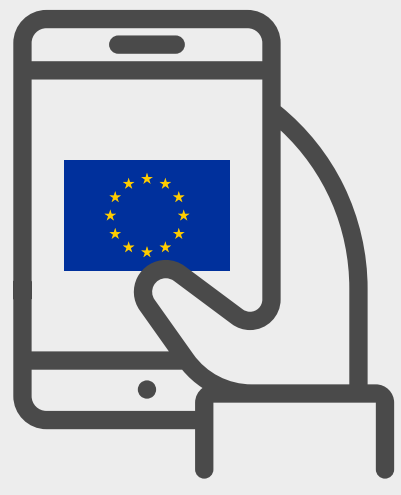


# Digital transformation of the State

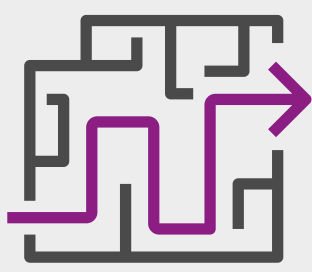
# 65%

of European citizens believe that the digital offer of public services is getting stronger



A powerful stand, rather shared across Europe

-  **81%** Norway
-  **75%** France
-  **69%** Great-Britain
-  **63%** Spain
-  **54%** Italy
-  **45%** Germany






## A real need to simplify the citizens' digital path

# 75%

of European people recognize a significant increase in digital services

But only **62%** find them easy to use

To address the issue, European citizens suggest **3 solutions**:

-  **51%** A simplification of language and terms used
-  **48%** The option to use only one login ID to access all administrative sites
-  **34%** A single website to access all their information

## A citizen-based approach to transforming the State



European people identify:

**3 positive effects** of the digitization of public services

-  **85%** Increasing fraud control
-  **82%** Simplifying and facilitating the lives of citizens
-  **73%** Reducing the environmental impact

The Europeans are calling for **prioritized digitization**:

-  **46%** Health

## Data protection and the digital gap: European peoples' concerns



# 67%

of European people fear a fraudulent use of their personal data

The introduction of the GDPR nevertheless seems to reassure citizens, as

**61%** of respondents indicated that they trust public administrations to protect their information

The human factor remains key in the digital transformation of public services

# 74%

of European people consider that the digitization of public services will make it very difficult or even impossible for people who are not familiar with digital technologies to access them

### Study methodology

This study was carried out by Ipsos for Sopra Steria based on a sample of 1,000 people from each of the countries surveyed (France, United Kingdom, Germany, Norway, Spain and Italy), interviewed on the internet, via Ipsos' online Access panel. The survey was conducted from 2 to 22 September 2019 using the quota method (gender, age, occupation of the person interviewed, region and category of agglomeration). This report has been prepared in compliance with the international standard ISO 20252 "Market, social and opinion research".