

### Use of e-government services by individuals and businesses

Government portals that provide a wide range of information and services like the possibility to fill out and submit administrative forms electronically (e.g. tax declarations) have considerably transformed the way individuals and businesses interact with their government.

In OECD countries in 2014, 49% of individuals used the Internet to obtain information from public authorities and 33% have filed administrative forms electronically. Individuals in Nordic countries report the highest uptake of e-government services whereas the uptake in Chile and Italy and Poland is lower.

The use of e-government services by businesses is higher than the uptake for individuals. This might reflect the fact that in many countries the use of the digital channel is mandatory for businesses. On average across the OECD in 2013, 83% of businesses reported having used the Internet to obtain information/forms from their public authorities and 78% have returned a filled form online. Nordic countries, but also countries like France and Ireland, report a high level of uptake whereas it is lower in Canada (where data on sending filled forms only refer to tax declarations), Switzerland, Germany and Mexico.

A growing number of businesses in OECD European countries also use e-procurement systems. E-procurement facilitates access to public tenders and increases competition. It can also reduce costs to government by reducing administrative burdens, shortening procurement contract cycles and raising compliance levels. Among OECD European countries in 2013, the percentage of businesses using e-procurement systems goes from more than 35% in Finland and Slovenia for accessing documents to about 18% in Italy, Spain and Hungary. The use of e-tendering systems is particularly high in Ireland (30%), Estonia (24%) and Poland (24%).

Greater uptake of e-government services and systems may indicate a better quality of the overall e-government infrastructure, but not always. The percentage of households with Internet connection in the country, the general tendency of a population to interact with their authorities and other factors may also influence the level of e-government uptake.

#### Methodology and definitions

Data come from Eurostat, Information Society database and the OECD ICT database. Public authorities refer to both public services and administration activities (e.g. tax, customs, business registration and social security). Data cover the local, regional and national level.

Three types of online interactions are reported: 1) obtaining information; 2) obtaining or downloading forms (only for businesses); and 3) sending filled forms. Interactions via e-mail are excluded. "Sending filled forms" relates to "sending filled forms to public authorities or public services over the Internet for private purposes in the last 12 months" for countries in the European Statistical System, and to "completing/lodging filled in forms from government organisations' websites in the last 12 months" for other countries. For Figure 10.9, individuals between 16 and 74 years old are covered. For Figure 10.10, simple interactions include obtaining information or downloading forms. When both data were available the highest value was taken. For Figures 10.10 and 10.11, sector coverage consists of all activities in manufacturing and non-financial market services. Only enterprises with 10 or more persons employed are considered. For Figure 10.11, e-tendering refers to businesses using the Internet for offering goods or services in e-procurement systems in their country.

#### Further reading

OECD (2014), *Measuring the Digital Economy: A New Perspective*, OECD, Paris, <http://dx.doi.org/10.1787/9789264221796-en>.

#### Figure notes

Data for Japan and the United States are not available.

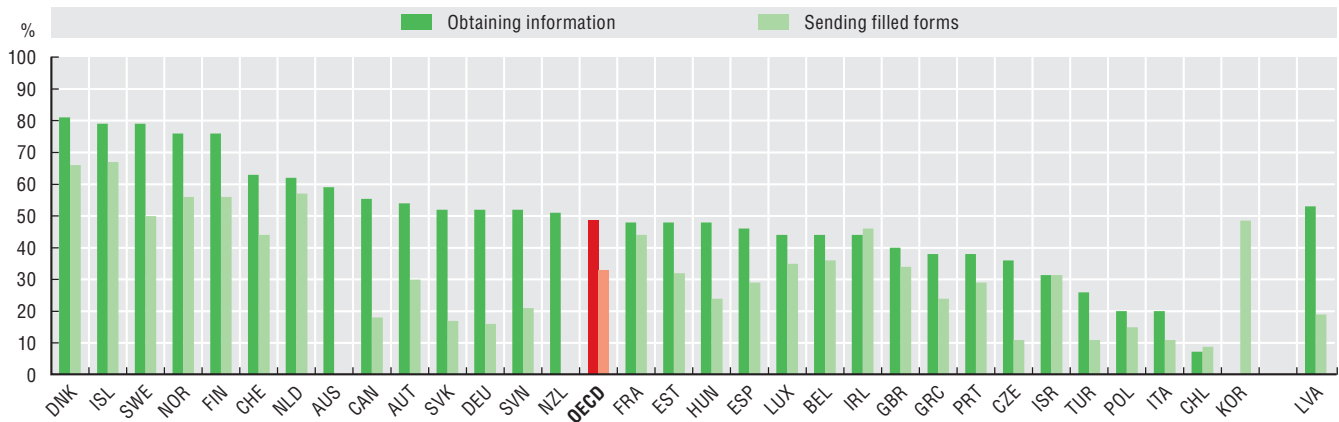
10.9: Data for Mexico are not available. For Australia, data refer to 2012/13 (fiscal year ending in June 2013), and to individuals aged 15 and over. Data for Canada refer to 2012 for obtaining information and 2009 for sending filled forms. For New Zealand, data refer to 2012 for both interaction and sending filled forms. For Israel, data refer to 2009, and to all individuals aged 20 and over who used the Internet for obtaining services online from government offices, including downloading or completing official forms. Data for Chile and Korea refer to 2012.

10.10: Data for Chile and Israel are not available. For Canada, Korea, Mexico, New Zealand and Switzerland, data for obtaining information/forms refer to the proportion of businesses interacting online with government organisations for obtaining information/downloading forms. For Australia, Korea, Mexico and New Zealand, data for sending filled forms refer to the percentage of businesses interacting online with government organisations to complete/submit forms electronically. For Canada, data for returning completed forms refer to enterprises that completed or submitted taxation forms online. For Slovenia, outsourcing of contacts with public authorities via accounting enterprises is included. For Australia, data refer to the fiscal year ending 30 June 2012 (2011/12) and the total includes Agriculture, forestry and fishing. For Mexico, data refer to 2008 and to businesses with 20 or more persons employed. For Switzerland, data refer to 2011 and to businesses with five or more persons employed. Data for Turkey refer to 2012.

10.11: Data for OECD non EU countries are not available.

Information on data for Israel: <http://dx.doi.org/10.1787/888932315602>.

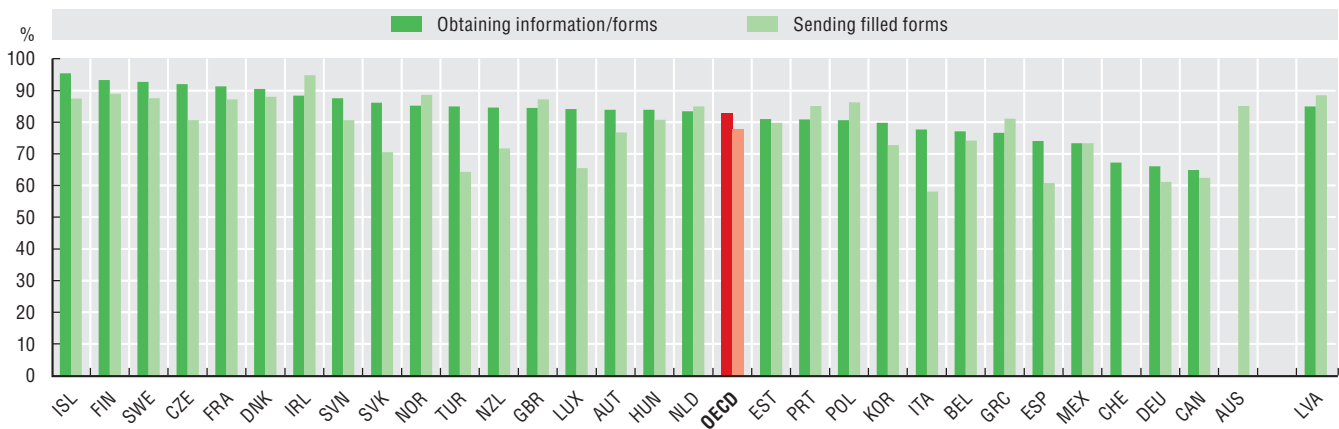
10.9. Individuals using the Internet to interact with public authorities by type of activity (over the past 12 months), 2014



Source: OECD, ICT Database; and Eurostat, Information Society (database).

StatLink <http://dx.doi.org/10.1787/888933249196>

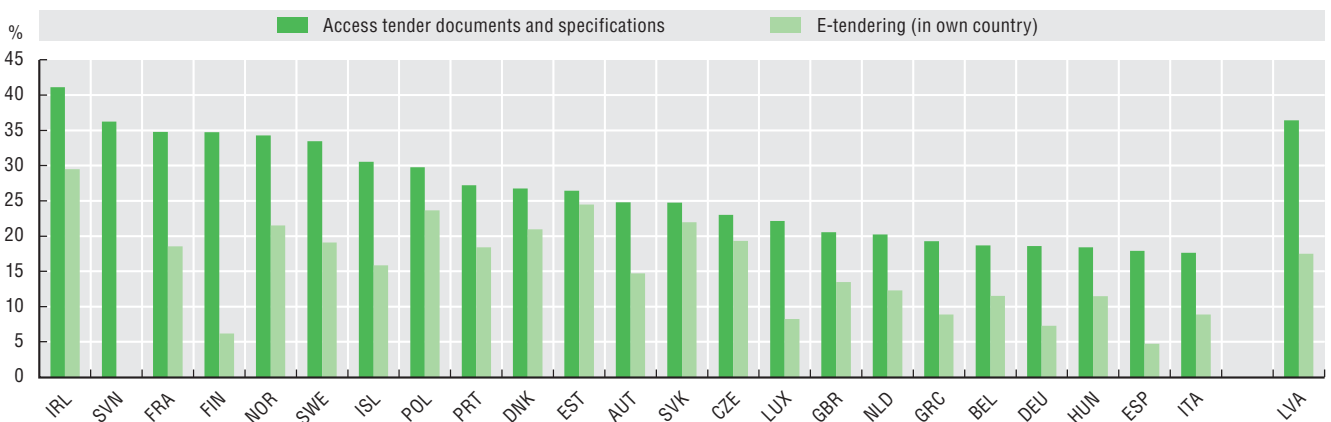
10.10. Businesses using the Internet to interact with public authorities by type of activity (over the past 12 months), 2013



Source: OECD, ICT Database; and Eurostat, Information Society (database).

StatLink <http://dx.doi.org/10.1787/888933249202>

10.11. Businesses using electronic procurement systems, 2013



Source: Eurostat, Information Society (database).

StatLink <http://dx.doi.org/10.1787/888933249211>



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