

# RESEARCH REPORT

## *Assessing the level of user satisfaction with Public Service Centers and determining the most significant problem areas of public services delivery*

March 2024

Tashkent, Uzbekistan

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# List of Abbreviations

**EDS – Electronic Digital Signature**

**PSC – Public Services Center**

**TA – Target Audience**

**TF – Task Force**

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## Key Research Findings

1. 71.6% of the population in Samarkand and Fergana regions are aware of the types and quantity of public services provided by the Public Services Centers.
2. 55% of respondents were unaware of the existence of the Public Services Portal (<https://my.gov.uz/ru>).
3. 49.4% of respondents use various public services at least once per quarter, while 49.8% of the population access public services 1-2 times per year.
4. Approximately 65% of respondents believe that the quality of public service provision has improved over the past 3 years.
5. The majority of the population in Samarkand and Fergana regions prefer to receive public services by personal visiting the Public Services Centers (72.6%). Only 24.1% of respondents prefer to receive public services in online format. However, the proportion of those using online public services is significantly higher in Samarkand region compared to Fergana region (32.8% in Samarkand region compared to 15.3% in Fergana region). Conversely, the percentage of those who prefer to access public services in person at the Public Services Centers is higher in Fergana region (83.8% in Fergana region compared to 61.5% in Samarkand region).
6. Accessing the website and public services processing on the Public Services Portal (<https://my.gov.uz/ru>) often poses difficulties for the population. Challenges with registration, confusion in obtaining access keys, and complexity in understanding website navigation are some of the issues that deter respondents from using online services, leading them to prefer visiting Public Services Centers.
7. When individuals with disabilities need to access public services, they prefer to go to Public Services Centers (53.1%) or Mahalla committees<sup>1</sup> (32.8%). 76.6% of respondents see no barriers to accessing public services. Among the 23.4% who encountered difficulties, the main issues include slippery tiles and ramps, lack of adaptation of toilets for people with disabilities, limited awareness among people with disabilities about their entitlements when obtaining public services, as well as limited awareness about the possibility and methods of obtaining public services online. Additionally, 18.8% of respondents feel they are treated with prejudice and rudeness by Public Services Centers staff.
8. 93.8% of respondents with disabilities noted that Public Services Centers have convenient locations, while 75% overall consider Public Services Centers to be well-equipped, albeit with violations of some regulations (slippery tiles, absence of handrails, etc.).
9. Women feel comfortable at the PSCs (97.4%) and are the most frequent visitors (87% of surveyed women prefer to come to the PSCs in person to receive public services). However, some types of services cause discomfort and anxiety for them. For example, to take a photo for a passport,

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<sup>1</sup> Mahalla is a traditional community organization in Uzbekistan, functioning as a form of self-governance and addressing local issues with the guidance of respected community members.

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women who adhere to religious requirements need to remove their headscarf. Often, a male employee acts as the photographer. Removing the headscarf in front of a stranger is forbidden for women and causes them significant stress.

10. The NPS score, which measures public satisfaction with public services, is 54.4 points, which can be classified as "Fine". The highest NPS score is noted among women (62 points), while the lowest is among individuals with disabilities (34.4 points). The NPS in Fergana region is 59.6 points, which is 10 points higher than in Samarkand region (49.2 points).
11. The main problems in obtaining public services are long queues and time-consuming processes for processing and obtaining public services. Additionally, the key issues include "excessive document and information requirements" and "contextual inadequacy of information from the center," when visitors have to visit the PSCs multiple times and "submit missing documents."
12. When issues arise between the population and the PSCs, most issues are resolved between them in a working manner. 94.3% of respondents resolved the issue directly with the employee they approached when receiving the service, and more than 96% were able to resolve it successfully.

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## Recommendation

1. Develop informational videos about the opportunities for obtaining public services both offline and online on the website (<https://my.gov.uz/en>).
2. Create educational materials about the use of the online portal for public services and the mobile application, and conduct informational (training) sessions for the population in districts and Mahallas.
3. Conduct an analysis of the public services portal (<https://my.gov.uz/en>) and the mobile application for public services to optimize them and create a user-friendly interface to ensure an ideal user experience.
4. Carry out more active work to inform individuals with disabilities about the opportunities for obtaining public services. Assign specific employees in the PSCs responsible for working with individuals with disabilities and informing them about their rights, benefits, and opportunities for obtaining public services. Provide their service in a dedicated window without requiring them to wait in line.
5. Consider the possibility of creating a separate schedule for receiving individuals with disabilities in the PSCs or Mahallas.
6. Improve the accessibility and equipment of the PSCs for barrier-free access by individuals with disabilities. Pay special attention to ramps, floor tiles, and the arrangement of toilet facilities considering the needs of individuals with disabilities.
7. Assign female employees to photograph women who adhere to religious norms when applying for passports and other documents requiring a photo without a headscarf.
8. Consider the possibility of increasing the staff or adjusting the work schedule of employees in the PSCs to ensure uninterrupted operation and address queue issues. It is proposed to consider an option with a staggered lunch break for substitute employees and a staggered work schedule for employees to cover peak hours after 6:00 PM when the main influx of people leaves work and can receive public services.
9. To conduct training and ongoing education for employees on interacting with clients and on the list of public services. In particular, clarify to clients the procedure for obtaining services, provide them with complete information on the documents required for obtaining a specific service, while maintaining politeness and friendliness. Develop employee work standards and assessments for continuous improvement of their qualifications and speed of providing public services.

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# Introduction

Currently, Uzbekistan is implementing a systematic policy aimed at eliminating bureaucratic and other administrative barriers in the provision of public services.

The Government of the Republic of Uzbekistan recognizes the need to improve the process of providing public services to increase the scale of services provided to the population, expand the use of electronic public services, and create an inclusive environment by ensuring equal opportunities for all, especially for women, people with special needs, and youth.

As the key executor of the digitization processes in the provision of public services, the Ministry of Justice of the Republic of Uzbekistan has identified priority areas of activity until 2026, including:

- Modernization of the national system for providing public services based on the principle of "Citizen-Centric Service";
- Expansion of the capabilities of centers in the field of information and communication technologies (ICT), increasing the population's use of public services online, and transitioning to paperless document management;
- Creation of new types of public services and abolishment of outdated ones.

In February-March 2024, in two pilot regions, the Samarkand and Fergana regions, a comprehensive study was conducted by RB ASIA on behalf of the Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH and with the assistance of the Ministry of Justice of the Republic of Uzbekistan. The study aimed to further improve the processes of providing public services and identify the real needs and issues of citizens. It focused on assessing the quality of public service delivery and the level of citizen satisfaction with public services among those who had received any public services in the past year. The study paid special attention to three target groups:

- youth (aged 16 to 30)
- women (aged 31 and older)
- people with disabilities

*As part of this study, the following activities were conducted:*

- 6 focus group discussions (3 in Samarkand and 3 in Fergana)
- 12 in-depth interviews (6 in Samarkand and 6 in Fergana)
- Quantitative research (survey) of 631 respondents in 8 cities and districts of the Samarkand and Fergana regions.

The main objective of the research was to assess the level of satisfaction among users of public service centers and identify problematic areas in the provision of public services.

*The study also aimed to address the following key questions:*

- a. To what extent are residents of the pilot regions aware of the types and quantity of services provided at service centers?
- b. How frequently do residents utilize services, and in what format do they receive them (online or offline)?
- c. To what extent can individuals with special needs access services offline or online, and what are the corresponding barriers?
- d. How physically accessible are the service centers in the pilot regions, including remote areas?
- e. How satisfied are clients of the service centers with the services they receive?
- f. Which services pose the most problems, and what are the main issues encountered when accessing these services?
- g. Is there a feedback mechanism between the service centers and the population when issues arise? If so, how does it operate?

Respondents were asked to assess the quality of public services overall, as well as separately based on the following parameters:

- Accessibility of information about the range of public services provided
- Quality of public services provided at PSCs.
- Convenience of using the online portal for Public Services (<https://my.gov.uz/>)
- Level of satisfaction with the provision of public services at PSC and online.

The comprehensive study consisted of two parts:

*Stage 1. Qualitative research.*

The first stage of the comprehensive study was the qualitative phase, which included a total of 6 focus groups and 12 in-depth interviews.

Target audiences (TA) for conducting focus groups:	Samarkand (№ of focus groups)	Fergana (№ of focus groups)	Total (№ of focus groups)
Youth: males and females aged 14 to 30 (inclusive)	1	1	2
Women aged 31 to 54 (inclusive)	1	1	2
Low-income segments of the population	1	1	2
<b>Total</b>	<b>3</b>	<b>3</b>	<b>6</b>

Target audiences (TA) for conducting in-depth interviews:	Samarkand (№ of people)	Fergana (№ of people)	Total (№ of people)
Youth: males and females aged 14 to 30 (inclusive)	2	2	4
Women aged 31 to 54 (inclusive)	2	2	4
Low-income segments of the population	2	2	4
<b>Total</b>	<b>6</b>	<b>6</b>	<b>12</b>

*Stage 2. Quantitative Research.*

The quantitative survey was conducted using the Computer-Assisted Personal Interview (CAPI) method. In total, the survey covered 631 respondents from 8 cities and 4 target audiences.



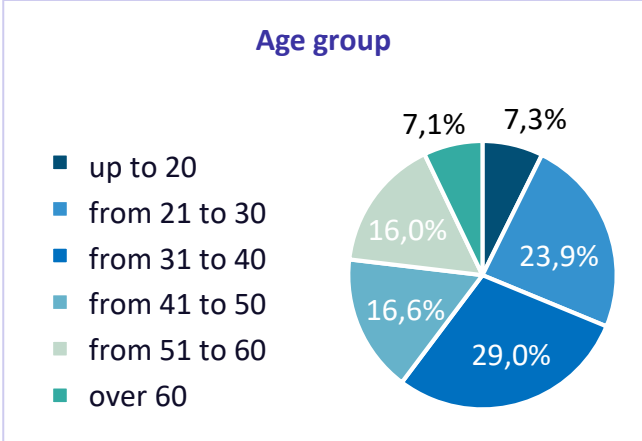
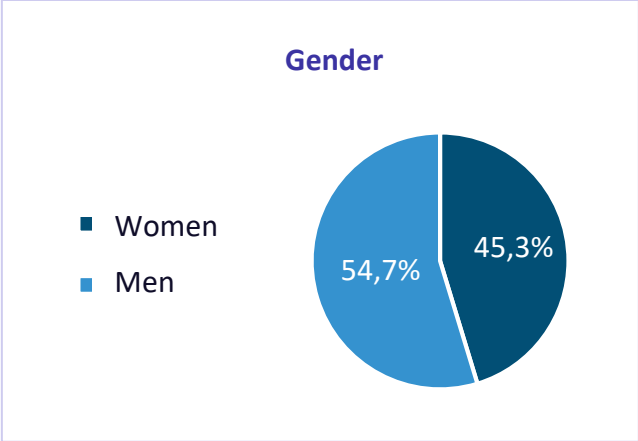
Target audiences (TA):	Youth: males and females aged 14 to 30 (inclusive)	Women aged 31 to 54 (inclusive)	Men aged 31 to 54 (inclusive)	People with disabilities
<b>Samarkand region:</b>	<b>103*</b>	<b>79*</b>	<b>90*</b>	<b>45*</b>
- Samarkand	35	35	19	14
- Kattakurgan	26	22	33	13
- Aktash	4	8	8	8
- Urgut	27	10	21	6
<b>Fergana region:</b>	<b>91</b>	<b>113</b>	<b>91*</b>	<b>19*</b>
- Fergana	31	60	9	9
- Kokand	25	29	44	2
- Margilan	9	18	21	3
- Quvasoy	26	5	16	3
<b>Total</b>	<b>194*</b>	<b>192*</b>	<b>181*</b>	<b>64*</b>

*\* in addition to the selected cities, the responses of respondents from other districts and towns of the region were included.*

The conducted research has enabled the development of recommendations aimed at enhancing the quality of public services. Additionally, one of the objectives of the study was to shape a vision and potential tools for fostering dialogue between the state and citizens, particularly focusing on gender equality. The survey has facilitated the development of specific recommendations for improving the quality of public service delivery processes for residents of the two pilot regions of Uzbekistan.

# Social and demographic portrait of the target audience

The study involved men and women aged 17 to 78, who permanently reside in the territory of the Samarkand or Fergana regions and have experience in obtaining public services in the last year.



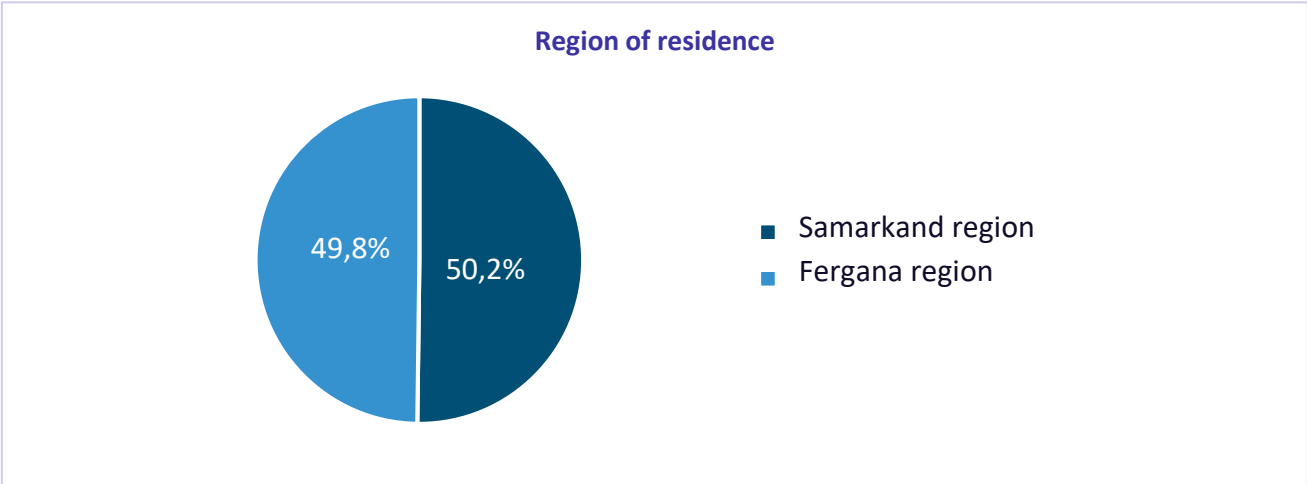
The survey was conducted at PSCs in 8 settlements:

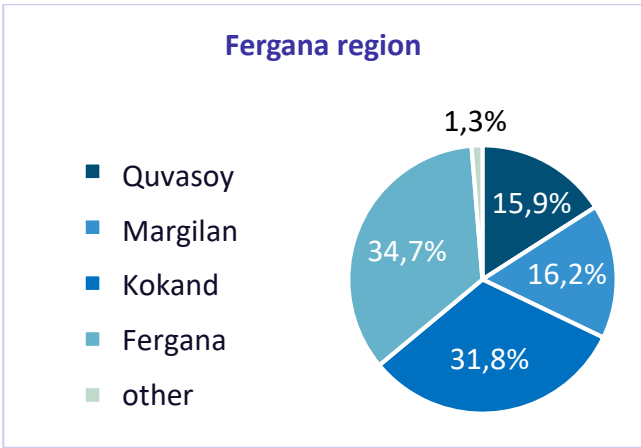
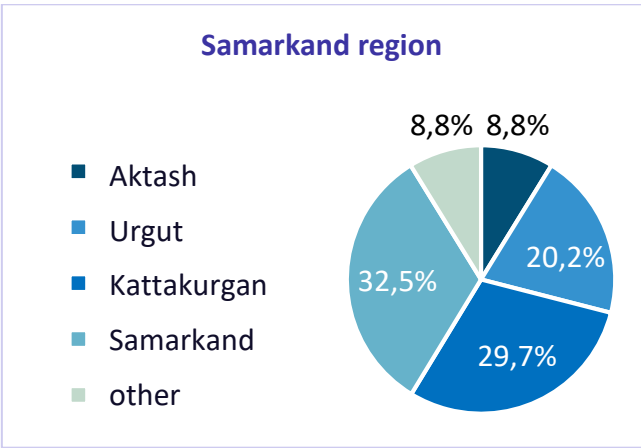
#### Samarkand region:

- Samarkand city
- Kattakurgan city
- Aktash city
- Urgut city

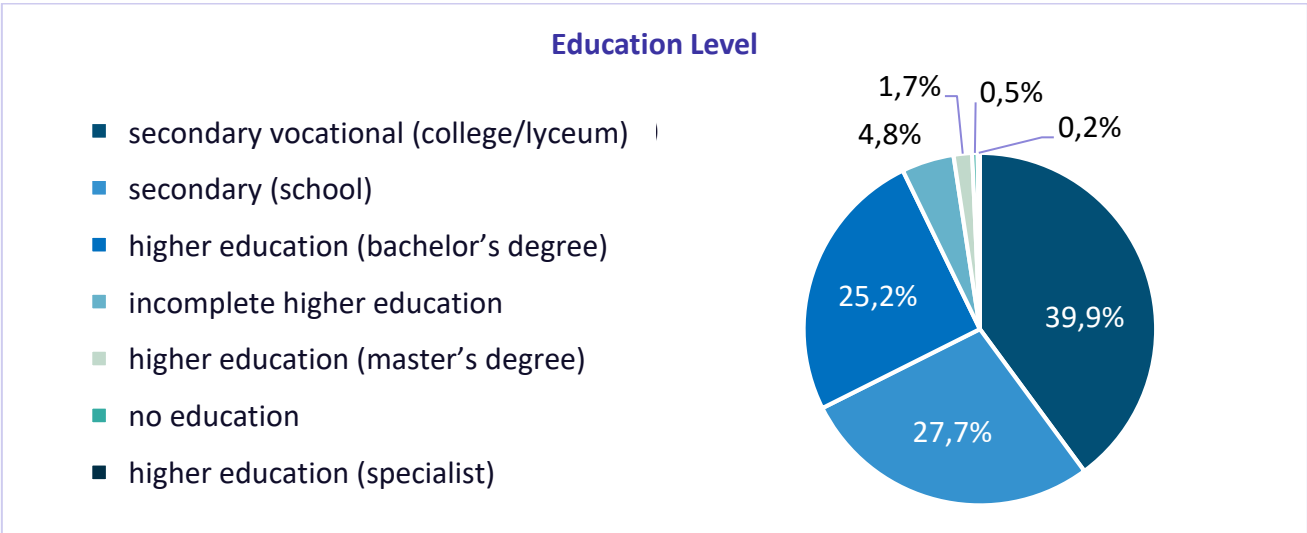
#### Fergana region:

- Fergana city
- Kokand city
- Margilan city
- Quvasoy city

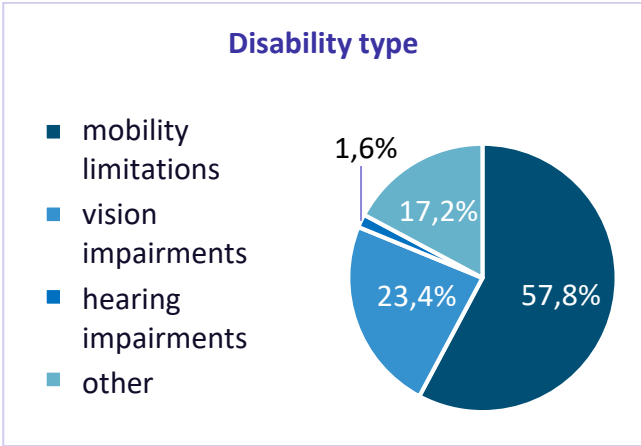
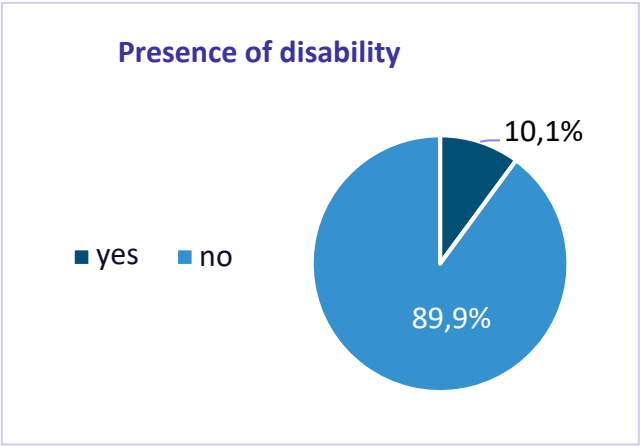




The majority of respondents had completed secondary vocational education (college/lyceum) – 39.9%, followed by those with secondary education (school) – 27.7%, and those with higher education (bachelor's degree) – 25.2%.

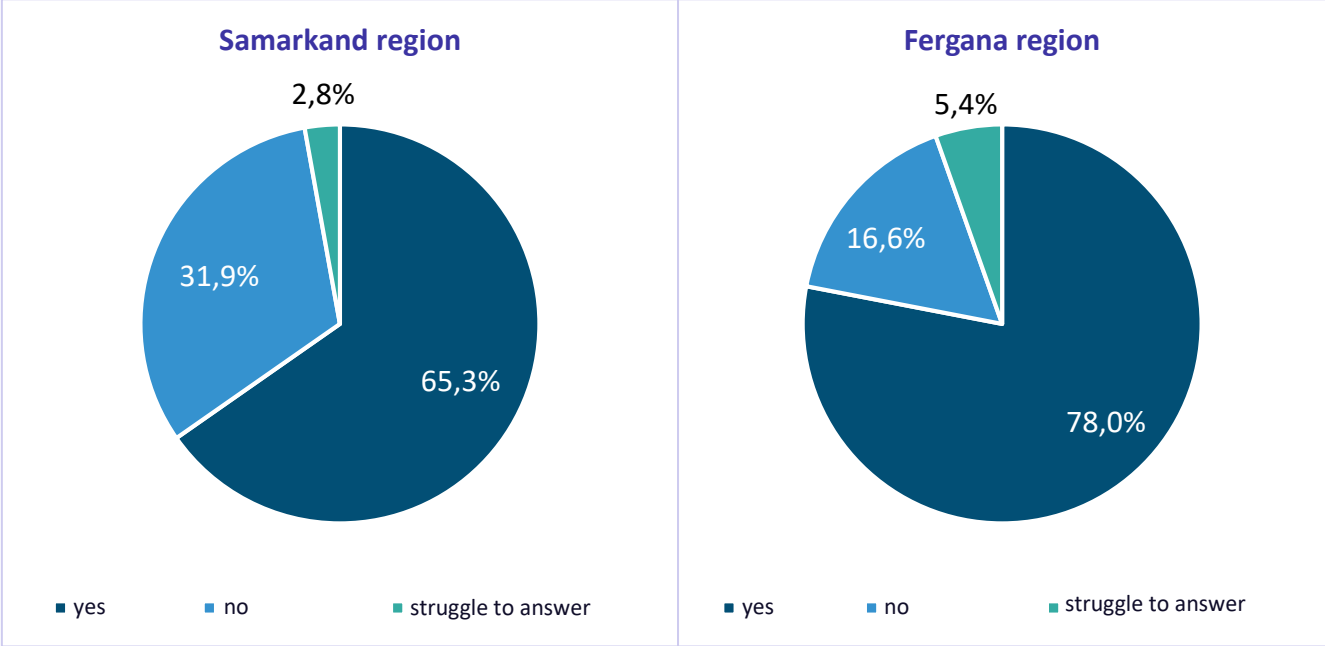


One of the primary target audiences of the survey were individuals with disabilities. Approximately 10% of the respondents were individuals with disabilities.



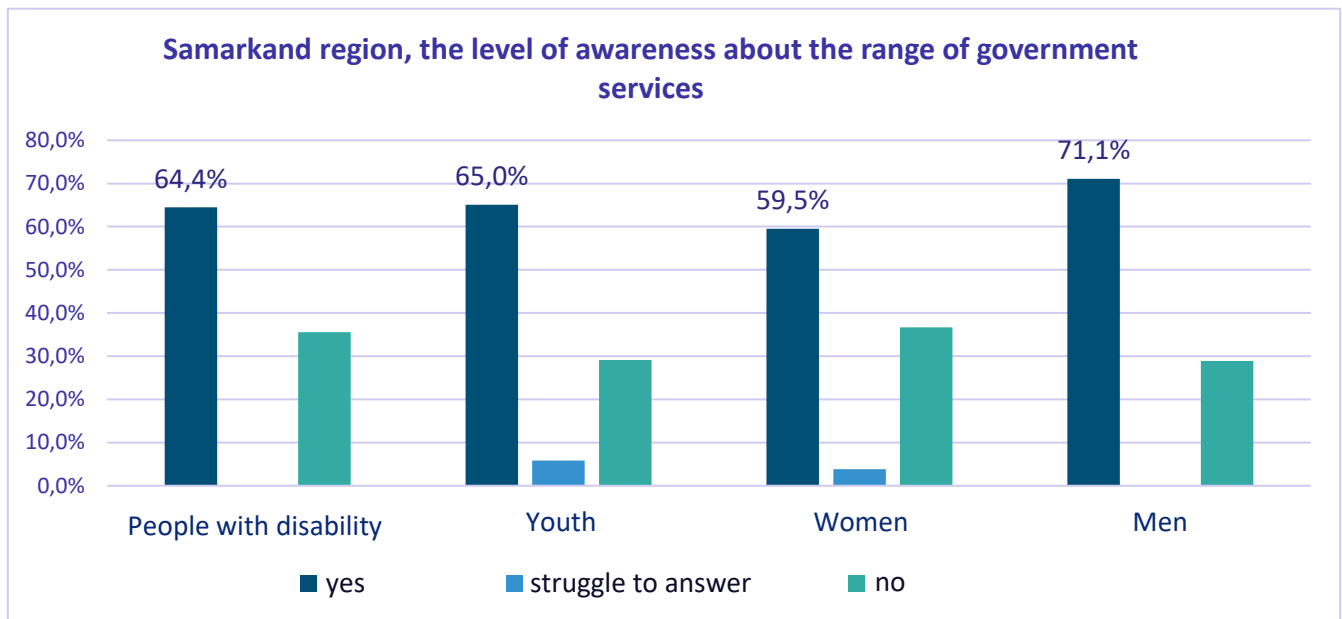
# Awareness of the target audience about the types and quantity of public services

According to the survey data from both regions, it appears that the population in the Fergana region is more informed about the range of public services compared to the Samarkand region (in percentage terms: 78% and 65.3%, respectively).

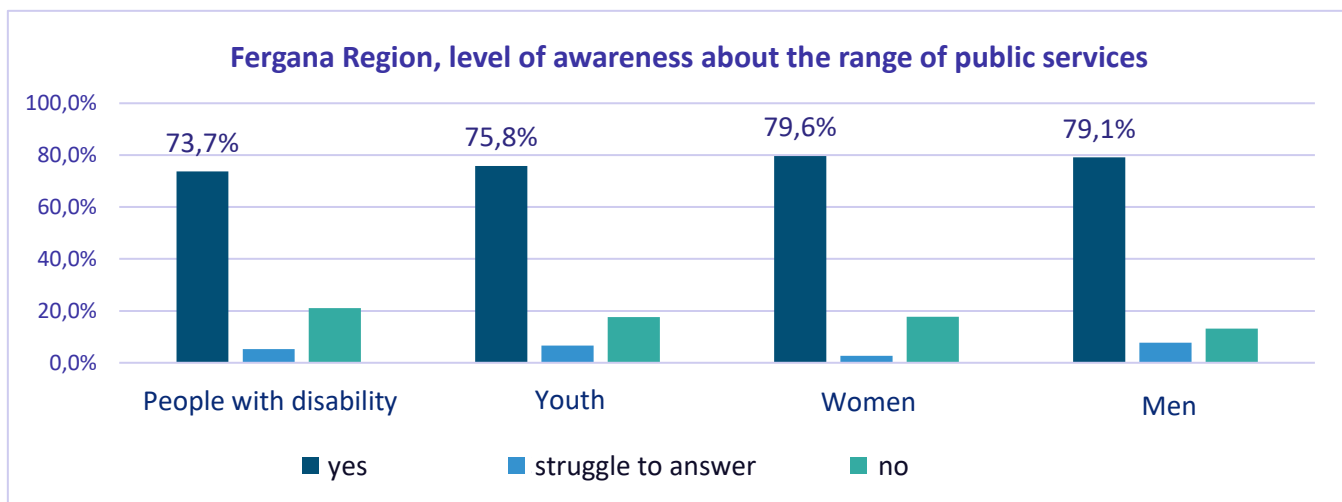


In addition, in the Samarkand region, there is a significant difference in the level of awareness about the range of public services between men (71.1%) and women (59.5%). The level of awareness among young

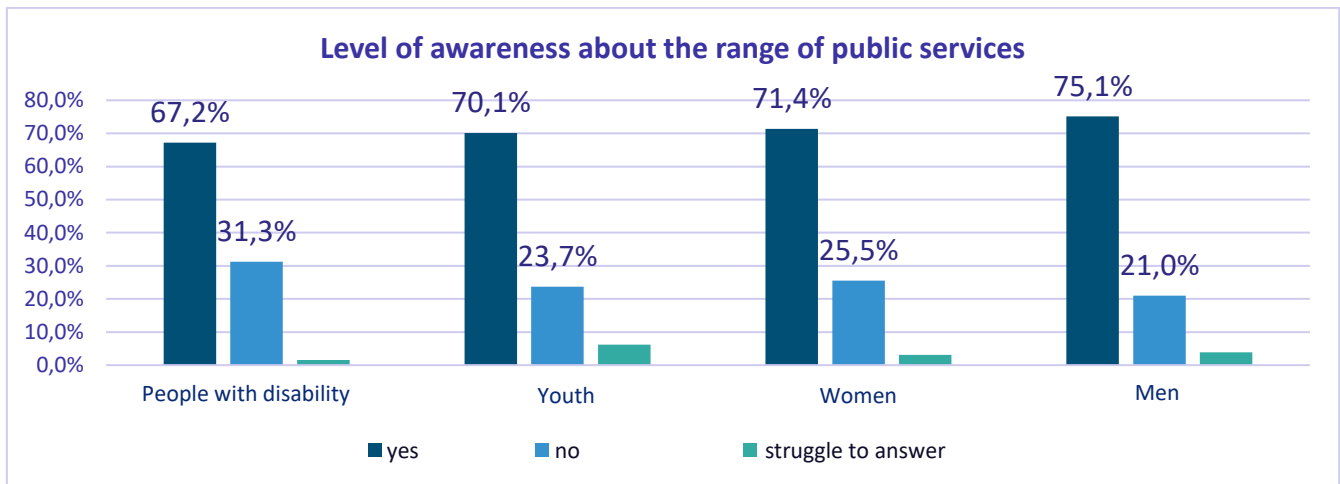
people (65%) and individuals with disabilities (64.4%) is also lower than the level of awareness among men.



In the Fergana region, the picture is different: women (79.6%) form the group of the population most familiar with the range of public services provided to the population, followed by men (79.1%), youth (75.8%), and Individuals with Disabilities (73.7%).



The study of familiarity with the list of public services in both regions showed that the majority of the population (on average 71.6%) is familiar with the list of public services.



However, when asked about the number of public services provided, approximately 29% of the population struggled to answer. Women (40.1%) and Persons with Disabilities (31.3%) are the least informed about the number of public services provided. Around 46.6% of the population assumed that the number of public services provided to the population varies between 1 and 100.

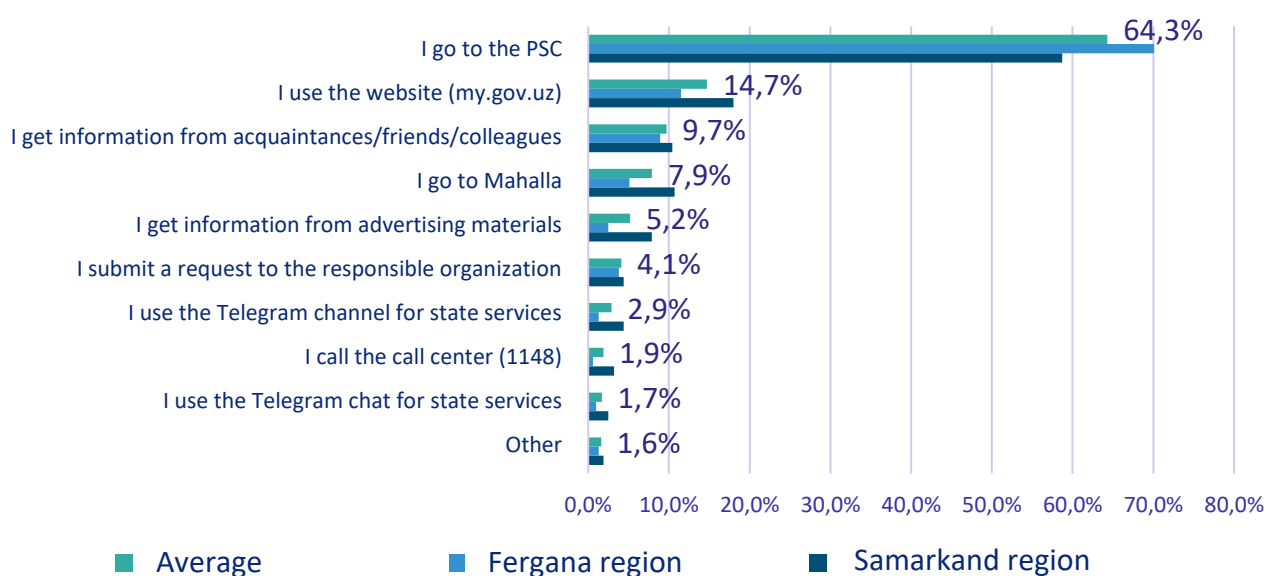
Target group	Up to 50	From 50 to 100	From 100 to 500	over 500	I am unable to answer	Total
People with disabilities	26,6%	23,4%	15,6%	3,1%	31,3%	100,0%
Youth	24,7%	26,8%	18,0%	7,2%	23,2%	100,0%
Women	20,8%	24,5%	10,9%	3,6%	40,1%	100,0%
Men	20,4%	21,0%	23,8%	11,6%	23,2%	100,0%
<b>Total</b>	<b>22,5%</b>	<b>24,1%</b>	<b>17,3%</b>	<b>7,0%</b>	<b>29,2%</b>	<b>100,0%</b>

The primary source of information about public services, such as required documents, tariffs, service deadlines, etc., is the PSCs. 64.3% of the population prefer to directly approach them. 14.7% of respondents use the online portal (my.gov.uz) for this purpose, while 9.7% of respondents mentioned that they receive information about public services from their acquaintances/friends/colleagues.

According to the survey data, over 70% of the population in the Fergana region prefers to directly approach the PSCs, while in the Samarkand region, this proportion is 58.7%.

A different trend is observed regarding the use of the online portal for public services (my.gov.uz). About 18% of the population in the Samarkand region prefers the online format for accessing information about public services, whereas in the Fergana region, this percentage is notably lower at 11.5%, indicating less internet penetration in the region and lower awareness about the online portal for public services.

### Sources of information about government services (by regions)

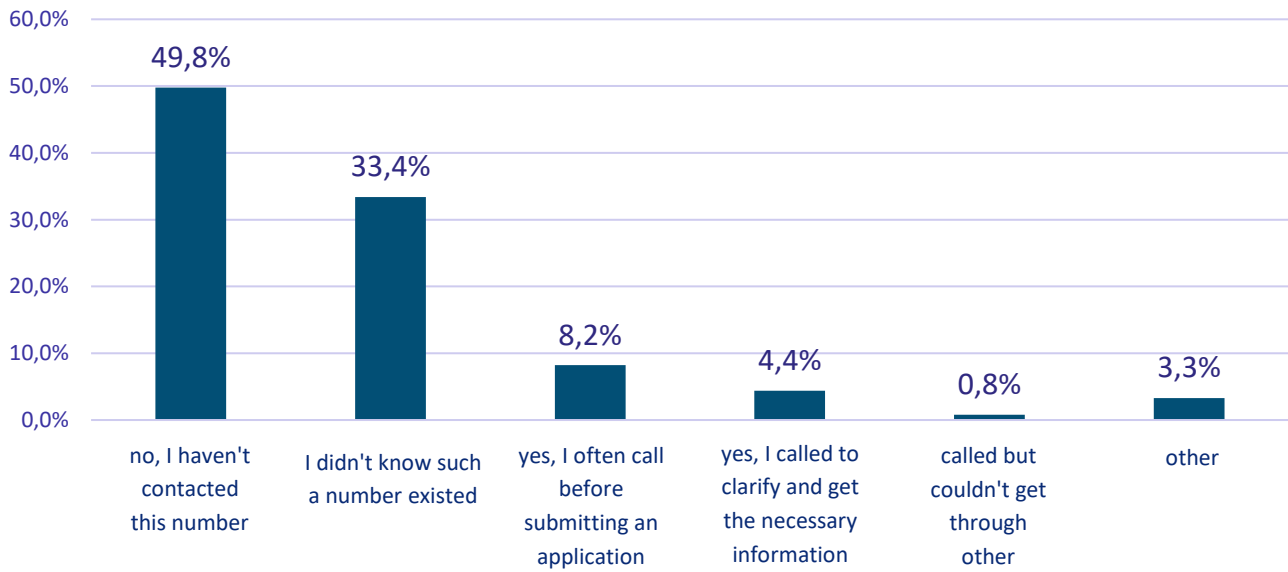


If we examine this indicator by demographic groups, we can see that PSCs are most popular among men and women aged 31 and older (about 70%). The online format is predominantly preferred by the youth (22.2%). Meanwhile, individuals with disabilities prefer seeking assistance from their Mahalla.

Target group	I go to the Center for Public Services (CPS)	I use the website (my.gov.uz)	I get information from acquaintances/friends/colleagues	I turn to the neighborhood community
People with disabilities	53,1%	12,5%	10,9%	14,1%
Youth	56,2%	22,2%	10,8%	6,2%
Women	70,3%	8,3%	8,3%	8,9%
Men	70,7%	14,4%	9,4%	6,6%
<b>Total</b>	<b>64,3%</b>	<b>14,7%</b>	<b>9,7%</b>	<b>7,9%</b>

The survey also revealed that approximately half of the population (49.8%) in the surveyed regions did not use the short numbers of the PSCs for obtaining public services, and about a third of the population was unaware of the existence of such numbers at all (33.4%).

### Awareness of the existence of short numbers 1148 and 1242

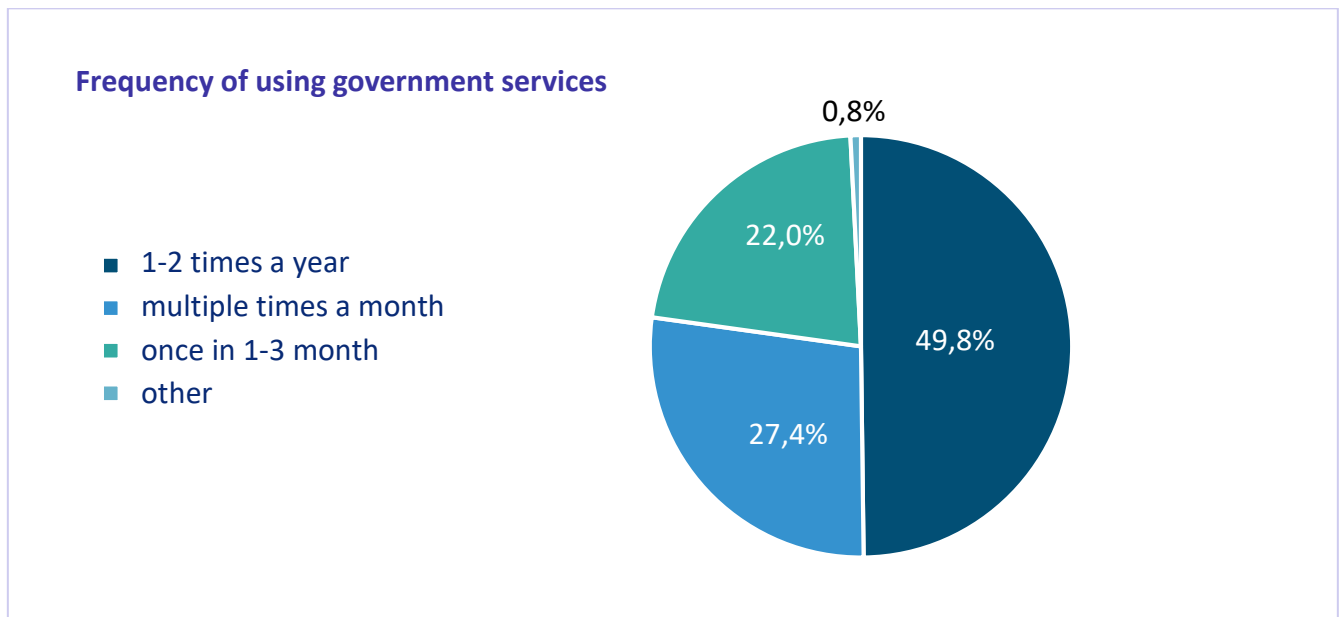




# Experience with obtaining public services by the target audience

Based on the frequency of using public services, the sample can be divided into 2 groups:

- Those who use various public services at least once per quarter or more (49.4%)
- Those who use various public services on average 1-2 times per year (49.8%).



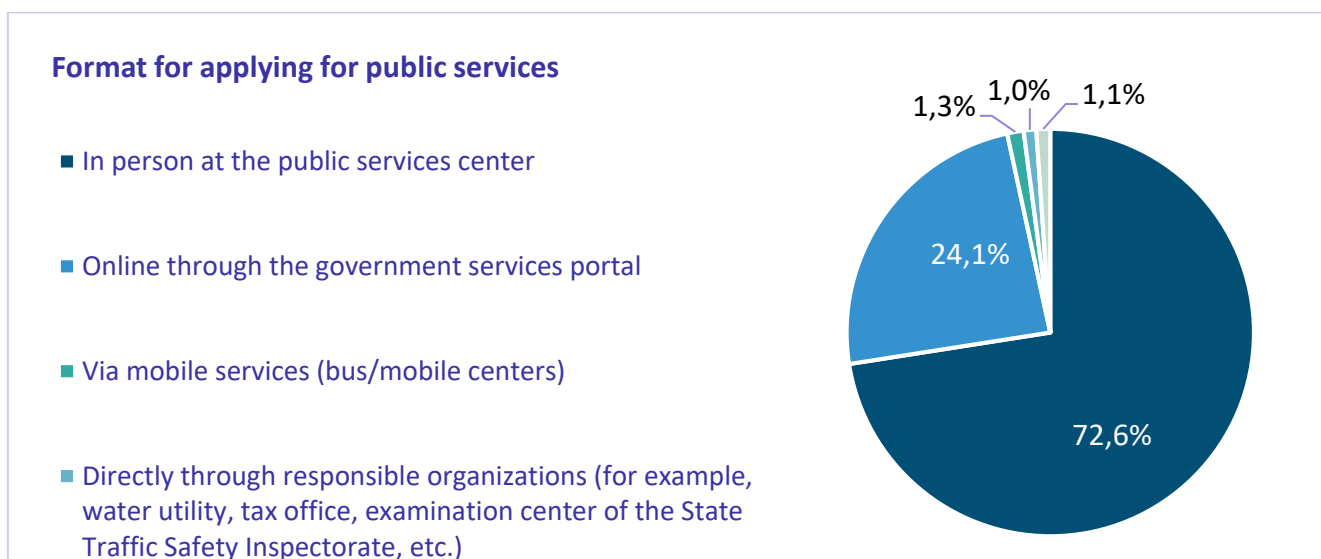
Men, overall, tend to use public services more frequently than other target groups. About 59% of men use public services at least once per quarter. Meanwhile, the proportion of women actively using public services is only about 39%.

Target group	Multiple times a month	Once in 1-3 months	1-2 times a year	other	Total
People with disabilities	28,1%	18,8%	53,1%	0,0%	100,0%
Youth	33,5%	18,0%	47,4%	1,0%	100,0%
Women	14,6%	24,5%	60,4%	0,5%	100,0%
Men	34,3%	24,9%	39,8%	1,1%	100,0%
Total	27,4%	22,0%	49,8%	0,8%	100,0%

The proportion of women actively using public services in the Fergana region (43.4%) significantly exceeds the proportion of women actively using public services in the Samarkand region (32.9%).

Target group	Multiple times a month	Once in 1-3 months	1-2 times a year	other	Total
STG-1 (Persons with disabilities)	26.7%	20.0%	53.3%	0.0%	100.0%
STG-2 (youth)	38.8%	14.6%	46.6%	0.0%	100.0%
STG-3 (women)	16.5%	16.5%	↓ 32,9%	0.0%	100.0%
STG-4 (men)	31.1%	25.6%	43.3%	0.0%	100.0%
FTG-1 (Persons with disabilities)	31.6%	15.8%	52.6%	0.0%	100.0%
FTG-2 (youth)	27.5%	22.0%	48.4%	2.2%	100.0%
FTG-3 (women)	13.3%	30.1%	↑ 43,4%	0.9%	100.0%
FCG-4 (men)	37.4%	24.2%	36.3%	2.2%	100.0%
Grand total	27.4%	22.0%	49.8%	0.8%	100.0%

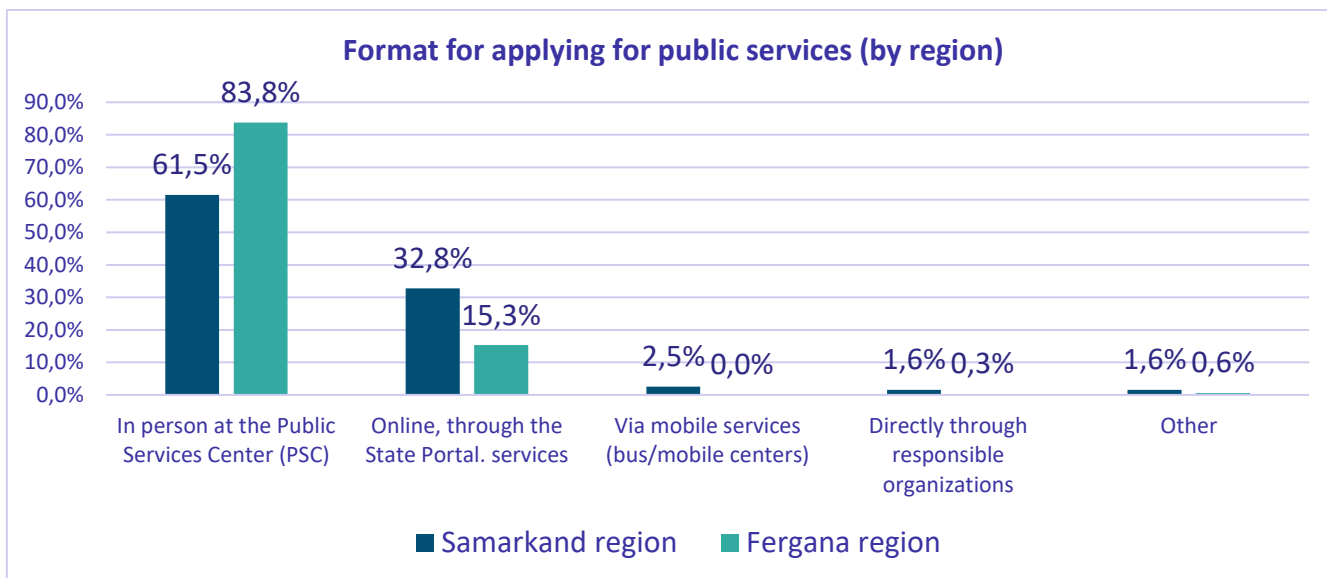
The overwhelming number of respondents prefer to apply for a public services in person at PSCs (72.6%). 24.1% of respondents prefer online services.



The main visitors to the PSCs are: men and women aged 31 years and older. 87% of surveyed women and 73.5% of surveyed men prefer this format for receiving public services. In turn, the main recipients of online public services are youth (34.5%) and persons with disabilities (31.3%). If it is common for young people to keep up with the times and better understand online services, then for individuals with disabilities this is a necessity due to the difficulties of visiting public center services.

It is worth noting that in the Fergana region the proportion of women who prefer a personal visit to the PSC is even higher (94.7%).

In general, the Fergana region is more characterized by a preference for personal visits to the PSC. For the Samarkand region, the distribution between offline and online services is more even. This fact once again confirms that the level of online penetration of public services are higher in the Samarkand region.



**According to the survey, today the most popular types of public services are:**

- Formation of cadastral passport of residential properties
- Registration of a foreign passport
- Obtaining an ID passport
- Registration for kindergarten
- Obtaining/renewing a driver's license
- Applications for removal, installation and marking of the cold-water meter
- Business registration
- Certificate of no criminal record
- Receiving an electronic key
- Obtaining a certificate stating that the person is not registered at a psychiatric dispensary

**On average, a person spends on receiving these types of services:**

Formation of a cadastral passport of residential properties	<b>up to 1 week</b>
Registration of a foreign passport	<b>up to 1 week</b>
Obtaining an ID passport	<b>from 1 to 3 days</b>
Registration for kindergarten	<b>up to 1 day</b>
Obtaining/renewing a driver's license	<b>up to 1 day</b>
Applications for removal, installation and marking of a cold-water meter	<b>up to 1 day</b>
Business registration	<b>10-60 minutes</b>
Certificate of no criminal record	<b>5-60 minutes</b>
Receiving an electronic key	<b>5-30 minutes</b>
Obtaining a certificate stating that a person is not registered at a psychiatric dispensary	<b>5 minutes</b>

**85.9%** of respondents **are satisfied with** the time it took them to collect, submit a request and receive public services.

**94.8%** of respondents believe that information on the procedure for providing these types of public services are **available**.

**92.6%** of respondents **were able** to submit a request (documents) to receive the service in full the first time.

The main reasons that **7.4%** of respondents **were unable** to submit a request (documents) to receive the service in full the first time:

- The employee did not accept the documents because an incomplete set of necessary documents was provided **(46.8%)**
- The employee did not accept the documents because they were filled out incorrectly (errors) **(14.9%)**
- The employee demanded additional documents that were not officially identified **(6.4%)**
- Other reasons **(31.9%)**

**92.4%** of respondents **are satisfied with** the number of documents required to obtain public services.

**On average, the total material costs for obtaining this service (official payments (state duties), unofficial expenses, payments to intermediaries, etc.) were:**

Formation of a cadastral passport of residential properties	<b>612,382.98 soum</b>
Business registration	<b>371,088.24 soum</b>
Registration of a foreign passport	<b>315,583.33 soum</b>
Obtaining/renewing a driver's license	<b>207,222.22 soum</b>
Obtaining an ID passport	<b>197,452.83 soum</b>
Applications for removal, installation and marking of a cold water meter	<b>86,888.89 soum</b>
Receiving an electronic key	<b>24,427.12 soum</b>
Certificate of no criminal record	<b>24,048.28 soum</b>
Obtaining a certificate stating that a person is not registered at a psychiatric dispensary	<b>18,940.00 soum</b>
Registration for kindergarten	<b>18,000.00 soum</b>

**99.2% did not have to** pay a secret monetary reward (payment “in an envelope”) or make gifts in order to obtain the necessary documents and speed up procedures for obtaining public services.

**97.8% did not have to** contact friends/relatives to speed up the process of receiving services.

About **65%** of respondents believe that the quality of public services **has improved over the past 3 years**.

**36.5%** of respondents **have experience of filing complaints** (over the last 3 years) about the quality of other public services.

94.3% of them contacted directly the employee they contacted when receiving this service.

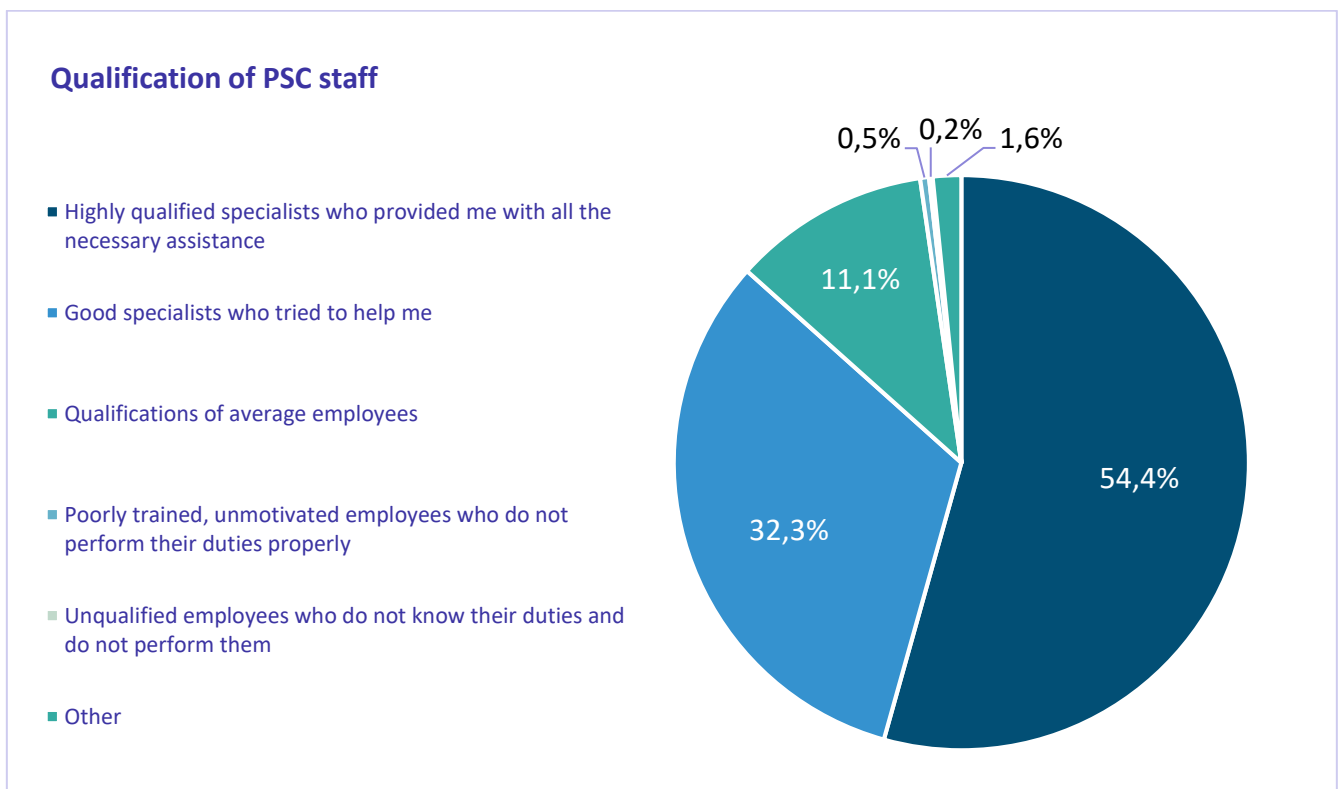
**96.1% positively** evaluates the final result of consideration of their complaint.

**92.2% did not encounter** any problems when obtaining public services.

The main difficulties that **7.8%** of respondents encountered when receiving the public services, they specified were:

- long queues (**21.6%**)
- requirement for redundant documents and information (**13.6%**)
- service delivery time is too long (**9.1%**)

**86.7%** of respondents **positively** assess the professionalism and qualifications of the employees of their PSC. However, people with disabilities are more critical of their professionalism. **17.2%** of respondents with disabilities **believe** that PSC operators have the qualifications of average employees.



**92.2%** of respondents feel **comfortable** when applying for public services at the PSC. **Women** feel the most comfortable (97.4%), **individuals with disabilities** feel the least comfortable (78.1%).

TG	Very comfortable, I feel calm and confident there	Overall comfortable, no major inconveniences	Not very comfortable, I feel some embarrassment	I feel stressed when I'm there	I find it difficult to answer	Grand total
Individuals with disabilities	56.3%	21.9%	10.9%	1.6%	9.4%	100.0%
The youth	65.5%	25.3%	5.2%	0.5%	3.6%	100.0%
Women	81.8%	15.6%	1.6%	0.5%	0.5%	100.0%
Men	70.7%	22.7%	1.7%	1.1%	3.9%	100.0%
<b>Grand total</b>	<b>71.0%</b>	<b>21.2%</b>	<b>3.6%</b>	<b>0.8%</b>	<b>3.3%</b>	<b>100.0%</b>

As part of the survey, a block of questions was devoted to women and their experience of obtaining public services in public services centers.

The main reasons for the inconvenience and embarrassment of women when visiting public services centers:

**Women aged 31 years and older** generally experience inconvenience and embarrassment when staying at the PSC:

- due to the fact that in the PSC there are usually a lot of people and this puts pressure on them (**43.5%**)
- because they don't know who to turn to for help (**13%**)

**Girls under 30 years of age and women with disabilities** experience inconvenience and embarrassment when staying at the PSC:

- because they are embarrassed by the attention of the opposite sex (**15.2%**)
- because they are shy of human attention (**10.9%**)

For 89.9% of women surveyed, the gender of the operator does not matter at all.

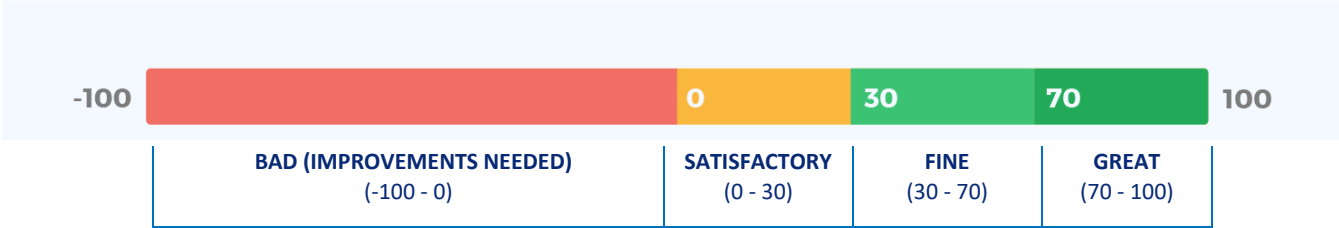
The main recommendations for improving the quality of public services were:

- reduction of waiting time in line (no queues) (22%)
- reduction in service delivery time (19.9%)
- reduction in the cost of services (14.5%)

An important part of the study was the calculation of the NPS indicator

**NPS (Net Promoter Score)** is an index of customer loyalty. The NPS score is one of the main metrics used by companies and organizations to measure customer satisfaction and determine how likely customers are to recommend the organization's services to others.

### What is a good NPS score?



To determine NPS, respondents were asked the following question: “Please rate on a 10-point scale the degree of your satisfaction with the quality of public services. services at the Public Services Center (PSC), where 1 – extremely dissatisfied and 10 – completely satisfied”

TG	NPS	GRADE
STG-1 (Individuals with disabilities)	26.7	SATISFACTORY
STG-2 (youth)	40.8	FINE
STG-3 (women)	54.4	FINE
STG-4 (men)	65.6	FINE
FTG-1 (Individuals with disabilities)	52.6	FINE
FTG-2 (youth)	59.3	FINE
FTG-3 (women)	67.3	FINE
FCG-4 (men)	51.6	FINE
<b>Grand total</b>	<b>54.4</b>	<b>FINE</b>

TG	NPS	GRADE
Individuals with disabilities	34.4	FINE
The youth	49.5	FINE
Women	62.0	FINE
Men	58.6	FINE
<b>Grand total</b>	<b>54.4</b>	<b>FINE</b>

TG	NPS	GRADE
Samarkand region	49.2	FINE
Fergana region	59.6	FINE
<b>Grand total</b>	<b>54.4</b>	<b>FINE</b>

**Question: "Why did you give such an assessment?"**

**Critics (from 1 to 6 points):**

Cause	Share (%)
Overall, not satisfied	45.3%
Long wait in line	16.0%
Employee discourtesy	8.0%
They do not provide complete information on the service	6.7%
Didn't solve the issue	6.7%
They work slowly	4.0%
Other	13.3%
<b>Grand total</b>	<b>100.0%</b>

**Important comments from critics:**

*"Different documents, not fully explained, queues, rude attitude,"*  
*"Long queue, asked for a lot of information, unclear processes"*  
*"Contextual inferiority of information from the center",*  
*"I did not receive complete information"*  
*"We can't get enough information"*

**Neutrals (from 7 to 8 points):**

Cause	Share (%)
Overall, everything is good	26.6%
Satisfactory, there are some shortcomings	25.0%
Long lines	24.2%
Unprofessionalism of employees	8.1%
Comfortable	5.6%
It's hard to come	2.4%
I find it difficult to answer	2.4%
<b>Other</b>	<b>5.6%</b>

**Important comments from neutrals:**

*"Compared to offline, online is poorly developed,"*  
*"They don't pay attention to pensioners"*

**Promoters (9 to 10 points):**

Cause	Share (%)
Everything is fine	61.8%
Fast	11.5%
Satisfied	7.9%
Solved my issue	7.2%
Comfortable	6.0%
Nice, polite staff	1.9%
Big queue	1.4%
There are some problems	1.4%
For motivation	0.5%
<b>Other</b>	<b>0.5%</b>

**Important comments from promoters:**

*"Problem logging into the site"*  
*"No female employees"*



To determine the degree of satisfaction with the location of the local PSC, respondents were asked the question: “Please rate on a 10-point scale how conveniently located the PSC, where 1 is extremely inconvenient and 10 is very convenient.”

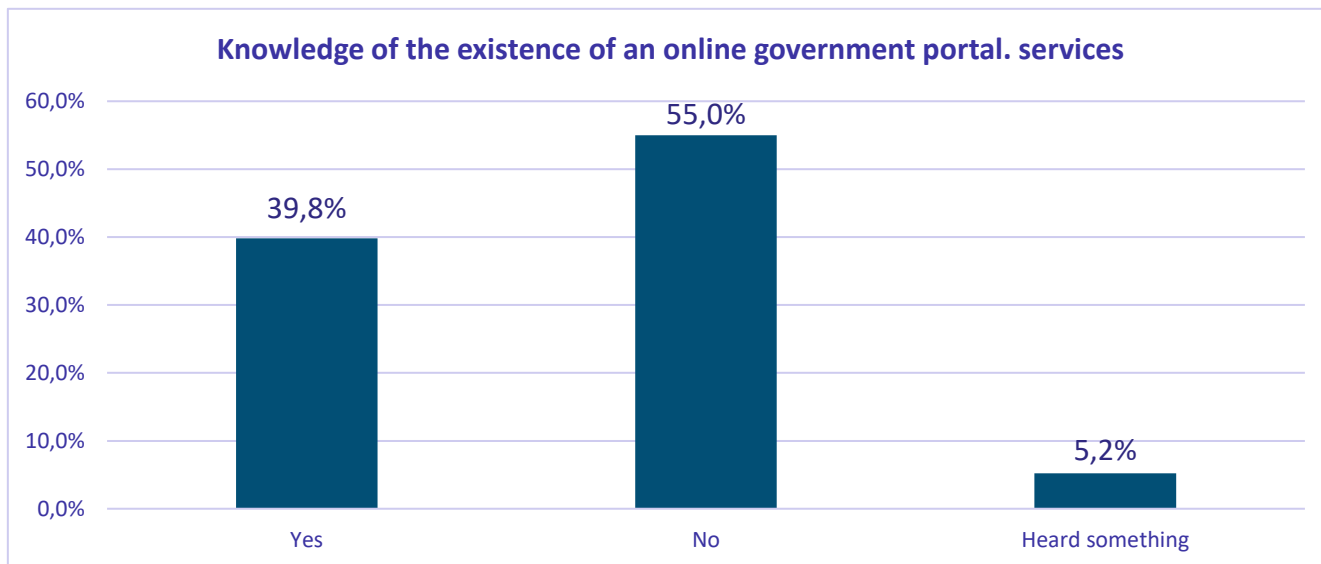
TG	NPS	GRADE
STG-1 (Individuals with disabilities)	37.8	FINE
STG-2 (youth)	47.6	FINE
STG-3 (women)	48.1	FINE
STG-4 (men)	67.8	FINE
FTG-1 (Individuals with disabilities)	78.9	GREAT
FCG-2 (youth)	64.8	FINE
FCG-3 (women)	67.3	FINE
FCG-4 (men)	65.9	FINE
<b>Grand total</b>	<b>59.4</b>	<b>FINE</b>

TG	NPS	GRADE
Individuals with disabilities	50.0	FINE
The youth	55.7	FINE
Women	59.4	FINE
Men	66.9	FINE
<b>Grand total</b>	<b>59.4</b>	<b>FINE</b>

TG	NPS	GRADE
Samarkand region	52.1	FINE
Fergana region	66.9	FINE
<b>Grand total</b>	<b>59.4</b>	<b>FINE</b>

## Online portal of public services

The level of awareness of the population about the existence of an online portal for public services still remains at a low level. More than half of the respondents (55%) do not know about its existence.



In the Fergana region, to the question: “Do you know about the existence of the online Public Services Portal?” only a third of respondents responded affirmatively, which explains the low level of use of online public services in the region.

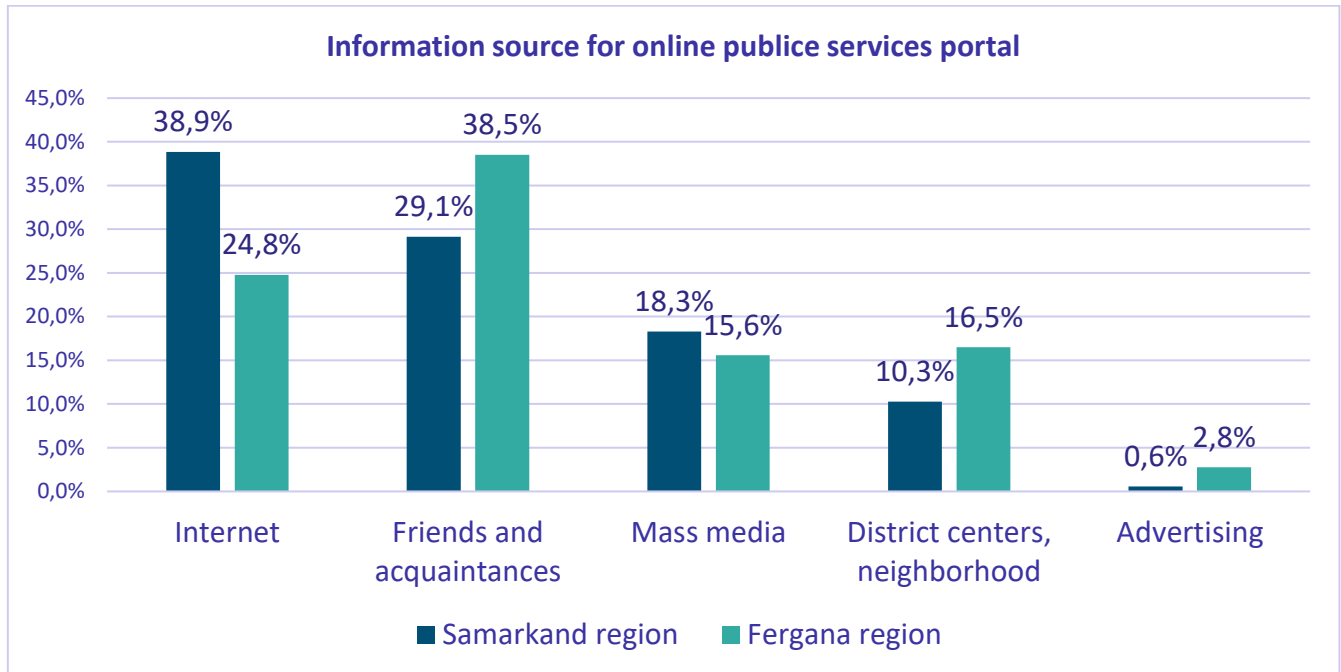
Region	Yes	No	Heard something	Grand total
Samarkand region	47.3%	44.8%	7.9%	100.0%
Fergana region	32.2%	65.3%	2.5%	100.0%
Grand total	39.8%	55.0%	5.2%	100.0%

Persons with disabilities turned out to be the most knowledgeable about the existence of the online Public Services Portal. Every second of them knows about the existence of the online Portal. The least aware group was women (only 28.6% know about its existence).

TG	Yes	No	Heard something	Grand total
Individuals with disabilities	50.0%	45.3%	4.7%	100.0%
The youth	46.9%	49.5%	3.6%	100.0%
Women	28.6%	64.6%	6.8%	100.0%
Men	40.3%	54.1%	5.5%	100.0%
Grand total	39.8%	55.0%	5.2%	100.0%

The main sources of information about the existence of the online public services are the internet, friends/acquaintances/colleagues and the media. In the Samarkand region, the most popular means of informing the population is the Internet, while in the Fergana region people learn about the opportunity

to receive public online services from your acquaintances, friends and colleagues. In both areas, people very rarely learned about online services through advertising.

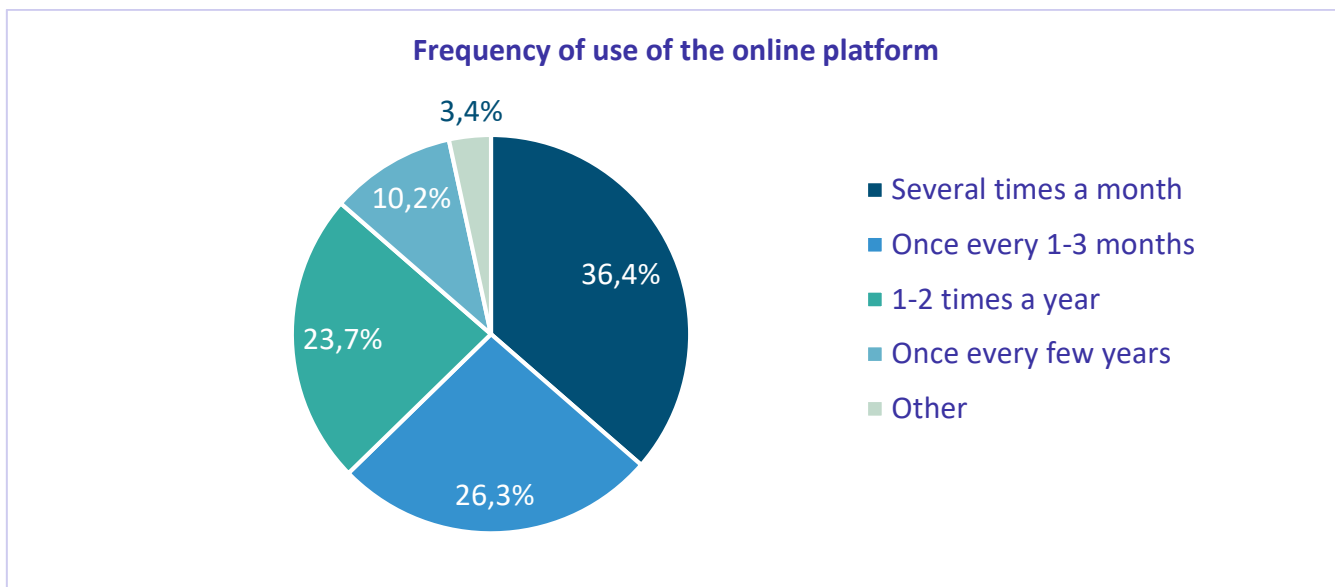


From the group of respondents who knew about the possibility of obtaining public services in online format, only 15.5% actually used the online application to obtain services, 58.5% of respondents did not use the online format, and 23.9% used the application only to obtain information about services.

TG	No, I haven't used it	Yes, I was looking for information about the service	Yes, I signed up for services	Yes, I was looking for background information about authorities	Grand total
<b>Individuals with disabilities</b>	54.3%	11.4%	34.3%	0.0%	100.0%
<b>The youth</b>	46.9%	36.7%	13.3%	3.1%	100.0%
<b>Women</b>	67.6%	20.6%	11.8%	0.0%	100.0%
<b>Men</b>	66.3%	16.9%	13.3%	3.6%	100.0%
<b>Grand total</b>	<b>58.5%</b>	<b>23.9%</b>	<b>15.5%</b>	<b>2.1%</b>	<b>100.0%</b>

Youth and persons with disabilities are the drivers of use public services in online format. A third of respondents in each target group use the public services online portal for searching or obtaining services.

The group of participants who regularly use the online application makes up 18.7% of respondents from the total number of people who took part in the study.



Most often, the online portal of the public services is visited by men (42.9%) and young people (40.4%), while the share of women who often use the online portal is significantly lower (18.2%).

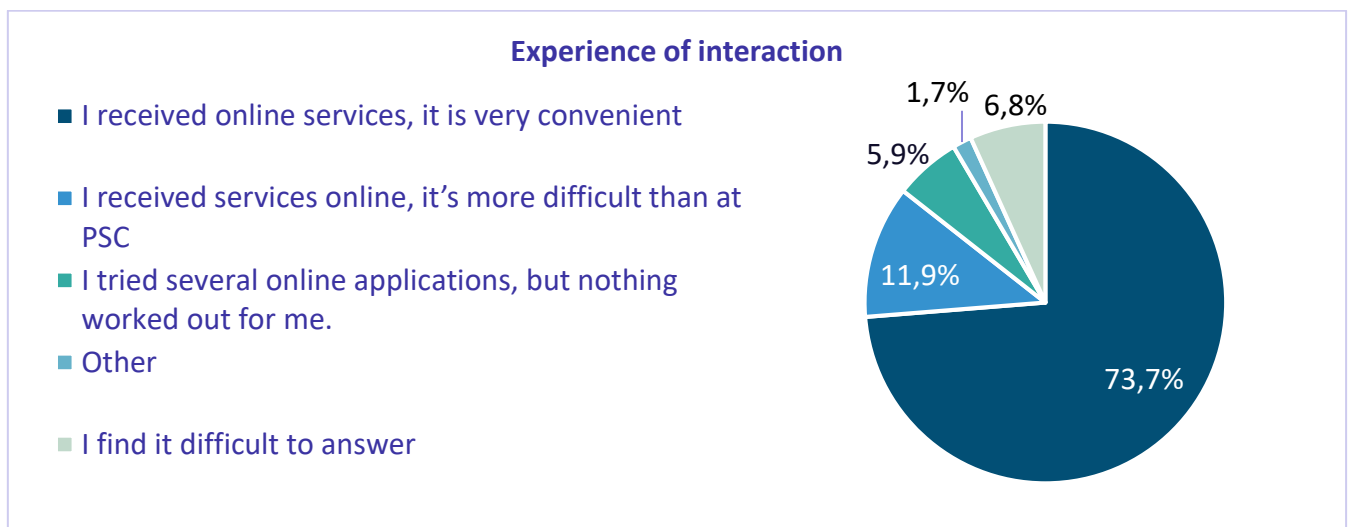
Broken down by region, the Samarkand region confirms the greater penetration of Internet services into the life of the region. 44% of respondents visit the online public services portal several times a month, while 18.6% of respondents from the Fergana region visit it once every few years.

Region	Several times a month	Once every 1-3 months	1-2 times a year	Once every few years	Other	Grand total
Samarkand region	44.0%	24.0%	25.3%	5.3%	1.3%	100.0%
Fergana region	23.3%	30.2%	20.9%	18.6%	7.0%	100.0%
Grand total	36.4%	26.3%	23.7%	10.2%	3.4%	100.0%

**The most popular types of services are:**

- placement on a waiting list for kindergarten (7.6%),
- obtaining various types of certificates (5.1%),
- passport renewal (3.4%),
- registration of cadastre documents (3.4%)
- obtaining an electronic digital signature (EDS) (3.4%).

The majority of participants positively evaluate the experience of interacting with the online portal of public services (73.7%) and do not experience any obstacles when receiving services online (70.3%).



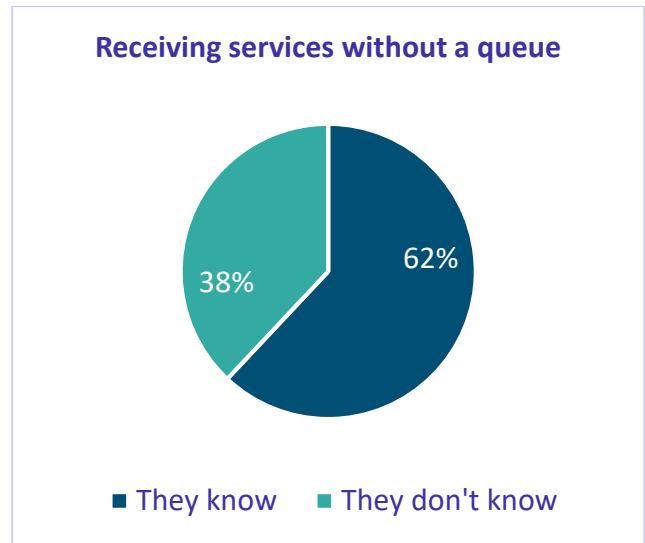
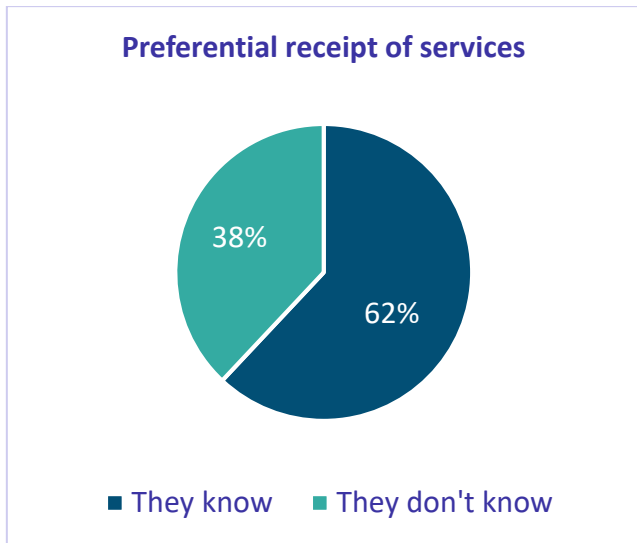
Among the respondents who had experience using the online portal of the public services, 75.4% were able to receive an online service the first time.

**The main proposals and wishes for the work of the online public services portal were:**

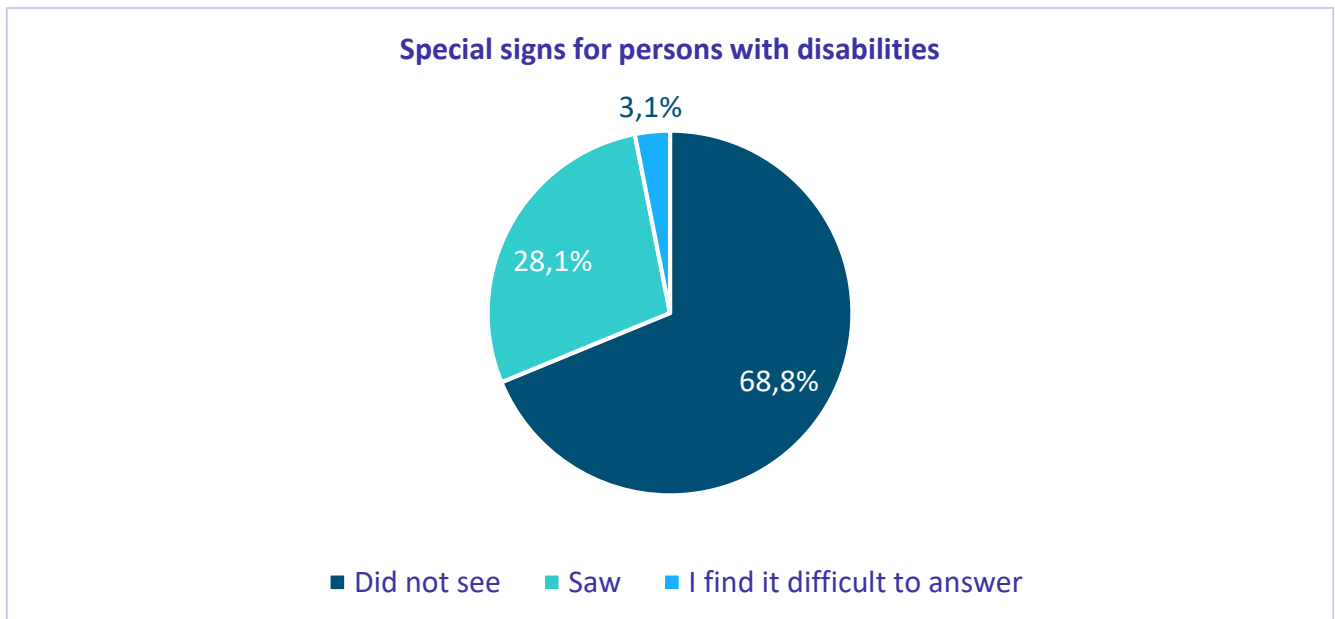
- eliminate glitches in the system and simplify the procedure for logging in and registering on the online public services portal,
- improve the operation of the mobile version of the portal to make it easier to log into the portal from a mobile phone,
- adapt an online portal for visually impaired people,
- create training videos (video instructions) for the population on using the online public services portal and provide training on using the online portal in districts,
- increase the number of public services that can be obtained online,
- simplify obtaining public services and reduce the time to receive them,
- increase discounts for online payments,
- create a technical support service on the online public services portal and add a “Help” button when entering the online portal,
- add on the online public service portal bookmarking for the main types of services (Obtaining an electronic signature, obtaining a power of attorney for a car, etc.),
- show reasons for rejecting a request.

# Public services for people with disabilities (PWD)

Among the surveyed respondents with disabilities, 62% are aware of their rights to receive preferential public services. The fact that people with disabilities of groups 1 and 2, children with disabilities, as well as the state citizen accompanying them services are provided without a queue, 75% of respondents with disabilities knew.

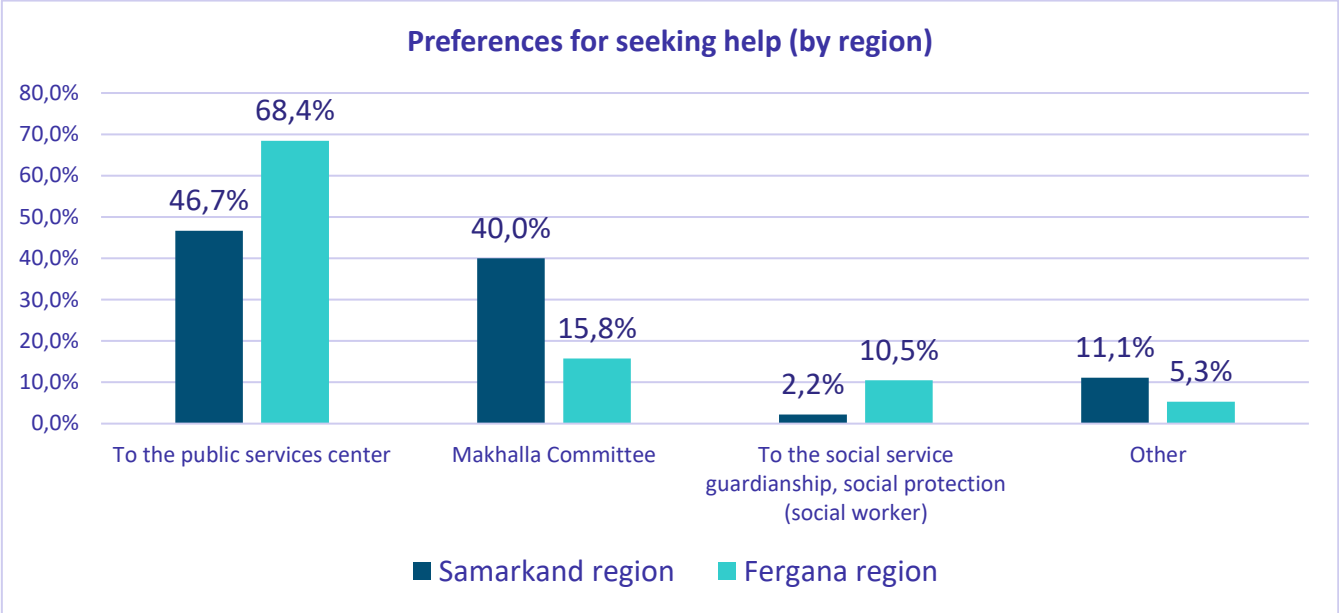


However, when visiting public services centers, only 28.1% of respondents saw special signs informing them about their rights to receive public services without waiting in line.

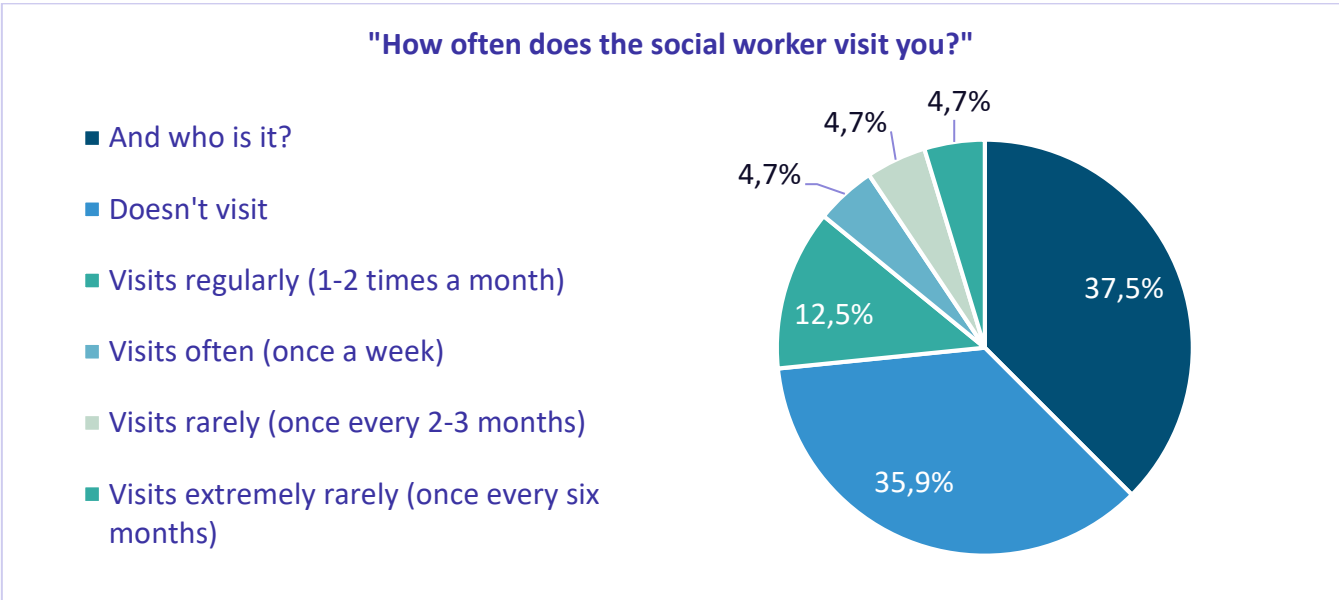


If you need assistance in obtaining any public services Individuals with disabilities prefer to contact the PSC (53.1%) or to the Mahalla committee (32.8%).

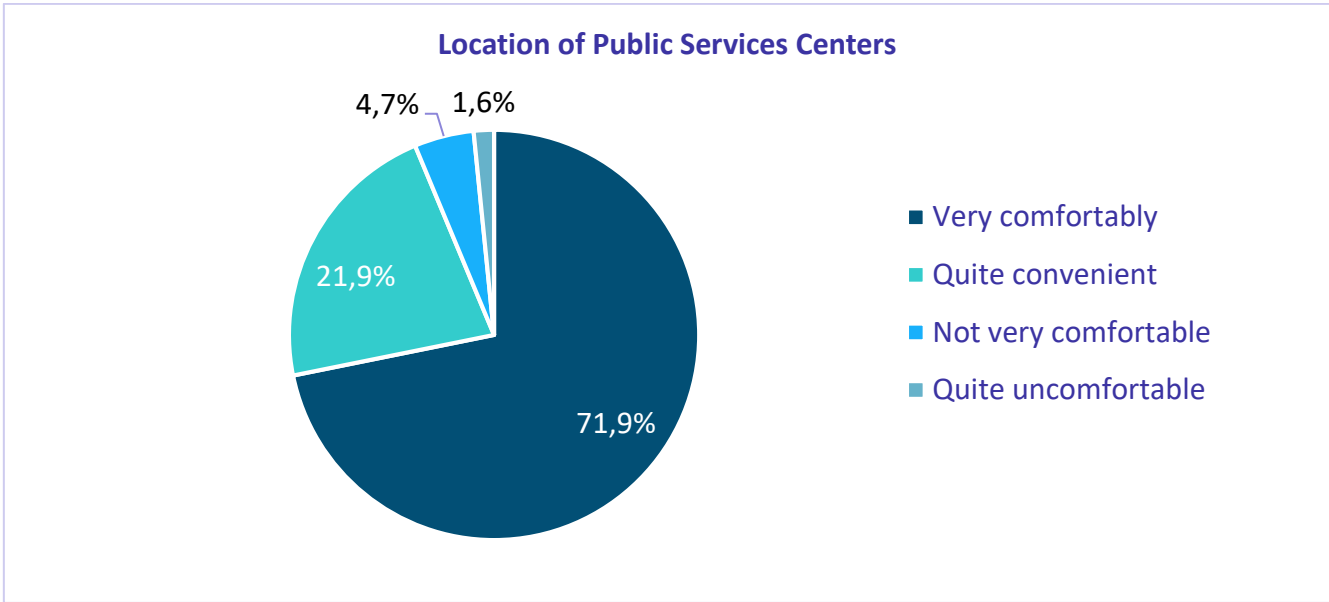
Considering the preferences of citizens by region, it is worth noting that in the Samarkand region Individuals with disabilities use approximately equally the services of both public services centers and mahalla committees (46.7% to 40.0%). In the Fergana region, the vast majority of people with disabilities use public services centers (68.4%).



Almost three-quarters of people with disabilities surveyed (73.4%) have no contact with social workers. Also, the majority of respondents (85.9%) do not receive information from social workers on the rights and benefits of receiving public services for people with disabilities.



The location of the PSCs turned out to be convenient for almost all people with disabilities; 93.8% of participants consider the location convenient.



Positive experience of interaction with operators of the PSCs are noted by 81.3% of respondents, however, there was a significant difference in the perception of employees' attitude towards persons with disabilities by region.

If in the Fergana region 94.7% of respondents feel positive attitude towards them from the employees of the PSC, then in the Samarkand region this percentage is lower (75.6%).

Region	Positive attitude	More positive than negative	More negative than positive	Negative	Grand total
Samarkand region	40.0%	35.6%	20.0%	4.4%	100.0%
Fergana region	68.4%	26.3%	5.3%	0.0%	100.0%
Grand total	48.4%	32.8%	15.6%	3.1%	100.0%

The majority of visitors (75%) are generally satisfied with the conditions for people with disabilities, but there are also those who believe that PSC should be more suitable for people with disabilities.

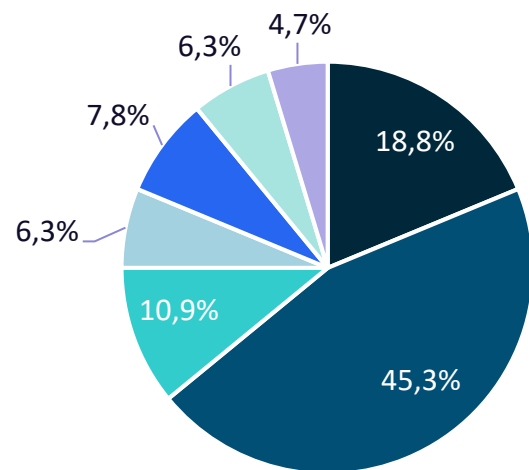
**In particular, it is recommended to pay attention to such things as:**

- in the restroom the sinks are located too high,
- it's hard to open the doors in the restroom,
- there is no water, soap, napkins in the restroom, often it does not work,
- slippery tiles, incl. on a ramp (difficult to climb)
- there are no handrails to allow you to climb the ramp.



### Adaptability of the Center for State Services for PWD

- Perfectly adapted
- Well adapted
- Well adapted, but with violations of some standards
- Not very well adapted
- Not fit at all
- I find it difficult to answer
- Other



In general, the majority of respondents (76.6%) do not see any barriers or difficulties for people with disabilities; among the barriers, respondents noted the following points:

- Slippery tiles
- Location of the PSC (further than the Mahalla)
- Impoliteness and biased attitude of some employees of the PSC towards people with disabilities
- It is difficult to move around the PSC in a wheelchair, because rooms are not always well equipped physically,
- We need courses to teach how to use the public services website for the population.

**Appendix 1. Photos from research process**

**Samarkand city**





Kattakurgan city





**Aktash city**









Urgut city





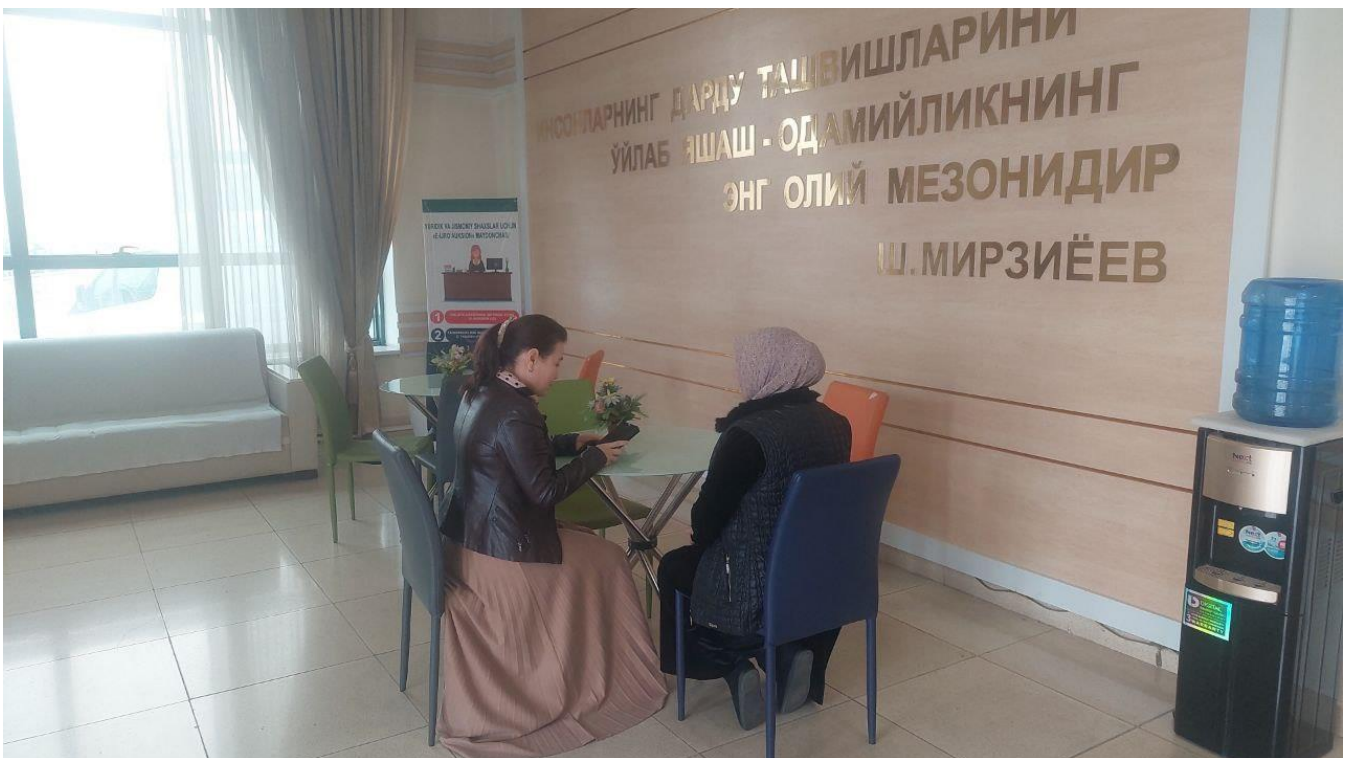
Fergana city







Kokand city



Margilan city



**Kuvasay city**

