The global pandemic has irreversibly increased digital appetites and heightened expectations for online interactions with governments. In a survey of 4,200+ consumers:

- **62%** of citizens want more digital government services to be made available online, including used online government services in **two out of ten**.

Despite these frustrations, **73%** of citizens want more digital government services to be made available online, including:

- **38%** for voter registration cards
- **32%** for key documents, such as birth certificates
- **27%** for voter registration cards
- **27%** for digital passports

These findings underscore just how important it is for public sector organizations to provide frictionless online and mobile experiences in a rapidly changing, hyperconnected world as they evolve toward becoming an Autonomous Digital Enterprise (ADE).

**Why Government Must Evolve to Become an Autonomous Digital Enterprise**

The findings of this report are based on a survey of **five adults over the age of 18** from **Australia**, **Germany**, **US**, **Spain**, **France**, **UK**, **Italy** and **five** adults over the age of 18 from **Australia**, **Germany**, **US**, **Spain**, **France**, **UK**, **Italy** and **two** adults over the age of 18 from **Australia**, **Germany**, **US**, **Spain**, **France**, **UK**, **Italy** and **two** adults over the age of 18 during December **8th and 9th**.