

Digital Single Market

More EU citizens benefitting from online public services

Press releases 21/02/2011

More people across the EU now have access to public services online, according to Europe's 9th e-Government Benchmark Report released today. The average availability of online public services in the EU went up from 69% to 82% from 2009 to 2010. Putting more Government services online helps cut costs for public administrations and also reduces red tape for businesses and citizens. The report reveals the best and worst performers in the EU, focusing on two essential public services: 'finding a job' and 'starting a company'.

Although Europe's national public administrations are moving in the right direction, there is still disparity between countries. There is also room for improvement in take up of eProcurement. As part of the Digital Agenda for Europe, the European Union aims for one out of two citizens and four out of five businesses to be using eGovernment services by 2015 (see [IP/10/581](#) [1], [MEMO/10/199](#) [2] and [MEMO/10/200](#) [2]). The Report's findings give useful feedback on the objectives of the an eGovernment Action Plan launched by the Commission in December 2010 to work with Member States' public authorities to expand and improve the services which they offer via the Internet (see [IP/10/1718](#) [3] and [MEMO/10/681](#) [2]).

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