2012 E-Government Survey

Global Trends in e-Government Development

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UN E-Government Survey Editions

The E-Gov Survey presents a systematic assessment of the use of ICT to transform and reform the public sector by enhancing efficiency, effectiveness, transparency, accountability, access to public services and citizen participation in 193 Countries.

- UN E-Gov Survey adopted by Member States and Economists as a useful tool to benchmark e-Government Development

- UN Survey as a tool to guide policies and strategies on how Member States can overall improve public service delivery and bridge the digital divide.
Methodology: EGDI

The UN E-Government Development Index is a composite indicator measuring the willingness and capacity of PA to use ICT to deliver public services.

EGDI = (1/3* OSI + 1/3 TII + 1/3 HCI)

OSI = Online Service Index (DESA)
TII = Telecommunication Infrastructure Index (ITU)
HCI = Human Capital Index (UNESCO-UNDP)
The 4 Stages of Online Service Development

The Assessment Questionnaire consists of 4 sections corresponding to the 4 stages of e-Government development.

Emerging Presence: offering basic information on line ...

Enhanced Presence: Greater sources, e-tools, e-services of information ...

Transactional Presence: Two ways interactive applications, financial and non financial transactions ...

Connected Presence: WoG, full interoperability, G2G, G2C, C2G ...

All questions call for a binary response of yes (1 point) / no (0 point)
Online Service index

All questions call for a binary response of yes or no

The total number of points scored by each country is normalized to the range of 0 to 1.

The index value for a country is equal to the actual total score less the lowest total score divided by the range of total score values for all countries.

1. Four stages of development
2. Use of multimedia technology to interact with citizens
3. Citizens are consulted regularly on improving public policy and public service delivery matters
OSI: e-participation component

Set of questions part of the e-government questionnaire

1. Four stages of development
2. Use of multimedia technology to interact with citizens
3. Citizens are consulted regularly on improving public policy and public service delivery matters

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Telecommunication Infrastructure Index

Arithmetic average composite of five indicators.

Each of these indicators standardized via the Z-score procedure

The index for each country is the simple arithmetic mean of each of the 5 indicators

- 1. Internet usage/access
- 2. Internet Subscriptions
- 3. Main telephone lines
- 4. Mobile phone usage/access
- 5. Fixed broadband subscribers

http://www.unpan.org/dpadm/
**Human Capital index**

1. Adult literacy rates
2. Human capital development

**e-Literacy**

Arithmetic average composite of two indicators.

Each of these indicators standardized via the Z-score procedure

The index for each country is the weighted arithmetic mean of the 2 indicators

http://www.unpan.org/dpadm/
**Global e-government Development Leaders 2012**

<table>
<thead>
<tr>
<th>Rank</th>
<th>Country</th>
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Regional averages in e-government development
Linkages between the Survey and this Workshop

Among the objectives of e-government, four are of paramount importance:

- Efficient government management of information to the citizen;
- Better service delivery to citizens;
- Improved access and outreach of information; and
- Empowerment of the people through participatory decision making.
2012 Survey’s Main Findings

- Whole-of-government approaches lead the way in advanced countries
- Member States are paying closer attention to multi-channel service delivery
- Developing countries make progress in e-participation
- Citizens demand more services
Whole-of-government approaches lead the way in advanced countries

- From separate single-purpose organization model to an integrated unified whole-of-government model.
- Centralizing entry point of service delivery to a single portal where citizens can access all government-supplied services, regardless of which government authority provides them.
- In some countries, the whole-of-government approach helps build a transparent government system with interconnected departments and divisions.
Member States Paying Closer Attention to Multi-Channel Service Delivery

- Global infrastructure access improved, with the global average ICT index value reflecting an increase in mobile penetration.

- Global average number of mobile subscriptions per 100 inhabitants is now 88.5.

- Broadband penetration remains very low, with a global average of only 8.7 fixed broadband connections per 100 inhabitants.

- Mobile-based technologies have become the most rapidly adapted technologies to provide e-services.
Developing countries make progress in e-participation

- More developing countries are including e-participation as key in providing “customer-oriented” services.

- While the Republic of Korea and the Netherlands are the world leaders, Singapore and Kazakhstan are close behind, followed by UK and USA.

- Europe has the largest share of the top e-participation countries.

- Gains are not spread evenly, both across and within countries, with the majority still offering low levels of e-participation possibilities.
Citizens demand more services

- Recent shift from supply-driven to consumer demand driven policy and greater emphasis on citizen usage.
- Level of citizen up-take remains low globally.
- Only 24 countries promote free access to e-government services through free Wi-Fi or kiosks.
- Currently only 40 per cent of member states are using social networking sites.
Conclusion

The Survey shows that many countries recognize the opportunity that e-Government offers to enhance synergies among institutions.

Countries utilize e-Government to re-engineer the enabling environment for institutional inter-linkages.

Transformative role of e-Government for cohesive, coordinated and integrated processes.

Re-engineering the enabling environment for regarding e-Government as a backbone of public sector operations.
Thank You
Discussion Question

In your opinion, what are the emerging e-Government trends and challenges that should be captured in the 2014 Survey (building on the 2012 Survey)?