

Research Brief

DIGITAL ACCE LING E NMEN

WHAT 2,000 CITIZENS SAY ABOUT
ONLINE GOVERNMENT SERVICES



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Booz Allen launched a public survey to 2,000 participants to understand citizen sentiments on government digital services and how those sentiments have evolved in light of COVID-19. They carry out ambitious digital transformation agendas this year.

The research brief includes:

COMPARISON OF SERVICES

Which services are most preferred for digital government interactions

KEY BARRIERS TO DIGITAL ACCESS

What respondents have to say about perception and trust of digital government

THE IMPACT OF COVID-19

How behaviors and preferences have changed in response to the pandemic

DEMOGRAPHICS TO ENGAGE

Which population segments are less engaged with online services

A DIGITAL FUTURE

Key findings and recommendations for the future of digital government

Not All Service Is Equal Online

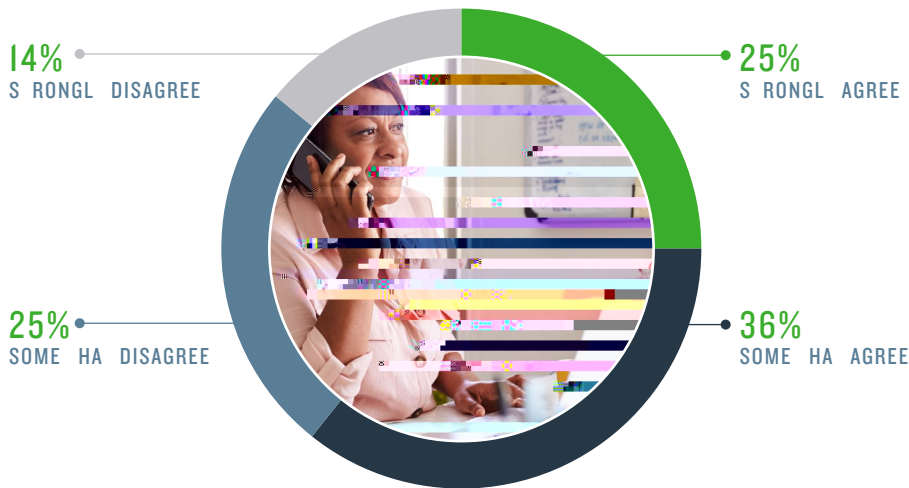
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Perception of Digital Government Services

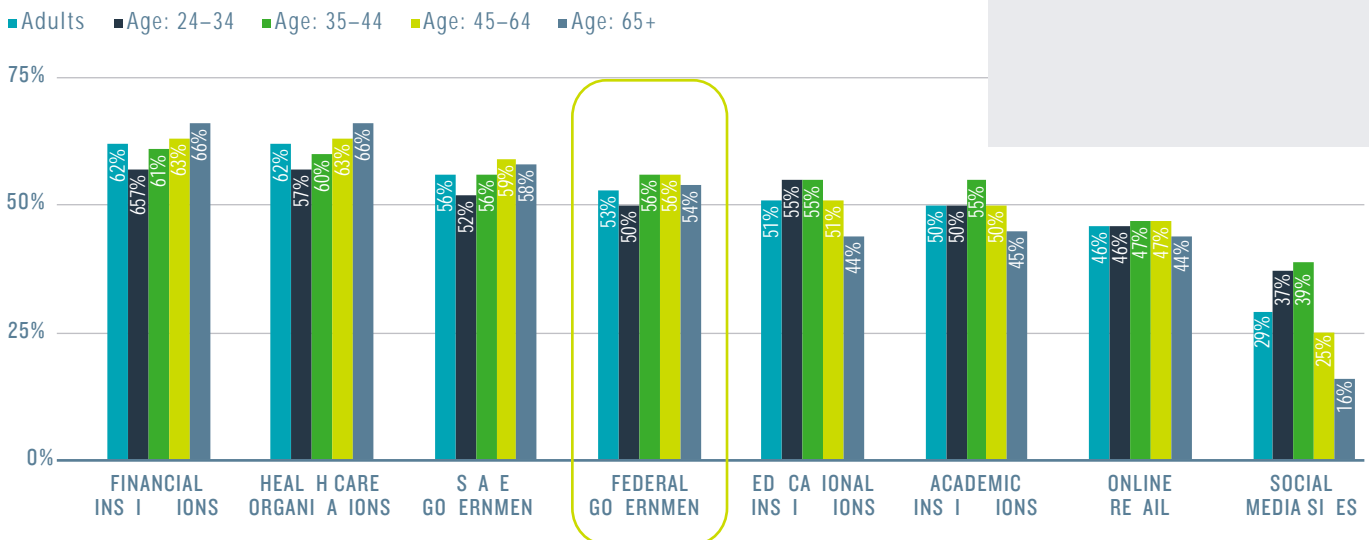
Respondents are not convinced services will be better or faster online—when compared to services in person, on the phone, or by mail. And when comparing digital information private.

Thinking about why you would prefer not to access certain government services from the Internet, please indicate whether you agree or disagree with the following statement: "I think accessing services in person, on the phone, or by mail is faster."

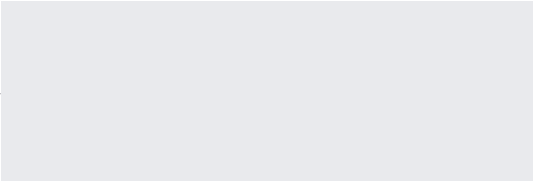


Six in ten (61%) adults agree

Two thirds (66%) of respondents ages 65+



How Demographics Impact Online Preferences



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