

## Digital Public Services in the Digital Economy and Society Index

The Commission monitors indicators of digital public services in the EU to ensure citizens and governments are enjoying the full potential of this technology.



### Digital Economy and Society Index Report 2022 – Digital Public Services

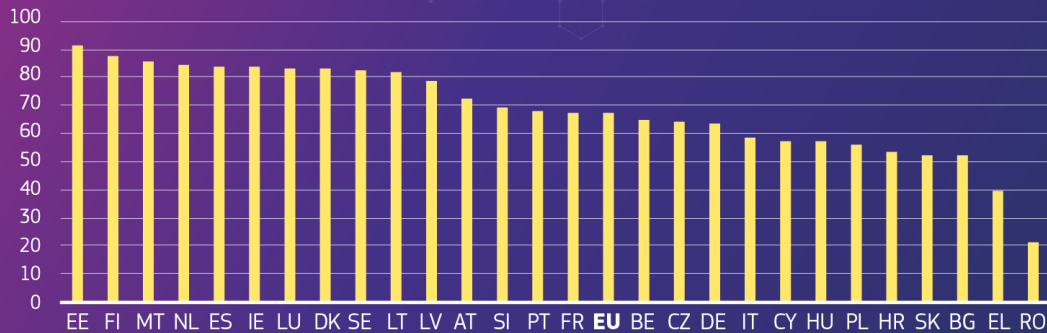
- [DESI - Digital Public Services 2022 \(.pdf\)](#)

#### The eGovernment Benchmark 2022

The eGovernment Benchmark 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 Turkey. Citizens from participating countries assessed digital government services, visiting and evaluating over 14,000 websites.

# DESI 2022

Digital Economy and Society Index



#DESIEU #DigitalEU

## Archive Documents

### Documents 2021

- DESI - Digital Public Services 2021 (.pdf)
- eGovernment benchmark 2021

### Documents 2020

- DESI 2020 - Digital Public Services (.pdf)

### Documents 2019

- DESI 2019 - Digital Public Services (.pdf)

### Documents 2018

- DESI 2018 - Digital Public Services (.pdf)

### Documents 2017

- Trends in European Digital Public Services in the EU 2017 (.pdf)

### Documents 2016

- Trends in European Digital Public Services in the EU 2016 (.ppt)

### Documents 2015

- Trends in European Digital Public Services in the EU 2015 (.ppt)
- Trends in European Digital Public Services in the EU 2015 (.pdf)
- eGovernment Benchmark Insight Report 2015 (pdf)

- eGovernment Benchmark Background Report 2015 (pdf)

## Documents 2014

- Developments in eGovernment in the EU 2014
- EU eGovernment Benchmark Report 2014 (SMART 2013/0053-3)  
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  
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  
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.

## Latest News

PRESS RELEASE | 28 July 2022

Digital Economy and Society Index 2022: overall progress but digital skills, SMEs and 5G networks lag behind

The European Commission has published the results of the 2022 Digital Economy and Society Index (DESI), which tracks the progress made in EU Member States in digital.

PRESS RELEASE | 12 November 2021

Digital Economy and Society Index 2021

The Commission published the results of the 2021 Digital Economy and Society Index (DESI), which tracks digital progress made in EU Member States in key areas.

DIGIBYTE | 22 September 2020

Commission publishes analysis on macro-economic potential of digital transformation by independent consultant

The Commission is publishing a report done by their independent consultant on the macro-economic potential of the digital transformation of the European economy. The paper looks into the challenges that the EU faces, including the COVID-19 implications, and the ways to address them to achieve the aims set out in the strategy on Shaping Europe's Digital Future.

PRESS RELEASE | 11 June 2020

New Commission report shows the importance of digital resilience in times of crisis

The Commission has released the results of the 2020 Digital Economy and Society Index (DESI), which monitors Europe's overall digital performance and tracks the progress of EU countries with respect to their digital competitiveness.

[Browse Digital Economy and Society Index](#)

## **Related Content**

### **Big Picture**

The Digital Economy and Society Index (DESI)

The Digital Economy and Society Index (DESI) summarises indicators on Europe's digital performance and tracks the progress of EU countries.

### **See Also**

Telecoms in the Digital Economy and Society Index Report

The Commission follows developments of telecoms markets in each EU country, reporting on investment, regulation, and markets.

Integration of Digital Technology by Enterprises in the Digital Economy and Society Index

As new technologies emerge, the Commission monitors their integration in businesses and eCommerce.

Research & Development in ICT in the Digital Economy and Society Index

The Commission follows updates in the ICT sector, including in research and development, which contributes significantly to the EU economy.

Use of Internet and Online Activities in the Digital Economy and Society Index

The Commission measures the number of people using the Internet across the EU and what activities they use it for.

Human Capital and Digital Skills in the Digital Economy and Society Index

The Commission monitors 'internet user skills' and 'advanced skills and development' across the EU to ensure people are equipped for the digital decade.

Broadband Connectivity in the Digital Economy and Society Index

The Commission continues to monitor connectivity throughout the EU, measuring both supply and demand of fixed and mobile broadband.

The Digital Economy and Society Index — Countries' performance in digitisation

These reports present data from EU countries in areas such as human capital, connectivity, integration of digital technology and digital public services.

## **Related Content**

# **eGovernment and digital public services**

The European Commission is taking concrete actions to develop cross-border digital public services.

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