Digital Government Infographic 2019

Croatia

Services for Citizens and Businesses

New online services for citizens and businesses include ePrescriptions, eHealth Record, eNewborn, eBusiness and the START system.

Political Communications

The Strategic Plan of the Ministry of Justice for the period 2019-2021 emphasises the use of solutions based on complex algorithms and artificial intelligence in order to increase process efficiency.

Legislation

Various laws were adopted on digitalisation subjects such as on cybersecurity, electronic invoicing, accessibility of web pages of public sector bodies, eBusiness and eCash.
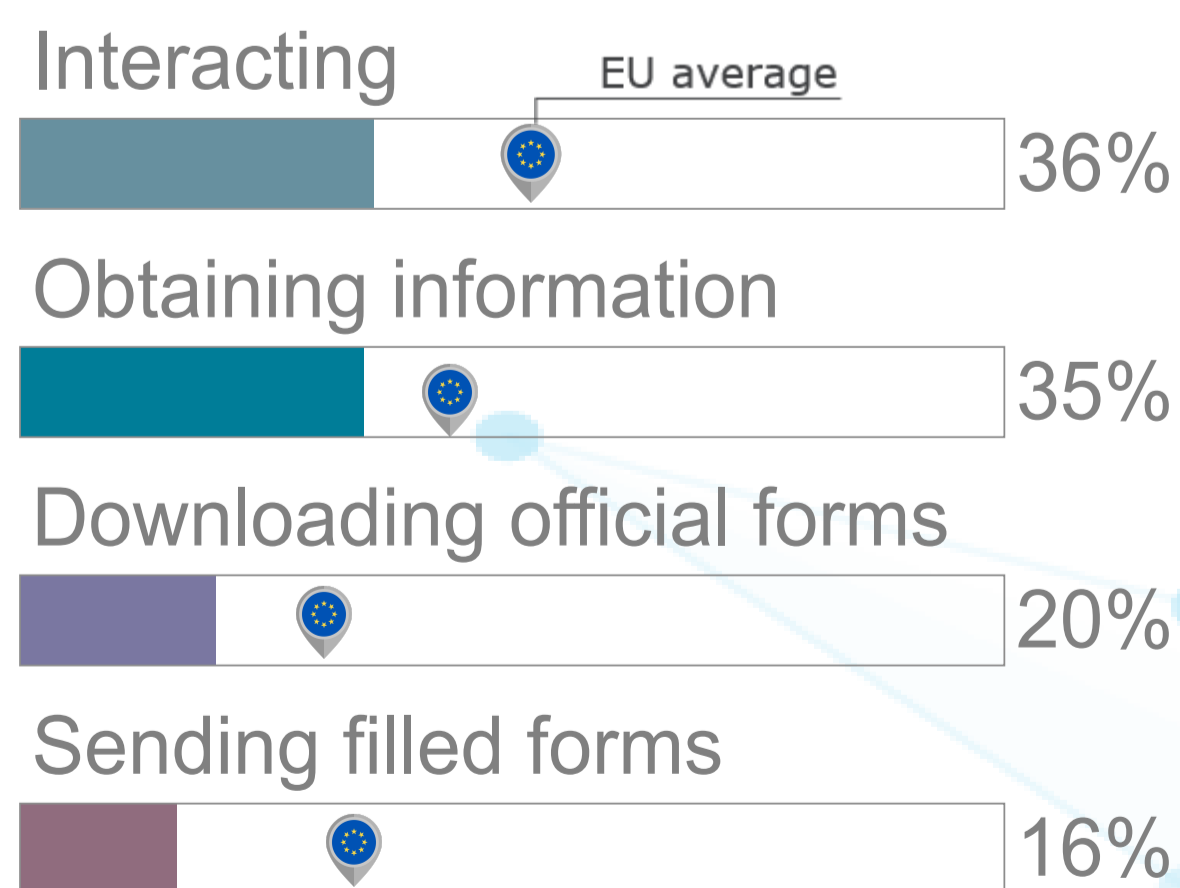
Governance

The Ministry of Public Administration is responsible for the harmonisation of the national policy on information society development and the promotion of the use of common interoperable solutions in collaboration with other countries at European level.

Infrastructure

Croatia implemented the Central Salary System (COP) in all institutions that have salaries financed from the State budget.
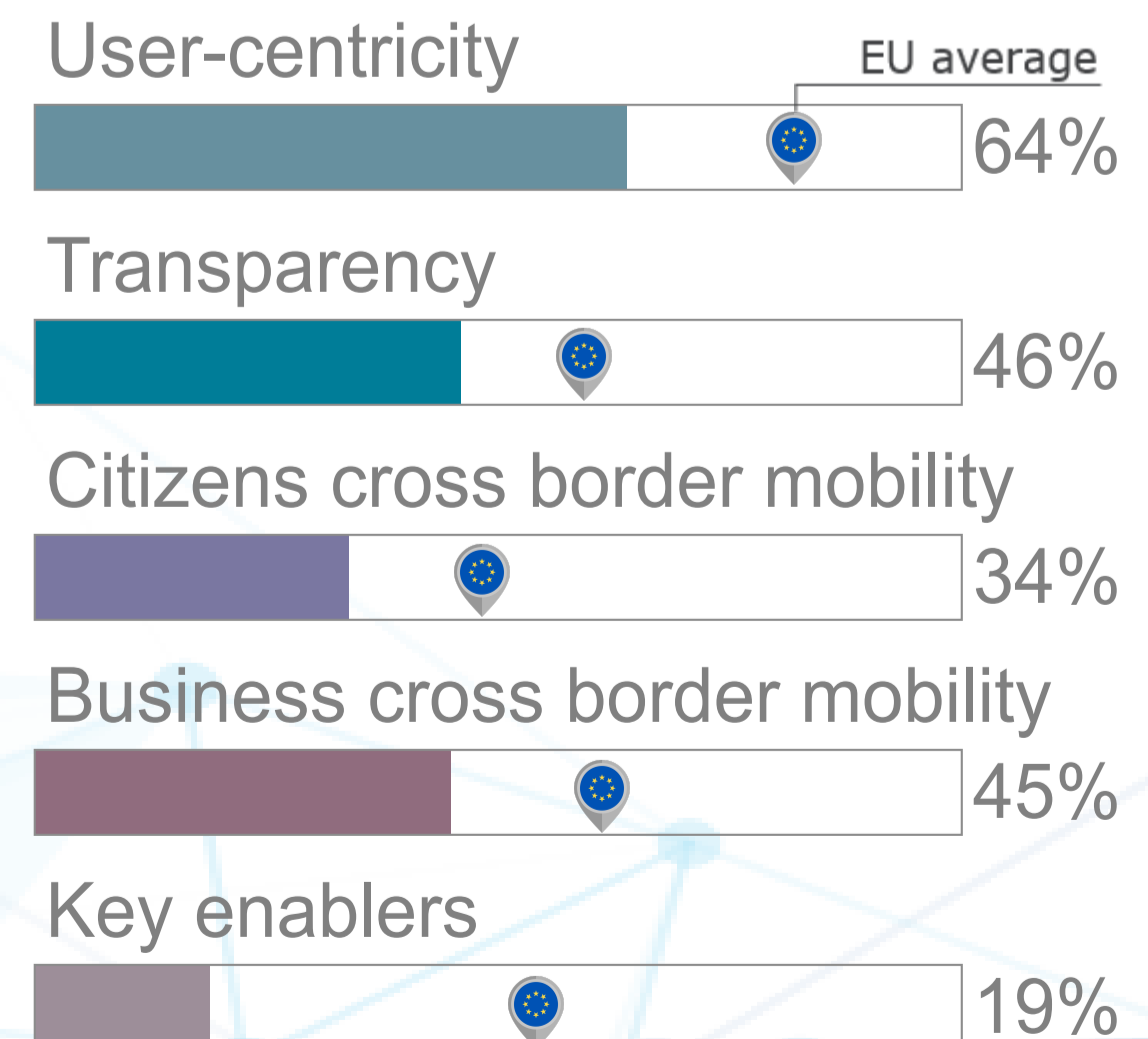
Digital Government Indicators

Individuals using internet for interacting with public authorities

Indicator	EU average	Value
Interacting		36%
Obtaining information		35%
Downloading official forms		20%
Sending filled forms		16%

Data source: Eurostat (isoc_bde15ei, last updated 15 March 2019).

eGovernment performance across policy priorities

Indicator	EU average	Value
User-centricity		64%
Transparency		46%
Citizens cross border mobility		34%
Business cross border mobility		45%
Key enablers		19%

Data source: eGovernment Benchmark Report 2018.