



# 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>

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