



ENTRUST

SECURING A WORLD IN MOTION

How Citizens Want to Access Government Services

Entrust surveyed 3,500 citizens* around the world on how they prefer to interact with their government and what their expectations are of government services.

Here is what we found:



55%

of citizens interact with government agencies 2-5 times per year.

Top 3 reasons for citizens to interact with government agencies:

- Taxes (81%)
- Driver licensing (72%)
- Getting or renewing citizen identity credentials (59%)

Waiting is the Hardest Part



67%

of citizens cite long wait times as a key pain point when accessing government services.

Use the Better Mail Box



8%

of citizens prefer to interact with government via mail, yet this often remains the de facto way governments communicate with citizens.

Citizens Want Digital Government Transformation



57%

of citizens want to interact with governments digitally. They've had varying degrees of success in the past.

Are Your Government Services Online or On-the-Line?



61%

of citizens interact with government via web portal, followed by phone at 55%.

Prioritize Identity Verification



53%

of citizens cite secure, easy, and convenient identity verification as a top priority for their government interactions.

A tale of two generations . . .

**18-40
year olds**

Border control and passport renewal are the primary reasons people 18-40 use government services.

**41-75
year olds**

The primary reason people 41-75 interact with government is to apply for benefits.

*Methodology

To assess the perceptions, experiences, and preferences of citizens about their interactions with government, Entrust engaged an independent research firm in May 2023. 3,501 responses were received from an online survey in Australia, Canada, France, Germany, UK, and USA. Only responses that met age and geographic qualifications and interactions with government in the previous 12 months were included.

