To Fight Climate Change Digital Municipal Services Increasing Project

DigiEdu Project

"DigiEdu Project was supported within the scope of the Turkish National Agency Erasmus+ KA210 ADU Program"
2023-1-TR01-KA210-ADU-000154425

DigiEdu Prject

-------------- TARGETS

In order for municipalities to contribute to the fight against climate change, they will increase their digital services and develop training models to ensure active use of these services by the society, especially the elderly, as well as a "Digital Municipal Services Usage Training Model" for adults to increase the usage rate of the services provided by municipalities in digital environments. It is the general goal of the DigiEdu Project to create.

PROJECT CONSORTIUM:
- Melikgazi Municipality / Türkiye

- Druskininkai Municipalityi / Lithuania
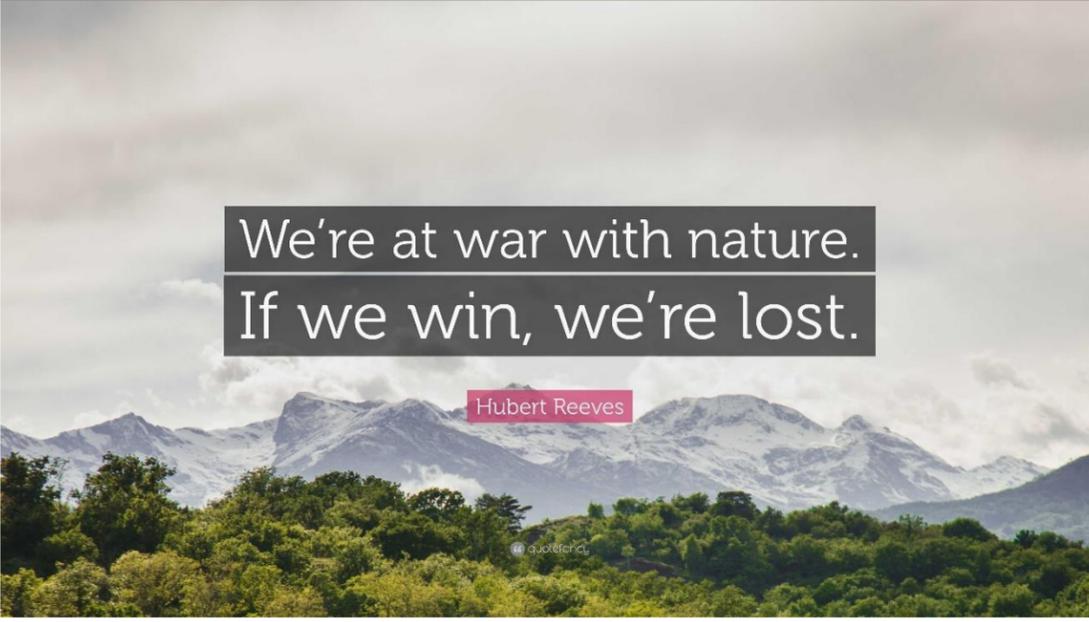
------ PROJECT STARTING POINT

Climate change is exacerbated by the increase in pollutants released into the atmosphere. The main pollutants are the exhaust gases released from vehicles using fossil fuels. Especially in crowded cities, frequently used vehicles pollute the atmosphere even more. This reduces air quality. The goal of countries in the fight against climate change is to reduce carbon emissions to zero by 2050. In order to achieve the goal, efforts are being made to rapidly reduce the use of fossil fuel vehicles.

Municipalities have important duties to reduce the use of fossil fuel vehicles. Municipalities, which work in many areas in the city, are naturally one of the places that people visit the most. However, every individual who comes to the municipality must use a private vehicle or public transportation. This increases the carbon footprint of every individual who comes to the municipality. Therefore, reducing the number of people coming to the municipality will reduce the number of individual vehicle uses and naturally carbon emissions. Based on this fact, the "Increasing Digital Municipal Services To Combat Climate Change" project was developed.

The project focuses on increasing the use of municipalities' online services by adults and the elderly. In addition, it is aimed to increase the number of online services of municipalities. Therefore, the project includes studies on creating training models that teach adults and the elderly how to use online systems. Adults and the elderly, who are the main target audience of the project, prefer to come to municipalities because they cannot actively use online systems. According to Melikgazi Municipality data, more than 60.2% of the people who come to the municipalities and make transactions are individuals over the age of 60. This data reveals that elderly people cannot use online systems. However, teaching how to use online systems, especially to older individuals, will increase the usage rate of online services. For this reason, adults and the elderly who use online systems the least were determined as the target audience. And the project content is focused on meeting this need of the target audience. This problem, focusing on adults and the elderly, is valid in Lithuania, the project partner, as well as in Türkiye. Lithuania, where the elderly population is rapidly increasing, encounters the mentioned problem more. Therefore, the results obtained are very valuable for municipalities in Lithuania as well as Türkiye.
The contributions to be made to the target audience with the project are as follows;
- With the project, 3 different adult training methods will be developed for the use of digital services.
- With the education models created, adults and individuals over the age of 60 will be enabled to use digital services more.
- The contribution of municipalities in the fight against climate change will be increased by increasing the digitalization of municipal services.
- With greater use of digital municipal services, people will come to municipalities less often. In this way, people will be prevented from using fossil fuel vehicles. With less vehicle use, less polluting exhaust gases will be released into the atmosphere.
- A "transition to digital municipality model", free of cultural values, that can be used by other municipalities other than the two municipalities participating in the project, will be created.

We're at war with nature.
If we win, we're lost.

Hubert Reeves

The training models produced by the studies to be carried out within the scope of the project will increase the number of people using online systems and the need to come to the municipality will be eliminated and the exhaust gas released into the atmosphere will be reduced.

The project has a structure that brings together different topics such as "adult education, digitalization and climate change" and contributes to the subject of "lifelong learning". The project differs from other projects in this aspect. The method used to solve the problems specified in the project also has an original content. In the methodology, Melikgazi Municipality will try to produce solutions for Druskininkai Municipality. Likewise, Druskininkai Municipality will try to find solutions for Melikgazi Municipality. This method will prevent the situation referred to as "business blindness". Considering the content of the project, it can be clearly seen that serious coordination and cooperation between countries is needed to achieve results. Since Erasmus+ projects provide this discipline, strengthen inter-institutional cooperation, and most importantly, the results obtained can be used by different municipalities, the project idea is intended to be done with Erasmus+. The comprehensiveness and diversity of the results will be an indication that the project will make a significant contribution to adult education.

PROJECT MOTIVATION

Municipalities are institutions that actively work to make cities livable. Apart from their standard duties, municipalities also work to help people live healthier in cities. For this purpose, they create green areas and make efforts to ensure that the city has a cleaner environment and climate. Municipalities also contribute to the development of "lifelong learning" by conducting adult education activities and cultural events. The ability of municipalities to work in a wide range of areas is due to the fact that municipalities are dynamic in doing business. The project was designed in a structure to be implemented by two municipalities, as municipalities have a dynamic structure and high capacity. The project is designed to target adult and elderly individuals and develop educational models for them.

The educational models created have the aim of ensuring that adults and older individuals use online systems more. By increasing the number of people using the online system, people will come to municipalities less frequently. If people do not come to the municipality, it will eliminate the need to use fossil fuel cars. Considering that people come to the municipality less frequently throughout the year, tons of gases to be released into the atmosphere can be prevented. For example, the number of people who came to Melikgazi Municipality and paid their housing tax debt in cash in 2022 is 115,108. (Total number of people paying property taxes: 191,070 people) Let's assume that each person drives approximately 10 km to come and go from the municipality. In this case, 1,151,080 km of vehicles will be used just to pay taxes. This enormous figure means the release of incredible levels of exhaust gas into the atmosphere. This also applies to the project partner Druskininkai Municipality.

Target Groups

The project has 3 target audiences. The first target audience of the project is Information Technology Experts working in Melikgazi Municipality and Druskininkai Municipality. The second target audience of the project is adults and individuals over the age of 60. The final target audience is municipalities that want to increase their online municipality activities. Information about the target audiences is as follows;

INFORMATION TECHNOLOGY EXPERTS

15 experts from Melikgazi Municipality and 15 experts from Druskininkai Municipality will participate in the project activities. Within the scope of the project, a total of 30 people will carry out active work to achieve the project's goals through workshops to be held in two countries.

When determining the target audience of the project, it was considered who would make the most contribution to achieving the project goals.

Since the subject of the project focuses on "digital municipalism and digital education models", "Information Technology Experts" of both municipalities were determined as the target audience and included in the project. The target audience, who has extensive knowledge of information technologies and municipal services, will be able to produce efficient results for the goals that the project aims to achieve.

ADULTS AND INDIVIDUALS OVER 60 YEARS OF AGE :

The other target audience of the project is adults living in both cities and individuals over the age of 60. The usage rate of online municipal services is proportional to the society's ability to use technology. However, adults, especially individuals over the age of 60, need to be trained on how to use online systems. Today, the acceleration of city life and the problem of people not being able to spare time for face-to-face education have revealed the necessity of developing different education models.

"With the workshops to be held with the project, different training methods and solutions will be found on how adults and individuals over the age of 60 can use online municipal services." For the reasons we mentioned, adults and individuals over the age of 60 were included in the project as the target audience.

MUNICIPALITIES

The final target audience of the project is municipalities that want to increase their online municipality activities. When municipalities want to present their systems online, they have difficulty with the method. The fact that the path they need to follow is not clear and which service they can provide online is a question mark.

The project will provide these municipalities with a road map as a model to follow when they want to use online systems. For these reasons, municipalities were also determined as the target audience of the project.

PROJECT ACTIVITIES

LITHUANIA and TÜRKIYE WORKSHOPS

-------------- THE FOLLOWING ACTIVITIES WERE CARRIED OUT WITH THE MUTUAL VISITS OF EMPLOYEES OF BOTH MUNICIPALITIES WHO WILL CONTRIBUTE TO INCREASING DIGITAL SERVICES. --------------

Wp 1: Current Situation Analysis Activity

Wp 2: Determination of Digital Municipality Models

Wp 3: Models for Transferring Digital Works to The Society
 Determination

Wp 4: Educating Citizens Using Digital Municipal Services
 Determining Online or Face-To-Face Training Methods And Content

Wp 5: Combining Results and Creating Common Models

TARGETED RESULTS

"DigiEdu Project"

1. Municipalities will be ensured to play an active role in combating climate change.
2. Digital municipality transition models will be produced for two municipalities in Türkiye and Lithuania.
3. With the common model, a digital municipality model free of cultural values will be created.
4. A training model will be created for adults to use digital services.
5. Adults will benefit more from digital municipal services.
6. By increasing the use of digital municipal services, the number of people coming to municipalities will be reduced, and thus the use of fossil fuel vehicles will also decrease.
7. With the project, carbon emissions released into nature will be reduced.

DIGITAL EDUCATION MODELS

CREATION OF A TRAINING MODEL FOR THE USE OF DIGITAL SERVICES IN DRUSKININKAI MUNICIPALITY

DigiEdu Project has organized two workshop programs in Lithuania and Türkiye so that adults can use digital municipality services more actively. The workshops were hosted by Lithuania Druskininkai Municipality and Türkiye Melikgazi Municipality. The workshops, which are the main activity of the project, have been meticulously designed in order to achieve the project's goals more effectively. Participants were carefully selected by the project coordinators to ensure that the workshops were productive. In order to positively affect the results to be obtained, the work carried out by the municipalities in the field was examined on-site before each workshop. Each municipality prepared general information presentations that introduced itself and presented them to the participants.

Since the subject is digital services, both municipalities offered the digital services they currently provide to all participants. In the presentations, all texts were in Turkish and Lithuanian. It is aimed to carry out the project in two different countries and to create 3 different models. The increased use of digital services by adults determined as the target audience has many variables such as cultural values, lifestyle, and city habits. For this reason, the society was introduced to the hosted municipality staff in both workshops. The habits of adults and especially the elderly in society, their cultural values, the issues they care about and many other topics are discussed.

The preliminary preparation stages carried out in order to make the workshops productive and the brainstorming topics to be more result-oriented also contributed significantly to the success of the project. Spreading the workshops over more than one day gave the participants the opportunity to spend a long time together. This situation also enabled the participants to consult among themselves on different municipal activities outside the project. It also enabled the cultures of the two countries to be better known and, most importantly, to eliminate possible prejudices. This situation also enabled the achievement of the goal of "two municipality employees coming together on different projects", which was also stated in the goals of the project..

The "Customized Digital Education Model Proposal" obtained at the end of this section, which includes all the details of the workshops carried out with the project, the presentations made, the topics discussed and the titles agreed upon, is stated below with its special titles and original content.

All steps taken to make the project a model for other municipalities and to disseminate the results obtained have been brought together and all outputs, including detailed information, have been shared..

PLACE:

Lithuania Druskininkai City

HISTORY:

05-11 February 2024

PARTICIPANTS:

A total of 30 municipal employees. (15 employees from both municipalities)

MODERATOR:

Özcan CAYMAZ – Melikgazi Municipality / Project Specialist

DRUSKİNİNKAİ WORKSHOPS

VISIT TO DRUSKININKAI MUNICIPALITY:

-------------- DigiDdu project started with the arrival of Melikgazi municipality employees to Druskininkai city, Lithuania. Melikgazi municipality delegation first visited Druskininkai municipality. During the visit, Druskininkai mayor and his management team held a consultation meeting with the Melikgazi municipality delegation. --------------

Project Presentation

Project Presentation

VISIT TO THE FACILITIES AND PROJECTS OF DRUSKININKAI MUNICIPALITY

A tour was organized to see the projects carried out by Druskininkai Municipality in the city and to get more information about the municipality. The youth center, sports complex, city museum, ski resort and water activity center were visited and the managers of the facilities gave detailed information to the Melikgazi delegation about municipal services.

Druskininkai Youth Centere

Druskininkai Sport Centre

Druskininkai City Museum

Druskininkai Cable Car

Water Activity Center

PROJECT INTRODUCTION

In order to remember the goals of the DigiEdu Project and to make the results more clear to the participants, an introductory presentation was made regarding the content of the project. In the presentation, the starting point of the project, its goals and the results to be achieved were shared with the participants once again.

"DigiEdu Project"

İklim Değişikliğiyle Mücadeleğin Dijital Belediye Hizmetlerinin Artırılması Projesi
Projektas,savivaldybės paslaugų skaitmenizavimas siekiant klimato kaitos mažinimo

« DigiEdu Projesi / „DigiEdu" projektas »

DigiEdu Projesi, Melikgazi Belediyesi ve Druskininkai Belediyesi tarafından Avrupa Birliğine sunulan ve 98 proje içinden seçilen 6 projeden biridir.
Proje, Avrupa Birliği ve Türkiye Ulusal Ajansı tarafından desteklenmektedir.

/„DigiEdu" – Melikgazio ir Druskininkų savivaldybių Europos sąjungai pateiktas projektas, priklausantis iš 98 projektų atrinktiems 6 projektams .

« Proje Konsorsiyumu / Projekto konsorciumas »

Türkiye / Turkija
Melikgazi Belediyesi
Melikgazio savivaldybė .

Litvanya / Lietuva
Druskininkai Belediyesi
Druskininkų savivaldybė

DRUSKININKAI MUNICIPALITY CURRENT SITUATION ANALYSIS

« Belediyeyi tanıyalım / Pažinkime savivaldybę»

- İnsanlar belediye sık sık gelir mi? İnsanlar belediyeye en çok hangi iş için gelir?
- İnsanların sizden en fazla talep ettikleri şeyler nelerdir?
- En çok hangi konuda yardım talebi alıyorsunuz?
- İnsanlar Belediyeye uzaktan erişimde en fazla telefonu mu, interneti mi kullanıyor?
- Şehrin her yerinden belediyeye toplu ulaşım aracı var mı?
- Belediye duyurularını insanlara nasıl iletiyor? (afiş, sosyal medya, internet sitesi)
- Belediyenin reklam panoları var mı?
- Belediyenin eğitim ile ilgili birimi var mı? Hangi eğitimleri veriyorlar?
- Belediyenin dijital hizmetleri nelerdir?
- Dijital hizmetleri hangi müdürlük koordine ediyor?
- Yeni bir dijital hizmet üretmek için nasıl bir yol izleniyor?

- Ar dažnai žmonės ateina į savivaldybę? Dėl ko dažniausiai žmonės lankosi savivaldybėje?
- Ko dažniausiai žmonės jūsų prašo?
- Kokių dažniausiai pagalbos prašymų sulaukiate?
- Susisiekdami nuotoliu, žmonės dažniausiai kreipiasi telefonu ar internetu?
- Ar visame mieste yra iki savivaldybės atvežantis visuomeninio susisiekimo transportas?
- Kaip savivaldybė žmonėms paskelbia pranešimus? (plakatai, soc. tinklai, tinklalapiai)
- Ar savivaldybė turi reklaminių skydų?
- Ar savivaldybė turi švietimo padalinį? Koks teikiamas švietimas?
- Kokios savivaldybės elektroninės paslaugos?
- Koks skyrius koordinuoja elektronines paslaugas?
- Kokiais būdais įgyvendinamos naujos elektroninės paslaugos?

In order for the model to be put forward at the workshop to avoid repetition and have a structure that suits the needs, a presentation was made by Druskininkai Municipality to introduce the municipality and the city. After the meeting, a question-answer study was carried out in order to perceive the city and its cultural structure more clearly.

The following questions were asked to the participants by the moderator and answers were sought through consultation.;

Do people come to the municipality often? For what job do people come to the municipality the most?

The frequency of people coming to Druskininkai Municipality varies periodically. People come especially to get information about their private property, to get information about the parts of municipal services that are relevant to them, and to pay taxes.

What are the things people demand from you the most?

People come to the municipality to obtain information or to make complaints, especially on environmental issues. Applications for education and tax payments are included in these headings. We receive requests for information, especially regarding municipal activities. In addition, there are requests regarding licenses and similar transactions..

What do you get most requests for help on?

Requests for green areas, recycling and waste, elderly support and education assistance are received.

Do people mostly use the phone or the internet for remote access to the Municipality?

Telephone is the most preferred method for remote access to the municipality. Immediately afterwards, the municipality can be reached via the internet.

Is there public transportation from all parts of the city to the municipality?

Yes, there are public transportation opportunities from every point of the city to the main building of our municipality and other municipal facilities. However, construction companies mostly prefer to use their special vehicles.

How does the municipality convey its announcements to people? (banner, social media, website)

· Web site

· Social media accounts

· With municipal newspapers and bulletins

· Via text messages

· With visual posters in municipal buildings

Does the municipality have billboards?

There are municipal billboards. These boards are used for municipality-related announcements.

Does the municipality have a unit related to education? What training do they provide?

There is an education unit under the control of the municipality. The unit organizes trainings that especially benefit children, women and young people. The municipality also organizes training programs for the elderly.

What are the digital services of the municipality?

The digital services currently provided by Druskininkai municipality are listed as follows:

· Declaration of Residence
· Marital Status Records
· Business Licenses and Permits
· Home Construction and Land Management
· Urban Farming, Environmental Protection and Pets
· Foreign Transactions
· Marriage Procedures
· Social Housing and Housing Support
· Requests, Complaints and First Legal Aid

Which directorate coordinates digital services?

The municipality's IT directorate controls and monitors these works..

What method is followed to produce a new digital service?

First of all, the need for the service is prioritized. Then, the issue of which part of the service can be digitalized is discussed. Then, after researching the technological competence issue, digital transformation studies of this service are started.

WORKSHOP ON DETERMINATION OF DIGITAL MUNICIPALITY MODELS AND DIGITAL SERVICES THAT CAN BE APPLIED IN THE MODEL (ADDIE MODEL)

In this part of the

Dijital Belediye Modellerinin Belirlenmesi Ve Modelde Uygulanabilecek Dijital Hizmetler Çalıştayı

Savivaldybių elektroninių modelių ir šiems modeliams taikytinų elektroninių paslaugų nustatymas

project, a workshop was held on what can be done to ensure that municipal services are more included in the digital environment.

Belediyelerde Dijitalleşme / *Savivaldybėse skaitmeninimas*

In

order to achieve the goal of the workshop, the moderator first gave information to the participants about Digitalization in Municipalities.

Then, the topic of Smart Cities was touched upon. What Smart Cities mean to the participants and what can be included in the smart city concept were discussed.

The concept of digital services brings with it the phenomenon of "Digital Citizenship", which refers to the user. The subject of digital citizenship, which is expressed as "A person who has the ability to use information technologies appropriately and correctly in areas such as official transactions, social communication, education and production with the development of technology", was discussed with the workshop participants and "Who is a Digital Citizen?" Common opinions were obtained by asking the question.
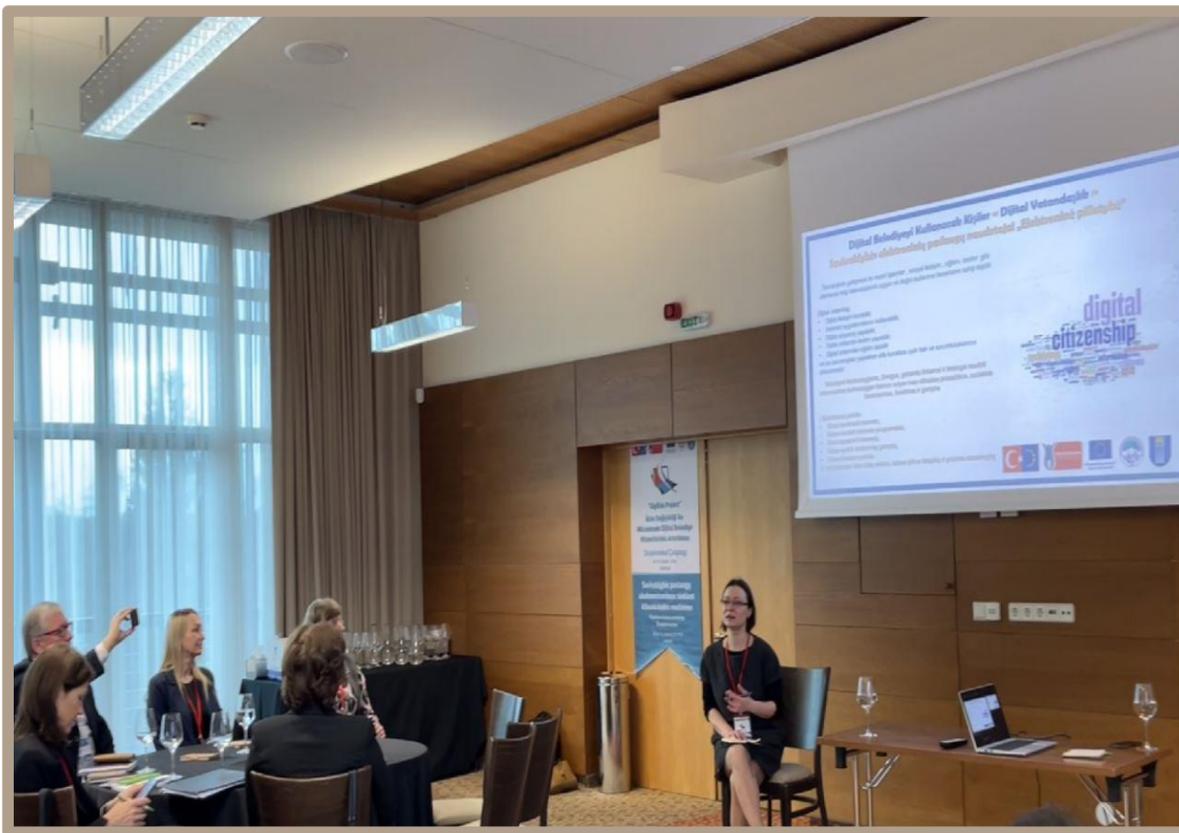
As a result of the question asked, the participants defined the concept of digital citizen as "a person who can communicate digitally, use internet applications, shop digitally, produce in the digital environment, receive education in the digital environment, and is aware of his rights and responsibilities by complying with ethical rules while doing these behaviors."

Consultations were held under the title of "Municipalities and Digital Citizens" on the subject of digital citizenship. What municipalities can do to increase the number of digital citizens was discussed. In this context, the services currently provided by the municipality were expressed by the participants of Druskininkai Municipality. It has been observed that the municipality generally carries out municipal activities related to the city, like other municipalities, and also focuses on social and cultural activities along with these studies.

«Dijital Vatandaşlık için Belediye Neler Yapabilir? / Ką savivaldybė gali padaryti dėl elektroninės pilietybės»

Druskininkai'de herşeyi dijital ortamdan yapan 'Dijital Vatandaşlar'
Druskininkuose viską elektroninėje erdvėje atliekantys „Elektroniniai piliečiai"

Vatandaşların belediye ile ilgili tüm işlerini internet üzerinden yapabilmesi için gerekli altyapıyı oluşturur. / Tinkamos infrastruktūros sukūrimas, kad piliečiai galėtų visas su savivaldybe susijusius veiksmus atlikti internetu

- Emlak Vergisi Bildirim
- İmar Durumu sorgulayabiliyor
- Güvenli Borç Sorgulama
- Güvenli Ödeme
- Bina, Arsa, Çevre Temizlik, İlan -Reklam Vergisi bildirimleri
- Encümen Kararlarını sorgulayabiliyor
- Etkinlikleri öğrenebiliyor
- Günlük Faaliyet Planına erişebiliyor

- Nekilnojamojo turto mokesčių deklaracija
- Zonavimo būsenos paklausimas
- Saugus paklausimas dėl skolų
- Saugus mokėjimas
- Pastatų, sklypų, aplinkos tvarkymo, skelbimų ir reklamos mokesčių deklaracija
- Tarybos sprendimų paieška
- Informacija apie renginius
- Prieiga prie dienotvarkės planų

Information about which of the ongoing works of Druskininkai Municipality is provided in digital environment was expressed by the municipality participants.

« Druskininkai Belediyesi mevcut belediyecilik hizmetlerinin listelenmesi / Druskinink ų savivaldybės esamų savivaldybės paslaug ų sąrašas»

Druskininkai Belediyesi, şehirde yaşayan insanlara hangi hizmetleri veriyor? / Kokias paslaugas Druskininkų savivaldybė teikia miestiečiams?

1. ……
2. ……
3. ……
4. …….
5. ……
6. ……
7. …..
8. …..

It has been observed that many services offered by Druskininkai Municipality are carried out digitally. It was also stated that the municipality added internet shortcuts to its website, which will provide easy access to the digital services of government institutions.

Information about which of the ongoing works of Druskininkai Municipality is provided in digital environment was expressed by the municipality participants. It has been observed that many services offered by Druskininkai Municipality are carried out digitally. It was also stated that the municipality added internet shortcuts to its website, which will provide easy access to the digital services of government institutions..

« Druskininkai Belediyesi hangi hizmetleri dijital ortamda sağlıyor? / Kokias paslaugas Druskininkų savivaldybė teikia elektroniniu būdu?»

Druskininkai Belediyesi hangi hizmetleri dijital ortamda sağlıyor?
/ Kokias paslaugas Druskininkų savivaldybė teikia elektroniniui būdu?

1. ......
2. ......
3. ......
4. ....
5. ......
6. ......
7. .....
8. .....

The services provided digitally to citizens by Druskininkai Municipality and provided by the state are listed as follows;

DECLARATION OF RESIDENCE

- Declaration of Residence
- Issuance of a document confirming the structure of the family.
- Issuance of Certificates for Residential Property Owners.
- Declaration to Leave the Republic of Lithuania for More than 6 Months.
- Issuance of the Document Showing the Person's Last Place of Residence.
- Including Persons Whose Residence Place Has Not Been Declared.
- Issuance of a Certificate Confirming the Declared Place of Residence..

MARITAL STATUS RECORDS

· Editing the Marital Status Register

· Registration of Name and Surname Change

· Cancellation, Change or Addition of Civil Status Law Registration

· Registration of the Birth of a Newborn Baby

· Paternity (Maternity) Determination, Dispute Registration

· Registration of the Birth of a Child Born in a Foreign Country

· Acceptance of Marriage Application and Marriage Registration

· Registration of a Marriage Registered or Ended in a Foreign Country

CHILD

· Allocation and Payment of One-Time Benefit to a Pregnant Woman

· Registration of the Birth of a Newborn Baby

· Registration of the Birth of a Child Born in a Foreign Country

· Declaration of Place of Residence, Correction, Change or Deletion of Data

· Allocation and Payment of One-off Allowance for a Child

· Alimony Allocation and Payment

· Providing and Payment of Birth Assistance for More Than One Child

· Allocation and Payment of Maintenance Allowance

· Allocation and Payment of Maintenance Allowance

· Allocation and Payment of Student or Child Care Allowance

· Arrangement of Civil Status Register

· Paternity (Maternity) Determination, Dispute Registration

SOCIAL SECURITY AND SUPPORT

· Compensation Allocation for Residential Heating Expenses, Drinking Water Expenses and Hot Water Expenses

· Payment of the Loan Received for the Renovation (Modernization) of the Apartment

· Allocation and Payment of Social Assistance

· Alimony Allocation and Payment
· Allocation and Payment of One-Time Benefit to a Pregnant Woman
· Allocation and Payment of Support for the Purchase of Student Materials
· Providing Free Meals to Students
· Granting and Payment of Disability Benefits
· Allocation and Payment of Funeral Allowance

BUSINESS LICENSES AND PERMITS

· Granting Permission to Sell and/or Provide Services in Public Places During the Event
· Granting Permission to Place External Advertisements on Municipal Territories, Warning that the Validity of the Permit May Be Suspended, Cancellation of Validity
· Organizing excavation works, extending the validity period, adding, correcting, suspending validity, dropping from suspension, canceling validity and notifying completed or urgent excavation works.
· Issuance and Completion of License for Retail Sales of Alcoholic Beverages during Holiday, Recreation and Tourism Seasons
· Issuance, Renewal, Extension, Suspension of Validity, Cancellation of Suspension of Validity of Passenger Transport Permits on Land Transportation Routes
· Granting Permit for Demolition of Building, Suspension of Validity, Cancellation of Suspension of Validity
· Allowing or Canceling the Use of Oversized and/or Heavy Duty Vehicles on Certain Municipal Roads
· Issuance of Burial License
· Granting, Changing, Duplicating or Cancelling a Heat Supply License
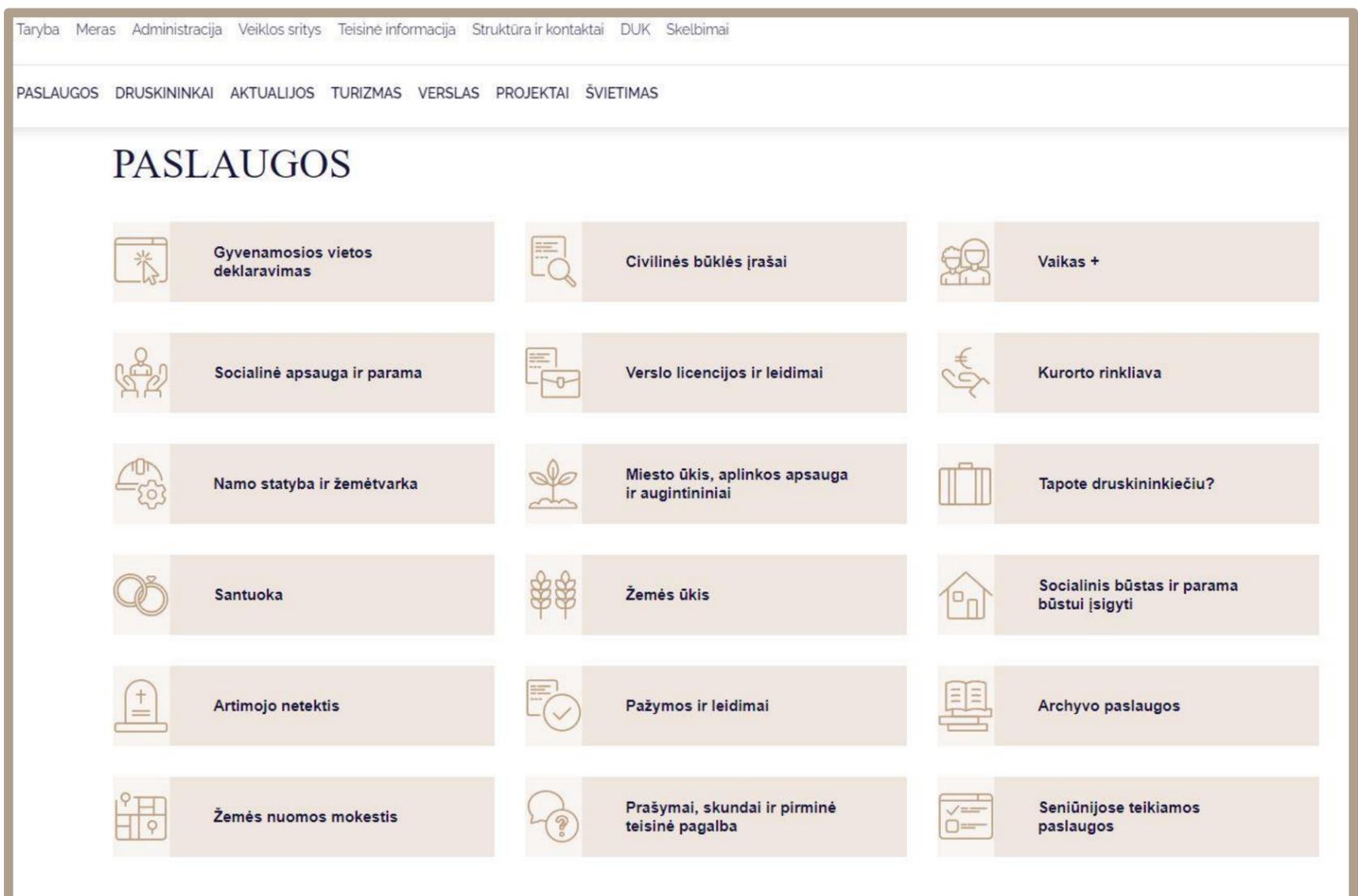
HOME CONSTRUCTION AND LAND MANAGEMENT
• Permits for Issues such as Building Repair and Construction.
• Registration of Regional Planning Documents
• Acceptance and Publication of Information Regarding the Design of Planned Buildings for Public Information Purposes

URBAN FARMING, ENVIRONMENTAL PROTECTION AND PETS
• Granting Permission to Cut, Remove or Prune a Protected Plant
• Notification of Completion of Emergency Works, Extension of Validity, Cancellation of Validity
• Granting Permission to Place, Correct or Remove Road Signs on Streets and Roads in Residential Areas
• Granting Permission to Purchase, Keep, Breed or Trade Dangerous Dogs,

FOREIGN TRANSACTIONS
• Declaration of Place of Residence, Correction, Change or Deletion of Data

- Registration of a Marriage Registered or Ended in a Foreign Country
- Registration of the Birth of a Child Born in a Foreign Country
- Death Registration of the Person Who Died in a Foreign Country

MARRIAGE
- Acceptance of Marriage Application and Marriage Registration
- Registration of a Marriage Registered or Ended in a Foreign Country
- Issuance of a Document Confirming There Are No Obstacles to Marriage

FARMING
- Registration of a Farmer's Farm, Deletion of Registration, Transfer to Another Municipality, Updating/Changing of Data, Deregistering a Partner's Farm, Issuing a Farmer's Certificate
- Issuance of a Certificate Regarding the Economic Size of the Agricultural Enterprise Expressed in European Size Units (EU)
- Registration of Agricultural Enterprises in the Agricultural and Rural Enterprise Registry, Deletion of Registration, Updating and Changing of Data
- Registration of Agricultural Machinery, Tractors and Their Trailers, Deletion and Change of Registration, Issuance of a Copy of the Registration Certificate

SOCIAL HOUSING AND HOUSING SUPPORT
- Determination of Financial Incentive Entitlement for Young Families Buying Their First Home
- Registering Families and Individuals in the List of Families and Individuals Entitled to Social Housing
- Issuing a Document Regarding the Right to State Support for the Purchase of a House
- Providing Housing Rental Support

DOCUMENTS AND PERMITS
- Granting Permissions to Organize an Event, Cancellation of Validity
- Providing documentation regarding local fee arrears for the use of public tourism and recreation infrastructure of Druskininkai Town.
- Issuance of a Certificate Confirming the Person's Declared Place of Residence
- Issuance of a Document Concerning the Transfer of Documents of a Legal Entity That Has Been Liquidated/Bankrupt or Deleted from the Register or That It Has Nothing to Transfer for Further Storage

- Issuance of a Certificate Confirming that the Newly Created Real Estate Cadastral Object is Used for Its Purpose
- Issuance of a Document Confirming Payment for the Rental of State Land
- Issuing a Document Regarding the Right to State Support for the Purchase of a House

ARCHIVE SERVICES
- Copying or Removing Archival Documents from the Municipal Archive and/or the Archive of Liquidated Legal Entities

LAND RENT
- Acceptance of State Land Rent Tax Declaration
- Issuance of a Document Confirming Settlement for State Land

REQUESTS, COMPLAINTS AND FIRST LEGAL AID
- Primary Legal Aid

At the workshop, it was discussed which existing municipal services could be transferred to the digital environment. For this purpose, the employees of the two municipalities participating in the Project were divided into two groups in the workshop hall. The mixed groups discussed their ideas among themselves and shared their mutually agreed ideas with the other group.

« Dijitale aktarılabilecek hizmetlerin seçilmesi / Kokios paslaugos galėtų būti suelektronintos?»

Druskininkai Belediyesi tarafından verilen hizmetlerin hangileri dijital ortama aktarılabilir? / Kurios Druskininkų savivaldybės paslaugos gali būti teikiamos elektroniniu būdu?

1. ......
2. ......
3. ......
4. ....
5. ......
6. ......
7. .....
8. .....

think simple

TEAMWORK

After the workshop participants brainstormed which services related to the municipality could be transferred digitally, two groups listed different project and service ideas. New municipal studies that can be productive through brainstorming where different ideas are taken are also listed. The ideas received are as follows;

SERVICES AND RECOMMENDATIONS FOUND BY GROUP A AND THAT CAN BE PROVIDED ONLINE;

1. Registration of agricultural vehicles
2. Registration of social aid.
3. Carrying out family-related transactions
4. Wedding procedures
5. Burial permits
6. Construction and construction permits
7. Agriculture and farmer registration
8. Receiving legal proceedings and consultancy requests
9. Obtaining permissions for advertisements
10. Procedures for Mukhtars' Offices
11. Procedures regarding school registrations
12. Receiving complaints about domestic violence

SERVICES AND RECOMMENDATIONS FOUND BY GROUP B AND THAT CAN BE PROVIDED ONLINE;

1. Obtaining nursery and school records
2. Following up on work in the municipality
3. Making a communication program in the municipality
4. Registration system for Fairs and Organizations
5. Creating opinions and survey forms for citizens
6. Creating a suggestion form for project suggestions
7. Citizenship information platform
8. Use of drones for emergency events
9. Digital orientation for employees
10. Processing of events into the geographic information system (GIS)
Establishing a digital advertising platform

« Dijitale aktarılacak hizmetler için sorun analizi yapılması / Problemų dėl į elektroninę erdvę perkeliamų paslaugų analize »

TEAMWORK

Teknik sorunlar / Techninės kliūtys

Yönetimsel Sorunlar / Vadovavimo kliūtys

Kültürel sorunlar / Kultūrinės kliūtys

Finansal Sorunlar / Finansinės kliūtys

Implementation of new projects in municipalities cannot be done as quickly as in the private sector. It is necessary to overcome the difficulties encountered in some issues and to make the necessary preliminary preparations. At this point, workshop participants were asked to brainstorm potential obstacles that could be encountered..

The results are determined under certain headings as follows;

Technical Problems: In order for new projects to be implemented, project contents must be transferred to the digital environment. It was stated that the municipality technically needed content developers for this study. At this point, lack of engineering, legal problems and process management are listed among the potential difficulties that may be encountered.

Administrative Problems: In the study carried out, the title of "acceptance" was stated as a potential problem as a managerial problem.

Cultural Problems: In the problem analysis, the risk of a newly produced service not being accepted by the society was mentioned. The possibility of problems with social acceptance of new services and people starting to use them was mentioned.

Financial Problems: The possibility of obtaining additional services, both in terms of hardware and software, has been mentioned regarding the transfer of many services to the digital environment. It has been mentioned that this situation brings an additional financial burden to municipalities..

After problem analysis was carried out, workshop participants tried to produce solutions on how to overcome these problems. Solution suggestions focus on financial solutions rather than technical-based problems..

« Çözüm önerilerinin sunulması / Problemų sprendimo pasiūlymai»

Çözüm Önerileri / Sprendimai

1. ……
2. ……
3. ……
4. …….
5. ……
6. ……
7. …..
8. …..

ANSWERS

DETERMINING DISSEMINATION MODELS FOR TRANSFERRING DIGITAL MUNICIPALITY ACTIVITIES TO THE SOCIETY

The use of the services produced by the society is proportional to the awareness of these services. Since the increase in the use of services will make a significant contribution to climate change, the title of "Dissemination" discussed in this part of the workshop is of great importance. In this section, shaped by the opinions of the participants, the following headings came to the fore.;

DİJİTAL BELEDİYE ÇALIŞMALARININ TOPLUMA AKTARILMASINA İLİŞKİN YAYGINLAŞTIRMA MODELLERİNİN BELİRLENMESİ ÇALIŞTAYI »

SKLAIDOS MODELIŲ, KAIP VISUOMENEI PRISTATYTI SAVIVALDYBĖS ELEKTRONINES PASLAUGAS, NUSTATYMAS.

« Dijital hizmetlerin yaygınlaştırılması için reklam metotların tartşılması /Reklamos metodų dėl elektroninių paslaugų sklaidos aptarimas»

« Hemfikir olunan reklam ve yaygınlaştırma metotlarının listelenmesi/
Reklamos ir sklaidos būdų, dėl kurių sutapo nuomonės, sąrašas»

1. Sosyal Medya / Socialiniai tinklai
2. İnternet Sitesi / Tinklalapis
3. ……….
4. ……….
5. ……..
6. ……
7. ……
8. ….

DISSEMINATION METHODS CONSIDERED	1. The topics agreed upon by the workshop participants are as follows; 2. Ensuring effective use of social media tools 3. Use of Internet pages 4. Use of brochures and promotional texts 5. Using advertisement pages of local newspapers 6. Using billboards and similar billboards in the city 7. Municipality employees inform citizens who come to the municipality 8. Informing the public before festival-style cultural events 9. Informing the public through public meetings 10. Providing information by organizing events in schools 11. Using animations and similar digital visual materials to be used in digital environments. 12. Use of digital displays. 13. Hanging posters on billboards used in municipal facilities Using the QR code application

WORKSHOP ON DETERMINATION OF ONLINE EDUCATION METHODS AND CONTENT FOR ADULTS FOR DIGITAL MUNICIPALITY WORKS

DİJİTAL BELEDİYE ÇALIŞMALARI İÇİN YETİŞKİNLERE YÖNELİK ONLİNE EĞİTİM METOTLARININ VE İÇERİKLERİNİN BELİRLENMESİ ÇALIŞTAYI

NUOTOLINIO ŠVIETIMO DĖL SAVIVALDYBIŲ ELEKTRONINIŲ PASLAUGŲ SUAUGUSIESIEMS METODŲ IR TURINIO NUSTATYMAS.

TEACHING

DigiEdu Project is designed to enable adult individuals to use digital municipality services more and to teach them the use of these systems with different methods. Until this part of the workshop, it was discussed how the frequency of use of Druskininkai Municipality's services in the digital environment could be increased and what new services could be introduced. In this section, how to teach the use of digital services was discussed.

In order to create training on the use of digital systems, first an exchange of views was held with adults living in Lithuania. Detailed consultations were held around the living conditions, expectations, routine lives of the elderly and adults and many other questions. The purpose of these consultations was to ensure that the educational model to be produced was fully compatible with the cultural structure..

Litvanya'yı tanıyalım / Pažinkime Lietuvą

- İnsanlar gezmeyi, dolaşmayı sever mi? Şehirde en fazla nereye gider?
- Herkesin arabası var mıdır?
- Her evde internet bağlantısı var mı?
- Sosyal medya kullanımı yaygın mı?
- En çok hangi sosyal medya platformu kullanılıyor?
- Evlerde güneş enerji panelleri var mı?

- Ar žmonėms patinka keliaut? Kur dažniausiai lankomasi miestuose?
- Ar visi turi automobilius?
- Ar visuose namuose yra internetas?
- Ar plačiai naudojamasi socialiniais tinklais?
- Kuris socialinis tinklas populiariausias?
- Ar namuose yra saulės baterijos?

Litvanya'yı tanıyalım / Pažinkime Lietuvą

- Şehrin nüfus yapısı nasıl? Yaş ortalaması, cinsiyet vb.
- Yaşlılar evlerinde yalnız mı yaşıyor? Kalabalık aile yapısı var mı?
- Yaşlılar genelde ev dışında nereye gider?
- Yaşlılar için hobi eğitimi veren kurslar var mı?
- Huzurevi var mı?

- Koks yra miestiečių profilis? Amžiaus grupės, lytis ir pan.
- Ar senjorai namuose gyvena vieni? Ar didelės šeimos?
- Kur įprastai senjorai vyksta iš namų?
- Ar senjorams teikiami laisvalaikio veiklos kursai?
- Ar yra senjorų globos namų?

After the study was carried out, the subject of "Educational Model" was explained to the participants in detail. Information such as how the education model was created and which topics should be included in the model was conveyed. In addition, information was given about how online education models work. During the workshop, a brainstorming session was held with the participants on the

« Eğitim metotları / Švietimo metodai»

Eğitim Metodu Nedir? / Kokie yra švietimo metodai

Bir kişinin bilgi, beceri ve değerleri kazanması için yapılan etkinliklerin tümüdür. / Veiklų, siekiant didinti žmonių žinias, lavinti jų gebėjimus ir skiepyti vertybes, visuma

selection of methods for teaching the use of Digital Municipality Services. The Education Model, which has been examined under different headings, has been completed at the optimum level and to a large extent for Druskininkai..

**« Dijital hizmetlerin kullanımını öğretecek eğitim yöntemlerinin tartışılması
Švietimo būdų dėl naudojimosi elektroninėmis paslaugomis aptarimas»**

Birlikte Karar Verelim / Nuspręskime kartu

Model?;
- Teknoloji Destekli Eğitim Modeli
- Kişiselleştirilmiş Eğitim Modeli
- Yaşam Boyu Eğitim Modeli
- .....
- .....

Yöntem?;
- Animasyon destekli içerik anlatımı
- Süreç Sihirbazı
- Yapay Zeka Tabanlı işlem yürütme
- Sesli yardım
- Yüz yüze eğitim
- .....
- .....

Yardımcı Materyal?;
- Kiosklar
- El broşürleri
- Eğitim kitapçıkları
- Dijital kitapçıklar.
- ....
- ....

İçerik Oluşturucular?;
- Öğretmenler
- Mühendisler
- Yazılımcılar
- ....
- ....
- ....

Modelis?
- Technologinės pagalbos švietimo modelis
- Suasmeninto švietimo modelis
- Viso gyvenimo mokymo modelis
- .....
- .....

Būdas?
- Paaiškinimas animuotais piešiniais
- Proceso vedlys
- DI grįstas operacijų vykdymas
- Pagalba balsu
- Akis į akį mokymai
- .....

Pagalbinė medžiaga ?
- Kioskai
- Skrajutės
- Mokomosios knygelės
- Elektroninės knygelės
- .....
- ...
- ...

Turinio platintojai ?
- Mokytojai
- inžinieriai
- Programinės įrangos kūrėjai
- .....
- ....
- ....

In the study, which started as Let's Decide Together, the answers given to the questions were listed as follows.;

MODEL SELECTION: There are many training models with different contents. A joint decision was taken to bring together the contents of different models in order to teach the online use of municipal services. In this case, it was decided to conduct a study based on the "Face to Face Education Model and Technology Supported Education Model" in the Druskininkai Education Model.

METHOD SELECTION: The following results were obtained in the brainstorming regarding the environment in which the training model to be produced should be presented to the users; Using animation-supported content narration, Process Wizard, Face-to-Face Training. It was planned to use elderly centers, elderly people's own homes (in case of need), and second spring homes for training. It was agreed that it would be more effective if the trainings were delivered to the elderly by volunteers.

The necessity of creating special areas for the elderly in providing technology-supported training, which is among the methods, was discussed. It was agreed that voice assistance systems could also be used.

It was discussed that an "Accessibility" option could be added to the municipality's website so that the elderly can use the systems more easily.

AUXILIARY MATERIAL SELECTION: Ideas were put forward about the use of VR devices, Tablet computers, Kiosk Devices and Training Booklets in providing training.

CONTENT CREATORS: It was stated that a team should be established to create the content of the trainings. In this context, it was stated that the team that will create the training content should include software and hardware engineers, technical experts, educators and most importantly, elderly people.

PUTTING ALL THE RESULTS TOGETHER AND PRESENTING THE DRUSKININKAI MUNICIPALITY MODEL

TÜM SONUÇLARIN BİR ARAYA GETİRİLMESİ VE DRUSKİNİNKAİ BELEDİYESİ MODELİNİN ORTAYA KONMASI

VISŲ REZULTATŲ APIBENDRINIMAS IR DRUSKININKŲ SAVIVALDYBĖS MODELIO PRISTATYMAS

As a result of the work carried out with the project, Druskininkai Municipality and Melikgazi Municipality employees created the Druskininkai Municipality Digital Education Model Proposal. Information about the outline of the model and its application methods is provided below.

« Yaygınlaştırma ve eğitim modellerinin bir araya getirilmesi / Sklaidos ir švietimo modelių suderinimas»

- Kime / Kam ? :
  - 40 yaş üstü yetişkinlere / Asmenims, kuriems per 40 metų
  - Görme Engellilere / turintiems regos sutrikimų
  - ....
  - ....
- Neyi / Ką ?: Dijital Belediyecilik Hizmetlerinden / Iš savivaldybės elektroninių paslaugų
  - Borç sorgulama / Paklausimas dėl skolų
  - ...
  - ...
  - ...
- Nasıl Duyurarak? / Kaip pranešti?
  - Billboard / Reklaminiai skydai
  - ...

- Hangi Metotla? / Kokiu būdu?
  - Yüz yüze / Akis į akį
  - ....
  - ....
- Hangi araçlarla? / Kokiomis priemonėmis?
  - İnternet sitesi / Tinklalapiu
  - Soyal Medya / Socialiniais tinklais
  - ...

- Ne kadar süreyle? / Kokiu laikotarpiu?
  - 10dk Eğitimlerle / 10 min. mokymais
  - .....
  - ....

DRUSKININKAI DIGITAL SERVICES TRAINING MODEL
"Techno-Senior Educations"

-------------- **Teaching Objective Of The Model:**
To Provide "Active Use Of Digital Services" Training To Elderly Individuals For The Use Of Digital Services Offered By Druskininkai Municipality. In This Way, To Ensure That The Elderly Use Digital Municipality Services More Actively.

-------------- **Target Group:**
Individuals Over 65 Years Of Age

-------------- **Gains:**
1. Uses Technological Devices More Effectively.
2. Uses Digital Services More Actively.
3. Learns To Use Digital Payment Methods.
4. The Sense Of Trust In Digital Systems Increases.
5. Gains Individual Freedom Of Action In The Use Of Technological Devices And Software.
6. The Ability To Produce Quick Solutions To The Problems Encountered In The Use Of Technology Increases.
7. Learns How To Protect Yourself From Dangers In Transactions Made On The Internet.
8. Becomes Aware Of Not Being Exposed To Fraud On The Internet.
9. Masters The Content Of Municipal Services.
10. It Contributes To The Development And Dissemination Of Digital Municipality Services.

-------------- **Announcement Methods Of Trainings:**
1. Social Media Tools
2. Druskininkai Municipality Official Website
3. Printing Of Brochures
4. Using Advertisement Pages Of Local Newspapers
5. Using Billboards And Similar Billboards In The City
6. Municipality Employees Inform Citizens Who Come To The Municipality About The Trainings.
7. Informing The Public Before Festival-Style Cultural Events
8. Informing The Public Through Public Meetings
9. Providing Information By Organizing Events In Schools
10. Using Animations And Similar Digital-Visual Materials To Be Used In Digital Environments.
11. Hanging Posters On Billboards Used In Municipal Facilities
12. Using The Qr Code Application
13. Using Animation-Based Videos
14. Use Of Voice Assistance Systems.

-------------- **Application Methods Of Trainings:**
1. Providing Face To Face Training
2. Providing Training Via Tablet To The Elderly Who Come To The Municipality
3. Providing Training Using The "Process Wizard" On The Municipality's Website.
4. Providing One-On-One Training By Visiting Elderly Care Centers And The Requested Elderly People's Homes.
5. Providing Training On Main Topics In The Form Of Articles Or Columns In Newspapers.
6. Providing Training Using Vr Devices.
7. Providing Training Using Animation-Supported Content.
8. Providing Distance Education By Phone.
9. Providing Training Using Online Training Platforms.

-------------- **Auxiliary Materials To Be Used For Trainings:**
1. Tablets And Phones
2. Kiosk Displays
3. Vr Devices
4. Training Booklets
5. Digital Books

-------------- **Educational Content Creators / Supporters:**
1. Software Engineers Working In Municipalities
2. Adult Education Experts
3. Geriatric Specialists
4. Teachers

-------------- **Assesment And Evaluation:**
1. Using Digital Demo Systems At The End Of The Training
2. Using Multiple Choice And Small Number Of Questions Containing Educational Content

DIGITAL EDUCATION MODELS

CREATION OF A TRAINING MODEL FOR THE USE OF MELİKGAZİ MUNICIPALITY DIGITAL SERVICES

With the workshops held in February 2024 with the DigiEdu Project, the first step of the project was taken with the training model and digital services workshop that can be used by Druskininkai Municipality. As the second step of the project, workshops were held to determine digital services and create digital education models for Melikgazi Municipality. While different digital services were determined for Melikgazi Municipality in the workshops, brainstorms were held on how elderly individuals living in Melikgazi could use these services. Different topics were created based on the results obtained, and one of the main goals of the project was achieved.

In order for the workshop to be successful, an intensive program was created for the participants in Melikgazi^^ as in Druskininkai City. The project, which first started with municipality visits, continued with a trip to get to know the city and its people. Workshop activities were held on many topics on the other days of the project. Thanks to the interactive application method of the workshops, all participants made valuable contributions to the workshop. Detailed information about all the work carried out with the project, presentation visuals and images of the workshops are given below.

PLACE:

Türkiye Kayseri City Melikgazi District

HISTORY:

03 – 09 March 2024

PARTICIPANTS:

A total of 30 municipal employees. (15 employees from both municipalities)

MODERATOR:

Özcan CAYMAZ – Melikgazi Municipality / Project Specialist

MELİKGAZİ WORKSHOPS

VISIT TO MELİKGAZİ MUNICIPALITY:

Melikgazi Workshops, the second step of the DigiEdu Project, started with the visits of Druskininkai Municipality employees to Melikgazi Municipality. During the visit, the Melikgazi Municipality management team held a consultation meeting with the Druskininkai Municipality Delegation..

VISIT THE FACILITIES AND PROJECTS OF MELİKGAZİ MUNICIPALITY

VISIT TO THE DIRECTORATE OF SCIENTIFIC AFFAIRS

A tour was organized to see the projects carried out by Melikgazi Municipality in the city and to get more information about the municipality. First, the directorates within the municipality were visited. The directorates have conveyed the work carried out by Melikgazi Municipality. The field trip, which was carried out in order to make the participants more productive in the workshops to be held with the project, was an important work in order to convey many good practice examples to the visitors.

VISIT TO THE DEVELOPMENT DIRECTORATE

VISIT TO URBAN DESIGN DIRECTORATE

VISIT TO R&D DIRECTORATE

VISIT TO THE CONTACT CENTER

VISIT TO LIBRARY

VISIT TO THE BARRIER-FREE LIFE CENTER

ERCİYES MOUNTAIN VISIT

PROJECT INTRODUCTION

In order to remember the goals of the DigiEdu Project and to make the results more clear to the participants, an introductory presentation was made regarding the content of the project. In the presentation, the starting point of the project, its goals and the results to be achieved were shared with the participants once again.

03-09 March 2024

2. Aktivite / 2. Veikla
Melikgazi Belediyesi Model Geliştirme Çalışmaları /
Melikgazio savivaldybės modelių vystymo darbai

« Melikgazi Belediyesi Model Geliştirme Çalışmaları
Malikgazi savivaldybės modelio vystymo darbai»

Çalıştay programı

1. Gün:
- Wp1: Mevcut Durum Analizi Faaliyeti

2. Gün:
- Wp2: Dijital Belediye Modellerinin Belirlenmesi Ve Modelde Uygulanabilecek Dijital Hizmetler Çalıştayı (Addie Modeli)
- Wp3: Dijital Belediye Çalışmalarının Topluma Aktarılmasına İlişkin Yaygınlaştırma Modellerinin Belirlenmesi Çalıştayı

3. Gün:
- Wp4: Dijital Belediye Çalışmaları İçin Yetişkinlere Yönelik Online Eğitim Metotlarının Ve İçeriklerinin Belirlenmesi Çalıştayı
- Wp5: Tüm Sonuçların Bir Araya Getirilmesi Ve Melikgazi Belediyesi Modelinin Ortaya Konması

Dirbtuvių programa

1 diena:
- Wp1: Esamos padėties analizė

2 diena:
- Wp2: Savivaldybės skaitmeninių modelių ir šiems modeliams pritaikytų elektroninių paslaugų nustatymas (Addie modelis)
- Wp3: Sklaidos modelių, kaip visuomenei pristatyti savivaldybės elektronines paslaugas, nustatymas.

3. diena:
- Wp4: Nuotolinio švietimo dėl savivaldybių elektroninių paslaugų suaugusiesiems metodų ir turinio nustatymas.
- Wp5: Visų rezultatų apibendrinimas ir Melikgazi savivaldybės modelio pristatymas.

MELİKGAZİ MUNICIPALITY CURRENT SITUATION ANALYSISI

In order for the model to be put forward in the workshop to avoid repetition and have a structure that suits the needs, a presentation was made by Melikgazi Municipality to introduce the municipality and the city. Following the presentation, a question-answer session was held in order to understand the city and its cultural structure more clearly.
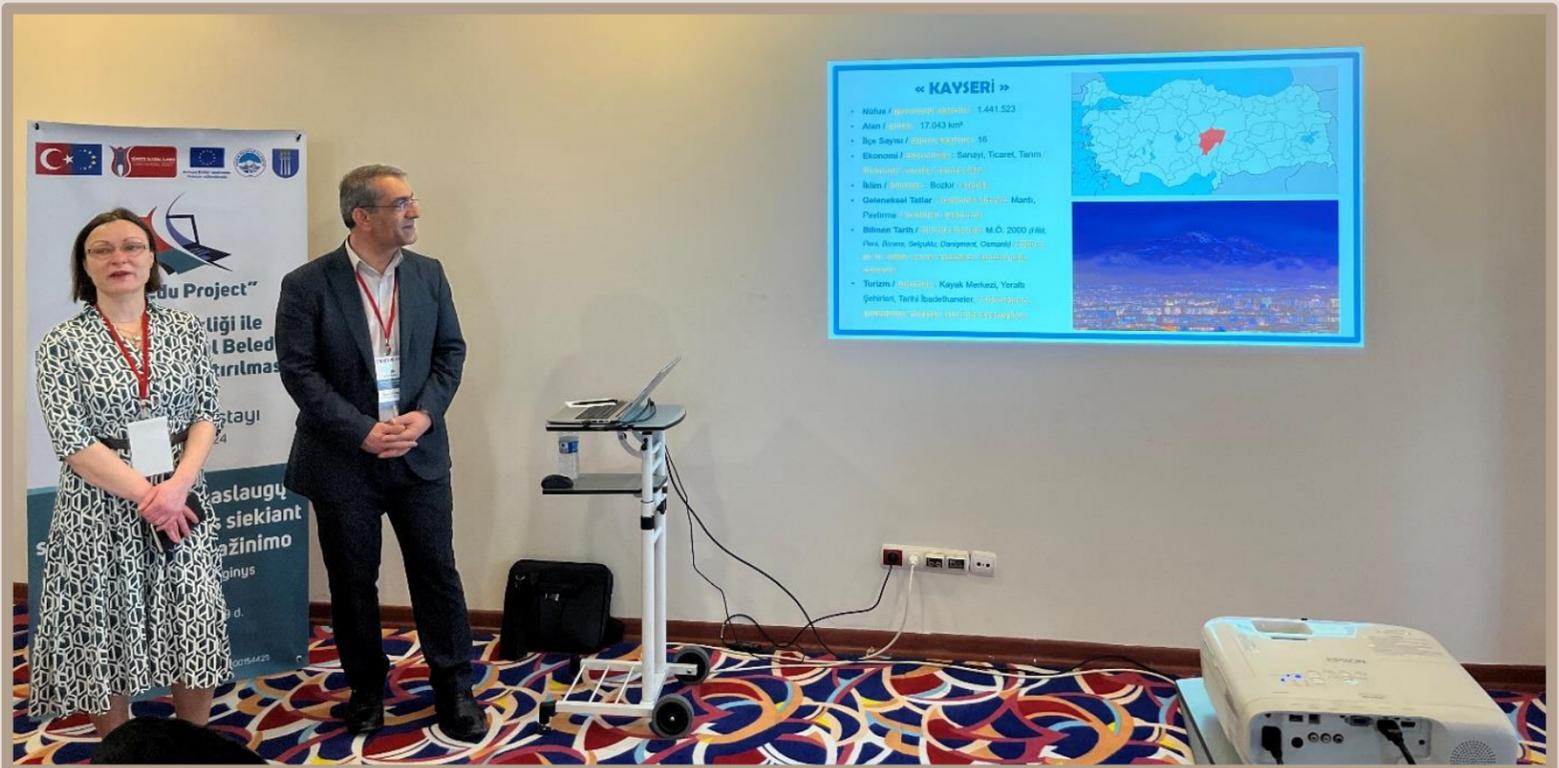
THE FOLLOWING QUESTIONS WERE ASKED TO THE PARTICIPANTS BY THE MODERATOR AND THEIR ANSWERS WERE SEEKED BY CONSULTATION.;

Do people come to the municipality often? For what job do people come to the municipality the most?

The frequency of people coming to Melikgazi Municipality is very high. Especially during tax payment periods, the human population in the municipality reaches its highest level. People living in Melikgazi District mostly come for tax payments, license procedures and zoning related works. In addition, there is a high demand for applying for social assistance. Apart from these procedures, municipality visits are intense during marriage procedures.

What are the things people demand from you the most?

- People make demands, especially on city-oriented issues. Environmental cleaning, increasing green areas, and social assistance applications are among the most requested issues.

On which subject do you receive the most requests for help?

- The demands of families with low financial status are intense. In addition, there are demands for social aid.

- Do people mostly use the phone or the internet for remote access to the Municipality?

- Telephone is the most preferred method for remote access to the municipality. Immediately afterwards, the municipality can be reached via the internet.

Is there public transportation to the municipality from all over the city?

- · Melikgazi Municipality is located in the center of the city. For this reason, people can use public transportation to reach the municipality.

How does the municipality convey its announcements to people? (banner, social media, website)

- Web site

- Social media accounts

- Via text messages

- With visual posters in municipal buildings and city squares

Does the municipality have billboards?

- There are municipal billboards. These boards are used for municipality-related announcements.

- Does the municipality have a unit related to education? What training do they provide?

- There is an education unit under the control of the municipality. The unit organizes trainings that especially benefit children, women and young people.

What are the municipality's digital services?

- The digital services currently provided by Melikgazi Municipality are listed as follows;
- · Wedding Procedures
- · Training courses
- · Business licenses
- · Construction permits.
- · Urban transformation services
- · Social assistance requests
- · Tax payment transactions
- · Recycling and waste management operations

Which directorate coordinates digital services?

- The municipality's R&D directorate controls and monitors these studies.

What method is followed to produce a new digital service?

- The digital service creation process is created upon the priority request of the relevant directorate. In general, compulsory service production is also carried out..

In the workshop, the current services of Melikgazi Municipality were presented to the participants.

« Melikgazi Belediyesi mevcut belediyecilik hizmetlerinin listelenmesi / Melikgazio savivaldybės esamų savivaldybės paslaugų sąrašas»

Melikgazi Belediyesi, şehirde yaşayan insanlara hangi hizmetleri veriyor? / Kokias paslaugas Melikgazio savivaldybė teikia miestiečiams?

1. ……
2. ……
3. ……
4. …….
5. ……
6. ……
7. …..
8. …..

« Spor / Sportas»

- Melikgazi Belediyesi, Spora verdiği destekle sürekli olarak başarılara imza atıyor.

- Melikgazio savivaldybe daug demesio skiria sportui, del sportui teikiamos paramos pasiekiama daug svarbiu rzultatu.

Gintare Petronyte

« İklim, Enerji ve Çevre / Klimatas, energija ir aplinka

«Belediye Başkanları İklim ve Enerji Sözleşmesi/ Miestu merai pasirase Klimato tausojimo ir energetine sutarti »

« Covenant of Mayors for Climate and Energy »

Melikgazi Belediyesi, Ağustos 2022'de AB İklim ve Çevre Anlaşması'nı imzalayarak iklim değişikliğiyle mücadelesini farklı bir boyuta taşıdı.

Melikgazio savivaldybe 2022 m. Rugpjucio men. pasirasiusi AB Klmato ir aplinkos sutarti, zenge svarbu zingsni link klimato saugojimo .

Covenant of Mayors for Climate & Energy EUROPE

SecapMELİKGAZİ
SÜRDÜRÜLEBİLİR ENERJİ VE İKLİM EYLEM PLANI

WORKSHOP ON DETERMINATION OF DIGITAL MUNICIPALITY MODELS AND DIGITAL SERVICES THAT CAN BE APPLIED IN THE MODEL (ADDIE MODEL)

Dijital Belediye Modellerinin Belirlenmesi Ve Modelde Uygulanabilecek Dijital Hizmetler Çalıştayı

Savivaldybių elektroninių modelių ir šiems modeliams taikytinų elektroninių paslaugų nustatymas

In this part of the project, a workshop was held on what could be done to include Municipality services in the digital environment. For this purpose, the issue of which services Melikgazi Municipality first provided over the internet was discussed. Melikgazi Municipality officials made practical presentations to the participants about the work carried out..

A presentation was made by Melikgazi Municipality Information Technology and Software Team at the workshop held on the digital works of Melikgazi Municipality for community service. In the presentation, information was given about the digital services used by the municipality and their general infrastructure.

At the end of the presentation, it was stated that the digital infrastructure used by Melikgazi Municipality is open to development and steps can be taken to develop this infrastructure with the workshop.

The services provided digitally to citizens by Melikgazi Municipality and provided by the state are listed as follows.;

- Melikgazi Geographic Information Systems
- Marriage Preliminary Application
- General Job Application
- e-Municipality services
- Cashier / Tax Payment
- Getting information
- Document Verification
- Marriage Appointment
- I Have a Project
- e-License
- Debt payment
- Melmek Course Application
- Real Estate Declaration Notification
- E – Zoning Application
- Zero Waste Education-Tourism Request
- ULAKBEL
- Job Tracking (Personnel In-House Request-Correspondence System)
- Telephone, whatsapp, e-mail, web, social media, contact center (receiving and answering applications)
- Social help
- Vehicle Request
- Park Garden Control
o Teknofest Project Support Application Form

In the workshop, it was discussed in group work which existing municipal services could be transferred to the digital environment. For this purpose, the employees of the two municipalities participating in the Project were divided into two groups in the workshop hall. The mixed groups discussed their ideas among themselves and shared their mutually agreed ideas with the other group.

«Dijital Vatandaşlık için Belediye Neler Yapabilir? / Ką savivaldybė gali padaryti dėl elektroninės pilietybės»

Melikgazi'de herşeyi dijital ortamdan yapan 'Dijital Vatandaşlar'
Melikgazio viską elektroninėje erdvėje atliekantys „Elektroniniai piliečiai"

Vatandaşların belediye ile ilgili tüm işlerini internet üzerinden yapabilmesi için gerekli altyapıyı oluşturur. / Tinkamos infrastruktūros sukūrimas, kad piliečiai galėtų visas su savivaldybe susijusius veiksmus atlikti internetu

- Emlak Vergisi Bildirim
- İmar Durumu sorgulayabiliyor
- Güvenli Borç Sorgulama
- Güvenli Ödeme
- Bina, Arsa, Çevre Temizlik, İlan -Reklam Vergisi bildirimleri
- Encümen Kararlarını sorgulayabiliyor
- Etkinlikleri öğrenebiliyor
- Günlük Faaliyet Planına erişebiliyor

- Nekilnojamojo turto mokesčių deklaracija
- Zonavimo būsenos paklausimas
- Saugus paklausimas dėl skolų
- Saugus mokėjimas
- Pastatų, sklypų, aplinkos tvarkymo, skelbimų ir reklamos mokesčių deklaracija
- Tarybos sprendimų paieška
- Informacija apie renginius
- Prieiga prie dienotvarkės planų

After the workshop participants brainstormed which services related to the municipality could be transferred digitally, two groups listed different project and service ideas. New municipal studies that can be productive through brainstorming where different ideas are taken are also listed.
The ideas received are as follows;
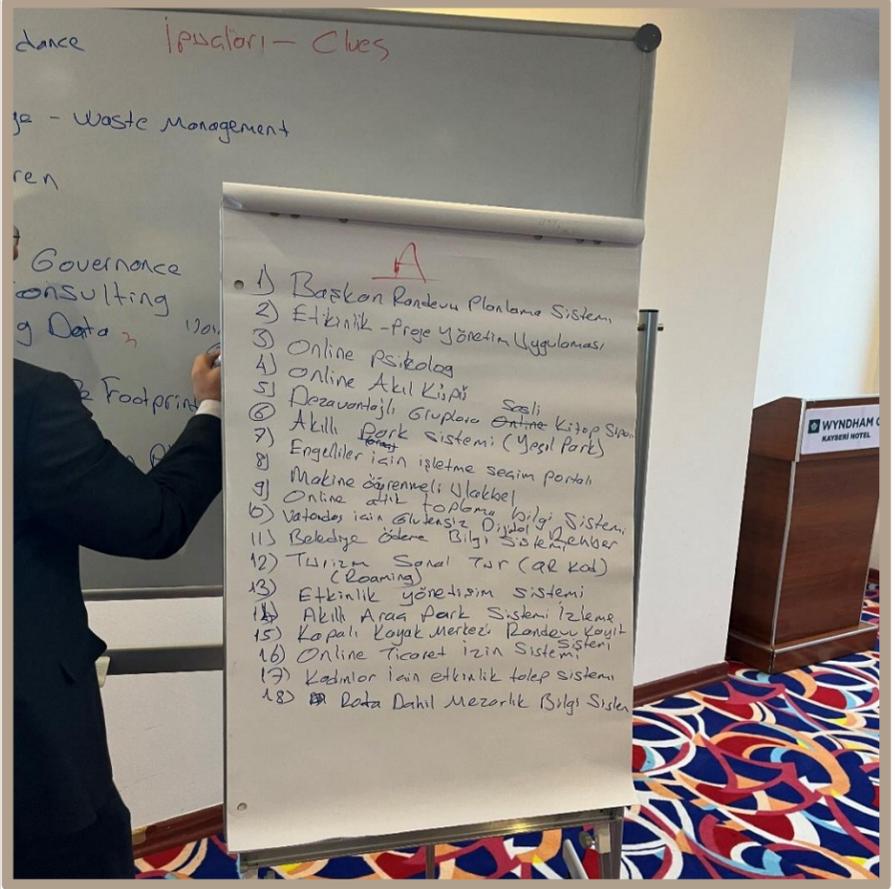
SERVICES AND RECOMMENDATIONS FOUND BY GROUP A AND AVAILABLE ONLINE

1. Establishing an Appointment Planning System for the Mayor
2. Event – Project Management Application
3. Online Psychologist Application
4. Online Library Application
5. Audiobook App
6. Smart Parking System Application
7. Online Waste Collection Information System
8. Gluten-Free Digital Guide App
9. Municipality Payment Information System
10. Virtual Tourism Guide
11. Event Governance System
12. Trade Permit System Application
13. Cemetery Information System with Route Features
14. Digital Historical Building Imaging Application
15. Offline Nature Trekking Application
16. Online Elderly Health Tracking System
17. Road Sweeper Tracking System
18. Digital Walking Path Guidance System

SERVICES AND RECOMMENDATIONS FOUND BY GROUP B AND AVAILABLE ONLINE

1. Artificial Intelligence System for Requests
2. Full Electronic Zoning System
3. Appointment System for Municipal Personnel
4. Wedding Reservation System
5. Digital Advertising Applications
6. Rural Area Tax System with Satellite Imaging
7. Building Insulation Measurement System with Drone
8. City Card System
9. Online Art Gallery
10. Online Volunteering Portal
11. City Governance Portal
12. Digitized Idea Portal
13. Event SMS System (with Location Integration)
14. License Control System with QR
15. Building and Workplace Citizen System with QR
16. Food Waste Prevention System

17. Digital Real Estate Value System
18. Digital Tender System
19. Digital Real Estate Tracking System
20. Road Control System with Municipal Vehicles
21. Common Social Assistance System
22. Online Guide System for Those New to the City

Implementation of new projects in municipalities cannot be done as quickly as in the private sector. Necessary preparations need to be made to overcome the difficulties encountered in some issues.

At this point, workshop participants were asked to brainstorm potential obstacles that could be encountered.

The resulting results have previously been on similar topics with Druskininkai Municipality. The problems are as follows:

Technical Problems: In order for new projects to be implemented, project contents must be transferred to the digital environment. It was stated that the municipality technically needed content developers for this study. At this point, lack of engineering, legal problems and process management are listed among the potential difficulties that may be encountered.

Administrative Problems: In the study carried out, the title of "acceptance" was stated as a potential problem as a managerial problem.

Cultural Problems: In the problem analysis, the risk of a newly produced service not being accepted by the society was mentioned. The possibility of problems with social acceptance of new services and people starting to use them was mentioned.

Financial Problems: The possibility of obtaining additional services, both in terms of hardware and software, has been mentioned regarding the transfer of many services to the digital environment. It has been mentioned that this situation brings an additional financial burden to municipalities.

After problem analysis was carried out, workshop participants tried to produce solutions on how to overcome these problems. Solution suggestions focused on financial solutions rather than technical-based problems. The solution suggestions obtained have similar characteristics to the Druskininkai Municipality.

European Union funds were at the forefront of the answers given to financial solutions. It has been mentioned that municipal services produced in different areas can be financed with different European Union Funds. Another prominent topic in the solutions was private sector cooperation. It has been stated that many municipal services can be digitalized by collaborating with the private sector.

It was mentioned that cooperation with the municipality could be achieved by focusing on advertising in private sector cooperation. The last prominent title was "grant". It was agreed that many municipal services can be digitalized with individual and corporate grants.

The build-operate-transfer model and receiving sponsorship support for generating finance were also mentioned by the participants as solution suggestions.

DETERMINING DISSEMINATION MODELS FOR TRANSFERRING DIGITAL MUNICIPALITY ACTIVITIES TO THE SOCIETY

The use of the services produced by the society is proportional to the awareness of these services. Since the increase in the use of services will make a significant contribution to climate change, the title of "Dissemination" discussed in this part of the workshop is of great importance. In this section, shaped by the opinions of the participants, the following headings came to the fore;

« Dijital hizmetlerin yaygınlaştırılması için reklam metotların tartşılması /Reklamos metodų dėl elektroninių paslaugų sklaidos aptarimas»

« Hemfikir olunan reklam ve yaygınlaştırma metotlarının listelenmesi / Reklamos ir sklaidos būdų, dėl kurių sutapo nuomonės, sąrašas»

1. Sosyal Medya / Socialiniai tinklai
2. İnternet Sitesi / Tinklalapis
3. ....
4. ....
5. ....
6. ......
7. ......
8. ....

- Supporting young people to teach their own families
- Making announcements in places such as mosques and hospitals
- Making announcements via text messages.
- Placing local newspaper advertisements.
- Making announcements via local TV channels.
- Using the municipal announcement system.
- To make announcements through mosque sermons.
- Making announcements with associations and foundations.
- Making an announcement via WhatsApp.
- Making an announcement with Influencer
- Making announcements via screens in public transportation.
- Ensuring effective use of social media tools
- Use of internet pages
- Use of brochures and promotional texts
- Using billboards and similar billboards in the city
- Municipality employees inform citizens who come to the municipality
- Using digital displays.
- Hanging posters on billboards used in municipal facilities

WORKSHOP ON DETERMINATION OF ONLINE EDUCATION METHODS AND CONTENT FOR ADULTS FOR DIGITAL MUNICIPALITY WORKS

DİJİTAL BELEDİYE ÇALIŞMALARI İÇİN YETİŞKİNLERE YÖNELİK ONLİNE EĞİTİM METOTLARININ VE İÇERİKLERİNİN BELİRLENMESİ ÇALIŞTAYI

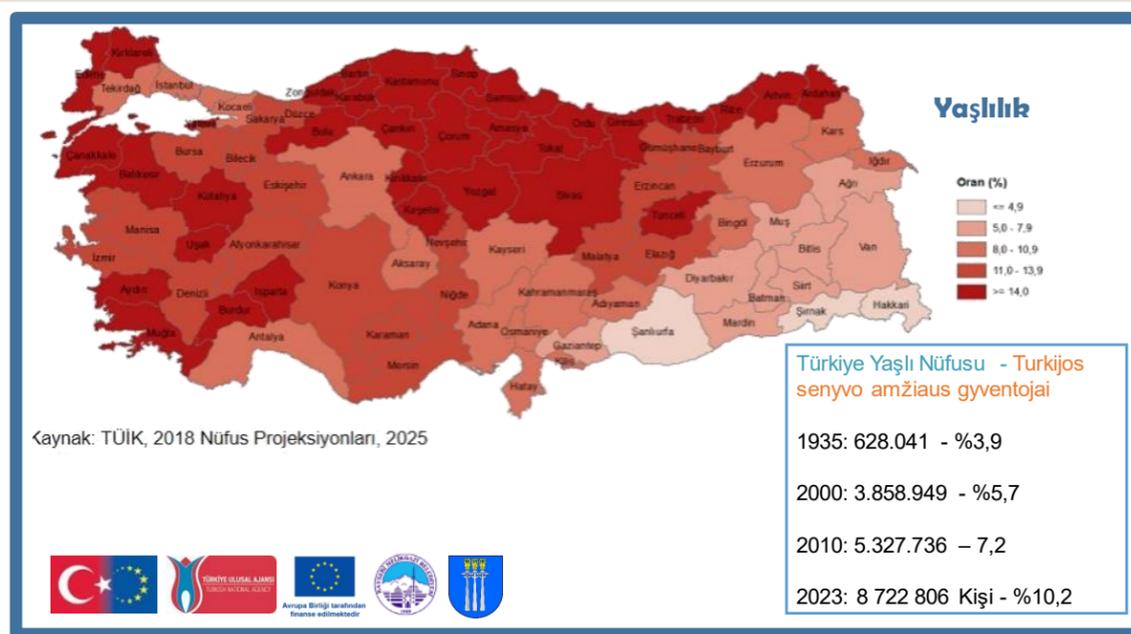**NUOTOLINIO ŠVIETIMO DĖL SAVIVALDYBIŲ ELEKTRONINIŲ PASLAUGŲ SUAUGUSIESIEMS METODŲ IR TURINIO NUSTATYMAS.**

TEACHING

In the work carried out up to this stage with the digiedu project, effective ideas have been put forward to increase the digital service capacity of melikgazi municipality. Topics such as announcement methods were discussed. At this stage of the project, studies were carried out on how to increase the usage rates of digital municipality services by adults. Additionally, how to teach the use of digital services to older individuals was discussed.

In order to create training on the use of digital systems, firstly, opinions were exchanged with adults living in Türkiye. Detailed consultations were held around the living conditions, expectations, routine lives of the elderly and adults and many other questions. The purpose of these consultations was to ensure that the educational model to be produced was fully compatible with the cultural structure.

Yaşlılık

Oran (%)
<= 4,9
5,0 - 7,9
8,0 - 10,9
11,0 - 13,9
>= 14,0

Kaynak: TÜİK, 2018 Nüfus Projeksiyonları, 2025

Türkiye Yaşlı Nüfusu - Turkijos senyvo amžiaus gyventojai

1935: 628.041 - %3,9

2000: 3.858.949 - %5,7

2010: 5.327.736 – 7,2

2023: 8 722 806 Kişi - %10,2

Türkiye'de Yaşlılar - Vyresnio amžiaus žmonės Turkijoje

The topic of "Digital Transformation and Elderly People" was also touched upon during the workshop. It was stated that the elderly have difficulty in keeping up with the developing technology and that they often suffer from it. The difficulties of digitalization and what elderly education could be like were expressed by the participants with in-depth discussions..

Dijital Dönüşüm ve Yaşlılar

"Dijitalin dışında kalmamak artık bir insan hakkıdır. Dünyadaki dijital değişim hayatın her alanına o kadar nüfuz etti ki, hakkımız olan birçok hizmet dijitalden yürüyor. Yaşlıları bunun dışında bıraktığınız zaman, hayatın da dışında bırakıyorsunuz."

"Yaşlı dostu uygulamaların gelişmesi gerekiyor. Örneğin, basit bir televizyon kumandası bile çok karışık olabiliyor. Yaşlılar genellikle hep aynı kanalı seyrediyor çünkü bir kere oradan çıkarsa, tekrar o kanala nasıl döneceğini bilmiyor."
Dr. Gülüstü Salur

After the study was carried out, the subject of "Educational Model" was explained to the participants in detail. Information such as how the education model was created and which topics should be included in the model was conveyed. In addition, information was given about how online education models work.

« Eğitim metotları / Švietimo metodai»

Eğitim Metodu Nedir? / Kokie yra švietimo metodai

Bir kişinin bilgi, beceri ve değerleri kazanması için yapılan etkinliklerin tümüdür. / Veiklų, siekiant didinti žmonių žinias, lavinti jų gebėjimus ir skiepyti vertybes, visuma

During the workshop, a brainstorming session was held with the participants on the selection of methods for teaching the use of Digital Municipality Services. The Education Model, which has been examined under different headings, has been largely completed for Melikgazi Municipality.

In the study, which started as Let's Decide Together, the answers given to the questions were listed as follows;

« Dijital hizmetlerin kullanımını öretecek eğitim yöntemlerinin tartışılması
Švietimo būdų dėl naudojimosi elektroniemis paslaugomis aptarimas»

Birlikte Karar Verelim / Nuspręskime kartu

Model?;
- Teknoloji Destekli Eğitim Modeli
- Kişiselleştirilmiş Eğitim Modeli
- Yaşam Boyu Eğitim Modeli
- .....
- .....

Yöntem?;
- Animasyon destekli içerik anlatımı
- Süreç Sihirbazı
- Yapay Zeka Tabanlı işlem yürütme
- Sesli yardım
- Yüz yüze eğitim
- .....
- .....

Yardımcı Materyal?;
- Kiosklar
- El broşürleri
- Eğitim kitapçıkları
- Dijital kitapçıklar.
- ....
- ....

İçerik Oluşturucular?;
- Öğretmenler
- Mühendisler
- Yazılımcılar
- ....
- .....

Modelis?
- Technologinės pagalbos švietimo modelis
- Suasmeninto švietimo modelis
- Viso gyvenimo mokymo modelis
- .....
- .....

Būdas?
- Paaiškinimas animuotais piešiniais
- Proceso vedlys
- DI grįstas operacijų vykdymas
- Pagalba balsu
- Akis į akį mokymai
- .....

Pagalbinė medžiaga?
- Kioskai
- Skrajutės
- Mokomosios knygelės
- Elektroninės knygelės
- .....
- ...
- ...

Turinio platintojai?
- Mokytojai
- inžinieriai
- Programinés įrangos kūrėjai
- .....
- .....
- .....

MODEL SELECTION: In the model to be implemented by Melikgazi Municipality, "Face to Face Education Model and Technology Supported Education Model" came to the fore, as in Druskininkai Municipality.

It was agreed that the trainings could be more successful with different models.

METHOD SELECTION: In the brainstorming session about the environment in which the training model to be produced should be presented to the users, all participants stated that the method used for Druskininkai Municipality could also be used for Melikgazi Municipality.

The methods that can be used at this point are expressed as follows; Using animation-supported content narration, Process Wizard, Face-to-Face Training. It was planned to use elderly centers, elderly people's own homes (if needed), and second spring homes for training. It was agreed that it would be more effective if the trainings were delivered to the elderly by volunteers.

The necessity of creating special areas for the elderly in providing technology-supported training, which is among the methods, was discussed. It was agreed that voice assistance systems could also be used.

It was discussed that an "Accessibility" option could be added to the municipality's website so that the elderly can use the systems more easily.

AUXILIARY MATERIAL SELECTION: Ideas were put forward about the use of VR devices, Tablet computers, Kiosk Devices and Training Booklets in providing training.

CONTENT CREATORS: It was stated that a team should be established to create the content of the trainings. In this context, it was stated that the team that will create the training content should include software and hardware engineers, technical experts, educators and most importantly, elderly people.

As a result of the work carried out with the project, Druskininkai Municipality and Melikgazi Municipality employees created the Melikgazi Municipality Digital Education Model Proposal. Information about the outline of the model and its application methods is given below;

MELİKGAZİ DIGITAL SERVICES TRAINING MODEL

-------------- **TEACHING OBJECTIVE OF THE MODEL:**
To provide "active use of digital services" training to elderly individuals for the use of digital services offered by druskininkai municipality. In this way, to ensure that the elderly use digital municipality services more actively.

-------------- **TARGET GROUP:**
Individuals over 55 years of age

-------------- **GAINS:**
1. Uses technological devices more effectively.
2. Uses digital services more actively.
3. Learns to use digital payment methods.
4. The sense of trust in digital systems increases.
5. Gains individual freedom of action in the use of technological devices and software.
6. The ability to produce quick solutions to the problems encountered in the use of technology increases.
7. Learns how to protect yourself from dangers in transactions made on the internet.
8. Becomes aware of not being exposed to fraud on the internet.
9. Knows the content of municipal services.
10. It contributes to the development and dissemination of digital municipality services.
11. Adaptation to technological innovations accelerates.
12. Digital literacy increases.
13. E-governance and citizenship awareness increases (enables more active participation in local and national government processes through digital platforms)
14. Knows the content of municipal services

-------------- **ANNOUNCEMENT METHODS OF TRAININGS:**
1. Supporting young people to teach their own families
2. Making announcements in places such as mosques and hospitals
3. Making announcements via text messages.
4. Placing local newspaper advertisements.
5. Making announcements via local tv channels.
6. Using the municipal announcement system.
7. To make announcements through mosque sermons.
8. To make announcements with associations and foundations.
9. Making announcements via whatsapp.
10. Making an announcement with an influencer
11. Making announcements via screens in public transportation.
12. Ensuring effective use of social media tools
13. Use of brochures and promotional texts
14. Using billboards and similar billboards in the city
15. Municipality employees inform citizens who come to the municipality
16. Use of digital displays.
17. Hanging posters on billboards used in municipal facilities
18. Melikgazi municipality official website
19. Using the qr code application
20. Using animation-based videos
21. Use of voice assistance systems.
22. Announcement through neighborhood headmen

-------------- **APPLICATION METHODS OF TRAININGS:**
1. Providing face to face training
2. Providing education to the elderly in the home environment.
3. Providing training via tablet to the elderly who come to the municipality
4. Providing training using the "process wizard" on the municipality's website.
5. Providing one-on-one training by visiting elderly care centers and the requested elderly people's homes.
6. Providing training on main topics in the form of articles or columns in newspapers.
7. Providing training using vr devices.
8. Providing training using animation-supported content.
9. Providing distance education by phone.
10. Providing training using online training platforms.
11. Support through the municipality call center

-------------- **AUXILIARY MATERIALS TO BE USED FOR TRAININGS:**
1. Tablets and phones

2. Kiosk displays
3. Vr devices
4. Training booklets
5. Digital books
6. Training videos (preparation of visual and audio training videos)
7. Preparation of audio guides for the visually impaired
-------------- EDUCATIONAL CONTENT CREATORS / SUPPORTERS:
1. Software engineers working in municipalities
2. Adult education experts
3. Geriatric specialists
4. Teachers
5. Psychologists: (they contribute to the appropriate design of content by understanding the learning processes and motivations of older individuals.)
6. Communication experts
7. Graphic designers (they create visually appealing and understandable materials.)
8. Social workers
9. Volunteers and young people
10. Technology companies
11. Legal consultants (they create informative content on digital rights and privacy issues)
-------------- ASSESMENT AND EVALUATION:
1. Using digital demo systems at the end of the training
2. Using multiple choice and small number of questions containing educational content
3. End-of-training surveys (conducting surveys to collect participants' feedback about the training.)
4. User experience reviews
5. Participants complete certain digital tasks and are evaluated based on these tasks..

JOINT EDUCATION MODEL

« Ortak Eğitim Modeli Nasıl Olmalı? / Kokie galetu buti bendri svietimo modeliai?»

With the DigiEdu Project, two education models were created for the elderly with the participation of two municipality employees working in two different countries. All the topics needed for the training model were expressed and the participants contributed to the process by expressing their opinions on each topic. With the training model obtained through the workshops held in Melikgazi District, the model structures that the project will create for two municipalities have been completed. The "Joint Education Model" issue, which will be another outcome of the project, was discussed with the participants in the last workshop. It has been discussed how effective cultural values are in the education of the elderly. As a result, it was agreed that digitalization and cultural values are not a strict criterion in creating digital services and changing the educational content of these services. It has been stated that cultural values may be effective in announcing training, but they will not have much impact on training models. As a result, employees of both municipalities stated that it would be appropriate to use the models developed in the two municipalities simultaneously for a "joint education model" that is free from cultural values. In the last case, it was concluded that the "Joint Education Model" would be created by using any of the Education Models of Melikgazi Municipality and Druskininkai Municipality.

The project activities were completed with the last workshop. The project ended with the "Certificate of Participation Presentation Ceremony".