



## EUROSTAT QUALITY PROFILE

<b>Indicator (definition)</b>	<b>e-Government usage by individuals (demand side) total and by gender</b> Percentage of individuals aged 16 to 74 who have used the Internet, in the last 3 months, for interaction with public authorities (i.e. having used the Internet for one or more of the following activities: 'obtaining information from public authorities web sites', 'downloading official forms', 'sending filled in forms').
<b>Eurostat Unit</b>	F6- Information Society and Tourism statistics
<b>Other Commission DGs</b>	DG INFSO
<b>European Statistical System Working Group (WG)</b>	WG on Information Society Statistics
<b>Date</b>	22 May 2007

**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

Once longer time series have become available reservations with regard to comparability may be lifted.

### **2. Objective and relevance of the indicator:**

The indicator measures the level of usage by individuals of public services made available on-line on the Internet. 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).

The Brussels European Council (2003) called for rapid progress on implementing the e-Europe Action Plan; this requires considerable efforts to ensure the Community-wide implementation of the new regulatory framework for electronic communications and the stepping-up of actions and investments, especially in the e-Government, e-Health and e-Learning sectors.

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

While the supply side e-Government indicator measures the availability of public services, this demand side e-Government indicator measures the effectiveness of that availability by indicating whether individuals are using those services

### 3. Data availability: details

(t<sub>1</sub>: earliest reference year available; t<sub>2</sub>: latest reference year available in May 2007)

	EU Member States	ACC/CC	USA and Japan	EFTA <sup>1</sup>
t <sub>1</sub>	2002: DK, DE, LU, AT, FI, SE 2003: LT, UK 2004: CZ, EE, GR, IE, CY, LV, HU, PL, PT, SI, SK, BG	2004: TU 2006: MK	2003	2003: IS, NO CH: no data
t <sub>2</sub>	2006: BE, CZ, EE, GR, IE, IT, CY, LV, LT, LU, NL, AT, HU, PL, PT, SI, SK, FI, UK, BG 2005: SE, UK	2005: TR	-	2006: IS, NO

Comments (including information on time series): As the e-Government is a very recent phenomenon, it is *de facto* impossible to produce longer time series. The data is available for most of the Member States. From 2006 onwards, full country coverage will be guaranteed by a legal act.

### 4. Overall accuracy

- High  The indicator is obtained from the national surveys by the NSIs using representative samples, which implement the Eurostat model for a Community Survey on ICT Usage by households and individuals. As such, data for this indicator are produced in the context of a broad set of ICT usage information which allows for auxiliary control information on the e-Government subject and improves accuracy. Accuracy is assessed by controlling sampling and non-sampling errors and documenting them in detailed quality reports co-ordinated by Eurostat. Accuracy issues are discussed in the relevant Eurostat TFs and WG meetings. Tabulated results are also validated and quality checked by Eurostat.
- Restricted (sources, errors, methodology, etc.)

### 5. Comparability across countries

- High  National surveys follow the Eurostat model survey which assures a high level of comparability. Compliance with the Eurostat definitions and recommendations is checked through the methodological reports which follow a harmonised reporting template defined by Eurostat. The survey questionnaires used by the US and Japan are based on a model questionnaire developed by the OECD. As the OECD and Eurostat have harmonised their model questionnaire to a large extent, data can be considered comparable.
- Restricted

### 6. Comparability over time

- High
- Restricted  The time series are short due to the e-Government being a very recent field of study.

<sup>1</sup> While being a member of the EFTA, Liechtenstein has complete or partial exemptions from several statistical requirements due to its size. Thus, Liechtenstein is excluded from this overview as most of the data for structural indicators are missing.

### **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.)**

A methodological manual has been developed, which allows better sharing the countries experiences and also future improvements. It will also improve accuracy and other quality dimensions providing the countries with more detailed explanatory notes. The availability of longer time series will contribute to these improvements. The concept of public authorities will have to be further clarified.

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

#### **Relevant European legislation:**

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)  
From 2006 on data collection will be based on Regulation (EC) 808/2004 of 21 April 2004

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