Citizens Expect More From Their Government Agencies When it Comes to Digital Payments

The younger the citizens, the higher the expectations

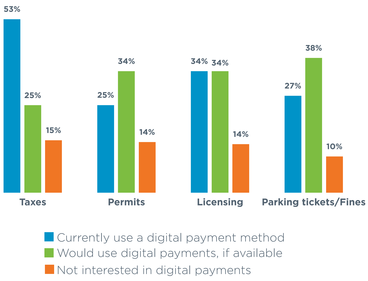
Older citizens are more satisfied with their government payment experiences compared to younger citizens

66% of citizens (60+) rated payment experiences from good to excellent

61% of citizens (18-29) rated their experiences as poor to fair

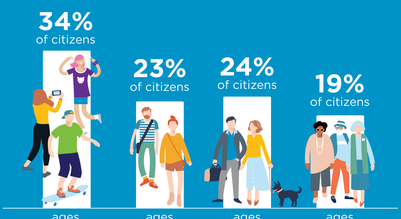
If Digital Payments Are Available, Citizens Use Them

Where digital solutions are lacking, there is definitely an appetite from citizens to have access to more



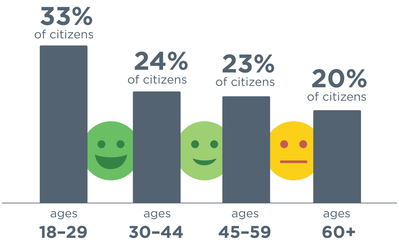
Citizens say that improving digital payments helps them pay on time, especially those under 40

Paying on time is easier with improved digital payments for:



Citizen Satisfaction Rises When Digital Payments Are Improved

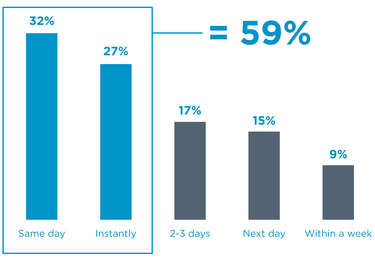
Better digital payments = higher citizen satisfaction for:



Top three reasons that prevent customers from using digital payments:

- Security concerns **35%**
- Poorly organized websites **31%**
- Digital options are not available **24%**

More than half of citizens expect payments to be processed instantly or in the same day



KUBRA
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Source: KUBRA Citizen Billing and Payment Report 2021.