Digital Gov' Barometer 2019

THE DIGITALIZATION OF PUBLIC SERVICES IN SIX EUROPEAN COUNTRIES

In partnership with Ipsos

The world is how we shape it

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Methodological notice

SAMPLE

6011 respondents in six countries interviewed via Ipsos online access panel.

FIELD DATES

From September 2nd to 22nd 2019.

METHODOLOGY

Quota Sampling: Gender, Age, occupation of the interviewee, region and marketsize.

READING NOTE

=/ +/ - **Evolution compared to 2018**

NEW **New question/country in 2019**

This report was prepared in compliance with the international standard ISO 20252 «Market, opinion and social research »

Countries where interviews were conducted

FRANCE
1005 interviews

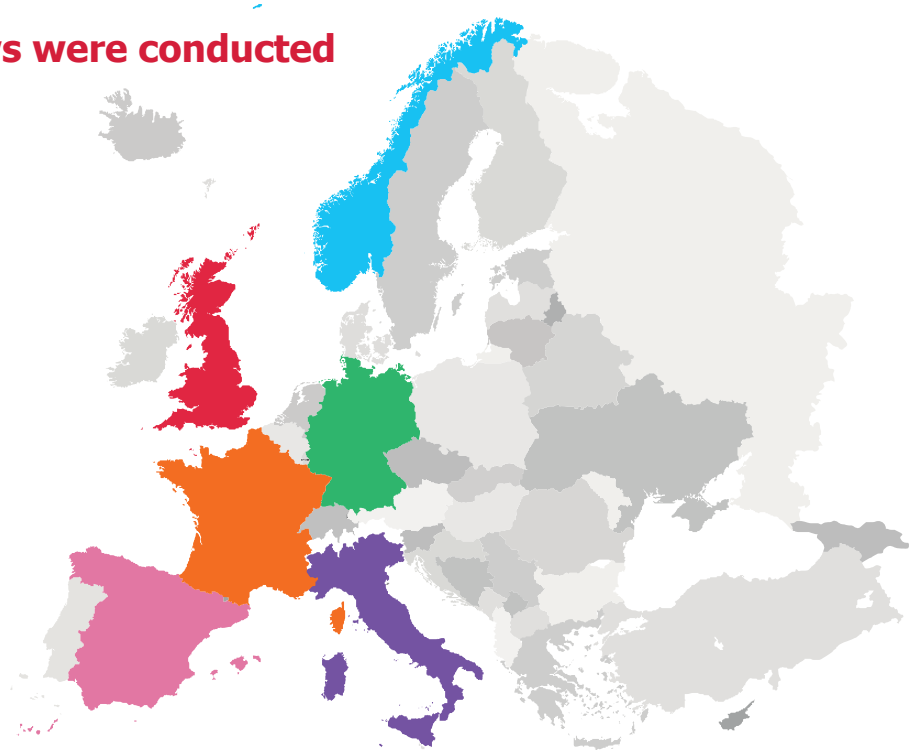
UNITED KINGDOM
1000 interviews

GERMANY
999 interviews

NORWAY
999 interviews

SPAIN
1005 interviews

ITALY
1003 interviews



Summary

01 **The gap between the offer of digital public services and expectations should be narrowed – page 6**

02 **To fulfil the strong need of simplification, user-friendly online procedures are the key expectation – page 12**

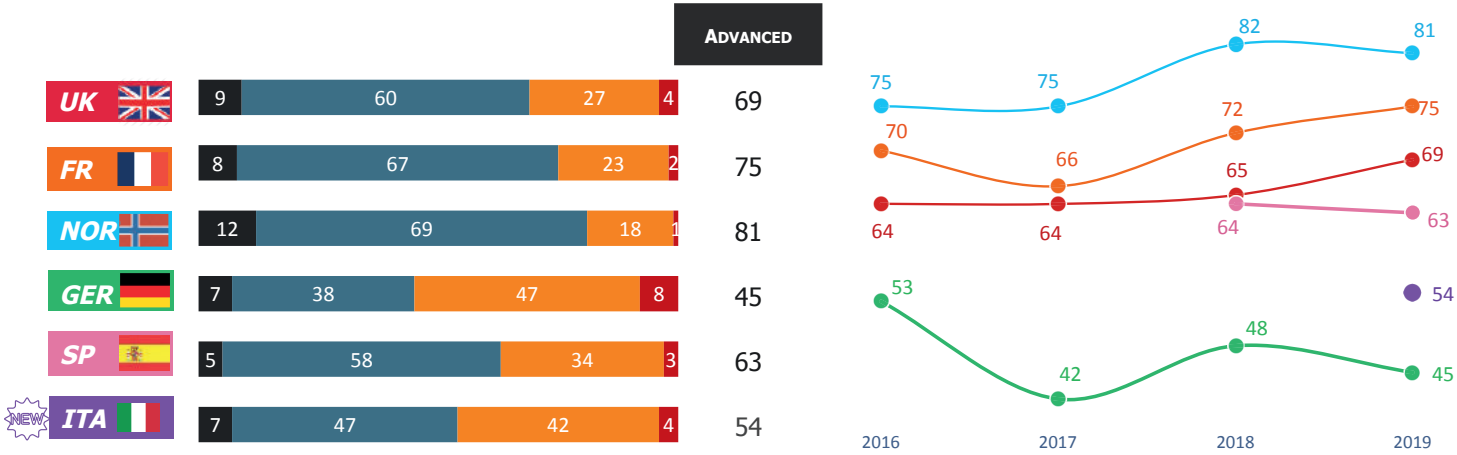
03 **The capacity to have a close relationship with public agents and the protection of their personal data are key elements needed by EU citizens – page 18**

01

The gap between the offer of digital public services and expectations should be narrowed

EU citizens' opinion on the degree of digital development in the public sphere remains stable, but heterogeneous

IN %



VERY ADVANCED | QUITE ADVANCED | NOT VERY ADVANCED | NOT ADVANCED AT ALL

Question: How would you describe the current degree of digital development – e.g. use of Internet and digital services – in the Government *(national, local, social security or devolved administrations)* and its services?

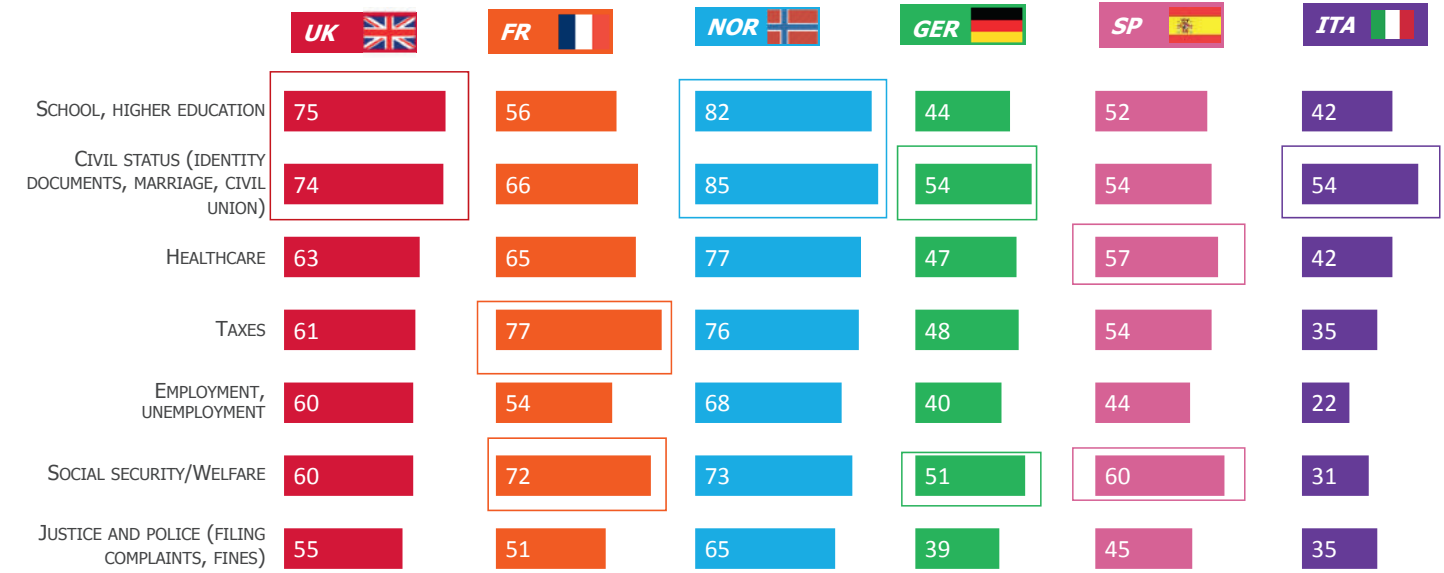
Depending on which digital service is evaluated, the level of satisfaction differs

UK	FR	NOR	GER	SP	ITA
TOP 3 - SUBTOTAL SATISFIED IN % - TO RESPONDENTS ONLY					
75 School, higher education	77 Taxes	85 Civil status	54 Civil status	60 Social security	54 Civil status
74 Civil Status	72 Social security	82 School, higher education	51 Social security	57 Healthcare	42 Healthcare
63 Healthcare	66 Civil status	77 Healthcare	48 Taxes	54 Taxes 54 Civil status	42 School, higher education
TOP 3 – PRIORITY IN %					
51 Health	37 Health	55 Health	42 Health	44 Health	46 Health
28 Civil status	35 Civil status	40 Jobseeking	39 Civil status	31 Civil status	45 Job seeking
28 Education	32 Justice and the police	27 Social security	33 Education	30 Job seeking	29 Taxation

Question: In each of the following areas, are you satisfied with the digital services provided by the State and its agencies?
Question: And in your opinion, which areas of the public sectors should make the digital development – i.e. use of the Internet and digital services – a **priority**?

The most satisfying areas in terms of digital public services

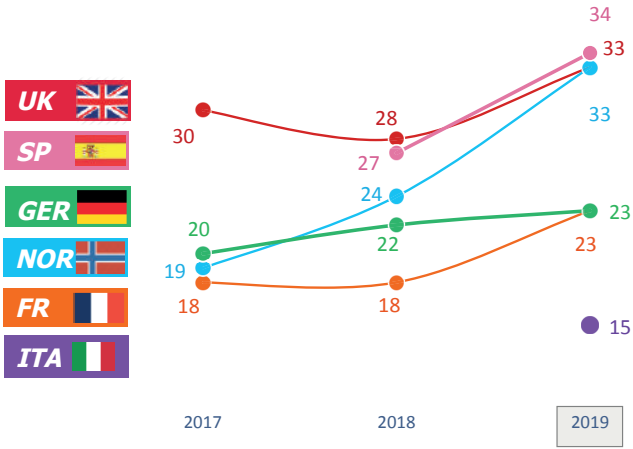
SUBTOTAL SATISFIED IN %
TO RESPONDENTS ONLY (E.G. PEOPLE WHO HAD TO USE A SERVICE IN THIS AREA)



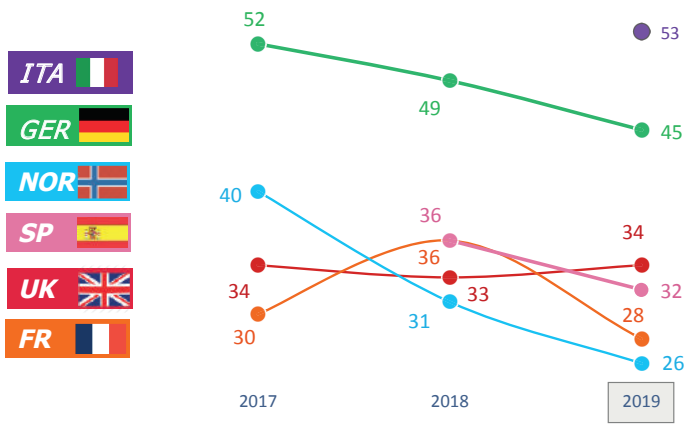
NEW **Question:** In each of the following areas, are you satisfied with the digital services provided by the State and its agencies?

The gap in the digitalisation of the public sector compared to private companies is narrowing as private digital services tend to be the standard

SUBTOTAL ADVANCED, IN %

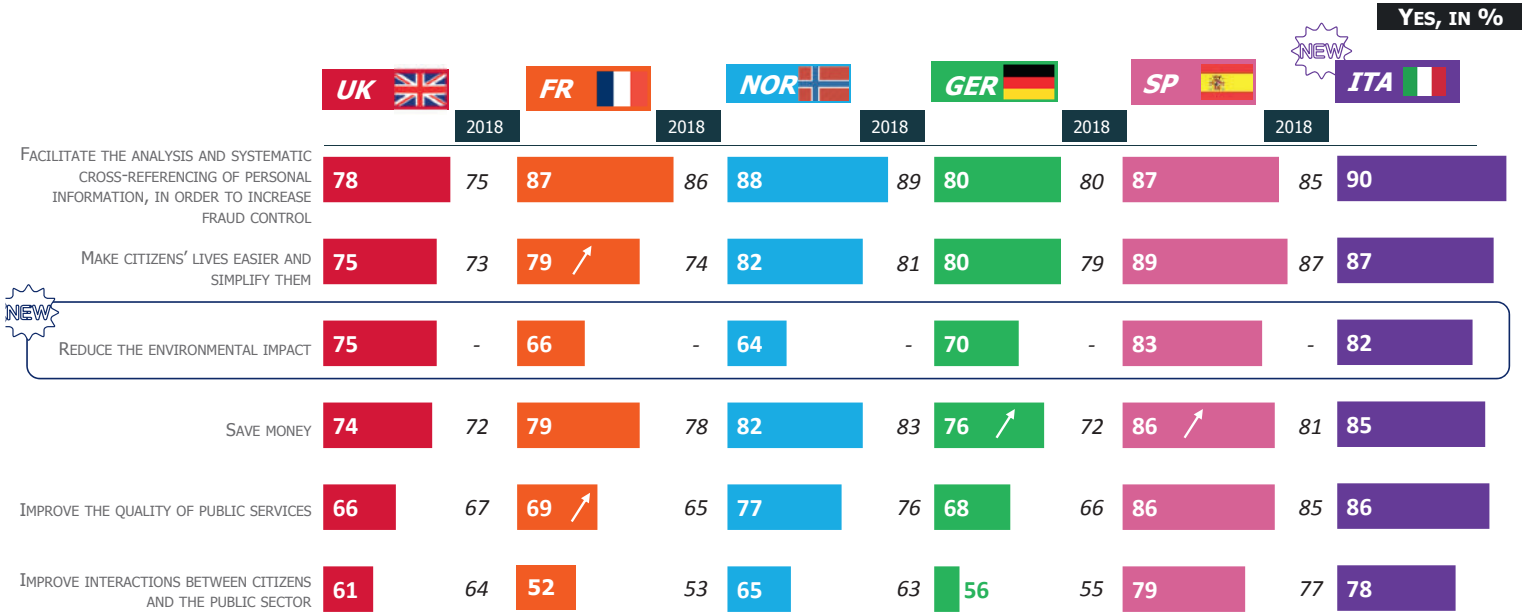


SUBTOTAL BEHIND, IN %

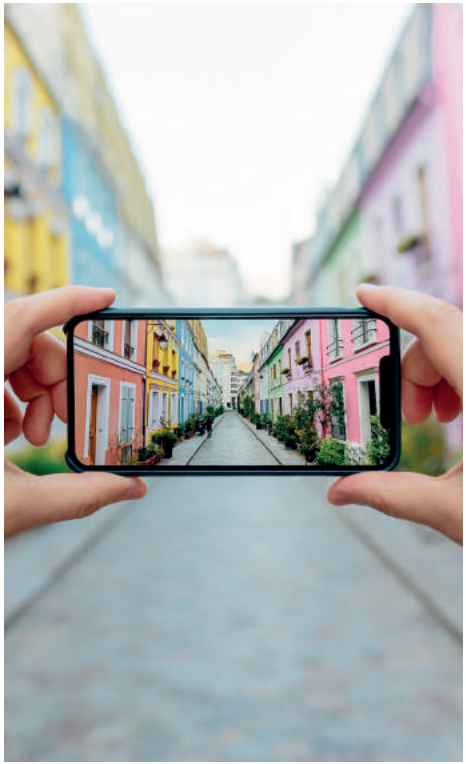


Question: In your opinion, compared to digital services offered by private companies, digital services offered by the public sector in [your country] are…

Digitalization of public services is also seen as a way to address environmental issues



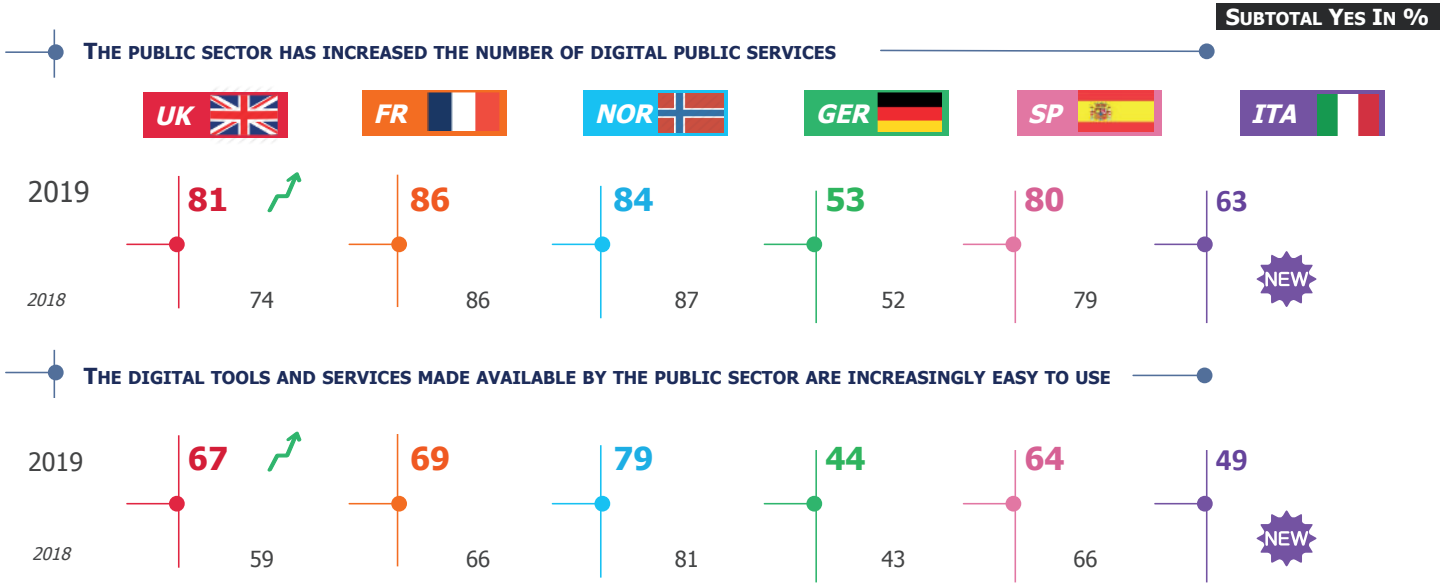
Question: Do you think that the development of digital public services will…



02

To fulfil the strong need of simplification, user-friendly online procedures are the key expectation

First and foremost, the gap between the number of digital public services and their user-friendliness is still notable

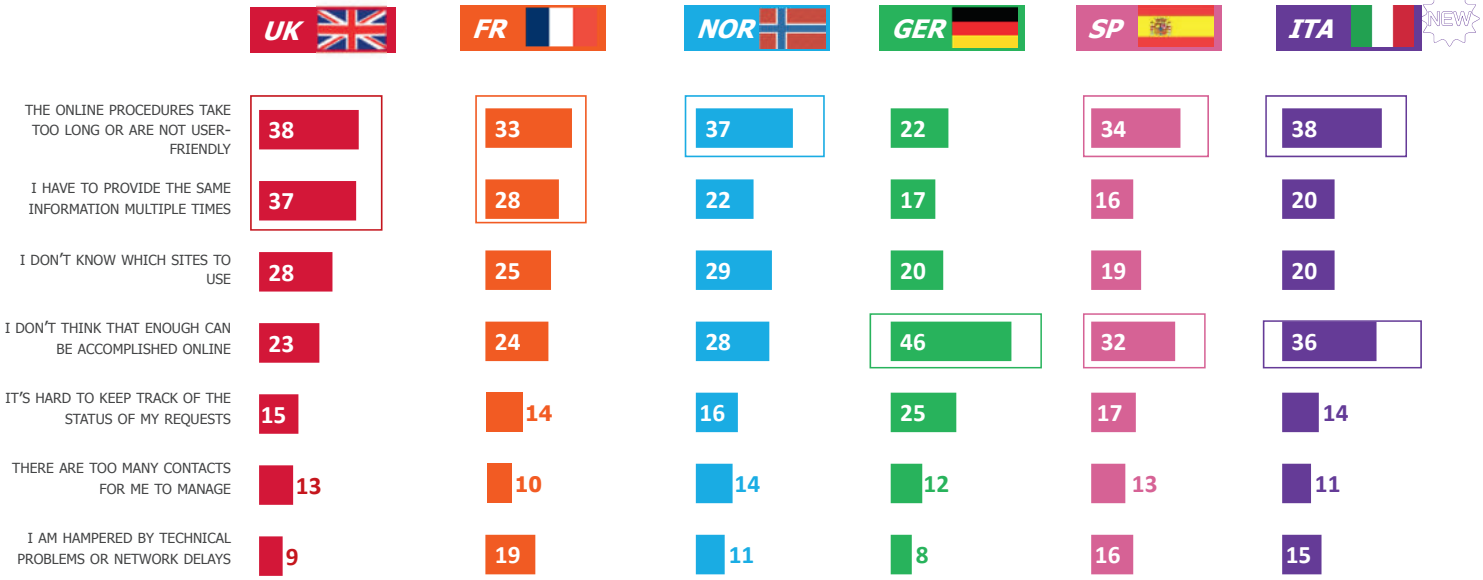


Question: Would you say that, in recent years… [the public sector has increased the number of digital public services/the digital tools and services made available by the public sector are increasingly easy to use] ?

In countries with a satisfying level of digitalisation, citizens need simplified procedures while less advanced countries also need more services

2 answers allowed

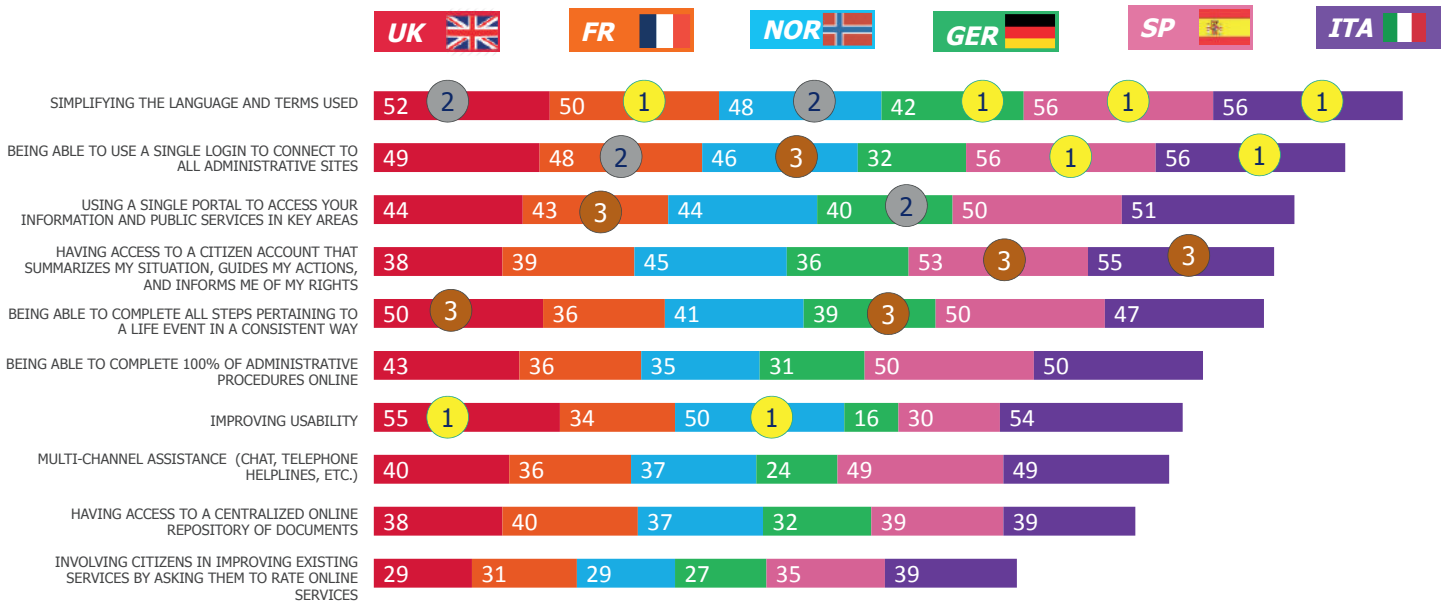
TOTAL ALL PROCEDURES IN %



Question: Why should these online procedures be simplified?
**2 items were deleted compared to 2018 (3 answers were allowed)*

Simplified procedures imply many different changes; mainly a simplification of language, a single login, and a single portal

YES, ABSOLUTELY - IN %



Question: Do you think that the following changes would help simplify your online procedures?

More specifically, online procedures linked to health, taxes and civil status need to be simplified as a priority

UK

- I'm looking after my health: 49
- I'm declaring my income and paying taxes: 40
- A loved one is passing/has passed away: 35

NOR

- I'm looking after my health: 49
- I'm declaring my income and paying taxes : 38
- I'm looking for or requesting welfare benefits: 33

SP

- I'm looking after my health: 57
- I'm looking for a job; I've lost my job: 34
- I'm requesting an identity card or a civil status document: 33

FR

- I'm requesting an identity card or a civil status document: 48
- I'm looking for or requesting welfare benefits: 35
- I'm looking after my health: 34

GER

- I'm requesting an identity card or a civil status document: 52
- I'm declaring my income and paying taxes: 34
- I'm looking after my health: 32

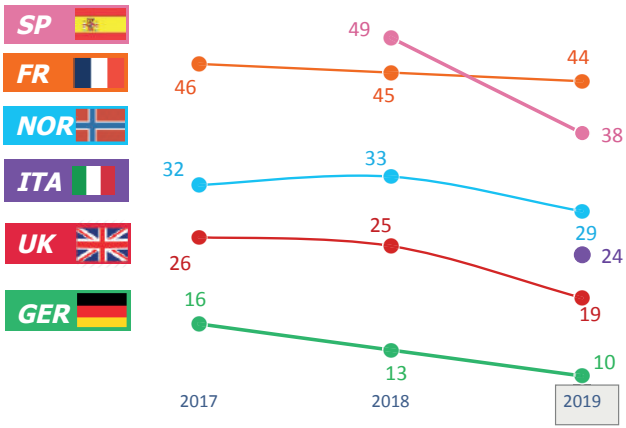
ITA

- I'm looking after my health: 51
- I'm looking for a job; I've lost my job: 50
- I'm declaring my income and paying taxes: 46

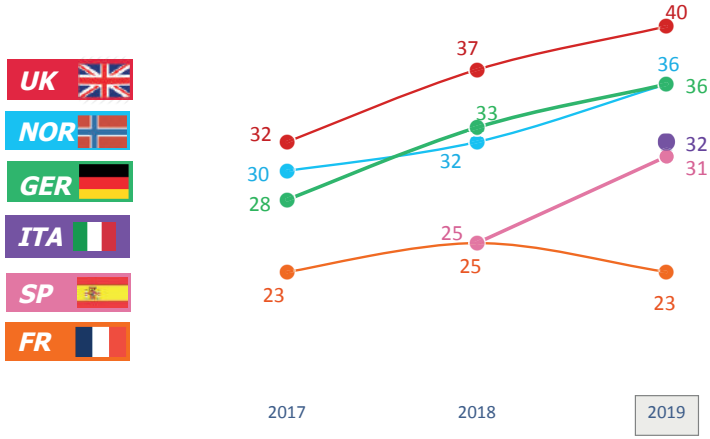
Question: And which online procedures linked to these life events do you think need to be simplified as a priority?

Except in France, EU citizens feel less confident about the government's will to make a difference

WILL MANAGE TO DO SO, IN %



DOES NOT REALLY HAVE THE WILL TO MAKE PROGRESS, IN %



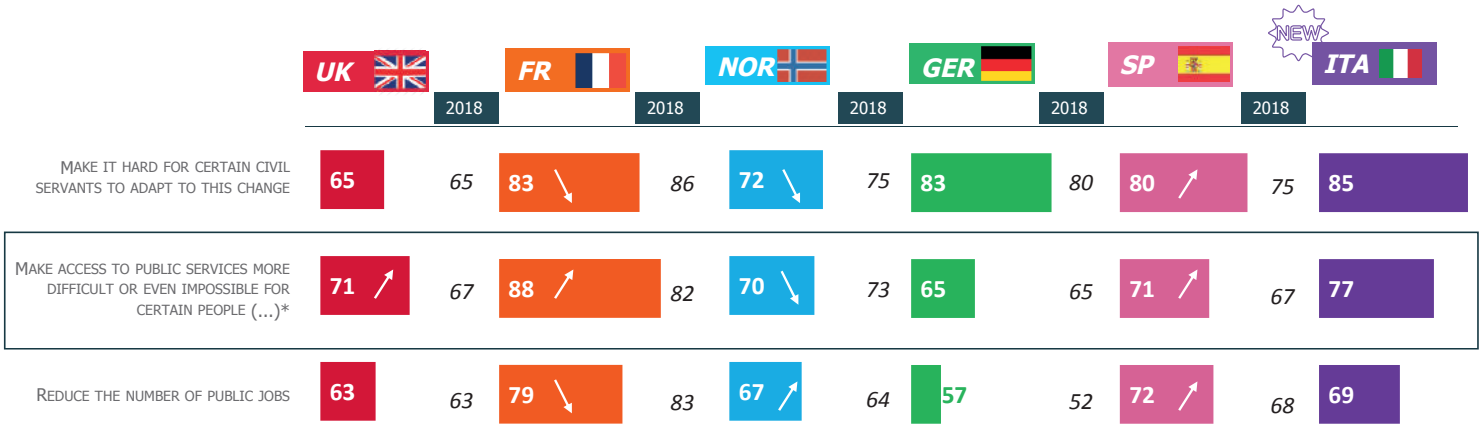
Question: And concerning the development of digital public services, do you feel that the Government…

03

The capacity to have a close relationship with public agents and the protection of their personal data are key elements needed by EU citizens

Digital inclusion remains a strong concern for EU citizens

YES, IN %

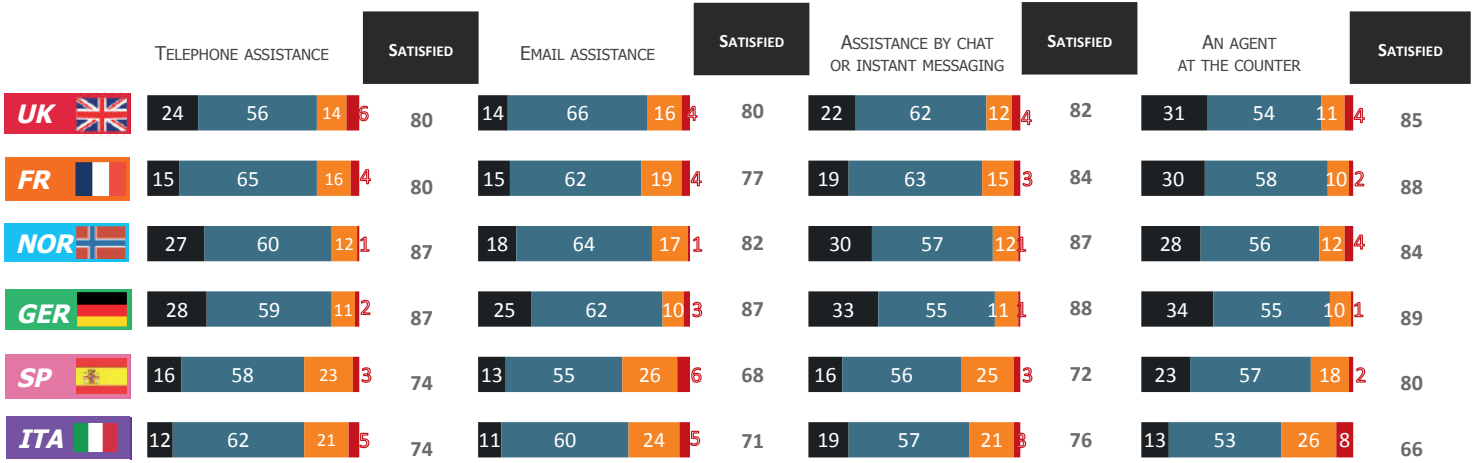


*(people who are not comfortable with digital technology or language issues, people without access to digital technology, etc.)

Question: Do you think that the development of digital public services will…

As they're provided with high quality of assistance, EU citizens are indifferent of the channel

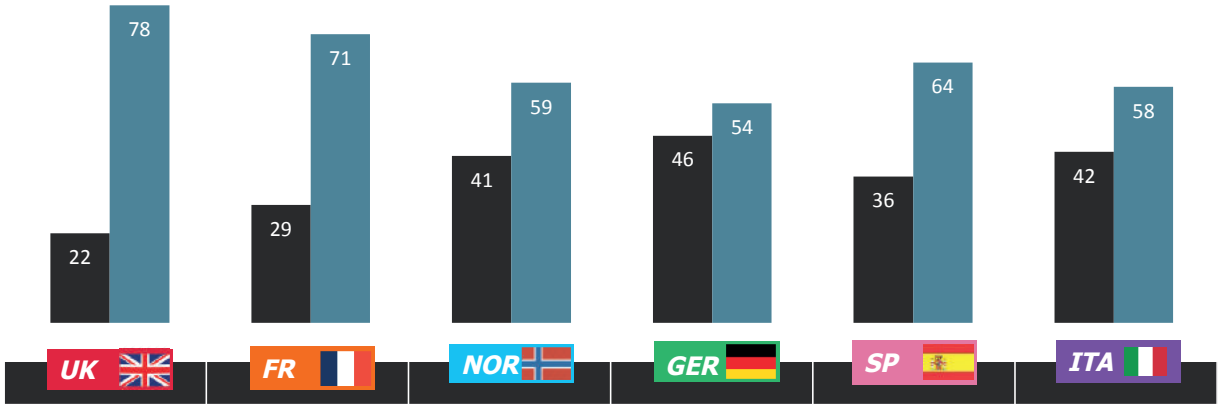
IN %



Question: Were you satisfied with the support provided by the following means? *To those who requested this type of assistance*

If they had to choose, citizens would rather stay closer to home and get help from a general-purpose agent than travel farther to meet someone specialised

IN %

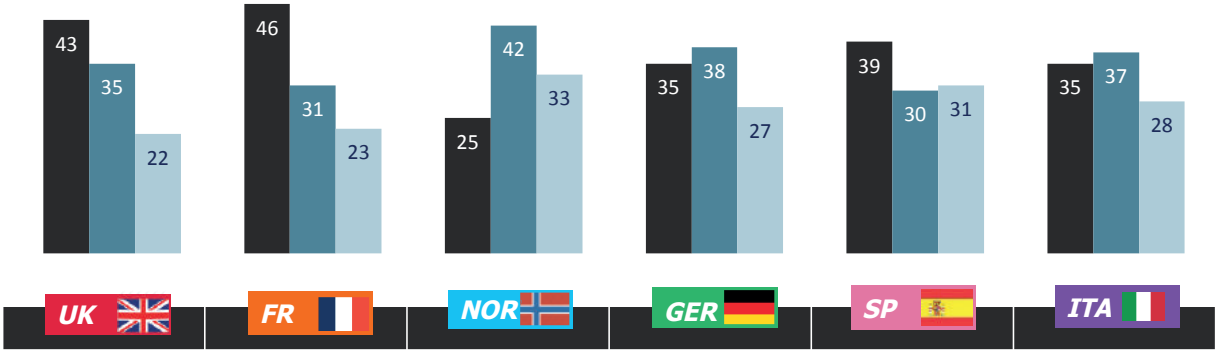


TO GET HELP FROM A HIGHLY SPECIALIZED AGENT, EVEN IF IT MEANS TRAVELLING FARTHER	TO STAY CLOSER TO HOME, EVEN IF IT MEANS GETTING HELP FROM A GENERAL-PURPOSE AGENT

NEW **Question:** To access public services, do you generally prefer…

In each country the use of digital terminal is seen in a different way

IN %



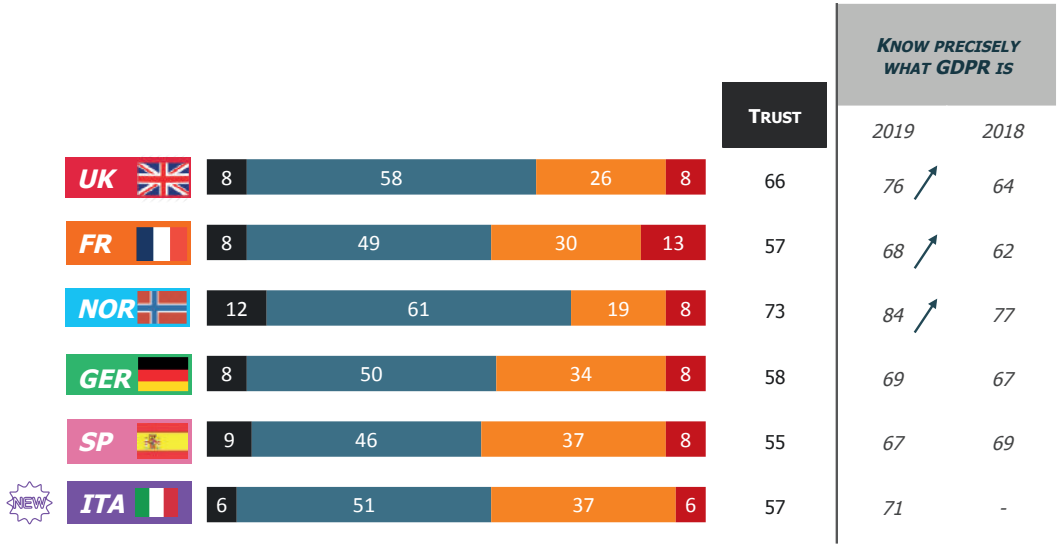
PROVIDING ACCESS TO ONLINE SERVICES FOR PEOPLE WHO ARE UNABLE TO DO SO FROM HOME	OFFERING THE BENEFIT OF ASSISTANCE IN CASE OF DIFFICULTIES IN COMPLETING THE ONLINE PROCEDURE	TRAINING THE LEAST COMFORTABLE USERS IN ORDER TO EMPOWER THEM TO COMPLETE ONLINE PROCEDURES THEMSELVES

NEW **Question :** In addition to agents and counters, the Administrations are developing multiservice facilities equipped with digital terminals or computers to complete a number of online procedures. In your opinion, which need should these digital terminals or computers prioritise?

Citizens raise concern on the protection of their data and lack of assistance

Question: With respect to digital public services, do you agree or disagree with the following statements?

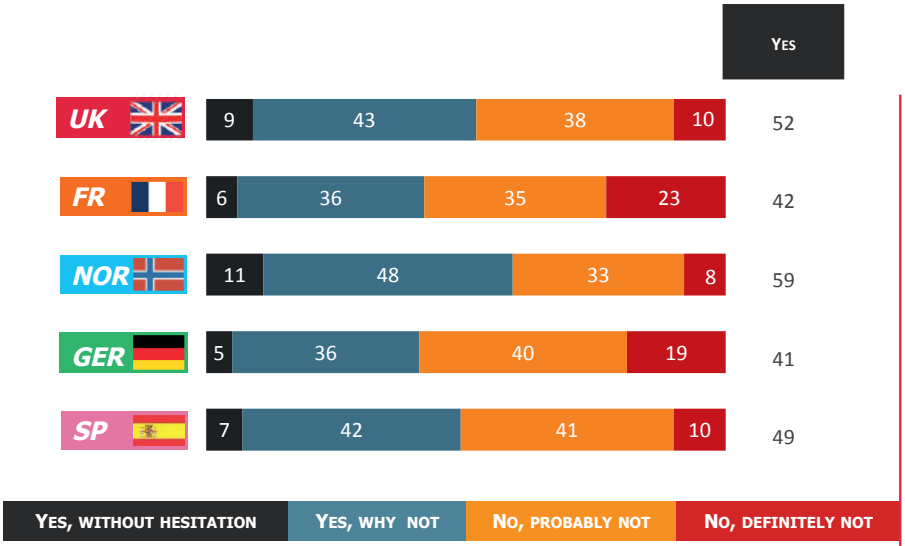
In EU citizens' opinion the GDPR still strengthens public trust



Question: How much do you trust the public sector to ensure the security of the digital data in their possession and particularly your own confidential information?

Only about half of the respondents would be willing to store their personal data on a single digital platform to make online identification easier; a platform that should rather be run by public actors

IN %



	ST Public actors	ST Private actors
UK	73	27
FR	75	25
NOR	83	17
GER	92	8
SP	84	16

NEW **Question:** Would you be willing to store your personal identity as well as further data (e.g. payment information) on a single digital platform in order to make online identification easier?

NEW **Question :** Who on your opinion should run such platform?

Note

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