

Results Framework - Moldova GeT Project
Update as of January 31, 2016 (intermediary - Project Year 4 to Project Year 5)

PROJECT DEVELOPMENT OBJECTIVE (PDO): To transform delivery of selected public services using ICT

PDO Level Results Indicators*	Core	Unit of Meas.	Base line	Actual Status vs. Yearly Target Value										Frequency	Data Source/ Methodol.	Description (as per MD GeT Project Appraisal Document)
				Actual Year 1 (31.10. 2012)	Target Year 1	Actual Year 2 (31.10. 2013)	Target Year 2	Actual Year 3 (31.10.2014)	Target Year 3	Actual Year 4 (31.10.2015)	Target Year 4	Actual Intermed. 31.01.2016	Target Y 5 (final)			
Direct project beneficiaries, of which female	X	Nr.	0	22,536	10,000	146,842	20,000	247,784	80,000	376,575	180,000	421,465	300,000	Annual	Gov. statistics	Nr. of citizens that access public services implemented under the GeT Project via the Govt. portal and mobile phones.
		%		52.86%	38%	52.14%	40%	51.8%	42%	52.3%	46%	52%	50%			
Citizen perception of quality of public service	X	%	N/A	49%	40%	64%	45%	66%	50%	66%	55%	66%	60%	Annual	Survey	Degree of users' satisfaction with the overall quality of transaction processing for the main public service portal www.servicii.gov.md targeted by the project (share of users who assessed with marks 5-6 on a 1-6 scale their level of satisfaction with the quality of e-services)
						(64.4%)		(66.3%)		(65.5%)		(65.5%)				
Citizen uptake of e-government		%	7%	16%	8%	22%	11%	30,3%	15%	35.5%	20%	35.5%	25%	Annual	Survey	The percentage of population who accessed a Government website at least once over the previous 12 months. Measured by citizen survey.

INTERMEDIATE RESULTS

Intermediate Result (Component One):

Sub-component 1.1.

People trained under the project		Nr.	0	231	200	736	500	1,088	1,000	2,134	1,500	2,259	2,000	Annual	Gov. statistics	This indicator measures the total number of people trained under the project.
Public support for e-Government		%	53%	57%	53%	65%	55%	69%	59%	71%	64%	71%	70%	Annual	Survey	% of population who would like to access public services through the internet or mobile phone measured by a citizen survey.
						(71.3%)		(71.3%)								
Data sets available on OGD website		Nr	50	457	100	706	200	782	300	876	500	881	600	Annual	Gov. statistics	Nr. of machine readable data sets are available on OGD website.

Intermediate Result (Component Two):

Sub-component 2.1.

Uptake of shared eGov infrastructure MCloud		%	0	0	0%	16.41% ¹	5%	27%	10%	46.26%	15%	49.25%	25%	Annual	Gov. statistics	The percentage of central government agencies that have migrated one or more of their services/applications onto M-Cloud.
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Sub-component 2.2.

Visits to Government Services Portal		Nr.	0	25,000	37,779	196,484	100,000	386,695	250,000	660,398	350,000	748,816	400,000	Annual	Web statistics	Nr. of unique visits to the Government services portal www.servicii.gov.md
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¹ 35 public institutions hosting their information systems on MCloud, out of which 33 are Central Public administration authorities. 33 out of 67 CPA agencies are using MCloud.