

2024 EU/OECD Survey on Citizen Satisfaction with Public Services

Lithuania



Survey dates



October –
November 2024

Responses



1511 Users

The **2024 Survey on Measuring Citizen Satisfaction with key Government Services** (“the Satisfaction Survey”) explores citizen’s satisfaction with public administrative services¹. The Satisfaction Survey was deployed as part of a project funded by the European Commission’s Technical Support Instrument on “**Measuring Citizen’s Satisfaction with key Government Services for better performance and enhanced trust**”. Data was collected between 18 October and 27 November 2024 in 10 EU Member States (Austria, Croatia, Estonia, Finland, Greece, Ireland, Latvia, Lithuania, Slovenia, Spain, termed “EU-10” below). In each country, a representative sample of the general population was questioned on satisfaction levels with public administrative services.

Figure 1. Coverage of EU Member States participating in TSI Project



Rationale for the Project

The OECD Survey on the Drivers of Trust in Public Institutions² has found that satisfaction with public services, together with the perception of public sector innovation and public services’ responsiveness to

¹ **Public administrative services or services** refers to administrative processes which members of the public undertake in order to access or use publicly provided goods or services, comply with laws and regulations, and/or assert or use their rights (e.g. registering a birth or death, obtaining identity documents, and requesting benefits).

² OECD (2024), *OECD Survey on Drivers of Trust in Public Institutions – 2024 Results: Building Trust in a Complex Policy Environment*, OECD Publishing, Paris, <https://doi.org/10.1787/9a20554b-en>.

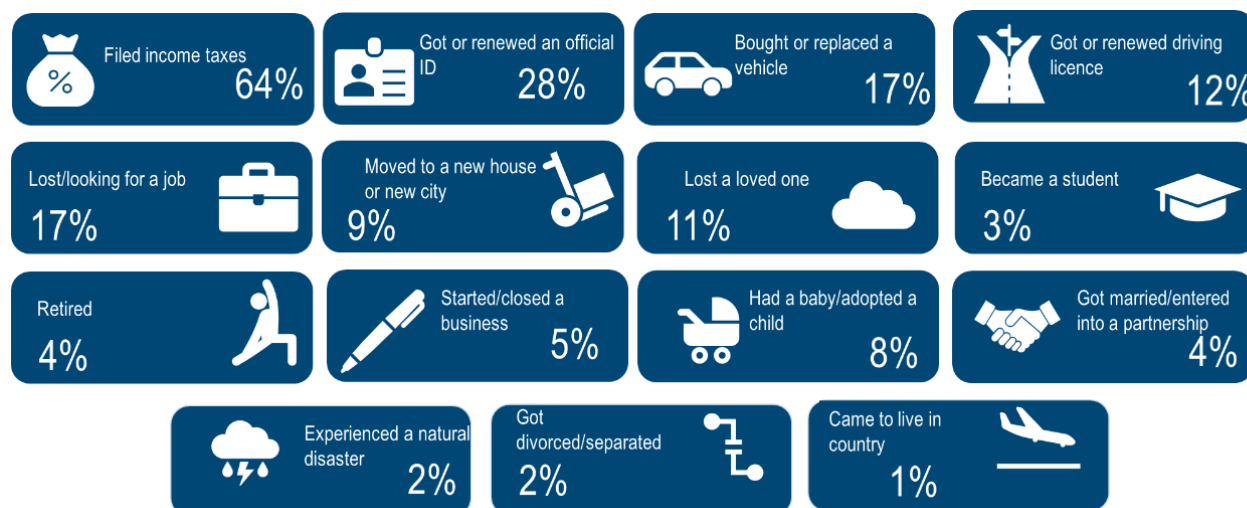
people's feedback, are important drivers of trust in the national government and civil service. **Further understanding and measuring the drivers of satisfaction with public administrative services** can contribute to enhancing trust in the future. The TSI Project developed an innovative and novel survey to measure satisfaction with public services delivered through Life Events. Measuring citizen satisfaction with public services provides data to enhance the understanding of four key aspects:

1. Firstly, it measures overall citizen satisfaction with public services used when experiencing a Life Event and satisfaction with a variety of specific aspects of the interaction with services.
2. Secondly, it identifies what aspects drive satisfaction.
3. Thirdly, it enables cross-country comparison of satisfaction with Life Events.
4. Finally, it enables a country to undertake in-country comparison of satisfaction with different Life Events and across social groups.

Scope of TSI Satisfaction Survey

The TSI Satisfaction Survey measured citizen satisfaction with public administrative services, in the context of Life Events. **A Life Event refers to a change in the circumstances of a user which creates a need to use a public administrative service or services, and that may require co-ordination and integration between different service providers.** 15 Life Events were selected to be covered by the TSI Satisfaction Survey. These Life Events focus on public services used by citizens in their day-to-day lives, either regularly or through more infrequent circumstances. In each participating country, the Satisfaction Survey asked people who had used public services due to a Life Event in the past 12 months ("users") about their experience, their overall satisfaction with the services they had used, and their more general perceptions and overall satisfaction with public services. Figure 2 shows Life Events surveyed in Lithuania.

Figure 2. Citizens in Lithuania accessed multiple public services associated with one or more Life Events over a 12 month period



Source: Author illustration based on TSI Satisfaction Survey, 2024.

Technical Notes

Respondents were asked whether they had experienced any of a list of 15 life events in the past 12 months. The sample was then divided into two groups: (i) **Users** i.e. individuals who experienced one or more 'Life Events' over the 12 months period and who used public administrative services in relation to the Life Event; and (ii) **Non-users** i.e. individuals who experienced one or more 'Life Event's over the 12 month period but who did not use any public administrative services as a result. Users were then asked a detailed set of questions about their experience with public services during the life event. Non-users were asked a shortened set of questions about any barriers to service access they experienced. Both were asked also general questions about their perception of public services in their country.

Key Findings of Satisfaction Survey

78% of Users in Lithuania are satisfied with public services they used when experiencing a Life Event, with only 5% dissatisfied



61% of users identified online as their main access channel



21% of users identified in person as their main access channel



USER AT THE CENTRE

- **70% of users** in Lithuania are **satisfied with how the service met their needs.**

PROACTIVE SERVICES

- **76% of users** in Lithuania are satisfied with the **ease of finding the service.**
- Users are more satisfied with public services when they have been informed of the public services they are entitled to.



ACCESSIBLE SERVICES

- **79% of** could access the public service through the channel they wanted.
- **61% of users** in Lithuania identify online channels as the main channel for accessing services

CLEAR SERVICES

- **72% of users** are satisfied with the **clarity of language and information** throughout the process.
- The share of satisfied users increases more than twofold when they find it clear what to do to start an application/request



SEAMLESS SERVICES

- **75% of users** are satisfied with how public services work together.
- The share of satisfied users increases when needs are resolved with only one interaction.

INTEGRATED SERVICES

- **72% of users** provided the same information only once.
- User satisfaction is **30 percentage points higher** when the user does not have to provide the same information more than once.



SIMPLE SERVICES

- **77% of users** are satisfied with the ease of obtaining the service.

FAST SERVICES

- **Users want speed.** 76% of users are satisfied with the speed of obtaining the service.



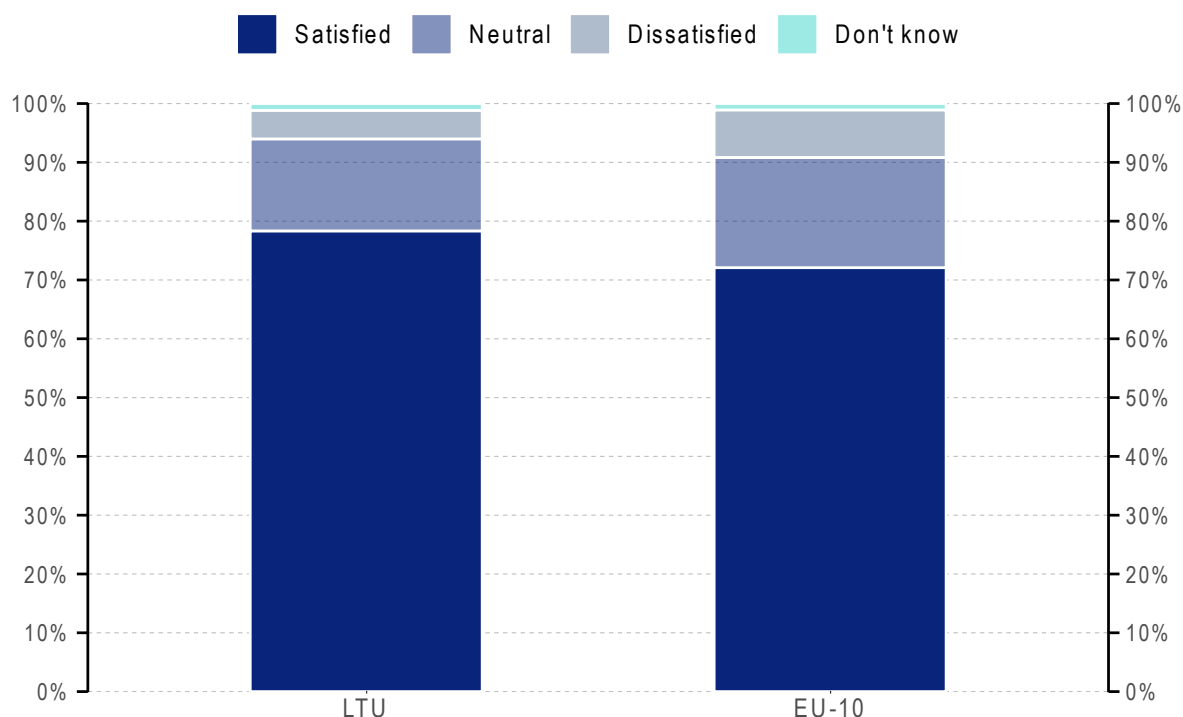
FAIR SERVICES

- **71% of users** are satisfied with the degree to which the service treats everyone equally, an important aspect of overall satisfaction.

1. Satisfaction with Public Services in Lithuania

78% of users in Lithuania are overall satisfied with the public services they used when they experienced a Life Event (Figure 3). This is above the average satisfaction level (72%) across the EU-10 Member States participating in this survey. Only 5% of users were dissatisfied, similar to the EU-10 average (8%).³

Figure 3. Satisfaction with public services in Lithuania is above other participating countries



Note: Question asked was "Q.27. Overall, how satisfied would you say you are with your experience with public services when (you experienced life event X)?" . Respondents answered on a scale from 1 (not at all satisfied) to 5 (very satisfied). Responses 1 and 2 correspond to "Dissatisfied", 3 to "Neutral", and 4 and 5 to "Satisfied". "EU-10" presents the unweighted average across countries.

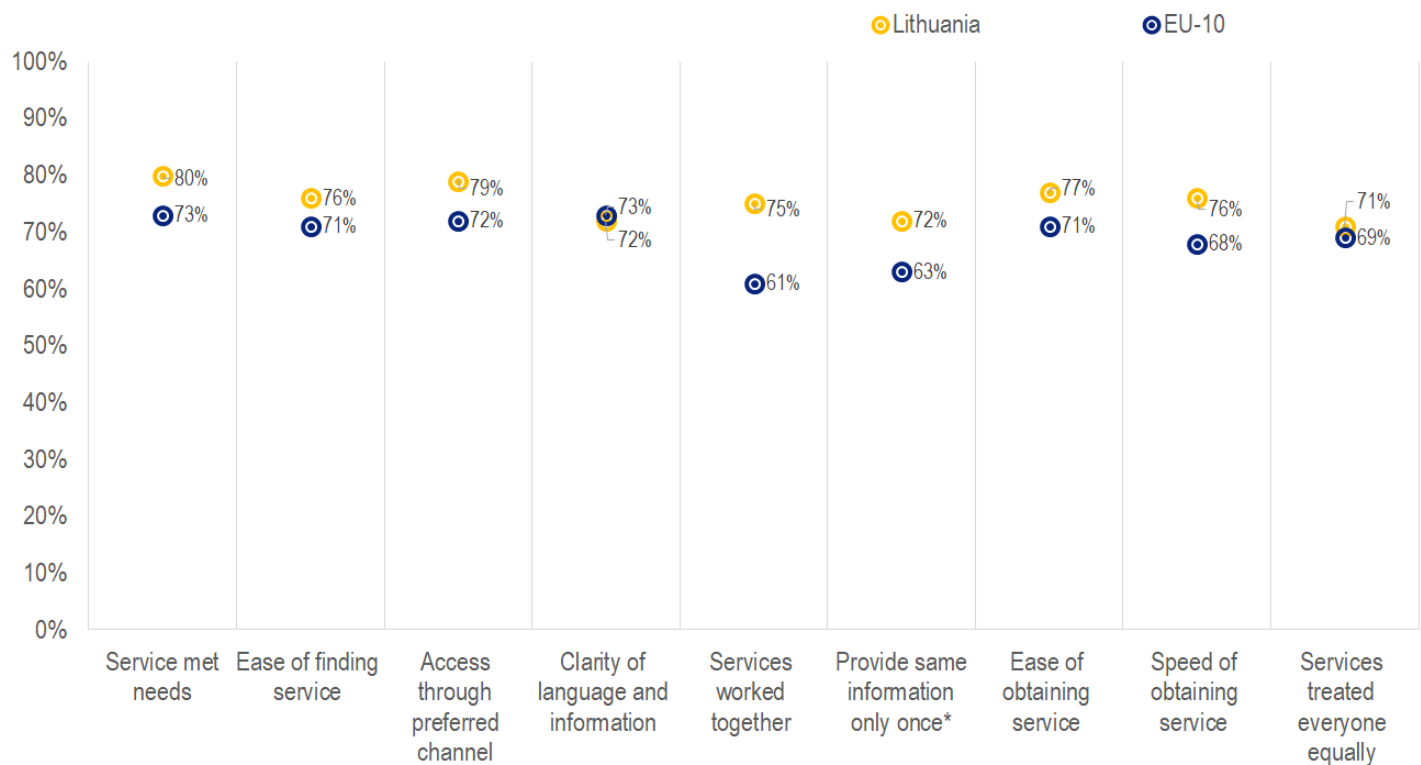
In addition, **88% of users in Lithuania got what they wanted from the public services they used**. Satisfaction also varies with some demographic characteristics. Young people aged 18-29 are less satisfied with services (72%) compared to people aged 50 or older (82%). The difference in satisfaction levels for gender, level of education and living area (urban or rural) were relatively small and statistically non-significant.

³ Neutral responses should typically be read to indicate that users experienced a balance of both positive and negative aspects when using public services

2. Drivers of satisfaction in Lithuania

To understand what is driving satisfaction, users were questioned through the Satisfaction Survey on their satisfaction with all key aspects of the user journey, from accessing and navigating services to achieving outcomes. Lithuania performs above other EU-10 countries on most of the drivers of satisfaction (Figure 4). **“Drivers” are aspects of service delivery which are managed by public agencies and may significantly impact users’ satisfaction.** OECD has identified 9 keys drivers across the EU-10 as a whole (User at the Centre, Proactive, Accessible, Clear, Seamless, Integrated, Simple, Fast and Fair). Lithuania performs above the EU-10 average on 8 of these drivers, with satisfaction of around 72-80%. On one of the drivers, clarity of language and information, Lithuania’s satisfaction levels (72%) were close to the EU-10 average (73%). Lithuanians are more satisfied with how services work together (75%) compared to the EU-10 (61%). The highest satisfaction levels are for services met needs (80%) and access through preferred channel (79%). People are also highly satisfied with the ease of obtaining the service (77%) and speed of service (76%). Most people, 72%, did not have to provide the same information more than once during the life event, which is above the EU-10 average of 63%.

Figure 4. Lithuania performs above other EU-10 on most drivers of satisfaction



Note: Satisfaction measured from 1 (not at all satisfied) to 5 (very satisfied). Users responding with a score of 4 or 5 are counted as satisfied. Share of users in Lithuania and EU-10 who indicate satisfaction with drivers (answers 3-5 on a 1-5 scale).

* Provide same information only once refers to the share of people who did not need to provide the same information more than one time.

A logistic regression analysis was used to identify and gain more insight into the relative importance of the different drivers in Lithuania (Figure 5). A logistic regression evaluates the effect of each factor while controlling for others, estimating how strongly each influences the likelihood of a user being satisfied with the service. This analysis identified **seven key drivers for citizen satisfaction with public services in Lithuania**. These drivers have a statistically relevant impact on overall satisfaction levels when the other drivers are present and in control for sociodemographic factors. Across users in Lithuania as a whole, the model shows that the most important factor is not having to provide the same information more than once. Users who only provide the same information once are on average 12 percentage points (p.p.) more likely

to be satisfied with the life event. Users who are satisfied with how services worked together are on average 8 p.p. more likely to be satisfied with the life event. Similarly, if the user perceived the service easy to find or that the service met their needs, there is on average a 7 p.p. higher probability of being satisfied. Other factors with a significant effect on satisfaction was speed of obtaining the service (6 p.p.), the perception that the service treats everyone equally (5 p.p.), and that the user could access the service through the preferred channel (5 p.p.).

Figure 5. Drivers of user satisfaction in Lithuania

Drivers with positive and significant influence on overall satisfaction level



Note: Results from a logistic regression analysis of users in Lithuania. The dependent variable is their overall satisfaction with their experience with the public services they used when they experienced a life event (Q27). The y-axis shows the average marginal effects (AME) derived from the coefficients on the independent variables i.e. the percentage point increase in the probability of being satisfied associated with a 1 unit increase in an independent variable. Only coefficients which are statistically significant for Lithuania are shown.

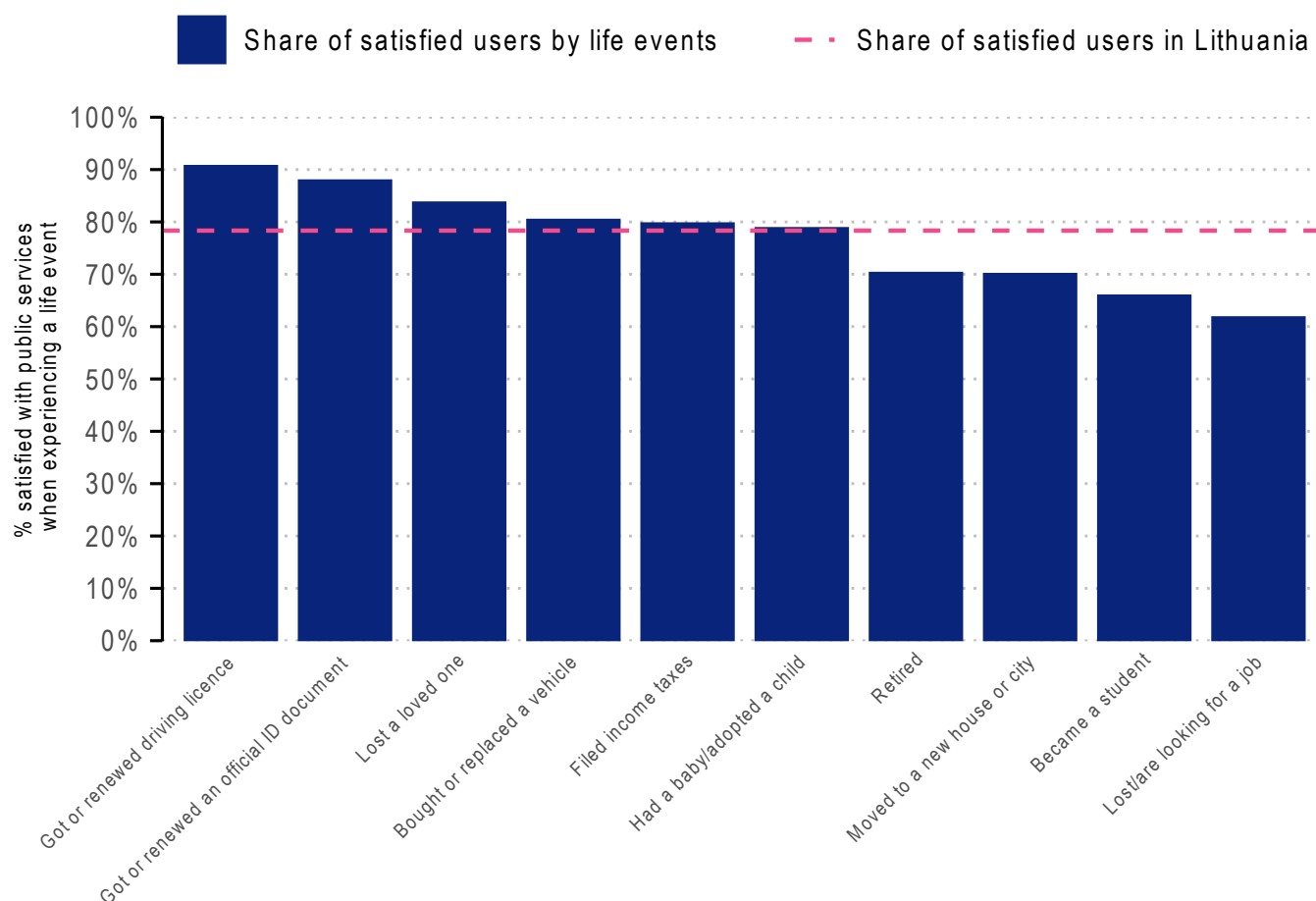
3. User Satisfaction with specific Life Events

Satisfaction with Public Services varies depending on the Life Event experienced by the citizen. In Lithuania, satisfaction most Life Events have similar satisfaction scores as the average of 78% across all users (Figure 6). The Life Events with the highest satisfaction in Lithuania are “Bought or renewed driving licence” (91%), “Got or renewed an official ID” (88%), and “Filed income taxes” (80%). The Life Events with the lowest satisfaction in Lithuania are “Lost / looking for a job” (62%) and “Became a student” (66%).

The complexity of Life Events also varies. The Satisfaction Survey has observed that in general across the EU-10, the Life Events that require fewer interactions and fewer coordination across different agencies tend to have a higher level of citizen satisfaction. Life Events that require different levels of government and implicate more administrative services can have lower levels of satisfaction.

Lithuania selected two Life Events for more detailed analysis (1) filed income taxes, and (2) bought or replaced a vehicle. The Satisfaction Survey shows that citizen’s satisfaction with these two Life Events is slightly above the country average.

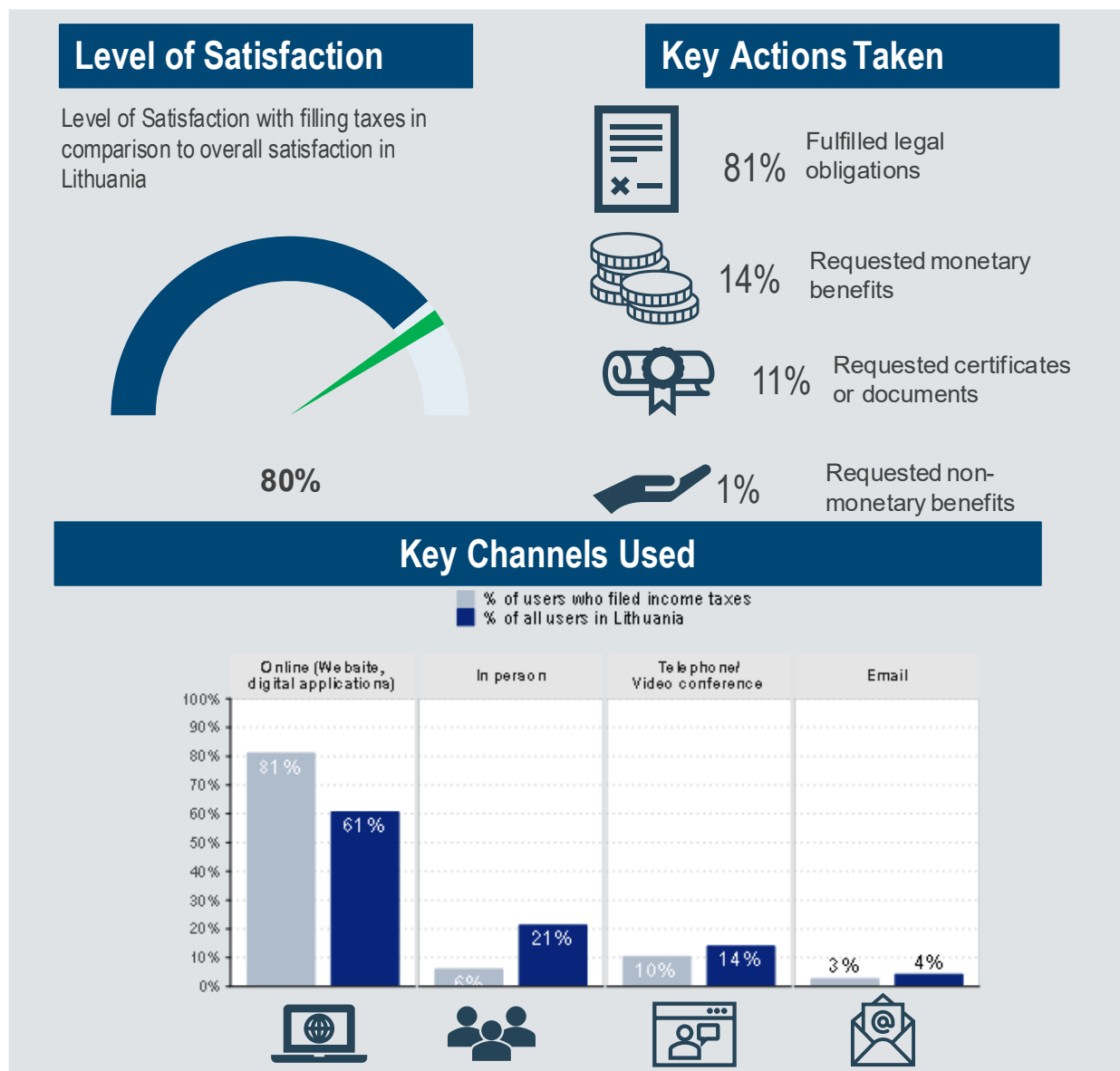
Figure 6. Satisfaction with public services varies across life events



Note: Figure shows the share of users reporting being "Satisfied" to the question "Q27. Overall, how satisfied would you say you are with your experience with public services when (you experienced life event X)?" Respondents answered on a scale from 1 (not at all satisfied) to 5 (very satisfied). Responses 4 and 5 represent "Satisfied". Five Life Events had less than 30 observations in Lithuania (Started or closed a business, Came to live in country, Got or renewed driving licence, Got divorced or separated, and Experienced a natural disaster). These are not included, as the number of observations is too small to assure the accuracy of analysis.

Source: TSI Survey Measuring User Satisfaction with Public Services 2024

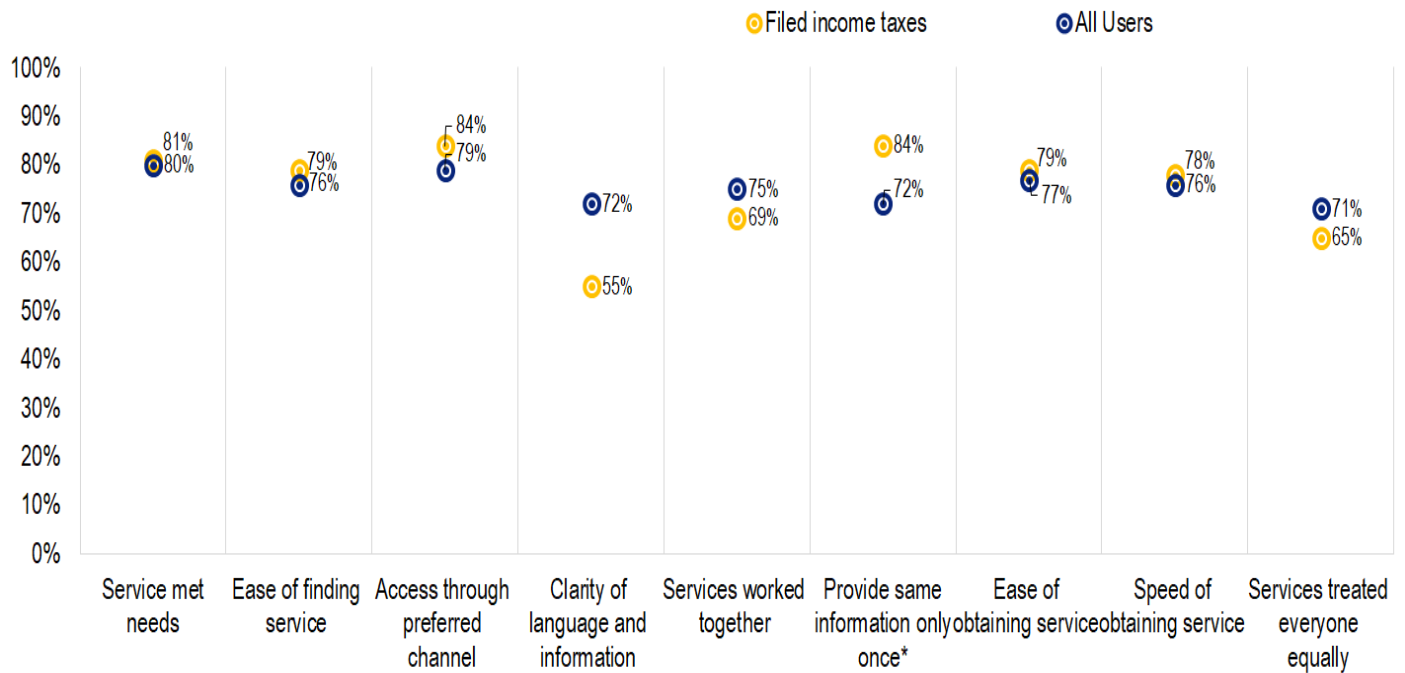
Filed income taxes



80% of users who had a filed income taxes in Lithuania are satisfied with the public services they used. This is similar to the satisfaction level of all users in Lithuania (78%). Moreover, more than 88% of users agreed that they 'got what they wanted' from the public services they accessed, the same share as for Lithuania as a whole.

A total of 64% of respondents reported to have experienced the life event "Filed income taxes" in the last 12 months in Lithuania. The primary action taken by users of this Life Event was to fulfil legal obligations. 14% also requested monetary benefits and 11% requested certificates or documents.

Figure 7. Satisfaction is lower for clarity of language of information for filing taxes

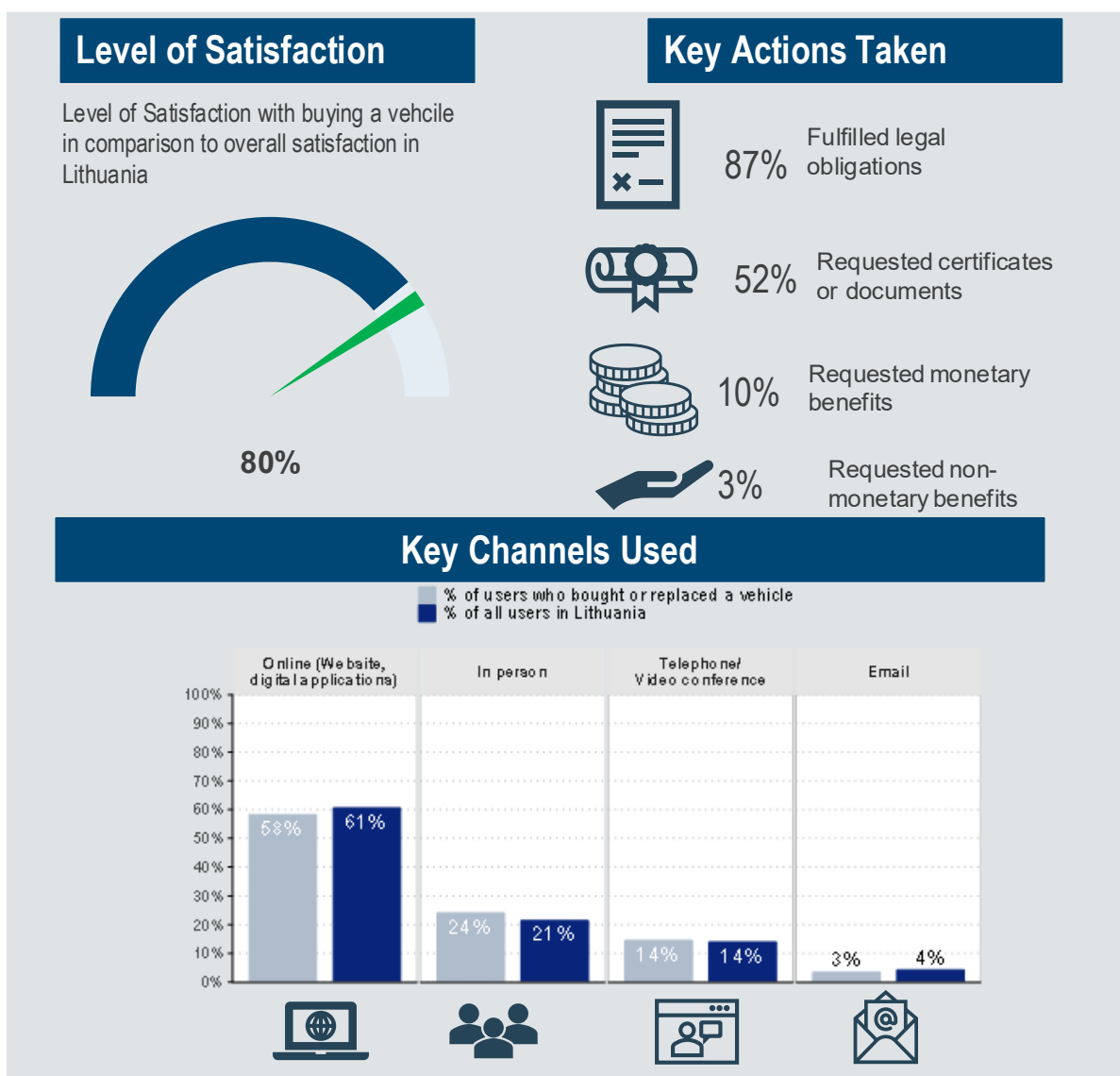


Note: Satisfaction measured from 1 (not at all satisfied) to 5 (very satisfied). Users responding with a score of 4 or 5 are counted as satisfied.

Figure 7 presents satisfaction levels with the 9 drivers for survey respondents who became filed income taxes, compared to satisfaction with these elements in Lithuania as a whole. 84% users who filed income taxes in Lithuania did not have to **provide the same information more than once**, above the country average of 72%. Furthermore, 84% could be satisfied with **accessing the service through their preferred channel**, also above the country average of 79%. The primary channel for filing taxes in Lithuania was online (81%), with only 6% of users accessing the service in person.

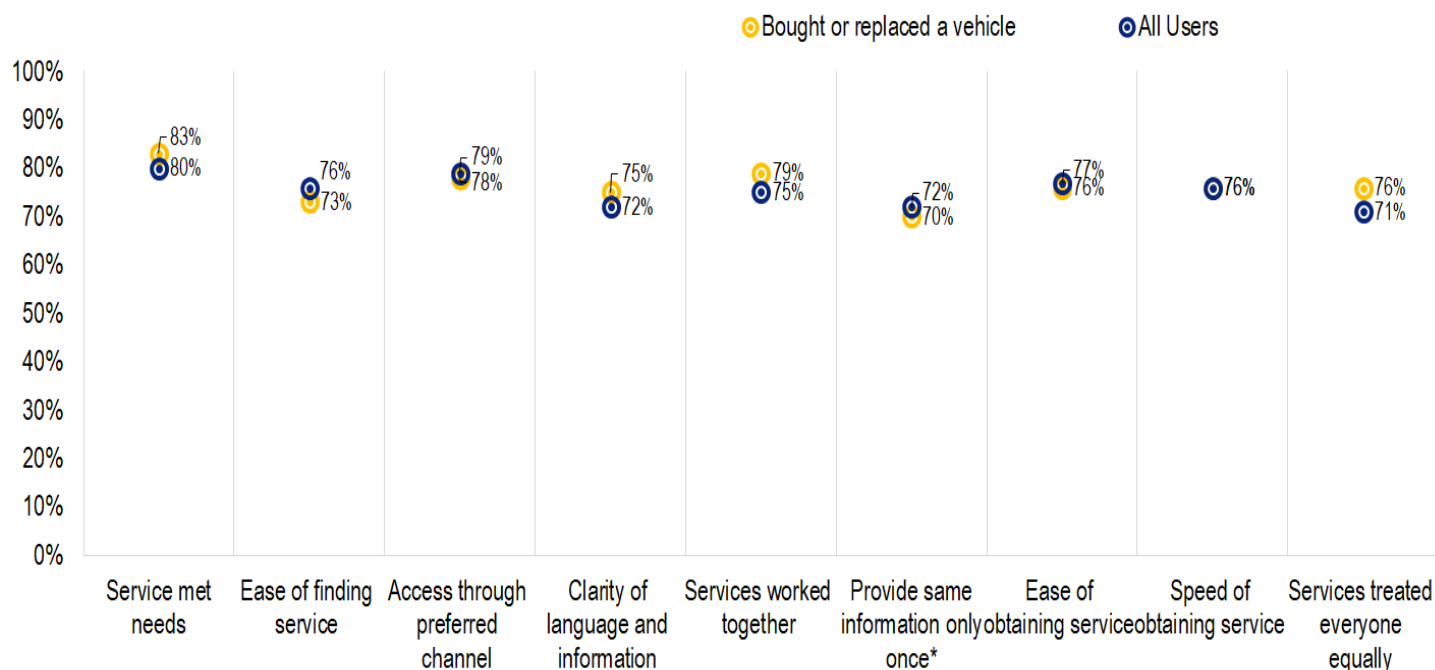
Further improvements can be undertaken to increase satisfaction with the clarity of language and information. Only 55% of users are satisfied with the clarity of language and information when filing income taxes, well below 72% for users as a whole.

Bought or replaced a new vehicle



80% of users who bought or replaced a vehicle in Lithuania are satisfied with the public services they used. This is slightly above the satisfaction level of all users in Lithuania (78%). Moreover, 92% of users agree that they got what they wanted from the public services that they accessed. Users who had bought or replaced a vehicle in the past 12 months mainly acted to fulfil legal obligations (87%) or requested certificates or documents (52%).

Figure 8. Satisfaction is similar to the average for bought or replaced a vehicle



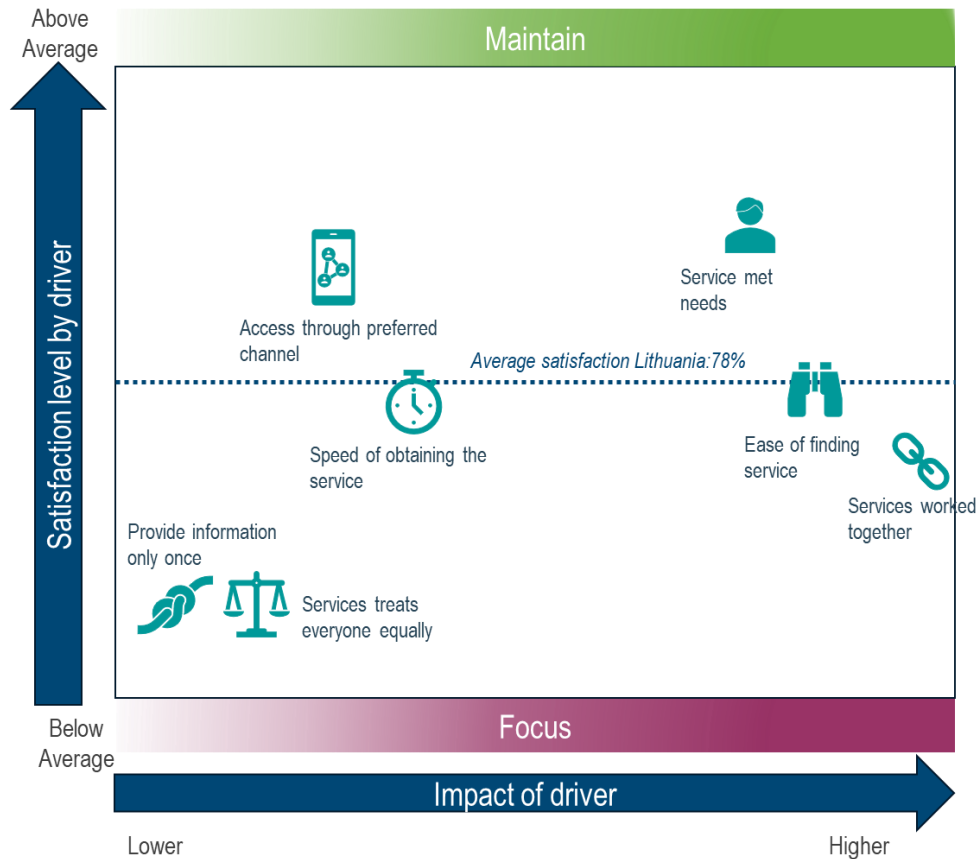
Note: Satisfaction measured from 1 (not at all satisfied) to 5 (very satisfied). Users responding with a score of 4 or 5 are counted as satisfied.

Figure 8 presents satisfaction levels with each of the 9 drivers for survey respondents who bought or replaced a vehicle. Satisfaction with each driver is high and aligned with the satisfaction level among users as a whole. Users who bought or replaced a vehicle are most satisfied with how the services **met their needs** (83%) and how **services worked together** (79%), both slightly above the country average. Users are also generally satisfied with the **ease and speed of obtaining the service** (both 76%). 70% of users **provided the same information only once**. This is slightly below the country average of 72% and is an area where Lithuania could improve further.

4. Improving satisfaction of public services in Lithuania

Combining satisfaction levels and the impacts of different drivers provides insight to help focus reform. A priority matrix (Figure 9) has been developed based on the results of the Satisfaction Survey and the regression analysis. This matrix enables the identification of priorities for improvement by comparing the overall satisfaction level of the drivers in Lithuania, in comparison to the average overall level of satisfaction in Lithuania (78%) and the impact that drivers can have on overall satisfaction. Each of the drivers of satisfaction falls either into the “maintain” or the “focus” categories, depending on its impact on overall satisfaction and its performance score. Governments should focus on maintaining the practices leading to drivers which display above average satisfaction levels, while reform focus should be set on those displaying below average satisfaction levels, while the amount of effort mobilized should be proportional to the actual impact of the driver on overall satisfaction with public services in Lithuania. For instance, for Lithuania improving the **ease of finding a service** and how **services work together** appear to be priority areas of focus since improving satisfaction with these aspects would have the largest impact on satisfaction overall.

Figure 9. Priority Matrix for Satisfaction in Lithuania



Note: OECD illustration based on regression analysis for Lithuania and satisfaction levels for key drivers of satisfaction.

Contribution of satisfaction data to national strategies and reforms

The data collected through the TSI Satisfaction Survey will contribute to supporting Lithuania in the implementation of its Lithuania 2025 Vision⁴, which promotes seamless, interoperable and life-event-based public services. Reform priorities identified through the Satisfaction Survey correspond directly with Lithuania's priorities on service discoverability through unified portals, integrated service ecosystems and enhanced interoperability across institutions. By directing reform effort toward these high-impact drivers, Lithuania can reinforce ongoing digital transformation efforts and ensure that system-level integration delivers tangible user benefits.

⁴ Government of Lithuania (2023), Lithuania's vision for the future 'Lithuania 2050' : [x4ItElwkfxE.pdf](#).