WHAT WILL MAKE CITIZENS ENGAGE MORE WITH DIGITAL GOVERNMENT?

We asked 5,000 people in the US, UK, Germany, Singapore, and Australia.

HERE’S WHAT WE FOUND

30% regularly use digital services
61% satisfied with the experience
But 31% don’t use any at all

WHAT CITIZENS WANT

75% greater security and reliability
67% easier interaction
51% single portal for multiple services
54% personalized information
49% payments through preferred apps

CITIZENS TRUST AI

75% believe AI would be as fair as humans in handling eligibility and case management....

.... DECISIONS

over 50% believe AI would contribute to more accurate information
24/7 365 days-a-year services
cyber security and protection

CITIZENS WANT MORE INNOVATION AND TRANSPARENCY

57% want government to collaborate with global enterprises
60% want government to collaborate with universities
AND 59% want greater collaboration across government

56% would trust government more if they showed how innovation improves lives

CITIZENS. KNOW THEM TO SERVE THEM.

Find out more at Accenture.com/publicservice