

## Voorbourg Meeting

# Development of indicators on e-government at EU level and preliminary information on a 2004 pilot survey for ICT usage in enterprises of the financial sector

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### *e-Government<sup>1</sup>*

Following the Lisbon Strategy, the European Commission developed the eEurope Action Plans 2002 and 2005, respectively, which established a list of Information Society benchmarking indicators. That list is including several indicators on e-government to measure electronic access to the main basic public services.

To make these indicators operational, Member States have agreed to a common list of 20 basic public services, 12 for households and 8 for enterprises. Online sophistication of these services is measured by using a 4-stage framework: 1) posting of information online; 2) one-way interaction; 3) two-way interaction; and, 4) full online transactions including delivery and payment.

Three indicators have been used: One on the on-line availability of public services, also referred to as supply of e-government, and two on the usage of public services via Internet, also referred to as demand of e-government. The two demand-side indicators cover the usage by households / individuals and by enterprises, respectively.

The presentation will focus on the demand-side indicators produced within the framework of the European Community Surveys on ICT usage by enterprises and households / individuals. Eurostat started these Community surveys in 2001 and 2002, respectively. Since then most of the Member States have participated based on agreement. MS' national statistical institutes (NSIs) have conducted these surveys based on Eurostat model questionnaires, which are developed and regularly updated in close cooperation with the OECD. From 2004 onwards, data from the new Member States will be included as well as data from the Candidate Countries Romania and Bulgaria.

Some results from the 2003 surveys:

- A relatively high percentage of internet users (about 40%) surf to public authorities' websites. The level is higher in countries with a higher internet penetration (e.g. the Nordic countries). In these countries the percentage seems to 'stabilise' at around 60%.
- With regard to these surfers, about half of them are downloading official forms. Over time there tends to be a lower increase for that kind of activity in more advanced ICT countries than in late adopters of on-line services. It might indicate that the saturation level is almost reached.
- About 1 in 8 internet users (in the participating countries) entirely communicate online with the public authorities for certain administrative tasks.

With regard to enterprises with Internet access

- Half (50.5%) of the enterprises in Europe with 10 or more persons employed used the Internet to obtain information from public authorities. There are big differences between the Member States, with figures ranging from 31.3% in Germany to 89.7% in Sweden;

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<sup>1</sup> Eurostat model questionnaires on ICI usage in enterprises and in households/by individuals V 10

- Downloading official forms from public authorities' web-sites is almost as common as just looking for information (43.8%), however, differences between countries are even larger, with figures ranging from 25.0% in the United Kingdom to 87.8% in Sweden;
- Filling in forms in public authorities' web-sites is less common for European enterprises with 10 or more persons employed: 26.3%. The highest usage could be found in Iceland with 64.8%, and the lowest one in UK with 9.6%. The highest usage level in the European Union (for the countries with available data) was in Portugal, with 61.0%.

The growing policy interest in e-government will increase requests for more advanced information, in particular with regards to quality and efficiency of online-services, and correlation between supply and demand-side. The survey questions will need further development: Revision of the existing and addition of new items, in particular on new e-government services such as e-procurement.

#### *Financial Sector Pilot*

In 2004 11 Member States have conducted a pilot on ICT usage in enterprises of the financial sector. An exchange of first experience is planned for a task force meeting 20-21 September. Results will be reported to the group<sup>2</sup>.

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<sup>2</sup> Eurostat model questionnaire on ICT usage in enterprises of the financial sector V 06