



eGovernment Benchmark 2023 Factsheets

Connecting Digital Governments

Factsheets

Written by Capgemini, Sogeti, IDC and Politecnico di Milano for the European Commission Directorate General for Communications Networks, Content and Technology
June 2023

DG CONNECT



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MILANO 1863

eGovernment Benchmark 2023 Factsheets

This study was carried out for the European Commission by Capgemini, Sogeti, IDC and Politecnico di Milano



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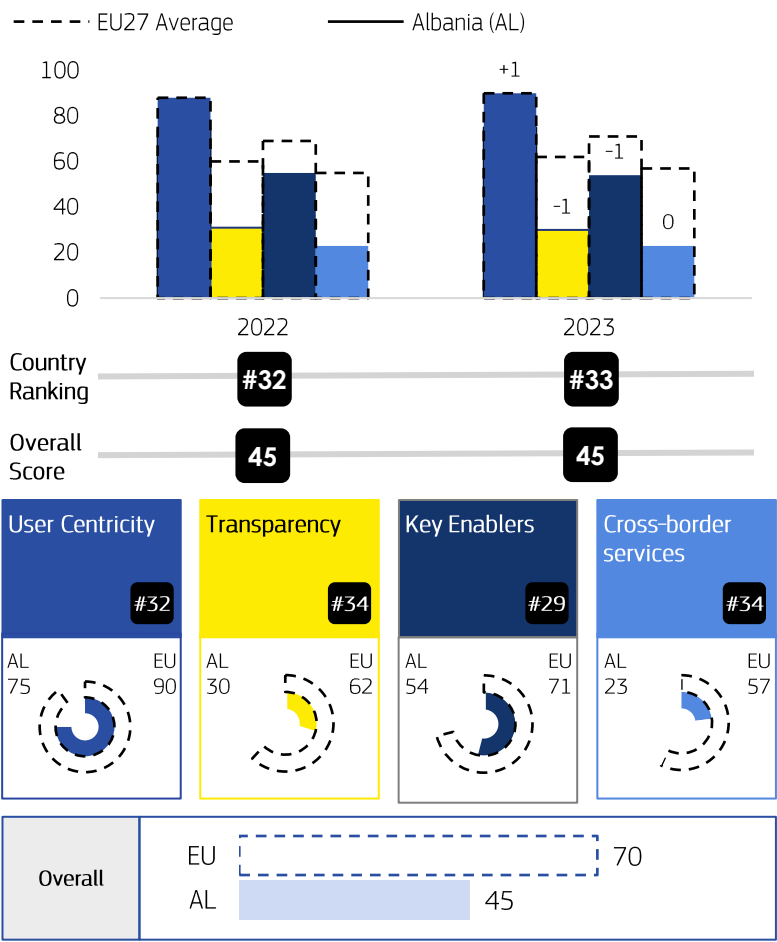


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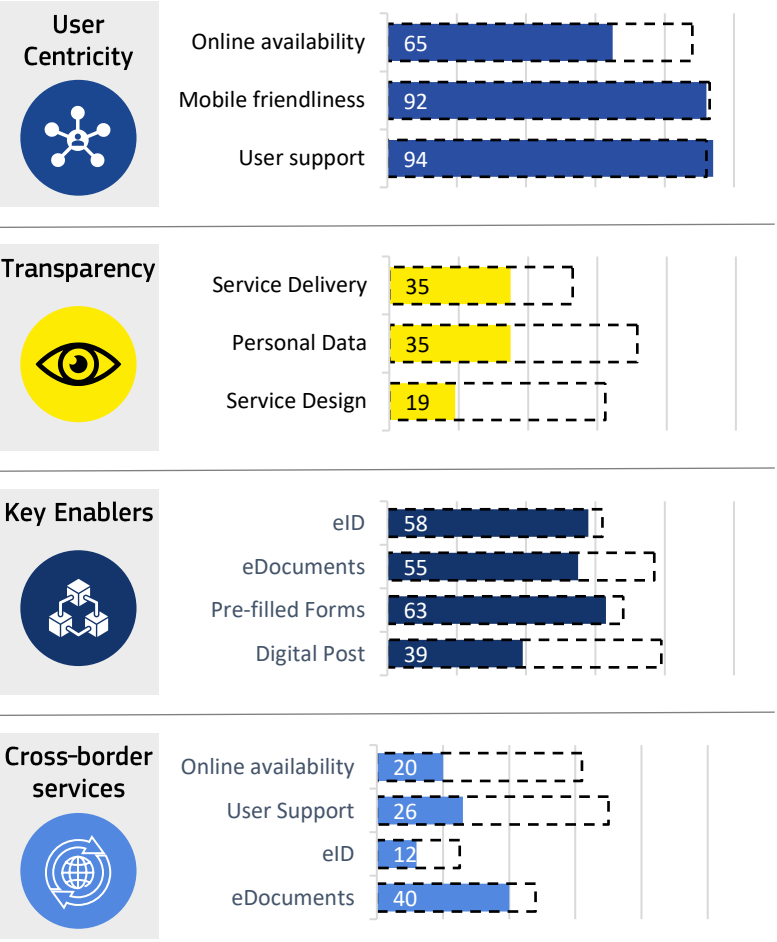
Albania

eGovernment Benchmark 2023

eGovernment Maturity per Key Dimension



Score per Indicator



The Key Dimension **User Centricity** indicates to what extent (information about) a service is provided online, how the online journey is supported and if public websites are mobile friendly.

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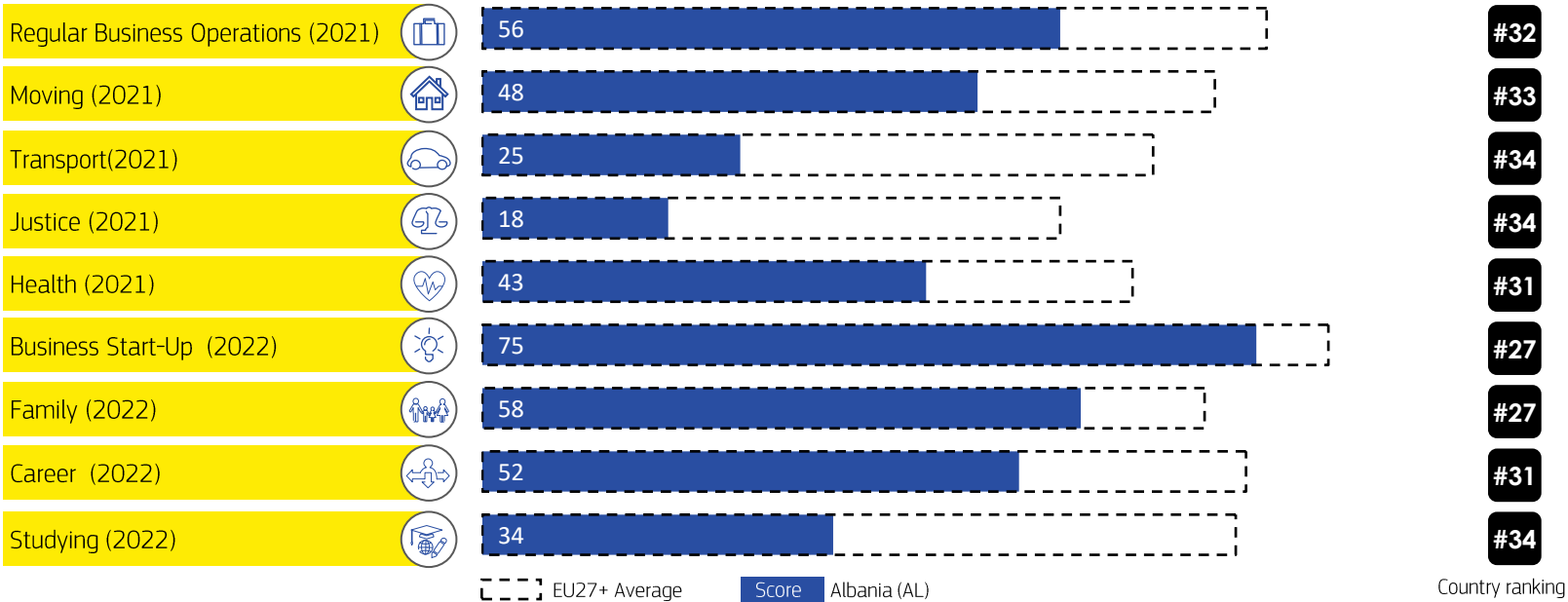
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Albania

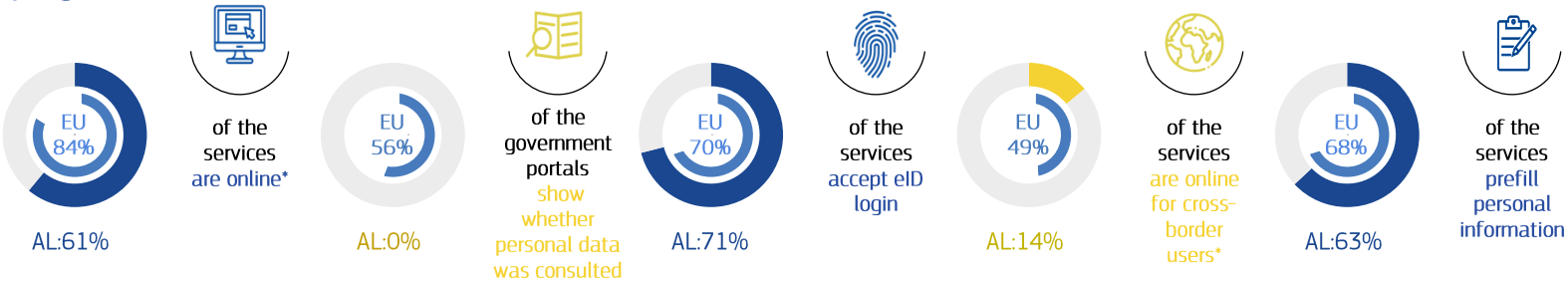
eGovernment Benchmark 2023



Digital Maturity and Ranking per Life Event



Key Figures



*These scores are different from the Digital Decade targets, which use the *Online Availability* indicator as input

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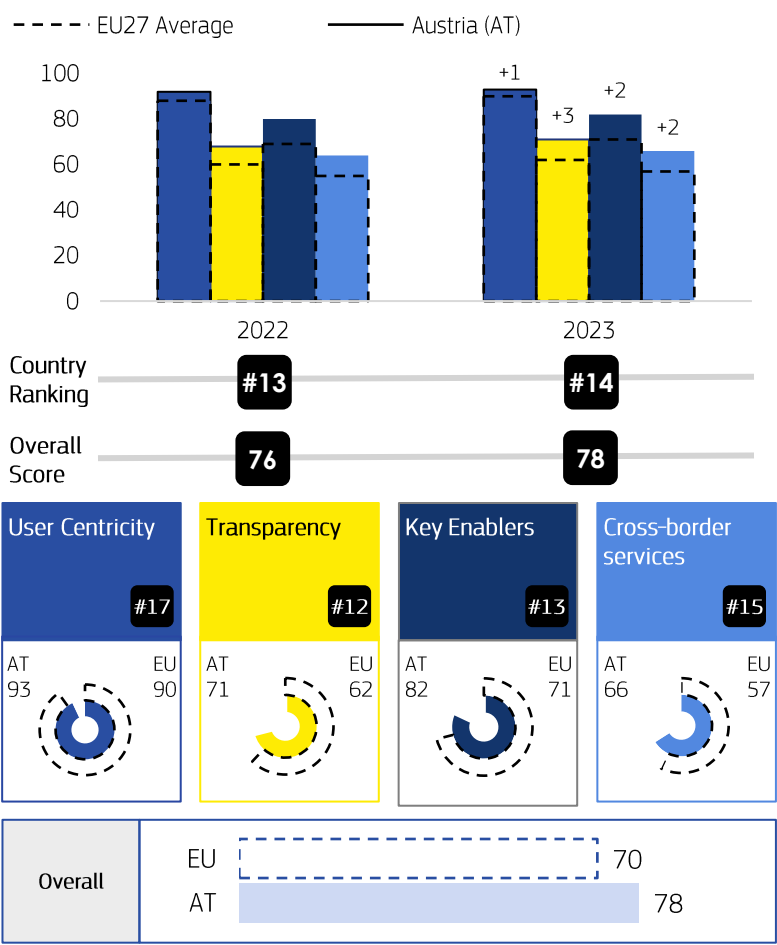
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Austria

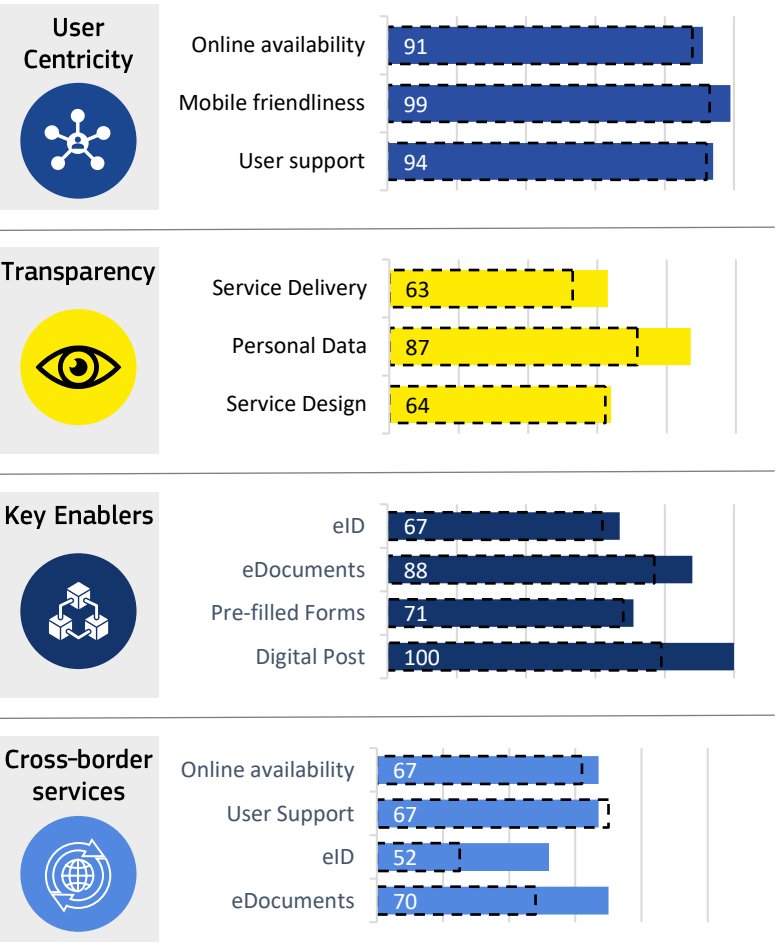
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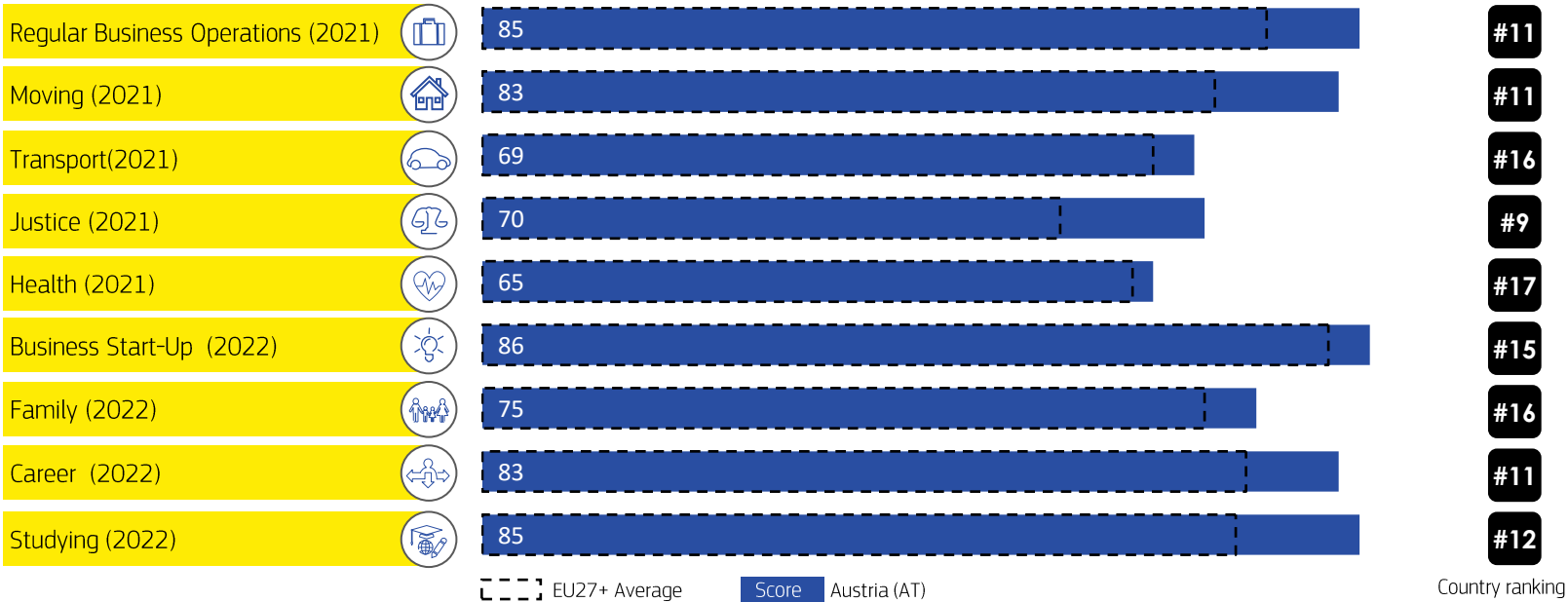
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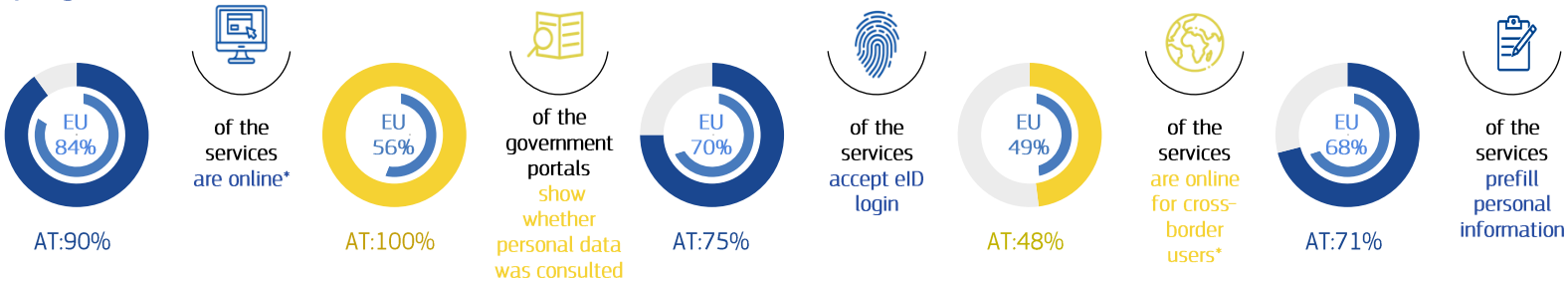
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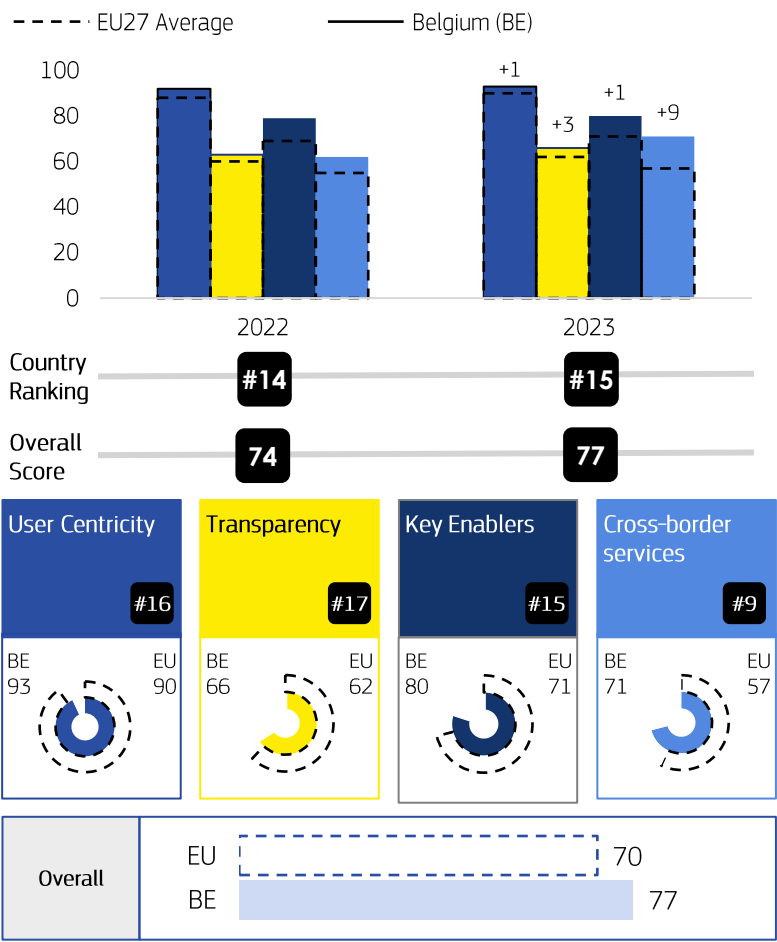
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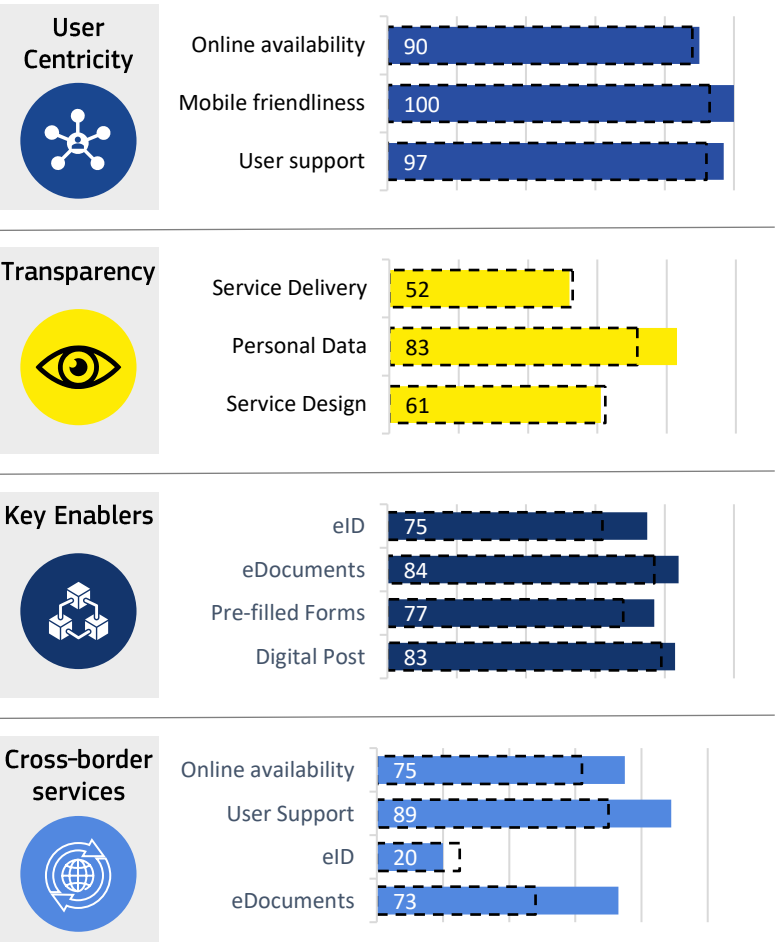
Belgium

eGovernment Benchmark 2023

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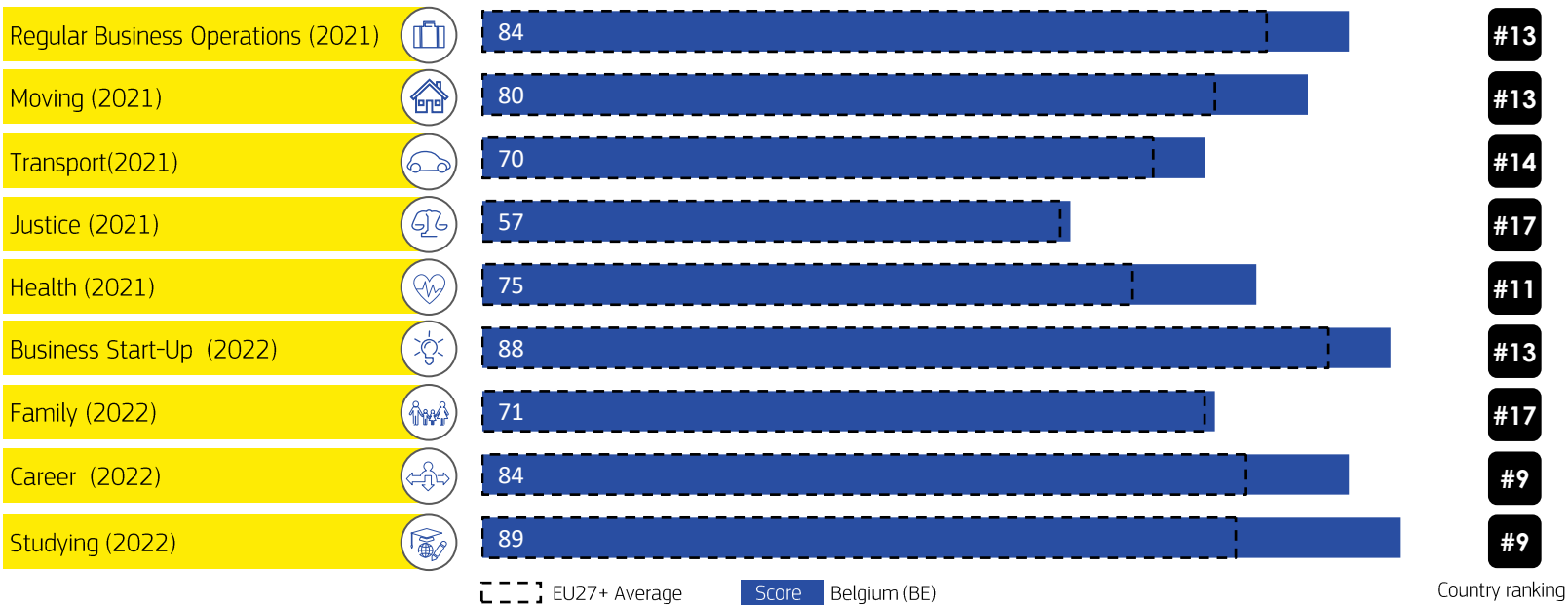
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Belgium

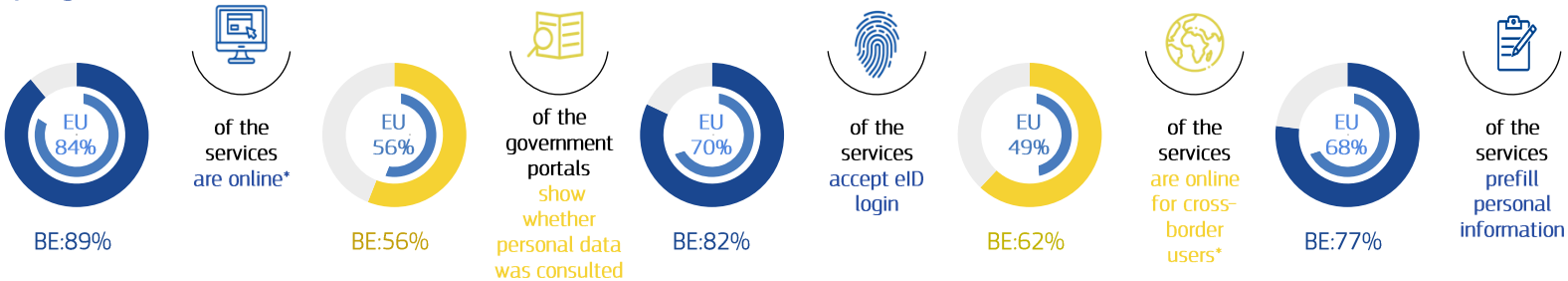
eGovernment Benchmark 2023



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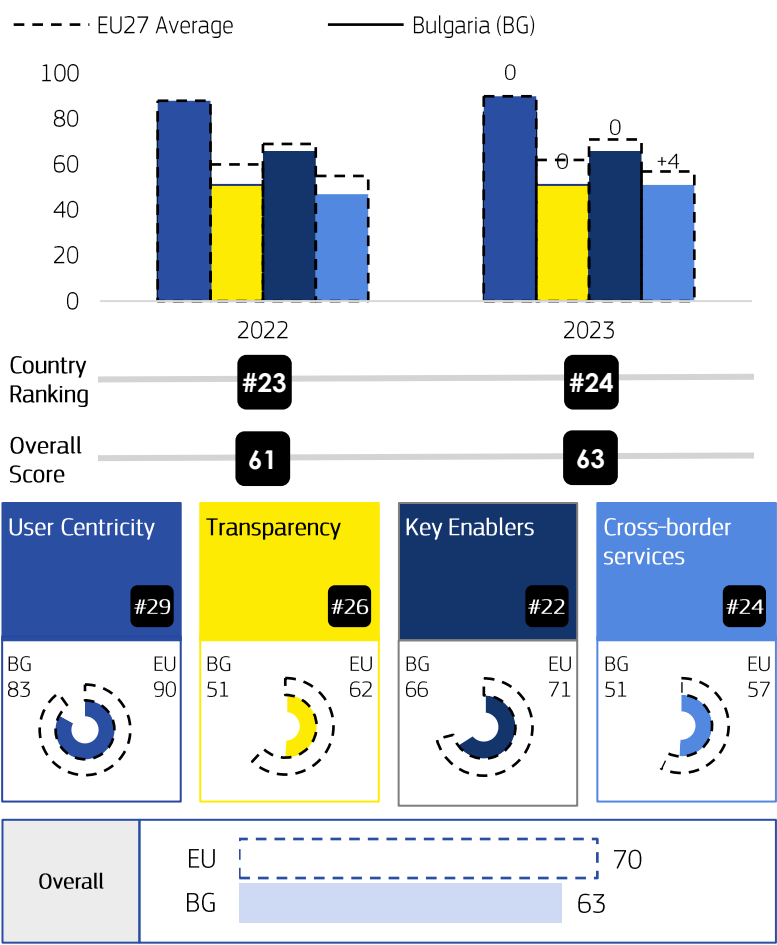
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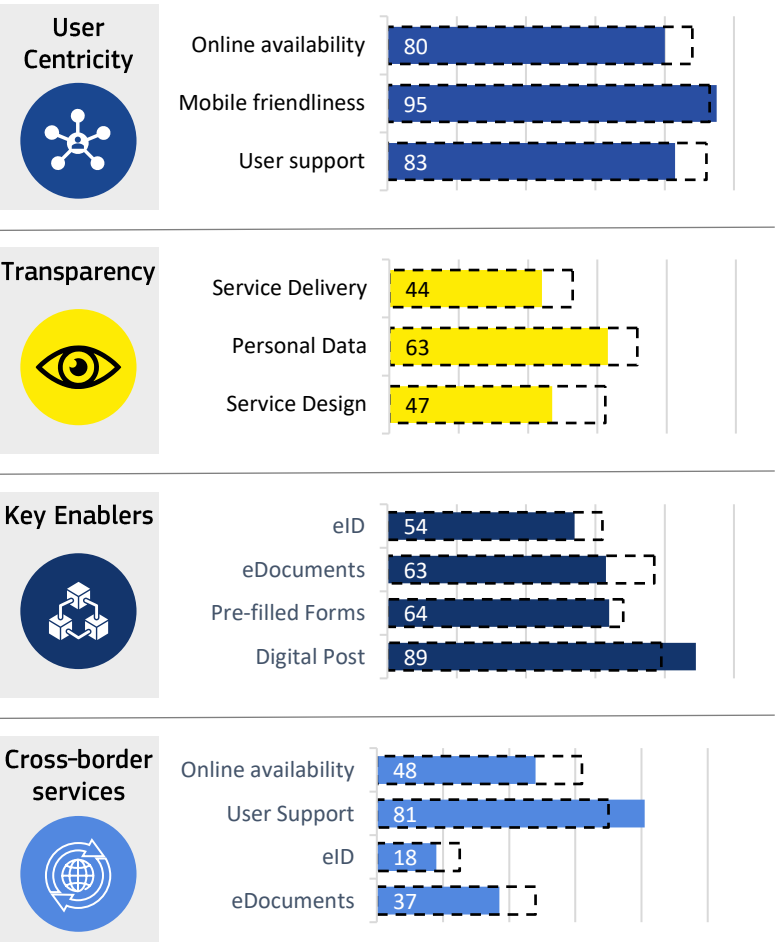
Bulgaria

eGovernment Benchmark 2023

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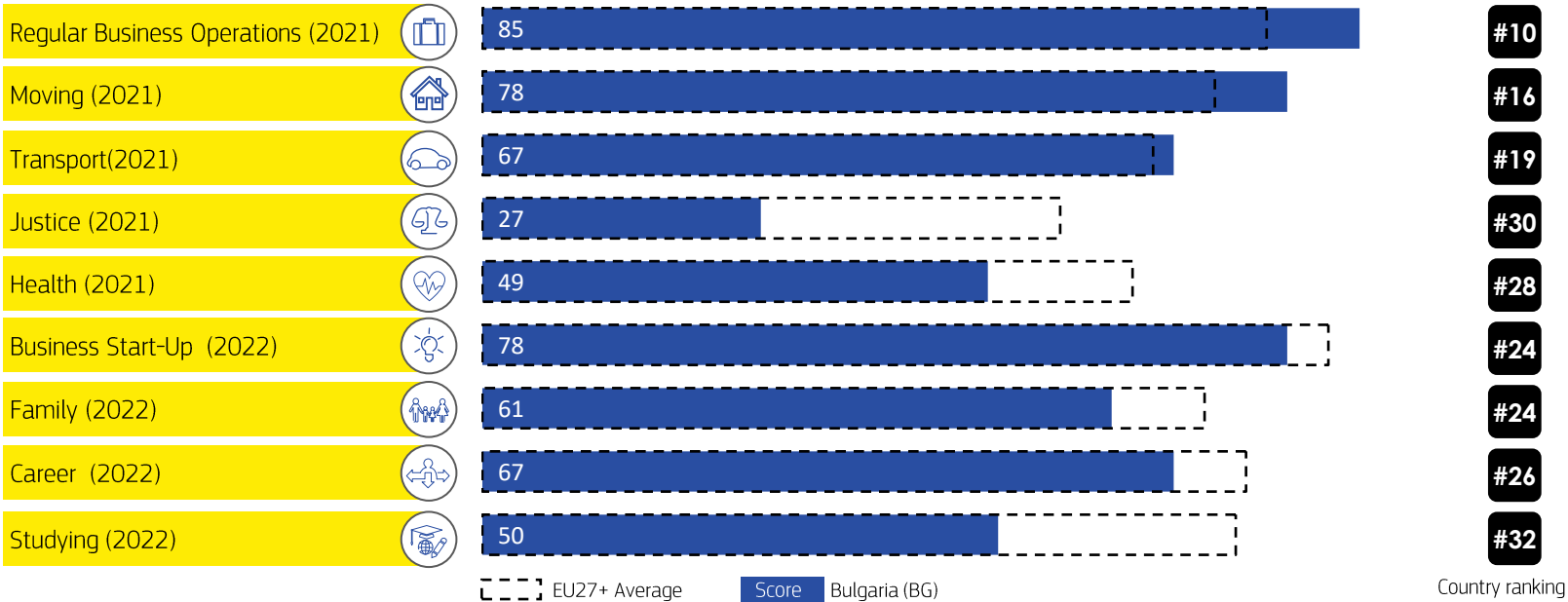
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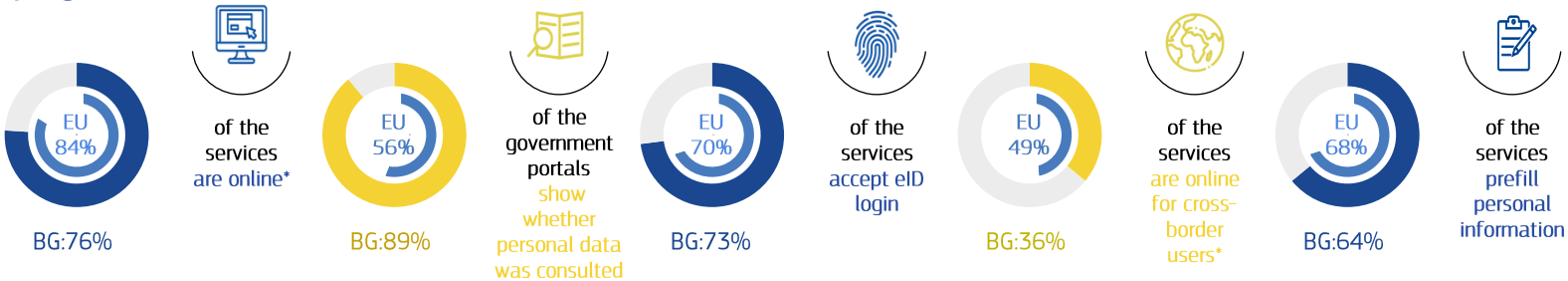
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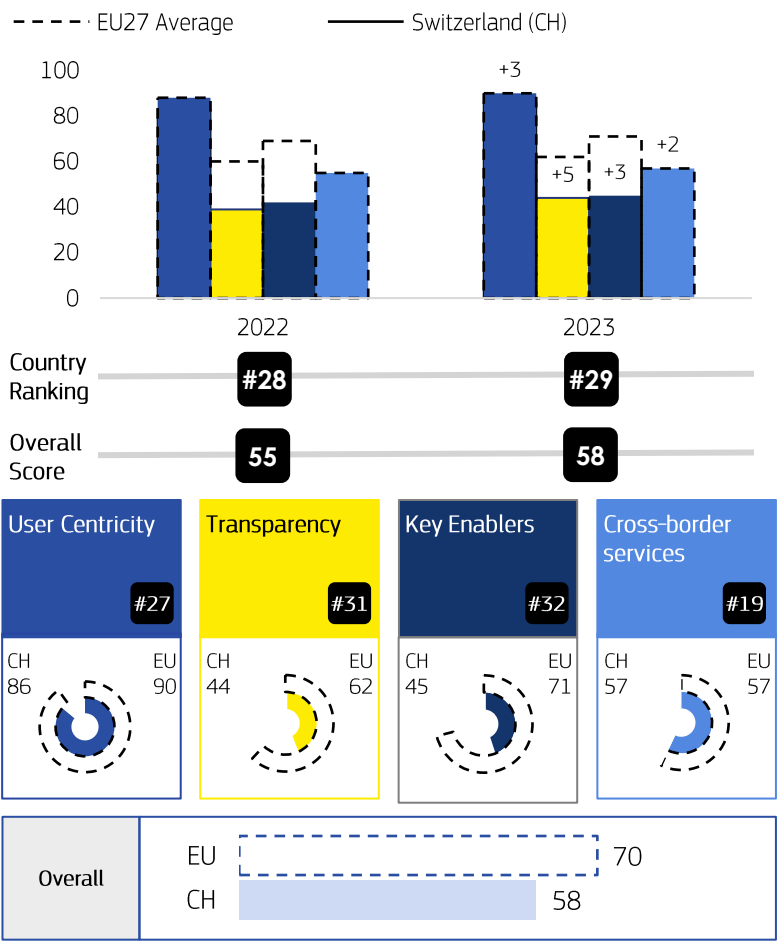
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Switzerland

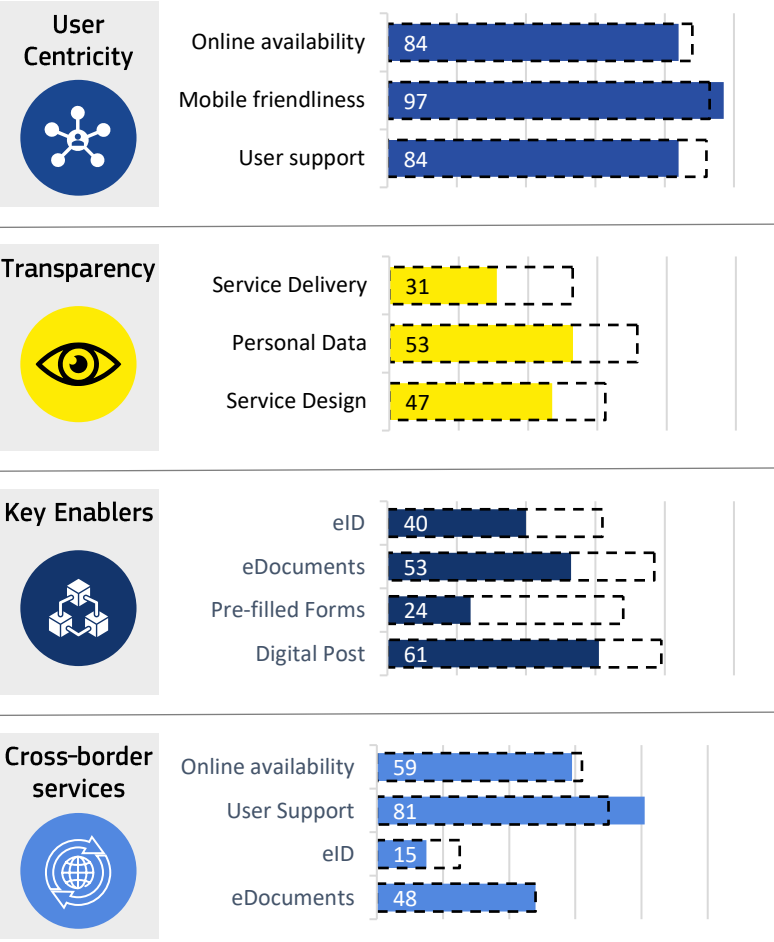
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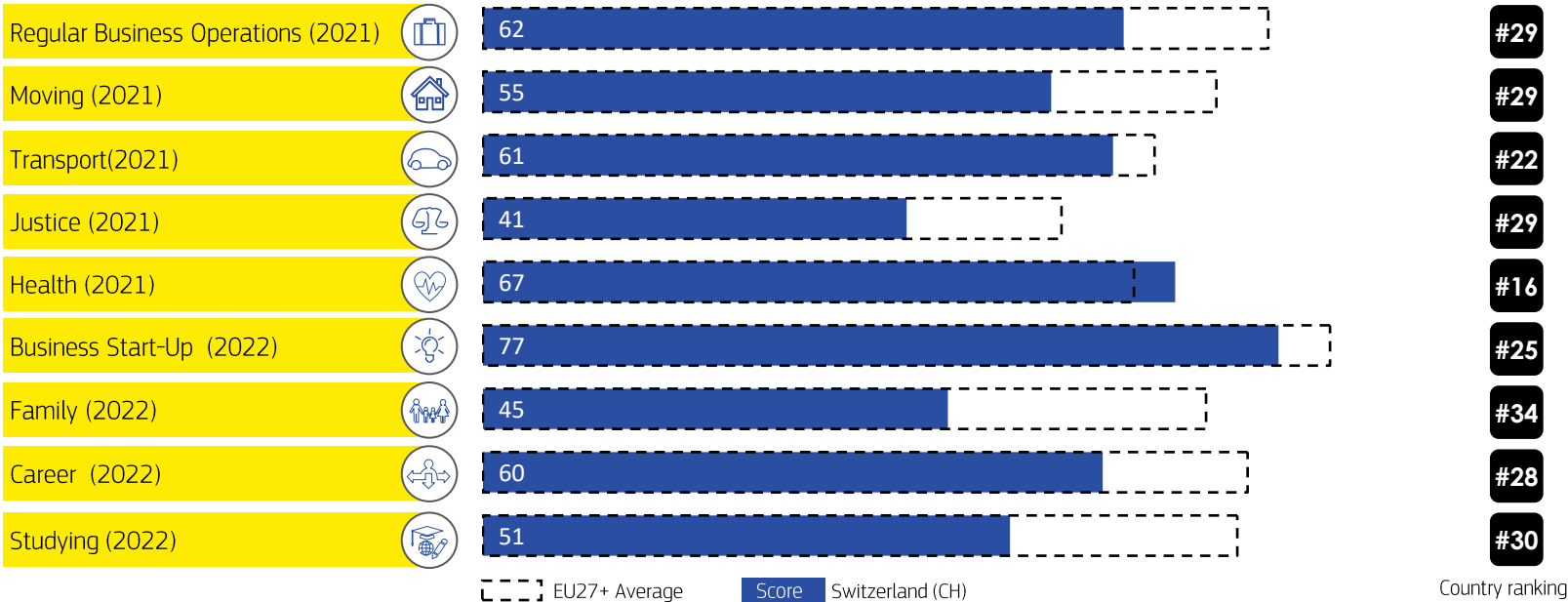
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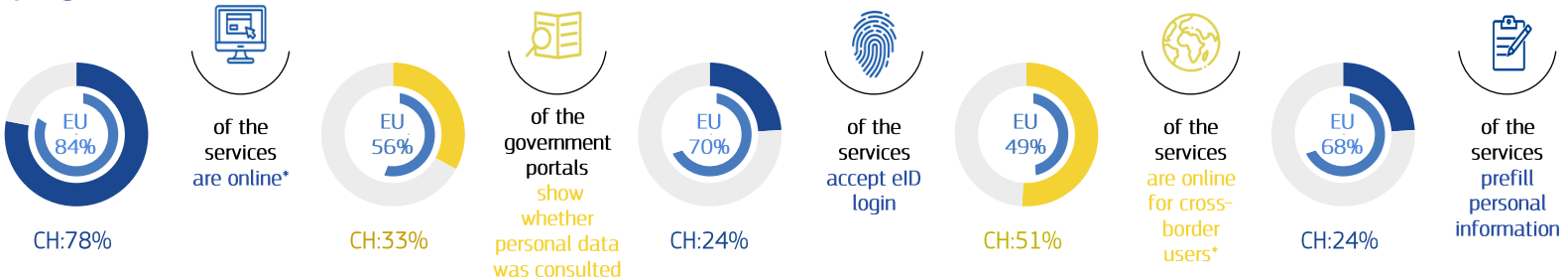
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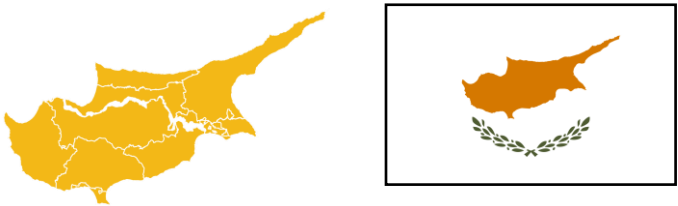
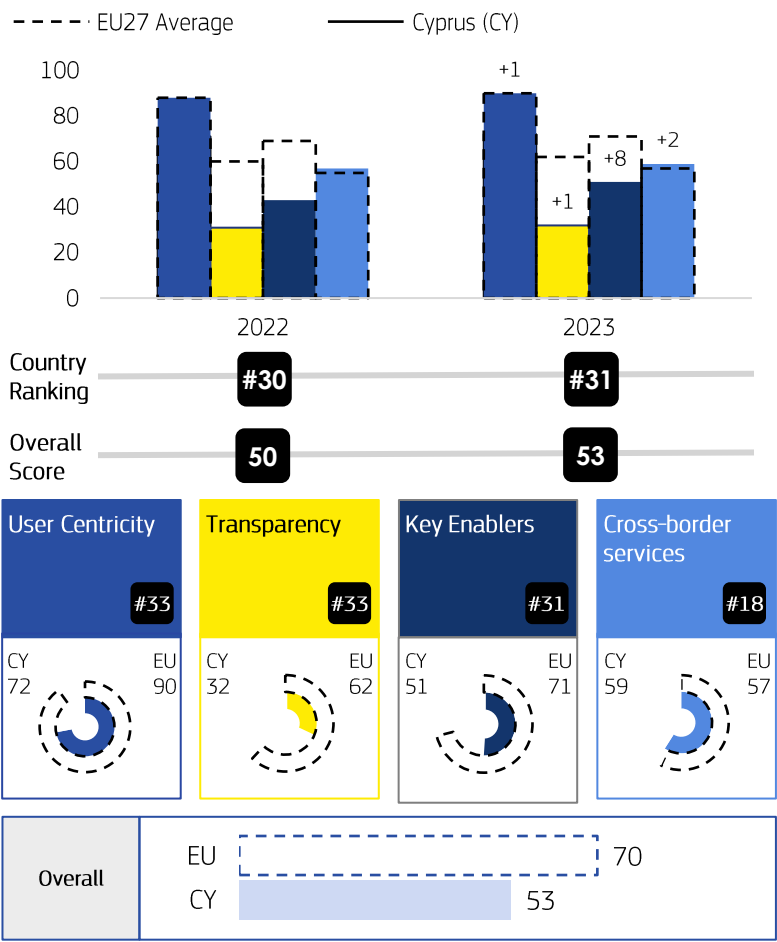
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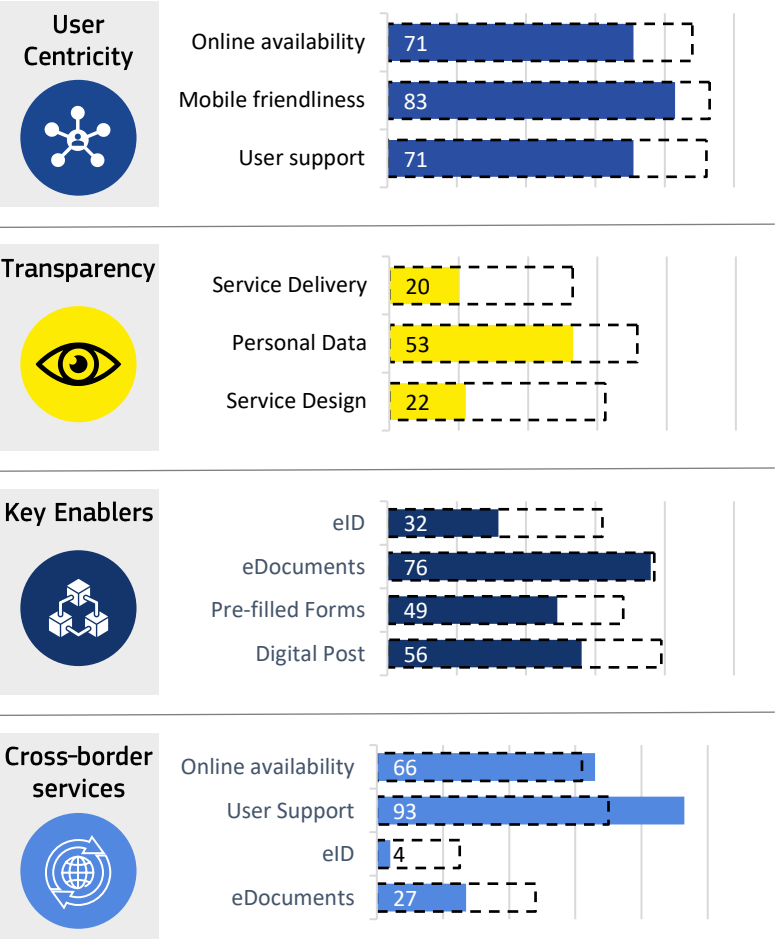
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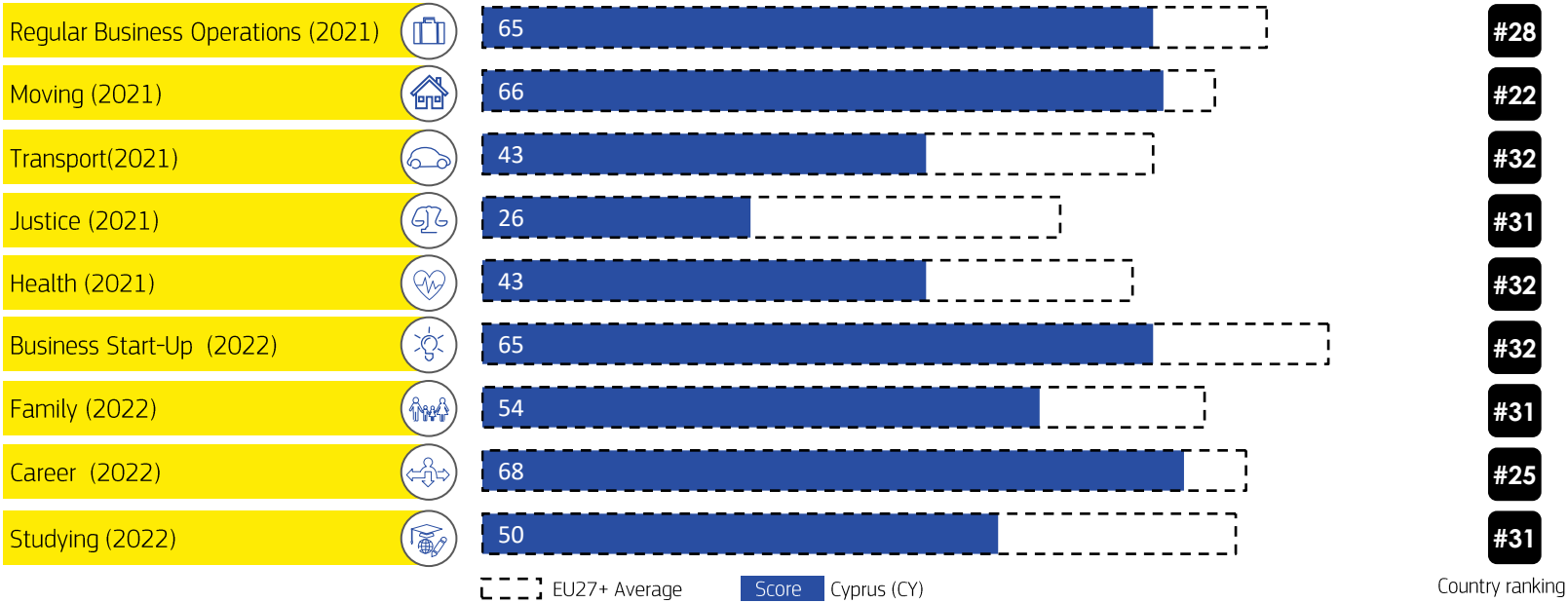
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Cyprus

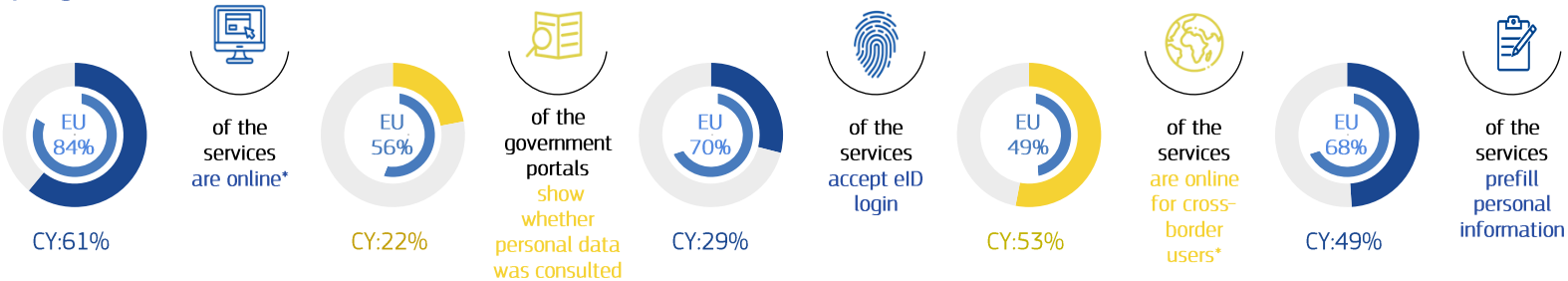
eGovernment Benchmark 2023



Digital Maturity and Ranking per Life Event



Key Figures



*These scores are different from the Digital Decade targets, which use the *Online Availability* indicator as input

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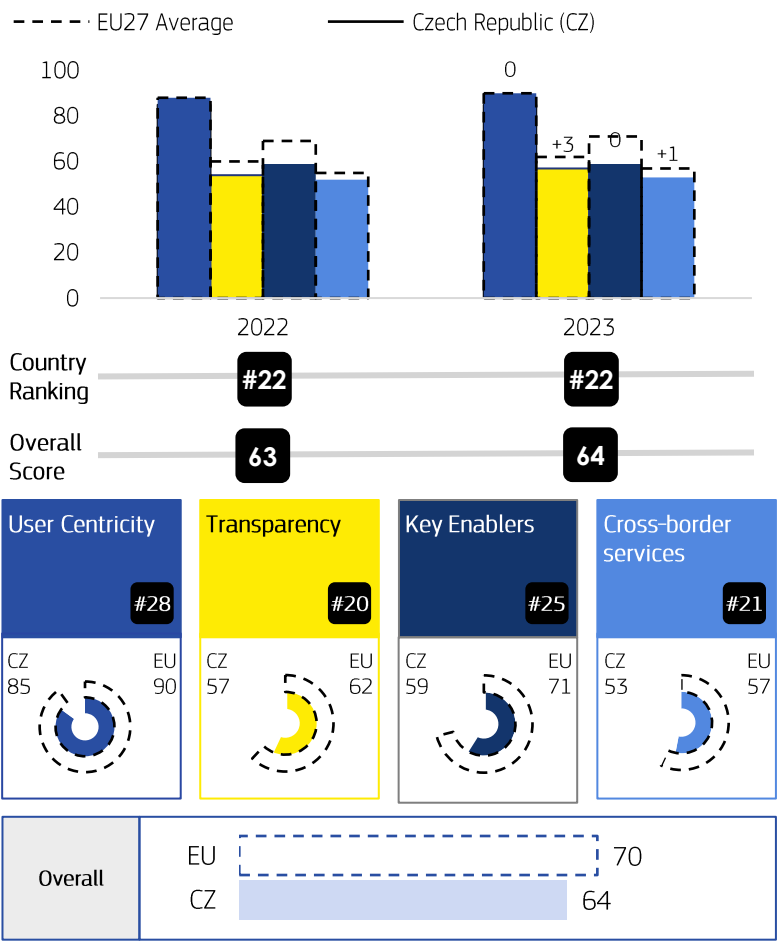
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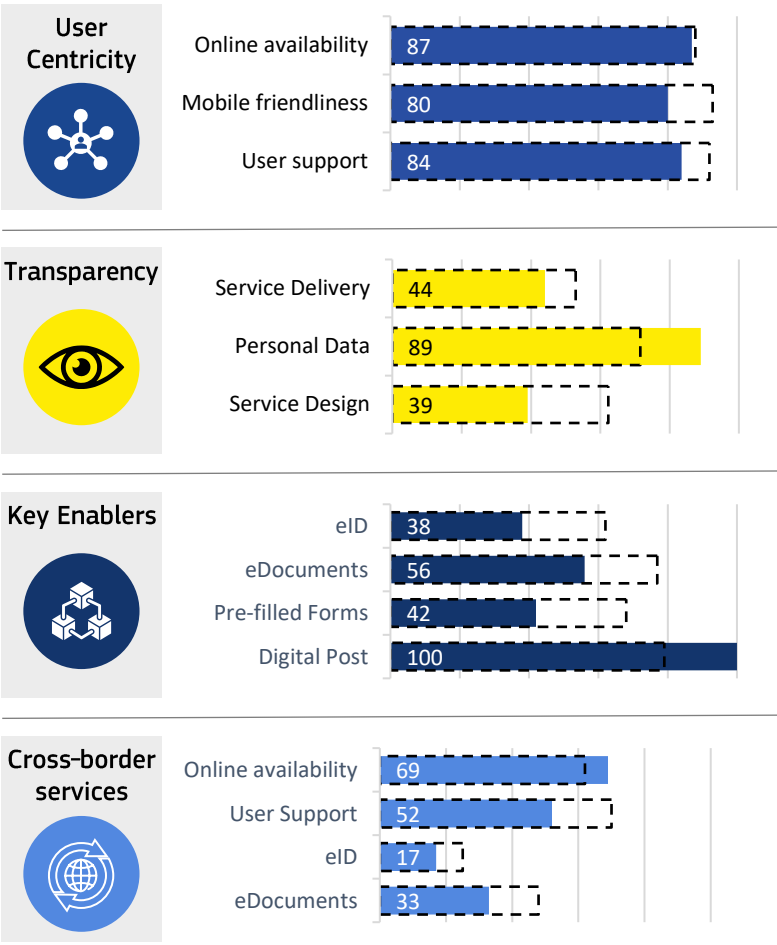
Czech Republic

eGovernment Benchmark 2023

eGovernment Maturity per Key Dimension



Score per Indicator



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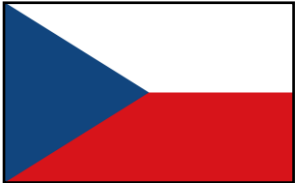
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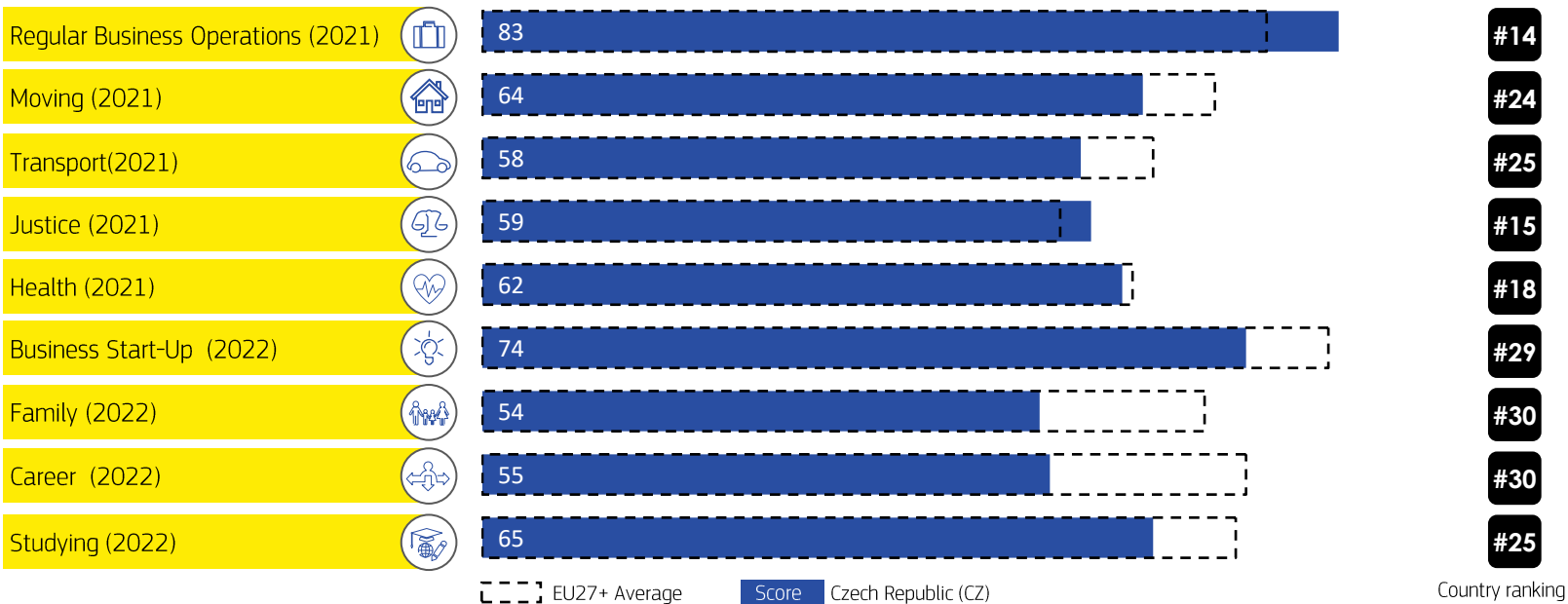
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Czech Republic

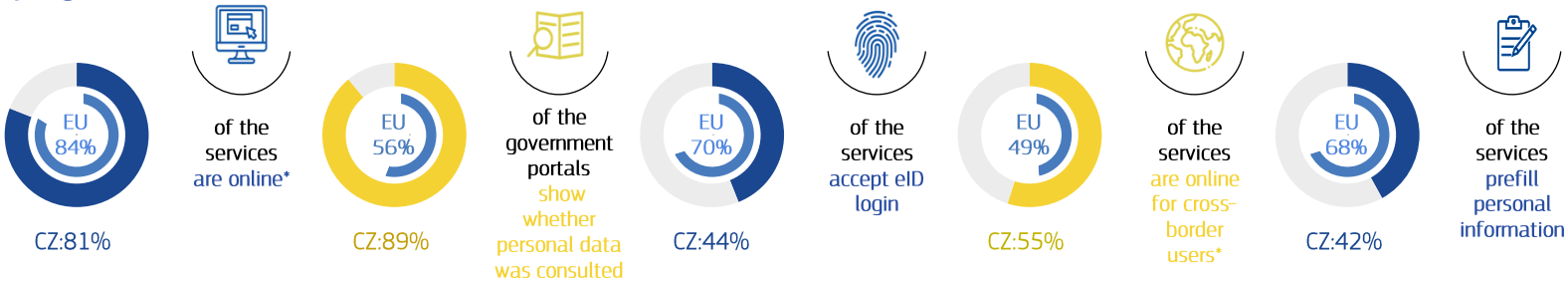
eGovernment Benchmark 2023



Digital Maturity and Ranking per Life Event



Key Figures



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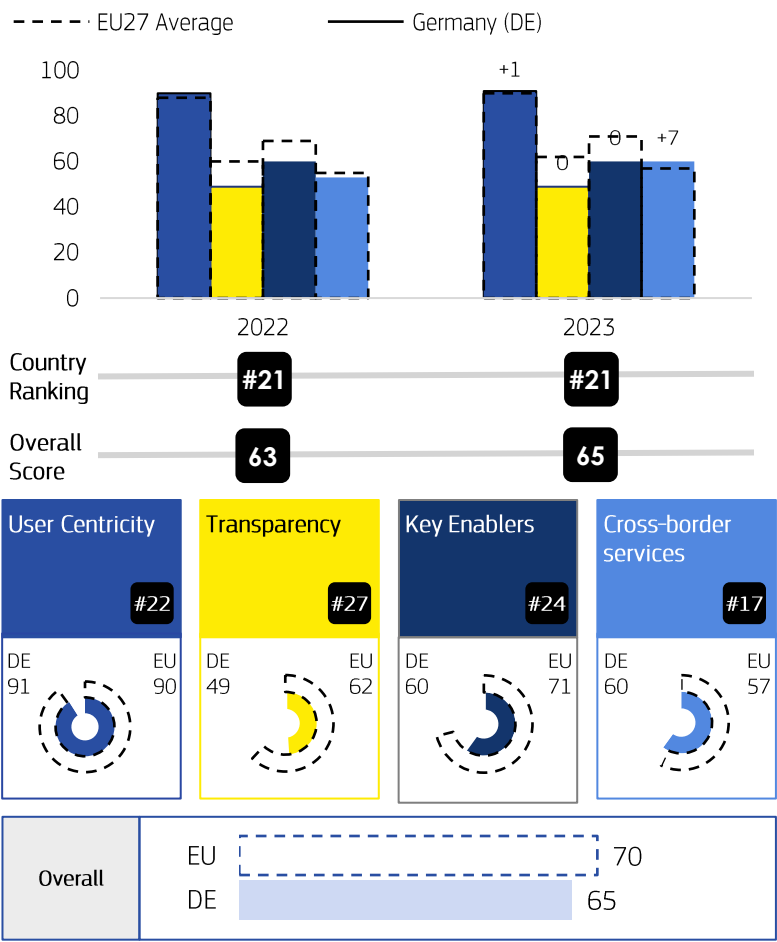
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Germany

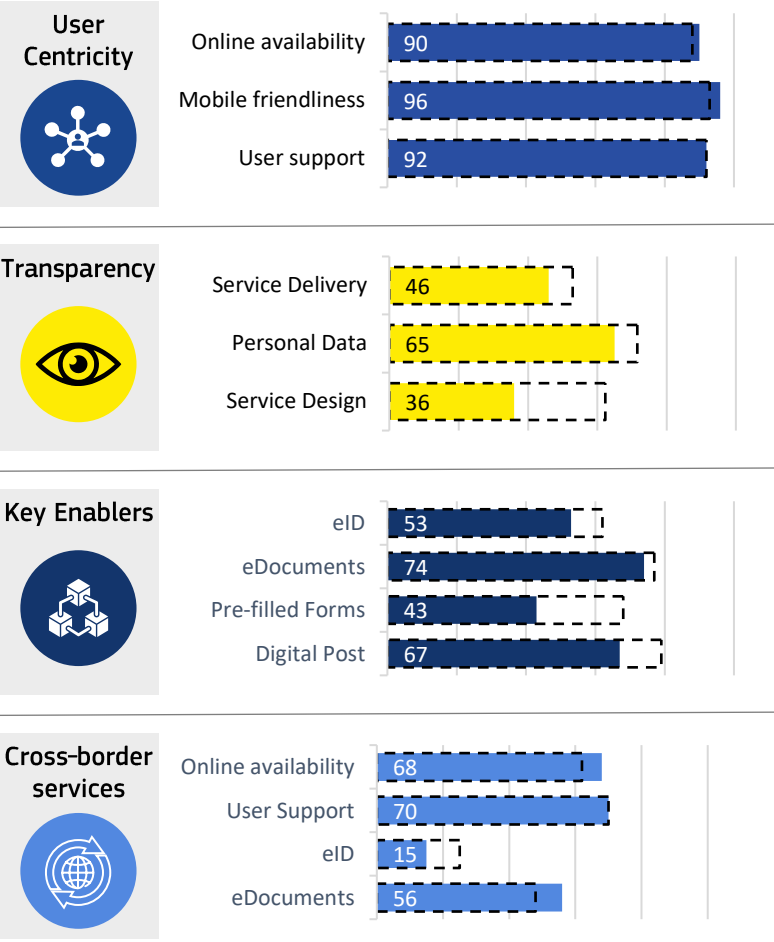
eGovernment Benchmark 2023



eGovernment Maturity per Key Dimension



Score per Indicator



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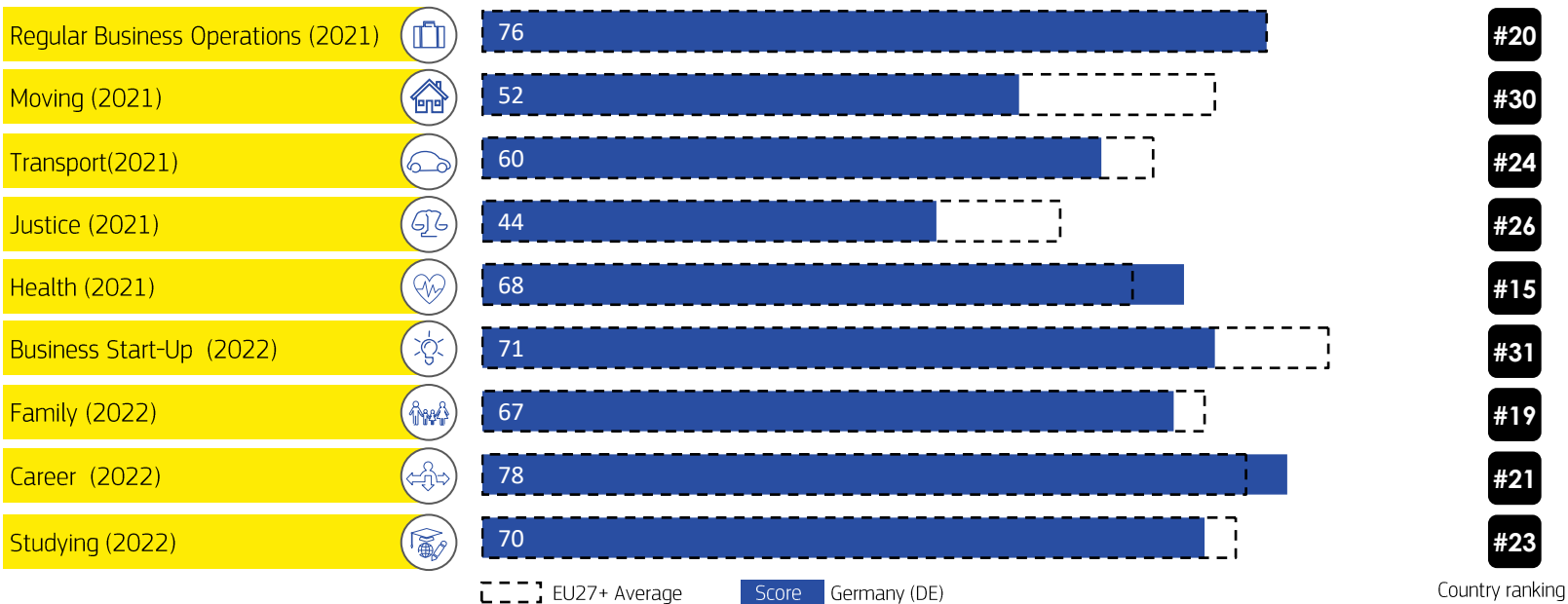
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Germany

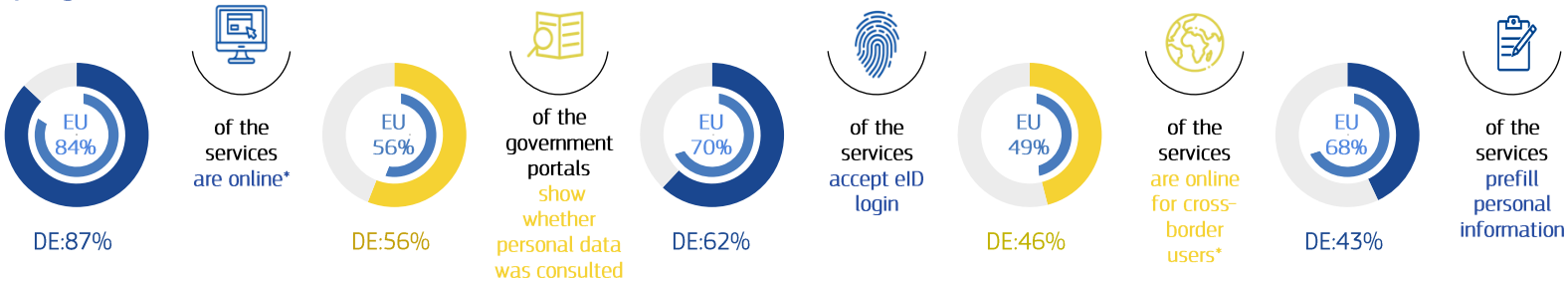
eGovernment Benchmark 2023



Digital Maturity and Ranking per Life Event



Key Figures



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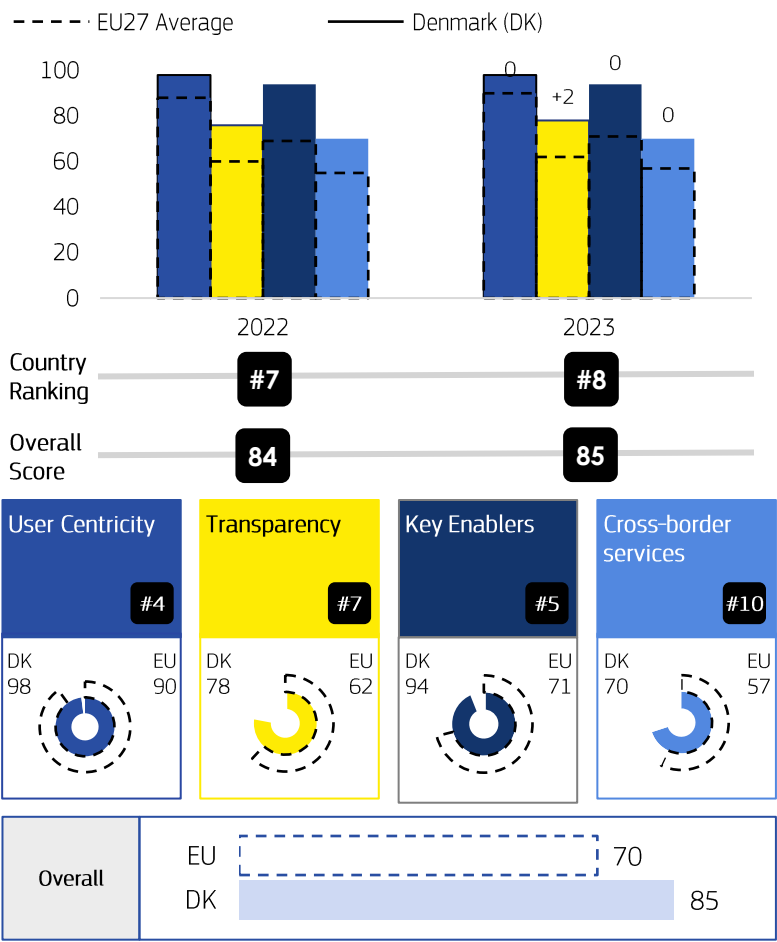
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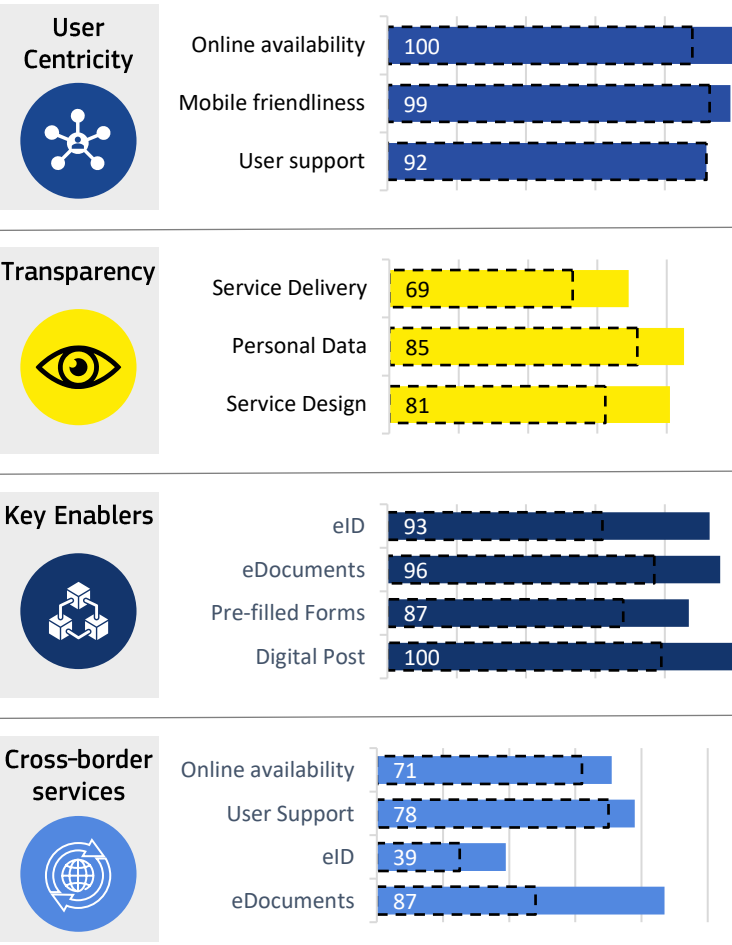
Denmark

eGovernment Benchmark 2023

eGovernment Maturity per Key Dimension



Score per Indicator



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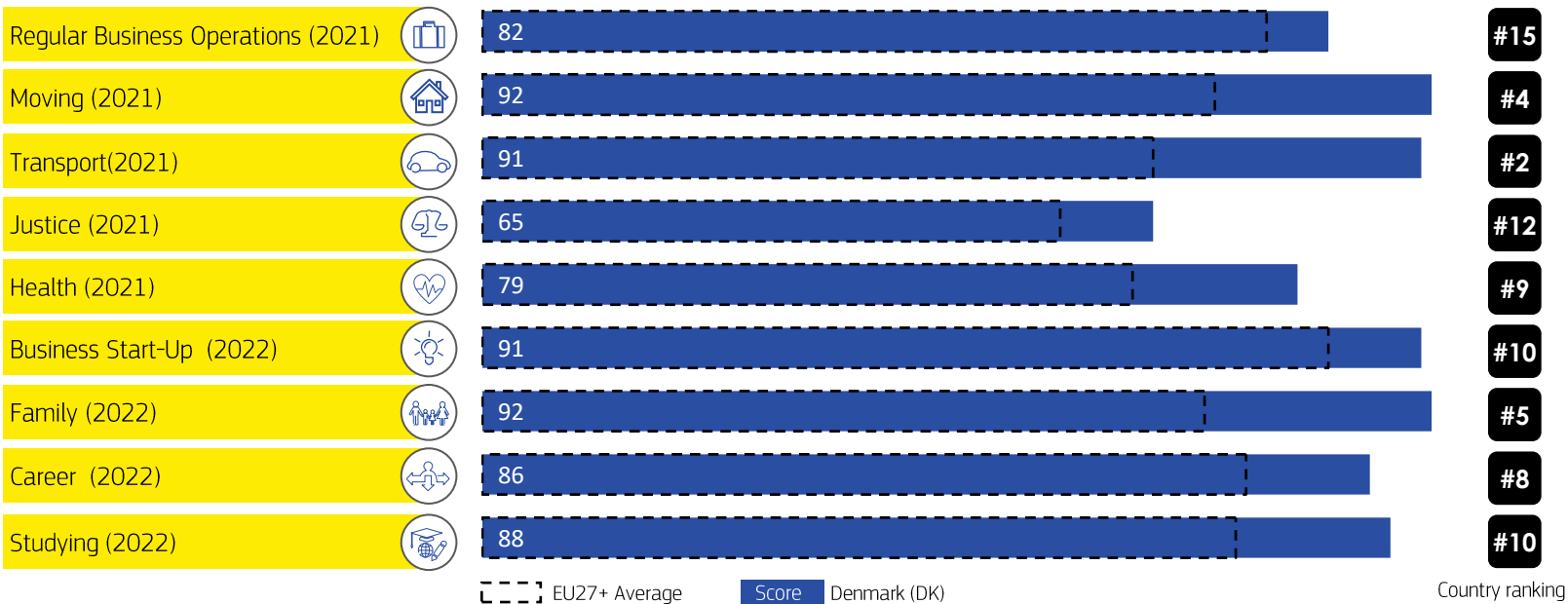
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Denmark

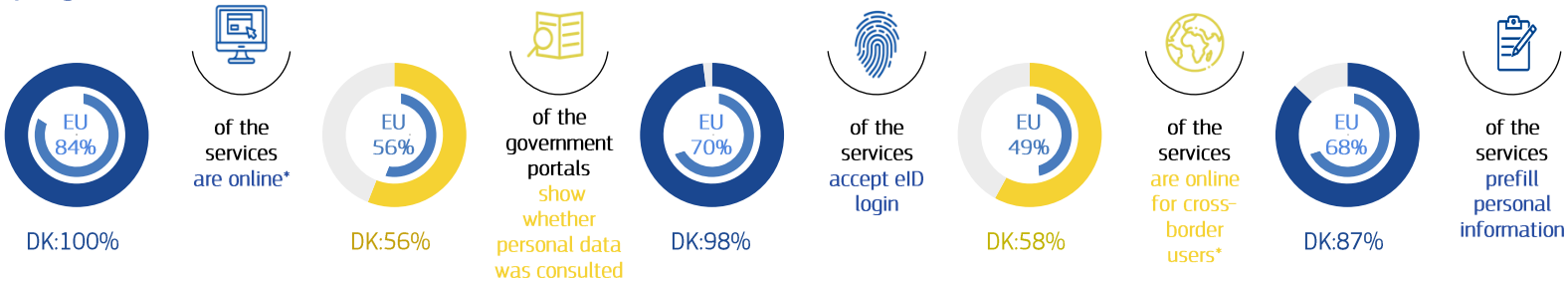
eGovernment Benchmark 2023



Digital Maturity and Ranking per Life Event



Key Figures



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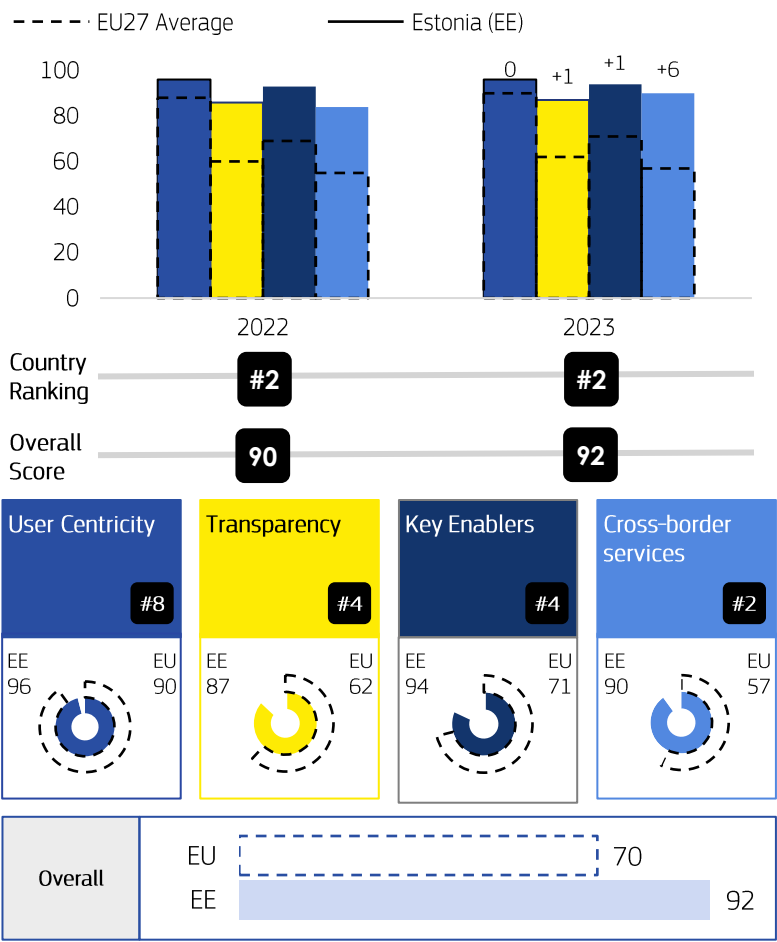
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Estonia

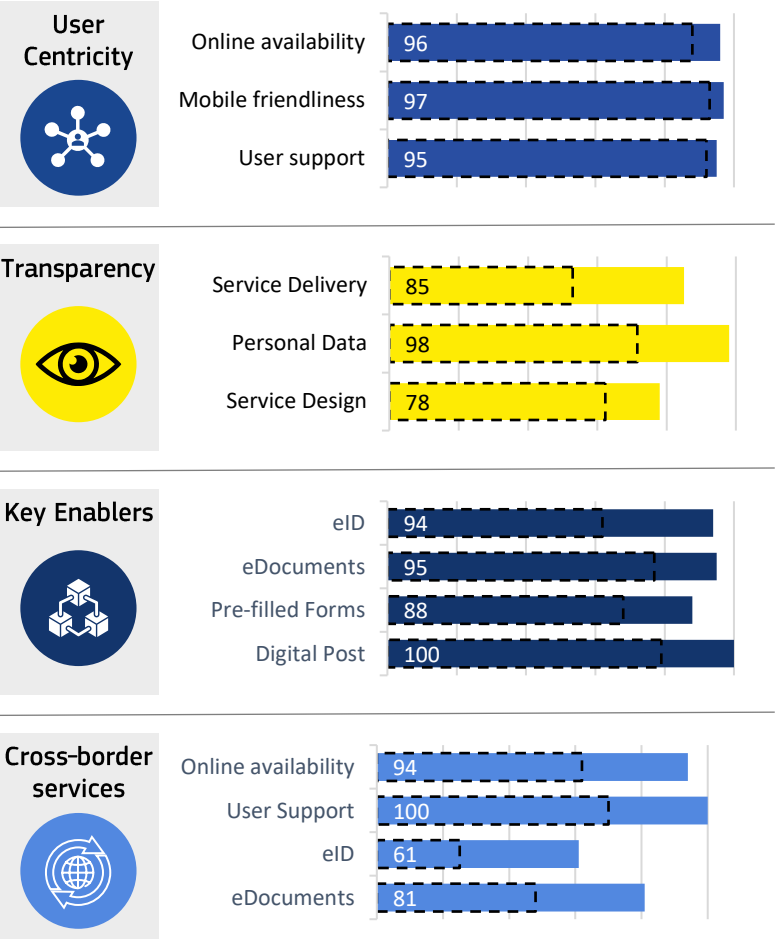
eGovernment Benchmark 2023



eGovernment Maturity per Key Dimension



Score per Indicator



--- EU27+ Average Score Estonia (EE)

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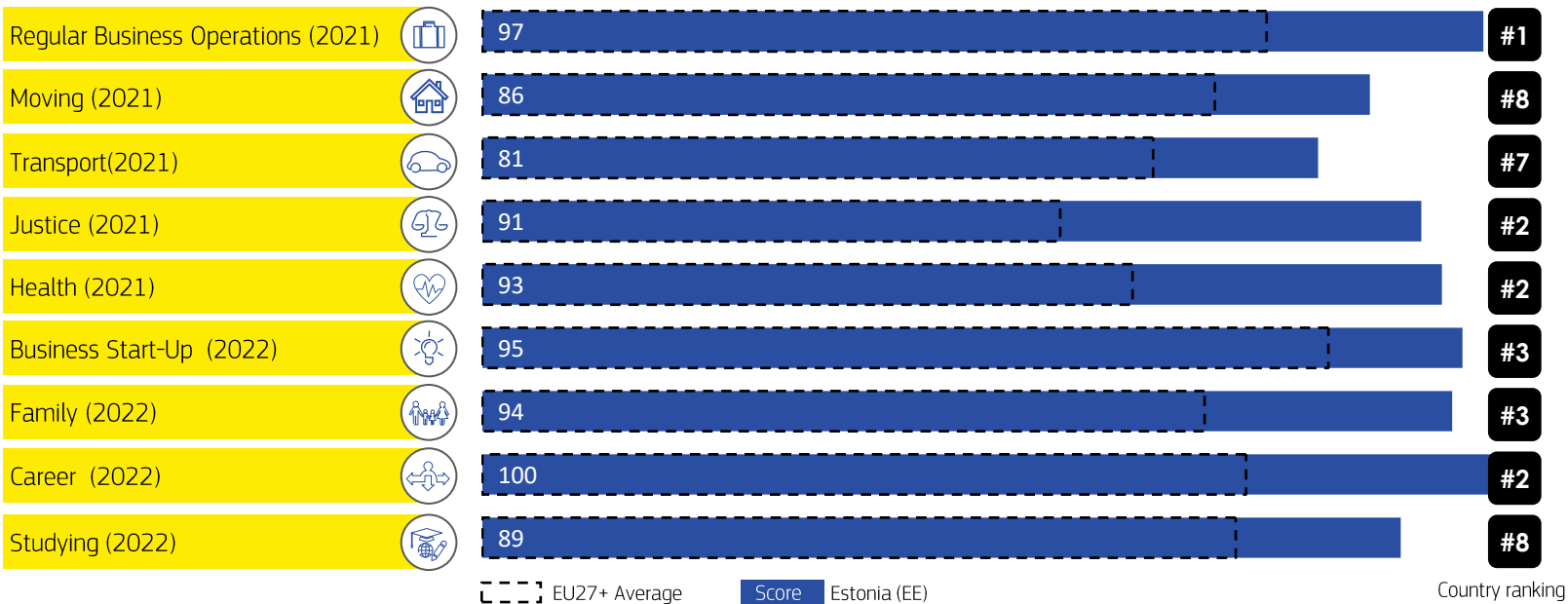
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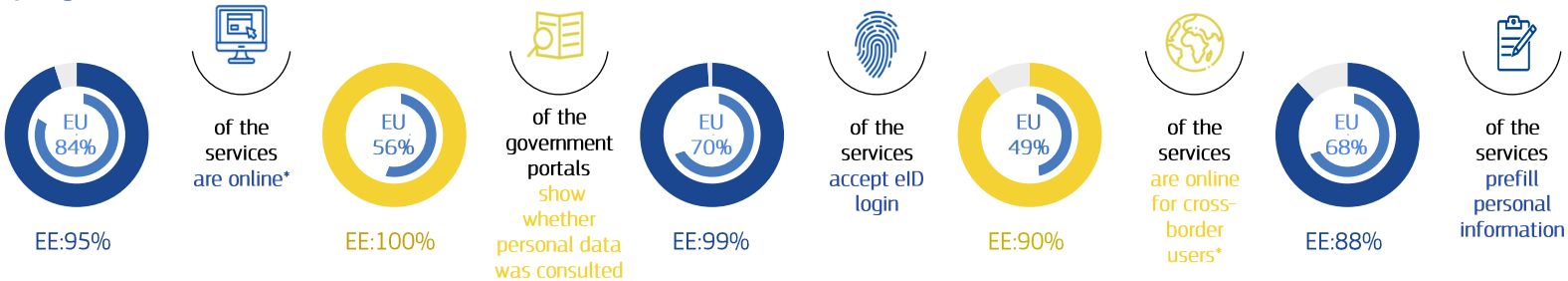
eGovernment Benchmark 2023



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Key Figures



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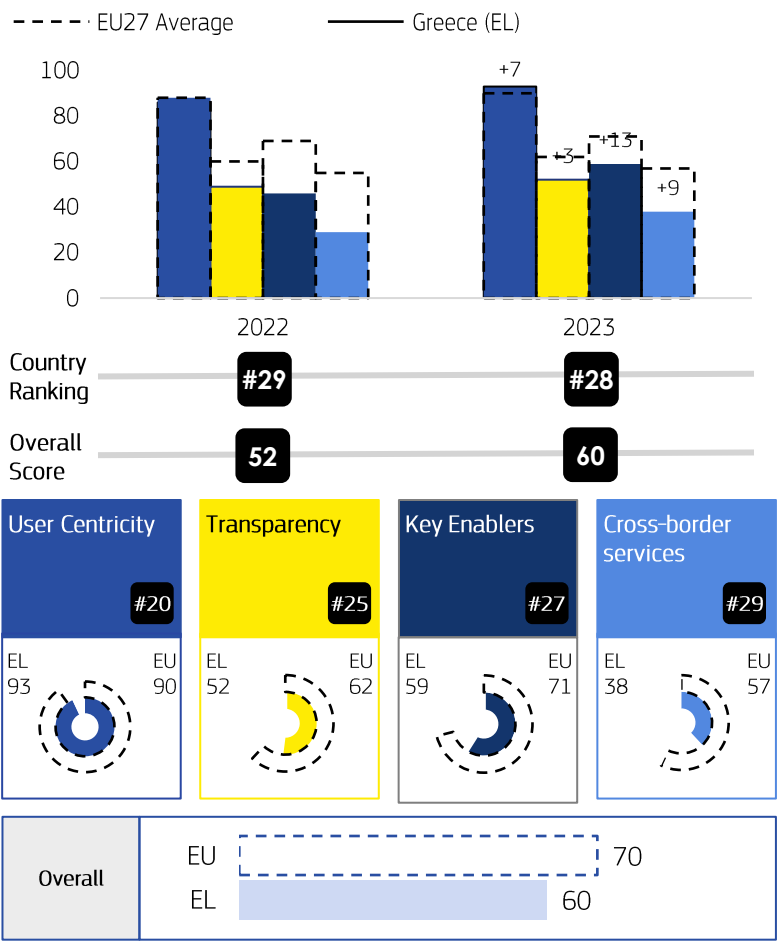
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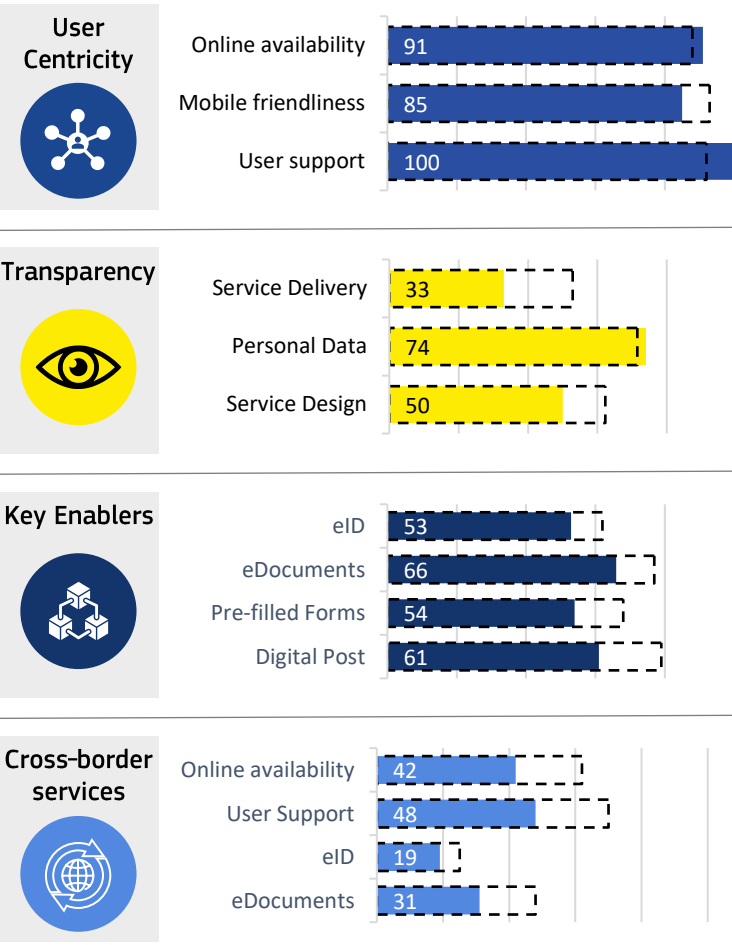
Greece

eGovernment Benchmark 2023

eGovernment Maturity per Key Dimension



Score per Indicator



--- EU27+ Average Score Greece (EL)

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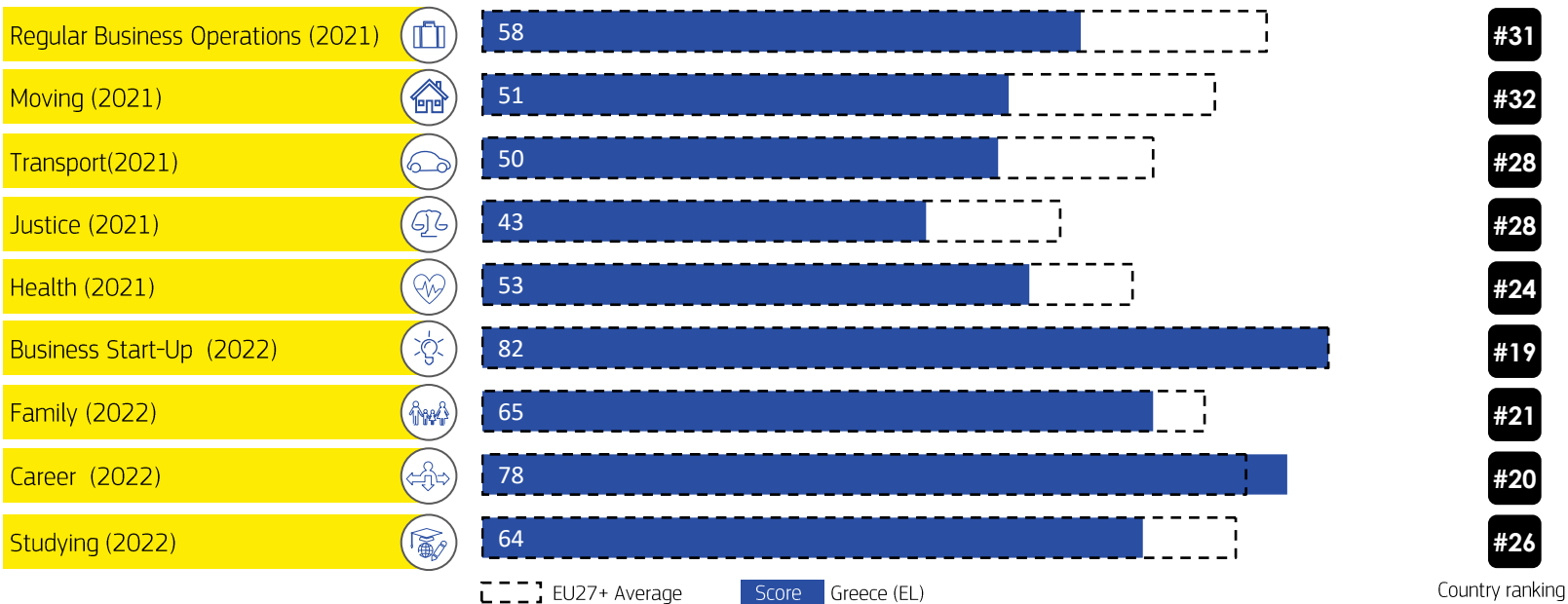
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Greece

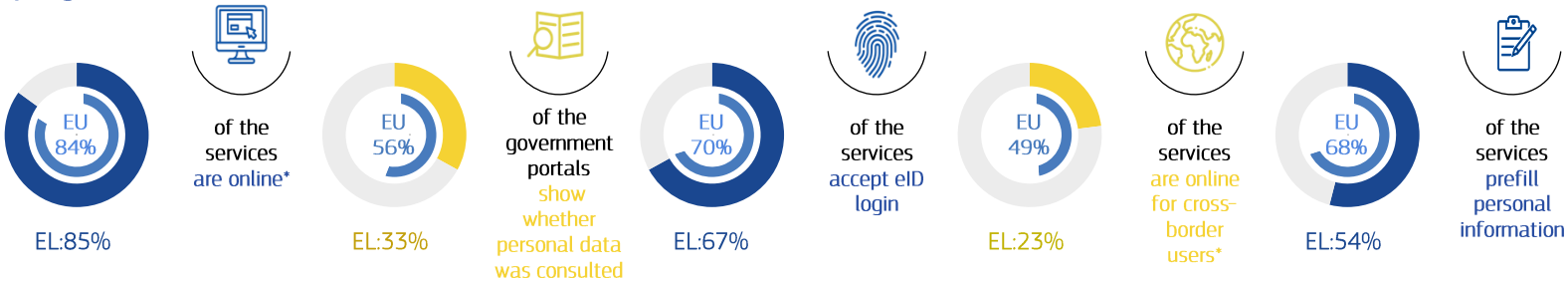
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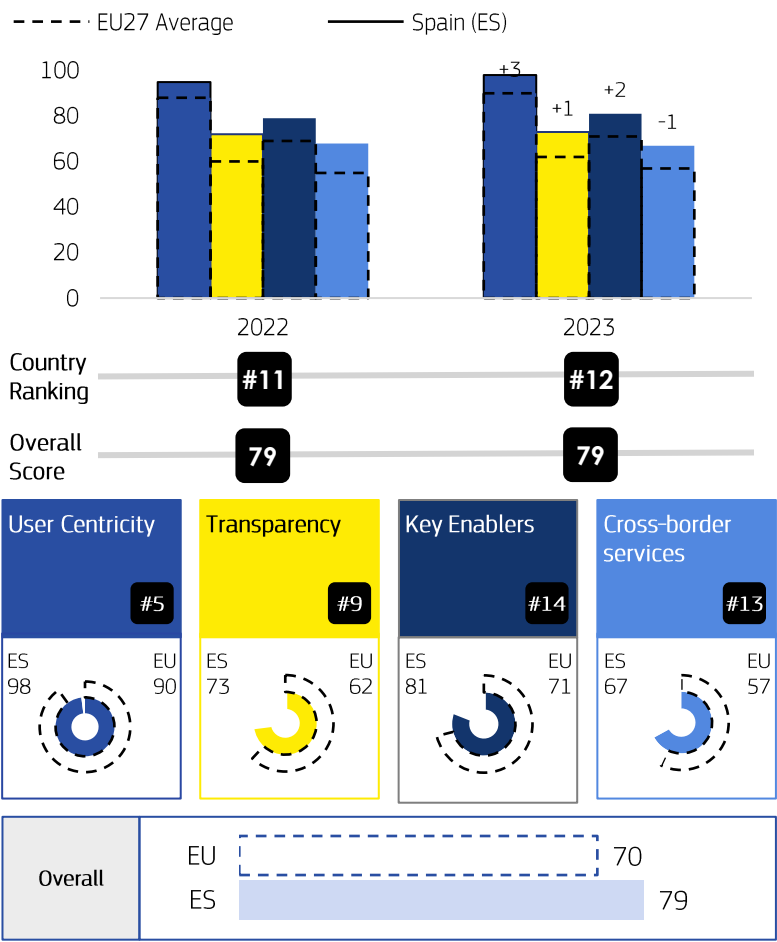
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Spain

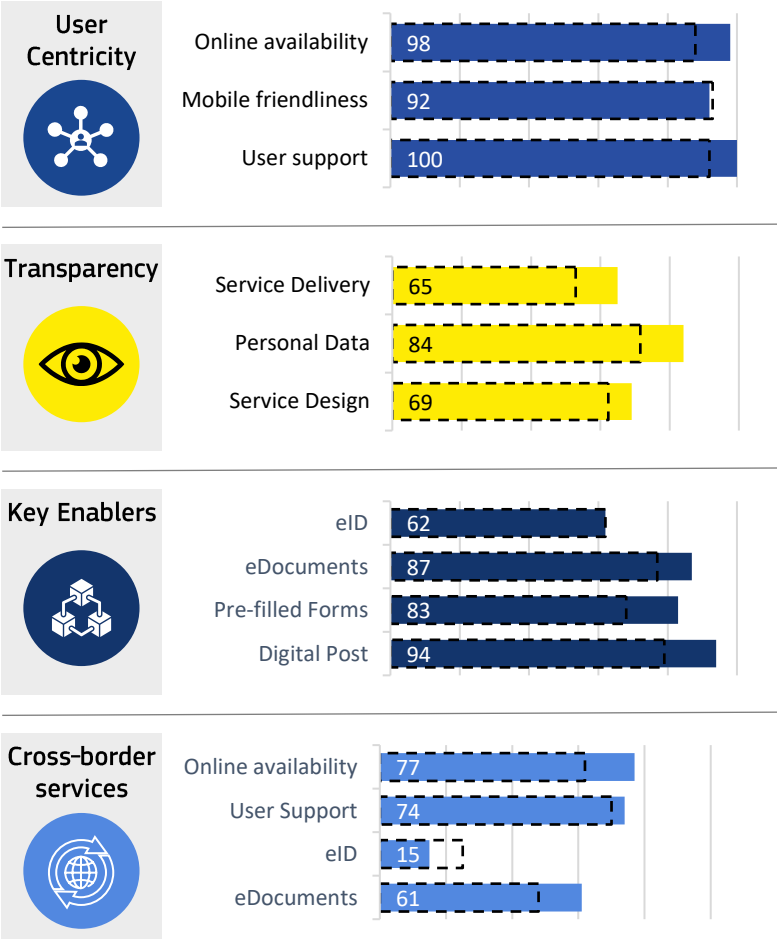
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eGovernment Maturity per Key Dimension



Score per Indicator



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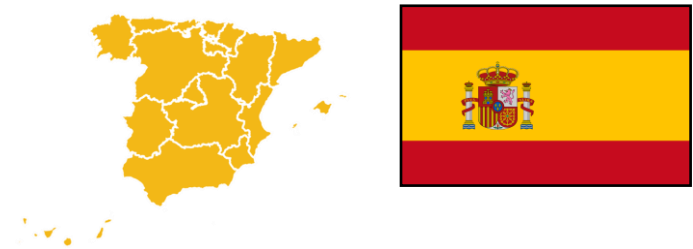
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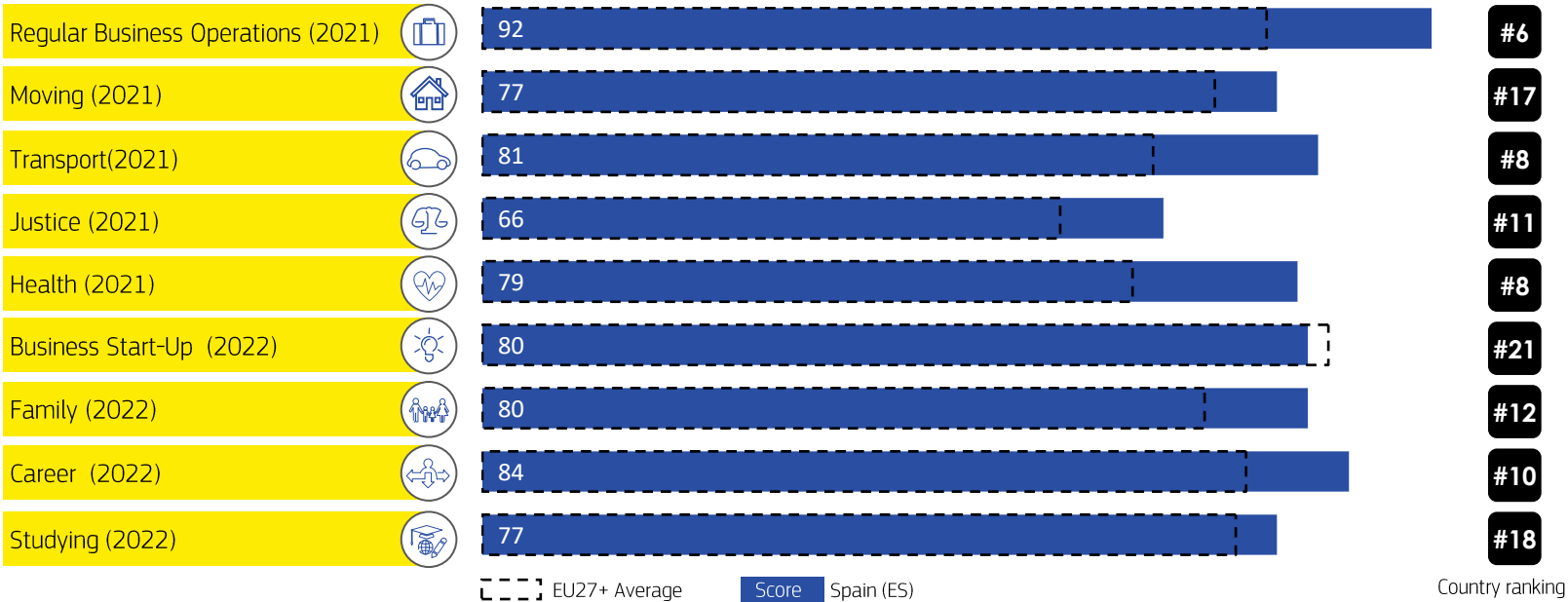
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Spain

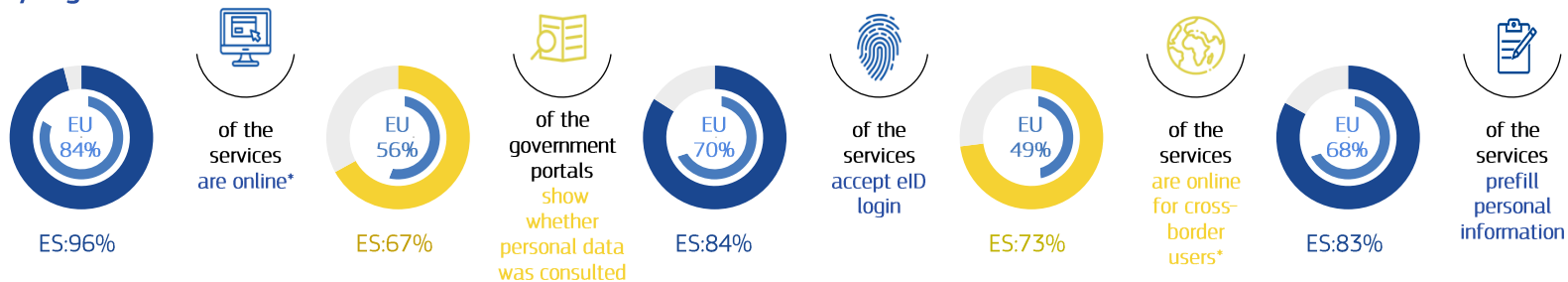
eGovernment Benchmark 2023



Digital Maturity and Ranking per Life Event



Key Figures



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Career (2022). From immediate actions for unemployed applications for additional benefits and allowances, this life event captures vital elements when becoming unemployed. It also include various services concerning job search and participation in training programs, supporting people to find a job.

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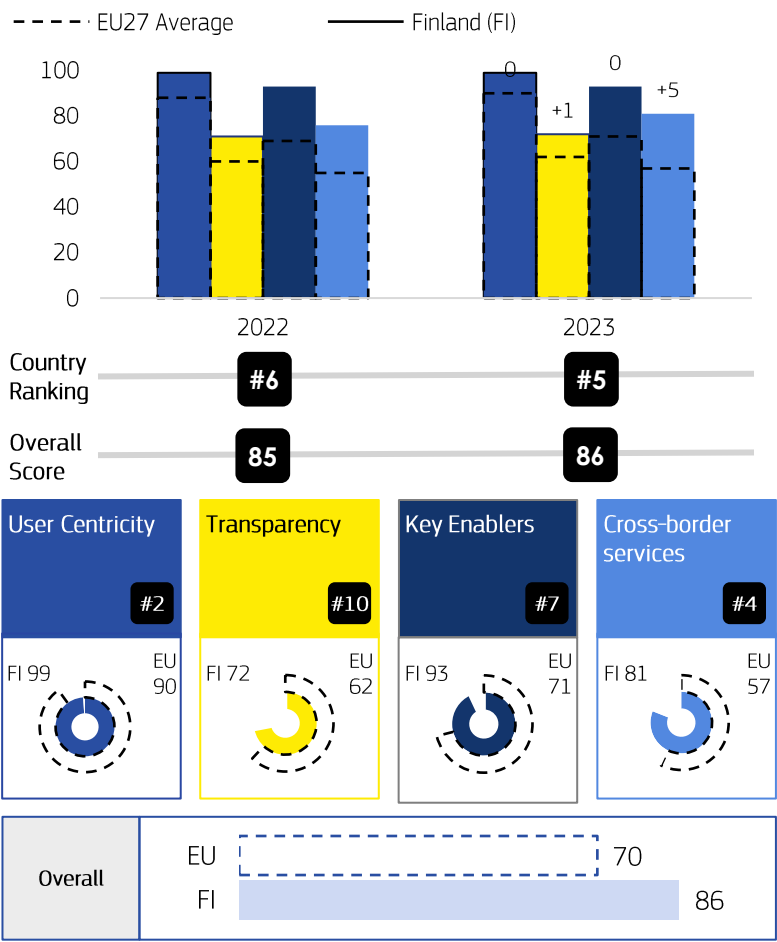
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Finland

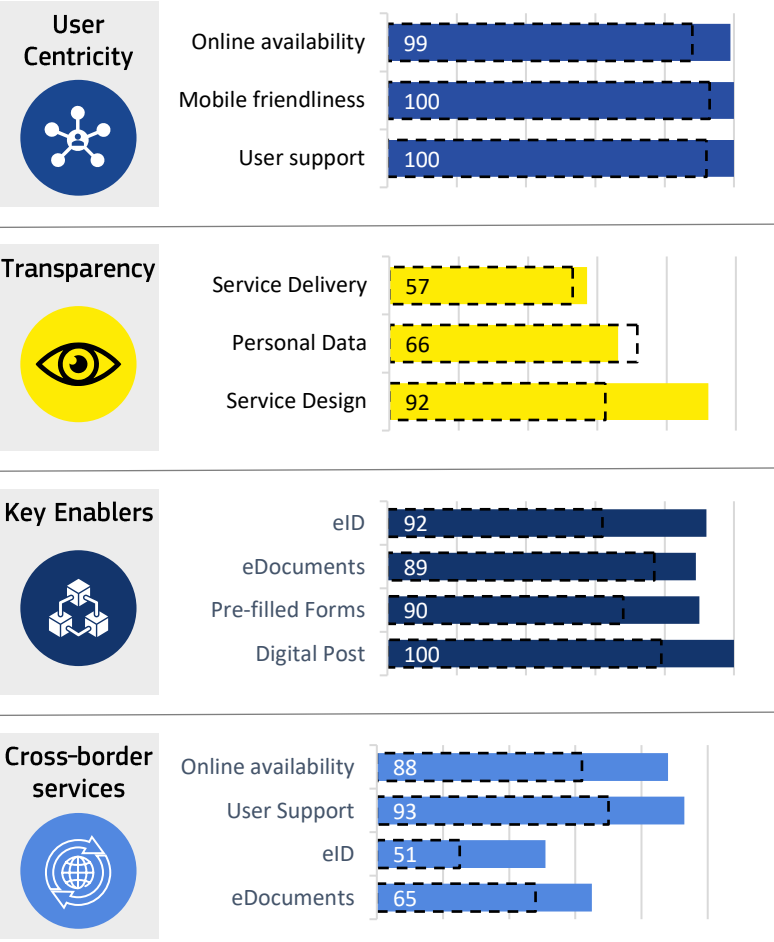
eGovernment Benchmark 2023



eGovernment Maturity per Key Dimension



Score per Indicator



The Key Dimension **User Centricity** indicates to what extent (information about) a service is provided online, how the online journey is supported and if public websites are mobile friendly.

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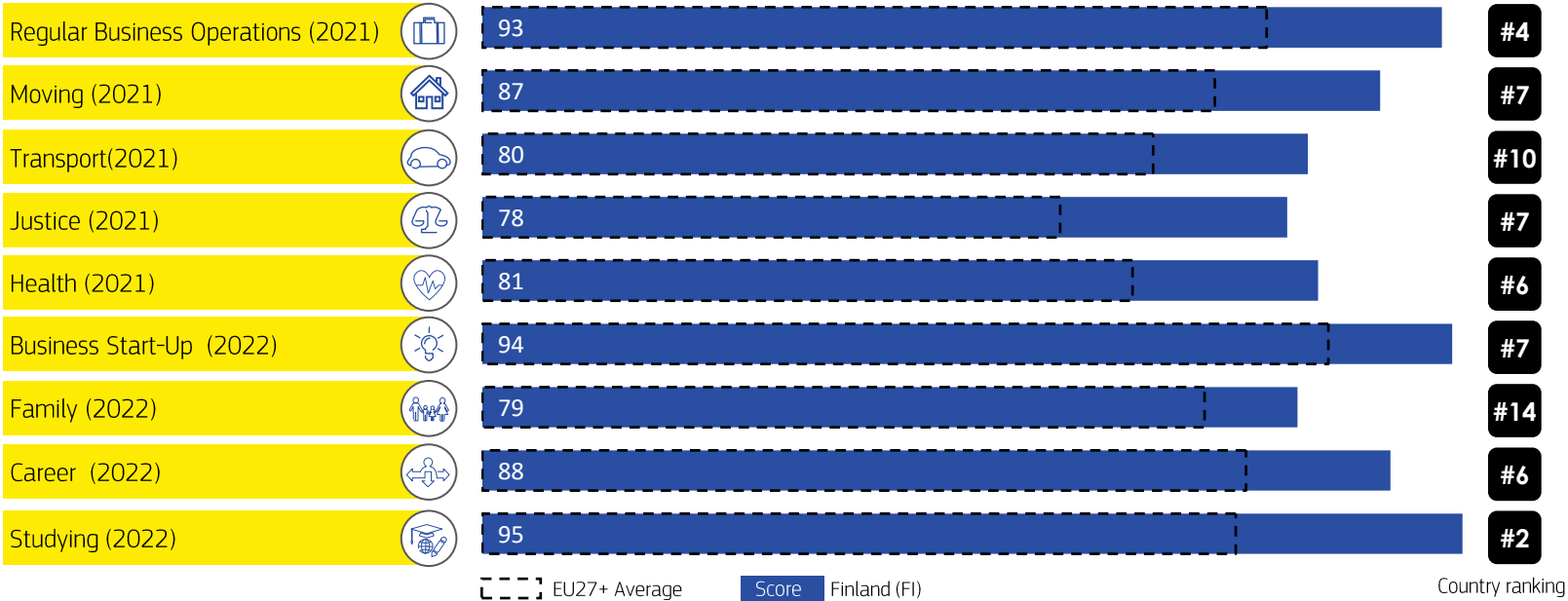
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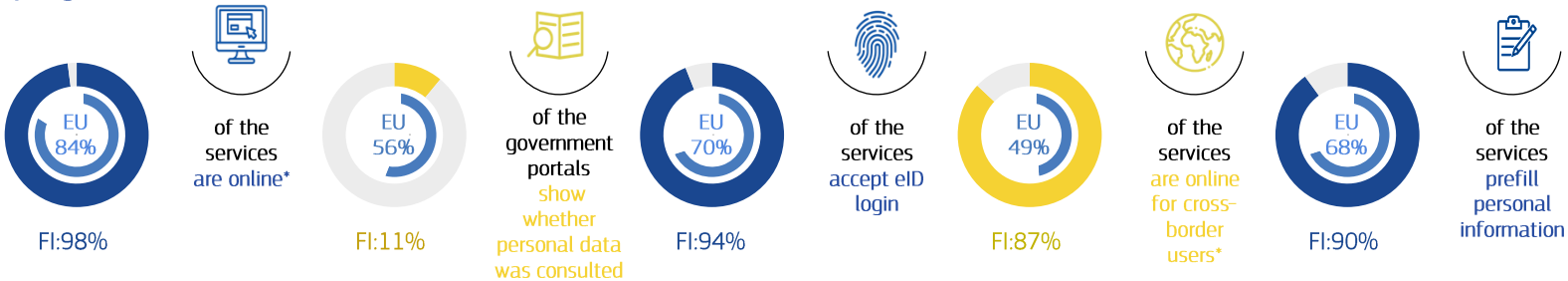
eGovernment Benchmark 2023



Digital Maturity and Ranking per Life Event



Key Figures



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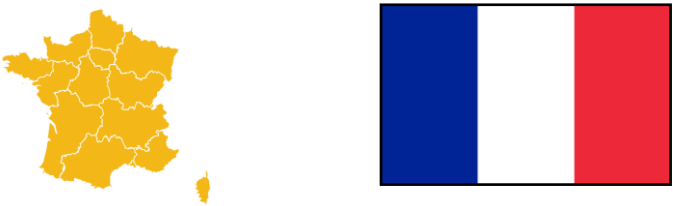
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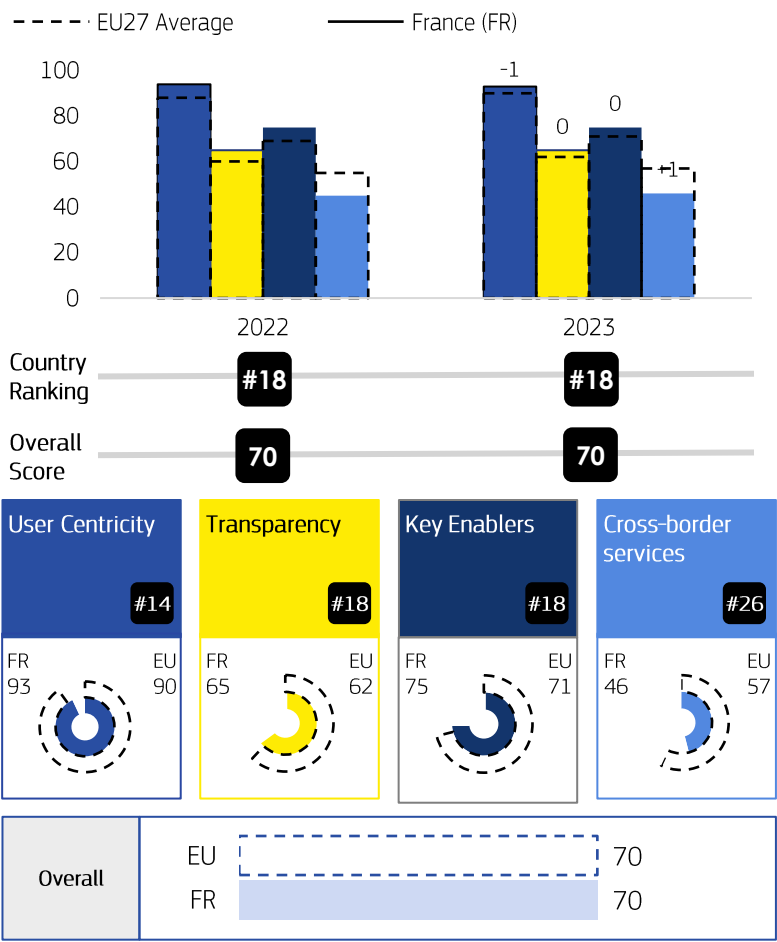
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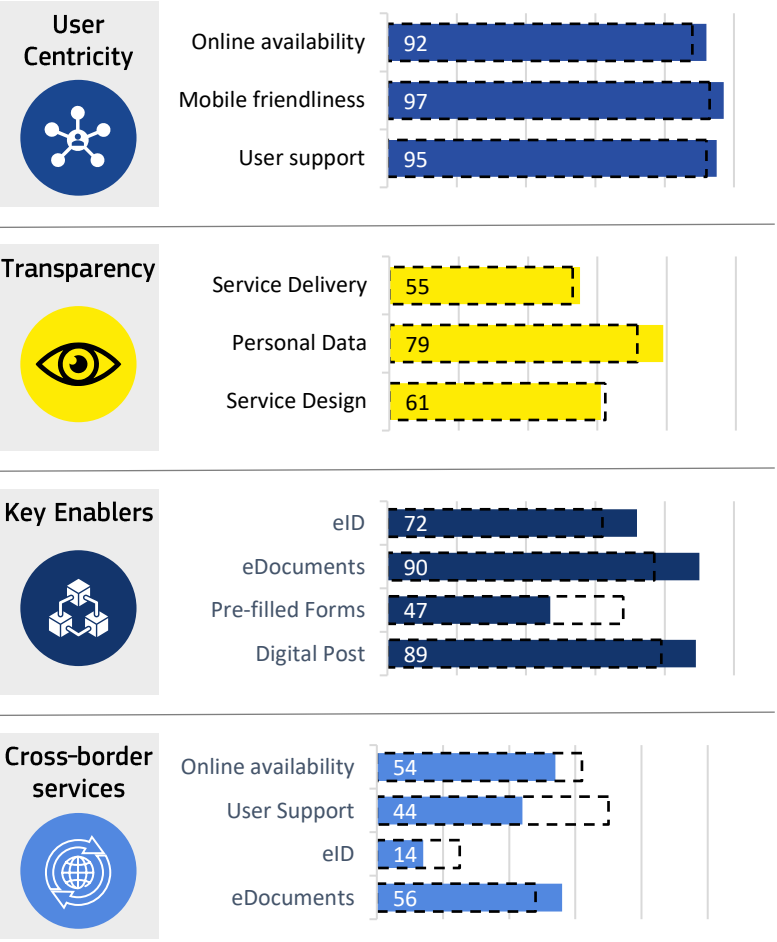
eGovernment Benchmark 2023



eGovernment Maturity per Key Dimension



Score per Indicator



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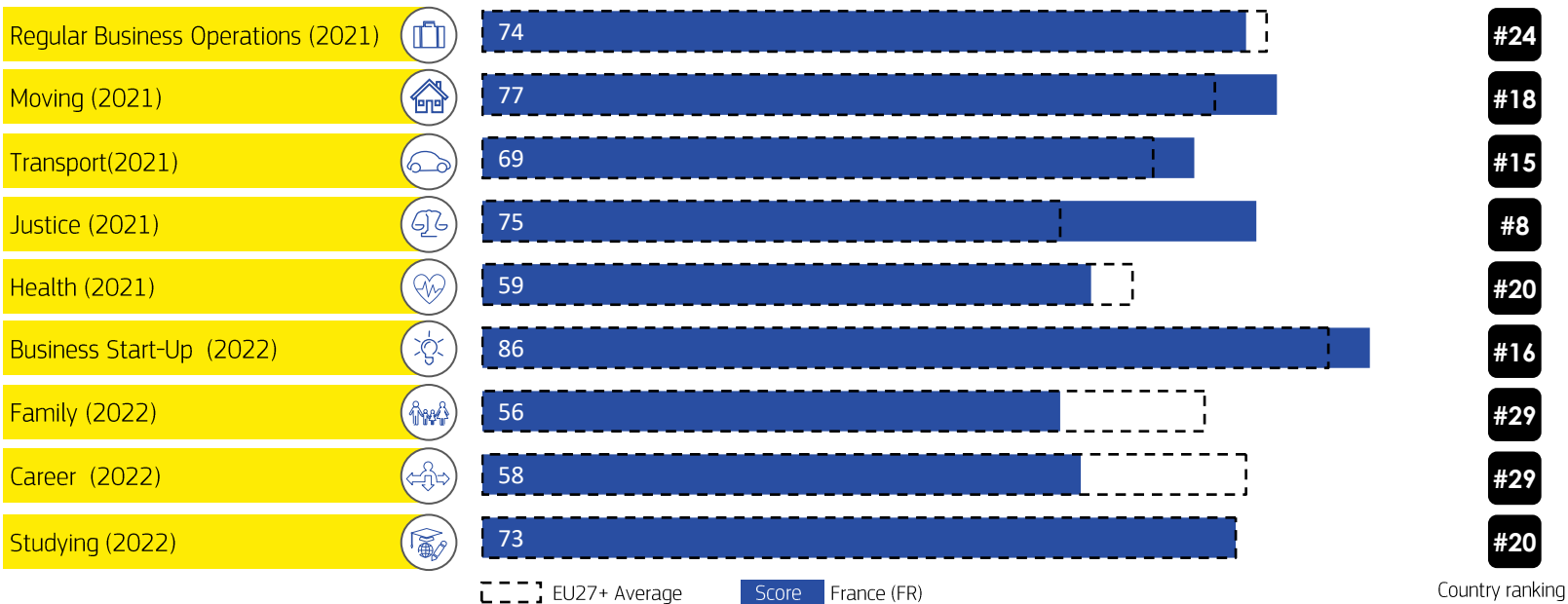
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France

eGovernment Benchmark 2023



Digital Maturity and Ranking per Life Event



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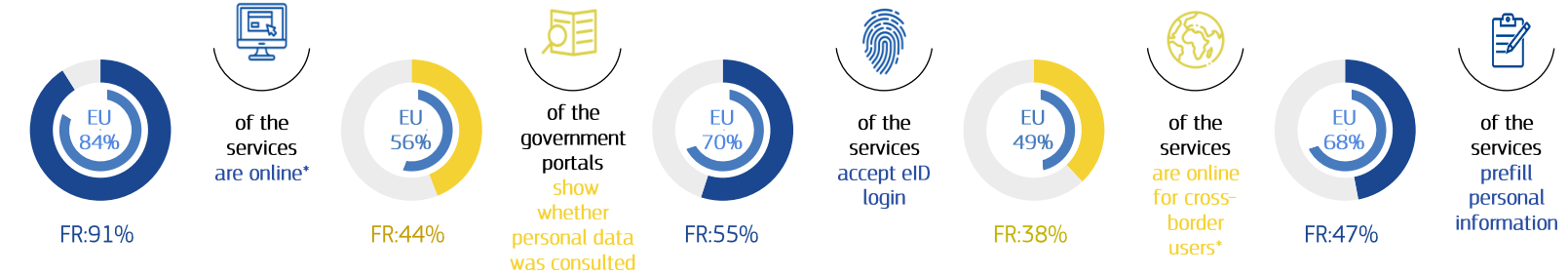
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Key Figures



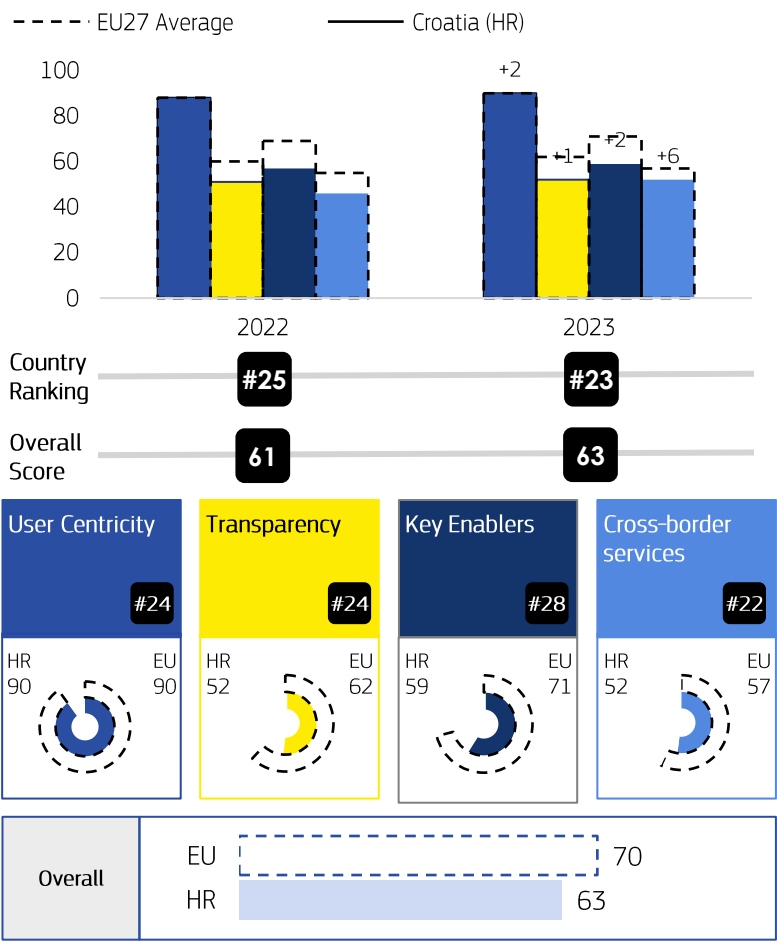
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Croatia

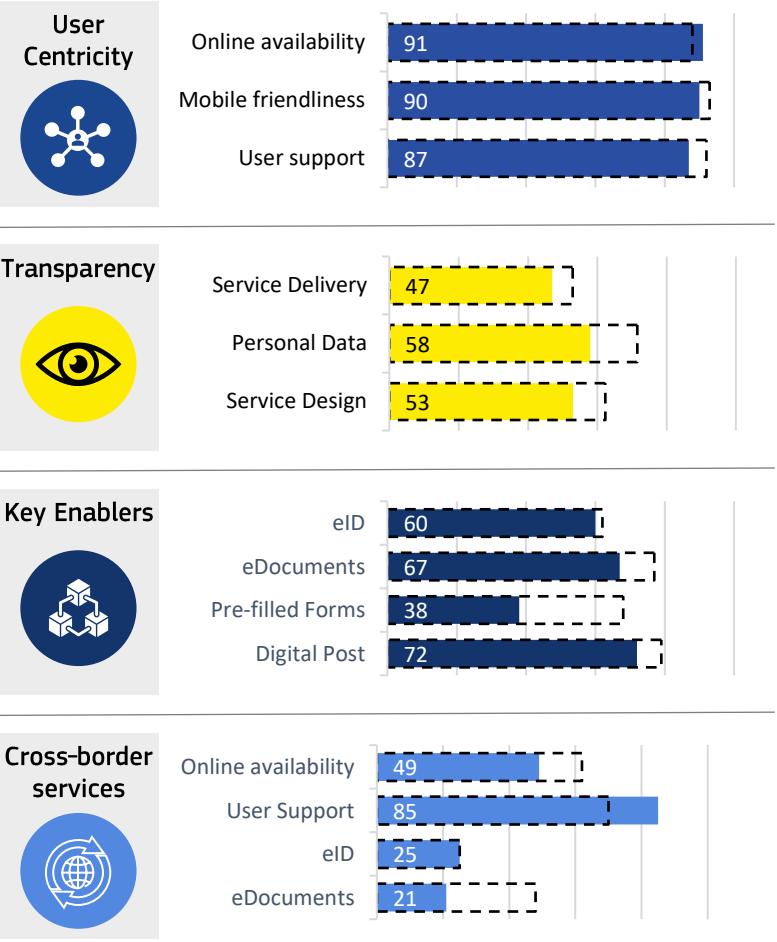
eGovernment Benchmark 2023



eGovernment Maturity per Key Dimension



Score per Indicator



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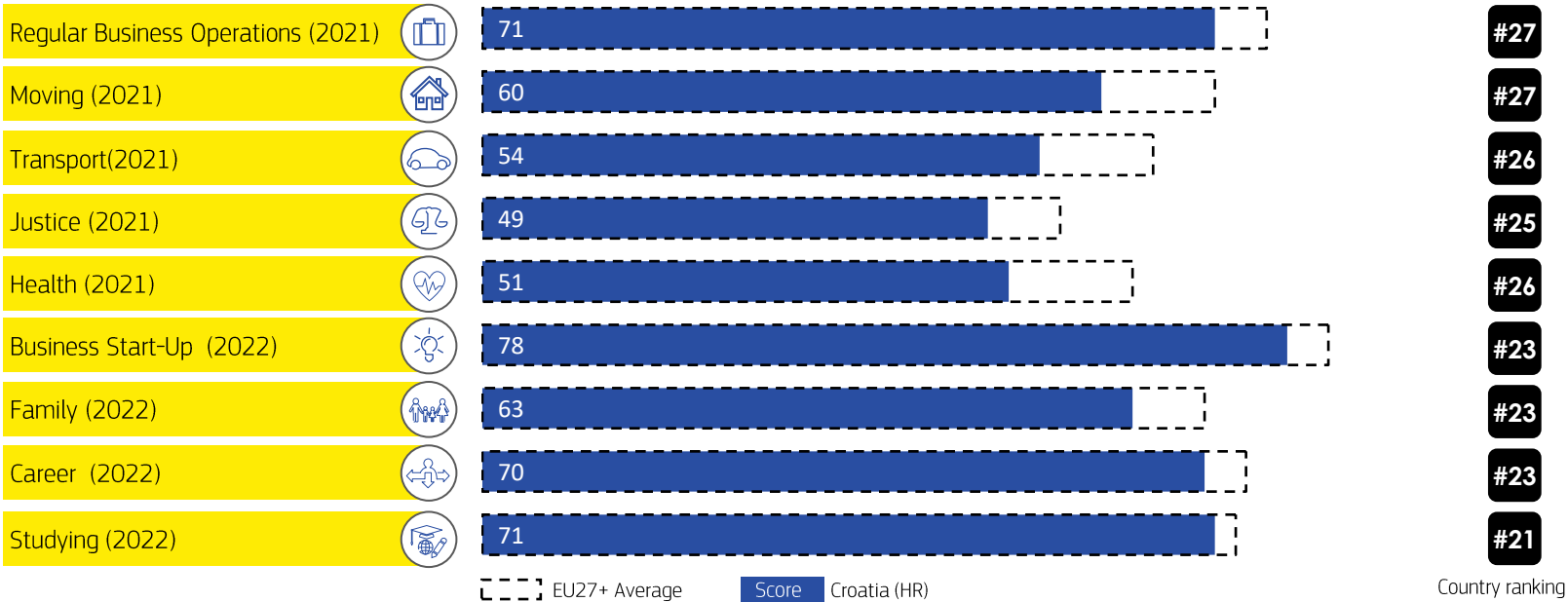
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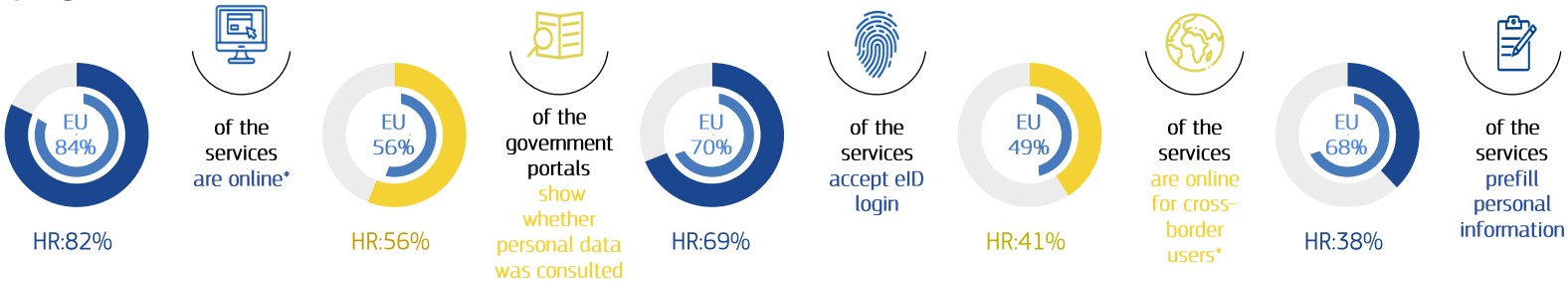
eGovernment Benchmark 2023



Digital Maturity and Ranking per Life Event



Key Figures



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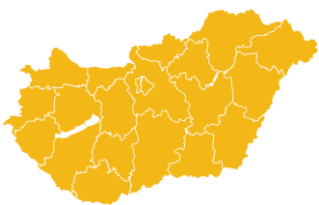
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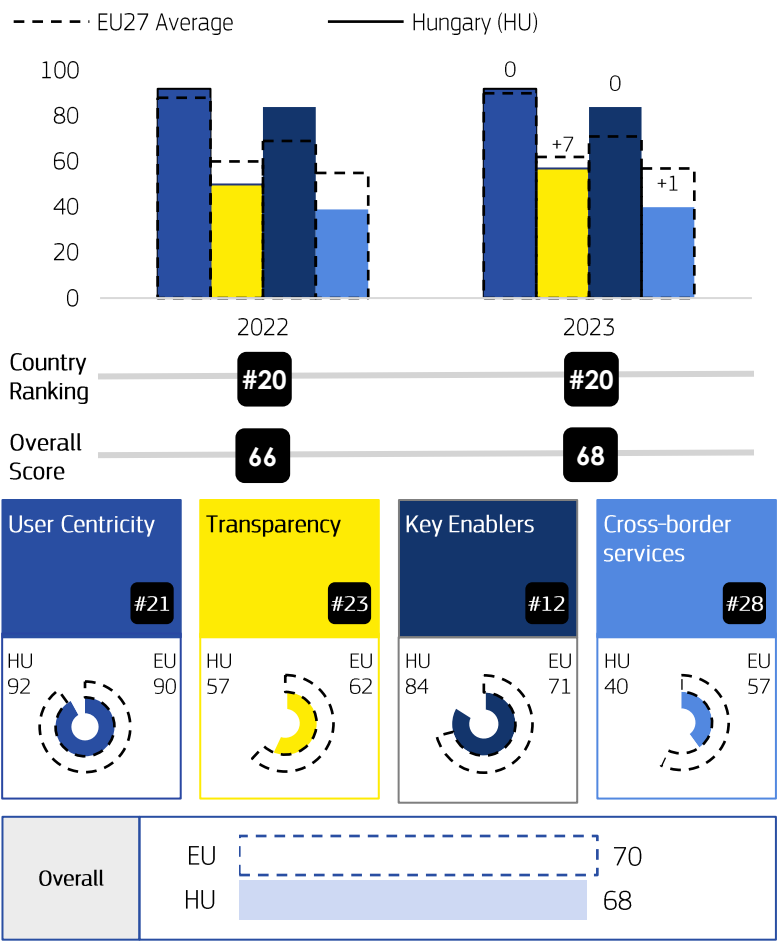
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Hungary

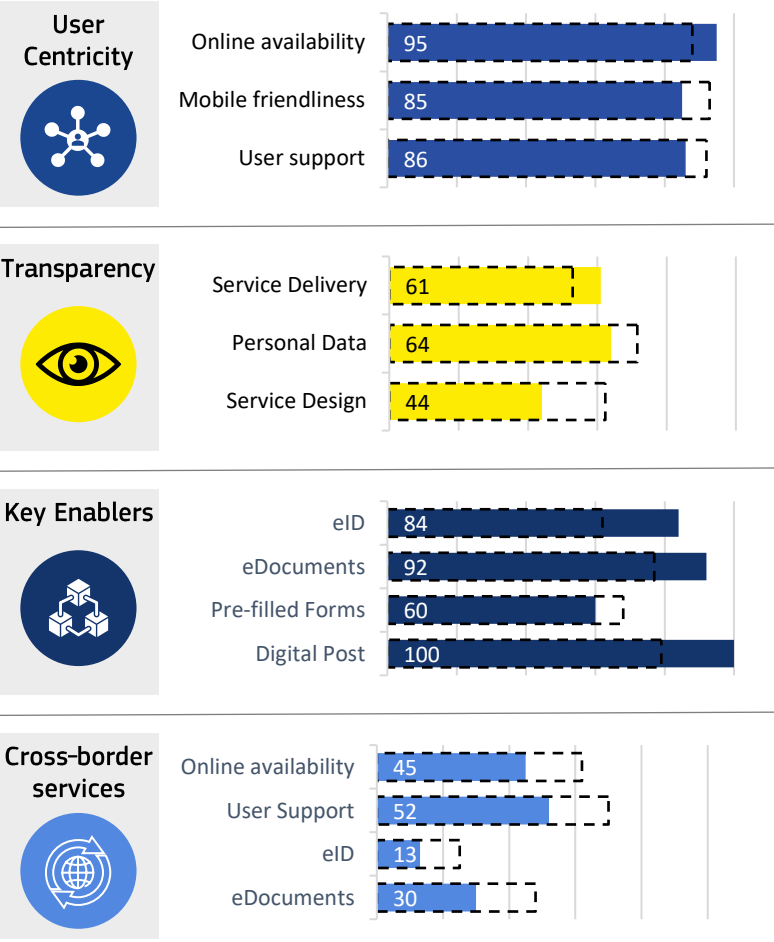
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Score per Indicator



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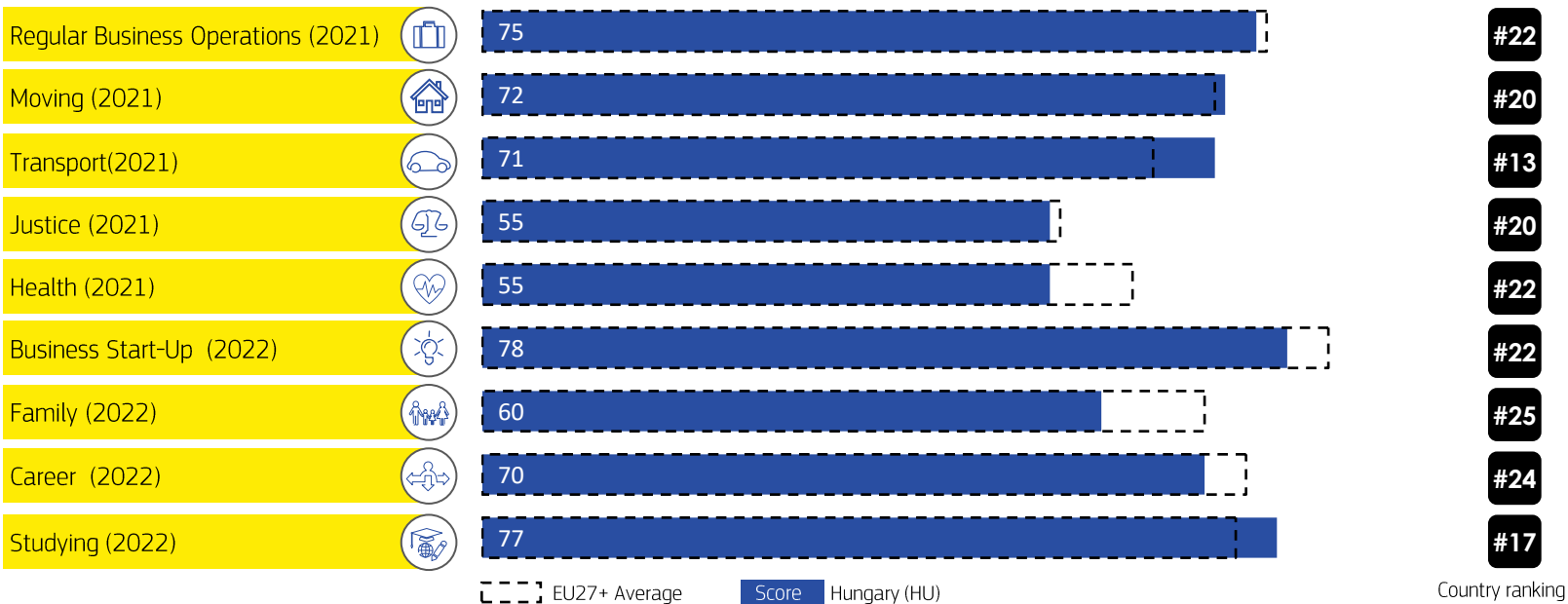
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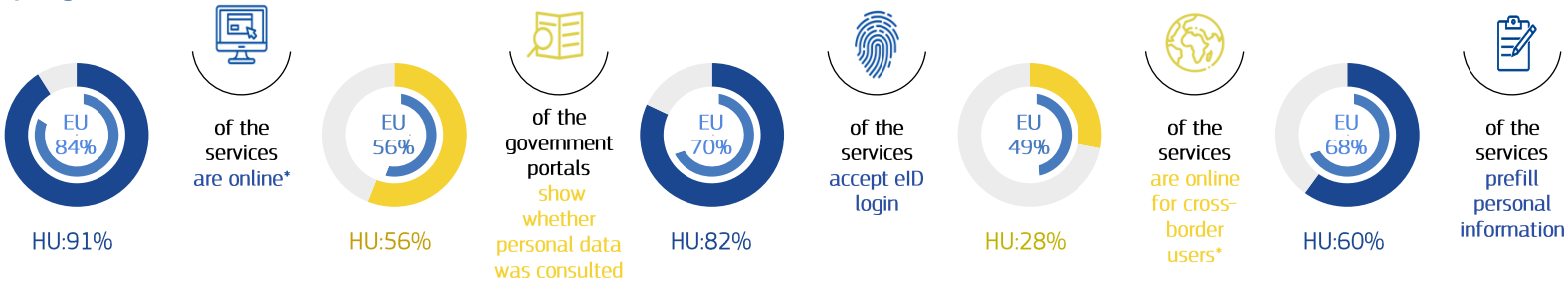
eGovernment Benchmark 2023



Digital Maturity and Ranking per Life Event



Key Figures



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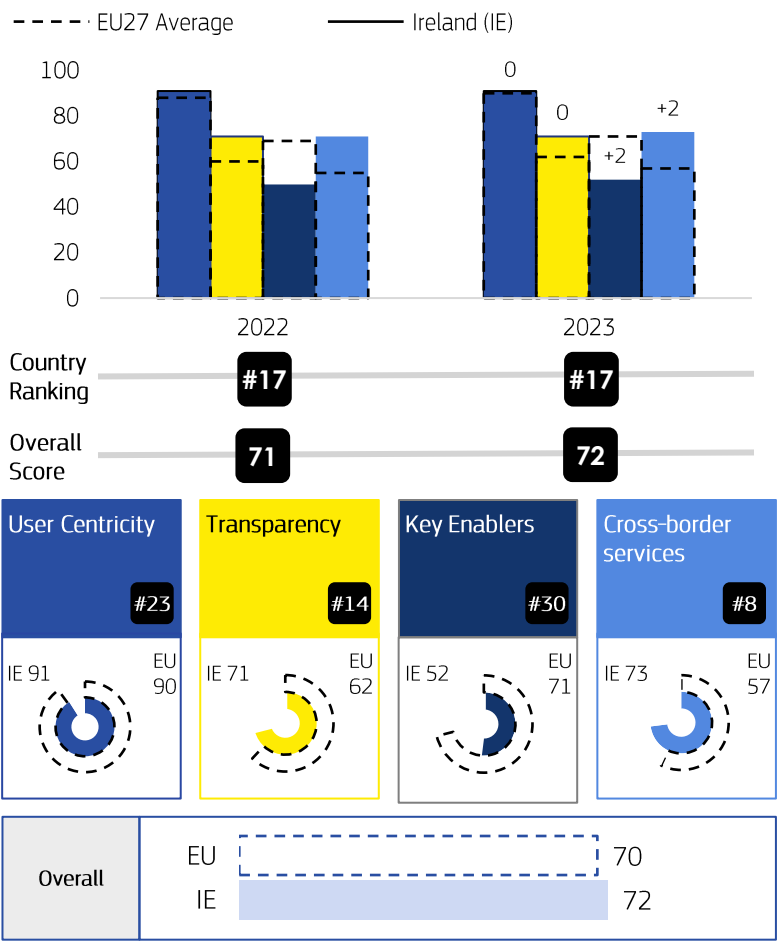
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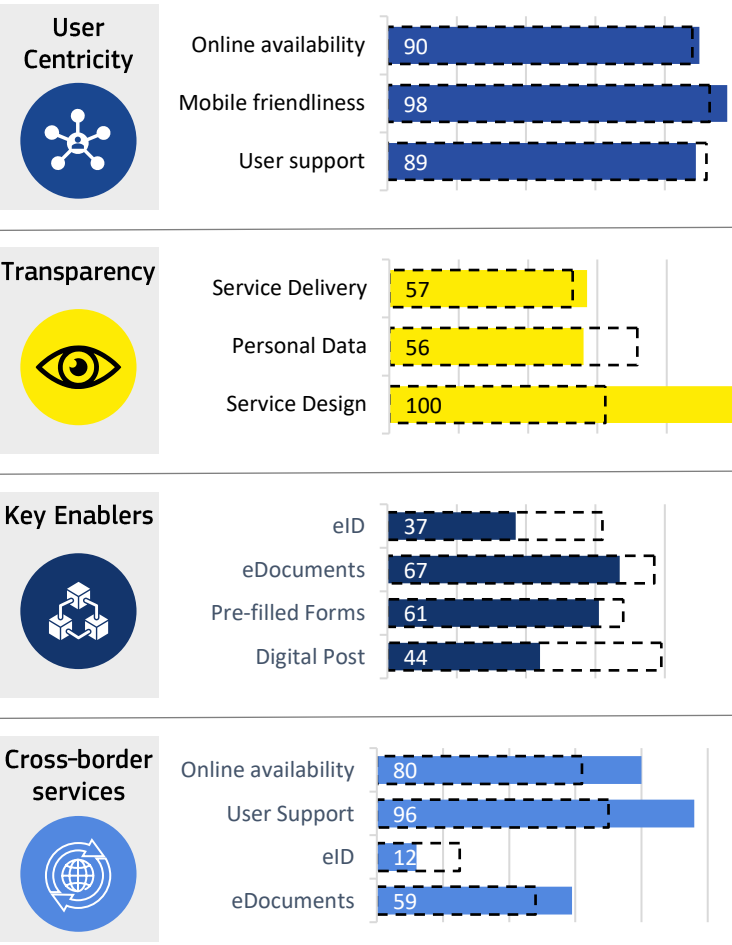
Ireland

eGovernment Benchmark 2023

eGovernment Maturity per Key Dimension



Score per Indicator



--- EU27+ Average Score Ireland (IE)

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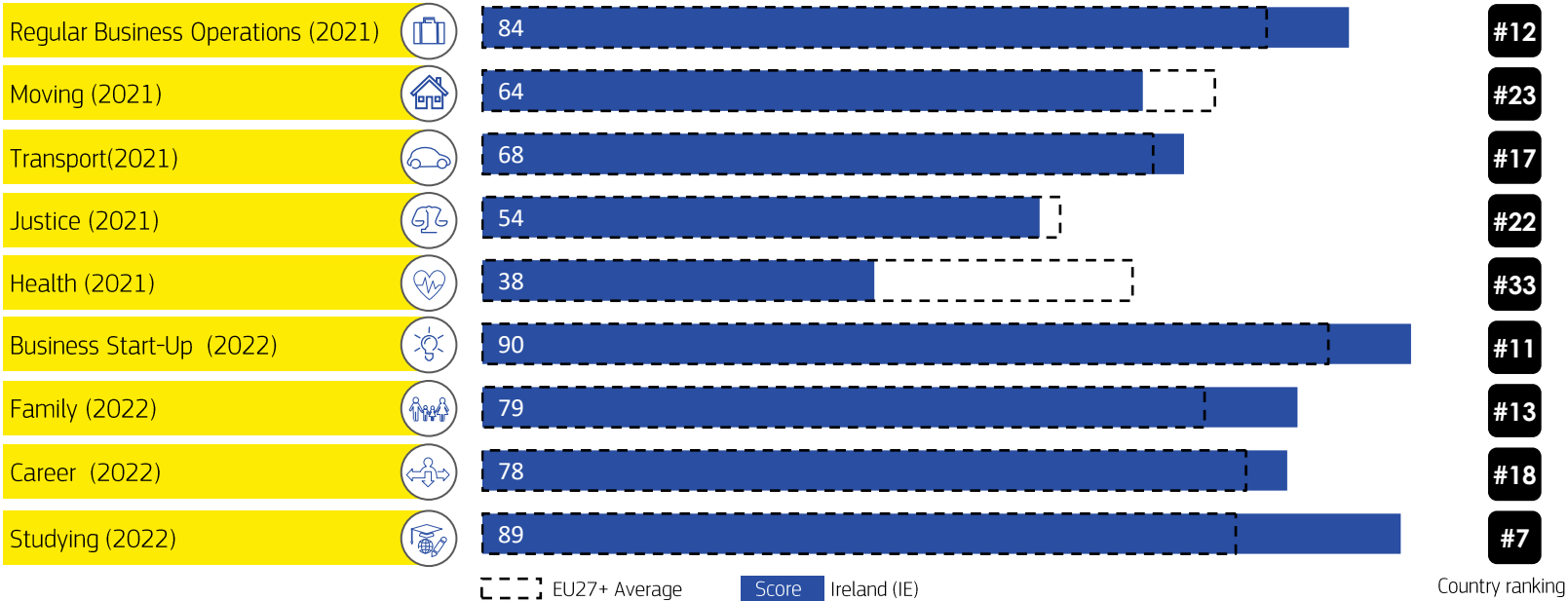
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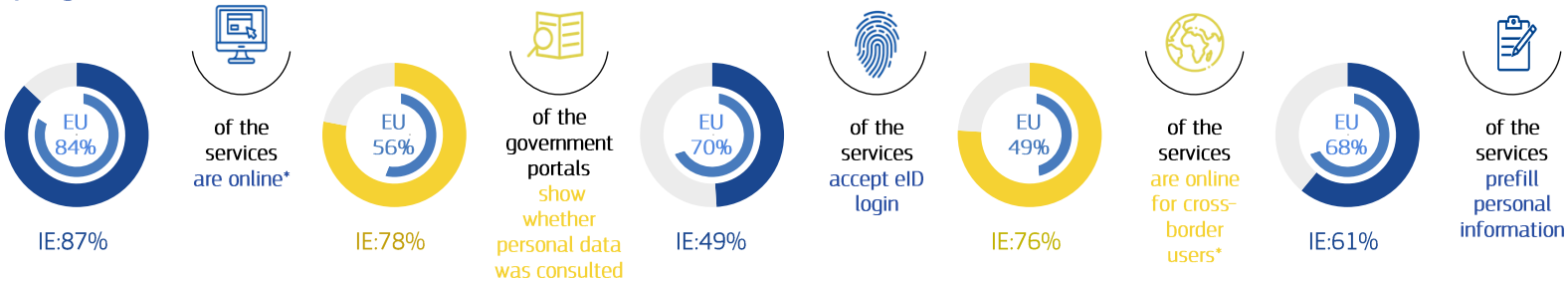
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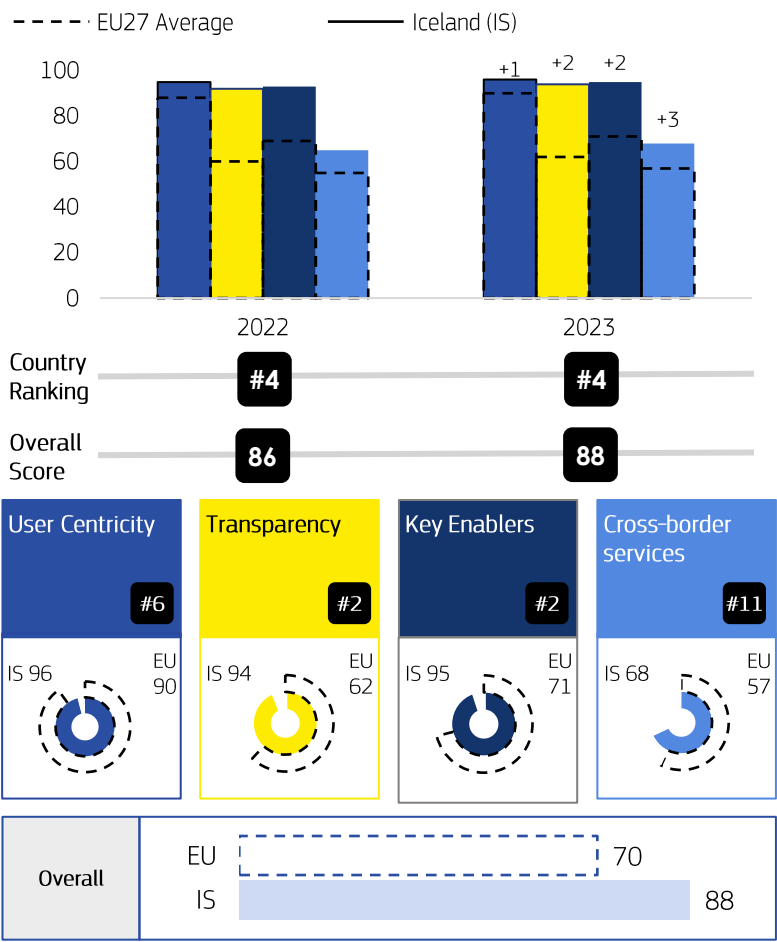
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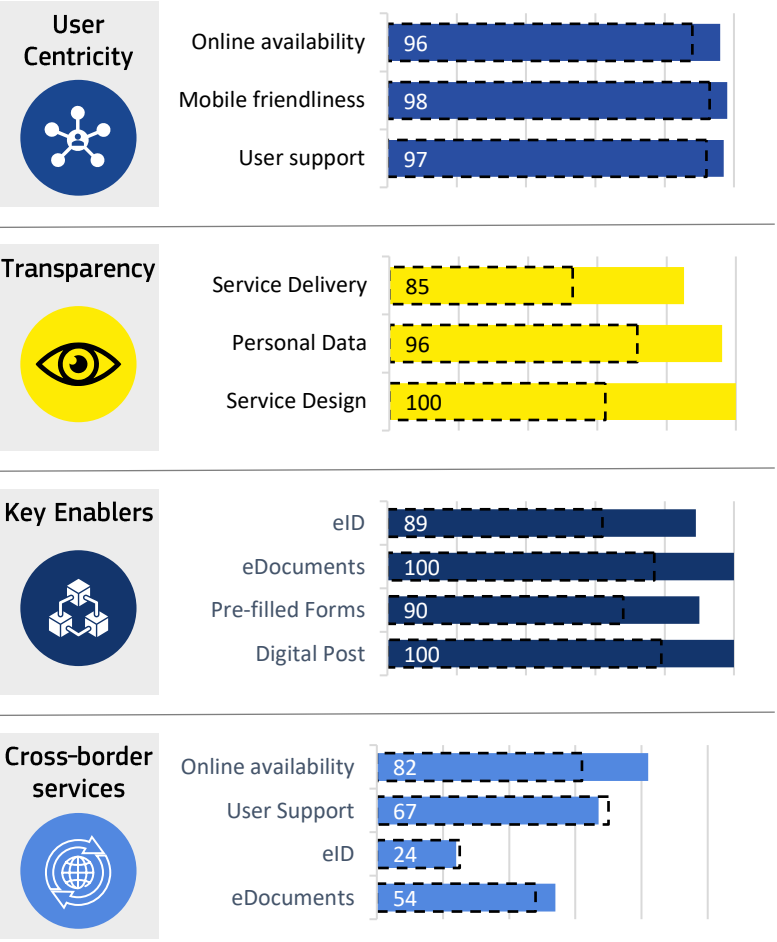
Iceland

eGovernment Benchmark 2023

eGovernment Maturity per Key Dimension



Score per Indicator



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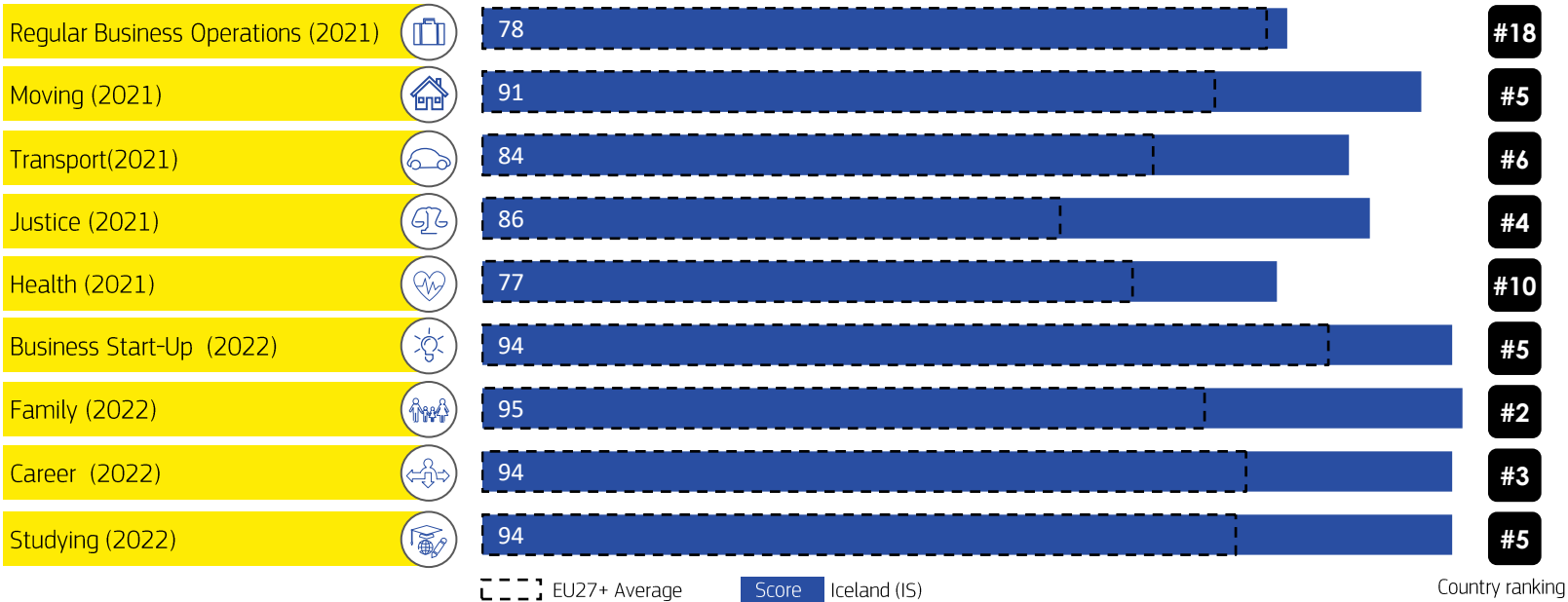
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Iceland

eGovernment Benchmark 2023



Digital Maturity and Ranking per Life Event



Key Figures



*These scores are different from the Digital Decade targets, which use the *Online Availability* indicator as input

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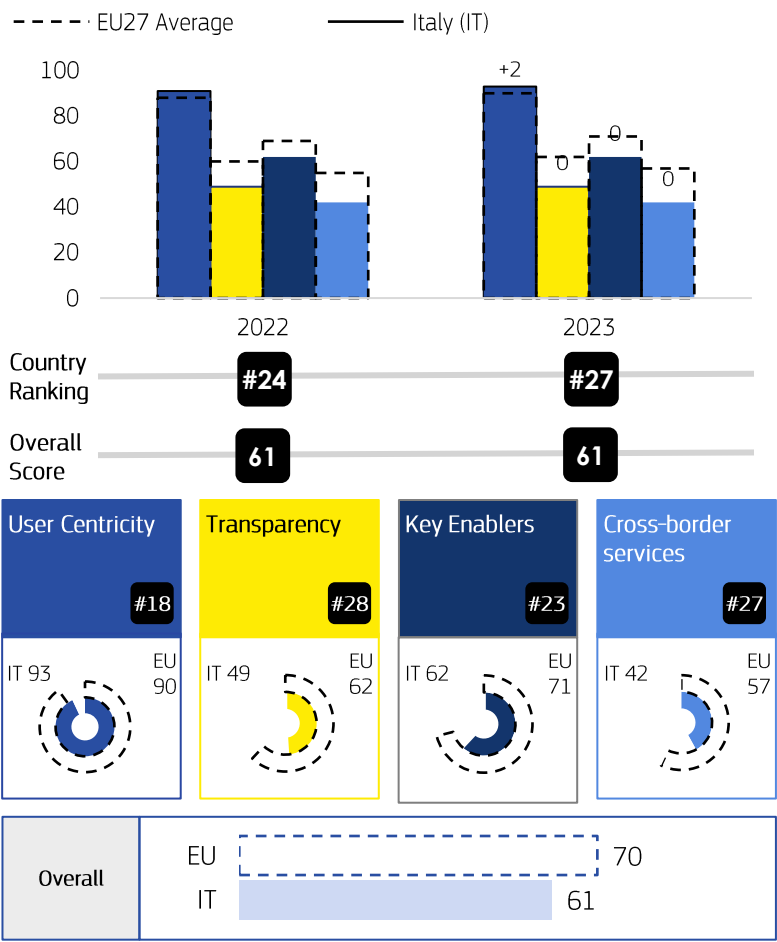
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Italy

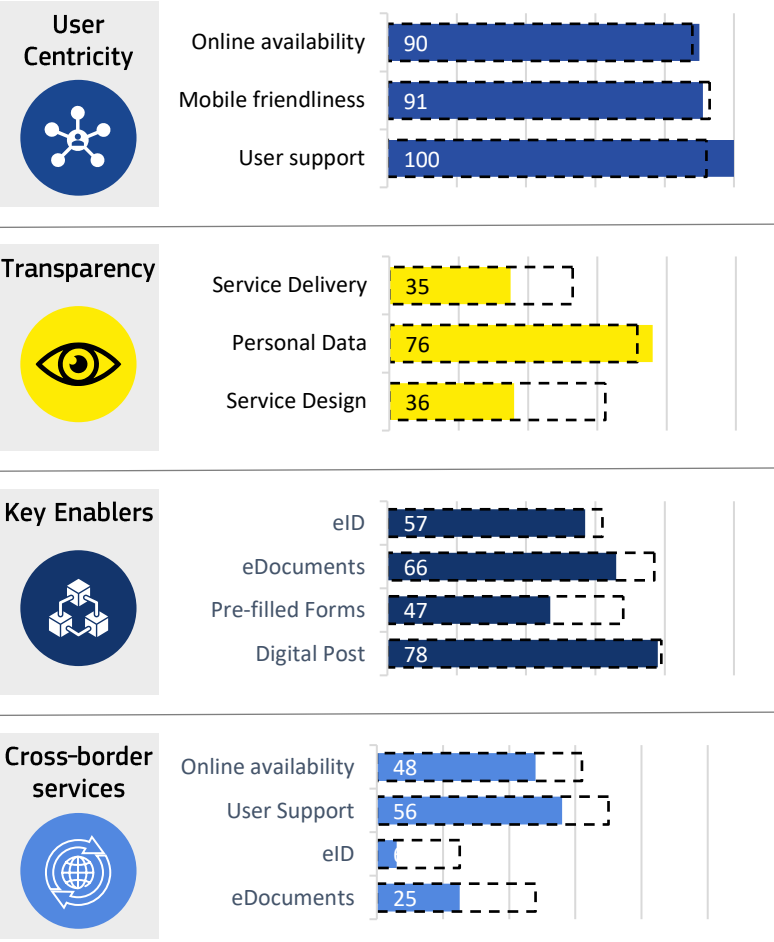
eGovernment Benchmark 2023



eGovernment Maturity per Key Dimension



Score per Indicator



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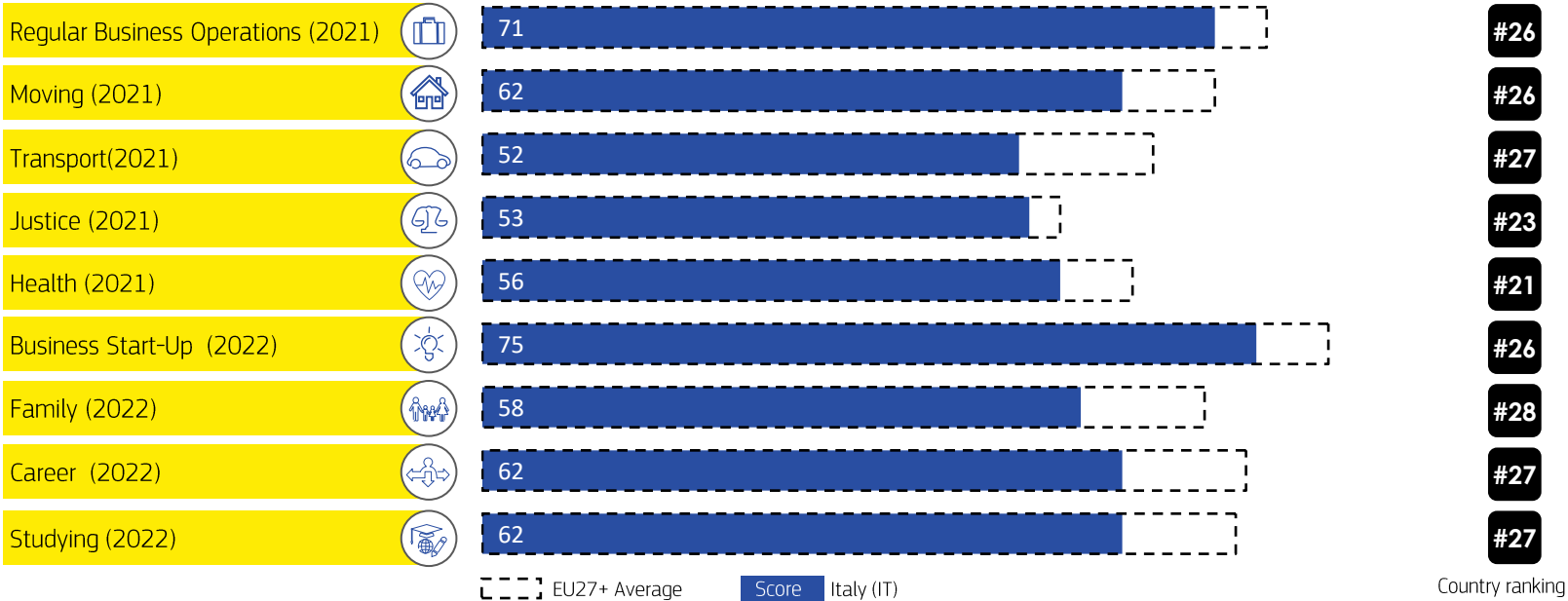
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Italy

eGovernment Benchmark 2023



Digital Maturity and Ranking per Life Event



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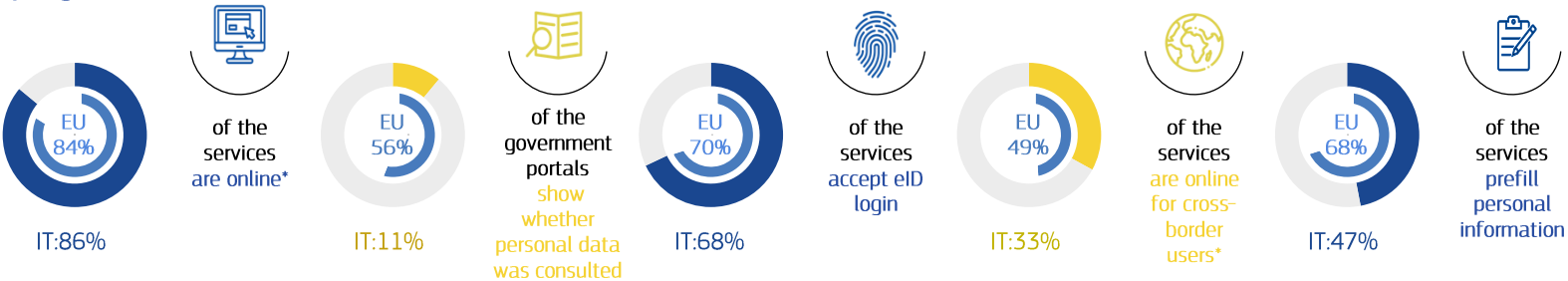
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Key Figures



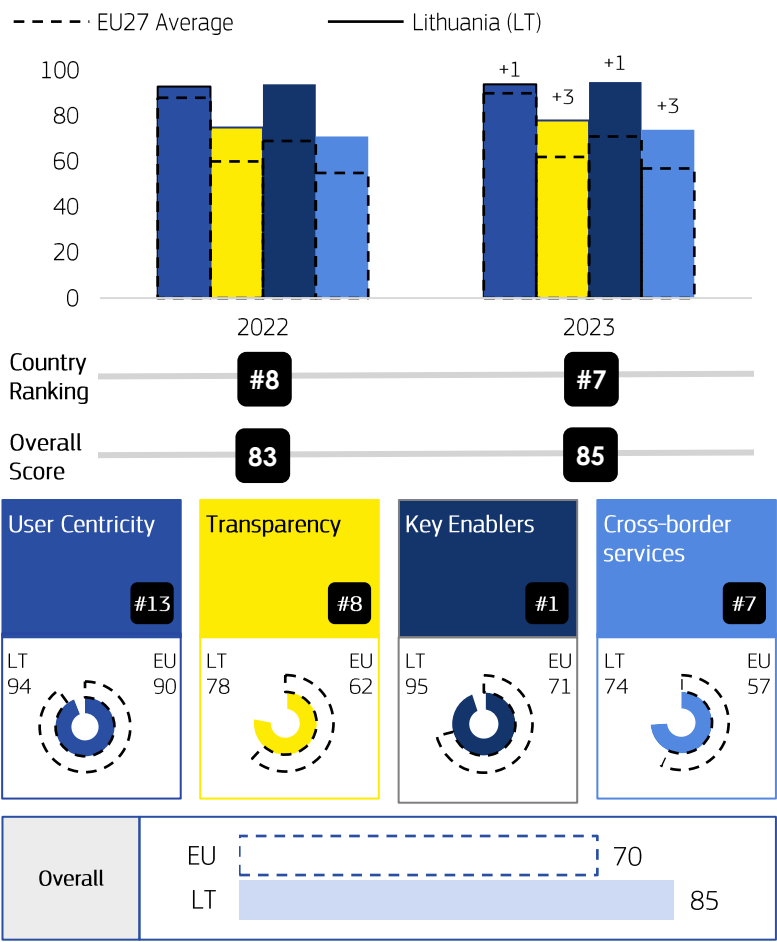
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Lithuania

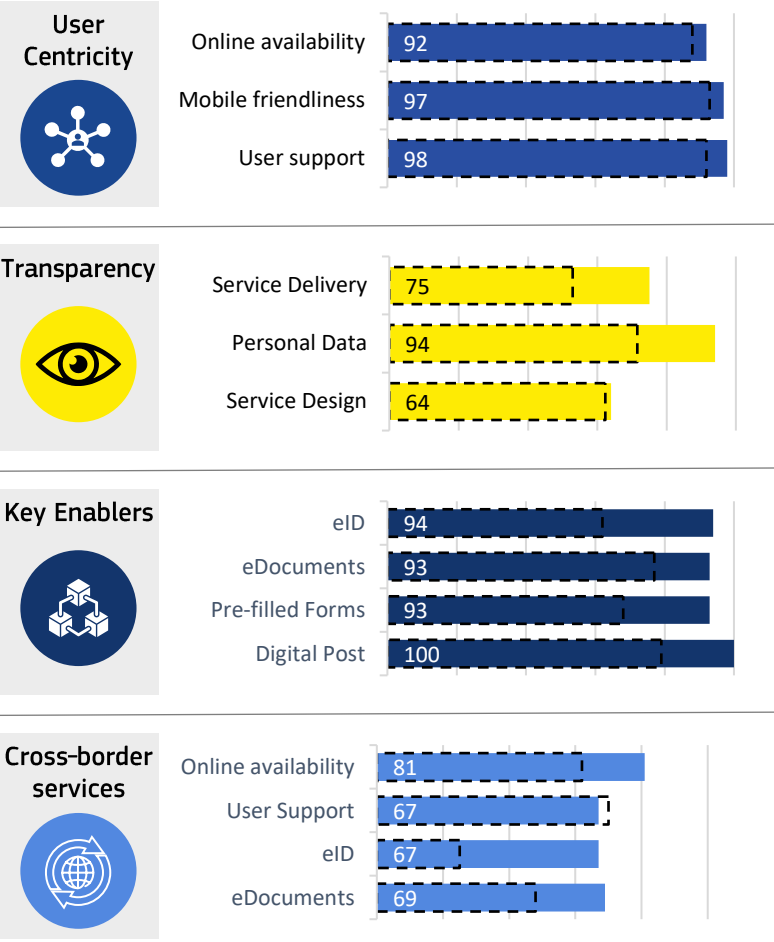
eGovernment Benchmark 2023



eGovernment Maturity per Key Dimension



Score per Indicator



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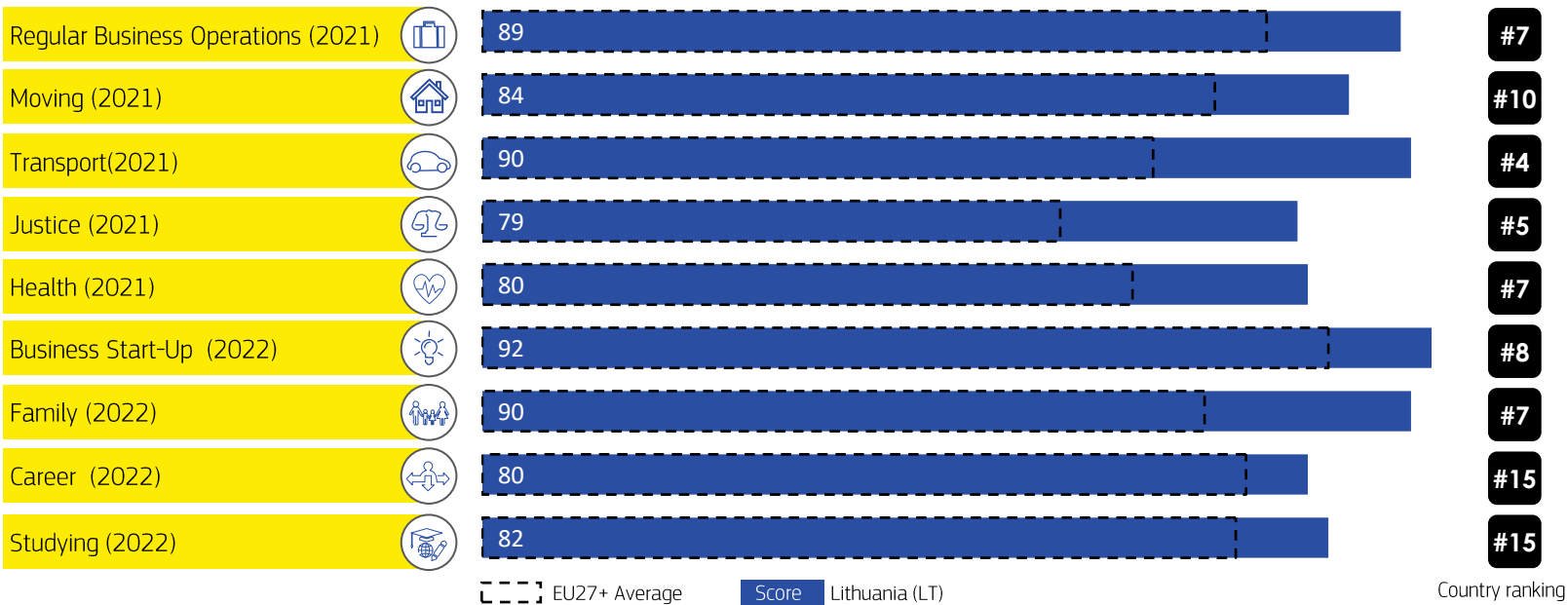
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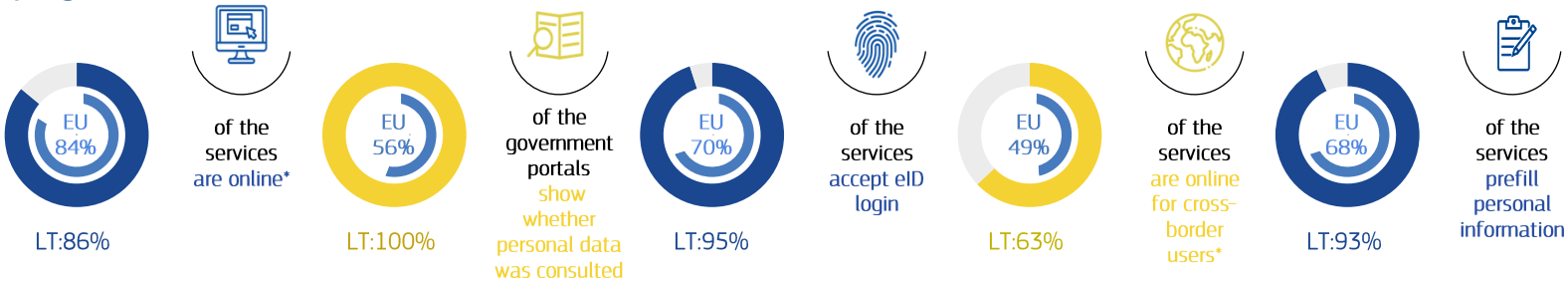
eGovernment Benchmark 2023



Digital Maturity and Ranking per Life Event



Key Figures



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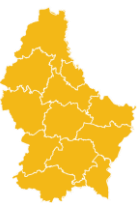
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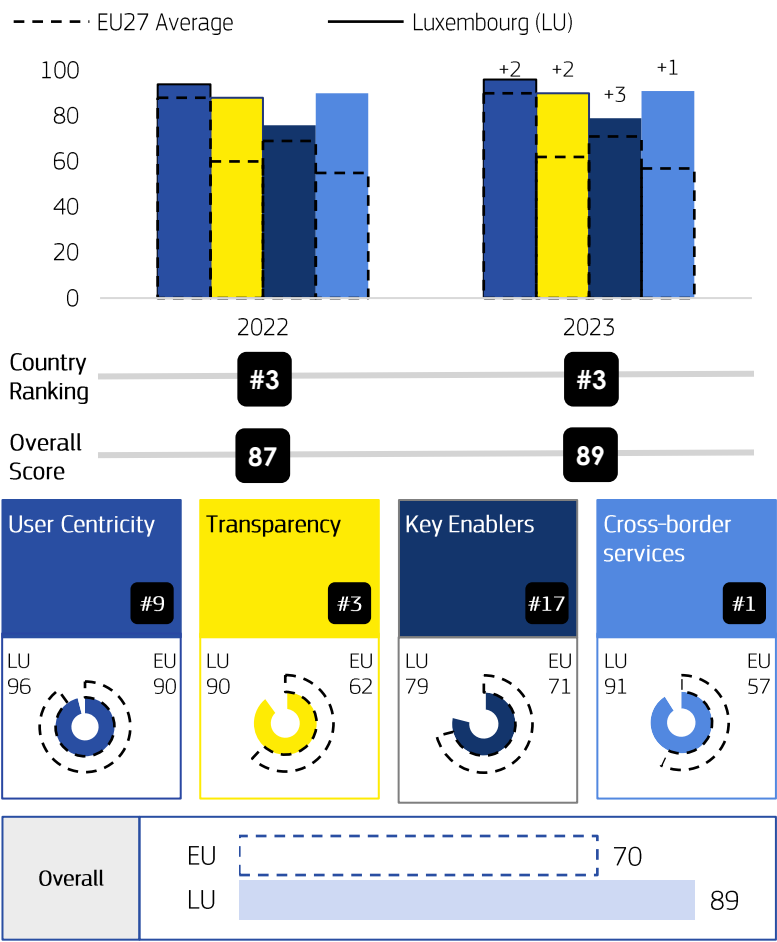
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Luxembourg

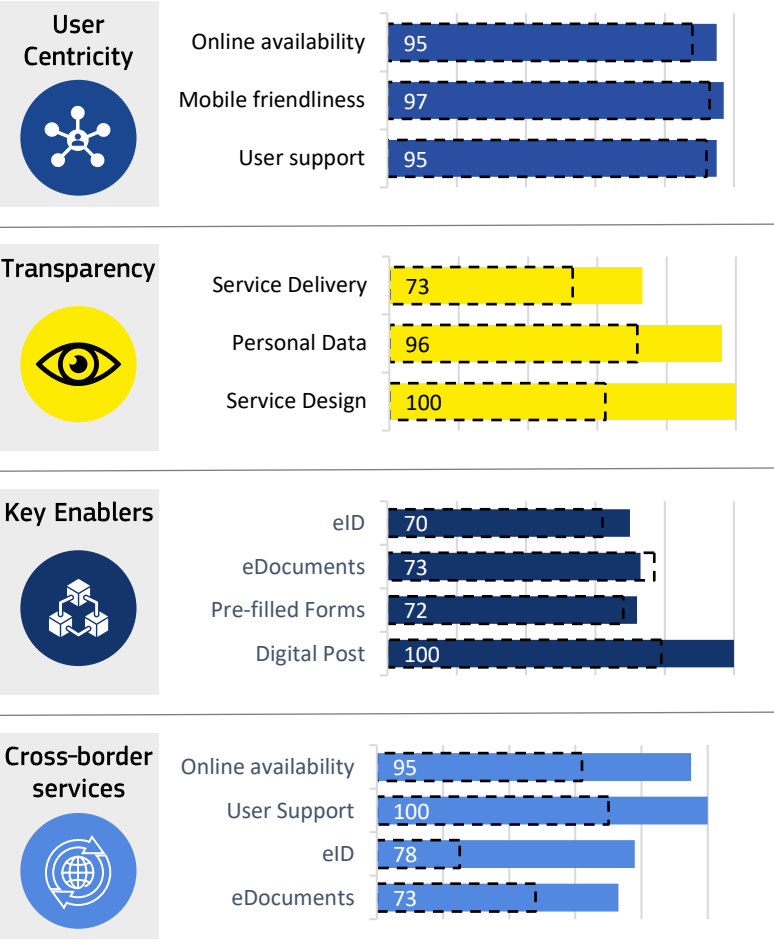
eGovernment Benchmark 2023



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Score per Indicator



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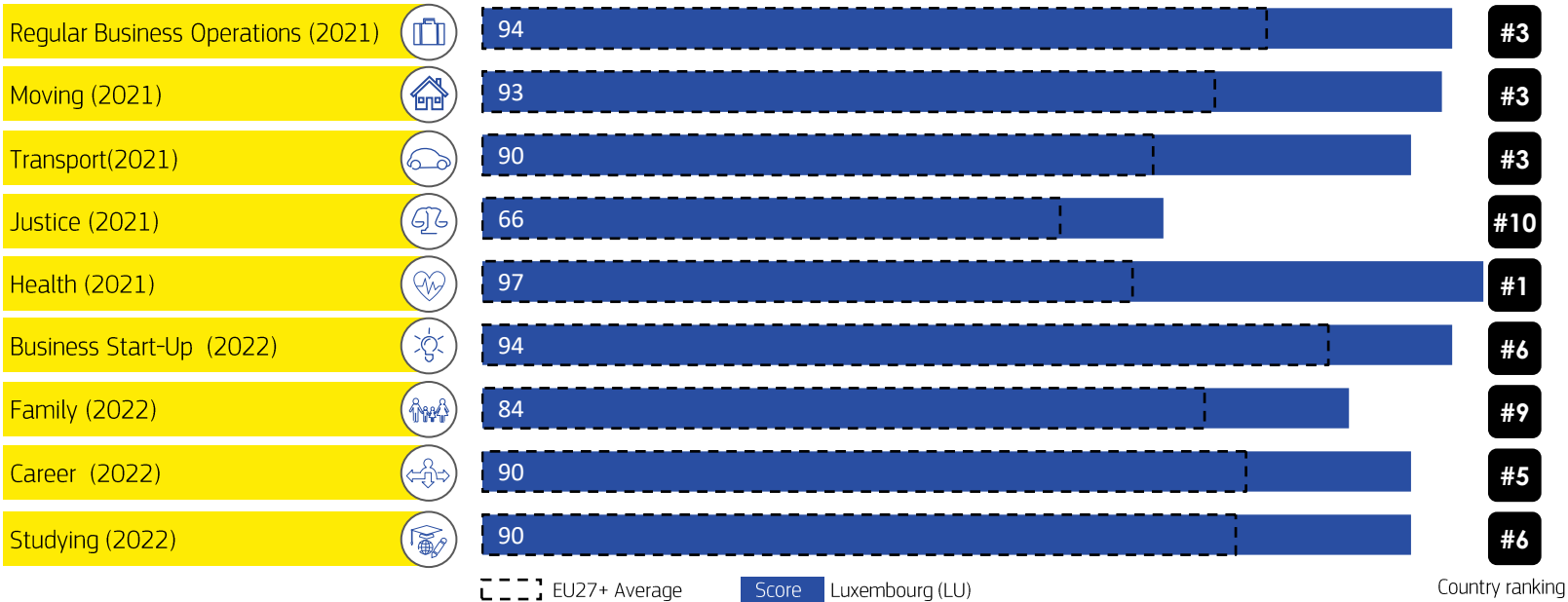
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Luxembourg

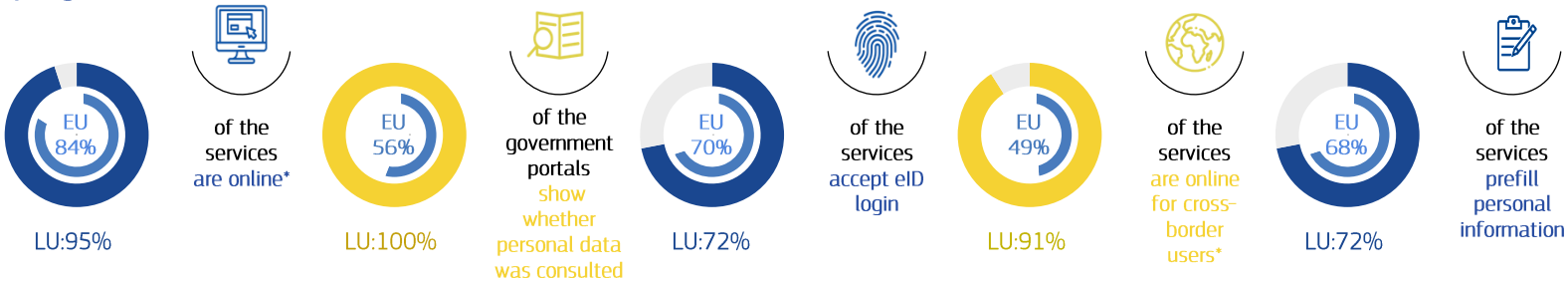
eGovernment Benchmark 2023



Digital Maturity and Ranking per Life Event



Key Figures



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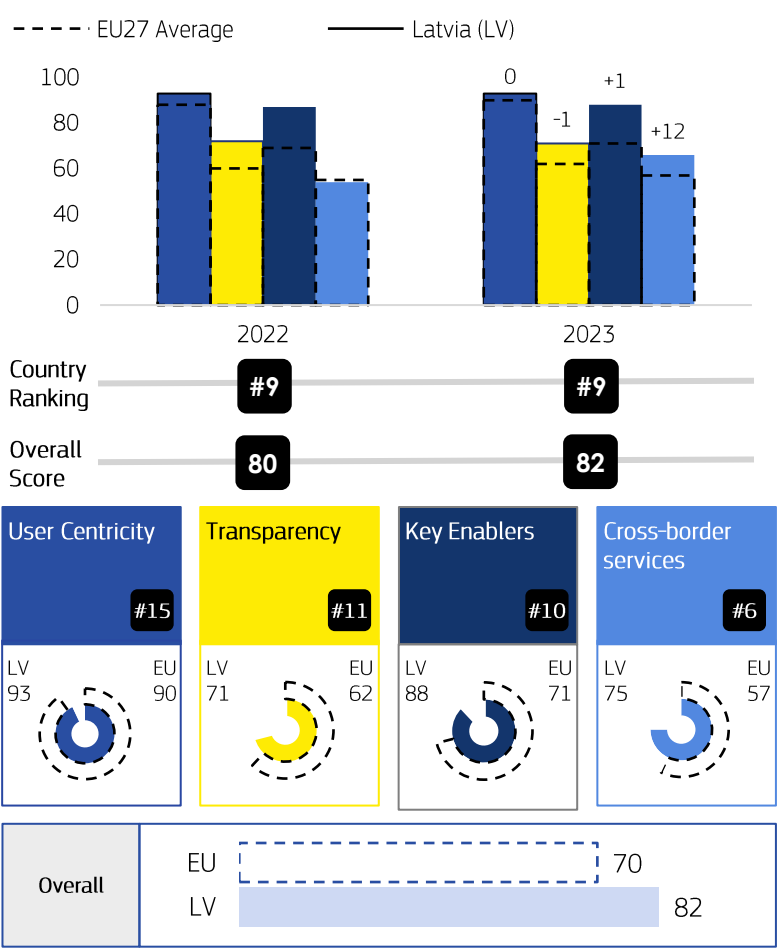
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Latvia

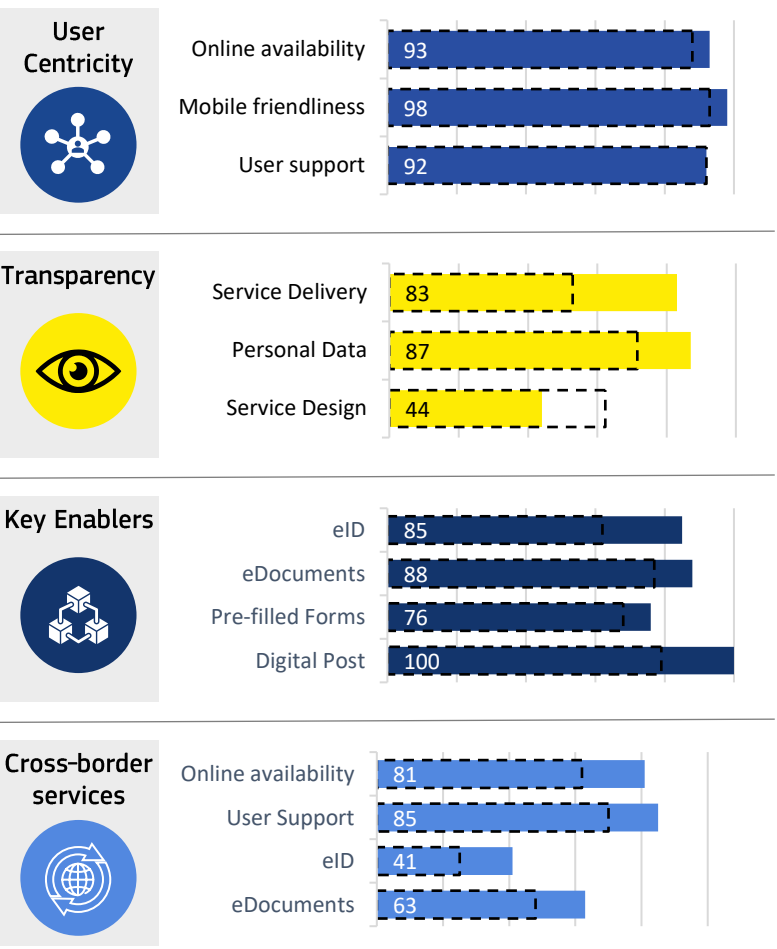
eGovernment Benchmark 2023



eGovernment Maturity per Key Dimension



Score per Indicator



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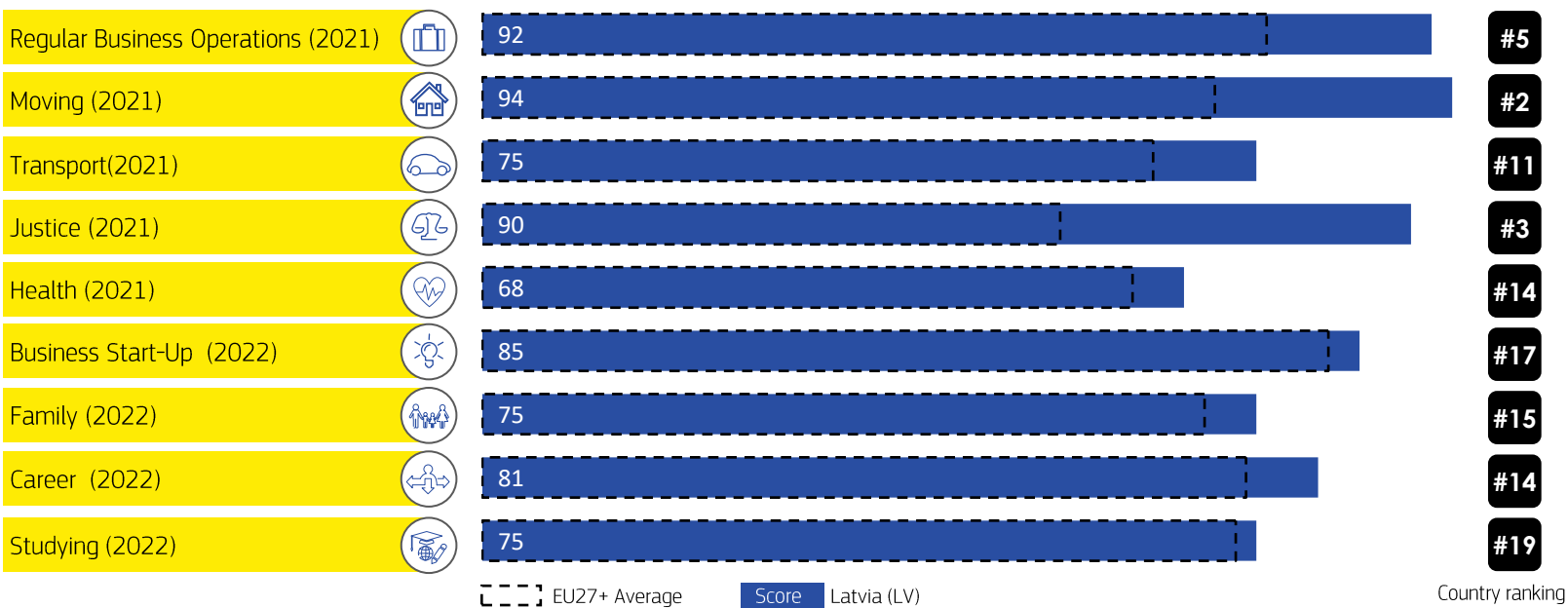
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Latvia

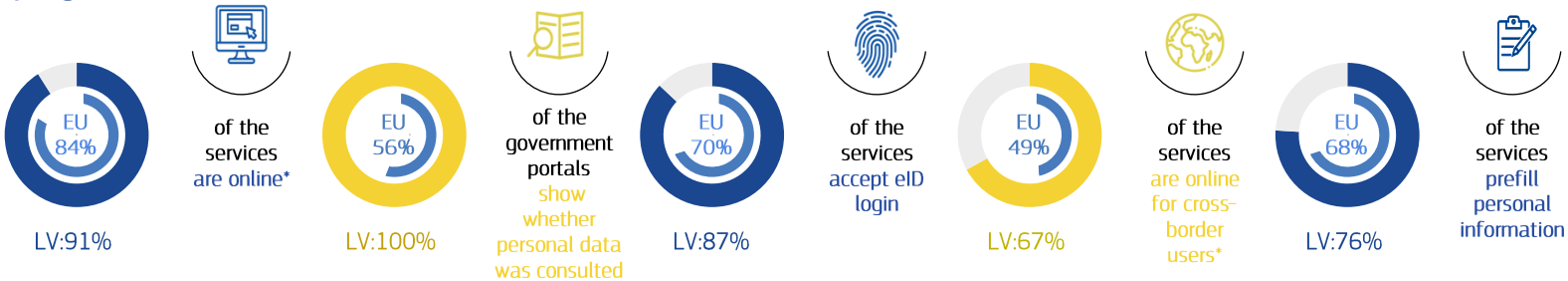
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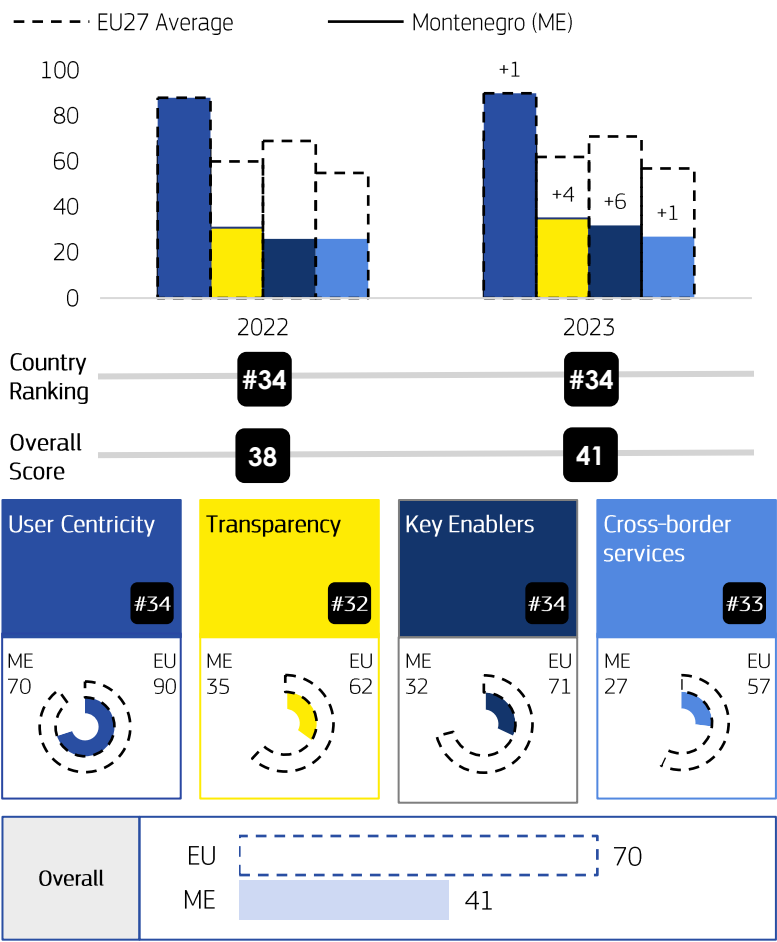
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Montenegro

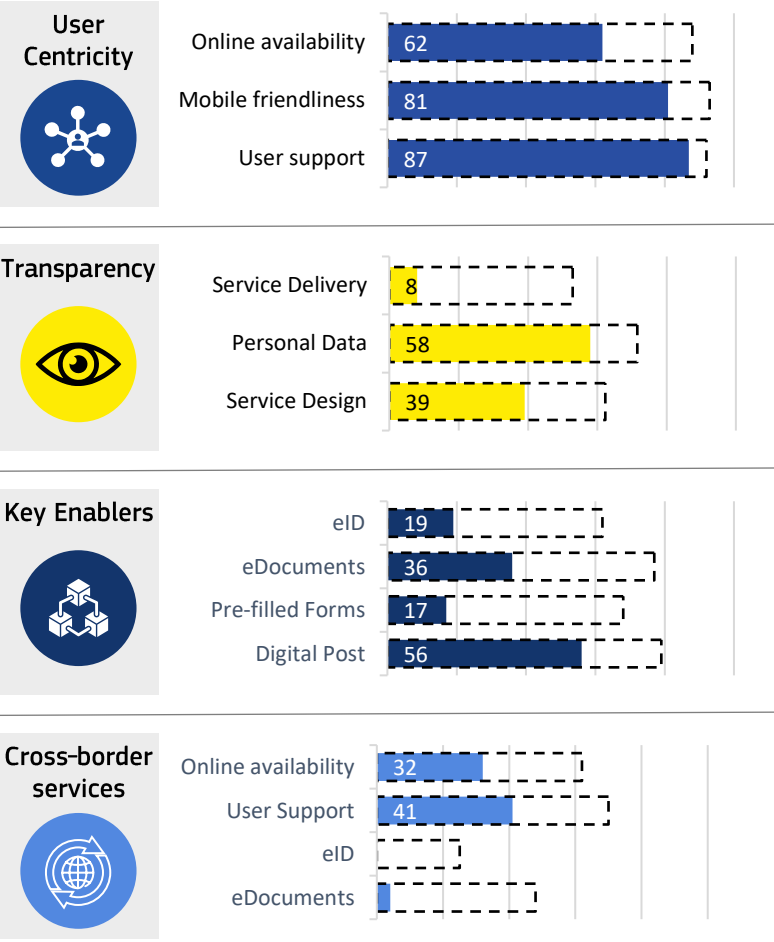
eGovernment Benchmark 2023



eGovernment Maturity per Key Dimension



Score per Indicator



--- EU27+ Average

Score Montenegro (ME)

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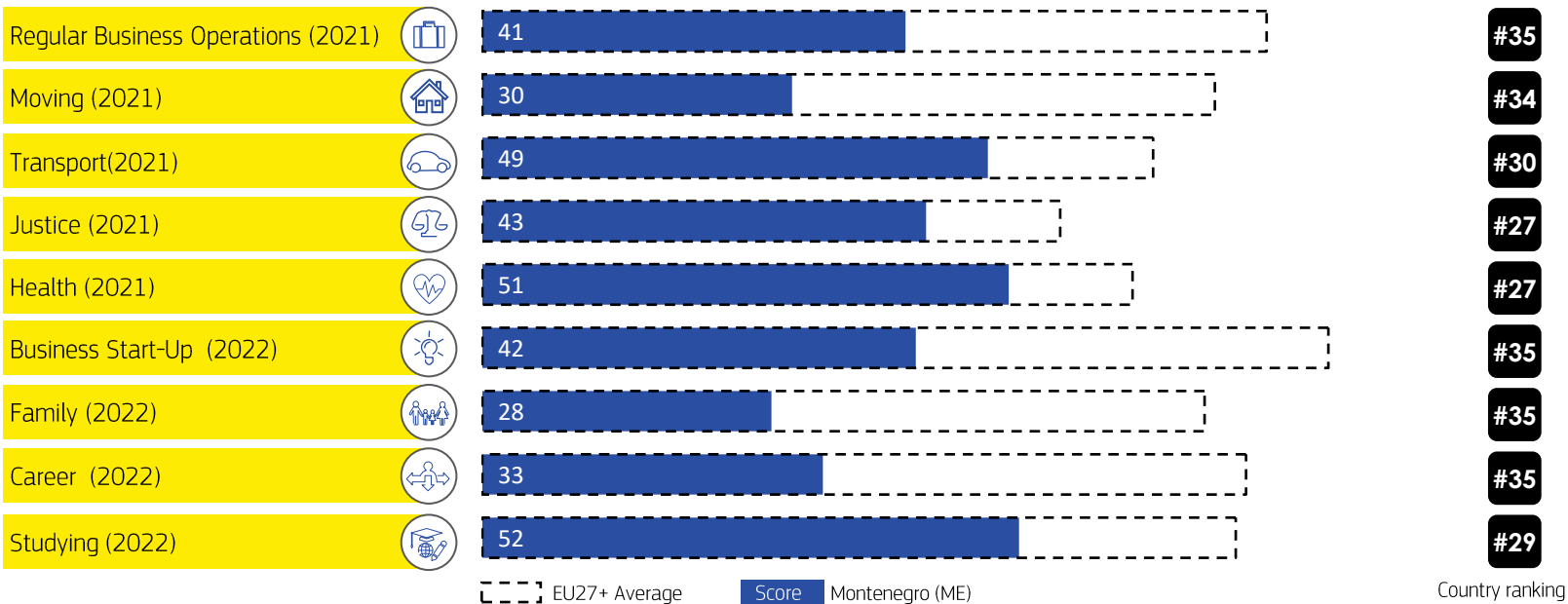
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Montenegro

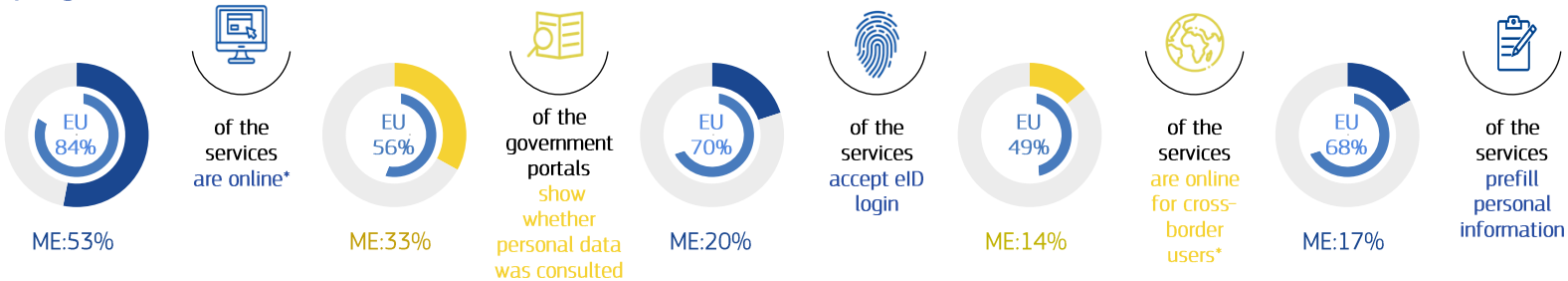
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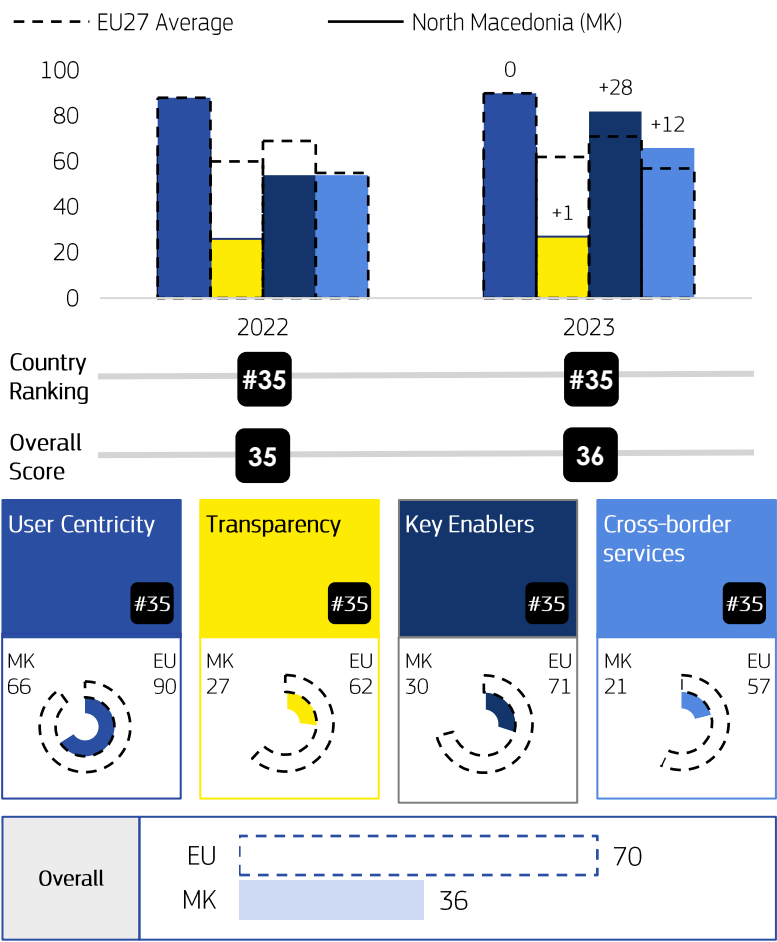
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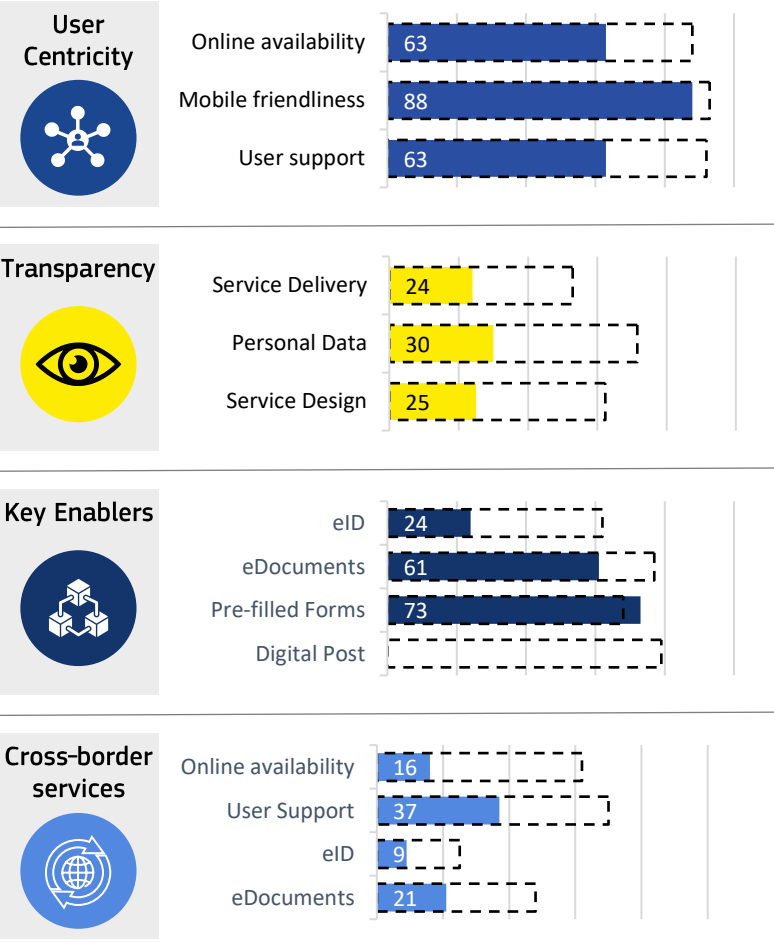
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Score per Indicator



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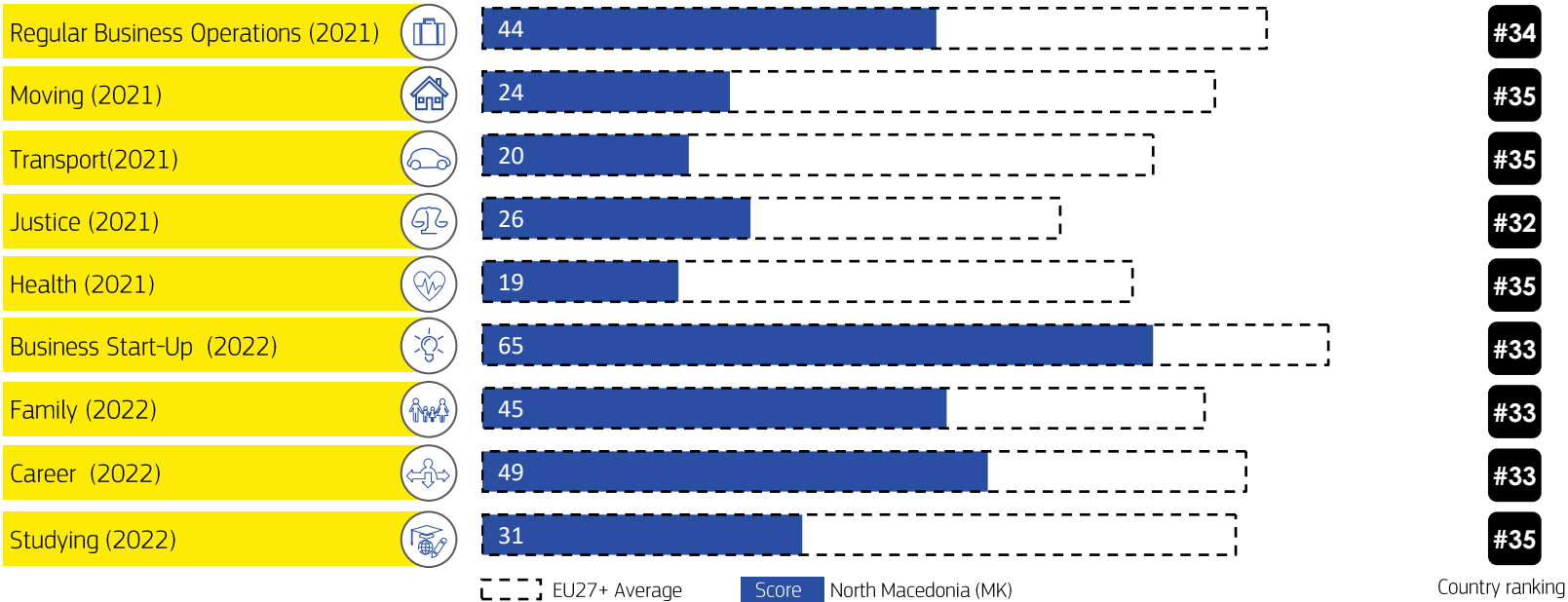
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North Macedonia

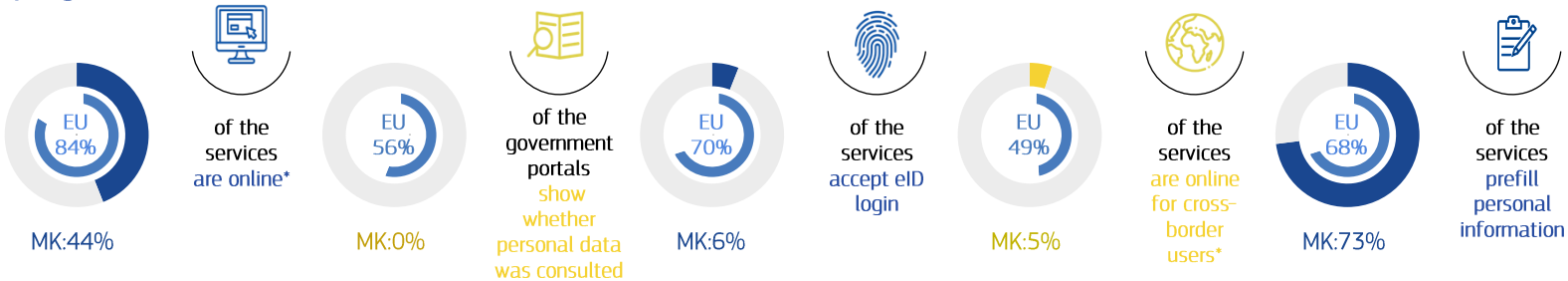
eGovernment Benchmark 2023



Digital Maturity and Ranking per Life Event



Key Figures



*These scores are different from the Digital Decade targets, which use the *Online Availability* indicator as input

Career (2022). From immediate actions for unemployed applications for additional benefits and allowances, this life event captures vital elements when becoming unemployed. It also include various services concerning job search and participation in training programs, supporting people to find a job.

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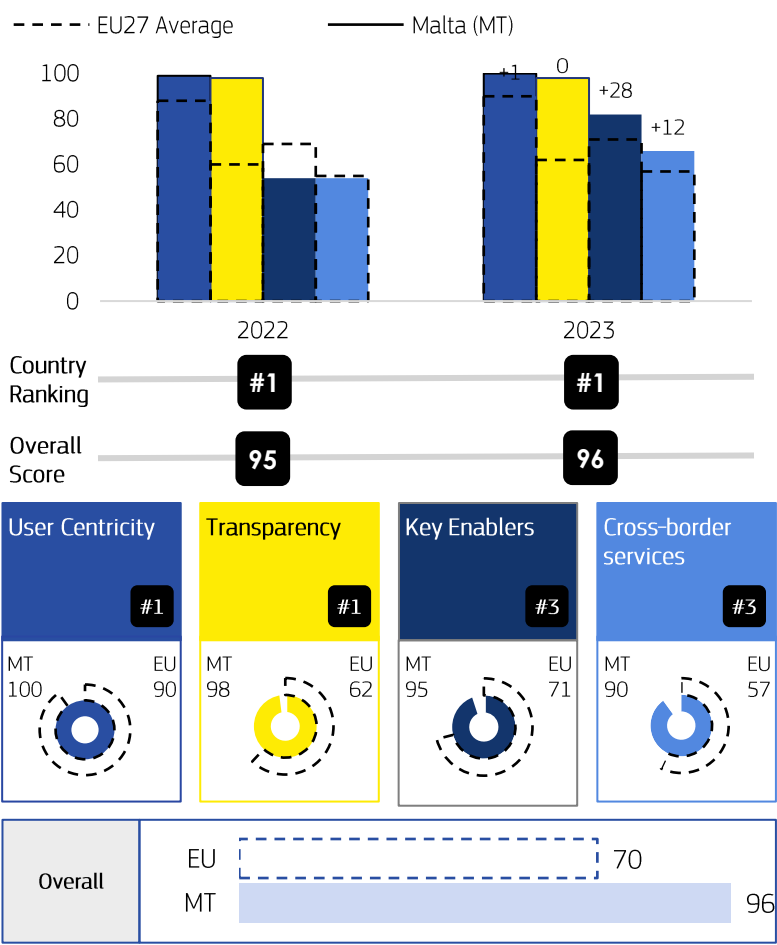
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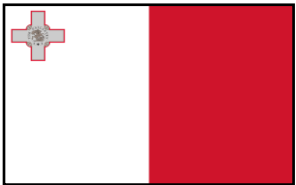
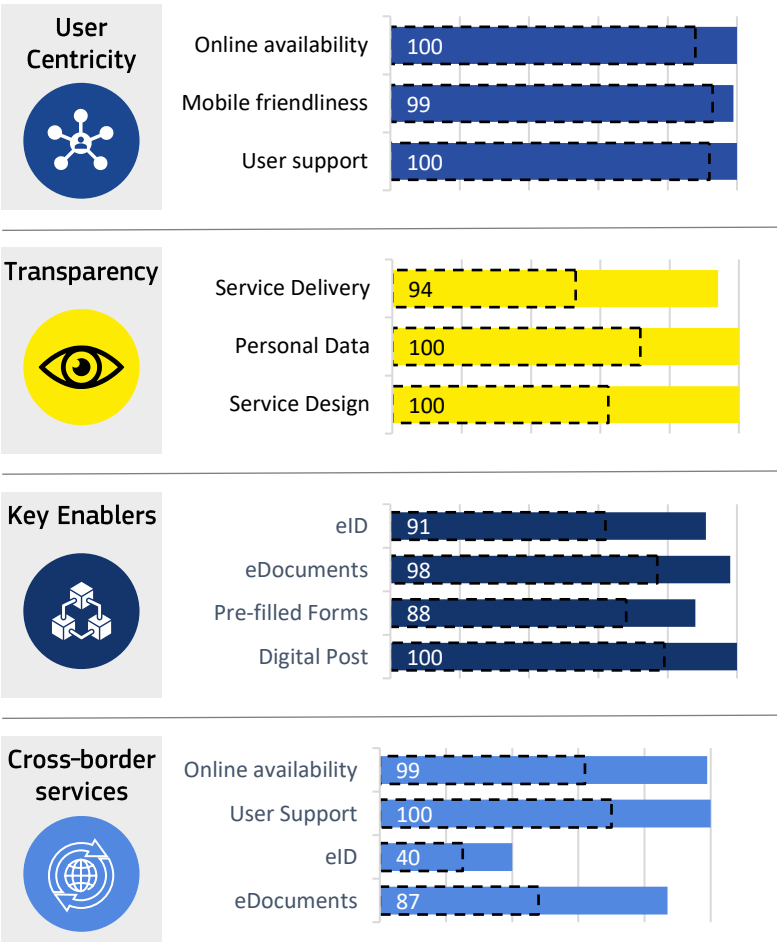
Malta

eGovernment Benchmark 2023

eGovernment Maturity per Key Dimension



Score per indicator



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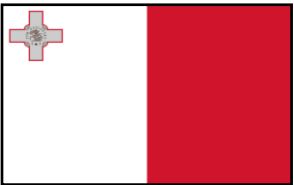
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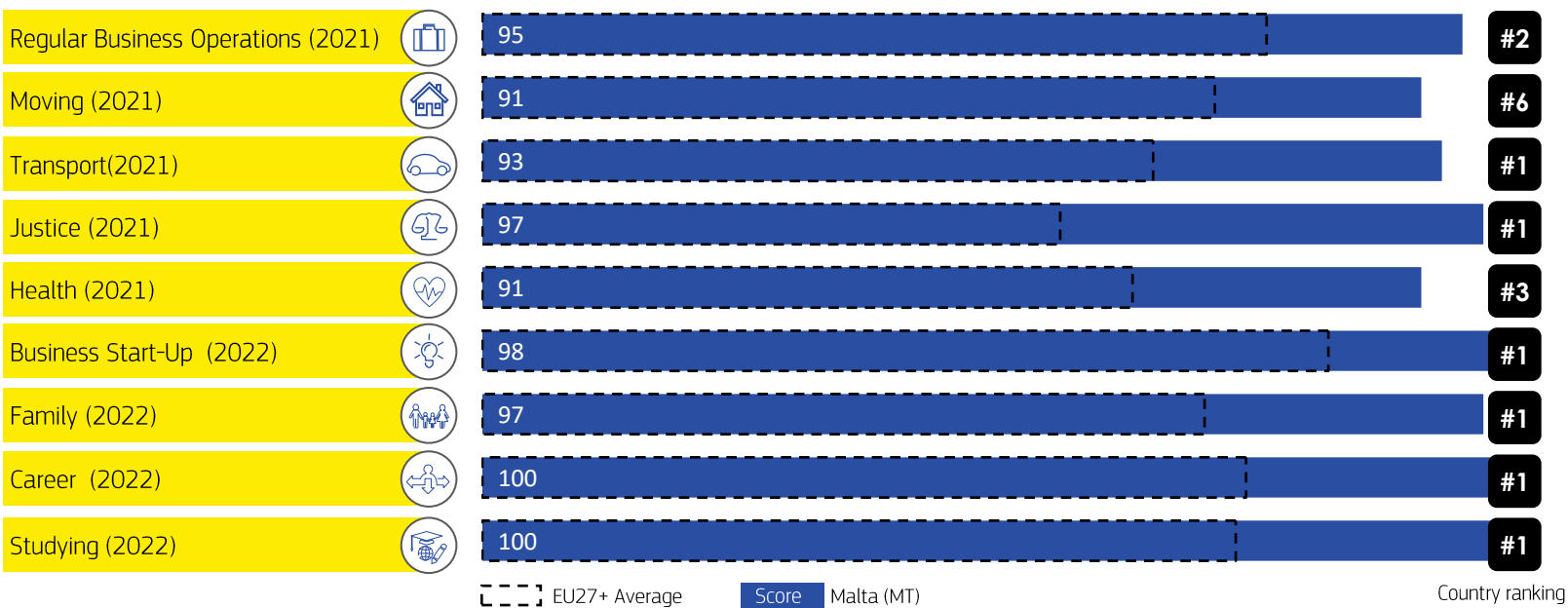
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Malta

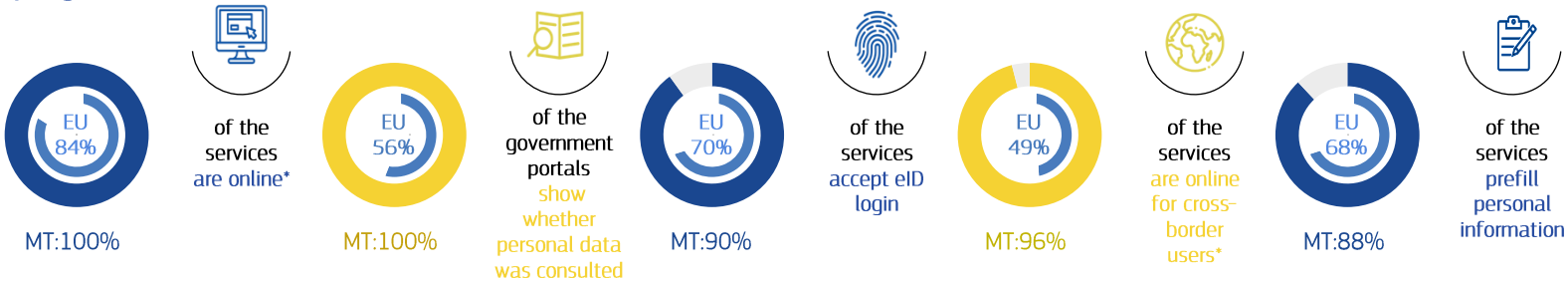
eGovernment Benchmark 2023



Digital Maturity and Ranking per Life Event



Key Figures



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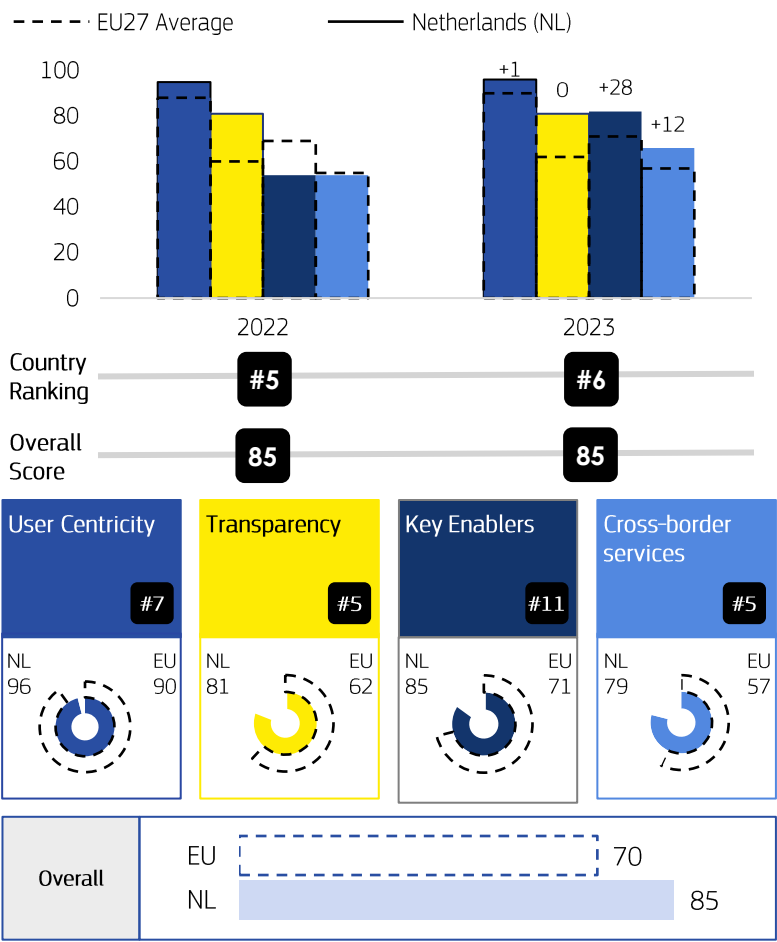
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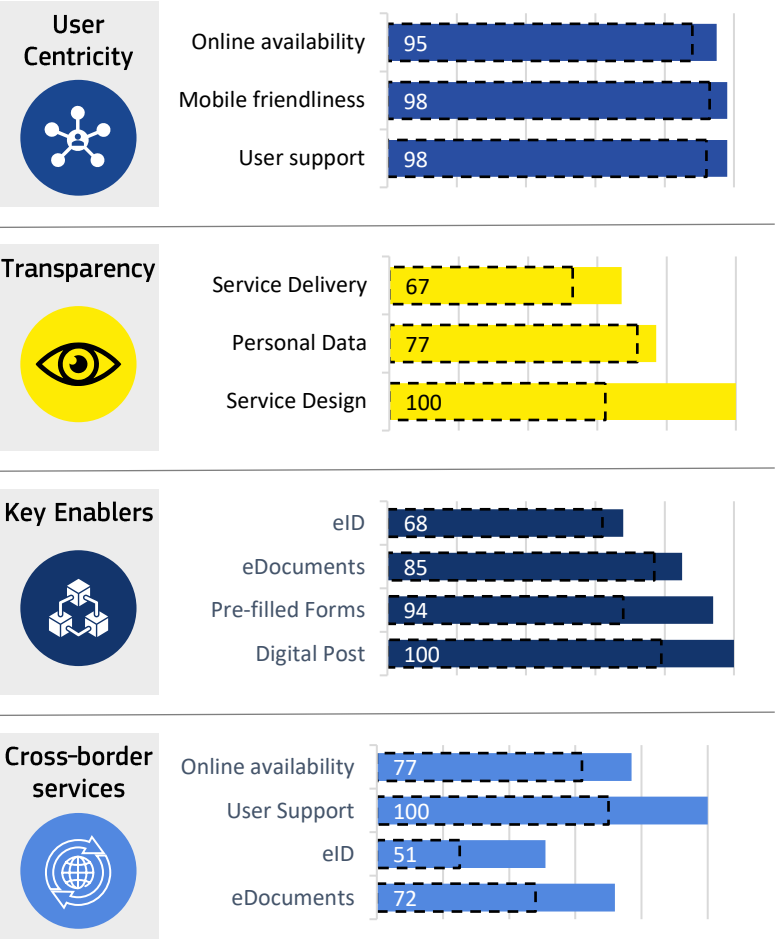
Netherlands

eGovernment Benchmark 2023

eGovernment Maturity per Key Dimension



Score per Indicator



--- EU27+ Average Score Netherlands (NL)

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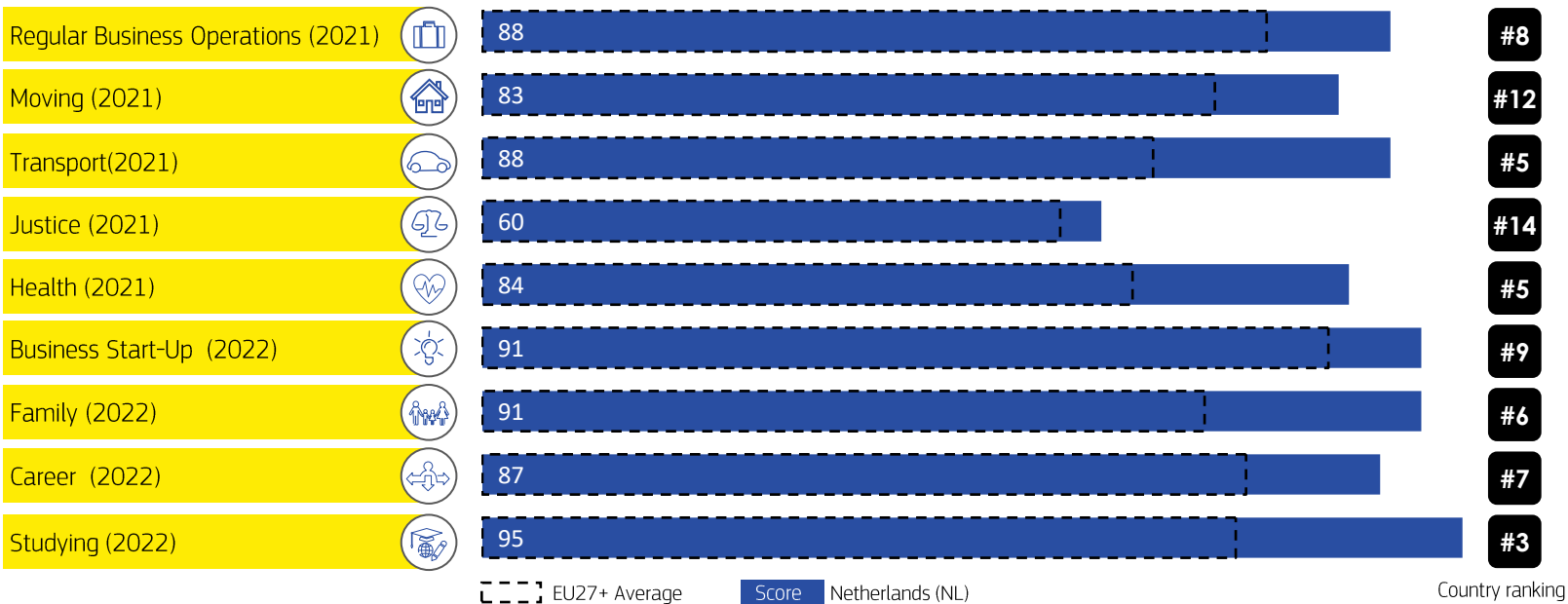
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Netherlands

eGovernment Benchmark 2023



Digital Maturity and Ranking per Life Event



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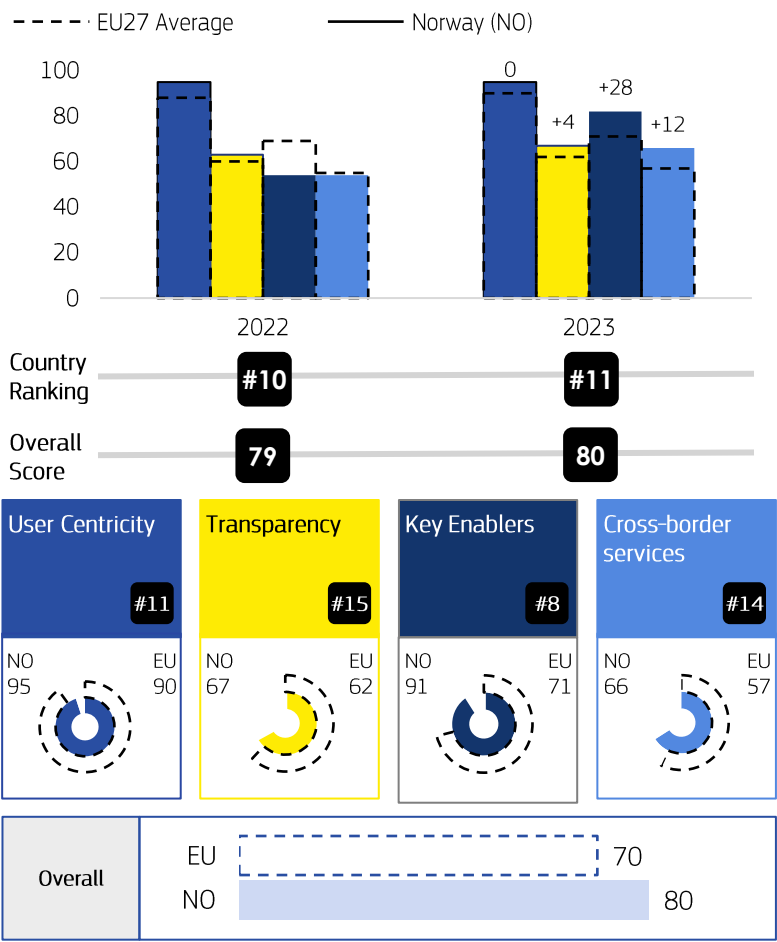
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Norway

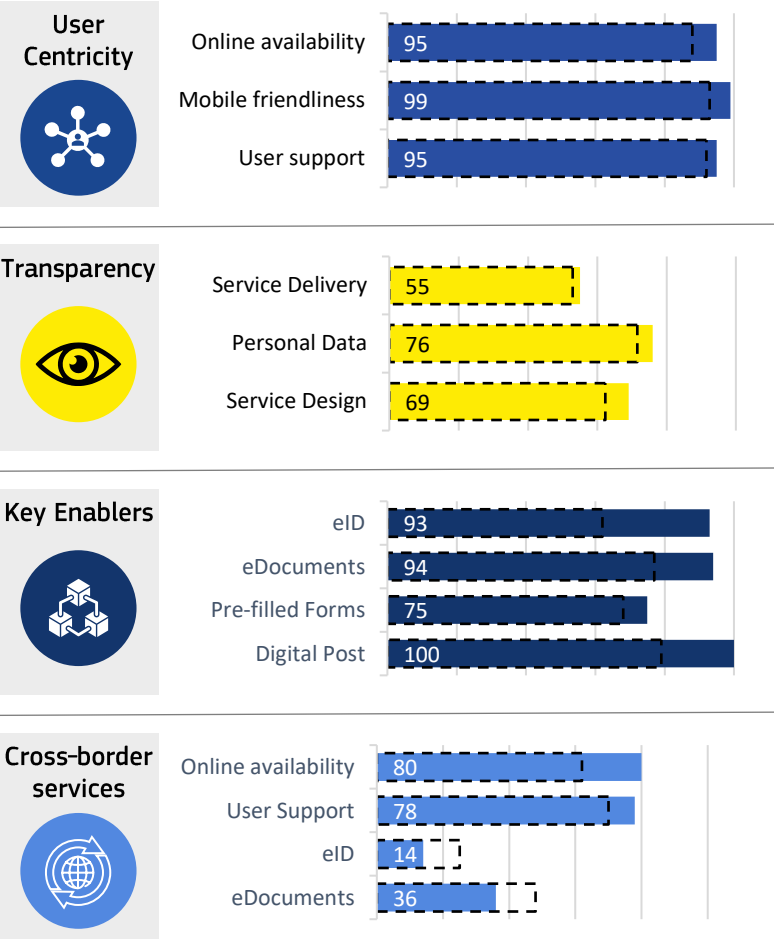
eGovernment Benchmark 2023



eGovernment Maturity per Key Dimension



Score per Indicator



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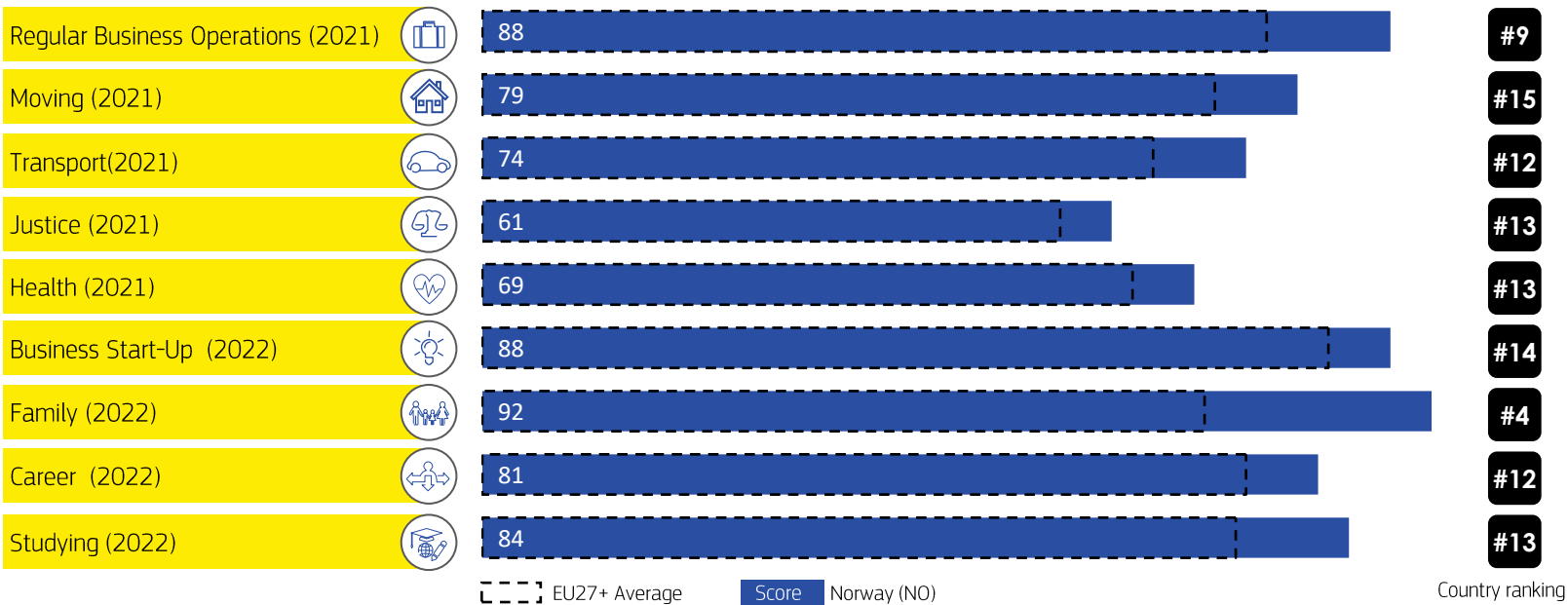
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Norway

eGovernment Benchmark 2023



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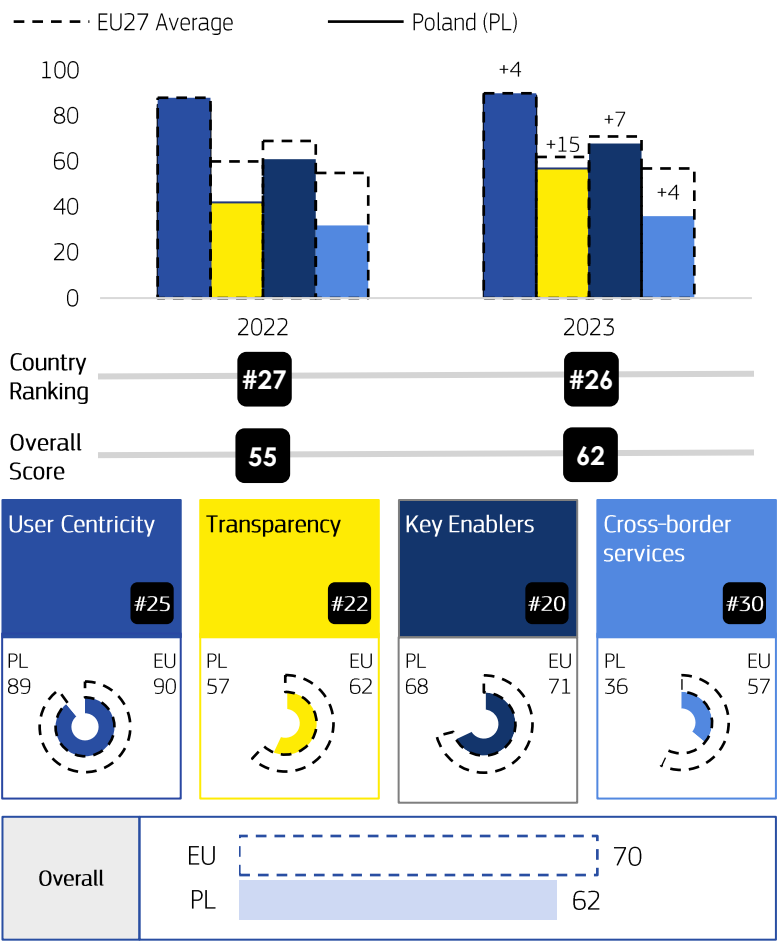
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Poland

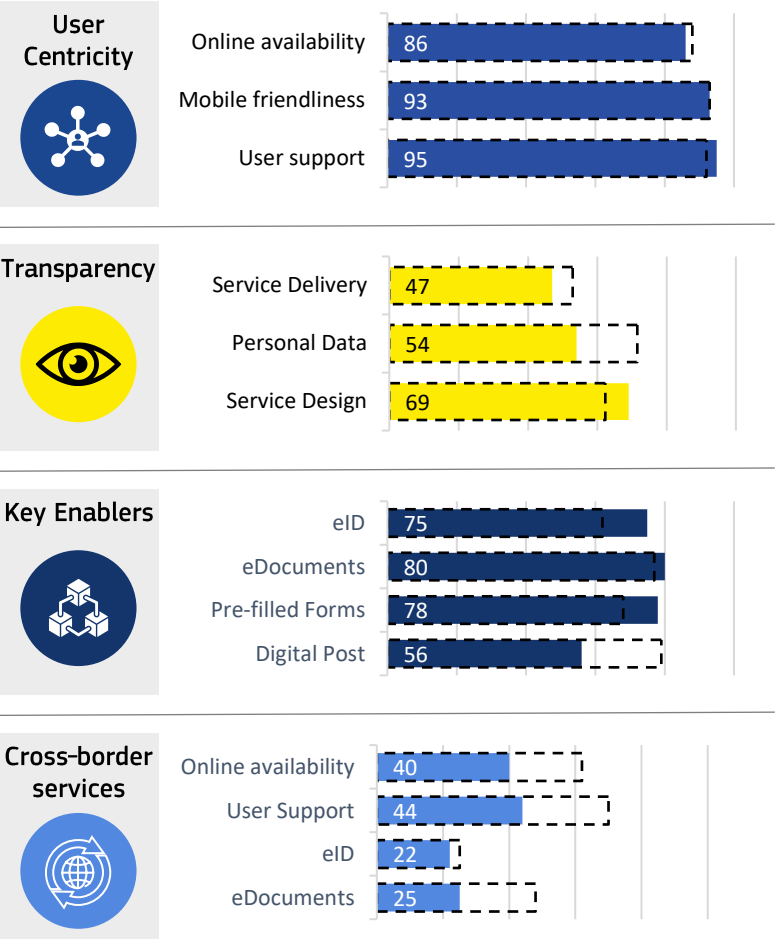
eGovernment Benchmark 2023



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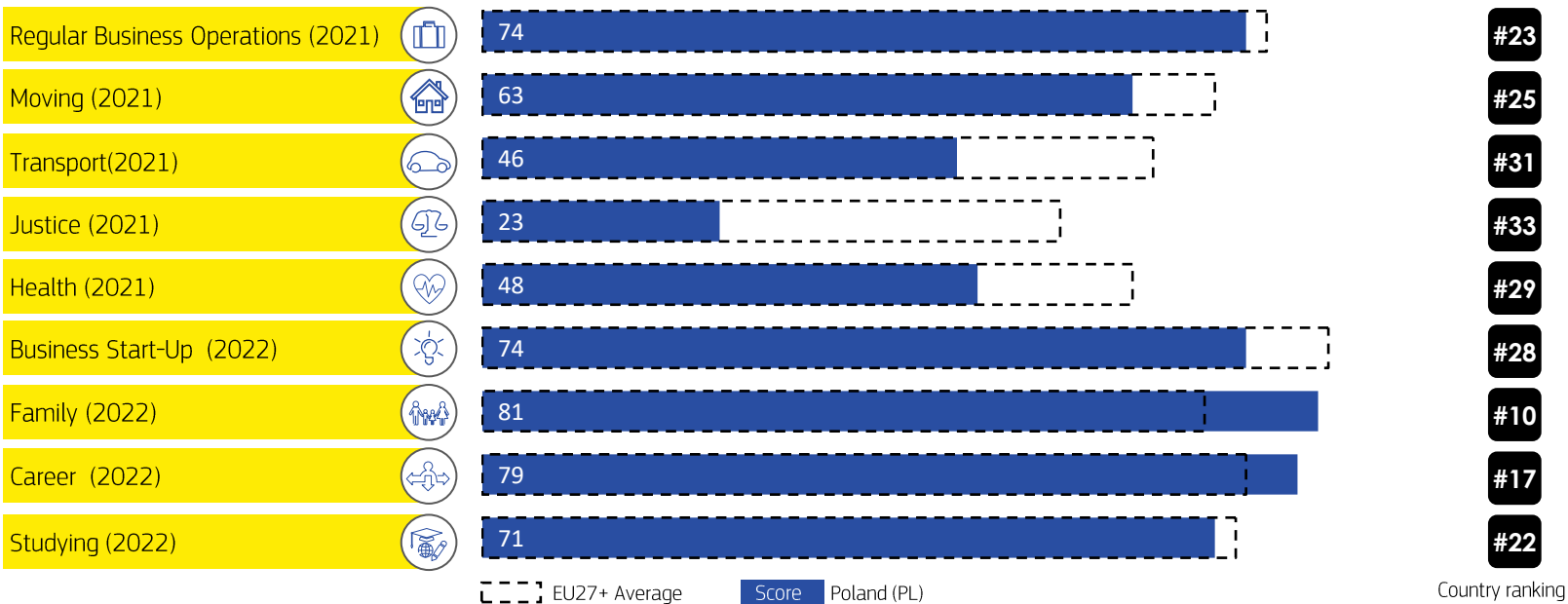
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Poland

eGovernment Benchmark 2023



Digital Maturity and Ranking per Life Event



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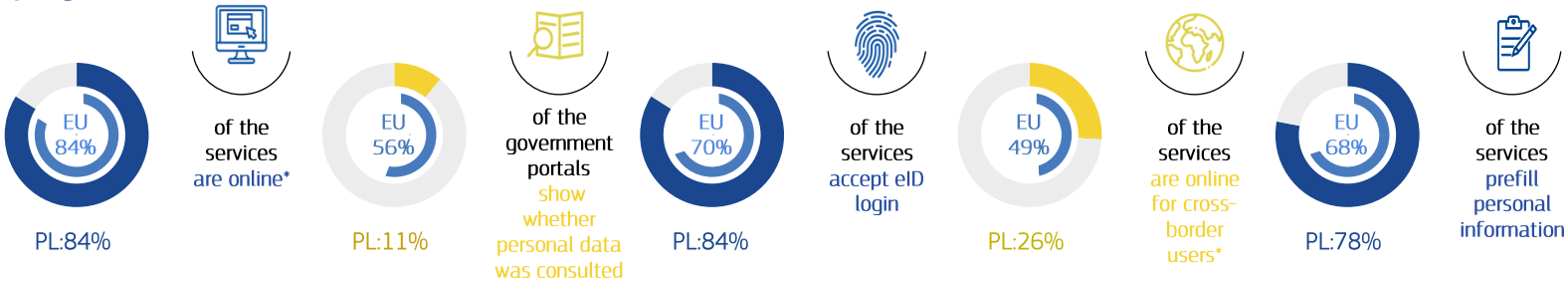
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Key Figures

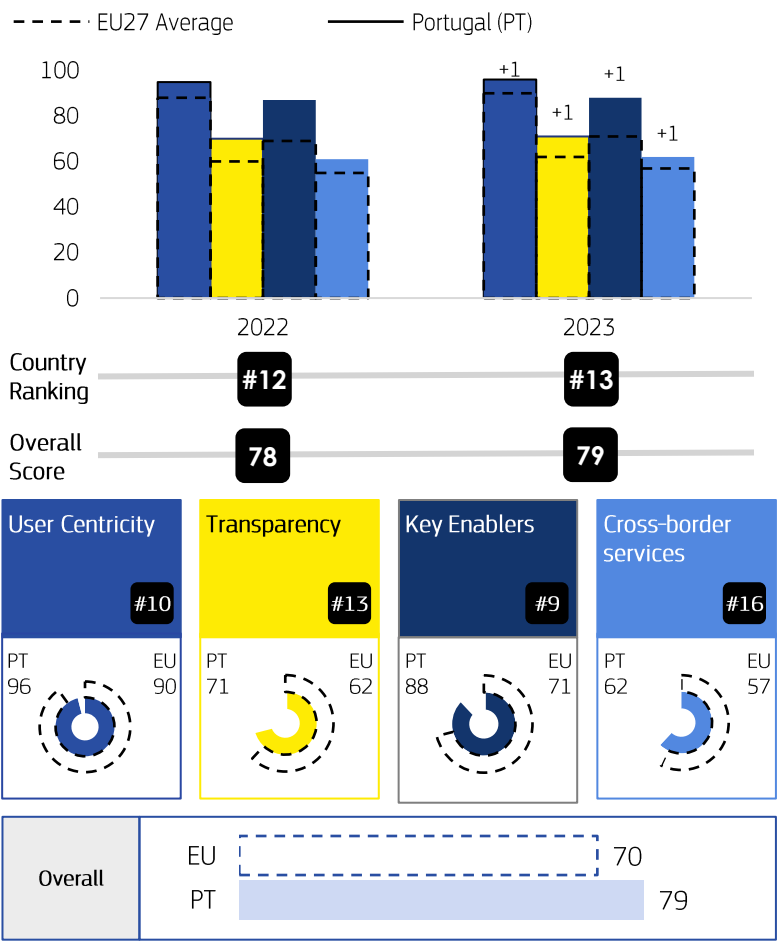


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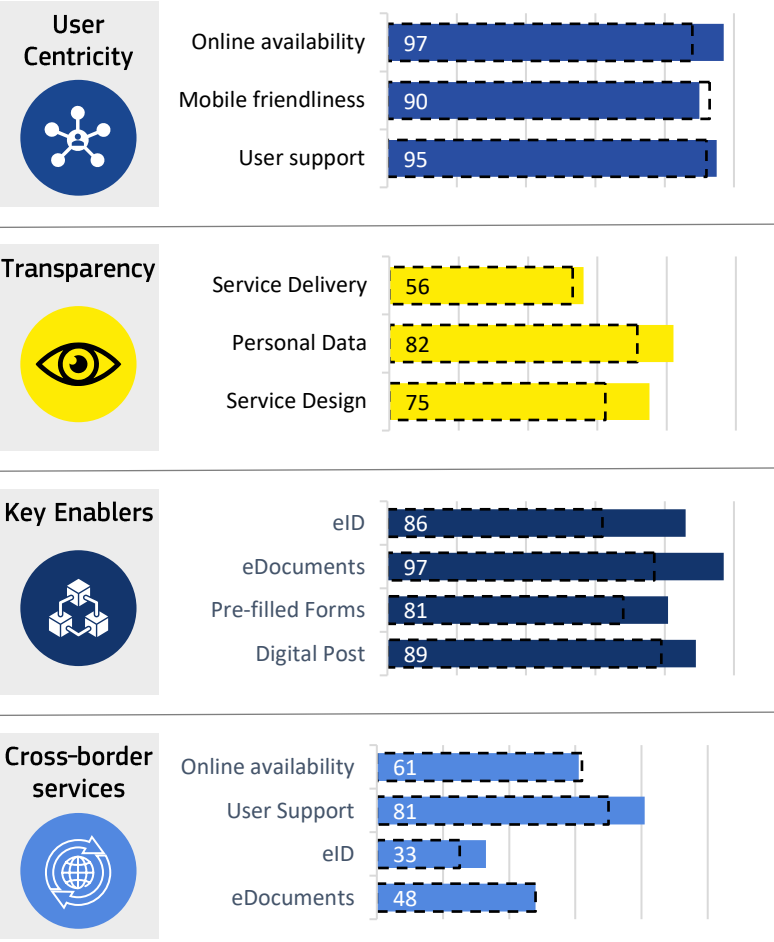
Portugal

eGovernment Benchmark 2023

eGovernment Maturity per Key Dimension



Score per Indicator



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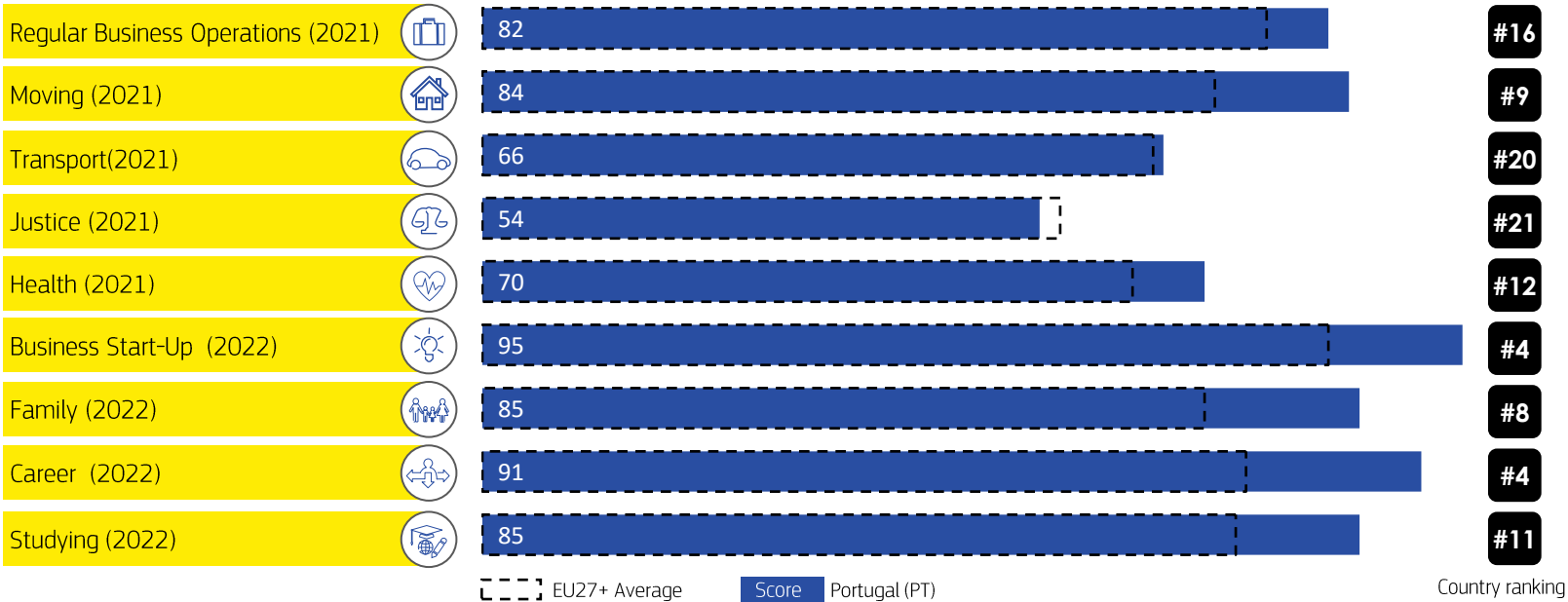
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Portugal

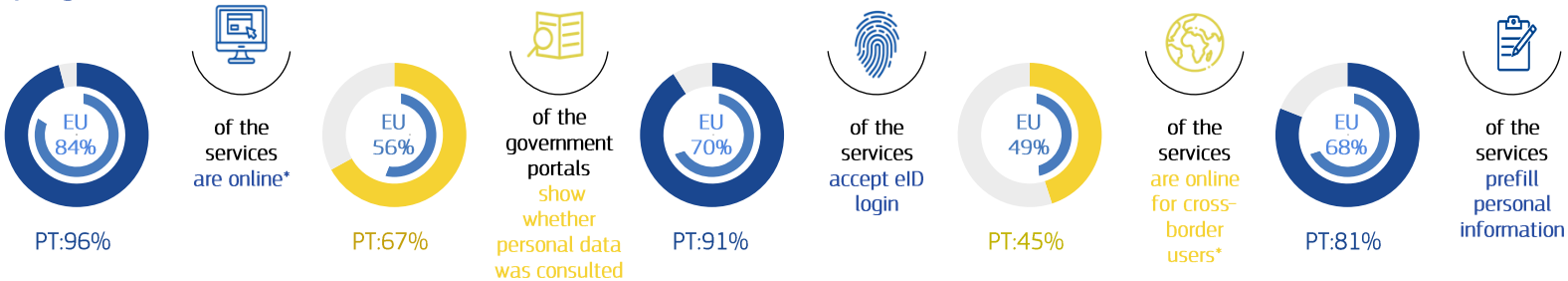
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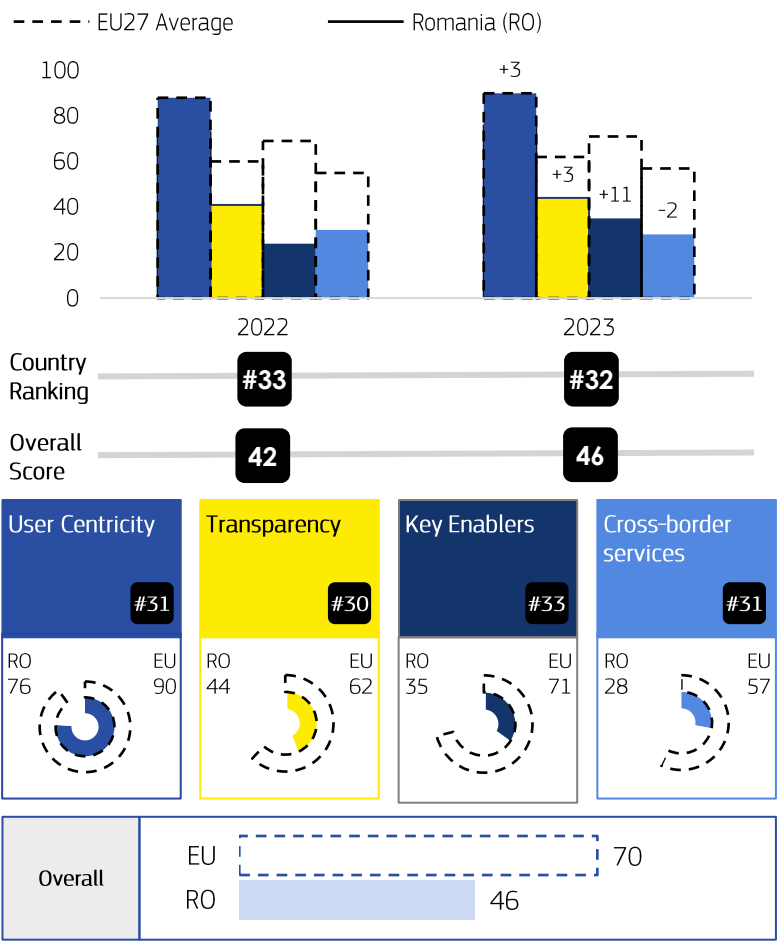
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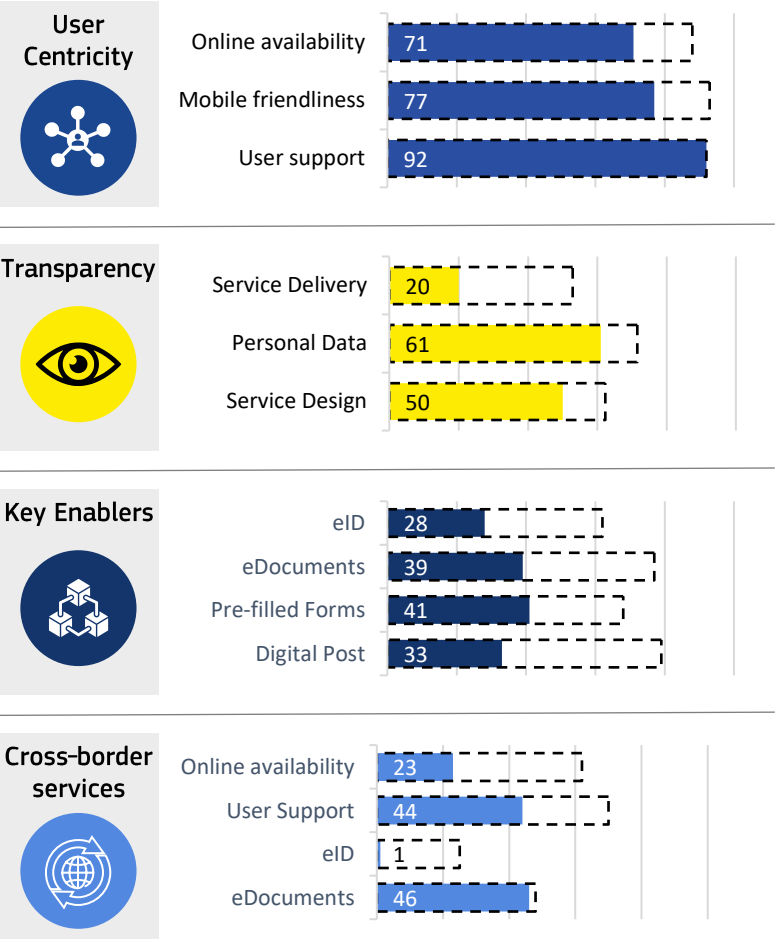
Romania

eGovernment Benchmark 2023

eGovernment Maturity per Key Dimension



Score per Indicator



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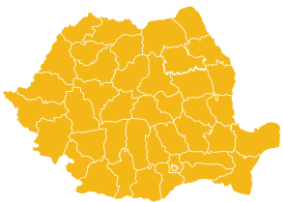
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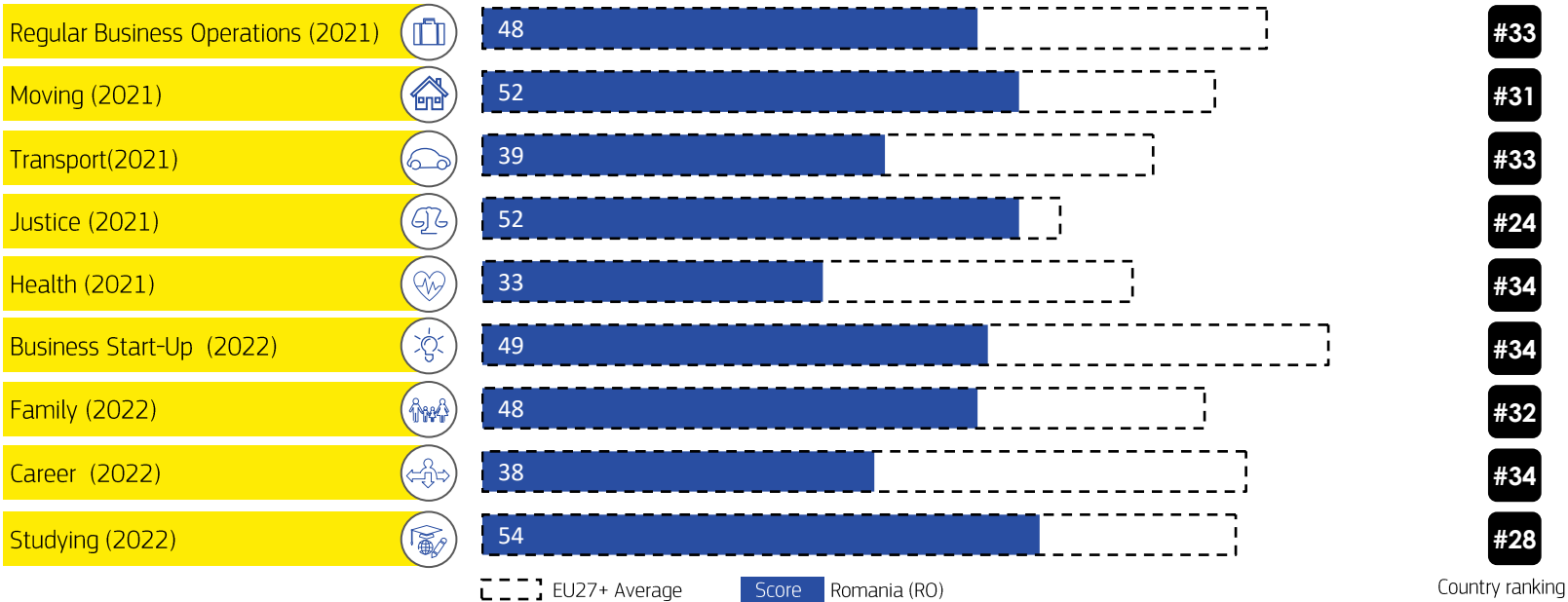
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Romania

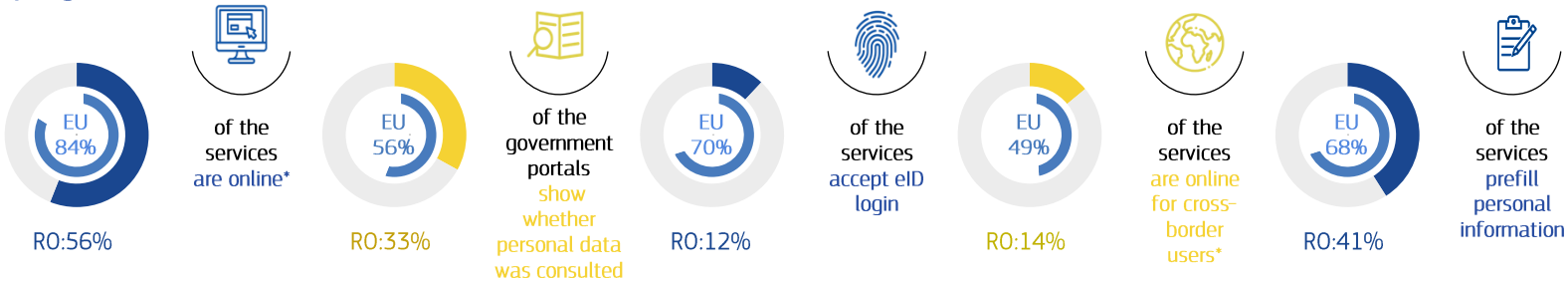
eGovernment Benchmark 2023



Digital Maturity and Ranking per Life Event



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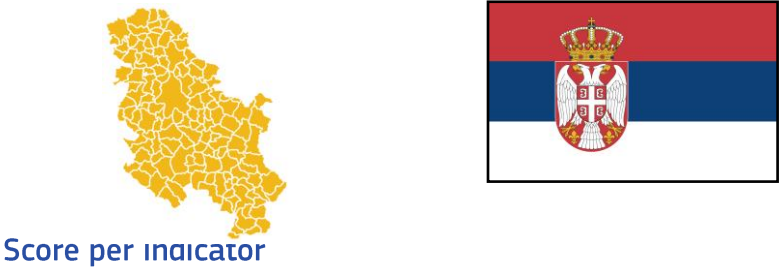
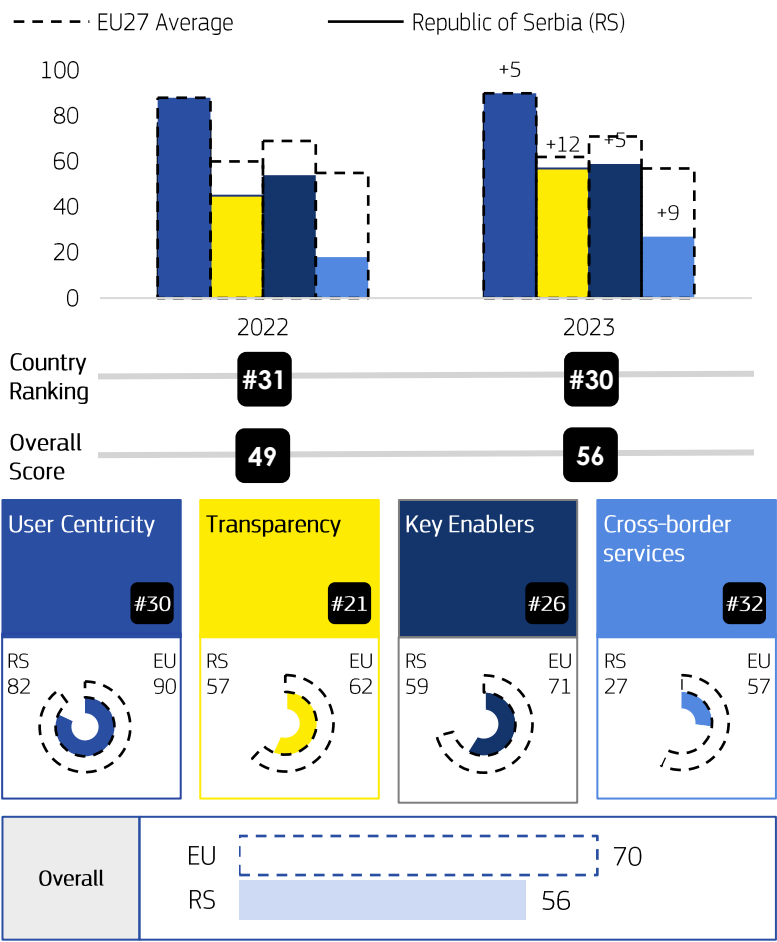
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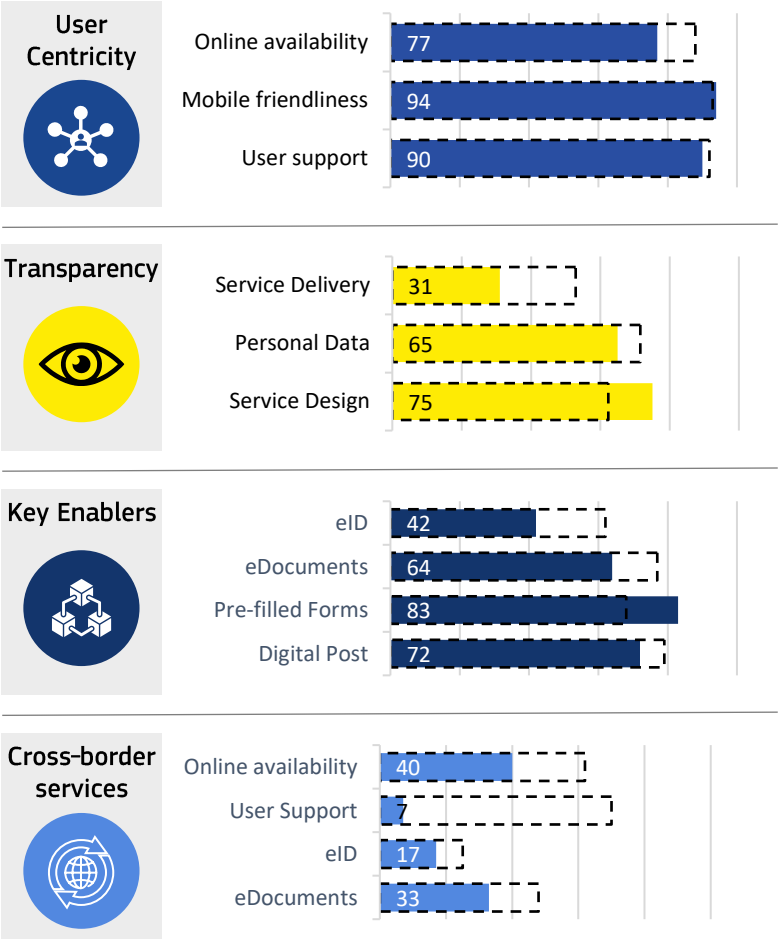
Republic of Serbia

eGovernment Benchmark 2023

eGovernment Maturity per Key Dimension



Score per indicator



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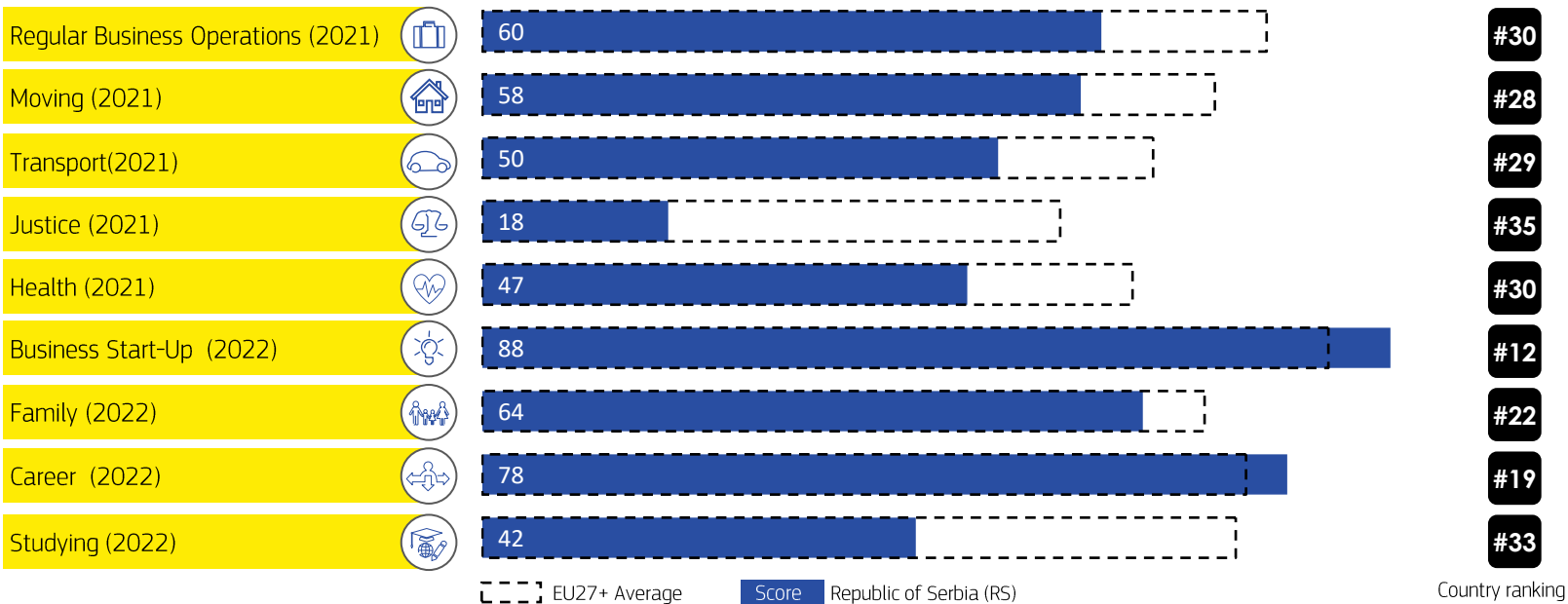
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Republic of Serbia

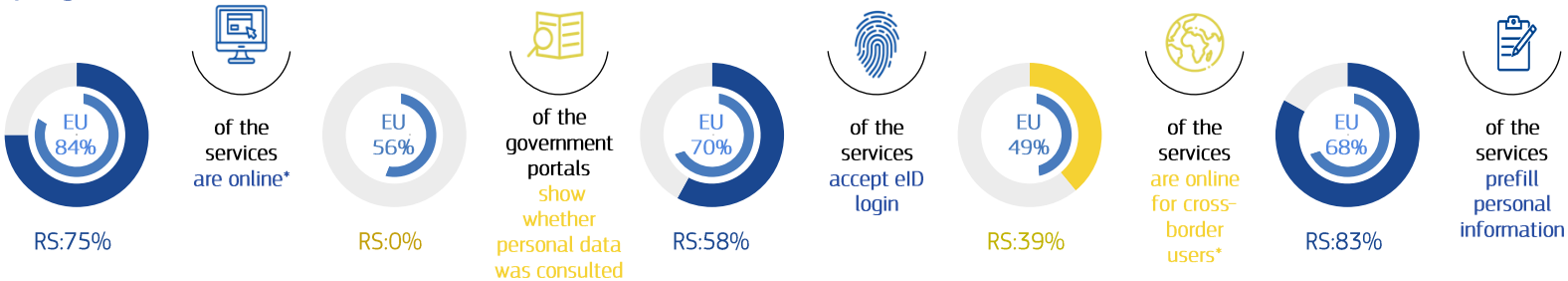
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Digital Maturity and Ranking per Life Event



Key Figures



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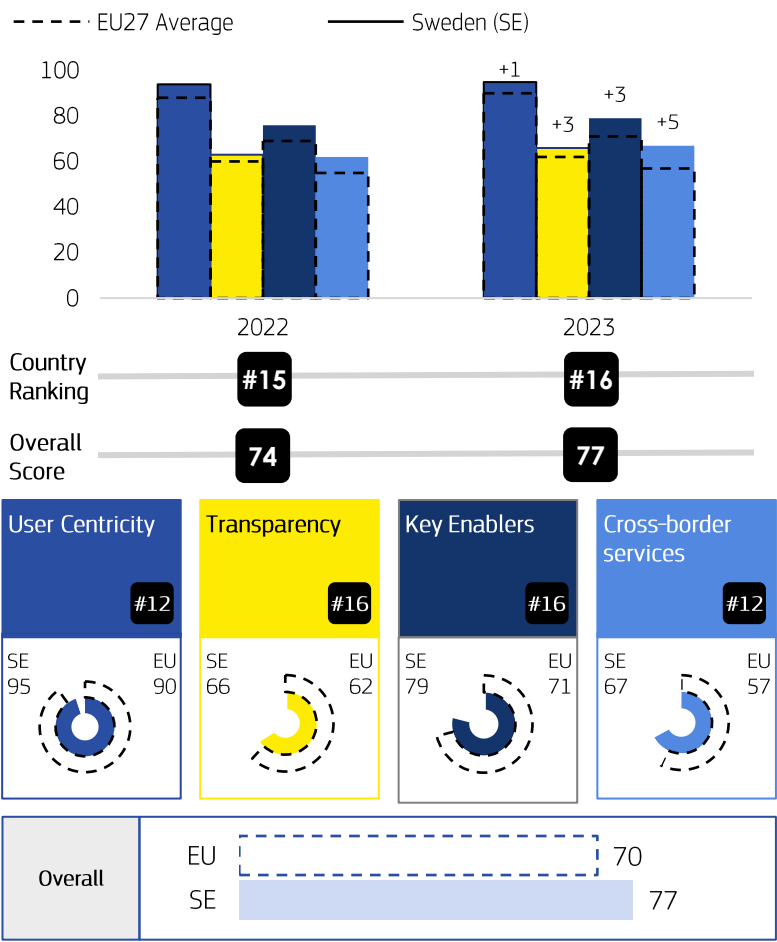
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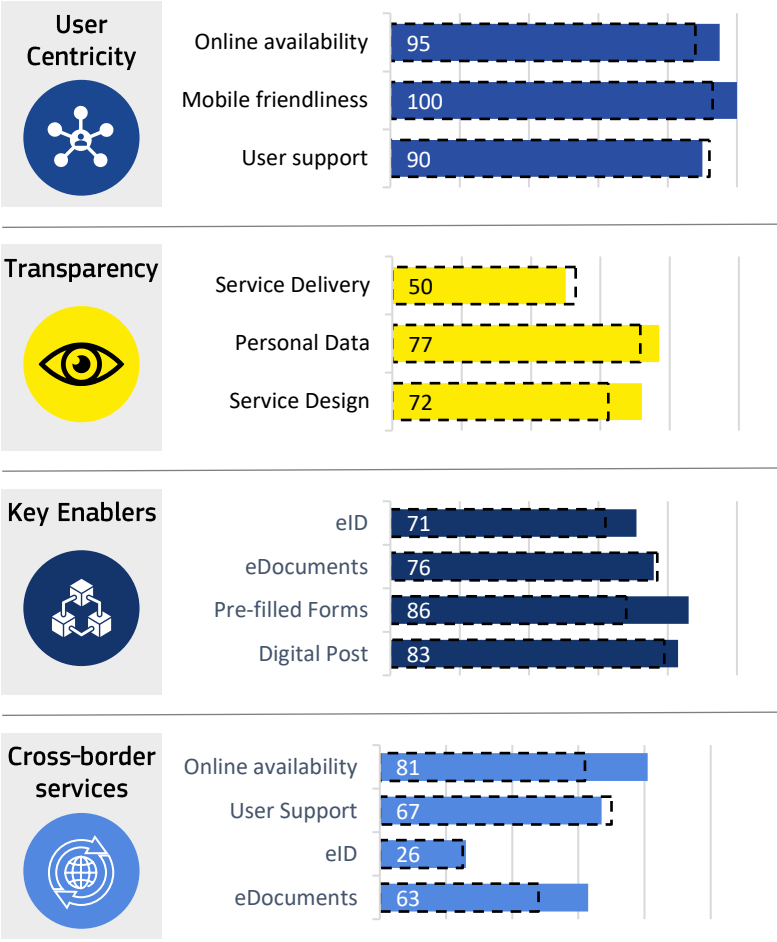
Sweden

eGovernment Benchmark 2023

eGovernment Maturity per Key Dimension



Score per Indicator



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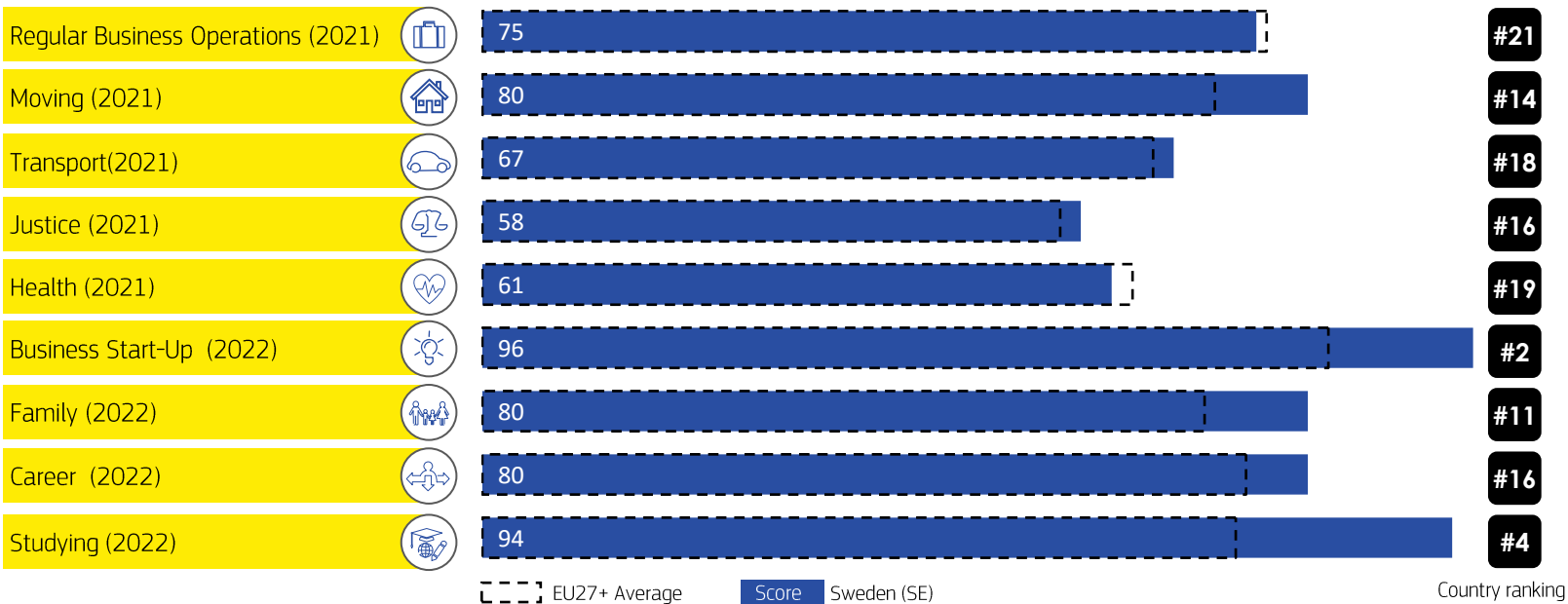
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Sweden

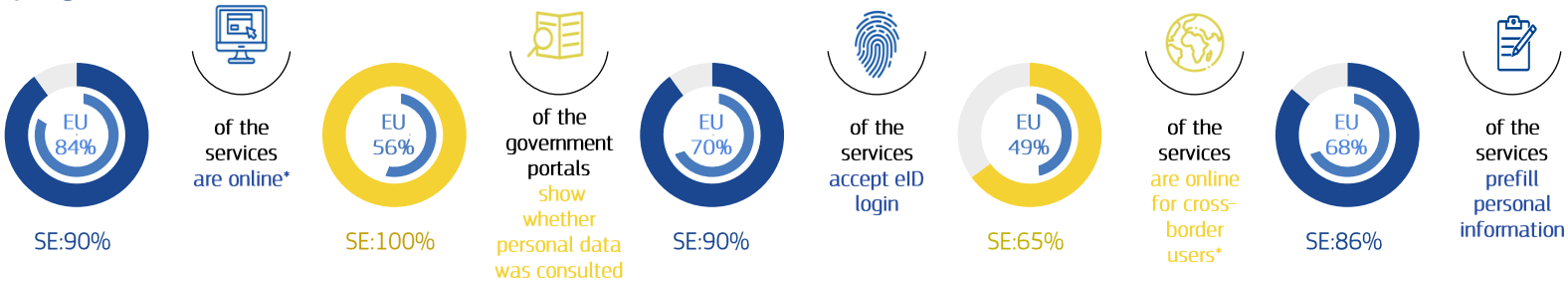
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Digital Maturity and Ranking per Life Event



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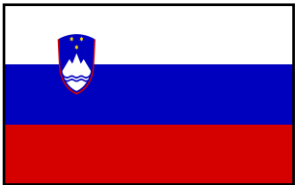
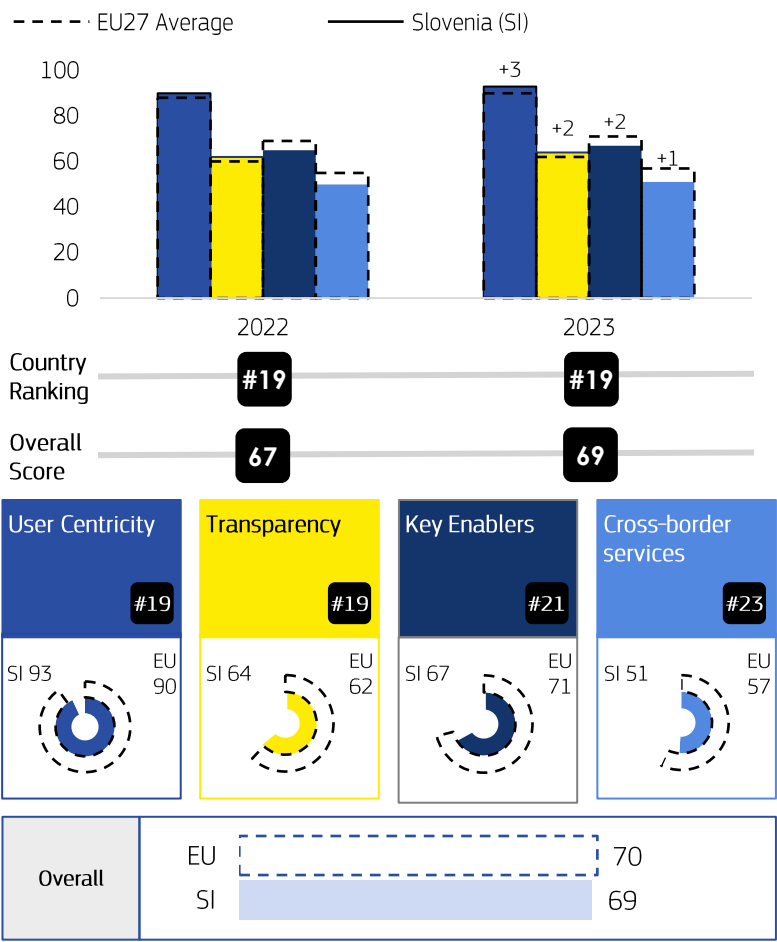
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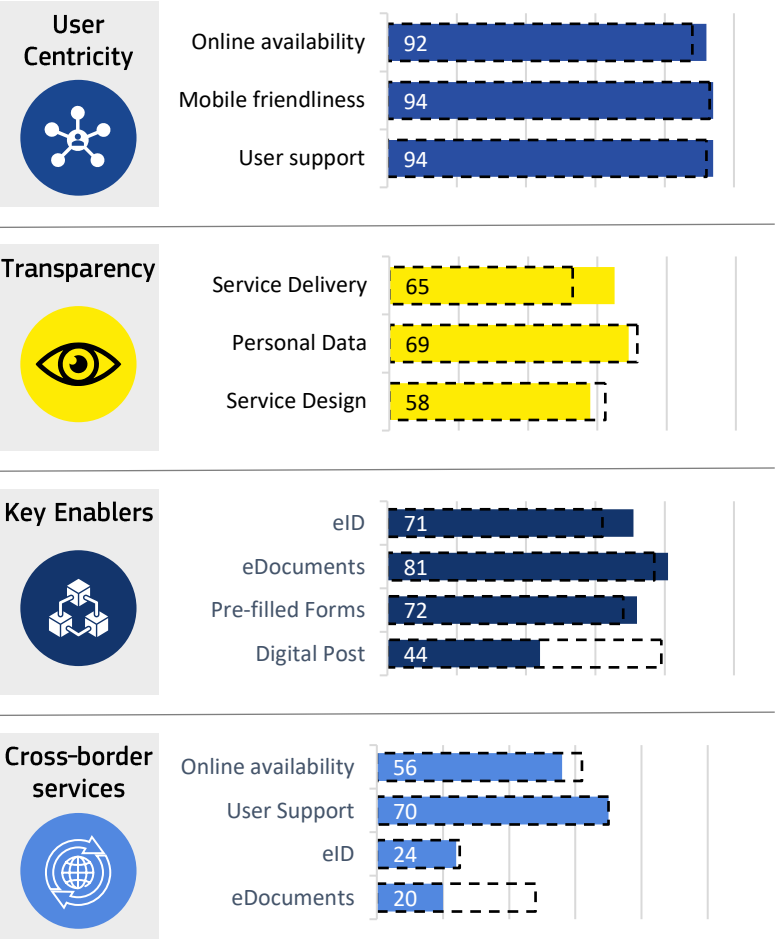
Slovenia

eGovernment Benchmark 2023

eGovernment Maturity per Key Dimension



Score per Indicator



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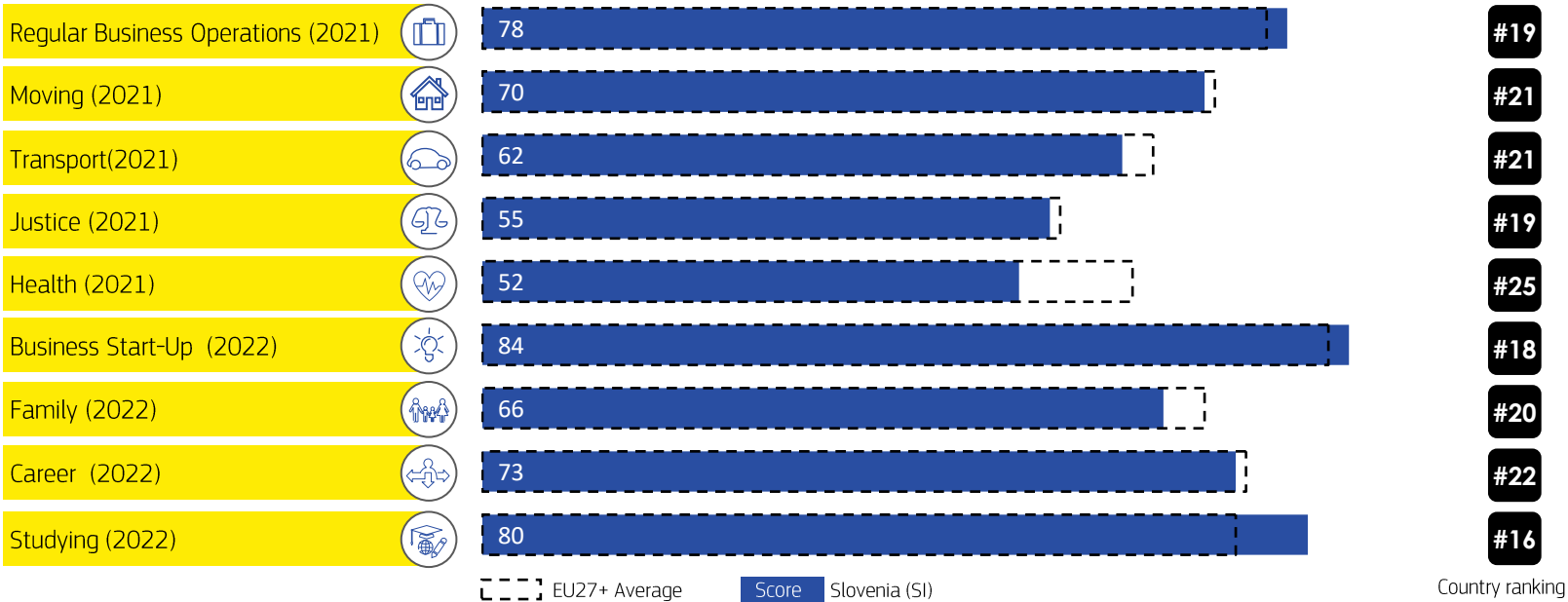
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Slovenia

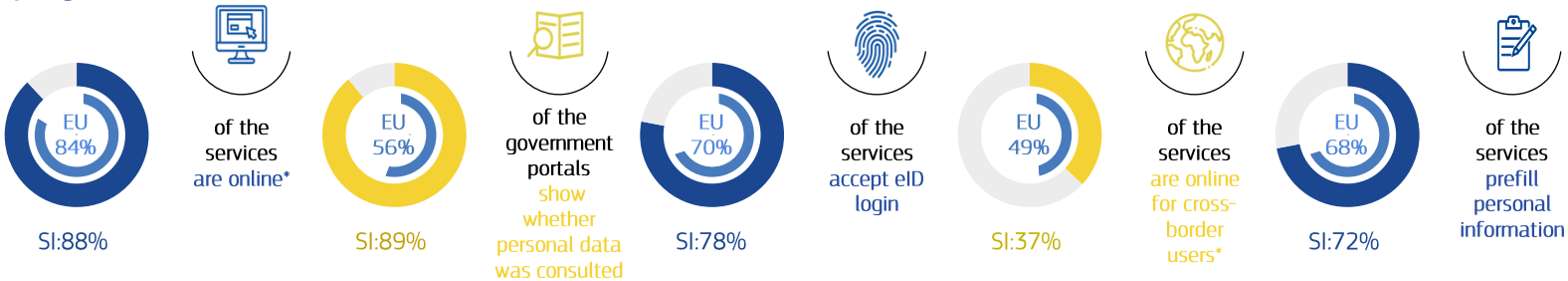
eGovernment Benchmark 2023



Digital Maturity and Ranking per Life Event



Key Figures



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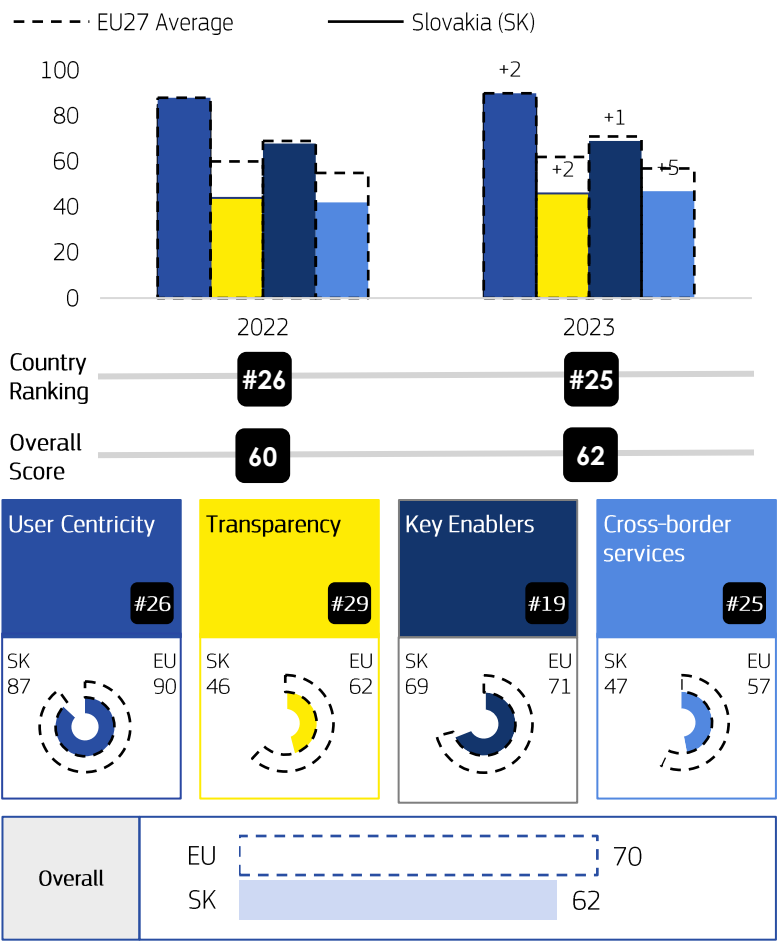
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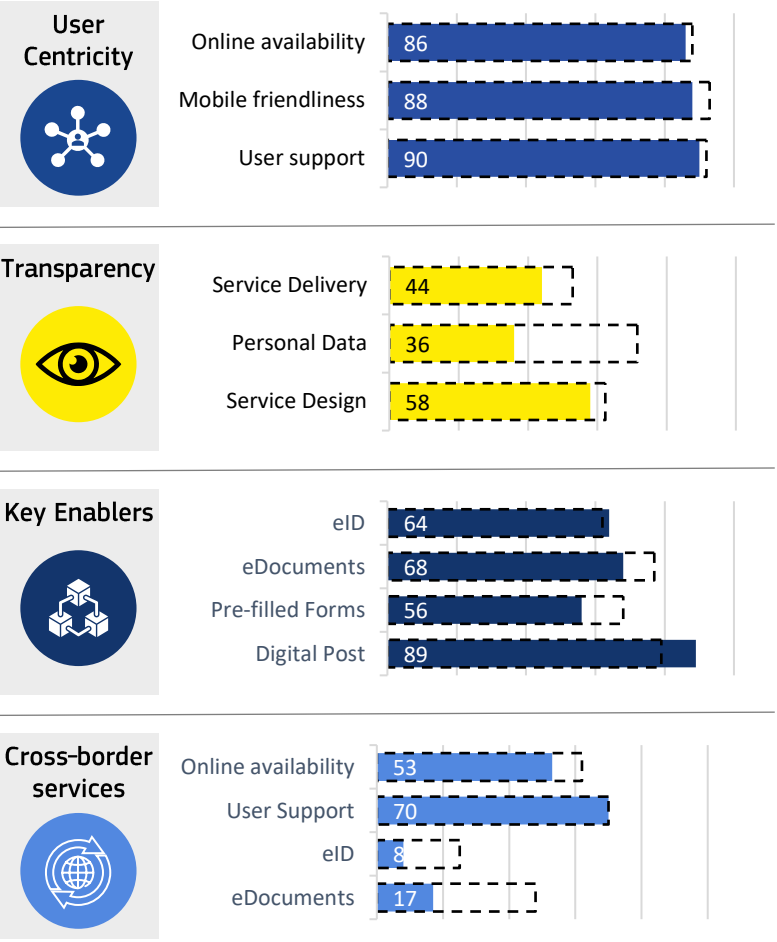
Slovakia

eGovernment Benchmark 2023

eGovernment Maturity per Key Dimension



Score per Indicator



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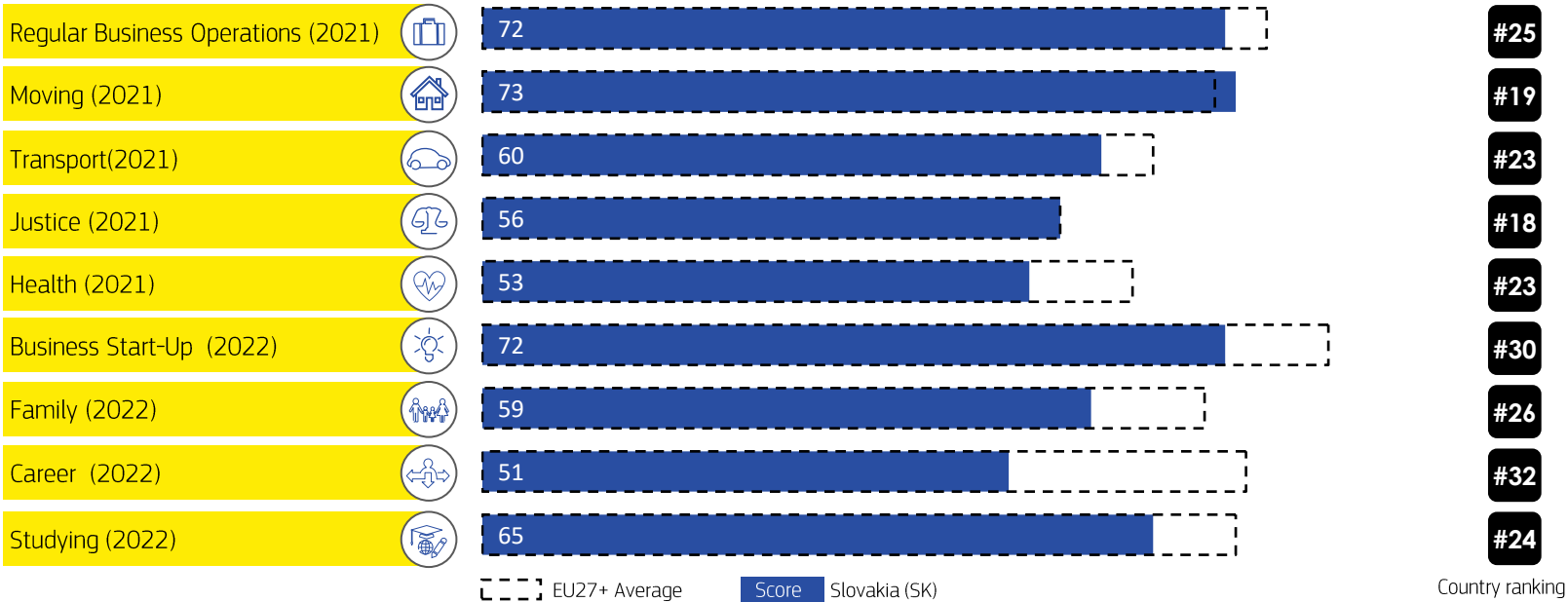
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Slovakia

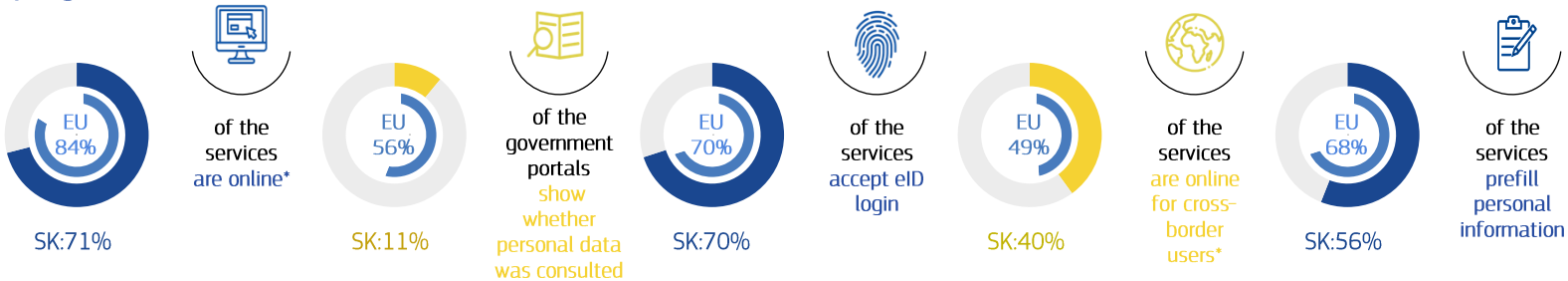
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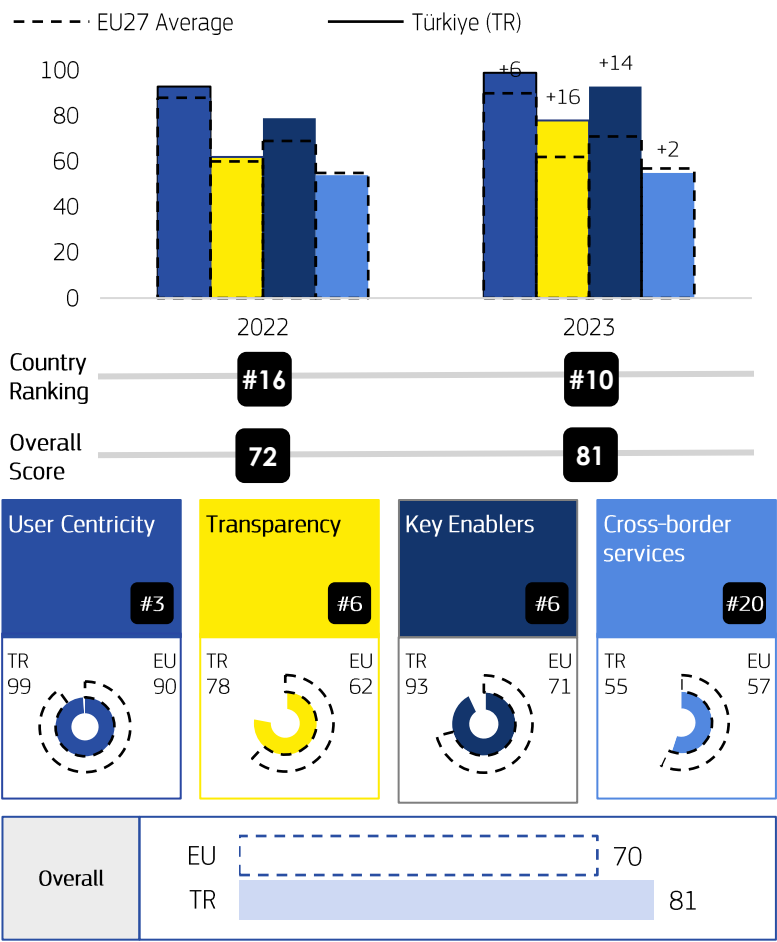
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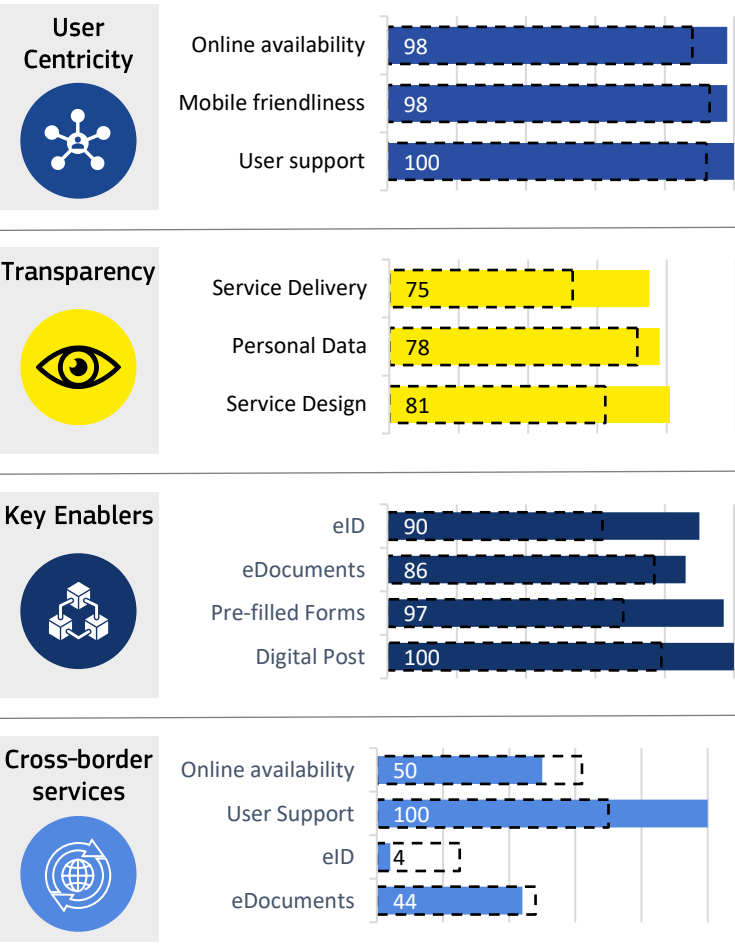
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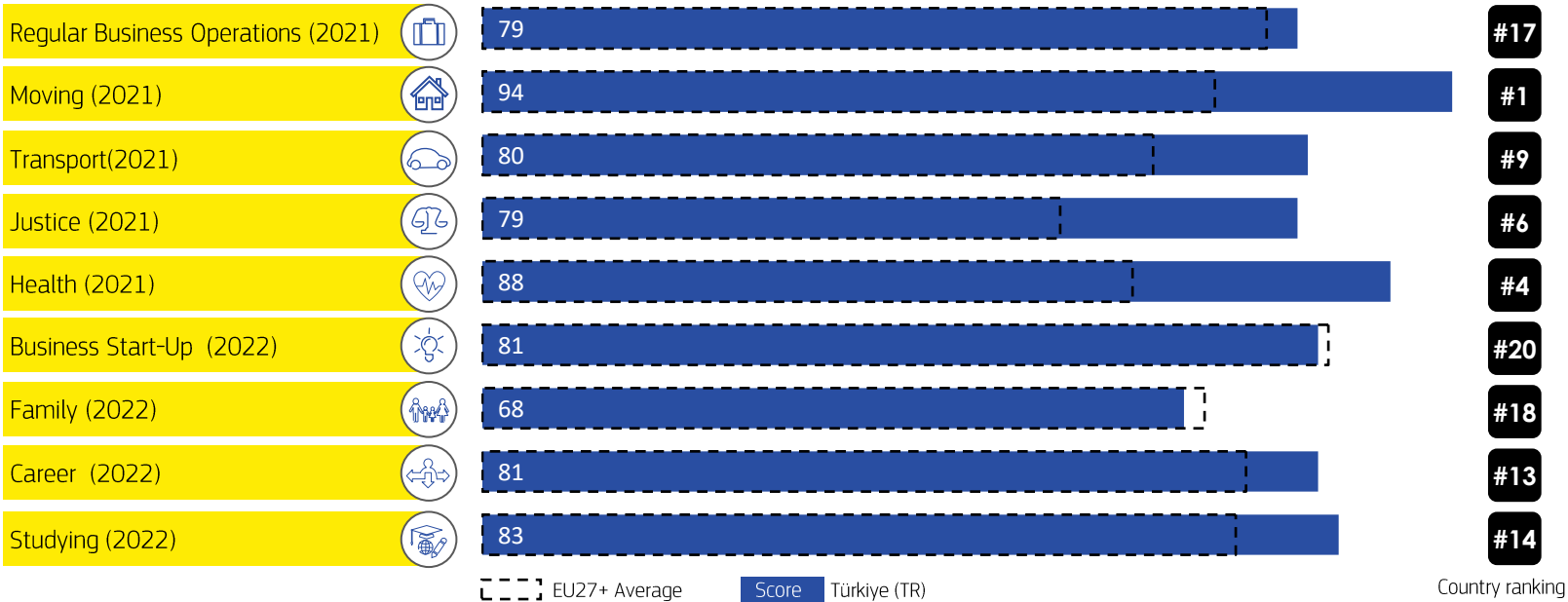
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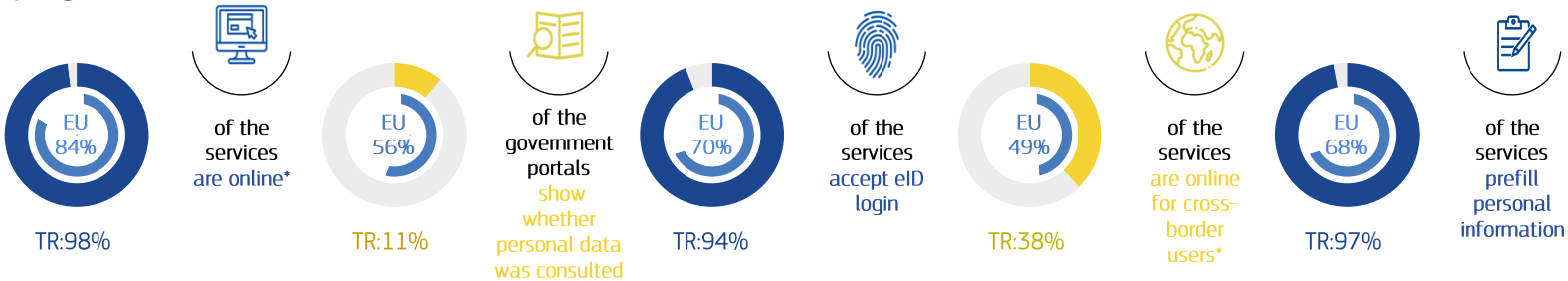
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European Commission

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Connecting Digital Governments

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