eGOVERNMENT
WITH THE USER AT ITS HEART

The EU covers:
447 million citizens
23 million enterprises
44% of citizens used eGovernment in the past year to submit online forms

**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

**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

**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

**Web-accessibility remains a challenge**
Currently 7% of services are delivered proactively, meaning that users obtain the service automatically, without having to ask for it