# Barriers to eGovernment

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eGovernment Take-up, 2004/5

Proportion of Population

Country	
Iceland	~55
Sweden	~52
Finland	~47
Netherlands	~46
Luxembourg	~46
Denmark	~44
Norway	~37
Germany	~33
Eastonia	~31
Austria	~29
Slovakia	~27
UK	~24
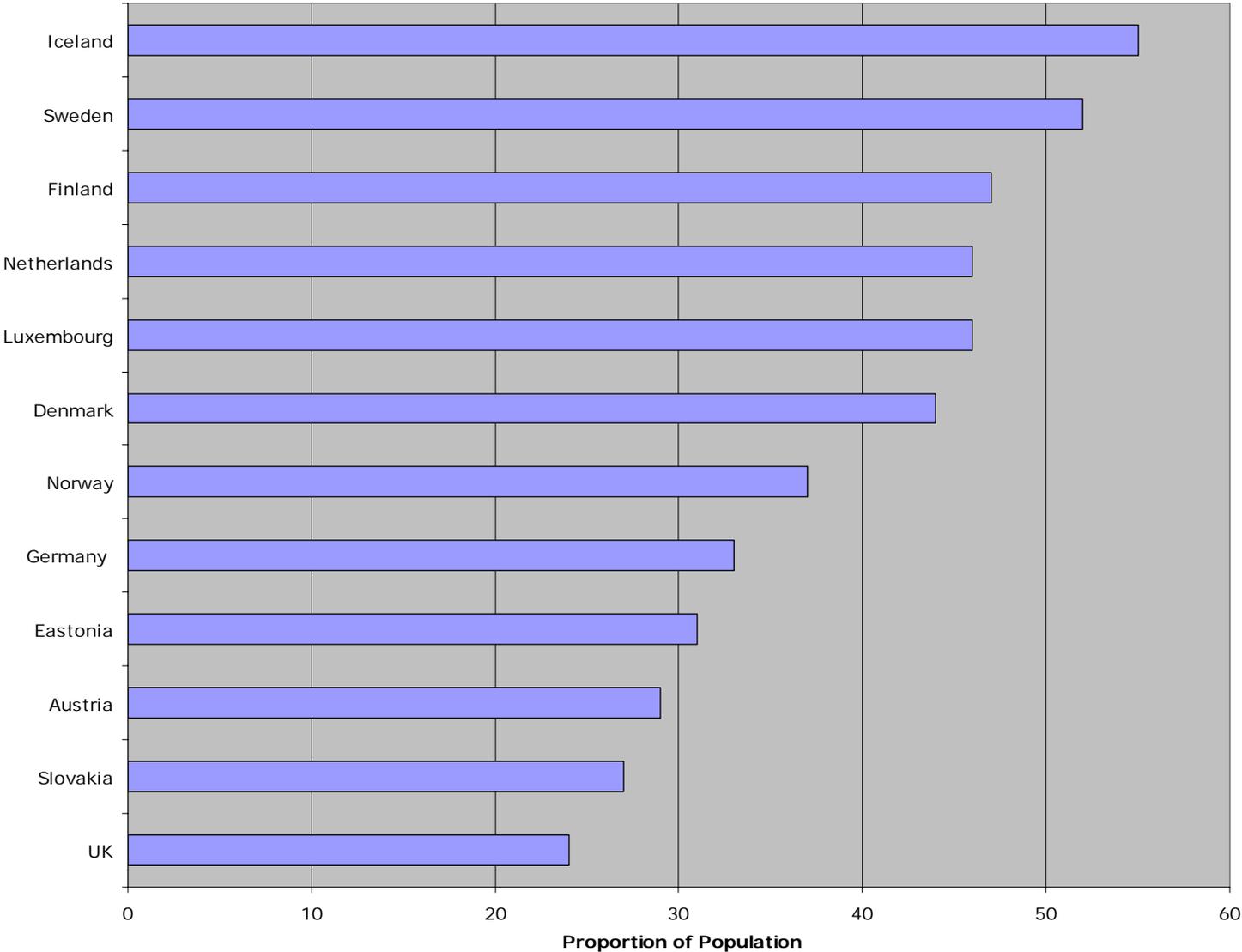
Source: EU Commission

eGovernment Take-up, 2004/5

Country	Proportion of Population
UK	24
Slovenia	19
Belgium	18
Hungary	18
Portugal	14
Ireland	14
Italy	14
Poland	13
Latvia	13
Lithuania	12
Cyprus	11
Greece	7
Turkey	6
Czech Rep	6
Bulgaria	5

Proportion of Population
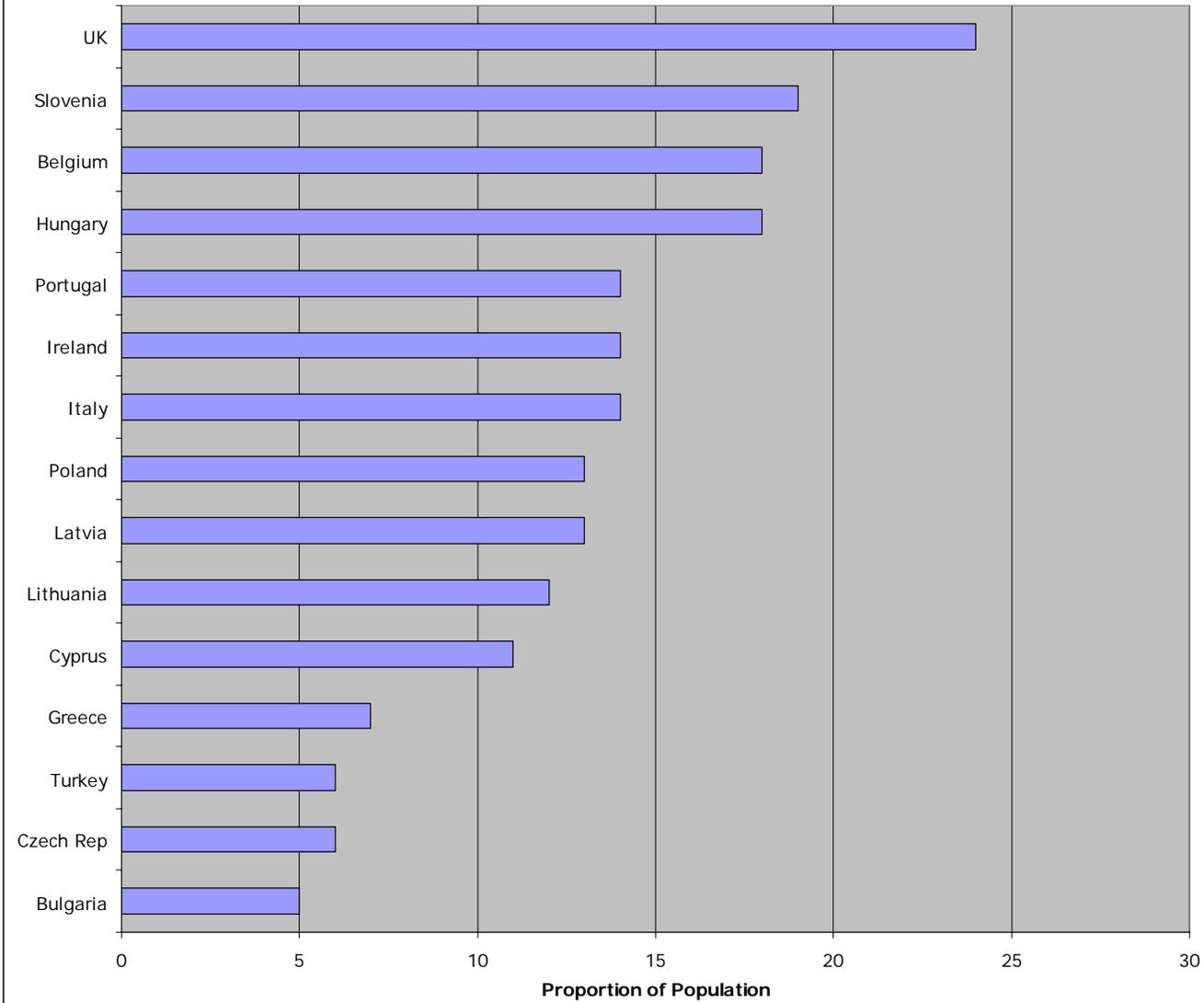
Source: EU Commission
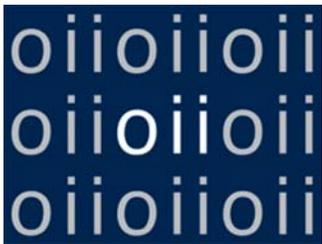
Internet users interacting with public authorities (obtaining information)

Internet users who used the internet in the last 3 months to obtain information from public authority sites
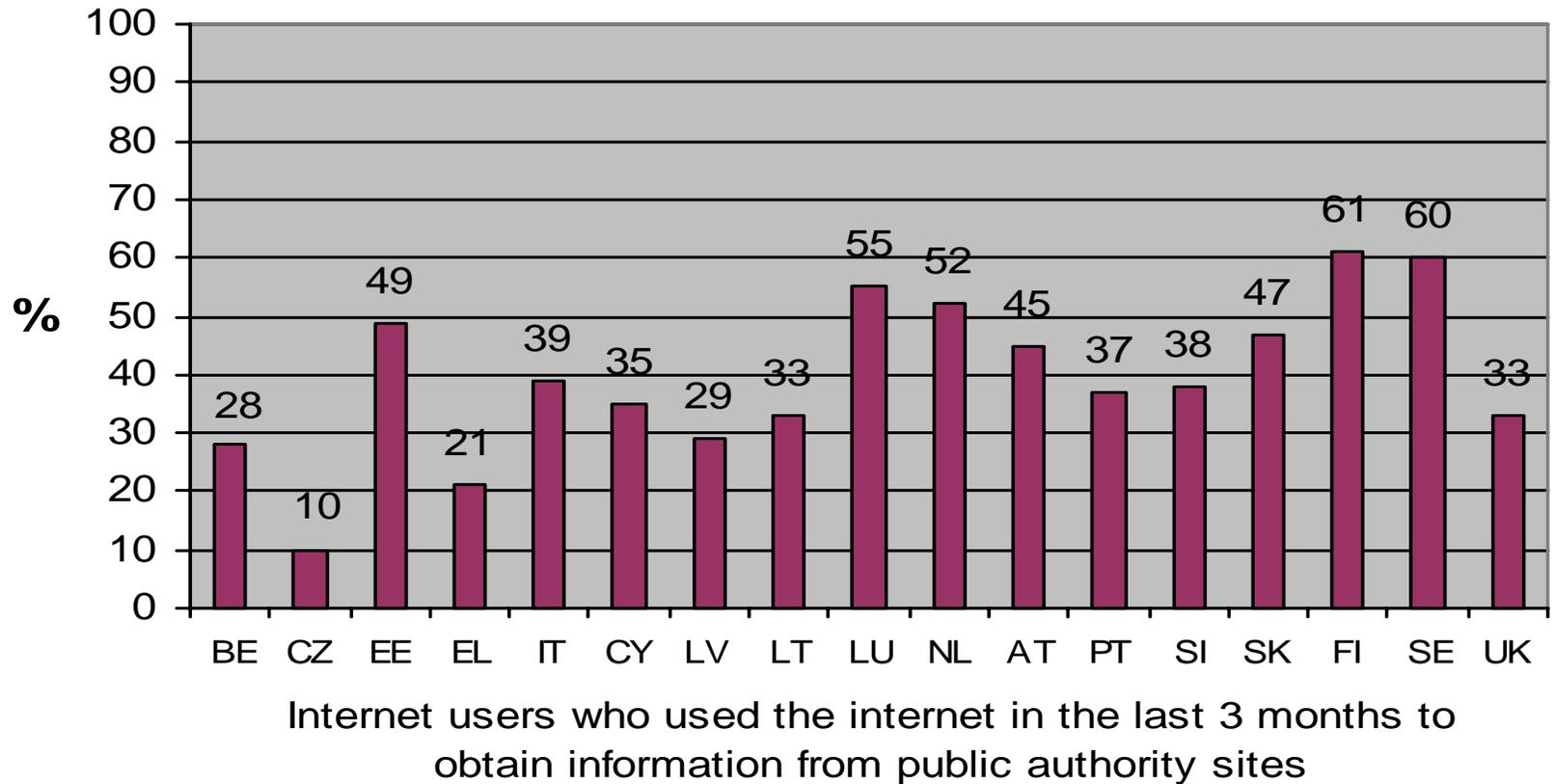
Source: Eurostat 2005
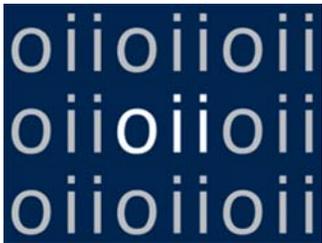
Internet users interacting with public authorities (downloading official forms)

%

Internet users who used the internet in the last 3 months to download official forms

BE	CZ	EE	EL	IT	CY	LV	LT	LU	NL	AT	PT	SI	SK	FI	SE	UK
13	7	30	8	27	15	12	19	46	28	20	26	20	27	30	38	11
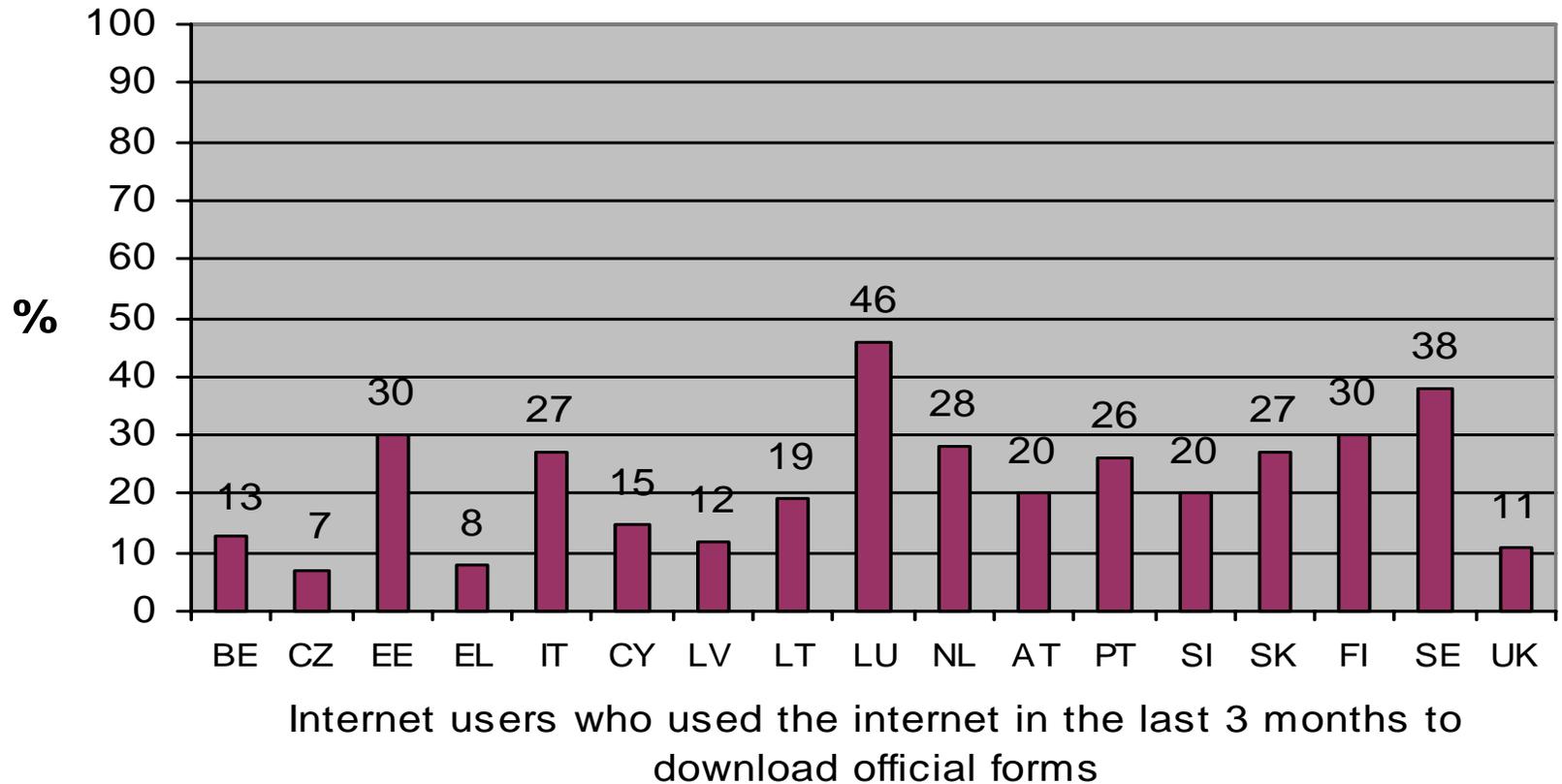
Source: Eurostat 2005
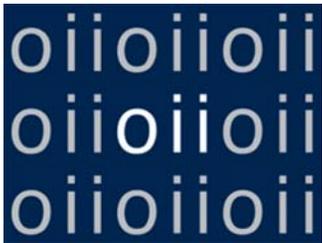
Internet users interacting with public authorities (sending filled forms)

Chart showing "Internet users who used the internet in the last 3 months to send filled forms" (%):

Country	%
BE	8
CZ	4
EE	28
EL	14
IT	11
CY	6
LV	12
LT	16
LU	27
NL	26
AT	22
PT	28
SK	13
FI	15
SE	26
UK	7
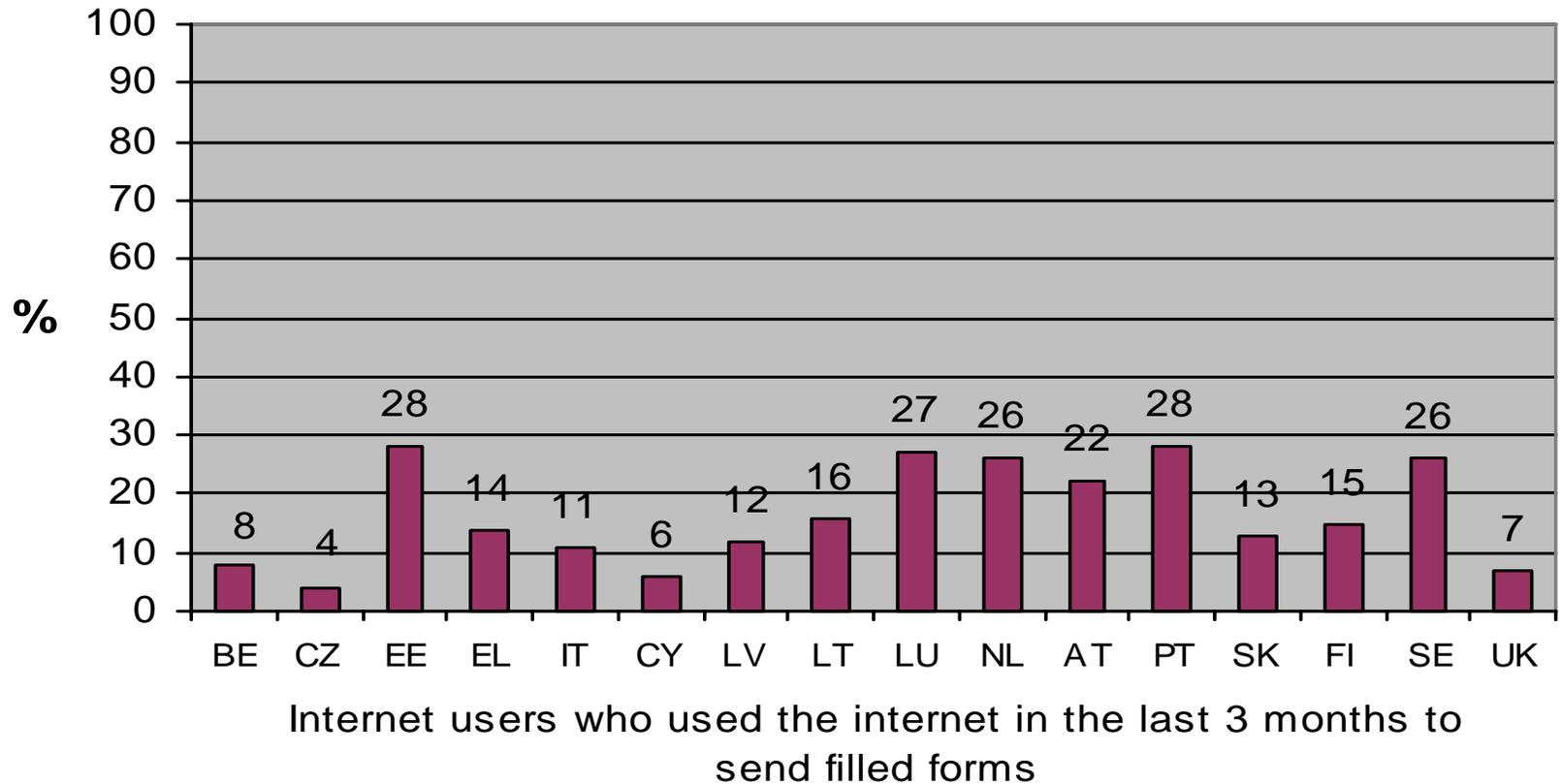
Source: Eurostat 2005

Percentage of enterprises which use the Internet for interaction with public authorities

	2003	2004	2005
	%	%	%
EU (25 countries)	:	*52*	*57*
Finland	89	91	91
Denmark	75	85	87
Norway	65	69	84
Greece	:	77	81
Sweden	89	92	80
Czech Republic	:	75	79
Ireland	:	69	76
Austria	81	74	75
Italy	:	65	73
Lithuania	:	65	72
Slovenia	:	47	72
Estonia	:	84	70
Malta	:	:	68
Hungary	:	35	67
Poland	:	74	64
………			
UK	**29**	**33**	**39**

2005
Belgium (61)
Portugal (58)
Netherlands (57)
Slovakia (57)
Spain (55)
Germany (44)
Cyprus (40)

Source: EU Commission, Eurostat

Oxford Internet Surveys (OxIS)

- OxIS: 2003 and 2005
- Cross-sectional surveys
- Probability sample of England, Scotland & Wales
- Respondents: 14 year olds and older
- Face-to-face interviews
- Sponsorship from AOL, BT, Ofcom, and Wanadoo
- Acknowledgements: Corinna di Gennaro, Richard Rose, Adrian Shepherd, Helen Margetts, and others at the OII
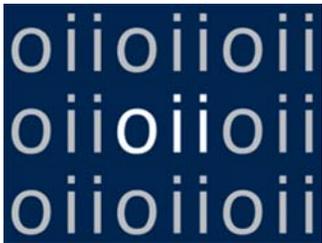
# Less than half of Britons online use public information services, 2003

Internet for Public Services, Britain 2003

Category	
Any of these uses	~39
Other public services	~26
Get info about schools	~12
Get tax info, or pay	~11
Doctor, hospital, health service	~5

Percent of Internet Users (N = 1,201)
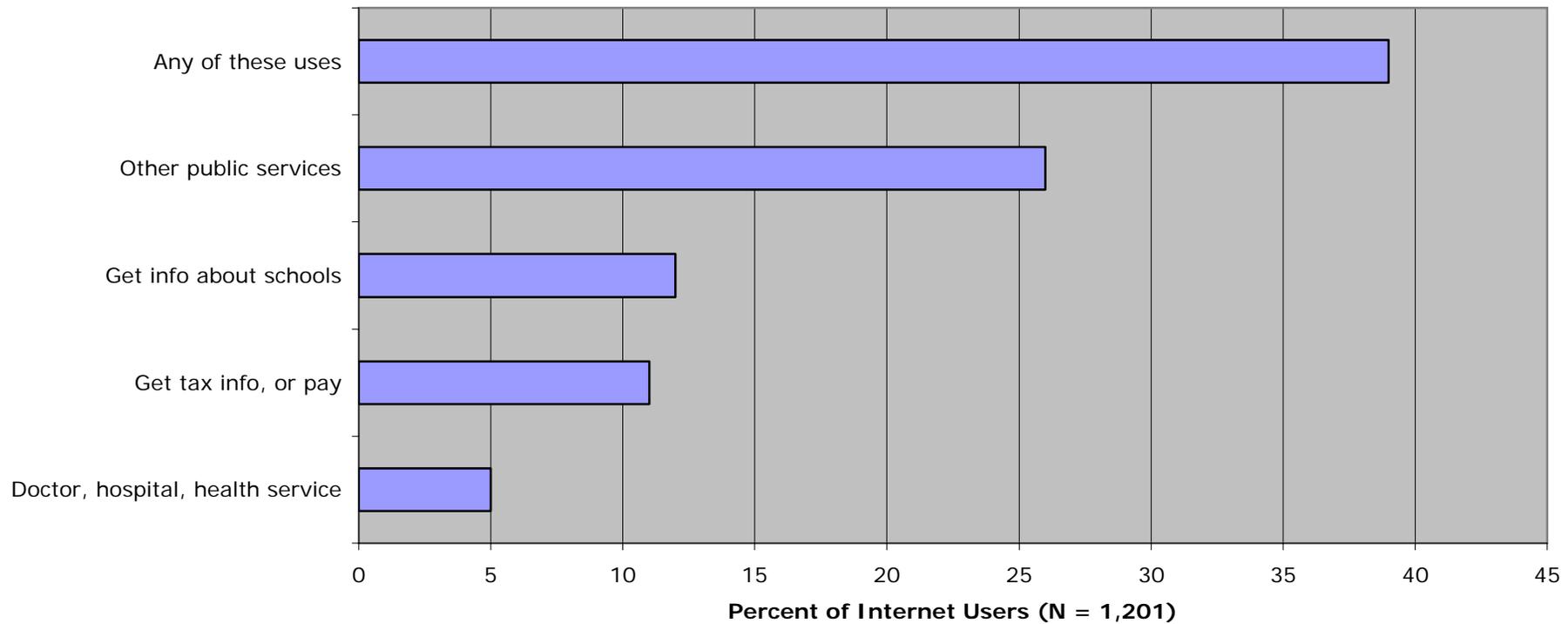
Source: Oxford Internet Survey (OxIS), results of a nationwide representative survey of Britons aged 14 and older, 23 May- 28 June 2003. Number of respondents: 2,030.

eGovernment in the UK, 2005

% Internet users

Category	%
Email an MP	3
Email a councillor	5
Pay for central government tax	5
Pay local council tax, fine, service	6
Information about MP, local councillor, politician	8
Information about local council services	19
Information about schools	19
Information about Central Government services	21
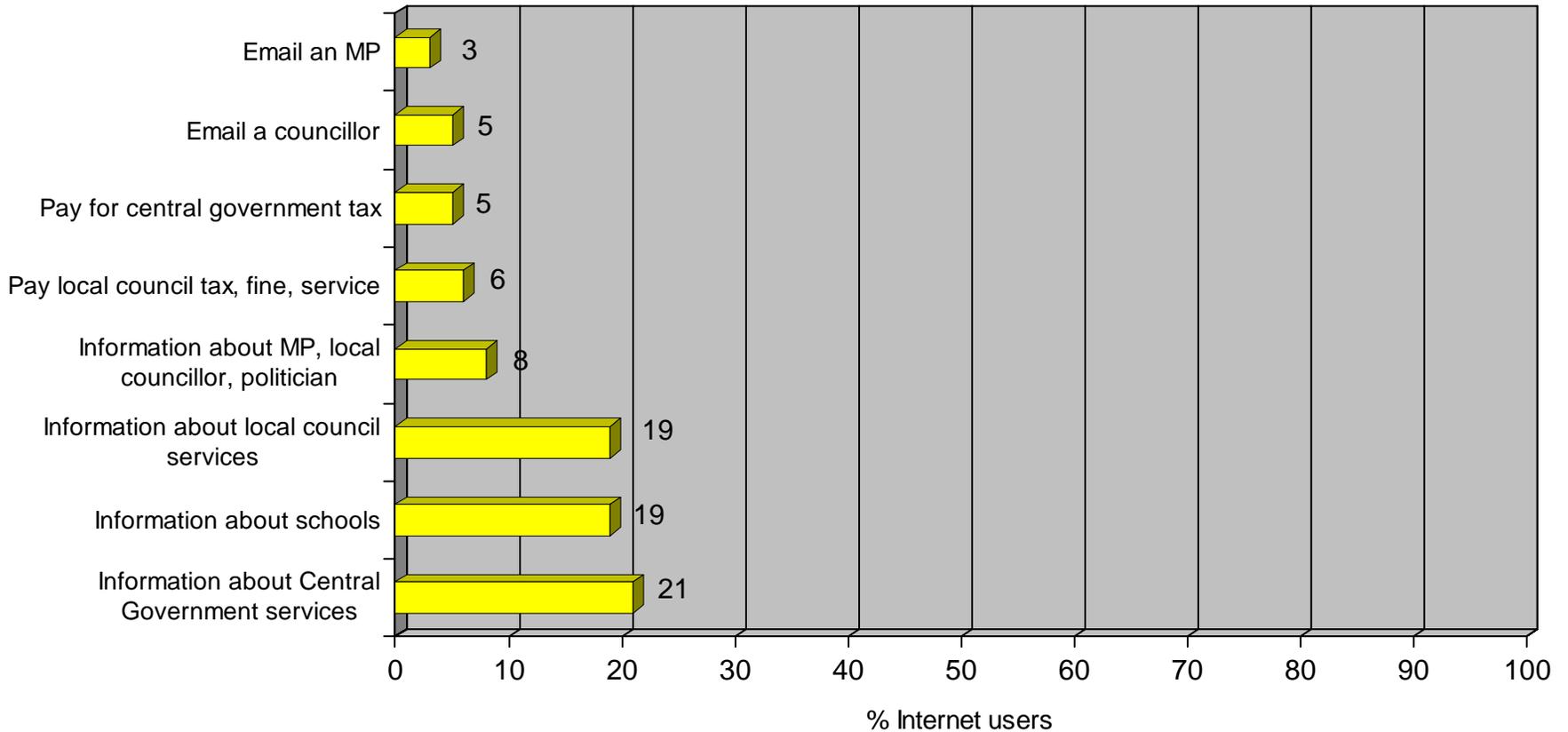
OxIS 2005: N= 1,309 Current Internet users

eGovernment lagging behind eCommerce in UK

- Of the 60% of population in UK who use the Internet (OXIS, 2005)…

- ….39% (24% of citizens) have interacted wtih government electronically in last year....

- in contrast with proportion who have sought product information (87%) or bought on-line (74%) – 50% shop once a month or more

Where would you go first to find information on….….?

% of internet users
who would go to Internet first

	%
Plan a journey of book a holiday	70
Find the name of your MP	52
Find information on your taxes	38

Source: Oxford Internet Survey, 2005

If you needed to use the Internet to send an email or something, do you know someone who could do this for you?

Legend: Non-users, Lapsed users

Category	Non-users	Lapsed users
Definitely not	15	2
Probably not	10	5
Yes, probably	27	32
Yes, definitely	43	52
Don't know	5	9
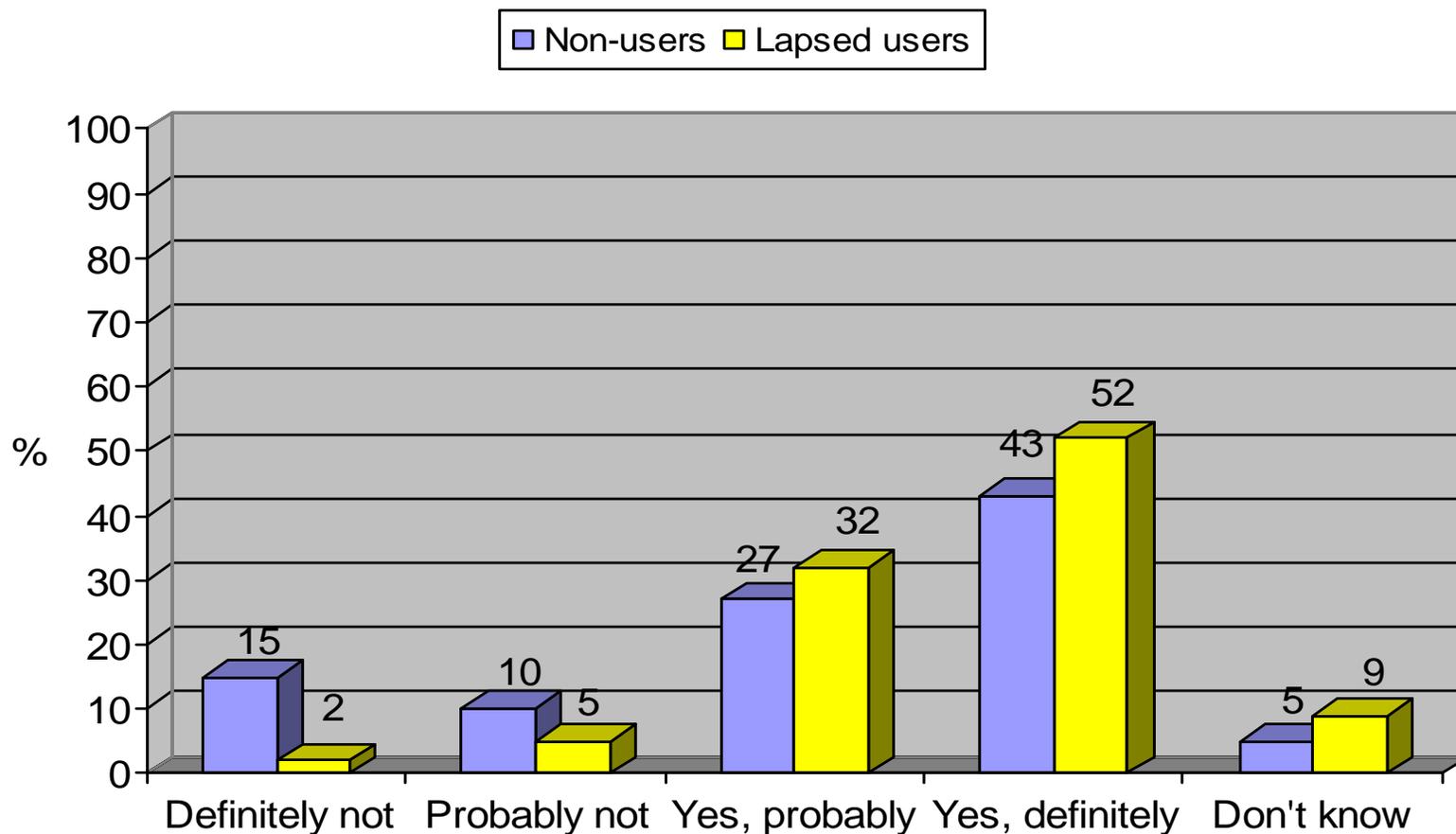
Source: Oxford Internet Survey (OxIS) 2005; N=709 (Non-users); N=167 (Lapsed users)

Digital divides in eGovernment use (UK)

Potential users of e-government (89%)

Internet users (60%)

Non-users (40%)

Internet first port of call for information– expect to use e-government (25%)

Internet users – open to using e-government (35%)

Could find proxy user for Internet and e-government (29%)

Adamant non-users of Internet and e-government (11%)
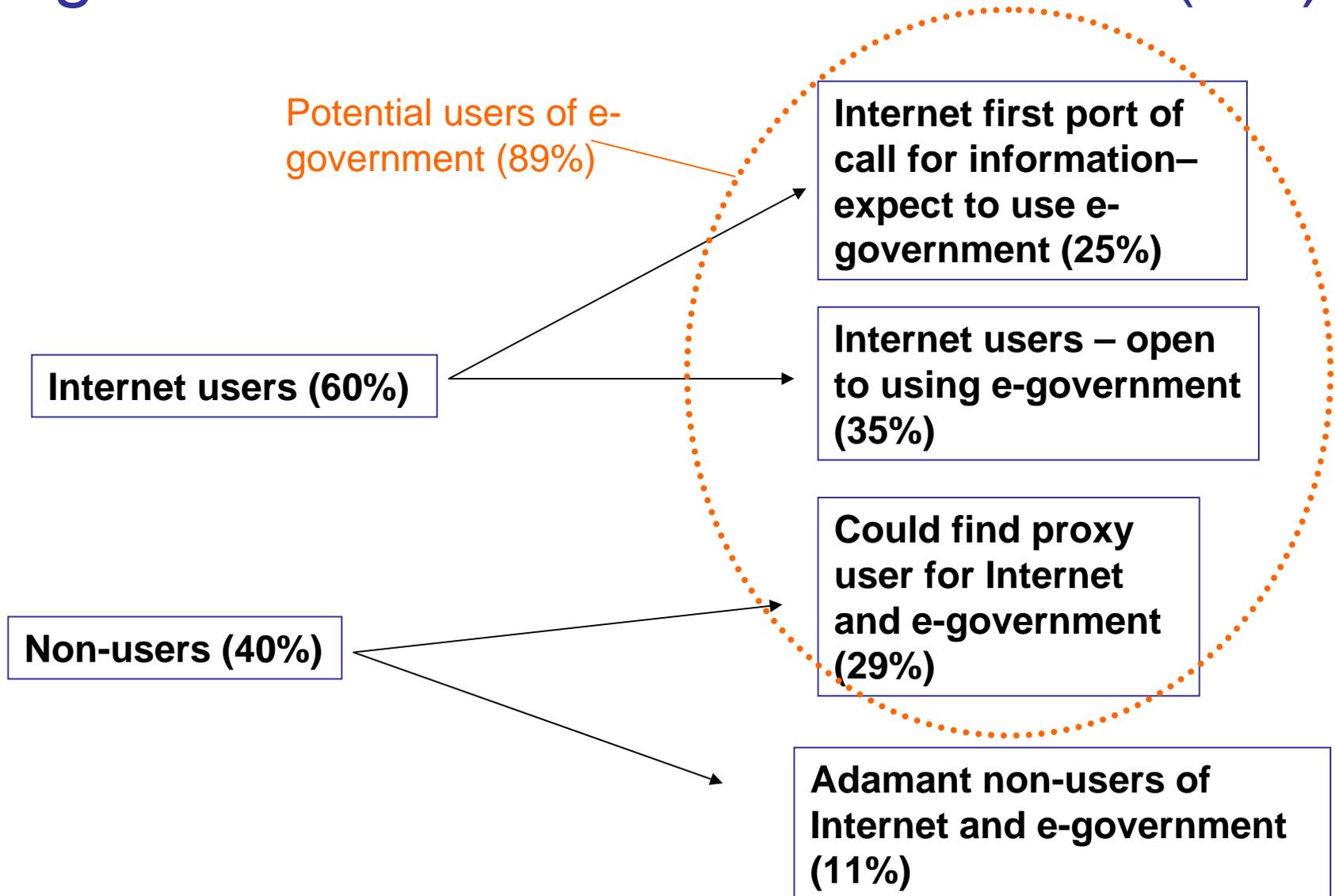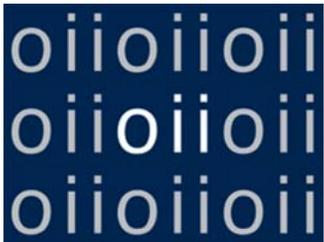
Breaking Barriers to eGovernment: Perspectives from a Survey

http://www.egovbarriers.org

Professor Helen Margetts
and
Dr Rebecca Eynon
Oxford Internet Institute, University of Oxford

The Online Survey

- Aims and objectives
  - Detailed picture of perceived barriers to eGovernment
  - Focus on European Union and Member States
  - Variation across stakeholders, regions and nations of EU
  - Inform the Breaking Barriers study & engage stakeholders

- Population
  - Public administration, business, and expert stakeholders, including academics, engaged in eGovernment activities

- Sampling strategy
  - To gain a wide spectrum of opinion versus a scientific sample of a specific population of officials

The Survey Questions

- Views on progress of eGovernment
- Participants to rate the importance of 30 barriers to eGovernment:
    - Financial and economic
    - Technical and design
    - Legal
    - Organisational and administrative
    - Access, skill and usage
- Age, experience, country, level of ICT skills

Respondents

- 995 individuals completed the questionnaire
- From over 60 countries (Australia, Belgium, France, Germany, Italy, Netherlands, Spain, the UK and the USA)
- Individuals from target population reached
- Focus here on 772 respondents from the EU

Progress of eGovernment
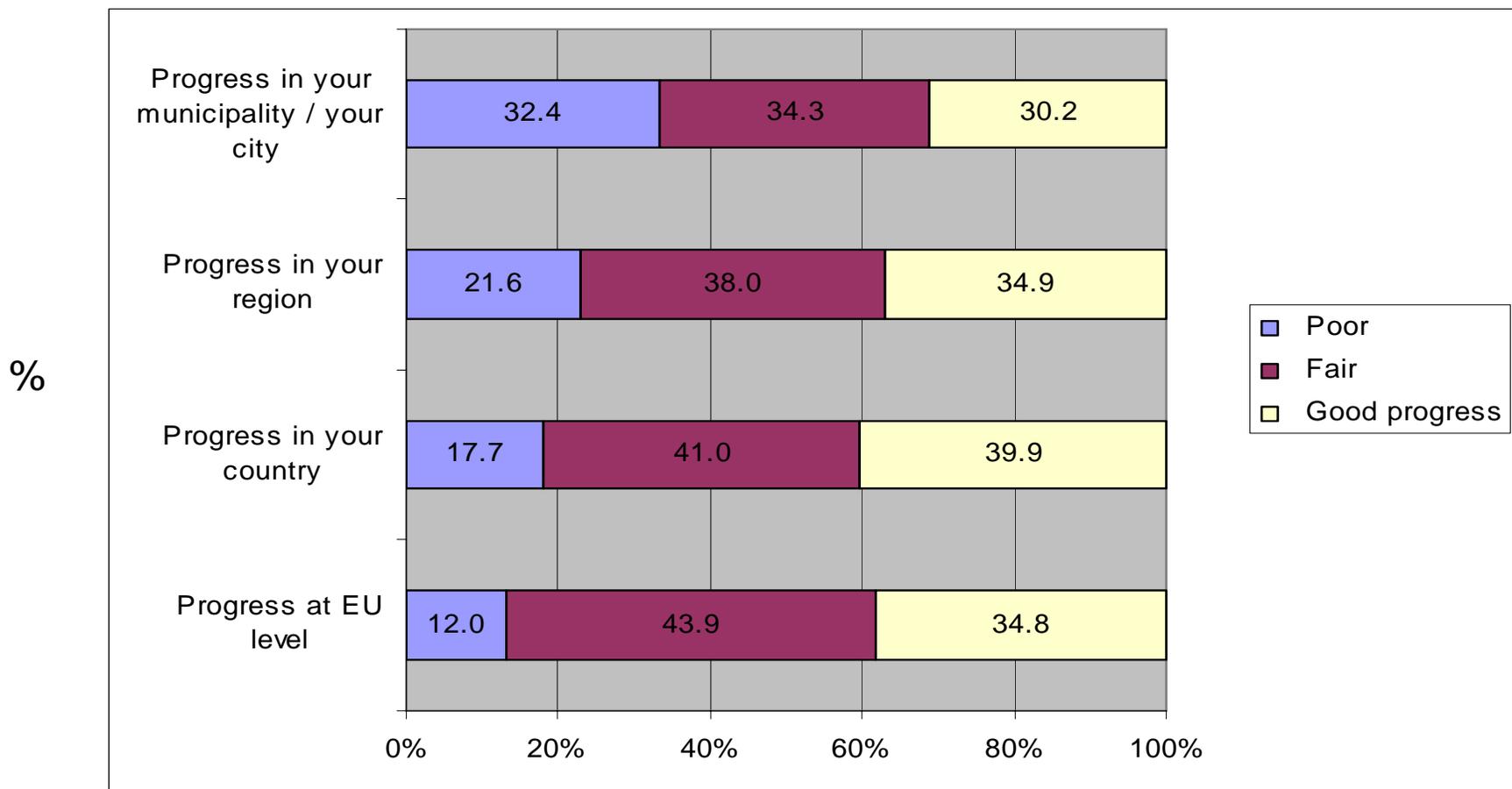
Financial and Economic Barriers

%

- Demo Cost-benefit: 60
- Cost of developing: 50
- Meeting law-reg: 47
- Multiple channels: 46

Important
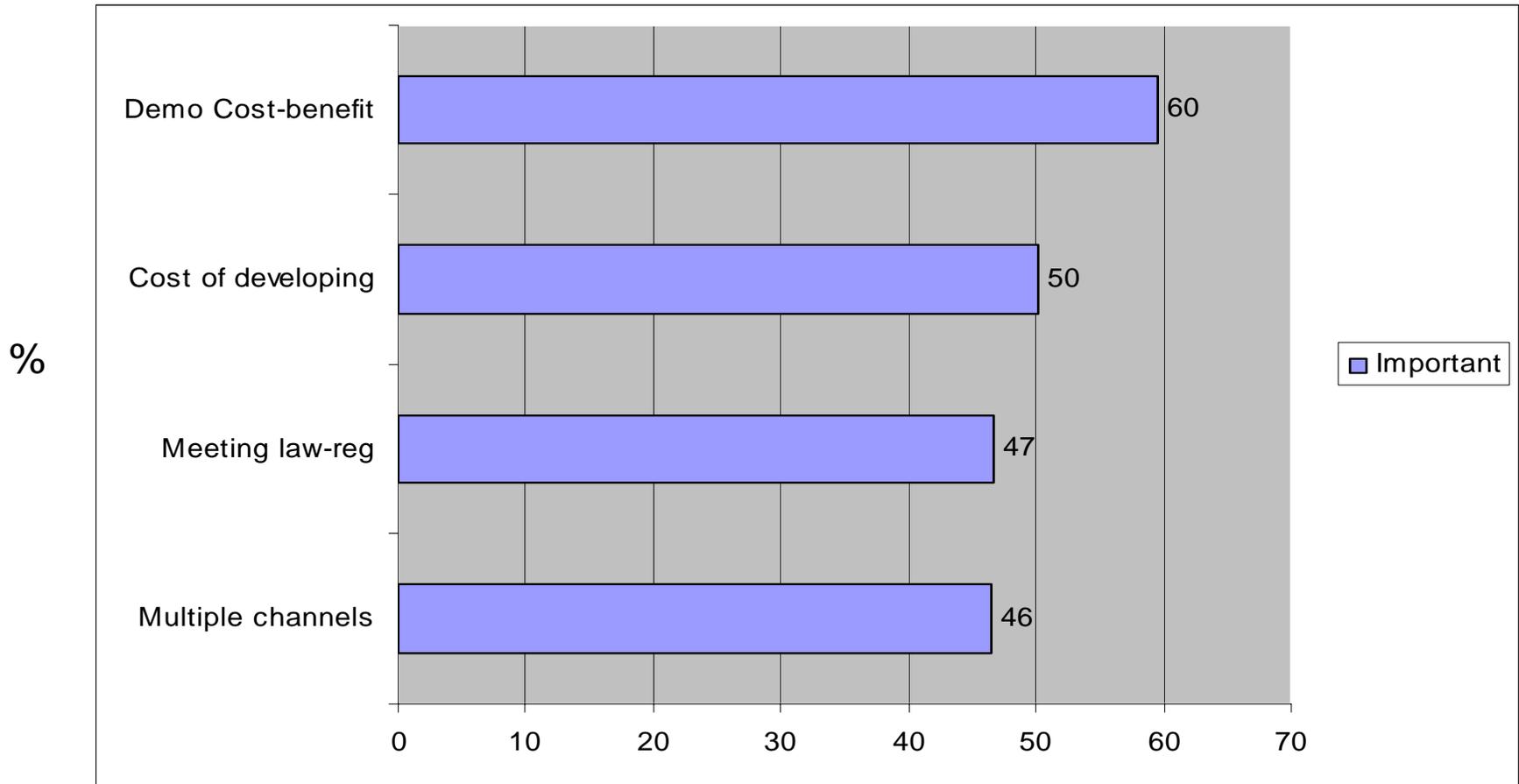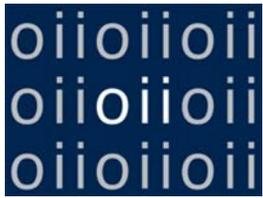
Technical and Design Barriers

| Barrier	Important (%)
Interoperability	79
ID standards	68
ID authentication	64
Usability	51
Accessibility	42
Language	34
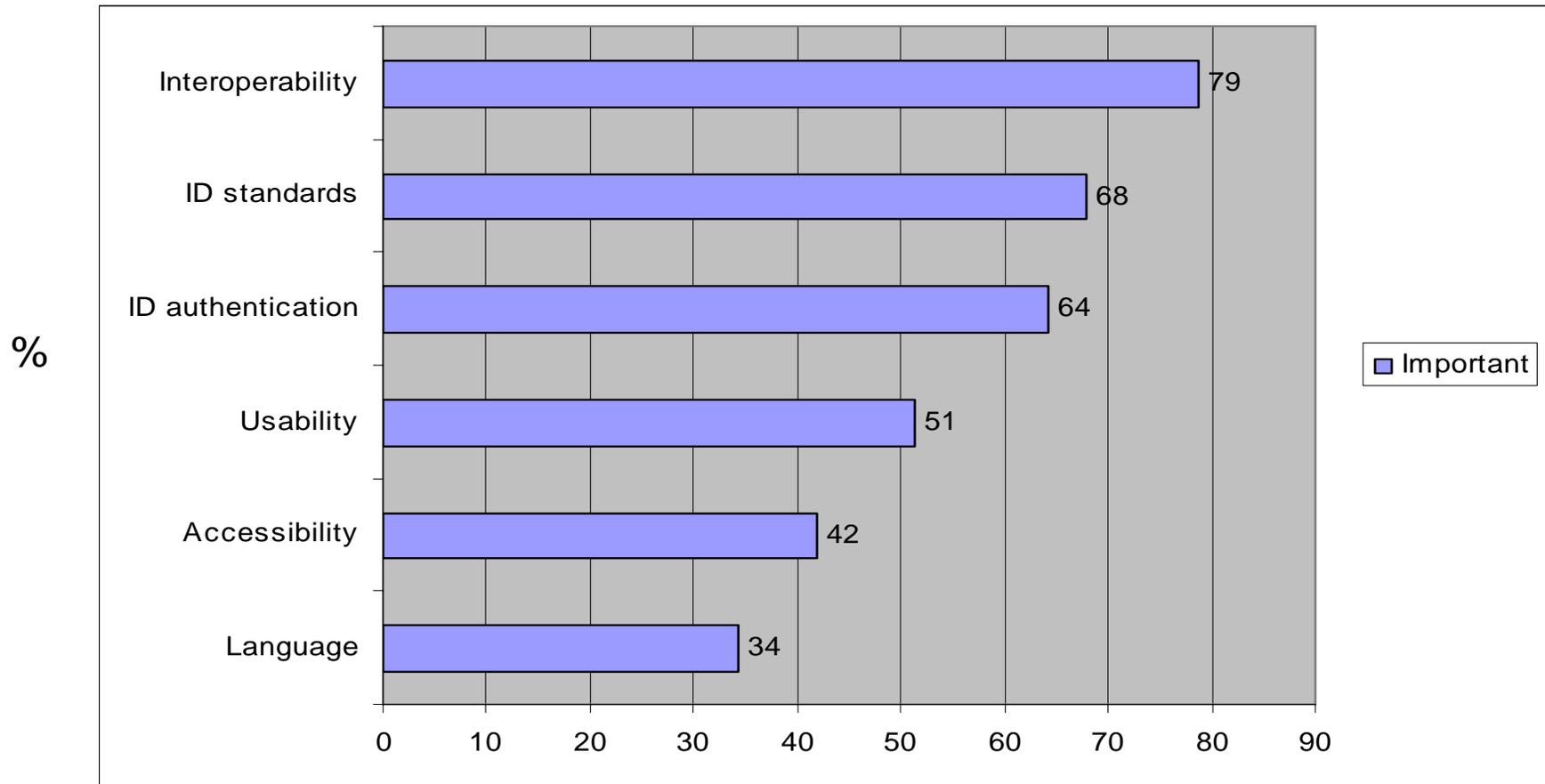
Legal Barriers
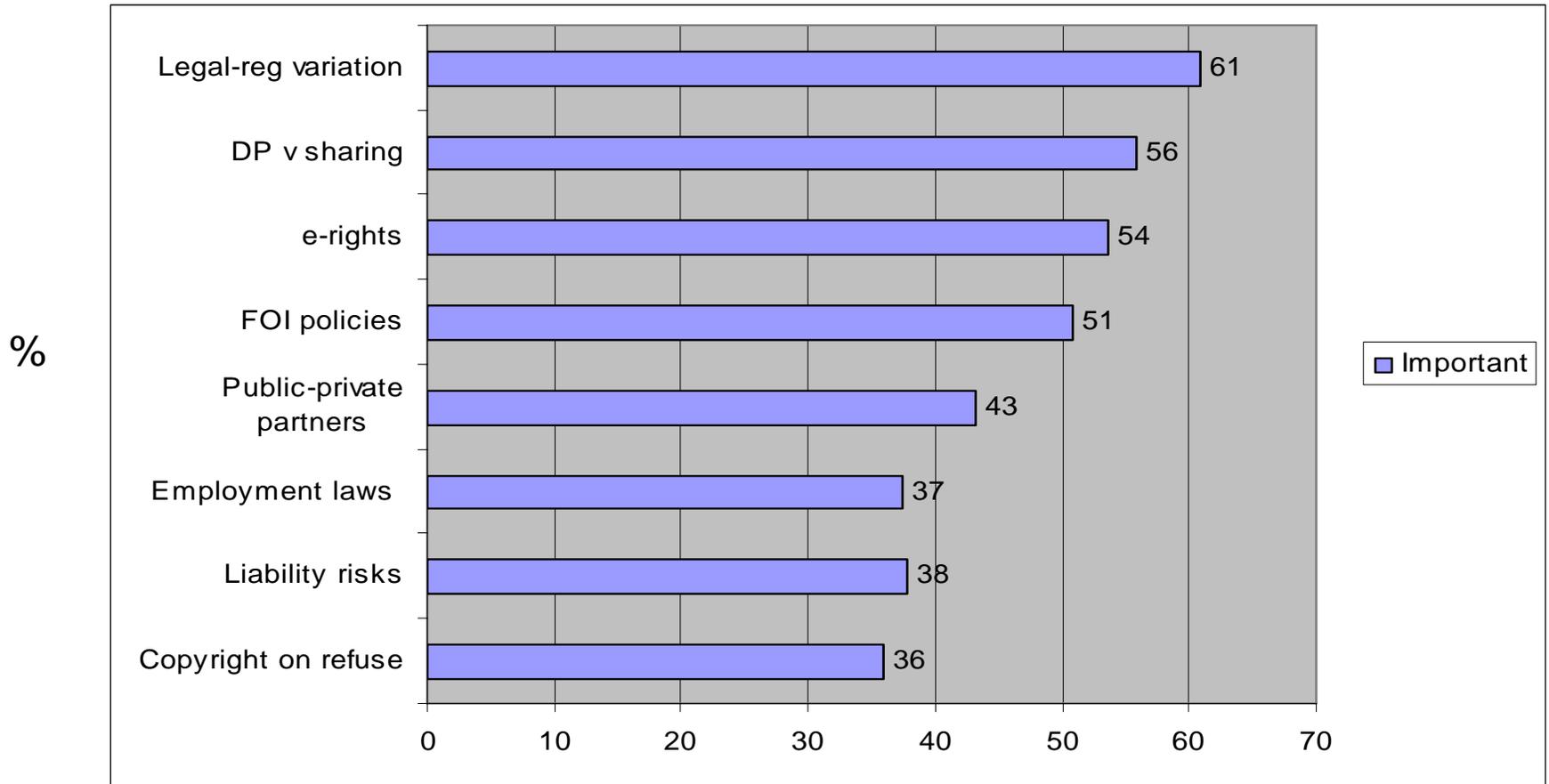
Organisational and Administrative Barriers
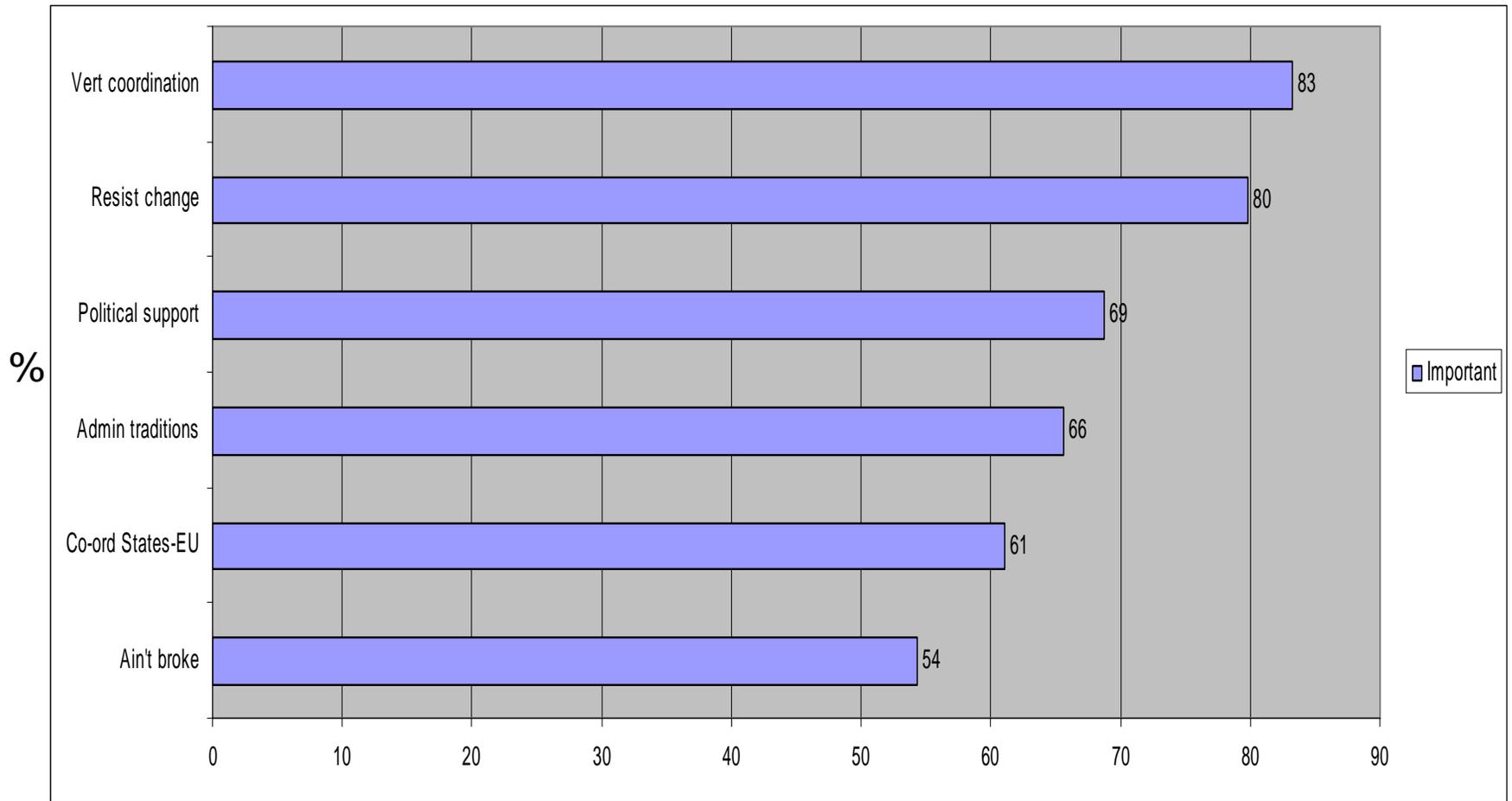
Access, Skill and Usage Barriers
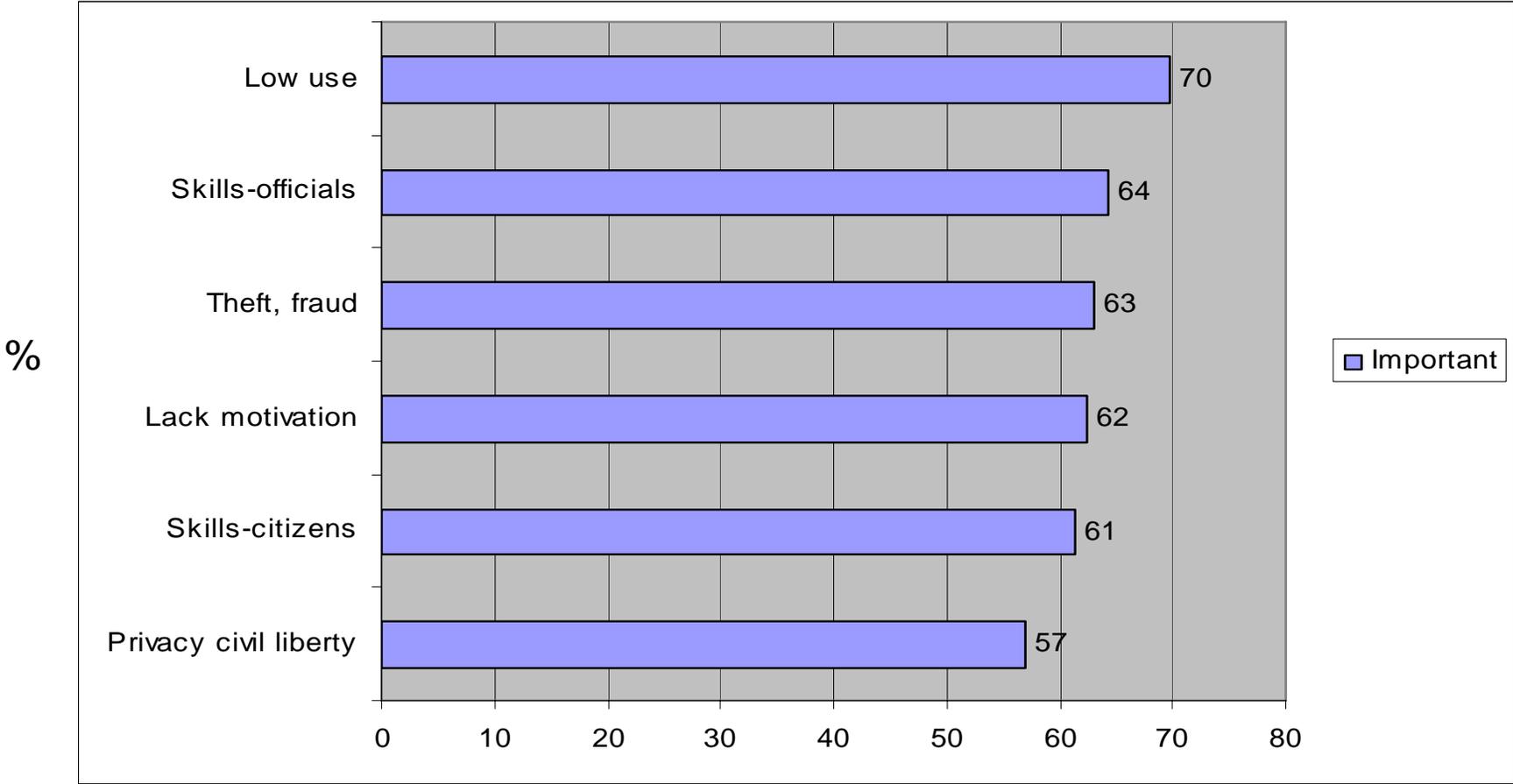
The Top Ten Barriers

1. Coordination across central, regional and local levels of government (83%) Poor Coordination
2. Resistance to change by government officials (80%) Workplace & Organizational Inflexibility
3. Lack of interoperability between IT systems (79%) Poor technical design
4. Low levels of Internet use among certain groups (70%) Digital Divides
5. Lack of political support for eGovernment (69%) Leadership Failures
6. Lack of standards for electronic identification across the EU (68%) Poor technical design
7. Differences in administrative traditions and processes across the EU (66%) Poor Coordination
8. Lack of secure electronic identification and authentication (64%) Lack of trust
9. ICT skills among government officials (64%) Workplace & Organizational Inflexibility
10. Public concerns over potential for online theft and fraud (63%) Lack of trust