



## Member States Questionnaire (MSQ) for the United Nations E-Government Survey 2020

The objective of this questionnaire is to gather information from the Member States in preparation of the United Nations E-Government Survey 2020. Please note that these responses do not directly affect the UN E-Government Development Index (EGDI), which is a composite index of Online Service Index (OSI), Telecommunications Infrastructure Index (TII) and Human Capital Index (HCI). UNDESA<sup>1</sup> assesses national portals with the assistance of independent researchers to construct OSI, requests data from the International Telecommunications Union (ITU) and the United Nations Educational, Scientific and Cultural Organization (UNESCO) to construct TII and HCI respectively. For any questions about this questionnaire, please contact [dpidg@un.org](mailto:dpidg@un.org).

Poland

29/04/2019

I/We hereby authorize UNDESA to publish my/our responses as deemed necessary.

### I. Institutional Framework

1. What is the official **e-government<sup>2</sup> portal** at the national level? If more than one, please list all.

<https://www.gov.pl/>

2. Please also provide **URLs** for below **specific portals**, if exists:

- a. E-services<sup>3</sup>:

<https://obywatel.gov.pl/> - for citizens  
<https://www.biznes.gov.pl/pl> – for entrepreneurs

- b. [E-participation<sup>4</sup>](#):

no

- c. [Open government data](#):

<https://dane.gov.pl/>

<sup>1</sup> This questionnaire is conducted by the Division of Public Institutions and Digital Government (DPIDG) of the UNDESA.

<sup>2</sup> **E-government or digital government** will be used interchangeably in this survey and is defined as delivering services online and engaging people by using Information and Communication Technologies (ICTs)

<sup>3</sup> A specific portal where you can see the list of all online services available for the public

<sup>4</sup> **E-Participation** is about fostering civic engagement and open, participatory governance through Information and Communications Technologies (ICTs).

d. Public procurement:

<https://bzp.uzp.gov.pl/Default.aspx>

e. Other major portals at the national level:

<https://empatia.mpips.gov.pl/>  
<https://www.zus.pl/portal/logowanie.npi>  
<https://www.podatki.gov.pl/>  
<https://pacjent.gov.pl/>  
<https://zip.nfz.gov.pl/ap-portal/user/reg/regadd@default+start>  
<https://ems.ms.gov.pl/start>  
[https://ekw.ms.gov.pl/eukw\\_ogol/menu.do](https://ekw.ms.gov.pl/eukw_ogol/menu.do)  
<https://www.podatki.gov.pl/>

3. Please provide **name(s) and URL(s)** of the government agency/department/ministry at the national level in charge of e-government.

Ministry of Digital Affairs  
<https://www.gov.pl/web/cyfryzacja>

4. Does your country have a **Chief Information Officer (CIO)**<sup>5</sup> to manage national cross-agency e-government programs/strategies?

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5. Please provide **names and URLs** of the government agencies/ministries/departments at the national level in charge of the following:

<sup>5</sup> CIO or a similar senior official with a leadership role, sometimes referred as Chief Technology Officer (CTO) or Chief Digital Officer (CDO)

a. Planning and Development

Ministry of Investment and Development - <https://www.gov.pl/web/inwestycje-rozwoj>

b. Education

Ministry of Education - <https://www.gov.pl/web/edukacja>

c. Health

Ministry of Health - <https://www.gov.pl/web/zdrowie>

d. Social Protection and Welfare

Ministry of Family, Work and Social Policy - <https://www.gov.pl/web/rodzina>

e. Employment and Decent Work

Ministry of Family, Work and Social Policy - <https://www.gov.pl/web/rodzina>

f. Environment

Ministry of Environment - <https://www.gov.pl/web/srodowisko>

g. Energy/Water

Ministry of Energy - <https://www.gov.pl/web/energia>

Ministry of Maritime Economy and Inland Waterway - <https://www.gov.pl/web/gospodarkamorska>

h. Finance/Taxation

Ministry of Finance - <https://www.gov.pl/web/finanse>

i. Industry/Trade

Ministry of Entrepreneurship and Technology - <https://www.gov.pl/web/przedsiębiorczosc-technologie>

## II. Strategy and Implementation

6. Is there a **national development strategy** incorporating the [Sustainable Development Goals \(SDGs\)](#)?

Yes

A key document incorporating the Sustainable Development Goals in Poland is **the Strategy for Responsible Development (SRD)**. The SRD was adopted by the Council of Ministers on 14 February 2017. The document specifies the goals to be achieved by 2020 and 2030. The vision of the new economic model outlined in the SRD, based on accountability and solidarity in accessing economic resources for all, is coherent with the 2030 Agenda for Sustainable Development. The convergence of the SRD and the Agenda is noticeable at the level of their objectives, areas and priority actions. The Polish SRD version is currently available: <https://www.mii.gov.pl/media/48672/SOR.pdf> additionally: <https://www.gov.pl/web/inwestycje-rozwoj/strategia-na-rzecz-odpowiedzialnego-rozwoju>

7. Is there a **national e-government strategy/digital readiness strategy** or equivalent?

Yes

National Integrated Informatization Programme (PZIP) - is a strategic-planning document which constitutes basis, defines goals and actions in the area of electronic public administration. The PZIP is aligned with the national development strategy and with the Sustainable Development Goals (SDGs) - all national development strategies covering:

- "Strategy for Responsible Development"
- 9 sectoral development strategies.

contain references to digital area. All these documents are mutually linked and compliant with each other.

Moreover, Poland has some governmental documents defining national goals in the digital area and instruments to achieve them, e.g.:

- I) National Broadband Plan - concerning the area of broadband infrastructure in Poland (adopted by the Polish Government in January 2014) with reference to plans to create a 5G network in Poland
- II) National Framework Of Cybersecurity Policy Of The Republic Of Poland For 2017-2022 - concerning the area of cybersecurity (adopted by the Polish Government In May 2017)
- III) The Programme of Open Data. It was adopted by the government in September 2016.

8. Please check whichever applies.

National e-government strategy or equivalent:

- has an implementation plan.
- is aligned with the national development strategy
- is aligned with the Sustainable Development Goals (SDGs).
- is aligned with sub-national/local digital development strategy.
- has an emphasis on digital-first principle
- has an emphasis on digital by default; digital by design; mobile-first principle
- has an emphasis on once-only (data) principle
- has an emphasis to 'leave no one offline' or to 'leave no one behind'; or other specific measures to ensure e-

government is accessible by the most vulnerable groups<sup>6</sup>

- makes specific reference to e-participation, digital inclusion and/or engagement.
- makes specific reference to the use of social media in the government.
- makes specific reference to the use of new technologies<sup>7</sup> such as artificial intelligence, blockchain, big data

The PZIP is aligned with the national development strategy and with the Sustainable Development Goals (SDGs) - all national development strategies covering:  
- "Strategy for Responsible Development"  
- 9 sectoral development strategies.  
contain references to digital area. All these documents are mutually linked and compliant with each other.  
PZIP is a tool of implementation the indicated principles, also due to a direct reference to the provisions of the e-Government Action Plan for the EU for 2016-2020.

### III. Legal Framework

9. Is there any legal framework on:

- access to information such as Freedom of Information Act
- personal data protection including digital security
- open government data
- digital identity
- digital certification/signature
- e-procurement
- digitally publishing government expenditure<sup>8</sup>
- data interoperability
- digital government as a right

\*access to information such as Freedom of Information Act - The Public Information Access Act (adopted in 2001)

\*personal data protection including digital security – the Act on the Personal Data Protection (adopted in 2018)

\*open government data – The Act on Reuse of Public Sector Information (adopted in 2016) and the Act on Access to Public Sector Information adopted in 2001.

\*digital identity and digital certification/signature – The Act on Trust Services and Electronic Identification adopted in 2016. In July 2018 the Polish Parliament has adopted amendment to the act on trust services which establishes a national electronic identification scheme.

### IV. Usage of online services

10. Do you collect usage statistics of e-government services?

- Yes
- No

11. If yes, do you publish results online and share those with the public institutions concerned?

<sup>6</sup> Poor, immigrants, older persons, persons with disabilities, women, youth, indigenous people

<sup>7</sup> Also referring to emerging technologies

<sup>8</sup> Related to SDG Indicator 16.6.1

<https://widok.gov.pl/services/> - portal provides information about currently accessible e-administration services and statistics of their usage. It's developed by the Ministry of Digital Affairs and the National Institute Of Telecommunications.

<https://datastore.ceidg.gov.pl/> - website of Central Database for Entrepreneurs (Access and registering to this portal is free of charge.)

## V. User satisfaction

12. Do you measure satisfaction of citizens on e-government services?

Yes     No

13. If yes, do you publish results online and share those with the public institutions concerned?

Yes

- A lot of public administration institutions in Poland conduct surveys to measure satisfaction of customers of public administration. Some of them are commissioned by external (non-governmental) entities.
- There are no binding general rules of such studies, but similar methods are usually applied. Most often applied method is filling a questionnaire provided online. Studies conducted by central administration are usually based on guidelines of the European Union Public Administration Network (EUPAN)
- Their results of surveys are usually published;

Satisfaction on e-government services is measured to develop and design better service, especially

## VI. Social Media

14. How does your government use social media at the national level to interact with and engage people in e-government activities? Please also explain if there were any guidelines for government officials on the use of social media.

The Polish Government uses the most popular social media to maintain communication with citizens, in particular- to inform them about the most important events, promote new services and facilitate, broadcasting conferences and other events via social media.

All ministries and governmental portal gov.pl have their account on such platform as Facebook. There are published news about activity of all ministries, in particular- new solutions and e-services for entrepreneurs and citizens.

## VII. New Technologies

15. Does your government have a **specific national strategy** on one or more of following new technologies?

- Artificial Intelligence (AI)    Blockchain    Big data    Smart cities  
 Robotics    Internet of Things (IOT)    Quantum computing    Virtual reality  
 Augmented reality    Other:

-Foundation for the National Artificial Intelligence Strategy- document published in November 2018  
[https://www.gov.pl/documents/31305/436699/Za%C5%82o%C5%BCenia\\_do\\_strategii\\_AI\\_w\\_Polsce\\_Plan\\_dzia%C5%82a%C5%84\\_Ministerstwa\\_Cyfryzacji.pdf/d34ba37d-b975-f747-e447-718bdaed11c1](https://www.gov.pl/documents/31305/436699/Za%C5%82o%C5%BCenia_do_strategii_AI_w_Polsce_Plan_dzia%C5%82a%C5%84_Ministerstwa_Cyfryzacji.pdf/d34ba37d-b975-f747-e447-718bdaed11c1)

16. Does your government have any government body<sup>9</sup> at the national level working specifically related to the new technologies?

The Ministry of Digital Affairs and the Ministry of Entrepreneurship and Technology.  
The ministries organize working groups bringing together specialists in the field of Artificial Intelligence, the Internet of Things, Distributed Registries and Blockchain, and the capital market (FinTech), to discuss and create policy assumptions in this regard.

## VIII. Indicators

17. What is the percentage of the population<sup>10</sup> satisfied with their last experience of online public services?

No data

18. What percentage of your GDP is allocated for ICT investment in the public sector?

About 0,25% in 2017 (estimated data)

19. What is the proportion of persons employed in central government organizations routinely using ICTs?

close to 100%

20. What is the proportion of persons employed in central government organizations routinely using the Internet?

close to 100%

21. If any, what kind of indicators do you collect/use to track digital literacy at the national level?

\*Percentage of persons with basic or above basic digital skills – 46%  
\*Percentage of individuals aged 16-74 with medium or high level of Internet skills – 22%

<sup>9</sup> This can be an agency, cabinet, commission, committee, initiative etc.

<sup>10</sup> Related to SDG Indicator 16.6.2 Proportion of population satisfied with their last experience of public services. See for all indicators: [https://unstats.un.org/sdgs/indicators/Global%20Indicator%20Framework%20after%20refinement\\_Eng.pdf](https://unstats.un.org/sdgs/indicators/Global%20Indicator%20Framework%20after%20refinement_Eng.pdf)

## IX. International and Regional Cooperation<sup>11</sup>

22. Is your government part of any sub-regional, regional or international cooperation on e-government?

Q22 answer / Yes

Poland permanently cooperates with the other countries in the field of e-government to exchange of views and practices in this field. The Ministry of Digital Affairs is a permanent member of the e-Government Steering Board which assists the European Commission in implementation of EU eGovernment Action Plan for 2016-2020.

In addition, Poland participates in works of EU working groups and committees on interoperability, electronic identification, blockchain and telecommunications.

23. Is your government offering (or planning to offer) support to other countries in the area of e-government?

The Polish Government is permanently open to share its experience in the field of e-government with countries which are interested to it.

24. Are there any ongoing public-private partnerships and multistakeholder partnerships, focusing on e-government?

No

## X. Contact and Additional Information

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1. Please select whichever applies:

- A group of government agencies responded to the questionnaire collectively.
- I am authorized and fully knowledgeable to respond to this questionnaire.
- I did not have the full information to respond to this questionnaire
- I mostly provided my own opinion/assessment rather than official information.

<sup>11</sup> WSIS Action Line C.11 - International and regional cooperation - <https://publicadministration.un.org/ws10/WSIS-Action-Lines-and-Facilitators>



*United Nations E-Government Survey 2020 - Member States Questionnaire (MSQ)*

Other:

Please explain further (Max 250 words).

2. How did you hear about this questionnaire?

- Directly from UN DESA
- From the Mission of my country to the United Nations
- United Nations E-Government Survey website
- LinkedIn
- Facebook
- Other:

Please explain further (Max 250 words).

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Thank you for taking the time to fill out the Member States Questionnaire (MSQ) 2020.  
We appreciate your participation.