

# Digital Gov' Barometer 2019

THE DIGITALIZATION OF PUBLIC  
SERVICES IN SIX EUROPEAN  
COUNTRIES

In partnership with

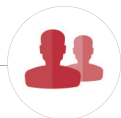


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# Methodological notice



## SAMPLE

**6011** respondents in six countries interviewed via Ipsos online access panel.



## FIELD DATES

From September 2<sup>nd</sup> to 22<sup>nd</sup> 2019.



## METHODOLOGY

Quota Sampling: Gender, Age, occupation of the interviewee, region and market size.

### READING NOTE

= / + / -

Evolution compared to 2018



New question/country in 2019



This report was prepared in compliance with the international standard ISO 20252 «Market, opinion and social research »



## Countries where interviews were conducted

**FRANCE**  
1005 interviews

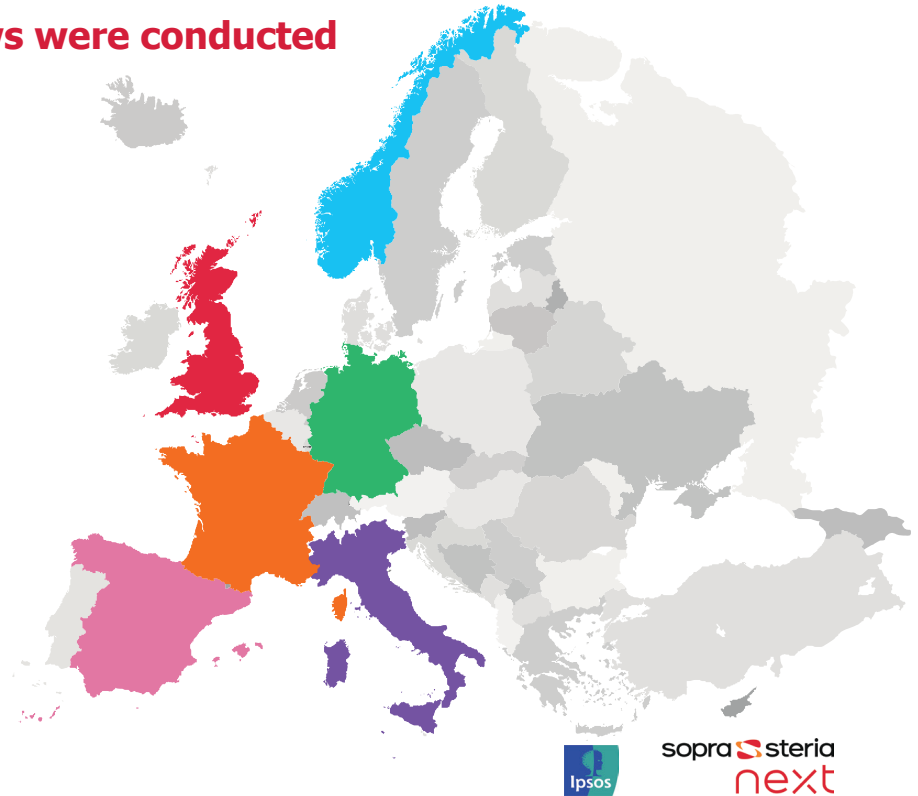
**UNITED KINGDOM**  
1000 interviews

**GERMANY**  
999 interviews

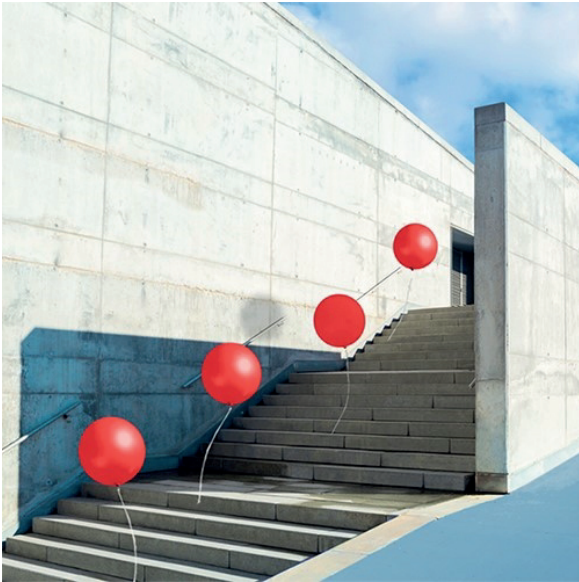
**NORWAY**  
999 interviews

**SPAIN**  
1005 interviews

**ITALY**  
1003 interviews



# Summary



- 01** The gap between the offer of digital public services and expectations should be narrowed – **page 6**
- 02** To fulfil the strong need of simplification, user-friendly online procedures are the key expectation – **page 12**
- 03** The capacity to have a close relationship with public agents and the protection of their personal data are key elements needed by EU citizens – **page 18**

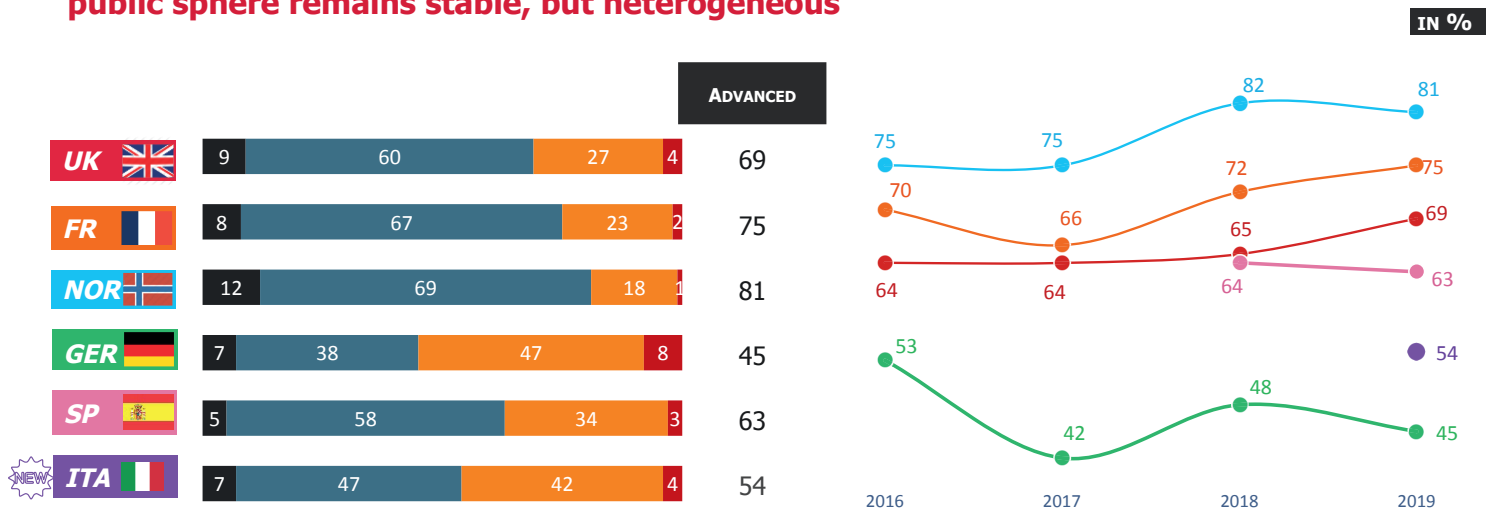


# 01

The gap between the offer of digital public services and expectations should be narrowed



## EU citizens' opinion on the degree of digital development in the public sphere remains stable, but heterogeneous



**Question:** How would you describe the current degree of digital development – e.g. use of Internet and digital services – in the Government (*national, local, social security or devolved administrations*) and its services?



## Depending on which digital service is evaluated, the level of satisfaction differs

UK 

FR 

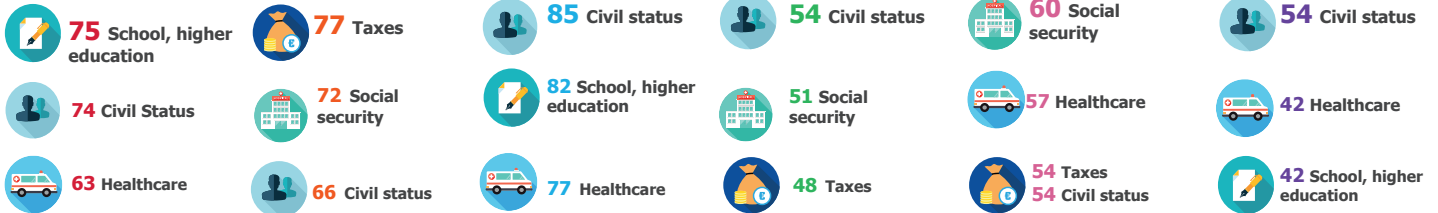
NOR 

GER 

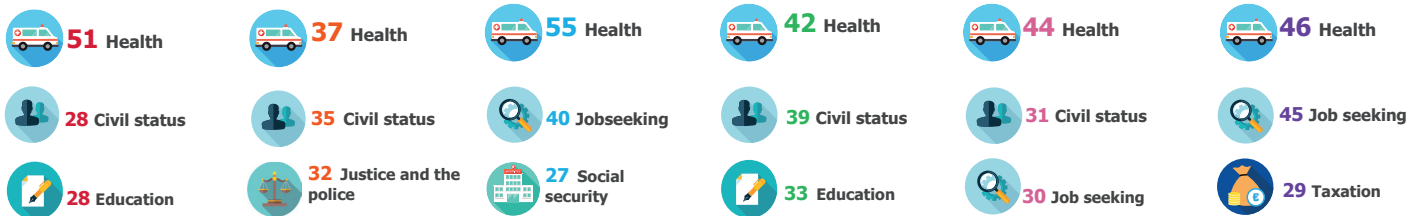
SP 

ITA 

### TOP 3 - SUBTOTAL SATISFIED IN % - TO RESPONDENTS ONLY



### TOP 3 - PRIORITY IN %



**Question:** In each of the following areas, are you satisfied with the digital services provided by the State and its agencies?

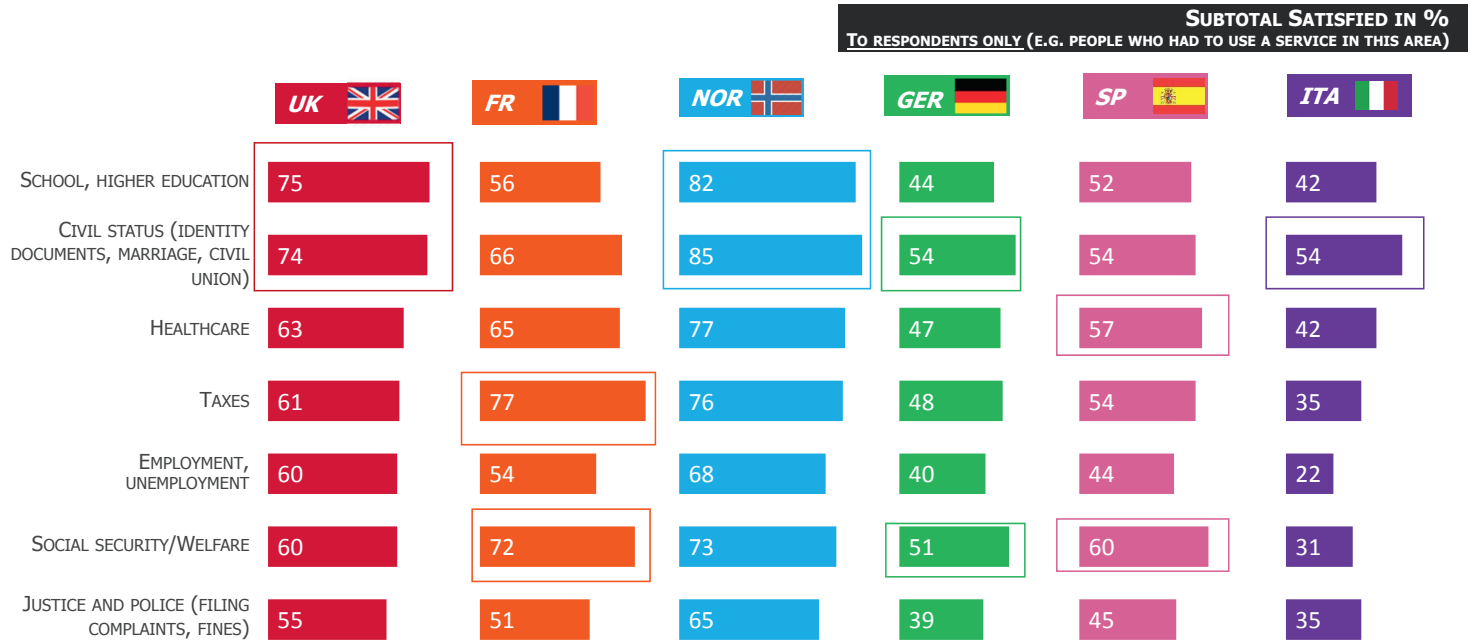
**Question:** And in your opinion, which areas of the public sectors should make the digital development – i.e. use of the Internet and digital services – a **priority**?



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## The most satisfying areas in terms of digital public services

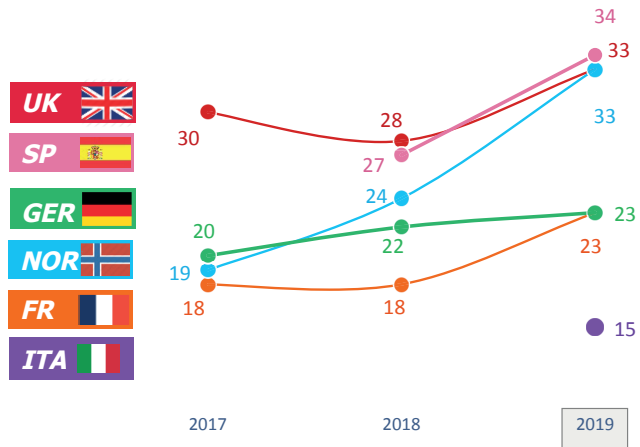


**Question:** In each of the following areas, are you satisfied with the digital services provided by the State and its agencies?

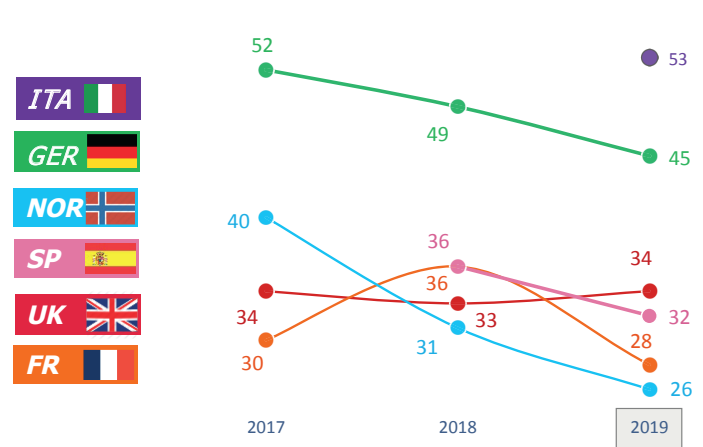


## The gap in the digitalisation of the public sector compared to private companies is narrowing as private digital services tend to be the standard

SUBTOTAL ADVANCED, IN %



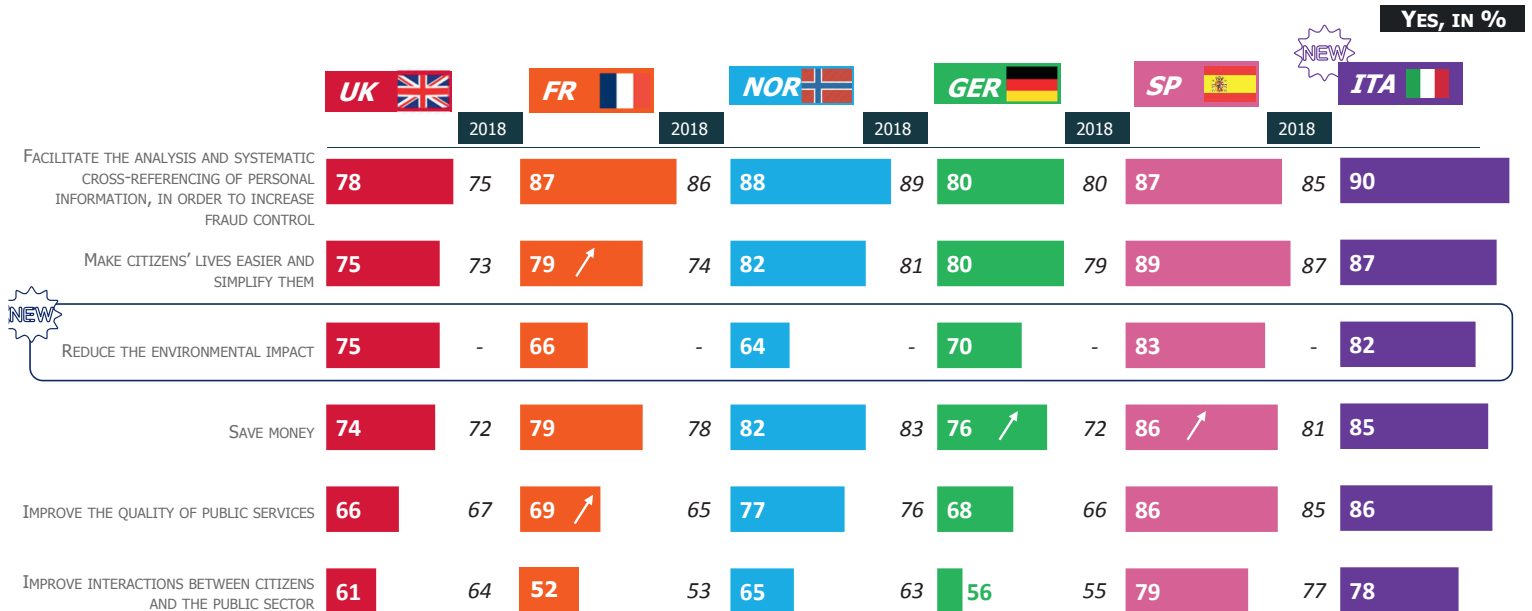
SUBTOTAL BEHIND, IN %



**Question:** In your opinion, compared to digital services offered by private companies, digital services offered by the public sector in [your country] are...



## Digitalization of public services is also seen as a way to address environmental issues



**Question:** Do you think that the development of digital public services will...





# 02

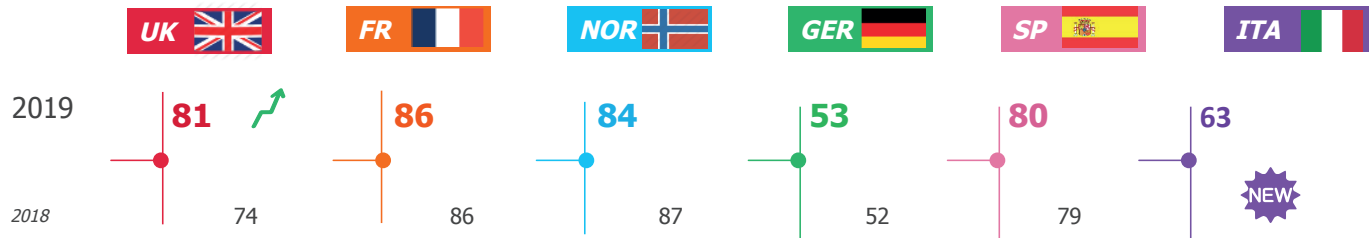
To fulfil the strong need of simplification, user-friendly online procedures are the key expectation



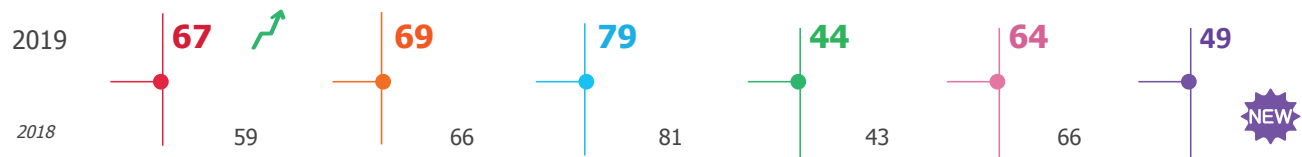
## First and foremost, the gap between the number of digital public services and their user-friendliness is still notable

SUBTOTAL YES IN %

### THE PUBLIC SECTOR HAS INCREASED THE NUMBER OF DIGITAL PUBLIC SERVICES



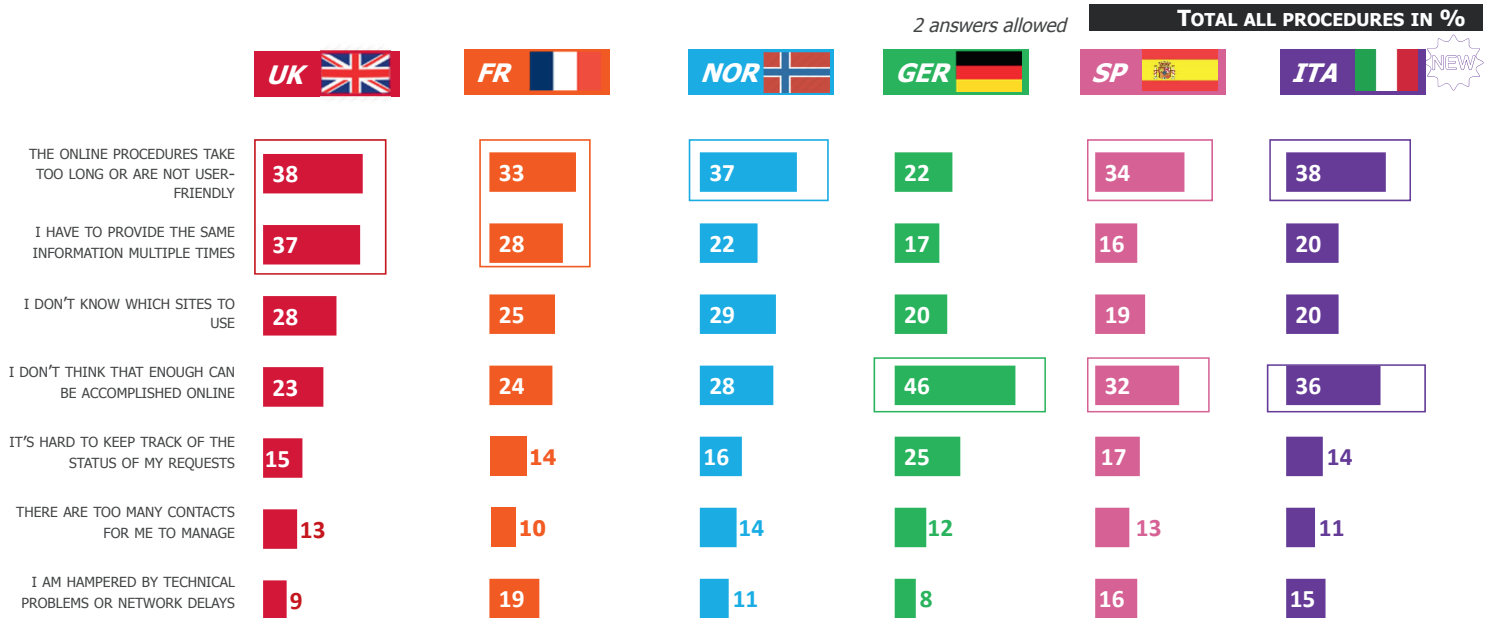
### THE DIGITAL TOOLS AND SERVICES MADE AVAILABLE BY THE PUBLIC SECTOR ARE INCREASINGLY EASY TO USE



**Question:** Would you say that, in recent years... [the public sector has increased the number of digital public services/the digital tools and services made available by the public sector are increasingly easy to use] ?



## In countries with a satisfying level of digitalisation, citizens need simplified procedures while less advanced countries also need more services

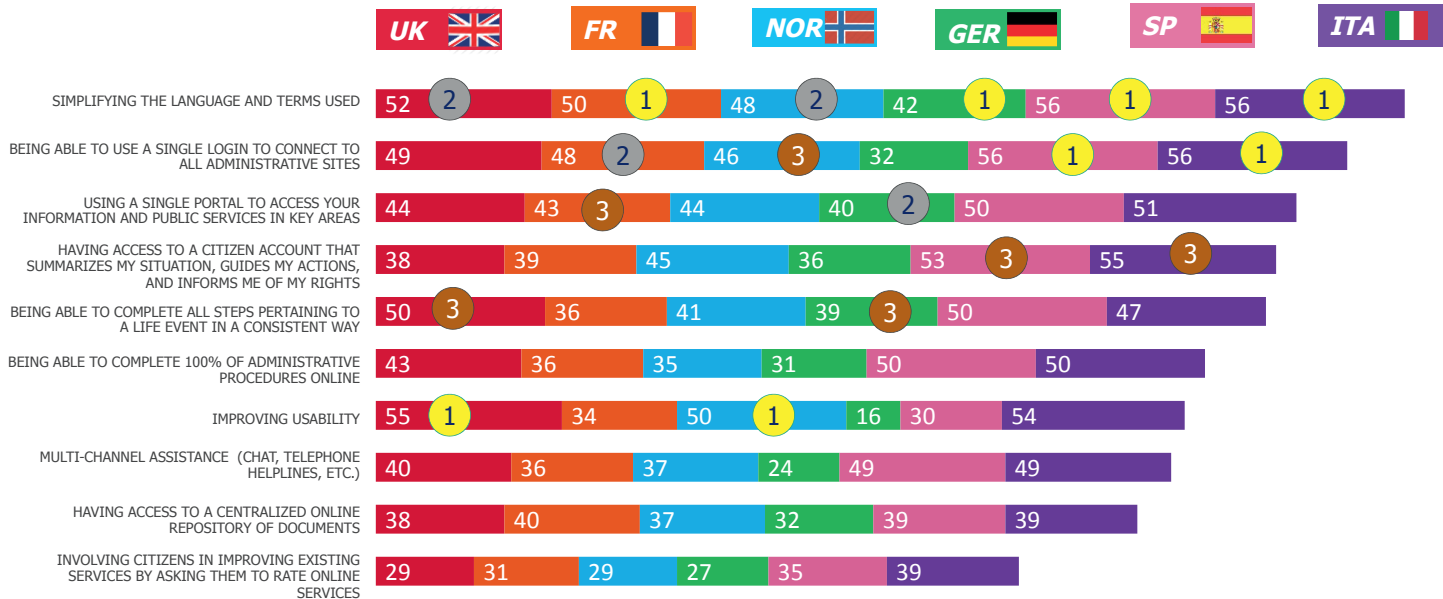


**Question:** Why should these online procedures be simplified?  
 \*2 items were deleted compared to 2018 (3 answers were allowed)



## Simplified procedures imply many different changes; mainly a simplification of language, a single login, and a single portal

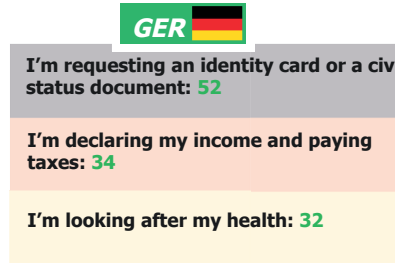
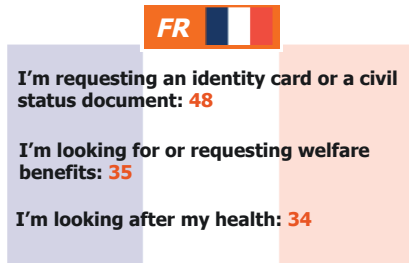
YES, ABSOLUTELY - IN %



**Question:** Do you think that the following changes would help simplify your online procedures?



## More specifically, online procedures linked to health, taxes and civil status need to be simplified as a priority



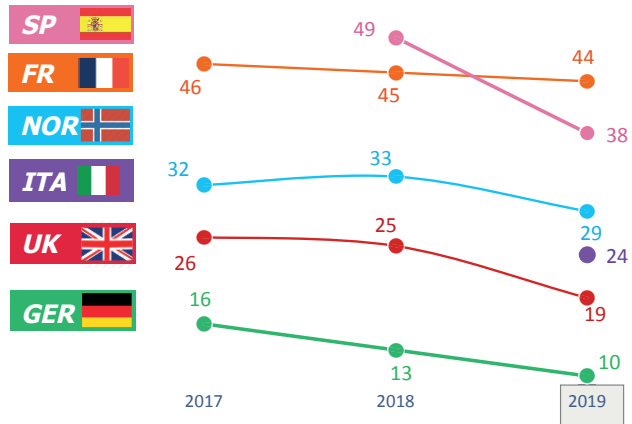
**Question:** And which online procedures linked to these life events do you think need to be simplified as a priority?



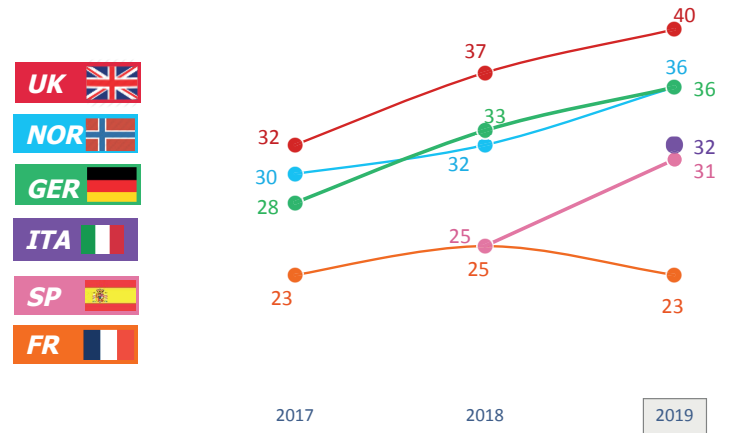


## Except in France, EU citizens feel less confident about the government's will to make a difference

WILL MANAGE TO DO SO, IN %



DOES NOT REALLY HAVE THE WILL TO MAKE PROGRESS, IN %



**Question:** And concerning the development of digital public services, do you feel that the Government...



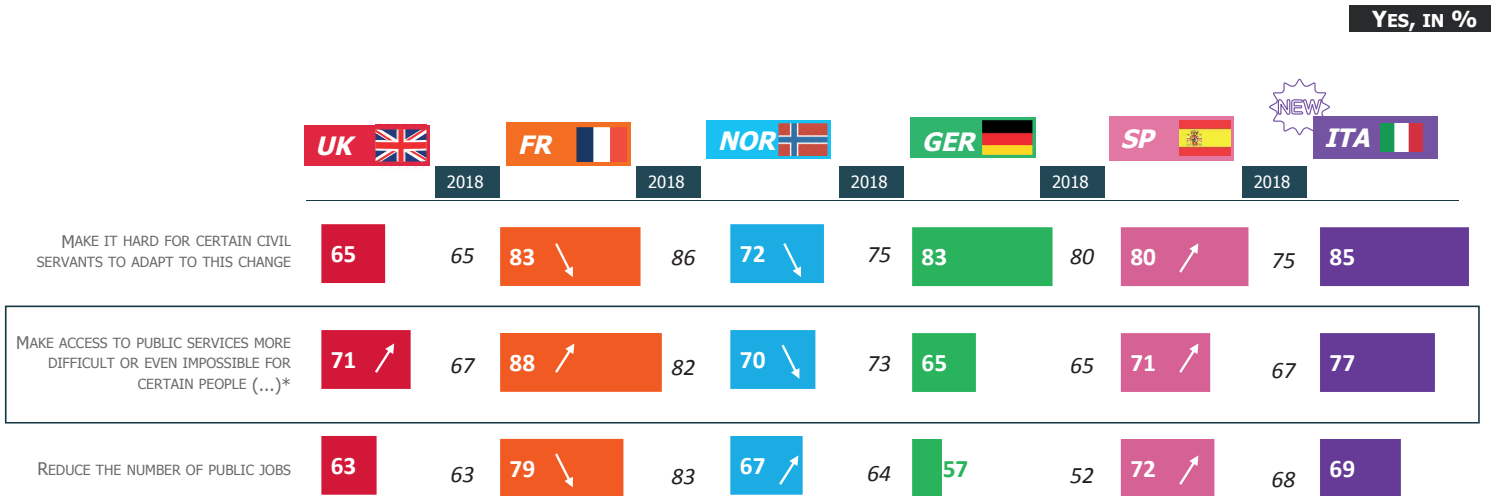


# 03

The capacity to have a close relationship with public agents and the protection of their personal data are key elements needed by EU citizens



# Digital inclusion remains a strong concern for EU citizens

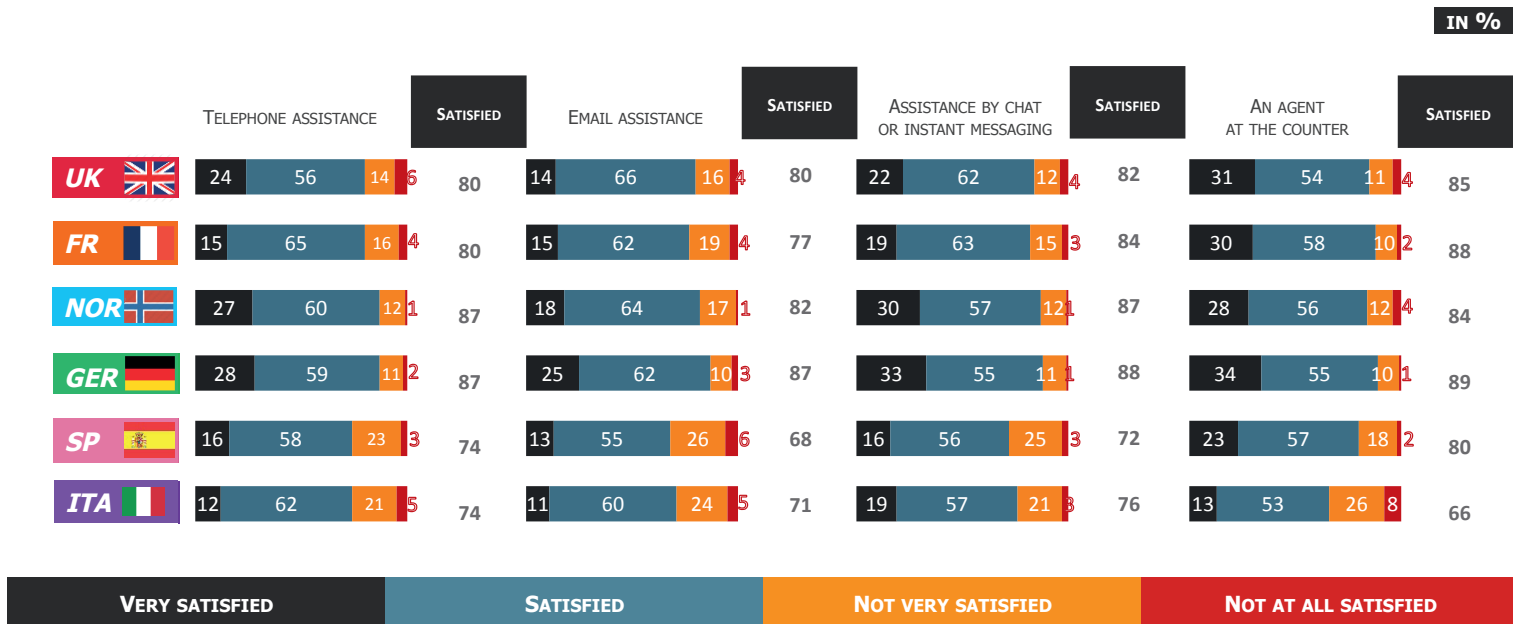


*\*(people who are not comfortable with digital technology or language issues, people without access to digital technology, etc.)*

**Question:** Do you think that the development of digital public services will...



## As they're provided with high quality of assistance, EU citizens are indifferent of the channel

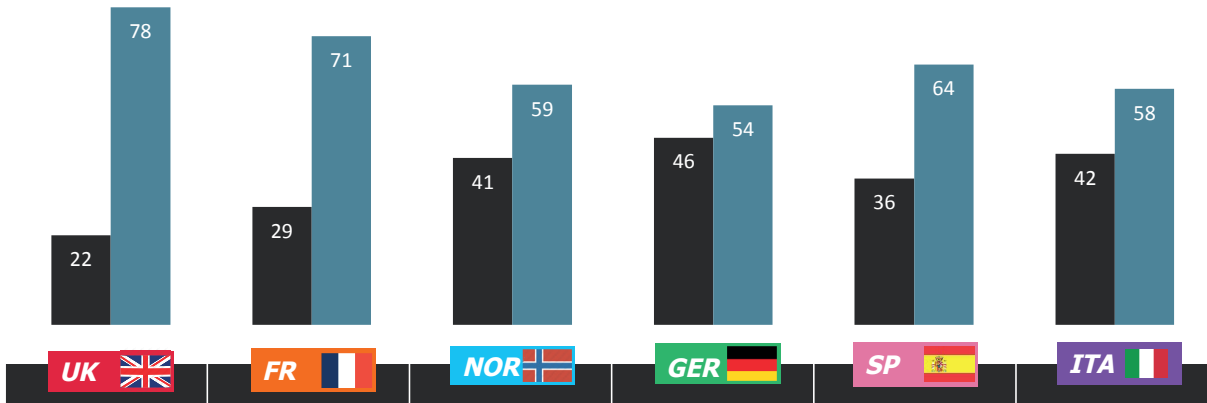


**Question:** Were you satisfied with the support provided by the following means? *To those who requested this type of assistance*



## If they had to choose, citizens would rather stay closer to home and get help from a general-purpose agent than travel farther to meet someone specialised

IN %



**TO GET HELP FROM A HIGHLY SPECIALIZED AGENT,  
EVEN IF IT MEANS TRAVELLING FARTHER**

**TO STAY CLOSER TO HOME, EVEN IF IT MEANS GETTING HELP  
FROM A GENERAL-PURPOSE AGENT**



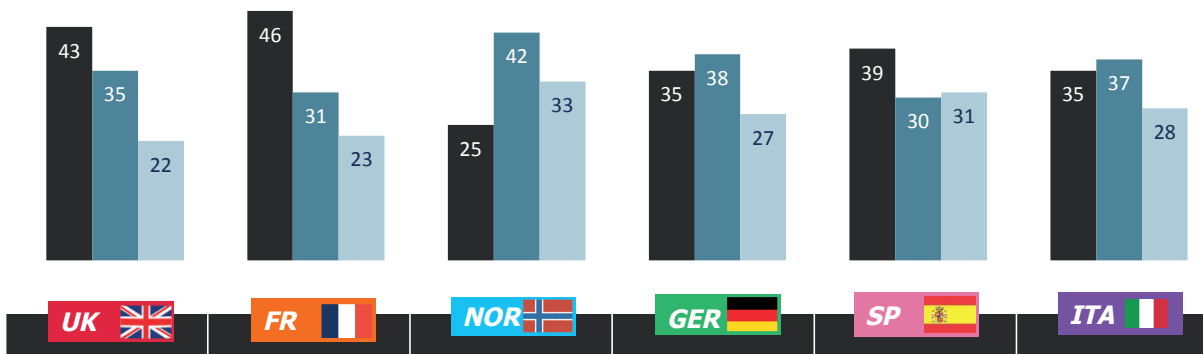
**Question:** To access public services, do you generally prefer...



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## In each country the use of digital terminal is seen in a different way

IN %



**PROVIDING ACCESS TO ONLINE SERVICES FOR PEOPLE WHO ARE UNABLE TO DO SO FROM HOME**

**OFFERING THE BENEFIT OF ASSISTANCE IN CASE OF DIFFICULTIES IN COMPLETING THE ONLINE PROCEDURE**

**TRAINING THE LEAST COMFORTABLE USERS IN ORDER TO EMPOWER THEM TO COMPLETE ONLINE PROCEDURES THEMSELVES**

**NEW** **Question :** In addition to agents and counters, the Administrations are developing multiservice facilities equipped with digital terminals or computers to complete a number of online procedures. In your opinion, which need should these digital terminals or computers prioritise?



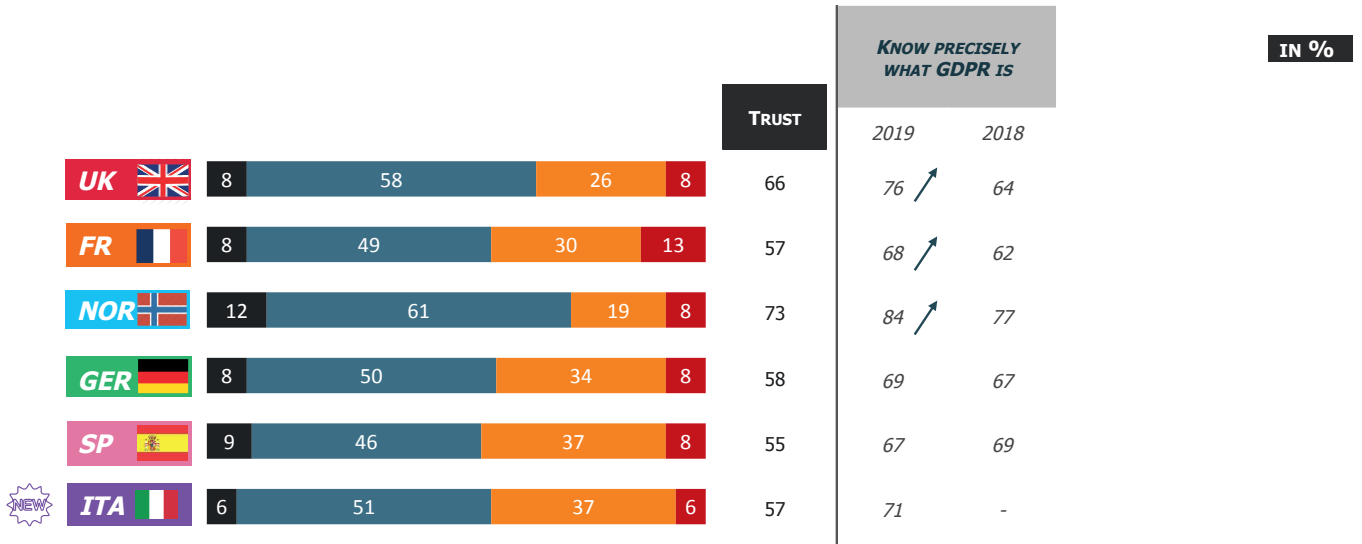
# Citizens raise concern on the protection of their data and lack of assistance



**Question:** With respect to digital public services, do you agree or disagree with the following statements?



# In EU citizens' opinion the GDPR still strengthens public trust

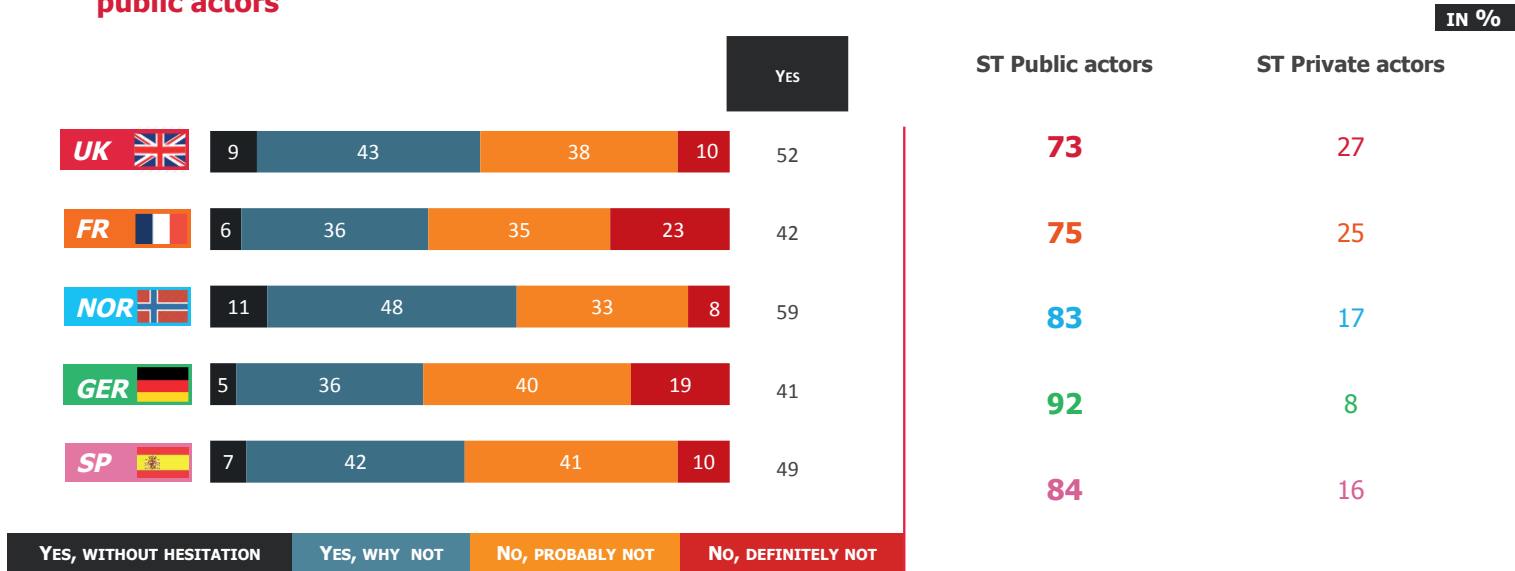


**Question:** How much do you trust the public sector to ensure the security of the digital data in their possession and particularly your own confidential information?





## Only about half of the respondents would be willing to store their personal data on a single digital platform to make online identification easier; a platform that should rather be run by public actors



**Question:** Would you be willing to store your personal identity as well as further data (e.g. payment information) on a single digital platform in order to make online identification easier?



**Question :** Who on your opinion should run such platform?



## Note



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