

eGovernment indicators for benchmarking eEurope

1. Background

The Lisbon summit in March 2000 established an 'open method of co-ordination' to reach the targets in the eEurope Action Plan. This includes establishing quantitative and qualitative indicators for benchmarking. On 1 December 2000, the Council (Internal Market) adopted a set of 23 indicators for the benchmarking of eEurope. These indicators were spelled out in the French Presidency's paper on implementing the eEurope Action Plan (13515/00). Council referred the further definition of the following two indicators for eGovernment to the eGovernment working group.

- Percentage of basic public services available online,
- Use of online public services by the public for information purposes or submission of forms.

2. Comparable indicators for eGovernment

In establishing indicators for eGovernment, the approach taken is to focus on the demand side, i.e. the bottom-up reality of citizens' and businesses' contacts with government. The key is the take-up of the services, regardless of by what body or at what level of government these are delivered. A distinction is made between services for **citizens** and for **businesses**.

At the meeting of the eGovernment working group on 15 December 2000, it was agreed that Member States should present lists of the 25 main public services to citizens and businesses. On the basis of the replies and the discussions at the meeting of the group on 12 February, a list of **20 basic public services** is proposed, 12 for citizens and 8 for businesses. The services are not listed in order of importance.

The draft list of basic public services is attached to this document.

To operationalise the indicators, the level of online sophistication of the services also needs to be measured. For this purpose, a **four stage framework** is applied in several countries. For the *e*Government indicators, the following model will be used:

- Stage 1 Information: online info about public services,
- Stage 2 Interaction: downloading of forms,
- Stage 3 Two-way interaction: processing of forms, incl. authentication,
- Stage 4 Transaction: case handling; decision and delivery (payment).

The **methodology** proposed for measuring the degree to which a service is available online is based on the method developed by the Dutch government¹. This degree depends on the extent to which it is possible to carry out a service electronically. All the four stages above may not be relevant for all types of public services. For each service the highest relevant stage is therefore indicated. The basic premise in the method for calculating the 'online percentage' of a service is whether or not a service reaches a given stage. A service that is offered as a full transaction can, for example, achieve a maximum of four points (each stage corresponds to 1 point). The score can therefore be between 0 and 4 points (0 indicating that none of the stages is achieved).

The calculation consists of comparing the sum of the scores on all services and stages with the sum of the maximum possible scores. In this way, the degree to which the agreed set of public services are available can be calculated as a percentage. For the purpose of this exercise, account will *not* be taken of the relative importance of the various services in terms of the number of customers using the service.

This model will allow to gather information that is relevant for both indicators (the 'basic public services' and the 'use of online public services by the public'). Data will be collected in **surveys under the responsibility of the Commission services**. These surveys could be complemented by Eurobarometer surveys to give a bottom-up view of the *e*Government services and more detailed information on the second indicator. As decided by Council, the *e*Government indicators will be measured twice a year.

¹ "25% electronic public service delivery in the Netherlands", BZK, January, 2001

Basic public services online

Public Services for Citizens		Stage					
		Max. stage	0	1	2	3	4
1.	Income taxes: declaration, notification of assessment	(4)					
2.	Job search services by labour offices	(3)					
3.	Social security contributions (3 out of the following 4): <ul style="list-style-type: none"> • Unemployment benefits • Child allowances • Medical costs (reimbursement or direct settlement) • Student grants 	(4)					
4.	Personal documents (passport and driver's licence)	(3)					
5.	Car registration (new, used and imported cars)	(4)					
6.	Application for building permission	(4)					
7.	Declaration to the police (e.g. in case of theft)	(3)					
8.	Public libraries (availability of catalogues, search tools)	(3)					
9.	Certificates (birth and marriage): request and delivery	(3)					
10.	Enrolment in higher education / university	(4)					
11.	Announcement of moving (change of address)	(3)					
12.	Health related services (interactive advice on the availability of services in different hospitals; appointments for hospitals)	(4)					

Public Services for Businesses		Stage					
		Max. stage	0	1	2	3	4
1.	Social contribution for employees	(4)					
2.	Corporation tax: declaration, notification	(4)					
3.	VAT: declaration, notification	(4)					
4.	Registration of a new company	(4)					
5.	Submission of data to statistical offices	(3)					
6.	Customs declarations	(4)					
7.	Environment-related permits (incl. reporting)	(4)					
8.	Public procurement	(4)					