

eGovernment User Journey

How eGovernment provides digital benefits across the full service experience

Find the right service

Users are very happy to find their service on a few familiar websites **10**



Get informed about the service online

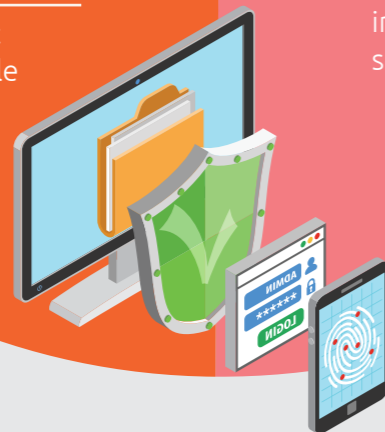
Users are happy that information is digital **9**



Digitally fulfill the service

Users are glad to find most services online **7**

Users are also glad that most services are mobile friendly **7**



Save time and effort

Users are looking to save more time and effort, as more information can be prefilled **6**



Log in to eGovernment

Users are glad that they can use their single electronic identifier across administrations **7**

Know the service processes

Users are looking for more information on how services work **6**

Call for support

Users are happy that FAQs are available **9**

Users are looking for more advanced support e.g. demo's and chats **6**



Govern personal data

Users are glad that they can access their personal data **7**

Users are wishing they could get insight into how and why their data is used **3**



Improve eGovernment

Users are happy that administrations ask them for feedback **9**

Users are hoping websites would be more secure **4**



Score definition **9**

Functionality available in **9** out of 10 relevant websites across the EU



Use a digital postbox

Users are looking to communicate with administrations through a digital postbox **6**