

SUMMARY REPORT

Web-based Survey on Electronic Public Services

(Results of the second measurement: April 2002)

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1. Introduction

This report presents the results of the second measurement of the “Web-based Survey on Electronic Public Services”. The survey is part of the eEUROPE programme that aims to bring the benefits of the information society to all Europeans.

This measurement is a benchmark exercise for the 15 EU Member States, plus Iceland, Norway and Switzerland (1), which evaluates the percentage of basic public services available online. The objectives of the benchmark are to enable participating countries to analyse progress in the field of eGovernment and to compare performance. The second measurement analyses the progress made in online availability of twenty common public services in the different countries.

The results for Switzerland in the April 2002 measurement are included in this report. The analysis of the global progress made between October 2001 and April 2002 does not take the results for Switzerland into consideration. The Commission and the Member States have drawn up the list of twenty services. Twelve of the twenty services are aimed at individual citizens and eight at businesses.

Remarks :

- All progress in the results between the two measurements is expressed in “percentage-points”.
- On the eEurope website of the European Commission (www.europa.eu.int/eEurope) an annex to this Summary Report is published, containing the methodological framework of the survey and the detailed results per service.

Country codes of participating countries

A	Austria
B	Belgium
DK	Denmark
FIN	Finland
F	France
D	Germany
EL	Greece
ISL	Iceland
IRL	Ireland
I	Italy
L	Luxembourg
NL	Netherlands
NOR	Norway
P	Portugal
E	Spain
CH	Switzerland
S	Sweden
UK	United Kingdom

(1) The Swiss government obtained the permission of the Commission to participate in the second measurement, but this participation was subject of a separate arrangement with the contractor of the Commission.

2. Results

2.1 Overall progress

The second measurement resulted in an **overall average score of 55%** for the 20 public services in the 17 countries (54% Switzerland included). This means an **increase of 10%-points** compared with the first measurement where the average score of the public services was 45%, as shown in the following graph.

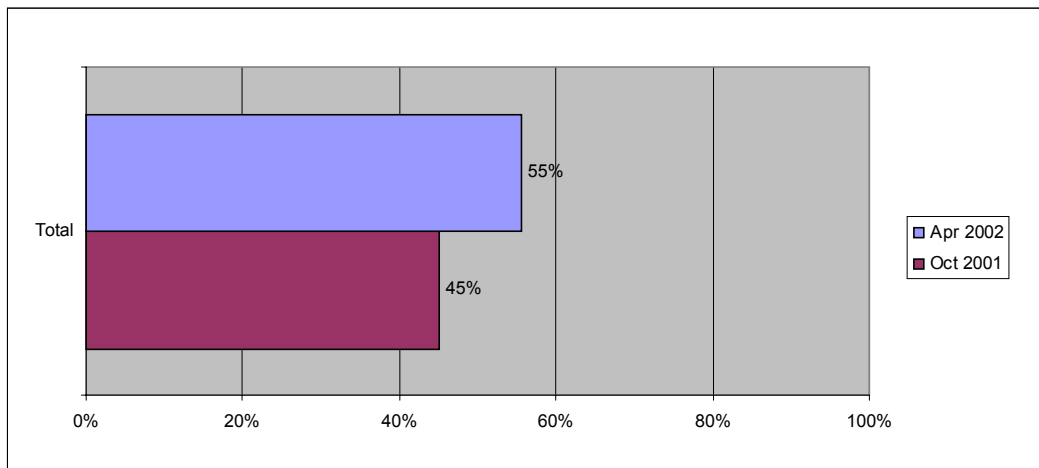


Figure 1: Percentage of basic public services available online

An in-depth analysis is made from three different perspectives:

- By service according to the target group, i.e. citizens or businesses.
- By the nature of the service. The services are divided into four clusters of related services: income generating, registration, permits & licenses and returns.
- By country, where the different countries are analysed towards the level of online sophistication.

2.2 Citizens versus businesses

When we look at the results of the survey, it is obvious that public services for citizens (12 services) and public services for businesses (8 services) are not achieving similar scores.

At the first measurement public services for businesses scored in average significantly higher (53%) than public services for citizens (40%), a difference of 13%-points. At the second measurement the scores are respectively 68% and 47%. The difference runs out to 21%-points.

Moreover the same trend can be identified when the scores are broken down. In almost every country included in the survey, public services for businesses score significantly higher than public services for citizens. The exception to this is the Netherlands where the public services for citizens score better (12%-points) than for businesses and Ireland where the gap of 6% at the first measurement decreased to a slight advantage for services for citizens (1%-points).

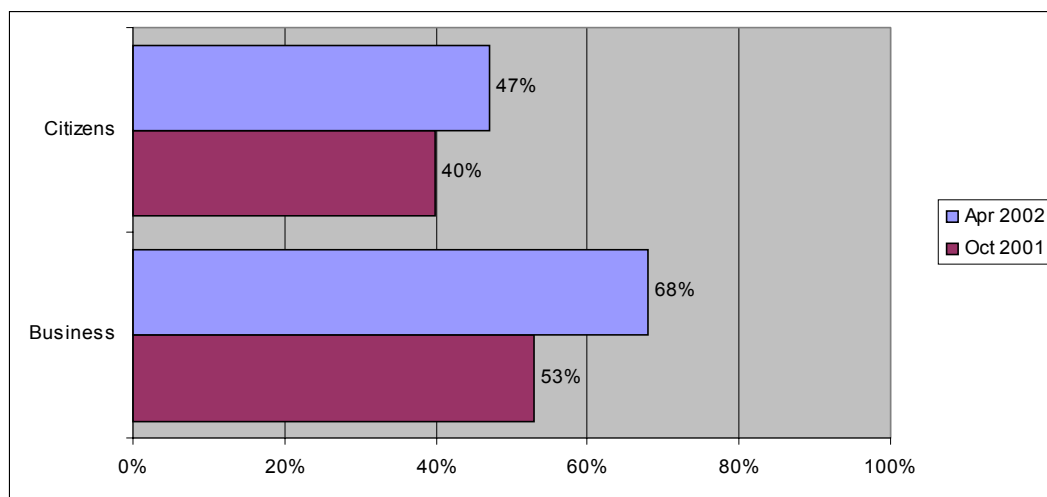


Figure 2: Percentage of basic public services for citizens and business

2.3 The four service clusters

In order to identify common trends within groups of related services, four service clusters have been created: income-generating, registration, permits & licenses and returns. These can be defined as follows:

- *Income-generating*: services where finance flows from citizens and businesses to the government (mainly taxes and social contributions)
- *Registration*: services related to recording object- or person- related data as a result of administrative obligations
- *Returns*: public services given to citizens and businesses in return for taxes and contributions
- *Permits & licences*: documents provided by governmental bodies giving permission to build a house, to run a business etc.

1 Income-generating cluster

With an average of 79%, the income-generating cluster remains the best performing cluster, in which every service scores higher than the global average of 55%. The best scoring public service within this is *Declaration of VAT* with a score of 88%. *Social contribution for employees* is the service with the highest increase in this cluster (+ 31%-points). On a country basis (see the diagram) Denmark, Italy and France score 100%, which means that they reach the maximum score, a full transactional phase, for each service.

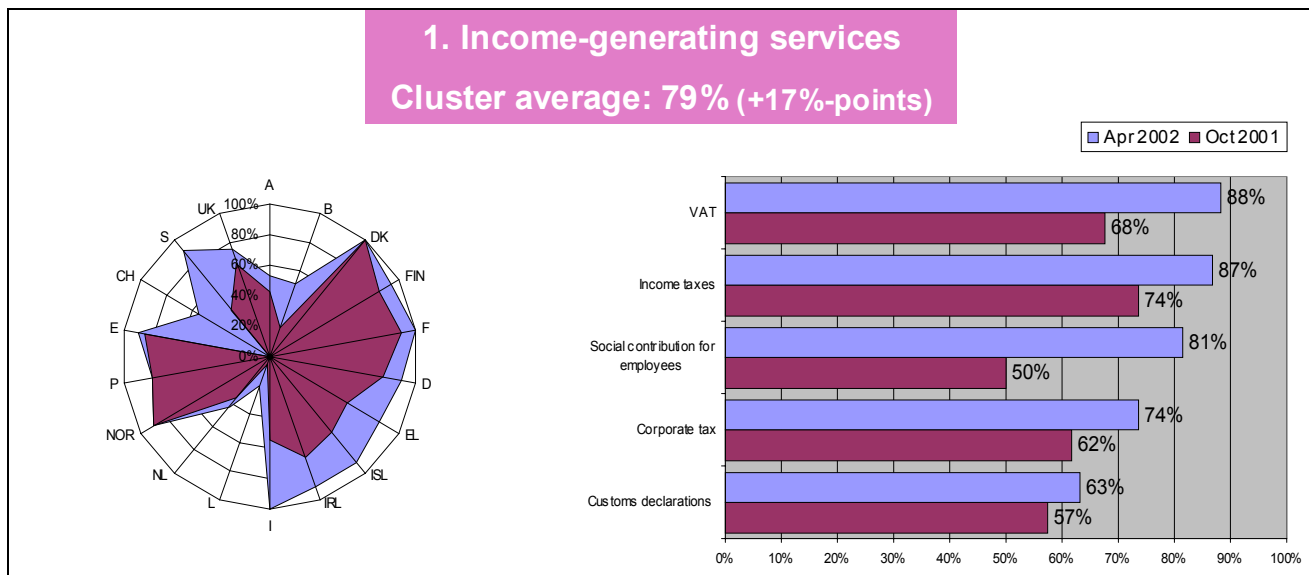


Figure 3: Income-generating cluster

2 Registration cluster

With an average of 53%, the cluster of registration services scores slightly below the total average of 55%. *Submission of data to the statistical offices* is the best performing service. In the group of services for citizens *Announcement of moving* increased most (+ 11%-points). Sweden and Finland obtain high scores in this cluster.

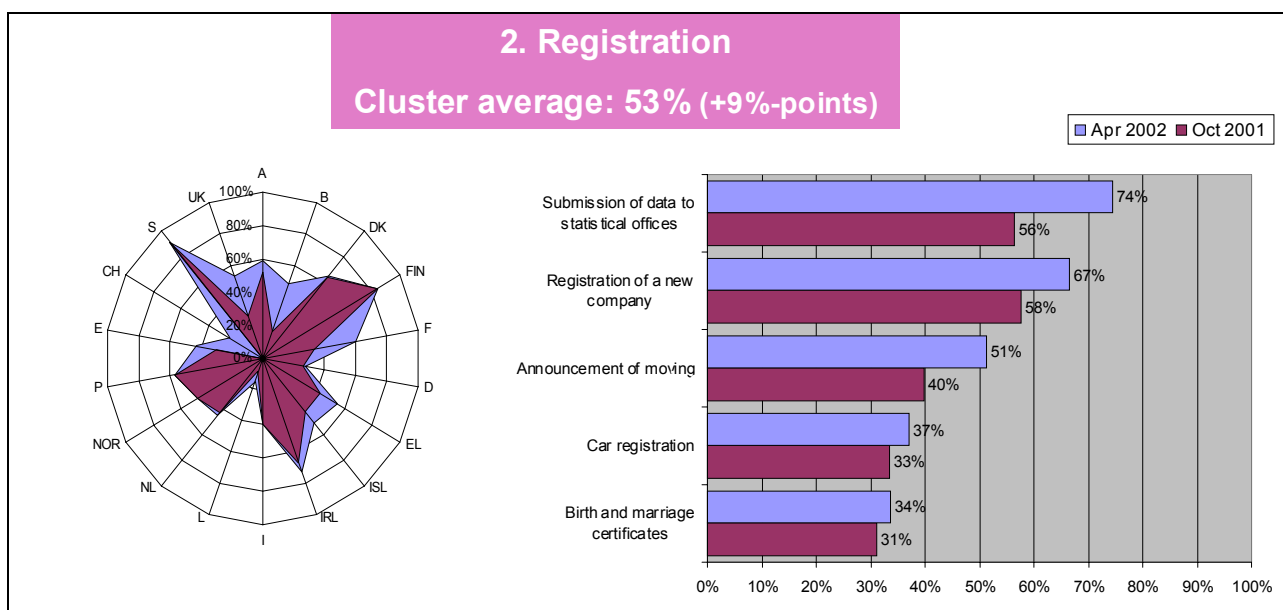


Figure 4: Registration cluster

3 Returns cluster

With an average of 48%, this cluster performs under the average score of 55%, but realises a growth of 8%-points compared to the 1st measurement. Again job search services score very good (85%, + 4%-points). Health related services made an overall progress of 5%-points but the score stays low (12%). *Public Libraries* and *Declaration to the Police* made interesting progress in this cluster. Sweden and Ireland perform best in the Returns cluster.

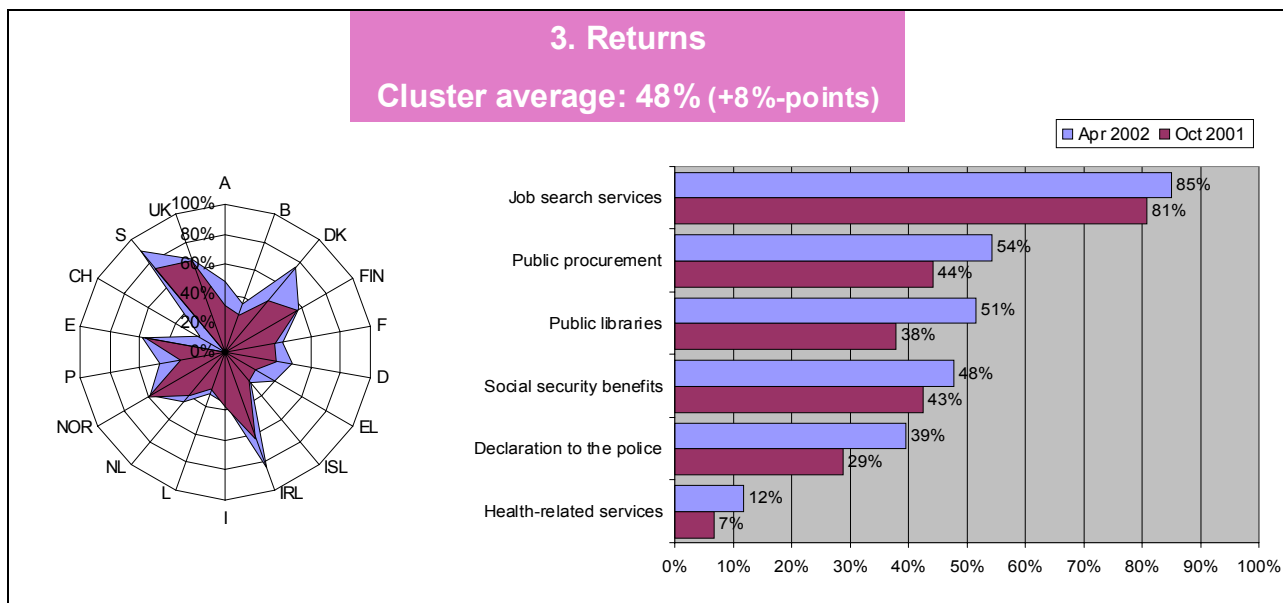


Figure 5: Returns cluster

4 Permits & Licenses Cluster

This remains a weaker cluster, with an average of 41%, substantially below the overall average of 55%. The growth is however 8%-points. The services are all evolving towards the one-way interaction stage, i.e. between 25% and 50%. Considerable progress is made by the enrolment in higher education and environment-related permits services. We will have a closer look at this progress in the next section. On a country level, Ireland is the only positive exception with a score of more than double the cluster average (92%).

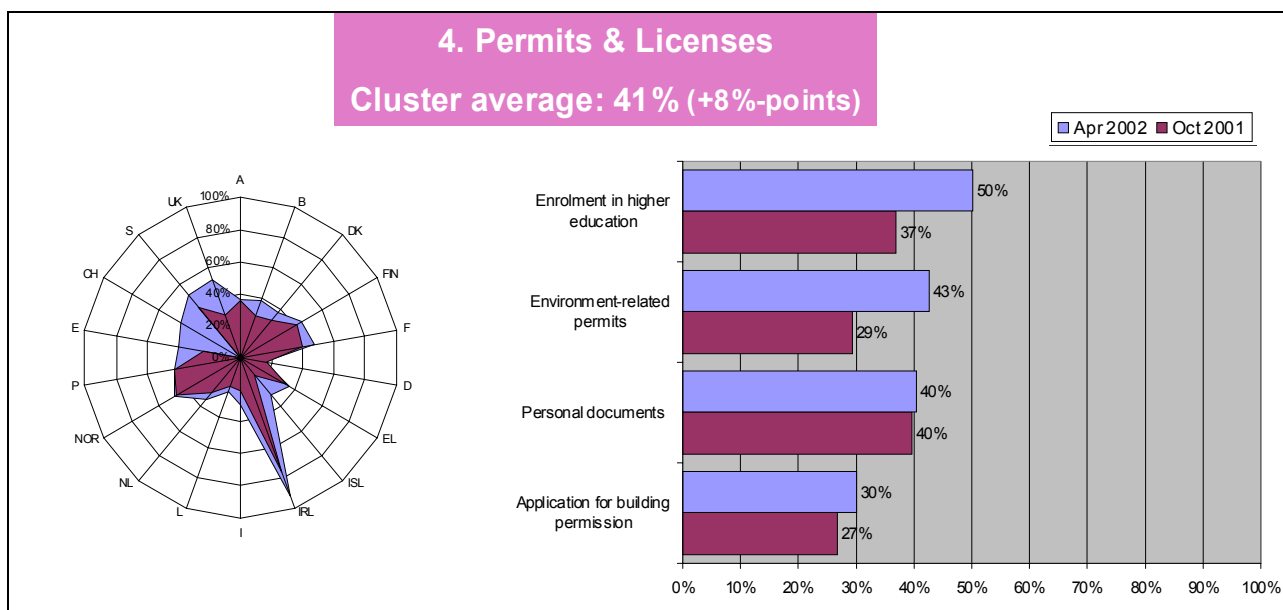


Figure 6: Permits & licenses cluster

2.4 Results by country

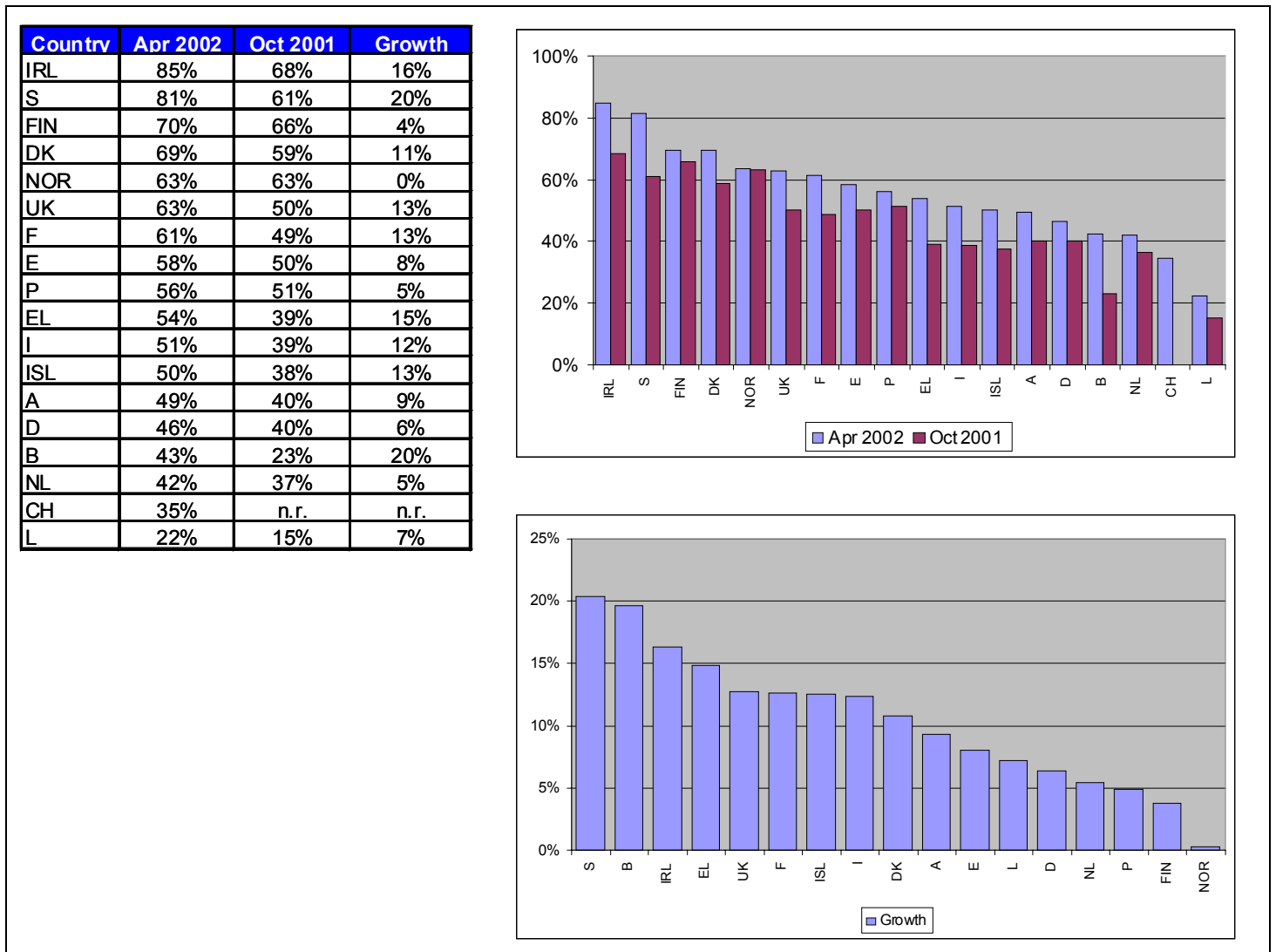


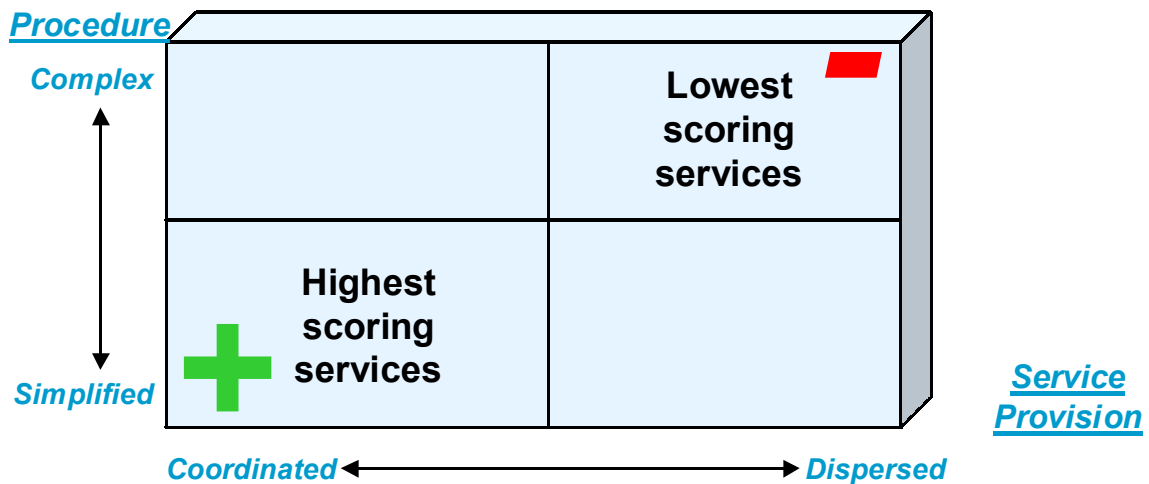
Figure 7: Evolution of overall scores per country (Growth in %-points)

Except for Norway, which holds the same percentage, the average scores of each country are progressing with a variation between 4 %-points and 20 %-points.

In the second measurement 2 countries, Ireland and Sweden, score more than 75%, which means that many of their services reached a full transactional phase. All the other countries, except Luxemburg, score between 25 and 75%. These services are evolving from information to interaction.

3. Analysing progress

In the first measurement of October 2001, we created an analysis framework. On the x-axis the typical organisation of the service provider is represented. Ranging from service provision co-ordinated at one central point or dispersed at different delivery points. On the y-axis the complexity of the procedure behind the public service is represented.

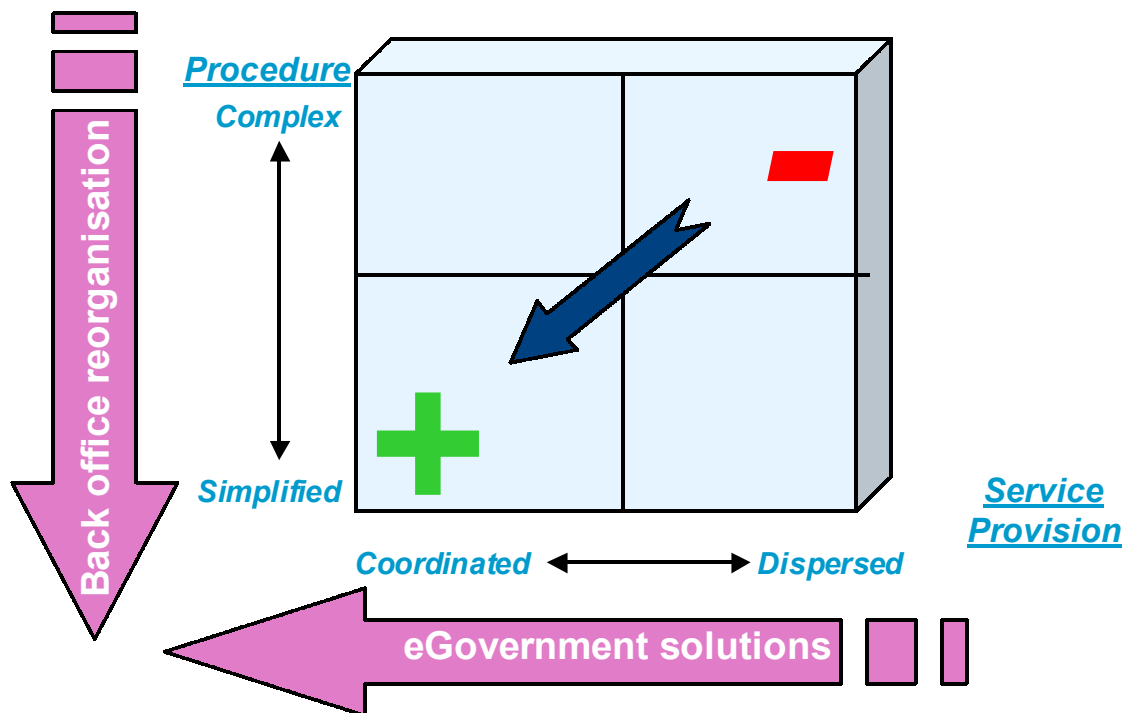


We found that services in the quadrant with complex procedures and a dispersed service provision had the lowest scores, while the highest scoring services were found in the quadrant with simplified procedures and co-ordinated service provision, for example, job searches, income tax, VAT, corporate tax and customs declarations. On the other hand, building permissions, environmental permits and enrolment in higher education are more complex administrative procedures that are provided by different (local) service providers, and, therefore, obtained lower results.

As a result of these observations, we have concluded that the online development of public services can be enhanced by:

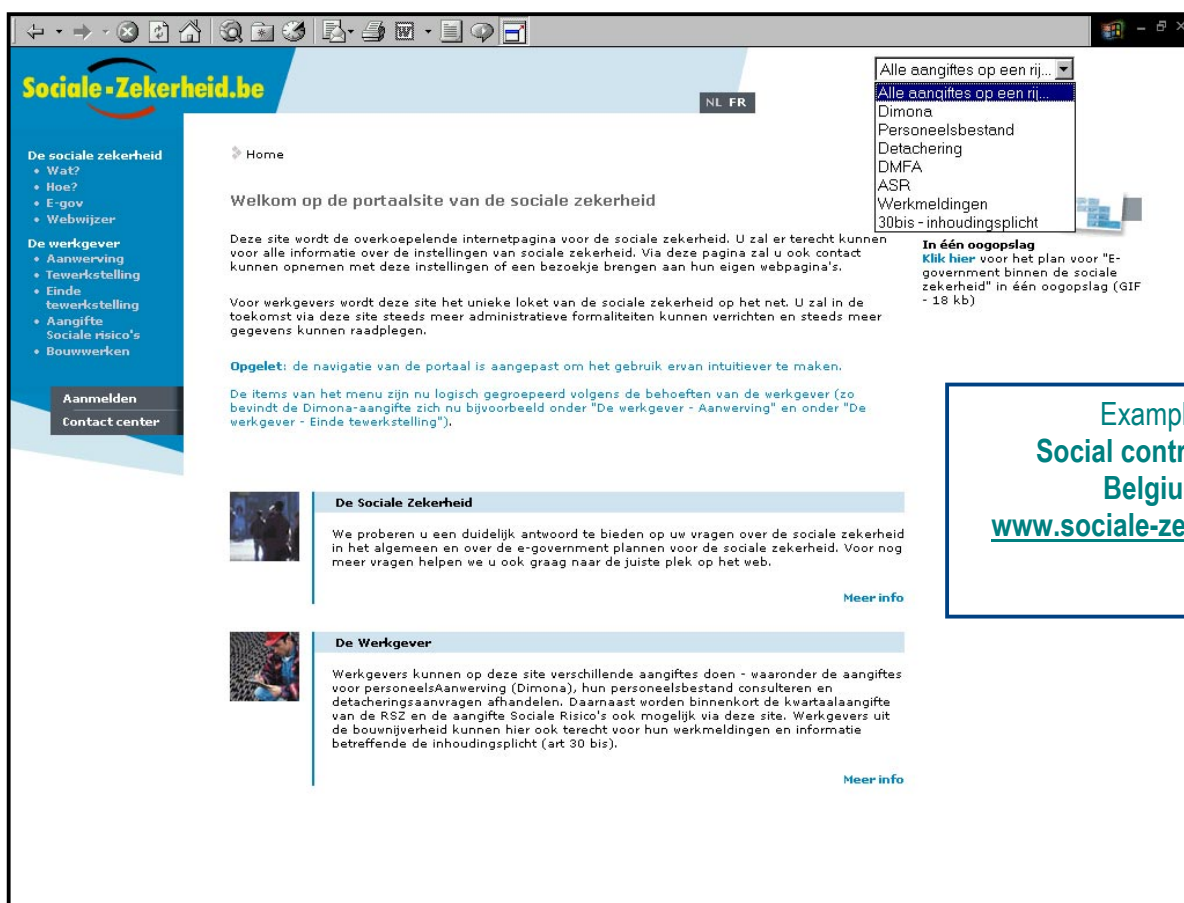
- Co-ordinated eGovernment solutions which allow local service providers to take advantage of centralised online initiatives offering a single point of contact in the form of e-portals or ASP-related solutions (Application Service Provider), with a citizen/customer-oriented approach rather than a procedural approach
- Extensive back-office reorganisations to transform complex transactions into simple procedures. This is a long-term operation.

When we analyse the fast progressing services of this second measurement, we see a further progress for services as Income tax (87%, +13%-points) and VAT (88%, +21%-points), services with rather simple procedures and centralised service provision. This progress is the result of the fact that more countries take advantage of the potential “quick wins” in bringing online this rather easy service.



When we analyse more complex services with an important increase of the average score, we see the highest progress for the service *Social contributions for employees*. Here progress is made in countries where during the last few years considerable efforts have been made around back-office reorganisations, and/or portal solutions have been built.

The website of the social security administration in Belgium is a good example of the combination of back-office integration and an e-portal solution (progression from 0% to 75%). This site is a front-office result of a long-term effort that the Belgian government made last years linking different databases. As this survey does not measure the back-office aspects of eGovernment, bringing this portal online, made the score of Belgium increasing from 0 to 75%. It is a unique window for social security in Belgium: the site is developing a transactional link between employers and the social security administration.



On the other hand we see less progress in countries where the social contribution for employees is organised not by means of one central organisation but via different organisations and institutions (Professional Organisations or Social Security Institutions), as it is the case in Germany, The Netherlands and Switzerland.

In the quadrant of dispersed but rather simplified services we noted interesting progress for the service *Public libraries* (51%, + 13%-points). When we analyse this progress we see that it is made in countries where efforts were made to invest in e-portal solutions that organise a centralised delivery-window for the service.

A good example of such an e-portal solution is the *Public libraries* service in Austria. A library-portal with a centralised catalogue of public libraries makes it possible to search on title, location or (type of) library.

The image shows two screenshots of the 'BIBLIOTHEKEN Online' website. The top screenshot is the main page, which features a dark blue navigation menu on the left with categories like 'Das Projekt', 'Bundesländer', 'Bibliotheksart', 'BVÖ', 'Datenbank', 'Mailinglisten', and 'E-Mail'. The main content area has the title 'BIBLIOTHEKEN Online' in large blue and orange letters, followed by 'Gesamtkatalog Österreichischer Büchereien' and a map of Austria. Below the map, it says 'Ein Projekt des Büchereiverbands Österreichs' and provides contact information: 'Lange Gasse 37 | 1082 Wien | Tel.: 406 97 22' and the website 'www.bvoe.at'. A callout box on the right points to the website with the text 'Example: Public Libraries Austria www.bibliotheken.at'. The bottom screenshot shows a search results page for the title 'Die Bleichtrammel'. It includes search filters for 'Titel', 'Verfasser', 'Schlüsselwort', 'Suchbereich' (set to Salzburg), and 'Art' (set to Alle). The search results show 'Gefunden: 1' and a list of items, with the first one being 'Grass, Günter: Die Bleichtrammel. : Roman. / Grass, Günter.' The details for this item include the title, author, publisher (Verlagsges. Grass, Günter), and year (1991). The status is 'Stattus Verfügbar'.

The second example of a fast growing service in the quadrant of rather simplified services, with a diffuse provision is *Announcement of moving*. In a lot of countries citizens have to deal with their local communities to announce their change of address. When existing back-office solutions, as a national register of persons becomes web-enabled, progress in this service can be realised quickly.

A good practice of an e-portal with a centralised system of announcement of moving is this Finnish website linked to the register of the population. The existence of a central register facilitates this eGovernment solution



The screenshot shows a web browser window displaying the Finnish population register website. The page features the logo of Väestörekisterikeskus (Befolkningsregistercentralen) at the top left. Below the logo is a photograph of a person looking at a document. The main heading is 'Muuttoilmoitus' (Moving Announcement) and 'Flyttningsanmälan'. Underneath, there is a section titled 'Sähköinen muuttoilmoitus' (Electronic moving announcement) with text explaining the process: 'Suomen Posti Oy:n ja väestökirjahallinnon (Väestörekisterikeskus ja maistraatit) yhteisellä muuttoilmoituksella voit tehdä lakisääteisen ilmoituksen muutosta maistraatille ja osoitteenmuutoksen postille. Tiedot välittyvät väestötietojärjestelmään ja Postin osoitetietojärjestelmään.' It also mentions that one can announce moves to other countries and that a local registration officer is needed for moves from abroad. A note states that an electronic ID card is required for online announcements. There is a link for 'Sähköinen muuttoilmoitus' and a red text note: 'Sähköinen muuttoilmoitus (Uusi linkki: klikkaa tästä 25.5.2002 klo 14.00 jälkeen.)'. At the bottom, there is a section for 'Elektronisk flyttningsanmälan' and a footer mentioning 'Med Posten Finland Ab:s och folkbokföringsförvaltningens'.

Example:
Announcement of moving
Finland
www.vaestorekisterikeskus.fi

Services in the most difficult quadrant with complex procedures and dispersed service provision are still far from a full interactive stage. *Environment related permits* is a good example of a service in this quadrant. In average it still scores low (43%) but has made progress of 13%-points. When we analyse the progressing cases, we state that progress is made by co-ordinating all the information about the procedures via a portal website and centralisation of a collection of all necessary downloadable documents. A good example for this evolution is the site of the Environment Agency in the UK. The site centralises the application (forms) for environmental permits and licenses.

The screenshot shows the 'Business' section of the Environment Agency website. The page includes a navigation menu with 'HOME', 'NEWS', 'ABOUT US', 'CONTACT US', and 'HELP'. A search bar is present with the text 'SEARCH SITE'. The main content area is titled 'Business' and contains the following text:

The aim of the Business pages on the Agency Website is to provide Business and Industry with information to:

- help comply with Regulations
- avoid pollution
- identify Best Available Techniques
- apply for permits or licences
- keep up to date with forthcoming Legislation and Regulations
- advise on Agency Policy and procedures

Find by Regulations
 Radioactive Substance Regulation | Integrated Pollution Prevention and Control (IPPC) | Landfill Directive | Waste Management Licensing | Integrated Pollution Control (IPC)

→ **New policy for dangerous substances discharges to water** - The Environment Agency has recently issued its revised policy for consenting discharges that contain Dangerous Substances.

→ **Tyres - The Problem** - These pages give information on the Environment Agency's campaign to reduce the environmental impact of tyres.

→ **Quick Links: Top Ten Business pages** - Top Ten most requested pages on the Business Website

→ **Technical Publications and Guidance Notes for Business and Industry** - Technical and regulatory guidance for business regulated under Integrated Pollution Control (IPC) and Integrated Pollution Prevention and Control (IPPC). Also includes Guidance on PCB Regulations and substitute fuels protocol.

→ **Pollution incidents in England and Wales 2000** - Annual report detailing the scale of pollution in 2000

→ **Guidance for processes regulated under Local Air Pollution Control** - Guidance for industries regulated by local authorities in England and Wales and

See also:

- Achieving the Quality
- Oilcare campaign
- savewater
- Waste minimization
- What's in your backyard?
- Consultations

This page has the following theme : Green business

A callout box on the right side of the screenshot contains the following text:

Example:
 Environmental related permits
 UK
<http://www.environment-agency.gov.uk/>

4. General conclusion

The most important conclusion of this second measurement is that the overall result increased with **10%-points**. The level of online availability of public services in the different countries, without Switzerland, is now **55%** (45% for the first measurement). This means that Europe accomplished overall more than half of the way to full transaction of public services. This is considerable **progress** in only six months, between the first measurement in October 2001 and April 2002, in the development of the web-based applications for public services in the participating countries.

- Out of the 20 basic public services, 19 have passed through the first stage, i.e. online information about the service.
- Government to business applications score significantly higher (68%) than the Government to citizen applications (47%) and have grown faster; by 15%-points for business and by 7%-points for services to citizens.
- The online availability of income generating services is significantly higher (79%) than registrations (53%), returns (48%) and permits and licences (41%)
- Straightforward organised services with a co-ordinated service provision achieve on average the highest scores (transactional phase) and make the most progress (*VAT, Income Taxes*)
- Rather simple services with a dispersed service provision, make progress when investments are made in e-portal solutions, combined with minimal back-office reorganisations (e.g. *Libraries, Announcement of moving*)
- Complex organised services, with a relatively dispersed service provision, make progress when considerable efforts are made on back-office reorganisations, combined with e-portal solutions (e.g. *Social contribution*)
- Services involving very complex procedures and a dispersed service provision are still in the one-way interaction stage, but progress is made by investing in portal-solutions where the dispersed information and all the necessary forms are combined (e.g. *Environment related permits*). Only when supported by process reengineering these services can attain full e-transactions.
- There is a wide spread between the results of the different countries, going from 22% to 85%. Some countries have reached the stage towards full eGovernment transactions; others are still in the information phase.

To realise further progress on the way of eGovernment as a tool for the development of a citizen and business friendly administration, European governments will need to focus further on co-ordinated service provision, through e.g. customer-oriented portal-solutions. These efforts will have to be combined with simplified administrative procedures through extensive back-office reforms.