European Commission

eGovernment Benchmark 2024
Factsheets

Advancing pillars in public digital services

DG CONNECT

Capgemini

sogeti
Part of Capgemini

IDC

POLITECNICO
MILANO 1863

eGovernment Benchmark 2024 Factsheets

This study was carried out for the European Commission by Capgemini, Sogeti, IDC and Politecnico di Milano

eGovernment Benchmark 2024 Factsheets

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Austria
eGovernment Benchmark 2024

eGovernment Performance per Key Dimension

Austria (AT)   EU27 Average

Green > EU27 Average
Yellow < EU27 Average

| Overall 2024 | AT | 82 |
| | EU | 76 |

User Centricity	Transparency	Key Enablers	Cross-border services
AT 96 — EU 93	AT 77 — EU 67	AT 83 — EU 78	AT 72 — EU 66

Bar chart (2023 / 2024):
- 2024 changes: User Centricity +3, Transparency +6, Key Enablers +1, Cross-border +6

Score per Indicator

User Centricity
- Online availability: 94
- Mobile friendliness: 100
- User support: 98

Transparency
- Service Delivery: 71
- Personal Data: 87
- Service Design: 75

Key Enablers
- eID: 74
- eDocuments: 91
- Pre-filled Forms: 66
- Digital Post: 100

Cross-border services
- Online availability: 68
- User Support: 81
- eID: 69
- eDocuments: 69

The Key Dimension *User Centricity* indicates to what extent (information about) a service is provided online, how the online journey is supported and if public websites are mobile friendly.
- **Online Availability**: indicates if a service is online. Ranging from offline (0%), only informationOn online (50%), fully online (100%).
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- **User Support**: indicates if support, help and (interactive) feedback functionalities are online.

The Key Dimension *Transparency* indicates to what extent governments are transparent regarding:
- **Transparency of Service Delivery**: indicates to what extent governments are transparent as regards the process of service delivery.
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- **Transparency of Service Design**: indicates to what extent governments are transparent as regards the process of service design.

The Key Dimension **Key Enablers** indicates the extent to which 4 technical pre-conditions are available online:
- Electronic identification (**eID**): indicates if users can identify themselves with their national eID for services.
- Electronic documents (**eDocuments**): indicates whether users could submit or download documents required for the service
- **Pre-filled forms:** indicates whether personal data is pre-filled
- **Digital Post:** indicates whether users can receive communications solely via a secure government mailbox

The Key Dimension for *Cross-border Services* indicates to what extent EU citizens can use online services in another country.
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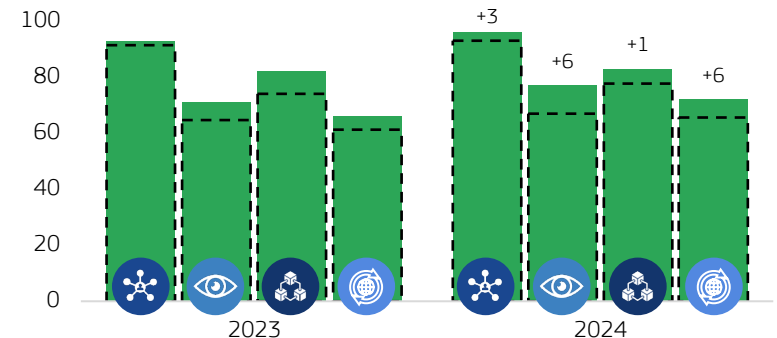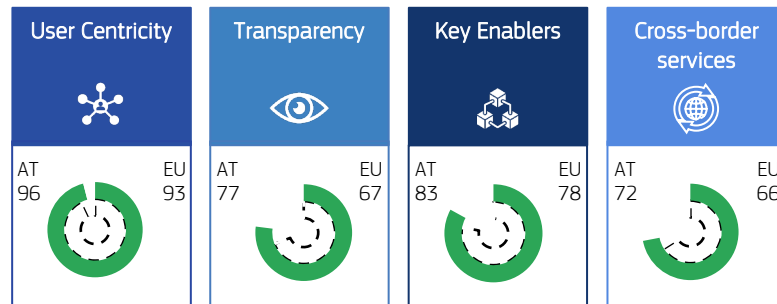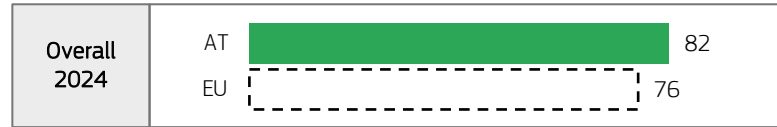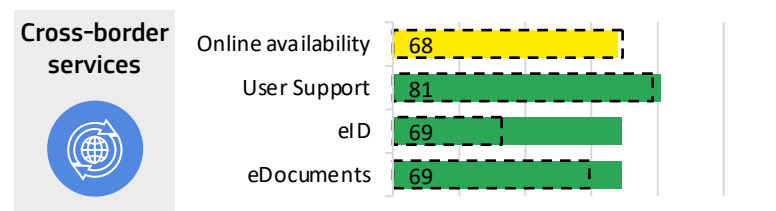
Austria
eGovernment Benchmark 2024

Digital Performance per Life Event

Legend: ▮ Austria (AT)　▯ EU27+ Average

Life Event	Score
Regular Business Operations	88
Moving	92
Transport	79
Justice	78
Health	72
Business Start-Up	86
Family	75
Career	83
Studying	85

Key Figures

	AT	EU	Description
	92%	88%	of the services are online*
	100%	58%	of the government portals show whether personal data was consulted
	82%	76%	of the services accept eID login
	47%	56%	of the services are online for cross-border users*
	66%	71%	of the services prefill personal information

*These scores are different from the Digital Decade targets, which use the *Online Availability* indicator as input

Regular Business Operations (2023). A business life event that covers 11 services related to regular business operations, such as administrative and tax requirements, human resources and refund of VAT.

Moving (2023) . This concise life event illustrates the journey in case of moving places: from deregistering to register address in the new town. It also includes notifications to other public organizations and utilities.

Transport (2023). A life event for services for citizens wanting to buy or sell a car, declare road taxes, obtain parking permits and find public transport services.

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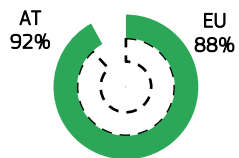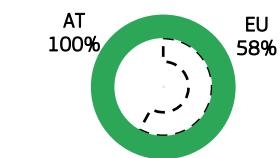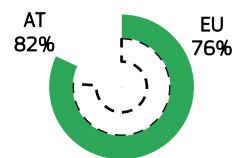
Health (2023). The Health life event consists of seven services related to getting information about how and where to get healthcare. Moreover, it looks at whether citizens can reschedule an appointment online, whether they can apply for e-consults, e-prescriptions and whether they can access their electronic health records online.

Business Start-up (2022). This life event covers 16 services, both mandatory services as well as information needs, that allows an entrepreneur to start his business. It includes orientation, administrative and register requirements, and tax and insurance related matters.

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Career (2022). From immediate actions for unemployed applications for additional benefits and allowances, this life event captures vital elements when becoming unemployed. It also include various services concerning job search and participation in training programs, supporting people to find a job.

Studying (2022). In this life event, comprising of 11 services, it is evaluated to what extent enrolment in higher education can be done online. Think for instance about admission requirements and services that are needed during the study, such as career advice and portability of student grant when studying abroad

Belgium
eGovernment Benchmark 2024
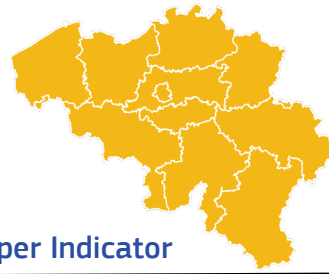
eGovernment Performance per Key Dimension

- Belgium (BE)
- ----- EU27 Average

Green > EU27 Average
Yellow < EU27 Average

Overall 2024		
BE		78
EU		76

User Centricity	Transparency	Key Enablers	Cross-border services
BE 94 — EU 93	BE 65 — EU 67	BE 79 — EU 78	BE 73 — EU 66

2023   2024

+1   -1   -1   +2

Score per Indicator

User Centricity
- Online availability: 92
- Mobile friendliness: 99
- User support: 97

Transparency
- Service Delivery: 53
- Personal Data: 83
- Service Design: 58

Key Enablers
- eID: 73
- eDocuments: 86
- Pre-filled Forms: 75
- Digital Post: 83

Cross-border services
- Online availability: 76
- User Support: 85
- eID: 31
- eDocuments: 79

The Key Dimension **User Centricity** indicates to what extent (information about) a service is provided online, how the online journey is supported and if public websites are mobile friendly.
- **Online Availability**: indicates if a service is online. Ranging from offline (0%), only informationon online (50%), fully online (100%).
- **Mobile Friendliness**: indicates if the website provides a service through a mobile-friendly interface; an interface that is 'adopted' to the mobile device.
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- **Electronic identification (eID)**: indicates if users can identify themselves with their national eID for services.
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The Key Dimension for **Cross-border Services** indicates to what extent EU citizens can use online services in another country.
- **Online Availability**: indicates if a service is online for cross-border users. Ranging from offline (0%), only information online (50%), fully online (100%).
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- **eID**: indicates if a national eID from country A can be used in country B.
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Belgium
eGovernment Benchmark 2024

Digital Performance per Life Event

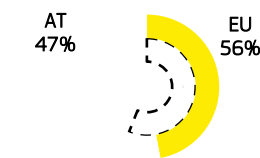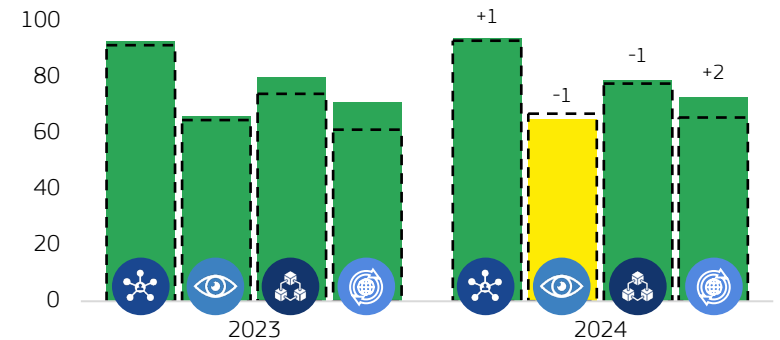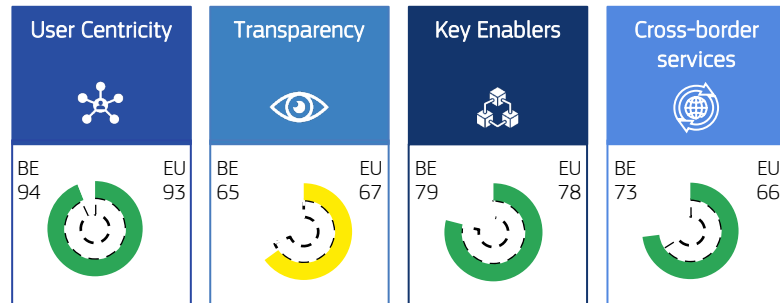Legend: Belgium (BE) ▮ | EU27+ Average (dashed)

Life Event	Score
Regular Business Operations	88
Moving	78
Transport	70
Justice	60
Health	72
Business Start-Up	88
Family	71
Career	84
Studying	89

Key Figures

- **BE 92% / EU 88%** — of the services **are online***
- **BE 56% / EU 58%** — of the government portals **show whether personal data was consulted**
- **BE 84% / EU 76%** — of the services **accept eID login**
- **BE 68% / EU 56%** — of the services **are online for cross-border users***
- **BE 75% / EU 71%** — of the services **prefill personal information**

*These scores are different from the Digital Decade targets, which use the *Online Availability* indicator as input

Regular Business Operations (2023). A business life event that covers 11 services related to regular business operations, such as administrative and tax requirements, human resources and refund of VAT.

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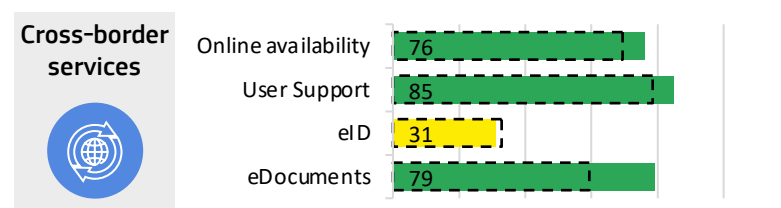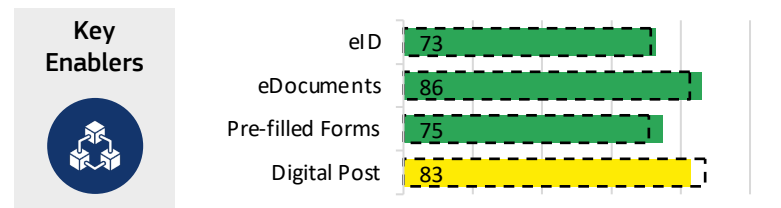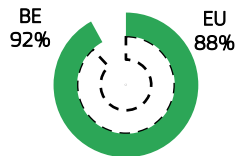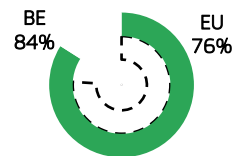
Bulgaria
eGovernment Benchmark 2024

eGovernment Performance per Key Dimension

Bulgaria (BG) | EU27 Average
Green > EU27 Average
Yellow < EU27 Average

| Overall 2024 | BG | 70 |
| | EU | 76 |

User Centricity
BG 91   EU 93

Transparency
BG 57   EU 67

Key Enablers
BG 77   EU 78

Cross-border services
BG 54   EU 66

2023   2024
+8   +6   +11   +3

Score per Indicator

User Centricity
Online availability	90
Mobile friendliness	96
User support	90

Transparency
Service Delivery	52
Personal Data	66
Service Design	53

Key Enablers
eID	63
eDocuments	86
Pre-filled Forms	71
Digital Post	89

Cross-border services
Online availability	56
User Support	81
eID	18
eDocuments	48

The Key Dimension *User Centricity* indicates to what extent (information about) a service is provided online, how the online journey is supported and if public websites are mobile friendly.

- **Online Availability**: indicates if a service is online. Ranging from offline (0%), only informationon online (50%), fully online (100%).
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Bulgaria
eGovernment Benchmark 2024

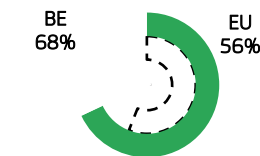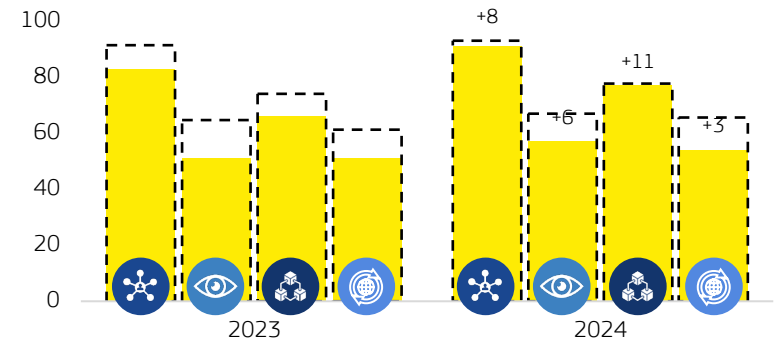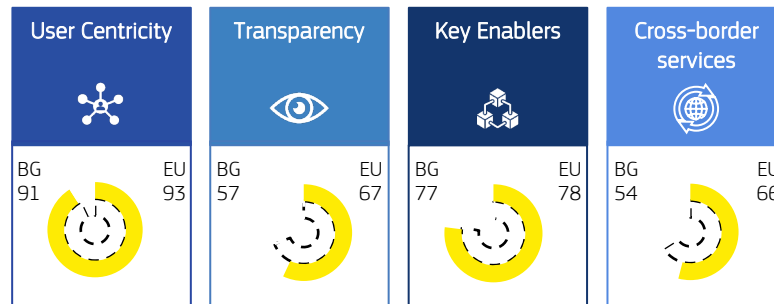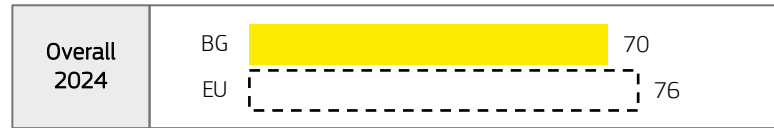## Digital Performance per Life Event

Legend: Bulgaria (BG) — EU27+ Average

Life Event	BG Score
Regular Business Operations	90
Moving	79
Transport	74
Justice	55
Health	72
Business Start-Up	78
Family	61
Career	67
Studying	50

Key Figures

- BG 85% / EU 88% — of the services are online*
- BG 56% / EU 58% — of the government portals show whether personal data was consulted
- BG 76% / EU 76% — of the services accept eID login
- BG 47% / EU 56% — of the services are online for cross-border users*
- BG 71% / EU 71% — of the services prefill personal information

*These scores are different from the Digital Decade targets, which use the *Online Availability* indicator as input

Regular Business Operations (2023). A business life event that covers 11 services related to regular business operations, such as administrative and tax requirements, human resources and refund of VAT.

Moving (2023). This concise life event illustrates the journey in case of moving places: from deregistering to register address in the new town. It also includes notifications to other public organizations and utilities.

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Cyprus
eGovernment Benchmark 2024

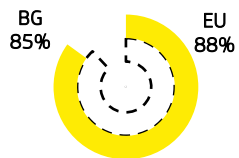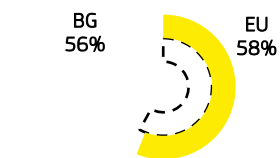## eGovernment Performance per Key Dimension

Cyprus (CY) ▨
EU27 Average ⌐ ⌐ ⌐

Green > EU27 Average
Yellow < EU27 Average

Overall 2024		
	CY	60
	EU	76

User Centricity	Transparency	Key Enablers	Cross-border services
CY 79 — EU 93	CY 33 — EU 67	CY 62 — EU 78	CY 67 — EU 66

Score per Indicator

User Centricity
- Online availability: 79
- Mobile friendliness: 89
- User support: 71

Transparency
- Service Delivery: 33
- Personal Data: 46
- Service Design: 19

Key Enablers
- eID: 47
- eDocuments: 93
- Pre-filled Forms: 59
- Digital Post: 67

Cross-border services
- Online availability: 74
- User Support: 89
- eID: 14
- eDocuments: 67

The Key Dimension *User Centricity* indicates to what extent (information about) a service is provided online, how the online journey is supported and if public websites are mobile friendly.
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Cyprus
eGovernment Benchmark 2024
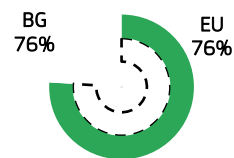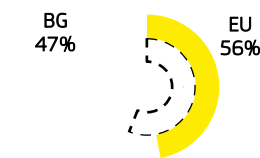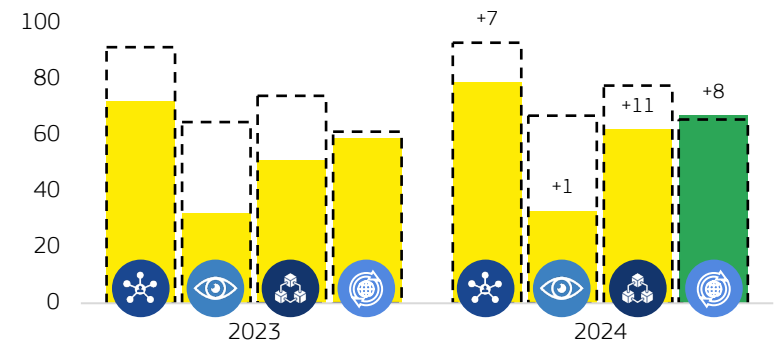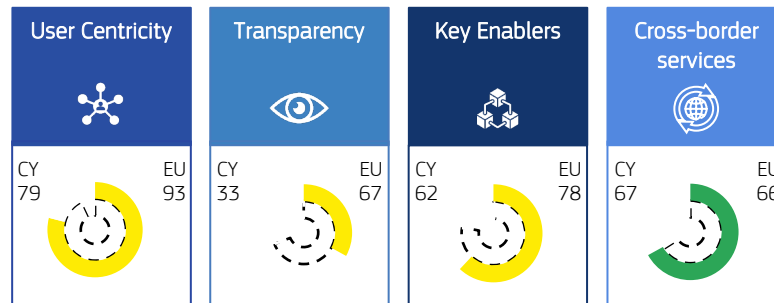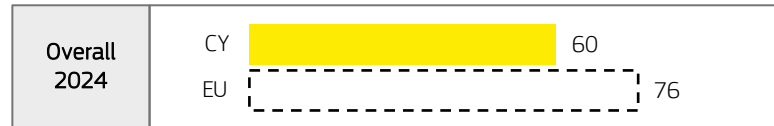
Digital Performance per Life Event

■ Cyprus (CY)   ⬚ EU27+ Average

Life Event	Cyprus (CY)
Regular Business Operations	79
Moving	66
Transport	43
Justice	53
Health	63
Business Start-Up	65
Family	54
Career	68
Studying	50

Key Figures

CY 68% EU 88% — of the services are online*

CY 0% EU 58% — of the government portals show whether personal data was consulted

CY 43% EU 76% — of the services accept eID login

CY 61% EU 56% — of the services are online for cross-border users*

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*These scores are different from the Digital Decade targets, which use the *Online Availability* indicator as input

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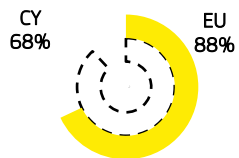# Czech Republic
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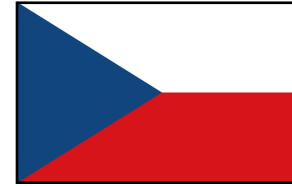
eGovernment Performance per Key Dimension

Czech Republic (CZ)
EU27 Average

Green > EU27 Average
Yellow < EU27 Average

Overall 2024		
	CZ	68
	EU	76

User Centricity	Transparency	Key Enablers	Cross-border services
CZ 90 / EU 93	CZ 62 / EU 67	CZ 65 / EU 78	CZ 58 / EU 66

2023   2024

Score per Indicator

User Centricity
- Online availability: 91
- Mobile friendliness: 94
- User support: 84

Transparency
- Service Delivery: 55
- Personal Data: 92
- Service Design: 39

Key Enablers
- eID: 51
- eDocuments: 62
- Pre-filled Forms: 45
- Digital Post: 100

Cross-border services
- Online availability: 65
- User Support: 67
- eID: 22
- eDocuments: 45

The Key Dimension *User Centricity* indicates to what extent (information about) a service is provided online, how the online journey is supported and if public websites are mobile friendly.
- **Online Availability**: indicates if a service is online. Ranging from offline (0%), only information online (50%), fully online (100%).
- **Mobile Friendliness**: indicates if the website provides a service through a mobile-friendly interface; an interface that is 'adopted' to the mobile device.
- **User Support**: indicates if support, help and (interactive) feedback functionalities are online.

The Key Dimension *Transparency* indicates to what extent governments are transparent regarding:
- **Transparency of Service Delivery**: indicates to what extent governments are transparent as regards the process of service delivery.
- **Transparency or Personal Data**: indicates to what extent governments are transparent as regards personal data involved.
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The Key Dimension **Key Enablers** indicates the extent to which 4 technical pre-conditions are available online:
- Electronic identification (**eID**): indicates if users can identify themselves with their national eID for services.
- Electronic documents (**eDocuments**): indicates whether users could submit or download documents required for the service
- **Pre-filled forms:** indicates whether personal data is pre-filled
- **Digital Post:** indicates whether users can receive communications solely via a secure government mailbox

The Key Dimension for *Cross-border Services* indicates to what extent EU citizens can use online services in another country.
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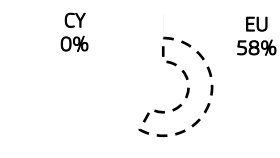
Czech Republic
eGovernment Benchmark 2024
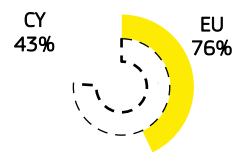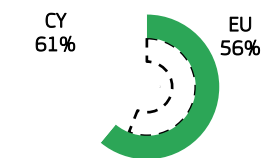
Digital Performance per Life Event

Legend: Czech Republic (CZ) — EU27+ Average

Life Event	CZ Score
Regular Business Operations	92
Moving	71
Transport	68
Justice	70
Health	66
Business Start-Up	74
Family	54
Career	55
Studying	65

Key Figures

	CZ	EU	Description
	86%	88%	of the services are online*
	100%	58%	of the government portals show whether personal data was consulted
	59%	76%	of the services accept eID login
	52%	56%	of the services are online for cross-border users*
	45%	71%	of the services prefill personal information

*These scores are different from the Digital Decade targets, which use the *Online Availability* indicator as input

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Regular Business Operations (2023). A business life event that covers 11 services related to regular business operations, such as administrative and tax requirements, human resources and refund of VAT.

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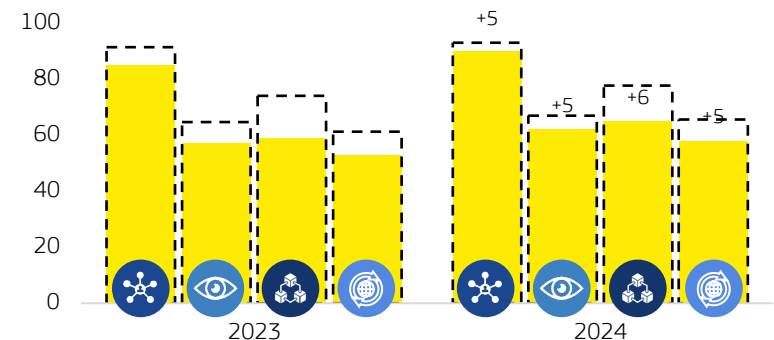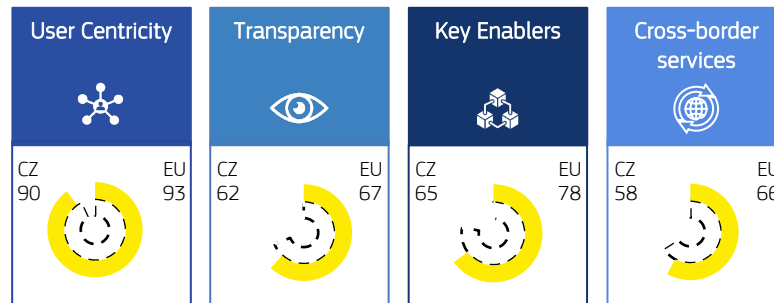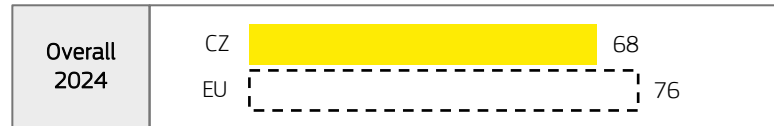
Germany
eGovernment Benchmark 2024

eGovernment Performance per Key Dimension

Germany (DE) | - - - EU27 Average

Green > EU27 Average
Yellow < EU27 Average

| Overall 2024 | DE | 66 |
| | EU | 76 |

User Centricity
DE 92 | EU 93

Transparency
DE 48 | EU 67

Key Enablers
DE 62 | EU 78

Cross-border services
DE 61 | EU 66

Bar chart 2023 / 2024:
2024 changes: +1, -1, +2, +1

Score per Indicator

User Centricity
- Online availability: 90
- Mobile friendliness: 96
- User support: 94

Transparency
- Service Delivery: 44
- Personal Data: 65
- Service Design: 36

Key Enablers
- eID: 55
- eDocuments: 72
- Pre-filled Forms: 41
- Digital Post: 78

Cross-border services
- Online availability: 63
- User Support: 74
- eID: 16
- eDocuments: 71

The Key Dimension *User Centricity* indicates to what extent (information about) a service is provided online, how the online journey is supported and if public websites are mobile friendly.
- **Online Availability**: indicates if a service is online. Ranging from offline (0%), only information online (50%), fully online (100%).
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14

Germany
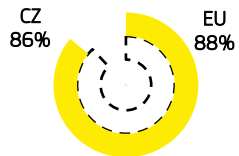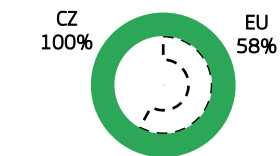## eGovernment Benchmark 2024

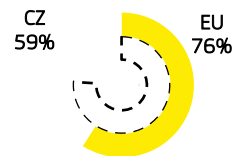## Digital Performance per Life Event

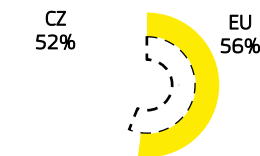Germany (DE)   EU27+ Average

Life Event	DE Score
Regular Business Operations	76
Moving	61
Transport	61
Justice	43
Health	64
Business Start-Up	71
Family	67
Career	78
Studying	70

Key Figures

DE 88% / EU 88%	DE 56% / EU 58%	DE 61% / EU 76%	DE 44% / EU 56%	DE 41% / EU 71%
of the services are online*	of the government portals show whether personal data was consulted	of the services accept eID login	of the services are online for cross-border users*	of the services prefill personal information

*These scores are different from the Digital Decade targets, which use the *Online Availability* indicator as input

Regular Business Operations (2023). A business life event that covers 11 services related to regular business operations, such as administrative and tax requirements, human resources and refund of VAT.

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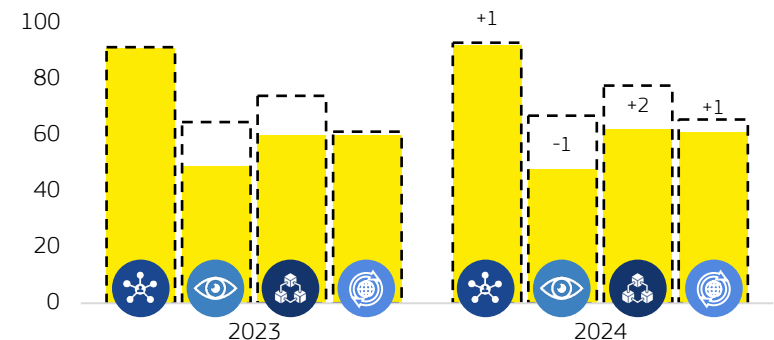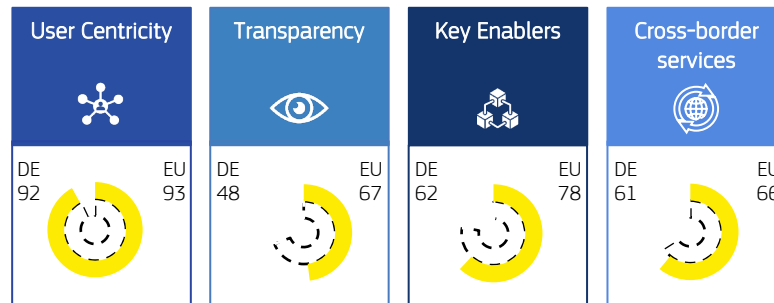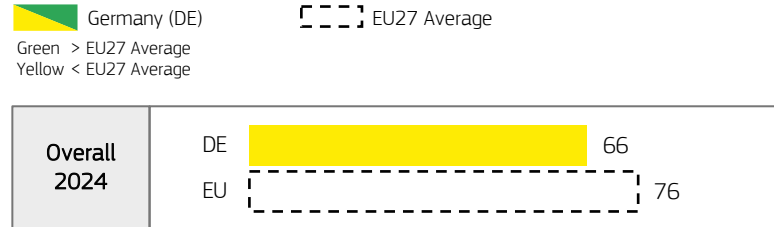
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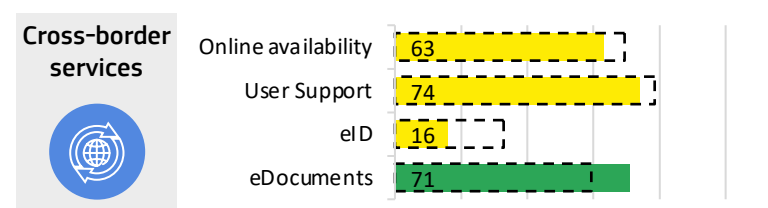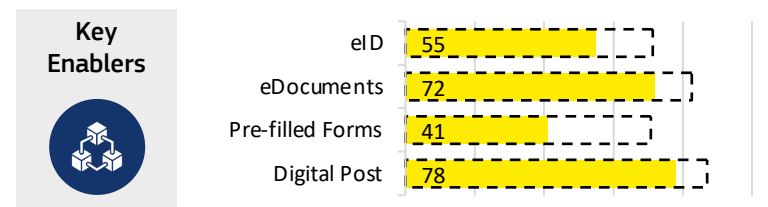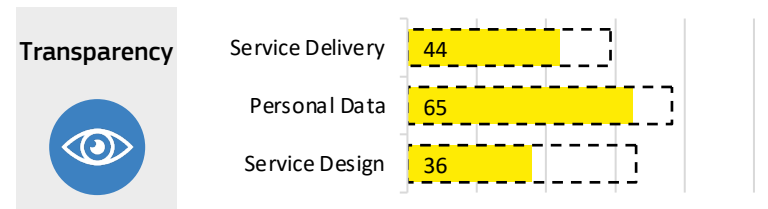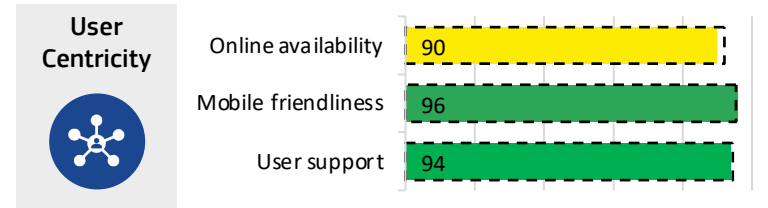
Denmark
eGovernment Benchmark 2024

eGovernment Performance per Key Dimension

Denmark (DK) ······· EU27 Average

Green > EU27 Average
Yellow < EU27 Average

| Overall 2024 | DK | 85 |
| | EU | 76 |

User Centricity	Transparency	Key Enablers	Cross-border services
DK 98 EU 93	DK 80 EU 67	DK 95 EU 78	DK 68 EU 66

2023: 0
2024: 0 +2 +1 -2

Score per Indicator

User Centricity
- Online availability: 100
- Mobile friendliness: 100
- User support: 92

Transparency
- Service Delivery: 70
- Personal Data: 90
- Service Design: 81

Key Enablers
- eID: 93
- eDocuments: 96
- Pre-filled Forms: 91
- Digital Post: 100

Cross-border services
- Online availability: 71
- User Support: 78
- eID: 27
- eDocuments: 88

The Key Dimension *User Centricity* indicates to what extent (information about) a service is provided online, how the online journey is supported and if public websites are mobile friendly.
- **Online Availability**: indicates if a service is online. Ranging from offline (0%), only information on online (50%), fully online (100%).
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The Key Dimension for *Cross-border Services* indicates to what extent EU citizens can use online services in another country.
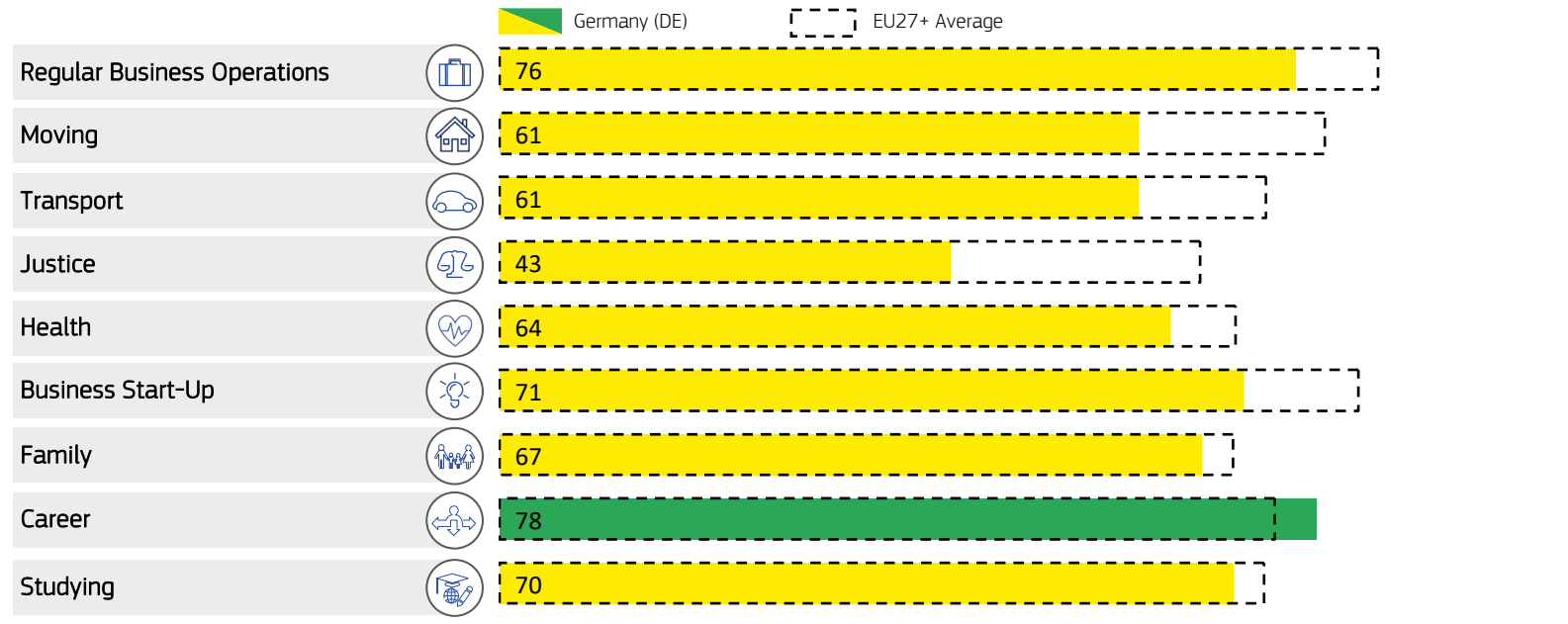- **Online Availability**: indicates if a service is online for cross-border users. Ranging from offline (0%), only information online (50%), fully online (100%).
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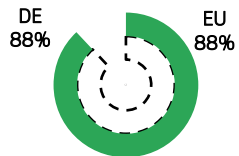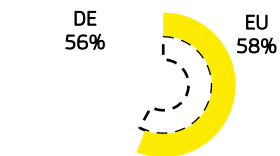
Denmark
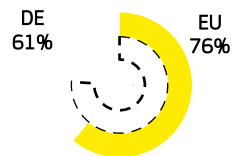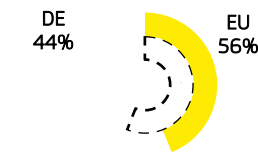## eGovernment Benchmark 2024

Digital Performance per Life Event

■ Denmark (DK)   ⬚ EU27+ Average

Life Event	Score
Regular Business Operations	82
Moving	92
Transport	92
Justice	69
Health	75
Business Start-Up	91
Family	92
Career	86
Studying	88

Key Figures

DK 100% / EU 88% — of the services **are online***

DK 56% / EU 58% — of the government portals **show whether personal data was consulted**

DK 98% / EU 76% — of the services **accept eID login**

DK 58% / EU 56% — of the services **are online for cross-border users***

DK 91% / EU 71% — of the services **prefill personal information**

*These scores are different from the Digital Decade targets, which use the *Online Availability* indicator as input

Regular Business Operations (2023). A business life event that covers 11 services related to regular business operations, such as administrative and tax requirements, human resources and refund of VAT.

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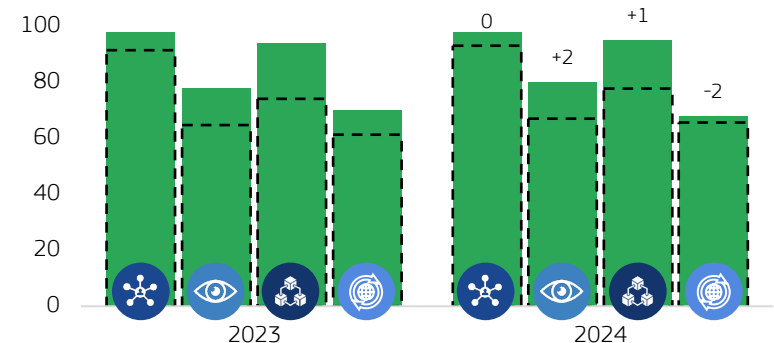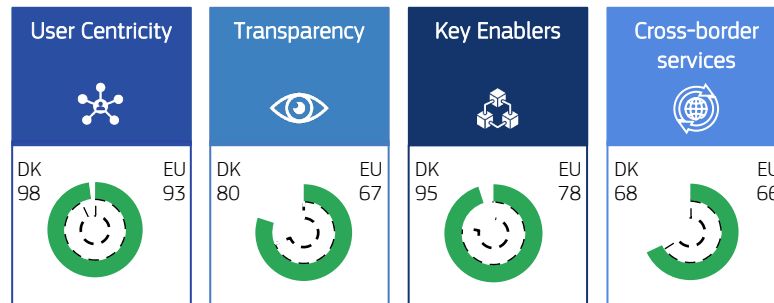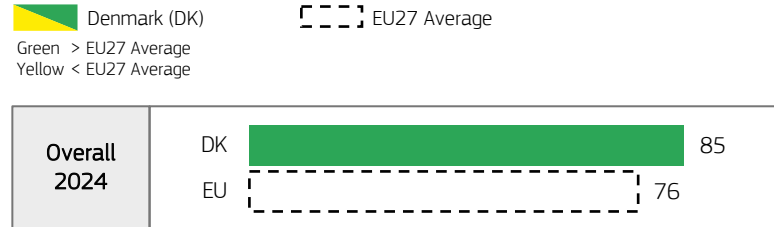
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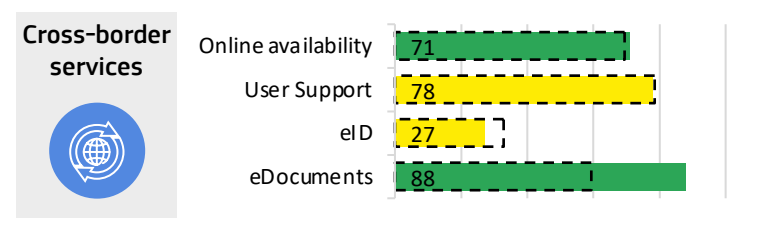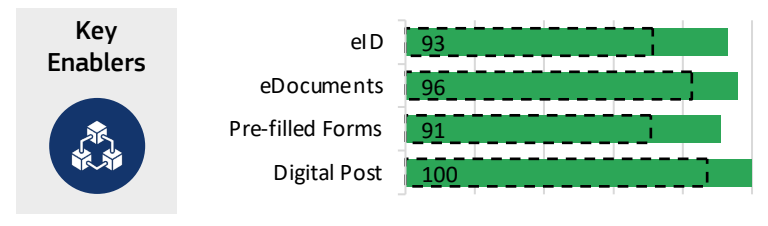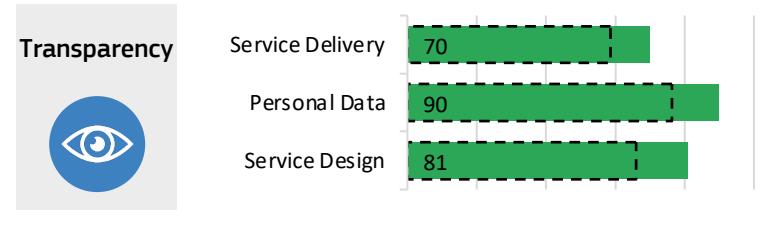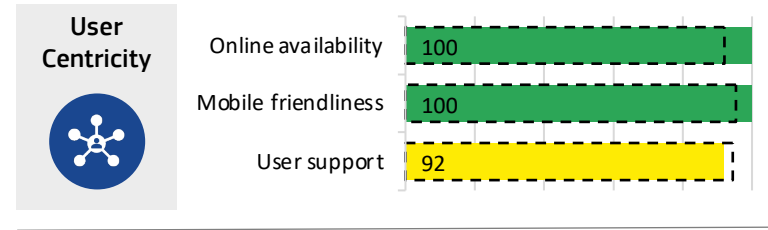
Estonia
eGovernment Benchmark 2024
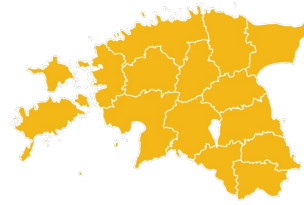
eGovernment Performance per Key Dimension

Estonia (EE)   EU27 Average

Green > EU27 Average
Yellow < EU27 Average

| Overall 2024 | EE | 92 |
| | EU | 76 |

User Centricity
EE 95 — EU 93

Transparency
EE 87 — EU 67

Key Enablers
EE 95 — EU 78

Cross-border services
EE 92 — EU 66

-1   0   +1   +2

2023   2024

Score per Indicator

User Centricity
- Online availability: 96
- Mobile friendliness: 100
- User support: 94

Transparency
- Service Delivery: 85
- Personal Data: 98
- Service Design: 78

Key Enablers
- eID: 71
- eDocuments: 88
- Pre-filled Forms: 83
- Digital Post: 89

Cross-border services
- Online availability: 97
- User Support: 100
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The Key Dimension *User Centricity* indicates to what extent (information about) a service is provided online, how the online journey is supported and if public websites are mobile friendly.
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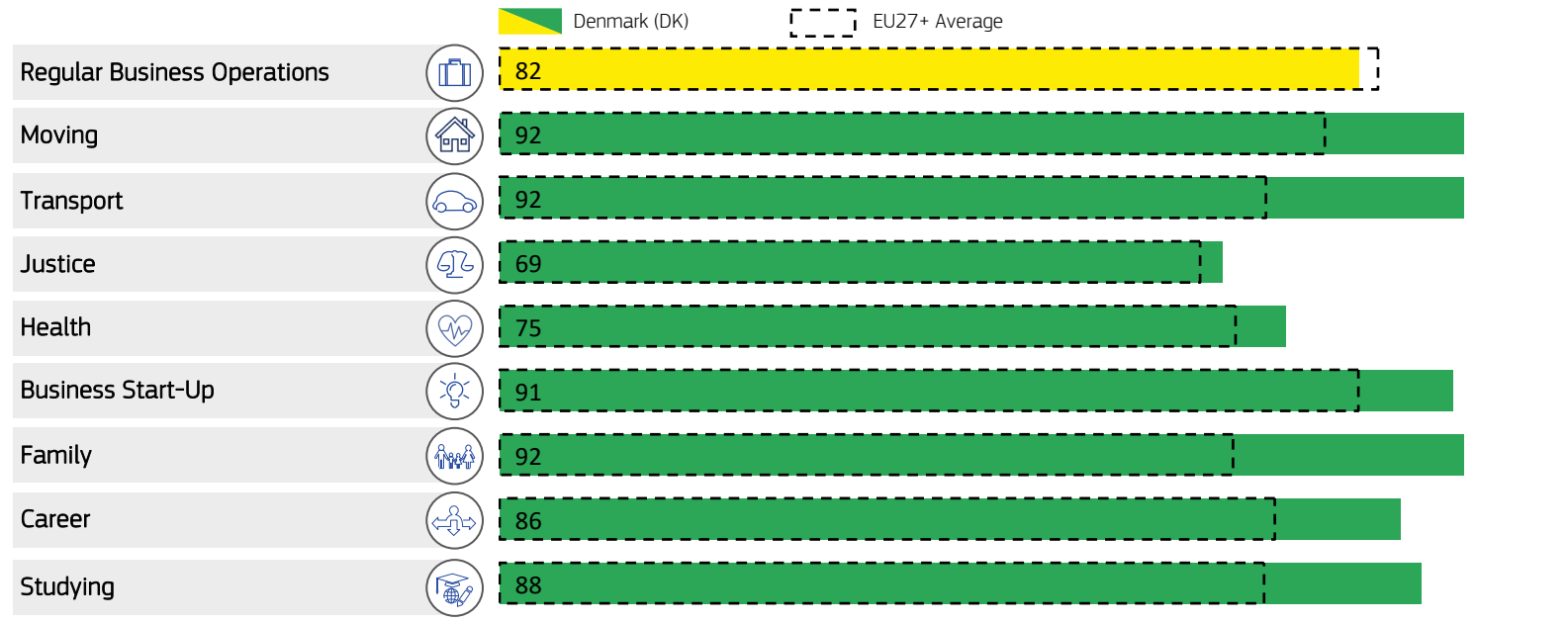- **Online Availability**: indicates if a service is online for cross-border users. Ranging from offline (0%), only information online (50%), fully online (100%).
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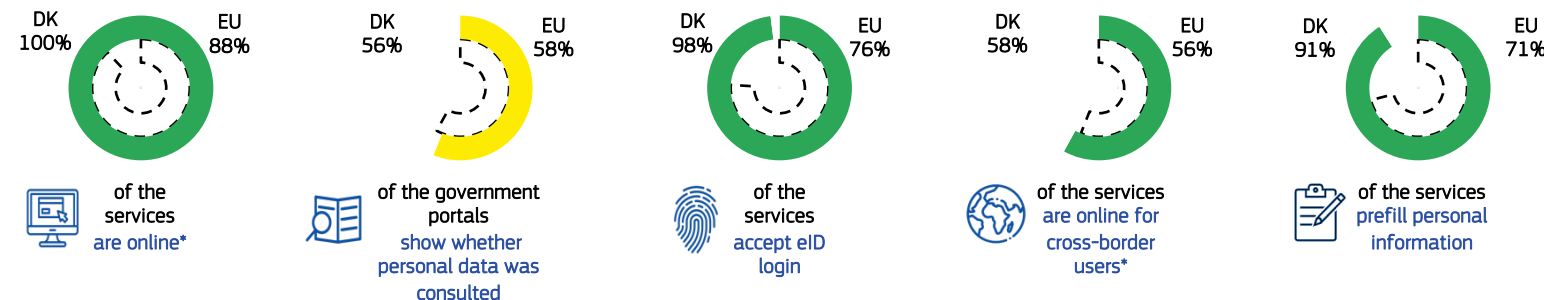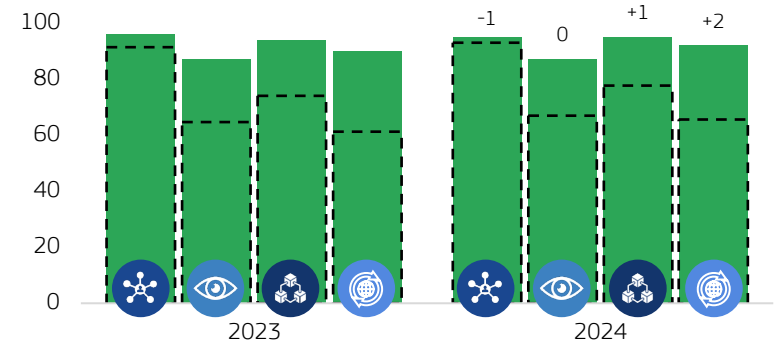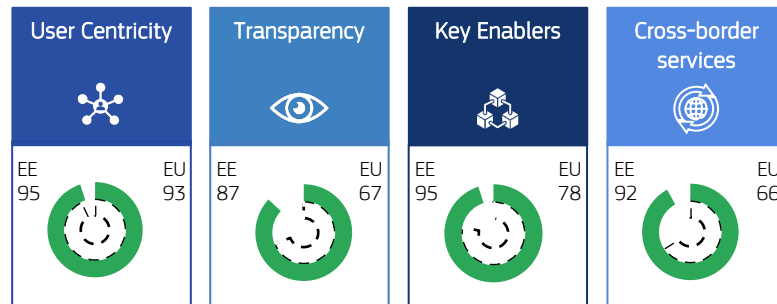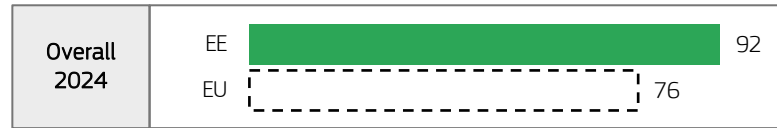# Estonia
eGovernment Benchmark 2024

Digital Performance per Life Event

Estonia (EE)   EU27+ Average

Life Event	Score
Regular Business Operations	95
Moving	90
Transport	83
Justice	91
Health	92
Business Start-Up	95
Family	94
Career	100
Studying	89

Key Figures

EE 95% / EU 88% — of the services **are online***

EE 100% / EU 58% — of the government portals **show whether personal data was consulted**

EE 99% / EU 76% — of the services **accept eID login**

EE 94% / EU 56% — of the services **are online for cross-border users***

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Greece
eGovernment Benchmark 2024

eGovernment Performance per Key Dimension

Greece (EL)
EU27 Average

Green > EU27 Average
Yellow < EU27 Average

Overall 2024		
	EL	68
	EU	76

User Centricity
EL 96	EU 93

Transparency
EL 53	EU 67

Key Enablers
EL 70	EU 78

Cross-border services
EL 54	EU 66

2023 | 2024
+3, +1, +11, +16

Score per Indicator

User Centricity
- Online availability: 94
- Mobile friendliness: 98
- User support: 100

Transparency
- Service Delivery: 37
- Personal Data: 71
- Service Design: 50

Key Enablers
- eID: 70
- eDocuments: 70
- Pre-filled Forms: 79
- Digital Post: 61

Cross-border services
- Online availability: 62
- User Support: 70
- eID: 10
- eDocuments: 44

The Key Dimension *User Centricity* indicates to what extent (information about) a service is provided online, how the online journey is supported and if public websites are mobile friendly.
- **Online Availability**: indicates if a service is online. Ranging from offline (0%), only informationon online (50%), fully online (100%).
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- **User Support**: indicates if support, help and (interactive) feedback functionalities are online.

The Key Dimension *Transparency* indicates to what extent governments are transparent regarding:
- **Transparency of Service Delivery**: indicates to what extent governments are transparent as regards the process of service delivery.
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- **Transparency of Service Design**: indicates to what extent governments are transparent as regards the process of service design.

The Key Dimension **Key Enablers** indicates the extent to which 4 technical pre-conditions are available online:
- **Electronic identification (eID)**: indicates if users can identify themselves with their national eID for services.
- **Electronic documents (eDocuments)**: indicates whether users could submit or download documents required for the service
- **Pre-filled forms:** indicates whether personal data is pre-filled
- **Digital Post:** indicates whether users can receive communications solely via a secure government mailbox

The Key Dimension for *Cross-border Services* indicates to what extent EU citizens can use online services in another country.
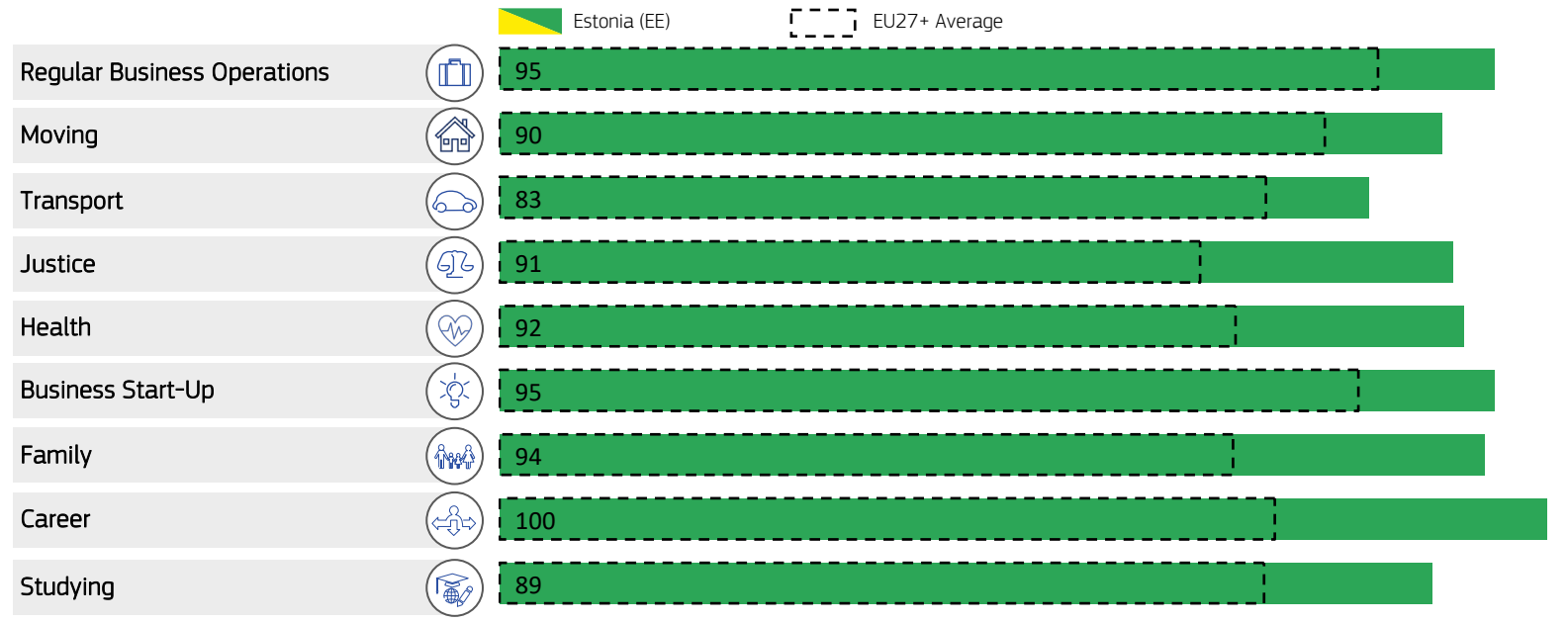- **Online Availability**: indicates if a service is online for cross-border users. Ranging from offline (0%), only information online (50%), fully online (100%).
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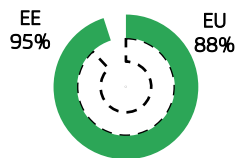- **eDocuments**: indicates if eDocuments can be transmitted from country A to country B.

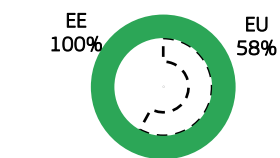# Greece
eGovernment Benchmark 2024
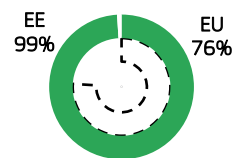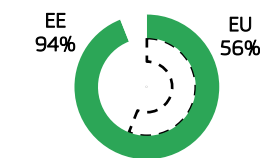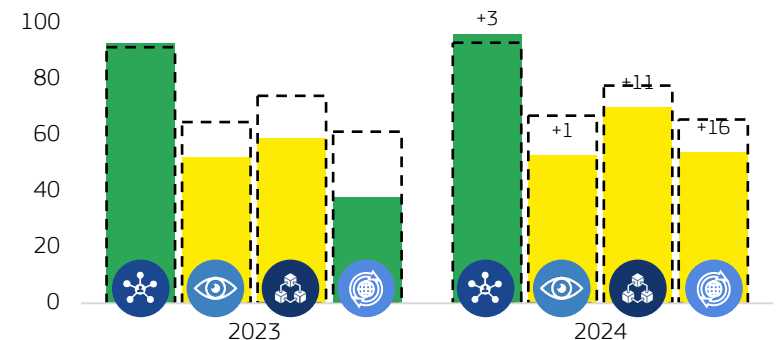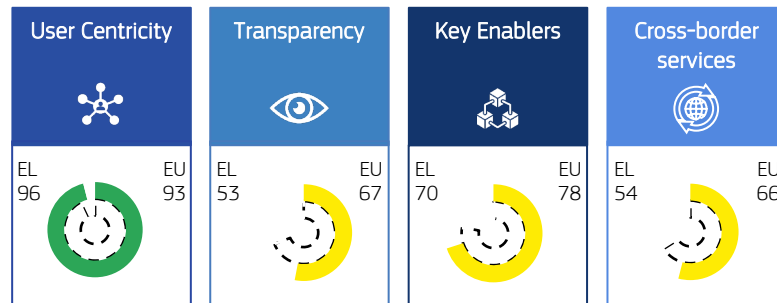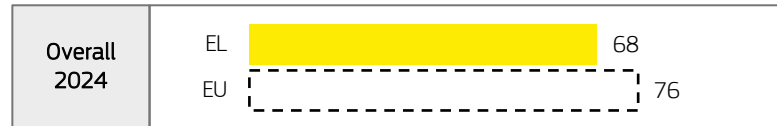
Digital Performance per Life Event

Greece (EL) ▢ EU27+ Average

Life Event	Greece (EL)
Regular Business Operations	69
Moving	60
Transport	65
Justice	67
Health	62
Business Start-Up	82
Family	65
Career	78
Studying	64

Key Figures

EL 89% / EU 88%	EL 22% / EU 58%	EL 71% / EU 76%	EL 35% / EU 56%	EL 79% / EU 71%
of the services are online*	of the government portals show whether personal data was consulted	of the services accept eID login	of the services are online for cross-border users*	of the services prefill personal information

*These scores are different from the Digital Decade targets, which use the *Online Availability* indicator as input

Regular Business Operations (2023). A business life event that covers 11 services related to regular business operations, such as administrative and tax requirements, human resources and refund of VAT.

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Spain
eGovernment Benchmark 2024

eGovernment Performance per Key Dimension

- ▮ Spain (ES)
- ▯ EU27 Average

Green > EU27 Average
Yellow < EU27 Average

| Overall 2024 | ES | 79 |
| | EU | 76 |

User Centricity
ES 98 — EU 93

Transparency
ES 71 — EU 67

Key Enablers
ES 83 — EU 78

Cross-border services
ES 65 — EU 66

Chart 2023 / 2024: values 0, -2, +2, -2

Score per Indicator

User Centricity
- Online availability: 98
- Mobile friendliness: 95
- User support: 100

Transparency
- Service Delivery: 57
- Personal Data: 80
- Service Design: 75

Key Enablers
- eID: 72
- eDocuments: 87
- Pre-filled Forms: 81
- Digital Post: 94

Cross-border services
- Online availability: 74
- User Support: 74
- eID: 18
- eDocuments: 61

The Key Dimension **User Centricity** indicates to what extent (information about) a service is provided online, how the online journey is supported and if public websites are mobile friendly.
- **Online Availability**: indicates if a service is online. Ranging from offline (0%), only information online (50%), fully online (100%).
- **Mobile Friendliness**: indicates if the website provides a service through a mobile-friendly interface; an interface that is 'adopted' to the mobile device.
- **User Support**: indicates if support, help and (interactive) feedback functionalities are online.

The Key Dimension **Transparency** indicates to what extent governments are transparent regarding:
- **Transparency of Service Delivery**: indicates to what extent governments are transparent as regards the process of service delivery.
- **Transparency or Personal Data**: indicates to what extent governments are transparent as regards personal data involved.
- **Transparency of Service Design**: indicates to what extent governments are transparent as regards the process of service design.

The Key Dimension **Key Enablers** indicates the extent to which 4 technical pre-conditions are available online:
- **Electronic identification (eID)**: indicates if users can identify themselves with their national eID for services.
- **Electronic documents (eDocuments)**: indicates whether users could submit or download documents required for the service
- **Pre-filled forms:** indicates whether personal data is pre-filled
- **Digital Post:** indicates whether users can receive communications solely via a secure government mailbox

The Key Dimension for **Cross-border Services** indicates to what extent EU citizens can use online services in another country.
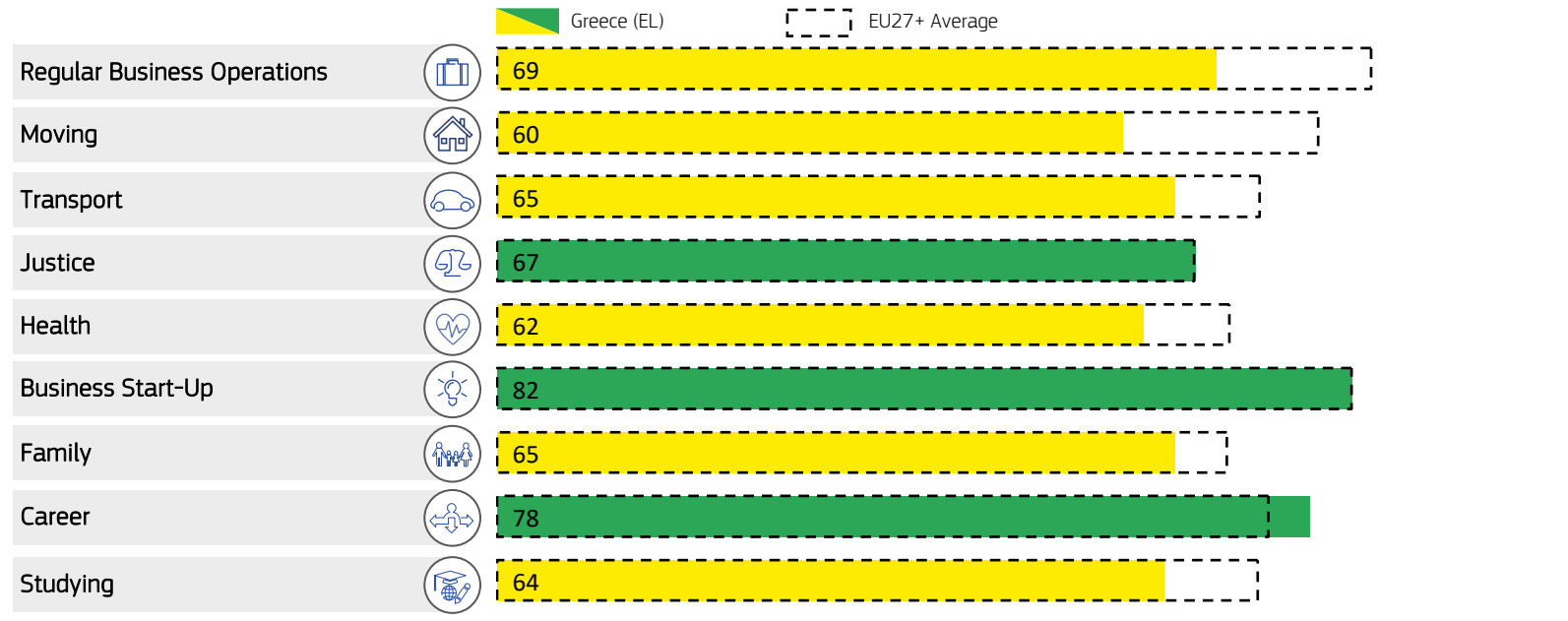- **Online Availability**: indicates if a service is online for cross-border users. Ranging from offline (0%), only information online (50%), fully online (100%).
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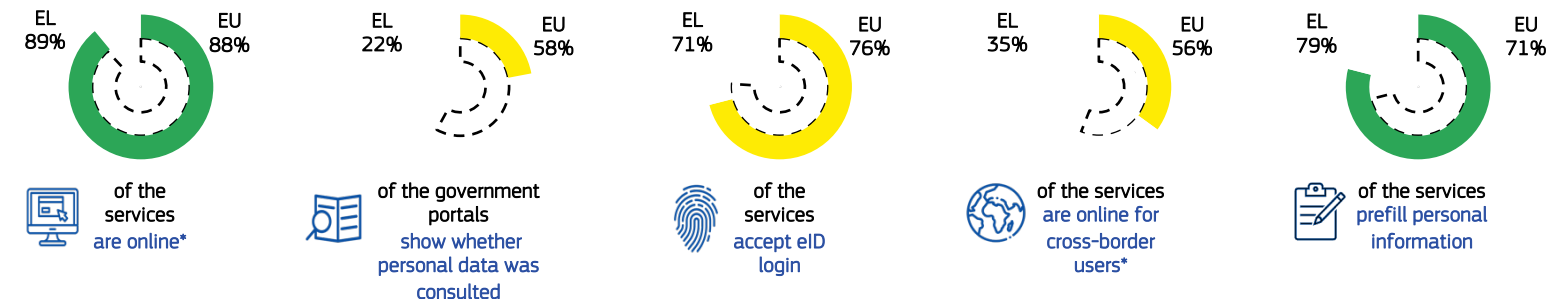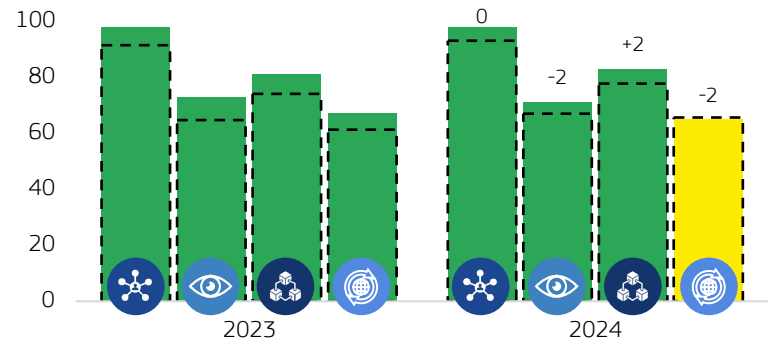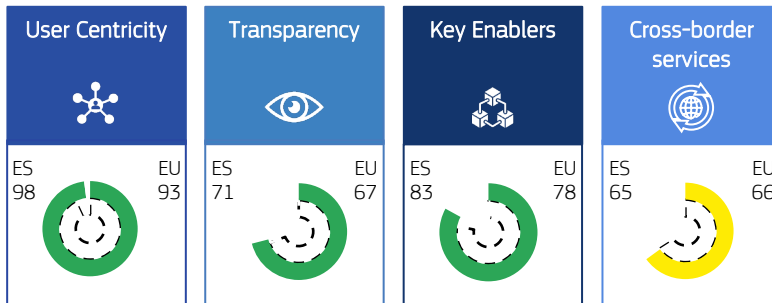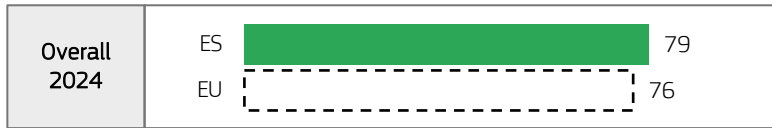- **eDocuments**: indicates if eDocuments can be transmitted from country A to country B.

Spain
eGovernment Benchmark 2024

Digital Performance per Life Event

Spain (ES) ▫ EU27+ Average

Life Event	Score
Regular Business Operations	93
Moving	75
Transport	81
Justice	73
Health	73
Business Start-Up	80
Family	80
Career	84
Studying	77

Key Figures

ES 97% / EU 88% — of the services **are online***

ES 67% / EU 58% — of the government portals **show whether personal data was consulted**

ES 90% / EU 76% — of the services **accept eID login**

ES 73% / EU 56% — of the services **are online for cross-border users***

ES 81% / EU 71% — of the services **prefill personal information**

*These scores are different from the Digital Decade targets, which use the *Online Availability* indicator as input

Regular Business Operations (2023). A business life event that covers 11 services related to regular business operations, such as administrative and tax requirements, human resources and refund of VAT.

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Finland
eGovernment Benchmark 2024

eGovernment Performance per Key Dimension

Finland (FI) ----- EU27 Average

Green > EU27 Average
Yellow < EU27 Average

| Overall 2024 | FI | 88 |
| | EU | 76 |

User Centricity	Transparency	Key Enablers	Cross-border services
FI 98 — EU 93	FI 76 — EU 67	FI 95 — EU 78	FI 83 — EU 66

Bar chart 2023 / 2024 with changes: -1, +4, +2, +2

Score per Indicator

User Centricity
- Online availability: 97
- Mobile friendliness: 100
- User support: 100

Transparency
- Service Delivery: 57
- Personal Data: 77
- Service Design: 94

Key Enablers
- eID: 96
- eDocuments: 97
- Pre-filled Forms: 88
- Digital Post: 100

Cross-border services
- Online availability: 88
- User Support: 93
- eID: 59
- eDocuments: 70

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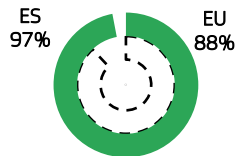- **eDocuments**: indicates if eDocuments can be transmitted from country A to country B.
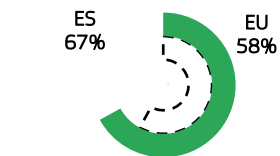
Finland
eGovernment Benchmark 2024
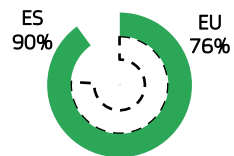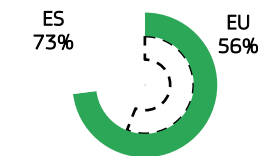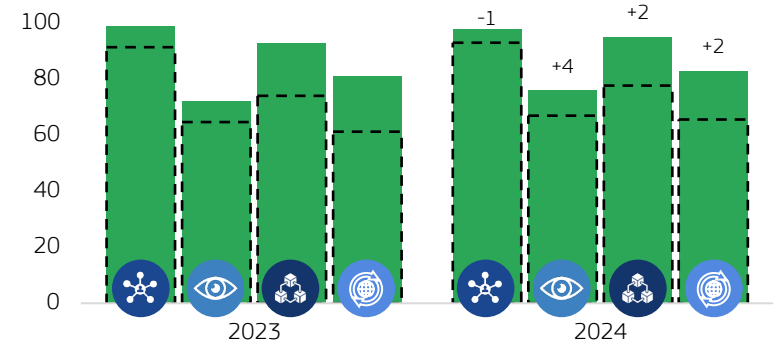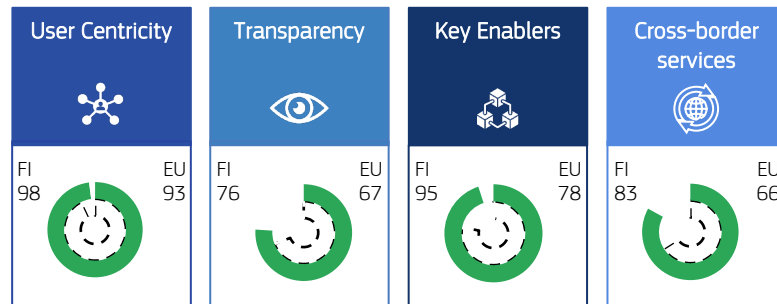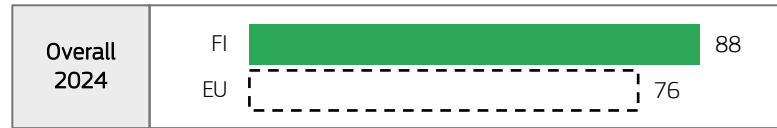
Digital Performance per Life Event

 Finland (FI)   EU27+ Average

Life Event	Score
Regular Business Operations	93
Moving	91
Transport	80
Justice	87
Health	86
Business Start-Up	94
Family	79
Career	88
Studying	95

Key Figures

FI 97% / EU 88%	FI 11% / EU 58%	FI 96% / EU 76%	FI 88% / EU 56%	FI 88% / EU 71%
of the services **are online***	of the government portals **show whether personal data was consulted**	of the services **accept eID login**	of the services **are online for cross-border users***	of the services **prefill personal information**

*These scores are different from the Digital Decade targets, which use the *Online Availability* indicator as input

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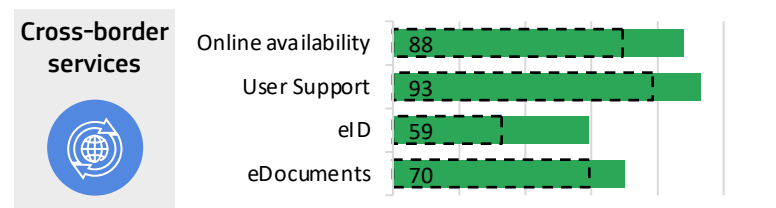
France

eGovernment Benchmark 2024
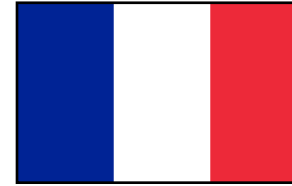
eGovernment Performance per Key Dimension

France (FR)   - - - EU27 Average

Green > EU27 Average
Yellow < EU27 Average

| Overall 2024 | FR | 74 |
| | EU | 76 |

User Centricity	Transparency	Key Enablers	Cross-border services
FR 94 — EU 93	FR 67 — EU 67	FR 82 — EU 78	FR 51 — EU 66

Bar chart axis: 100, 80, 60, 40, 20, 0

2023 — 2024
+1, +2, +7, +5

Score per Indicator

User Centricity

Online availability	93
Mobile friendliness	97
User support	95

Transparency

Service Delivery	62
Personal Data	79
Service Design	61

Key Enablers

eID	74
eDocuments	93
Pre-filled Forms	63
Digital Post	100

Cross-border services

Online availability	54
User Support	63
eID	14
eDocuments	56

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- **Electronic identification (eID)**: indicates if users can identify themselves with their national eID for services.
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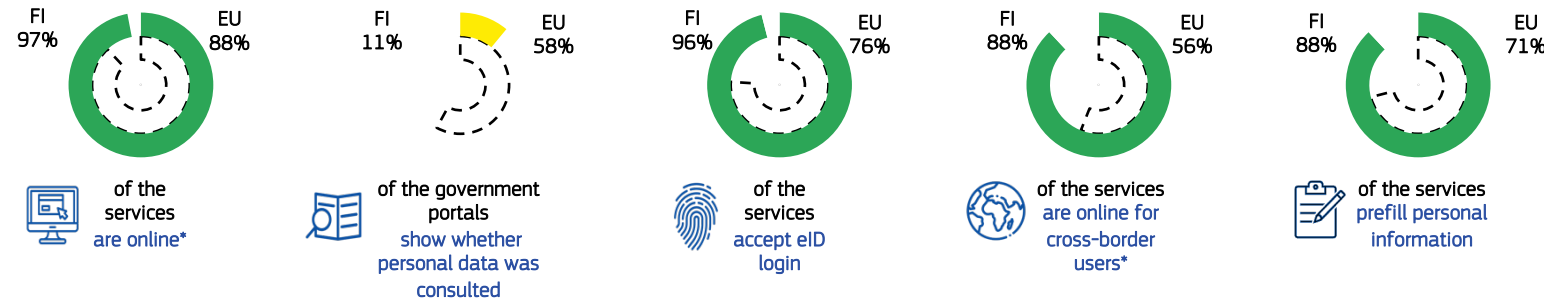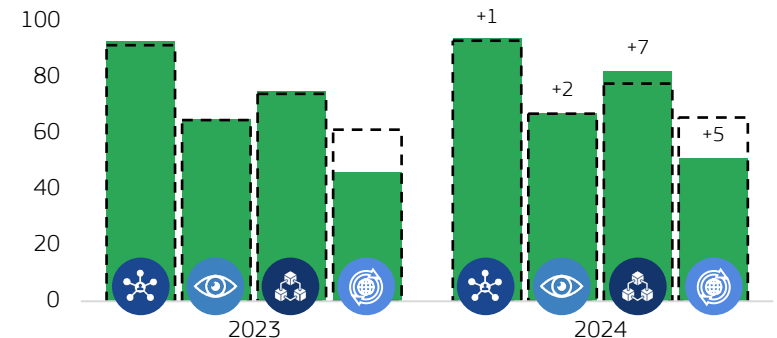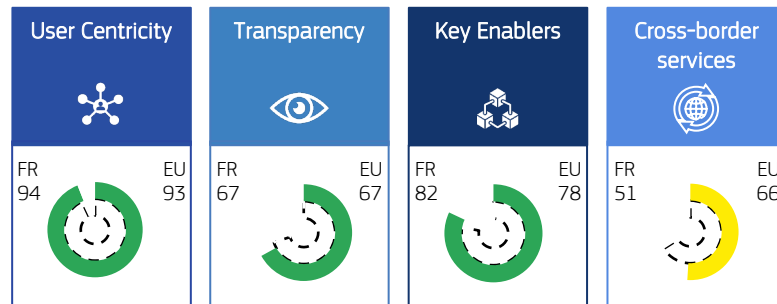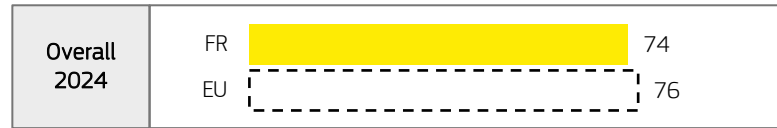- **eDocuments**: indicates if eDocuments can be transmitted from country A to country B.

France
eGovernment Benchmark 2024

Digital Performance per Life Event

France (FR) ⬛   ⬜ EU27+ Average

Life Event	Score
Regular Business Operations	78
Moving	87
Transport	79
Justice	84
Health	61
Business Start-Up	86
Family	56
Career	58
Studying	73

Key Figures

- FR 91% / EU 88% — of the services **are online***
- FR 44% / EU 58% — of the government portals **show whether personal data was consulted**
- FR 62% / EU 76% — of the services **accept eID login**
- FR 38% / EU 56% — of the services **are online for cross-border users***
- FR 63% / EU 71% — of the services **prefill personal information**

*These scores are different from the Digital Decade targets, which use the *Online Availability* indicator as input

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Studying (2022). In this life event, comprising of 11 services, it is evaluated to what extent enrolment in higher education can be done online. Think for instance about admission requirements and services that are needed during the study, such as career advice and portability of student grant when studying abroad
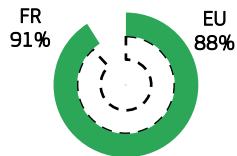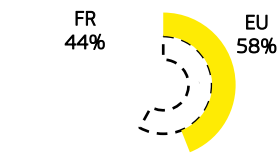
27

Hungary
eGovernment Benchmark 2024

eGovernment Performance per Key Dimension

Hungary (HU) — — **EU27 Average**

Green > EU27 Average
Yellow < EU27 Average

Overall 2024		
HU		73
EU		76

User Centricity	Transparency	Key Enablers	Cross-border services
HU 94 / EU 93	HU 61 / EU 67	HU 87 / EU 78	HU 49 / EU 66

Bar chart 2023 / 2024 with values: +2, +4, +3, +9

Score per Indicator

User Centricity
- Online availability: 96
- Mobile friendliness: 87
- User support: 94

Transparency
- Service Delivery: 67
- Personal Data: 72
- Service Design: 44

Key Enablers
- eID: 86
- eDocuments: 92
- Pre-filled Forms: 71
- Digital Post: 100

Cross-border services
- Online availability: 52
- User Support: 59
- eID: 16
- eDocuments: 34

The Key Dimension *User Centricity* indicates to what extent (information about) a service is provided online, how the online journey is supported and if public websites are mobile friendly.
- **Online Availability**: indicates if a service is online. Ranging from offline (0%), only information online (50%), fully online (100%).
- **Mobile Friendliness**: indicates if the website provides a service through a mobile-friendly interface; an interface that is 'adopted' to the mobile device.
- **User Support**: indicates if support, help and (interactive) feedback functionalities are online.

The Key Dimension *Transparency* indicates to what extent governments are transparent regarding:
- **Transparency of Service Delivery**: indicates to what extent governments are transparent as regards the process of service delivery.
- **Transparency or Personal Data**: indicates to what extent governments are transparent as regards personal data involved.
- **Transparency of Service Design**: indicates to what extent governments are transparent as regards the process of service design.

The Key Dimension **Key Enablers** indicates the extent to which 4 technical pre-conditions are available online:
- Electronic identification (**eID**): indicates if users can identify themselves with their national eID for services.
- Electronic documents (**eDocuments**): indicates whether users could submit or download documents required for the service
- **Pre-filled forms:** indicates whether personal data is pre-filled
- **Digital Post:** indicates whether users can receive communications solely via a secure government mailbox

The Key Dimension for *Cross-border Services* indicates to what extent EU citizens can use online services in another country.
- **Online Availability**: indicates if a service is online for cross-border users. Ranging from offline (0%), only information online (50%), fully online (100%).
- **User Support**: indicates if support, help and (interactive) feedback functionalities are online for cross-border users.
- **eID**: indicates if a national eID from country A can be used in country B.
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Hungary
eGovernment Benchmark 2024
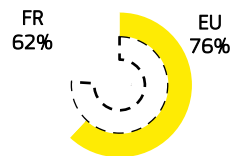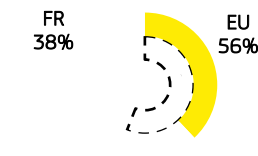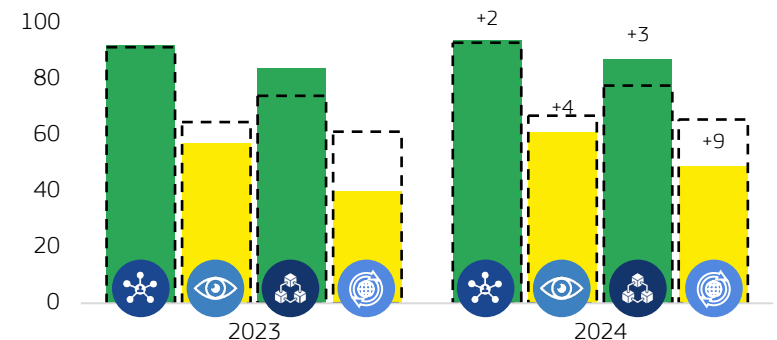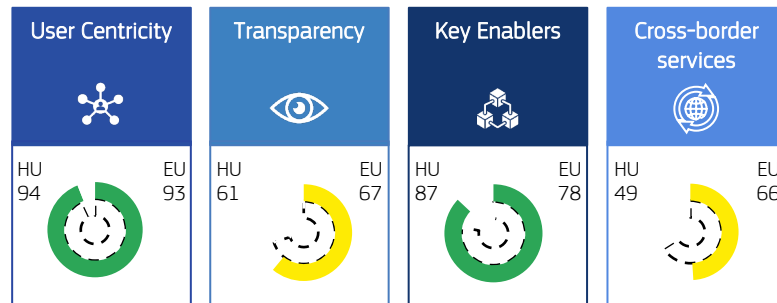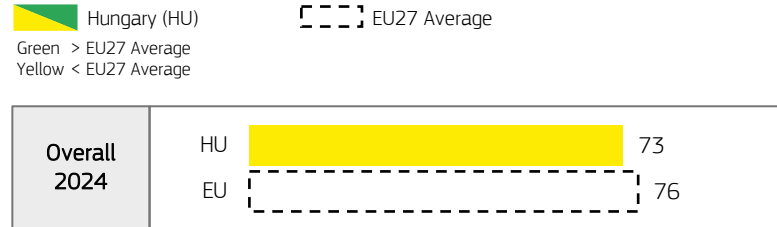
Digital Performance per Life Event

Hungary (HU) EU27+ Average

Life Event	HU Score
Regular Business Operations	76
Moving	83
Transport	78
Justice	65
Health	67
Business Start-Up	78
Family	60
Career	70
Studying	77

Key Figures

HU 92% / EU 88%	HU 56% / EU 58%	HU 82% / EU 76%	HU 26% / EU 56%	HU 71% / EU 71%
of the services **are online***	of the government portals **show whether personal data was consulted**	of the services **accept eID login**	of the services **are online for cross-border users***	of the services **prefill personal information**

*These scores are different from the Digital Decade targets, which use the *Online Availability* indicator as input

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Regular Business Operations (2023). A business life event that covers 11 services related to regular business operations, such as administrative and tax requirements, human resources and refund of VAT.

Moving (2023) . This concise life event illustrates the journey in case of moving places: from deregistering to register address in the new town. It also includes notifications to other public organizations and utilities.

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Career (2022). From immediate actions for unemployed applications for additional benefits and allowances, this life event captures vital elements when becoming unemployed. It also include various services concerning job search and participation in training programs, supporting people to find a job.

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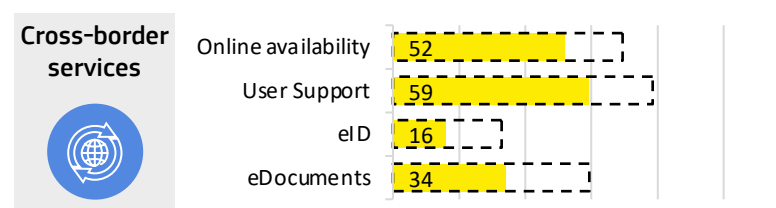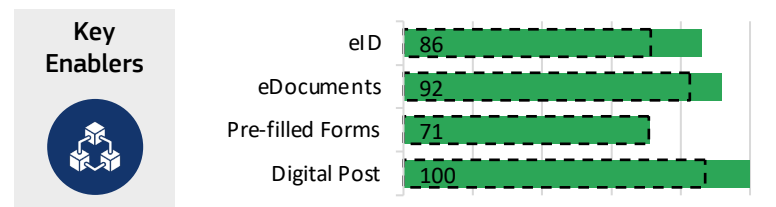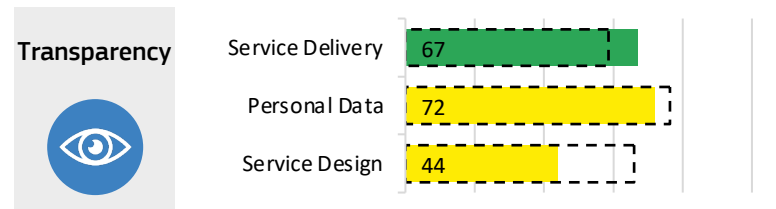
Croatia
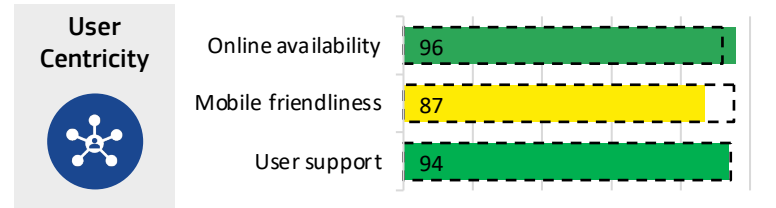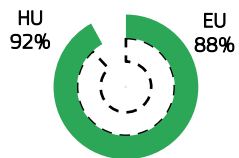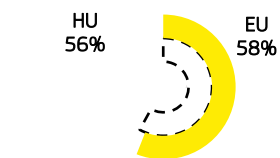## eGovernment Benchmark 2024

eGovernment Performance per Key Dimension

- Croatia (HR)
- ---- EU27 Average

Green > EU27 Average
Yellow < EU27 Average

| Overall 2024 | HR | 67 |
| | EU | 76 |

User Centricity
HR 90   EU 93

Transparency
HR 59   EU 67

Key Enablers
HR 67   EU 78

Cross-border services
HR 52   EU 66

2023   2024

Score per Indicator

User Centricity
- Online availability: 89
- Mobile friendliness: 98
- User support: 89

Transparency
- Service Delivery: 49
- Personal Data: 64
- Service Design: 64

Key Enablers
- eID: 62
- eDocuments: 67
- Pre-filled Forms: 49
- Digital Post: 89

Cross-border services
- Online availability: 45
- User Support: 89
- eID: 25
- eDocuments: 37

The Key Dimension *User Centricity* indicates to what extent (information about) a service is provided online, how the online journey is supported and if public websites are mobile friendly.
- **Online Availability**: indicates if a service is online. Ranging from offline (0%), only information online (50%), fully online (100%).
- **Mobile Friendliness**: indicates if the website provides a service through a mobile-friendly interface; an interface that is 'adopted' to the mobile device.
- **User Support**: indicates if support, help and (interactive) feedback functionalities are online.

The Key Dimension *Transparency* indicates to what extent governments are transparent regarding:
- **Transparency of Service Delivery**: indicates to what extent governments are transparent as regards the process of service delivery.
- **Transparency or Personal Data**: indicates to what extent governments are transparent as regards personal data involved.
- **Transparency of Service Design**: indicates to what extent governments are transparent as regards the process of service design.

The Key Dimension **Key Enablers** indicates the extent to which 4 technical pre-conditions are available online:
- **Electronic identification (eID)**: indicates if users can identify themselves with their national eID for services.
- **Electronic documents (eDocuments)**: indicates whether users could submit or download documents required for the service
- **Pre-filled forms:** indicates whether personal data is pre-filled
- **Digital Post**: indicates whether users can receive communications solely via a secure government mailbox

The Key Dimension for *Cross-border Services* indicates to what extent EU citizens can use online services in another country.
- **Online Availability**: indicates if a service is online for cross-border users. Ranging from offline (0%), only information online (50%), fully online (100%).
- **User Support**: indicates if support, help and (interactive) feedback functionalities are online for cross-border users.
- **eID**: indicates if a national eID from country A can be used in country B.
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Croatia
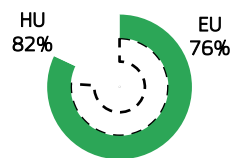## eGovernment Benchmark 2024

Digital Performance per Life Event

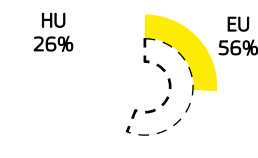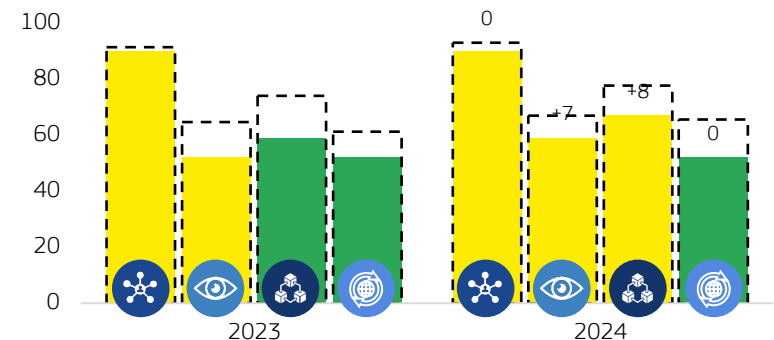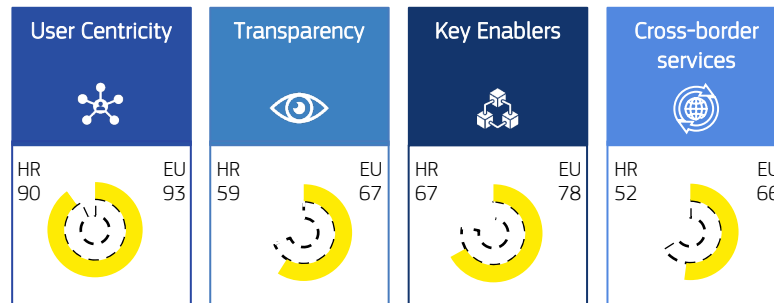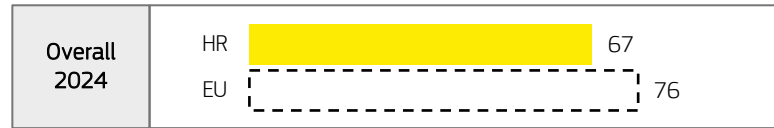Croatia (HR)　　EU27+ Average

Life Event	HR Score
Regular Business Operations	75
Moving	71
Transport	59
Justice	53
Health	62
Business Start-Up	78
Family	63
Career	70
Studying	71

Key Figures

HR 80% / EU 88%	HR 67% / EU 58%	HR 70% / EU 76%	HR 35% / EU 56%	HR 49% / EU 71%
of the services are online*	of the government portals show whether personal data was consulted	of the services accept eID login	of the services are online for cross-border users*	of the services prefill personal information

*These scores are different from the Digital Decade targets, which use the *Online Availability* indicator as input

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Regular Business Operations (2023). A business life event that covers 11 services related to regular business operations, such as administrative and tax requirements, human resources and refund of VAT.

Moving (2023) . This concise life event illustrates the journey in case of moving places: from deregistering to register address in the new town. It also includes notifications to other public organizations and utilities.

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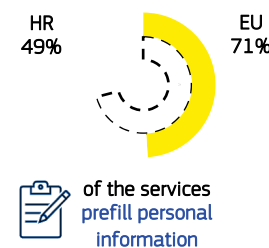
Ireland
eGovernment Benchmark 2024

eGovernment Performance per Key Dimension

Ireland (IE)   EU27 Average

Green > EU27 Average
Yellow < EU27 Average

Overall 2024	IE	74
	EU	76

User Centricity	Transparency	Key Enablers	Cross-border services
IE 91 EU 93	IE 70 EU 67	IE 58 EU 78	IE 77 EU 66

Bar chart 2023 / 2024 with values: -1, +6, +4, 0

Score per Indicator

User Centricity
Online availability	87
Mobile friendliness	98
User support	97

Transparency
Service Delivery	56
Personal Data	56
Service Design	100

Key Enablers
eID	48
eDocuments	73
Pre-filled Forms	63
Digital Post	50

Cross-border services
Online availability	83
User Support	96
eID	14
eDocuments	65

The Key Dimension *User Centricity* indicates to what extent (information about) a service is provided online, how the online journey is supported and if public websites are mobile friendly.
- **Online Availability**: indicates if a service is online. Ranging from offline (0%), only information on online (50%), fully online (100%).
- **Mobile Friendliness**: indicates if the website provides a service through a mobile-friendly interface; an interface that is 'adopted' to the mobile device.
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The Key Dimension **Key Enablers** indicates the extent to which 4 technical pre-conditions are available online:
- **Electronic identification (eID)**: indicates if users can identify themselves with their national eID for services.
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The Key Dimension for *Cross-border Services* indicates to what extent EU citizens can use online services in another country.
- **Online Availability**: indicates if a service is online for cross-border users. Ranging from offline (0%), only information online (50%), fully online (100%).
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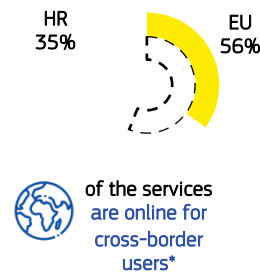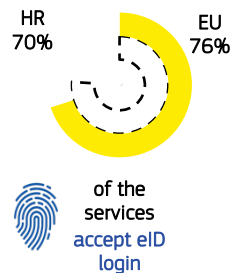- **eDocuments**: indicates if eDocuments can be transmitted from country A to country B.

Ireland
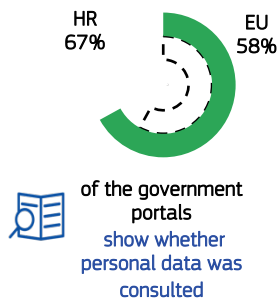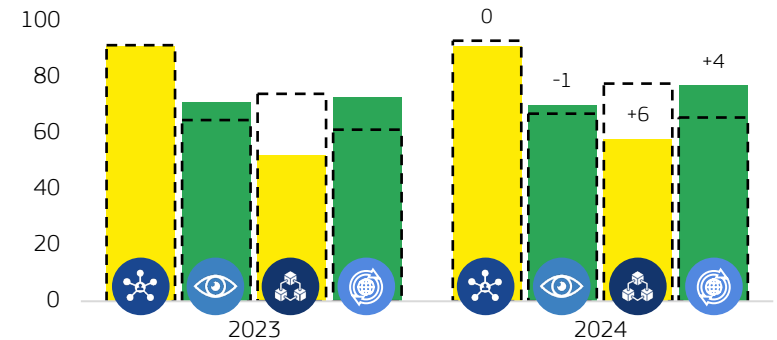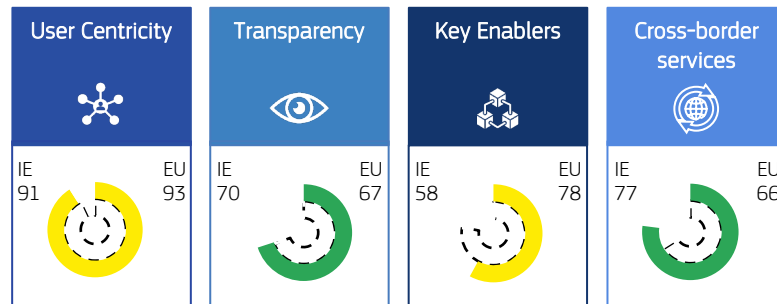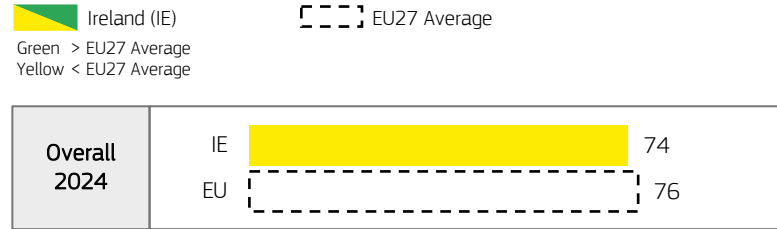## eGovernment Benchmark 2024

Digital Performance per Life Event

Legend: ▮ Ireland (IE)   ┌┄┐ EU27+ Average

Life Event	IE Score
Regular Business Operations	91
Moving	69
Transport	72
Justice	56
Health	44
Business Start-Up	90
Family	79
Career	78
Studying	89

Key Figures

- IE 85% / EU 88% — of the services **are online***
- IE 78% / EU 58% — of the government portals **show whether personal data was consulted**
- IE 56% / EU 76% — of the services **accept eID login**
- IE 78% / EU 56% — of the services **are online for cross-border users***
- IE 63% / EU 71% — of the services **prefill personal information**

*These scores are different from the Digital Decade targets, which use the *Online Availability* indicator as input

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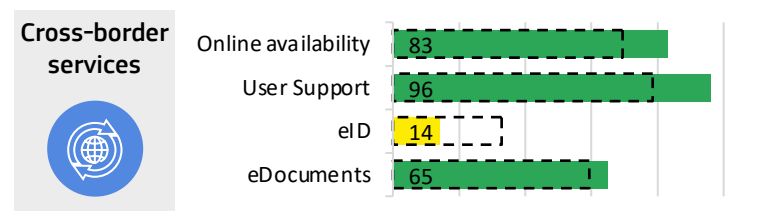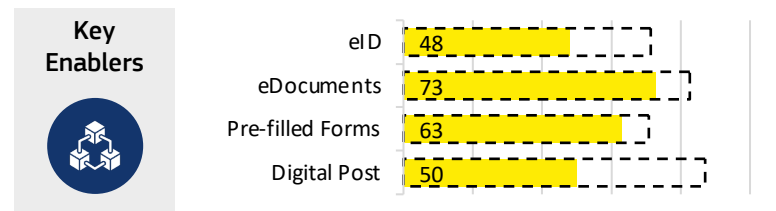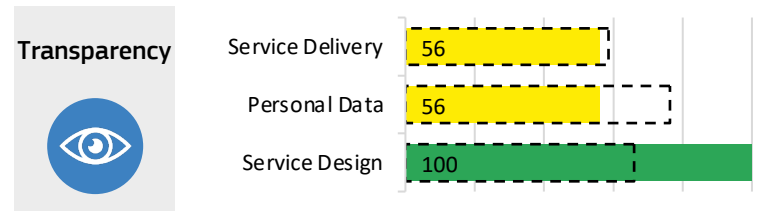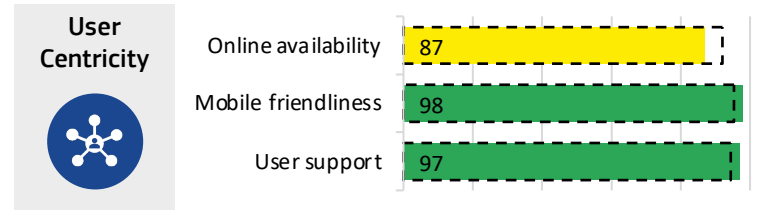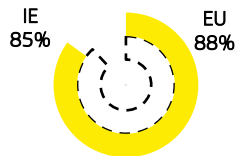# Italy
eGovernment Benchmark 2024

eGovernment Performance per Key Dimension

Italy (IT)
EU27 Average

Green > EU27 Average
Yellow < EU27 Average

| Overall 2024 | IT | 62 |
| | EU | 76 |

User Centricity	Transparency	Key Enablers	Cross-border services
IT 93 — EU 93	IT 49 — EU 67	IT 62 — EU 78	IT 42 — EU 66

2023   2024

Score per Indicator

User Centricity
- Online availability: 91
- Mobile friendliness: 92
- User support: 100

Transparency
- Service Delivery: 36
- Personal Data: 76
- Service Design: 36

Key Enablers
- eID: 58
- eDocuments: 66
- Pre-filled Forms: 48
- Digital Post: 78

Cross-border services
- Online availability: 49
- User Support: 56
- eID: 6
- eDocuments: 26

The Key Dimension *User Centricity* indicates to what extent (information about) a service is provided online, how the online journey is supported and if public websites are mobile friendly.
- **Online Availability**: indicates if a service is online. Ranging from offline (0%), only information online (50%), fully online (100%).
- **Mobile Friendliness**: indicates if the website provides a service through a mobile-friendly interface; an interface that is 'adopted' to the mobile device.
- **User Support**: indicates if support, help and (interactive) feedback functionalities are online.

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- **Transparency of Service Delivery**: indicates to what extent governments are transparent as regards the process of service delivery.
- **Transparency or Personal Data**: indicates to what extent governments are transparent as regards personal data involved.
- **Transparency of Service Design**: indicates to what extent governments are transparent as regards the process of service design.

The Key Dimension **Key Enablers** indicates the extent to which 4 technical pre-conditions are available online:
- **Electronic identification (eID)**: indicates if users can identify themselves with their national eID for services.
- **Electronic documents (eDocuments)**: indicates whether users could submit or download documents required for the service
- **Pre-filled forms:** indicates whether personal data is pre-filled
- **Digital Post:** indicates whether users can receive communications solely via a secure government mailbox

The Key Dimension for *Cross-border Services* indicates to what extent EU citizens can use online services in another country.
- **Online Availability**: indicates if a service is online for cross-border users. Ranging from offline (0%), only information online (50%), fully online (100%).
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- **eID**: indicates if a national eID from country A can be used in country B.
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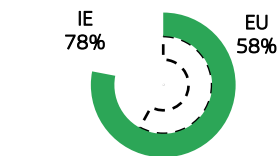
Italy
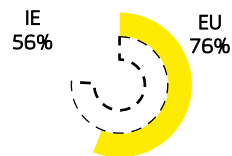## eGovernment Benchmark 2024

Digital Performance per Life Event

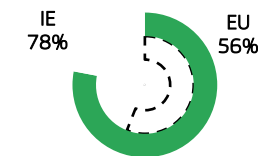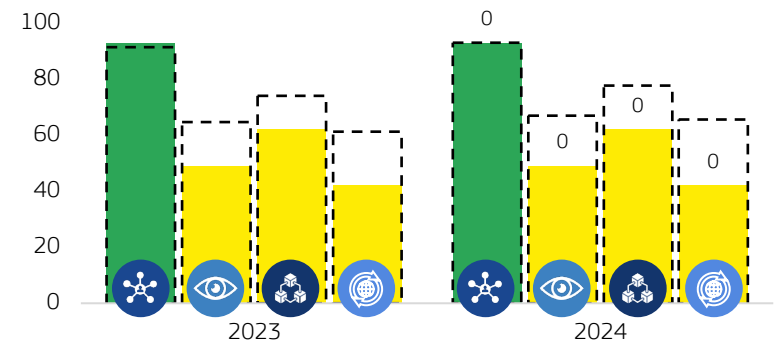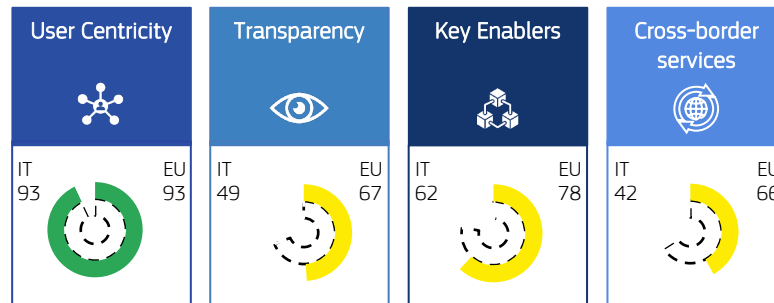Italy (IT)   EU27+ Average

Life Event	Score
Regular Business Operations	73
Moving	64
Transport	53
Justice	53
Health	56
Business Start-Up	75
Family	58
Career	62
Studying	62

Key Figures

IT 86%	EU 88%	of the services are online*
IT 11%	EU 58%	of the government portals show whether personal data was consulted
IT 70%	EU 76%	of the services accept eID login
IT 33%	EU 56%	of the services are online for cross-border users*
IT 48%	EU 71%	of the services prefill personal information

*These scores are different from the Digital Decade targets, which use the *Online Availability* indicator as input

Regular Business Operations (2023). A business life event that covers 11 services related to regular business operations, such as administrative and tax requirements, human resources and refund of VAT.

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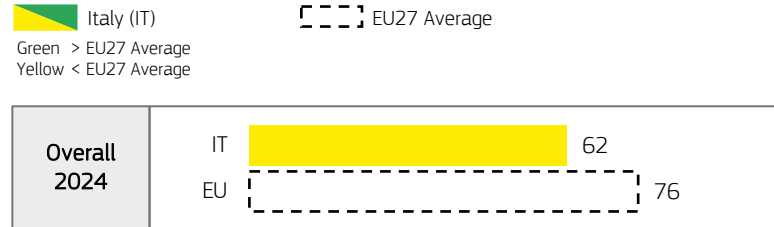
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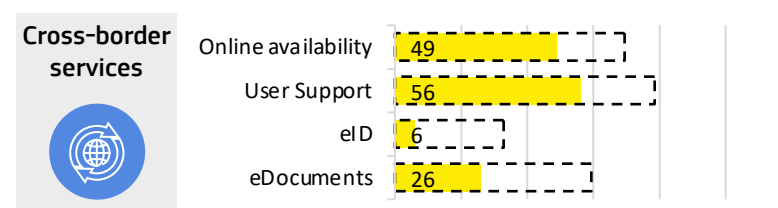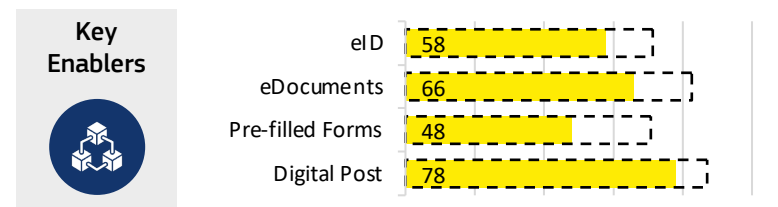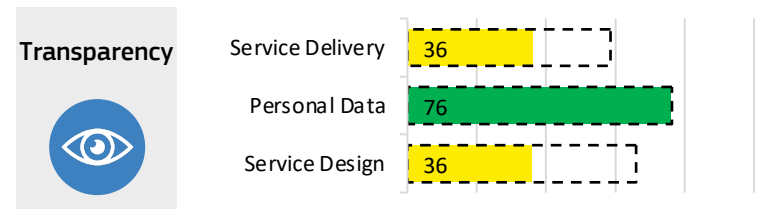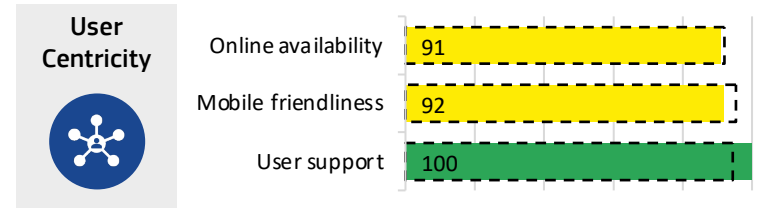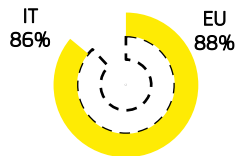
35

Lithuania
eGovernment Benchmark 2024

eGovernment Performance per Key Dimension

Lithuania (LT)   EU27 Average
Green > EU27 Average
Yellow < EU27 Average

Overall 2024		
LT		86
EU		76

User Centricity	Transparency	Key Enablers	Cross-border services
LT 94 — EU 93	LT 78 — EU 67	LT 94 — EU 78	LT 78 — EU 66

Chart values: 2023 [0], 2024 [0, 0, -1, +4]

Score per Indicator

User Centricity
- Online availability: 92
- Mobile friendliness: 95
- User support: 97

Transparency
- Service Delivery: 76
- Personal Data: 94
- Service Design: 64

Key Enablers
- eID: 94
- eDocuments: 91
- Pre-filled Forms: 92
- Digital Post: 100

Cross-border services
- Online availability: 85
- User Support: 74
- eID: 68
- eDocuments: 67

The Key Dimension *User Centricity* indicates to what extent (information about) a service is provided online, how the online journey is supported and if public websites are mobile friendly.
- **Online Availability**: indicates if a service is online. Ranging from offline (0%), only information on online (50%), fully online (100%).
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- **User Support**: indicates if support, help and (interactive) feedback functionalities are online.

The Key Dimension *Transparency* indicates to what extent governments are transparent regarding:
- **Transparency of Service Delivery**: indicates to what extent governments are transparent as regards the process of service delivery.
- **Transparency or Personal Data**: indicates to what extent governments are transparent as regards personal data involved.
- **Transparency of Service Design**: indicates to what extent governments are transparent as regards the process of service design.

The Key Dimension **Key Enablers** indicates the extent to which 4 technical pre-conditions are available online:
- **Electronic identification (eID)**: indicates if users can identify themselves with their national eID for services.
- **Electronic documents (eDocuments)**: indicates whether users could submit or download documents required for the service
- **Pre-filled forms:** indicates whether personal data is pre-filled
- **Digital Post:** indicates whether users can receive communications solely via a secure government mailbox

The Key Dimension for *Cross-border Services* indicates to what extent EU citizens can use online services in another country.
- **Online Availability**: indicates if a service is online for cross-border users. Ranging from offline (0%), only information online (50%), fully online (100%).
- **User Support**: indicates if support, help and (interactive) feedback functionalities are online for cross-border users.
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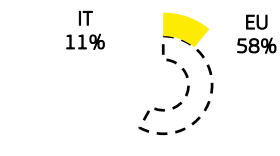
Lithuania
eGovernment Benchmark 2024

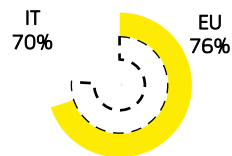## Digital Performance per Life Event

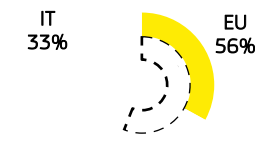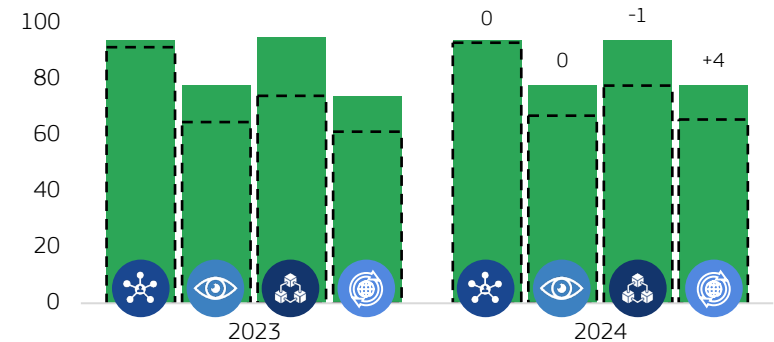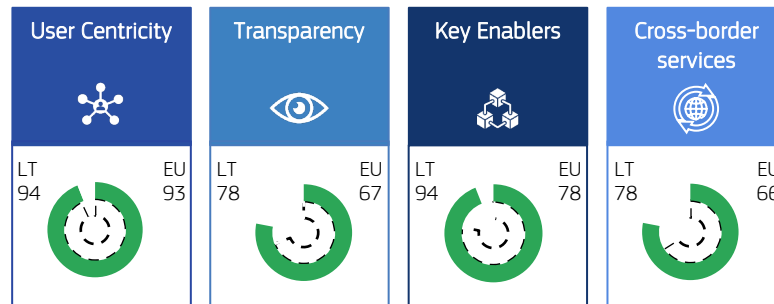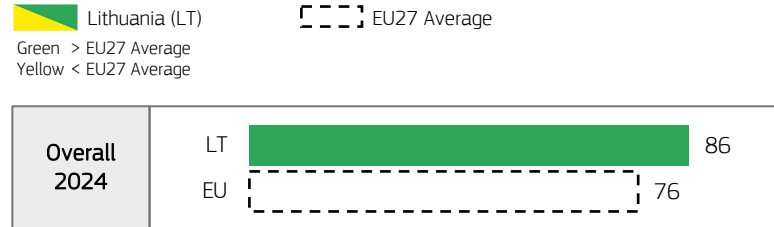Legend: ▮ Lithuania (LT)   ┌┄┐ EU27+ Average

Life Event	Score
Regular Business Operations	95
Moving	85
Transport	90
Justice	77
Health	83
Business Start-Up	92
Family	90
Career	80
Studying	82

Key Figures

LT 87% / EU 88% — of the services **are online***

LT 100% / EU 58% — of the government portals **show whether personal data was consulted**

LT 95% / EU 76% — of the services **accept eID login**

LT 67% / EU 56% — of the services **are online for cross-border users***

LT 92% / EU 71% — of the services **prefill personal information**

*These scores are different from the Digital Decade targets, which use the *Online Availability* indicator as input

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Regular Business Operations (2023). A business life event that covers 11 services related to regular business operations, such as administrative and tax requirements, human resources and refund of VAT.

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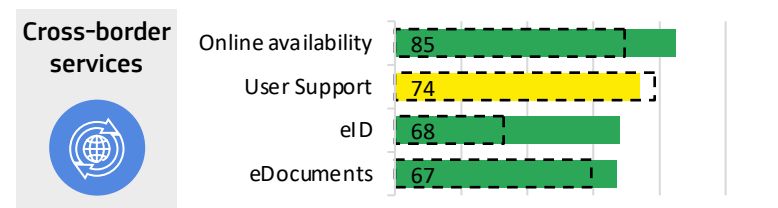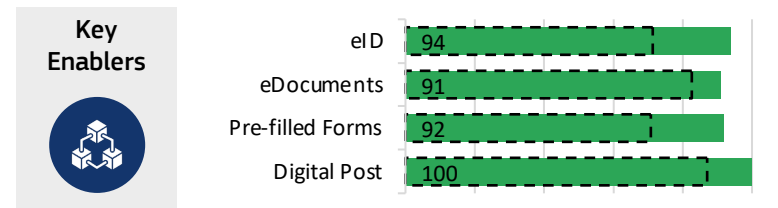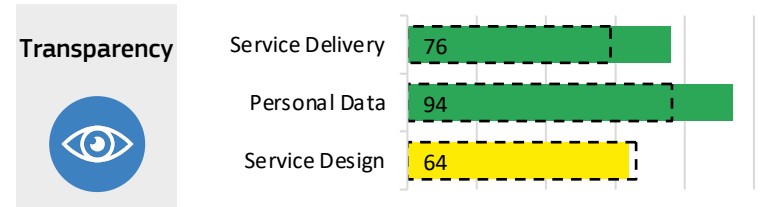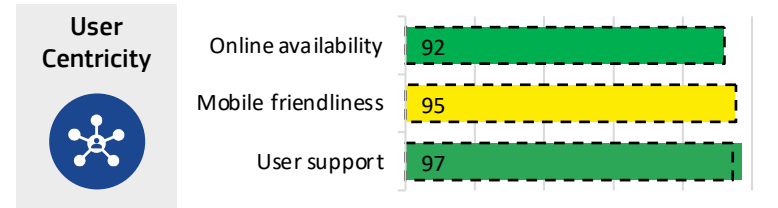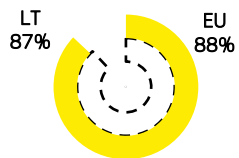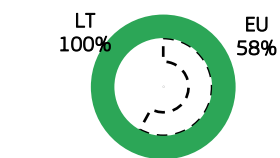
Luxembourg
eGovernment Benchmark 2024
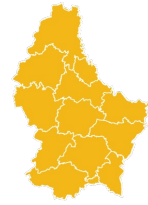
eGovernment Performance per Key Dimension

- Luxembourg (LU)
- - - - EU27 Average

Green > EU27 Average
Yellow < EU27 Average

| Overall 2024 | LU | 90 |
| | EU | 76 |

User Centricity
LU 97 — EU 93

Transparency
LU 90 — EU 67

Key Enablers
LU 80 — EU 78

Cross-border services
LU 92 — EU 66

Chart (2023 / 2024):
- 2024 changes: +1, 0, +1, +1

Score per Indicator

User Centricity
- Online availability: 95
- Mobile friendliness: 97
- User support: 100

Transparency
- Service Delivery: 57
- Personal Data: 80
- Service Design: 75

Key Enablers
- eID: 75
- eDocuments: 74
- Pre-filled Forms: 70
- Digital Post: 100

Cross-border services
- Online availability: 95
- User Support: 100
- eID: 91
- eDocuments: 69

The Key Dimension **User Centricity** indicates to what extent (information about) a service is provided online, how the online journey is supported and if public websites are mobile friendly.
- **Online Availability**: indicates if a service is online. Ranging from offline (0%), only information online (50%), fully online (100%).
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Luxembourg
eGovernment Benchmark 2024
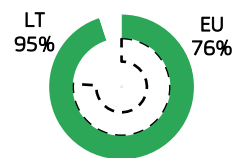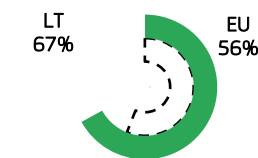
Digital Performance per Life Event

Luxembourg (LU)   EU27+ Average

Life Event	Score
Regular Business Operations	96
Moving	94
Transport	93
Justice	69
Health	95
Business Start-Up	94
Family	84
Career	90
Studying	90

Key Figures

LU 95% / EU 88%	LU 100% / EU 58%	LU 76% / EU 76%	LU 91% / EU 56%	LU 70% / EU 71%
of the services are online*	of the government portals show whether personal data was consulted	of the services accept eID login	of the services are online for cross-border users*	of the services prefill personal information

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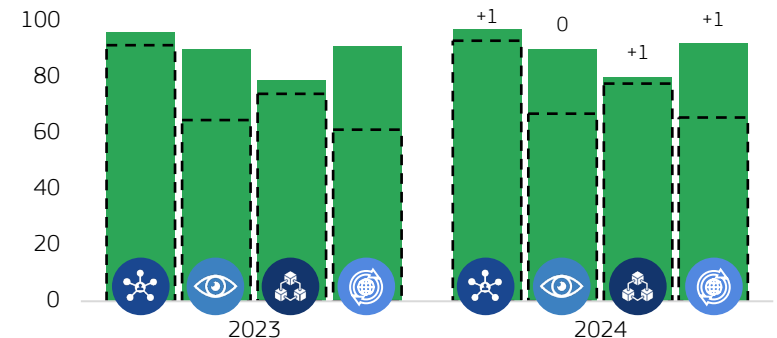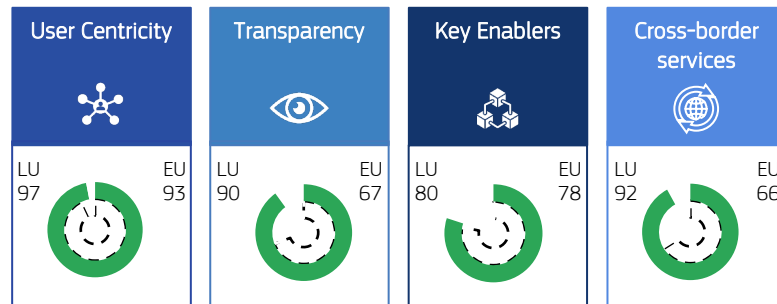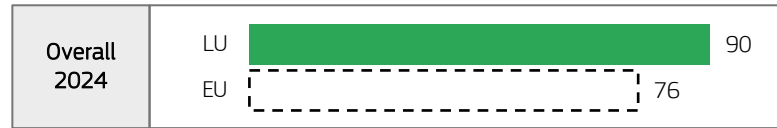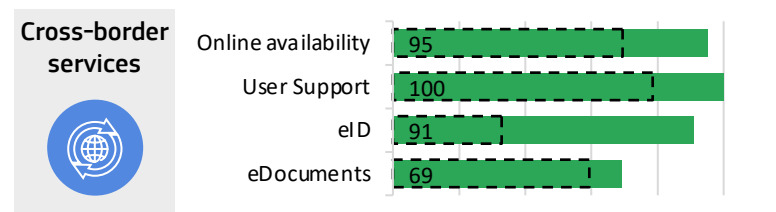
Latvia
eGovernment Benchmark 2024

eGovernment Performance per Key Dimension

Latvia (LV) — — — EU27 Average

Green > EU27 Average
Yellow < EU27 Average

Overall 2024		
	LV	85
	EU	76

User Centricity	Transparency	Key Enablers	Cross-border services
LV 93 — EU 93	LV 76 — EU 67	LV 88 — EU 78	LV 82 — EU 66

Score per Indicator

User Centricity
- Online availability: 93
- Mobile friendliness: 97
- User support: 94

Transparency
- Service Delivery: 82
- Personal Data: 87
- Service Design: 58

Key Enablers
- eID: 85
- eDocuments: 88
- Pre-filled Forms: 83
- Digital Post: 89

Cross-border services
- Online availability: 83
- User Support: 85
- eID: 63
- eDocuments: 87

The Key Dimension *User Centricity* indicates to what extent (information about) a service is provided online, how the online journey is supported and if public websites are mobile friendly.
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The Key Dimension **Key Enablers** indicates the extent to which 4 technical pre-conditions are available online:
- Electronic identification (**eID**): indicates if users can identify themselves with their national eID for services.
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- **User Support**: indicates if support, help and (interactive) feedback functionalities are online for cross-border users.
- **eID**: indicates if a national eID from country A can be used in country B.
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Latvia
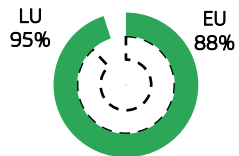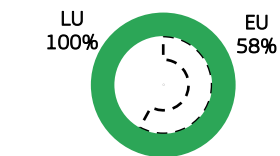## eGovernment Benchmark 2024
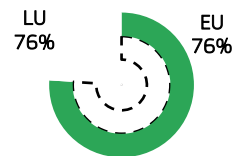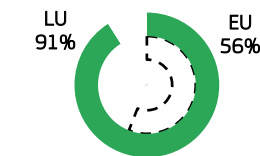
Digital Performance per Life Event

Legend: ■ Latvia (LV)   ⬚ EU27+ Average

Life Event	Score
Regular Business Operations	94
Moving	98
Transport	82
Justice	96
Health	77
Business Start-Up	85
Family	75
Career	81
Studying	75

Key Figures

LV 92% / EU 88%	LV 100% / EU 58%	LV 87% / EU 76%	LV 71% / EU 56%	LV 79% / EU 71%
of the services are online*	of the government portals show whether personal data was consulted	of the services accept eID login	of the services are online for cross-border users*	of the services prefill personal information

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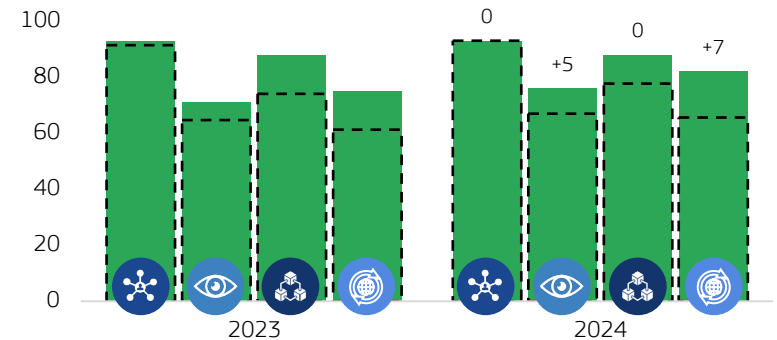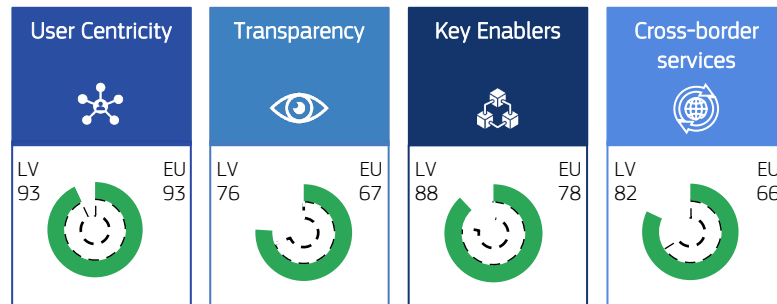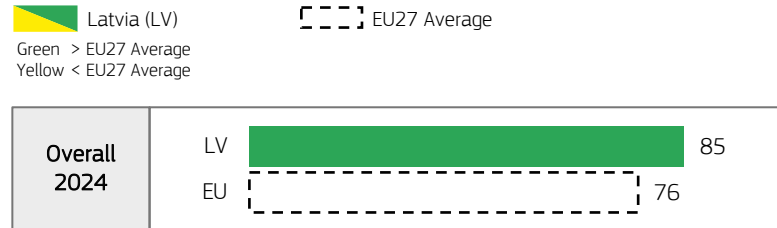
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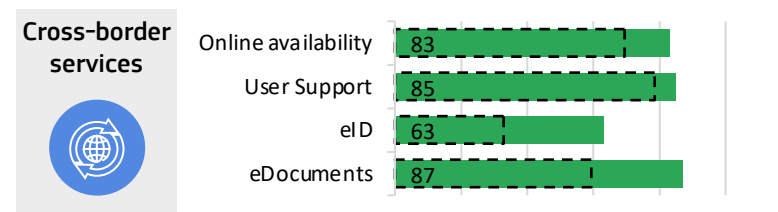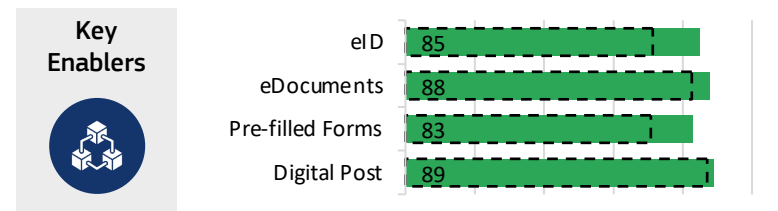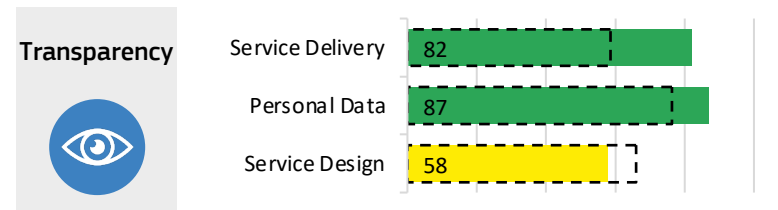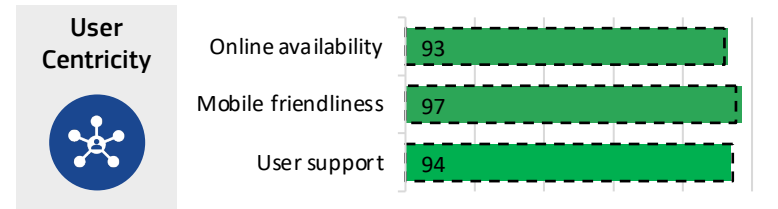
Malta
eGovernment Benchmark 2024
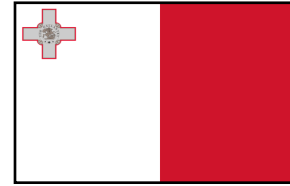
eGovernment Performance per Key Dimension

Malta (MT)   EU27 Average

Green > EU27 Average
Yellow < EU27 Average

| Overall 2024 | MT | 97 |
| | EU | 76 |

User Centricity	Transparency	Key Enablers	Cross-border services
MT 100 EU 93	MT 98 EU 67	MT 97 EU 78	MT 92 EU 66

2023   0   0   +2   +2   2024

Score per Indicator

User Centricity
- Online availability: 100
- Mobile friendliness: 99
- User support: 100

Transparency
- Service Delivery: 95
- Personal Data: 100
- Service Design: 100

Key Enablers
- eID: 96
- eDocuments: 98
- Pre-filled Forms: 94
- Digital Post: 100

Cross-border services
- Online availability: 100
- User Support: 100
- eID: 52
- eDocuments: 86

The Key Dimension **User Centricity** indicates to what extent (information about) a service is provided online, how the online journey is supported and if public websites are mobile friendly.
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- **Transparency of Service Design**: indicates to what extent governments are transparent as regards the process of service design.

The Key Dimension **Key Enablers** indicates the extent to which 4 technical pre-conditions are available online:
- Electronic identification (**eID**): indicates if users can identify themselves with their national eID for services.
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- **Pre-filled forms:** indicates whether personal data is pre-filled
- **Digital Post:** indicates whether users can receive communications solely via a secure government mailbox

The Key Dimension for **Cross-border Services** indicates to what extent EU citizens can use online services in another country.
- **Online Availability**: indicates if a service is online for cross-border users. Ranging from offline (0%), only information online (50%), fully online (100%).
- **User Support**: indicates if support, help and (interactive) feedback functionalities are online for cross-border users.
- **eID**: indicates if a national eID from country A can be used in country B.
- **eDocuments**: indicates if eDocuments can be transmitted from country A to country B.

Malta
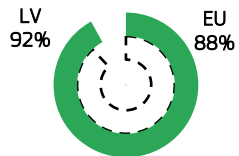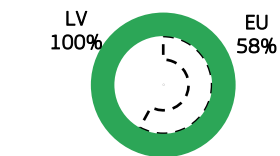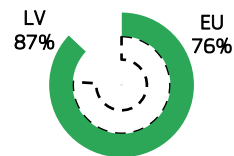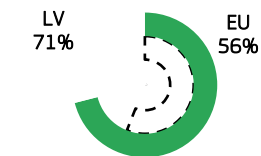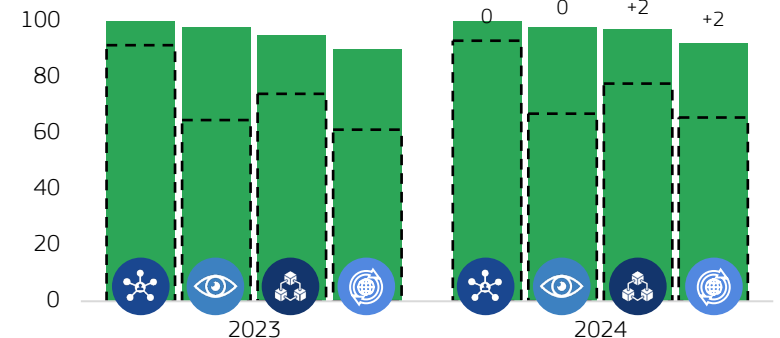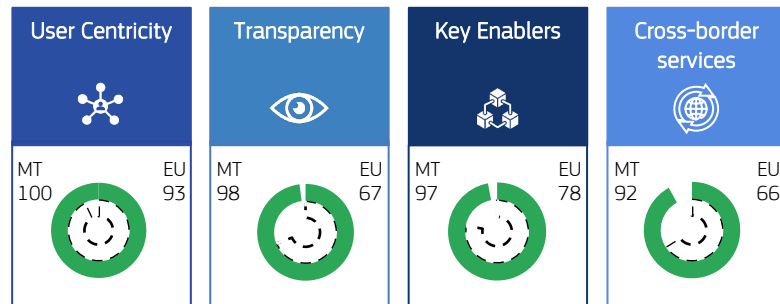## eGovernment Benchmark 2024

Digital Performance per Life Event

Legend: ■ Malta (MT) ⌐⌐ EU27+ Average

Life Event	Score
Regular Business Operations	96
Moving	96
Transport	92
Justice	99
Health	95
Business Start-Up	98
Family	97
Career	100
Studying	100

Key Figures

	MT	EU	Description
	100%	88%	of the services **are online***
	100%	58%	of the government portals **show whether personal data was consulted**
	94%	76%	of the services **accept eID login**
	100%	56%	of the services **are online for cross-border users***
	94%	71%	of the services **prefill personal information**

*These scores are different from the Digital Decade targets, which use the *Online Availability* indicator as input

Regular Business Operations (2023). A business life event that covers 11 services related to regular business operations, such as administrative and tax requirements, human resources and refund of VAT.

Moving (2023). This concise life event illustrates the journey in case of moving places: from deregistering to register address in the new town. It also includes notifications to other public organizations and utilities.

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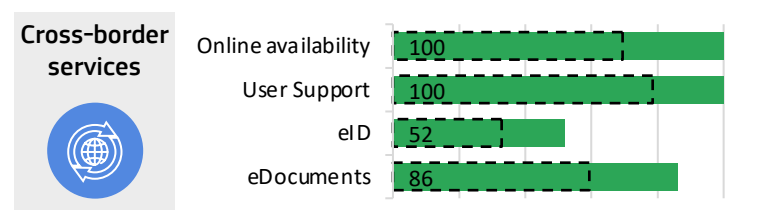
43

Netherlands
eGovernment Benchmark 2024

eGovernment Performance per Key Dimension

Netherlands (NL) ┈┈ EU27 Average

Green > EU27 Average
Yellow < EU27 Average

Overall 2024		
NL		85
EU		76

User Centricity	Transparency	Key Enablers	Cross-border services
NL 96 — EU 93	NL 81 — EU 67	NL 85 — EU 78	NL 78 — EU 66

Score per Indicator

User Centricity
- Online availability: 95
- Mobile friendliness: 100
- User support: 98

Transparency
- Service Delivery: 69
- Personal Data: 75
- Service Design: 100

Key Enablers
- eID: 71
- eDocuments: 85
- Pre-filled Forms: 89
- Digital Post: 100

Cross-border services
- Online availability: 77
- User Support: 100
- eID: 56
- eDocuments: 61

The Key Dimension *User Centricity* indicates to what extent (information about) a service is provided online, how the online journey is supported and if public websites are mobile friendly.
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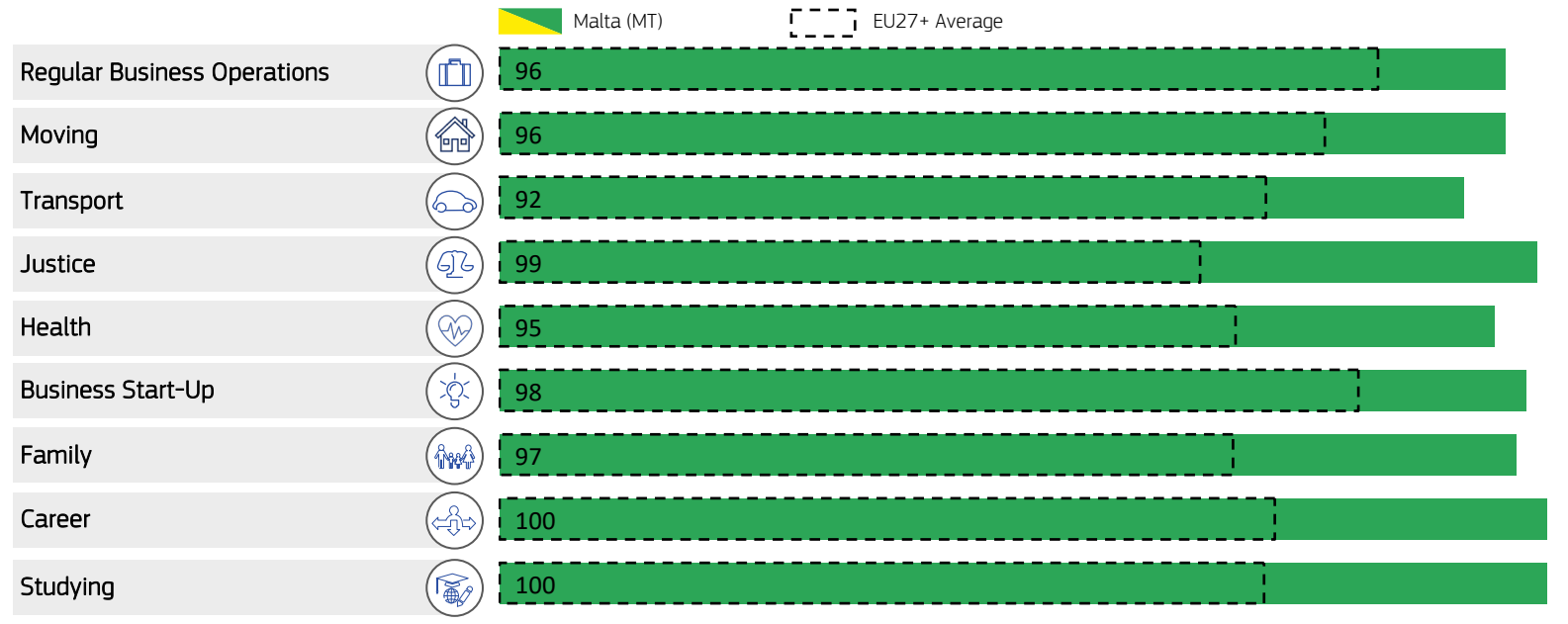- **Online Availability**: indicates if a service is online for cross-border users. Ranging from offline (0%), only information online (50%), fully online (100%).
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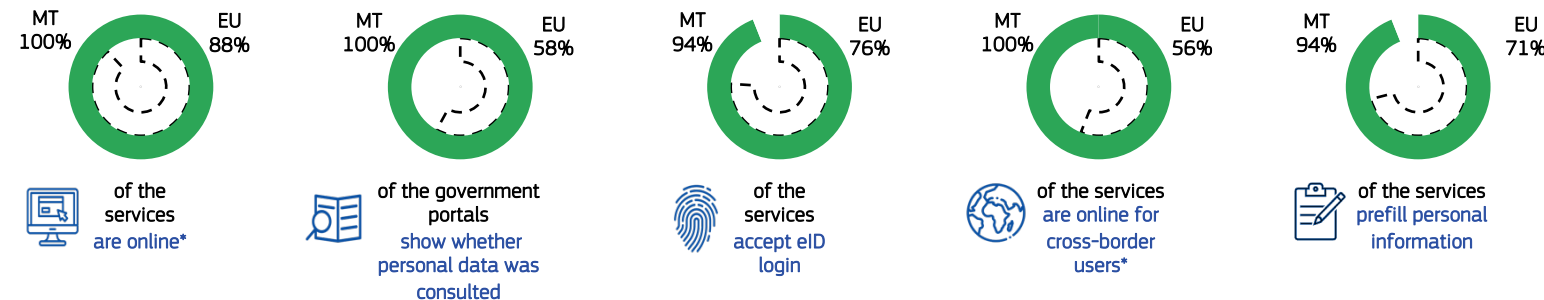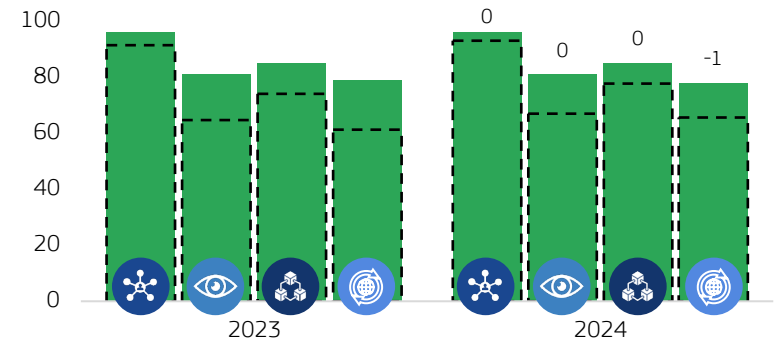- **eDocuments**: indicates if eDocuments can be transmitted from country A to country B.

Netherlands
eGovernment Benchmark 2024

Digital Performance per Life Event

Netherlands (NL)　　EU27+ Average

Life Event	Score
Regular Business Operations	88
Moving	81
Transport	87
Justice	65
Health	82
Business Start-Up	91
Family	91
Career	87
Studying	95

Key Figures

NL 96% / EU 88%	NL 0% / EU 58%	NL 90% / EU 76%	NL 54% / EU 56%	NL 89% / EU 71%
of the services **are online***	of the government portals **show whether personal data was consulted**	of the services **accept eID login**	of the services **are online for cross-border users***	of the services **prefill personal information**

*These scores are different from the Digital Decade targets, which use the *Online Availability* indicator as input

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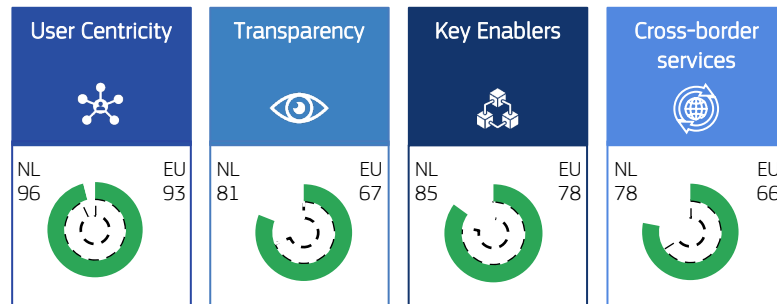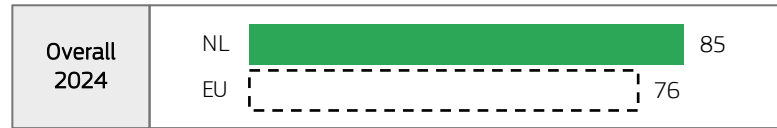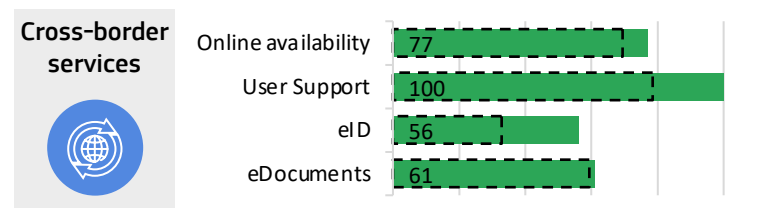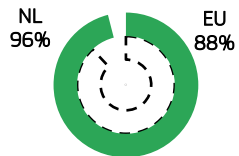
Poland
eGovernment Benchmark 2024

eGovernment Performance per Key Dimension

Poland (PL)   EU27 Average

Green > EU27 Average
Yellow < EU27 Average

| Overall 2024 | PL | 69 |
| | EU | 76 |

User Centricity	Transparency	Key Enablers	Cross-border services
PL 91 — EU 93	PL 65 — EU 67	PL 76 — EU 78	PL 43 — EU 66

Performance chart 2023 / 2024 with changes: +2, +8, +8, +7

Score per Indicator

User Centricity
- Online availability: 87
- Mobile friendliness: 93
- User support: 100

Transparency
- Service Delivery: 52
- Personal Data: 69
- Service Design: 75

Key Enablers
- eID: 72
- eDocuments: 92
- Pre-filled Forms: 80
- Digital Post: 67

Cross-border services
- Online availability: 44
- User Support: 48
- eID: 22
- eDocuments: 51

The Key Dimension *User Centricity* indicates to what extent (information about) a service is provided online, how the online journey is supported and if public websites are mobile friendly.
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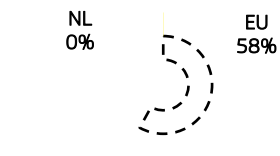# Poland
eGovernment Benchmark 2024
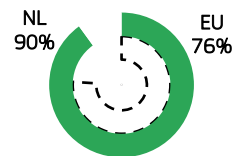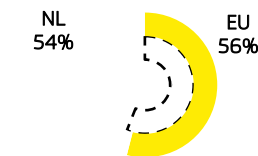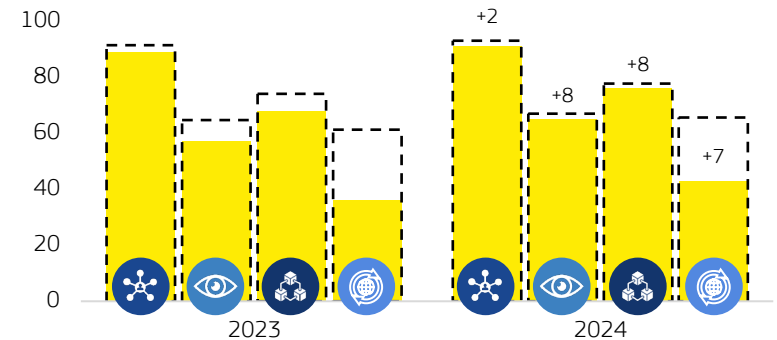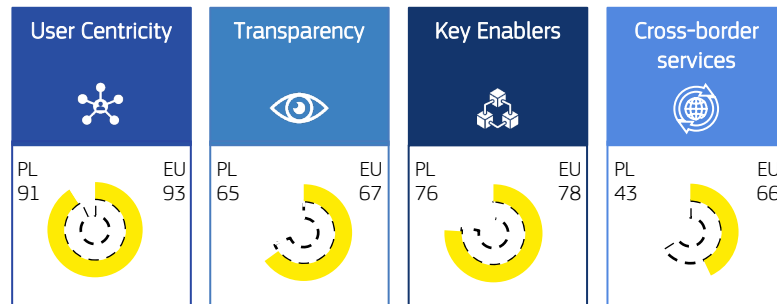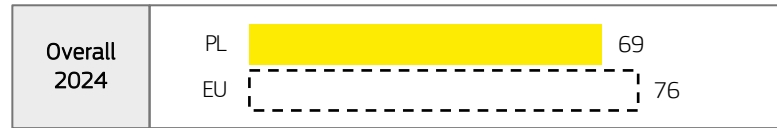
Digital Performance per Life Event

Legend: ▬ Poland (PL)   ▭ EU27+ Average

Life Event	Score
Regular Business Operations	80
Moving	70
Transport	53
Justice	50
Health	60
Business Start-Up	74
Family	81
Career	79
Studying	71

Key Figures

PL 84% / EU 88% — of the services **are online***

PL 0% / EU 58% — of the government portals **show whether personal data was consulted**

PL 87% / EU 76% — of the services **accept eID login**

PL 30% / EU 56% — of the services **are online for cross-border users***

PL 80% / EU 71% — of the services **prefill personal information**

*These scores are different from the Digital Decade targets, which use the *Online Availability* indicator as input

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Portugal
eGovernment Benchmark 2024

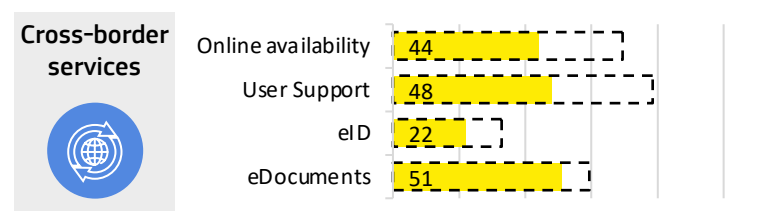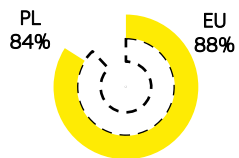## eGovernment Performance per Key Dimension

- Portugal (PT)
- EU27 Average

Green > EU27 Average
Yellow < EU27 Average

Overall 2024		
PT		81
EU		76

User Centricity	Transparency	Key Enablers	Cross-border services
PT 97	EU 93	PT 73	EU 67	PT 87	EU 78	PT 68	EU 66

Chart axis values: 100, 80, 60, 40, 20, 0

2023   2024

Change indicators: +1, +2, -1, +6

Score per Indicator

User Centricity
- Online availability: 98
- Mobile friendliness: 92
- User support: 95

Transparency
- Service Delivery: 51
- Personal Data: 84
- Service Design: 83

Key Enablers
- eID: 76
- eDocuments: 90
- Pre-filled Forms: 80
- Digital Post: 100

Cross-border services
- Online availability: 65
- User Support: 89
- eID: 40
- eDocuments: 60

The Key Dimension *User Centricity* indicates to what extent (information about) a service is provided online, how the online journey is supported and if public websites are mobile friendly.
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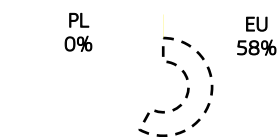
Portugal
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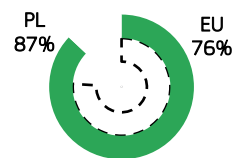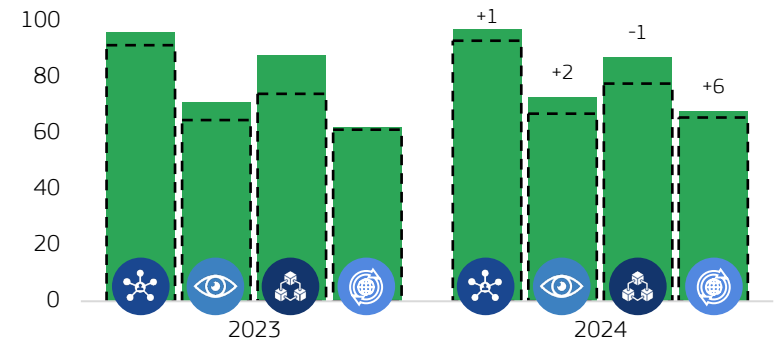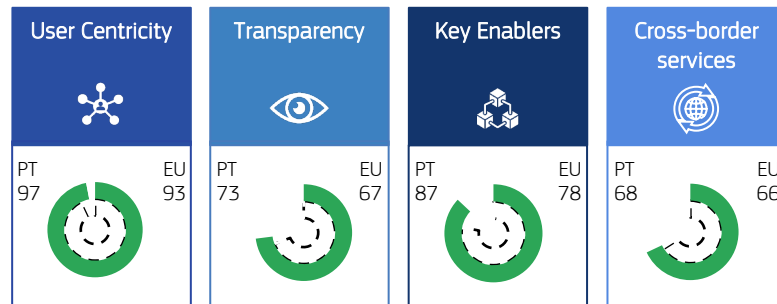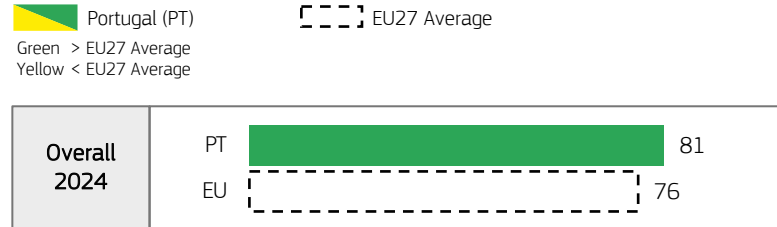
Digital Performance per Life Event

Portugal (PT) | EU27+ Average

Life Event	Score
Regular Business Operations	80
Moving	84
Transport	78
Justice	52
Health	79
Business Start-Up	95
Family	85
Career	91
Studying	85

Key Figures

PT 96% / EU 88%	PT 78% / EU 58%	PT 93% / EU 76%	PT 51% / EU 56%	PT 80% / EU 71%
of the services are online*	of the government portals show whether personal data was consulted	of the services accept eID login	of the services are online for cross-border users*	of the services prefill personal information

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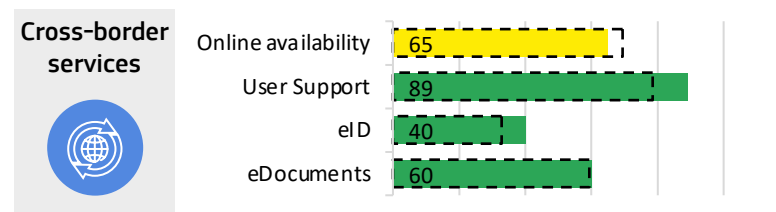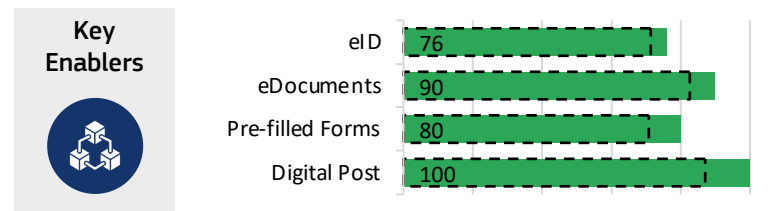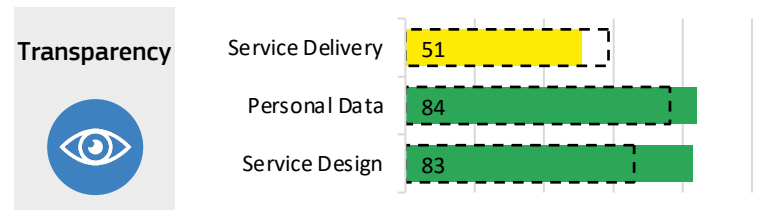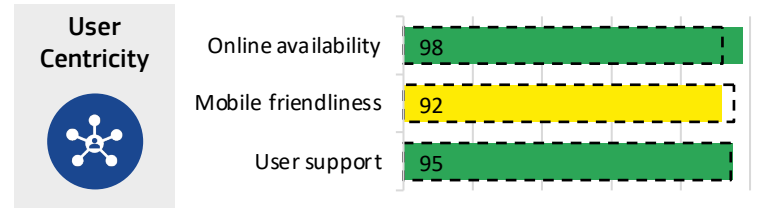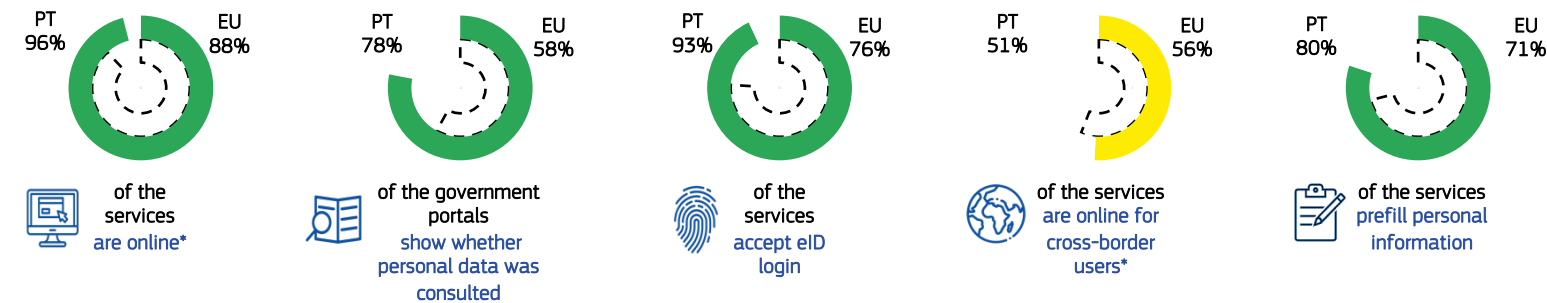
Romania
eGovernment Benchmark 2024

eGovernment Performance per Key Dimension

Romania (RO) — — — EU27 Average

Green > EU27 Average
Yellow < EU27 Average

| Overall 2024 | RO | 48 |
| | EU | 76 |

User Centricity	Transparency	Key Enablers	Cross-border services
RO 77 — EU 93	RO 43 — EU 67	RO 37 — EU 78	RO 34 — EU 66

2023   +1   -1   +2   +6   2024

Score per Indicator

User Centricity
- Online availability: 73
- Mobile friendliness: 76
- User support: 90

Transparency
- Service Delivery: 20
- Personal Data: 60
- Service Design: 47

Key Enablers
- eID: 30
- eDocuments: 41
- Pre-filled Forms: 40
- Digital Post: 39

Cross-border services
- Online availability: 30
- User Support: 52
- eID: 1
- eDocuments: 46

The Key Dimension *User Centricity* indicates to what extent (information about) a service is provided online, how the online journey is supported and if public websites are mobile friendly.
- **Online Availability**: indicates if a service is online. Ranging from offline (0%), only information online (50%), fully online (100%).
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- **Transparency of Service Delivery**: indicates to what extent governments are transparent as regards the process of service delivery.
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- **Transparency of Service Design**: indicates to what extent governments are transparent as regards the process of service design.

The Key Dimension **Key Enablers** indicates the extent to which 4 technical pre-conditions are available online:
- Electronic identification (**eID**): indicates if users can identify themselves with their national eID for services.
- Electronic documents (**eDocuments**): indicates whether users could submit or download documents required for the service
- **Pre-filled forms:** indicates whether personal data is pre-filled
- **Digital Post:** indicates whether users can receive communications solely via a secure government mailbox

The Key Dimension for *Cross-border Services* indicates to what extent EU citizens can use online services in another country.
- **Online Availability**: indicates if a service is online for cross-border users. Ranging from offline (0%), only information online (50%), fully online (100%).
- **User Support**: indicates if support, help and (interactive) feedback functionalities are online for cross-border users.
- **eID**: indicates if a national eID from country A can be used in country B.
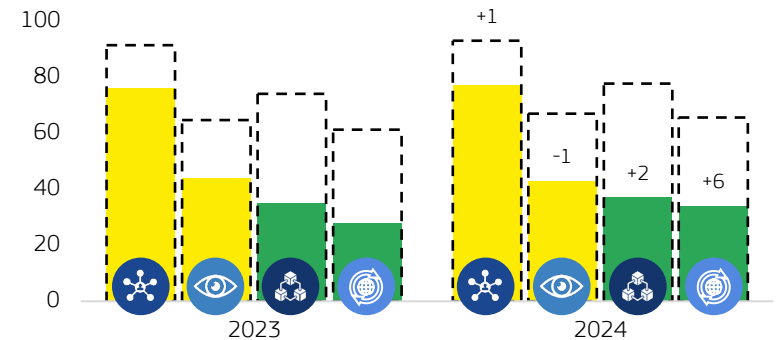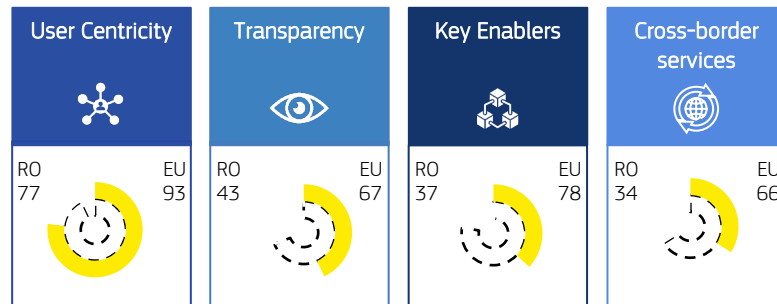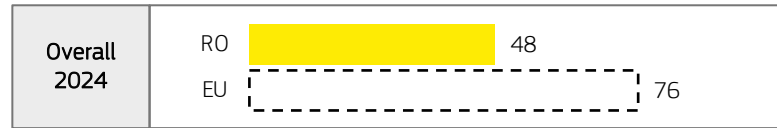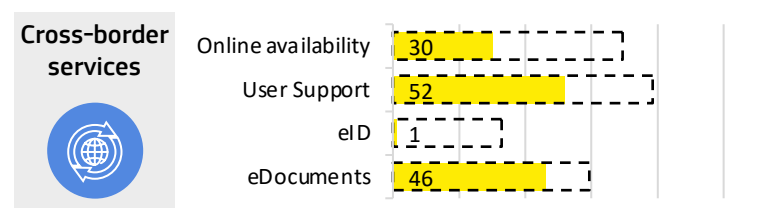- **eDocuments**: indicates if eDocuments can be transmitted from country A to country B.

Romania
eGovernment Benchmark 2024

Digital Performance per Life Event

Romania (RO)　　　EU27+ Average

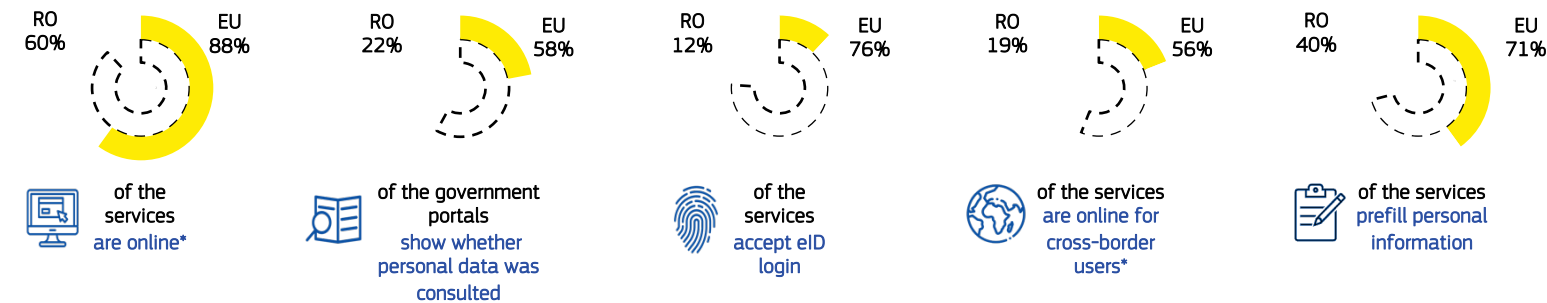| Life Event	Score
Regular Business Operations	52
Moving	45
Transport	43
Justice	56
Health	46
Business Start-Up	49
Family	48
Career	38
Studying	54

Key Figures

RO 60%　EU 88%
of the services **are online***

RO 22%　EU 58%
of the government portals **show whether personal data was consulted**

RO 12%　EU 76%
of the services **accept eID login**

RO 19%　EU 56%
of the services **are online for cross-border users***

RO 40%　EU 71%
of the services **prefill personal information**

*These scores are different from the Digital Decade targets, which use the *Online Availability* indicator as input

Regular Business Operations (2023). A business life event that covers 11 services related to regular business operations, such as administrative and tax requirements, human resources and refund of VAT.

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Sweden
eGovernment Benchmark 2024

eGovernment Performance per Key Dimension

- Sweden (SE)
- ---- EU27 Average

Green > EU27 Average
Yellow < EU27 Average

| Overall 2024 | SE | 82 |
| | EU | 76 |

User Centricity	Transparency	Key Enablers	Cross-border services
SE 96 — EU 93	SE 70 — EU 67	SE 83 — EU 78	SE 78 — EU 66

Chart (2023 → 2024): +1, +4, +4, +11

Score per Indicator

User Centricity
- Online availability: 96
- Mobile friendliness: 100
- User support: 94

Transparency
- Service Delivery: 57
- Personal Data: 80
- Service Design: 75

Key Enablers
- eID: 71
- eDocuments: 88
- Pre-filled Forms: 83
- Digital Post: 89

Cross-border services
- Online availability: 92
- User Support: 67
- eID: 35
- eDocuments: 90

The Key Dimension *User Centricity* indicates to what extent (information about) a service is provided online, how the online journey is supported and if public websites are mobile friendly.
- **Online Availability**: indicates if a service is online. Ranging from offline (0%), only information online (50%), fully online (100%).
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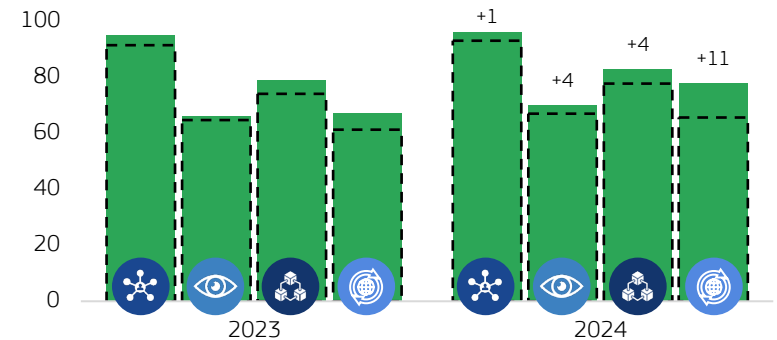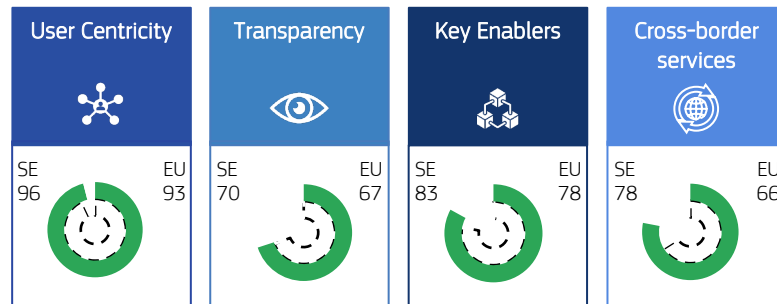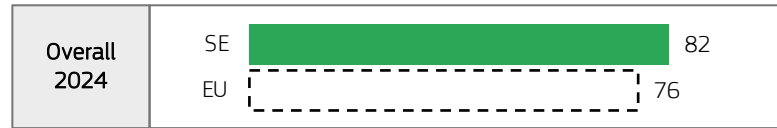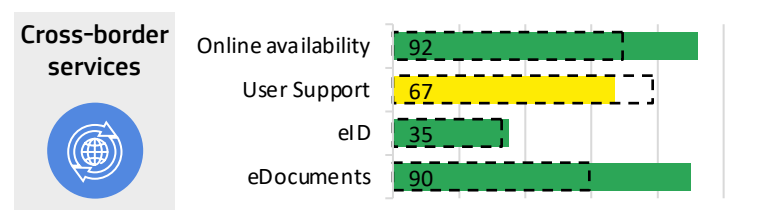- **eDocuments**: indicates if eDocuments can be transmitted from country A to country B.
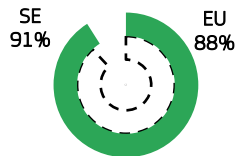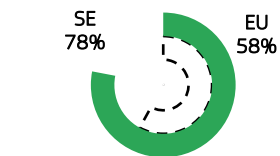
Sweden
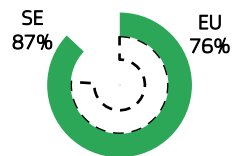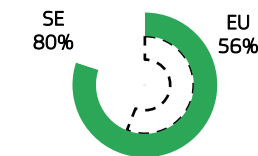## eGovernment Benchmark 2024

Digital Performance per Life Event

Sweden (SE)   EU27+ Average

Life Event	Score
Regular Business Operations	85
Moving	86
Transport	81
Justice	61
Health	74
Business Start-Up	96
Family	80
Career	80
Studying	94

Key Figures

SE 91%   EU 88% — of the services are online*

SE 78%   EU 58% — of the government portals show whether personal data was consulted

SE 87%   EU 76% — of the services accept eID login

SE 80%   EU 56% — of the services are online for cross-border users*

SE 83%   EU 71% — of the services prefill personal information

*These scores are different from the Digital Decade targets, which use the *Online Availability* indicator as input

Regular Business Operations (2023). A business life event that covers 11 services related to regular business operations, such as administrative and tax requirements, human resources and refund of VAT.

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Slovenia
eGovernment Benchmark 2024
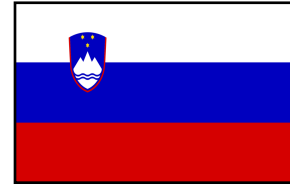
eGovernment Performance per Key Dimension

Slovenia (SI) | EU27 Average

Green > EU27 Average
Yellow < EU27 Average

| Overall 2024 | SI | 75 |
| | EU | 76 |

User Centricity	Transparency	Key Enablers	Cross-border services
SI 93 — EU 93	SI 70 — EU 67	SI 78 — EU 78	SI 58 — EU 66

2023   2024
0   +6   +11   +7

Score per Indicator

User Centricity

Online availability	93
Mobile friendliness	94
User support	92

Transparency

Service Delivery	78
Personal Data	71
Service Design	61

Key Enablers

eID	75
eDocuments	86
Pre-filled Forms	74
Digital Post	78

Cross-border services

Online availability	92
User Support	67
eID	35
eDocuments	90

The Key Dimension *User Centricity* indicates to what extent (information about) a service is provided online, how the online journey is supported and if public websites are mobile friendly.
- **Online Availability**: indicates if a service is online. Ranging from offline (0%), only information online (50%), fully online (100%).
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The Key Dimension for *Cross-border Services* indicates to what extent EU citizens can use online services in another country.
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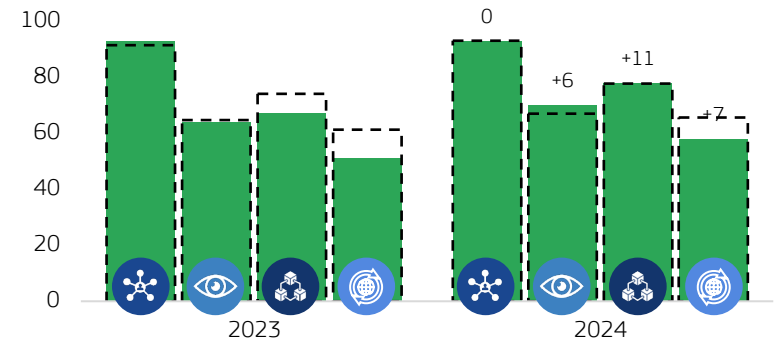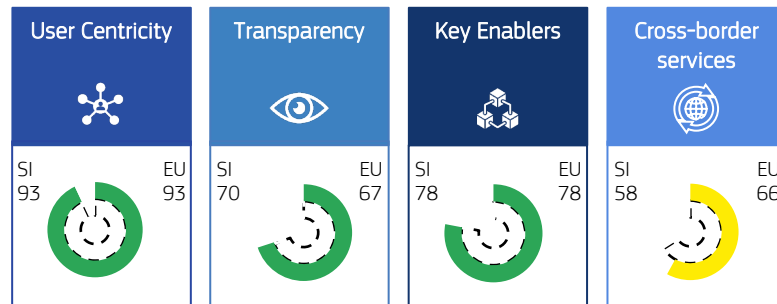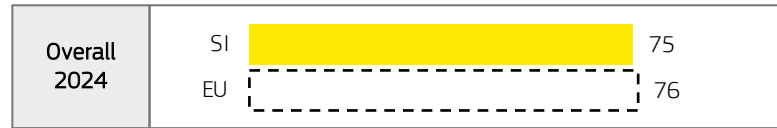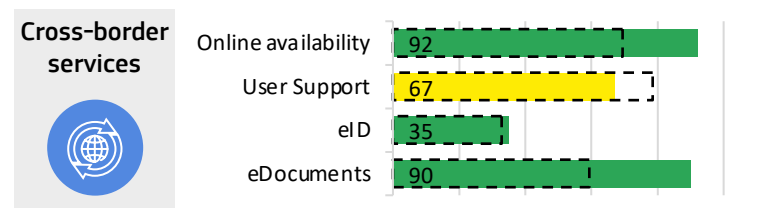- **eDocuments**: indicates if eDocuments can be transmitted from country A to country B.

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Slovenia
eGovernment Benchmark 2024

Digital Performance per Life Event

Legend: Slovenia (SI) ▓ | EU27+ Average ▢ (dashed)

Life Event	Score
Regular Business Operations	88
Moving	82
Transport	77
Justice	66
Health	59
Business Start-Up	84
Family	66
Career	73
Studying	80

Key Figures

	SI	EU	Description
	90%	88%	of the services are online*
	89%	58%	of the government portals show whether personal data was consulted
	82%	76%	of the services accept eID login
	50%	56%	of the services are online for cross-border users*
	74%	71%	of the services prefill personal information

*These scores are different from the Digital Decade targets, which use the *Online Availability* indicator as input

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Regular Business Operations (2023). A business life event that covers 11 services related to regular business operations, such as administrative and tax requirements, human resources and refund of VAT.
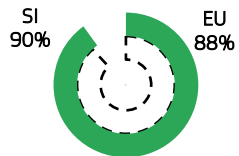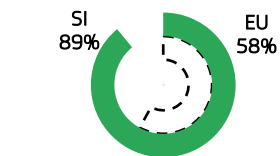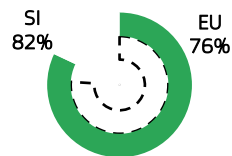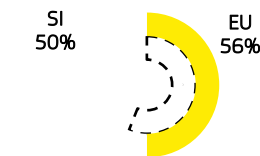
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Slovakia
eGovernment Benchmark 2024

eGovernment Performance per Key Dimension

Slovakia (SK) ▨

EU27 Average ⬚

Green > EU27 Average
Yellow < EU27 Average

| Overall 2024 | SK | 64 |
| | EU | 76 |

User Centricity	Transparency	Key Enablers	Cross-border services
SK 89 — EU 93	SK 48 — EU 67	SK 69 — EU 78	SK 51 — EU 66

Bar chart 2023 / 2024 with values: +2, +2, +4, 0

Score per Indicator

User Centricity
Online availability	87
Mobile friendliness	94
User support	94

Transparency
Service Delivery	44
Personal Data	40
Service Design	58

Key Enablers
eID	65
eDocuments	70
Pre-filled Forms	53
Digital Post	89

Cross-border services
Online availability	60
User Support	70
eID	10
eDocuments	17

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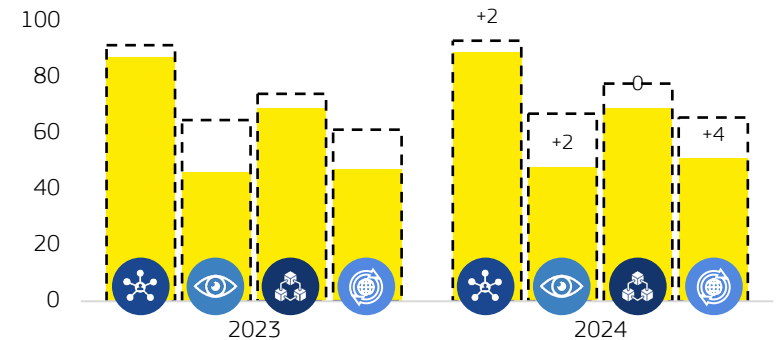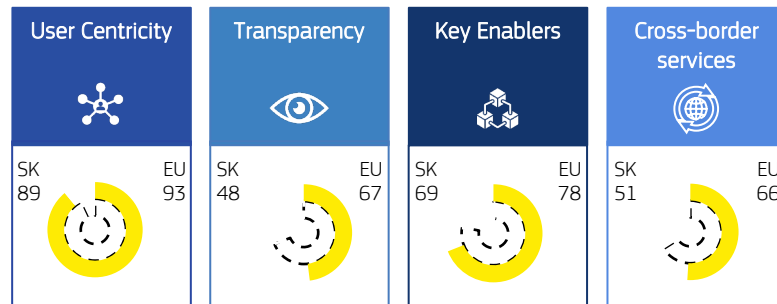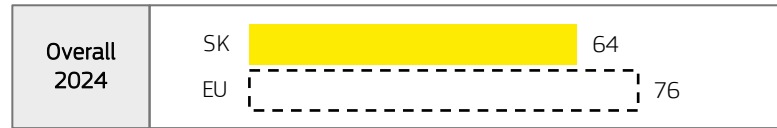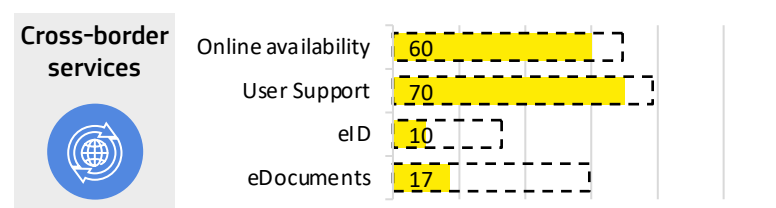- **eDocuments**: indicates if eDocuments can be transmitted from country A to country B.

Slovakia
eGovernment Benchmark 2024

Digital Performance per Life Event

Slovakia (SK)   EU27+ Average

Life Event	SK Score
Regular Business Operations	74
Moving	78
Transport	65
Justice	57
Health	56
Business Start-Up	72
Family	59
Career	51
Studying	65

Key Figures

SK 72% / EU 88% — of the services are online*

SK 22% / EU 58% — of the government portals show whether personal data was consulted

SK 71% / EU 76% — of the services accept eID login

SK 46% / EU 56% — of the services are online for cross-border users*

SK 53% / EU 71% — of the services prefill personal information

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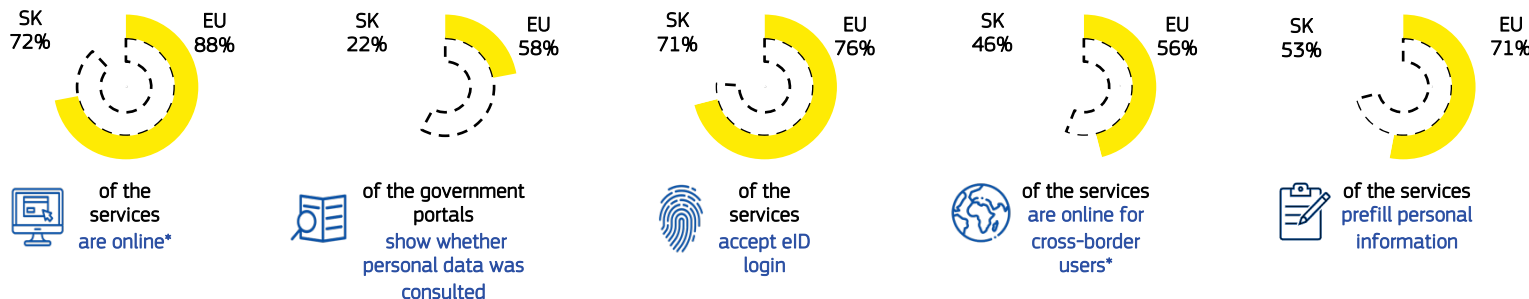
Albania
eGovernment Benchmark 2024

eGovernment Performance per Key Dimension

Albania (AL)
EU27 Average

Green > EU27 Average
Yellow < EU27 Average

Overall 2024		
AL		50
EU		76

User Centricity
AL 78 — EU 93

Transparency
AL 30 — EU 67

Key Enablers
AL 70 — EU 78

Cross-border services
AL 20 — EU 66

2023   2024

+3   +16   0   -3

Score per Indicator

User Centricity
Online availability	68
Mobile friendliness	95
User support	98

Transparency
Service Delivery	38
Personal Data	33
Service Design	19

Key Enablers
eID	67
eDocuments	61
Pre-filled Forms	65
Digital Post	83

Cross-border services
Online availability	18
User Support	19
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The Key Dimension **Key Enablers** indicates the extent to which 4 technical pre-conditions are available online:
- Electronic identification (**eID**): indicates if users can identify themselves with their national eID for services.
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- **Pre-filled forms:** indicates whether personal data is pre-filled
- **Digital Post:** indicates whether users can receive communications solely via a secure government mailbox

The Key Dimension for *Cross-border Services* indicates to what extent EU citizens can use online services in another country.
- **Online Availability**: indicates if a service is online for cross-border users. Ranging from offline (0%), only information online (50%), fully online (100%).
- **User Support**: indicates if support, help and (interactive) feedback functionalities are online for cross-border users.
- **eID**: indicates if a national eID from country A can be used in country B.
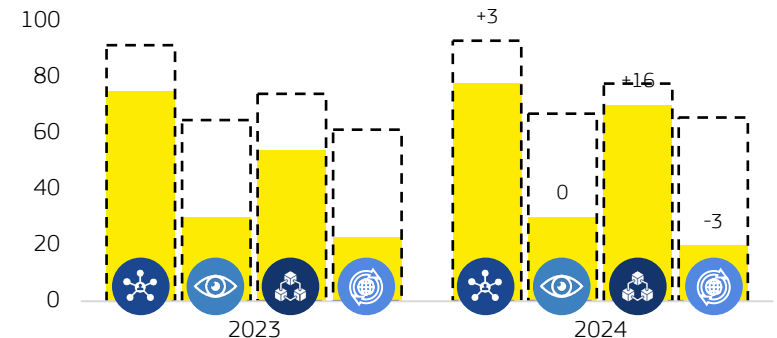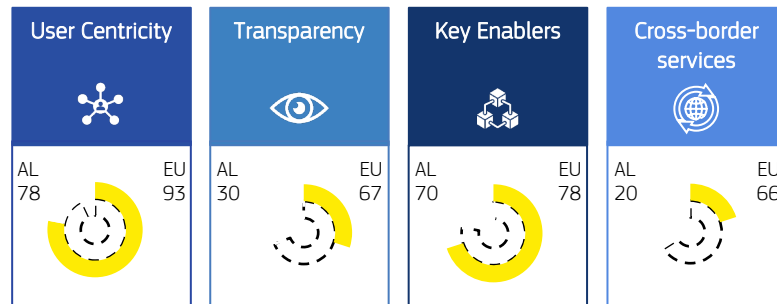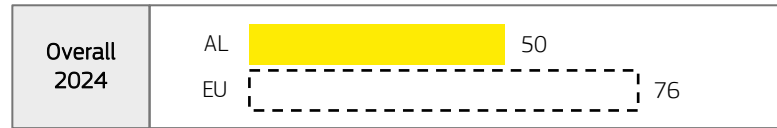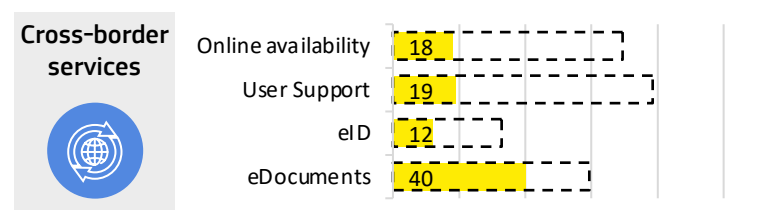- **eDocuments**: indicates if eDocuments can be transmitted from country A to country B.

Albania

eGovernment Benchmark 2024

Digital Performance per Life Event

Albania (AL)   EU27+ Average

Life Event	Score
Regular Business Operations	62
Moving	54
Transport	39
Justice	20
Health	52
Business Start-Up	75
Family	58
Career	52
Studying	34

Key Figures

AL 64%   EU 88%
of the services are online*

AL 0%   EU 58%
of the government portals show whether personal data was consulted

AL 69%   EU 76%
of the services accept eID login

AL 10%   EU 56%
of the services are online for cross-border users*

AL 65%   EU 71%
of the services prefill personal information

*These scores are different from the Digital Decade targets, which use the *Online Availability* indicator as input

Regular Business Operations (2023). A business life event that covers 11 services related to regular business operations, such as administrative and tax requirements, human resources and refund of VAT.

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Career (2022). From immediate actions for unemployed applications for additional benefits and allowances, this life event captures vital elements when becoming unemployed. It also include various services concerning job search and participation in training programs, supporting people to find a job.

Studying (2022). In this life event, comprising of 11 services, it is evaluated to what extent enrolment in higher education can be done online. Think for instance about admission requirements and services that are needed during the study, such as career advice and portability of student grant when studying abroad

59

Switzerland
eGovernment Benchmark 2024

eGovernment Performance per Key Dimension

Switzerland (CH)   EU27 Average
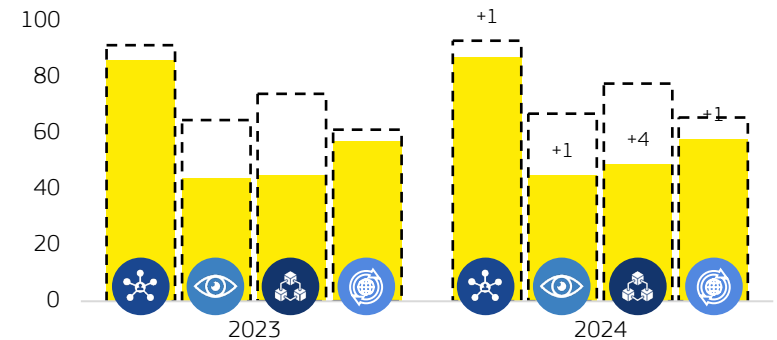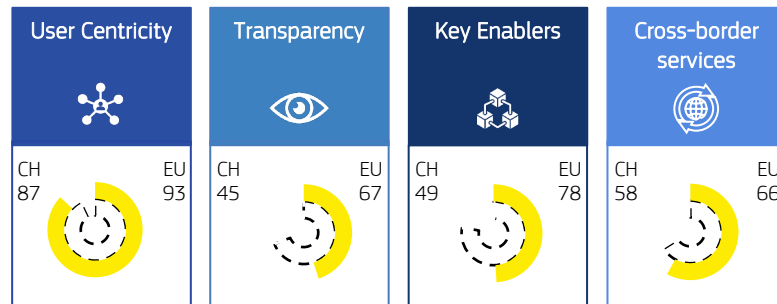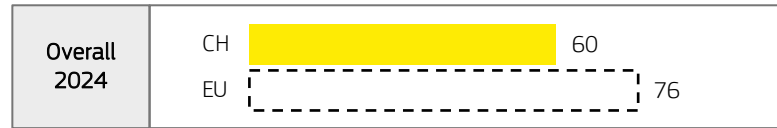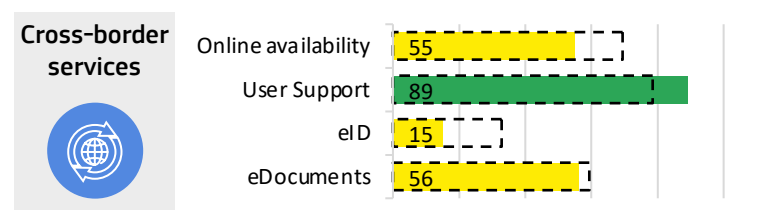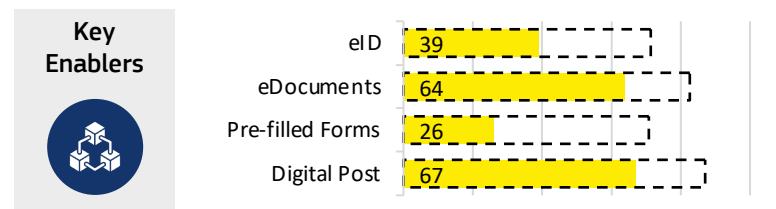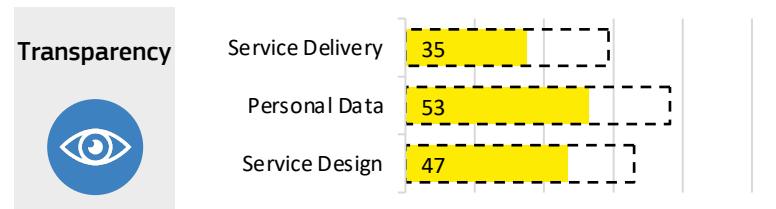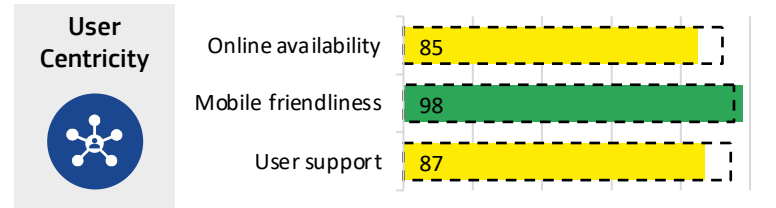
Green > EU27 Average
Yellow < EU27 Average

| Overall 2024 | CH | 60 |
| | EU | 76 |

User Centricity	Transparency	Key Enablers	Cross-border services
CH 87 — EU 93	CH 45 — EU 67	CH 49 — EU 78	CH 58 — EU 66

Bar chart 2023 / 2024 with change markers: +1, +1, +4, +1

Score per Indicator

User Centricity
- Online availability: 85
- Mobile friendliness: 98
- User support: 87

Transparency
- Service Delivery: 35
- Personal Data: 53
- Service Design: 47

Key Enablers
- eID: 39
- eDocuments: 64
- Pre-filled Forms: 26
- Digital Post: 67

Cross-border services
- Online availability: 55
- User Support: 89
- eID: 15
- eDocuments: 56

The Key Dimension *User Centricity* indicates to what extent (information about) a service is provided online, how the online journey is supported and if public websites are mobile friendly.
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Switzerland
eGovernment Benchmark 2024

Digital Performance per Life Event

Switzerland (CH)   EU27+ Average

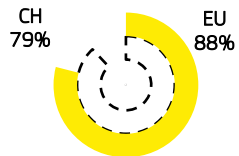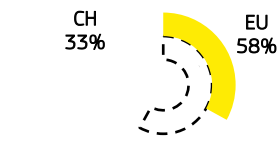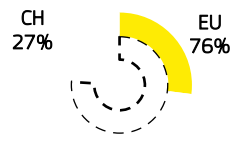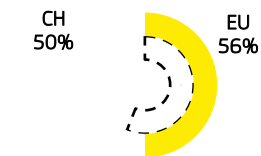| Life Event	Score
Regular Business Operations	73
Moving	59
Transport	62
Justice	44
Health	65
Business Start-Up	77
Family	45
Career	60
Studying	51

Key Figures

CH 79%	EU 88%	of the services are online*

CH 33%	EU 58%	of the government portals show whether personal data was consulted

CH 27%	EU 76%	of the services accept eID login

CH 50%	EU 56%	of the services are online for cross-border users*

CH 26%	EU 71%	of the services prefill personal information

*These scores are different from the Digital Decade targets, which use the *Online Availability* indicator as input

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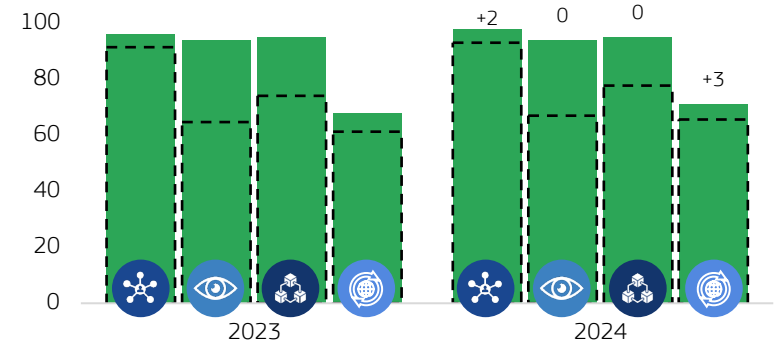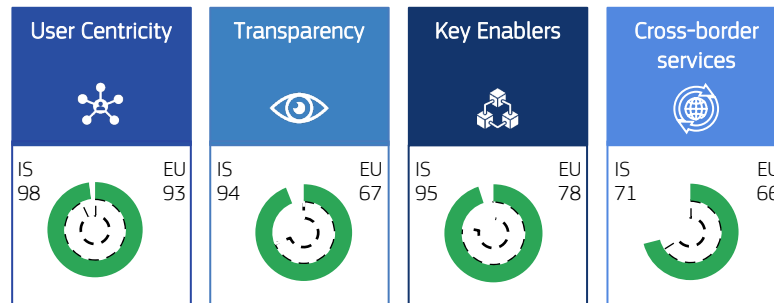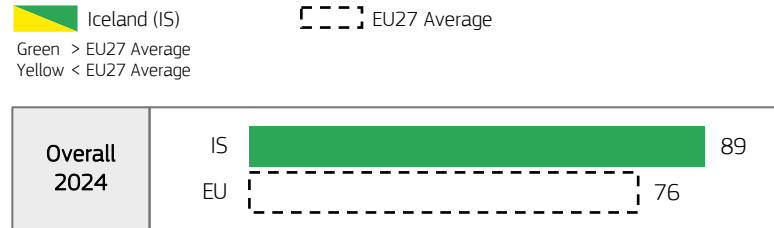
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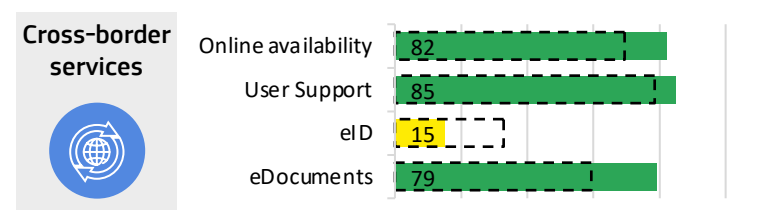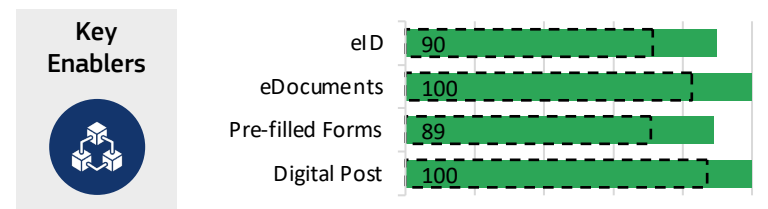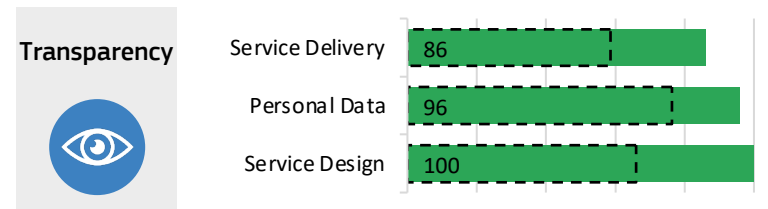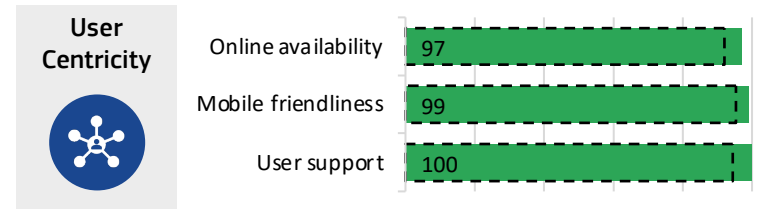
Iceland
eGovernment Benchmark 2024

eGovernment Performance per Key Dimension

Iceland (IS) ┈┈ EU27 Average

Green > EU27 Average
Yellow < EU27 Average

| Overall 2024 | IS | 89 |
| | EU | 76 |

User Centricity
IS 98 — EU 93

Transparency
IS 94 — EU 67

Key Enablers
IS 95 — EU 78

Cross-border services
IS 71 — EU 66

+2   0   0   +3

2023   2024

Score per Indicator

User Centricity
- Online availability: 97
- Mobile friendliness: 99
- User support: 100

Transparency
- Service Delivery: 86
- Personal Data: 96
- Service Design: 100

Key Enablers
- eID: 90
- eDocuments: 100
- Pre-filled Forms: 89
- Digital Post: 100

Cross-border services
- Online availability: 82
- User Support: 85
- eID: 15
- eDocuments: 79

The Key Dimension *User Centricity* indicates to what extent (information about) a service is provided online, how the online journey is supported and if public websites are mobile friendly.
- **Online Availability**: indicates if a service is online. Ranging from offline (0%), only information online (50%), fully online (100%).
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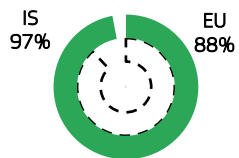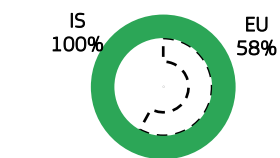
Iceland
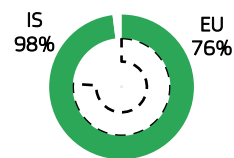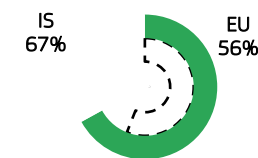## eGovernment Benchmark 2024

Digital Performance per Life Event

■ Iceland (IS)   ⬚ EU27+ Average

Life Event	Score
Regular Business Operations	83
Moving	95
Transport	86
Justice	86
Health	77
Business Start-Up	94
Family	95
Career	94
Studying	94

Key Figures

	IS	EU	
of the services are online*	97%	88%	
of the government portals show whether personal data was consulted	100%	58%	
of the services accept eID login	98%	76%	
of the services are online for cross-border users*	67%	56%	
of the services prefill personal information	89%	71%	

*These scores are different from the Digital Decade targets, which use the *Online Availability* indicator as input

Regular Business Operations (2023). A business life event that covers 11 services related to regular business operations, such as administrative and tax requirements, human resources and refund of VAT.

Moving (2023) . This concise life event illustrates the journey in case of moving places: from deregistering to register address in the new town. It also includes notifications to other public organizations and utilities.

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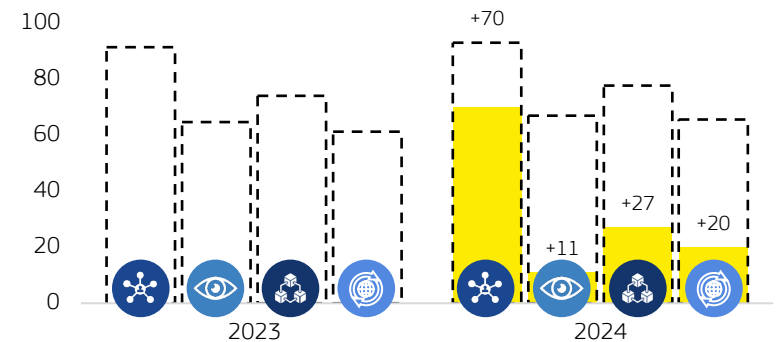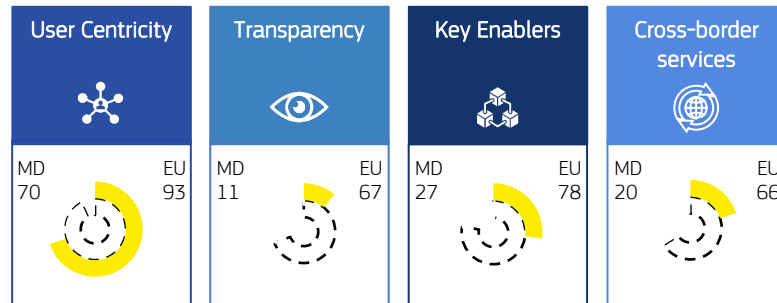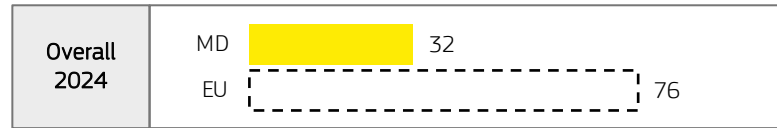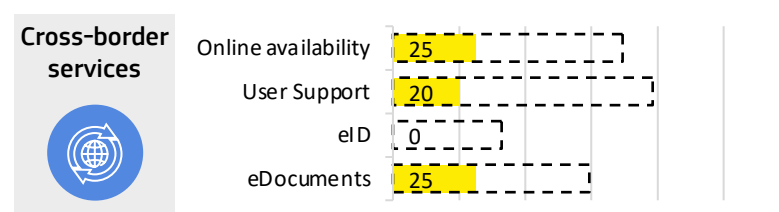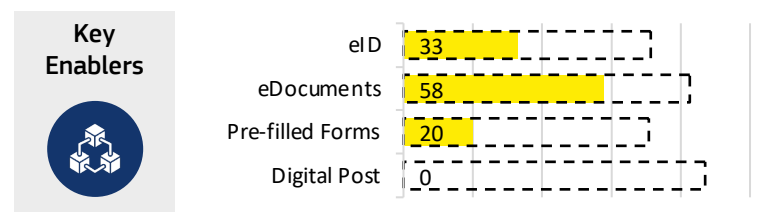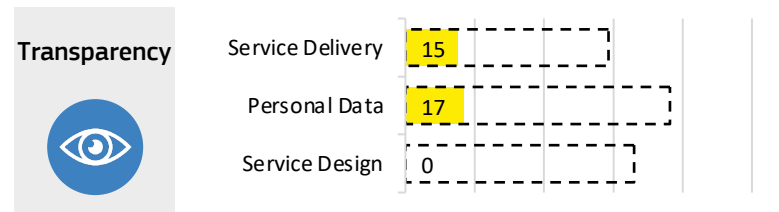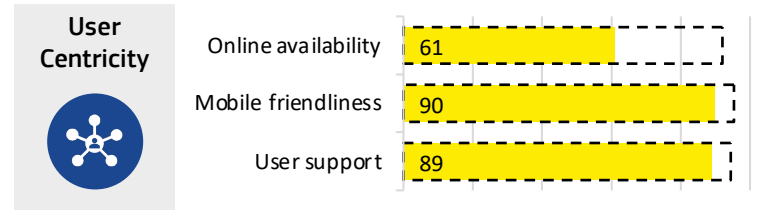
Moldova
eGovernment Benchmark 2024

eGovernment Performance per Key Dimension

Moldova (MD)
EU27 Average

Green > EU27 Average
Yellow < EU27 Average

Overall 2024		
MD		32
EU		76

User Centricity	Transparency	Key Enablers	Cross-border services
MD 70 / EU 93	MD 11 / EU 67	MD 27 / EU 78	MD 20 / EU 66

Chart (2023–2024):
- +70
- +11
- +27
- +20

Score per Indicator

User Centricity
- Online availability: 61
- Mobile friendliness: 90
- User support: 89

Transparency
- Service Delivery: 15
- Personal Data: 17
- Service Design: 0

Key Enablers
- eID: 33
- eDocuments: 58
- Pre-filled Forms: 20
- Digital Post: 0

Cross-border services
- Online availability: 25
- User Support: 20
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The Key Dimension *User Centricity* indicates to what extent (information about) a service is provided online, how the online journey is supported and if public websites are mobile friendly.
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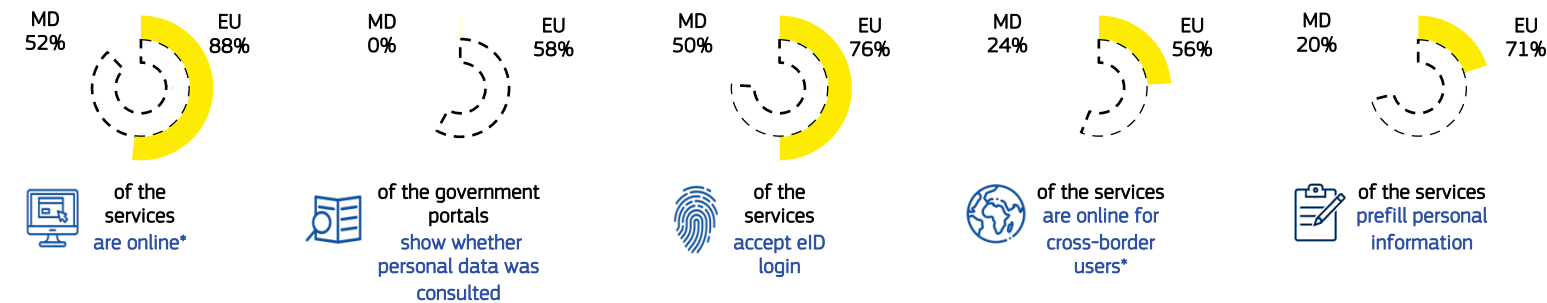
Moldova
eGovernment Benchmark 2024

Digital Performance per Life Event

Moldova (MD)   EU27+ Average

Life Event	Score
Regular Business Operations	53
Moving	22
Transport	27
Justice	23
Health	34
Business Start-Up	0
Family	0
Career	0
Studying	0

Key Figures

MD 52%	EU 88%	MD 0%	EU 58%	MD 50%	EU 76%	MD 24%	EU 56%	MD 20%	EU 71%
of the services are online*		of the government portals show whether personal data was consulted		of the services accept eID login		of the services are online for cross-border users*		of the services prefill personal information	

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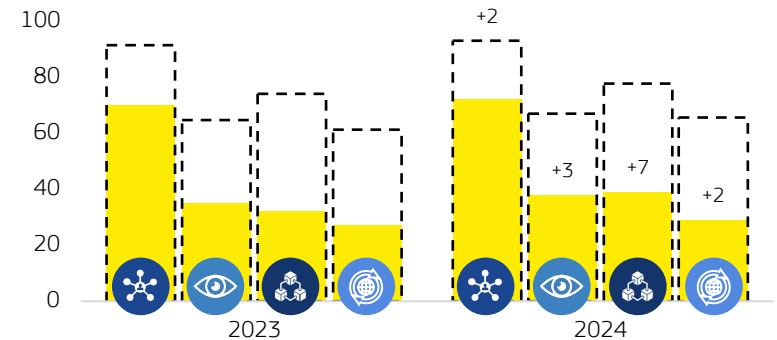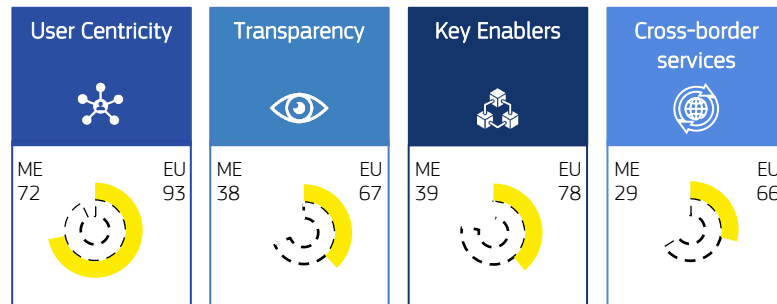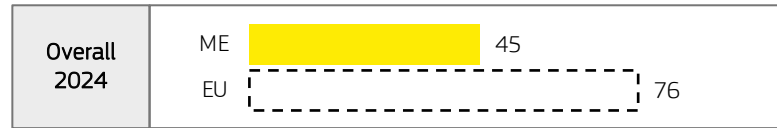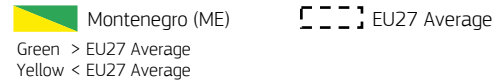
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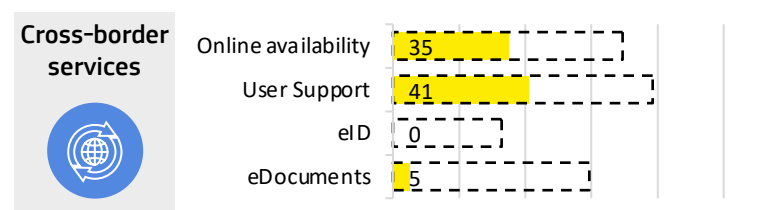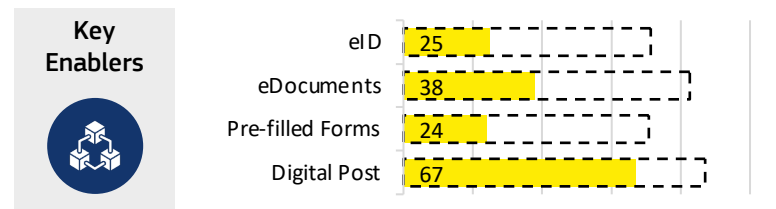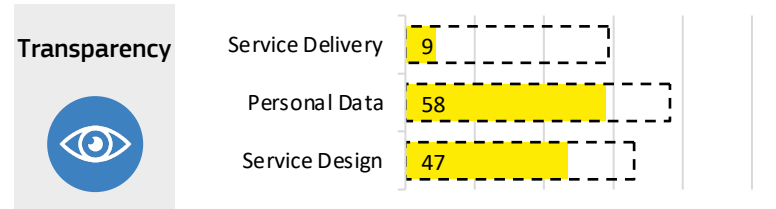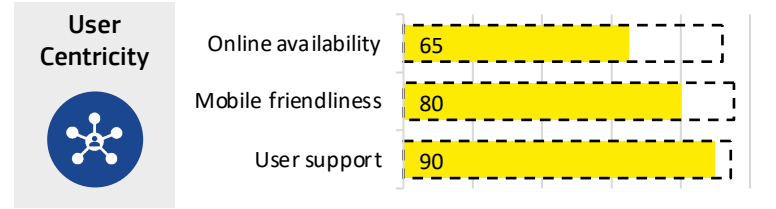
Montenegro
eGovernment Benchmark 2024

eGovernment Performance per Key Dimension

Montenegro (ME)   ⬚ EU27 Average

Green > EU27 Average
Yellow < EU27 Average

| Overall 2024 | ME | 45 |
| | EU | 76 |

User Centricity	Transparency	Key Enablers	Cross-border services
ME 72 — EU 93	ME 38 — EU 67	ME 39 — EU 78	ME 29 — EU 66

Chart (2023 / 2024): +2, +3, +7, +2

Score per Indicator

User Centricity
- Online availability: 65
- Mobile friendliness: 80
- User support: 90

Transparency
- Service Delivery: 9
- Personal Data: 58
- Service Design: 47

Key Enablers
- eID: 25
- eDocuments: 38
- Pre-filled Forms: 24
- Digital Post: 67

Cross-border services
- Online availability: 35
- User Support: 41
- eID: 0
- eDocuments: 5

The Key Dimension *User Centricity* indicates to what extent (information about) a service is provided online, how the online journey is supported and if public websites are mobile friendly.
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The Key Dimension for *Cross-border Services* indicates to what extent EU citizens can use online services in another country.
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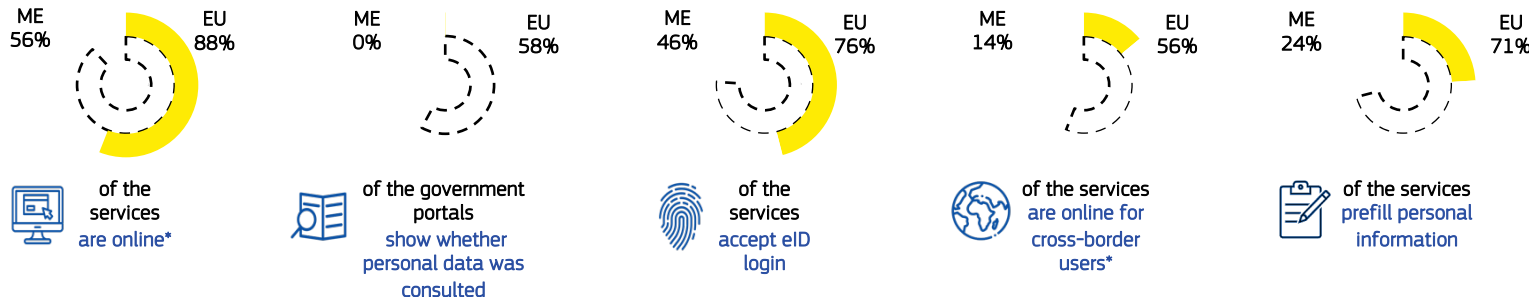
Montenegro
eGovernment Benchmark 2024

Digital Performance per Life Event

Montenegro (ME)   EU27+ Average

Life Event	Score
Regular Business Operations	48
Moving	33
Transport	55
Justice	44
Health	67
Business Start-Up	42
Family	28
Career	33
Studying	52

Key Figures

ME 56%   **EU 88%** — of the services are online*

ME 0%   **EU 58%** — of the government portals show whether personal data was consulted

ME 46%   **EU 76%** — of the services accept eID login

ME 14%   **EU 56%** — of the services are online for cross-border users*

ME 24%   **EU 71%** — of the services prefill personal information

*These scores are different from the Digital Decade targets, which use the *Online Availability* indicator as input

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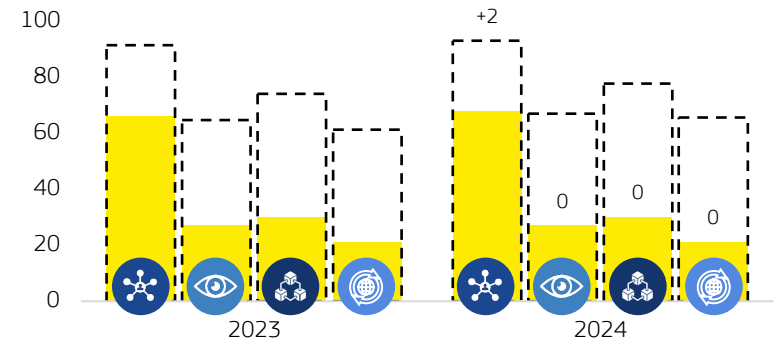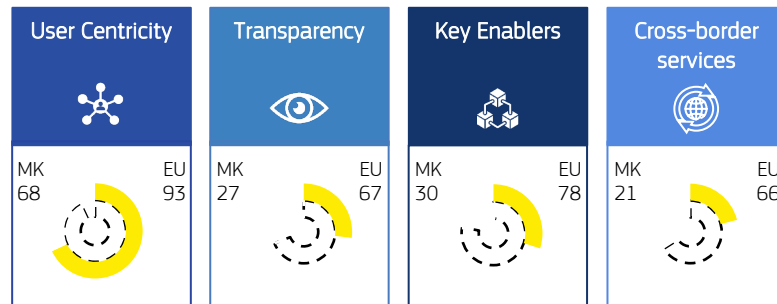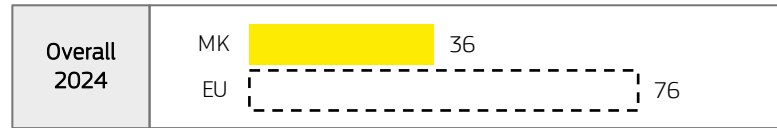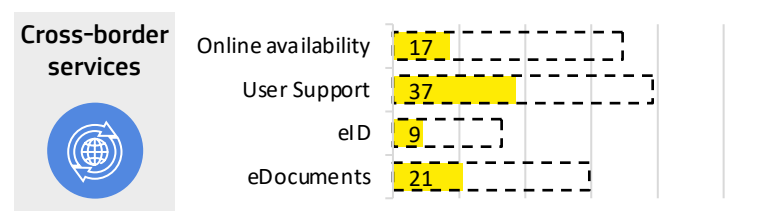
North Macedonia
eGovernment Benchmark 2024

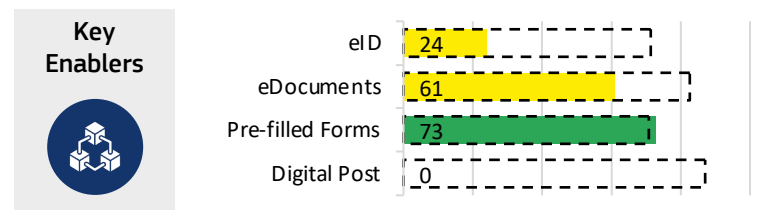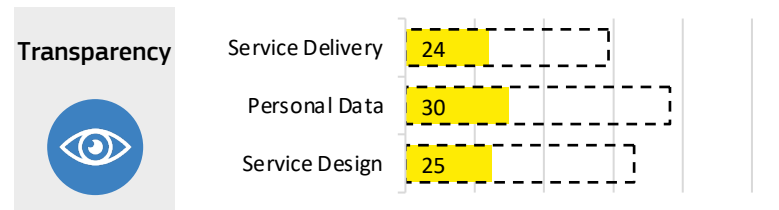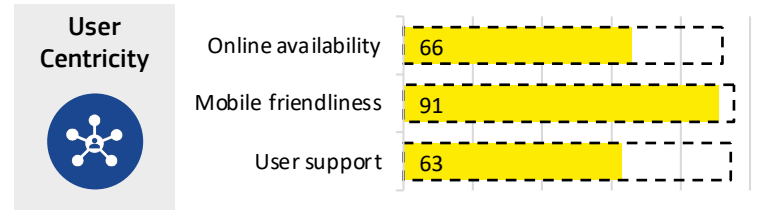## eGovernment Performance per Key Dimension

🟨🟩 North Macedonia (MK)   ┌┈┐ EU27 Average

Green > EU27 Average
Yellow < EU27 Average

Overall 2024		
MK		36
EU		76

User Centricity	Transparency	Key Enablers	Cross-border services
MK 68 — EU 93	MK 27 — EU 67	MK 30 — EU 78	MK 21 — EU 66

+2

Score per Indicator

User Centricity
- Online availability: 66
- Mobile friendliness: 91
- User support: 63

Transparency
- Service Delivery: 24
- Personal Data: 30
- Service Design: 25

Key Enablers
- eID: 24
- eDocuments: 61
- Pre-filled Forms: 73
- Digital Post: 0

Cross-border services
- Online availability: 17
- User Support: 37
- eID: 9
- eDocuments: 21

The Key Dimension *User Centricity* indicates to what extent (information about) a service is provided online, how the online journey is supported and if public websites are mobile friendly.
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The Key Dimension for *Cross-border Services* indicates to what extent EU citizens can use online services in another country.
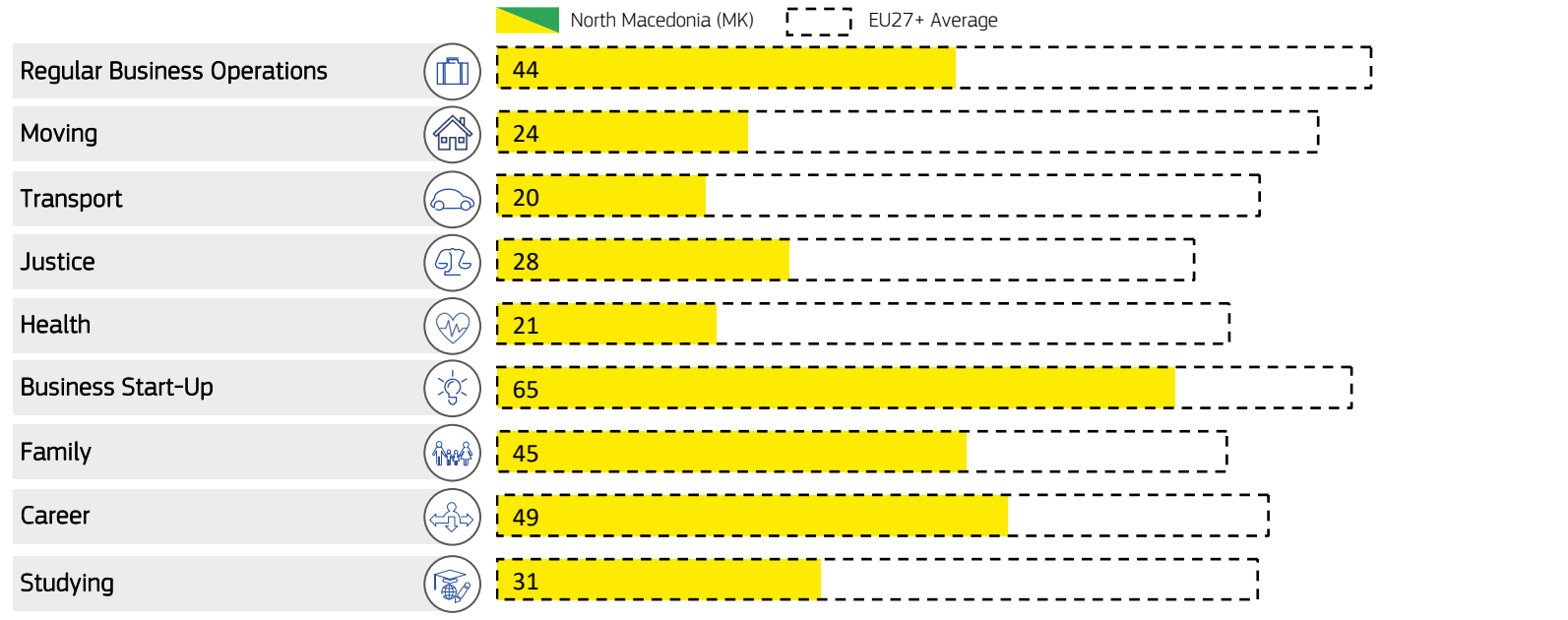- **Online Availability**: indicates if a service is online for cross-border users. Ranging from offline (0%), only information online (50%), fully online (100%).
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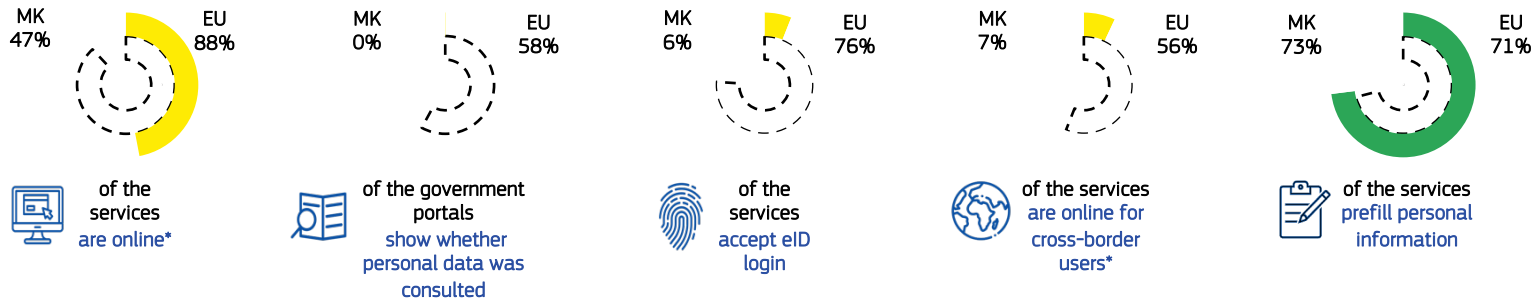
North Macedonia
eGovernment Benchmark 2024

Digital Performance per Life Event

Legend: North Macedonia (MK) — EU27+ Average

Life Event	MK Score
Regular Business Operations	44
Moving	24
Transport	20
Justice	28
Health	21
Business Start-Up	65
Family	45
Career	49
Studying	31

Key Figures

	MK	EU	Description
	47%	88%	of the services **are online***
	0%	58%	of the government portals **show whether personal data was consulted**
	6%	76%	of the services **accept eID login**
	7%	56%	of the services **are online for cross-border users***
	73%	71%	of the services **prefill personal information**

*These scores are different from the Digital Decade targets, which use the *Online Availability* indicator as input

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Regular Business Operations (2023). A business life event that covers 11 services related to regular business operations, such as administrative and tax requirements, human resources and refund of VAT.

Moving (2023) . This concise life event illustrates the journey in case of moving places: from deregistering to register address in the new town. It also includes notifications to other public organizations and utilities.

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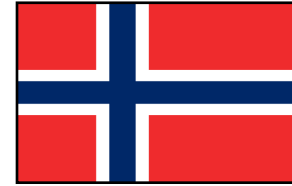
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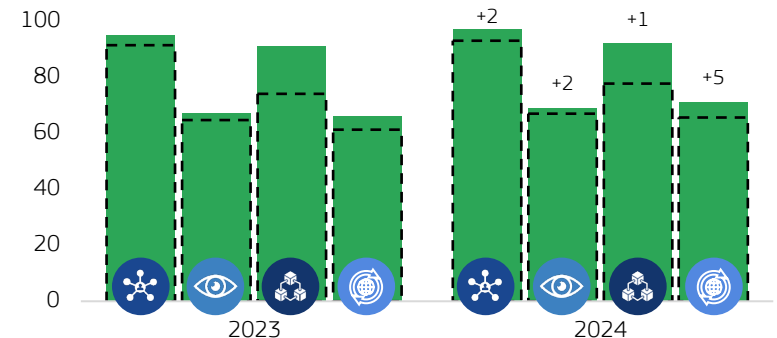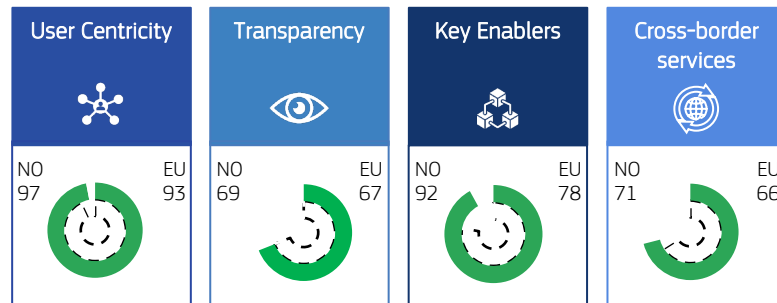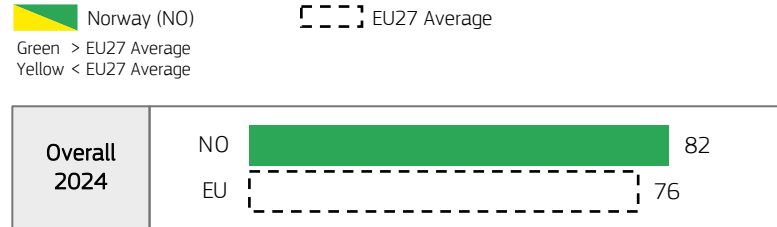
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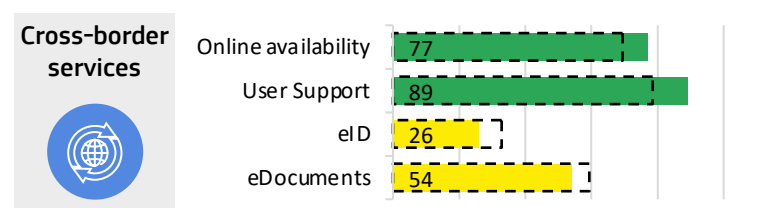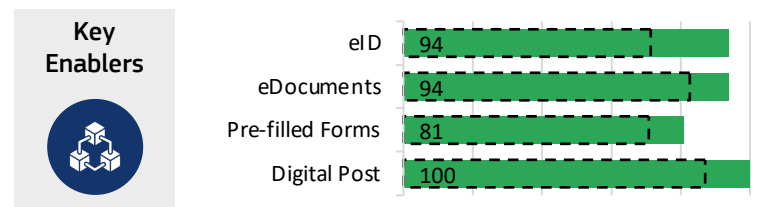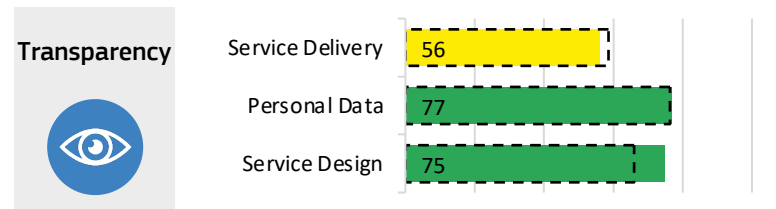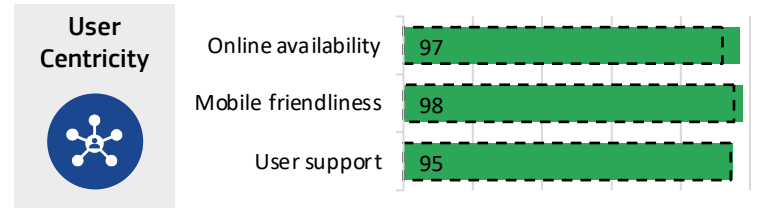
Norway
eGovernment Benchmark 2024

eGovernment Performance per Key Dimension

Norway (NO) ⬚ EU27 Average

Green > EU27 Average
Yellow < EU27 Average

Overall 2024		
	NO	82
	EU	76

User Centricity	Transparency	Key Enablers	Cross-border services
NO 97 — EU 93	NO 69 — EU 67	NO 92 — EU 78	NO 71 — EU 66

Chart (2023 / 2024):
- 2024: +2, +2, +1, +5

Score per Indicator

User Centricity
- Online availability: 97
- Mobile friendliness: 98
- User support: 95

Transparency
- Service Delivery: 56
- Personal Data: 77
- Service Design: 75

Key Enablers
- eID: 94
- eDocuments: 94
- Pre-filled Forms: 81
- Digital Post: 100

Cross-border services
- Online availability: 77
- User Support: 89
- eID: 26
- eDocuments: 54

The Key Dimension *User Centricity* indicates to what extent (information about) a service is provided online, how the online journey is supported and if public websites are mobile friendly.
- **Online Availability**: indicates if a service is online. Ranging from offline (0%), only information online (50%), fully online (100%).
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The Key Dimension for *Cross-border Services* indicates to what extent EU citizens can use online services in another country.
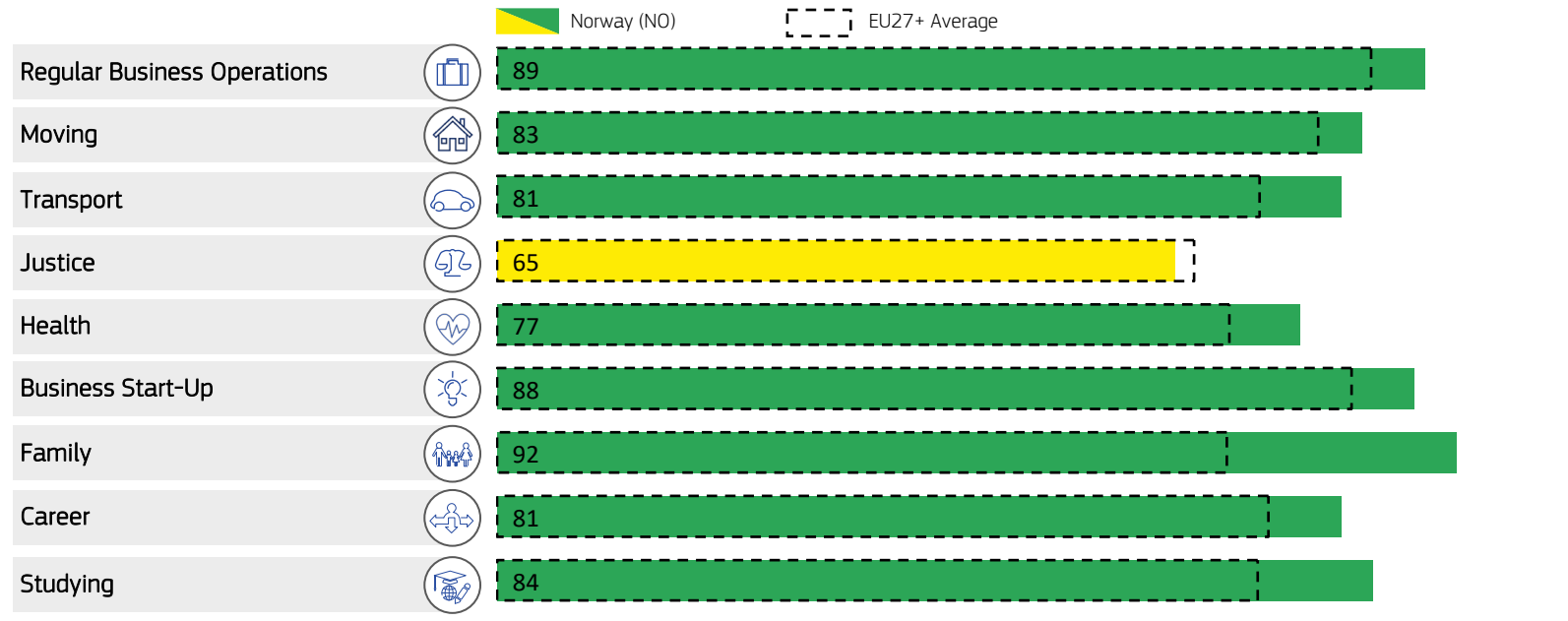- **Online Availability**: indicates if a service is online for cross-border users. Ranging from offline (0%), only information online (50%), fully online (100%).
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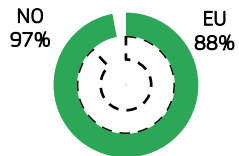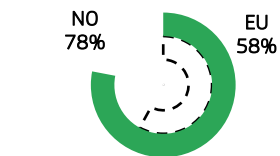
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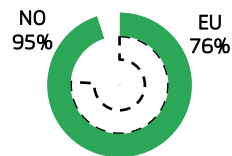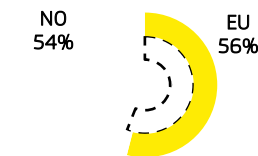## eGovernment Benchmark 2024

Digital Performance per Life Event

Legend: ■ Norway (NO)   ⊡ EU27+ Average

Life Event	Score
Regular Business Operations	89
Moving	83
Transport	81
Justice	65
Health	77
Business Start-Up	88
Family	92
Career	81
Studying	84

Key Figures

NO 97% EU 88% — of the services **are online***

NO 78% EU 58% — of the government portals **show whether personal data was consulted**

NO 95% EU 76% — of the services **accept eID login**

NO 54% EU 56% — of the services **are online for cross-border users***

NO 81% EU 71% — of the services **prefill personal information**

*These scores are different from the Digital Decade targets, which use the *Online Availability* indicator as input

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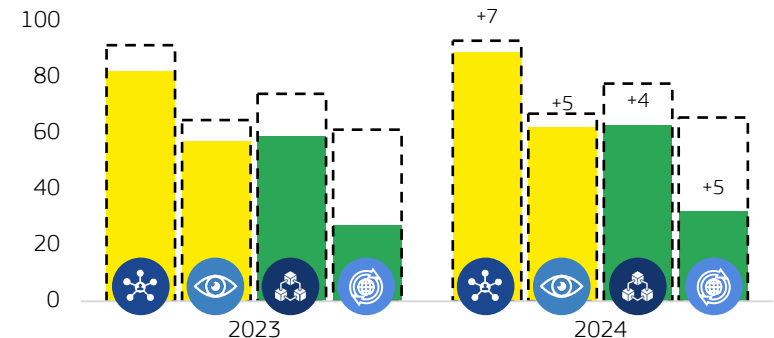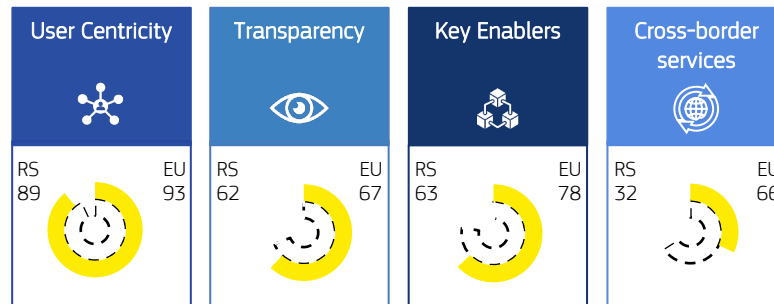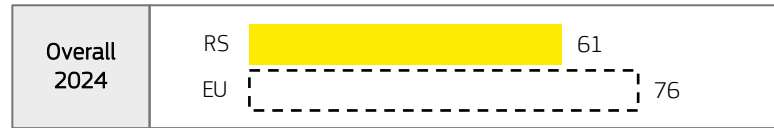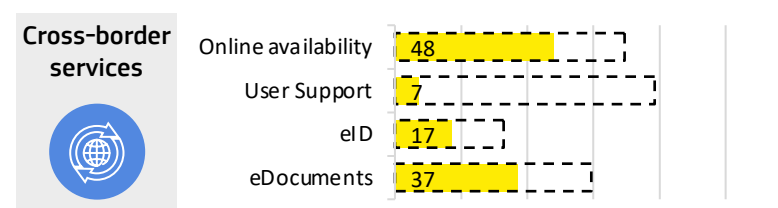
71

Republic of Serbia
eGovernment Benchmark 2024

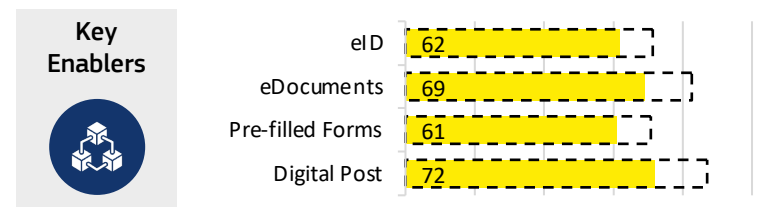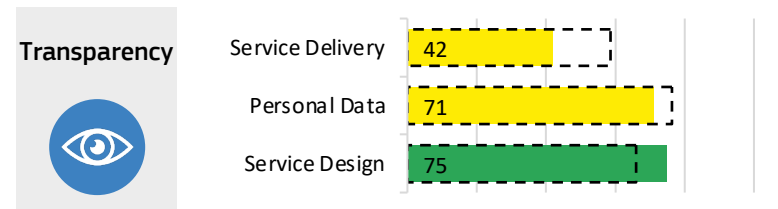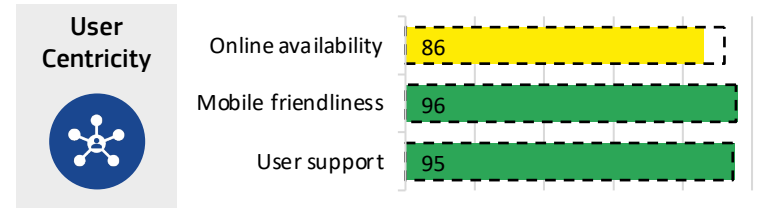## eGovernment Performance per Key Dimension

Republic of Serbia (RS) ┄┄ EU27 Average

Green > EU27 Average
Yellow < EU27 Average

Overall 2024		
	RS	61
	EU	76

User Centricity	Transparency	Key Enablers	Cross-border services
RS 89 — EU 93	RS 62 — EU 67	RS 63 — EU 78	RS 32 — EU 66

Score per Indicator

User Centricity
- Online availability: 86
- Mobile friendliness: 96
- User support: 95

Transparency
- Service Delivery: 42
- Personal Data: 71
- Service Design: 75

Key Enablers
- eID: 62
- eDocuments: 69
- Pre-filled Forms: 61
- Digital Post: 72

Cross-border services
- Online availability: 48
- User Support: 7
- eID: 17
- eDocuments: 37

The Key Dimension *User Centricity* indicates to what extent (information about) a service is provided online, how the online journey is supported and if public websites are mobile friendly.
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The Key Dimension **Key Enablers** indicates the extent to which 4 technical pre-conditions are available online:
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- **Digital Post:** indicates whether users can receive communications solely via a secure government mailbox

The Key Dimension for *Cross-border Services* indicates to what extent EU citizens can use online services in another country.
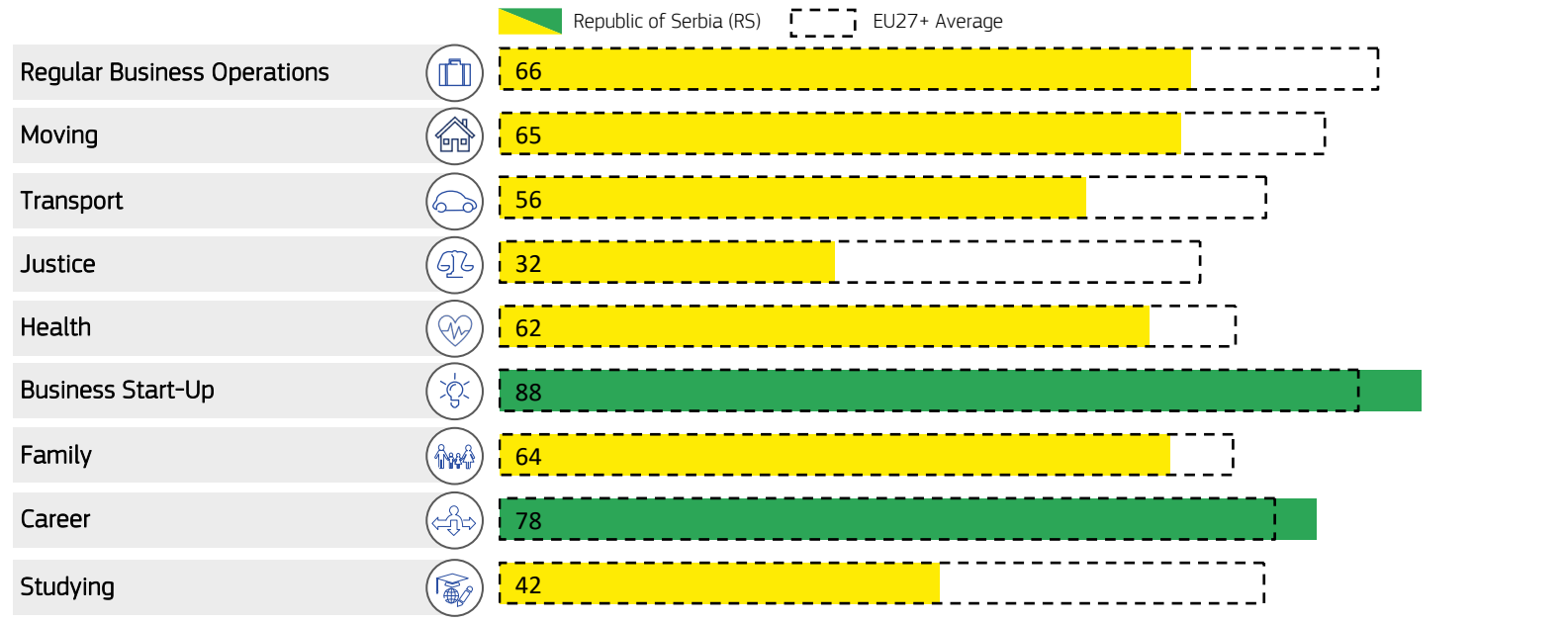- **Online Availability**: indicates if a service is online for cross-border users. Ranging from offline (0%), only information online (50%), fully online (100%).
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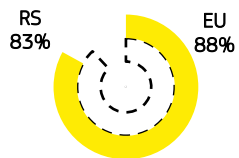
72

Republic of Serbia
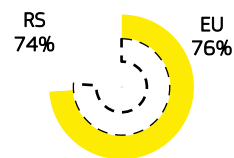## eGovernment Benchmark 2024

Digital Performance per Life Event

Republic of Serbia (RS)   EU27+ Average

Life Event	RS Score
Regular Business Operations	66
Moving	65
Transport	56
Justice	32
Health	62
Business Start-Up	88
Family	64
Career	78
Studying	42

Key Figures

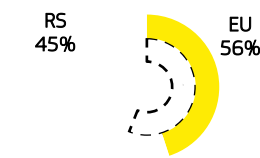|				
RS 83% — EU 88%	RS 0% — EU 58%	RS 74% — EU 76%	RS 45% — EU 56%	RS 61% — EU 71%
of the services are online*	of the government portals show whether personal data was consulted	of the services accept eID login	of the services are online for cross-border users*	of the services prefill personal information

*These scores are different from the Digital Decade targets, which use the *Online Availability* indicator as input

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Regular Business Operations (2023). A business life event that covers 11 services related to regular business operations, such as administrative and tax requirements, human resources and refund of VAT.

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Health (2023). The Health life event consists of seven services related to getting information about how and where to get healthcare. Moreover, it looks at whether citizens can reschedule an appointment online, whether they can apply for e-consults, e-prescriptions and whether they can access their electronic health records online.

Business Start-up (2022). This life event covers 16 services, both mandatory services as well as information needs, that allows an entrepreneur to start his business. It includes orientation, administrative and register requirements, and tax and insurance related matters.

Family (2022). Ten family services are assessed for this life event, including services that are typical for young families, such as: marriage (or other partnerships), birth and related (financial) rights, and a divorce. Also evaluated is how to obtain a passport, a birth certificate and which requirements are necessary for a funeral.

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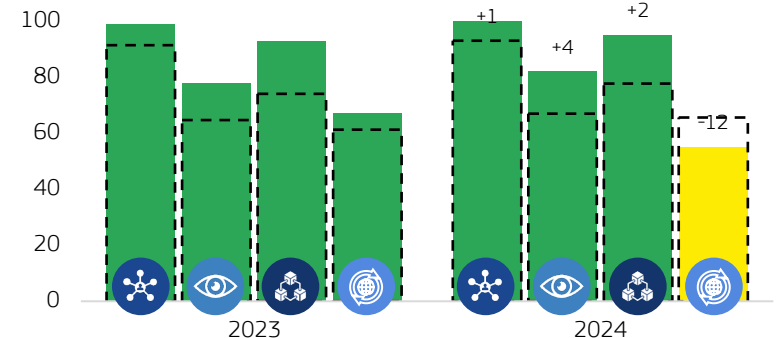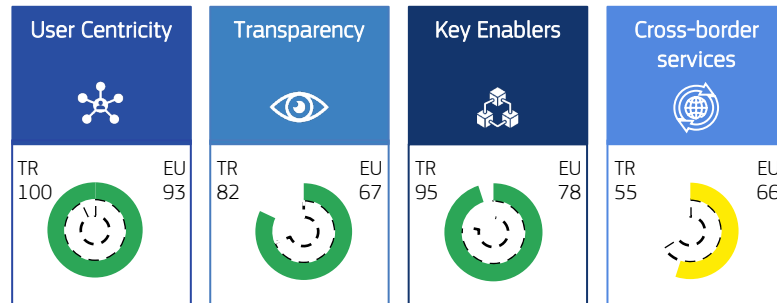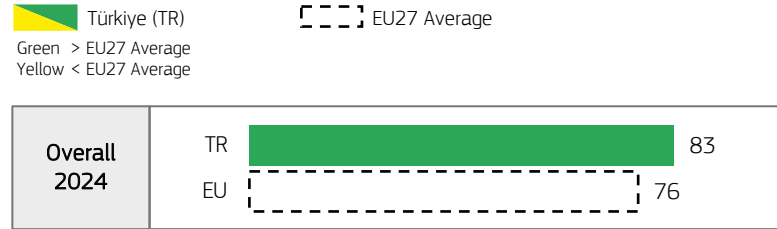
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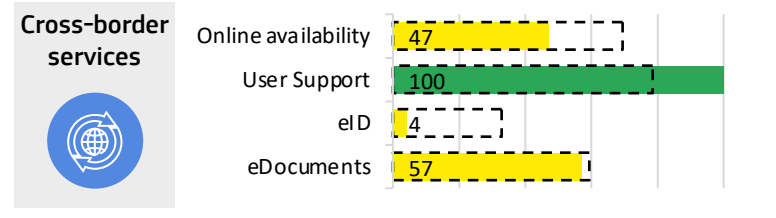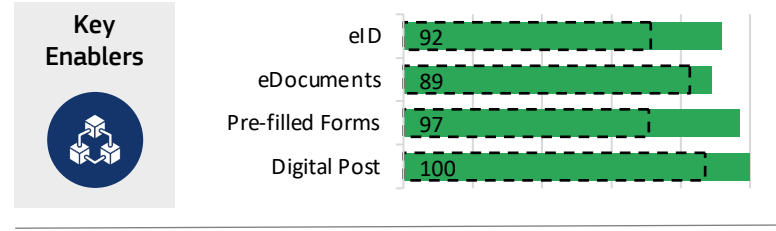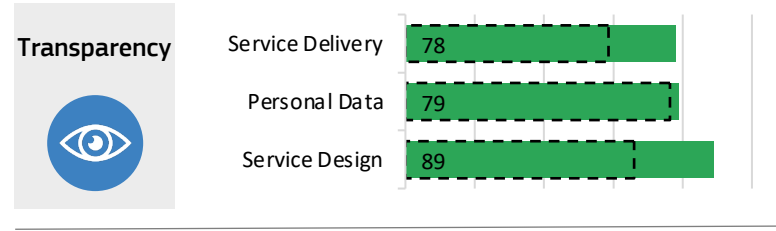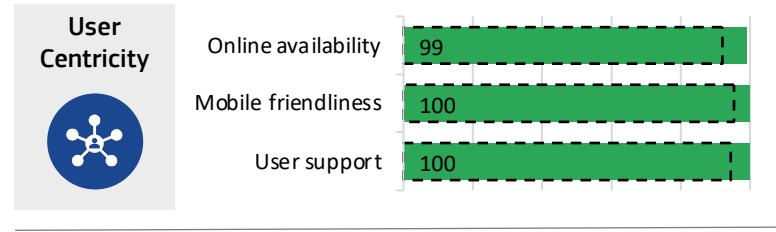
Türkiye
eGovernment Benchmark 2024

eGovernment Performance per Key Dimension

Türkiye (TR)   ⬛ EU27 Average

Green > EU27 Average
Yellow < EU27 Average

Overall 2024		
TR		83
EU		76

User Centricity	Transparency	Key Enablers	Cross-border services
TR 100 — EU 93	TR 82 — EU 67	TR 95 — EU 78	TR 55 — EU 66

Chart (2023 / 2024): +1, +4, +2, -12

Score per Indicator

User Centricity
- Online availability: 99
- Mobile friendliness: 100
- User support: 100

Transparency
- Service Delivery: 78
- Personal Data: 79
- Service Design: 89

Key Enablers
- eID: 92
- eDocuments: 89
- Pre-filled Forms: 97
- Digital Post: 100

Cross-border services
- Online availability: 47
- User Support: 100
- eID: 4
- eDocuments: 57

The Key Dimension *User Centricity* indicates to what extent (information about) a service is provided online, how the online journey is supported and if public websites are mobile friendly.
- **Online Availability**: indicates if a service is online. Ranging from offline (0%), only information on online (50%), fully online (100%).
- **Mobile Friendliness**: indicates if the website provides a service through a mobile-friendly interface; an interface that is 'adopted' to the mobile device.
- **User Support**: indicates if support, help and (interactive) feedback functionalities are online.

The Key Dimension *Transparency* indicates to what extent governments are transparent regarding:
- **Transparency of Service Delivery**: indicates to what extent governments are transparent as regards the process of service delivery.
- **Transparency or Personal Data**: indicates to what extent governments are transparent as regards personal data involved.
- **Transparency of Service Design**: indicates to what extent governments are transparent as regards the process of service design.

The Key Dimension **Key Enablers** indicates the extent to which 4 technical pre-conditions are available online:
- Electronic identification (**eID**): indicates if users can identify themselves with their national eID for services.
- Electronic documents (**eDocuments**): indicates whether users could submit or download documents required for the service.
- **Pre-filled forms:** indicates whether personal data is pre-filled
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The Key Dimension for *Cross-border Services* indicates to what extent EU citizens can use online services in another country.
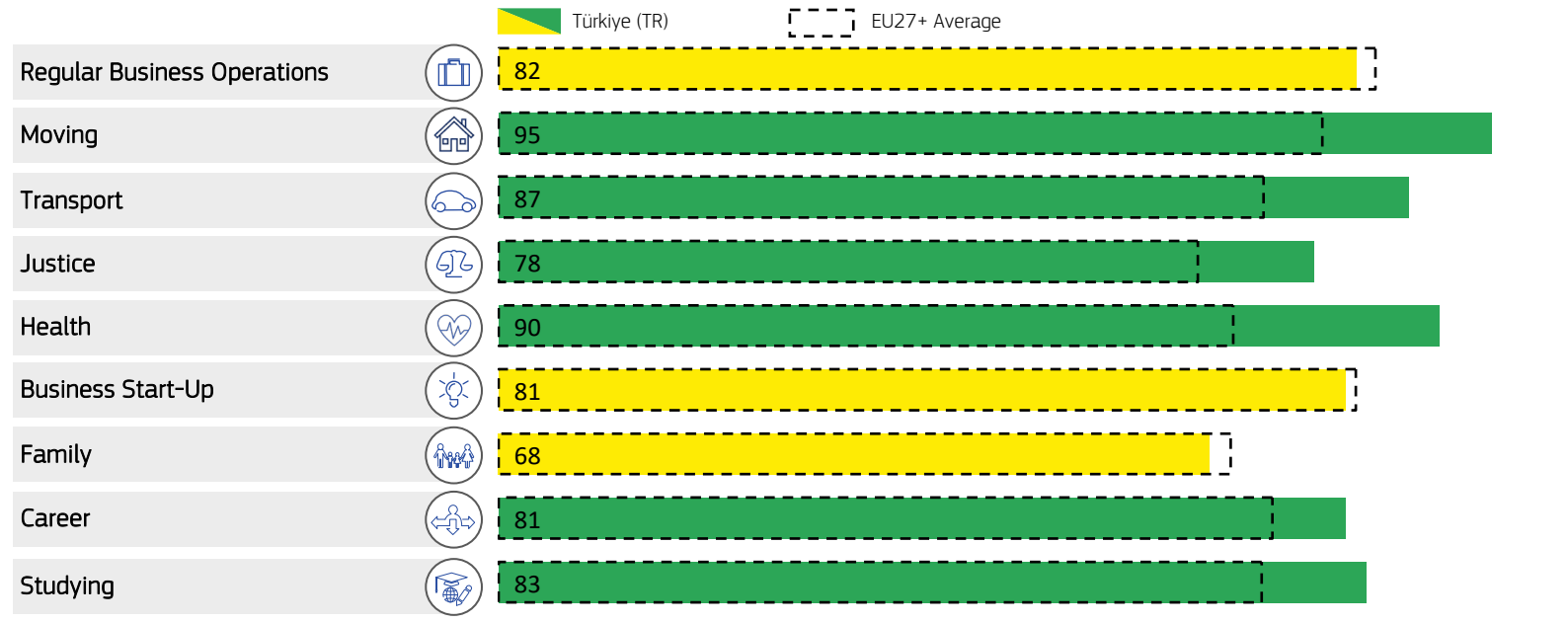- **Online Availability**: indicates if a service is online for cross-border users. Ranging from offline (0%), only information online (50%), fully online (100%).
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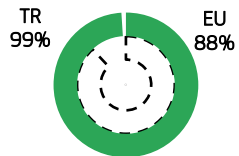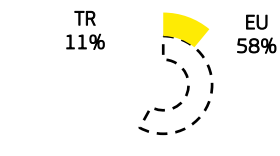
Türkiye
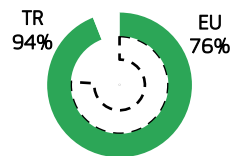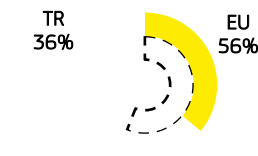## eGovernment Benchmark 2024

Digital Performance per Life Event

Türkiye (TR) — ▢ EU27+ Average

Life Event	Score
Regular Business Operations	82
Moving	95
Transport	87
Justice	78
Health	90
Business Start-Up	81
Family	68
Career	81
Studying	83

Key Figures

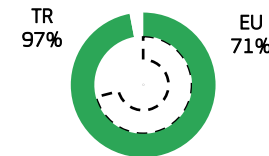| TR 99% / EU 88%	TR 11% / EU 58%	TR 94% / EU 76%	TR 36% / EU 56%	TR 97% / EU 71%
of the services **are online***	of the government portals **show whether personal data was consulted**	of the services **accept eID login**	of the services **are online for cross-border users***	of the services **prefill personal information**

*These scores are different from the Digital Decade targets, which use the *Online Availability* indicator as input

Regular Business Operations (2023). A business life event that covers 11 services related to regular business operations, such as administrative and tax requirements, human resources and refund of VAT.

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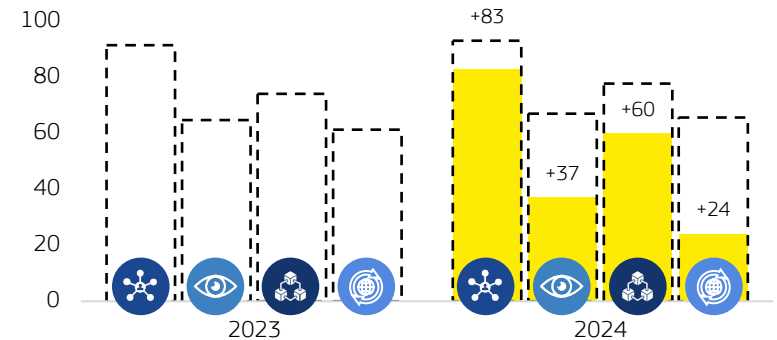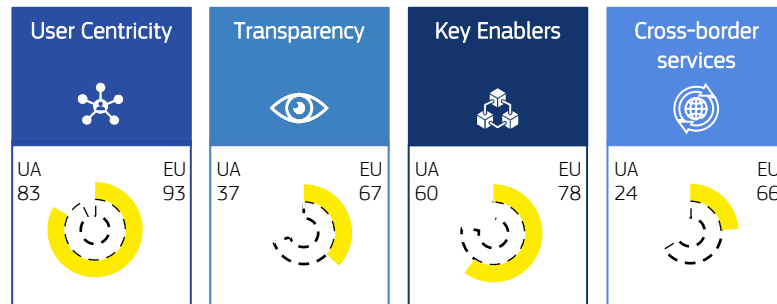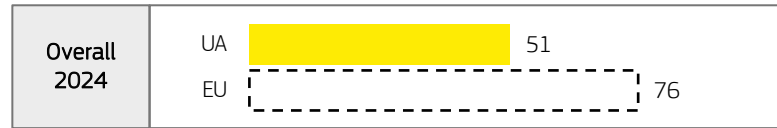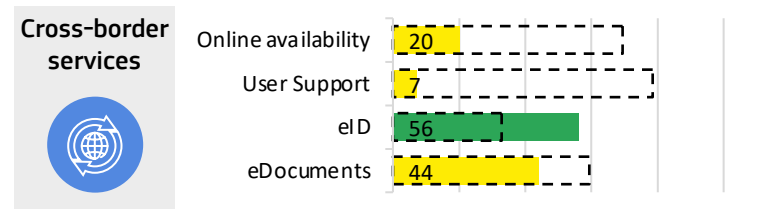
75

Ukraine
eGovernment Benchmark 2024

eGovernment Performance per Key Dimension

Ukraine (UA) — EU27 Average

Green > EU27 Average
Yellow < EU27 Average

Overall 2024		
	UA	51
	EU	76

User Centricity
UA 83 — EU 93

Transparency
UA 37 — EU 67

Key Enablers
UA 60 — EU 78

Cross-border services
UA 24 — EU 66

2023   +83 +37 +60 +24   2024

Score per Indicator

User Centricity
- Online availability: 82
- Mobile friendliness: 96
- User support: 80

Transparency
- Service Delivery: 41
- Personal Data: 16
- Service Design: 55

Key Enablers
- eID: 59
- eDocuments: 57
- Pre-filled Forms: 64
- Digital Post: 60

Cross-border services
- Online availability: 20
- User Support: 7
- eID: 56
- eDocuments: 44

The Key Dimension **User Centricity** indicates to what extent (information about) a service is provided online, how the online journey is supported and if public websites are mobile friendly.
- **Online Availability**: indicates if a service is online. Ranging from offline (0%), only information online (50%), fully online (100%).
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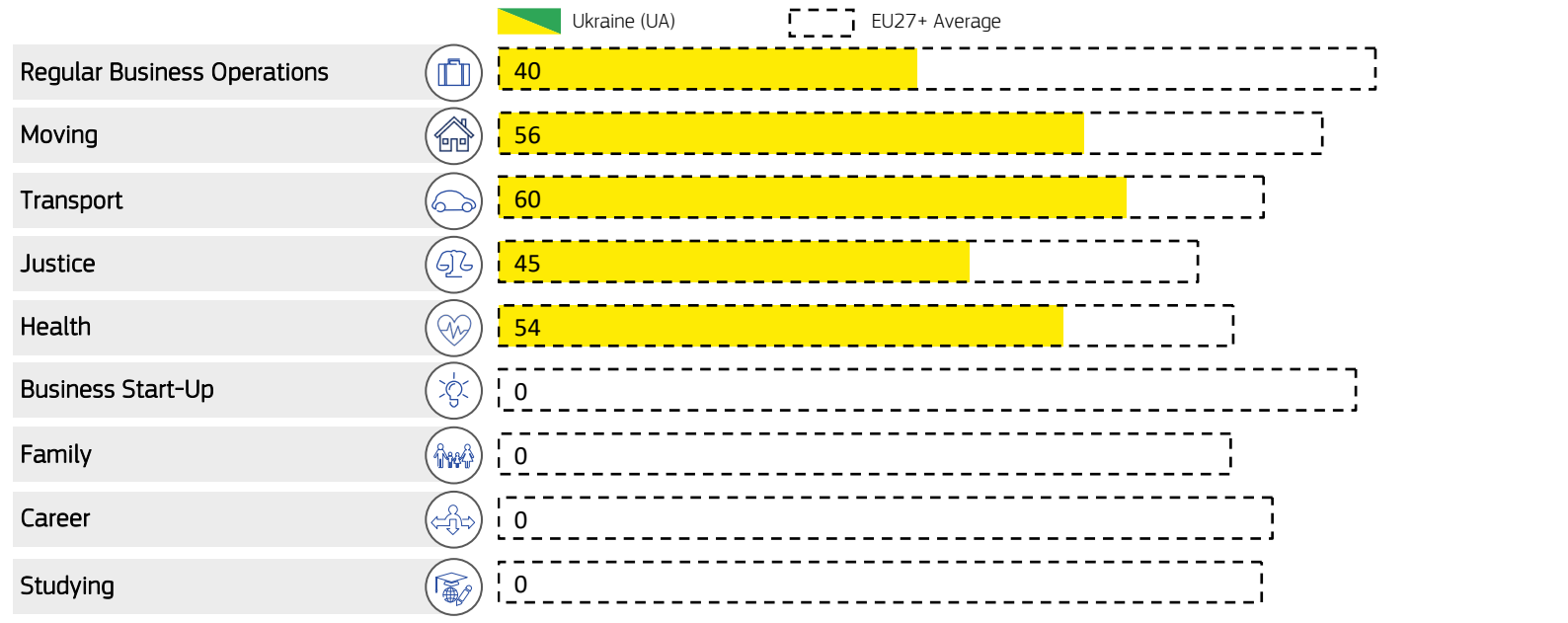- **Online Availability**: indicates if a service is online. Ranging from offline (0%), only information online (50%), fully online (100%).
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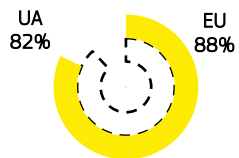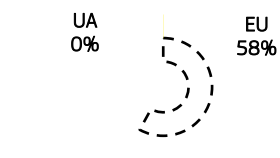
Ukraine
## eGovernment Benchmark 2024

Digital Performance per Life Event

Ukraine (UA) — EU27+ Average

Life Event	UA Score
Regular Business Operations	40
Moving	56
Transport	60
Justice	45
Health	54
Business Start-Up	0
Family	0
Career	0
Studying	0

Key Figures

UA 82% / EU 88% — of the services **are online***

UA 0% / EU 58% — of the government portals **show whether personal data was consulted**

UA 60% / EU 76% — of the services **accept eID login**
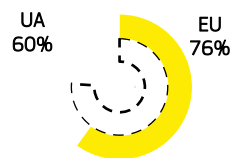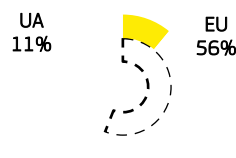
UA 11% / EU 56% — of the services **are online for cross-border users***

UA 64% / EU 71% — of the services **prefill personal information**

*These scores are different from the Digital Decade targets, which use the *Online Availability* indicator as input

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Career (2022). From immediate actions for unemployed applications for additional benefits and allowances, this life event captures vital elements when becoming unemployed. It also include various services concerning job search and participation in training programs, supporting people to find a job.

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