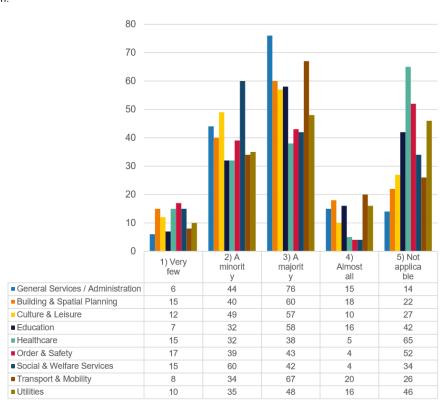
#### REFERENCE SAMPLE

Question typology: Number of analysed questionnaires: Number of cities respond to this specific question: Matrix - Likert 155 155 (100%)



#### **REFERENCE SAMPLE**

Question typology: Matrix - Likert

Number of analysed questionnaires: 155

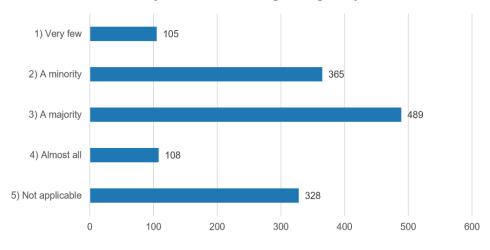
Number of cities respond to this specific 155 (100%)

question:

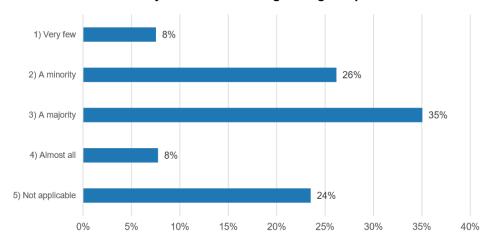
Answer (matrix columns)	Count *	Percentage **
1) Very few	105	8%
2) A minority	365	26%
3) A majority	489	35%
4) Almost all	108	8%
5) Not applicable	328	24%

 $<sup>^{\</sup>star}$  The Count is given by the sum of all the selected rows within the same matrix column

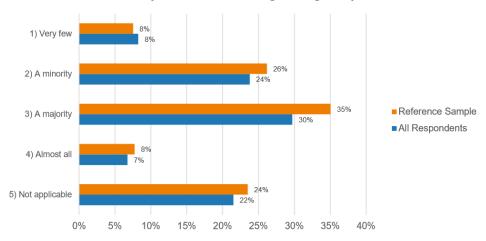
<sup>\*\*</sup> The percentage refers to the respondents to this specific question. The grand total could be more than 100% in the case of multiple choice questions.



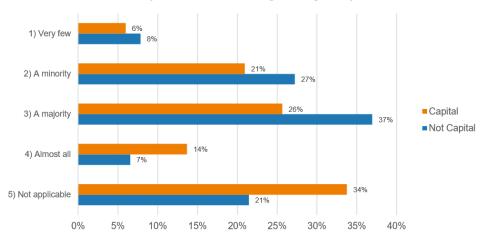
Question typology	Data	Cluster	Value
Matrix - Likert	Reference Sample	-	Count



Question typology	Data	Cluster	Value
Matrix - Likert	Reference Sample	-	Percentage



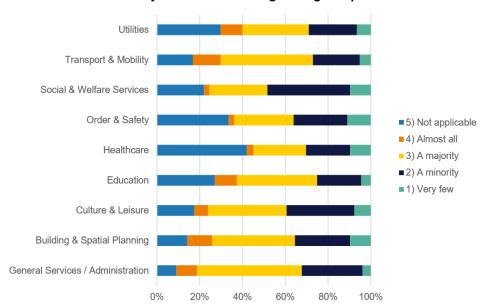
Question typology	Data	Cluster	Value
Matrix - Likert	Reference Sample	Reference Sample	Percentage



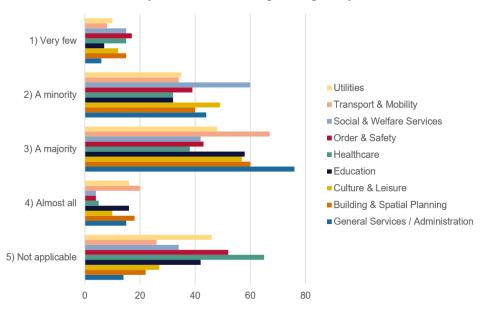
Question typology	Data	Cluster	Value
Matrix - Likert	Reference Sample	Capital cities	Percentage



Question typology	Data	Cluster	Value
Matrix - Likert	Reference Sample	Matrix	Count



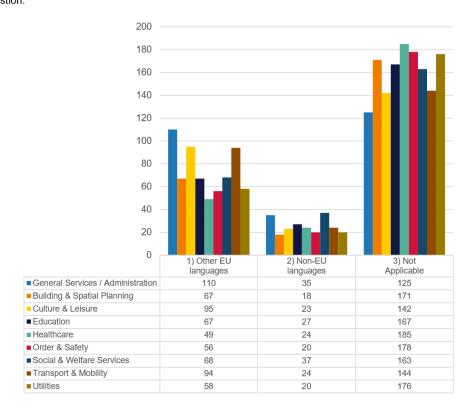
Question typology	Data	Cluster	Value	
Matrix - Likert	Reference Sample	Matrix	Percentage	



Question typology	Data	Cluster	Value
Matrix - Likert	Reference Sample	Matrix	Count

#### **ALL RESPONDENTS**

Question typology: Number of analysed questionnaires: Number of cities respond to this specific question: Matrix - Multiple choice 246 246 (100%)



#### **ALL RESPONDENTS**

Question typology: Matrix - Multiple choice

Number of analysed questionnaires: 246

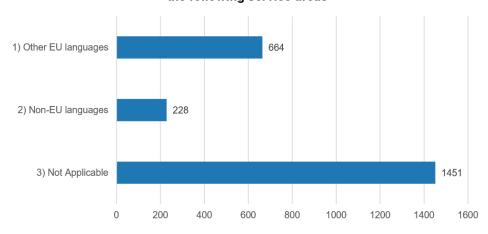
Number of cities respond to this specific 246 (100%)

question:

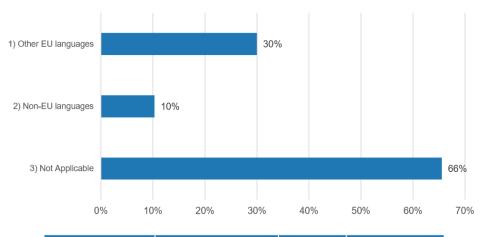
Answer (matrix columns)	Count *	Percentage **
1) Other EU languages	664	30%
2) Non-EU languages	228	10%
3) Not Applicable	1.451	66%

<sup>\*</sup> The Count is given by the sum of all the selected rows within the same matrix column

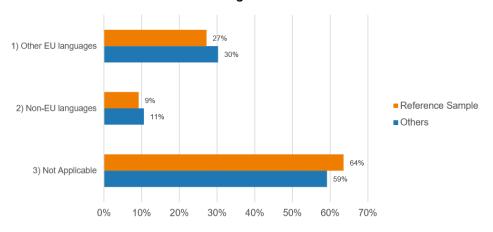
<sup>\*\*</sup> The percentage refers to the respondents to this specific question. The grand total could be more than 100% in the case of multiple choice questions.



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



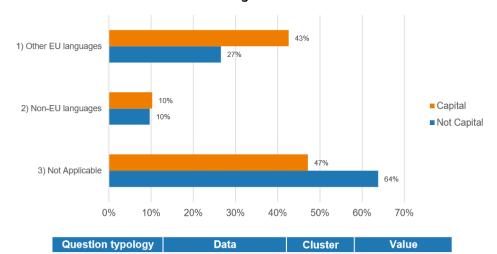
Question typology	Data	Cluster	Value
Matrix - Multiple choice	All Respondents	-	Percentage



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

Matrix - Multiple choice

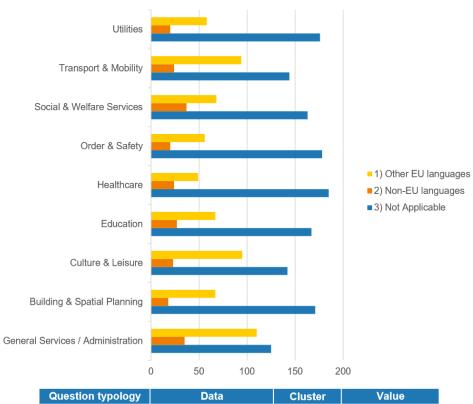
## 8.3 Indicate the availability of comprehensive multilingual options in the service interfaces of the public authority used by the following service areas



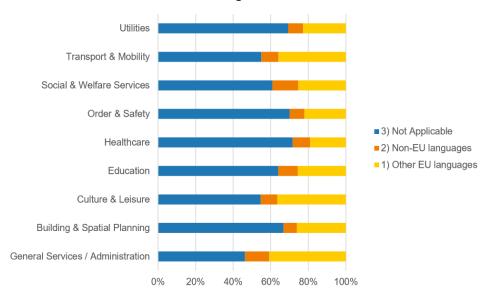
All Respondents

Capital cities

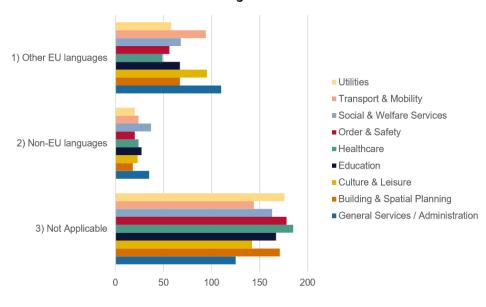
Percentage



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



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



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

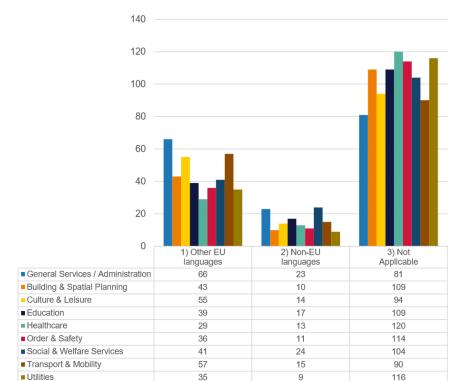
#### **REFERENCE SAMPLE**

Question typology:

Number of analysed questionnaires: Number of cities respond to this specific question:

Matrix - Multiple choice 155 155 (100%)

116



#### **REFERENCE SAMPLE**

Question typology: Matrix - Multiple choice

Number of analysed questionnaires: 155

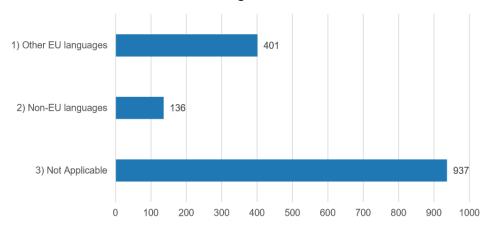
Number of cities respond to this specific 155 (100%)

question:

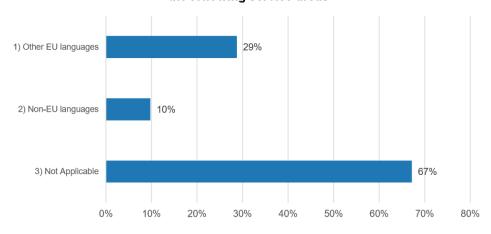
Answer (matrix columns)	Count *	Percentage **
1) Other EU languages	401	29%
2) Non-EU languages	136	10%
3) Not Applicable	937	67%

<sup>\*</sup> The Count is given by the sum of all the selected rows within the same matrix column

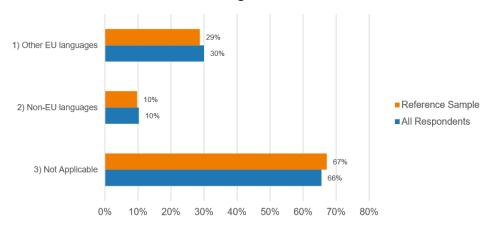
<sup>\*\*</sup> The percentage refers to the respondents to this specific question. The grand total could be more than 100% in the case of multiple choice questions.



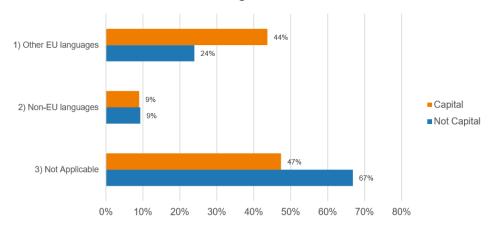
Question typology	Data	Cluster	Value
Matrix - Multiple choice	Reference Sample	-	Count



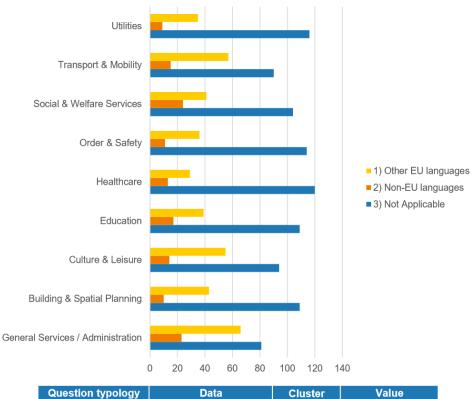
Question typology	Data	Cluster	Value
Matrix - Multiple choice	Reference Sample	-	Percentage

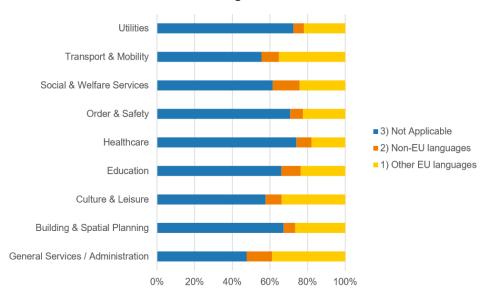


Question typology	Data	Cluster	Value
Matrix - Multiple choice	Reference Sample	Reference Sample	Percentage

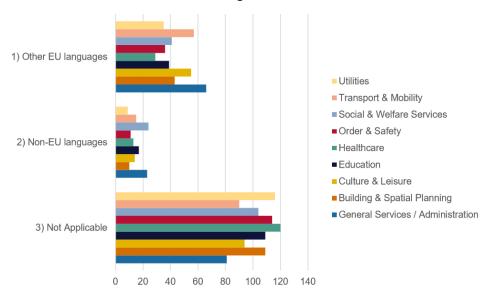


Question typology	Data	Cluster	Value
Matrix - Multiple choice	Reference Sample	Capital cities	Percentage





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



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

#### **ALL RESPONDENTS**

Question type: **Multiple choice** 

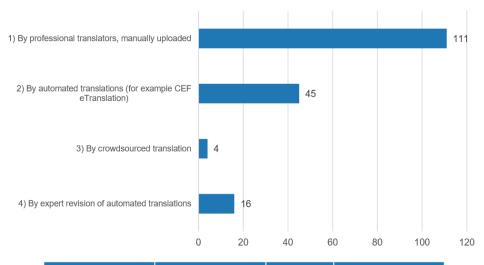
Number of analysed questionnaires: 246

Number of cities respond to this specific 147 (60%)

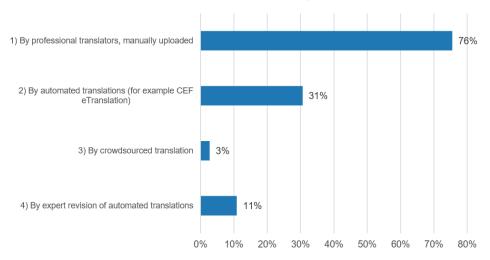
question:

Answer	Count	Percentage*
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%

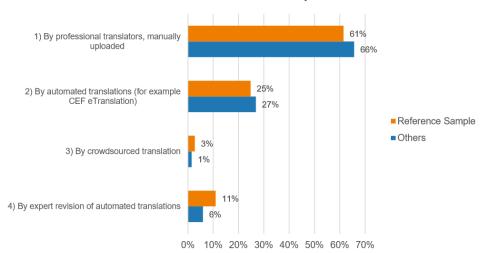
<sup>\*</sup> The percentage refers to the respondents to this specific question. The grand total could be more than 100% in the case of multiple choice questions.



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

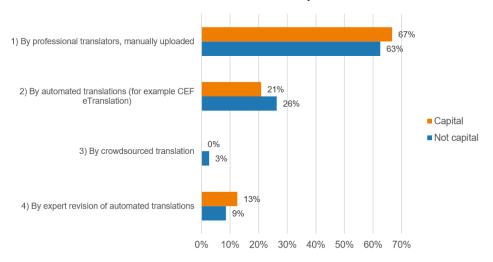


Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	-	Percentage

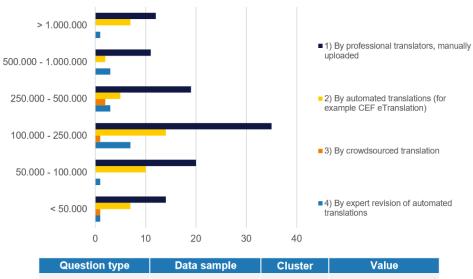


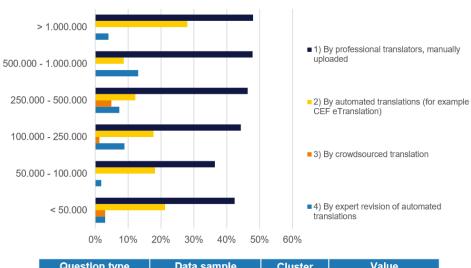
 Question type
 Data sample
 Cluster
 Value

 Multiple choice
 All Respondents
 Reference Sample
 Percentage

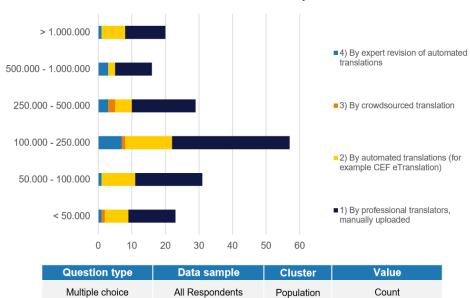


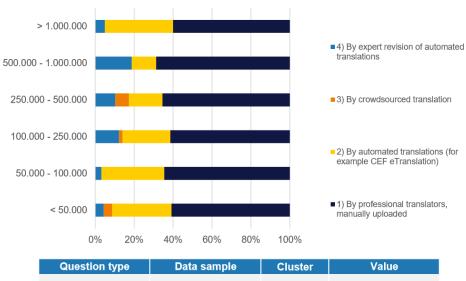
Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	Capital cities	Percentage

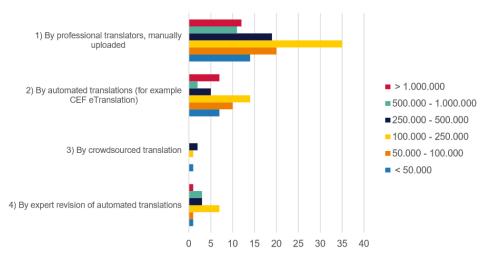




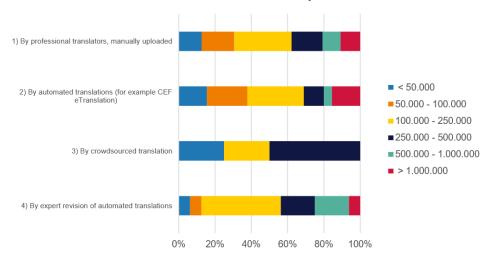
Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	Population	Percentage



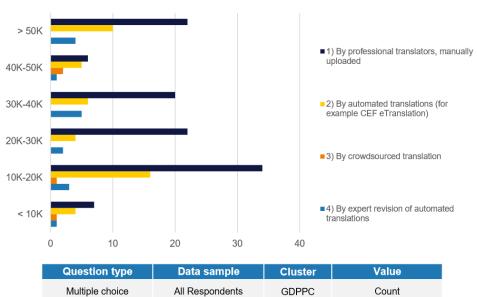


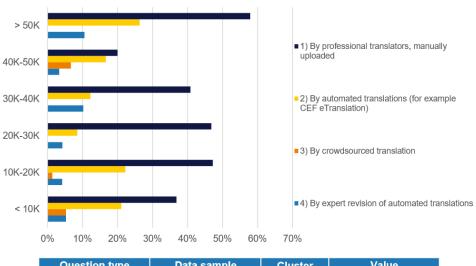


Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	Population	Count

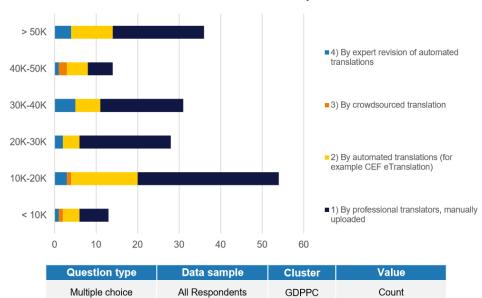


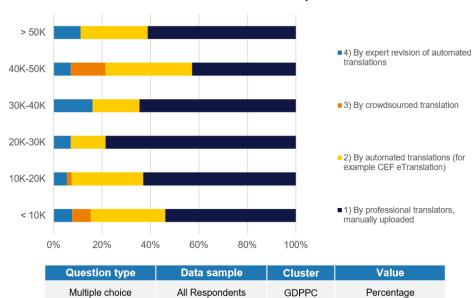
Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	Population	Percentage

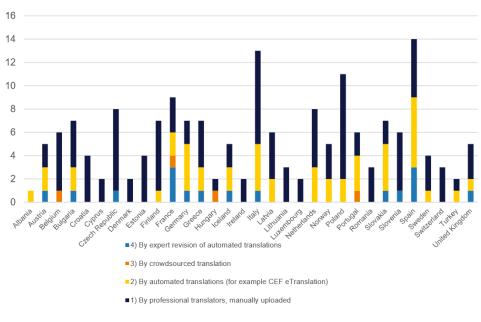




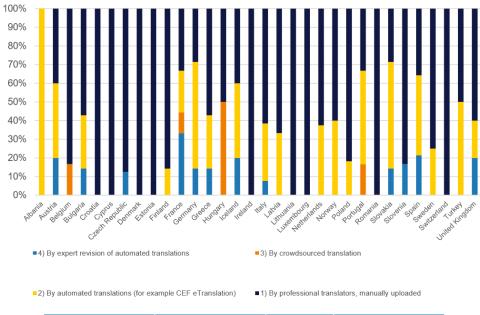
Question type	Data sample	Cluster	Value
Multiple choice	All Respondents	GDPPC	Percentage







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



Qu	estion type	Data sample	Cluster	Value
М	ultiple choice	All Respondents	Country	Percentage

### **REFERENCE SAMPLE**

Question type: **Multiple choice** 

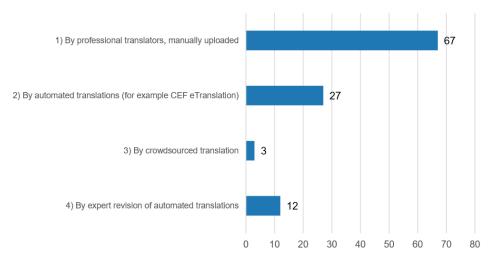
Number of analysed questionnaires: Number of cities respond to this specific

question:

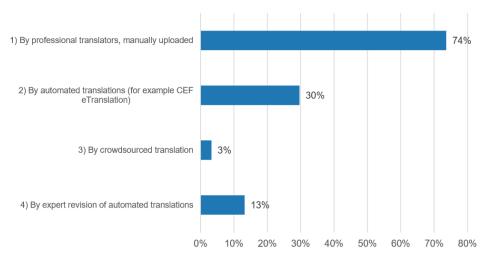
155 91 (59%)

Answer	Count	Percentage*
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%

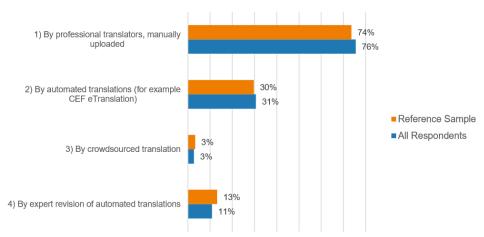
 $<sup>^{*}</sup>$  The percentage refers to the respondents to this specific question. The grand total could be more than 100% in the case of multiple choice questions.



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

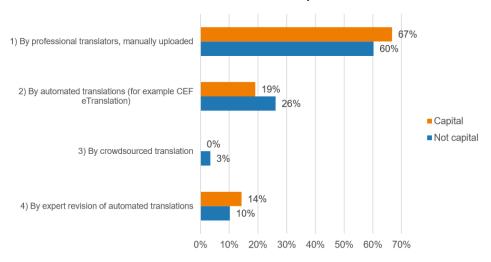


Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	-	Percentage



0% 10% 20% 30% 40% 50% 60% 70% 80%

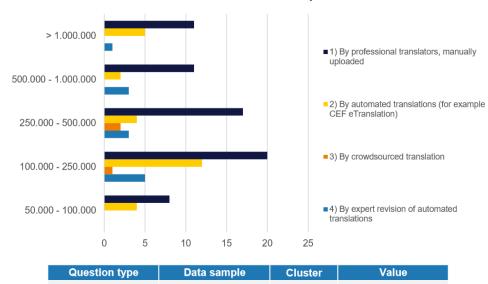
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	Reference Sample	Percentage



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

Multiple choice

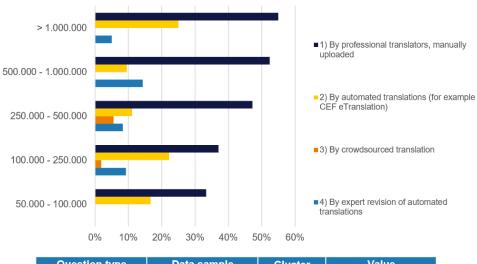
### 8.3.1 How are the translations provided?



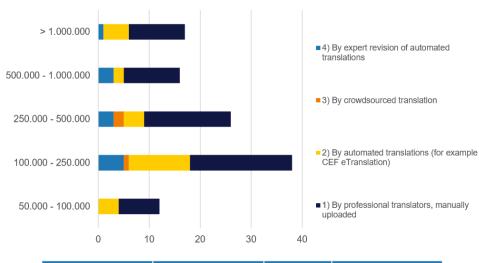
Population

Count

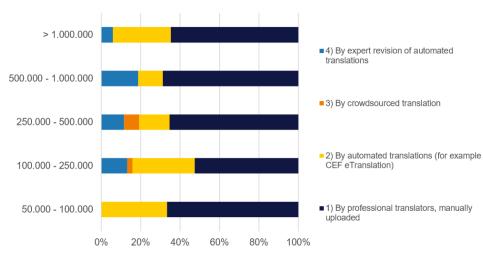
Reference Sample



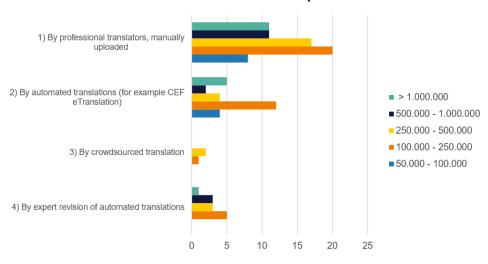
Question t	ype Data sa	ample Clus	ter Value	
Multiple cho	ice Reference	Sample Popula	ation Percentag	је



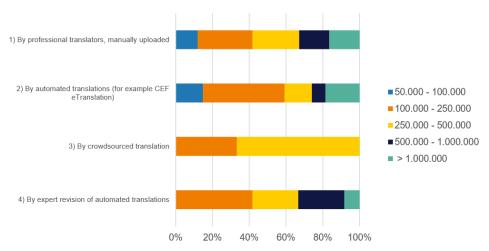
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	Population	Count



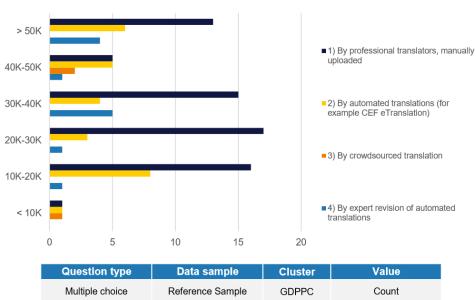
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	Population	Percentage

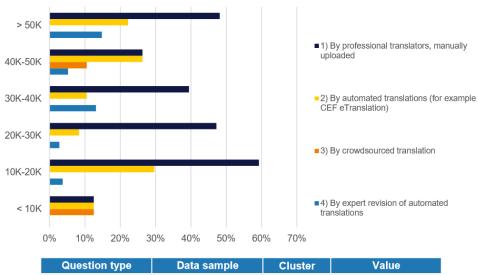


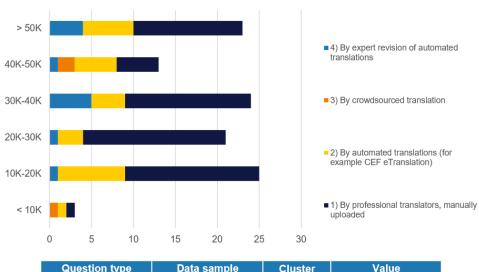
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	Population	Count



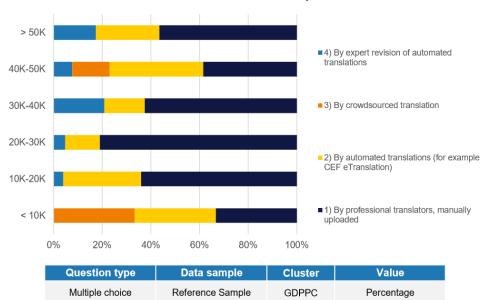
Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	Population	Percentage

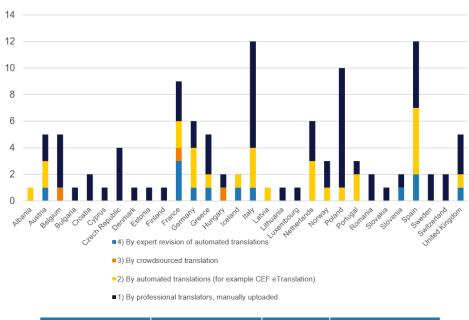




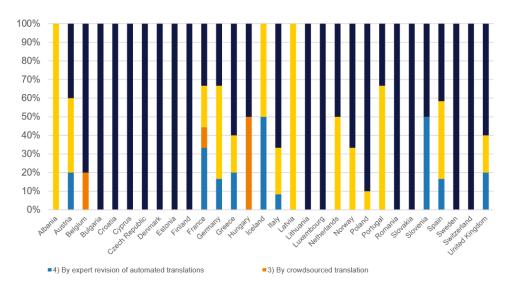


Question type	Data sample	Cluster	Value
Multiple choice	Reference Sample	GDPPC	Count





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

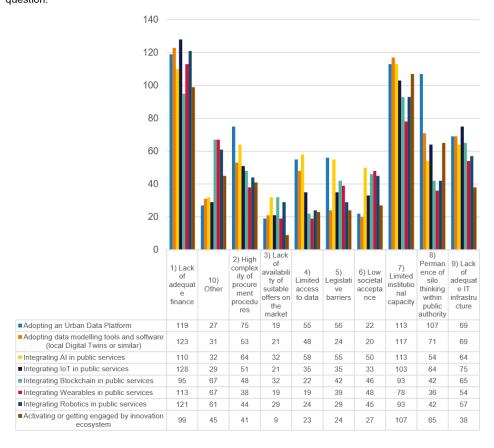


■2) By automated translations (for example CEF eTranslation) ■1) By professional translators, manually uploaded

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

#### **ALL RESPONDENTS**

Question typology: Number of analysed questionnaires: Number of cities respond to this specific question: Matrix - Multiple choice 246 246 (100%)



#### **ALL RESPONDENTS**

Question typology: Matrix - Multiple choice

Number of analysed questionnaires: 246

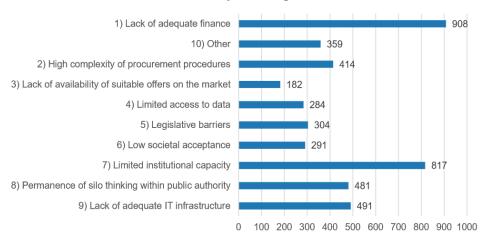
Number of cities respond to this specific 246 (100%)

question:

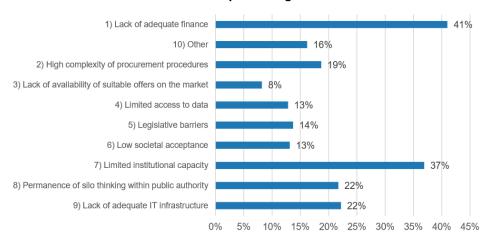
Answer (matrix columns)	Count *	Percentage **
1) Lack of adequate finance	908	41%
10) Other	359	16%
2) High complexity of procurement procedures	414	19%
3) Lack of availability of suitable offers on the market	182	8%
4) Limited access to data	284	13%
5) Legislative barriers	304	14%
6) Low societal acceptance	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%

 $<sup>^{\</sup>star}$  The Count is given by the sum of all the selected rows within the same matrix column

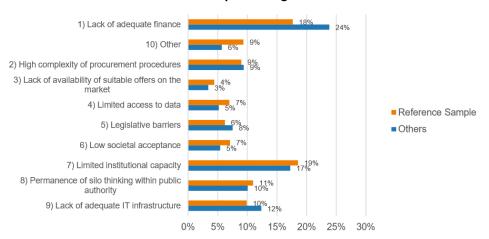
<sup>\*\*</sup> The percentage refers to the respondents to this specific question. The grand total could be more than 100% in the case of multiple choice questions.



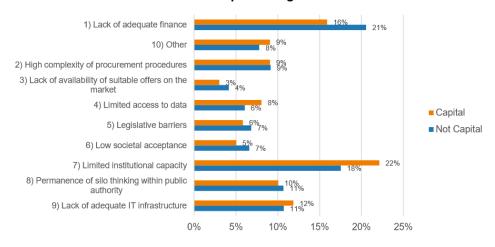
Question typology	Data	Cluster	Value
Matrix - Multiple choice	All Respondents		Count



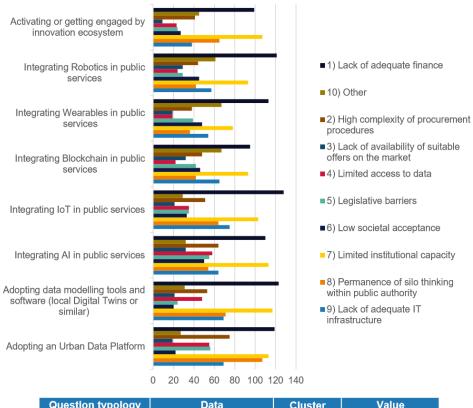
Question typology	Data	Cluster	Value
Matrix - Multiple choice	All Respondents	-	Percentage



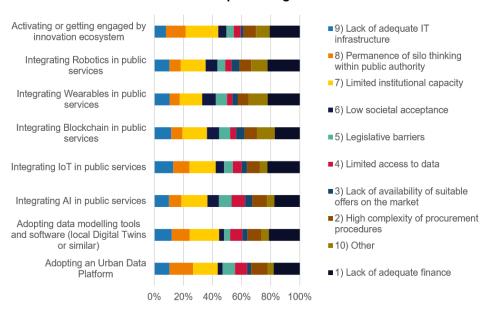
Question typology	Data	Cluster	Value
Matrix - Multiple choice	All Respondents	Reference Sample	Percentage



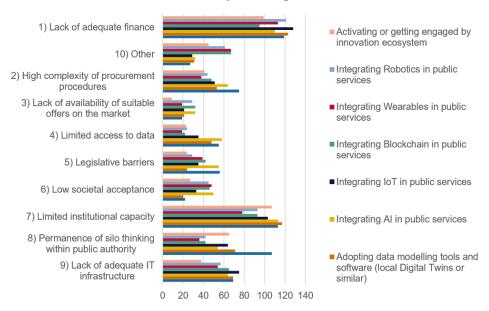
Question typology	Data	Cluster	Value
Matrix - Multiple choice	All Respondents	Capital cities	Percentage



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



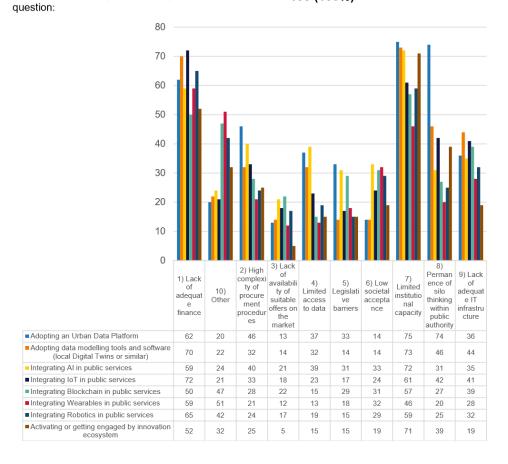
Question typology	Data	Cluster	Value
Matrix - Multiple choice	All Respondents	Matrix	Percentage



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

#### **REFERENCE SAMPLE**

Question typology: Number of analysed questionnaires: Number of cities respond to this specific Matrix - Multiple choice 155 155 (100%)



#### **REFERENCE SAMPLE**

Question typology: Matrix - Multiple choice

Number of analysed questionnaires: 155

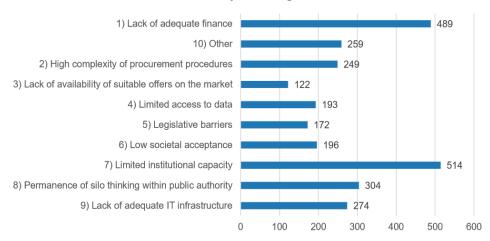
Number of cities respond to this specific 155 (100%)

question:

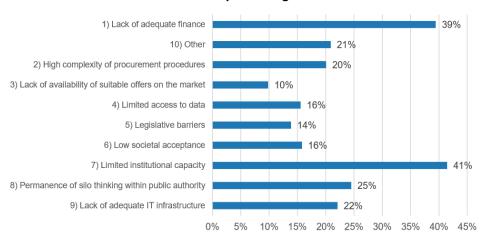
Answer (matrix columns)	Count *	Percentage **
1) Lack of adequate finance	489	39%
10) Other	259	21%
2) High complexity of procurement procedures	249	20%
3) Lack of availability of suitable offers on the market	122	10%
4) Limited access to data	193	16%
5) Legislative barriers	172	14%
6) Low societal acceptance	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%

 $<sup>^{\</sup>star}$  The Count is given by the sum of all the selected rows within the same matrix column

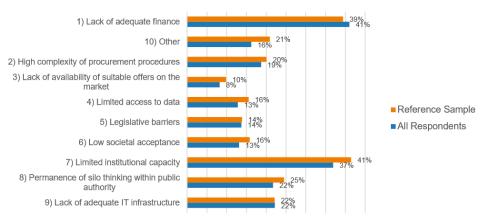
<sup>\*\*</sup> The percentage refers to the respondents to this specific question. The grand total could be more than 100% in the case of multiple choice questions.



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

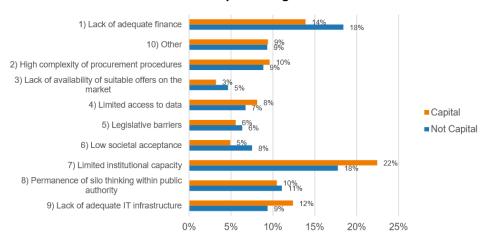


Question typology	Data	Cluster	Value
Matrix - Multiple choice	Reference Sample	-	Percentage

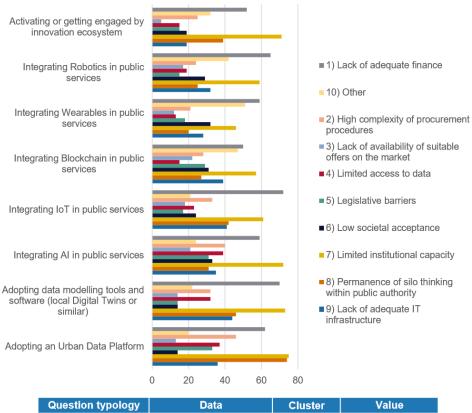


0% 5% 10% 15% 20% 25% 30% 35% 40% 45%

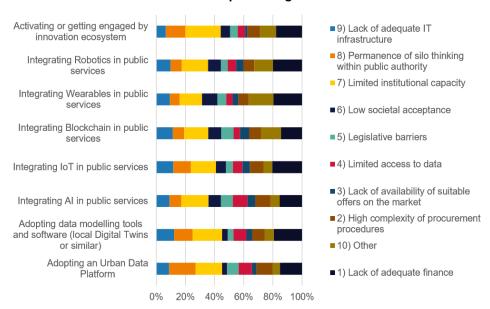
Question typology	Data	Cluster	Value
Matrix - Multiple choice	Reference Sample	Reference Sample	Percentage



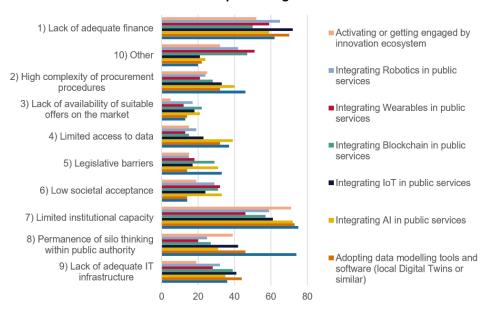
Question typology	Data	Cluster	Value
Matrix - Multiple choice	Reference Sample	Capital cities	Percentage



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



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



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

#### **ALL RESPONDENTS**

Question type: Single choice

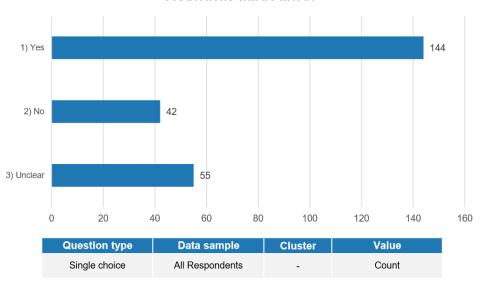
Number of analysed questionnaires: 246

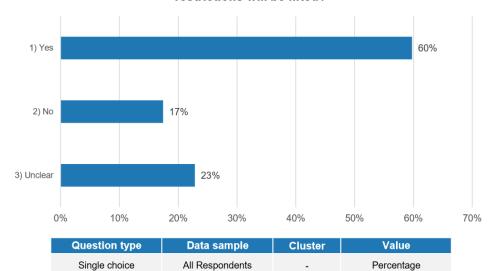
Number of cities respond to this specific 241 (98%)

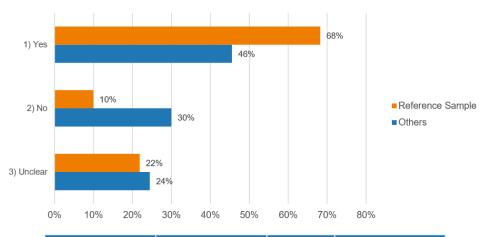
question:

Answer	Count	Percentage*
1) Yes	144	60%
2) No	42	17%
3) Unclear	55	23%

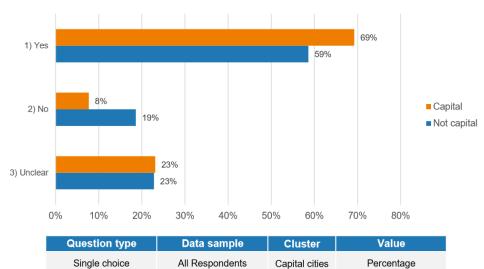
<sup>\*</sup> The percentage refers to the respondents to this specific question. The grand total could be more than 100% in the case of multiple choice questions.

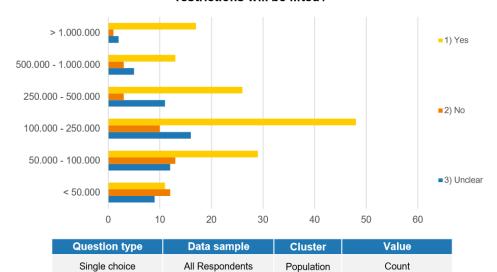


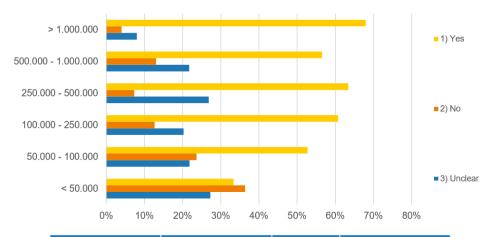




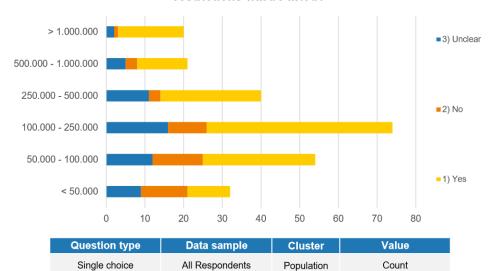
Question type	Data sample	Cluster	Value
Single choice	All Respondents	Reference Sample	Percentage

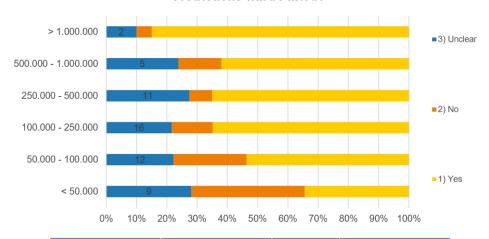




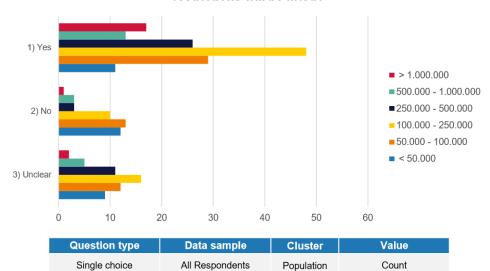


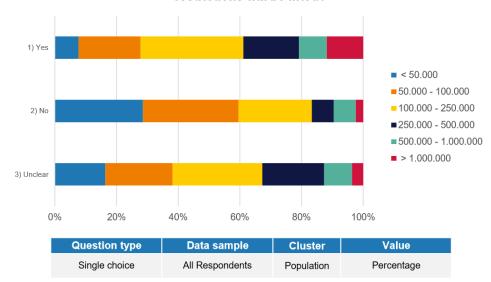
Question type	Data sample	Cluster	Value
Single choice	All Respondents	Population	Percentage

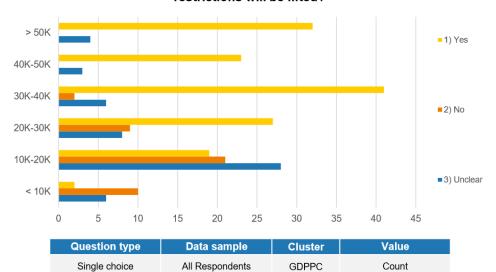


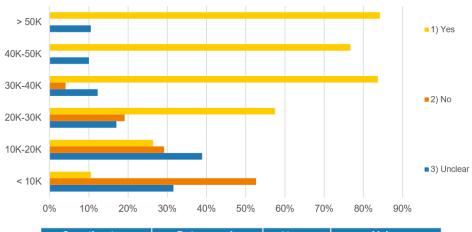


Question type	Data sample	Cluster	Value
Single choice	All Respondents	Population	Percentage

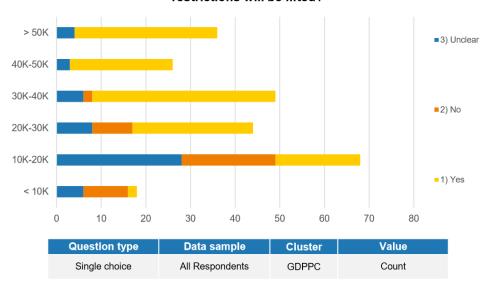


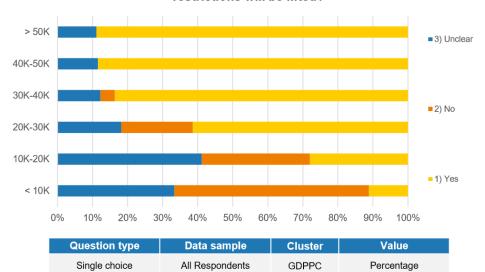


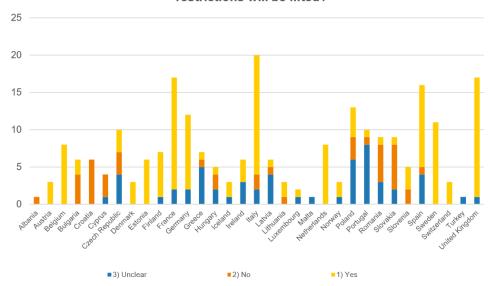




Questio	n type 📗 🏻 🗅	ata sample	Cluster	Value
Single c	hoice All	Respondents	GDPPC	Percentage

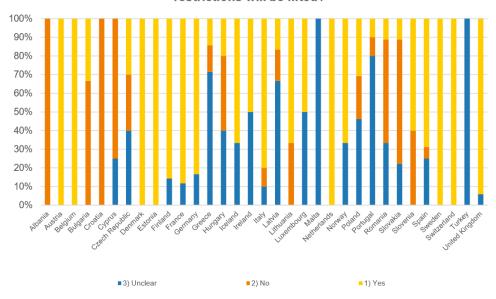






Question type	Data sample	Cluster	Value
Single choice	All Respondents	Country	Count

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