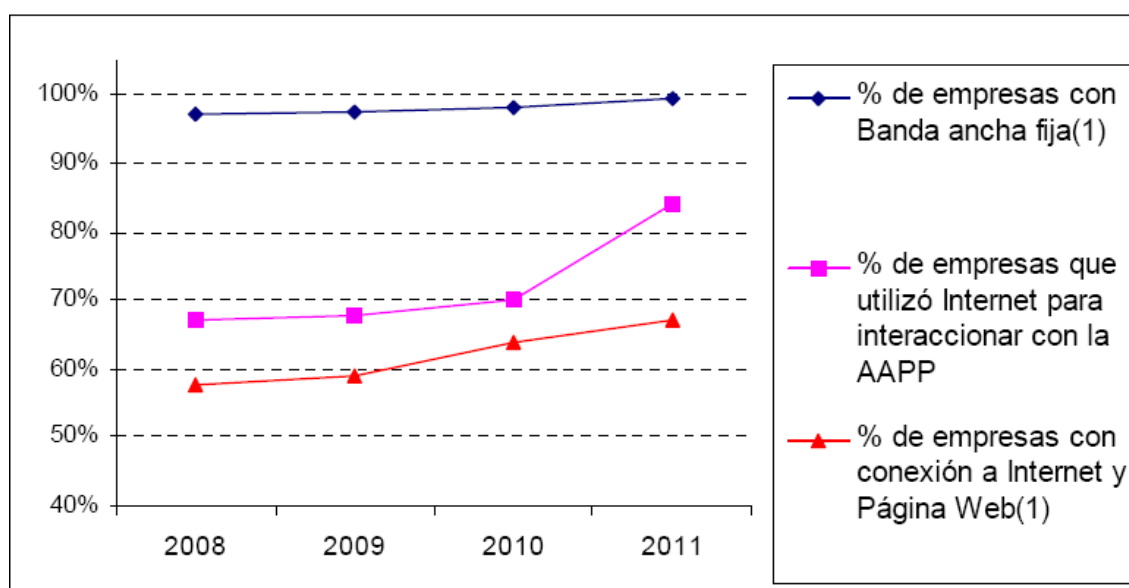


E-Government Services and Enterprises in Spain

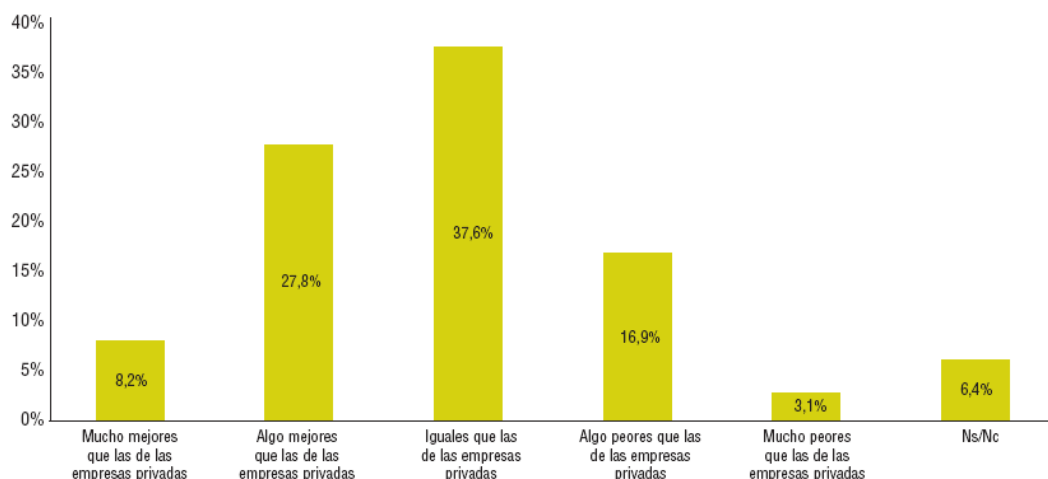
The main objective of the passing of Law 11/2007 was to give citizens and enterprises the right to deal electronically with the Public Administrations. The challenge to fully satisfy the offer of services and procedures on-line has resulted in the fact that 90% can be fully processed by this channel, which is equivalent to 99% of all processing. The remaining services and procedures may be commenced via the organisations' Electronic Registers. As far as the Autonomous Communities are concerned, the Orange Foundation estimates the availability of on-line public services to be 78%.

The full range of services has begun to have an impact on the increase in demand. According to data published by the National Statistics Institute, e-Government services are now used by 84% of enterprises with more than 10 employees and an Internet connection. The level of use by this type of enterprises represents an increase of 14% with respect to 2010. The percentage of enterprises with internet connection stands at 97.4% (up 0.2% on the figures for 2010), whereby the net use of e-Government by enterprises with more than 10 employees stands at around 81%.



As for enterprises with less than 10 employees, the increase in the use of e-Government has also been significant. In the 2010 evaluation, the use of e-Government services by this type of enterprises was estimated to be around 39.8% of those with an Internet connection (58.1%). Data published by the INE in 2011 shows that 62.5% of enterprises with less than 10 employees and an Internet connection (64.1%) made use of e-Government the previous year.

The increase in the use of e-Government lies in the constant improvement in the level of service of the on-line offices, which has been favourably appreciated by enterprises. According to data provided by the National Observatory for Telecommunications and the Information Society regarding the perception of the service level offered by the Public Administration websites compared with those of private enterprises, 37.6% of those who visited these pages consider that they offer the same quality and services, whereas 36% believe that the private sector is better and 20% classify it to be worse.



Fuente: AMETIC / Red.es / everis – Encuesta a empresas