The Netherlands allocates the largest share of public spending to social benefits among OECD members. Public expenditures were 42% of GDP in the Netherlands in 2019, close to the OECD average of 41% (Figure 2.22). 50% of government expenditures were allocated to social benefits, a higher proportion than any other OECD country, and above the OECD average of 41% (Figure 2.29).

Chapter 2 – Public finance and economics

Figure 2.22. General government expenditures as a percentage of GDP, 2007, 2019 and 2020

Figure 2.29. Structure of general government expenditures by economic transaction, 2019 and 2020 and change 2007 to 2019

The Netherlands is behind the OECD average in digital government. The Netherlands scored somewhat below the OECD average in the OECD digital government index in 2019 (Figure 10.1). The lowest scoring areas was proactiveness, the extent to which government anticipates people’s needs and responds to them rapidly.

Chapter 10 – Digital government

Figure 10.1. OECD Digital Government Index, 2019

The Netherlands performs well in citizen satisfaction with healthcare, education and justice. The Netherlands scored third highest in citizen satisfaction with healthcare in 2020 (92%, against an OECD average of 71%, Figure 14.1), fourth highest in satisfaction with education (84% against 68%, Figure 14.2) and sixth highest for confidence in the judiciary (77% against 57%, Figure 14.3).

Chapter 14 – Serving citizens

Figure 14.1. Citizen satisfaction with the health care system, 2010 and 2020

Figure 14.2. Citizen satisfaction with the education system and schools, 2010 and 2020

Figure 14.3. Citizen confidence in the judiciary system and the courts, 2010 and 2020
Public governance practices

Composite indices of public service leadership and capability (2020)
From 0 (worst) to 1 (best)

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Value</th>
<th>Source</th>
</tr>
</thead>
<tbody>
<tr>
<td>Development of a diverse workforce</td>
<td>0.62</td>
<td>OECD Survey on the composition of the workforce in central/federal governments and OECD Survey on public service leadership and capability</td>
</tr>
<tr>
<td>Policies to manage senior civil servants</td>
<td>0.49</td>
<td>OECD Survey on the composition of the workforce in central/federal governments and OECD Survey on public service leadership and capability</td>
</tr>
<tr>
<td>austerity</td>
<td>0.60</td>
<td>OECD Survey on the composition of the workforce in central/federal governments and OECD Survey on public service leadership and capability</td>
</tr>
<tr>
<td>capacity</td>
<td>0.49</td>
<td>OECD Survey on the composition of the workforce in central/federal governments and OECD Survey on public service leadership and capability</td>
</tr>
</tbody>
</table>

Green budgeting tools (2021)

<table>
<thead>
<tr>
<th>Tool</th>
<th>Value</th>
<th>Source</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ex ante or ex post environmental assessment</td>
<td>N. A.</td>
<td>OECD Survey on digital government 1.0</td>
</tr>
<tr>
<td>Ex ante or ex post green budget tagging</td>
<td>12 YES 2 NO</td>
<td>OECD Survey on digital government 1.0</td>
</tr>
<tr>
<td>N. A.</td>
<td>7 YES 7 NO</td>
<td>OECD Survey on digital government 1.0</td>
</tr>
</tbody>
</table>

Objectives included in infrastructure and public procurement strategies (2020)

<table>
<thead>
<tr>
<th>Objective</th>
<th>Environment</th>
<th>Human rights</th>
<th>Gender</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public procurement strategy includes responsible business conduct objectives on...</td>
<td>YES</td>
<td>YES</td>
<td>NO</td>
</tr>
<tr>
<td>Infrastructure strategy includes objectives on...</td>
<td>N. A.</td>
<td>19 YES 5 NO</td>
<td>8 YES 18 NO</td>
</tr>
</tbody>
</table>

Digital government index (2019)
Composite index from 0 (worst) to 1 (best)

<table>
<thead>
<tr>
<th>Country</th>
<th>Value</th>
<th>Source</th>
</tr>
</thead>
<tbody>
<tr>
<td>Netherlands</td>
<td>0.51</td>
<td>OECD Survey on digital government 1.0</td>
</tr>
<tr>
<td>OECD</td>
<td>0.45</td>
<td>OECD Survey on digital government 1.0</td>
</tr>
</tbody>
</table>

Source: OECD Survey on centres of government’s role in managing the COVID-19 crisis, OECD open government Survey and OECD indicators of regulatory policy and governance (iREG) Survey
Government results

Citizens who express satisfaction with public services (2020)

- Police: 86% (38% - 92%)
- Healthcare: 92% (26% - 93%)
- Education: 84% (27% - 92%)
- Judiciary: 77% (15% - 91%)

Source: Gallup World Poll

Citizens who express trust in public institutions (2020)

- Civil service: 41% (8% - 71%)
- Parliament: 44% (5% - 70%)
- Government: 78% (15% - 85%)

Source: Gallup World Poll, World Values Survey and European Values Study

Citizens who believe they have a say in what government does (2018)

- 57% (15% - 90%)
- 40% (40% - 57%)
- 74% (74% - 93%)

Source: OECD calculations based on rounds 8 and 9 of the ESS and the 2017-2020 round of the World Values Survey

Income inequality before taxes and post taxes and transfers (GINI index, 2018)

- Maximum inequality: 0.41 (0.29 - 0.46)
- Minimum inequality: 0.31 (0.29 - 0.31)

Source: OECD Income Distribution Database

Figure notes

- Data on public finance and economics, which are based on the System of National Accounts (SNA), were extracted on 11 May 2021 and data on General government employment were extracted on 12 April 2021. The range of country values refers to year 2019.
- Fiscal balance as reported in SNA framework, also referred to as net lending (+) or net borrowing (-) of government, is calculated as total government revenue minus total government expenditures.
- Government gross debt is reported according to the SNA definition, which differs from the definition applied under the Maastricht Treaty. It is defined as all liabilities that require payment or payments of interest or principal by the debtor to the creditor at a date or dates in the future. All debt instruments are liabilities, but some liabilities such as shares, equity and financial derivatives are not debt.
- The range of country values for the central government workforce by age refers to the 18-34 group.
- Data on trust in the civil service and parliament are 2018 for most countries.
- The range of country values for share of women in management positions in the central government refers to senior management.
- Citizens who express satisfaction with public services: for the judiciary and the police, the data reflect the proportion of citizens who express having confidence in the institution.
- The range of country values for income inequality before taxes and post taxes and transfers refers to GINI after taxes and transfers for the working-age population.

Government at a Glance 2021

Published every two years, Government at a Glance provides reliable, internationally comparable indicators on government activities and their results in OECD countries.

The 2021 edition includes input indicators on public finance and employment; while processes include data on institutions, budgeting practices and procedures, human resources management, regulatory governance, public procurement, the governance of infrastructure, public sector integrity, open government and digital government. Outcomes cover core government results (e.g. trust, political efficacy, inequality reduction) and indicators on access, responsiveness, quality and citizen satisfaction for the education, health and justice sectors. Governance indicators are especially useful for monitoring and benchmarking governments’ progress in their public sector reforms.

Each indicator in the publication is presented in a user-friendly format, consisting of graphs and/or charts illustrating variations across countries and over time. Brief descriptive analyses highlighting the major findings conveyed by the data, and a methodological section on the definition of the indicator and any limitations in data comparability.

The Excel spreadsheets used to create the tables and figures in Government at a Glance 2021 are available via the StatLinks provided throughout the publication: https://doi.org/10.1787/1c258f55-en

For more information on the data (including full methodology and figure notes) and to consult all other Country Fact Sheets: www.oecd.org/gov/govataglance.htm