

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











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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Albania













Spain

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France

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Croatia

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Estonia

















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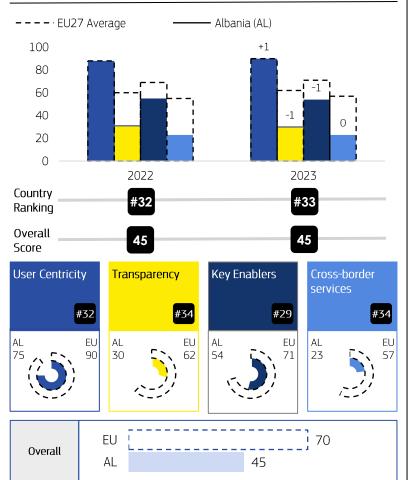




Albania

eGovernment Benchmark 2023

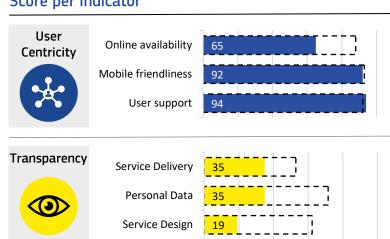
eGovernment Maturity per Key Dimension

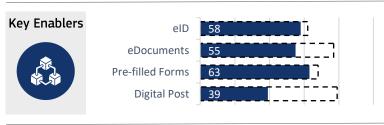


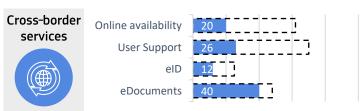




Score per Indicator







- **EU27**+ Average
- Score Albania (AL)

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.

- Online Availability. indicates if a service is online. Ranging from offline (0%), only information online (50%), fully online (100%).
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The Key Dimension *Transparency* indicates to what extent governments are transparent regarding:

- Transparency of Service Delivery: indicates to what extent governments are transparent as regards the process of service delivery.
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The Key Dimension **Key Enablers** indicates the extent to which 4 technical pre-conditions are available online:

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The Key Dimension for *Cross-border Services* indicates to what extent EU citizens can use online services in another country.

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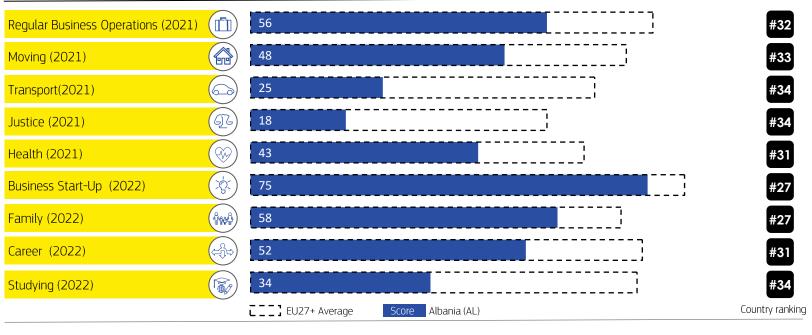
Albania

eGovernment Benchmark 2023





Digital Maturity and Ranking per Life Event



Key Figures





of the services are online*



AL:0%











login



AL:14%







of the services prefill personal information

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.

Family (2022). Ten family services are assessed for this life event, including services that are typical for young families, such as: marriage (or other partnerships), birth and related (financial) rights, and a divorce. Also evaluated is how to obtain a passport, a birth certificate and which requirements are necessary for a funeral.

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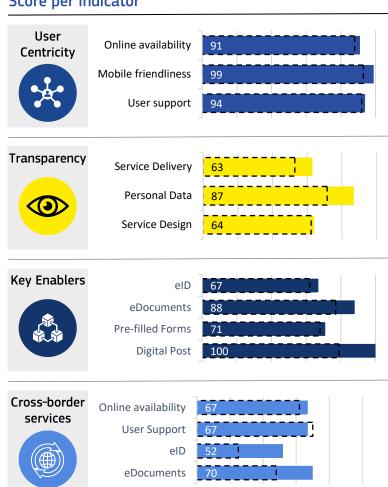
Austria

eGovernment Benchmark 2023

eGovernment Maturity per Key Dimension **---** EU27 Average Austria (AT) 100 80 60 40 20 2022 2023 Country #13 Ranking Overall 76 Score **Key Enablers** User Centricity Cross-border **Fransparency** services EU FU Overall ΑT 78



Score per Indicator



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EU27+ Average

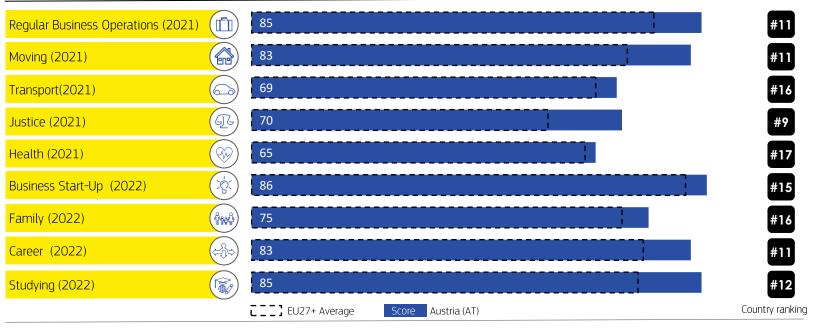
Score Austria (AT)

Austria

eGovernment Benchmark 2023



Digital Maturity and Ranking per Life Event



Key Figures





of the services are online*

EU 56%

AT:100%









AT:75%





AT:48%







services prefill personal information

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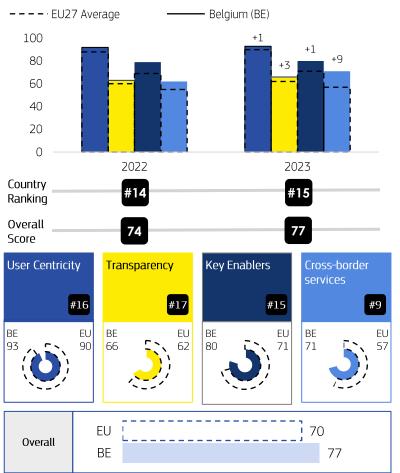
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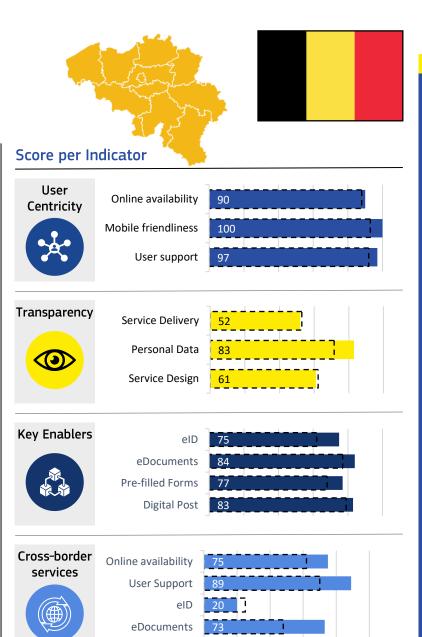
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Belgium

eGovernment Benchmark 2023

eGovernment Maturity per Key Dimension





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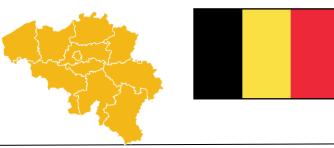
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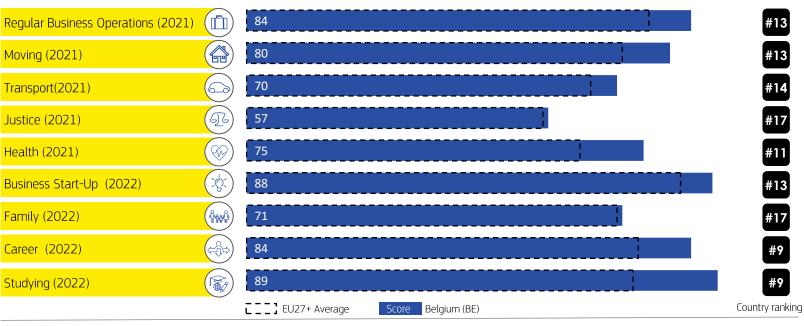
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Belgium

eGovernment Benchmark 2023



Digital Maturity and Ranking per Life Event



Key Figures





services are online*



of the aovernment portals show whether BE:56%

was consulted







login









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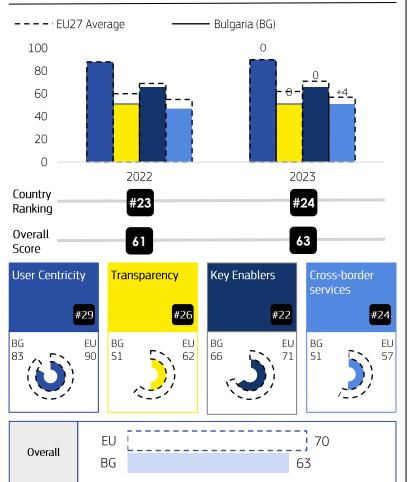
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Bulgaria

eGovernment Benchmark 2023

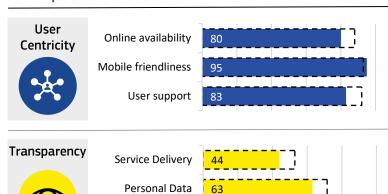
eGovernment Maturity per Key Dimension



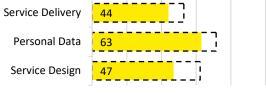




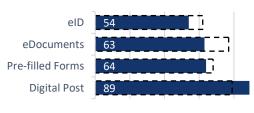
Score per Indicator





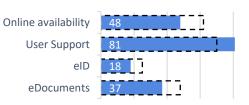












EU27+ Average

Score Bulgaria (BG)

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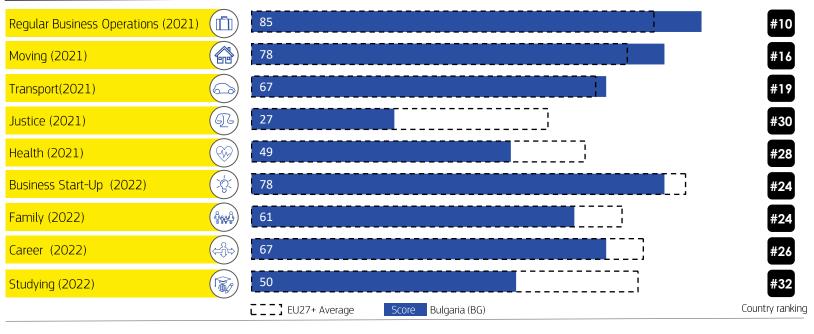
Bulgaria

eGovernment Benchmark 2023





Digital Maturity and Ranking per Life Event



Key Figures





are online*























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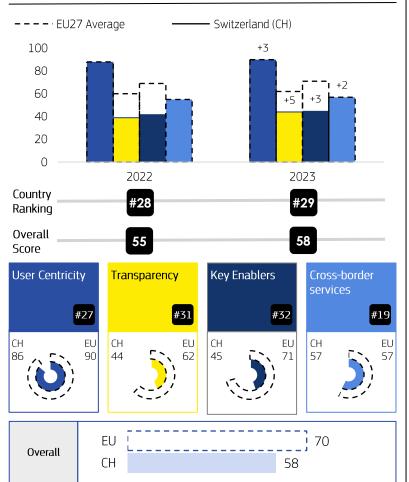
Starting a Small Claims Procedure (2021). This life event is part of the Justice domain and captures the journey of someone willing to start a small claims procedure: from orientation and initiation to retrieving verdict and appeal

BG:64%

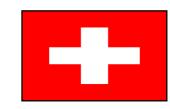
Switzerland

eGovernment Benchmark 2023

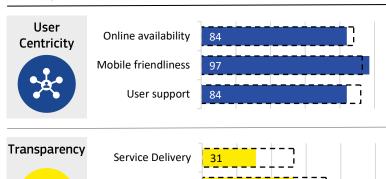
eGovernment Maturity per Key Dimension







Score per Indicator

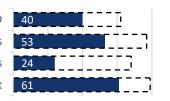






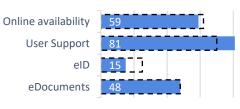












EU27+ Average

Score Switzerland (CH)

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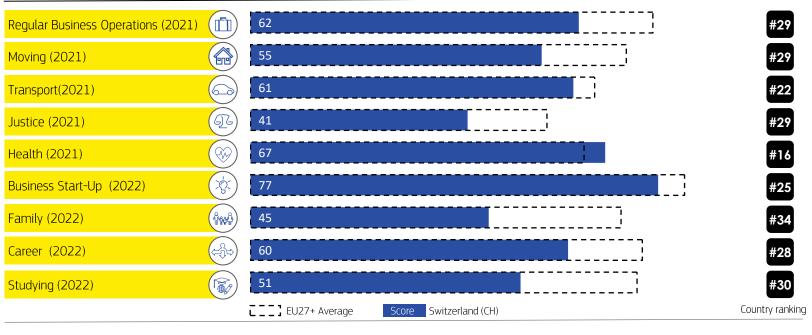
Switzerland

eGovernment Benchmark 2023





Digital Maturity and Ranking per Life Event



Key Figures





services are online*

CH:33%



portals whether



show CH:24% was consulted











CH:24%





of the services prefill personal information

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Cyprus

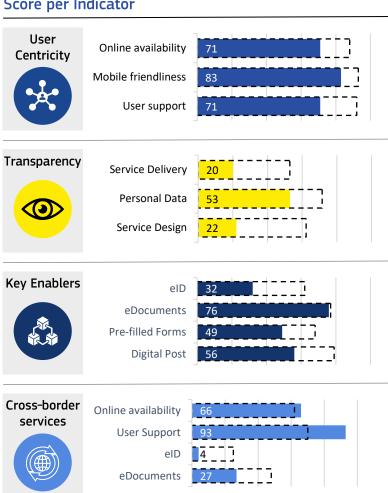
eGovernment Benchmark 2023

eGovernment Maturity per Key Dimension **---** EU27 Average Cyprus (CY) 100 80 60 40 20 Ω 2022 2023 Country #30 #31 Ranking Overall **50** Score **Key Enablers** User Centricity Cross-border **Fransparency** services EU CY 59 FU Overall 53 CY





Score per Indicator



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EU27+ Average Score Cyprus (CY)

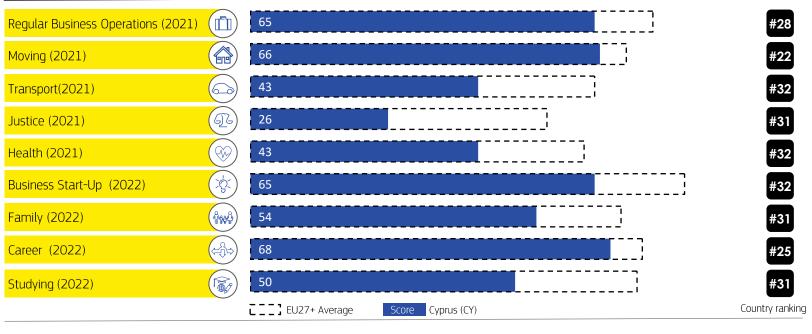
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eGovernment Benchmark 2023





Digital Maturity and Ranking per Life Event



Key Figures





services are online*

CY:22%









CY:29%













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Transport (2021). A life event for services for citizens wanting to buy or sell a car, declare road taxes, obtain parking permits and find public transport

Czech Republic

eGovernment Benchmark 2023

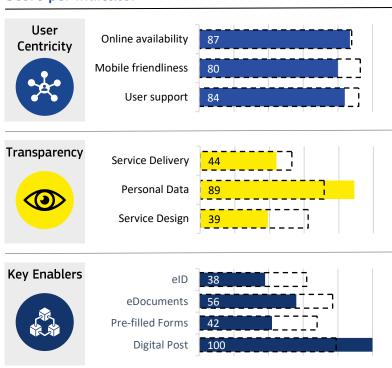
eGovernment Maturity per Key Dimension **- - - -** EU27 Average Czech Republic (CZ) 100 80 +3 - 0 - +1 60 40 20 2022 2023 Country #22 #22 Ranking Overall 63 Score **Key Enablers** User Centricity Cross-border **Fransparency** services EU 53 FU 70 Overall 64 CZ

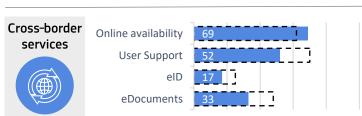




Score per Indicator

EU27+ Average





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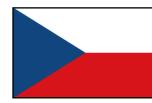
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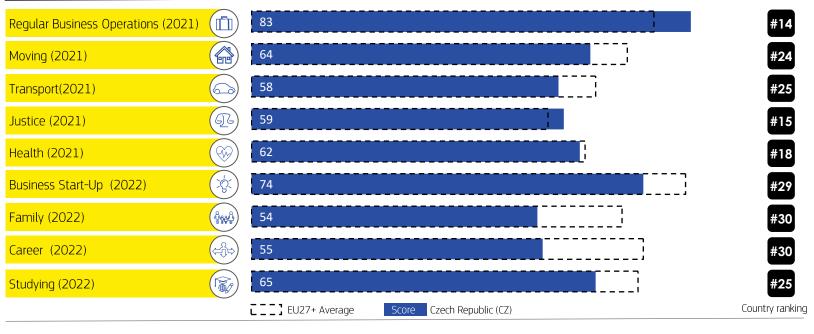
Czech Republic

eGovernment Benchmark 2023





Digital Maturity and Ranking per Life Event



Key Figures

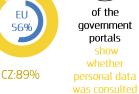




of the services are online*













login











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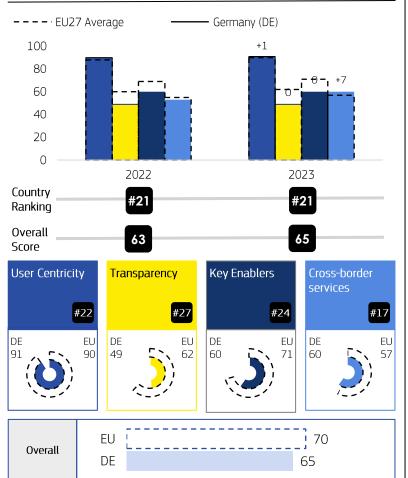
*These scores are different from the Digital Decade targets, which use the Online Availability indicator as input

CZ:42%

Germany

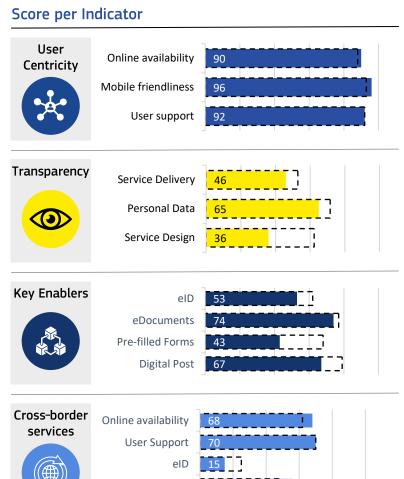
eGovernment Benchmark 2023

eGovernment Maturity per Key Dimension









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EU27+ Average

Score Germany (DE)

eDocuments

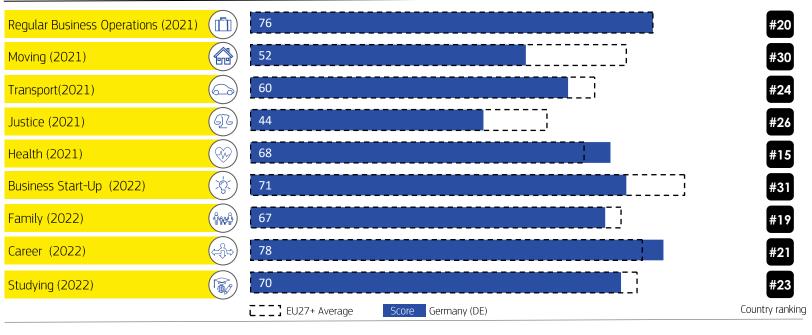
Germany

eGovernment Benchmark 2023





Digital Maturity and Ranking per Life Event



Key Figures





of the services are online*

EU 56%
DE:56%







DE:62%











of the services prefill personal information

DE:46%

DE:43%

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Denmark

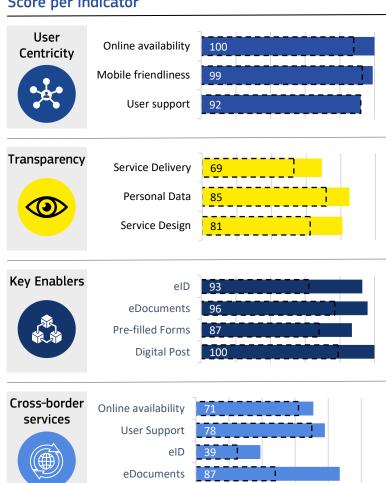
eGovernment Benchmark 2023

eGovernment Maturity per Key Dimension **---** EU27 Average Denmark (DK) 100 80 60 40 20 2022 2023 Country #7 #8 Ranking Overall Score **User Centricity Key Enablers** Cross-border **Fransparency** services DK FU Overall 85 DK





Score per Indicator



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EU27+ Average

Score Denmark (DK)

Denmark

eGovernment Benchmark 2023



Digital Maturity and Ranking per Life Event



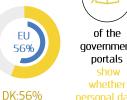
Key Figures



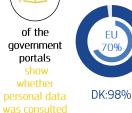


services are online*











login









services prefill personal information

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Estonia

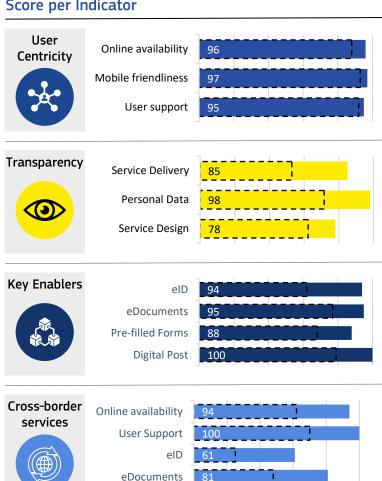
eGovernment Benchmark 2023

eGovernment Maturity per Key Dimension **- - - -** EU27 Average Estonia (EE) 100 80 60 40 20 2022 2023 Country #2 #2 Ranking Overall 92 90 Score **Key Enablers** User Centricity Transparency Cross-border services FU Overall 92 EE





Score per Indicator



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The Key Dimension for *Cross-border Services* indicates to what extent EU citizens can use online services in another country.

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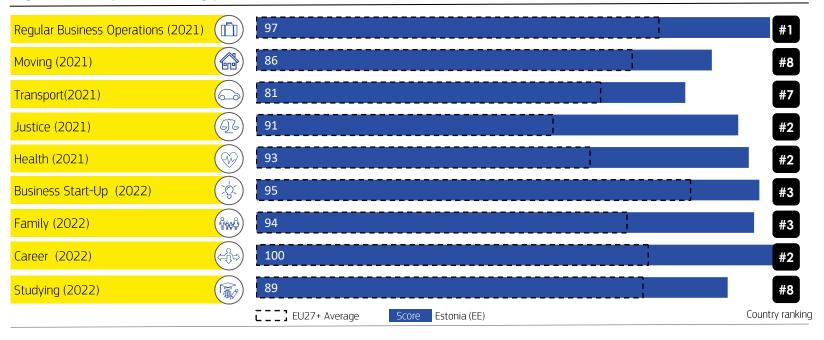
Estonia

eGovernment Benchmark 2023





Digital Maturity and Ranking per Life Event



Key Figures







EE:100%





was consulted



EE:99%





EE:90%







information

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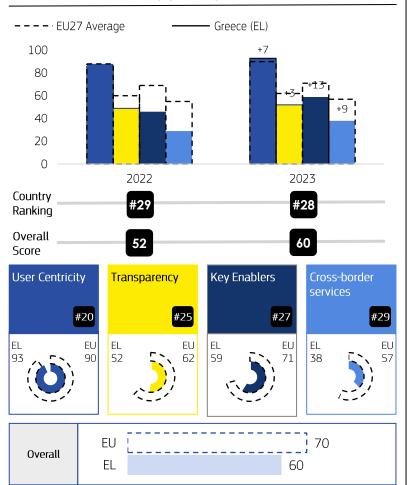
*These scores are different from the Digital Decade targets, which use the Online Availability indicator as input

EE:88%

Greece

eGovernment Benchmark 2023

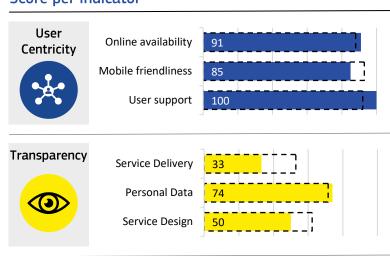
eGovernment Maturity per Key Dimension

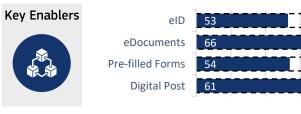


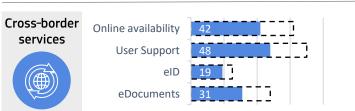




Score per Indicator







Score Greece (EL)

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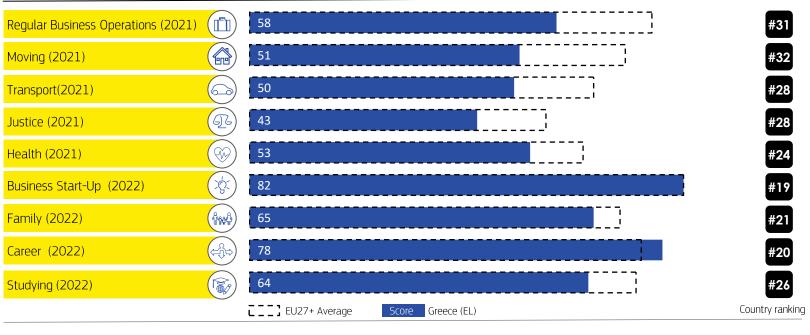
Greece

eGovernment Benchmark 2023





Digital Maturity and Ranking per Life Event



Key Figures





of the services are online*



EL:33%



was consulted







login



EL:23%





of the services prefill personal information

when becoming unemployed. It also include various services concerning job search and participation in training programs, supporting people to find a job.

Career (2022). From immediate actions for unemployed applications for additional benefits and allowances, this life event captures vital elements

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Spain

eGovernment Benchmark 2023

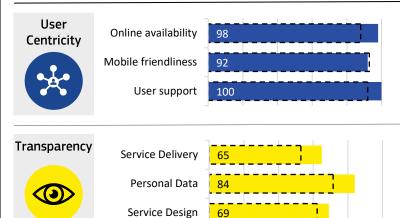
eGovernment Maturity per Key Dimension **---** EU27 Average Spain (ES) 100 80 60 40 20 Ω 2022 2023 Country #12 Ranking Overall **79** Score **Key Enablers** User Centricity Cross-border **Fransparency** services EU ES EU Overall 79 ES

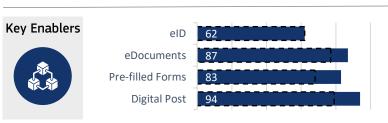


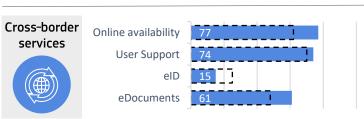


Score per Indicator

EU27+ Average







Score Spain (ES)

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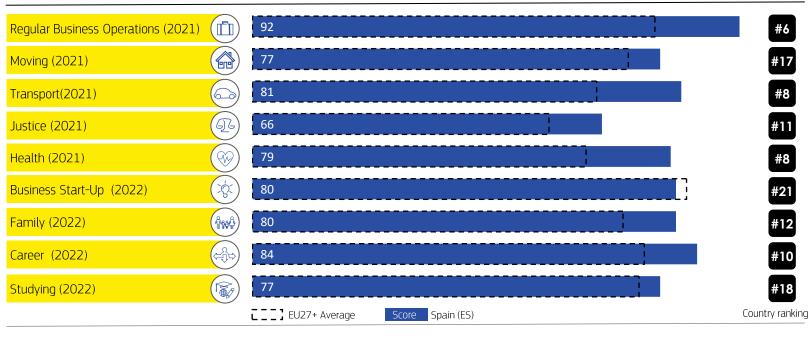
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Spain

eGovernment Benchmark 2023



Digital Maturity and Ranking per Life Event



Key Figures

















ES:84%











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

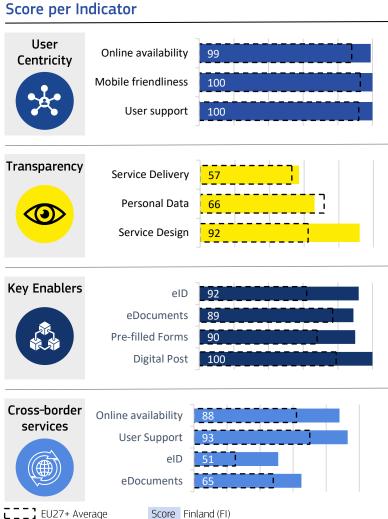
Finland

eGovernment Benchmark 2023

eGovernment Maturity per Key Dimension **---** EU27 Average Finland (FI) 100 80 60 40 20 2022 2023 Country #6 #5 Ranking Overall 85 Score **Key Enablers** User Centricity Cross-border **Fransparency** services EU FI 81 FU Overall 86 FI







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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The Key Dimension for *Cross-border Services* indicates to what extent EU citizens can use online services in another country.

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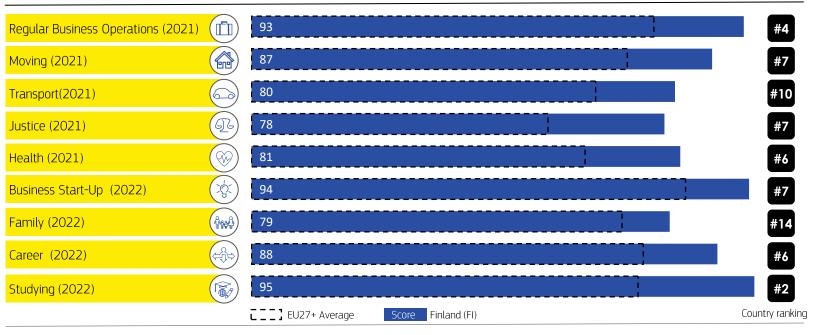
Finland

eGovernment Benchmark 2023





Digital Maturity and Ranking per Life Event



Key Figures





EU are online*



FI:11%



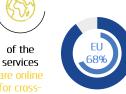
was consulted





login









of the services prefill personal information

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.

Career (2022). From immediate actions for unemployed applications for

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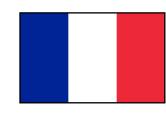
*These scores are different from the Digital Decade targets, which use the Online Availability indicator as input

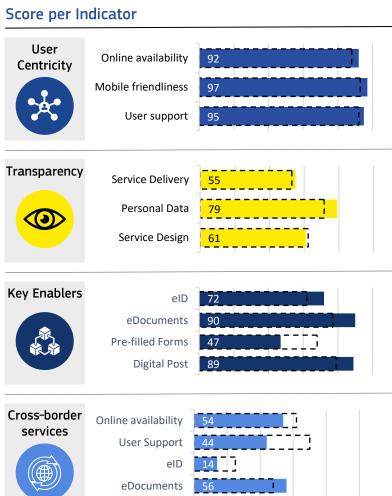
France

eGovernment Benchmark 2023

eGovernment Maturity per Key Dimension **---** EU27 Average France (FR) 100 80 60 40 20 Ω 2022 2023 Country #18 Ranking Overall 70 Score **Key Enablers** User Centricity Cross-border **Fransparency** services EU EU FU Overall FR 70







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EU27+ Average

Score France (FR)

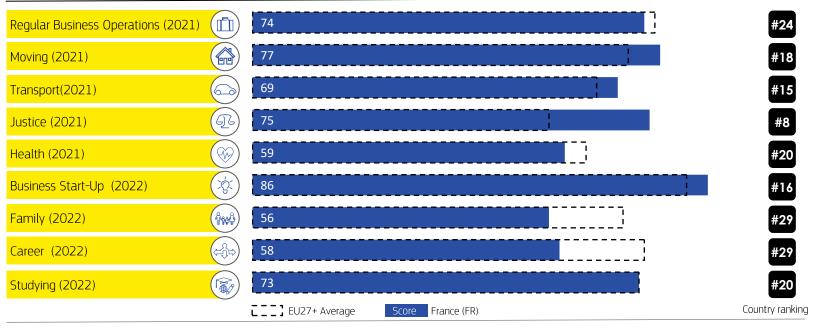
France

eGovernment Benchmark 2023





Digital Maturity and Ranking per Life Event



Key Figures









FR:44%





FR:55%











services prefill personal information

FR:38%

FR:47%

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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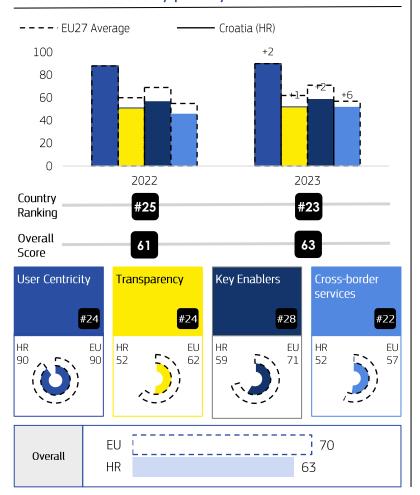
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Croatia

eGovernment Benchmark 2023

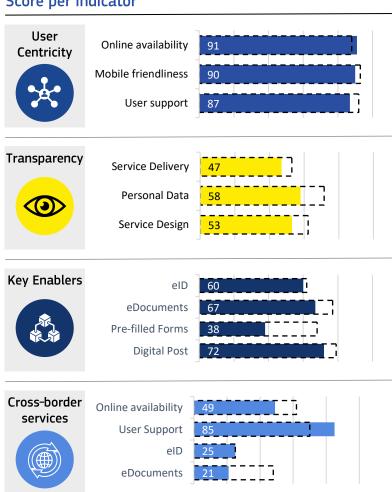
eGovernment Maturity per Key Dimension







Score per Indicator



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EU27+ Average

Score Croatia (HR)

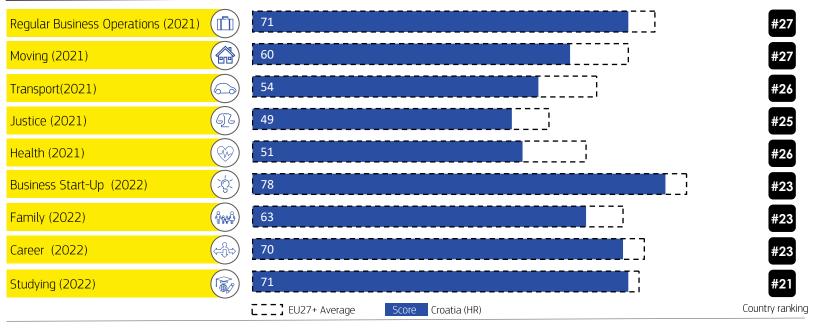
Croatia

eGovernment Benchmark 2023





Digital Maturity and Ranking per Life Event



Key Figures





EU 56% services are online*







whether

was consulted





login











HR:38%

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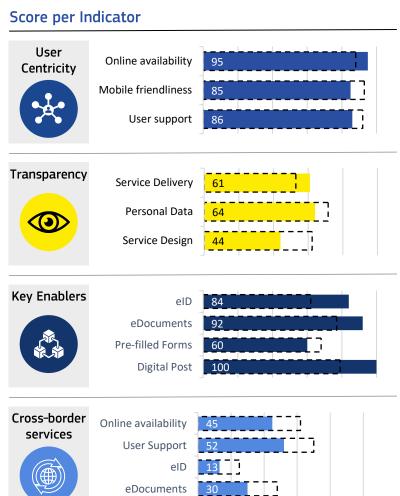
Hungary

eGovernment Benchmark 2023

eGovernment Maturity per Key Dimension **---** EU27 Average Hungary (HU) 100 80 60 40 20 Ω 2022 2023 Country #20 #20 Ranking Overall 66 Score **Key Enablers** User Centricity Cross-border **Fransparency** services EU HU EU FU Overall 68 HU







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- eID: indicates if a national eID from country A can be used in country B.
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EU27+ Average

Score Hungary (HU)

Hungary

eGovernment Benchmark 2023





Digital Maturity and Ranking per Life Event



Key Figures





services are online*









HU:82%





HU:28%







of the services prefill personal information

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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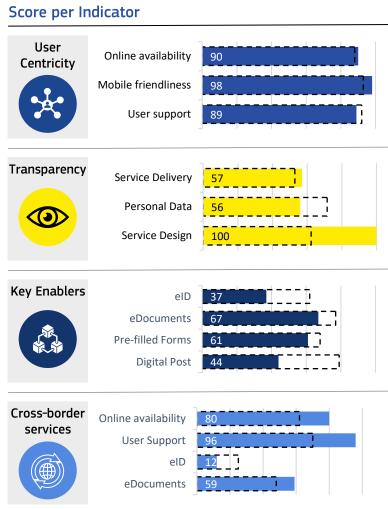
Ireland

eGovernment Benchmark 2023

eGovernment Maturity per Key Dimension **---** EU27 Average Ireland (IE) 100 80 60 40 20 Ω 2022 2023 Country #17 #17 Ranking Overall 71 Score **Key Enablers** User Centricity Cross-border **Fransparency** services EU IE 52 IE 73 FU Overall ΙE







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EU27+ Average

Score Ireland (IE)

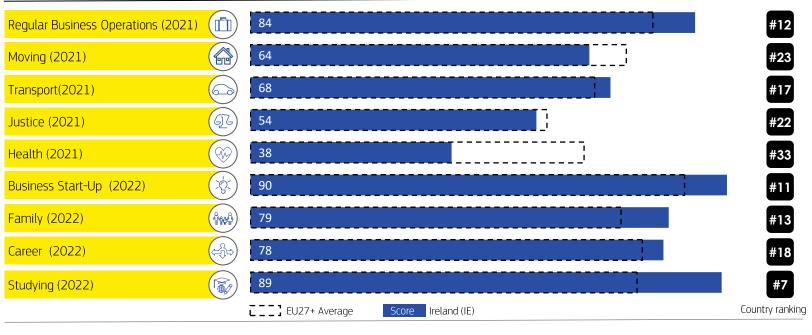
Ireland

eGovernment Benchmark 2023





Digital Maturity and Ranking per Life Event



Key Figures







IE:78%









IE:49%











of the

prefill

Family (2022). Ten family services are assessed for this life event, including services that are typical for young families, such as: marriage (or other partnerships), birth and related (financial) rights, and a divorce. Also evaluated is how to obtain a passport, a birth certificate and which requirements are necessary for a funeral.

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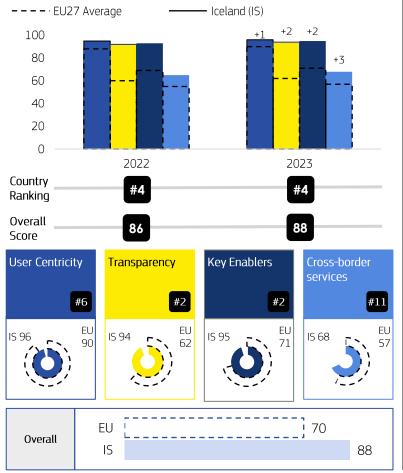
*These scores are different from the Digital Decade targets, which use the Online Availability indicator as input

IE:61%

Iceland

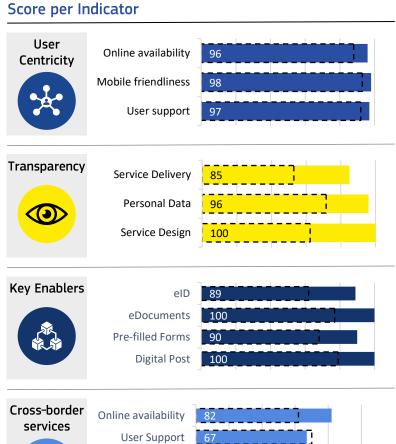
eGovernment Benchmark 2023

eGovernment Maturity per Key Dimension









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EU27+ Average

Score Iceland (IS)

eDocuments

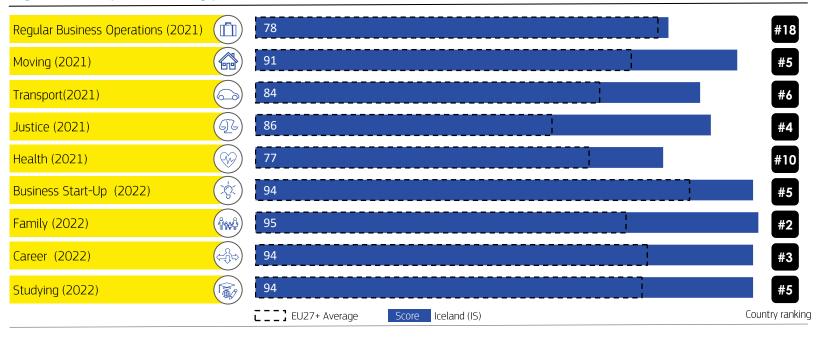
Iceland

eGovernment Benchmark 2023





Digital Maturity and Ranking per Life Event



Key Figures





services are online*





was consulted













prefill personal information

login IS:98%

of the

services

IS:65%

IS:90%

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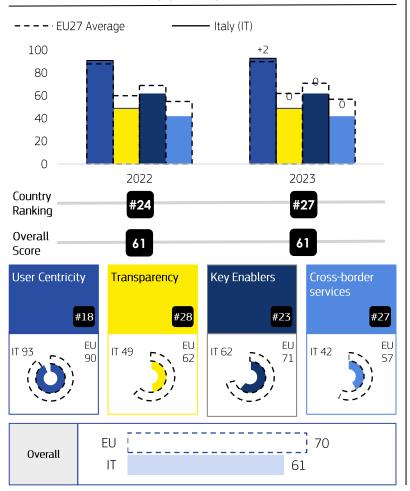
studying abroad

Italy

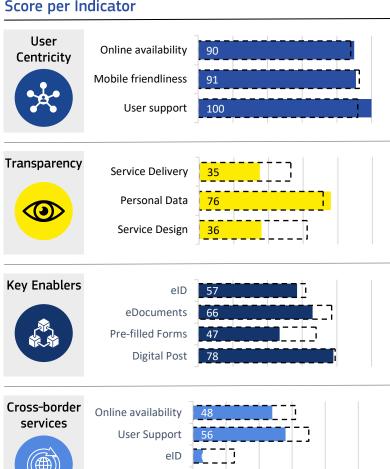
eGovernment Benchmark 2023



eGovernment Maturity per Key Dimension



Score per Indicator



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EU27+ Average

Score Italy (IT)

eDocuments

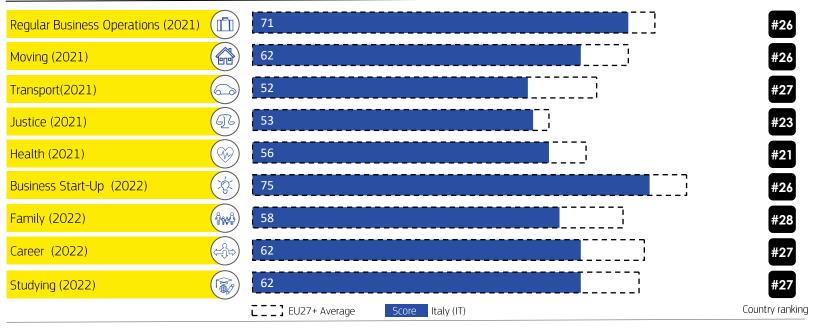
Italy

eGovernment Benchmark 2023





Digital Maturity and Ranking per Life Event



Key Figures





services are online*



of the aovernment portals show whether IT:11% was consulted















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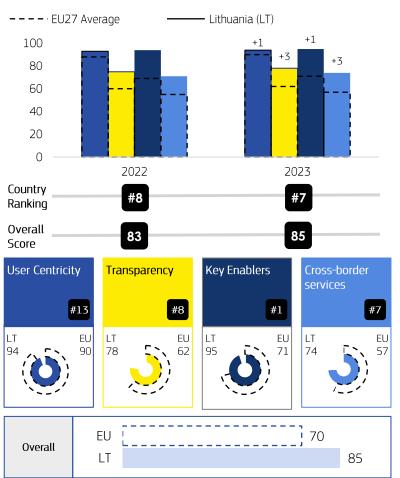
Starting a Small Claims Procedure (2021). This life event is part of the Justice domain and captures the journey of someone willing to start a small claims procedure: from orientation and initiation to retrieving verdict and appeal

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

Lithuania

eGovernment Benchmark 2023

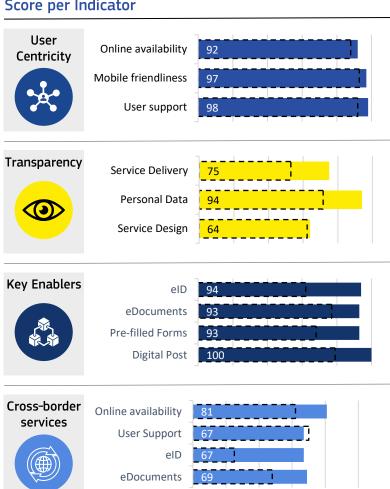
eGovernment Maturity per Key Dimension







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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- eDocuments: indicates if eDocuments can be transmitted from country A to country B.

EU27+ Average

Score Lithuania (LT)

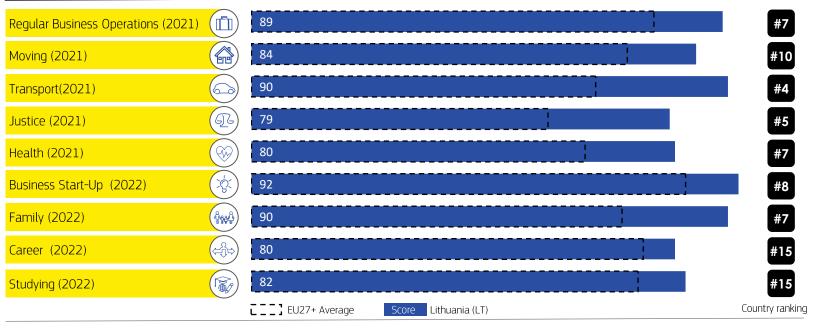
Lithuania

eGovernment Benchmark 2023





Digital Maturity and Ranking per Life Event



Key Figures





of the services are online*



LT:100%



















of the services prefill personal information

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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Luxembourg

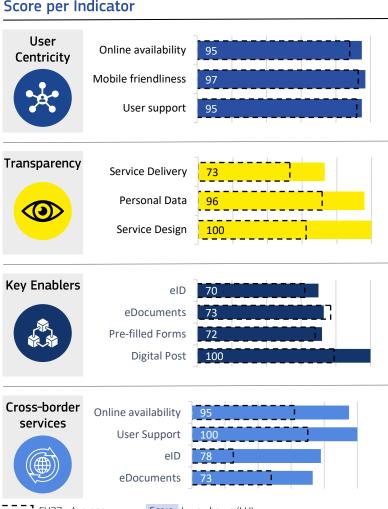
eGovernment Benchmark 2023

eGovernment Maturity per Key Dimension **- - - -** EU27 Average Luxemboura (LU) 100 80 60 40 20 2022 2023 Country #3 #3 Ranking Overall Score **User Centricity Key Enablers** Transparency Cross-border services FU Overall





Score per Indicator



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89

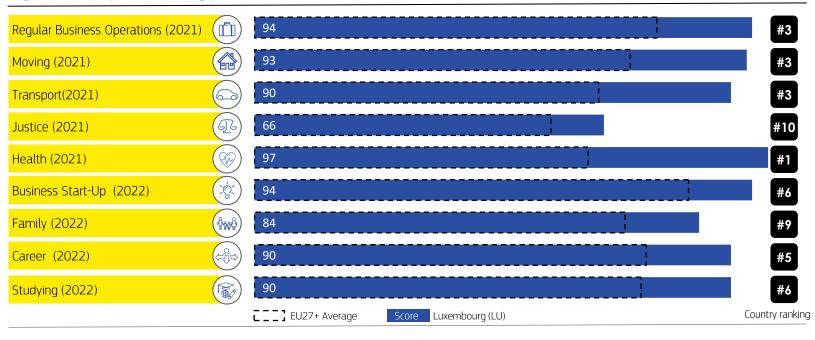
Luxembourg

eGovernment Benchmark 2023





Digital Maturity and Ranking per Life Event



Key Figures





services are online*



LU:100%









LU:91%







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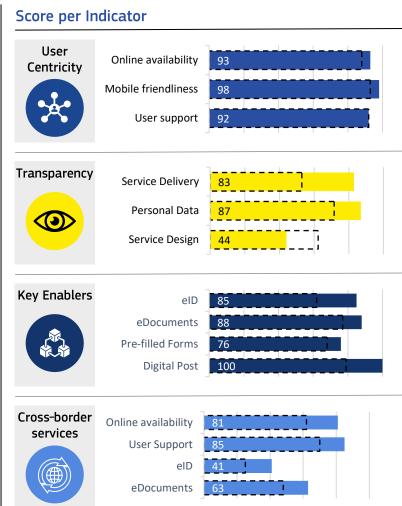
Transport (2021). A life event for services for citizens wanting to buy or sell a car, declare road taxes, obtain parking permits and find public transport

Latvia

eGovernment Benchmark 2023

eGovernment Maturity per Key Dimension **---** EU27 Average Latvia (LV) 100 +1 80 60 40 20 Ω 2022 2023 Country #9 #9 Ranking Overall 80 Score **Key Enablers** User Centricity Cross-border **Fransparency** services EU LV FU Overall 82





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EU27+ Average So

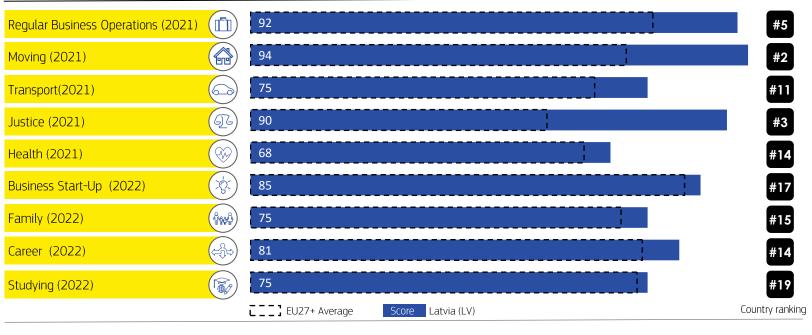
Score Latvia (LV)

Latvia

eGovernment Benchmark 2023



Digital Maturity and Ranking per Life Event



Key Figures





of the services are online*



LV:100%

















prefill personal information

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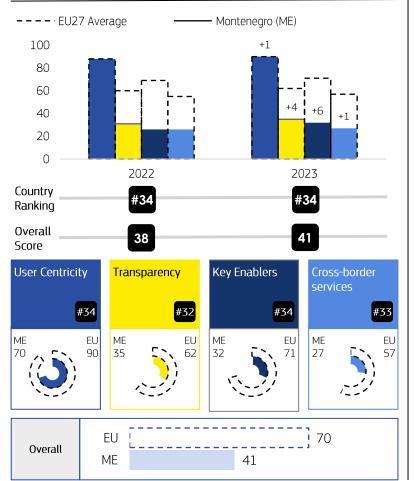
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Montenegro

eGovernment Benchmark 2023

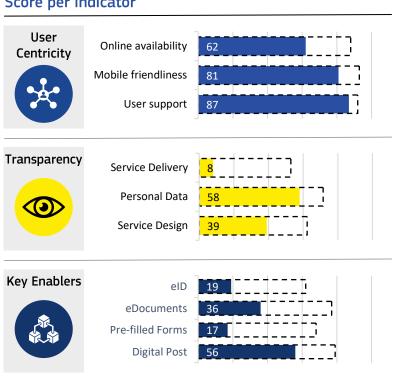
eGovernment Maturity per Key Dimension







Score per Indicator



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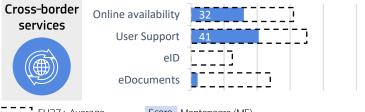
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EU27+ Average

Score Montenegro (ME)

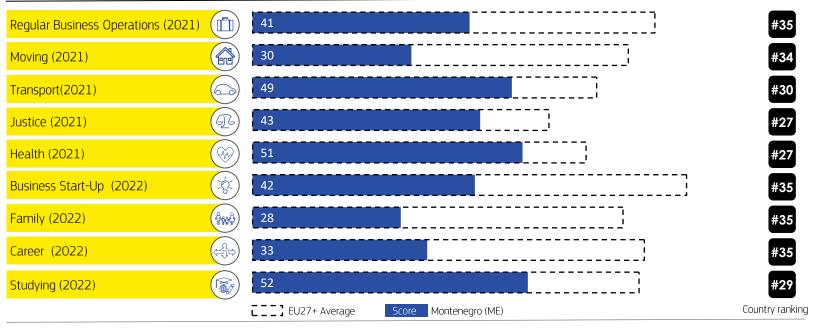
Montenegro

eGovernment Benchmark 2023





Digital Maturity and Ranking per Life Event



Key Figures





ME:33%



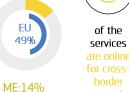
of the aovernment portals show whether was consulted



ME:20%













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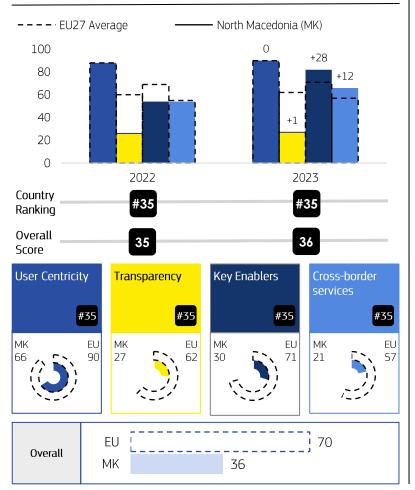
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North Macedonia

eGovernment Benchmark 2023

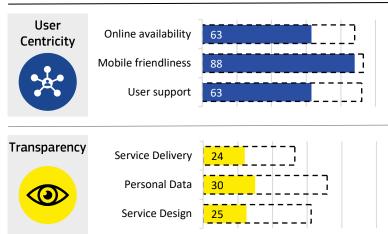
eGovernment Maturity per Key Dimension

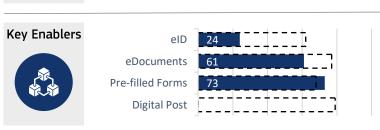






Score per Indicator







about) a service is provided online, how the online journey is supported and if public websites are mobile friendly.

• Online Availability indicates if a service is online. Ranging from offline

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[] EU27+ Average

Score North Macedonia (MK)

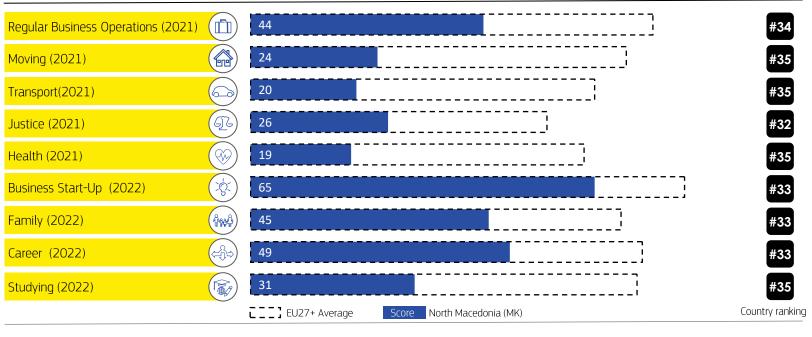
North Macedonia

eGovernment Benchmark 2023





Digital Maturity and Ranking per Life Event



Key Figures

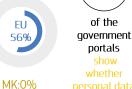


























of the

portals show whether was consulted





MK:5%





of the

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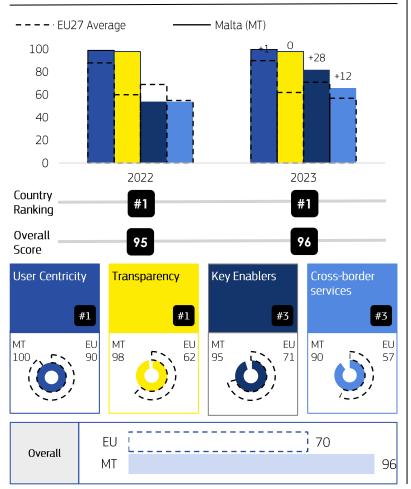
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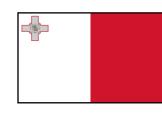
Malta

eGovernment Benchmark 2023

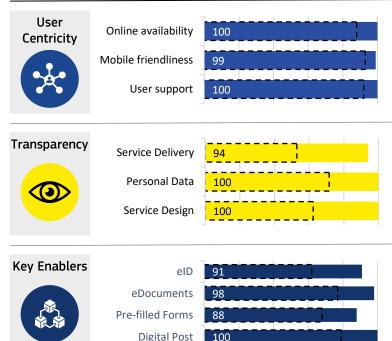
eGovernment Maturity per Key Dimension







Score per indicator



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Cross-border

Online availability **User Support eDocuments**

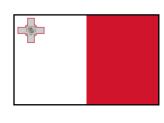
EU27+ Average

Score Malta (MT)

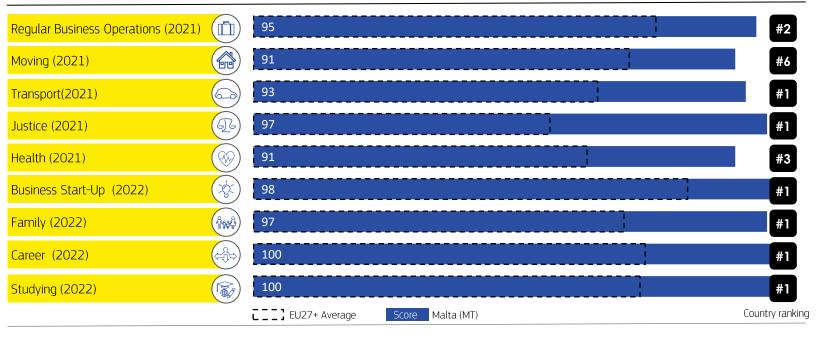
Malta

eGovernment Benchmark 2023





Digital Maturity and Ranking per Life Event



Key Figures





services are online*

EU









MT:90%









prefill personal information

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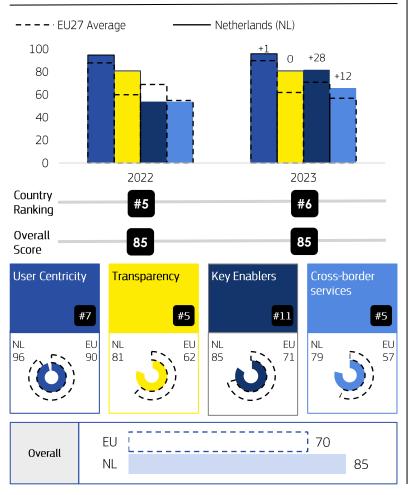
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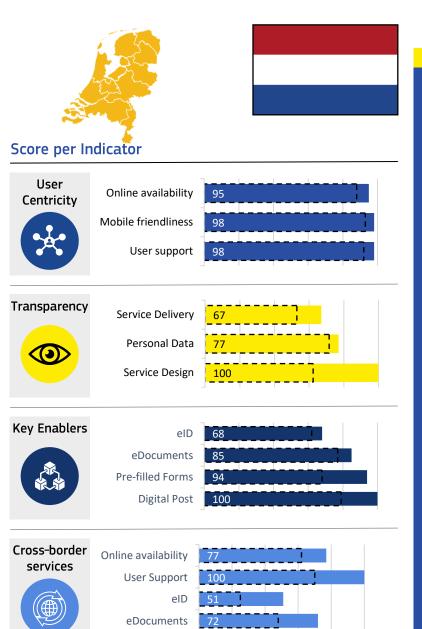
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Netherlands

eGovernment Benchmark 2023

eGovernment Maturity per Key Dimension





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EU27+ Average

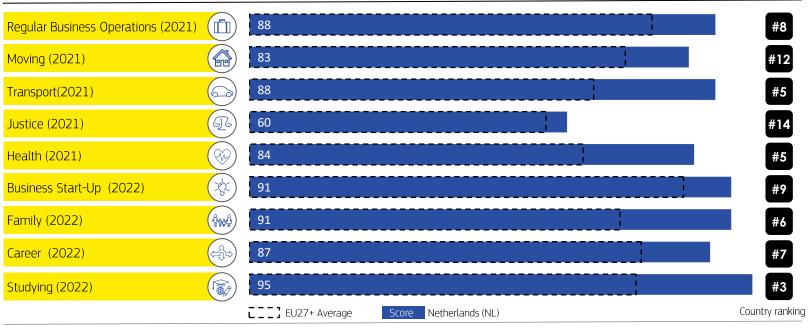
Netherlands

eGovernment Benchmark 2023





Digital Maturity and Ranking per Life Event



Key Figures





are online*



NL:22%









login









portals whether was consulted NL:88%



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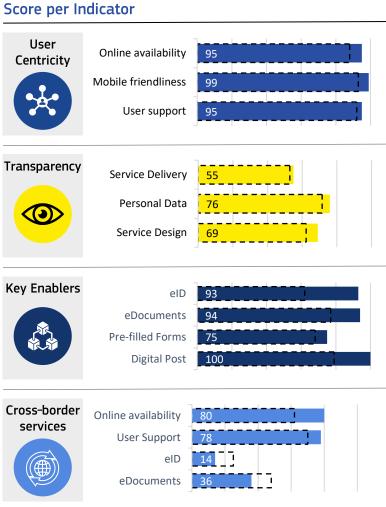
Norway

eGovernment Benchmark 2023

eGovernment Maturity per Key Dimension **---** EU27 Average Norway (NO) 100 +28 80 60 40 20 Ω 2022 2023 Country #10 #11 Ranking Overall **79** Score **Key Enablers** User Centricity Cross-border **Fransparency** services EU NO NO FU Overall NO 80







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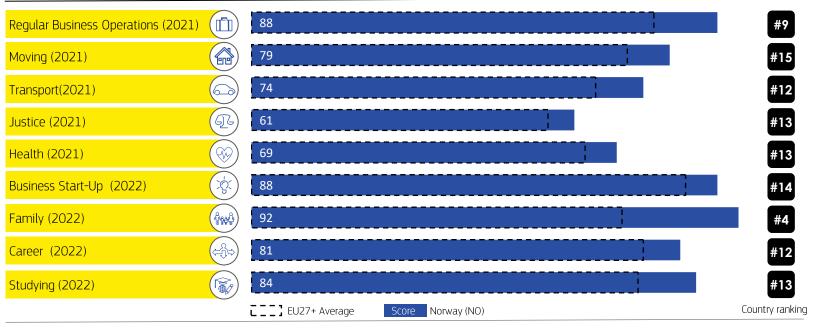
Norway

eGovernment Benchmark 2023





Digital Maturity and Ranking per Life Event



Key Figures





services

EU 56% are online*



NO:78%





NO:95%











services prefill personal information

services accept eID

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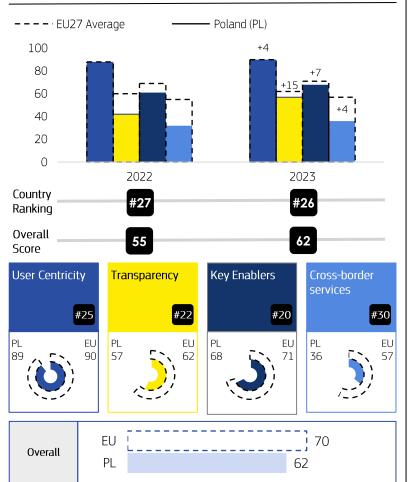
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Poland

eGovernment Benchmark 2023

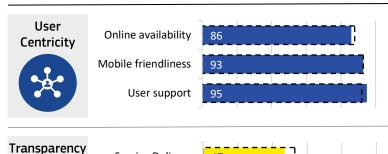
eGovernment Maturity per Key Dimension



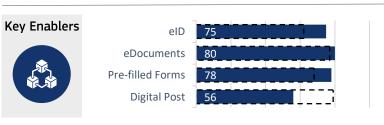


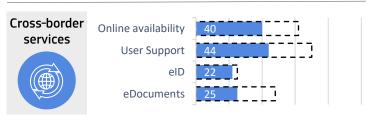


Score per Indicator









Score Poland (PL)

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EU27+ Average

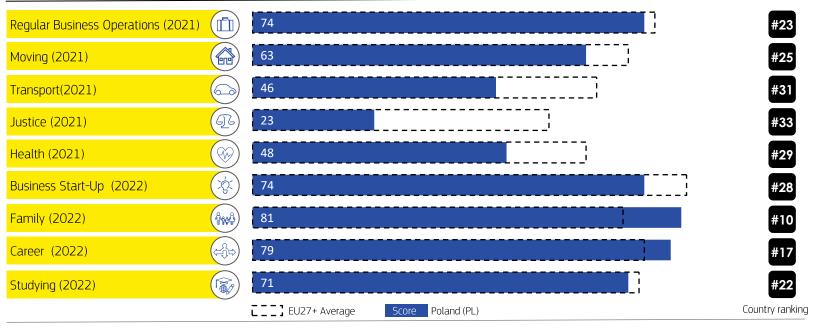
Poland

eGovernment Benchmark 2023





Digital Maturity and Ranking per Life Event



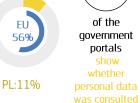
Key Figures

















login









of the services prefill personal information

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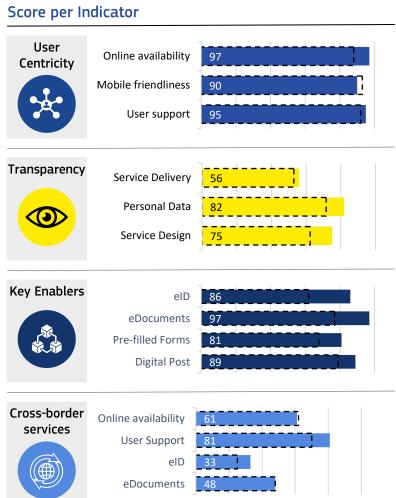
Portugal

eGovernment Benchmark 2023

eGovernment Maturity per Key Dimension **---** EU27 Average Portugal (PT) 100 80 60 40 20 2022 2023 Country #12 #13 Ranking Overall **78** Score **Key Enablers User Centricity** Cross-border **Fransparency** services EU FU Overall 79 PT







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EU27+ Average

Score Portugal (PT)

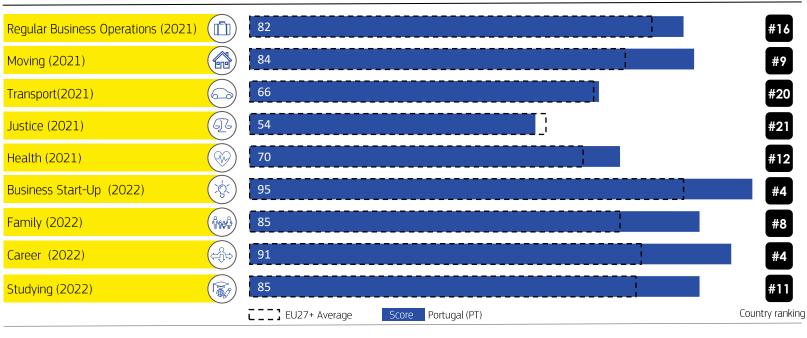
Portugal

eGovernment Benchmark 2023





Digital Maturity and Ranking per Life Event



Key Figures

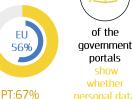




are online*







was consulted







PT:45%







of the services prefill personal information

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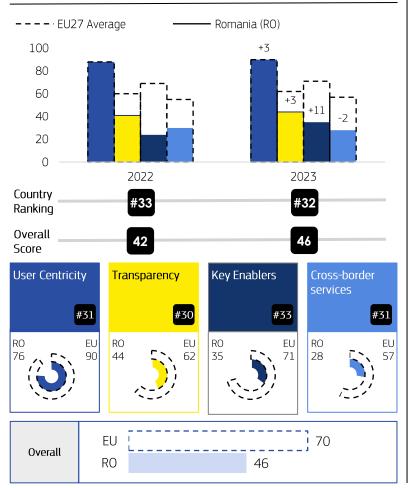
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*These scores are different from the Digital Decade targets, which use the Online Availability indicator as input

Romania

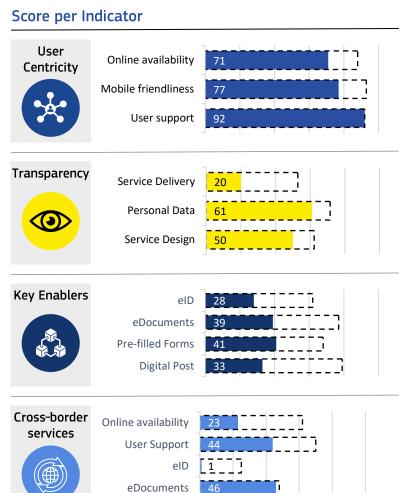
eGovernment Benchmark 2023

eGovernment Maturity per Key Dimension









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EU27+ Average

Score Romania (RO)

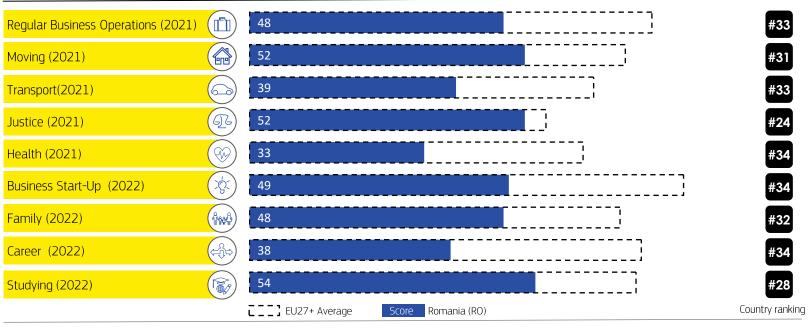
Romania

eGovernment Benchmark 2023





Digital Maturity and Ranking per Life Event



Key Figures

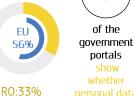




are online*







was consulted



RO:12%





RO:14%









of the

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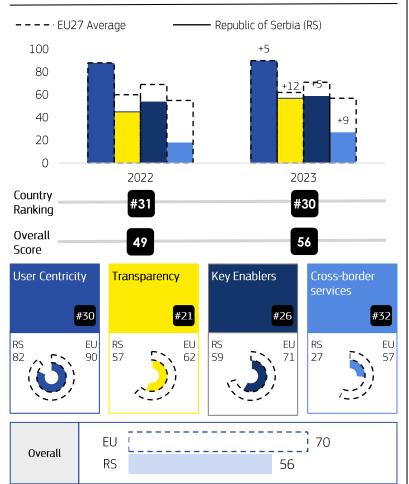
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Republic of Serbia

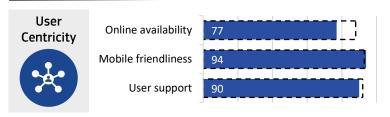
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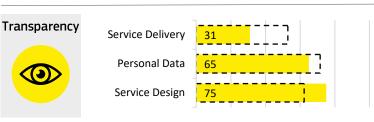
eGovernment Maturity per Key Dimension

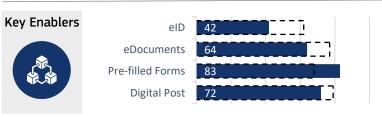


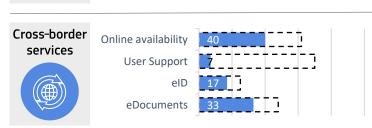












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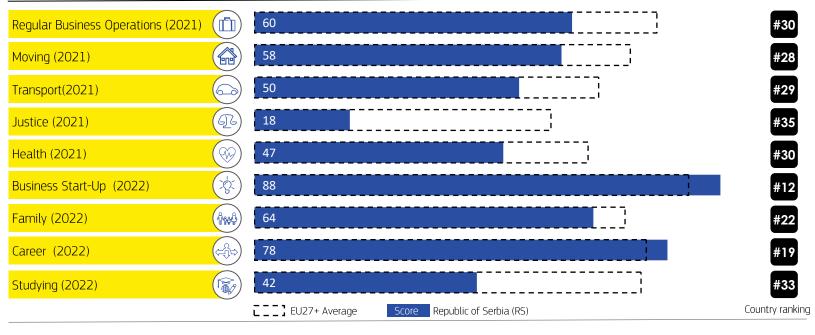
Republic of Serbia

eGovernment Benchmark 2023





Digital Maturity and Ranking per Life Event



Key Figures



















RS:39%







of the

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RS:0%

was consulted

RS:58%



services



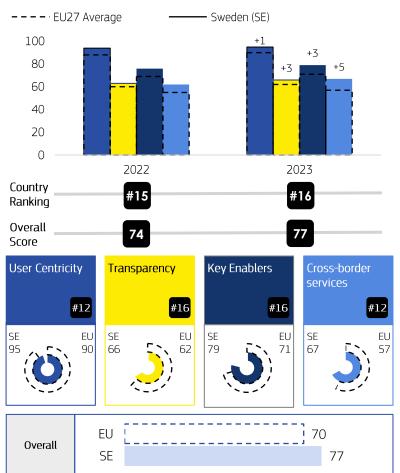
RS:83%

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

Sweden

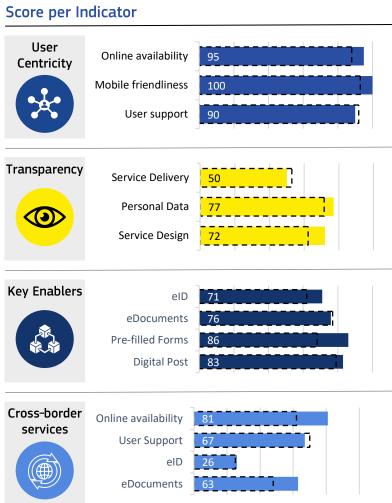
eGovernment Benchmark 2023

eGovernment Maturity per Key Dimension









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EU27+ Average

Score Sweden (SE)

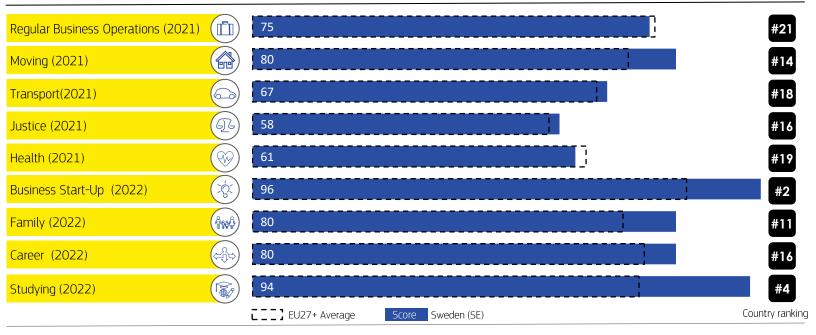
Sweden

eGovernment Benchmark 2023





Digital Maturity and Ranking per Life Event



Key Figures



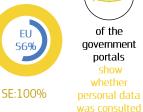


services

are online*

EU 56%











login









services prefill personal information

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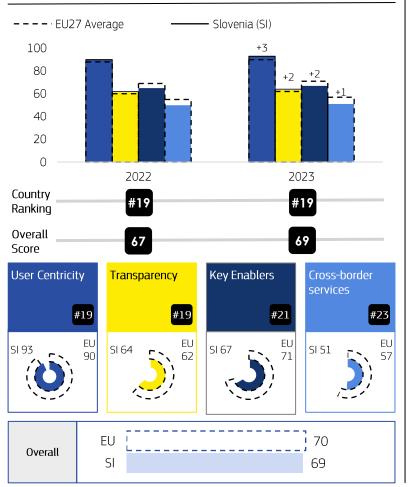
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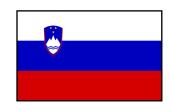
Slovenia

eGovernment Benchmark 2023

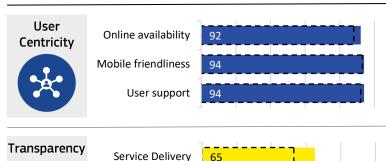
eGovernment Maturity per Key Dimension







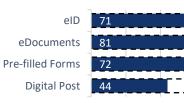
Score per Indicator



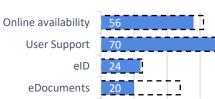












Cross-border services

EU27+ Average

Score Slovenia (SI)

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.

- Online Availability: indicates if a service is online. Ranging from offline (0%), only information online (50%), fully online (100%).
- User Support: indicates if support, help and (interactive) feedback functionalities are online.
- Mobile Friendliness: indicates if the website provides a service through a mobile-friendly interface: an interface that is 'adopted' to the mobile

The Key Dimension *Transparency* indicates to what extent governments are transparent regarding:

- Transparency of Service Delivery: indicates to what extent governments are transparent as regards the process of service delivery.
- Transparency of Service Design: indicates to what extent governments are transparent as regards the process of service design.
- Transparency or Personal Data: indicates to what extent governments are transparent as regards personal data involved.

The Key Dimension **Key Enablers** indicates the extent to which 4 technical pre-conditions are available online:

- Electronic identification (eID): indicates of users can identify with their national eID for services
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The Key Dimension for *Cross-border Services* indicates to what extent EU citizens can use online services in another country.

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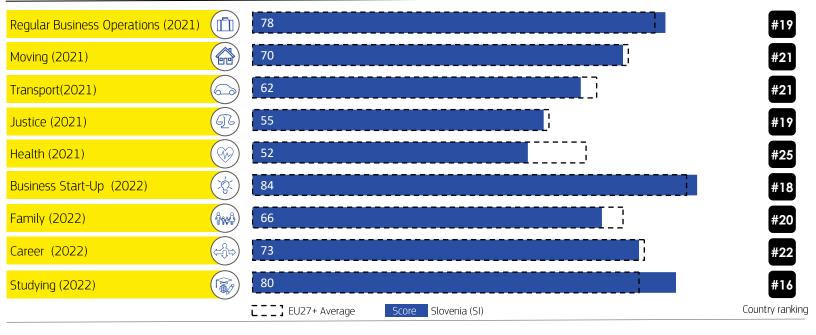
Slovenia

eGovernment Benchmark 2023





Digital Maturity and Ranking per Life Event



Key Figures





services are online*



SI:89%







SI:78%





SI:37%







of the services prefill personal information

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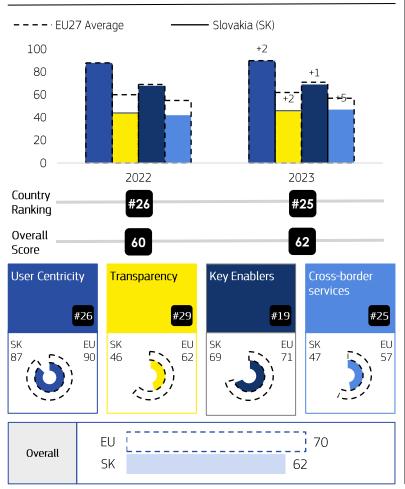
Slovakia

eGovernment Benchmark 2023

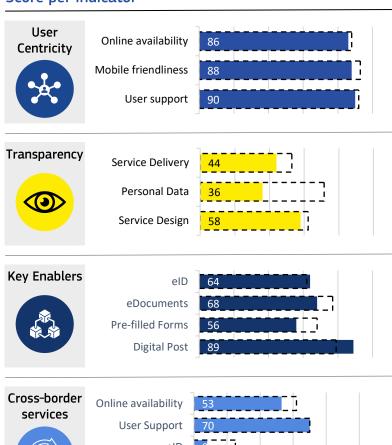




eGovernment Maturity per Key Dimension



Score per Indicator



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EU27+ Average

Score Slovakia (SK)

eDocuments

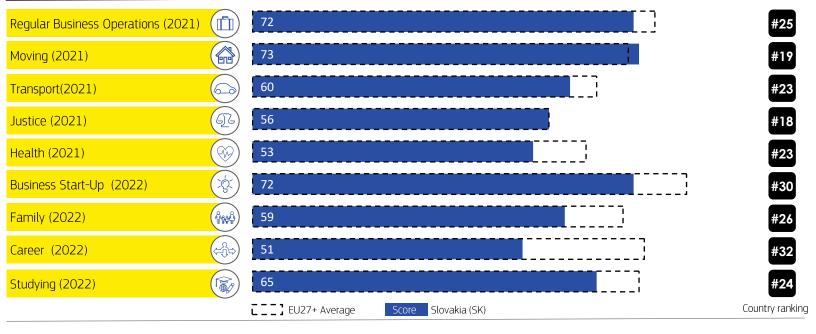
Slovakia

eGovernment Benchmark 2023





Digital Maturity and Ranking per Life Event



Key Figures





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accept eID

login









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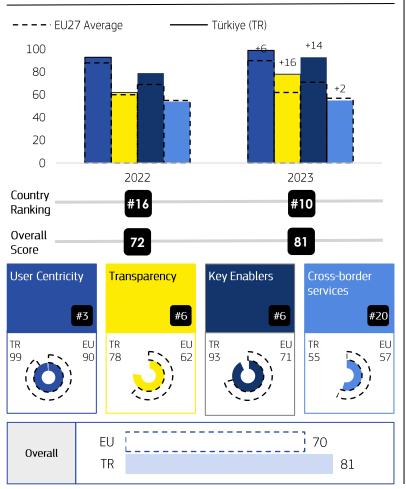
Türkiye

eGovernment Benchmark 2023

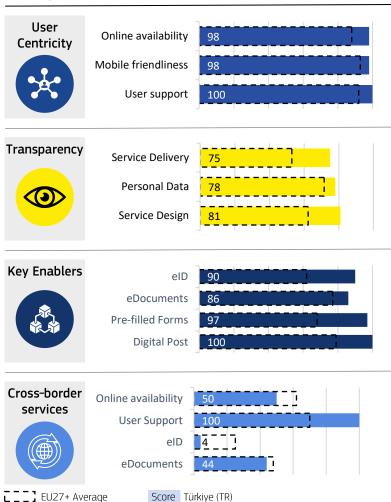




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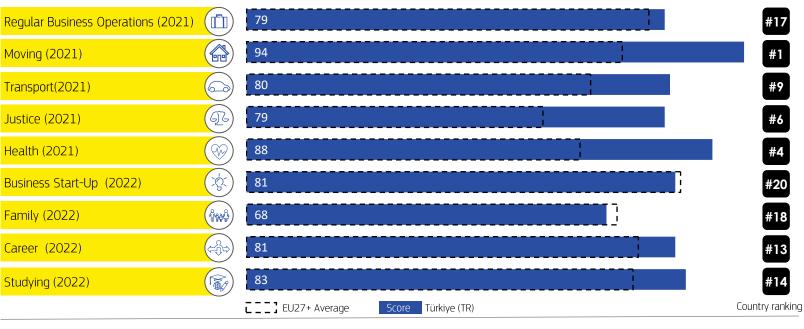
Türkiye

eGovernment Benchmark 2023





Digital Maturity and Ranking per Life Event



Key Figures





services are online*





aovernment portals show whether was consulted

of the















prefill personal information

TR:38%

TR:97%

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studying abroad

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Starting a Small Claims Procedure (2021). This life event is part of the Justice domain and captures the journey of someone willing to start a small claims procedure: from orientation and initiation to retrieving verdict and appeal

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

European Commission

eGovernment Benchmark 2023 Connecting Digital Governments

eGovernment Benchmark 2023 Country Factsheets

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