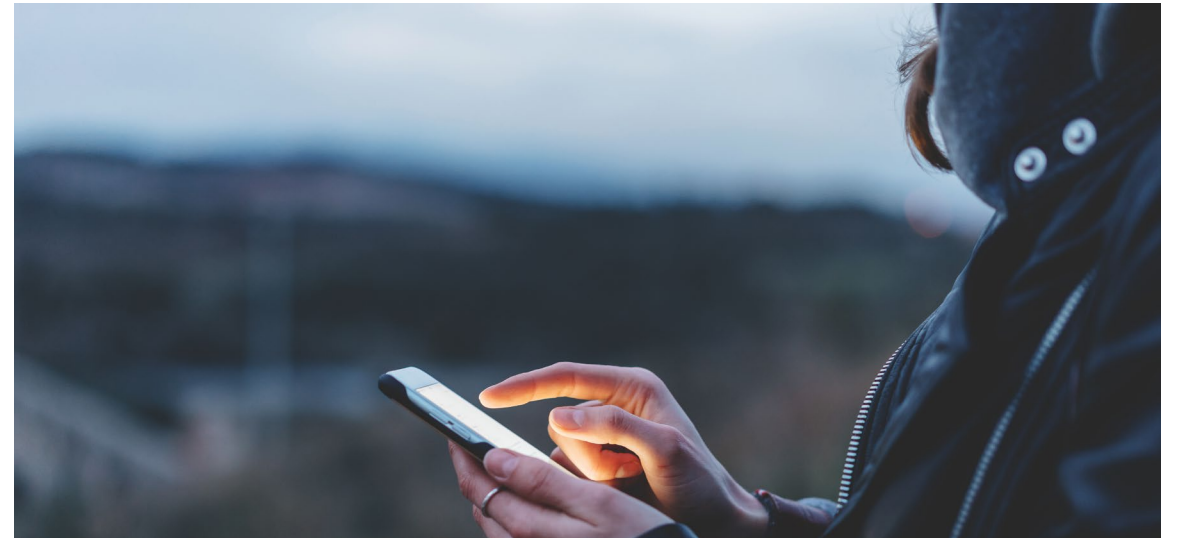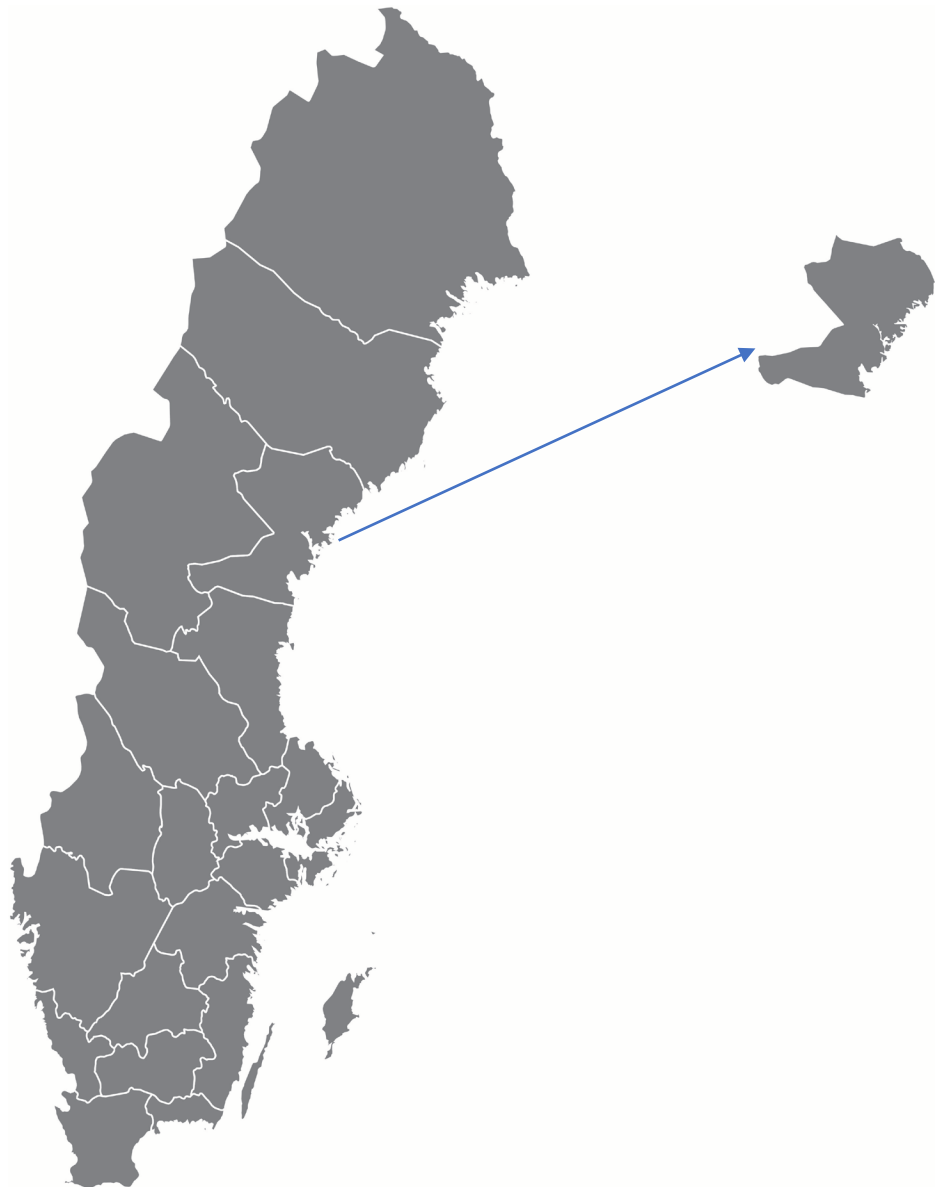# e-citizen week - democracy and the use of e-services

About Region Västernorrland

- Population: 245 347
- Inhabitants per km2: 11.4 (nation 25.4)
- Land area km2 21,548
- Municipalities: Härnösand, Kramfors, Sollefteå, Sundsvall, Timrå, Ånge, Örnsköldsvik
- Biggest city is Sundsvall with population 99 000

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E-citizen week – a national initiative in Sweden

A national campaign week to increase digital participation and the use of e-services with a focus on public sector e-services

All activities are financed locally

Consists of local, regional and national efforts and activities

The initiative came from the Digidel network in 2014

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Why participate in e-citizen week?

- Increase the use and knowledge of e-services, with particular focus on the public sector
- Create an opportunity for dialogue between e-service developers and end-users
- Increase digital participation amongst citizens

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Joint effort within different projects

- **E-Collaboration project**

- Seven municipalities in Västernorrland. Collaboration to develop, maintain and manage over 100 common e-services (during the project) for the citizens.

- Develop a long-term partnership in digitizing the municipalities.

- **Interreg ERUDITE**

- Open innovation process to decide which e-services to create.

- Clarify and quantify the possible effects that have been achieved by those e-services.

Target groups

- The activities during e-citizen week have focused on many different target groups.

- Participants with languages other than Swedish is increasing significantly and more and more organizations offer parts of their program in other languages or with interpretation support.

- One of our target groups was the elderly people in society.

Background: The Swedes and the internet

- The Swedes and the Internet is an annual survey of the internet habits of Swedish people. It reveals how the use of the internet is developing and the level of digitization in society.

- Published by The Swedish Internet Foundation - an independent, private foundation that works for the "positive development of the internet".

Svenskarnaochinternet.se/english/

Svenskarna och internet
INTERNETSTIFTELSEN

Senaste rapporten

Hem > The Swedes and the Internet

The Swedes and the Internet

The Swedes and the Internet is an annual survey of the internet habits of Swedish people, how the use of the internet is developing and the digitalisation of society.

The Swedes and the Internet is a study conducted by The Swedish Internet Foundation ⧉ . With this survey, we want to contribute facts and insights on how the use of the internet in Sweden is developing. We want to provide the conditions for the digitalisation of Swedish society and the business community to take place on an informed basis.

Elderly limitations

- The very oldest people in society are still the group that uses the internet the least of all, although they too have increased their use of digital services in the last years. The elderly are limited by:

- high costs

- complicated technology
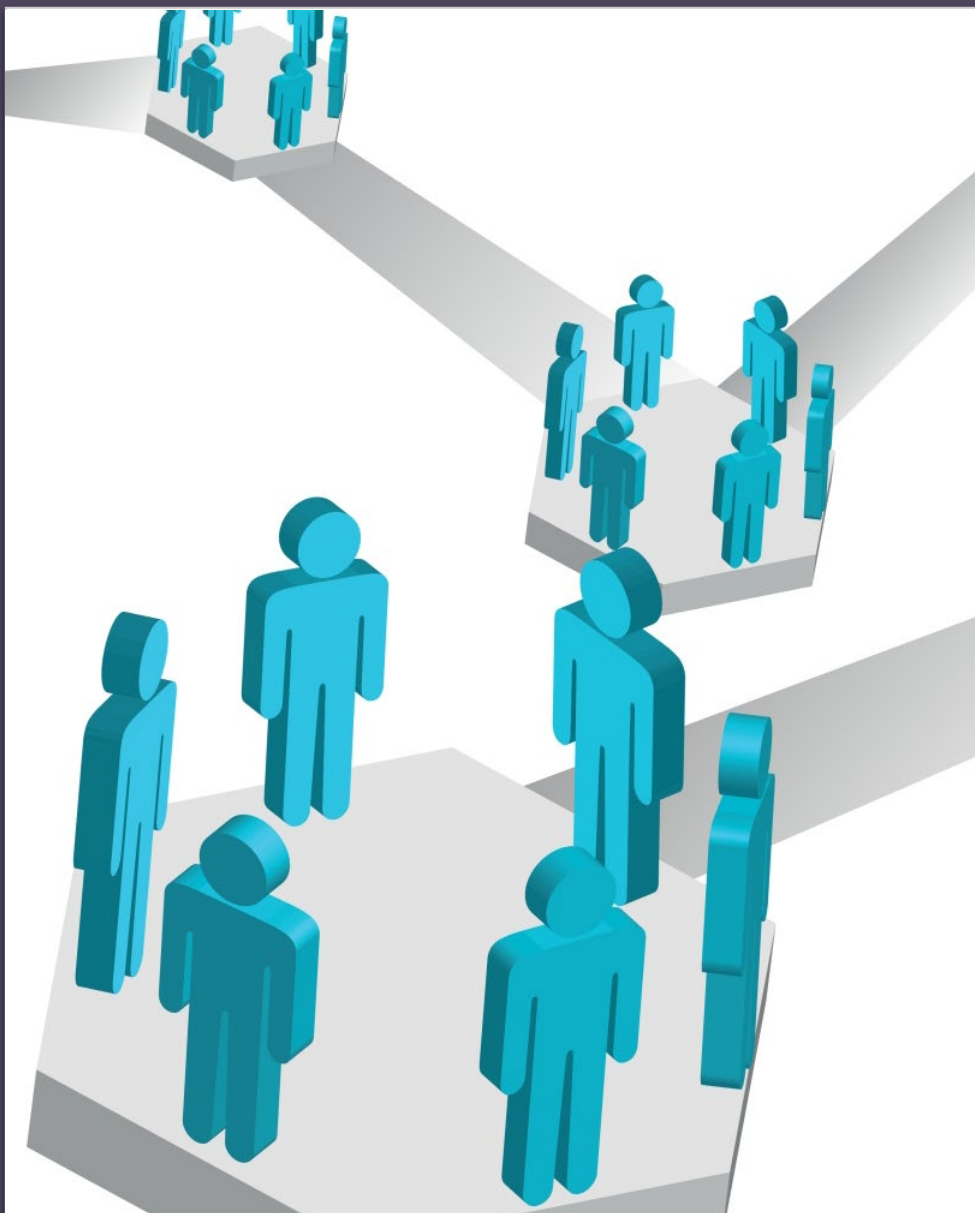
- concern about being scammed online

Senior day – a bridge to knowledge

- We participated at a venue at the city library in Sundsvall
- Open lectures on available public e-services in the municipality
- Invitations sent out to senior organizations
- Information about the e-collaboration project and Erudite

Feedback to end-users

- The project also gave feedback on services that were created the years after first attending e-citizen week.

- An example of this was informing about the process of creating a service where school nurses can digitally obtain the consents for vaccination that previously were obtained through paper forms. The digital solution allowed customized information and information in different languages. The consent is signed by personal bank Identification.

Potential for learning

• How to organize networks in order to create platforms for support for different groups regarding use of digital services. (Digidel network but also the regional networks in Västernorrland).

• Both for the new online users and for the experienced who want to make better use of the ever-increasing supply of public and other e-services.

• The ability to use the internet and digital services is an important democratic issue.