DIGITAL GOV' 2019

DIGITAL GOVERNMENT BAROMETRE:
THE DIGITALISATION OF THE PUBLIC SERVICES IN SIX EUROPEAN COUNTRIES

October 2019

GAME CHANGERS Ipsos

sopra steria

METHODOLOGICAL NOTICE

SAMPLE

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

Germany: **999** respondents.

FIELD DATES

From September 4th to 11th 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

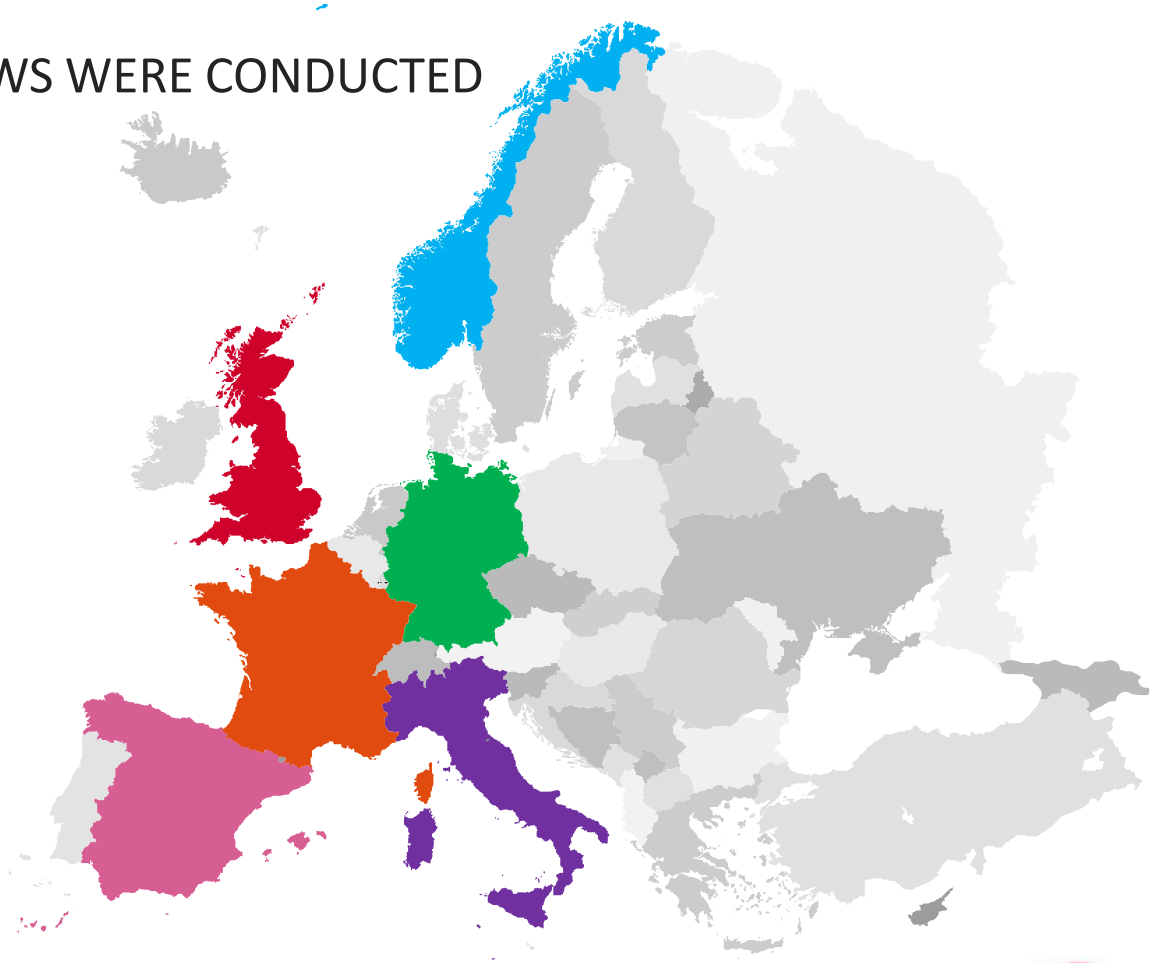
UNITED KINGDOM
1000 interviews

GERMANY
999 interviews

NORWAY
999 interviews

SPAIN
1005 interviews

ITALY
1003 interviews



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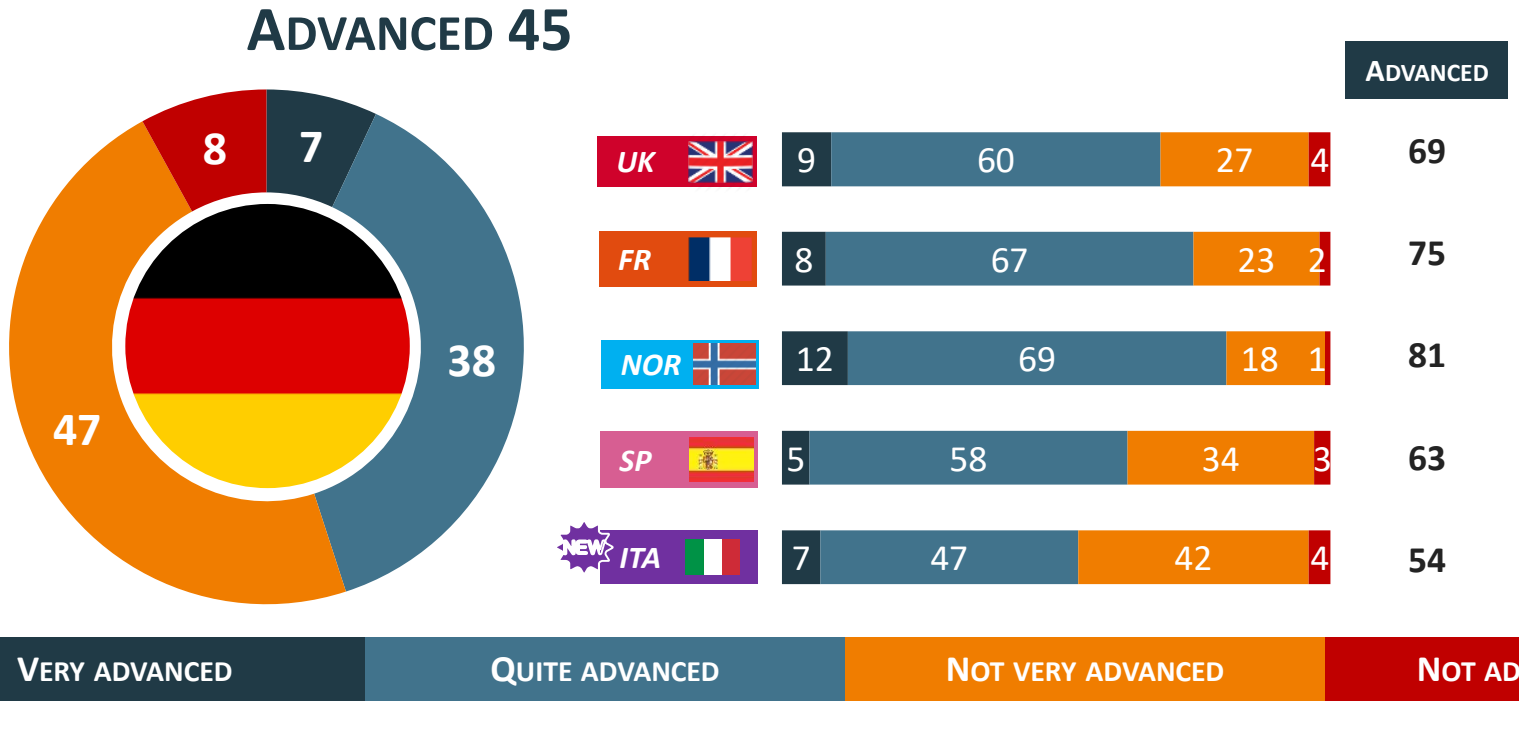
PART 1

THE STATE'S DIGITAL TRANSFORMATION

THE CURRENT DEGREE OF DIGITAL DEVELOPMENT

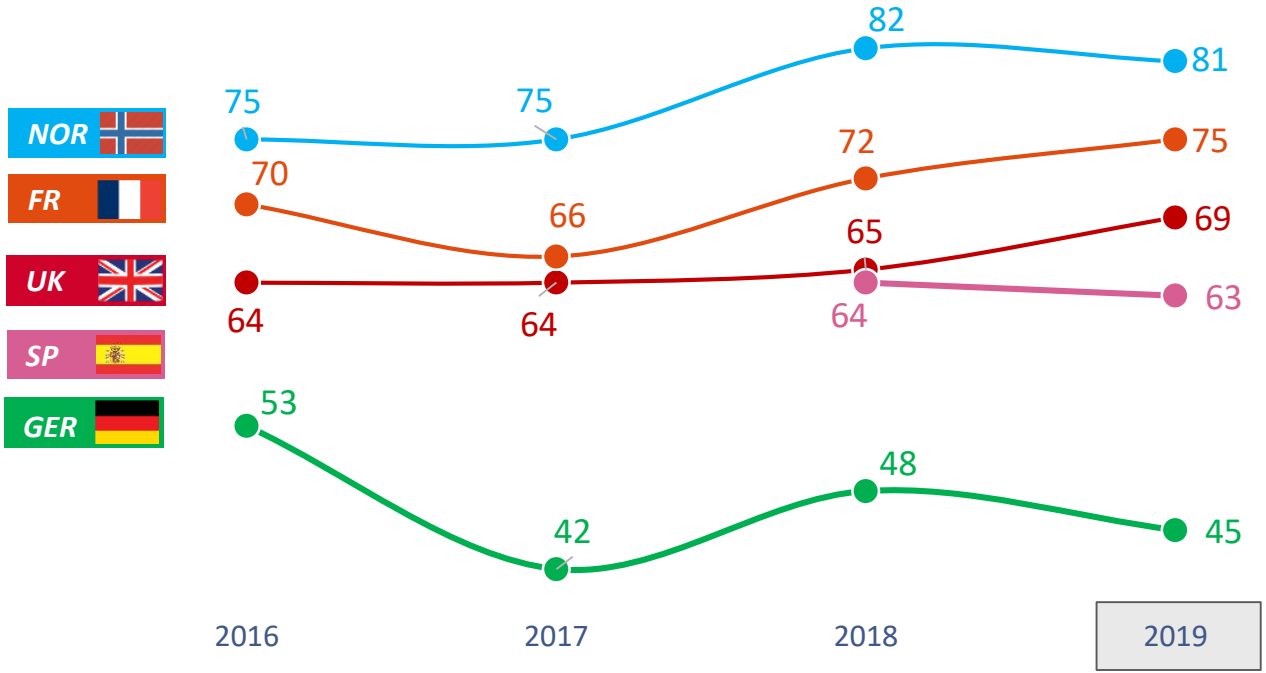
IN %



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

THE CURRENT DEGREE OF DIGITAL DEVELOPMENT

SUBTOTAL AVANCED, IN %



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

ZOOM GERMANY | SUBTOTAL ADVANCED 45

2018	2017	2016
48	42	53

IN %

GENDER

	2018	2017	2016
Male	42	36	50
Female	54	49	57

38

52

SOCIO PROFESSIONAL CATEGORY

	2018	2017	2016
Upper and middle class	51	40	52
Working Class	49	44	55
Retired	37	37	52

AGE

	2018	2017	2016
Less than 35 years old	51	52	53
Between 35 and 59 years old	43	41	58
60 years old and more	43	37	47

POPULATION DENSITY

		2018	2017	2016
Thinly	37	46	44	55
Intermediary	46	46	41	55
Densely	49	51	43	50

JOB STATUS

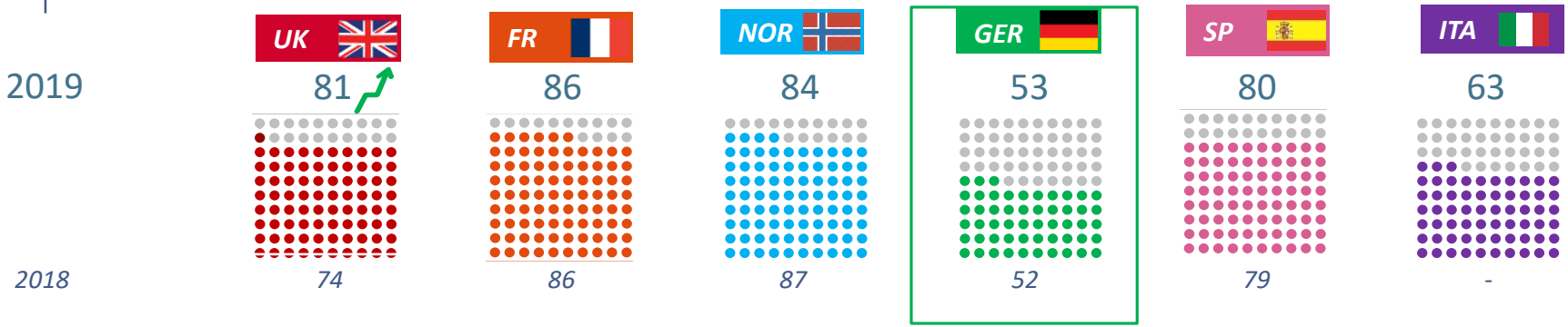
		2018	2017	2016
Employed	50	51	46	58
Self employed	35	44	37	41
Inactive *(except retired)*	45	55	43	48

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

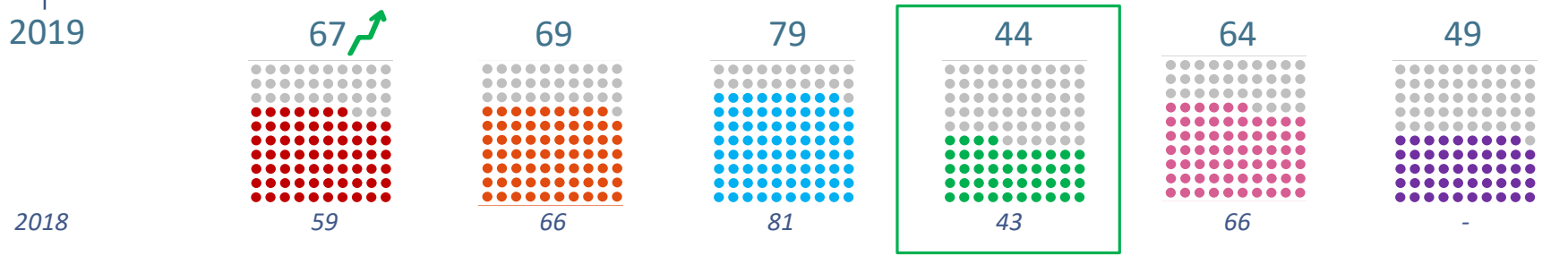
NUMBER AND USER-FRIENDLINESS OF DIGITAL PUBLIC SERVICES

SUBTOTAL YES IN %

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

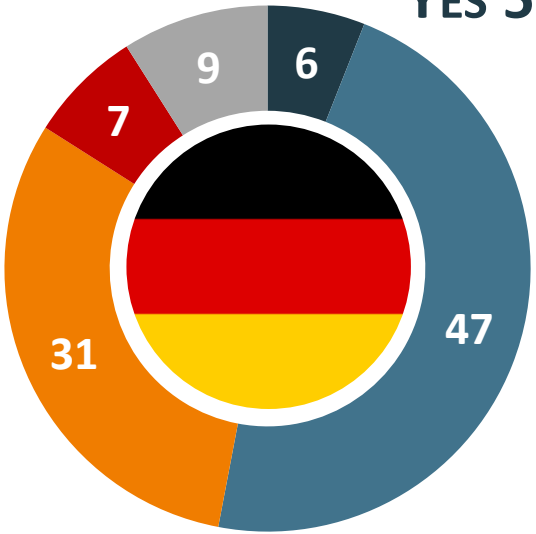


Question : Would you say that, in recent years… [the public sector has increased the number of digital public services/the digital tools and services made available by the public sector are increasingly easy to use] ?

NUMBER OF DIGITAL SERVICES IN THE PUBLIC SECTOR

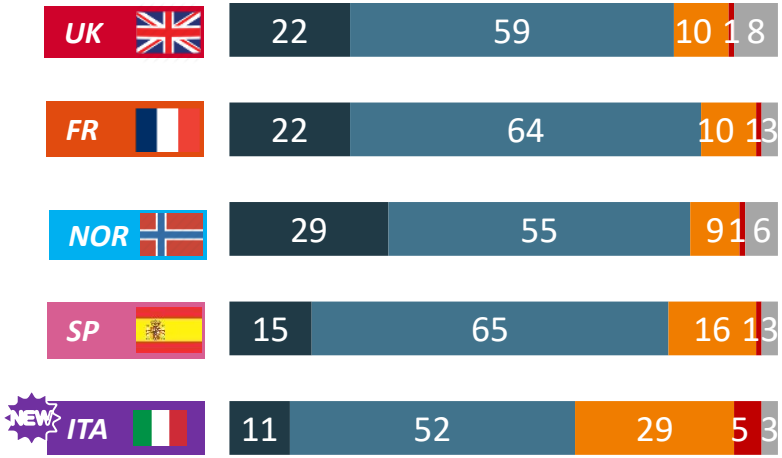
...THE PUBLIC SECTOR HAS INCREASED THE NUMBER OF DIGITAL PUBLIC SERVICES

IN %



YES 53

	2018	2017
UK	52	56
FR		
NOR		
SP		
NEW ITA		



	YES	2018	2017
UK	81	74	83
FR	86	86	84
NOR	84	87	85
SP	80	79	-
ITA	63	-	-

YES, ABSOLUTELY | YES, SOMEWHAT | NO, NOT REALLY | NO, NOT AT ALL | DO NOT KNOW

Question : Would you say that, in recent years... **the public sector has increased the number of digital public services ?**

ZOOM GERMANY | SUBTOTAL YES 53

...the public sector has increased the number of digital public services

2018	2017
52	56

IN %

GENDER

2018	2017
49	56

48

58

2018	2017
55	56

SOCIO PROFESSIONAL CATEGORY

UPPER AND MIDDLE CLASS

XX

2018	2017
54	60

WORKING CLASS

XX

2018	2017
52	56

RETIRED

XX

2018	2017
52	54

AGE

LESS THAN 35 YEARS OLD

52

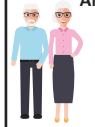
2018	2017
52	58

BETWEEN 35 AND 59 YEARS OLD

50

2018	2017
51	58

60 YEARS OLD AND MORE



59

2018	2017
54	53

POPULATION DENSITY

		2018	2017
THINLY	52	50	50
INTERMEDIARY	51	52	58
DENSELY	57	52	58

JOB STATUS

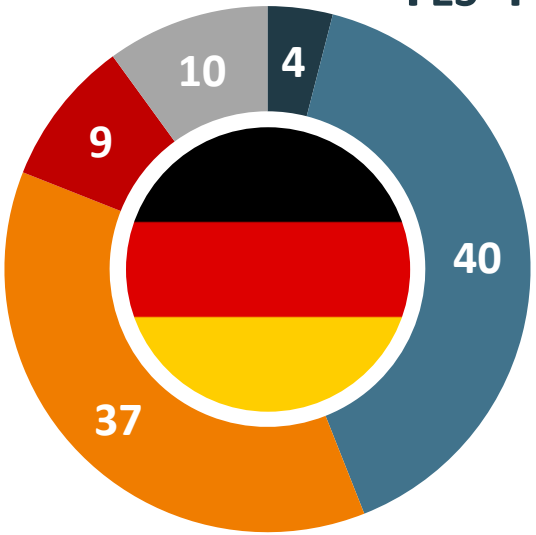
		2018	2017
EMPLOYED	53	55	58
SELF EMPLOYED	60	42	54
INACTIVE (EXCEPT RETIRED)	48	46	56

Question : Would you say that, in recent years… **the public sector has increased the number of digital public services ?**

USER-FRIENDLINESS OF DIGITAL SERVICES IN THE PUBLIC SECTOR

...THE DIGITAL TOOLS AND SERVICES MADE AVAILABLE BY THE PUBLIC SECTOR ARE INCREASINGLY EASY TO USE

IN %



	2018	2017	YES	2018	2017
	43	43			
UK	11	56	22	3	8	67	59	66
FR	11	58	21	6	4	69	66	66
NOR	21	58	13	2	6	79	81	76
SP	11	53	28	5	3	64	66	-
NEW ITA	6	43	39	8	4	49	-	-

YES, ABSOLUTELY | YES, SOMEWHAT | NO, NOT REALLY | NO, NOT AT ALL | DO NOT KNOW

Question : Would you say that, in recent years… **the digital tools and services made available by the public sector are increasingly easy to use ?**

ZOOM GERMANY | SUBTOTAL YES 44

2018	2017
43	43

...the digital tools and services made available by the public sector are increasingly easy to use

IN %

GENDER

	2018	2017
Men	43	44
Women	44	42

40

47

SOCIO PROFESSIONAL CATEGORY

	2018	2017
Upper and middle class	52	49
Working Class	47	43
Retired	41	45

AGE

	2018	2017
Less than 35 years old	47	45
Between 35 and 59 years old	41	43
60 years old and more	44	42

POPULATION DENSITY

		2018	2017
Thinly	41	41	37
Intermediary	44	44	44
Densely	45	45	46

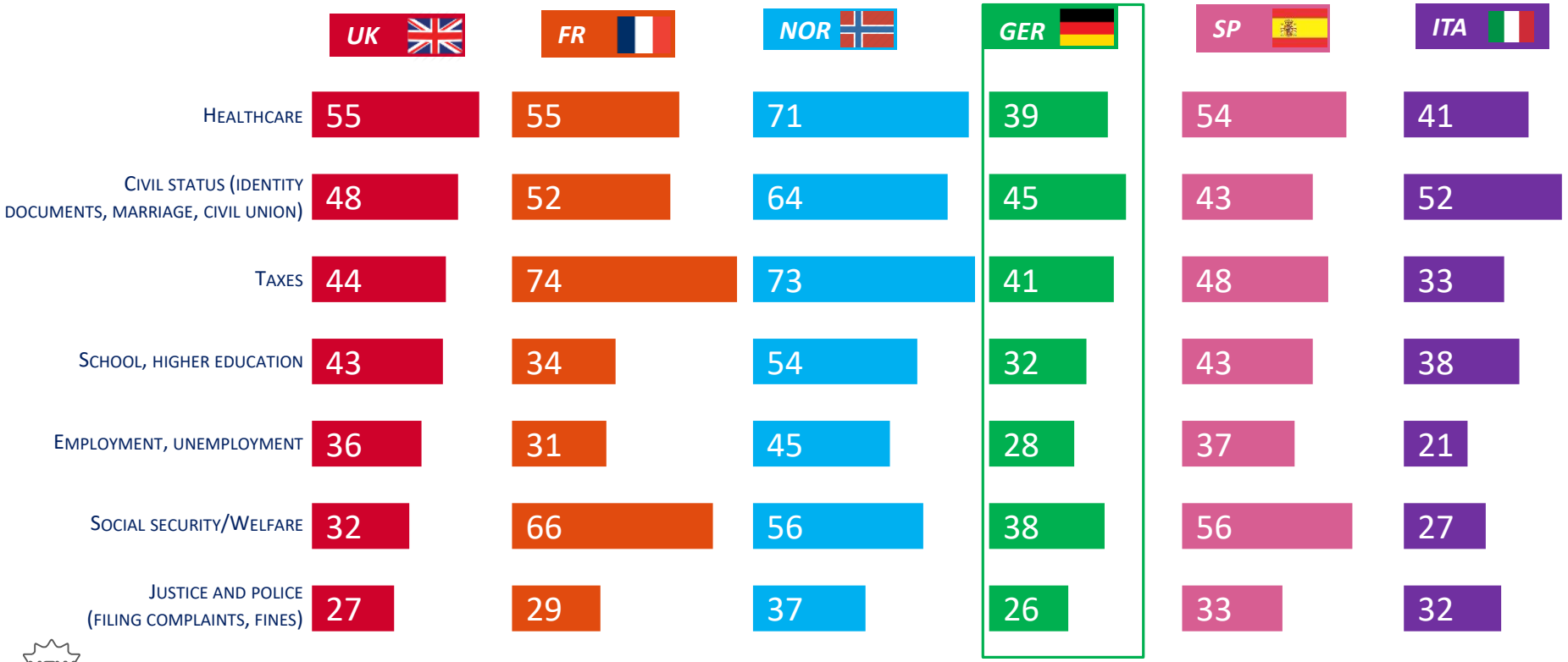
JOB STATUS

		2018	2017
Employed	48	46	46
Self employed	39	34	33
Inactive (except retired)	36	45	38

Question : Would you say that, in recent years… **the digital tools and services made available by the public sector are increasingly easy to use ?**

SATISFACTION TOWARDS DIGITAL SERVICES IN DIFFERENT SECTORS

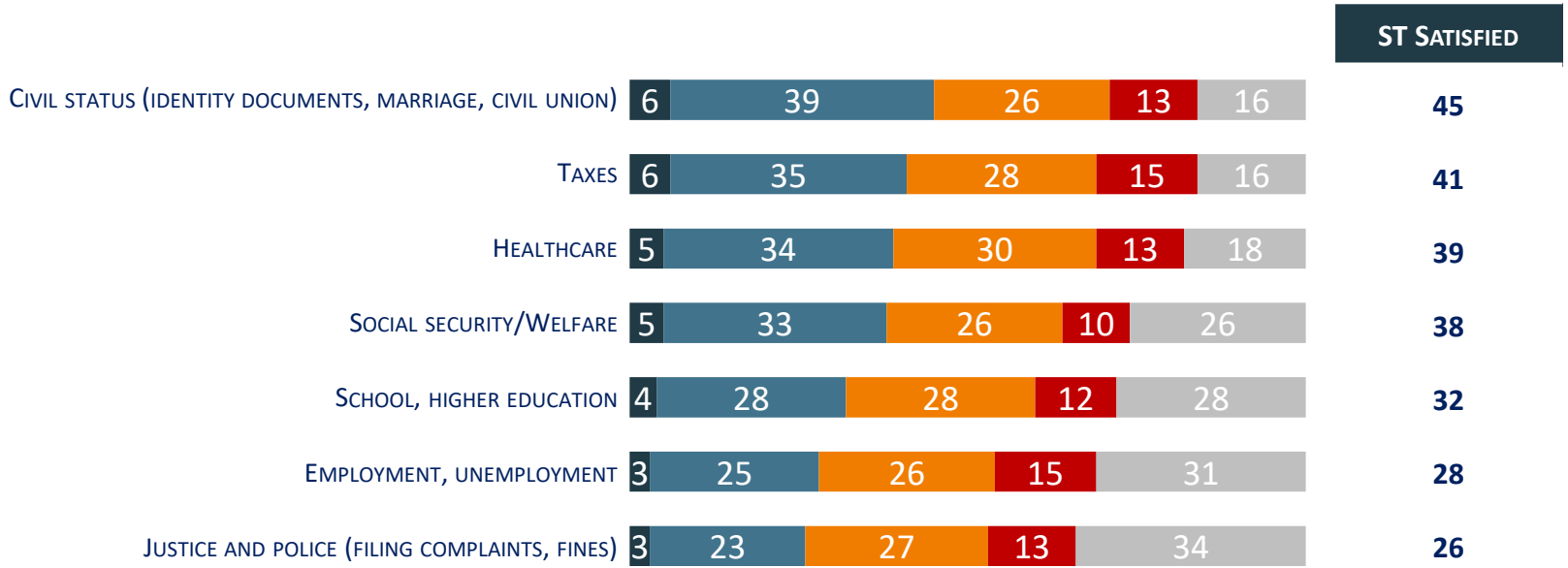
SUBTOTAL SATISFIED IN %



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

ZOOM GERMANY | DETAILS

IN %

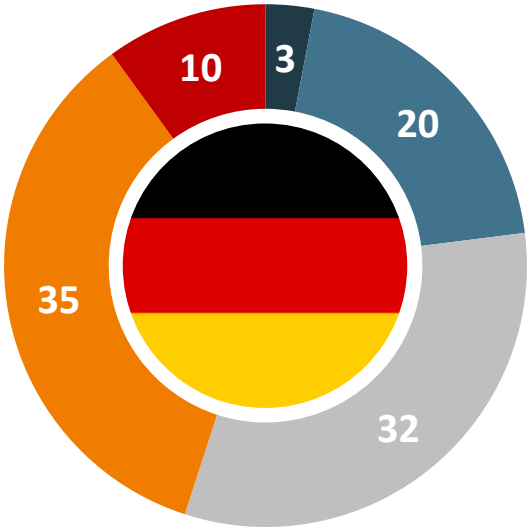


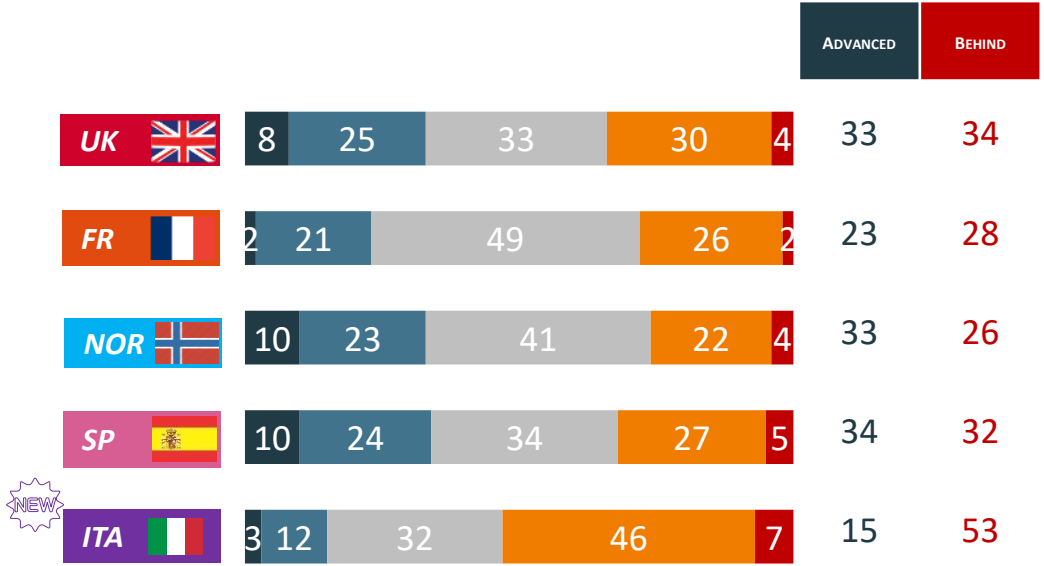
NEW Question : In each of the following areas, are you satisfied with the digital services provided by the State and its agencies?

THE ADVANCEMENT OF DIGITALISATION IN THE PUBLIC SECTOR COMPARED TO PRIVATE COMPANIES

IN %

BEHIND 45 **ADVANCED 23**



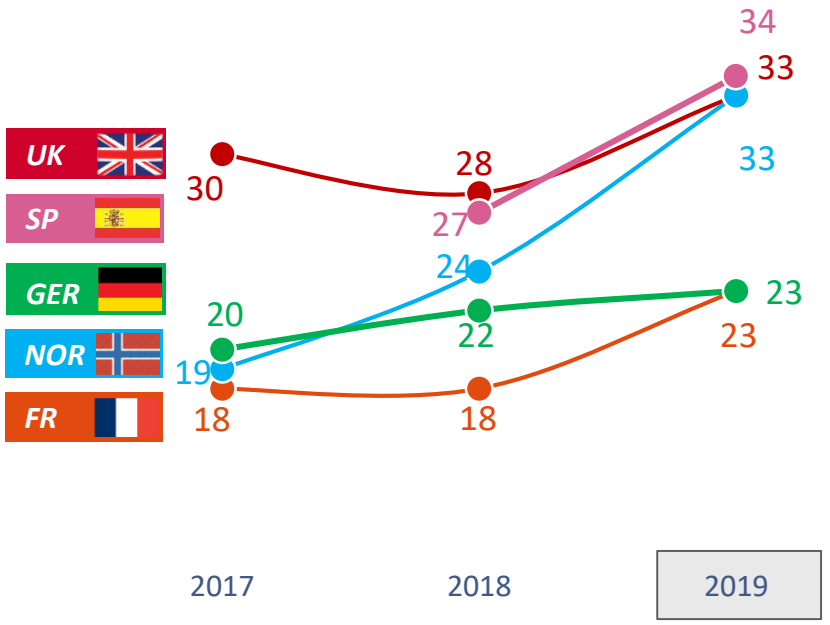


VERY ADVANCED | SOMEWHAT ADVANCED | AT THE SAME LEVEL OF ADVANCEMENT | SOMEWHAT BEHIND | VERY BEHIND

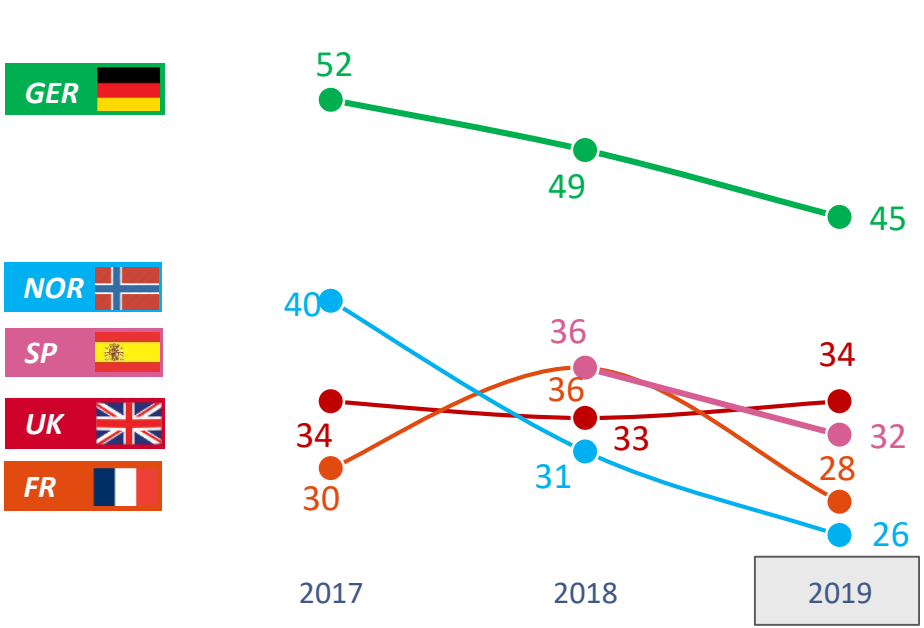
Question : In your opinion, compared to digital services offered by private companies, digital services offered by the public sector in [your country] are…

THE ADVANCEMENT OF DIGITALISATION IN THE PUBLIC SECTOR COMPARED TO PRIVATE COMPANIES – EVOLUTIONS

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…

ZOOM GERMANY | SUBTOTAL ADVANCED 23

2018	2017
22	20

IN %

GENDER

	2018	2017
	20	20

18

28

	2018	2017
	23	21

SOCIO PROFESSIONAL CATEGORY

UPPER AND MIDDLE CLASS

30

2018	2017
19	22

WORKING CLASS

23

2018	2017
22	21

RETIRED

17

2018	2017
17	16

AGE

LESS THAN 35 YEARS OLD

32

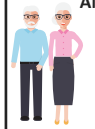
2018	2017
30	26

BETWEEN 35 AND 59 YEARS OLD

20

2018	2017
21	21

60 YEARS OLD AND MORE



21

2018	2017
16	14

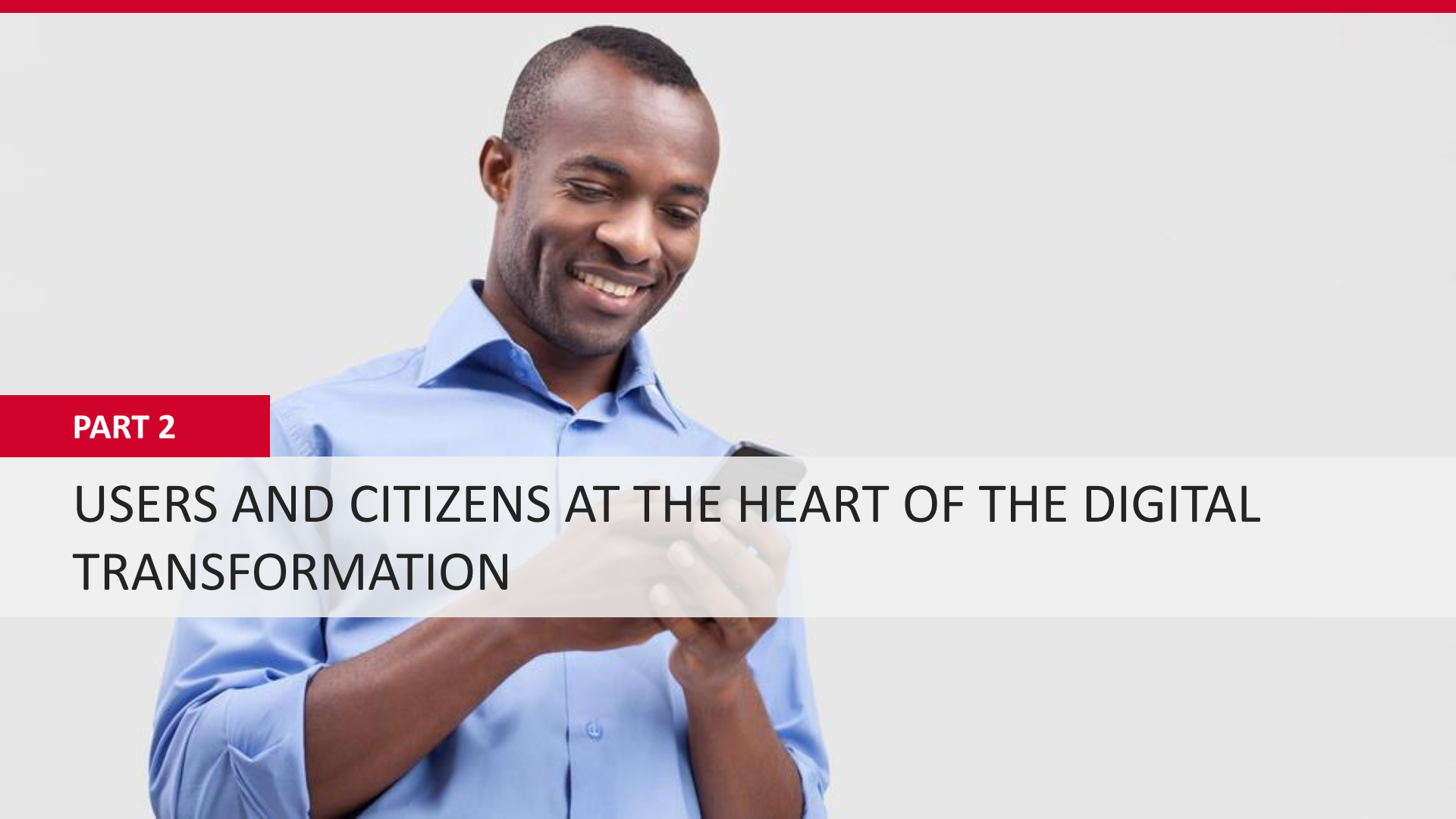
POPULATION DENSITY

		2018	2017
THINLY	21	17	21
INTERMEDIARY	22	22	19
DENSELY	26	24	21

JOB STATUS

		2018	2017
EMPLOYED	26	24	23
SELF EMPLOYED	19	15	17
INACTIVE *(EXCEPT RETIRED)*	25	25	21

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



PART 2

USERS AND CITIZENS AT THE HEART OF THE DIGITAL TRANSFORMATION

TOP 3 : PUBLIC SECTORS WHICH SHOULD BE DIGITALISED IN PRIORITY

UK

Health: 51 *(-5)*

Education: 28 *(-2)*

Civil status: 28 *(-1)*

NOR

Health: 55 *(-1)*

Job seeking: 40 *(+4)*

Social security: 27 *(+6)*

SP

Health: 44 *(+1)*

Civil status: 31 *(+1)*

Job seeking: 30 *(+3)*

FR

Health: 37 *(+1)*

Civil status: 35 *(+1)*

Justice: 32 *(+3)*

GER

Health: 42 *(+3)*

Civil status: 39 *(+3)*

Education: 33 *(-8)*

ITA NEW

Health: 46

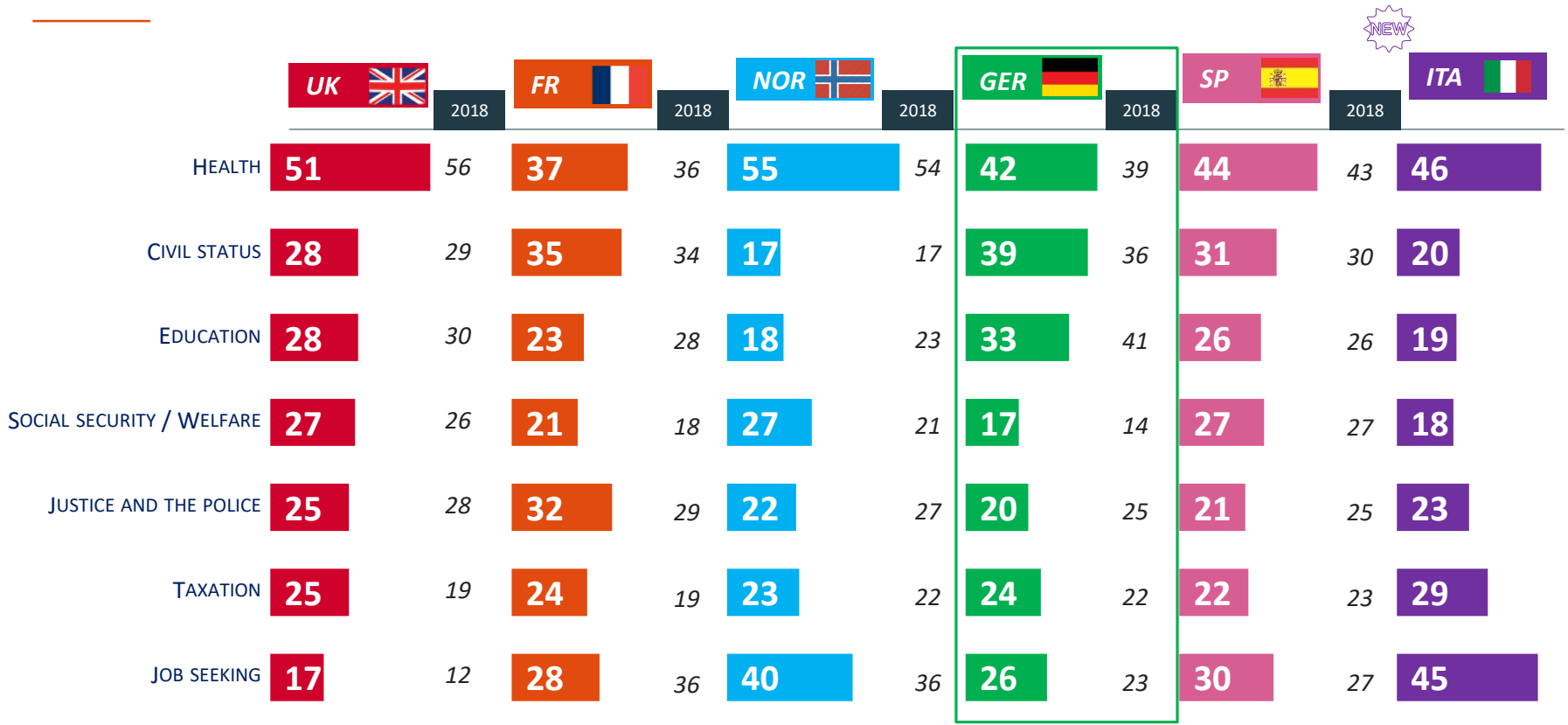
Job seeking: 45

Taxation: 29

Question : And in your opinion, which areas of public sectors should make the digital development – e.g. use of Internet and digital services – **a priority?**

PUBLIC SECTORS WHICH SHOULD BE DIGITALISED IN PRIORITY

TOTAL IN %



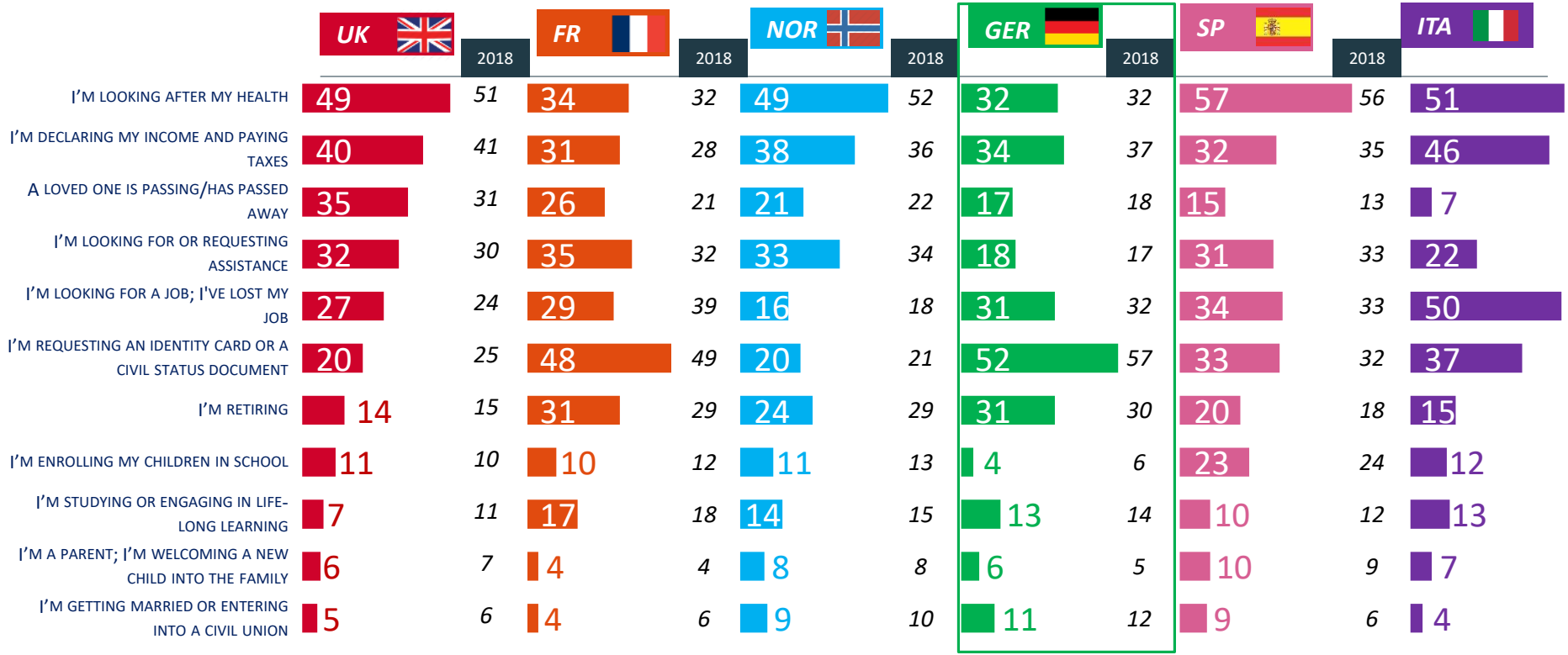
Question : And in your opinion, which areas of public sectors should make the digital development – e.g. use of Internet and digital services – **a priority**?

LIFE EVENTS ONLINE PROCEDURES WHICH SHOULD BE SIMPLIFIED IN PRIORITY

TOTAL IN %

3 answers allowed

NEW



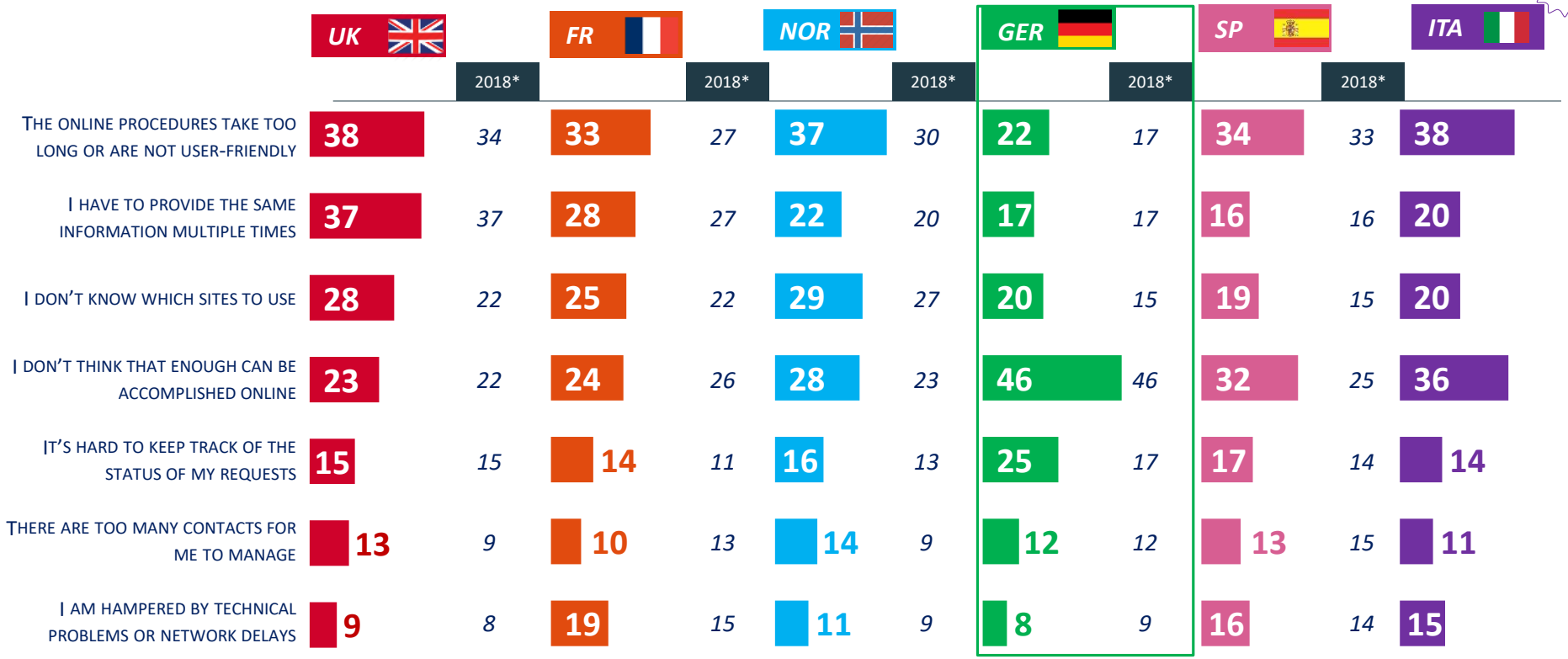
Question : And which online procedures linked to these life events do you think need to be simplified as a priority?

REASONS WHY LIFE EVENTS PROCEDURES SHOULD BE SIMPLIFIED

TOTAL ALL PROCEDURES IN %

2 answers allowed

NEW



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

REASONS WHY LIFE EVENTS PROCEDURES SHOULD BE SIMPLIFIED, DETAIL

IN %

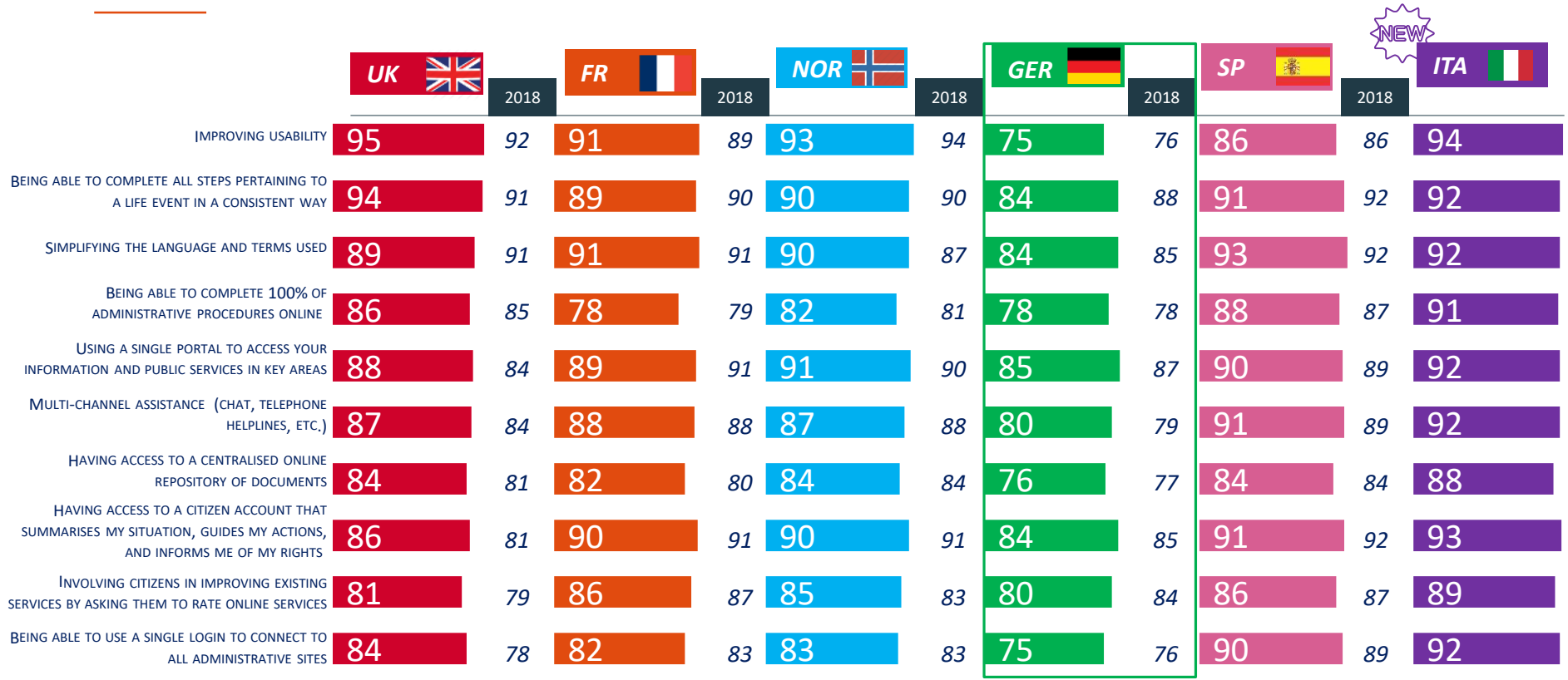
	I'M REQUESTING AN IDENTITY CARD OR A CIVIL STATUS DOCUMENT	I'M STUDYING OR ENGAGING IN LIFE-LONG LEARNING	I'M DECLARING MY INCOME AND PAYING TAXES	I'M LOOKING FOR OR REQUESTING ASSISTANCE	I'M LOOKING FOR A JOB; I'VE LOST MY JOB	I'M LOOKING AFTER MY HEALTH	I'M RETIRING	A LOVED ONE IS PASSING/HAS PASSED AWAY
THE ONLINE PROCEDURES TAKE TOO LONG OR ARE NOT USER-FRIENDLY	20	28	34	17	20	19	20	16
I HAVE TO PROVIDE THE SAME INFORMATION MULTIPLE TIMES	15	19	19	19	19	15	20	21
I DON'T KNOW WHICH SITES TO USE	21	17	14	26	12	25	17	24
I DON'T THINK THAT ENOUGH CAN BE ACCOMPLISHED ONLINE	56	40	41	44	42	49	41	45
IT'S HARD TO KEEP TRACK OF THE STATUS OF MY REQUESTS	18	27	25	26	32	26	32	19
THERE ARE TOO MANY CONTACTS FOR ME TO MANAGE	5	14	9	17	14	11	16	20
I AM HAMPERED BY TECHNICAL PROBLEMS OR NETWORK DELAYS	7	15	14	4	10	7	2	8

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

Only life events for which we have sufficient bases are displayed

CHANGES THAT COULD SIMPLIFY THESE ONLINE PROCEDURES

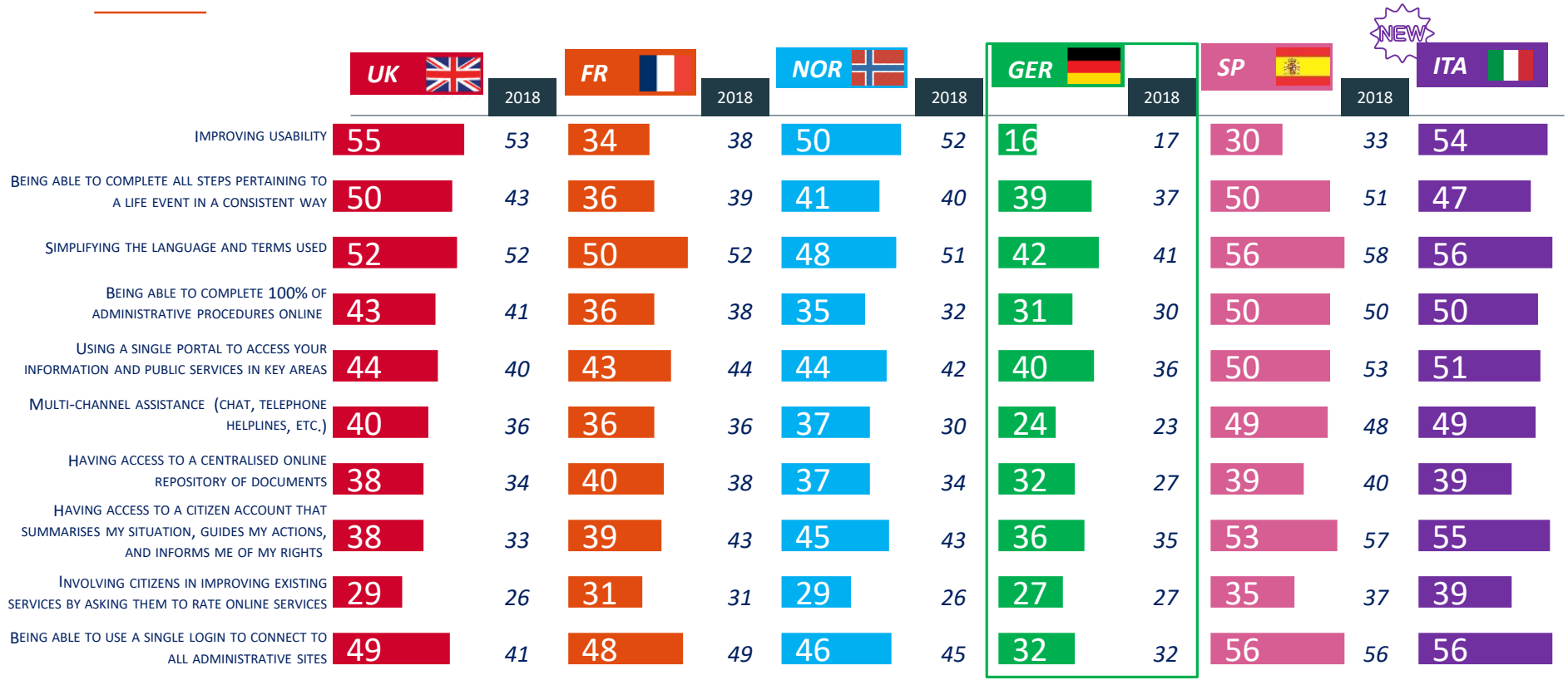
SUBTOTAL YES, IN %



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

CHANGES THAT COULD SIMPLIFY THESE ONLINE PROCEDURES

YES, ABSOLUTELY - IN %



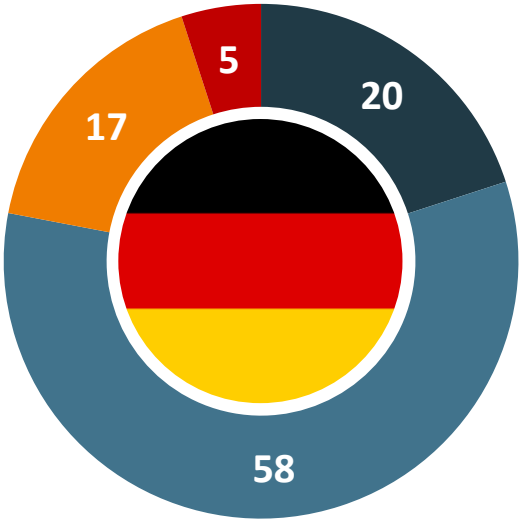
Question : Do you think that the following changes would help simplify your online procedures?

WILL TO USE MORE ONLINE PUBLIC SERVICES

IN %

YES 78

2018	2017
83	85



					YES	2018	2017
UK	20	56	19	5	76	88	87
FR	31	50	14	5	81	85	85
NOR	36	49	13	2	85	87	83
SP	37	52	9	2	89	84	-
NEW ITA	39	51	9	1	90	-	-

YES, WITHOUT HESITATION | YES, WHY NOT | NO, PROBABLY NOT | NO, DEFINITELY NOT

Question GB (2018 and 2017) : If the Government were to develop an increasing number of digital tools, and notably the possibility of carrying out procedures via the Internet, **would you personally be willing to use these online services, even if it would mean changing your habits?**

Question FR / NOR / ALL / ESP / IT :

2019 : Would you be willing to do all eligible administrative procedures on Internet **or by mobile phone***, even if it means giving up certain habits? ***New in 2019 (question was modified)**

2018 : Would you be ready to carry out all of your relevant interactions online, **even if it would mean changing your habits**?

2017 : Would you be ready to carry out all of your relevant interactions online?

ZOOM GERMANY | SUBTOTAL YES 78

2018	2017
83	85

IN %

GENDER

	2018	2017
	85	87

82

75

2018	2017
81	83

SOCIO PROFESSIONAL CATEGORY

UPPER AND MIDDLE CLASS

83

2018	2017
86	85

WORKING CLASS

79

2018	2017
85	87

RETIRED

79

2018	2017
84	83

AGE

LESS THAN 35 YEARS OLD

78

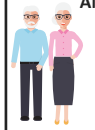
2018	2017
83	87

BETWEEN 35 AND 59 YEARS OLD

78

2018	2017
83	85

60 YEARS OLD AND MORE



78

2018	2017
83	83

POPULATION DENSITY

		2018	2017
THINLY	77	82	85
INTERMEDIARY	78	82	84
DENSELY	79	84	86

JOB STATUS

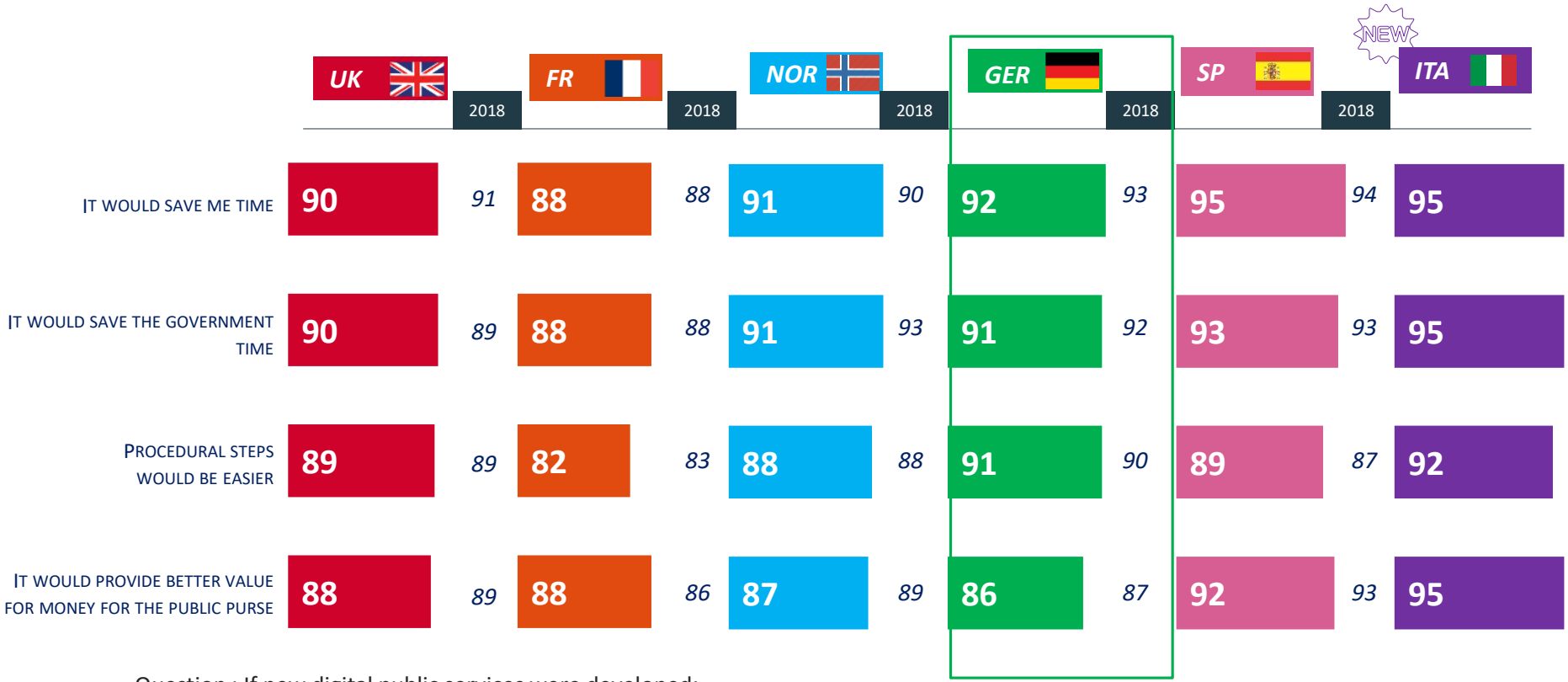
		2018	2017
EMPLOYED	81	83	87
SELF EMPLOYED	73	85	88
INACTIVE *(EXCEPT RETIRED)*	73	80	82

Question FR / NOR / ALL / ESP :

2019 : Would you be willing to do all eligible administrative procedures on Internet **or by mobile phone***, even if it means giving up certain habits? ***New in 2019 (question was modified)**

PROS OF DIGITAL PUBLIC SERVICES

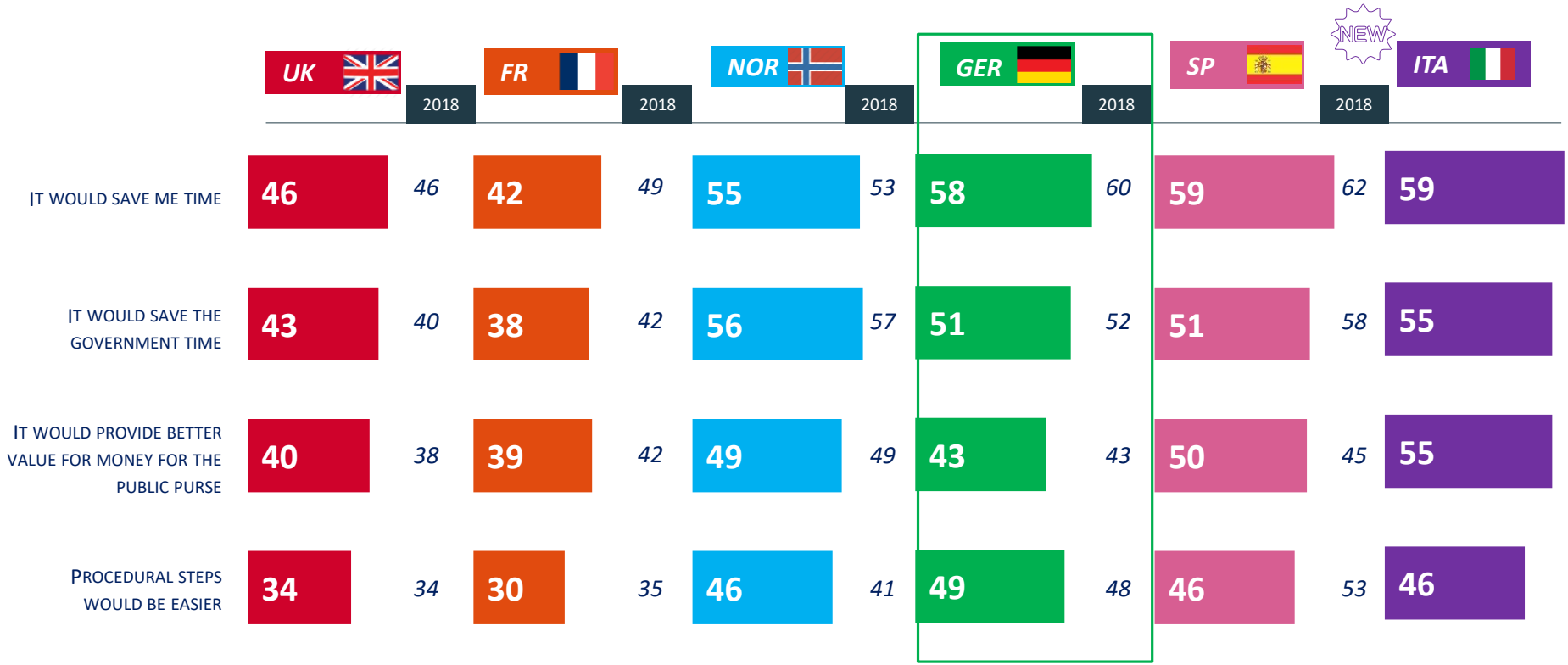
SUBTOTAL AGREE, IN %



Question : If new digital public services were developed:

PROS OF DIGITAL PUBLIC SERVICES

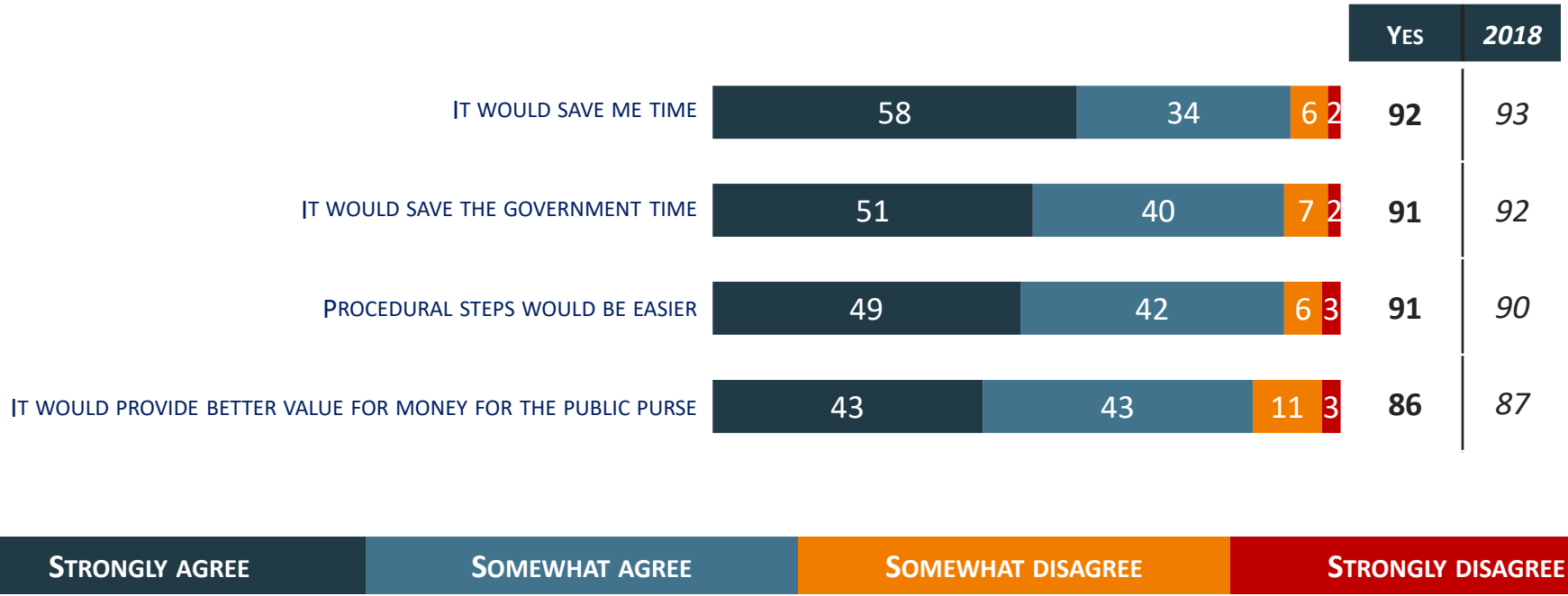
STRONGLY AGREE, IN %



Question : If new digital public services were developed:

ZOOM GERMANY | DETAILS

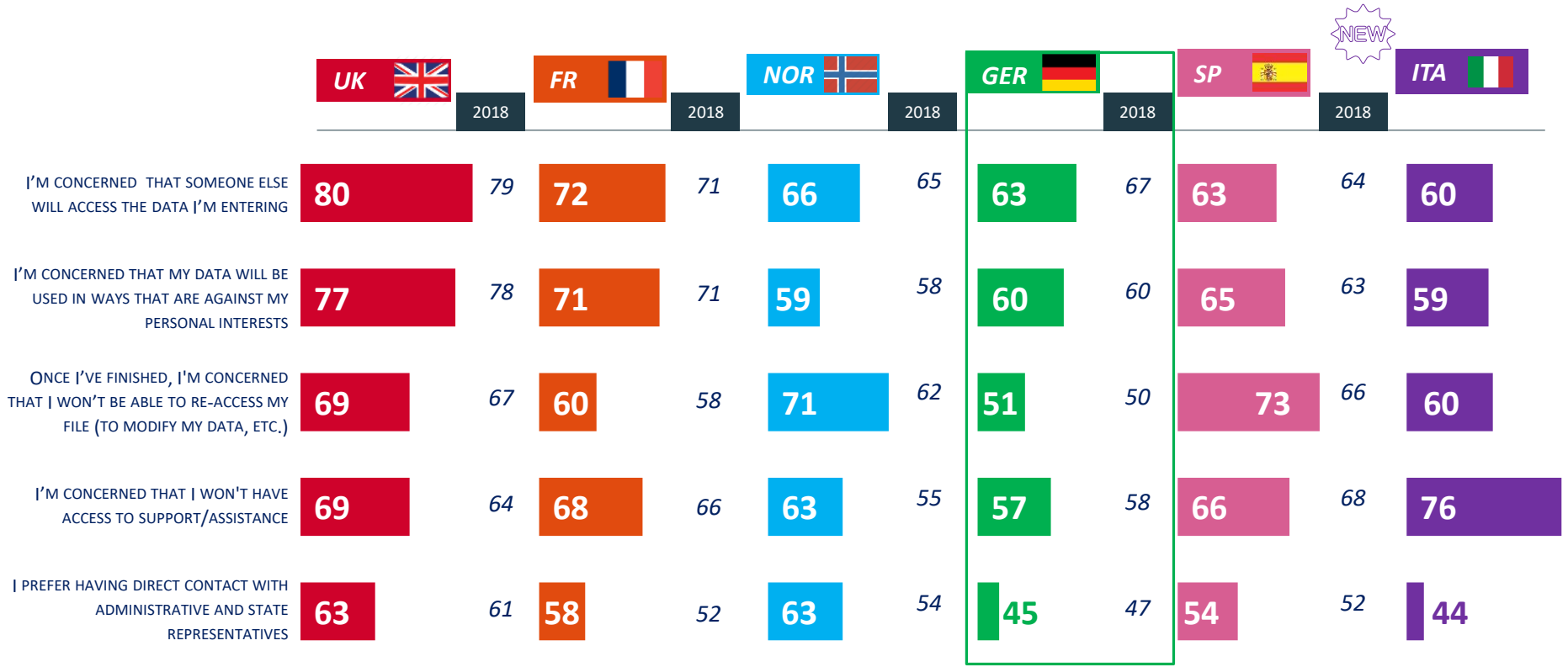
IN %



Question : If new digital public services were developed:

CONS OF DIGITAL PUBLIC SERVICES

SUBTOTAL AGREE, IN %



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

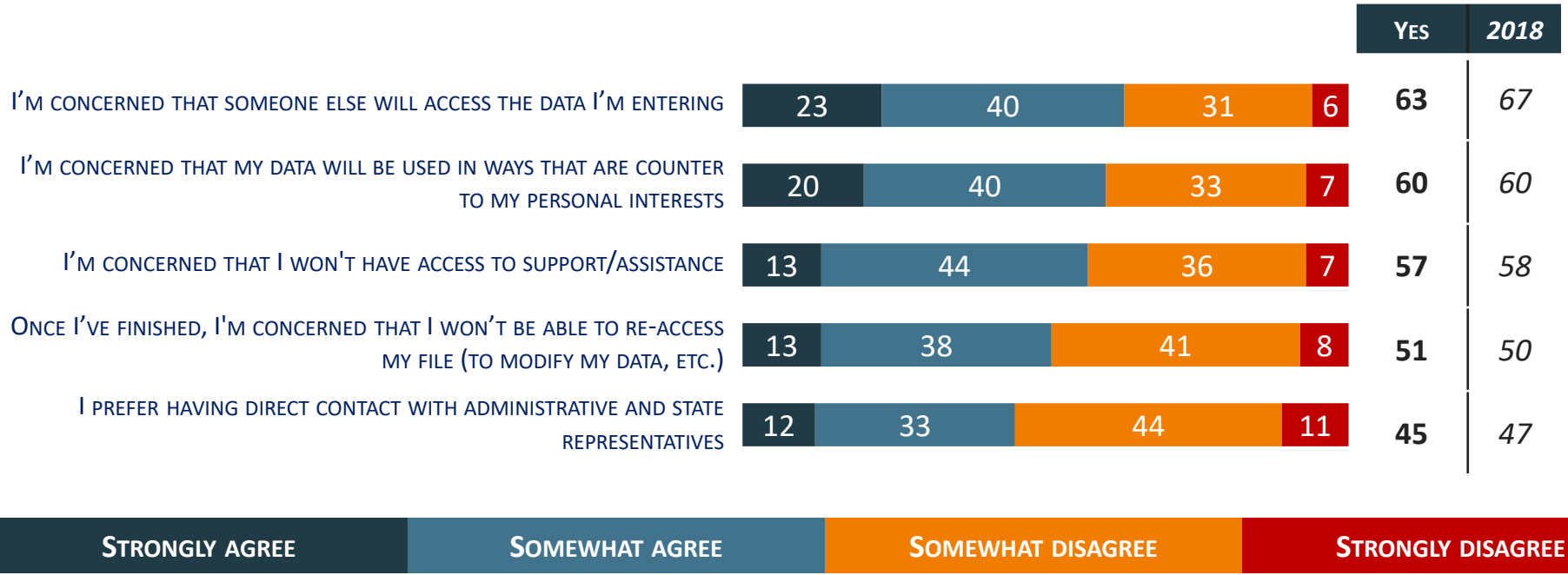
CONS OF DIGITAL PUBLIC SERVICES

STRONGLY AGREE, IN %

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

ZOOM GERMANY | DETAILS

IN %



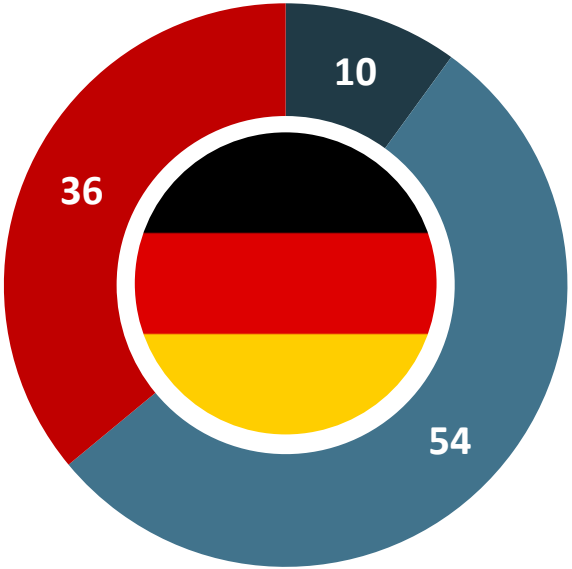
Question : With respect to digital public services, do you agree or disagree with the following statements?

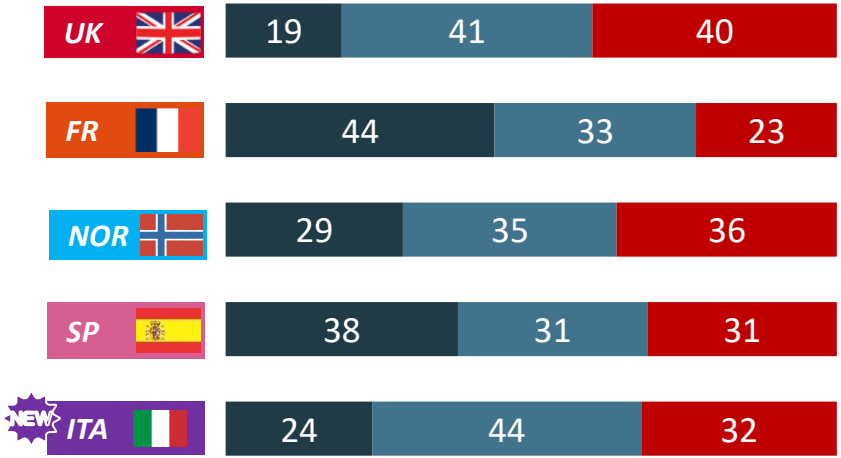
PART 3

IMPLEMENTATION OF THE DIGITAL TRANSFORMATION BY THE GOVERNMENT

IN %

THE GOVERNMENTS' WILL AND ABILITY TO DEVELOP ONLINE PUBLIC SERVICES



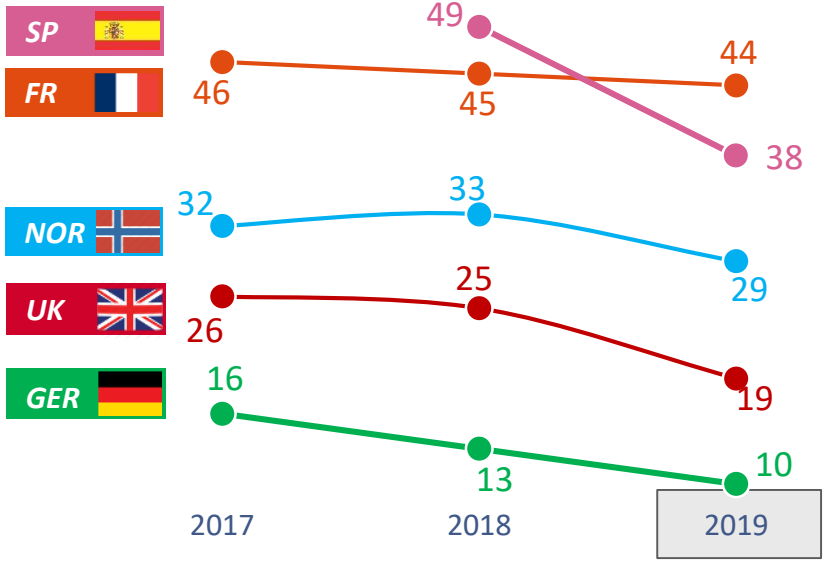


… HAS THE WILL TO MAKE PROGRESS AND WILL MANAGE TO DO SO	… HAS THE WILL TO MAKE PROGRESS BUT WON'T REALLY MANAGE TO DO SO	… MAKES QUITE A LOT OF STATEMENTS BUT DOES NOT REALLY HAVE THE WILL TO MAKE PROGRESS

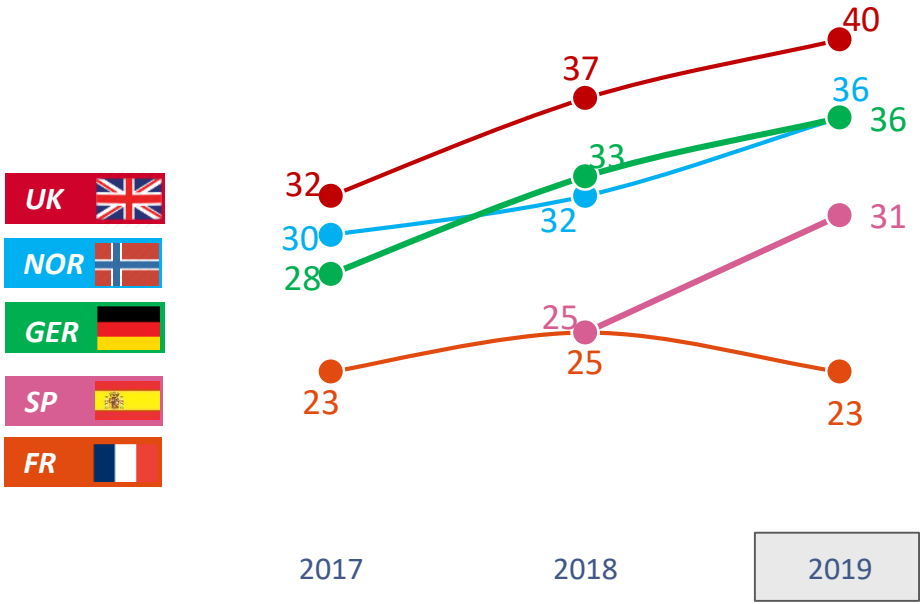
Question : And concerning the development of digital public services, do you feel that the Government…

THE GOVERNMENTS' WILL AND ABILITY TO DEVELOP ONLINE PUBLIC SERVICES - EVOLUTIONS

EVOLUTION WILL MANAGE TO DO SO, IN %



EVOLUTION 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…

ZOOM GERMANY | HAS THE WILL TO MAKE PROGRESS AND WILL MANAGE TO DO SO **10**

2018	2017
13	16

IN %

GENDER

	2018	2017
Men	12	17
	12	
Women	**9**	
	15	14

SOCIO PROFESSIONAL CATEGORY

	2018	2017
Upper and middle class	15	
	20	13
Working Class	12	
	13	17
Retired	6	
	10	16

AGE

	2018	2017
Less than 35 years old	12	
	19	19
Between 35 and 59 years old	10	
	12	14
60 years old and more	8	
	11	16

POPULATION DENSITY

		2018	2017
Thinly	10	9	15
Intermediary	8	13	16
Densely	13	16	15

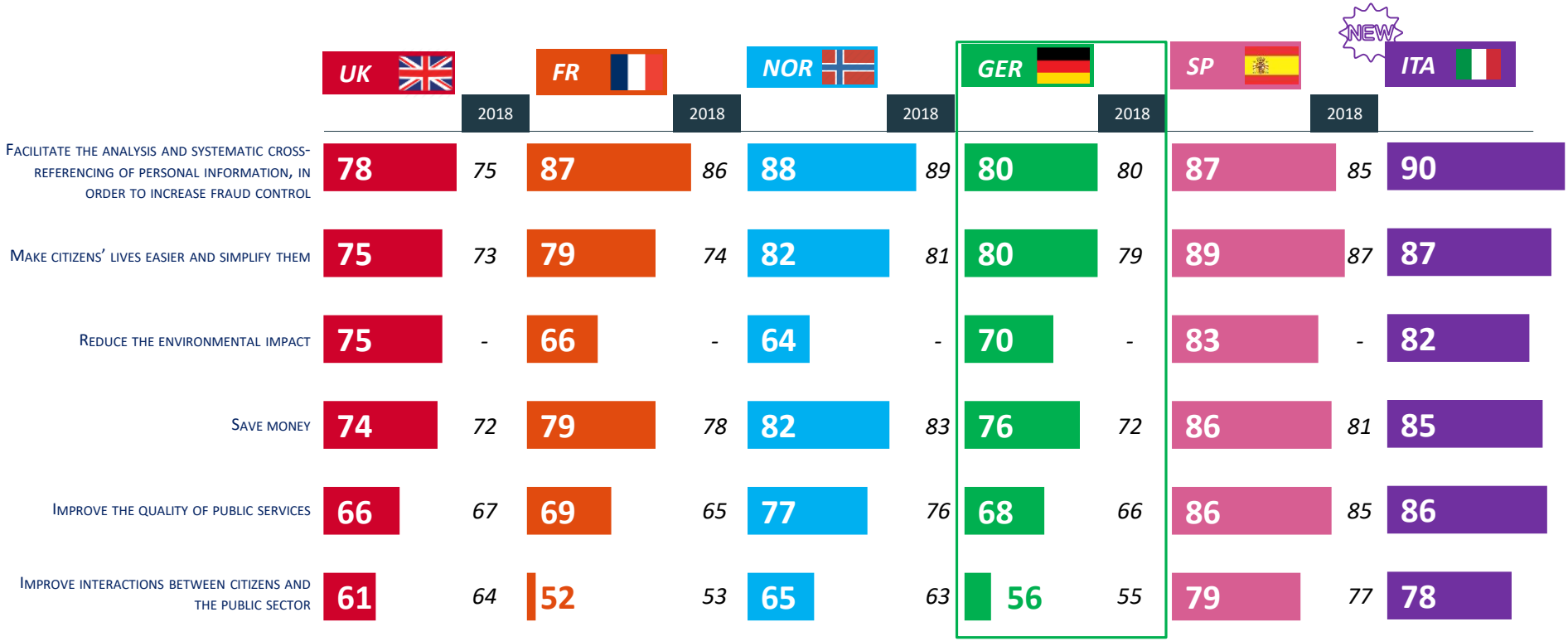
JOB STATUS

		2018	2017
Employed	12	14	16
Self employed	10	11	15
Inactive *(except retired)*	10	18	12

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

THE POSITIVE IMPACTS OF THE DEVELOPMENT OF DIGITAL PUBLIC SERVICES

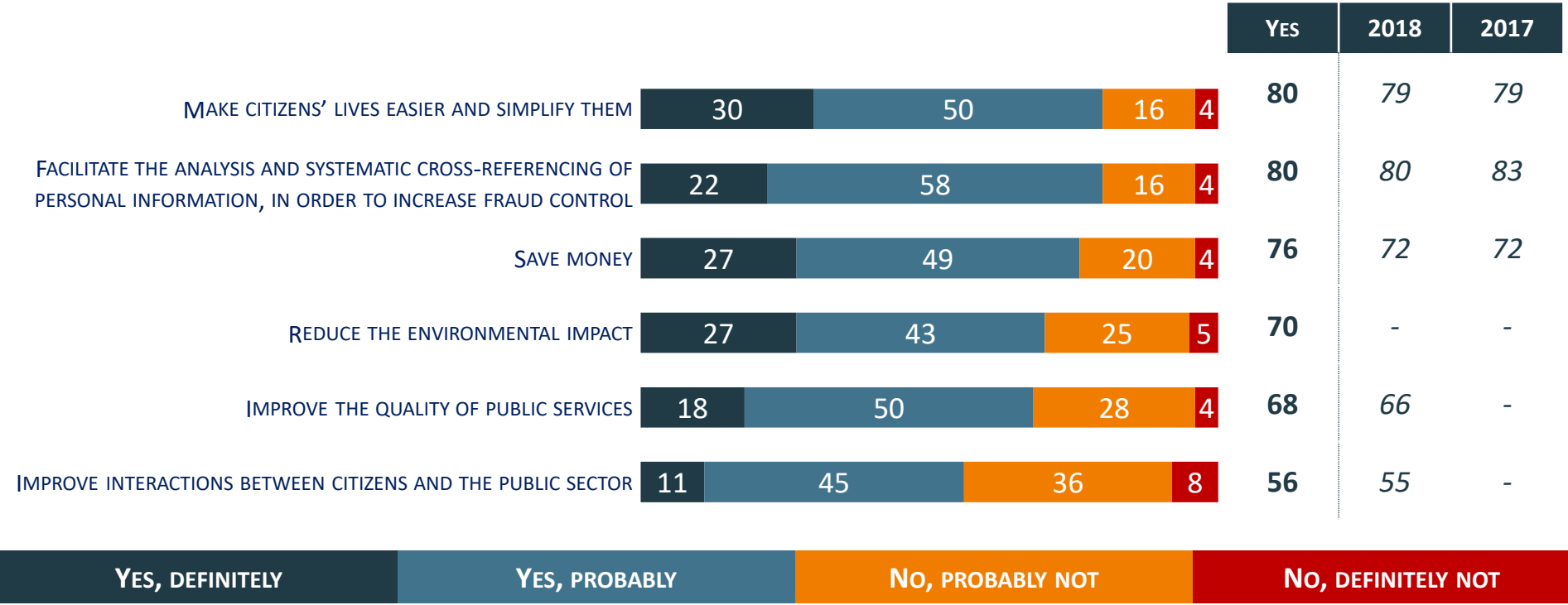
YES, IN %



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

ZOOM GERMANY | DETAILS

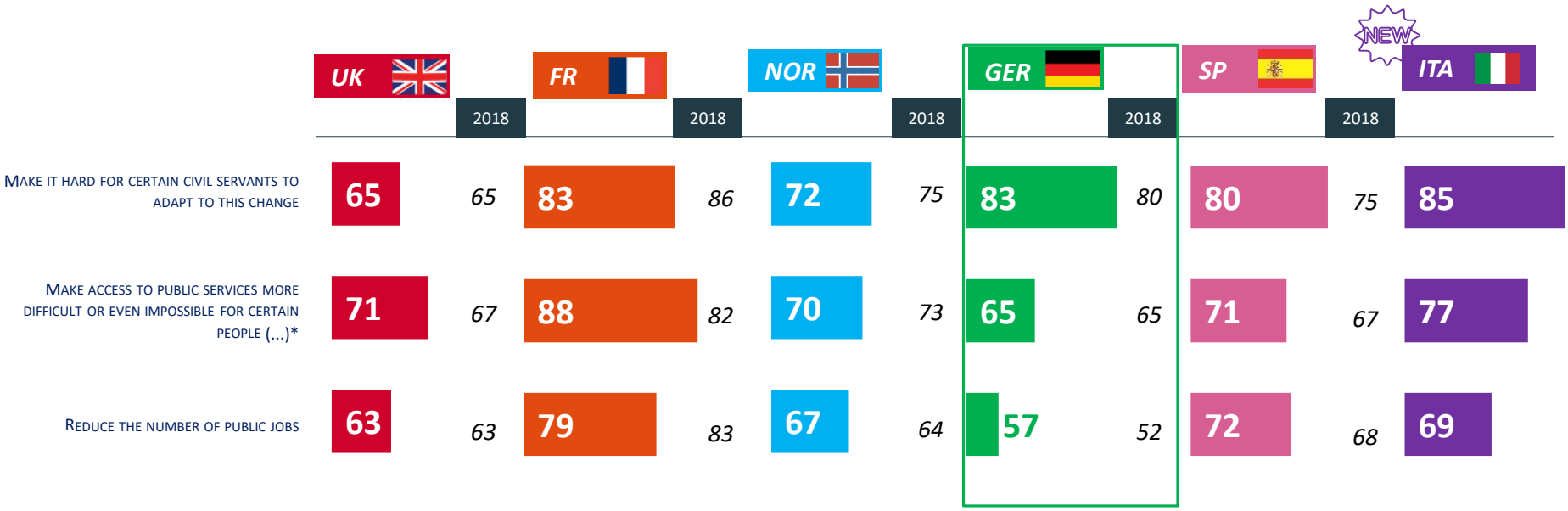
IN %



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

THE HUMAN FACTOR IN THE DEVELOPMENT OF DIGITAL PUBLIC SERVICES

YES, IN %

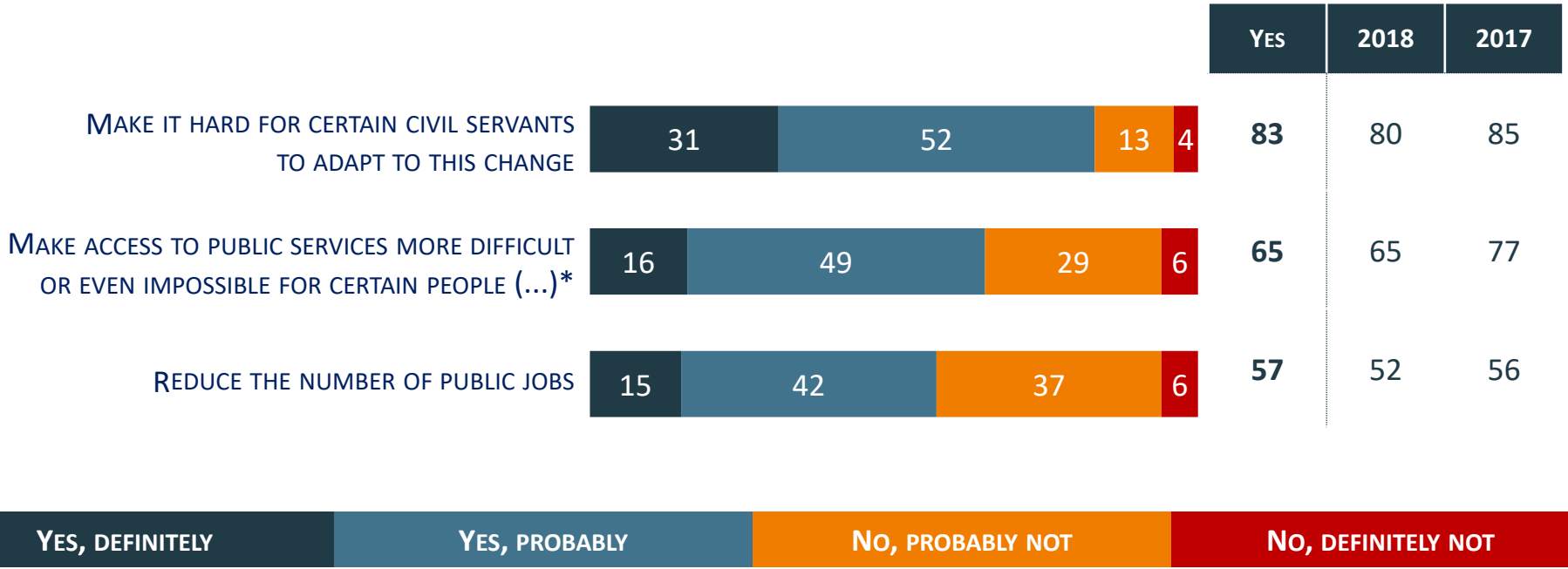


Question : Do you think that the development of digital public services will…

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

ZOOM GERMANY | DETAILS

IN %



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

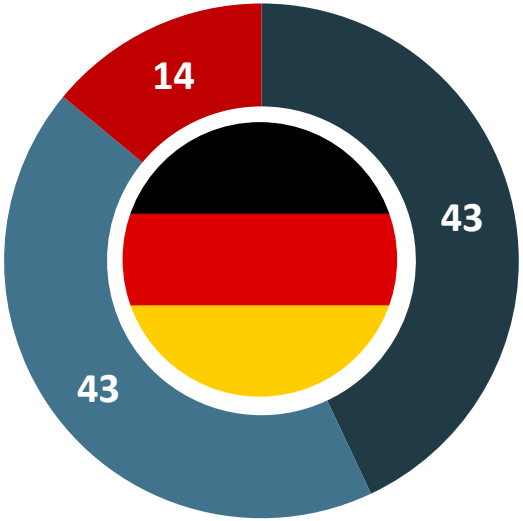
**(people who are not comfortable with digital technology or language issues, people without access to digital technology, etc.)*

PART 4

GDPR MODULE

KNOWLEDGE OF THE GDPR

IN %



				YES	2018
UK	47	39	14	86	85
FR	29	42	29	71	76
NOR	30	34	36	64	82
SP	33	58	9	91	88
NEW ITA	28	42	30	70	-

YES, AND I KNOW PRECISELY WHAT IT IS | YES, BUT I'M NOT SURE WHAT IT ENTAILS | NO

Question : Have you heard of the General Data Protection Regulation?

ZOOM GERMANY | SUBTOTAL YES 86

2018
83

IN %

GENDER

2018
85

87

85

2018
80

SOCIO PROFESSIONAL CATEGORY

UPPER AND MIDDLE CLASS
91
2018
91

WORKING CLASS
87
2018
82

RETIRED
83
2018
81

AGE

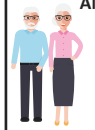
LESS THAN 35 YEARS OLD

89
2018
85

BETWEEN 35 AND 59 YEARS OLD

85
2018
83

60 YEARS OLD AND MORE



84
2018
81

POPULATION DENSITY

	2018	
THINLY	85	80
INTERMEDIARY	84	81
DENSELY	88	86

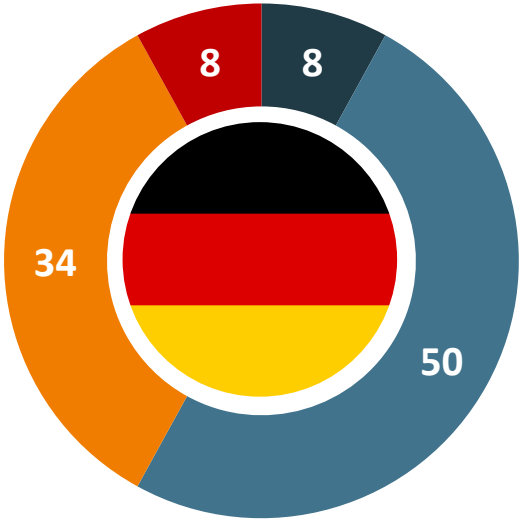
JOB STATUS

	2018	
EMPLOYED	88	84
SELF EMPLOYED	98	86
INACTIVE *(EXCEPT RETIRED)*	81	83

OPINION ON THE PUBLIC AUTHORITIES ABILITY TO ENSURE THE SECURITY OF DIGITAL DATA

IN %

TRUST 58



	2018	2017	2016
	57	70	57

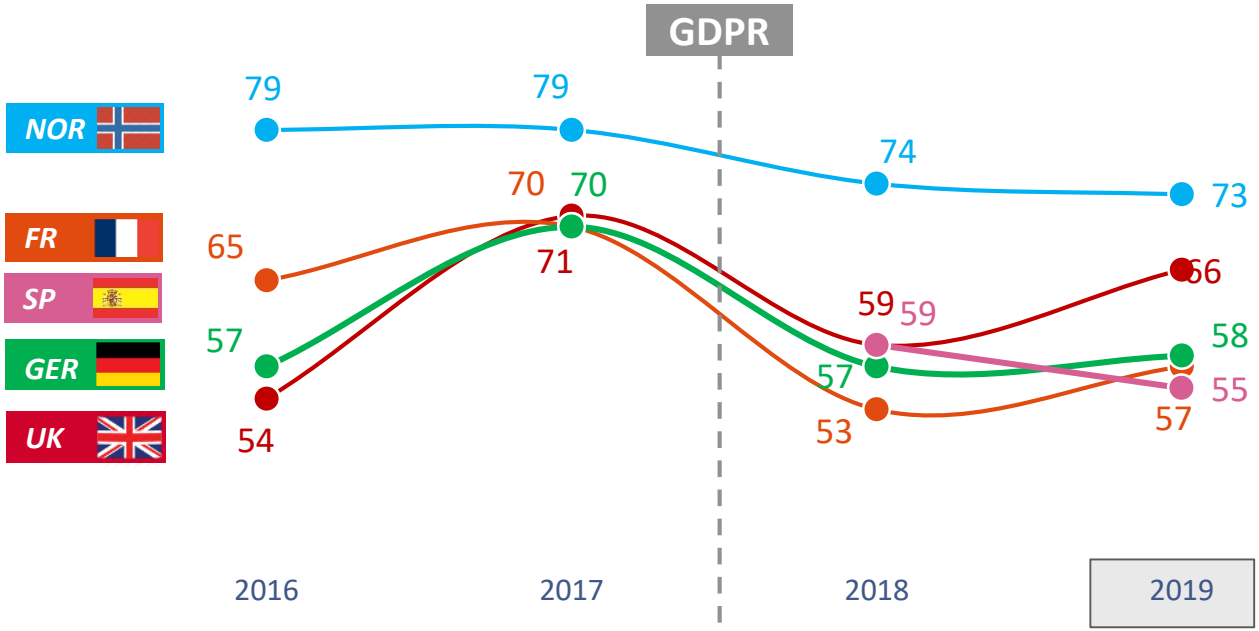
					TRUST
UK	8	58	26	8	66
FR	8	49	30	13	57
NOR	12	61	19	8	73
SP	9	46	37	8	55
NEW ITA	6	51	37	6	57

ABSOLUTELY | SOMEWHAT | NOT REALLY | NOT AT ALL

Question : How much do you trust the public authorities [in 2016] / sector [in 2017, 2018 and 2019] to ensure the security of the digital data in their possession and particularly your own confidential information? ***Note: In 2018 and 2019, the question was asked after questions towards the GDPR.***

OPINION ON THE PUBLIC SECTOR'S ABILITY TO ENSURE THE SECURITY OF DIGITAL DATA - EVOLUTIONS

SUBTOTAL TRUST %



Question : How much do you trust the public authorities [in 2016] / sector [in 2017, 2018 and 2019] to ensure the security of the digital data in their possession and particularly your own confidential information? ***Note: In 2018 and 2019, the question was asked after questions towards the GDPR.***

ZOOM GERMANY | SUBTOTAL TRUST 58

2018	2017	2016
57	70	57

IN %

GENDER

	2018	2017	2016
Men	60	57	71
Women	56	57	68
		57	59
		56	56

SOCIO PROFESSIONAL CATEGORY

	2018	2017	2016
Upper and middle class	71	65	71
		59	59
Working Class	59	56	73
		57	57
Retired	54	53	64
			57

AGE

	2018	2017	2016
Less than 35 years old	63	63	76
			61
Between 35 and 59 years old	57	56	70
			58
60 years old and more	56	54	65
			54

POPULATION DENSITY

		2018	2017	2016
Thinly	63	56	69	58
Intermediary	54	54	69	60
Densely	60	61	70	55

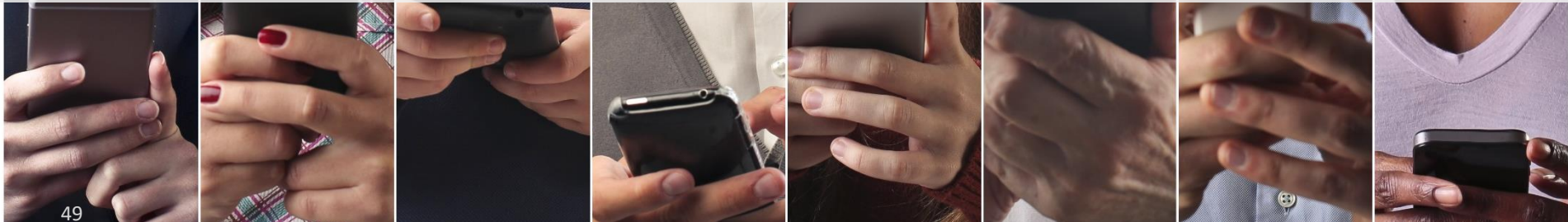
JOB STATUS

		2018	2017	2016
Employed	62	58	76	62
Self employed	47	50	62	55
Inactive *(except retired)*	55	62	66	48

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?

PART 5

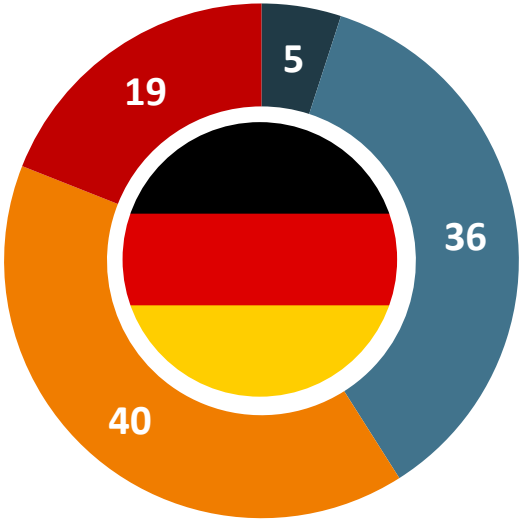
IDENTITY MODULE

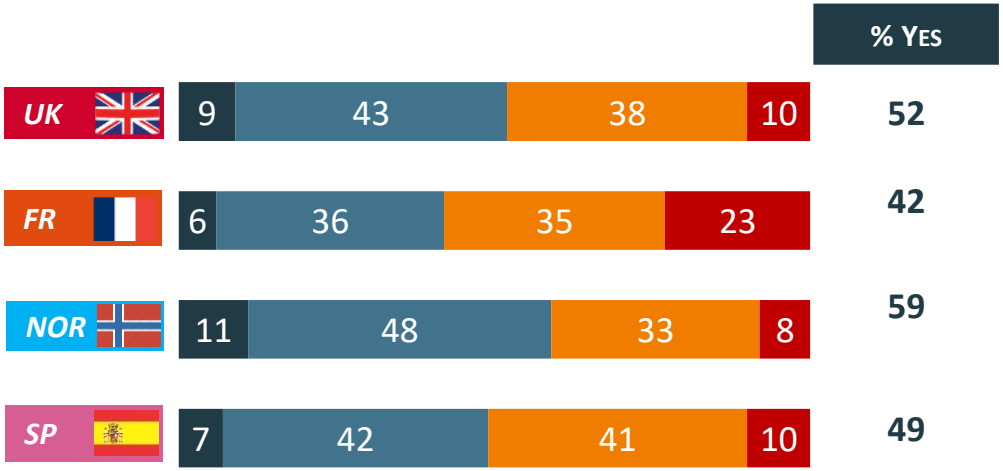


WILL TO USE A DIGITAL PLATFORM TO STORE DATA ON PERSONAL IDENTITY OR PAYMENT INFORMATION AND MAKE ONLINE IDENTIFICATION EASIER

IN %

% YES 41





YES, WITHOUT HESITATION | YES, WHY NOT | NO, PROBABLY NOT | NO, DEFINITELY NOT

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?

ZOOM GERMANY | SUBTOTAL YES 41

IN %

GENDER

47

35

SOCIO PROFESSIONAL CATEGORY

UPPER AND MIDDLE CLASS

52

WORKING CLASS

41

RETIRED

33

AGE

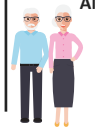
LESS THAN 35 YEARS OLD

51

BETWEEN 35 AND 59 YEARS OLD

38

60 YEARS OLD AND MORE



38

POPULATION DENSITY

THINLY	42
INTERMEDIARY	40
DENSELY	43

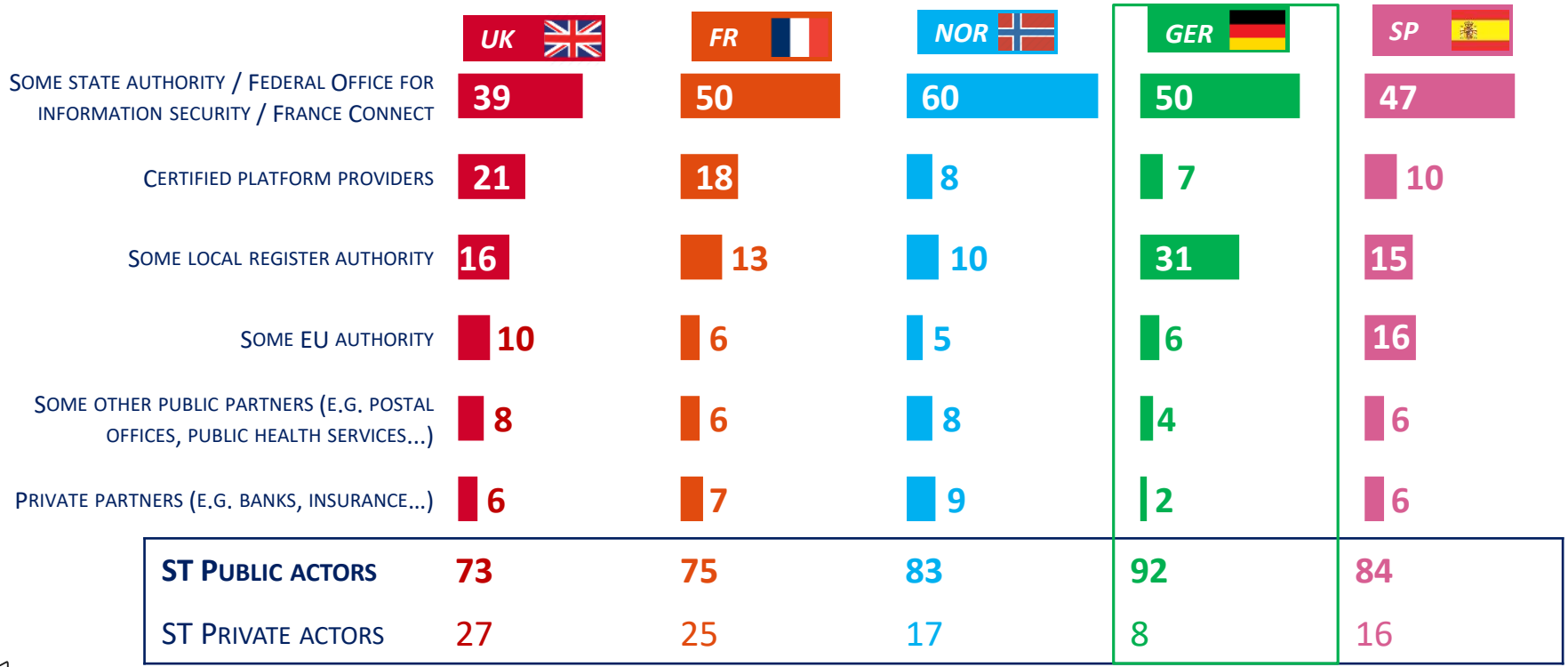
JOB STATUS

EMPLOYED	45
SELF EMPLOYED	30
INACTIVE *(EXCEPT RETIRED)*	44

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?

BEST ACTORS TO RUN SUCH A PLATFORM

TOTAL IN %



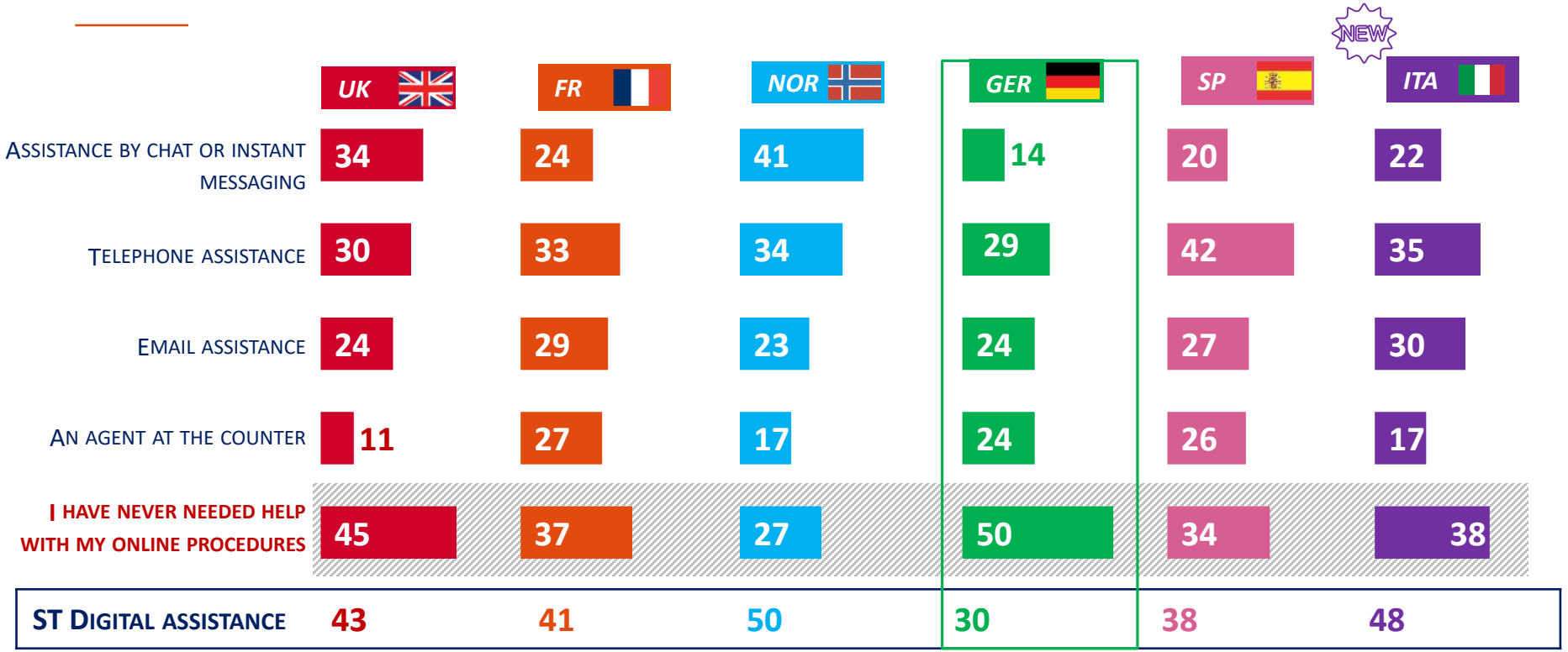
NEW Question : Who on your opinion should run such platform? ***Note: items were adapted depending on countries***

PART 6

SATISFACTION TOWARDS DIFFERENT TYPES OF ASSISTANCE

EXPERIENCES OF DIFFERENT TYPES OF ASSISTANCE

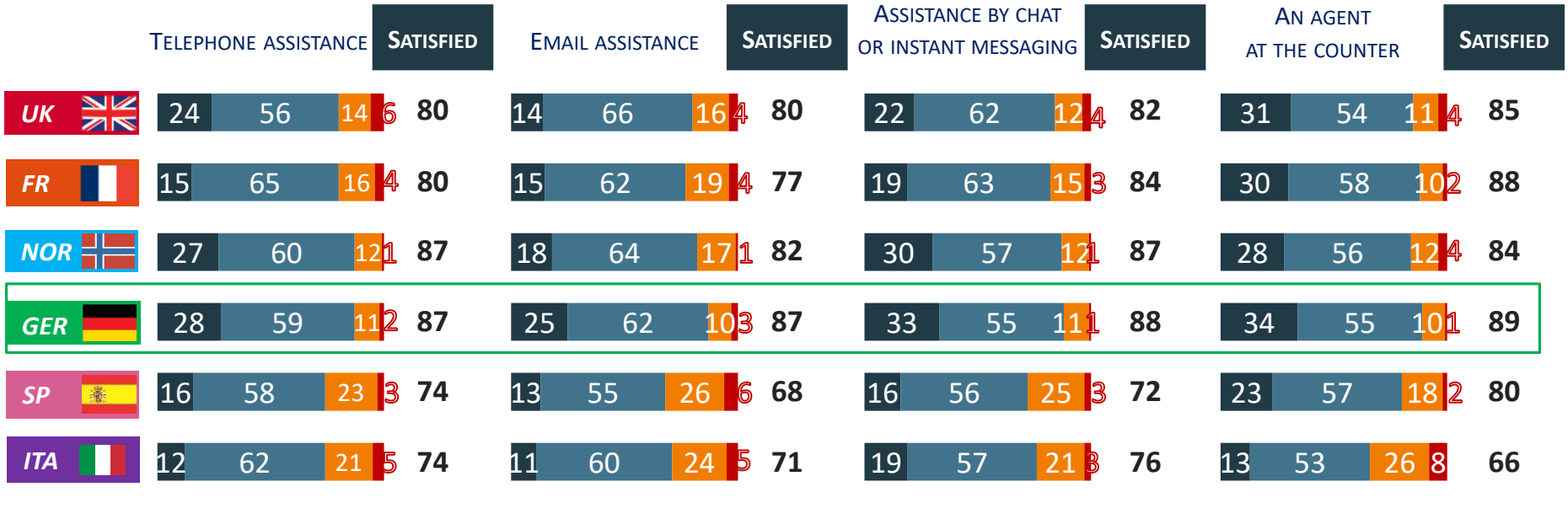
TOTAL, IN %



NEW Question : Have you ever requested any of the following types of assistance to guide and help you through your online procedures?

SATISFACTION TOWARDS DIFFERENT TYPES OF ASSISTANCE

IN %



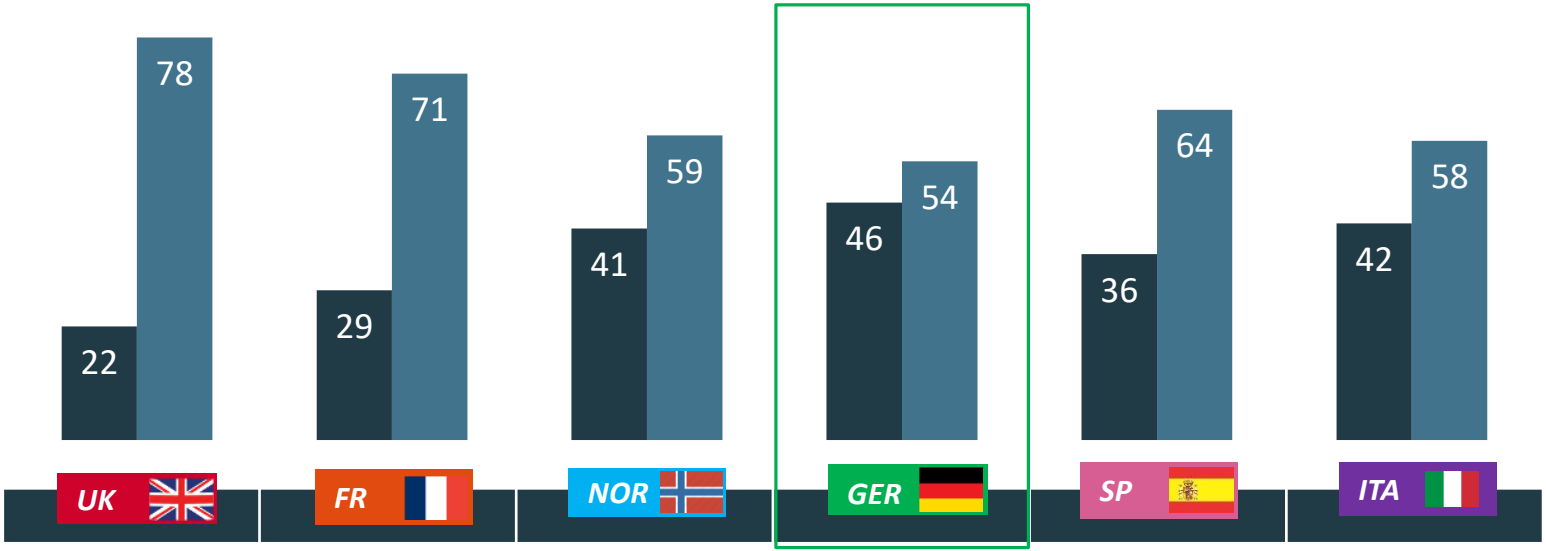
NEW Question : Were you satisfied with the support provided by the following means? *To those who requested this type of assistance*

PART 7

LOCAL FRACTURE AND DIGITAL STATE

ACCESS TO PUBLIC SERVICES

IN %



TO GET HELP FROM A HIGHLY SPECIALISED 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…

ZOOM GERMANY | TO STAY CLOSER TO HOME, EVEN IF IT MEANS GETTING HELP FROM A GENERAL-PURPOSE AGENT **54**

IN %

GENDER

55

53

SOCIO PROFESSIONAL CATEGORY

UPPER AND MIDDLE CLASS

52

WORKING CLASS

55

RETIRED

49

AGE

LESS THAN 35 YEARS OLD

61

BETWEEN 35 AND 59 YEARS OLD

56

60 YEARS OLD AND MORE

45

POPULATION DENSITY

THINLY	52
INTERMEDIARY	57
DENSELY	51

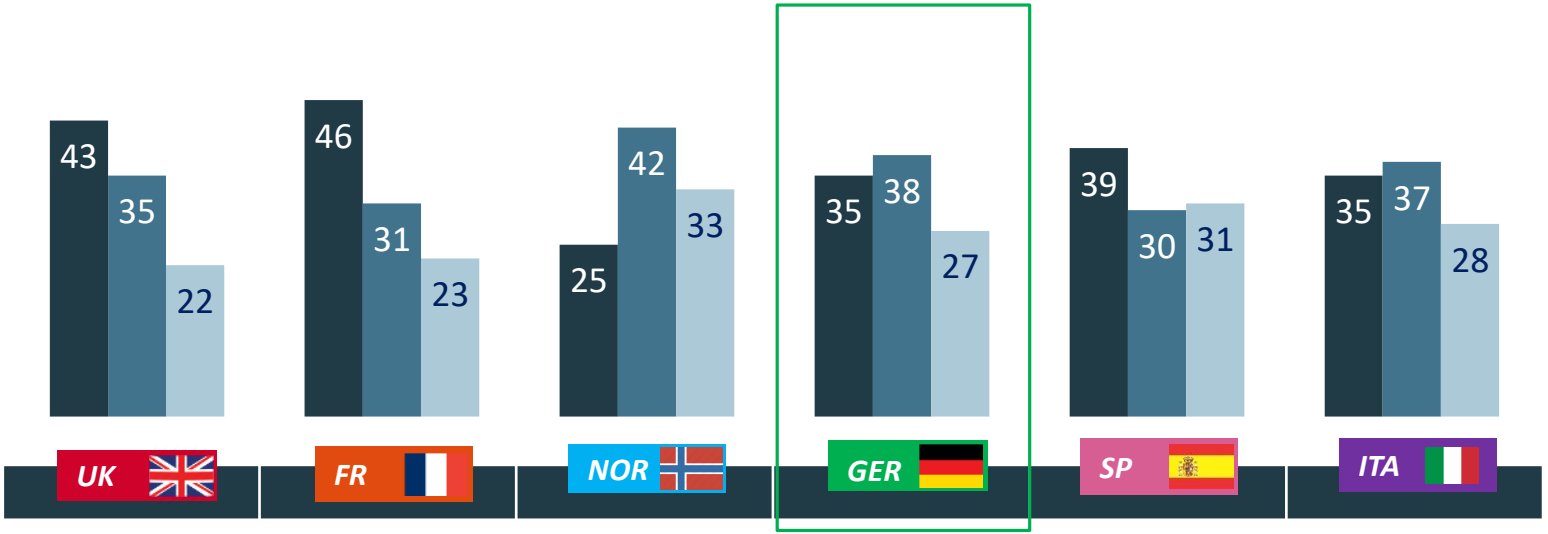
JOB STATUS

EMPLOYED	55
SELF EMPLOYED	53
INACTIVE *(EXCEPT RETIRED)*	56

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

WHAT SHOULD DIGITAL TERMINALS OR COMPUTERS AIM TO

IN %

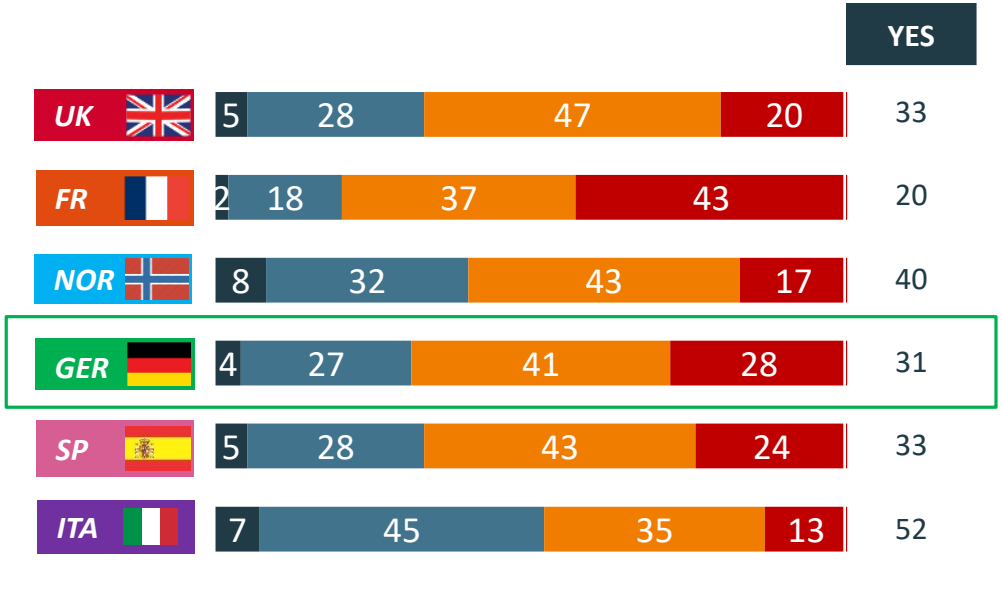


PROVIDING ACCESS TO ONLINE SERVICES FOR PEOPLE WHO ARE UNABLE TO DO SO FROM HOME	OFFERING THE BENEFIT OF ASSISTANCE IN CASE OF DIFFICULTIES IN COMPLETING THE ONLINE PROCEDURE	TRAINING THE LEAST COMFORTABLE USERS IN ORDER TO EMPOWER THEM TO COMPLETE ONLINE PROCEDURES THEMSELVES

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?

WILL TO PAY FOR ADDITIONAL SERVICES TO SPEED UP ADMINISTRATIVE PROCESSES

IN %



YES, DEFINITELY | YES, PROBABLY | NO, PROBABLY NOT | NO, DEFINITELY NOT

NEW Question : Would you be willing to pay, or pay more, for additional services that may speed up the process or be tailored to your personal situation?

ZOOM GERMANY | YES 31

IN %

GENDER

32

31

SOCIO PROFESSIONAL CATEGORY

UPPER AND MIDDLE CLASS

43

WORKING CLASS

29

RETIRED

26

AGE

LESS THAN 35 YEARS OLD

40

BETWEEN 35 AND 59 YEARS OLD

28

60 YEARS OLD AND MORE

30

POPULATION DENSITY

THINLY	30
INTERMEDIARY	29
DENSELY	34

JOB STATUS

EMPLOYED	33
SELF EMPLOYED	31
INACTIVE *(EXCEPT RETIRED)*	33

NEW Question : Would you be willing to pay, or pay more, for additional services that may speed up the process or be tailored to your personal situation?

Delivering Transformation. Together.