



CITIZEN SURVEY

VIDEO TRANSCRIPT

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](https://www.accenture.com/publicservice)

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