UNITED KINGDOM eGOVERNMENT STATE OF PLAY

LONDON

POPULATION
62,989,551

GDP per capita
109
(EU = 100)

Broadband connection
80% Households
93% Enterprises

Unemployment rate
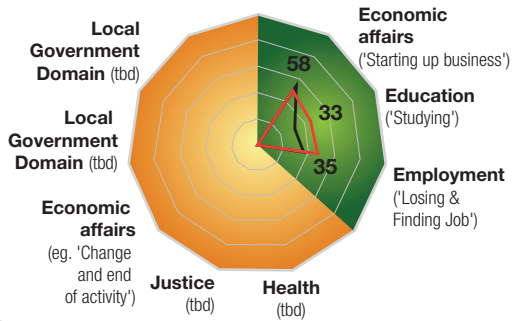7,7%

Companies
1666,9
(In 000's)

Start-ups
10,09%
(Birth rate)

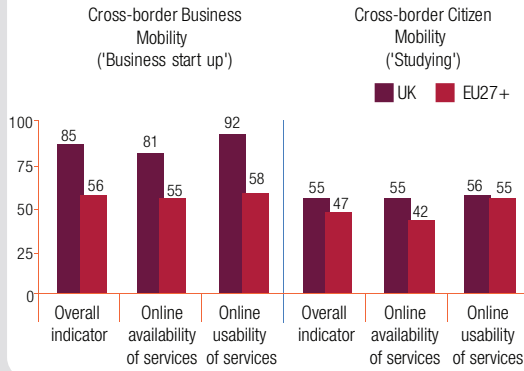**Students**
2479,2
(In 000's)

eGOVERNMENT MATURITY PER LIFE EVENT

UK vs EU27+; average of top level benchmarks

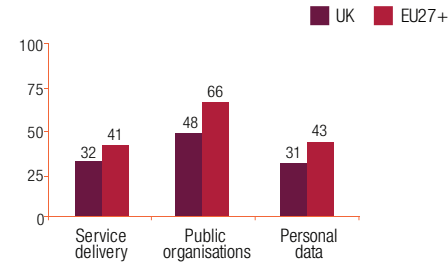- 2012 Measurement
- 2013 Measurement
- UK
- EU27+

Local Government Domain (tbd)
Local Government Domain (tbd)
Economic affairs (eg. 'Change and end of activity')
Justice (tbd)
Health (tbd)
Employment ('Losing & Finding Job')
Education ('Studying')
Economic affairs ('Starting up business')

58
33
35

eGOVERNMENT MATURITY PER TOP LEVEL BENCHMARK

Synthesis of 4 priorities for eGovernment for EU27+

- User Empowerment
- Single Market
- Efficiency & Effectiveness
- Pre-conditions
- UK
- EU27+

Key Enablers
User-centric Government
Transparent Government
Collaborative Government*
Business Mobility
Citizen Mobility
Effective Government
Efficient Government*

58
21
37
36
55
85

* not part of 2012 measurement

CROSS-BORDER MOBILITY

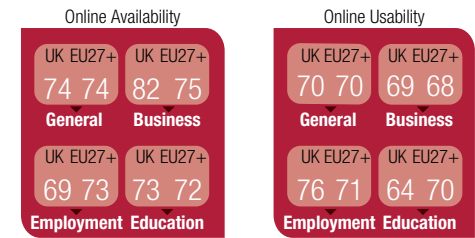The extent to which services are online available for foreign EU citizens

Cross-border Business Mobility ('Business start up')

Cross-border Citizen Mobility ('Studying')

- UK
- EU27+

	Overall indicator	Online availability of services	Online usability of services
Business UK	85	81	92
Business EU27+	56	55	58
Citizen Overall indicator	55		
Citizen UK	55	55	56
Citizen EU27+	47	42	55

EFFECTIVE GOVERNMENT

The extent to which government succeed in satisfying their online users and achieve re-use and fullfilled expectations

- UK (2012)
- EU27+ (2012)

Impact
eGovernment use
eGovernment efficiency

72
60
45

Impact: Average of likelihood of re-use and agreement with perceived benefits

eGovernment efficiency: Average of eGov user satisfaction and fulfillment of expectations

eGovernment use: People who have used eChannel in contact with government

TRANSPARENT GOVERNMENT

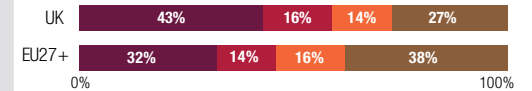The levels of transparency of public organisations, personal data and service delivery

- UK
- EU27+

	Service delivery	Public organisations	Personal data
UK	32	48	31
EU27+	41	66	43

KEY ENABLERS

The extent to which key IT enablers are integrated (available) in the Life Event service models

- UK (2012)
- EU27+ (2012)

eID
eDocuments
Authentic sources
eSafe
SSO

53
44
13
0
0

USER CENTRIC GOVERNMENT

How mature are services?

Online Availability

	UK EU27+		UK EU27+
General	74 74	Business	82 75
Employment	69 73	Education	73 72

Online Usability

	UK EU27+		UK EU27+
General	70 70	Business	69 68
Employment	76 71	Education	64 70

Who is using eGovernment?

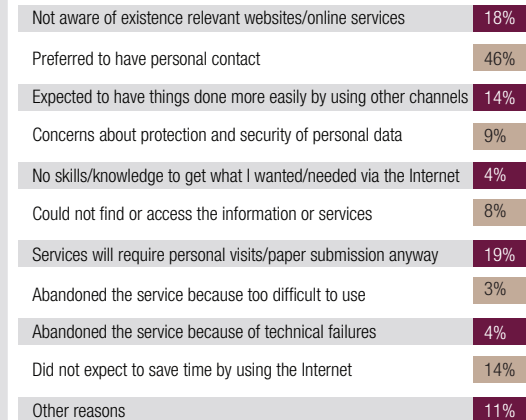|				
UK	43%	16%	14%	27%
EU27+	32%	14%	16%	38%

0% — 100%

- BELIEVER: eGov User eChannel Preference (loyal user)
- DROP-OUTS: eGov Users NO eChannel Preference
- POTENTIAL USERS: eGov Non-User eChannel Preference
- NON-BELIEVER: eGov Non-User NO eChannel Preference

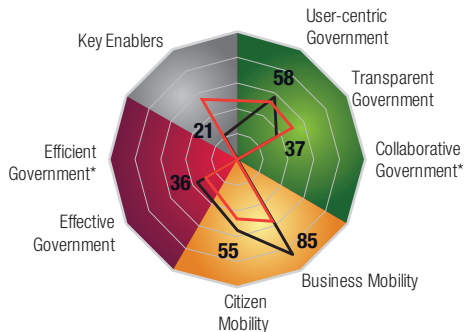### Reasons for not using eGovernment services

Reason	%
Not aware of existence relevant websites/online services	18%
Preferred to have personal contact	46%
Expected to have things done more easily by using other channels	14%
Concerns about protection and security of personal data	9%
No skills/knowledge to get what I wanted/needed via the Internet	4%
Could not find or access the information or services	8%
Services will require personal visits/paper submission anyway	19%
Abandoned the service because too difficult to use	3%
Abandoned the service because of technical failures	4%
Did not expect to save time by using the Internet	14%
Other reasons	11%