How Citizens Want to Access Government Services

Entrust surveyed 3,500 citizens* around the world on how they prefer to interact with their government and what their expectations are of government services.

Top 3 reasons for citizens to interact with government agencies:
• Taxes (81%)
• Driver licensing (72%)
• Getting or renewing citizen identity credentials (59%)

Waiting is the Hardest Part
67% of citizens cite long wait times as a key pain point when accessing government services.

Use the Better Mail Box
8% of citizens prefer to interact with government via mail, yet this often remains the de facto way governments communicate with citizens.

Citizens Want Digital Government Transformation
57% of citizens want to interact with governments digitally. They’ve had varying degrees of success in the past.

Are Your Government Services Online or On-the-Line?
61% of citizens interact via web portal, followed by phone at 55%.

Prioritize Identity Verification
53% of citizens cite secure, easy, and convenient identity verification as a top priority for their government interactions.

A tale of two generations . . .

18-40 year olds
• Border control and passport renewal are the primary reasons people 18–40 use government services.

41-75 year olds
• The primary reason people 41-75 interact with government is to apply for benefits.

55% of citizens interact with government agencies 2-5 times per year.

55% of citizens cite long wait times as a key pain point when accessing government services.

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