



Member States Questionnaire (MSQ) for the United Nations E-Government Survey 2022

The objective of this questionnaire is to gather information from Member States in preparation of the United Nations E-Government Survey 2022. Please note that these responses do not directly affect the UN E-Government Development Index (EGDI), which is a composite index of the Online Service Index (OSI), Telecommunications Infrastructure Index (TII) and Human Capital Index (HCI). UNDESA assesses national portals with the assistance of independent researchers to construct the OSI, and requests data from the International Telecommunications Union (ITU) and the United Nations Educational, Scientific and Cultural Organization (UNESCO) to construct TII and HCI respectively. Inputs to the MSQ will be used by the United Nations E-Government Survey 2022 team for more in-depth country analysis, fact-checking and data quality assurance.

Refer here for a glossary of terminologies: <https://publicadministration.un.org/egovkb>

More information about the UN E-Government Survey:
<https://publicadministration.un.org/en/Research/UN-e-Government-Surveys>

For any questions about this questionnaire, please contact Madeleine Losch (email: loschm@un.org) and Rachael Purcell (email: purcell@un.org).

COUNTRY NAME*

Contact information

Your name*	Adam Rogowski
Title*	Chief specialist
Organization*	Chancellery of Prime Minister
Email*	Adam.rogowski@mc.gov.pl

Please select whichever applies*

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

A. Institutional / Organizational Framework

1. What is the official e-government portal at the national level? If more than one exists, please list all. *

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

2. Please provide links (Links) for portals providing specific services/features*

E-services or similar

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

E-participation or similar

No

Open government data

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

Public procurement

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

Others (if any)

<https://empatia.mpips.gov.pl/>
<https://www.zus.pl/portal/logowanie.npi>
<https://www.podatki.gov.pl/>
<https://pacjent.gov.pl/>
<https://ems.ms.gov.pl/start>
https://ekw.ms.gov.pl/eukw_ogol/menu.do
<https://www.podatki.gov.pl/>

3. Please provide name and link of the government agency/department/ministry at the national level in charge of e-government. If more than one exists, please list all. *

Chancellery of Prime Minister – digital affairs
<https://www.gov.pl/web/cyfryzacja>

4. Does your country have a Chief Information Officer (CIO) or equivalent to manage its national e-government strategies/programmes? *

Yes No

If yes, please provide contact information of national Chief Information Officer (CIO) or equivalent:

Your name*

Janusz Cieszyński

Title*

Minister of Digital Affairs (responsible for coordination of activities in the area of e-government)

Organization*

Chancellery of Prime Minister – digital affairs

Email*

Sekretariat.JCieszynski@mc.gov.pl

Please provide links and details on the above, including coordination/integration between national and sub-national levels on e-government strategies/programmes.

<https://www.gov.pl/web/cyfryzacja/e-uslugi>

Sectoral agencies/departments/ministries

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

Planning/development	Ministry of Development Funds and Regional Policy https://www.gov.pl/web/funds-regional-policy
Education	Ministry of Education and Science https://www.gov.pl/web/edukacja-i-nauka
Health	Ministry of Health https://www.gov.pl/web/zdrowie
Social Welfare (inclusion, social protection, etc.)	Ministry of Family and Social Policy https://www.gov.pl/web/rodzina
Employment and Labour	Ministry of Family and Social Policy https://www.gov.pl/web/rodzina
Environment	Ministry of Climate and Environment https://www.gov.pl/web/climate
Justice	Ministry of Justice https://www.gov.pl/web/justice
Economy/finance	Ministry of Finance https://www.gov.pl/web/finance
Industry/trade	Ministry of Economic Development, Labour and Technology https://www.gov.pl/web/development-labour-technology

B. COVID-19 Response and Recovery

6. Is there a specific national portal or a dedicated section addressing the COVID-19 pandemic*?

Yes No

If yes, please provide link and more information about the specific national portal or dedicated section addressing the COVID-19 pandemic?

This page provides users up-to-date, governmental information on the COVID-19 illness, in particular: current legal, epidemiological rules in Poland, advices how one can diminish risk of the illness and how to behave when having contracted the SARS-COV-2:
<https://www.gov.pl/web/coronavirus>

7. Is there any specific budget allocated for new initiative/measure(s) of e-government in response to the COVID-19 pandemic and/or in supporting recovery? Please provide link and detail.

No

8. Is there a specific post-COVID-19 digital strategy for recovery and allocation of public resources (e.g. for digital transformation, digital inclusion)? Please provide link and detail.

No

C. Legal Framework

9. Is there any legislation, law or regulation on access to information, such as a Freedom of Information Act? *

Yes No

If yes, please provide link and detail.

The Public Information Access Act (adopted in 2001)
<http://isap.sejm.gov.pl/isap.nsf/download.xsp/WDU20011121198/U/D20011198Lj.pdf>

10. Is there any legislation, law or regulation on data privacy and/or protection? *

Yes No

If yes, please provide link and detail.

The Act on the Personal Data Protection (adopted in 2018)
<https://isap.sejm.gov.pl/isap.nsf/download.xsp/WDU20180001000/U/D20181000Lj.pdf>
The Telecommunication Act (adopted in 2004)
<https://isap.sejm.gov.pl/isap.nsf/DocDetails.xsp?id=WDU20210000576>

11. Is there any legislation, law or regulation on cybersecurity or similar? *

Yes No

If yes, please provide link and detail.

The Act on National Cybersecurity System (adopted in 2018)
<https://isap.sejm.gov.pl/isap.nsf/download.xsp/WDU20180001560/U/D20181560Lj.pdf>

12. Is there any legislation, law or regulation on digital identity? *

Yes No

If yes, please provide link and detail.

The Act on Trust Services and Electronic Identification (adopted in 2016).
<https://isap.sejm.gov.pl/isap.nsf/download.xsp/WDU20160001579/U/D20161579Lj.pdf>

13. Is there any legislation, law or regulation on digital signature? *

Yes No

If yes, please provide link and detail.

See below

14. Is there any legislation, law or regulation on e-procurement? *

Yes No

If yes, please provide link and detail.

The Act on Public Procurements
<http://isap.sejm.gov.pl/isap.nsf/download.xsp/WDU20190002019/U/D20192019Lj.pdf>

15. Is there any legislation, law or regulation on digitally publishing government expenditure? *

Note: This is related to SDG Indicator 16.6.1

Yes No

If yes, please provide link and detail.

16. Is there any legislation, law or regulation on data sharing/exchange/interoperability across government agencies? *

Yes No

If yes, please provide link and detail.

17. Is there any legislation, law or regulation on open government data? *

Yes No

If yes, please provide link and detail.

The Act on Reuse of Public Sector Information (adopted in 2016)
<http://isap.sejm.gov.pl/isap.nsf/download.xsp/WDU20160000352/U/D20160352Lj.pdf>
The Act on Access to Public Sector Information (adopted in 2001)
<http://isap.sejm.gov.pl/isap.nsf/download.xsp/WDU20011121198/U/D20011198Lj.pdf>

18. Is there any legislation, law or regulation on the use of new/emerging technologies such as artificial intelligence (AI), robotics, blockchains, 5G and Internet of Things (IoT)? *

Yes No

If yes, please provide link and detail.

D. Strategy and Implementation

19. Is there a national e-government strategy or equivalent? *

Yes No

If yes, please provide link and detail.

National Integrated Informatization Programme (PZIP) 2014 - 2022- is a non-legislative, strategic document which defines goals and actions in the area of electronic public administration.
<https://www.gov.pl/web/cyfryzacja/program-zintegrowanej-informatyzacji-panstwa>

20. How long is the period/cycle of the national e-government strategy or equivalent? *

Two-year

Three-year

Five-year

- Ten-year
- Other _____ dependent on the current needs (about 6 years) _____

21. Is the national e-government strategy guided by or aligned with the national development strategy? Please provide link and detail.

Yes
PZIP is aligned with the Strategy for Responsible Development (SRD).
<https://www.gov.pl/web/fundusze-regiony/informacje-o-strategii-na-rzecz-odpowiedzialnego-rozwoju>

22. Is the national e-government strategy guided by or aligned with the Sustainable Development Goals (SDGs)? Please provide link and detail.

Yes
A key document incorporating the Sustainable Development Goals in Poland is the Strategy for Responsible Development (SRD) with which PZIP is aligned.
See link below

23. Does the national e-government strategy make specific reference to or is aligned with sub-national/local e-government development strategy? Please provide link and detail.

No
There are no sub-national/local e-government development strategies in Poland.

24. Does the national e-government strategy make specific reference to e-participation, engagement and/or digital inclusion? Please provide link and detail.

No

25. Does the national e-government strategy make specific reference to a national data governance framework or similar? Please provide link and detail.

No

26. Does the national e-government strategy make specific reference to national digital identity? Please provide link and detail.

Yes
Chapter 5.2.4. Single electronic identification system
<https://www.gov.pl/attachment/4cc70068-895f-4085-92f8-ece13bcbcb90>

27. Does the national e-government strategy make specific reference to digital-by-default/digital-by-design/digital-first principle or similar? Please provide link and detail.

Yes
Chapter 5.1. Reorientation of public administration towards citizen's needs
<https://www.gov.pl/attachment/4cc70068-895f-4085-92f8-ece13bcbcb90>

28. Does the national e-government strategy make specific reference to data-once-only principle or similar? Please provide link and detail.

Yes
Chapter 5.1. Reorientation of public administration towards citizen's needs
<https://www.gov.pl/attachment/4cc70068-895f-4085-92f8-ece13bcbcb90>

29. Does the national e-government strategy make specific reference to the use of new/emerging technologies such as artificial Intelligence (AI), robotics, blockchains, 5G and Internet of Things (IoT)? Please provide link and detail.;

- Artificial intelligence (AI); link/detail: ___no_____
- Robotics; link/detail: _____no_____
- Blockchains; link/detail: _____no_____
- 5G; link/detail: _____no_____
- Internet of Things (IoT); link/detail: _____no_____
- Others; link/detail: _____no_____

30. Is the national e-government strategy aligned to any regional or global guidelines, recommendations or goals (e.g. United Nations, African Union, European Union, OECD)? Please provide link and detail.

PZIP is aligned with EU strategic documents like:

- EU strategy for Digital Single Market (adopted in 2015)
- EU Action Plan for Electronic Administration for 2016-2020 (adopted in 2015)

31. Does the Government use any foresight tools, such as scenario planning, in visioning the future of digital government? Please provide link and detail.

Yes

Information Architecture of State is a model of organisation of IT systems of different national bodies (public institutions) and relations between them based on the European Interoperability Reference Architecture. It helps to identify holes and deficiencies in this field and to adjust IT systems to changing needs.

<https://www.gov.pl/web/krmc/aip>

32. Does the Government have any measure in policy experimentation and/or regulatory sandboxes in using digital technologies? Please provide link and detail.

Yes

The main goal of the Digital Administration Sandbox (CPA) is prototyping API services in cooperation with a community of innovators, entrepreneurs, non-governmental organizations, administration units and citizens.

<https://www.gov.pl/web/cpa/cel-i-misja>

E. Digital Inclusion and E-Participation

Note: Vulnerable groups include women, older people, youth, people with disabilities, migrants, minorities and others

33. Is there a national policy/strategy or similar in ensuring digital inclusion and leaving no one behind?*

Yes **No**

If yes, please provide link and detail.

Currently the Polish Government has been working on the Programme of Development of Digital Skills, which will support digital inclusion through stimulation of development of digital skills.

34. Is there a national e-participation policy/strategy or similar? *

Yes **No**

If yes, please provide link and detail.

35. Does the Government provide any specific measure(s) to ensure meaningful connectivity/access to e-government services by women and other vulnerable groups? *

Yes **No**

If yes, please provide link and detail.

Equal access to e-government services for all is embedded into the National Strategy of Responsible Development and PZIP.

36. Does the Government provide any specific e-service(s) for women and other vulnerable groups?

Yes **No**

If yes, please provide link and detail.

37. Does the Government provide any specific e-participation measure(s) for women and other vulnerable groups? *

Yes **No**

If yes, please provide link and detail.

38. Does the Government provide any specific measure(s) to build digital literacy/skills for women and other vulnerable groups? *

Yes **No**

If yes, please provide link and detail.

Currently the Polish Government has been working on the Programme of Development of Digital Skills, which will support digital education and digital inclusion.

39. Does the Government use social media platform(s)? *

Yes No

If yes, please provide link and detail if social media is used for (i) e-information; (ii) e-consultation; and/or (iii) e-decision-making

Twitter: https://twitter.com/PremierRP_en
Facebook: <https://pl-pl.facebook.com/kancelaria.premiera>
Social media are used mainly for providing information on activities of the Government.

Please include any guidelines for government officials/institutions on the use of social media.

There are no universal rules for the whole Government. Each governmental institution has its own social media policy.

40. Does the Government publish information on how people's voices, including those among women and vulnerable groups, are included in policy decision-making? *

Yes No

If yes, please provide link and detail.

F. Usage, User Satisfaction and Evaluation

41. Does the Government monitor/collect usage statistics of e-government services? *

Yes No

If yes, please provide link and detail.

<https://widok.gov.pl/services/> - governmental portal which provides information on current e-administration services and statistics of their usage.

42. Does the Government measure user satisfaction of e-government services? *

Yes No

If yes, please provide link and detail.

- Public administration in Poland used to conduct surveys to measure satisfaction of users of public administration services;
- There are no binding general rules of such studies. 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)
 - Some of them are conducted by external (non-governmental) entities;
- Their results of surveys are sometimes published;

G. Other information

43. Please provide information about any ongoing global/regional partnership and/or digital cooperation, focusing on e-government and digital technologies (e.g. enhance North-South, South-South, triangular, regional, and international cooperation) *

- Poland permanently cooperates with the other countries in the field of e-government and digital technologies to exchange of views and practices in this area;
- Poland participates in works of OECD and EU working groups and committees dealing with digitization of public administration and digital technologies.

44. Please provide any other information related to e-government development in your country.

H. Consent to publish this Questionnaire

I/We authorize UN DESA to publish my/our responses as deemed necessary. *

Yes No

THANK YOU

Thank you for taking time to complete this important questionnaire. We very much appreciate your participation.

Please complete this *OPTIONAL* Respondent Satisfaction Survey: <https://forms.office.com/r/yTrKyZCjdT>