UN Public Administration Programme

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

Strategies of E-government Building

ICT-supported Perspective, Roadmap and Tools

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Director
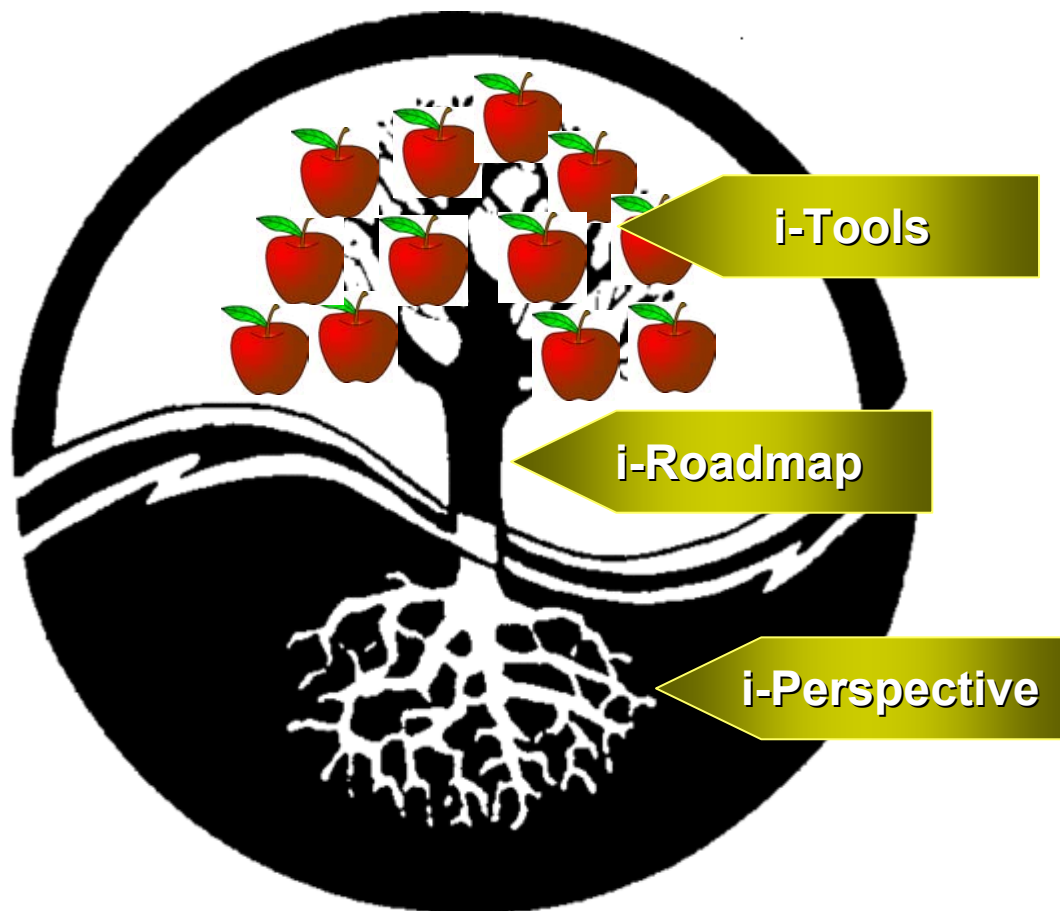Division for Public Administration and Development Management
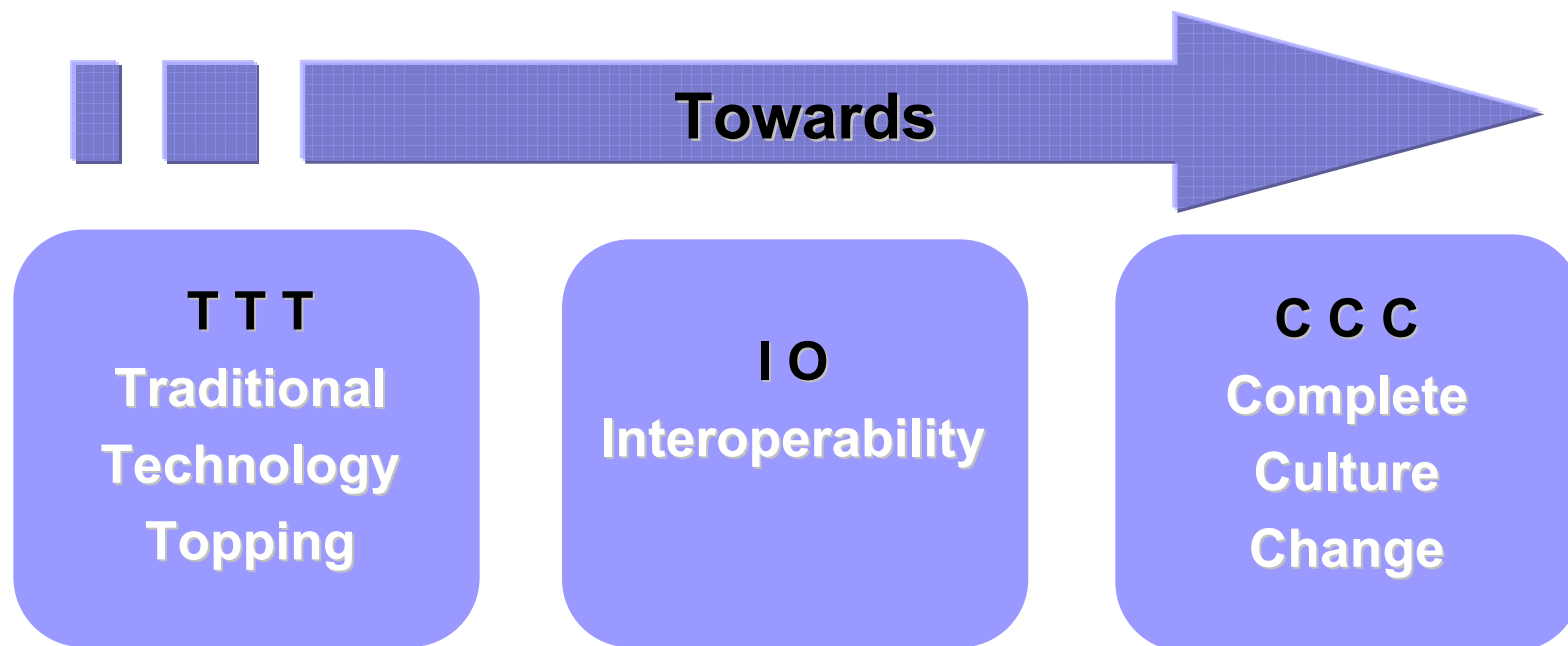Department of Economic and Social Affairs
United Nations
May 2010

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Overview

i-Tools

i-Roadmap

i-Perspective

i-Perspective

i-Perspective

Towards

T T T
Traditional Technology Topping
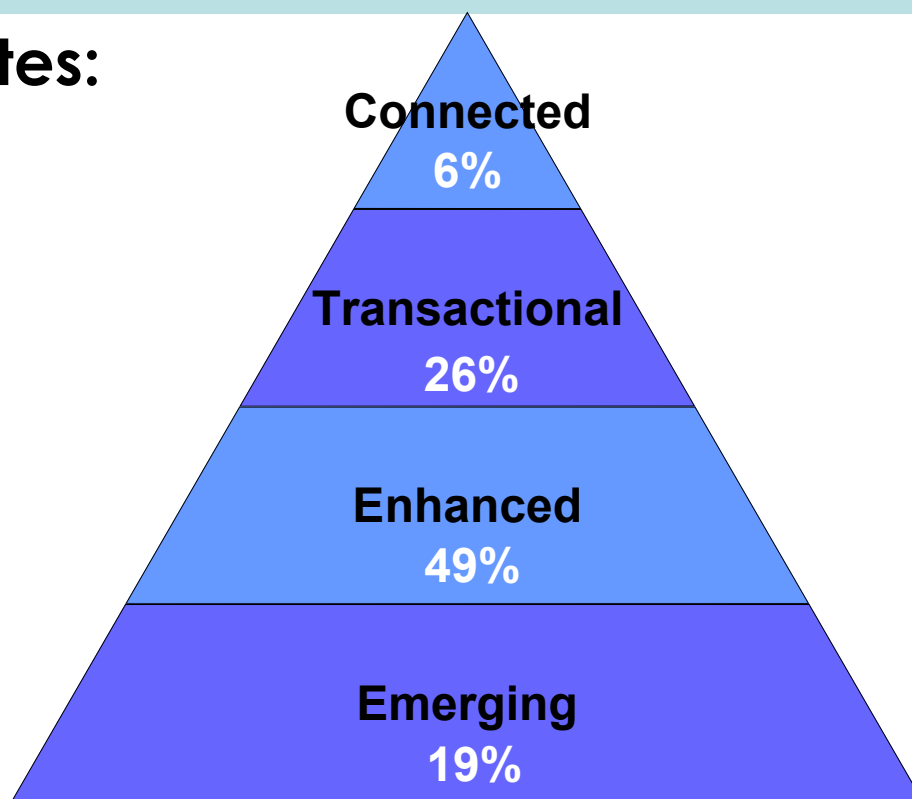
I O
Interoperability

C C C
Complete Culture Change

i-Perspective

UN E-government Survey 2010

Out of 192 Member States:
98 % countries provide
public services online

Connected
6%

Transactional
26%

Enhanced
49%

Emerging
19%

i-Perspective

UN E-government Survey 2010

Top 20 countries in online service development

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

i-Perspective

UN E-government Survey 2010

Number of Ministries linked to a National Portal

0 ministries
49 countries
26%

6-10 ministries
10 countries
5%

1-5 ministries
15 countries
8%

More than 10 Ministries
118 countries
61%
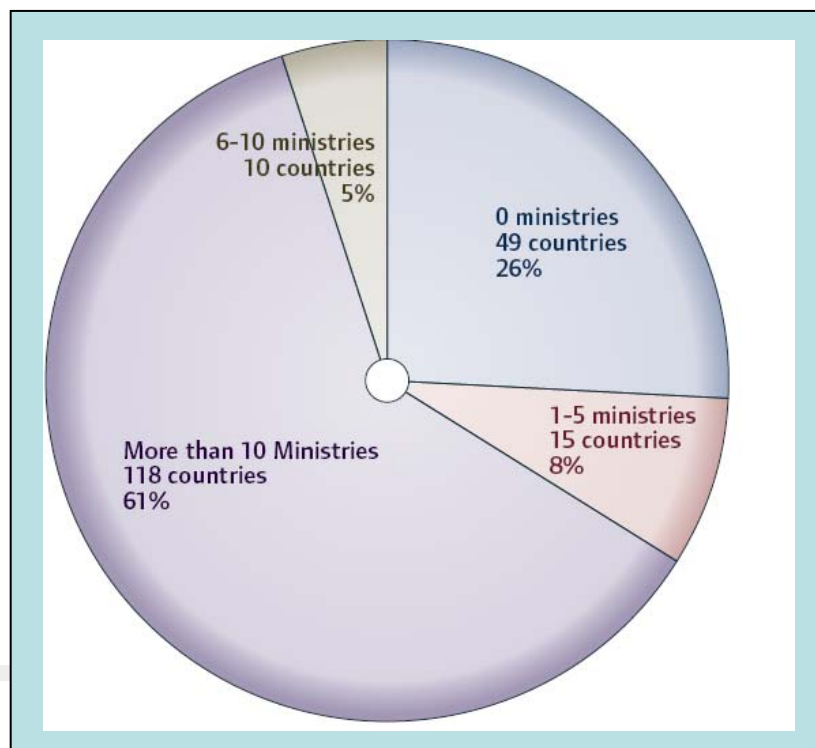
Site maps and linkages from national portals

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

i-Roadmap

i-Roadmap

Restructuring Model

Intermediary Model

C I T I Z E N

Image: fotosearch.com

i-Roadmap

UN E-government Survey 2010

Breakdown of online service scores for top ranked countries
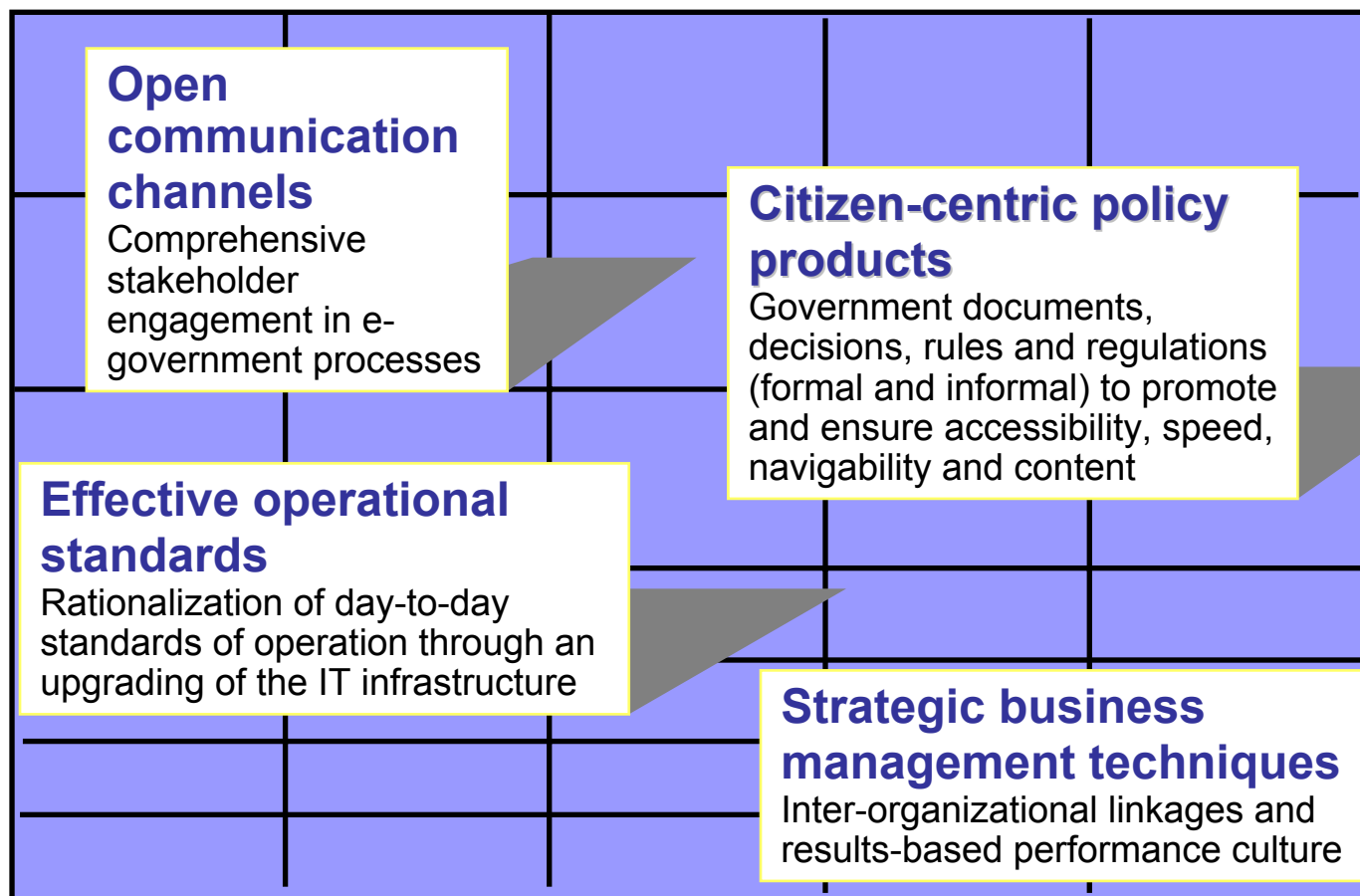
Rank	Country	Emerging information services (stage 1)		Enhanced information services (stage 2)		Transactional services (stage 3)		Connected services (stage 4)		Total	
		Points	Score (%)	Points	Score (%)	Points	Score (%)	Points	Score (%)	Points	Score (%)
1	Republic of Korea	66	97	106	91	112	66	31	62	315	78
2	United States	62	91	97	84	115	68	21	42	295	73
3	Canada	59	87	83	72	104	62	32	64	278	69
4	United Kingdom	61	90	87	75	71	42	25	50	244	61
5	Australia	58	85	76	66	69	41	38	76	241	60
5	Spain	60	88	88	76	68	40	25	50	241	60
7	Norway	61	90	85	73	69	41	17	34	232	58
8	Bahrain	63	93	72	62	72	43	23	46	230	57
9	Colombia	57	84	51	44	89	53	27	54	224	56
10	Singapore	54	79	82	71	64	38	16	32	216	54
11	France	54	79	71	61	77	46	13	26	215	53
12	Netherlands	60	88	80	69	55	33	19	38	214	53
13	Denmark	54	79	88	76	52	31	18	36	212	53
13	Japan	59	87	78	67	56	33	19	38	212	53
15	New Zealand	59	87	76	66	46	27	20	40	201	50
16	Malaysia	51	75	73	63	55	33	20	40	199	49
17	Belgium	57	84	66	57	54	32	20	40	197	49
18	Chile	57	84	44	38	74	44	17	34	192	48
19	Israel	49	72	45	39	66	39	24	48	184	46
20	Mongolia	47	69	49	42	54	32	25	50	175	43
21	Germany	54	79	76	66	23	14	20	40	173	43

i-Tools

i-Tools

Open communication channels
Comprehensive stakeholder engagement in e-government processes

Citizen-centric policy products
Government documents, decisions, rules and regulations (formal and informal) to promote and ensure accessibility, speed, navigability and content

Effective operational standards
Rationalization of day-to-day standards of operation through an upgrading of the IT infrastructure

Strategic business management techniques
Inter-organizational linkages and results-based performance culture

i-Tools: citizen-centric policy products

UN E-government Survey 2010

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

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

Interaction with citizens

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

i-Tools: **open communication channels**

UN E-government Survey 2010

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

i-Tools: strategic BMTs

UN E-government Survey 2010

Republic of Korea's national portal

Republic of Korea: National portals

The Republic of Korea's national portal is exceptional in its design and pro-vision of features to its citizens. It is an integrated system allowing citizens easy access to government information and contains features for mobile alerts, forms, transactions and online consultation. For e-participation, us-ers are connected to ePeople, a single online service that integrates the e-services of all government agencies. The aim of ePeople is to improve the transparency of government administration, improve corruption reporting and engage citizens through petitions, proposals and policy discussions. Users are connected to a secure login portal for all e-government transac-tions and form submissions.

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http://www.korea.go.kr/
http://www.epeople.go.kr/
http://egov.go.kr/
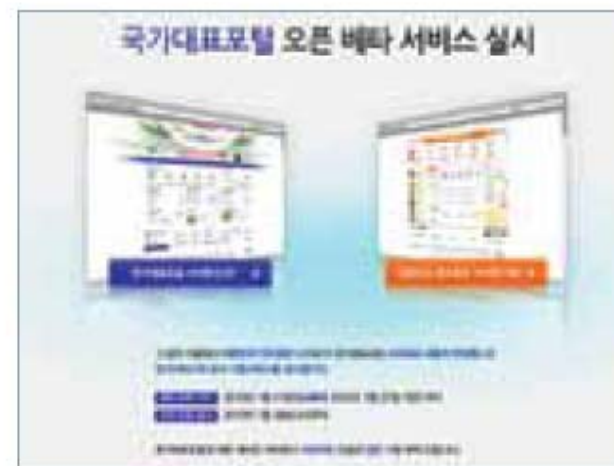
i-Tools: strategic BMTs

UN E-government Survey 2010

Singapore's eCitizen Portal

□ **Provides one-stop access to wide range of government information and services**

□ **Groups according to citizen needs**
- □ Culture, Recreation & Sports
- □ Defence & Security
- □ Education, Learning & Employment
- □ Family & Community Development
- □ Health & Environment
- □ Housing
- □ Transport & Travel

□ **1,600 e-Services implemented**

http://www.ecitizen.gov.sg/

i-Tools: effective operational standards

UN E-government Survey 2010

Singapore: Mobile government

Singapore spearheads development of mobile services

Singapore's mobile cellular market is characterized by energy and innovation with some 6.5 million mobile devices in use for a penetration rate of 136 percent. Mobile service delivery is a strategic initiative of the country's iGov2010 master plan. Citizens and businesses have expressed a high level of satisfaction and enjoy the convenience of accessing more than 300 public services through mobile technology. The next wave of mobile services planned by the Singapore Infocomm Development Authority will support even more 24/7 transactions, including some that use near field technology to enable payment of train and bus fares, redemption of e-coupons, and even the opening of doors with the tap of a phone against a wireless reader. Commercial relationships between mobile cellular companies and network providers help ensure availability of the requisite technology.

Caveats

E-government:

1. E-perspective
2. E-roadmap
3. E-tools

1. Continuous Process of Citizen Engagement

2. Public Trust as the End

3. Inclusiveness of Policy-making/Implementing

National Development Goals

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Conclusion

The United Nations E-government Survey 2010 shows that countries with strongest e-government ratings are also those, which spend a great deal of time and effort in building e-government according to the above precepts.

Conclusion

UN E-government Survey 2010

Top 20 countries in e-government development

Rank	Country	E-government development index value	Rank	Country	E-government development index value
1	Republic of Korea	0.8785	11	Singapore	0.7476
2	United States	0.8510	12	Sweden	0.7474
3	Canada	0.8448	13	Bahrain	0.7363
4	United Kingdom	0.8147	14	New Zealand	0.7311
5	Netherlands	0.8097	15	Germany	0.7309
6	Norway	0.8020	16	Belgium	0.7225
7	Denmark	0.7872	17	Japan	0.7152
8	Australia	0.7863	18	Switzerland	0.7136
9	Spain	0.7516	19	Finland	0.6967
10	France	0.7510	20	Estonia	0.6965

Conclusion

UN E-government Survey 2010

E-government development In South-Eastern Asia

Country	E-government development Index value		World e-government development ranking	
	2010	2008	2010	2008
Singapore	0.7476	0.7009	11	23
Malaysia	0.6101	0.6063	32	34
Brunei Darussalam	0.4796	0.4667	68	87
Thailand	0.4653	0.5031	76	64
Philippines	0.4637	0.5001	78	66
Viet Nam	0.4454	0.4558	90	91
Indonesia	0.4026	0.4107	109	106
Cambodia	0.2878	0.2989	140	139
Myanmar	0.2818	0.2922	141	144
Lao People's Democratic Republic	0.2637	0.2383	151	156
Timor-Leste	0.2273	0.2462	162	155
Sub-regional average	0.4250	0.4290		
World average	0.4406	0.4514		

Thank you for your attention!