SPAIN
eGOVERNMENT STATE OF PLAY

MADRID

eGovernment performance across policy priorities

		EU28+ biennial score 2015*	Country biennial score 2013** / Country biennial score 2015*
USER CENTRICITY	Overall Scores	77	87 • 87
	Online availablity	80	91 • 91
	Usability	83	100 • 100
	Ease of use	60	59 • 59
	Speed of use	57	55 • • 56
TRANSPARENT GOVERNMENT	Overall Scores	55	66 • • 71
	Service delivery	47	54 • • 59
	Public organisations	64	73 • • 77
	Personal data	55	70 • • 76
CROSS BORDER MOBILITY	Overall Scores	55	27 • • 35
	Online availablity	56	25 • • 38
	Usability	63	28 • • 33
	Ease of use	45	30 • 30
	Speed of use	41	31 • • 34
KEY ENABLERS	Overall Scores	54	77 • • 79
	eID	61	94 • • 98
	eDocuments	61	90 • • 94
	Authentic sources	49	55 • • 68
	eSafe	43	43 • • 57
	SSO	63	100 • 100

0 — INSUFFICIENT — 25 — MODERATE — 50 — FAIR — 75 — GOOD — 100

How are services delivered?

The top-level benchmark *User centricity* indicates to what extent (information about) a service is provided online and how this is perceived.

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

Online usability: indicates if support, help and (interactive) feedback functionalities are online. Also includes quality assessment researchers on ease and speed of use.

The top-level benchmark *Transparency* indicates to what extent governments are transparent regarding: a) their own responsibilities and performance, b) the process of service delivery and c) personal data involved.

Transparency of Public Organisations: indicates to what extent governments are transparent as regards their own responsibilities and performance.

Transparency of Service Delivery: indicates to what extent governments are transparent as regards the process of service delivery.

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

The top-level benchmark *Cross border mobility* 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%).
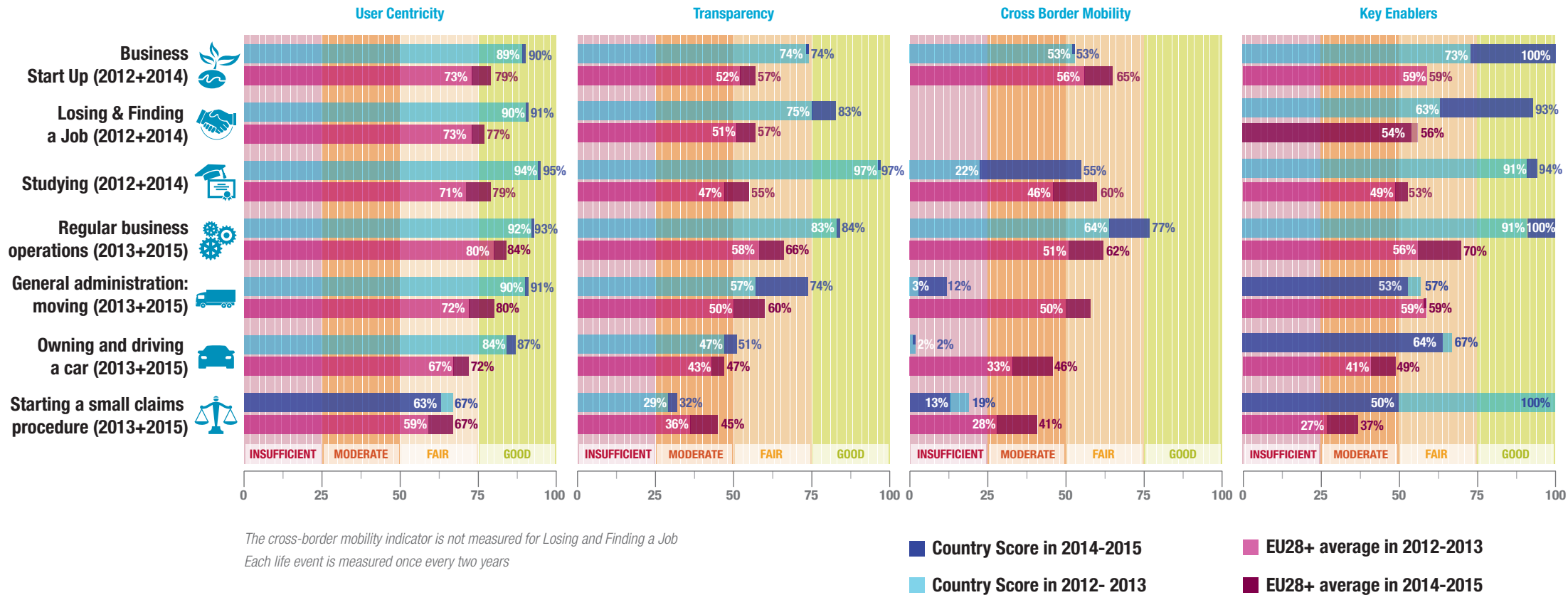
Online usability: indicates if support, help and (interactive) feedback functionalities are online. Also includes quality assessment researchers on ease and speed of use.

The top-level benchmark *Key enablers* indicates the extent to which 5 technical pre-conditions are available online. These are: Electronic Identification (eID), Electronic documents (eDocuments), Authentic Sources, Elecronic Safe (eSafe), Single Sign On (SSO).

*Biennial score 2015 represents the average of the seven life events evaluated in 2014/2015.

**Biennial score 2013 represents the average of the seven life events evaluated in 2012/2013.

eGovernment performance of Life Events (Domains)

	User Centricity	Transparency	Cross Border Mobility	Key Enablers
Business Start Up (2012+2014)	89% / 90% — 73% / 79%	74% / 74% — 52% / 57%	53% / 53% — 56% / 65%	73% / 100% — 59% / 59%
Losing & Finding a Job (2012+2014)	90% / 91% — 73% / 77%	75% / 83% — 51% / 57%	22% / 55% — 46% / 60%	63% / 93% — 54% / 56%
Studying (2012+2014)	94% / 95% — 71% / 79%	97% / 97% — 47% / 55%	22% / 55% — 46% / 60%	91% / 94% — 49% / 53%
Regular business operations (2013+2015)	92% / 93% — 80% / 84%	83% / 84% — 58% / 66%	64% / 77% — 51% / 62%	91% / 100% — 56% / 70%
General administration: moving (2013+2015)	90% / 91% — 72% / 80%	57% / 74% — 50% / 60%	3% / 12% — 50%	53% / 57% — 59% / 59%
Owning and driving a car (2013+2015)	84% / 87% — 67% / 72%	47% / 51% — 43% / 47%	2% / 2% — 33% / 46%	64% / 67% — 41% / 49%
Starting a small claims procedure (2013+2015)	63% / 67% — 59% / 67%	29% / 32% — 36% / 45%	13% / 19% — 28% / 41%	50% / 100% — 27% / 37%

Scale categories for each panel: INSUFFICIENT, MODERATE, FAIR, GOOD (0, 25, 50, 75, 100)

The cross-border mobility indicator is not measured for Losing and Finding a Job
Each life event is measured once every two years

Legend:
- Country Score in 2014-2015
- Country Score in 2012-2013
- EU28+ average in 2012-2013
- EU28+ average in 2014-2015

Life Event descriptions

Business start-up and early trading operations (2012 & 2014)

This life event covers 33 services, both mandatory services as well as information needs, that allow an entrepreneur to start his business. It includes orientation, administrative and register requirements, and tax and insurance related matters. Early trading operations refers to activities regarding hiring employees and requesting an environmental permit.

Losing and Finding a Job (2012 & 2014)

From immediate actions for unemployed to applications for additional benefits and allowances, this life event captures vital elements when becoming unemployed. It also include various services concerning job search and participating in training programs, supporting people to find a job. A complete set of 22 services is assessed.

Studying (2012 & 2014)

In this life event, comprising of 14 services, it is evaluated to what extent enrolment in higher education can be done online. It also includes the orientation, such as gaining a clear understanding of admission requirements. Furthermore support services during study are part of the assessment, for instance career advice and portability of student grant when studying abroad.

Regular business operations (2013 & 2015)

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 (2013 & 2015)

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

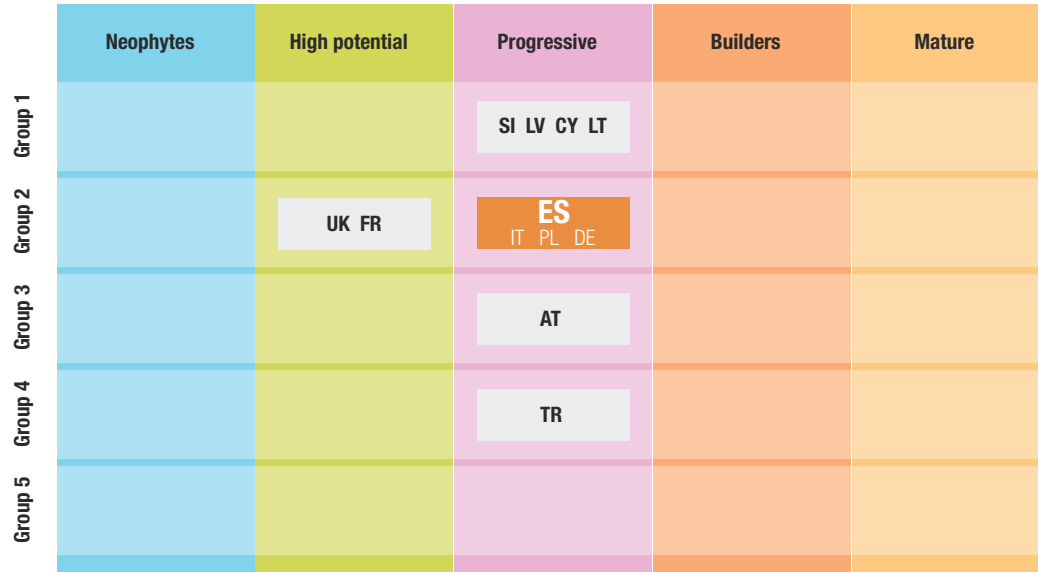**Owning and driving a car (2013 & 2015)**

A total of 12 services concerning buying and registering a car and driving fines, and related to car taxes, parking permits and other administrative requirements.

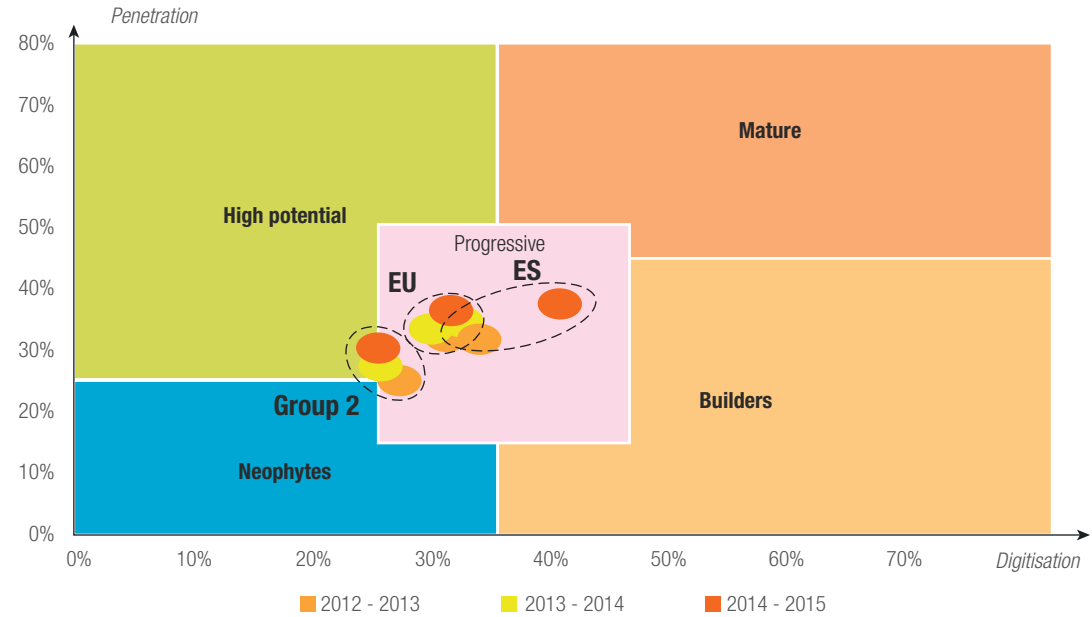**Starting a small claims procedure (2013 & 2015)**

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.

Results Explorative Clustering Analysis

2014 – 2015 Positioning

	Neophytes	High potential	Progressive	Builders	Mature
Group 1			SI LV CY LT		
Group 2		UK FR	**ES** IT PL DE		
Group 3			AT		
Group 4			TR		
Group 5					

Historical Trend

Penetration / Digitisation

High potential · Mature · Progressive · Builders · Neophytes · Group 2 · EU · ES

■ 2012 - 2013   ■ 2013 - 2014   ■ 2014 - 2015

Relative Indicators

	Population	Old Age Ratio	Urban Population Ratio	Educational Level	GDP per capita	Digital Skills	Households Internet Access	R&D Expenditure	Mobile Broadband Diffusion	Broadband	ICT Skills of Employed	Corruption	Level of centralization	Lack of Trust	eChannel preference	Lack of Willingness	Lack of Ability	eCommerce	eBanking Users	Internet Users	SocialMedia diffusion	Lack of Awareness	Fulfillment of expectations	Percived Benefits	Availability	Mobile Friendliness	Clarity	Usability	Speed	Ease of use	eProcurement Take Up	Average IT Spending on GDP
Group 2	59455160	0.27	0.74	0.29	26.26	0.81	0.58	0.02	0.70	0.31	0.02	0.65	0.69	0.12	0.47	0.78	0.20	0.09	0.43	0.79	0.44	0.22	0.41	0.54	0.88	0.30	0.63	0.91	0.60	0.65	0.08	0.02
EU (31)	19016748	0.25	0.75	0.29	23.08	0.79	0.56	0.02	0.67	0.29	0.03	0.65	0.79	0.11	0.49	0.81	0.24	0.10	0.49	0.79	0.50	0.21	0.40	0.56	0.81	0.27	0.58	0.85	0.61	0.65	0.08	0.02
ES	46507760	0.26	0.79	0.34	22.56	0.74	0.57	0.01	0.72	0.27	0.02	0.60	0.72	0.16	0.53	0.76	0.26	0.10	0.37	0.77	0.51	0.24	0.39	0.49	0.99	0.16	0.85	1.00	0.53	0.57	0.01	0.02