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Digital Gouv' Barometer
for digital administrative services

2017

This study was conducted from September 25th to October 4th 2017 in four countries.
Sample interviewed through the Internet with Ipsos' online Access panel. Quota sampling: gender, age, profession of the interviewee, region and market size

Germany | The UK | France | Norway

1 A digital Government for all, everywhere

Question: How would you describe the current degree of digital development - i.e. use of the Internet and technology - in the Government (national, local or devolved administrations) and its services?

Advanced 75%
Advanced 66%
Advanced 64%
Advanced 42%

The development of digital technology is viewed as generally advanced in all countries and particularly in Norway and France

French population groups believing that the development of digital technology is advanced

68%
65%
65% Paris urban district
66% Small cities (less than 100 000 people)
68% Rural
65% less than 35
66% Big cities (more than 100 000 people)
68% 35-59 y.o.
65% 60 y.o. and +

Upper and Middle Class	73%
Working Class	65%
Retired	65%

2 Moving to total digitalisation of public services

Question: How do you assess the digital development - Internet use and technology - in each of the following public sectors?

	Taxation	Social security	Registry office	(Un)employment	Health	Education	Justice
Advanced	87%	65%	61%	58%	62%	78%	47%
	84%	56%	56%	57%	51%	63%	44%
	65%	47%	54%	50%	49%	46%	34%
Not very advanced	61%	38%	36%	47%	43%	45%	31%

3 Simplifying services

Question: In your opinion, in which sectors digital has to be developed first?

Health: 58% | 38% | 54% | 38%

(Un)employment: 39% | 26% | 35% | 16%

Question: Between these ways to simply services, which seems more important to you?

The implementation of a unique gateway: 48% | 44% | 44% | 41%

The unique transmission of personal data to the administration: 45% | 36% | 37% | 32%

4 The impact Governments have on digital advancements

Question: Do you think the government has the will and ability to develop online public services?

46% | 32% | 26% | 16%

5 Yes for digital administration, but well secured

Question: For you personally, what would be the main advantages if new digital services were developed by the Government?

	No need to visit or call a government office	It would save time when accessing information and services	Tasks could be carried out whenever we want	More simple for users
	51%	51%	47%	43%
	41%	47%	44%	30%

Question: For you personally, what would be the main obstacles that would dissuade you from using the digital services offered by the Government (national, local, or devolved administrations)?

You're worried that someone other than you could access your data: 48% | 43% | 48% | 39%

You're worried about giving away your personal information on the Internet: 39% | 35% | 38% | 28%

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