

**Public services - individuals**

[isoc\_bdek\_ps]

Short Description: Short Description is not available

Last update: 12.09.13

Source of data: Eurostat

**INDIC\_IS:** Internet use: interaction with public authorities (last 12 months) **IND\_TYPE:** All Individuals **UNIT:** Percentage of individuals

TIME	2008	2009	2010	2011	2012
<b>GEO</b>					
European Union (28 countries)	35	37	41	41	44
European Union (27 countries)	36	38	41	41	44
European Union (25 countries)	36	39	43	:	:
European Union (15 countries)	38	42	45	:	:
Euro area (EA11-2000, EA12-2006, EA13-2007, EA15-2008, EA16-2010, EA17)	37	39	43	44	46
Belgium	26	41	45	47	50
Bulgaria	10	11	24	25	27
Czech Republic	19	26	23	42	30
Denmark	49	73	78	81	83
Germany (until 1990 former territory of the FRG)	44	48	50	50	51
Estonia	37	46	50	53	55
Ireland	34	37	37	44	49
Greece	13	14	16	27	34
Spain	32	35	39	39	45
France	48	47	57	57	61
Croatia	16	17	19	17	26
Italy	20	21	23	22	19
Cyprus	18	24	25	29	30
Latvia	20	30	40	41	47
Lithuania	22	22	24	30	37
Luxembourg	60	66	67	60	61
Hungary	29	31	35	38	42
Malta	25	34	37	37	41
Netherlands	61	61	64	62	67
Austria	51	49	51	51	53
Poland	22	25	28	28	32
Portugal	19	21	26	37	39
Romania	:	7	8	7	31
Slovenia	35	35	44	46	48
Slovakia	40	38	50	48	42
Finland	62	64	68	68	70
Sweden	59	65	68	74	78
United Kingdom	40	48	48	40	43
Iceland	74	80	82	84	86
Norway	72	74	76	78	78

TIME	2008	2009	2010	2011	2012
<b>GEO</b>					
<b>Former Yugoslav Republic of Macedonia, the</b>	8	13	14	:	20
<b>Serbia</b>	:	5	:	:	:
<b>Turkey</b>	:	:	11	:	:

Available flags:

**b** break in time series

**e** estimated

**n** not significant

**s** Eurostat estimate

**c** confidential

**f** forecast

**p** provisional

**u** low reliability

**d** definition differs, see metadata

**i** see metadata

**r** revised

**z** not applicable

Special value:

: not available

**INDIC\_IS:** Internet use: interaction with public authorities (last 12 months) **IND\_TYPE:** All Individuals **UNIT:** Percentage of individuals who used Internet within the last year

TIME	2008	2009	2010	2011	2012
<b>GEO</b>					
European Union (28 countries)	54	55	58	56	58
European Union (27 countries)	54	55	58	56	59
European Union (25 countries)	54	57	59	:	:
European Union (15 countries)	56	59	61	:	:
Euro area (EA11-2000, EA12-2006, EA13-2007, EA15-2008, EA16-2010, EA17)	57	58	61	60	61
Belgium	37	53	57	57	61
Bulgaria	25	25	52	50	48
Czech Republic	30	41	33	58	41
Denmark	58	84	88	89	89
Germany (until 1990 former territory of the FRG)	57	61	61	60	61
Estonia	52	64	67	69	69
Ireland	52	55	53	57	62
Greece	31	32	35	50	61
Spain	54	56	59	57	62
France	68	65	74	71	74
Croatia	35	34	34	29	41
Italy	44	43	42	39	33
Cyprus	42	49	48	51	49
Latvia	32	44	58	58	64
Lithuania	41	36	39	46	54
Luxembourg	73	76	74	66	67
Hungary	47	50	53	54	58
Malta	51	57	59	54	58
Netherlands	69	68	70	68	71
Austria	70	67	68	64	65
Poland	41	42	45	42	48
Portugal	42	44	49	63	61
Romania	:	19	21	16	62
Slovenia	60	55	63	66	69
Slovakia	55	50	64	62	53
Finland	75	77	78	76	77
Sweden	66	71	74	78	83
United Kingdom	51	57	57	46	49
Iceland	81	86	88	89	89
Norway	79	80	82	83	82
Former Yugoslav Republic of Macedonia, the	18	25	27	:	33
Serbia	:	12	:	:	:
Turkey	:	:	27	:	:

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**INDIC\_IS:** Internet use: sending filled forms (last 12 months) **IND\_TYPE:** All Individuals **UNIT:** Percentage of individuals

TIME	2008	2009	2010	2011	2012
<b>GEO</b>					
European Union (28 countries)	17	18	21	20	22
European Union (27 countries)	17	18	21	21	22
European Union (25 countries)	17	19	22	:	:
European Union (15 countries)	19	21	24	:	:
Euro area (EA11-2000, EA12-2006, EA13-2007, EA15-2008, EA16-2010, EA17)	18	19	23	21	23
Belgium	12	17	22	26	29
Bulgaria	4	5	8	10	11
Czech Republic	5	6	6	33	13
Denmark	35	44	59	64	69
Germany (until 1990 former territory of the FRG)	18	21	23	15	15
Estonia	27	35	38	36	33
Ireland	24	26	27	34	38
Greece	5	6	7	13	18
Spain	12	12	17	18	23
France	32	31	40	36	40
Croatia	5	8	7	6	9
Italy	7	7	7	8	8
Cyprus	8	12	13	13	15
Latvia	10	11	14	22	17
Lithuania	15	15	17	24	29
Luxembourg	24	23	23	25	25
Hungary	13	14	18	18	21
Malta	9	16	15	16	17
Netherlands	40	41	43	48	50
Austria	21	19	20	24	26
Poland	7	8	10	9	11
Portugal	14	17	19	28	27
Romania	:	3	4	3	4
Slovenia	9	11	12	14	15
Slovakia	16	20	20	11	17
Finland	27	33	39	40	45
Sweden	31	36	37	42	45
United Kingdom	16	23	23	23	26
Iceland	42	57	58	70	75
Norway	46	48	49	53	51
Former Yugoslav Republic of Macedonia, the	2	3	3	:	7
Serbia	:	2	:	:	:
Turkey	:	:	5	:	:

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<b>GEO</b>					
European Union (28 countries)	25	27	29	28	29
European Union (27 countries)	25	27	29	28	30
European Union (25 countries)	26	27	30	:	:
European Union (15 countries)	27	29	32	:	:
Euro area (EA11-2000, EA12-2006, EA13-2007, EA15-2008, EA16-2010, EA17)	28	28	32	29	31
Belgium	17	22	28	31	35
Bulgaria	10	12	18	20	21
Czech Republic	7	10	8	45	18
Denmark	41	50	67	70	75
Germany (until 1990 former territory of the FRG)	24	27	28	19	18
Estonia	38	48	51	46	42
Ireland	37	38	39	45	48
Greece	12	13	14	24	32
Spain	21	19	25	25	32
France	46	42	51	45	48
Croatia	11	16	12	10	14
Italy	16	14	14	13	14
Cyprus	18	23	24	23	24
Latvia	15	17	21	30	22
Lithuania	28	26	28	37	43
Luxembourg	29	27	25	28	27
Hungary	21	22	27	25	28
Malta	19	27	24	23	25
Netherlands	45	46	47	52	54
Austria	29	26	27	31	32
Poland	12	13	16	14	16
Portugal	31	35	36	48	43
Romania	:	9	10	8	8
Slovenia	15	17	17	20	22
Slovakia	22	26	26	14	21
Finland	33	40	45	45	49
Sweden	35	40	40	44	48
United Kingdom	20	28	27	27	29
Iceland	46	61	62	74	78
Norway	51	52	53	56	54
Former Yugoslav Republic of Macedonia, the	3	5	5	:	12
Serbia	:	5	:	:	:
Turkey	:	:	13	:	:

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