



UN Public Administration Programme

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



Expert Group Meeting

*“United Nations E-Government Survey 2016:
E-Government for Sustainable Development”*

Plenary Session 1 - UN E-Government Survey 2016: Overview of The Preparatory Process

United Nations E-Government Survey

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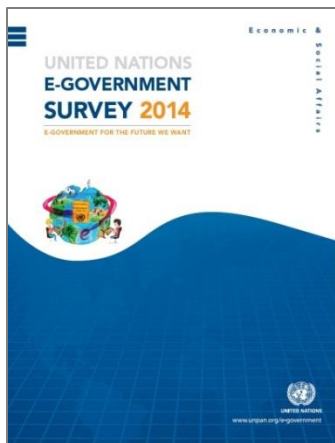


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United Nations Headquarters, New York

1. What is the UN E-Government Survey?

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.**

1. What is the UN E-Government Survey? (continued)

- It is a UNDESA flagship publication issued every two years since 2003
- It is the only survey that assesses the e-government development status of all 193 UN Member States
- It is used as a benchmark tool to measure e-government development, build governments' capacity, provide policy recommendations and share good practices around the world



2. Why is the Survey relevant to Member States?



It **guides policies and strategies** for innovative public administration enabled by technologies



It serves as an **incentive for governments to build their capacities and promote e-Government development** within their countries



It **shares knowledge and good practices** from around the world aiding countries in all regions to **enhance governance and public services** through e-government



It demonstrates the global **progress in e-government development** and serves as a **barometer of e-government trends** through the record of findings over the past 10 years



It **helps draw attention from the media** to issues of e-Government development and institutions working with them

3. What is the Mandate of the Survey?

- The Survey is mandated by the **General Assembly through resolutions 58/231 and 59/55** on public administration and development
- Relevant **ECOSOC resolutions** for United Nations E-Government Survey include:
 - E/RES/2005/3
 - E/RES/2006/47
 - E/RES/2007/38
 - E/RES/2008/32
 - E/RES/2009/18
 - E/RES/2011/2
 - E/RES/2011/22
 - E/RES/2012/28
 - E/RES/2013/2

4. Who are the users of the Survey?

- Governments
- Intergovernmental institutions
- International and regional organizations
- Academia, research centers and schools of public administration
- Private sector
- Civil society organizations
- Citizens

Timeframe	Downloads
Total download in 2014	> 1 Milion
2 nd Quarter of 2014*	> 650,000
3 rd /4 th Quarter of 2014**	> 350,000

*Second most downloaded publication of DESA

**Most downloaded publication of DESA



2014 UN E-Government Survey



8th Edition: UN E-Government Survey 2014
“E-Government For The Future We Want”

5. What are the Thematic Areas of the 2014 Survey?

E-Participation



Whole-of-Government



Multi-channel Service Delivery



Expanding Usage



Bridging the Digital Divide and vulnerable Groups



Open Government Data



6. How is the Survey disseminated?

Global/Regional Launches



Survey also disseminated through:

- PSA
- Global Forums
- **UNPACS-eGOVKB**

Translations	Partnering Organization
Arabic	eGovernment Authority, Bahrain
Chinese	Center for e-Governance, China
English	DPADM /UNDESA
Russian **	Irkutsk Technical University
Spanish**	Government of Costa Rica

** in progress

<i>#UNegovsurvey</i> Hashtag Views	3.8 million
<i>Timeline Deliveries</i>	4.5 million
<i>Tweets</i>	523
<i>Global Contributors</i>	236

During the 30-day period before and after the publication of the Survey

7. How is the Survey disseminated?

UNPACS-eGOVKB

An interactive e-Government Development Database to view, sort, and print information and datasets from the UN E-Government Survey

The screenshot displays the UNPACS-eGOVKB website interface. The top navigation bar includes links for Home, Contact Us, Register, and Login, along with a search bar. The main header features the UNPACS logo and the tagline "E-Government for the Future We Want". The left sidebar contains a "Country Data" section with a "Country Selector" dropdown and a "View Country Data" button. The main content area shows the profile for China, including its website, region, sub-region, income level, population, and E-Government Development Index (EGDI) scores. A map of China is also visible. The bottom section displays the EGDI Overview and Sub-Components, including a radar chart showing the 2014 EGDI scores for HCI, OSI, and TII.

China Profile Data:

Category	Value
Website	National Portal
Region	Asia
Sub-Region	Eastern Asia
Income *	Upper middle income
Income Value	5,720 USD, GNI per capita
Population	1,359,821,465
E-Government Development Index	0.5450 Rank 70 of 193
E-Participation Index	0.6471 Rank 33 of 193

* Income data refer to World Bank classification

EGDI Overview:

Year	EGDI
2014	0.5450
2012	0.5450
2010	0.5450
2008	0.5450
2005	0.5450
2004	0.5450
2003	0.5450

EGDI Sub-Components:

Component	2014 Score	2014 Rank	2012 Rank	Change
E-Government (2014 EGDI: 0.5450)	0.5450	70	78	-8
E-Participation (2014 EPART: 0.6471)	0.6471	33	66	-33

To visit this site go to:

<http://unpan3.un.org/egovkb>

8. How is the Survey used as a capacity-building tool?

Bahrain
Brazil
Brunei Darussalam
Chad
Chile
Colombia
Costa Rica
Ecuador
Ethiopia
Guatemala
Jordan
Morocco
Panama
Qatar
Republic of Korea
Saudi Arabia
The Bahamas
Togo
United Arab Emirates
Uzbekistan

Developing **integrated e-government strategies, policies and guidelines** with an emphasis on:

Whole of government approach
Citizen engagement
Online services
Social media
Open government/open data, smart government and m-government

Advisory Missions

Capacity Development

9. What is some of the feedback on the Survey 2014?

From Member States

"President Mr. José Mujica emphasized the fact that e-Government is indeed irreversible, becoming a Key agent for State transformation [...] The Survey has been used by Uruguay as a tool for having access to global e-Government practices as well as concrete policy guidance based on factual indicators for sustainable improvement of the overall performance of the State."

Mr. José Mujica, President of Uruguay



"It is evident that countries from all over the world have capitalized on observing data and finding on the e-Government from the Survey, which have made an effective contribution to the improved delivery of public services and capacity-building by utilizing state-of-art technologies and enhancing the capacities of public institutions, which has made possible to promote all tertiary sectors in line with the adoption of an innovative approach in public administration and improve the quality of public service delivery."

*Mr. Mohammed Ali Qaed,
Bahrain e-Government CEO*



"Prime Minister of Kazakhstan, Mr. Karim Massimov, expressed his great appreciation and congratulated UNDESA for the quality of its publications and work in support of United Nations Member states."

*Mr. Karim Massimov,
Prime Minister of Kazakhstan*



"On behalf of Adi Shamsul Haji Sabli, Deputy Permanent Secretary of the Prime Minister's Office, Brunei Darussalam, we would like to extend our congratulations on the successful launch of the UN E-Government Survey 2014. Brunei continues to utilize the survey findings to better progress our E-Government initiatives."

*Mr. Zuwairi Talib, IT and E-Government Division
of the Prime Minister's Office, Brunei Darussalam*



10. How does the Survey measure e-government development?

E-Government Development Index (EGDI)

It is a composite indicator measuring the willingness and capacity of Public Administration to use ICT to deliver public services

$$\text{EGDI} = (1/3 * \text{OSI} + 1/3 \text{TII} + 1/3 \text{HCI})$$

Online Service Index OSI

Product of DESA

Telecommunication
Infrastructure Index TII

Product of ITU and WB

Human Capital Index HCI

Product of UNESCO and UNDP

EGDI

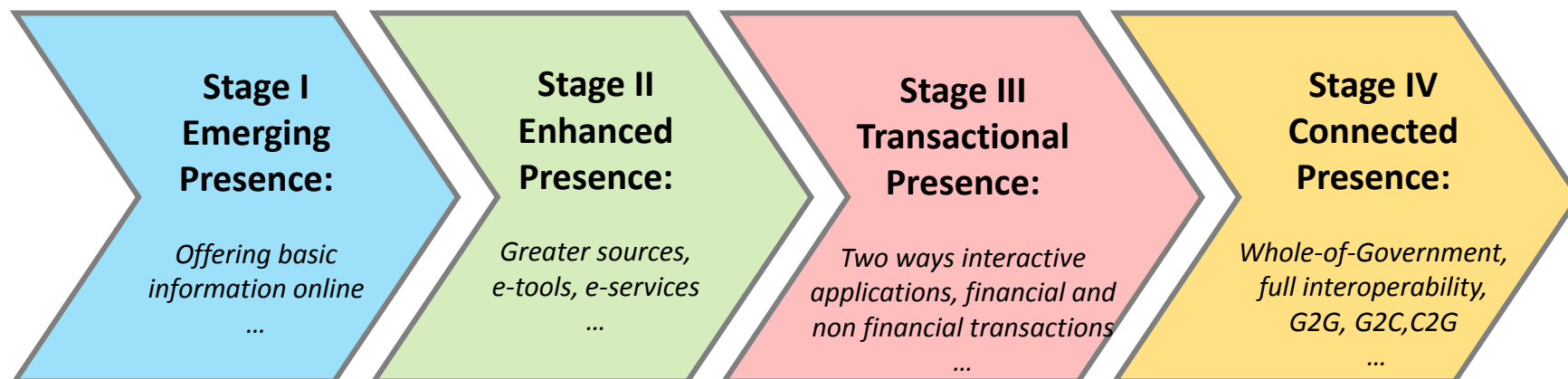
**RANKING OF
UN MEMBER
STATES**

*The EGDI rates are relative;
NOT absolute measurement

10. How does the Survey measure e-government development? (continued)

Online Service Index (OSI)

- Based on an independent online assessment and a questionnaire conducted by eGB/DPADM
- It measures the online presence of government and the services provided to citizens online



The four-stage model of OSI

10. How does the Survey measure e-government development? (continued)

Online Service Questionnaire

Stages	Nr.	Nr. In	Questions	MC	EP	EU	DDVG	OD	WoG
I	1	1	Is there a National Government site / homepage (yes ONLY if indicated—e.g., National Government, Government of..., National Portal—or if indicated at other National Level site, such as Presidential site)?						
I	2	2	Does the official homepage provide links to sources of archived information (laws, policy documents, etc.) for national policies other than the six sectors?						x
I	3	3	Does the official homepage provide links to sources of archived information (laws, policy documents, etc.) for education information?						x
I	4	4	Does the official homepage provide links to sources of archived information (laws, policy documents, etc.) for health information?						x
II	44	17	Does the national website provide web statistics on citizen usage, such as new visits, total page views, average time on site, etc.? Proposed range			x			
II	45	18	Does the government report on citizen website usage in the form of online services			x			
II	46	19	Does the government website have any social networking service (e.g. Facebook, Twitter, Sina Weibo (China), Odnoklassniki (Russia), or similar)			x			
III	75	9	Does the government portal offer mobile apps in regards to the environment?	x					
III	76	10	Does the government site explain that payments can be made: Over the counter?	x					
IV	128	9	Does the government provide an e-participation policy or mission statement in a downloadable format, e.g. MS Word, PDF, etc.?		x				

→ Meta Data Format

→ 144 Questions

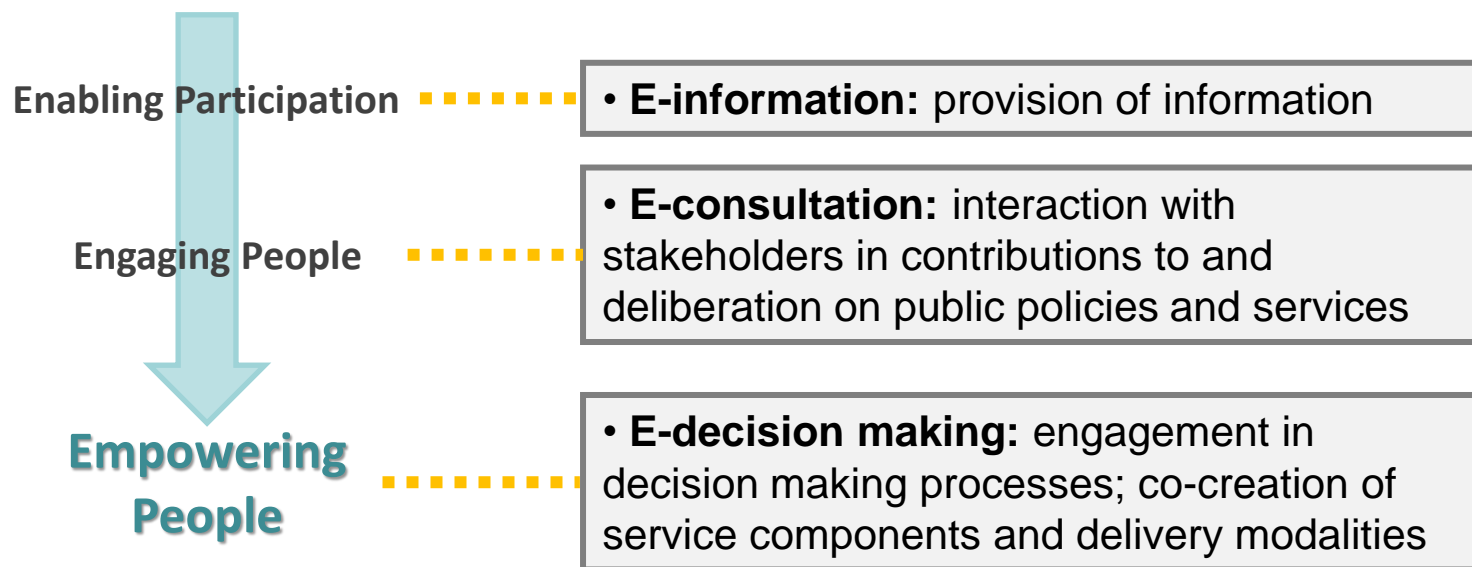
→ 6 Themes

→ 4 Stages

10. How does the Survey measure e-government development? (continued)

E-Participation Index (EPI)

- Based on an independent online assessment and a questionnaire conducted by eGB/DPADM
- It emphasizes citizen's participation in public decision-making



Customer Satisfaction Surveys	Discussion Forums	Opinion Poll	Social Networking Websites
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Primary source: based on an independent online assessment and a questionnaire conducted by eGB/DPADM data

11. How can we better link e-government to SDGs?

- | | |
|---------|--|
| Goal 1 | End poverty in all its forms everywhere |
| Goal 2 | End hunger, achieve food security and improved nutrition and promote sustainable agriculture |
| Goal 3 | Ensure healthy lives and promote well-being for all at all ages |
| Goal 4 | Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all |
| Goal 5 | Achieve gender equality and empower all women and girls |
| Goal 6 | Ensure availability and sustainable management of water and sanitation for all |
| Goal 7 | Ensure access to affordable, reliable, sustainable and modern energy for all |
| Goal 8 | Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all |
| Goal 9 | Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation |
| Goal 10 | Reduce inequality within and among countries |
| Goal 11 | Make cities and human settlements inclusive, safe, resilient and sustainable |
| Goal 12 | Ensure sustainable consumption and production patterns |
| Goal 13 | Take urgent action to combat climate change and its impacts* |
| Goal 14 | Conserve and sustainably use the oceans, seas and marine resources for sustainable development |
| Goal 15 | Protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, and halt and reverse land degradation and halt biodiversity loss |
| Goal 16 | Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels |
| Goal 17 | Strengthen the means of implementation and revitalize the global partnership for sustainable development |

* Acknowledging that the United Nations Framework Convention on Climate Change is the primary international, intergovernmental forum for negotiating the global response to climate change.



E-Government for Sustainable Development



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Thank you

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