Evaluating the use of E-Government

Key to measuring efficiency results

Increasing the use of E-Government services is, without a doubt, the key to optimise the potential of E-Government: higher efficiency in Public Administration, lower environmental impact in the public sector and greater productivity as a result of simpler administrative procedures. IT investments in the public sector make sense when they transform E-Government into the backbone of citizen-government relationships.

The traditional approach to the evaluation of E-Government is based on the pattern extending the regular use of the Internet to all citizens. In this sense, E-Government would be one of the services available to Web users, and the incorporation of public e-services would be reflected in direct use. Direct use is evaluated through surveys and barometers conducted among citizens, asking them about their use of the services available on the Internet, including E-Government. According to the latest survey conducted by the National Statistics Institute (INE)[1], the evaluation of E-Government use following this approach shows similar levels to the use of equally sophisticated service, such as social media or online banking[2].

Servicio Internet	Servicios relacionados con viajes y alojamientos	Administración Electrónica	Participar en Redes Sociales	Banca Electrónica	Comercio Electrónico
% Población usuaria	39,2 %	39,1%	35,1%	28,2%	27,2%

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[1] Cf. 'Survey on the Equipment and Use of Information and Communication Technologies (ICT-H) in Households,' National (INE), October 2011.

[2] In the table attached to this document, the data on users of E-Government and E-Commerce correspond to the past twelve months, whereas the other data correspond to the past three months.

However, the evaluation of E-Government use based on the direct use approach has shortcomings, leading citizens to be unaware of their status as E-Government users. First of all, there are formal and informal intermediaries in the use of E-Government. A great deal of administrative procedures for companies are managed by business networks like those of administrative agents. Also, many Internet users do administrative errands for their family or friends using their digital credentials. Secondly, the Public Administration is invisible to citizens in some of the digital services offered. This is the case of driver's licences, when documents are sent to the General Directorate for Traffic electronically from the Driver's Medical Examination Centre.

For a more accurate evaluation of the actual use of E-Government vis-à-vis traditional administrative procedures, the General Directorate for the Modernisation of Public Administration, Administrative Procedures and the Advancement of E-Government (DGMAPIE) launched a dual data collection programme in 2010. A key technology in this programme is the Administrative Inventory System (SIA), which also played a key role in the follow-up of the action plan to enforce Law 11/2007, when it became the first directory of the over 2,000 procedures and services provided by the General Administration and their availability through electronic channels.

After the model used for the follow-up of the enforcement of Law 11/2007, the ministries and Public Administration agencies sent data to DGMAPIE on the use of the 270 most popular procedures and services (i.e. about 80% of all the transactions in the public sector) through both channels. The data were classified into procedures or services for companies, citizens or both. This resulted in the first evaluation of the actual use of E-Government in 2010, and the upward trend was confirmed in 2011. The data collected show that about 75% of the procedures and services offered by the General Administration are processed electronically.

% TRÁMITES ELECTRÓNICOS ANUALES COMPARATIVA 2010 / 2011										
	1ª TRM. 2010	2ªTRM. 2010	3ªTRM. 2010	4ªTRI. 2011	2010 ANUAL	1ª TRM. 2011	2ªTRM. 2011	3ªTRM. 2011	4ªTRI. 2011	2011 ANUAL
Ciudadanos	63%	42%	58%	66%	57%	64%	46%	67%	69%	62%
Empresas	89%	88%	86%	83%	87%	91%	88%	92%	92%	91%
Mixto	28%	34%	48%	44%	39%	30%	63%	54%	49%	49%
Nº Total	70%	58%	69%	71%	67%	72%	67%	76%	76%	73%

The next steps in the understanding of the transformation of the public sector in Spain as a result of E-Government are the evaluation of the impact of E-Government use and the evaluation of use in large samples.