

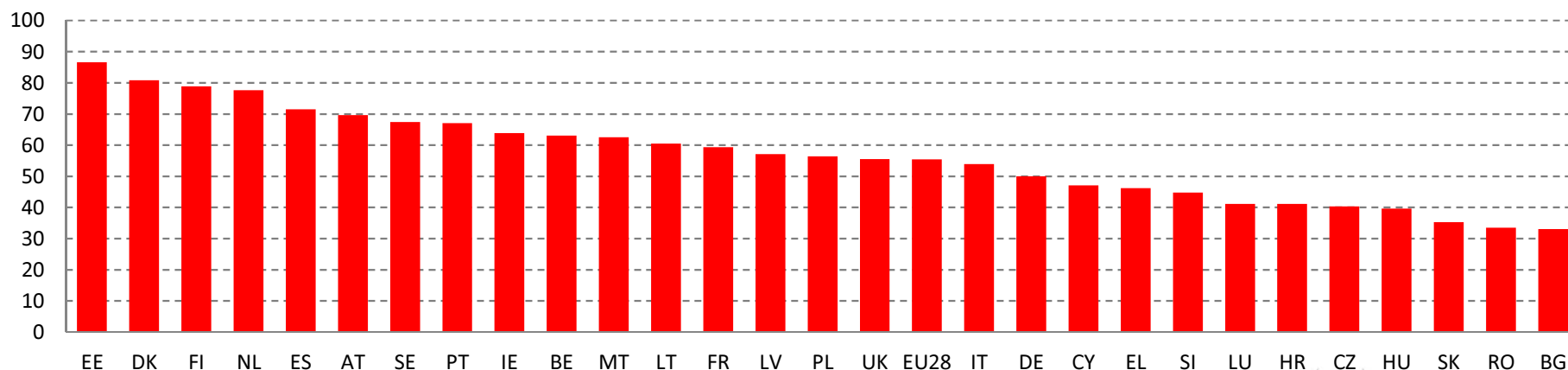
Digital Public Services

For Digital Public Services, Estonia had highest score, followed by Denmark, Finland and the Netherlands. Bulgaria, Romania and Slovak Republic had the lowest scores.

The **Digital Public Services** dimension consists of four indicators: the percentage of internet users who have sent completed forms to a public administration via the internet (eGovernment users indicator); the level of sophistication of a country's eGovernment services (the pre-filled forms indicator, which measures the extent to which data that is already known to the public administration is pre-filled in forms presented to the user); the level of completeness of a country's range of eGovernment services (the online service completion indicator, which measures the extent to which the various steps in an interaction with the public administration can be performed completely online), and the government's commitment to open data (open data indicator).

	EU-28
	value
5a1 eGovernment Users % individuals (aged 16-74) who used Internet in the last year	32 % (2015)
5a2 Pre-filled Forms Score (0 to 100)	49 % (2015)
5a3 Online Service Completion Score (0 to 100)	81 % (2015)
5a4 Open Data Score (0 to 700)	351 (2015)

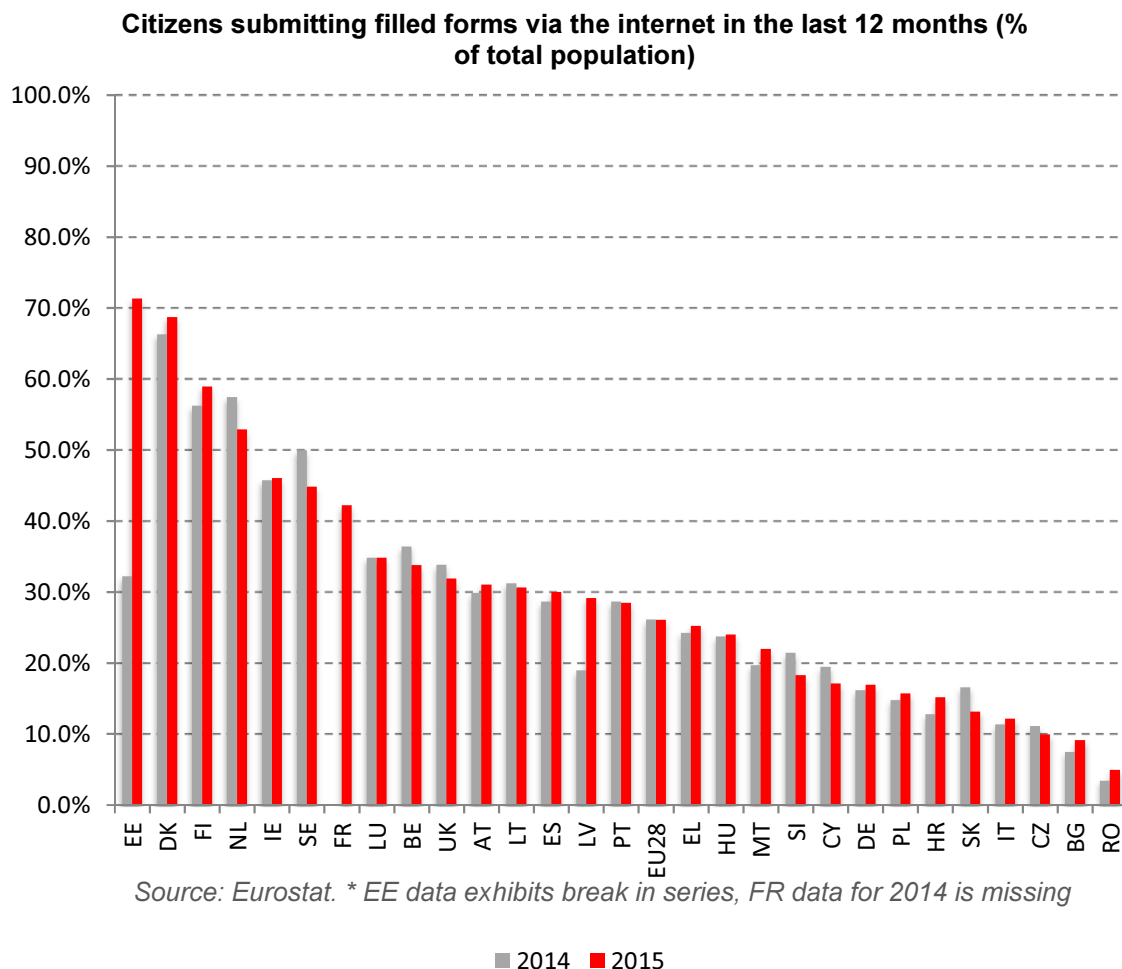
DESI 2016, Digital Public Services dimension, by country



Source: European Commission, Digital Agenda Scoreboard

eGovernment usage has levelled out.

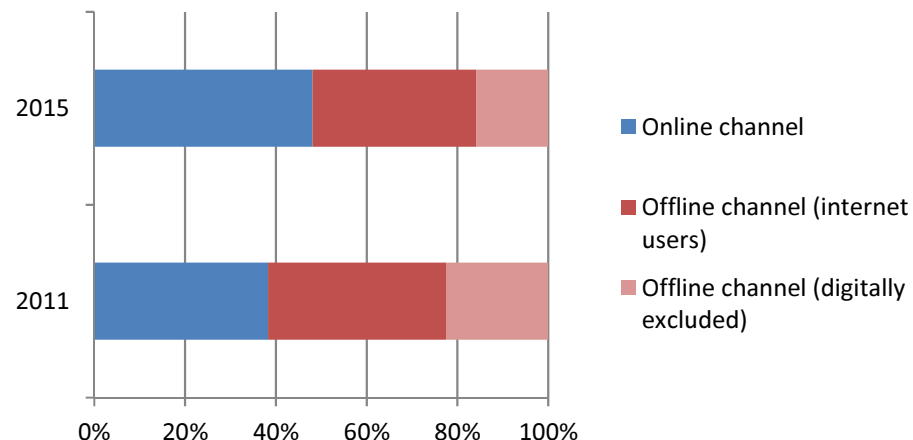
In 2015, **interactive eGovernment services** were used by 26 % of the EU-28 population, the same level as the previous year. Usage increased in 15 out of 28 countries, while in NL, SE, LU, BE, UK, LT, PT, SI, CY, SK, and CZ usage fell or remained the same in 2015 (although NL and SE are close to saturation). In three countries (RO, BG, and CZ) less than a tenth of the population submit completed forms online, with generally little progress in catching up (except for CZ).



Almost half of the population needing public services chooses the online channel. The main reason for non-use is recourse to intermediaries.

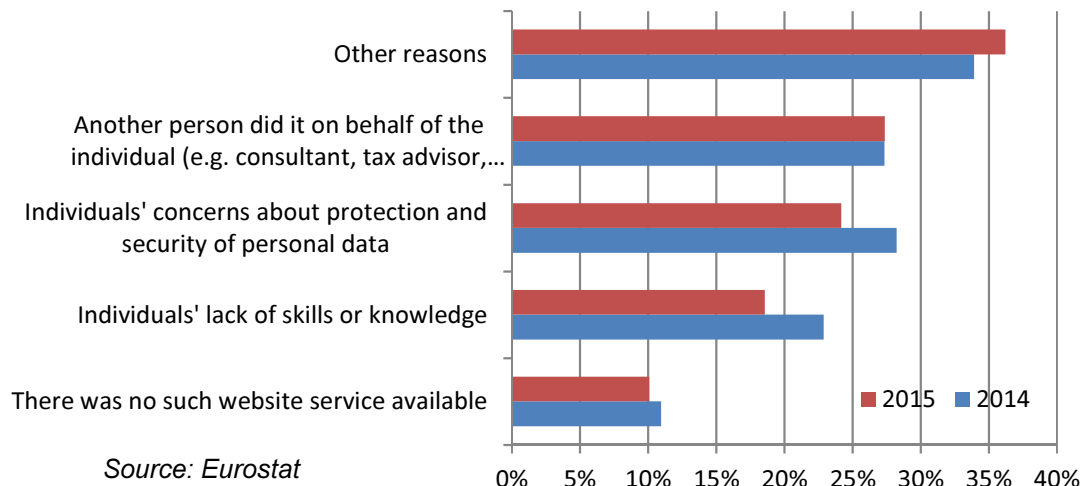
Of people needing to submit forms to the public administrations*, 48 % chose the online channel in 2015, an increase of 10 percentage points from 2011. This is the result of both a fall in the percentage of the digitally excluded (from 23 % to 16 % of the total) and a fall in popularity of offline channels among internet users (by 3 percentage points). However, there is still great untapped potential (52 %) for use of eGovernment services. While this could be addressed in part by increasing digital skills (to increase both internet use and the skills of internet users, see below), some further policies on the supply side may be needed. The percentage of citizens needing to submit forms (for which information is lacking) has been assumed to be analogous to the percentage of internet users needing to submit a form (for which information is available).

eGovernment usage potential (preferred channel for submitting forms to public authorities by citizens)



Source: EUROSTAT

Reasons for not submitting official forms through the online channel (% of Internet users needing to submit official forms)



Source: Eurostat

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* The percentage of citizens needing to submit forms (for which information is lacking) has been assumed to be analogous to the percentage of internet users needing to submit a form (for which information is available).

Personal characteristics are less of a barrier to non-use of the online channel than in 2014: lack of skills or knowledge is down from 23 % to 19 % while concerns about protection and security of personal data are down from 28 % to 24 %. The main specific factor is the use of intermediaries (both professionals and acquaintances), at 27 % of cases (unvaried). These may be used in some cases for convenience and in others for lack of skills. Lack of supply/awareness still accounts for 10 % of cases of non-use. Other reasons account for 36 % of the cases.

The measurement of eGovernment supply, some methodological notes.

The supply side of eGovernment is measured through a 'user journey' approach. Researchers pose as ordinary users of eGovernment services in an event that requires some official action (e.g. a marriage). They go through the steps of meeting the relevant administrative requirements using public authority websites and the online channel where possible.

Seven life events are analysed over two years (with data for three complete measurements in 2012-2013, 2013-2014 and 2014-2015) in different areas of government:

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

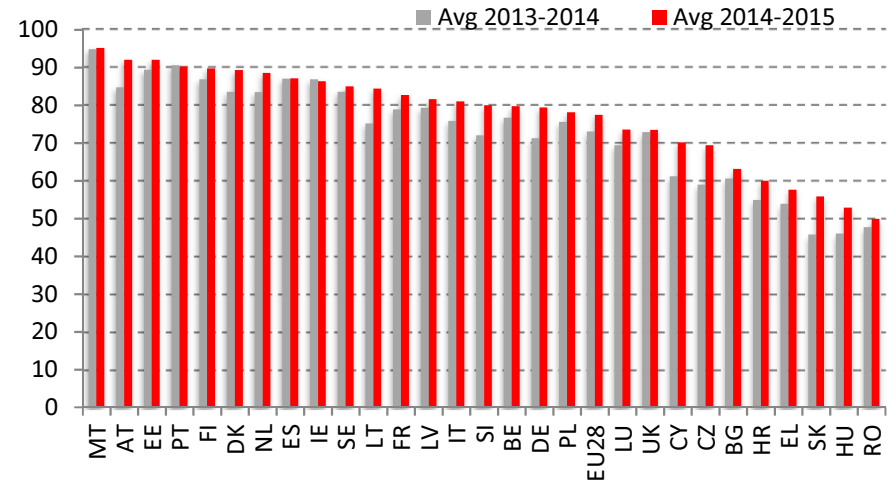
This new method looks at different aspects of service provision, but the two examined here are the following: user-centricity and transparency. The User-Centric eGovernment indicator measures the availability of eGovernment services, their connectedness and their user-friendliness. The Transparent eGovernment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

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

There is progress in supplying eGovernment, especially by those catching up. Transparency is increasing for most countries but more is needed to win trust.

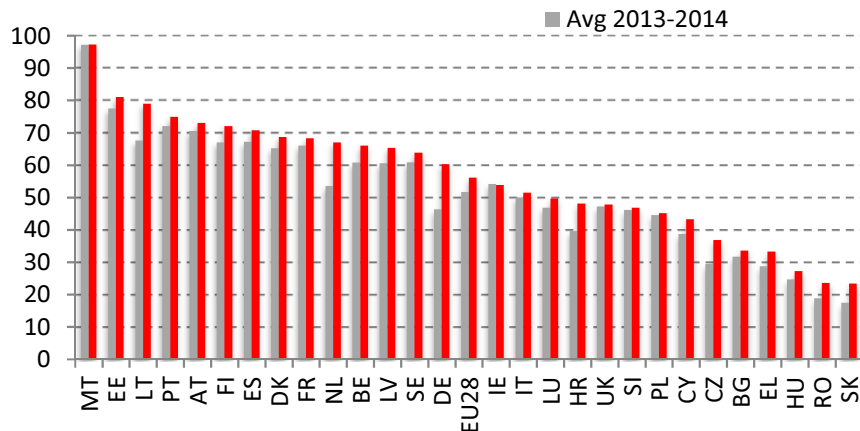
Five countries in the EU-28 are very close to having a fully developed digital channel for public services with scores above 90 %: MT, EE, LT, PT and AT. Those at the bottom are catching up, with all countries now scoring 50 or above, with most progress made by SK and CZ.

User-Centric government (2013-2014 and 2014-2015)



Source: eGovernment Benchmark Report

Transparent government in the EU (2013-2014 and 2014-2015)



Source: eGovernment Benchmark Report

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

Transparency has improved with respect to the previous year in almost all countries, with average EU-28 progress of 4pp. But more progress is needed to gain users' trust.