

# Digital Government Citizen Perceptions and Expectations

Digitalizing government services is not just about modernizing processes; it's about meeting citizens' expectations, improving outcomes, and building trust in government agencies. This infographic highlights survey results about the current state of G2C interactions, citizens' expectations for public services, and which areas governments might want to prioritize to improve citizens' experiences.\*

## Citizen Interaction With Government

100% of citizens interacted with a government agency **at least once** last year.

**70%**  
Interacted **more than once**.



**Top 3 reasons**

Two of the top three reasons are identity-related.

**57%**

Say they prefer **digital** interaction.

**15%**

Say they prefer **in-person** interaction.

**41%**

Say they still conduct at least some transactions in person.

Citizens' preferences and practices aren't always the same.

## Adoption of Digital Services Is Rising



**98%**

Of citizens had some form of **digital interaction** with government.

**53%**

Say their digital interactions are positive.

**48%**

Say their interactions are digital more than 50% of the time.

Digital transactions are becoming the new normal.

## Meeting Citizens' Expectations

**65%**

Say government service delivery has **not improved** since the pandemic.

**67%**

Say **prolonged wait times** is a key pain point when interacting with government.



### Top priorities when dealing with government

1

**55%**

**Convenient service accessibility** (digital and physical options)

2

**52%**

**Secure, easy, and convenient identity verification**

3

**49%**

**Data privacy and security**

A seamless and secure experience is key to winning citizens' trust.

## Driving Better Outcomes With Elevated Citizen Experiences

Digitalizing public services has enormous potential for governments and citizens. Talk to us to understand how you can accelerate your digital transformation with digital identity orchestration.

[Learn More](#)

[Contact Us](#)

\* Entrust engaged an independent research firm to assess the perceptions, experiences, and preferences of citizens interacting with their government in Australia, Canada, France, Germany, UK, and the U.S. through an online survey with 3,501 qualified responses.