

<b>Indicator (definition)</b>	<b>e-Government online availability (supply side)</b> Online availability of 20 basic public services.
<b>Eurostat Unit</b>	Information society and tourism statistics
<b>Other Commission DGs</b>	DG INFSO
<b>European Statistical System Working Group (WG)</b>	Working group Information Society Statistics
<b>Date</b>	December 2010

**1. Overall assessment of accuracy and comparability** (Description of quality grades under the following link: [http://circa.europa.eu/Public/irc/dsis/structind/library?l=/general\\_information/quality\\_profiles/annex\\_enpdf/EN\\_1.0\\_&a=d](http://circa.europa.eu/Public/irc/dsis/structind/library?l=/general_information/quality_profiles/annex_enpdf/EN_1.0_&a=d))

A     
  B     
  C     
  Indicator to be Developed

Data is collected from reliable sources applying high standards with regard to the methodology and ensuring a high degree of comparability.

## 2. Objective and relevance of the indicator:

The indicator measures the online availability of 20 basic public services previously defined by the Internal Market Council. It also takes account of the degree of sophistication (ranging from simple information to full transaction) and is therefore directly influenced by policy actions.

The indicator contributes to the measurement of e-Europe/ Information Society in the context of the Lisbon strategy: “public administrations at all levels to exploit new technologies to make information as accessible as possible” (Lisbon European Council, 2000).

Since 2000 several EU initiatives have been launched in order to improve e-government in the EU such as eEurope 2002, eEurope 2005 and i2010.

The i2010 eGovernment Action Plan, launched in 2006 was designed to make public services more efficient and more modern and to target the needs of the general population more precisely.

The Action Plan stresses the importance of accelerating the introduction of eGovernment in Europe to respond to a number of challenges and requirements:

- modernise public services and make them more effective;
- provide better-quality and more secure services to the general population;
- respond to the requests of businesses which would like less bureaucracy and more efficiency;
- ensure the cross-border continuity of public services, crucial for sustaining mobility in Europe.

Digital Agenda for Europe is one of flagships of Europe 2020 – the Commission’s proposal on a new economic strategy.

## Restriction of the indicator’s relevance and other characteristics which may lead to restrictions in using it in monitoring and reporting

As an indicator of the supply side, it gives only a fragmented picture of e-Government as information on its effectiveness/use is missing.

This indicator measures the on-line availability of 20 basic public services. Measurement is based on a sample of URLs agreed with Member States as relevant for each service. Native speakers in each language then carry out a web survey to measure the degree of sophistication of online availability using a 4 stage classification: (1. Basic Information; 2. One-way Interaction; 3. Two-way Interaction; 4. Full electronic case handling). Around 8,000 URLs are tested, the work is undertaken by the consultancy company Capgemini. This adds an element of subjectivity, however it should be noted that the 20 services have been selected by the Council.

## 3. Data availability: details

(t<sub>1</sub>: earliest reference year available; t<sub>2</sub>: latest reference year available in December 2010)

	Member States	Candidate and Acceding Countries	US and Japan	EEA-EFTA
t <sub>1</sub>	2002: BE, DK, DE, IE, EL, ES, FR, IT, LU, NL, AT, PT, FI, SE, UK 2004: CZ, EE, CY, LV, LT, HU, MT, PL, SI, SK	2002: IS 2009: HR		2002: NO 2004: CH

	2007: RO, BG			
t <sub>2</sub>	2009: All Member States	2009: IS, HR		2009: NO, CH

No data for 2005 and 2008.

#### 4. Overall accuracy

High



Overall accuracy can be considered high. An external consultant conducts work, in close contact with the Member States consisting of 3 main stages: 1) Identification of which public authorities provide each of the 20 basic public services (national, regional and local levels are considered); 2) Selection of the addresses of the web-sites for each of the public services; 3) Analysis of the web-sites and classification of its level of availability measured by its degree of online sophistication. An overall composite index on e-Government availability for each country is then produced based on the analysis of all web addresses of the 20 basic public services.

The Member States validate results provided by consultant at the 3 stages and different types of errors are reported, e.g. wrong selection of web addresses, weighting of certain services inappropriate because in reality they are more interactive (so more developed) than assessed by the consultant, outdated web addresses, etc.

If any errors are identified, results are ideally corrected accordingly.

Restricted  
(sources, errors,  
methodology, etc.)



#### 5. Comparability across countries

High



Comparability across countries is high as the work is carried out by only one external consultant for all the countries, using the same concepts and methodology.

Different public administration organisations are taken into account as the Member States validate results and assure the allocation of the right web-sites to the basic public services. Only minor differences can be found due to different country divisions.

Restricted



#### 6. Comparability over time

High



Comparability over time is high as the concepts and methodology used were the same for all exercises (carried out by the same consultant).

Restricted



#### 7. Development perspective for improving the quality of this indicator (including as far as possible an indication of the burden on Member States and respondents.)

It is planned to look for greater Member States (including the National Statistical Institutes) involvement in the validation process, e.g. from opt-in to opt-out approach where results are not published if they have not been validated previously. This may contribute as well to further improving comparability.

#### 8. Contribution to the coherence of the set/potential to qualify for an integrated policy analysis

##### Relevant European legislation:

Regulation (EC) No 808/2004 of the European Parliament and of the Council of 21 April 2004 concerning Community statistics on the information society

Conclusions of internal market/ consumers/ tourism Council on 12.3.2001 (setting 20 basic e-Government services and 4 stages of service delivery)

Council resolution 5197/03 on implementation of e-Europe Action Plan (setting e-Government indicators).

Communication from the Commission of 1 June 2005, "i2010 - A European Information Society for growth and employment "

Communication from the Commission of 26 September 2003, "The Role of eGovernment for Europe's Future"