



Online consultation

Key messages

Main questions

- 1. Lessons learned from the current Action Plan*
- 2. Factors hampering the use of public services*
- 3. Improving eGovernment services*
- 4. Mobility and cross-border public services in the EU*
- 5. Modernising eGovernment Services in the EU*
- 6. The role of the European Commission*
- 7. Citizens involvement*
- 8. Policy principles*



365

Respondents



49

Companies



244

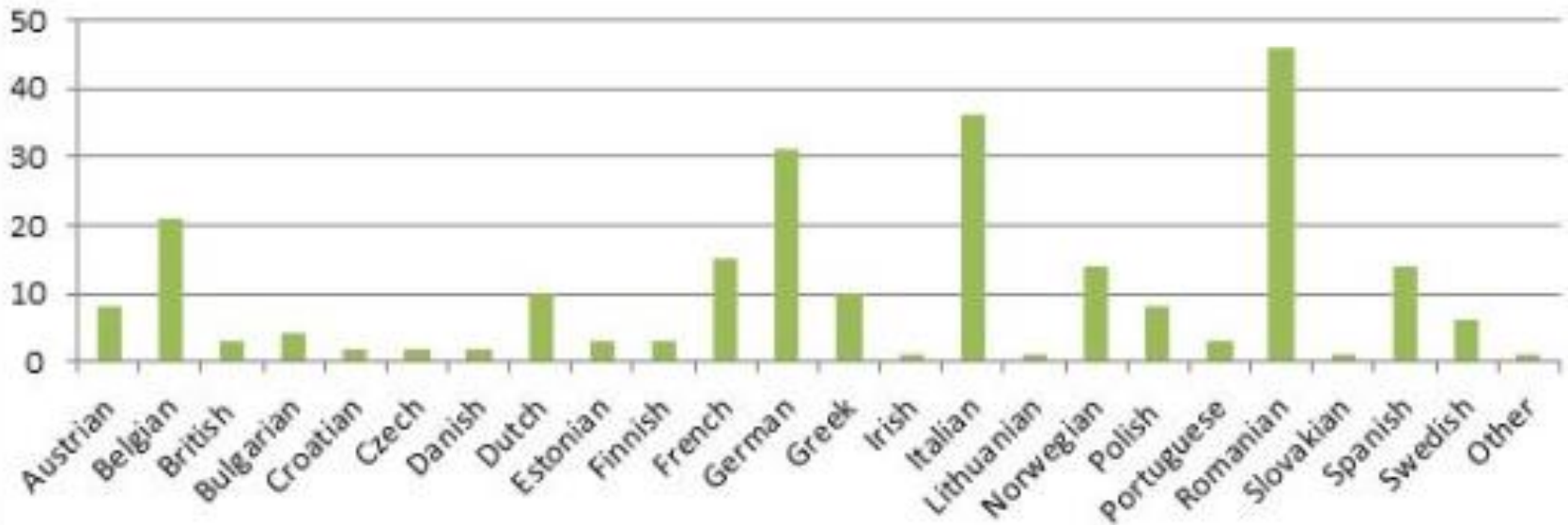
Individuals



72

Administrations

Stated nationality of individual citizens (244)





365

Respondents



49

Companies



244

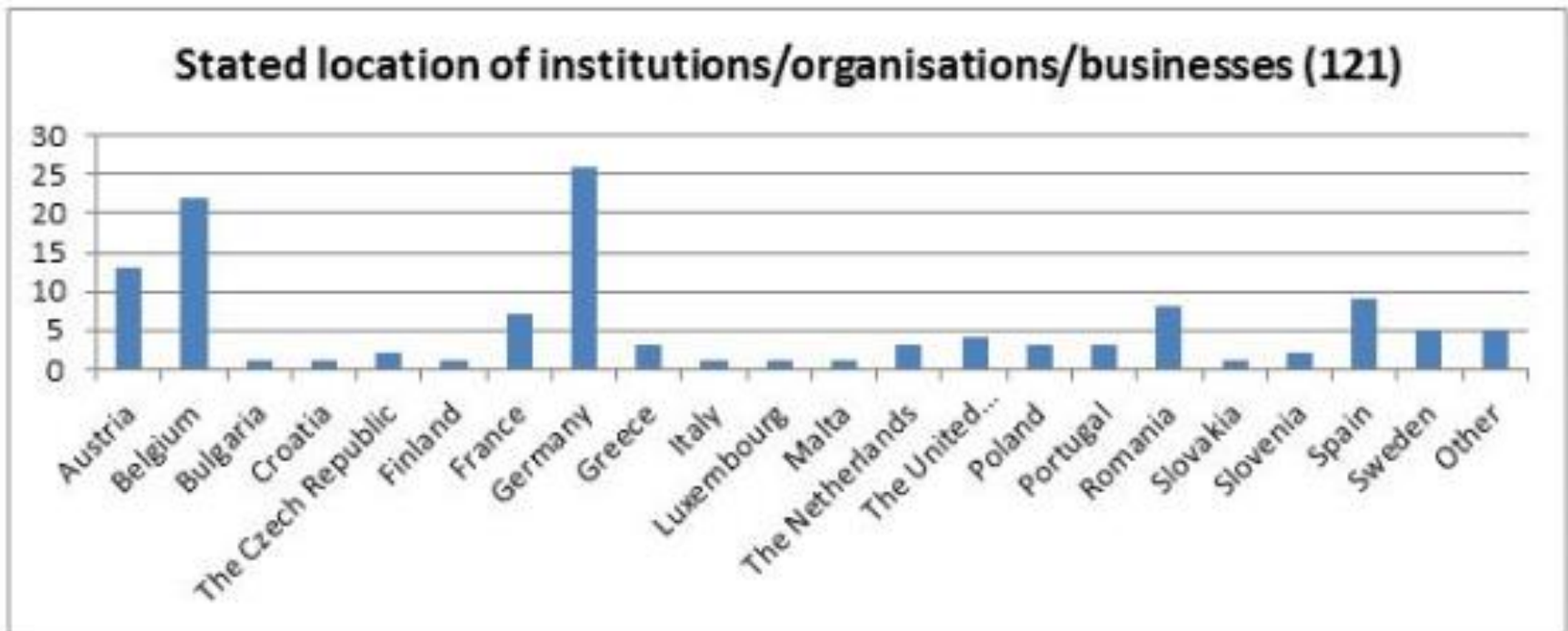
Individuals



72

Administrations

Companies/organisations, place of location online survey





European
Commission



365

Respondents



49

Companies



244

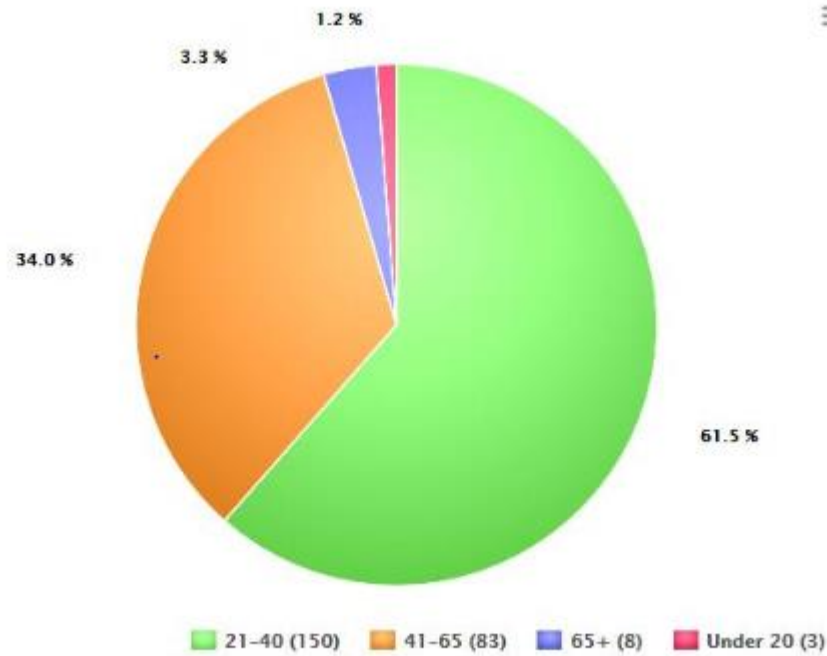
Individuals



72

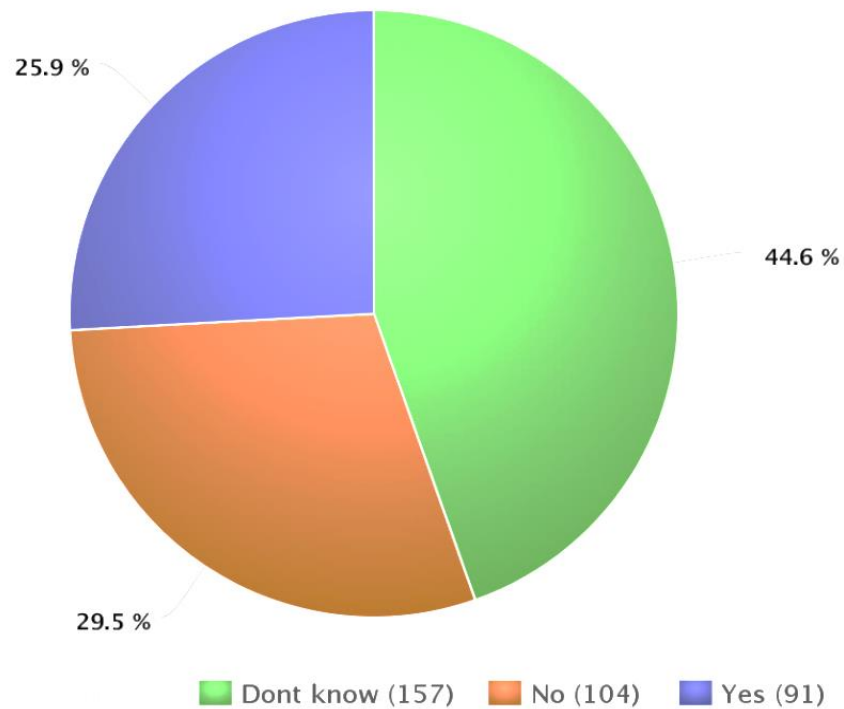
Administrations

Age:



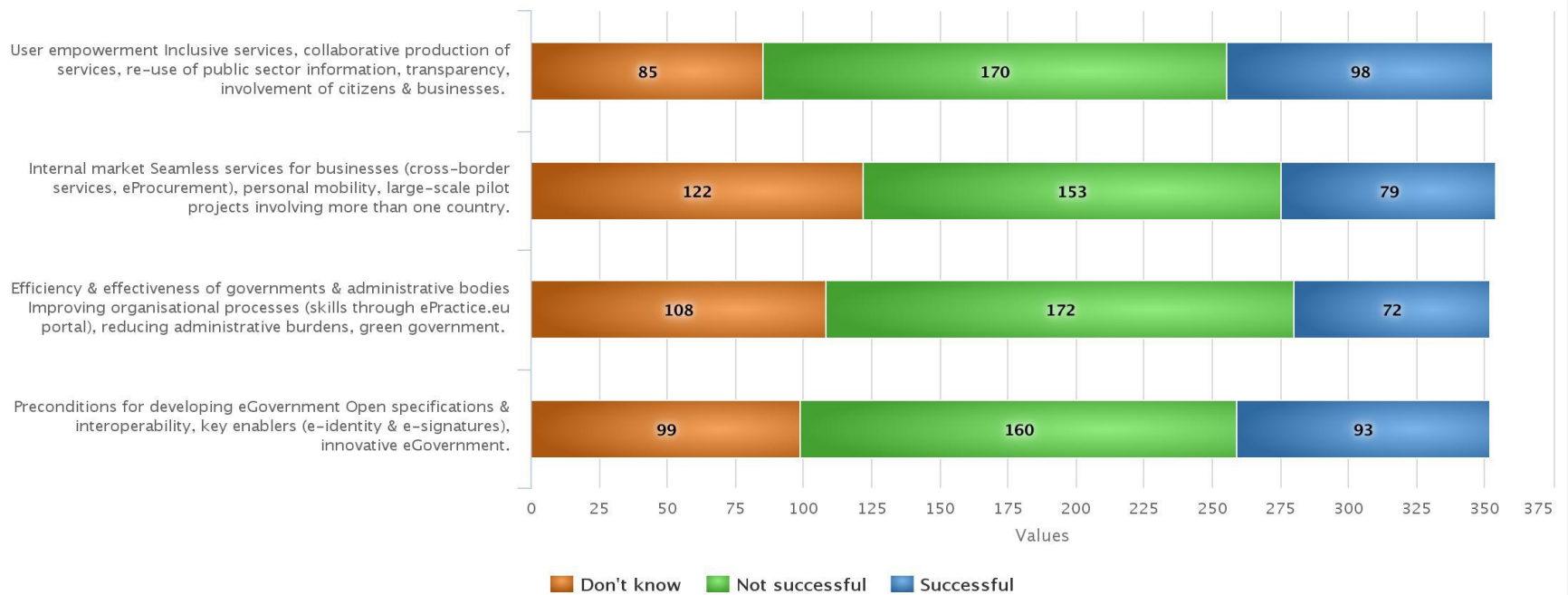
The past: Lessons learned

Has the current 2011-2015 eGovernment Action Plan improved cross-border eGovernment services overall?



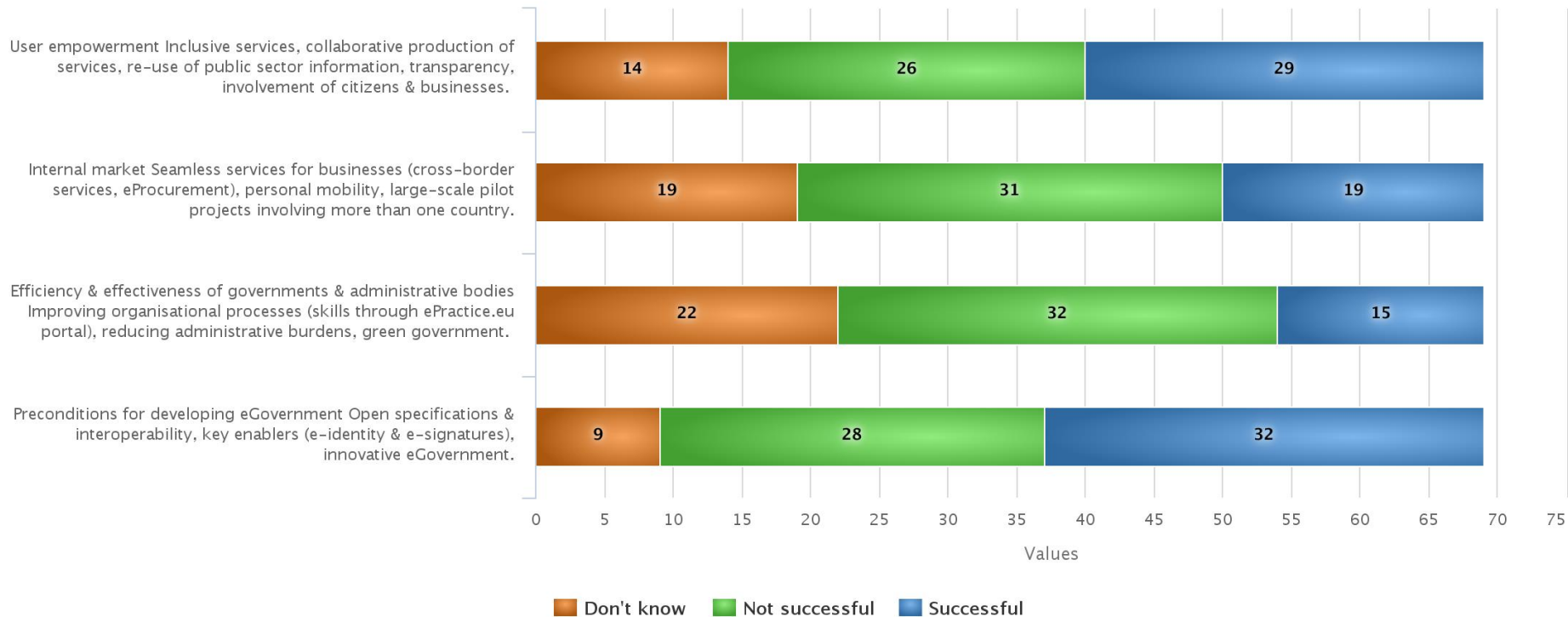
The past: Lessons learned

How do you rate the measures comprising the current eGovernment Action Plan?



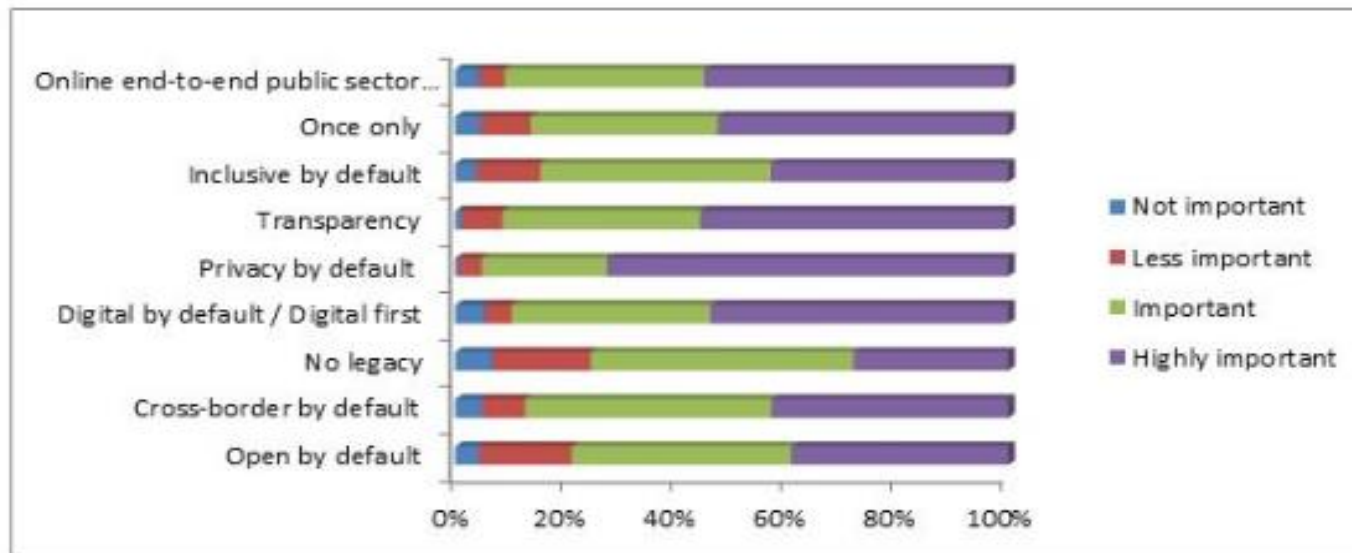
The past: Lessons learned – public sector bodies

How do you rate the measures comprising the current eGovernment Action Plan?



Key message 1: Policy Principles

Policy principles:



Clear support (+80%) for the policy principles to be applied to eGovernment policies and services in the EU

Key message 2: Role of the Commission

- *The setting of standards*
- *Ensuring interoperability at all levels*
- *Exchange of good practices*
- *Lead by example*
- *Push for the application of the Once Only principle*

Area of priority for action (Urgent): Accept the usage of eSignatures for the most significant communication flows with businesses, citizens and Member States

Key message 3: Engage

The new eGovernment Action Plan: Using an online social media platform to reach out to citizens is a good idea, designed with the users in mind:

- *Languages*
- *Feedback mechanism*
- *Etc.*

Key message 4: Cross border services

Measures to promote Improved eGovernment services at the national level should also be promoted at the EU level, for example:*

- *Online public services should be inclusive and accessible*
- *Users should be given access to public services online*
- *Acceptance of electronic signatures*

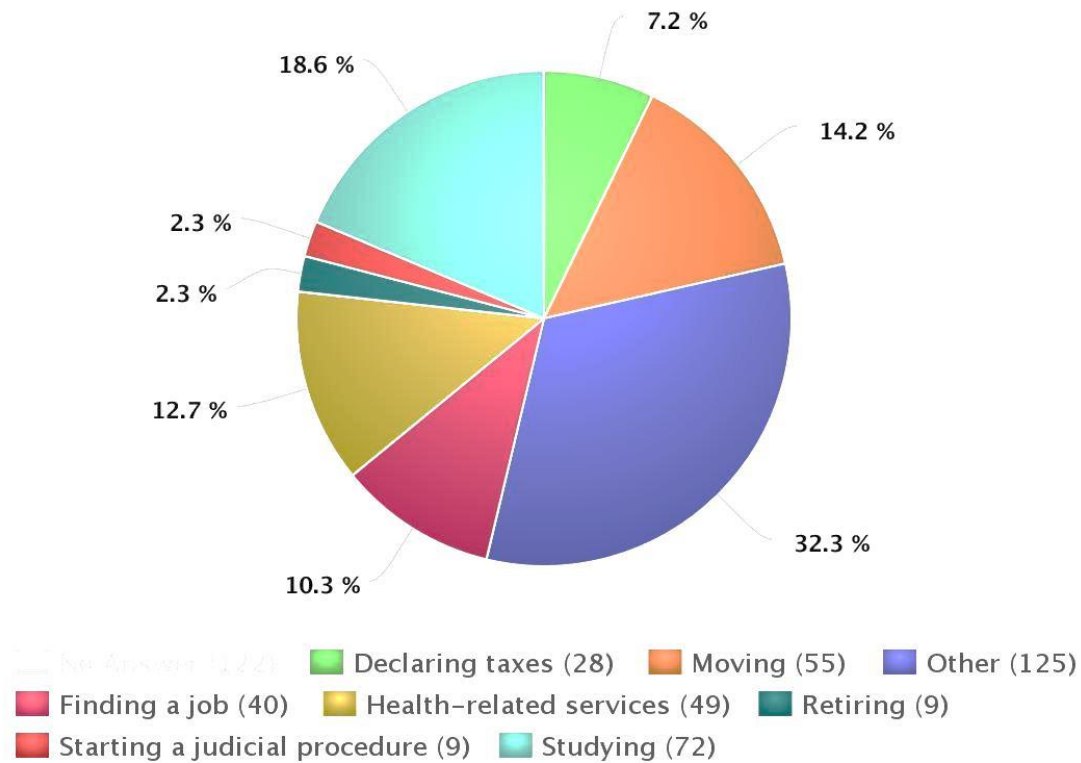
**All measures with the potential to improve eGovernment services should be improved at the national level*

Key message 4: Cross border services

- *More than 50% report that they have been in contact public authorities in an EU country other than their*
- *Difficulty transferring information/documents/data between the public authorities of the home country and that of another EU country*

Citizens

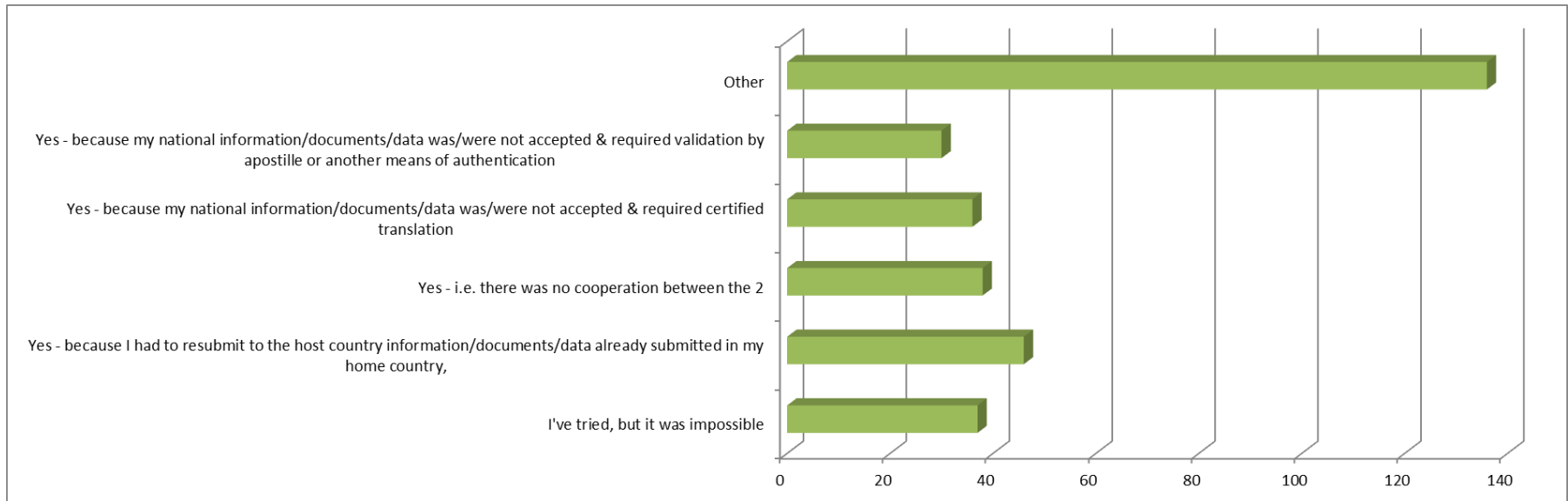
For what purpose? (you can choose several options)



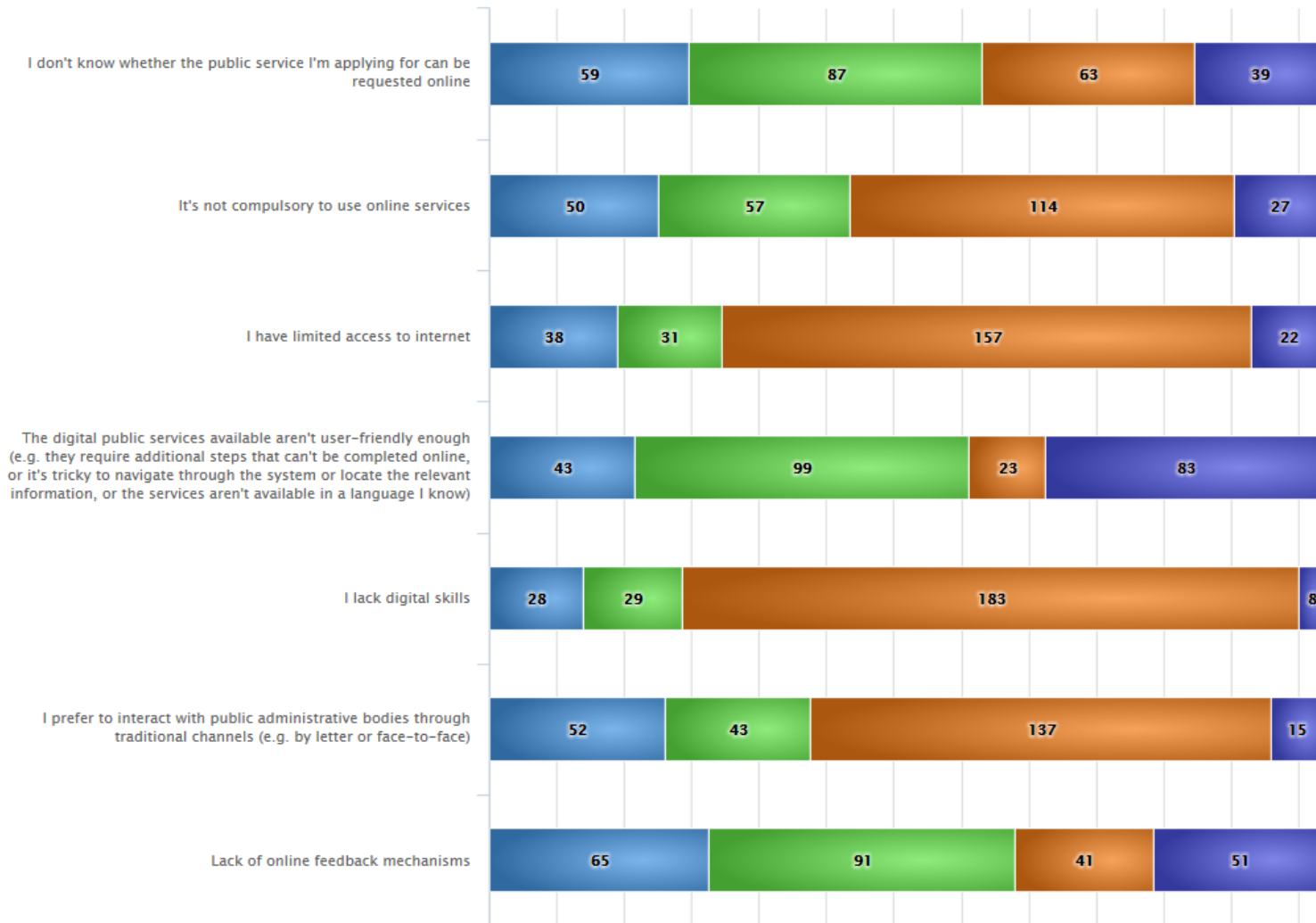


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Have you ever had difficulty transferring information/documents/data between the public authorities of your home country and those of another EU country? (You can choose several options)



For each of the following factors how likely is it to stop you using digital public services in your contacts with the public administration in your home country?



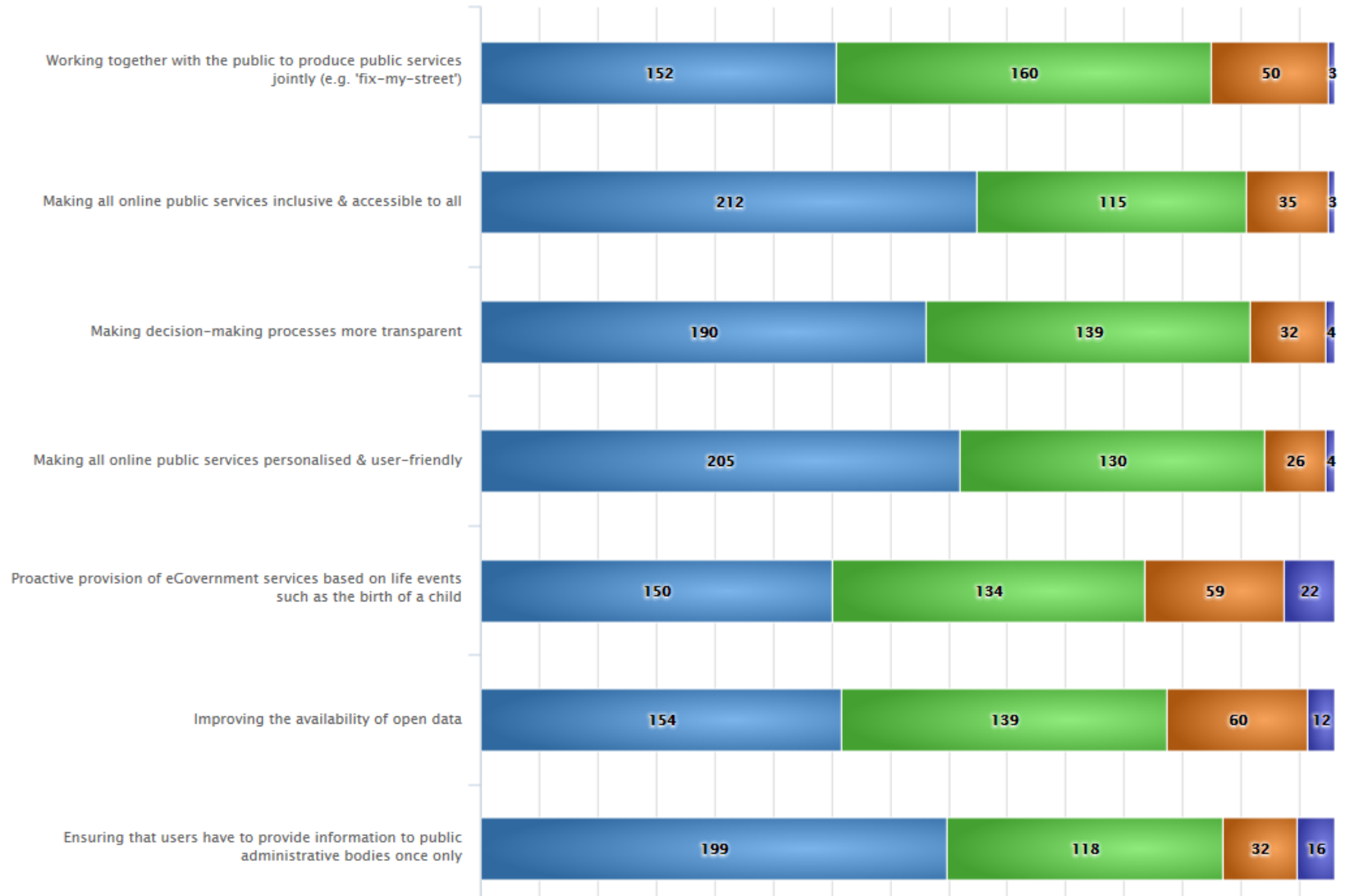
Factors hampering the use of public services

- + *Public administrative bodies require the same information to be provided more than once*
- + *Lack of user friendly services*
- + *Not sufficiently personalised services*
- + *Difficult to find relevant information*
- - *Lack digital skills*
- - *Limited access to the Internet*
- - *Preference to act through traditional channels*



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How important are the following measures in terms of improving eGovernment services?



Areas to be improved over the next 5 years

- *+Health related services*
- *+Making a tax declaration*
- *+Enrolling in School*
- *+Online procedures for setting up and running a business*
- *- Buying, selling, building or renovating a house*

Conclusions:

- *More needs to be done to improve eGovernment services at all levels, nationally as well as cross-border*
- *The European Commission has a role to play*
- *Use Social Media to facilitate citizen engagement*
- *The application of certain policy principles in the development of eGovernment policies*