



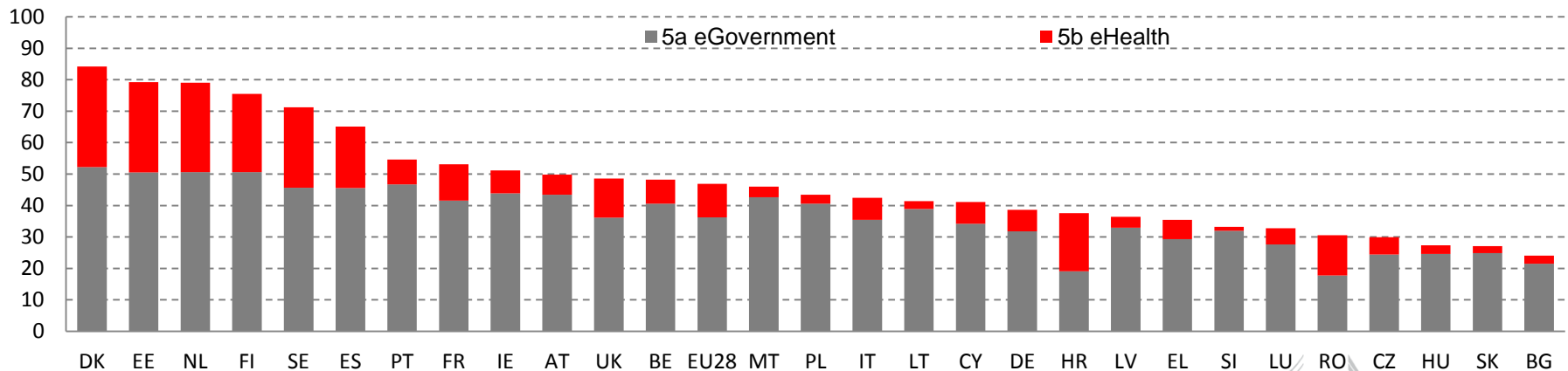
# eGovernment

**As for Digital Public Services, the highest score was registered by Denmark followed by Estonia and the Netherlands. Bulgaria, Slovak Republic and Hungary had the weakest performance in this indicator.**

Digital Public Services measures the digitisation of public services, and focuses in particular on eGovernment and eHealth. The eGovernment sub-dimension is made of four indicators: the percentage of Internet users that have sent completed forms to public administration through the Internet (eGovernment Users indicator); the level of sophistication of a country's eGovernment services (Pre-filled Forms indicator, which measures the extent to which data that is already known to the public administration is pre-filled in the forms that are presented to the user); the level of completeness of a country's eGovernment offer (Online Service Completion indicator, which measures the extent to which the various steps in an interaction with the public administration can be performed completely online), and the government commitment to open data (Open Data indicator). The eHealth sub-dimension focuses on use of e-health technology by general practitioners, in particular whether they exchange medical data electronically with other health professionals (Medical Data Exchange indicator) and whether they electronically transfer prescriptions to pharmacists (ePrescription indicator).

	EU DESI 2015 Value
<b>5a1 eGovernment Users</b> % individuals who used Internet in the last year (aged 16-74)	33% (2014)
<b>5a2 Pre-filled Forms</b> Score (0 to 100)	45 (2014)
<b>5a3 Online Service Completion</b> Score (0 to 100)	75 (2014)
<b>5a4 Open Data</b> Score (0 to 700)	380 (2014)
<b>5b1 Medical Data Exchange</b> % General Practitioners	36% (2013)
<b>5b2 ePrescription</b> % General Practitioners	27% (2013)

**Digital Economy and Society Index (DESI), Component 5 - Digital Public Services, by aggregate scores, 2015**



Source: European Commission, Digital Agenda Scoreboard

# eGovernment use targets have been partly achieved

In 2014 eGovernment services were used by 47% of the EU population (up to 41% in 2013, the DAE target will likely be achieved next year). In 2014 interactive eGovernment services have been used by 26% of the EU28 population, up from 21% in 2013. Currently the EU target on interactive use has been met by the EU28 average and by 14 out of 28 countries, namely DK, NL, FI, SE, IE, FR, BE, LU, UK, EE, LT, AT, ES, PT (with EL and HU also close to it) and only 4 countries have seen usage decreasing or stagnating in 2014 (although DK NL are close to saturation). In four countries (RO, BG, IT and CZ) less than a ninth of the population submit completed forms online, with generally little progress in term of catching-up (except for CZ).

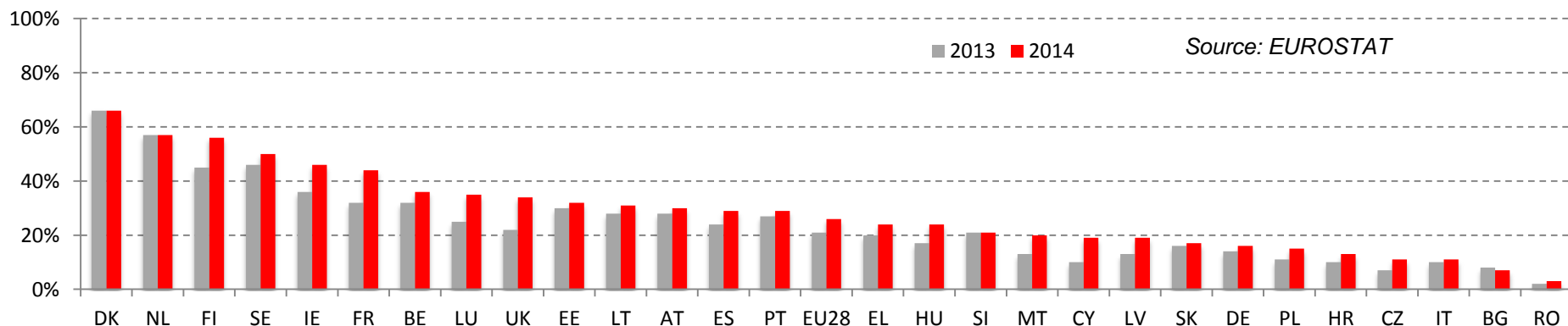
## Our targets

- One half of the population using eGovernment services by 2015
- One quarter of the population submitting completed forms to public authorities through the internet by 2015

## Current performance

- **47% eGovernment use in 2014**
- **26% interactive eGovernment use in 2014 (target achieved)**

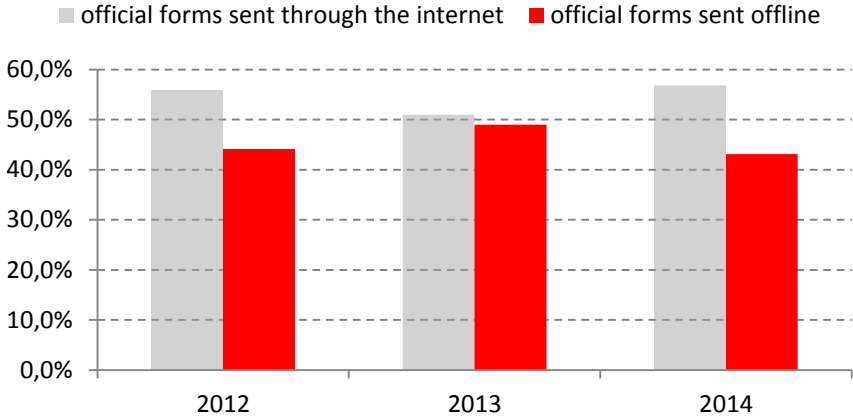
## Citizens submitting filled forms by the internet in the last 12 months



# The majority of Internet-savvy citizens uses the Internet to send completed forms to public administrations. The main reason for non-use is a lack of trust

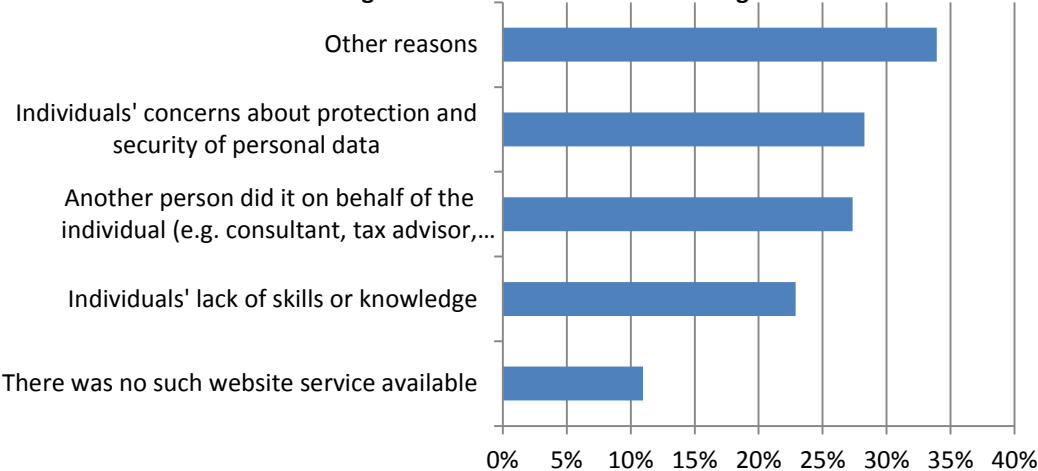
Interaction with public administrations is happening more and more often through the internet: in 2014, among Internet users who needed to submit official forms to public authorities, 57%\* did so via Internet, up from 51% in the previous year (and 56% in 2012)

Citizens (internet users in the last 12 months) needing to send official forms to public authorities



Source: EUROSTAT

Reasons for not using the online channel for submitting official forms



Source: EUROSTAT

Apart from generic other reasons, lack of trust seems to be the main source of non-use since it accounts as a cause (although not the only one) of non-use of online public services in 28% of cases. The other main factor is the use of intermediaries (27% of cases), that sometimes can be used for convenience and sometimes for lack of skills. Lack of skills which is the third main cause of non-use (not considering some of previous cases) with 23% of reasons of non-use. Lack of supply/awareness still accounts for 11% of cases of non-use. The Commission, via the ISA programme, has taken up actions to help Member States strengthen interoperability between public services.

\*The EU28 aggregate does not include IT for which no data on need to submit forms was available

# The measurement of eGovernment supply, some methodological notes

The supply side of eGovernment is measured through a user journey approach. This is undertaken by researchers acting as mystery shoppers, that is, by posing as ordinary users of eGovernment services. The mystery shoppers simulate an event in the life of the citizen/entrepreneur requiring administrative action from the government (e.g. a marriage) and then go through public authorities websites in order to fulfil the related administrative requirements through the online channel when possible.

Seven of these life events are analysed in the course of two years (with data for two complete measurements in 2012-2013 and 2013-2014) in different government domains:

- losing/finding a job
- enrolling to university
- moving
- starting a small claim procedure
- buying/owning a car
- starting a business
- regular business operations

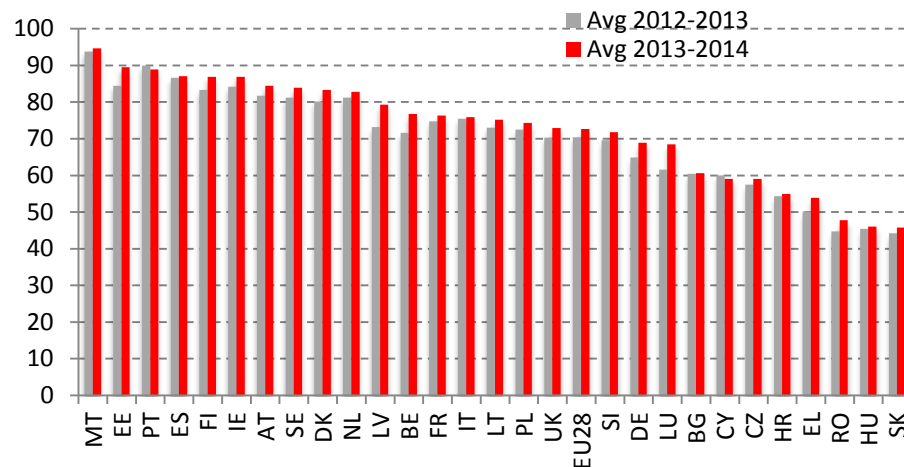
Different aspects of service provision are examined in this new methodology, but the two examined here are the following : User-centric eGovernment and Transparent eGovernment. The User-Centric eGovernment indicator measures the availability of eGovernment services, their connectedness and their user-friendliness. The Transparent eGovernment indicator measures the online transparency of governments on the different aspects of online service delivery, treatment of citizens' personal data and activities of the public administrations. Both indicators range from 0 (complete absence of required features) to 100 (all features included).

The source for the eGovernment supply data is the eGovernment Benchmark Report (see <https://ec.europa.eu/digital-agenda/news-redirect/16475>)

# On the supply side signs there is some small progress but important steps still need to be taken to improve transparency and win citizens' trust

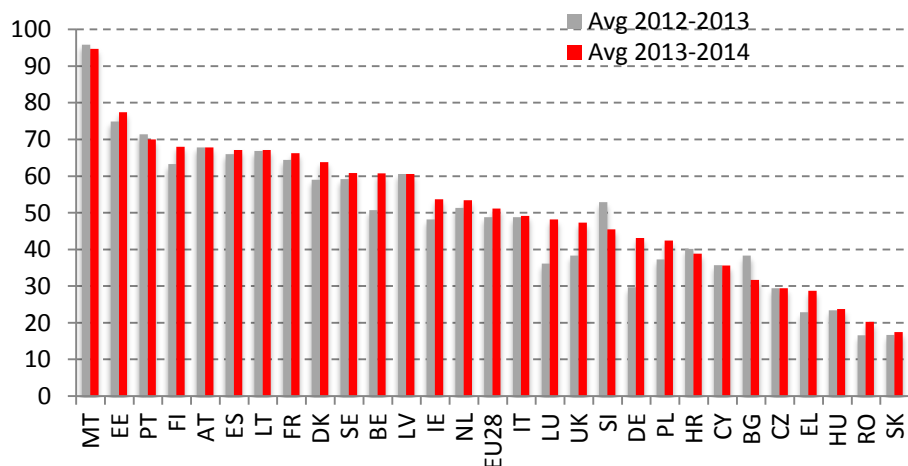
The results for EU28 show that for many countries the provision of user-friendly services is already a reality in most government domains, although on average there is still distance from the digital by default approach (a score of 100). Some countries still score 50 or less, displaying a rather analogue approach to public service delivery (SK, HU, RO, EL). There has been a narrow improvement with respect to the previous year, with very limited catching-up by the laggards.

User-Centric government (2012-2013 and 2013-2014)



Source: eGovernment Benchmark Report

Transparent government in the EU (2012-2013 and 2013-2014)



Source: eGovernment Benchmark Report

Transparency is an important element for increasing the take-up of online public services, since it helps building trust of citizens in public administrations.

Although transparency has improved with respect to the previous year, progress has been small and some countries have even taken backward steps.