



Digital Public Services in the Digital Economy and Society Index

The European Commission has been monitoring Member States' digital progress through the Digital Economy and Society Index (DESI) reports since 2014. As of 2023, and in line with the Digital Decade Policy Programme 2030, [DESI is now integrated into the State of the Digital Decade report](#) (<https://digital-decade-desi.digital-strategy.ec.europa.eu/datasets/desi/charts>) and used to monitor progress towards the digital targets.

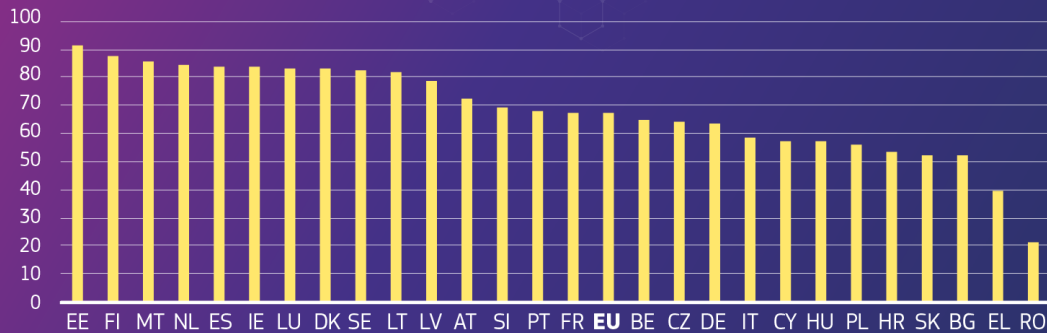
Digital Economy and Society Index Report 2022 — Digital Public Services

- [DESI - Digital Public Services 2022 \(.pdf\)](#) (<https://ec.europa.eu/newsroom/dae/redirection/document/88768>)

The eGovernment Benchmark 2022

[The eGovernment Benchmark](https://digital-strategy.ec.europa.eu/en/news-redirect/753054) (<https://digital-strategy.ec.europa.eu/en/news-redirect/753054>) evaluates provision and delivery of eGovernment services in 35 countries across Europe, the 27 EU member states and Iceland, Norway, Switzerland, Albania, Montenegro, North Macedonia, Serbia and Türkiye. Citizens from participating countries assessed digital government services, visiting and evaluating over 14,000 websites.

D E S I 2022 Digital Economy and Society Index



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Archive Documents

Documents 2021

- [DESI - Digital Public Services 2021 \(.pdf\)](https://ec.europa.eu/newsroom/dae/redirection/document/80553) (<https://ec.europa.eu/newsroom/dae/redirection/document/80553>)
- [eGovernment benchmark 2021](https://digital-strategy.ec.europa.eu/en/library/egovernment-benchmark-2021) (<https://digital-strategy.ec.europa.eu/en/library/egovernment-benchmark-2021>)

Documents 2020

- [DESI 2020 - Digital Public Services \(.pdf\)](https://ec.europa.eu/newsroom/dae/document.cfm?doc_id=67084) (https://ec.europa.eu/newsroom/dae/document.cfm?doc_id=67084)

Documents 2019

- [DESI 2019 - Digital Public Services](https://ec.europa.eu/newsroom/dae/document.cfm?doc_id=59975) (https://ec.europa.eu/newsroom/dae/document.cfm?doc_id=59975)(.pdf) (https://ec.europa.eu/newsroom/dae/document.cfm?doc_id=59975)

Documents 2018

- [DESI 2018 - Digital Public Services](https://ec.europa.eu/newsroom/dae/document.cfm?doc_id=52244) (https://ec.europa.eu/newsroom/dae/document.cfm?doc_id=52244)(.pdf) (http://ec.europa.eu/newsroom/dae/document.cfm?doc_id=52244)

Documents 2017

- [Trends in European Digital Public Services in the EU 2017 \(.pdf\)](https://ec.europa.eu/newsroom/document.cfm?doc_id=44393) (https://ec.europa.eu/newsroom/document.cfm?doc_id=44393)

Documents 2016

- [Trends in European Digital Public Services in the EU 2016 \(.ppt\)](https://ec.europa.eu/newsroom/dae/document.cfm?action=display&doc_id=15812) (https://ec.europa.eu/newsroom/dae/document.cfm?action=display&doc_id=15812)

Documents 2015

- [Trends in European Digital Public Services in the EU 2015 \(.ppt\)](https://ec.europa.eu/newsroom/dae/document.cfm?action=display&doc_id=9936) (https://ec.europa.eu/newsroom/dae/document.cfm?action=display&doc_id=9936)
- [Trends in European Digital Public Services in the EU 2015 \(.pdf\)](https://ec.europa.eu/newsroom/dae/document.cfm?action=display&doc_id=9937) (https://ec.europa.eu/newsroom/dae/document.cfm?action=display&doc_id=9937)
- [eGovernment Benchmark Insight Report 2015 \(pdf\)](https://ec.europa.eu/newsroom/dae/redirection/document/10032) (<https://ec.europa.eu/newsroom/dae/redirection/document/10032>)

- [eGovernment Benchmark Background Report 2015 \(pdf \(https://ec.europa.eu/newsroom/dae/document.cfm?action=display&doc_id=10033\)\)](https://ec.europa.eu/newsroom/dae/document.cfm?action=display&doc_id=10033)

Documents 2014

- [Developments in eGovernment in the EU 2014 \(https://digital-strategy.ec.europa.eu/en/library/scoreboard-2014-developments-egovernment-eu-2014\)](https://digital-strategy.ec.europa.eu/en/library/scoreboard-2014-developments-egovernment-eu-2014)
- [E \(https://ec.europa.eu/digital-single-market/news-redirect/16475\)U eGovernment Benchmark Report 2014 \(SMART 2013/0053-3\) \(https://digital-strategy.ec.europa.eu/en/library/eu-egovernment-report-2014-shows-usability-online-public-services-improving-not-fast\)](https://ec.europa.eu/digital-single-market/news-redirect/16475)

These reports present the result of the 11th eGovernment Benchmark, which is the first complete measurement of online public services (running across 2012-2013).

- [Study for EC: Benchmarking Deployment of eHealth among General Practitioners 2013 - SMART 2011/0033 \(https://digital-strategy.ec.europa.eu/en/library/benchmarking-deployment-ehealth-among-general-practitioners-2013-smart-20110033\)](https://digital-strategy.ec.europa.eu/en/library/benchmarking-deployment-ehealth-among-general-practitioners-2013-smart-20110033)

The study was carried out with the objectives of: a) measuring the level of availability and use of eHealth in primary care; b) examining what drives or hampers the overall level of eHealth adoption

- [Study for EC: European Hospital Survey - Benchmarking Deployment of eHealth services \(2012-2013\) - SMART 2011/0020; SMART 2012/0036 \(https://digital-strategy.ec.europa.eu/en/library/european-hospital-survey-benchmarking-deployment-ehealth-services-2012-2013\)](https://digital-strategy.ec.europa.eu/en/library/european-hospital-survey-benchmarking-deployment-ehealth-services-2012-2013-smart-20110020-smart-20120036)

A survey carried out in about 1,800 hospitals in all EU Member States plus Iceland and Norway measures the level of deployment and take-up of ICT and eHealth applications in acute care hospitals in Europe.

Source URL: <https://digital-strategy.ec.europa.eu/policies/desi-digital-public-services>

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