

Digital Needs Assessment in the Municipality of Lipjan

Key research findings — **Youth Association for Human Rights (YAHR)** within the Digital Inclusion Initiative (DII)

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Why was this research conducted?



The research was conducted with the aim of compiling a clear picture of the digital situation in Lipjan – identifying the real needs of citizens to guide local policies and programs.

📅 Period: 8–11 December 2025 | Sample: 30 citizens of the Municipality of Lipjan



Digital inclusion

Current level of access and use



Digital skills

The real competences of
citizens



Main obstacles

Barriers that hinder development



Recommendations

Guidelines for local institutions





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Participant Profile

The research included **30 participants** from Lipjan and surrounding villages, with a wide age and gender representation.

66.7%

Female
Female participant

73.3%

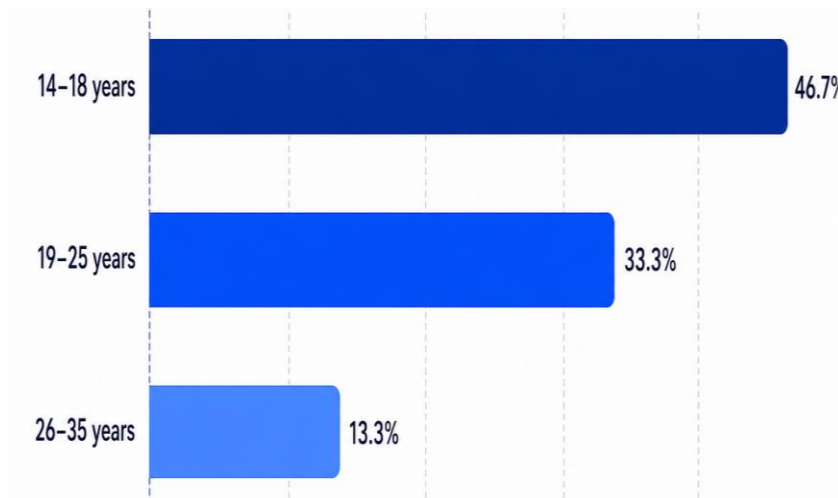
From Lipjan
Urban participant

46.7%

14–18 years old
The largest age group

40%

student
Pupils and students





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MAIN FINDING NO. 1



Citizens have access to technology... but not necessarily the skills to use it.



✓ Smartphone

Almost all participants own smartphones

✓ Internet at home

Most families have access to the internet

✗ Laptops/PCs

Computer equipment is much less widespread

✗ Rural internet

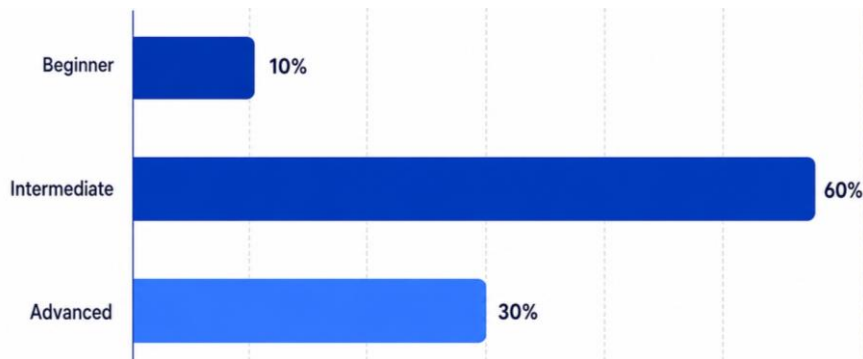
Internet quality in rural areas remains a problem

❑ **Key message:** Access does not mean digital inclusion. The presence of devices does not guarantee competence.



MAIN FINDING NO. 2

Digital skills remain at a beginner-intermediate level



What does this indicate?

Only **30%** of citizens consider themselves to have advanced digital skills. The vast majority — **60%** — are at an average level, meaning they can perform basic tasks but encounter difficulties when faced with professional tools or online public services.



Daily use of technology does not equate to functional digital competence.

Where do they encounter the most difficulties?

According to citizens, the largest skills gaps are in areas that require specific technical competence:



e-Kosovo and public services

The official government platform remains difficult for ordinary citizens to navigate.



Online banking

Digital financial transactions cause uncertainty and fear among users.



Word, Excel and PDF

The basic tools of professional productivity are not possessed at a sufficient level.



Cybersecurity

Identifying online fraud and protecting personal data are serious challenges.



Using social networks **does not guarantee** functional digital skills.

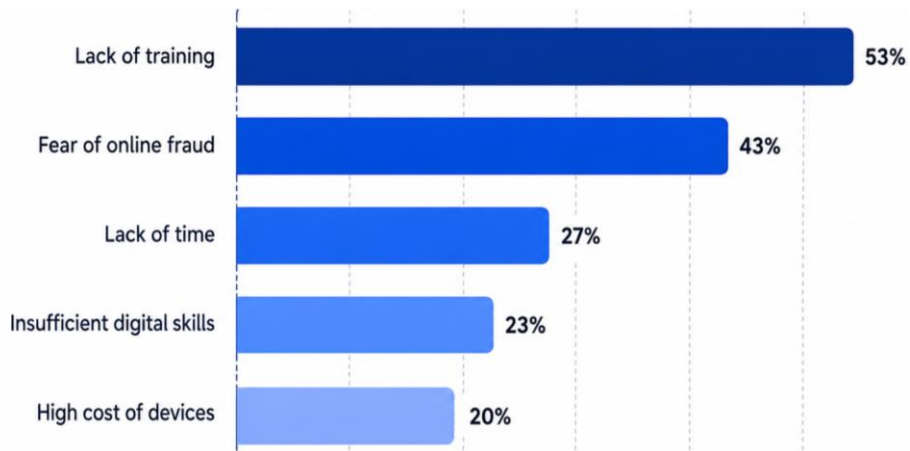


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Main Challenges

The results show that the biggest barriers are not just technological — they are structural and educational.



conclusion

More than half of citizens — **53%** — identify lack of training as the main obstacle. This shows that the problem is not only technology, but also the lack of **systematic support** for skills development.



Education

Structured and continuous training



Trust

Building security and reducing fear



Support

Local institutions active in digital inclusion





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What Do Citizens Want?

The identified needs provide a clear action map for local institutions and youth organizations.

COMMUNITY DIGITAL CENTER



Practical Training

Using e-Kosova, online services, digital security, Word, Excel and PDF



Technical Support

Continuous assistance for citizens who encounter difficulties with digital services



Quality Internet

Improving infrastructure, especially in rural areas of the municipality



Digital Community Center

Physical space with equipment and training opportunities for all citizens



This research provides the basis for the design of local digital inclusion policies in the Municipality of Lipjan.



MAIN FINDINGS

What They Tell Us Findings ?

The research identifies a digital divide in four main dimensions that affect the inclusion of Lipjan citizens in the digital society.

The Four Dimensions of the Digital Divide

Page



Access to Equipment

Many citizens do not have appropriate devices to connect to the digital world.



Poor connectivity and high cost hinder regular use.



Digital Skills

Lack of basic knowledge limits the benefits of technology.



Digital Security

Poor security knowledge increases risks for users.

 **Key message:** Digital inclusion is not achieved with the internet alone – it requires skills, support, and institutional cooperation.



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RECOMMENDATIONS

Necessary Actions for Local Institutions

→ Continuous training

Digital education programs for all age groups.

→ Digital security education

Data protection awareness campaign.

→ Access to equipment and technical support

Subsidies and technical assistance for citizens.

→ Focus on vulnerable groups

Women, the elderly and people with disabilities.

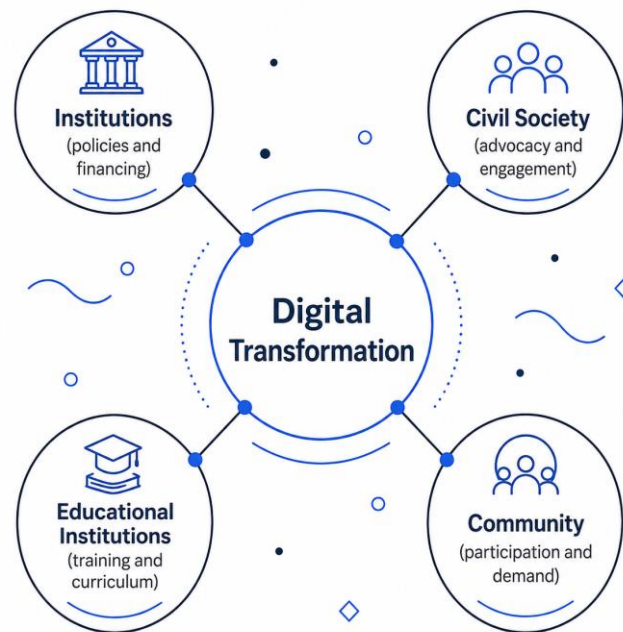
→ Digital Community Center

Space dedicated to training, support and innovation.



Lipjan Has Potential for Digital Transformation

To ensure real inclusion, strong collaboration between all key community stakeholders is needed. Each partner has an irreplaceable role in this journey towards digital transformation.



Institutions
Legal framework and financing

Civil Society
Advocacy and involvement

Educational Institutions
Training and education

Community
Commitment and demand

Thank you!

We are open to **questions, comments, and discussions** about the research findings and recommendations.