

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.

Here is what we found:



55% of citizens interact

with government agencies 2-5 times per year.

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



of citizens prefer to interact

8%

with government via mail, yet this often remains the de facto way governments communicate with citizens.

57%

Citizens Want Digital

Government Transformation



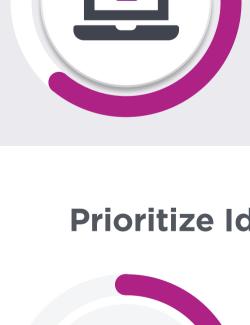
interact with governments digitally. They've had

of citizens want to

varying degrees of success in the past.

61% of citizens interact

Online or On-the-Line?



by phone at 55%.

Prioritize Identity Verification

of citizens cite secure,

easy, and convenient

53%

with government via

web portal, followed

identity verification as a top priority for their government interactions.

A tale of two generations . . . **18-40**

41-75 year olds

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

year olds

The primary reason people

41-75 interact with government

is to apply for benefits.

*Methodology To assess the perceptions, experiences, and preferences of citizens about their interactions with government, Entrust engaged an independent research firm in May 2023. 3,501 responses were received from an online survey in Australia, Canada, France, Germany, UK, and USA. Only responses that met age and geographic qualifications and

interactions with government in the previous 12 months were included.



Electronic Government Solutions.