



UN Public Administration Programme

Division for Public Administration and Development Management (DPADM)
UN Department of Economic and Social Affairs (UNDESA)



E-Government in Bridging the Urban Digital Divide

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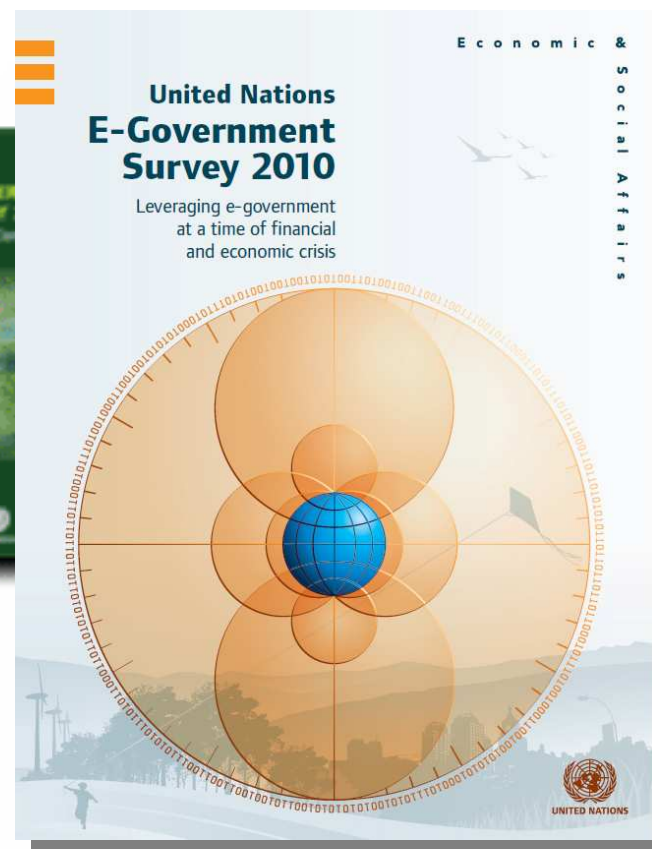
United Nations

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

Rank	Country	E-Government Development Index
1	Republic of Korea	0.8785
2	United States	0.8510
3	Canada	0.8448
4	United Kingdom	0.8147
5	Netherlands	0.8097
6	Norway	0.8020
7	Denmark	0.7872
8	Australia	0.7863
9	Spain	0.7516
10	France	0.7510

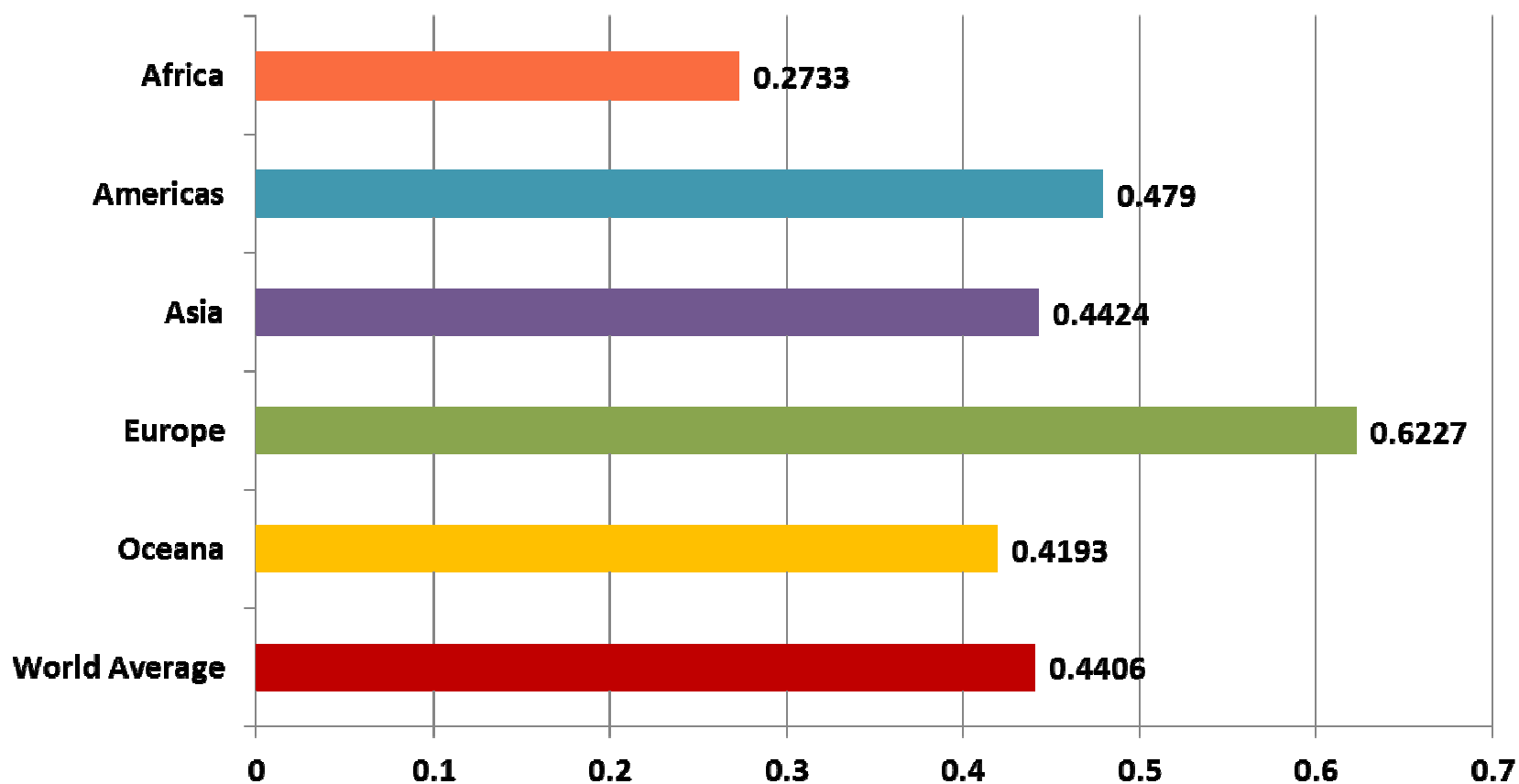
Rank	Country	E-Government Development Index
11	Singapore	0.7476
12	Sweden	0.7474
13	Bahrain	0.7363
14	New Zealand	0.7311
15	Germany	0.7309
16	Belgium	0.7225
17	Japan	0.7152
18	Switzerland	0.7136
19	Finland	0.6967
20	Estonia	0.6965

Source: UN E-Government Survey 2010

<http://www.UNPAN.org/DPADM/>



Regional Averages of E-Government Development Index





Infrastructure Development in ICT

Internet users per 100 inhabitants

Developed Countries

58



Developing Countries
(other than LDCs)

23



Small Island Developing States

25



Least Developed Countries

4



Source: ITU, UN E-Government Survey 2010

<http://www.UNPAN.org/DPADM/>

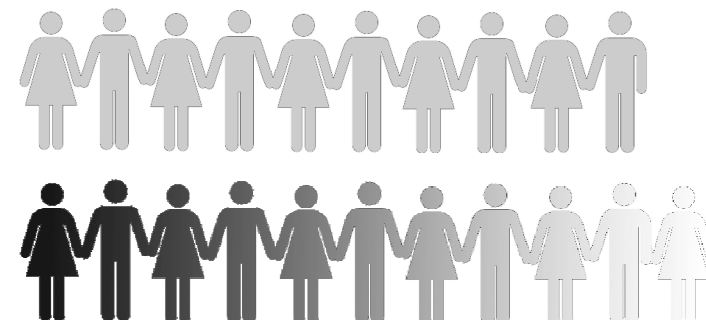


Infrastructure Development in ICT

Mobile subscribers per 100 inhabitants

Developed Countries

112



Developing Countries
(other than LDCs)

78



Small Island Developing States

26



Least Developed Countries

64

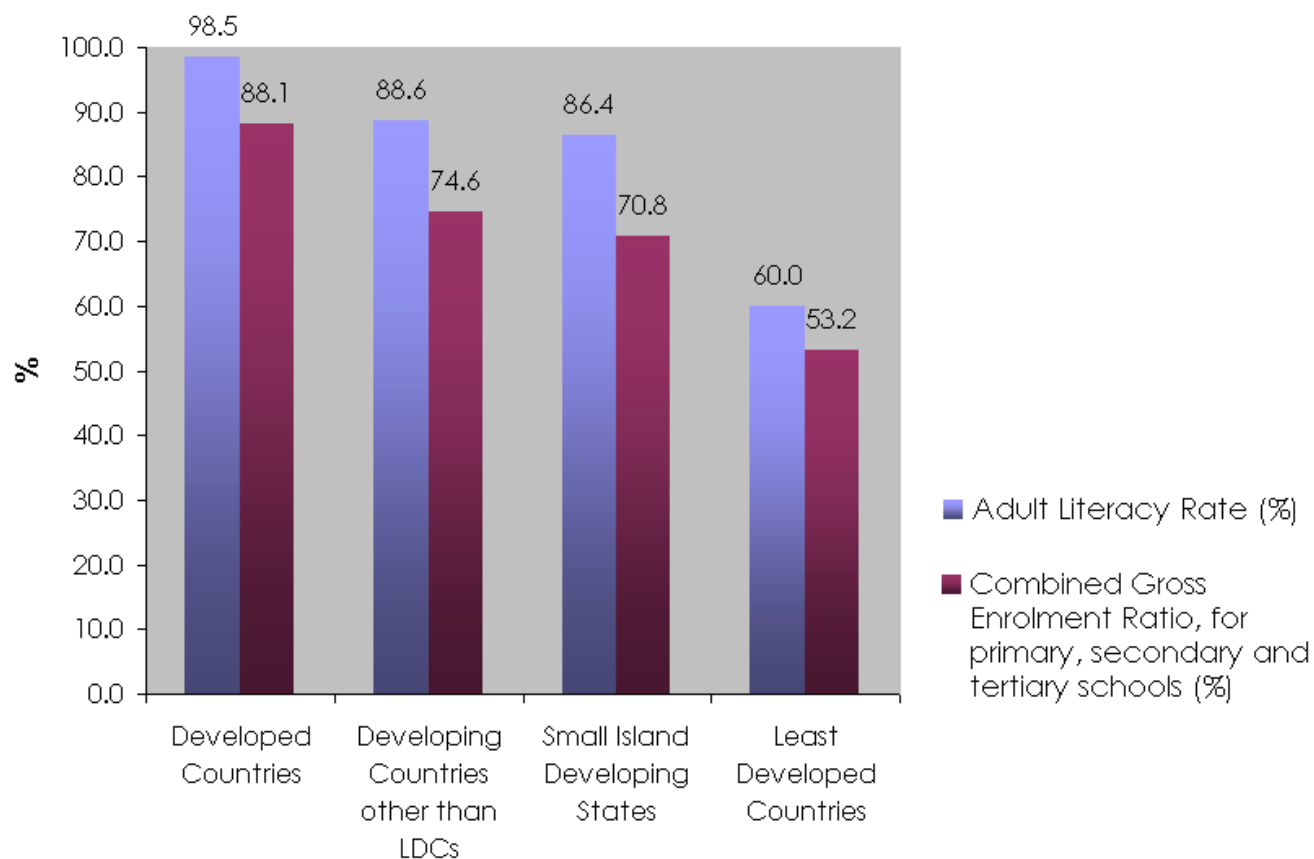


Source: ITU, UN E-Government Survey 2010

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Human Capital Development

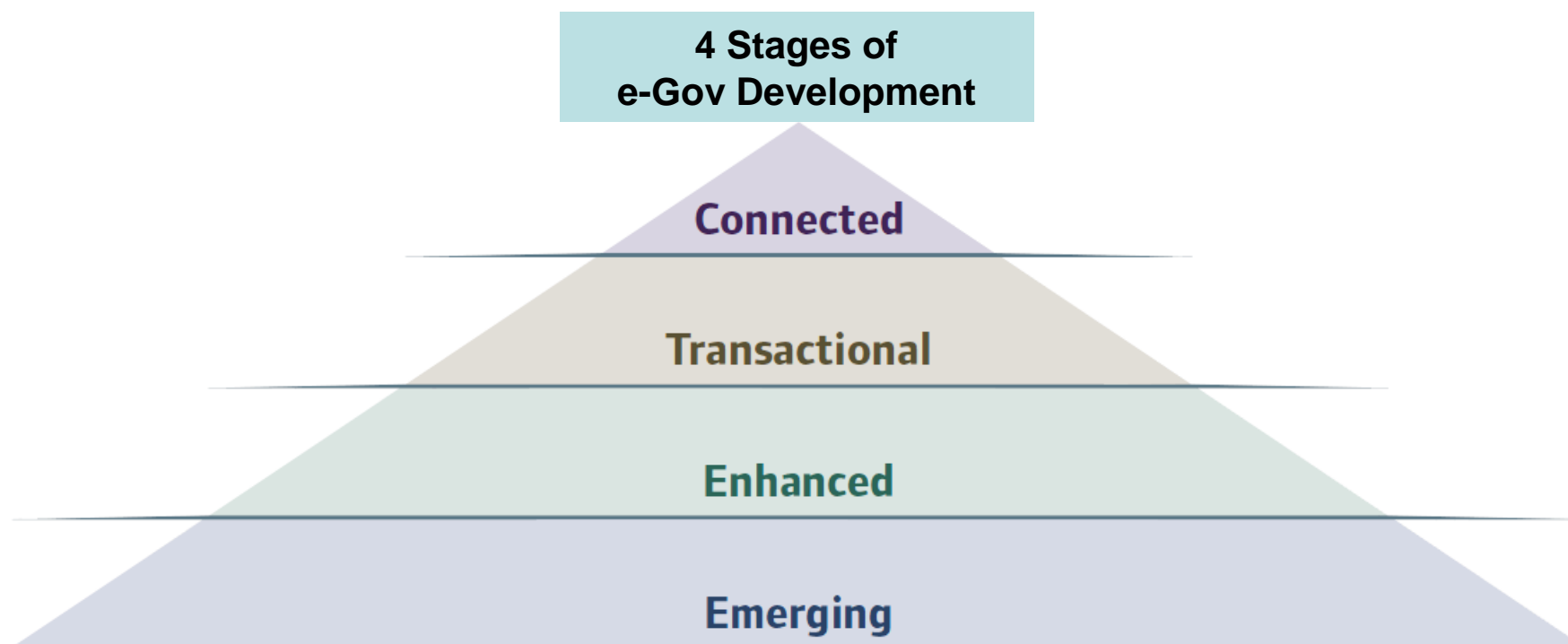


Source: UN E-Government Survey 2010

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Public e-Service Delivery



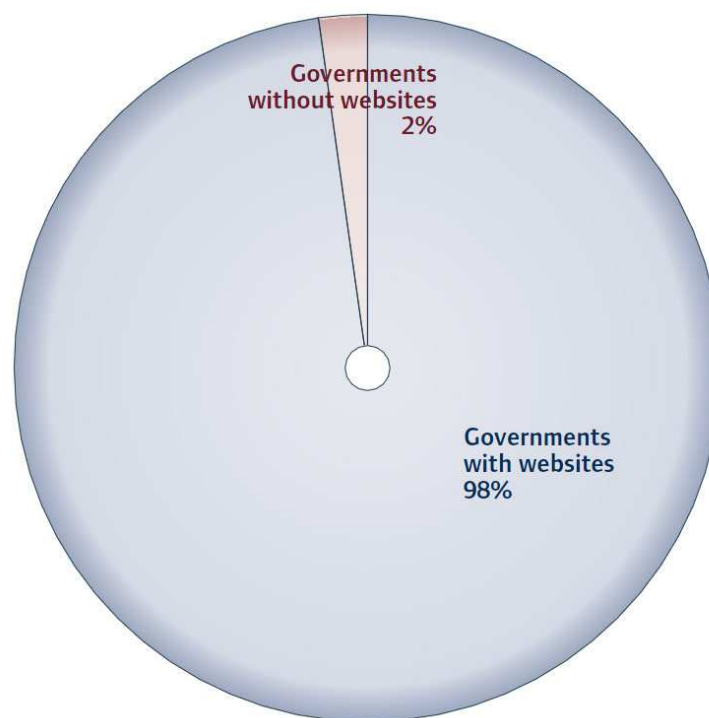
Source: UN E-Government Survey 2010

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Public e-Service Delivery

Emerging Stage



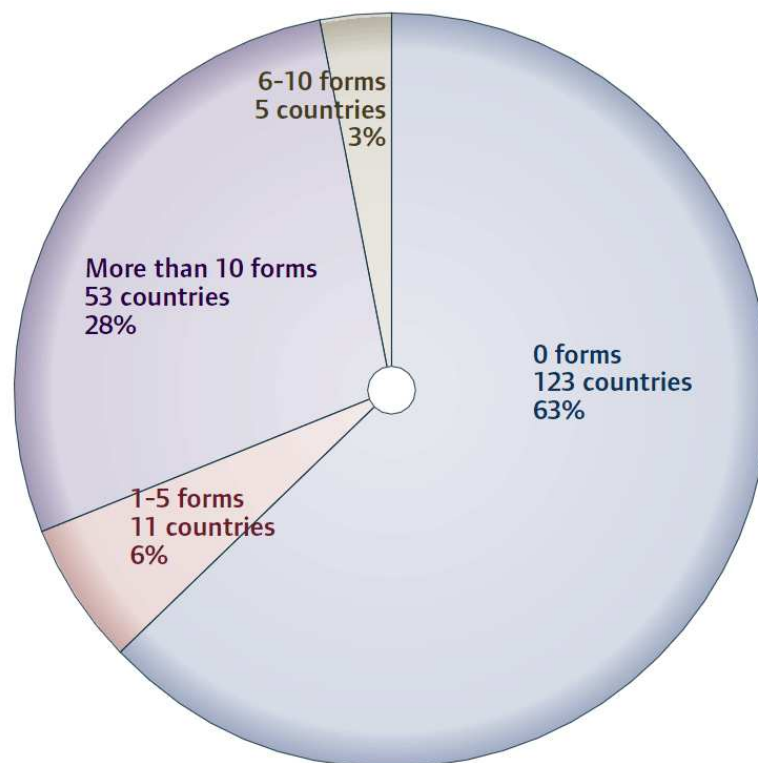
Source: UN E-Government Survey 2010

<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

Payment type	Number of countries	Percent
Taxes	34	18
Registrations	36	19
Permits, certificates, identification cards	33	17
Fines	22	11
Utilities	18	9

Feature	Number of countries	Percent
Online forms	53	28
Online transactions	60	32
Application for government benefits	32	17
Acknowledgement of receipt	19	10

Source: UN E-Government Survey 2010

<http://www.UNPAN.org/DPADM/>



Public e-Service Delivery

Connected Stage (G2G/G2C/C2C)

Feature	Number of countries	Percent
Single sign-on	31	16
Information in machine readable format	74	39
Interaction with Head of State	61	32

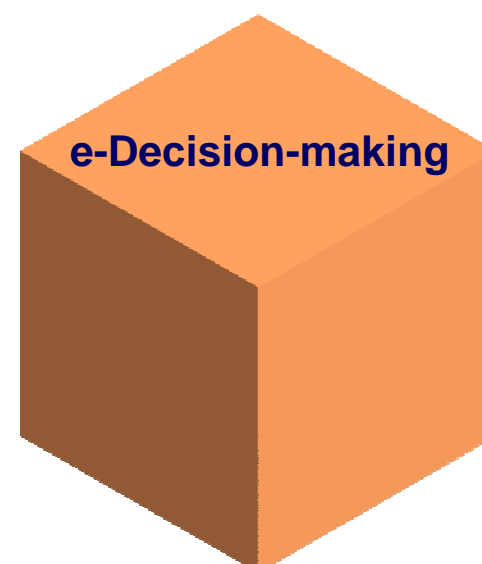
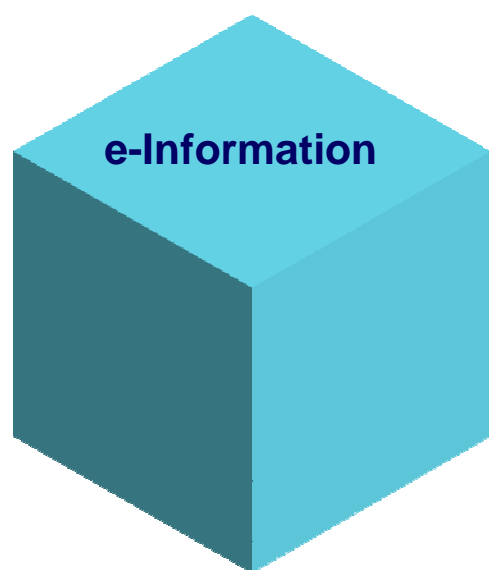
Source: UN E-Government Survey 2010

<http://www.UNPAN.org/DPADM/>



E-Participation

3 Stages in e-Participation Framework

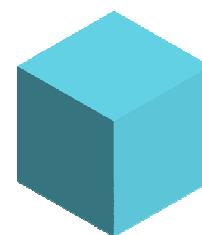
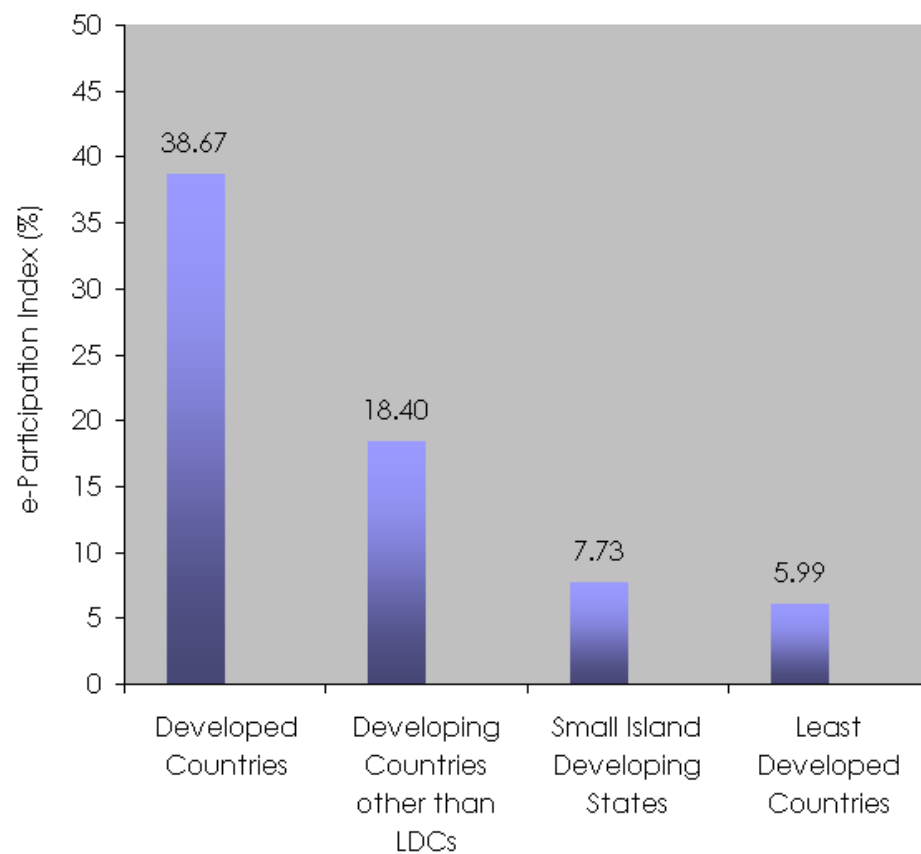


Source: UN E-Government Survey 2010

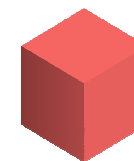
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E-Participation



e-Information



e-Consultation



e-Decision-making

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
