

## Portugal



**Portugal** has made a substantial effort in providing public services online and increasing the level of sophistication. This has resulted in a leading position in Europe. However, this success in supply of electronic services stands in contrast with the low usage of eGovernment, particularly by citizens. This is likely to be due to – at least in part – limited Internet access and broadband uptake. Its broad drive towards more competitiveness through ICT deployment and administrative simplification is poised to improve this situation.

## 1. Key facts

		EU27
Population:	10627250	
GDP per capita in PPS	75.3	100
<b>Growth rate of GDP volume</b>	-3.7	

## Societal figures

		EU27
Unemployment rate	9.3	9.4%
% of labour force with tertiary education	83.7	79.9%
Size of rural population	41.16	28.58%
<b>% of population &gt;65yrs</b>	17.1	15.97%

## Governance indicators

		EU27
Public Sector Employees	6.6	6.4%
Public Procurement as a % of GDP	1.78	3.05 <sup>108</sup>

## 2. Information Society Indicators

		EU27
Digital Divide: Index of internet use in at risk groups	0.54	0.66
ICT expenditure as a percentage of GDP	1.8	2.7%
% of households with broadband connection	46	60%
% of enterprises with broadband connection	81	81%
eGovernment usage by individuals	18	28%
eGovernment usage by enterprises	75	68%

## 3. Positioning International Benchmarks

Benchmark	Ranking	Size peer group
<b>EC eGovernment benchmark 2009 (Avail./Soph.)</b>	1/1	31
UN eGovernment Readiness Index 2008	31	189
WEF Global Competitiveness Index 2009-2010	43	133
WEF Networked Readiness Index 2008-2009	30	134
EIU eReadiness Ranking 2009	28	70

## 4. EU activity

CIP participation:		
Pilot A:	STORK	
Pilot B	BEST Energy, SAVE ENERGY	
<i>ePractice postings</i> <sup>109</sup> (by October 2009)		Total
Total cases	55	1207
Award Finalist 2009	3	52
Good Practices 2007 versus 2008	0	0

## 5. Key organisational facts

**Positioning and scope:** eGovernment is part of a wider Information Society policy aiming increased competitiveness. In addition it is associated with a comprehensive administrative and legislative simplification programme under the responsibility of the Minister for the Presidency.

**Key actors:** The Secretary of State for Administrative Modernisation has primary responsibility for eGovernment, and is positioned under the Minister of the Presidency. The State Secretary is supported by the Agency for Public Services Modernisation (AMA) that develops policies to modernise and simplify public administration.

**Governance and deployment:** The national Coordinator of the Lisbon Strategy and the Technological Plan (CNEL) coordinates Information Society policies. The Government Network Management Centre (CEGER) under the Prime Minister's Office provides IT support to government bodies, and manages the technological infrastructure of the Government network. The Ministry for Internal Administration Services is in charge of coordinating central government policies with local authorities

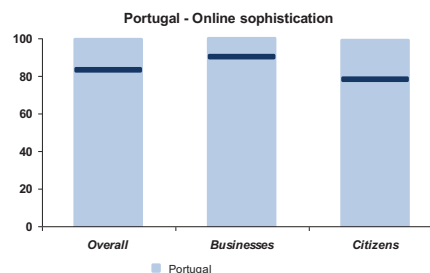
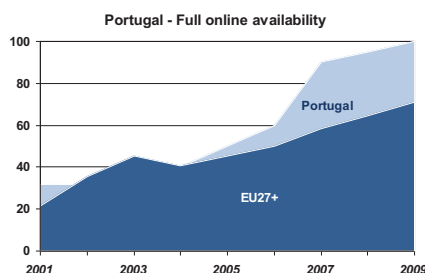
**Organisational Continuity:** Overall Information Society policy originates from 2005, with considerable organisational and policy changes in 2007 establishing the State Secretary position and AMA.

<sup>108</sup> EU 25

<sup>109</sup> Includes all categories (eGovernment, eHealth, eInclusion) as well as multinational cases involving the Member State of this country report

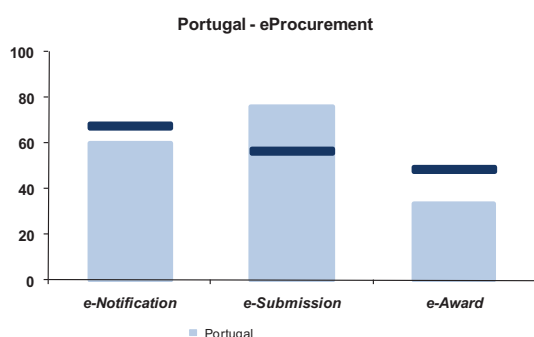
## 6. Close-up: eGovernment benchmark 2009

### Key aspects 20 services



Portugal confirms its steady eGovernment growth. In 2007 it ranked 3rd in terms of full online availability and 4th in terms of online sophistication. This year it shares the podium of the eGovernment benchmark with Malta on the two 'traditional' benchmark indicators. Both citizen and businesses services are fully online.

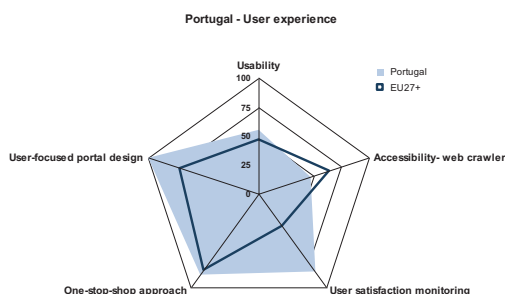
### eProcurement



The pre-award process indicator is high and well balanced in each of the subphases. So its score is higher than the EU27+ average.

Portugal has a national eProcurement platform. It is mandatory only for central administrations. By the end of 2009 all Public Administration entities tendering process under framework agreements.

### User Experience



In terms of User Experience, Portugal scores 55% on Usability, 83% on User Satisfaction Monitoring, 86% on the One-Stop-Shop metric, and 100% on User-focused Portal Design. All User Experience scores are hence above the EU27+ average, except the Accessibility of the national portal score which is relatively low and requires further investigation.

The 83% score on User Satisfaction Monitoring is significantly higher than the EU27+ average. In terms of good practices in User Satisfaction Monitoring, an eGovernment measurement framework came into force in 2007 covering realisation, result and impact indicators, plus global user satisfaction enquiries.

### 7. Top 5 strategic eGovernment priorities for 2009:

1. Use eGovernment to reduce administrative burdens for citizen and business
2. Integrated multichannel services (citizen's shop)
3. Electronic Identification and Interoperability for Public Administration
4. Promotion of Electronic Democracy and stimulation of co-production in public services
5. Knowledge Network for Public Administration

### 8. Biggest eGovernment success stories in the last 2 years:<sup>110</sup>

- Simplex Programme for Administrative and Legislative Simplification, designed to reduce bureaucracy, increase the State's transparency and the Public Administration's efficiency, and finally improve people's relationship with public departments. <http://www.simplex.pt/downloads/2008ProgrammeSimplex.pdf>

#### Best practices and URLs:

- RePe; a repository of e-portfolios enabling the creation and management of electronic records for students in Basic Education: <http://eportefolio.es.ipsantarem.pt/repe/>
- Portal for all information on contracts covered by the Public Contracts Code: <http://www.base.gov.pt/Paginas/Default.aspx>

<sup>110</sup> Section 8 is taken from the ePractice factsheet as it was not provided in the survey.