



SPAIN

eGOVERNMENT STATE OF PLAY 2019



eGovernment performance across policy priorities

| | | EU28+ average [%; 2017 2018] | Country average (growth since last year) [%; 2017 2018] |
|--------------------------------|-----------------------|------------------------------|---------------------------------------------------------|
| USER CENTRICITY | Overall scores | 84.8 | 92 (+1) • |
| | Online availability | 85.4 | 95 (-1) • |
| | Usability | 89.9 | 100 (0) • |
| | Mobile friendliness | 68.0 | 56 (+9) • |
| TRANSPARENCY | Overall scores | 62.3 | 73 (0) • |
| | Service delivery | 54.5 | 66 (-1) • |
| | Public organisations | 72.3 | 85 (0) • |
| | Personal data | 60.1 | 67 (-1) • |
| CITIZEN CROSS BORDER MOBILITY | Overall scores | 47.5 | 37 (0) • |
| | Online availability | 58.5 | 42 (-7) • |
| | Usability | 63.8 | 59 (+17) • |
| | eID | 5.5 | •0 (0) |
| | eDocuments | 15.8 | 17 (-6) • |
| BUSINESS CROSS BORDER MOBILITY | Overall scores | 63.0 | 79 (0) • |
| | Online availability | 72.0 | 87 (-3) • |
| | Usability | 76.5 | 84 (0) • |
| | eID | 26.5 | 14 (+3) • |
| | eDocuments | 45.0 | 99 (+9) • |
| KEY ENABLERS | Overall scores | 58.3 | 75 (+2) • |
| | eID | 53.5 | 61 (+1) • |
| | eDocuments | 64.9 | 90 (-1) • |
| | Authentic sources | 55.1 | 74 (+2) • |
| | Digital post | 63.4 | 75 (+6) • |

How are services delivered?

The top-level benchmark **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%).

Usability: 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 top-level benchmark **Transparency** indicates to what extent governments are transparent regarding:

Transparency of public organisations: indicates how transparent governments are about their own responsibilities and performance.

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

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

The top-level benchmarks for **Citizen and Business Cross-border mobility** indicates to what extent EU citizens can use online services another country.

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

Online usability: indicates if support, help and (interactive) feedback functionalities are online.

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.

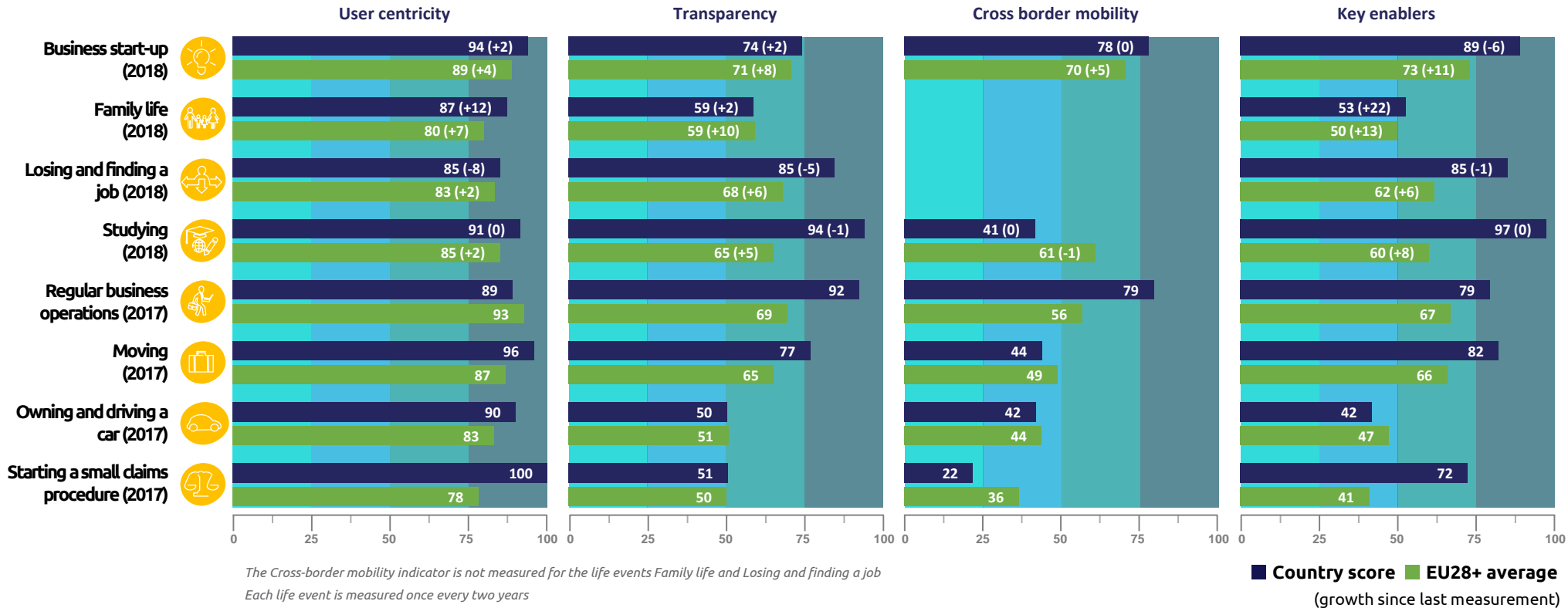
The top-level benchmark **Key enablers** indicate the extent to which 4 technical pre-conditions are available online.

These are: electronic Identification (**eID**), electronic documents (**eDocuments**), **Authentic sources**, and **Digital post**. Digital post refers to the possibility that governments communicate electronically-only with citizens or entrepreneurs through personal mailboxes or other digital mail solutions.

NOTE: the method for the eGovernment Benchmark has been updated in 2016 and have comparisons with previous years are excluded to avoid misunderstandings. Please see the Insight report and Background report for deeper insights and historical trends.



eGovernment performance of life events (domains)



Life event descriptions

Business start-up and early trading operations (2018)

This life event covers 33 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. Early trading operations refers to activities concerning hiring employees and requesting an environmental permit.

Losing and finding a job (2018)

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. A complete set of 22 services has been assessed.

Family life (2018)

Including services that are typical for young families, such as: marriage (or other partnerships), birth and related (financial) rights, renovating a house, and also looking forward to your financial situation at a later age.

Studying (2018)

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

Regular business operations (2017)

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 (2017)

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.

Owning and driving a car (2017)

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

Starting a small claims procedure (2017)

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



eGovernment Benchlearning analysis

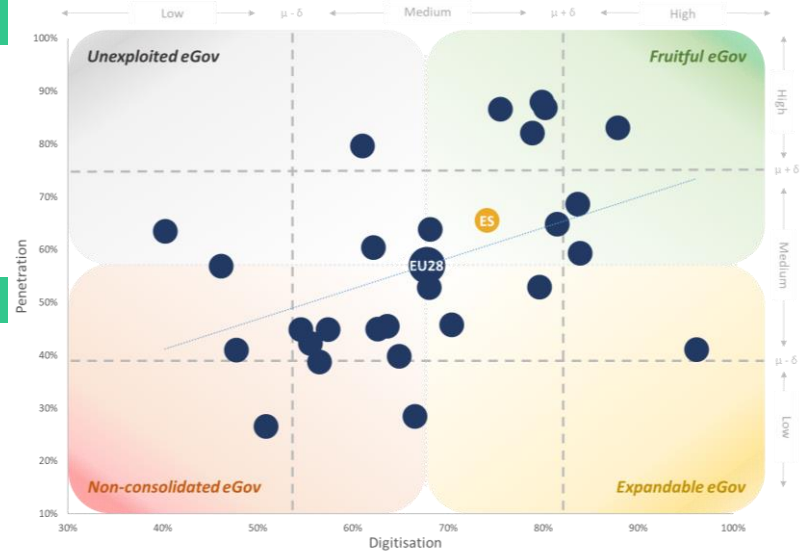
Relative indicators

| | USER CHARACTERISTICS | | GOVERNMENT CHARACTERISTICS | | DIGITAL CONTEXT CHARACTERISTICS | |
|------|----------------------|-----------|----------------------------|----------|---------------------------------|-------------------------------|
| | Digital Skills | ICT usage | Quality | Openness | Connectivity | Digital in the private sector |
| EU28 | 49% | 53% | 70% | 68% | 60% | 42% |
| ES | 44% | 53% | 67% | 79% | 65% | 45% |

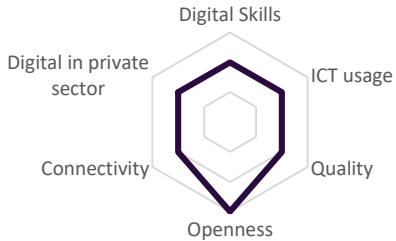
Performance

| | PENETRATION | DIGITISATION |
|-------|-------------|--------------|
| EU 28 | 57% | 68% |
| ES | 66% | 71% |

Spain has a medium-high level of both Penetration and Digitisation. Therefore, Spain is part of the Fruitful eGov scenario, which includes best-in-class countries that perform above the European average in both Digitisation and Penetration. In both Penetration and Digitisation, Spain's performances only slightly differ from the European average.



Environment



Spain's relative indicators show a country with almost all the environmental characteristics (User characteristics, Government characteristics and Digital context characteristics) in line with the European average. Openness, an indicator which endorses an Open Government perspective, is higher than the European average.

Considerations

Penetration -
Outperforming

Matching relative and absolute indicators, Spain is Outperforming in Penetration, with a performance higher than expected. For this reasons, Spain could be considered as a good example for European countries with a similar environment. The performance of the country testifies that it is possible to reach eGovernment maturity with Digital context, Government and User characteristics in line with European average. Spain's performances in Digitisation is in line with other countries with a similar environment.

Digitisation -
Average