

Measure	Source	Trend information ¹					Desired change	Trend on-track?
Improving the accessibility of online government services								
People who have used the internet to get information on government or council services	World Internet Project ²	2013: 59%	2015: 57%	2016: n/a	2017: 77.3%	2018: n/a	Increase	✓
People who have used the internet to use government or council services that are delivered online ³		2013: 59%	2015: 52%	2016: n/a	2017: 64.6%	2018: n/a	Increase	✓
Increasing satisfaction with government online services								
People's satisfaction with the internet as the most recent contact channel with government	Kiwis Count survey (State Services Commission)	2014: 82%	2015: 77%	2016: 86%	2017: 73%	2018: 73% ⁴	Increase	✗
People's satisfaction with carrying out transactions with government online		2014: 77%	2015: 81%	2016: 78%	2017: 84%	2018: 87% ⁵	Increase	✓

¹ Trend information in this table, and in all medium-term tables following, is assessed over differing periods. In places, this will vary in relation to available information (for example in places, 2010/11 is the starting point for reported information while in others it is 2012/13).

² The World Internet Project New Zealand Report 2017 was published on 24 May 2018.

³ Note that this reports log-on to secure government and local council services.

⁴ This is the proportion of people that had their expectations met when looking for public service information online.

⁵ This is the proportion of people satisfied with the service received with their most recent online transaction with the public service.