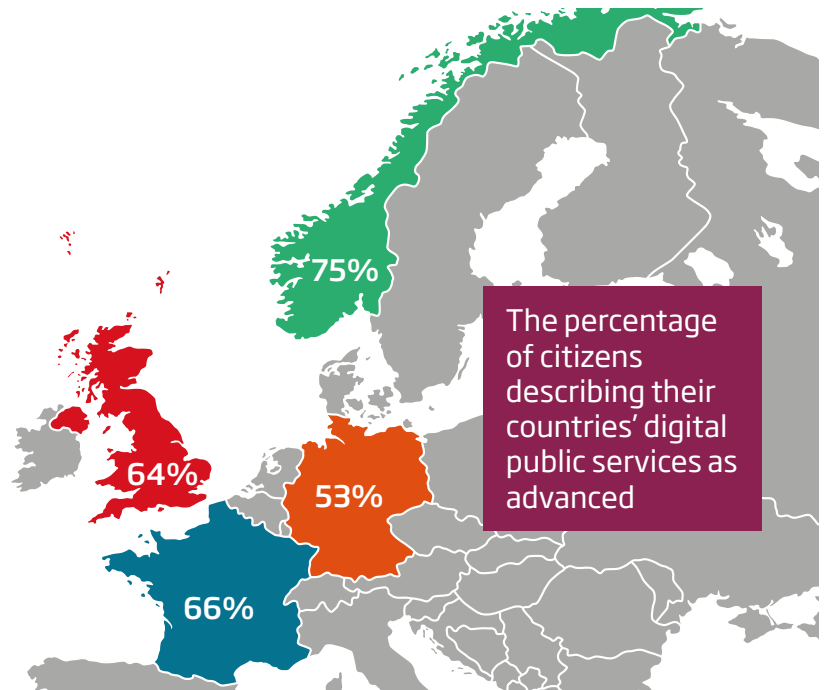
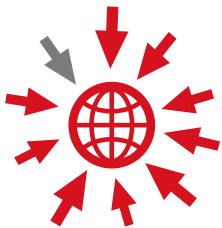


The Citizen View of Digital Government 2017 Key Findings

Delivering better public services in the next five years - in which periods of stability and predictability are unusual - will be the challenge for government. Sopra Steria asked the researchers at Ipsos to evaluate how 4000 citizens across four countries - the United Kingdom, France, Germany and Norway - experience digital public services.



In the UK we found satisfaction with online services, but increasing demand for greater integration and tighter security



Nearly 9 in 10 prioritise the creation of a one stop digital portal



Half would participate in online dialogues to improve democracy



Two fifths cite their biggest frustration as the need to repeat the same information many times



Half citizens need assistance to access digital services



Almost half think digital services will enable them to access services when they want to



70% (17% increase on 2016) have low confidence in security of digital data



4% think the UK Government has the will and capacity to transform public services through digital



4 in 5 believe digital services will prepare the UK for the future

UK



Two thirds

find digital public services increasingly easy to use



Over half

(22% increase on 2016) use digital public services several times a year



Health services remain the number one priority for future investment in digital public services

France



Two thirds

find digital public services increasingly easy to use



3 in 4

see simplification and personalisation as key to digital transformation or public services



4 in 5

would like to help improve existing or create new services

Germany



Two thirds

find digital public services increasingly easy to use



Half

think digital public services are less advanced than in other countries



Over half

of all citizens said they sometimes need assistance to access digital public services (>15% more than any other country)

Norway



3 in 4

find digital public services increasingly easy to use



Up 8% since 2016, **two fifths** have worries about sharing information and data with government



Almost 9 in 10

citizens are satisfied with digital public services, double satisfaction in Germany



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