

# User Centricity

Mobile friendly public services are picking up



## Online availability

“Can I use this service online?”

“Online availability shows a 12 percentage point increase compared to 2012”



**82%**  
Overall score



## Mobile friendliness

“Can I use my **phone** to access public services?”

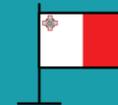
“1 in 2 public websites mobile friendly”



**54%**  
Overall score



## Best performing countries



Malta



Denmark



Portugal



Sweden



Austria

## Varia

- The gap between best performing and worst performing country in the category online availability is decreasing (from 52 pp gap in 2012 to a 47 pp gap in 2016)
- National level outperforms local level : The percentage of services available online at national level (65%) outperforms the percentage at local level (EU average under 50%)
- The score for mobile friendliness almost doubled from 2014 to 2016
- **3%** of all public services is **delivered automatically**



## Legend

%

Average of the scores achieved on the four life events



Starting a business and early trading operations



Family life



Losing and finding a job



Studying

## Usability

“Are there sufficient online support and help services?”



“Solid indicator, most room for improvement on complaint procedures”

**89%**  
Overall score

