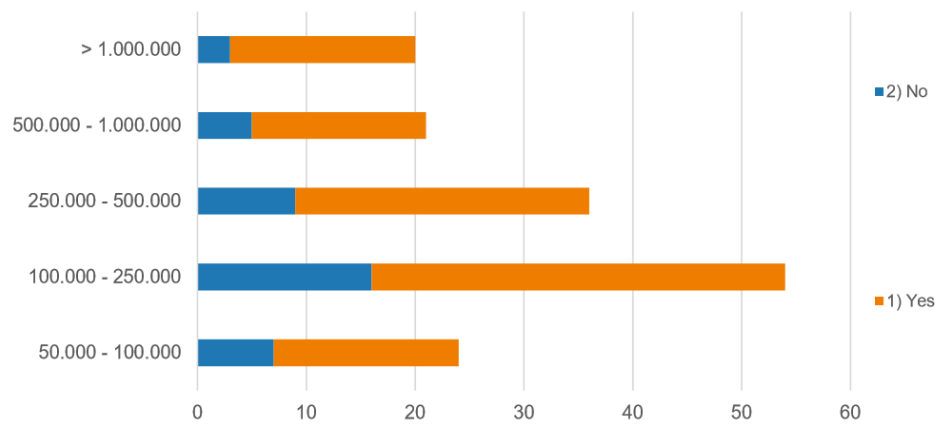
Question type	Data sample	Cluster	Value
Single choice - Binary	Reference Sample	Population	Count

7.1 Does your public authority adopt a citizen-centric approach when planning new services or updating existing ones as part of the innovation process?



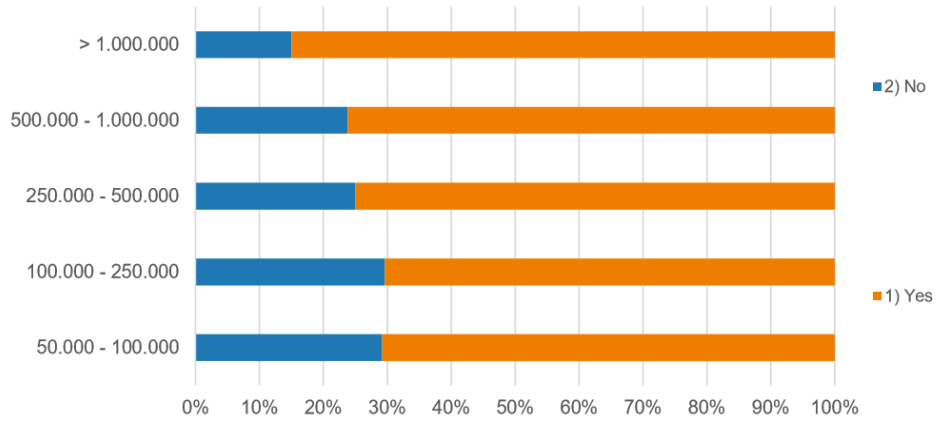
Question type	Data sample	Cluster	Value
Single choice - Binary	Reference Sample	Population	Percentage

7.1 Does your public authority adopt a citizen-centric approach when planning new services or updating existing ones as part of the innovation process?



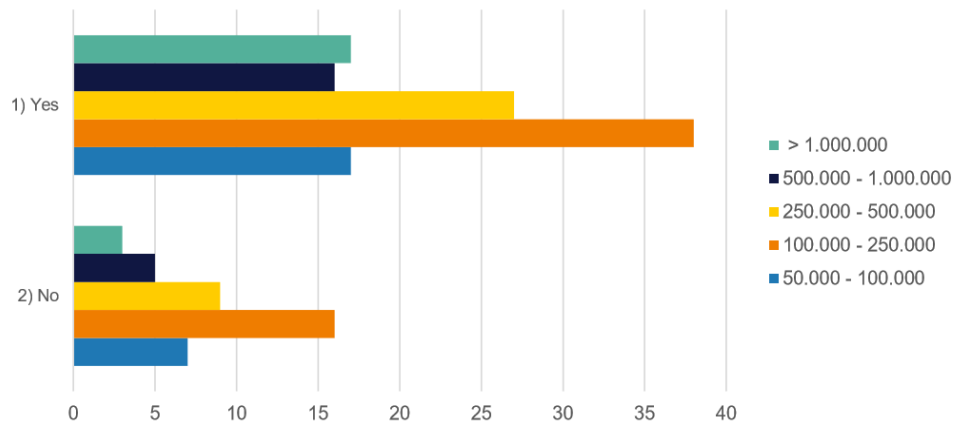
Question type	Data sample	Cluster	Value
Single choice - Binary	Reference Sample	Population	Count

7.1 Does your public authority adopt a citizen-centric approach when planning new services or updating existing ones as part of the innovation process?



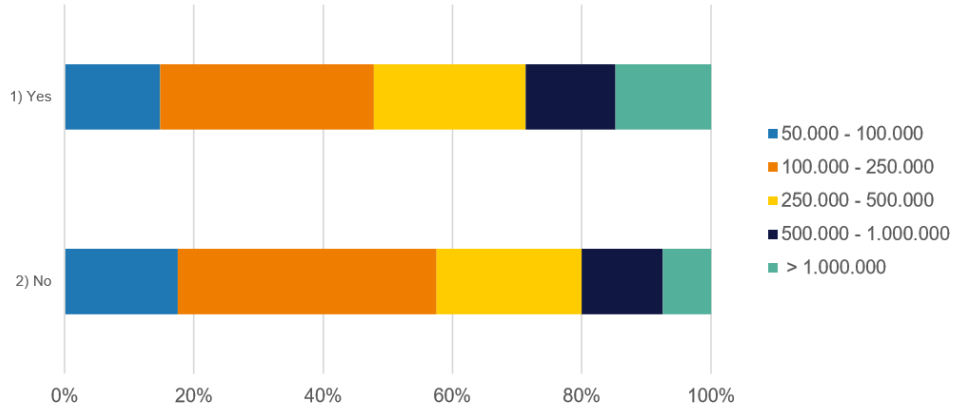
Question type	Data sample	Cluster	Value
Single choice - Binary	Reference Sample	Population	Percentage

7.1 Does your public authority adopt a citizen-centric approach when planning new services or updating existing ones as part of the innovation process?



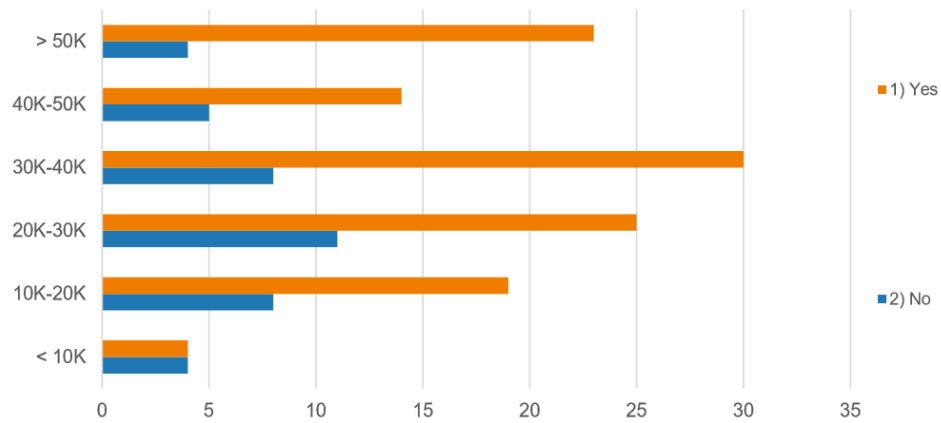
Question type	Data sample	Cluster	Value
Single choice - Binary	Reference Sample	Population	Count

7.1 Does your public authority adopt a citizen-centric approach when planning new services or updating existing ones as part of the innovation process?



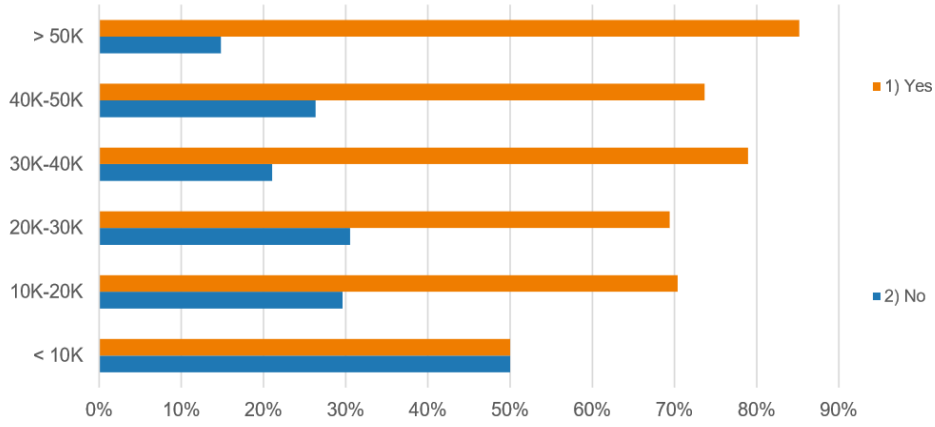
Question type	Data sample	Cluster	Value
Single choice - Binary	Reference Sample	Population	Percentage

7.1 Does your public authority adopt a citizen-centric approach when planning new services or updating existing ones as part of the innovation process?



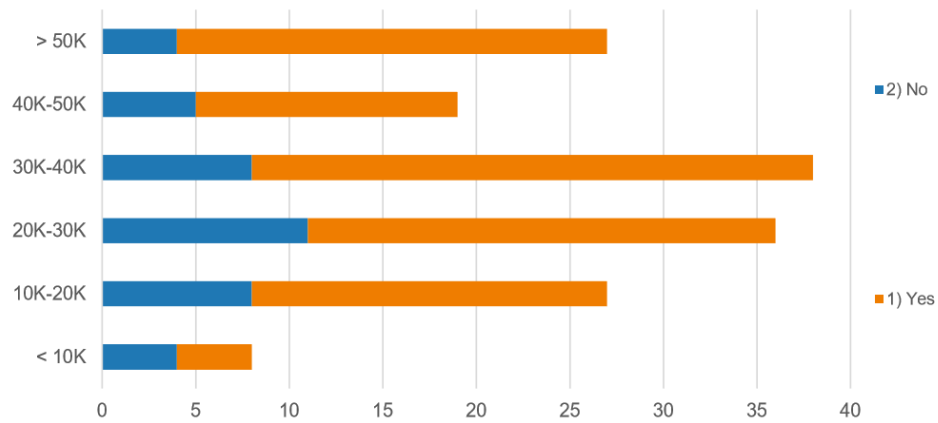
Question type	Data sample	Cluster	Value
Single choice - Binary	Reference Sample	GDPPC	Count

7.1 Does your public authority adopt a citizen-centric approach when planning new services or updating existing ones as part of the innovation process?



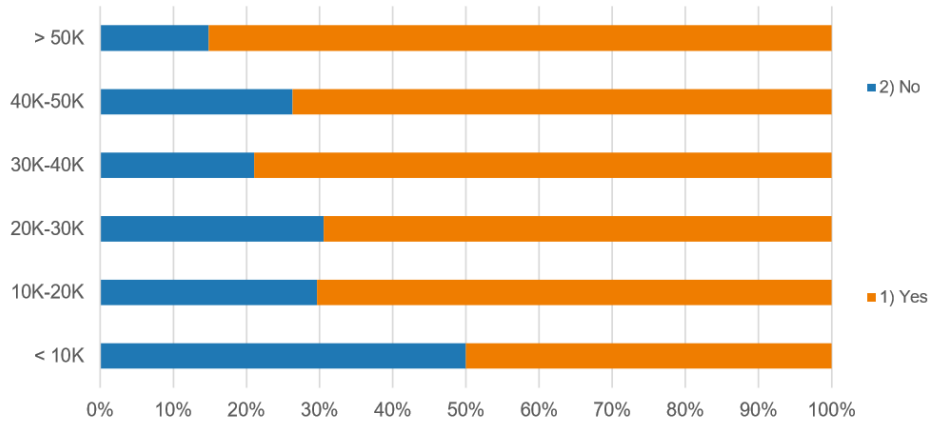
Question type	Data sample	Cluster	Value
Single choice - Binary	Reference Sample	GDPPC	Percentage

7.1 Does your public authority adopt a citizen-centric approach when planning new services or updating existing ones as part of the innovation process?



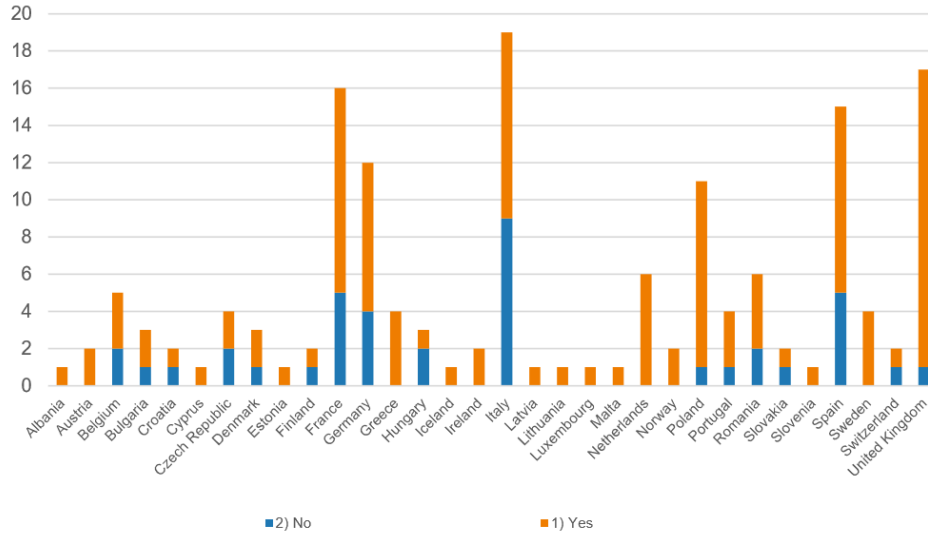
Question type	Data sample	Cluster	Value
Single choice - Binary	Reference Sample	GDPPC	Count

7.1 Does your public authority adopt a citizen-centric approach when planning new services or updating existing ones as part of the innovation process?



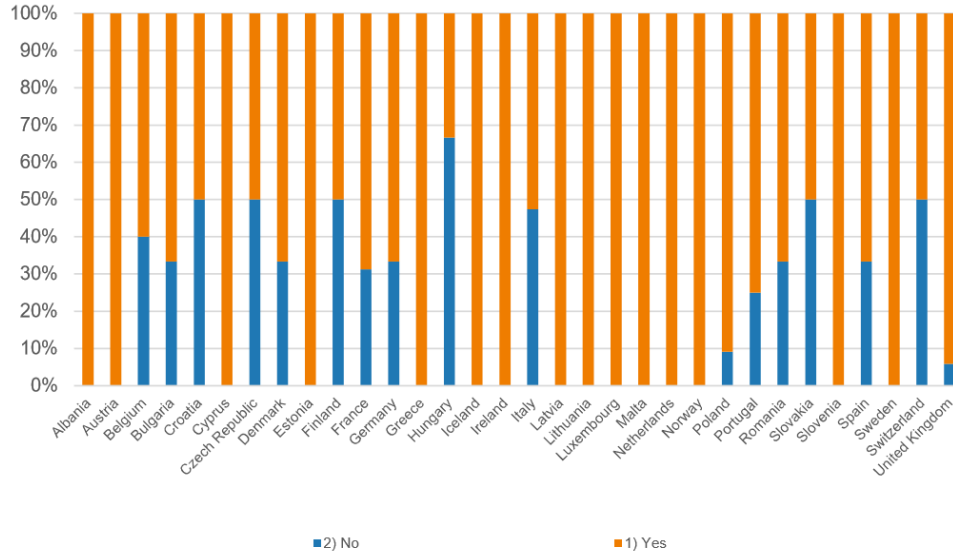
Question type	Data sample	Cluster	Value
Single choice - Binary	Reference Sample	GDPPC	Percentage

7.1 Does your public authority adopt a citizen-centric approach when planning new services or updating existing ones as part of the innovation process?



Question type	Data sample	Cluster	Value
Single choice - Binary	Reference Sample	Country	Count

7.1 Does your public authority adopt a citizen-centric approach when planning new services or updating existing ones as part of the innovation process?



Question type	Data sample	Cluster	Value
Single choice - Binary	Reference Sample	Country	Percentage

3.61 Q_7.1.1 Are you actively engaging one or more of the following communities in your public authority's co-design activities?

7.1.1 Are you actively engaging one or more of the following communities in your public authority's co-design activities?

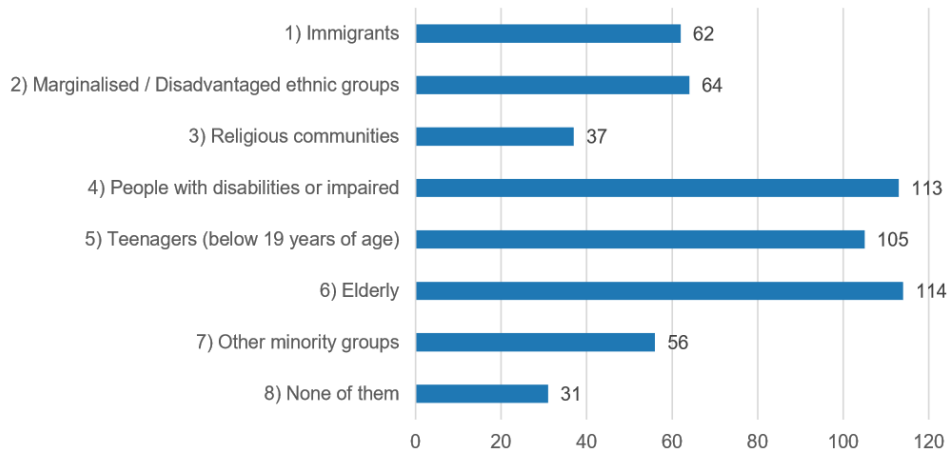
ALL RESPONDENTS

Question type: **Multiple choice**
 Number of analysed questionnaires: **246**
 Number of cities respond to this specific question: **174 (71%)**

<i>Answer</i>	<i>Count</i>	<i>Percentage*</i>
1) Immigrants	62	36%
2) Marginalised / Disadvantaged ethnic groups	64	37%
3) Religious communities	37	21%
4) People with disabilities or impaired	113	65%
5) Teenagers (below 19 years of age)	105	60%
6) Elderly	114	66%
7) Other minority groups	56	32%
8) None of them	31	18%

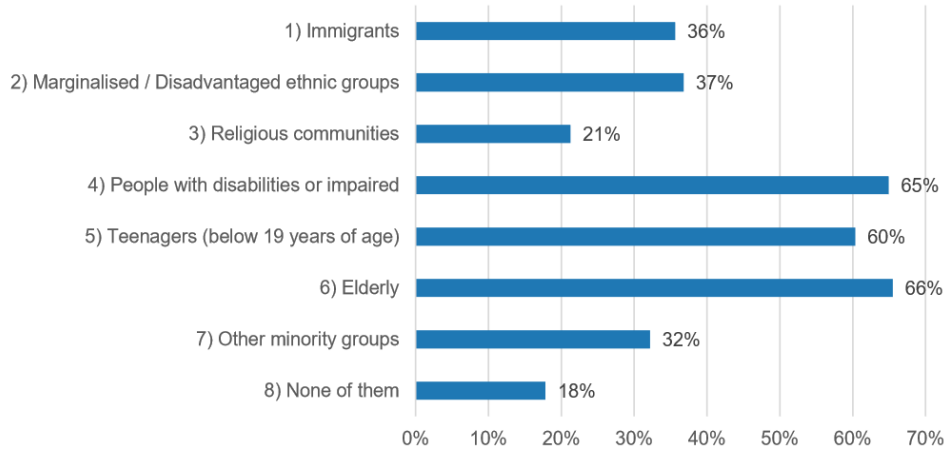
* The percentage refers to the respondents to this specific question. The grand total could be more than 100% in the case of multiple choice questions.

7.1.1 Are you actively engaging one or more of the following communities in your public authority's co-design activities?



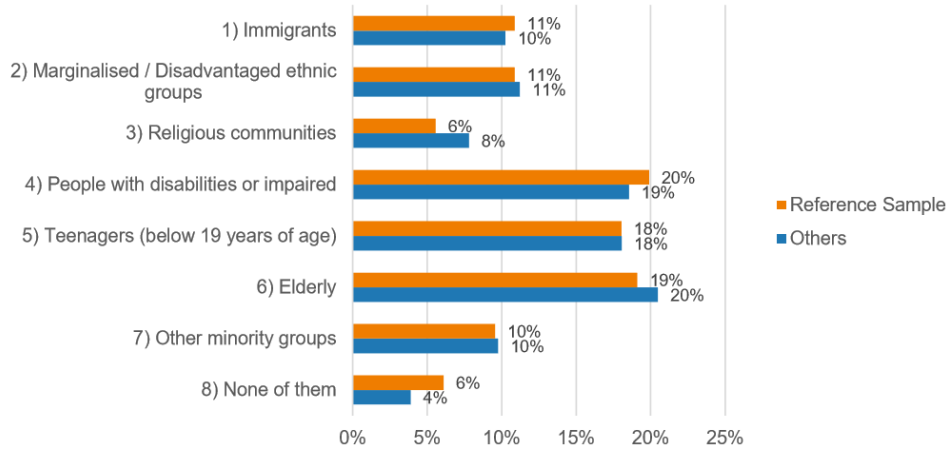
Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	-	Count

7.1.1 Are you actively engaging one or more of the following communities in your public authority's co-design activities?



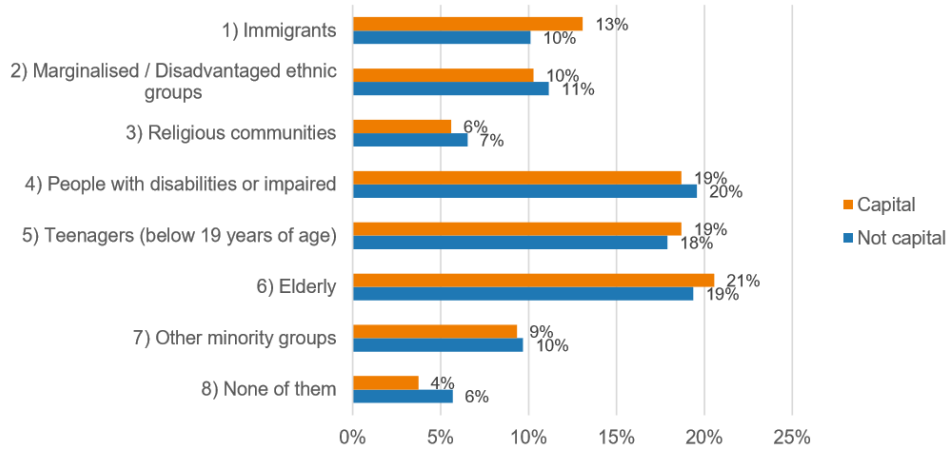
Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	-	Percentage

7.1.1 Are you actively engaging one or more of the following communities in your public authority's co-design activities?



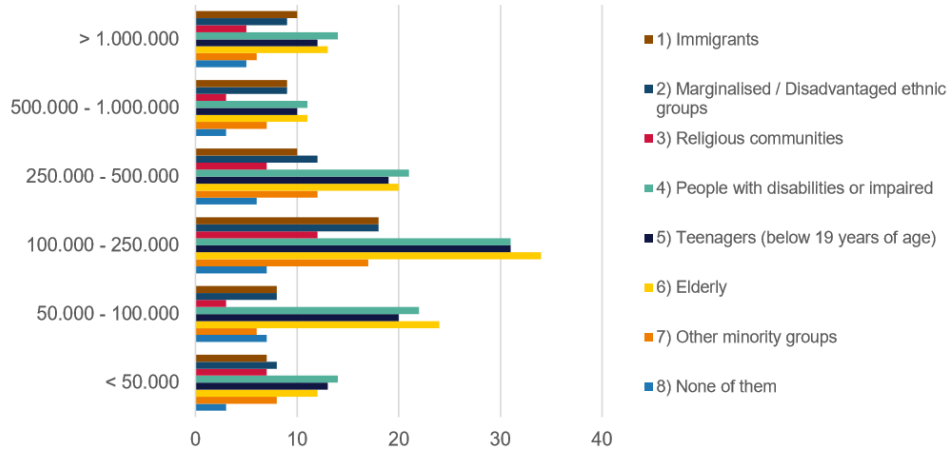
Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	Reference Sample	Percentage

7.1.1 Are you actively engaging one or more of the following communities in your public authority's co-design activities?



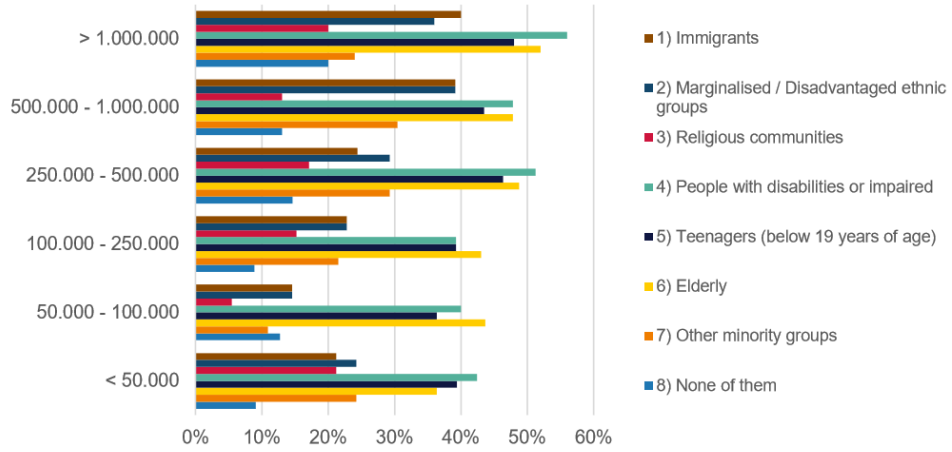
Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	Capital cities	Percentage

7.1.1 Are you actively engaging one or more of the following communities in your public authority's co-design activities?



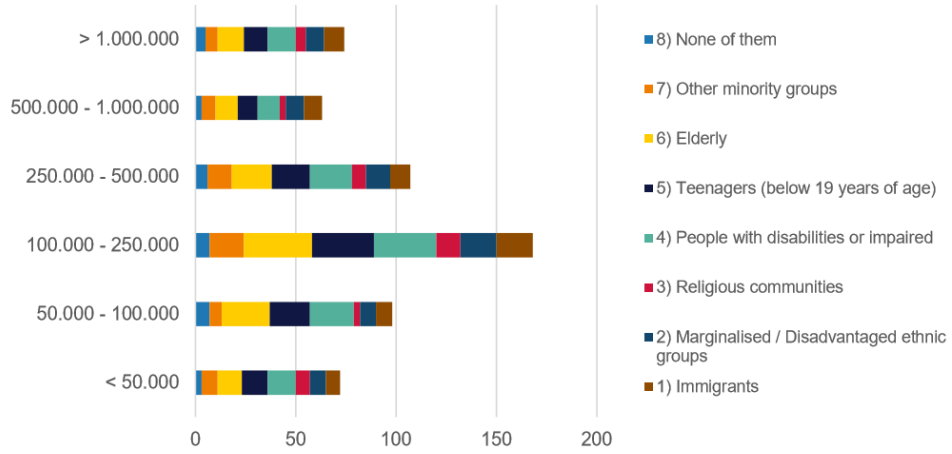
Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	Population	Count

7.1.1 Are you actively engaging one or more of the following communities in your public authority's co-design activities?



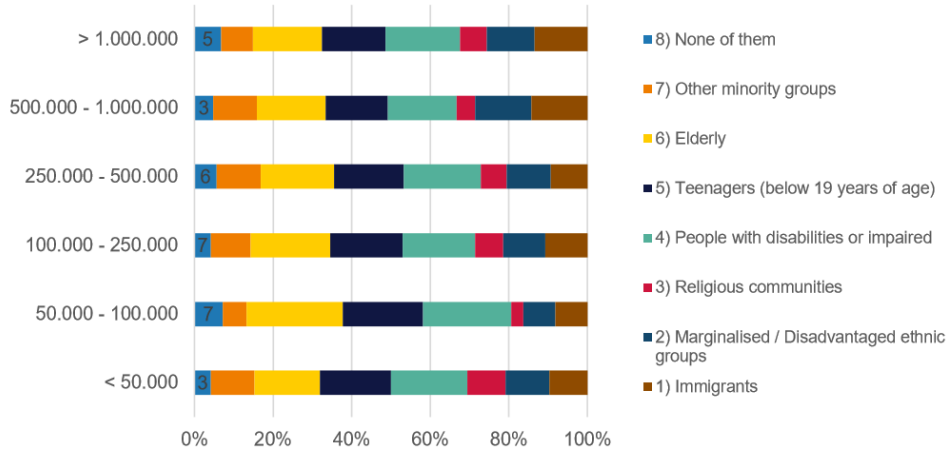
Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	Population	Percentage

7.1.1 Are you actively engaging one or more of the following communities in your public authority's co-design activities?



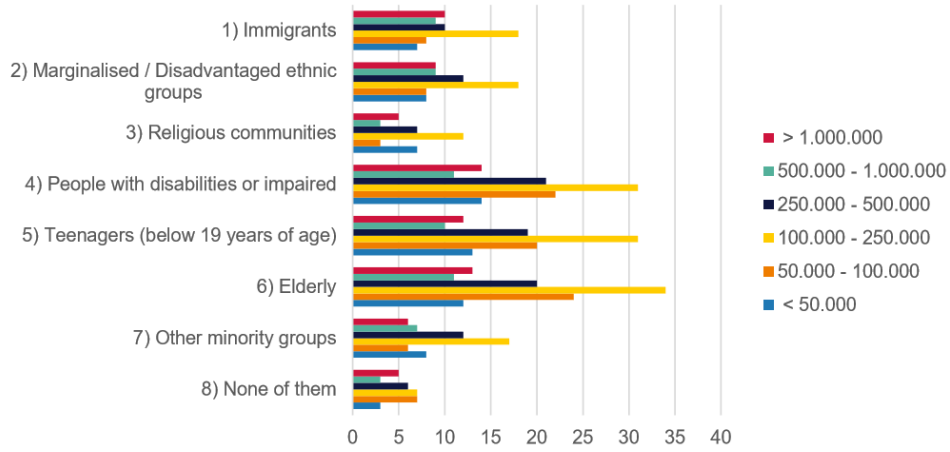
Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	Population	Count

7.1.1 Are you actively engaging one or more of the following communities in your public authority's co-design activities?



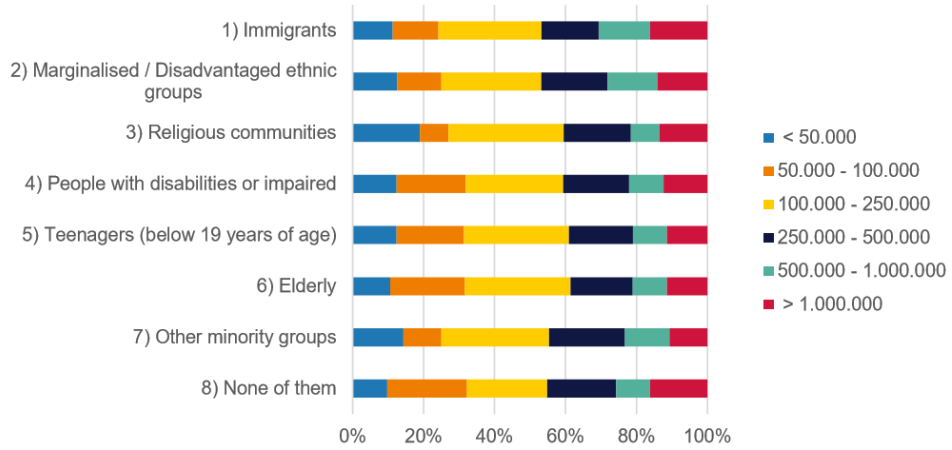
Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	Population	Percentage

7.1.1 Are you actively engaging one or more of the following communities in your public authority's co-design activities?



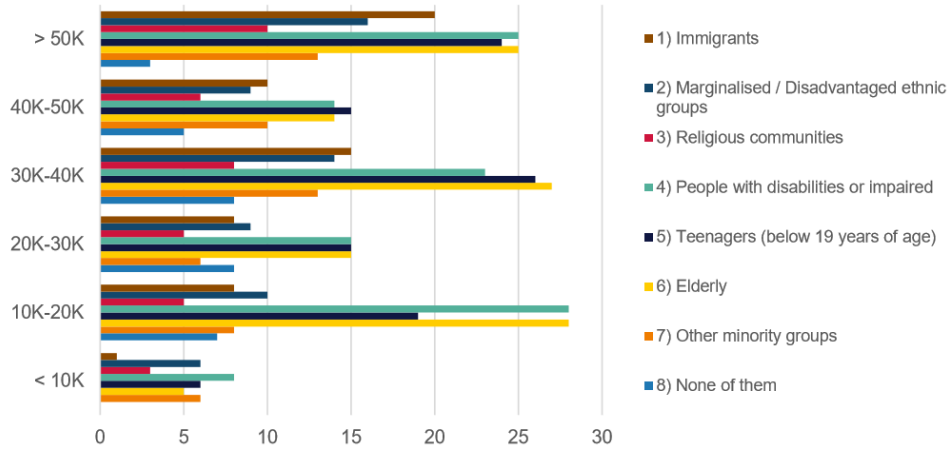
Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	Population	Count

7.1.1 Are you actively engaging one or more of the following communities in your public authority's co-design activities?



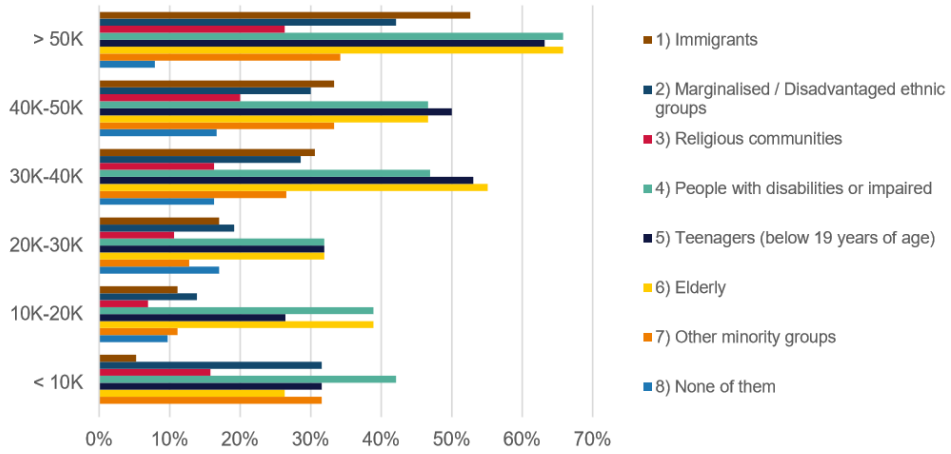
Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	Population	Percentage

7.1.1 Are you actively engaging one or more of the following communities in your public authority's co-design activities?



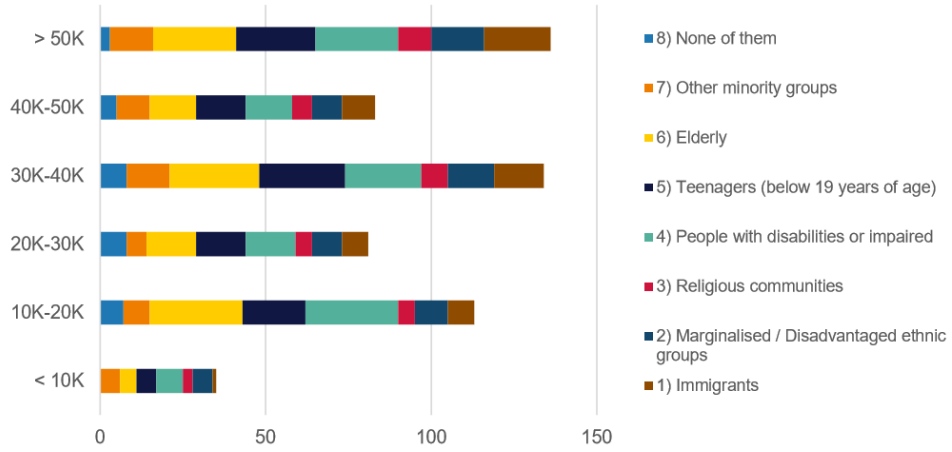
Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	GDPPC	Count

7.1.1 Are you actively engaging one or more of the following communities in your public authority's co-design activities?



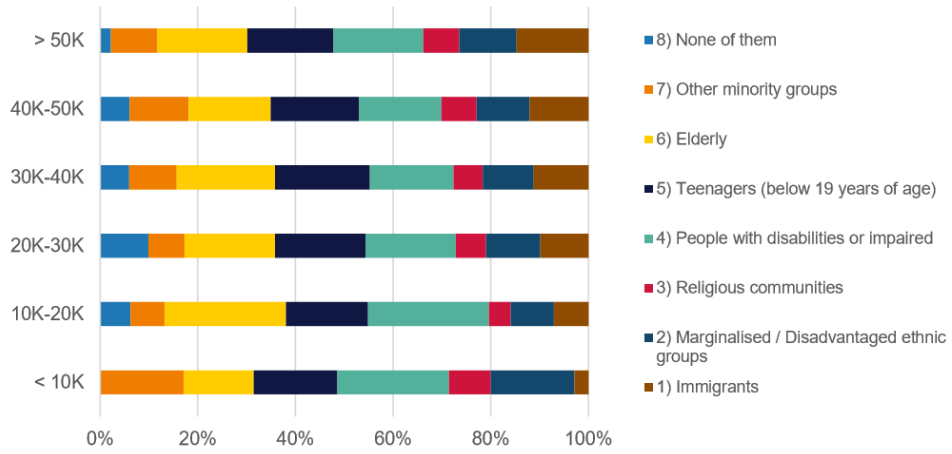
Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	GDPPC	Percentage

7.1.1 Are you actively engaging one or more of the following communities in your public authority's co-design activities?



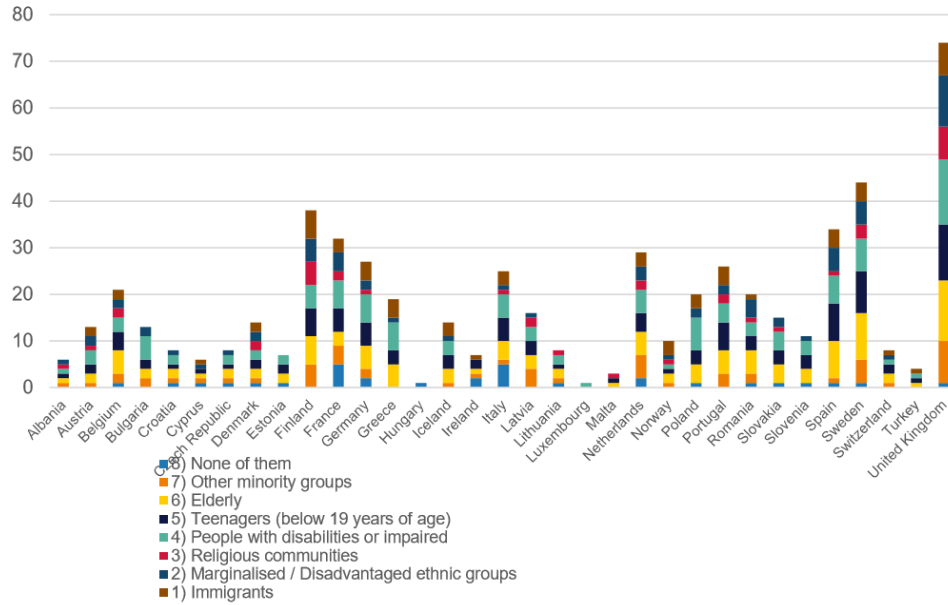
Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	GDPPC	Count

7.1.1 Are you actively engaging one or more of the following communities in your public authority's co-design activities?



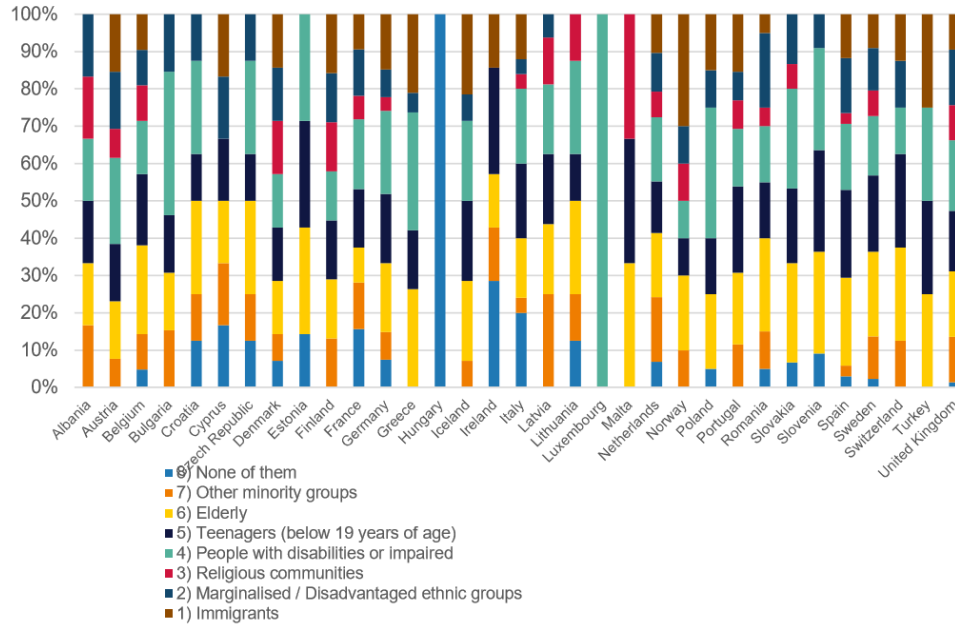
Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	GDPPC	Percentage

7.1.1 Are you actively engaging one or more of the following communities in your public authority's co-design activities?



Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	Country	Count

7.1.1 Are you actively engaging one or more of the following communities in your public authority's co-design activities?



Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	Country	Percentage

7.1.1 Are you actively engaging one or more of the following communities in your public authority's co-design activities?

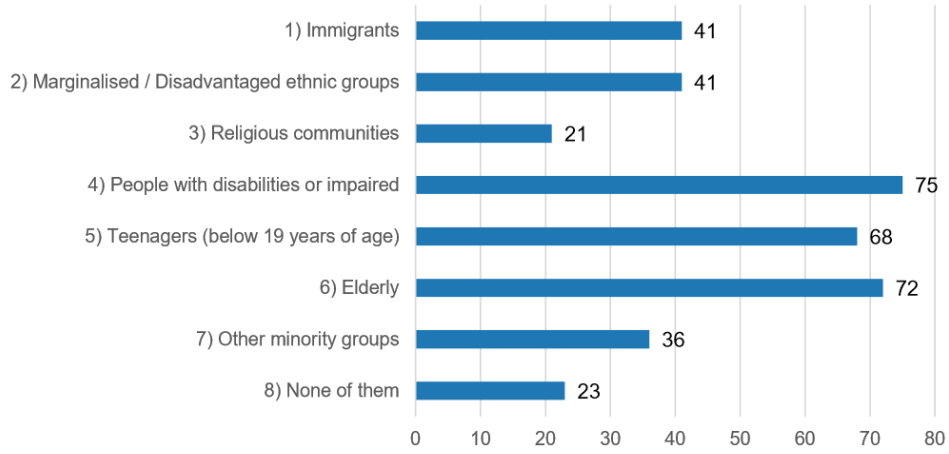
REFERENCE SAMPLE

Question type: **Multiple choice**
 Number of analysed questionnaires: **155**
 Number of cities respond to this specific question: **115 (74%)**

<i>Answer</i>	<i>Count</i>	<i>Percentage*</i>
1) Immigrants	41	36%
2) Marginalised / Disadvantaged ethnic groups	41	36%
3) Religious communities	21	18%
4) People with disabilities or impaired	75	65%
5) Teenagers (below 19 years of age)	68	59%
6) Elderly	72	63%
7) Other minority groups	36	31%
8) None of them	23	20%

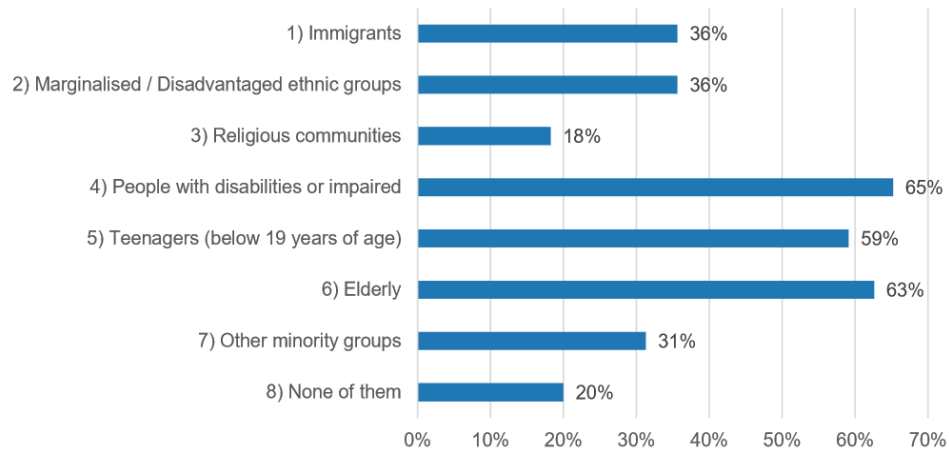
* The percentage refers to the respondents to this specific question. The grand total could be more than 100% in the case of multiple choice questions.

7.1.1 Are you actively engaging one or more of the following communities in your public authority's co-design activities?



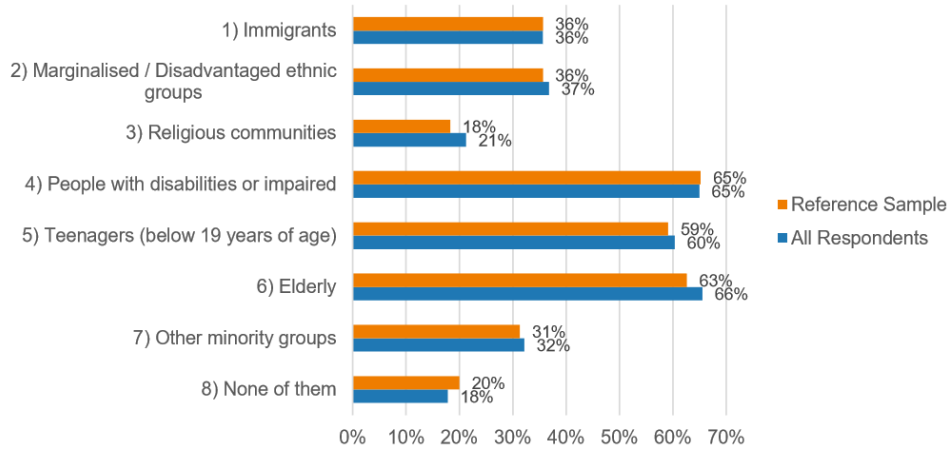
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	-	Count

7.1.1 Are you actively engaging one or more of the following communities in your public authority's co-design activities?



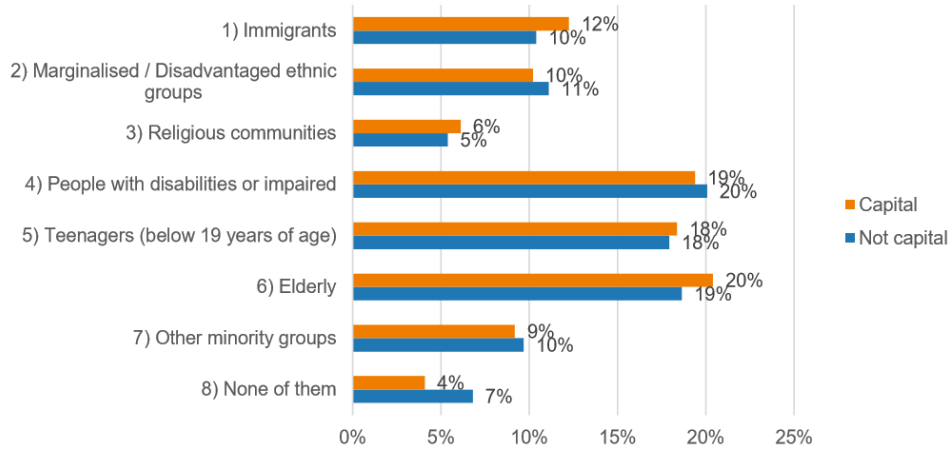
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	-	Percentage

7.1.1 Are you actively engaging one or more of the following communities in your public authority's co-design activities?



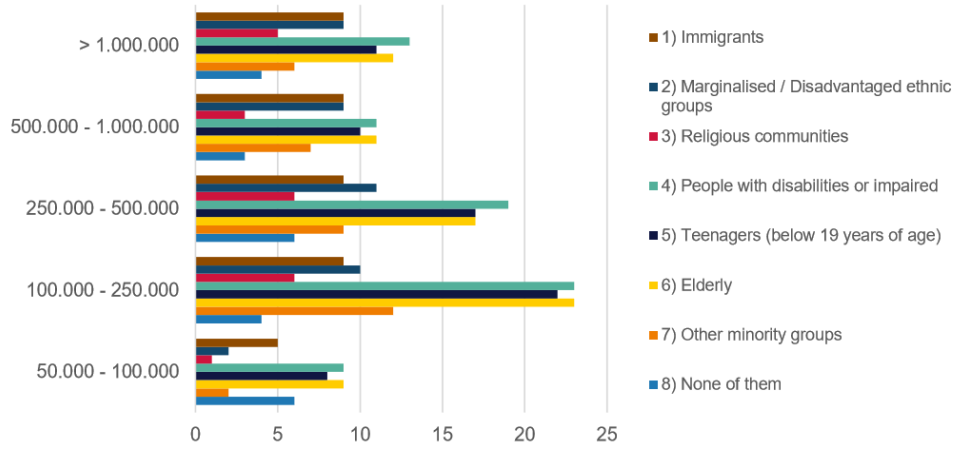
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	Reference Sample	Percentage

7.1.1 Are you actively engaging one or more of the following communities in your public authority’s co-design activities?



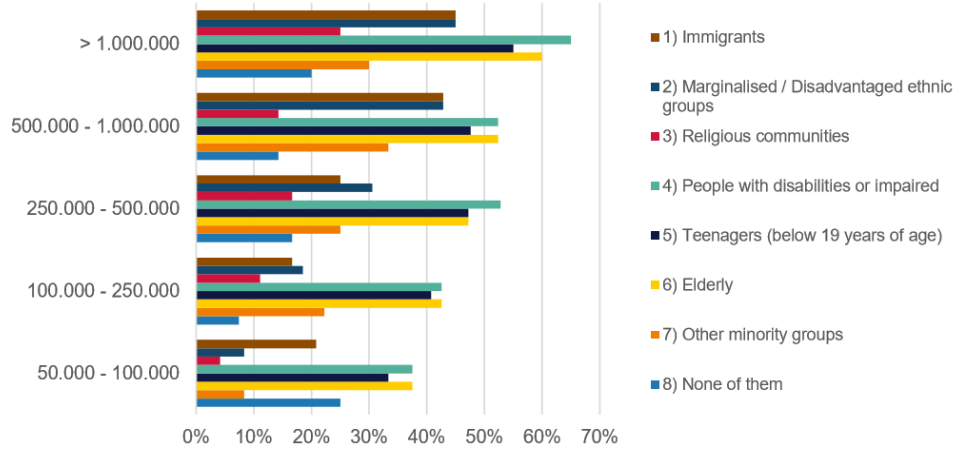
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	Capital cities	Percentage

7.1.1 Are you actively engaging one or more of the following communities in your public authority's co-design activities?



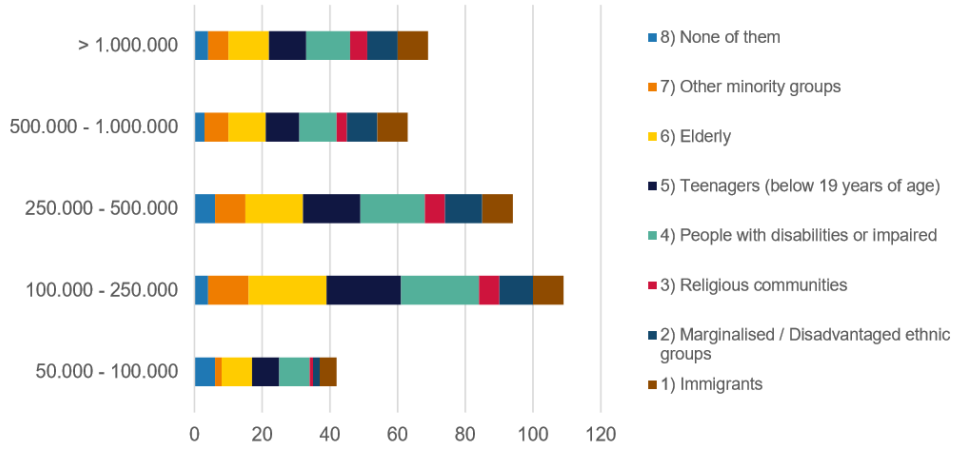
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	Population	Count

7.1.1 Are you actively engaging one or more of the following communities in your public authority's co-design activities?



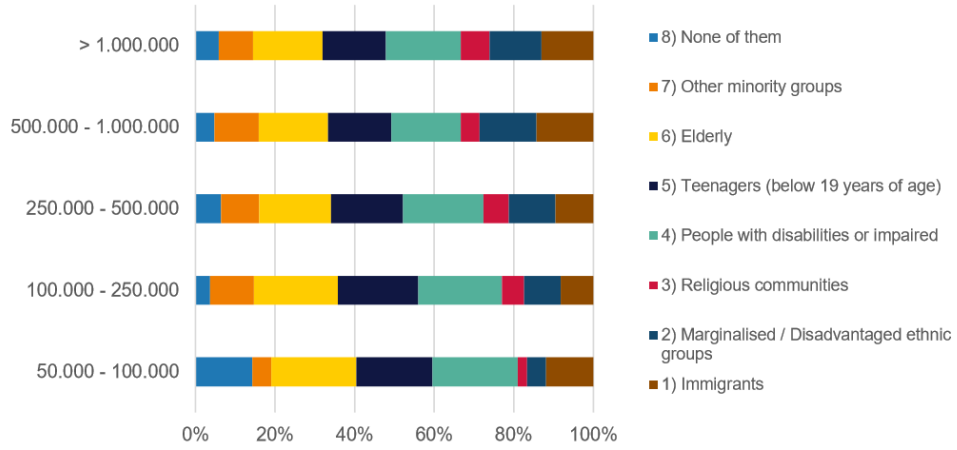
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	Population	Percentage

7.1.1 Are you actively engaging one or more of the following communities in your public authority's co-design activities?



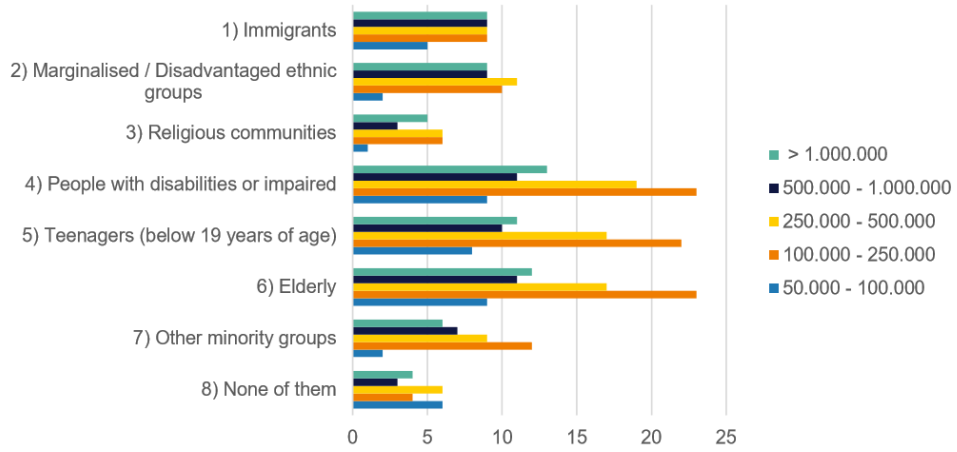
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	Population	Count

7.1.1 Are you actively engaging one or more of the following communities in your public authority's co-design activities?



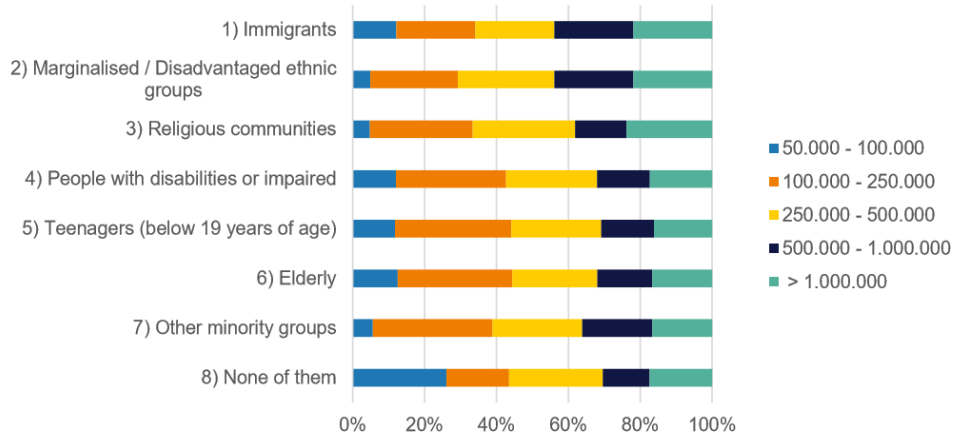
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	Population	Percentage

7.1.1 Are you actively engaging one or more of the following communities in your public authority’s co-design activities?



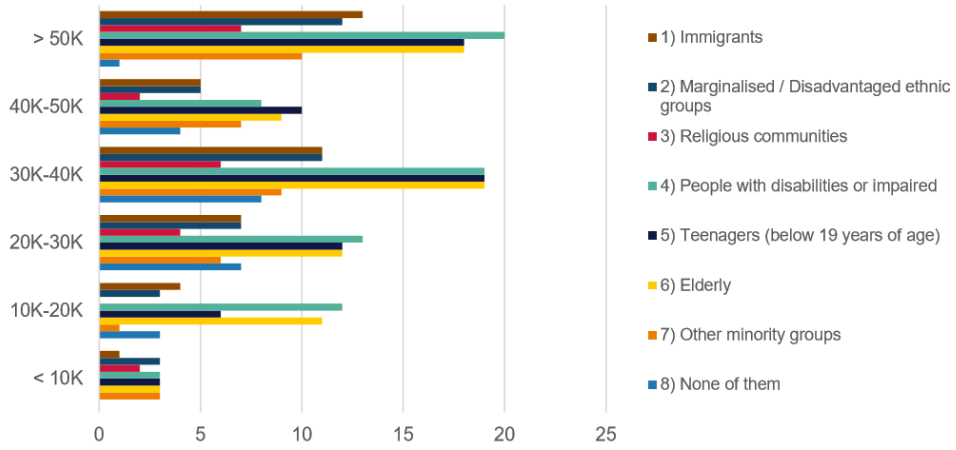
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	Population	Count

7.1.1 Are you actively engaging one or more of the following communities in your public authority's co-design activities?



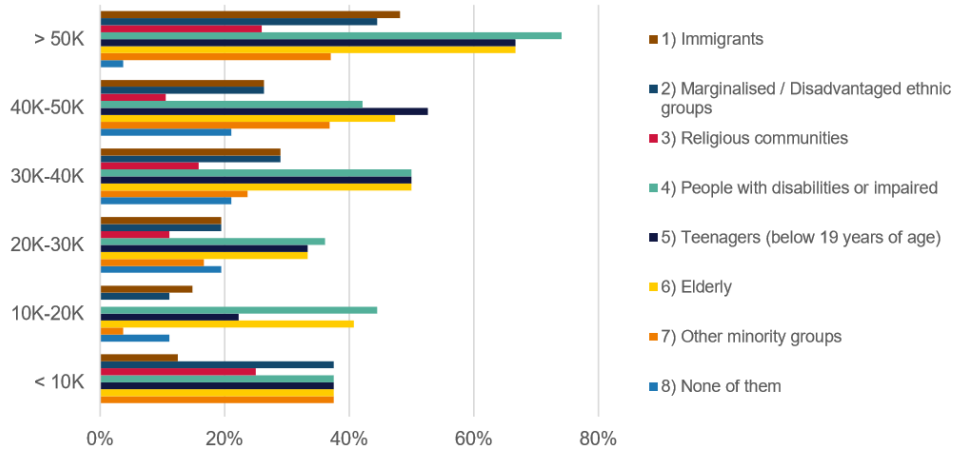
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	Population	Percentage

7.1.1 Are you actively engaging one or more of the following communities in your public authority’s co-design activities?



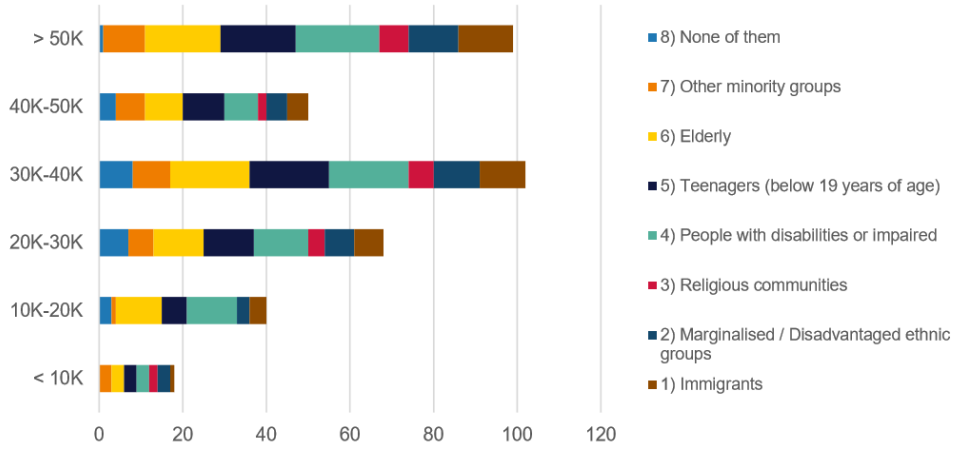
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	GDPPC	Count

7.1.1 Are you actively engaging one or more of the following communities in your public authority’s co-design activities?



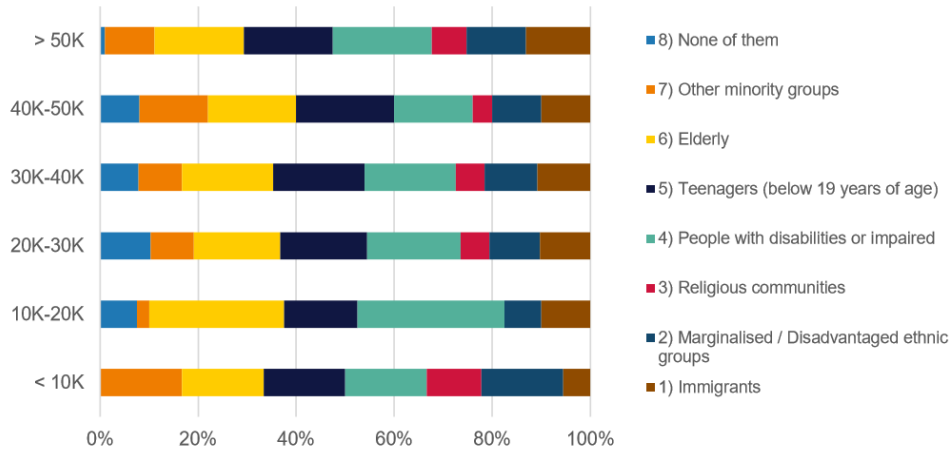
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	GDPPC	Percentage

7.1.1 Are you actively engaging one or more of the following communities in your public authority’s co-design activities?



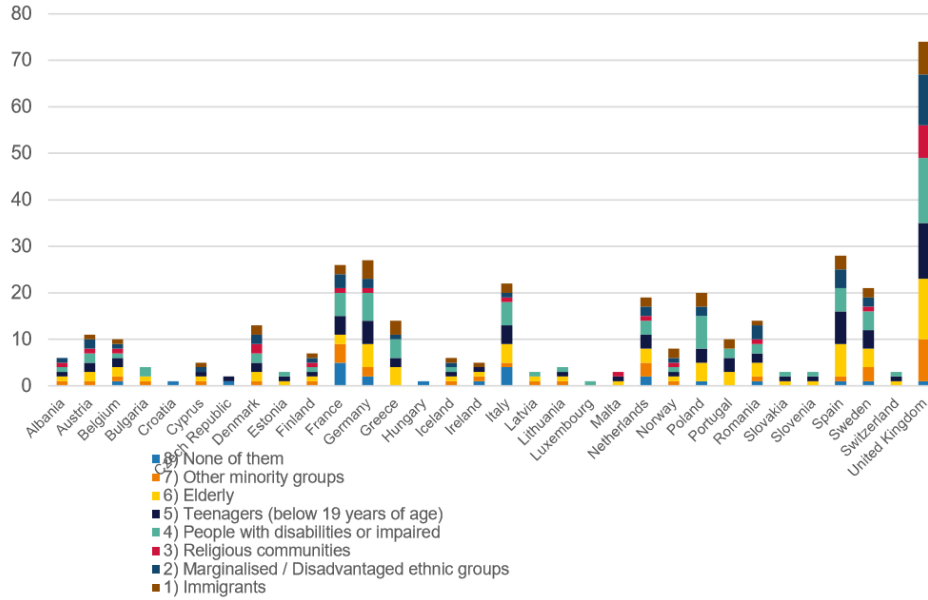
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	GDPPC	Count

7.1.1 Are you actively engaging one or more of the following communities in your public authority's co-design activities?



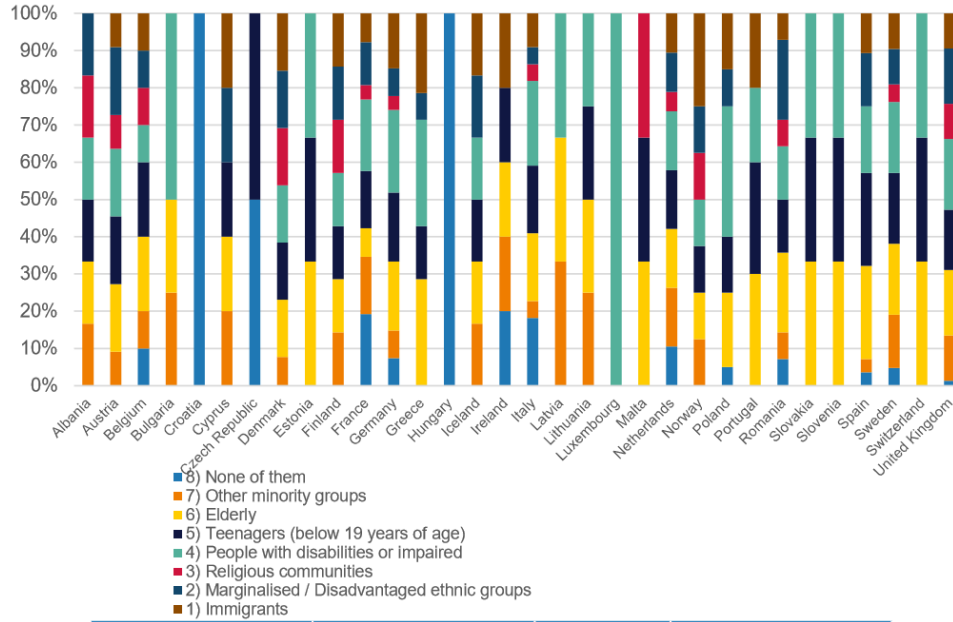
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	GDPPC	Percentage

7.1.1 Are you actively engaging one or more of the following communities in your public authority's co-design activities?



Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	Country	Count

7.1.1 Are you actively engaging one or more of the following communities in your public authority's co-design activities?



Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	Country	Percentage

3.62 Q_7.2 Does your public authority use service-related data to improve your digital service offer in the following areas?

7.2 Does your public authority use service-related data to improve your digital service offer in the following areas?

ALL RESPONDENTS

Question typology:

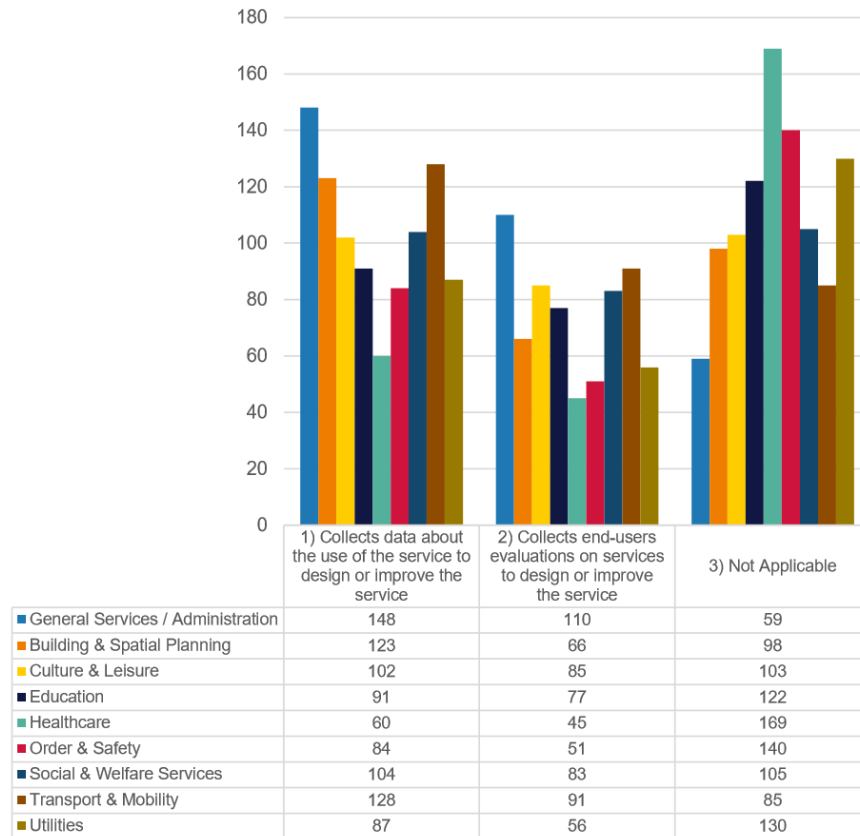
Matrix - Multiple choice

Number of analysed questionnaires:

246

Number of cities respond to this specific question:

246 (100%)



7.2 Does your public authority use service-related data to improve your digital service offer in the following areas?

ALL RESPONDENTS

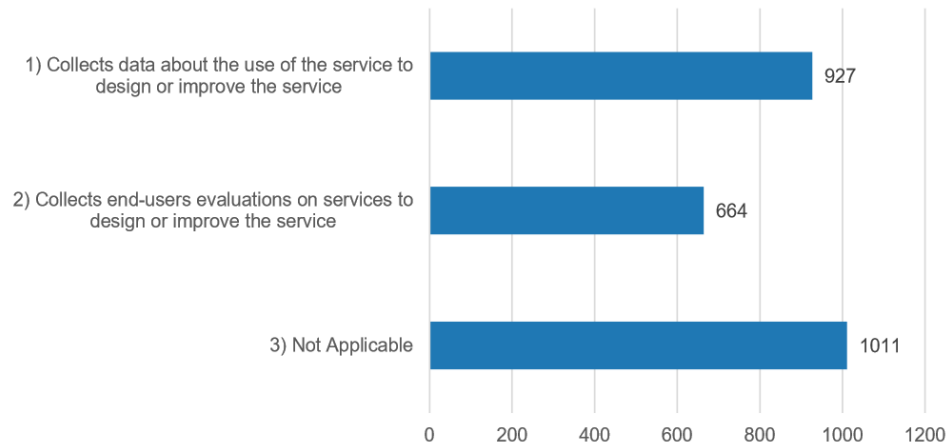
Question typology: **Matrix - Multiple choice**
 Number of analysed questionnaires: **246**
 Number of cities respond to this specific question: **246 (100%)**

<i>Answer (matrix columns)</i>	<i>Count *</i>	<i>Percentage **</i>
1) Collects data about the use of the service to design or improve the service	927	42%
2) Collects end-users evaluations on services to design or improve the service	664	30%
3) Not Applicable	1.011	46%

* The Count is given by the sum of all the selected rows within the same matrix column

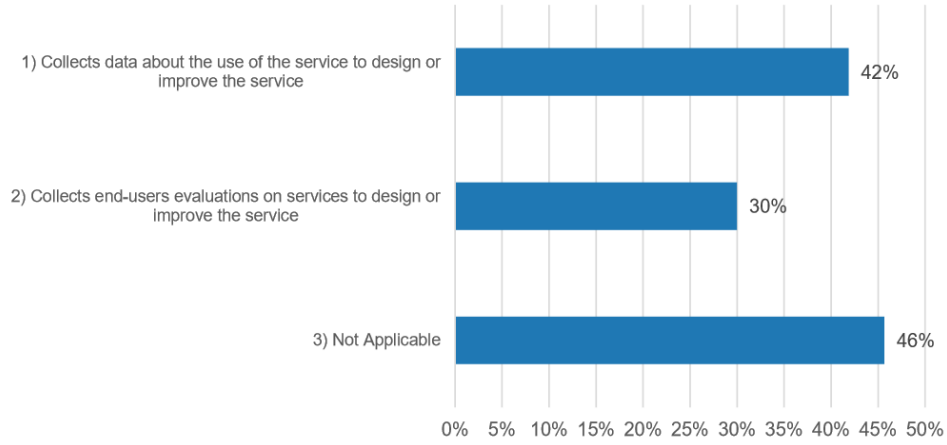
** The percentage refers to the respondents to this specific question. The grand total could be more than 100% in the case of multiple choice questions.

7.2 Does your public authority use service-related data to improve your digital service offer in the following areas?



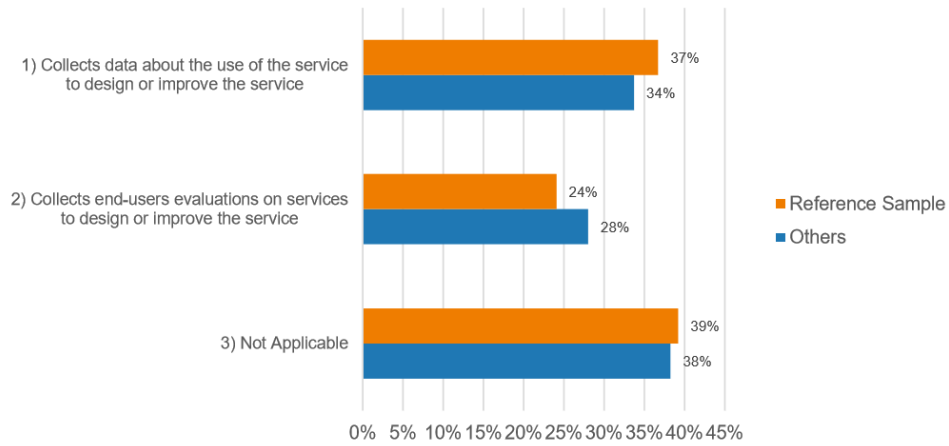
Question typology	Data	Cluster	Value
Matrix - Multiple choice	All Respondents	-	Count

7.2 Does your public authority use service-related data to improve your digital service offer in the following areas?



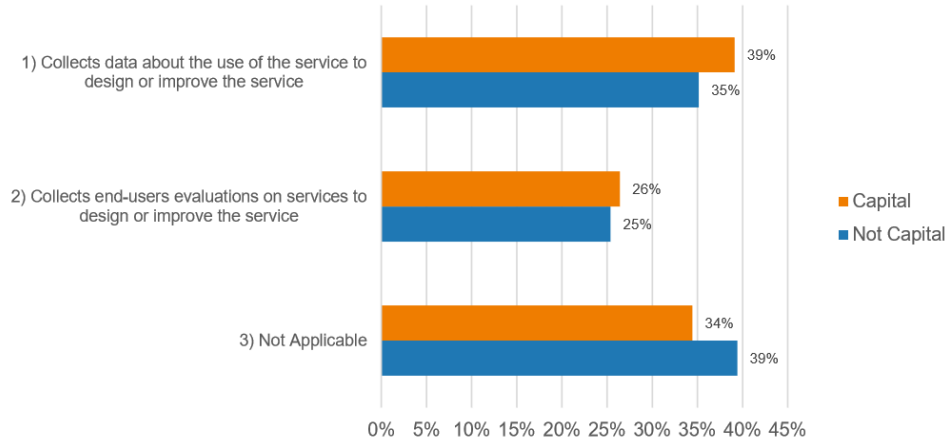
Question typology	Data	Cluster	Value
Matrix - Multiple choice	All Respondents	-	Percentage

7.2 Does your public authority use service-related data to improve your digital service offer in the following areas?



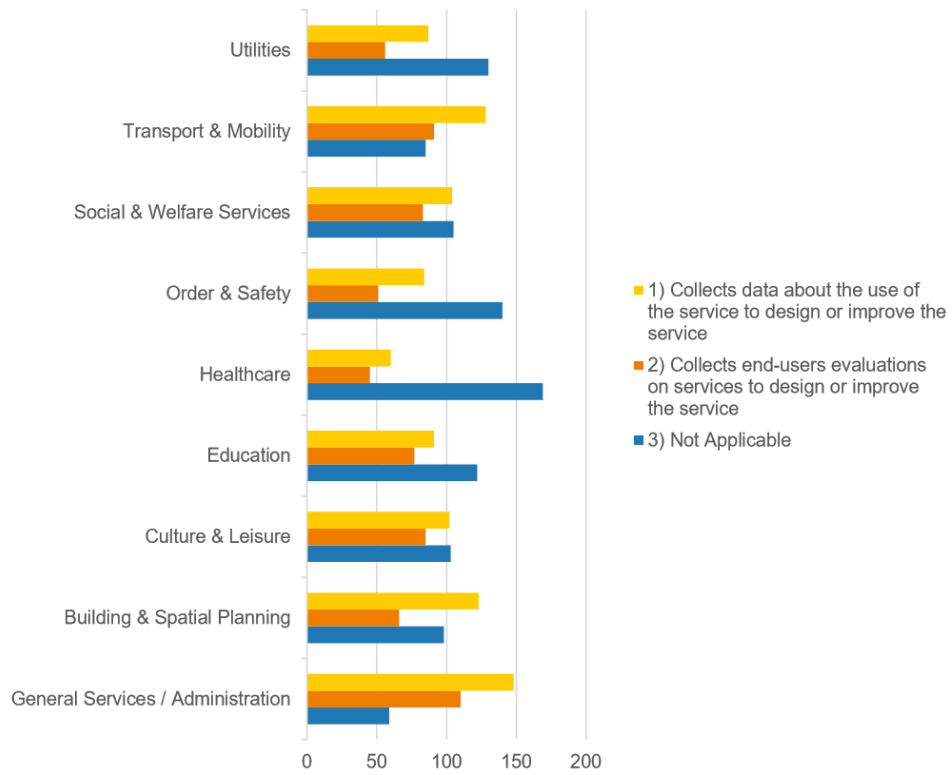
Question typology	Data	Cluster	Value
Matrix - Multiple choice	All Respondents	Reference Sample	Percentage

7.2 Does your public authority use service-related data to improve your digital service offer in the following areas?



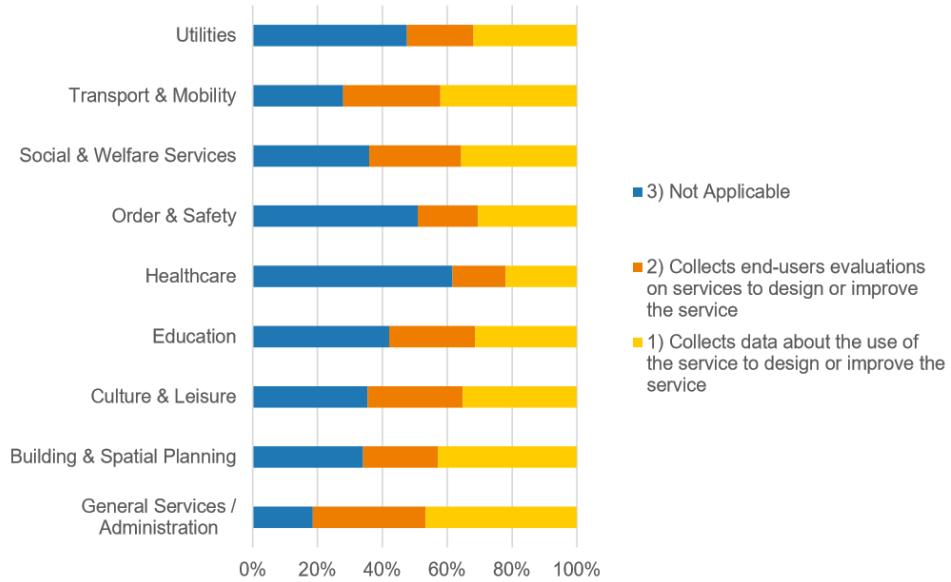
Question typology	Data	Cluster	Value
Matrix - Multiple choice	All Respondents	Capital cities	Percentage

7.2 Does your public authority use service-related data to improve your digital service offer in the following areas?



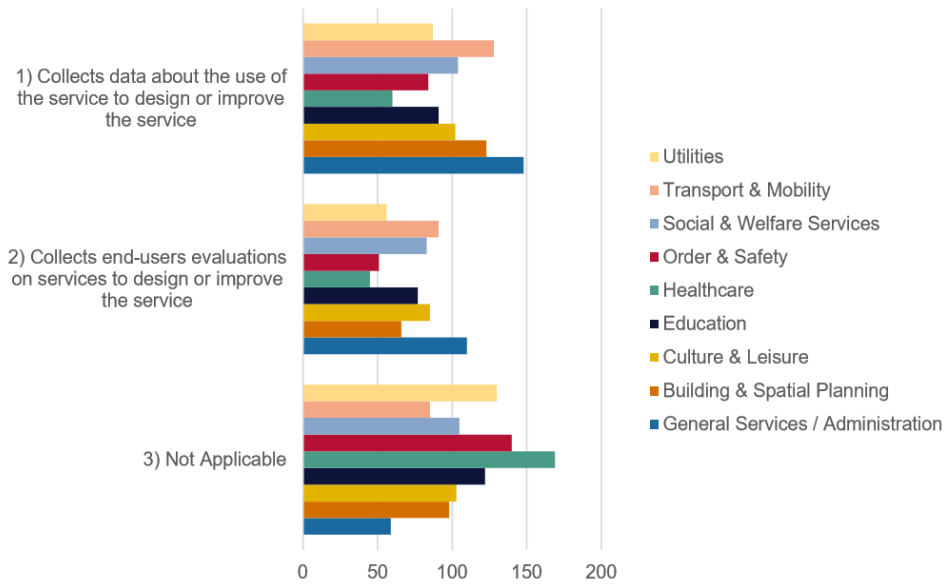
Question typology	Data	Cluster	Value
Matrix - Multiple choice	All Respondents	Matrix	Count

7.2 Does your public authority use service-related data to improve your digital service offer in the following areas?



Question typology	Data	Cluster	Value
Matrix - Multiple choice	All Respondents	Matrix	Percentage

7.2 Does your public authority use service-related data to improve your digital service offer in the following areas?



Question typology	Data	Cluster	Value
Matrix - Multiple choice	All Respondents	Matrix	Count

7.2 Does your public authority use service-related data to improve your digital service offer in the following areas?

REFERENCE SAMPLE

Question typology:

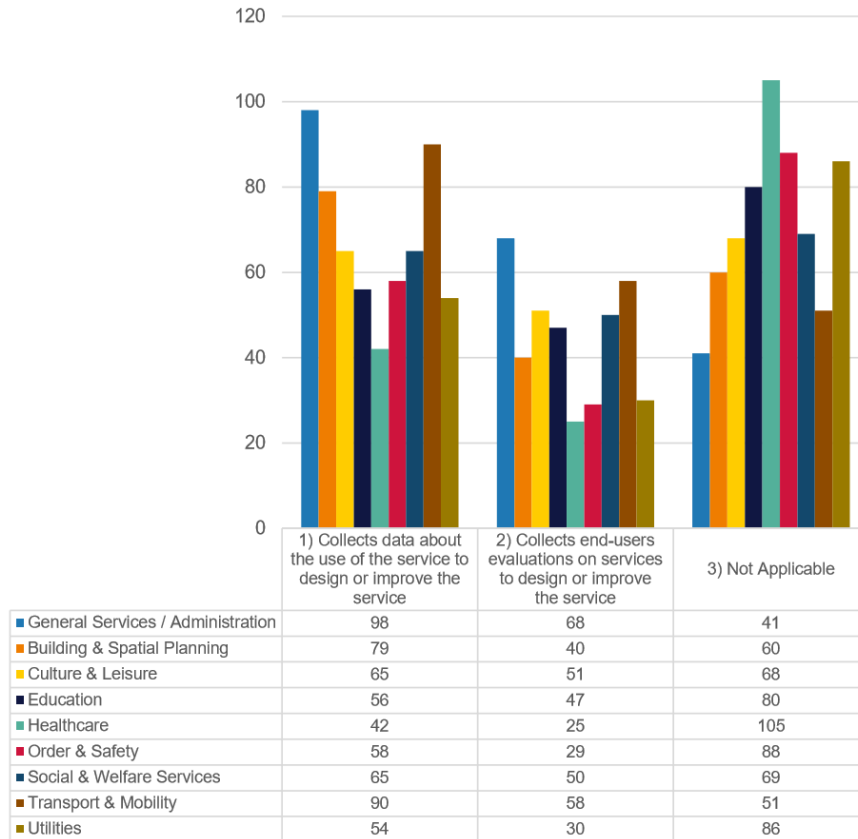
Matrix - Multiple choice

Number of analysed questionnaires:

155

Number of cities respond to this specific question:

155 (100%)



7.2 Does your public authority use service-related data to improve your digital service offer in the following areas?

REFERENCE SAMPLE

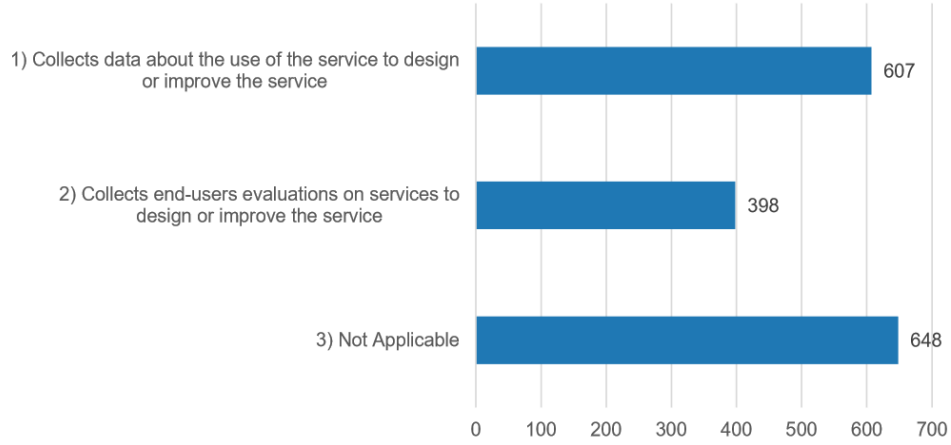
Question typology: **Matrix - Multiple choice**
 Number of analysed questionnaires: **155**
 Number of cities respond to this specific question: **155 (100%)**

<i>Answer (matrix columns)</i>	<i>Count *</i>	<i>Percentage **</i>
1) Collects data about the use of the service to design or improve the service	607	44%
2) Collects end-users evaluations on services to design or improve the service	398	29%
3) Not Applicable	648	46%

* The Count is given by the sum of all the selected rows within the same matrix column

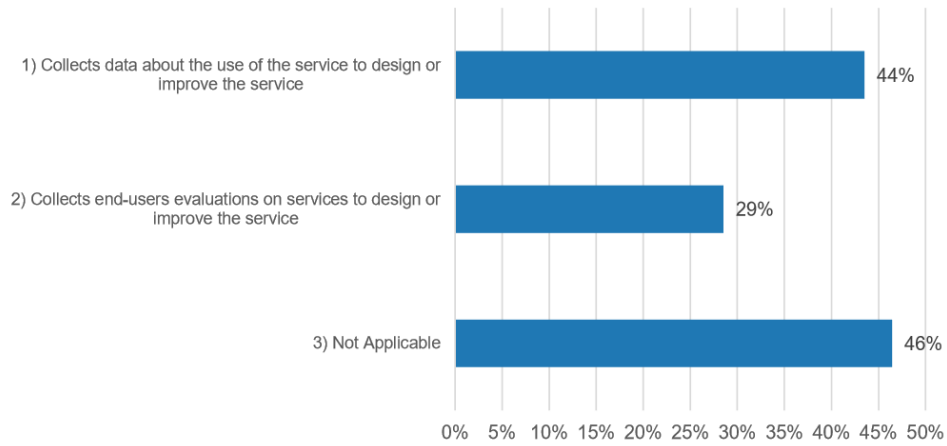
** The percentage refers to the respondents to this specific question. The grand total could be more than 100% in the case of multiple choice questions.

7.2 Does your public authority use service-related data to improve your digital service offer in the following areas?



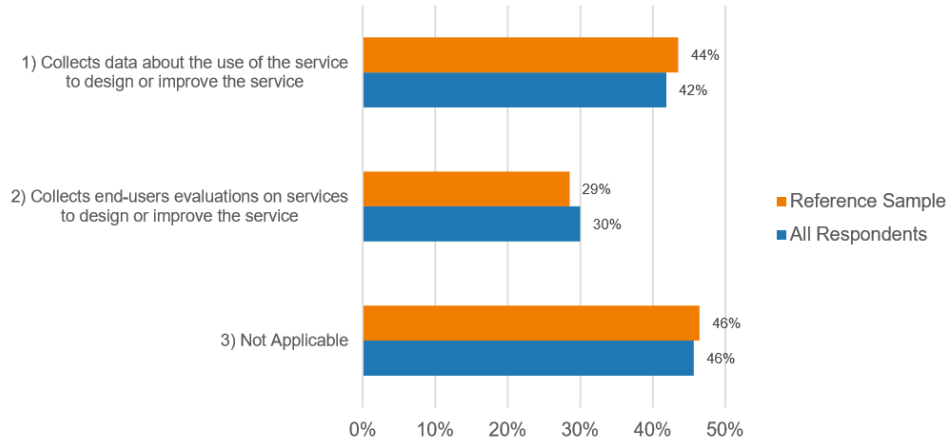
Question typology	Data	Cluster	Value
Matrix - Multiple choice	Reference Sample	-	Count

7.2 Does your public authority use service-related data to improve your digital service offer in the following areas?



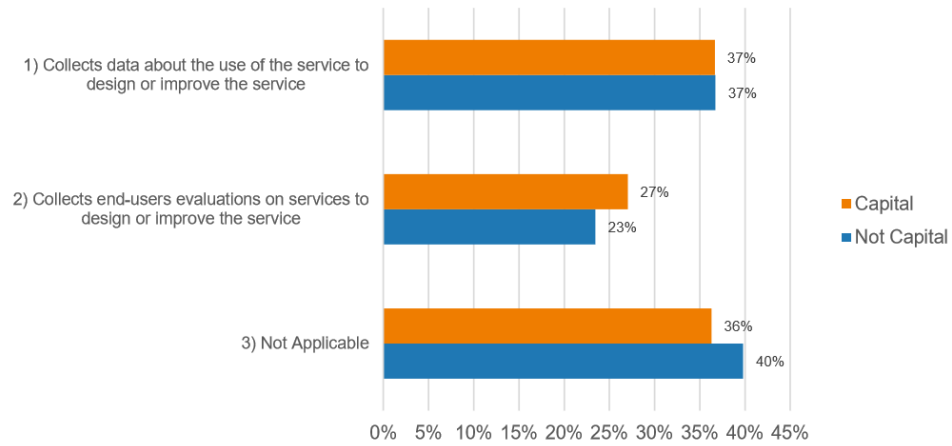
Question typology	Data	Cluster	Value
Matrix - Multiple choice	Reference Sample	-	Percentage

7.2 Does your public authority use service-related data to improve your digital service offer in the following areas?



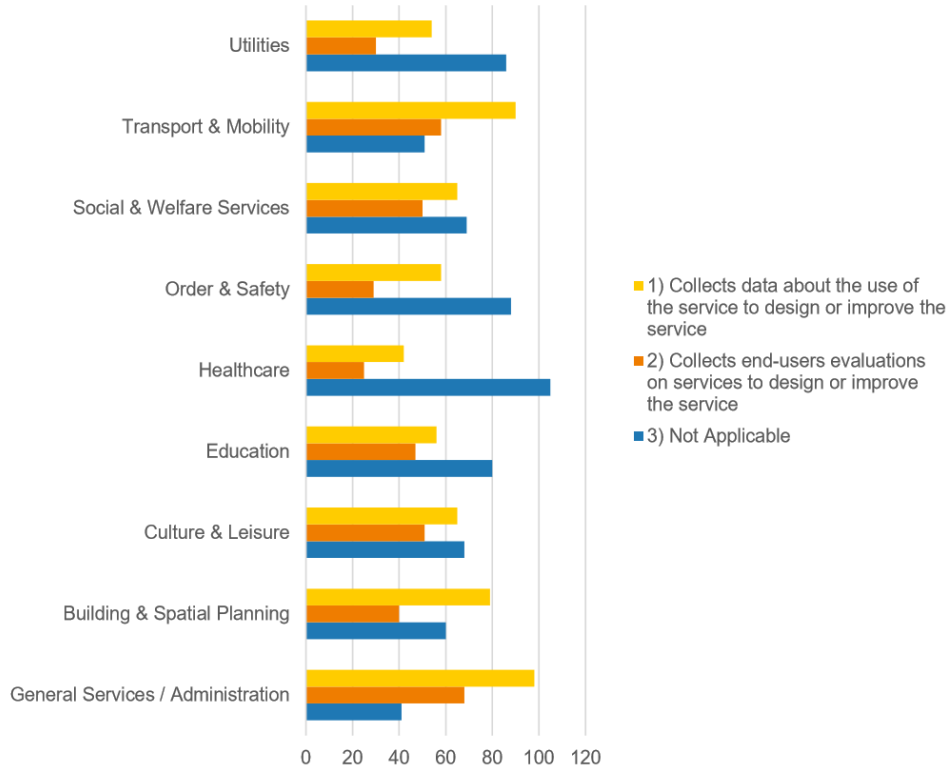
Question typology	Data	Cluster	Value
Matrix - Multiple choice	Reference Sample	Reference Sample	Percentage

7.2 Does your public authority use service-related data to improve your digital service offer in the following areas?



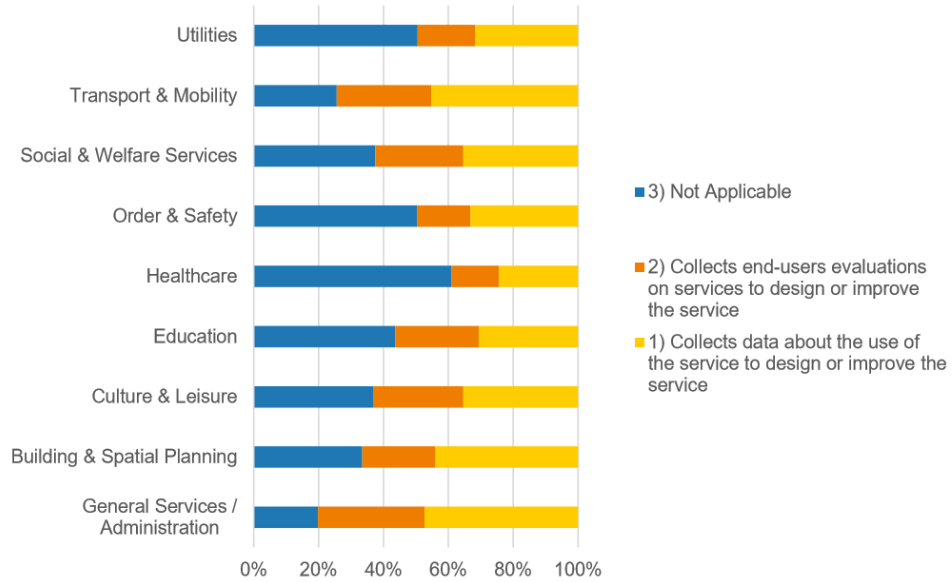
Question typology	Data	Cluster	Value
Matrix - Multiple choice	Reference Sample	Capital cities	Percentage

7.2 Does your public authority use service-related data to improve your digital service offer in the following areas?



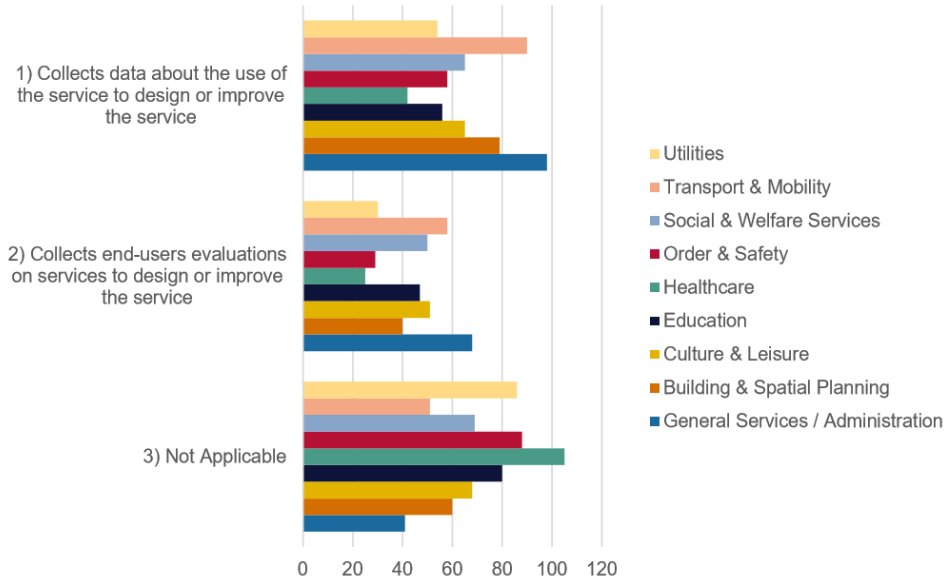
Question typology	Data	Cluster	Value
Matrix - Multiple choice	Reference Sample	Matrix	Count

7.2 Does your public authority use service-related data to improve your digital service offer in the following areas?



Question typology	Data	Cluster	Value
Matrix - Multiple choice	Reference Sample	Matrix	Percentage

7.2 Does your public authority use service-related data to improve your digital service offer in the following areas?



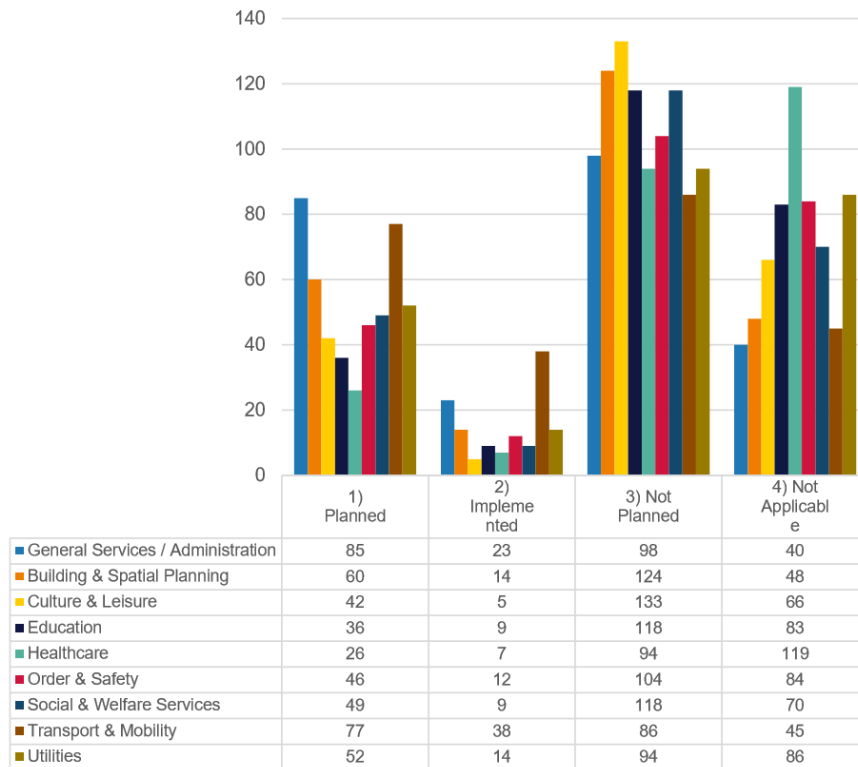
Question typology	Data	Cluster	Value
Matrix - Multiple choice	Reference Sample	Matrix	Count

3.63 Q_7.3 State for each service area if the adoption of Artificial Intelligence technology is planned, implemented, not planned or not applicable:

7.3 State for each service area if the adoption of Artificial Intelligence technology is planned, implemented, not planned or not applicable:

ALL RESPONDENTS

Question typology: **Matrix - Single choice**
 Number of analysed questionnaires: **246**
 Number of cities respond to this specific question: **246 (100%)**



7.3 State for each service area if the adoption of Artificial Intelligence technology is planned, implemented, not planned or not applicable:

ALL RESPONDENTS

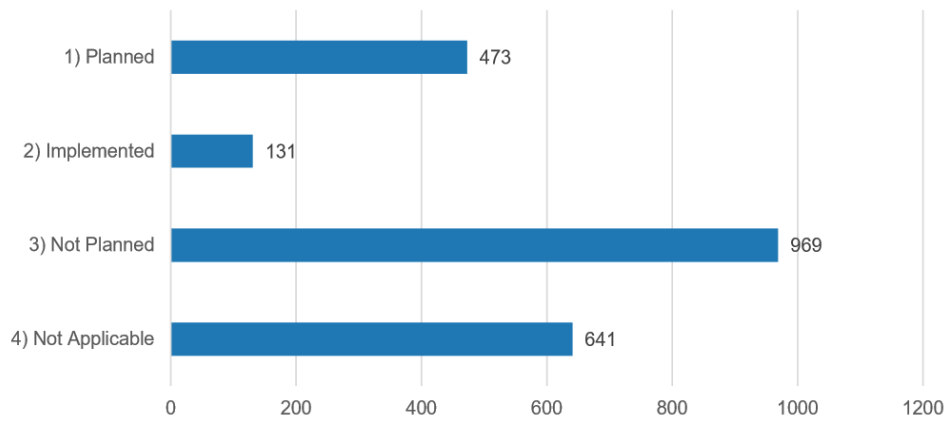
Question typology: **Matrix - Single choice**
 Number of analysed questionnaires: **246**
 Number of cities respond to this specific question: **246 (100%)**

<i>Answer (matrix columns)</i>	<i>Count *</i>	<i>Percentage **</i>
1) Planned	473	19%
2) Implemented	131	5%
3) Not Planned	969	39%
4) Not Applicable	641	26%

* The Count is given by the sum of all the selected rows within the same matrix column

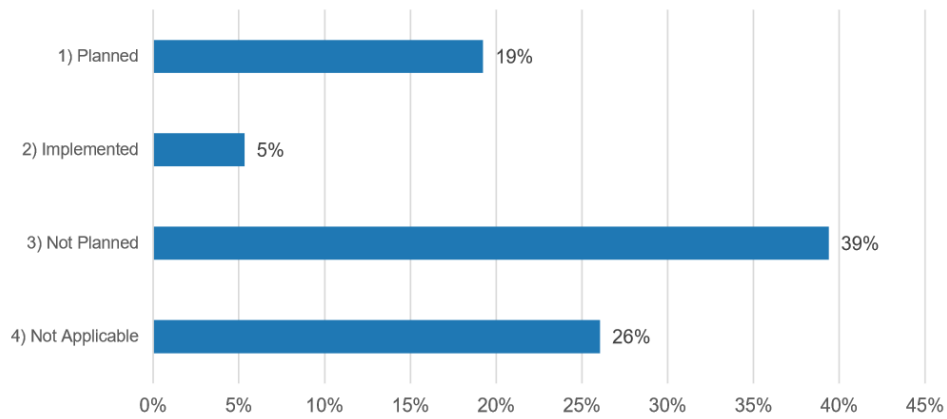
** The percentage refers to the respondents to this specific question. The grand total could be more than 100% in the case of multiple choice questions.

7.3 State for each service area if the adoption of Artificial Intelligence technology is planned, implemented, not planned or not applicable:



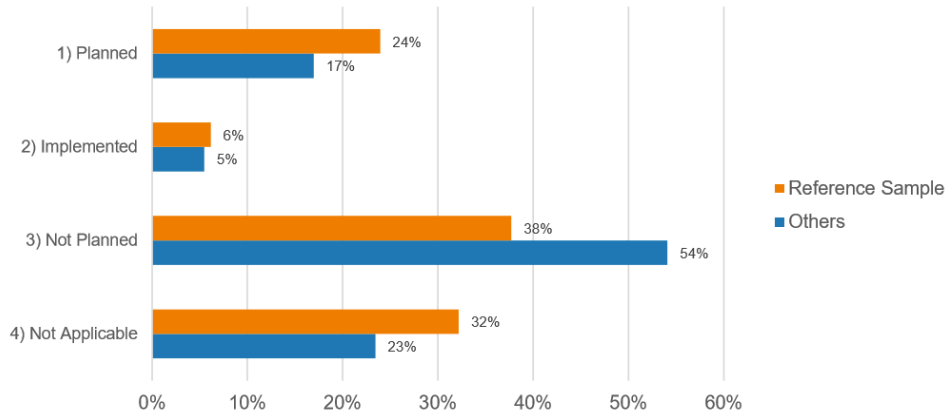
Question typology	Data	Cluster	Value
Matrix - Single choice	All Respondents	-	Count

7.3 State for each service area if the adoption of Artificial Intelligence technology is planned, implemented, not planned or not applicable:



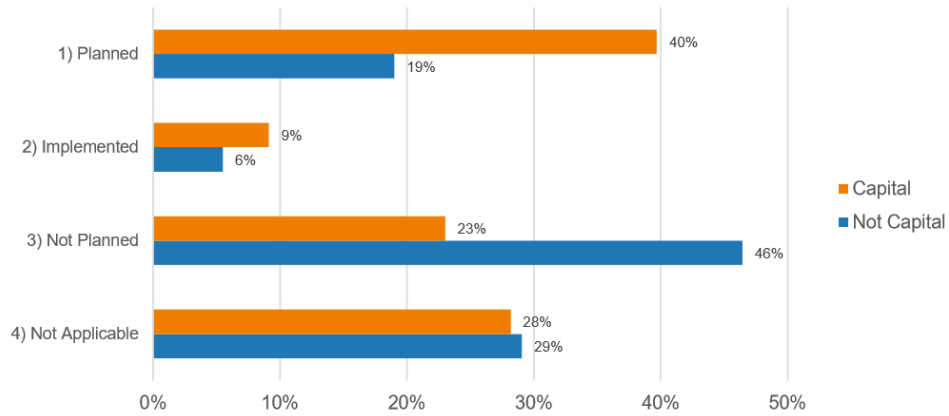
Question typology	Data	Cluster	Value
Matrix - Single choice	All Respondents	-	Percentage

7.3 State for each service area if the adoption of Artificial Intelligence technology is planned, implemented, not planned or not applicable:



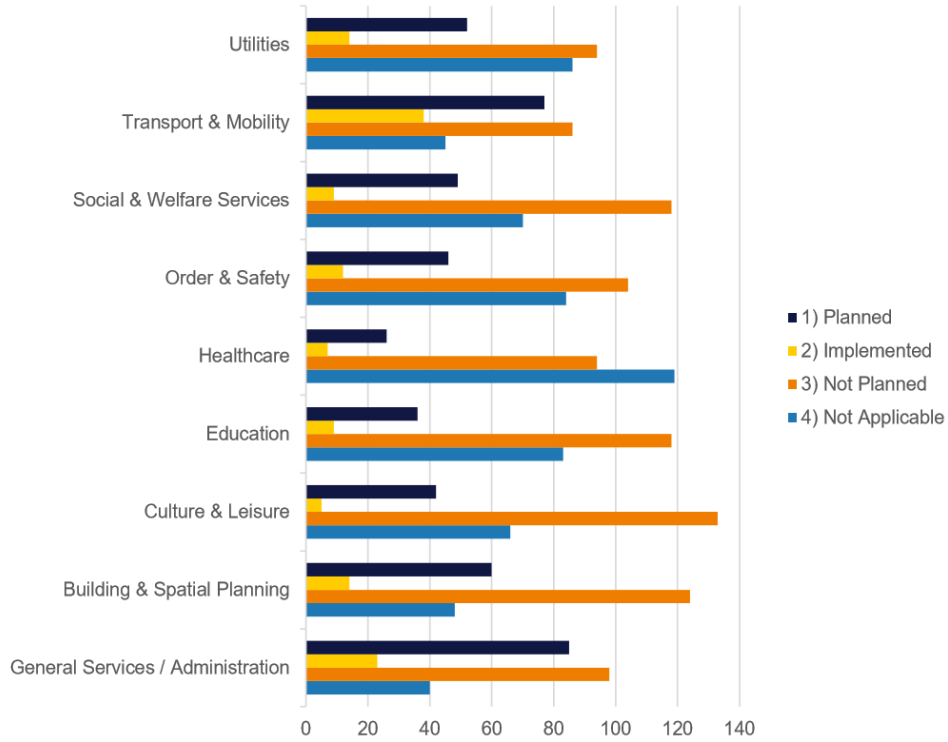
Question typology	Data	Cluster	Value
Matrix - Single choice	All Respondents	Reference Sample	Percentage

7.3 State for each service area if the adoption of Artificial Intelligence technology is planned, implemented, not planned or not applicable:



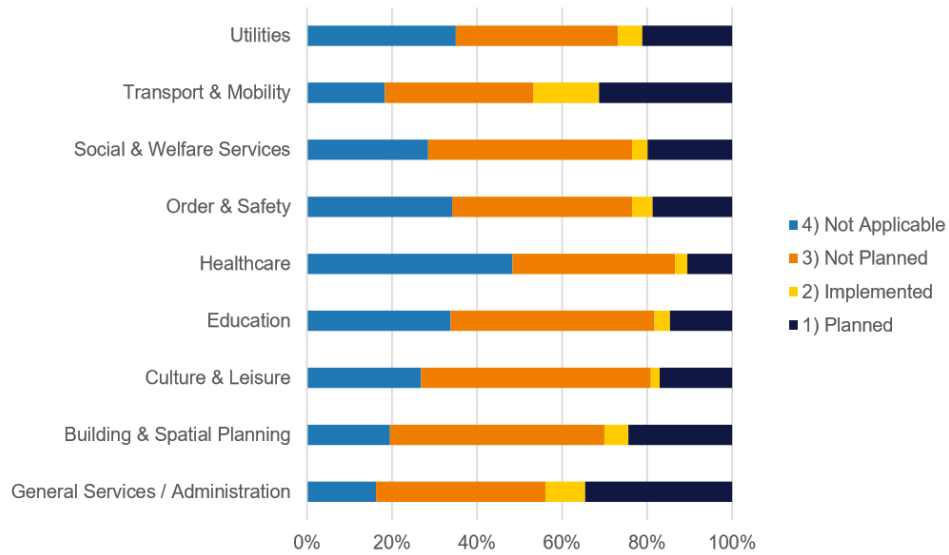
Question typology	Data	Cluster	Value
Matrix - Single choice	All Respondents	Capital cities	Percentage

7.3 State for each service area if the adoption of Artificial Intelligence technology is planned, implemented, not planned or not applicable:



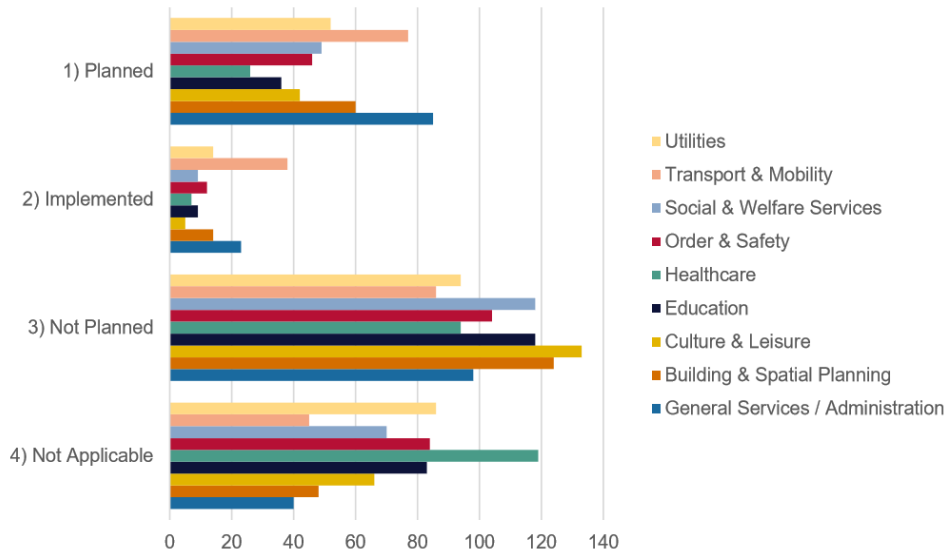
Question typology	Data	Cluster	Value
Matrix - Single choice	All Respondents	Matrix	Count

7.3 State for each service area if the adoption of Artificial Intelligence technology is planned, implemented, not planned or not applicable:



Question typology	Data	Cluster	Value
Matrix - Single choice	All Respondents	Matrix	Percentage

7.3 State for each service area if the adoption of Artificial Intelligence technology is planned, implemented, not planned or not applicable:

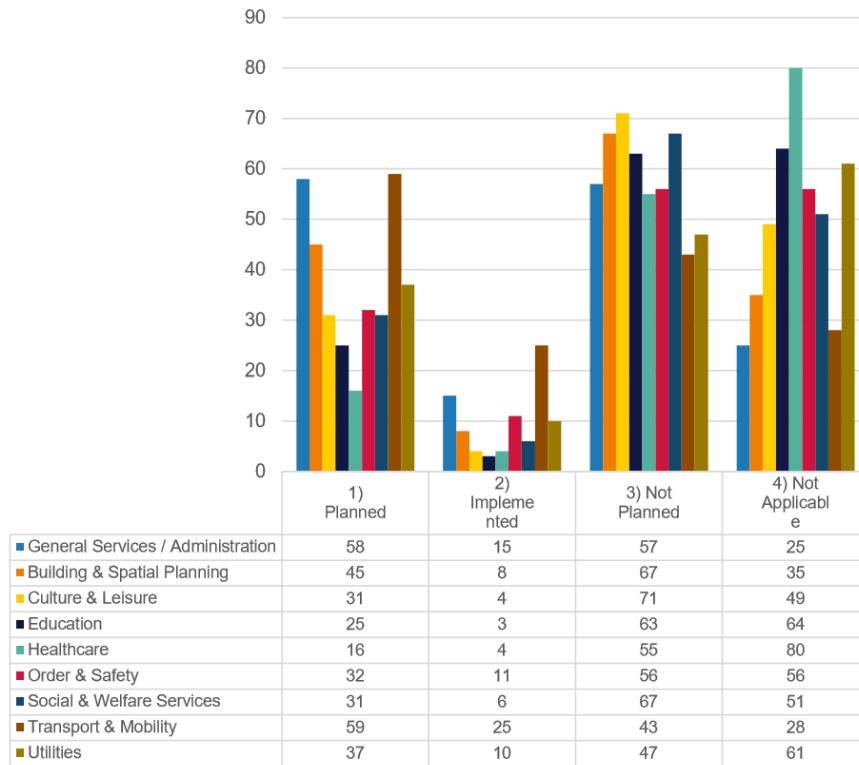


Question typology	Data	Cluster	Value
Matrix - Single choice	All Respondents	Matrix	Count

7.3 State for each service area if the adoption of Artificial Intelligence technology is planned, implemented, not planned or not applicable:

REFERENCE SAMPLE

Question typology: **Matrix - Single choice**
 Number of analysed questionnaires: **155**
 Number of cities respond to this specific question: **155 (100%)**



7.3 State for each service area if the adoption of Artificial Intelligence technology is planned, implemented, not planned or not applicable:

REFERENCE SAMPLE

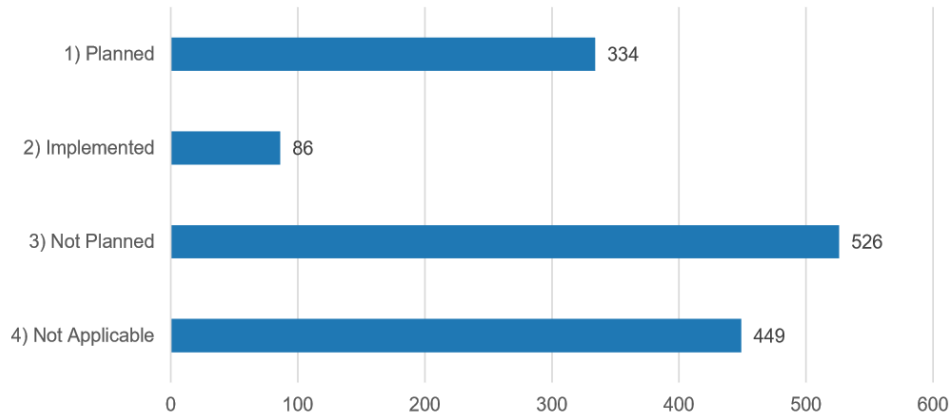
Question typology: **Matrix - Single choice**
 Number of analysed questionnaires: **155**
 Number of cities respond to this specific question: **155 (100%)**

<i>Answer (matrix columns)</i>	<i>Count *</i>	<i>Percentage **</i>
1) Planned	334	24%
2) Implemented	86	6%
3) Not Planned	526	38%
4) Not Applicable	449	32%

* The Count is given by the sum of all the selected rows within the same matrix column

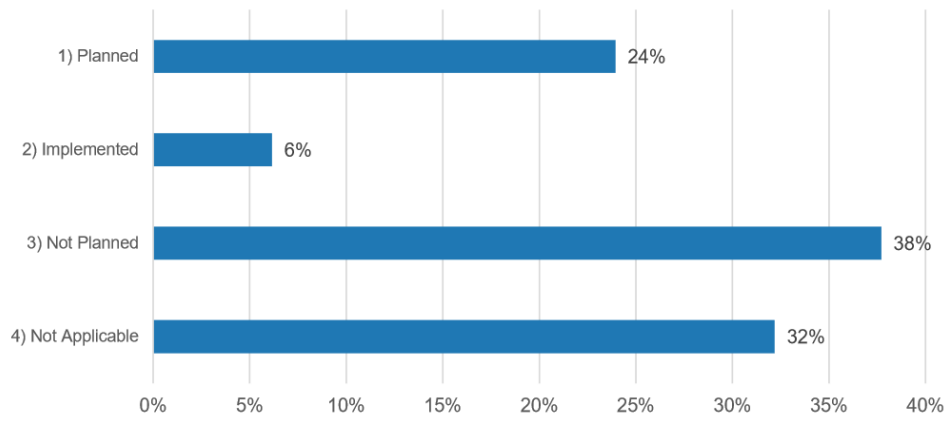
** The percentage refers to the respondents to this specific question. The grand total could be more than 100% in the case of multiple choice questions.

7.3 State for each service area if the adoption of Artificial Intelligence technology is planned, implemented, not planned or not applicable:



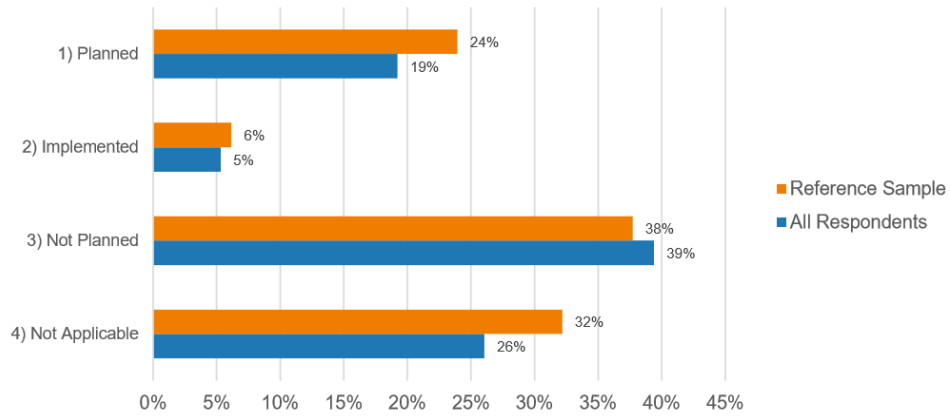
Question typology	Data	Cluster	Value
Matrix - Single choice	Reference Sample	-	Count

7.3 State for each service area if the adoption of Artificial Intelligence technology is planned, implemented, not planned or not applicable:



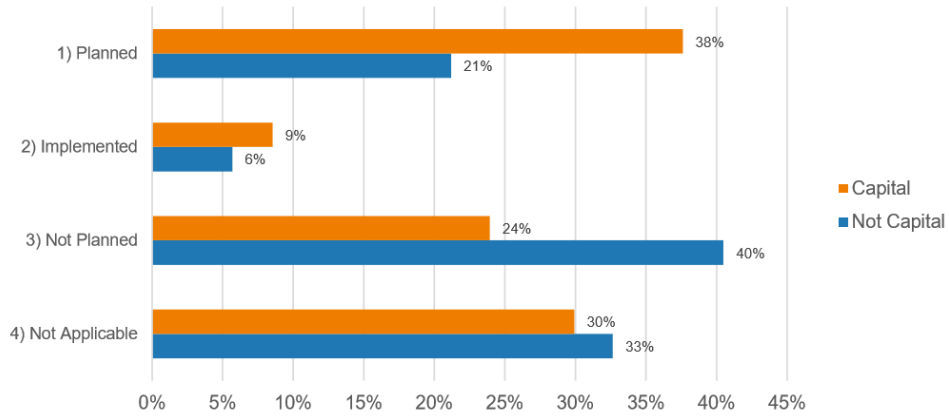
Question typology	Data	Cluster	Value
Matrix - Single choice	Reference Sample	-	Percentage

7.3 State for each service area if the adoption of Artificial Intelligence technology is planned, implemented, not planned or not applicable:



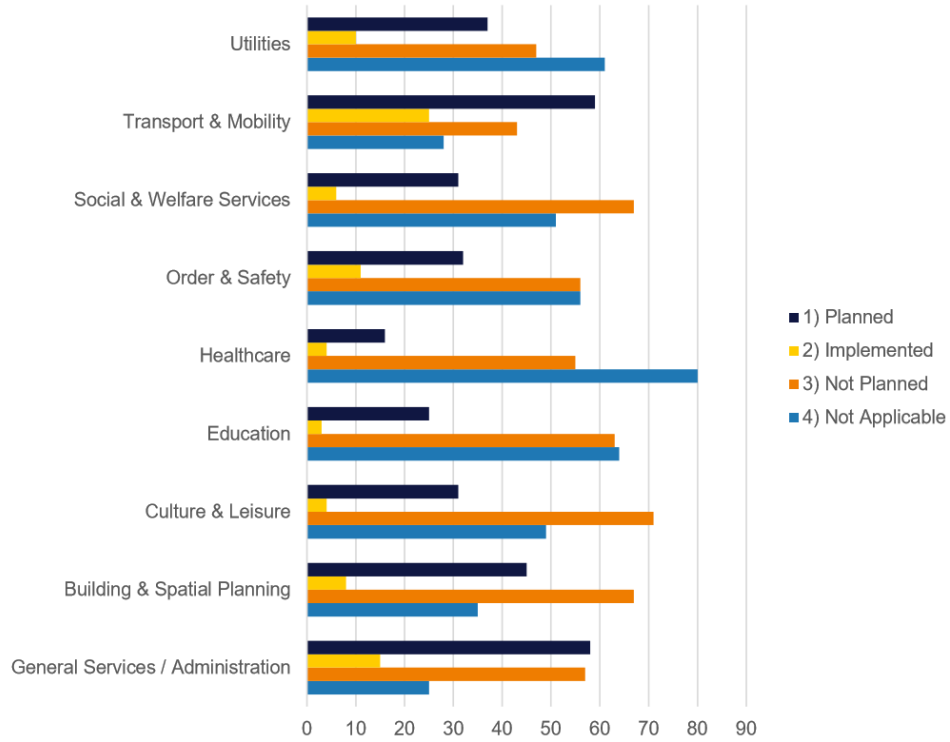
Question typology	Data	Cluster	Value
Matrix - Single choice	Reference Sample	Reference Sample	Percentage

7.3 State for each service area if the adoption of Artificial Intelligence technology is planned, implemented, not planned or not applicable:



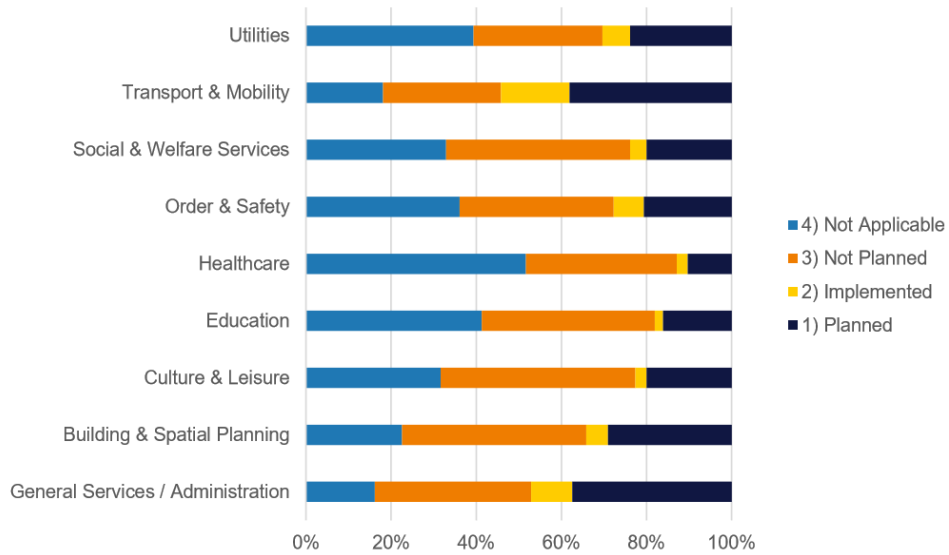
Question typology	Data	Cluster	Value
Matrix - Single choice	Reference Sample	Capital cities	Percentage

7.3 State for each service area if the adoption of Artificial Intelligence technology is planned, implemented, not planned or not applicable:



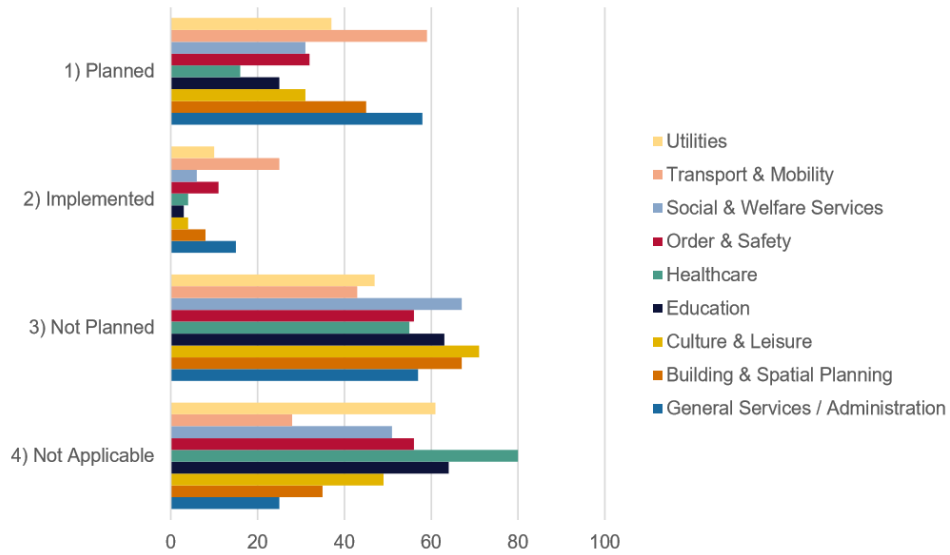
Question typology	Data	Cluster	Value
Matrix - Single choice	Reference Sample	Matrix	Count

7.3 State for each service area if the adoption of Artificial Intelligence technology is planned, implemented, not planned or not applicable:



Question typology	Data	Cluster	Value
Matrix - Single choice	Reference Sample	Matrix	Percentage

7.3 State for each service area if the adoption of Artificial Intelligence technology is planned, implemented, not planned or not applicable:



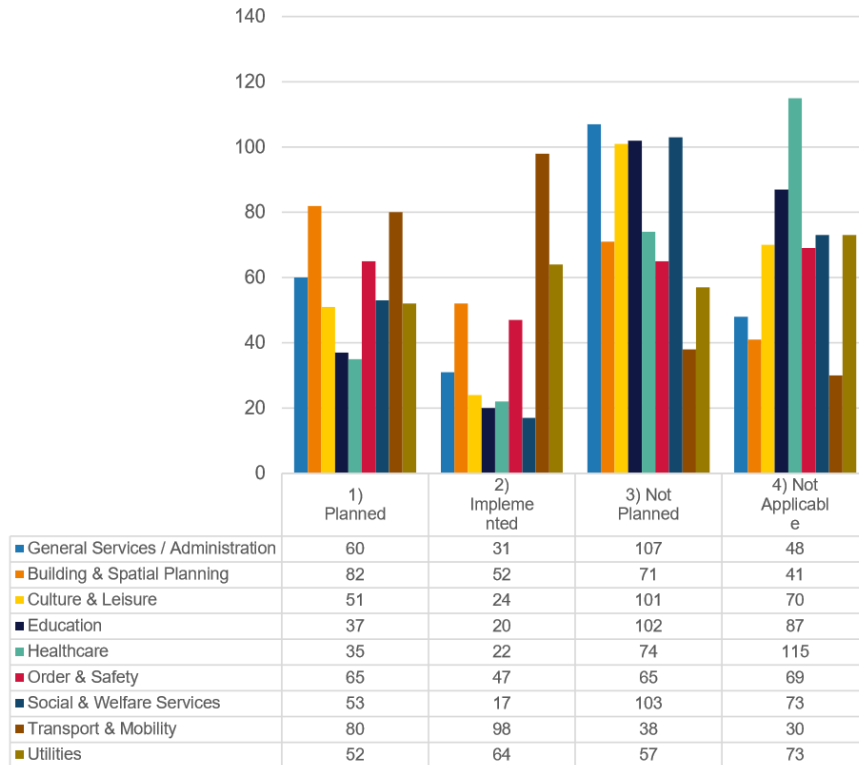
Question typology	Data	Cluster	Value
Matrix - Single choice	Reference Sample	Matrix	Count

3.64 Q_7.4 State for each service area if the adoption of Internet of Things (IoT) technology is planned, implemented, not planned or not applicable:

7.4 State for each service area if the adoption of Internet of Things (IoT) technology is planned, implemented, not planned or not applicable:

ALL RESPONDENTS

Question typology: **Matrix - Single choice**
 Number of analysed questionnaires: **246**
 Number of cities respond to this specific question: **246 (100%)**



7.4 State for each service area if the adoption of Internet of Things (IoT) technology is planned, implemented, not planned or not applicable:

ALL RESPONDENTS

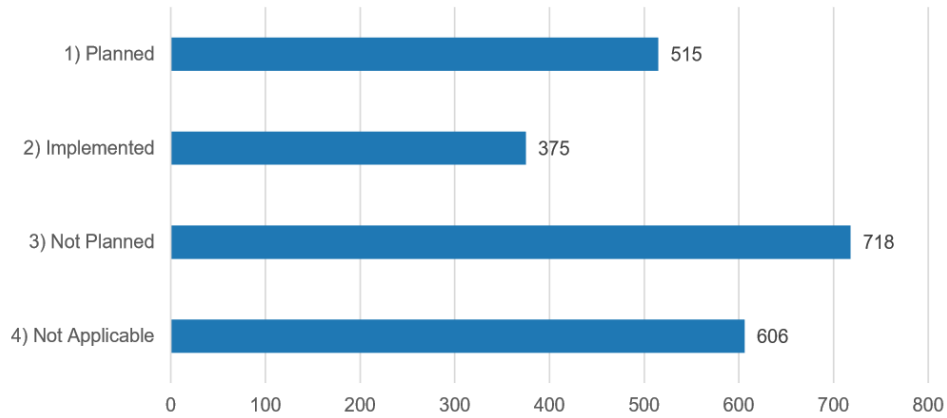
Question typology: **Matrix - Single choice**
 Number of analysed questionnaires: **246**
 Number of cities respond to this specific question: **246 (100%)**

<i>Answer (matrix columns)</i>	<i>Count *</i>	<i>Percentage **</i>
1) Planned	515	21%
2) Implemented	375	15%
3) Not Planned	718	29%
4) Not Applicable	606	25%

* The Count is given by the sum of all the selected rows within the same matrix column

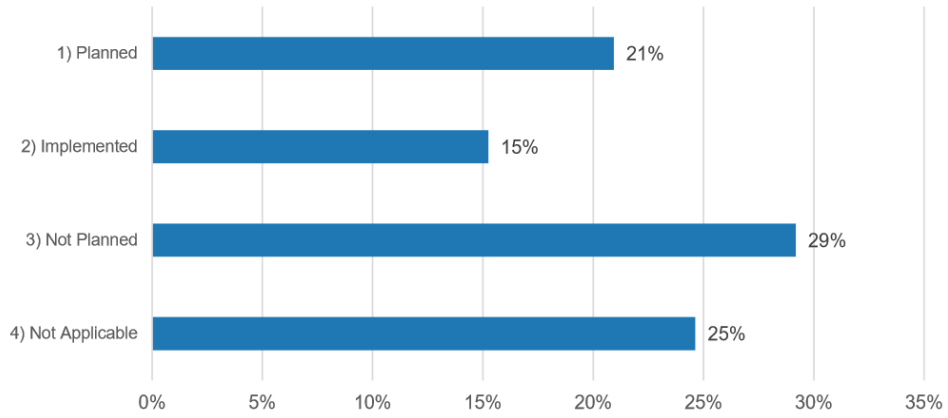
** The percentage refers to the respondents to this specific question. The grand total could be more than 100% in the case of multiple choice questions.

7.4 State for each service area if the adoption of Internet of Things (IoT) technology is planned, implemented, not planned or not applicable:



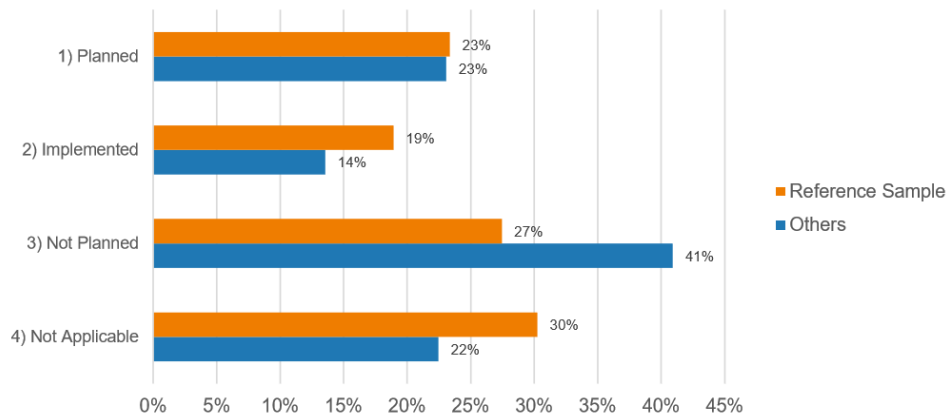
Question typology	Data	Cluster	Value
Matrix - Single choice	All Respondents	-	Count

7.4 State for each service area if the adoption of Internet of Things (IoT) technology is planned, implemented, not planned or not applicable:



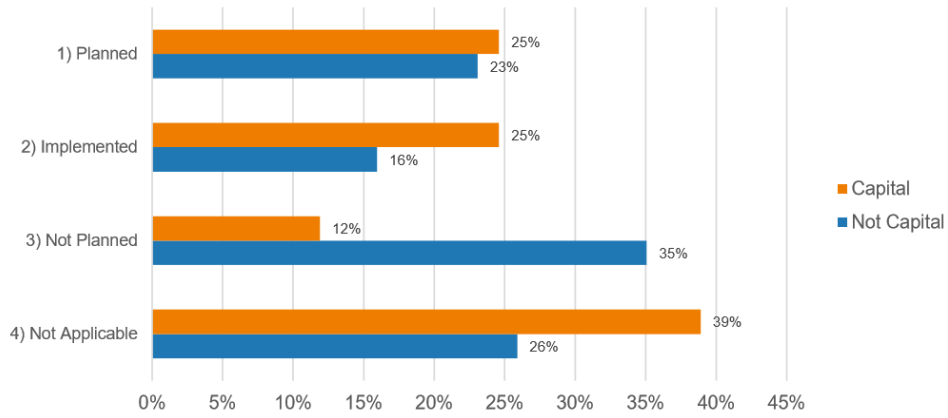
Question typology	Data	Cluster	Value
Matrix - Single choice	All Respondents	-	Percentage

7.4 State for each service area if the adoption of Internet of Things (IoT) technology is planned, implemented, not planned or not applicable:



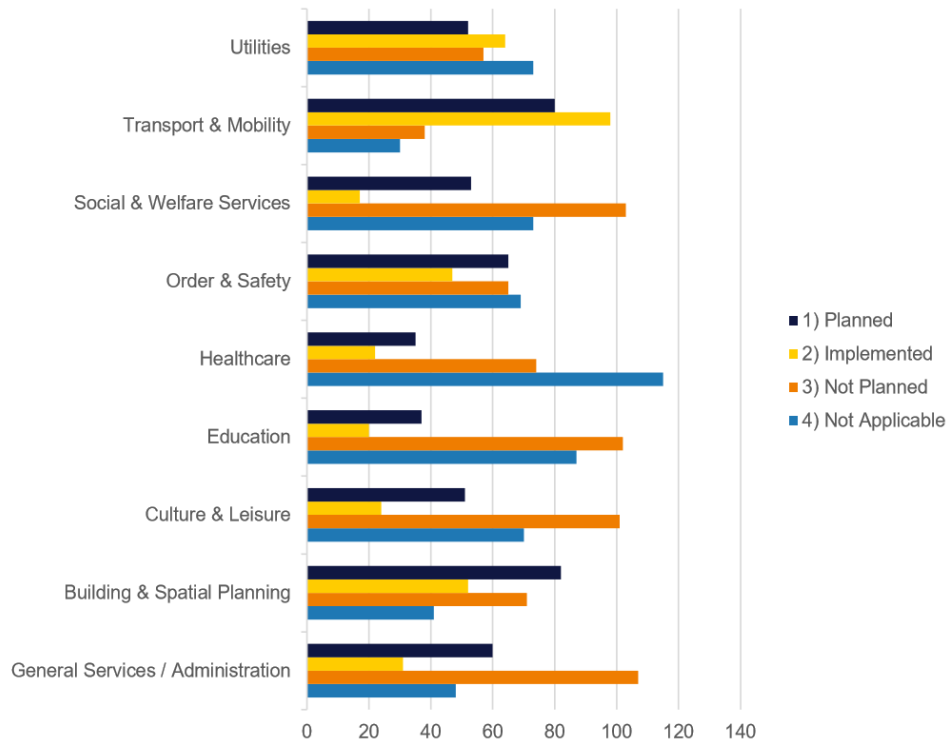
Question typology	Data	Cluster	Value
Matrix - Single choice	All Respondents	Reference Sample	Percentage

7.4 State for each service area if the adoption of Internet of Things (IoT) technology is planned, implemented, not planned or not applicable:



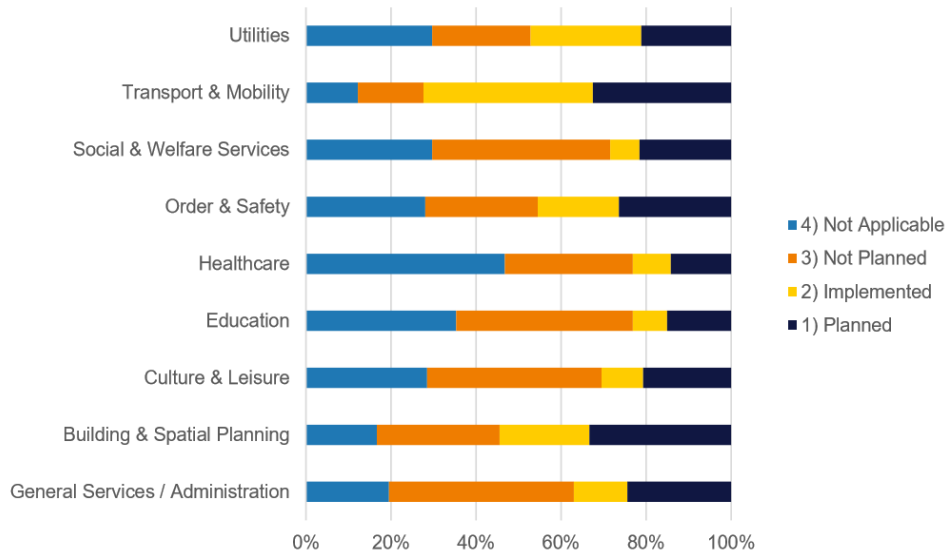
Question typology	Data	Cluster	Value
Matrix - Single choice	All Respondents	Capital cities	Percentage

7.4 State for each service area if the adoption of Internet of Things (IoT) technology is planned, implemented, not planned or not applicable:



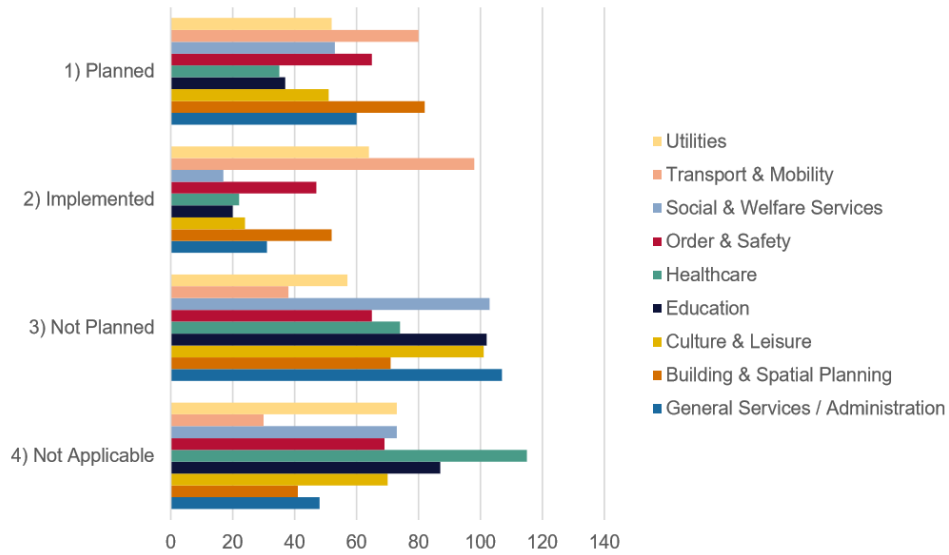
Question typology	Data	Cluster	Value
Matrix - Single choice	All Respondents	Matrix	Count

7.4 State for each service area if the adoption of Internet of Things (IoT) technology is planned, implemented, not planned or not applicable:



Question typology	Data	Cluster	Value
Matrix - Single choice	All Respondents	Matrix	Percentage

7.4 State for each service area if the adoption of Internet of Things (IoT) technology is planned, implemented, not planned or not applicable:

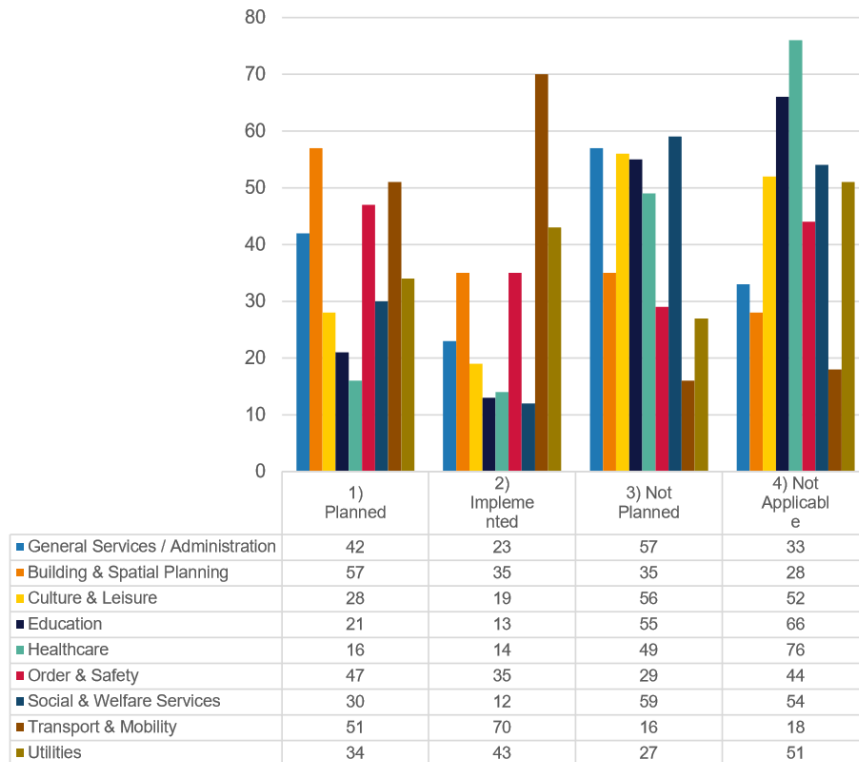


Question typology	Data	Cluster	Value
Matrix - Single choice	All Respondents	Matrix	Count

7.4 State for each service area if the adoption of Internet of Things (IoT) technology is planned, implemented, not planned or not applicable:

REFERENCE SAMPLE

Question typology: **Matrix - Single choice**
 Number of analysed questionnaires: **155**
 Number of cities respond to this specific question: **155 (100%)**



7.4 State for each service area if the adoption of Internet of Things (IoT) technology is planned, implemented, not planned or not applicable:

REFERENCE SAMPLE

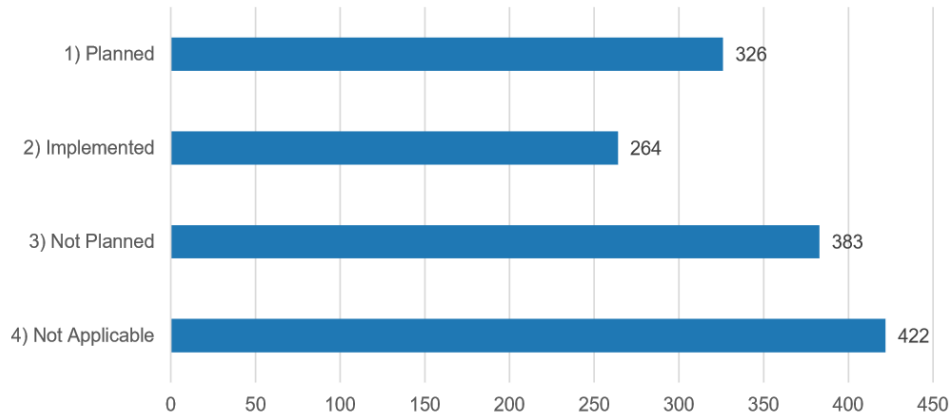
Question typology: **Matrix - Single choice**
 Number of analysed questionnaires: **155**
 Number of cities respond to this specific question: **155 (100%)**

<i>Answer (matrix columns)</i>	<i>Count *</i>	<i>Percentage **</i>
1) Planned	326	23%
2) Implemented	264	19%
3) Not Planned	383	27%
4) Not Applicable	422	30%

* The Count is given by the sum of all the selected rows within the same matrix column

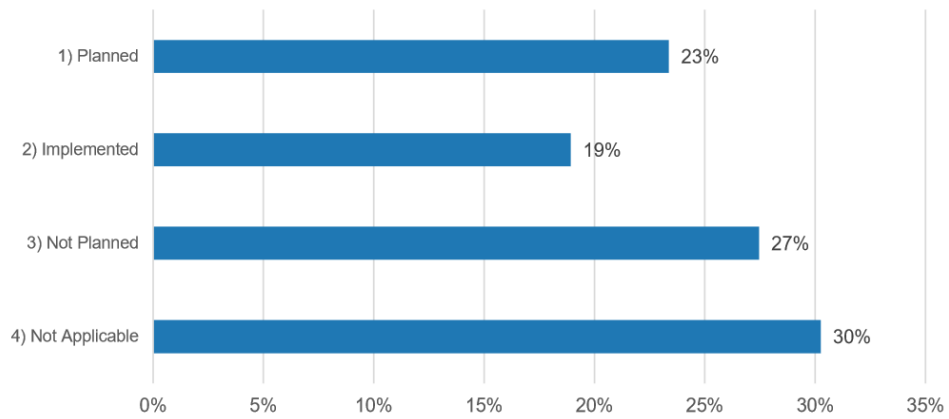
** The percentage refers to the respondents to this specific question. The grand total could be more than 100% in the case of multiple choice questions.

7.4 State for each service area if the adoption of Internet of Things (IoT) technology is planned, implemented, not planned or not applicable:



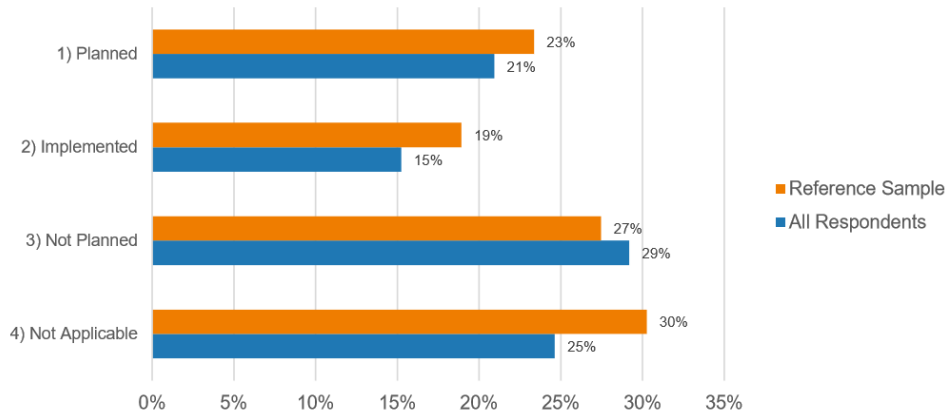
Question typology	Data	Cluster	Value
Matrix - Single choice	Reference Sample	-	Count

7.4 State for each service area if the adoption of Internet of Things (IoT) technology is planned, implemented, not planned or not applicable:



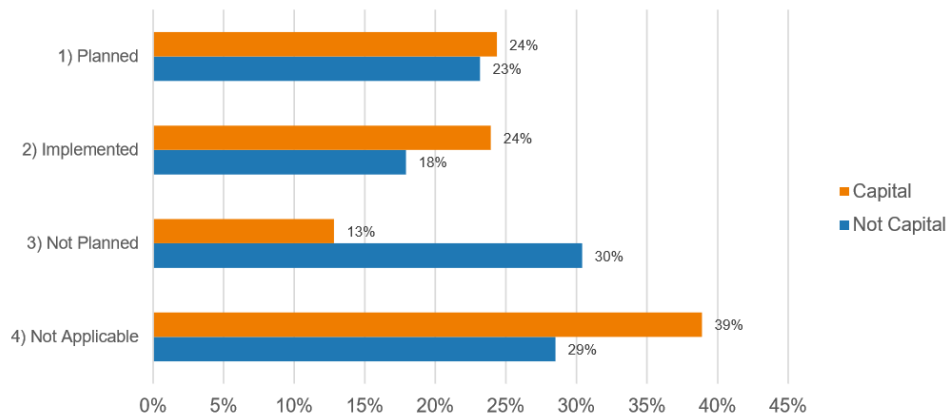
Question typology	Data	Cluster	Value
Matrix - Single choice	Reference Sample	-	Percentage

7.4 State for each service area if the adoption of Internet of Things (IoT) technology is planned, implemented, not planned or not applicable:



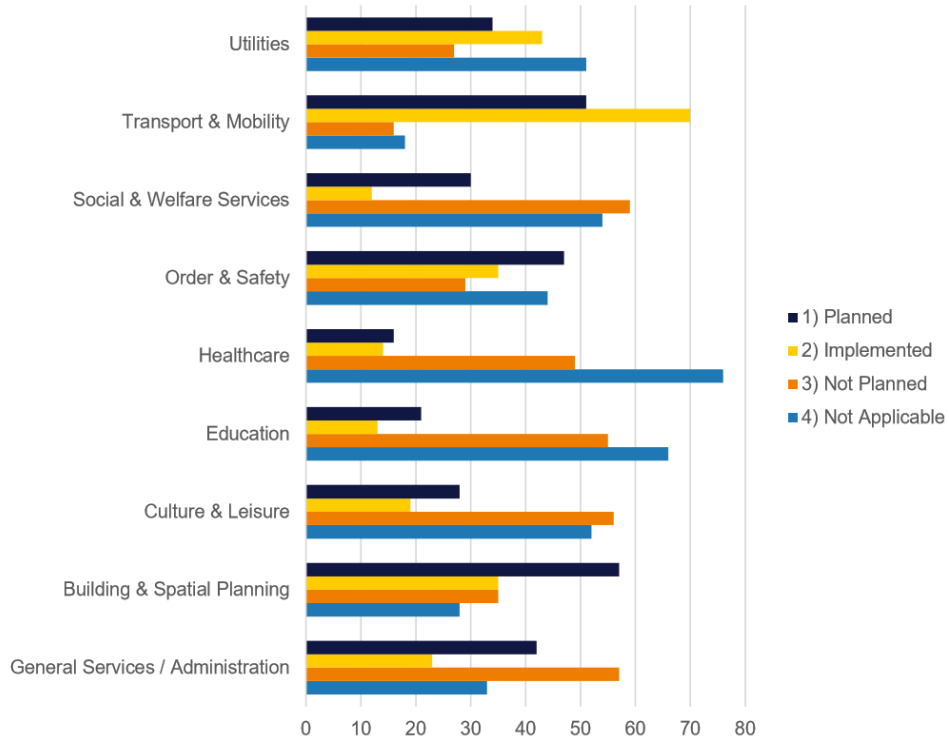
Question typology	Data	Cluster	Value
Matrix - Single choice	Reference Sample	Reference Sample	Percentage

7.4 State for each service area if the adoption of Internet of Things (IoT) technology is planned, implemented, not planned or not applicable:



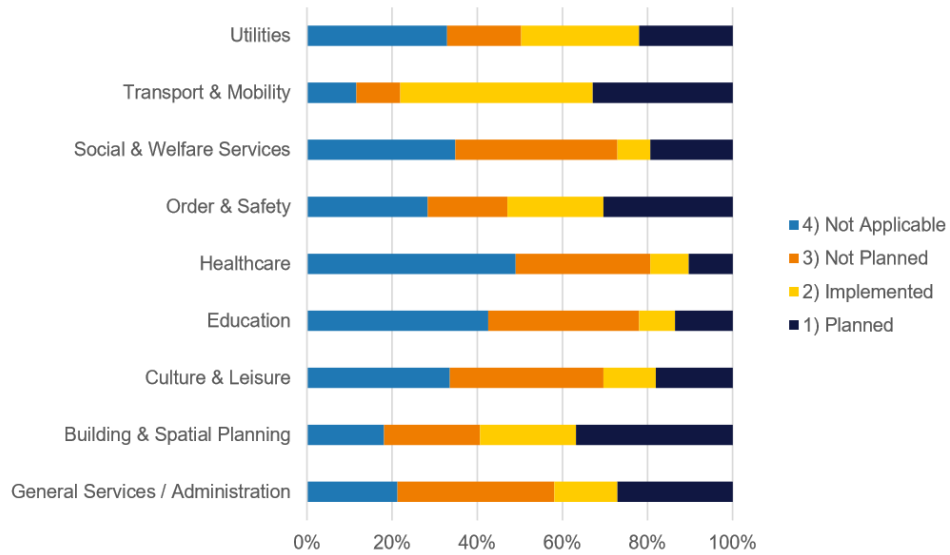
Question typology	Data	Cluster	Value
Matrix - Single choice	Reference Sample	Capital cities	Percentage

7.4 State for each service area if the adoption of Internet of Things (IoT) technology is planned, implemented, not planned or not applicable:



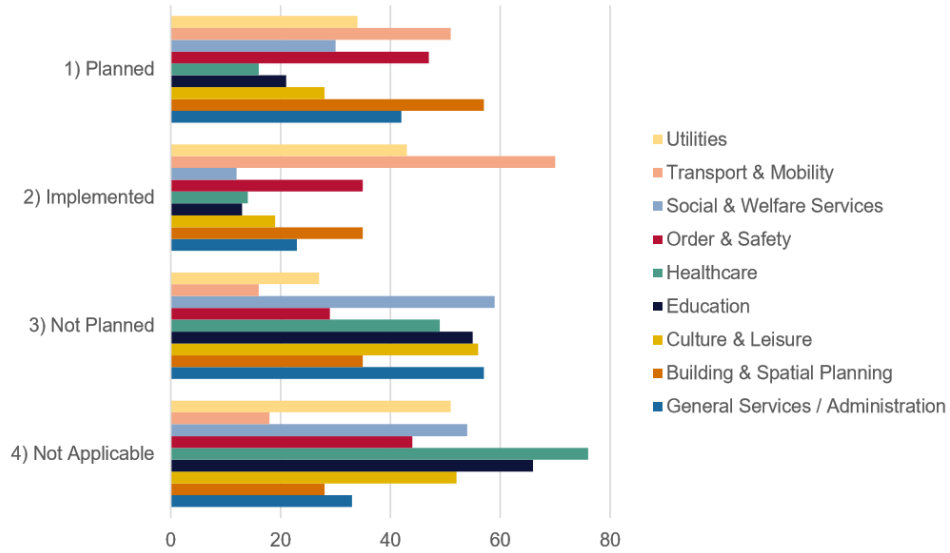
Question typology	Data	Cluster	Value
Matrix - Single choice	Reference Sample	Matrix	Count

7.4 State for each service area if the adoption of Internet of Things (IoT) technology is planned, implemented, not planned or not applicable:



Question typology	Data	Cluster	Value
Matrix - Single choice	Reference Sample	Matrix	Percentage

7.4 State for each service area if the adoption of Internet of Things (IoT) technology is planned, implemented, not planned or not applicable:



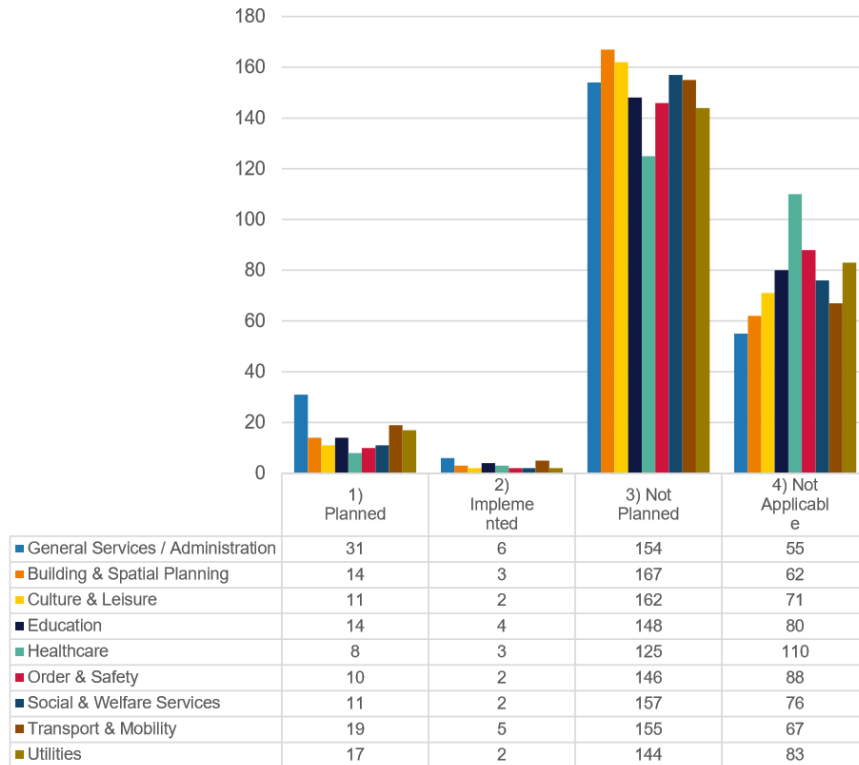
Question typology	Data	Cluster	Value
Matrix - Single choice	Reference Sample	Matrix	Count

3.65 Q_7.5 State for each service area if the adoption of the blockchain technology is planned, implemented, not planned or not applicable:

7.5 State for each service area if the adoption of the blockchain technology is planned, implemented, not planned or not applicable:

ALL RESPONDENTS

Question typology: **Matrix - Single choice**
 Number of analysed questionnaires: **246**
 Number of cities respond to this specific question: **246 (100%)**



7.5 State for each service area if the adoption of the blockchain technology is planned, implemented, not planned or not applicable:

ALL RESPONDENTS

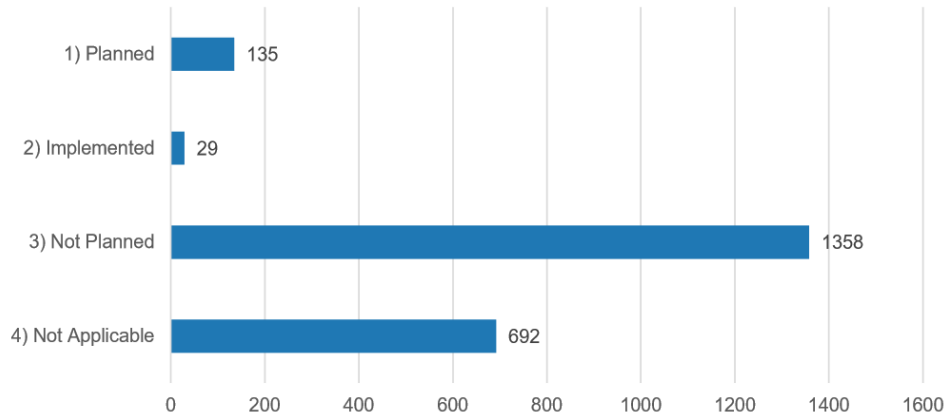
Question typology: **Matrix - Single choice**
 Number of analysed questionnaires: **246**
 Number of cities respond to this specific question: **246 (100%)**

<i>Answer (matrix columns)</i>	<i>Count *</i>	<i>Percentage **</i>
1) Planned	135	5%
2) Implemented	29	1%
3) Not Planned	1.358	55%
4) Not Applicable	692	28%

* The Count is given by the sum of all the selected rows within the same matrix column

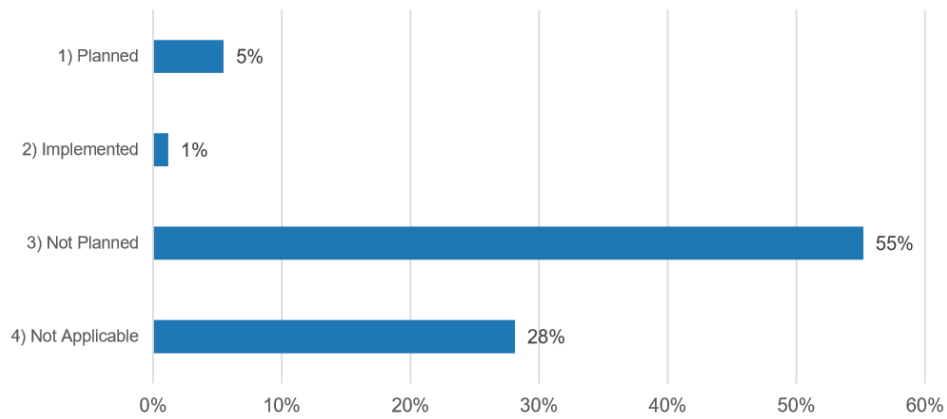
** The percentage refers to the respondents to this specific question. The grand total could be more than 100% in the case of multiple choice questions.

7.5 State for each service area if the adoption of the blockchain technology is planned, implemented, not planned or not applicable:



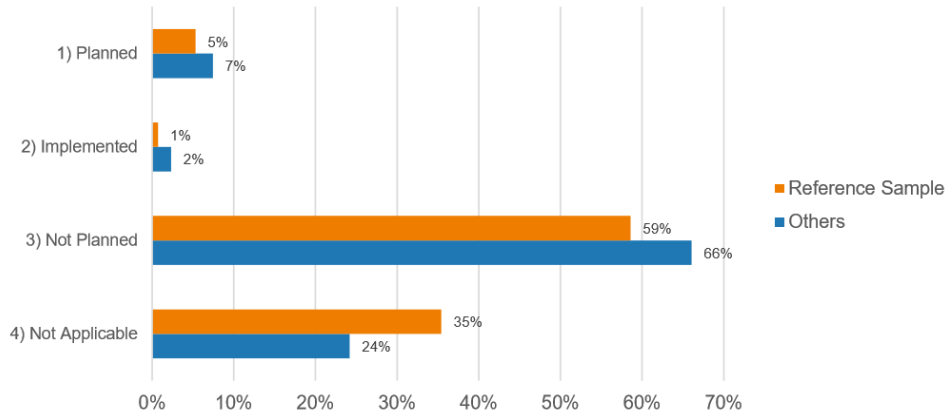
Question typology	Data	Cluster	Value
Matrix - Single choice	All Respondents	-	Count

7.5 State for each service area if the adoption of the blockchain technology is planned, implemented, not planned or not applicable:



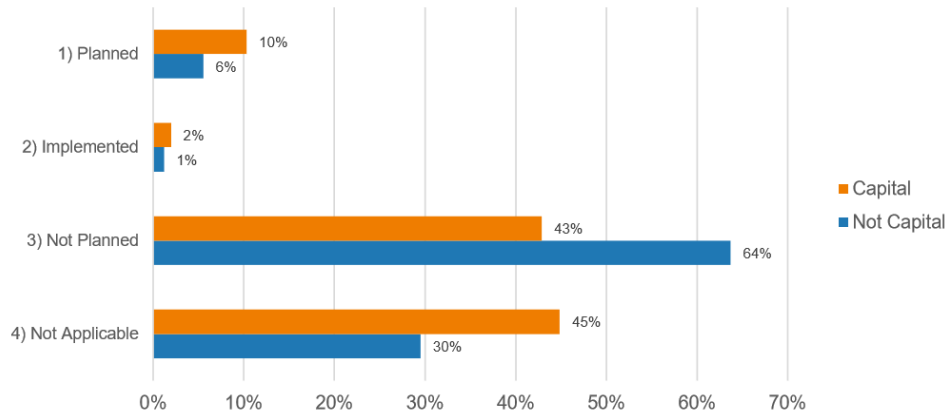
Question typology	Data	Cluster	Value
Matrix - Single choice	All Respondents	-	Percentage

7.5 State for each service area if the adoption of the blockchain technology is planned, implemented, not planned or not applicable:



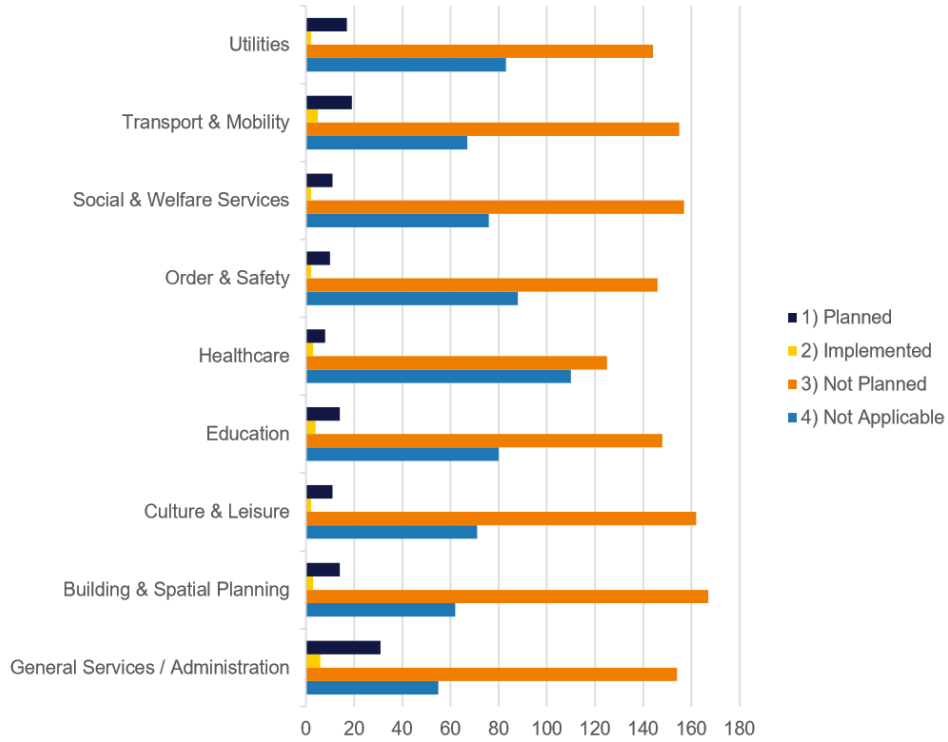
Question typology	Data	Cluster	Value
Matrix - Single choice	All Respondents	Reference Sample	Percentage

7.5 State for each service area if the adoption of the blockchain technology is planned, implemented, not planned or not applicable:



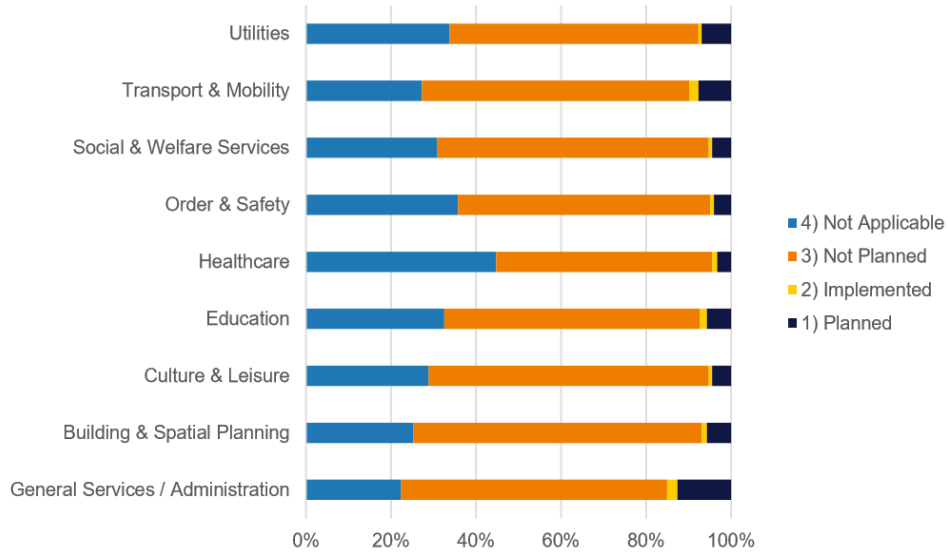
Question typology	Data	Cluster	Value
Matrix - Single choice	All Respondents	Capital cities	Percentage

7.5 State for each service area if the adoption of the blockchain technology is planned, implemented, not planned or not applicable:



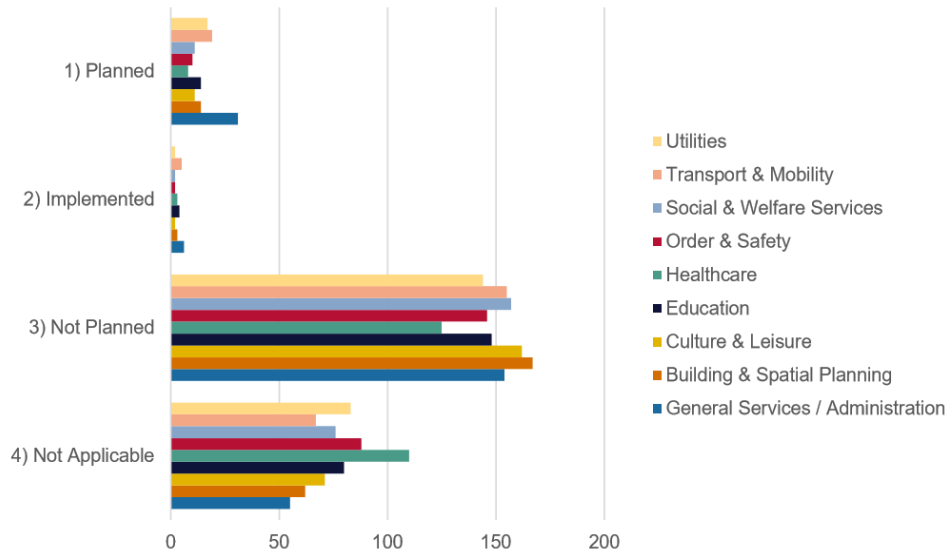
Question typology	Data	Cluster	Value
Matrix - Single choice	All Respondents	Matrix	Count

7.5 State for each service area if the adoption of the blockchain technology is planned, implemented, not planned or not applicable:



Question typology	Data	Cluster	Value
Matrix - Single choice	All Respondents	Matrix	Percentage

7.5 State for each service area if the adoption of the blockchain technology is planned, implemented, not planned or not applicable:

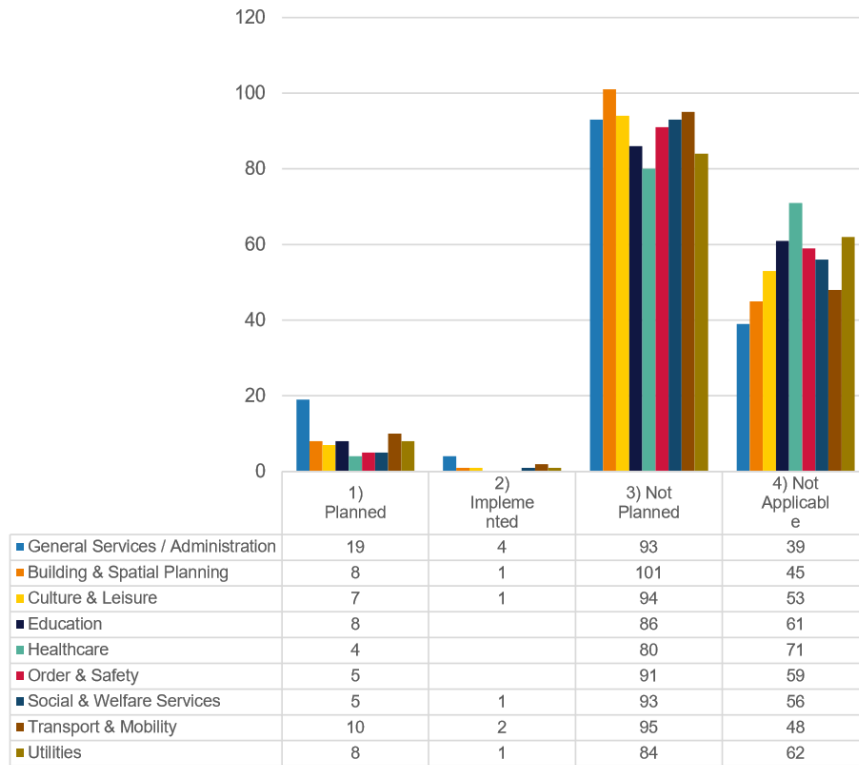


Question typology	Data	Cluster	Value
Matrix - Single choice	All Respondents	Matrix	Count

7.5 State for each service area if the adoption of the blockchain technology is planned, implemented, not planned or not applicable:

REFERENCE SAMPLE

Question typology: **Matrix - Single choice**
 Number of analysed questionnaires: **155**
 Number of cities respond to this specific question: **155 (100%)**



7.5 State for each service area if the adoption of the blockchain technology is planned, implemented, not planned or not applicable:

REFERENCE SAMPLE

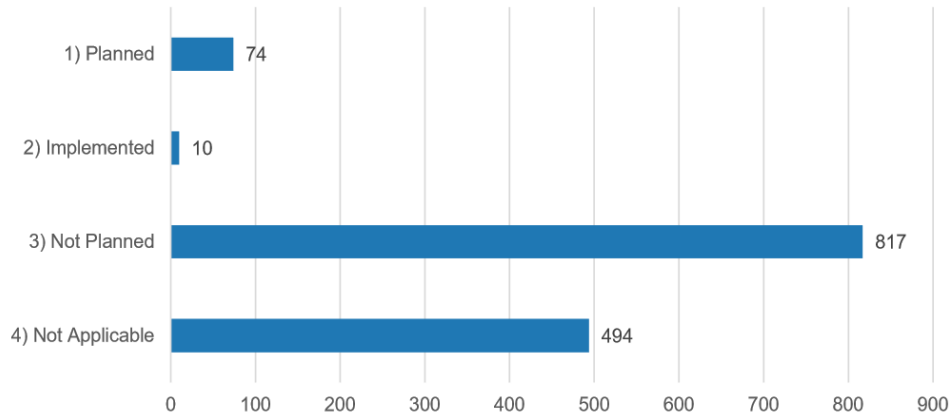
Question typology: **Matrix - Single choice**
 Number of analysed questionnaires: **155**
 Number of cities respond to this specific question: **155 (100%)**

<i>Answer (matrix columns)</i>	<i>Count *</i>	<i>Percentage **</i>
1) Planned	74	5%
2) Implemented	10	1%
3) Not Planned	817	59%
4) Not Applicable	494	35%

* The Count is given by the sum of all the selected rows within the same matrix column

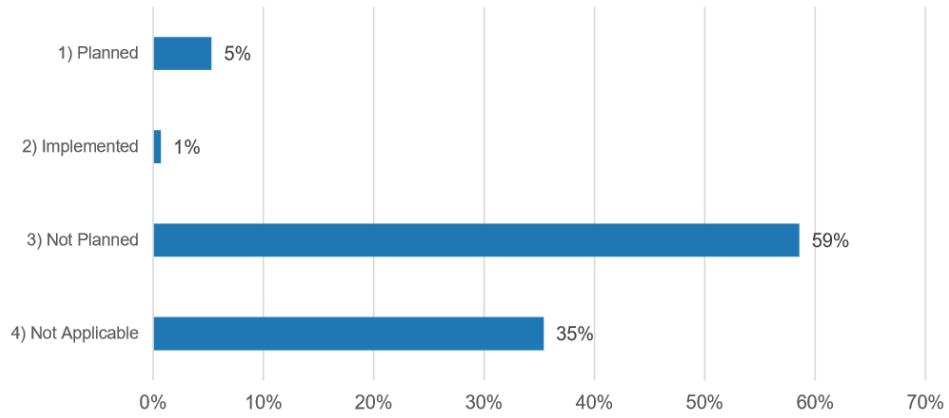
** The percentage refers to the respondents to this specific question. The grand total could be more than 100% in the case of multiple choice questions.

7.5 State for each service area if the adoption of the blockchain technology is planned, implemented, not planned or not applicable:



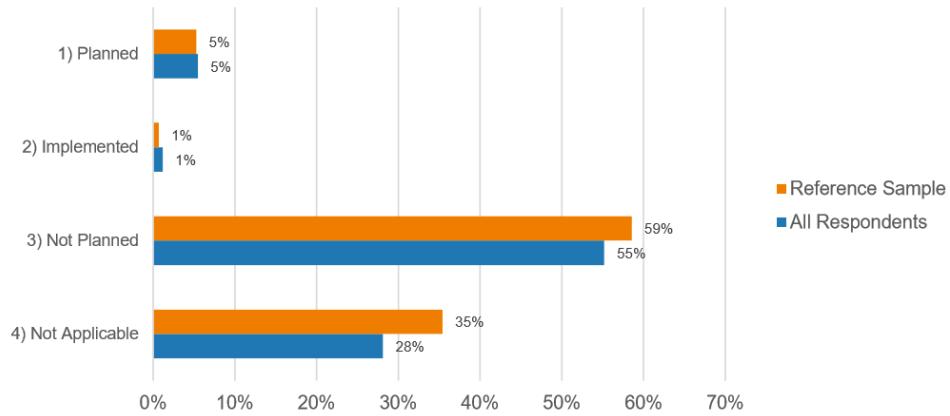
Question typology	Data	Cluster	Value
Matrix - Single choice	Reference Sample	-	Count

7.5 State for each service area if the adoption of the blockchain technology is planned, implemented, not planned or not applicable:



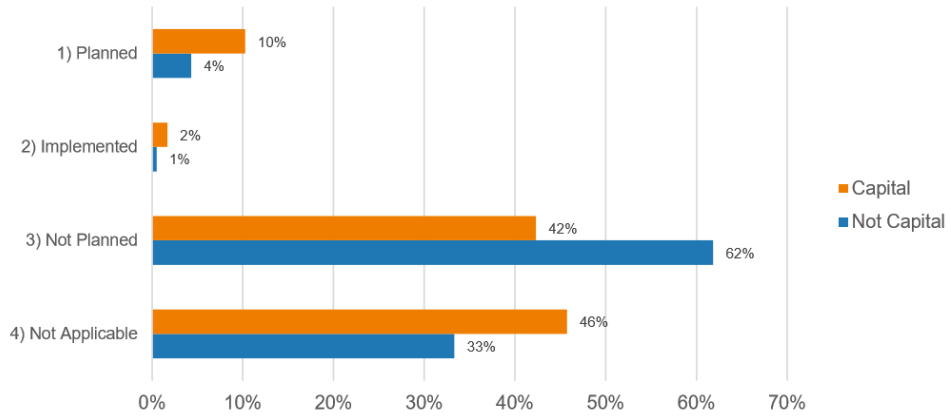
Question typology	Data	Cluster	Value
Matrix - Single choice	Reference Sample	-	Percentage

7.5 State for each service area if the adoption of the blockchain technology is planned, implemented, not planned or not applicable:



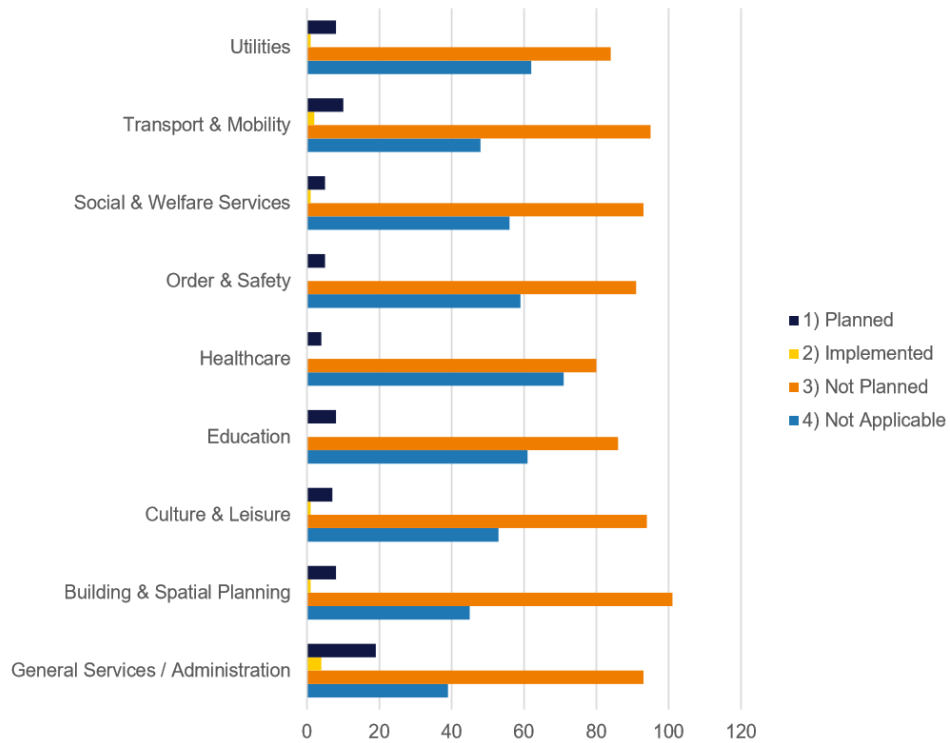
Question typology	Data	Cluster	Value
Matrix - Single choice	Reference Sample	Reference Sample	Percentage

7.5 State for each service area if the adoption of the blockchain technology is planned, implemented, not planned or not applicable:



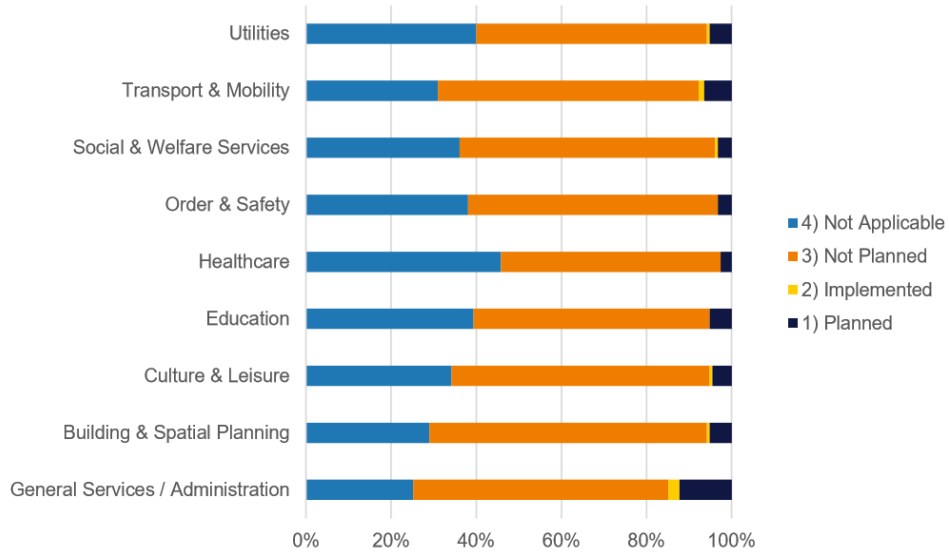
Question typology	Data	Cluster	Value
Matrix - Single choice	Reference Sample	Capital cities	Percentage

7.5 State for each service area if the adoption of the blockchain technology is planned, implemented, not planned or not applicable:



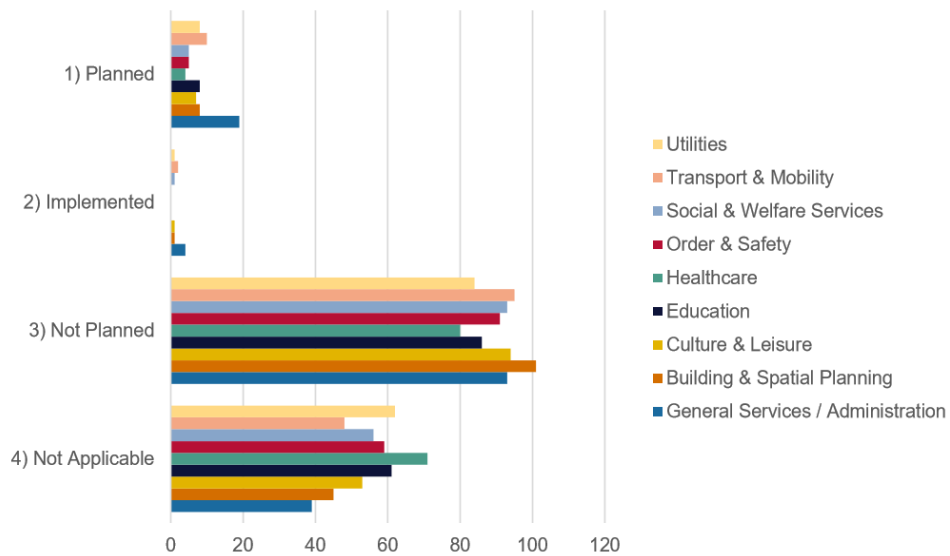
Question typology	Data	Cluster	Value
Matrix - Single choice	Reference Sample	Matrix	Count

7.5 State for each service area if the adoption of the blockchain technology is planned, implemented, not planned or not applicable:



Question typology	Data	Cluster	Value
Matrix - Single choice	Reference Sample	Matrix	Percentage

7.5 State for each service area if the adoption of the blockchain technology is planned, implemented, not planned or not applicable:



Question typology	Data	Cluster	Value
Matrix - Single choice	Reference Sample	Matrix	Count

3.66 Q_7.6 State for each service area if the adoption of wearable technology is planned, implemented, not planned or not applicable:

7.6 State for each service area if the adoption of wearable technology is planned, implemented, not planned or not applicable:

ALL RESPONDENTS

Question typology:

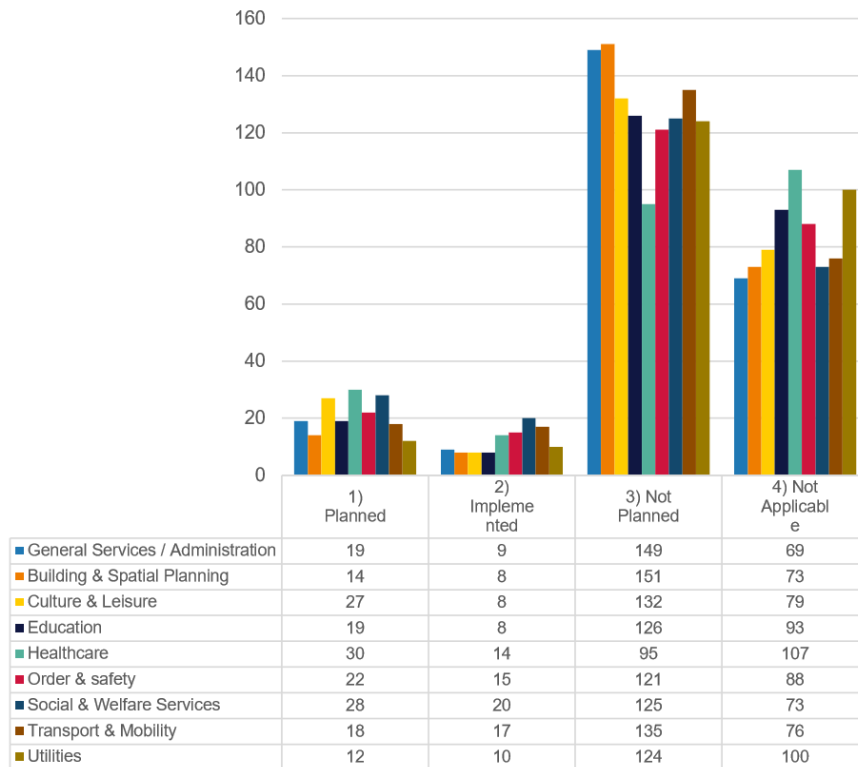
Matrix - Single choice

Number of analysed questionnaires:

246

Number of cities respond to this specific question:

246 (100%)



7.6 State for each service area if the adoption of wearable technology is planned, implemented, not planned or not applicable:

ALL RESPONDENTS

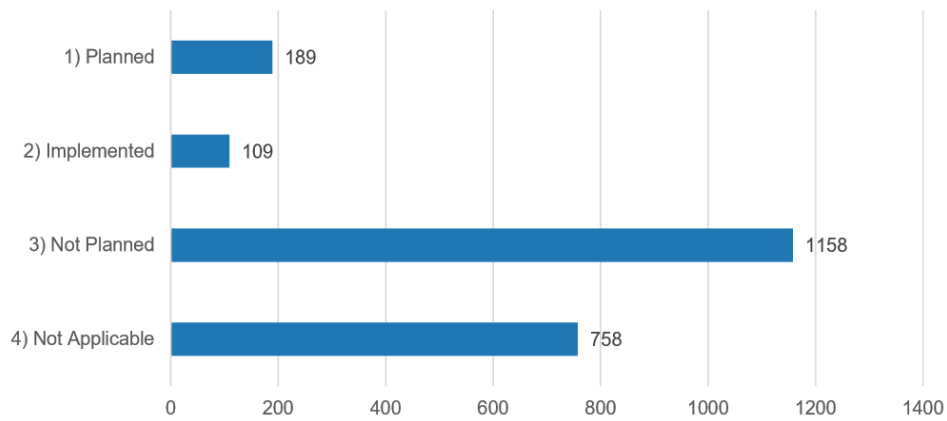
Question typology: **Matrix - Single choice**
 Number of analysed questionnaires: **246**
 Number of cities respond to this specific question: **246 (100%)**

<i>Answer (matrix columns)</i>	<i>Count *</i>	<i>Percentage **</i>
1) Planned	189	8%
2) Implemented	109	4%
3) Not Planned	1.158	47%
4) Not Applicable	758	31%

* The Count is given by the sum of all the selected rows within the same matrix column

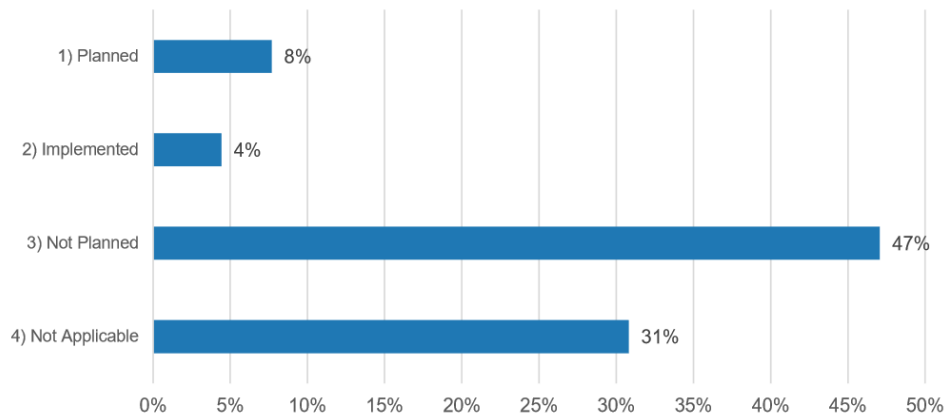
** The percentage refers to the respondents to this specific question. The grand total could be more than 100% in the case of multiple choice questions.

7.6 State for each service area if the adoption of wearable technology is planned, implemented, not planned or not applicable:



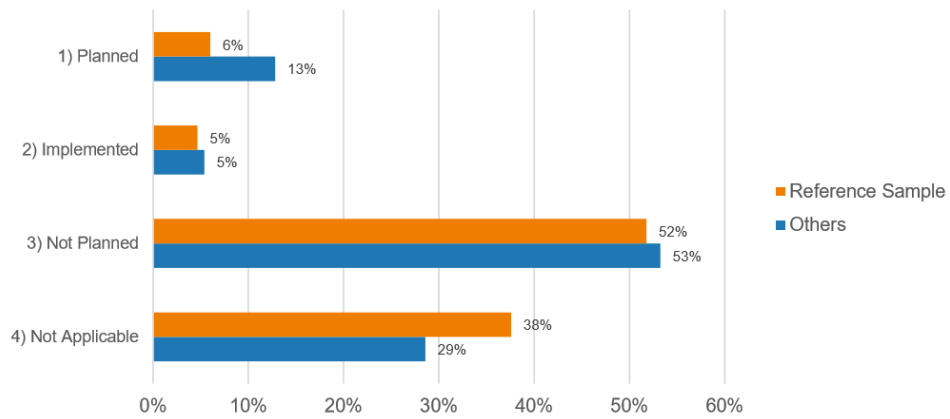
Question typology	Data	Cluster	Value
Matrix - Single choice	All Respondents	-	Count

7.6 State for each service area if the adoption of wearable technology is planned, implemented, not planned or not applicable:



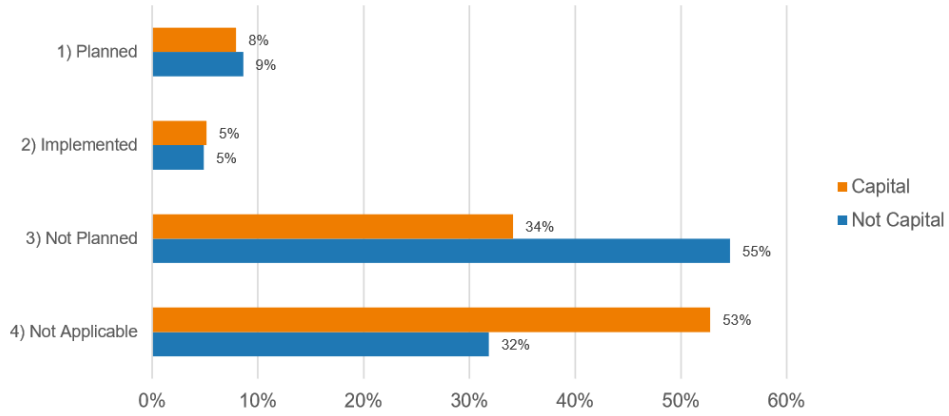
Question typology	Data	Cluster	Value
Matrix - Single choice	All Respondents	-	Percentage

7.6 State for each service area if the adoption of wearable technology is planned, implemented, not planned or not applicable:



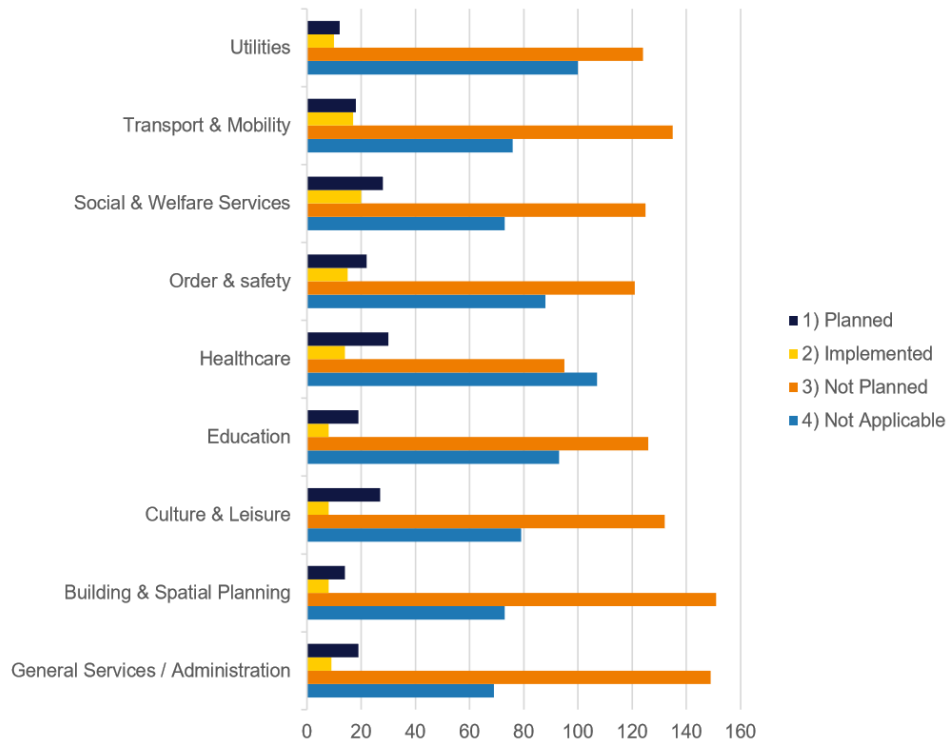
Question typology	Data	Cluster	Value
Matrix - Single choice	All Respondents	Reference Sample	Percentage

7.6 State for each service area if the adoption of wearable technology is planned, implemented, not planned or not applicable:



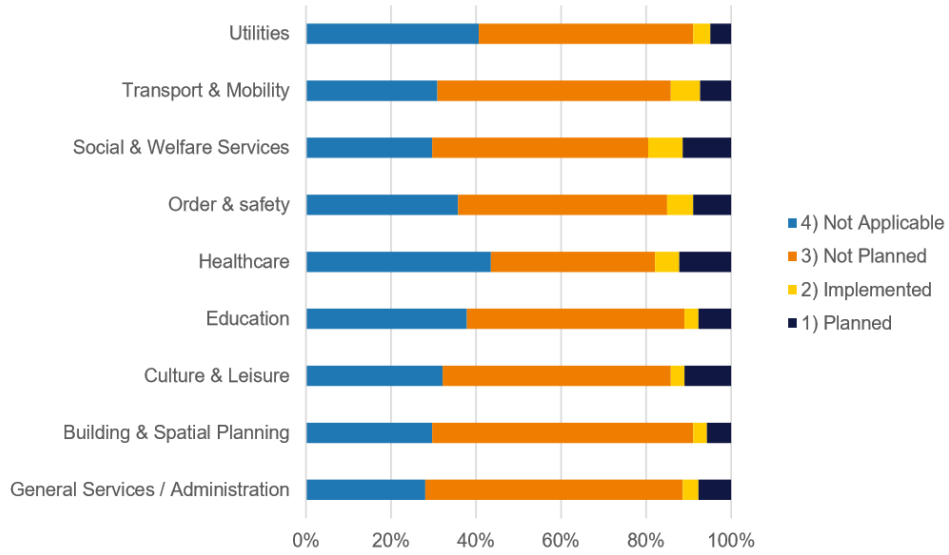
Question typology	Data	Cluster	Value
Matrix - Single choice	All Respondents	Capital cities	Percentage

7.6 State for each service area if the adoption of wearable technology is planned, implemented, not planned or not applicable:



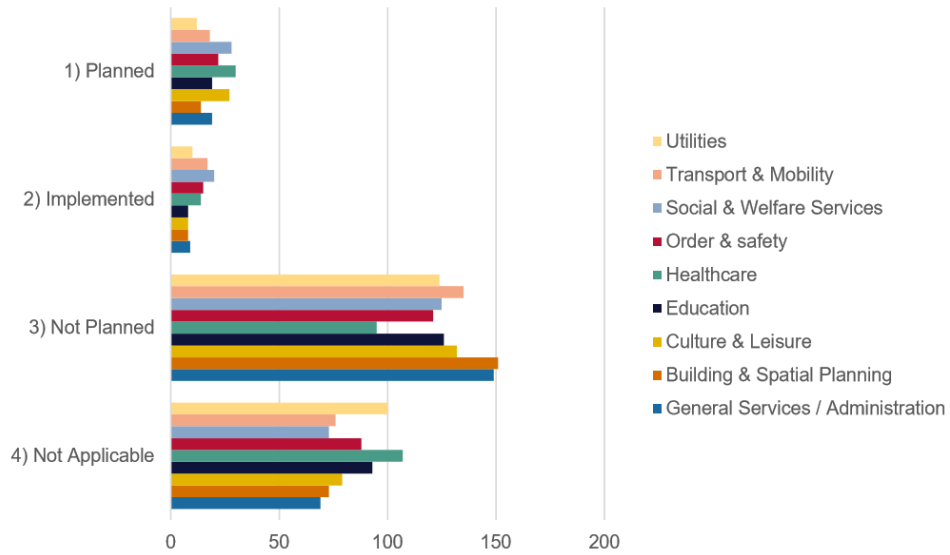
Question typology	Data	Cluster	Value
Matrix - Single choice	All Respondents	Matrix	Count

7.6 State for each service area if the adoption of wearable technology is planned, implemented, not planned or not applicable:



Question typology	Data	Cluster	Value
Matrix - Single choice	All Respondents	Matrix	Percentage

7.6 State for each service area if the adoption of wearable technology is planned, implemented, not planned or not applicable:

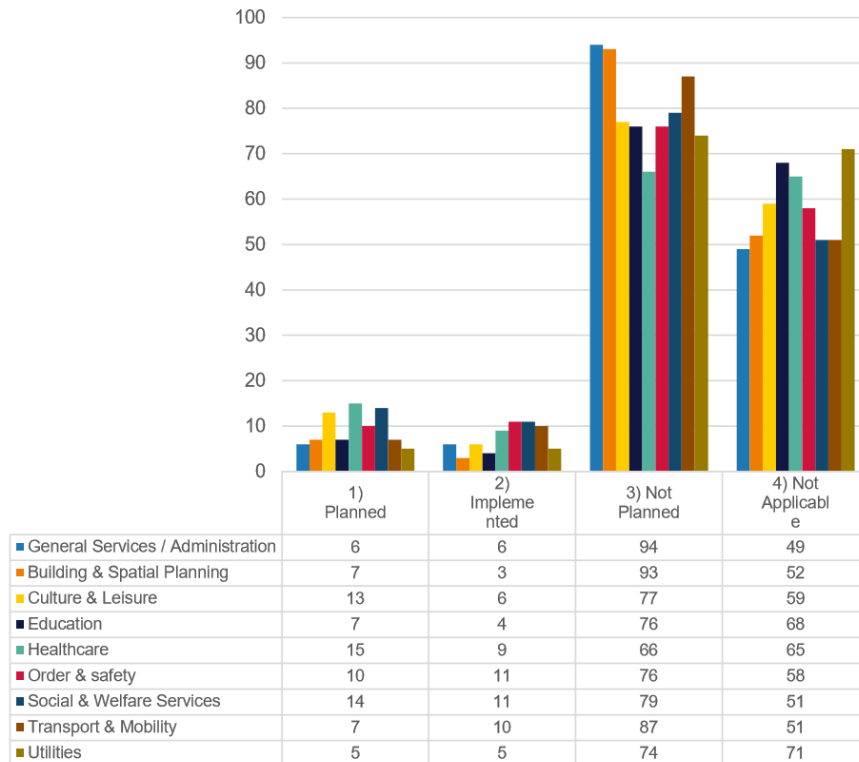


Question typology	Data	Cluster	Value
Matrix - Single choice	All Respondents	Matrix	Count

7.6 State for each service area if the adoption of wearable technology is planned, implemented, not planned or not applicable:

REFERENCE SAMPLE

Question typology: **Matrix - Single choice**
 Number of analysed questionnaires: **155**
 Number of cities respond to this specific question: **155 (100%)**



7.6 State for each service area if the adoption of wearable technology is planned, implemented, not planned or not applicable:

REFERENCE SAMPLE

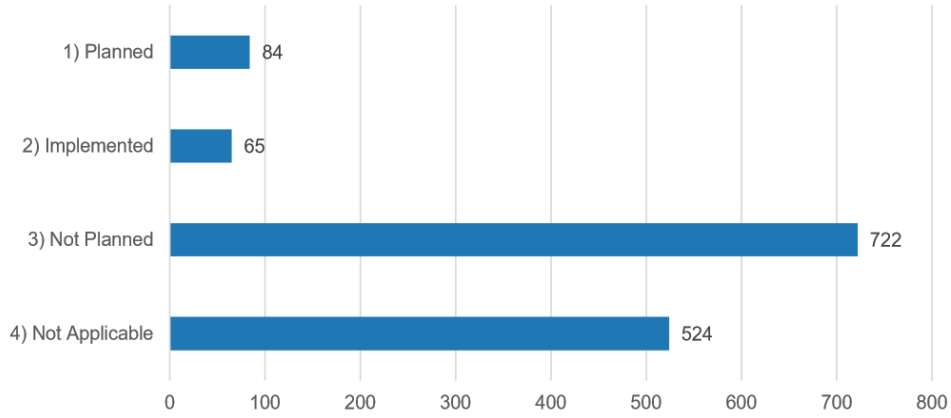
Question typology: **Matrix - Single choice**
 Number of analysed questionnaires: **155**
 Number of cities respond to this specific question: **155 (100%)**

<i>Answer (matrix columns)</i>	<i>Count *</i>	<i>Percentage **</i>
1) Planned	84	6%
2) Implemented	65	5%
3) Not Planned	722	52%
4) Not Applicable	524	38%

* The Count is given by the sum of all the selected rows within the same matrix column

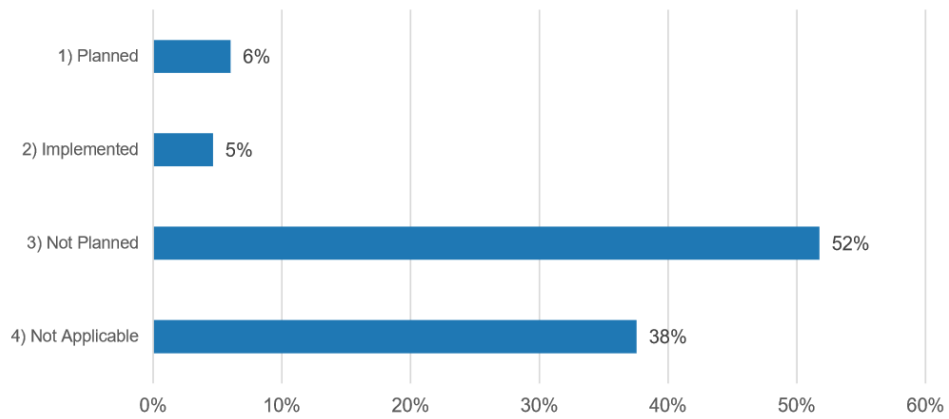
** The percentage refers to the respondents to this specific question. The grand total could be more than 100% in the case of multiple choice questions.

7.6 State for each service area if the adoption of wearable technology is planned, implemented, not planned or not applicable:



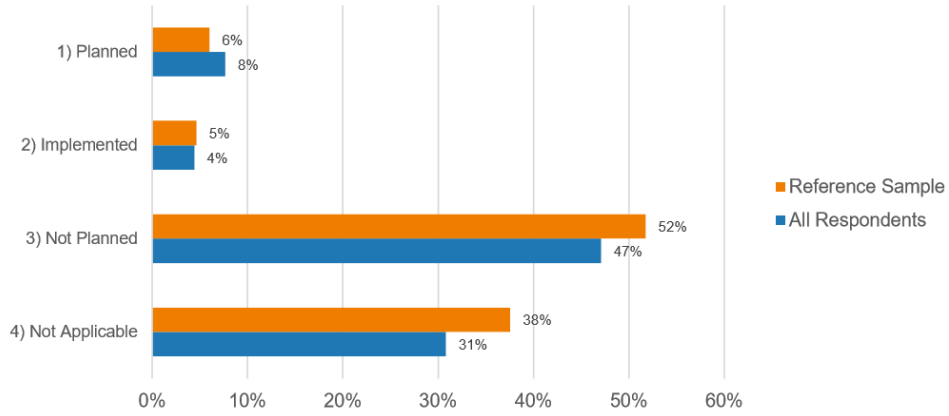
Question typology	Data	Cluster	Value
Matrix - Single choice	Reference Sample	-	Count

7.6 State for each service area if the adoption of wearable technology is planned, implemented, not planned or not applicable:



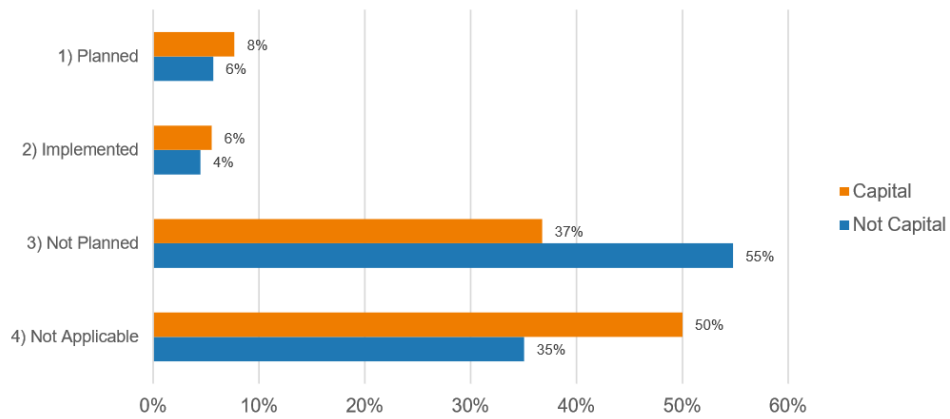
Question typology	Data	Cluster	Value
Matrix - Single choice	Reference Sample	-	Percentage

7.6 State for each service area if the adoption of wearable technology is planned, implemented, not planned or not applicable:



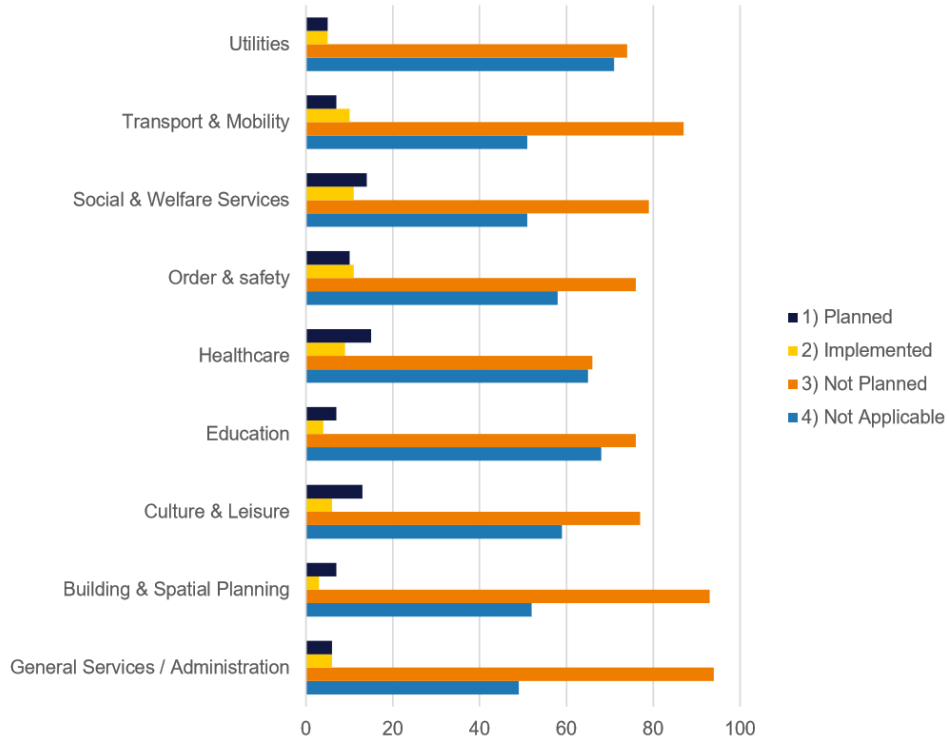
Question typology	Data	Cluster	Value
Matrix - Single choice	Reference Sample	Reference Sample	Percentage

7.6 State for each service area if the adoption of wearable technology is planned, implemented, not planned or not applicable:



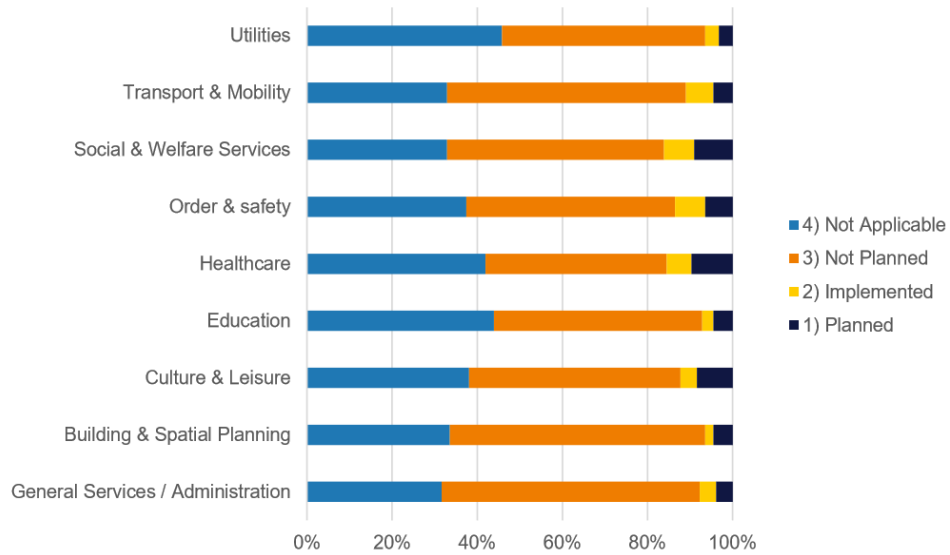
Question typology	Data	Cluster	Value
Matrix - Single choice	Reference Sample	Capital cities	Percentage

7.6 State for each service area if the adoption of wearable technology is planned, implemented, not planned or not applicable:



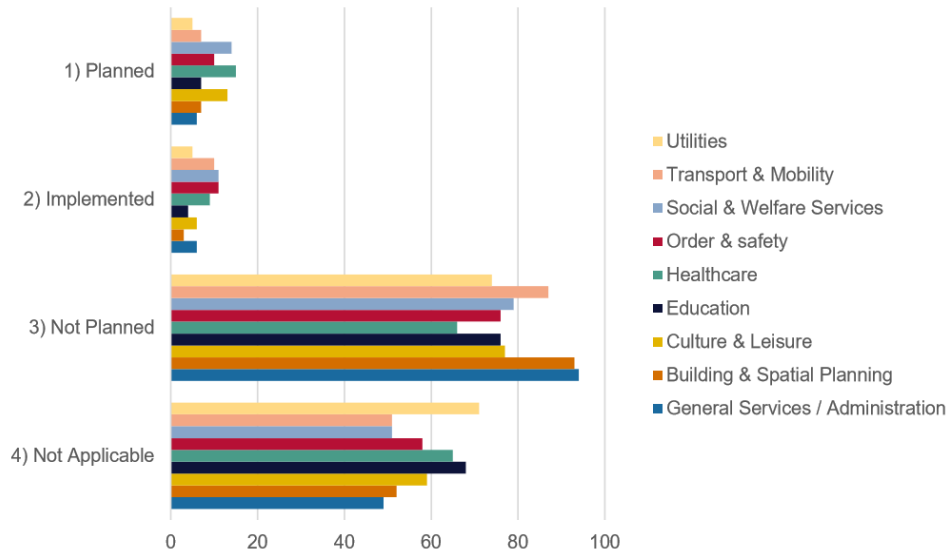
Question typology	Data	Cluster	Value
Matrix - Single choice	Reference Sample	Matrix	Count

7.6 State for each service area if the adoption of wearable technology is planned, implemented, not planned or not applicable:



Question typology	Data	Cluster	Value
Matrix - Single choice	Reference Sample	Matrix	Percentage

7.6 State for each service area if the adoption of wearable technology is planned, implemented, not planned or not applicable:



Question typology	Data	Cluster	Value
Matrix - Single choice	Reference Sample	Matrix	Count

3.67 Q_7.7 State for each service area if the adoption of robotics technology is planned, implemented, not planned or not applicable:

7.7 State for each service area if the adoption of robotics technology is planned, implemented, not planned or not applicable:

ALL RESPONDENTS

Question typology:

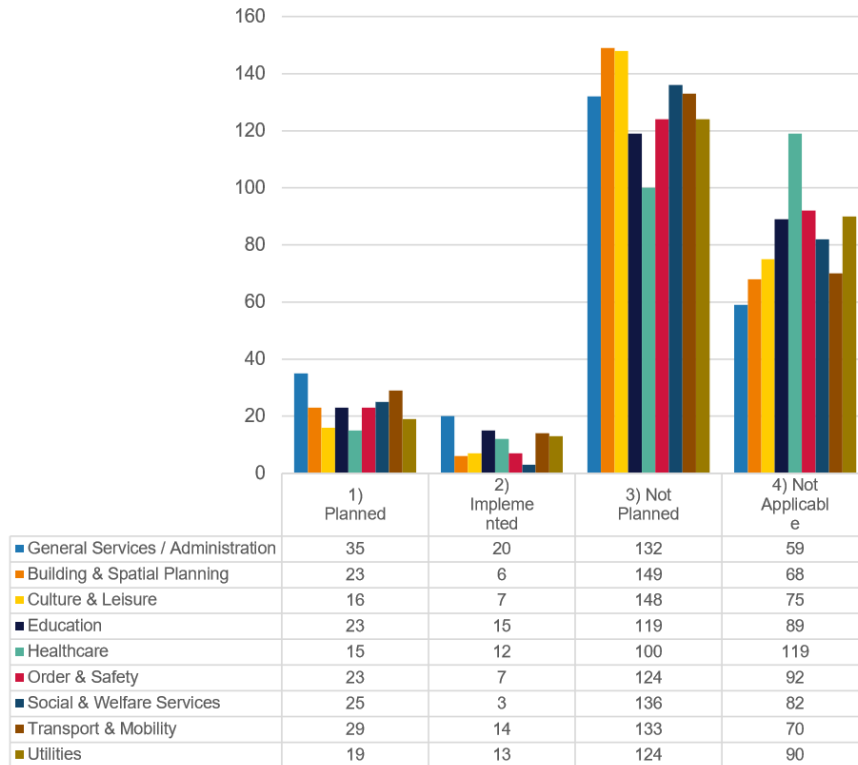
Matrix - Single choice

Number of analysed questionnaires:

246

Number of cities respond to this specific question:

246 (100%)



7.7 State for each service area if the adoption of robotics technology is planned, implemented, not planned or not applicable:

ALL RESPONDENTS

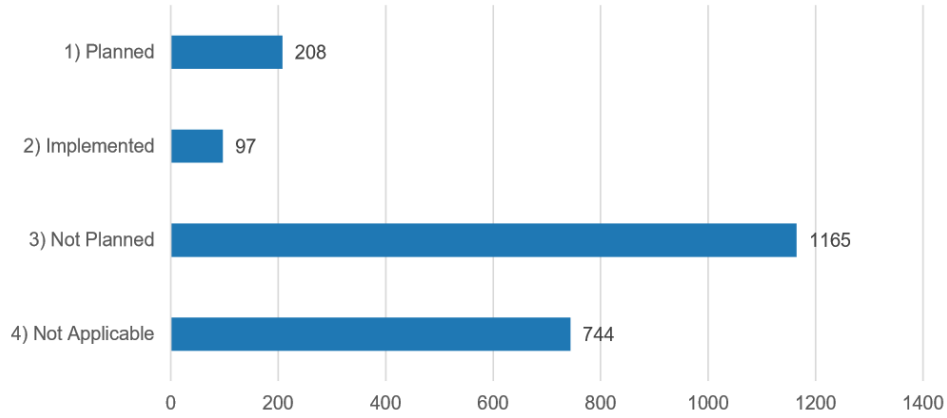
Question typology: **Matrix - Single choice**
 Number of analysed questionnaires: **246**
 Number of cities respond to this specific question: **246 (100%)**

<i>Answer (matrix columns)</i>	<i>Count *</i>	<i>Percentage **</i>
1) Planned	208	8%
2) Implemented	97	4%
3) Not Planned	1.165	47%
4) Not Applicable	744	30%

* The Count is given by the sum of all the selected rows within the same matrix column

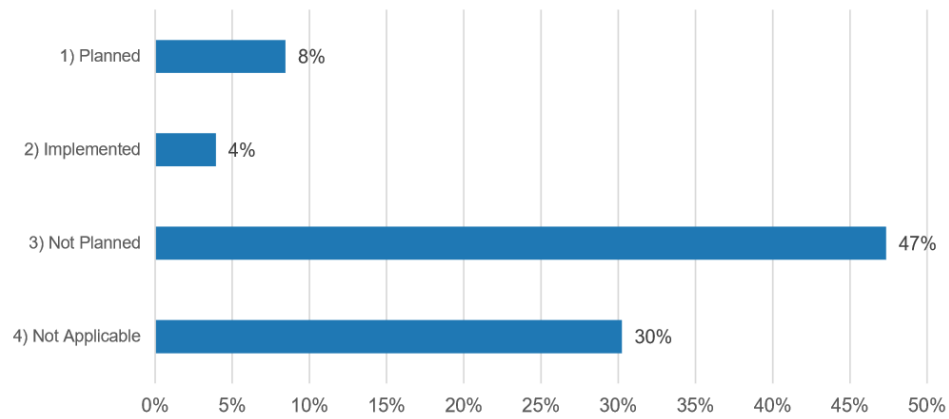
** The percentage refers to the respondents to this specific question. The grand total could be more than 100% in the case of multiple choice questions.

7.7 State for each service area if the adoption of robotics technology is planned, implemented, not planned or not applicable:



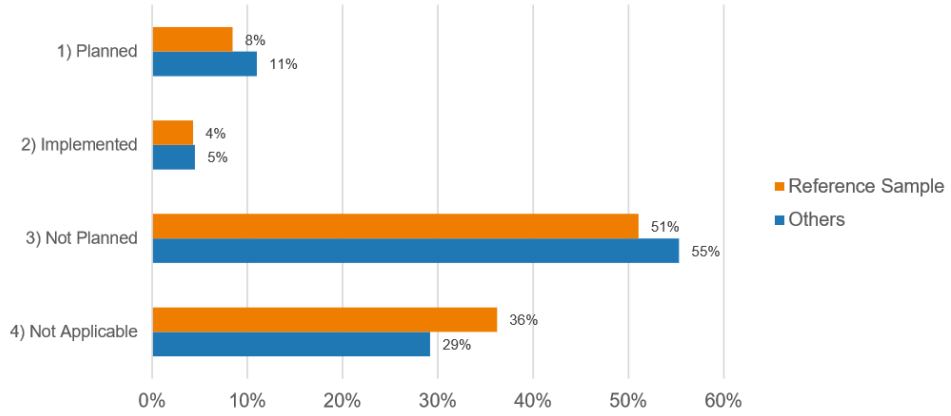
Question typology	Data	Cluster	Value
Matrix - Single choice	All Respondents	-	Count

7.7 State for each service area if the adoption of robotics technology is planned, implemented, not planned or not applicable:



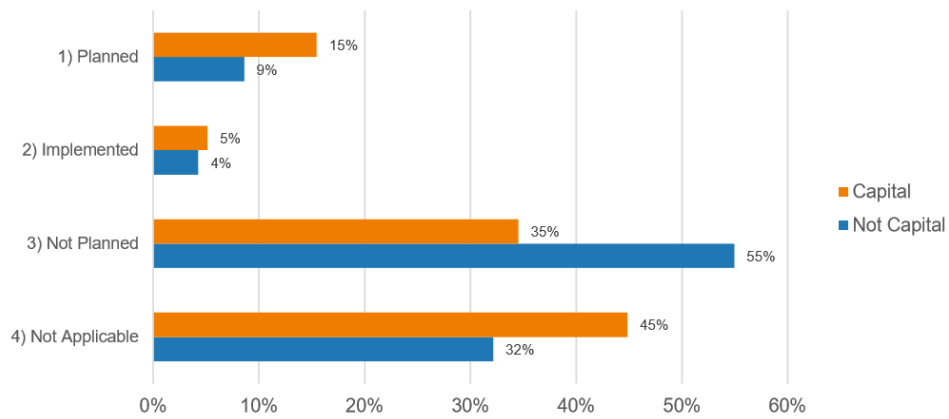
Question typology	Data	Cluster	Value
Matrix - Single choice	All Respondents	-	Percentage

7.7 State for each service area if the adoption of robotics technology is planned, implemented, not planned or not applicable:



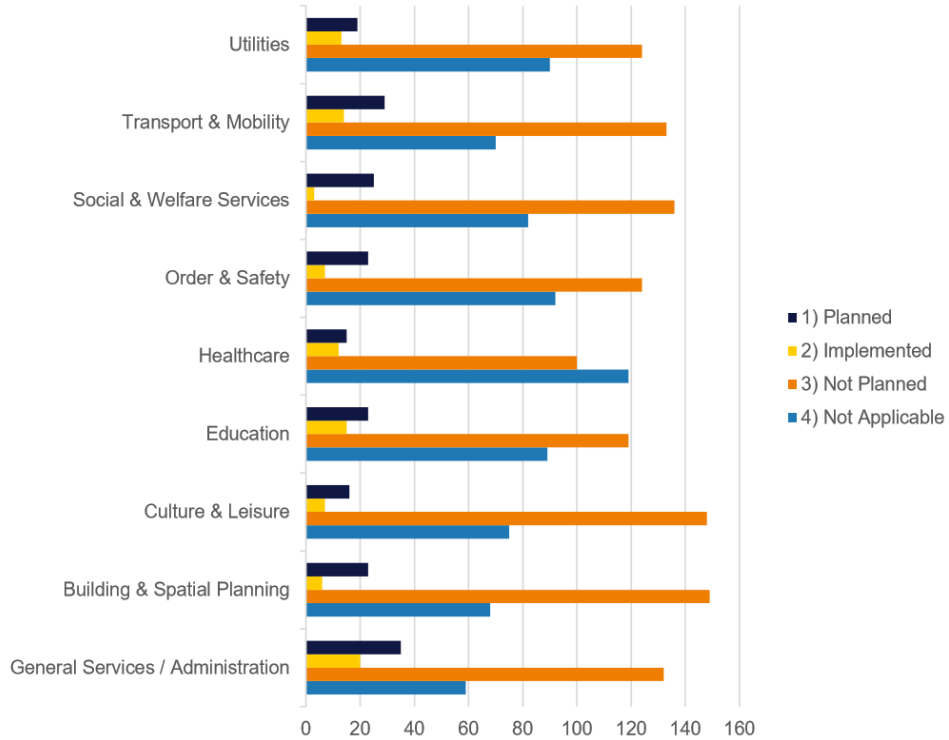
Question typology	Data	Cluster	Value
Matrix - Single choice	All Respondents	Reference Sample	Percentage

7.7 State for each service area if the adoption of robotics technology is planned, implemented, not planned or not applicable:



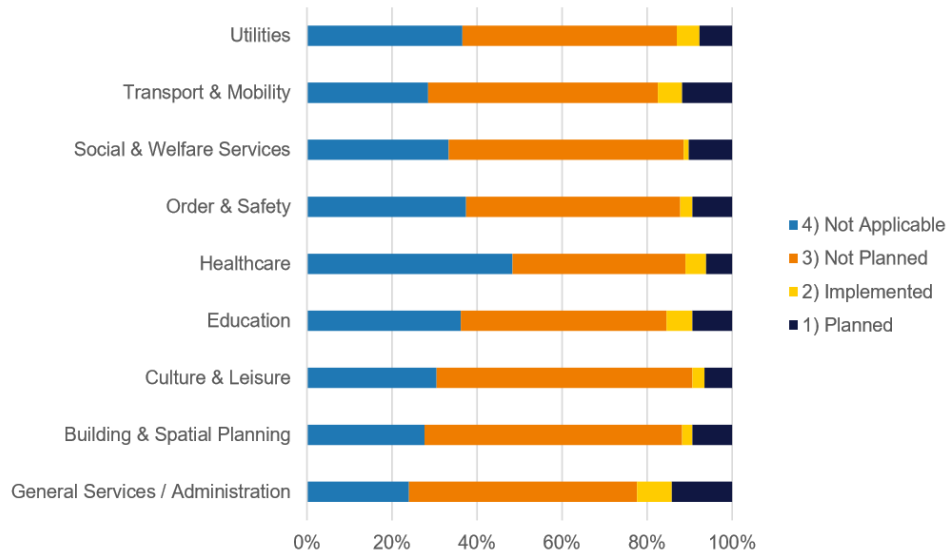
Question typology	Data	Cluster	Value
Matrix - Single choice	All Respondents	Capital cities	Percentage

7.7 State for each service area if the adoption of robotics technology is planned, implemented, not planned or not applicable:



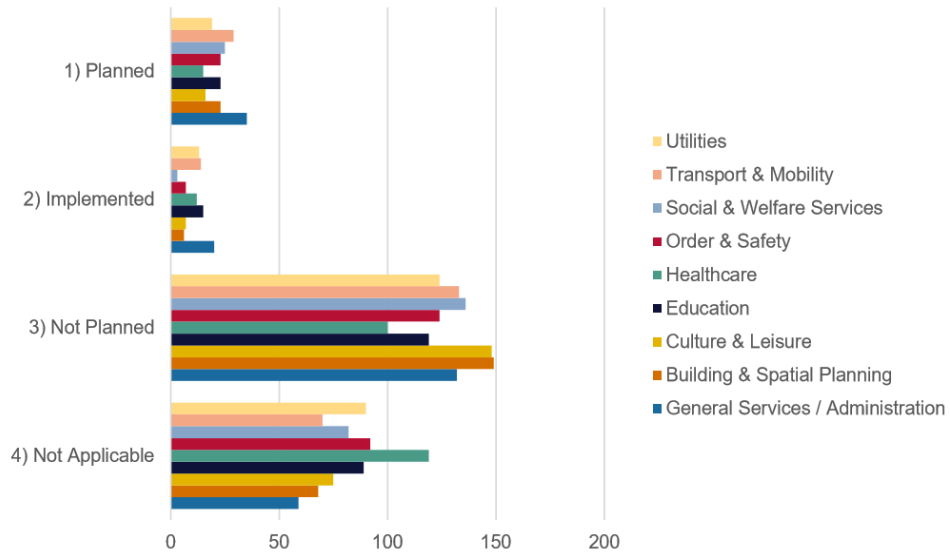
Question typology	Data	Cluster	Value
Matrix - Single choice	All Respondents	Matrix	Count

7.7 State for each service area if the adoption of robotics technology is planned, implemented, not planned or not applicable:



Question typology	Data	Cluster	Value
Matrix - Single choice	All Respondents	Matrix	Percentage

7.7 State for each service area if the adoption of robotics technology is planned, implemented, not planned or not applicable:

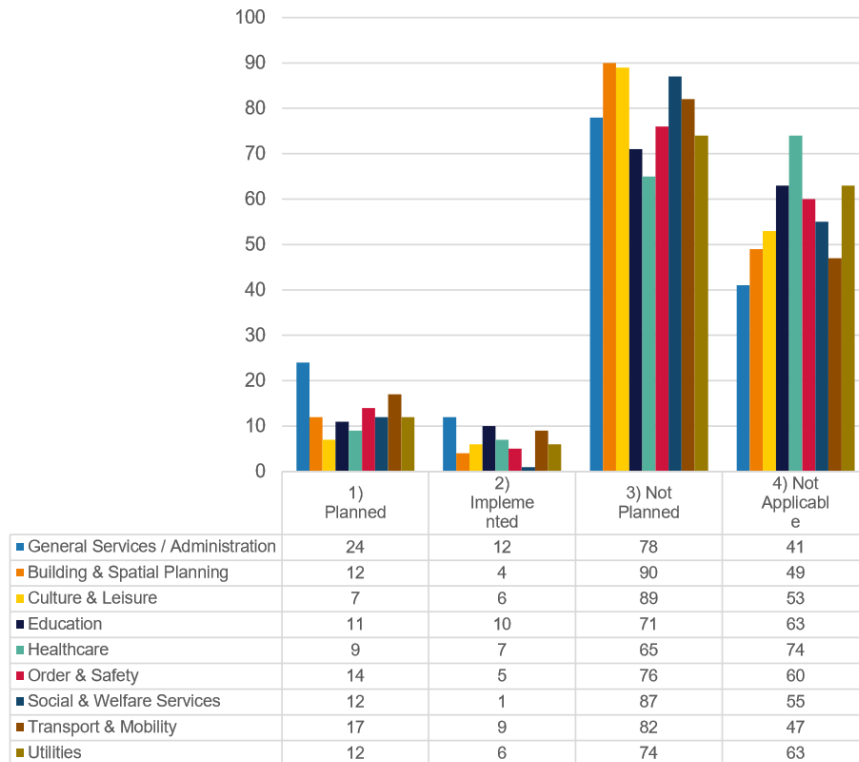


Question typology	Data	Cluster	Value
Matrix - Single choice	All Respondents	Matrix	Count

7.7 State for each service area if the adoption of robotics technology is planned, implemented, not planned or not applicable:

REFERENCE SAMPLE

Question typology: **Matrix - Single choice**
 Number of analysed questionnaires: **155**
 Number of cities respond to this specific question: **155 (100%)**



7.7 State for each service area if the adoption of robotics technology is planned, implemented, not planned or not applicable:

REFERENCE SAMPLE

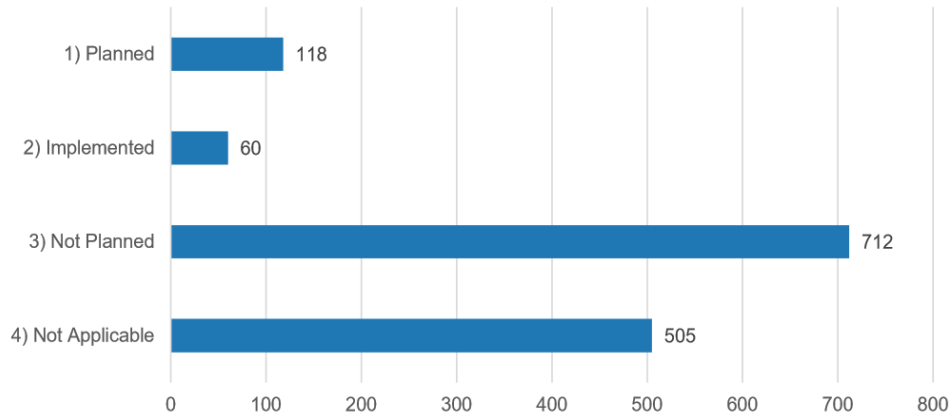
Question typology: **Matrix - Single choice**
 Number of analysed questionnaires: **155**
 Number of cities respond to this specific question: **155 (100%)**

<i>Answer (matrix columns)</i>	<i>Count *</i>	<i>Percentage **</i>
1) Planned	118	8%
2) Implemented	60	4%
3) Not Planned	712	51%
4) Not Applicable	505	36%

* The Count is given by the sum of all the selected rows within the same matrix column

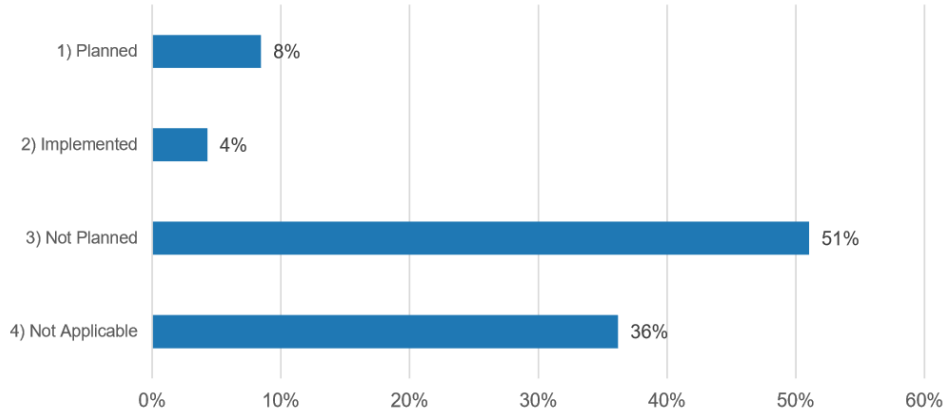
** The percentage refers to the respondents to this specific question. The grand total could be more than 100% in the case of multiple choice questions.

7.7 State for each service area if the adoption of robotics technology is planned, implemented, not planned or not applicable:



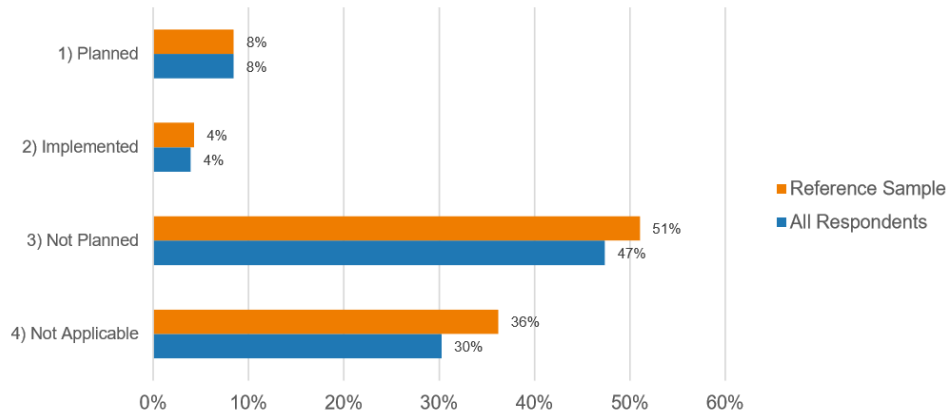
Question typology	Data	Cluster	Value
Matrix - Single choice	Reference Sample	-	Count

7.7 State for each service area if the adoption of robotics technology is planned, implemented, not planned or not applicable:



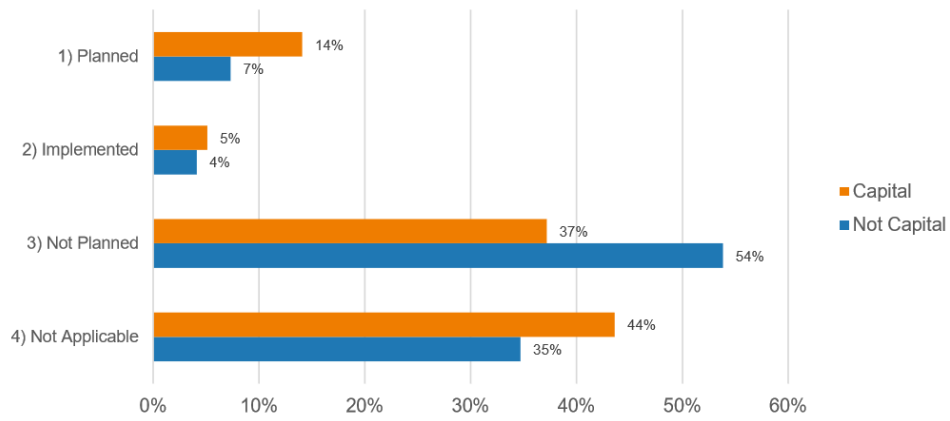
Question typology	Data	Cluster	Value
Matrix - Single choice	Reference Sample	-	Percentage

7.7 State for each service area if the adoption of robotics technology is planned, implemented, not planned or not applicable:



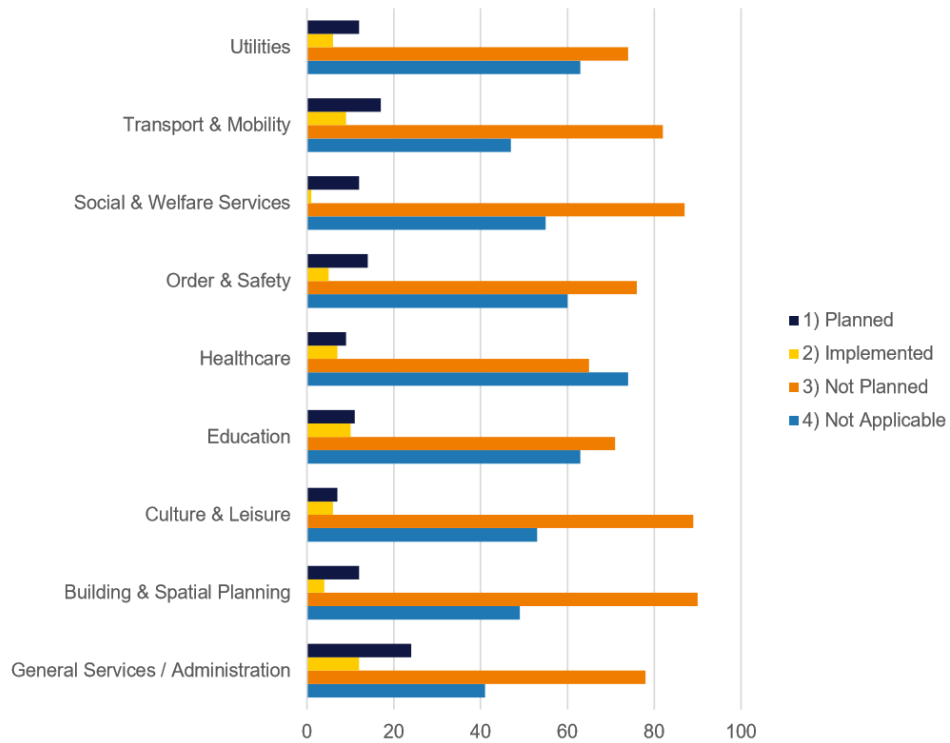
Question typology	Data	Cluster	Value
Matrix - Single choice	Reference Sample	Reference Sample	Percentage

7.7 State for each service area if the adoption of robotics technology is planned, implemented, not planned or not applicable:



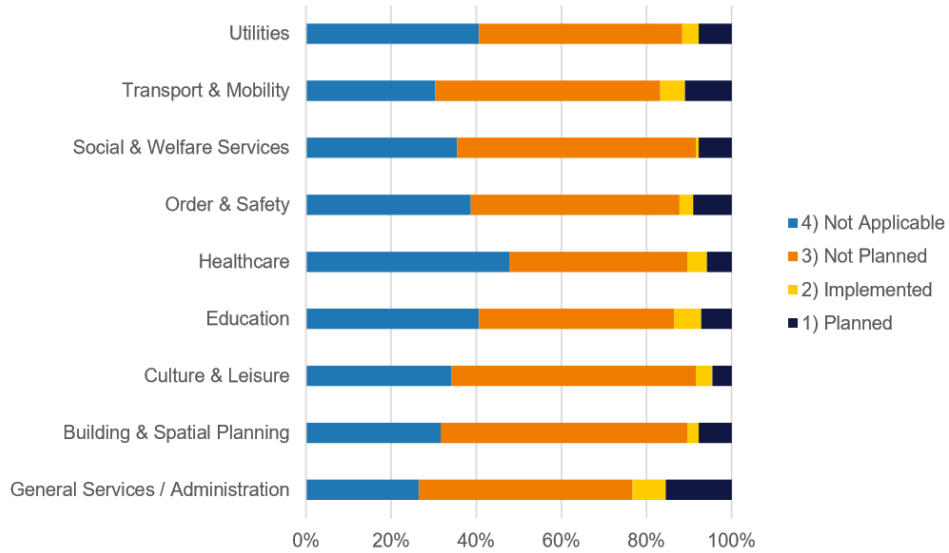
Question typology	Data	Cluster	Value
Matrix - Single choice	Reference Sample	Capital cities	Percentage

7.7 State for each service area if the adoption of robotics technology is planned, implemented, not planned or not applicable:



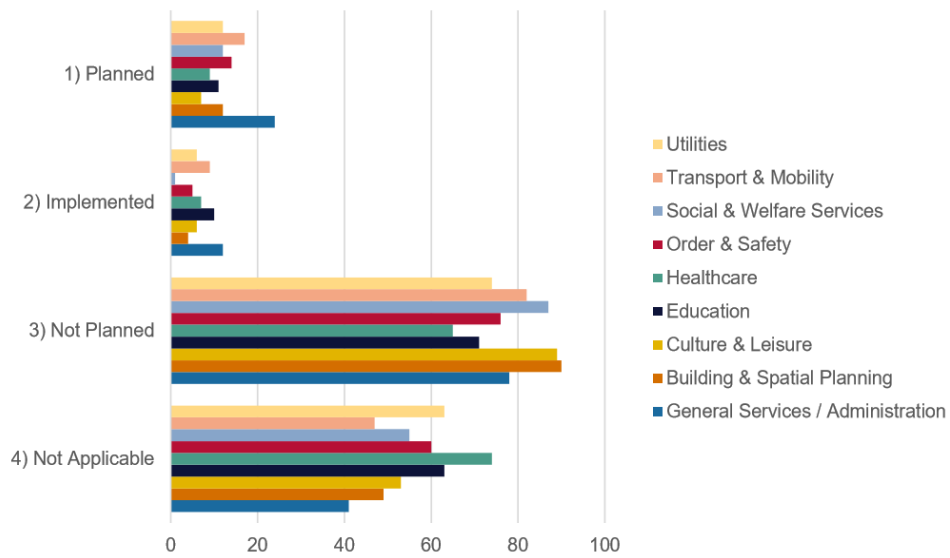
Question typology	Data	Cluster	Value
Matrix - Single choice	Reference Sample	Matrix	Count

7.7 State for each service area if the adoption of robotics technology is planned, implemented, not planned or not applicable:



Question typology	Data	Cluster	Value
Matrix - Single choice	Reference Sample	Matrix	Percentage

7.7 State for each service area if the adoption of robotics technology is planned, implemented, not planned or not applicable:



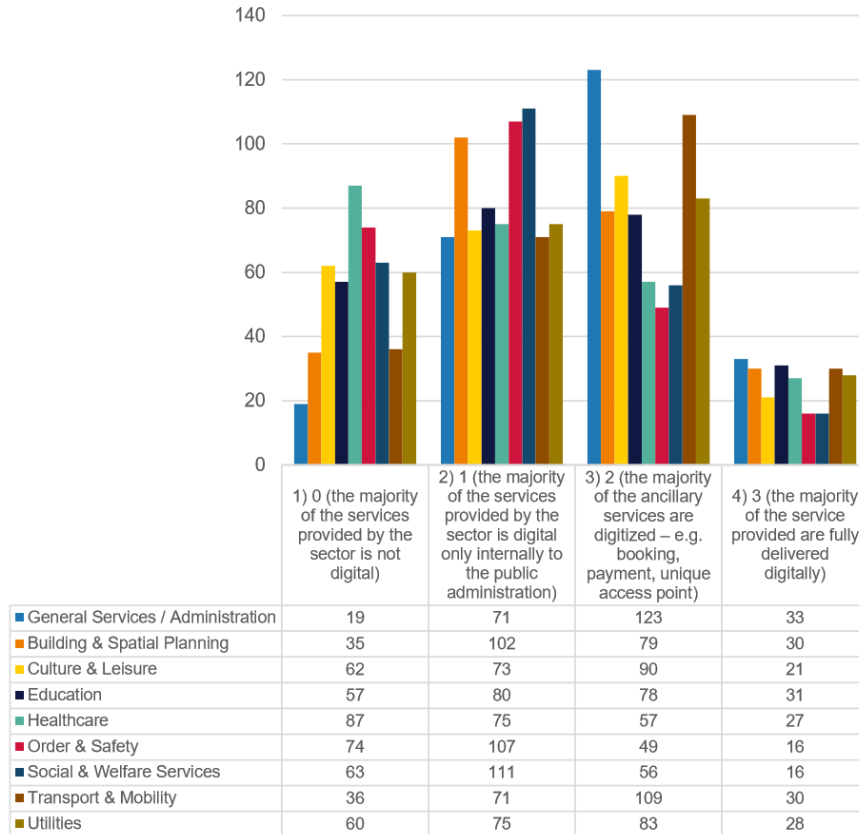
Question typology	Data	Cluster	Value
Matrix - Single choice	Reference Sample	Matrix	Count

3.68 Q_8.1 How would you describe the level of digitalisation of services provided by the public authority in the following service areas?

8.1 How would you describe the level of digitalisation of services provided by the public authority in the following service areas?:

ALL RESPONDENTS

Question typology: **Matrix - Likert**
 Number of analysed questionnaires: **246**
 Number of cities respond to this specific question: **246 (100%)**



8.1 How would you describe the level of digitalisation of services provided by the public authority in the following service areas?:

ALL RESPONDENTS

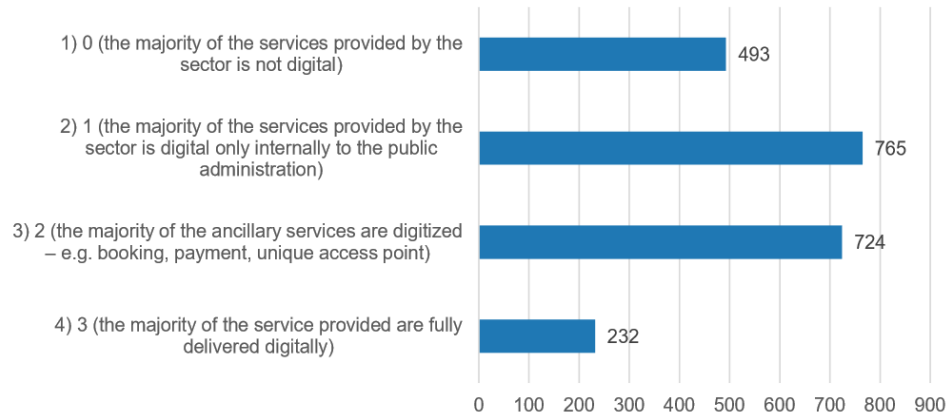
Question typology: **Matrix - Likert**
 Number of analysed questionnaires: **246**
 Number of cities respond to this specific question: **246 (100%)**

<i>Answer (matrix columns)</i>	<i>Count *</i>	<i>Percentage **</i>
1) 0 (the majority of the services provided by the sector is not digital)	493	20%
2) 1 (the majority of the services provided by the sector is digital only internally to the public administration)	765	31%
3) 2 (the majority of the ancillary services are digitized – e.g. booking, payment, unique access point)	724	29%
4) 3 (the majority of the service provided are fully delivered digitally)	232	9%

* The Count is given by the sum of all the selected rows within the same matrix column

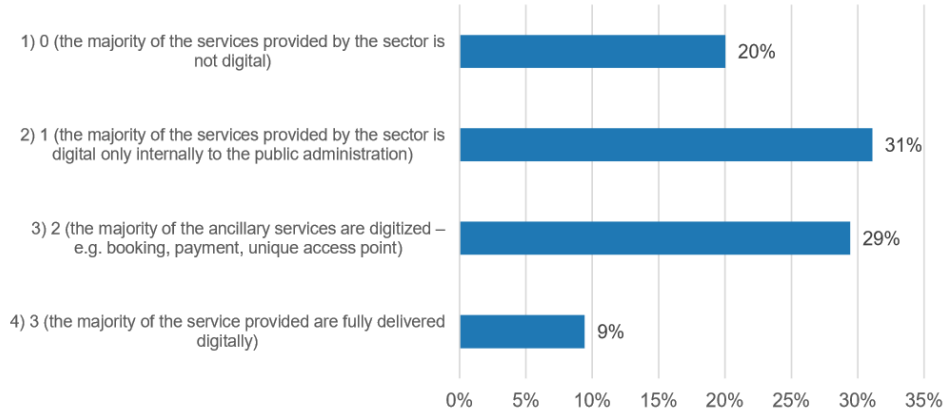
** The percentage refers to the respondents to this specific question. The grand total could be more than 100% in the case of multiple choice questions.

8.1 How would you describe the level of digitalisation of services provided by the public authority in the following service areas?:



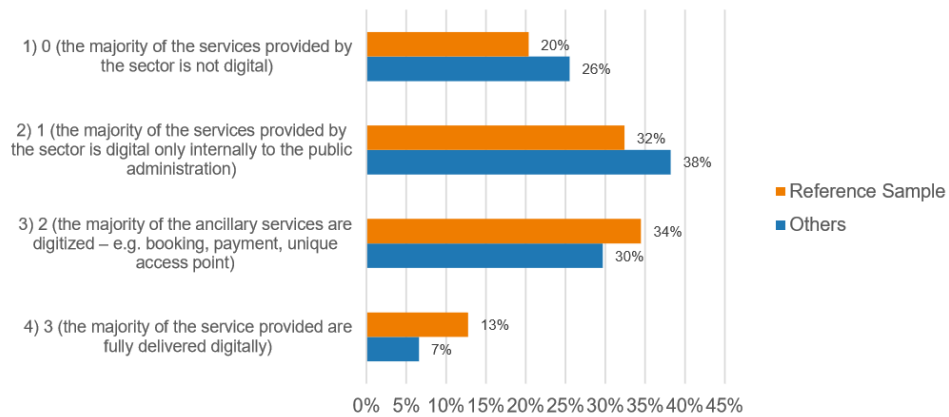
Question typology	Data	Cluster	Value
Matrix - Likert	All Respondents	-	Count

8.1 How would you describe the level of digitalisation of services provided by the public authority in the following service areas?:



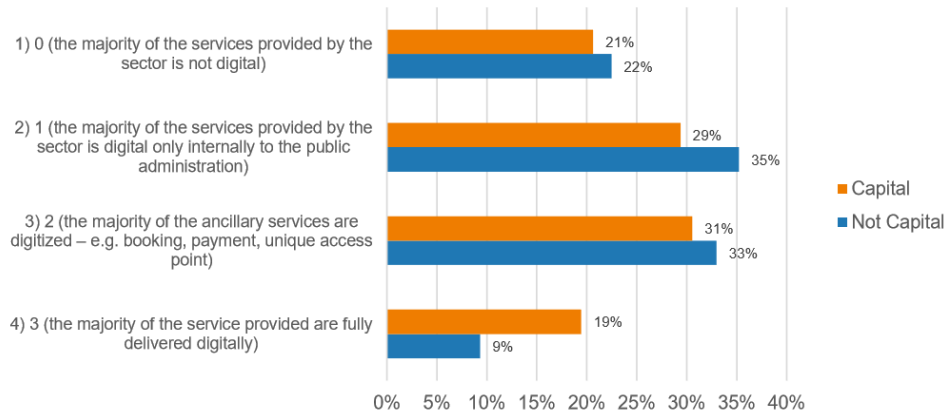
Question typology	Data	Cluster	Value
Matrix - Likert	All Respondents	-	Percentage

8.1 How would you describe the level of digitalisation of services provided by the public authority in the following service areas?:



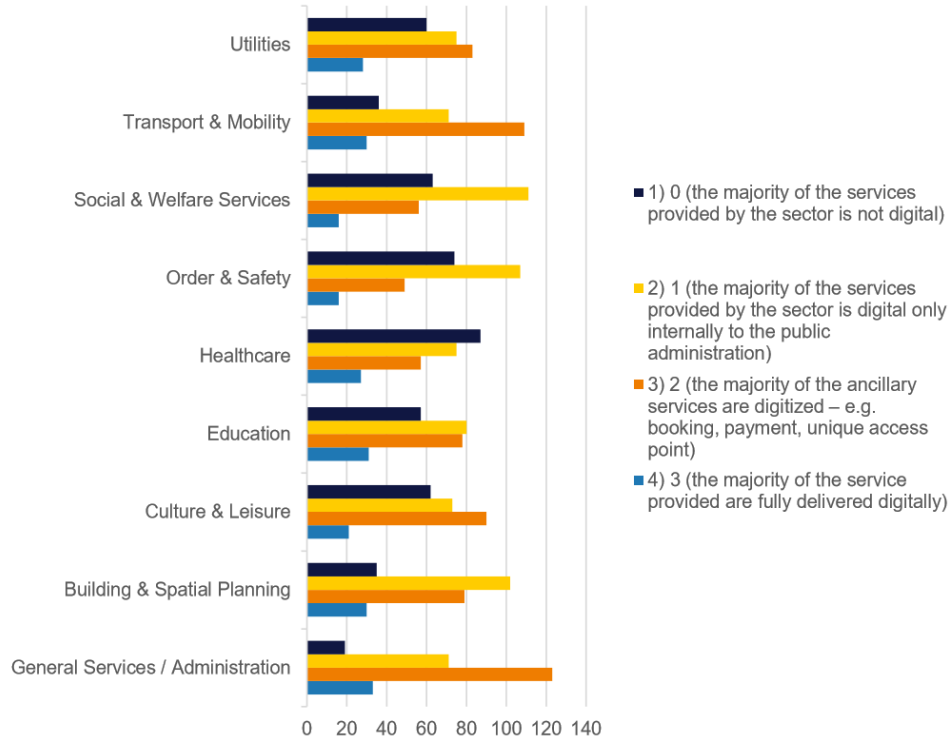
Question typology	Data	Cluster	Value
Matrix - Likert	All Respondents	Reference Sample	Percentage

8.1 How would you describe the level of digitalisation of services provided by the public authority in the following service areas?:



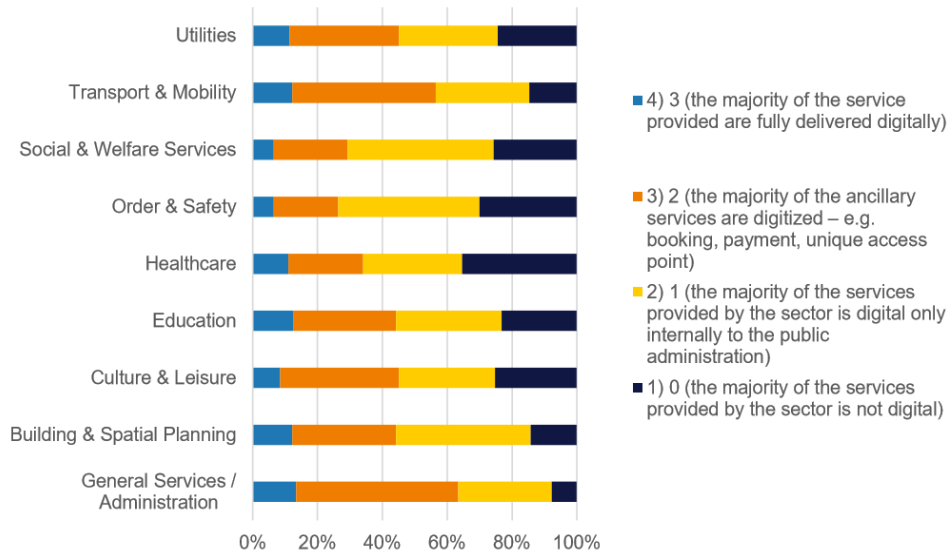
Question typology	Data	Cluster	Value
Matrix - Likert	All Respondents	Capital cities	Percentage

8.1 How would you describe the level of digitalisation of services provided by the public authority in the following service areas?:



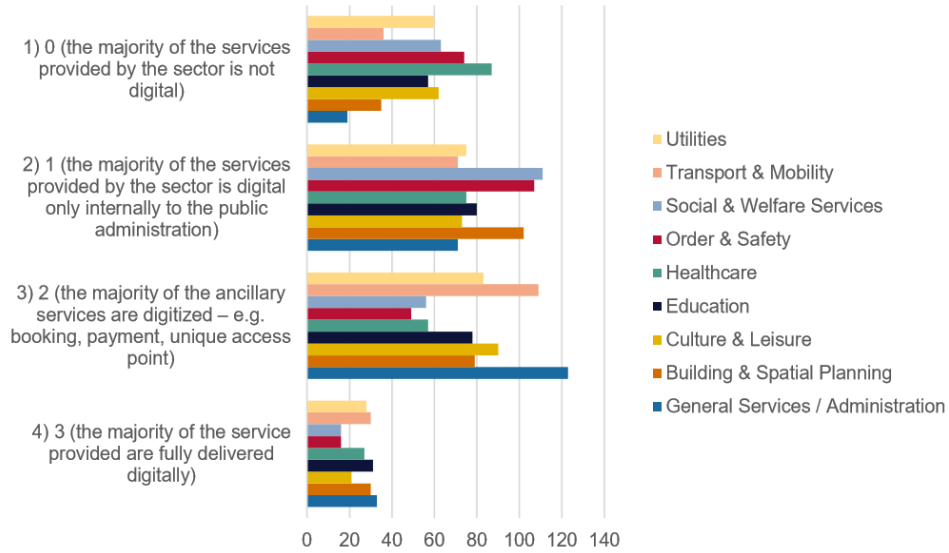
Question typology	Data	Cluster	Value
Matrix - Likert	All Respondents	Matrix	Count

8.1 How would you describe the level of digitalisation of services provided by the public authority in the following service areas?:



Question typology	Data	Cluster	Value
Matrix - Likert	All Respondents	Matrix	Percentage

8.1 How would you describe the level of digitalisation of services provided by the public authority in the following service areas?:

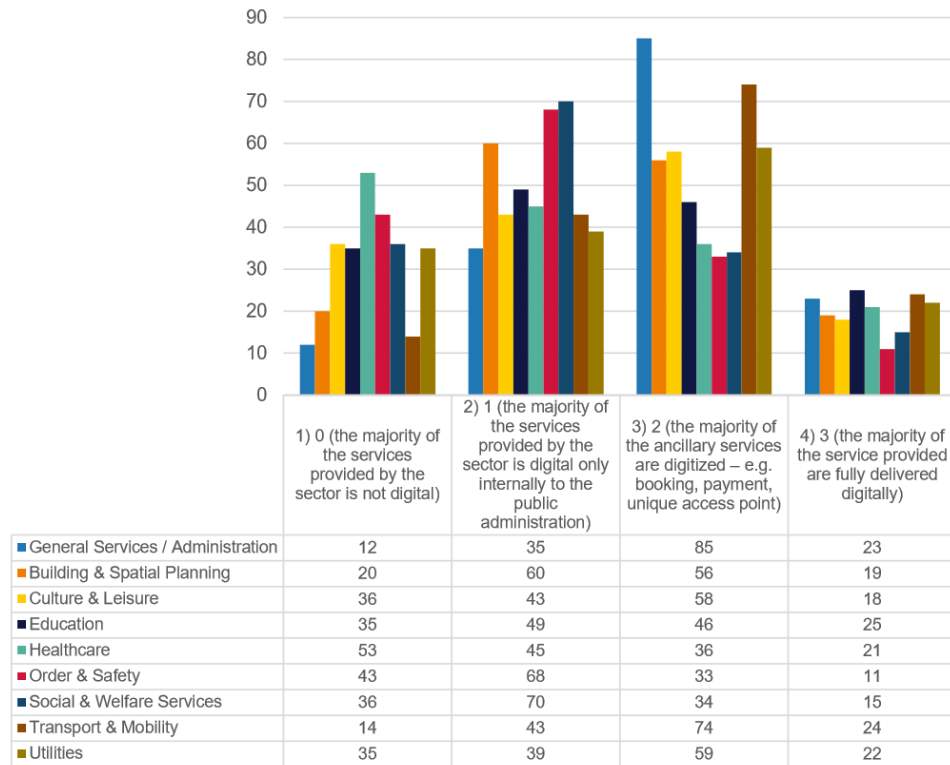


Question typology	Data	Cluster	Value
Matrix - Likert	All Respondents	Matrix	Count

8.1 How would you describe the level of digitalisation of services provided by the public authority in the following service areas?:

REFERENCE SAMPLE

Question typology: **Matrix - Likert**
 Number of analysed questionnaires: **155**
 Number of cities respond to this specific question: **155 (100%)**



8.1 How would you describe the level of digitalisation of services provided by the public authority in the following service areas?:

REFERENCE SAMPLE

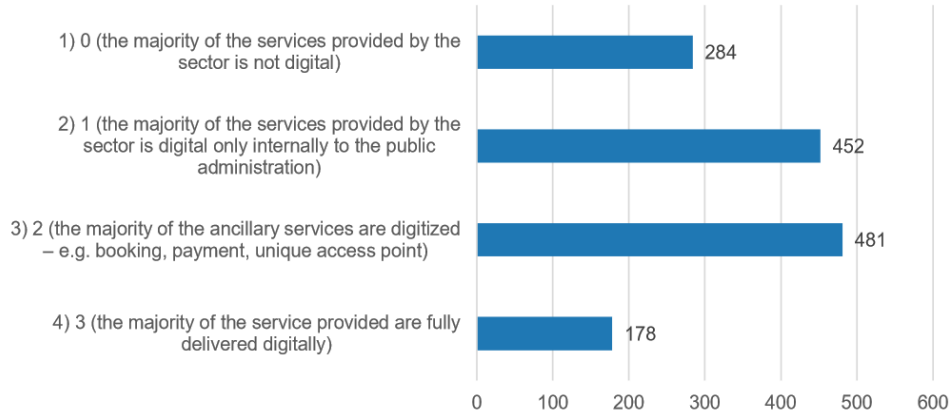
Question typology: **Matrix - Likert**
 Number of analysed questionnaires: **155**
 Number of cities respond to this specific question: **155 (100%)**

<i>Answer (matrix columns)</i>	<i>Count *</i>	<i>Percentage **</i>
1) 0 (the majority of the services provided by the sector is not digital)	284	20%
2) 1 (the majority of the services provided by the sector is digital only internally to the public administration)	452	32%
3) 2 (the majority of the ancillary services are digitized – e.g. booking, payment, unique access point)	481	34%
4) 3 (the majority of the service provided are fully delivered digitally)	178	13%

* The Count is given by the sum of all the selected rows within the same matrix column

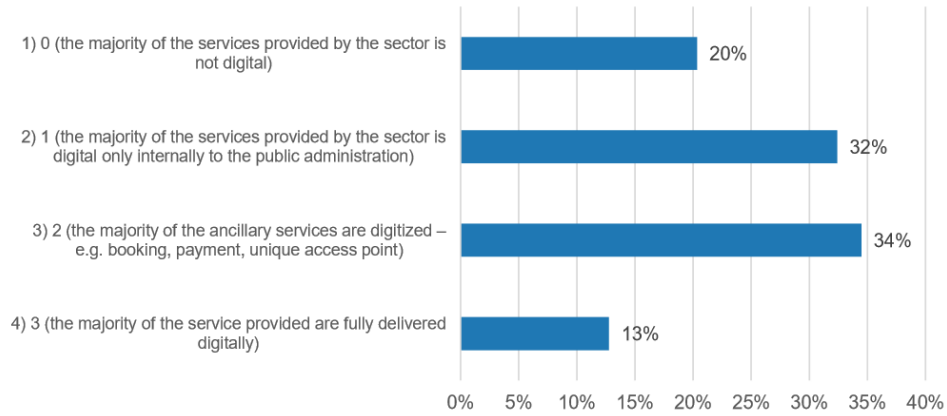
** The percentage refers to the respondents to this specific question. The grand total could be more than 100% in the case of multiple choice questions.

8.1 How would you describe the level of digitalisation of services provided by the public authority in the following service areas?:



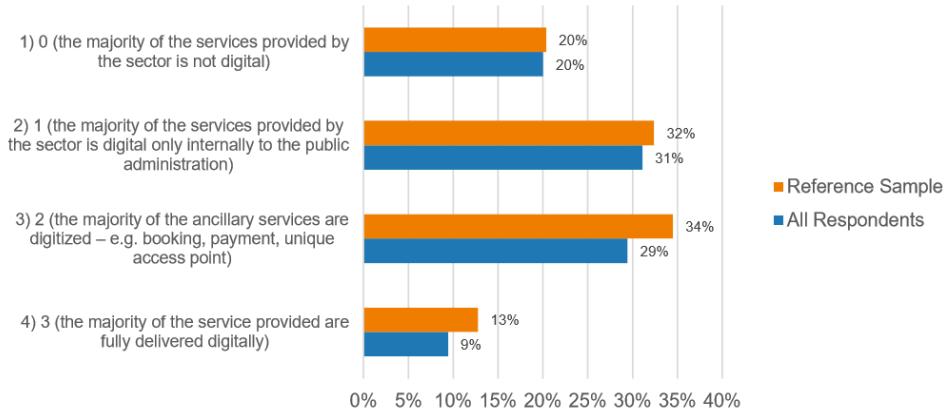
Question typology	Data	Cluster	Value
Matrix - Likert	Reference Sample	-	Count

8.1 How would you describe the level of digitalisation of services provided by the public authority in the following service areas?:



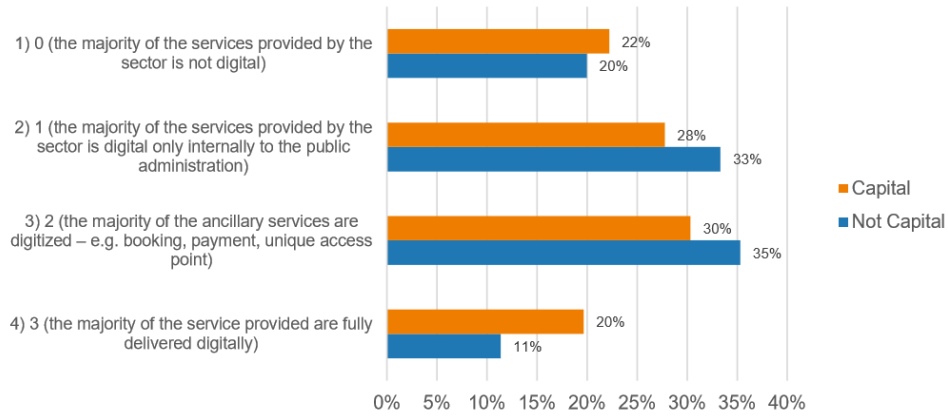
Question typology	Data	Cluster	Value
Matrix - Likert	Reference Sample	-	Percentage

8.1 How would you describe the level of digitalisation of services provided by the public authority in the following service areas?:



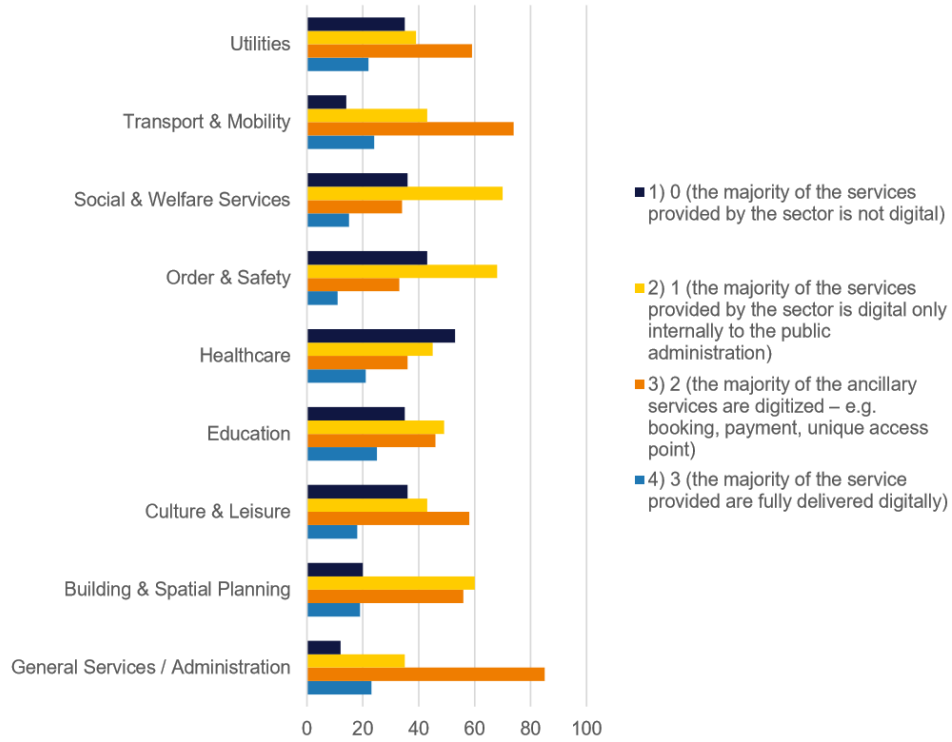
Question typology	Data	Cluster	Value
Matrix - Likert	Reference Sample	Reference Sample	Percentage

8.1 How would you describe the level of digitalisation of services provided by the public authority in the following service areas?:



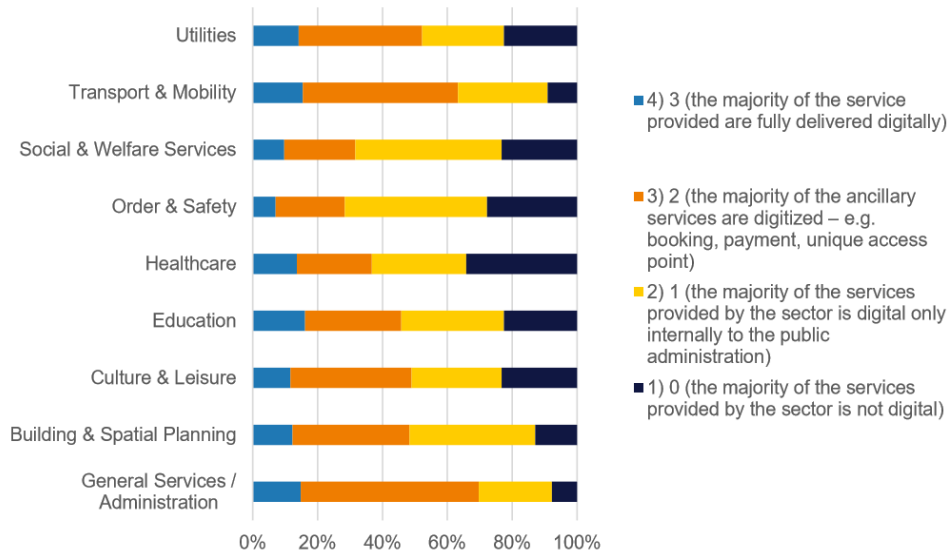
Question typology	Data	Cluster	Value
Matrix - Likert	Reference Sample	Capital cities	Percentage

8.1 How would you describe the level of digitalisation of services provided by the public authority in the following service areas?:



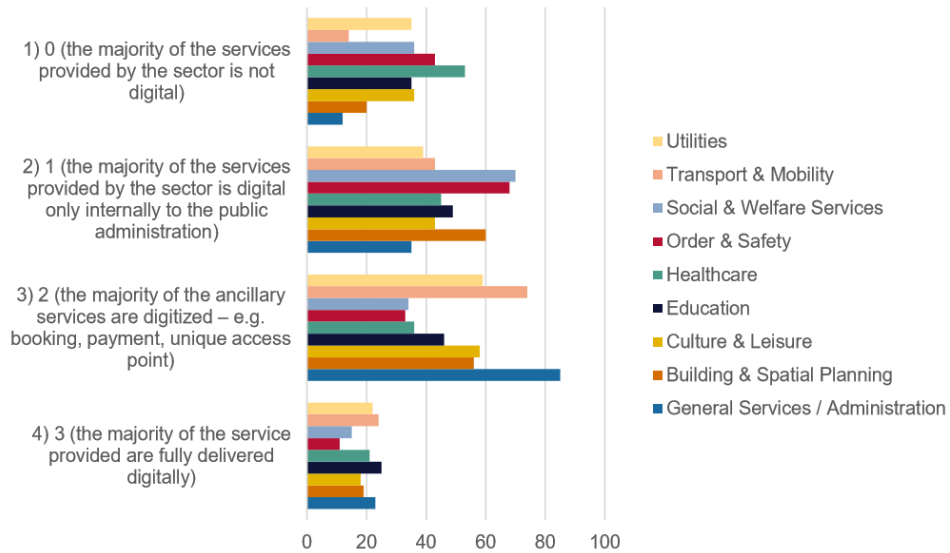
Question typology	Data	Cluster	Value
Matrix - Likert	Reference Sample	Matrix	Count

8.1 How would you describe the level of digitalisation of services provided by the public authority in the following service areas?:



Question typology	Data	Cluster	Value
Matrix - Likert	Reference Sample	Matrix	Percentage

8.1 How would you describe the level of digitalisation of services provided by the public authority in the following service areas?:



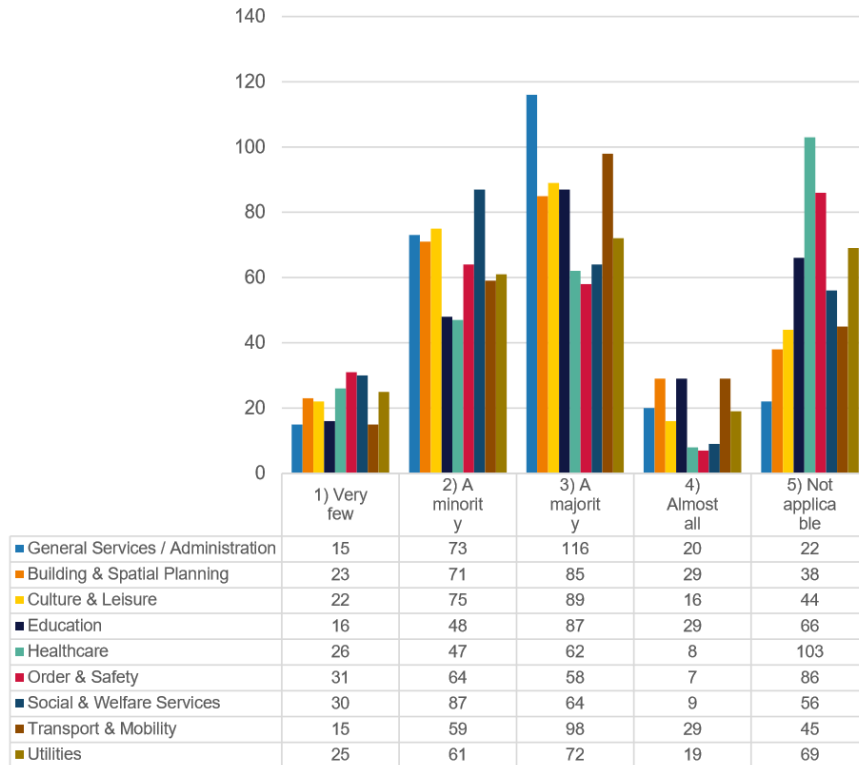
Question typology	Data	Cluster	Value
Matrix - Likert	Reference Sample	Matrix	Count

3.69 Q_8.2 When a public service is provided online as well as offline, how many users are choosing the digital option?

8.2 When a public service is provided online as well as offline, how many users are choosing the digital option?:

ALL RESPONDENTS

Question typology: **Matrix - Likert**
 Number of analysed questionnaires: **246**
 Number of cities respond to this specific question: **246 (100%)**



8.2 When a public service is provided online as well as offline, how many users are choosing the digital option?:

ALL RESPONDENTS

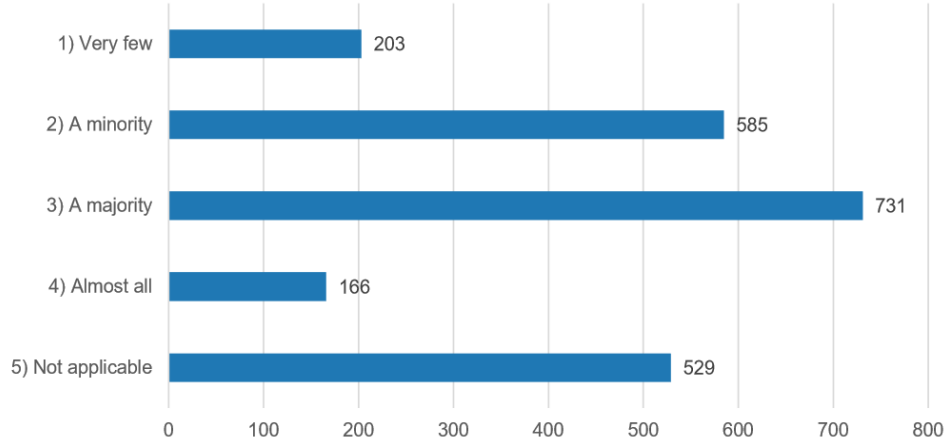
Question typology: **Matrix - Likert**
 Number of analysed questionnaires: **246**
 Number of cities respond to this specific question: **246 (100%)**

<i>Answer (matrix columns)</i>	<i>Count *</i>	<i>Percentage **</i>
1) Very few	203	8%
2) A minority	585	24%
3) A majority	731	30%
4) Almost all	166	7%
5) Not applicable	529	22%

* The Count is given by the sum of all the selected rows within the same matrix column

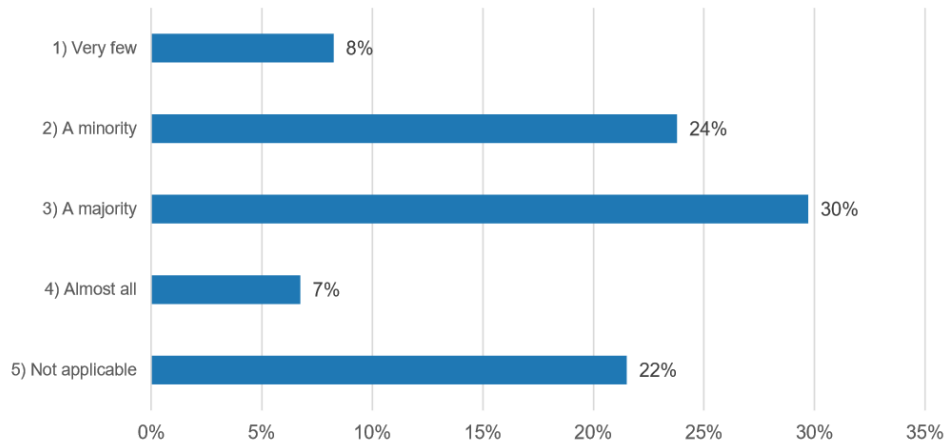
** The percentage refers to the respondents to this specific question. The grand total could be more than 100% in the case of multiple choice questions.

8.2 When a public service is provided online as well as offline, how many users are choosing the digital option?:



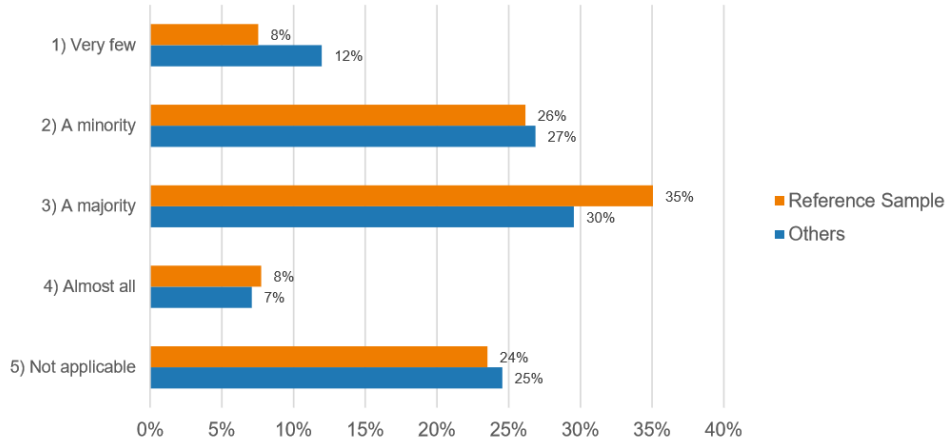
Question typology	Data	Cluster	Value
Matrix - Likert	All Respondents	-	Count

8.2 When a public service is provided online as well as offline, how many users are choosing the digital option?:



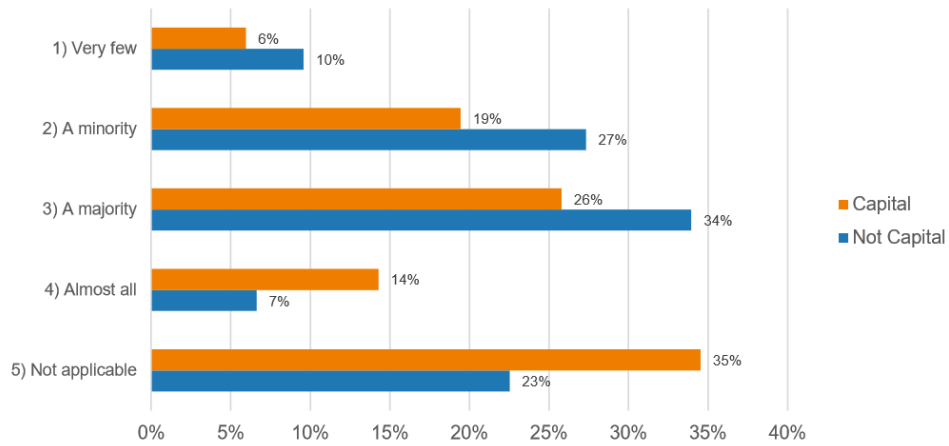
Question typology	Data	Cluster	Value
Matrix - Likert	All Respondents	-	Percentage

8.2 When a public service is provided online as well as offline, how many users are choosing the digital option?:



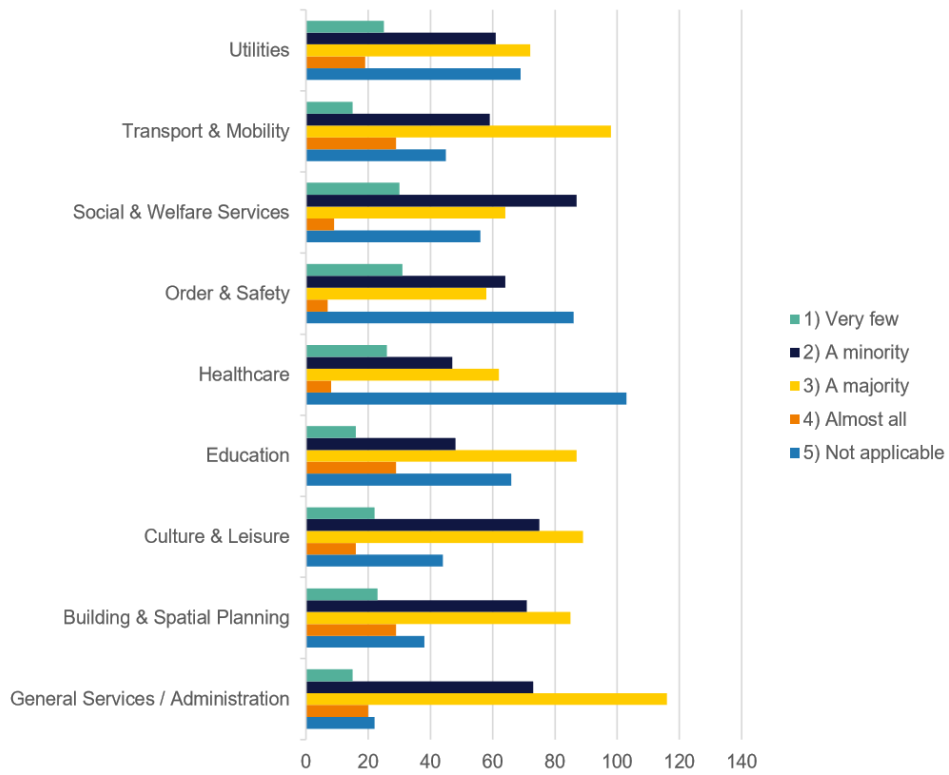
Question typology	Data	Cluster	Value
Matrix - Likert	All Respondents	Reference Sample	Percentage

8.2 When a public service is provided online as well as offline, how many users are choosing the digital option?:



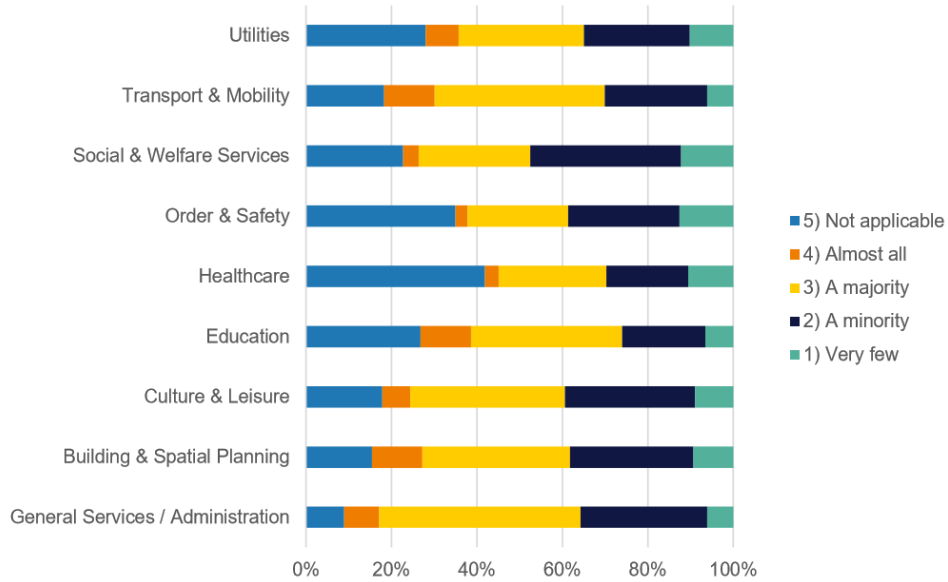
Question typology	Data	Cluster	Value
Matrix - Likert	All Respondents	Capital cities	Percentage

8.2 When a public service is provided online as well as offline, how many users are choosing the digital option?:



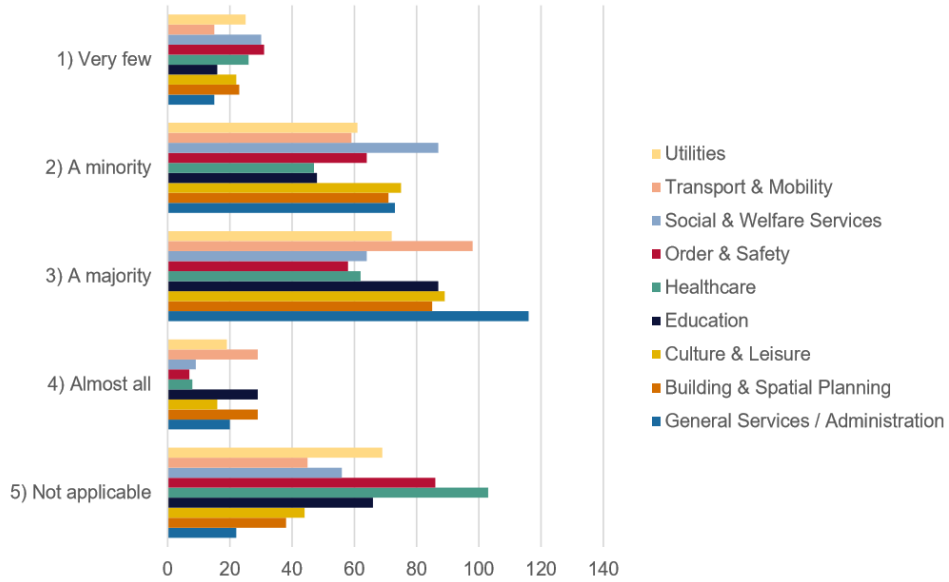
Question typology	Data	Cluster	Value
Matrix - Likert	All Respondents	Matrix	Count

8.2 When a public service is provided online as well as offline, how many users are choosing the digital option?:



Question typology	Data	Cluster	Value
Matrix - Likert	All Respondents	Matrix	Percentage

8.2 When a public service is provided online as well as offline, how many users are choosing the digital option?:

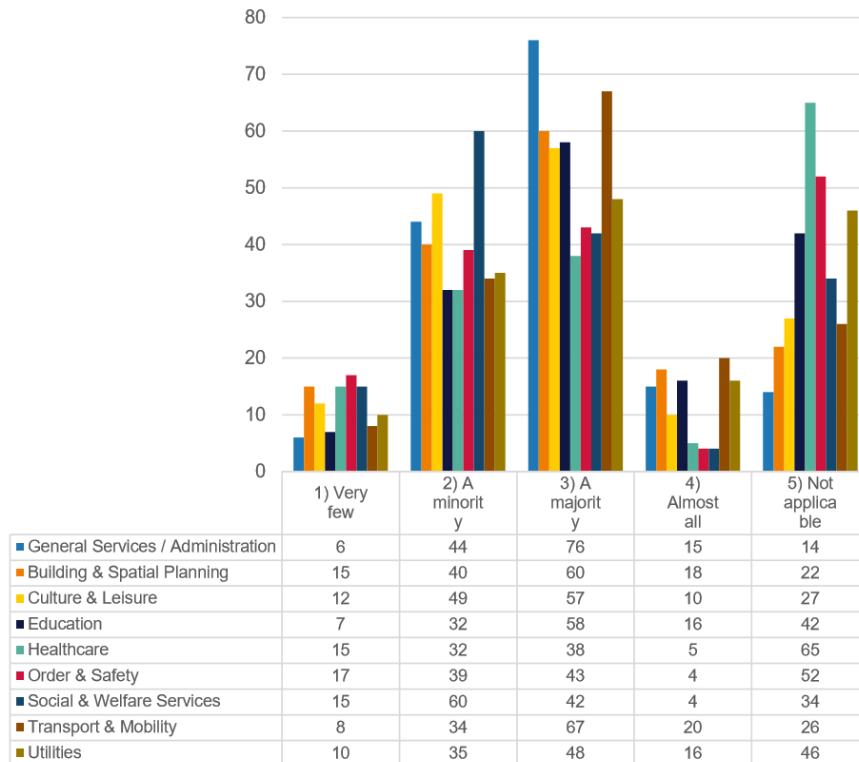


Question typology	Data	Cluster	Value
Matrix - Likert	All Respondents	Matrix	Count

8.2 When a public service is provided online as well as offline, how many users are choosing the digital option?:

REFERENCE SAMPLE

Question typology: **Matrix - Likert**
 Number of analysed questionnaires: **155**
 Number of cities respond to this specific question: **155 (100%)**



8.2 When a public service is provided online as well as offline, how many users are choosing the digital option?:

REFERENCE SAMPLE

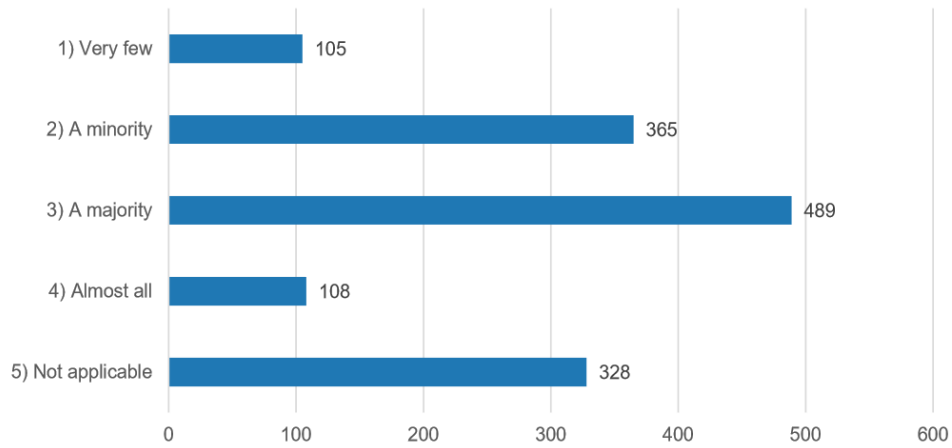
Question typology: **Matrix - Likert**
 Number of analysed questionnaires: **155**
 Number of cities respond to this specific question: **155 (100%)**

<i>Answer (matrix columns)</i>	<i>Count *</i>	<i>Percentage **</i>
1) Very few	105	8%
2) A minority	365	26%
3) A majority	489	35%
4) Almost all	108	8%
5) Not applicable	328	24%

* The Count is given by the sum of all the selected rows within the same matrix column

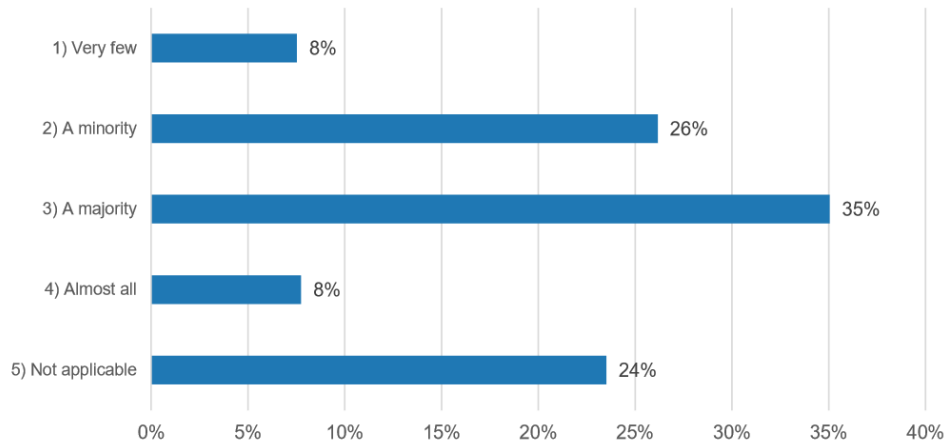
** The percentage refers to the respondents to this specific question. The grand total could be more than 100% in the case of multiple choice questions.

**8.2 When a public service is provided online as well as offline,
how many users are choosing the digital option?:**



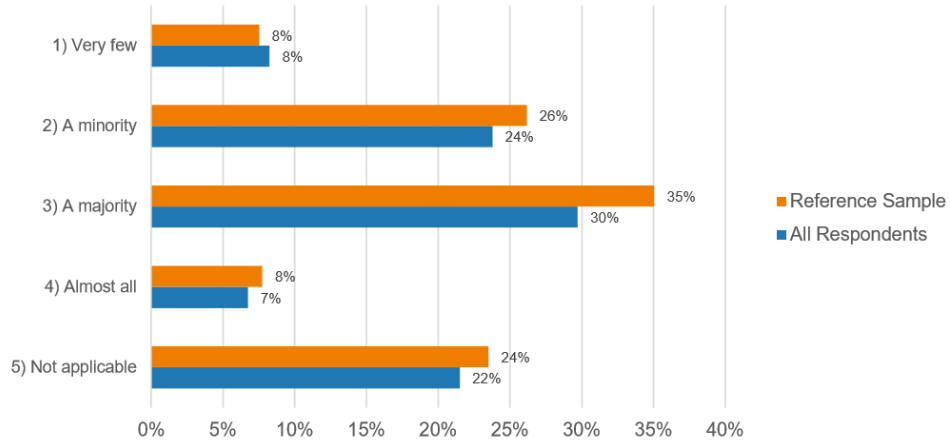
Question typology	Data	Cluster	Value
Matrix - Likert	Reference Sample	-	Count

8.2 When a public service is provided online as well as offline, how many users are choosing the digital option?:



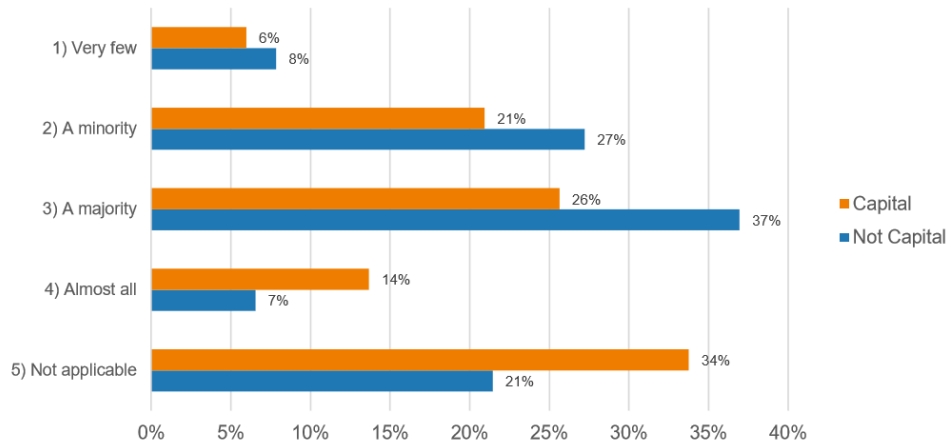
Question typology	Data	Cluster	Value
Matrix - Likert	Reference Sample	-	Percentage

8.2 When a public service is provided online as well as offline, how many users are choosing the digital option?:



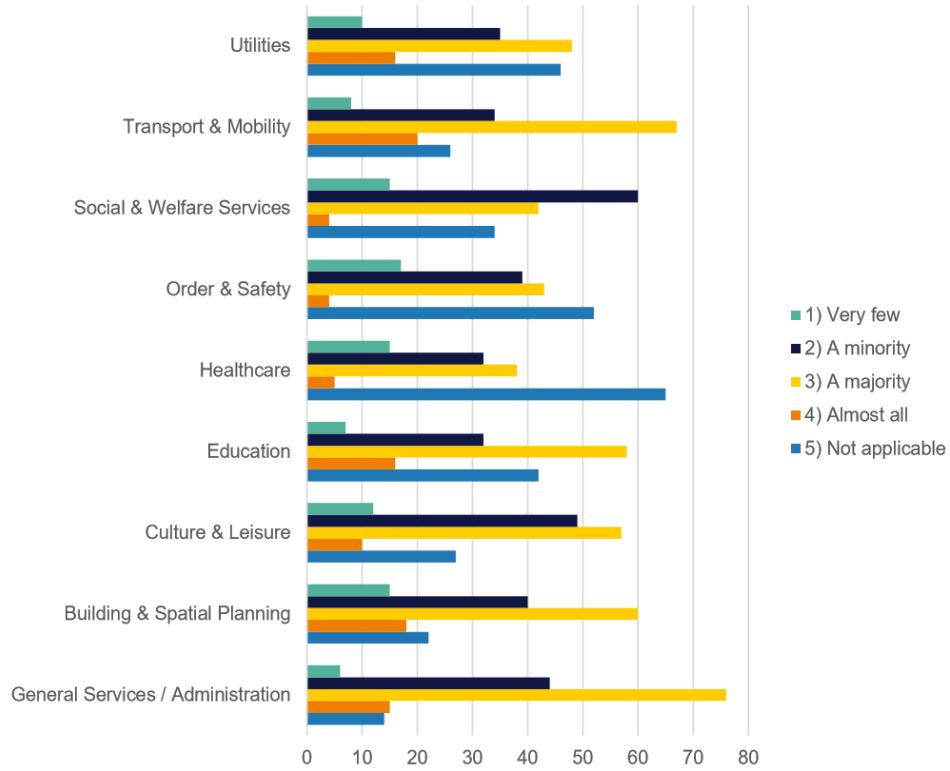
Question typology	Data	Cluster	Value
Matrix - Likert	Reference Sample	Reference Sample	Percentage

8.2 When a public service is provided online as well as offline, how many users are choosing the digital option?:



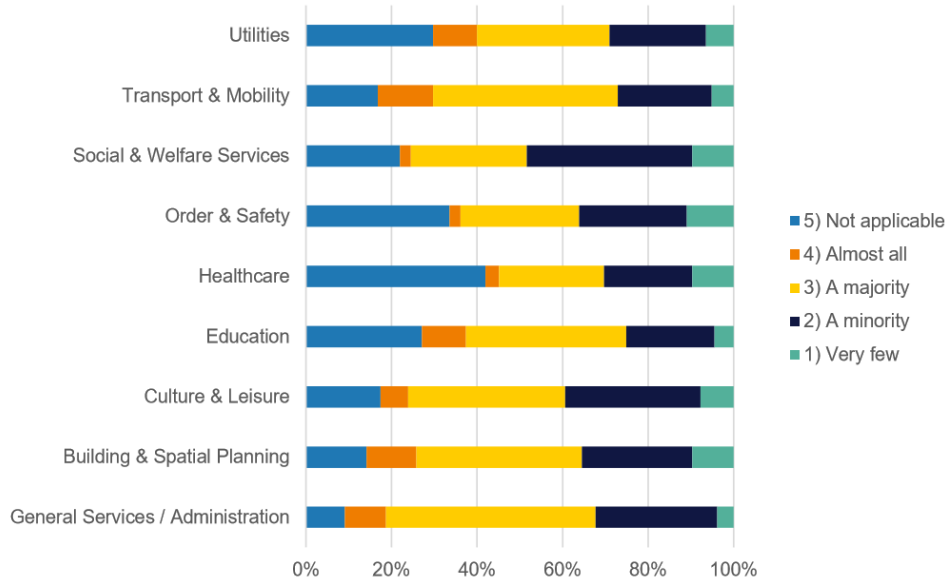
Question typology	Data	Cluster	Value
Matrix - Likert	Reference Sample	Capital cities	Percentage

8.2 When a public service is provided online as well as offline, how many users are choosing the digital option?:



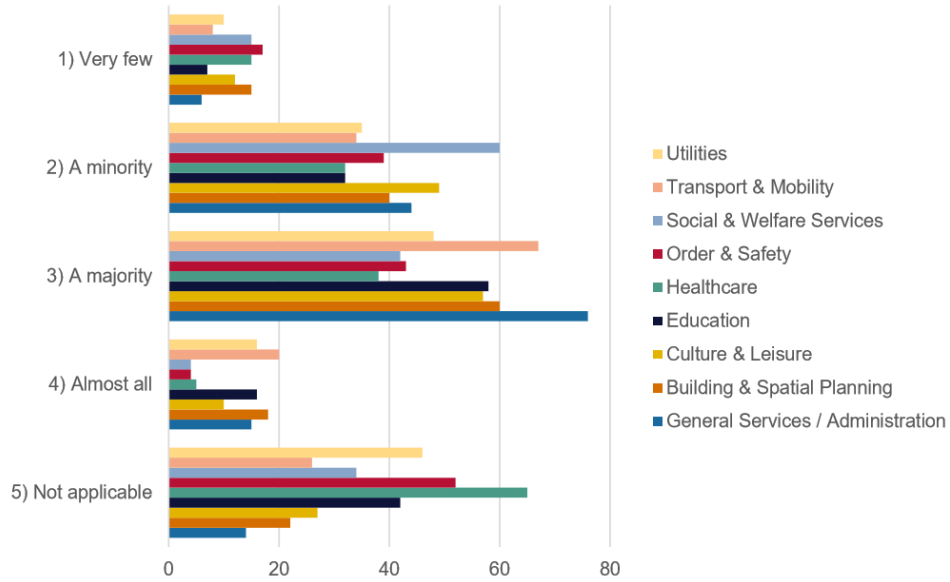
Question typology	Data	Cluster	Value
Matrix - Likert	Reference Sample	Matrix	Count

8.2 When a public service is provided online as well as offline, how many users are choosing the digital option?:



Question typology	Data	Cluster	Value
Matrix - Likert	Reference Sample	Matrix	Percentage

8.2 When a public service is provided online as well as offline, how many users are choosing the digital option?:



Question typology	Data	Cluster	Value
Matrix - Likert	Reference Sample	Matrix	Count

3.70 Q_8.3 Indicate the availability of comprehensive multilingual options in the service interfaces of the public authority used by the following service areas:

8.3 Indicate the availability of comprehensive multilingual options in the service interfaces of the public authority used by the following service areas

ALL RESPONDENTS

Question typology:

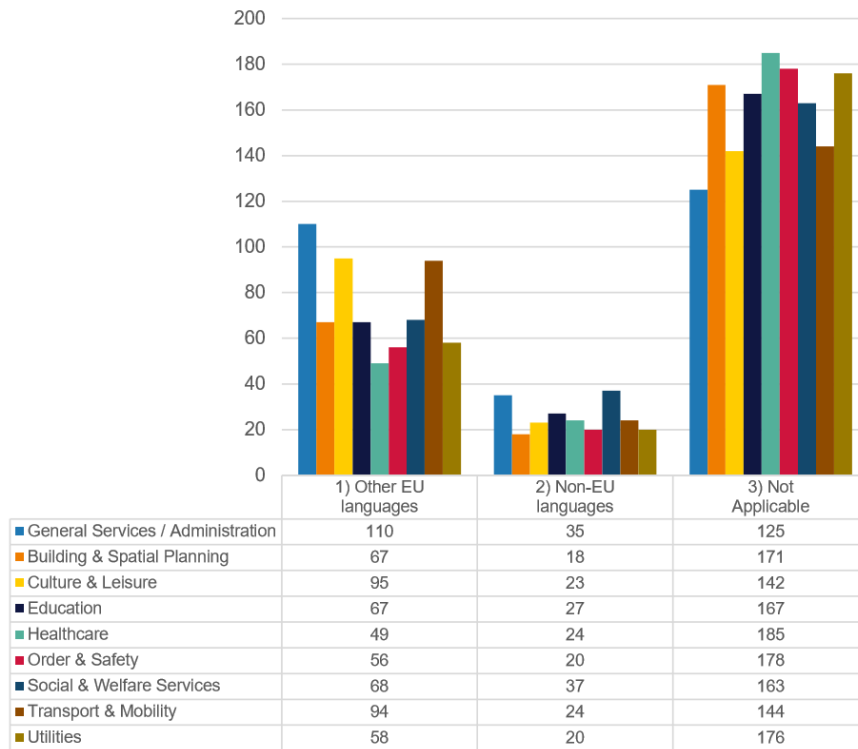
Matrix - Multiple choice

Number of analysed questionnaires:

246

Number of cities respond to this specific question:

246 (100%)



8.3 Indicate the availability of comprehensive multilingual options in the service interfaces of the public authority used by the following service areas

ALL RESPONDENTS

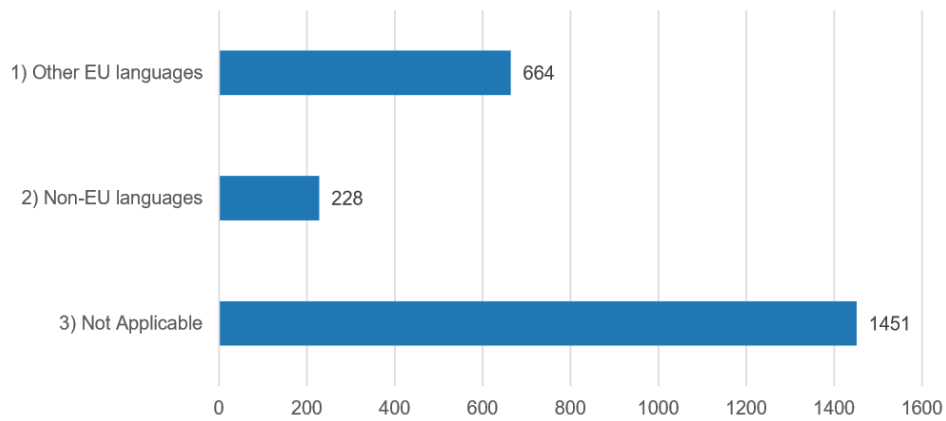
Question typology: **Matrix - Multiple choice**
 Number of analysed questionnaires: **246**
 Number of cities respond to this specific question: **246 (100%)**

<i>Answer (matrix columns)</i>	<i>Count *</i>	<i>Percentage **</i>
1) Other EU languages	664	30%
2) Non-EU languages	228	10%
3) Not Applicable	1.451	66%

* The Count is given by the sum of all the selected rows within the same matrix column

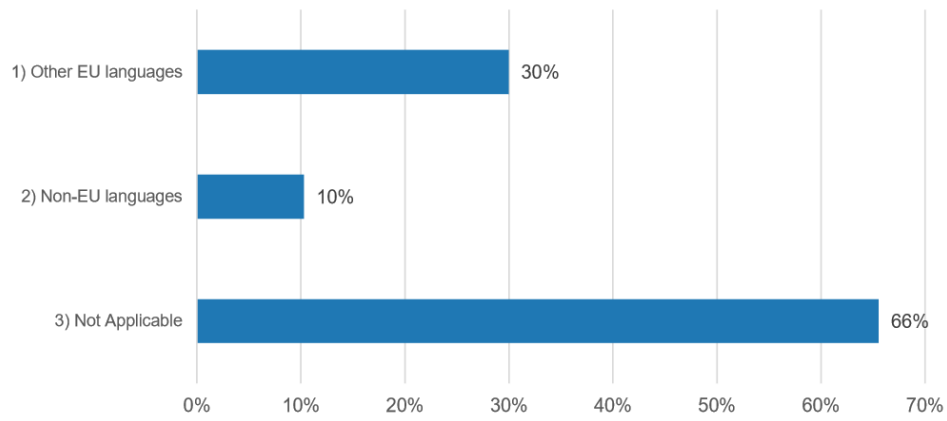
** The percentage refers to the respondents to this specific question. The grand total could be more than 100% in the case of multiple choice questions.

8.3 Indicate the availability of comprehensive multilingual options in the service interfaces of the public authority used by the following service areas



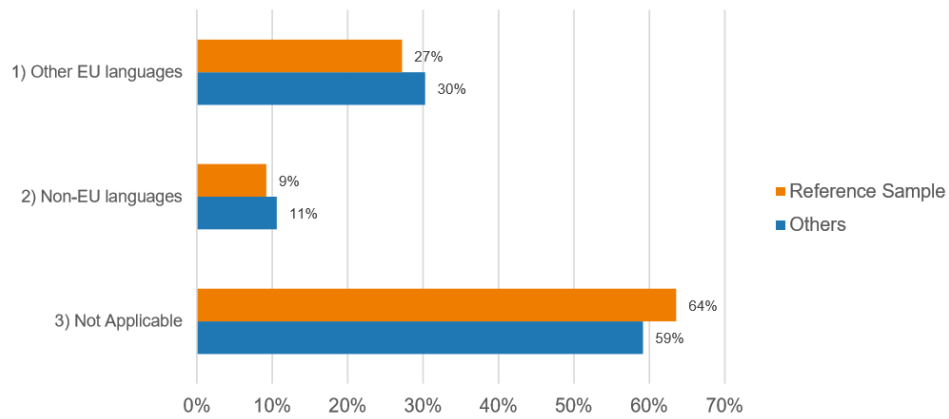
Question typology	Data	Cluster	Value
Matrix - Multiple choice	All Respondents	-	Count

8.3 Indicate the availability of comprehensive multilingual options in the service interfaces of the public authority used by the following service areas



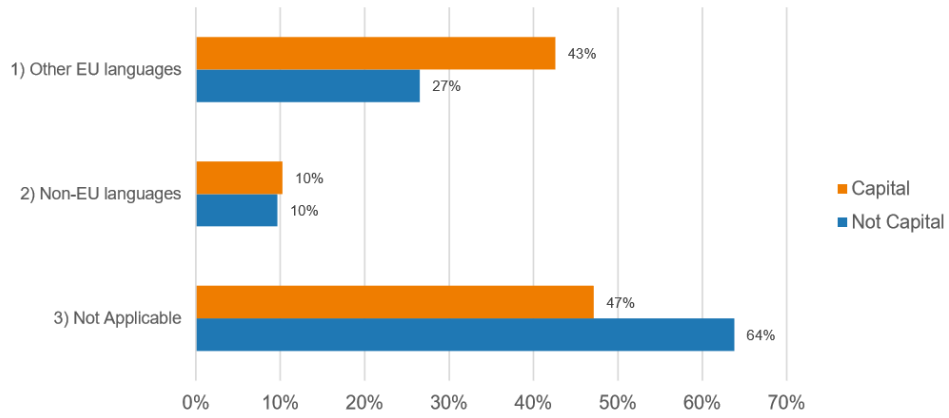
Question typology	Data	Cluster	Value
Matrix - Multiple choice	All Respondents	-	Percentage

8.3 Indicate the availability of comprehensive multilingual options in the service interfaces of the public authority used by the following service areas



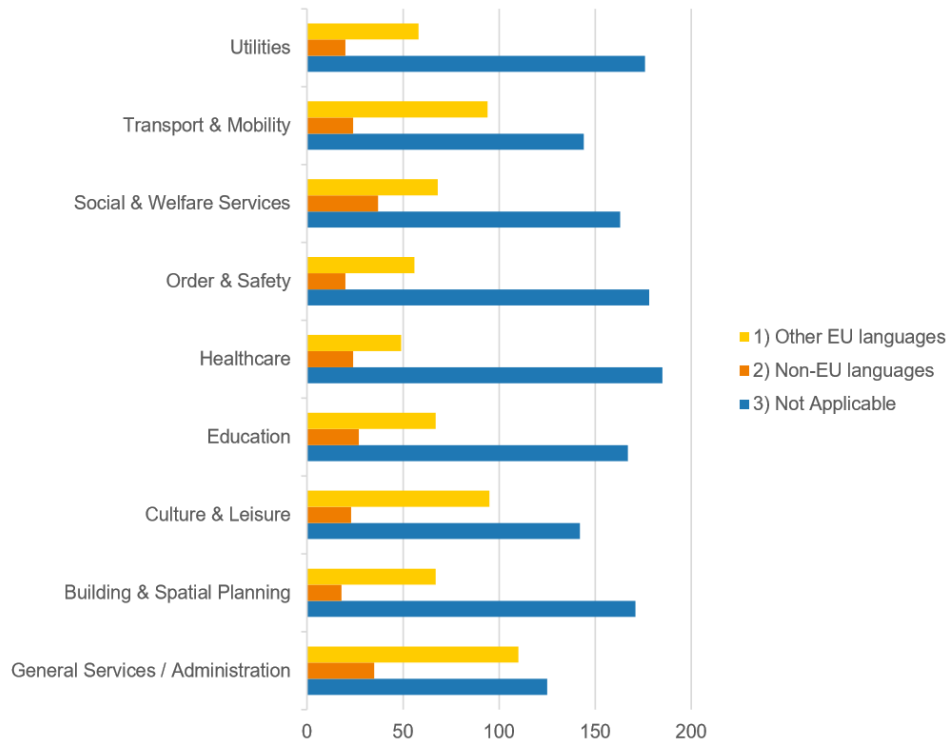
Question typology	Data	Cluster	Value
Matrix - Multiple choice	All Respondents	Reference Sample	Percentage

8.3 Indicate the availability of comprehensive multilingual options in the service interfaces of the public authority used by the following service areas



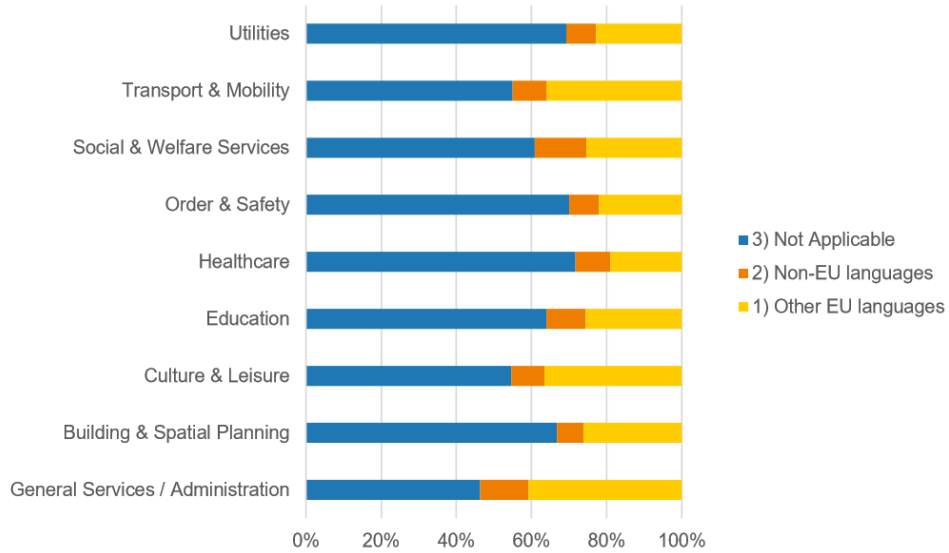
Question typology	Data	Cluster	Value
Matrix - Multiple choice	All Respondents	Capital cities	Percentage

8.3 Indicate the availability of comprehensive multilingual options in the service interfaces of the public authority used by the following service areas



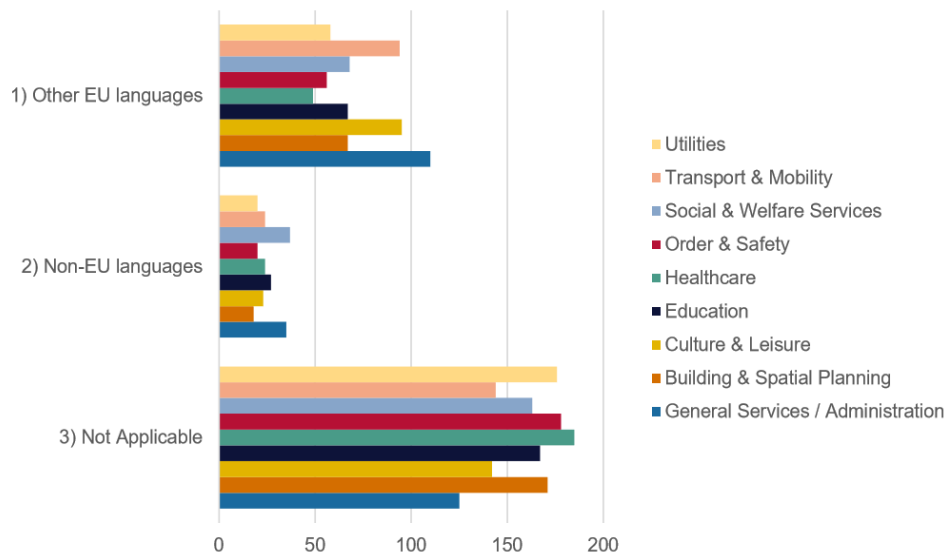
Question typology	Data	Cluster	Value
Matrix - Multiple choice	All Respondents	Matrix	Count

8.3 Indicate the availability of comprehensive multilingual options in the service interfaces of the public authority used by the following service areas



Question typology	Data	Cluster	Value
Matrix - Multiple choice	All Respondents	Matrix	Percentage

8.3 Indicate the availability of comprehensive multilingual options in the service interfaces of the public authority used by the following service areas

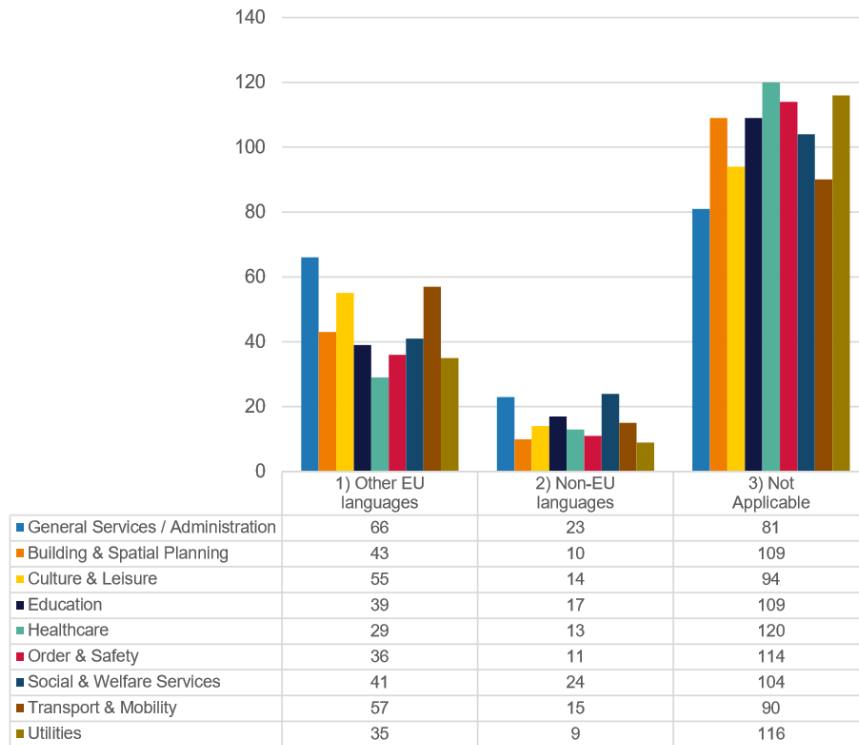


Question typology	Data	Cluster	Value
Matrix - Multiple choice	All Respondents	Matrix	Count

8.3 Indicate the availability of comprehensive multilingual options in the service interfaces of the public authority used by the following service areas

REFERENCE SAMPLE

Question typology: **Matrix - Multiple choice**
 Number of analysed questionnaires: **155**
 Number of cities respond to this specific question: **155 (100%)**



8.3 Indicate the availability of comprehensive multilingual options in the service interfaces of the public authority used by the following service areas

REFERENCE SAMPLE

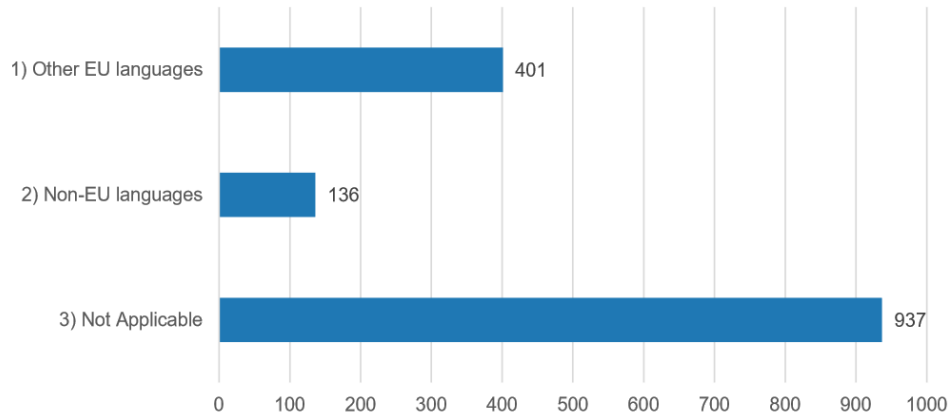
Question typology: **Matrix - Multiple choice**
 Number of analysed questionnaires: **155**
 Number of cities respond to this specific question: **155 (100%)**

<i>Answer (matrix columns)</i>	<i>Count *</i>	<i>Percentage **</i>
1) Other EU languages	401	29%
2) Non-EU languages	136	10%
3) Not Applicable	937	67%

* The Count is given by the sum of all the selected rows within the same matrix column

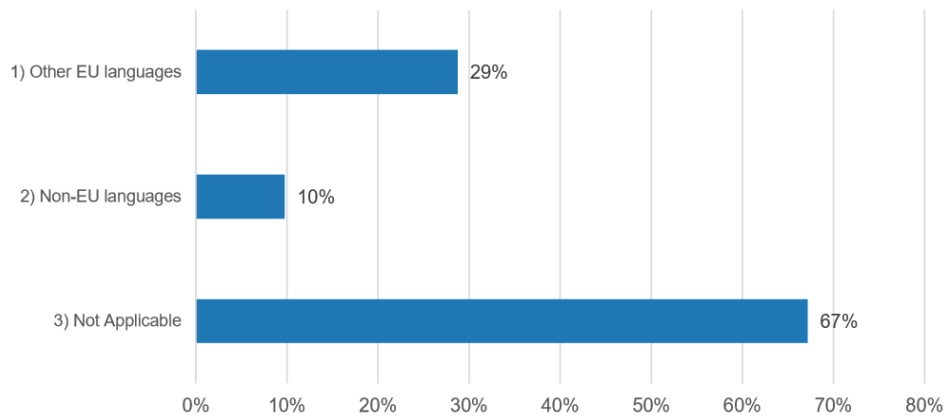
** The percentage refers to the respondents to this specific question. The grand total could be more than 100% in the case of multiple choice questions.

8.3 Indicate the availability of comprehensive multilingual options in the service interfaces of the public authority used by the following service areas



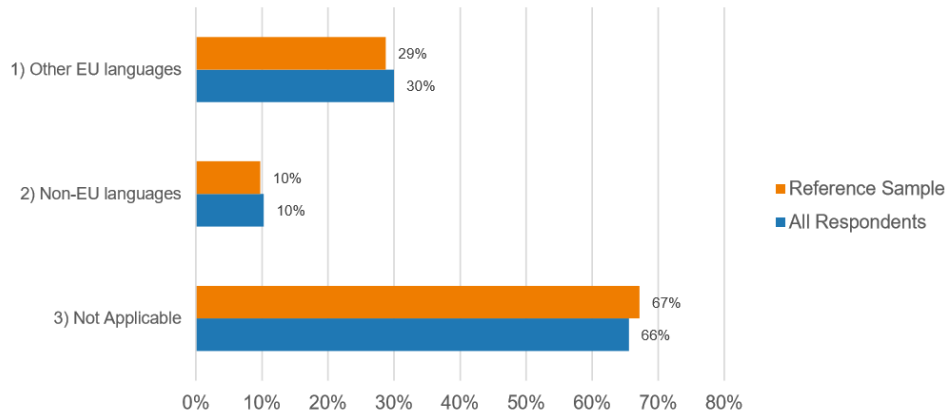
Question typology	Data	Cluster	Value
Matrix - Multiple choice	Reference Sample	-	Count

8.3 Indicate the availability of comprehensive multilingual options in the service interfaces of the public authority used by the following service areas



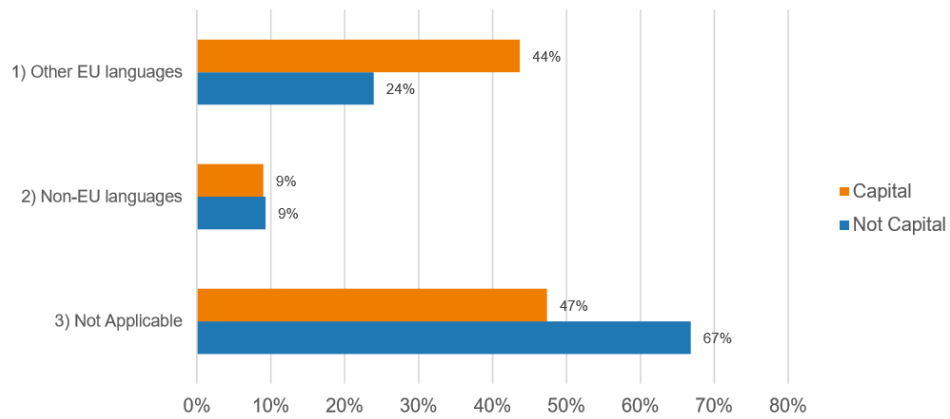
Question typology	Data	Cluster	Value
Matrix - Multiple choice	Reference Sample	-	Percentage

8.3 Indicate the availability of comprehensive multilingual options in the service interfaces of the public authority used by the following service areas



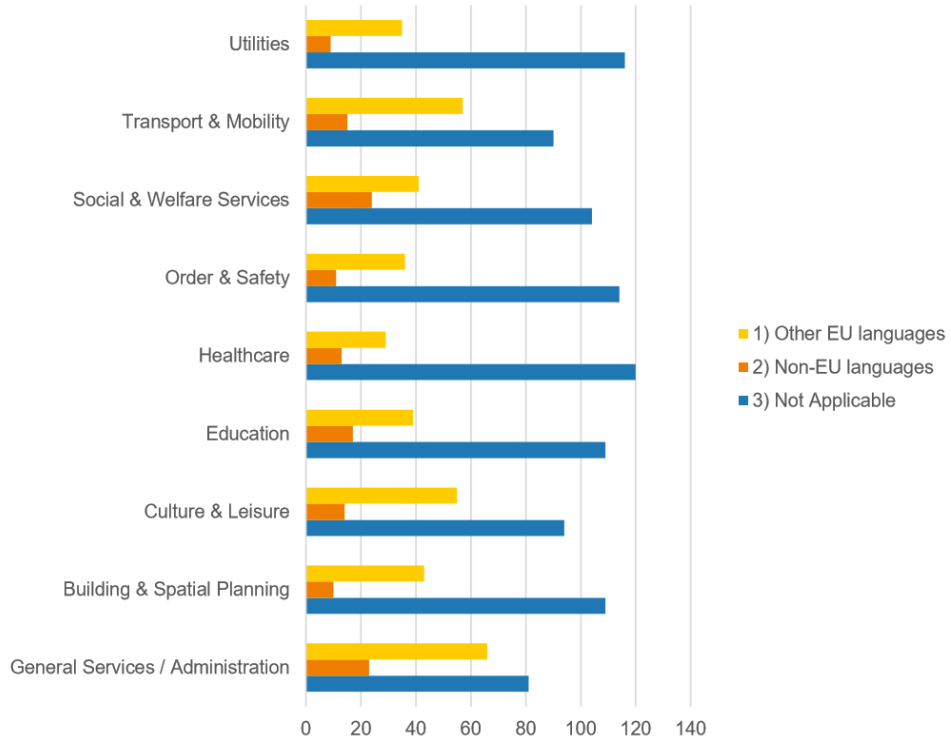
Question typology	Data	Cluster	Value
Matrix - Multiple choice	Reference Sample	Reference Sample	Percentage

8.3 Indicate the availability of comprehensive multilingual options in the service interfaces of the public authority used by the following service areas



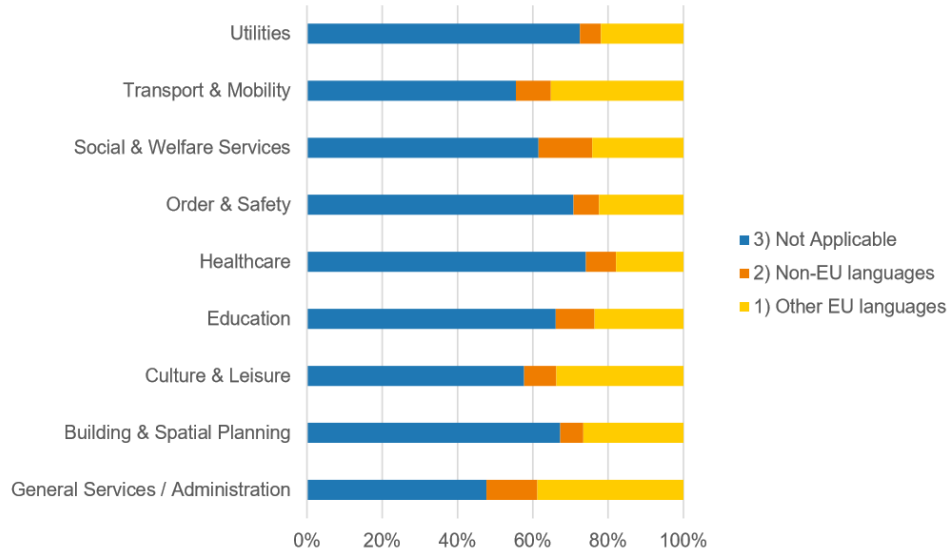
Question typology	Data	Cluster	Value
Matrix - Multiple choice	Reference Sample	Capital cities	Percentage

8.3 Indicate the availability of comprehensive multilingual options in the service interfaces of the public authority used by the following service areas



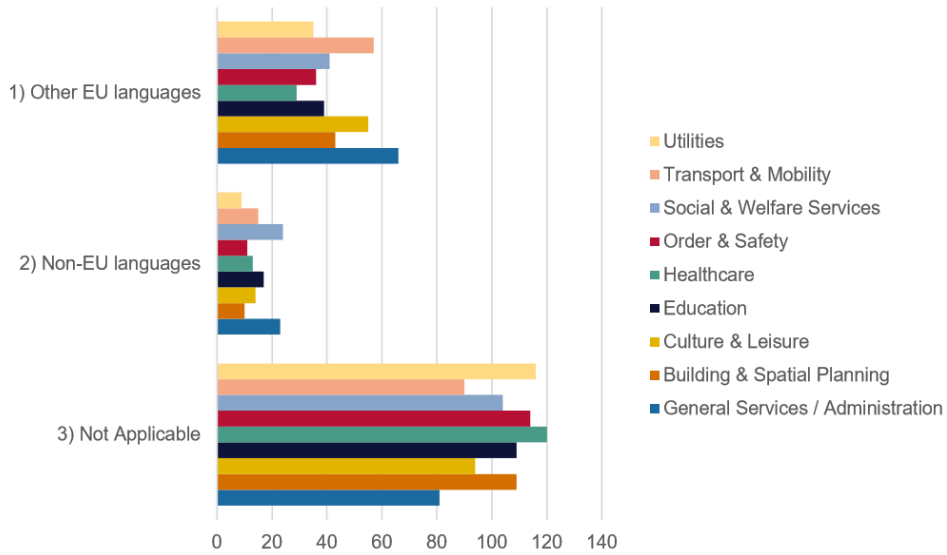
Question typology	Data	Cluster	Value
Matrix - Multiple choice	Reference Sample	Matrix	Count

8.3 Indicate the availability of comprehensive multilingual options in the service interfaces of the public authority used by the following service areas



Question typology	Data	Cluster	Value
Matrix - Multiple choice	Reference Sample	Matrix	Percentage

8.3 Indicate the availability of comprehensive multilingual options in the service interfaces of the public authority used by the following service areas



Question typology	Data	Cluster	Value
Matrix - Multiple choice	Reference Sample	Matrix	Count

3.71 Q_8.3.1 How are the translations provided?

8.3.1 How are the translations provided?

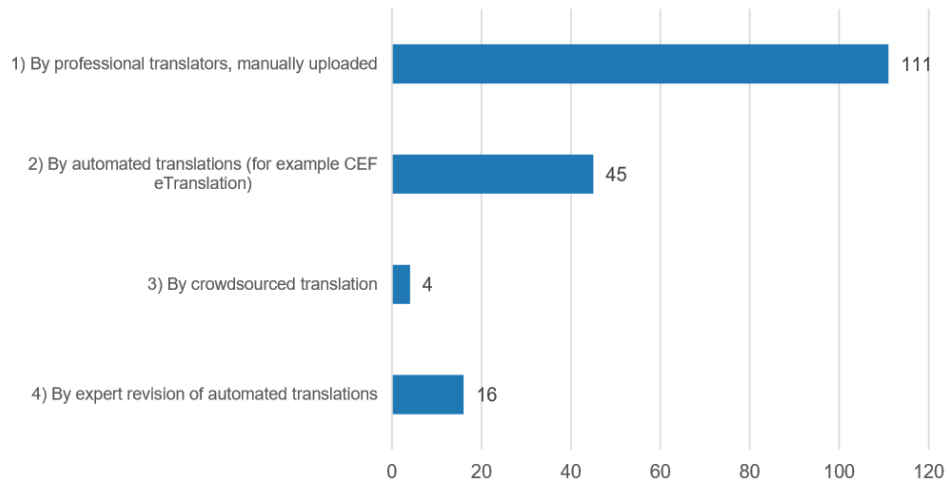
ALL RESPONDENTS

Question type: **Multiple choice**
 Number of analysed questionnaires: **246**
 Number of cities respond to this specific question: **147 (60%)**

<i>Answer</i>	<i>Count</i>	<i>Percentage*</i>
1) By professional translators, manually uploaded	111	76%
2) By automated translations (for example CEF eTranslation)	45	31%
3) By crowdsourced translation	4	3%
4) By expert revision of automated translations	16	11%

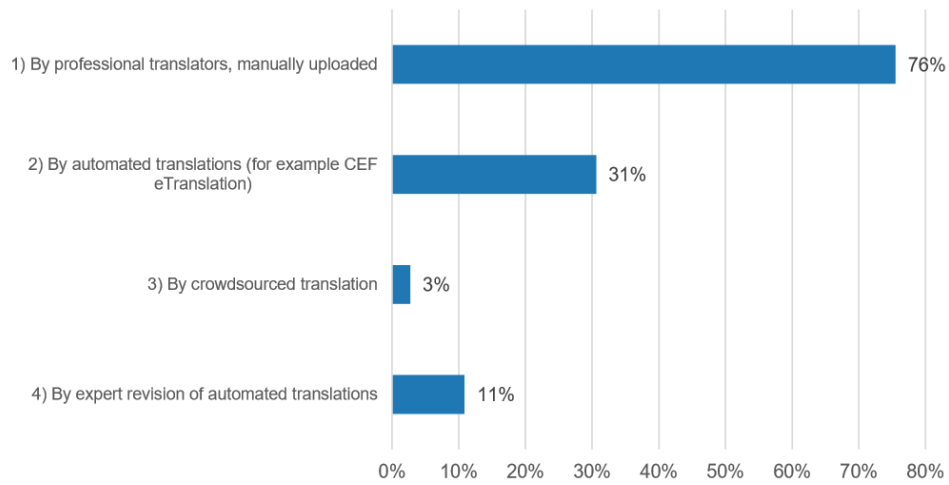
* The percentage refers to the respondents to this specific question. The grand total could be more than 100% in the case of multiple choice questions.

8.3.1 How are the translations provided?



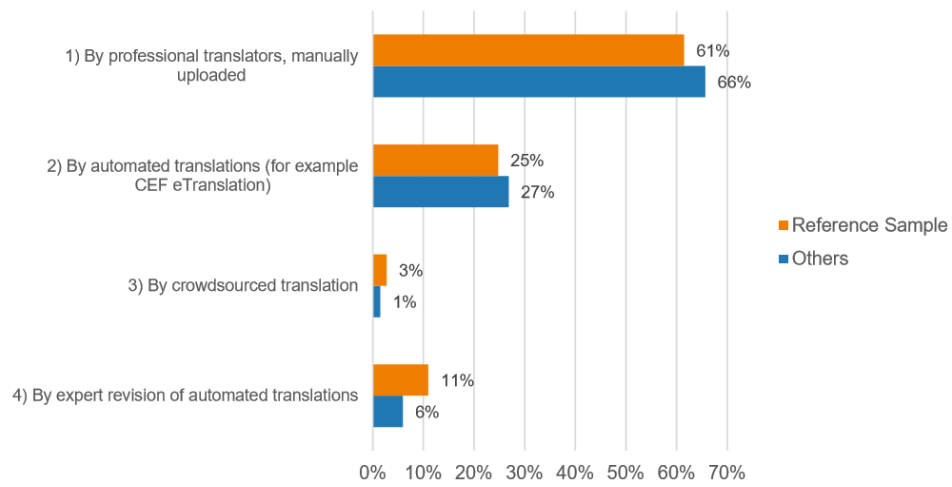
Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	-	Count

8.3.1 How are the translations provided?



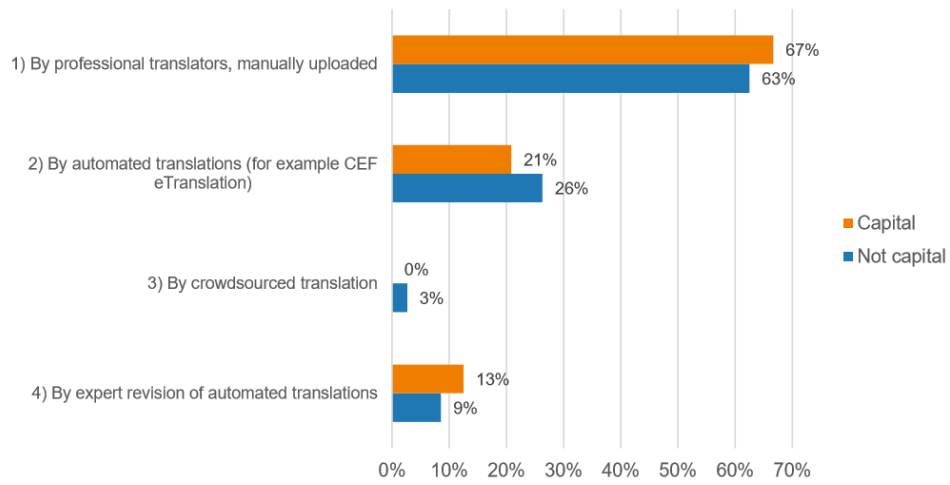
Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	-	Percentage

8.3.1 How are the translations provided?



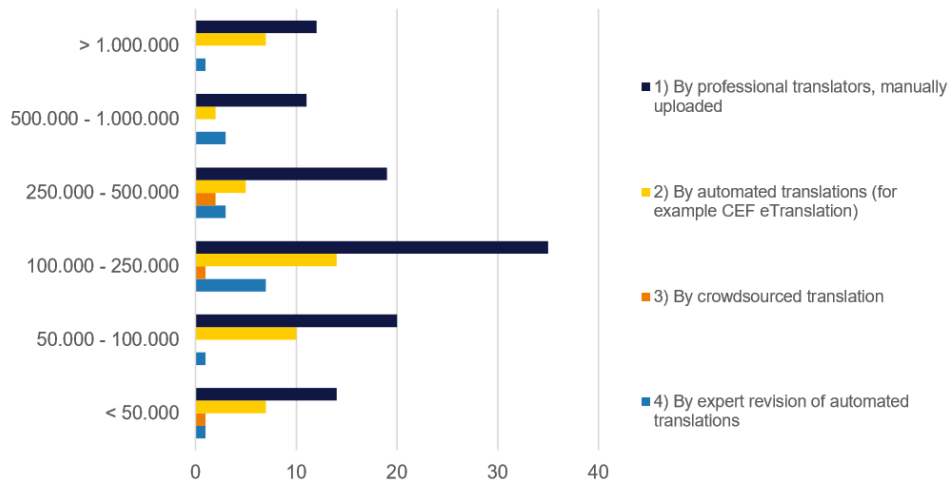
Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	Reference Sample	Percentage

8.3.1 How are the translations provided?



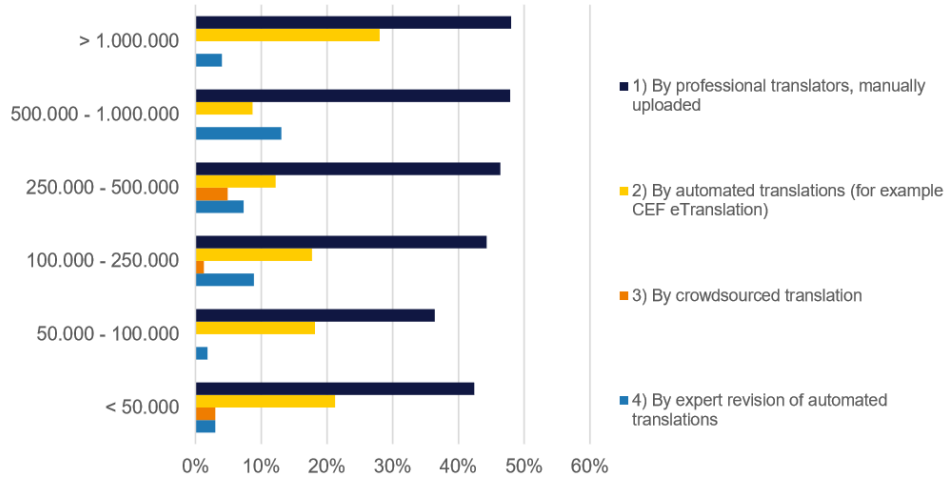
Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	Capital cities	Percentage

8.3.1 How are the translations provided?



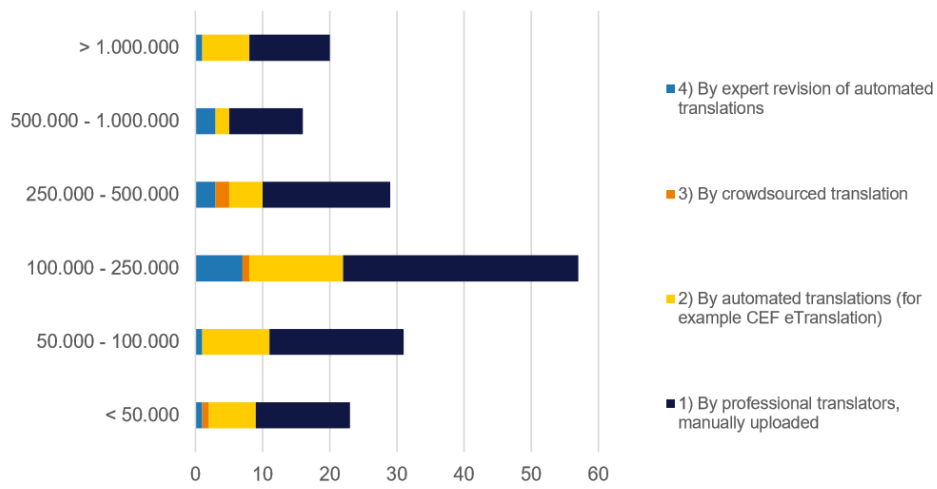
Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	Population	Count

8.3.1 How are the translations provided?



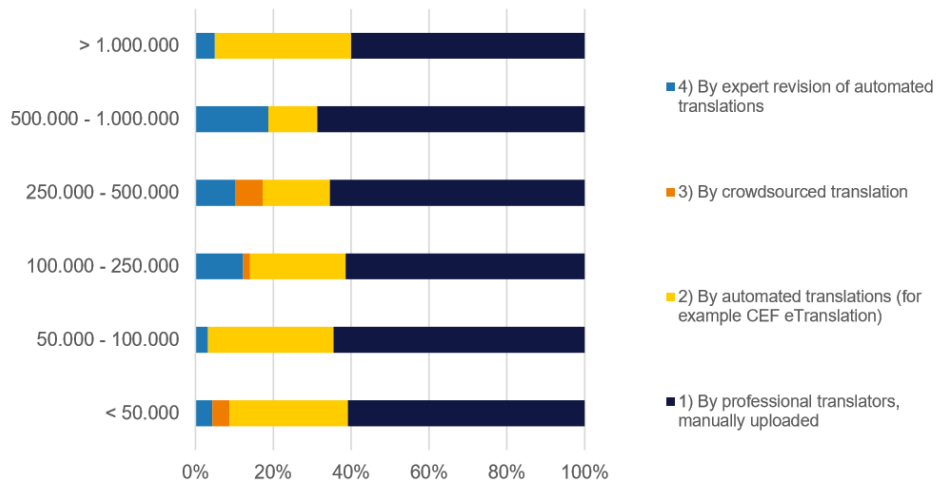
Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	Population	Percentage

8.3.1 How are the translations provided?



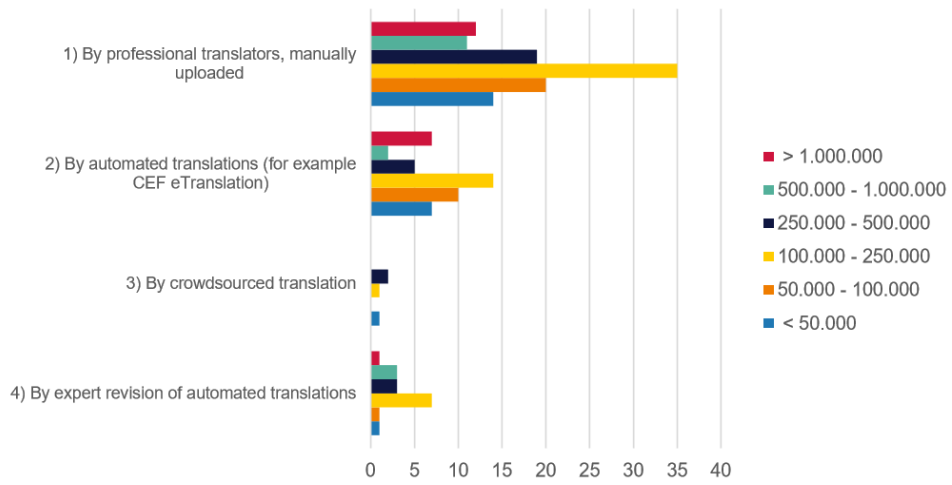
Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	Population	Count

8.3.1 How are the translations provided?



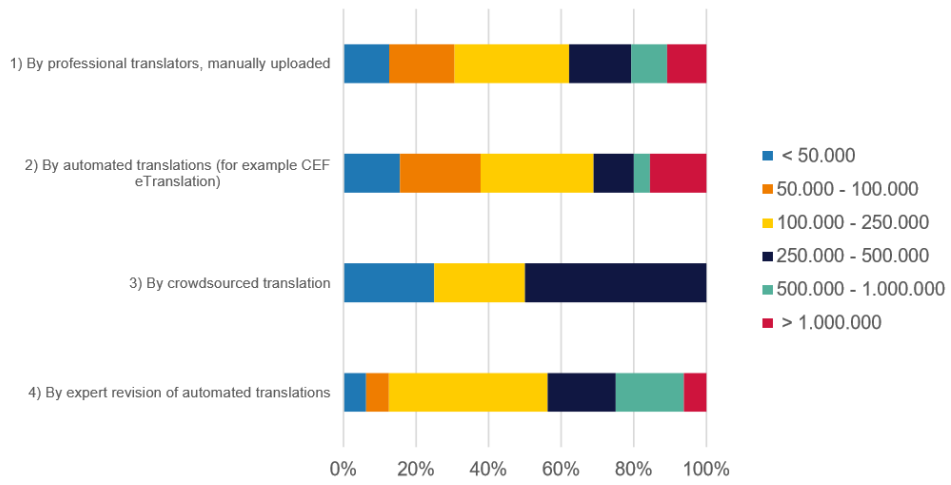
Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	Population	Percentage

8.3.1 How are the translations provided?



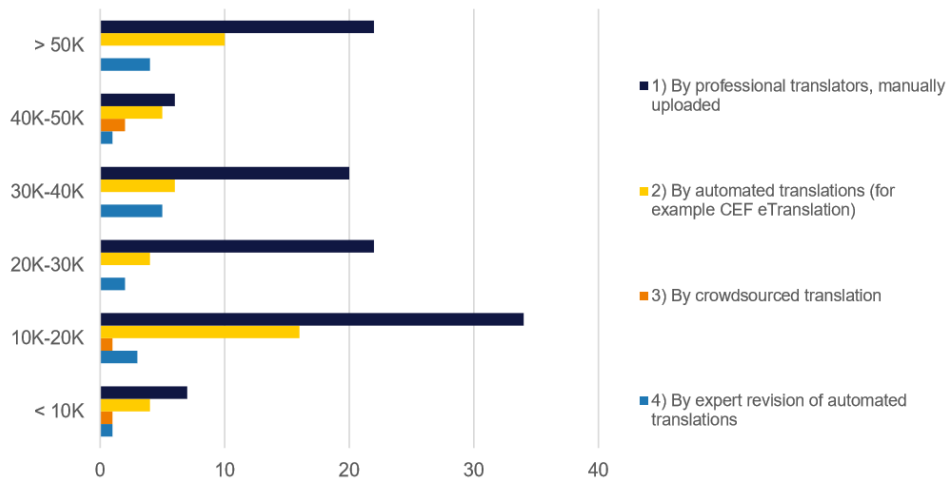
Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	Population	Count

8.3.1 How are the translations provided?



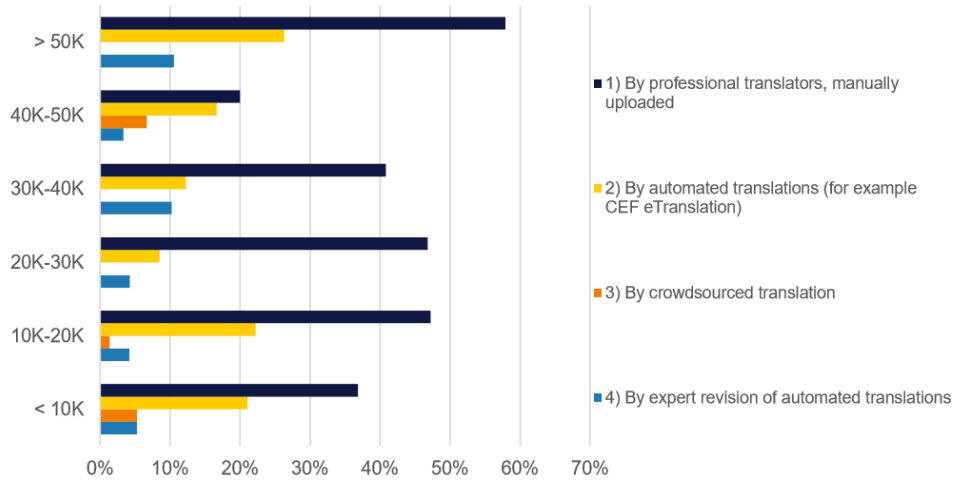
Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	Population	Percentage

8.3.1 How are the translations provided?



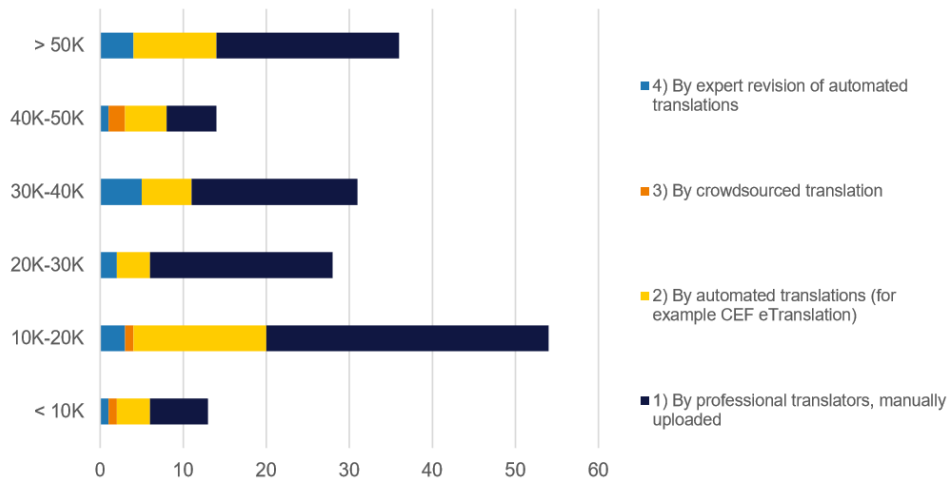
Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	GDPPC	Count

8.3.1 How are the translations provided?



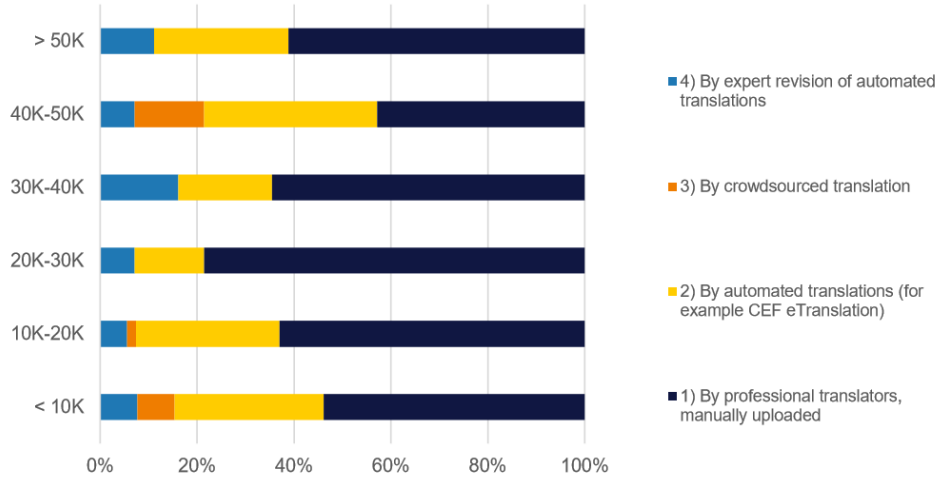
Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	GDPPC	Percentage

8.3.1 How are the translations provided?



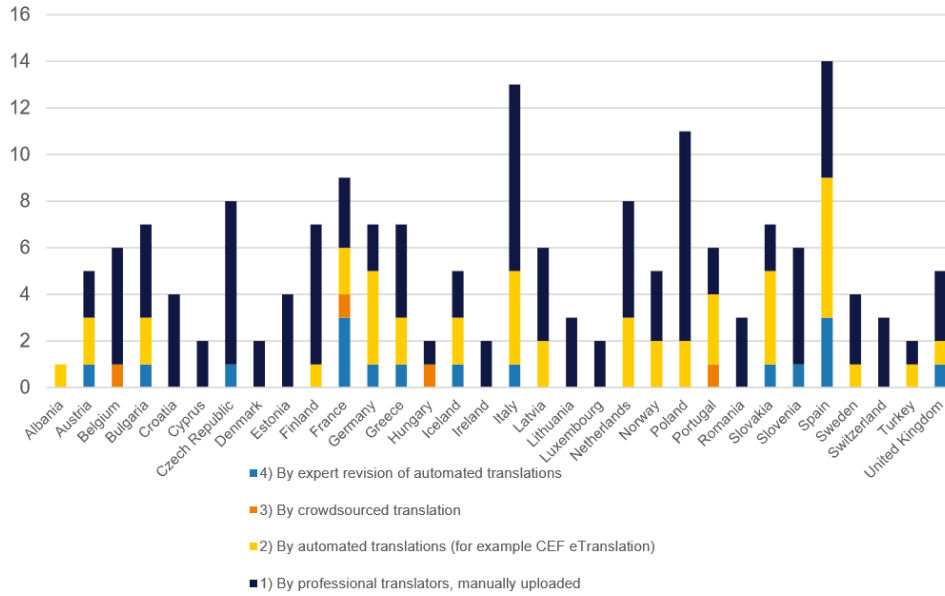
Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	GDPPC	Count

8.3.1 How are the translations provided?



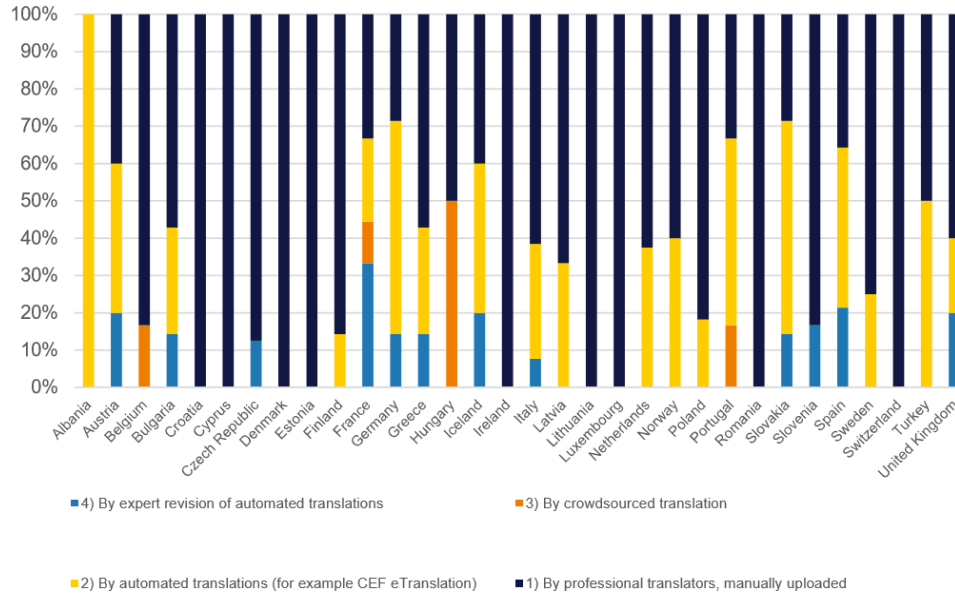
Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	GDPPC	Percentage

8.3.1 How are the translations provided?



Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	Country	Count

8.3.1 How are the translations provided?



Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	Country	Percentage

8.3.1 How are the translations provided?

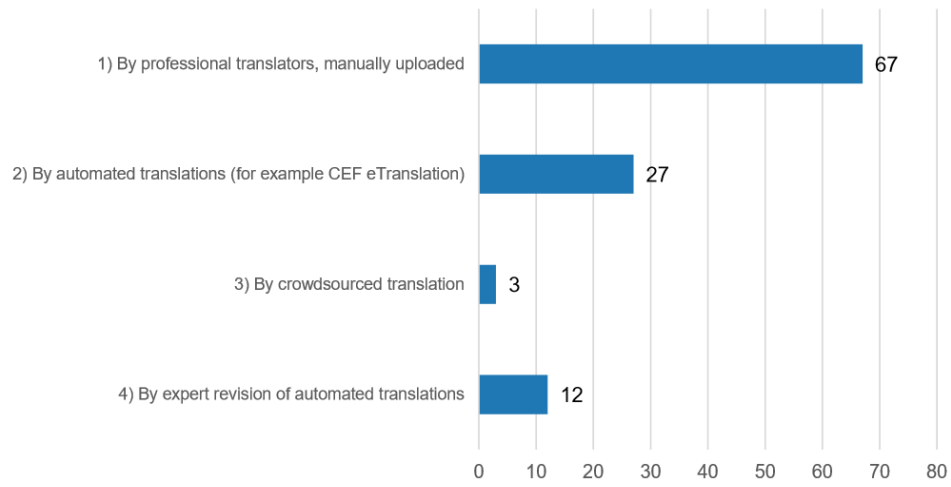
REFERENCE SAMPLE

Question type: **Multiple choice**
 Number of analysed questionnaires: **155**
 Number of cities respond to this specific question: **91 (59%)**

<i>Answer</i>	<i>Count</i>	<i>Percentage*</i>
1) By professional translators, manually uploaded	67	74%
2) By automated translations (for example CEF eTranslation)	27	30%
3) By crowdsourced translation	3	3%
4) By expert revision of automated translations	12	13%

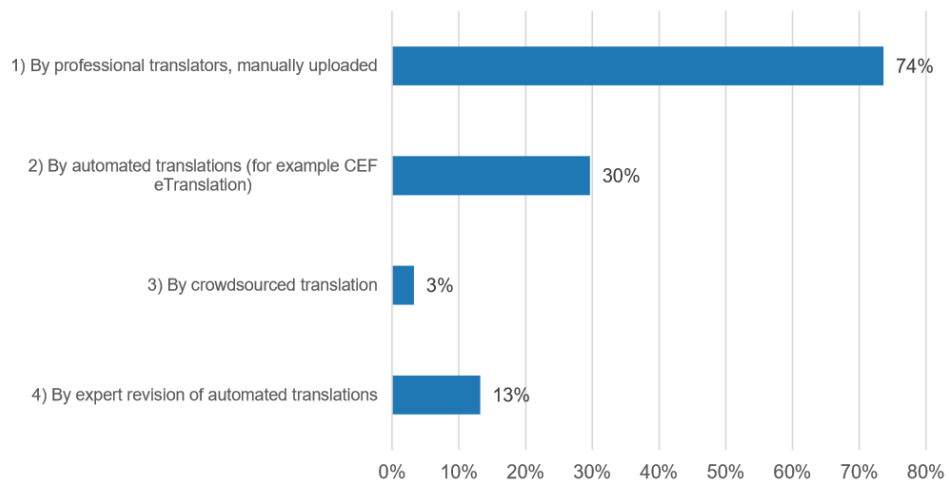
* The percentage refers to the respondents to this specific question. The grand total could be more than 100% in the case of multiple choice questions.

8.3.1 How are the translations provided?



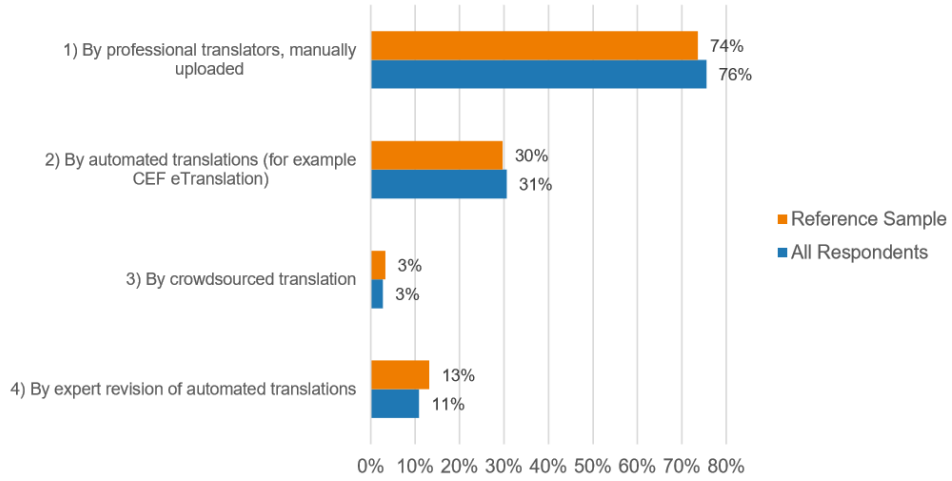
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	-	Count

8.3.1 How are the translations provided?



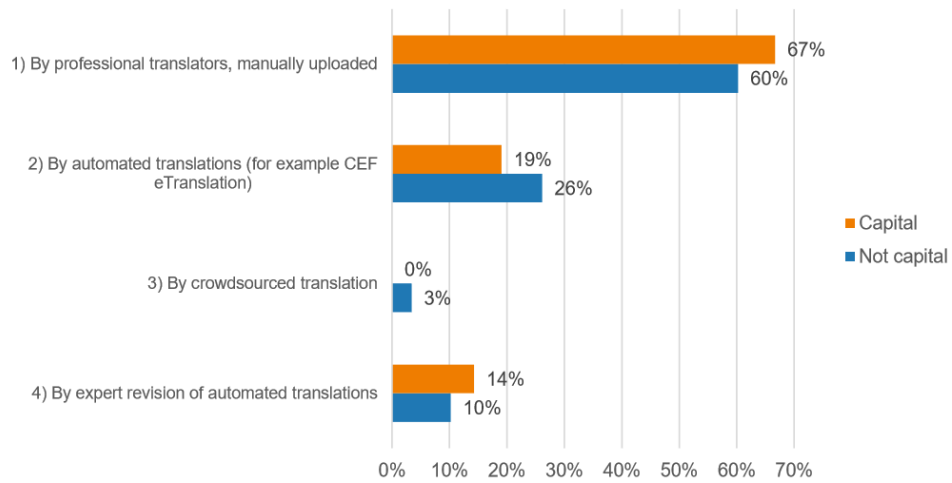
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	-	Percentage

8.3.1 How are the translations provided?



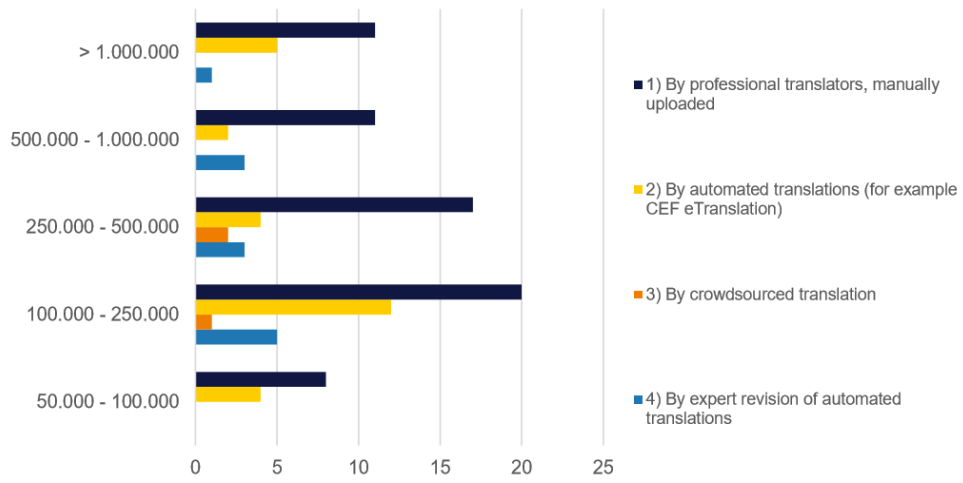
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	Reference Sample	Percentage

8.3.1 How are the translations provided?



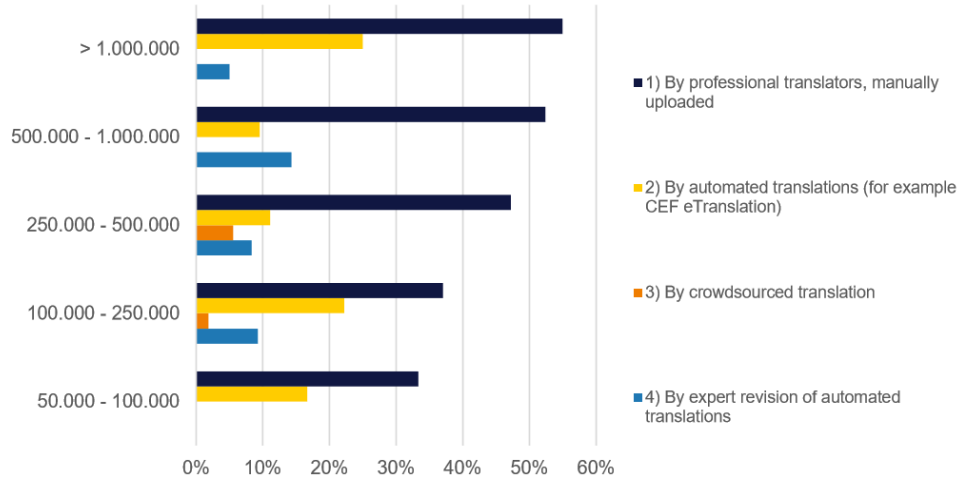
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	Capital cities	Percentage

8.3.1 How are the translations provided?



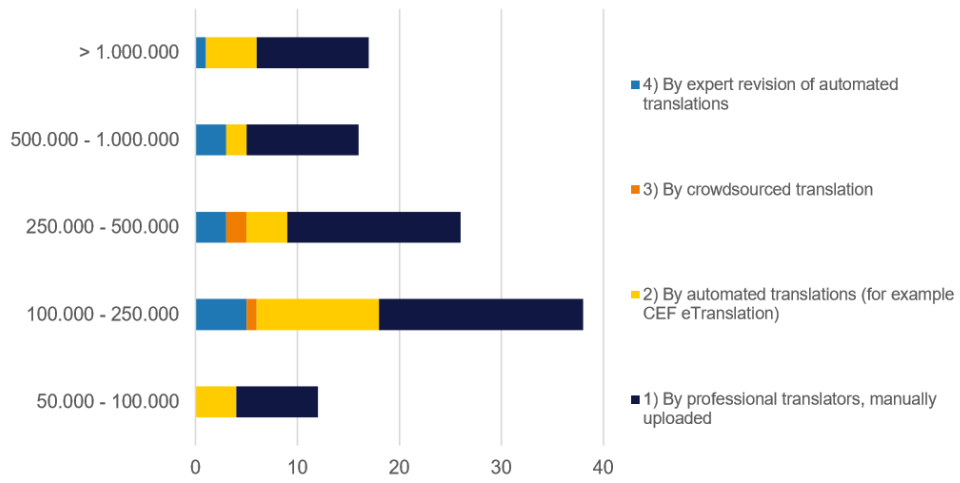
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	Population	Count

8.3.1 How are the translations provided?



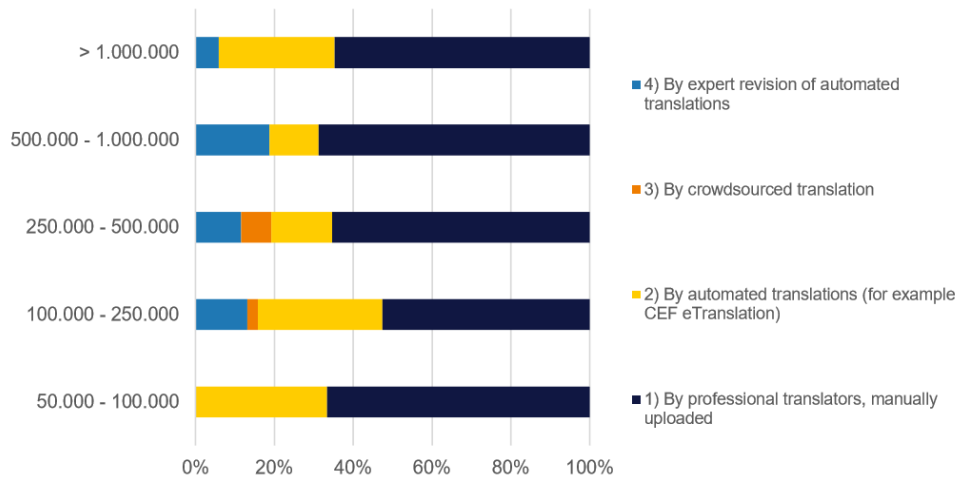
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	Population	Percentage

8.3.1 How are the translations provided?



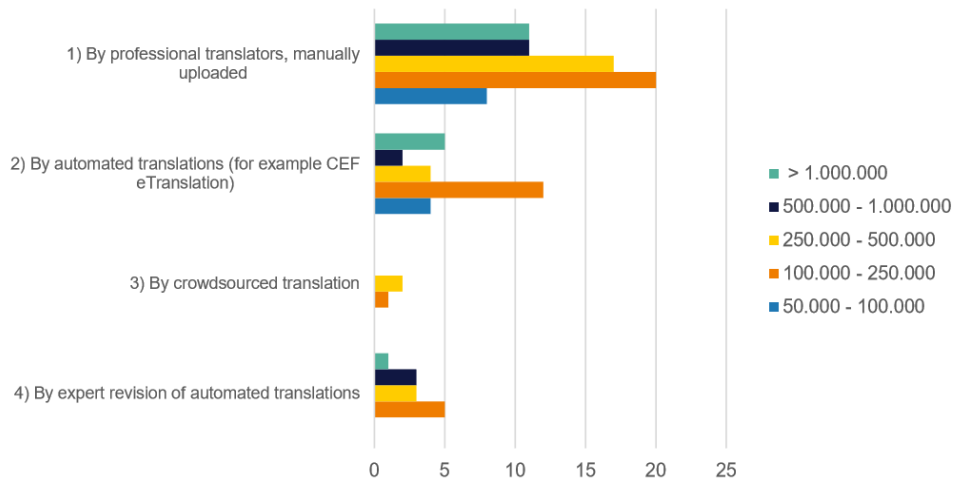
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	Population	Count

8.3.1 How are the translations provided?



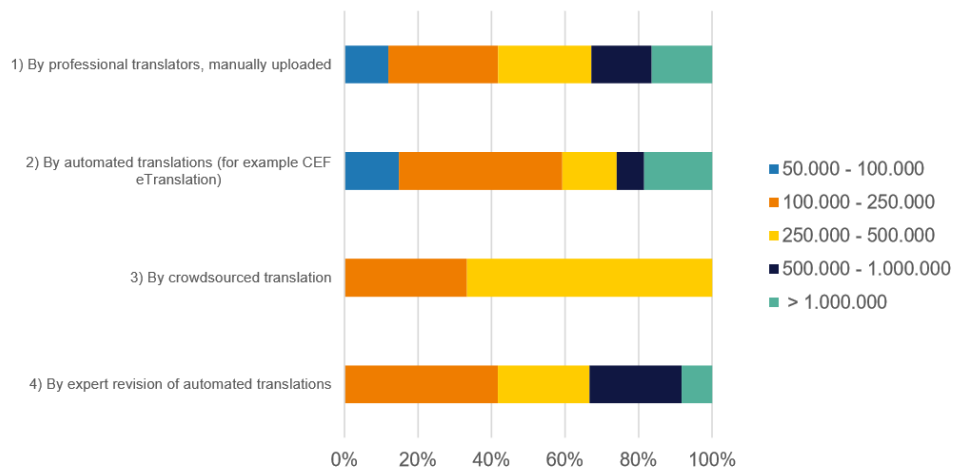
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	Population	Percentage

8.3.1 How are the translations provided?



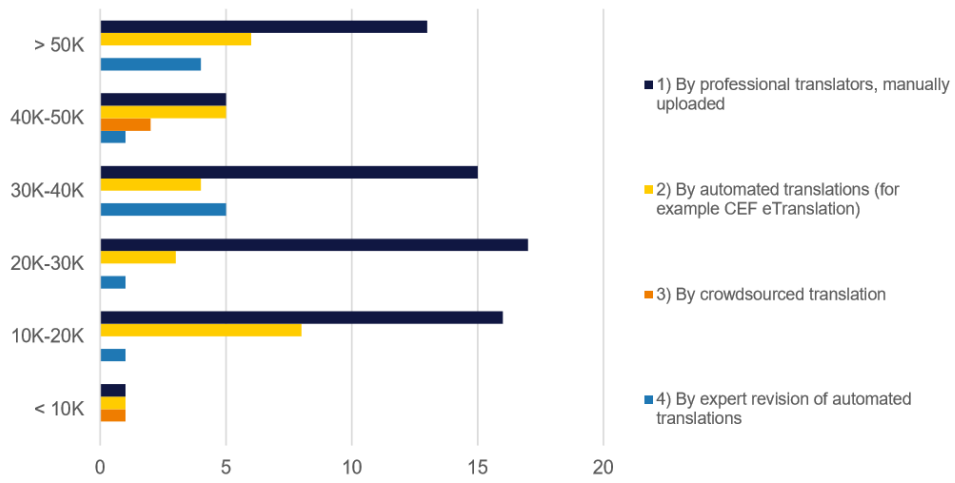
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	Population	Count

8.3.1 How are the translations provided?



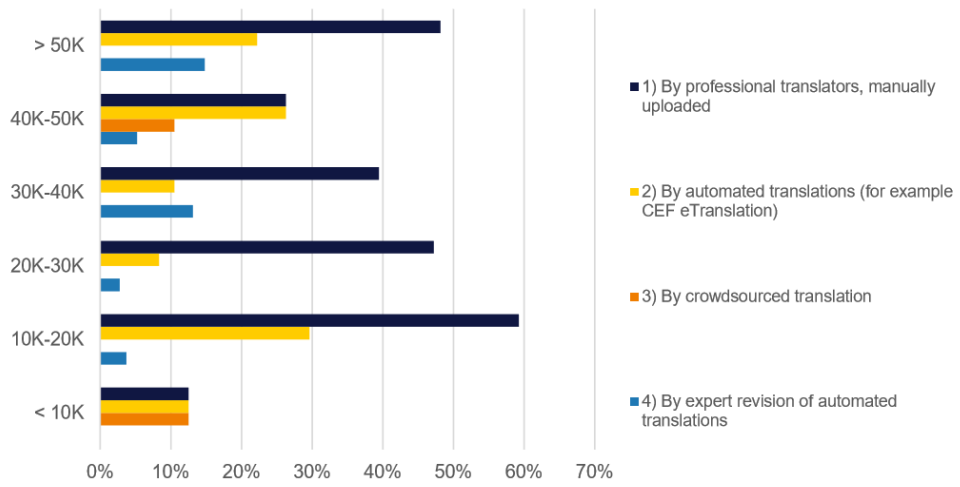
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	Population	Percentage

8.3.1 How are the translations provided?



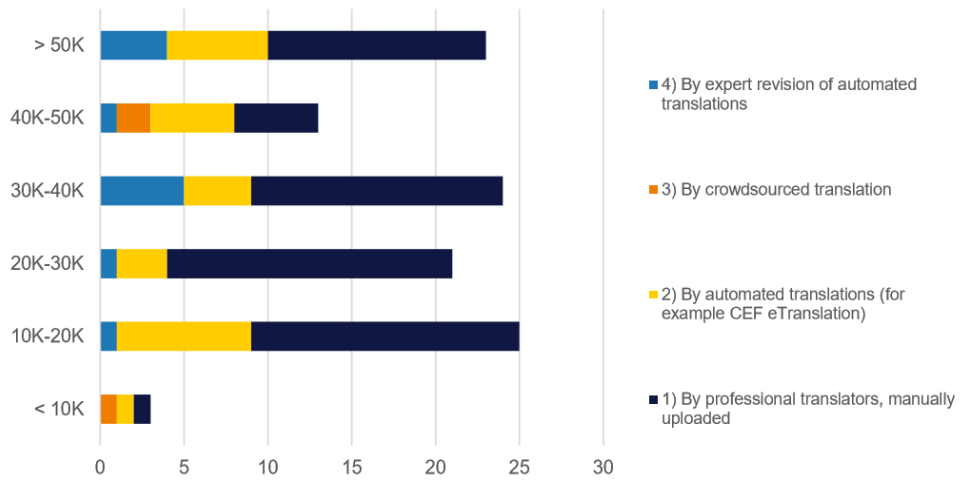
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	GDPPC	Count

8.3.1 How are the translations provided?



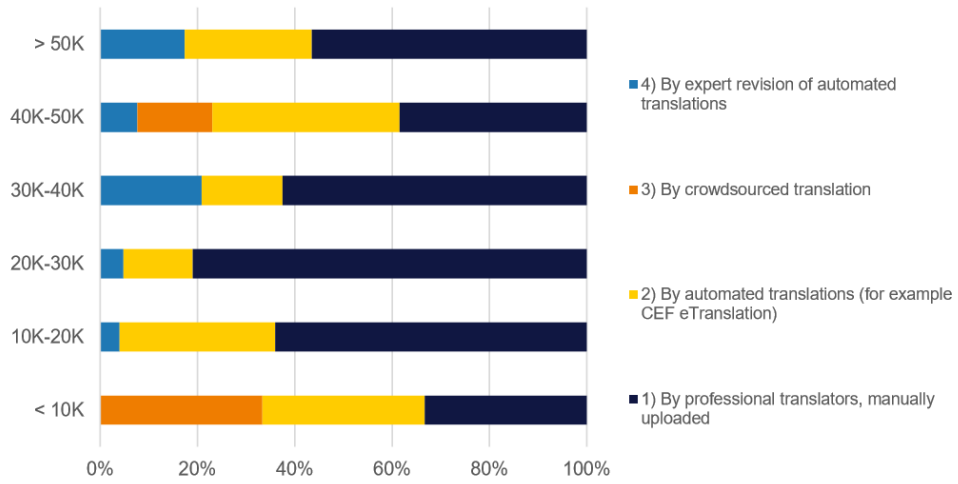
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	GDPPC	Percentage

8.3.1 How are the translations provided?



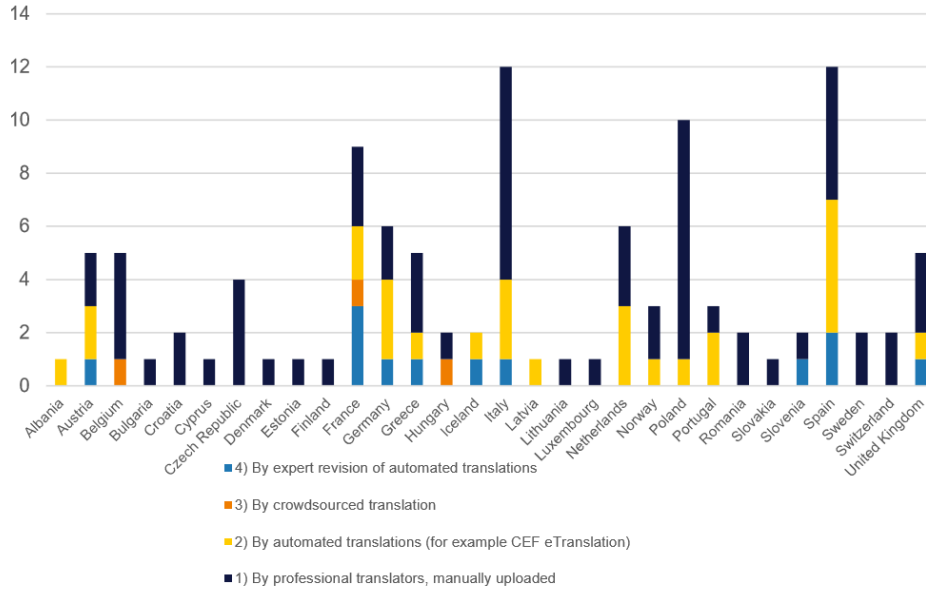
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	GDPPC	Count

8.3.1 How are the translations provided?



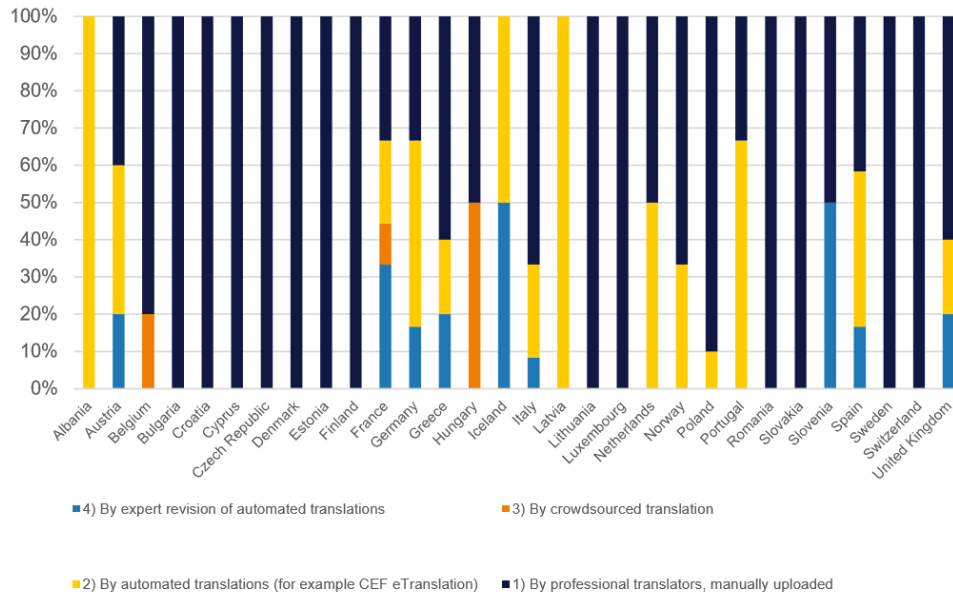
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	GDPPC	Percentage

8.3.1 How are the translations provided?



Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	Country	Count

8.3.1 How are the translations provided?



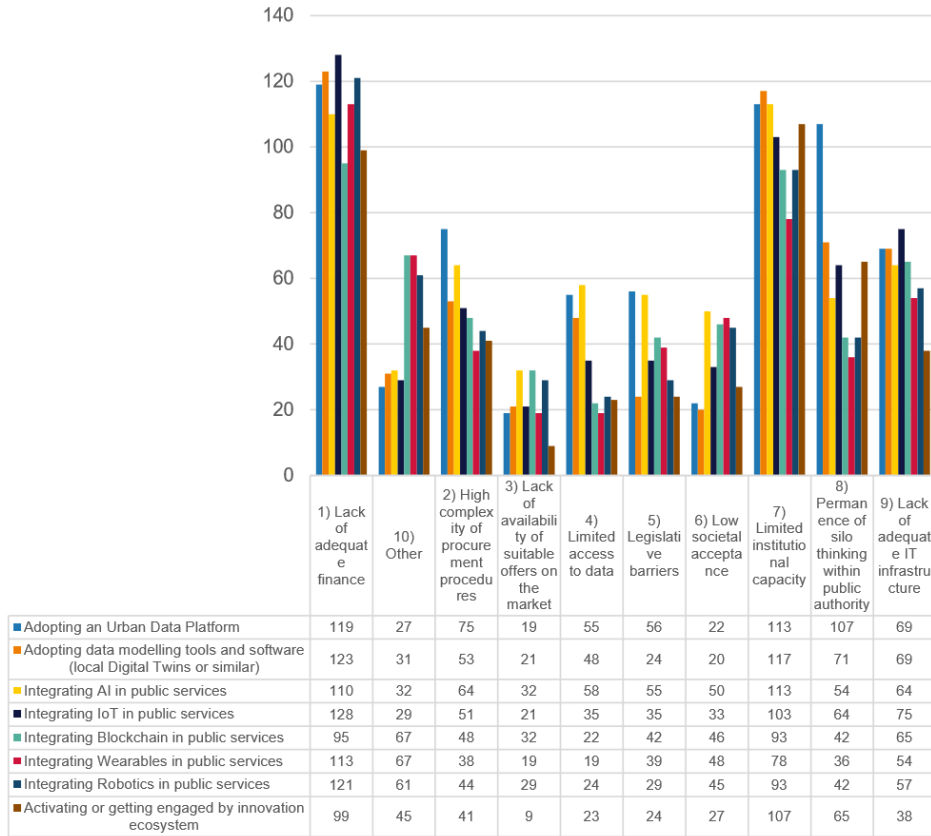
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	Country	Percentage

3.72 Q_8.4 Please indicate the key obstacles that your public authority is experiencing:

8.4 Please indicate the key obstacles that your public authority is experiencing:

ALL RESPONDENTS

Question typology: **Matrix - Multiple choice**
 Number of analysed questionnaires: **246**
 Number of cities respond to this specific question: **246 (100%)**



8.4 Please indicate the key obstacles that your public authority is experiencing:**ALL RESPONDENTS**

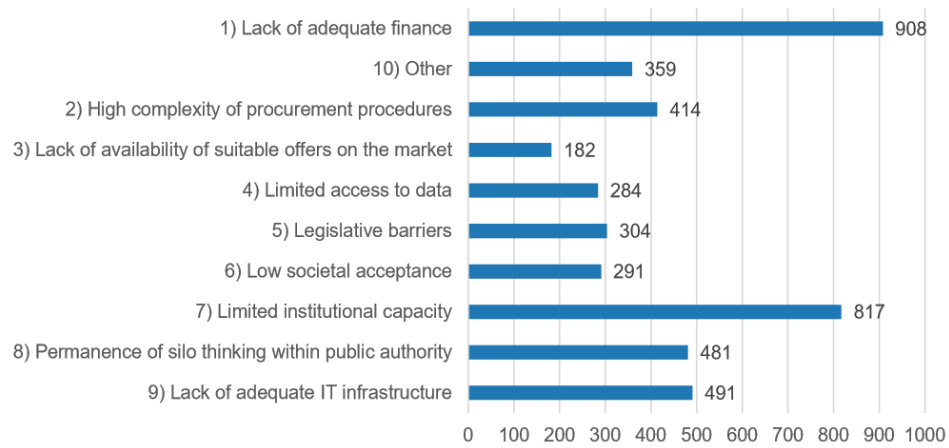
Question typology: **Matrix - Multiple choice**
 Number of analysed questionnaires: **246**
 Number of cities respond to this specific question: **246 (100%)**

<i>Answer (matrix columns)</i>	<i>Count *</i>	<i>Percentage **</i>
1) Lack of adequate finance	908	41%
10) Other	359	16%
2) High complexity of procurement procedures	414	19%
3) Lack of availability of suitable offers on the market	182	8%
4) Limited access to data	284	13%
5) Legislative barriers	304	14%
6) Low societal acceptance	291	13%
7) Limited institutional capacity	817	37%
8) Permanence of silo thinking within public authority	481	22%
9) Lack of adequate IT infrastructure	491	22%

* The Count is given by the sum of all the selected rows within the same matrix column

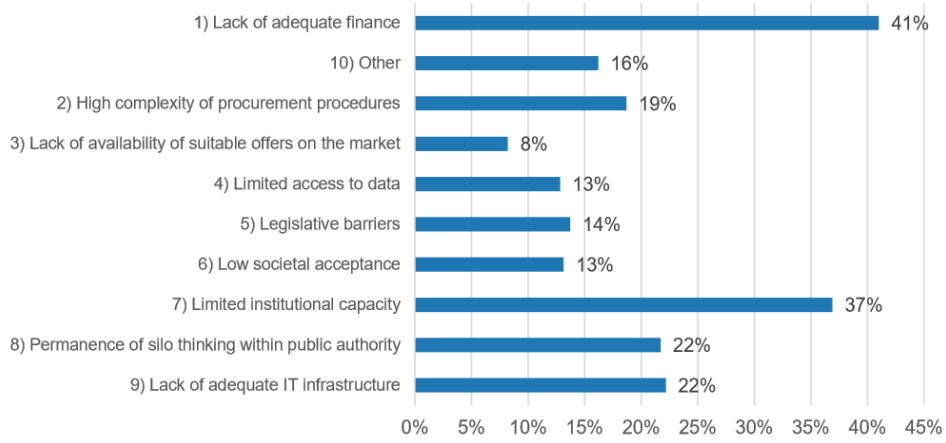
** The percentage refers to the respondents to this specific question. The grand total could be more than 100% in the case of multiple choice questions.

8.4 Please indicate the key obstacles that your public authority is experiencing:



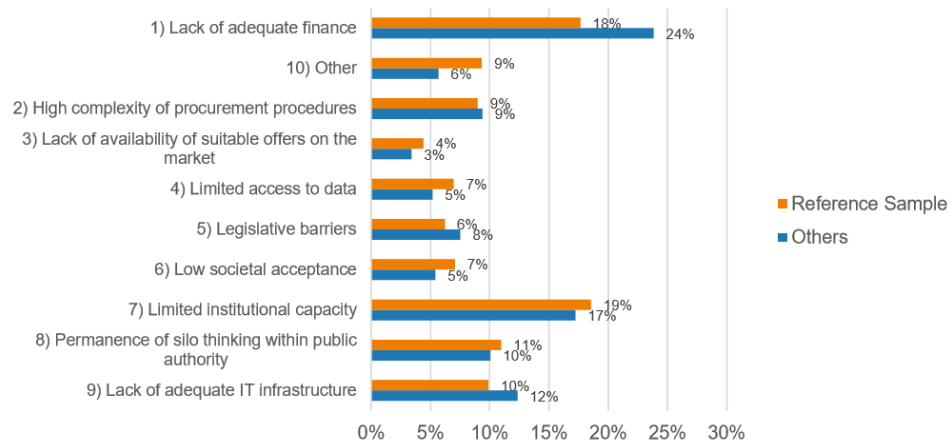
Question typology	Data	Cluster	Value
Matrix - Multiple choice	All Respondents	-	Count

8.4 Please indicate the key obstacles that your public authority is experiencing:



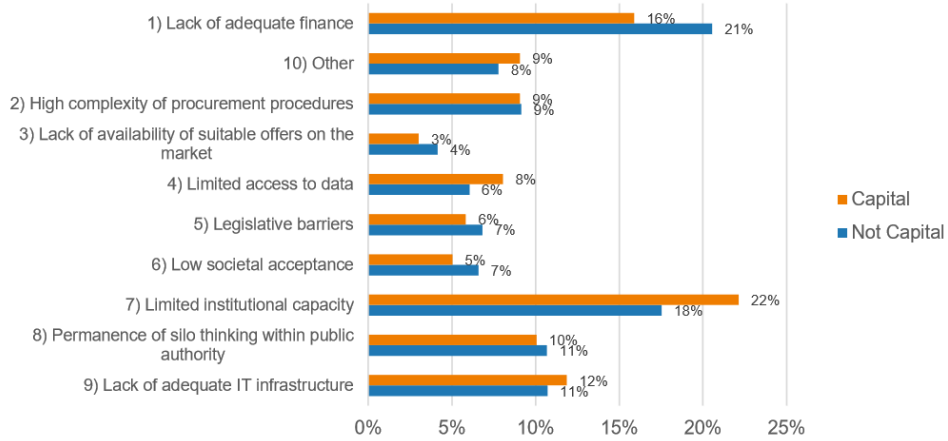
Question typology	Data	Cluster	Value
Matrix - Multiple choice	All Respondents	-	Percentage

8.4 Please indicate the key obstacles that your public authority is experiencing:



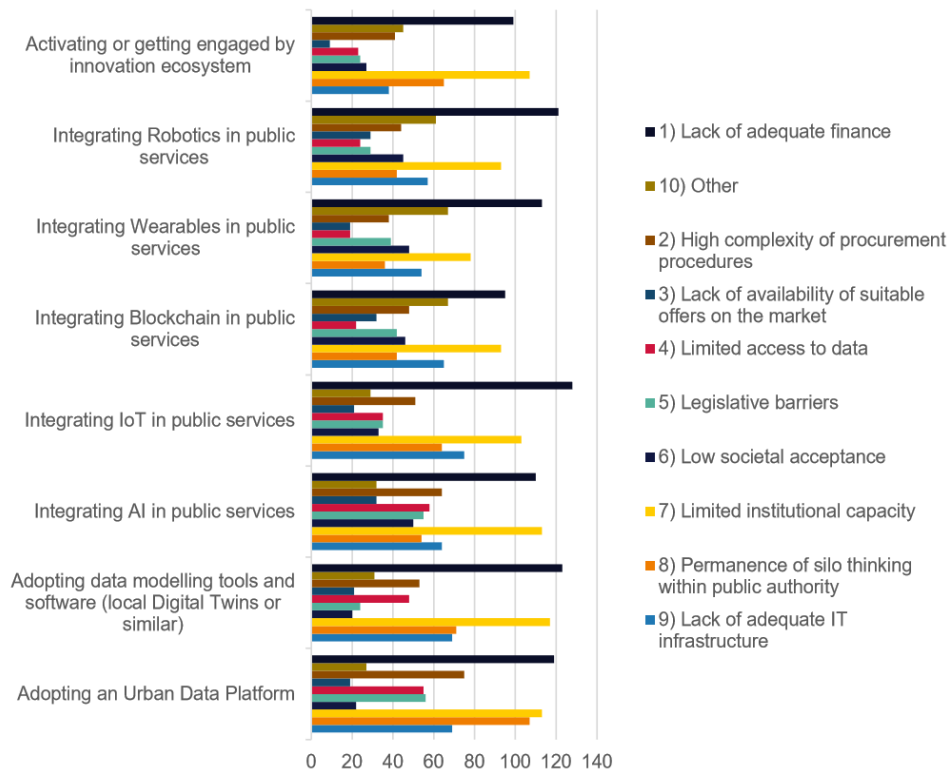
Question typology	Data	Cluster	Value
Matrix - Multiple choice	All Respondents	Reference Sample	Percentage

8.4 Please indicate the key obstacles that your public authority is experiencing:



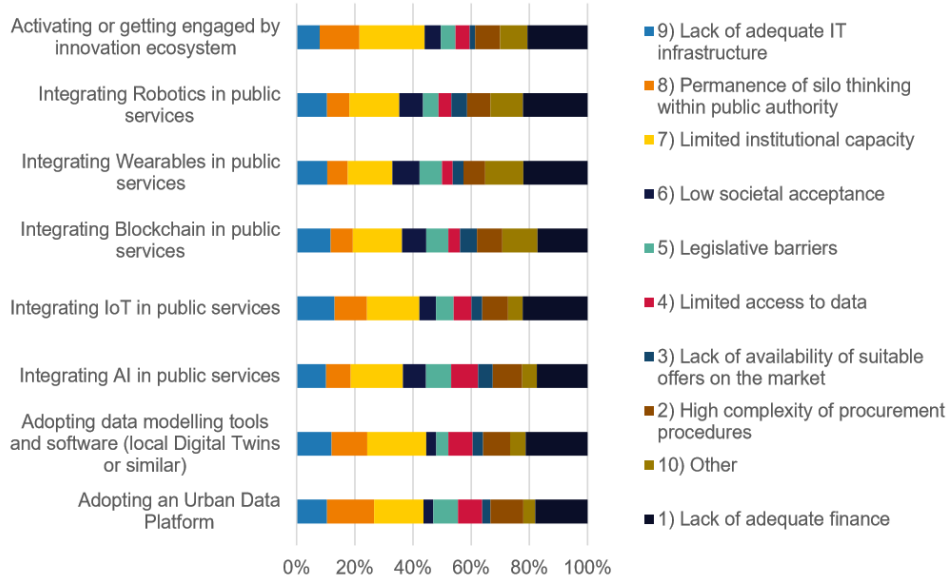
Question typology	Data	Cluster	Value
Matrix - Multiple choice	All Respondents	Capital cities	Percentage

8.4 Please indicate the key obstacles that your public authority is experiencing:



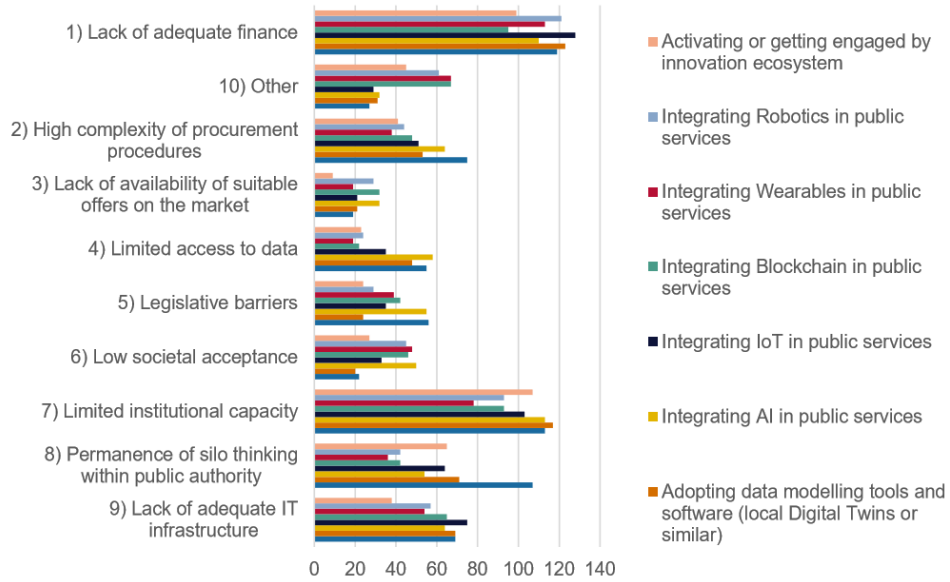
Question typology	Data	Cluster	Value
Matrix - Multiple choice	All Respondents	Matrix	Count

8.4 Please indicate the key obstacles that your public authority is experiencing:



Question typology	Data	Cluster	Value
Matrix - Multiple choice	All Respondents	Matrix	Percentage

8.4 Please indicate the key obstacles that your public authority is experiencing:

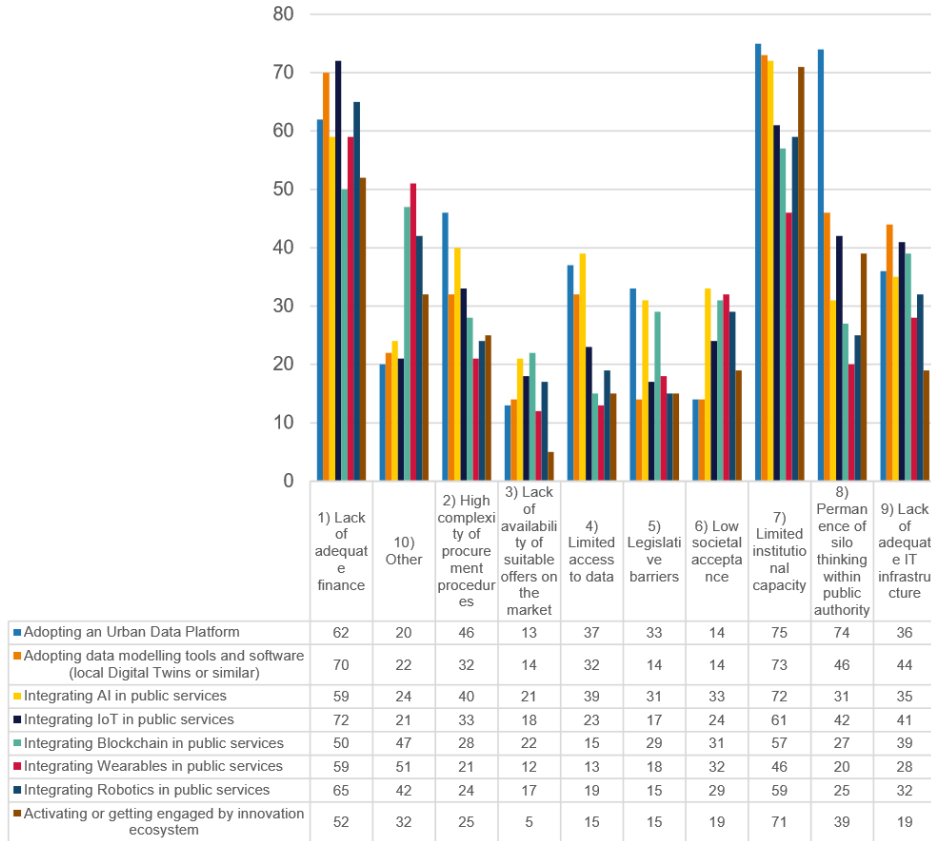


Question typology	Data	Cluster	Value
Matrix - Multiple choice	All Respondents	Matrix	Count

8.4 Please indicate the key obstacles that your public authority is experiencing:

REFERENCE SAMPLE

Question typology: **Matrix - Multiple choice**
 Number of analysed questionnaires: **155**
 Number of cities respond to this specific question: **155 (100%)**



8.4 Please indicate the key obstacles that your public authority is experiencing:

REFERENCE SAMPLE

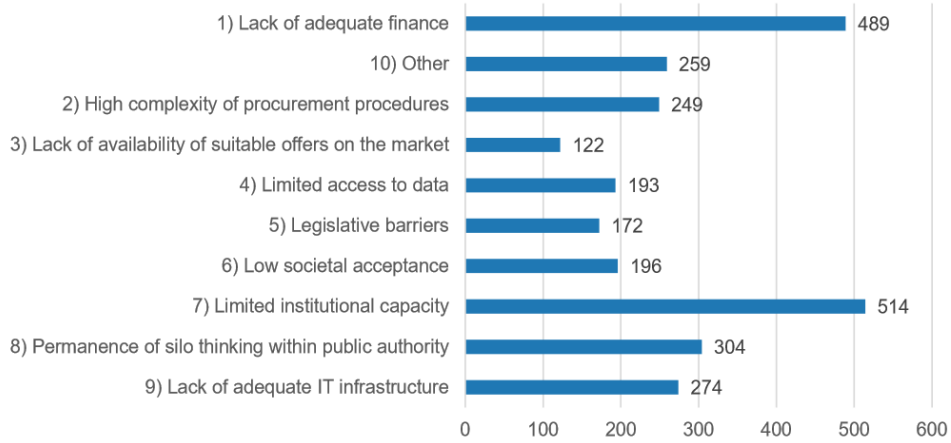
Question typology: **Matrix - Multiple choice**
 Number of analysed questionnaires: **155**
 Number of cities respond to this specific question: **155 (100%)**

<i>Answer (matrix columns)</i>	<i>Count *</i>	<i>Percentage **</i>
1) Lack of adequate finance	489	39%
10) Other	259	21%
2) High complexity of procurement procedures	249	20%
3) Lack of availability of suitable offers on the market	122	10%
4) Limited access to data	193	16%
5) Legislative barriers	172	14%
6) Low societal acceptance	196	16%
7) Limited institutional capacity	514	41%
8) Permanence of silo thinking within public authority	304	25%
9) Lack of adequate IT infrastructure	274	22%

* The Count is given by the sum of all the selected rows within the same matrix column

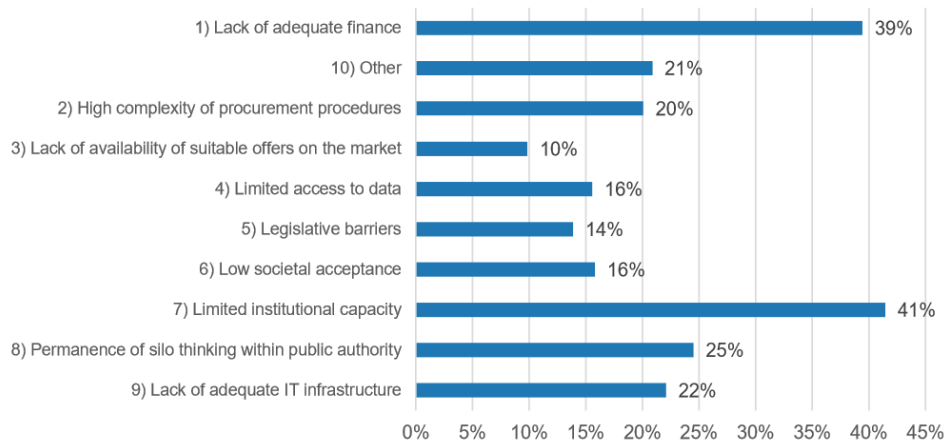
** The percentage refers to the respondents to this specific question. The grand total could be more than 100% in the case of multiple choice questions.

8.4 Please indicate the key obstacles that your public authority is experiencing:



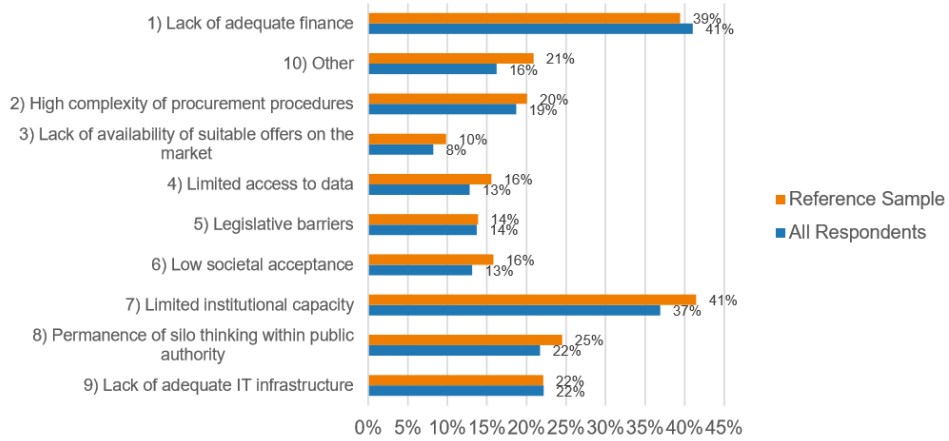
Question typology	Data	Cluster	Value
Matrix - Multiple choice	Reference Sample	-	Count

8.4 Please indicate the key obstacles that your public authority is experiencing:



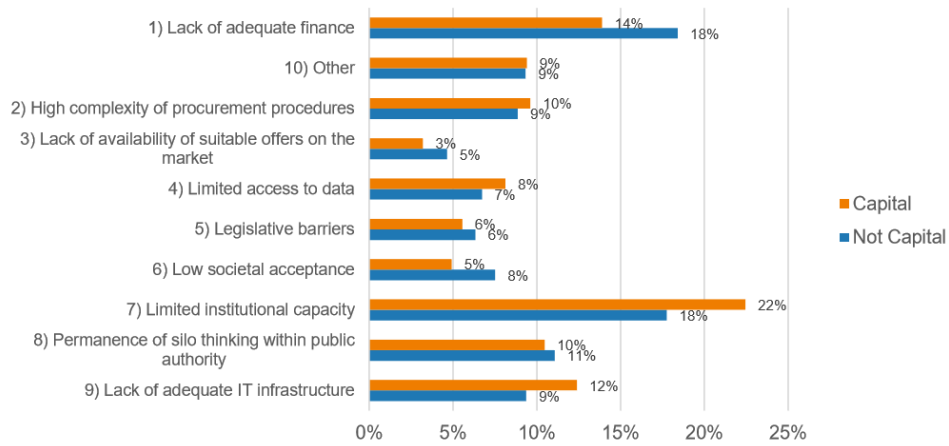
Question typology	Data	Cluster	Value
Matrix - Multiple choice	Reference Sample	-	Percentage

8.4 Please indicate the key obstacles that your public authority is experiencing:



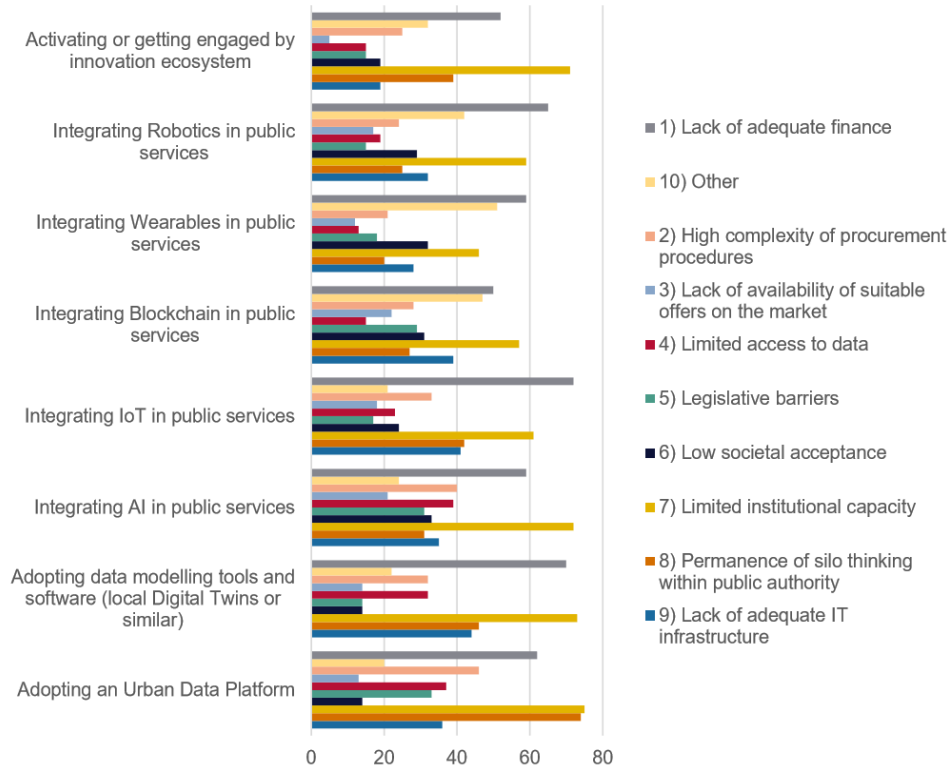
Question typology	Data	Cluster	Value
Matrix - Multiple choice	Reference Sample	Reference Sample	Percentage

8.4 Please indicate the key obstacles that your public authority is experiencing:



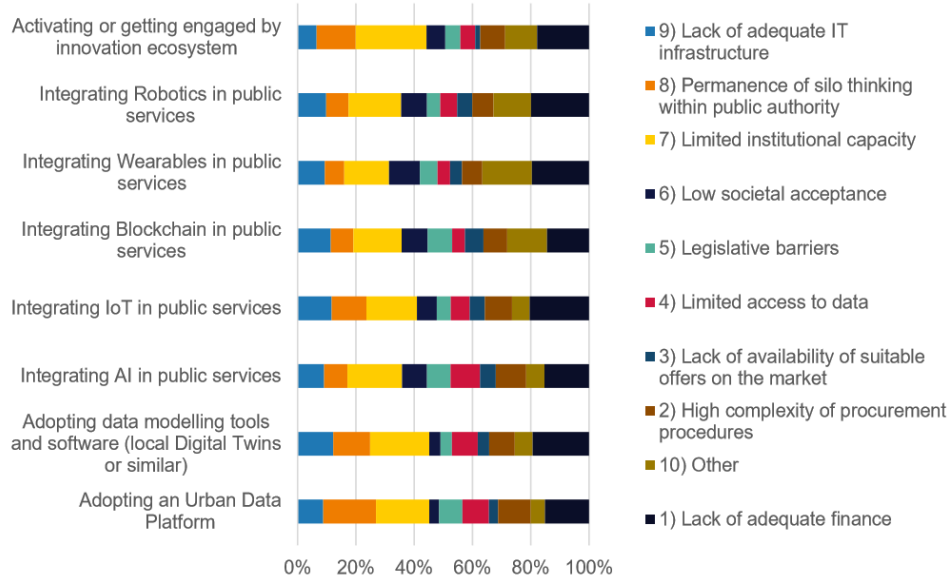
Question typology	Data	Cluster	Value
Matrix - Multiple choice	Reference Sample	Capital cities	Percentage

8.4 Please indicate the key obstacles that your public authority is experiencing:



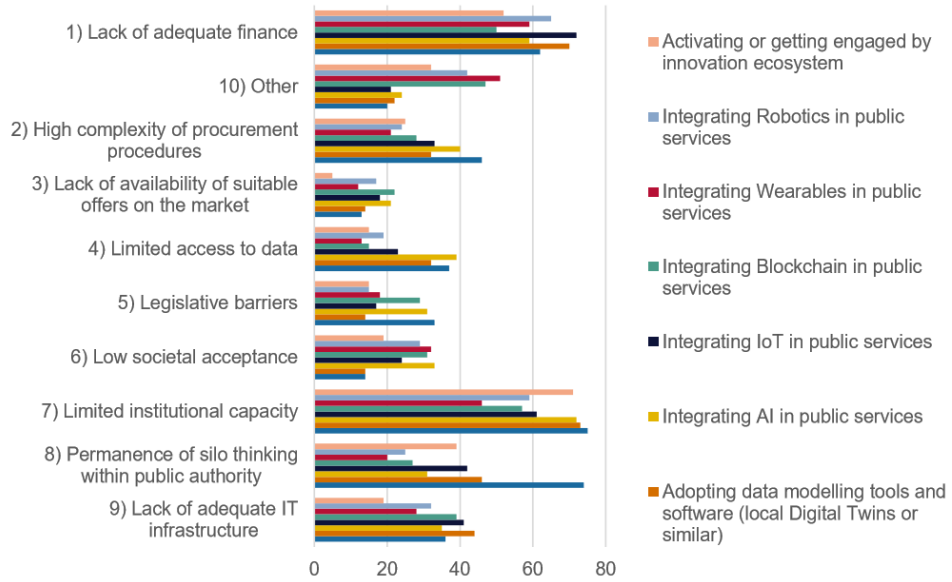
Question typology	Data	Cluster	Value
Matrix - Multiple choice	Reference Sample	Matrix	Count

8.4 Please indicate the key obstacles that your public authority is experiencing:



Question typology	Data	Cluster	Value
Matrix - Multiple choice	Reference Sample	Matrix	Percentage

8.4 Please indicate the key obstacles that your public authority is experiencing:



Question typology	Data	Cluster	Value
Matrix - Multiple choice	Reference Sample	Matrix	Count

3.73 Q_9.2 Is your public authority planning to continue to offer its employees the opportunity to work remotely after COVID-19 restrictions will be lifted?

9.2 Is your public authority planning to continue to offer its employees the opportunity to work remotely after COVID-19 restrictions will be lifted?

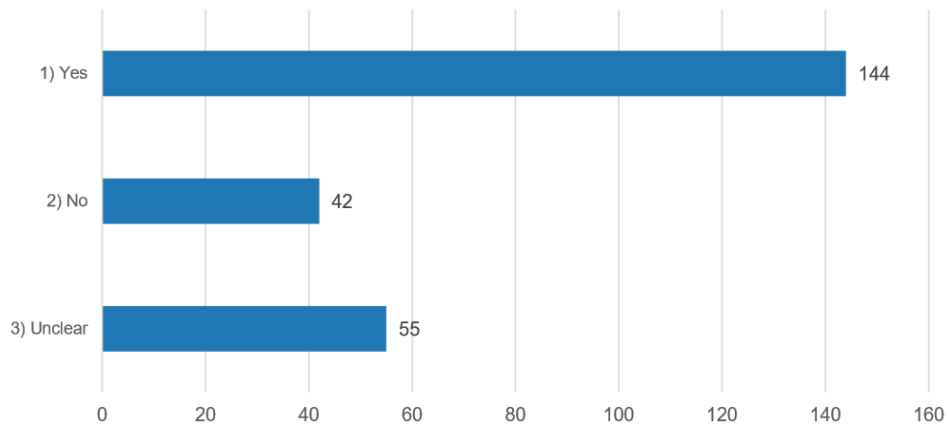
ALL RESPONDENTS

Question type: **Single choice**
 Number of analysed questionnaires: **246**
 Number of cities respond to this specific question: **241 (98%)**

<i>Answer</i>	<i>Count</i>	<i>Percentage*</i>
1) Yes	144	60%
2) No	42	17%
3) Unclear	55	23%

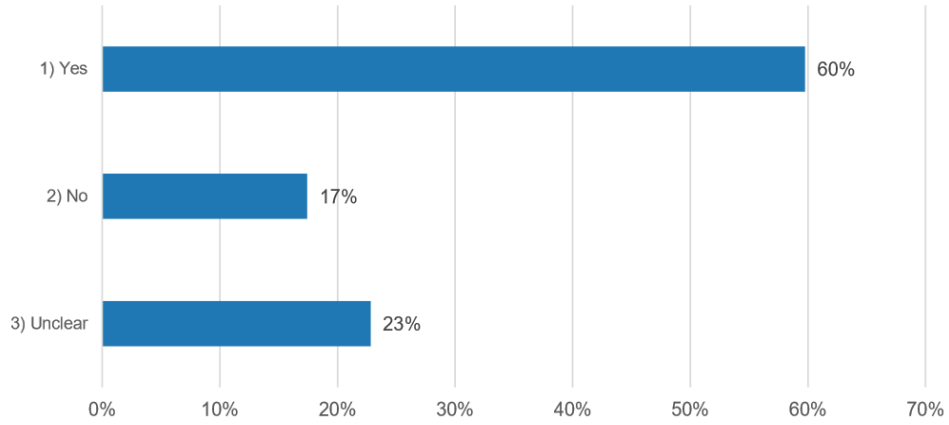
* The percentage refers to the respondents to this specific question. The grand total could be more than 100% in the case of multiple choice questions.

9.2 Is your public authority planning to continue to offer its employees the opportunity to work remotely after COVID-19 restrictions will be lifted?



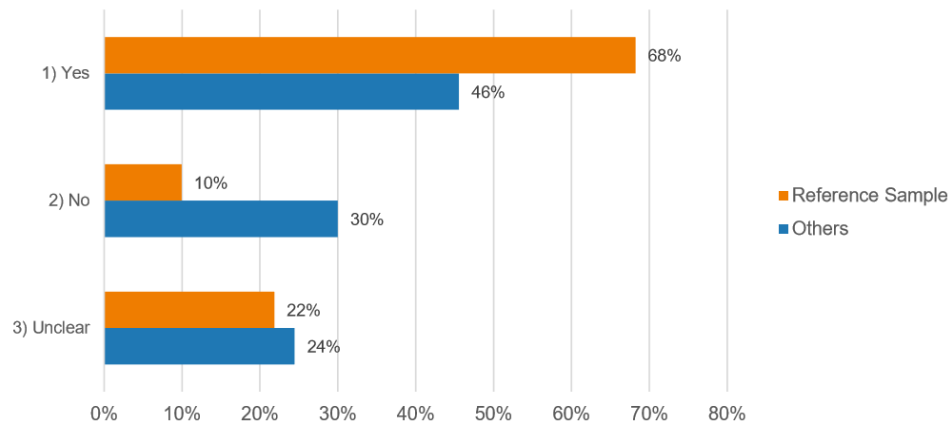
Question type	Data sample	Cluster	Value
Single choice	All Respondents	-	Count

9.2 Is your public authority planning to continue to offer its employees the opportunity to work remotely after COVID-19 restrictions will be lifted?



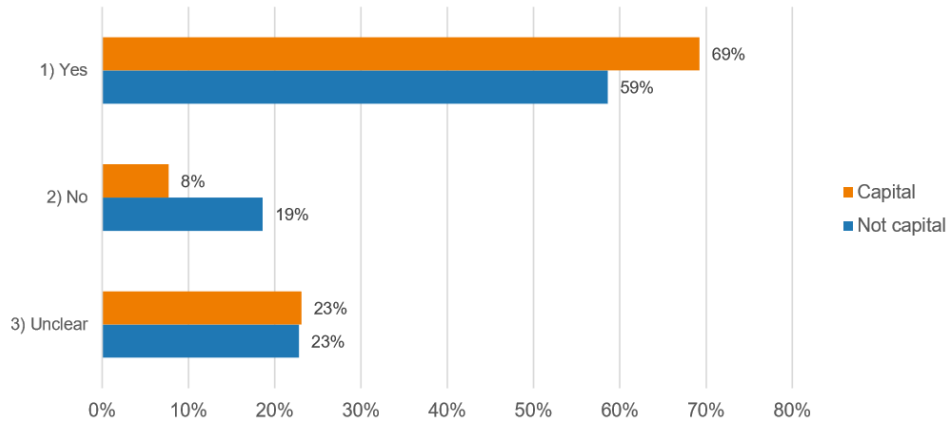
Question type	Data sample	Cluster	Value
Single choice	All Respondents	-	Percentage

9.2 Is your public authority planning to continue to offer its employees the opportunity to work remotely after COVID-19 restrictions will be lifted?



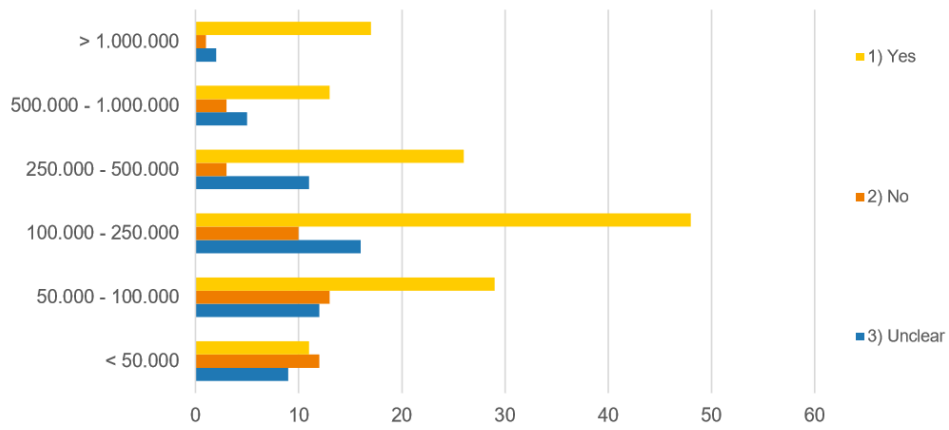
Question type	Data sample	Cluster	Value
Single choice	All Respondents	Reference Sample	Percentage

9.2 Is your public authority planning to continue to offer its employees the opportunity to work remotely after COVID-19 restrictions will be lifted?



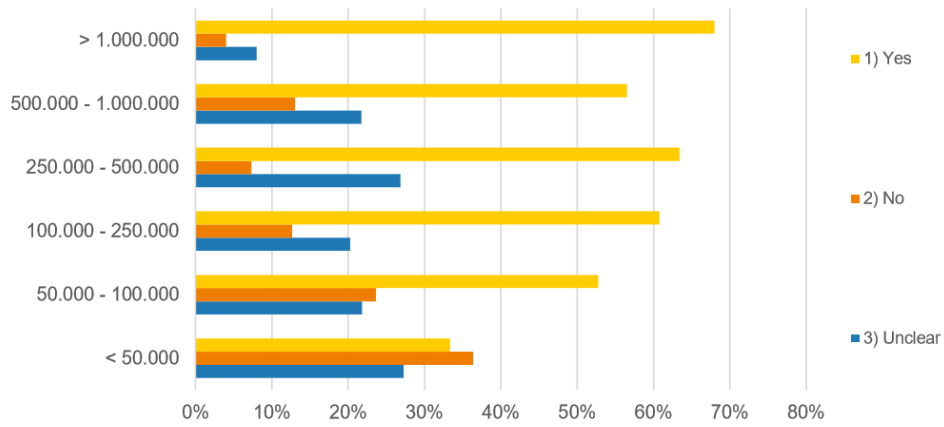
Question type	Data sample	Cluster	Value
Single choice	All Respondents	Capital cities	Percentage

9.2 Is your public authority planning to continue to offer its employees the opportunity to work remotely after COVID-19 restrictions will be lifted?



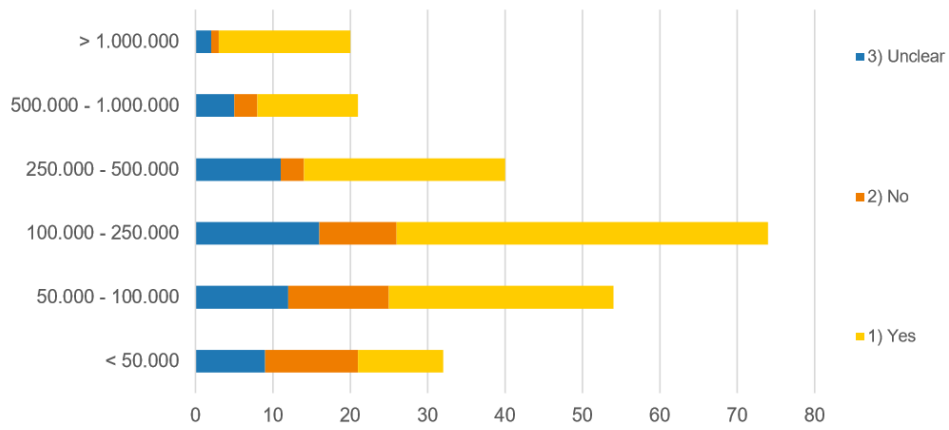
Question type	Data sample	Cluster	Value
Single choice	All Respondents	Population	Count

9.2 Is your public authority planning to continue to offer its employees the opportunity to work remotely after COVID-19 restrictions will be lifted?



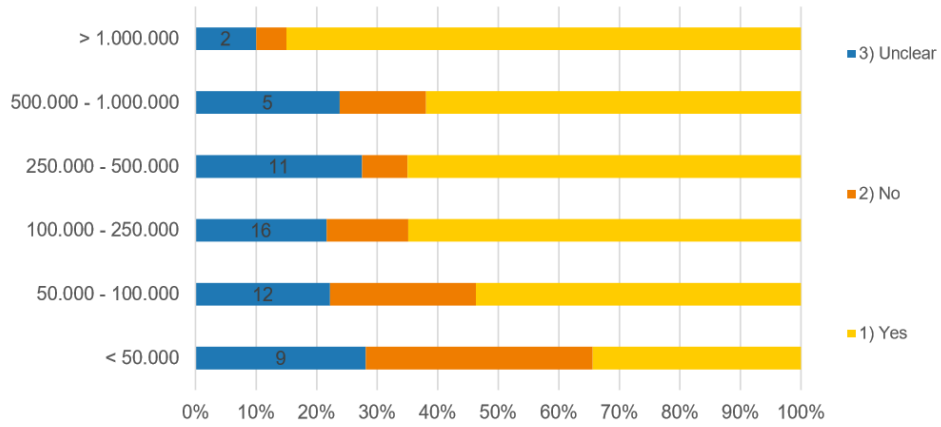
Question type	Data sample	Cluster	Value
Single choice	All Respondents	Population	Percentage

9.2 Is your public authority planning to continue to offer its employees the opportunity to work remotely after COVID-19 restrictions will be lifted?



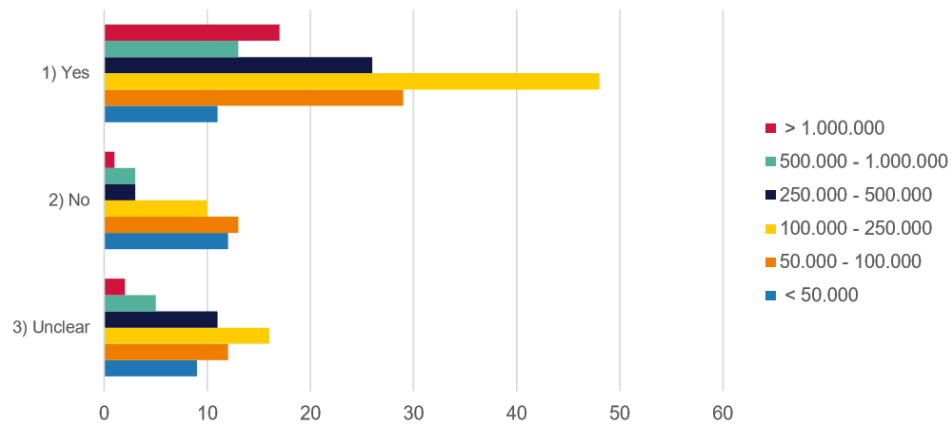
Question type	Data sample	Cluster	Value
Single choice	All Respondents	Population	Count

9.2 Is your public authority planning to continue to offer its employees the opportunity to work remotely after COVID-19 restrictions will be lifted?



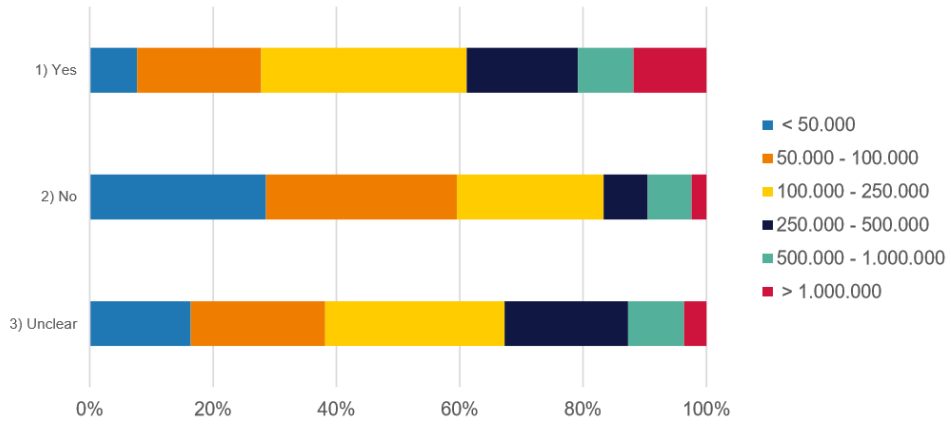
Question type	Data sample	Cluster	Value
Single choice	All Respondents	Population	Percentage

9.2 Is your public authority planning to continue to offer its employees the opportunity to work remotely after COVID-19 restrictions will be lifted?



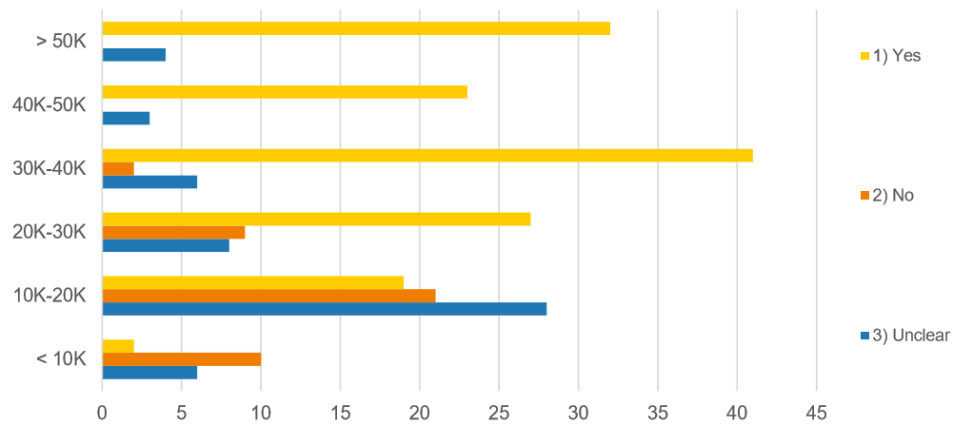
Question type	Data sample	Cluster	Value
Single choice	All Respondents	Population	Count

9.2 Is your public authority planning to continue to offer its employees the opportunity to work remotely after COVID-19 restrictions will be lifted?



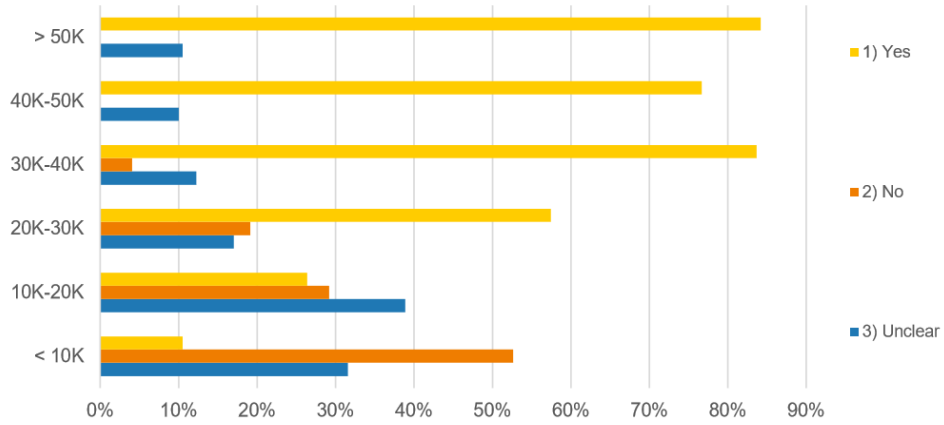
Question type	Data sample	Cluster	Value
Single choice	All Respondents	Population	Percentage

9.2 Is your public authority planning to continue to offer its employees the opportunity to work remotely after COVID-19 restrictions will be lifted?



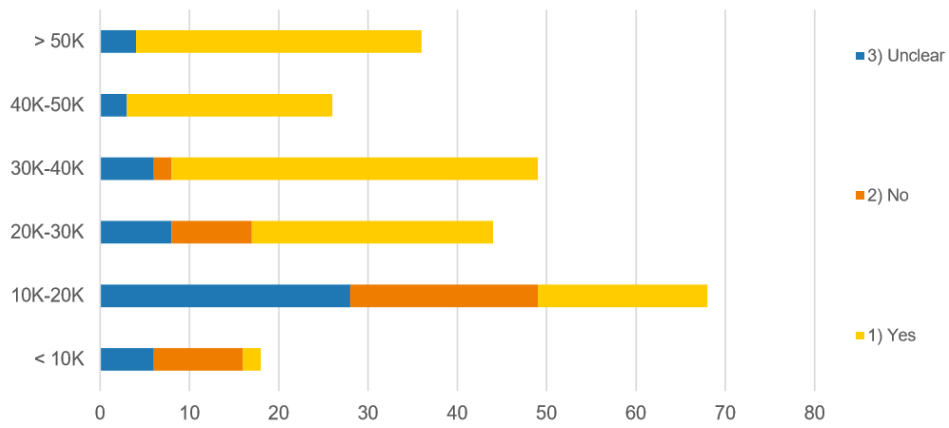
Question type	Data sample	Cluster	Value
Single choice	All Respondents	GDPPC	Count

9.2 Is your public authority planning to continue to offer its employees the opportunity to work remotely after COVID-19 restrictions will be lifted?



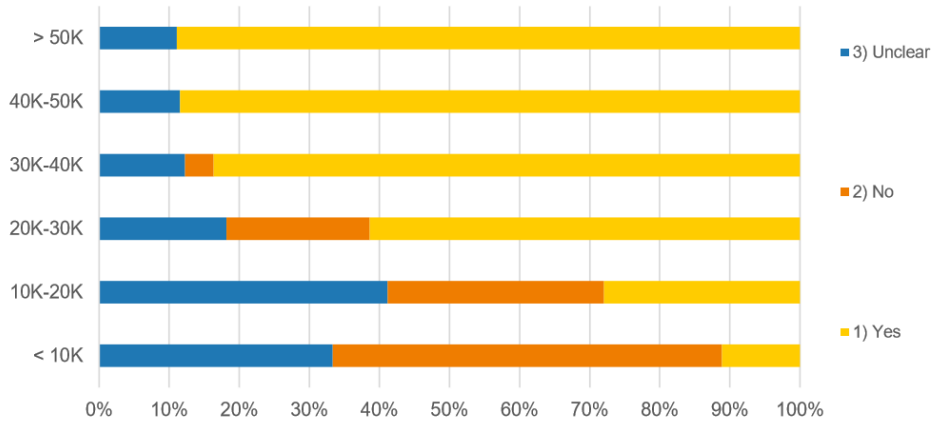
Question type	Data sample	Cluster	Value
Single choice	All Respondents	GDPPC	Percentage

9.2 Is your public authority planning to continue to offer its employees the opportunity to work remotely after COVID-19 restrictions will be lifted?



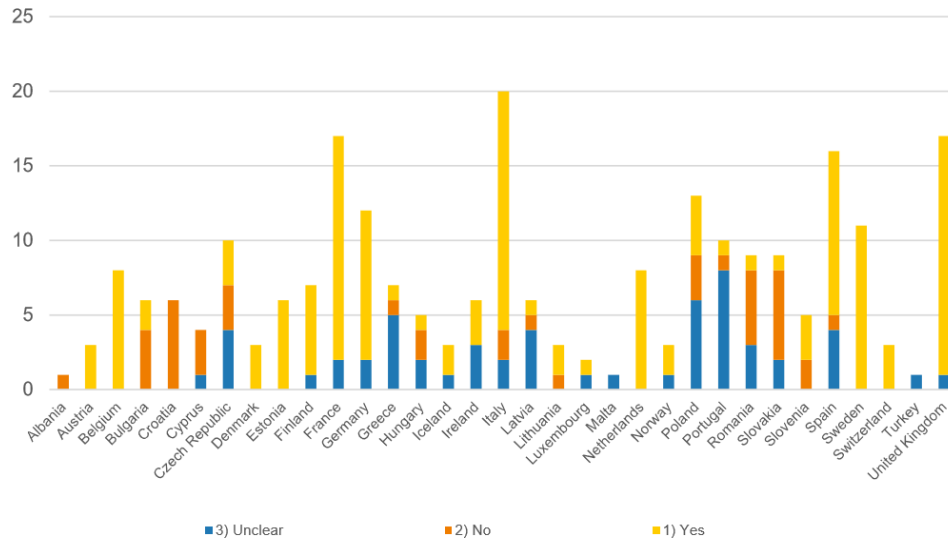
Question type	Data sample	Cluster	Value
Single choice	All Respondents	GDPPC	Count

9.2 Is your public authority planning to continue to offer its employees the opportunity to work remotely after COVID-19 restrictions will be lifted?



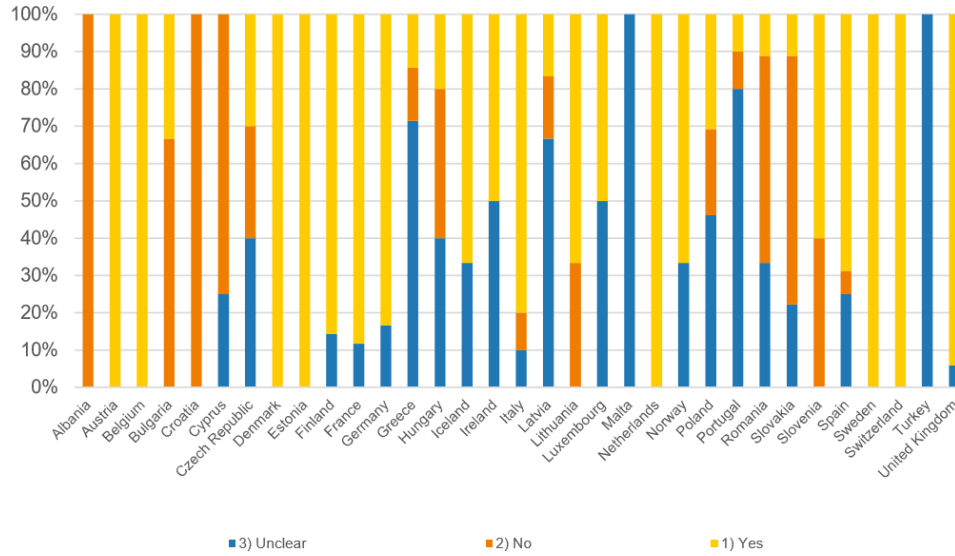
Question type	Data sample	Cluster	Value
Single choice	All Respondents	GDPPC	Percentage

9.2 Is your public authority planning to continue to offer its employees the opportunity to work remotely after COVID-19 restrictions will be lifted?



Question type	Data sample	Cluster	Value
Single choice	All Respondents	Country	Count

9.2 Is your public authority planning to continue to offer its employees the opportunity to work remotely after COVID-19 restrictions will be lifted?



Question type	Data sample	Cluster	Value
Single choice	All Respondents	Country	Percentage

9.2 Is your public authority planning to continue to offer its employees the opportunity to work remotely after COVID-19 restrictions will be lifted?

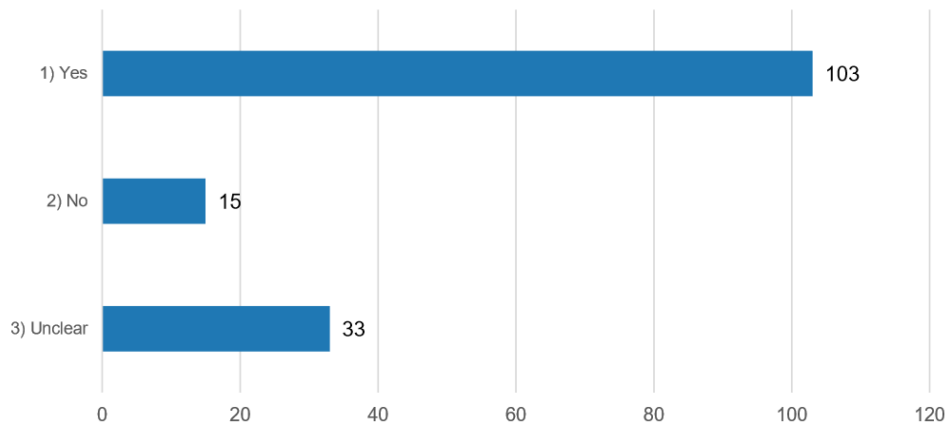
REFERENCE SAMPLE

Question type: **Single choice**
 Number of analysed questionnaires: **155**
 Number of cities respond to this specific question: **151 (97%)**

<i>Answer</i>	<i>Count</i>	<i>Percentage*</i>
1) Yes	103	68%
2) No	15	10%
3) Unclear	33	22%

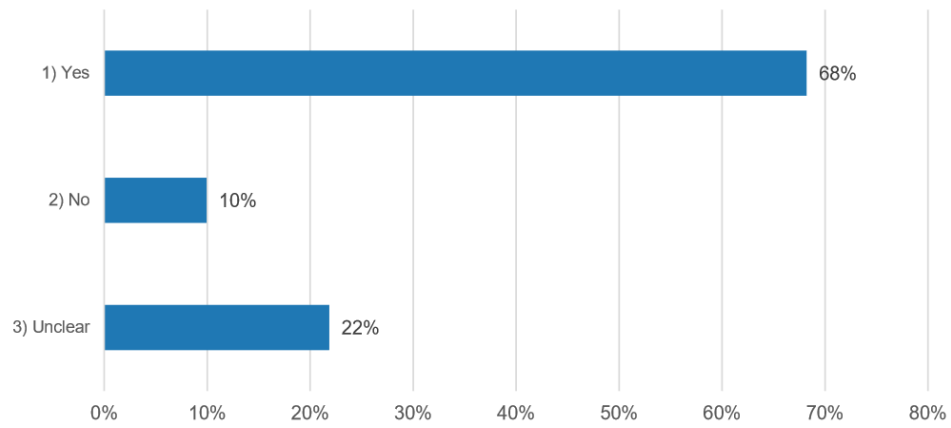
* The percentage refers to the respondents to this specific question. The grand total could be more than 100% in the case of multiple choice questions.

9.2 Is your public authority planning to continue to offer its employees the opportunity to work remotely after COVID-19 restrictions will be lifted?



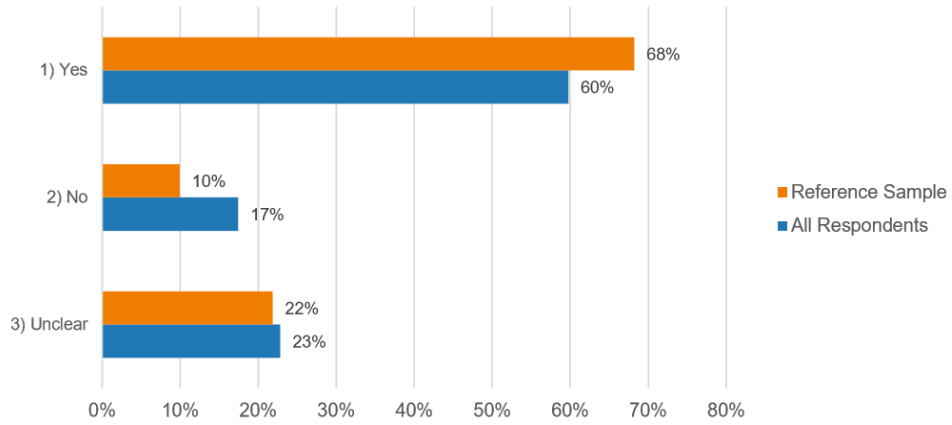
Question type	Data sample	Cluster	Value
Single choice	Reference Sample	-	Count

9.2 Is your public authority planning to continue to offer its employees the opportunity to work remotely after COVID-19 restrictions will be lifted?



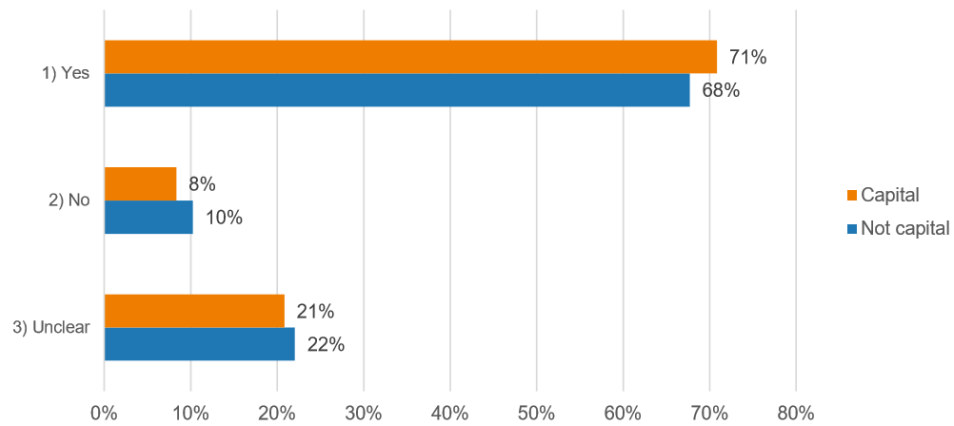
Question type	Data sample	Cluster	Value
Single choice	Reference Sample	-	Percentage

9.2 Is your public authority planning to continue to offer its employees the opportunity to work remotely after COVID-19 restrictions will be lifted?



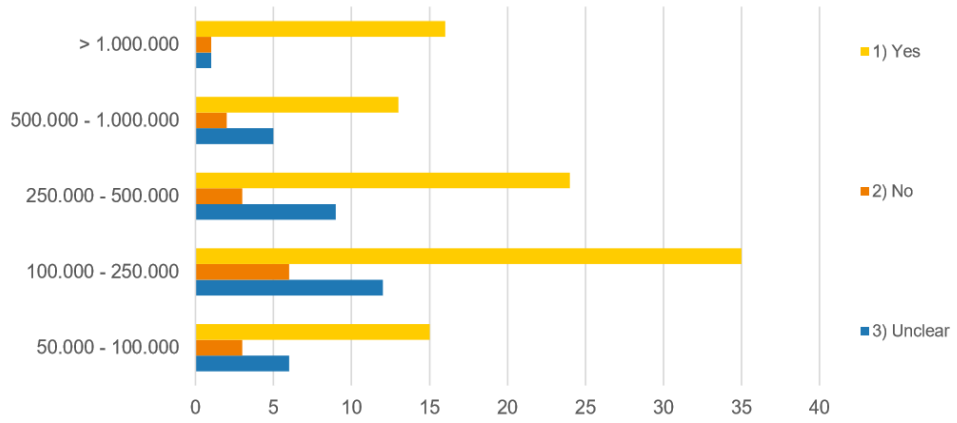
Question type	Data sample	Cluster	Value
Single choice	Reference Sample	Reference Sample	Percentage

9.2 Is your public authority planning to continue to offer its employees the opportunity to work remotely after COVID-19 restrictions will be lifted?



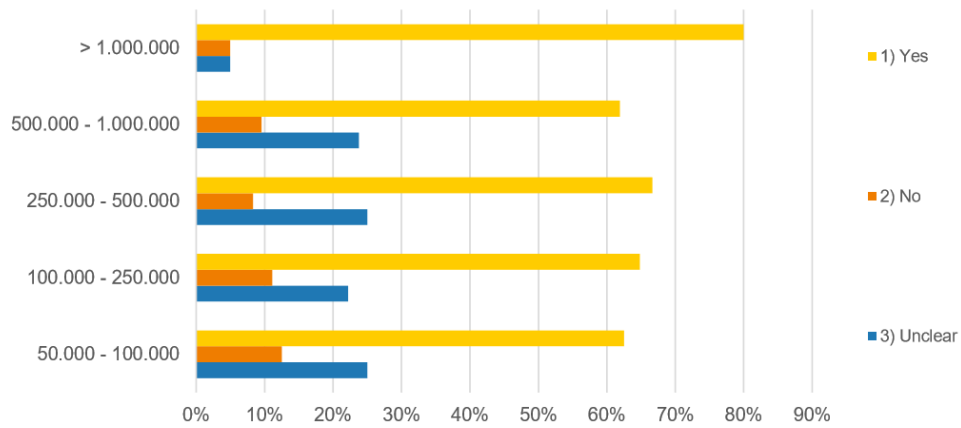
Question type	Data sample	Cluster	Value
Single choice	Reference Sample	Capital cities	Percentage

9.2 Is your public authority planning to continue to offer its employees the opportunity to work remotely after COVID-19 restrictions will be lifted?



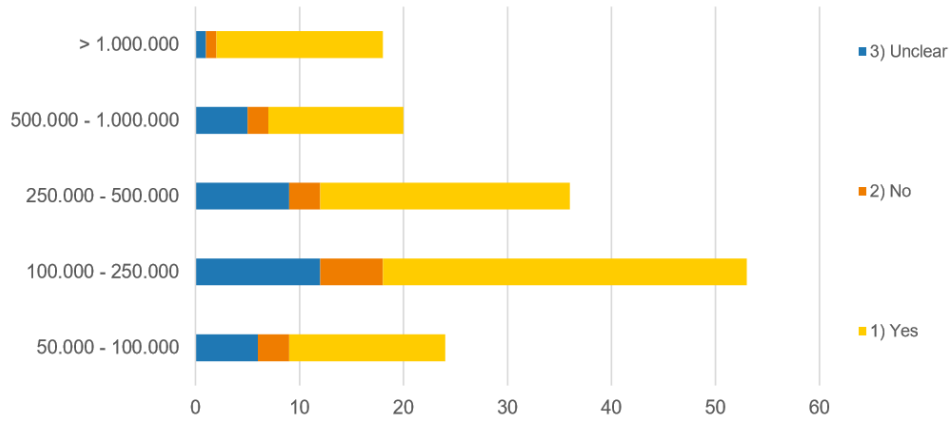
Question type	Data sample	Cluster	Value
Single choice	Reference Sample	Population	Count

9.2 Is your public authority planning to continue to offer its employees the opportunity to work remotely after COVID-19 restrictions will be lifted?



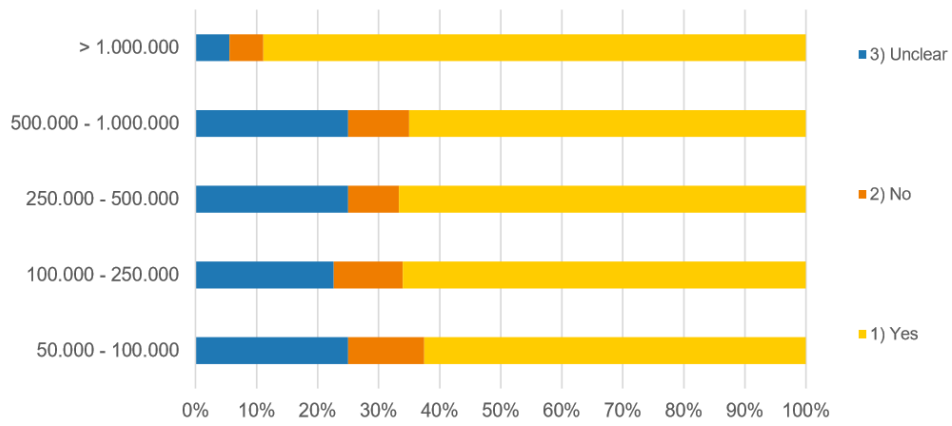
Question type	Data sample	Cluster	Value
Single choice	Reference Sample	Population	Percentage

9.2 Is your public authority planning to continue to offer its employees the opportunity to work remotely after COVID-19 restrictions will be lifted?



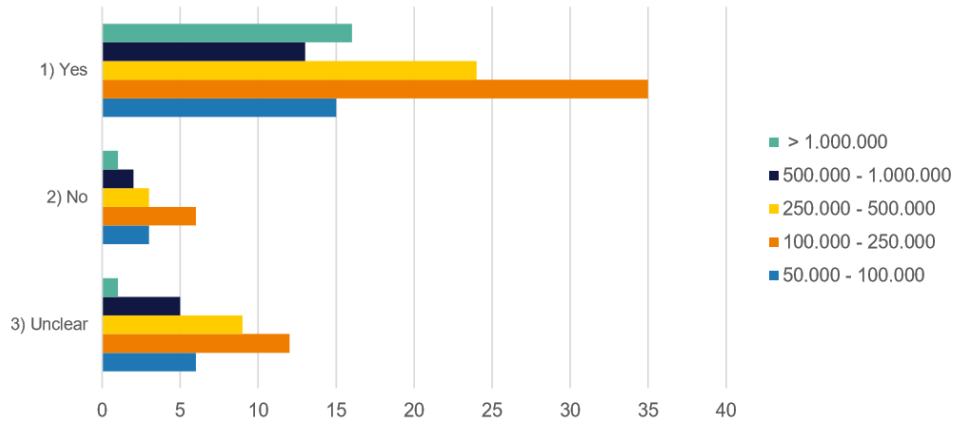
Question type	Data sample	Cluster	Value
Single choice	Reference Sample	Population	Count

9.2 Is your public authority planning to continue to offer its employees the opportunity to work remotely after COVID-19 restrictions will be lifted?



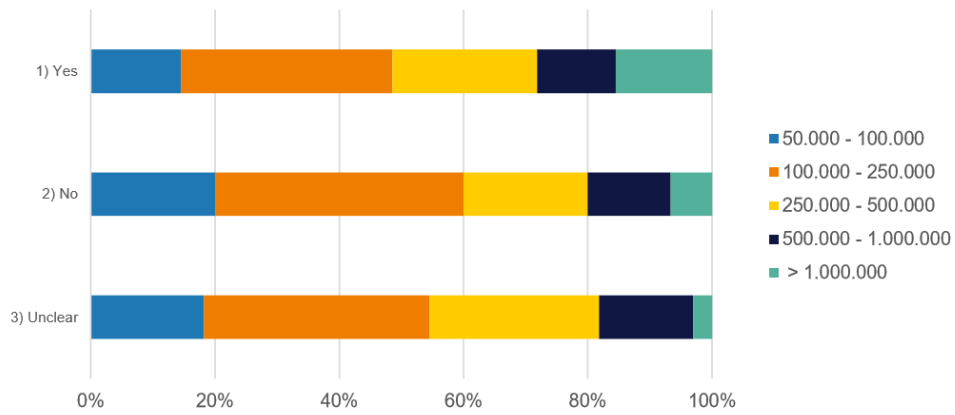
Question type	Data sample	Cluster	Value
Single choice	Reference Sample	Population	Percentage

9.2 Is your public authority planning to continue to offer its employees the opportunity to work remotely after COVID-19 restrictions will be lifted?



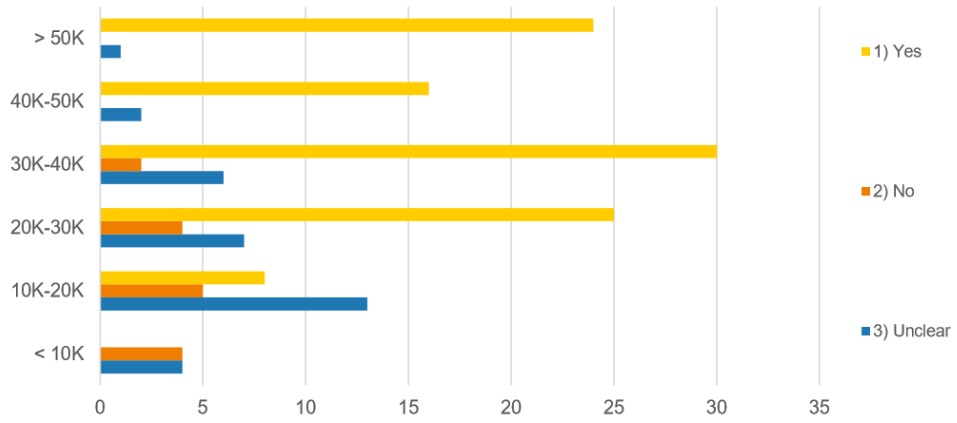
Question type	Data sample	Cluster	Value
Single choice	Reference Sample	Population	Count

9.2 Is your public authority planning to continue to offer its employees the opportunity to work remotely after COVID-19 restrictions will be lifted?



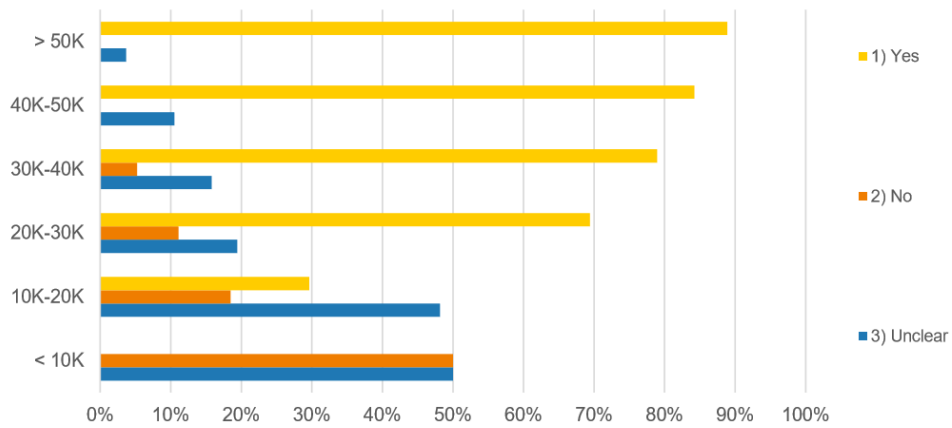
Question type	Data sample	Cluster	Value
Single choice	Reference Sample	Population	Percentage

9.2 Is your public authority planning to continue to offer its employees the opportunity to work remotely after COVID-19 restrictions will be lifted?



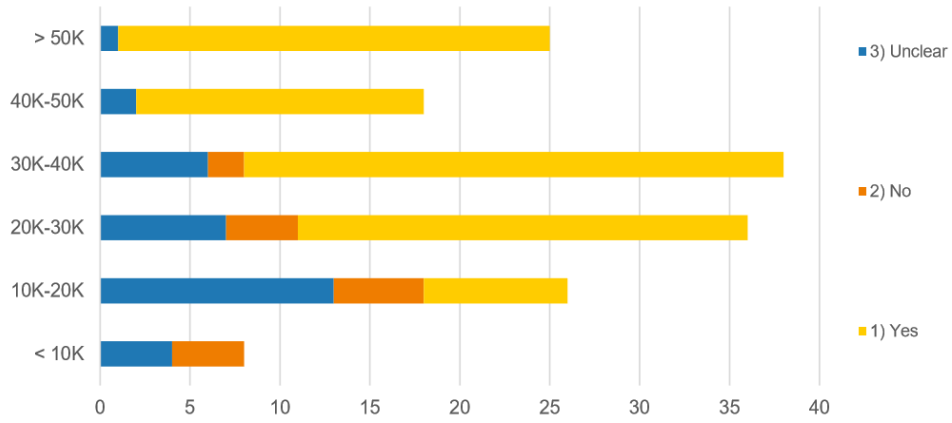
Question type	Data sample	Cluster	Value
Single choice	Reference Sample	GDPPC	Count

9.2 Is your public authority planning to continue to offer its employees the opportunity to work remotely after COVID-19 restrictions will be lifted?



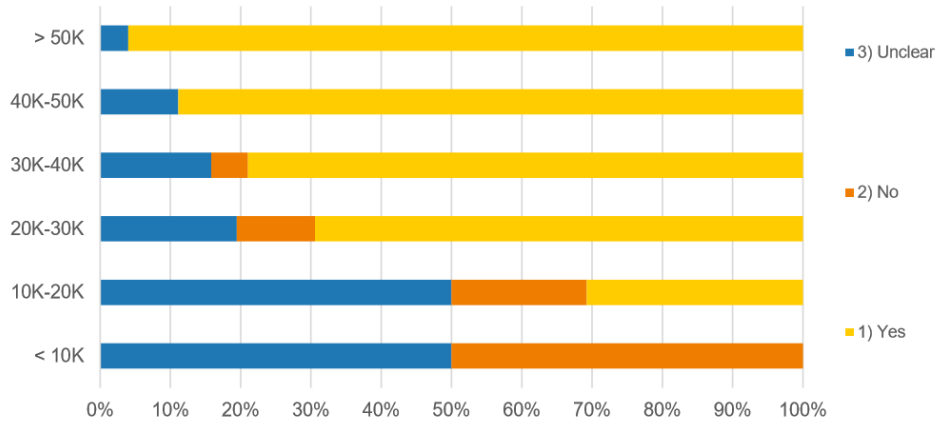
Question type	Data sample	Cluster	Value
Single choice	Reference Sample	GDPPC	Percentage

9.2 Is your public authority planning to continue to offer its employees the opportunity to work remotely after COVID-19 restrictions will be lifted?



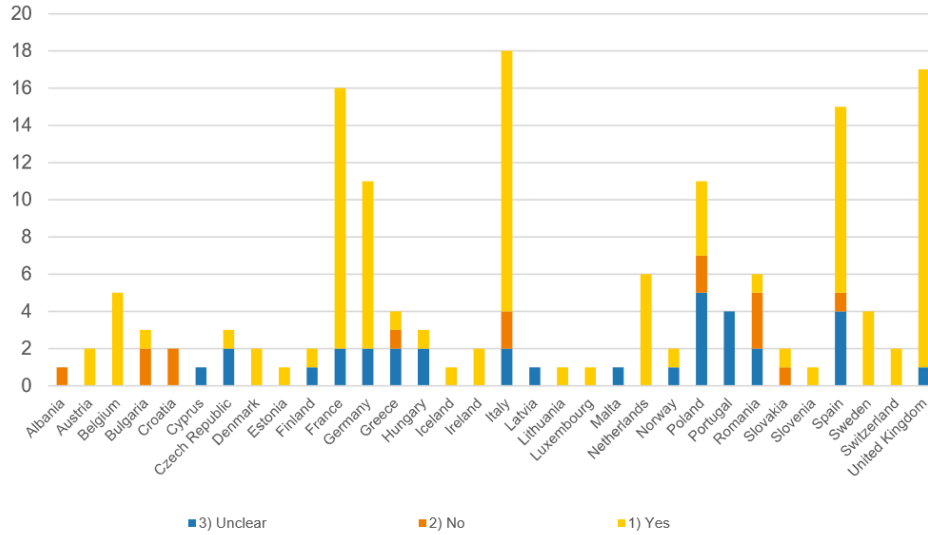
Question type	Data sample	Cluster	Value
Single choice	Reference Sample	GDPPC	Count

9.2 Is your public authority planning to continue to offer its employees the opportunity to work remotely after COVID-19 restrictions will be lifted?



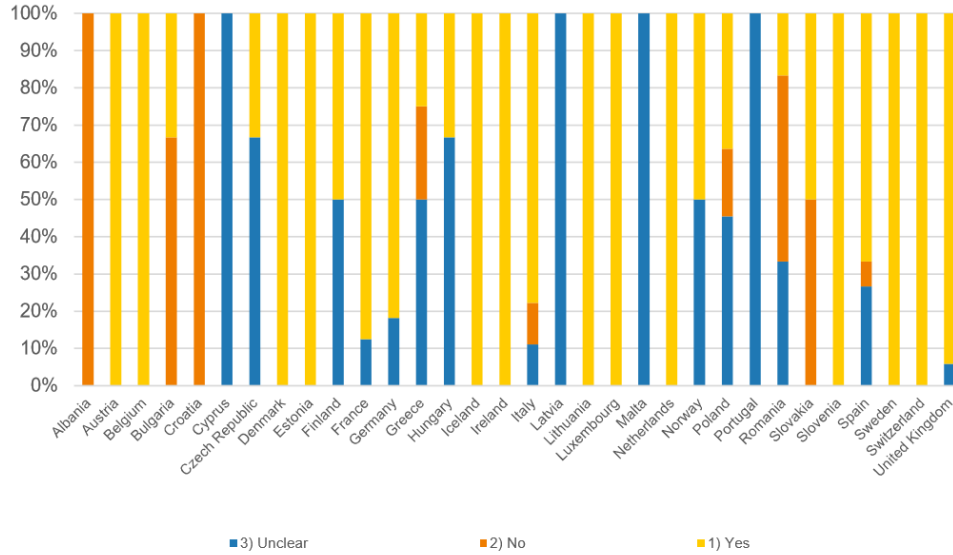
Question type	Data sample	Cluster	Value
Single choice	Reference Sample	GDPPC	Percentage

9.2 Is your public authority planning to continue to offer its employees the opportunity to work remotely after COVID-19 restrictions will be lifted?



Question type	Data sample	Cluster	Value
Single choice	Reference Sample	Country	Count

9.2 Is your public authority planning to continue to offer its employees the opportunity to work remotely after COVID-19 restrictions will be lifted?



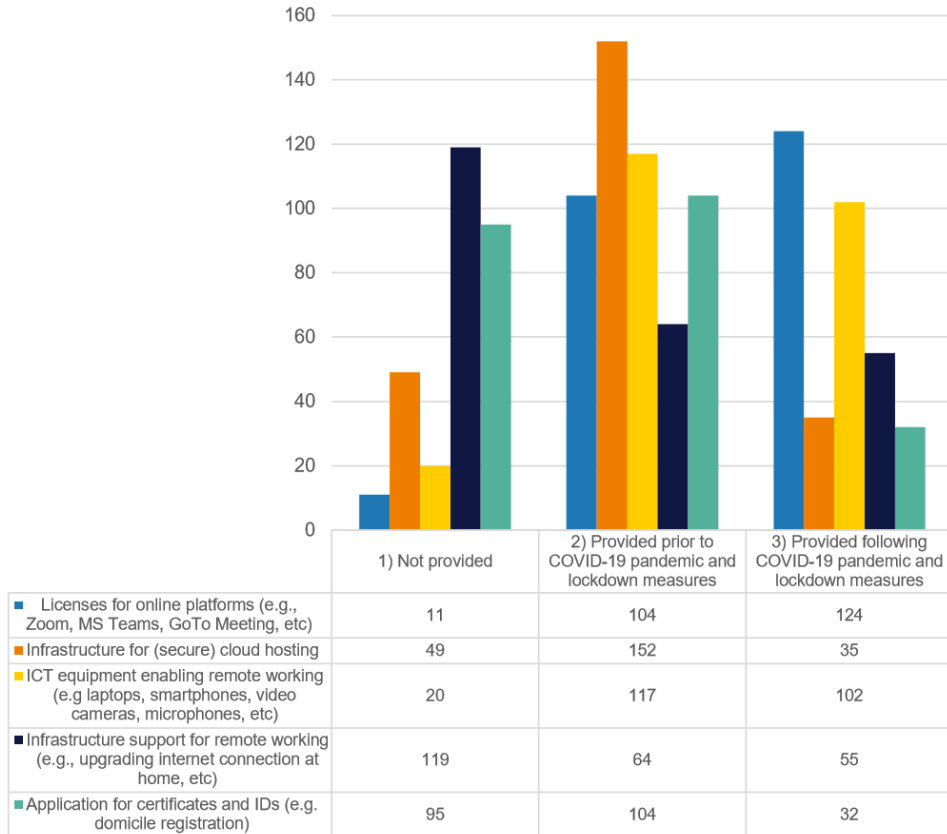
Question type	Data sample	Cluster	Value
Single choice	Reference Sample	Country	Percentage

3.74 Q_9.3 How did the COVID-19 pandemic affect the provision of ICT infrastructure/equipment in your public authority?

9.3 How did the COVID-19 pandemic affect the provision of ICT infrastructure/equipment in your public authority?:

ALL RESPONDENTS

Question typology: **Matrix - Single choice**
 Number of analysed questionnaires: **246**
 Number of cities respond to this specific question: **239 (97%)**



9.3 How did the COVID-19 pandemic affect the provision of ICT infrastructure/equipment in your public authority?:

ALL RESPONDENTS

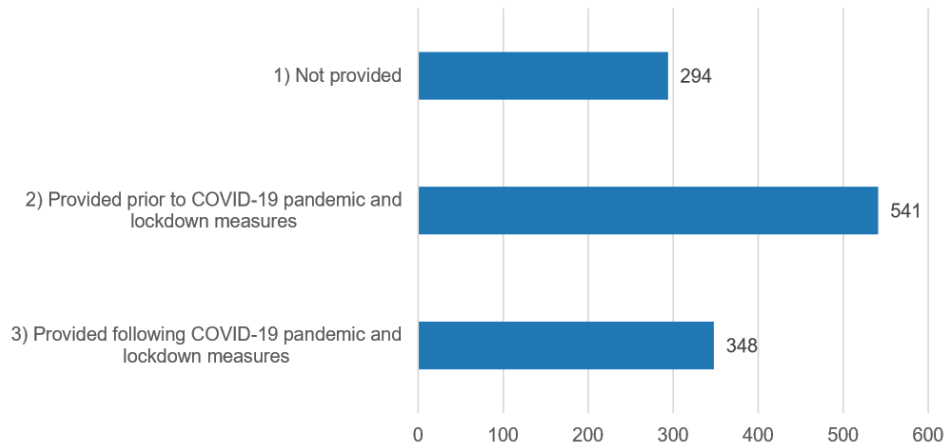
Question typology: **Matrix - Single choice**
 Number of analysed questionnaires: **246**
 Number of cities respond to this specific question: **239 (97%)**

<i>Answer (matrix columns)</i>	<i>Count *</i>	<i>Percentage **</i>
1) Not provided	294	25%
2) Provided prior to COVID-19 pandemic and lockdown measures	541	45%
3) Provided following COVID-19 pandemic and lockdown measures	348	29%

* The Count is given by the sum of all the selected rows within the same matrix column

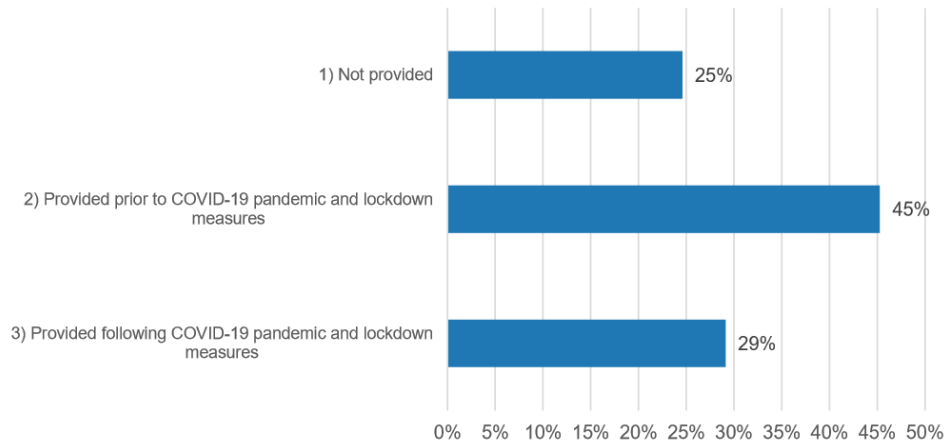
** The percentage refers to the respondents to this specific question. The grand total could be more than 100% in the case of multiple choice questions.

9.3 How did the COVID-19 pandemic affect the provision of ICT infrastructure/equipment in your public authority?:



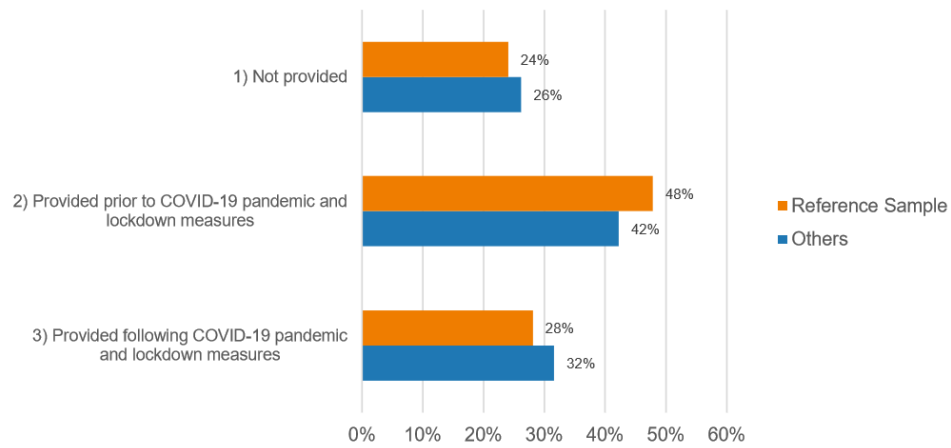
Question typology	Data	Cluster	Value
Matrix - Single choice	All Respondents	-	Count

9.3 How did the COVID-19 pandemic affect the provision of ICT infrastructure/equipment in your public authority?:



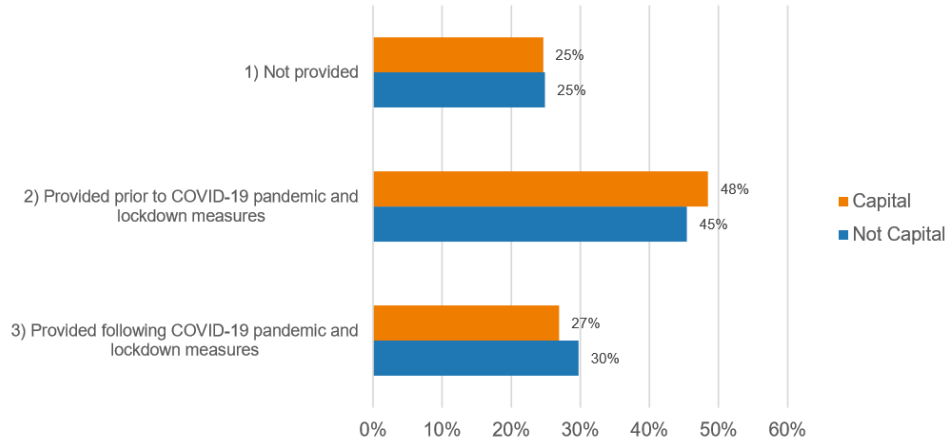
Question typology	Data	Cluster	Value
Matrix - Single choice	All Respondents	-	Percentage

9.3 How did the COVID-19 pandemic affect the provision of ICT infrastructure/equipment in your public authority?:



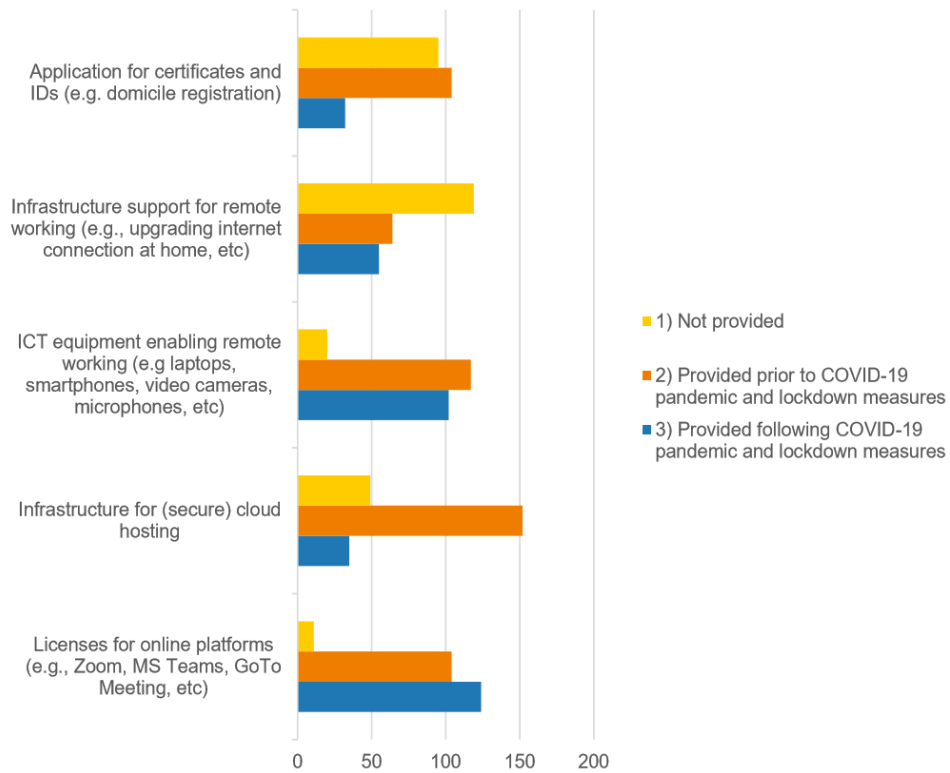
Question typology	Data	Cluster	Value
Matrix - Single choice	All Respondents	Reference Sample	Percentage

9.3 How did the COVID-19 pandemic affect the provision of ICT infrastructure/equipment in your public authority?:



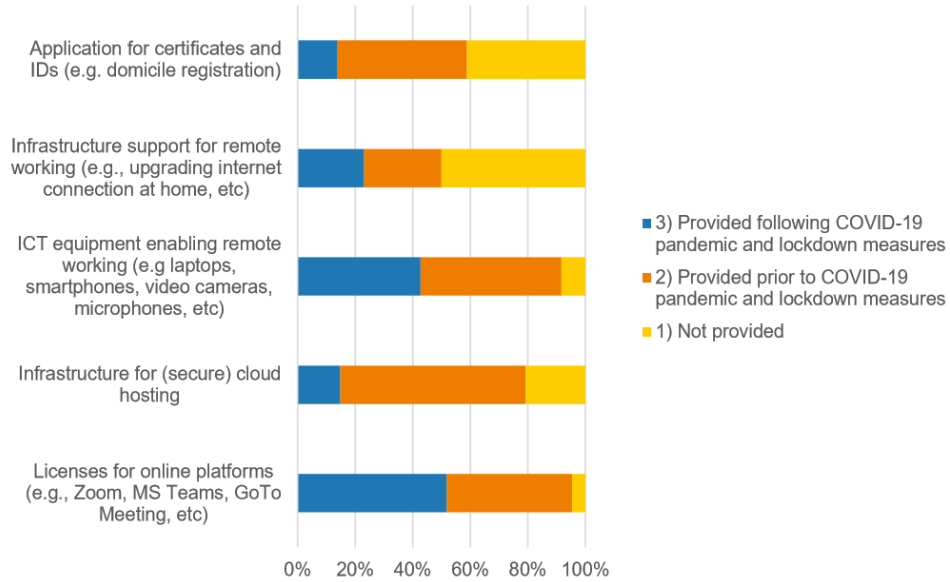
Question typology	Data	Cluster	Value
Matrix - Single choice	All Respondents	Capital cities	Percentage

9.3 How did the COVID-19 pandemic affect the provision of ICT infrastructure/equipment in your public authority?:



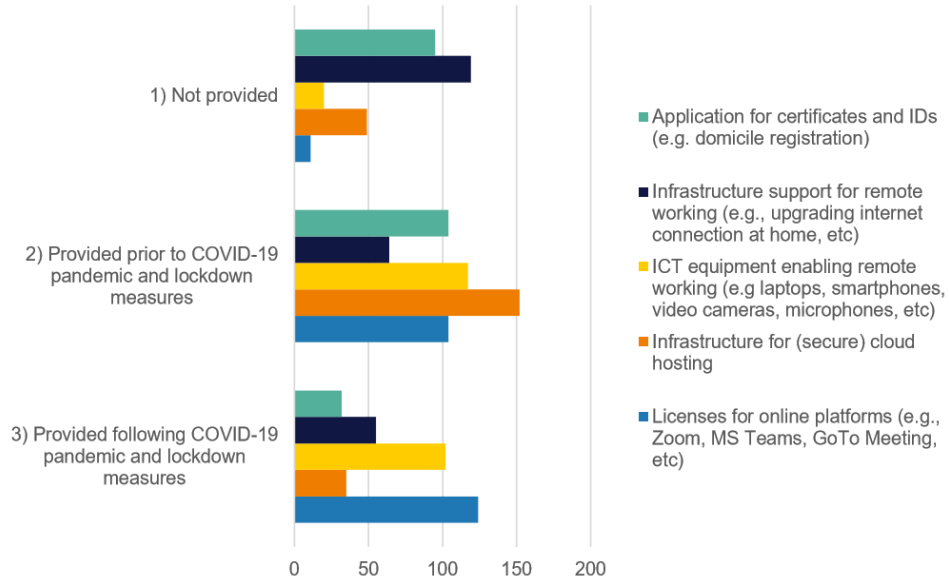
Question typology	Data	Cluster	Value
Matrix - Single choice	All Respondents	Matrix	Count

9.3 How did the COVID-19 pandemic affect the provision of ICT infrastructure/equipment in your public authority?:



Question typology	Data	Cluster	Value
Matrix - Single choice	All Respondents	Matrix	Percentage

9.3 How did the COVID-19 pandemic affect the provision of ICT infrastructure/equipment in your public authority?:

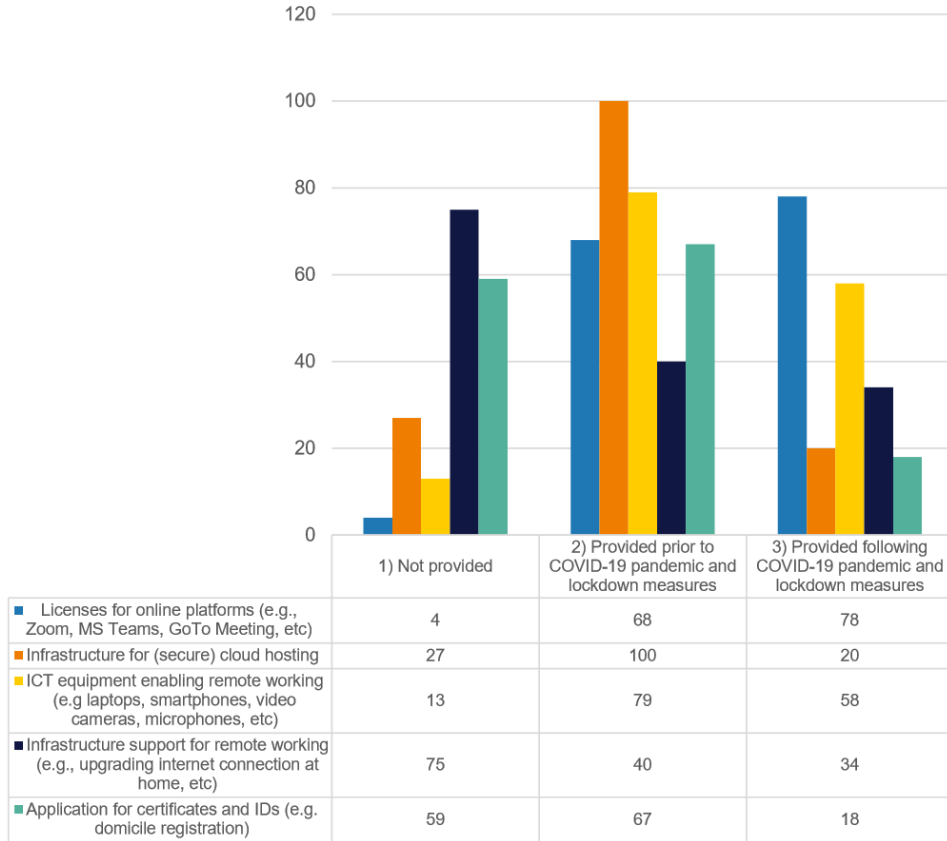


Question typology	Data	Cluster	Value
Matrix - Single choice	All Respondents	Matrix	Count

9.3 How did the COVID-19 pandemic affect the provision of ICT infrastructure/equipment in your public authority?:

REFERENCE SAMPLE

Question typology: **Matrix - Single choice**
 Number of analysed questionnaires: **155**
 Number of cities respond to this specific question: **150 (97%)**



9.3 How did the COVID-19 pandemic affect the provision of ICT infrastructure/equipment in your public authority?:

REFERENCE SAMPLE

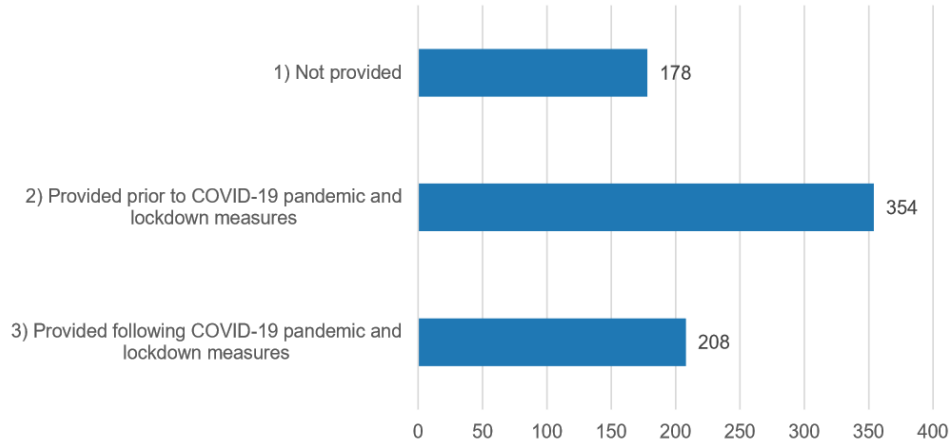
Question typology: **Matrix - Single choice**
 Number of analysed questionnaires: **155**
 Number of cities respond to this specific question: **150 (97%)**

<i>Answer (matrix columns)</i>	<i>Count *</i>	<i>Percentage **</i>
1) Not provided	178	24%
2) Provided prior to COVID-19 pandemic and lockdown measures	354	47%
3) Provided following COVID-19 pandemic and lockdown measures	208	28%

* The Count is given by the sum of all the selected rows within the same matrix column

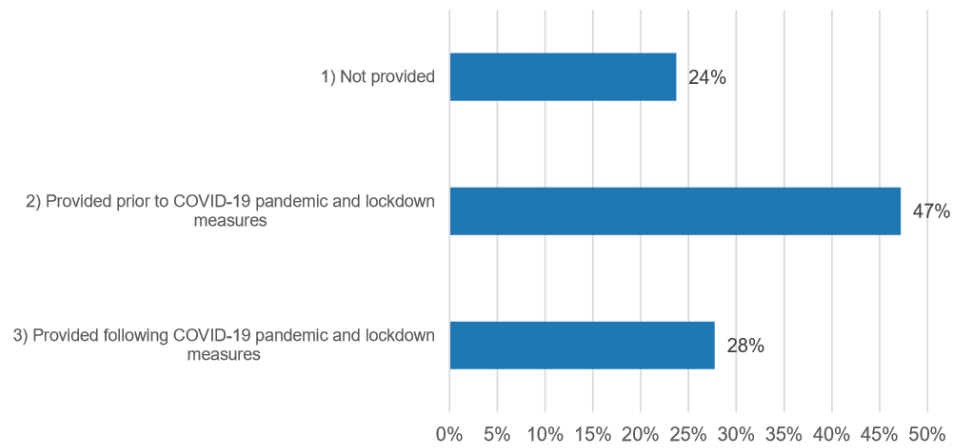
** The percentage refers to the respondents to this specific question. The grand total could be more than 100% in the case of multiple choice questions.

9.3 How did the COVID-19 pandemic affect the provision of ICT infrastructure/equipment in your public authority?:



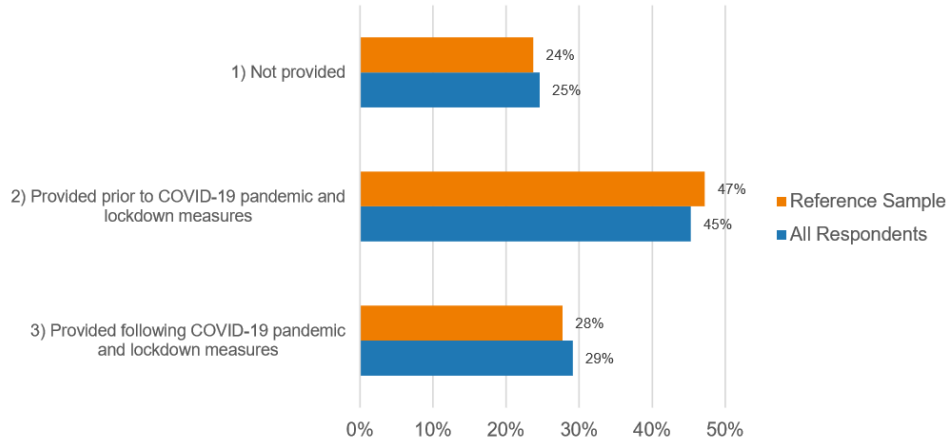
Question typology	Data	Cluster	Value
Matrix - Single choice	Reference Sample	-	Count

9.3 How did the COVID-19 pandemic affect the provision of ICT infrastructure/equipment in your public authority?:



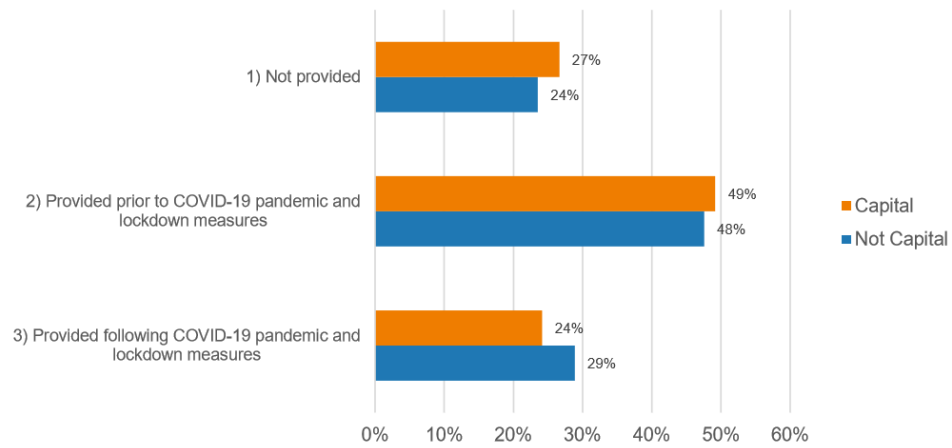
Question typology	Data	Cluster	Value
Matrix - Single choice	Reference Sample	-	Percentage

9.3 How did the COVID-19 pandemic affect the provision of ICT infrastructure/equipment in your public authority?:



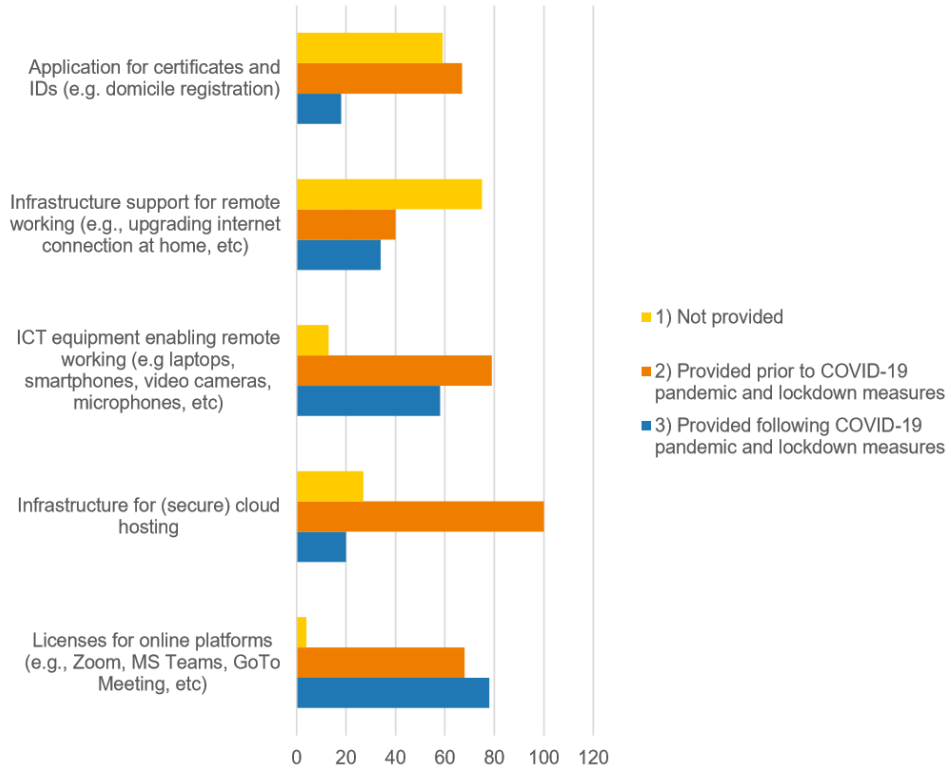
Question typology	Data	Cluster	Value
Matrix - Single choice	Reference Sample	Reference Sample	Percentage

9.3 How did the COVID-19 pandemic affect the provision of ICT infrastructure/equipment in your public authority?:



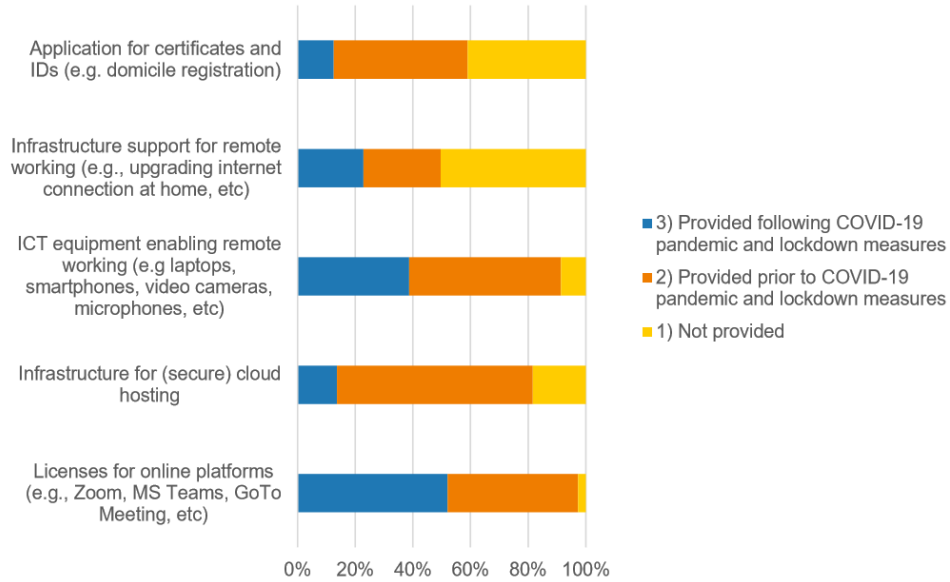
Question typology	Data	Cluster	Value
Matrix - Single choice	Reference Sample	Capital cities	Percentage

9.3 How did the COVID-19 pandemic affect the provision of ICT infrastructure/equipment in your public authority?:



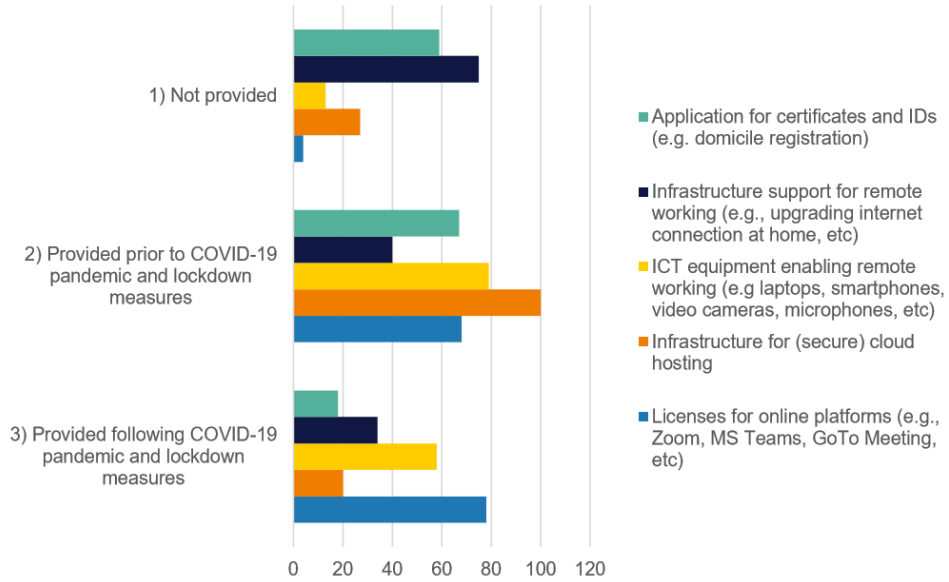
Question typology	Data	Cluster	Value
Matrix - Single choice	Reference Sample	Matrix	Count

9.3 How did the COVID-19 pandemic affect the provision of ICT infrastructure/equipment in your public authority?:



Question typology	Data	Cluster	Value
Matrix - Single choice	Reference Sample	Matrix	Percentage

9.3 How did the COVID-19 pandemic affect the provision of ICT infrastructure/equipment in your public authority?:



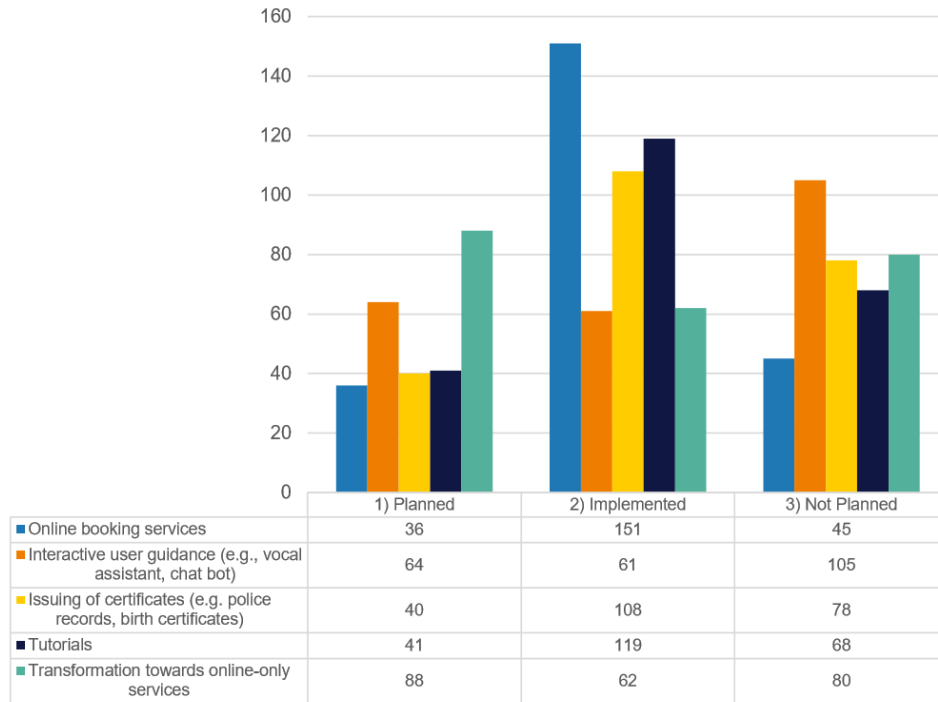
Question typology	Data	Cluster	Value
Matrix - Single choice	Reference Sample	Matrix	Count

3.75 Q_9.4 Did the COVID-19 pandemic have an effect on the digitalisation of pre-existing services?

9.4 Did the COVID-19 pandemic have an effect on the digitalisation of pre-existing services?:

ALL RESPONDENTS

Question typology: **Matrix - Single choice**
 Number of analysed questionnaires: **246**
 Number of cities respond to this specific question: **232 (94%)**



9.4 Did the COVID-19 pandemic have an effect on the digitalisation of pre-existing services?:

ALL RESPONDENTS

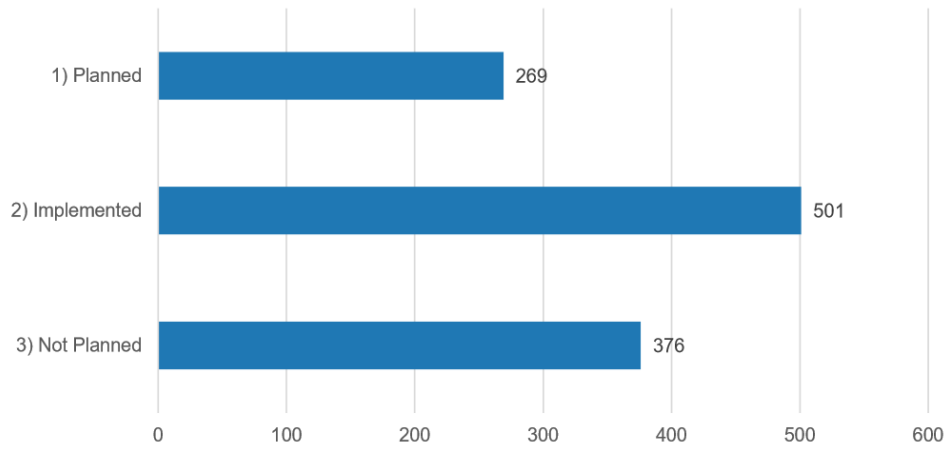
Question typology: **Matrix - Single choice**
 Number of analysed questionnaires: **246**
 Number of cities respond to this specific question: **232 (94%)**

<i>Answer (matrix columns)</i>	<i>Count *</i>	<i>Percentage **</i>
1) Planned	269	23%
2) Implemented	501	43%
3) Not Planned	376	32%

* The Count is given by the sum of all the selected rows within the same matrix column

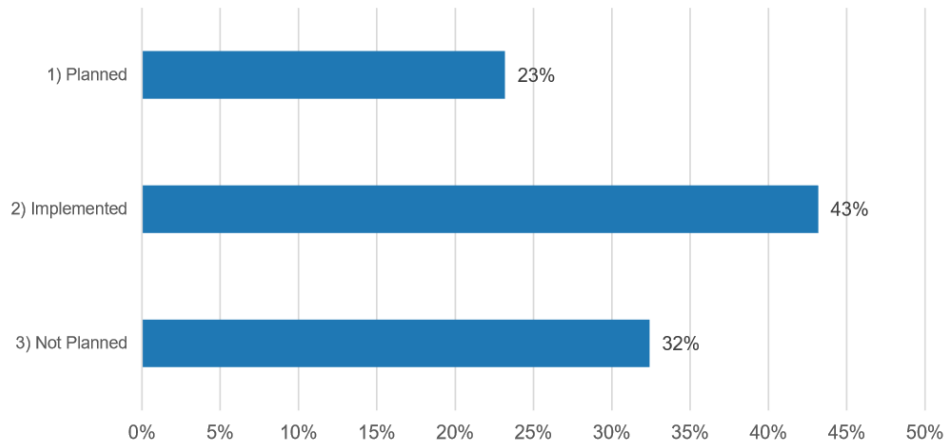
** The percentage refers to the respondents to this specific question. The grand total could be more than 100% in the case of multiple choice questions.

9.4 Did the COVID-19 pandemic have an effect on the digitalisation of pre-existing services?:



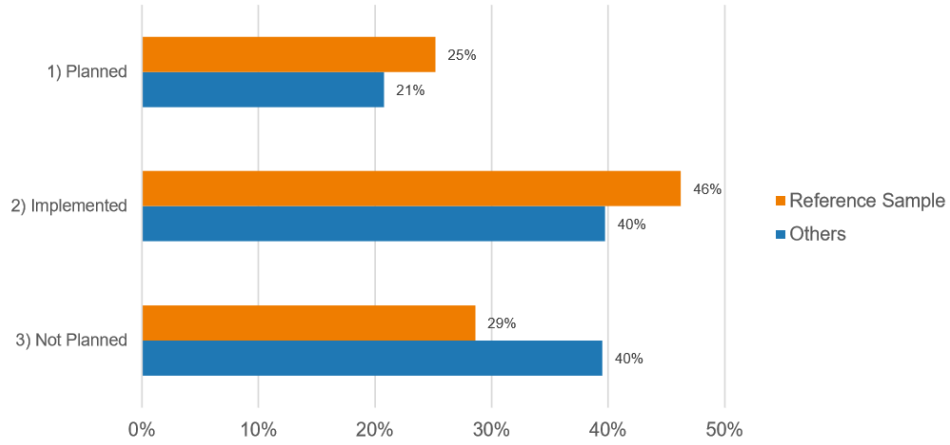
Question typology	Data	Cluster	Value
Matrix - Single choice	All Respondents	-	Count

9.4 Did the COVID-19 pandemic have an effect on the digitalisation of pre-existing services?:



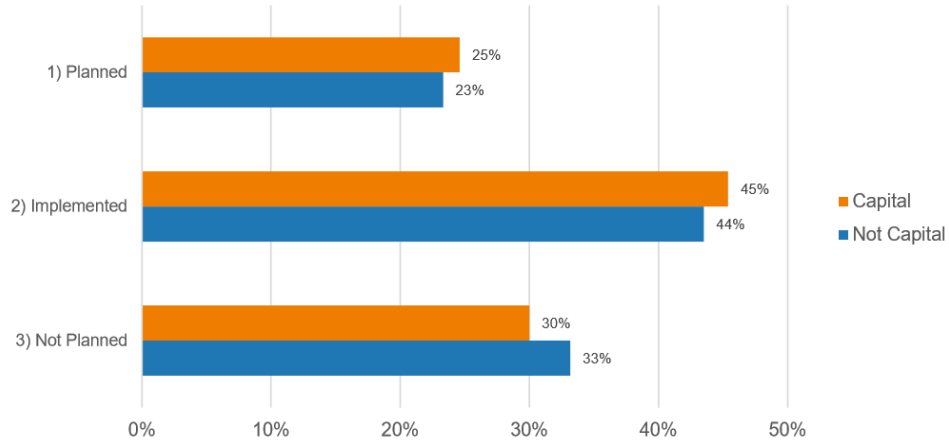
Question typology	Data	Cluster	Value
Matrix - Single choice	All Respondents	-	Percentage

9.4 Did the COVID-19 pandemic have an effect on the digitalisation of pre-existing services?:



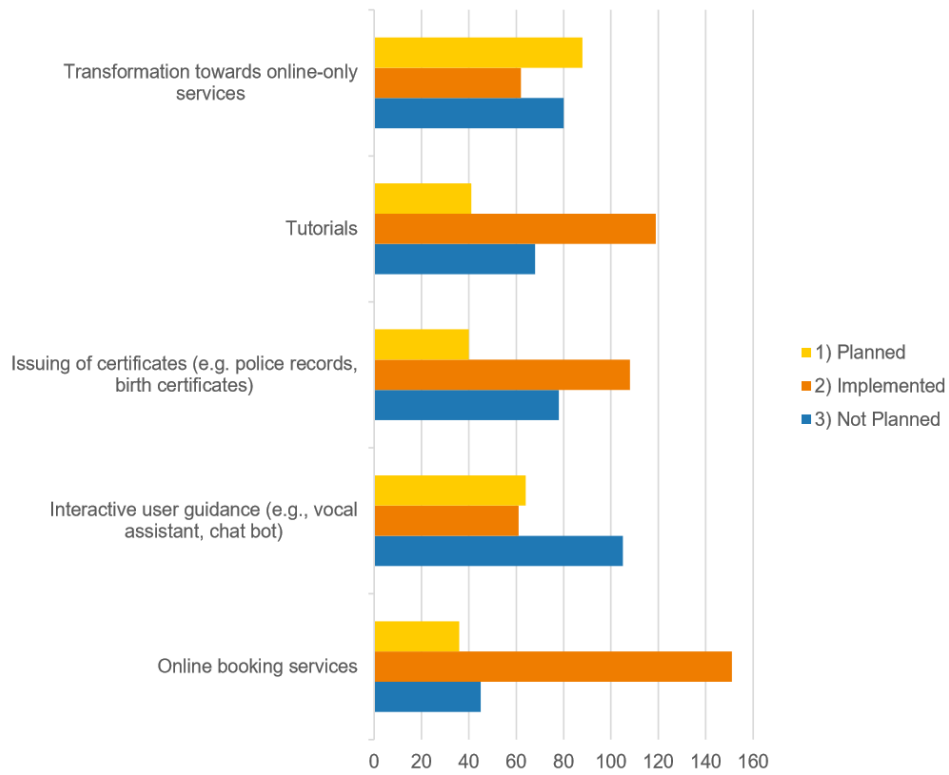
Question typology	Data	Cluster	Value
Matrix - Single choice	All Respondents	Reference Sample	Percentage

9.4 Did the COVID-19 pandemic have an effect on the digitalisation of pre-existing services?:



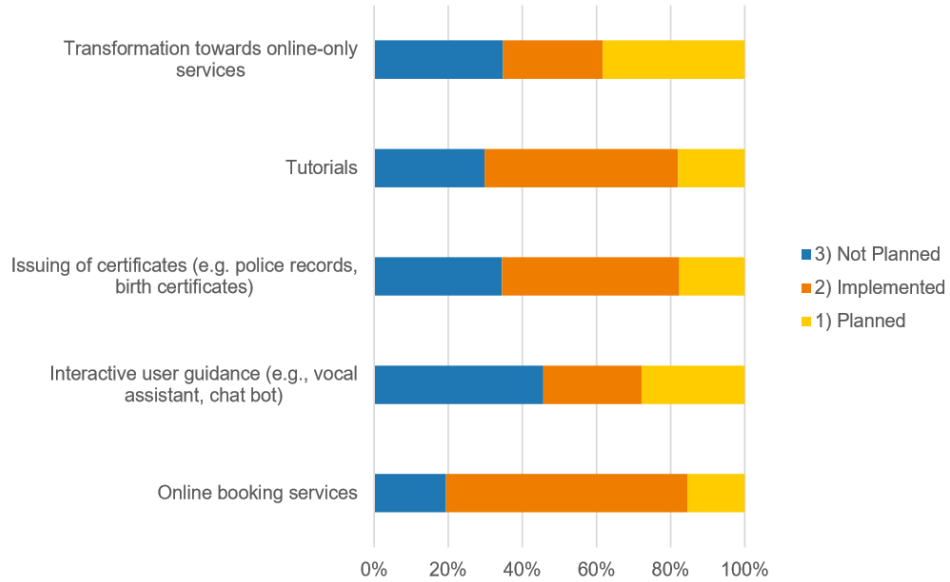
Question typology	Data	Cluster	Value
Matrix - Single choice	All Respondents	Capital cities	Percentage

9.4 Did the COVID-19 pandemic have an effect on the digitalisation of pre-existing services?:



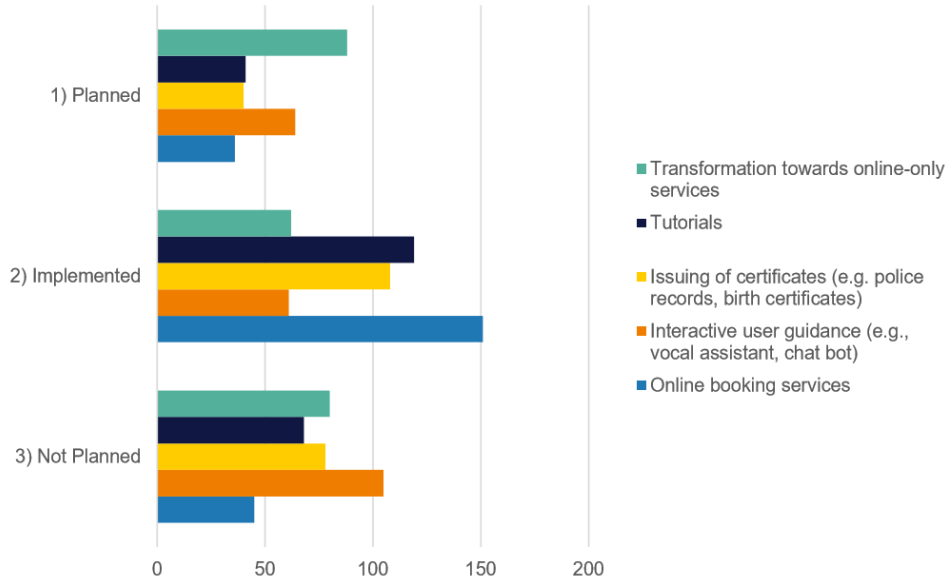
Question typology	Data	Cluster	Value
Matrix - Single choice	All Respondents	Matrix	Count

9.4 Did the COVID-19 pandemic have an effect on the digitalisation of pre-existing services?:



Question typology	Data	Cluster	Value
Matrix - Single choice	All Respondents	Matrix	Percentage

9.4 Did the COVID-19 pandemic have an effect on the digitalisation of pre-existing services?:



Question typology	Data	Cluster	Value
Matrix - Single choice	All Respondents	Matrix	Count

9.4 Did the COVID-19 pandemic have an effect on the digitalisation of pre-existing services?:

REFERENCE SAMPLE

Question typology:

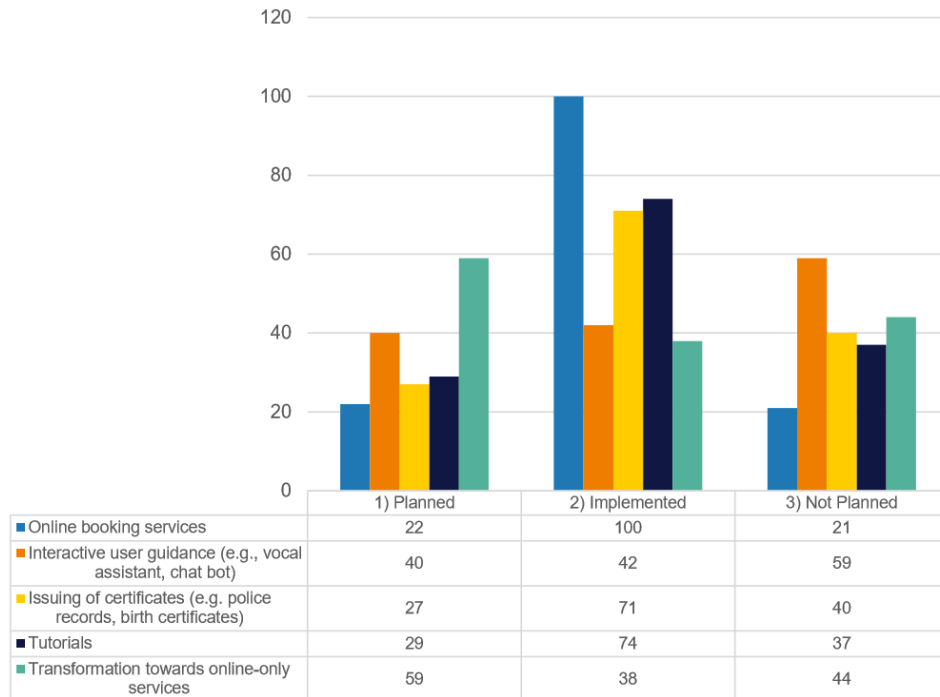
Matrix - Single choice

Number of analysed questionnaires:

155

Number of cities respond to this specific question:

143 (92%)



9.4 Did the COVID-19 pandemic have an effect on the digitalisation of pre-existing services?:

REFERENCE SAMPLE

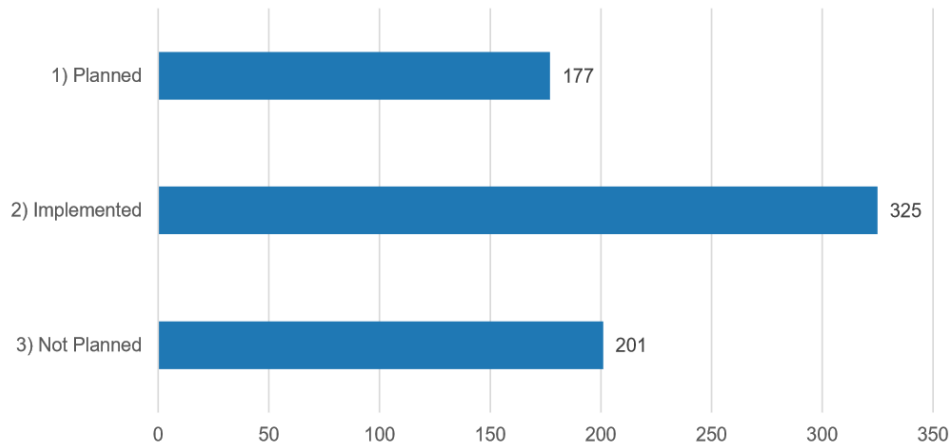
Question typology: **Matrix - Single choice**
 Number of analysed questionnaires: **155**
 Number of cities respond to this specific question: **143 (92%)**

<i>Answer (matrix columns)</i>	<i>Count *</i>	<i>Percentage **</i>
1) Planned	177	25%
2) Implemented	325	45%
3) Not Planned	201	28%

* The Count is given by the sum of all the selected rows within the same matrix column

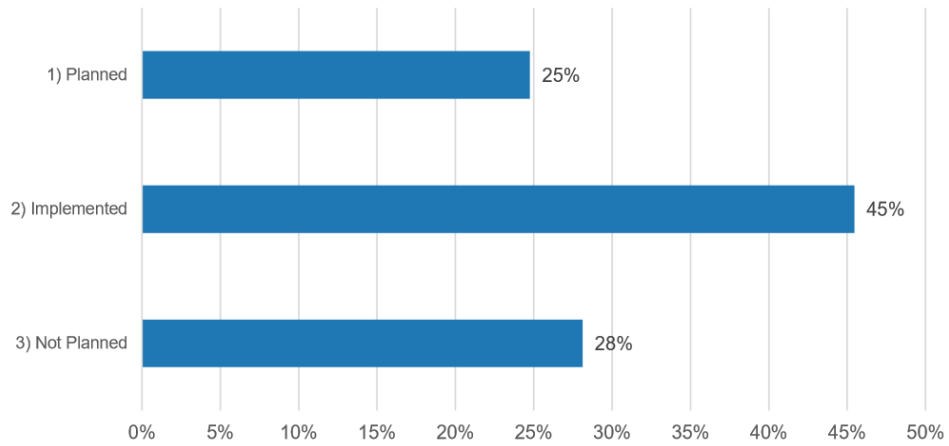
** The percentage refers to the respondents to this specific question. The grand total could be more than 100% in the case of multiple choice questions.

9.4 Did the COVID-19 pandemic have an effect on the digitalisation of pre-existing services?:



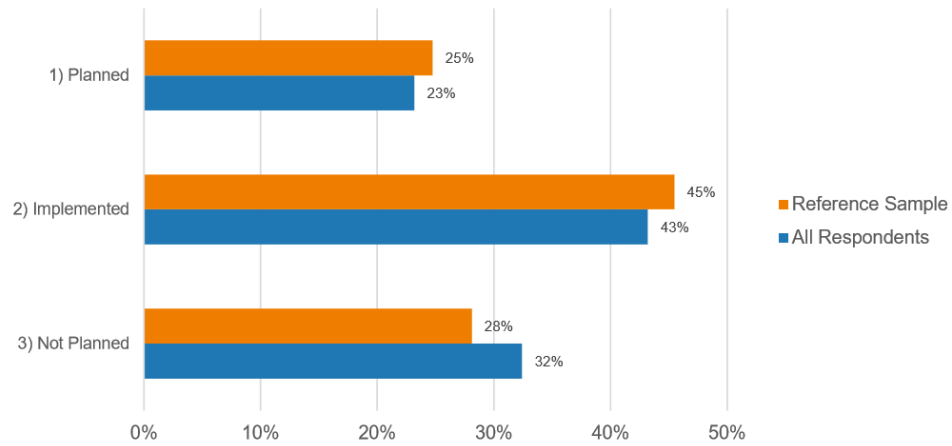
Question typology	Data	Cluster	Value
Matrix - Single choice	Reference Sample	-	Count

9.4 Did the COVID-19 pandemic have an effect on the digitalisation of pre-existing services?:



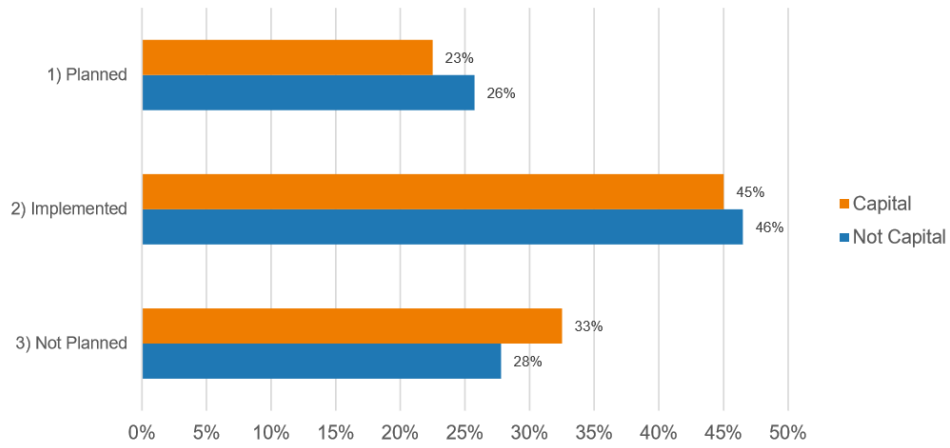
Question typology	Data	Cluster	Value
Matrix - Single choice	Reference Sample	-	Percentage

9.4 Did the COVID-19 pandemic have an effect on the digitalisation of pre-existing services?:



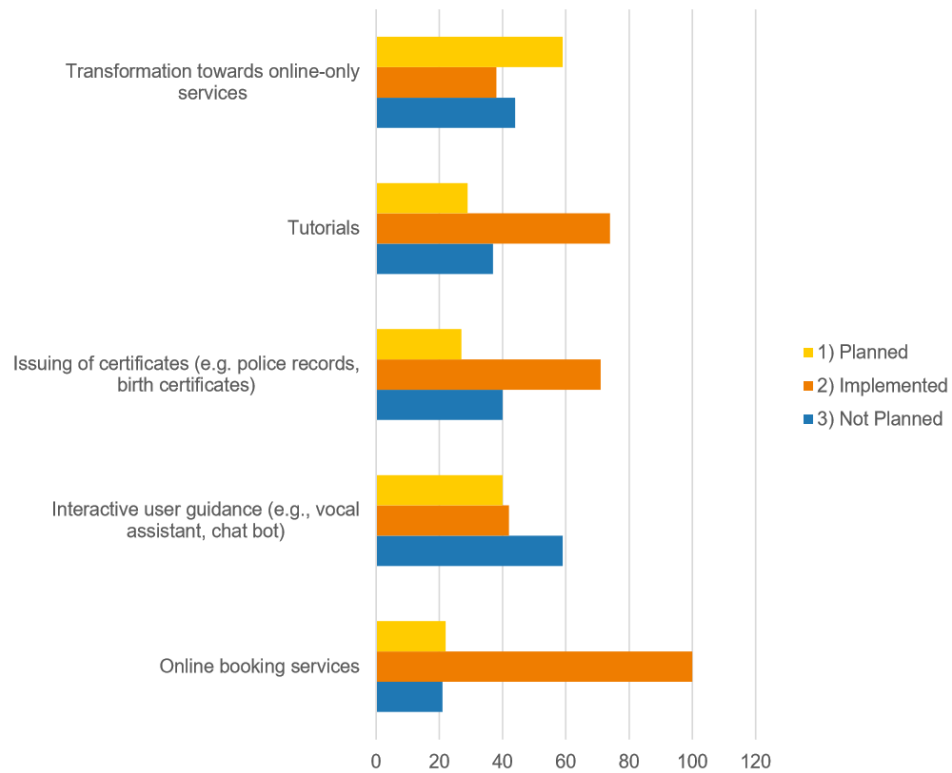
Question typology	Data	Cluster	Value
Matrix - Single choice	Reference Sample	Reference Sample	Percentage

9.4 Did the COVID-19 pandemic have an effect on the digitalisation of pre-existing services?:



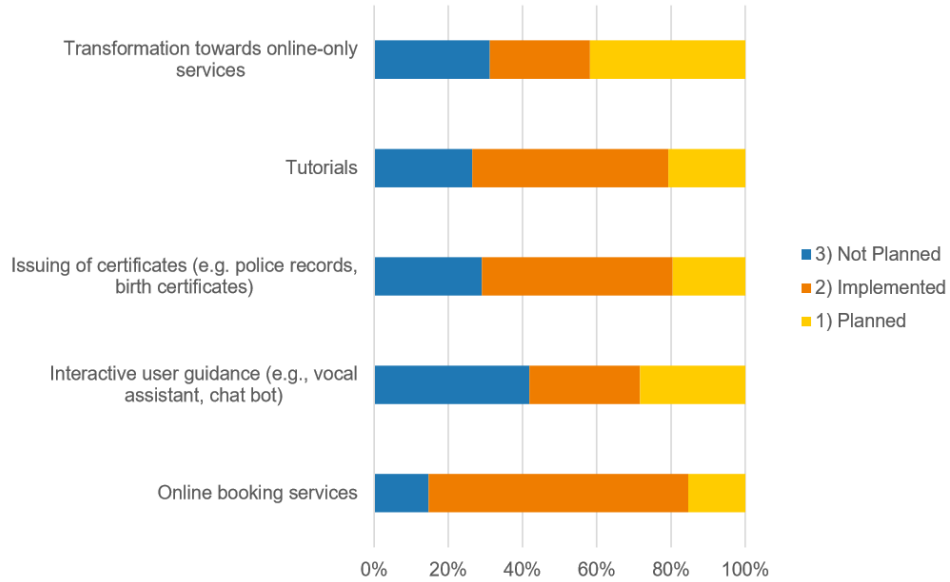
Question typology	Data	Cluster	Value
Matrix - Single choice	Reference Sample	Capital cities	Percentage

9.4 Did the COVID-19 pandemic have an effect on the digitalisation of pre-existing services?:



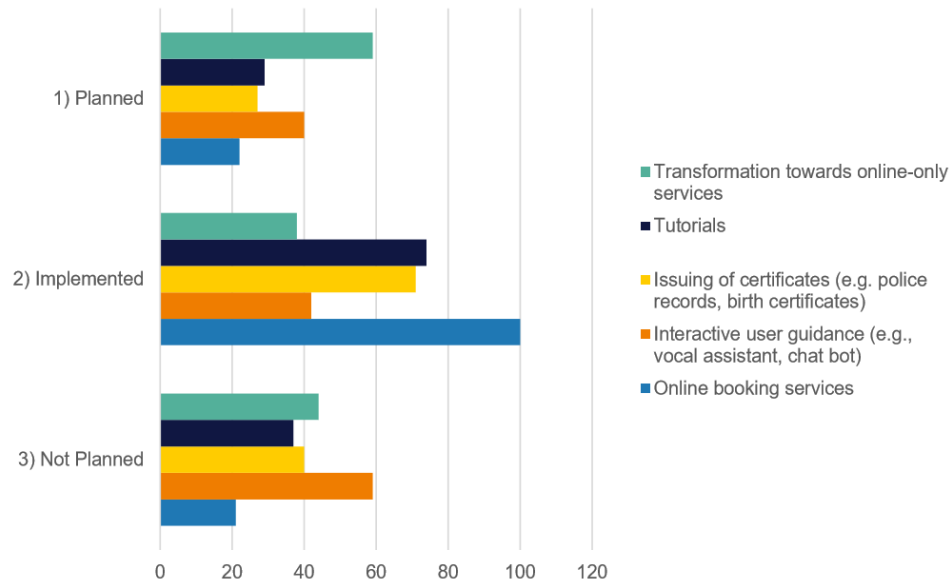
Question typology	Data	Cluster	Value
Matrix - Single choice	Reference Sample	Matrix	Count

9.4 Did the COVID-19 pandemic have an effect on the digitalisation of pre-existing services?:



Question typology	Data	Cluster	Value
Matrix - Single choice	Reference Sample	Matrix	Percentage

9.4 Did the COVID-19 pandemic have an effect on the digitalisation of pre-existing services?:



Question typology	Data	Cluster	Value
Matrix - Single choice	Reference Sample	Matrix	Count

4 DIGISER survey 2021



ESPON DIGISER Survey 2021

Fields marked with * are mandatory.

Welcome to the DIGIsurvey on Digital Innovation in Cities and Communities

The DIGIsurvey is the foundation of the [DIGISER project](#) under the ESPON programme. The survey is key to getting a good view on how you - the cities, towns and rural areas of Europe - approach digital innovation.

Why should you take part in this survey?

- This survey is an EU initiative, supported by ESPON, the Committee of the Regions, living-in.eu, EUROCITIES, ICLEI, the 100 Intelligent Cities Challenge, Smart Cities Marketplace and Open & Agile Smart Cities. We share one goal: to build the basis for forthcoming EU programmes and initiatives that support cities and communities in their digital transformation. To do that, we need to know what's being done on the local level.
- The survey will also be the cornerstone of an annual index to help you understand where you are in your digital journey and to give cities a point of comparison with their peers in Europe.
- By participating in the survey, you will get a better view of your city's and community's approach to digital innovation.

The survey itself is structured so that you or your colleagues, based on specific knowledge, experience, and responsibilities, can answer different parts. To share the survey with your colleagues, click on "**save draft**" on the right side. Afterwards, you'll receive a **personalised link that you can share with your colleagues**. Using this link, your team can work in parallel, but please **don't forget to save** your inputs regularly. Otherwise your contributions will be lost.

Your submission will be collected only after you click submit.

Who should respond to the survey?

This survey is specifically made for local public authorities. We know that every local government unit has a different structure. You might be able to answer all questions or you might have to ask other team members and/or other departments to provide the information needed.

We are looking for the following profiles to complete different parts of the survey:

- Innovation Manager (Chief Innovation or Digital Officer, Smart City Manager or similar)
- Data Manager (Chief Data Manager, IT manager, Data Steward, or similar)

- Finance Manager (Responsible for Procurement or European Union funding)
- HR Manager (someone who has insights on how COVID-19 has affected the city administration's work environment)
- Citizen Engagement Officer
- International Affairs Manager
- Communications Manager

The more responses we receive, the better we can design policy recommendations based on your needs. Therefore, we kindly ask you to spread the news and share this survey among local public authorities in your country.

How much time will you need to respond to the survey?

It will take between 30 and 60 minutes to complete the survey. Please be available, though, in case you need input from your colleagues or need to do more research. You can complete the survey in stages and share your saved survey with colleagues at any time.

Guidance & Support

On the right-hand side, you'll find a glossary explaining all relevant concepts for download. Relevant definitions are also provided in the survey. Simply click on the ? and definitions of terms and concepts will be provided. To the right, you'll also find an overview of service areas including examples of potential digital innovation linked to these service areas. What concerns the service areas: Your public authority can be related to the service areas through third parties.

Complete the survey for a chance to win 1 of 5 ReMarkable Tablets

We are giving away [ReMarkable tablets](#) to five (5) people that submit fully completed surveys. Winners will be contacted personally.

Survey Information Sessions

We're organising two DIGIsurvey Information Sessions in June 2021 to address your questions about the survey and to share first insights and experiences. Click [here to sign up](#) and meet the team behind DIGISER. Please complete the DIGIsurvey by Friday, 9 July, 23:59 CEST.

Thank you for your time! Now let's get started.

1 General Information

The scope of this section is to collect general information about you and your public authority.

* 1.1 Please indicate your name (First Name, Last Name):

* 1.2 Please provide your email address:

Note: Your personal data will be treated confidentially. The ESPON DIGISER team might contact you to clarify provided answers.

Please respond to this survey with your official email address of your public authority

*** 1.3 Would you like to receive the aggregated, anonymised results of this survey?**

- Yes
- No

*** 1.4 Would you like to enter the prize draw for 1 of 5 ReMarkable Tablets?**

- Yes
- No

*** 1.5 What public authority are you responding for?**

Note: Please add [city name, country] below (e.g. Ville de Bruxelles, Belgium)

*** 1.6 What type of public authority is it?**

- Municipality (city/town)
- Metropolitan Area
- District/Parish/Ward
- Other (please specify)

1.6.1 Please specify what public authority you're responding for:

*** 1.7 What is your exact role / job title?**

*** 1.8 Which of the following service areas is your public authority involved in or responsible for?**

Note: Your public authority can be related to these sectors through third parties; Please select all service areas that apply.

For a detailed overview of all service areas, please consult the overview provided on the right-hand side under "Background Documents" or [download here](#).

- General Services / Administration
- Building & Spatial Planning
- Culture & Leisure
- Education
- Healthcare
- Order & Safety
- Social & Welfare Services
- Transport & Mobility
- Utilities

1.9 Please specify any other public service areas not included above but for which your public authority is responsible for:

Note: Multiple answers possible; please separate them by comma

2 Digital Innovation Strategy

In this section, we want to find out whether your public authority have specific strategies in place to manage digital innovation, what effects digital innovation has had so far on your public authority and whether your public authority is part of a network of cities sharing knowledge and innovation.

*** 2.1 Has your public authority formally approved and published a digital innovation strategy (also digital transformation strategy, smart city strategy or similar)?**

Digital Innovation Strategy: is any strategic framework approved by the Public Authority for diagnosing, improving, transforming and innovate its digital infrastructure and the provision of public services.

- Yes
- Yes, but needs renewal
- No, but it is under development
- No, but digital innovation is already embedded in each service area
- No

*** 2.1.1 Please indicate the year of adoption of the digital innovation strategy:**

*** 2.1.2 Please share the link to the strategy document if available (Preferably in English):**

*** 2.1.3 What is the governance of the digital innovation strategy?**

- A strategy covering only one public administration
- A joint strategy for the entire Metropolitan area.
- A joint strategy for multiple cities in the country.
- A joint strategy for multiple cities in the country and abroad.

*** 2.1.4 Was the development of the strategy linked to regional, national or European regulatory frameworks, strategies, directives (such as, for example on EU level: the INSPIRE directive, EU Data Directive, Tallinn declaration, living.in.eu declaration, smart specialisation strategies, etc)?**

- Yes
- No
- I don't know

*** 2.2 Does your public authority have a Chief Digital Officer (or similar position such as Chief Information Officer / Chief Innovation Officer, etc) coordinating the implementation of the digital innovation strategy?**

Chief Digital Officer is the highest-ranking officer leading the strategic and operational management of digital policies in the public authority.

- Yes, for my public authority
- Yes, shared with other public authorities
- No

2.3 Please select the option that best represents the organisational and administrative changes enabled by digital innovation in your public authority:

	Identified	Planned	In Progress	Implemented	Maintaining	Not applicable
* Redesign of the administrative processes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Simplification of bureaucratic /administrative functions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Better collaboration with other public service areas/ units	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Better collaboration among non-public service areas/ units	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2.4 Is your public authority part of a (local, regional, national, EU) network of cities sharing operational digital solutions or open source code?

Note: If yes, please answer for each service area that applies. If not, please select "Not Applicable"

	Local	Regional	National	International	Not Applicable
* General Services / Administration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
* Building & Spatial Planning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
* Culture & Leisure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
* Education	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
* Healthcare	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
* Order & Safety	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
* Social & Welfare Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
* Transport & Mobility	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
* Utilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2.5 Does your public authority benefit from sharing digital solutions, services or products with other public authorities?

Note: If yes, please answer for each service area that applies. If not, please select "Not Applicable"

	Importing and adopting solutions developed by other public authorities	Exporting and sharing digital solutions developed to other public authorities	Designing and developing digital solutions in cooperation with other public authorities	Not Applicable
* General Services / Administration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
* Building & Spatial Planning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
* Culture & Leisure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
* Education	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
* Healthcare	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
* Order & Safety	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

* Social & Welfare Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
* Transport & Mobility	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
* Utilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3 Financing & Procurement of Digital Solutions and Services

Because digital innovation is closely linked to financing and procurement, we would like to find out more about how your public authority funds digital innovation and how procurement of digital innovation is organised.

*** 3.1 How is the budget for digital innovation organised in your public authority?**

- There is a dedicated budget for digital innovation
- Digital innovation is part of the budget for each service area
- There is no budget for digital innovation at all
- Other

*** 3.1.1 Please specify how the budget for digital innovation is organised in your public authority:**

3.2 What are the key funding sources for digital innovation in your public authority?

	No Relevance	Low Relevance	High Relevance	Most Relevant
* Structural and cohesion funds (e.g. ERDF)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Horizon 2020/Horizon Europe	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Invest EU	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* National	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Regional	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Local/Autonomous public funds	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Private	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*** 3.3 Which are the top 3 service areas particularly active in competitive funding calls (e.g. EU or national funding)?**

at most 3 choice(s)

- General Services / Administration
- Building & Spatial Planning
- Culture & Leisure
- Education
- Healthcare
- Order & Safety
- Social & Welfare Services
- Transport & Mobility
- Utilities

***3.4 Does your public authority have or use an e-procurement platform?**

Note: The question refers to tenders below €200.000. Tenders above €200k are not considered since their publication on the European TED portal is mandatory by law.

E-procurement (or digital procurement) is the process of rethinking public procurement process with digital technologies in mind. This goes beyond simply moving to electronic tools; it rethinks various pre-award and post-award phases. The aim is to make them simpler for businesses to participate in and for the public sector to manage. It eventually allows for the integration of data-based approaches at various stages of the procurement process. E-procurement relies on the use of one or more digital platforms to carry out the stages composing the re-designed procurement process.

- Yes, in-house platform
- Yes, outsourced platform (commercial)
- Yes, outsourced platform (managed by supra-local public authority)
- No

***3.5 What was the total amount of investment in ICT in 2020 in your public authority?**

Note: Please provide the total amount in € for ALL departments. If not available please specify what the amount refers to (please refers to investment in digital platforms for service provision, data management tools, or similar and not to standard daily work devices like computers, laptop, or mobile apparatus).

€

3.6 If any, which of the following public procurement procedures did your public authority run - in addition to standard procurement procedures?

Note: Please select what is most relevant.

- PCP: Pre-Commercial Procurement (PCP) is an approach to public procurement of research and development (R&D) services. It is a tool to stimulate innovation as it enables the public sector to steer the development of new solutions directly towards its needs.
- PPI: Public Procurement of Innovative solutions (PPI) happens when the public sector uses its purchasing power to act as early adopter of innovative solutions which are not yet available on large scale commercial basis.

	Yes, within EU funding schemes	Yes, within national /regional funding schemes	Yes, with own resources	No
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* Pre-Commercial Procurement (PCP)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Public Procurement of Innovative Solutions (PPI)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*** 3.7 Does your public authority procure innovative digital services/goods together with one or more public authorities (i.e. Joint Procurement)?**

- Yes
- Yes, but rarely
- Not at all

*** 3.7.1 What is the main reason to opt for Joint Procurement Procedures?**

- Lower prices for procured services and goods
- Administrative cost saving
- Skills and Expertise
- Other

*** 3.7.1.1 Please specify the main reason to opt for Joint Procurement Procedures:**

3.7.2 Can you please give examples of recent joint public procurement procedures?

Note: This question is optional. Thank you for sharing your insights.

*** 3.8 Are the tenders for procuring innovative digital services/goods including the following requirements?**

Note: Please select as many as apply

- Data Sharing Agreement (i.e., Access & Re-use of data)
- Reference to Open Standards or Open APIs and specific technical specifications
- Free/Libre Open Source Software (FLOSS)
- Other

*** 3.8.1 Please specify which requirements are included in the tenders:**

4 Institutional Capacity & Skills

In the following section, we want to know more about how your public authority organises work around digital innovation and if it supports employees to build the necessary set of skills.

*** 4.1 Does your public authority have:**

In DIGISER the notion of outsourced services refer to those public services that are managed and provided by legal entities external to the public authority, under the regulatory power of the latter.

- An internal ICT team supporting different departments and service areas
- Dedicated ICT teams for selected service areas
- Outsourced ICT support
- None of the above

*** 4.2 What is the size of your ICT department (coders, data analysts/scientists, data managers, database administrators, etc.)?**

Note: Please enter the full-time equivalent (FTE)

*** 4.3 Does your public authority encourage the use of Free/Libre and Open Source Software (FLOSS)?**

Free/Libre Open Source Software is any software whose licenses give users the freedom to run the program for any purpose, to study and modify the program, and to redistribute copies of either the original or modified program (without having to pay royalties to previous developers)

- Yes
- No

*** 4.4 Does the authority's IT set-up offer the possibility to implement open source alternatives?**

- Yes
- No

*** 4.5 In the case of open source software code, particularly its development and maintenance, is your public authority applying the Standard for Public Code**

The Standard for Public Code gives public organizations a model for building their own open source solutions to enable successful future reuse by similar public organizations in other places: <https://standard.publiccode.net/>

- Yes
- It's planned
- No

4.6 Does your public authority provide ICT training to its employees?

	Mandatory	Optional	No
* Basic course (e.g. MSFT Office tools, spreadsheets, cloud access, etc)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Data Management (e.g. open data)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Management of complex digital service infrastructures	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Specialised platforms (e.g. GIS, e-procurement, etc)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

4.7 Please specify if your public authority provides other kinds of ICT training

*** 4.8 If applicable, does your public authority provide incentives (e.g. monetary, internal competitions / awards, etc) encouraging cooperation across service areas:**

Note: Please select as many as apply

- Data sharing and data re-use
- Collaborative service design
- ICT platform sharing
- Cooperation among teams from various service areas
- Not applicable
- Other

4.8.1 Please specify which other incentives are available

5 Data Management

In the following section, we would like to get better insights into how your public authority governs data, whether platforms to manage, analyse, model data are in place, how interoperable and accessible data are as well as whether your public authority is using or sharing big data.

*** 5.1 Does your public authority apply strategies to govern, collect, store and share city-related data across the public authority?**

Note: Please select the option that best fits your public authority. In case none of the options apply, please select other

- A holistic data governance strategy is in place:** The strategy sets out, among others, how to automatically validate, standardise and provide integrated access to city data for multiple stakeholders (updated at regular intervals or real-time). Innovative data collection mechanisms such as crowdsourcing and sensing are employed for predictive modelling
- A data governance strategy for standardised real-time and/or static city data is in place:** The public authority actively promotes standardised and validated mechanisms for both static and/or real-time city data collection
- Data is collected, but not governed by strategy:** The public authority has a data collection system but does not standardise or publish data on a regular basis
- Data is collected, but not shared:** Each department is collecting and managing its own data separately, but not regularly shared among departments.
- Other

* 5.1.1 Please specify which strategy your public authority has in place

Data Platforms & Data-related functions

* 5.2 Does your public authority use a Data Platform to collect, manage, publish and share data?

A data platform (also named as Urban Data platform, Open Data platform, etc.) is software platform used to manage and publish on the web the data collected and generated by your public authority or by different stakeholders of the city ecosystem (e.g. public agencies, businesses, citizens or other organisations). The functions performed by a data platform can vary, including features for advanced data management, analysis and visualization. If your public authority is operating a platform with only parts of the functions (for example, used only for the manual publication of open data), you can still select "yes" for this question.

- Yes
- No

* 5.2.1 What are the characteristics of your Data Platform?

Note: Please select the option that fits best the deployment in your public authority.

- Open Integrated data platform:** An integrated data platform offers capabilities for aggregation and preprocessing capabilities for public access following open standards and open APIs. Live and static openly data available in open formats, static data refreshed at suitable intervals, data available covers a range of sectors in the city, documentation available around how to use/access data
- Distributed cloud-based platform:** Integrating static and limited real-time data. Static data openly available in appropriate formats and refreshed regularly, limited real-time data available (limited depth) in appropriate formats, good quality control, some documentation around use/access available. A distributed cloud platform, with multiple access options for users.
- Centralised data platform:** Limited real-time and static data available in a range of formats, static data refreshed at suitable intervals, limited quality control, limited documents available around how to use/access data, for centralised external access
- Data only opened up for specific use:** Data is not openly available normally, limited/no documentation available around how to use/access data.
- Other

* 5.2.1.1 Please specify the characteristics of your Data Platform:

* 5.2.2 Please select any additional functions the Data Platform can perform:

- Analysing data (e.g. capabilities offering sense-making of data through algorithms / models to perform what-if analysis, etc)
- Creating data sharing agreements / licenses
- Offering easy download of data
- Processing capabilities (e.g. capability to process large amounts of data, integration of different types of data)
- Supporting data transactions (enabling the transaction of data)
- Visualising data (e.g. through a dashboard function)

* 5.2.3 What types of data are integrated and managed in your Data Platform(s)?

- Data collected by your public authority
- Data from national public administration
- Data from regional public administration
- Data from utility companies
- Data from private companies
- Data generated by citizens
- Data from civil society organisations
- Other

5.2.4 To what extent do different service areas collect and share data?

	Rarely	Often	Consistently
* General Services / Administration	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Building & Spatial Planning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Culture & Leisure	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Education	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Healthcare	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Order & Safety	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Social & Welfare Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Transport & Mobility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Utilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* 5.2.5 Is your Data Platform connected with a data modelling function for the production of large virtual environments to achieve a real-world experience (Local Digital Twins or similar)?

Local digital twins are a virtual representation of a city's physical assets, using data, data analytics and machine learning to help stimulation models that can be updated and changed (real-time) as their physical equivalents change.

- Yes
- No

* 5.2.5.1 What kind of data modelling tools is your Data Platform integrated with?

- Geospatial (2D and/or 3D)
- AI-based
- Statistical
- Expert driven
- Other

* 5.2.5.1.1 Please specify

5.2.5.2 Specify for each service area the purposes of the integrated data modelling function (Local Digital Twins or similar) is used:

Note: Please select as many as apply per service area

	Visualise policy scenarios	Predict policy impacts	Evaluate policy options	Monitoring policy impacts	Other uses
* General services / Administration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
* Building & Spatial Planning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
* Culture & Leisure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
* Education	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
* Healthcare	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
* Order & Safety	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
* Social & Welfare Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
* Transport & Mobility	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
* Utilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

* 5.2.6 Please indicate to what extent your public authority is considering the integration of the Data Platform with data modelling functions for real-world experience (Local Digital Twins or similar):

- Integration in place
- Integration is planned
- Integration is not foreseen

* 5.2.7 Could you describe the business models used by companies linked to the Data Platform (i.e. actually using data provided by the Data Platform)?

at most 3 choice(s)

- Barter / data for data (data provider receives access to other data in return)
- Data monetization (data provider is paid for sharing data)
- Advertising business models
- Licence model (pay for a service or app)
- Pay per use model (pay depending on how much a service or App is used)
- Freemium model (App or service is free, additional features require payment)
- Other
- None of the these models

* 5.2.7.1 Please specify what other data business models are used by the companies linked to the Data Platform

*** 5.2.7.2 Which of the following data business models are actually supported by the Data Platform?**

at most 3 choice(s)

- Barter / data for data (data provider receives access to other data in return)
- Data monetization (data provider is paid for sharing data)
- Advertising business models
- Licence model (pay for a service or app)
- Pay per use model (pay depending on how much a service or App is used)
- Freemium model (App or service is free, additional features require payment)
- Other
- None of the these models

Accessibility & Interoperability of Data

*** 5.3 Has your public authority developed an Interoperability Framework or Strategy?**

- Yes
- No, but it is under preparation
- No, it is not yet planned

*** 5.4 Is your public authority making use of interoperable digital solutions or services (e.g. ISA2 programme, [Connecting Europe Facility \(CEF\) Digital Building Blocks](#), OASC Minimal Interoperability Mechanisms (MIMs), FIWARE)?**

- The ISA² Programme supports the development of digital solutions that enable public administrations, businesses and citizens in Europe to benefit from interoperable cross-border and cross-sector public services: https://ec.europa.eu/isa2/isa2_en
- The Connecting Europe Facility (CEF) programme is funding a set of generic and reusable Digital Service Infrastructures (DSI), also known as Building Blocks. The CEF Building Blocks offer basic capabilities that can be reused in any European project to facilitate the delivery of digital public services across borders and sectors. Currently, there are eight Building Blocks: Big Data Test Infrastructure, Context Broker, eArchiving, eDelivery, eID, eInvoicing, eSignature and eTranslation. <https://ec.europa.eu/cefdigital/wiki/display/CEFDIGITAL/CEF+Digital+Home>
- Minimal Interoperability Mechanisms are a set of practical capabilities based on open technical specifications that allow cities and communities to replicate and scale solutions globally <https://oascities.org/minimal-interoperability-mechanisms/>
- FIWARE brings a curated framework of open source platform components which can be assembled together and with other third-party platform components to build Smart Solutions faster, easier and cheaper. A simple yet powerful API (FIWARE NGSI) enables the integration of components and provide the basis for the interoperability and replication (portability) of smart solutions. <https://www.fiware.org/>

- Yes
- No

*** 5.4.1 Which of the following are used?**

- CEF
- MIMs
- ISA2
- FIWARE

* 5.4.1.1 Which of the following CEF Digital Building Blocks does your public authority use?

- Big Data Test Infrastructure
- Blockchain
- Context Broker
- eArchiving
- eDelivery
- eID
- eInvoicing
- eSignature
- eTranslation

* 5.4.1.2 Which of the following ISA2 services does your public authority use?

- DCAT Application Profile for data portals in Europe
- Core Vocabularies
- Asset Description Metadata Schema (ADMS)
- The European Union Public Licence (EUPL)
- EIRA and CarTool
- IMAPS
- Other

5.4.1.2.1 Please specify which ISA2 services and solutions you are using

* 5.5 Does your public authority apply the once-only principle in its services?

The once-only principle is an e-government concept that aims to ensure that citizens, institutions, and companies only have to provide certain standard information to the authorities and administrations once.

- Yes, it is applied
- No, but the implementation is planned
- No, it is not yet planned

* 5.6 What is the accessibility level of the data published through the data platform?

For more information on the 5 options, please consult: <https://5stardata.info/en/>.

- Data are made available on the Web (whatever format) under an open license
- Data are made available as structured data (e.g., Excel instead of image scan of a table)
- Data are made available in a non-proprietary open format (e.g., CSV instead of Excel)
- Uniform Resource Identifier (URIs) are used to describe each dataset, so that people can point at it easily
- Data are linked to other data to provide context

*** 5.7 What licenses are used to publish data openly on your data platform?**

Note: If more than one license is used please indicate the 2 most popular licenses applied.

- [CC 0 - Public Domain / PDDL](#): It relinquishes all copyright rights and allows for any kind of reuse (Commercial and non-commercial) without limitations
- [CC BY - Attribution / ODC-by](#): It allows the reuse at the condition that appropriate credit is given to the creator of the dataset and changes made are indicated
- [CC SA - Share Alike / ODbL](#): It allows the reuse at the condition that appropriate credit is given to the creator of the dataset, changes made are indicated, and derived data are distributed under the same license as the original
- [NC - Non Commercial](#): It limits the reuse of data published to non-commercial purposes (independently by the possibility to create derived data)
- Other License

5.7.1 Please specify which other licence(s) is/are used:

*** 5.8 How does the public authority encourage data re-use?**

- The public authority actively encourages stakeholders to use available data (for example through creation of partnerships, challenges/hackathons and other open innovation practices)
- The public authority forms selected partnerships for data re-use (for example with other public or private stakeholders but there is limited to no evidence of public engagement with the data)
- Data is publicly available but there are no specific initiatives taken to promote its use
- There is little or no evidence of data being used by any stakeholders
- Other

5.8.1 Please specify how your public authority encourages data re-use

*** 5.9 Has the shared data been re-used to create new services/solutions?**

- Yes
- No
- No evidence

*** 5.9.1 Which external stakeholders re-use the data?**

- Other public authority
- Businesses
- Research Bodies
- NGOs
- Other

5.9.1.1 Please specify which external stakeholders re-use the data

5.9.2 If available, please share use cases on how the data is being re-used to boost innovation (e.g. links, PDFs, etc)

*** 5.10 To what extent are relevant data exchanged among service areas, departments, or units of your public authority?**

- Data are not or rarely exchanged
- Data exchange is limited
- Data exchange occurs regularly
- All or most relevant data are exchanged

*** 5.11 Is your public authority applying the [FAIR](https://www.go-fair.org/fair-principles/) principles?**

The FAIR principles are a set of guiding principles to make data Findable, Accessible, Interoperable, and Reusable. <https://www.go-fair.org/fair-principles/>

- Yes, fully
- Yes, partially
- No, planning to implement
- No
- I don't know

Big Data

*** 5.12 Is your public authority using or producing Big Data?**

Big data are extremely large data sets that may be analysed computationally to reveal patterns, trends, and associations, especially relating to human behaviour and interactions. Big data can be generated, for example, through technologies such as mobile phones, websites, satellites, or sensors.

- Yes
- No

5.12.1 If your public authority is producing/using its own Big Data, which service areas are covered?

Note: Please select as many as apply per service area

	Produce Big Data by service provision	Use Big Data for service analytics	Use (real time) Big Data for service provision	Publish Big Data or related analytics on the Urban Data platform	Not applicable
* General Services / Administration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

* Building & Spatial Planning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
* Culture & Leisure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
* Education	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
* Healthcare	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
* Order & Safety	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
* Social & Welfare Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
* Transport & Mobility	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
* Utilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

* 5.12.2 Does your public authority have access to Big Data through agreements with third parties?

- Yes
- No

5.12.2.1 If your public authority is using Big Data produced by third parties, which service areas are covered?

Note: If yes, please answer for each service area that applies. If not, please select "Not Applicable"

	Use (real time) Big Data in its own service provision	Use Big Data for analytics	Not Applicable
* General Services / Administration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
* Building & Spatial Planning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
* Culture & Leisure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
* Education	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
* Healthcare	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
* Order & Safety	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
* Social & Welfare Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
* Transport & Mobility	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
* Utilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6 Citizen Engagement and Innovation Ecosystems

As part of the DIGIsurvey, we would like to find out more about your public authority's innovation ecosystem, as well as how you involve and inform citizens about innovation activities.

* 6.1 Does your public authority use platforms to actively engage with citizens?

Note: Please select all that apply

For the definition of the concepts listed below, please consult the Glossary. You find the link on the right.

- Public Consultations
- Debates
- Voting
- Crowd-funding
- Petitions
- Crowdsourcing
- Crowdmapping
- Co-creation
- Public meet-ups / information sessions
- Other kind of participatory interactions
- No activities performed

* 6.1.1 Please specify which activities

* 6.1.2 Referring to the most successful initiative of the past year (2020), select the range of the participation percentage achieved through the use of one of the platforms above

- Below 1% of the population of the Municipality
- Between 1% and 3%
- Between 3% and 5%
- Above 5%

* 6.1.3 Please indicate the engagement platform (provide the link)

* 6.2 Does your public authority engage citizens in (open) data initiatives?

- Citizens can ask for additional datasets to be published through an ad hoc channel/procedure
- Citizens are engaged in data-driven innovation initiatives (example: hackatons, surveys, service design lab, idea generation events, etc.)
- Citizens are engaged in producing data through innovation initiatives (example: crowdsourcing, crowdmapping, citizen science initiatives, etc.)
- No engagement activities

*** 6.3 Is your public authority directly involved in ecosystems for innovation together with other actors of the quadruple helix (Academia/Research, Industry, Public Sector, Civic Society)?**

The quadruple and quintuple innovation helix framework describes the interaction among university, industry, government, public, and environment within a knowledge economy. The Quadruple Helix model adds to the “university-industry-government relations” the fourth helix of a media-based and culture-based public, that also includes values and different value systems. This fourth helix associates with ‘media’, ‘creative industries’, ‘culture’, ‘values’, ‘life styles’, ‘art’, and perhaps also the notion of the ‘creative class’.

Living Labs, Digital Innovation Hubs, Fab Labs, Research & Technology Centres, etc are considered quadruple helix innovation ecosystems.

- Yes
 No

*** 6.3.1 If yes, please select as many organisations as apply from the list below**

Note: Please select as many as apply

- Living Labs are defined as user-centred, open innovation ecosystems based on a systematic user co-creation approach integrating research and innovation processes in real-life communities and settings. <https://enoll.org/about-us/>
- Digital Innovation Hubs are not-for-profit, one-stop-shops that support companies – in particular small and medium-sized enterprises (SMEs) – and public organisations in their digital transformation, offering them services: <https://digital-strategy.ec.europa.eu/en/library/digital-innovation-hubs-helping-companies-across-economy-make-most-digital-opportunities-brochure>
- Hackerspaces are community-operated physical places, where people share their interest in tinkering with technology, meet and work on their projects, and learn from each other.
- A Fab Lab, or digital fabrication laboratory, is a place to play, to create, to learn, to mentor, to invent: a place for learning and innovation. It provides access to the environments, the skills, , the materials and the advanced technologies to allow anyone, anywhere, to make almost everything.
- (Business) incubators are support structures that support entrepreneurs in business creation and development. The broad objective of a business incubator is to create and develop firms, and improve their chances for success
- The EU Policy Lab is a space designed to foster creativity and engagement, and to develop interactions, processes and tools able to bring innovation into European policy-making: <https://blogs.ec.europa.eu/eupolicylab/about-us/>

- Digital Innovation Hub
 Living Lab
 Fab Lab
 Civic Hacker Spaces / Maker Space
 Incubators
 Research & Technology Centres
 EU Policy Lab

*** 6.3.2 What is the purpose for your public authority to collaborate with the local ecosystem?**

Note: Please select as many as apply

- Enabling innovation / technology development
 Widening the digital literacy by providing education and training to local stakeholders and actors
 Guaranteeing complementary education and training to public employees
 Formalizing agreements with other innovation ecosystem actors

- Affecting policy making for innovation
- Promoting the ecosystem (creation of new firms and support to industry growth)
- Getting support for innovation procurement
- Guaranteeing large adoption of digital public services
- Testing innovative solutions in the public authority
- Co-creating city services and outcomes with business and citizens
- Improving trust, security and accountability
- Other

6.3.2.1 Please specify which other purposes:

6.3.3 Can you provide a short explanation or examples of your public authority's approach to building an innovation ecosystem? Please include links to relevant initiatives

Note: This question is optional. Thank you for taking the time to answer and provide insights.

*** 6.4 Does your public authority manage official pages/profiles on social media?**

- Yes
- No

*** 6.4.1 Please select which social media platform(s):**

Note: Please select as many as apply

- Facebook
- Twitter
- Youtube
- LinkedIn
- Instagram
- Others

*** 6.4.1.1 Please specify which other platforms your authority is managing (if available please provide a link to the platform):**

*** 6.4.2 Please indicate the number of followers of your most successful institutional social media profile at the time of the survey:**

7 Service Design

In this section on Service Design, we would like to get a better understanding of how your public authority approaches the design and implementation of new (digital) services. Also, we want to learn more about what innovative technologies your public administration has already implemented or is planning to implement in the near future.

*** 7.1 Does your public authority adopt a citizen-centric approach when planning new services or updating existing ones as part of the innovation process?**

Citizen-centric (or user-centric) public services are those services that have been developed in order to meet the requirements of citizens that are involved in the whole process of service delivery. A citizen-centric approach entails the active engagement of citizens in particular in the design stage (where in some case can also be combined with proper co-design sessions), in testing and in providing feedback and monitoring the performance of public service delivery.

- Yes
- No

*** 7.1.1 Are you actively engaging one or more of the following communities in your public authority's co-design activities?**

- Immigrants
- Marginalised / Disadvantaged ethnic groups
- Religious communities
- People with disabilities or impaired
- Teenagers (below 19 years of age)
- Elderly
- Other minority groups
- None of them

7.1.2 Can you give an example how your public authority is involving citizens in co-designing services?
(Please provide links if available)

7.2 Does your public authority use service-related data to improve your digital service offer in the following areas?

Note: Please select all that apply, otherwise please select "Not applicable"

	Collects data about the use of the service to design or improve the service	Collects end-users evaluations on services to design or improve the service	Not Applicable
* General Services / Administration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
* Building & Spatial Planning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

* Culture & Leisure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
* Education	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
* Healthcare	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
* Order & Safety	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
* Social & Welfare Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
* Transport & Mobility	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
* Utilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

7.3 State for each service area if the adoption of Artificial Intelligence technology is planned, implemented, not planned or not applicable:

Note: Please consider "Not Applicable" if the service area is not under the responsibility of your public authority, or the information is not available.

Artificial Intelligence refers to systems that display intelligent behaviour by analysing their environment and taking action — with some degree of autonomy — to achieve specific goals.

	Planned	Implemented	Not Planned	Not Applicable
* General Services / Administration	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Building & Spatial Planning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Culture & Leisure	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Education	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Healthcare	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Order & Safety	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Social & Welfare Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Transport & Mobility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Utilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

7.3.1 If planned or implemented, what is the intended use of the AI technology?

Note: This question is optional.

7.4 State for each service area if the adoption of Internet of Things (IoT) technology is planned, implemented, not planned or not applicable:

Note: Please consider "Not Applicable" if the service area is not under the responsibility of your public authority, or the information is not available.

The Internet of Things merges physical and virtual worlds, creating smart environments. Internet of Things (IoT) represents the next step towards the digitisation of our society and economy, where objects and people are interconnected through communication networks and report about their status and/or the surrounding environment.

	Planned	Implemented	Not Planned	Not Applicable
* General Services / Administration	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Building & Spatial Planning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Culture & Leisure	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Education	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Healthcare	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Order & Safety	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Social & Welfare Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Transport & Mobility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Utilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

7.4.1 If planned or implemented, what is the intended use of IoT technology?

Note: This question is optional.

7.5 State for each service area if the adoption of the blockchain technology is planned, implemented, not planned or not applicable:

Note: Please consider "Not Applicable" if the service area is not under the responsibility of your public authority, or the information is not available.

Blockchain is a system in which a record of transactions are maintained across several computers that are linked in a peer-to-peer network.

	Planned	Implemented	Not Planned	Not Applicable
* General Services / Administration	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Building & Spatial Planning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Culture & Leisure	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Education	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Healthcare	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Order & Safety	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Social & Welfare Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Transport & Mobility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* Utilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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7.5.1 If planned or implemented, what is the intended use of the blockchain technology?

Note: This question is optional.

7.6 State for each service area if the adoption of wearable technology is planned, implemented, not planned or not applicable:

Note: Please consider "Not Applicable" if the service area is not under the responsibility of your public authority, or the information is not available.

Wearable technology, wearables, fashion technology, smartwear, tech togs, skin electronics or fashion electronics are smart electronic devices (electronic device with micro-controllers) that are worn close to and/or on the surface of the skin, where they detect, analyze, and transmit information concerning e.g. body signals such as vital signs, and/or ambient data and which allow in some cases immediate biofeedback to the wearer. Wearable technology is an example of IoT

	Planned	Implemented	Not Planned	Not Applicable
* General Services / Administration	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Building & Spatial Planning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Culture & Leisure	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Education	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Healthcare	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Order & safety	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Social & Welfare Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Transport & Mobility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Utilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

7.6.1 If planned or implemented, what is the intended use of wearable technology?

Note: This question is optional.

7.7 State for each service area if the adoption of robotics technology is planned, implemented, not planned or not applicable:

Note: Please consider "Not Applicable" if the service area is not under the responsibility of your public authority, or the information is not available.

	Planned	Implemented	Not Planned	Not Applicable
* General Services / Administration	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Building & Spatial Planning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* Culture & Leisure	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Education	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Healthcare	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Order & Safety	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Social & Welfare Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Transport & Mobility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Utilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

7.7.1 If planned or implemented, what is the intended use of robotics technology?

Note: This question is optional.

8 Digital Maturity

In this part of the DIGIsurvey, we would like to get more insights on the offer of digital services in your public authority and how they impact the different service areas.

8.1 How would you describe the level of digitalisation of services provided by the public authority in the following service areas?

	0 (the majority of the services provided by the sector is not digital)	1 (the majority of the services provided by the sector is digital only internally to the public administration)	2 (the majority of the ancillary services are digitized – e.g. booking, payment, unique access point)	3 (the majority of the service provided are fully delivered digitally)
* General Services / Administration	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Building & Spatial Planning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Culture & Leisure	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Education	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Healthcare	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* Order & Safety	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Social & Welfare Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Transport & Mobility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Utilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

8.2 When a public service is provided online as well as offline, how many users are choosing the digital option?

	Very few	A minority	A majority	Almost all	Not applicable
* General Services / Administration	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Building & Spatial Planning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Culture & Leisure	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Education	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Healthcare	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Order & Safety	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Social & Welfare Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Transport & Mobility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Utilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

8.3 Indicate the availability of comprehensive multilingual options in the service interfaces of the public authority used by the following service areas

Note: Please select as many as apply.

	Other EU languages	Non-EU languages	Not Applicable
* General Services / Administration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
* Building & Spatial Planning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
* Culture & Leisure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
* Education	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
* Healthcare	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
* Order & Safety	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
* Social & Welfare Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

* Transport & Mobility	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
* Utilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

* 8.3.1 How are the translations provided?

- By professional translators, manually uploaded
- By automated translations (for example CEF eTranslation)
- By crowdsourced translation
- By expert revision of automated translations

8.4 Please indicate the key obstacles that your public authority is experiencing:

Note: Please select as many as apply.

	Lack of adequate finance	High complexity of procurement procedures	Lack of availability of suitable offers on the market	Limited access to data	Legislative barriers	Low societal acceptance	Limited institutional capacity	Permanence of silo thinking within public authority	Lack of adequate IT infrastructure	Other
* Adopting an Urban Data Platform	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
* Adopting data modelling tools and software (local Digital Twins or similar)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
* Integrating AI in public services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
* Integrating IoT in public services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

* Integrating Blockchain in public services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
* Integrating Wearables in public services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
* Integrating Robotics in public services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
* Activating or getting engaged by innovation ecosystem	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9 The Impact of COVID-19

Covid-19 has influenced everyone and every organization in the past year. We would like to get a better understanding of how the pandemic has affected your public authority and what role digital innovation has played.

9.1 Please indicate the percentage of your public authority's employees who were allowed to work remotely before and during the COVID-19 pandemic

	Before Covid-19	During Covid-19
% of total workforce		

9.2 Is your public authority planning to continue to offer its employees the opportunity to work remotely after COVID-19 restrictions will be lifted?

- Yes
- No
- Unclear

9.3 How did the COVID-19 pandemic affect the provision of ICT infrastructure/equipment in your public authority?

	Not provided	Provided prior to COVID-19 pandemic and lockdown measures	Provided following COVID-19 pandemic and lockdown measures
Licenses for online platforms (e.g., Zoom, MS Teams, GoTo Meeting, etc)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Infrastructure for (secure) cloud hosting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
ICT equipment enabling remote working (e.g laptops, smartphones, video cameras, microphones, etc)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Infrastructure support for remote working (e.g., upgrading internet connection at home, etc)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Application for certificates and IDs (e.g. domicile registration)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

9.4 Did the COVID-19 pandemic have an effect on the digitalisation of pre-existing services?

	Planned	Implemented	Not Planned
Online booking services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Interactive user guidance (e.g., vocal assistant, chat bot)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Issuing of certificates (e.g. police records, birth certificates)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tutorials	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Transformation towards online-only services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

9.5 Were there other effects of the COVID-19 pandemic on digital service provision in your public authority? If yes, please elaborate here



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