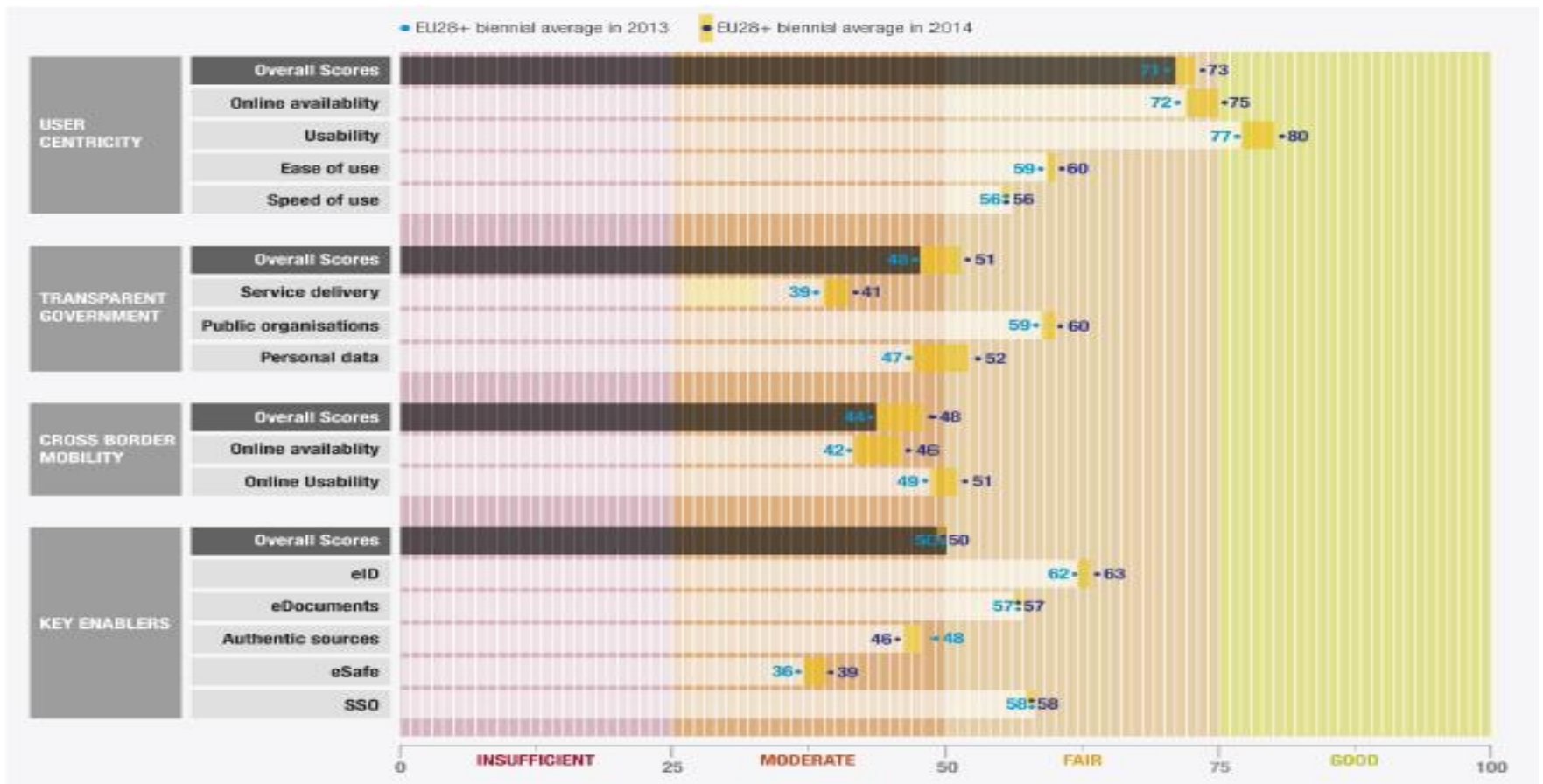




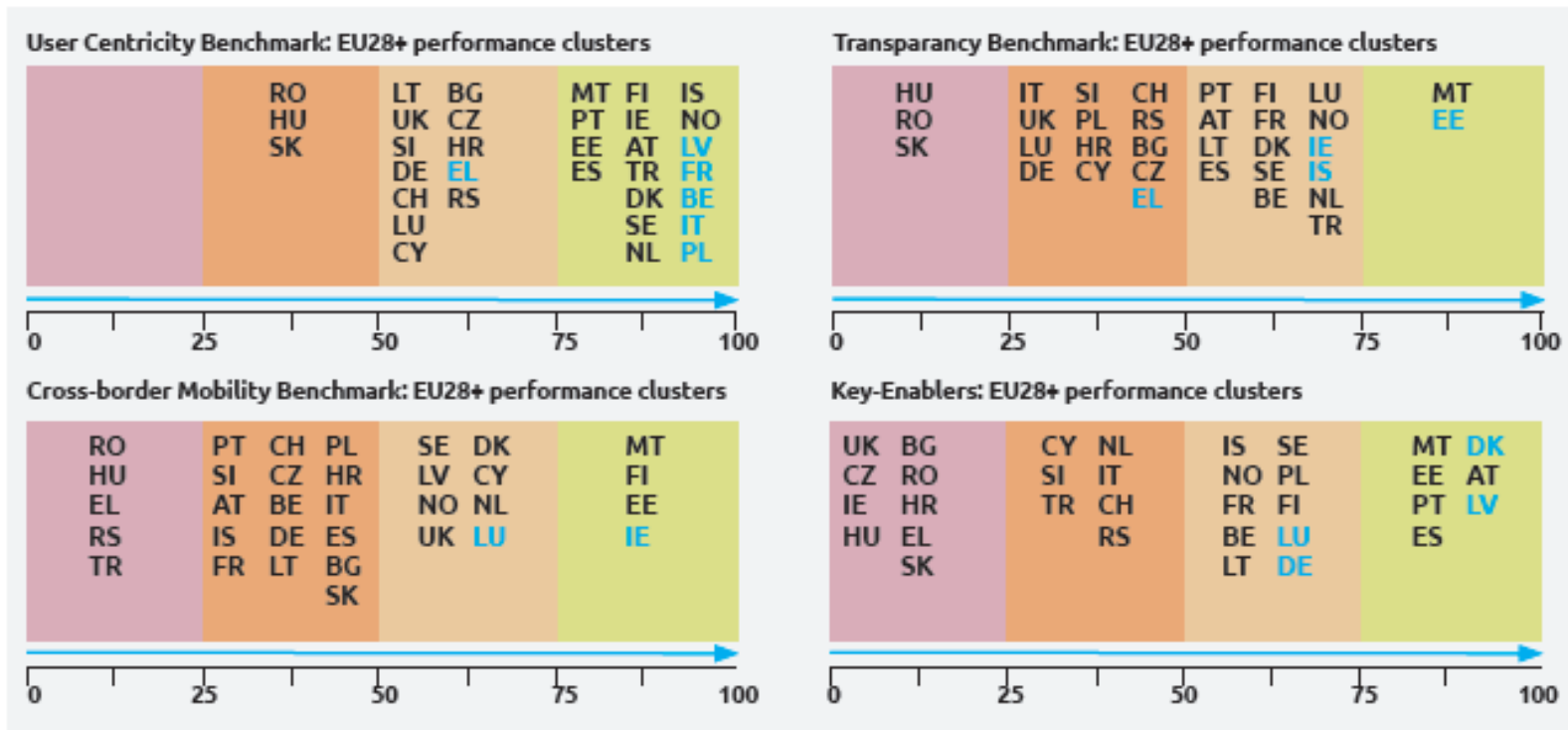
12th eGovernment Benchmark Report – main insights

**Gianluca Papa – DG CNECT
European Commission**

Top-level benchmarks



Country performance clusters





Are government services prepared for the digital age?

ON THE POSITIVE SIDE: More services available online for

HOWEVER: use and user experience remain insufficient

Starting entrepreneurs



+ 7% points

Unemployed & jobseekers



+ 4% points

Students



+ 9% points



47% citizens interact with public authorities online



Ease and speed of use remain unchanged for two years - at average rating of **6.3**

only **26%** fill in online forms



3 challenges for government services to match rising customer expectations



1 Mobile-friendly



Only **1 in 4** public services in Europe **(27%)** is 'mobile-friendly', creating a smooth experience when visiting public websites on your mobile device.

UK leads the way: 'for government services, the mobile web is a winner, both from a **user** and a **cost** perspective'.



2 out of 5 websites (41%)

are transparent about service process, duration and response times, thereby causing people to drop offline.



2 Open & transparent

only **1 in 3** websites **(35%)**



inform visitors about their ability to participate in policy making processes.

3 Personalised & simplified

Proactive information provided about personal data held by the governments **(in 33 countries):**



Once-only registration simplifies registration and customises services for multiple use by public authorities - however:



In only **4%** of cases, services are proactively delivered to the user.

Mobile friendliness of online public services

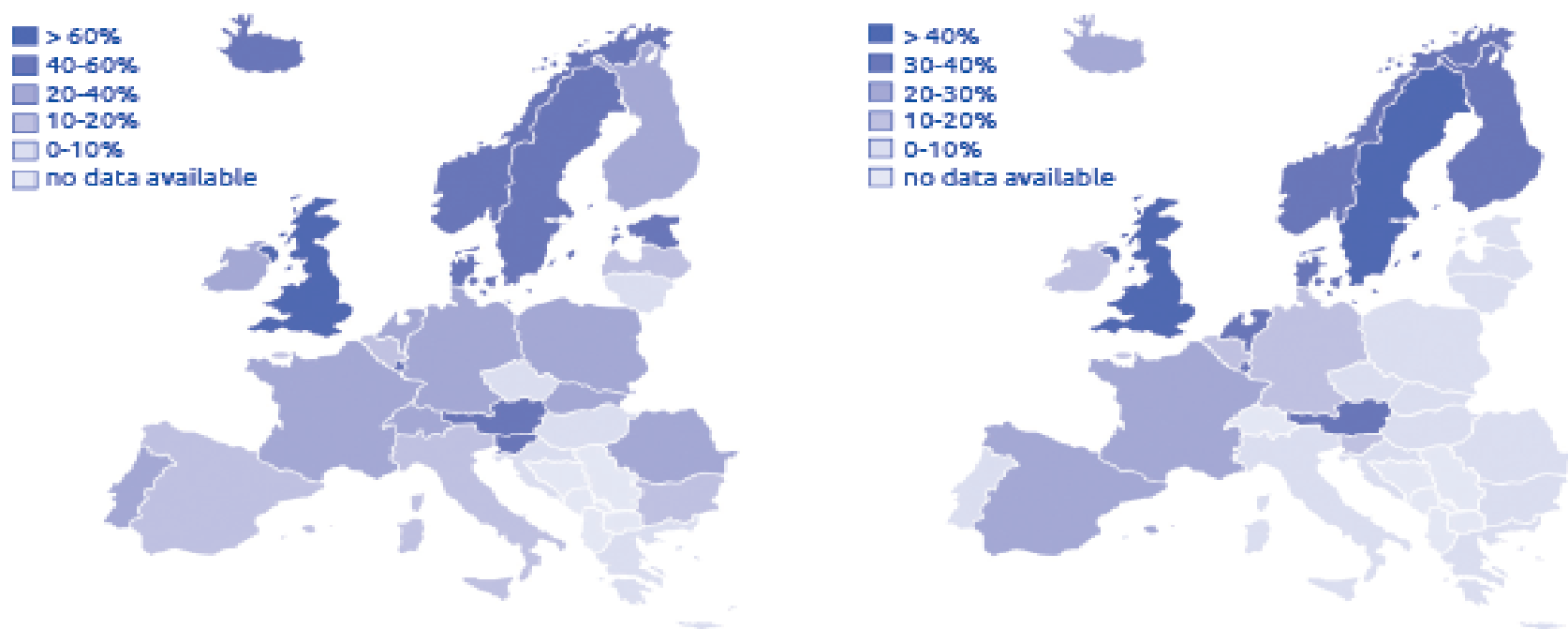
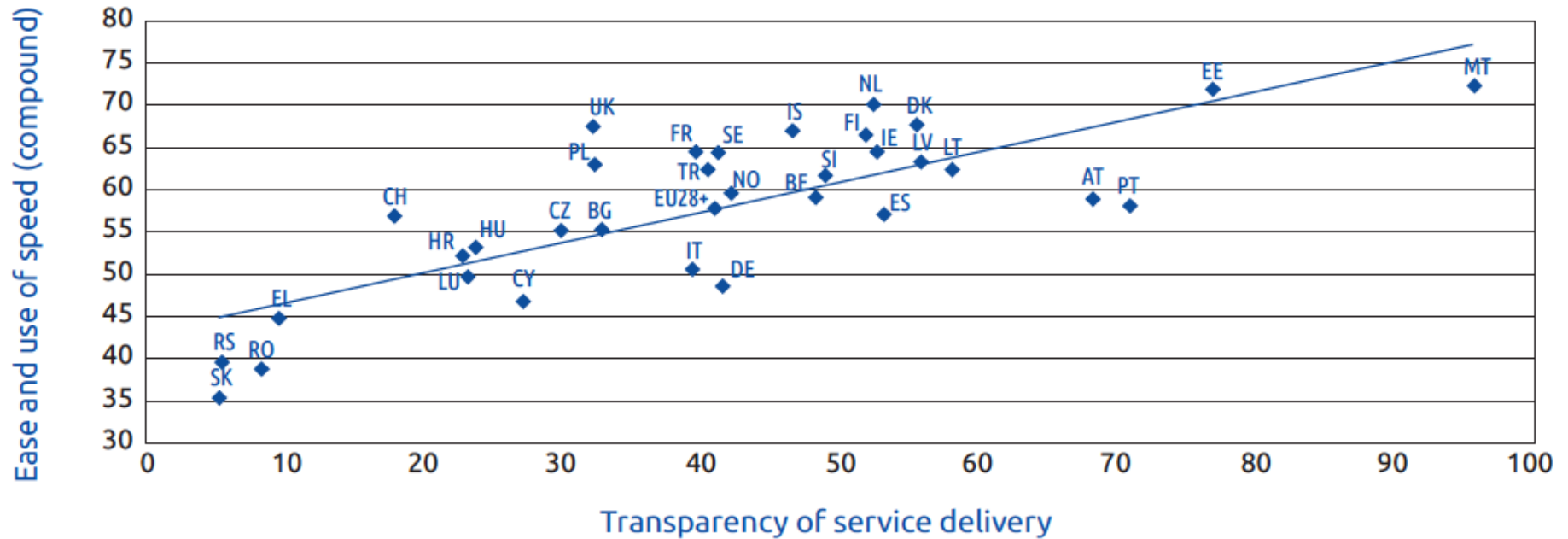
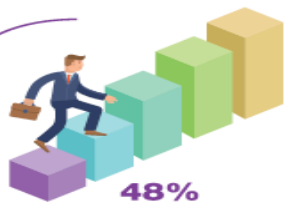


Figure 7: Mobile friendliness of public sector websites (left) and individuals accessing the internet through mobiles (right)

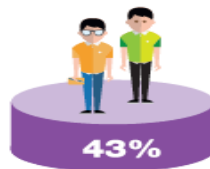
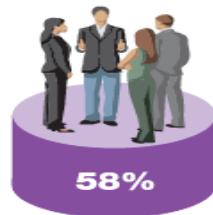
Transparency improves the user journey



Are European public services helping realise the DSM?



Cross-border mobility benchmark is at **48% not even half way**. **Businesses** are slightly better off.



Where does **Europe** stand at the moment 



Electronic Barriers prevent seamless service experience for **foreign users**.

An illustration. Starting up a **business** in another **EU country** involves:



Registering your company:

- fully online in 13 countries;
- just information online in 14 countries;
- in 6 countries the mystery shopper was even unable to find and understand information.



Obtaining tax identification number and/or VAT number:

- Fully online for foreign businesses in only 1/4 of countries.

Barriers that prevent seamless services across borders:



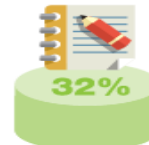
Language issues



Lack of information



Face-2-face visit required



Document translation required



eDocument required



Authentication not possible

Good practice: **cross-border company registration in Sweden**



As part of the eSENS large scale pilot and supporting eIDAS implementation, Sweden has developed an efficient technical solution for foreign entrepreneurs that want to register in Sweden. **It reduces burdens** for the entrepreneur and **saves costs** for the public authority that can process the application digitally.

Mandatory use of online public services

Best results when framework conditions are satisfied

Highest use of mandatory services for business start-up and university enrolment

Not surprising: enterprises have specialized staff and intermediaries and young, educated people are the most digitized

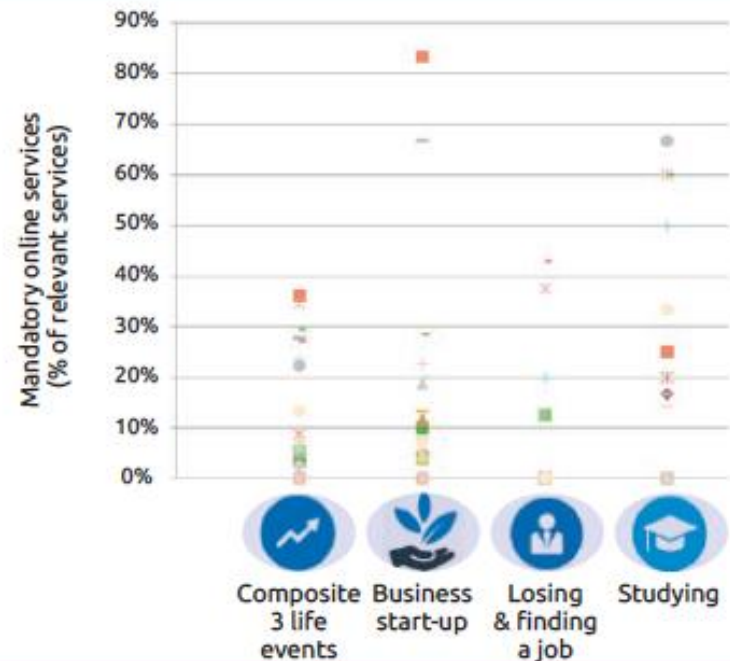


Figure 25: Number of mandatory online public services, in three life events, for EU28+.

An explorative bench-learning exercise

Three performance indicators:

Digitisation (advanced output)

Satisfaction (impact)

Penetration (impact)

Five eGovernment maturity clusters



Identifying peers

Context variables in three different categories:

eGovernment supply

eGovernment demand

Environment

Five different peer groups

Group	Countries							
Group 1	Latvia	Slovenia	Luxembourg	Iceland	Cyprus	Estonia	Lithuania	Malta
Group 2	Poland	Germany	Italy	France	United Kingdom	Spain		
Group 3	Netherlands	Belgium	Austria					
Group 4	Romania	Czech Republic	Greece	Hungary	Portugal	Bulgaria	Croatia	Slovakia
Group 5	Sweden	Ireland	Denmark	Finland	Norway			

Performance clustering of peers

	Neophytes	High Potential	Progressive	Builders	Mature
Group 1		LU	LV SI	CY EE MT LT	IS
Group 2		FR UK	DE IT PL	ES	
Group 3			AT	BE	NL
Group 4	HR RO SK	EL HU	BG CZ	PT	
Group 5		IE			DK FI NO SE