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
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<td>Turkey</td>
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Albania

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**User Centricity**
- **Online availability**: 0%
- **Mobile friendliness**: -1%
- **User support**: 0%

**Transparency**
- **Service Delivery**: 35%
- **Personal Data**: 35%
- **Service Design**: 10%

**Key Enablers**
- **eID**: 58%
- **eDocuments**: 65%
- **Pre-filled Forms**: 63%
- **Digital Post**: 39%

**Cross-border services**
- **Online availability**: 0%
- **User Support eID**: 100%
- **eDocuments**: 100%

---

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 ‘adapted’ to the mobile device.

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 process of service design.
- **Transparency of 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 preconditions are available online:
- **Electronic identification (eID)** indicates of users can identify with their national eID for services.
- **Electronic documents (eDocuments)** indicates whether users could submit or download documents required for the service.
- **Pre-filled forms**: indicates whether personal data is pre-filled.
- **Digital Post**: indicates whether users can receive communications solely via a secure government mailbox.

The Key Dimension for **Cross-border Services** indicates to what extent EU citizens can use online services in another country.
- **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.
- **eID**: indicates if a national eID from country A can be used in country B.
- **eDocuments**: indicates if eDocuments can be transmitted from country A to country B.
Albania

eGovernment Benchmark 2023

<table>
<thead>
<tr>
<th>Life Event</th>
<th>EU27+ Average</th>
<th>Score Albania (AL)</th>
<th>Country ranking</th>
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<td>Career (2022)</td>
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</tr>
<tr>
<td>Studying (2022)</td>
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</tr>
</tbody>
</table>

Key Figures

- 61% of the services are online* in Albania.
- 56% of the government portals show whether personal data was consulted.
- 71% of the services accept eID login.
- 14% of the services are online for cross-border users*.
- 63% of the services prefill personal information.

*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 includes 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.

Studying (2022): In this life event, comprising of 11 services, it is evaluated to what extent enrolment in higher education can be done online. Think for instance about admission requirements and services that are needed during the study, such as career advice and portability of student grant when studying abroad.

Business Start-up (2022): This life event covers 16 services, both mandatory services as well as information needs, that allows an entrepreneur to start his business, it includes orientation, administrative and register requirements, and tax and insurance related matters.

Regular Business Operations (2021): A business life event that covers 11 services related to regular business operations, such as administrative and tax requirements, human resources and refund of VAT.

Moving (2021): This concise life event illustrates the journey in case of moving places: from deregistering to register address in the new town. It also includes notifications to other public organizations and utilities.

Health (2021): The Health life event consists of seven services related to getting information about how and where to get healthcare. Moreover, it looks at whether citizens can reschedule an appointment online, whether they can apply for econsuls, expressions and whether they can access their electronic health records online.

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 services.

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.
Austria

eGovernment Benchmark 2023

Score per Indicator

User Centricity
- Online availability: 91
- Mobile friendliness: 99
- User support: 94

Transparency
- Service Delivery: 63
- Personal Data: 87
- Service Design: 66

Key Enablers
- eID: 67
- eDocuments: 88
- Pre-filled Forms: 71
- Digital Post: 100

Cross-border services
- Online availability: 66
- User Support: 66
- eID: 67
- eDocuments: 88

The Key Dimension User Centricity indicates to what extent (information about) a service is 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 Key Enablers indicates the extent to which 4 technical preconditions are available online:
- Electronic identification (eID) indicates if users can identify with their national eID for services
- Electronic documents (eDocuments) indicates whether users could submit or download documents required for the service
- Pre-filled forms indicates whether personal data is pre-filled
- Digital Post indicates whether users can receive communications solely via a secure government mailbox

The Key Dimension Cross-border Services indicates to what extent EU citizens can use online services in another country.
- 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.
- eID indicates if a national eID from country A can be used in country B.
- eDocuments indicates if eDocuments can be transmitted from country A to country B.

Country Ranking
- 2022: #13
- 2023: #14

Overall Score
- 2022: 76
- 2023: 78

Overall
- EU: 70
- AT: 78
# Austria

eGovernment Benchmark 2023

## Digital Maturity and Ranking per Life Event

<table>
<thead>
<tr>
<th>Event</th>
<th>Score</th>
<th>EU27+ Average</th>
<th>Country ranking</th>
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<tr>
<td>Regular Business Operations (2021)</td>
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## Key Figures

- **90%** of the services are online
- **100%** of the government portals show whether personal data was consulted
- **75%** of the services accept eID login
- **48%** of the services are online for cross-border users
- **71%** of the services prefill personal information

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

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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 includes 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 partnership, 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.

### Studying (2022)
In this life event, comprising of 11 services, it is evaluated to what extent enrolment in higher education can be done online. Think for instance about admission requirements and services that are needed during the study, such as career advice and portability of student grant when studying abroad.

### Business Start-Up (2022)
This life event covers 16 services, both mandatory services as well as information needs, that allows an entrepreneur to start his business, it includes orientation, administrative and register requirements, and tax and insurance related matters.

### Regular Business Operations (2021)
A business life event that covers 11 services related to regular business operations, such as administrative and tax requirements, human resources and refund of VAT.

### Moving (2021)
This concise life event illustrates the journey in case of moving places: from deregistering to register address in the new town. It also includes notifications to other public organizations and utilities.

### Health (2021)
The Health life event consists of seven services related to getting information about how and where to get healthcare. Moreover, it looks at whether citizens can reschedule an appointment online, whether they can apply for econsults, eexpressions and whether they can access their electronic health records online.

### 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 services.

### 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.
## Belgium

### eGovernment Benchmark 2023

#### eGovernment Maturity per Key Dimension

<table>
<thead>
<tr>
<th>Key Dimension</th>
<th>EU27 Average</th>
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<td>Key Enablers</td>
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<td>Cross-border services</td>
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#### Score per Indicator

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- **User Centricity**: This dimension measures how user-friendly the eGovernment services are. It includes online availability, mobile friendliness, and user support. Belgium scores 90, 100, and 87 in these categories, respectively, indicating a high level of user-centric design.

- **Transparency**: This dimension assesses the transparency of government services. Belgium scores 52, 83, and 61 in service delivery, personal data, and service design, respectively.

- **Key Enablers**: These are the technical foundations of eGovernment, including eID, eDocuments, and digital post. Belgium scores 75, 86, and 83 in eID, eDocuments, and digital post, respectively.

- **Cross-border Services**: This measures the ability to use eGovernment services across borders. Belgium scores 70 in online availability and user support, 75 in eID, and 86 in eDocuments.

### Summary

Belgium’s eGovernment services show strong performance, especially in user-centric design and digital delivery. The country’s commitment to transparency and the development of key enablers, such as eID and eDocuments, contribute to its overall score of 77. However, there is room for improvement in cross-border services, particularly in user support and eDocuments.

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**The Key Dimension: User Centricity** indicates the extent to which online services are user-friendly, with a focus on online availability, mobile friendliness, and user support.

**The Key Dimension: Transparency** measures the transparency of government services, ensuring that information is accessible and understandable.

**The Key Dimension: Key Enablers** focuses on the technical aspects, including eID, eDocuments, and digital post, which are essential for effective eGovernment services.

**The Key Dimension: Cross-border Services** evaluates the ability to use eGovernment services across borders, highlighting the need for interoperability and user-centric design.
Belgium
eGovernment Benchmark 2023

Digital Maturity and Ranking per Life Event

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<th>Event</th>
<th>EU27 Average</th>
<th>Belgium (BE)</th>
<th>Country ranking</th>
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Key Figures

- **84%** of the services are online*
- **56%** of the government portals show whether personal data was consulted
- **82%** of the services accept an e-ID login
- **45%** of the services are online for cross-border users*
- **68%** of the services prefill personal information

*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 includes 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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**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.
**Bulgaria**

**eGovernment Benchmark 2023**

### eGovernment Maturity per Key Dimension

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<th>Key Dimension</th>
<th>EU27 Average</th>
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<tr>
<td>Service Design</td>
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</tr>
</tbody>
</table>

**Score per Indicator**

- **User Centricity**
  - Online availability: 80
  - Mobile friendliness: 95
  - User support: 93

- **Transparency**
  - Service Delivery: 44
  - Personal Data: 63
  - Service Design: 47

**Key Enablers**

- **eID**: 54
- **eDocuments**: 63
- **Pre-filled Forms**: 64
- **Digital Post**: 89

**Cross-border services**

- **Online availability**: 70
- **User Support**: 80
- **eID**: 80
- **eDocuments**: 80

**Country Ranking**

- **User Centricity**: 23
- **Transparency**: 24
- **Key Enablers**: 22
- **Cross-border services**: 24

**Overall**

- **Score**: 63

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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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## Bulgaria eGovernment Benchmark 2023

### Digital Maturity and Ranking per Life Event

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<th>Ranking</th>
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</tr>
<tr>
<td>Studying (2022)</td>
<td>50</td>
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</table>

### Key Figures

- **EU 96%**: of the services are online
- **BG 76%**: of the services are online
- **EU 56%**: of the government portals show whether personal data was consulted
- **BG 89%**: of the government portals show whether personal data was consulted
- **EU 70%**: of the services accept eID login
- **BG 73%**: of the services accept eID login
- **EU 45%**: of the services are online for cross-border users
- **BG 36%**: of the services are online for cross-border users
- **EU 6%**: of the services prefill personal information
- **BG 64%**: of the services prefill personal information

*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 includes 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 partnership, 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.

### Studying (2022)

In this life event, comprising of 11 services, it is evaluated to what extent enrolment in higher education can be done online. Think for instance about admission requirements and services that are needed during the study, such as career advice and portability of student grant when studying abroad.

### Business Start-Up (2022)

This life event covers 16 services, both mandatory services as well as information needs, that allows an entrepreneur to start his business. It includes orientation, administrative and register requirements, and tax and insurance related matters.

### Regular Business Operations (2021)

A business life event that covers 11 services related to regular business operations, such as administrative and tax requirements, human resources and refund of VAT.

### Moving (2021)

This concise life event illustrates the journey in case of moving places. From deregistering to register address in the new town, it also includes notifications to other public organizations and utilities.

### Health (2021)

The health life event consists of seven services related to getting information about how and where to get healthcare. Moreover, it looks at whether citizens can reschedule an appointment online, whether they can apply for exemptions, expressions and whether they can access their electronic health records online.

### 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 services.

### 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 reviewing verdict and appeal.
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 device.

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 precursors are available online:

- **eID** indicates users can identify with their national eID for services.
- **Documents** (eDocuments) indicates whether users could submit or download documents required for the service.
- **Pre-Filled forms** indicates whether personal data is pre-filled.
- **Digital Post** indicates whether users can receive communications solely via a secure government mailbox.

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

- **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.
- **eID** indicates if a national eID from county A can be used in country B.
- **eDocuments** indicates if eDocuments can be transmitted from country A to country B.

---

**Switzerland**

**eGovernment Benchmark 2023**

**eGovernment Maturity per Key Dimension**

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<thead>
<tr>
<th>Key Dimension</th>
<th>2022</th>
<th>2023</th>
<th>Change</th>
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<td>EU 62</td>
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<td>EU 71</td>
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<td>Cross-border Services</td>
<td>CH 57</td>
<td>EU 57</td>
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**Score per Indicator**

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<td>Personal Data</td>
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<td>Digital Post</td>
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**Overall Score**

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## Switzerland
### eGovernment Benchmark 2023

**Digital Maturity and Ranking per Life Event**

<table>
<thead>
<tr>
<th>Event</th>
<th>EU27+ Average</th>
<th>Switzerland (CH)</th>
<th>Country ranking</th>
</tr>
</thead>
<tbody>
<tr>
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<td>Justice (2021)</td>
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</tr>
<tr>
<td>Health (2021)</td>
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<tr>
<td>Business Start-Up (2022)</td>
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<td>Family (2022)</td>
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</tr>
<tr>
<td>Studying (2022)</td>
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<td></td>
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</tbody>
</table>

### Key Figures

- **EU 86%**
  - of the services are online*
  - of the government portals show whether personal data was consulted
- **EU 56%**
  - of the services accept eID login
  - of the services are online for cross-border users*
- **EU 45%**
  - of the services prefill personal information

  *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 includes 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 partnership), 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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Cyprus

eGovernment Benchmark 2023

eGovernment Maturity per Key Dimension

Score per Indicator

User Centricity
- Online availability
- Mobile friendliness
- User support

Transparency
- Service Delivery
- Personal Data
- Service Design

Key Enablers
- eID
- eDocuments
- Pre-filled Forms
- Digital Post

Cross-border services
- Online availability
- User Support
- eID
- eDocuments

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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- Electronic identification (eID) indicates if users can identify with their national eID for services
- Electronic documents (eDocuments) indicates whether users could submit or download documents required for the service
- Pre-filled forms indicates whether personal data is pre-filled
- Digital Post indicates whether users can receive communications solely via a secure government mailbox

The Key Dimension **Cross-border Services** indicates to what extent EU citizens can use online services in another country.
- 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.
- eID indicates if a national eID from country A can be used in country B
- eDocuments indicates if eDocuments can be transmitted from country A to country B.
Cyprus eGovernment Benchmark 2023

Digital Maturity and Ranking per Life Event

<table>
<thead>
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<th>Life Event</th>
<th>EU27+ Average</th>
<th>Cyprus (CY)</th>
<th>Country ranking</th>
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<tbody>
<tr>
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<td>Justice</td>
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<tr>
<td>Studying</td>
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</tbody>
</table>

Key Figures

- Of the services are online*: CY 61% (EU 59%)
- Of the government portals show whether personal data was consulted: CY 22% (EU 56%)
- Of the services accept eID login: CY 29% (EU 70%)
- Of the services are online for cross-border users*: CY 53% (EU 49%)
- Of the services prefill personal information: CY 49% (EU 50%)

*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 includes various services concerning job search and participation in training programs, supporting people to find a job.

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Czech Republic
eGovernment Benchmark 2023

eGovernment Maturity per Key Dimension

<table>
<thead>
<tr>
<th>User Centricity</th>
<th>Transparency</th>
<th>KeyEnablers</th>
<th>Cross-border services</th>
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Country Ranking

2022: #22
2023: #22

Overall Score

User Centricity: 87
Transparency: 89
Key Enablers: 89
Cross-border services: 89

Score per Indicator

User Centricity
- Online availability: 87
- Mobile friendliness: 80
- User support: 64

Transparency
- Service Delivery: 44
- Personal Data: 89
- Service Design: 39

Key Enablers
- eID: 38
- eDocuments: 46
- Pre-filled Forms: 42
- Digital Post: 100

Cross-border services
- Online availability: 80
- User Support: 60
- eID: 100
- eDocuments: 80

Overall
- EU: 70
- CZ: 64

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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Czech Republic eGovernment Benchmark 2023

Digital Maturity and Ranking per Life Event

<table>
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<tr>
<th>Event</th>
<th>EU27+ Average</th>
<th>Score Czech Republic (CZ)</th>
<th>Country ranking</th>
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<tr>
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Key Figures

- 83% of the services are online (CZ: 81%)
- 56% of the government portals show whether personal data was consulted (CZ: 89%)
- 70% of the services accept eID login (CZ: 44%)
- 45% of the services are online for cross-border users (CZ: 55%)
- 69% of the services prefill personal information (CZ: 25%)

*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, the life event captures vital elements when becoming unemployed. It also includes various services concerning job search and participation in training programs, supporting people to find a job.

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Germany eGovernment Benchmark 2023

eGovernment Maturity per Key Dimension

Score per Indicator

User Centricity
- Online availability: 90
- Mobile friendliness: 96
- User support: 82

Transparency
- Service Delivery: 46
- Personal Data: 65
- Service Design: 36

Key Enablers
- eID: 33
- eDocuments: 26
- Pre-filled Forms: 43
- Digital Post: 67

Cross-border services
- Online availability: 76
- User Support: 100
- eID: 74
- eDocuments: 45

Country Ranking
- 2022: #21
- 2023: #21

Overall Score
- 2022: 63
- 2023: 65

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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- Transparency of 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 preconditions are available online:

- Electronic identification (eID): indicates if users can identify with their national eID for services
- Electronic documents (eDocuments): indicates whether users could submit or download documents required for the service
- Pre-filled forms: indicates whether personal data is pre-filled
- Digital Post: indicates whether users can receive communications safely via a secure government mailbox

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

- 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.
- eID: indicates if a national eID from country A can be used in country B.
- eDocuments: indicates if eDocuments can be transmitted from country A to country B.
Germany

eGovernment Benchmark 2023

Digital Maturity and Ranking per Life Event

<table>
<thead>
<tr>
<th>Life Event</th>
<th>Score (Germany)</th>
<th>#</th>
<th>EU27+ Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Regular Business Operations (2021)</td>
<td>76</td>
<td>#20</td>
<td>68</td>
</tr>
<tr>
<td>Moving (2021)</td>
<td>52</td>
<td>#30</td>
<td>44</td>
</tr>
<tr>
<td>Transport (2021)</td>
<td>60</td>
<td>#24</td>
<td>44</td>
</tr>
<tr>
<td>Justice (2021)</td>
<td>44</td>
<td>#26</td>
<td>44</td>
</tr>
<tr>
<td>Health (2021)</td>
<td>68</td>
<td>#15</td>
<td>68</td>
</tr>
<tr>
<td>Business Start-Up (2022)</td>
<td>71</td>
<td>#31</td>
<td>71</td>
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<tr>
<td>Family (2022)</td>
<td>67</td>
<td>#19</td>
<td>67</td>
</tr>
<tr>
<td>Career (2022)</td>
<td>78</td>
<td>#21</td>
<td>78</td>
</tr>
<tr>
<td>Studying (2022)</td>
<td>70</td>
<td>#23</td>
<td>70</td>
</tr>
</tbody>
</table>

Key Figures

- 87% of the services are online* (DE)
- 56% of the government portals show whether personal data was consulted (DE)
- 62% of the services accept eID login (DE)
- 46% of the services are online for cross-border users* (DE)
- 43% of the services prefill personal information (DE)

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

Career (2022). From immediate actions for unemployed applicants for additional benefits and allowances, this life event captures vital elements when becoming unemployed. It also includes 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 partnership, 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.

Studying (2022). In this life event, comprising of 11 services, it is evaluated to what extent enrolment in higher education can be done online. Think for instance about admission requirements and services that are needed during the study, such as career advice and portability of student grant when studying abroad.

Business Start-up (2022). This life event covers 16 services, both mandatory services as well as information needs, that allow an entrepreneur to start his business. It includes orientation, administrative and register requirements, and tax and insurance related matters.

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Moving (2021). This concise life event illustrates the journey in case of moving places: from deregistering to register address in the new town. It also includes notifications to other public organizations and utilities.

Health (2021). The Health life event consists of seven services related to getting information about how and where to get healthcare. Moreover, it looks at whether citizens can reschedule an appointment online, whether they can apply for econsulpts, prescriptions and whether they can access their electronic health records online.

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 services.

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.
Denmark

eGovernment Benchmark 2023

eGovernment Maturity per Key Dimension

Score per Indicator

User Centricity
- Online availability
- Mobile friendliness
- User support

Transparency
- Service Delivery
- Personal Data
- Service Design

Key Enablers
- eID
- eDocuments
- Pre-filled Forms
- Digital Post

Cross-border services
- Online availability
- User Support
- eID
- eDocuments

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 device.

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 preconditions are available online:
- Electronic identification (eID) indicates if users can identify with their national eID for services
- Electronic documents (eDocuments) indicates whether users could submit or download documents required for the service
- Pre-filled forms indicates whether personal data is pre-filled
- Digital Post indicates whether users can receive communications solely via a secure government mailbox

The Key Dimension for Cross-border Services indicates to what extent EU citizens can use online services in another country.
- 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.
- eID indicates if a national eID from country A can be used in country B.
- eDocuments indicates if eDocuments can be transmitted from country A to country B.
Denmark
eGovernment Benchmark 2023

Digital Maturity and Ranking per Life Event

Regular Business Operations (2021) #15
Moving (2021) #4
Transport (2021) #2
Justice (2021) #12
Health (2021) #9
Business Start-Up (2022) #10
Family (2022) #5
Career (2022) #8
Studying (2022) #10

Key Figures

- of the services are online*
  - EU 86%
  - DK 100%
- of the government portals show whether personal data was consulted
  - EU 56%
  - DK 56%
- of the services accept eID login
  - EU 70%
  - DK 98%
- of the services are online for cross-border users*
  - EU 45%
  - DK 58%
- of the services prefill personal information
  - EU 68%
  - DK 87%

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

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

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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 services.

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.
Estonia

eGovernment Benchmark 2023

**User Centricity**
- Online availability: 96
- Mobile friendliness: 97
- User support: 95

**Transparency**
- Service Delivery: 85
- Personal Data: 98
- Service Design: 78

**Key Enablers**
- eID: 94
- eDocuments: 95
- Pre-filled Forms: 98
- Digital Post: 100

**Cross-border services**
- Online availability: 84
- User Support: 100
- eID: 87
- eDocuments: 100

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 ‘adapted’ to the mobile device.

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 of 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 preconditions are available online:
- Electronic identification (eID) indicates whether users can identify with their national eID for services.
- Electronic documents (eDocuments) indicates whether users could submit or download documents required for the service.
- Pre-filled forms: indicates whether personal data is pre-filled.
- Digital Post: indicates whether users can receive communications solely via a secure government mailbox.

The Key Dimension for **Cross-border Services** indicates to what extent EU citizens can use online services in another country.
- 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.
- eID: indicates if a national eID from country A can be used in country B.
- eDocuments: indicates if eDocuments can be transmitted from country A to country B.
### Estonia
#### eGovernment Benchmark 2023

#### Digital Maturity and Ranking per Life Event

<table>
<thead>
<tr>
<th>Event</th>
<th>EU27+ Average</th>
<th>Score</th>
<th>Country ranking</th>
</tr>
</thead>
<tbody>
<tr>
<td>Regular Business Operations</td>
<td></td>
<td>86</td>
<td>#8</td>
</tr>
<tr>
<td>Moving</td>
<td></td>
<td>97</td>
<td>#1</td>
</tr>
<tr>
<td>Transport</td>
<td></td>
<td>81</td>
<td>#7</td>
</tr>
<tr>
<td>Justice</td>
<td></td>
<td>91</td>
<td>#2</td>
</tr>
<tr>
<td>Health</td>
<td></td>
<td>93</td>
<td>#2</td>
</tr>
<tr>
<td>Business Start-Up</td>
<td></td>
<td>95</td>
<td>#3</td>
</tr>
<tr>
<td>Family</td>
<td></td>
<td>94</td>
<td>#3</td>
</tr>
<tr>
<td>Career</td>
<td></td>
<td>100</td>
<td>#2</td>
</tr>
<tr>
<td>Studying</td>
<td></td>
<td>89</td>
<td>#8</td>
</tr>
</tbody>
</table>

#### Key Figures

- **95%** of the services are online in Estonia.
- **100%** of the government portals show whether personal data was consulted.
- **99%** of the services accept eID login.
- **90%** of the services are online for cross-border users.
- **88%** of the services prefille personal information.

*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, the life event captures vital elements when becoming unemployed. It also includes 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.

**Studying (2022):** In this life event, comprising of 11 services, it is evaluated to what extent enrolment in higher education can be done online. Think for instance about admission requirements and services that are needed during the study, such as career advice and portability of student grant when studying abroad.

**Business Start-Up (2022):** This life event covers 16 services, both mandatory services as well as information needs, that allows an entrepreneur to start his business. It includes orientation, administrative and register requirements, and tax and insurance related matters.

**Regular Business Operations (2021):** A business life event that covers 11 services related to regular business operations, such as administrative and tax requirements, human resources and refund of VAT.

**Moving (2021):** This concise life event illustrates the journey in case of moving places. From deregistering to register address in the new town. It also includes notifications to other public organizations and utilities.

**Health (2021):** The health life event consists of seven services related to getting information about how and where to get healthcare. Moreover, it looks at whether citizens can reschedule an appointment online, whether they can apply for econsults, eexpressions and whether they can access their electronic health records online.

**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 services.

**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.
**Greece**

**eGovernment Benchmark 2023**

**eGovernment Maturity per Key Dimension**

<table>
<thead>
<tr>
<th>Key Dimension</th>
<th>2022</th>
<th>2023</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>User Centricity</td>
<td>#29 EL 93</td>
<td>#28 EL 71</td>
<td>+5</td>
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<tr>
<td>Transparency</td>
<td>#25 EL 62</td>
<td>#27 EL 69</td>
<td>+2</td>
</tr>
<tr>
<td>Key Enablers</td>
<td>#20 EU 52</td>
<td>#29 EU 57</td>
<td>+9</td>
</tr>
<tr>
<td>Cross-border Services</td>
<td>EU 59</td>
<td>EU 70</td>
<td>+11</td>
</tr>
</tbody>
</table>

**Overall Score**

<table>
<thead>
<tr>
<th>Category</th>
<th>2022</th>
<th>2023</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>User Centricity</td>
<td>91</td>
<td>100</td>
<td>+9</td>
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<tr>
<td>Mobile friendliness</td>
<td>85</td>
<td>85</td>
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</tr>
<tr>
<td>User support</td>
<td>100</td>
<td>100</td>
<td>0</td>
</tr>
<tr>
<td>Transparency</td>
<td>43</td>
<td>34</td>
<td>-9</td>
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<td>Personal Data</td>
<td>74</td>
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<td>Service Design</td>
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<td>60</td>
<td>0</td>
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<tr>
<td>Key Enablers</td>
<td>eID 53</td>
<td>eID 53</td>
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</tr>
<tr>
<td>eDocuments</td>
<td>66</td>
<td>66</td>
<td>0</td>
</tr>
<tr>
<td>Pre-filled Forms</td>
<td>54</td>
<td>54</td>
<td>0</td>
</tr>
<tr>
<td>Digital Post</td>
<td>61</td>
<td>61</td>
<td>0</td>
</tr>
<tr>
<td>Cross-border Services</td>
<td>Online availability</td>
<td>EU 70</td>
<td>EU 70</td>
</tr>
<tr>
<td>User Support</td>
<td>eID 100</td>
<td>eID 100</td>
<td>0</td>
</tr>
<tr>
<td>eDocuments</td>
<td>100</td>
<td>100</td>
<td>0</td>
</tr>
</tbody>
</table>

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.
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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.
- **Transparency of Service Design** indicates to what extent governments are transparent as regards the process of service design.
- **Transparency of 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 preconditions are available online:

- **Electronic identification (eID)** indicates of users can identify with their national eID for services
- **Electronic documents (eDocuments)** indicates whether users could submit or download documents required for the service
- **Pre-filled forms** indicates whether personal data is pre-filled
- **Digital Post** indicates whether users can receive communications solely via a secure government mailbox

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

- **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.
- **eID** indicates if a national eID from country A can be used in country B.
- **eDocuments** indicates if eDocuments can be transmitted from country A to country B.
Greece

eGovernment Benchmark 2023

Digital Maturity and Ranking per Life Event

<table>
<thead>
<tr>
<th>Event</th>
<th>EU27+ Average</th>
<th>Score Greece (EL)</th>
<th>Country ranking</th>
</tr>
</thead>
<tbody>
<tr>
<td>Regular Business Operations</td>
<td></td>
<td>38</td>
<td>#31</td>
</tr>
<tr>
<td>Moving</td>
<td></td>
<td>51</td>
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<tr>
<td>Transport</td>
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<td>50</td>
<td>#28</td>
</tr>
<tr>
<td>Justice</td>
<td></td>
<td>43</td>
<td>#28</td>
</tr>
<tr>
<td>Health</td>
<td></td>
<td>53</td>
<td>#24</td>
</tr>
<tr>
<td>Business Start-Up</td>
<td></td>
<td>82</td>
<td>#19</td>
</tr>
<tr>
<td>Family</td>
<td></td>
<td>65</td>
<td>#21</td>
</tr>
<tr>
<td>Career</td>
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<td>78</td>
<td>#20</td>
</tr>
<tr>
<td>Studying</td>
<td></td>
<td>64</td>
<td>#26</td>
</tr>
</tbody>
</table>

Key Figures

- EL 85%: Of the services are online
- EL 56%: Of the government portals show whether personal data was consulted
- EL 70%: Of the services accept eID login
- EL 45%: Of the services are online for cross-border users
- EL 69%: Of the services prefill personal information

*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 includes various services concerning job search and participation in training programs, supporting people to find a job.

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Spain

eGovernment Benchmark 2023

**eGovernment Maturity per Key Dimension**

- **User Centricity**
  - 2022: #11
  - 2023: #12
  - Score: 79

- **Transparency**
  - Service Delivery: 65
  - Personal Data: 84
  - Service Design: 69
  - Score: 79

- **Key Enablers**
  - eID: 62
  - eDocuments: 87
  - Pre-filled Forms: 83
  - Digital Post: 94
  - Score: 79

- **Cross-border services**
  - Online availability: 70
  - User Support: 100
  - eID: 100
  - eDocuments: 100
  - Score: 79

**Score per Indicator**

- **User Centricity**
  - Online availability: 98
  - Mobile friendliness: 92
  - User support: 100

- **Transparency**
  - Service Delivery: 65
  - Personal Data: 84
  - Service Design: 69

**Key Dimensions**

- **User Centricity** indicates the extent to which eGovernment services are mobile-friendly and support user feedback.
- **Transparency** measures the extent to which government information is available to the public.
- **Key Enablers** assesses the presence of eGovernment services and support tools.
- **Cross-border services** evaluates the availability of eGovernment services across borders.

**Notes**

- **eID** and **eDocuments** indicate the availability of these services.
- **Pre-filled Forms** and **Digital Post** assess the level of user support and mobility.
- **Online availability** and **User Support** reflect the accessibility of services.
Spain eGovernment Benchmark 2023

Digital Maturity and Ranking per Life Event

- Regular Business Operations (2021): #6
- Moving (2021): #17
- Transport (2021): #8
- Justice (2021): #11
- Health (2021): #21
- Business Start-Up (2022): #12
- Family (2022): #10
- Career (2022): #18
- Studying (2022):

Key Figures:

- 96% of the services are online* (Spain: 96%)
- 67% of the government portals show whether personal data was consulted (Spain: 56%)
- 70% of the services accept eID login (Spain: 49%)
- 73% of the services are online for cross-border users* (Spain: 68%)
- 83% of the services prefill personal information (Spain: 68%)

*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 includes various services concerning job search and participation in training programs, supporting people to find a job.

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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.

- **Online Availability** indicates if a service is online. Ranging from offline (0%), only information online (50%), fully online (100%).
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- **Mobile Friendliness** indicates if the website provides a service through a mobile-friendly interface; an interface that is "adopted" to the mobile device.

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 preconditions are available online:

- **eID** indicates users can identify with their national eID for services
- **Electronic documents (eDocuments)** indicates whether users could submit or download documents required for the service
- **Pre-filled forms** indicates whether personal data is pre-filled
- **Digital Post** indicates whether users can receive communications solely via a secure government mailbox

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

- **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.
- **eID** indicates if a national eID from country A can be used in country B.
- **eDocuments** indicates if eDocuments can be transmitted from country A to country B.
Finland

eGovernment Benchmark 2023

Digital Maturity and Ranking per Life Event

<table>
<thead>
<tr>
<th>Life Event</th>
<th>EuroScore</th>
<th>Finland (FI)</th>
<th>Country ranking</th>
</tr>
</thead>
<tbody>
<tr>
<td>Regular Business Operations</td>
<td>93</td>
<td>#4</td>
<td></td>
</tr>
<tr>
<td>Moving</td>
<td>87</td>
<td>#7</td>
<td></td>
</tr>
<tr>
<td>Transport</td>
<td>80</td>
<td>#10</td>
<td></td>
</tr>
<tr>
<td>Justice</td>
<td>78</td>
<td>#7</td>
<td></td>
</tr>
<tr>
<td>Health</td>
<td>81</td>
<td>#6</td>
<td></td>
</tr>
<tr>
<td>Business Start-Up</td>
<td>94</td>
<td>#7</td>
<td></td>
</tr>
<tr>
<td>Family</td>
<td>79</td>
<td>#14</td>
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</tr>
<tr>
<td>Career</td>
<td>88</td>
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</tr>
<tr>
<td>Studying</td>
<td>95</td>
<td>#2</td>
<td></td>
</tr>
</tbody>
</table>

Key Figures

- **98%** of the services are online* in Finland
- **56%** of the services are online in the EU
- **70%** of the government portals show whether personal data was consulted in Finland
- **45%** of the services are online for cross-border users* in the EU
- **90%** of the services are online for cross-border users* in Finland

*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

Country Ranking

User Centricity

Transparency

Key Enablers

Cross-border services

Score per Indicator

User Centricity

Online availability

Mobile friendliness

User support

Transparency

Service Delivery

Personal Data

Service Design

Key Enablers

eID

eDocuments

Pre-filled Forms

Digital Post

Cross-border services

Online availability

User Support

eID

eDocuments

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

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- Electronic identification (eID) indicates if users can identify with their national eID for services
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- 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.
- eID indicates if a national eID from country A can be used in country B.
- eDocuments indicates if eDocuments can be transmitted from country A to country B.
France

eGovernment Benchmark 2023

Digital Maturity and Ranking per Life Event

<table>
<thead>
<tr>
<th>Event</th>
<th>EU27+ Average</th>
<th>Score</th>
<th>France (FR)</th>
<th>Country ranking</th>
</tr>
</thead>
<tbody>
<tr>
<td>Regular Business Operations (2021)</td>
<td>74%</td>
<td>#24</td>
<td>77%</td>
<td>#18</td>
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<tr>
<td>Moving (2021)</td>
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<td>#15</td>
<td>75%</td>
<td>#8</td>
</tr>
<tr>
<td>Transport (2021)</td>
<td>69%</td>
<td>#20</td>
<td>59%</td>
<td>#20</td>
</tr>
<tr>
<td>Justice (2021)</td>
<td>75%</td>
<td>#20</td>
<td>86%</td>
<td>#16</td>
</tr>
<tr>
<td>Health (2021)</td>
<td>59%</td>
<td>#20</td>
<td>56%</td>
<td>#29</td>
</tr>
<tr>
<td>Business Start-Up (2022)</td>
<td>86%</td>
<td>#16</td>
<td>58%</td>
<td>#29</td>
</tr>
<tr>
<td>Family (2022)</td>
<td>56%</td>
<td>#29</td>
<td>58%</td>
<td>#29</td>
</tr>
<tr>
<td>Career (2022)</td>
<td>58%</td>
<td>#29</td>
<td>73%</td>
<td>#20</td>
</tr>
</tbody>
</table>

Key Figures

- 91% of the services are online* (FR)
- 44% of the government portals show whether personal data was consulted (FR)
- 55% of the services accept eID login (FR)
- 38% of the services are online for cross-border users* (FR)
- 47% of the services prefill personal information (FR)

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

Career (2022): From immediate actions for unemployed applicants for additional benefits and allowances, this life event captures vital elements when becoming unemployed. It also includes 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.

Studying (2022): In this life event, comprising of 11 services, it is evaluated to what extent enrolment in higher education can be done online. Think for instance about admission requirements and services that are needed during the study, such as career advice and portability of student grant when studying abroad.

Business Start-Up (2022): This life event covers 16 services, both mandatory services as well as information needs, that allows an entrepreneur to start his business, it includes orientation, administrative and register requirements, and tax and insurance related matters.

Regular Business Operations (2021): A business life event that covers 11 services related to regular business operations, such as administrative and tax requirements, human resources and refund of VAT.

Moving (2021): This concise life event illustrates the journey in case of moving places: from deregistering to register address in the new town. It also includes notifications to other public organizations and utilities.

Health (2021): The health life event consists of seven services related to getting information about how and where to get healthcare. Moreover, it looks at whether citizens can reschedule an appointment online, whether they can apply for exemptions, prescriptions and whether they can access their electronic health records online.

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 services.

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.
Croatia eGovernment Benchmark 2023

eGovernment Maturity per Key Dimension

Score per Indicator

User Centricity
- Online availability: 91
- Mobile friendliness: 90
- User support: 87

Transparency
- Service Delivery: 47
- Personal Data: 58
- Service Design: 73

Key Enablers
- ID: 60
- eDocuments: 67
- Pre-filled Forms: 38
- Digital Post: 72

Cross-border services
- Online availability: 67
- User Support: 73
- eID: 82
- eDocuments: 83

Country Ranking
- User Centricity: #25
- Transparency: 23
- Key Enablers: #23
- Cross-border services: 25

Overall Score
- User Centricity: 61
- Transparency: 63
- Key Enablers: 63
- Cross-border services: 63

The Key Dimension User Centricity indicates to what extent a service is 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 device.

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 of Personal Data indicates to what extent governments are transparent as regards personal data involved.

The Key Dimension Key Enablers indicates to which extent 4 technical preconditions are available online:
- Electronic identification (eID) indicates of users can identify with their national eID for services
- Electronic documents (eDocuments) indicates whether users can submit or download documents required for the service
- Pre-filled forms indicates whether personal data is pre-filled
- Digital Post indicates whether users can receive communications solely via a secure government mailbox

The Key Dimension Cross-border Services indicates to what extent EU citizens can use online services in another country.
- 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.
- eID indicates if a national eID from country A can be used in country B.
- eDocuments indicates if eDocuments can be transmitted from country A to country B.
Croatia

eGovernment Benchmark 2023

Digital Maturity and Ranking per Life Event

<table>
<thead>
<tr>
<th>Event</th>
<th>Score</th>
<th>EU27 Average</th>
<th>Croatia (HR)</th>
<th>Country ranking</th>
</tr>
</thead>
<tbody>
<tr>
<td>Regular Business Operations (2021)</td>
<td>71</td>
<td>78</td>
<td>#27</td>
<td></td>
</tr>
<tr>
<td>Moving (2021)</td>
<td>60</td>
<td>51</td>
<td>#27</td>
<td></td>
</tr>
<tr>
<td>Transport (2021)</td>
<td>54</td>
<td>63</td>
<td>#23</td>
<td></td>
</tr>
<tr>
<td>Justice (2021)</td>
<td>49</td>
<td>70</td>
<td>#23</td>
<td></td>
</tr>
<tr>
<td>Health (2021)</td>
<td>51</td>
<td>71</td>
<td>#21</td>
<td></td>
</tr>
<tr>
<td>Business Start-Up (2022)</td>
<td>78</td>
<td>60</td>
<td>#27</td>
<td></td>
</tr>
<tr>
<td>Family (2022)</td>
<td>63</td>
<td>51</td>
<td>#26</td>
<td></td>
</tr>
<tr>
<td>Career (2022)</td>
<td>70</td>
<td>54</td>
<td>#26</td>
<td></td>
</tr>
<tr>
<td>Studying (2022)</td>
<td>71</td>
<td>63</td>
<td>#25</td>
<td></td>
</tr>
</tbody>
</table>

Key Figures

- 82% of the services are online* (HR)
- 56% of the government portals show whether personal data was consulted (HR)
- 69% of the services accept eID login (HR)
- 41% of the services are online for cross-border users* (HR)
- 38% of the services preload personal information (HR)

*These scores are different from the Digital Decade targets, which use the Online Availability indicator as input.
Hungary eGovernment Benchmark 2023

eGovernment Maturity per Key Dimension

<table>
<thead>
<tr>
<th>Key Dimension</th>
<th>2022</th>
<th>2023</th>
<th>Country Ranking</th>
<th>Overall Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>User Centricity</td>
<td>#20</td>
<td>#20</td>
<td>66</td>
<td>68</td>
</tr>
<tr>
<td>Transparency</td>
<td>#21</td>
<td>#23</td>
<td>64</td>
<td>66</td>
</tr>
<tr>
<td>Key Enablers</td>
<td>#12</td>
<td>#28</td>
<td>64</td>
<td>68</td>
</tr>
<tr>
<td>Cross-border Services</td>
<td>HU 92</td>
<td>EU 90</td>
<td>70</td>
<td>68</td>
</tr>
</tbody>
</table>

Score per Indicator

- **User Centricity**
  - Online availability: 95
  - Mobile friendliness: 85
  - User support: 86

- **Transparency**
  - Service Delivery: 61
  - Personal Data: 64
  - Service Design: 44

- **Key Enablers**
  - eID: 84
  - eDocuments: 92
  - Pre-filled Forms: 60
  - Digital Post: 100

- **Cross-border Services**
  - Online availability: 70
  - User Support: 100
  - eID: 100
  - eDocuments: 100

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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- **Digital Post** indicates whether users can receive communications solely via a secure government mailbox.

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

- **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.
- **eID** indicates if a national eID from country A can be used in country B.
- **eDocuments** indicates if eDocuments can be transmitted from country A to country B.
Hungary eGovernment Benchmark 2023

Digital Maturity and Ranking per Life Event

- **Regular Business Operations (2021)**: 75
- **Moving (2021)**: 72
- **Transport (2021)**: 71
- **Justice (2021)**: 55
- **Health (2021)**: 55
- **Business Start-Up (2022)**: 78
- **Family (2022)**: 60
- **Career (2022)**: 70
- **Studying (2022)**: 77

Key Figures

- **EU 86%**
- **EU 56%**
- **EU 70%**
- **EU 45%**
- **EU 60%**

*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 includes 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 partnership, 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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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 services.

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.
Ireland

eGovernment Benchmark 2023

eGovernment Maturity per Key Dimension

Score per Indicator

User Centricity
- Online availability: 90
- Mobile friendliness: 98
- User support: 89

Transparency
- Service Delivery: 57
- Personal Data: 56
- Service Design: 100

Key Enablers
- eID: 37
- eDocuments: 67
- Pre-filled Forms: 61
- Digital Post: 44

Cross-border services
- Online availability: 88
- User Support: 70
- eID: 71
- eDocuments: 80

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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Ireland
eGovernment Benchmark 2023

Digital Maturity and Ranking per Life Event

<table>
<thead>
<tr>
<th>Life Event</th>
<th>EU27+ Average</th>
<th>Ireland (IE)</th>
<th>#</th>
</tr>
</thead>
<tbody>
<tr>
<td>Regular Business Operations</td>
<td>84</td>
<td>64</td>
<td>#12</td>
</tr>
<tr>
<td>Moving (2021)</td>
<td>64</td>
<td></td>
<td>#23</td>
</tr>
<tr>
<td>Transport (2021)</td>
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<td>#17</td>
</tr>
<tr>
<td>Justice (2021)</td>
<td>54</td>
<td></td>
<td>#22</td>
</tr>
<tr>
<td>Health (2021)</td>
<td>38</td>
<td></td>
<td>#33</td>
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<tr>
<td>Business Start-Up (2022)</td>
<td>90</td>
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<td>#11</td>
</tr>
<tr>
<td>Family (2022)</td>
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</tr>
<tr>
<td>Career (2022)</td>
<td>78</td>
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<td>#18</td>
</tr>
<tr>
<td>Studying (2022)</td>
<td>89</td>
<td></td>
<td>#7</td>
</tr>
</tbody>
</table>

Key Figures

- 87% of the services are online
- 78% of the government portals show whether personal data was consulted
- 56% of the services accept eID login
- 70% of the services are online for cross-border users
- 49% of the services are online
- 45% of the services are online
- 61% of the services prefill personal information

*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, the life event captures vital elements when becoming unemployed. It also includes various services concerning job search and participation in training programs, supporting people to find a job.

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Iceland

eGovernment Benchmark 2023

eGovernment Maturity per Key Dimension

<table>
<thead>
<tr>
<th>Country Ranking</th>
<th>Overall Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>2022</td>
<td>86</td>
</tr>
<tr>
<td>2023</td>
<td>88</td>
</tr>
</tbody>
</table>

User Centricity

- IS: 96
- EU: 90
- #6

Transparency

- IS: 94
- EU: 62
- #2

Key Enablers

- IS: 95
- EU: 71
- #2

Cross-border services

- IS: 68
- EU: 57
- #11

Score per Indicator

User Centricity

- Online availability: 96
- Mobile friendliness: 98
- User support: 97

Transparency

- Service Delivery: 85
- Personal Data: 96
- Service Design: 100

Key Enablers

- eID: 89
- eDocuments: 100
- Pre-filled Forms: 100
- Digital Post: 100

Cross-border services

- Online availability: 88
- User Support: 96
- eID: 90
- eDocuments: 89

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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- Transparency of Service Design: to what extent governments are transparent as regards the process of service design.
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- 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.
- eID: indicates if a national eID from country A can be used in country B.
- eDocuments: indicates if eDocuments can be transmitted from country A to country B.
## Iceland eGovernment Benchmark 2023

### Digital Maturity and Ranking per Life Event

<table>
<thead>
<tr>
<th>Event</th>
<th>EU27+ Average</th>
<th>Score Iceland (IS)</th>
<th>Country ranking</th>
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<tbody>
<tr>
<td>Regular Business Operations (2021)</td>
<td></td>
<td>78</td>
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</tr>
<tr>
<td>Moving (2021)</td>
<td></td>
<td>91</td>
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</tr>
<tr>
<td>Transport(2021)</td>
<td></td>
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<tr>
<td>Justice (2021)</td>
<td></td>
<td>86</td>
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</tr>
<tr>
<td>Health (2021)</td>
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<td>77</td>
<td>#10</td>
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<tr>
<td>Business Start-Up (2022)</td>
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<td>94</td>
<td>#5</td>
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<td>Family (2022)</td>
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<td>Career (2022)</td>
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<td>94</td>
<td>#3</td>
</tr>
<tr>
<td>Studying (2022)</td>
<td></td>
<td>94</td>
<td>#5</td>
</tr>
</tbody>
</table>

### Key Figures

- **EU average**:
  - 86.96% of the services are online
  - 56% of government portals show whether personal data was consulted
  - 70% of the services accept eID login
  - 45% of the services are online for cross-border users
  - 68% of the services predict personal information

- **Iceland**:
  - 96% of the services are online
  - 100% of government portals show whether personal data was consulted
  - 98% of the services accept eID login
  - 65% of the services are online for cross-border users
  - 90% of the services predict personal information

*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 includes 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.

### Studying (2022)
- In this life event, comprising of 11 services, it is evaluated to what extent enrolment in higher education can be done online. Think for instance about admission requirements and services that are needed during the study, such as career advice and portability of student grant when studying abroad.

### Business Start-Up (2022)
- This life event covers 16 services, both mandatory services as well as information needs, that allows an entrepreneur to start his business, it includes orientation, administrative and register requirements, and tax and insurance related matters.

### Regular Business Operations (2021)
- A business life event that covers 11 services related to regular business operations, such as administrative and tax requirements, human resources and refund of VAT.

### Moving (2021)
- This concise life event illustrates the journey in case of moving places: from deregistering to register address in the new town. It also includes notifications to other public organizations and utilities.

### Health (2021)
- The Health life event consists of seven services related to getting information about how and where to get healthcare. Moreover, it looks at whether citizens can reschedule an appointment online, whether they can apply for exemptions, expressions and whether they can access their electronic health records online.

### 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 services.

### 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.
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 device.

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 of 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 preconditions are available online:
- **eID** indicates if users can identify with their national eID for services.
- **eDocuments** indicates whether users could submit or download documents required for the service.
- **Pre-filled Forms** indicates whether personal data is pre-filled.
- **Digital Post** indicates whether users can receive communications solely via a secure government mailbox.

The Key Dimension **Cross-border Services** indicates to what extent EU citizens can use online services in another country.
- **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.
- **eID** indicates if a national eID from country A can be used in country B.
- **eDocuments** indicates if eDocuments can be transmitted from country A to country B.
## Italy

### eGovernment Benchmark 2023

#### Digital Maturity and Ranking per Life Event

<table>
<thead>
<tr>
<th>Event</th>
<th>EU27+ Average</th>
<th>Score Italy (IT)</th>
<th>Country ranking</th>
</tr>
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<tbody>
<tr>
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<td>Moving (2021)</td>
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<tr>
<td>Business Start-Up (2022)</td>
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<td>#28</td>
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<td>Career (2022)</td>
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<td>#27</td>
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<tr>
<td>Studying (2022)</td>
<td></td>
<td>62</td>
<td>#27</td>
</tr>
</tbody>
</table>

#### Key Figures

- **86%** of the services are online
- **11%** of the government portals show whether personal data was consulted
- **68%** of the services accept eID login
- **45%** of the services are online for cross-border users
- **69%** of the services prefill personal information

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

### Career (2022)

From immediate actions for unemployed applicants for additional benefits and allowances, this life event captures vital elements when becoming unemployed. It also includes 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.

### Studying (2022)

In this life event, comprising of 11 services, it is evaluated to what extent enrollment in higher education can be done online. Think for instance about admission requirements and services that are needed during the study, such as career advice and portability of student grant when studying abroad.

### Business Start-Up (2022)

This life event covers 16 services, both mandatory services as well as information needs, that allow an entrepreneur to start his business, it includes orientation, administrative and register requirements, and tax and insurance related matters.

### Regular Business Operations (2021)

A business life event that covers 11 services related to regular business operations, such as administrative and tax requirements, human resources and refund of VAT.

### Moving (2021)

This concise life event illustrates the journey in case of moving places, from deregistering to register address in the new town. It also includes notifications to other public organizations and utilities.

### Health (2021)

The health life event consists of seven services related to getting information about how and where to get healthcare. Moreover, it looks at whether citizens can reschedule an appointment online, whether they can apply for exemptions, expressions and whether they can access their electronic health records online.

### 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 services.

### 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.
Lithuania

eGovernment Benchmark 2023

eGovernment Maturity per Key Dimension

Score per Indicator

User Centricity
- Online availability: 92
- Mobile friendliness: 97
- User support: 98

Transparency
- Service Delivery: 75
- Personal Data: 94
- Service Design: 64

Key Enablers
- eID: 94
- eDocuments: 93
- Pre-filled Forms: 93
- Digital Post: 100

Cross-border services
- Online availability: 80
- User Support: 87
- eID: 88
- eDocuments: 84

Country Ranking
- 2022: EU 78, LT 59
- 2023: EU 74, LT 57

Overall Score
- User Centricity: 83
- Transparency: 88
- Key Enablers: 70
- Cross-border services: 85

The Key Dimension User Centricity indicates to what extent information about services are 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 helps and if interactive feedback functionalities are online.
- Mobile Friendliness: indicates if the website provides a service through a mobile-friendly interface, an interface that is adapted to the mobile device.

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 of 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 preconditions are available online:
- eID: indicates if users can identify with their national eID for services.
- eDocuments: indicates whether users could submit or download documents required for the service.
- Pre-filled forms: indicates whether personal data is pre-filled.
- Digital Post: indicates whether users can receive communications solely via a secure government mailbox.

The Key Dimension for Cross-border Services indicates to what extent EU citizens can use online services in another country:
- Online Availability: indicates if a service is online. Ranging from offline (0%), only information online (50%), fully online (100%).
- User Support: indicates if support helps and if interactive feedback functionalities are online.
- eID: indicates if a national eID from country A can be used in country B.
- eDocuments: indicates if eDocuments can be transmitted from country A to country B.
# Lithuania eGovernment Benchmark 2023

## Digital Maturity and Ranking per Life Event

<table>
<thead>
<tr>
<th>Event</th>
<th>EU27 Average</th>
<th>Lithuania (LT)</th>
<th>Country ranking</th>
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<tr>
<td>Studying (2022)</td>
<td>#7</td>
<td></td>
<td>#15</td>
</tr>
</tbody>
</table>

## Key Figures

- **89%** of the services are online* - LT: 86%
- **100%** of the government portals show whether personal data was consulted - LT: 95%
- **70%** of the services accept eID login - LT: 63%
- **45%** of the services are online for cross-border users* - LT: 93%
- **68%** of the services prefill personal information - LT: 93%

*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, the life event captures vital elements when becoming unemployed. It also includes 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.

**Studying (2022)**: In this life event, comprising of 11 services, it is evaluated to what extent enrolment in higher education can be done online. Think for instance about admission requirements and services that are needed during the study, such as career advice and portability of student grant when studying abroad.

**Business Start-Up (2022)**: This life event covers 16 services, both mandatory services as well as information needs, that allow an entrepreneur to start his business, it includes orientation, administrative and register requirements, and tax and insurance related matters.

**Regular Business Operations (2021)**: A business life event that covers 11 services related to regular business operations, such as administrative and tax requirements, human resources and refund of VAT.

**Moving (2021)**: This concise life event illustrates the journey in case of moving places: from deregistering to register address in the new town. It also includes notifications to other public organizations and utilities.

**Health (2021)**: The health life event consists of seven services related to getting information about how and where to get healthcare. Moreover, it looks at whether citizens can reschedule an appointment online, whether they can apply for econsults, eexpressions and whether they can access their electronic health records online.

**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 services.

**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 reviewing verdict and appeal.
## Luxembourg eGovernment Benchmark 2023

### Digital Maturity and Ranking per Life Event

<table>
<thead>
<tr>
<th>Life Event</th>
<th>Score</th>
<th>Luxembourg (LU)</th>
<th>Country ranking</th>
</tr>
</thead>
<tbody>
<tr>
<td>Regular Business Operations (2021)</td>
<td>94</td>
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<tr>
<td>Moving (2021)</td>
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<td></td>
<td>#3</td>
</tr>
<tr>
<td>Transport (2021)</td>
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<tr>
<td>Justice (2021)</td>
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</tr>
<tr>
<td>Studying (2022)</td>
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<td></td>
<td>#6</td>
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</table>

### Key Figures

- **EU average:**
  - 89% of the services are online
  - 56% of the government portals show whether personal data was consulted
  - 70% of the services accept eID login
  - 45% of the services are for cross-border users
  - 6% of the services prefill personal information

- **Luxembourg (LU):**
  - 95% of the services are online
  - 100% of the government portals show whether personal data was consulted
  - 72% of the services accept eID login
  - 91% of the services are for cross-border users
  - 72% of the services prefill personal information

*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 includes 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.

### Studying (2022)
In this life event, comprising of 11 services, it is evaluated to what extent enrolment in higher education can be done online. Think for instance about admission requirements and services that are needed during the study, such as career advice and portability of student grant when studying abroad.

### Business Start-up (2022)
This life event covers 16 services, both mandatory services as well as information needs, that allow an entrepreneur to start his business, it includes orientation, administrative, and register requirements, and tax and insurance related matters.

### Regular Business Operations (2021)
A business life event that covers 11 services related to regular business operations, such as administrative and tax requirements, human resources and refund of VAT.

### Moving (2021)
This concise life event illustrates the journey in case of moving places. From deregistering to register address in the new town. It also includes notifications to other public organizations and utilities.

### Health (2021)
The Health life event consists of seven services related to getting information about how and where to get healthcare. Moreover, it looks at whether citizens can reschedule an appointment online, whether they can apply for exemptions, prescriptions and whether they can access their electronic health records online.

### 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 services.

### 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.
Latvia
eGovernment Benchmark 2023

eGovernment Maturity per Key Dimension

Score per Indicator

User Centricity
- Online availability: 93
- Mobile friendliness: 98
- User support: 92

Transparency
- Service Delivery: 83
- Personal Data: 87
- Service Design: 44

Key Enablers
- eID: 85
- eDocuments: 98
- Pre-filled Forms: 76
- Digital Post: 100

Cross-border services
- Online availability: 99
- User Support: 84
- eID: 97
- eDocuments: 86

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 device.

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 of 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 preconditions are available online:
- Electronic identification (eID): indicates if users can identify with their national eID for services
- Electronic documents (eDocuments): indicates whether users could submit or download documents required for the service
- Pre-filled forms: indicates whether personal data is pre-filled
- Digital Post: indicates whether users can receive communications solely via a secure government mailbox

The Key Dimension Cross-border Services indicates to what extent EU citizens can use online services in another country.
- 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.
- eID: indicates if a national eID from country A can be used in country B.
- eDocuments: indicates if eDocuments can be transmitted from country A to country B.
Latvia

eGovernment Benchmark 2023

Digital Maturity and Ranking per Life Event

Regular Business Operations (2021) 92
Moving (2021) 94
Transport (2021) 75
Justice (2021) 90
Health (2021) 68
Business Start-Up (2022) 85
Family (2022) 75
Career (2022) 81
Studying (2022) 75

Key Figures

- 91% of the services are online in Latvia (LV)
- 100% of the government portals accept eID login in Latvia (LV)
- 87% of the services are online for cross-border users in Latvia (LV)
- 76% of the services prefill personal information in Latvia (LV)
- EU 89% of the services are online
- EU 56% of the government portals show whether personal data was consulted
- EU 70% of the services accept eID login
- EU 45% of the services are online for cross-border users
- EU 65% of the services prefill personal information

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

Career (2022): From immediate actions for unemployed to employability programs for individuals who have lost their jobs, Latvia is taking proactive steps to foster a job-rich economy.

Family (2022): Ten family services are assessed for this Life Event, including the right to divorce, the dissolution of marriage, and the adoption of children. All services are available online.

Studying (2022): Latvia is considered as one of the best destinations for tertiary education, with a high percentage of the population pursuing higher education.

Business Start-Up (2022): Latvia is one of the best places to start a business, with a high score in this category.

Regular Business Operations (2021): Latvia is leading the way in business operations, with a high score in this category.

Moving (2021): Latvia is one of the best places to move to, with a high score in this category.

Health (2021): Latvia is one of the best places to be healthy, with a high score in this category.

Family (2022): Latvia is one of the best places to be a family, with a high score in this category.

Career (2022): Latvia is one of the best places to work, with a high score in this category.

Studying (2022): Latvia is one of the best places to study, with a high score in this category.

Starting a Small Claims Procedure (2021): Latvia is one of the best places to start a small claims procedure, with a high score in this category.

Transport (2021): Latvia is one of the best places to travel, with a high score in this category.
Montenegro
eGovernment Benchmark 2023

eGovernment Maturity per Key Dimension

<table>
<thead>
<tr>
<th>Key Dimension</th>
<th>EU27 Average</th>
<th>Montenegro (ME)</th>
</tr>
</thead>
<tbody>
<tr>
<td>User Centricity</td>
<td>2022 #34</td>
<td>2023 #34</td>
</tr>
<tr>
<td>Transparency</td>
<td>2022 #32</td>
<td>2023 #34</td>
</tr>
<tr>
<td>Key Enablers</td>
<td>EU 27</td>
<td>2023 #33</td>
</tr>
<tr>
<td>Cross-border services</td>
<td>EU 70</td>
<td>2023 #34</td>
</tr>
</tbody>
</table>

Score per Indicator

- **User Centricity**
  - Online availability: +4
  - Mobile friendliness: +6
  - User support: +1

- **Transparency**
  - Service Delivery: 3
  - Personal Data: 38
  - Service Design: 30

- **Key Enablers**
  - eID: 19
  - eDocuments: 36
  - Pre-filled Forms: 37
  - Digital Post: 36

- **Cross-border services**
  - Online availability: 3
  - User Support: 3
  - eID: 1
  - eDocuments: 1

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 ‘adapted’ to the mobile device.

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 precditions are available online:
- **Electronic identification (eID)** indicates users can identify with their national eID for services.
- **Electronic documents (eDocuments)** indicates whether users could submit or download documents required for the service.
- **Pre-filled forms** indicates whether personal data is pre-filled.
- **Digital Post** indicates whether users can receive communications solely via a secure government mailbox.

The Key Dimension for **Cross-border Services** indicates to what extent EU citizens can use online services in another country.
- **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.
- **eID** indicates if a national eID from country A can be used in country B.
- **eDocuments** indicates if eDocuments can be transmitted from country A to country B.
Montenegro eGovernment Benchmark 2023

Digital Maturity and Ranking per Life Event

<table>
<thead>
<tr>
<th>Event</th>
<th>EU27 Average</th>
<th>Score Montenegro (ME)</th>
<th>Country ranking</th>
</tr>
</thead>
<tbody>
<tr>
<td>Regular Business Operations (2021)</td>
<td>EU 89%</td>
<td>ME:53%</td>
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<tr>
<td>Moving (2021)</td>
<td>EU 56%</td>
<td>ME:33%</td>
<td>#34</td>
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<tr>
<td>Transport (2021)</td>
<td>EU 70%</td>
<td>ME:20%</td>
<td>#49</td>
</tr>
<tr>
<td>Justice (2021)</td>
<td>EU 49%</td>
<td>ME:14%</td>
<td>#43</td>
</tr>
<tr>
<td>Health (2021)</td>
<td>EU 68%</td>
<td>ME:17%</td>
<td>#35</td>
</tr>
<tr>
<td>Business Start-Up (2022)</td>
<td></td>
<td></td>
<td>#51</td>
</tr>
<tr>
<td>Family (2022)</td>
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<td>#42</td>
</tr>
<tr>
<td>Career (2022)</td>
<td></td>
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<td>#28</td>
</tr>
<tr>
<td>Studying (2022)</td>
<td></td>
<td></td>
<td>#33</td>
</tr>
</tbody>
</table>

Key Figures

- **53%** of the services are online* (EU 89%)
- **33%** of the government portals show whether personal data was consulted (EU 56%)
- **70%** of the services accept eID login (EU 70%)
- **49%** of the services are online for cross-border users* (EU 49%)
- **68%** of the services prefill personal information (EU 68%)

*These scores are different from the Digital Decade targets, which use the Online Availability indicator as input.
North Macedonia
eGovernment Benchmark 2023

**Score per Indicator**

<table>
<thead>
<tr>
<th>Key Dimension</th>
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<th>2023</th>
</tr>
</thead>
<tbody>
<tr>
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<tr>
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<td>63</td>
</tr>
<tr>
<td>Mobile friendliness</td>
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</tr>
<tr>
<td>User support</td>
<td>63</td>
<td>63</td>
</tr>
<tr>
<td><strong>Transparency</strong></td>
<td>#35</td>
<td>#35</td>
</tr>
<tr>
<td>Service Delivery</td>
<td>#24</td>
<td>#24</td>
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<tr>
<td>Personal Data</td>
<td>#30</td>
<td>#30</td>
</tr>
<tr>
<td>Service Design</td>
<td>#25</td>
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</tbody>
</table>

**Key EnABLers**

<table>
<thead>
<tr>
<th>Key EnABLers</th>
<th>2022</th>
<th>2023</th>
</tr>
</thead>
<tbody>
<tr>
<td>eID</td>
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<td>#24</td>
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<tr>
<td>eDocuments</td>
<td>#61</td>
<td>#61</td>
</tr>
<tr>
<td>Pre-filled Forms</td>
<td>#23</td>
<td>#23</td>
</tr>
<tr>
<td>Digital Post</td>
<td>#21</td>
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**Cross-border Services**

<table>
<thead>
<tr>
<th>Cross-border Services</th>
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</tr>
</thead>
<tbody>
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<tr>
<td>User Support</td>
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</tr>
<tr>
<td>eID</td>
<td>#10</td>
<td>#10</td>
</tr>
<tr>
<td>eDocuments</td>
<td>#10</td>
<td>#10</td>
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</tbody>
</table>

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 device.

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

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

The Key Dimension **Key EnABLers** indicates the extent to which 4 technical preconditions are available online:

- **eID** indicates if users can identify with their national eID for services
- **Electronic documents** indicates whether users could submit or download documents required for the service
- **Pre-filled forms** indicates whether personal data is pre-filled
- **Digital Post** indicates whether users can communicate safely via a secure government mailbox

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

- **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.
- **eID** indicates if a national eID from country A can be used in country B.
- **eDocuments** indicates if eDocuments can be transmitted from country A to country B.
North Macedonia
eGovernment Benchmark 2023

Digital Maturity and Ranking per Life Event

<table>
<thead>
<tr>
<th>Event</th>
<th>EU27+ Average</th>
<th>North Macedonia (MK)</th>
<th>Country ranking</th>
</tr>
</thead>
<tbody>
<tr>
<td>Regular Business Operations</td>
<td></td>
<td>44</td>
<td>#34</td>
</tr>
<tr>
<td>Moving</td>
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<td>24</td>
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<td>Transport</td>
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</tr>
<tr>
<td>Justice</td>
<td></td>
<td>26</td>
<td>#32</td>
</tr>
<tr>
<td>Health</td>
<td></td>
<td>19</td>
<td>#35</td>
</tr>
<tr>
<td>Business Start-Up</td>
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<td>65</td>
<td>#33</td>
</tr>
<tr>
<td>Family</td>
<td></td>
<td>45</td>
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</tr>
<tr>
<td>Career</td>
<td></td>
<td>49</td>
<td>#33</td>
</tr>
<tr>
<td>Studying</td>
<td></td>
<td>31</td>
<td>#35</td>
</tr>
</tbody>
</table>

Key Figures

- **8-9%** of the services are online* (EU: 56%)
- **6%** of the government portals show whether personal data was consulted (EU: 70%)
- **49%** of the services accept eID login (EU: 45%)
- **73%** of the services are online for cross-border users* (EU: 69%)
- **44%** of the services prefill personal information (MK: 96%)

*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 includes 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 partnership, 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.

Studying (2022): In this life event, comprising of 11 services, it is evaluated to what extent enrolment in higher education can be done online. Think for instance about admission requirements and services that are needed during the study, such as career advice and portability of student grant when studying abroad.

Business Start-up (2022): This life event covers 16 services, both mandatory services as well as information needs, that allows an entrepreneur to start his business, it includes orientation, administrative and register requirements, and tax and insurance related matters.

Regular Business Operations (2021): A business life event that covers 11 services related to regular business operations, such as administrative and tax requirements, human resources and refund of VAT.

Moving (2021): This concise life event illustrates the journey in case of moving places: from deregistering to register address in the new town. It also includes notifications to other public organizations and utilities.

Health (2021): The Health life event consists of seven services related to getting information about how and where to get healthcare. Moreover, it looks at whether citizens can reschedule an appointment online, whether they can apply for exemptions, expressions and whether they can access their electronic health records online.

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 services.

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 reviewing verdict and appeal.
Malta eGovernment Benchmark 2023

eGovernment Maturity per Key Dimension

<table>
<thead>
<tr>
<th>Key Dimension</th>
<th>EU27 Average</th>
<th>Malta (MT)</th>
</tr>
</thead>
<tbody>
<tr>
<td>User Centricity</td>
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<tr>
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<td>99</td>
</tr>
<tr>
<td>User Support</td>
<td>100</td>
<td>100</td>
</tr>
<tr>
<td>Transparency</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Service Delivery</td>
<td>94</td>
<td></td>
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<tr>
<td>Personal Data</td>
<td>100</td>
<td></td>
</tr>
<tr>
<td>Service Design</td>
<td>100</td>
<td></td>
</tr>
<tr>
<td>Key Enablers</td>
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<td></td>
</tr>
<tr>
<td>eID</td>
<td>91</td>
<td></td>
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<tr>
<td>Pre-filled Forms</td>
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<tr>
<td>Digital Post</td>
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<tr>
<td>Cross-border Services</td>
<td></td>
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<td>Online availability</td>
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<tr>
<td>User Support</td>
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<td></td>
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<tr>
<td>eID</td>
<td>99</td>
<td></td>
</tr>
<tr>
<td>eDocuments</td>
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</tbody>
</table>

Country Ranking

<table>
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<tr>
<th>Year</th>
<th>EU27 Average</th>
<th>Malta (MT)</th>
</tr>
</thead>
<tbody>
<tr>
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<tr>
<td></td>
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<td></td>
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<tr>
<td></td>
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<td>96</td>
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</table>

Overall Score

<table>
<thead>
<tr>
<th>Key Dimension</th>
<th>Score</th>
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<tbody>
<tr>
<td>User Centricity</td>
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<td>Transparency</td>
<td></td>
</tr>
<tr>
<td>Key Enablers</td>
<td></td>
</tr>
<tr>
<td>Cross-border Services</td>
<td></td>
</tr>
</tbody>
</table>

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 device.

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 of 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 preconditions are available online:

- **eID** indicates if users can identify with their national eID for services.
- **eDocuments** indicates whether users could submit or download documents required for the service.
- **Pre-filled Forms** indicates whether personal data is pre-filled.
- **Digital Post** indicates whether users can receive communications solely via a secure government mailbox.

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

- **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.
- **eID** indicates if a national eID from country A can be used in country B.
- **eDocuments** indicates if eDocuments can be transmitted from country A to country B.
Malta eGovernment Benchmark 2023

Digital Maturity and Ranking per Life Event

<table>
<thead>
<tr>
<th>Event</th>
<th>Score</th>
<th>EU27 Average</th>
<th>Country ranking</th>
</tr>
</thead>
<tbody>
<tr>
<td>Regular Business Operations (2021)</td>
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<td>#6</td>
<td></td>
</tr>
<tr>
<td>Transport (2021)</td>
<td>93</td>
<td>#1</td>
<td></td>
</tr>
<tr>
<td>Justice (2021)</td>
<td>97</td>
<td>#1</td>
<td></td>
</tr>
<tr>
<td>Health (2021)</td>
<td>91</td>
<td>#3</td>
<td></td>
</tr>
<tr>
<td>Business Start-Up (2022)</td>
<td>98</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Family (2022)</td>
<td>97</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Career (2022)</td>
<td>100</td>
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</tr>
<tr>
<td>Studying (2022)</td>
<td>100</td>
<td></td>
<td>#1</td>
</tr>
</tbody>
</table>

Key Figures

- of the services are online*  MT: 100%
- of the government portals show whether personal data was consulted  MT: 100%
- of the services accept eID login  MT: 90%
- of the services are online for cross-border users*  MT: 96%
- of the services prefill personal information  MT: 88%

*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 includes 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.

Studying (2022): In this life event, comprising of 11 services, it is evaluated to what extent enrolment in higher education can be done online. Think for instance about admission requirements and services that are needed during the study, such as career advice and portability of student grant when 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 reviewing, verdict and appeal.
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.
- **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 preconditions are available online:

- **eID** indicates if users can identify with their national eID for services.
- **Electronic documents** indicates whether users could submit or download documents required for the service.
- **Pre-filled forms** indicates whether personal data is pre-filled.
- **Digital Post** indicates whether users can receive communications solely via a secure government mailbox.

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

- **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.
- **eID** indicates if a national eID from country A can be used in country B.
- **eDocuments** indicates if eDocuments can be transmitted from country A to country B.
Netherlands eGovernment Benchmark 2023

Digital Maturity and Ranking per Life Event

<table>
<thead>
<tr>
<th>Life Event</th>
<th>Score</th>
<th>EU27+ Average</th>
<th>Netherlands (NL)</th>
<th>Country ranking</th>
</tr>
</thead>
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<td></td>
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<td>#14</td>
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<td>Health (2021)</td>
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<td></td>
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<td>#15</td>
</tr>
<tr>
<td>Business Start-Up (2022)</td>
<td>91</td>
<td></td>
<td></td>
<td>#9</td>
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<td>#6</td>
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<td>Studying (2022)</td>
<td>95</td>
<td></td>
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<td>#3</td>
</tr>
</tbody>
</table>

Key Figures

- **NL96%**: of the services are online*
- **NL22%**: of the government portals show whether personal data was consulted
- **NL88%**: of the services accept eID login
- **NL55%**: of the services are online for cross-border users*
- **NL94%**: of the services prefill personal information

*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 includes 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 divorce. Also evaluated is how to obtain a passport, a birth certificate and which requirements are necessary for a funeral.

Studying (2022): In this life event, comprising of 11 services, it is evaluated to what extent enrolment in higher education can be done online. Think for instance about admission requirements and services that are needed during the study, such as career advice and portability of student grant when studying abroad.

Business Startup (2022): This life event covers 16 services, both mandatory services as well as information needs, that allow an entrepreneur to start his business, it includes orientation, administrative and register requirements, and tax and insurance related matters.

Regular Business Operations (2021): A business life event that covers 11 services related to regular business operations, such as administrative and tax requirements, human resources and refund of VAT.

Moving (2021): This concise life event illustrates the journey in case of moving places: from deregistering to register address in the new town. It also includes notifications to other public organizations and utilities.

Health (2021): The Health life event consists of seven services related to getting information about how and where to get healthcare. Moreover, it looks at whether citizens can reschedule an appointment online, whether they can apply for econsulats, expressions and whether they can access their electronic health records online.

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 services.

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.
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 ‘adapted’ to the mobile device.

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 of Personal Data** indicates to what extent governments are transparent as regards personal data involved.

The Key Dimension: **Key Enablers** indicates the extent to which technical preconditions are available online:

- **eID** indicates users can identify with their national eID for services
- **eDocuments** indicates whether users could submit or download documents required for the service
- **Pre-filled Forms** indicates whether personal data is pre-filled
- **Digital Post** indicates whether users can receive communications solely via a secure government mailbox

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

- **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.
- **eID** indicates if a national eID from country A can be used in country B.
- **eDocuments** indicates if eDocuments can be transmitted from country A to country B.
## Norway

### eGovernment Benchmark 2023

#### Digital Maturity and Ranking per Life Event

<table>
<thead>
<tr>
<th>Event</th>
<th>Score</th>
<th>EU27+ Average</th>
<th>Norway (NO)</th>
<th>Country ranking</th>
</tr>
</thead>
<tbody>
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<td>Regular Business Operations (2021)</td>
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<td>88</td>
<td>#9</td>
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<tr>
<td>Moving (2021)</td>
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<td>Studying (2022)</td>
<td>84</td>
<td>83</td>
<td>84</td>
<td>#13</td>
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</tbody>
</table>

#### Key Figures

- **95%** of the services are online in Norway, compared to **89%** in the EU27+.
- **78%** of government portals in Norway show whether personal data was consulted, reaching **56%** in the EU27+.
- **95%** of services in Norway accept eID login, compared to **70%** in the EU27+.
- **49%** of services in Norway are available for cross-border users, compared to **56%** in the EU27+.
- **68%** of the services in Norway prefill personal information, compared to **78%** in the EU27+.

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

### Career (2022)

From immediate actions for unemployed individuals to additional benefits and allowances, this life event captures vital elements when becoming unemployed. It also includes 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.

### Studying (2022)

In this life event, comprising of 11 services, it is evaluated to what extent enrolment in higher education can be done online. For instance about admission requirements and services that are needed during the study, such as career advice and portability of student grant when studying abroad.

### Business Start-Up (2022)

This life event covers 16 services, both mandatory services as well as information needs, that allows an entrepreneur to start his business. It includes orientation, administrative and register requirements, and tax and insurance related matters.

### Regular Business Operations (2021)

A business life event that covers 11 services related to regular business operations, such as administrative and tax requirements, human resources and refund of VAT.

### Moving (2021)

This concise life event illustrates the journey in case of moving places. Deregistering to register address in the new town. It also includes notifications to other public organizations and utilities.

### Health (2021)

The Health life event consists of seven services related to getting information about how and where to get healthcare. Moreover, it looks at whether citizens can reschedule an appointment online. Whether they can apply for exemptions, represcriptions and whether they can access their electronic health records online.

### 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 services.

### 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.
Poland
eGovernment Benchmark 2023

eGovernment Maturity per Key Dimension

Score per Indicator

User Centricity
- Online availability: 86%
- Mobile friendliness: 93%
- User support: 95%

Transparency
- Service Delivery: 47%
- Personal Data: 54%
- Service Design: 69%

Key Enablers
- eID: 75%
- eDocuments: 80%
- Pre-filled Forms: 78%
- Digital Post: 56%

Cross-border services
- Online availability: 60%
- User Support: 80%
- eID: 82%
- eDocuments: 86%

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 ‘adapted’ to the mobile device.

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 preconditions are available online:
- Electronic identification (eID): indicates if users can identify with their national eID for services.
- Electronic documents (eDocuments): indicates whether users could submit or download documents required for the service.
- Pre-filled forms: indicates whether personal data is pre-filled.
- Digital Post: indicates whether users can receive communications solely via a secure government mailbox.

The Key Dimension Cross-border Services indicates to what extent EU citizens can use online services in another country.
- 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.
- eID indicates if a national eID from country A can be used in country B.
- eDocuments indicates if eDocuments can be transmitted from country A to country B.
Poland
eGovernment Benchmark 2023

Digital Maturity and Ranking per Life Event

<table>
<thead>
<tr>
<th>Life Event</th>
<th>Score</th>
<th>EU27+ Average</th>
<th>Country Ranking</th>
</tr>
</thead>
<tbody>
<tr>
<td>Regular Business Operations</td>
<td>74</td>
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<td>Justice</td>
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<tr>
<td>Health</td>
<td>48</td>
<td></td>
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<td>Business Start-Up</td>
<td>74</td>
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<tr>
<td>Family</td>
<td>81</td>
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<tr>
<td>Career</td>
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</tr>
<tr>
<td>Studying</td>
<td>71</td>
<td></td>
<td>#22</td>
</tr>
</tbody>
</table>

Key Figures

- Of the services are online: PL84%
- Of the government portals show whether personal data was consulted: PL11%
- Of the services accept eID login: PL84%
- Of the services are online for cross-border users: PL26%
- Of the services prefill personal information: PL78%

*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 includes 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 partnership, birth and related financial rights and divorce. Also evaluated is how to obtain a passport, a birth certificate and which requirements are necessary for a funeral.

Studying (2022). In this life event, comprising of 11 services, it is evaluated to what extent enrolment in higher education can be done online. Think for instance about admission requirements and services that are needed during the study, such as career advice and portability of student grant when studying abroad.

Business Start-up (2022). This life event covers 16 services, both mandatory services as well as information needs that allow an entrepreneur to start his business, it includes orientation, administrative and register requirements, and tax and insurance related matters.

Regular Business Operations (2021). A business life event that covers 11 services related to regular business operations, such as administrative and tax requirements, human resources and refund of VAT.

Moving (2021). This concise life event illustrates the journey in case of moving places. From deregistering to register address in the new town, it also includes notifications to other public organizations and utilities.

Health (2021). The Health life event consists of seven services related to getting information about how and where to get healthcare. Moreover, it looks at whether citizens can reschedule an appointment online, whether they can apply for econsults, eexpressions and whether they can access their electronic health records online.

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 services.

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.
Portugal

eGovernment Benchmark 2023

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 device.

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 of 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 preconditions are available online:
- **Electronic identification (eID)** indicates if users can identify with their national eID for services.
- **Electronic documents (eDocuments)** indicates whether users could submit or download documents required for the service.
- **Pre-filled forms** indicates whether personal data is pre-filled.
- **Digital Post** indicates whether users can receive communications solely via a secure government mailbox.

The Key Dimension for **Cross-border Services** indicates to what extent EU citizens can use online services in another country.
- **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.
- **eID** indicates if a national eID from country A can be used in country B.
- **eDocuments** indicates if eDocuments can be transmitted from country A to country B.
# Portugal

## eGovernment Benchmark 2023

### Digital Maturity and Ranking per Life Event

<table>
<thead>
<tr>
<th>Event</th>
<th>EU27+ Average</th>
<th>Portugal (PT)</th>
<th>Country ranking</th>
</tr>
</thead>
<tbody>
<tr>
<td>Regular Business Operations (2021)</td>
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<td>84</td>
<td>#16</td>
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<tr>
<td>Moving (2021)</td>
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<td>#9</td>
</tr>
<tr>
<td>Transport (2021)</td>
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<tr>
<td>Justice (2021)</td>
<td>54</td>
<td>70</td>
<td>#21</td>
</tr>
<tr>
<td>Health (2021)</td>
<td>70</td>
<td>95</td>
<td>#12</td>
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<tr>
<td>Business Start-Up (2022)</td>
<td>95</td>
<td>85</td>
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<td>Family (2022)</td>
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<td>#8</td>
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<tr>
<td>Career (2022)</td>
<td>91</td>
<td>85</td>
<td>#11</td>
</tr>
</tbody>
</table>

### Key Figures

- **96%** of the services are online
- **PT.96%**
- **56%** of the government portals allow users to submit forms online
- **PT.67%**
- **70%** of the services accept eID login
- **PT.91%**
- **45%** of the services are online for cross-border users
- **PT.45%**
- **81%** of the services allow users to review and change their data
- **PT.81%**

*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 includes 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.

### Studying (2022)

In this life event, comprising of 11 services, it is evaluated to what extent enrolment in higher education can be done online. Think for instance about admission requirements and services that are needed during the study, such as career advice and portability of student grant when studying abroad.

### Business Start-Up (2022)

This life event covers 16 services, both mandatory services as well as information needs, that allow an entrepreneur to start his business, it includes orientation, administrative and registration requirements, and tax and insurance-related matters.

### Regular Business Operations (2021)

A business life event that covers 11 services related to regular business operations, such as administrative and tax requirements, human resources and refund of VAT.

### Moving (2021)

This concise life event illustrates the journey in case of moving places: from deregistering to register address in the new town, it also includes notifications to other public organizations and utilities.

### Health (2021)

The Health life event consists of seven services related to getting information about how and where to get healthcare. Moreover, it looks at whether citizens can reschedule an appointment online, whether they can apply for exemptions, expressions and whether they can access their electronic health records online.

### 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 services.

### 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.
Romania
eGovernment Benchmark 2023

eGovernment Maturity per Key Dimension

<table>
<thead>
<tr>
<th>Key Dimension</th>
<th>2022</th>
<th>2023</th>
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</thead>
<tbody>
<tr>
<td>User Centricity</td>
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<td>70</td>
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<tr>
<td>Transparency</td>
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<td>44</td>
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<tr>
<td>Key Enablers</td>
<td>62</td>
<td>62</td>
</tr>
<tr>
<td>Cross-border services</td>
<td>71</td>
<td>71</td>
</tr>
</tbody>
</table>

Score per Indicator

- **User Centricity**
  - Online availability: 71
  - Mobile friendliness: 77
  - User support: 82

- **Transparency**
  - Service Delivery: 20
  - Personal Data: 61
  - Service Design: 50

- **Key Enablers**
  - eID: 28
  - eDocuments: 39
  - Pre-filled Forms: 41
  - Digital Post: 41

- **Cross-border services**
  - Online availability: 8
  - User Support: 6
  - eID: 1
  - eDocuments: 1

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 “adapted” to the mobile device.

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 of 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 preconditions are available online:

- **Electronic identification (eID)** indicates of users can identify with their national eID for services.
- **Electronic documents (eDocuments)** indicates whether users could submit or download documents required for the service.
- **Pre-filled forms**: indicates whether personal data is pre-filled.
- **Digital Post**: indicates whether users can receive communications solely via a secure government mailbox.

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

- **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.
- **eID** indicates if a national eID from country A can be used in country B.
- **eDocuments** indicates if eDocuments can be transmitted from country A to country B.
### Digital Maturity and Ranking per Life Event

<table>
<thead>
<tr>
<th>Category</th>
<th>Score</th>
<th>EU27+ Average</th>
<th>Romania (RO)</th>
<th>Country ranking</th>
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<tr>
<td>Regular Business Operations (2021)</td>
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<td>Moving (2021)</td>
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<td>#31</td>
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<td>Transport (2021)</td>
<td>39</td>
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<td>Business Start-Up (2022)</td>
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</tr>
</tbody>
</table>

### Key Figures

- **Of the services are online**: RO: 56%, EU: 56%
- **Of the government portals show whether personal data was consulted**: RO: 33%, EU: 70%
- **Of the services accept eID login**: RO: 12%, EU: 45%
- **Of the services are online for cross-border users**: RO: 14%, EU: 41%
- **Of the services prefilled personal information**: RO: 41%, EU: 65%

*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 includes 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), children’s rights, and family-related financial rights, and a divorce. Also, evaluation is how to obtain a passport, a birth certificate, and which requirements are necessary for a funeral.

**Studying (2022)**: In this life event, comprising of 11 services, it is evaluated to what extent enrolment in higher education can be done online. Think for instance about admission requirements and services that are needed during the study, such as career advice and portability of student grant when 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.
Republic of Serbia

eGovernment Benchmark 2023

**eGovernment Maturity per Key Dimension**

<table>
<thead>
<tr>
<th>Key Dimension</th>
<th>EU27 Average</th>
<th>Republic of Serbia (RS)</th>
</tr>
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<tbody>
<tr>
<td>User Centricity</td>
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<tr>
<td>Transparency</td>
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<tr>
<td>Key Enablers</td>
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<tr>
<td>Cross-border services</td>
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**Score per indicator**

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<th>Indicator</th>
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<td>Online availability</td>
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<td>Pre-filled Forms</td>
<td>63</td>
</tr>
<tr>
<td>Digital Post</td>
<td>72</td>
</tr>
</tbody>
</table>

**Country Ranking**

- **2022**
  - User Centricity: RS 31
  - Transparency: RS 21
  - Key Enablers: RS 36
  - Cross-border services: RS 52
- **2023**
  - User Centricity: RS 30
  - Transparency: RS 26
  - Key Enablers: RS 56
  - Cross-border services: RS 70

**Overall Score**

- **User Centricity**: RS 49
- **Transparency**: RS 56
- **Key Enablers**: RS 56
- **Cross-border services**: RS 70
Republic of Serbia

eGovernment Benchmark 2023

Digital Maturity and Ranking per Life Event

<table>
<thead>
<tr>
<th>Category</th>
<th>EU27+ Average</th>
<th>Republic of Serbia (RS)</th>
<th>Country ranking</th>
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<tr>
<td>Regular Business Operations (2021)</td>
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<tr>
<td>Studying (2022)</td>
<td>42</td>
<td></td>
<td>#33</td>
</tr>
</tbody>
</table>

Key Figures

- **RS:75%** of the services are online*
- **RS:0%** of the government portals show whether personal data was consulted
- **RS:58%** of the services accept eID login
- **RS:39%** of the services are online for cross-border users*
- **RS:83%** of the services prefill personal information

*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

Country Ranking

Overall Score

User Centricity

Transparency

Key Enablers

Cross-border services

Score per Indicator

User Centricity

Online availability

Mobile friendliness

User support

Transparency

Service Delivery

Personal Data

Service Design

Key Enablers

eID

eDocuments

Pre-filled Forms

Digital Post

Cross-border services

Online availability

User Support

eID

eDocuments

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 device.

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 of Personal Data indicates to what extent governments are transparent regarding personal data involved.

The Key Dimension Key Enablers indicates the extent to which 4 technical preconditions are available online.

- Electronic identification (eID) indicates if users can identify with their national eID for services.
- Electronic documents (eDocuments) indicates whether users could submit or download documents required for the service.
- Pre-filled forms indicates whether personal data is pre-filled.
- Digital Post indicates whether users can receive communications solely via a secure government mailbox.

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

- Online Availability indicates if a service is online. Ranging from offline (0%), only information online (50%), fully online (100%).
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- eID indicates if a national eID from country A can be used in country B.
- eDocuments indicates if eDocuments can be transmitted from country A to country B.
Sweden
eGovernment Benchmark 2023

Digital Maturity and Ranking per Life Event

- Regular Business Operations (2021): 75
- Moving (2021): 80
- Transport (2021): 67
- Justice (2021): 58
- Health (2021): 61
- Business Start-Up (2022): 96
- Family (2022): 80
- Career (2022): 80
- Studying (2022): 94

Key Figures

- 90% of the services are online*
- 100% of the government portals show whether personal data was consulted
- 90% of the services accept eID login
- 49% of the services are online for cross-border users*
- 86% of the services prefill personal information

*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 includes 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.

Studying (2022): In this life event, comprising of 11 services, it is evaluated to what extent enrolment in higher education can be done online. Think for instance about admission requirements and services that are needed during the study, such as career advice and portability of student grant when studying abroad.

Business Start-Up (2022): This life event covers 16 services, both mandatory services as well as information needs, that allow an entrepreneur to start his business. It includes orientation, administrative and register requirements, and tax and insurance related matters.

Regular Business Operations (2021): A business life event that covers 11 services related to regular business operations, such as administrative and tax requirements, human resources and refund of VAT.

Moving (2021): This concise life event illustrates the journey in case of moving places: from deregistering to register address in the new town. It also includes notifications to other public organizations and utilities.

Health (2021): The Health life event consists of seven services related to getting information about how and where to get healthcare. Moreover, it looks at whether citizens can reschedule an appointment online, whether they can apply for exemptions, expressions and whether they can access their electronic health records online.

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 services.

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.
Slovenia
eGovernment Benchmark 2023

eGovernment Maturity per Key Dimension

<table>
<thead>
<tr>
<th>Key Dimension</th>
<th>EU27 Average</th>
<th>Slovenia (SI)</th>
</tr>
</thead>
<tbody>
<tr>
<td>User Centricity</td>
<td>2022 #19</td>
<td>2023 #19</td>
</tr>
<tr>
<td>Transparency</td>
<td></td>
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<tr>
<td>Key Enablers</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cross-border services</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Score per Indicator

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Score</th>
<th>EU27+ Average</th>
<th>Slovenia (SI)</th>
</tr>
</thead>
<tbody>
<tr>
<td>User Centricity</td>
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<tr>
<td>Online availability</td>
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<td></td>
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<tr>
<td>Mobile friendliness</td>
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<td></td>
<td></td>
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<tr>
<td>User support</td>
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<tr>
<td>Transparency</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Service Delivery</td>
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<tr>
<td>Personal Data</td>
<td>69</td>
<td></td>
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<tr>
<td>Service Design</td>
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<tr>
<td>Key Enablers</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>eID</td>
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<td></td>
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<tr>
<td>eDocuments</td>
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<td></td>
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<tr>
<td>Pre-filled Forms</td>
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<tr>
<td>Digital Post</td>
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<tr>
<td>Cross-border services</td>
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<td></td>
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<tr>
<td>Online availability</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>User Support</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>eID</td>
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<td></td>
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</tr>
<tr>
<td>eDocuments</td>
<td>82</td>
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</tbody>
</table>

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 adapted to the mobile device.

The Key Dimension **Transparency** indicates to what extent governments are transparent regarding:
- **Transparent Service Delivery** indicates to what extent governments are transparent as regards the process of service delivery.
- **Transparent Service Design** indicates to what extent governments are transparent as regards the process of service design.
- **Transparent 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 prerequisites are available online:
- **Electronic identification (eID)** indicates if users can identify with their national eID for services.
- **Electronic documents (eDocuments)** indicates whether users could submit or download documents required for the service.
- **Pre-filled forms** indicates whether personal data is pre-filled.
- **Digital Post** indicates whether users can receive communications solely via a secure government mailbox.

The Key Dimension for **Cross-border Services** indicates to what extent EU citizens can use online services in another country.
- **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.
- **eID** indicates if a national eID from country A can be used in country B.
- **eDocuments** indicates if eDocuments can be transmitted from country A to country B.
## Slovenia

### eGovernment Benchmark 2023

#### Digital Maturity and Ranking per Life Event

<table>
<thead>
<tr>
<th>Event</th>
<th>EU27+ Average</th>
<th>Slovenia (SI)</th>
<th>Country ranking</th>
</tr>
</thead>
<tbody>
<tr>
<td>Regular Business Operations (2021)</td>
<td>78%</td>
<td>70%</td>
<td>#19</td>
</tr>
<tr>
<td>Moving (2021)</td>
<td>70%</td>
<td>62%</td>
<td>#21</td>
</tr>
<tr>
<td>Transport (2021)</td>
<td>55%</td>
<td>52%</td>
<td>#21</td>
</tr>
<tr>
<td>Justice (2021)</td>
<td>52%</td>
<td>55%</td>
<td>#19</td>
</tr>
<tr>
<td>Health (2021)</td>
<td>84%</td>
<td>66%</td>
<td>#25</td>
</tr>
<tr>
<td>Business Start-Up (2022)</td>
<td>73%</td>
<td>73%</td>
<td>#18</td>
</tr>
<tr>
<td>Family (2022)</td>
<td>80%</td>
<td>73%</td>
<td>#20</td>
</tr>
<tr>
<td>Career (2022)</td>
<td>78%</td>
<td>73%</td>
<td>#22</td>
</tr>
<tr>
<td>Studying (2022)</td>
<td>78%</td>
<td>80%</td>
<td>#16</td>
</tr>
</tbody>
</table>

### Key Figures

- **88%** of the services are online* (SI)
- **89%** of the government portals store whether personal data was consulted (SI)
- **78%** of the services accept eID login (SI)
- **49%** of the services are online for cross-border users* (SI)
- **88%** of the services prefill personal information (SI)

*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 includes 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 partnership), birth and related financial, and a divorce. Also evaluated is how to obtain a passport, a birth certificate and which requirements are necessary for a funeral.

### Studying (2022)
- In this life event, comprising of 11 services, it is evaluated to what extent enrolment in higher education can be done online. Think for instance about admission requirements and services that are needed during the study, such as career advice and portability of student grant when studying abroad.

### Business Start-Up (2022)
- This life event covers 16 services, both mandatory services as well as information needs, that allows an entrepreneur to start his business, it includes orientation, administrative and register requirements, and tax and insurance related matters.

### Regular Business Operations (2021)
- A business life event that covers 11 services related to regular business operations, such as administrative and tax requirements, human resources and refund of VAT.

### Moving (2021)
- This concise life event illustrates the journey in case of moving places: from deregistering to register address in the new town. It also includes notifications to other public organizations and utilities.

### Health (2021)
- The health life event consists of seven services related to getting information about how and where to get healthcare. Moreover, it looks at whether citizens can reschedule an appointment online, whether they can apply for reimbursements, prescriptions and whether they can access their electronic health records online.

### 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 services.

### 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.
Slovakia

eGovernment Benchmark 2023

eGovernment Maturity per Key Dimension

Score per Indicator

User Centricity
- Online availability: 86
- Mobile friendliness: 88
- User support: 90

Transparency
- Service Delivery: 44
- Personal Data: 36
- Service Design: 58

Key Enablers
- eID: 64
- eDocuments: 68
- Pre-filled Forms: 56
- Digital Post: 39

Cross-border services
- Online availability: 64
- User Support: 84
- eID: 88
- eDocuments: 94

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 device.

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 preconditions are available online:
- Electronic identification (eID) indicates if users can identify with their national eID for services
- Electronic documents (eDocuments) indicates whether users could submit or download documents required for the service
- Pre-filled forms indicates whether personal data is pre-filled
- Digital Post indicates whether users can receive communications solely via a secure government mailbox

The Key Dimension Cross-border Services indicates to what extent EU citizens can use online services in another country.
- 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.
- eID indicates if a national eID from country A can be used in country B.
- eDocuments indicates if eDocuments can be transmitted from country A to country B.
## Slovakia

### eGovernment Benchmark 2023

#### Digital Maturity and Ranking per Life Event

<table>
<thead>
<tr>
<th>Event</th>
<th>EU27+ Average</th>
<th>Score</th>
<th>Slovakia (SK)</th>
<th>Country ranking</th>
</tr>
</thead>
<tbody>
<tr>
<td>Regular Business Operations (2021)</td>
<td></td>
<td>72</td>
<td>#25</td>
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<tr>
<td>Moving (2021)</td>
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<tr>
<td>Transport (2021)</td>
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<td>60</td>
<td>#23</td>
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<tr>
<td>Justice (2021)</td>
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<td>56</td>
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<td></td>
</tr>
<tr>
<td>Health (2021)</td>
<td></td>
<td>53</td>
<td>#23</td>
<td></td>
</tr>
<tr>
<td>Business Start-Up (2022)</td>
<td></td>
<td>72</td>
<td>#30</td>
<td></td>
</tr>
<tr>
<td>Family (2022)</td>
<td></td>
<td>59</td>
<td>#26</td>
<td></td>
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<tr>
<td>Career (2022)</td>
<td></td>
<td>51</td>
<td>#32</td>
<td></td>
</tr>
<tr>
<td>Studying (2022)</td>
<td></td>
<td>65</td>
<td>#24</td>
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</tr>
</tbody>
</table>

#### Key Figures

- **SK 71%** of the services are online
- **SK 56%** of the government portals show whether personal data was consulted
- **SK 70%** of the services accept eID login
- **SK 40%** of the services are online for cross-border users
- **SK 56%** of the services prefill personal information

*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, the life event captures vital elements when becoming unemployed. It also includes 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 partnership), 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.

### Studying (2022)

In this life event, comprising of 11 services, it is evaluated to what extent enrolment in higher education can be done online. Think for instance about admission requirements and services that are needed during the study, such as career advice and portability of student grant when studying abroad.

### Business Start-Up (2022)

This life event covers 16 services, both mandatory services as well as information needs, that allow an entrepreneur to start his business. It includes orientation, administrative and register requirements, and tax and insurance related matters.

### Regular Business Operations (2021)

A business life event that covers 11 services related to regular business operations, such as administrative and tax requirements, human resources and refund of VAT.

### Moving (2021)

This concise life event illustrates the journey in case of moving places: from deregistering to register address in the new town. It also includes notifications to other public organizations and utilities.

### Health (2021)

The health life event consists of seven services related to getting information about how and where to get healthcare. Moreover, it looks at whether citizens can reschedule an appointment online, whether they can apply for reimbursements, prescriptions and whether they can access their electronic health records online.

### 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 services.

### 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 reviewing, verdict and appeal.
Türkiye

eGovernment Benchmark 2023

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 Cross-border Services indicates to what extent EU citizens can use online services in another country.
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- **User Support** indicates if support, help and (interactive) feedback functionalities are online.
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- **eDocuments** indicates if eDocuments can be transmitted from country A to country B.
Türkiye

eGovernment Benchmark 2023

Digital Maturity and Ranking per Life Event

<table>
<thead>
<tr>
<th>Event</th>
<th>EU27+ Average</th>
<th>Türkiye (TR)</th>
<th>Country ranking</th>
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<td>Transport (2021)</td>
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<td>Justice (2021)</td>
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<td>Business Start-Up (2022)</td>
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<td>Career (2022)</td>
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<tr>
<td>Studying (2022)</td>
<td>83</td>
<td>#14</td>
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</table>

Key Figures

- TR: 98%
- EU: 8-9%
- TR: 94%
- EU: 70%
- TR: 38%
- EU: 45%
- TR: 97%
- EU: 6-9%

*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 includes 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 partnership), 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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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 services.

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European Commission

eGovernment Benchmark 2023
Connecting Digital Governments

eGovernment Benchmark 2023 Country Factsheets
Luxembourg, Publications Office of the European Union

2023 – 74 pages

doi: 10.2759/63976

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