

Web-based Survey on Electronic Public services

Results of the Third Measurement
October 2002

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1. Introduction

This report presents the results of the third twice-yearly benchmarking exercise on the progress of eGovernment in Europe. The study measures the percentage of online sophistication of basic public services available on the Internet in the 15 EU Member States, plus Iceland, Norway and Switzerland¹.

The European Commission, Information Society, ordered the survey in the context of the eEurope programme.

The main objectives of the benchmark are to:

- Enable participating countries to analyse progress in the field of eGovernment and to compare performance within and between countries
- Identify best practices in order to stimulate progress in the field of eGovernment

In the following chapter, the context and scope of this study are elaborated. Afterwards, the results of the third measurement and the progress that has been achieved compared to the first and second measurement are presented. In chapter 4 it is illustrated by best practices how countries achieve this progress. Finally, the overall conclusions on how Europe progressed in the last half year are summarised.

¹ The Swiss government obtained the permission of the European Commission to participate in the second and third measurement. This participation was subject of a separate arrangement between the Swiss government and the contractor of the European Commission.

2. Context and Scope of the Survey

This survey conducted by CGE&Y on demand of the European Commission is part of the benchmarking programme that assesses the progress of eEurope. The eEurope initiative was launched by the eEurope 2002 Action Plan endorsed by the Feira European Council in June 2000 and has been strengthened by the issue of the eEurope 2005 Action Plan in June 2002. eEurope benchmarking is based on a list of 23 key indicators agreed in November 2000. These indicators are covering different domains:

- Internet Users and Usage
- Internet access costs
- E-learning
- A secure information structure
- E-government
- E-health

The Web-based Survey on electronic Public Services on the “percentage of basic public service available online” covers one of the two indicators assessing the progress Europe makes concerning the implementation of e-government. A second e-government indicator is covering the percentage of Internet users visiting e-government sites. (Further in this study the correlation between both indicators is analysed).

The indicator analysed in the CGE&Y study focuses on the supply site of the e-government approach: it is focusing on the online front-end public service provision. It measured the availability of the public services on the Internet and the level of online sophistication of the delivery process. The objective of the benchmark is to enable participating countries to analyse progress in the field of eGovernment and to compare performance.

Until now this study has been conducted on a bi-annual basis: October 2001, April 2001 and October 2002. The current report describes the results of the third measurement of October 2002. The first and second measurements were conducted respectively in October 2001 and April 2002.

2.1. Scope

This study covers 18 countries: the 15 EU Member States, Iceland, Norway and Switzerland. The country codes of the participating countries, which will be used in the remainder of this document, are presented in table 1.

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

Table 1: Country Codes

For these 18 countries the European Commission and the Member States defined a list of twenty basic public services. For twelve of these services, the citizens are the target group; while for eight of them businesses are the target group. The 20 services are presented in Table 2.

Citizens	Businesses
Income Taxes	Social Contribution for Employees
Job Search	Corporate Tax
Social Security Benefits ²	VAT
Personal Documents ³	Registration of a New Company
Car Registration	Submission of Data to the Statistical Office
Application for Building Permission	Custom Declaration
Declaration to the Police	Environment-related Permits
Public Libraries	Public Procurement
Birth and Marriage Certificates	
Enrolment in Higher Education	
Announcement of Moving	
Health-related Services	

Table 2: Public Services

2.2. The Scoring Framework

In order to measure the level of on-line sophistication of these 20 services, the following four-stage framework has been defined:

- **Stage 1- Information:** The information necessary to start the procedure to obtain this public service is available on-line.
- **Stage 2- One-way Interaction:** The publicly accessible website offers the possibility to obtain in a non-electronic way (by downloading forms) the paper form to start the procedure to obtain this service. An electronic form to order a non-electronic form is also considered as stage 2.
- **Stage 3- Two-way Interaction:** The publicly accessible website offers the possibility of an electronic intake with an official electronic form to start the procedure to obtain this service. This implies that there must be a form of authentication of the person (physical or juridical) requesting the services in order to reach stage 3.
- **Stage 4- Full electronic case handling:** The publicly accessible website offers the possibility to completely treat the public service via the website including decision and delivery. No other formal procedure is necessary for the applicant via "paperwork".

The on-line availability of public services will thus be determined by the extent to which it is possible to provide the service electronically. The scoring framework presented above comprises the general framework, which has been re-fined for

² The service "social security benefits" is measured on the basis of the following sub-services: unemployment benefits, child allowances, medical costs and student grants

³ The service "personal documents" is measured on the basis of the following sub-services: passports and driver's licence

each service included in the survey (e.g. for some public services the maximum stage that can be reached is stage 3). The specific scoring model for each service is included in Annex 1 of this document.

2.3. Processing of the Survey

The processing of this survey consists of three main blocks:

1. Preparation and input
2. Content analysis and scoring
3. Output: calculation of the final results

Firstly, the research-team, in collaboration with the members of the European Commission's eGovernment working group, has determined for each service the relevant public service providers in the different countries.

In the case of multiple service providers (e.g. municipalities, universities), representative samples have been taken. For each public service provider participating in the web-based survey, it was checked whether the service provider maintained a publicly accessible website. **From the 10.569 public service providers taken into account for the third measurement, 9119 had a publicly accessible website. This implies that a total of 86,3% of service providers are present on-line, an increase of 5,8% compared to the second measurement.**

In a next step the content of these websites was analysed and scored via a web-based survey tool, compared with the scoring framework of the respective service. The scores of the different services are then recalculated as a percentage. For the services social security benefits and personal documents, the final score was calculated as an average of the scores of the investigated sub-services.

Some of the public service providers are classified as "not relevant" for certain countries due to their specific legal context and administrative organization. The overall score of that country was then calculated as an average of the relevant services. Annex 2 provides an overview of the non relevant services.

The final output of the survey represents a percentage for each of the 20 public services within each of the 18 countries. The percentages give an insight in how far Europe progressed towards fully web-enabled public service.

2.4. Delimitation

The fact that this study relies on a well-defined framework also implies some restrictions:

- This survey evaluates the on-line accessibility of public services for citizens and businesses on the Internet. This means that eGovernment initiatives, which use any other electronic means to reach their target groups, are not taken into account.
- The framework of this study implies a clear front office approach, considering the online public service offering only. It does neither evaluate the re-designing of back-office procedures eGovernment often implies, nor the use of these services by citizens or businesses.
- The study does not evaluate the quality of the information provided, neither of the delivery process

- Only official websites, websites of official public bodies such as ministries or official organisations are being evaluated.
- The measurement is a snapshot: it provides a picture at a certain moment, whilst the situation is evolving continuously. For example website-applications of service providers that were temporarily suspended at the time of the measurement were considered as not available on-line (stage 0).

3. Results

After presenting an overview of the overall results and evolution compared to the previous measurements, this chapter will break the results down into the following categories:

- The results and evolution related to the 2 target groups: citizens and businesses (G2C & G2B)
- The results and evolution related to four public-service clusters:
 - Income-generating services
 - Registration
 - Returns
 - Permits and Licences
- The results and evolution related to the participating countries

3.1. Overall Progress

The third measurement resulted in an **overall average score of 60%** for the 20 public services in the 17 countries (59% if we include Switzerland).

This means an **increase of 5%-point** compared to the second measurement. Over the last year, the online development of public services in Europe has improved with 15%-point. These results are illustrated in Figure 1

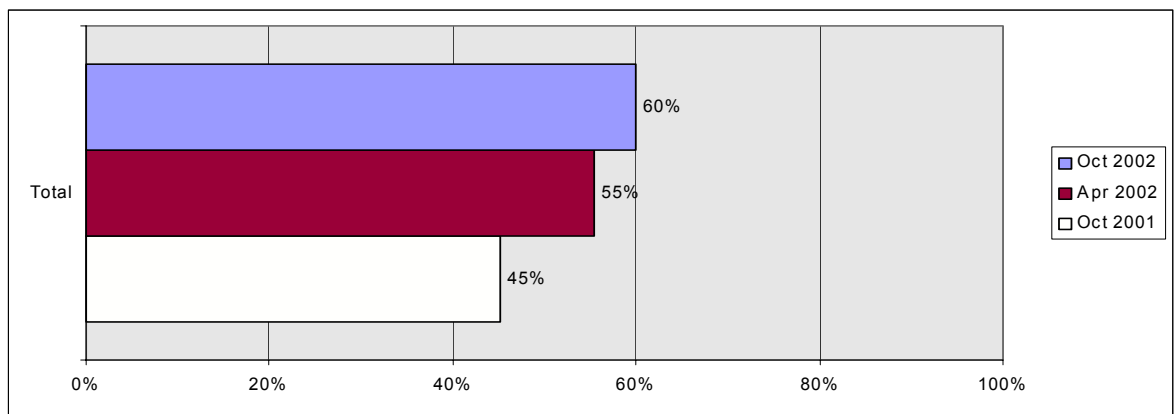


Figure 1: Overall Results

3.2. Citizens versus Businesses

When the results are broken down into the target groups citizens and businesses, we notice that the results for businesses are still significantly higher: 52% for citizens against 72% for businesses. This is illustrated in Figure 2.

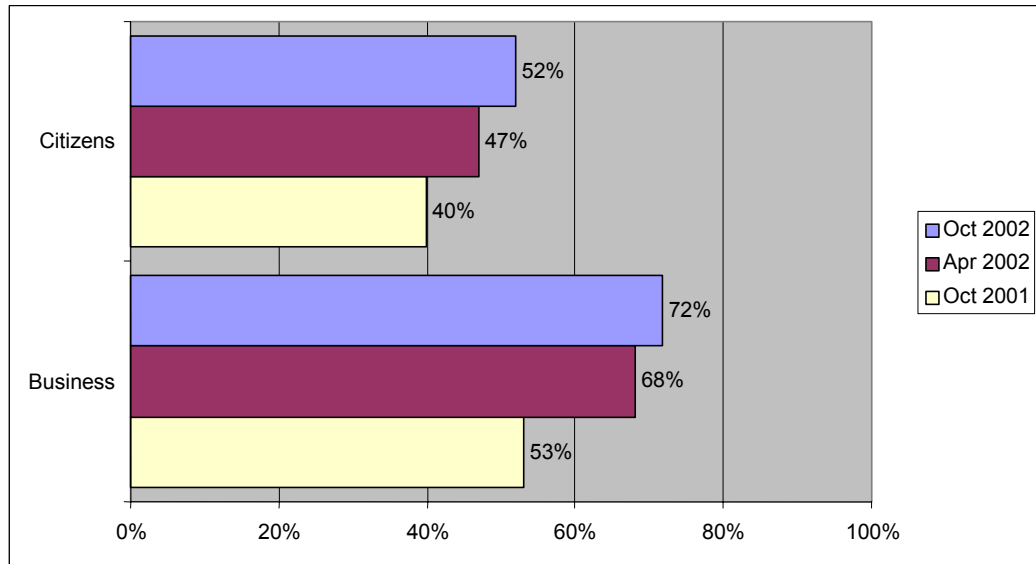


Figure 2: Results per Target Group

The difference between both target groups now remains steady around 20%, while in the second measurement the difference grew from 13% (Oct 2001) to 21% (Apr 2002).

This implies that the growth of online sophistication for G2C and G2B is almost equal: 5%-point for G2C against 4%-point for G2B. The same trend can be identified when the scores are broken down by country. In almost every country included in the survey, public services for businesses score significantly higher than public services for citizens.

3.3. The Four Service Clusters

In order to identify common trends within groups of related services, four service clusters have been introduced since the first measurement: income-generating, registration, permits & licenses and returns. These service clusters are 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.

In all clusters a growth from 3%-point to 5%-point is measured. When comparing the cluster averages with the overall survey average of 60%, one can observe that the income-generating cluster (including income tax, VAT, corporate tax etc;) remains by far the best performing cluster (82%) and the only scoring better than the survey average. The highest growth percentage (5%) is achieved in the clusters registration and returns, resulting in the respective scores of 58% and 53%. The cluster permits and licenses still performs weaker with 44% and a growth of 3%-point. Compared to the growth figures between the first and second measurement, growth has slowed down for all service clusters.

The results for each of the service clusters are illustrated in Figure 5 to Figure 6 (indicate figure numbers).

In the following paragraphs the scores of each cluster will be analysed:

- A spider-diagram illustrates the scores within the cluster for each country
- A bar-diagram illustrates the scores of each of the services within the cluster

3.3.1. Income-generating Cluster

With a cluster average of 82%, the income-generating cluster remains the best performing cluster, in which every service scores higher than the global survey average of 60%. There are now 13 out of 18 participating countries that score 75% or higher.

On a country basis next to Denmark, Italy and France also Finland and Sweden score now 100% for each service in this cluster, which implies that they realise a full transactional phase for each service.

The country that makes the highest progress in this cluster is The Netherlands (15%-point), followed by Luxembourg, Belgium and Sweden (10%-point).

The best scoring public service within this cluster is “declaration of VAT” with a score of 90%. Custom declaration is the lowest scoring service, but makes the largest progress (8%-point).

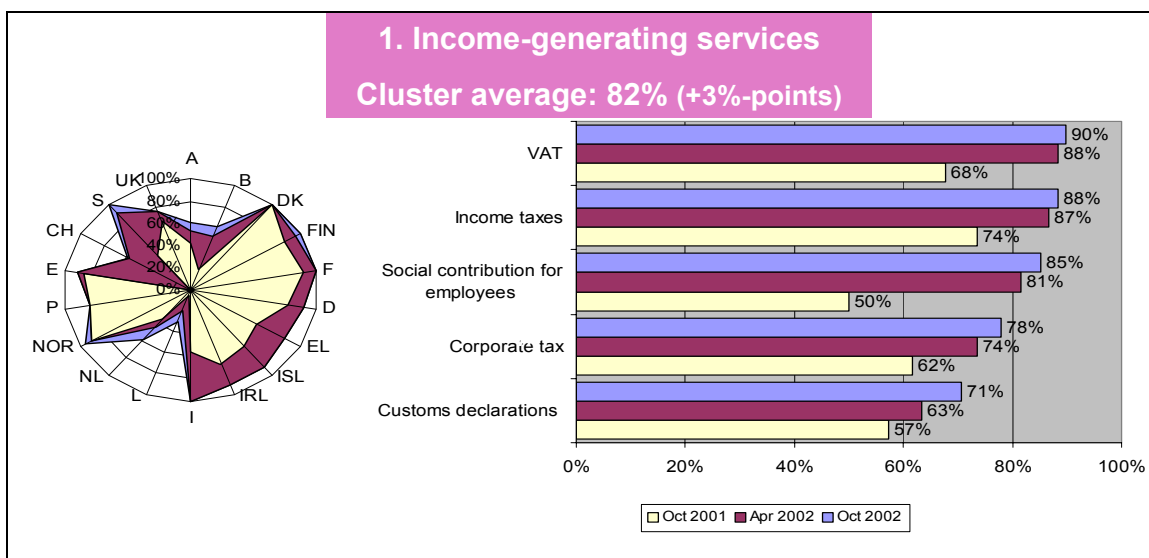


Figure 3: Income-generating services

3.3.2. Registration Cluster

With a cluster average of 58%, the cluster of registration services scores slightly below the total average of 60%. Within this cluster, Submission of data to the statistical offices (79%) and Registration of a new Company (68%) perform better than the survey average.

Sweden scores now 100% for every service in this cluster and also Finland and Denmark perform very well, with scores of 83% and 77%.

The highest growth in this cluster (13%-point) is realised by the service birth and marriage certificates, which now surpasses the service car registration. The highest growth on country-level is realised by Luxembourg (15%-point) and Denmark (12%-point).

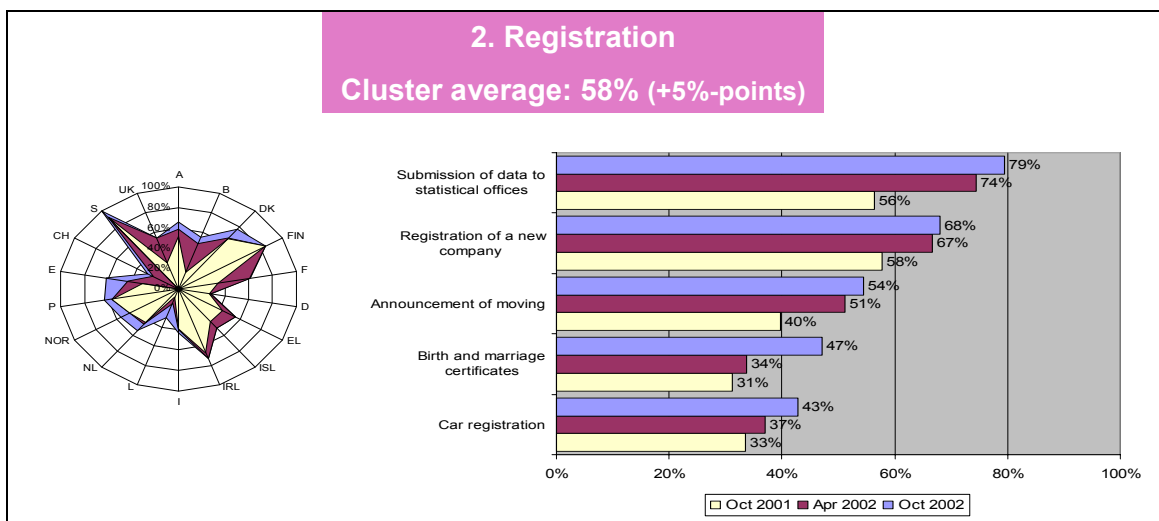


Figure 4: Registration

3.3.3. Returns Cluster

With a cluster average of 53%, this cluster performs under the average score of 60%. However, the best performing service overall, job search (91%), belongs to this service cluster.

The variation between the lowest scoring service in this cluster (health related services, 14%) and the highest scoring service (job search 91%) is the highest of all service clusters: 77%-point. The scores of the other services in this cluster vary from 45% to 58%.

In this service cluster the higher growth figures are not realised by the lower performing services: highest growth is here realised by public libraries (7%-point) and job search services (6%-point). Health-related services remains very low and has the lowest growth: 2%-point.

Sweden, Ireland and Denmark perform best with scores of 75% and higher.

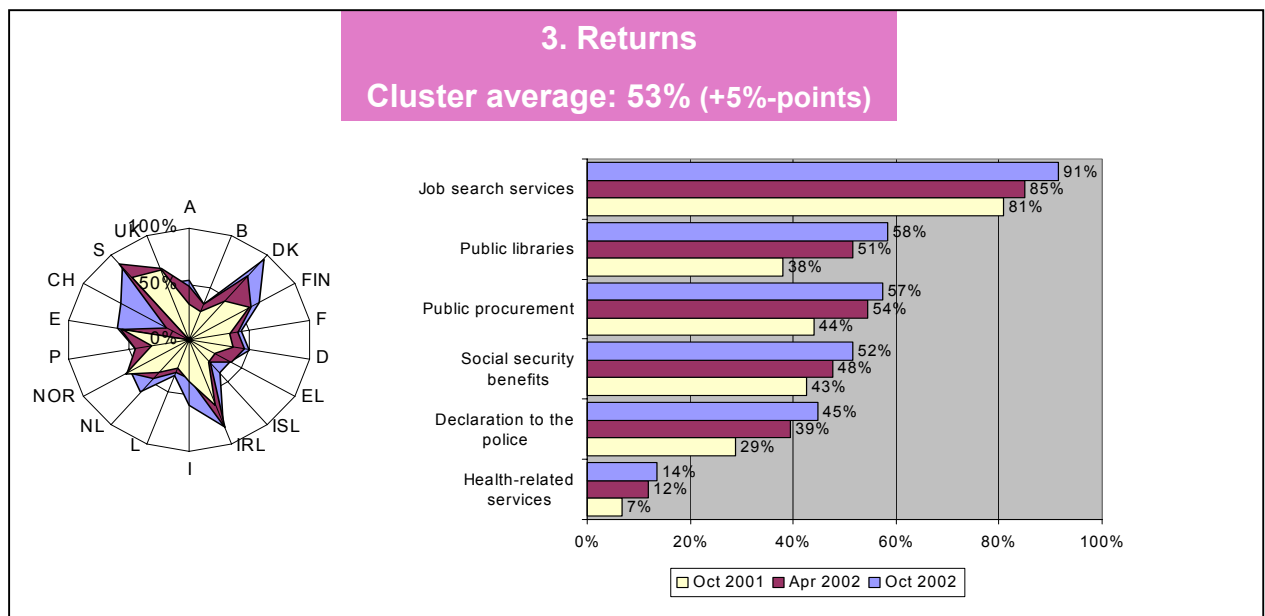


Figure 5: Returns

3.3.4. Permits and Licences Cluster

This cluster remains the lowest performing cluster (41%) and the only one that doesn't reach an average score of 50%.

Also the growth figures of the individual services in this cluster are rather low. The highest growth (4%-point) is realised by personal documents and enrolment in higher education.

On a country level, Ireland is a remarkable exception in the cluster with a score of more than double the cluster average (92%). Countries that have made a good effort in this cluster include UK, Denmark, Finland, Sweden and Luxembourg with growth figures of 10%-point and higher.

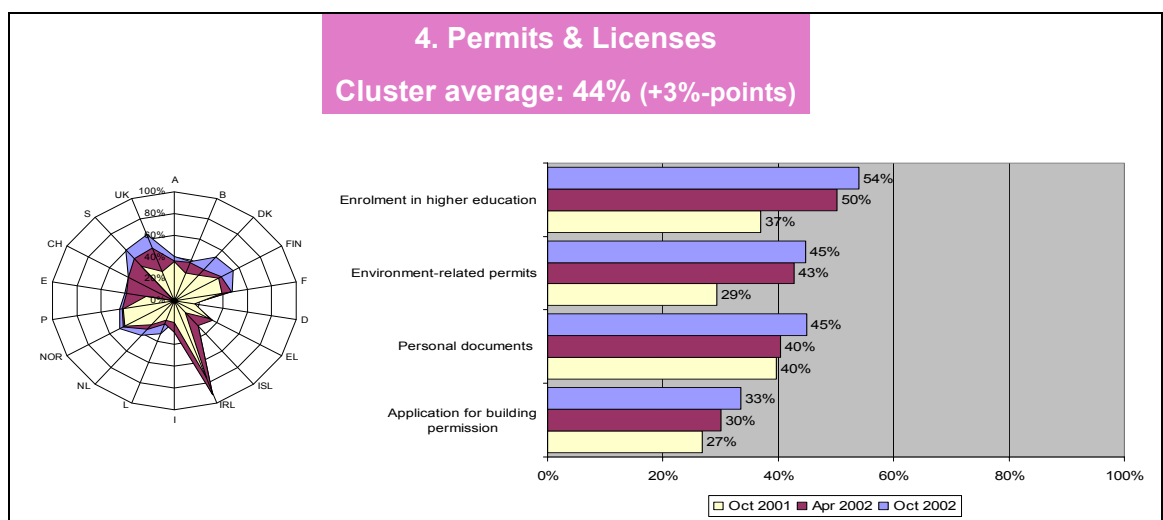


Figure 6: Permits and Licences

3.4. Results by Country

Looking at the country ranking, presented in Table 3, it is observed that the online sophistication of public services is now the most advanced in Sweden (87%). 4 countries reach a score higher than 75% (compared to only 2 countries in the 2nd measurement).

In terms of % of services that offer a complete electronic case handling the three best performing countries have the best results. In Sweden 67% of the relevant services received the maximum score, where in Ireland and Denmark 56% of the services offer full electronic case handling. The country ranking per service has been included as annex 3 of this document.

10 countries have a score between 50% and 75%, while only 4 countries score less than 50%.

Country	October 2002	April 2002	October 2001
Sweden	87%	81%	61%
Ireland	85%	85%	68%
Denmark	82%	69%	59%
Finland	76%	70%	66%
Norway	66%	63%	63%
Spain	64%	58%	50%
France	63%	61%	49%
United Kingdom	62%	63%	50%
Portugal	58%	56%	51%
Italy	57%	51%	39%
Austria	56%	49%	40%
The Netherlands	54%	42%	37%
Iceland	53%	50%	38%
Greece	52%	54%	39%
Switzerland	49%	35%	-
Germany	48%	46%	40%
Belgium	47%	43%	23%
Luxembourg	32%	22%	15%

Table 3: Country Ranking

Of the 15 countries that make progress between the 2nd and 3th measurement, Switzerland, Denmark and the Netherlands realise the highest progress with growth figures that exceed 10%-point.

Also Luxembourg makes a remarkable progress of almost 10%-point, overall evaluating from the information stage to one-way interaction.

Ireland remains at the same level as for the 2nd measurement: 85%.

In Greece and the UK, a negative growth is recognized. In the UK, this negative growth is explained by the fact that a pilot project for public procurement is currently

under evaluation and temporarily not available online. In Greece, a portal site on country level (also a global information telephone number), www.1464.gr, no longer exists. This website has been replaced by a number of others, but none of them achieved the same level of online development as www.1464.gr resulting in a lower score. According to the Greek government there will soon be a single access portal replacing the Website www.1464.gr.

The growth figures realised between the 2nd and the 3rd measurement are presented per country in Figure .

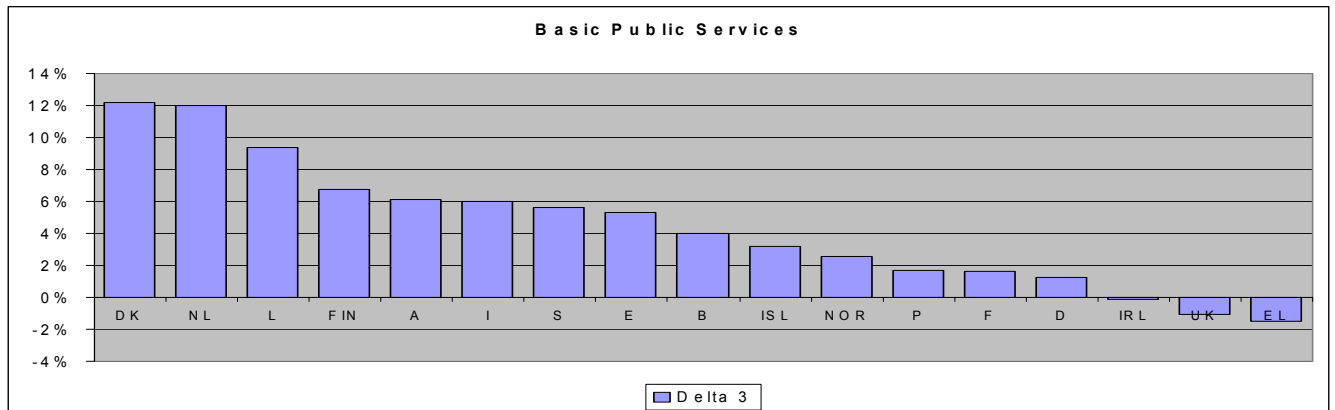


Figure 7: Growth between 2nd and 3rd Measurement

4. Analysing Progress

During the first measurement (October 2001), an analysis framework was created based on the observation that the best results were achieved by centrally coordinated public services with simplified procedures (such as job search, VAT and income taxes) and that the services with the lowest scores are typically co-ordinated by local service providers and have more complex procedures (such as application for building permission and environment related permits).

The analysis framework is illustrated in Figure . On the x-axis the typical organisation of the service provider is represented: ranging from co-ordinated at one central point to dispersed at different delivery points. On the y-axis the complexity of the procedure behind the public service is represented.

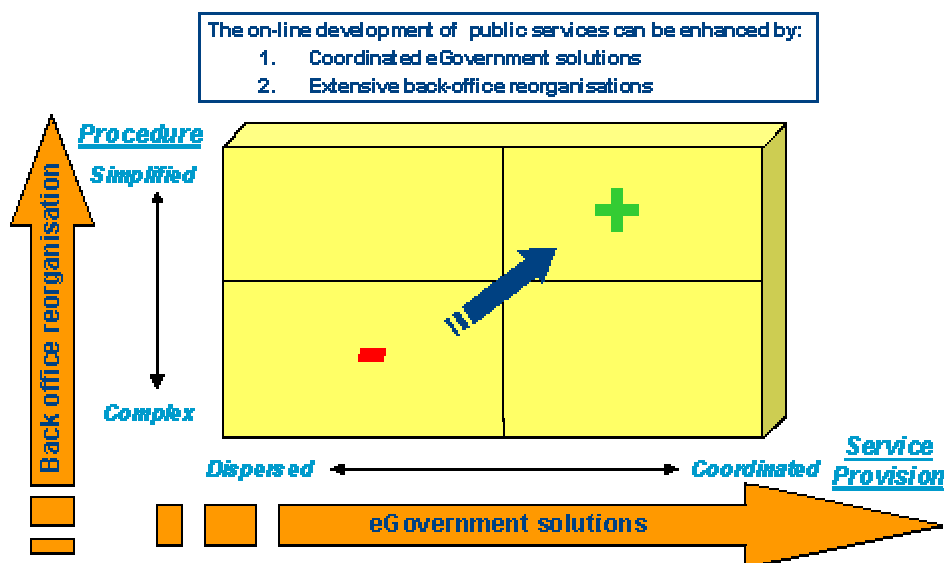


Figure 8: Analysis Framework

Within this framework, two main reasons can be distinguished for making progress:

- Co-ordinated eGovernment solutions or centralising the service offering
- Extensive back-office reorganisations or simplifying the procedure to obtain the service

Co-ordinated eGovernment solutions allow local service providers to take advantage of centralised on-line initiatives offering the citizens/businesses a single point of contact. These solutions are typically citizen/business-oriented and can be taken easily for services with simple underlying procedures. The online development of services with more complex underlying procedures is more slowly as it requires extensive back-office reorganisation to transform complex procedures into simple ones. This is rather a long term operation but solutions are considered more profound as the back office organisation is adapted simultaneously with the front office solution.

In the remainder of this chapter, a best practice for a service of each quadrant of the analysis framework is presented.

Dispersed Service Provision, Simple Procedure: Declaration to the Police (Denmark)

In the quadrant of dispersed but rather simplified services we noticed that progress in these type of services is in most of the cases realized in countries that invest in e-portal solutions.

This does not automatically imply that the physical service providers are no longer dispersed: it means that the dispersed service providers are reached through a single point of access or a central “virtual” service provider.

Out of this quadrant, the service declaration to the police is highlighted and illustrated with a best practice of Denmark. This best practice is an example of an e-government solution, where citizens can declare IT-related criminal activities through the Internet. The national unit that is in charge of IT related crime will handle their declaration. If necessary the declaration will automatically be forwarded to the local police department authorized for the territory where the crime has occurred.

IT-related crime, ranging from hacking and dealing in illegal software to child pornography and cyber terrorism has grown steadily with the penetration of the Internet over the world. In this example of an eGovernment solution, the same technology that enabled the widespread of criminality in the first place is used to beat the criminality.

Rigspolitiets IT-støtteenhed

Narkotika
14:04:08 - 11/12/2002
Velkommen, 10.32.185.22 (10.32.185.22) via 212.35.100.132 (212.35.100.132)

For anmeldelse af websider der sælger narkotika, doping m.v. bedes nedenstående formular udfyldt.
Felterne angivet med * skal udfyldes. Anmeldelsen består af to sider. Begge sider skal udfyldes. Når De har afsendt Deres anmeldelse, vil De som kvittering modtage en email. For at vi kan behandle Deres anmeldelse, skal De besvare denne kvittering uden at ændre indholdet.

*Fornavn: *Efternavn:
 *Adresse *Postnr.
 *Tlf privat: Tlf arb.:
 *E-mail:

*Ønsker De at vedhæfte dokumentation?
 ja
 nej

Example:
Declaration to the
Police
Denmark
www.anmeldelse.politi.dk

Figure 9: Best Practice - Declaration to the Police (Denmark)

Co-ordinated Service Provision, Simple Procedure: Job Search (The Netherlands)

Services with simplified procedures and centralized services typically score very well. In this quadrant a best practice of the service with the largest overall score, job search services (91%), is illustrated.

The Website www.werk.nl is an initiative of the Dutch Centre for Labour and Income: a public-private co-operation that aims to bring employer and employee together. The website is a good example of an eGovernment solution combined with back-office re-organisation: one single point of access for all Dutchmen where they can obtain practical information on how to find a job, subscribe themselves and find job offers that fit their profile. The site even offers the possibility to directly apply for a job through the website.

The website of the Centre for Labour and Income also provides the necessary information for obtaining replacement income when being jobless.

Next to the Job Search Services for citizens, werk.nl also offers services for businesses in their search to find workers.



The screenshot shows the homepage of Werk.nl. At the top, there is a navigation bar with links for HOME, WERK ZOEKEN, OP WEG NAAR WERK, PERSONEEL ZOEKEN, UW GEGEVENS, NIEUWS, HULP, and PLATTEGROND. Below this, there are sections for 'Persoonlijk zoeken' (Personal search) and 'Nu inschrijven' (Sign up now). The 'Persoonlijk zoeken' section includes a brief description of the service and a 'Kortom' (In short) section. The 'Nu inschrijven' section has a 'INSCHRIJVEN' button. On the right side, there is a 'Inloggen' (Login) section with fields for 'Gebruikersnaam' (Username) and 'Wachtwoord' (Password), and a 'LOGIN' button. Below the login section, there are links for 'Wachtwoord of Gebruikersnaam vergeten?' (Forgot password or username?) and 'Nog niet ingeschreven?' (Not yet registered?).

Example:

Job Search Services

The Netherlands

www.werk.nl

Figure 10: Best Practice - Job Search Services (The Netherlands)

Co-ordinated Service Provision, Complex Procedure: Registration of a New Company (Belgium)

In the quadrant where services considered as rather complex services but with a central service provision are positioned, a best practice for registration of a new company is highlighted.

As the enrolment of a new company involves rather complex procedures, eGovernment solutions can only be enabled if also the back-office organisation is restructured: bringing a complex service on-line on a single access point and offering a full electronic case handling requires a re-organisation and simplification of the underlying procedures.

This initiative of the federal department of justice is a good example of an e-Government solution that could only be realised by extensive efforts to re-organise the back-office organisation. Since the beginning of the nineties, the federal department of justice has made considerable efforts in the ICT equipment of the judicial class. In the frame of different subsequent programmes, the different levels of the judicial class have been equipped with the necessary hard- and software to support the maintenance and accessibility of electronic files and procedures.

From this single point of access the request is automatically forwarded to the authorized local chamber of commerce. This website covers both the inscription of a physical and a juridical person.

Figure 11: Best Practice - Registration of a New Company (Belgium)

Dispersed Service Provision, Complex Procedure: Application for Building Permission (Ireland)

In general, services in the most difficult quadrant (complex procedure and dispersed service provision) f.e. application for building permission (33%) are still far from a full interactive stage. In contradiction to this general trend, we find a best practice for application for building permission in Ireland, where Reachservices, a public service e-government initiative, offers the possibility to apply for a building permission online regardless of the county of residence. Registered users can submit their application online and obtain a full electronic case handling. For users who do not want to register, the option is foreseen to download the official application forms and send these by regular mail to the responsible authority. As such this example is considered as a coordinated eGovernment solution that is supported by a fully (re)-organised back-office.

The Irish Government established the Reach Agency in 2000 to develop a strategy for the integration of public services and to develop and implement a framework for electronic government. Reachservices was developed with this goal in mind and is designed to offer the citizen a single gateway to governmental services online.

Reachservices provides the citizens with quick, secure access to public sector information and interactive services: a wide range of application forms for public services delivered by various public sector bodies such as government departments, state agencies, local authorities and the health sector are covered.

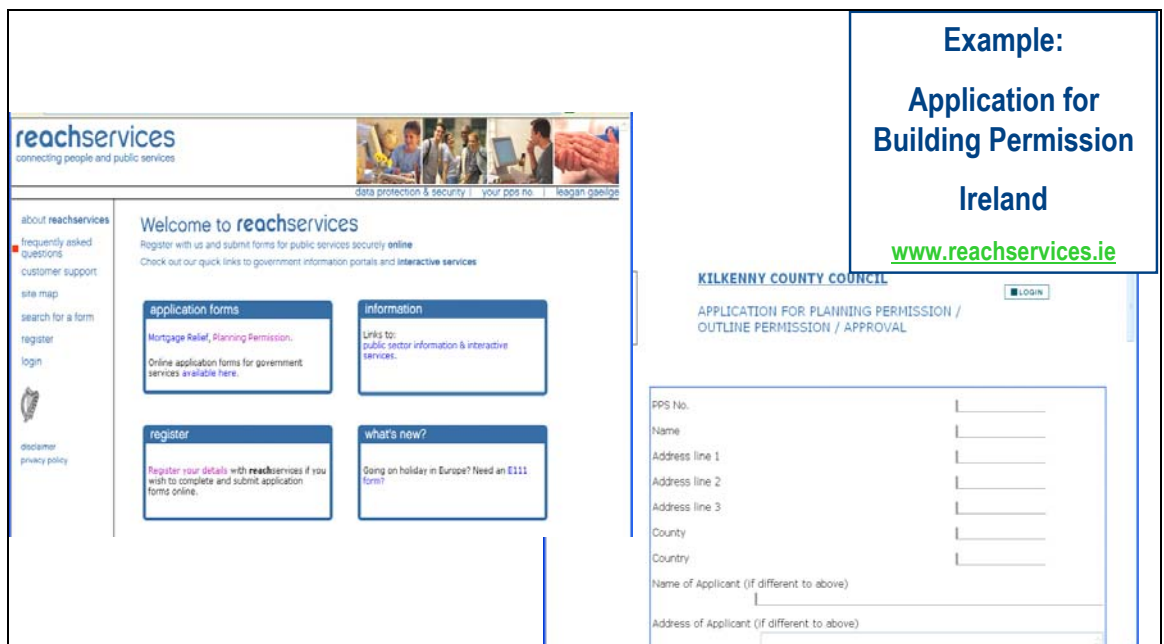


Figure 12: Best Practice - Application for Building Permission (Ireland)

5. General Conclusions

The most important conclusion of the third measurement with respect to the on-line availability of public services is the fact that the trend of growth of eGovernment in Europe is still clearly present. Online sophistication of public service provision for both target groups (citizens and businesses) is growing and the results of all services have improved. A growth of 5%-point results in an overall score of 60% on-line sophistication of public services measured in October 2002.

However, the growth of 5% is more modest compared to the 10% that was realized between the first and the second measurement. The progress seems to slow down, as more countries attain high overall levels of online sophistication of public service provision. Although some countries could accelerate further progress on the way of eGovernment as a tool for the development of a citizen- and business-friendly administration, several countries are not far from reaching a 100% fully electronic public services.

Different countries have been adopting comparable eGovernment solutions: the differences between countries are leveling out and scores are becoming closer. The range between the lowest scoring country and the highest scoring country has decreased with 8%-point. More e-Portal solutions have been brought online and some clear results of extensive and long time back-office re-organisation are becoming visible.

In the light of this conclusion, the benchmarking of the progress of eGovernment should focus more closely on the modernization of the Government and more particularly on the transformation of government authorities into customer-oriented service providers. For examples service delivery, organised in a way that citizens and/or businesses are exempt from the demand as a first step in the process, can be considered as a higher stage of eGovernment. The citizens deserve to be treated as customers and to form the central focus of administrative service provision. Beyond stage 4, lie the dimension of customer-friendliness and the stage of complete automation.

6. Annex 1: Definitions of the 20 Public Services

1. Income taxes

Definition of public service as mentioned in the tender of the EC

Income taxes: declaration, notification of assessment

Research definition

Standard procedure to declare labour income tax of an employee.

	<i>Research definition of the stages</i>
Stage 0	The service provider or the administrative responsible level do not have a publicly accessible website or the publicly accessible website managed by the service provider or by the administrative responsible level does not qualify for any of the criteria for the stages 1 to 4.
Stage 1	The information necessary to start the procedure to declare income taxes of an employee is available on a publicly accessible website managed by the service provider or by the administrative responsible level.
Stage 2	The publicly accessible website managed by the service provider or by the administrative responsible level offers the possibility to obtain the paper form to start the procedure to declare income taxes of an employee in a non electronic way.
Stage 3	The publicly accessible website managed by the service provider or by the administrative responsible level offers the possibility of an electronic intake with an official electronic form to start the procedure to declare income taxes of an employee.
Stage 4	The publicly accessible website managed by the service provider or by the administrative responsible level offers the possibility to completely treat the declaration of income taxes of an employee via the website. The complete income tax declaration and notification of assessment can be treated via the website. No other formal procedure is necessary for the applicant via "paperwork".

2. Job search

Definition of public service as mentioned in the tender of the EC

Job search services by labour offices

Research definition

Standard procedure to obtain job offerings as organised by official labour offices, no private market initiatives.

	Research definition of the stages
Stage 0	The service provider or the administrative responsible level does not have a public accessible website or the publicly accessible website managed by the service provider or by the administrative responsible level does not qualify for any of the criteria for the stages 1 to 4.
Stage 1	The information necessary to start the procedure to obtain job offerings is available on a publicly accessible website managed by the service provider or by the administrative responsible level.
Stage 2	The publicly accessible website managed by the service provider or by the administrative responsible level offers the possibility to obtain the paper form to receive job offerings in a non-electronic way.
Stage 3	The publicly accessible website managed by the service provider or by the administrative responsible level offers the possibility to consult databases with job offerings.

Although for this service the tender of the European Commission predefined a maximal stage 3, we took into account stage 4. Following the structure of the stages as defined in the same document by the European Commission and by analogy of the developments in the field of e-commerce, one can define a stage 4 where the common public service is fully electronically supplied to the applicant. In this case we can concretise stage 4 as:

Stage 4	The publicly accessible website managed by the service provider or by the administrative responsible level offers the possibility of an electronic supply of pre-selected jobs related to a given profile of the job searcher.
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3. Social security benefits

Definition of public service as mentioned in the tender of the EC

Social security benefits:

- Unemployment benefits
- Child allowances
- Medical costs (reimbursement or direct settlement)
- Student grants

Research definition

Standard procedure to obtain social security benefits

- 0 Unemployment benefit: standard procedure to obtain replacement income in case of unemployment
- 1 Child allowance: standard procedure to obtain child allowance
- 2 Medical costs: standard procedure to obtain reimbursement of costs covered by obligatory medical insurance
- 3 Student grants: standard procedure to obtain student grants for higher education

In the following table, only the definition of the public service “Unemployment benefit” is fully developed, the other three have the same structure.

	Research definition of the stages
Stage 0	The service provider or the administrative responsible level does not have a publicly accessible website or this website managed by the service provider or by the administrative responsible level does not qualify for any of the criteria for the stages 1 to 4.
Stage 1	The information necessary to start the procedure to obtain unemployment benefits is available on a publicly accessible website managed by the service provider or by the administrative responsible level.
Stage 2	The publicly accessible website managed by the service provider or by the administrative responsible level offers the possibility to obtain the paper form to start the procedure to obtain unemployment benefits in a non-electronic way.
Stage 3	The publicly accessible website managed by the service provider or by the administrative responsible level offers the possibility of an electronic intake with an official electronic form to start the procedure to obtain unemployment benefits.
Stage 4	The publicly accessible website managed by the service provider or by the administrative responsible level offers the possibility to completely treat the demand for unemployment benefits via the website. Case handling, decision and delivery (ex. payment) of the standard procedure to obtain unemployment benefits are completely treated via the web. No other formal procedure is necessary for the applicant via

	"paperwork".
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4. Personal documents

Definition of public service as mentioned in the tender of the EC

Personal documents: passport and driver's licence

Research definition

Standard procedure to obtain an international passport and standard procedure to obtain a driver's licence for a personal vehicle not for professional use:

In the following table, only the case of the passport-delivery is fully developed, the driver's license-service has the same structure.

	Research definition of the stages
Stage 0	The service provider or the administrative responsible level do not have a publicly accessible website or the publicly accessible website managed by the service provider or by the administrative responsible level does not qualify for any of the criteria for the stages 1 to 4.
Stage 1	The information necessary to start the procedure to obtain an international passport is available on a publicly accessible website managed by the service provider or by the administrative responsible level.
Stage 2	The publicly accessible website managed by the service provider or by the administrative responsible level offers the possibility to obtain the paper form to start the procedure to obtain an international passport in a non-electronic way.
Stage 3	The publicly accessible website managed by the service provider or by the administrative responsible level offers the possibility of an electronic intake with an official electronic form to start the procedure to obtain an international passport.
Stage 4	NOT APPLICABLE

5. Car registration**Definition of public service as mentioned in the tender of the EC**

Car registration (new, used, imported cars)

Research definition

Standard procedure to register a new, used or imported car.

	Research definition of the stages
Stage 0	The service provider or the administrative responsible level do not have a publicly accessible website or the publicly accessible website managed by the service provider or by the administrative responsible level does not qualify for any of the criteria for the stages 1 to 4.
Stage 1	The information necessary to start the procedure to register a new, used or imported car is available on a publicly accessible website managed by the service provider or by the administrative responsible level.
Stage 2	The publicly accessible website managed by the service provider or by the administrative responsible level offers the possibility to obtain the paper form to start the procedure to register a new, used or imported car in a non electronic way.
Stage 3	The publicly accessible website managed by the service provider or by the administrative responsible level offers the possibility of an electronic intake with an official electronic form to start the procedure to register a new, used or imported car.
Stage 4	The publicly accessible website managed by the service provider or by the administrative responsible level offers the possibility to completely treat the registration of a new, used or imported cars via the website. Case handling, decision and delivery of a standard procedure to register a new, used or imported car can completely be treated via the web. No other formal procedure is necessary for the applicant via "paperwork"

6. Building permission

Definition of public service as mentioned in the tender of the EC

Application for building permission

Research definition

Standard procedure to obtain a building or renovation permission for a personal building (regular, initial demand, i.e. not taking into consideration contesting and appeal).

	Research definition of the stages
Stage 0	The service provider or the administrative responsible level do not have a publicly accessible website or the publicly accessible website managed by the service provider or by the administrative responsible level does not qualify for any of the criteria for the stages 1 to 4.
Stage 1	The information necessary to start the procedure to obtain a building or renovation permission is available on a publicly accessible website managed by the service provider or by the administrative responsible level.
Stage 2	The publicly accessible website managed by the service provider or by the administrative responsible level offers the possibility to obtain the paper form to start the procedure to obtain a building or renovation permission in a non electronic way.
Stage 3	The publicly accessible website managed by the service provider or by the administrative responsible level offers the possibility of an electronic intake with an official electronic form to start the procedure to obtain a building or renovation permission.
Stage 4	The publicly accessible website managed by the service provider or by the administrative responsible level offers the possibility to completely treat a building or renovation permission via the website. Case handling, decision and delivery of a standard procedure to obtain a building or renovation permission can be treated via the web. No other formal procedure is necessary for the applicant via "paperwork"

7. Declaration to the police**Definition of public service as mentioned in the tender of the EC**

Declaration to the police (e.g. in case of theft)

Research definition

Standard procedure to officially declare a theft of personal goods (ex. car or home burglary) to a local police office.

	Research definition of the stages
Stage 0	The service provider or the administrative responsible level does not have a publicly accessible website or the publicly accessible website managed by the service provider or by the administrative responsible level does not qualify for any of the criteria for the stages 1 to 3.
Stage 1	The information necessary to start the procedure to make an official declaration of theft of personal goods to the local police is available on a publicly accessible website managed by the service provider or by the administrative responsible level.
Stage 2	The publicly accessible website managed by the service provider or by the administrative responsible level offers the possibility to obtain the paper form to start the procedure to make an official declaration of theft of personal goods to the local police in a non electronic way.
Stage 3	The publicly accessible website managed by the service provider or by the administrative responsible level offers the possibility of an electronic intake with an official electronic form to start the procedure to make an official declaration to the local police.
Stage 4	NOT APPLICABLE

8. Public libraries**Definition of public service as mentioned in the tender of the EC**

Public libraries (availability of catalogues, search tools)

Research definition

Standard procedure to consult the catalogue(s) of a public library to obtain a specific information carrier (Book, CD, ...).

	Research definition of the stage
Stage0	The service provider or the administrative responsible level do not have a publicly accessible website or the publicly accessible website managed by the service provider or by the administrative responsible level does not qualify for any of the criteria for the stages 1 to 4.
Stage1	The information necessary to start the procedure to consult the catalogues of a public library to obtain a specific information carrier is available on a publicly accessible website managed by the service provider or by the administrative responsible level.
Stage2	The publicly accessible website managed by the service provider or by the administrative responsible level offers the possibility to obtain the paper form to start the procedure to consult the catalogues of a public library to obtain a specific title in a non electronic way.
Stage3	The publicly accessible website managed by the service provider or by the administrative responsible level offers the possibility to search for a specific information carrier (book, CD...).

Although for this service the tender of the European Commission predefined a maximal stage 3, we took into account stage 4. Following the structure of the stages as defined in the same document by the European Commission and by analogy of the developments in the field of e-commerce, one can define the following stage 4 for public libraries:

Stage 4	The publicly accessible website managed by the service provider or by the administrative responsible level offers the possibility to search for a specific title (book, CD...) and to make an electronic reservation or to obtain an electronic copy.
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9. Certificates

Definition of public service as mentioned in the tender of the EC

Certificates (birth and marriage): request and delivery

Research definition

Standard procedure to obtain a birth or marriage certificate (can be one document out of the National register of persons in some countries).

	Research definition of the stages
Stage 0	The service provider or the administrative responsible level do not have a public accessible website or the publicly accessible website managed by the service provider or by the administrative responsible level does not qualify for any of the criteria for the stages 1 to 3.
Stage 1	The information necessary to start the procedure to obtain a birth or marriage certificate is available on a publicly accessible website managed by the service provider or by the administrative responsible level.
Stage 2	The publicly accessible website managed by the service provider or by the administrative responsible level offers the possibility to obtain the paper form to start the procedure to obtain a birth or marriage certificate in a non electronic way.
Stage 3	The publicly accessible website managed by the service provider or by the administrative responsible level offers the possibility of an electronic intake with an official electronic form to start the procedure to obtain a birth or marriage certificate.
Stage 4	NOT APPLICABLE

10. Enrolment in higher education**Definition of public service as mentioned in the tender of the EC**

Enrolment in higher education / university

Research definition

Standard procedure to enrol students in a university or another institution of higher education subsidised by an official instance in the country.

	Research definition of the stages
Stage 0	The service provider or the administrative responsible level do not have a publicly accessible website or the publicly accessible website managed by the service provider or by the administrative responsible level does not qualify for any of the criteria for the stages 1 to 4.
Stage 1	The information necessary to start the procedure to enroll students in a university or another institution of higher education is available on a publicly accessible website managed by the service provider or by the administrative responsible level.
Stage 2	The publicly accessible website managed by the service provider or by the administrative responsible level offers the possibility to obtain the paper form to start the procedure to enroll students in a university or another institution of higher education in a non electronic way.
Stage 3	The publicly accessible website managed by the service provider or by the administrative responsible level offers the possibility of an electronic intake with an official electronic form to start the procedure to enrol students in a university or another institution of higher education.
Stage 4	The publicly accessible website managed by the service provider or by the administrative responsible level offers the possibility to completely treat the enrolment of students in a university or another institution of higher education. via the website. Case handling, decision and delivery of a standard procedure to enrol students in a university or another institution of higher education can be treated via the web. No other formal procedure is necessary for the applicant via "paperwork"

11. Announcement of moving**Definition of public service as mentioned in the tender of the EC**

Announcement of moving (change of address)

Research definition

Standard procedure for the announcement of change of address of a private person moving within the country.

	Research definition of the stages
Stage 0	The service provider or the administrative responsible level do not have a publicly accessible website or the publicly accessible website managed by the service provider or by the administrative responsible level does not qualify for any of the criteria for the stages 1 to 3.
Stage 1	The information necessary to start the procedure to officially announce a change of address is available on a publicly accessible website managed by the service provider or by the administrative responsible level.
Stage 2	The publicly accessible website managed by the service provider or by the administrative responsible level offers the possibility to obtain the paper form to start the procedure to officially announce a change of address in a non electronic way.
Stage 3	The publicly accessible website managed by the service provider or by the administrative responsible level offers the possibility of an electronic intake with an official electronic form to start the procedure to officially announce a change of address.
Stage 4	NOT APPLICABLE

12. Health related services***Definition of public service as mentioned in the tender of the EC***

Health related services (interactive advice on the availability of services in different hospitals; appointments for hospitals)

Research definition

Standard procedure to obtain an appointment at a hospital officially recognised by a national, regional or local authority.

	<i>Research definition of the stages</i>
Stage 0	The service provider or the administrative responsible level does not have a publicly accessible website or the publicly accessible website managed by the service provider or by the administrative responsible level does not qualify for any of the criteria for the stages 1 to 4.
Stage 1	The information necessary to start the procedure to obtain an appointment at a hospital is available on a publicly accessible website managed by the service provider or by the administrative responsible level.
Stage 2	The publicly accessible website managed by the service provider or by the administrative responsible level offers the possibility to obtain the paper form to start the procedure to obtain an appointment at a hospital in a non-electronic way.
Stage 3	The publicly accessible website managed by the service provider or by the administrative responsible level offers the possibility of an electronic intake with an official electronic form to start the procedure to obtain an appointment at a hospital.
Stage 4	The publicly accessible website managed by the service provider or by the administrative responsible level offers the possibility to completely treat the demand of an appointment via the website. Case handling, decision and delivery of a standard procedure to obtain an appointment at a hospital can be treated via the web. No other formal procedure is necessary for the applicant via "paperwork"

13. Social contributions**Definition of public service as mentioned in the tender of the EC**

Social contributions for employees

Research definition

Standard procedure to declare social contributions for employees affected by corporations

	Research definition of the stages
Stage 0	The service provider or the administrative responsible level does not have a publicly accessible website or the publicly accessible website managed by the service provider or by the administrative responsible level does not qualify for any of the criteria for the stages 1 to 4.
Stage 1	The information necessary to start the procedure to declare social contributions for employees is available on a publicly accessible website managed by the service provider or by the administrative responsible level.
Stage 2	The publicly accessible website managed by the service provider or by the administrative responsible level offers the possibility to obtain the paper form to start the procedure to declare social contributions for employees in a non electronic way.
Stage 3	The publicly accessible website managed by the service provider or by the administrative responsible level offers the possibility of an electronic intake with an official electronic form to start the procedure to declare social contributions for employees.
Stage 4	The publicly accessible website managed by the service provider or by the administrative responsible level offers the possibility to completely treat the declaration of social contributions for employees via the website. Case handling, decision and delivery of a standard procedure to declare social contributions for employees can be treated via the web. No other formal procedure is necessary for the applicant via "paperwork"

14. Corporate tax**Definition of public service as mentioned in the tender of the EC**

Corporate tax: declaration, notification

Research definition

Standard procedure to declare corporate tax for income out of normal activities of a corporation

	Research definition of the stages
Stage 0	The service provider or the administrative responsible level does not have a publicly accessible website or the publicly accessible website managed by the service provider or by the administrative responsible level does not qualify for any of the criteria for the stages 1 to 4.
Stage 1	The information necessary to start the procedure to declare corporate tax is available on a publicly accessible website managed by the service provider or by the administrative responsible level.
Stage 2	The publicly accessible website managed by the service provider or by the administrative responsible level offers the possibility to obtain the paper form to start the procedure to declare corporate tax in a non electronic way.
Stage 3	The publicly accessible website managed by the service provider or by the administrative responsible level offers the possibility of an electronic intake with an official electronic form to start the procedure to declare corporate tax.
Stage 4	The publicly accessible website managed by the service provider or by the administrative responsible level offers the possibility to completely treat the declaration of corporate tax via the website. Case handling, decision and delivery of a standard procedure to declare corporate tax can be treated via the web. No other formal procedure is necessary for the applicant via "paperwork"

15. VAT**Definition of public service as mentioned in the tender of the EC**

VAT: declaration, notification

Research definition

Standard procedure for VAT declaration and/or notification for transactions regarding normal activities of a corporation

	Research definition of the stages
Stage 0	The service provider or the administrative responsible level do not have a publicly accessible website or the publicly accessible website managed by the service provider or by the administrative responsible level does not qualify for any of the criteria for the stages 1 to 4.
Stage 1	The information necessary to start the procedure to declare VAT is available on a publicly accessible website managed by the service provider or by the administrative responsible level.
Stage 2	The publicly accessible website managed by the service provider or by the administrative responsible level offers the possibility to obtain the paper form to start the procedure to declare VAT in a non electronic way.
Stage 3	The publicly accessible website managed by the service provider or by the administrative responsible level offers the possibility of an electronic intake with an official electronic form to start the procedure to declare VAT.
Stage 4	The publicly accessible website managed by the service provider or by the administrative responsible level offers the possibility to completely treat the declaration of VAT via the website. Case handling, decision and delivery of a standard procedure to declare VAT can be treated via the web. No other formal procedure is necessary for the applicant via "paperwork"

16. Company registration**Definition of public service as mentioned in the tender of the EC**

Registration of a new company

Research definition

Most important registration procedure to start a new company

	Research definition of the stages
Stage 0	The service provider or the administrative responsible level does not have a publicly accessible website or the publicly accessible website managed by the service provider or by the administrative responsible level does not qualify for any of the criteria for the stages 1 to 4.
Stage 1	The information necessary to start the procedure to register a new company is available on a publicly accessible website managed by the service provider or by the administrative responsible level.
Stage 2	The publicly accessible website managed by the service provider or by the administrative responsible level offers the possibility to obtain the paper form to start the procedure to register a new company in a non-electronic way.
Stage 3	The publicly accessible website managed by the service provider or by the administrative responsible level offers the possibility of an electronic intake with an official electronic form to start the procedure to register a new company.
Stage 4	The publicly accessible website managed by the service provider or by the administrative responsible level offers the possibility to completely treat the declaration of a new company via the website. Case handling, decision and delivery of a standard procedure to register a new company can be treated via the web. No other formal procedure is necessary for the applicant via "paperwork"

17. Statistical data**Definition of public service as mentioned in the tender of the EC**

Submission of data to statistical offices

Research definition

Standard procedure to submit at least one statistical questionnaire with data to the National Institute for Statistics of the country.

	Research definition of the stages
Stage 0	The service provider or the administrative responsible level do not have a publicly accessible website or the publicly accessible website managed by the service provider or by the administrative responsible level does not qualify for any of the criteria for the stages 1 to 3.
Stage 1	The information necessary to start the procedure to submit at least one statistical questionnaire to the National Institute for Statistics is available on a publicly accessible website managed by the service provider or by the administrative responsible level.
Stage 2	The publicly accessible website managed by the service provider or by the administrative responsible level offers the possibility to obtain the paper form to submit at least one statistical questionnaire to the National Institute for Statistics in a non electronic way.
Stage 3	The publicly accessible website managed by the service provider or by the administrative responsible level offers the possibility of an electronic intake with an official electronic form to submit at least one statistical questionnaire to the National Institute for Statistics.
Stage 4	NOT APPLICABLE

18. Customs declarations***Definition of public service as mentioned in the tender of the EC***

Customs declarations

Research definition

Standard procedure for customs declarations of normal activities of a corporation.

	<i>Research definition of the stages</i>
Stage 0	The service provider or the administrative responsible level do not have a publicly accessible website or the publicly accessible website managed by the service provider or by the administrative responsible level does not qualify for any of the criteria for the stages 1 to 4.
Stage 1	The information necessary to start the procedure to declare customs is available on a publicly accessible website managed by the service provider or by the administrative responsible level.
Stage 2	The publicly accessible website managed by the service provider or by the administrative responsible level offers the possibility to obtain the paper form to start the procedure to declare customs in a non electronic way.
Stage 3	The publicly accessible website managed by the service provider or by the administrative responsible level offers the possibility of an electronic intake with an official electronic form to start the procedure to declare customs.
Stage 4	The publicly accessible website managed by the service provider or by the administrative responsible level offers the possibility to completely treat the declaration of customs via the website. Case handling, decision and delivery of a standard procedure to declare customs can be treated via the web. No other formal procedure is necessary for the applicant via "paperwork"

19. Environment-related permits***Definition of public service as mentioned in the tender of the EC***

Environment-related permits (incl. reporting)

Research definition

Standard procedure to obtain at least one environment-related permit, delivered at the lowest administrative level, concerning the start of a corporate activity (not taking into consideration contesting and appeal).

	<i>Research definition of the stages</i>
Stage 0	The service provider or the administrative responsible level do not have a publicly accessible website or the publicly accessible website managed by the service provider or by the administrative responsible level does not qualify for any of the criteria for the stages 1 to 4.
Stage 1	The information necessary to start the procedure to obtain an environment-related permit is available on a publicly accessible website managed by the service provider or by the administrative responsible level.
Stage 2	The publicly accessible website managed by the service provider or by the administrative responsible level offers the possibility to obtain the paper form to start the procedure to obtain an environment-related permit in a non electronic way.
Stage 3	The publicly accessible website managed by the service provider or by the administrative responsible level offers the possibility of an electronic intake with an official electronic form to start the procedure to obtain an environment-related permit.
Stage 4	The publicly accessible website managed by the service provider or by the administrative responsible level offers the possibility to completely treat the delivery of environment-related permit via the website. Case handling, decision and delivery of a standard procedure to obtain an environment-related permit can be treated via the web. No other formal procedure is necessary for the applicant via "paperwork"

20. Public procurement***Definition of public service as mentioned in the tender of the EC***

Public procurement

Research definition

Standard procedure for a tender of a public procurement, subject to national public announcement

	<i>Research definition of the stages</i>
Stage 0	The service provider or the administrative responsible level does not have a public accessible website or the publicly accessible website managed by the service provider or by the administrative responsible level does not qualify for any of the criteria for the stages 1 to 4.
Stage 1	The information about the tender is available on a publicly accessible website managed by the service provider or by the administrative responsible level.
Stage 2	The publicly accessible website managed by the service provider or by the administrative responsible level offers the possibility to obtain the paper form to tender in a non electronic way.
Stage 3	The publicly accessible website managed by the service provider or by the administrative responsible level offers the possibility of an electronic intake with an official electronic form to tender.
Stage 4	The publicly accessible website managed by the service provider or by the administrative responsible level offers the possibility to completely treat the tender via the website. Case handling, decision and delivery of a standard procedure to tender can be treated via the web. No other formal procedure is necessary for the applicant via "paperwork"

7. Annex 2: Overview of non relevant services

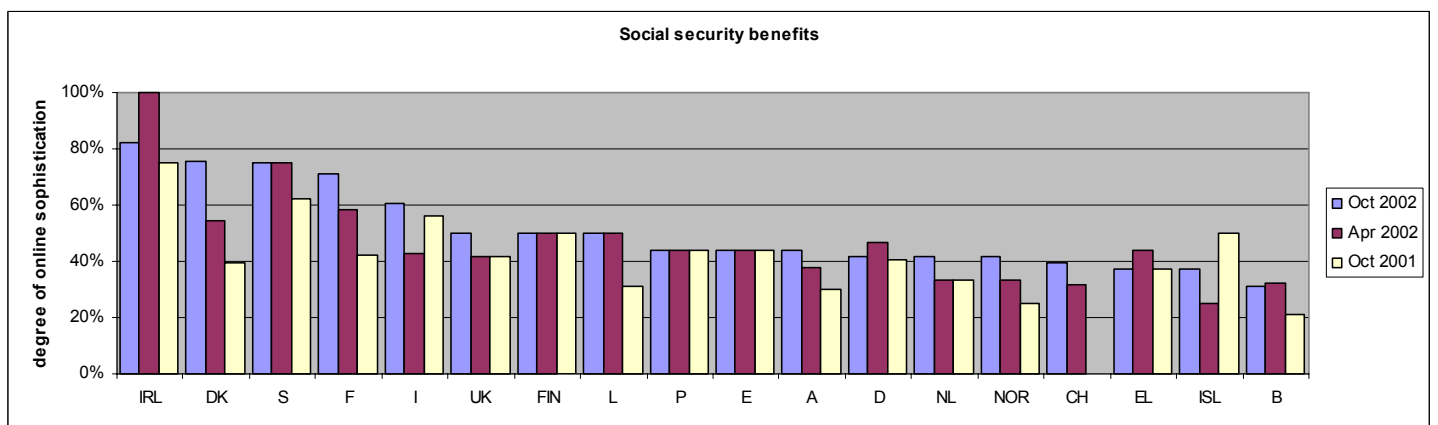
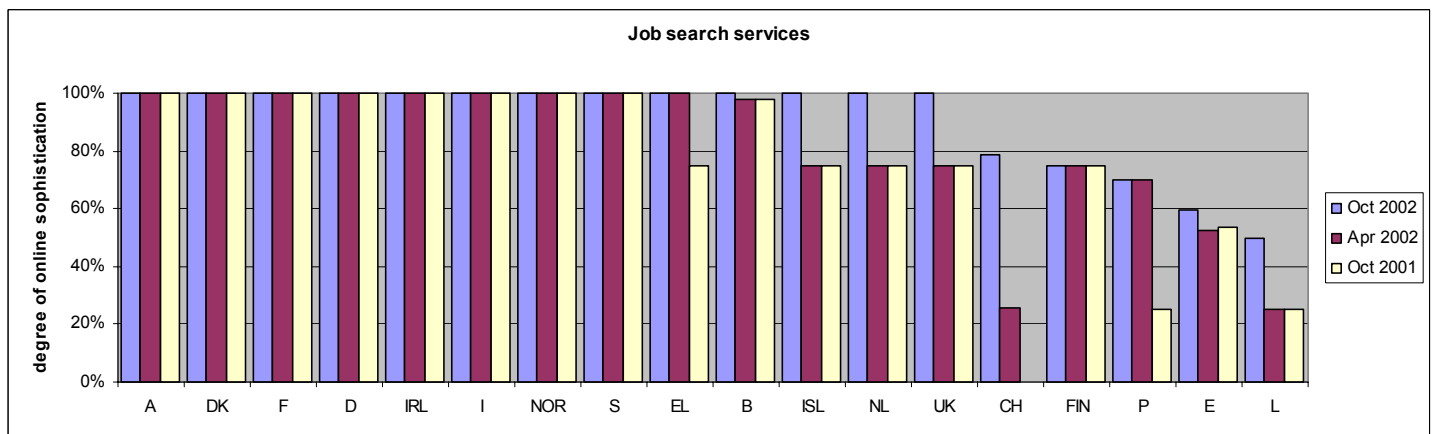
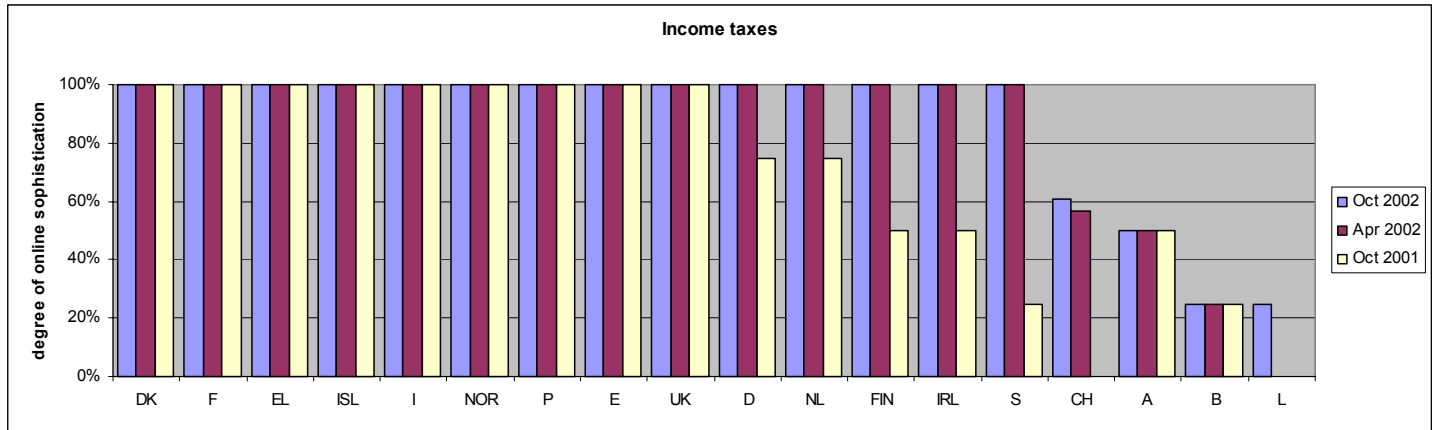
Following services are considered as “not relevant” for at least one country:

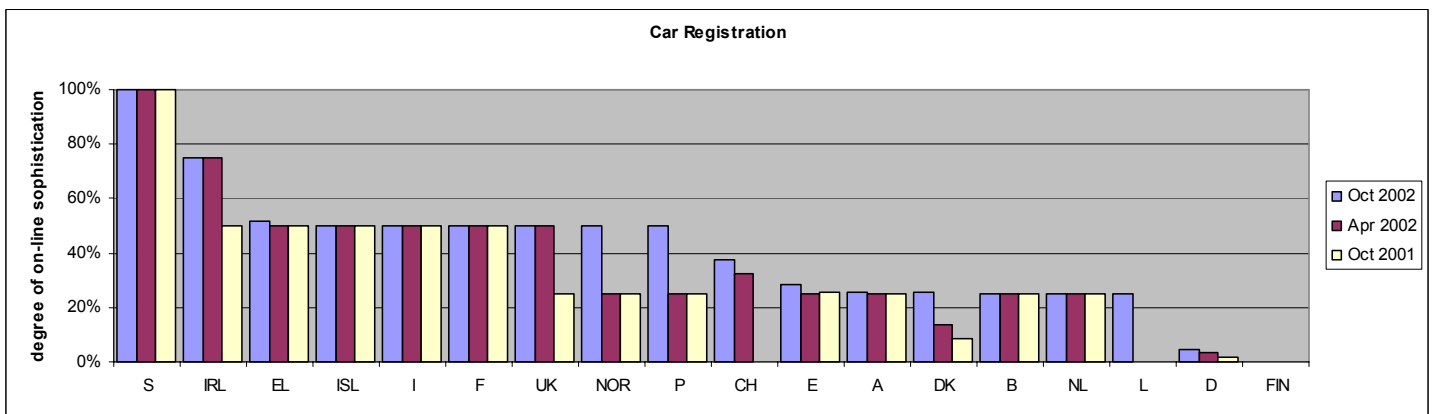
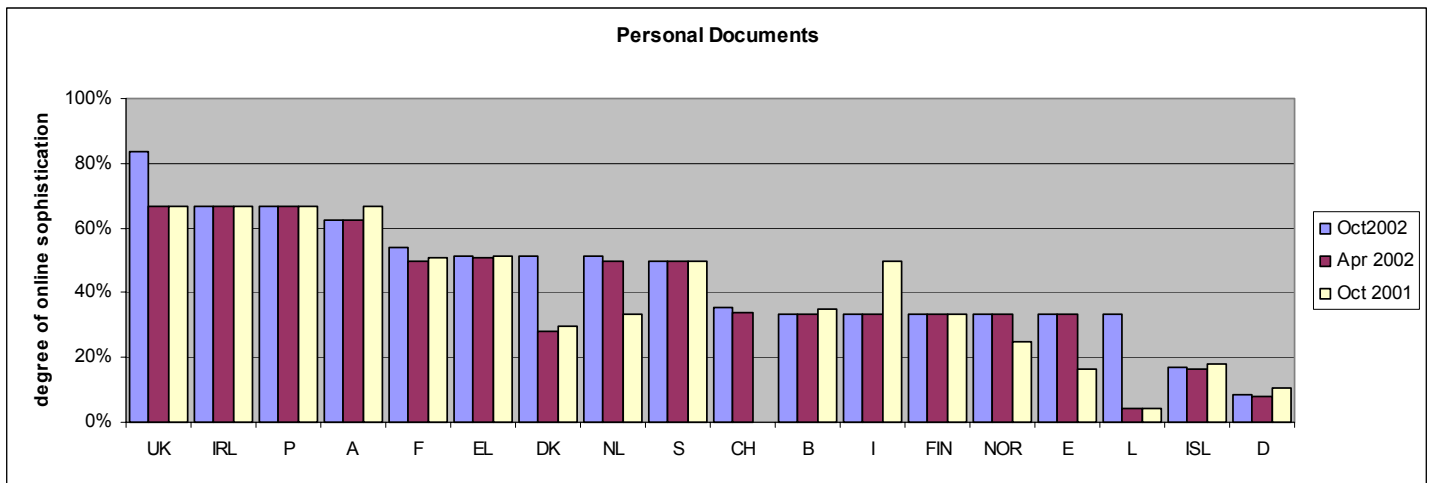
- **Car Registration:** This service is not relevant for Finland, as in Finland a car is not registered by individuals but by third parties (insurance companies and car dealers)
- **Birth and Marriage Certificates:** This service is not relevant in Norway and Finland, as in these countries birth and marriage certificates are not commonly used and therefore not needed by citizens
- **Announcement of Moving:** In Greece, Ireland and Portugal there is no obligation to officially inform the local authorities of a change of address and therefore the service is not relevant.
- **Health-related Services:** This service is not relevant in countries where citizens can not make themselves an appointment in a hospital, but where this is to be done by a medical doctor. This is the case in Denmark, Iceland, Ireland, The Netherlands, Norway, Switzerland, Sweden and the United Kingdom.
- **Social Contribution for Employees:** In Denmark, the social security system is entirely financed through taxes.
- **Submission of Data to the Statistical Office:** In certain countries businesses are not obliged to submit data to the national statistical office or the statistical office obtains this data automatically from other administrative authorities. This is the case in Iceland, Norway, Sweden and the United Kingdom.

The service “**social security benefits**” is measured on the basis of the sub-services unemployment benefits, child allowances, medical costs and student grants. In some countries one or more of the last three sub-services is not relevant:

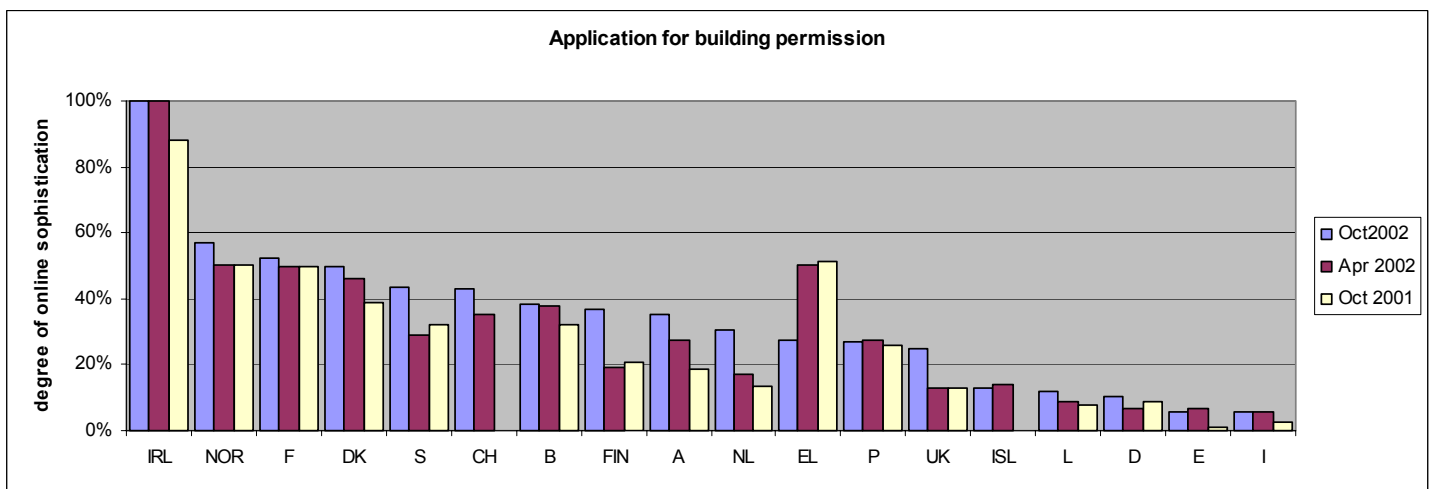
- **Child Allowances:** In certain countries citizens do not have to apply directly as an individual for this service, as it is automatically obtained after the registration of a child. This is the case in Belgium, Denmark, Finland, France, the Netherlands, Iceland, Switzerland and Sweden.
- **Medical Costs:** In Denmark, Finland, Ireland, Italy, Norway, Switzerland, Sweden and the United Kingdom a system of direct settlement exists, which implies that citizens do not have to request for reimbursement of medical costs and as such this service is not relevant. In Norway, consultation of hospitals and doctors is free and as such there is no system of reimbursement or direct settlement.
- **Student Grants:** In Germany and Iceland students can not obtain a student grant, only a student loan. As student loans do not correspond to the definition of this service, it is marked as not relevant in both Germany and Iceland.

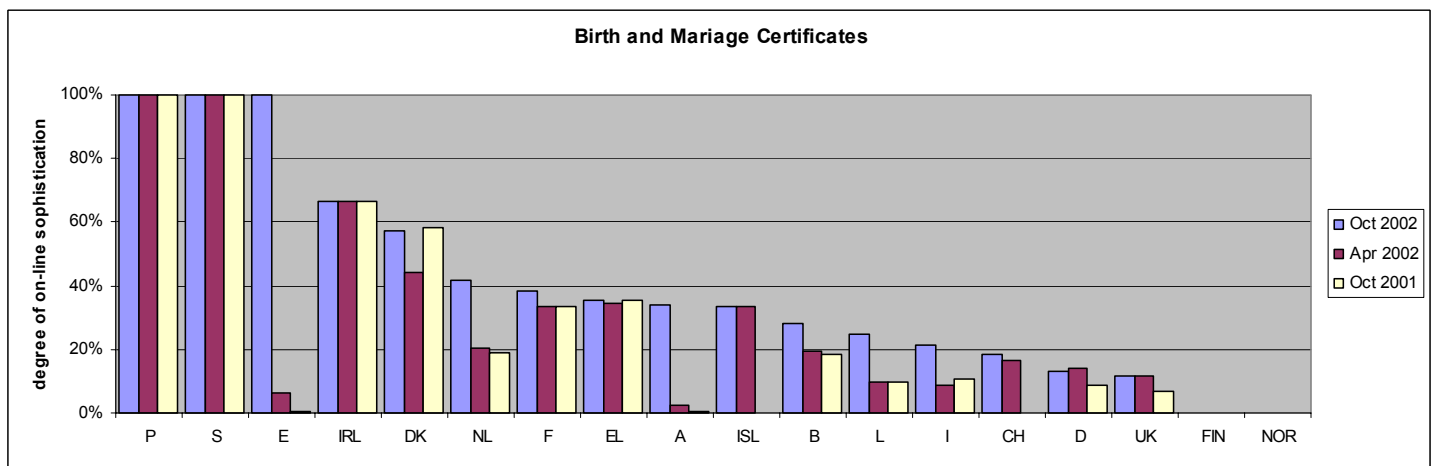
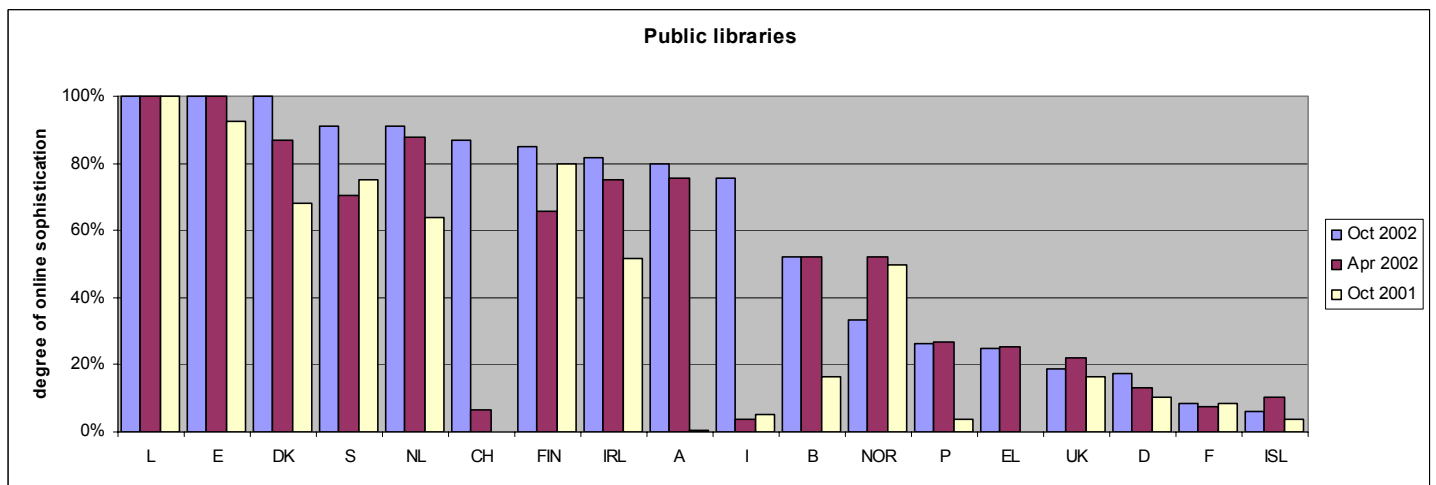
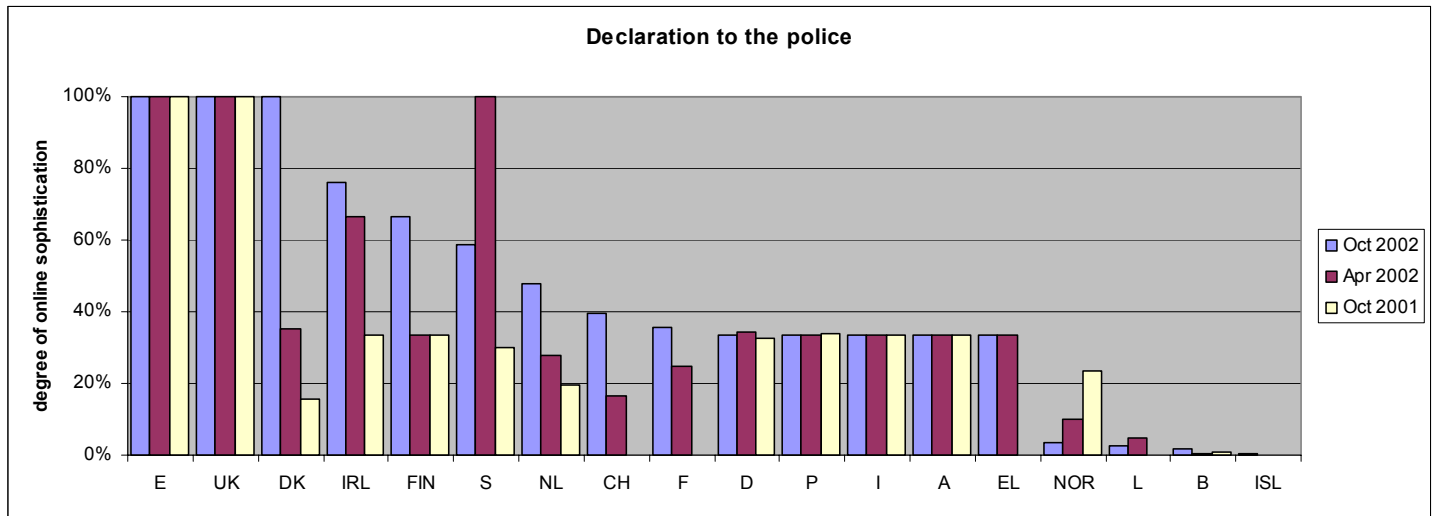
8. Annex 3. Results per service



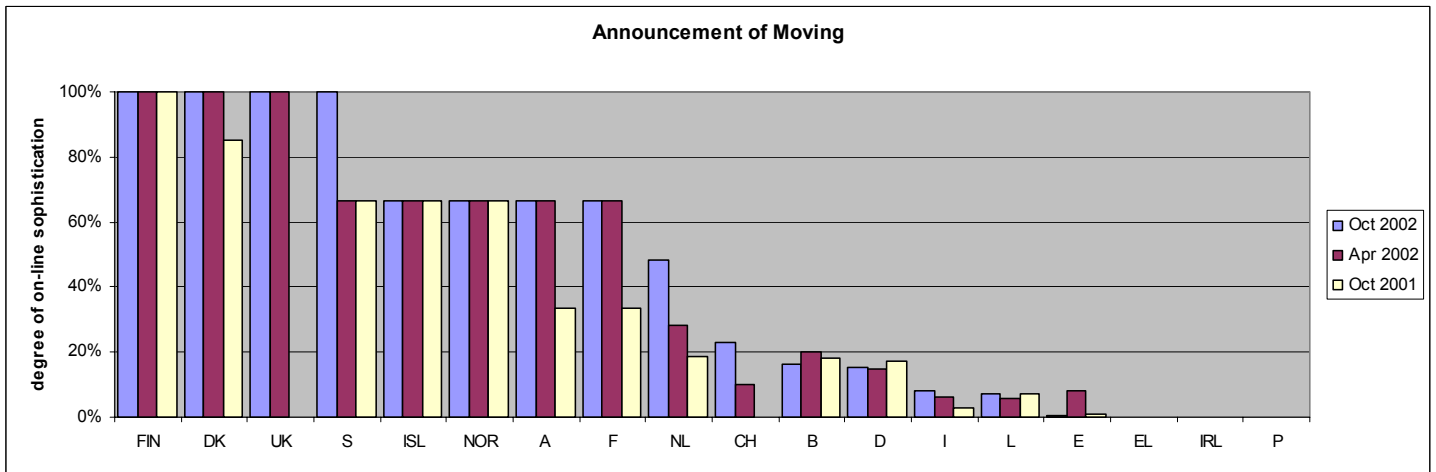
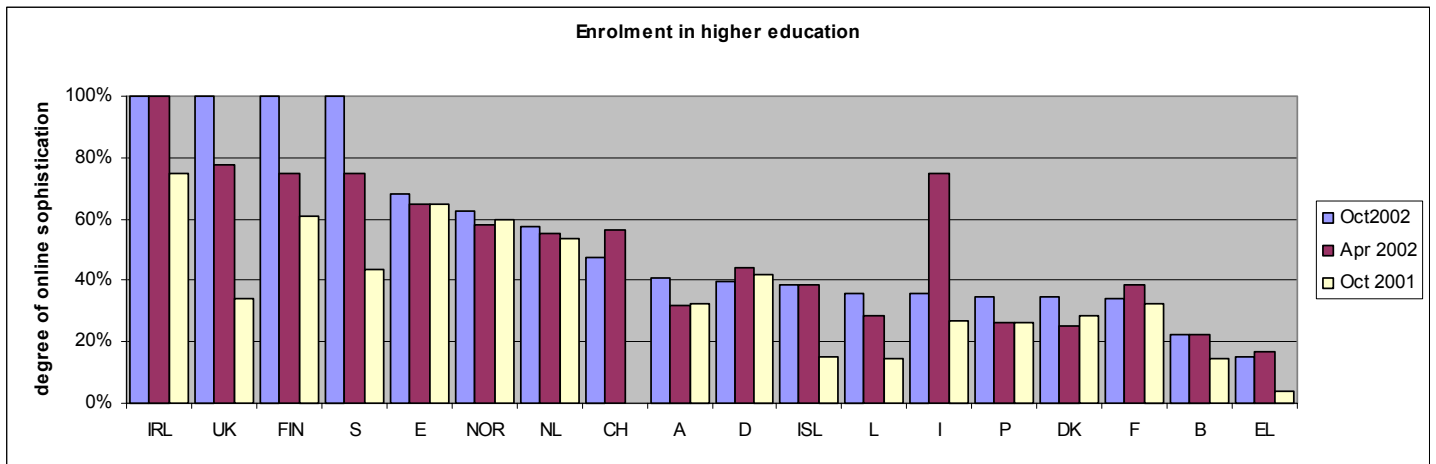


The *car registration* service is not relevant for FIN

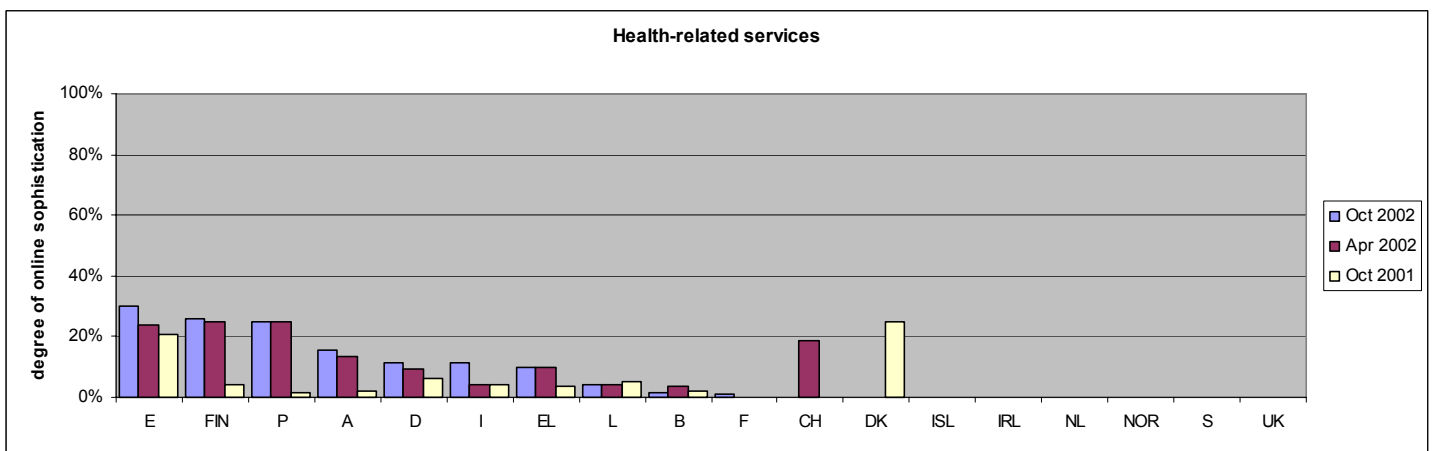




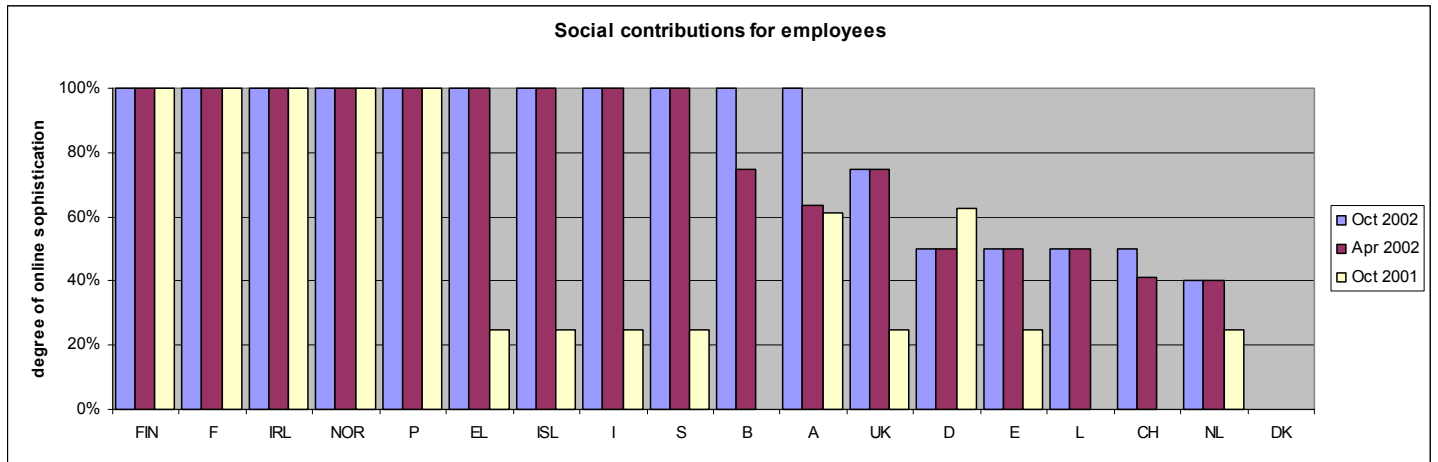
The birth and marriage certificates service is not relevant for FIN and NOR



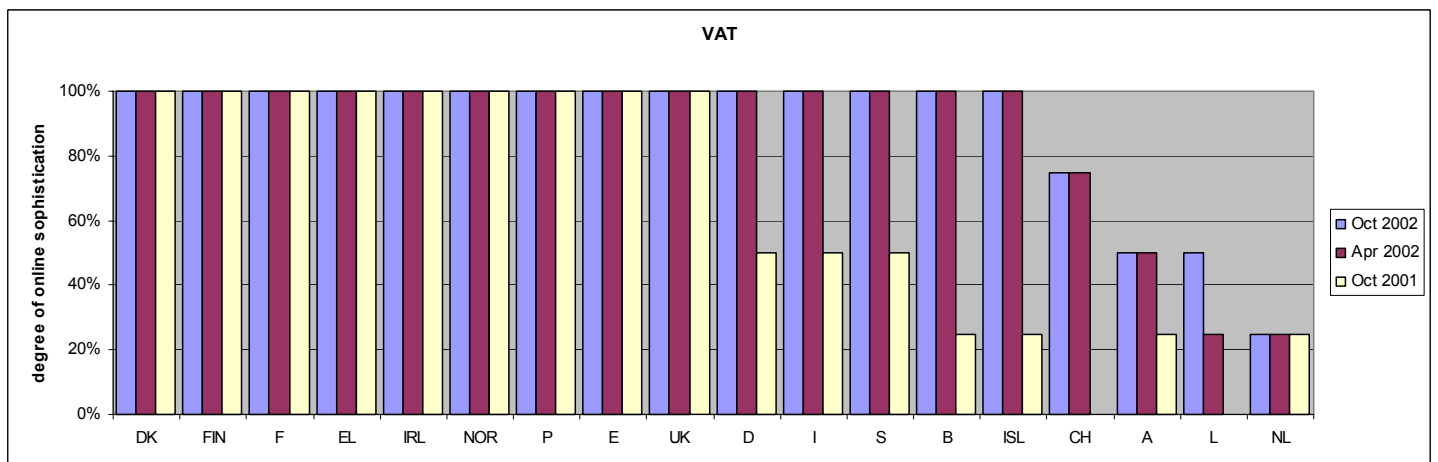
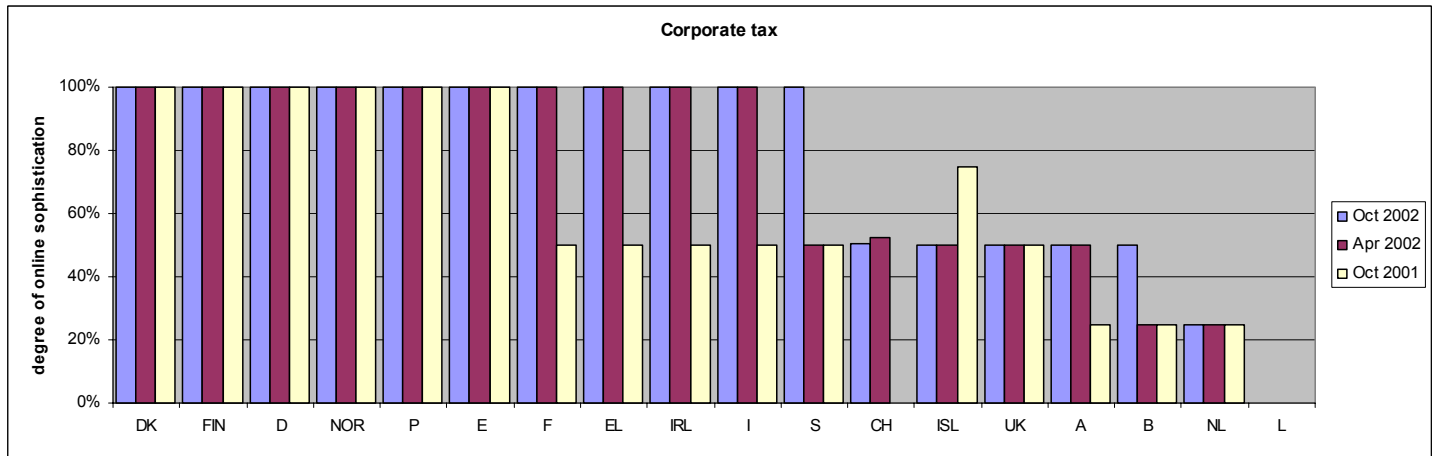
The announcement of moving service is not relevant for EL, IRL and P

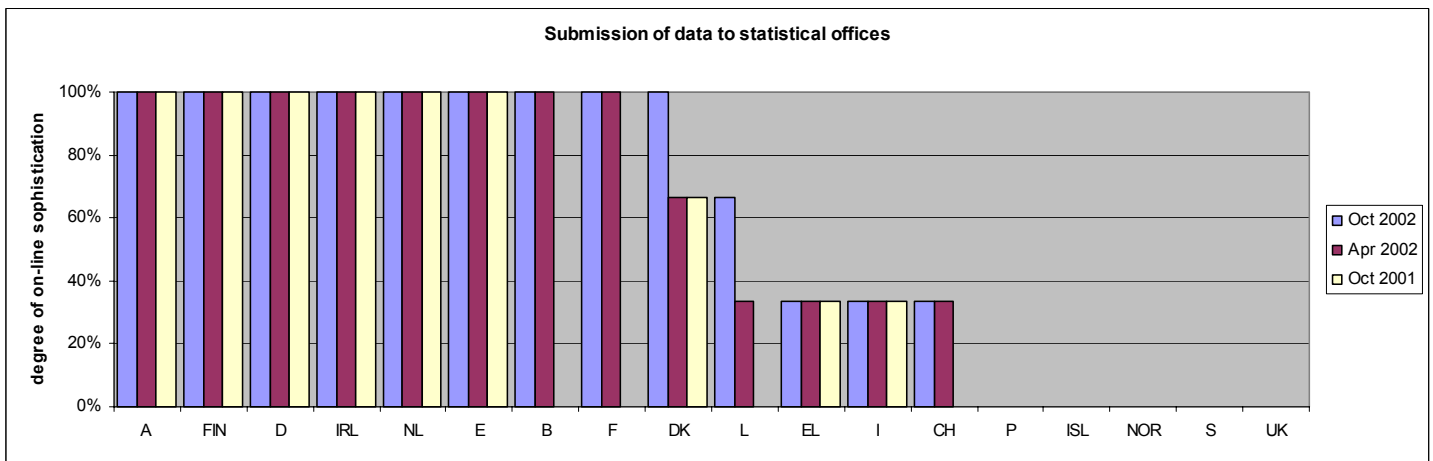
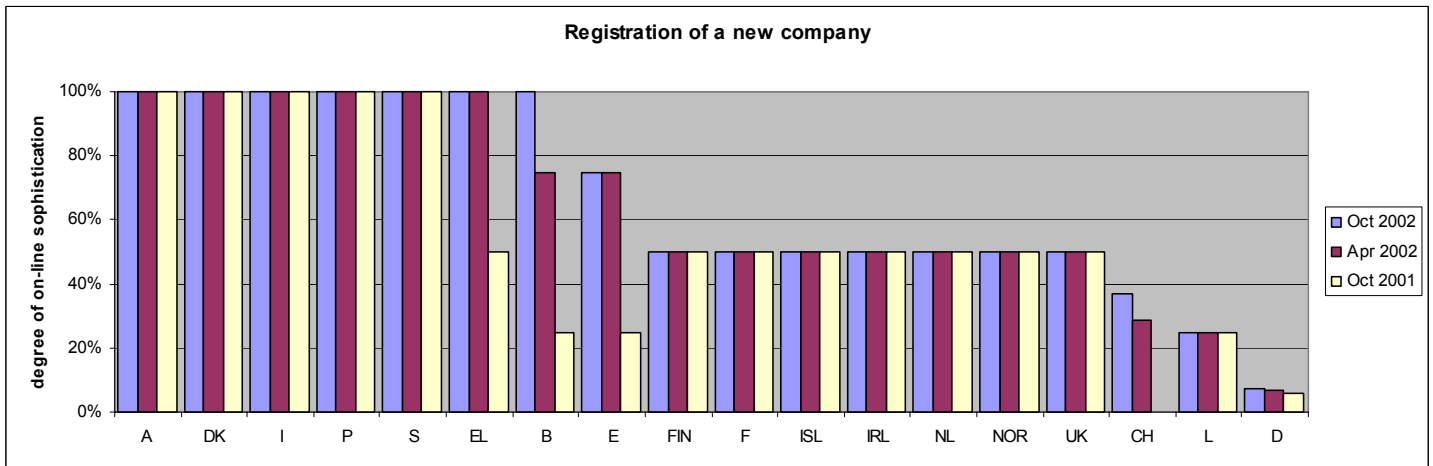


The health-related services are not relevant for CH, DK, ISL, IRL, NL, NOR, S and UK



The *social contributions for employees* service is not relevant for DK





The *submission of data to statistical offices* service is not relevant for ISL, NOR, S and UK

