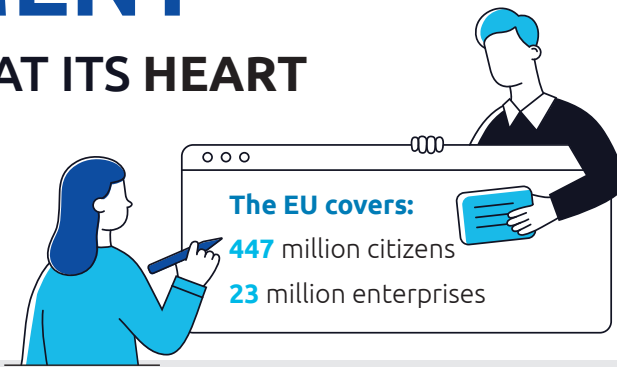


# eGOVERNMENT WITH THE USER AT ITS HEART



44% of citizens used eGovernment in the past year to submit online forms

**START**

User looking for service

## Easy to find the service or portal you're looking for

Most government portals enhance findability with Search Engine Optimization (SEO)

94% of services can be reached through government portals

## Government websites are loading fast



On average, government websites are fully interactive within 2 seconds

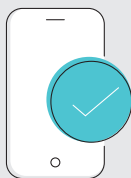
## Web-accessibility remains a challenge



Only 48% of the websites have sufficient colour contrast for people with visual disabilities

71% of government websites use explanatory text to explain what is depicted in figures for people with visual impairments

93% of websites are accessible to users of mobile devices

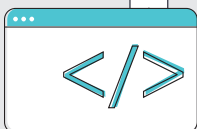


## Clear websites enhance user friendliness

90% of the government portals have a demo or live chat available

88% use descriptive titles to explain the contents of the webpage

80% use breadcrumbs to help navigate the user through the website



## More support required for users filling in forms

68% of the forms are pre-filled with personal information

Just 41% of the digital forms show visual aids when filling in a form and just 48% of services show error messages when the user inputs something incorrectly

77% of services allow users to submit or download required documentation online

## General service information available, but specific information about service processes is missing

For 98% of services information can be found online

Just 46% of websites communicate how much time the service process will take

## Safe and secure authentication with eID becomes more common

70% of services support eID authentication

Users only need to authenticate once (Single Sign On) for 49% of services

Websites passed 50% of automated security tests

## Online services often available on laptops, but barriers for smartphone users

84% of services can be completed online on laptops and desktops

Just 62% of services can be completed on mobile devices

**FINISH**

Service completed



Currently 7% of services are delivered proactively, meaning that users obtain the service automatically, without having to ask for it

