SPAIN eGOVERNMENT STATE OF PLAY

MADRID

POPULATION 46,196,276

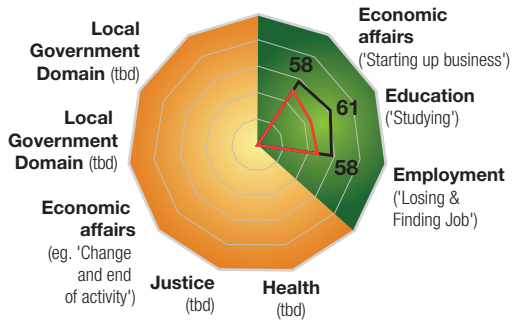| GDP per capita	Broadband connection		Unemployment rate	Companies	Start-ups	Students
98 (EU = 100)	**67%** Households	**95%** Enterprises	**26,1%**	**2547,4** (In 000's)	**7,19%** (Birth rate)	**1950,5** (In 000's)

eGovernment Maturity per Life Event

ES vs EU27+; average of top level benchmarks
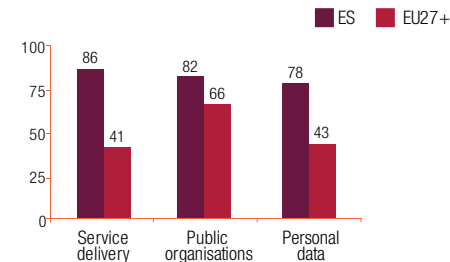
- 2012 Measurement
- 2013 Measurement
- ES
- EU27+

- Economic affairs ('Starting up business') — **58**
- Education ('Studying') — **61**
- Employment ('Losing & Finding Job') — **58**
- Health (tbd)
- Justice (tbd)
- Economic affairs (eg. 'Change and end of activity')
- Local Government Domain (tbd)
- Local Government Domain (tbd)

CROSS-BORDER MOBILITY

The extent to which services are online available for foreign EU citizens

Cross-border Business Mobility ('Business start up')

Cross-border Citizen Mobility ('Studying')

- ES
- EU27+

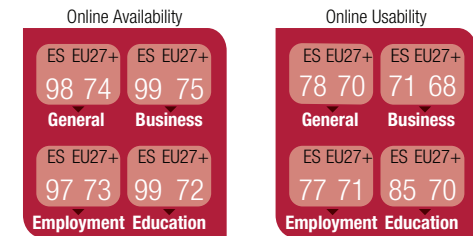|	Overall indicator	Online availability of services	Online usability of services
Business ES	53	51	58
Business EU27+	56	55	58
Citizen ES	22	27	11
Citizen EU27+	47	42	55
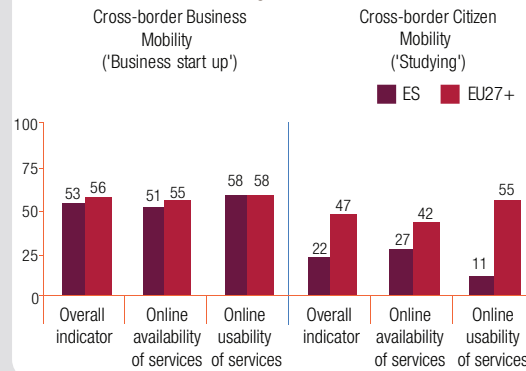
TRANSPARENT GOVERNMENT

The levels of transparency of public organisations, personal data and service delivery

- ES
- EU27+

	Service delivery	Public organisations	Personal data
ES	86	82	78
EU27+	41	66	43

USER CENTRIC GOVERNMENT

How mature are services ?

Online Availability

	ES	EU27+		ES	EU27+
General	98	74	Business	99	75
Employment	97	73	Education	99	72

Online Usability

	ES	EU27+		ES	EU27+
General	78	70	Business	71	68
Employment	77	71	Education	85	70

Who is using eGovernment ?

ES	39%	16%	14%	31%
EU27+	32%	14%	16%	38%

0% — 100%

- **BELIEVER:** eGov User eChannel Preference (loyal user)
- **DROP-OUTS:** eGov Users NO eChannel Preference
- **POTENTIAL USERS:** eGov Non-User eChannel Preference
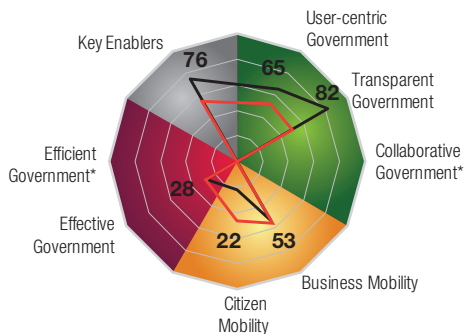- **NON-BELIEVER:** eGov Non-User NO eChannel Preference

eGovernment Maturity per Top Level Benchmark

Synthesis of 4 priorities for eGovernment for EU27+

- User Empowerment
- Single Market
- Efficiency & Effectiveness
- Pre-conditions
- ES
- EU27+

- Key Enablers — **76**
- User-centric Government — **65**
- Transparent Government — **82**
- Collaborative Government* — **53**
- Business Mobility
- Citizen Mobility — **22**
- Effective Government
- Efficient Government* — **28**

* not part of 2012 measurement

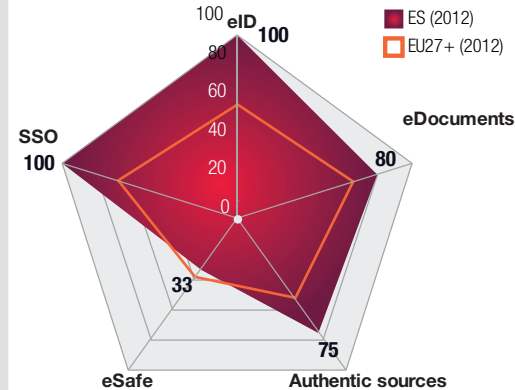## EFFECTIVE GOVERNMENT

The extent to which government succeed in satisfying their online users and achieve re-use and fullfilled expectations
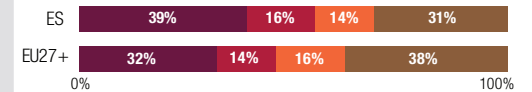
- ES (2012)
- EU27+ (2012)

Impact: Average of likelihood of re-use and agreement with perceived benefits

eGovernment efficiency: Average of eGov user satisfaction and fulfillment of expectations

eGovernment use: People who have used eChannel in contact with government

- Impact — **66**
- eGovernment use — **54**
- eGovernment efficiency — **36**
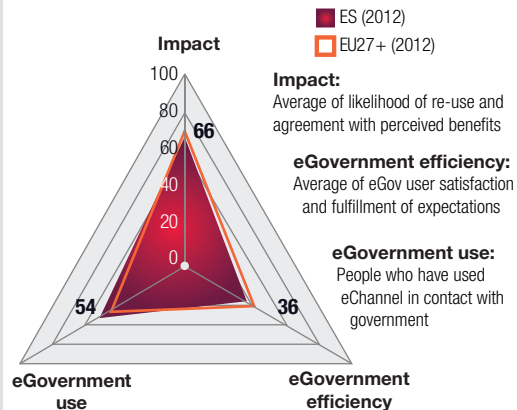
KEY ENABLERS

The extent to which key IT enablers are integrated (available) in the Life Event service models

- ES (2012)
- EU27+ (2012)

- eID — **100**
- eDocuments — **80**
- Authentic sources — **75**
- eSafe — **33**
- SSO — **100**

Reasons for not using eGovernment services

Reason	%
Not aware of existence relevant websites/online services	24%
Preferred to have personal contact	62%
Expected to have things done more easily by using other channels	19%
Concerns about protection and security of personal data	16%
No skills/knowledge to get what I wanted/needed via the Internet	8%
Could not find or access the information or services	10%
Services will require personal visits/paper submission anyway	21%
Abandoned the service because too difficult to use	11%
Abandoned the service because of technical failures	8%
Did not expect to save time by using the Internet	11%
Other reasons	12%