Navigating Europe's eGovernment Performance

User centricity

	2013	2017*	2019
Online Availability of services	72	84	87
Usability of portals	77	88	91
Mobile Friendliness		62	76

Transparency

	2013	2017*	2019
Transparency of service delivery	39	52	58
Transparency of public organisations		71	74
Transparency of personal data		54	65

Cross-border mobility

	2013	2017*	2019
Cross-border availability	42	63	67
Cross border usability		68	69
Cross-border eID		10	18
Cross-border eDocuments		20	33

Key enablers

	2013	2017*	2019
eID (electronic identification)		51	57
eDocuments (electronic documents)		63	68
Authentic Sources	48	53	57
Digital Post		51	67

Major accomplishments

User centricity:
- eGovernment services are widely available across Europe
- Online support & help functionalities are omnipresent on European websites
- Government websites are become increasingly mobile friendly

Transparency:
- Governments are improving online access to personal data; full transparency for users on when, why and by whom their data is used needs attention.
- Public organisations are transparent about their mission and responsibility, yet could do more to increase citizen's participation in policy making processes
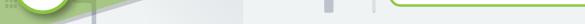
Cross-border mobility:
- Services are increasingly online available for non-nationals
- Users would like to be able to use their national eID's in other countries

Key enablers:
- Adoption of key enablers is slowly increasing; full adoption would provide governments the platform to accelerate user centricity, transparency and cross-border services
- Cross-EU implementation of eID would help to bring more services and functionalities online in a trusted way

What's next?

- New technologies such as AI and chatbots can enable government to deliver support, information and services increasingly pro-active and in simplified ways; hence better facilitating the use of mobile devices for these purposes
- Machine learning algorithms will provide users with accurate estimations for the duration of the service delivery
- Seamless and interoperable services allow citizens and businesses access to user-friendly online services in other countries, delivering on the potential of a Digital Single Market
- Big data and cloud solutions enable governments to federate data sources to pre-fill, simplify and automate the filling in of forms to increase efficiency of eGovernment services

*In 2016 the method was revised. For some indicators only the data from 2017 and onwards is included to ensure comparability.