eGovernment Benchmark 2019

Empowering Europeans through trusted digital public services

FACTSHEETS

A study prepared for the European Commission
DG Communications Networks, Content & Technology by:

Capgemini sogeti Part of Capgemini IDC Analyze the Future POLITECNICO DI MILANO

Digital Single Market

This study was carried out for the European Commission by
Capgemini, IDC, Sogeti, and Politecnico di Milano

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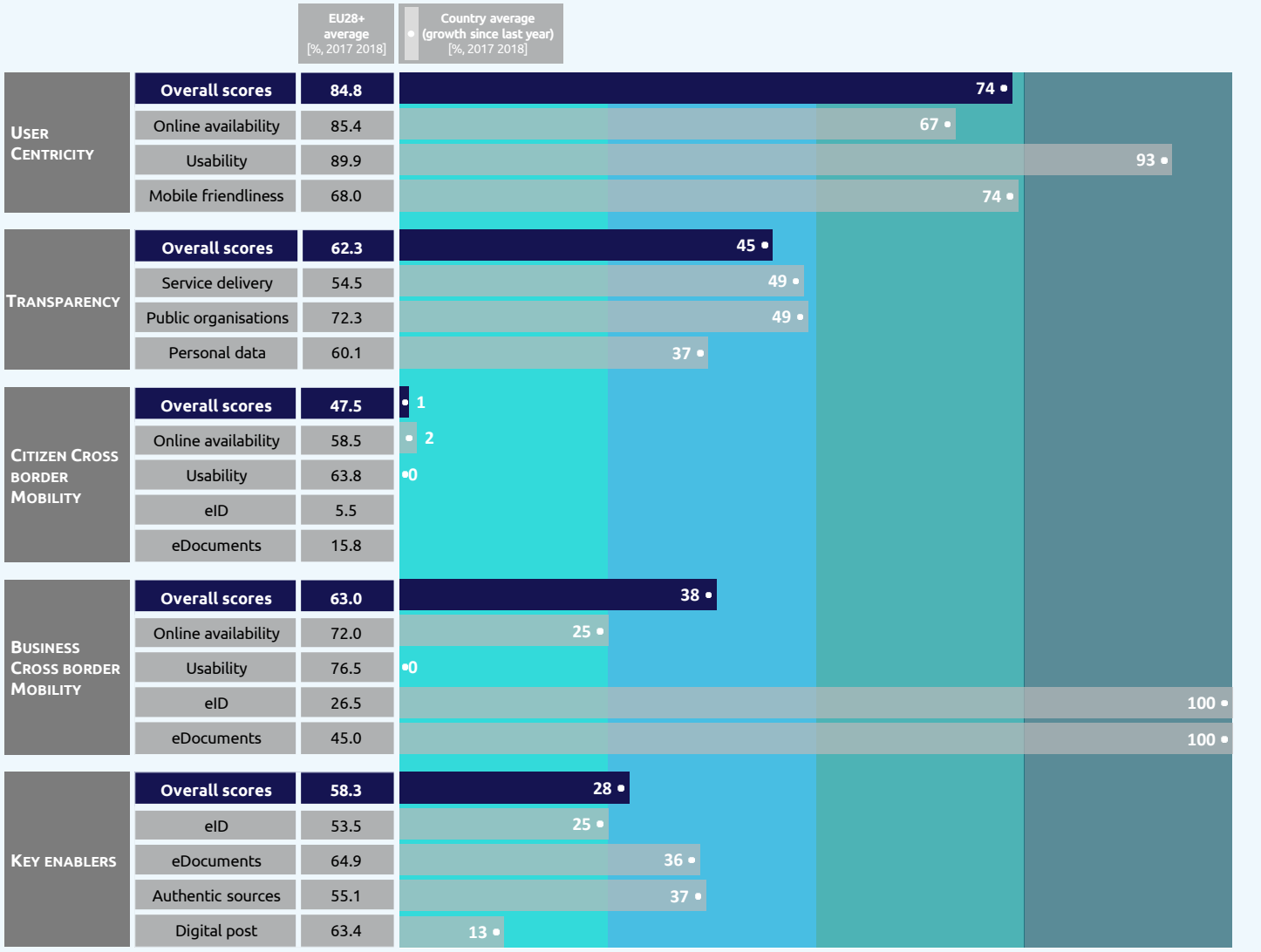
ALBANIA

eGOVERNMENT STATE OF PLAY 2019

eGovernment performance across policy priorities



How are services delivered?

The top-level benchmark ***User centricity*** indicates to what extent (information about) a service is provided online, how the online journey is supported and if public websites are mobile friendly.
Online availability: indicates if a service is online. Ranging from offline (0%), only information online (50%), fully online (100%).
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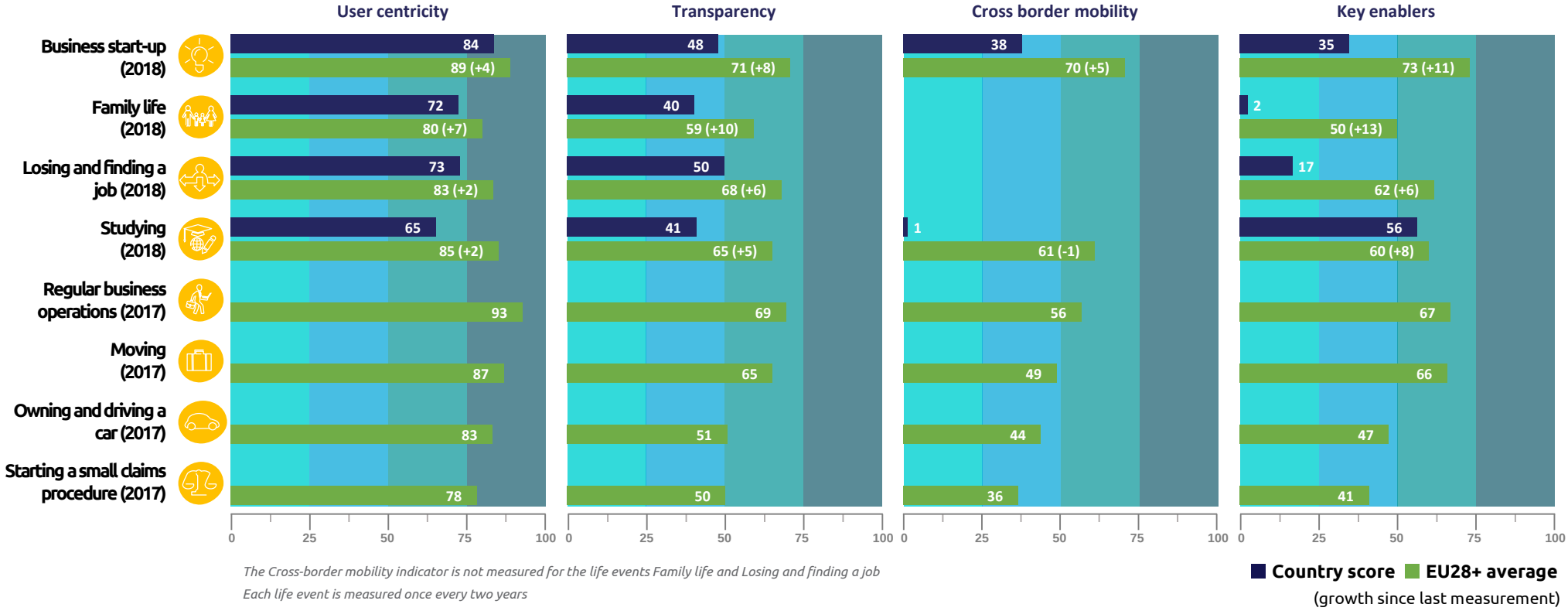
eGovernment performance of life events (domains)



The Cross-border mobility indicator is not measured for the life events Family life and Losing and finding a job

Each life event is measured once every two years

Life event descriptions

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This life event covers 33 services, both mandatory services as well as information needs, that allows an entrepreneur to start his business. It includes orientation, administrative and register requirements, and tax and insurance related matters. Early trading operations refers to activities concerning hiring employees and requesting an environmental permit.

Losing and finding a job (2018)

From immediate actions for unemployed applications for additional benefits and allowances, this life event captures vital elements when becoming unemployed. It also include various services concerning job search and participation in training programs, supporting people to find a job. A complete set of 22 services has been assessed.

Family life (2018)

Including services that are typical for young families, such as: marriage (or other partnerships), birth and related (financial) rights, renovating a house, and also looking forward to your financial situation at a later age.

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AUSTRIA

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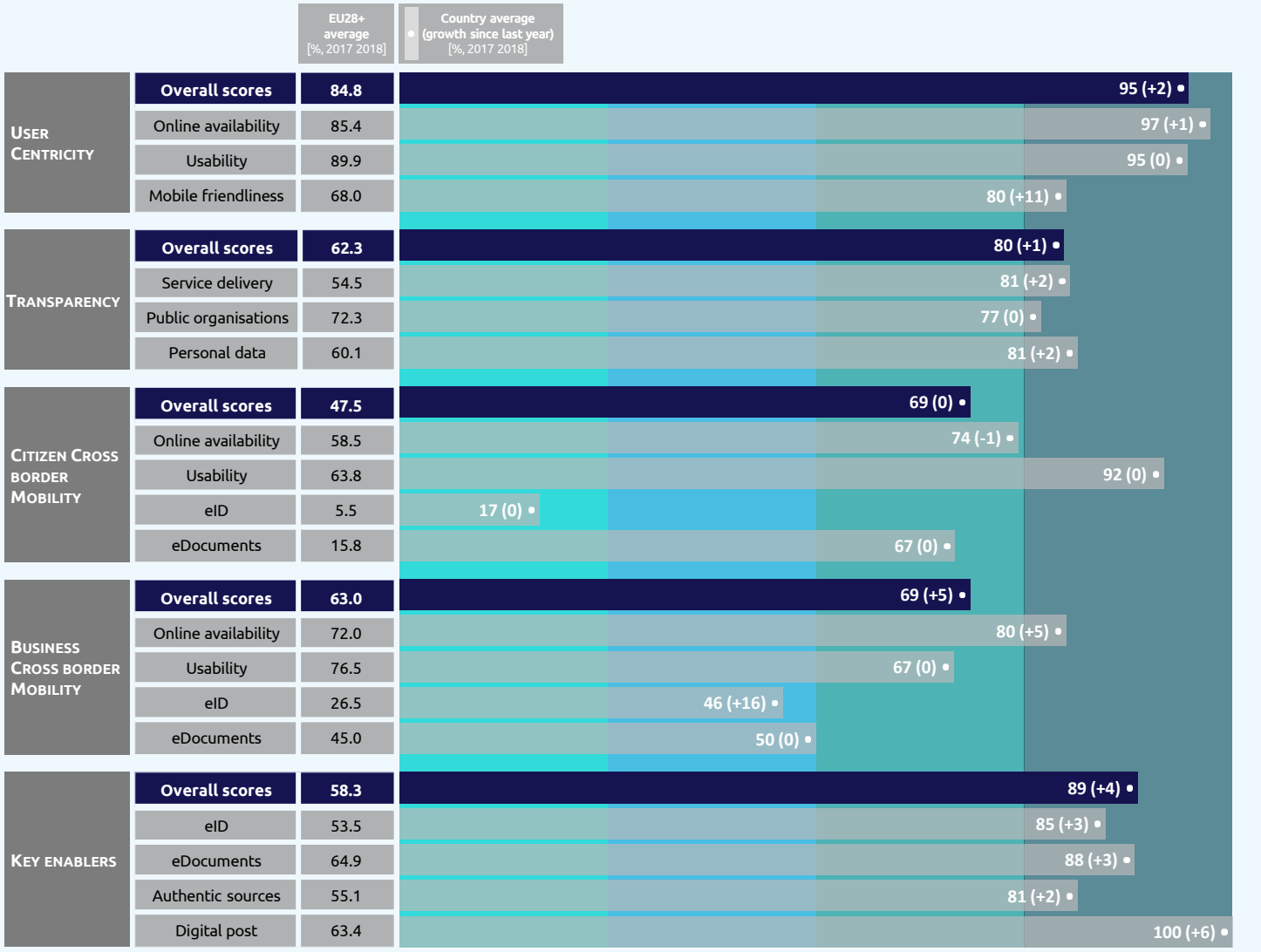

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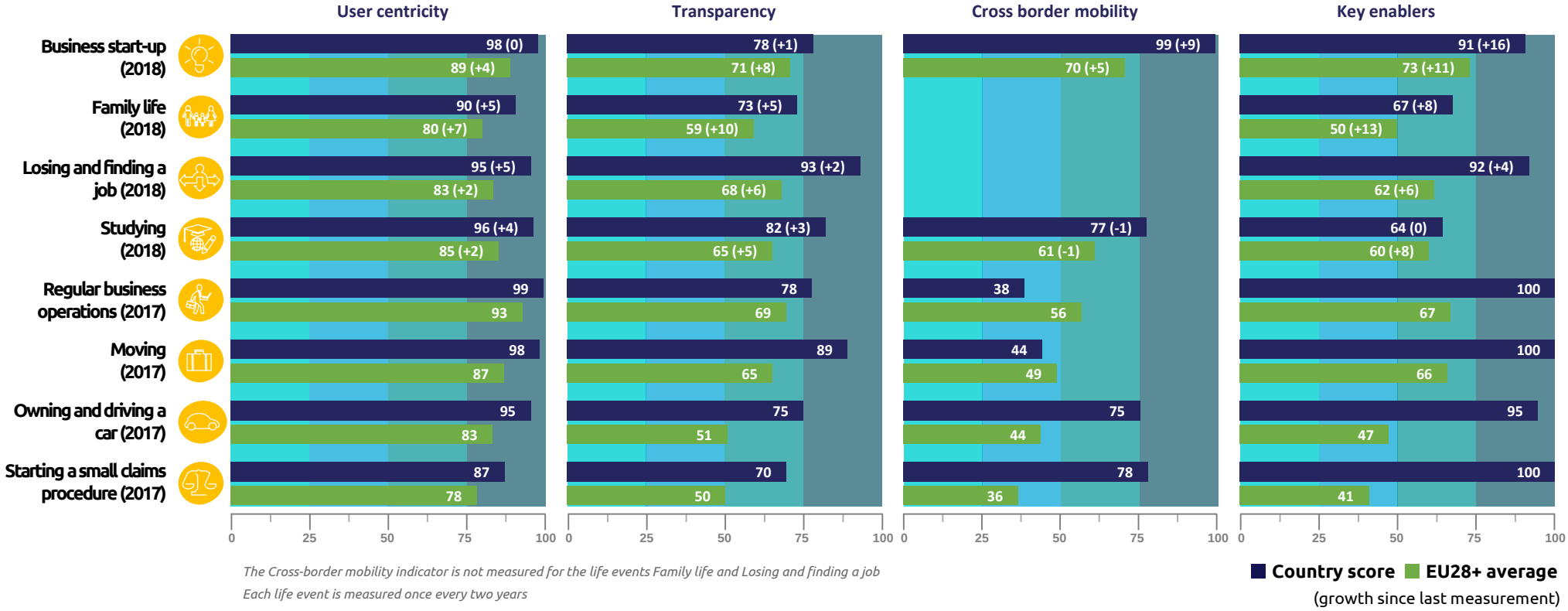

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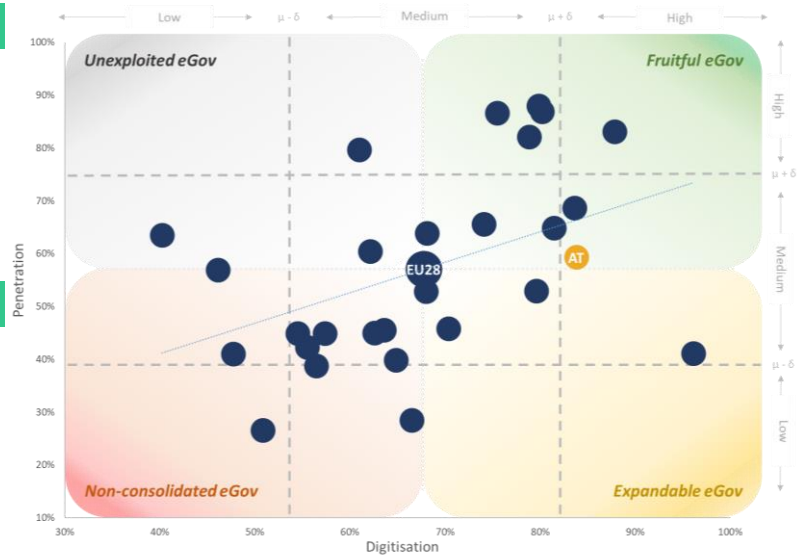
eGovernment Benchlearning analysis

Relative indicators

	User characteristics		Government characteristics		Digital context characteristics	
	Digital Skills	ICT usage	Quality	Openness	Connectivity	Digital in the private sector
EU28	49%	53%	70%	68%	60%	42%
AT	56%	51%	80%	71%	59%	38%

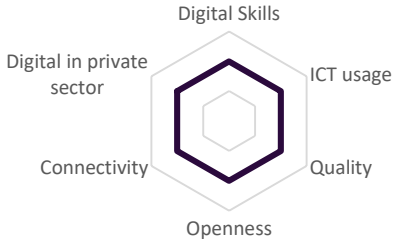


Performance

	Penetration	Digitisation
EU 28	57%	68%
AT	59%	84%

Austria is characterised by a high level of Digitisation and medium level Penetration. Austria is in the cluster of Fruitful eGov scenario, a scenario that includes the best-in-class countries, which perform at a Digitisation and Penetration level above average. In Penetration Austria's performances only slightly higher than the European average. Nonetheless, Digitisation is more than 16% higher than the European average.

Environment



Austria's relative indicators show a country with all the characteristics (User characteristics, Government characteristics and Digital context characteristics) in line with the European average. By looking more in detail at the numbers, the Quality and Digital skills indicators are above the European average.

Considerations

Penetration - Average

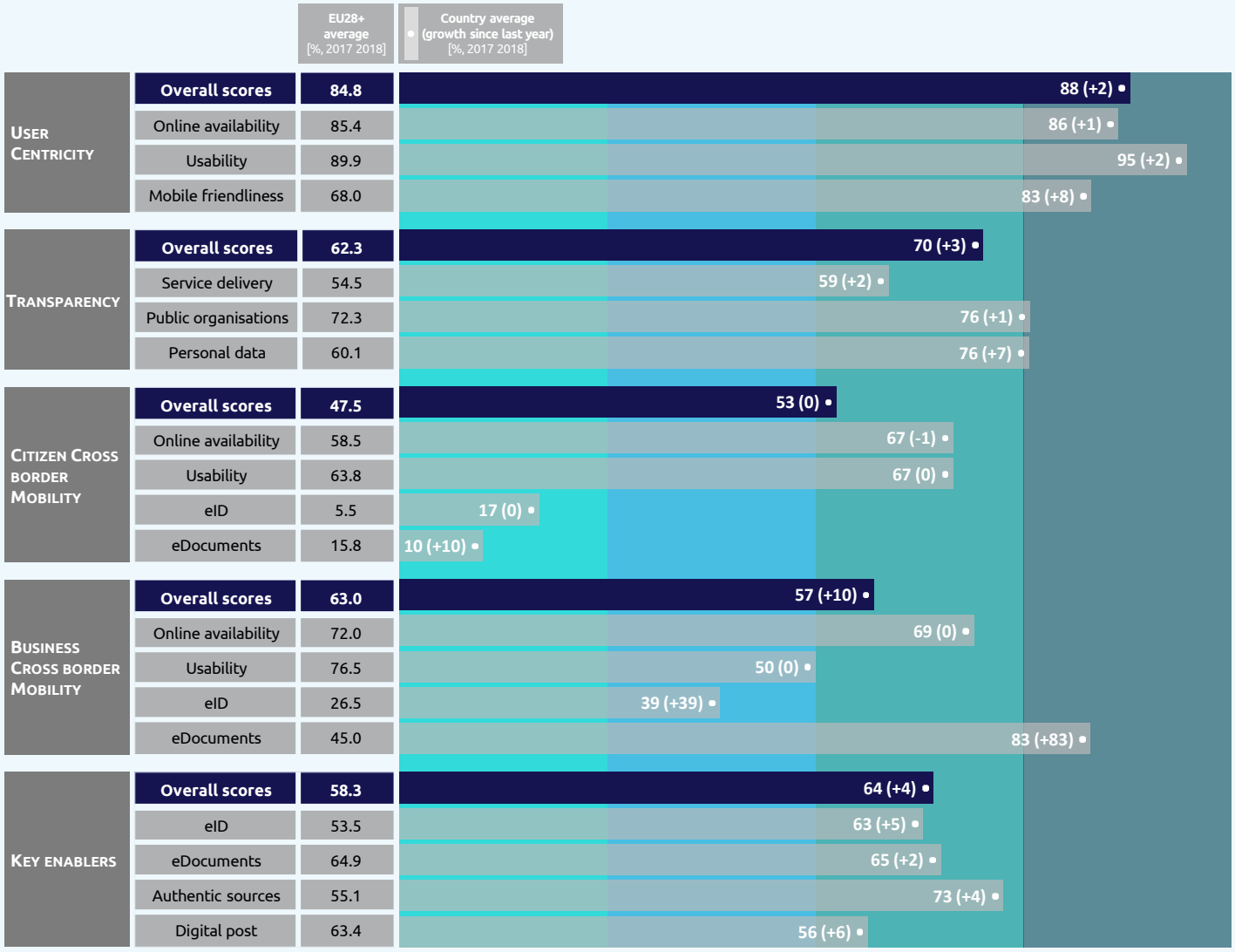
Digitisation - Outperforming

Matching Relative and Absolute indicators, Austria is Outperforming in Digitisation and slightly above Average in Penetration. Its Digitisation level is higher than the one of the European countries with similar environmental characteristics. Austria seems to have reached a satisfactory level of digitisation of its front- and the back-offices.
On the other side, Austria's performances in Penetration are in line with other countries with a similar environment.

BELGIUM

eGOVERNMENT STATE OF PLAY 2019

eGovernment performance across policy priorities



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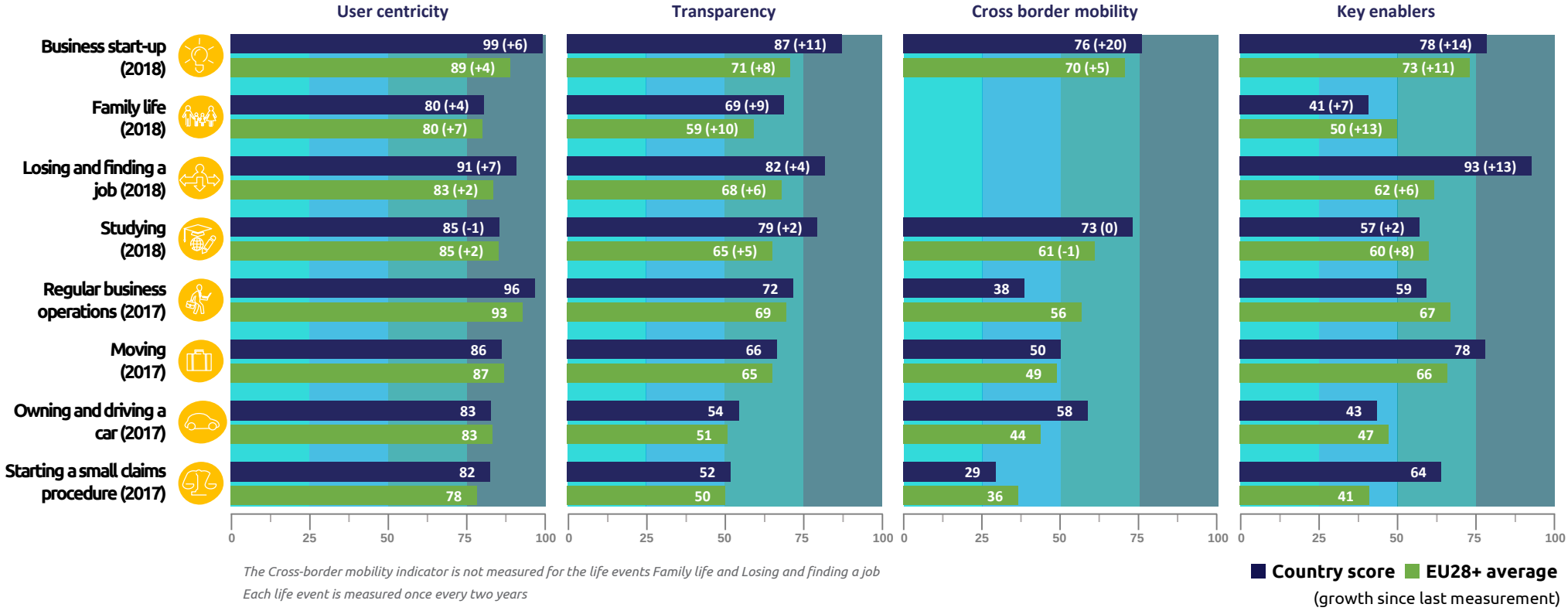

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eGovernment Benchlearning analysis

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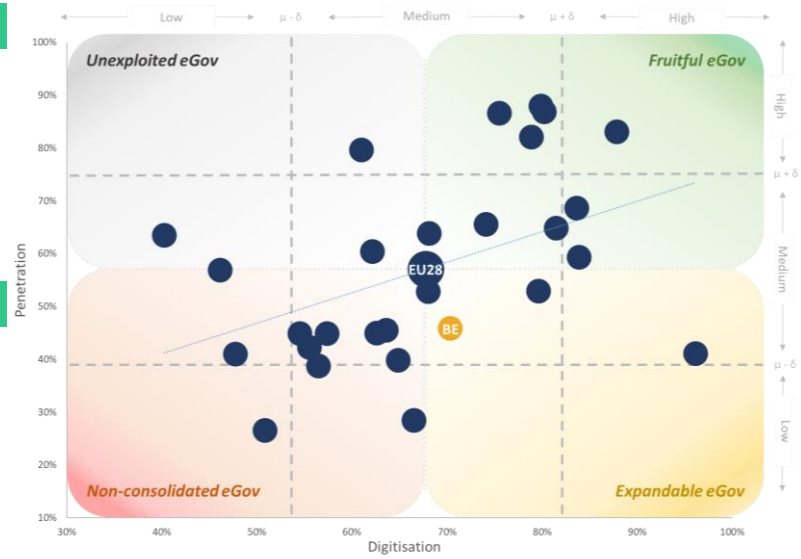
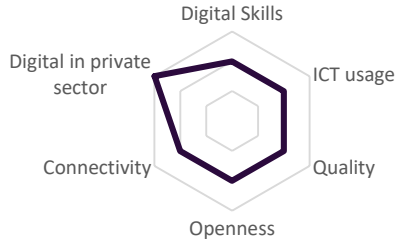


Performance

	Penetration	Digitisation
EU 28	57%	68%
BE	46%	70%

Belgium is characterised by a medium level of Digitisation and a medium-low level of Penetration. Belgium is part of the Expandable eGov scenario, a scenario where the innovation process has been carried out efficiently, but in order to realise its full eGovernment potential, expanding the number of online users is desirable.

Environment



Belgium's relative indicators show a country with User and Government characteristics in line with the European average, while Digital context characteristics show readiness for implementing eGovernment.
Regarding Users characteristics, both Digital skills and ICT usage are in line with the European average. Furthermore, citizens perceive Government characteristics positively. Quality of government actions and Openness are in line with the European average. Moreover, the deployment of broadband infrastructure and its quality (Connectivity) is in line with European average, while the development of Digital in private sector is higher than the European average.

Considerations

Penetration - Underperforming

Compared to countries with a similar environment, Belgium is Underperforming in terms of Penetration, reaching a medium-low level, which is lower than expected. This means that online services may become more broadly adopted. Countries can improve their Penetration level by raising citizen awareness about eGovernment services availability and expanding the number of online users.

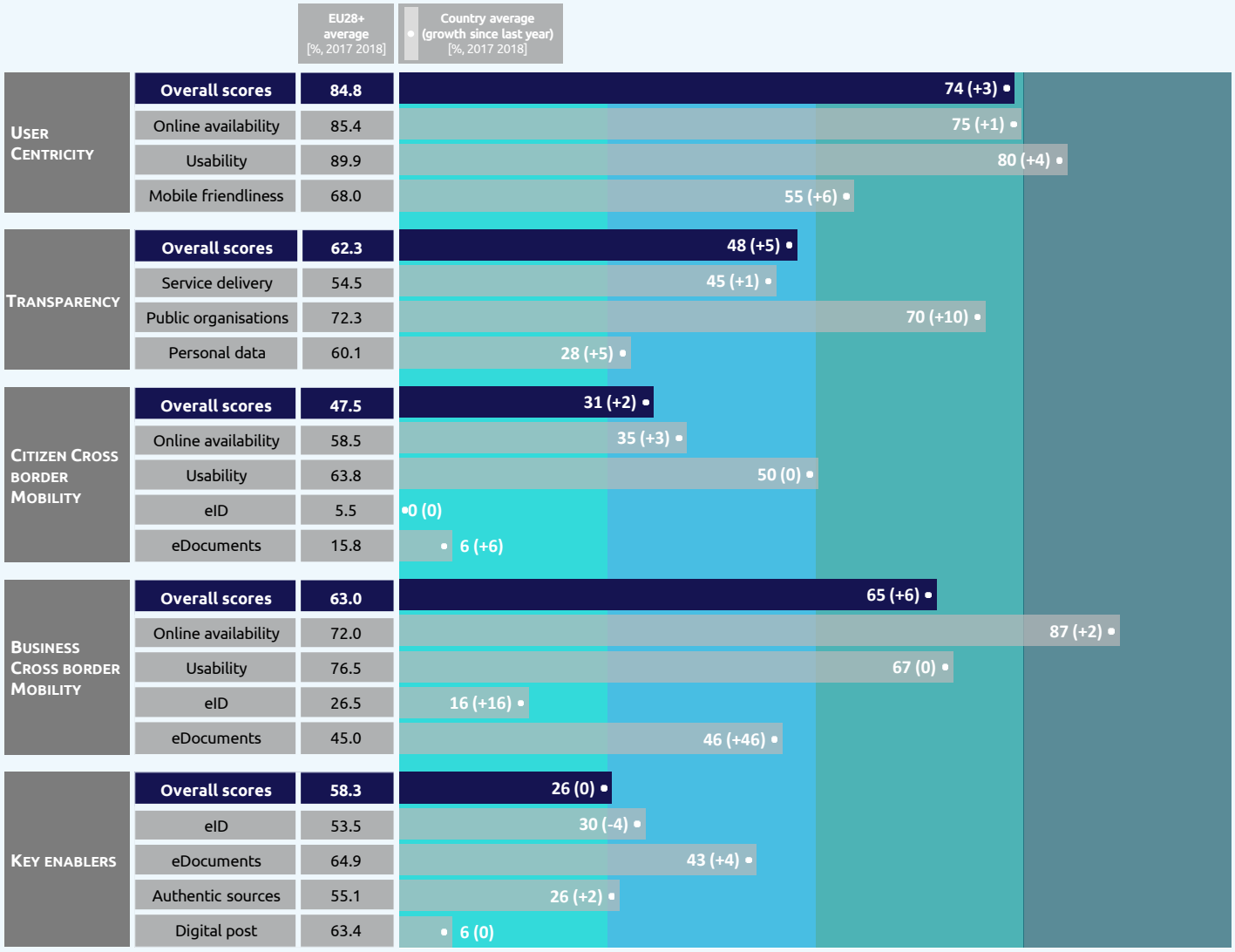
Digitisation - Average

Regarding Digitisation, Belgium reached a medium level, in line with the performance of countries with a similar context.

BULGARIA

eGOVERNMENT STATE OF PLAY 2019

eGovernment performance across policy priorities



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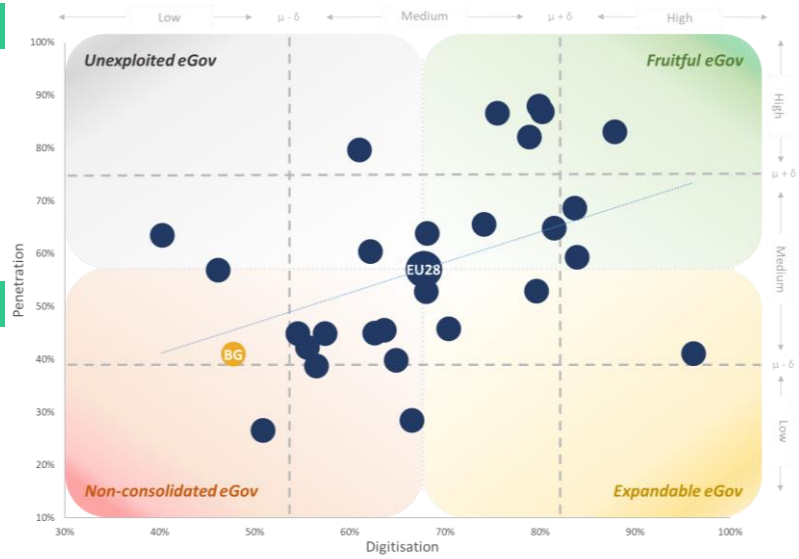
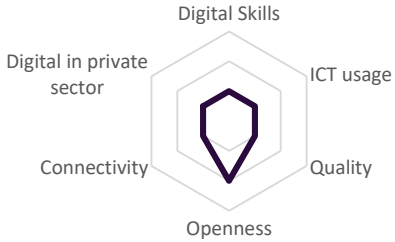


Performance

	Penetration	Digitisation
EU 28	57%	68%
BG	41%	48%

Bulgaria is characterised by a low level of Digitisation and a low level of Penetration, and it is included in the Non Consolidated eGov scenario, where countries are not fully exploiting ICT opportunities. In particular, Digitisation level is 20% lower than the European average.

Environment



Bulgaria seems to have an environment that could slow down eGovernment actions' effectiveness: looking at relative indicators, only Openness (of data and information) is almost in line with European average. All other characteristics (Digital skills, ICT usage, Quality, Connectivity and Digital in the private sector) are still low.

Considerations

Penetration - Average

Digitisation - Average

Bulgaria although can be considered an average country, its performance in Penetration and Digitisation compared with countries with similar relative indicators scores are Average. Despite a low absolute performance in Digitisation, that percentage is similar to the ones of other countries with comparable environmental characteristics. It means that the country reaches the expected level of back- and front-office digitisation and eGovernment services are widespread.

SWITZERLAND

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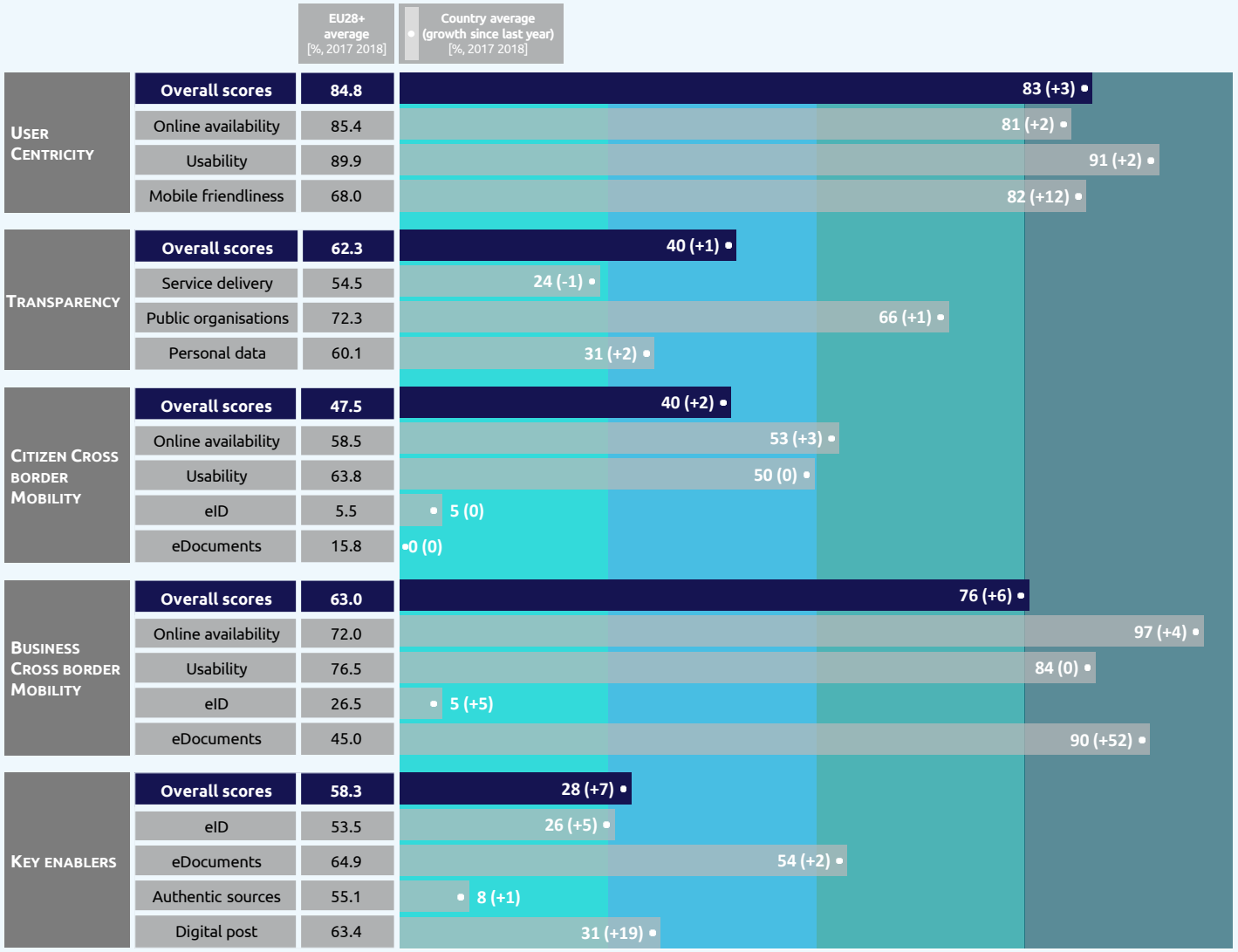

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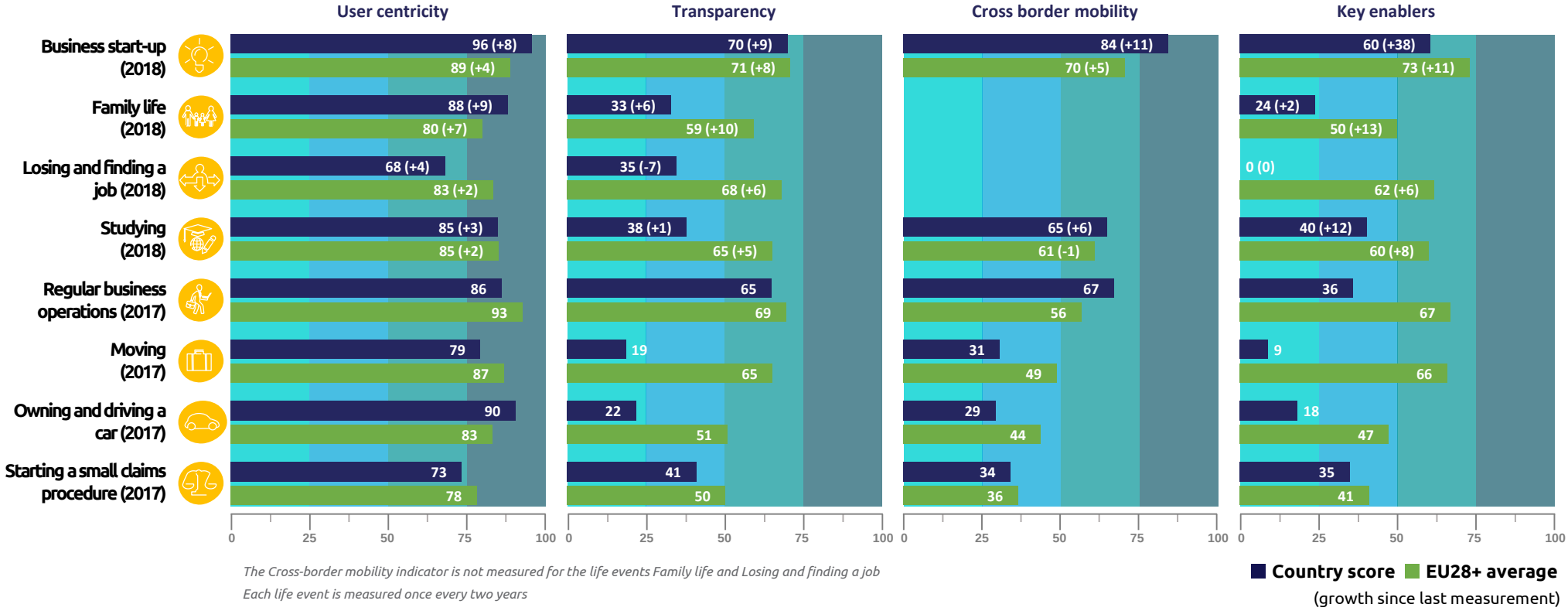

The Cross-border mobility indicator is not measured for the life events Family life and Losing and finding a job

Each life event is measured once every two years

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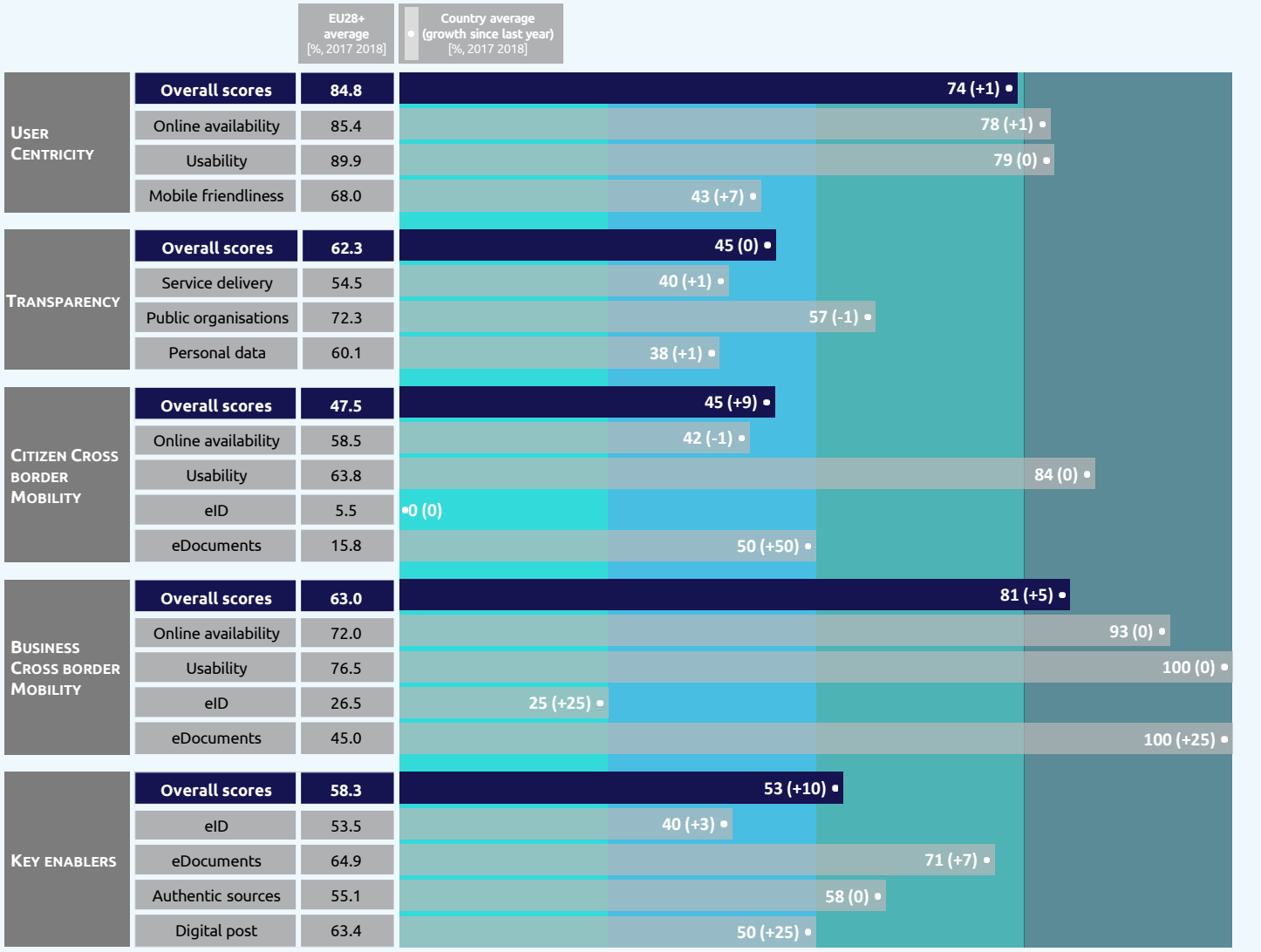
CYPRUS

eGOVERNMENT STATE OF PLAY 2019

eGovernment performance across policy priorities



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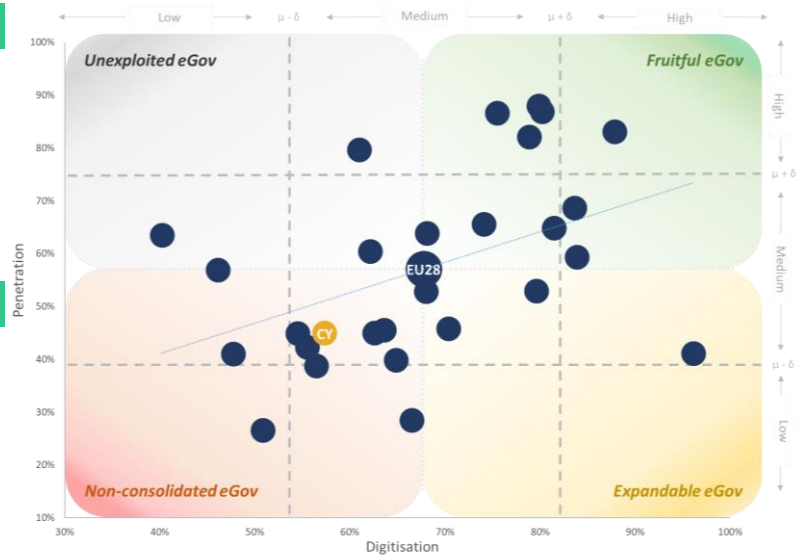
eGovernment Benchlearning analysis

Relative indicators

	User characteristics		Government characteristics		Digital context characteristics	
	Digital Skills	ICT usage	Quality	Openness	Connectivity	Digital in the private sector
EU28	49%	53%	70%	68%	60%	42%
CY	35%	46%	66%	75%	56%	38%

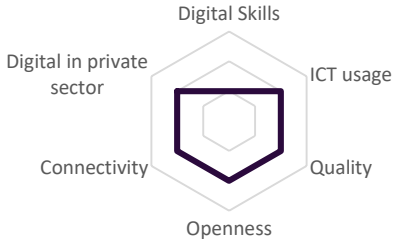


Performance

	Penetration	Digitisation
EU 28	57%	68%
CY	45%	57%

Cyprus is characterised by a medium-low level of both Digitisation and Penetration, and it is part of the Non Consolidated eGov scenario, where countries are not fully exploiting ICT opportunities.

Environment



Cyprus's relative indicators show a country with almost all the characteristics (User characteristics, Government characteristics and Digital context characteristics) in line with the European average. Digital skills is the only indicator which is below the European average.

Considerations

Penetration - Average

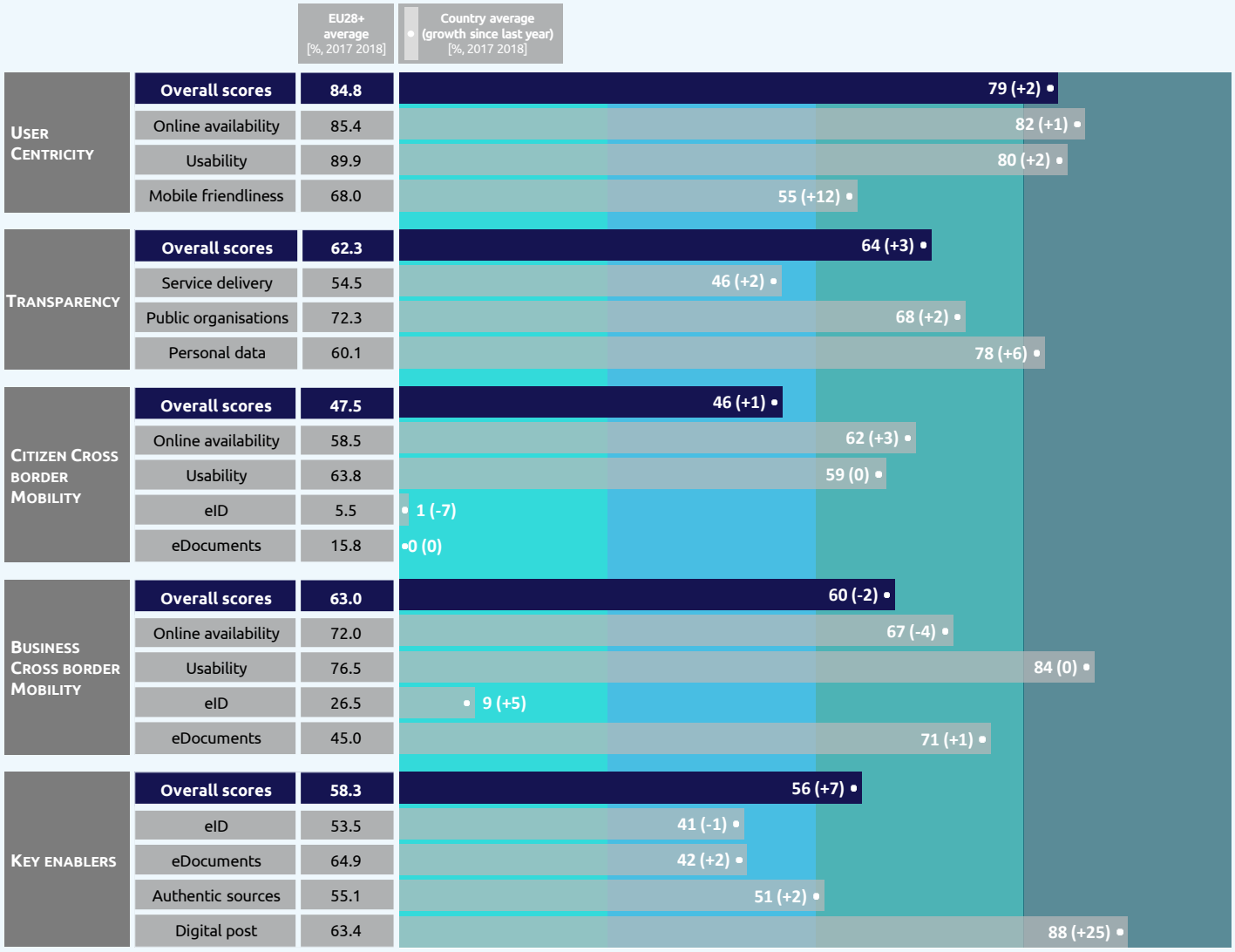
Digitisation - Average

Cyprus can be considered an average country, its performance in Penetration and Digitisation compared with country with similar relative indicators scores are Average. This means that the country reaches the expected level of back- and front-office digitisation and eGovernment services are widespread.

Czech Republic

eGovernment State of Play 2019

eGovernment performance across policy priorities



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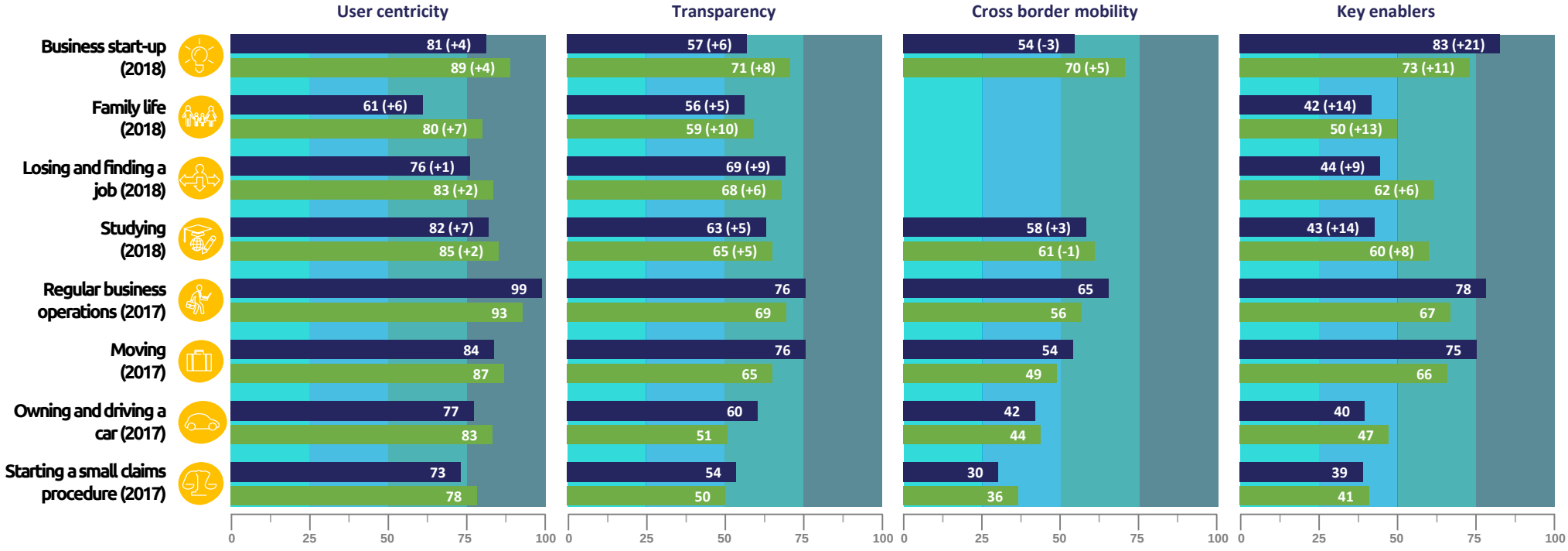

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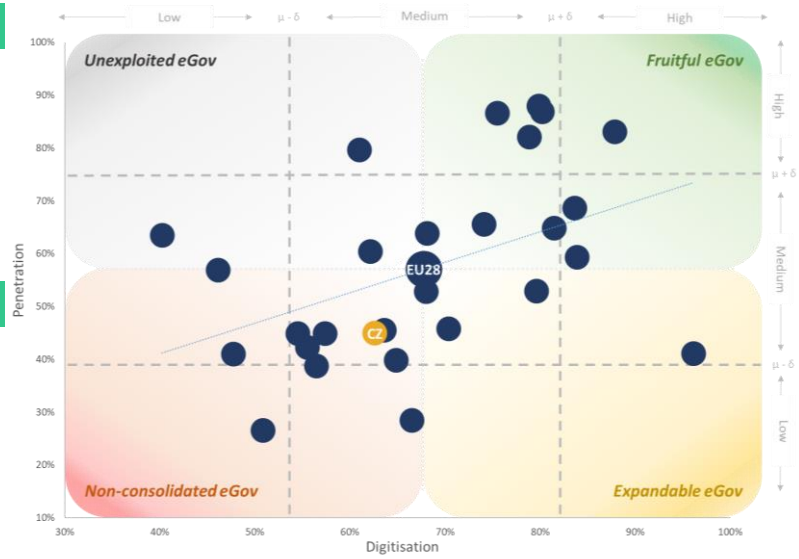
eGovernment Benchlearning analysis

Relative indicators

	User characteristics		Government characteristics		Digital context characteristics	
	Digital Skills	ICT usage	Quality	Openness	Connectivity	Digital in the private sector
EU28	49%	53%	70%	68%	60%	42%
CZ	45%	48%	69%	66%	59%	42%

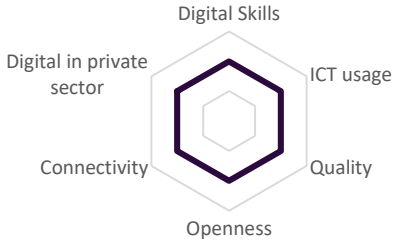


Performance

	Penetration	Digitisation
EU 28	57%	68%
CZ	45%	63%

Czech Republic is characterised by a medium-low level of Penetration and Digitisation. Therefore it is included in the Non Consolidated eGov scenario, a scenario where countries are not fully exploiting ICT opportunities.

Environment



Czech Republics's relative indicators show a country with all the characteristics (User characteristics, Government characteristics and Digital context characteristics) in line with the European average.

Considerations

Penetration - Underperforming

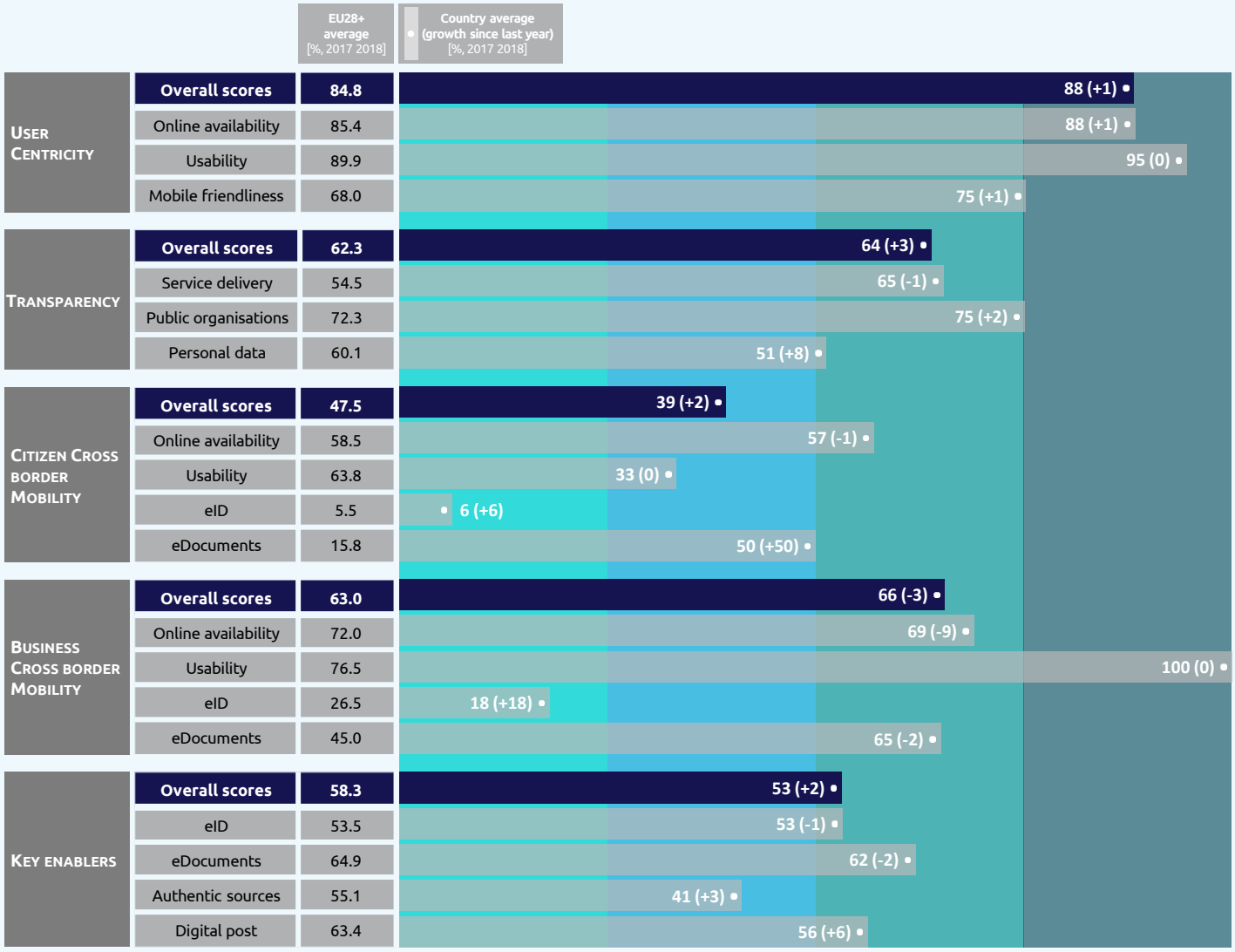
Digitisation - Average

Compared to countries with a similar environment, Czech Republic is Underperforming in Penetration, with a performance lower than expected. It means that countries with similar environmental characteristics have reached a better Penetration level. A country can improve the Penetration level by increasing the number of people that submit official forms online to administrative authorities or by automating processes and requesting fewer forms from citizens. Regarding Digitisation, Czech Republic's performance, despite under the European average, is in line with the performance of the others countries with similar environmental characteristics.

GERMANY

eGOVERNMENT STATE OF PLAY 2019

eGovernment performance across policy priorities



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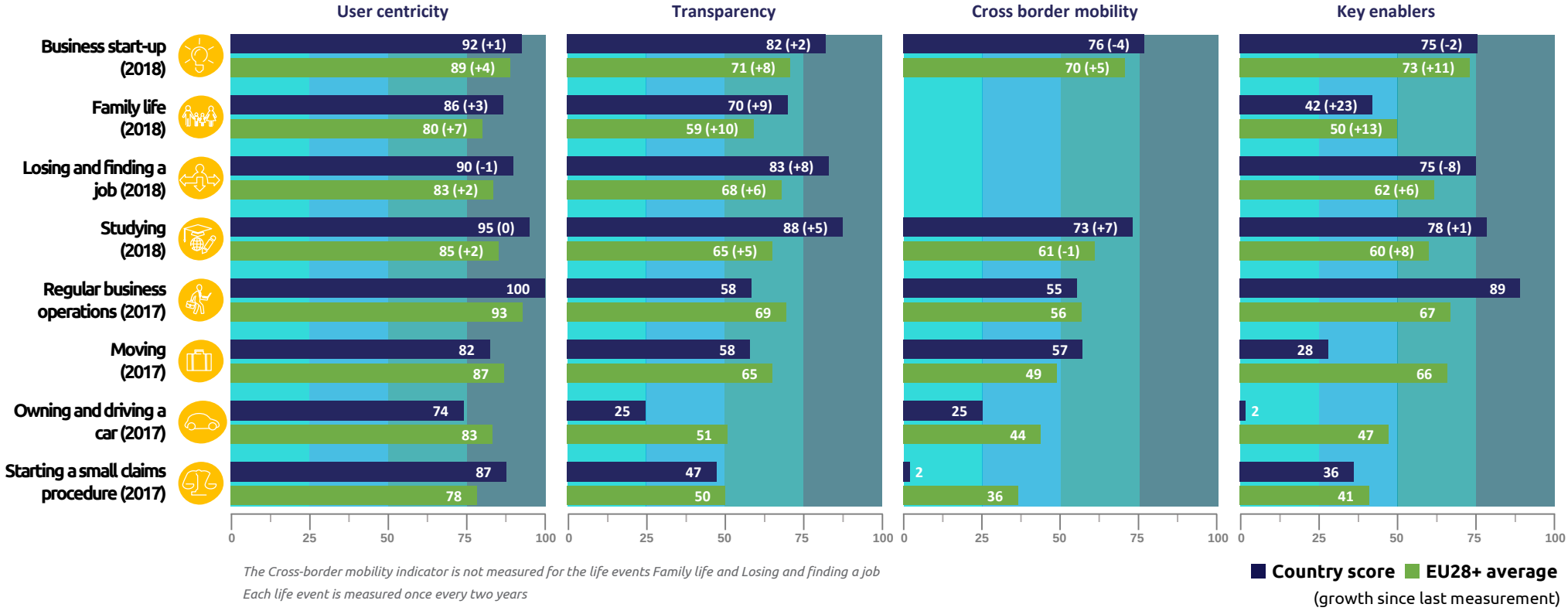
eGovernment performance of life events (domains)



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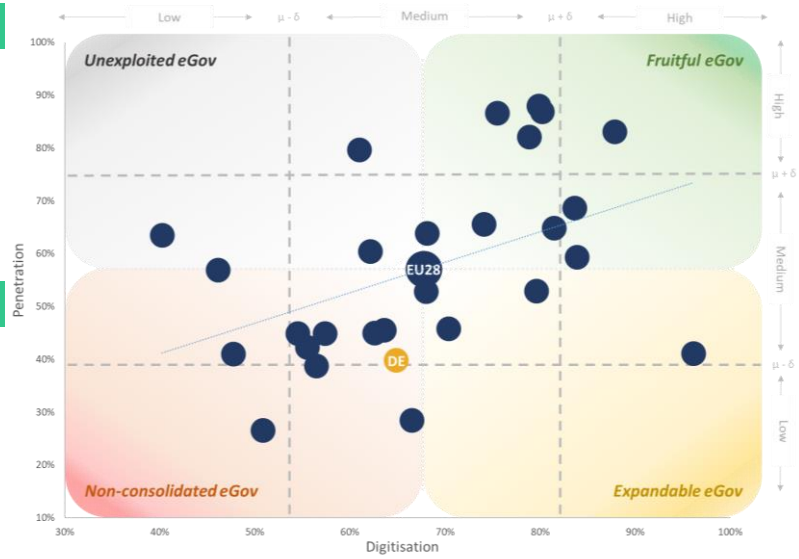
eGovernment Benchlearning analysis

Relative indicators

	User characteristics		Government characteristics		Digital context characteristics	
	Digital Skills	ICT usage	Quality	Openness	Connectivity	Digital in the private sector
EU28	49%	53%	70%	68%	60%	42%
DE	54%	59%	83%	71%	63%	42%

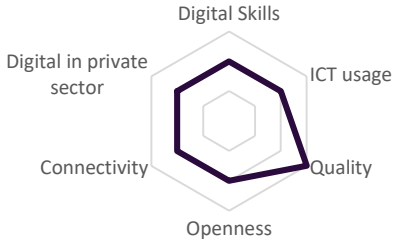


Performance

	Penetration	Digitisation
EU 28	57%	68%
DE	40%	65%

Germany shows a medium-low level of both Penetration and Digitisation. Therefore, Germany is included in the Non consolidated eGov scenario, that is characterised by an eGovernment that does not fully utilise ICT opportunities yet.

Environment



Germany's relative indicators show a country with almost all environmental characteristics (User characteristics, Government characteristics and Digital context characteristics) in line with the European average.
Regarding the Users' characteristics, both Digital skills and ICT usage are in line with the European average. Citizens perceive Government characteristics positively and, in particular, the quality of government actions (Quality) is above the European average. All others are in line with European average.

Considerations

Penetration - Underperforming

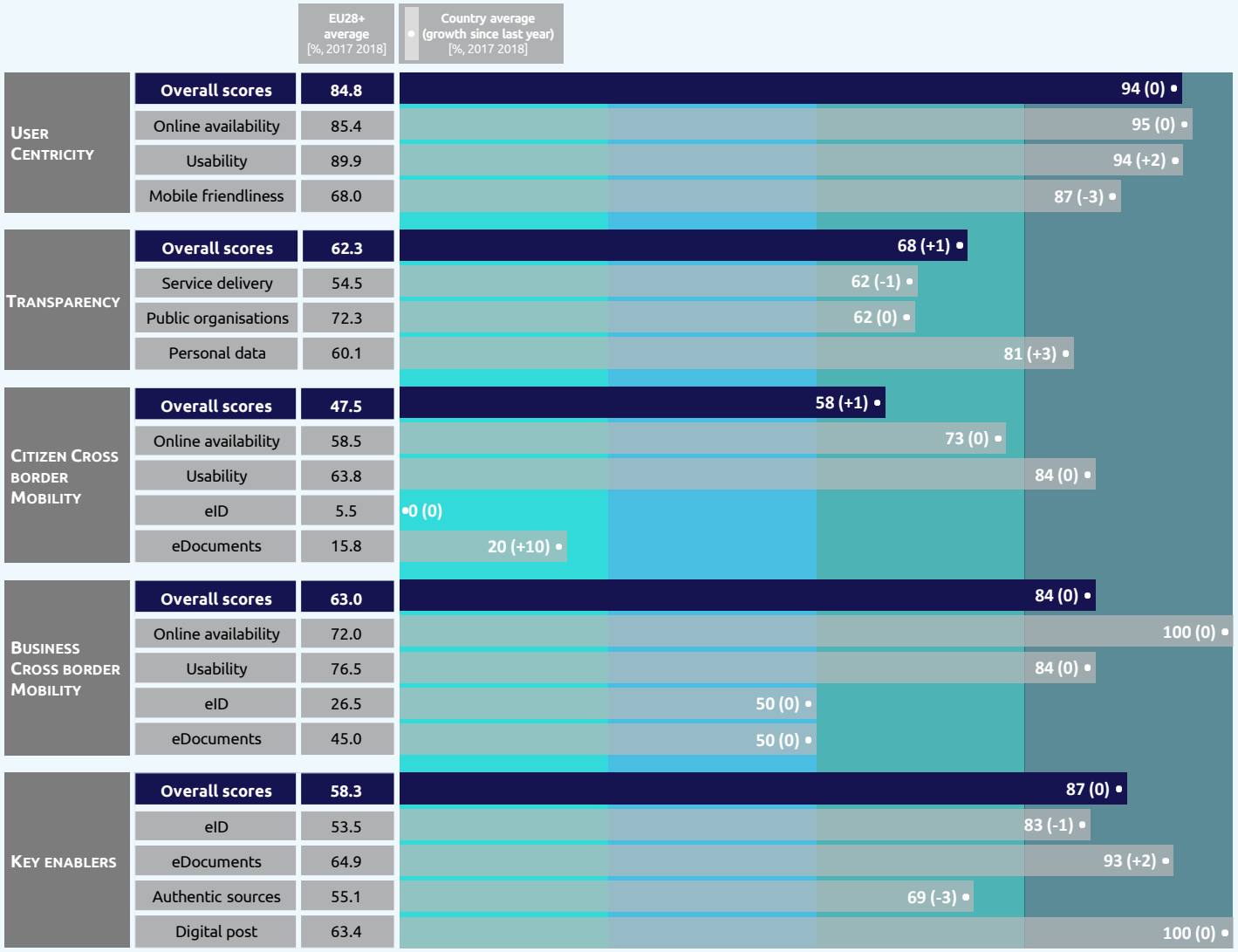
Digitisation - Underperforming

Matching relative and absolute indicators, Germany is Underperforming in both Penetration and Digitisation. Analysing Digital context, Government and User characteristics through relative indicators indicates that Germany has all the environmental characteristics necessary to be on the best-in-class in the eGovernment path.
For these reasons, Germany would benefit from implementing policies aimed at increasing Penetration and Digitisation levels, by increasing the number of citizens using online services and the level of the back-office and the front-office digitisation.

DENMARK

eGOVERNMENT STATE OF PLAY 2019

eGovernment performance across policy priorities



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The top-level benchmarks for ***Citizen and Business Cross-border mobility*** indicates to what extent EU citizens can use online services another country.
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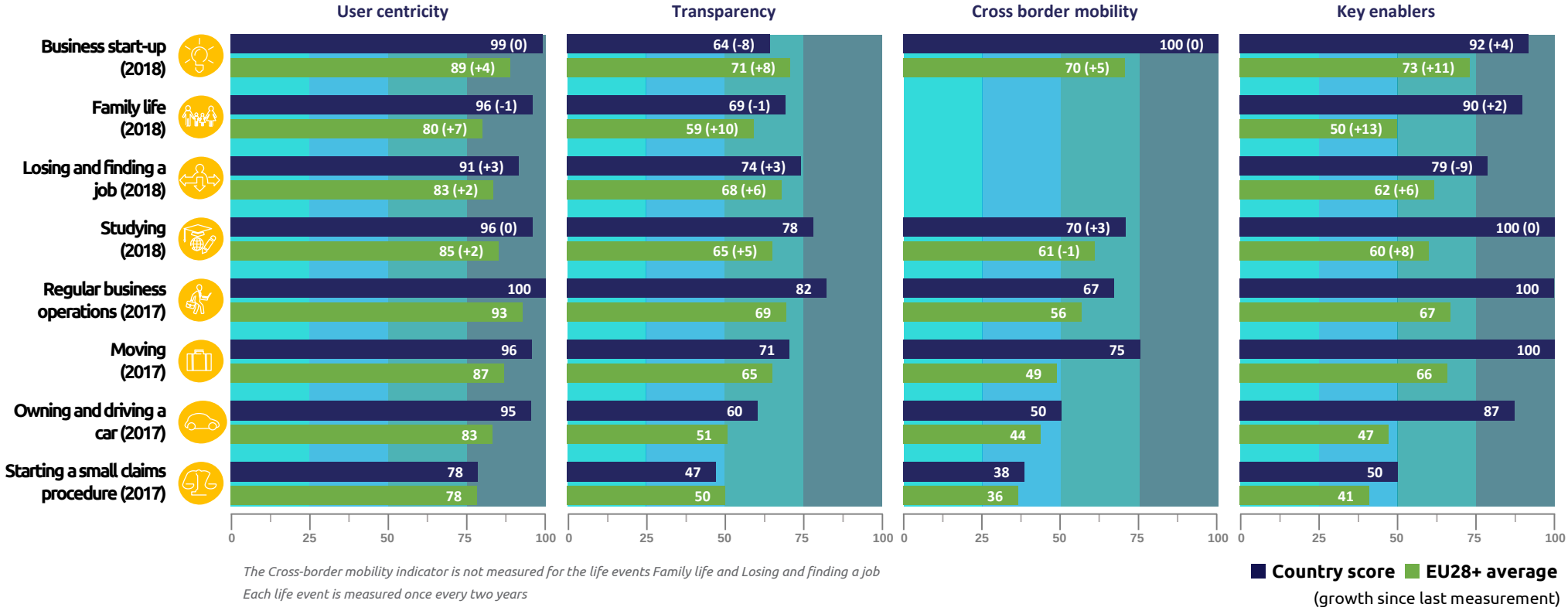

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eGovernment Benchlearning analysis

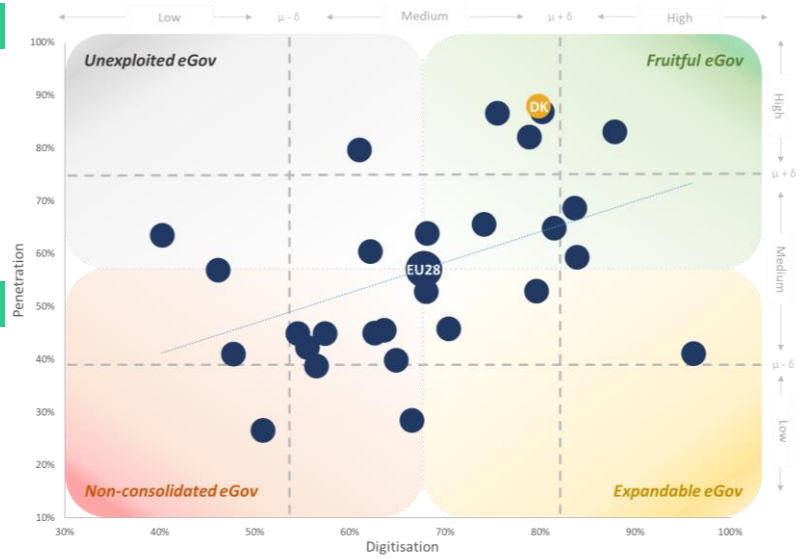
Relative indicators

	User characteristics		Government characteristics		Digital context characteristics	
	Digital Skills	ICT usage	Quality	Openness	Connectivity	Digital in the private sector
EU28	49%	53%	70%	68%	60%	42%
DK	61%	74%	86%	58%	74%	61%

Performance

	Penetration	Digitisation
EU 28	57%	68%
DK	88%	80%

A high level of both Digitisation and Penetration characterises Denmark, that is part of the Fruitful eGov scenario, where best-in-class countries are included, as they perform at a Digitisation and Penetration level above average. Denmark is one of the countries with better overall performances in terms of eGovernment maturity.



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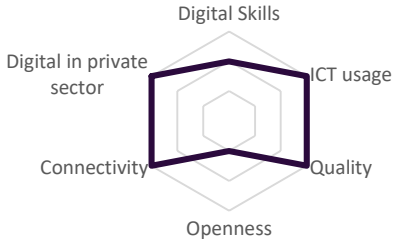


Denmark's relative indicators show a country with almost all environmental characteristics (User characteristics, Government characteristics and Digital context characteristics) above the European average. Specifically, Digital skills indicator is in line with European average, while Openness is below the European average. All others are above European average.
This data show a country that excels not only in eGovernment services but also in digital development as a whole.

Considerations

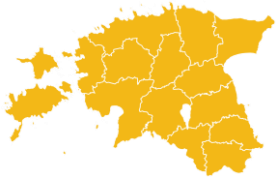
Penetration - Outperforming

Digitisation - Average

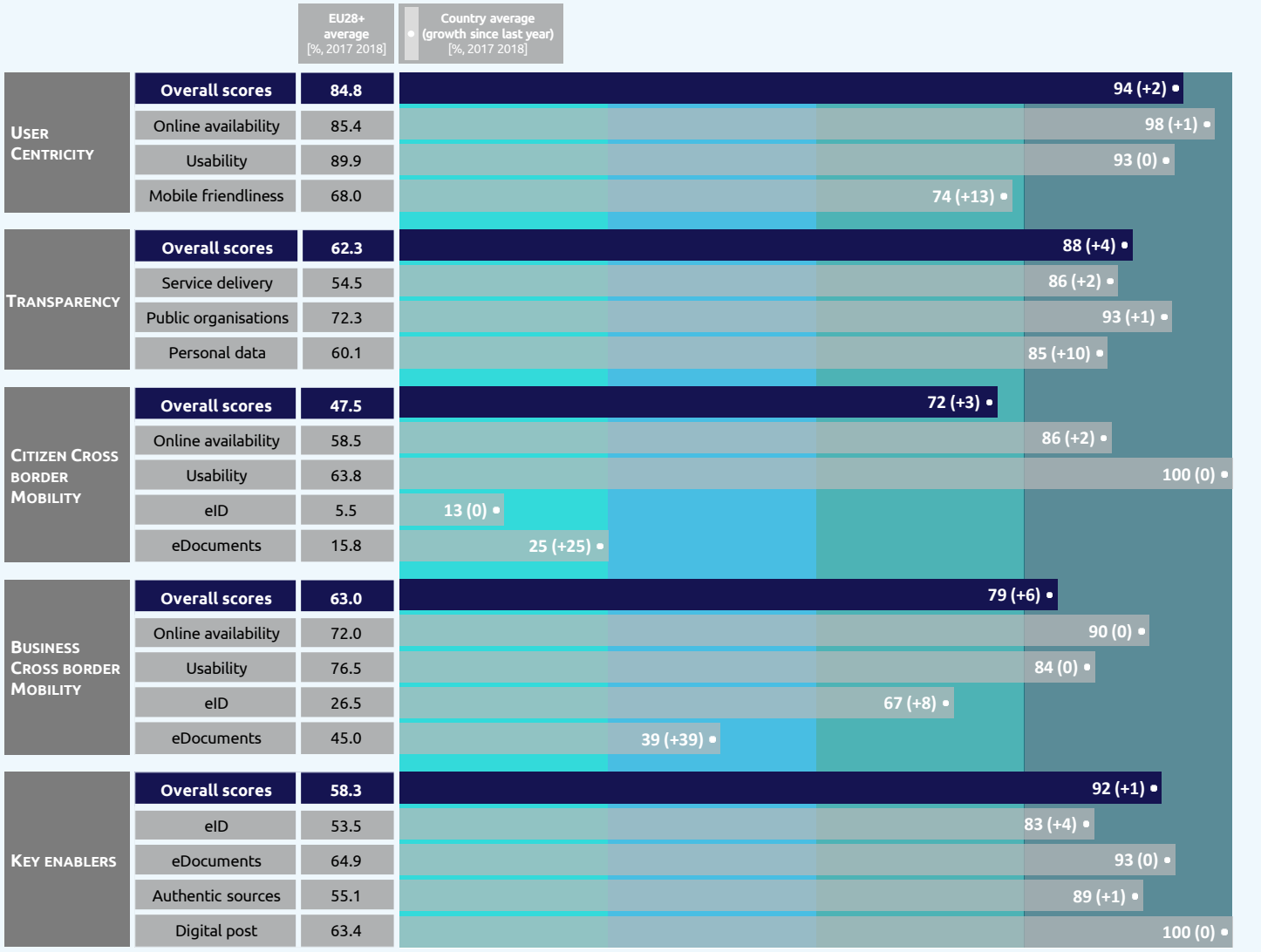
By comparing performances of countries with similar relative indicator scores, Denmark is Outperforming in Penetration and Average in Digitisation. Its Penetration level is higher than the one of the European countries with similar relative performances: Denmark seems to have implemented good polices in order to increase eGovernment usage.
The Digitisation level, instead, is in line with the level of the other European countries with similar environmental characteristics.

ESTONIA

eGOVERNMENT STATE OF PLAY 2019



eGovernment performance across policy priorities



How are services delivered?

The top-level benchmark ***User centricity*** indicates to what extent (information about) a service is provided online, how the online journey is supported and if public websites are mobile friendly.
Online availability: indicates if a service is online. Ranging from offline (0%), only information online (50%), fully online (100%).
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The top-level benchmark ***Transparency*** indicates to what extent governments are transparent regarding:
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These are: electronic Identification (**eID**), electronic documents (**eDocuments**), **Authentic sources**, and **Digital post**. Digital post refers to the possibility that governments communicate electronically-only with citizens or entrepreneurs through personal mailboxes or other digital mail solutions.

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eGovernment performance of life events (domains)

The Cross-border mobility indicator is not measured for the life events Family life and Losing and finding a job

Each life event is measured once every two years

Life event descriptions

Business start-up and early trading operations (2018)

This life event covers 33 services, both mandatory services as well as information needs, that allows an entrepreneur to start his business. It includes orientation, administrative and register requirements, and tax and insurance related matters. Early trading operations refers to activities concerning hiring employees and requesting an environmental permit.

Losing and finding a job (2018)

From immediate actions for unemployed applications for additional benefits and allowances, this life event captures vital elements when becoming unemployed. It also include various services concerning job search and participation in training programs, supporting people to find a job. A complete set of 22 services has been assessed.

Family life (2018)

Including services that are typical for young families, such as: marriage (or other partnerships), birth and related (financial) rights, renovating a house, and also looking forward to your financial situation at a later age.

Studying (2018)

In this life event, comprising of 14 services, it is evaluated to what extent enrolment higher education can be done online. It also includes the orientation, such as gaining a clear understanding of admission requirements. Furthermore support services during study are part of the assessment, for instance career advice and portability of student grant when studying abroad

Regular business operations (2017)

A business life event that covers 11 services related to regular business operations, such as administrative and tax requirements, human resources and refund of VAT.

Moving (2017)

This concise life event illustrates the journey in case of moving places: from deregistering to register address in the new town. It also includes notifications to other public organizations and utilities.

Owning and driving a car (2017)

A total of 12 services concerning buying and selling a car and driving fines, and related to car taxes, parking permits and other administrative requirements.

Starting a small claims procedure (2017)

This life event is part of the Justice domain, and captures the journey of someone willing to start a small claims procedure: from orientation and initiation to retrieving verdict and appeal

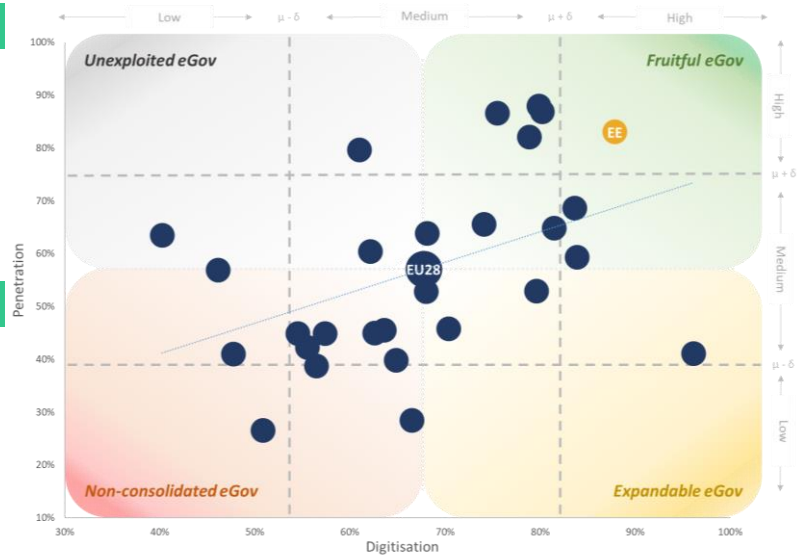
eGovernment Benchlearning analysis

Relative indicators

	User characteristics		Government characteristics		Digital context characteristics	
	Digital Skills	ICT usage	Quality	Openness	Connectivity	Digital in the private sector
EU28	49%	53%	70%	68%	60%	42%
EE	62%	61%	76%	59%	62%	39%

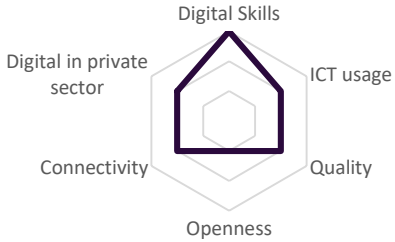
Performance

	Penetration	Digitisation
EU 28	57%	68%
EE	83%	88%



A high level of both Digitisation and Penetration characterises Estonia. Estonia is part of the Fruitful eGov scenario, a scenario that includes the best-in-class countries, which perform at a Digitisation and Penetration level above average. Estonia is the country with the best overall performance in terms of eGovernment maturity. The Penetration level is 83% and Digitisation level is 88%.

Environment



Estonia's relative indicators show a country with almost all the characteristics (User characteristics, Government characteristics and Digital context characteristics) in line with the European average. Openness indicator is below the European average, while Digital skills is above European average.

Considerations

Penetration - Outperforming

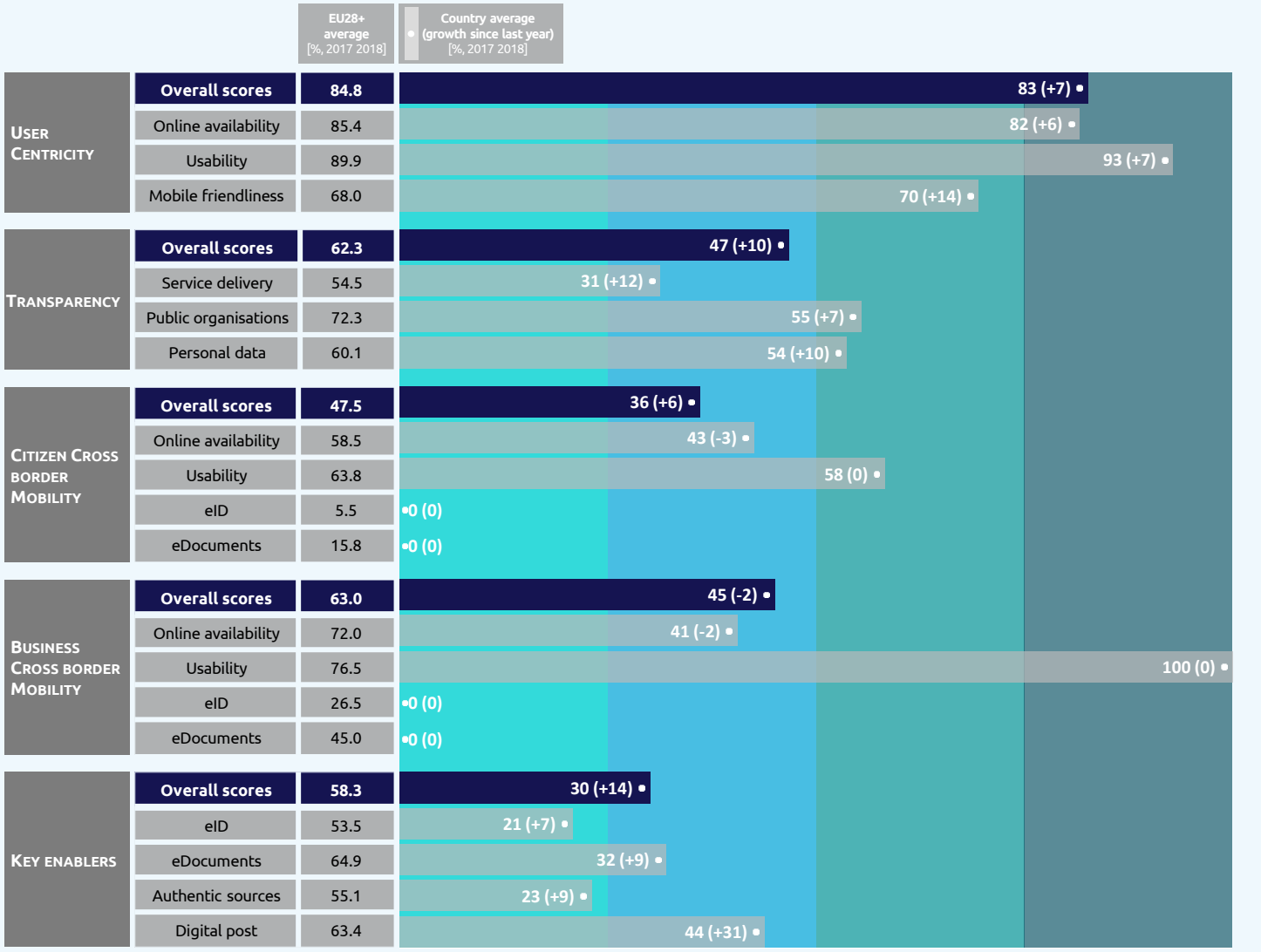
Digitisation - Outperforming

Estonia is a country with all the environmental characteristics in line with the European average. Furthermore, it is one of the best European countries in terms of eGovernment maturity. Looking at the results of the analysis, Estonia is the only country that is Outperforming in all analysis of combination of relative and absolute indicators, the Estonian government seems to have implemented good policies and strategies that enabled the country to have both high Digitisation of the front- and the back-offices and widespread digital services (Penetration).

GREECE

eGOVERNMENT STATE OF PLAY 2019

eGovernment performance across policy priorities



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The top-level benchmarks for ***Citizen and Business Cross-border mobility*** indicates to what extent EU citizens can use online services another country.
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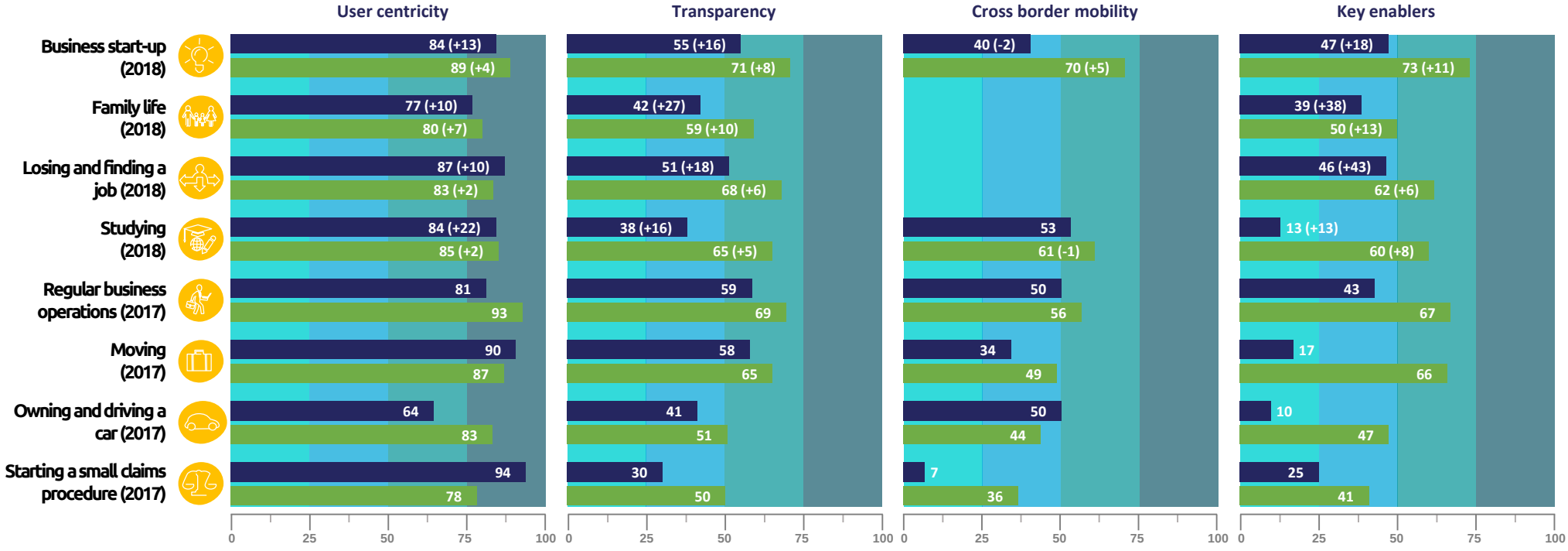
eGovernment performance of life events (domains)



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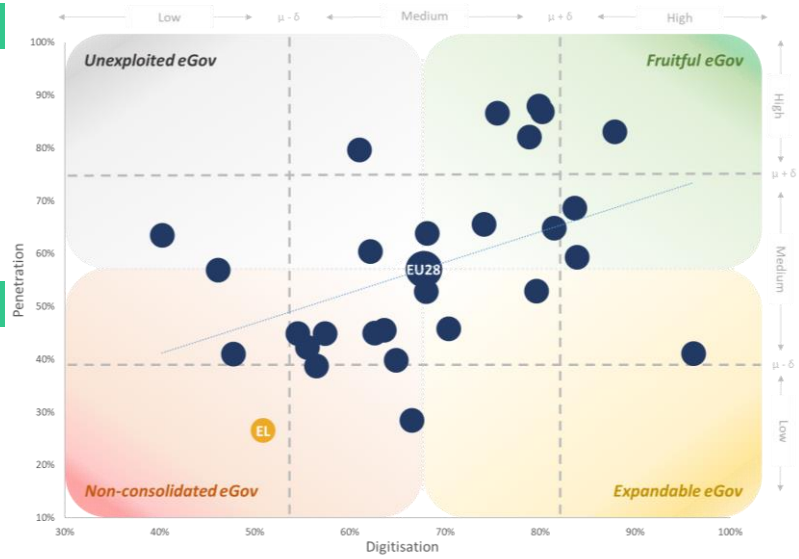
This life event is part of the Justice domain, and captures the journey of someone willing to start a small claims procedure: from orientation and initiation to retrieving verdict and appeal

eGovernment Benchlearning analysis

Relative indicators

	User characteristics		Government characteristics		Digital context characteristics	
	Digital Skills	ICT usage	Quality	Openness	Connectivity	Digital in the private sector
EU28	49%	53%	70%	68%	60%	42%
EL	33%	39%	52%	69%	41%	33%

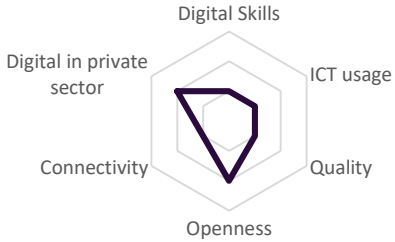


Performance

	Penetration	Digitisation
EU 28	57%	68%
EL	27%	51%

Greece is characterised by a low level of Penetration and a low level of Digitisation. Therefore, Greece is part of the Non Consolidated eGov scenario, a scenario where countries are not fully exploiting ICT opportunities. Greece is the country with lowest performance combined (strongly below the European average) in both Digitisation and Penetration.

Environment



Greece is characterised by low environmental characteristics. Users' characteristics (Digital Skills and ICT Usage) are under the European average. In addition, the quality of government's action perceived by citizens (Quality) and the deployment of broadband infrastructure (Connectivity) are low.
On the other hand, the Digitisation of businesses and their exploitation of online sales channels and the openness of data and information (Openness) are in line with the European average.

Considerations

Penetration - Underperforming

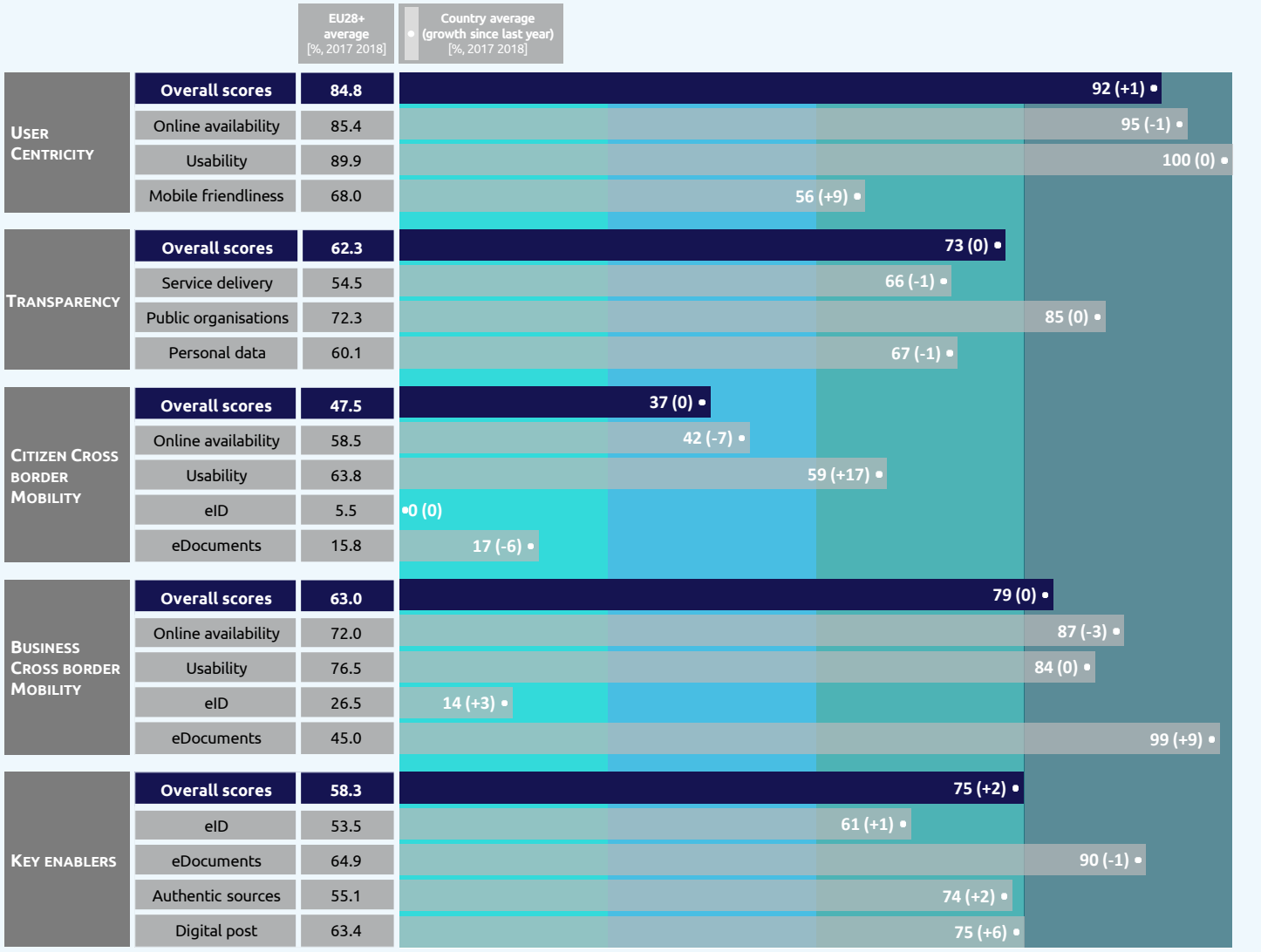
Digitisation - Average

Compared to countries with a similar environment, Greece is Underperforming in Penetration, with a performance lower than expected. It means that countries with similar environmental characteristics have reached a better Penetration level. A country can improve the Penetration level by increasing the number of people that submit official forms online to administrative authorities or by automating processes and requesting fewer forms from citizens. Regarding Digitisation, Greece's performance, despite under the European average, is in line with the performance of the others countries with similar environmental characteristics.

SPAIN

eGOVERNMENT STATE OF PLAY 2019

eGovernment performance across policy priorities



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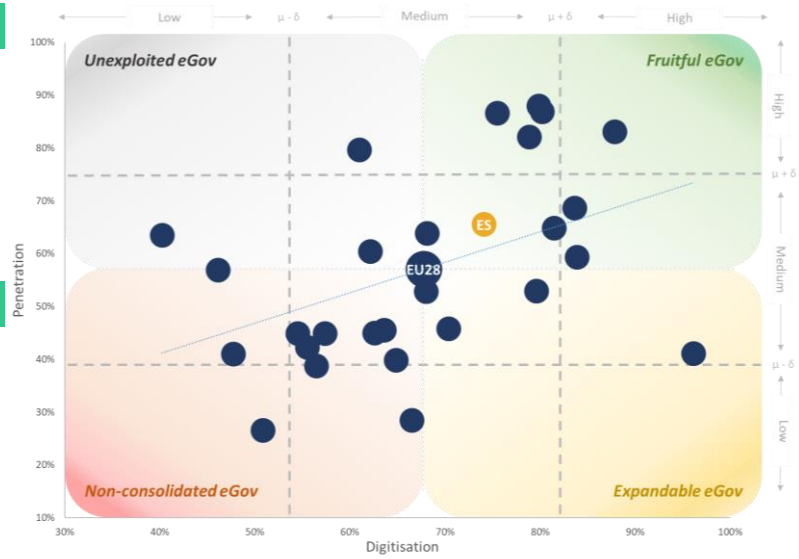
eGovernment Benchlearning analysis

Relative indicators

	User characteristics		Government characteristics		Digital context characteristics	
	Digital Skills	ICT usage	Quality	Openness	Connectivity	Digital in the private sector
EU28	49%	53%	70%	68%	60%	42%
ES	44%	53%	67%	79%	65%	45%

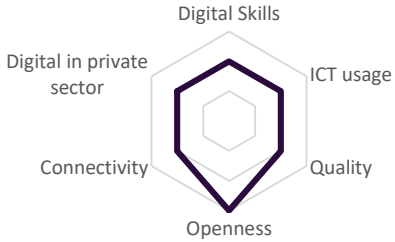


Performance

	Penetration	Digitisation
EU 28	57%	68%
ES	66%	71%

Spain has a medium-high level of both Penetration and Digitisation. Therefore, Spain is part of the Fruitful eGov scenario, which includes best-in-class countries that perform above the European average in both Digitisation and Penetration. In both Penetration and Digitisation, Spain's performances only slightly differ from the European average.

Environment



Spain's relative indicators show a country with almost all the environmental characteristics (User characteristics, Government characteristics and Digital context characteristics) in line with the European average. Openness, an indicator which endorses an Open Government perspective, is higher than the European average.

Considerations

Penetration - Outperforming

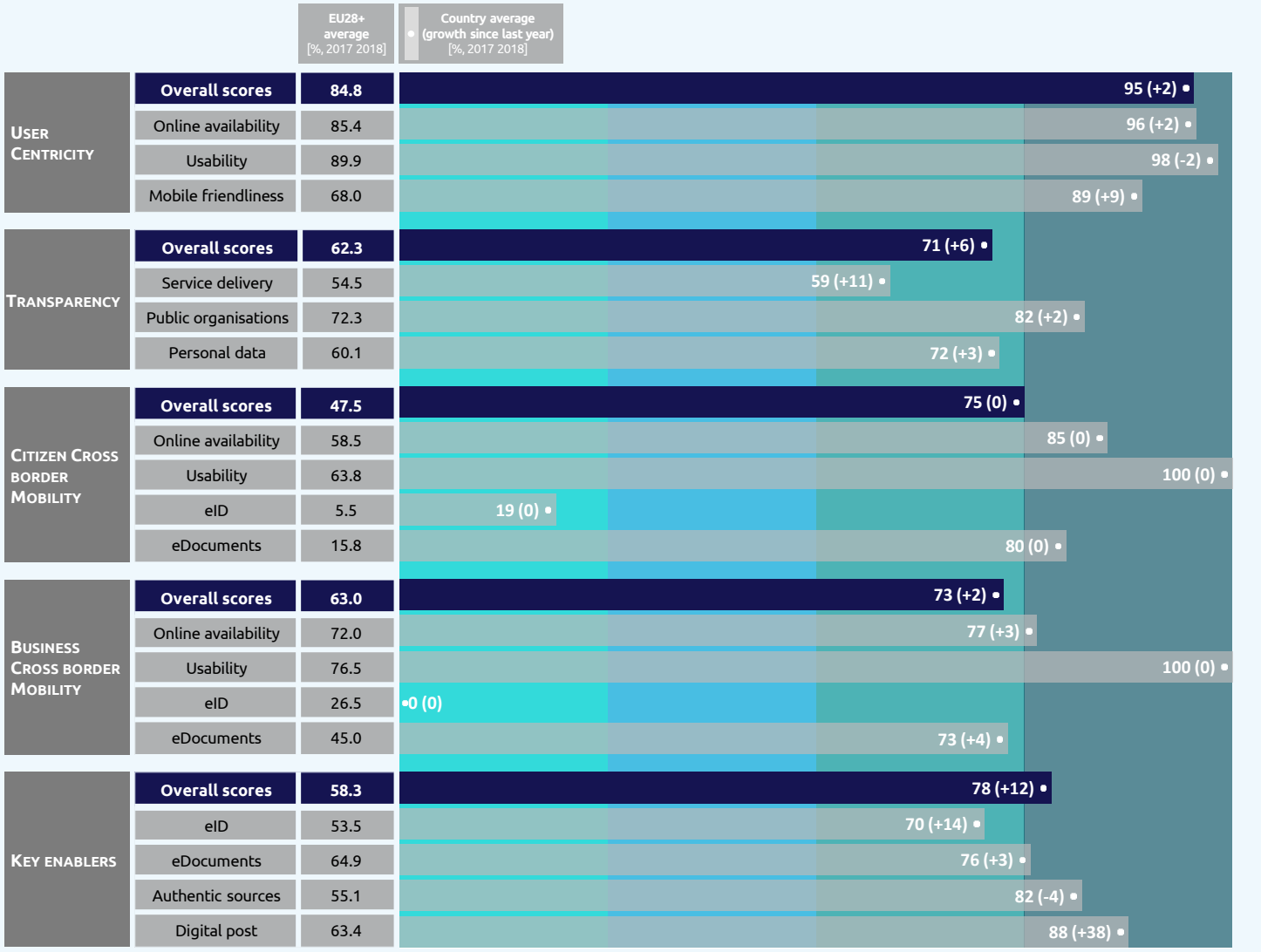
Digitisation - Average

Matching relative and absolute indicators, Spain is Outperforming in Penetration, with a performance higher than expected. For this reasons, Spain could be considered as a good example for European countries with a similar environment. The performance of the country testifies that it is possible to reach eGovernment maturity with Digital context, Government and User characteristics in line with European average. Spain's performances in Digitisation is in line with other countries with a similar environment.

FINLAND

eGOVERNMENT STATE OF PLAY 2019

eGovernment performance across policy priorities



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eGovernment Benchlearning analysis

Relative indicators

	User characteristics		Government characteristics		Digital context characteristics	
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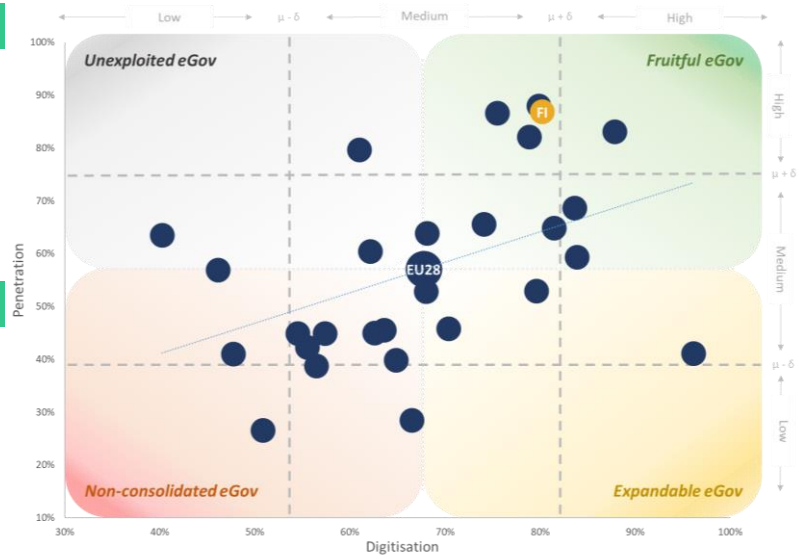
FI	78%	69%	88%	71%	66%	58%

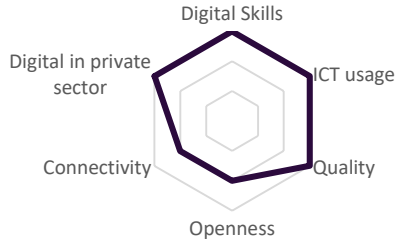


Performance

	Penetration	Digitisation
EU 28	57%	68%
FI	87%	80%

A medium-high level of Digitisation and a high level of Penetration characterise Finland. Therefore, Finland is part of the Fruitful eGov countries, a scenario that includes the best-in-class countries, which perform at a Digitisation and Penetration level above average. Finland is one of the countries with the highest Penetration level: almost 90% of individuals use online services to submit forms to Public Administration. Also its Digitisation level is above the European average.

Environment



Finland is one of the countries with the highest level of environmental indicators. The users have high digital skills and seem to be confident with the use of ICT instruments. The quality of government's action perceived by citizens is high. The Digitisation is widespread also in the private sector. The only indicators that are in line with the European average are Connectivity that measure the deployment of broadband infrastructure and its quality, and Openness that measures the openness of data and information.

Considerations

Penetration - Outperforming

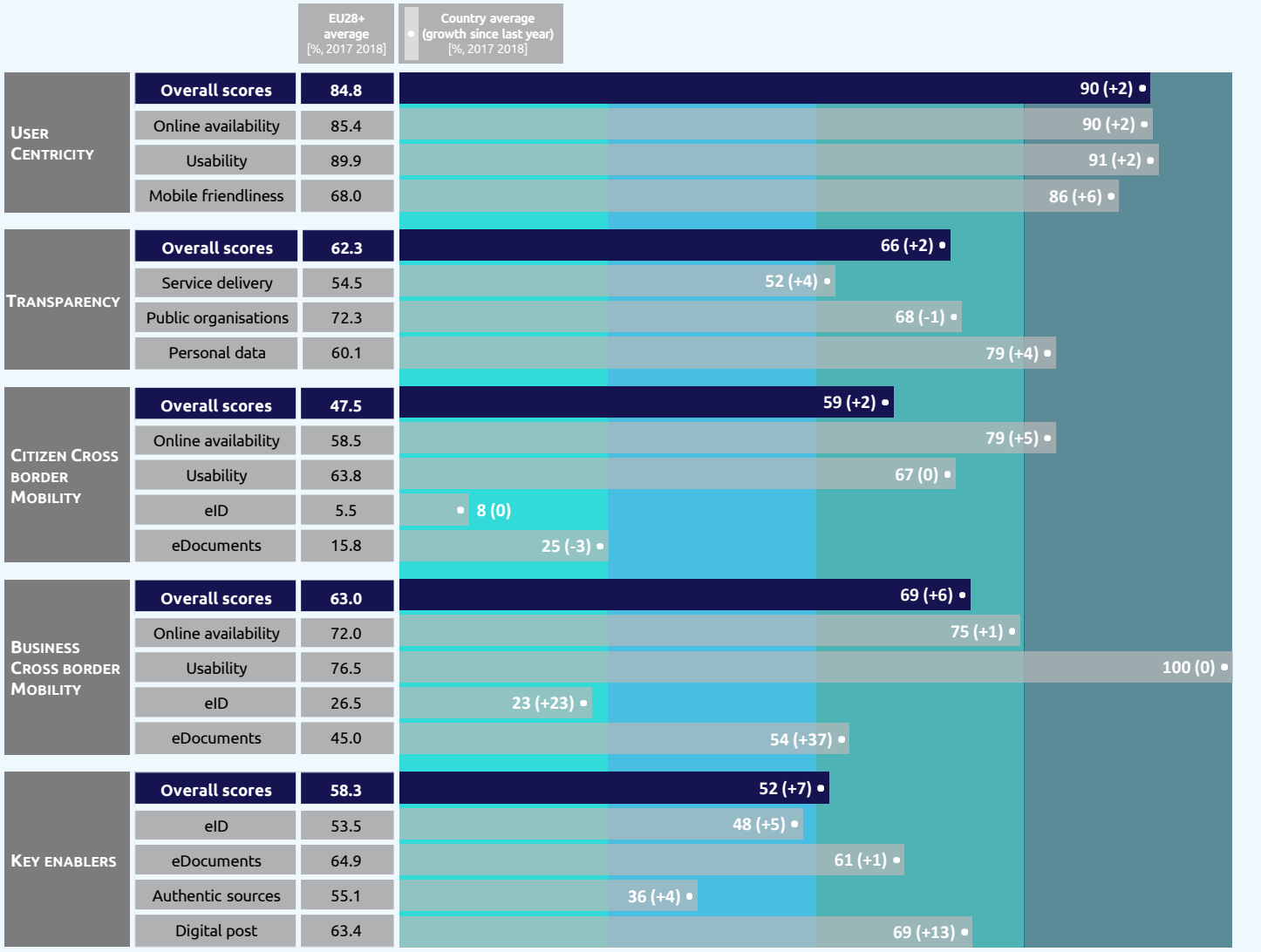
Digitisation - Average

By comparing performances of countries with similar relative indicator scores, Finland is Outperforming in Penetration and Average in Digitisation. Its Penetration level is higher than the one of the European countries with similar relative performances. The Digitisation level, instead, is in line with the level of the other European countries with similar environmental characteristics.

FRANCE

eGOVERNMENT STATE OF PLAY 2019

eGovernment performance across policy priorities



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This life event covers 33 services, both mandatory services as well as information needs, that allows an entrepreneur to start his business. It includes orientation, administrative and register requirements, and tax and insurance related matters. Early trading operations refers to activities concerning hiring employees and requesting an environmental permit.

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Family life (2018)

Including services that are typical for young families, such as: marriage (or other partnerships), birth and related (financial) rights, renovating a house, and also looking forward to your financial situation at a later age.

Studying (2018)

In this life event, comprising of 14 services, it is evaluated to what extent enrolment higher education can be done online. It also includes the orientation, such as gaining a clear understanding of admission requirements. Furthermore support services during study are part of the assessment, for instance career advice and portability of student grant when studying abroad

Regular business operations (2017)

A business life event that covers 11 services related to regular business operations, such as administrative and tax requirements, human resources and refund of VAT.

Moving (2017)

This concise life event illustrates the journey in case of moving places: from deregistering to register address in the new town. It also includes notifications to other public organizations and utilities.

Owning and driving a car (2017)

A total of 12 services concerning buying and selling a car and driving fines, and related to car taxes, parking permits and other administrative requirements.

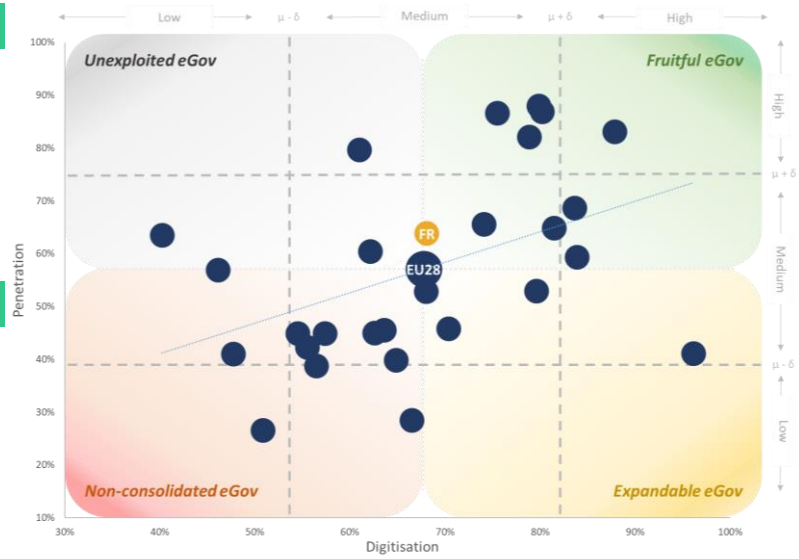
Starting a small claims procedure (2017)

This life event is part of the Justice domain, and captures the journey of someone willing to start a small claims procedure: from orientation and initiation to retrieving verdict and appeal

eGovernment Benchlearning analysis

Relative indicators

	User characteristics		Government characteristics		Digital context characteristics	
	Digital Skills	ICT usage	Quality	Openness	Connectivity	Digital in the private sector
EU28	49%	53%	70%	68%	60%	42%
FR	47%	49%	75%	78%	57%	41%

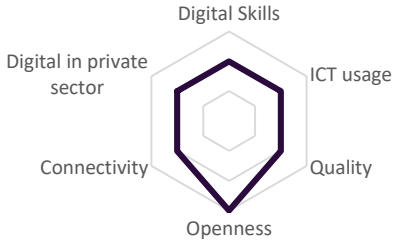


Performance

	Penetration	Digitisation
EU 28	57%	68%
FR	64%	68%

France has a medium-high level of Penetration and a medium level of Digitisation. France is part of the Fruitful eGov scenario, which includes best-in-class countries that perform above the European average in both Digitisation and Penetration. In Digitisation, France's performances are in line with the European average.

Environment



France's relative indicators show a country with almost all environmental characteristics (User characteristics, Government characteristics and Digital context characteristics) in line with the European average. Openness indicators, i.e. the quantity and quality of Open Data and their political, social and economic impact, is the only indicator above the European average.

Considerations

Penetration - Average

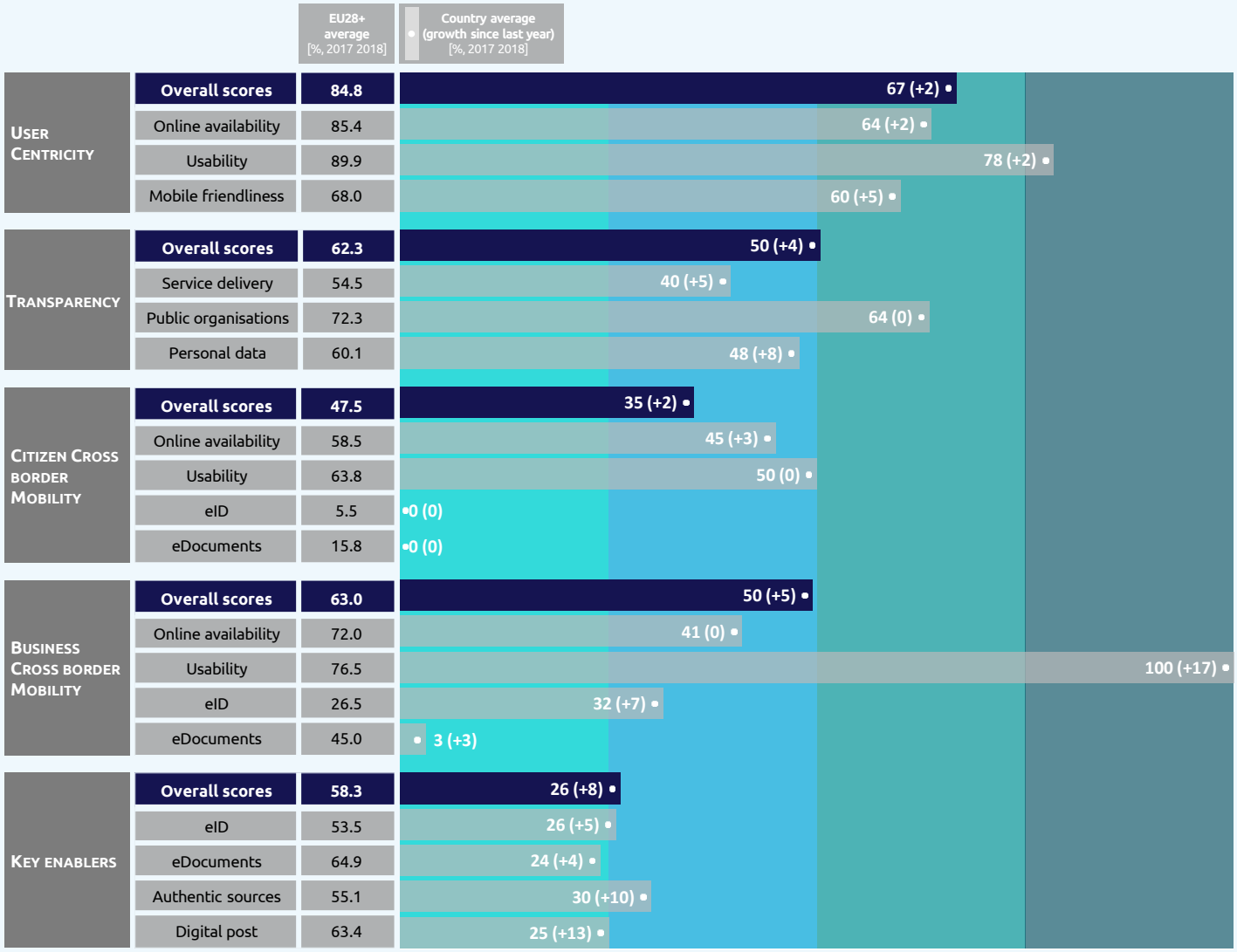
Digitisation - Outperforming

By comparing performances of countries with similar relative indicator scores, France is Outperforming in Penetration and Average in Digitisation. Its Penetration level is higher than the one of the European countries with similar relative performances. The Digitisation level, instead, is in line with the level of the other European countries with similar environmental characteristics.

CROATIA

eGOVERNMENT STATE OF PLAY 2019

eGovernment performance across policy priorities



How are services delivered?

The top-level benchmark ***User centricity*** indicates to what extent (information about) a service is provided online, how the online journey is supported and if public websites are mobile friendly.
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Transparency or personal data: indicates to what extent governments are transparent as regards personal data involved.

The top-level benchmarks for ***Citizen and Business Cross-border mobility*** indicates to what extent EU citizens can use online services another country.
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The top-level benchmark **Key enablers** indicate the extent to which 4 technical pre-conditions are available online.

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eGovernment performance of life events (domains)

The Cross-border mobility indicator is not measured for the life events Family life and Losing and finding a job

Each life event is measured once every two years

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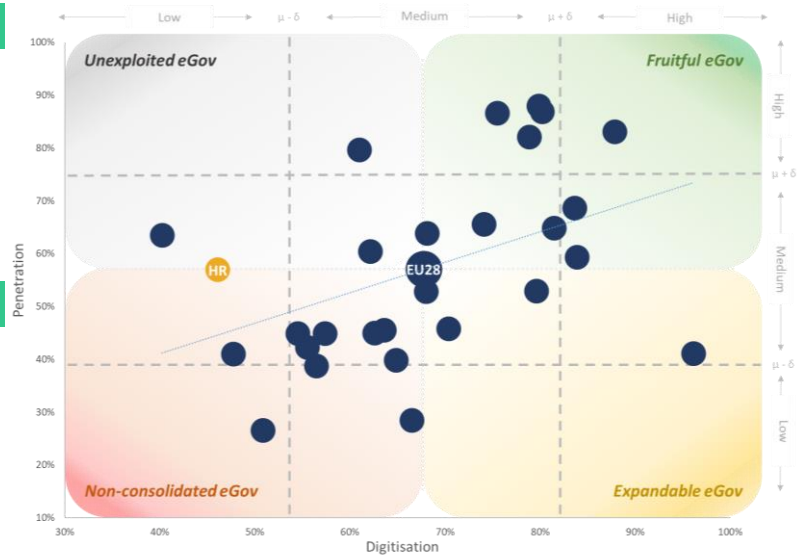
eGovernment Benchlearning analysis

Relative indicators

	User characteristics		Government characteristics		Digital context characteristics	
	Digital Skills	ICT usage	Quality	Openness	Connectivity	Digital in the private sector
EU28	49%	53%	70%	68%	60%	42%
HR	47%	50%	56%	61%	50%	39%

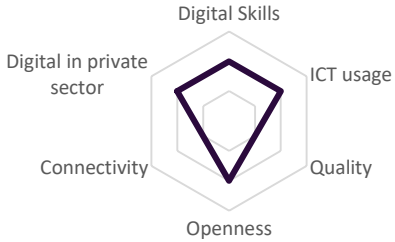


Performance

	Penetration	Digitisation
EU 28	57%	68%
HR	57%	46%

Croatia is characterised by a low level of Digitisation and a medium level of Penetration. It is included in the Non Consolidated eGov scenario, a scenario where countries are not fully exploiting ICT opportunities. Nevertheless, Croatia's level of Penetration, even though it is lower than the European average, is one of the highest score of Non Consolidated eGov countries.

Environment



Croatia's relative indicators show a country with almost all environmental characteristics (User characteristics, Government characteristics and Digital context characteristics) in line with the European average. The only two indicators where Croatia scored a low percentage are Quality that measure the quality of governments' action perceived by citizens, and Connectivity that measure the deployment of the broadband and its quality.

Considerations

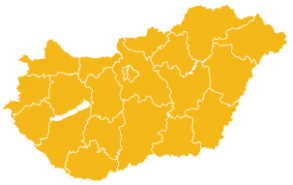
Penetration - Average

Digitisation - Underperforming

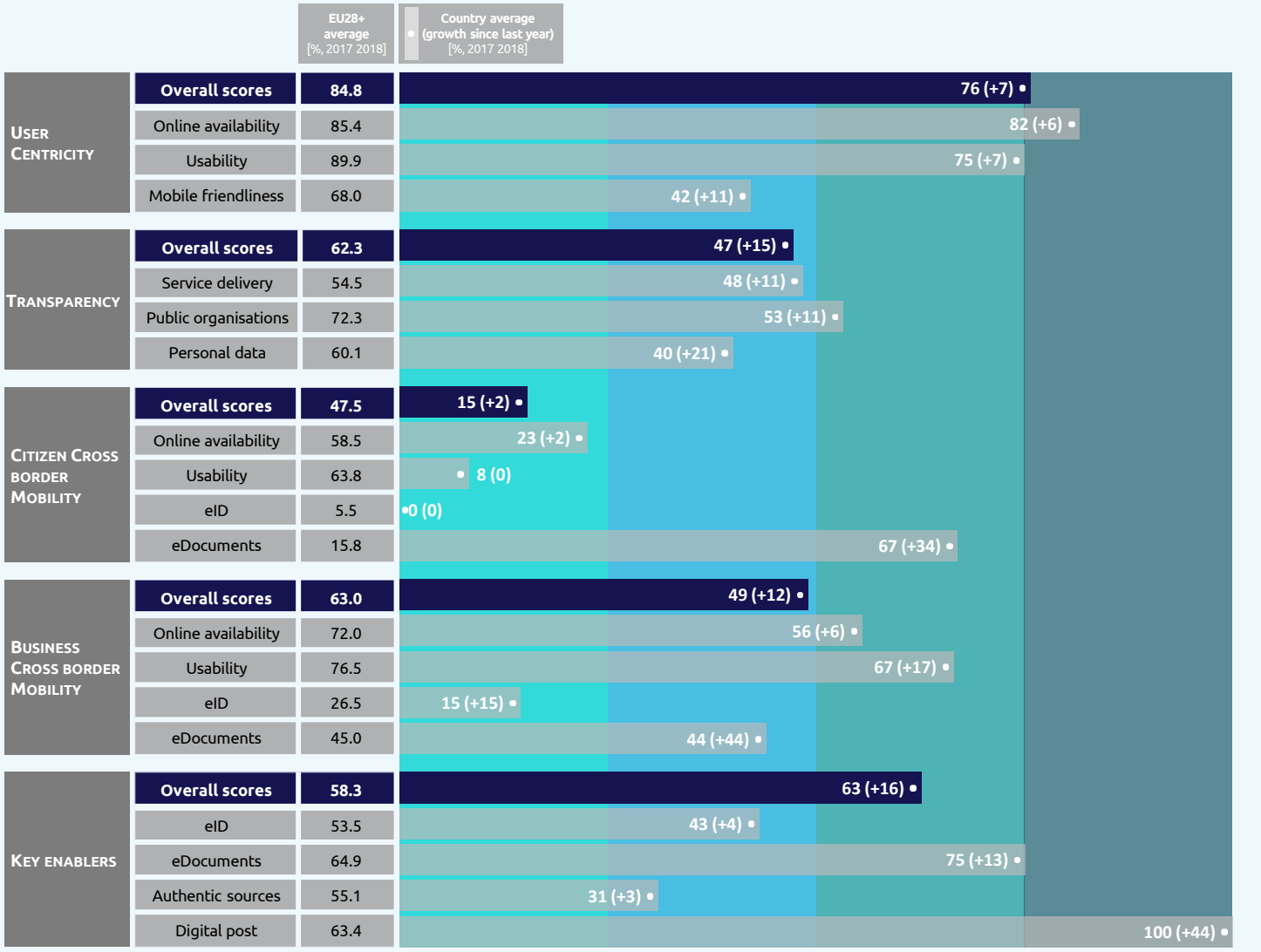
By comparing performances of countries with similar relative indicator scores, Croatia is Average in Penetration and Underperforming in Digitisation. The Penetration level is similar to other countries with comparable environmental characteristics. On the other hand, the Digitisation level is still low, also compared with similar country, Croatia is Underperforming in Digitisation, with a performance lower than expected, showing that the level of the back-office and the front-office digitisation in the country is still relatively low.

HUNGARY

eGOVERNMENT STATE OF PLAY 2019



eGovernment performance across policy priorities



How are services delivered?

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eGovernment performance of life events (domains)

The Cross-border mobility indicator is not measured for the life events Family life and Losing and finding a job

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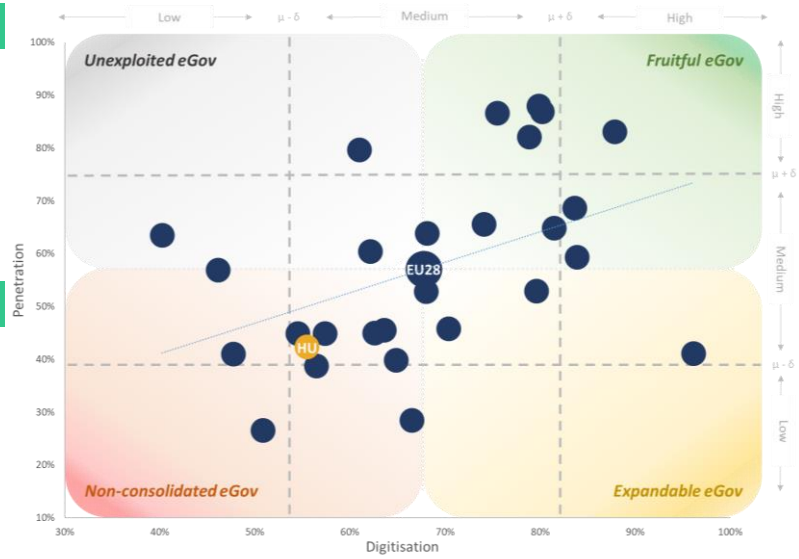
eGovernment Benchlearning analysis

Relative indicators

	User characteristics		Government characteristics		Digital context characteristics	
	Digital Skills	ICT usage	Quality	Openness	Connectivity	Digital in the private sector
EU28	49%	53%	70%	68%	60%	42%
HU	42%	48%	57%	n/a	60%	25%

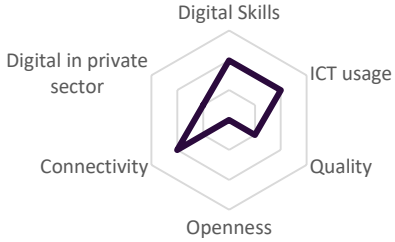


Performance

	Penetration	Digitisation
EU 28	57%	68%
HU	42%	56%

Hungary is characterised by a low level of both Penetration and Digitisation. Therefore, Hungary is part of the Non Consolidated eGov scenario, a scenario where countries are not fully exploiting ICT opportunities. In particular, both Digitisation and Penetration levels are quite below European average.

Environment



Hungay is characterised by low Government characteristics. The Digitisation of businesses and their exploitation of online sales channels – (Digital in Private sector) is below the European average. In addition, the quality of governments' action perceived by citizens (Quality) is below European average. On the other hand, the percentage of the citizens that make regular use of internet (ICT usage) and Digital Skills of the population are in line with the European average.

*Data regarding Openness are not available

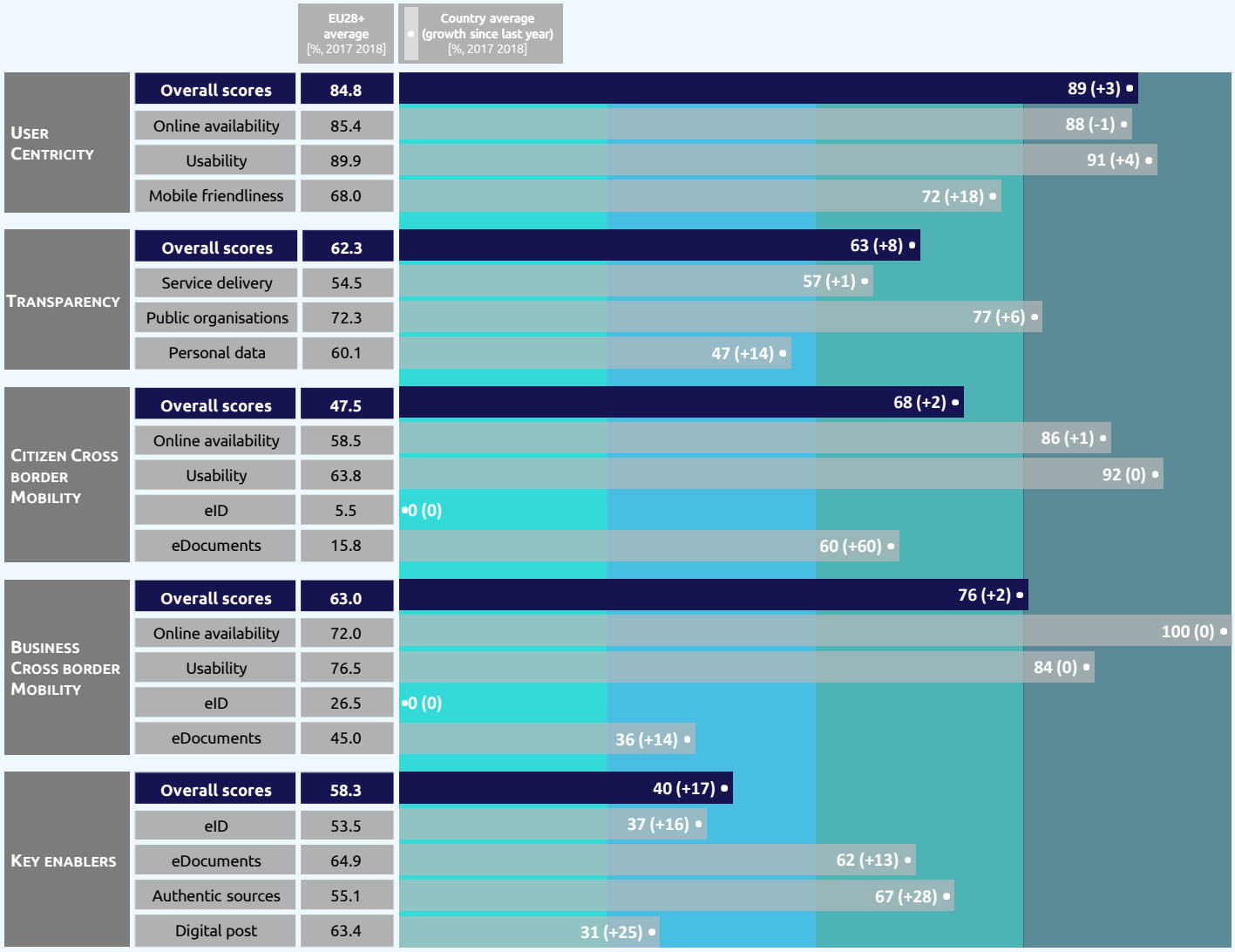
Considerations

Penetration - Underperforming	Matching relative and absolute indicators, Hungary is Underperforming in both Penetration and Digitisation. Analysing Digital context, Government and User characteristics through relative indicators indicates that Hungary has all the environmental characteristics necessary to be on the best-in-class in the eGovernment path.
Digitisation - Underperforming	For these reasons, Hungary would benefit from implementing policies aimed at increasing Penetration and Digitisation levels, by increasing the number of citizens using online services and the level of the back-office and the front-office digitisation.

IRELAND

eGOVERNMENT STATE OF PLAY 2019

eGovernment performance across policy priorities



How are services delivered?

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The top-level benchmarks for ***Citizen and Business Cross-border mobility*** indicates to what extent EU citizens can use online services another country.
Online availability: indicates if a service is online. Ranging from offline (0%), only information online (50%), fully online (100%).
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eGovernment performance of life events (domains)

The Cross-border mobility indicator is not measured for the life events Family life and Losing and finding a job

Each life event is measured once every two years

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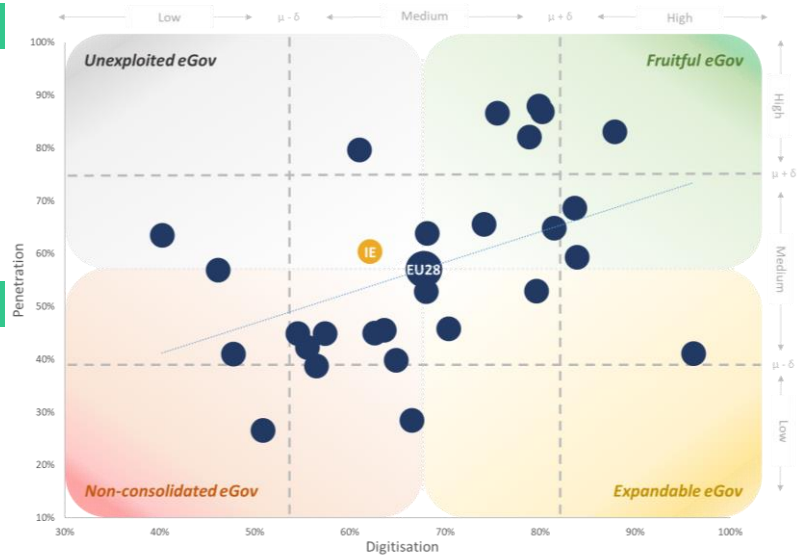
eGovernment Benchlearning analysis

Relative indicators

	User characteristics		Government characteristics		Digital context characteristics	
	Digital Skills	ICT usage	Quality	Openness	Connectivity	Digital in the private sector
EU28	49%	53%	70%	68%	60%	42%
IE	54%	53%	77%	82%	63%	69%

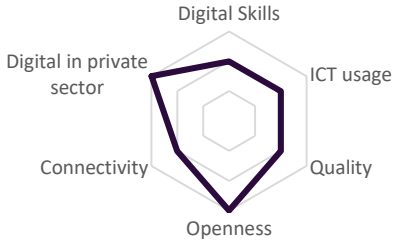


Performance

	Penetration	Digitisation
EU 28	57%	68%
IE	60%	62%

Ireland is characterised by a medium level of Penetration and a level of Digitisation slightly above the average. Therefore, Ireland is part of the Unexploited eGov scenario, a scenario that includes countries that might still be in an ongoing digitisation process, but with a high number of citizens using eGovernment services.

Environment



Ireland relative indicators show a country with almost all the environmental characteristics (User characteristics, Government characteristics and Digital context characteristics) in line with the European average. There are two indicators above the average: Digital in private sector that offers a proxy for the Digitisation of businesses and their exploitation of the online sales channel and Openness, that measures the openness of data and information.

Considerations

Penetration - Average

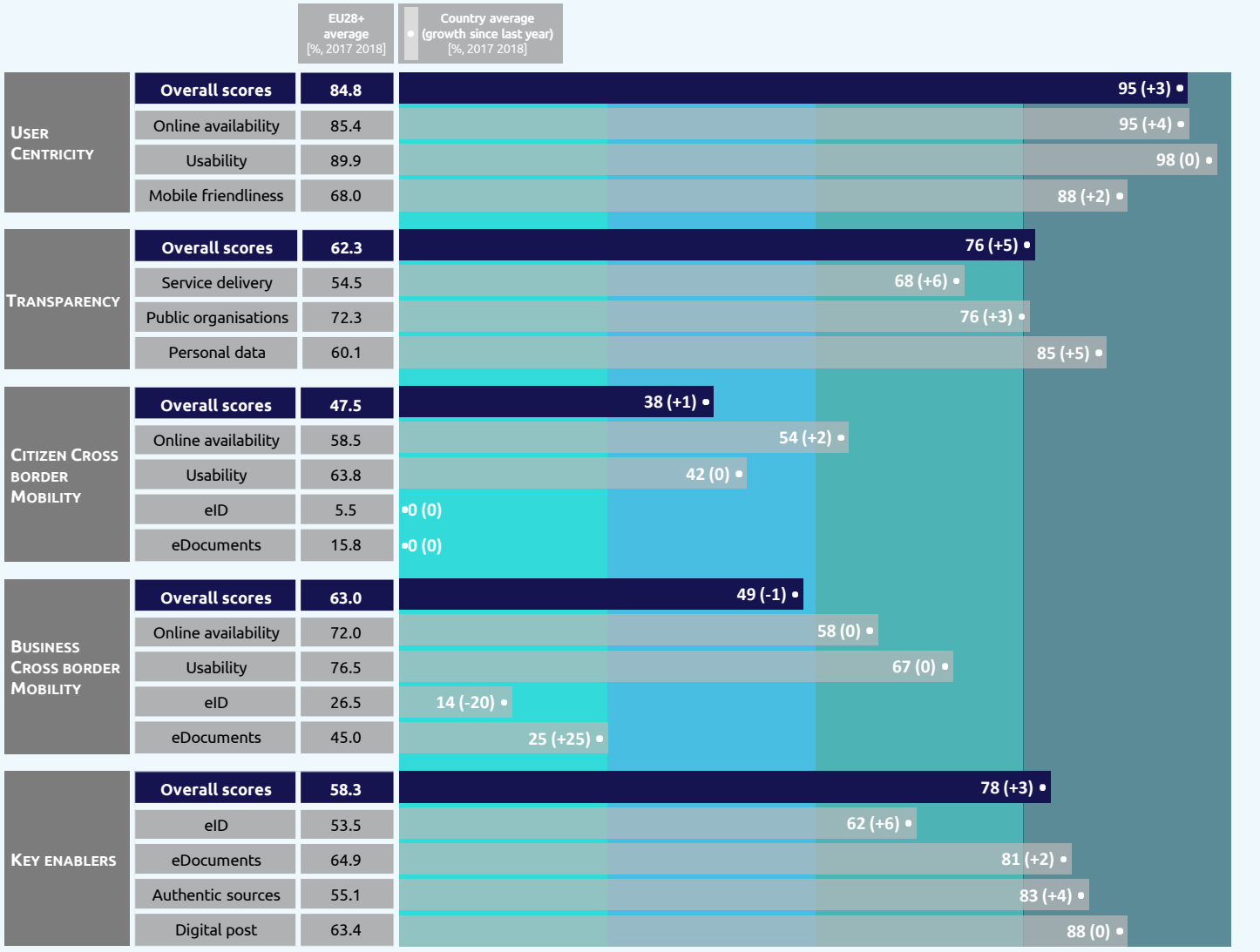
Digitisation - Underperforming

By comparing performances of countries with similar relative indicator scores, Ireland is Average in Penetration and Underperforming in Digitisation. The value of Penetration is similar to the one of other countries with comparable environmental characteristics, and, on the other hand, the Digitisation level is low, if compared with similar countries. Ireland eGovernment maturity process seems to be benefiting from a digitisation of the back- and the front-office.

ICELAND

eGOVERNMENT STATE OF PLAY 2019

eGovernment performance across policy priorities



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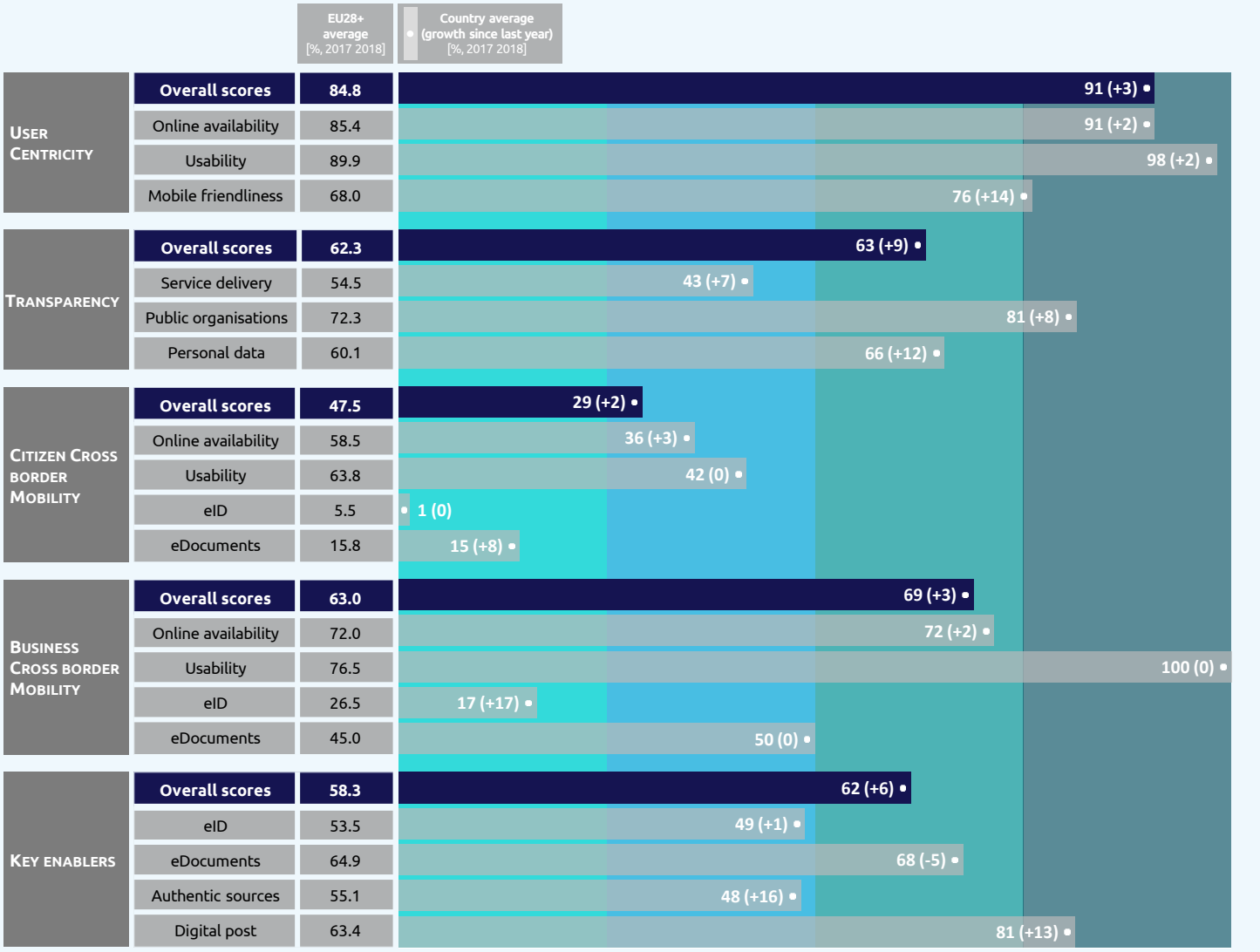
ITALY

eGOVERNMENT STATE OF PLAY 2019

eGovernment performance across policy priorities



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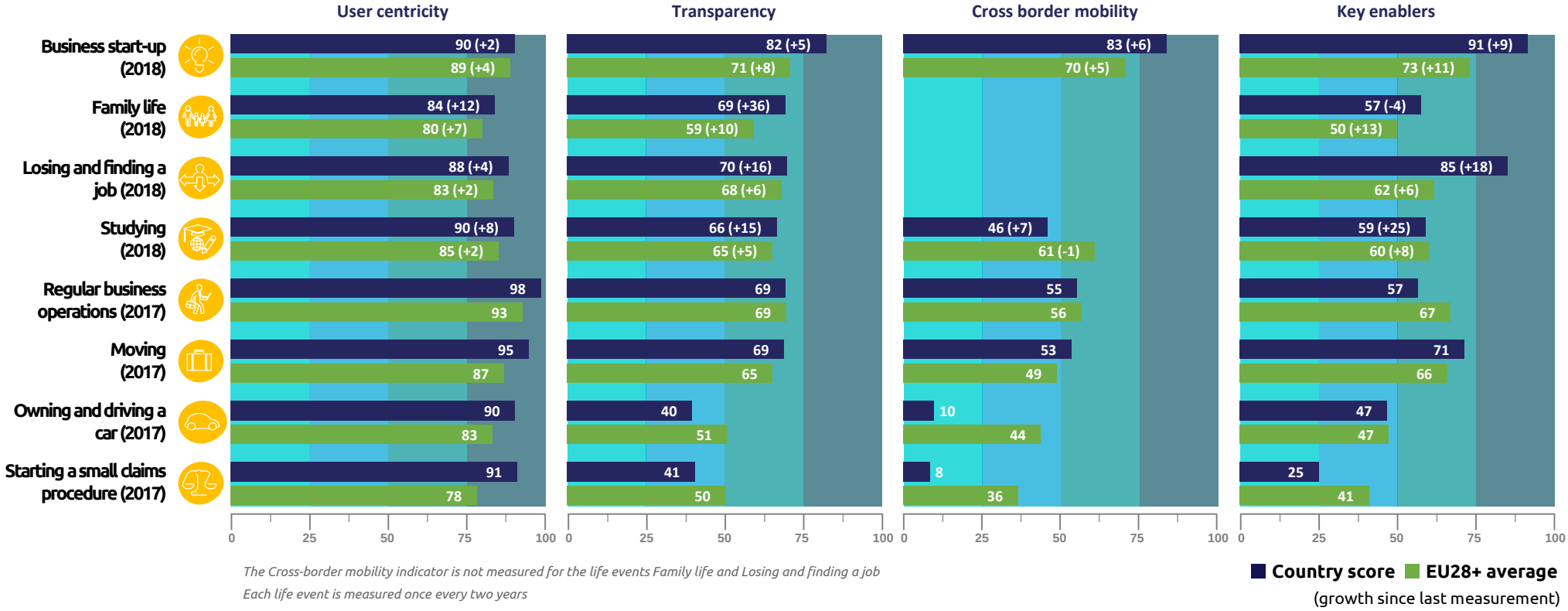
eGovernment performance of life events (domains)



The Cross-border mobility indicator is not measured for the life events Family life and Losing and finding a job

Each life event is measured once every two years

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Studying (2018)

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Regular business operations (2017)

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Moving (2017)

This concise life event illustrates the journey in case of moving places: from deregistering to register address in the new town. It also includes notifications to other public organizations and utilities.

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A total of 12 services concerning buying and selling a car and driving fines, and related to car taxes, parking permits and other administrative requirements.

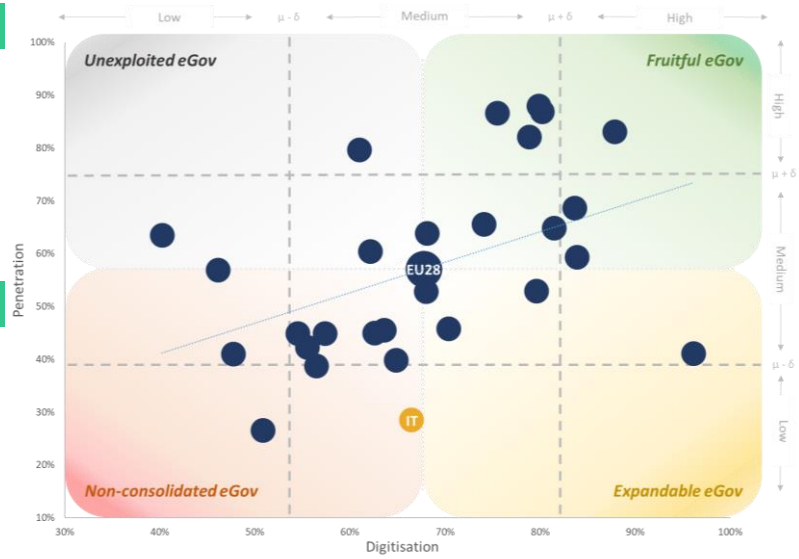
Starting a small claims procedure (2017)

This life event is part of the Justice domain, and captures the journey of someone willing to start a small claims procedure: from orientation and initiation to retrieving verdict and appeal

eGovernment Benchlearning analysis

Relative indicators

	User characteristics		Government characteristics		Digital context characteristics	
	Digital Skills	ICT usage	Quality	Openness	Connectivity	Digital in the private sector
EU28	49%	53%	70%	68%	60%	42%
IT	33%	40%	58%	76%	58%	32%

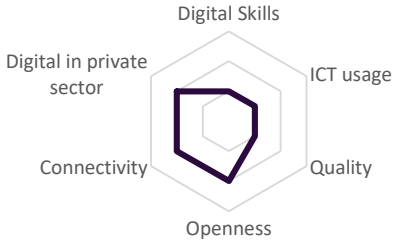


Performance

	Penetration	Digitisation
EU 28	57%	68%
IT	28%	67%

Italy is characterised by a low level of Penetration and a medium-low level of Digitisation. Therefore, Italy is part of the Non-consolidated eGov scenario, a scenario where countries are not fully exploiting ICT opportunities. Italy is characterised by one of the lowest Penetration level in Europe. On the other hand, the Digitisation level is close to the European average.

Environment



Italy seems to have an environment that could slow down eGovernment actions' effectiveness: looking at relative indicators, the openness of data and information (Openness), the Digitisation of businesses (Digital in the private sector) and the deployment of the broadband and its quality (Connectivity) are in line with European average, while all the other characteristics (Digital skills, ICT usage and Quality) are low. In particular, it seems that Italian users could both strengthen digital skills and increase regular use of internet.

Considerations

Penetration - Underperforming

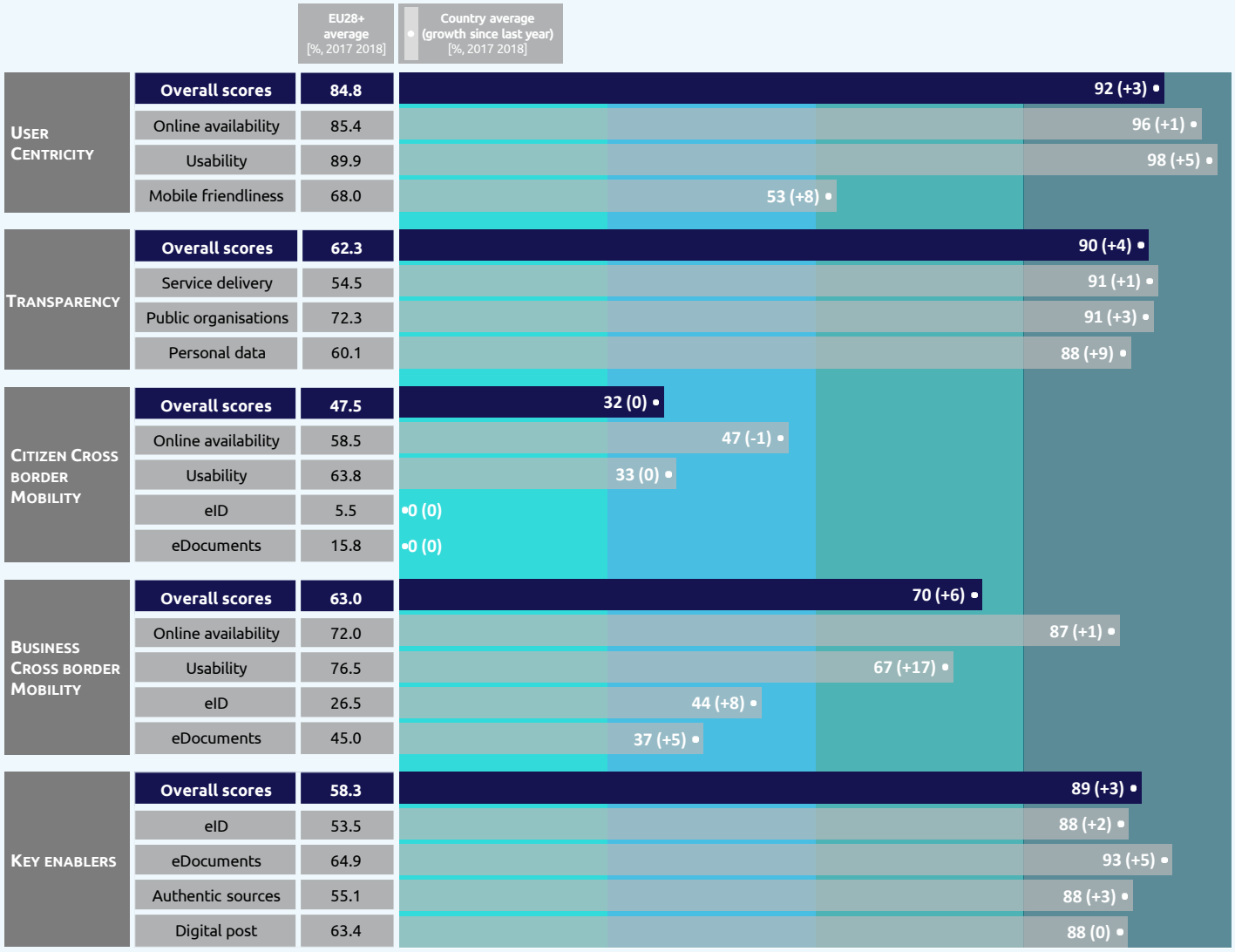
Digitisation - Average

Matching relative and absolute indicators, Italy seems to have a different position regarding the Penetration and the Digitisation level. Digitisation is in line with the performance of other European countries with similar environment. Instead, regarding the Penetration level, Italy seems to be Underperforming compared to other countries with a similar environment, showing that online services are not fully widespread all over the country. A country can improve the Penetration level by increasing the number of people that submit official forms online to administrative authorities or by automating processes and requesting fewer forms from citizens.

LITHUANIA

eGOVERNMENT STATE OF PLAY 2019

eGovernment performance across policy priorities



How are services delivered?

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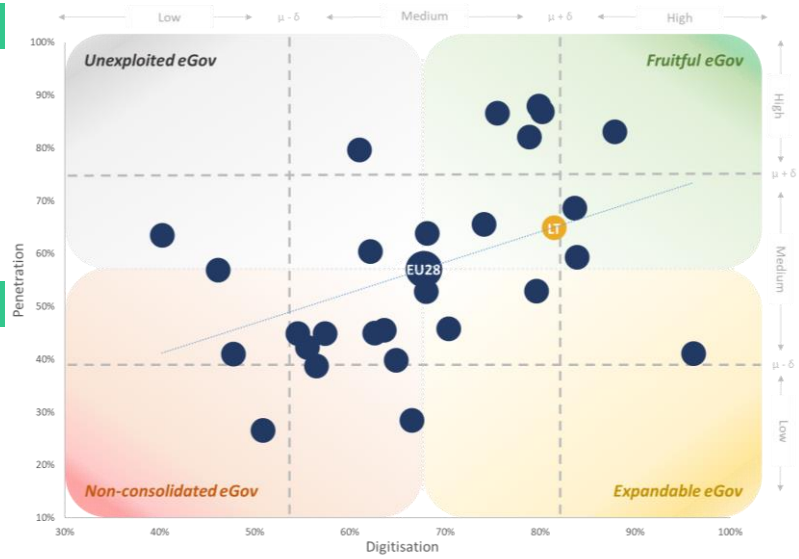
eGovernment Benchlearning analysis

Relative indicators

	User characteristics		Government characteristics		Digital context characteristics	
	Digital Skills	ICT usage	Quality	Openness	Connectivity	Digital in the private sector
EU28	49%	53%	70%	68%	60%	42%
LT	42%	52%	68%	58%	51%	50%

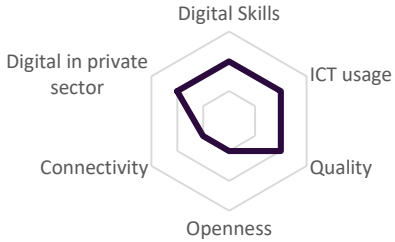


Performance

	Penetration	Digitisation
EU 28	57%	68%
LT	65%	82%

Lithuania is characterised by a medium-high level of Penetration and a medium-high level of Digitisation. Therefore, Lithuania is part of the Fruitful eGov scenario, a scenario that includes the best-in-class countries, which perform at a Digitisation and Penetration level above average.

Environment



Lithuania's relative indicators show a country with almost all characteristics (User characteristics, Government characteristics and Digital context characteristics) in line with the European average. The peculiarities of Lithuania are a low level of Openness, an indicator that identifies the openness of each country from an Open Government perspective, and a low level of the deployment of the broadband and its quality (Connectivity).

Considerations

Penetration - Outperforming

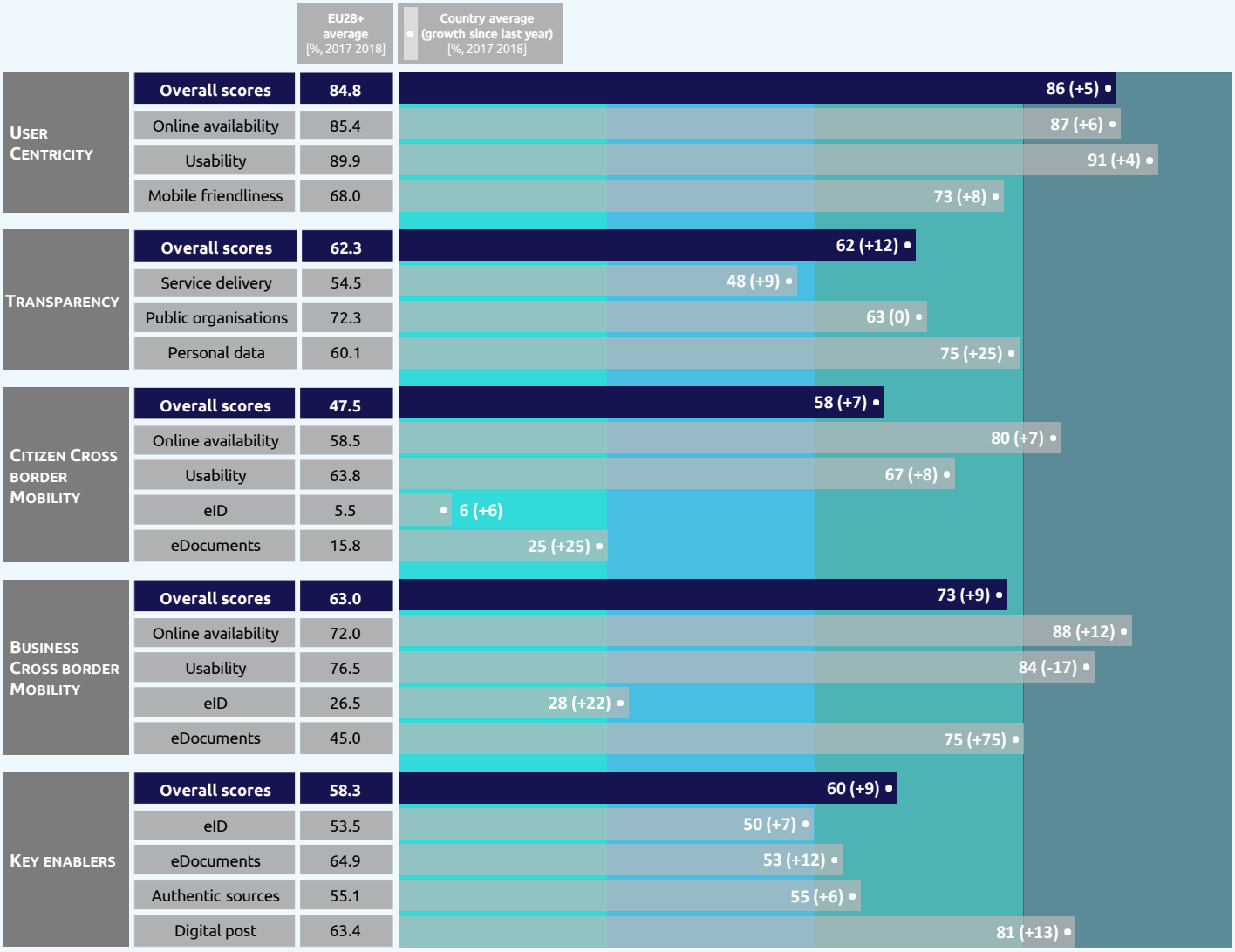
Digitisation - Outperforming

Lithuania is a country with almost all environmental characteristics in line with the European average. Furthermore is Outperforming in both Penetration and Digitisation. Looking at the results of the analysis, the Lithuania's government seems to have implemented good policies and strategies that enabled the country to have both high Digitisation of the front- and the back-offices and widespread digital services (Penetration).

LUXEMBOURG

eGOVERNMENT STATE OF PLAY 2019

eGovernment performance across policy priorities



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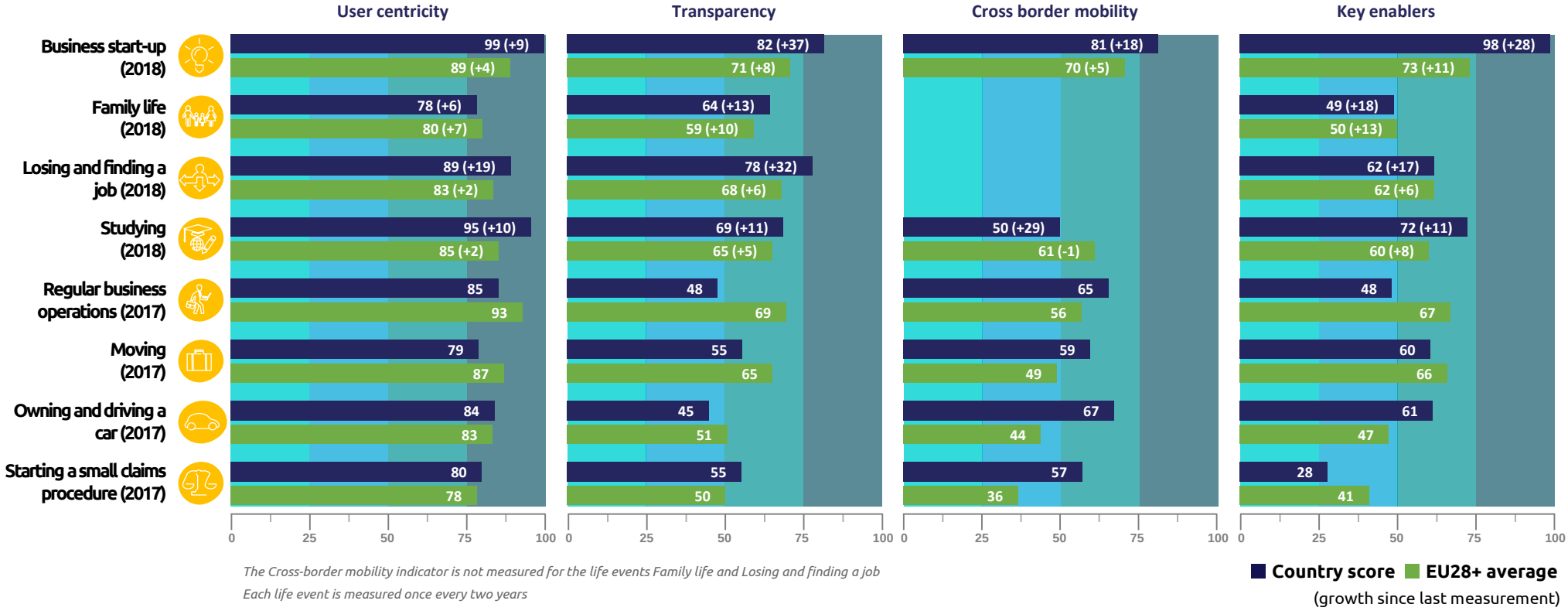
eGovernment performance of life events (domains)



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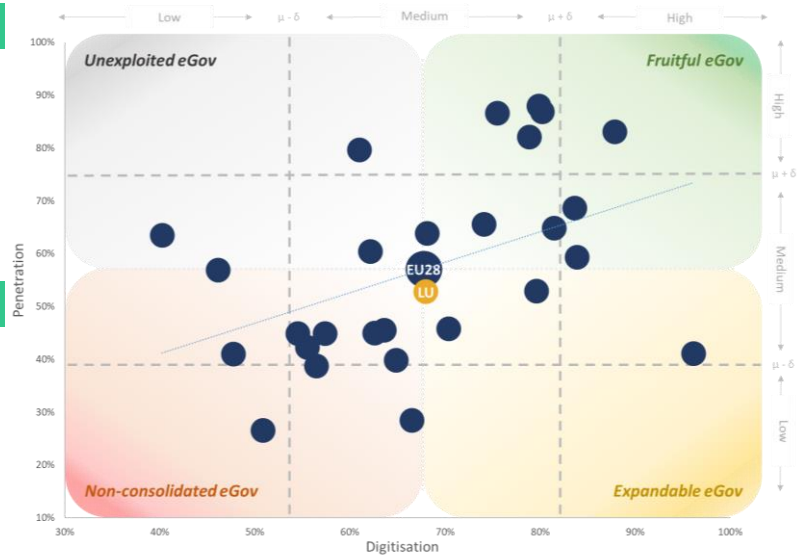
eGovernment Benchlearning analysis

Relative indicators

	User characteristics		Government characteristics		Digital context characteristics	
	Digital Skills	ICT usage	Quality	Openness	Connectivity	Digital in the private sector
EU28	49%	53%	70%	68%	60%	42%
LU	70%	62%	83%	78%	73%	39%

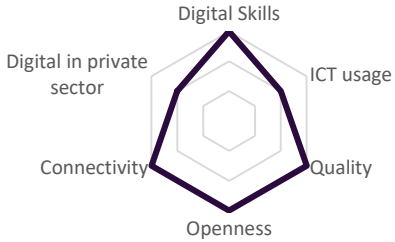


Performance

	Penetration	Digitisation
EU 28	57%	68%
LU	53%	68%

Luxembourg shows a medium level of both Penetration and Digitisation. Therefore, Luxembourg is included in the Expandable eGov scenario, a scenario where the innovation process has been carried out efficiently, but there is the desirability to expand the number of online users, to realise all potential advantages.

Environment



Luxembourg's relative indicators show a country with almost all the environmental characteristics (User characteristics, Government characteristics and Digital context characteristics) above the European average. It is close to the European average only in Digitisation of businesses and their exploitation of online sales channels (Digital in private sector) and in the Digital Skills of the population.

Considerations

Penetration - Underperforming

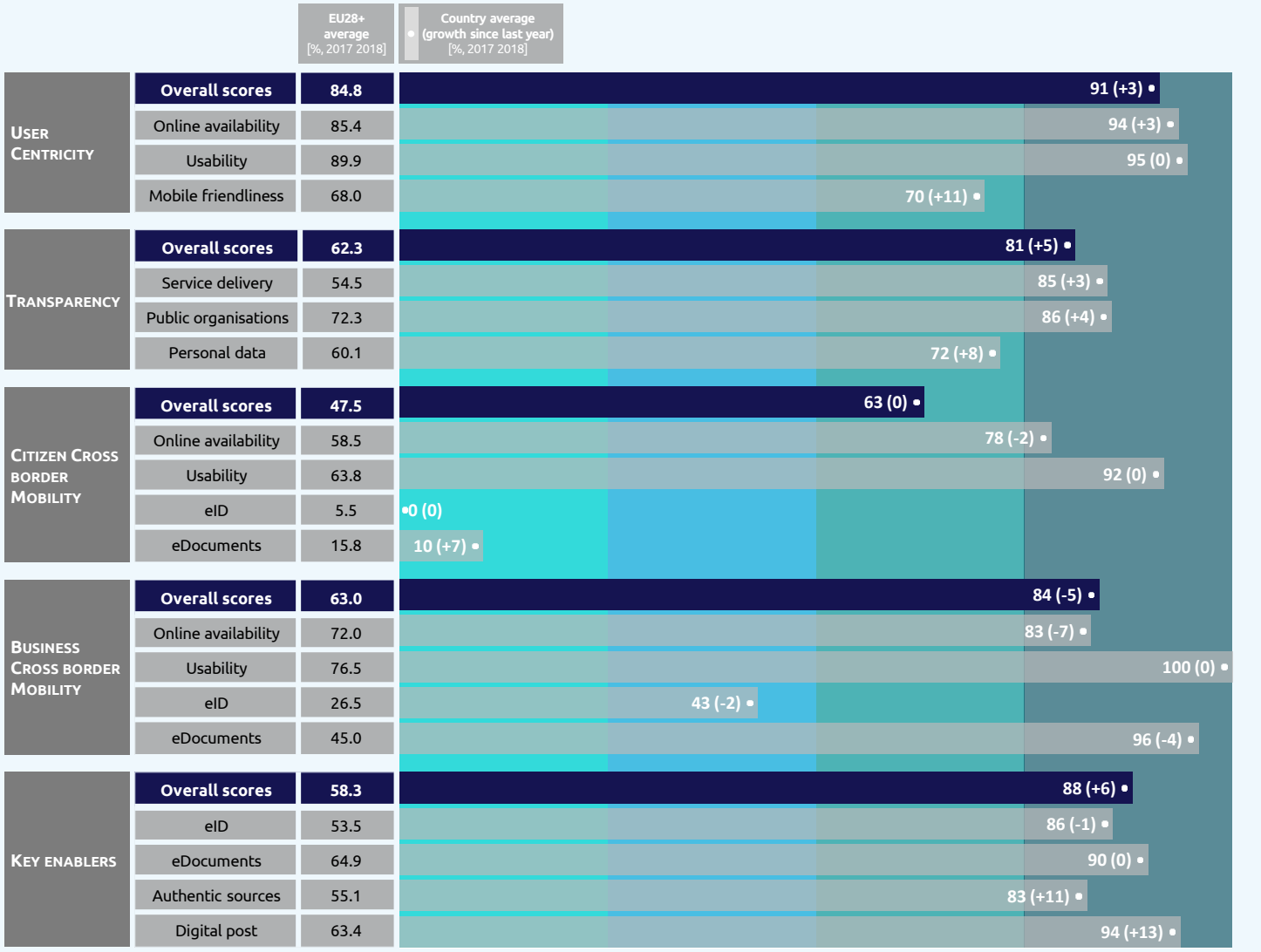
Digitisation - Average

Matching relative and absolute indicators, Luxembourg is Underperforming in Penetration and Average in Digitisation. Analysing Digital context, Government and User characteristics through relative indicators shows that Luxembourg has all the environmental characteristics necessary to be on the best-in-class in the eGovernment path, however the Penetration level is low if compared with country with similar characteristics. For these reasons, Luxembourg would benefit from increasing the number of citizens using online services.

LATVIA

eGOVERNMENT STATE OF PLAY 2019

eGovernment performance across policy priorities



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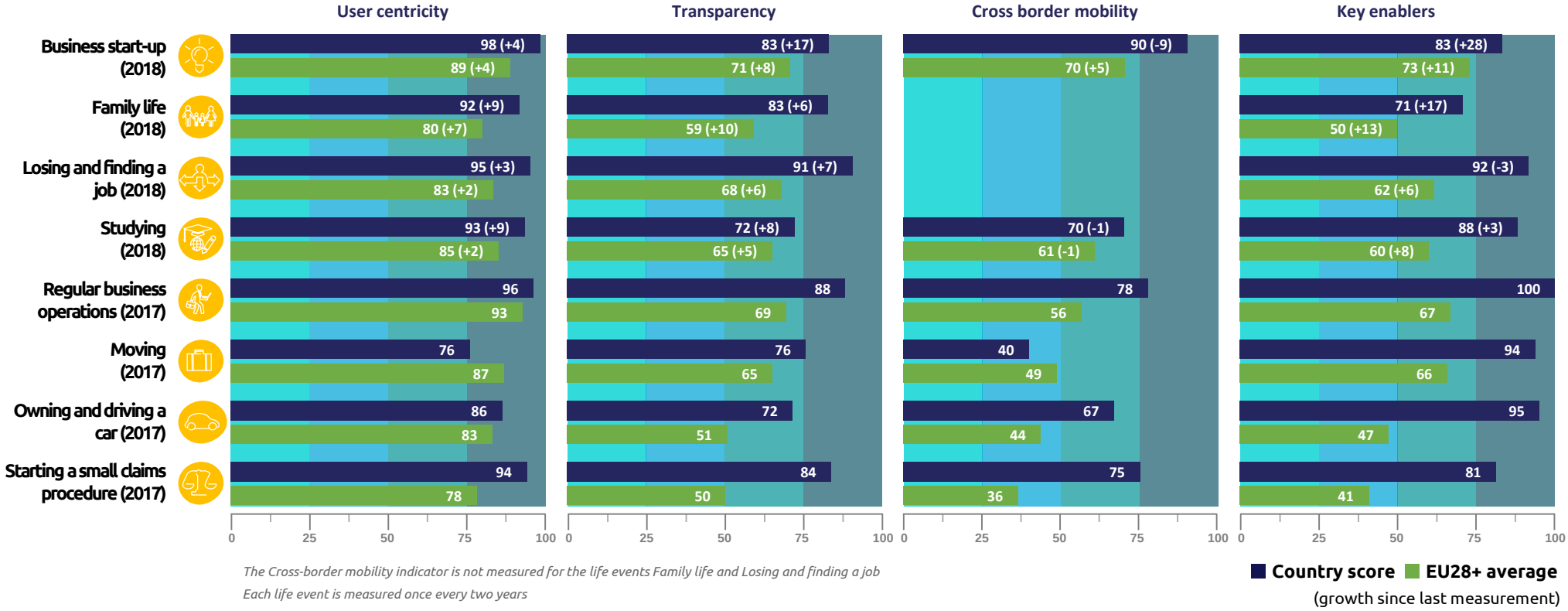

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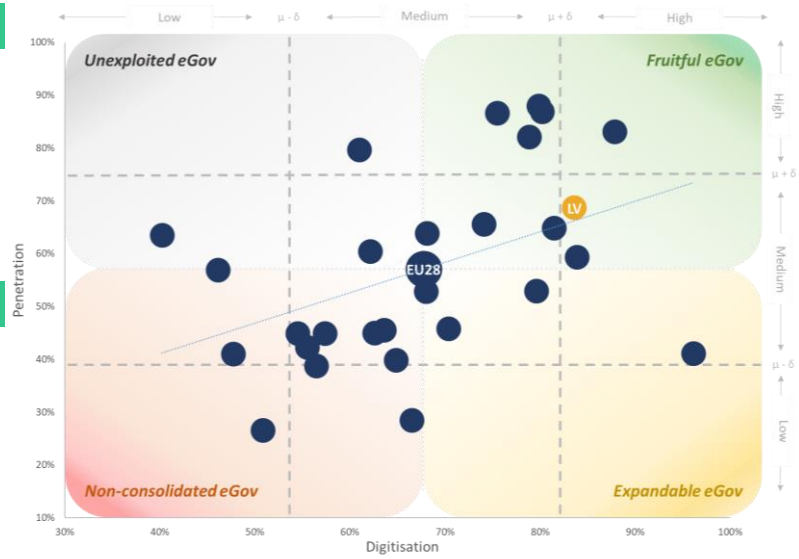
eGovernment Benchlearning analysis

Relative indicators

	User characteristics		Government characteristics		Digital context characteristics	
	Digital Skills	ICT usage	Quality	Openness	Connectivity	Digital in the private sector
EU28	49%	53%	70%	68%	60%	42%
LV	40%	49%	67%	66%	65%	26%

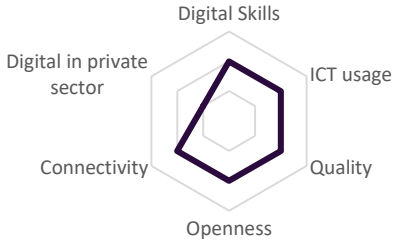


Performance

	Penetration	Digitisation
EU 28	57%	68%
LV	69%	84%

Latvia is characterised by a high level of Digitisation and medium-high level Penetration. Latvia is in the cluster of Fruitful eGov scenario, a scenario that includes the best-in-class countries, which perform at a Digitisation and Penetration level above average.

Environment



Latvia's relative indicators show a country with almost all the characteristics (User characteristics, Government characteristics and Digital context characteristics) in line with the European average. The peculiarity of Latvia is a low level of Digital in private sector, an indicator that identifies the digitisation of businesses and their exploitation of online sales channels.

Considerations

Penetration - Outperforming

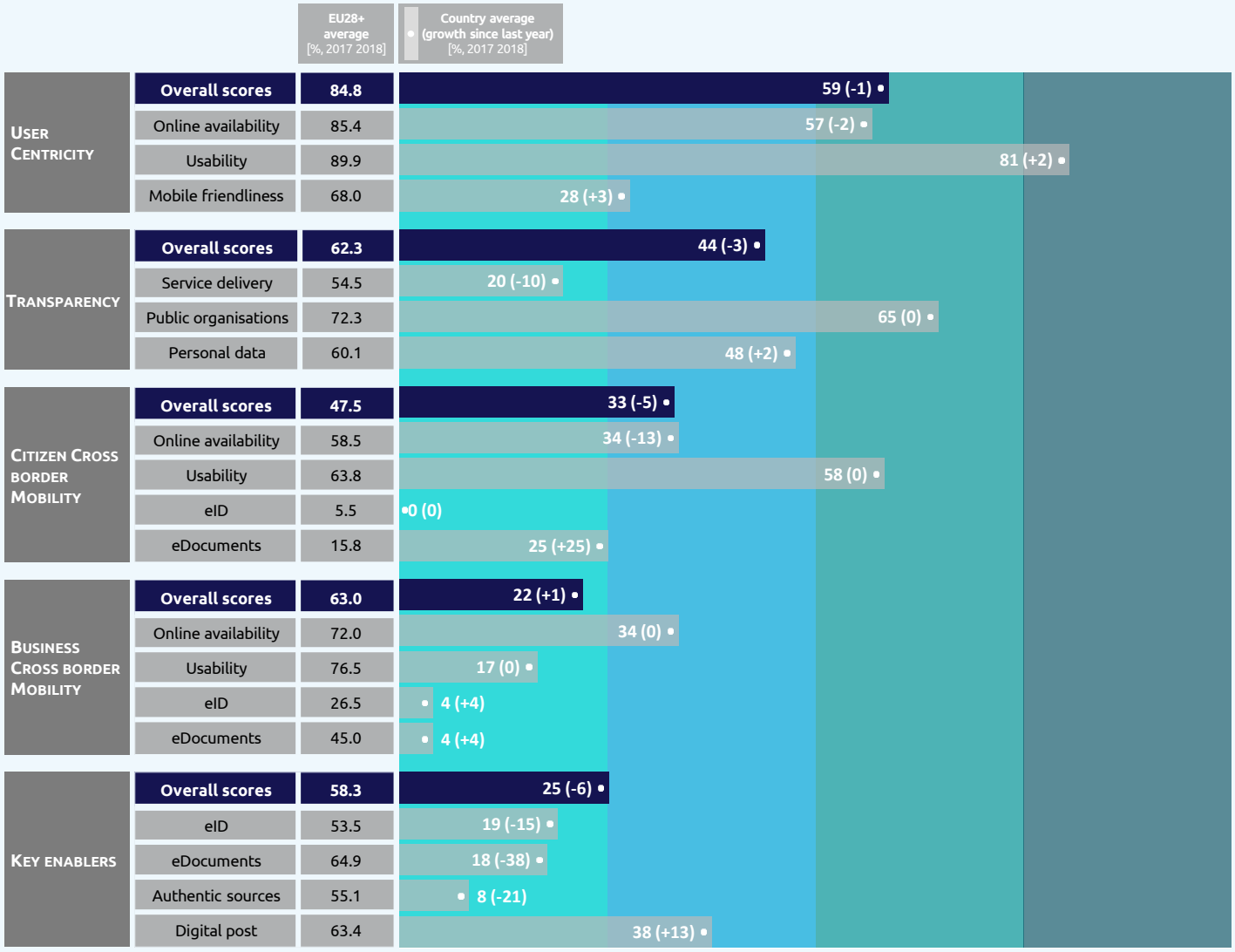
Digitisation - Outperforming

Latvia is a country with almost all the environmental characteristics in line with the European average. Furthermore is Outperforming in both Penetration and Digitisation. Looking at the results of the analysis, Latvia has both high Digitisation of the front- and the back-offices and widespread digital services (Penetration).

MONTENEGRO

eGOVERNMENT STATE OF PLAY 2019

eGovernment performance across policy priorities



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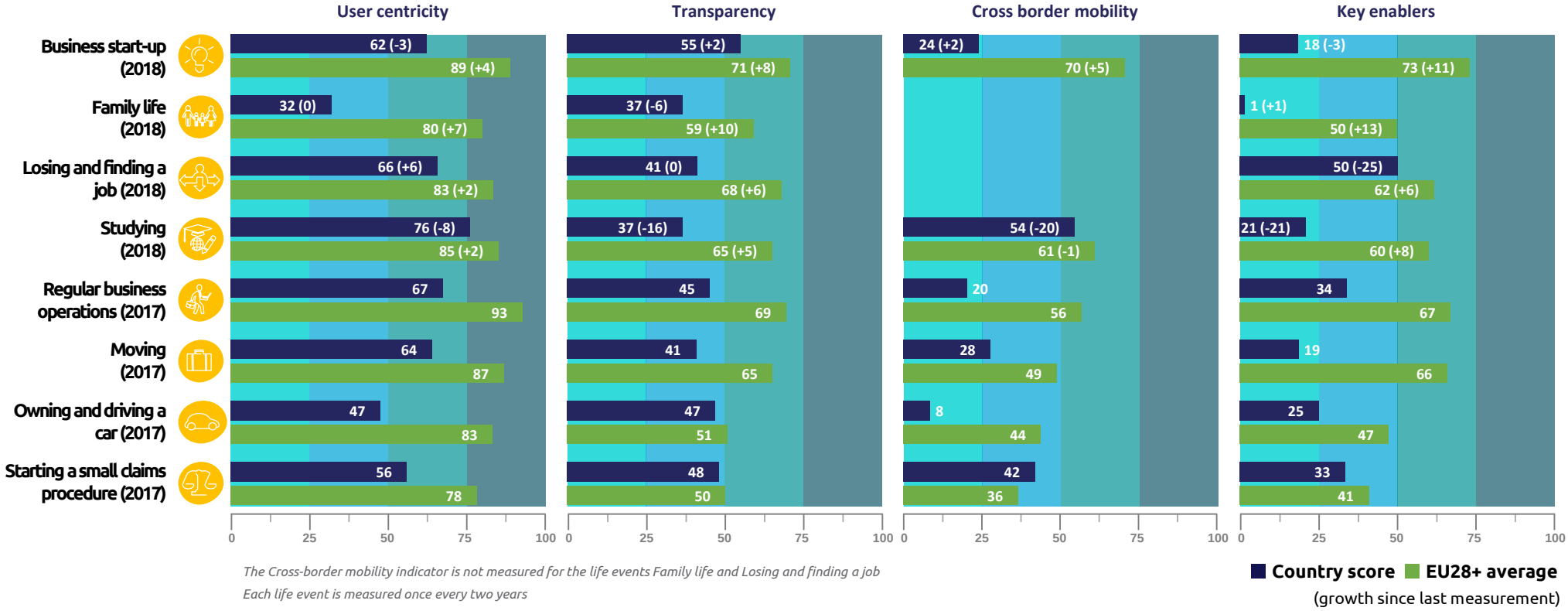

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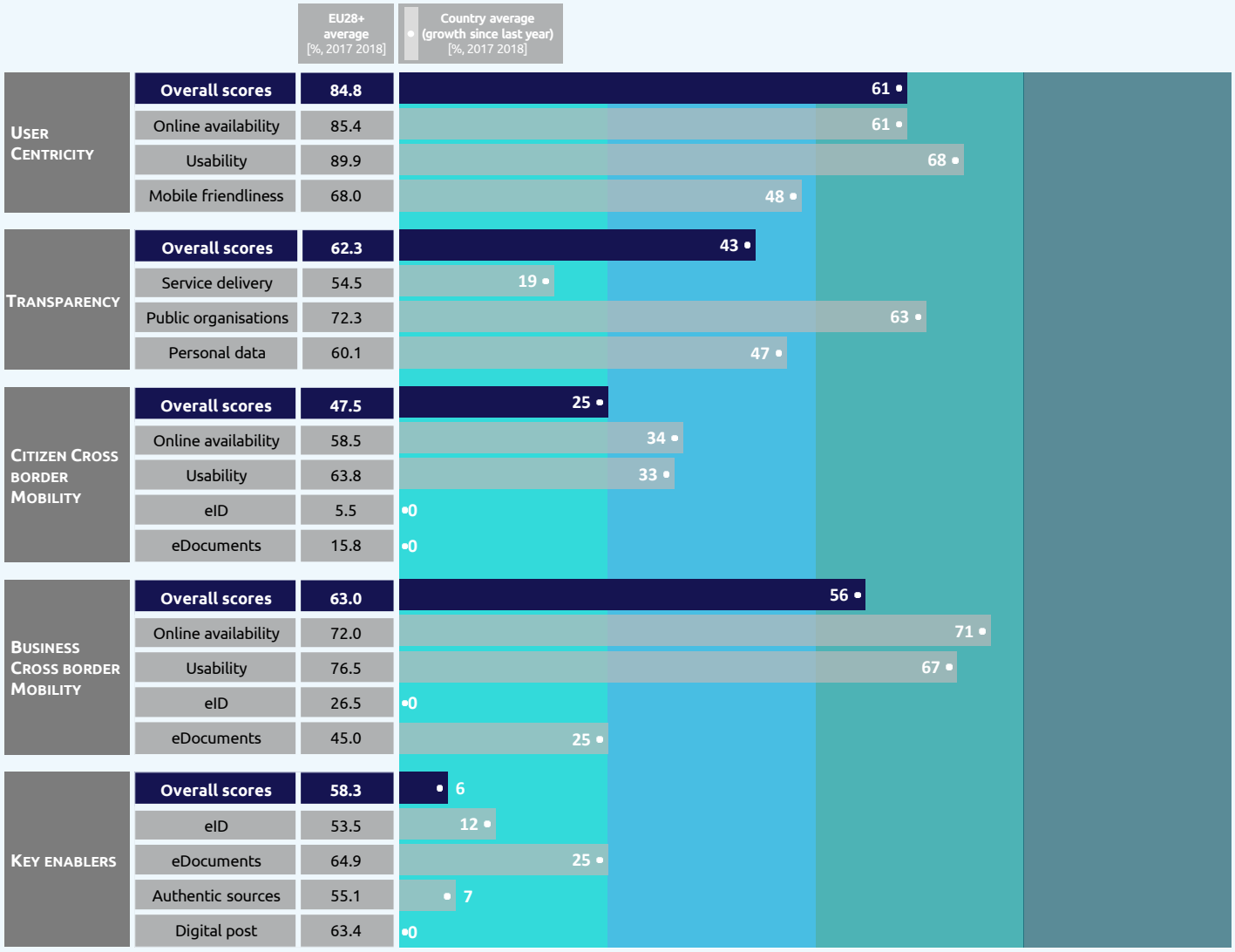
North Macedonia

eGovernment State of Play 2019

eGovernment performance across policy priorities



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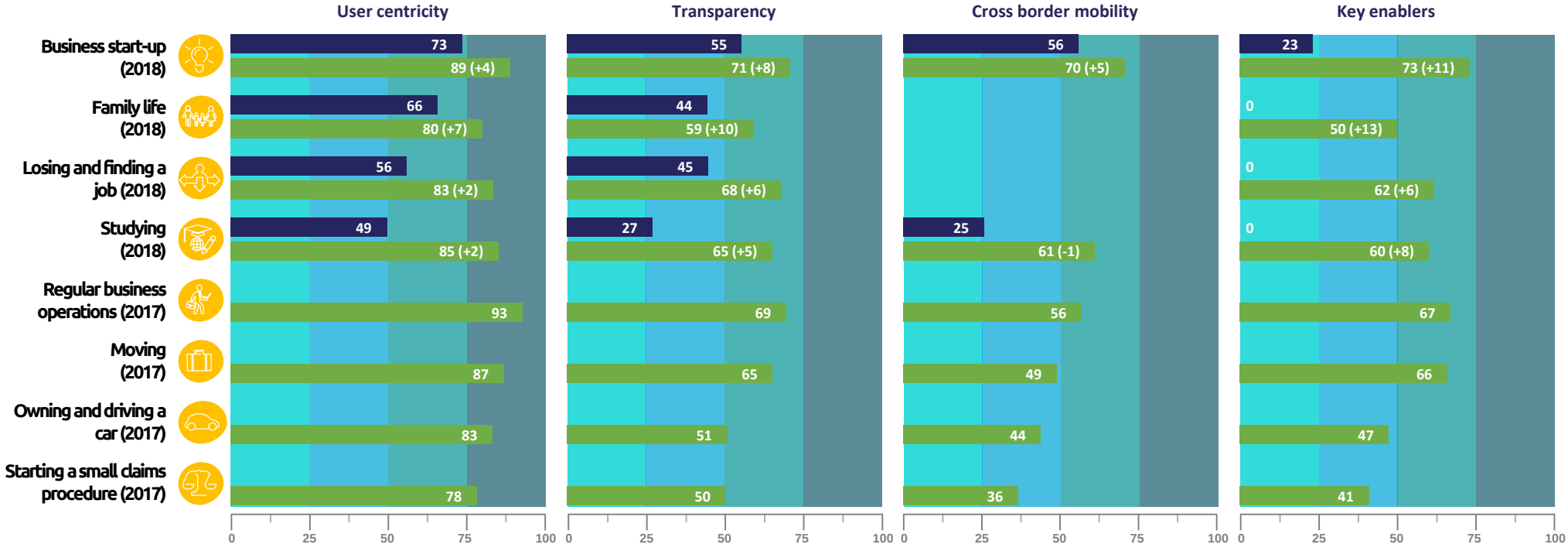

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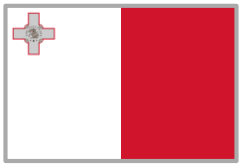
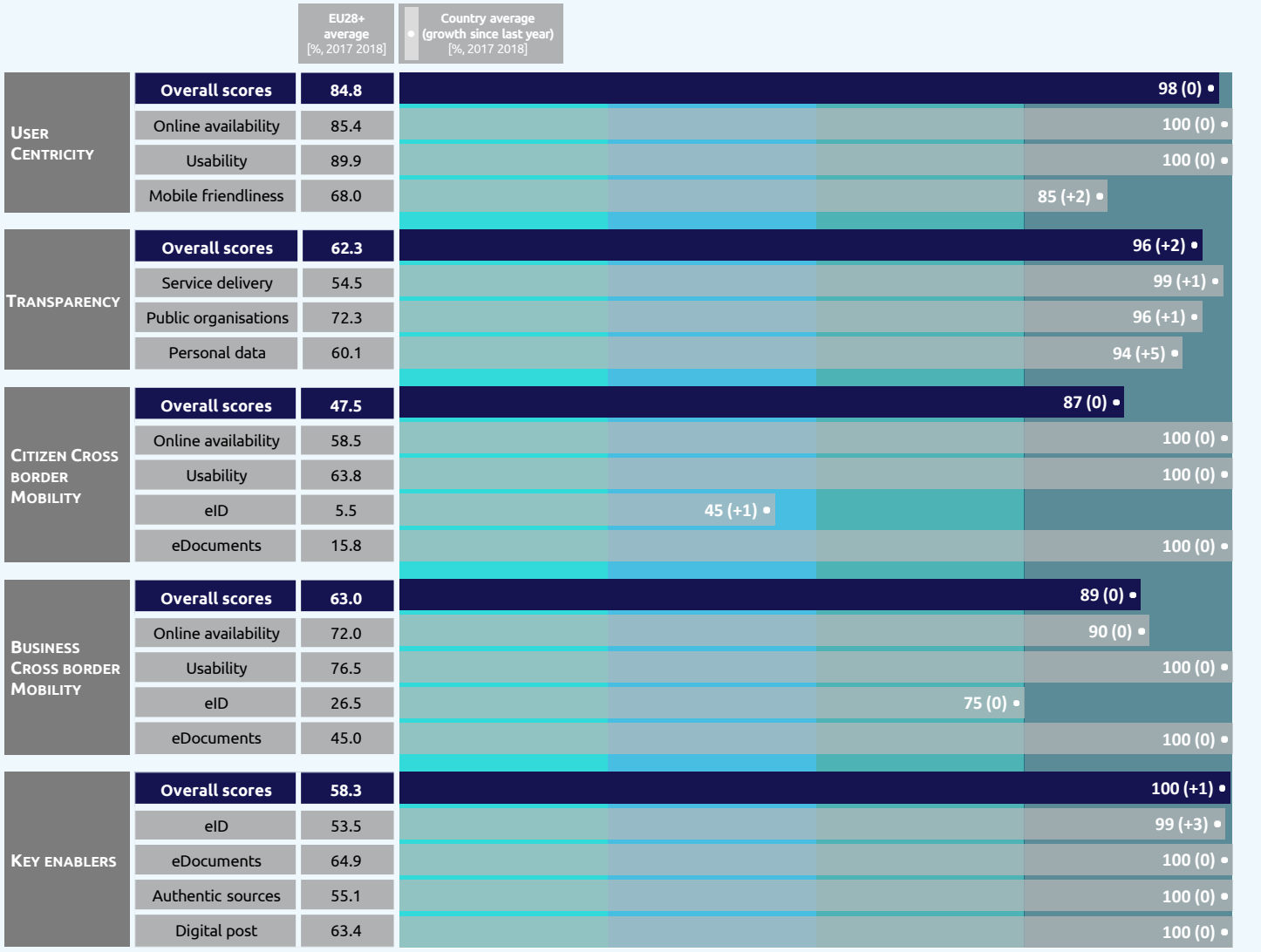


MALTA

eGOVERNMENT STATE OF PLAY 2019

eGovernment performance across policy priorities



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eGovernment Benchlearning analysis

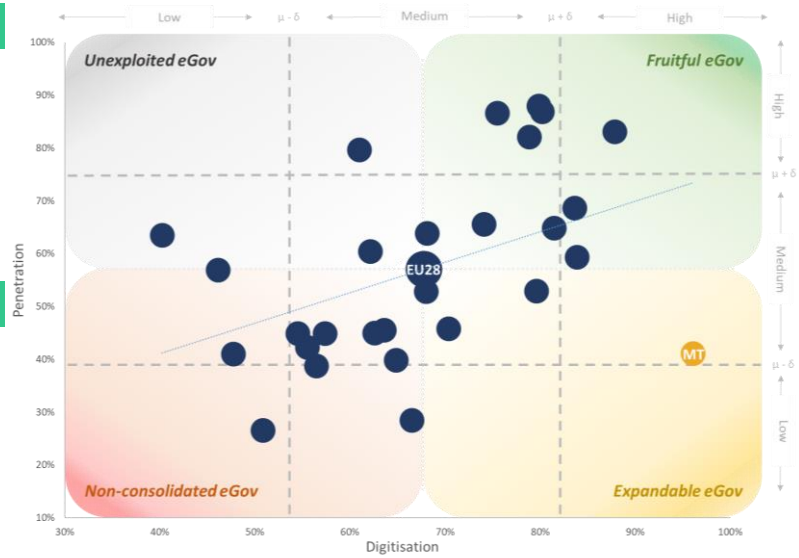
Relative indicators

	User characteristics		Government characteristics		Digital context characteristics	
	Digital Skills	ICT usage	Quality	Openness	Connectivity	Digital in the private sector
EU28	49%	53%	70%	68%	60%	42%
MT	55%	61%	68%	46%	66%	49%

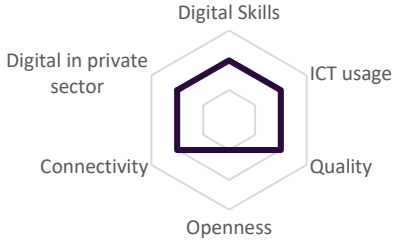
Performance

	Penetration	Digitisation
EU 28	57%	68%
MT	41%	96%

Malta is characterised by a medium-low level of Penetration and a very high level of Digitisation. Therefore, Malta is part of the Expandable eGov scenario, a scenario where the innovation process has been carried out efficiently, but there is the desirability to expand the number of online users, to realise all potential advantages. The highest European level of Digitisation of the back- and front-offices and a Penetration level only slightly lower than the European average characterise Malta.



Environment



Malta's relative indicators shows a country with almost all the characteristics (User characteristics, Government characteristics and Digital context characteristics) in line with the European average. The peculiarity of Malta is a low level of Openness, an indicator that identifies the openness of each country from an Open Government perspective. This considers two different aspects: the extent to which countries have an Open Data policy in place and the extent to which citizens are able to select their government.

Considerations

Penetration - Underperforming

Digitisation - Outperforming

Matching relative and absolute indicators, Malta seems to have a very different position regarding the Penetration and the Digitisation level.
Malta is the only European country Outperforming in Digitisation and at the same time Underperforming in Penetration. Malta, compared with countries with similar environmental characteristics, seems to have reached a satisfying level of digitisation of the front- and the back-offices. However, Malta's online services seem to be not so widespread all over the country.

The Netherlands

eGovernment State of Play 2019

eGovernment performance across policy priorities

		EU28+ average [%, 2017 2018]	Country average (growth since last year) [%, 2017 2018]
User Centricity	Overall scores	84.8	94 (+1)
	Online availability	85.4	92 (+2)
	Usability	89.9	100 (0)
	Mobile friendliness	68.0	90 (+2)
Transparency	Overall scores	62.3	71 (+2)
	Service delivery	54.5	67 (+2)
	Public organisations	72.3	76 (0)
	Personal data	60.1	69 (+3)
Citizen Cross border Mobility	Overall scores	47.5	65 (-4)
	Online availability	58.5	76 (-6)
	Usability	63.8	92 (0)
	eID	5.5	15 (-4)
	eDocuments	15.8	27 (-8)
Business Cross border Mobility	Overall scores	63.0	74 (+12)
	Online availability	72.0	80 (+4)
	Usability	76.5	84 (0)
	eID	26.5	40 (+40)
	eDocuments	45.0	65 (+40)
Key enablers	Overall scores	58.3	80 (+2)
	eID	53.5	63 (+4)
	eDocuments	64.9	82 (-1)
	Authentic sources	55.1	81 (+4)
	Digital post	63.4	94 (0)

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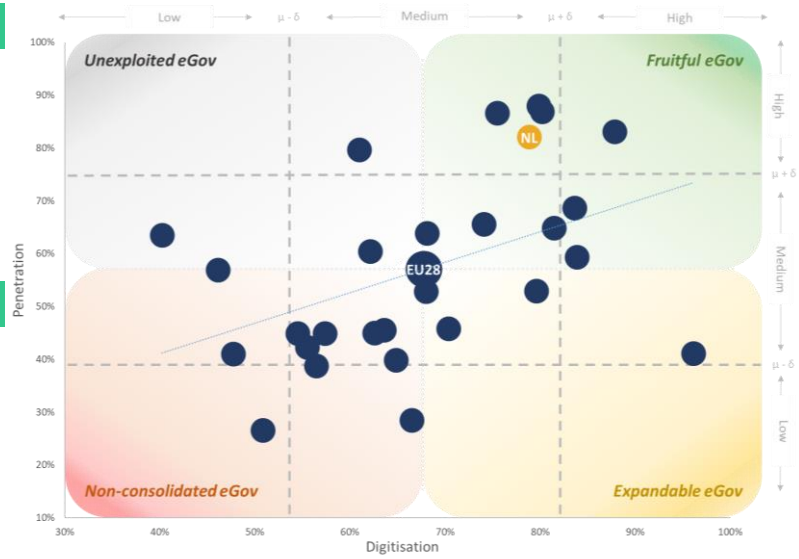
eGovernment Benchlearning analysis

Relative indicators

	User characteristics		Government characteristics		Digital context characteristics	
	Digital Skills	ICT usage	Quality	Openness	Connectivity	Digital in the private sector
EU28	49%	53%	70%	68%	60%	42%
NL	62%	73%	87%	77%	73%	63%



Performance

	Penetration	Digitisation
EU 28	57%	68%
NL	82%	79%

A high level of both Digitisation and Penetration characterise the Netherlands. Therefore, the Netherlands is part of the Fruitful eGov scenario, a scenario that includes the best-in-class countries, which perform at a Digitisation and Penetration level above average. The Netherlands is one of the countries with better overall performances in terms of eGovernment maturity: it is one of the best European countries in both the widespread of online services (Penetration) and the digitisation level of back- and front-office (Digitisation).

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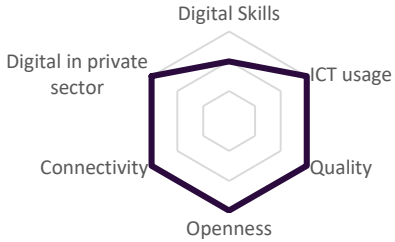


The Netherlands's relative indicators show a country with almost all environmental characteristics (User characteristics, Government characteristics and Digital context characteristics) above the European average. It seems to be close to the European average only in the Digital Skills of the population. This data show a country that excels not only in eGovernment services but also in digital development as a whole.

Considerations

Penetration - Average

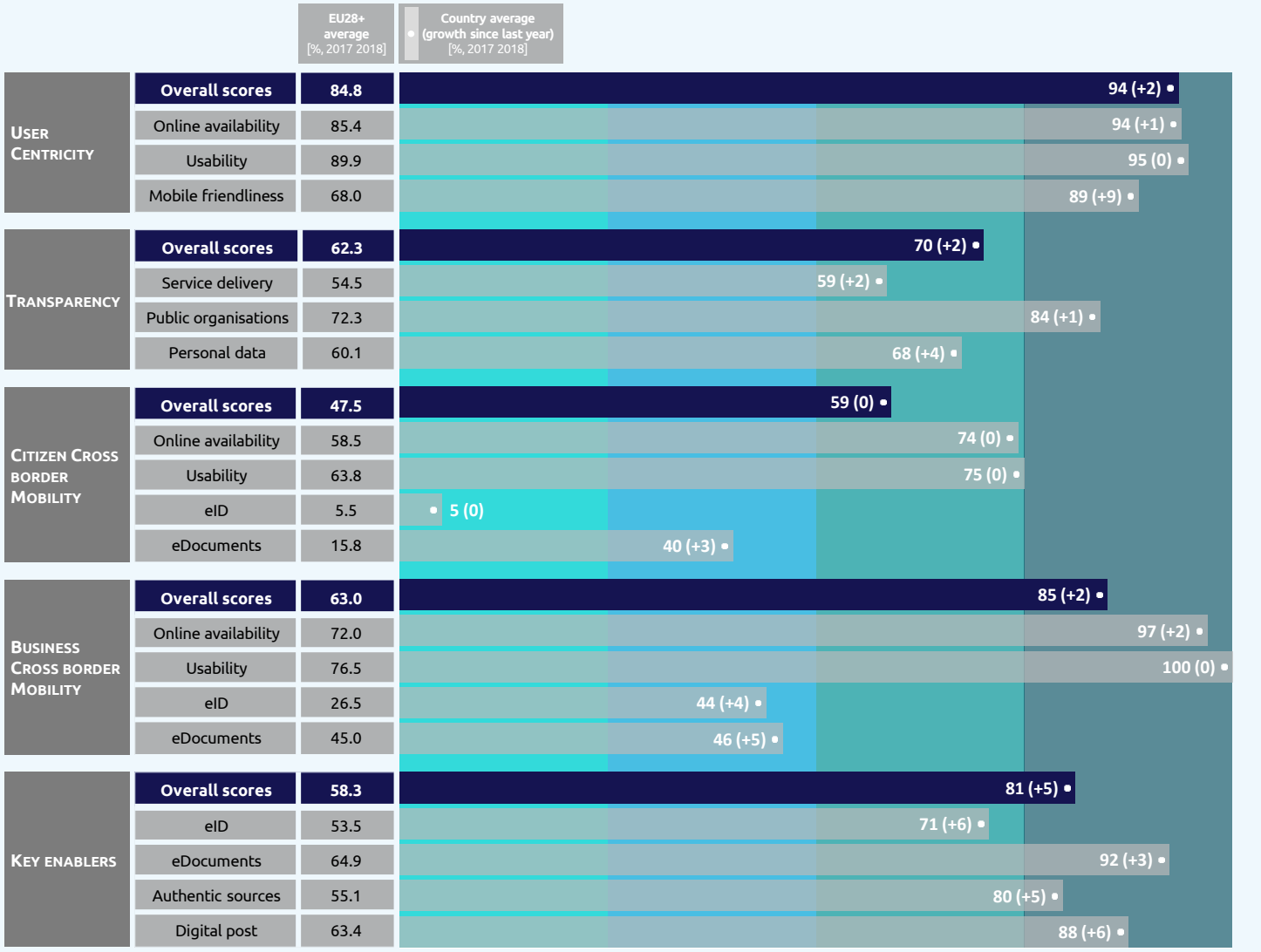
Digitisation - Average

The Netherlands can be considered an Average country, its performance in Penetration and Digitisation compared with countries with similar relative indicators scores are average. It means that the country reaches the expected level of back- and front-office digitisation and eGovernment services are widespread.

NORWAY

eGOVERNMENT STATE OF PLAY 2019

eGovernment performance across policy priorities



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POLAND

eGOVERNMENT STATE OF PLAY 2019

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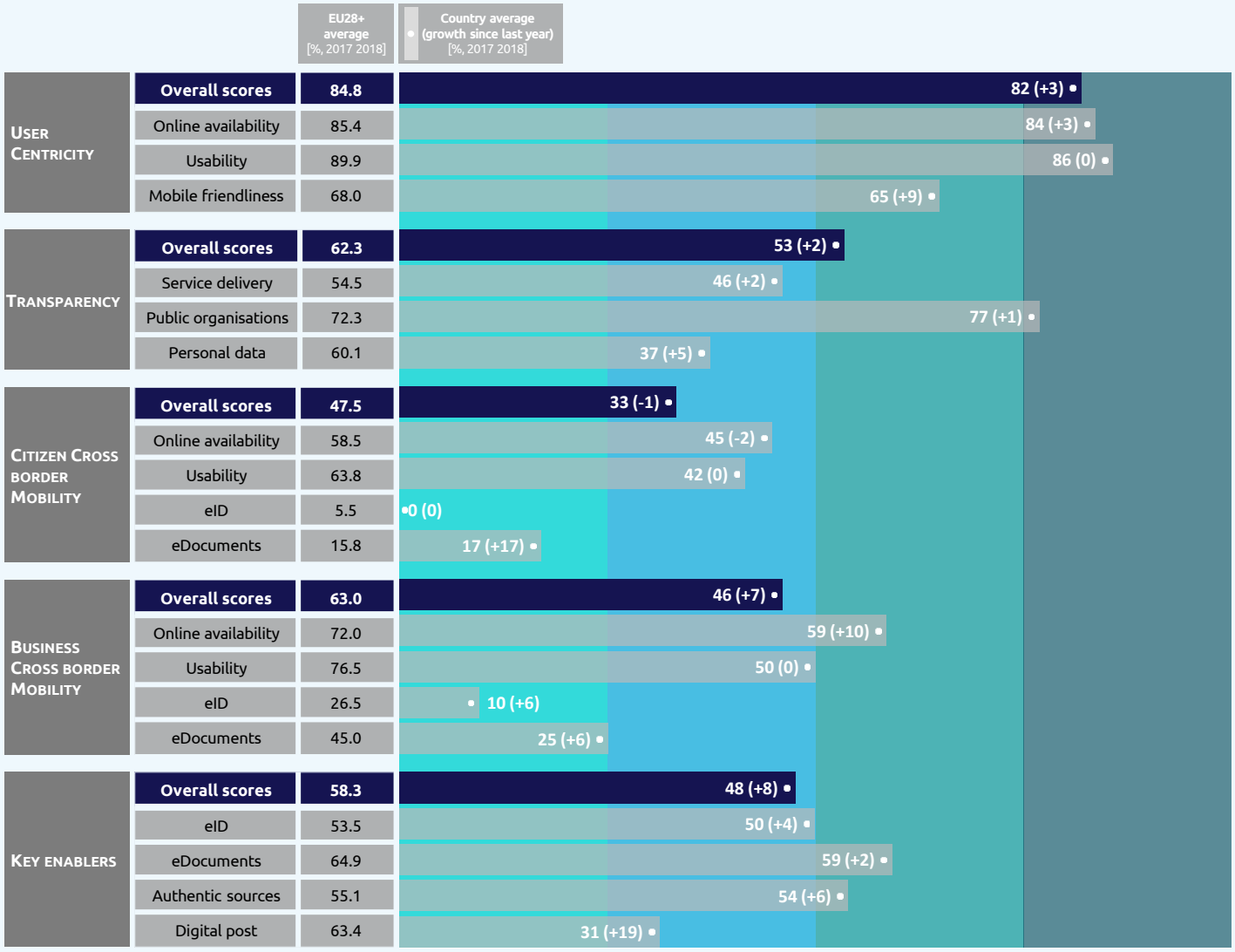

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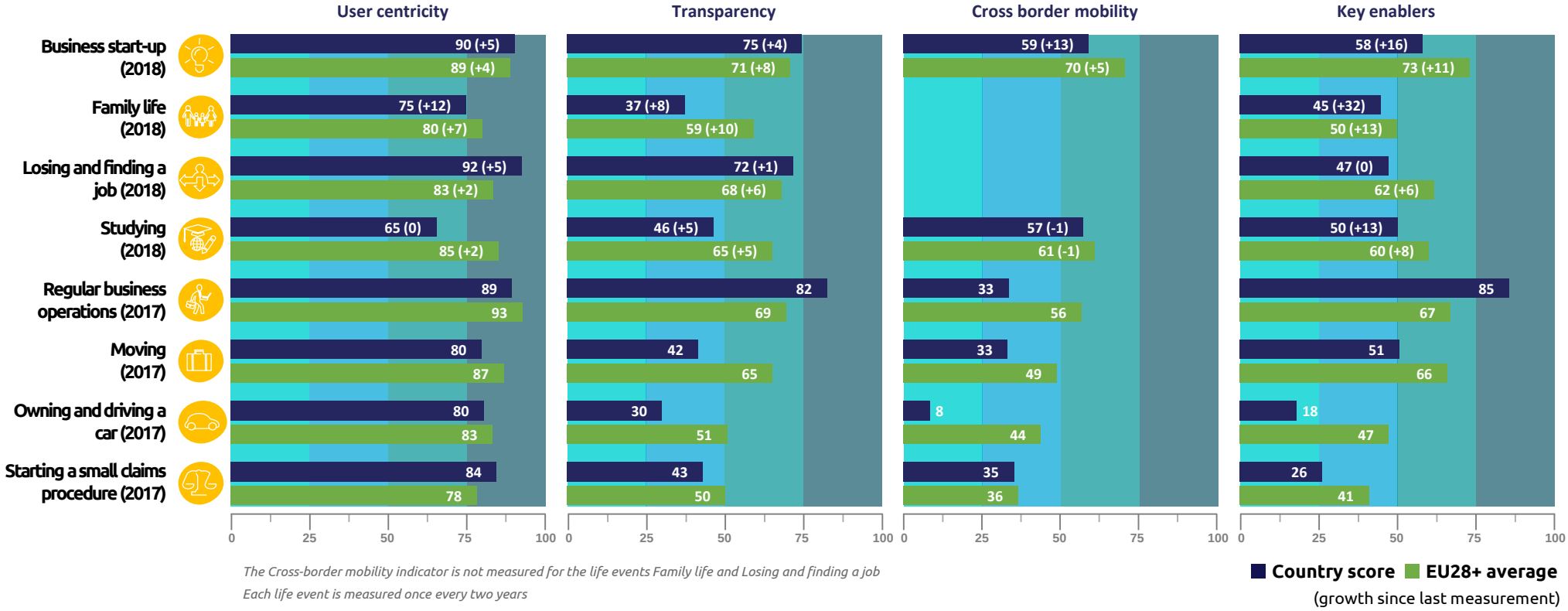

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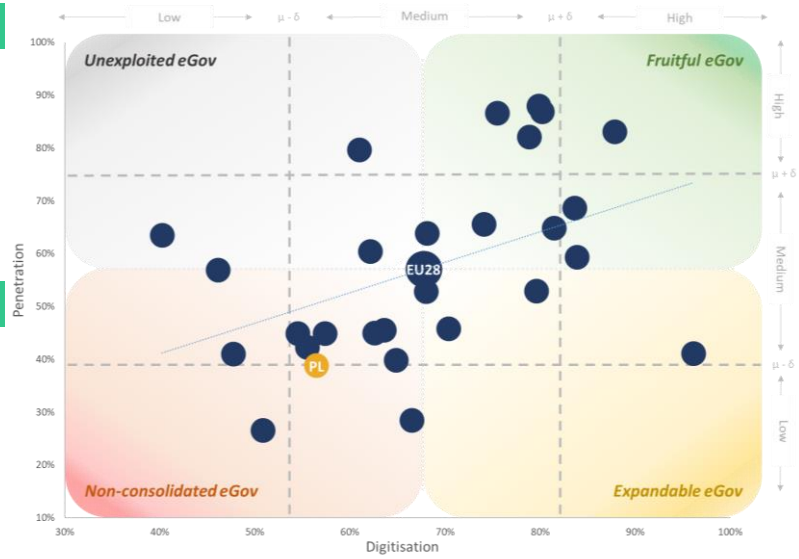
EU28	49%	53%	70%	68%	60%	42%
PL	37%	44%	62%	66%	52%	25%

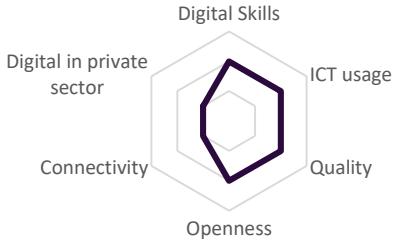


Performance

	Penetration	Digitisation
EU 28	57%	68%
PL	39%	57%

Poland is characterised by a medium-low level of Penetration and a medium-low level of Digitisation. Therefore, Poland is part of the Non consolidated eGov scenario, where countries are not fully exploiting ICT opportunities. In both Penetration and Digitisation Poland's performances are lower than the European average.

Environment



Poland's relative indicators show a country with almost all environmental characteristics (User characteristics, Government characteristics and Digital context characteristics) in line with the European average. In particular, the digitisation of businesses and their exploitation of the online sales channel (Digital in the private sector) and the deployment of broadband infrastructure and its quality (Connectivity) are both below the average. All the other indicators are in line with the other European countries.

Considerations

Penetration - Average

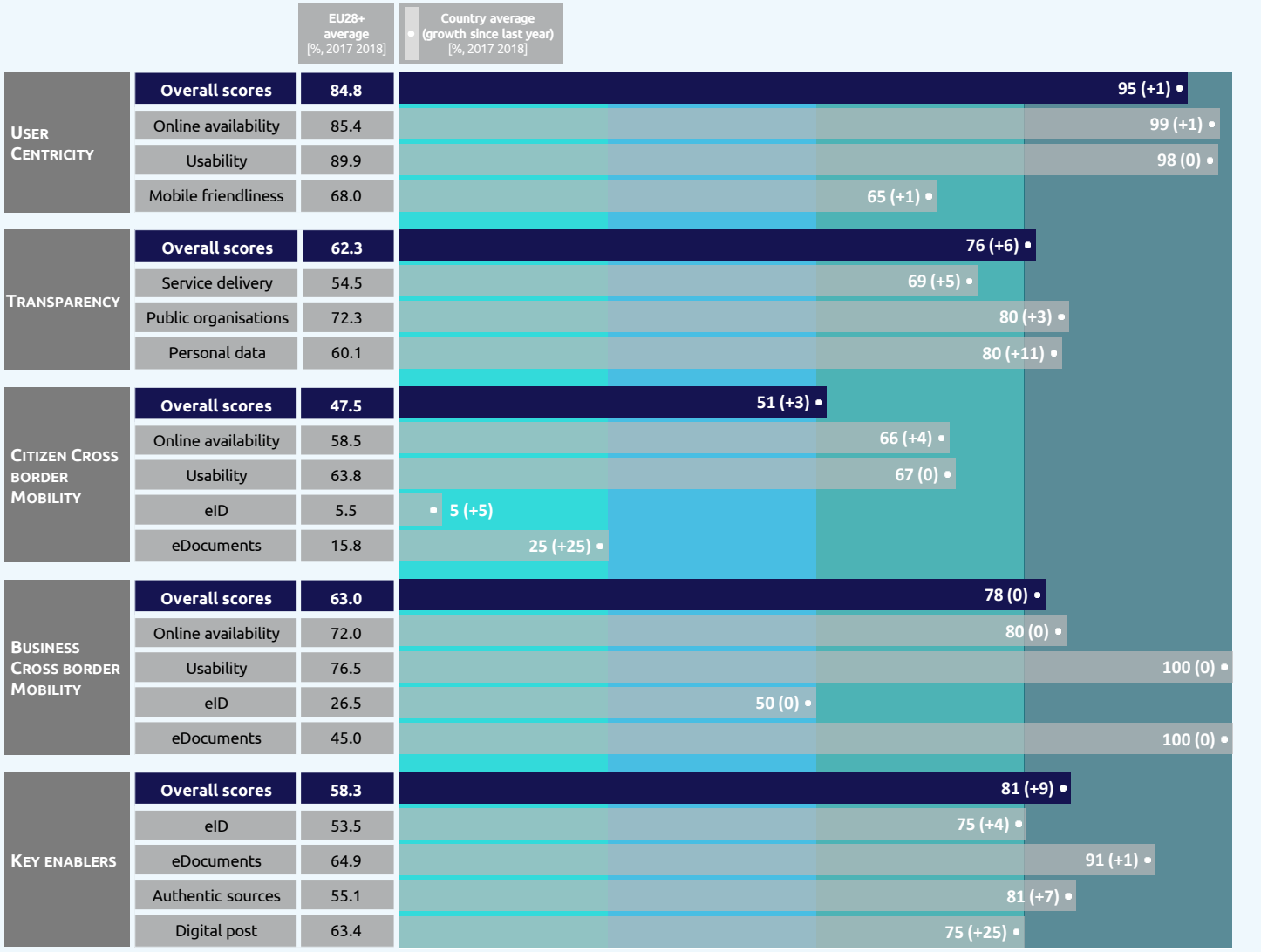
Digitisation - Average

Poland can be considered an Average country, its performance in Penetration and Digitisation compared with country with similar relative indicators scores are average. This means that the country reaches the expected level of back- and front-office digitisation and eGovernment services are widespread.

PORTUGAL

eGOVERNMENT STATE OF PLAY 2019

eGovernment performance across policy priorities



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eGovernment performance of life events (domains)

The Cross-border mobility indicator is not measured for the life events Family life and Losing and finding a job

Each life event is measured once every two years

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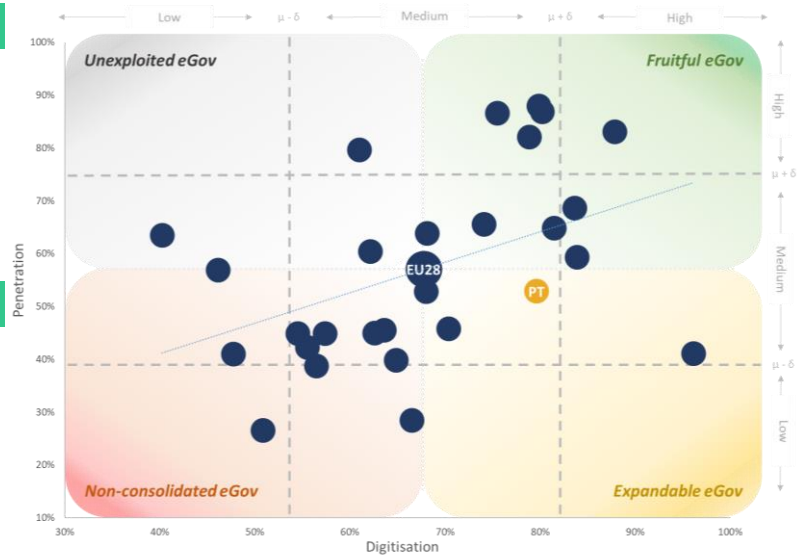
Starting a small claims procedure (2017)

This life event is part of the Justice domain, and captures the journey of someone willing to start a small claims procedure: from orientation and initiation to retrieving verdict and appeal

eGovernment Benchlearning analysis

Relative indicators

	User characteristics		Government characteristics		Digital context characteristics	
	Digital Skills	ICT usage	Quality	Openness	Connectivity	Digital in the private sector
EU28	49%	53%	70%	68%	60%	42%
PT	35%	44%	70%	62%	58%	43%

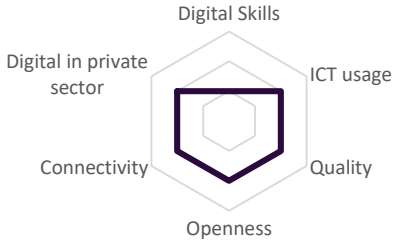


Performance

	Penetration	Digitisation
EU 28	57%	68%
PT	53%	80%

Portugal is characterised by a medium-high level of Digitisation and a medium level of Penetration. Therefore, Portugal is part of the Expandable eGov scenario, a scenario where the innovation process has been carried out efficiently, but there is the desirability to expand the number of online users, to realise all potential advantages.

Environment



Portugal's relative indicators show a country with almost all the characteristics (User characteristics, Government characteristics and Digital context characteristics) in line with the European average. The peculiarity of Portugal is a low level of the Digital Skills of the population.

Considerations

Penetration - Average

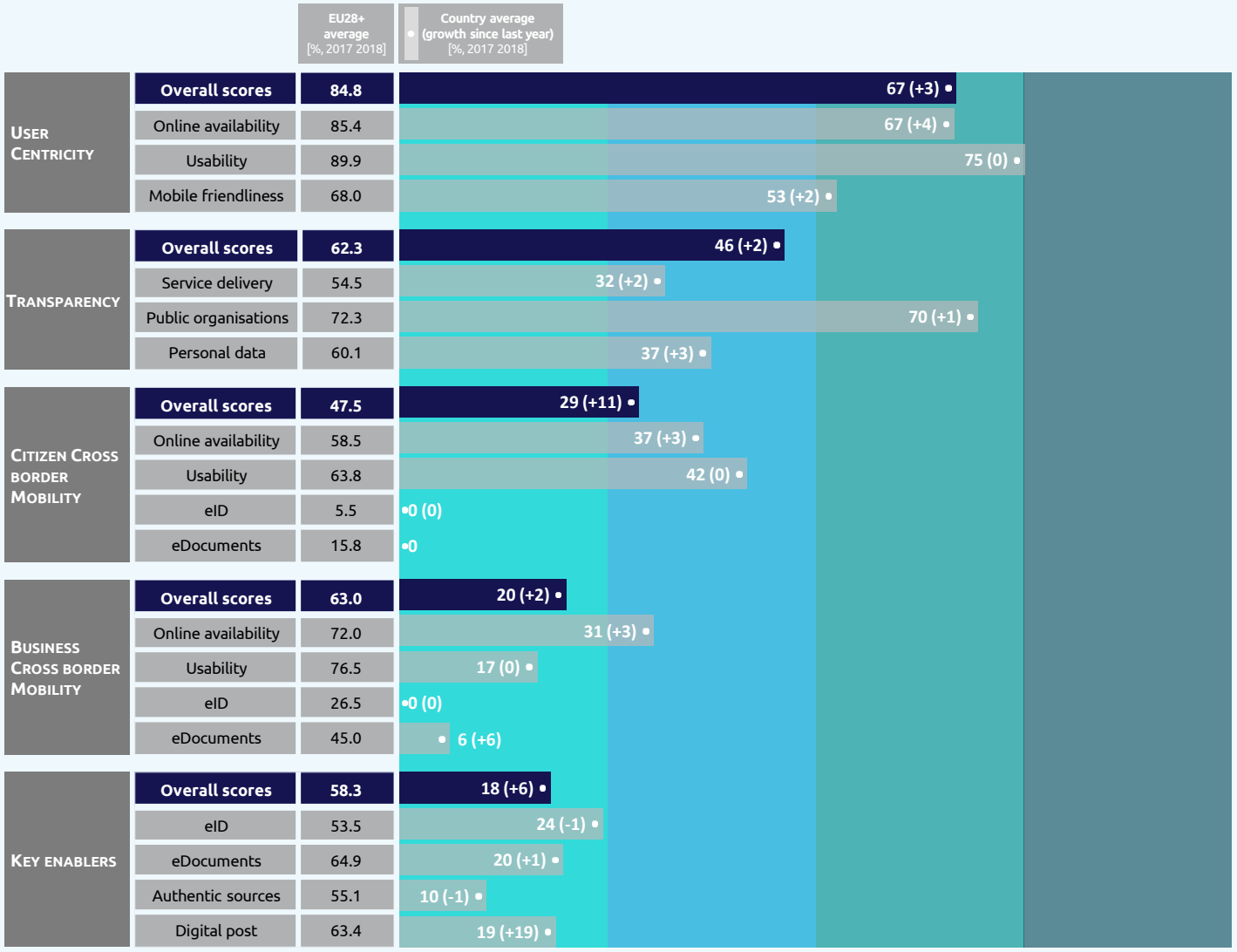
Digitisation - Outperforming

Matching relative and absolute indicators, Portugal is Outperforming in Digitisation, with a performance higher than expected. For this reasons, Portugal could be considered as a good example for European countries with a similar environment. The performance of the country testifies that it is possible to reach eGovernment maturity with Digital context, Government and User characteristics in line with European average. Portugal's performances in Penetration is in line with other countries with a similar environment.

ROMANIA

eGOVERNMENT STATE OF PLAY 2019

eGovernment performance across policy priorities



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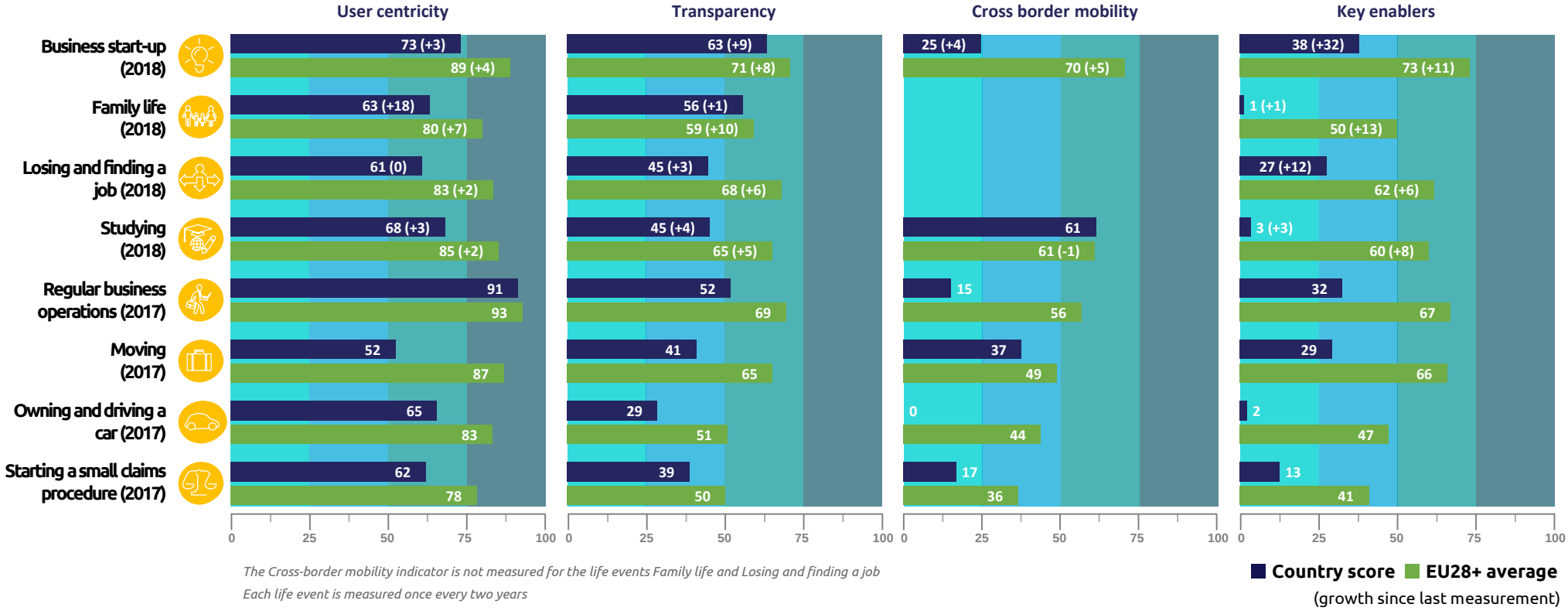
eGovernment performance of life events (domains)



The Cross-border mobility indicator is not measured for the life events Family life and Losing and finding a job

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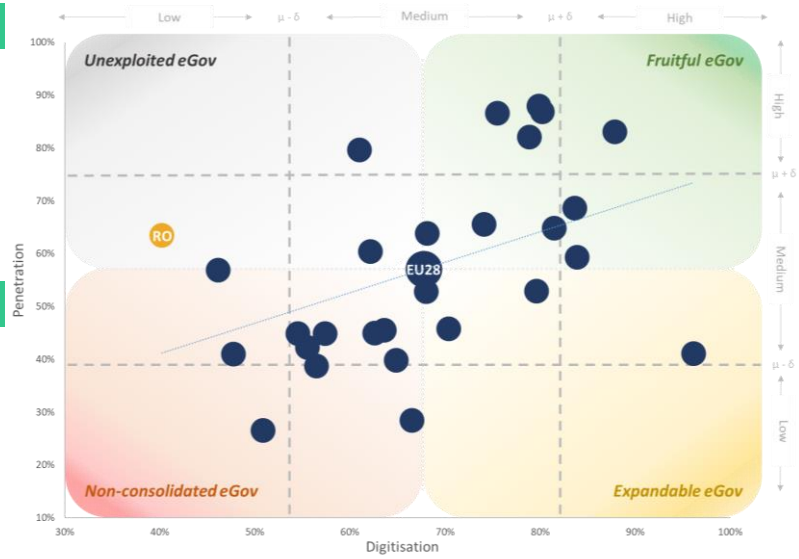
eGovernment Benchlearning analysis

Relative indicators

	User characteristics		Government characteristics		Digital context characteristics	
	Digital Skills	ICT usage	Quality	Openness	Connectivity	Digital in the private sector
EU28	49%	53%	70%	68%	60%	42%
RO	31%	32%	53%	61%	53%	20%

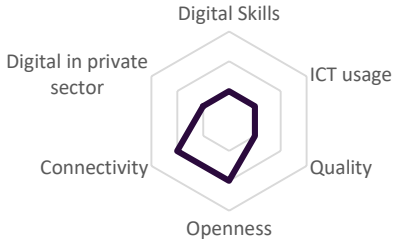


Performance

	Penetration	Digitisation
EU 28	57%	68%
RO	63%	40%

Romania has a medium-high Penetration level and a low Digitisation level. Therefore, Romania is part of the Unexploited eGov scenario, a scenario that includes countries that might still be in an ongoing digitisation process, but with a high number of citizens using eGovernment services. Romania in particular has the lowest level (40%) of back- and front- office digitisation (Digitisation), but widespread of eGovernment services (Penetration) above the average.

Environment



Romania seems to have an environment that could slow down eGovernment actions' effectiveness: looking at relative indicators, the openness of data and information and the deployment of the broadband and its quality are almost in line with European average, while all other characteristics (Digital skills, ICT usage, Quality are Digital in private sector) are still low. In particular, it seems that Romania's users could strengthen both digital skills and increase regular use of internet.

Considerations

Penetration - Outperforming

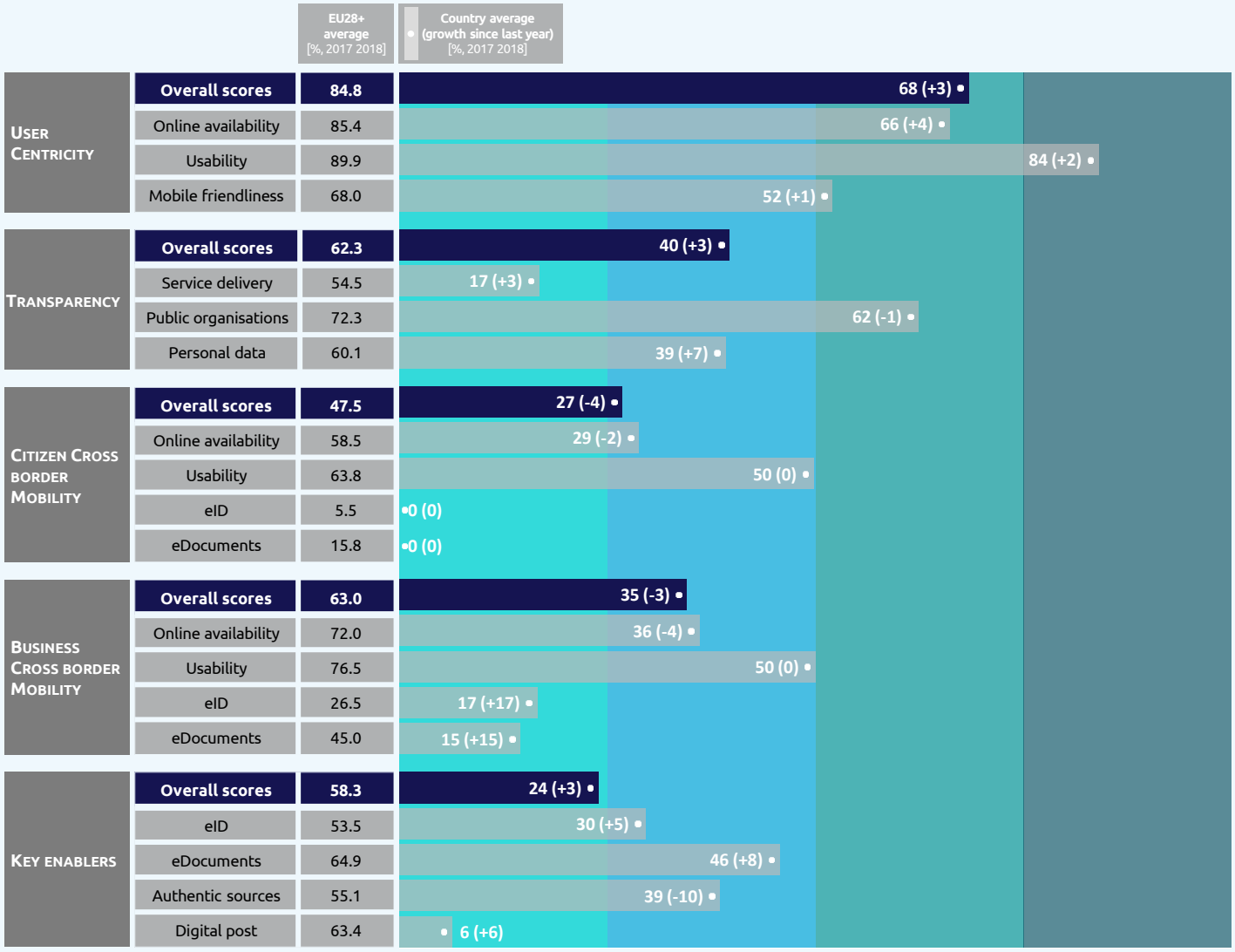
Digitisation - Underperforming

By comparing performances of countries with similar relative indicator scores, Romania scores Outperforming in Penetration and is Underperforming in Digitisation. The Penetration level is higher than the one of the European countries with similar relative performances: Romania seems to have implemented good polices in order to increase eGovernment usage. On the other hand, the Digitisation level is still relatively low, also compared with similar country. Romania's eGovernment maturity process seems to be benefiting from a digitisation of the back- and the front- office.

REPUBLIC OF SERBIA

eGOVERNMENT STATE OF PLAY 2019

eGovernment performance across policy priorities



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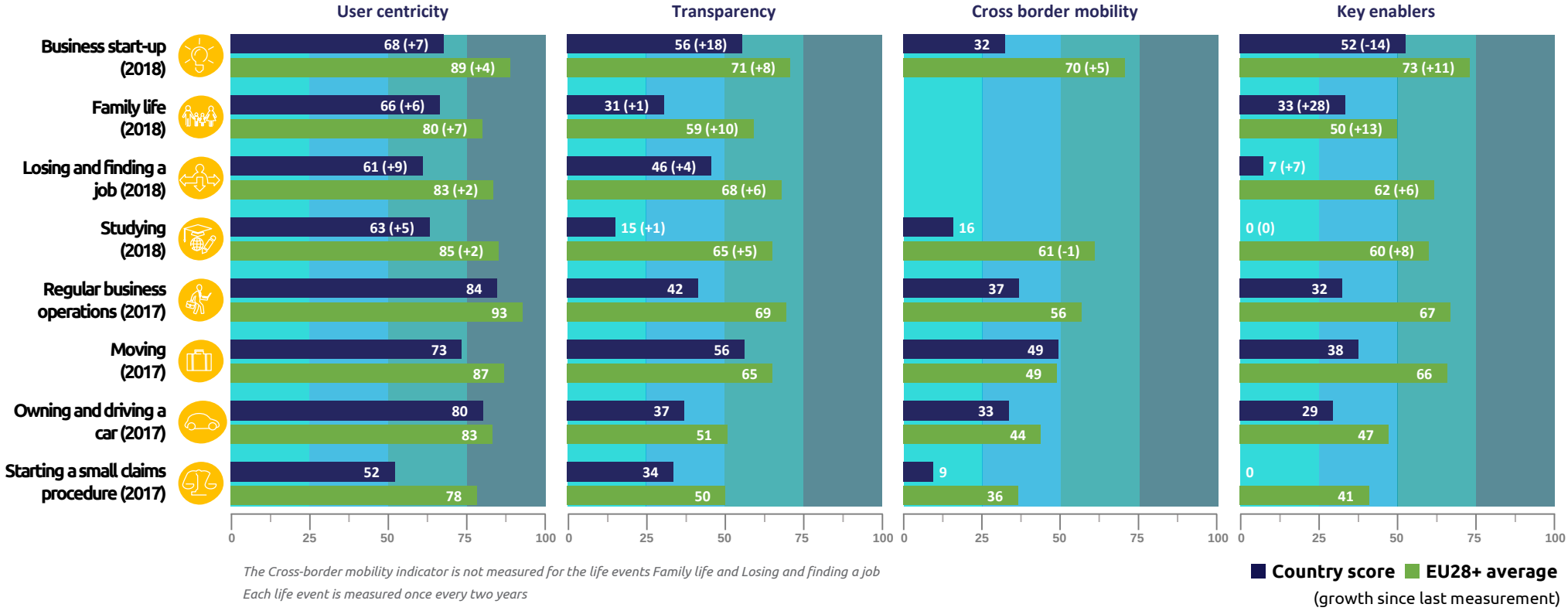
eGovernment performance of life events (domains)



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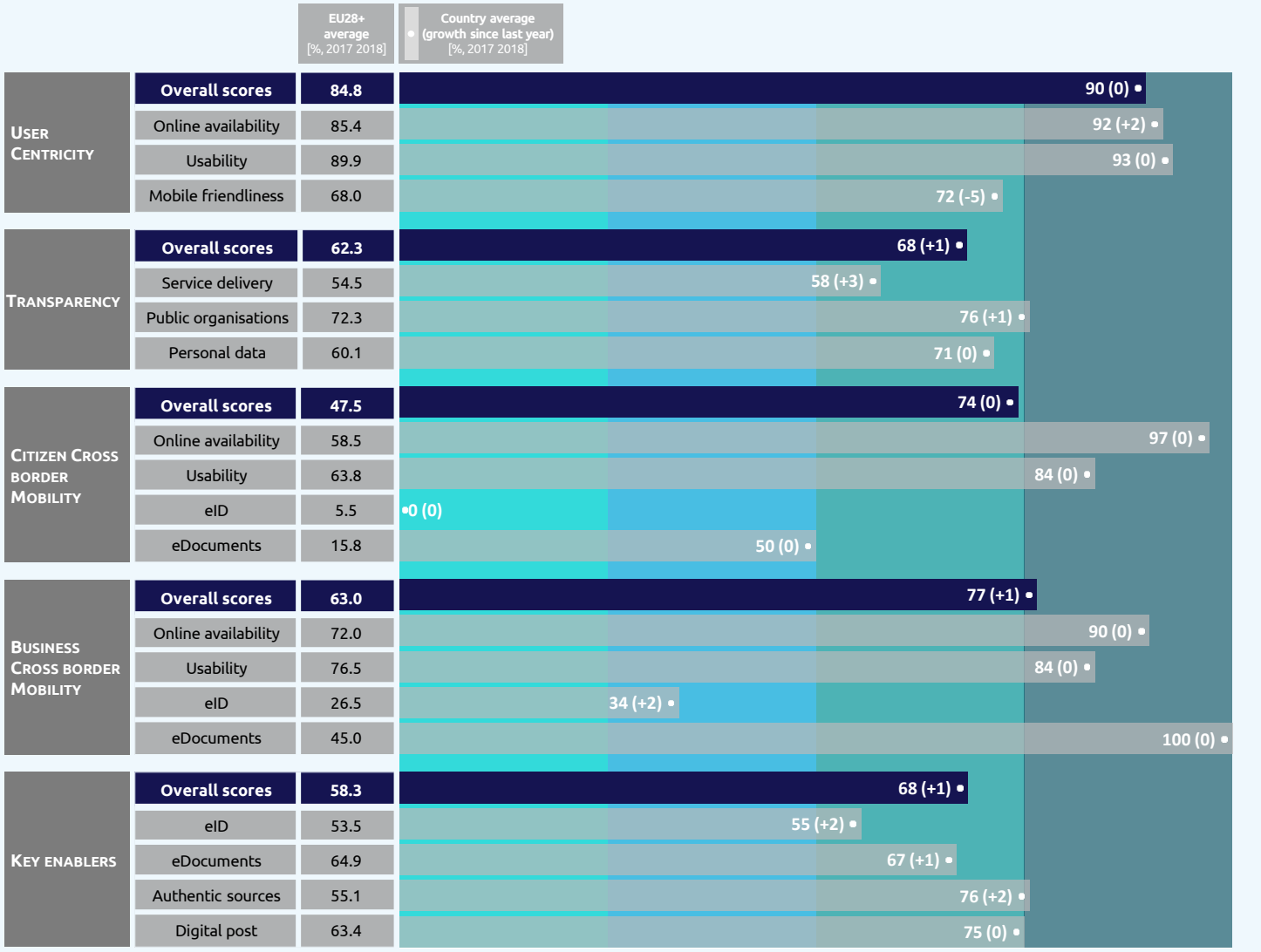
SWEDEN

eGOVERNMENT STATE OF PLAY 2019

eGovernment performance across policy priorities



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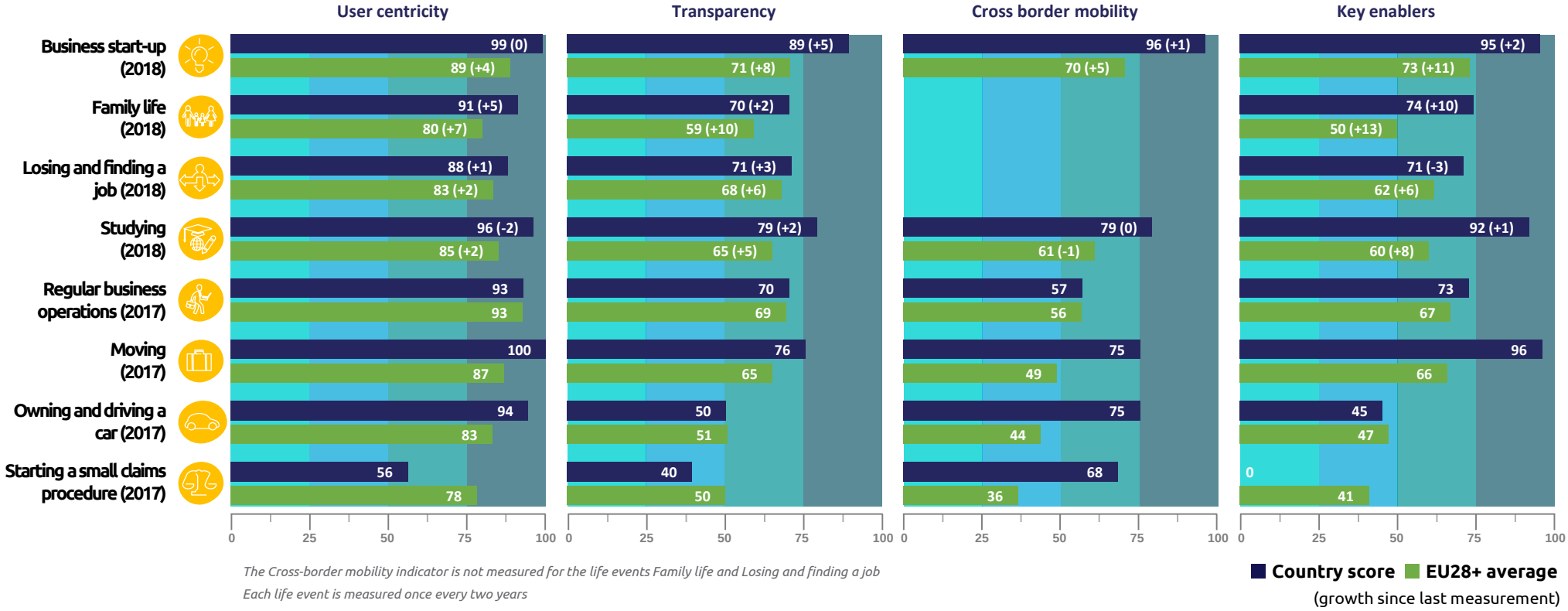
eGovernment performance of life events (domains)



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eGovernment Benchlearning analysis

Relative indicators

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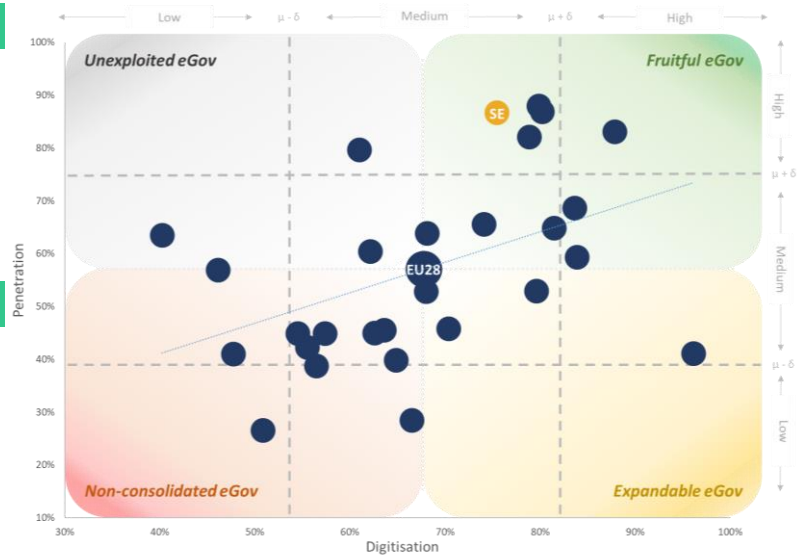
SE	72%	72%	87%	67%	70%	57%

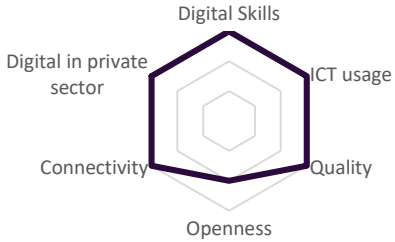


Performance

	Penetration	Digitisation
EU 28	57%	68%
SE	87%	76%

A medium-high level of Digitisation and a high level of Penetration characterise Sweden. Sweden is part of the Fruitful eGov scenario, that includes the best-in-class countries, which perform at a Digitisation and Penetration level above average. Sweden among the countries with better overall performances in terms of eGovernment maturity: it has one of the highest Penetration performance (87%) and one of the highest Digitisation level of back- and front-office (76%).

Environment



Sweden's relative indicators show a country with almost all the environmental characteristics (User characteristics, Government characteristics and Digital context characteristics) above the European average. It seems to be close to the European average only in openness of data and information (Openness). The data show a country that excels not only in eGovernment services, but also in digital development as a whole.

Considerations

Penetration - Average

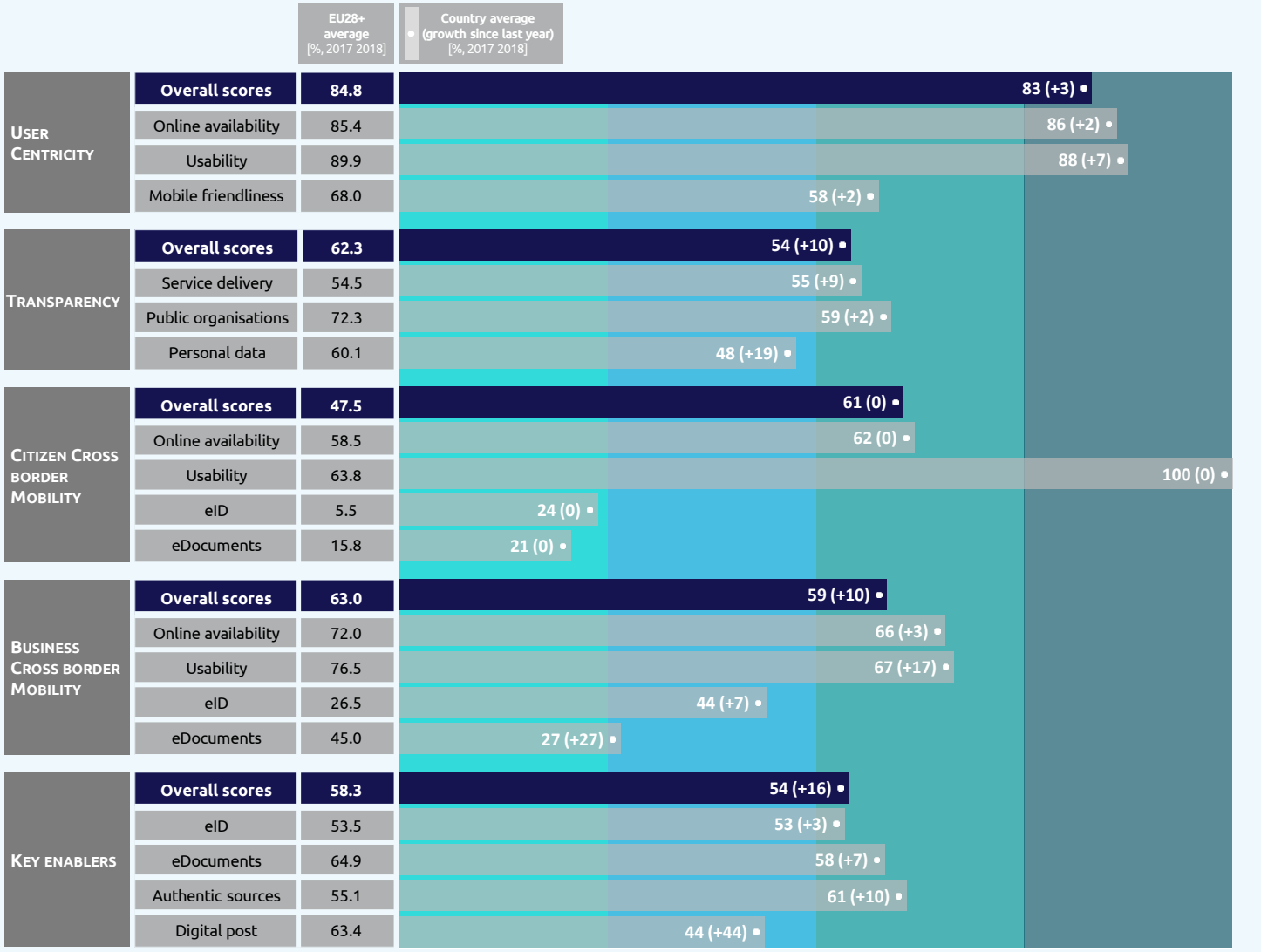
Digitisation - Average

Sweden can be considered an Average country, its performance in Penetration and Digitisation compared with country with similar relative indicators scores are average. This means that the country reaches the expected level of back- and front-office digitisation and eGovernment services are widespread.

SLOVENIA

eGOVERNMENT STATE OF PLAY 2019

eGovernment performance across policy priorities



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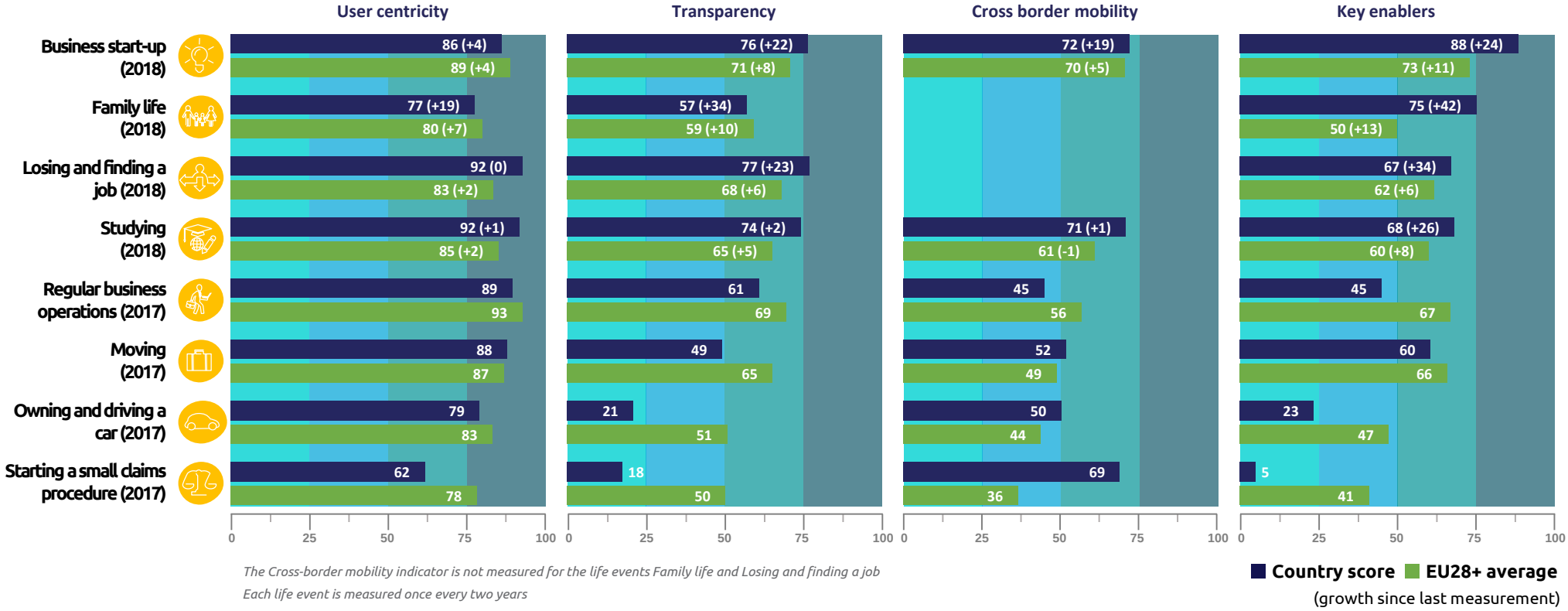
eGovernment performance of life events (domains)



The Cross-border mobility indicator is not measured for the life events Family life and Losing and finding a job

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Family life (2018)

Including services that are typical for young families, such as: marriage (or other partnerships), birth and related (financial) rights, renovating a house, and also looking forward to your financial situation at a later age.

Studying (2018)

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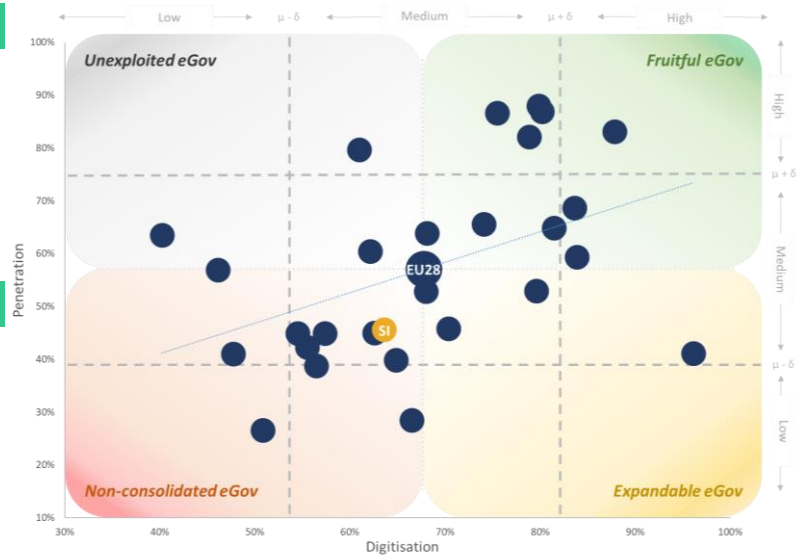
Starting a small claims procedure (2017)

This life event is part of the Justice domain, and captures the journey of someone willing to start a small claims procedure: from orientation and initiation to retrieving verdict and appeal

eGovernment Benchlearning analysis

Relative indicators

	User characteristics		Government characteristics		Digital context characteristics	
	Digital Skills	ICT usage	Quality	Openness	Connectivity	Digital in the private sector
EU28	49%	53%	70%	68%	60%	42%
SI	46%	47%	66%	72%	59%	40%

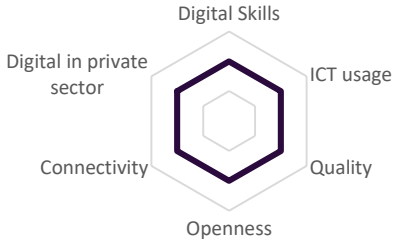


Performance

	Penetration	Digitisation
EU 28	57%	68%
SI	46%	64%

Slovenia is characterised by a medium-low level of both Digitisation and Penetration. Therefore, Slovenia is part of the Non Consolidated eGov scenario, a scenario where countries are not fully exploiting ICT opportunities. Slovenian levels of performances in both Penetration and Digitisation are above the line that divides countries close to the European average and countries with performances strongly under the European average. This means that Slovenia's levels of performances both in Digitisation and Penetration are only slightly lower than the European average.

Environment



Slovenia relative indicators shows a country with all the digital infrastructural characteristics (User characteristics, Government characteristics and Digital context characteristics) in line with the European average. By looking more in detail at the numbers, Openness and Digital in the private sector are the only two indicators which are slightly above the European average. All others are slightly below average.

Considerations

Penetration - Underperforming

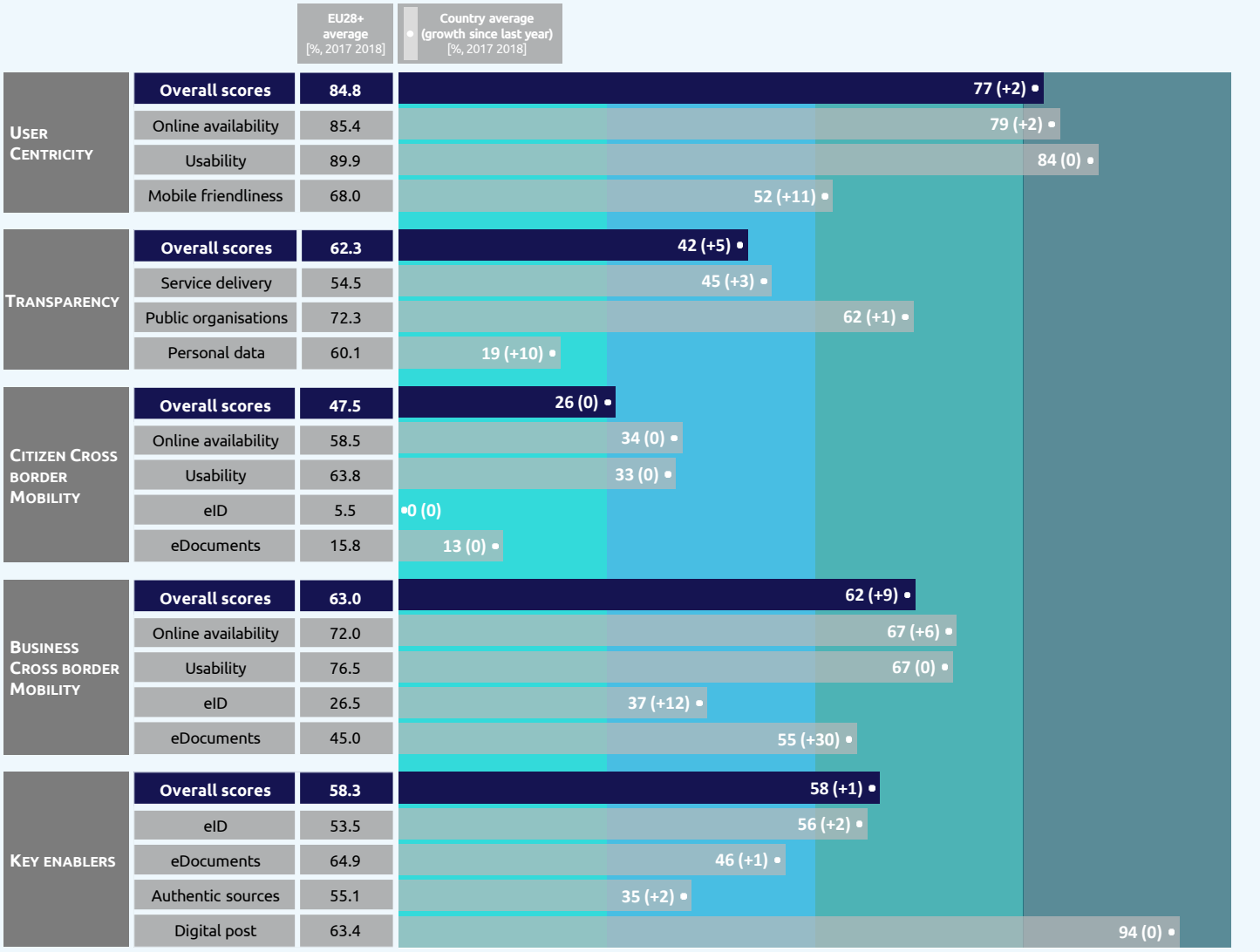
Digitisation - Average

Matching relative and absolute indicators, Slovenia has a different position regarding the Penetration and the Digitisation level. Digitisation is in line with the performance of other European countries with similar environment. Instead, regarding the Penetration level, Slovenia seems to be Underperforming compared to other countries with a similar environment, showing that online services are not fully widespread all over the country. A country can improve the Penetration level by increasing the number of people that submit official forms online to administrative authorities or by automating processes and requesting fewer forms from citizens.

SLOVAKIA

eGOVERNMENT STATE OF PLAY 2019

eGovernment performance across policy priorities



How are services delivered?

The top-level benchmark ***User centricity*** indicates to what extent (information about) a service is provided online, how the online journey is supported and if public websites are mobile friendly.
Online availability: indicates if a service is online. Ranging from offline (0%), only information online (50%), fully online (100%).
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Transparency or personal data: indicates to what extent governments are transparent as regards personal data involved.

The top-level benchmarks for ***Citizen and Business Cross-border mobility*** indicates to what extent EU citizens can use online services another country.
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These are: electronic Identification (**eID**), electronic documents (**eDocuments**), **Authentic sources**, and **Digital post**. Digital post refers to the possibility that governments communicate electronically-only with citizens or entrepreneurs through personal mailboxes or other digital mail solutions.

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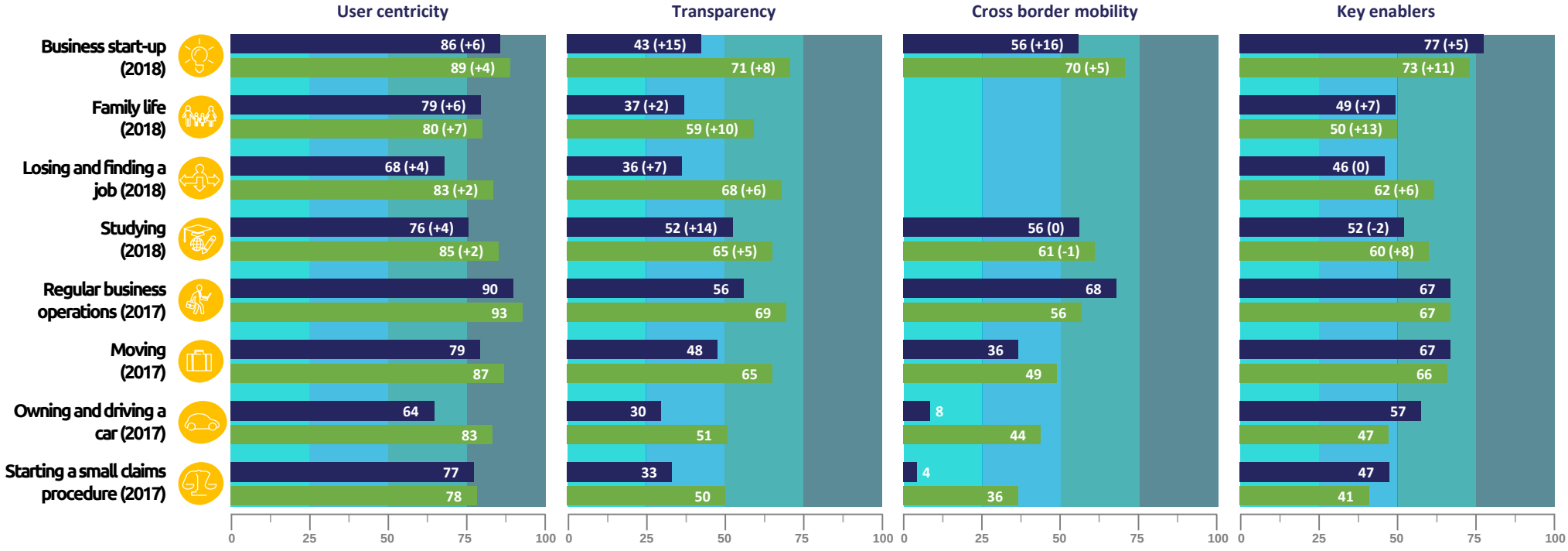
eGovernment performance of life events (domains)



The Cross-border mobility indicator is not measured for the life events Family life and Losing and finding a job

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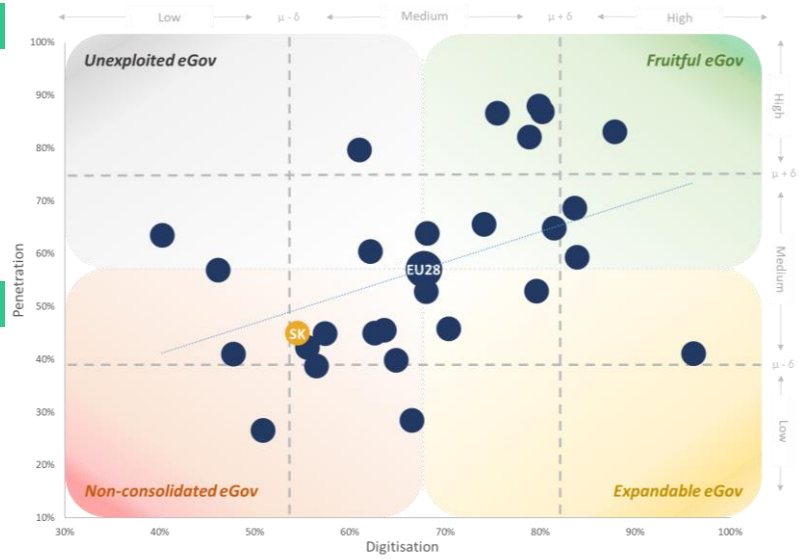
This life event is part of the Justice domain, and captures the journey of someone willing to start a small claims procedure: from orientation and initiation to retrieving verdict and appeal

eGovernment Benchlearning analysis

Relative indicators

	User characteristics		Government characteristics		Digital context characteristics	
	Digital Skills	ICT usage	Quality	Openness	Connectivity	Digital in the private sector
EU28	49%	53%	70%	68%	60%	42%
SK	44%	48%	61%	71%	53%	34%



Performance

	Penetration	Digitisation
EU 28	57%	68%
SK	45%	55%

Slovakia is characterised by a medium-low level of both Digitisation and Penetration. Therefore, Slovakia is part of the Non Consolidated eGov scenario, a scenario where countries are not fully exploiting ICT opportunities. Nevertheless, Slovakia levels of performances in both Penetration and Digitisation are above the line that divides countries close to the European average and countries with performances strongly under the European average. This means that Slovakia's levels of performances both in Digitisation and Penetration are only slightly lower than the European average.

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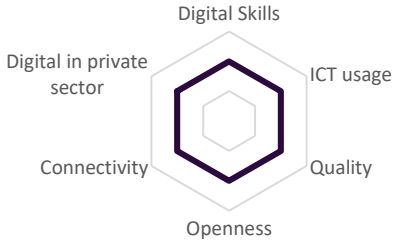


Slovakia relative indicators show a country with all the environmental characteristics (User characteristics, Government characteristics and Digital context characteristics) in line with the European average. By looking in detail at the numbers, Openness is the only indicator which is slightly above the European average. All others are slightly below average.

Considerations

Penetration - Average

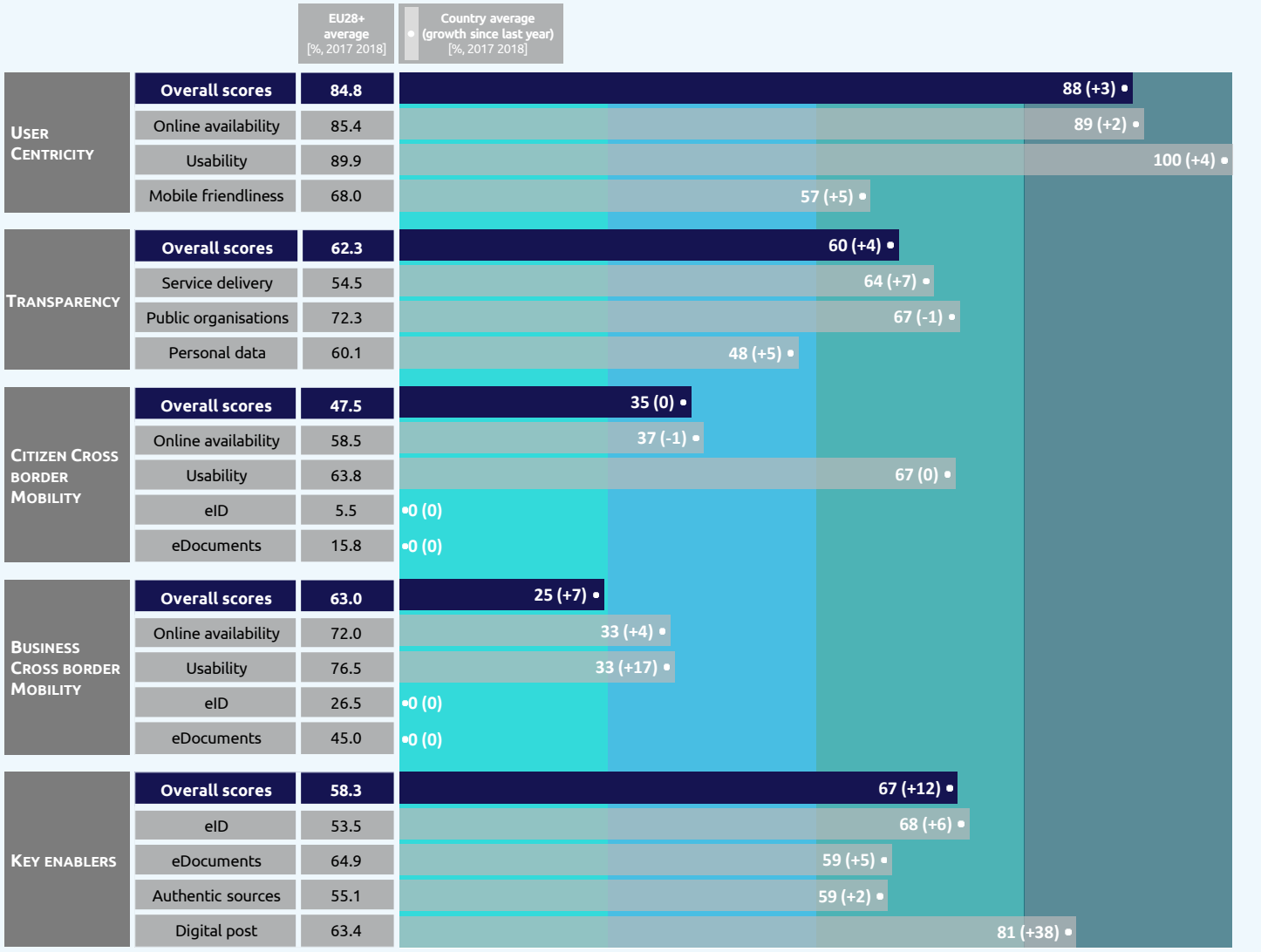
Digitisation - Underperforming

By comparing performances of countries with similar relative indicator scores, Slovakia is Average in Penetration and Underperforming in Digitisation. Despite a low absolute performance in Penetration, that percentage is similar to the one of other countries with comparable environmental characteristics. On the other hand, the Digitisation level is still relatively low, also compared with similar countries. Slovakia's eGovernment maturity process seems to be benefiting from a digitisation of the back- and the front- office.

TURKEY

eGOVERNMENT STATE OF PLAY 2019

eGovernment performance across policy priorities



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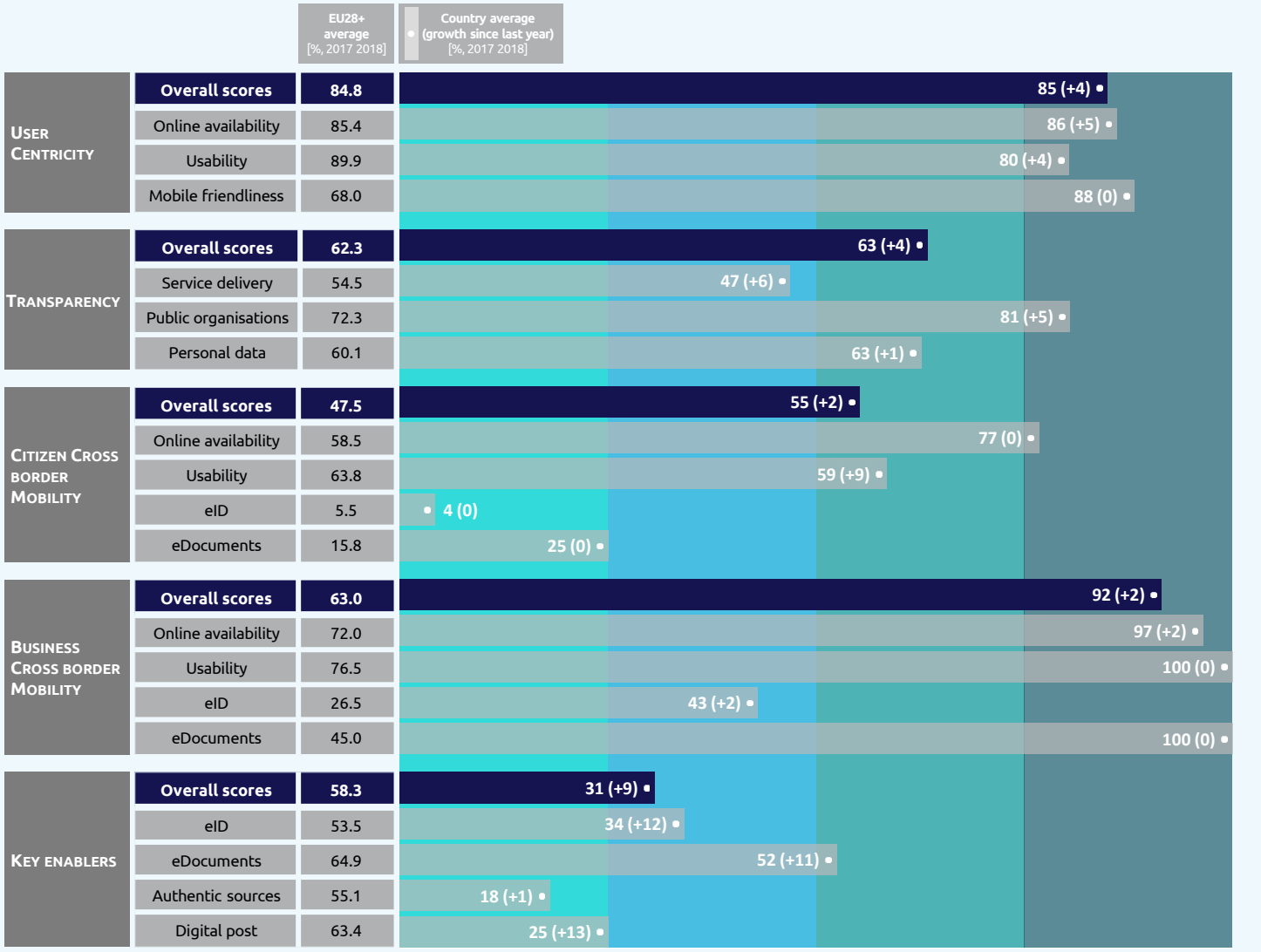
United Kingdom

eGovernment State of Play 2019

eGovernment performance across policy priorities



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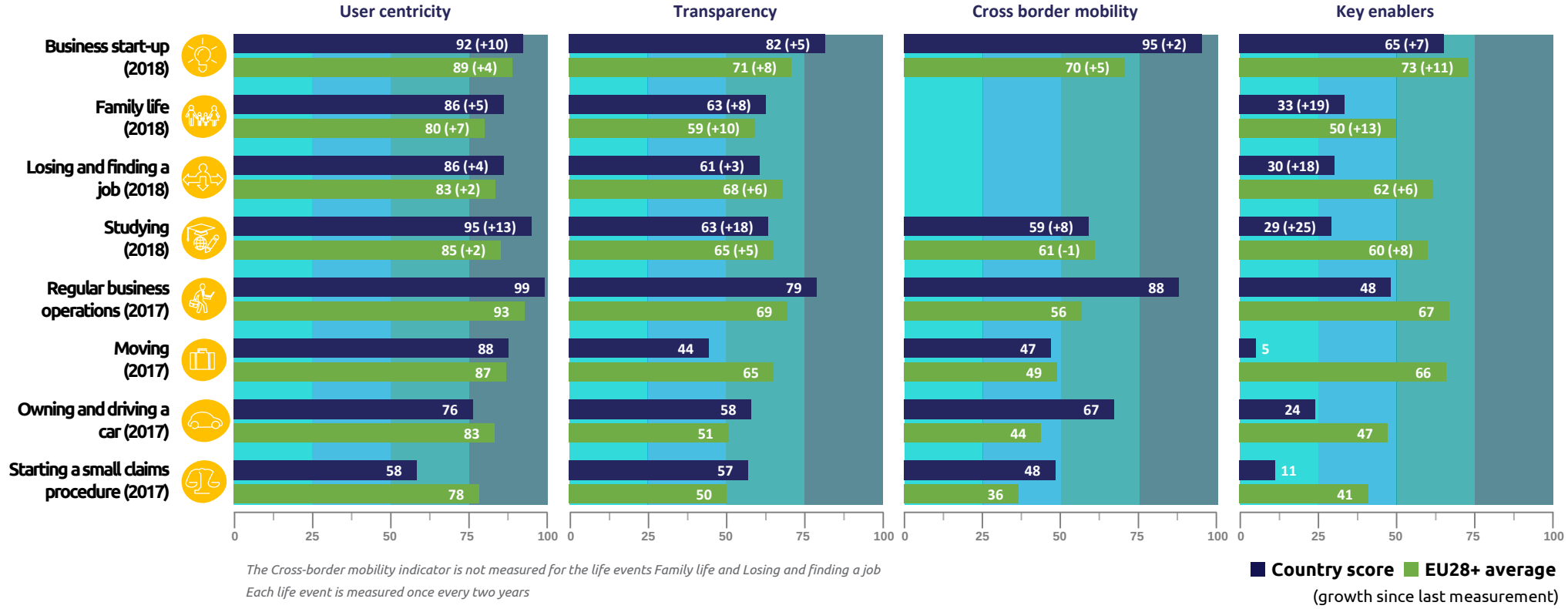

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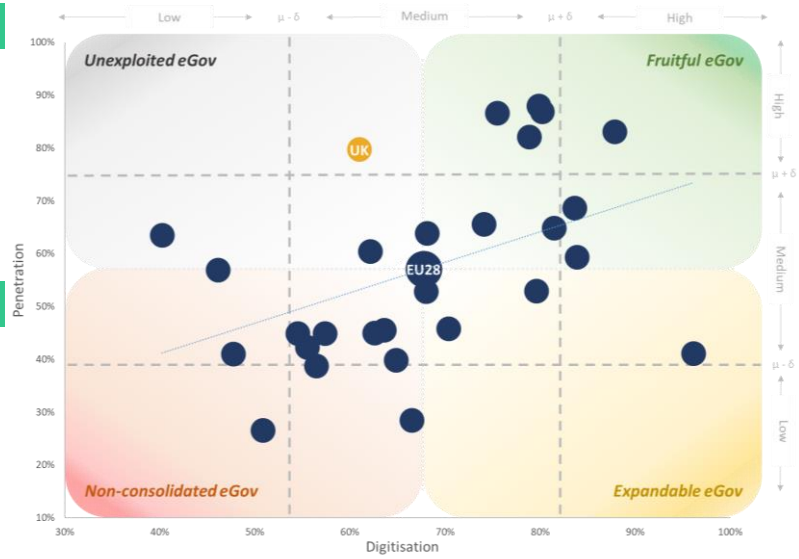
eGovernment Benchlearning analysis

Relative indicators

	User characteristics		Government characteristics		Digital context characteristics	
	Digital Skills	ICT usage	Quality	Openness	Connectivity	Digital in the private sector
EU28	49%	53%	70%	68%	60%	42%
UK	62%	68%	82%	74%	64%	52%

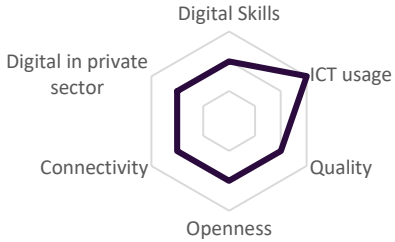


Performance

	Penetration	Digitisation
EU 28	57%	68%
UK	80%	61%

The United Kingdom is characterised by a high level of Penetration and a medium level of Digitisation. Therefore, the United Kingdom is part of the Unexploited eGov scenario, a scenario that includes countries that might still be in an ongoing digitisation process, but have a high number of citizens using eGovernment services. In Digitisation, the United Kingdom's performances only slightly differ from the European average. In Penetration, the United Kingdom's performance is higher than 20% from the European average.

Environment



United Kingdom's relative indicators show a country with almost all the characteristics (User characteristics, Government characteristics and Digital context characteristics) in line with the European average. Only ICT Usage indicator is above the European average.

Considerations

Penetration - Outperforming

Digitisation - Underperforming

By comparing performances of countries with similar relative indicator scores, the United Kingdom scores Outperforming in Penetration and is Underperforming in Digitisation. The Penetration level is higher than the one of the European countries with similar relative performances: the United Kingdom seems to have implemented good polices in order to increase eGovernment usage. On the other hand, the Digitisation level is still relatively low, also compared with similar country. The United Kingdom's eGovernment maturity process seems to be benefiting from a digitisation of the back- and the front- office.

Relative indicators

A table that reports all the relative indicators' percentage for the country selected and the European average.

- Digital skills: citizen's skills needed to realise the potential offered by a digital society.
- ICT usage: the overall level of citizens' usage of ICT instruments.
- Quality: the quality of governments' action.
- Openness: openness of data and information.
- Connectivity: the deployment of the broadband and its quality.
- Digital in the private sector: digitisation of businesses and their exploitation of the online sales channel.

Penetration vs Digitisation

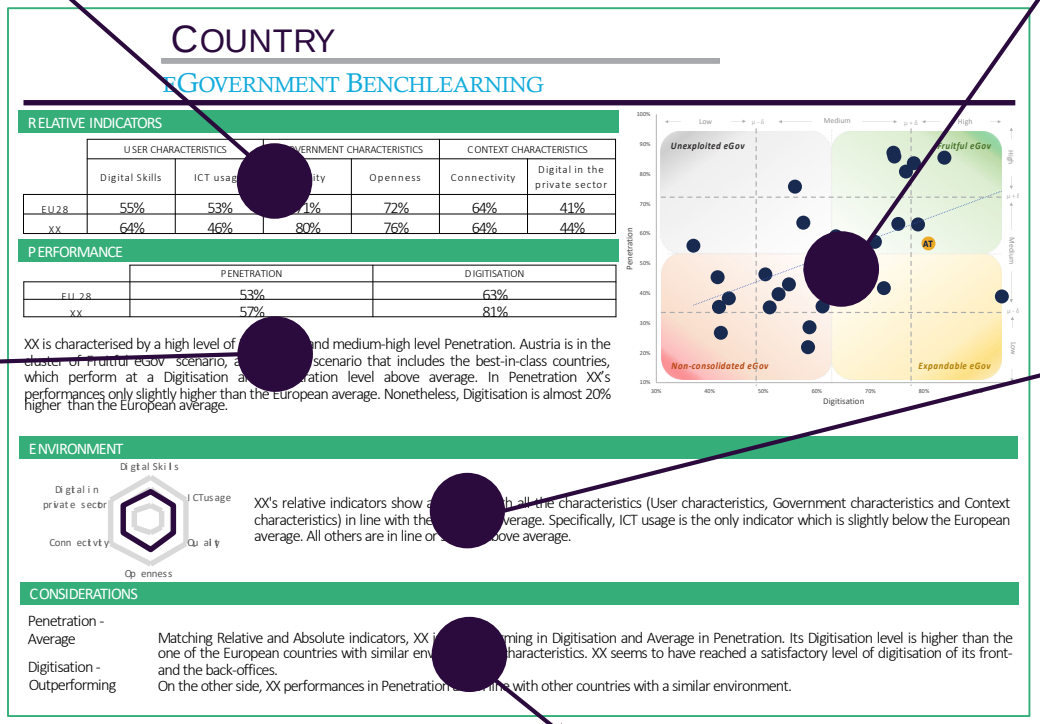
The Penetration vs Digitisation graph highlighting the country of the specific factsheet.

- Non-consolidated eGovernment: a government does not utilise ICT opportunities yet, but might be aiming to benefit from it in the future.
- Unexploited eGovernment: a government might still be in an ongoing digitisation process, but has a high number of citizens using eGovernment services.
- Expandable eGovernment: a government innovates efficiently, but the number of online users has to be expanded to realise all the potential benefits.
- Fruitful eGovernment: indicates a successful process of innovation. Countries in this scenario have achieved an efficient and effective way of working.

Performance

A table that reports all the absolute indicators' percentage (Penetration and Digitisation) for the country selected and the European average and a short text that explain the performance's results reported in the table above.

- Penetration: the extent to which online eGovernment services are widespread.
- Digitisation: a proxy for the digitisation level of the back- and front-office.



Environment

A radar chart that contains the environmental characteristics of the country on a three step scale: low, medium, high;
and a short text that explains the environmental's results reported in the radar chart.

- Low: countries with a percentage lower than μ - δ (where μ is the European average and δ is the standard deviation).
- Medium: countries with a percentage in line with the European average (between μ - δ and μ + δ).
- High: countries with a high relative indicator's value (above μ + δ).

Considerations

A short text that reports some final considerations about the specific country. Crossing absolute and relative indicators, it shows and explains the relative performances of the country in both Penetration and Digitisation.

- Average countries: countries for which the score on the absolute indicators is in line with the European trend.
- Underperforming countries: countries for which the score on the absolute indicators is lower than the European trend.
- Outperforming countries: countries for which the score on the absolute indicators is higher than the European trend.

The table below describes all the indicators used for the analysis

Dimension	Indicator	Description	Source
Penetration		Internet use: submitting completed forms (last twelve months: Percentage of individuals who need to submit official forms to administrative authorities)	European Commission's calculations based on Eurostat data
Digitisation		Average of: User Centric Government, Transparent Government, Citizen and Business (3:1) Mobility and Key Enablers	eGovernment Benchmark - Mystery Shopping
ICT usage	**Use of Internet**	The Use of Internet dimension accounts for the variety of activities performed by citizens already online. Such activities range from consumption of online content (videos, music, games, etc.) to modern communication activities, online shopping and banking.	Eurostat – ICT Householder survey
Digital Skills	**Human Capital**	The Human Capital dimension measures the skills needed to take advantage of the possibilities offered by a digital society. Such skills go from basic user skills that enable individuals to interact online and consume digital goods and services, to advanced skills that empower the workforce to take advantage of technology for enhanced productivity and economic growth.	Eurostat – ICT Households survey, Labour force survey and education statistics
Quality	**Regulatory quality**	Regulatory Quality captures perceptions of the ability of the government to formulate and implement sound policies and regulations that permit and promote private sector development. This estimate gives the country's score on the aggregate indicator, in units of a standard normal distribution.	World Bank - 2017
	Rule of law	Rule of Law captures perceptions of the extent to which citizens have confidence in and obey the rules of society, and in particular the quality of contract enforcement, property rights, the police, and the courts, as well as the likelihood of crime and violence. This estimate gives the country's score on the aggregate indicator, in units of a standard normal distribution.	World Bank - 2017
	Government effectiveness	Government Effectiveness captures perceptions of the quality of public services, the quality of the civil service and the degree of its independence from political pressures, the quality of policy formulation and implementation, and the credibility of the government's commitment to such policies. This estimate gives the country's score on the aggregate indicator, in units of a standard normal distribution.	World Bank - 2017
	Corruption Perception Index	The Corruption Perceptions Index measures the perceived levels of public sector corruption worldwide.	Transparency International - 2018
Openness	**Open Data**	This indicator measures to what extent countries have an Open Data policy in place (including the transposition of the revised PSI Directive), the estimated political, social and economic impact of Open Data and the characteristics (functionalities, data availability and usage) of the national data portal.	European Data Portal – Portal Maturity Score
	Voice and accountability	Voice and Accountability captures perceptions of the extent to which country's citizens are able to select their government, as well as freedom of expression, freedom of association, and a free media. This estimate gives the country's score on the aggregate indicator, in units of a standard normal distribution.	World Bank - 2017
Connectivity	**Connectivity**	The Connectivity dimension measures the deployment of broadband infrastructure and its quality. Access to fast broadband-enabled services is a necessary condition for competitiveness.	Broadband coverage in Europe – Communications Committee survey, Eurostat – ICT survey
Digital in the private sector	**Integration of Digital Technology**	The Integration of Digital Technology dimension measures the digitisation of businesses and their use of the online sales channel. By adopting digital technology businesses can enhance efficiency, reduce costs and better engage customers, collaborators and business partners. Furthermore, the Internet as a sales outlet offers access to wider markets and potential for growth.	Eurostat – ICT Enterprises survey

European Commission

eGovernment Benchmark 2019
Empowering Europeans through trusted digital services

Factsheets
Luxembourg, Publications Office of the European Union

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