



UN Public Administration Programme

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



Global Perspectives on E-Governance

From Government-driven to Citizen-centric Public Service Delivery

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 - Three e-strategies that the United Nations e-Government Survey examines
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United Nations E-Government Surveys 2001-2010





United Nations E-Government Survey 2010

Top 20

Rank	Country	<u>E-Government Development Index</u>
1	Republic of Korea	0.8785
2	United States	0.8510
3	Canada	0.8448
4	UK and Northern Ireland	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
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

Rank	Country	<u>E-Governance (E-Participation) Index</u>
1	Republic of Korea	1.0000
2	Australia	0.9143
3	Spain	0.8286
4	New Zealand	0.7714
5	UK and Northern Ireland	0.7714
6	Japan	0.7571
7	United States	0.7571
8	Canada	0.7286
9	Estonia	0.6857
10	Singapore	0.6857
11	Bahrain	0.6714
12	Malaysia	0.6571
13	Denmark	0.6429
14	Germany	0.6143
15	France	0.6000
16	Netherlands	0.6000
17	Belgium	0.5857
18	Kazakhstan	0.5571
19	Lithuania	0.5286
20	Slovenia	0.5143



United Nations E-Government Survey 2010

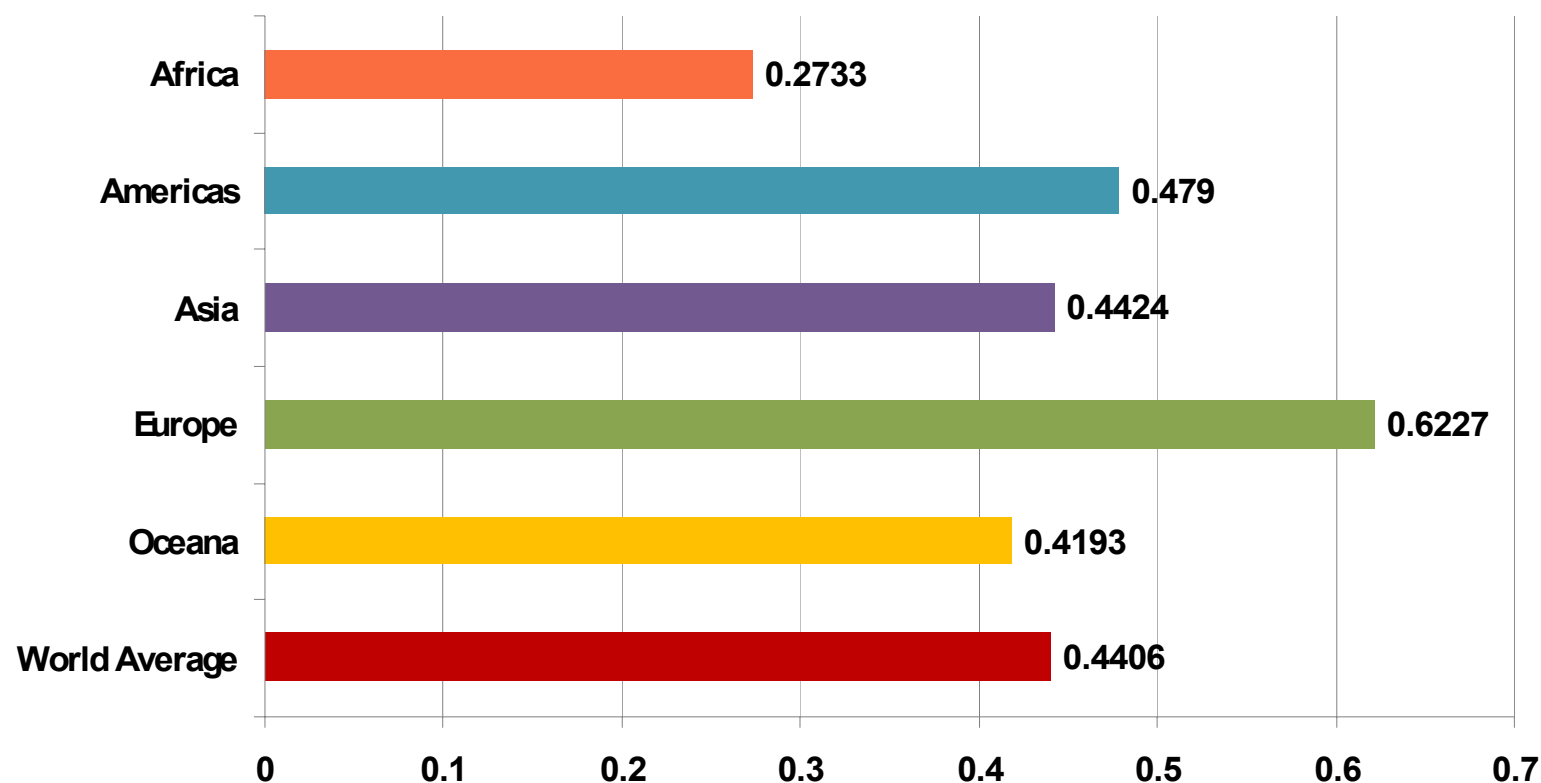
Next 25 (9th-35th Rank)

Rank	Country	<u>E-Government Development Index</u>
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
21	Ireland	0.6866
22	Iceland	0.6697
23	Liechtenstein	0.6694
24	Austria	0.6679
25	Luxembourg	0.6672
26	Israel	0.6552
27	Hungary	0.6315
28	Lithuania	0.6295
29	Slovenia	0.6243
30	Malta	0.6129
31	Columbia	0.6125
32	Malaysia	0.6101
33	Czech Republic	0.6060
34	Chile	0.6014
35	Croatia	0.5858

Rank	Country	<u>e-Governance (E-Participation) Index</u>
9	Estonia	0.6857
11	Bahrain	0.6714
12	Malaysia	0.6571
13	Denmark	0.6429
14	Germany	0.6143
15	France	0.6000
16	Netherlands	0.6000
17	Belgium	0.5857
18	Kazakhstan	0.5571
19	Lithuania	0.5286
20	Slovenia	0.5143
21	Austria	0.5000
21	Norway	0.5000
23	Cyprus	0.4857
23	Sweden	0.4857
25	Croatia	0.4571
26	Colombia	0.4429
26	Ireland	0.4429
28	Kyrgyzstan	0.4286
28	Mongolia	0.4286
30	Finland	0.4143
30	Israel	0.4143
32	China	0.3714
32	Mexico	0.3714
34	Chile	0.3429

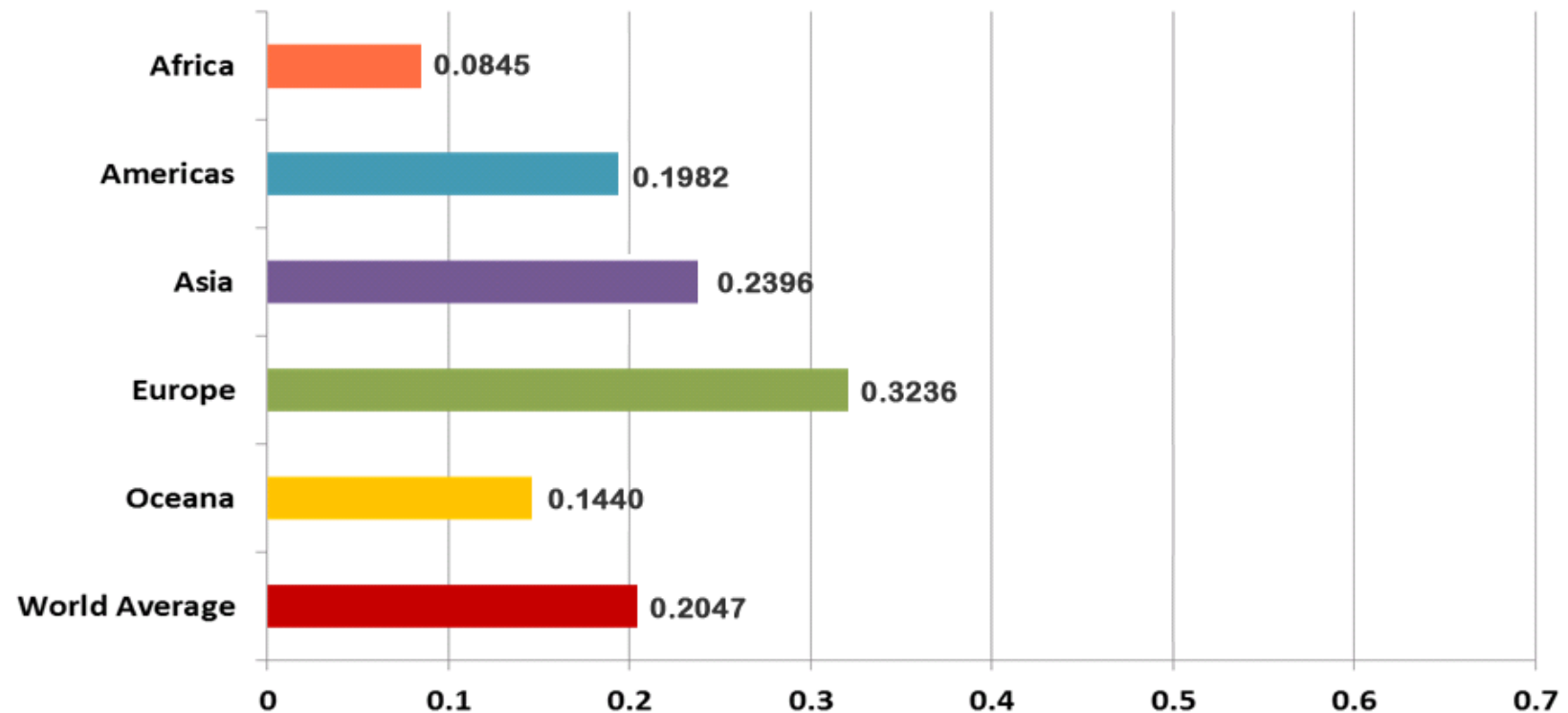


E-Government Development by Region





E-Governance Index by Region





United Nations E-Government Survey



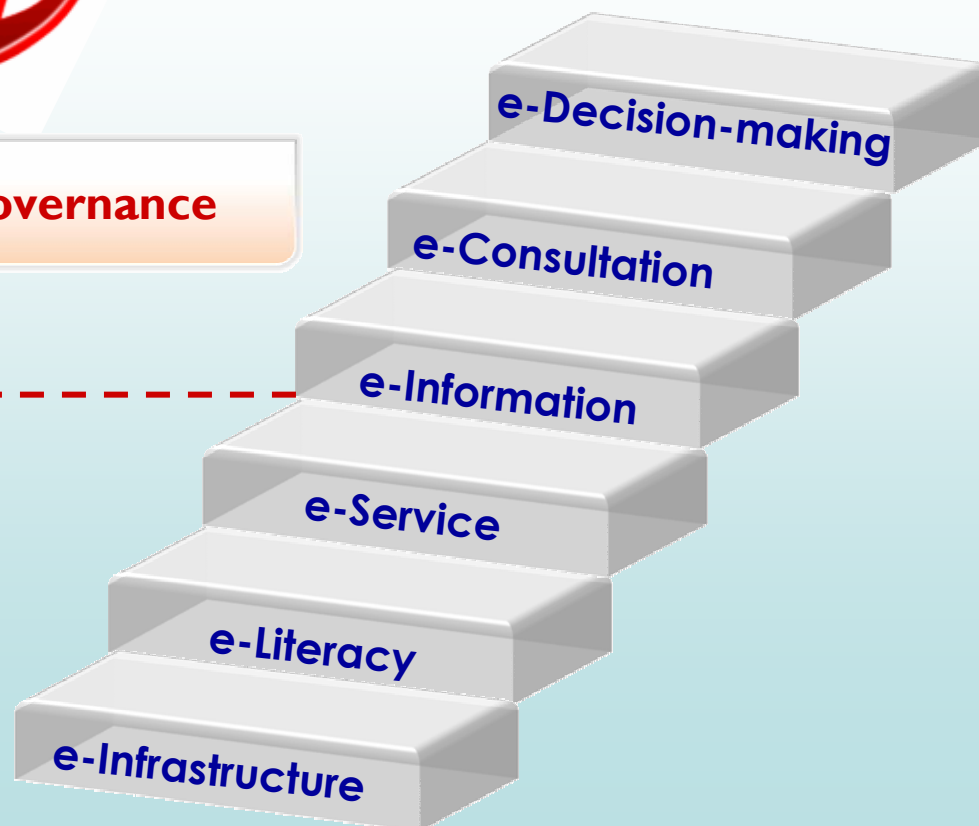
Transformational Government ↔
Citizen-centric public service delivery



E-Governance



E-Government





e-Strategies



Transformational Government
⇔ Citizen-centric public service
delivery



e-Service

e-Literacy

e-Infrastructure



e-Decision-making

e-Consultation

e-Information



E-Government



E-Governance

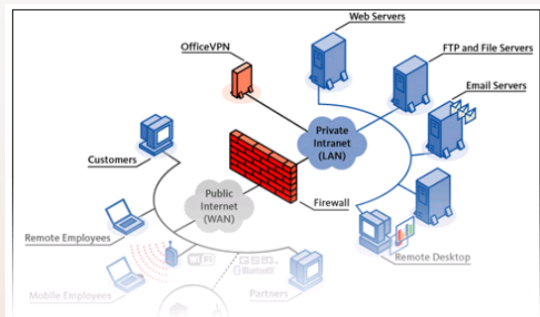


Supply-side



Supply-side Strategies e-Infrastructure & e-Information

e-Infrastructure



1. Internet usage/access
2. Diffusion of personal computers
3. Main telephone lines
4. Mobile phone usage/access
5. Fixed broadband subscribers

e-Information



1. E-participation policies or information
2. Information re. inclusiveness in e-gov
3. Citizen charters/service agreements
4. Info on employment opportunities



Supply-side Strategies

Top 40 countries in e-Infrastructure: global rankings

Rank	Country	Index value
1	Switzerland	0.7687
2	Netherlands	0.7666
3	Sweden	0.7522
4	United Kingdom	0.7164
5	Luxembourg	0.7138
6	Denmark	0.6988
7	Monaco	0.6961
8	Germany	0.6955
9	Norway	0.6830
10	Canada	0.6799
11	United States	0.6449
12	Iceland	0.6395
13	Republic of Korea	0.6390
14	Singapore	0.6386
15	Estonia	0.6273
16	Finland	0.6240
17	Australia	0.6011
18	France	0.5954
19	Bahrain	0.5855
20	Ireland	0.5739

Rank	Country	Index value
21	Austria	59.37
22	Belgium	66.53
23	New Zealand	69.76
24	Barbados	73.86
25	United Arab Emirates	65.15
26	Liechtenstein	65.08
27	San Marino	51.37
28	Japan	69.16
29	Antigua and Barbuda	75.03
30	Spain	56.70
31	Slovenia	49.24
32	Italy	48.85
33	Malta	49.14
34	Andorra	70.04
35	Lithuania	53.50
36	Hungary	54.93
37	Israel	28.85
38	Cyprus	38.04
39	Saint Kitts and Nevis	29.75
40	Czech Republic	48.61



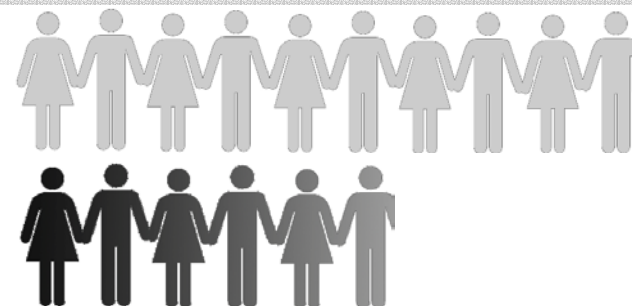
Supply-side Strategies

Top 40 countries in e-Infrastructure: global rankings

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



Supply-side Strategies

Top 40 countries in e-Infrastructure: global rankings

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

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



Supply-side Strategies

e-Infrastructure & e-Information

Online information about e-inclusiveness and e-participation

Feature	Number of countries	Percent
Site provides information about inclusiveness in e-government	49	26
Site provides information about e-participation	39	20

Interaction with citizens

Feature	Number of countries	Percent
Citizen charter or service level statement	41	21
Facility for citizen feedback	76	40
Information about employment opportunities	66	34



Demand-driven



Demand-driven Strategies

e-Literacy & e-Consultation

e-Literacy



1. Adult literacy rates
2. Human capital development

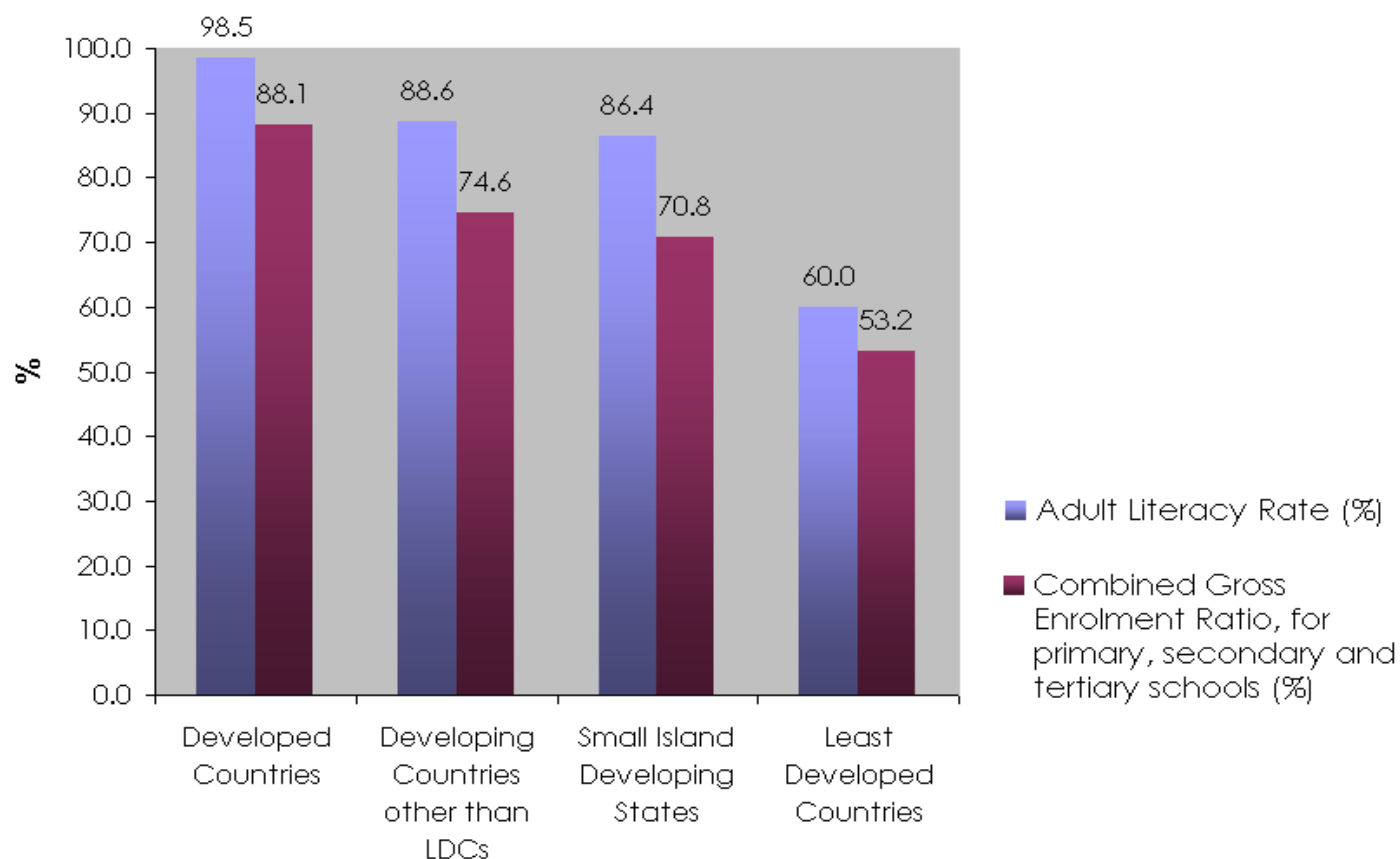
e-Consultation



1. Public consultation blogs
2. Online surveys and polls
3. Chat rooms and instant messaging
4. Web logs, list servers and newsgroups
5. Feedback forms



Demand-driven Strategies e-Literacy & e-Consultation



Source: UN E-Government Survey 2010



Demand-driven Strategies e-Literacy & e-Consultation

Interactive tools used by governments

Payment type	Number of countries	Percent
Online polls	30	16
Online surveys or feedback forms	55	29
Chat rooms or instant messaging	11	6
Web logs	20	10
List services or newsgroups	16	8
Other interactive tools	33	17

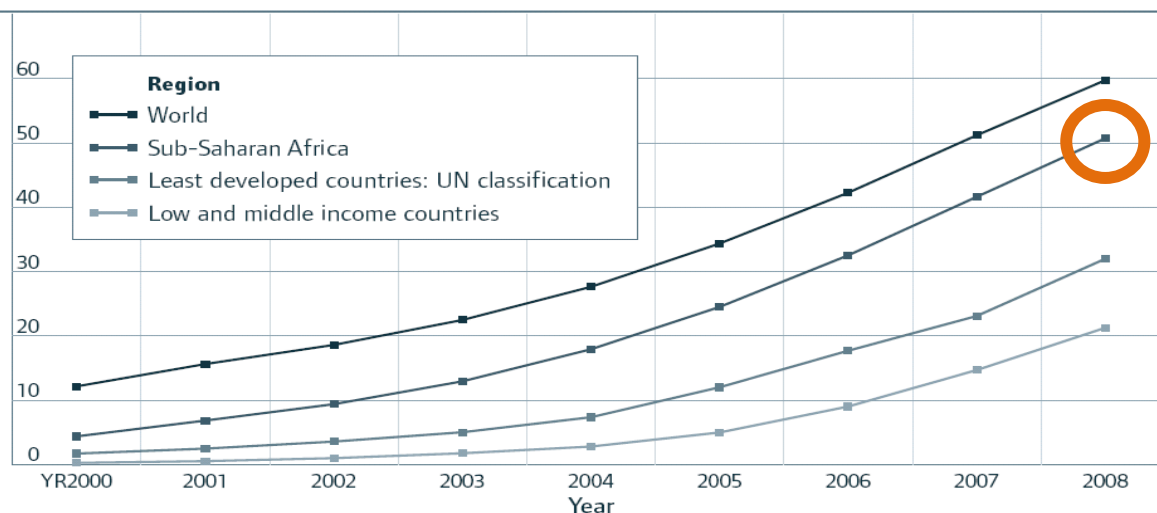


Demand-driven Strategies e-Literacy & e-Consultation

Support of mobile access

Feature	Number of countries	Percent
Site supports WAP/GPRS access	24	13
Site offers service to send alert messages to mobile phones	25	13
User can apply for registration or application by mobile phone	14	7
Users can pay registration fees, fines, etc. by mobile phone	17	4

Mobile cell phone subscriptions per 100 people





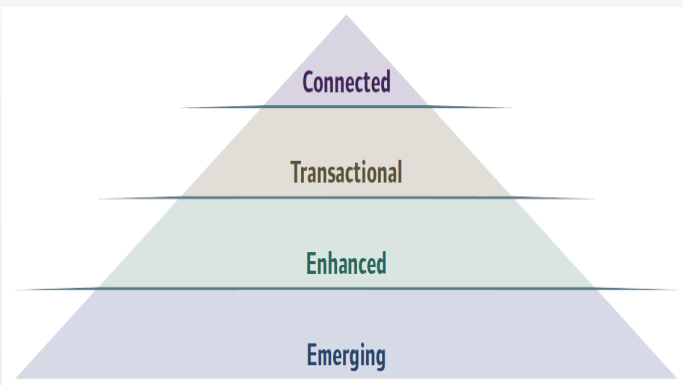
Integrated-Interaction



Integrated-Interaction e-Strategies

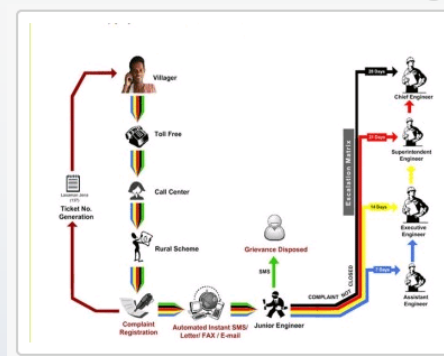
e-Service & e-Decision-making

e-Service



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

e-Decision-making



1. Online discussion forums
2. Archives of past discussions
3. Online petitions
4. Officials' responsiveness to queries/comments and their incorporation of such feedback
5. Official's invitation for suggestions and comments



Integrated-Interaction Strategies

e-Service & e-Decision-making

Top 20 countries in e-service development: global rankings

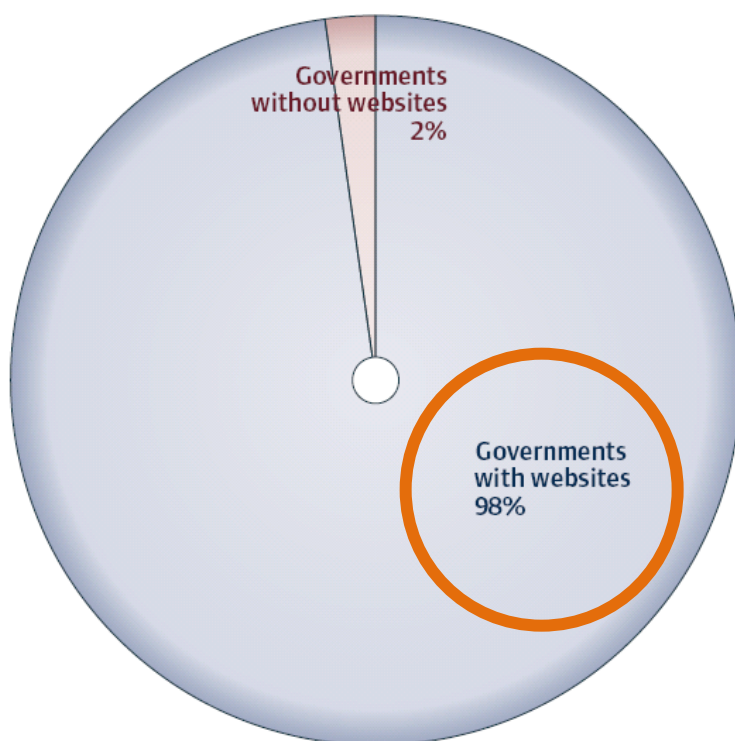
Rank	Country	Online service index value	Rank	Country	Online service index value
1	Republic of Korea	1.0000	11	France	0.6825
2	United States	0.9365	12	Netherlands	0.6794
3	Canada	0.8825	13	Denmark	0.6730
4	United Kingdom	0.7746	14	Japan	0.6730
5	Australia	0.7651	15	New Zealand	0.6381
6	Spain	0.7651	16	Malaysia	0.6317
7	Norway	0.7365	17	Belgium	0.6254
8	Bahrain	0.7302	18	Chile	0.6095
9	Colombia	0.7111	19	Israel	0.5841
10	Singapore	0.6857	20	Mongolia	0.5556



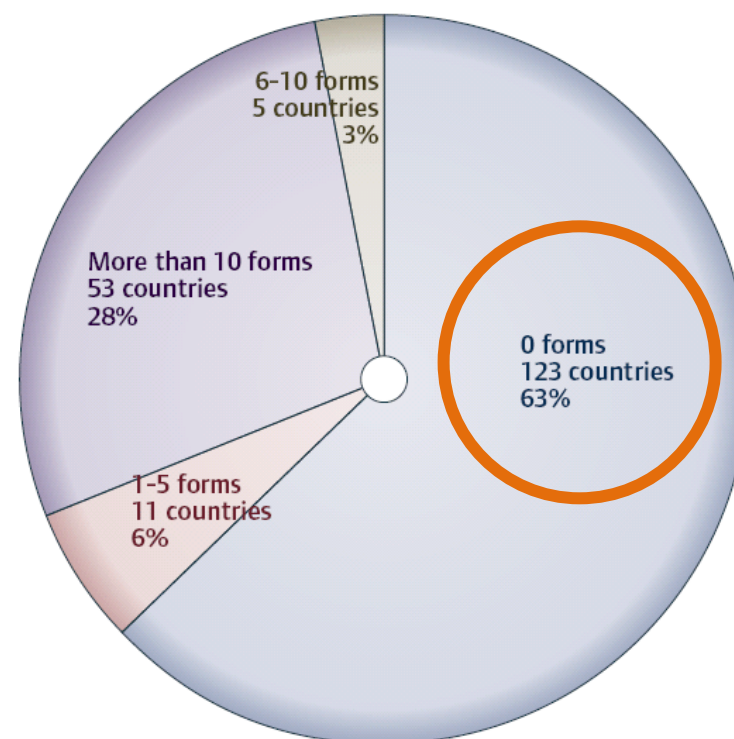
Integrated-Interaction Strategies

e-Service & e-Decision-making

Nearly all governments have websites



Availability of static online forms





Integrated-Interaction Strategies

e-Service & e-Decision-making

Online submissions

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

Online payment

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

Site maps and linkages from national portals

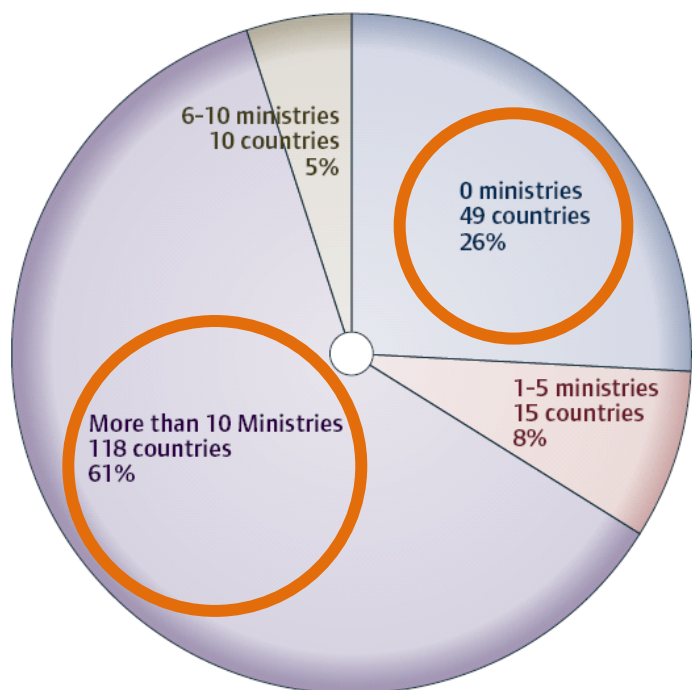
Feature	Number of countries	Percent
Site map is available	102	53
Links between national home pages and ministries/departments	143	74
Links between national home page and public sector services	129	67



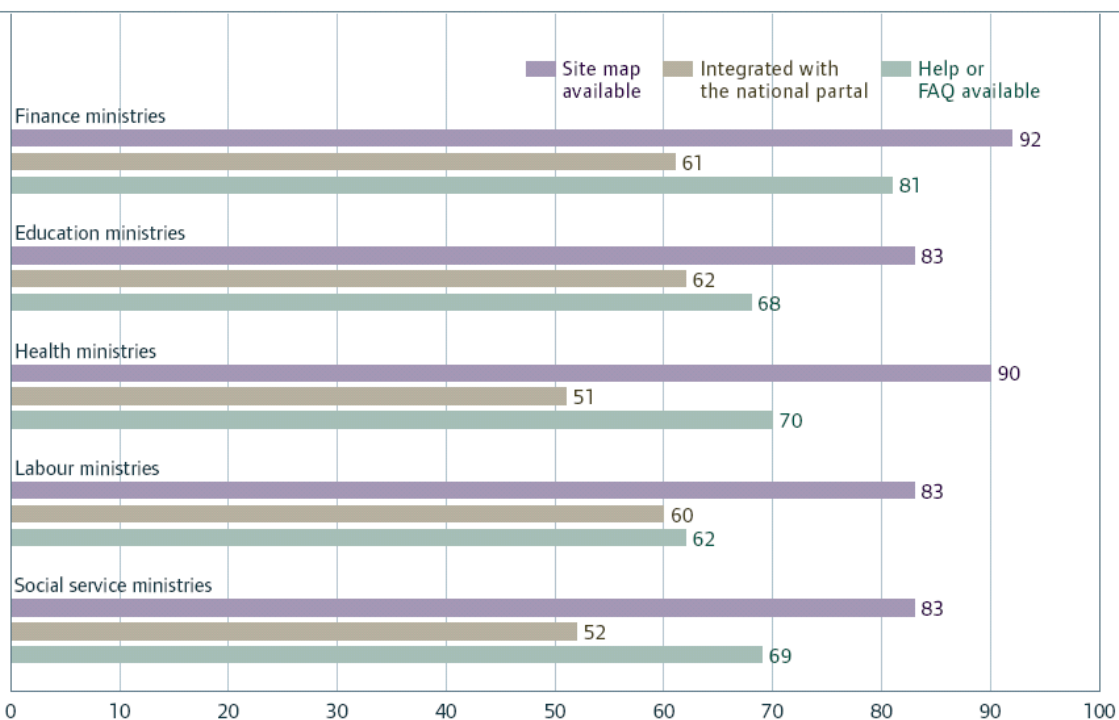
Integrated-Interaction Strategies

e-Service & e-Decision-making

Number of ministries linked to a national portal



Features of ministry websites





Integrated-Interaction Strategies

e-Service & e-Decision-making

Connected presence

Feature	Number of countries	Percent
Single sign-on	31	16
Electronic identity management and authentication	33	17
One-stop shop	130	68
Information in machine readable format	74	39
Interaction with Head of State	61	32



Integrated-Interaction Strategies

e-Service & e-Decision-making

Connecting to citizens

Feature	Number of countries	Percent
Citizens can request personal information about themselves	21	11
Users can tag, assess and rank content	7	4
Users can initiate proposals	16	8
Users can personalize the website	12	6
Government has committed to incorporating e-participation outcome in decision making	22	11



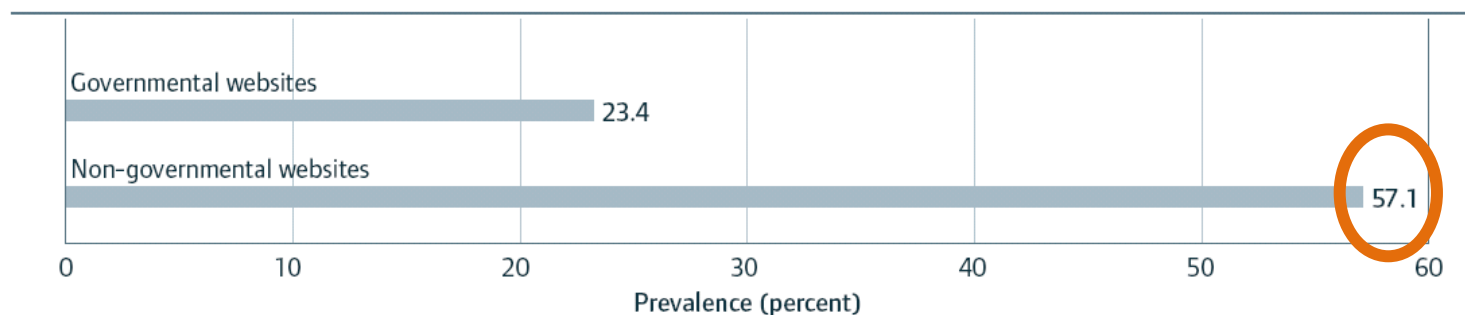
Integrated-Interaction Strategies

e-Service & e-Decision-making

Web 2.0 tools used in e-decision-making

Feature	Number of countries	Percent
Online discussion forums	32	17
Archive of past discussion forums	27	14
Government officials respond to citizen input	16	8
Government officials moderate e-consultations	8	4
Online petitions	17	9
Online voting	17	9

Use of Web 2.0 tools by different actors, October 2009





Integrated-Interaction Strategies

e-Service & e-Decision-making

Website design features: RSS, audio, video, language

Feature	Number of countries	Percent
Site meets provides at least minimal level of web content accessibility	24	13
Site support audio and/or video content	95	49
Site provides real simple syndication (RSS)	68	35
Site offers content in more than one language	95	49



United Nations E-government Survey 2012

Areas of focus for 2012 Survey:

- ✓ Emphasis on quantity/quality of **Services** provided
(NOT number of ministry websites) - **INTEGRATION**
- ✓ More attention on Service **Usage** - **USER TAKE-UP**
- ✓ More weight to **E-Infrastructure** in E-Readiness - **DIGITAL DIVIDE**
- ✓ High marks for e-services or e-inclusion of **Vulnerable Groups** -
EQUITABLE DEVELOPMENT
- ✓ High marks for connected **Mobile Internet Services** - **M-GOVERNMENT**
- ✓ New area of assessment on **Environmental Issues** -
E-/M-INFORMATION ON ENVIRONMENT



Thank you for your attention.