



SWITZERLAND

eGOVERNMENT STATE OF PLAY 2020



eGovernment performance across policy priorities

		EU27+ average [%; 2018 2019]	Country average [%; 2018 2019] (growth since 2016 2017)
USER CENTRICITY	Overall scores	86.5	83 (+3) •
	Online availability	86.8	81 (+2) •
	Usability	90.5	91 (+2) •
	Mobile friendliness	76.3	83 (+13) •
TRANSPARENCY	Overall scores	65.6	45 (+5) •
	Service delivery	57.8	25 (0) •
	Public organisations	74.4	67 (+2) •
	Personal data	64.8	42 (+14) •
CITIZEN CROSS BORDER MOBILITY	Overall scores	50.8	44 (+6) •
	Online availability	62.3	55 (+4) •
	Usability	65.0	50 (0) •
	eID	9.3	5 (0) •
	eDocuments	24.3	25 (+25) •
BUSINESS CROSS BORDER MOBILITY	Overall scores	67.0	76 (+6) •
	Online availability	75.5	97 (+4) •
	Usability	75.5	84 (0) •
	eID	36.0	5 (+5) •
	eDocuments	51.0	90 (+52) •
KEY ENABLERS	Overall scores	61.4	36 (+15) •
	eID	57.4	28 (+7) •
	eDocuments	68.4	56 (+4) •
	Authentic sources	56.9	14 (+6) •
	Digital post	67.3	50 (+38) •

How are services delivered?

The top-level benchmark **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%).

Usability: 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 top-level benchmark **Transparency** indicates to what extent governments are transparent regarding:

Transparency of public organizations: indicates how transparent governments are about their own responsibilities and performance.

Transparency of service delivery: indicates to what extent governments are transparent as regards the process of service delivery.

Transparency of personal data: indicates to what extent governments are transparent as regards personal data involved.

The top-level benchmarks for **Citizen and Business Cross-border mobility** indicates to what extent EU citizens can use online services another country.

Online availability: indicates if a service is online. Ranging from offline (0%), only information online (50%), fully online (100%).

Online usability: indicates if support, help and (interactive) feedback functionalities are online.

eID: indicates if a national eID from country A can be used in country B.

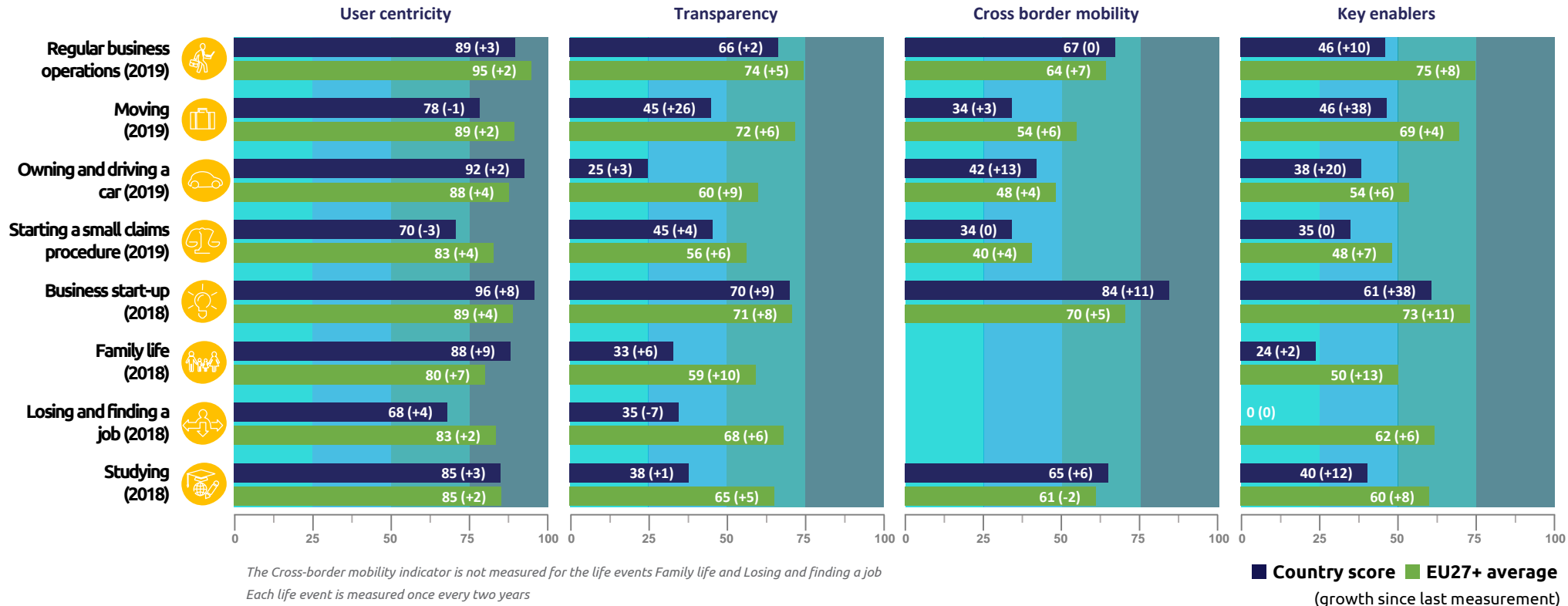
eDocuments: indicates if eDocuments can be transmitted from country A to country B.

The top-level benchmark **Key enablers** indicate the extent to which 4 technical pre-conditions are available online.

These are: electronic Identification (**eID**), electronic documents (**eDocuments**), **Authentic sources**, and **Digital post**. Digital post refers to the possibility that governments communicate electronically-only with citizens or entrepreneurs through personal mailboxes or other digital mail solutions.



eGovernment performance of life events (domains)



Life event descriptions

Regular business operations (2019)

A business life event that covers 11 services related to regular business operations, such as administrative and tax requirements, human resources and refund of VAT.

Moving (2019)

This concise life event illustrates the journey in case of moving places: from deregistering to register address in the new town. It also includes notifications to other public organizations and utilities.

Owning and driving a car (2019)

A total of 12 services concerning buying and selling a car and driving fines, and related to car taxes, parking permits and other administrative requirements.

Starting a small claims procedure (2019)

This life event is part of the Justice domain, and captures the journey of someone willing to start a small claims procedure: from orientation and initiation to retrieving verdict and appeal.

Business start-up and early trading operations (2018)

This life event covers 33 services, both mandatory services as well as information needs, that allows an entrepreneur to start his business. It includes orientation, administrative and register requirements, and tax and insurance related matters. Early trading operations refers to activities concerning hiring employees and requesting an environmental permit.

Losing and finding a job (2018)

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. A complete set of 22 services has been assessed.

Family life (2018)

Including services that are typical for young families, such as: marriage (or other partnerships), birth and related (financial) rights, renovating a house, and also looking forward to your financial situation at a later age.

Studying (2018)

In this life event, comprising of 14 services, it is evaluated to what extent enrolment higher education can be done online. It also includes the orientation, such as gaining a clear understanding of admission requirements. Furthermore support services during study are part of the assessment, for instance career advice and portability of student grant when studying abroad