European Commission

eGovernment Benchmark 2023
Factsheets

Connecting Digital Governments

DG CONNECT

Factsheets

Written by Capgemini, Sogeti, IDC and Politecnico di Milano for the European Commission Directorate General for Communications Networks, Content and Technology
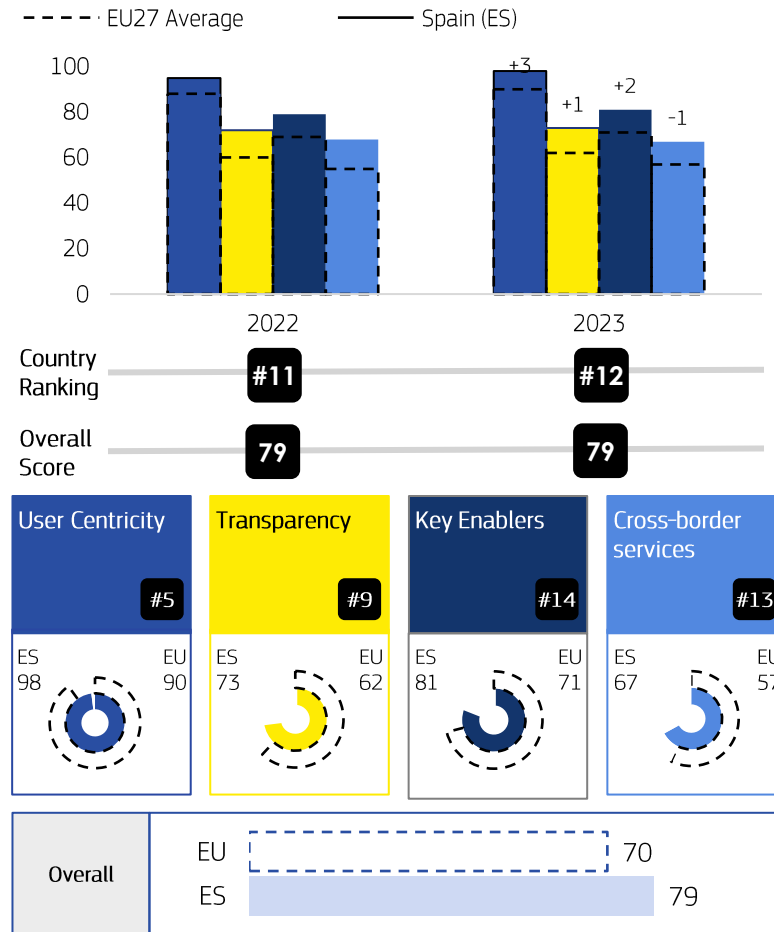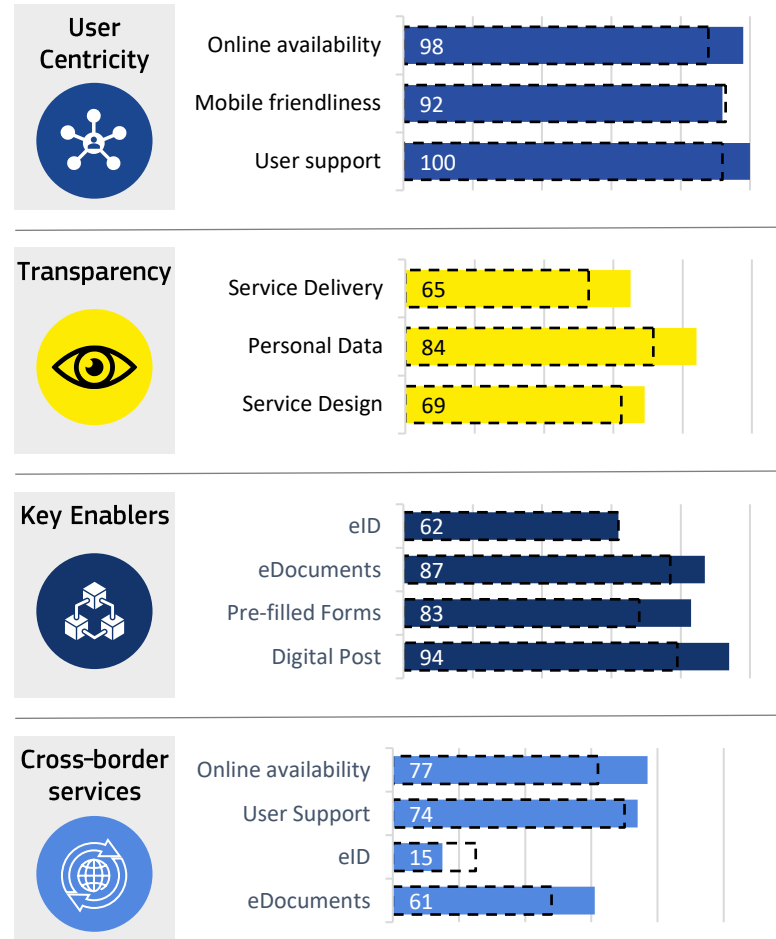June 2023

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Spain
eGovernment Benchmark 2023

eGovernment Maturity per Key Dimension

- - - EU27 Average ——— Spain (ES)

Country Ranking	**#11**	**#12**
Overall Score	**79**	**79**

User Centricity	Transparency	Key Enablers	Cross-border services
#5	**#9**	**#14**	**#13**
ES 98 / EU 90	ES 73 / EU 62	ES 81 / EU 71	ES 67 / EU 57

Overall	EU 70
	ES 79

Score per Indicator

User Centricity
- Online availability: 98
- Mobile friendliness: 92
- User support: 100

Transparency
- Service Delivery: 65
- Personal Data: 84
- Service Design: 69

Key Enablers
- eID: 62
- eDocuments: 87
- Pre-filled Forms: 83
- Digital Post: 94

Cross-border services
- Online availability: 77
- User Support: 74
- eID: 15
- eDocuments: 61

- - - EU27+ Average   Score Spain (ES)

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 or 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:
- **Electronic identification (eID)**: indicates of users can identify 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.
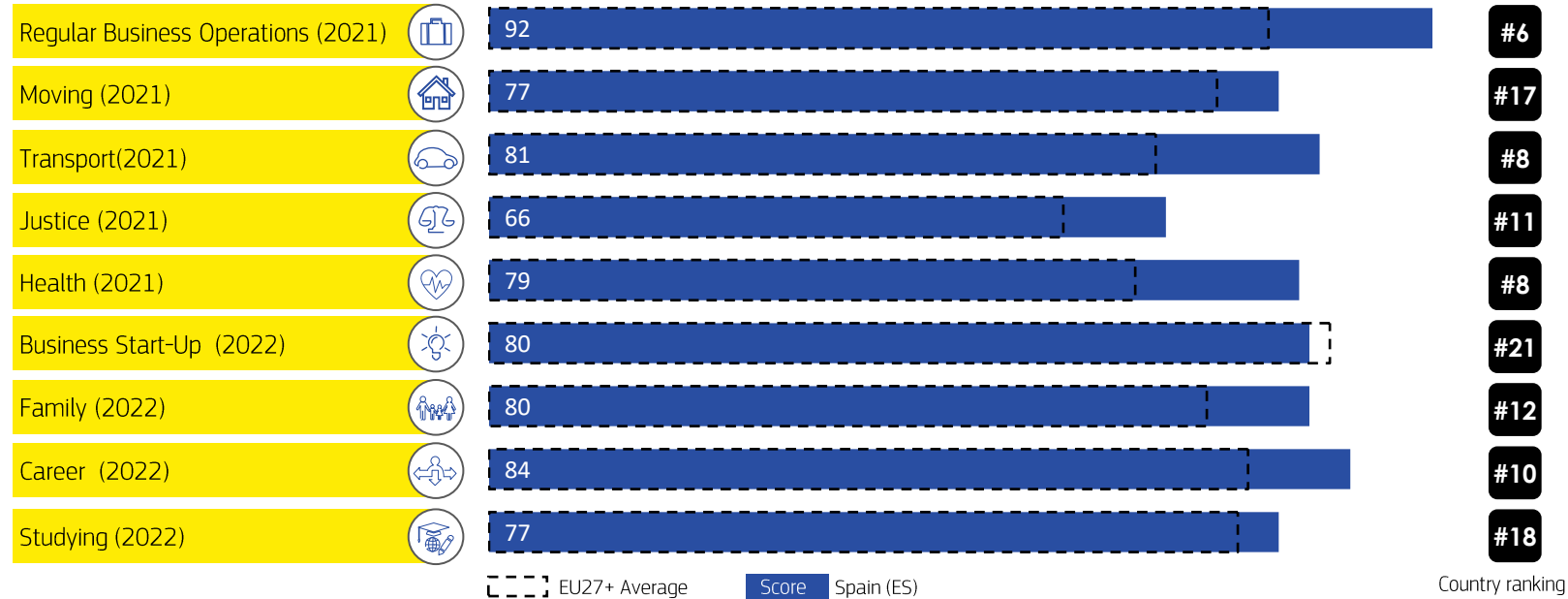- **Online Availability**: indicates if a service is online. Ranging from offline (0%), only information online (50%), fully online (100%).
- **User Support**: indicates if support, help and (interactive) feedback functionalities are online.
- **eID**: indicates if a national eID from country A can be used in country B.
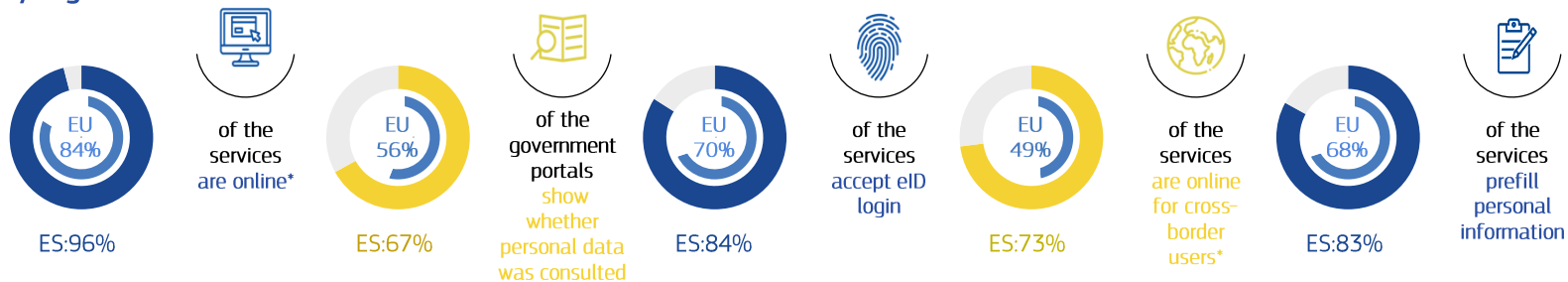- **eDocuments**: indicates if eDocuments can be transmitted from country A to country B.

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Spain
eGovernment Benchmark 2023

Digital Maturity and Ranking per Life Event

Life Event	Score	Country ranking
Regular Business Operations (2021)	92	#6
Moving (2021)	77	#17
Transport(2021)	81	#8
Justice (2021)	66	#11
Health (2021)	79	#8
Business Start-Up (2022)	80	#21
Family (2022)	80	#12
Career (2022)	84	#10
Studying (2022)	77	#18

EU27+ Average ⬚ | Score ▣ Spain (ES)

Key Figures

- EU 84% — of the services are online* — ES:96%
- EU 56% — of the government portals *show whether personal data was consulted* — ES:67%
- EU 70% — of the services accept eID login — ES:84%
- EU 49% — of the services are online for cross-border users* — ES:73%
- EU 68% — of the services prefill personal information — ES:83%

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

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.

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.

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

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.

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.

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