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EUROPEAN COMMISSION
EUROSTAT

Directorate D: Single Market,
Employment and Social statistics
**Unit D-7: Information Society and
Services**

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start

Indicators on e-government at EU level &

Preliminary information on a pilot survey for ICT usage in enterprises of the financial sector

Political Background

- European Union Lisbon Strategy (March 2000)
“To become the most competitive and dynamic knowledge-based economy in the world.”
- eEurope 2002 and eEurope 2005 Action Plans

Indicators on e-government:

- Availability of basic public services online:
Supply indicator
- Use of online public services by the public (individuals and enterprises):
Demand indicators.

Conceptual framework

- Member States agreed on monitoring 20 basic public services:
12 for citizens and 8 for businesses.
- Online progress measurement by a four stages framework:
 - 1: posting of information online;
 - 2: one-way interaction;
 - 3: two-way interaction;
 - 4: full online transactions including delivery and payment.

Conceptual framework (Cont.)

Basic public services for citizens (individuals):

1. Income taxes: declaration, notification of assessment
2. Job search services by labour offices
3. Social security contributions
4. Personal documents (passport and driver's licence)
5. Car registration (new, used and imported cars)
6. Application for building permission
7. Declaration to the police (e.g. in case of theft)
8. Public libraries (availability of catalogues, search tools)
9. Certificates (birth, marriage): request and delivery
10. Enrolment in higher education / university
11. Announcement of moving (change of address)
12. Health related services

Conceptual framework (Cont.)

Basic public services for businesses (enterprises):

1. Social contribution for employees
2. Corporation tax: declaration, notification
3. VAT: declaration, notification
4. Registration of a new company
5. Submission of data to statistical offices
6. Customs declarations
7. Environment-related permits (incl. reporting)
8. Public procurement

Eurostat's Information Society statistics

- **Two Community surveys on ICT usage:**
 - Enterprise Survey (since 2001)
 - Household / Individuals Survey (since 2002)
- **Country coverage:**
 - Up to 2003 most EU-15, Iceland, Norway, some acceding countries
 - In 2004: Most EU-25, Iceland, Norway and Candidate countries
- Data collected by **national statistical offices** following an Eurostat model questionnaire

Eurostat's Information Society statistics

New Framework Regulation April 2004

- First implementing measures for the 2006 survey wave
- Country coverage:
Mandatory for Member States

Eurostat's Information Society statistics (Cont.)

● Contents of the questionnaire:

Enterprise survey:

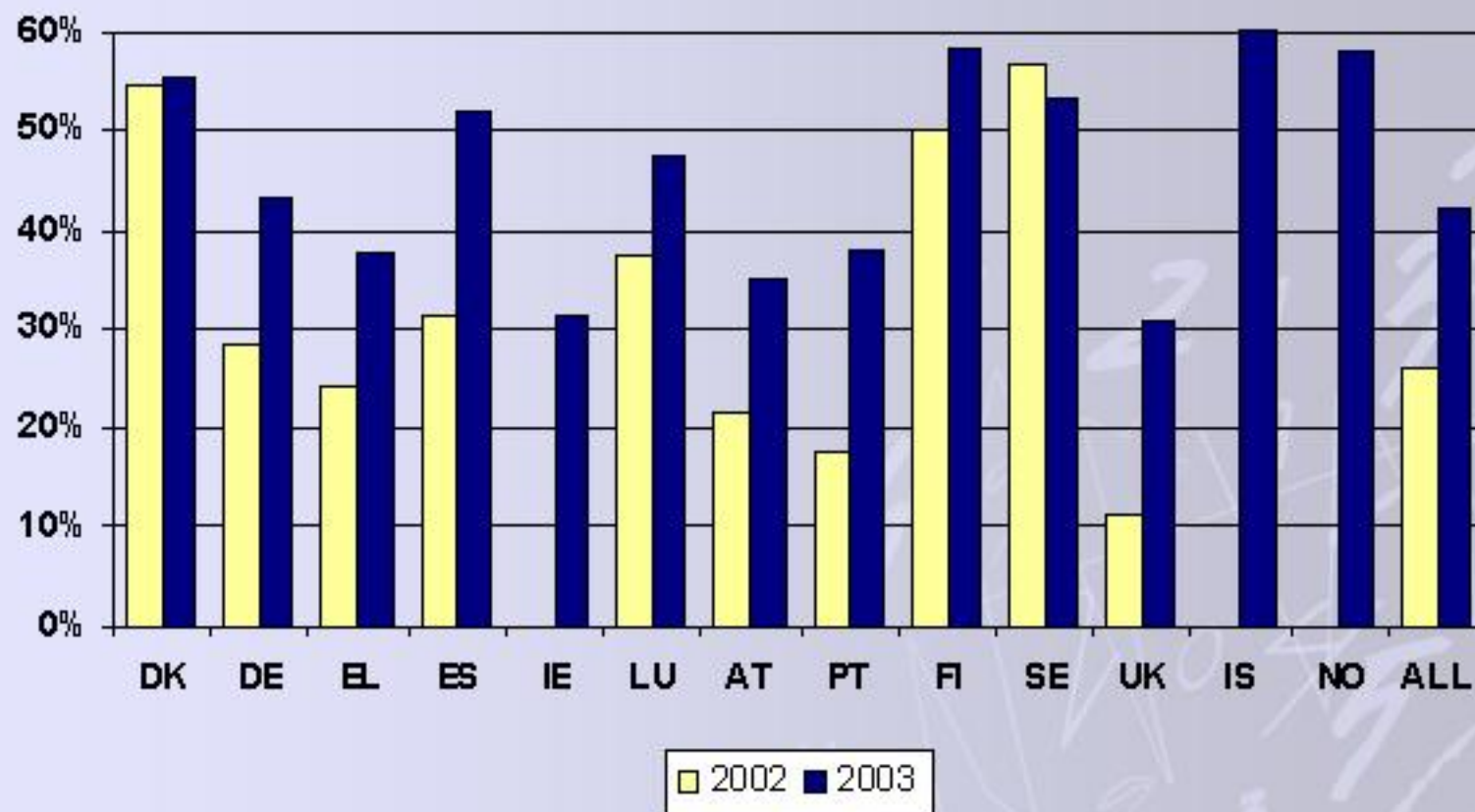
- computer and related technology usage;
- internet access;
- **e-government use;**
 - *“Did the enterprise interact with public authorities in the following ways?” (for obtaining information, for downloading forms, for filling in forms, full electronic case handling);*
 - I.e. only by level of on-line interaction and not by service;
- e-security;
- e-commerce (sales and purchases via the Internet and other computer networks).

Eurostat's Information Society statistics (Cont.)

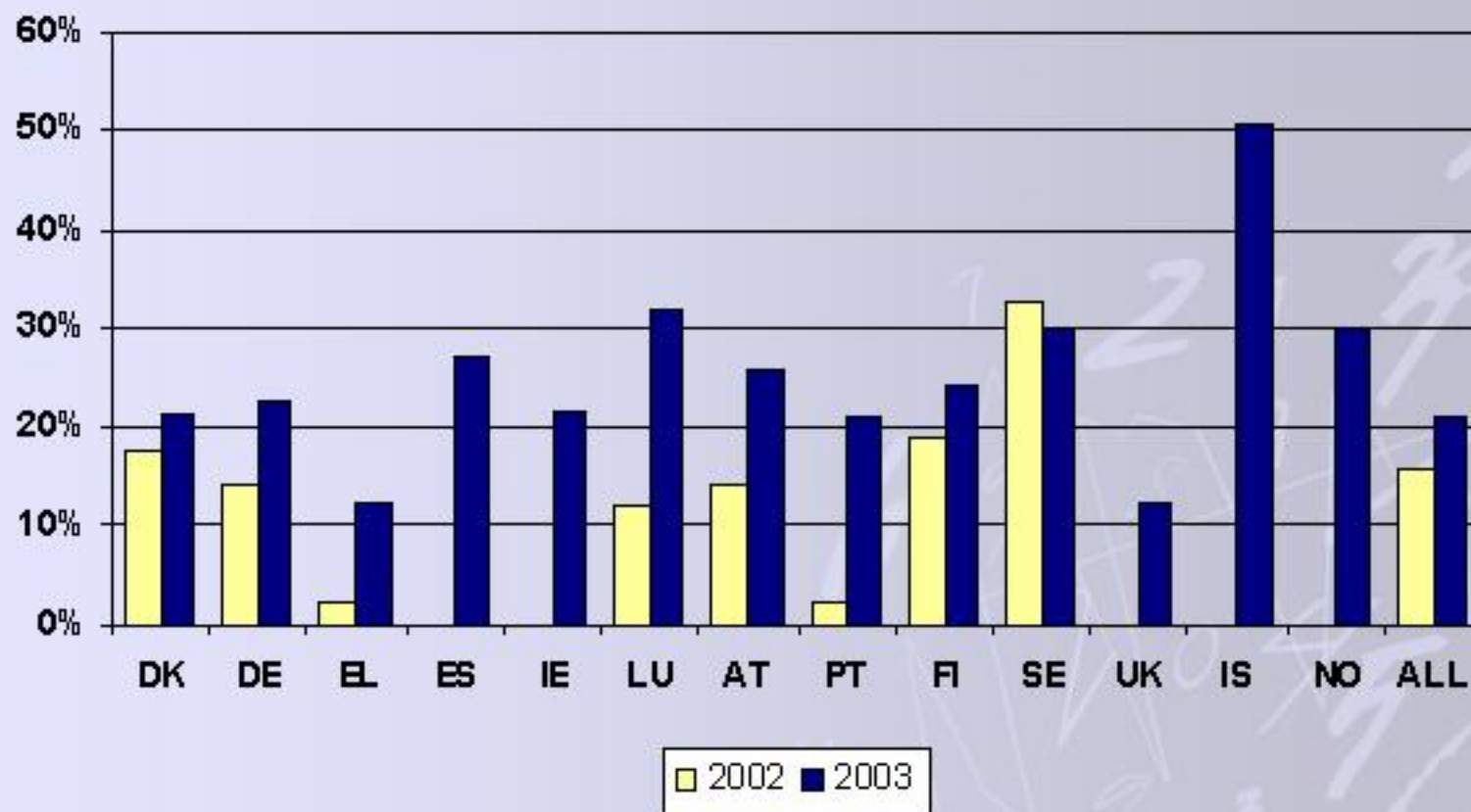
Household survey:

- available ICT devices;
- frequency and location of computer and internet use;
- purpose and nature of internet activities (including **dealing with public authorities**);
 - Also covering only the usage by level of interaction and not by basic public service
- ICT security;
- e-skills;
- barriers to computer and Internet access.

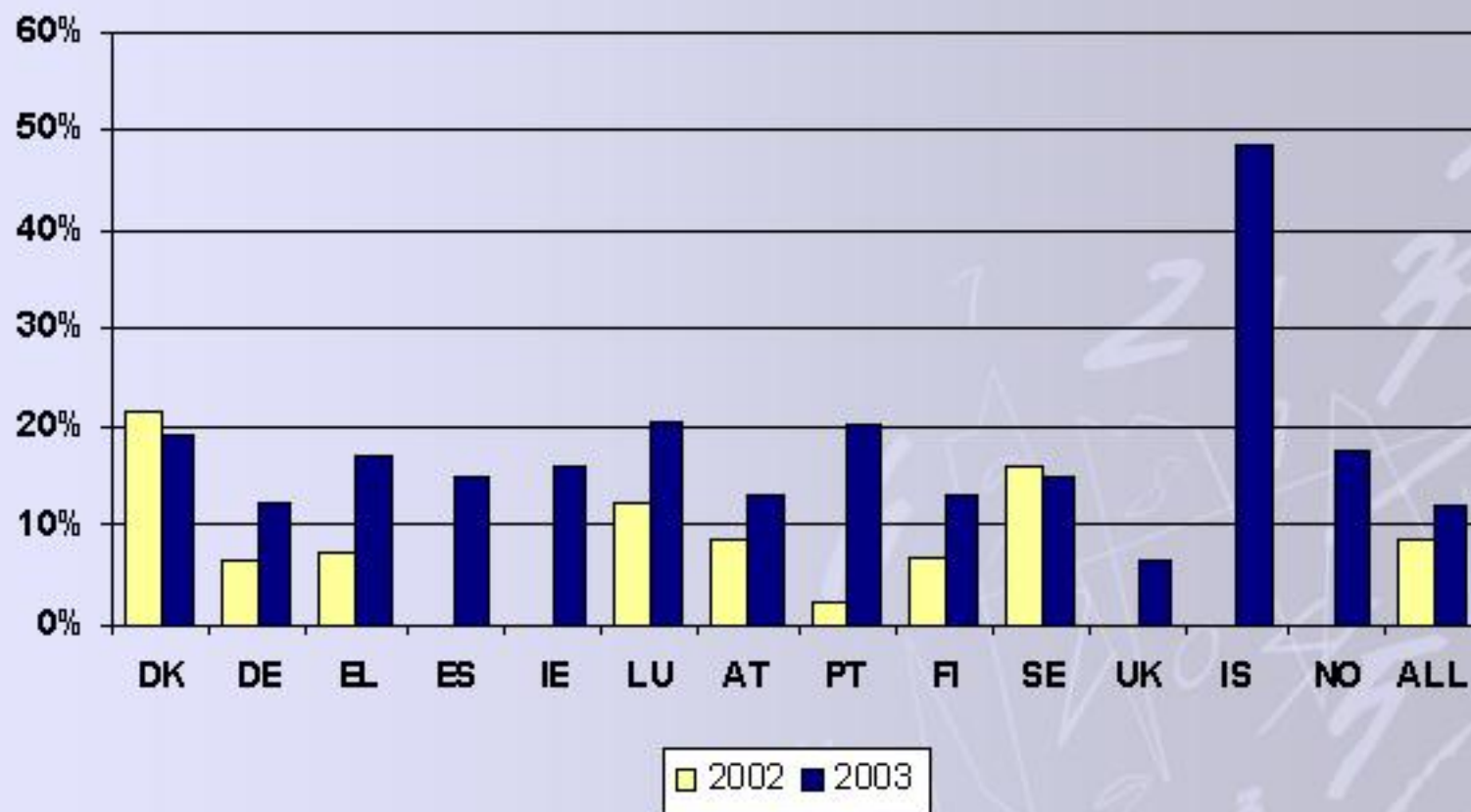
Percentage of Internet users having obtained information from public authorities web sites



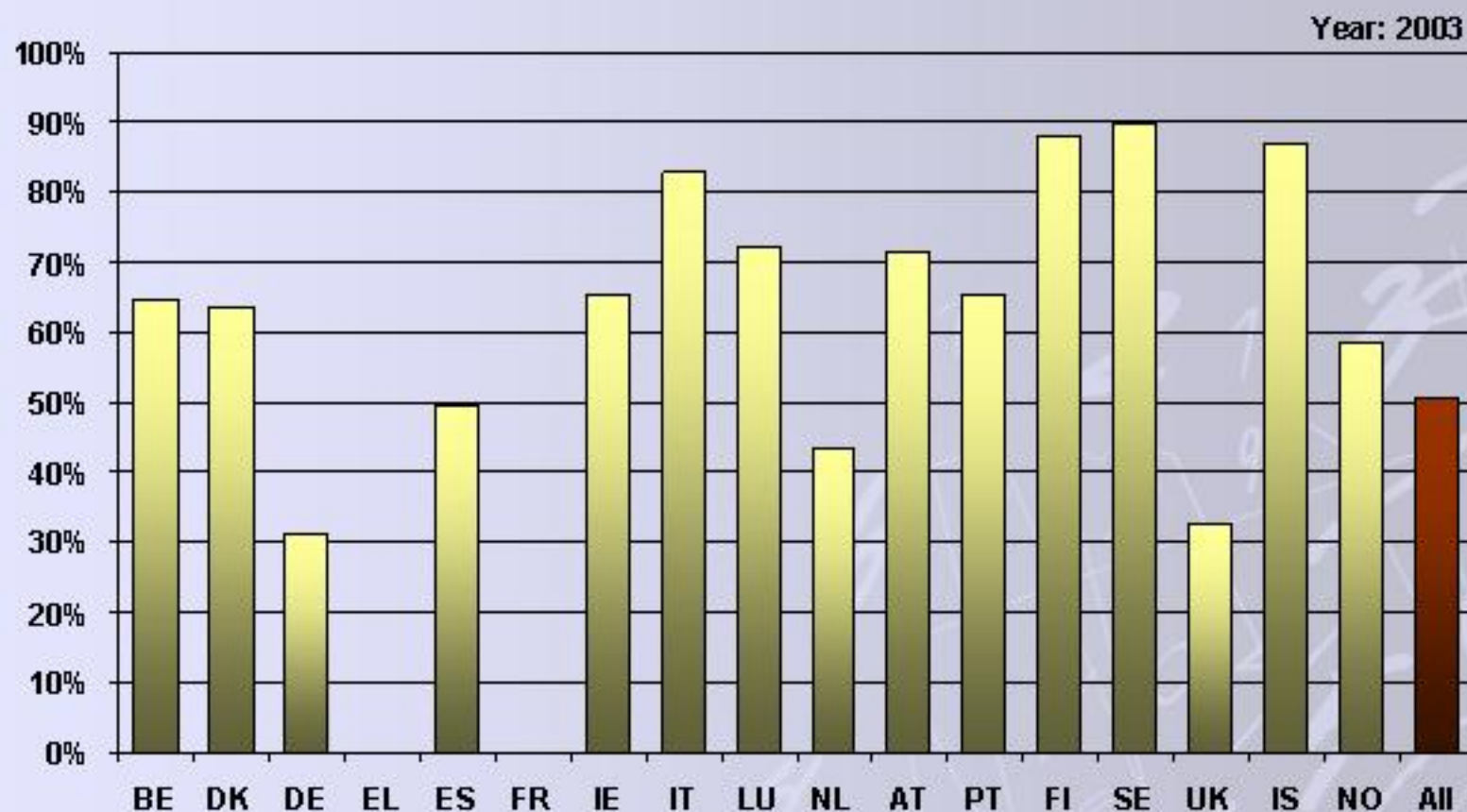
Percentage of Internet users who downloaded official forms



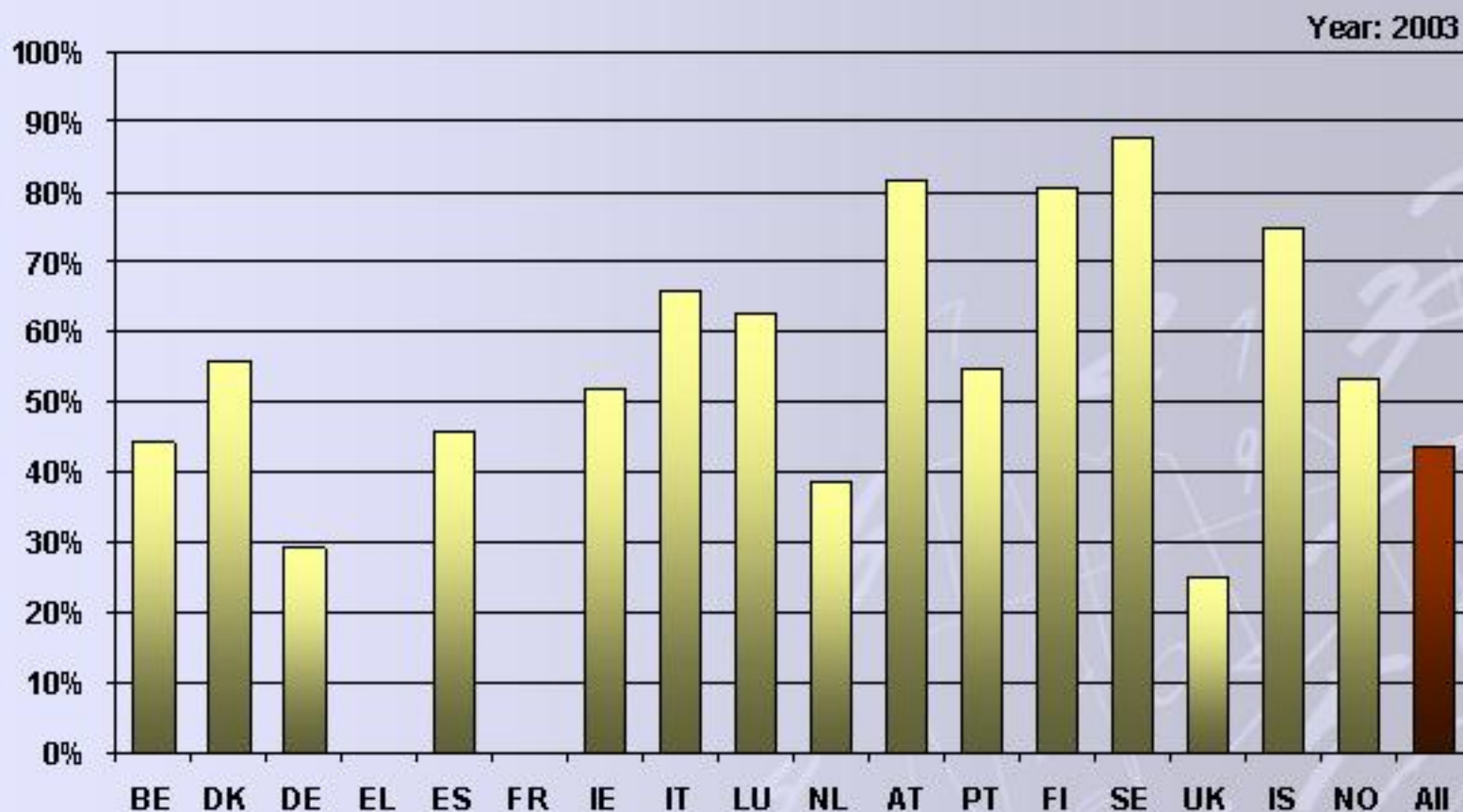
Percentage of Internet users who sent filled forms



Percentage of enterprises with Internet access having obtained information from public authorities web sites

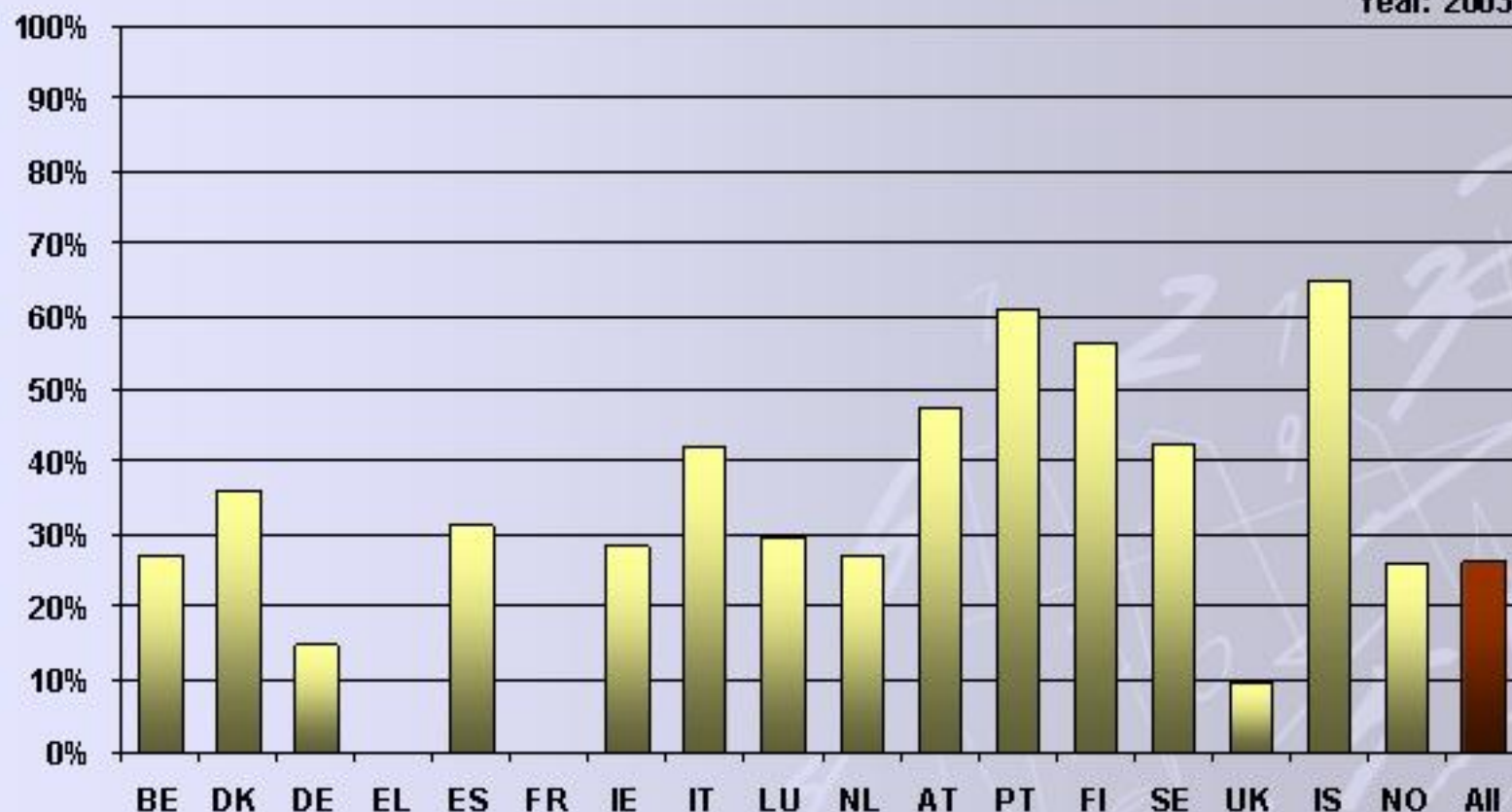


Percentage of enterprises with Internet access having used it to download official forms



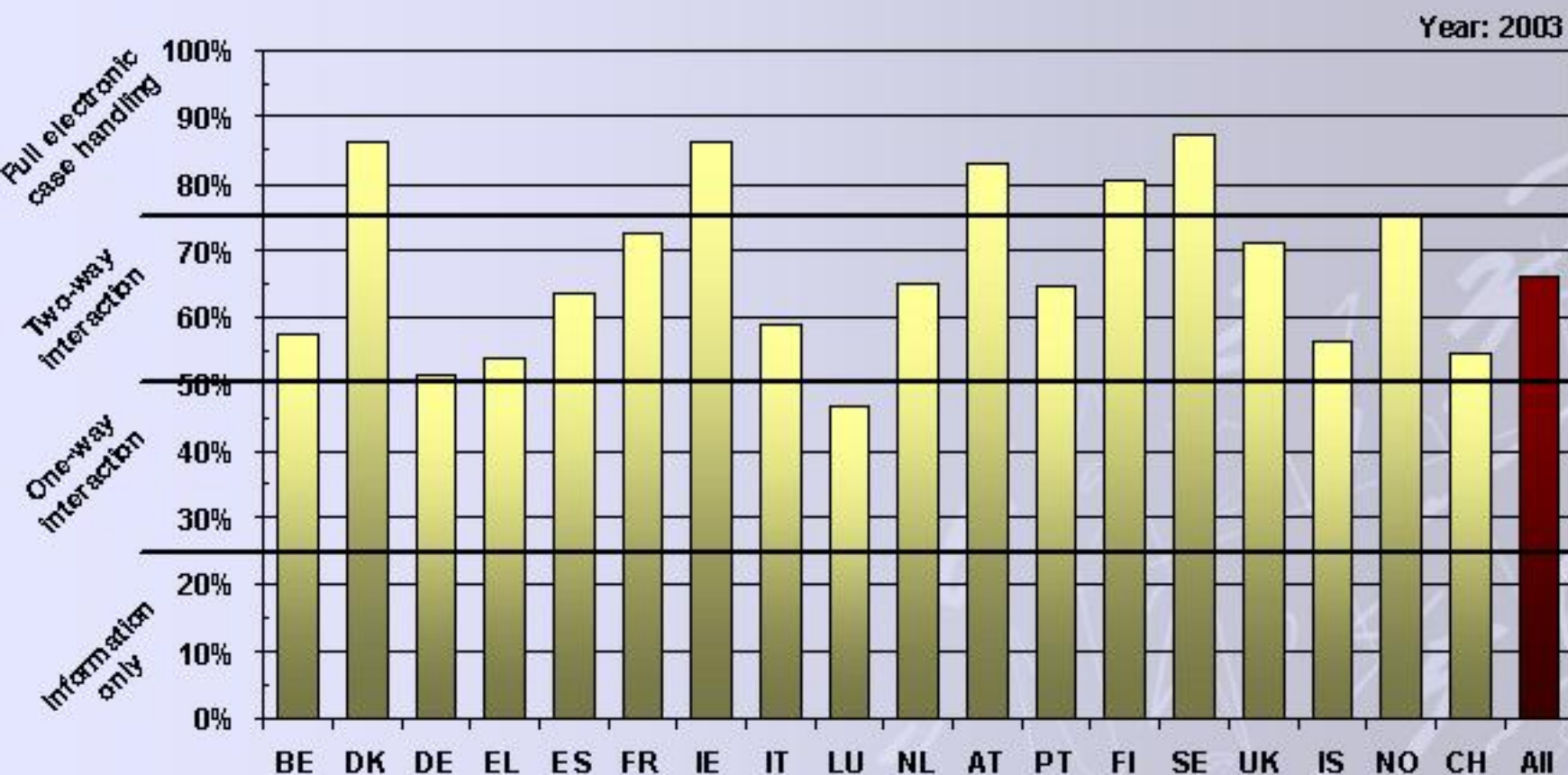
Percentage of enterprises with Internet access having used it to send filled in forms

Year: 2003



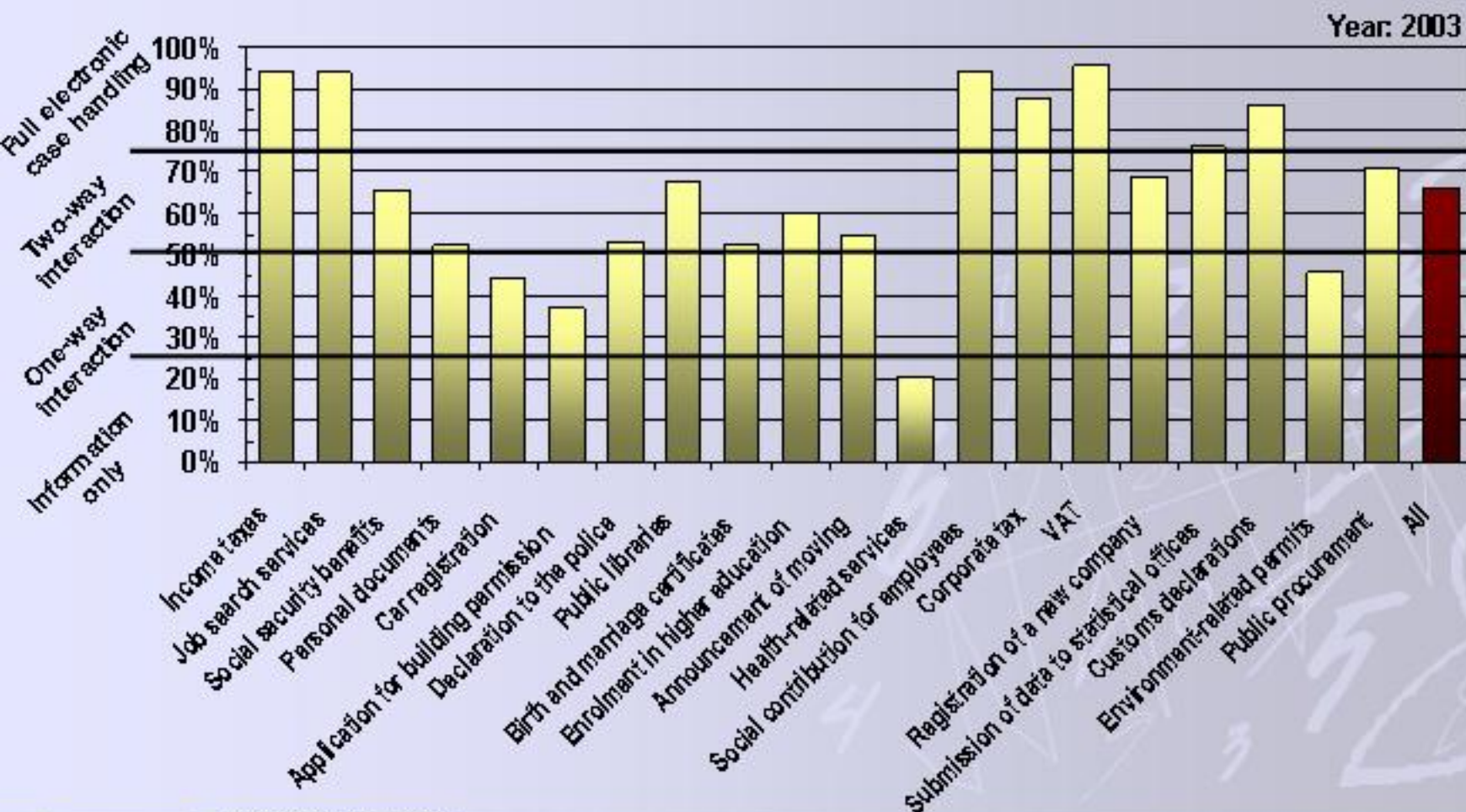
Online availability of basic public services

Average level of online interaction, by Country



Online availability of basic public services

Average level of online interaction, by Basic Public Service



Outlook on the future

- Growing policy interest in e-government
- Growing user needs
- Current role of the IS surveys:
 - To inform on acceptance and usage of e-government activities
- Potential future role:
 - To measure impact of e-government on improving public services

Outlook on the future

Methodological work needed:

- Selection of the survey items

e.g. Is the non-interactive *obtaining information from public authorities' websites* e-government?

- Definition of the items

e.g. Is *downloading a form* e-government, or only 'downloading a form to fill in on-line'?

- Scope of e-government

- Does it refer to all levels of government (federal, regional, local) ?
- Does it include social security organisations ?
- Which reference classifications do we use: NACE (e.g. Section L), ESA95 (e.g. Institutional Sectors 1311 to 1314), other?

Financial Sector Pilot

Key message:

Independent ICT usage/e-commerce survey for the financial enterprises is a good idea, as the current definition of e-commerce is following the concept of sales and purchases via internet

Financial Sector Pilot

- 5 Member States informed on first results
- First impression:
Current questionnaire too complex:
Reach out for available data –
Concentrate on transactions that are in the files

Financial Sector Pilot

Difficulties:

- The monetary variable used - "production value" – is too complex to be broken down for specific activities;
- The usage of the same statistical concept for banks and insurance companies does not hold
- financial enterprises do not want to report security problems that they suffered, because of trust concerns

Financial Sector Pilot

Conclusions:

- Use different monetary variables, e.g.
 - "Premiums written" for insurance services,
 - "Fees, margins, commissions" and "amounts transacted or transferred" for banking services;
- The concept of channels (Internet Banking, Home Banking, Phone Banking, Credit/Debit cards) could be used to define a better products/services classification
- Differentiation of bank products/services needs to be simplified