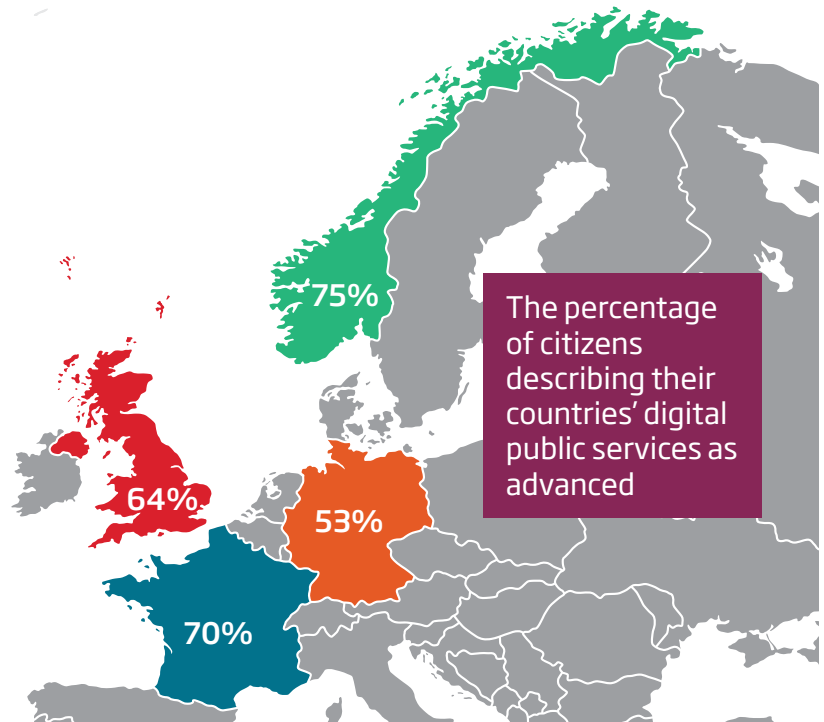


The Citizen View of Digital Government

Key Findings

Budget shortfalls, increasing demands and rapid technological change. They all present challenges and opportunities for government. Sopra Steria asked the researchers at Ipsos to evaluate the citizen experience and expectations of digital services across four countries - the United Kingdom, France, Germany and Norway. We found a huge appetite for more tailored, flexible and personalised digital public services.



The percentage of citizens describing their countries' digital public services as advanced

Checking the pulse of the 4,000 citizens surveyed across 4 countries



Digital is now the preferred mode for citizens to access public services



Health is identified as the priority for further government investment



Tax services are viewed as the most advanced public service



8 in 10

Citizens are willing and eager to use new digital services



A majority of citizens access digital services without any assistance



Unauthorised access to data is the biggest obstacle but a majority of citizens trust government to protect their personal information



Government services are not considered to be as advanced as the private sector

UK



One Third
of UK citizens
access digital public
services regularly

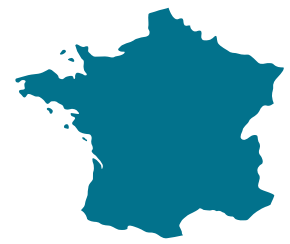


Nearly half would be
willing to use instant
messaging and chat
systems when accessing
services



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

France



Two Thirds
of French citizens
access digital public
services regularly



They favour the
development of new
online services for **justice**
and **the police**



An online portal that
**joins up all public
services** is the
number one priority
for investment

Germany



One Third
of German citizens
access digital public
services regularly

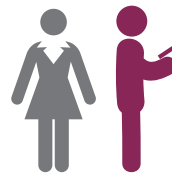


They are **split 50 / 50** on
whether existing digital
services are advanced



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

Norway



Half
of Norwegian citizens
access digital public
services regularly



Norway consistently **came
out top** for the **maturity
of existing digital
services** and **appetite for
new services**



Are more comfortable
sharing information
and data with
government - **just one
third have worries**
compared to half in
Germany



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