

Efficient Public Administration

Austria in the top ranks of eGovernment in Europe

Efficient service, customer orientation, transparency and the setting up of central contact points (one-stop-shop principle) are the pre-requisites for successful electronic public administration. Whether it involves a tax refund, security information or legal advice, with the help of modern information and communication technologies, citizens and companies can unbureaucratically contact public offices in Austria and simply, quickly and efficiently take care of formalities and administrative procedures online.

The first contact and service point for eGovernment services is the multiple award-winning online portal [HELP.gv.at](https://www.help.gv.at). The [Business Service Portal](#) (Unternehmensservice-portal) is particularly tailored to the needs of the business community. It offers access to numerous eGovernment offerings as well as information relevant to companies. The [Platform Digital Austria](#) serves as a national coordination and strategy body for all eGovernment projects involving the economy and the public administration.

For years Austria has ranked among the trailblazers with respect to eGovernment and has constantly achieved top ratings in international comparison. According to the "eGovernment Monitor 2018", Austria's use of digital administrative services clearly surpasses Germany and Switzerland. About three-quarters of all Austrians (74 percent) already take advantage of eGovernment services. In comparison, the usage rate in Switzerland is 55 percent and only 40 percent in Germany.

The latest "eGovernment Benchmark 2018" shows that Austria is one of the top performers in Europe with respect to electronic government. According to this comparative study of digital administrative services in 34 countries (28 EU member states along with Iceland, Montenegro, Norway, Switzerland, Serbia and Turkey) carried out annually on behalf of the European Commission, Austria is considered to be one of the most innovative European countries. Austria places sixth in the overall ranking of this benchmark behind Malta, Denmark, Sweden, Estonia and Norway.

Austria's eGovernment solutions such as [FinanzOnline](#) or [Justiz.3.0](#) are named as best practices for all of Europe.

User Centricity of Online Administration (in percent)



Transparency of Digital Services (in percent)



Source: European Commission/Cappgemini, 2018