



CITIZEN SURVEY

VIDEO TRANSCRIPT

WHAT WILL MAKE CITIZENS ENGAGE MORE WITH DIGITAL GOVERNMENT?

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

AND THE UK

HERE'S WHAT WE FOUND

only 22% of UK regularly use digital services

62% satisfied with the experience

But 29% don't use any at all

WHAT DO AUSTRALIANS WANT

70% greater security and reliability

62% easier interaction

45% single portal for multiple services

47% personalised information

43% payments through preferred apps

UK CITIZENS TRUST AI

75% believe **AI** would be as fair as humans in handling

eligibility and case management...

...DECISIONS

Over **50%** of UK citizens believe **AI** would contribute to

more accurate, useful information

24/7, 365 days-a-year services

cyber security and protection

UK CITIZENS WANT MORE INNOVATION AND TRANSPARENCY

53% want government to collaborate with **global enterprises**

56% want government to collaborate with **universities**

and 55% want **greater collaboration** across government

50% would trust Governments more if they showed how **innovation improves lives**

CITIZENS. KNOW THEM TO SERVE THEM.

Find out more at <https://www.accenture.com/gb-en/ps-industry-index>

Copyright © 2017
Accenture All rights reserved.

Accenture, its logo, and High Performance Delivered are trademarks of Accenture