The Impact of COVID-19 Pandemic on educational electronic services in Bulgaria

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Abstract: This paper represents the results of a national representative survey related to the users of educational electronic services during the ongoing COVID-19 pandemic. Its main objectives are: 1) Registration of the penetration of the educational electronic services and profiling of the users of the services (by groups); 2) Establishing the degree of use and satisfaction with the specific services; 3) Reasons for not using e-services. These goals were accomplished by conducting: (a) a survey among educational electronic services users, including demographic questions; (b) a survey among non-users of educational electronic services, including demographic questions. The main questionnaire is about the frequency of use of the various educational e-services. As there are many services the most frequently searched and used e-services were selected, such as the following: online courses, assessments, exams; information about schools - enrolment, classes, grades; information about universities - enrolment, payment of fees, classes, grades. Based on the literature review, the following hypotheses were tested: 1. Attitudes towards the use of different groups of educational e-services will depend on the positive information about their quality and the awareness of their usefulness. 2. The younger part of the population, that is more educated and lives in the capital or other big cities will use the e-services more. 3. Given the current Covid-19 pandemic, the use of e-learning services will be much higher than other e-services. 4. The level of satisfaction will depend on the quality of the e-services provided (from simple information about the service to a fully automated service).

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