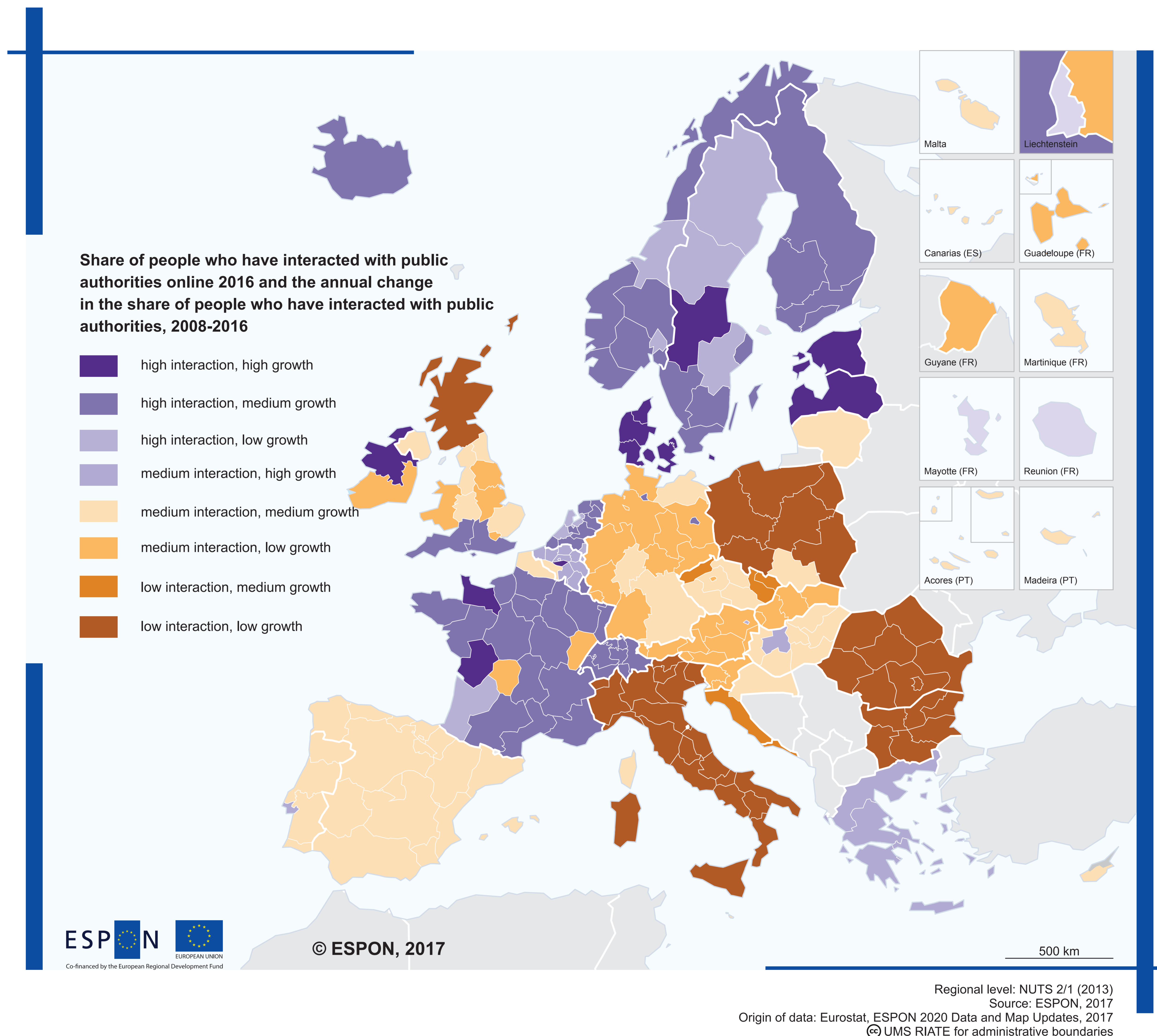


Inspire Policy Making with Territorial Evidence



Regional typology of eGovernment interactions

- Persons interacting with public authorities via the internet have been gradually increasing across Europe. Currently, around half of the European population is using the internet for eGovernment purposes. However, the territorial pattern of e-government interactions is geographically unbalanced and displays evident signs of country effects.
- In general, Northern and parts of Western Europe have the highest levels of interaction whereas Eastern and parts of southern Europe show lower levels. Digital interactions with public services range from obtaining information to managing administrative procedures and

online voting. This highlights that access to services, including e-services, is changing and requires that both citizens and public administrations have sufficient digital skills.

- European initiatives such as the EU eGovernment Action Plan 2016-2020, Urban Agenda, Tallinn Declaration of eGovernment and the new Skills Agenda for Europe strive towards open, efficient and inclusive governments, providing borderless, interoperable, personalised, user-friendly, end-to-end digital public services to all citizens and businesses with a series of concrete actions.