

News Clipping: 100 Cities Survey on E-government

<North America>

U.S.: Eleven news portals reported.

Magazines: Government Technology, ASPAnet, PA Times, This week(American Society for Public Administration)

Canada: Government of Canada Internet Guide, Journalist homepage

<Europe>

International Telecommunication Union(ITU)

e-Forum(the forum for European e-Public services)

U.K.: Guardian, Kable Net, Public Technology Net, Yahoo

Ireland: ElectricNews Net

Germany: The Institute for eGovernment at the University of Potsdam

Bulgaria: The Coordination Center for Information, Communication and Management Technologies

<Africa>

South Africa: Mail & Guardian Online newspaper

<Asia>

Korea: Chosun, JoongAng Daily Newspapers

United Arab Emirates: MiddleEastEvents.com

<Oceania>

Australia: Victorian Government

Yahoo news portal reported our press release at:

<http://biz.yahoo.com/pz/031117/48340.html>

The First Study On Digital Governance in Municipalities Worldwide Ranked Seoul, Hong Kong, Singapore, New York, and Shanghai as the Top Five Cities, and Tallinn, Dubai, Jakarta as Among the Top 20 of 100 Large Cities Worldwide.

Monday November 17, 8:00 am ET

NEWARK, N.J., Nov. 17, 2003 (PRIMEZONE):

Press Release Network posts our press release under menu “Newsroom” on the left side at <http://www.pressreleasenetwork.com/>

The First Study On Digital Governance in Municipalities Worldwide Ranked Seoul, Hong Kong, Singapore, New York, and Shanghai as the Top Five Cities, and Tallinn, Dubai, Jakarta as Among the Top 20 of 100 Large Cities Worldwide.

NEWARK, N.J., Nov. 16, 2003 (PRN):

Smart mobs reported our press release.

<http://www.smartmobs.com/archives/002063.html>

November 18, 2003

A survey on digital governance has been conducted jointly by the E-governance Institute of Rutgers University-Newark and the Global e-Policy e-Government Institute of Sungkyunkwan University, Korea, and was co-sponsored by the UN Division for Public Administration and Development Management, and the American Society for Public Administration. Seoul, Hong Kong, Singapore, New York, and Shanghai come in as the top five cities, with Rome, Auckland, Jerusalem, Tokyo and Toronto making up the top ten.

[Rutgers University E-Governance Institute Documents](#)

Posted by [Jim Downing](#) at 05:00 PM

HighMark Funds reported our press release.

<http://sites.stockpoint.com/highmarkfunds/newspaper.asp?Mode=oced&Story=20031116/321u3561.xml>

E-governance Institute of Rutgers University-Newark: The first study on digital governance in municipalities worldwide ranked Seoul, Hong Kong, Singapore, New York, and Shanghai as the top five cities, and Tallinn, Dubai, Jakarta as among the top 20.

Investor.stockpoint.com reported our press release.

<http://investor.stockpoint.com/newsstory.asp?Mode=united%2Barab%2Bemirates&Story=20031117/321u4049.xml>

The First Study On Digital Governance in Municipalities Worldwide Ranked Seoul, Hong Kong, Singapore, New York, and Shanghai as the Top Five Cities, and Tallinn, Dubai, Jakarta as Among the Top 20 of 100 Large Cities Worldwide.....

M2.com reported a short article about our research at:

<http://m2.com/M2/M2Web.nsf/aaf53dd4b51cd3bd85256c3d004dff44/85256a0f00242d3c80256de20044fd08?OpenDocument>

Survey shows Seoul's city web site is the best in the world

Published in Internet Business News on Tuesday, 18 November 2003 at 16:45 GMT

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A new survey conducted to evaluate digital governance in municipalities around the world has found that three out of the top 20 areas were developing countries.

Seoul was ranked first with a score of 73.48 followed by Hong Kong with 66.57 and Singapore with 62.97, Tallinn in Estonia was 14th, Dubai in the United Arab Emirates was 18th and Jakarta in Indonesia was 20th.

The survey examined 98 countries as well as Hong Kong and Macao and evaluated them in terms of security and privacy, usability, content, services and citizen participation.

Other results show that New York was ranked first in terms of content and 67% of cities in Africa have not set up an official city web site, while just 3% in Europe have no city web site.

Prime Zone Media Network reported our press release.

http://www.primezone.com/pages/news_releases.mhtml?d=48340

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NEWARK, N.J., Nov. 17, 2003 (PRIMEZONE)

Web Wire reported our press release at:

<http://webwire.com/TopTenView.asp?id=3228>

The First Study On Digital Governance In Municipalities Worldwide

11/16/03,

The First Study On Digital Governance In Municipalities Worldwide Ranked Seoul, Hong Kong, Singapore, New York, And Shanghai As The Top Five Cities, And Tallinn, Dubai, Jakarta As Among The Top 20 Of 100 Large Cities Worldwide.

Newark, New Jersey ?November 16, 2003:

iWon.com reported our press release at :

http://money.iwon.com/jsp/nw/nwdt_ge.jsp?section=news&news_id=pzn-48340&feed=pzn&date=20031117&cat=PRRELEASE

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NEWARK, N.J., Nov. 17, 2003 (PRIMEZONE)

Zawya.com reported a short article about our research.

<http://www.zawya.com/Story.cfm?id=322u1774&Section=Main&page=Home&channel=Latest%20Press%20Releases&objectid=F441F2B1-2AAF-11D5->

867D00D0B74A0D7C&l=165000031118

Survey shows Seoul's city web site is the best in the world

Nov 18, 2003 (INTERNET BUSINESS NEWS via COMTEX) -- A new survey conducted to evaluate digital governance in municipalities around the world has found that three out of the top 20 areas were developing countries.

Seoul was ranked first with a score of 73.48 followed by Hong Kong with 66.57 and Singapore with 62.97, Tallinn in Estonia was 14th, Dubai in the United Arab Emirates was 18th and Jakarta in Indonesia was 20th. The survey examined 98 countries as well as Hong Kong and Macao and evaluated them in terms of security and privacy, usability, content, services and citizen participation.

Other results show that New York was ranked first in terms of content and 67% of cities in Africa have not set up an official city web site, while just 3% in Europe have no city web site.

(C)1995-2003 M2 COMMUNICATIONS LTD

Radio.Weblog.com reported.

<http://radio.weblogs.com/0105060/>

Seoul leads in city e-government.

[Seoul leads in city e-government.](#)

Seoul has been ranked the top city for e-government in a [survey of the web sites of 100 cities](#). The study, conducted jointly by the [E-governance Institute of Rutgers University](#) in the US and the Global e-Policy e-Government Institute of [Sungkyunkwan University](#) in Korea, claims to be the first to evaluate digital governance in municipalities throughout the world. The [survey](#) assessed the e-government Web site of the biggest city in 98 countries with the highest percentage of Internet users, along with Hong Kong and Macao. The sites were evaluated in terms of security and privacy, usability, content, services, and citizen participation. The top 10 cities in digital governance worldwide are:

1. Seoul (73.48)
2. Hong Kong (66.57)
3. Singapore (62.97)
4. New York (61.35)

5. Shanghai (58.00)
6. Rome (54.72)
7. Auckland (54.61)
8. Jerusalem (50.34)
9. Tokyo (46.52)
10. Toronto (46.35)

[via ElectricNews.net]

Government Technology magazine reported our research results.

<http://govtech.public-cio.com/newsStory.php?id=2003.11.17-77710>

E-Governance Institute Ranks Digital Governance Worldwide

News Release

Nov 17 2003

NEWARK, N.J. -- The first study on digital governance in municipalities worldwide ranked Seoul, Hong Kong, Singapore, New York and Shanghai as the top five cities, and Tallinn, Dubai, Jakarta as among the top 20 of 100 large cities worldwide.

This survey was conducted jointly by the E-Governance Institute of Rutgers University-Newark and the Global e-Policy e-Government Institute of Sungkyunkwan University, Korea, and was co-sponsored by the UN Division for Public Administration and Development Management and the American Society for Public Administration.

This is the first research effort to evaluate digital governance in municipalities throughout the world.

This survey examined the largest city in each of 98 countries with the highest percentage of Internet users, and Hong Kong SAR and Macao SAR were included. This research evaluated the official Web sites of each city in their native languages. Our instrument for evaluating municipal Web sites consists of 92 measures over five core areas: 1.) Security and Privacy, 2.) Usability, 3.) Content, 4.) Services, 5.) Citizen Participation. Each measure was coded on a scale of four-points (0, 1, 2, 3) or a dichotomy of two points (0, 3 or 0, 1). Then, an overall score for each municipality (on a 100-point scale) was derived by giving equal weight to each of the five categories.

Professor Marc Holzer, chairman of the E-Governance Institute, said, "This joint research

was helpful for reducing cultural bias in our survey methodology. During the design of the 92 measures in our e-government index, we identified some terms which people in various cultures might not understand. So, we developed an index which was 'culture-neutral.'"

Each Web site was assessed by two independent evaluators between June and October 2003, and in cases where significant variation existed on the raw score between evaluators, Web sites were analyzed a third time. Based on the evaluation of 100 cities, the top 10 cities are as follows:

Top 10 Cities in Digital Governance Worldwide

RANKING CITY SCORE

- 1.) Seoul 73.48
- 2.) Hong Kong 66.57
- 3.) Singapore 62.97
- 4.) New York 61.35
- 5.) Shanghai 58.00
- 6.) Rome 54.72
- 7.) Auckland 54.61
- 8.) Jerusalem 50.34
- 9.) Tokyo 46.52
- 10.) Toronto 46.35

New York City was ranked No. 1 worldwide in terms of content. Among the top 20 cities, three are from developing countries: Tallinn (Estonia) 14th, Dubai (United Arab Emirates) 18th, and Jakarta (Indonesia) 20th. This research identified a digital divide gap between developed and less developed countries. Although the average score for all cities is 28.10 out of 100, the average score in OECD countries is 36.34; however the average score in non-OECD countries is only 24.26. In addition, 67 percent of cities selected in Africa have not established official city Web sites, whereas only 3 percent in Europe have no city Web sites.

Sungkyunkwan University is holding an international conference to present best practices cases based on this survey and is giving a "World Cities Best Practices E-Government Award" to the top five cities on November 21 in Seoul. Professor Seang-Tae Kim, president of the Global e-Policy e-Government Institute, said, "Government services can be improved remarkably by e-government, but the digital divide is a problem to be solved. We can encourage e-government among cities in the world by measuring them and giving this kind

of award."

Scores and ranking of all 100 cities are online at [Web site](#).

PA Times, American Society for Public Administration reported in the issue of December 2003.

<http://www.aspanet.org/patimes/index.html>

New York One of Top Five in Digital Governance Study

ASPA Co-Sponsors First International Study on Digital Governance

Newark, NJ - The first study on digital governance in municipalities worldwide ranked Seoul, Hong Kong, Singapore, New York and Shanghai as the top five cities, and Tallinn, Dubai, Jakarta as among the top 20 of 100 large cities worldwide.

This survey was conducted jointly by the E-governance Institute of Rutgers University-Newark and the Global e-Policy e-Government Institute of Sungkyunkwan University, Korea, and was co-sponsored by the U.N. Division for Public Administration and Development Management and ASPA. This is the first research effort to evaluate digital governance in municipalities throughout the world.

This survey examined the largest city in each of 98 countries with the highest percentage of Internet users (Hong Kong SAR and Macao SAR were included). This research evaluated the official web sites of each city in their native languages. The instrument for evaluating municipal web sites consists of 92 measures over five core areas: security and privacy, usability, content, services and citizen participation. Each measure was coded on a scale of four points (0, 1, 2, 3) or a dichotomy of two points (0, 3 or 0, 1). Then, an overall score for each municipality (on a 100-point scale) was derived by giving equal weight to each of the five categories.

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Scores and ranking of all 100 cities are [online](#). For more information, contact Marc Holzer at (973) 353-1351/5504 x23, e-mail mholzer@pipeline.com or Chan-Gon Kim, e-mail chankim@pegasus.rutgers.edu.

ASPAnet This week(American Society for Public Administration) reported our research results.

http://www.aspanet.org/aspanet_thisweek/current.html

Seoul Tops Local E-Government Study Co-Sponsored by ASPA

Seoul was named the best city for electronic government services in a recent international research study conducted on behalf of ASPA and the United Nations Division for Public Administration and Development Management. Hong Kong was second, followed closely by Singapore, New York and Shanghai. The assessment was based on five major categories - information protection, convenience of use, information content, administrative services and citizen participation. The E-Governance Institute of Rutgers University-Newark and the Global e-Policy e-Government Institute of Sungkyunkwan University in the Republic of Korea conducted the survey. (*information courtesy of JoongAng Daily*)

URL: <http://www.andromeda.rutgers.edu/~egovinst/Website/researchpg.htm>

Government of Canada Internet Guide posts an article from Korean newspaper.

http://www.cio-dpi.gc.ca/ig-gi/gs-cd/es-ae/es-aewrapperfile_e.asp?p=m&hl=4869#A4869

International:

Seoul Ranked as Best 'E-Gov'

The Seoul Metropolitan City Government announced on Sunday that it has been selected as the best "e-government" out of 100 cities worldwide, in a recent survey on assessing websites and measuring the e-government indexes of global cities. The survey was conducted on 100 cities worldwide, from last March until October, jointly by the Global e-Policy and e-Government Institute of Korea's Sungkyunkwan University and the e-Governance Institute of Rutgers University, in the United States, under the sponsorship of the United Nations' Division for Public Administration and Development Management, Department of Economic and Social Affairs. Appraisals were made in five areas: security, usability, content, service and citizen participation. The survey listed Hong Kong,

Singapore, New York, Shanghai, Rome, Auckland, Jerusalem, Tokyo and Toronto, ranking second to 10th. ([Source: english.chosun.com](http://english.chosun.com))

A Canadian journalist reported.

http://davidakin.blogware.com/blog/_archives/2003/11/27/7411.html

Seoul tops, New York 4th, Toronto 10 in digital city ranking

by [DavidAkin](#) at 08:25AM (EST) on November 27, 2003 |

[The e-governance Institute at Rutgers University](#) and [a Korean university](#) surveyed the online presence for 100 of the world's biggest cities and determined that Seoul, Korea is the model cities should emulate when it comes to providing services and information to its citizens. New York was 4th, and Toronto was 10th. But here's something: New York was the *only* U.S. city evaluated and Toronto was the *only* Canadian city evaluated. The study's authors. The authors say they "selected 98 countries with the highest percentage of Internet users, and examined the largest city in each of those countries as a surrogate for all cities in the country." I don't know about the rest of the world, but I guarantee you when Montrealers or Vancouverites hear that Toronto is acting as a surrogate for the rest of the country, they ain't going to be happy. Seriously, though, municipal governments are usually among the most independent of any jurisdiction, particularly in Western democracies and derive their revenues from vastly different and incomparable resources. For that reason, it seems pointless to have cities stand in as surrogates for others in as artificial a division as a country. (Why not have New York stand in as the surrogate for the northeastern part of North America, including Toronto, and let San Francisco stand in for the southwest). You can read the survey results [here](#). The researchers claim that, based on their survey, there is a digital divide and the divide is drawn, in this case, along wealthier countries and less wealthy countries. (Apparently, they needed some research to come to that seemingly obvious conclusion.) But even if that conclusion is obvious, the lousy rationale for their city selection makes it easy to poke holes in their methodology and, as a result, their conclusion.

International Telecommunication Union(ITU) reported.

<http://www.itu.int/osg/spu/newslog/2003/11/27.html#a358>

27 November 2003

Seoul leads in city e-government

Seoul has been ranked the top city for e-government in a [survey of the web sites of 100 cities](#). The study, conducted jointly by the [E-governance Institute of Rutgers University](#) in the US and the Global e-Policy e-Government Institute of [Sungkyunkwan University](#) in Korea, claims to be the first to evaluate digital governance in municipalities throughout the world. The [survey](#) assessed the e-government Web site of the biggest city in 98 countries with the highest percentage of Internet users, along with Hong Kong and Macao. The sites were evaluated in terms of security and privacy, usability, content, services, and citizen participation. The top 10 cities in digital governance worldwide are:

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9. Tokyo (46.52)
10. Toronto (46.35)

[via [ElectricNews.net](#)]

1:30:32 PM

e-Forum(the forum for European e-Public services) reported our research results.

http://www.eu-forum.org/area_news_display.cfm?ID=763&headline=Y

Rome top European e-gov city says new report

21 Nov 2003

Rome is the only European city to make the world top ten of e-government cities, according to a new report. The first study on digital governance in municipalities worldwide ranked Seoul, Hong Kong, Singapore, New York, and Shanghai as the top five cities, whilst Tallinn, Dubai, Jakarta are among the top 20 of 100 large cities worldwide.

This survey was conducted jointly by the E-governance Institute of Rutgers University-Newark and the Global e-Policy e-Government Institute of Sungkyunkwan University, Korea, and was co-sponsored by the UN Division for Public Administration and Development Management, and the American Society for Public Administration. This is the first research effort to evaluate digital governance in municipalities throughout the world.

The survey examined the largest city in each of the 98 countries with the highest percentage of Internet users. Hong Kong SAR and Macao SAR were also included. This research evaluated the official Web sites of each city in their native languages. The instrument for evaluating municipal Web sites consists of 92 measures over five core areas: 1. Security and Privacy, 2. Usability, 3. Content, 4. Services, 5. Citizen Participation. Each measure was coded on a scale of four-points (0, 1, 2, 3) or a dichotomy of two-points (0, 3 or 0, 1). Then, an overall score for each municipality (on a 100-point scale) was derived by giving equal weight to each of the five categories.

Professor Marc Holzer, Chairman of the E-Governance Institute said, "This joint research was helpful for reducing cultural bias in our survey methodology. During the design of the 92 measures in our e-government index, we identified some terms that people in various cultures might not understand. So, we developed an index which was 'culture-neutral'."

Each website was assessed by two independent evaluators between June and October 2003, and in cases where significant variation existed on the raw score between evaluators, websites were analyzed a third time. Based on the evaluation of 100 cities, the top 10 cities are:

Seoul, Hong Kong, Singapore, New York, Shanghai, Rome, Auckland, Jerusalem, Tokyo, Toronto.

To access the full ranking and survey, go to:

<http://www.andromeda.rutgers.edu/~egovinst/Website/researchpg.htm>

Newspaper Guardian in U.K. reported.

<http://www.guardian.co.uk/online/story/0,3605,1093535,00.html>

Thursday November 27, 2003

IT news

London's failing

London is 55th out of 84 cities worldwide in provision of e-government, behind Dhaka in Bangladesh and Tehran in Iran, according to a UN-backed report. London's rating may have been affected by e-government functions being split between several websites: it is currently piloting a single portal. The study, by Rutgers University in New Jersey and Sungkyunkwan University in South Korea, looked for the official site of the biggest city in 100 countries or territories, and judged on issues including usability, content and citizen participation. Seoul in South Korea was rated top, followed by Hong Kong, Singapore and New York. Sixteen cities had no site.

www.andromeda.rutgers.edu

Kable Net.com in U.K reported an article about our research and analysis on London website at:

<http://www.kablenet.com/kd.nsf/Frontpage/3E7D1D5A665F428880256DE3004318C0?OpenDocument>

London hits website low

19 November 2003

A UN backed global survey of city websites has placed London behind just about everywhere else

The UK capital is trailing behind the rest of the world in quality of its city website, according to a [report](#) issued on 18 November 2003.

The study, backed by the United Nations, ranks Seoul, Hong Kong, Singapore and New York at the top with London down in 55th place out of 80 cities.

London is behind several cities not usually recognised for their e-government ambitions including Vilnius in Lithuania, Tegucigalpa (Honduras) and Tehran.

The comprehensive survey, undertaken by academics at the e-Governance Institute of Rutgers University and backed by the UN and the American Society for Public Administration is the first attempt to evaluate municipal websites globally.

Researchers looked at the official websites for each of the 80 cities using an index of 92 measures over five core areas.

Areas analysed were: security and privacy, usability, content, services and citizen participation.

London's overall score was 19.08, compared to Seoul's 73.48, New York's 61.35 and Rome – the highest ranking European city – at 54.72.

While London has put much work into its official website, which is adorned with several pictures of Mayor Ken Livingstone, the low score may be in part explained by the city's arrangements for e-government.

"London is organised differently to most cities," a spokesperson for the Greater London Authority told *Government Computing News*.

"You can only really compare like with like...and we have a separate site for e-government."

The official Mayoral site highlights news and features links to the London Assembly while the main site for e-services is provided by London Connects, the official e-government agency.

The agency is attempting to set up a single portal for accessing e-services which, despite many months of development, is still not fully running and only available as a "demonstrator".

Source: *Kable's Government Computing*

Publication date: 19/11/2003 12:11:25 PM

Public Technology Net in U.K. reported.

<http://www.publictechnology.net/modules.php?op=modload&name=News&file=article&sid=229>

London's web site compares dismally vs other global cities says report

A big study of 100 major worldwide city websites ranked Seoul, Hong Kong, Singapore, New York, and Shanghai as the top five cities, with London trailing in 55th place, and Dublin 17th.

London scored poorly on its web site www.london.gov.uk because it does not excel in any area, has distinctly poor usability, and just doesn't stack up to better designed sites. Looks like Ken should get his site re-designed having had a serious chin-wag with **Jakob Nielsen** or **Jared Spool**, those gurus of usability.

This survey (www.andromeda.rutgers.edu/~egovinst/Website) was conducted jointly by the E-governance Institute of **Rutgers University-Newark** and the Global e-Policy e-Government Institute of Sungkyunkwan University, Korea, and was co-sponsored by the UN Division for Public Administration and Development Management, and the American Society for Public Administration. This is the first research effort to evaluate and rank city websites in municipalities throughout the world.

This survey examined the largest city in each of 98 countries with the highest percentage of Internet users, and Hong Kong SAR and Macao SAR were included. This research evaluated the official Web sites of each city in their native languages. Our instrument for evaluating municipal Web sites consists of 92 measures over five core areas: 1. Security and Privacy, 2. Usability, 3. Content, 4. Services, 5. Citizen Participation. Each measure was coded on a scale of four-points (0, 1, 2, 3) or a dichotomy of two-points (0, 3 or 0, 1). Then, an overall score for each municipality (on a 100-point scale) was derived by giving equal weight to each of the five categories.

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Top 10 Cities in Digital Governance Worldwide

- 1 Seoul
- 2 Hong Kong
- 3 Singapore
- 4 New York
- 5 Shanghai
- 6 Rome
- 7 Auckland
- 8 Jerusalem
- 9 Tokyo
- 10 Toronto

New York City was ranked No. 1 worldwide in terms of content. Among the top 20 cities, three are from developing countries: Tallinn (Estonia) 14th, Dubai (United Arab Emirates) 18th, and Jakarta (Indonesia) 20th. This research identified a digital divide gap between developed and less developed countries. Although the average score for all cities is 28.10 out of 100, the average score in OECD countries is 36.34; however the average score in non-OECD countries is only 24.26. In addition, 67% of cities selected in Africa have not established official city websites, whereas only 3% in Europe have no city Web sites.

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Yahoo news in U.K. reported our press release at:

<http://uk.biz.yahoo.com/031117/290/ee5hi.html>

Monday November 17, 01:10 PM

The First Study On Digital Governance in Municipalities Worldwide Ranked Seoul, Hong Kong, Singapore, New York, and Shanghai as the Top Five Cities

NEWARK, N.J., Nov. 17, 2003 (PRIMEZONE) --

ElectricNews Net in Ireland reported our press release.

<http://www.enn.ie/frontpage/news-9382930.html>

Wednesday, November 26 2003

by [Sylvia Leatham](#)

Seoul is tops for e-government survey

Seoul has been ranked the top city for e-government in a global survey of the Web sites of 100 cities. The study, conducted jointly by the E-governance Institute of Rutgers University in the US and the Global e-Policy e-Government Institute of Sungkyunkwan University in Korea, claims to be the first to evaluate digital governance in municipalities throughout the world. The survey assessed the e-government Web site of the biggest city in 98 countries with the highest percentage of Internet users, along with Hong Kong and Macao. The sites were evaluated in terms of security and privacy, usability, content, services, and citizen participation. After Seoul, the top-ranked cities were Hong Kong, Singapore, New York, and Shanghai. Dublin was ranked 17th in the study. Three cities from developing countries made the top 20: Tallinn in Estonia (14th), Dubai in the United Arab Emirates (18th), and Jakarta in Indonesia (20th). The survey noted that there was a digital divide between developed and less developed countries: the average score for cities in OECD countries was 36.34 out of 100, while the average score in non-OECD countries was 24.26.

The Institute for eGovernment at the University of Potsdam in Germany posts our news release.

http://www.e-lo-go.de/html/modules.php?name=News&new_topic=100

First Study On Digital Governance in Municipalities Worldwide

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Korea, and was co-sponsored by the UN Division for Public Administration and Development Management, and the American Society for Public Administration. This is the first research effort to evaluate digital governance in municipalities throughout the world.

The Coordination Center for Information, Communication and Management Technologies in Bulgaria reported our research results.

<http://www.ccit.government.bg/news.asp?lng=en>

25.11.2003 г.

Sofia ranked 36th in e-government among 100 world cities

The first study on digital governance in municipalities worldwide ranked Seoul, Hong Kong, Singapore, New York, and Shanghai as the top five cities, and Tallinn, Dubai, Jakarta as among the top 20 of 100 large cities worldwide.

This survey was conducted jointly by the E-governance Institute of Rutgers University-Newark and the Global e-Policy e-Government Institute of Sungkyunkwan University, Korea, and was co-sponsored by the UN Division for Public Administration and Development Management, and the American Society for Public Administration. This is the first research effort to evaluate digital governance in municipalities throughout the world.

This survey examined the largest city in each of 98 countries with the highest percentage of Internet users, and Hong Kong SAR and Macao SAR were included. This research evaluated the official Web sites of each city in their native languages. Our instrument for evaluating municipal Web sites consists of 92 measures over five core areas: 1. Security and Privacy, 2. Usability, 3. Content, 4. Services, 5. Citizen Participation. Each measure was coded on a scale of four-points (0, 1, 2, 3) or a dichotomy of two-points (0, 3 or 0, 1). Then, an overall score for each municipality (on a 100-point scale) was derived by giving equal weight to each of the five categories.

Professor Marc Holzer, Chairman of the E-Governance Institute said, "This joint research was helpful for reducing cultural bias in our survey methodology. During the design of the 92 measures in our e-government index, we identified some terms which people in various cultures might not understand. So, we developed an index which was 'culture-neutral'."

Each Web site was assessed by two independent evaluators between June and October 2003, and in cases where significant variation existed on the raw score between evaluators, websites were analyzed a third time.

The ranking list of all cities you can find [here](#).

Mail & Guardian Online newspaper in South Africa reported our research results.

<http://www.mg.co.za/Content/13.asp?ao=23976>

SA scores low on city website survey

A joint study by researchers at Rutgers-Newark and Sungkyunkwan University, Korea, of the official websites of the world's major cities has ranked Seoul, Hong Kong, Singapore, New York City and Shanghai as the top five municipalities in "digital governance".

Digital governance is the degree to which a website -- in this instance those of 100 large cities worldwide -- enhances citizens' ability to learn about and participate in governmental affairs. New York's website was ranked first worldwide in terms of content.

Twelve African cities were included. In South Africa, Cape Town was selected, and its [website](#) was ranked in 31st place -- the highest-scoring African city. Johannesburg was not selected for evaluation by the researchers, despite having a thriving website.

Researchers examined the largest city in each of 98 countries with the highest percentage of internet users, as well as Hong Kong and Macao.

Collin Hossack, an online journalist and web editor with Big Media, the company that runs Johannesburg's [website](#), sent an e-mail to survey researcher Chan-Gon Kim about the fact that Johannesburg was not included, pointing out that the best website may be that of a city with a low online population density.

Hossack also objected to the survey being labelled "worldwide" when only one city per country was selected. The report's title reads "Rutgers-Newark and Korean researchers name top five municipal websites worldwide".

"I do not object to your research. I object to the manner in which you've announced your research to the world," Hossack said.

A short reply from Kim simply referred Hossack back to the survey website.

The survey was conducted by the E-Governance Institute of Rutgers-Newark and the Global e-Policy e-Government Institute of the Korean university, and was co-sponsored by the United Nations Division for Public Administration and Development Management and the American Society for Public Administration.

It is the first study to evaluate digital governance in municipalities throughout the world, according to Kim.

The study evaluated the official websites of each city in their native languages.

Investigators applied 92 measures that covered five important areas: security and privacy, usability, content, services and citizen participation.

Each website was assessed by two independent evaluators between June and October 2003, and in cases where significant variation existed on the raw score between evaluators, websites were analysed a third time.

Based on the evaluation of 100 cities, the researchers ranked the top 10 cities in digital governance (in order) as Seoul, Hong Kong, Singapore, New York City, Shanghai, Rome, Auckland, Jerusalem, Tokyo and Toronto.

The research also identified a predictable digital divide between developed and less developed countries. For example, 67% of the cities originally selected in Africa have not established official city websites, whereas only 3% in Europe have no municipal websites.

Professor Seang-Tae Kim, president of the Global e-Policy e-Government Institute, said:

"Government services can be improved remarkably by e-government, but the 'digital divide' is a problem to be solved. We can encourage e-government among cities in the world by measuring them and giving this kind of award."

On the web: www.andromeda.rutgers.edu/~egovinst/website

Contact author: [E-mail the author of this article](#)

Digital Chosun Ilbo(Daily Newspaper) in Korea reported as follows.

<http://english.chosun.com/w21data/html/news/200311/200311170020.html>

Seoul Ranked as Best 'E-Gov'

by Shin Hyung-joon (hjshin@chosun.com)

The Seoul Metropolitan City Government announced on Sunday that it has been selected as the best “e-government” out of 100 cities worldwide, in a recent survey on assessing websites and measuring the e-government indexes of global cities.

The survey was conducted on 100 cities worldwide, from last March until October, jointly by the Global e-Policy and e-Government Institute of Korea’s Sungkyunkwan University and the e-Governance Institute of Rutgers University, in the United States, under the sponsorship of the United Nations’ Division for Public Administration and Development Management, Department of Economic and Social Affairs.

Appraisals were made in five areas: security, usability, content, service and citizen participation. The survey listed Hong Kong, Singapore, New York, Shanghai, Rome, Auckland, Jerusalem, Tokyo and Toronto, ranking second to 10th.

“It was the first research comparing e-government indexes of international cities. Seoul City was awarded top place as a result of its work since last year to remake its Internet homepage,” a city official said. The award ceremony is to take place at the 600th Anniversary Hall of Sungkyunkwan University on Nov. 21.

JoongAng Daily in Korea reported as follows.

<http://joongangdaily.joins.com/200311/16/200311162254140209900090609061.html>

E-government study puts Seoul at the top

Seoul was named the best city for electronic government services in a recent international research study backed by the United Nations.

But the study said that Seoul had room for improvement in privacy protection and the convenience of services.

Research centers under Sung Kyun Kwan University in Korea and the State University of New Jersey evaluated the electronic government systems of 100 cities in 100 countries from March to October. Seoul topped the chart, with a grade of just under 75 percent, the universities said yesterday.

Hong Kong was second at 66 percent, followed closely by Singapore, New York and Shanghai. Rome was placed sixth and Auckland, New Zealand, seventh.

The assessment was based on five major categories — information protection, convenience of use, information content, administrative services and citizen participation. Seoul was ranked first in the categories of convenience and frequency of use, but was third in information protection, after Hong Kong and Singapore.

The American Society for Public Administration and the United Nations Division for Public Administration and Development Management also took part in the research, along with 150 researchers speaking 44 languages.

Based on the results of the study, the UN plans to launch a campaign to encourage governments around the world to build electronic government service sites.

by Choi Hyung-kyu <arjuna@joongang.co.kr>

2003.11.16

MiddleEastEvents.com reported our press release at:

http://www.middleeastevents.com/site/pres_dtls.asp?pid=60

The First Study On Digital Governance In Municipalities Worldwide Ranked Seoul, Hong Kong, Singapore, New York, And Shanghai As The Top Five Cities, And Tallinn, Dubai, Jakarta As Among The Top 20 Of 100 Large Cities Worldwide. Newark, New Jersey, Others - November 17, 2003:

The Victorian Government in Australia reported.

<http://www.egov.vic.gov.au/whatsnew/whatsnew2.htm>

- **100 Cities Survey. The e-governance Institute, November 2003 - in pdf format.**
(To view this document you will need to have **Acrobat Reader** installed on your computer) (file size 3351 Kb)
 - **The 100 City Survey**, The e-Governance Institute. Newark, New Jersey.
Press Release, 15 November 2003. "The first study on digital governance in

municipalities worldwide ranked Seoul, Hong Kong, Singapore, New York, and Shanghai as the top five cities, and Tallinn, Dubai, Jakarta as among the top 20 of 100 large cities worldwide..."

- **London hits website low.** Kabelnet, 19 November 2003. "A UN backed global survey of city websites has placed London behind just about everywhere else. The UK capital is trailing behind the rest of the world in quality of its city website, according to a report issued on 18 November 2003. The study, backed by the United Nations, ranks Seoul, Hong Kong, Singapore and New York at the top with London down in 55th place out of 80 cities..."
- **London's web site compares dismally vs other global cities says report.** Public Technology, 20 November 2003. "A big study of 100 major worldwide city websites ranked Seoul, Hong Kong, Singapore, New York, and Shanghai as the top five cities, with London trailing in 55th place, and Dublin 17th..."