



eGovernment Benchmark 2018: EU average*

82

User centricity

59

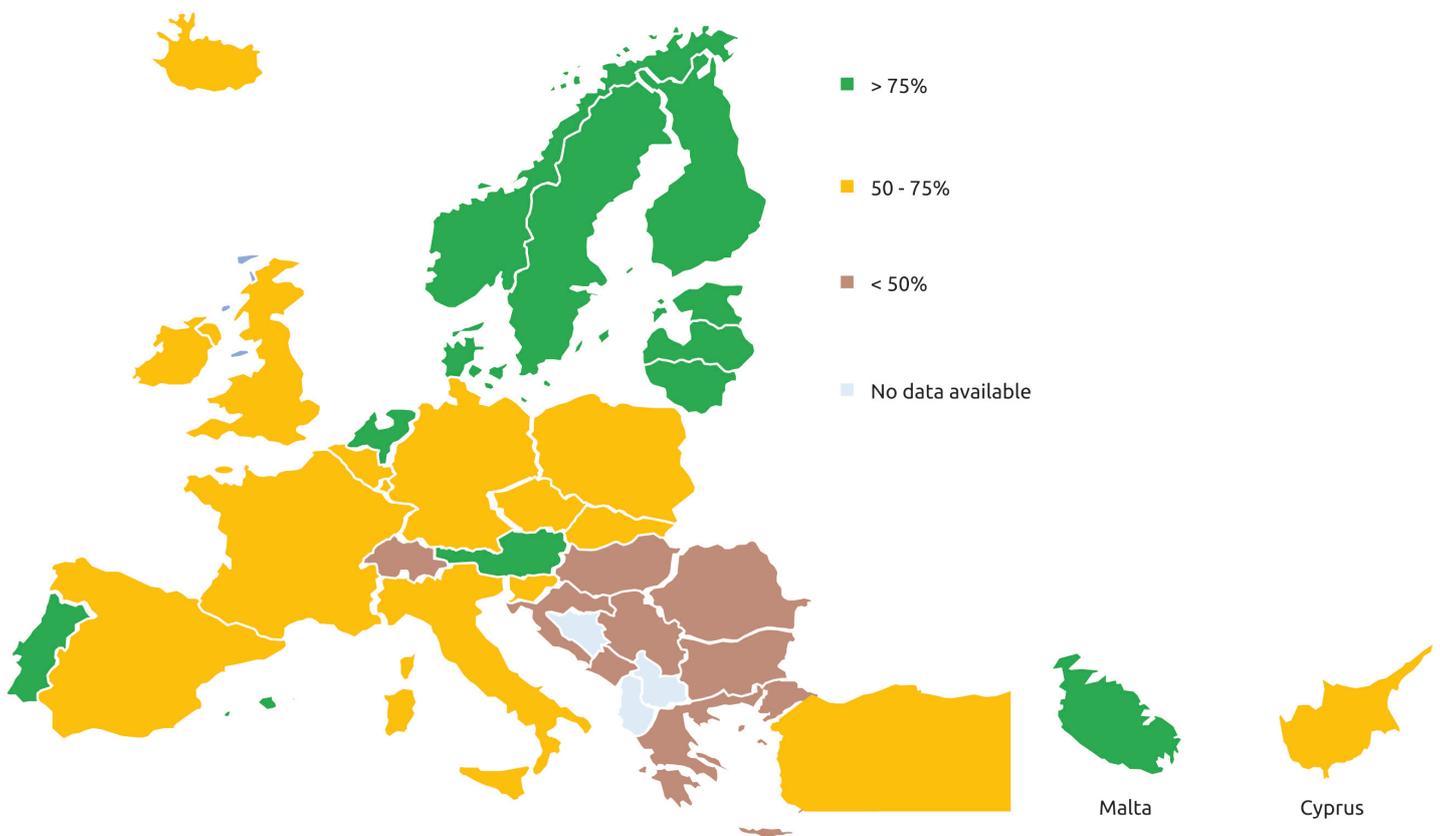
Transparency

52

Cross-border mobility

54

Key enablers



* Biennial average 2016+2017



User centricity: EU average 82*

83

Online availability



88

Usability



62

Mobile friendliness



Service examples

Can I submit corporate taxes online?



Is a demo on how to change my address available?



Can I use my phone to request compensation for ill employees?



Best performers

* Biennial average 2016+2017



Transparency: EU average 59*

52

Service delivery



71

Public organisations



54

Personal data



Service examples

Is it clear how long it will take to start a claim?



Does the ministry provide information on its organisational structure?



Is it clear who consulted my personal data?



Best performers

* Biennial average 2016+2017



Cross-border mobility: EU average 52*

64

CB online availability



68

CB usability



10

CB eID



20

CB eDocuments



Service examples

Can I find information
on social contributions
as non-national?



Is help available for
fellow-European
students?



Can I use my national
eID in other countries
too?

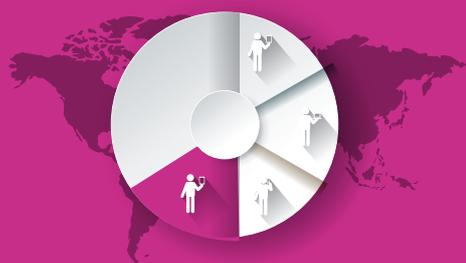


Can foreign businesses
submit eDocuments?



Best performers

* Biennial average 2016+2017



Key enablers: EU average 54*

51

eID



63

eDocuments



53

Authentic sources



51

Digital post



Service examples

Can I use my eID to retrieve a judgement?



Can I use eDocuments when obtaining a parking permit?



Can I use an eForm when submitting corporate taxes?



Can I receive government communication digitally only?



Best performers

* Biennial average 2016+2017