Summary Report

Web-based Survey
on Electronic Public Services

Results of the second measurement: April 2002

1. Introduction

This report presents the results of the second measurement of the "Web-based Survey on Electronic Public Services". The survey is part of the *e*EUROPE programme that aims to bring the benefits of the information society to all Europeans.

This measurement is a benchmark exercise for the 15 EU Member States, plus Iceland, Norway and Switzerland (1), which evaluates the percentage of basic public services available online. The objectives of the benchmark are to enable participating countries to analyse progress in the field of *e*Government and to compare performance.
The second measurement analyses the progress made in online availability of twenty common public services in the different countries.

The results for Switzerland in the April 2002 measurement are included in this report. The analysis of the global progress made between October 2001 and April 2002 does not take the results for Switzerland into consideration.
The Commission and the Member States have drawn up the list of twenty services. Twelve of the twenty services are aimed at individual citizens and eight at businesses.

Remarks :

- All progress in the results between the two measurements is expressed in "percentage-points".

- On the eEurope website of the European Commission (www.europa.eu.int\eEurope) an annex to this Summary Report is published, containing the methodological framework of the survey and the detailed results per service.

Country codes of participating countries

A	Austria
B	Belgium
DK	Denmark
FIN	Finland
F	France
D	Germany
EL	Greece
ISL	Iceland
IRL	Ireland
I	Italy
L	Luxembourg
NL	Netherlands
NOR	Norway
P	Portugal
E	Spain
CH	Switzerland
S	Sweden
UK	United Kingdom

(1) The Swiss government obtained the permission of the Commission to participate in the second measurement, but this participation was subject of a separate arrangement with the contractor of the Commission.

2. Results

2.1 Overall progress

The second measurement resulted in an **overall average score of 55%** for the 20 public services in the 17 countries (54% Switzerland included). This means an **increase of 10%-points** compared with the first measurement where the average score of the public services was 45%, as shown in the following graph.
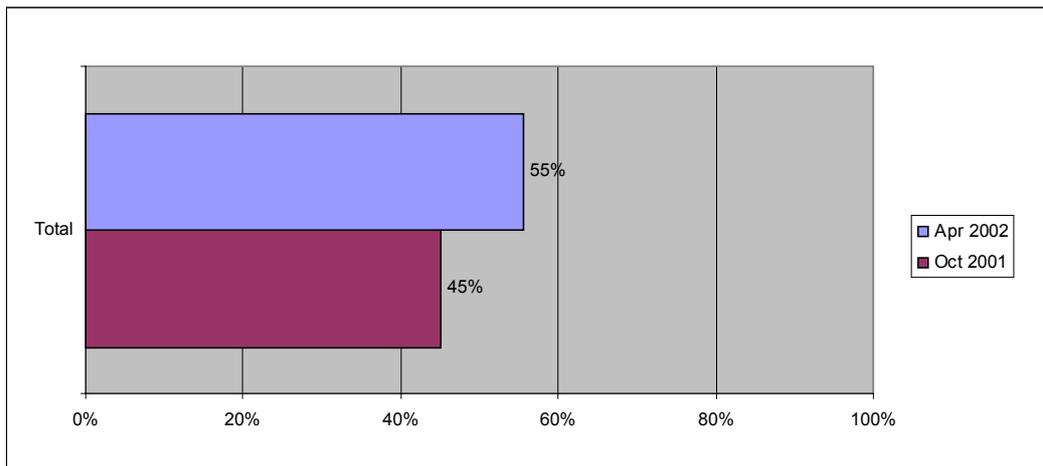

Figure 1: Percentage of basic public services available online

An in-depth analysis is made from three different perspectives:

- By service according to the target group, i.e. citizens or businesses.
- By the nature of the service. The services are divided into four clusters of related services: income generating, registration, permits & licenses and returns.
- By country, where the different countries are analysed towards the level of online sophistication.

2.2 Citizens versus businesses

When we look at the results of the survey, it is obvious that public services for citizens (12 services) and public services for businesses (8 services) are not achieving similar scores.

At the first measurement public services for businesses scored in average significantly higher (53%) than public services for citizens (40%), a difference of 13%-points. At the second measurement the scores are respectively 68% and 47%. The difference runs out to 21%-points.

Moreover the same trend can be identified when the scores are broken down. In almost every country included in the survey, public services for businesses score significantly higher than public services for citizens. The exception to this is the Netherlands where the public services for citizens score better (12%-points) than for businesses and Ireland where the gap of 6% at the first measurement decreased to a slight advantage for services for citizens (1%-points).
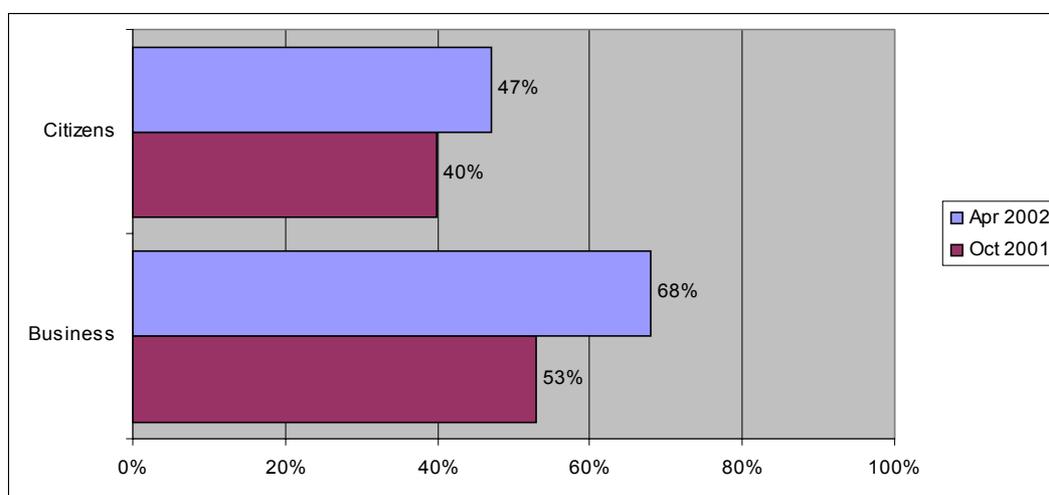

Figure 2: Percentage of basic public services for citizens and business

2.3 The four service clusters

In order to identify common trends within groups of related services, four service clusters have been created: income-generating, registration, permits & licenses and returns. These can be defined as follows:

- *Income-generating*: services where finance flows from citizens and businesses to the government (mainly taxes and social contributions)

- *Registration*: services related to recording object- or person- related data as a result of administrative obligations

- *Returns*: public services given to citizens and businesses in return for taxes and contributions

- *Permits & licences*: documents provided by governmental bodies giving permission to build a house, to run a business etc.

1 Income-generating cluster

With an average of 79%, the income-generating cluster remains the best performing cluster, in which every service scores higher than the global average of 55%. The best scoring public service within this is *Declaration of VAT* with a score of 88%. *Social contribution for employees* is the service with the highest increase in this cluster (+ 31%-points). On a country basis (see the diagram) Denmark, Italy and France score 100%, which means that they reach the maximum score, a full transactional phase, for each service.
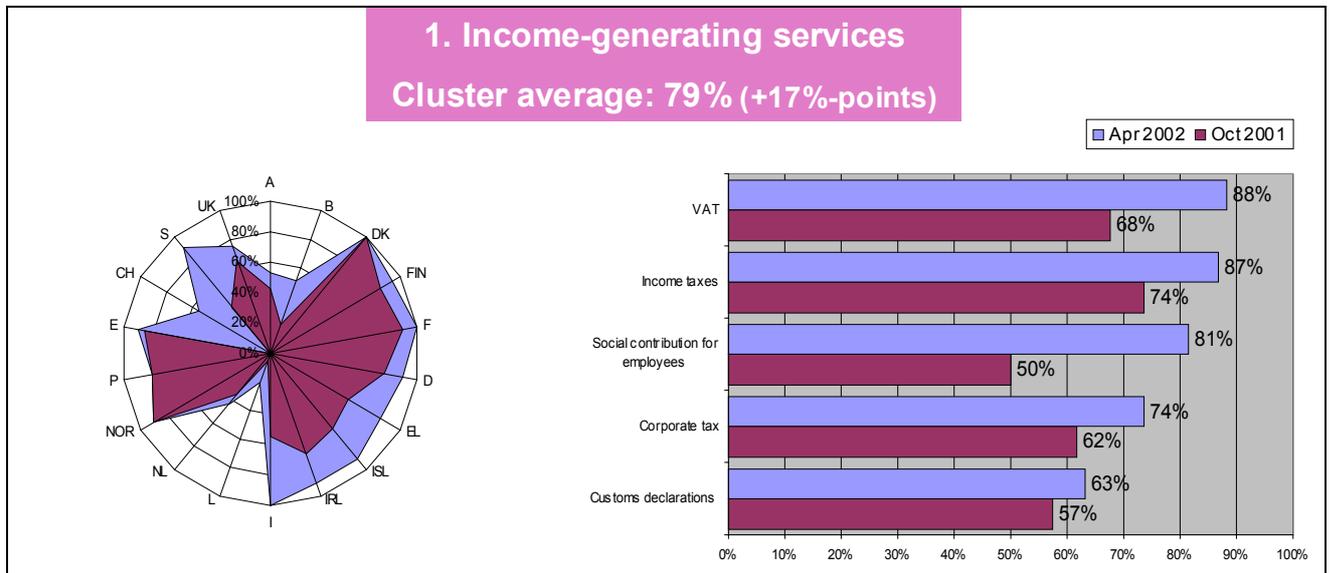

Figure 3: Income-generating cluster

2 Registration cluster

With an average of 53%, the cluster of registration services scores slightly below the total average of 55%. *Submission of data to the statistical offices* is the best performing service. In the group of services for citizens *Announcement of moving* increased most (+ 11%-points). Sweden and Finland obtain high scores in this cluster.
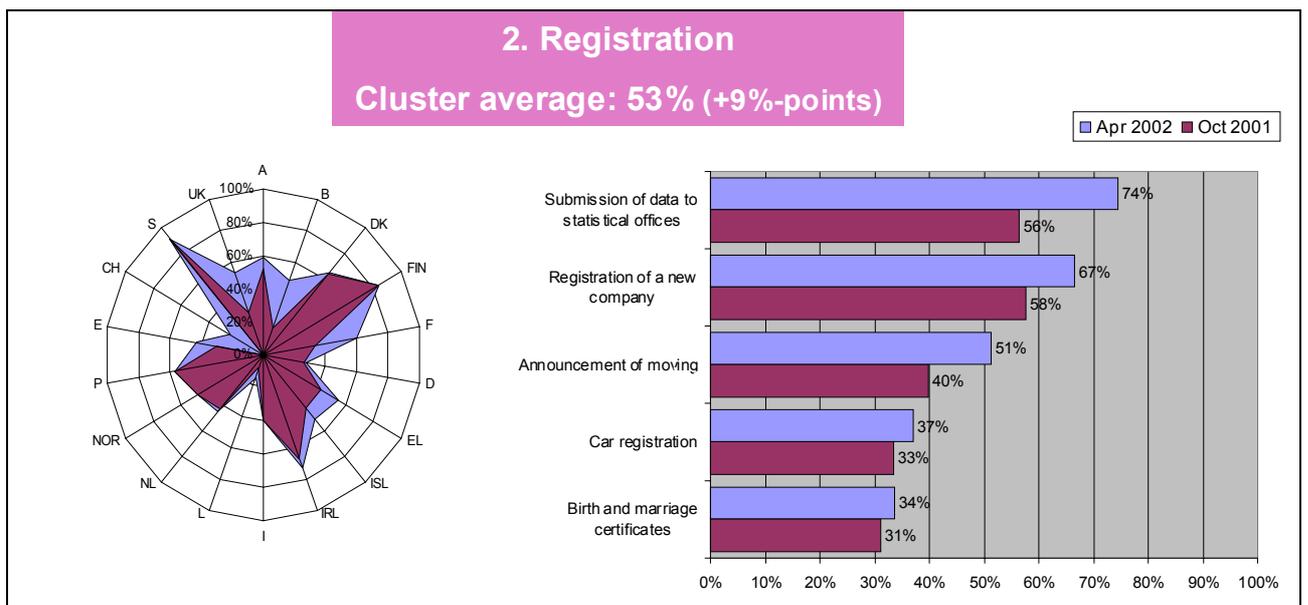

Figure 4: Registration cluster

3 Returns cluster

With an average of 48%, this cluster performs under the average score of 55%, but realises a growth of 8%-points compared to the 1st measurement. Again job search services score very good (85%, + 4%-points). Health related services made an overall progress of 5%-points but the score stays low (12%). *Public Libraries* and *Declaration to the Police* made interesting progress in this cluster. Sweden and Ireland perform best in the Returns cluster.
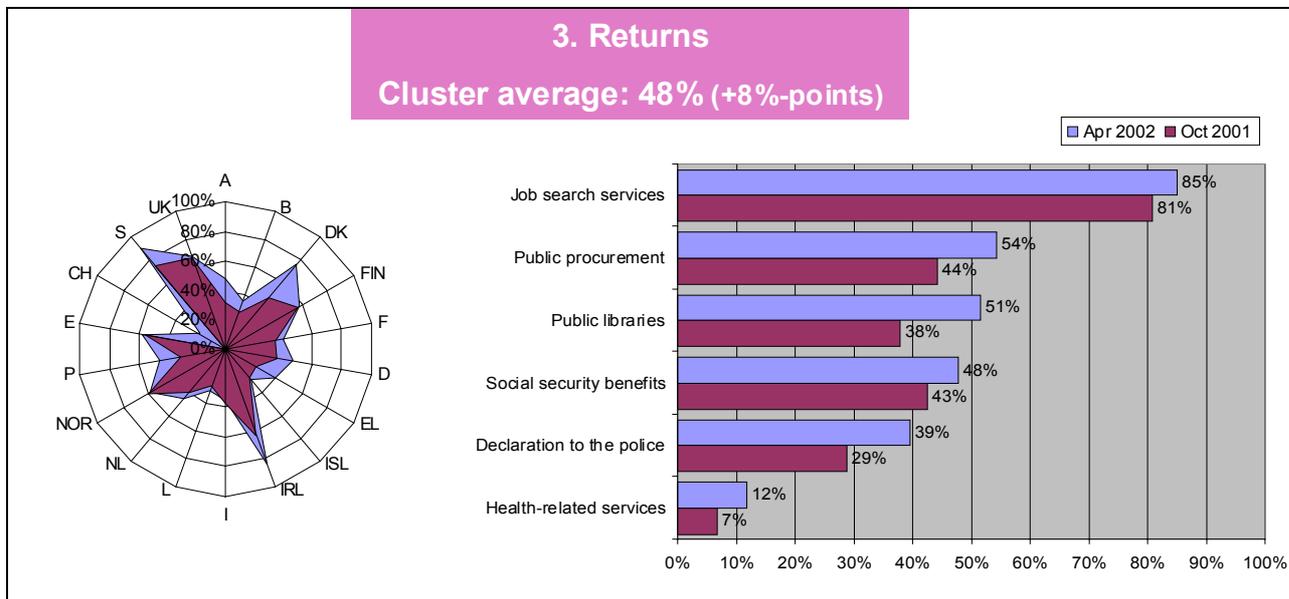

Figure 5: Returns cluster

4 Permits & Licenses Cluster

This remains a weaker cluster, with an average of 41%, substantially below the overall average of 55%. The growth is however 8%-points. The services are all evolving towards the one-way interaction stage, i.e. between 25% and 50%. Considerable progress is made by the enrolment in higher education and environment-related permits services. We will have a closer look at this progress in the next section. On a country level, Ireland is the only positive exception with a score of more than double the cluster average (92%).
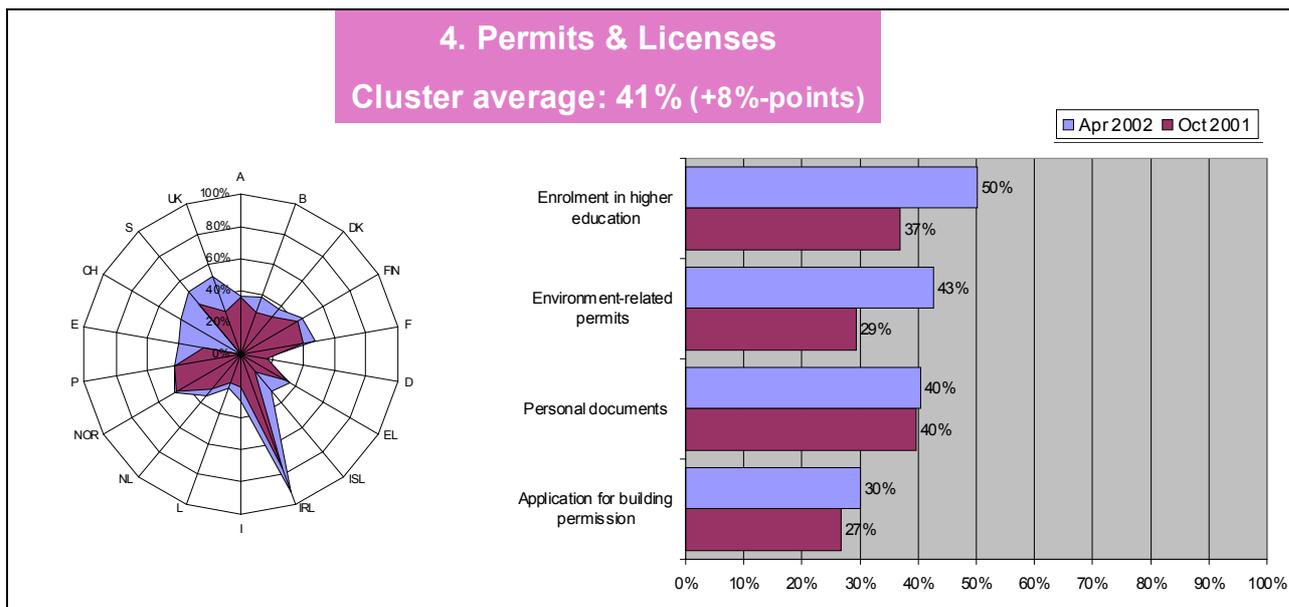

Figure 6: Permits & licenses cluster

2.4 Results by country

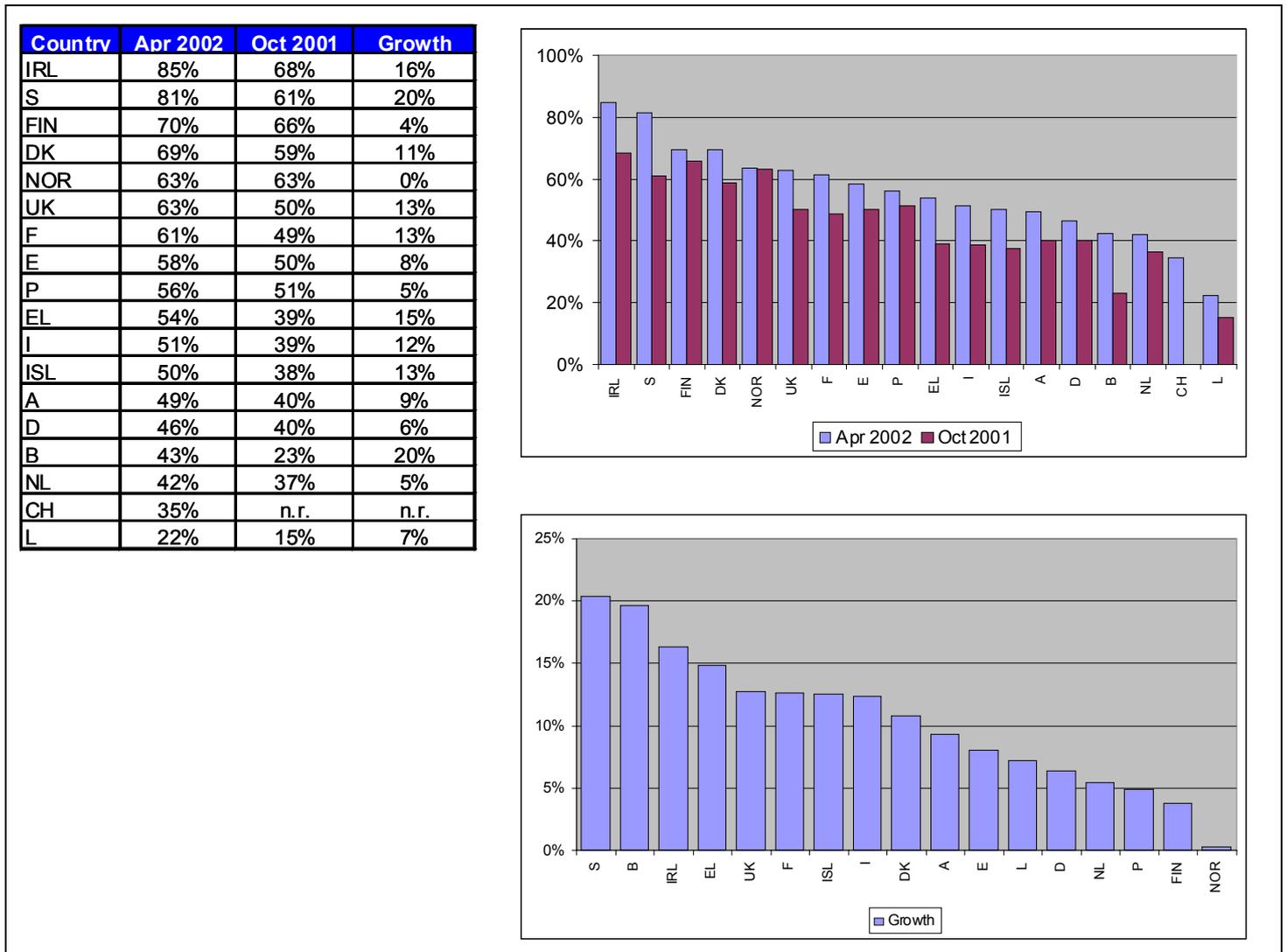| Country	Apr 2002	Oct 2001	Growth
IRL	85%	68%	16%
S	81%	61%	20%
FIN	70%	66%	4%
DK	69%	59%	11%
NOR	63%	63%	0%
UK	63%	50%	13%
F	61%	49%	13%
E	58%	50%	8%
P	56%	51%	5%
EL	54%	39%	15%
I	51%	39%	12%
ISL	50%	38%	13%
A	49%	40%	9%
D	46%	40%	6%
B	43%	23%	20%
NL	42%	37%	5%
CH	35%	n.r.	n.r.
L	22%	15%	7%

Figure 7: Evolution of overall scores per country (Growth in %-points)

Except for Norway, which holds the same percentage, the average scores of each country are progressing with a variation between 4 %-points and 20 %-points.

In the second measurement 2 countries, Ireland and Sweden, score more than 75%, which means that many of their services reached a full transactional phase. All the other countries, except Luxemburg, score between 25 and 75%. These services are evolving from information to interaction.

3. Analysing progress

In the first measurement of October 2001, we created an analysis framework. On the x-axis the typical organisation of the service provider is represented. Ranging from service provision co-ordinated at one central point or dispersed at different delivery points. On the y-axis the complexity of the procedure behind the public service is represented.
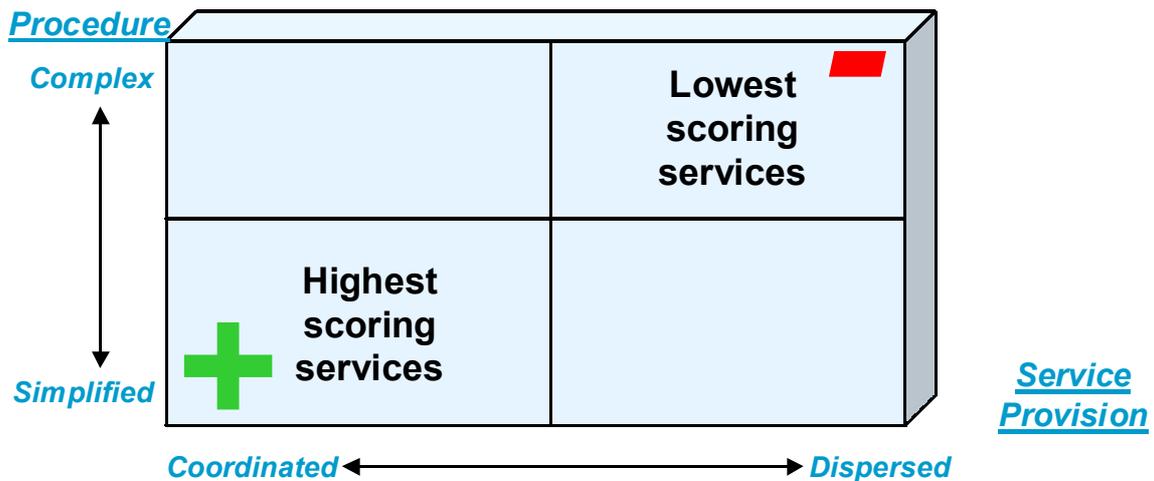

We found that services in the quadrant with complex procedures and a dispersed service provision had the lowest scores, while the highest scoring services were found in the quadrant with simplified procedures and co-ordinated service provision, for example, job searches, income tax, VAT, corporate tax and customs declarations. On the other hand, building permissions, environmental permits and enrolment in higher education are more complex administrative procedures that are provided by different (local) service providers, and, therefore, obtained lower results.

As a result of these observations, we have concluded that the online development of public services can be enhanced by:

- Co-ordinated *e*Government solutions which allow local service providers to take advantage of centralised online initiatives offering a single point of contact in the form of e-portals or ASP-related solutions (Application Service Provider), with a citizen/customer-oriented approach rather than a procedural approach

- Extensive back-office reorganisations to transform complex transactions into simple procedures. This is a long-term operation.

When we analyse the fast progressing services of this second measurement, we see a further progress for services as Income tax (87%, +13%-points) and VAT (88%, +21%-points), services with rather simple procedures and centralised service provision. This progress is the result of the fact that more countries take advantage of the potential "quick wins" in bringing online this rather easy service.
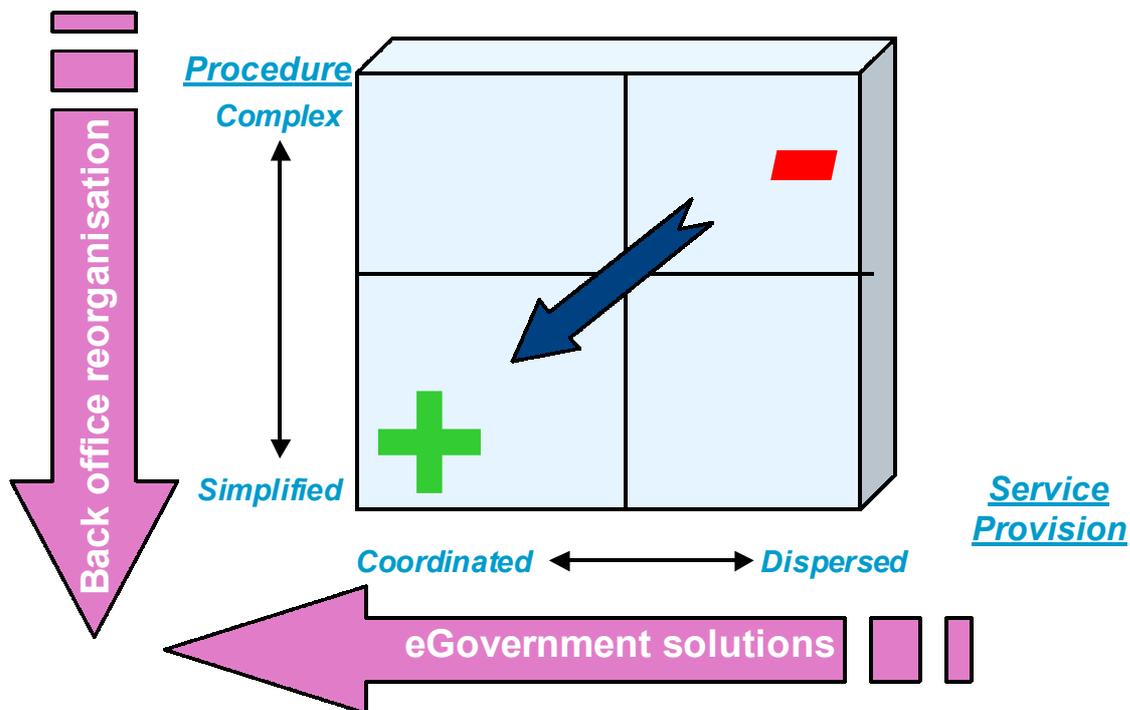
When we analyse more complex services with an important increase of the average score, we see the highest progress for the service *Social contributions for employees*. Here progress is made in countries where during the last few years considerable efforts have been made around back-office reorganisations, and/or portal solutions have been built.

The website of the social security administration in Belgium is a good example of the combination of back-office integration and an e-portal solution (progression from 0% to 75%). This site is a front-office result of a long-term effort that the Belgian government made last years linking different databases. As this survey does not measure the back-office aspects of *e*Government, bringing this portal online, made the score of Belgium increasing from 0 to 75%. It is a unique window for social security in Belgium: the site is developing a transactional link between employers and the social security administration.

Example:
Social contribution
Belgium
www.sociale-zekerheid.be
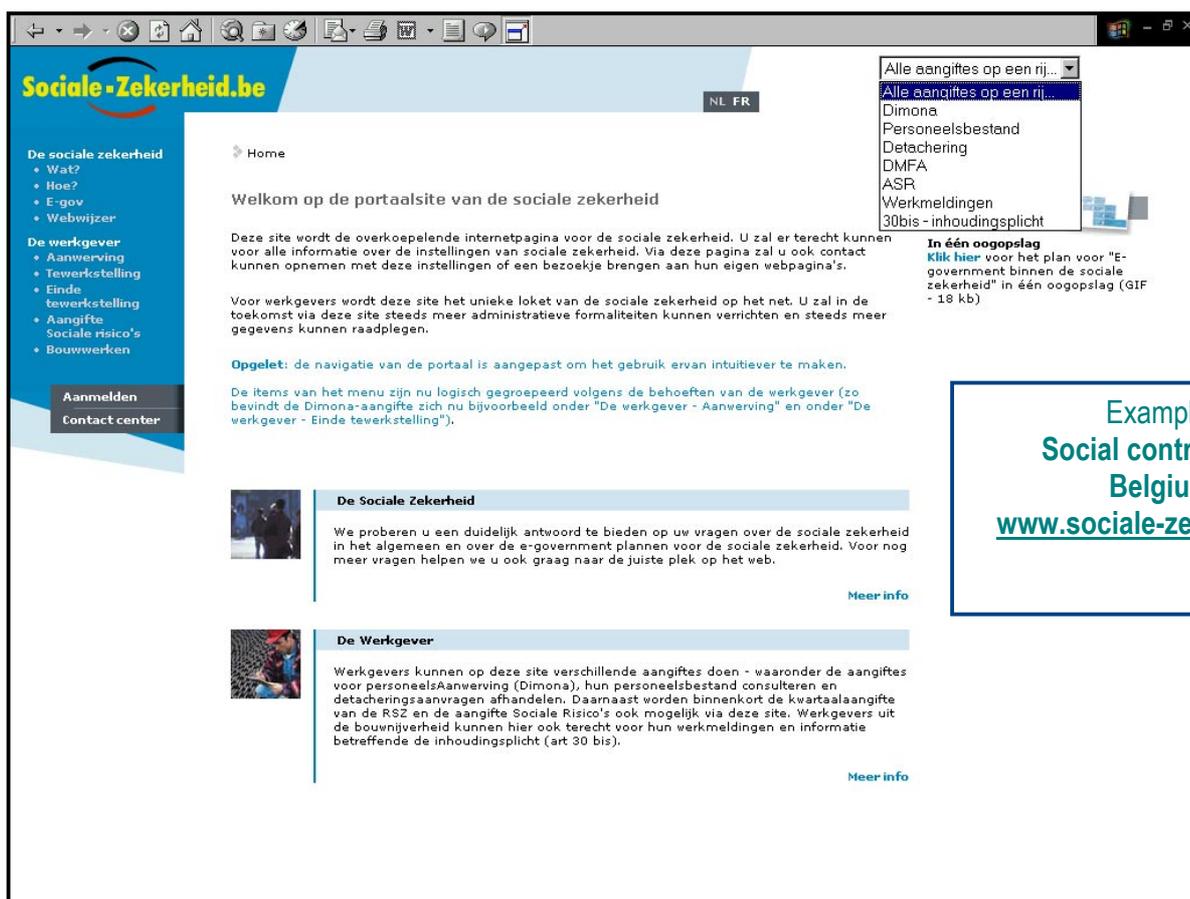
On the other hand we see less progress in countries where the social contribution for employees is organised not by means of one central organisation but via different organisations and institutions (Professional Organisations or Social Security Institutions), as it is the case in Germany, The Netherlands and Switzerland.

In the quadrant of dispersed but rather simplified services we noted interesting progress for the service *Public libraries* (51%, + 13%-points). When we analyse this progress we see that it is made in countries where efforts were made to invest in e-portal solutions that organise a centralised delivery-window for the service.

A good example of such an e-portal solution is the *Public libraries* service in Austria. A library-portal with a centralised catalogue of public libraries makes it possible to search on title, location or (type of) library.

The second example of a fast growing service in the quadrant of rather simplified services, with a diffuse provision is *Announcement of moving*. In a lot of countries citizens have to deal with their local communities to announce their change of address. When existing back-office solutions, as a national register of persons becomes web-enabled, progress in this service can be realised quickly.

A good practice of an e-portal with a centralised system of announcement of moving is this Finnish website linked to the register of the population. The existence of a central register facilitates this *e*Government solution
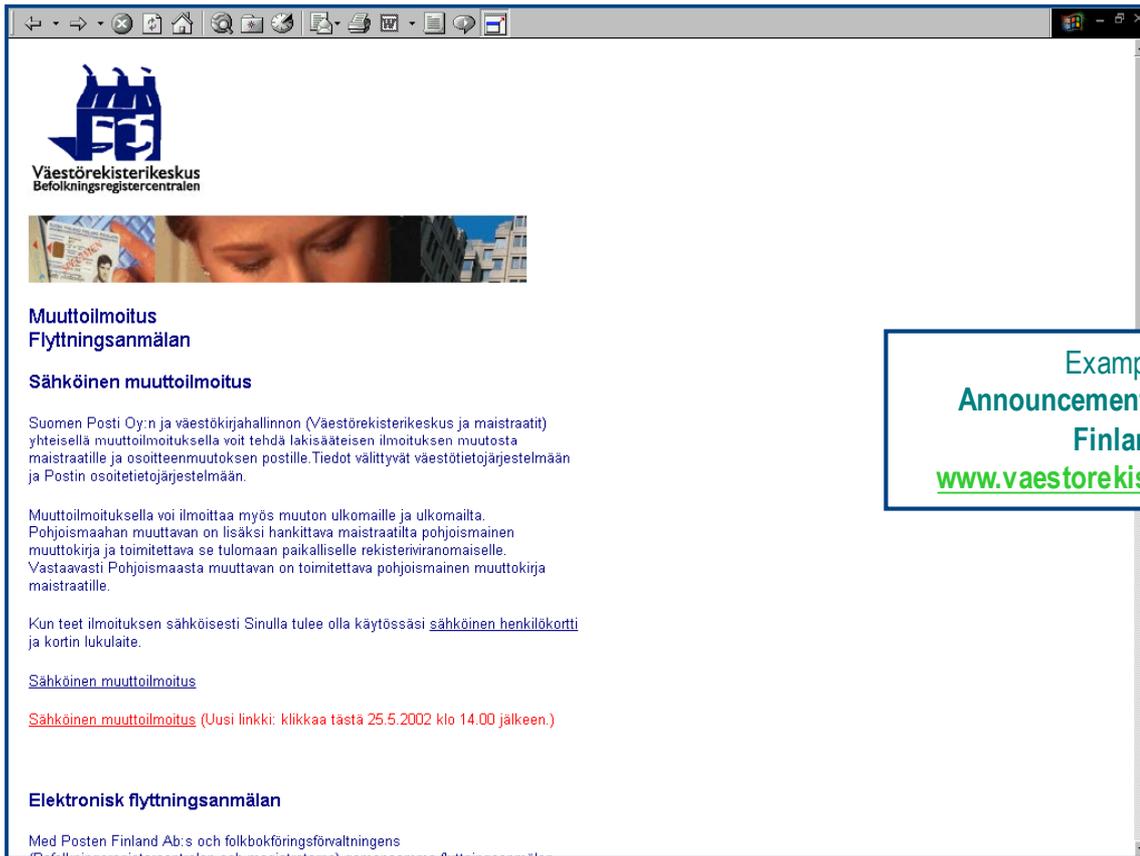
Example:
**Announcement of moving
Finland
www.vaestorekisterikeskus.fi**

Services in the most difficult quadrant with complex procedures and dispersed service provision are still far from a full interactive stage. *Environment related permits* is a good example of a service in this quadrant. In average it still scores low (43%) but has made progress of 13%-points. When we analyse the progressing cases, we state that progress is made by co-ordinating all the information about the procedures via a portal website and centralisation of a collection of all necessary downloadable documents. A good example for this evolution is the site of the Environment Agency in the UK. The site centralises the application (forms) for environmental permits and licenses.

Example:
**Environmental related permits
UK
http://www.environment-agency.gov.uk/**

4. General conclusion

The most important conclusion of this second measurement is that the overall result increased with **10%-points**. The level of online availability of public services in the different countries, without Switzerland, is now **55%** (45% for the first measurement). This means that Europe accomplished overall more than half of the way to full transaction of public services. This is considerable **progress** in only six months, between the first measurement in October 2001 and April 2002, in the development of the web-based applications for public services in the participating countries.

- Out of the 20 basic public services, 19 have passed through the first stage, i.e. online information about the service.
- Government to business applications score significantly higher (68%) than the Government to citizen applications (47%) and have grown faster; by 15%-points for business and by 7%-points for services to citizens.
- The online availability of income generating services is significantly higher (79%) than registrations (53%), returns (48%) and permits and licences (41%)
- Straightforward organised services with a co-ordinated service provision achieve on average the highest scores (transactional phase) and make the most progress (*VAT*, *Income Taxes*)
- Rather simple services with a dispersed service provision, make progress when investments are made in e-portal solutions, combined with minimal back-office reorganisations (e.g. *Libraries*, *Announcement of moving*)
- Complex organised services, with a relatively dispersed service provision, make progress when considerable efforts are made on back-office reorganisations, combined with e-portal solutions (e.g. *Social contribution*)
- Services involving very complex procedures and a dispersed service provision are still in the one-way interaction stage, but progress is made by investing in portal-solutions where the dispersed information and all the necessary forms are combined (e.g. *Environment related permits*). Only when supported by process reengineering these services can attain full e-transactions.
- There is a wide spread between the results of the different countries, going from 22% to 85%. Some countries have reached the stage towards full *e*Government transactions; others are still in the information phase.

To realise further progress on the way of *e*Government as a tool for the development of a citizen and business friendly administration, European governments will need to focus further on co-ordinated service provision, through e.g. customer-oriented portal-solutions. These efforts will have to be combined with simplified administrative procedures through extensive back-office reforms.

SUMMARY REPORT

Web-based Survey on Electronic Public Services

(Results of the second measurement: April 2002)

ANNEX
1. Methodological framework of the survey
2. Results per service

eEurope 2002

CAP GEMINI ERNST & YOUNG

Annex 1: Methodological framework of the survey

1. Context and scope of the survey

The European Commission, DG Information Society, asked Cap Gemini Ernst & Young to carry out a web-based survey on public services on the Internet. This benchmark study is based on one eGovernment indicator from a set of 23 adopted by the Council of Ministers on November 30th, 2000:

> ***The percentage of basic public services available online***

This indicator focuses on **online front-end public services**. It involves a bi-annual measurement of progress in the development of web-based applications for eGovernment by Member States within the framework of the Commission's *e*Europe initiative and will also identify best practices. The first measurement was executed in October 2001, the second in April 2002.

The survey initially covered 17 countries: the 15 member states of the EU, Iceland and Norway. The Swiss government obtained the permission of the Commission to participate in the second measurement, but this participation was subject of a separate arrangement with the contractor of the Commission.

The common list of twenty basic public services drawn up by the Commission and the Member States remained equal:

- Twelve public services aimed at individual citizens

- Eight public services aimed at businesses

Citizens	*Businesses*
Income taxes	Social contribution for employees
Job search	Corporate tax
Social security benefits (1)	V.A.T.
Personal documents (2)	Registration of a new company
Car registration	Submission of statistical data
Application for building permission	Custom declaration
Declaration to the police	Environmental permits
Public libraries	Public procurement
Birth & marriage certificates	
Enrolment in higher education	
Announcement of moving	
Health-related services	

(1) Sub-services: Unemployment benefits, Child allowances, Medical costs, Student grants
(2) Sub-services: Passport, Driver's licence

In order to measure the level of online sophistication of these services, the following four-stage framework has been agreed upon:

Stage 1 - **Information**: online information about public services;
Stage 2 - **Interaction**: downloading of forms;
Stage 3 - **Two-way interaction**: processing of forms, including authentication;
Stage 4 - **Transaction**: case handling; decision and delivery (payment).

The online availability of public services will thus be determined by the extent to which it is possible to provide a service electronically. As, for some public services, the maximum stage is stage 3, stage 4 being not relevant, the score per public service is recalculated as a percentage of the maximum. Thus the outcome is a percentage for the 20 public services for the 18 countries. The percentage indicates the extent to which each service has progressed towards full electronic case handling.

The framework of this project has important consequences for the web-based survey on electronic public services:

- This web-based survey only takes into account the public services that are *supplied via the Internet*. This means that *e*Government initiatives which use any other electronic application will not be taken into account;
- This survey evaluates the online accessibility of public services for citizens and businesses. It does not evaluate the redesign of administrative procedures, which is also covered by the term *e*Government and is often necessary to improve the online delivery of public services.

Some countries were not part of the calculation of the results for some services because those services were not relevant for them. In some cases, the reason for this was not that the service does not exist on the same level as in other countries, but rather that the active involvement of individual citizens is no longer necessary (e.g. car registration carried out by third parties using non-web-based automatic procedures, common income tax declaration sent out by the tax authorities to the individual in the form of a tax proposal). This means that a web presence for these services would be completely redundant in these countries.

2. Preparation and input of the survey process

In order to ensure the validity of the web-based survey, CGE&Y divided the survey into four steps:

- The scope of the 20 public services and of the 4 stages of online sophistication was refined to produce operational definitions;
- Via the CGE&Y network of government experts in the 18 countries, the governmental structure in every country was screened, so that each public service could be linked with its relevant administrative level and its service provider;
- A statistical methodology was developed to draw representative samples, where multiple service providers supply a public service (e.g. local authorities);
- A scoring scenario and a web-based scoring tool were developed to allow the content of all the websites to be analysed in a uniform way and, therefore, to obtain comparable scores suitable for benchmarking.

Each of these four steps will now be explained briefly.

Operational definitions of services and stages (detail see part 5 of this annex)

The definitions of the four stages and of the 20 common basic public services, as drawn up by the European Commission, needed to be clarified in order to make sure that they could only be interpreted in one way. This was an absolute necessity in order to ensure that the results were valid and were understood correctly. Correct benchmarking requires comparable results.

The CGE&Y-team produced operational definitions of the services by introducing the principle of generality: in each case the most common, most general case has been analysed. This means that the standard procedure will be evaluated, i.e. the procedure for an official inhabitant/business in a country qualifying for the service under general conditions.

A set of operational questions for each of the four stages has been identified, in order to ensure that the scores can be interpreted unambiguously. These questions were used in the scoring scenario.

Screening of the governmental structure

A network of government experts in each of the 18 countries was consulted to obtain an overview of the different ways in which the 20 public services are organised and the variety of Internet applications being developed.

This screening provided a complete overview of the service providers to be evaluated.

In some cases a public service for certain countries was not relevant for the survey, since the individual citizen or the company was not responsible for the service (e.g. in some countries, companies do not have to submit any statistical data to the government). In these cases the scoring for the country was adjusted so as to neutralize the effect of this irrelevant public service.

Sampling of multiple governmental units

Some public services are typically provided by more than one official provider (e.g. birth and marriage certificates are mostly issued by local authorities). Given the availability of finite resources in terms of budget and time, a fully exhaustive survey of the complete lists of multiple service providers was not feasible. Therefore, we developed a statistical methodology to draw a representative sample if the number of units was too large. This methodology also allows the calculation of a scientifically valid aggregate score from the scores for the individual websites of multiple service providers.

Scoring scenario

Firstly, for each service provider participating in the web-based survey, we checked to see whether it maintains a publicly accessible website. To do this, we developed a search procedure which would guarantee the maximum probability that the URL in question would be found if it existed. From the 10.721 service providers included in the survey, 8.631 have a publicly accessible website.

3. Content analysis

The content analysis of the selected websites was done in a uniform and structured way. CGE&Y developed a web-based scoring tool that was used by the research team to carry out the content analysis and scoring of the URLs. As the number of URLs to be scored per country is significant and the exact interpretation of the different stages is crucial, the tool involves a very precise and structured procedure. The scoring tool guides the researcher through a well-defined path that leads to a score per service.

The implementation of the content analysis of the 8631 websites was centrally organised in Belgium by Cap Gemini Ernst & Young. The research team consisted of at least one native speaker for each participating country.
The choice of using one centralised multinational research team in Belgium was made for various reasons. This type of research organisation offered the following advantages:

- Multinational: The initial advantage is that the researchers were all native speakers, with the obvious consequence that they fully understand the content of the websites. The second important advantage is that this way of working also implied that the researcher was familiar with the country itself.

- Support: The second main reason why a centralised research team was chosen is that it was possible to centralise the support for the team. The research managers were able, when confronted with specific questions or problems by members of the research team, to share the solution with all the researchers at once. This meant that all the researchers had the same kind of support and, more importantly, received the same instructions.

- Control: The centralised organisation of the research team within one physical location allowed the research manager to exercise centralised control. The computing infrastructure made it possible for the research managers to carry out quality checks on the performance of any researcher at any time during the research.

Finally, an important element of the survey is the quality control of the results. Checks and controls were built in and performed at various stages and in different ways during the research process. The function of the checks and controls in the research project was to guarantee the maximum level of accuracy in the results.

4. Output: calculation of the final scores

For the calculation of the final scores for the public services, the URLs were divided into two levels: the main responsible authority or unique service providers formed the higher level, the multiple service providers formed the lower level.

We introduced the following scoring rules to calculate a unique score per service per country:

- If there is one website for a unique service provider or for the main responsible authority on the higher level, the score of this site becomes the final score for the service (examples: income tax, the site of one federal ministry of finance)

- If there is more than one website for service providers or for the main responsible authority on the higher level, we took into account the score of the website of the highest-scoring service provider, as this site is accessible for each applicant in one country.

- In case of one or different unique responsible authorities and different multiple service providers at a lower level, the aggregated score of this higher level is then introduced as the minimum score of the sites of each multiple service provider. Then the average score of the multiple service providers is calculated to produce the final score for this service.

- In case of a list of URLs of multiple service providers, where there is no higher-level site, the average score of these service providers is used to produce the final score.

- For those service providers organised on a regional level (i.e. local authorities, regional administrations, libraries and police stations) a weighting factor based on the population is introduced and the final score is than weighted using this factor. For other multiple service providers (hospitals, universities etc.), an arithmetical average is calculated.

As requested by the European Commission, the different stages used to measure the level of online sophistication of the services were converted into percentages:

Stage	Intervals		Definition
	Score	Percentage	
Stage 0	0 – 0,99	**0%** - 24%	No publicly accessible website(s) or the website(s) do not qualify for any of the any criteria for the stages 1 to 4.
Stage 1	1 – 1,99	**25%** - 49%	**Information** necessary to start the procedure to obtain the service available on the website(s).
Stage 2	2 – 2,99	**50%** - 74%	**Interaction:** downloadable or printable form to start the procedure to obtain the service on the website(s).
Stage 3	3 – 3,99	**75%** - 99%	**Two-way interaction:** electronic forms to start the procedure to obtain the service on the website(s)
Stage 4	4	**100%**	**Transaction:** full electronic case handling of the procedure by the service provider (incl. Decision, notification, delivery and payment if necessary)

If the score for a service in a country is based on the analysis of the website of a unique service provider, the calculated percentage always will be in the following ranges:

- 0% or stage 0
- 25% or stage 1
- 50% or stage 2
- 75% or stage 3
- 100% or stage 4

If the score of a service in a country is based on the analysis of the websites of multiple service providers, or a combination of unique and multiple service providers, the calculated percentage is an aggregate of the average scores of the websites and will be positioned on the scale between the starting points of the ranges.

The conversion of the stages into percentages is also necessary, as for certain services the maximum stage was set at Stage 3. (This is because a complete electronic transaction is impossible given current technological developments.):

- Personal documents
- Declaration to the police
- Certificates (birth and marriage)
- Announcement of moving
- Submission of data to statistical offices

The calculation of the percentages is then as follows:

Stage	Intervals		Definition
	Score	Percentage	
Stage 0	0 – 0,99	**0%** - 32%	No publicly accessible website(s) or the website(s) do not qualify for any of the any criteria for the stages 1 to 4.
Stage 1	1 – 1,99	**33%** - 66%	**Information** necessary to start the procedure to obtain the service available on the website(s).
Stage 2	2 – 2,99	**67%** - 99%	**Interaction:** downloadable or printable form to start the procedure to obtain the service on the website(s).
Stage 3	3	**100%**	**Two-way interaction:** electronic forms to start the procedure to obtain the service on the website(s)

The final percentage per country is calculated as the average of the percentages of the 20 services for that country. The percentage per country for public services for citizens is the average of the percentage of services 1 to 11. The percentage per country for public services for business is the average of the percentage of services 12 to 20.

5. Definitions of the 20 common public services

1. Income taxes

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

Income taxes: declaration, notification of assessment

Research definition

Standard procedure to declare labour income tax of an employee.

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

2. Job search

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

Job search services by labour offices

Research definition

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

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

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

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

3. Social security benefits

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

Social security benefits

0   Unemployment benefits
1   Child allowances
2   Medical costs (reimbursement or direct settlement)
3   Student grants

Research definition

Standard procedure to obtain social security benefits

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

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

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

4. Personal documents

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

Personal documents: passport and driver's licence

Research definition

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

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

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

5. Car registration

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

Car registration (new, used, imported cars)

Research definition

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

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

6. Building permission

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

Application for building permission

Research definition

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

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

7. Declaration to the police

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

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

Research definition

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

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

8. Public libraries

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

Public libraries (availability of catalogues, search tools)

Research definition

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

	Research definition of the stages
Stage 0	The service provider or the administrative responsible level do not have a publicly accessible website or the publicly accessible website managed by the service provider or by the administrative responsible level does not qualify for any of the criteria for the stages 1 to 4.
Stage 1	The information necessary to start the procedure to consult the catalogues of a public library to obtain a specific information carrier is available on a publicly accessible website managed by the service provider or by the administrative responsible level.
Stage 2	The publicly accessible website managed by the service provider or by the administrative responsible level offers the possibility to obtain the paper form to start the procedure to consult the catalogues of a public library to obtain a specific title in a non electronic way.
Stage 3	The publicly accessible website managed by the service provider or by the administrative responsible level offers the possibility to search for a specific information carrier (book, CD…).

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

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

9. Certificates

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

Certificates (birth and marriage): request and delivery

Research definition

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

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

10. Enrolment in higher education

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

Enrolment in higher education / university

Research definition

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

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

11. Announcement of moving

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

Announcement of moving (change of address)

Research definition

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

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

12. Health related services

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

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

Research definition

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

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

13. Social contributions

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

Social contributions for employees

Research definition

Standard procedure to declare social contributions for employees affected by corporations

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

14. Corporate tax

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

Corporate tax: declaration, notification

Research definition

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

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

15. VAT

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

VAT: declaration, notification

Research definition

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

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

16. Company registration

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

Registration of a new company

Research definition

Most important registration procedure to start a new company

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

17. Statistical data

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

Submission of data to statistical offices

Research definition

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

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

18. Customs declarations

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

Customs declarations

Research definition

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

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

19. Environment-related permits

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

Environment-related permits (incl. reporting)

Research definition

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

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

20. Public procurement

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

Public procurement

Research definition

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

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

6. Non-relevant services

Some public services are classed as "not relevant" for certain countries.

- *Birth and marriage certificates*: in Norway and in Finland, these certificates are not commonly used and are not generally needed by citizens.

- *Announcement of moving*: in Greece, Ireland and Portugal there is no obligation to officially inform the local authorities of a change of address. Nether there is no obligation in the UK to officially inform the authorities of a change of address, this service is taken into account in the UK for the second measurement in consultation with the European Commission and the UK-authorities.

- *Health-related services*: in some countries individuals do not make their own hospital appointments, this is done by a doctor. This is the case in Iceland, Ireland, the Netherlands, Norway, Sweden and the United Kingdom. For the second measurement the Danish authorities informed CGEY that this service is not relevant for Denmark, the European Commission agreed to consider this service as not relevant for Denmark.

- *Submission of data to the statistical office*: in certain countries businesses are not obliged to submit data to the national statistical office or the statistical office obtains this data directly from other administrative authorities. This is the case in Iceland, Norway, Sweden and the United Kingdom.

- *Car Registration* in Finland this is not done by individuals but by third parties (insurance companies and car dealerships).

As the final percentage per country is calculated as the average of the percentage of the scored services, the non-relevant services are not taken into account in this final percentage.

The percentage of the public service no. 3, social security benefits, is calculated as the average scored percentage of the following services:

- Unemployment benefits

- Child allowance
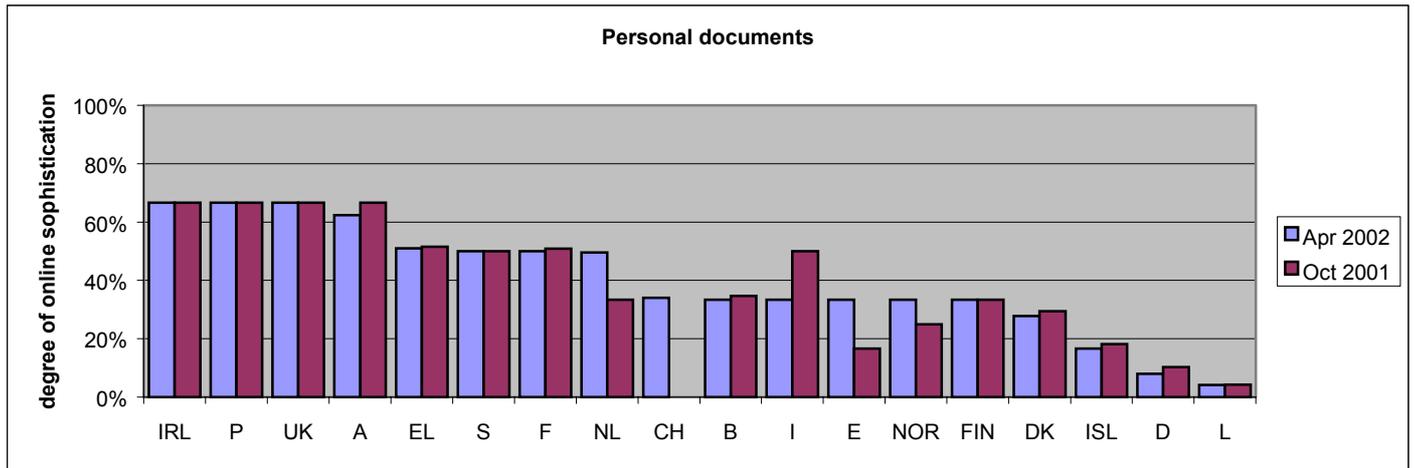
- Reimbursement of medical costs

- Student grants

In some countries some of the last three sub-services are not relevant.

- *Child allowance*: In certain countries citizens do not have to apply directly as an individual for this allowance. They receive it automatically after the registration of a child. This is the case in Belgium, Denmark, France, Iceland, the Netherlands and Sweden.

- *Medical costs*: In Denmark, Finland, Ireland, Italy, Sweden and the United Kingdom, there is no system of reimbursement of medical costs, only a system of direct settlement, which means that the citizen does not have to use a public service.

- *Student grants*: In Germany and Iceland there is no system of public student grants, only a system of student loans. This does not correspond to the definition of this service.
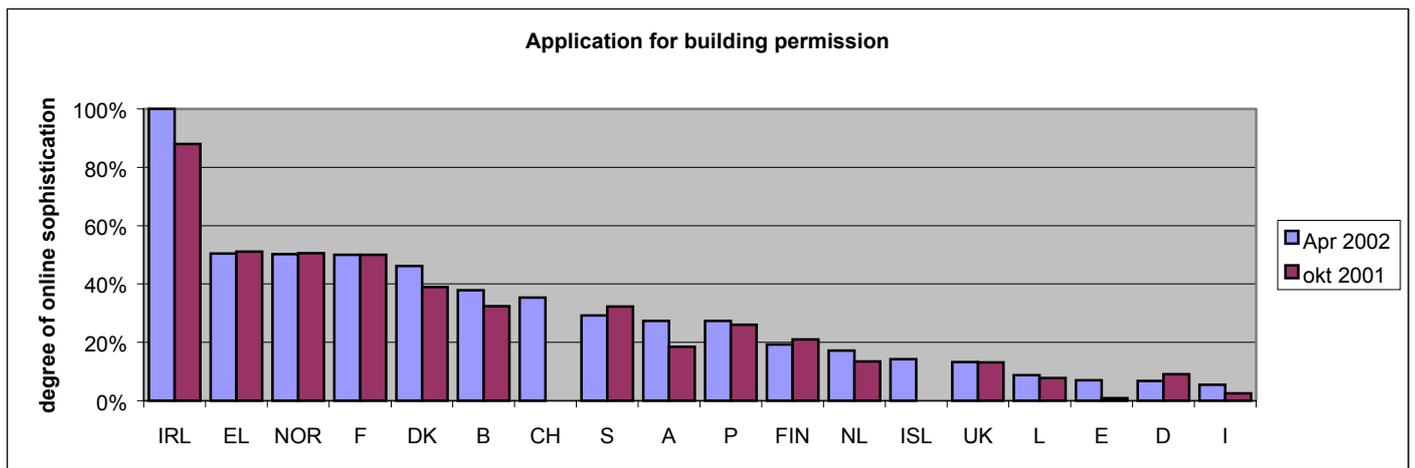
Where some of these sub-services where classed as not relevant in certain countries, the percentage of social security benefits was calculated as the average score of the relevant sub-services.
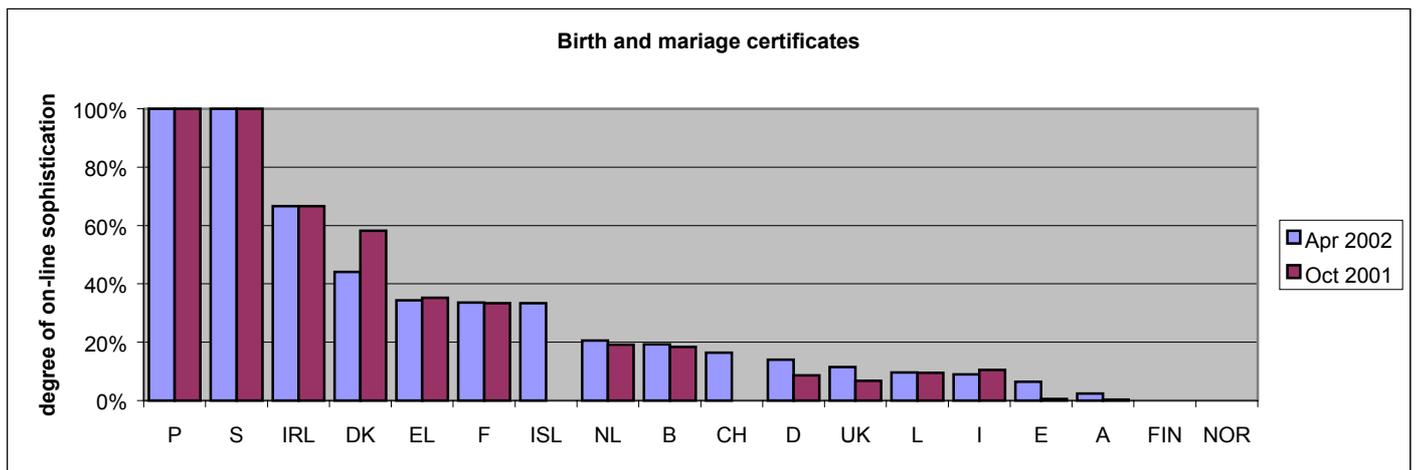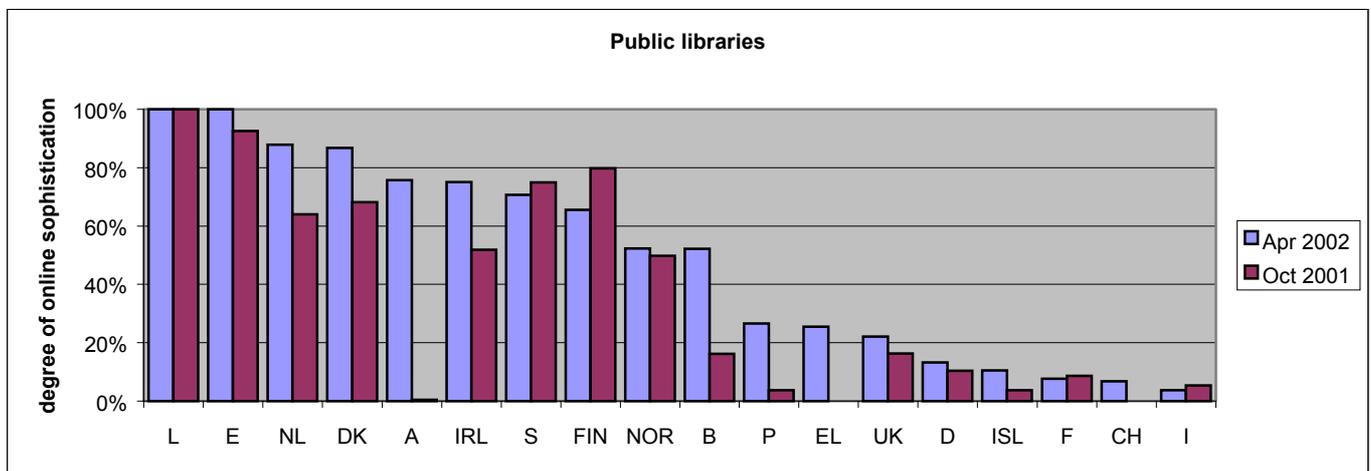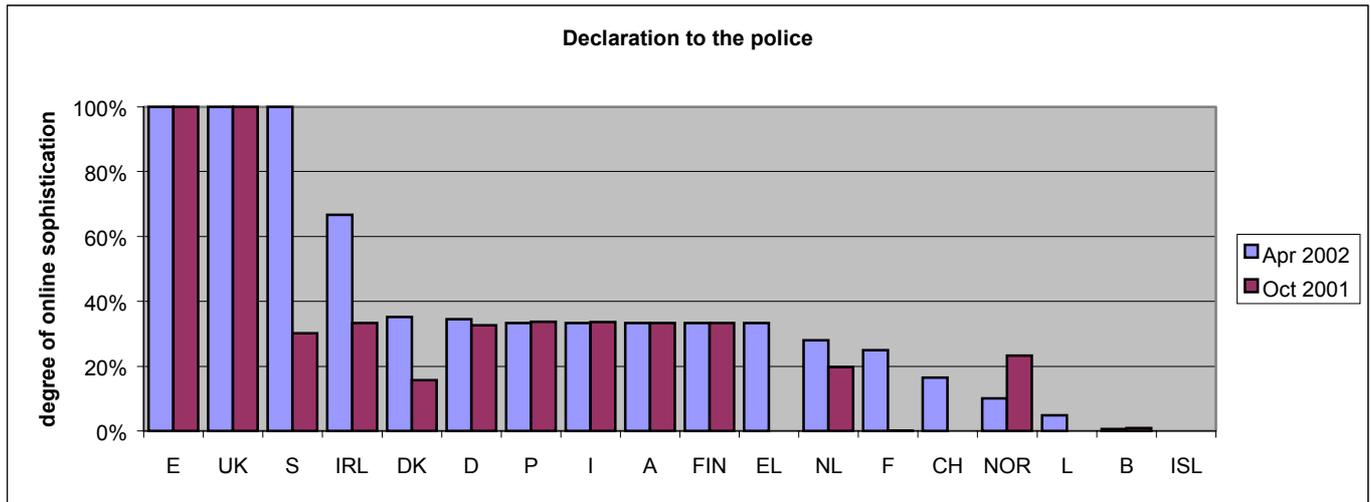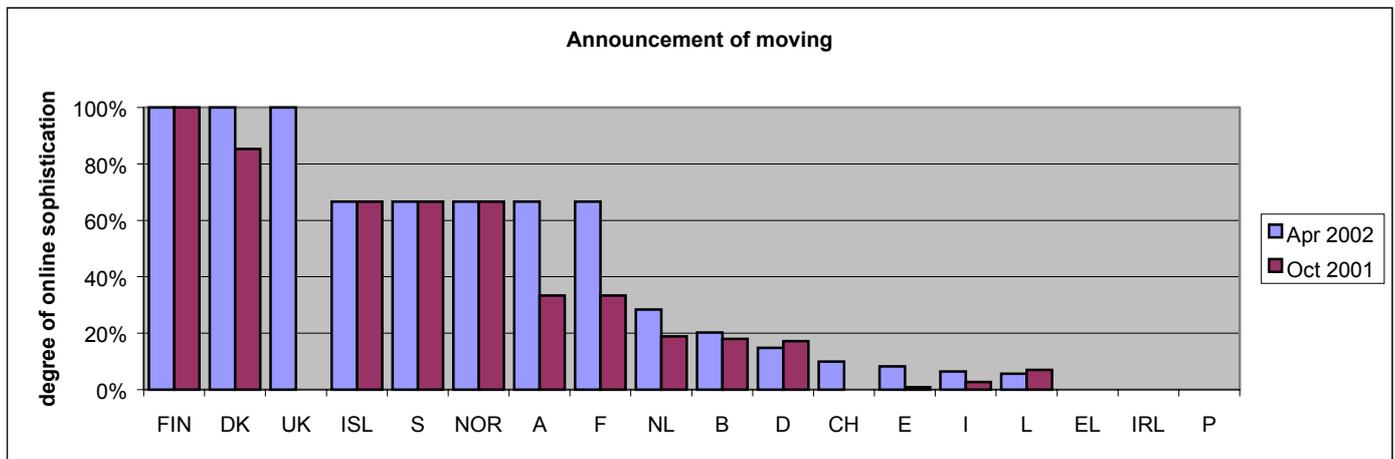
Annex 2: Results per service

Income taxes

Job search services

Social security benefits

Personal documents
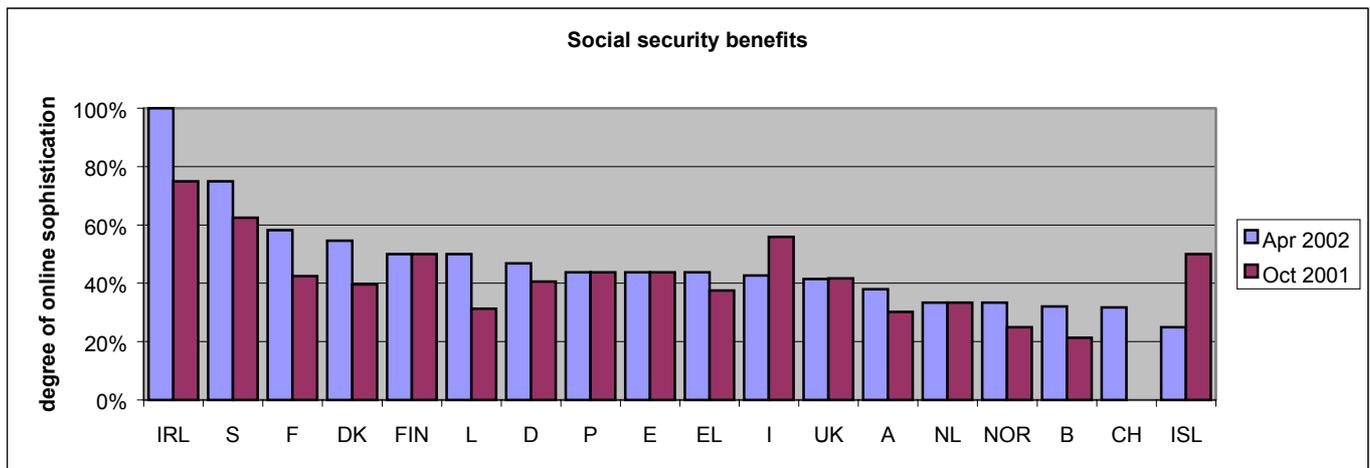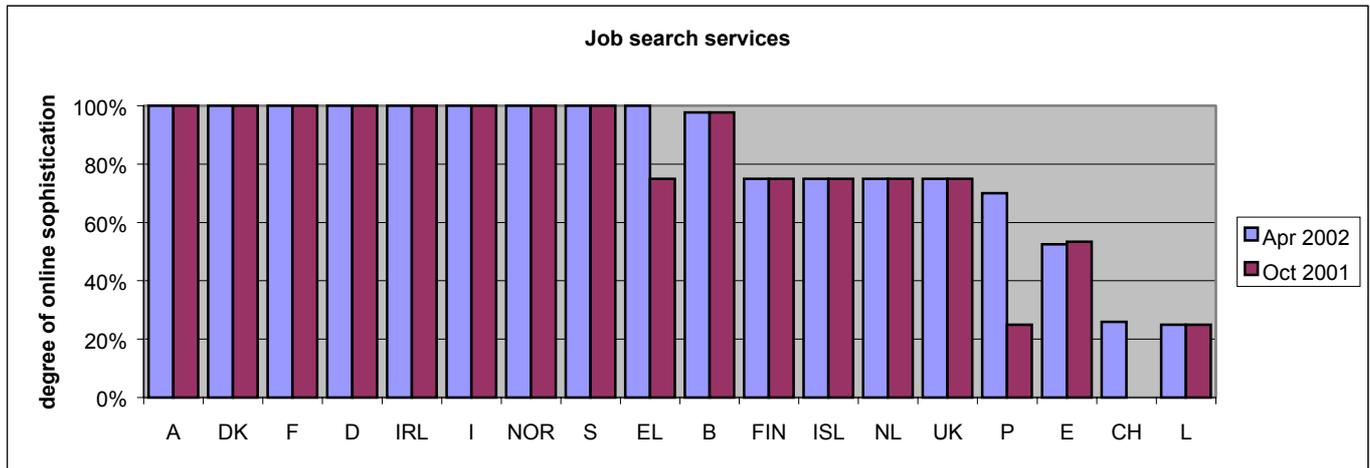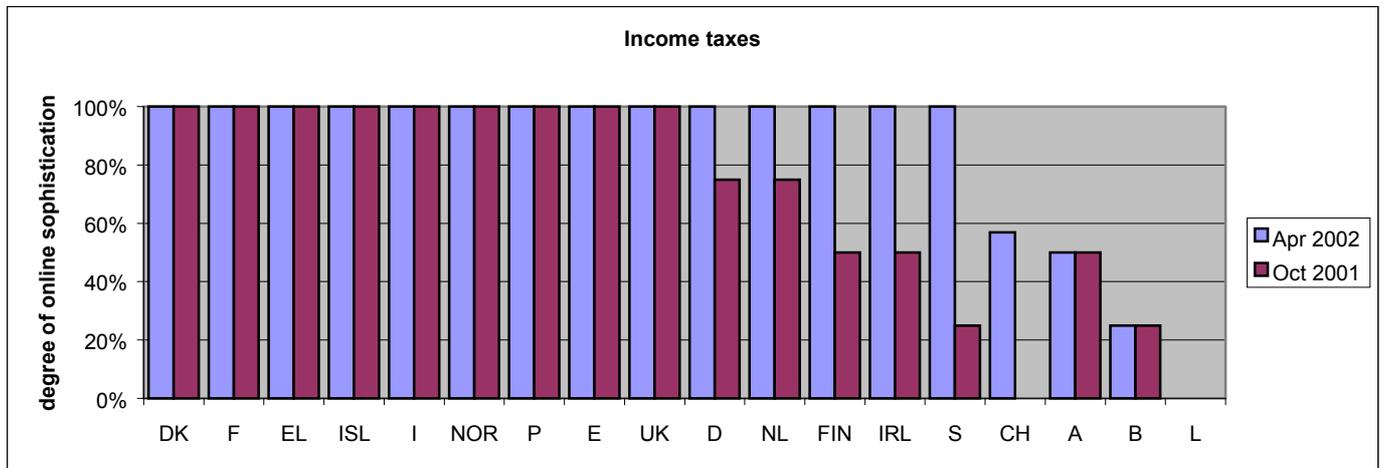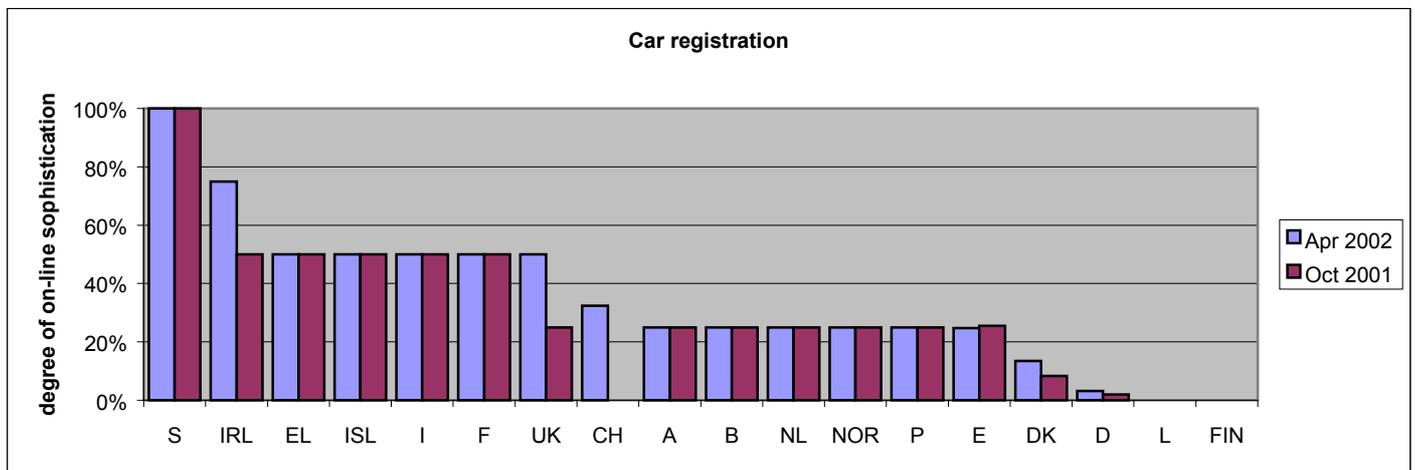
The *car registration* service is not relevant for FIN.

Car registration

Application for building permission

Declaration to the police

Public libraries
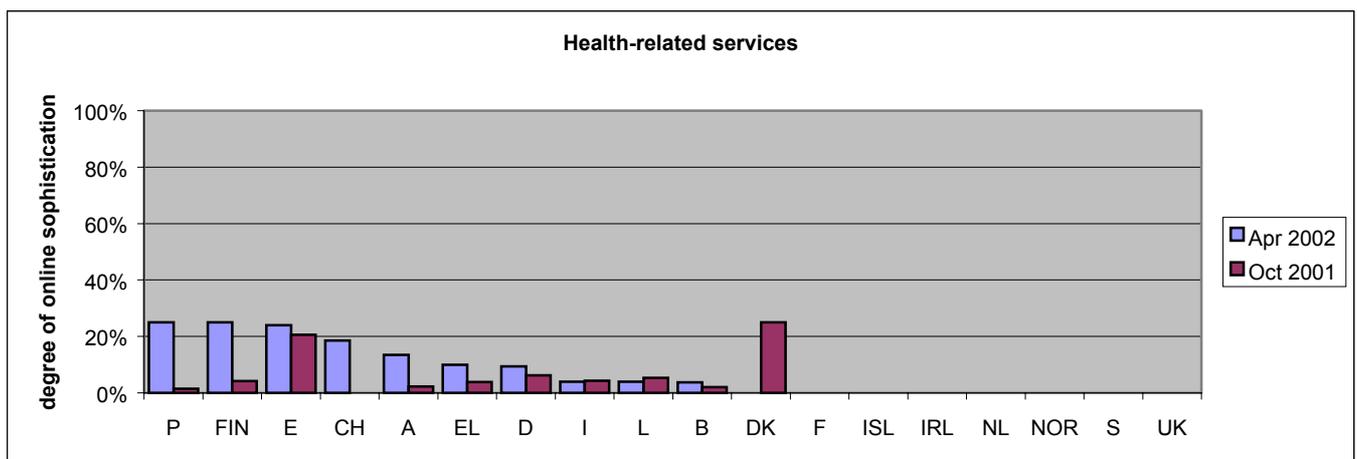

Birth and mariage certificates

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

Enrolment in higher education

Announcement of moving
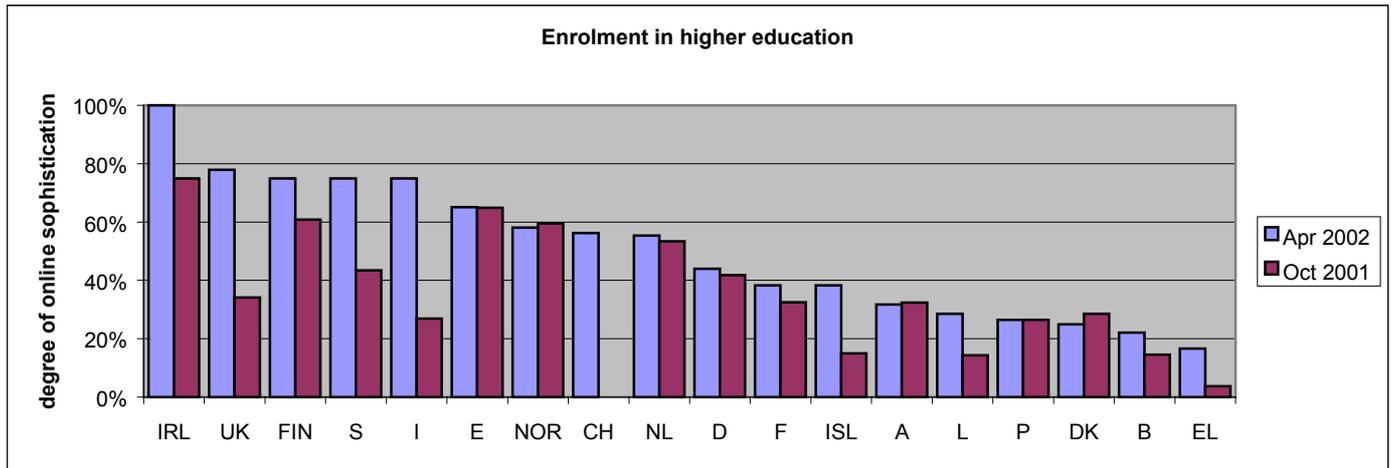
The *announcement of moving* service is not relevant for EL, IRL and P.
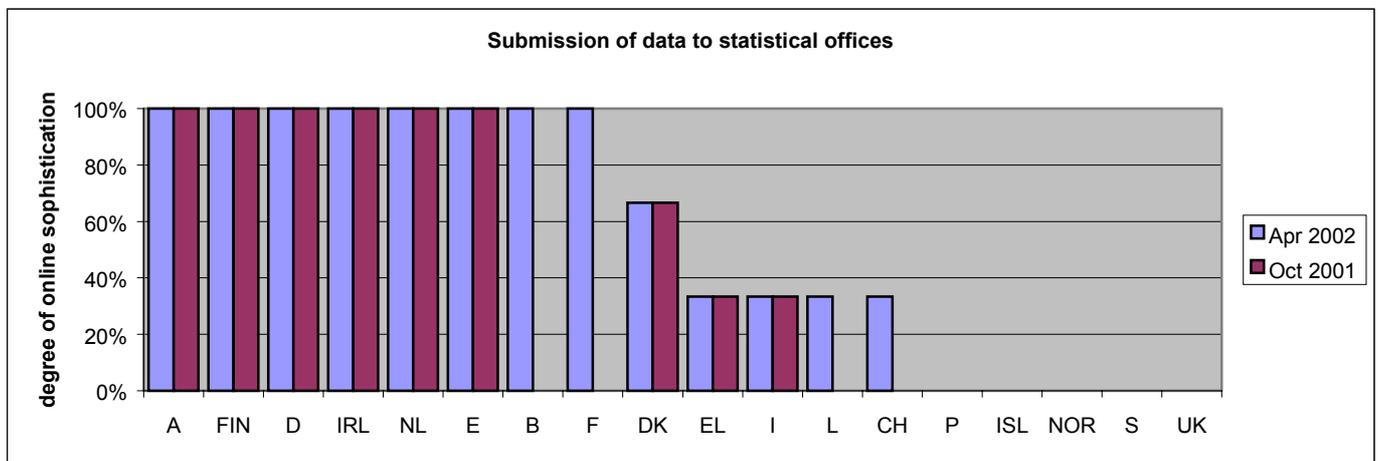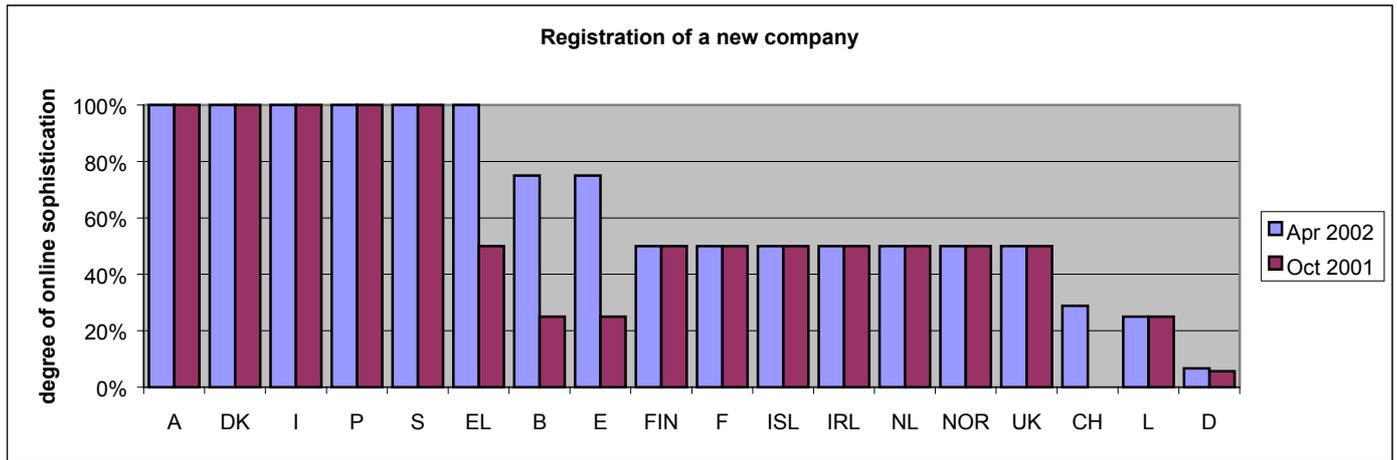
Health-related services

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

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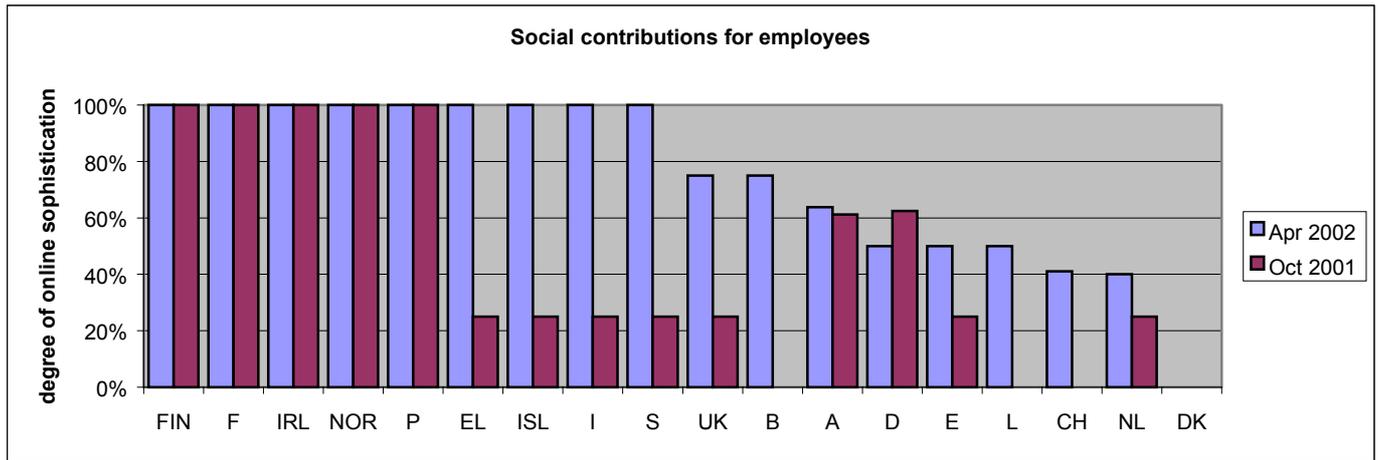
The *social contributions for employees* service is not relevant for DK

Corporate tax

VAT

Registration of a new company

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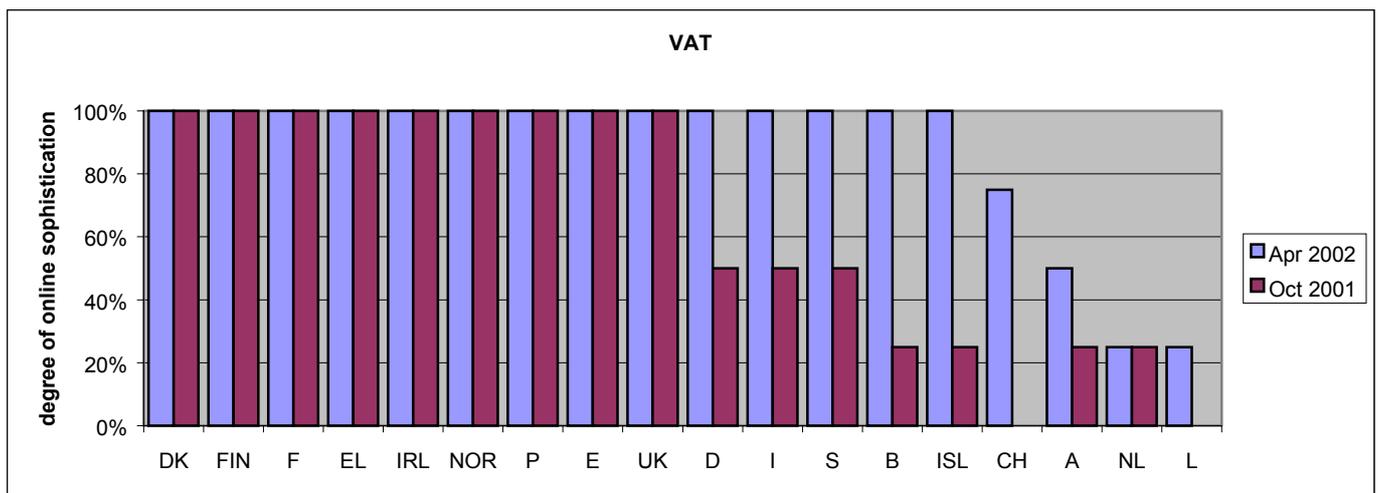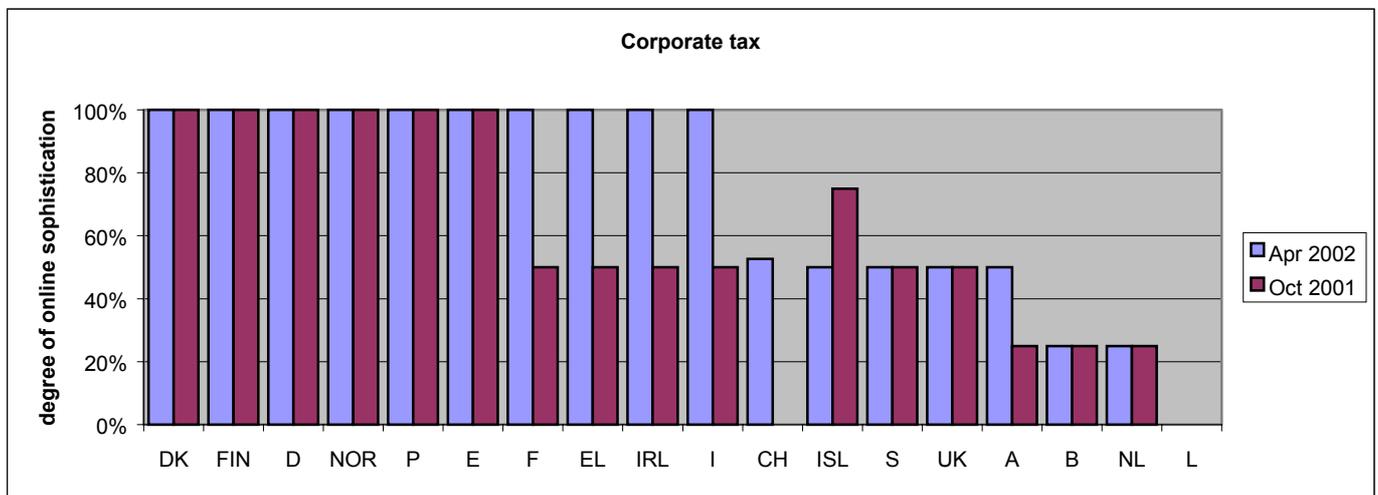
The *submission of data to statistical offices* service is not relevant for ISL, NOR, S and UK.

Customs declarations

Environment-related permits

Public procurement
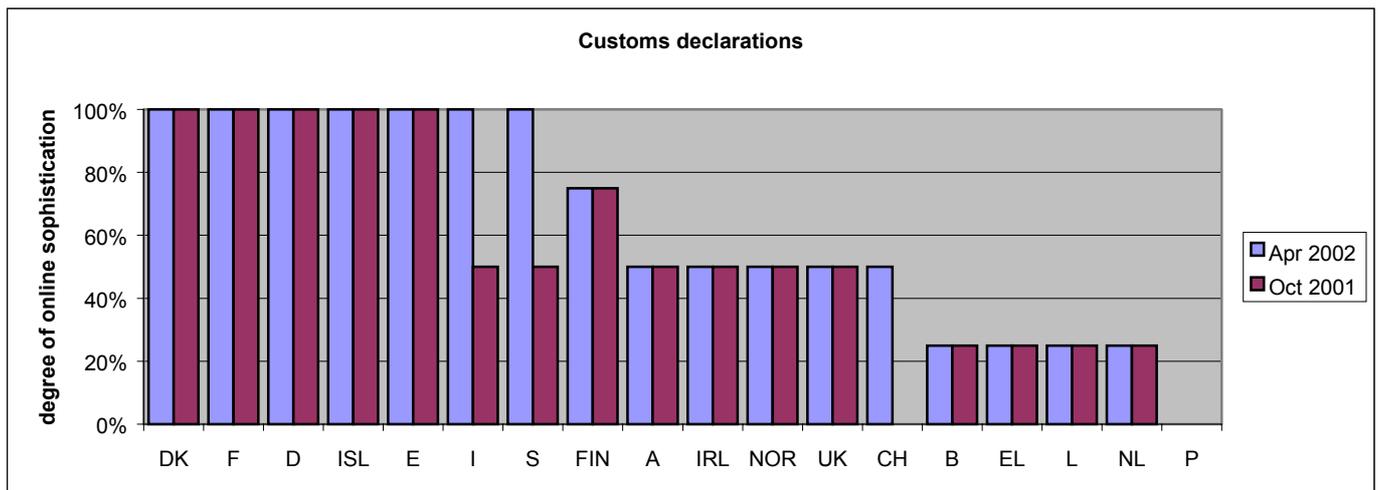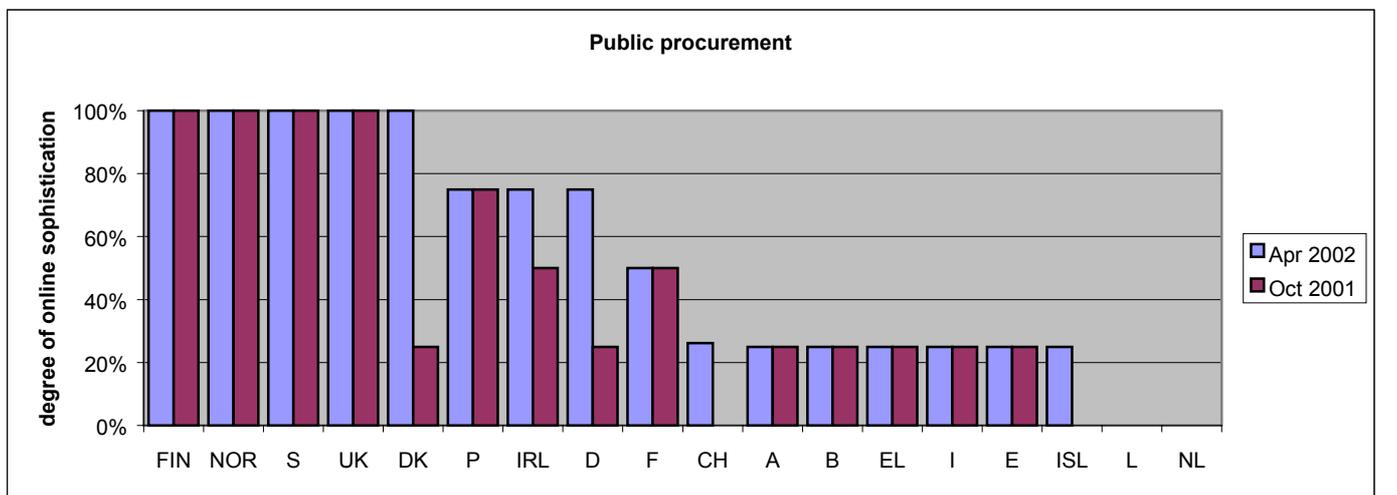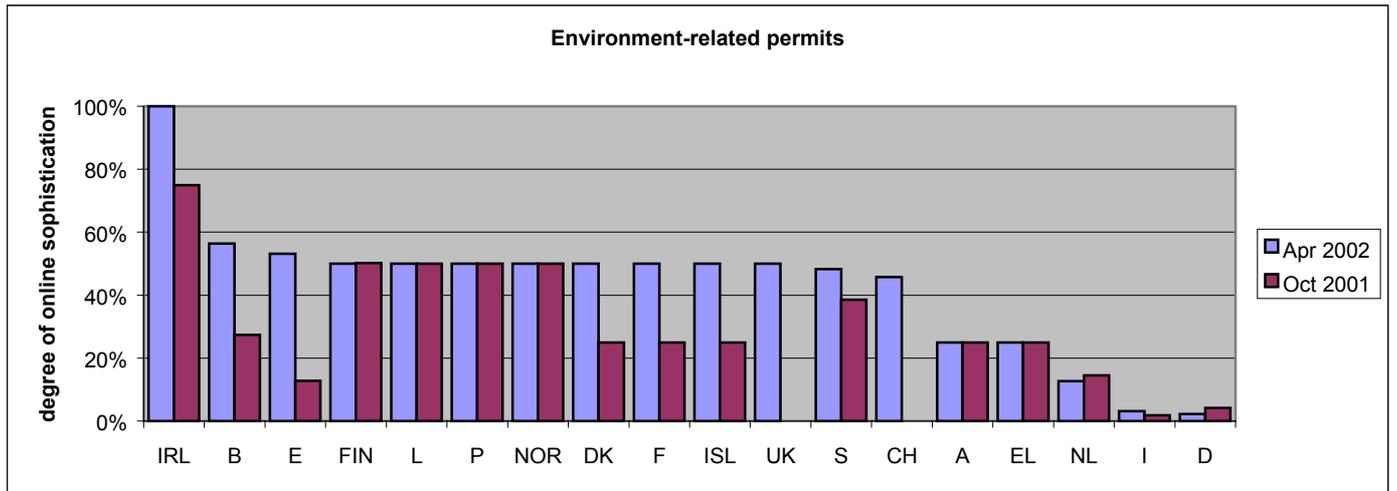
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