

E-government refers to the use of [information and communication technology](#) in public administration procedures. One aspect of e-government, on its demand side, concerns the interaction of individuals or [enterprises](#) with public administrations through ICT.

For both individuals and enterprises this interaction can consist of:

- obtaining information;
- downloading forms;
- returning filled-in forms;
- going through an administrative procedure completely electronically.

Further information

- [ICT usage in households and by individuals](#) (ESMS metadata file — isoc_i)
- [Digital economy and society - dedicated section](#)

Related concepts

- [EU survey on the use of ICT in households and by individuals](#)

Statistical data

- [Digital economy and society statistics - households and individuals](#)