Digital Economy and Society Index (DESI) 2020

Hungary

About the DESI

The European Commission has been monitoring Member States' digital progress through the Digital Economy and Society Index (DESI) reports since 2014. The DESI reports include both country profiles and thematic chapters. In addition, an in-depth telecoms chapter is annexed to the reports for each Member State.

The DESI country reports combine quantitative evidence from the DESI indicators across the five dimensions of the index with country-specific policy insights and best practices.

The current COVID-19 pandemic has shown how important digital assets have become to our economies and how networks and connectivity, data, AI and supercomputing as well as basic and advanced digital skills sustain our economies and societies by allowing work to continue, tracking the spread of the virus and accelerating the search for medications and vaccines.

Member States have put in place specific measures to mitigate the impact of the pandemic. A dedicated section in each country details them. Digital will also play a key role in the economic recovery as the European Council and the Commission have undertaken to frame the support to the recovery along the twin transition to a climate neutral and resilient digital transformation. In this framework, the deployment of 5G and very high capacity networks (VHCNs), digital skills, the digitisation of companies and the public administration are crucial for a robust recovery. The DESI monitors their progress in each Member State.

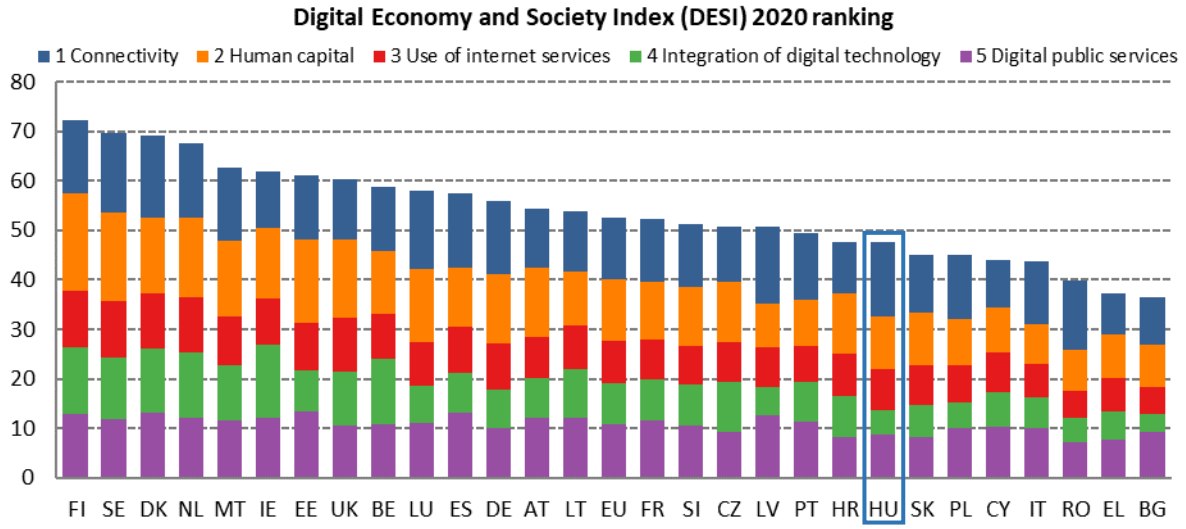
As regards the thematic chapters, the DESI 2020 report includes a European-level analysis of broadband connectivity, digital skills, use of the internet, digitisation of businesses, digital public services, emerging technologies, cyber security, the ICT sector and its R&D spending and Member States' use of Horizon 2020 funds.

To improve the methodology of the index and take account of the latest technological developments, a number of changes were made to the 2020 edition of DESI, which now includes Fixed very high capacity network (VHCN) coverage. The DESI was re-calculated for all countries for previous years to reflect the changes in the choice of indicators and corrections made to the underlying data. Country scores and rankings may thus have changed compared with previous publications. As the figures refer to 2019, the United Kingdom is still included in the 2020 DESI, and EU averages are calculated for 28 Member States. For further information, please consult the DESI website: https://ec.europa.eu/digital-single-market/en/desi.

It is noted that statements regarding planned or potential State aid measures record intentions declared by Member States and do not pre-judge or pre-empt the assessment of such measures by the Commission under the relevant state aid rules. The DESI report is not meant to provide any assessment of the compliance of such measures with state aid rules and procedures.

Overview

	Hungary		EU
	rank	score	score
DESI 2020	**21**	**47.5**	**52.6**
DESI 2019	22	42.3	49.4
DESI 2018	22	40.0	46.5



Hungary ranks 21st out of 28 EU Member States in the Digital Economy and Society Index (DESI) 2020. Over the last few years, its score improved broadly in line with the EU average.

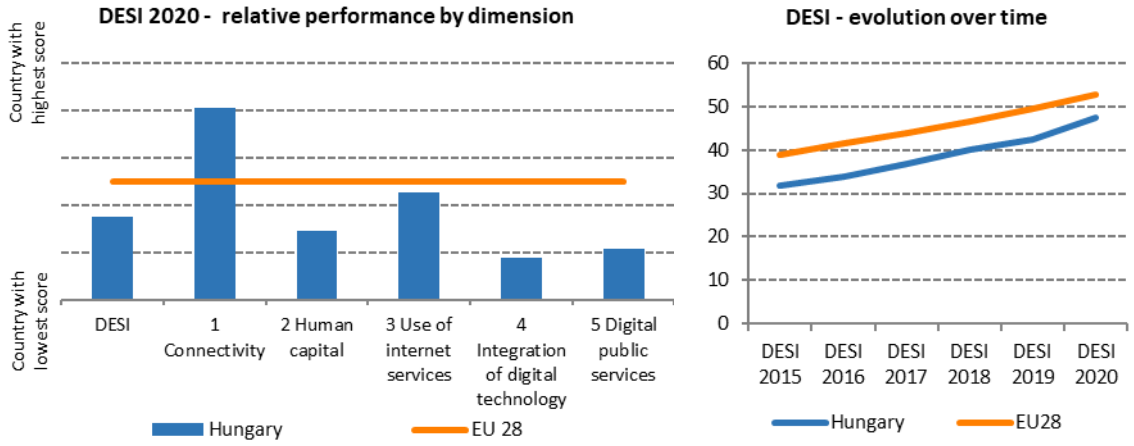
Based on data prior to the pandemic, Hungary ranks most highly on broadband Connectivity. It is among the leaders in the take-up of at least 100 Mbps broadband, 5G readiness, and also scores well in Overall fixed broadband take-up. It still lags behind in Digital public services and in the Integration of digital technologies in businesses. The country ranks 24th on Digital public services despite a marked improvement in all indicators in this area. Most companies are not exploiting the opportunities offered by digital technologies, such as cloud computing and big data, and few of them sell online. On Human capital, over half of the population lacks basic digital skills and software skills.

In 2014, Hungary adopted the National Info-communication Strategy 2014-2020[1]. It started implementing it in 2014, and continued with the adoption of the Digital Success Programme (‘*Digitális Jólét Program – DJP*’) at the end of 2015 and the Digital Success Programme 2.0 in 2017. The Digital Success Programme has been managed by the Ministry for Innovation and Technology since 2019. Since 2017, it has developed several specific strategies, such as digital education, digital start-ups, digital exports, 5G deployment, artificial intelligence (AI), digitisation in the agriculture sector, fintech and e-health. It is currently developing a digital strategy for the food and beverage industry, and is building aspects of digitisation for various sectoral strategies such as construction, tourism and logistics. A large number of projects, many of which are jointly financed by the EU, are in place to implement the strategies. The Superfast Internet Programme aims to deploy high capacity fibre broadband in underserved areas. The EDIOP[2] 6.1.2 programme on bridging the digital skills gap targets the working age population, while the development of community internet access points helps

[1] http://www.kormany.hu/download/5/ff/70000/NIS_EN_clear.pdf
[2] Economic Development and Innovation Operational Programme.

digitally illiterate individuals. The Modern Enterprises Programme remains the main tool for improving the digitisation of small and medium-sized enterprises (SMEs).

As for emerging technologies, Hungary has developed an AI action plan, which will serve as a basis for a future AI strategy. In addition, the country is planning to modernise its high performance computing infrastructure and ecosystem.



The role of digital to manage the coronavirus pandemic and to support the economic recovery

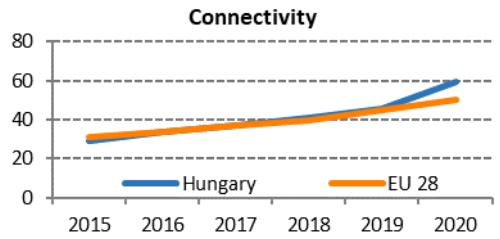
The current COVID-19 crisis is having an important impact on key societal indicators, relating to the use of internet services by citizens. This does not show in the latest 2019 official statistics as reported in DESI. Consequently, the DESI 2020 findings need to be read in conjunction with the strained demand that has been put on digital infrastructure and services during the pandemic and the immediate actions taken by the Member States. Similarly, as Europe progressively exits from the pandemic, the recovery must be planned taking into account the lessons learnt from this crisis. This means a particular attention to the indicators relevant for a stronger and more resilient digital transformation and economic recovery, notably very high capacity networks (VHCNs) and 5G, digital skills, advanced digital technologies for businesses and digital public services.

Hungary has taken a large number of measures in digital to deal with the COVID-19 crisis, covering all the five dimensions of DESI. Public education and higher education has moved to an online curriculum. Apart from the central KRÉTA and Neptun applications, other collaborative spaces are also used for continuing educational activities. The Education Office has issued a methodological recommendation for the organisation of education for the out-of-classroom digital work schedule. As for digitising businesses, the activities of the Modern Enterprises Programme have been revised to provide new measures and services for the SMEs in light of the pandemic crisis. The Digital Success Programme's capital and lending programme has been modified to make landing easier for ICT SMEs. On the national e-health platform, now powers and mandates can be set, so redeeming e-prescriptions and access to medical documents of other persons online became possible.

Looking forward, as regards the DESI indicators that are especially relevant for the economic recovery after the COVID-19 crisis, Hungary is very advanced on 5G, and Fixed very high capacity networks (VHCN) coverage stands just below the EU average. On the other hand, it lags behind in the digitisation of businesses and in digital public services.

1 Connectivity

1 Connectivity	Hungary		EU
	rank	score	score
DESI 2020	**7**	**59.8**	**50.1**
DESI 2019	16	45.9	44.7
DESI 2018	14	41.1	39.9



	Hungary			EU
	DESI 2018 value	DESI 2019 value	DESI 2020 value	DESI 2020 value
1a1 Overall fixed broadband take-up % households	**78%** 2017	**77%** 2018	**82%** 2019	**78%** 2019
1a2 At least 100 Mbps fixed broadband take-up % households	**30%** 2017	**40%** 2018	**51%** 2019	**26%** 2019
1b1 Fast broadband (NGA) coverage % households	**83%** 2017	**87%** 2018	**90%** 2019	**86%** 2019
1b2 Fixed Very High Capacity Network (VHCN) coverage % households	**30%** 2017	**36%** 2018	**43%** 2019	**44%** 2019
1c1 4G coverage % households (average of operators)	**91%** 2017	**96%** 2018	**97%** 2019	**96%** 2019
1c2 Mobile broadband take-up Subscriptions per 100 people	**49** 2017	**59** 2018	**70** 2019	**100** 2019
1c3 5G readiness Assigned spectrum as a % of total harmonised 5G spectrum	**NA**	**8%** 2019	**61%** 2020	**21%** 2020
1d1 Broadband price index Score (0 to 100)	**NA**	**NA**	**63** 2019	**64** 2019

As regards connectivity, Hungary ranks 7th after showing significant improvement in the past year. Fast broadband coverage improved further with 3 percentage points to 90% of households above the EU average of 86%. There is very strong platform-based competition illustrated by a stable technology share of cable (49 %), declining share of DSL (23 % against 25 % in 2018) and rising share of FTTH/B (25 % against 22 % in 2018). Fixed broadband take-up increased to 82%, above the EU average of 78%. Connection speeds saw a large improvement as well, as over half of homes, 51% against the EU average of 26%, subscribe to at least 100 Mbps fixed broadband, mainly owing to the country's widespread cable networks. This is a significant jump from last year's 40%. VHCN coverage stands at 43%, just below the EU average of 44%. The average mobile broadband coverage of 97% inches above the EU average of 96%. However, mobile broadband take-up is still the lowest in the EU (70 subscriptions per 100 people, against 100 in the EU overall). This may be, because prices for mobile phone users are persistently among the highest in Europe. Hungary ranks 16th in the EU in terms of broadband prices when analysing all product baskets (fixed, mobile, converged). Hungary ranks 8th in terms of fixed broadband prices. However, converged products (19th place) and mobile broadband prices (23rd place) are still higher than the EU average.

The vast majority of projects under the Superfast Internet Programme deployed FTTH technology, enabling speeds envisaged in the gigabit society targets. The project intends to cover all Hungarian households – the connectivity of almost 410,000 households is financed by EU structural funds –, with

networks supplying at least 30 Mbps broadband by 2023. For areas that are not economically viable, a €250 million state aid scheme has been developed to ensure broadband roll-out. The project deployment is reflected in the increase of rural FTTP coverage from 4% in 2015 to 29% in 2019. By the end of 2019 213,064 households were covered by 30 Mbps broadband.

Hungary is 3rd regarding the 5G readiness indicator with 61%([3]). 49% of the 2090 MHz spectrum harmonised at EU level for wireless broadband has been assigned in Hungary. The 5G strategy elaborated on the basis of the proposals of the 5G Coalition (5GC) has not been adopted yet by the Hungarian government. The 5GC was launched by the Digital Success Programme, and aims to make Hungary a major European centre of 5G developments. It should also take the leading role in the region in testing 5G applications. The multi-band award process of the 700 MHz, 3400-3800 MHz bands and remaining spectrum in the 2100 MHz and 2600 MHz bands took place on 26 March 2020. Magyar Telekom, Telenor and Vodafone gained licences for a total amount of 128.5 billion HUF (approximately 360 million EUR). Meanwhile, the fourth operator, DIGI Hungary was ruled out by the national regulatory authority (NMHH) from the auction process in October 2019. The mobile operator contested the decision in Court and the case is pending.

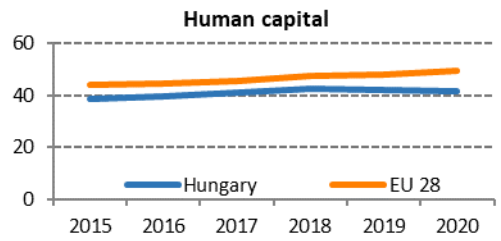
In October 2019, 5G commercial services were launched in Budapest by an MNO. Other MNOs undertook 5G mobile tests in Győr, Debrecen and Zalaegerszeg (in the latter testing self-driving cars).

While significant advancements have been achieved in high speed fixed broadband take-up (51% in case of at least 100 Mbps, double of the EU average), the mobile broadband take-up is still well below (70 subscriptions/ 100 people) the EU average of 100 subscriptions/100 people.

([3]) The 5G spectrum readiness indicator is based on the amount of spectrum already assigned and available for 5G use by 2020 within the 5G pioneer bands in each EU Member State. For the 3.4-3.8 GHz band, this means that only licences aligned with the technical conditions in the Annex to Commission Decision (EU) 2019/235, are considered 5G-ready. For the 26 GHz band, only assignments aligned with the technical conditions in the Annex to Commission Implementing Decision (EU) 2019/784 are taken into account. By contrast, the percentage of harmonised spectrum takes into account all assignments in all harmonised bands for electronic communications services (including 5G pioneer bands), even if this does not meet the conditions of the 5G readiness indicator.

2 Human capital

2 Human capital	Hungary		EU
	rank	score	score
DESI 2020	**19**	**41.8**	**49.3**
DESI 2019	20	42.1	47.9
DESI 2018	19	42.5	47.6



	Hungary			EU
	DESI 2018 value	DESI 2019 value	DESI 2020 value	DESI 2020 value
2a1 At least basic digital skills % individuals	**50%** 2017	**50%** 2017	**49%** 2019	**58%** 2019
2a2 Above basic digital skills % individuals	**26%** 2017	**26%** 2017	**25%** 2019	**33%** 2019
2a3 At least basic software skills % individuals	**52%** 2017	**52%** 2017	**51%** 2019	**61%** 2019
2b1 ICT specialists % total employment	**3.6%** 2016	**3.6%** 2017	**3.7%** 2018	**3.9%** 2018
2b2 Female ICT specialists % female employment	**1.0%** 2016	**0.7%** 2017	**0.7%** 2018	**1.4%** 2018
2b3 ICT graduates % graduates	**NA** 2015	**4.3%** 2016	**4.3%** 2017	**3.6%** 2017

Hungary ranks 19th among EU countries on Human capital and is below the EU average. It is cause for concern that no progress has been made in digital skills and in advanced specialist skills in recent years. At least basic digital skills remained well below the EU average (49% compared to 58% in the EU) and at least basic software skills are also modest. Only a quarter of the population aged between 16 and 74 has above basic digital skills, below the EU average of 33%. ICT specialists account for a slightly lower proportion of the workforce as in the rest of the EU (3.7% against 3.9% in the EU), while the proportion of female ICT specialists is very low at only 0.7% of all female employees. Nevertheless, 4.3% of graduates study ICT, which exceeds the EU average of 3.6%.

Government initiatives to improve digital skills are mainly based on two key strategies (the Digital Education Strategy and the Digital Labour Force Programme) and the reform of the professional training and adult education.

The Digital Education Strategy, which was launched in 2016, covers all levels of the education system, including public education, vocational training, higher education and lifelong learning. To implement this strategy, the government set up the Digital Pedagogical Methodology Centre. Its role is to support the digital transformation of public education, provide the professional background and expert base, and support applications and priority projects. The broadband infrastructure is being upgraded in state schools to ensure at least 100 Mbps broadband for schools with less than 500 pupils (75.9% completed) and gigabit connectivity for those with more than 500 pupils (24% completed). Furthermore, 80% (3234 out of 4035) of all schools have a Wi-Fi connection.

Last year new regulations on vocational training, higher education and public education entered into force (11/2020, 12/2020 government regulation) emphasising the importance of digital skills.

The Digital Workforce Programme was launched in 2018 and includes four pillars. First, it aims to improve how labour market needs are measured, and how the digital economy is monitored in

general. Second, it develops a new digital competence framework using the EU's DigComp 2.1 framework[4] for citizens, and integrates it into the input and output requirements of the training system. Third, it focuses on motivational factors through the lifelong learning support system, the expansion of e-learning and blended learning opportunities as well as through providing financial benefits and support for disadvantaged groups. Fourth, the programme includes different training programmes, such as general IT training (short cycle), on-the-job training and specific training for career changers and for those without higher education. In addition, the programme provides for National Digital Skills Councils to be set up to assist in analysing skills mismatches. This may bring about changes in education and promote certifications of skills.

EU funds are widely used to finance government initiatives. They are used to help develop digital skills in both the inactive and working population, narrow the skills gap and to boost the inclusion of disadvantaged people. Initiatives concentrate on both basic digital skills for the digitally illiterate and professional skills for the workforce, including ICT specialists.

The Hungarian government has introduced several measures on the e-inclusion of senior citizens. In 2019, 6,000 received training in a pilot project to help them develop basic IT skills (computers, smart devices and internet). Based on the experience of the pilot, the government also published a detailed handbook to facilitate self-learning. In addition, video chat has been installed in elderly care homes, and a special service keeps regular contact with senior citizens through this channel. This programme has been running for 2 years and has more than 6,000 participants.

Several programmes are in place to develop the skills of the working age population. The EDIOP 6.1.2 programme has provided some 200,000 people with digital skills training. The EDIOP 3.3.1. programme has set up 1,500 community digital access points ('Digital Success Programme Points') with ICT trainings for those with low digital skills.

The 'Programme your future' project continued in 2019. It aims to boost the number of students that graduate in ICT and improve cooperation between the educational institutions and the ICT sector. Within the programme, three experience centres have been created (Győr, Budapest, Debrecen) to motivate pupils of primary and secondary schools to study IT and engineering. In 2019, 1,330 activities were organised in Hungary during the EU Code Week.

The government has launched two initiatives to increase the number of women in ICT. TechGirls is organised by the German-Hungarian Chamber of Commerce and Industry, while Girls' Day is organised by the Association of Hungarian Women in Science. Both target 14-18 year-olds.

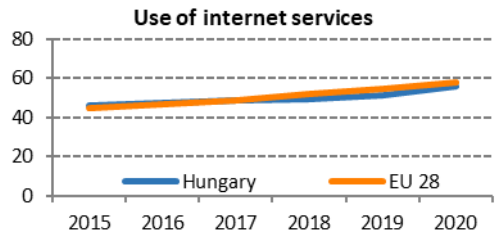
Hungary has set up the National Coalition for Digital Skills and Jobs to facilitate stakeholder discussions on tackling the shortage of digitally skilled people in the Hungarian labour market and help the government develop and implement adequate strategies. Alongside to that, 'digital topic weeks' are organised on a regular basis to promote digital pedagogic methodologies.

Hungary continued to implement the various national strategies designed to tackle the issues related to digital skills. The related initiatives aim to address the main aspects of the digital skills gap. The proper and timely implementation of the Digital Education Strategy is key to improving the country's performance on both internet user skills and advanced digital skills.

[4] https://ec.europa.eu/jrc/en/publication/eur-scientific-and-technical-research-reports/digcomp-21-digital-competence-framework-citizens-eight-proficiency-levels-and-examples-use

3 Use of internet services

3 Use of internet services	Hungary		EU
	rank	score	score
DESI 2020	**14**	**55.9**	**58.0**
DESI 2019	19	51.2	55.0
DESI 2018	16	49.5	51.8



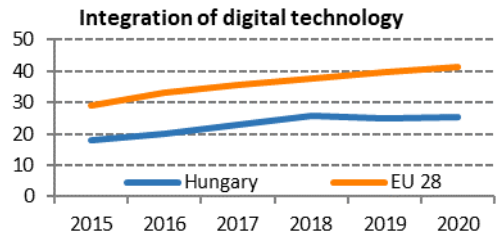
	Hungary			EU
	DESI 2018 value	DESI 2019 value	DESI 2020 value	DESI 2020 value
3a1 People who have never used the internet % individuals	**17%** 2017	**16%** 2018	**14%** 2019	**9%** 2019
3a2 Internet users % individuals	**76%** 2017	**75%** 2018	**80%** 2019	**85%** 2019
3b1 News % internet users	**85%** 2017	**85%** 2017	**84%** 2019	**72%** 2019
3b2 Music, videos and games % internet users	**81%** 2016	**82%** 2018	**82%** 2018	**81%** 2018
3b3 Video on demand % internet users	**8%** 2016	**11%** 2018	**11%** 2018	**31%** 2018
3b4 Video calls % internet users	**59%** 2017	**60%** 2018	**75%** 2019	**60%** 2019
3b5 Social networks % internet users	**84%** 2017	**86%** 2018	**86%** 2019	**65%** 2019
3b6 Doing an online course % internet users	**5%** 2017	**5%** 2017	**7%** 2019	**11%** 2019
3c1 Banking % internet users	**49%** 2017	**54%** 2018	**58%** 2019	**66%** 2019
3c2 Shopping % internet users	**49%** 2017	**52%** 2018	**59%** 2019	**71%** 2019
3c3 Selling online % internet users	**14%** 2017	**14%** 2018	**16%** 2019	**23%** 2019

Overall, the use of internet services in Hungary is broadly comparable with the EU average. 80% of the population use the internet at least once a week, which is 5 percentage points higher than a year ago, but is still below the EU average of 85%. 86% of internet users use social networks, the highest score in the EU; 84% read news online (72% in the EU), and 75% make video calls, up from 60% last year (60% in the EU). On the other hand, only 7% of internet users took part in e-learning activities.

There was a large increase in online banking and shopping. In 2019, 58% of internet users used online banking services, up from 49% 2 years ago. 59% purchased online, 7 percentage points more than in 2018. Despite the improvements, Hungary still performs below average on online transactions.

4 Integration of digital technology

4 Integration of digital technology	Hungary		EU
	rank	score	score
DESI 2020	**26**	**25.3**	**41.4**
DESI 2019	24	24.9	39.8
DESI 2018	24	25.7	37.8



	Hungary			EU
	DESI 2018 value	DESI 2019 value	DESI 2020 value	DESI 2020 value
4a1 Electronic information sharing % enterprises	**14%** 2017	**14%** 2017	**14%** 2019	**34%** 2019
4a2 Social media % enterprises	**15%** 2017	**15%** 2017	**12%** 2019	**25%** 2019
4a3 Big data % enterprises	**7%** 2016	**6%** 2018	**6%** 2018	**12%** 2018
4a4 Cloud % enterprises	**11%** 2017	**11%** 2018	**11%** 2018	**18%** 2018
4b1 SMEs selling online % SMEs	**12%** 2017	**12%** 2018	**12%** 2019	**18%** 2019
4b2 e-Commerce turnover % SME turnover	**10%** 2017	**9%** 2018	**11%** 2019	**11%** 2019
4b3 Selling online cross-border % SMEs	**5%** 2017	**5%** 2017	**5%** 2019	**8%** 2019

Hungary remained one of the worst performing EU countries in the Integration of digital technology in businesses. ICT adoption is low across all indicators measured in this area. The use of enterprise resource planning software packages to share information electronically is the lowest in the EU. The facts that 57% of companies in Hungary has a very low level of digitisation (39% in the EU) and only 15% are highly digitised (26% in the EU) are cause for concern[(5)]. On advanced digital technologies, only 6% of companies rely on big data solutions (12% in the EU) and 11% use cloud computing (18% in the EU). As for e-commerce, although online shopping by individuals increased, only 12% of SMEs sold goods online in 2019 compared to 18% in the EU.

Hungary continued with the Modern Enterprises Programme, which is managed by the Hungarian Chamber of Commerce and Industry. The programme provides businesses in rural areas with non-financial services and free services, helping them to join the digital economy and increase their competitiveness. More than 11,000 companies have taken part in this initiative to date. Linked to the above programme, the 'Support of the introduction of business ICT, mobile solutions and cloud services' scheme provided 923 SMEs with funding (grants or loans) to digitise their operations.

Hungary's total high performance computing (HPC) capacity is currently less than 0.5 petaflops, which is not enough for advanced R&D needs. The government launched the national HPC development plan in 2019 to expand the national HPC infrastructure and ecosystem. In the first phase, a 5 petaflops HPC centre will be installed at Debrecen University by the end of 2021.

[(5)] Digital Intensity index, source: Digital Scoreboard 2020 https://ec.europa.eu/digital-single-market/en/digital-scoreboard

Most businesses, especially SMEs, still do not take advantage of digital technologies. It is, therefore, essential to continue to raise awareness and further develop funding programmes. In addition, policies and initiatives for emerging technologies such as HPC and AI will be vital to boost the competitiveness of the economy in the longer term.

Highlight 2020: Artificial intelligence action plan

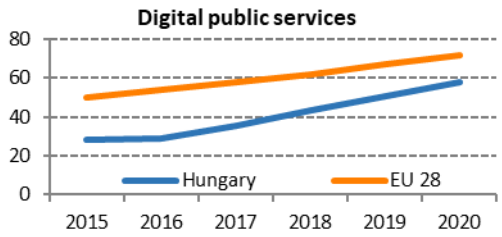
The Artificial Intelligence Coalition – created in 2018 and with 235 members and more than 900 experts representing all relevant stakeholders along the entire value chain – developed an AI action plan in October 2019. The plan consists of a set of specific initiatives for the data economy, AI R&D and communication to educate the public.

The plan:

- lays the groundwork for the Hungarian data market and the institutional framework of the local AI ecosystem,
- defines the legislative and infrastructure framework for data wealth management by creating data markets and making non-personal public data searchable,
- launches widespread awareness-raising campaigns for the general public, and
- prepares the framework for the Hungarian AI strategy, to be completed in 2020.

5 Digital public services

5 Digital public services	Hungary		EU
	rank	score	score
DESI 2020	**24**	**57.8**	**72.0**
DESI 2019	26	50.7	67.0
DESI 2018	26	43.6	61.8



	Hungary			EU
	DESI 2018 value	DESI 2019 value	DESI 2020 value	DESI 2020 value
5a1 e-Government users % internet users needing to submit forms	**45%** 2017	**53%** 2018	**55%** 2019	**67%** 2019
5a2 Pre-filled forms Score (0 to 100)	**28** 2017	**31** 2018	**42** 2019	**59** 2019
5a3 Online service completion Score (0 to 100)	**75** 2017	**82** 2018	**87** 2019	**90** 2019
5a4 Digital public services for businesses Score (0 to 100) - including domestic and cross-border	**73** 2017	**79** 2018	**85** 2019	**88** 2019
5a5 Open data % of maximum score	**NA**	**NA**	**32%** 2019	**66%** 2019

Digital public services have been one of the most challenging areas of the digital economy and society in Hungary. Although the country still ranks a lowly 24th, it has started to catch up with the rest of the EU by improving the quality of e-government services. It now ranks 20th on e-government users, pre-filled forms (measuring the re-use of information across administrations to make life easier for individuals) and on online service completion (measuring the sophistication of services). The scores for online service completion and for business services are just below the EU average.

On the other hand, Hungary has the lowest score in the EU for open data. To tackle the main problems concerning the use of public data, the Hungarian government is about to establish a new governmental data agency (NAVÜ) with the aim of developing a new model for managing the use of public data and creating an optimal legal framework.

Since January 2019, all municipalities have been providing their online services on a single platform through intelligent online forms with pre-filled information. The user interface of the e-government portal for municipalities has been reworked to integrate it with the new national point of single contact portal (https://szuf.magyarorszag.hu), and single sign-on between them also ensures a more seamless user experience.

In 2018, a new platform for public e-procurement has been launched (Digital Governmental Agency) that centralized the procurement activities of several government entities. It made the procurement processes more effective, less expensive, helped government institutions avoid duplications and ensured stronger interoperability.

In 2019, the electronic services of the police improved significantly: it became possible to process 220 cases fully online with the use of pre-filled online forms and e-payment. Furthermore, the vehicle service platform was launched on the national e-government portal to provide official information from the vehicle registry free of charge (‘car history check’). Users can check all technical data for the vehicle, the number of previous owners, the mileage registered during official technical checks since

2012 and all accidents and damages registered after January 2019. This can help reduce used car scams.

In Hungary, the application for registering a company has been a 'one-stop shop' electronic process for years, but it may only be made by a legal representative. The 'one-stop shop' means that the relevant authorities automatically obtain all the necessary information via an electronic system after the court has registered the company. This means that the applicant does not have to deal with the tax authorities to get a tax number or the statistical office to get a statistical identification number.

In the health sector, a nationwide e-health infrastructure (`Elektronikus Egészségügyi Szolgáltatási Tér-EESZT`) was launched already in 2017. Health service providers are obliged to use EESZT. The platform allows health service providers to have access to all the relevant data of patients at all level of the healthcare system[(6)].

To further improve digital public services, all public administration bodies are obliged to introduce structured online forms for services used at least 100 times a month. If implemented properly, this may not only increase the number of e-government service transactions, but may also result in large efficiency gains in public administration.

[(6)] https://e-egeszsegugy.gov.hu/)