



EUROSTAT QUALITY PROFILE

Indicator (definition)	e-Government usage by enterprises (demand side) Percentage of enterprises which use the Internet for interaction with public authorities (i.e. having used the Internet for one or more of the following activities: obtaining information, downloading forms, filling-in web-forms, full electronic case handling)
Eurostat Unit	F6, Information Society and Tourism statistics
Other Commission DGs	DG INFSO
European Statistical System Working Group (WG)	WG on Information Society Statistics
Date	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)

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 enterprises 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, the enterprise demand side e-Government indicator measures the effectiveness of that availability by indicating whether enterprises are using or not those services.

Data exclude small enterprises with less than 10 employees as well as some activities e.g. agriculture and mining.

3. Data availability: details

(t₁: earliest reference year available; t₂: latest reference year available in May 2007)

	EU Member States	ACC/CC	USA and Japan	EFTA ¹
t ₁	2003: DK, DE, ES, LU, NL, AT, FI, SE, UK 2004: BE, BG, RO, CZ, EE, GR, IE, IT, CY, LV, LT, HU, PL, PT, SI, SK, 2005: MT 2006: FR	no data	no data	2003 CH: no data
t ₂	2006		-	2006

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 using representative samples, which implement the Eurostat model for a Community Survey on ICT Usage and e-Commerce in Enterprises. As such, data for this indicator is 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 documented in a detailed quality reporting 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



Comparability across countries is assessed while checking if Eurostat recommendations in the survey model are followed using the information provided in the countries reports and as notes in the filled in tabulation scheme. Differences are in general documented as notes in statistical tables and in the Eurostat database.

According to information provided in the reports, for this indicator all countries follow the concepts and methodology defined by Eurostat.

Restricted



6. Comparability over time

High



Restricted



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

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 country experiences and also future improvements. It will also improve accuracy and other quality dimensions providing the countries with more detailed explanatory notes. In addition longer time series becoming available will contribute to these improvements.

The concept of public authorities will have to be further clarified.

¹ 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.

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

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