



# eGovernment Benchmark 2023

## Factsheets

Connecting Digital Governments

### Factsheets

Written by Capgemini, Sogeti, IDC and Politecnico di Milano for the European Commission Directorate General for Communications Networks, Content and Technology  
June 2023



DG CONNECT



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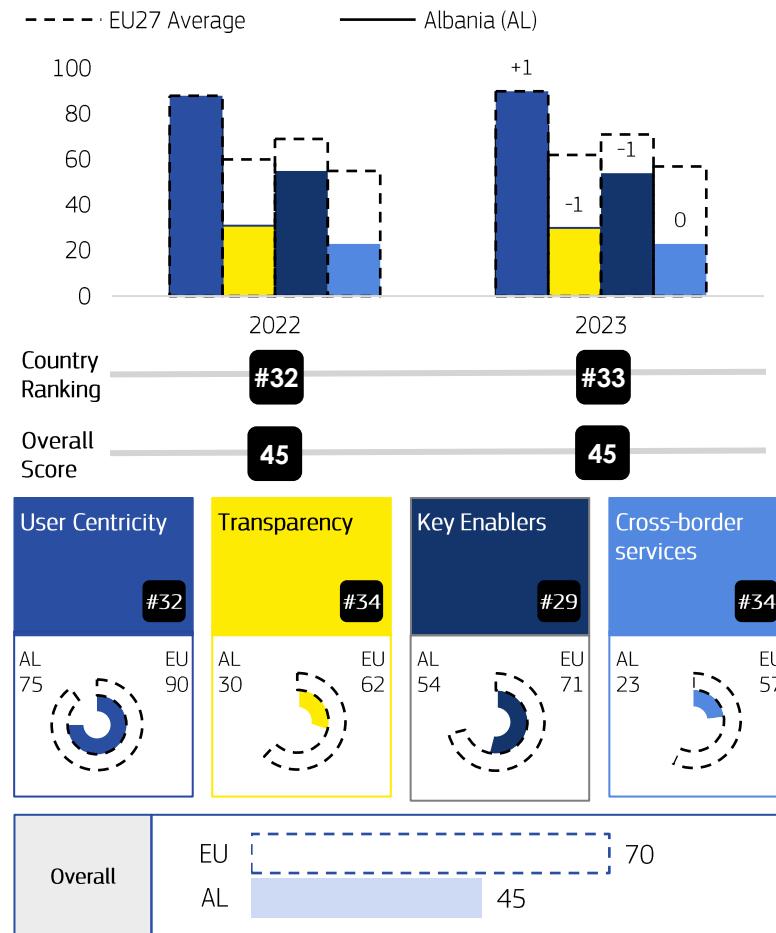


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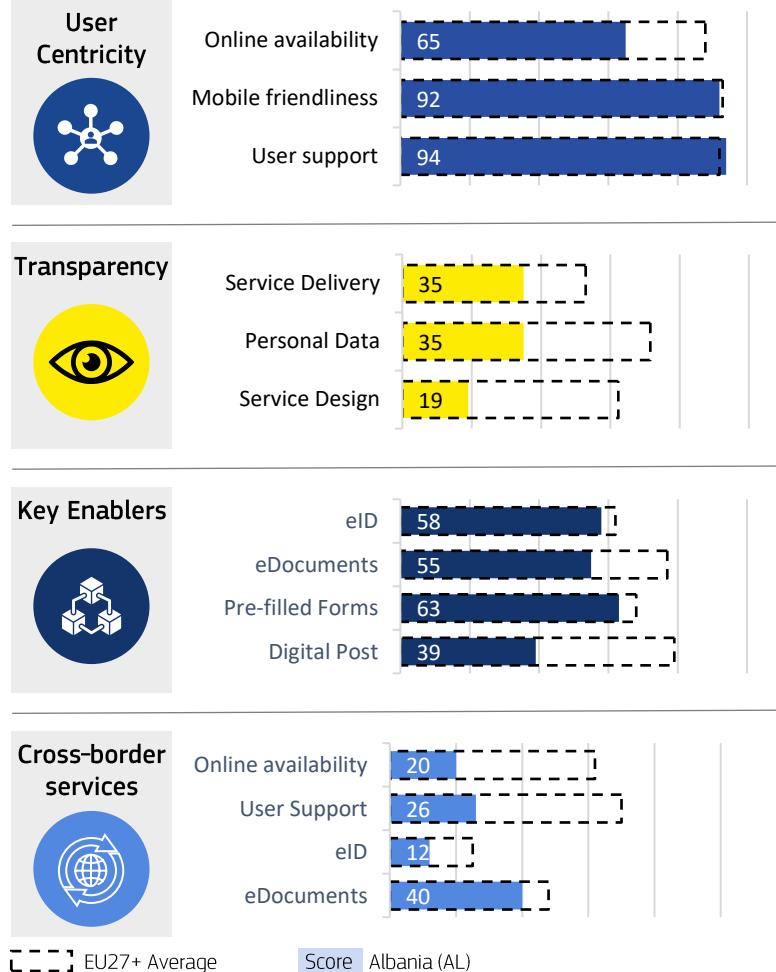
# Albania

## eGovernment Benchmark 2023

### eGovernment Maturity per Key Dimension



### Score per Indicator



The Key Dimension **User Centricity** indicates to what extent (information about) a service is provided online, how the online journey is supported and if public websites are mobile friendly.

- **Online Availability:** indicates if a service is online. Ranging from offline (0%), only information online (50%), fully online (100%).
- **User Support:** indicates if support, help and (interactive) feedback functionalities are online.
- **Mobile Friendliness:** indicates if the website provides a service through a mobile-friendly interface; an interface that is 'adopted' to the mobile device.

The Key Dimension **Transparency** indicates to what extent governments are transparent regarding:

- **Transparency of Service Delivery:** indicates to what extent governments are transparent as regards the process of service delivery.
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The Key Dimension **Key Enablers** indicates the extent to which 4 technical pre-conditions are available online:

- **Electronic identification (eID):** indicates if users can identify with their national eID for services
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The Key Dimension for **Cross-border Services** indicates to what extent EU citizens can use online services in another country.

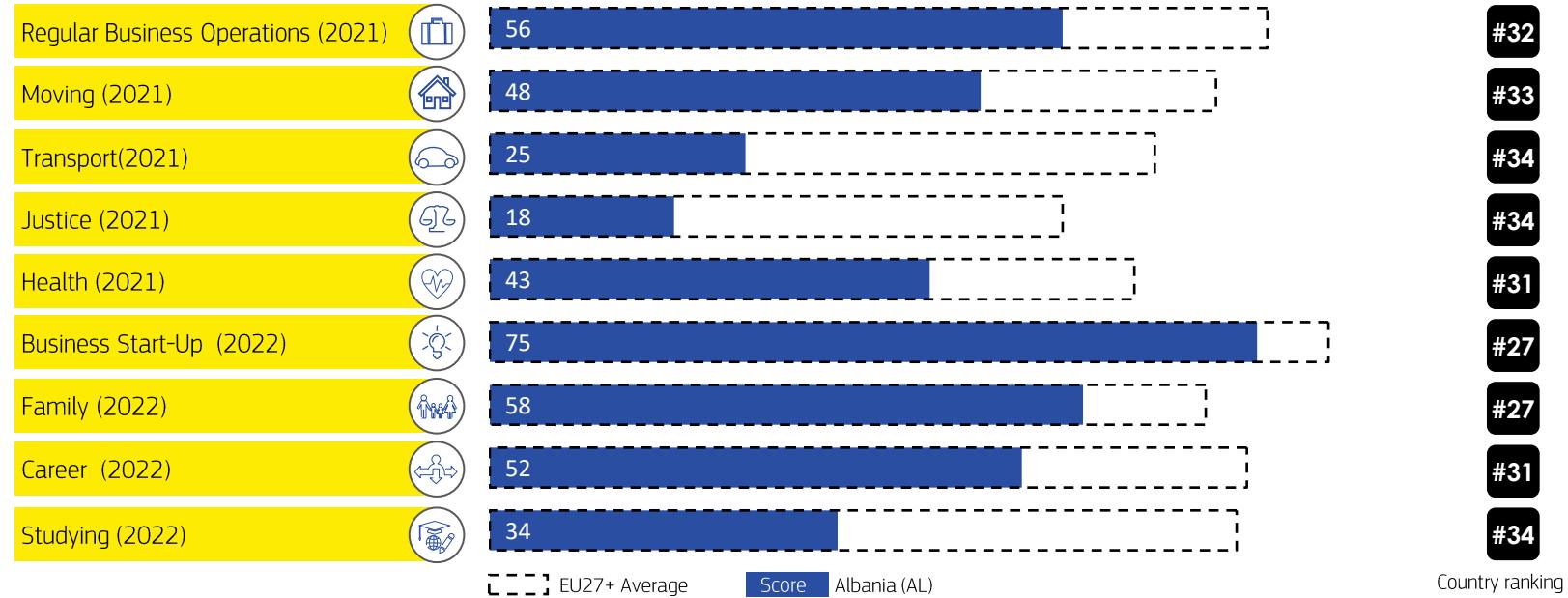
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### Digital Maturity and Ranking per Life Event



### Key Figures



\*These scores are different from the Digital Decade targets, which use the *Online Availability* indicator as input

Career (2022). From immediate actions for unemployed applications for additional benefits and allowances, this life event captures vital elements when becoming unemployed. It also include various services concerning job search and participation in training programs, supporting people to find a job.

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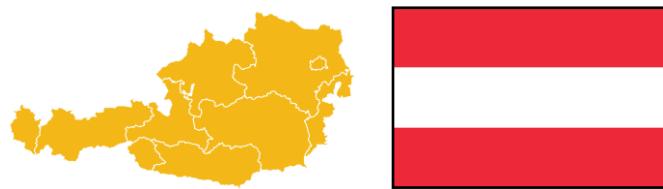
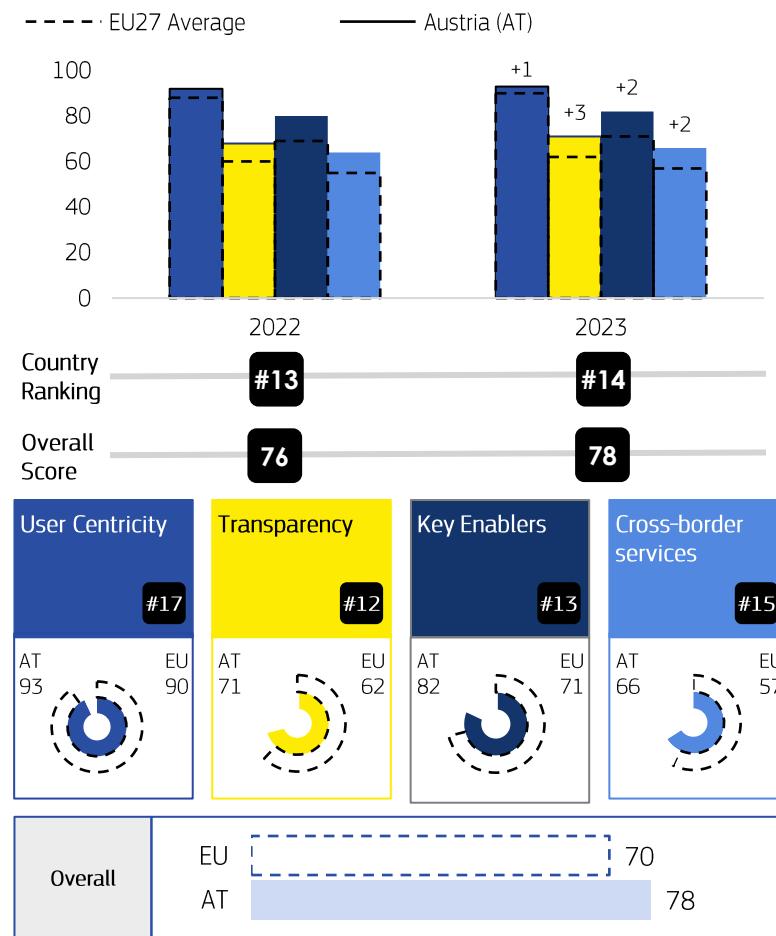
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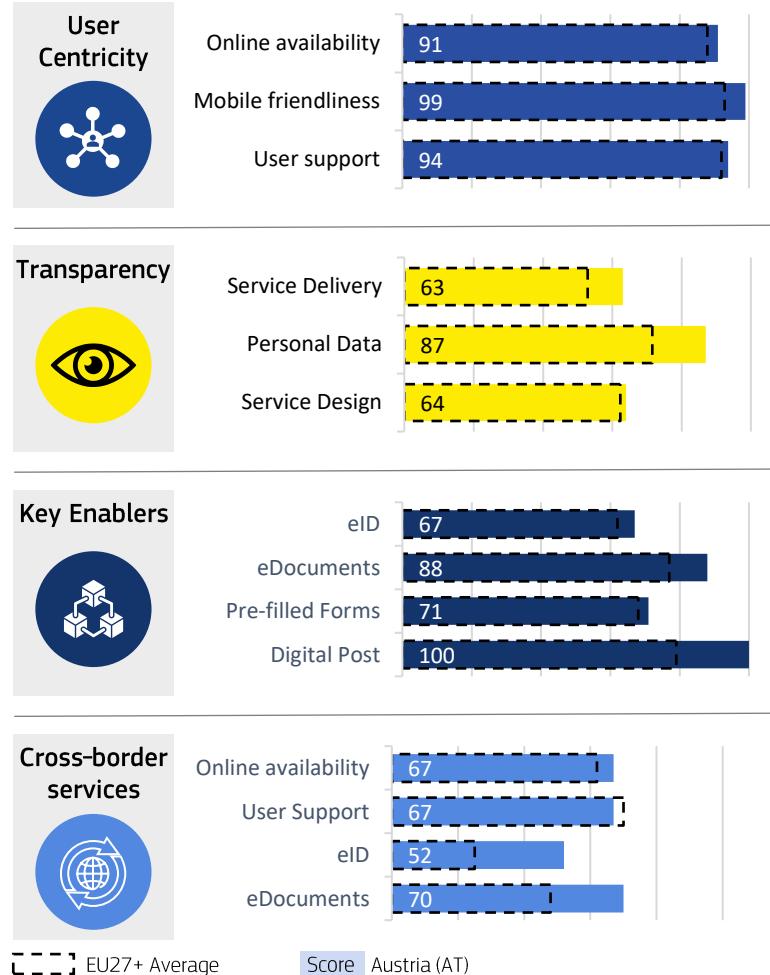
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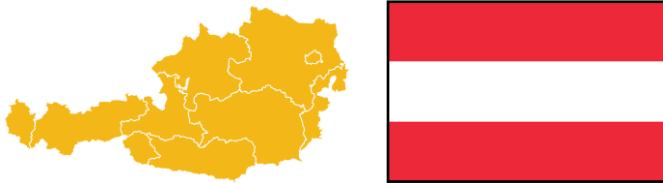
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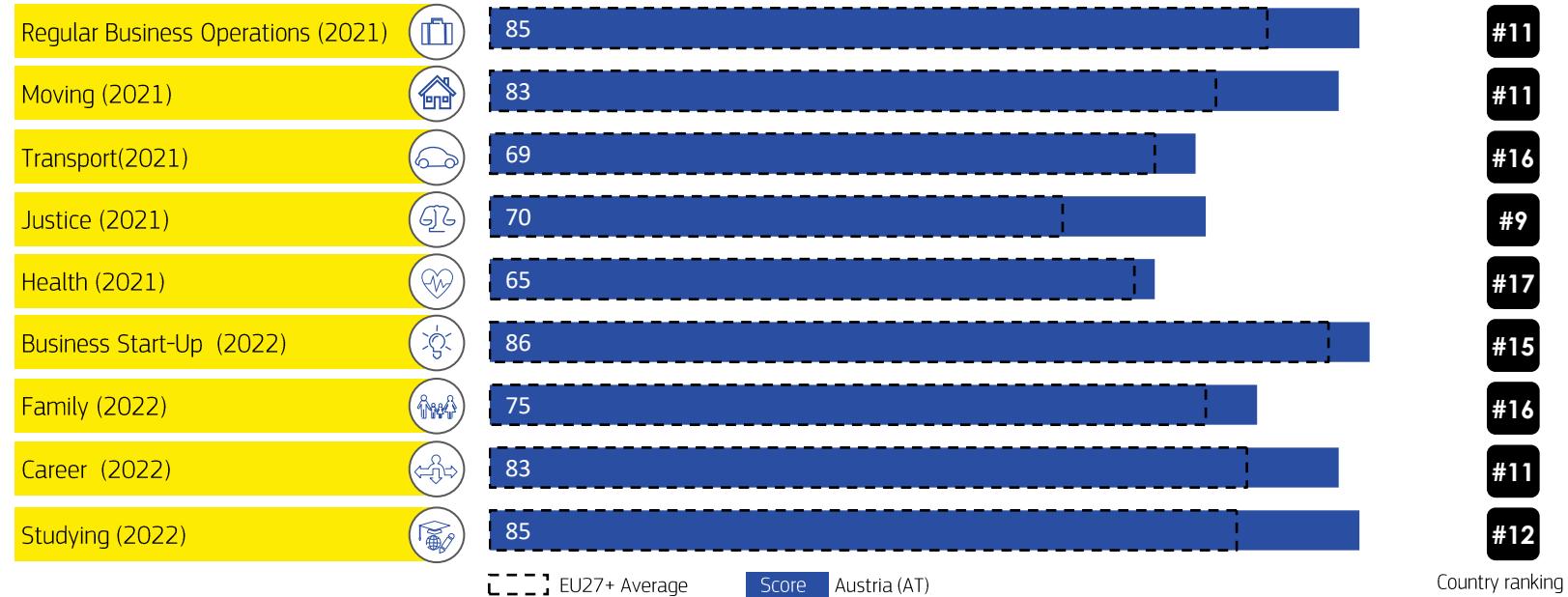
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### Key Figures



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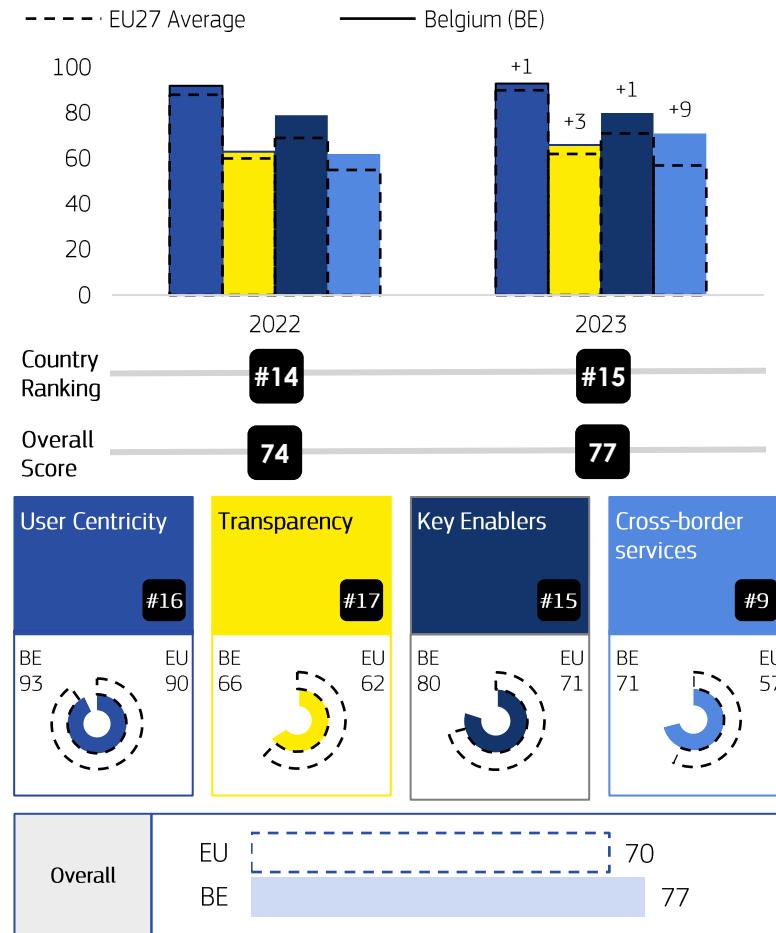
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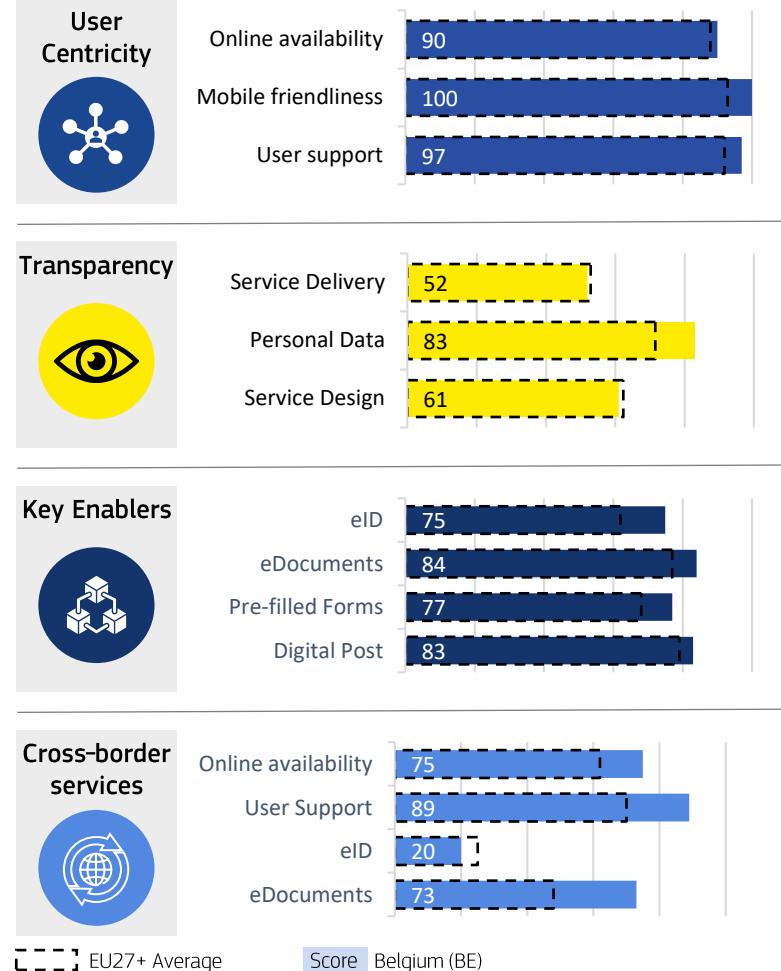
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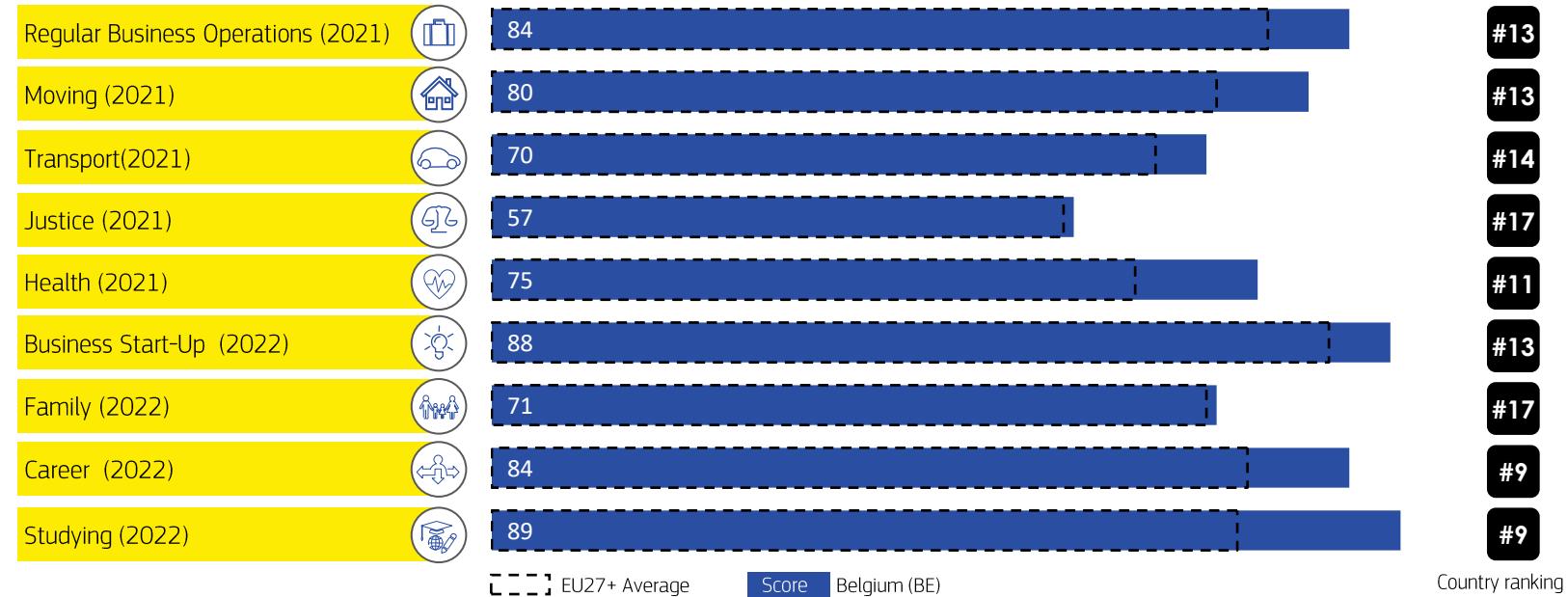
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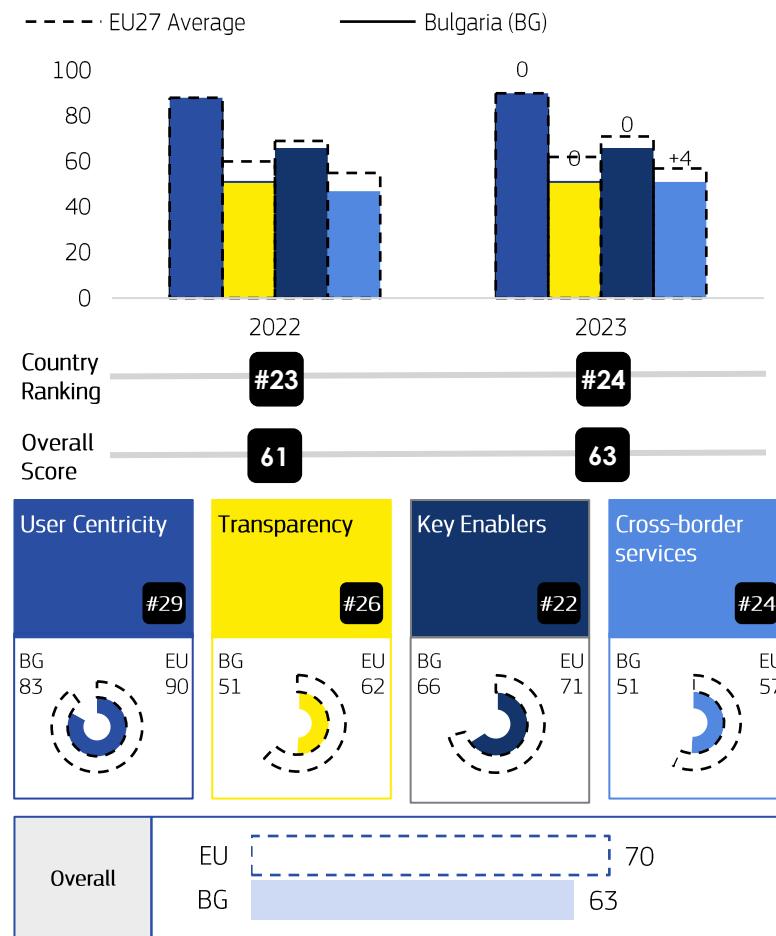
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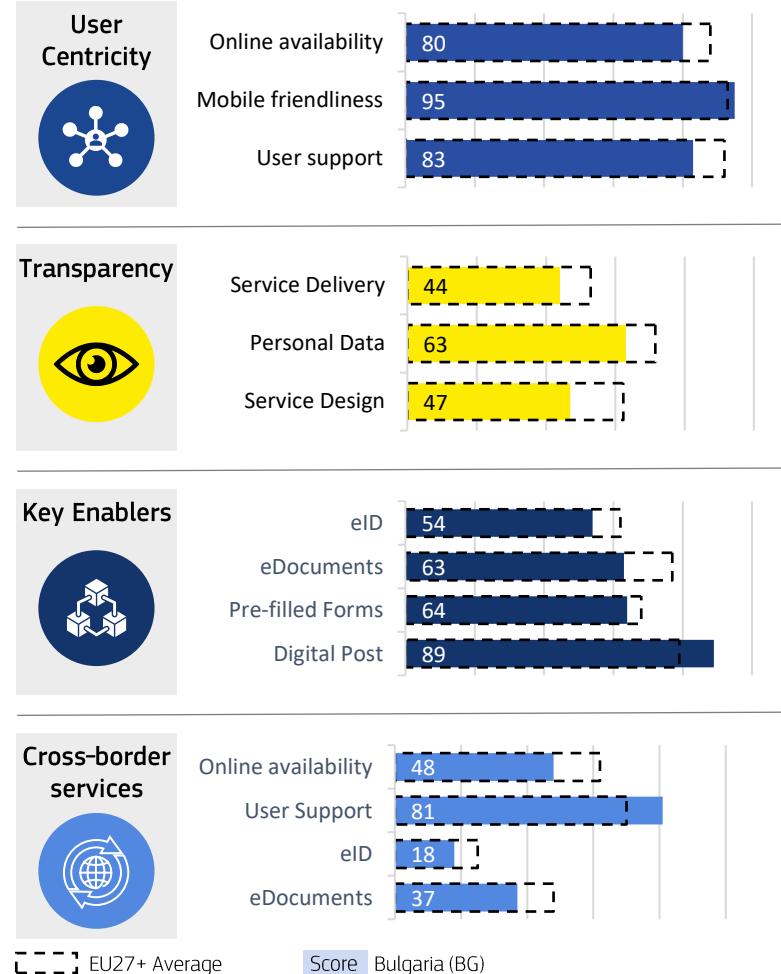
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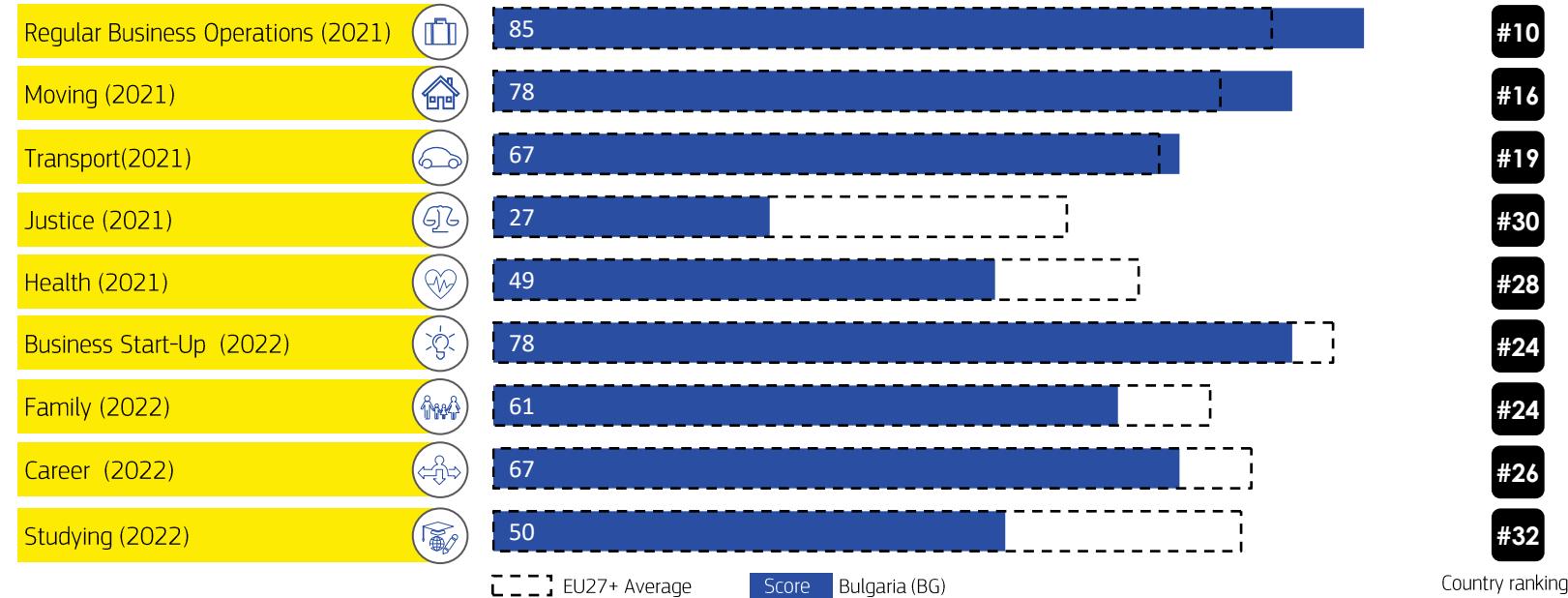
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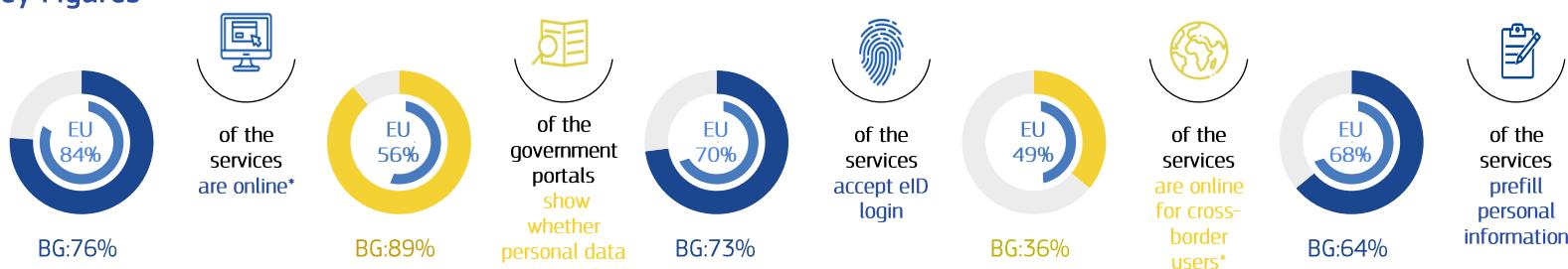
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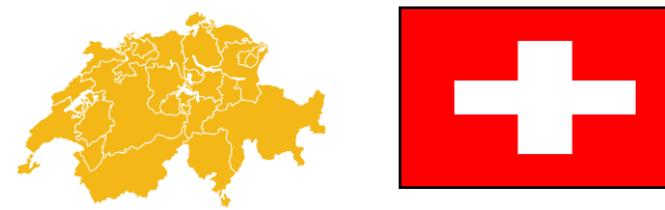
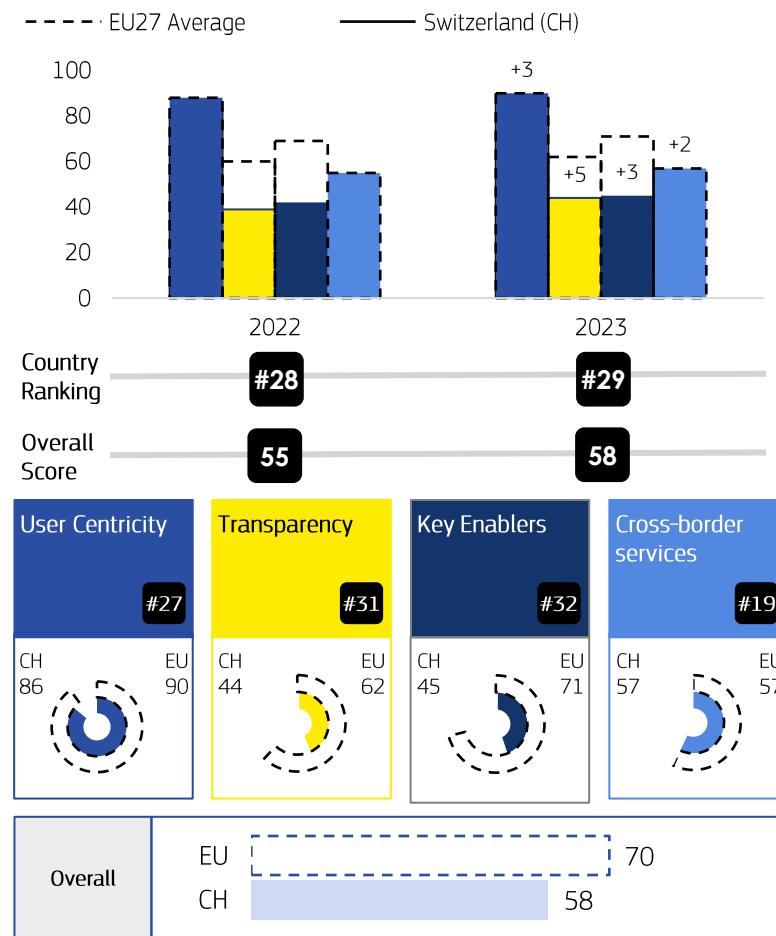
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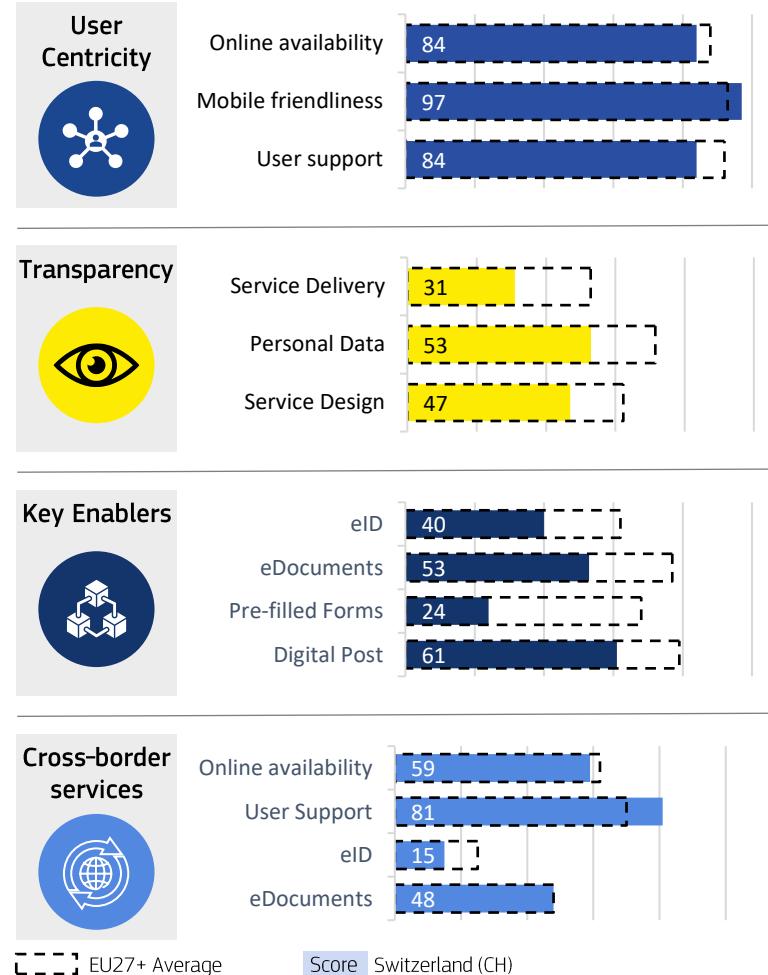
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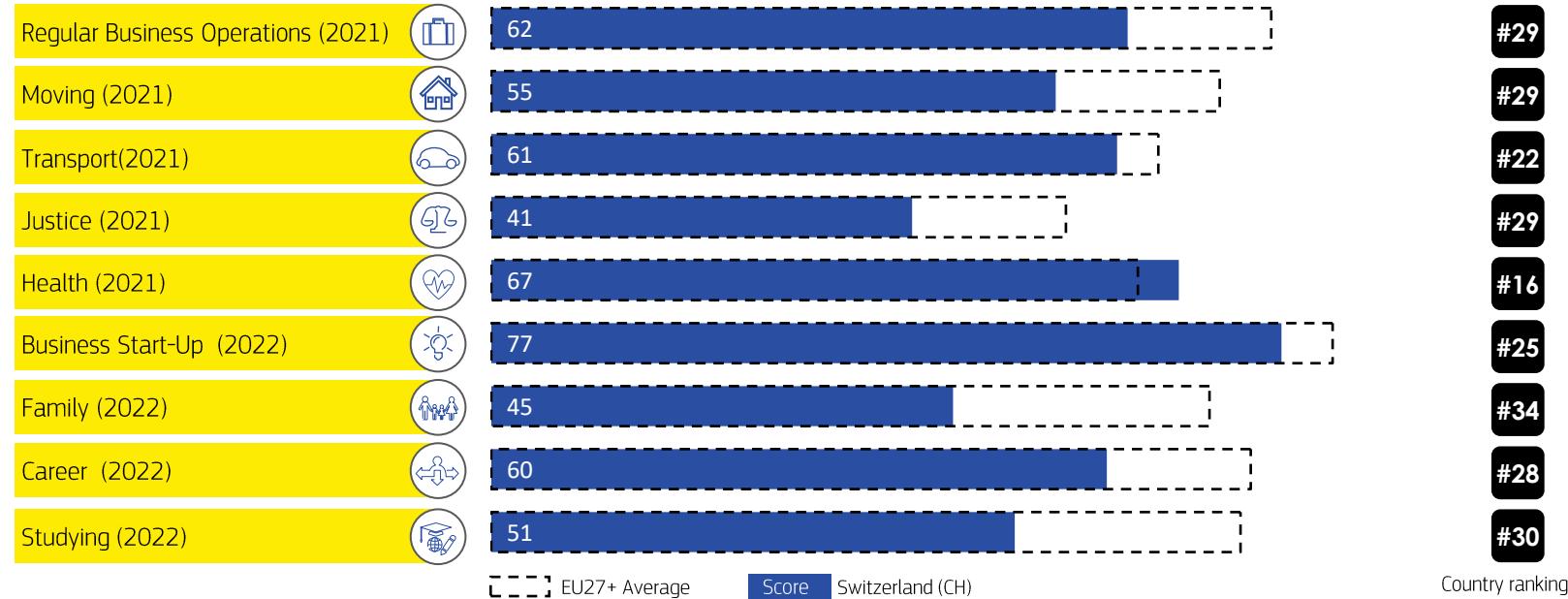
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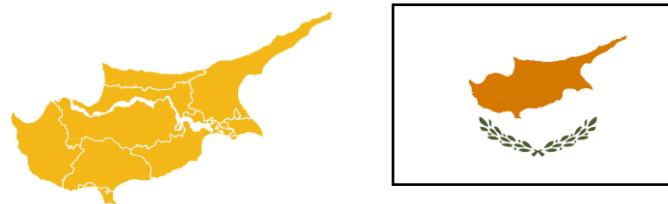
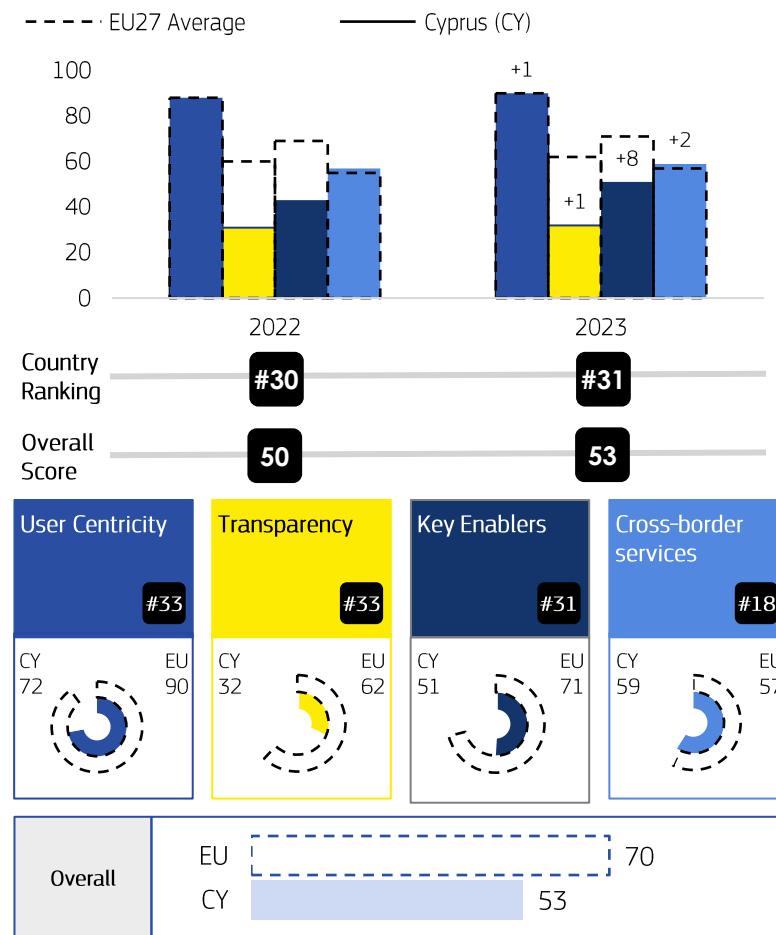
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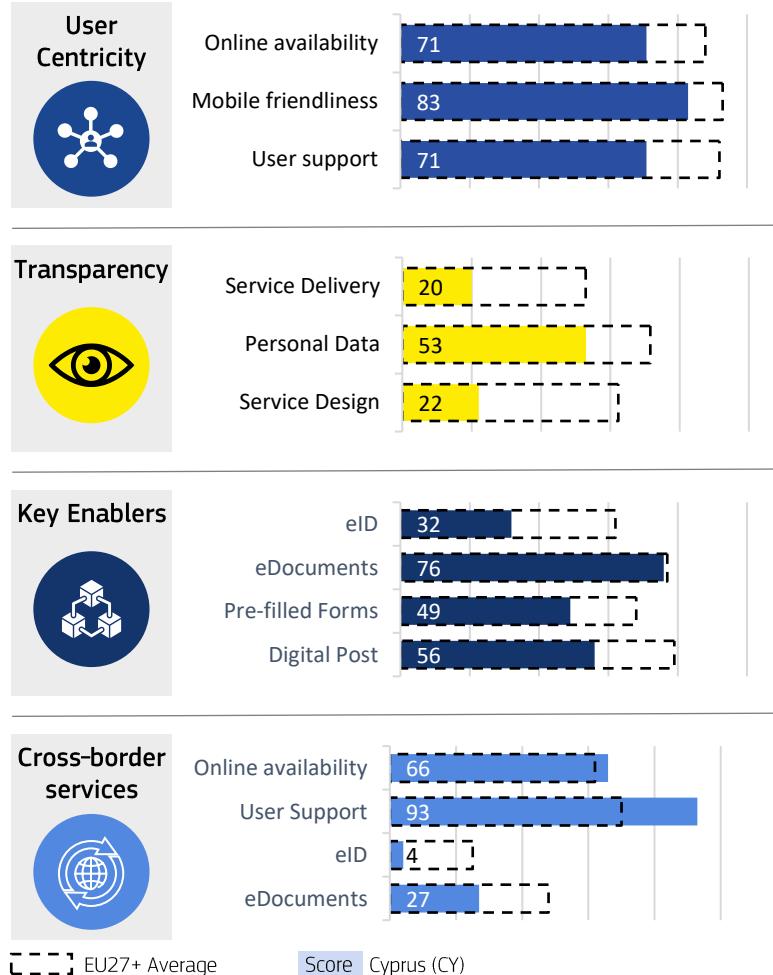
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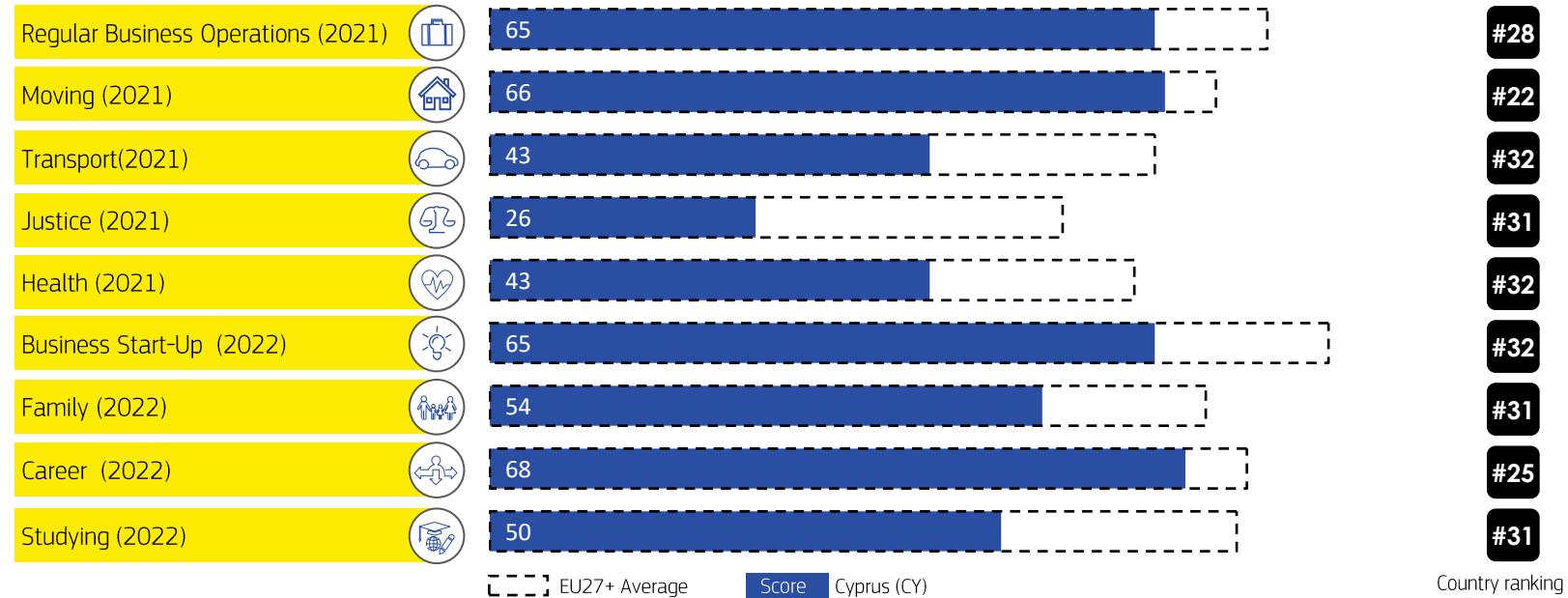
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# Cyprus

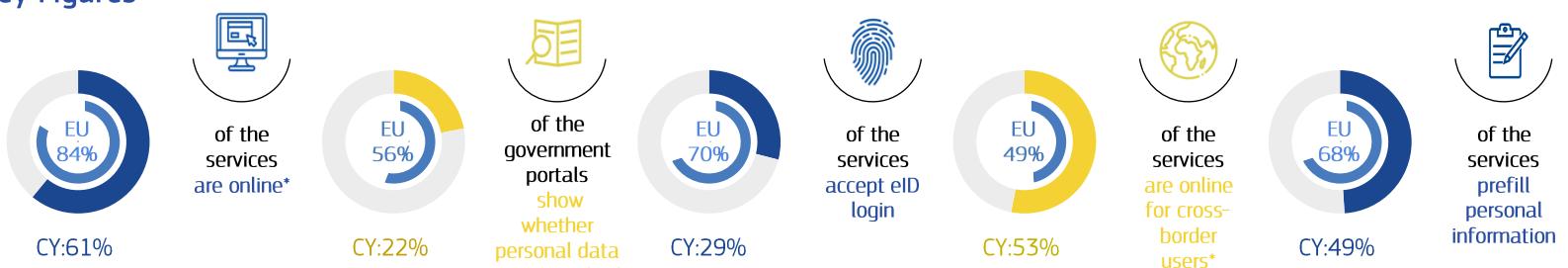
## eGovernment Benchmark 2023



### Digital Maturity and Ranking per Life Event



### Key Figures



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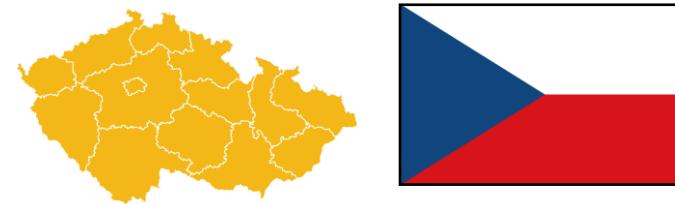
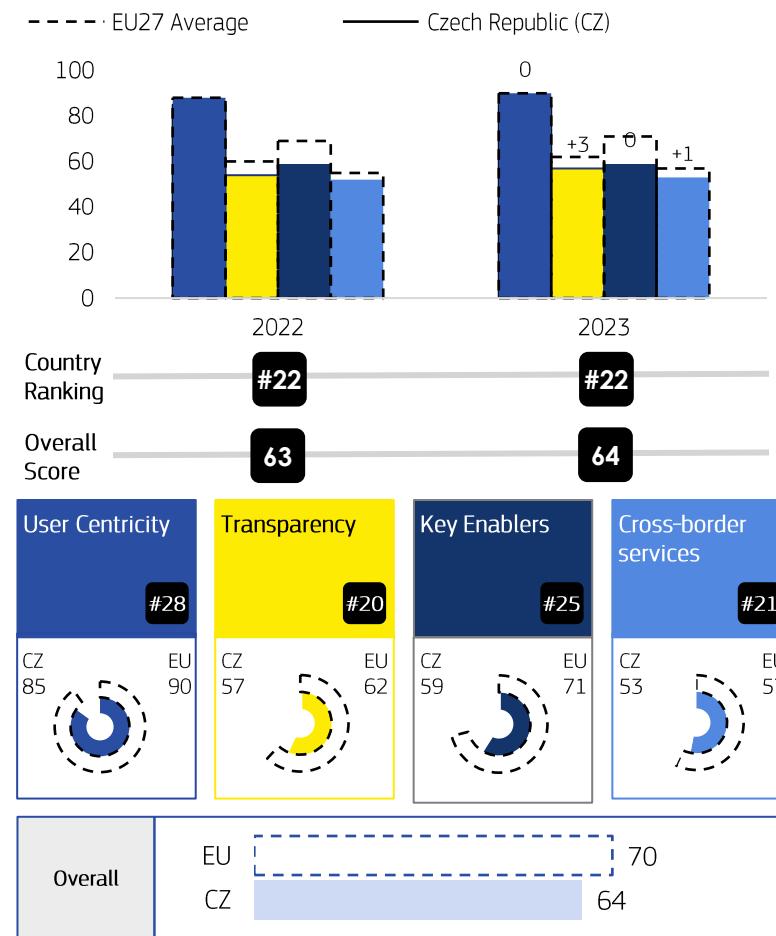
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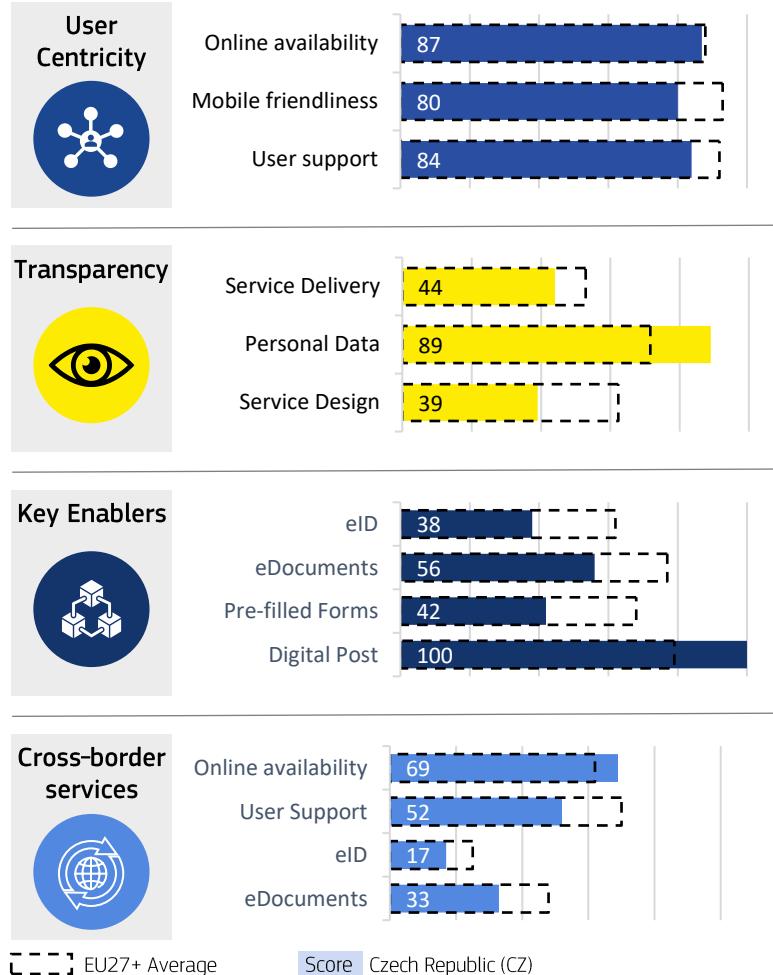
# Czech Republic

## eGovernment Benchmark 2023

### eGovernment Maturity per Key Dimension



### Score per Indicator



The Key Dimension **User Centricity** indicates to what extent (information about) a service is provided online, how the online journey is supported and if public websites are mobile friendly.

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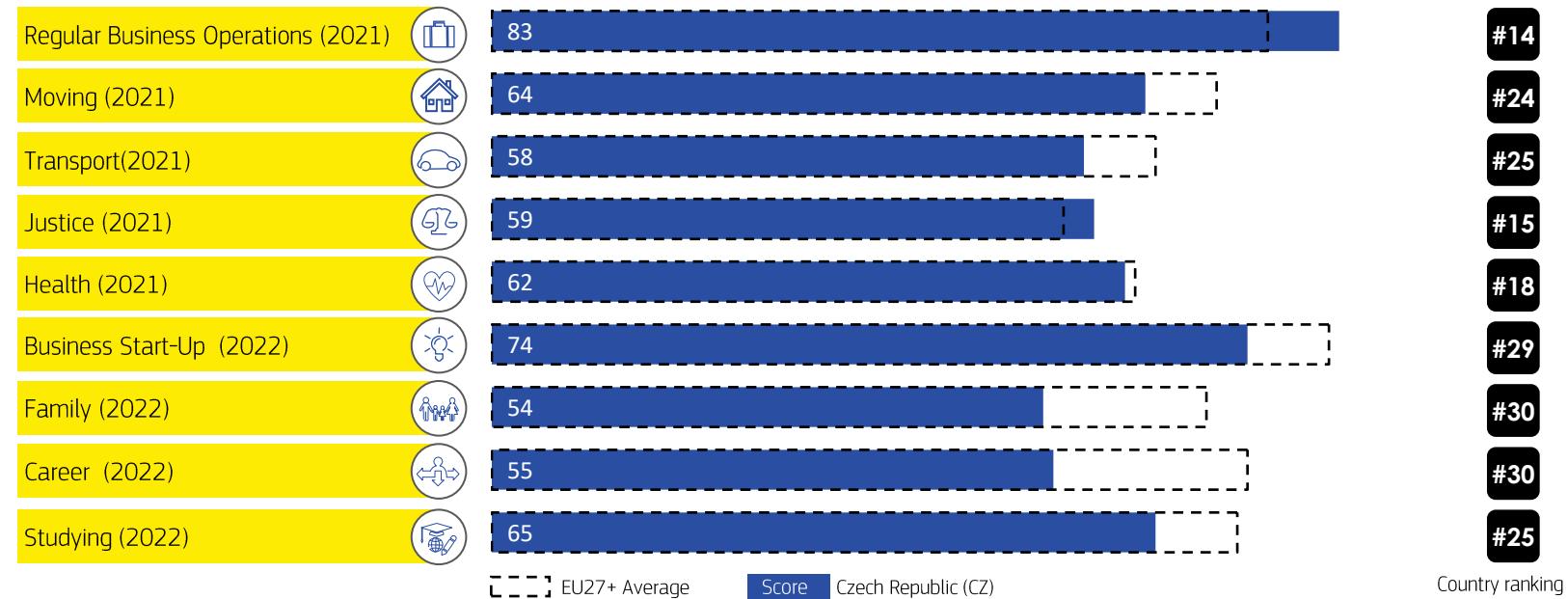
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# Czech Republic

## eGovernment Benchmark 2023



### Digital Maturity and Ranking per Life Event



### Key Figures



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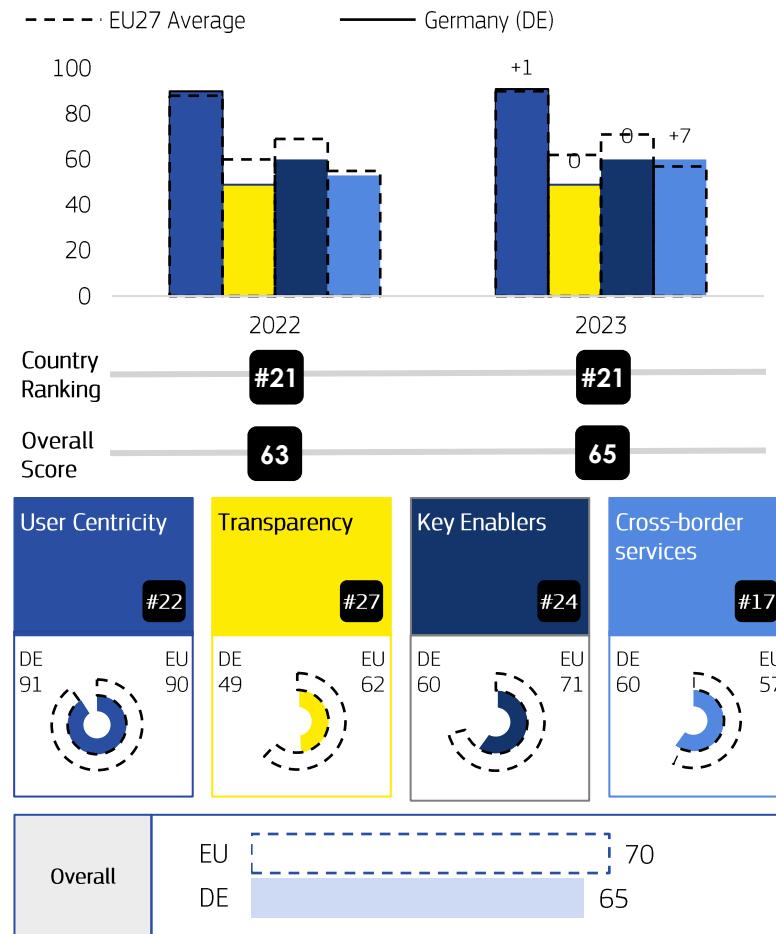
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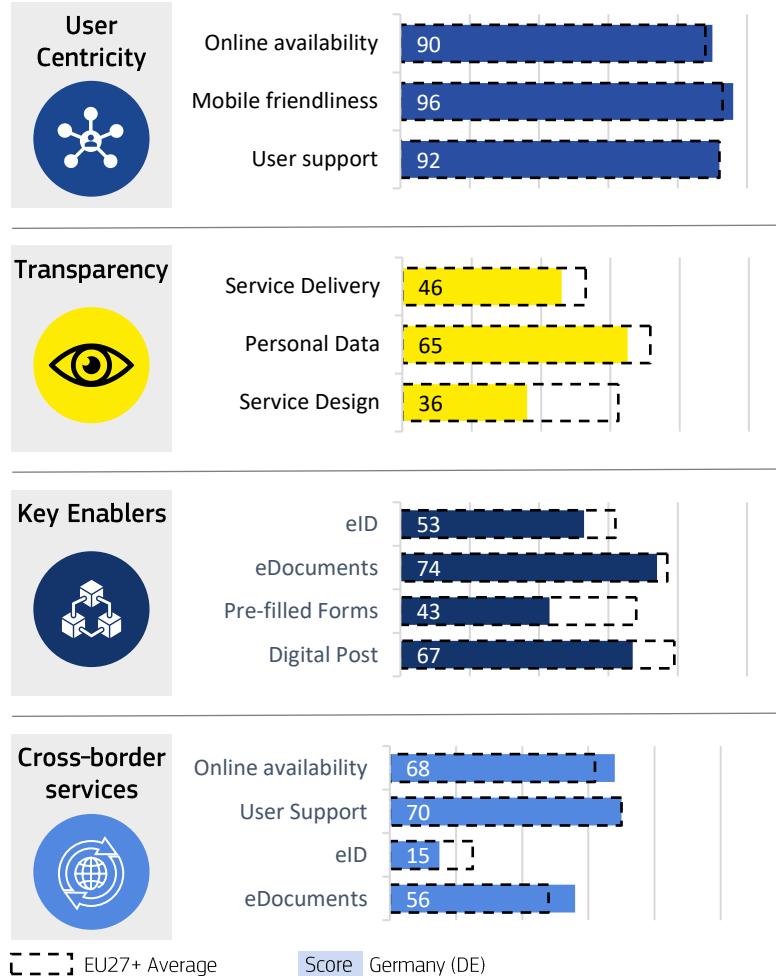
# Germany

## eGovernment Benchmark 2023

### eGovernment Maturity per Key Dimension



### Score per Indicator



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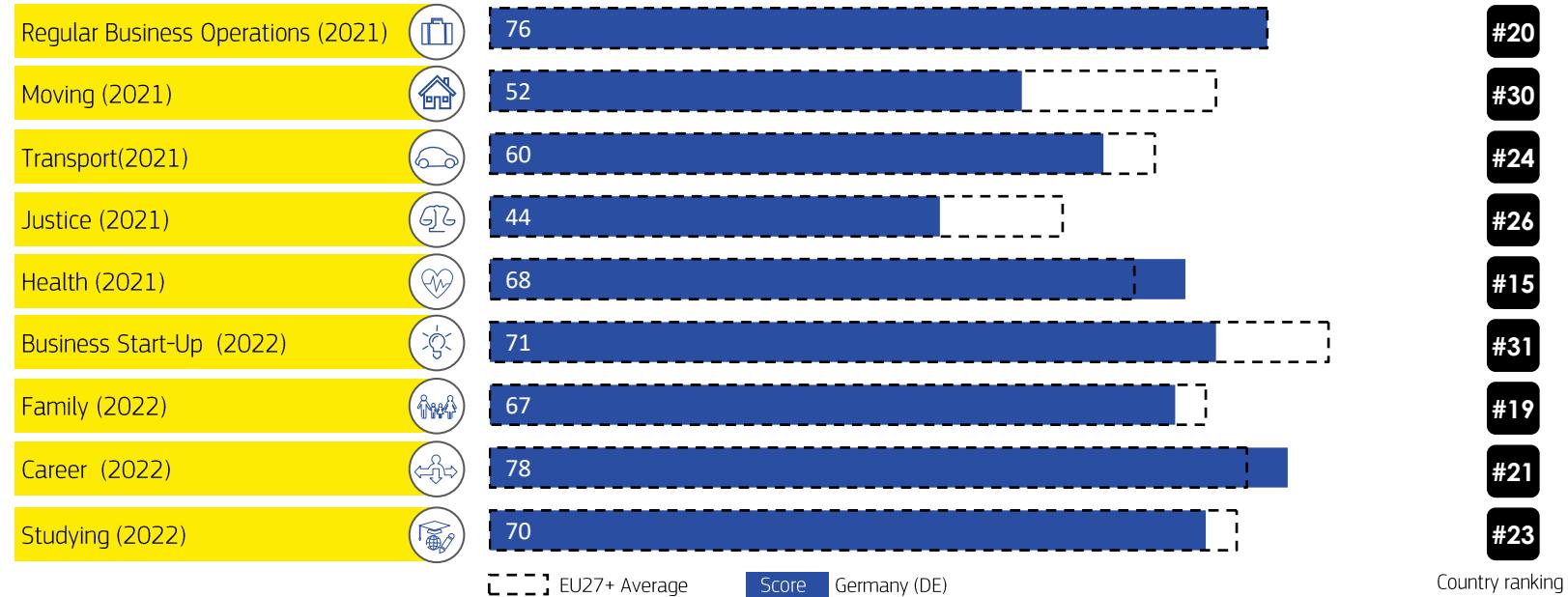
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## eGovernment Benchmark 2023



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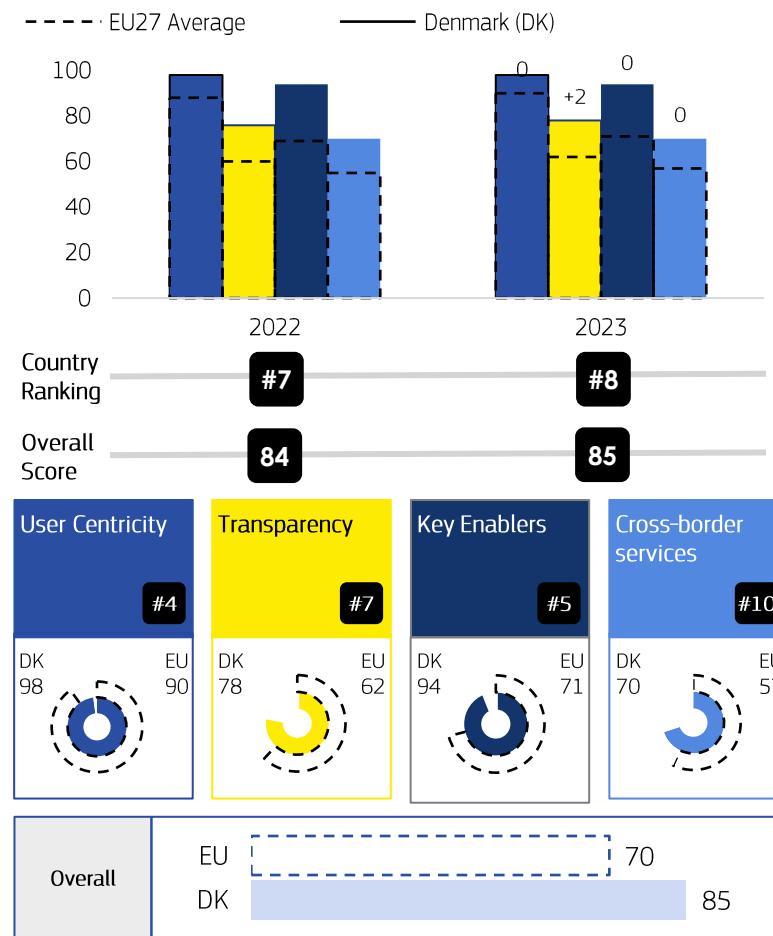
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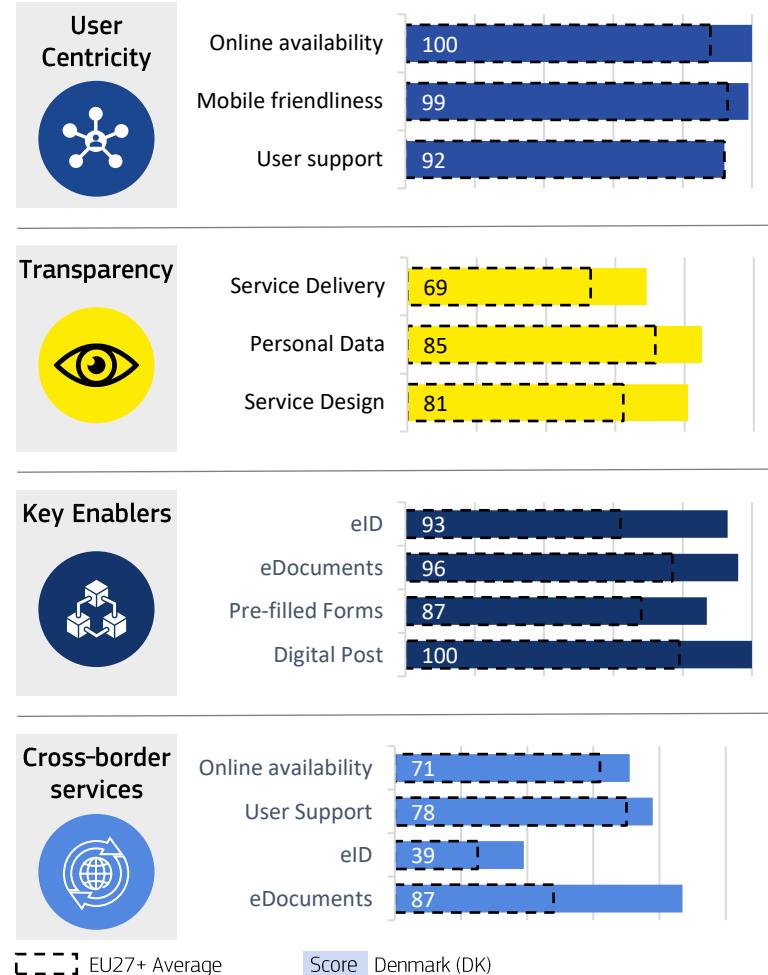
# Denmark

## eGovernment Benchmark 2023

### eGovernment Maturity per Key Dimension



### Score per Indicator



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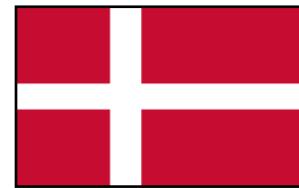
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The Key Dimension for **Cross-border Services** indicates to what extent EU citizens can use online services in another country.

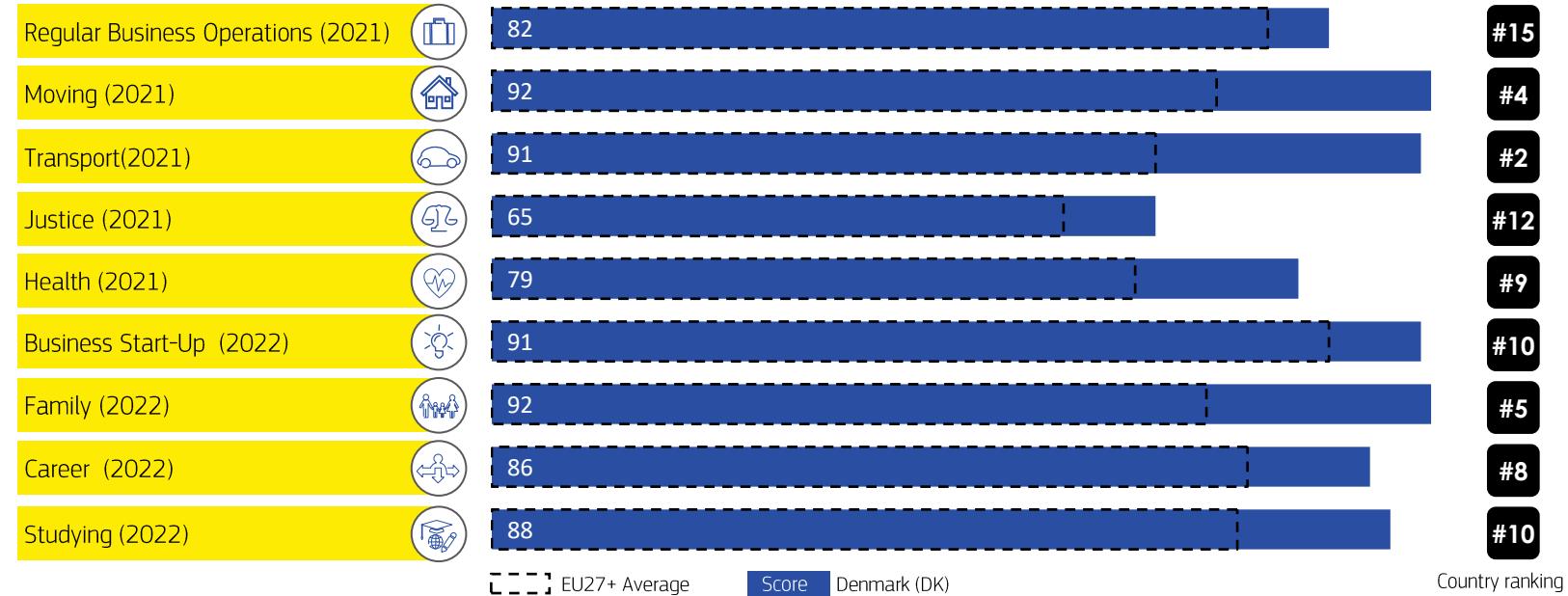
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# Denmark

## eGovernment Benchmark 2023



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### Key Figures



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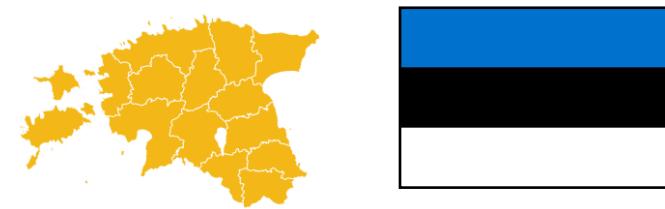
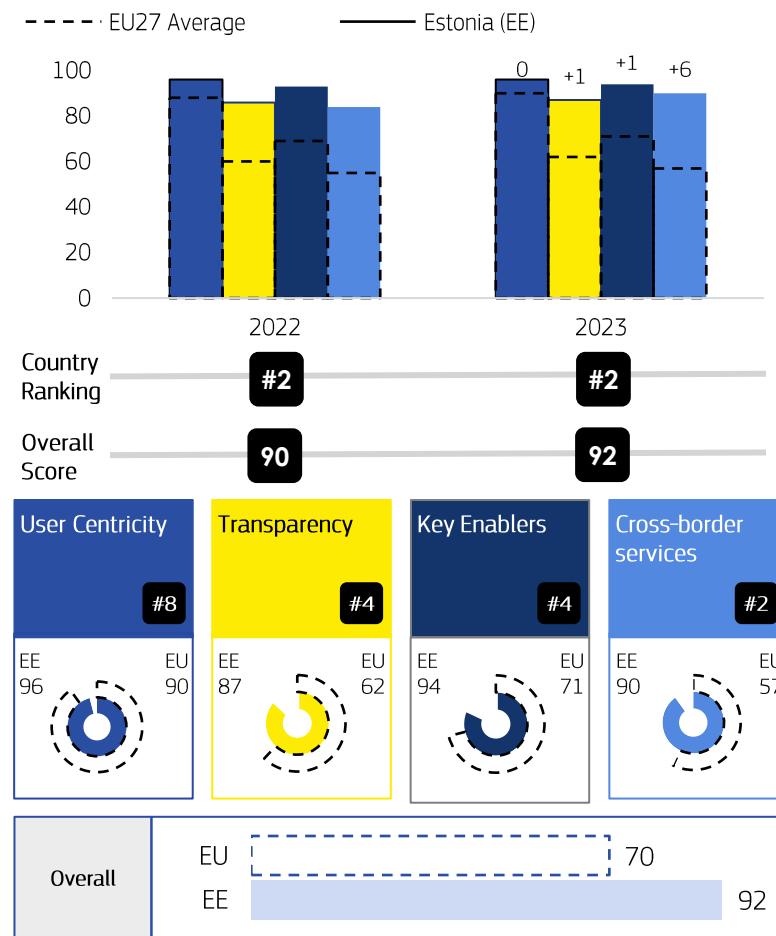
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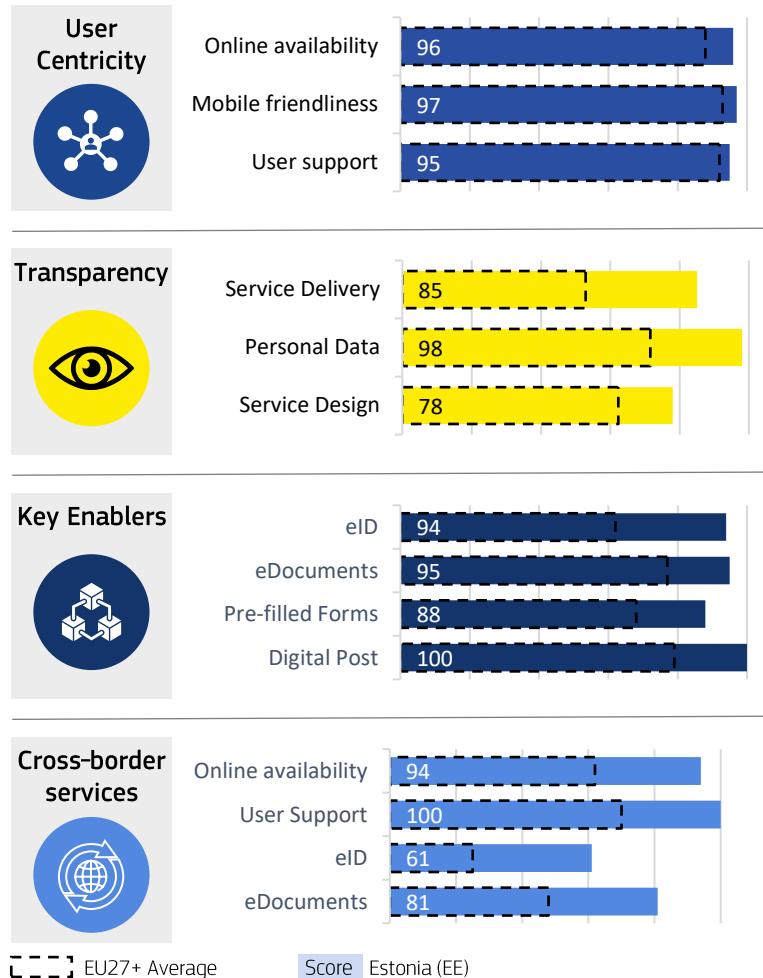
# Estonia

## eGovernment Benchmark 2023

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### Score per Indicator



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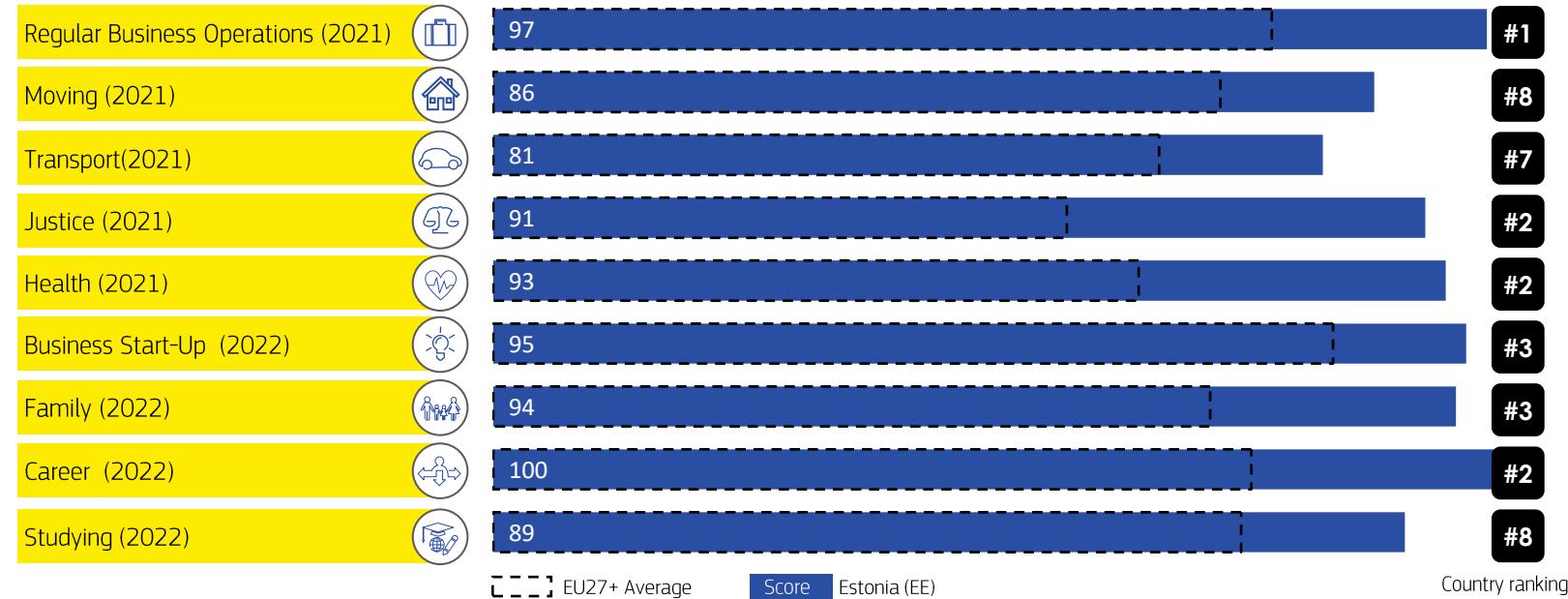
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# Estonia

## eGovernment Benchmark 2023



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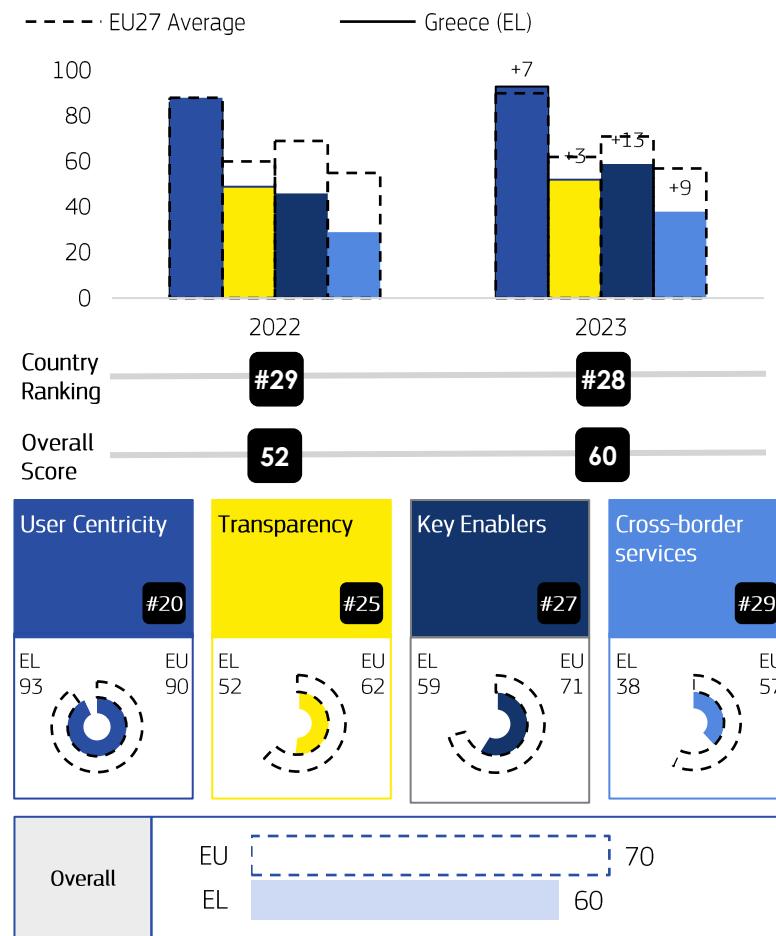
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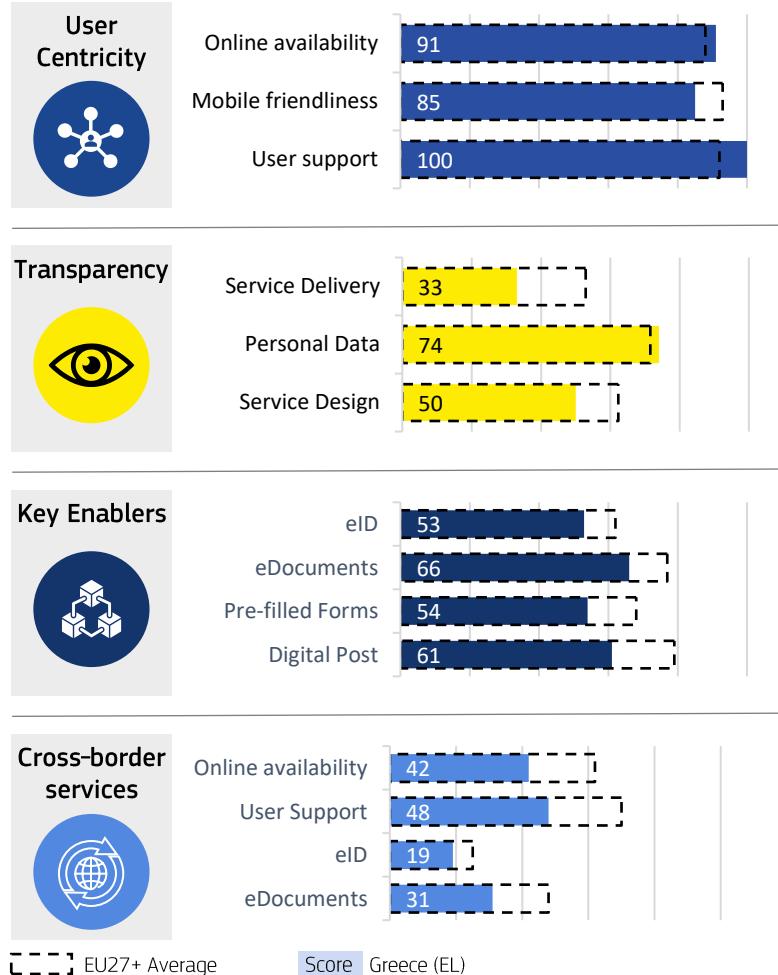
# Greece

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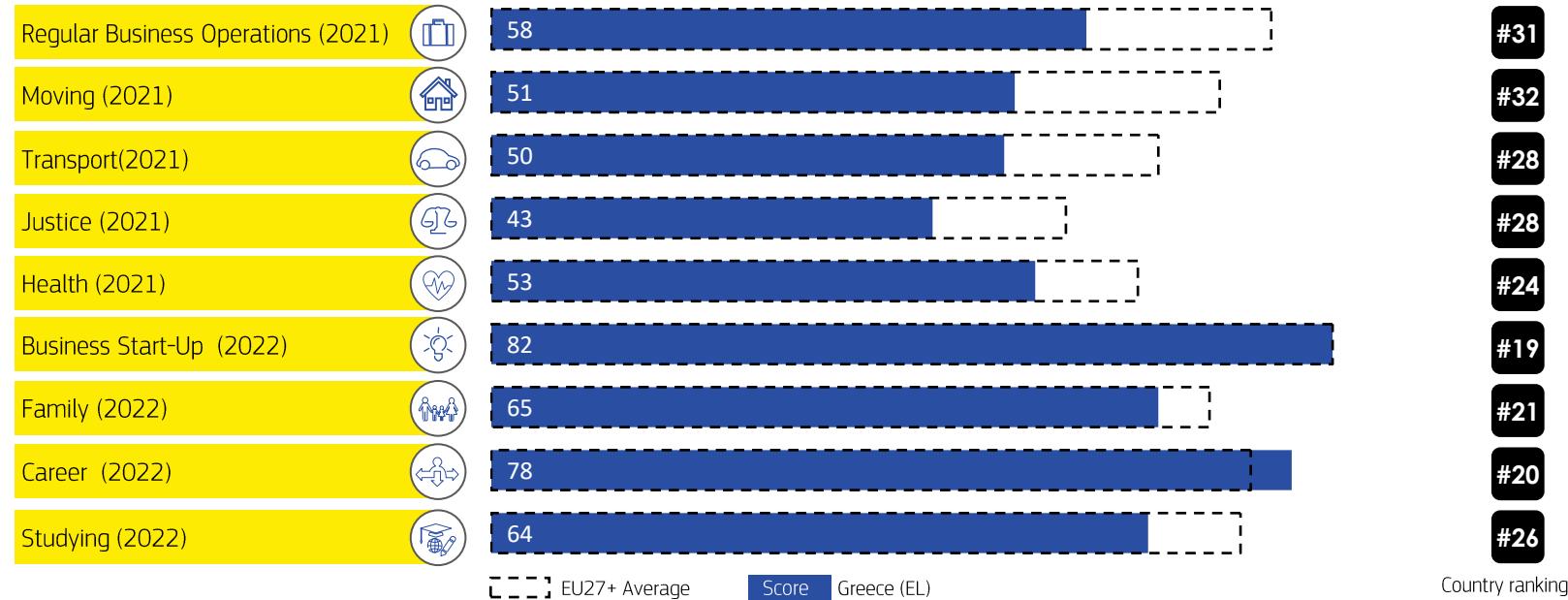
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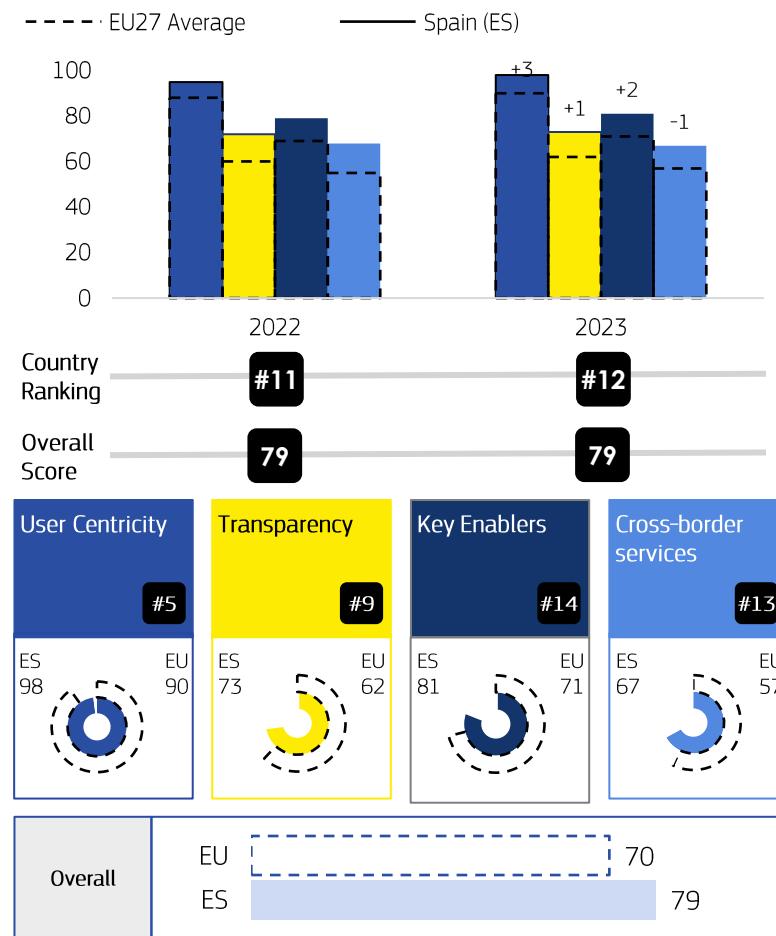
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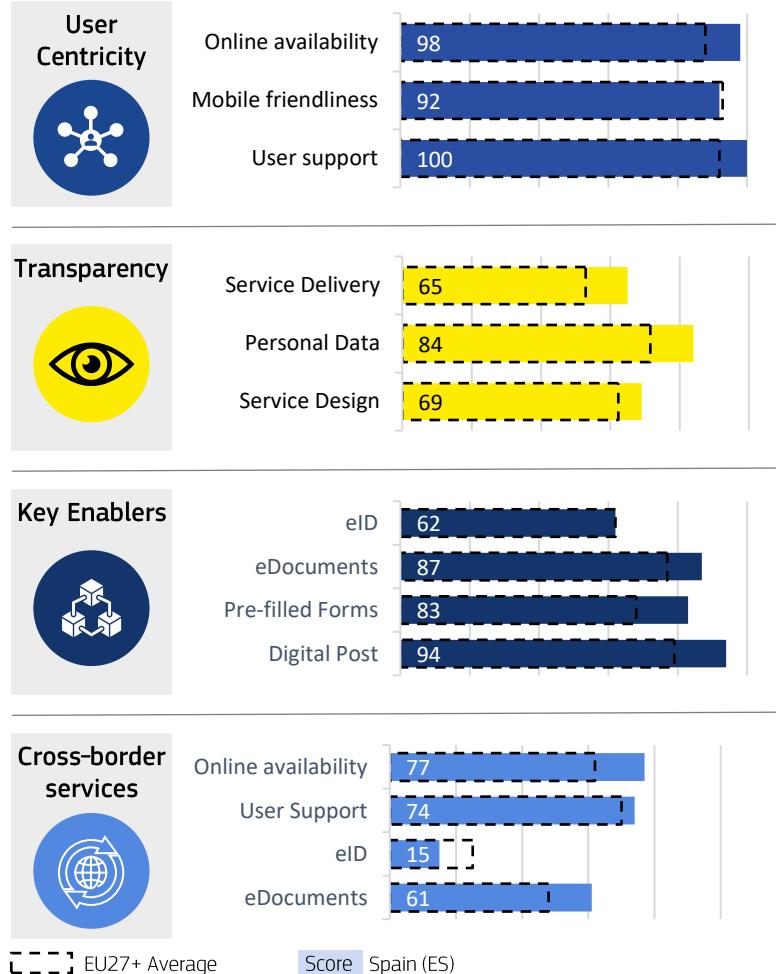
# Spain

## eGovernment Benchmark 2023

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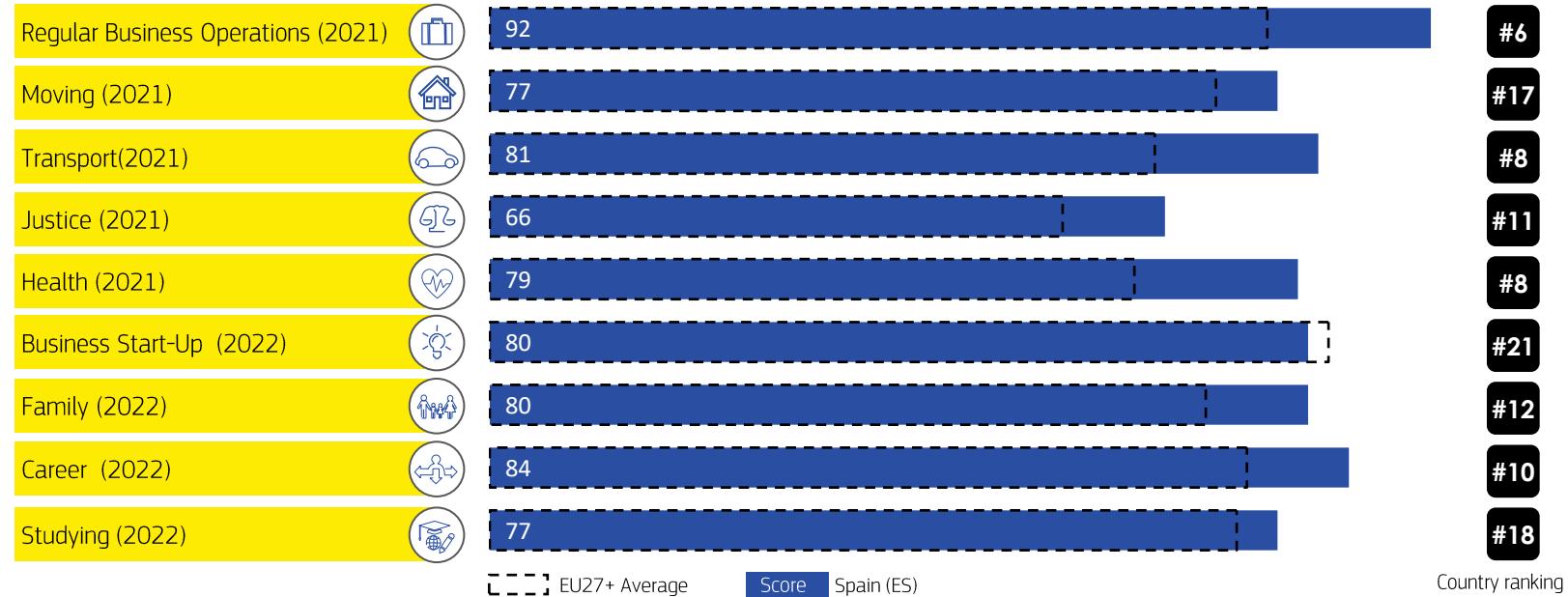
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## eGovernment Benchmark 2023



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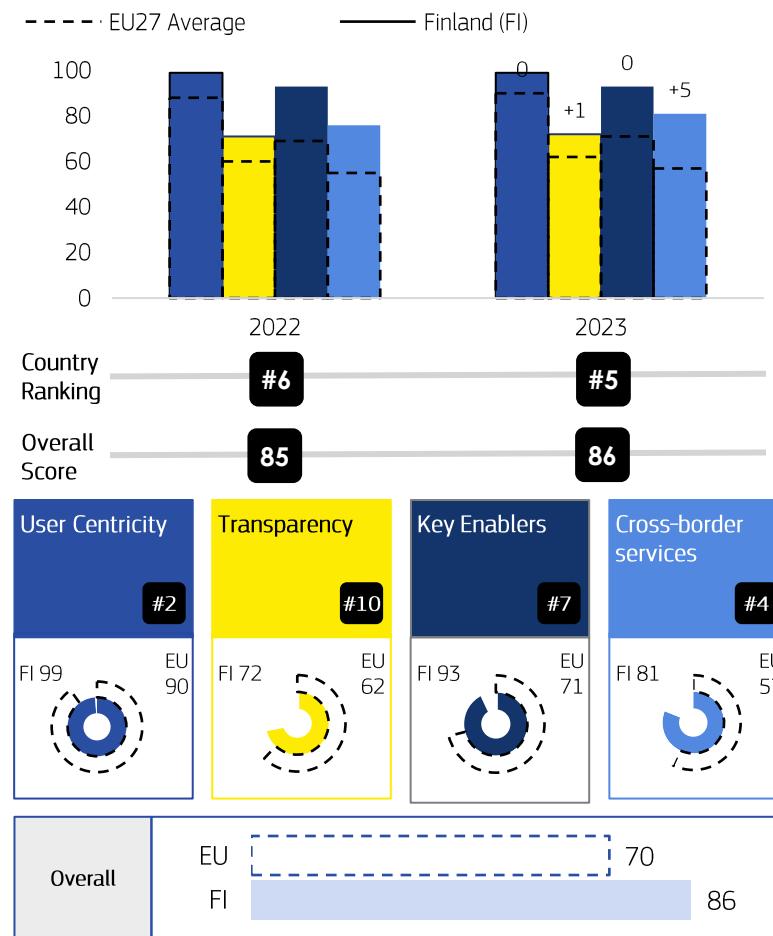
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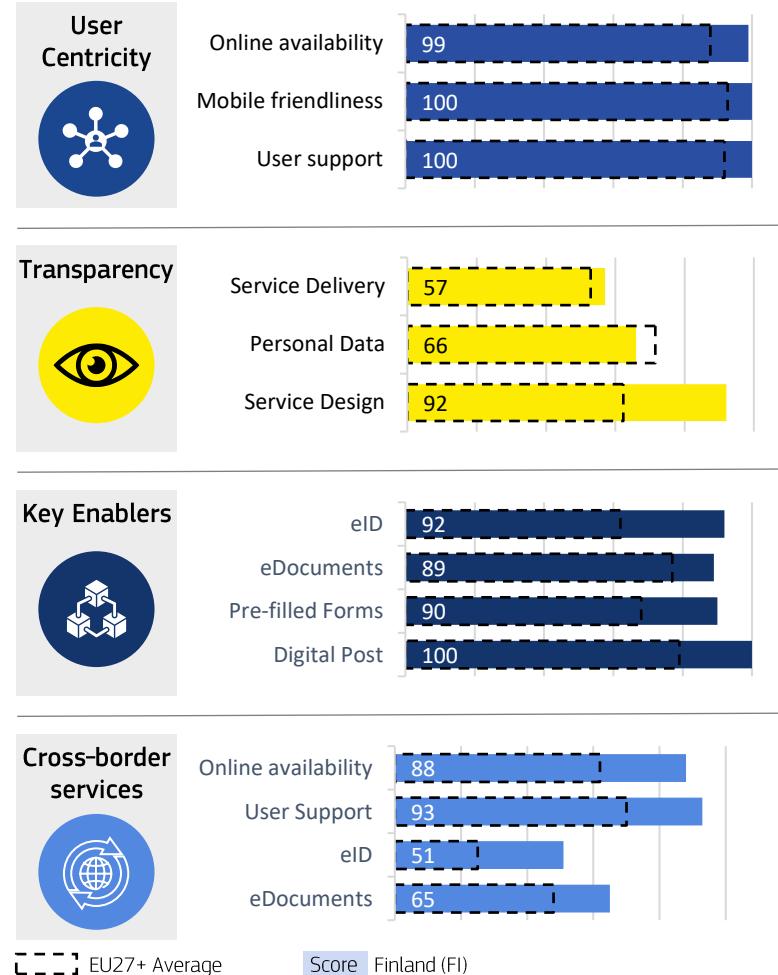
# Finland

## eGovernment Benchmark 2023

### eGovernment Maturity per Key Dimension



### Score per Indicator



The Key Dimension **User Centricity** indicates to what extent (information about) a service is provided online, how the online journey is supported and if public websites are mobile friendly.

- **Online Availability:** indicates if a service is online. Ranging from offline (0%), only information online (50%), fully online (100%).
- **User Support:** indicates if support, help and (interactive) feedback functionalities are online.
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The Key Dimension **Transparency** indicates to what extent governments are transparent regarding:

- **Transparency of Service Delivery:** indicates to what extent governments are transparent as regards the process of service delivery.
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The Key Dimension **Key Enablers** indicates the extent to which 4 technical pre-conditions are available online:

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The Key Dimension for **Cross-border Services** indicates to what extent EU citizens can use online services in another country.

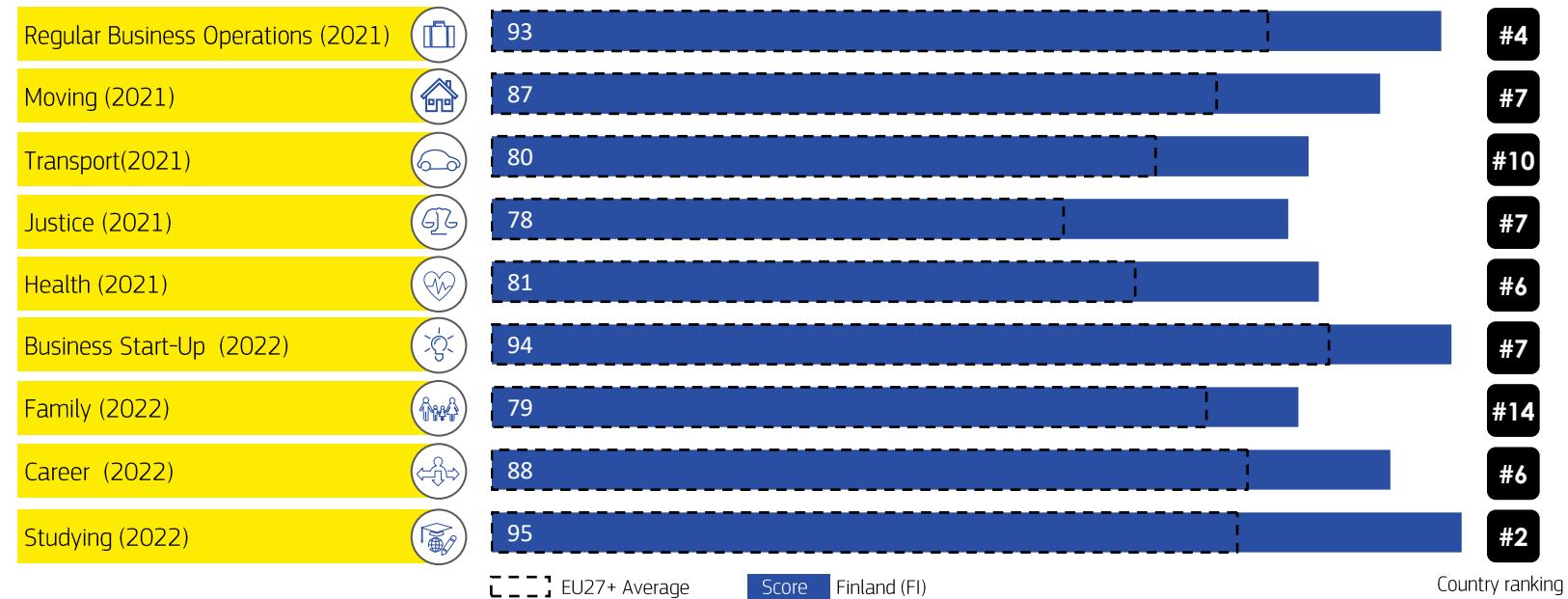
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## eGovernment Benchmark 2023



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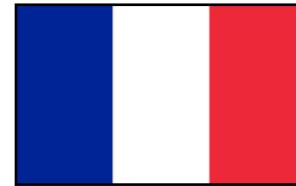
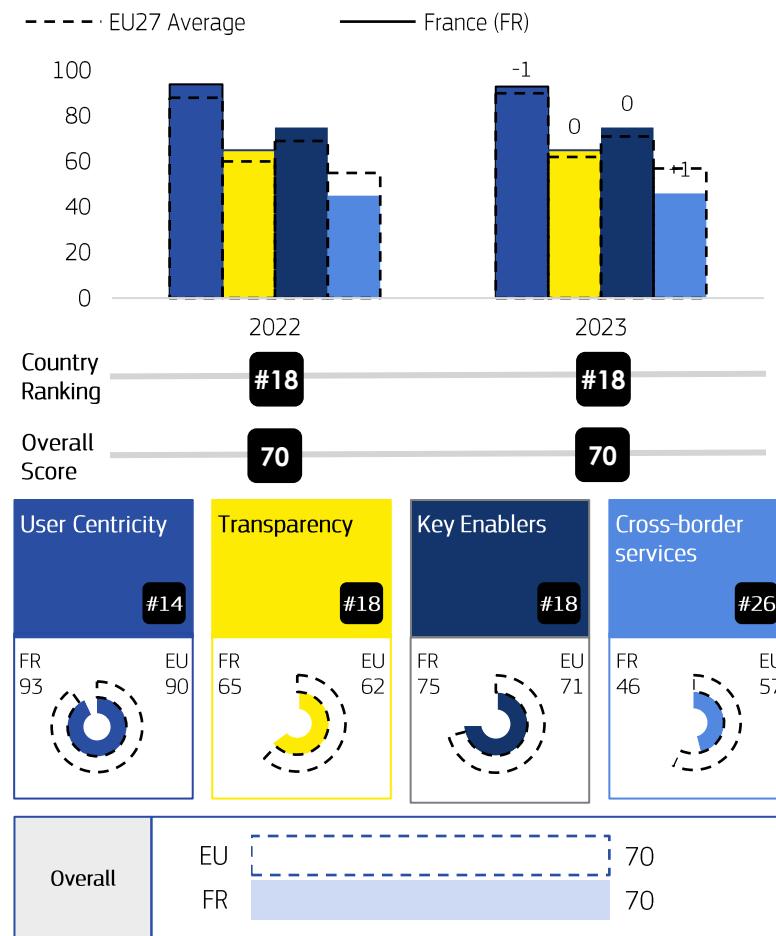
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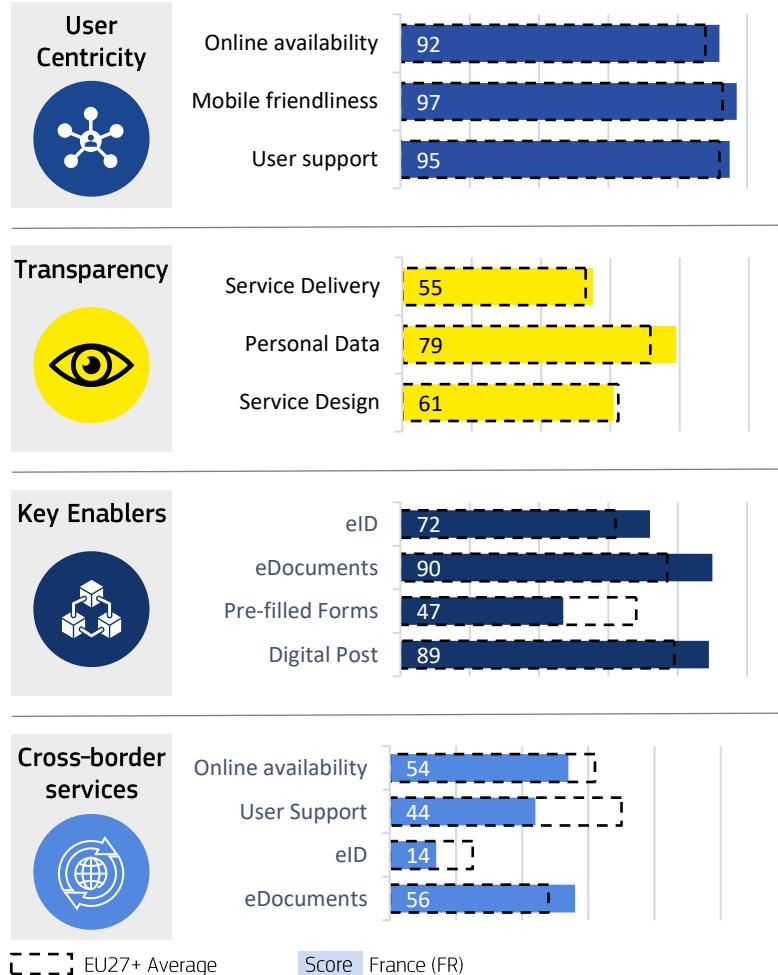
# France

## eGovernment Benchmark 2023

### eGovernment Maturity per Key Dimension



### Score per Indicator



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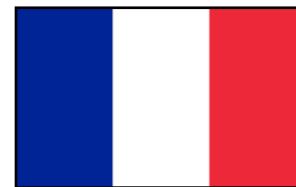
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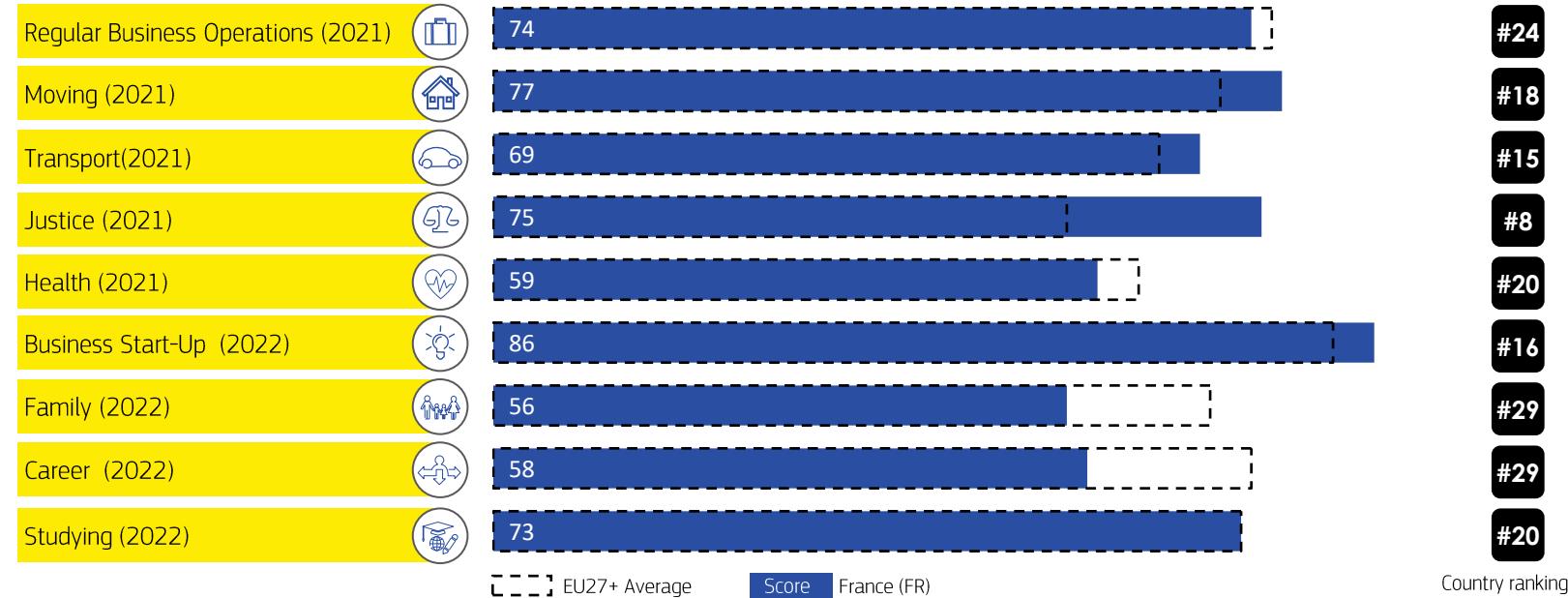
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# France

## eGovernment Benchmark 2023



### Digital Maturity and Ranking per Life Event



### Key Figures



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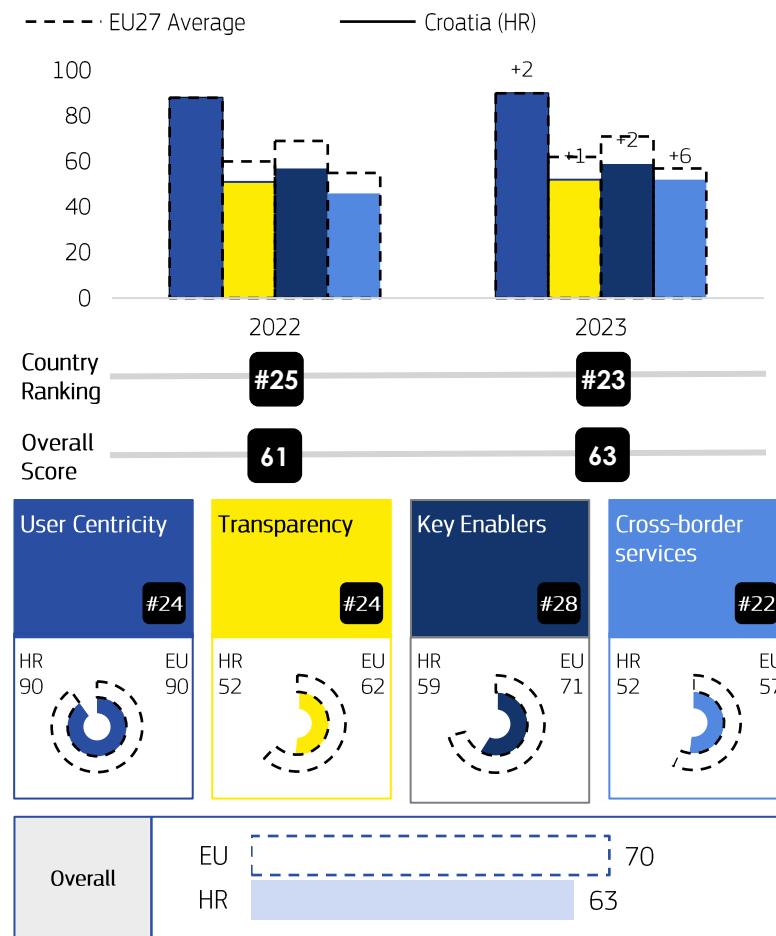
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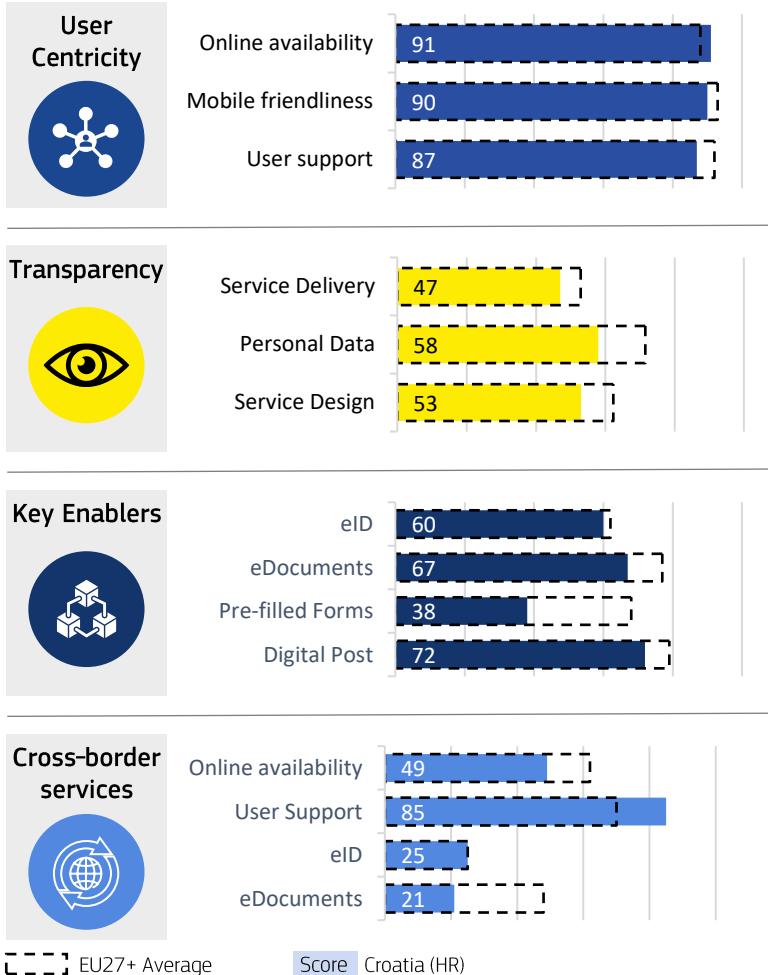
# Croatia

## eGovernment Benchmark 2023

### eGovernment Maturity per Key Dimension



### Score per Indicator



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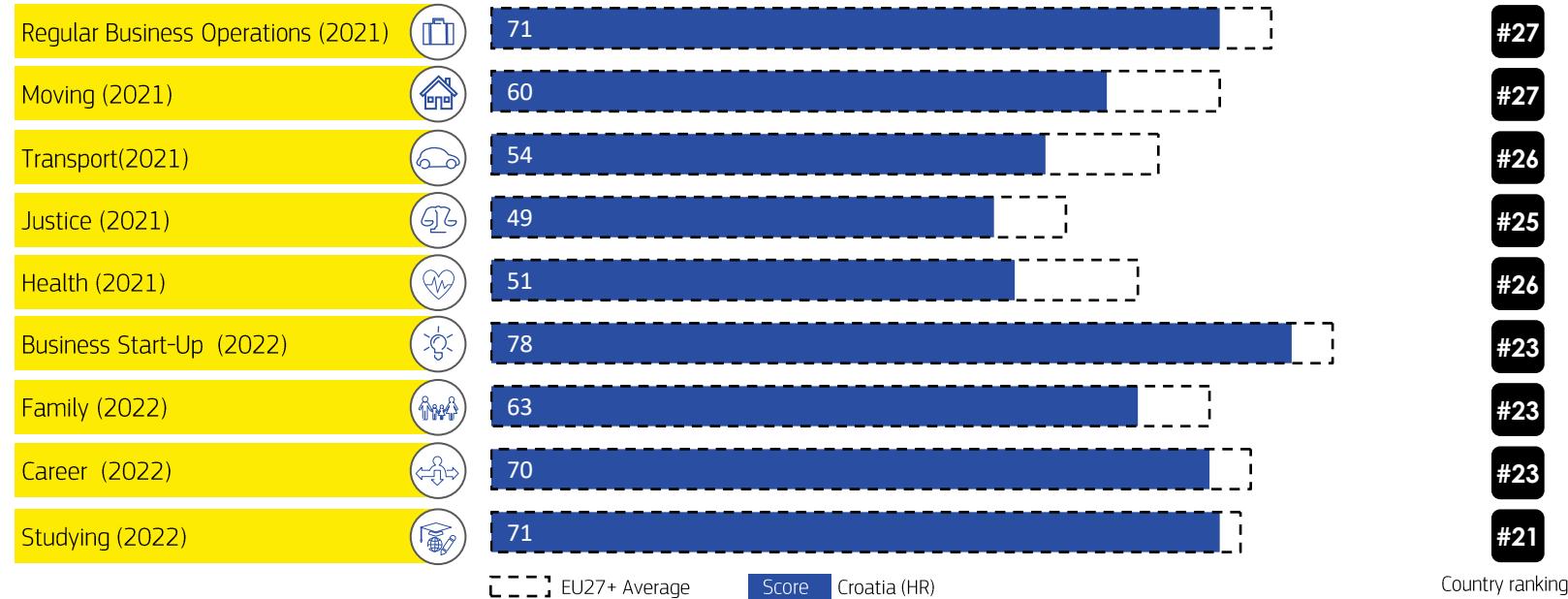
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# Croatia

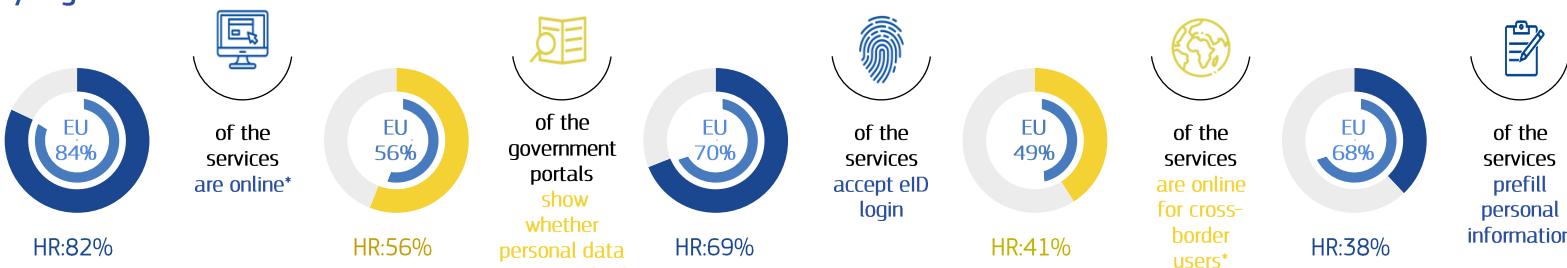
## eGovernment Benchmark 2023



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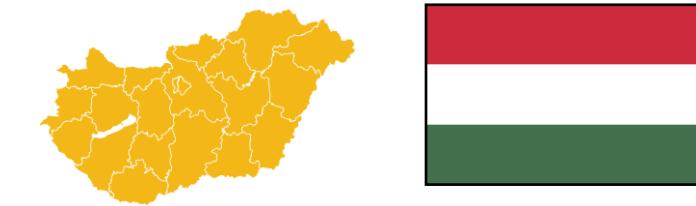
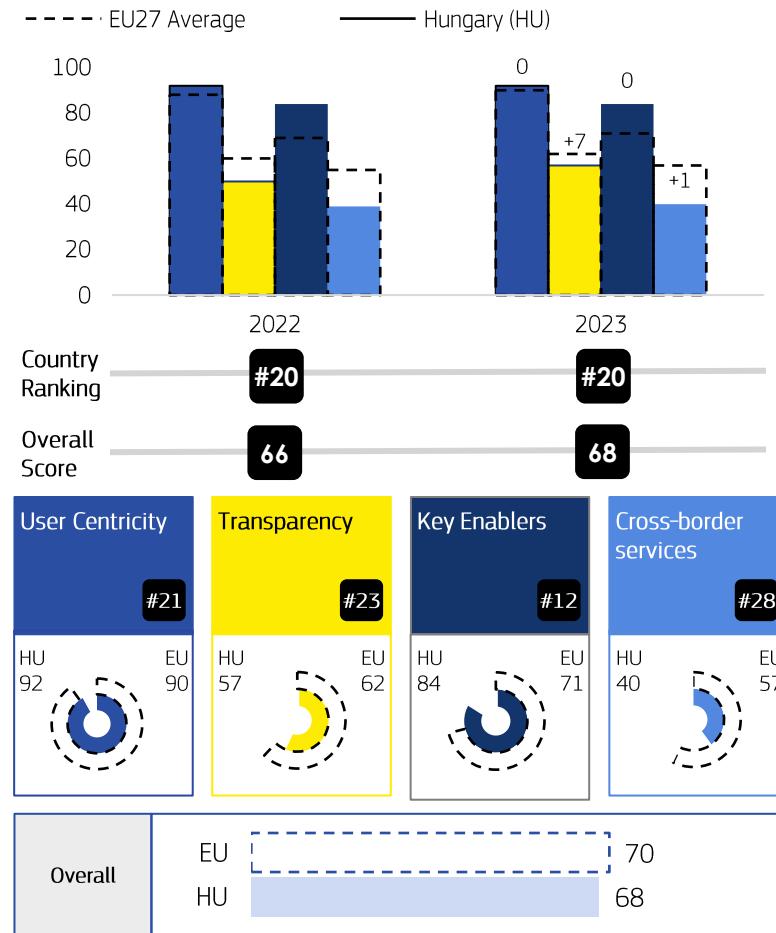
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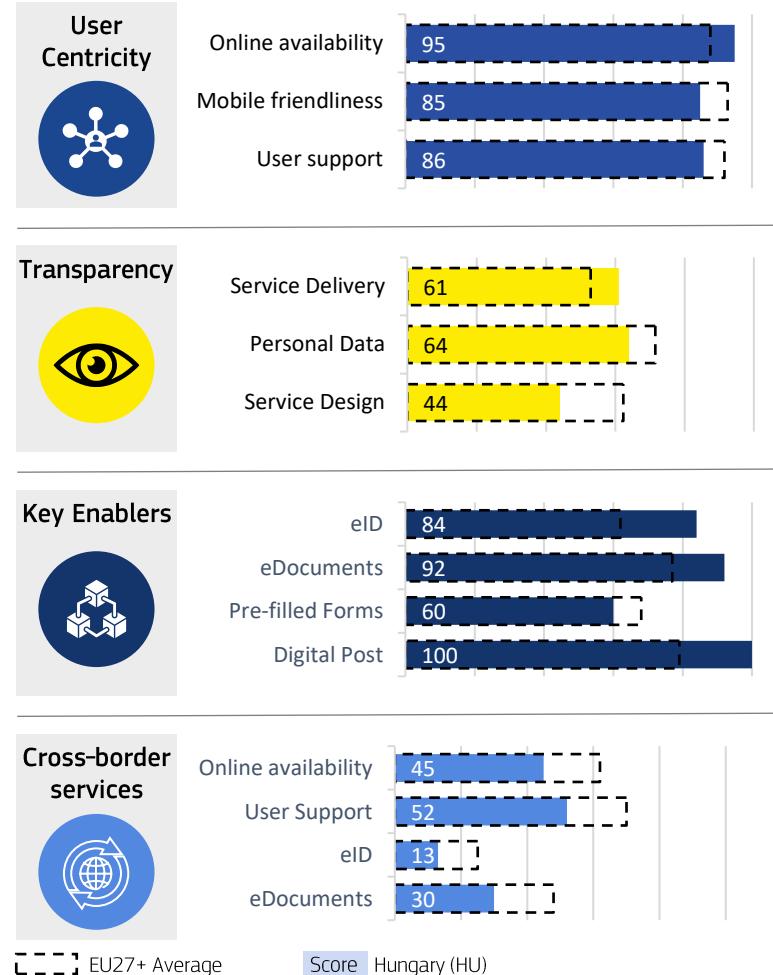
# Hungary

## eGovernment Benchmark 2023

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### Score per Indicator



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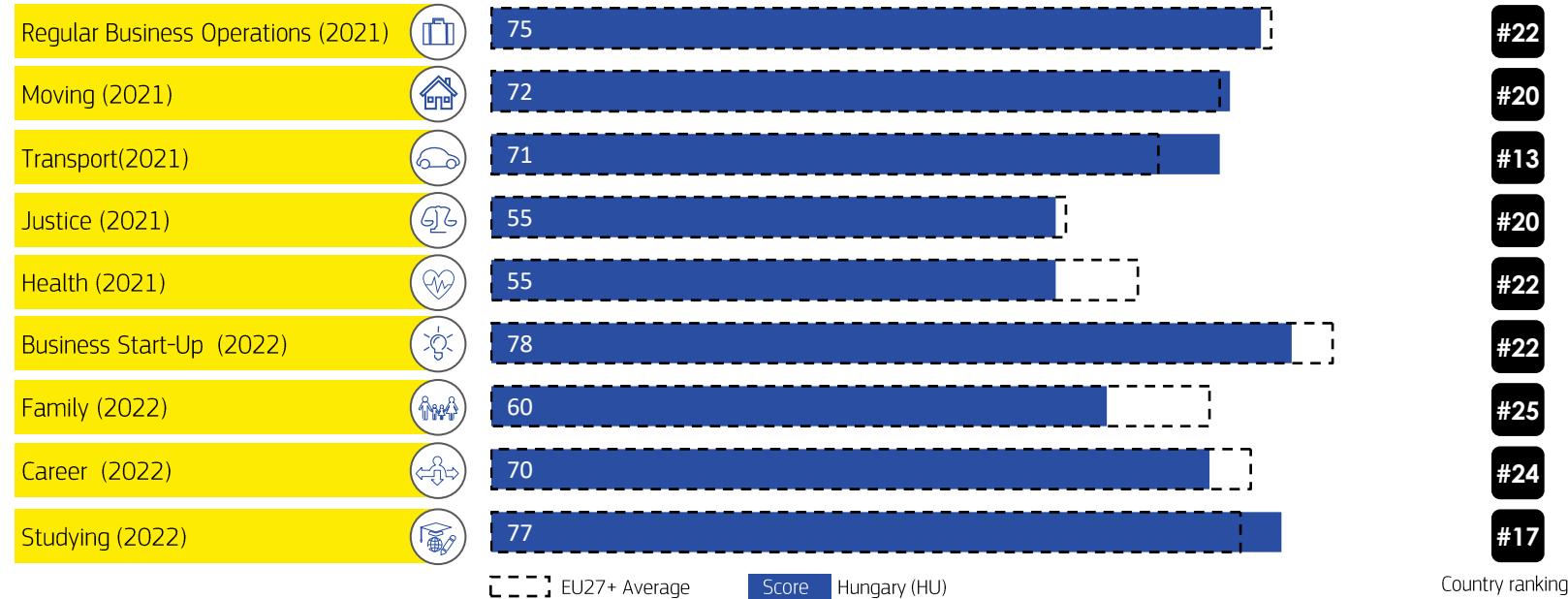
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## eGovernment Benchmark 2023



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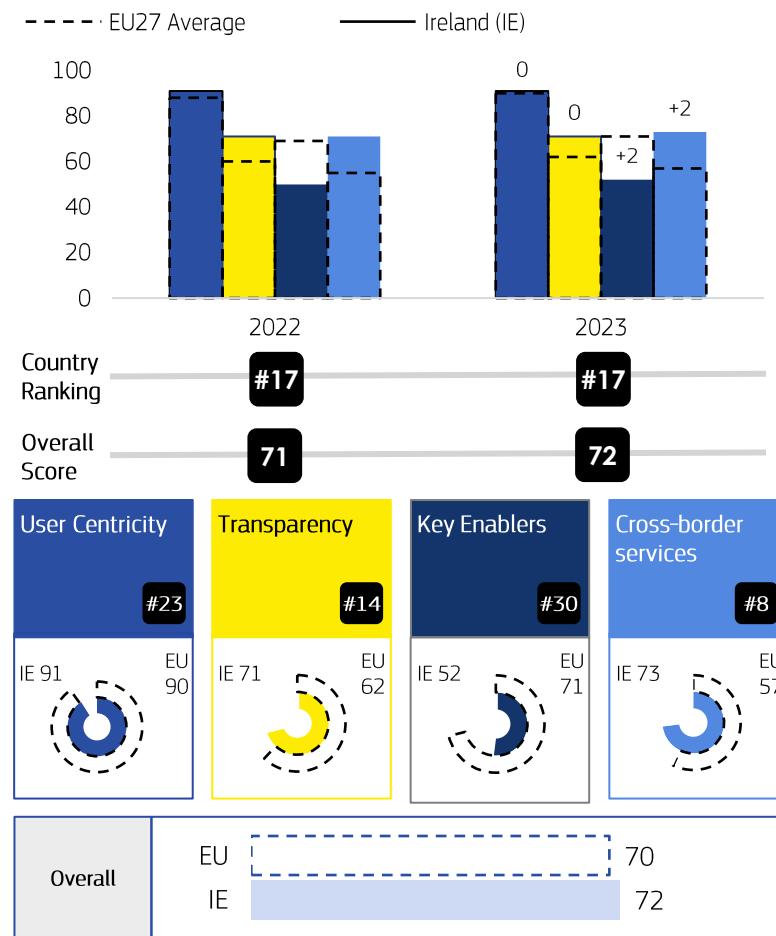
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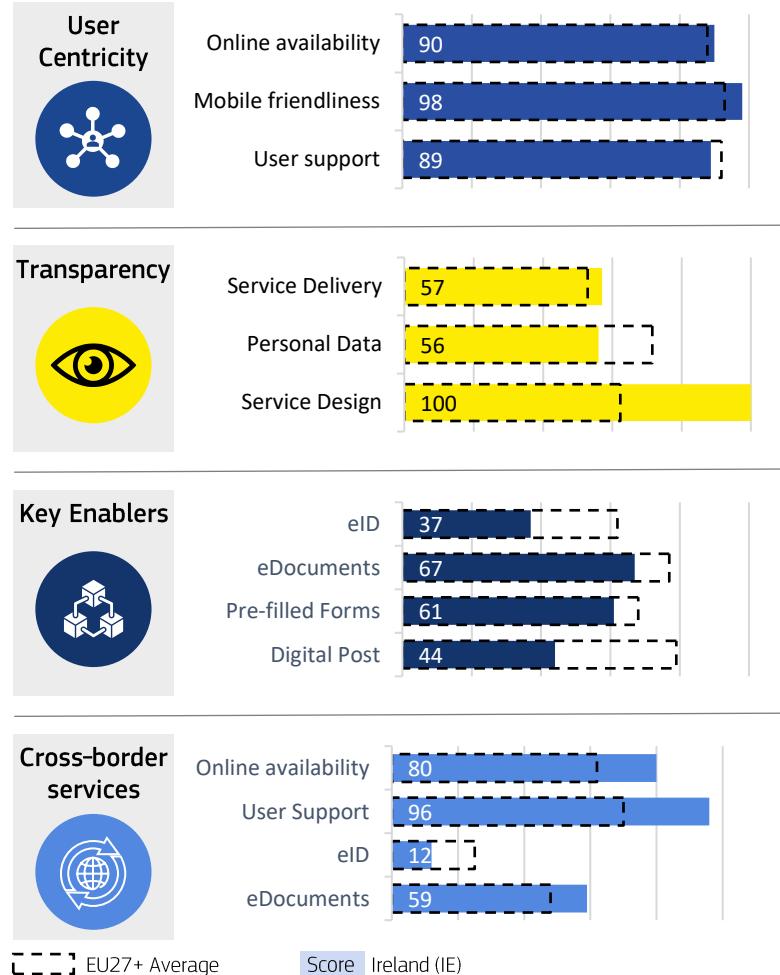
# Ireland

## eGovernment Benchmark 2023

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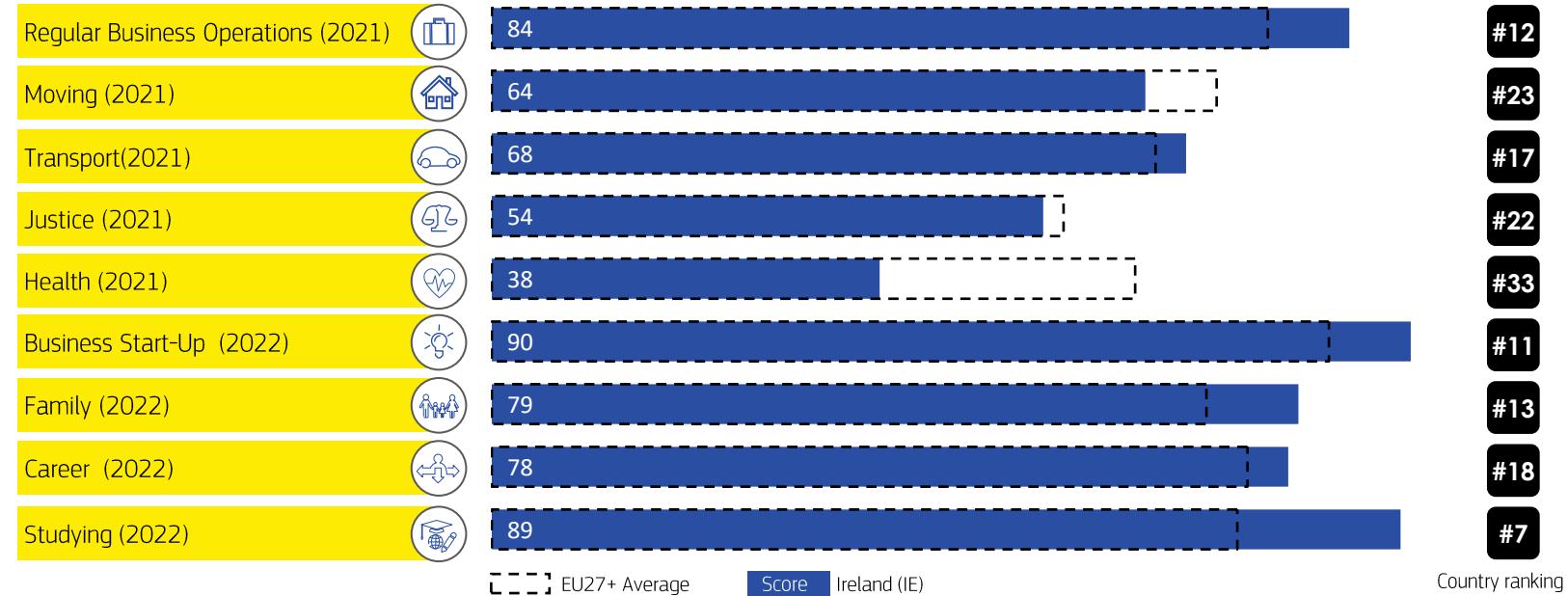
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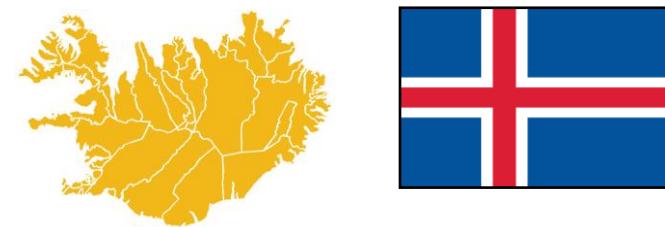
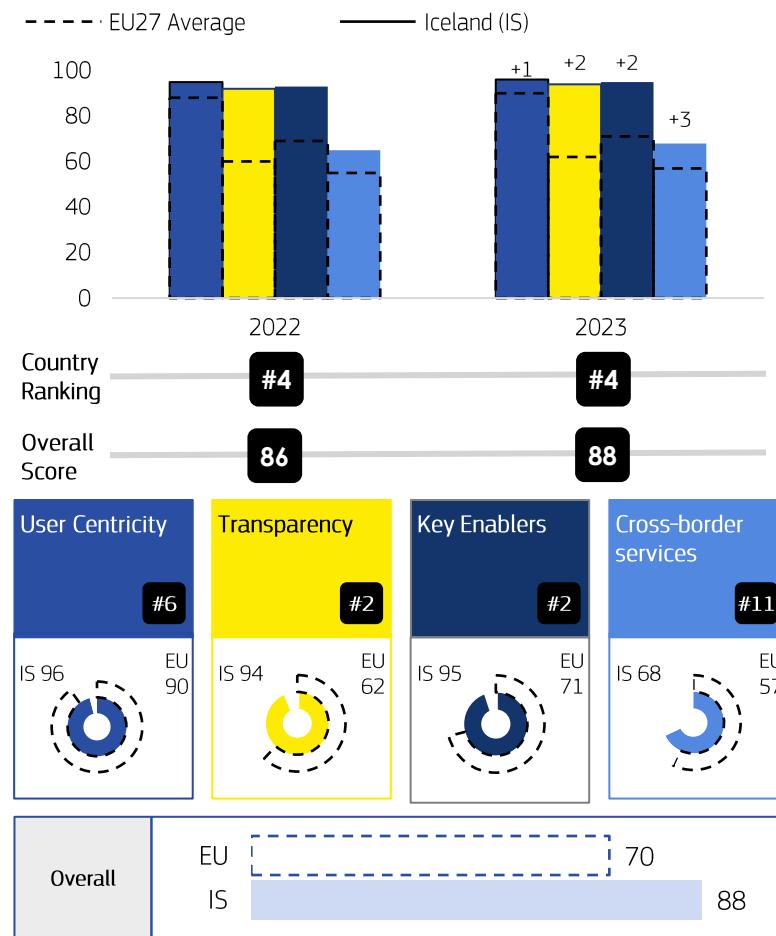
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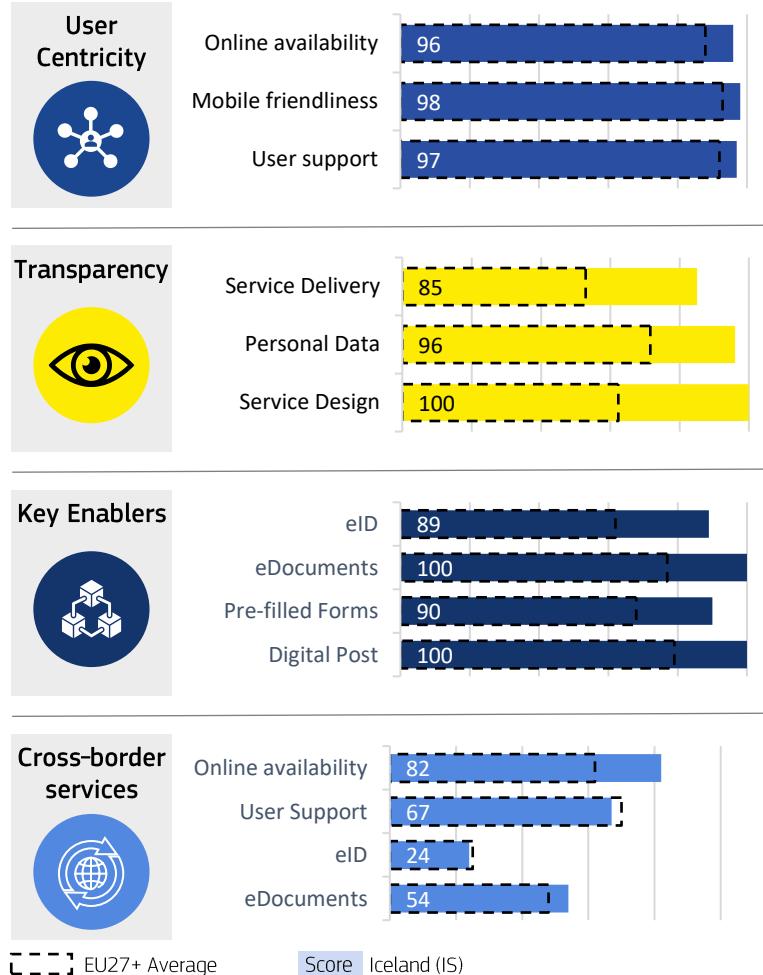
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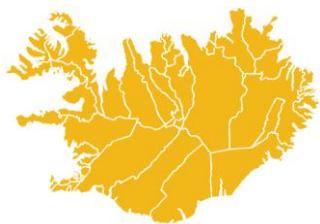
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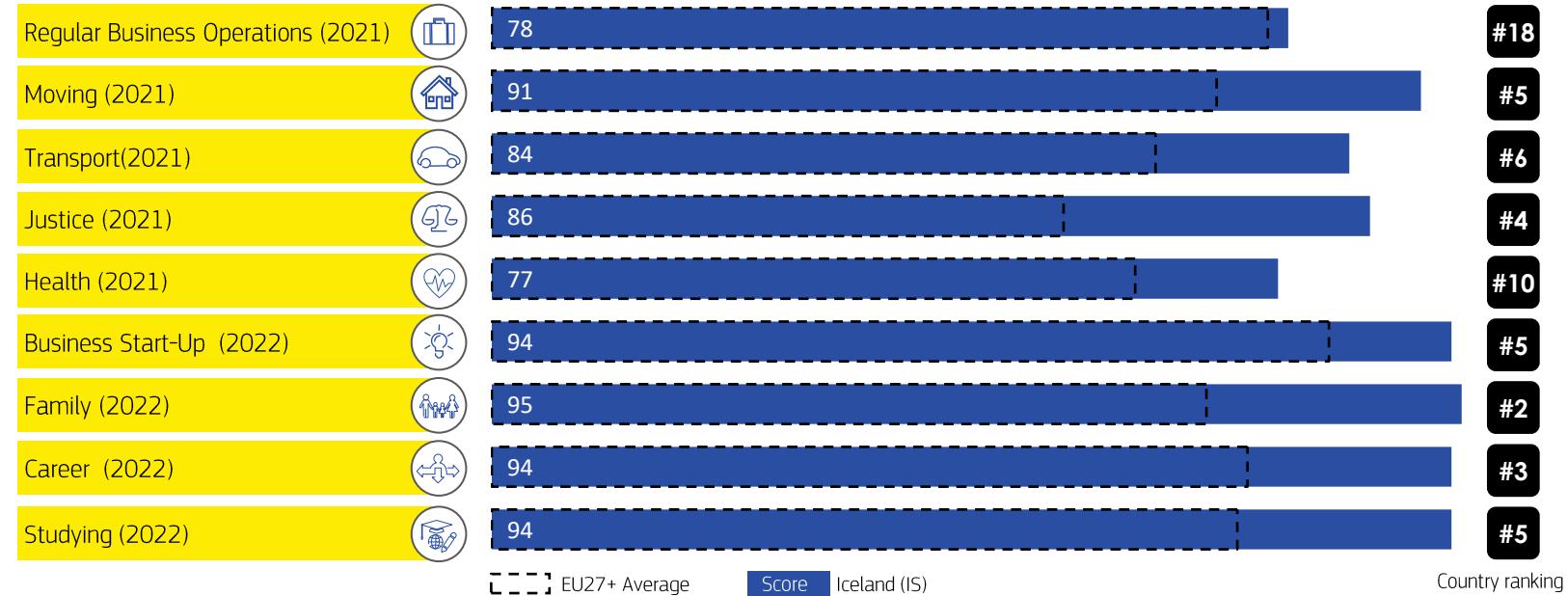
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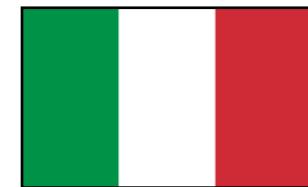
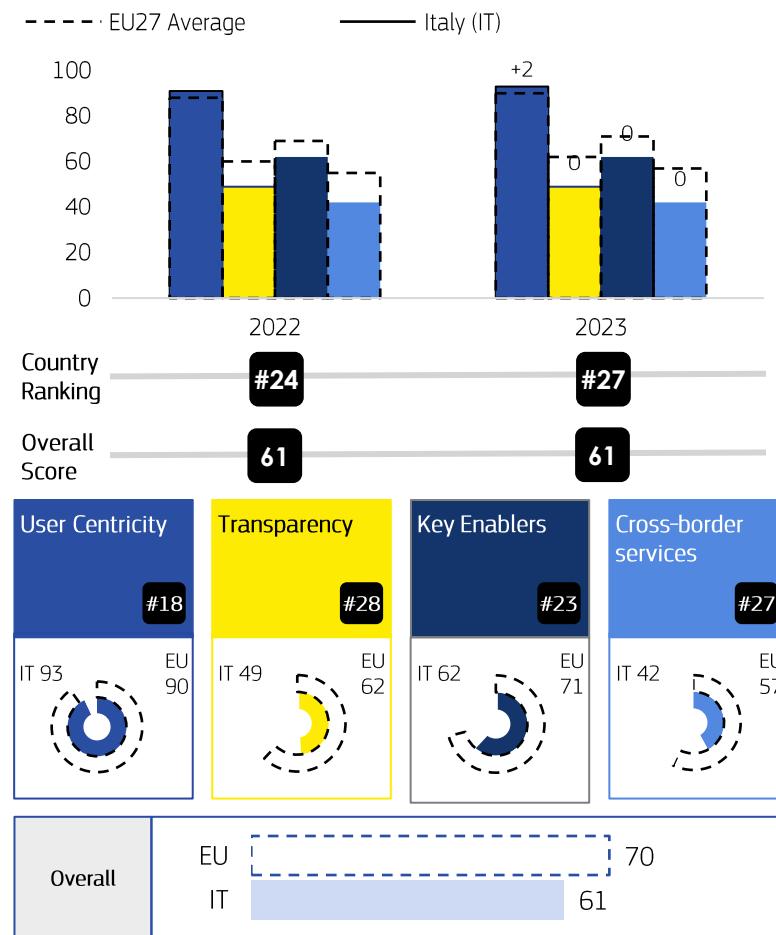
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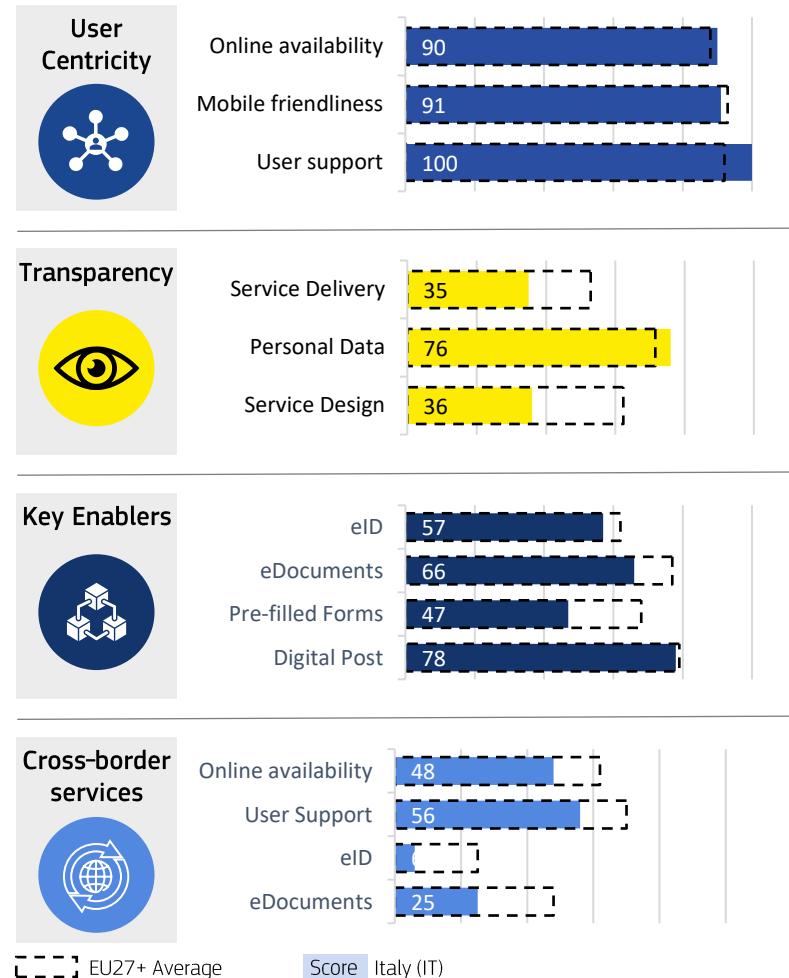
# Italy

## eGovernment Benchmark 2023

### eGovernment Maturity per Key Dimension



### Score per Indicator



The Key Dimension **User Centricity** indicates to what extent (information about) a service is provided online, how the online journey is supported and if public websites are mobile friendly.

- **Online Availability:** indicates if a service is online. Ranging from offline (0%), only information online (50%), fully online (100%).
- **User Support:** indicates if support, help and (interactive) feedback functionalities are online.
- **Mobile Friendliness:** indicates if the website provides a service through a mobile-friendly interface; an interface that is 'adopted' to the mobile device.

The Key Dimension **Transparency** indicates to what extent governments are transparent regarding:

- **Transparency of Service Delivery:** indicates to what extent governments are transparent as regards the process of service delivery.
- **Transparency of Service Design:** indicates to what extent governments are transparent as regards the process of service design.
- **Transparency or Personal Data:** indicates to what extent governments are transparent as regards personal data involved.

The Key Dimension **Key Enablers** indicates the extent to which 4 technical pre-conditions are available online:

- **Electronic identification (eID):** indicates if users can identify with their national eID for services
- **Electronic documents (eDocuments):** indicates whether users could submit or download documents required for the service
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- **Digital Post:** indicates whether users can receive communications solely via a secure government mailbox

The Key Dimension for **Cross-border Services** indicates to what extent EU citizens can use online services in another country.

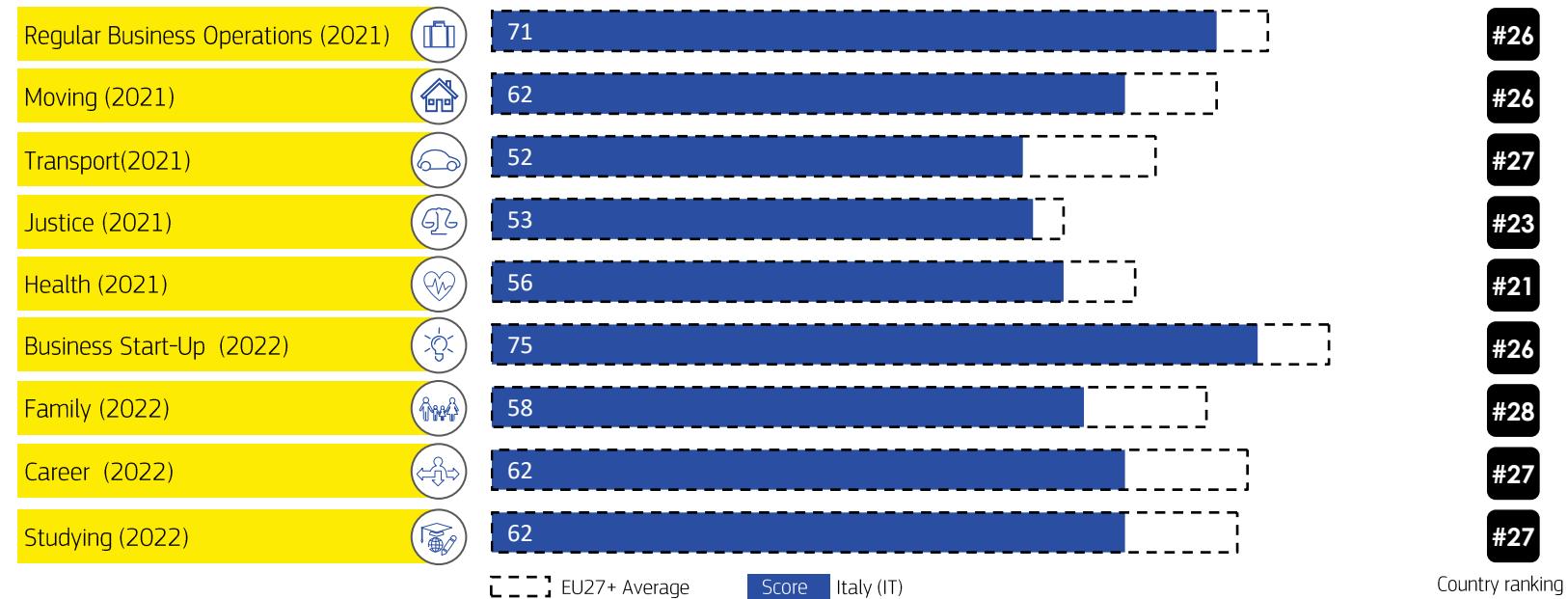
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# Italy

## eGovernment Benchmark 2023



### Digital Maturity and Ranking per Life Event



### Key Figures



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Career (2022). From immediate actions for unemployed applications for additional benefits and allowances, this life event captures vital elements when becoming unemployed. It also include various services concerning job search and participation in training programs, supporting people to find a job.

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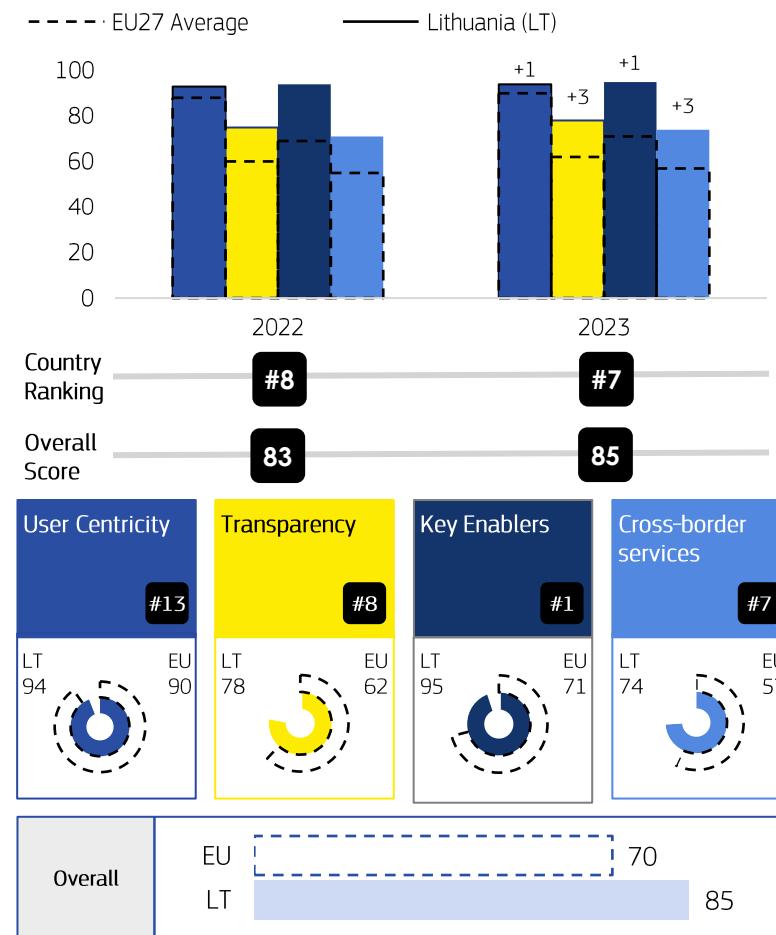
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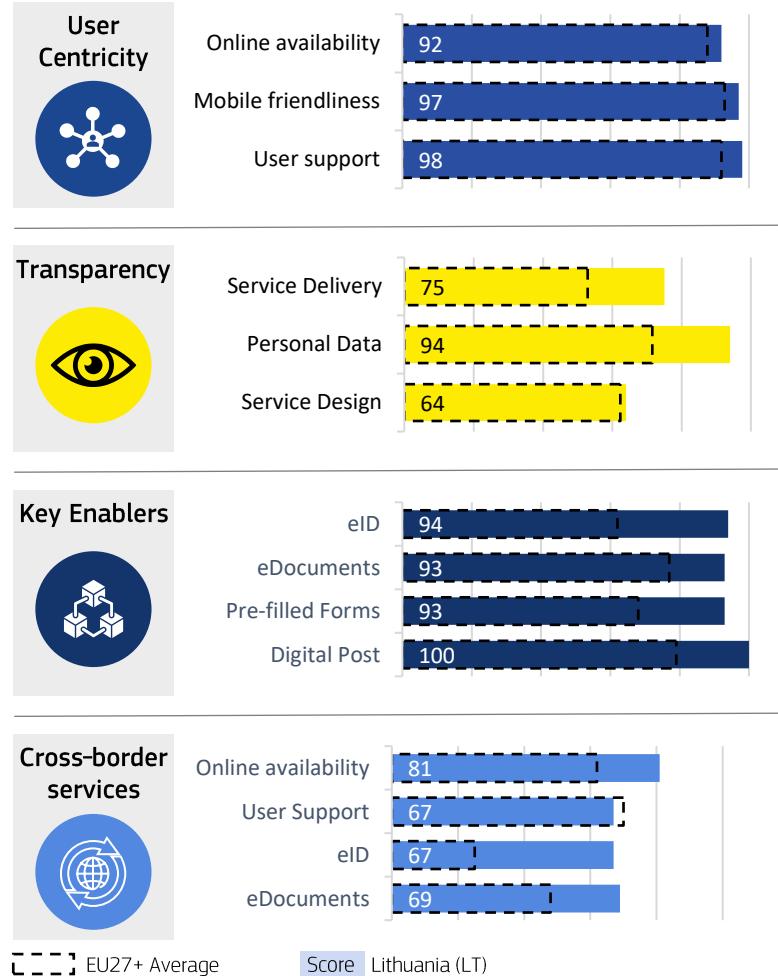
# Lithuania

## eGovernment Benchmark 2023

### eGovernment Maturity per Key Dimension



### Score per Indicator



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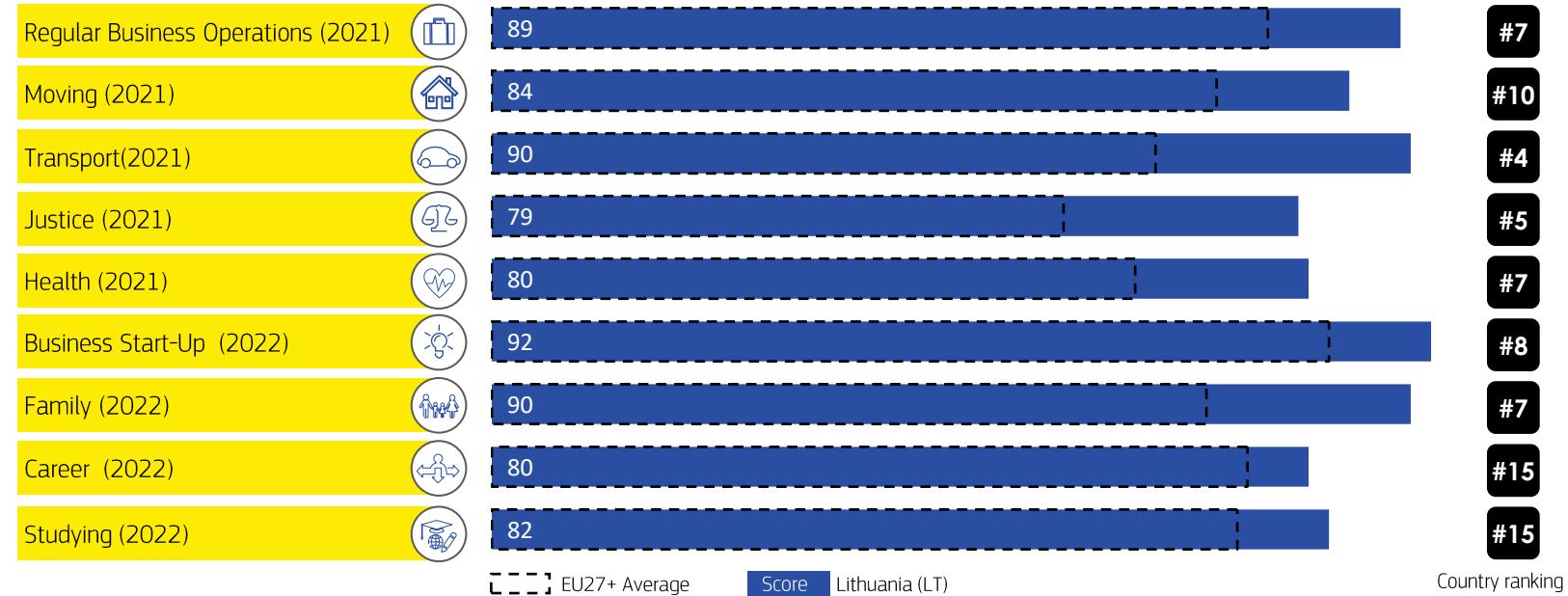
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## eGovernment Benchmark 2023



### Digital Maturity and Ranking per Life Event



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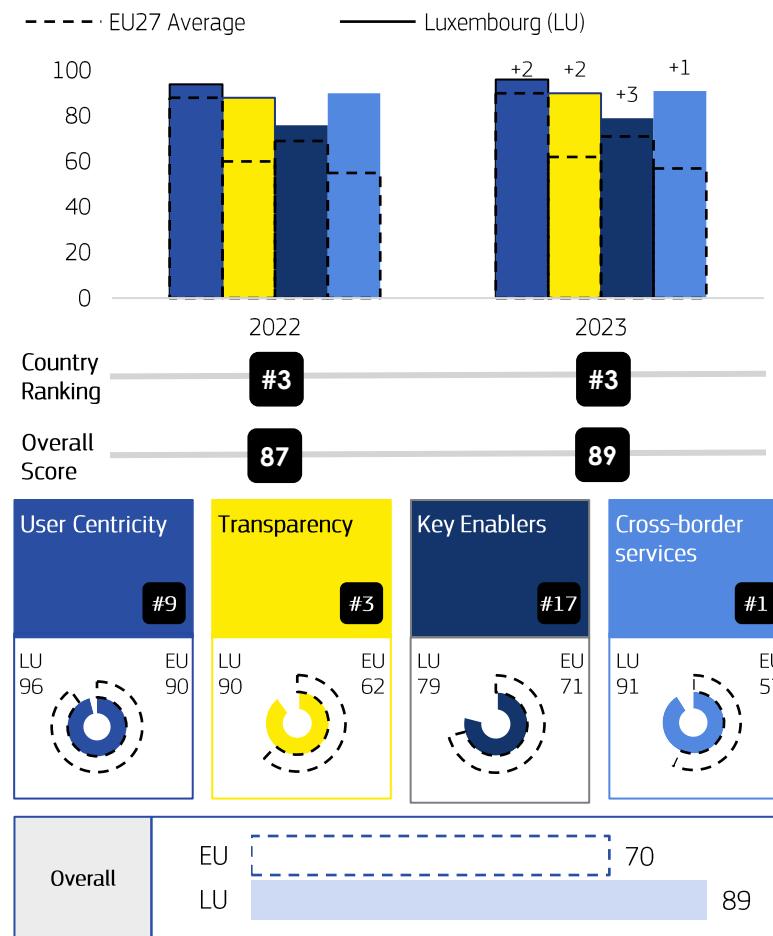
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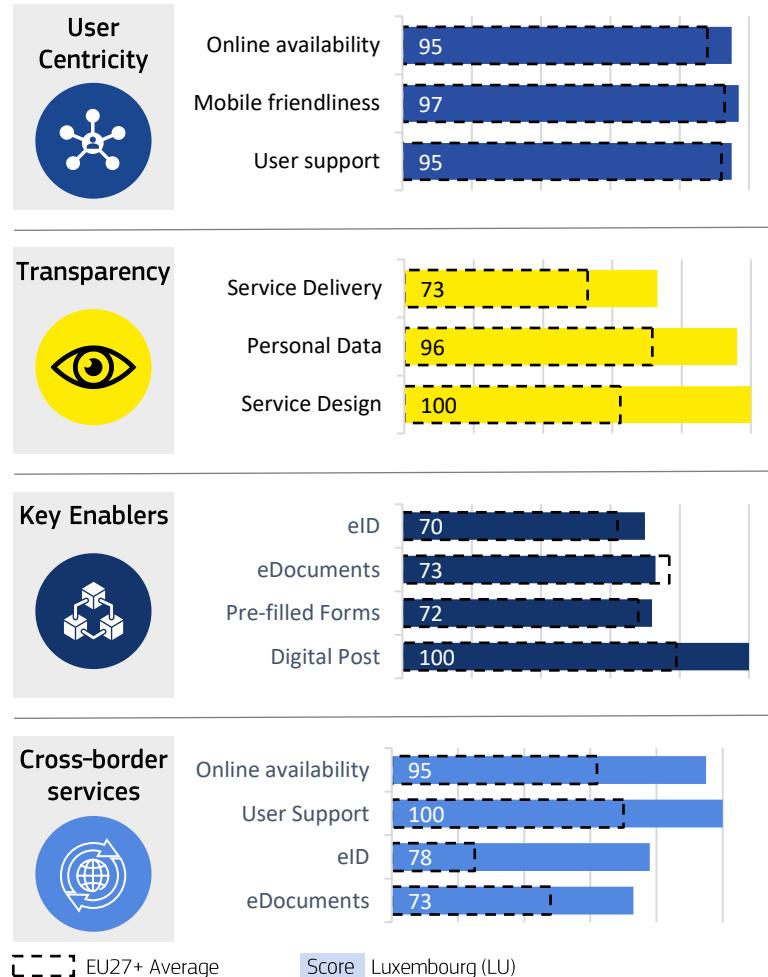
# Luxembourg

## eGovernment Benchmark 2023

### eGovernment Maturity per Key Dimension



### Score per Indicator



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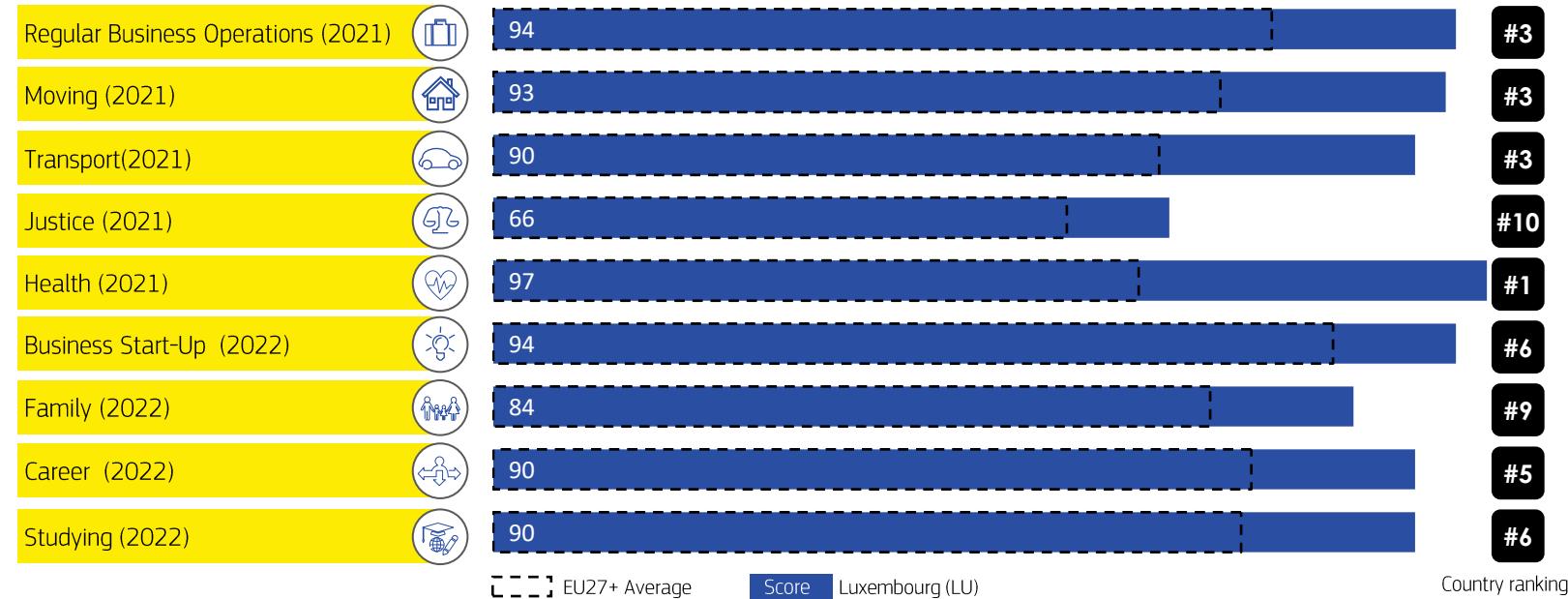
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# Luxembourg

## eGovernment Benchmark 2023



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### Key Figures



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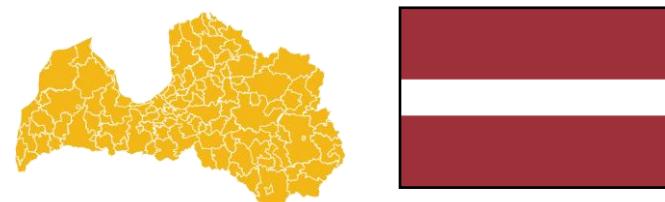
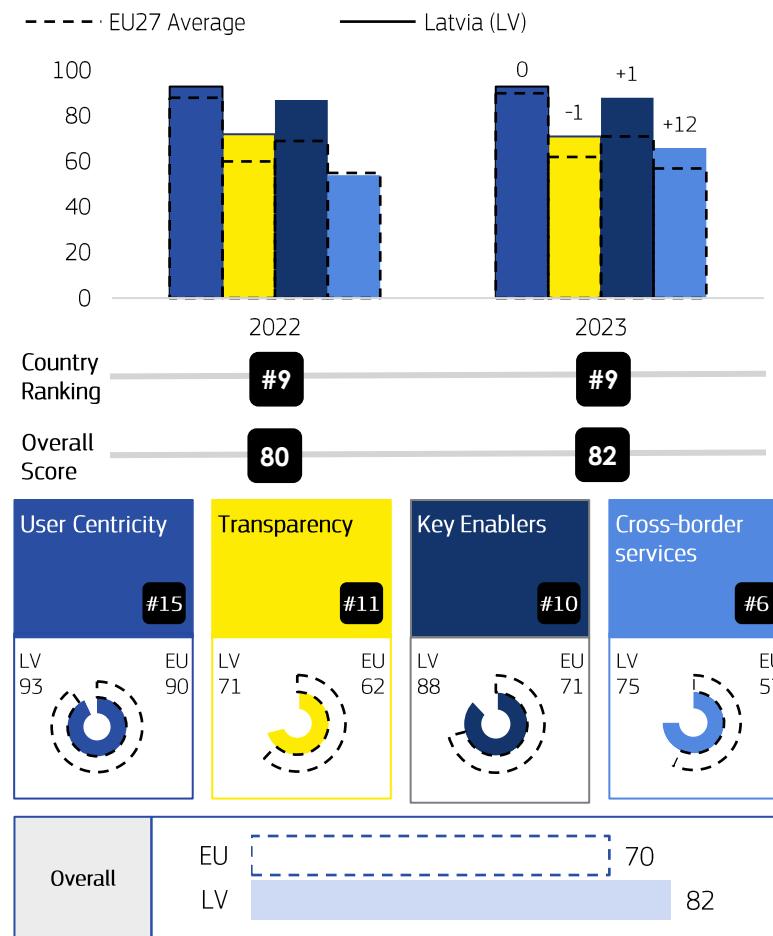
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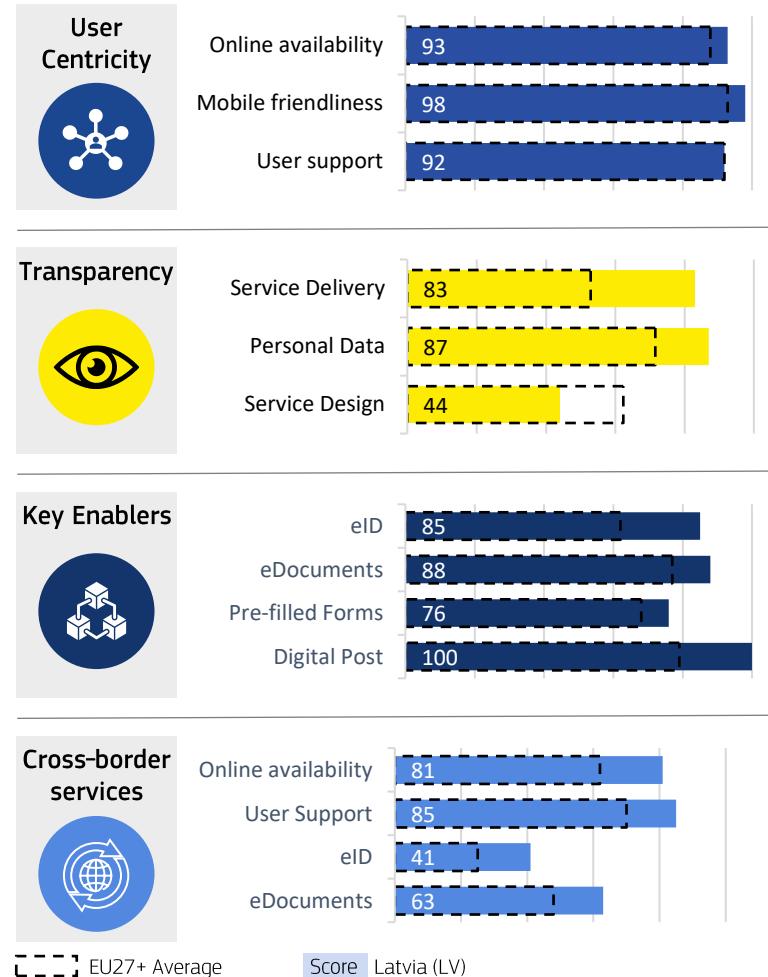
# Latvia

## eGovernment Benchmark 2023

### eGovernment Maturity per Key Dimension



### Score per Indicator



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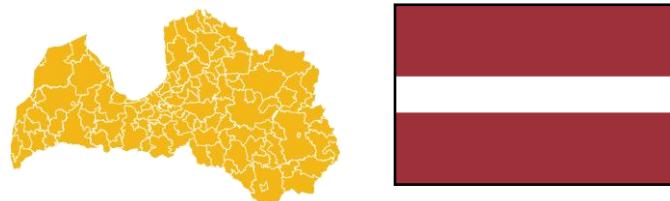
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The Key Dimension for **Cross-border Services** indicates to what extent EU citizens can use online services in another country.

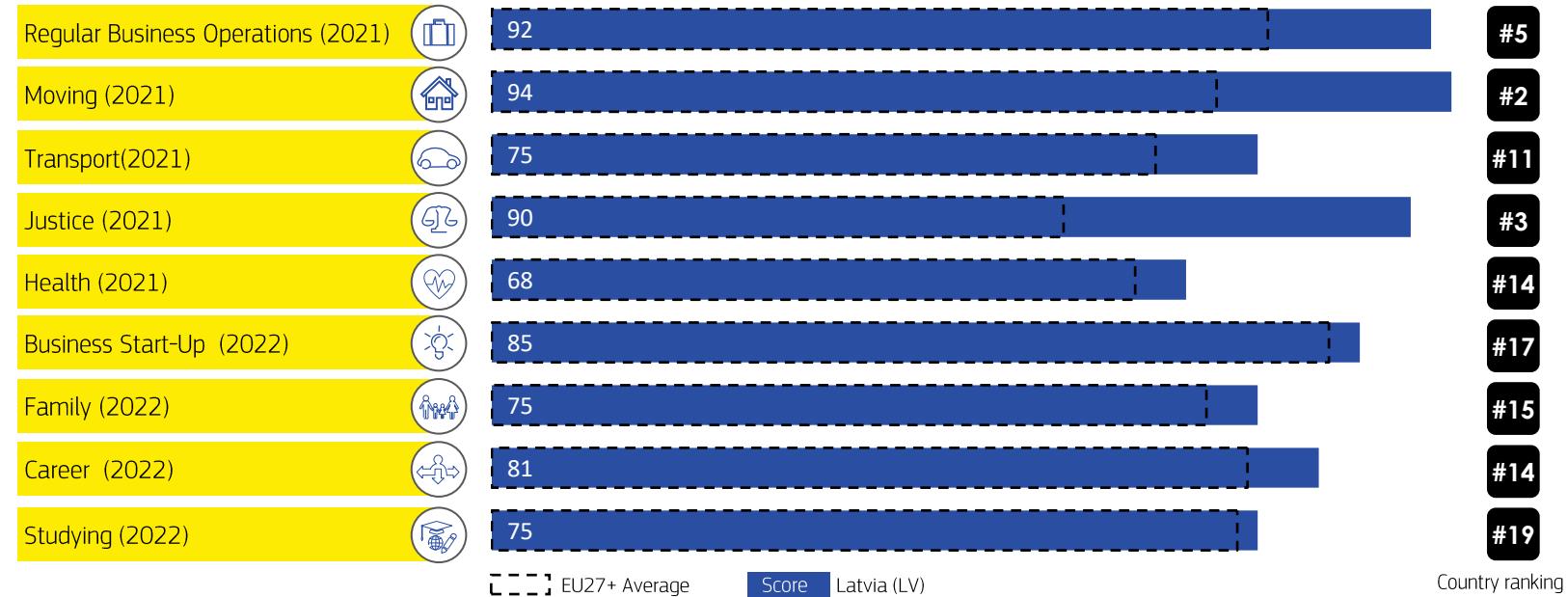
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# Latvia

## eGovernment Benchmark 2023



### Digital Maturity and Ranking per Life Event



### Key Figures



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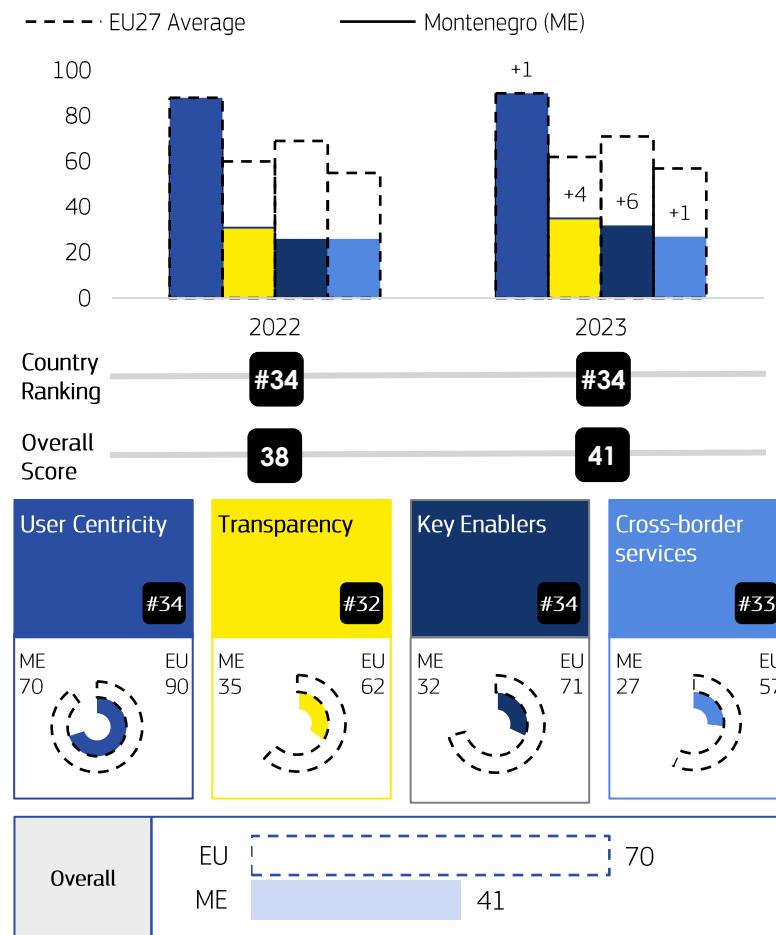
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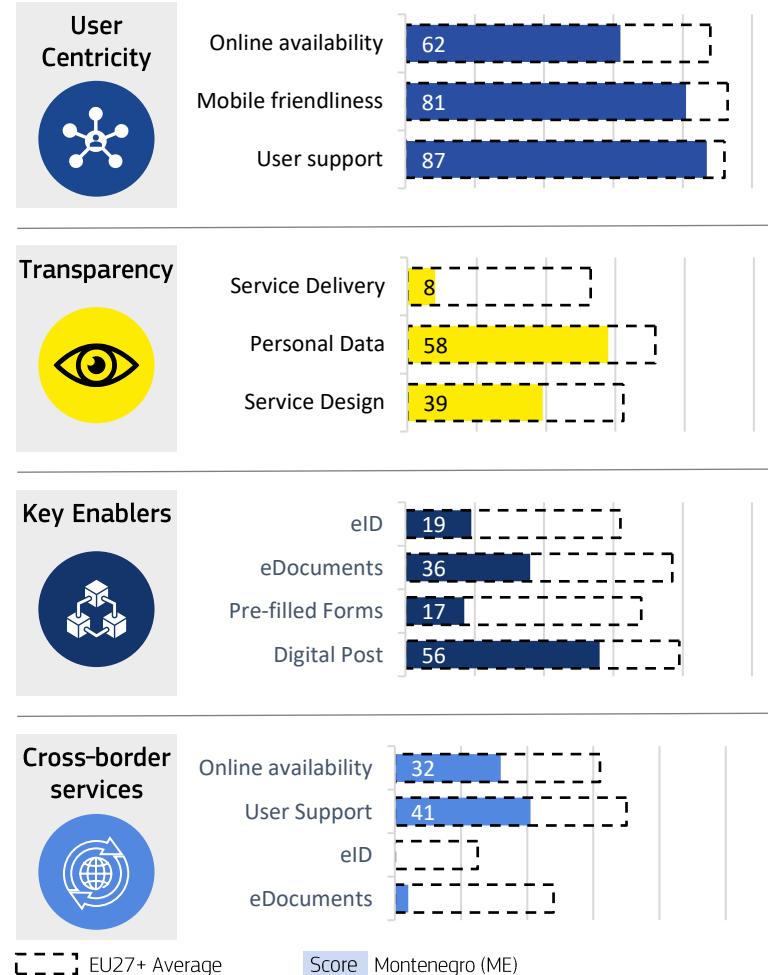
# Montenegro

## eGovernment Benchmark 2023

### eGovernment Maturity per Key Dimension



### Score per Indicator



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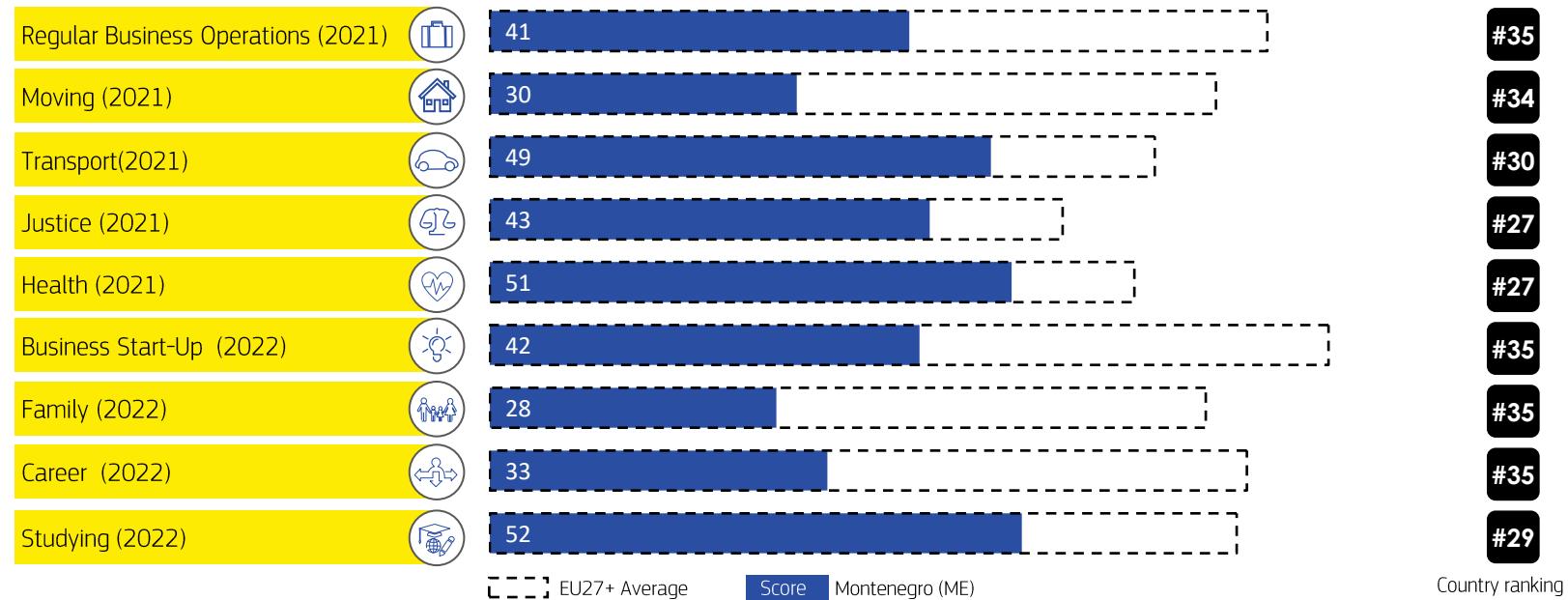
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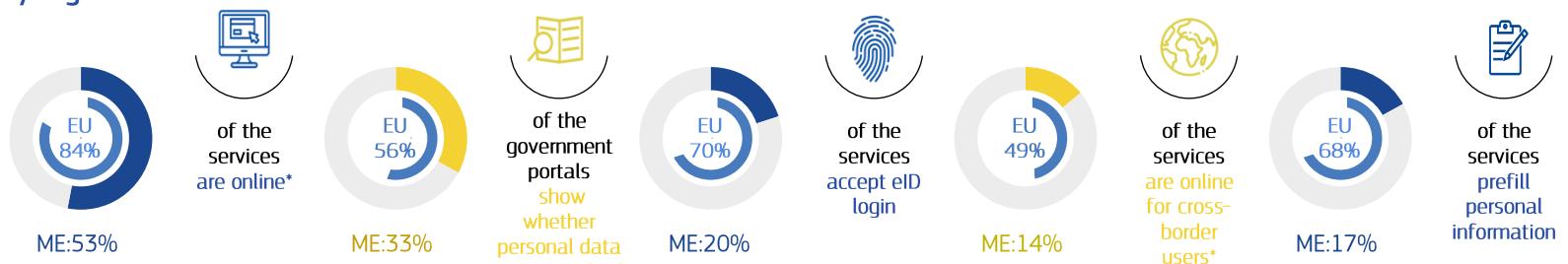
## eGovernment Benchmark 2023



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### Key Figures



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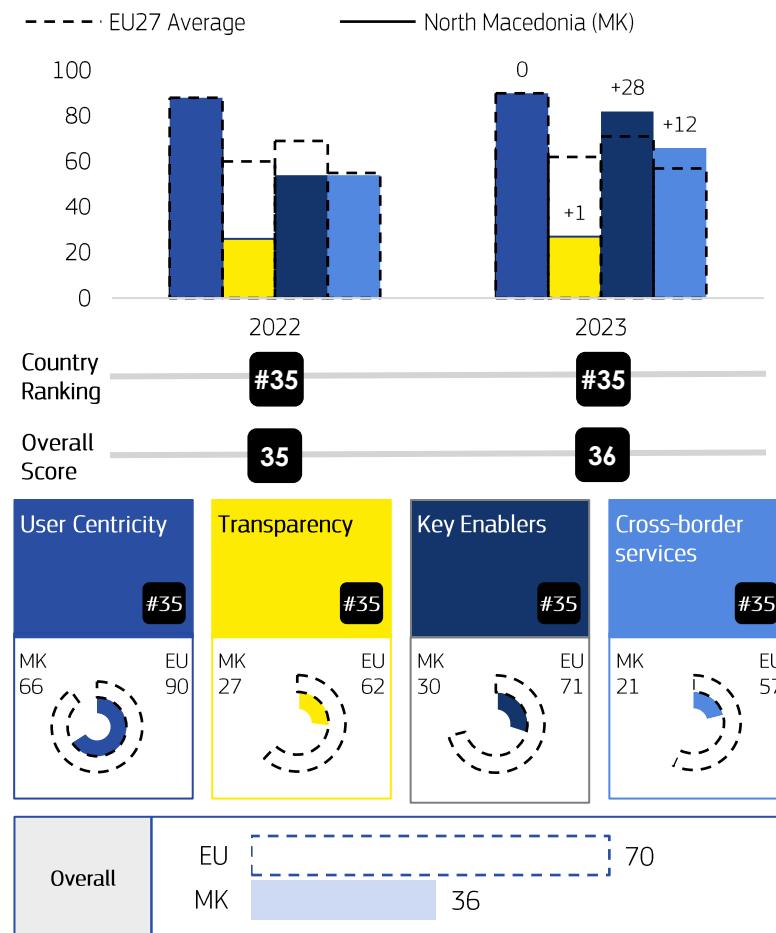
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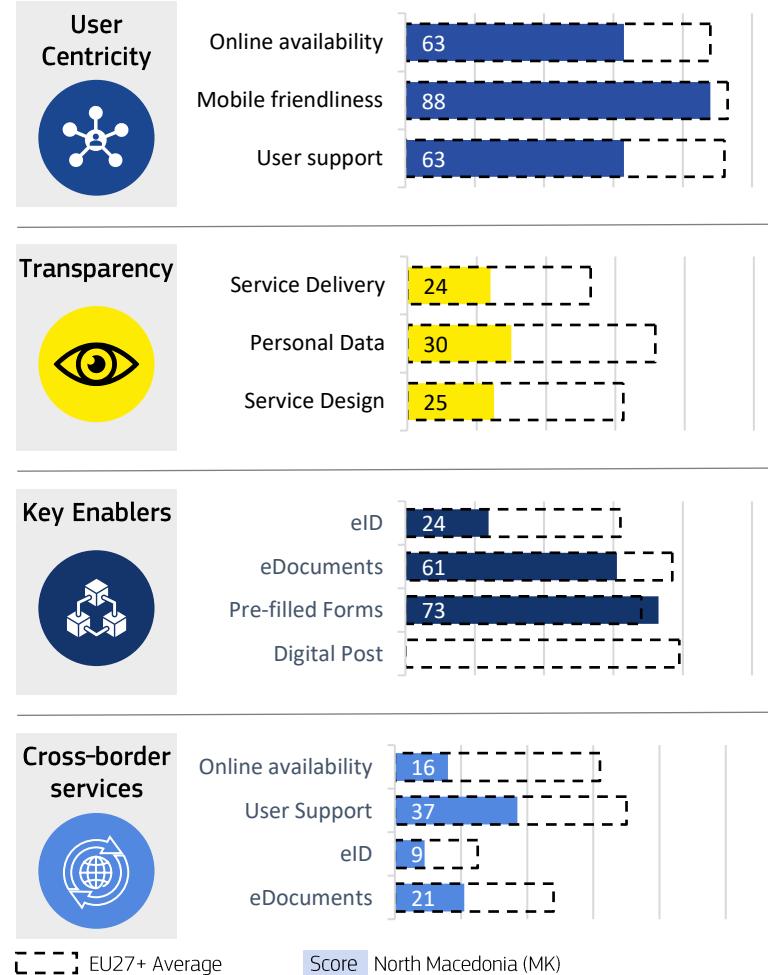
# North Macedonia

## eGovernment Benchmark 2023

### eGovernment Maturity per Key Dimension



### Score per Indicator



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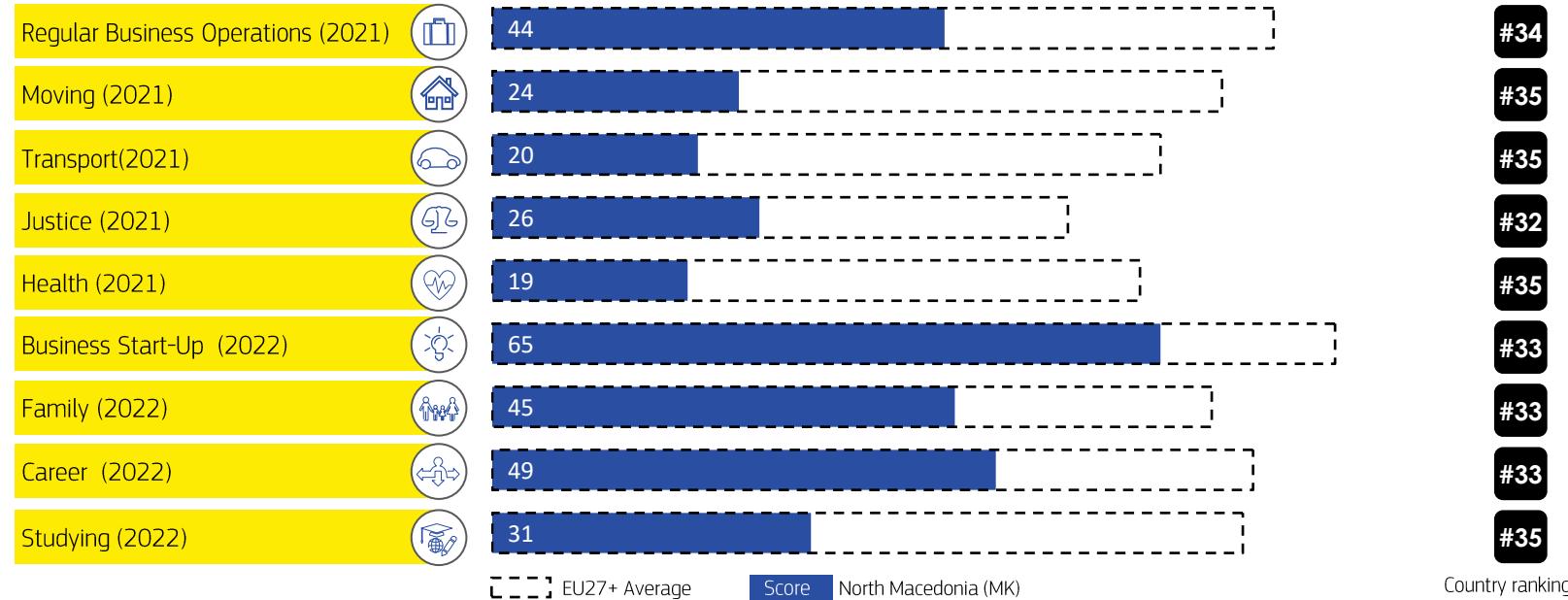
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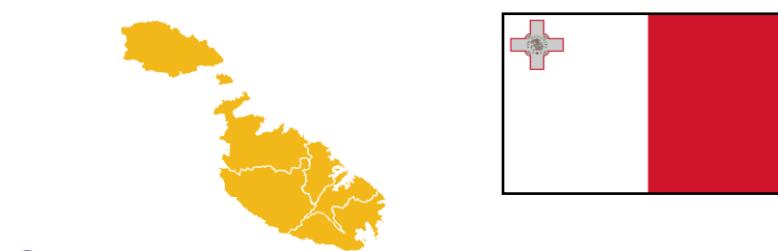
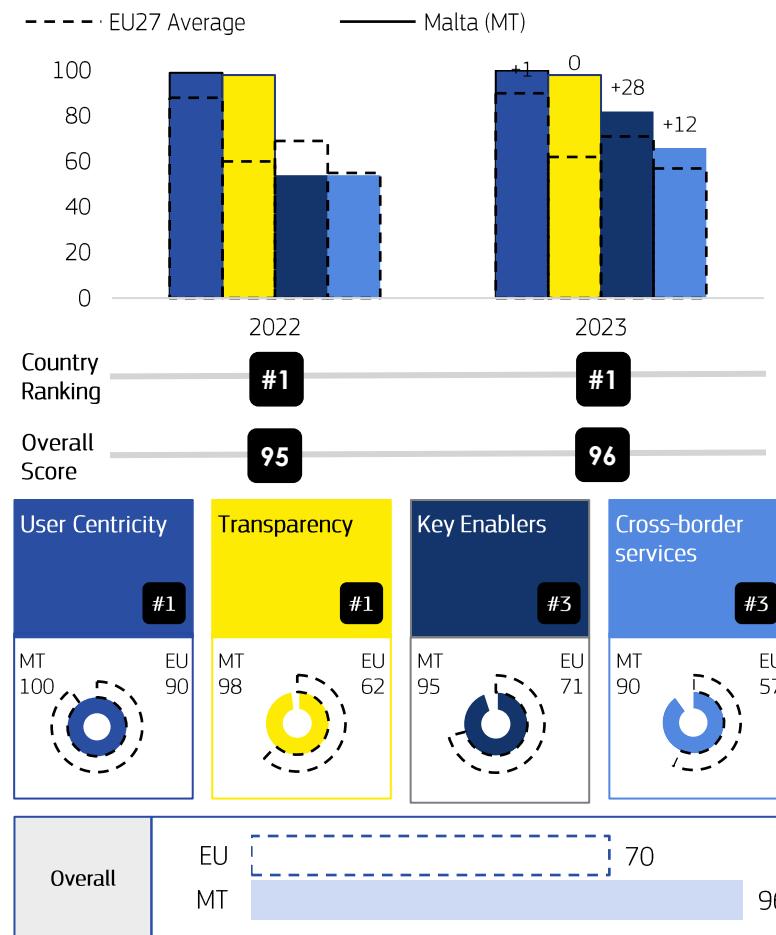
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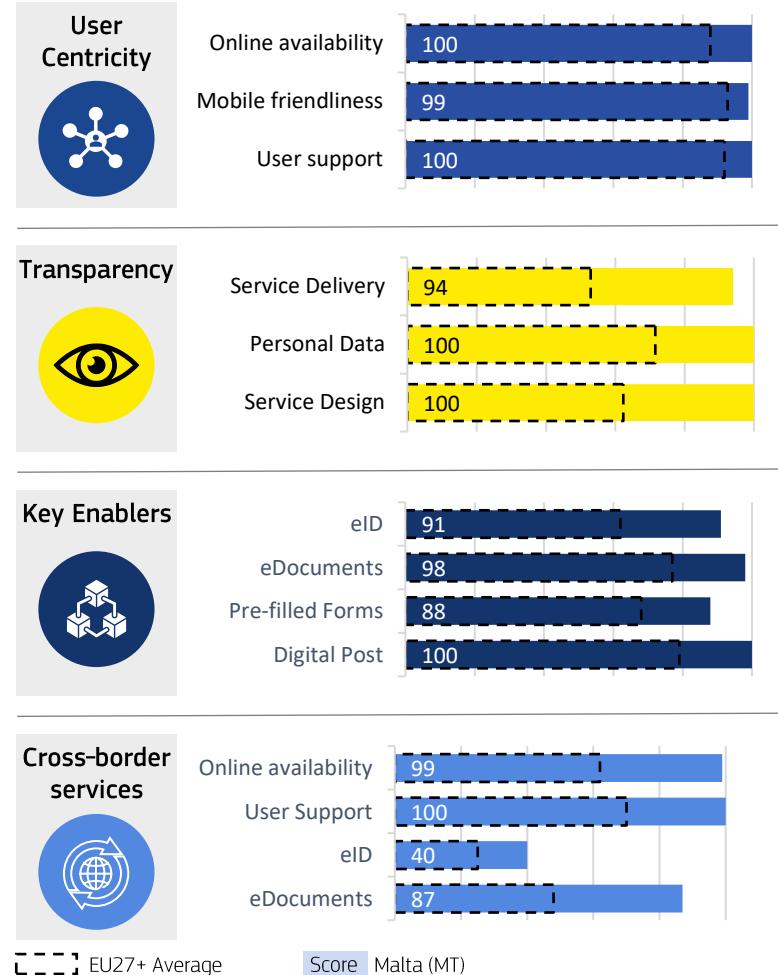
# Malta

## eGovernment Benchmark 2023

### eGovernment Maturity per Key Dimension



### Score per Indicator



The Key Dimension **User Centricity** indicates to what extent (information about) a service is provided online, how the online journey is supported and if public websites are mobile friendly.

- **Online Availability:** indicates if a service is online. Ranging from offline (0%), only information online (50%), fully online (100%).
- **User Support:** indicates if support, help and (interactive) feedback functionalities are online.
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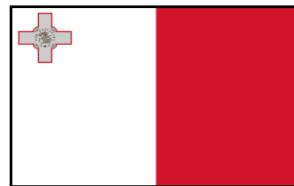
- **eID:** indicates if users can identify with their national eID for services
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- **Digital Post:** indicates whether users can receive communications solely via a secure government mailbox

The Key Dimension for **Cross-border Services** indicates to what extent EU citizens can use online services in another country.

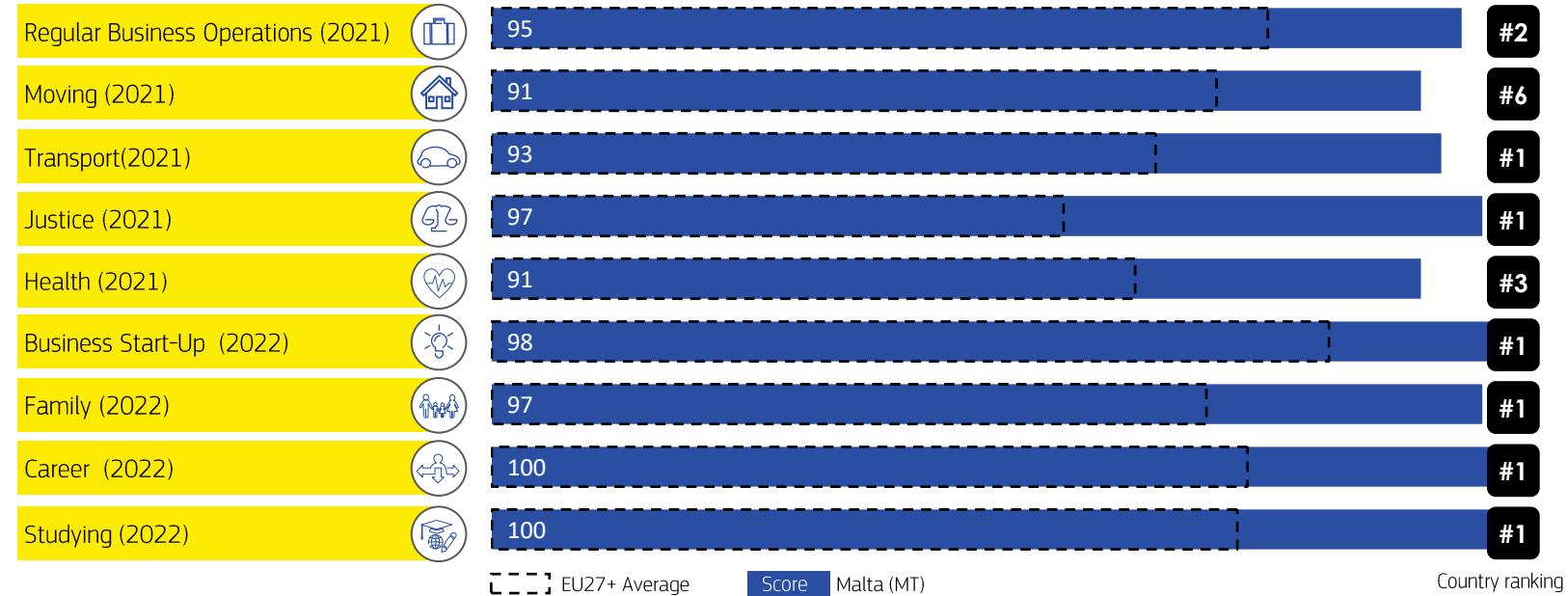
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# Malta

## eGovernment Benchmark 2023



### Digital Maturity and Ranking per Life Event



### Key Figures



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Career (2022). From immediate actions for unemployed applications for additional benefits and allowances, this life event captures vital elements when becoming unemployed. It also include various services concerning job search and participation in training programs, supporting people to find a job.

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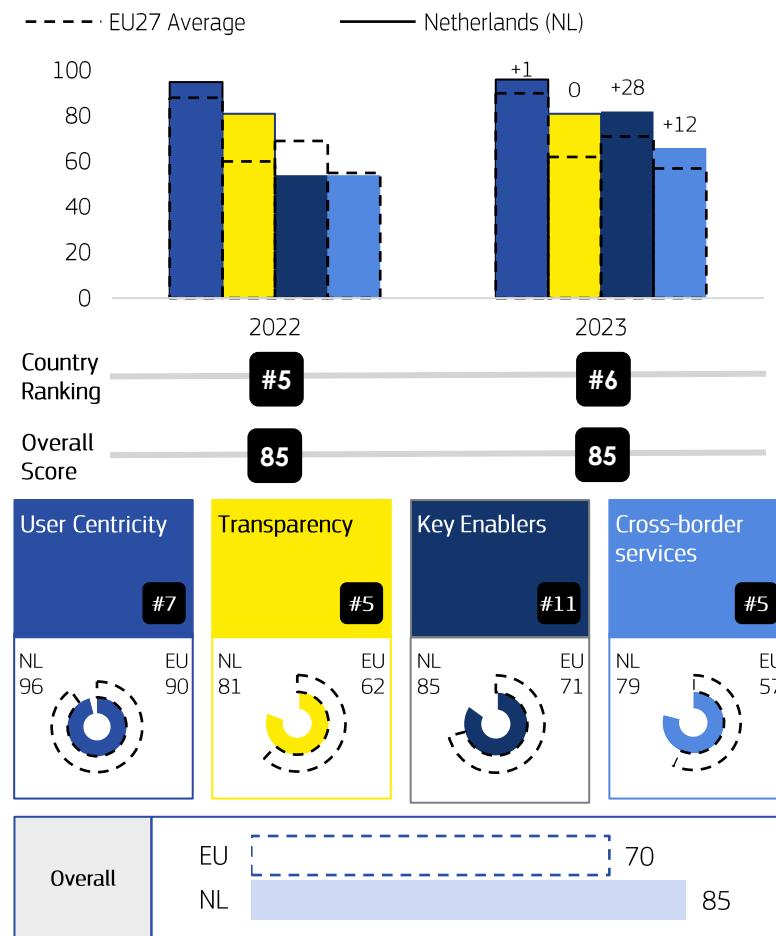
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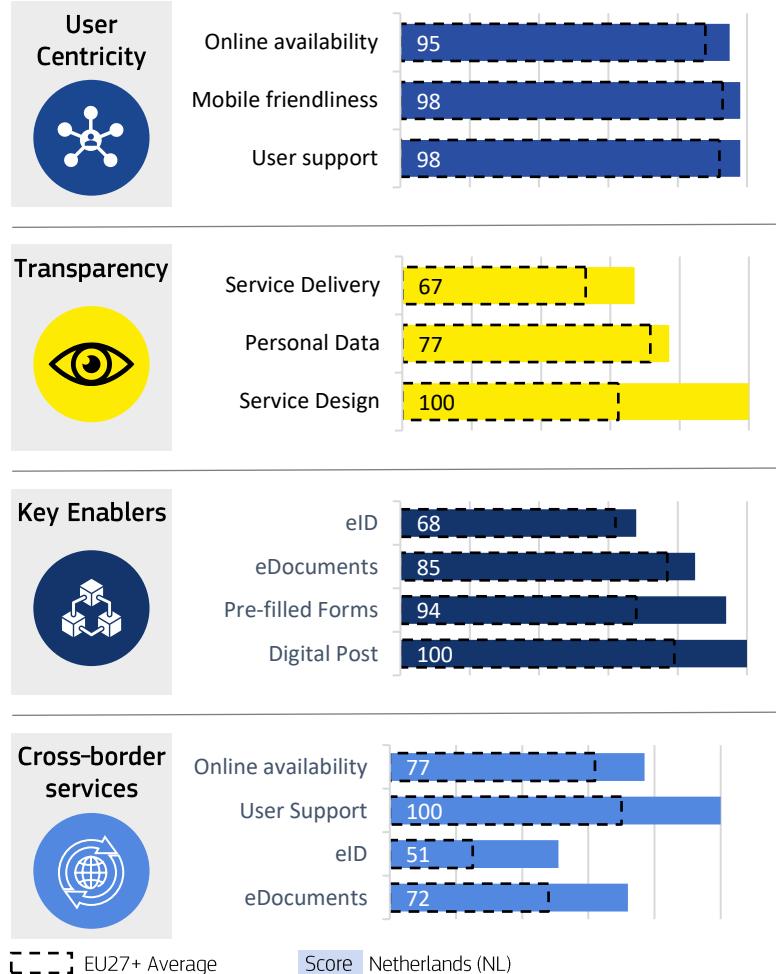
# Netherlands

## eGovernment Benchmark 2023

### eGovernment Maturity per Key Dimension



### Score per Indicator



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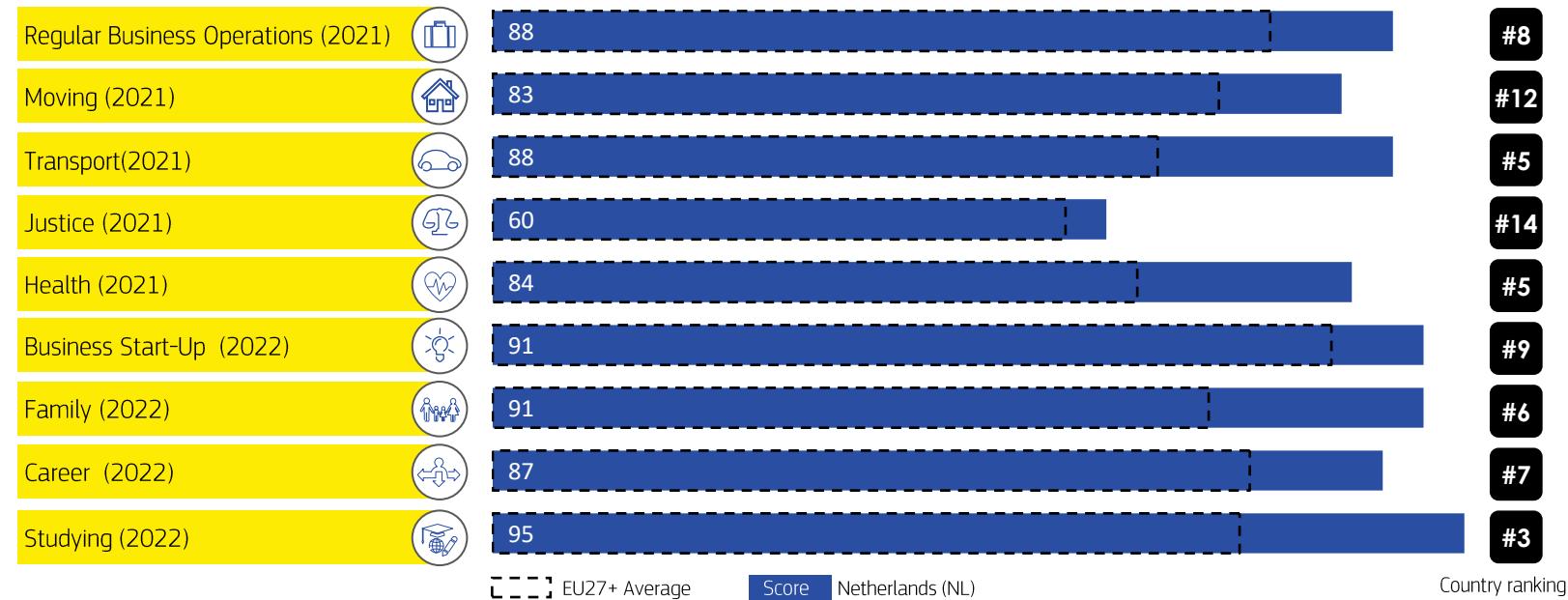
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# Netherlands

## eGovernment Benchmark 2023



### Digital Maturity and Ranking per Life Event



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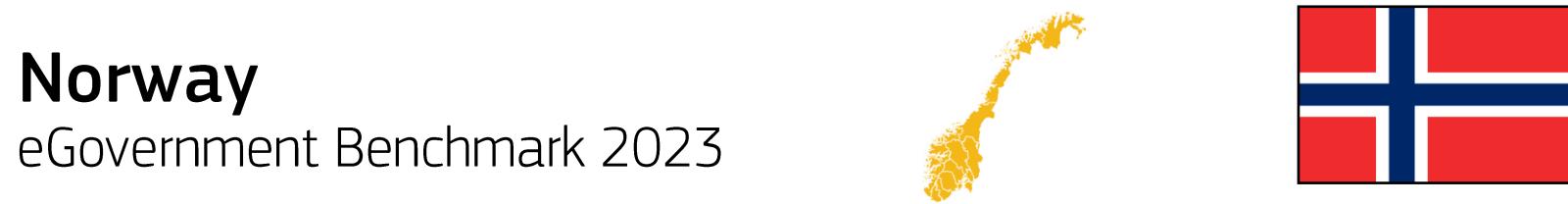
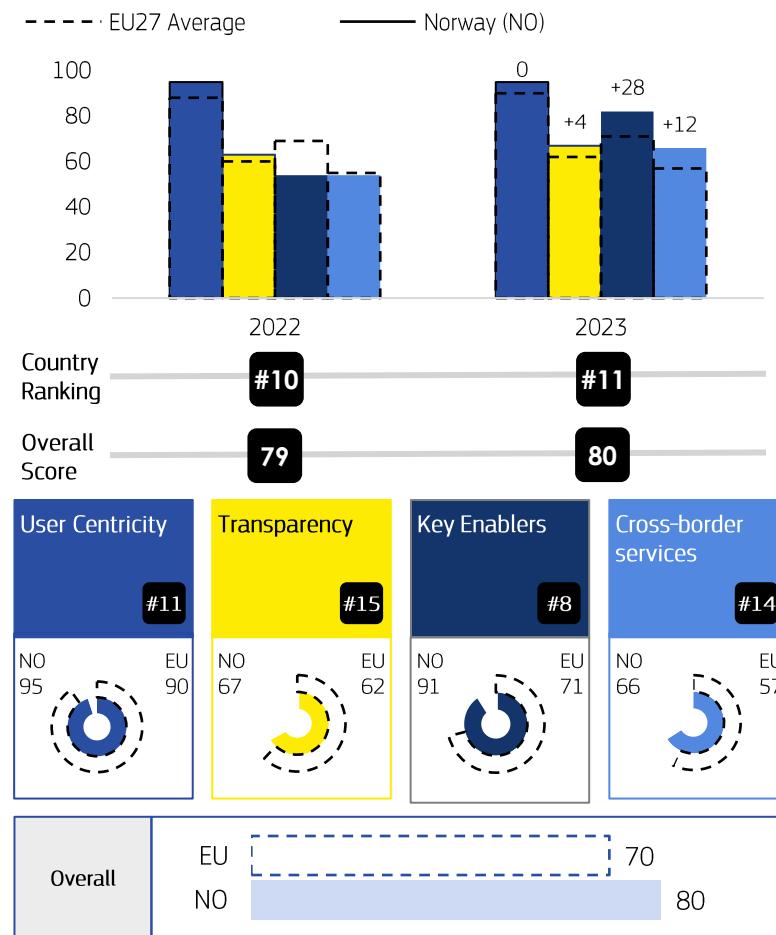
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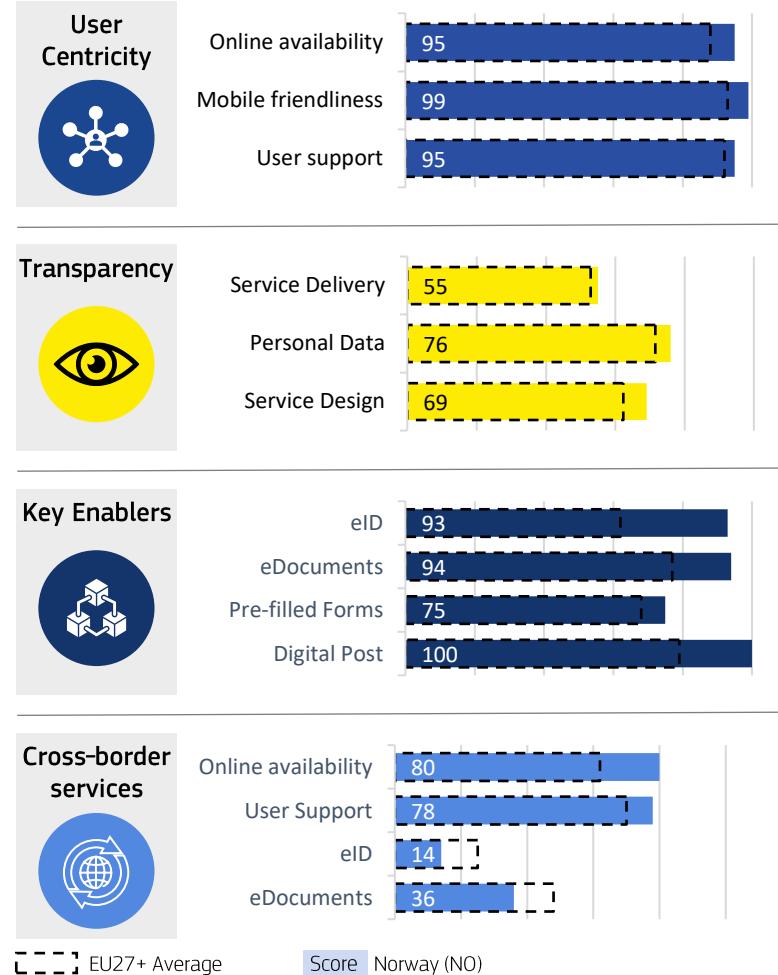
# Norway

## eGovernment Benchmark 2023

### eGovernment Maturity per Key Dimension



### Score per Indicator



The Key Dimension **User Centricity** indicates to what extent (information about) a service is provided online, how the online journey is supported and if public websites are mobile friendly.

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- **Electronic identification (eID):** indicates if users can identify with their national eID for services
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The Key Dimension for **Cross-border Services** indicates to what extent EU citizens can use online services in another country.

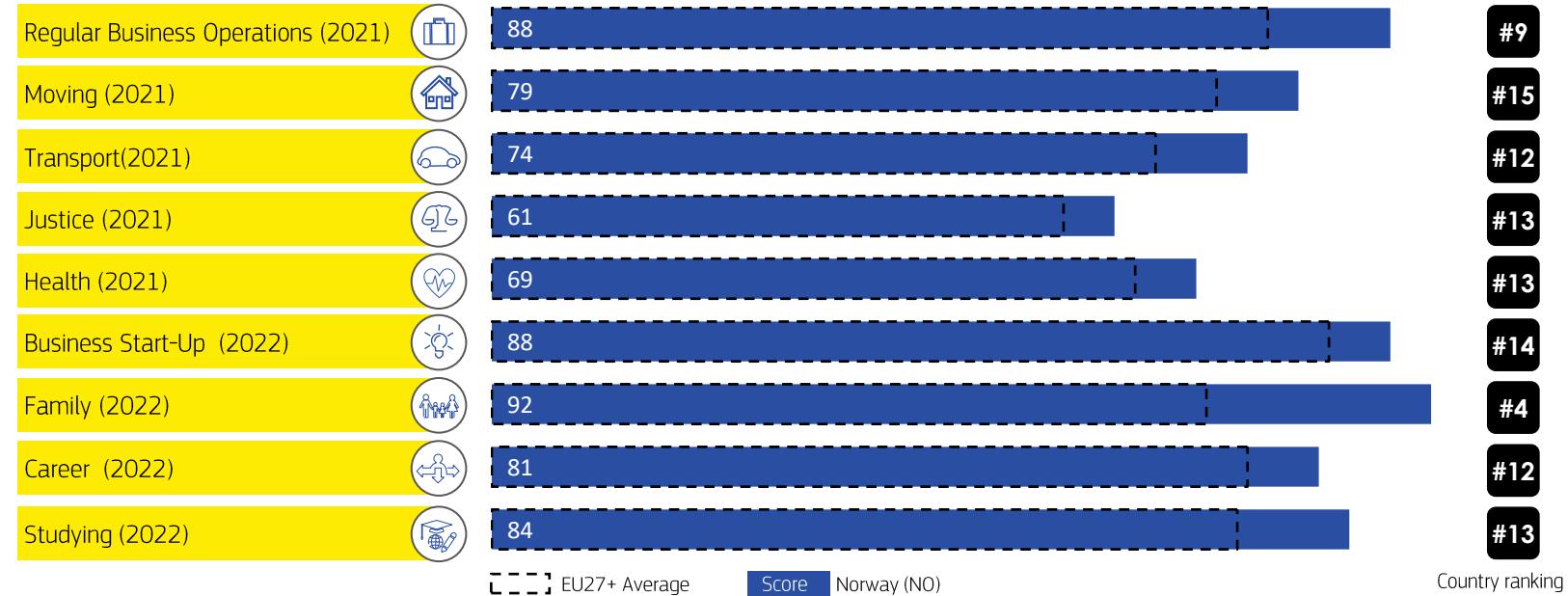
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# Norway

## eGovernment Benchmark 2023



### Digital Maturity and Ranking per Life Event



### Key Figures



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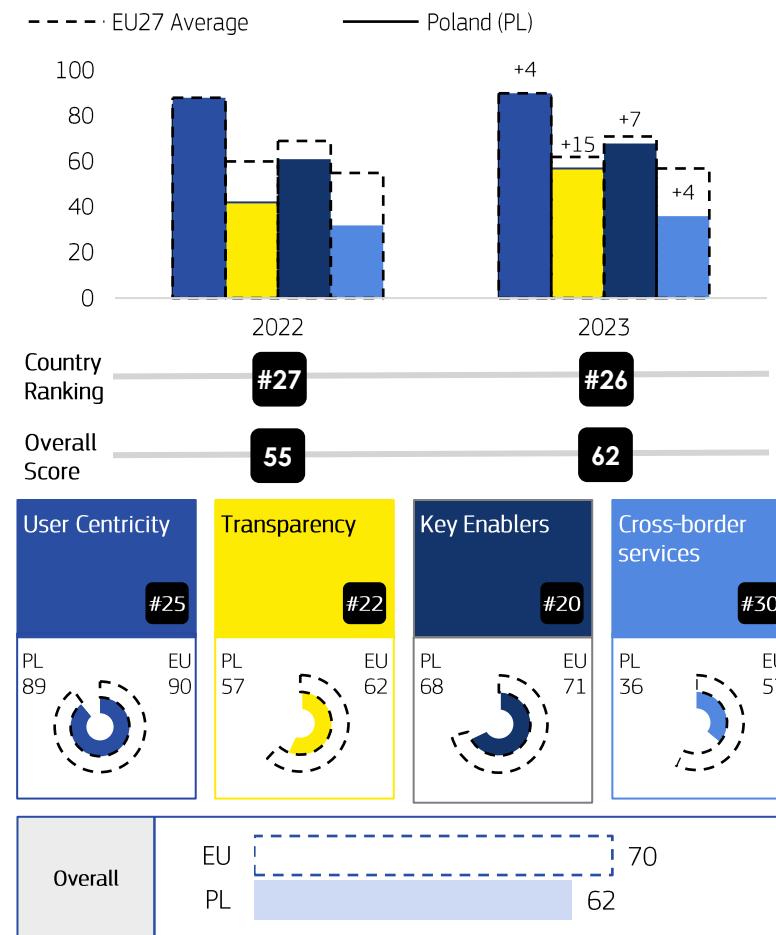
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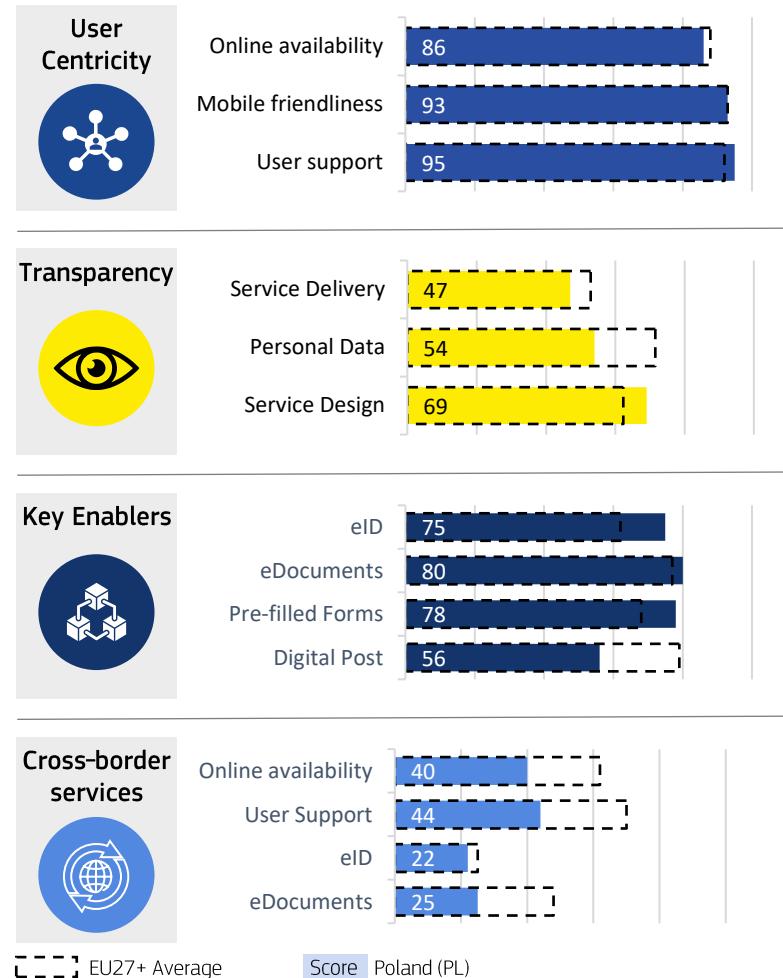
# Poland

## eGovernment Benchmark 2023

### eGovernment Maturity per Key Dimension



### Score per Indicator



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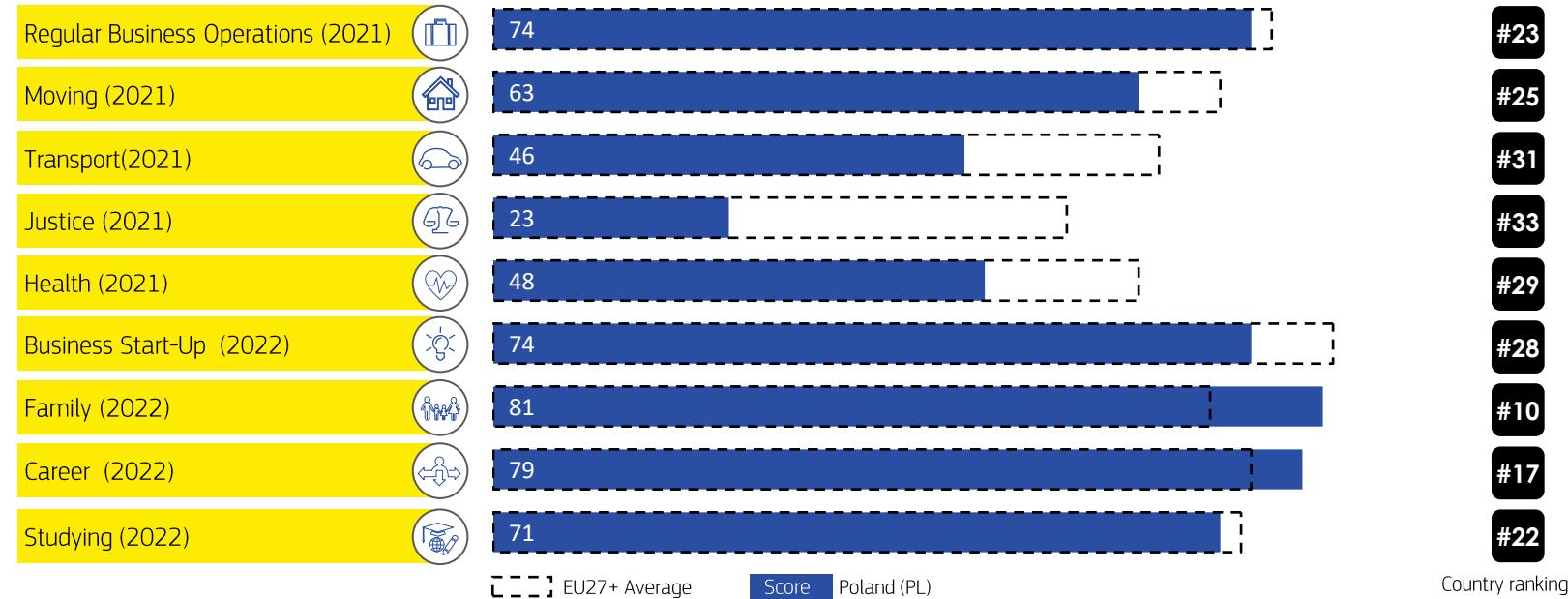
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# Poland

## eGovernment Benchmark 2023



### Digital Maturity and Ranking per Life Event



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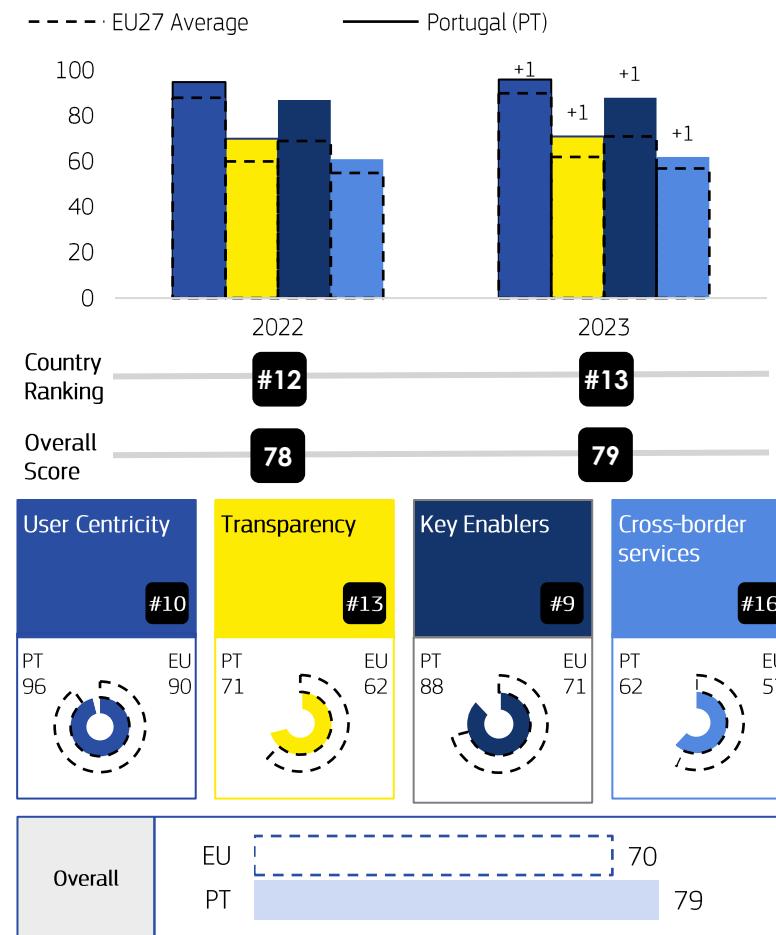
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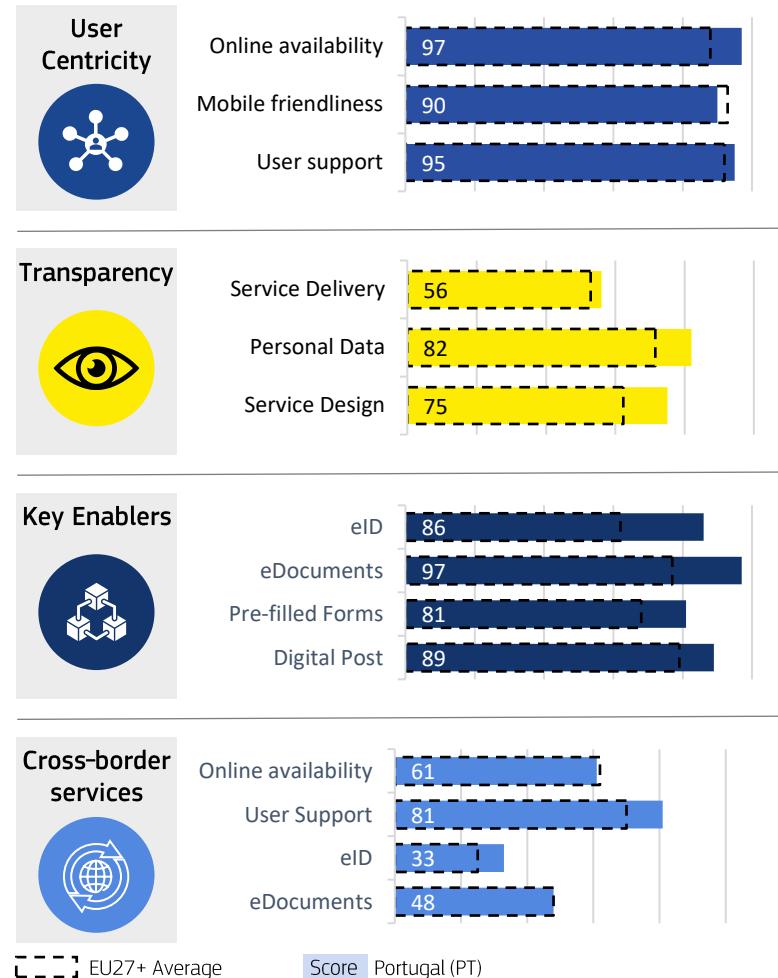
# Portugal

## eGovernment Benchmark 2023

### eGovernment Maturity per Key Dimension



### Score per Indicator



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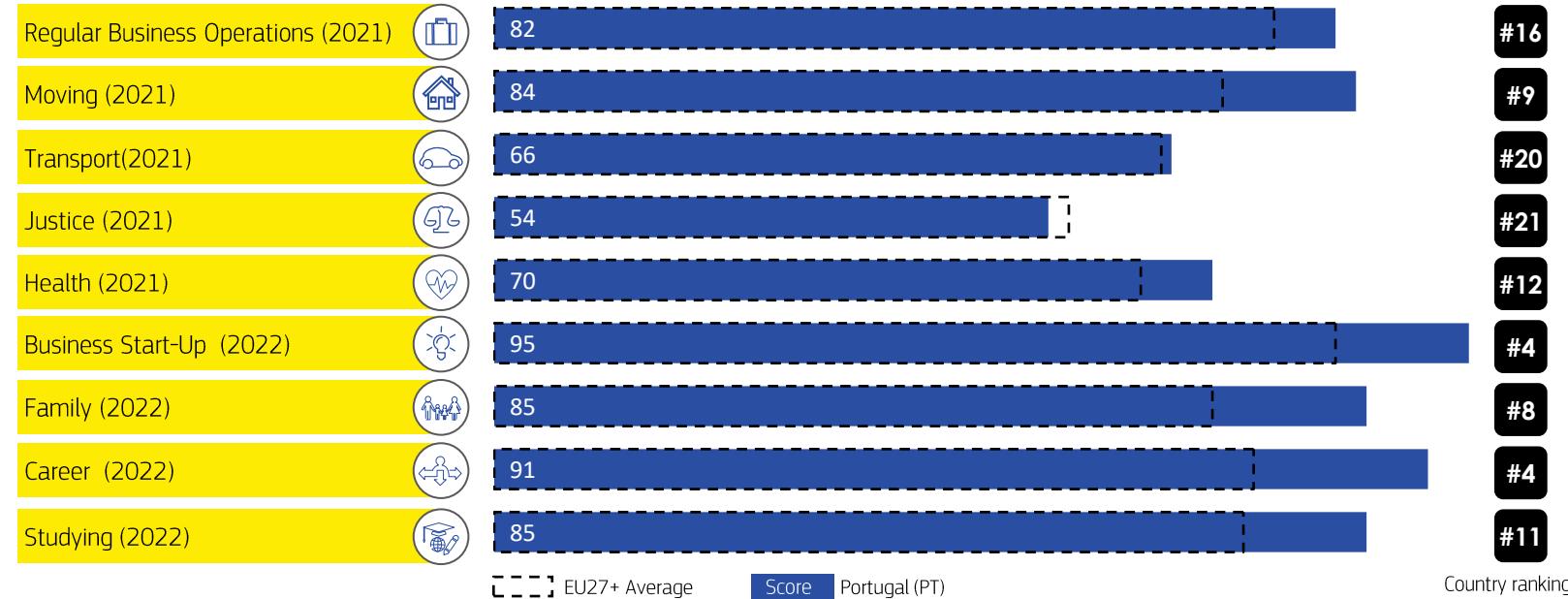
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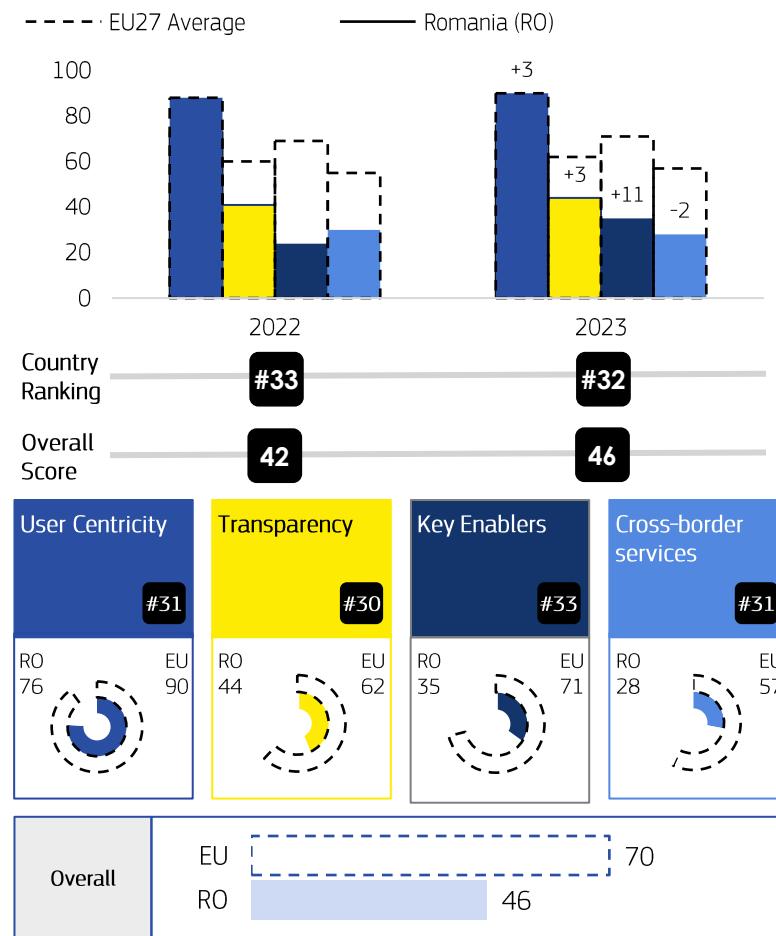
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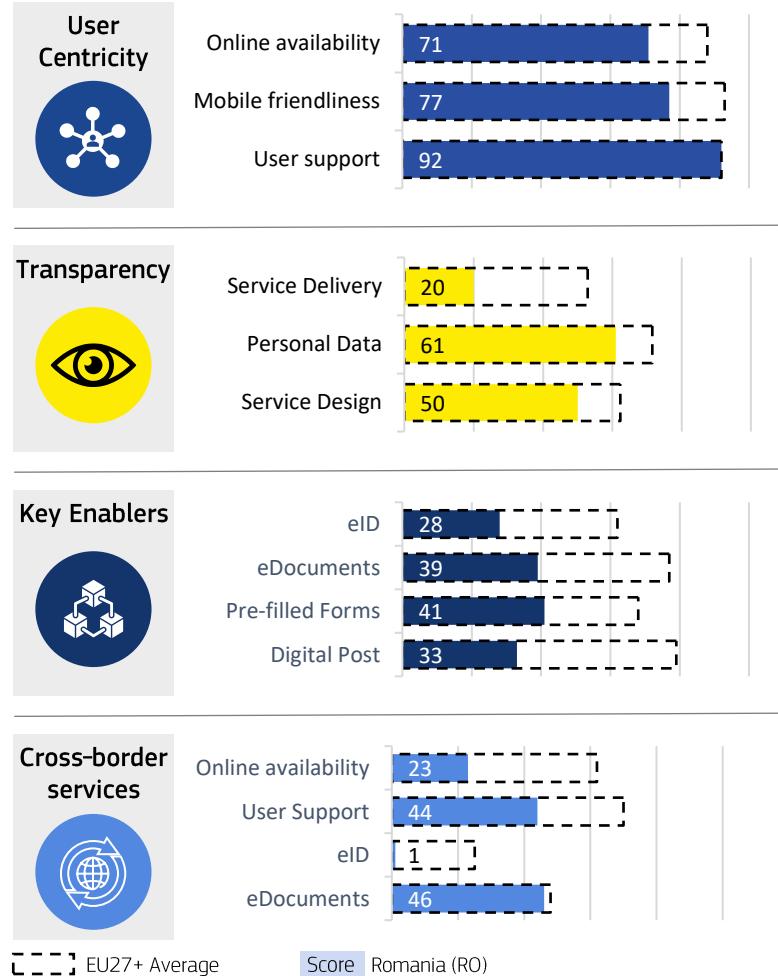
# Romania

## eGovernment Benchmark 2023

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### Score per Indicator



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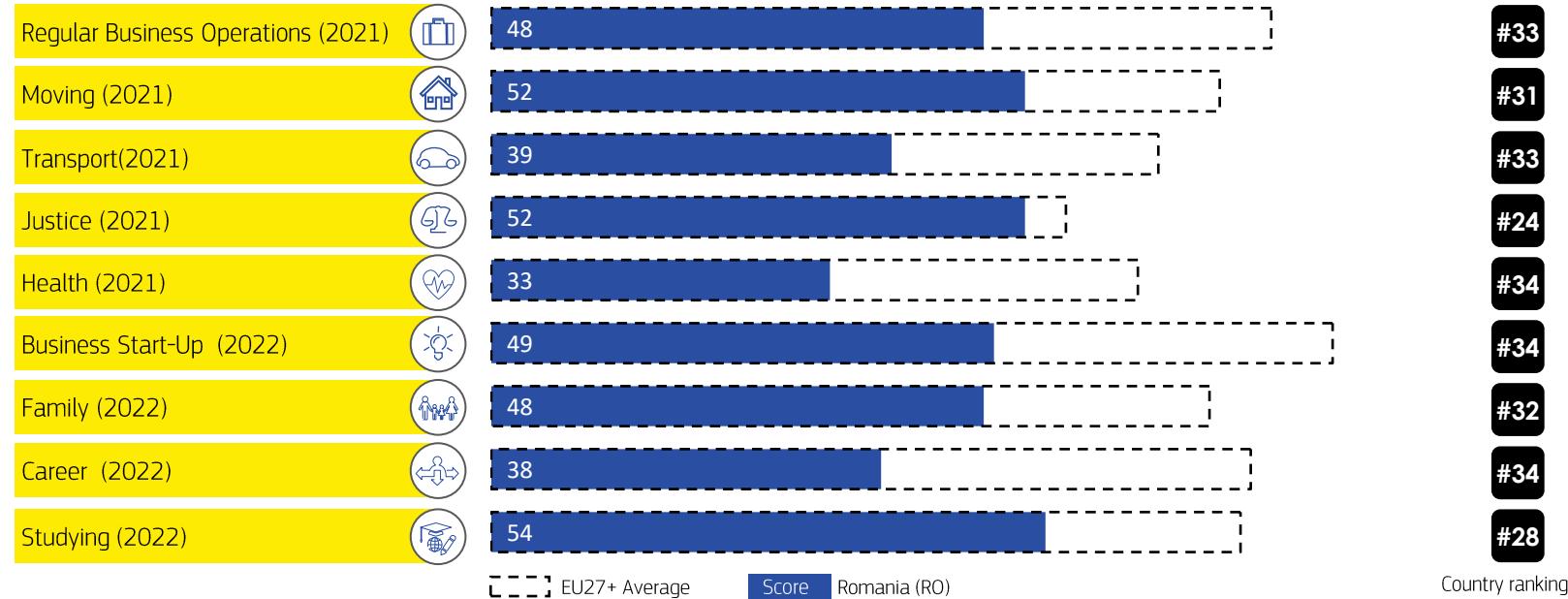
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## eGovernment Benchmark 2023



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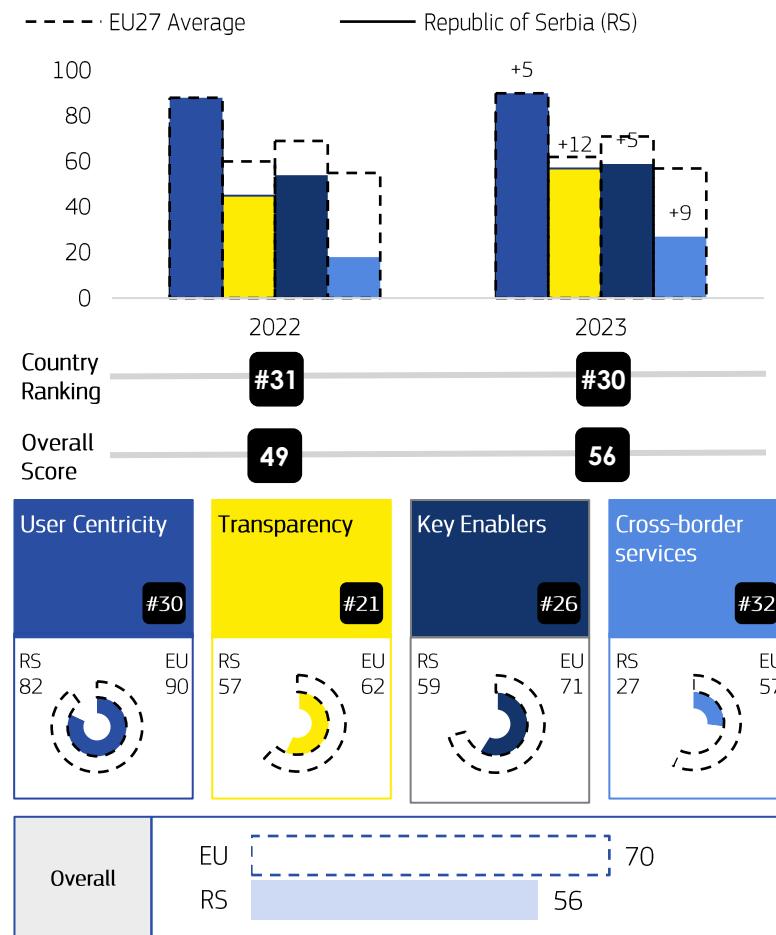
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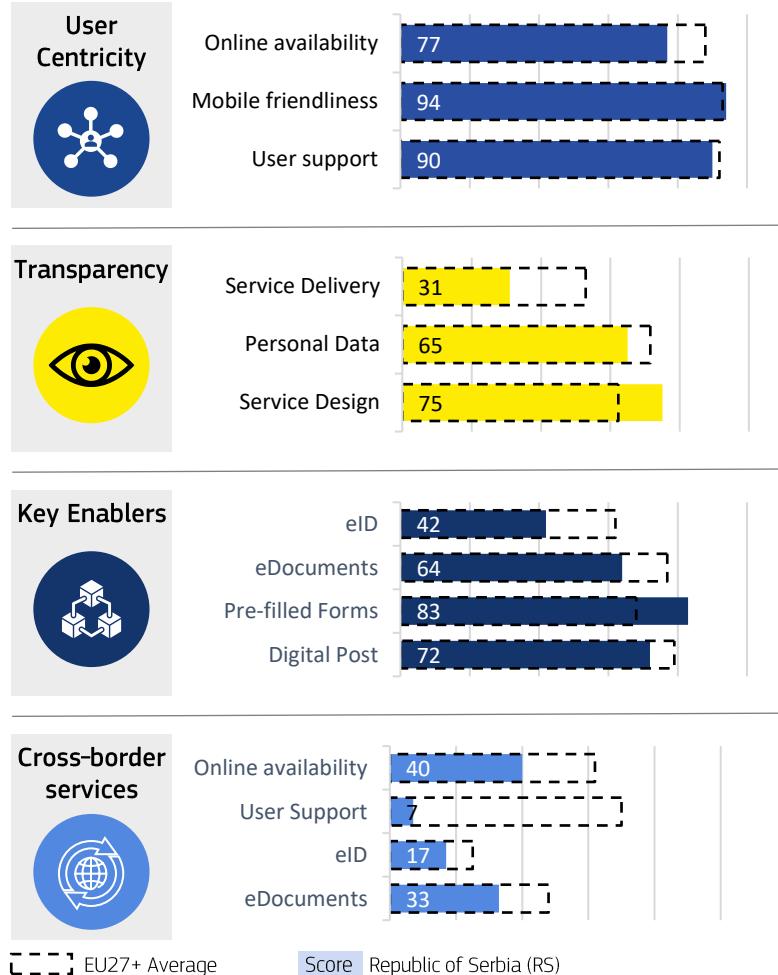
# Republic of Serbia

## eGovernment Benchmark 2023

### eGovernment Maturity per Key Dimension



### Score per Indicator



The Key Dimension **User Centricity** indicates to what extent (information about) a service is provided online, how the online journey is supported and if public websites are mobile friendly.

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The Key Dimension for **Cross-border Services** indicates to what extent EU citizens can use online services in another country.

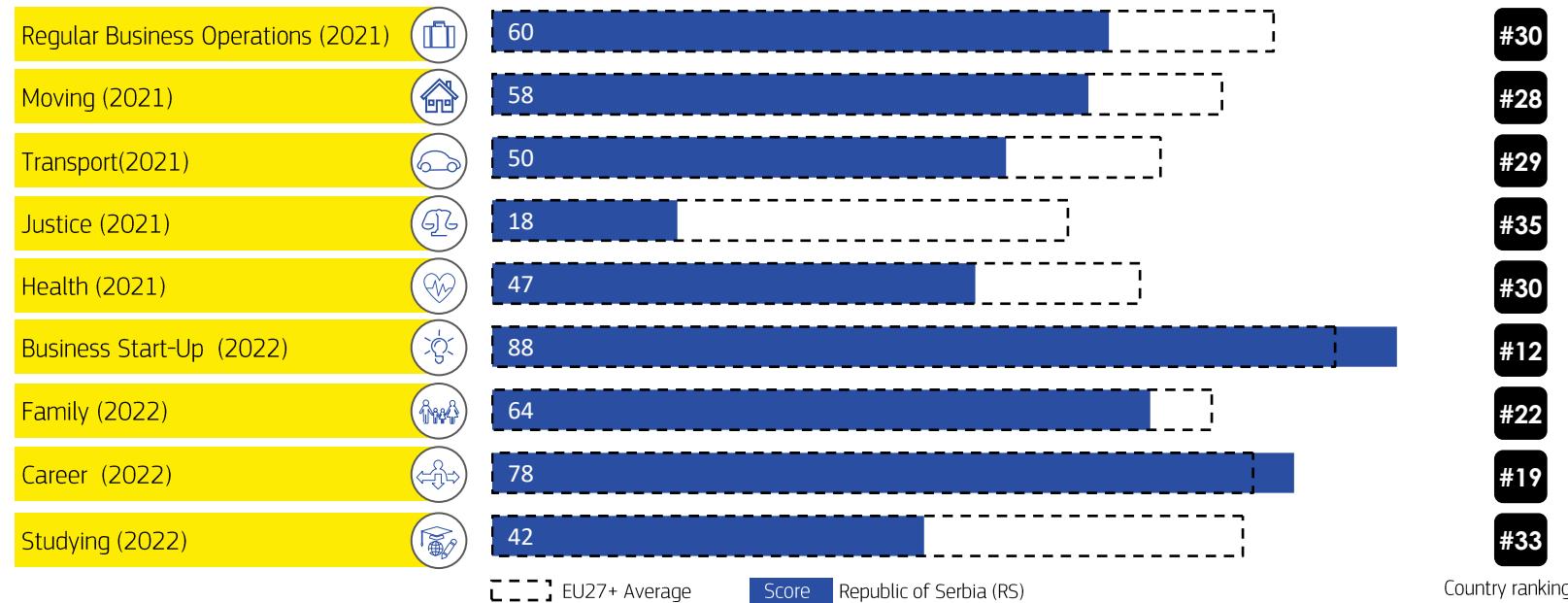
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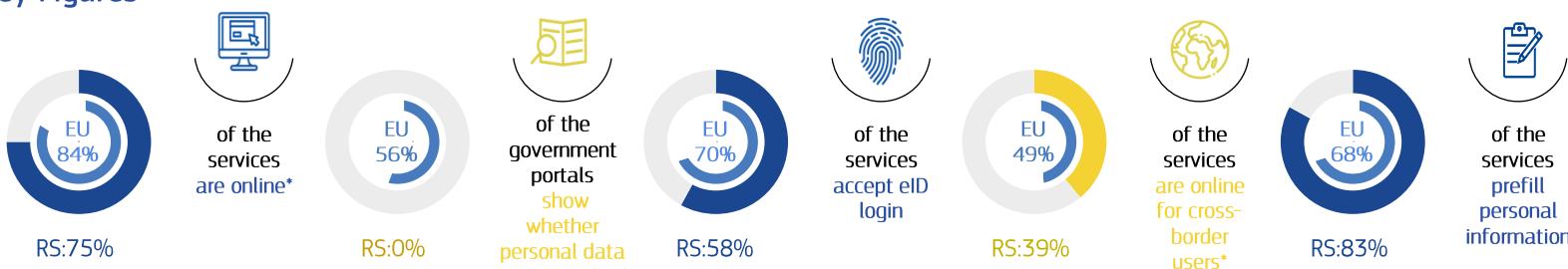
## eGovernment Benchmark 2023



### Digital Maturity and Ranking per Life Event



### Key Figures



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Career (2022). From immediate actions for unemployed applications for additional benefits and allowances, this life event captures vital elements when becoming unemployed. It also include various services concerning job search and participation in training programs, supporting people to find a job.

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Studying (2022). In this life event, comprising of 11 services, it is evaluated to what extent enrolment in higher education can be done online. Think for instance about admission requirements and services that are needed during the study, such as career advice and portability of student grant when studying abroad

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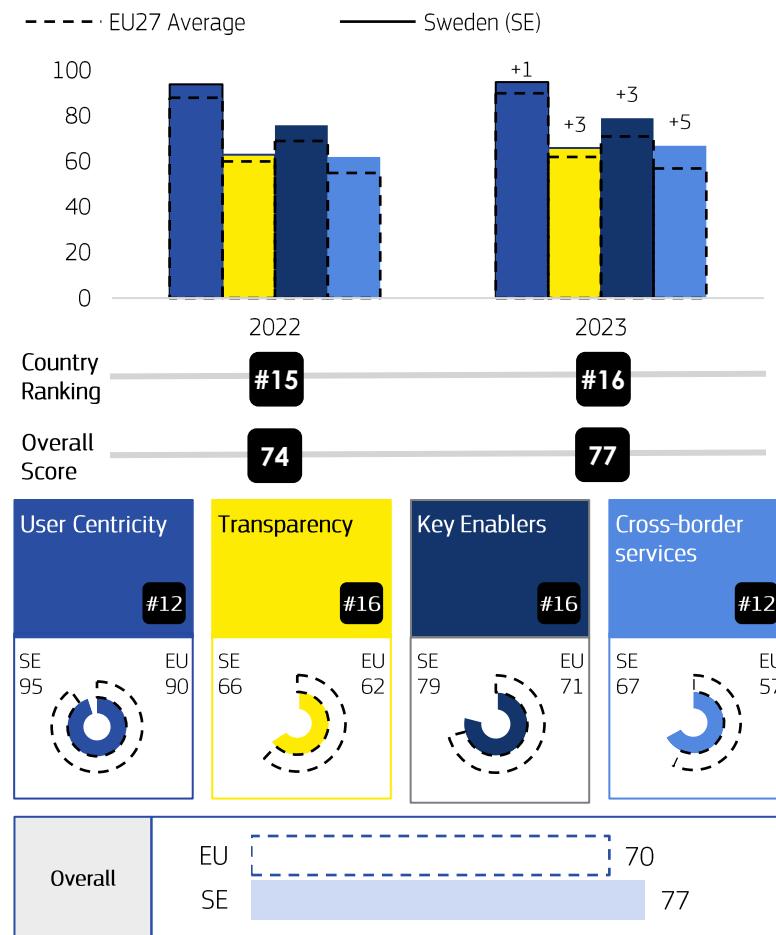
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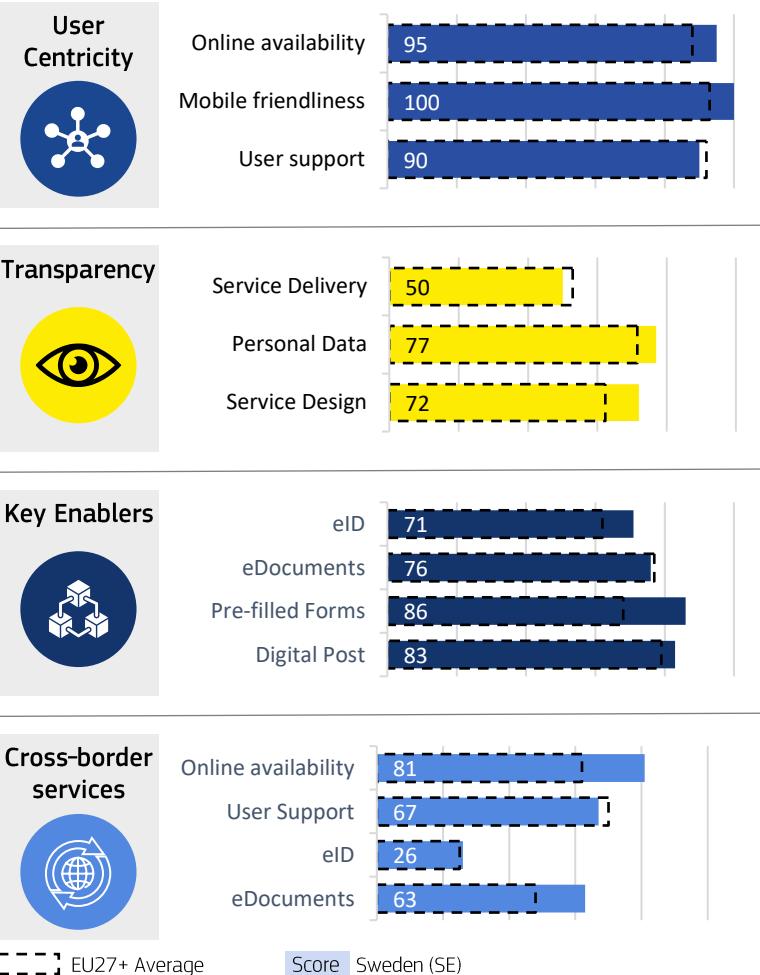
# Sweden

## eGovernment Benchmark 2023

### eGovernment Maturity per Key Dimension



### Score per Indicator



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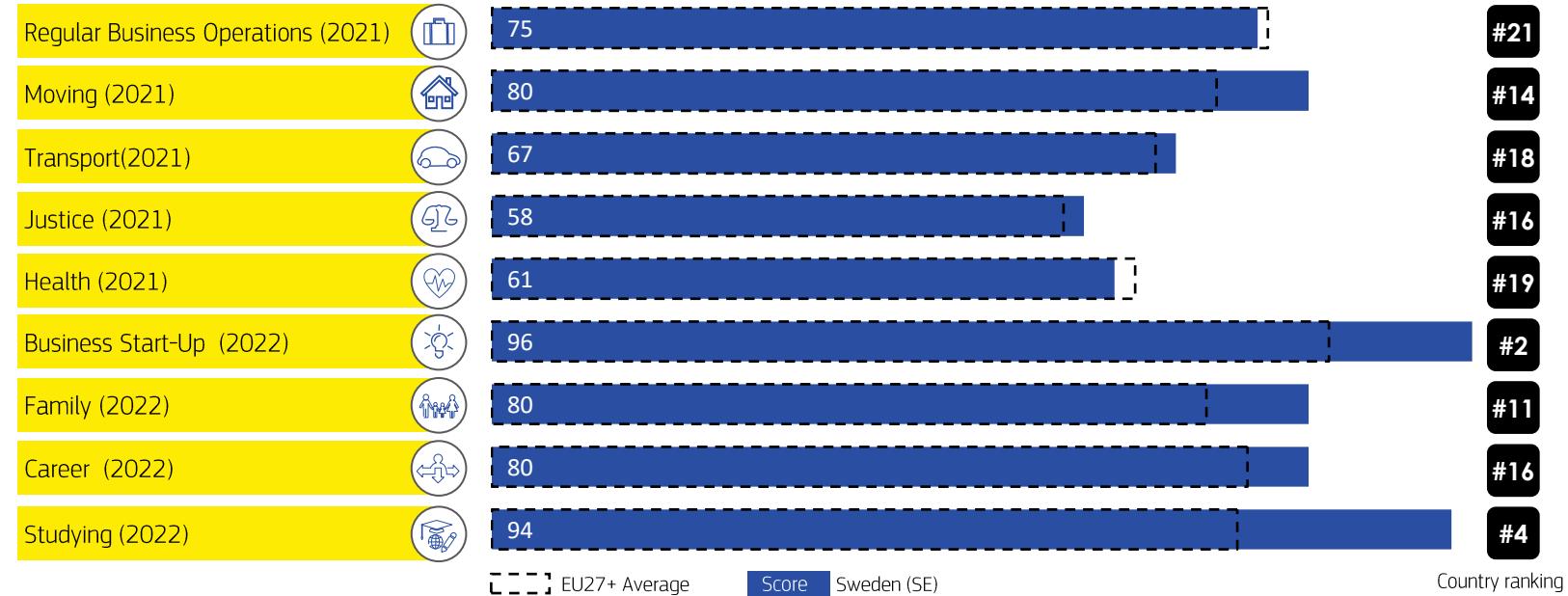
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# Sweden

## eGovernment Benchmark 2023



### Digital Maturity and Ranking per Life Event



### Key Figures



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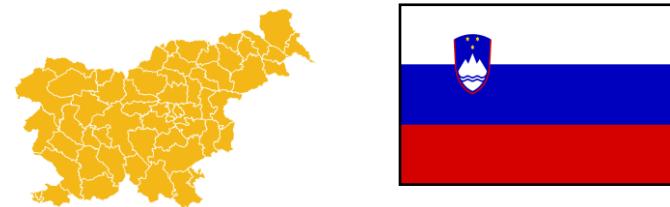
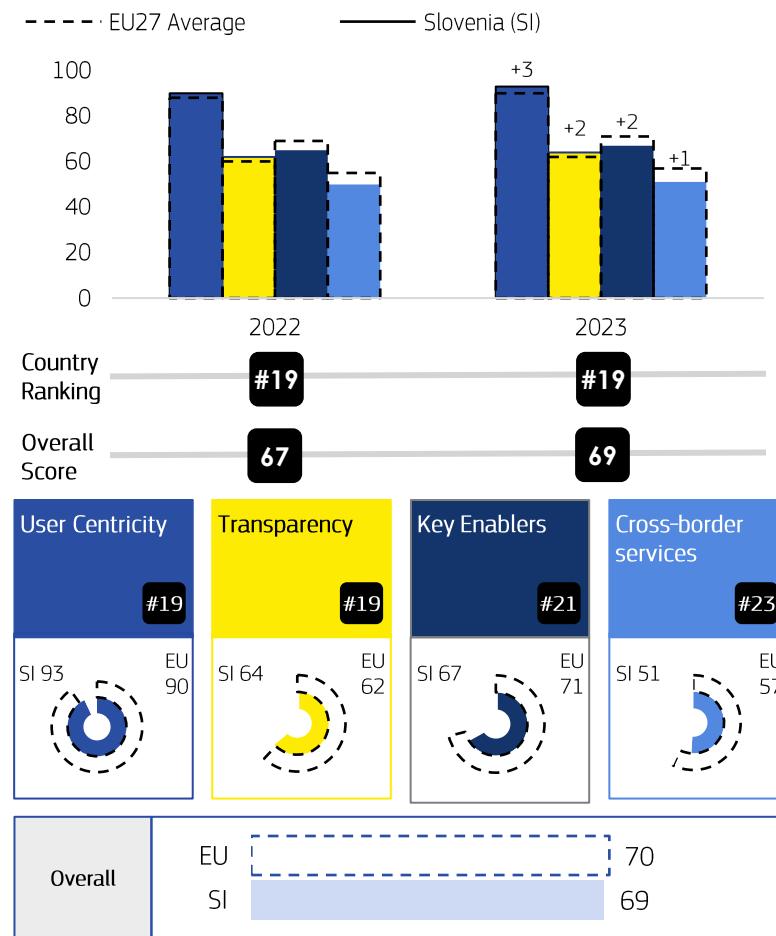
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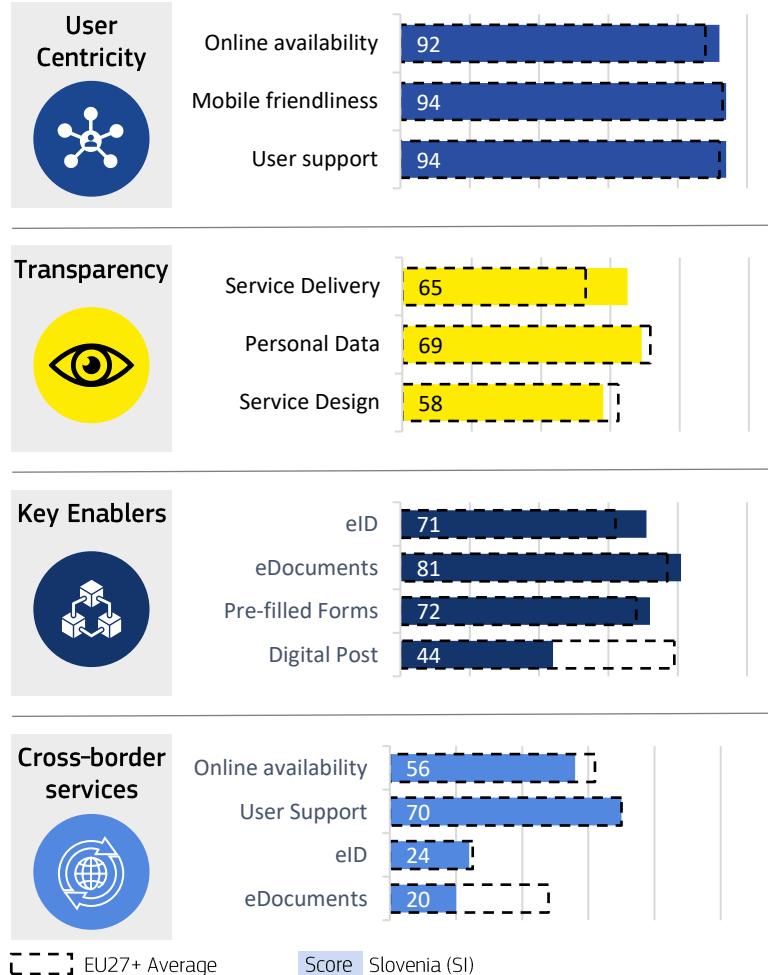
# Slovenia

## eGovernment Benchmark 2023

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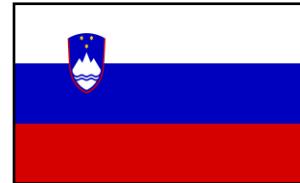
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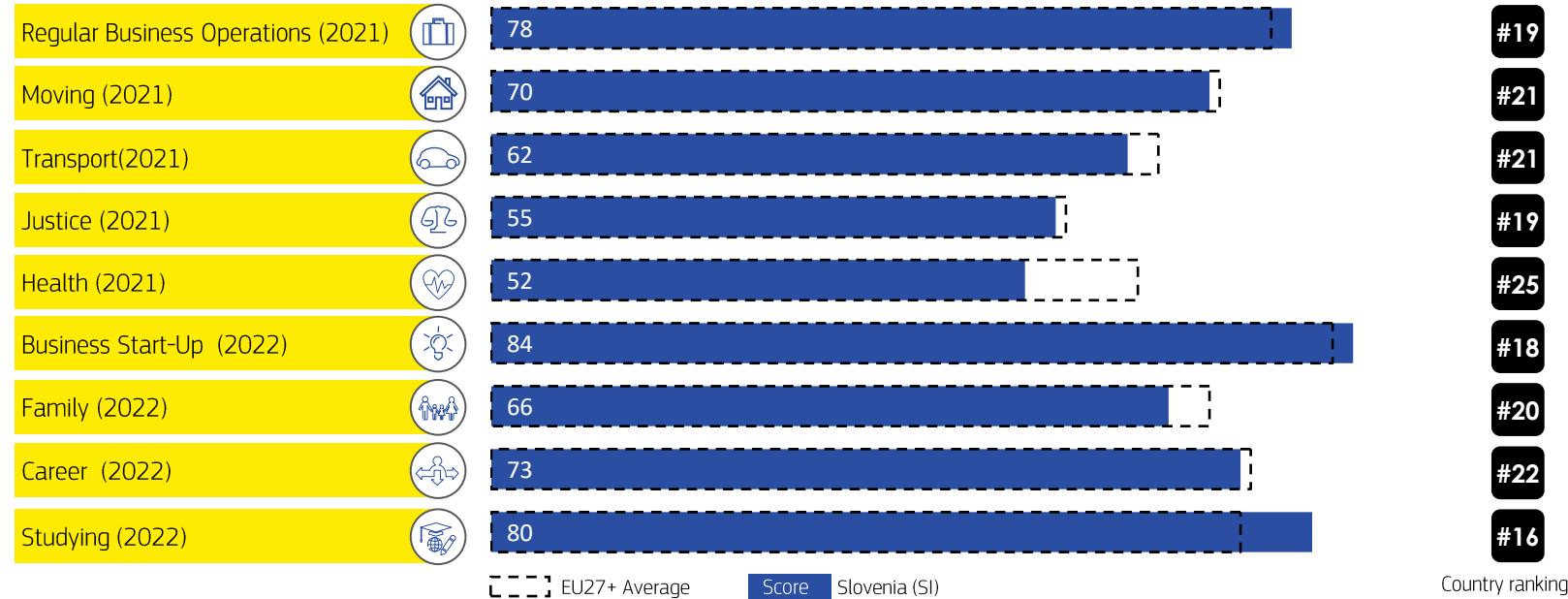
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# Slovenia

## eGovernment Benchmark 2023



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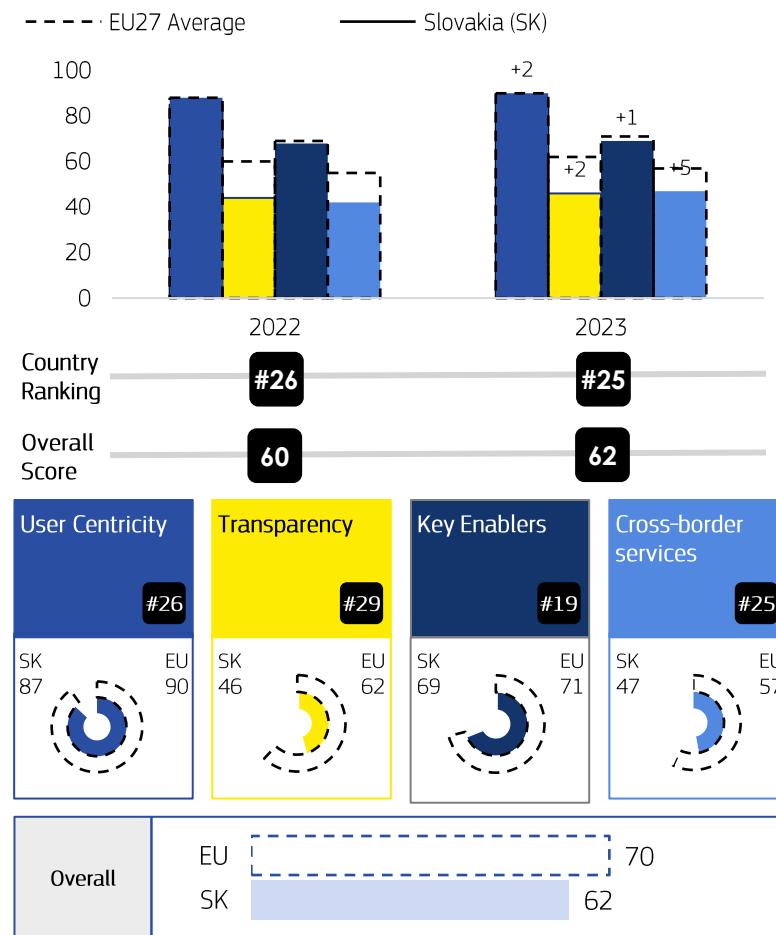
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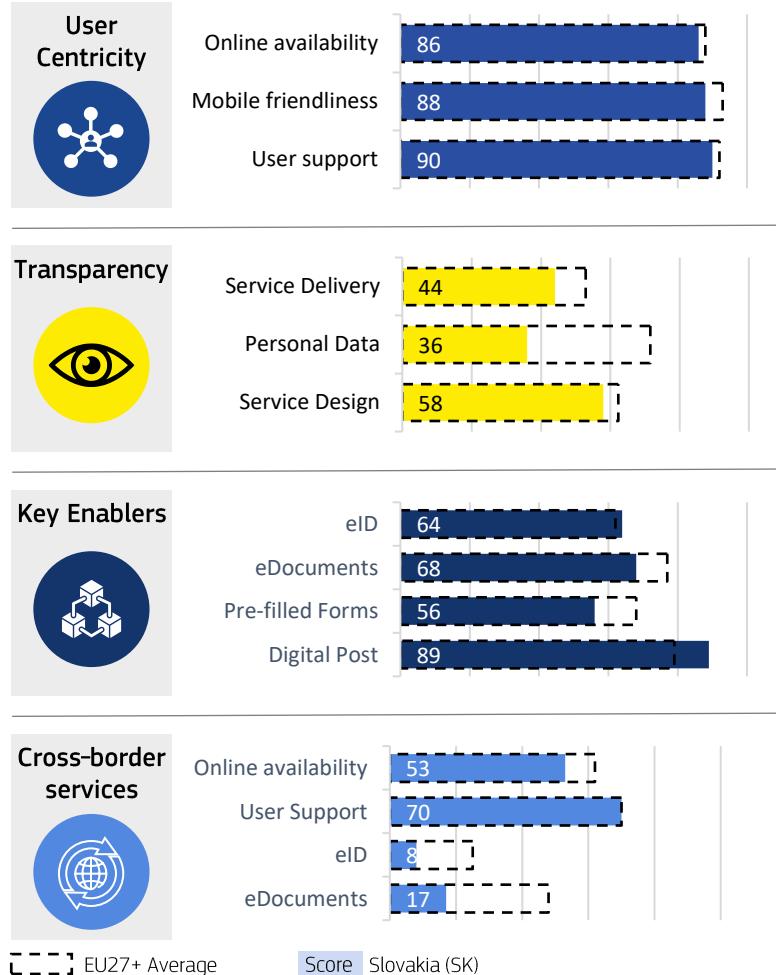
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## eGovernment Benchmark 2023

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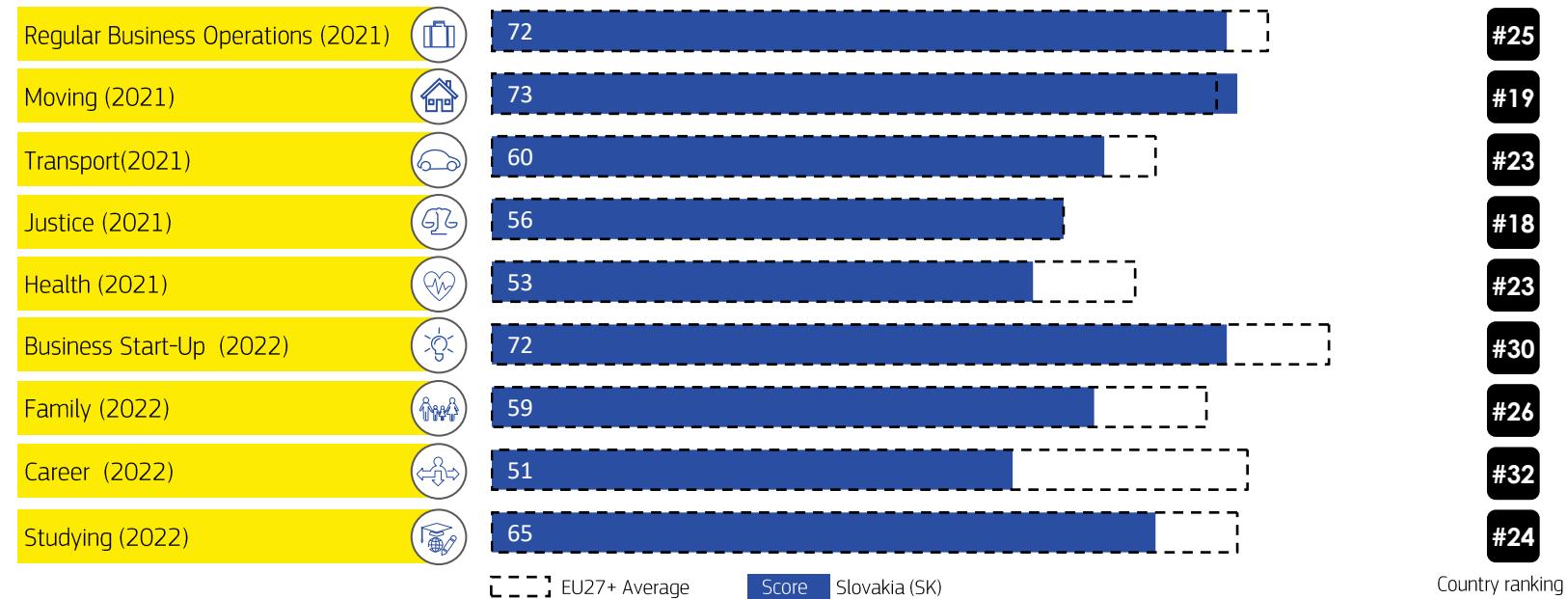
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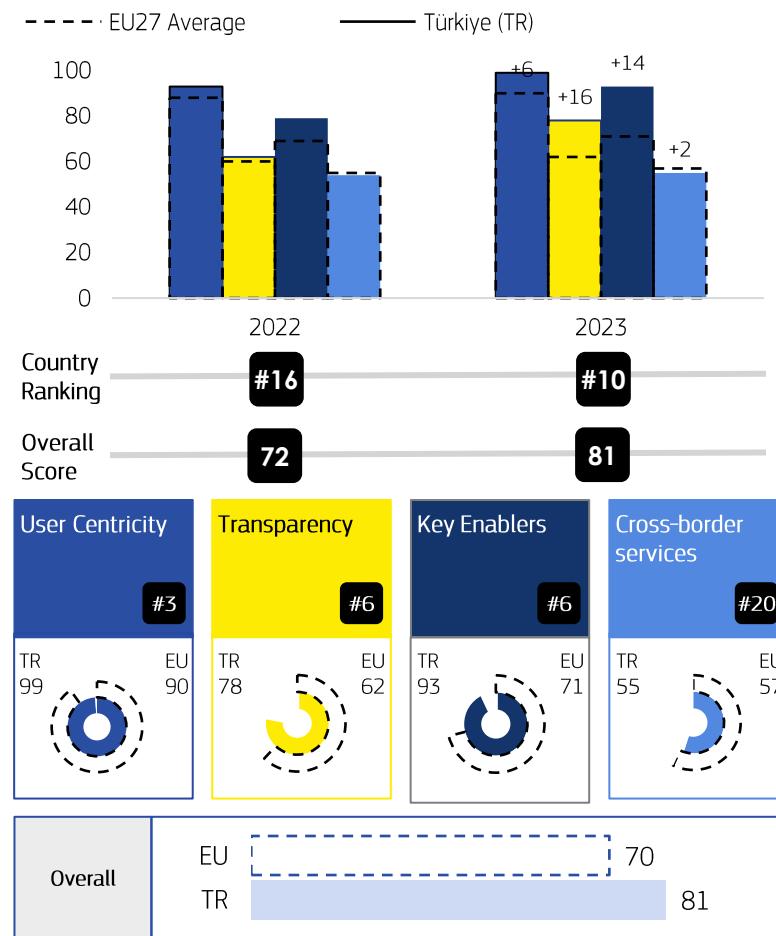
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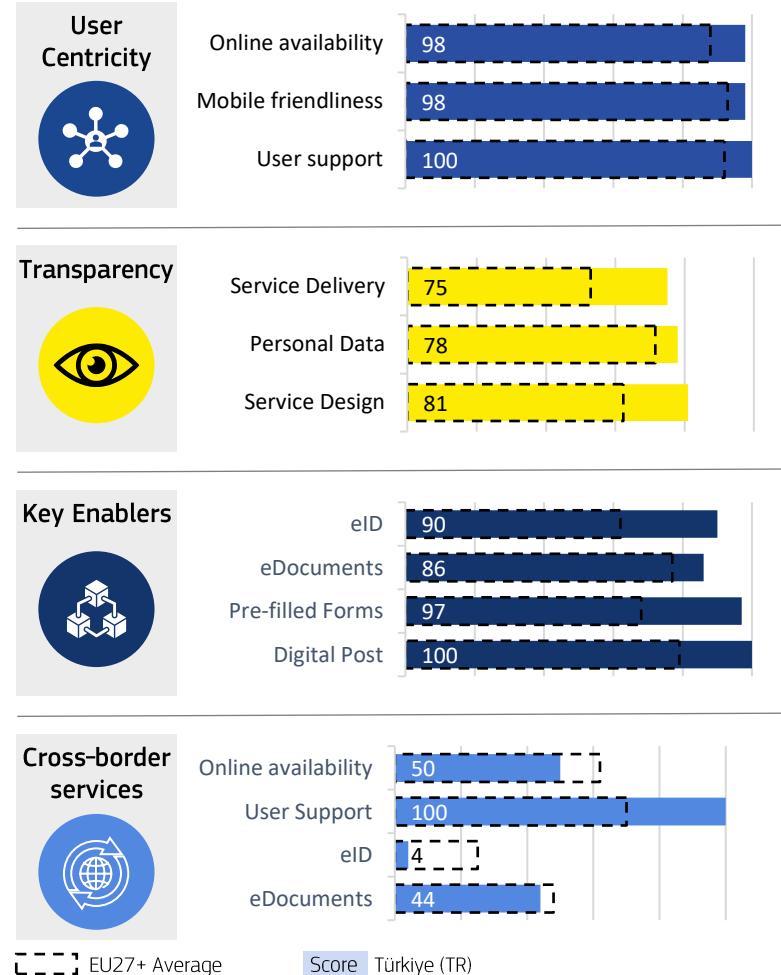
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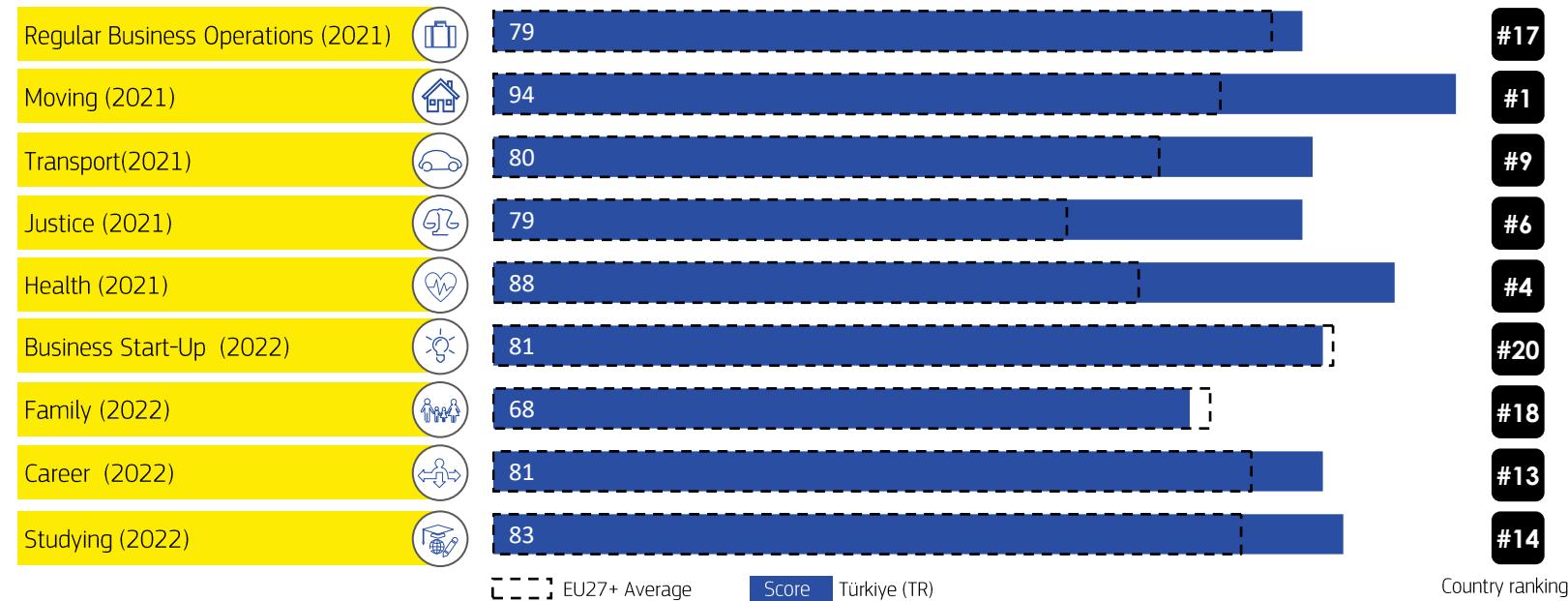
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**European Commission**

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**eGovernment Benchmark 2023 Country  
Factsheets**

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