

ABSTRACT OF THE STUDY "FINAL EVALUATION OF EU FUNDS FOR THE 2014-2020 PROGRAMMING PERIOD INVESTMENTS FOR ICT AVAILABILITY, EGOVERNMENT AND SERVICE SUPPORT MEASURES "

<p>Objective, tasks and main results of the study in Latvian</p>	<p>Purpose of the study:</p> <p>To analyse the effectiveness, efficiency, impact and sustainability of investments with the specific objective "Ensure an increase in the re-use of public data and effective interaction between public administration and the private sector" (hereinafter SAM 2.2.1) of the 2nd priority axis "ICT accessibility, e-government and services" (hereinafter - PA) of the European Union (hereinafter - the EU) operational programme "Growth and Employment" (hereinafter - the OP) for the 2014-2020 programming period.</p> <p>The evaluation should be carried out taking into account the objectives of SAM 2.2.1 set by the OP – to increase the operational efficiency of public administration by improving data availability and content of the electronic services, and to improve the business environment by enhancing security of the transactions in the electronic environment, by making public information easily accessible and by reducing administrative burden.</p> <p>Tasks of the study:</p> <ol style="list-style-type: none"> 1. Evaluate the shared solutions developed or improved within the framework of SAM 2.2.1 projects. 2. Conduct a user survey on the benefits of the solutions developed within the framework of the projects implemented by the State Chancellery (TAP portal and the Unified platform of the websites of state and local government institutions). 3. Identify and describe the projects implemented within the framework of SAM 2.2.1 which are examples of good practice that have made a significant contribution to the efficiency or growth of the industry or field, to the improvement of the institution's core business processes or have produced ICT tools for the users. 4. Evaluate the impact of SAM 2.2.1 investments on interaction between state and local government institutions. 5. Conduct a survey of the municipalities involved in the projects implemented by municipalities of Riga and Ventspils on the usability, benefits, problems of the solutions created in these projects. 6. Carry out a assessment of the maintenance expenses of ICT solutions developed within the framework of SAM 2.2.1 projects (at least 6-10 projects) after their introduction into production. 7. Assess how the results of the projects implemented within the framework of SAM 2.2.1 have ensured the implementation of the e-government principles laid down in the Information Society Guidelines for 2014-2020, and whether the conditions for the implementation of these principles listed in the Guidelines were complied with in the implementation of the SAM 2.2.1 projects.
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	<p>8. Prepare a report of the study, including at least 5 strategic recommendations.</p> <p>Results of the study</p> <ol style="list-style-type: none"> 1. Three surveys on the topics of evaluation have been conducted (of users of the shared solutions, of municipalities and of project implementers) 2. 9 interviews were conducted. 3. 44 findings were identified and 32 recommendations prepared related to the evaluation tasks and questions. 4. Strategic recommendations have been prepared. 5. Survey results as Microsoft Excel files are attached to the report.
Main topics covered in the study	<p>ICT accessibility</p> <p>eGovernment and services</p> <p>Digital transformation</p> <p>Open data</p>
Customer of the study	Ministry of Finance of the Republic of Latvia
Implementer of the study	SIA "CETERA"
Year of implementation of the study	2023
Amount of funding and source of funding for the study	<p>28 896 EUR without VAT.</p> <p>The study has been financed by the technical assistance project "Ensuring evaluation of cohesion policy funding to prepare evidence base for the planning and performance of results-oriented and efficient investments of EU funds in the Latvian economy" of the European Social Fund.</p>
Study classification*	In-depth expertise studies for policy or legal framework development, policy analysis and impact assessment – studies that are developed to obtain an independent analysis of the need to develop a specific policy or legal framework, to assess the implementation of an existing policy or regulation and the results achieved.
Policy area, sector**	Digital transformation policy
Geographical coverage of the study (all of Latvia or a specific region/county)	The territory of the Republic of Latvia
Target group(ies) of the study (for example, population of Latvia of working age)	Society as a whole, beneficiaries of the EU funds and institutions involved in the management of the funds.
Methods used in the study by type of information acquisition:	
1) analysis of legal acts or policy planning documents	X

	2) Analysis of statistical data	X
	3) Secondary analysis of existing research data	n/a
	4) Conducting and analysing in-depth/expert interviews	X
	5) Conducting and analyzing focus group discussions	n/a
	6) Case studies	X
	7) Conducting a quantitative survey and analyzing data	X
	8) other methods (specify which)	Theory-based impact evaluation.
Quantitative research methods (if applicable):		
	1) Sampling method	N/a (the scope of the survey included the entire set).
	2) Number of respondents/units surveyed/surveyed	Responses were provided by 75 out of 95 solution users, 27 out of 43 municipalities, 20 out of 33 project implementers.
Qualitative research methods (if applicable):		
	1) Number of in-depth/expert interviews (if applicable)	9 in-depth interviews.
	2) Number of focus group discussions (if applicable)	n/a
Analysis groups used (cuts)		Users of shared solutions, municipalities, project implementers.
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