

 **Government** MONITOR 2012
Nutzung und Akzeptanz von elektronischen Bürgerdiensten im internationalen Vergleich

Management
Summary

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Management Summary

› In comparison to previous years, the eGovernment MONITOR 2012 has been considerably elaborated both in its coverage and methodology: The topics of Open Government and Mobile Government have been extended and with the inclusion of the Switzerland and the USA, the study of this year provides a cross-cultural analysis of six countries. Furthermore, the derived user typology distinguishes four types of users in terms of their usage of online participation services. The user types differ regarding to their frequency of online services usage, their political interests and engagement as well as their usage and interest in Open Government services.

Digital Non-participants (Digitale Unbeteiligte) and Pre-digital Interested Individuals (Prädigitale Interessierte) are characterized by low to moderate interest in politics, which is indicated by their rare utilization of online services on political participation so far. Digital Observers (Digitale Beobachter) and Digitally Engaged (Digitale Engagierte) use the Internet in all areas of their lives intensively at the same time they show an increasing interest and commitment in political issues, which they also transfer in the online environments. In this context, Open Government Services or network policy issues receive a great deal of interest. With 45% of the respondents, these two groups already represent a significant part of the population, while another 24% (Pre-digital Interested Individuals) could be attracted by leading them to the platforms of online participation in the future.

An interesting result of the study is worth mentioning: while the adoption rate of the leading countries has mainly remained the same – for example, in Austria and Sweden the number of users stagnate around 70% - Germany achieved a significant increase of 5% and has reached to a total of 45% eGovernment users, now being at the same level with the UK. Similar to the previous year, these numbers imply the levels of citizen satisfaction with e-government services. In Austria, Switzerland and Sweden, over 60% and up to 80% respondents are at least satisfied with the available e-

services of their governments and reflect it with high levels of adoption.

Security and privacy continue to remain key issues for the users of e-government services. Yet, the data protection concerns as a barrier to e-government adoption have declined in all countries over the previous year, implying that the citizens' trust and confidence in the safety precautions have increased. The main obstacle is still the lack of fully online services and their intransparent structure. Inevitable is obviously more transparency for the individual services and their structure, as the respondents complain about lack of help and usage support. Online portals of the municipalities, on the other hand, were assessed as being transparent by an average of 50% or more respondents. This is also reflected in the fact that more and more citizens consider mobile access to simple services of governments as being useful and desirable. Except the United States, mobile devices were perceived as being more than slightly important at a level of 50% or more in all countries.

Open Government services are enjoying a growing popularity and adoption. Today, 30% of the Swiss use information from open data portals, followed by Austria and Germany with 23% and 16% usage. In addition to Open Data, establishing contacts and Online Participation are the most promising areas for Open Government usage. •

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