



# SPAIN

## E-GOVERNMENT STATE OF PLAY 2022



### eGovernment performance across policy priorities

		EU27+ average [%; 2020-2021]			
USER CENTRICITY	<b>Overall scores</b>	<b>88.3</b>	<b>96 •</b>		
	Online Availability	86.7	95 •		
	Mobile Friendliness	92.0	90 •		
	User Support	91.2	98 •		
TRANSPARENCY	<b>Overall scores</b>	<b>59.5</b>	<b>72 •</b>		
	Service Delivery	50.6	64 •		
	Personal Data	69.4	84 •		
	Service Design	58.6	69 •		
KEY ENABLERS	<b>Overall scores</b>	<b>68.7</b>	<b>79 •</b>		
	eID	62.8	60 •		
	eDocuments	74.7	85 •		
	Authentic Sources	64.2	78 •		
	Digital Post	76.3	94 •		
CROSS-BORDER SERVICES	<b>Overall scores</b>	<b>54.5</b>	<b>68 •</b>		
	Online Availability	59.1	82 •		
	User Support	66.3	74 •		
	eID	23.8	14 •		
	eDocuments	45.6	59 •		

### How are services delivered?

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%).

**User Support:** indicates if support, help and (interactive) feedback functionalities are online.

**Mobile Friendliness:** indicates if the website provides a service through a mobile-friendly interface; an interface that is 'adopted' to the mobile device.

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 of Service Design:** indicates to what extent governments are transparent as regards the process of service design.

**Transparency of Personal Data:** indicates to what extent governments are transparent as regards personal data involved.

The Key Dimension **Key Enablers** indicates the extent to which 4 technical pre-conditions are available online. These are: electronic Identification (**eID**), electronic documents (**eDocuments**), **Authentic Sources**, and **Digital Post**.

Digital post refers to the possibility that governments communicate electronically-only with citizens or entrepreneurs through personal mailboxes or other digital mail solutions.

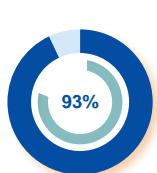
The Key Dimension for **Cross-border Services** indicates to what extent EU citizens can use online services in another country.

**Online Availability:** indicates if a service is online. Ranging from offline (0%), only information online (50%), fully online (100%).

**User Support:** indicates if support, help and (interactive) feedback functionalities are online.

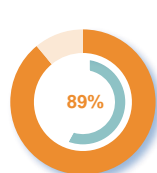
**eID:** indicates if a national eID from country A can be used in country B.

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



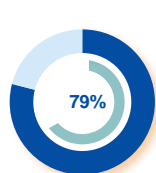
93% of the services are online

EU27+: 81%



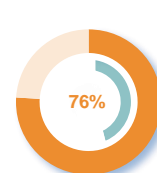
89% of the government portals show whether personal data was consulted

EU27+: 58%



79% of the services accept eID login

EU27+: 67%

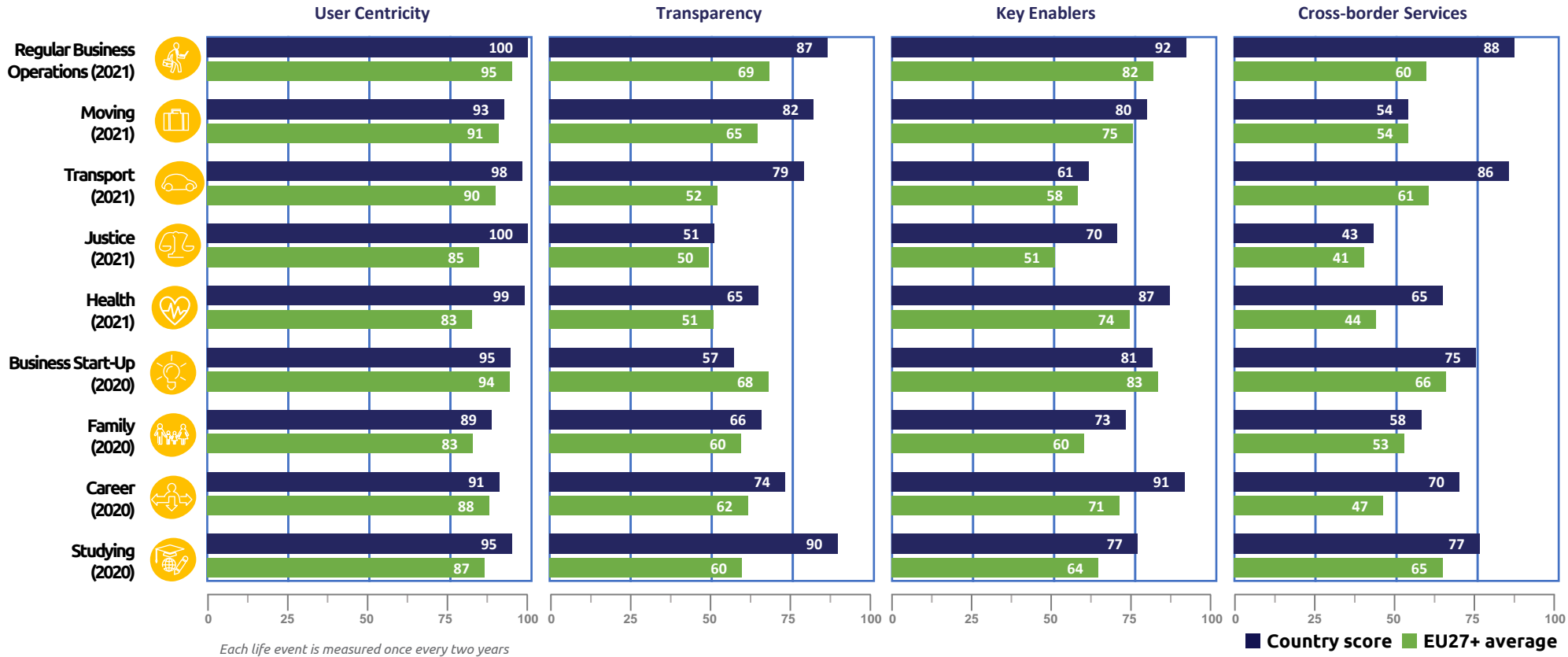


76% of the services are online for cross-border users

EU27+: 46%



## eGovernment performance of life events (domains)



### Life event descriptions

#### Regular Business Operations (2021)

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 (2021)

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.

#### Health (2021)

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.

#### Transport (2021)

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.

#### Starting a Small Claims Procedure (2021)

This life event is part of the Justice domain, and captures the journey of someone willing to start a small claims procedure: from orientation and initiation to retrieving verdict and appeal.

#### Career (2020)

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.

#### Family (2020)

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.

#### Studying (2020)

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

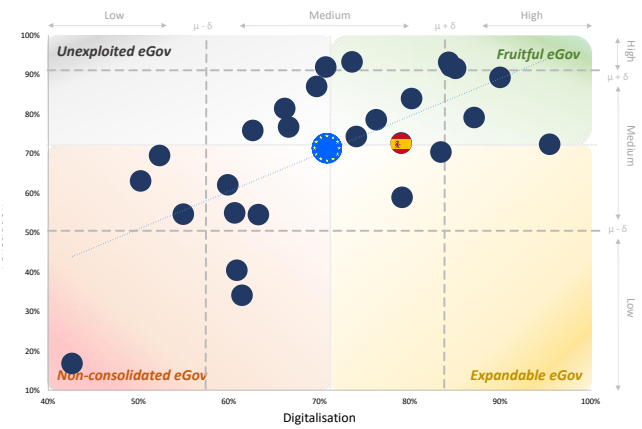
#### Business Start-up (2020)

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.

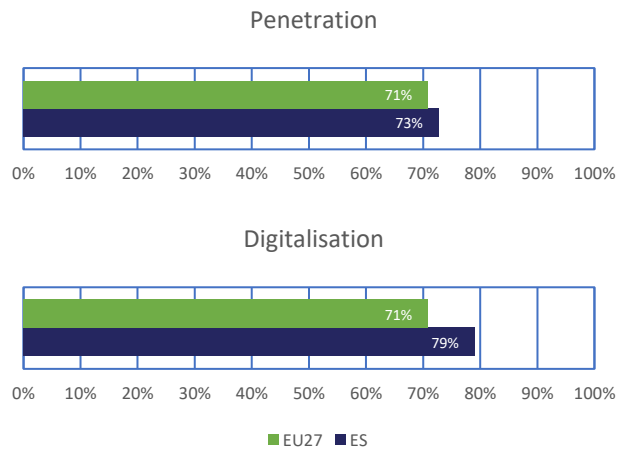


# eGovernment performance of life events (domains)

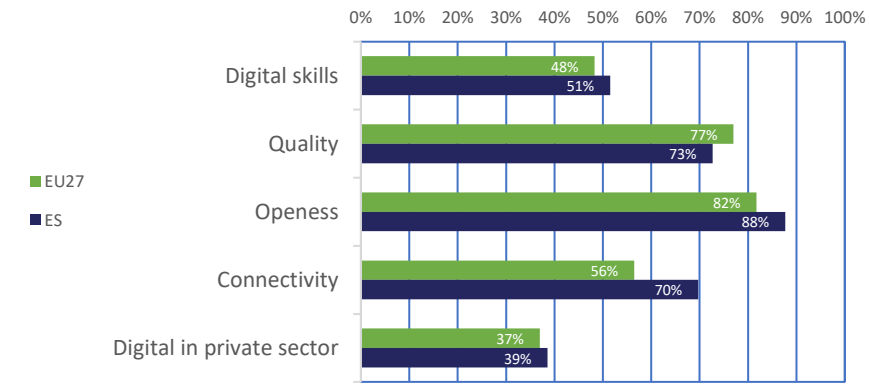
## Performance



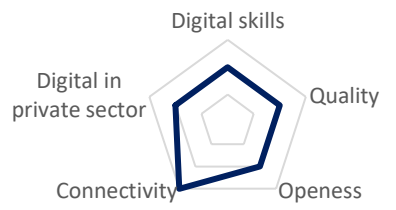
Spain has a medium level of Penetration (73%), and a medium-high level of Digitalisation. Therefore, Spain is part of the Fruitful eGov scenario, which includes best-in-class countries that perform above the European average in both Digitalisation and Penetration.



## Relative Indicators and Environment



Spain relative indicators show a country with almost all the environmental characteristics (User characteristics, Government characteristics and Digital context characteristics) in line with the European average. The broadband and its quality (Connectivity indicator) and Openness, an indicator which endorses an Open Government perspective, are the only ones significantly higher than the European average.



## Considerations

- Penetration
- On-Track
- Digitalisation
- Overperforming

Matching relative and absolute indicators, Spain is On-Track in Penetration and Overperforming in Digitalisation. Spain, compared with countries having similar environmental characteristics, seems to have reached a satisfying level of digitalisation of the front- and the back-offices. However, Spain's online services seem to be not so widespread all over the country, and its overall performances are in line with the other European countries with similar characteristics.