



Digital Public Services

Digital Economy and Society Index Report 2018
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The Digital Economy and Society Index (DESI) is a composite index that summarises relevant indicators on Europe’s digital performance and tracks the progress of EU Member States in digital competitiveness.

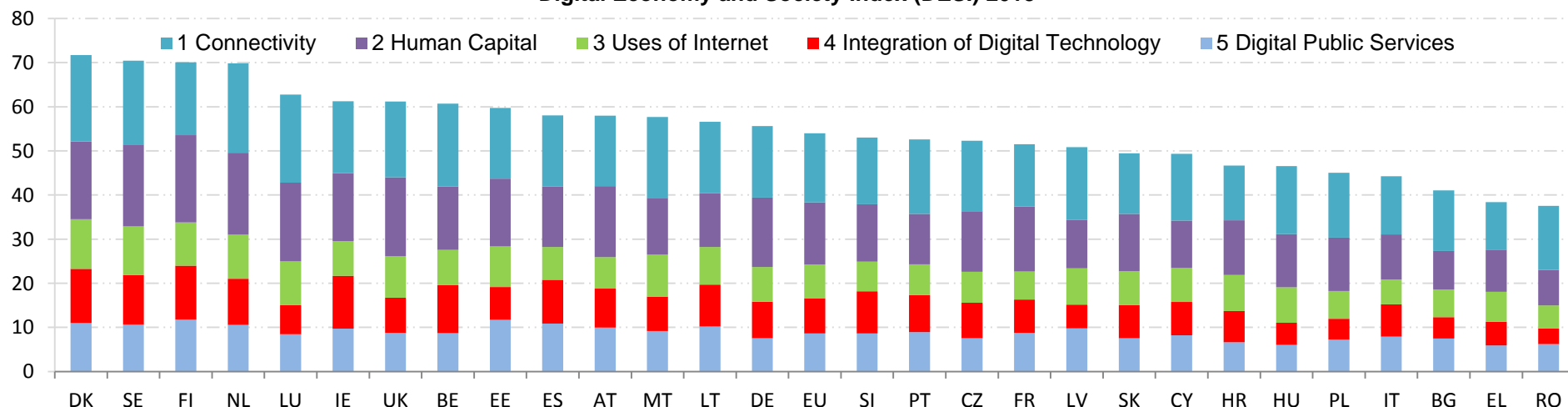
Denmark, Sweden, Finland and the Netherlands have the most advanced digital economies in the EU followed by Luxembourg, Estonia, the UK and Ireland.

Romania, Greece, Bulgaria and Italy have the lowest scores on the index.

The five dimensions of the DESI

1 Connectivity	Fixed Broadband, Mobile Broadband, Fast and Ultrafast Broadband and prices
2 Human Capital	Basic Skills and Internet Use, Advanced skills and Development
3 Use of Internet Services	Citizens' use of Content, Communication and Online Transactions
4 Integration of Digital Technology	Business digitisation and eCommerce
5 Digital Public Services	eGovernment and eHealth

Digital Economy and Society Index (DESI) 2018



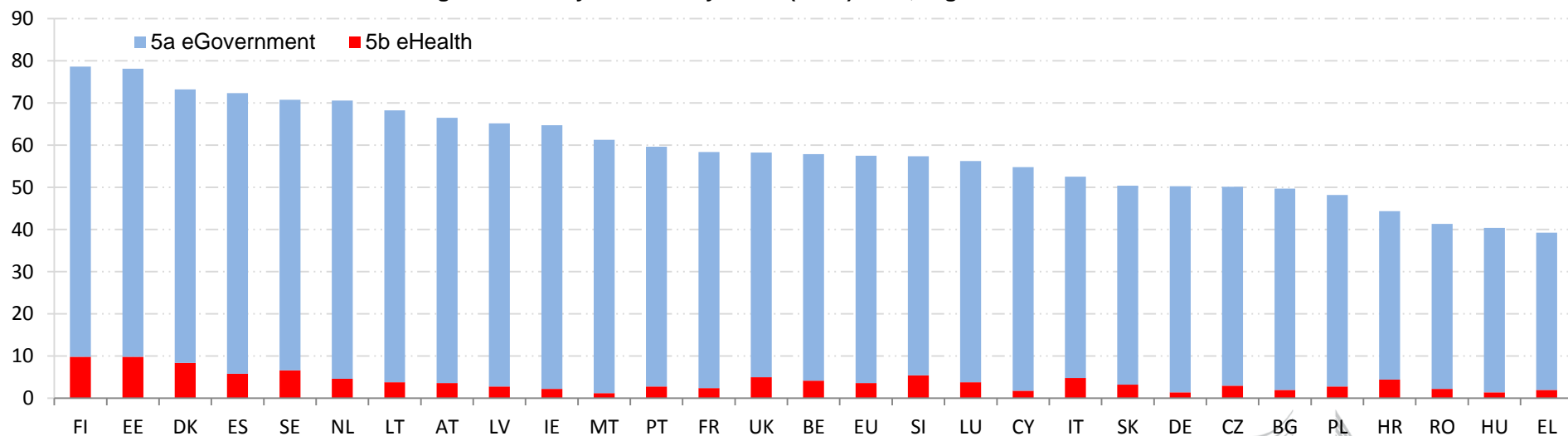
In digital public services, Finland has the highest score, followed by Estonia, Denmark and Spain. Greece, Hungary and Romania have the lowest scores.

The digital public services dimension consists of six indicators: the eGovernment users measured as a percentage of those internet users who need to submit forms to the public administration (the **eGovernment users** indicator); the extent to which data that is already known to the public administration is pre-filled in forms presented to the user (the **pre-filled forms** indicator); the extent to which the various steps in dealing with the public administration can be performed completely online (the **online service completion** indicator); the degree to which public services for businesses are interoperable and cross-border (the **digital public services for businesses** indicator); the government's commitment to open data (the **open data** indicator); and the percentage of people who used health and care services provided online without having to go to a hospital or doctors surgery (the **eHealth services** indicator).

Digital Public Services Indicators in DESI 2018

Indicator	EU 28 value
5a1 eGovernment Users % internet users needing to submit forms	58% 2017
5a2 Pre-filled Forms Score (0 to 100)	53 2017
5a3 Online Service Completion Score (0 to 100)	84 2017
5a4 Digital Public Services for Businesses Score (0 to 100) - including domestic and cross-border	83 2017
5a5 Open Data % of maximum score	73% 2017
5b1 eHealth Services % individuals	18%

Digital Economy and Society Index (DESI) 2018, Digital Public Services

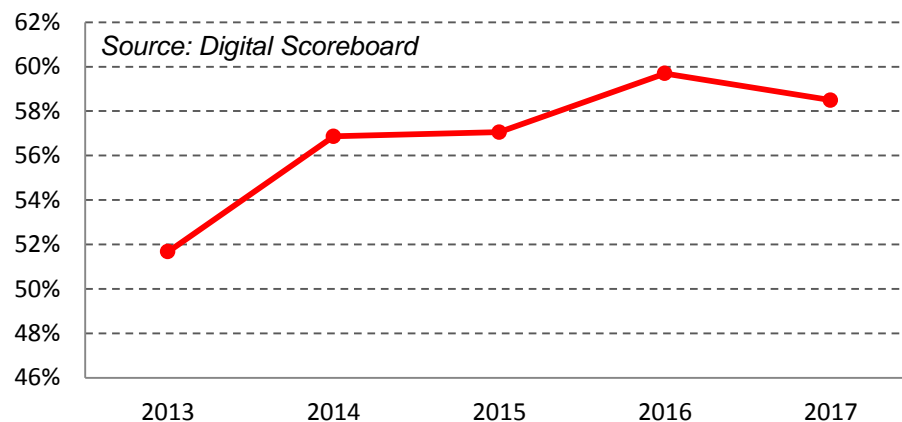


eGovernment Users: 58% of EU citizens who need public services choose to go online.

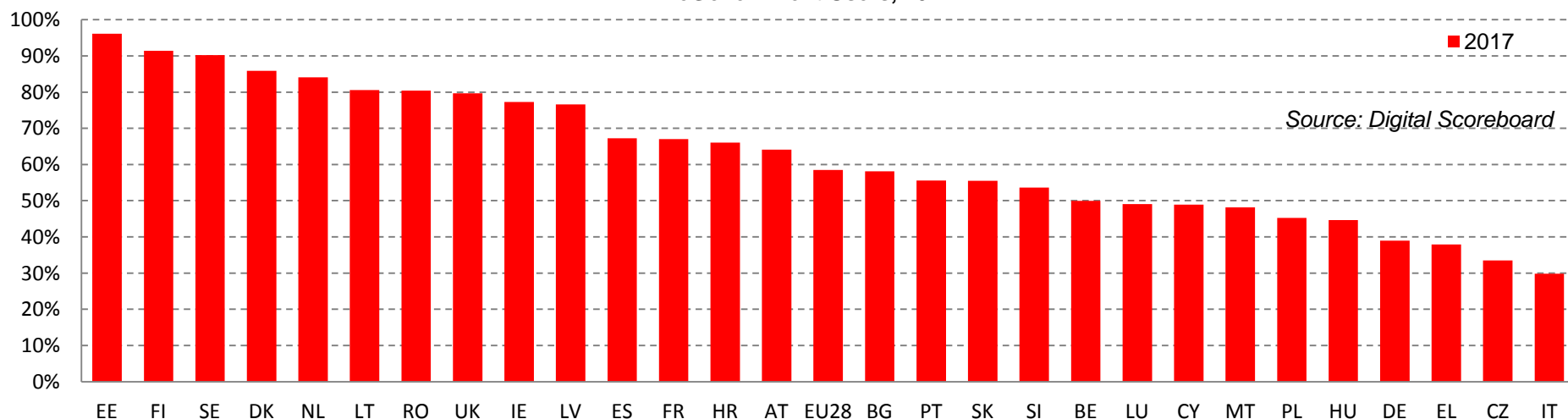
The extent to which e-services reduce the time spend in public administrations **encourage citizens to use them**. Indicatively, Estonia, Finland, Sweden, Denmark, the Netherlands and Lithuania are performing very well, with more than 80% of internet users who need to submit forms to the public administration choosing governmental portals. 14 Member States are above the EU average (58.5%), while Italy, the Czech Republic, Greece and Germany perform below 40%.

Compared to recent years, the upward trend from 2015 to 2017 **stopped in 2017** with a fall of 1 percentage point.

eGovernment Users 2013-2017

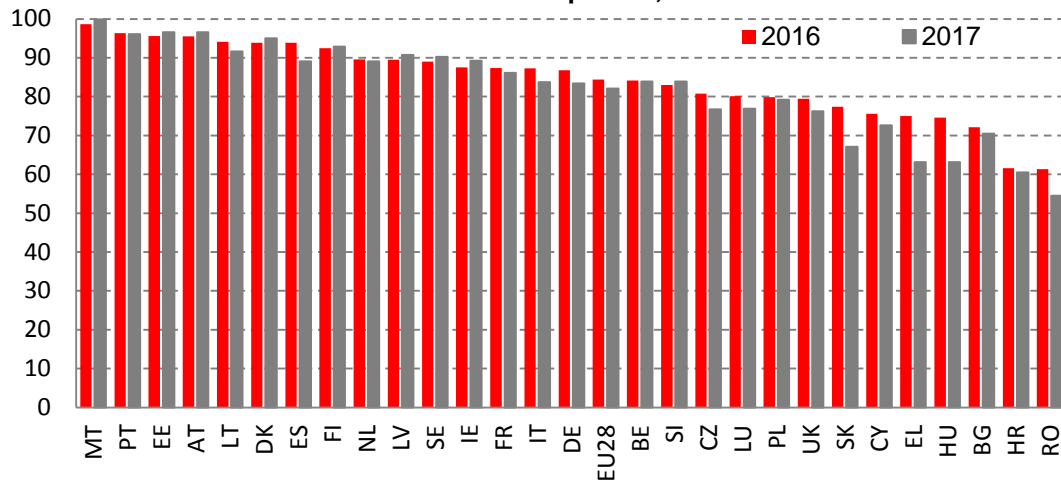


eGovernment Users, 2017



The provision of government services online is progressing, especially in Member States that are lagging behind.

Online Service Completion, 2016-2017



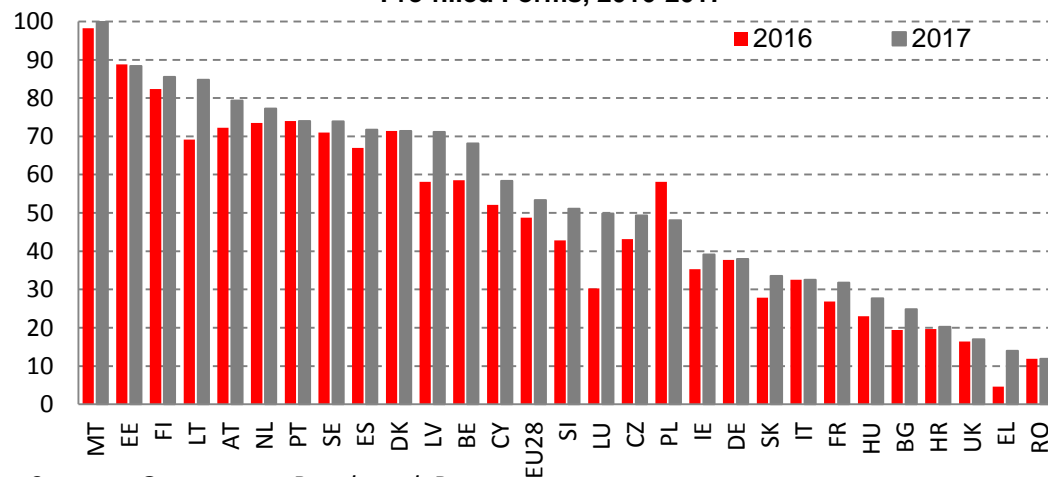
Online service completion refers to the share of administrative steps related to major life events (birth of a child, new residence, etc.) that can be done online.

The countries that perform the best are Malta, Portugal, Estonia, Austria, Lithuania, Denmark, Spain and Finland with over 90 points (out of 100). However, Romania, Croatia, Bulgaria and Hungary have low scores.

Source: eGovernment Benchmark Report

The use of inter-connected registers so users can avoid having to re-submit data is not yet widespread. Pre-filled forms are available, but in the majority of Member States, the amount of data available in public services' online forms is not satisfactory. Member States are working towards improving the provision of pre-filled forms, noting a small increase compared to 2016, with Malta, Estonia, Finland and Latvia leading.

Pre-filled Forms, 2016-2017



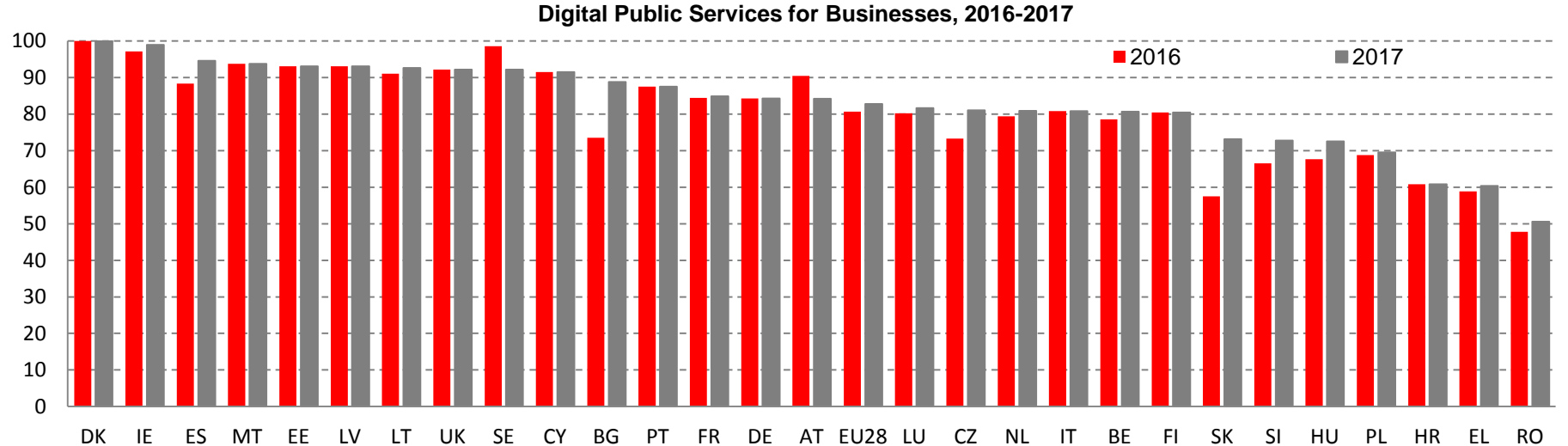
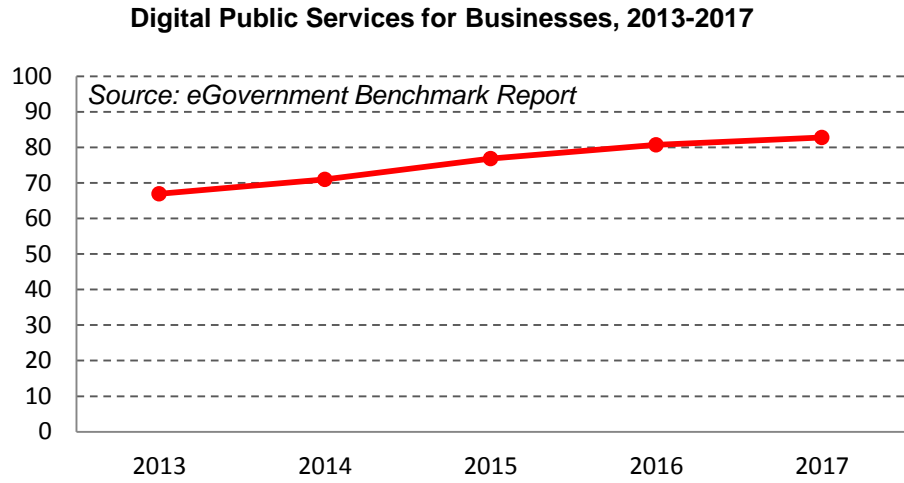
Source: eGovernment Benchmark Report

The provision of digital public services for businesses is progressively improving.

The indicator broadly reflects the share of public services needed for starting a business and for conducting regular business operations that are available online for domestic as well as for foreign users. Services provided through a portal receive a higher score, while services which provide only information (but have to be completed offline) receive a lower score.

10 Member States (Denmark, Ireland, Spain, Malta, Estonia, Latvia, Lithuania, the United Kingdom, Sweden and Cyprus) score more than 90 points (out of 100), while the EU average is 82. On the other hand, Croatia, Greece and Romania underperform.

Indicatively, the progress recorded in the period 2013-2017 is 23,5%.



Source: eGovernment Benchmark Report

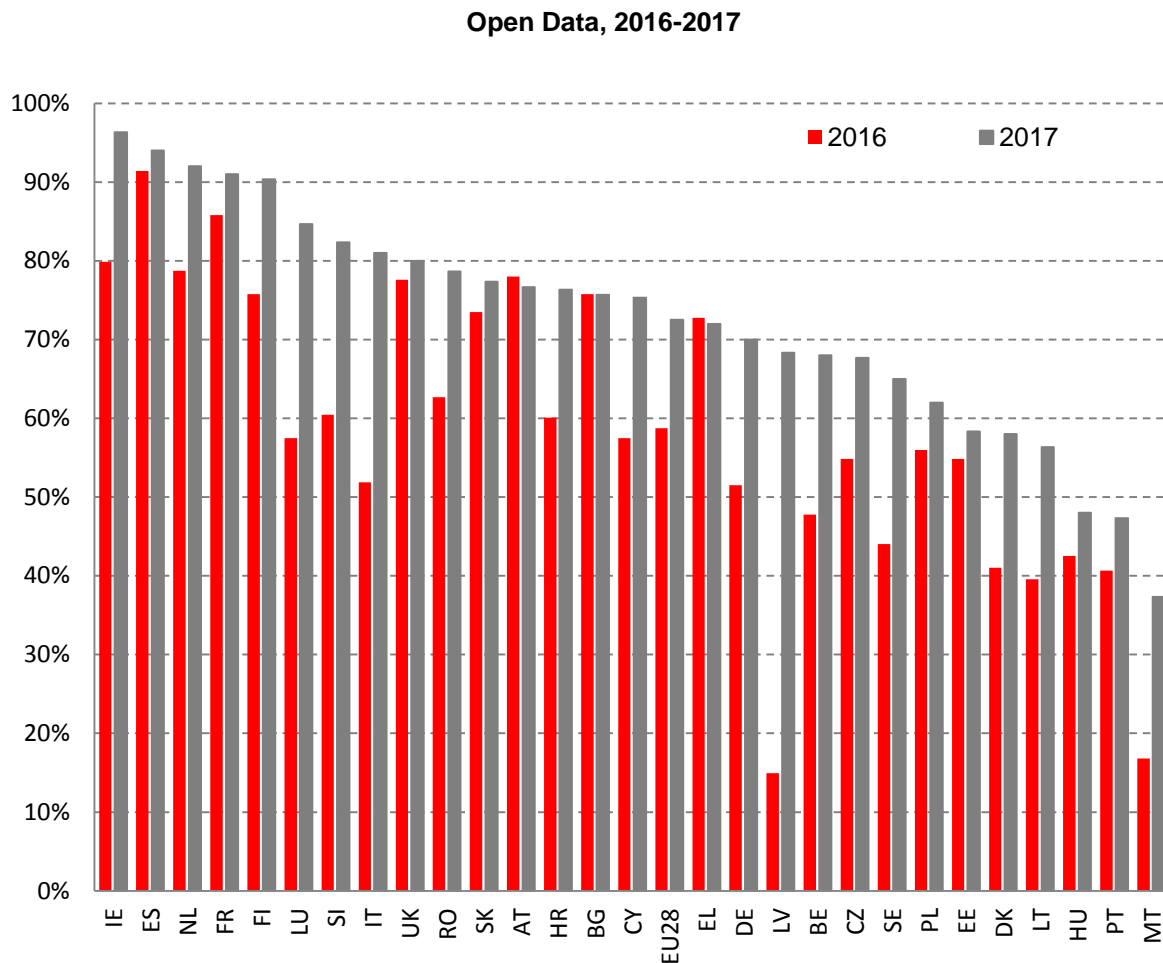
Open data: More and more Member States make data available for reuse and analysis

The level of maturity of open data is based on two indicators:

- **Open data readiness:** this assesses to what extent countries have an open data policy in place, licensing norms, and the extent of national coordination regarding guidelines and setting common approaches.
- **Portal maturity:** assesses the portal's usability regarding the availability of functionalities, the overall re-usability of data such as machine readability and accessibility of datasets, as well as the spread of data across domains.

All Member States have improved their score, with Ireland, Spain, the Netherlands, France and Finland exceeding 90% on the index.

Latvia and Malta showed the most significant progress. In 2017, Latvia progressed by 350% and Malta by 120% compared to 2016.



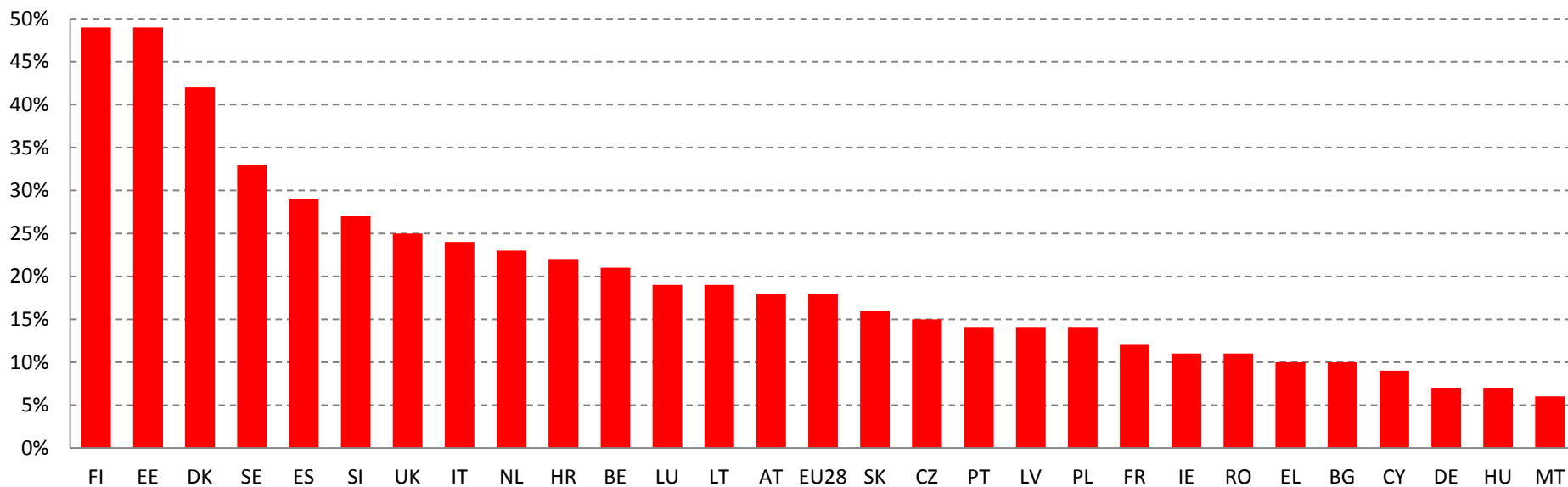
Source: European Data Portal

eHealth services: Less than one in five EU citizens have used health and care services provided online.

In the last 12 months, only 18 % (EU average) of EU citizens have used health and care services provided online without having to go to a hospital or a doctors surgery (for example, by getting a prescription or a consultation online). Almost 50 % of Finnish and Estonian citizens use eHealth services, while in Denmark the percentage is slightly lower (42 %).

According to Eurobarometer, 52 % of all citizens would like online access to their medical and health records. EU citizens are much more willing to share data on their health and wellbeing with doctors and healthcare professionals (65 %) than with companies (14 %) or with public authorities even if anonymised and for research purposes (21 %).

eHealth Services, 2017



Source: Eurobarometer, Special Eurobarometer 460: Attitudes towards the impact of digitisation and automation on daily life, 2017