

PUBLIC CONSULTATION QUESTIONNAIRE

Single Digital Gateway

Fields marked with * are mandatory.

Overview

What is this survey about?

This survey is about creating a **'single digital gateway'** for European citizens and businesses – an online access point where you can find key information on living, working or doing business in other EU countries.

What is the 'single digital gateway'?

The idea behind the **single digital gateway** is to provide all the information people need to:

- do business cross-border
- travel to another EU country
- live / study / work in another EU country

The single digital gateway would be based on existing portals, contact points and networks. But it would improve them and better connect them and help people to complete the most frequently used national procedures fully online.

Why do we need it?

If you want to travel to, live, work or do business in another EU country, you need to find out about the national rules, requirements and procedures that will apply to you.

The internet offers new opportunities to access such information.

But online information can be unreliable – it can be incomplete, inaccurate or hard to understand. Sometimes it's only available in the local language, or not accessible from your country.

We want to make it **easier** for people and businesses to find essential information to help them **make the most of the single market**.

Your answers to this survey will help us design the single digital gateway so that it meets your needs.

In particular, we want to find out how **easy or difficult** it is to find information on the following subjects – and how you rate the **quality** of what you find:

- **information on applicable EU and national rules**, on issues such as how to register as a resident in another EU country, have your qualifications recognised, obtain a permit to open a shop, register your business activity, sell or manufacture your products abroad, what your rights are when shopping abroad, how to register your employees in social security schemes of another EU country or register for VAT;
- **procedures to comply with national rules** (often via national e-government portals), e.g. national procedures for registering as a resident, registering with employment services, registering for VAT and tax payments, registering with social security services, and on the EU level the European professional card procedure;
- **services for personalised assistance and advice** when online information is not enough, e.g. an authority or (semi-) private online help centre or association that citizens and businesses can contact when facing problems with rules and procedures.

This public consultation contains **3 separate questionnaires** for specific target audiences:

- citizens
- businesses
- public authorities.

The citizen and business questionnaires are primarily aimed at individuals (i.e. we want to hear the personal experiences of the respondents). However, **other groups** (e.g. organisations *representing* businesses and citizens), can also answer these questions based on the common experiences of the people / businesses they represent.

Other research

Several reports that are relevant to this initiative are already available. The Commission will take these into consideration along with the findings of this consultation.

For summaries of the key findings and references please see the [inception impact assessment](#).

We will also use any relevant findings from other ongoing or recently closed public consultations covering related Commission initiatives (e.g. on the services passport, the start-up initiative, the possible revision of the Mutual Recognition Regulation, the e-government action plan 2016-2020 and the EU citizenship consultation of 2015).

Deadline

26/07/2016– 28/11/2016.

If your response arrives after this deadline, we will not take it into consideration.

Privacy

We will publish your response unless you state otherwise.

We are committed to protecting your personal data.

*Publication consent

Can we publish your response on the Commission's website? *Please note that whichever option you choose, your response may be subject to a request for access to documents under [Regulation 1049/2001](#) on public access to European Parliament, Council and Commission documents. If this happens, the request for access will be assessed against the conditions set out in the regulation and in accordance with [data protection rules](#).*

- YES – under the name I have provided** I agree to the publication of all the information in my response and I declare that none of it is subject to copyright restrictions that would prevent publication.
- YES – anonymously** I agree to the publication of all the information in my response and I declare that none of it is subject to copyright restrictions that would prevent publication.
- NO – please keep my contribution confidential** My response will not be published, but will be used internally within the Commission.

*May we contact you with follow-up questions based on your answers?

- Yes
- No

Information about you

*Which describes you / your organisation best?

- Public authority (including government)
- Business representative organisation
- Organisation representing citizens / consumers
- Company
- Self-employed
- Academic / research institution
- Private individual

*At what level do you operate:

- International
- EU
- National
- Regional
- Local

*Name / Name of organisation:

Netherlands Chamber of Commerce (KvK)

*Email address

remco.de.bruijn@kvk.nl

*Where is your organisation based or established?

The Netherlands

SPECIFIC QUESTIONS TO PUBLIC ADMINISTRATIONS

In this questionnaire, we'd like to find out about **national e-government practices** and how online portals and administrative procedures are managed.

To start with, we'll ask you a few general questions.

Then we'll ask you some more specific questions about e-procedures.

GENERAL

Finding information online about applicable rules can be difficult for businesses and citizens. This is partly because information is spread over different national and EU-level websites – and these are often not connected to one another.

There are already several contact points and web portals that provide information about single market rules. For example, for the services sector there are the 'Points of Single Contact'. For goods, there are the 'Product Contact Points' and the 'Points of Contact for Construction Products'.

Some business stakeholders have recently called for the creation of online national business portals that cover both goods AND services.

Similarly, information for citizens is currently provided by different national contact points and on various websites in each EU country. Again, not all of these are centralised or cater for cross-border users interested in working, studying, or living in that EU country.

*How desirable would it be for your country's administration(s) to integrate the services and goods contact points in one national portal?

- Very desirable
- Desirable
- Neutral
- Undesirable
- Very undesirable

*How feasible would it be for your country's administration(s) to integrate the services and goods contact points in one national portal?

- Easy
- Somewhat difficult – it requires important back-office coordination, but in general it is feasible
- Difficult – would be extremely complex and expensive
- Already done or about to be done

Any other comments?

500 character(s) maximum

Providing PCPCs (construction products contact points) and SOLVIT information via the same portal is also an important issue (and feasible)

We'd like to make sure there are no gaps in the information you find online.

What needs to be done to improve online information, especially for cross-border users?

	Should be mandatory	Should be voluntary / guidance would be sufficient	Not necessary	No opinion
*Authorities in each EU country should provide a minimum amount of information for citizens to help them carry out cross-border activities.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Authorities in each EU country should provide all the information necessary for citizens to engage in cross-border business or private activities.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Information should be provided in at least one other language.	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
*EU countries / national public authorities should provide personal assistance to answer the specific questions from citizens that are not covered by the information online.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*For certain important areas, information on national rules should be collected and made available in a centralised EU database instead of on national websites.	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

How feasible would these actions be for Member States / national authorities?

	Unfeasible / too costly	Challenging but feasible	Easy to do / already being done	Unnecessary	Don't know
<p>*Authorities in each EU country should provide a minimum amount of information for citizens to help them carry out cross-border activities.</p>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
<p>*Authorities in each EU country should provide all the information necessary for citizens to engage in cross-border business or private activities.</p>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<p>*Information should be provided in at least one other language.</p>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

<p>*EU countries / national public authorities should provide personal assistance to answer the specific questions from citizens that are not covered by the information online.</p>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<p>*For certain important areas, information on national rules should be collected and made available in a centralised EU database instead of on national websites.</p>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*Generally speaking, how would you rate your administration's switch to e-government (delivering government services using digital technology)?

- very good – no major problems
- neutral
- poor – with major problems
- not applicable – has not happened yet

We are considering taking action to encourage the switch from paper-based to online procedures. There are various options – we’d like to know what you think of them.

What should be done to improve provision of online procedures, especially for cross-border users?

	Should be Mandatory	Should be voluntary / guidance	Unnecessary	No opinion
*A limited number of the most important procedures for cross-border users should be provided fully online	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* All procedures relevant for cross-border users should be fully online.	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Any procedures relevant for cross-border users required under future EU laws should be fully online. Offline procedures may exist in parallel.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
*Procedures should be available in at least one other foreign language .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

How feasible would these actions be for Member States / national authorities?

	Unfeasible / too costly	Challenging, but feasible	Easy to do / already being done	Unnecessary	Don't know
<p>*A limited number of the most important procedures for cross-border users should be provided fully online.</p>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<p>*All procedures relevant for cross-border users should be fully online.</p>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<p>*Any procedures relevant for cross-border users required under future EU laws should be fully online. Offline procedures may exist in parallel.</p>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
<p>*Procedures should be available in at least one other foreign language.</p>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
<p>*A limited number of the most important procedures for cross-border users should be provided fully online.</p>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Can you think of any examples of good practice in managing and ensuring the quality of online content on portals (e.g. quality charters, guidelines, feedback mechanisms) and how this is being implemented?

700 character(s) maximum

This is best implemented by a good editorial process where analysis of user needs is a central feature. As an example ondernemersplein.nl uses the following methods to identify user needs:

- Customer satisfaction research (quarterly)
- Online satisfaction survey (twice/year)
- User feedback (e.g. did this answer your question?)
- Pop-up surveys (survey on specific pages/sets of pages)
- Usability tests (Netprofiler)
- Heatmap analysis (Netprofiler)
- Google Analytics GoogleTagManager (Netprofiler)
- 360 analysis (Netprofiler). Based on all collected data
- Offline content tests (A/B) with customers

-Another important point for quality: have different editors work together in the same office.

How do you promote your online services?

700 character(s) maximum

The use of existing government channels where customers are already familiar with.
SEO / SEA and delivering high quality online services.

E-PROCEDURES

The following questions intend to map the online state of play of the most important administrative procedures for citizens and businesses in the EU / EEA countries, their plans for further roll-out of e-procedures, the criteria used for doing so and whether the needs of users from other EU countries are taken into consideration.

We'd also appreciate it if you are able to indicate the cost of setting up procedures online.

*At your level of administration, do you accept documents in any electronic format (e.g. PDF, scanned images) as part of an online procedure?

- Yes, for all administrative procedures.
- Yes, for some administrative procedures.
- No, I require original paper documents or certified documents.
- I do not know.

*What, if any, are your criteria for deciding which administrative procedures to put fully online? (Please select all that apply.)

- frequency of use of that procedure
- ease of implementation maximum benefit for users (e.g. if an offline procedure is particularly burdensome for them)
- maximising benefit for the authority, in terms of expected savings and increased efficiency
- available budget
- legal requirement
- other
- my administration does not apply any criteria
- don't know.

*When putting procedures online or planning to do so, do you take into consideration the specific needs of users from other EU countries (e.g. in terms of language cover, technical aspects such as e-identification and payment, or legal aspects such as whether foreign documents need to be certified)?

- Yes
- No

* How? (Please select all that apply)

- Explanation of the procedure is available in at least one frequently used foreign language in addition to the national language(s)
- Online forms are provided in at least one frequently used foreign language on top of the national language(s)
- Help desk service can deal with questions and provide replies in at least one frequently used foreign language on top of the national language(s)
- Means of payment, where applicable, are also accessible to foreign users as well
- Users from other EU countries are not asked to provide documents which do not exist in their countries
- Foreign supporting documents do not need to be certified
- Foreign supporting documents do not require certified translation
- Foreign users' e-IDs and e-signatures are accepted
- Other

Please indicate which of the following important procedures for businesses and citizens are:

- **'fully online'** – online forms can be filled in directly on the screen and sent off within the portal environment, together with any (scanned or e-) documents or other data, i.e. no printing, face-to-face contact and e-mail is needed);
- **'partially online'** meaning forms are online, but then need to be printed, filled in, and sent by post or email, together with any required documents;
- **'not at all online'**: information about the procedure may be online, but not the forms needed to start the procedure.

FOR BUSINESSES

VAT:

	Fully online	Partially online	Not at all online	Do not know or not applicable
*VAT registration	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
*VAT returns	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Notification of cessation of activity subject to VAT	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

OTHER TAXES:

	Fully online	Partially online	Not at all online	Do not know or not applicable
*Registration for income tax	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Corporate / business tax declaration	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

SOCIAL SECURITY:

	Fully online	Partially online	Not at all online	Do not know or not applicable
*Registration with national insurance scheme as employer	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Registration of employees with pension schemes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
*Payment of social contributions for employees and payroll withholding tax	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

OTHER BUSINESS RELATED PROCEDURES:

	Fully online	Partially online	Not at all online	Do not know or not applicable
*Registration of business activity	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Reporting end of contract of employee	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Recognition of qualifications	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Apply for building planning permits	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Apply for environmental permits	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Notifications related to data protection	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Applying for public procurement	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

Please specify:

FOR CITIZENS:

	Fully online	Partially online	Not at all online	Do not know or not applicable
*Declaring income	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

*Requesting / renewing ID card or passport	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
*Registering a change of address	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
*Registering a marriage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
*Register for child allowances	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
*Request a birth certificate	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
*Register for social security benefits	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
*Registering as unemployed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
*Register a car	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
*Request recognition of diploma from a foreign EU national	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
*Request recognition of professional qualifications from a foreign EU national	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
*Apply for a criminal record certificate	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
*Enrol in university	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
*Apply for a study grant	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
*Starting an inheritance procedure	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
*Register for a pension	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Other	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

Please specify:

Any other comments?

500 character(s) maximum

Does your administration have plans to make more procedures available online (for citizens and / or businesses)?

- Yes
- No

Please provide details about the procedure(s):

Title of the procedure(s):

Online mutations: Fully online process (now: partially online) for mutations in existing registrations.

Envisaged target date(s) for being online:

Mid-2017

Level of online sophistication – would the procedure be fully online or partially online (e.g. documents would still need to be sent by email or post)?

- Fully
- Partially

Reasons for putting this particular procedure online:

Strong need together with the high frequency of the procedure.

Any other information:

Could you share with us your experience with the implementation of an e-procedure in your country?

- Yes
- No

If you have any studies / feasibility analysis / evaluations etc. of e-procedures in your country that you can share with us, please upload them here (these studies will not be published but may be used / referred to in the process of impact assessment).

Any other comments?

Contact

grow-e3@ec.europa.eu
