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E-Government & Citizen-Centricity

The 3H-Matrix of e-Government

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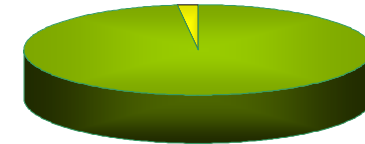
United Nations Public Service Day/Awards

Barcelona, 21-23 June 2010

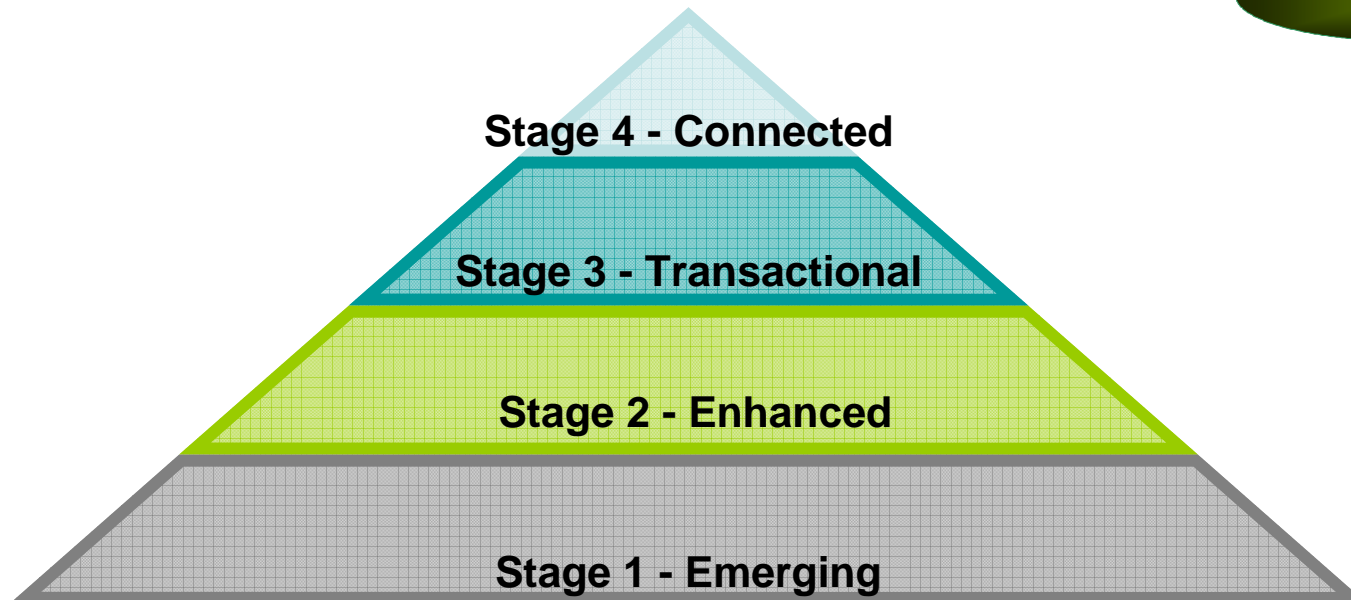


United Nations e-Government Survey 2010

Governments without websites 2%



Governments with websites 98%





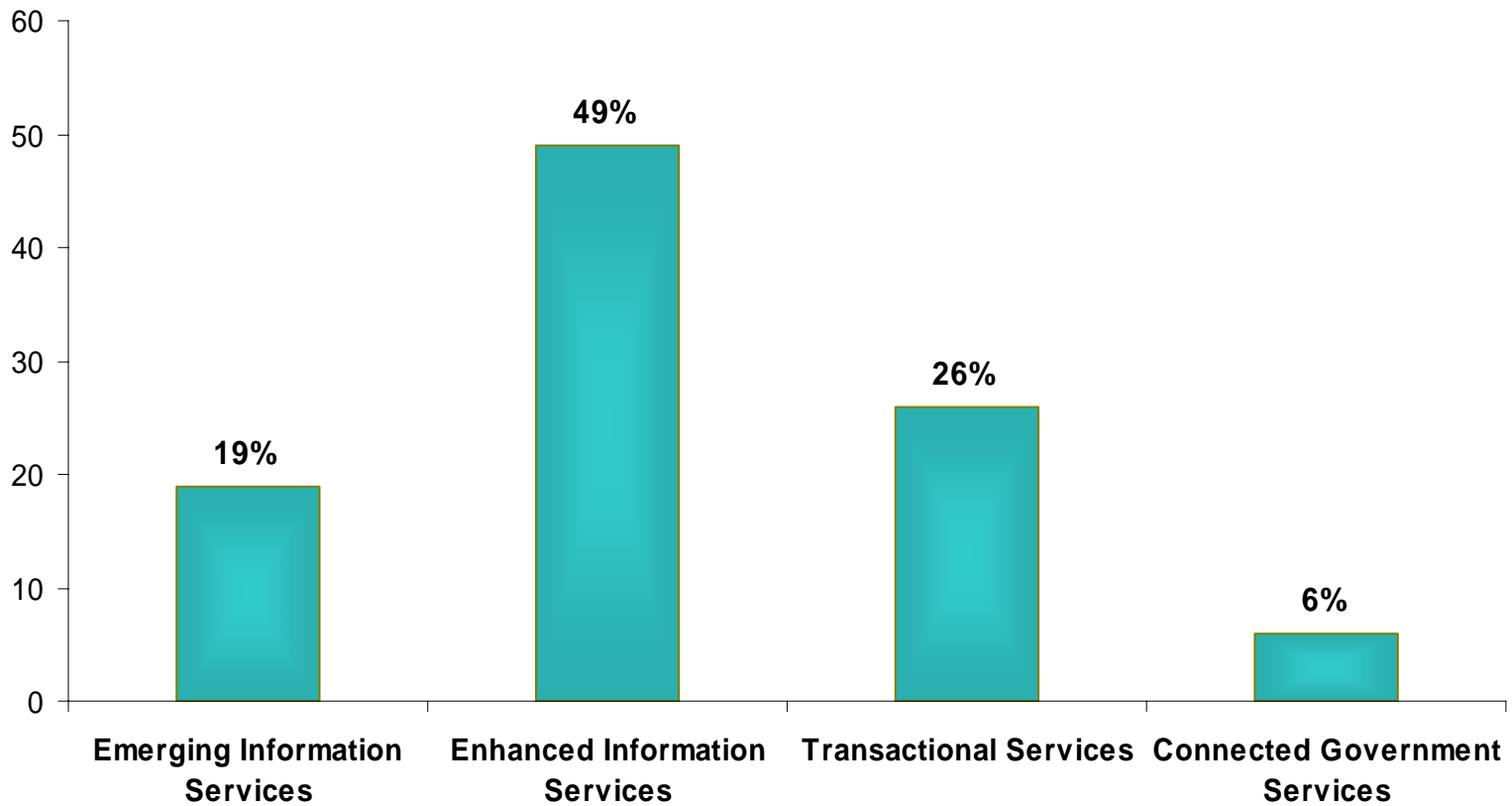
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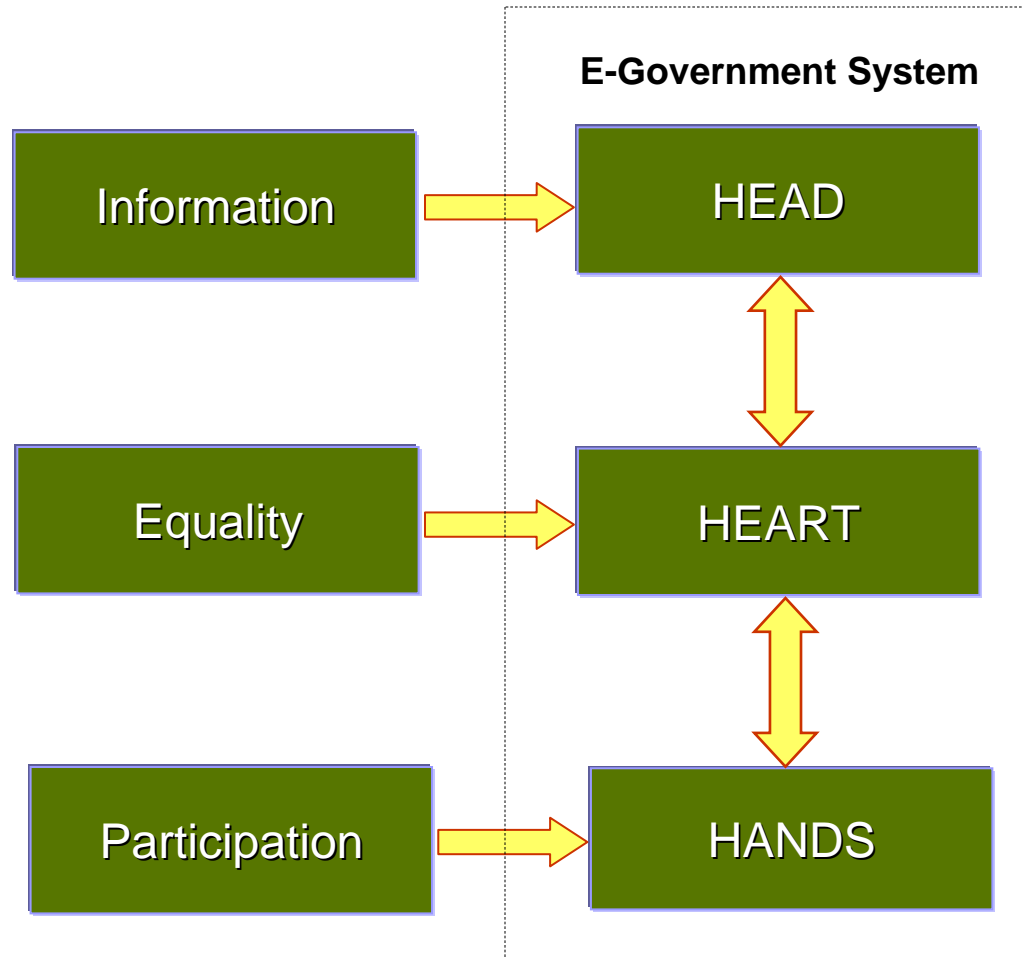


United Nations e-Government Survey 2010





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HEAD - Command Center of e-Government

Based on the study of 115 government crisis-response websites, the Survey finds that:

- (i) in general terms, e-government has ensured efficient, effective, transparent and accountable transactions between governments and the recipients of public funds at all levels;
- (ii) in specific terms, it allows citizens to be empowered in monitoring and evaluating government performance in the use of funds in order to reduce corruption and avoid wastefulness.





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HEART- Ideational Lifeline of e-Government

The take-up of mobile technology is particularly glaring in the developing world.

- Number of mobile phone subscribers increased by **>30%** in Sub-Saharan Africa (2000 to 2008).
- Internet subscribers increased only by about **5%**.
- Presently **4 to 5 billion** mobile phones in the world --**100 million** in Africa.
- This number is expected to **quadruple** by 2011.

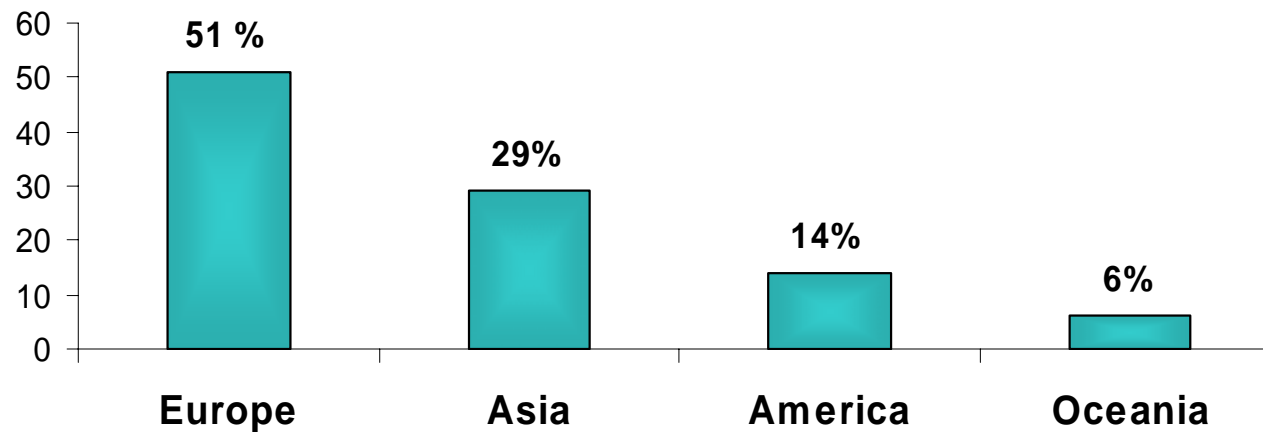




HANDS - Tools of e-Government

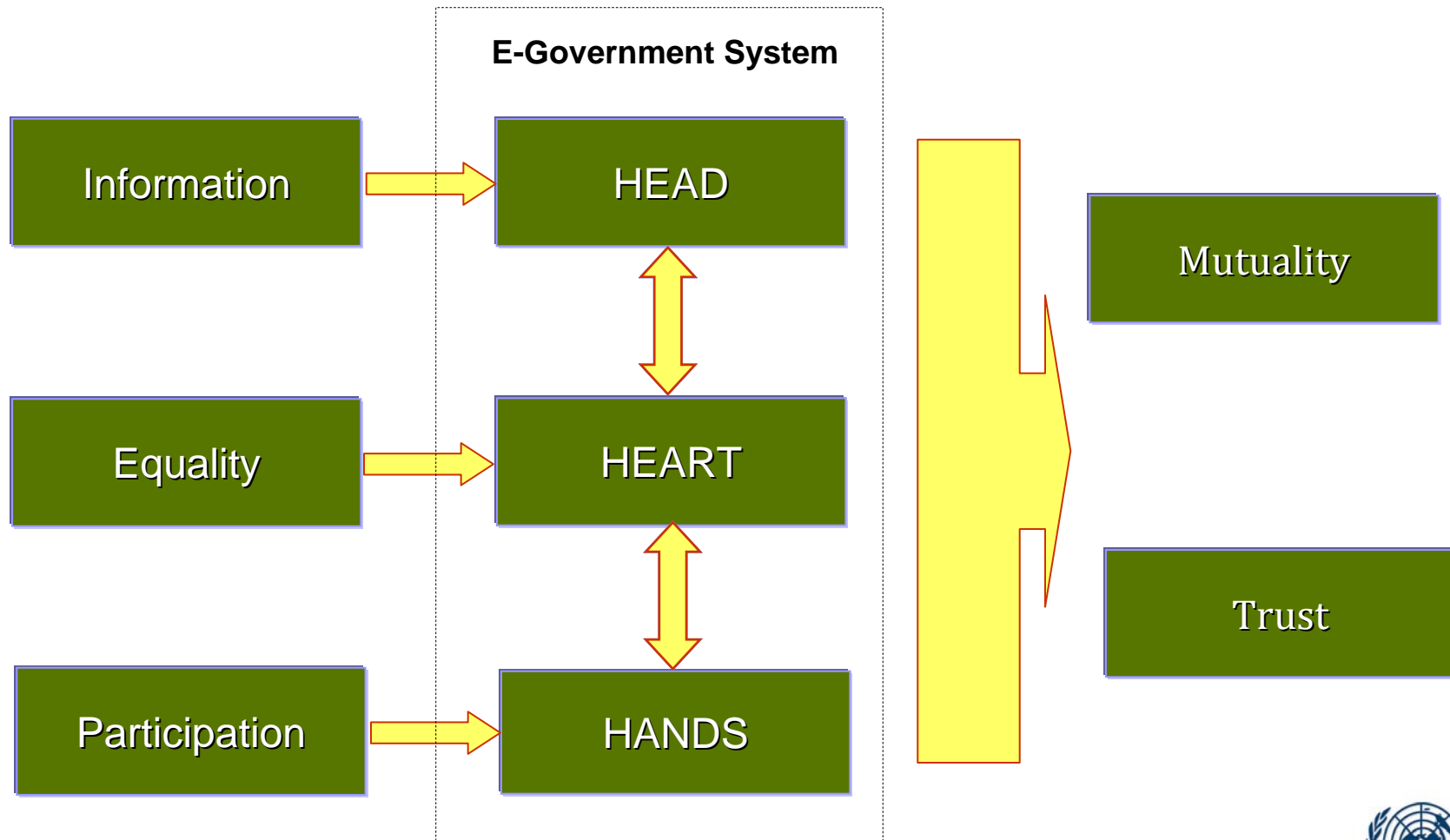
Performance by Region in e-Participation

Reference: United Nations e-Government Survey 2010





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Thank you for your attention!

