

For e-government to be successful and for its efficiencies to be fully realised, citizens and businesses must be willing to use e-government services on a regular basis. The maturity of those services and the internal efficiencies associated with providing them can only be realised if people use this delivery channel.

A significantly higher percentage of businesses use e-government services than citizens, in part because governments can more easily require the use of digital communications for businesses than they can for citizens. Both citizen and business use of e-government services has increased in recent years in most OECD member countries monitored by the European Commission. However, when compared to the availability of e-government services, citizen take-up remains low even for leading countries.

Many OECD member countries monitored by the European Commission are trying to determine why e-government services are not achieving higher rates of uptake. Because access to the Internet is a prerequisite for the use of online services, one driver for uptake is the penetration of broadband infrastructure in society. The data indicate a strong correlation between the penetration of broadband and the use of e-government services by citizens.

Methodology and definitions

The indicators on citizen and business uptake of e-government services are based on data collected by Eurostat. The data are part of Eurostat's Information Society Statistics database which evaluates the share of citizens and businesses using the Internet to interact with public services. Data are collected only for European countries.

The e-government take-up by citizens indicator measures the percentage of individuals (aged 16-74) who used the Internet to interact with public authorities in the three months preceding the survey. Data are collected through Eurostat's annual Community Survey on ICT Usage in Households and by Individuals.

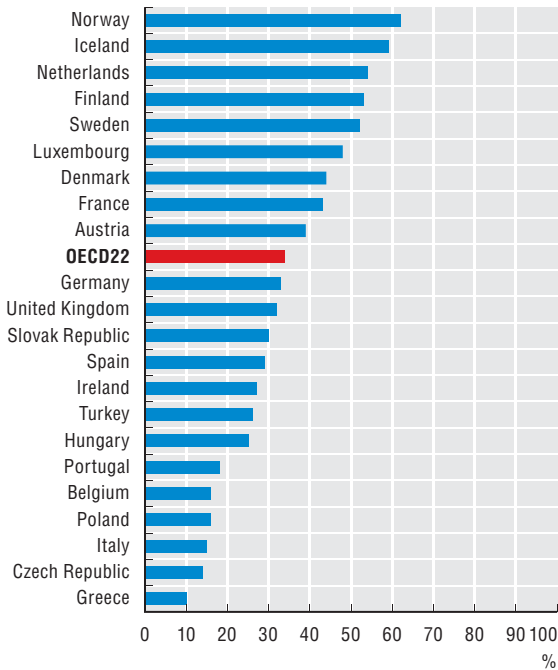
The e-government take-up by businesses indicator measures the percentage of enterprises using the Internet to interact with public authorities. Only businesses with ten or more employees are included. Data are collected by national statistical offices based on Eurostat's annual Model Survey on ICT Usage and E-Commerce in Businesses.

OECD calculated the correlation between broadband penetration and citizen uptake of e-government services using an OECD-defined indicator of broadband penetration and Eurostat data on citizen uptake. The broadband penetration indicator is the number of broadband subscribers (DSL, Cable, Fibre/LAN, other) per 100 inhabitants. The coefficient of correlation is 0.803.

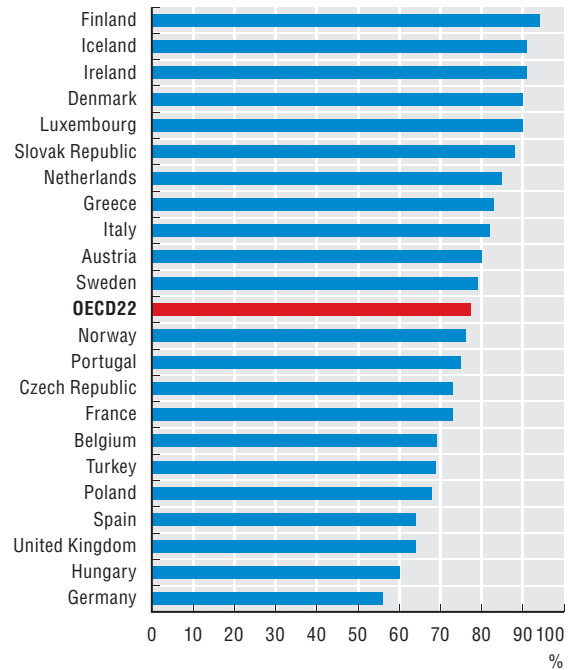
Note

Data are provided for 22 OECD member countries monitored by the European Commission. The following OECD member countries are not included in the European Commission data: Australia, Canada, Japan, Korea, Mexico, New Zealand, Switzerland and the United States.

31.1 Percentage of citizens using e-government services (2008)



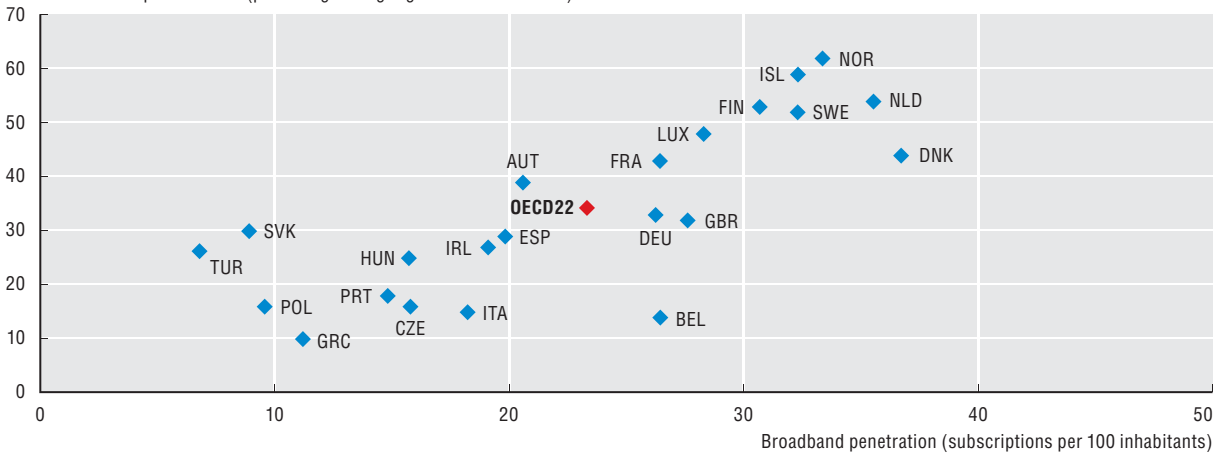
31.2 Percentage of businesses using e-government services (2008)



Source: Eurostat (2008), <http://ec.europa.eu/eurostat>. Data accessed on 22 July 2009. Data for Turkey are from Turkostat.

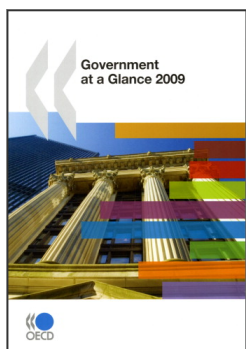
31.3 Relationship between broadband penetration and citizen uptake of e-government services (2008)

E-Government take-up for citizens (percentage using e-government services)



Source: OECD 2007 broadband statistics (www.oecd.org/sti/ict/broadband) and Eurostat (2008).

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