

# PAG EXPERT GROUP MEETING

eGovernment Benchmark

12 February 2026

# What is the eGovernment Benchmark?



Study assessing the availability, effectiveness and user-friendliness of eGovernment websites and portals, adopting a **user-centric perspective**



Evaluates **98 services** related to **9 life events** - crucial moments in individuals' lives requiring services from various public sector bodies – namely *transport, moving, starting a small claims procedure, family, career, studying, health, starting a business, conducting regular business operations*



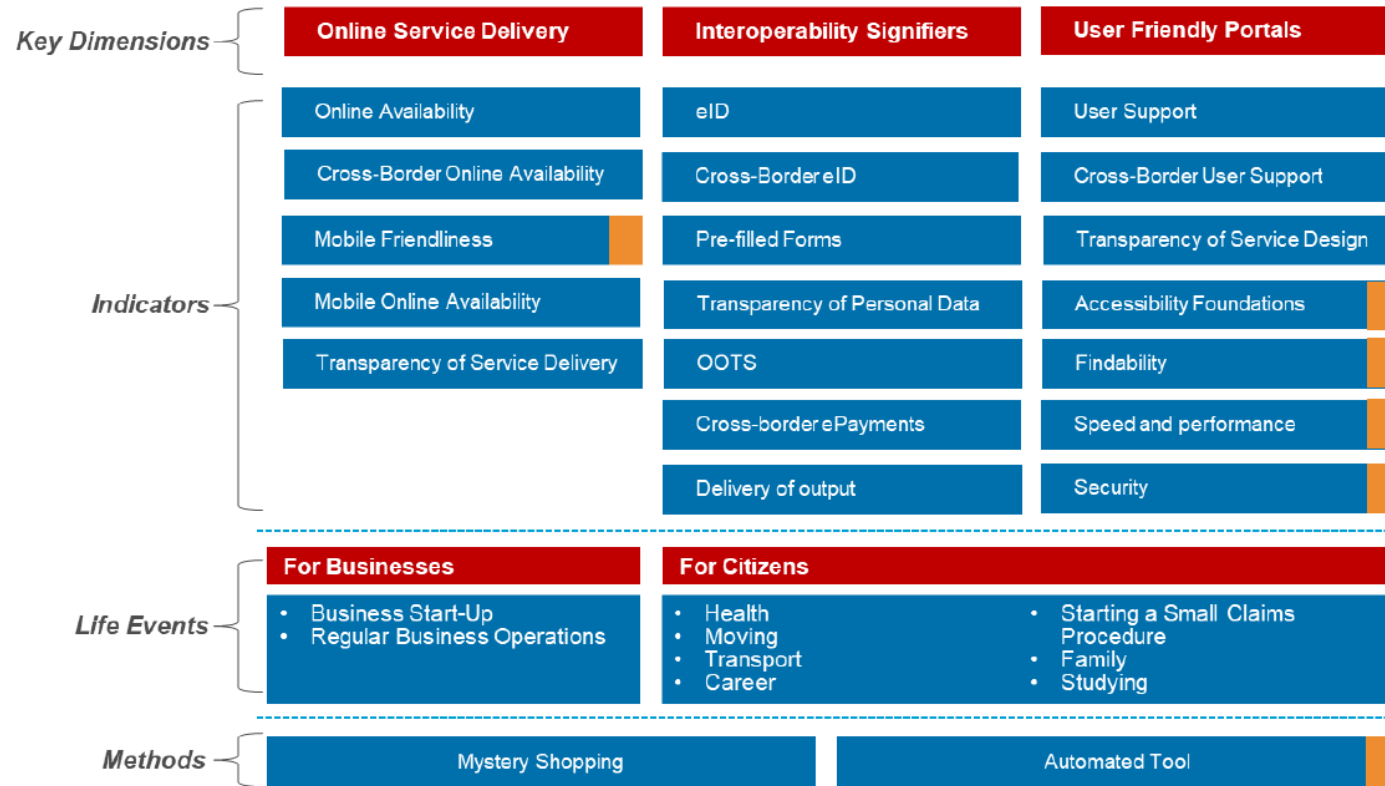
Combines two data collection methods: **mystery shoppers** acting as a pre-defined *persona*, actively testing the websites, and **automated online assessment tools**



Takes place every year – in 2024, it mapped and reviewed over 14 000 websites, from over 2000 public administrations



# Framework overview



The eGovernment Benchmark measures 20 indicators across 3 dimensions, all related to the **user's experience** when navigating different online services:

- **Online service delivery** assesses the extent to which governments provide public services online for national, cross-border, and mobile users in a transparent manner
- **Interoperability Signifiers** collects indicators that show how administrations are effectively cooperating across government tiers and enabling citizens and businesses to use online government services in an efficient way
- **User Friendly Portals** evaluates the functioning of portal websites, i.e. one-stop-shop websites providing information and services from multiple public administrations

# Examples

Dashboard with all results: [here](#)

- **Life event:** Career
  - **Persona:** Marc, a 29-year-old man who loses his job and navigates unemployment benefits, financial support for his family, job searching both locally and abroad, and assistance with pension applications for his mother
  - **Service example:** registering as unemployed
  - **Minimal requirements for the service to be considered online:** information on and the online form needed to register oneself as unemployed with a competent authority as soon as one gets unemployed
- **Life event:** Family
  - **Persona:** Fiona, a 34-year-old woman experiencing significant life events— pregnancy, childbirth, marriage, travel as a family and mourning
  - **Service example:** Register with civil/local registry in order to get married or to close a civil partnership
  - **Minimal requirements for the service to be considered online:** information on and the online form needed to give notice about the intended marriage or partnership, including information about the procedure and requirements



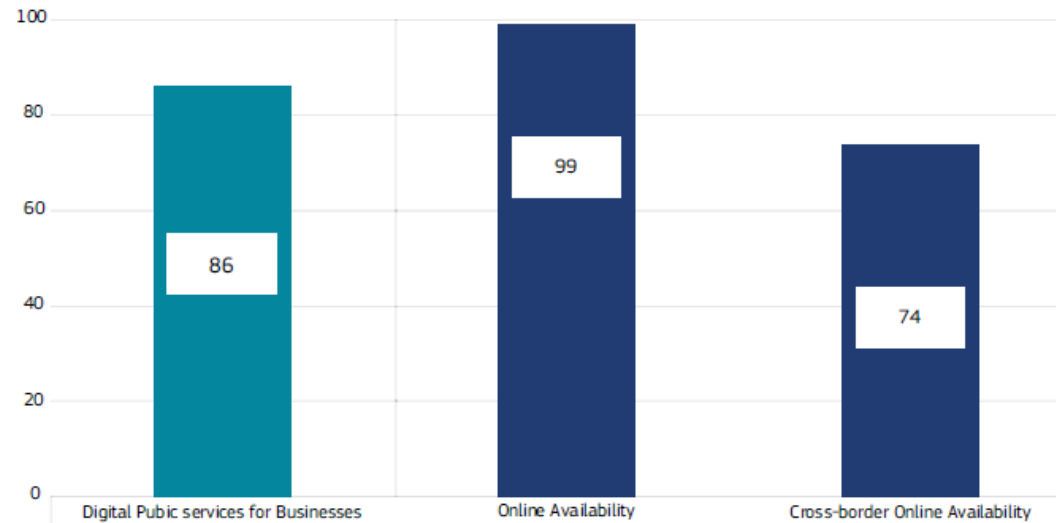
# How does the European Commission use eGovernment Benchmark data?

- **Digital Decade Policy Programme**
  - Two eGovernment Benchmark indicators serve as [Digital Decade KPIs](#), measuring progress towards achieving the EU targets of *100% online accessible provision of key public services for citizens and businesses*
  - Additional eGovernment Benchmark indicators – such as [Mobile friendliness](#) - feed into the broader Digital Decade monitoring framework
- **Interoperable Europe Monitoring**
  - Both Digital Decade KPIs and eGovernment benchmark interoperability indicators (such as *cross-border eID, pre-filled forms, cross-border ePayments*) feed into the Interoperable Europe monitoring framework
- **European Semester**
  - The digital public services section of the European Semester country reports rely on the Digital Decade monitoring framework, incorporating key eGovernment Benchmark indicators (see above)
- **Single Digital Gateway Regulation** (SDGR)
  - Since 2024, eGovernment Benchmark indicators have been [harmonised with the SDGR](#) to enhance synergies between the two monitoring frameworks

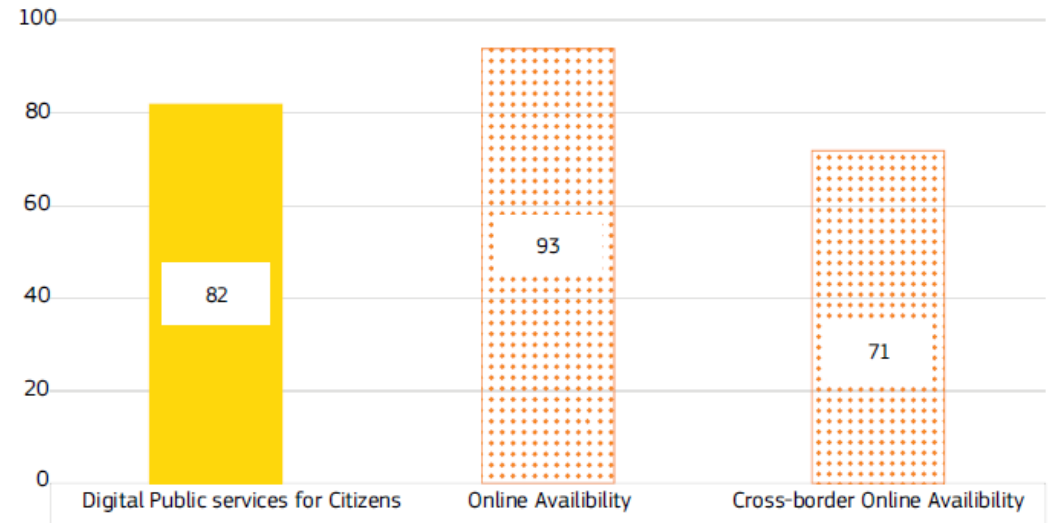


# Digital Decade KPIs

## Businesses life events (2024)



## Citizens life events (2024)



All indicators used in the monitoring framework of the Digital Decade are available on the [DESI Visualisation Tool](#)



# Alignment with Member States goals

- Monitor the digitalisation of public services at national level, particularly within the framework of Member States' [Digital Decade roadmaps](#) and 2030 targets
- Follow-up meetings with strategic (ministerial) boards or operational committees, e.g. the [Luxembourg Interministerial Committee for Digitalisation within the Public Administration](#) and [Steering Committee Flemish Information and ICT Policy](#)
- Adoption of the concept of 'life events' in the planning of digital public service delivery, in some cases matching the life event structure of the eGovernment Benchmark; e.g. [Malta](#) and [the Netherlands](#)
- Several Member States are working on mobile-first and the implementation of design systems user-friendliness principles covered by the eGovernment Benchmark, e.g. in [Austria](#), [Greece](#), [Ireland](#) and [Cyprus](#)

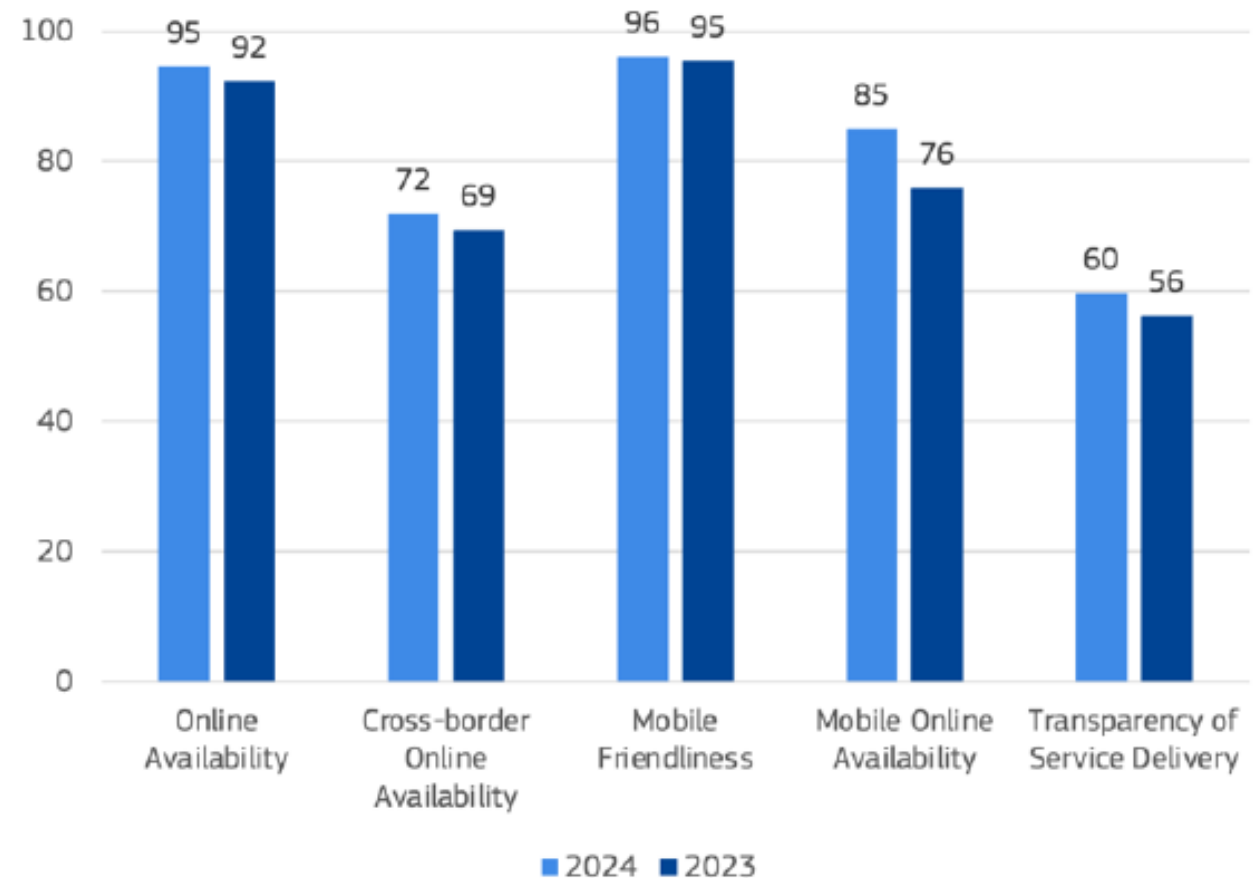


# Breakdown of results by eGovernment Benchmark dimension



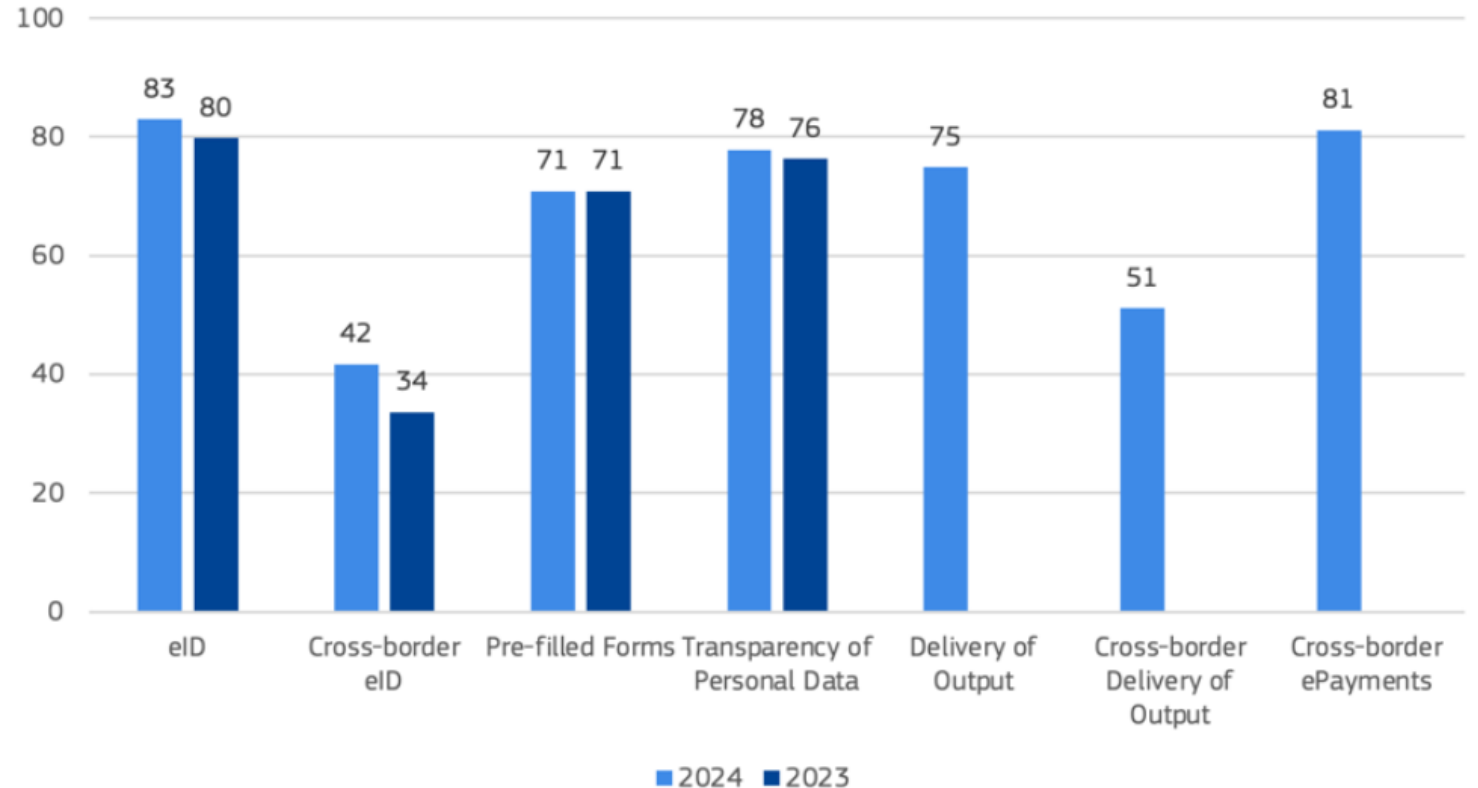
# Online Service Delivery

The online service delivery dimension addresses questions such as: *To what extent are services provided online? How mobile friendly are they? And are public administrations clear about how their services are delivered?*



# Interoperability Signifiers

- The Interoperability Signifiers dimension addresses questions such as: *Are authentication enablers in place for (cross-border) users? Are public administrations clear on the way people's personal data is being processed? To what extent is information provided on receipt, delivery and completion of requests and procedures? Can users perform cross-border online payments?*



# User Friendly Portals

- The User Friendly Portals dimension addresses questions such as: *What online support and feedback mechanisms are in place? Are public administrations transparent about policy making and digital service design? Are services accessible for everybody, delivered without technical constraints and secure? And to what extent can users find the relevant websites?*

