E-Government in Bridging the Urban Digital Divide: A Global Perspective

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25 September 2010
United Nations E-Government Surveys
Four Assessment Indices in E-Government Development

Source: UN E-Government Survey 2010
http://www.UNPAN.org/DPADM/
### Top 20 Countries in E-Government Development

<table>
<thead>
<tr>
<th>Rank</th>
<th>Country</th>
<th>E-Government Development Index</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Republic of Korea</td>
<td>0.8785</td>
</tr>
<tr>
<td>2</td>
<td>United States</td>
<td>0.8510</td>
</tr>
<tr>
<td>3</td>
<td>Canada</td>
<td>0.8448</td>
</tr>
<tr>
<td>4</td>
<td>United Kingdom</td>
<td>0.8147</td>
</tr>
<tr>
<td>5</td>
<td>Netherlands</td>
<td>0.8097</td>
</tr>
<tr>
<td>6</td>
<td>Norway</td>
<td>0.8020</td>
</tr>
<tr>
<td>7</td>
<td>Denmark</td>
<td>0.7872</td>
</tr>
<tr>
<td>8</td>
<td>Australia</td>
<td>0.7863</td>
</tr>
<tr>
<td>9</td>
<td>Spain</td>
<td>0.7516</td>
</tr>
<tr>
<td>10</td>
<td>France</td>
<td>0.7510</td>
</tr>
<tr>
<td>11</td>
<td>Singapore</td>
<td>0.7476</td>
</tr>
<tr>
<td>12</td>
<td>Sweden</td>
<td>0.7474</td>
</tr>
<tr>
<td>13</td>
<td>Bahrain</td>
<td>0.7363</td>
</tr>
<tr>
<td>14</td>
<td>New Zealand</td>
<td>0.7311</td>
</tr>
<tr>
<td>15</td>
<td>Germany</td>
<td>0.7309</td>
</tr>
<tr>
<td>16</td>
<td>Belgium</td>
<td>0.7225</td>
</tr>
<tr>
<td>17</td>
<td>Japan</td>
<td>0.7152</td>
</tr>
<tr>
<td>18</td>
<td>Switzerland</td>
<td>0.7136</td>
</tr>
<tr>
<td>19</td>
<td>Finland</td>
<td>0.6967</td>
</tr>
<tr>
<td>20</td>
<td>Estonia</td>
<td>0.6965</td>
</tr>
</tbody>
</table>

Source: UN E-Government Survey 2010
http://www.UNPAN.org/DPADM/
Regional Averages of E-Government Development Index

Source: UN E-Government Survey 2010
http://www.UNPAN.org/DPADM/
## Infrastructure Development in ICT

<table>
<thead>
<tr>
<th>Category</th>
<th>Internet users per 100 inhabitants</th>
</tr>
</thead>
<tbody>
<tr>
<td>Developed Countries</td>
<td>58</td>
</tr>
<tr>
<td>Developing Countries (other than LDCs)</td>
<td>23</td>
</tr>
<tr>
<td>Small Island Developing States</td>
<td>25</td>
</tr>
<tr>
<td>Least Developed Countries</td>
<td>4</td>
</tr>
</tbody>
</table>

Source: ITU, UN E-Government Survey 2010

http://www.UNPAN.org/DPADM/
### Infrastructure Development in ICT

<table>
<thead>
<tr>
<th>Mobile subscribers per 100 inhabitants</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Developed Countries</td>
<td>112</td>
</tr>
<tr>
<td>Developing Countries (other than LDCs)</td>
<td>78</td>
</tr>
<tr>
<td>Small Island Developing States</td>
<td>26</td>
</tr>
<tr>
<td>Least Developed Countries</td>
<td>64</td>
</tr>
</tbody>
</table>

Source: ITU, UN E-Government Survey 2010

http://www.UNPAN.org/DPADM/
Human Capital Development

Source: UN E-Government Survey 2010
http://www.UNPAN.org/DPADM/
Public e-Service Delivery

4 Stages of e-Gov Development

Connected

Transactional

Enhanced

Emerging

Source: UN E-Government Survey 2010
http://www.UNPAN.org/DADM/
Public e-Service Delivery

Emerging Stage

Source: UN E-Government Survey 2010
http://www.UNPAN.org/DPADM/
Public e-Service Delivery

Enhanced Stage

Source: UN E-Government Survey 2010
http://www.UNPAN.org/DPADM/
## Public e-Service Delivery

### Transactional Stage

<table>
<thead>
<tr>
<th>Payment type</th>
<th>Number of countries</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Taxes</td>
<td>34</td>
<td>18</td>
</tr>
<tr>
<td>Registrations</td>
<td>36</td>
<td>19</td>
</tr>
<tr>
<td>Permits, certificates, identification cards</td>
<td>33</td>
<td>17</td>
</tr>
<tr>
<td>Fines</td>
<td>22</td>
<td>11</td>
</tr>
<tr>
<td>Utilities</td>
<td>18</td>
<td>9</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Feature</th>
<th>Number of countries</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Online forms</td>
<td>53</td>
<td>28</td>
</tr>
<tr>
<td>Online transactions</td>
<td>60</td>
<td>32</td>
</tr>
<tr>
<td>Application for government benefits</td>
<td>32</td>
<td>17</td>
</tr>
<tr>
<td>Acknowledgement of receipt</td>
<td>19</td>
<td>10</td>
</tr>
</tbody>
</table>

Source: UN E-Government Survey 2010

http://www.UNPAN.org/DPADM/
**Public e-Service Delivery**

### Connected Stage (G2G/G2C/C2C)

<table>
<thead>
<tr>
<th>Feature</th>
<th>Number of countries</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Single sign-on</td>
<td>31</td>
<td>16</td>
</tr>
<tr>
<td>Information in machine readable format</td>
<td>74</td>
<td>39</td>
</tr>
<tr>
<td>Interaction with Head of State</td>
<td>61</td>
<td>32</td>
</tr>
</tbody>
</table>

Source: UN E-Government Survey 2010

[http://www.UNPAN.org/DPADM/]
E-Participation

3 Stages in e-Participation Framework

- e-Information
- e-Consultation
- e-Decision-making

Source: UN E-Government Survey 2010
http://www.UNPAN.org/DPADM/
E-Participation

Source: UN E-Government Survey 2010
http://www.UNPAN.org/DPADM/
E-Government in Bridging the Urban Digital Divide

Digital Divide = Technology Divide + Human Capacity Divide

E-Government = Inclusive and Citizen-centric Services
Thank You