



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 2 - E-Government's Contribution to Advancing Sustainable Development

Key Highlights from Consultations

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16 – 17 March 2015

United Nations Headquarters, New York



Key Highlights from Consultations

Focus Question 1: How can e-government contribute to advancing sustainable development?

Focus Question 2: What are your country's challenges/obstacles in implementing e-government for sustainable development?

How can e-government contribute to advance sustainable development?

Promoting Good Governance

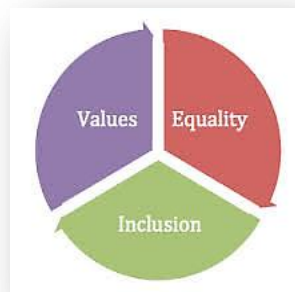


- Enhancing trust between government and citizens
- Eliminating opportunities for corruption and fraud
- Improving transparency and accountability in government through open government data
- Increasing quality and efficiency of government by removing administration burdens through whole-of-Government approach and process optimization
- Enhancing coordination across government agencies for better service delivery and personalized e-services
- Empowering citizens to participate in decision making and engaging civil society through social media and better education
- Fostering innovations in public sector through m-services, open data

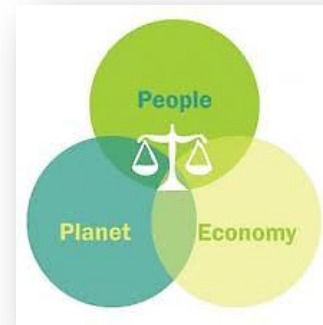


How can e-government contribute to advance sustainable development?

Fostering comprehensive inclusive environment friendly socio-economic development



- Ensuring social equity and inclusion of vulnerable groups and services for people with disabilities and special needs
- Better health services and fair distribution of welfare via smart use of technologies, also more effectiveness of investments into these sectors
- Extended public services and accessibility to rural or distant areas using multichannel approaches and m-to-m transactions
- Creating new job opportunities by reusing open data
- Promoting green economy, green government by using green IT and cloud computing and paperless work
- Ensuring environmental sustainability through disaster prediction and risk management and reduction of unnecessary travel both for citizens and government personnel (less CO²)
- Facilitating collaboration with public sector, as NGOs and people for co-creation and co-production of public services

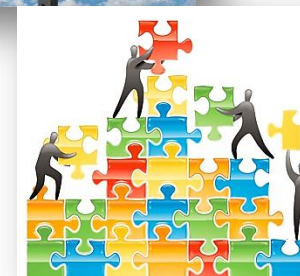


What are countries' challenges in implementing e-government for sustainable development?

Structural and Leadership Challenges



- Lack of trust in government
- Insufficient quality of governance and leadership
- Lack of political will, leadership support and political engagement
- Corruption, lack of transparency, accountability, efficiency and effectiveness
- Lack of mechanisms for the coordination of the investment in public administration to optimize resources
- Lack of statistics and relevant mechanisms to monitor performance and assess the progress and impact
- Lack of sustained funding and budgetary limitations for eGov development/maintenance
- Lack of legal framework - privacy and security, interoperability, open data, data quality and ownership
- Lack of political stability in some regions
- Multi-lingualism in many countries



What are countries' challenges in implementing e-government for sustainable development?

Organizational and Cultural Challenges



- Working in isolated silos
- Reluctance of government officials to provide e-services and citizens to use them
- Obstacles in the mindset / attitude
- Reluctance for sharing data, information and resources
- Lack of capacity and awareness in public sector and whole population necessary to reap the potential benefits
- Lack of IT expertise and personnel, and understanding of EGOV for SD)
- Obstacles on organizational level - dealing with legacies
- Delay in implementing EGOV initiatives
- Aligning eGov programs within the regional programs
- Limited use of social media to interact with the population
- Lack of sustainable capacity building programs



What are countries' challenges in implementing e-government for sustainable development?

Service-related Challenges



- **Defining meaningful services**
- **Delivery of transaction and integrated services**
- **Users not in center , usability not there**
- **Low take-up of services – hard to reap benefits**
- **Poor IT literacy**
- **Low take-up**
- **Customer relations**
- **Addressing the distrust of citizens in (e-)government : protect their privacy, guarantee security**
- **Accessibility, availability and quality of highly demanded public services**
- **E-health is still an important challenge, although this concept is quite different depending on the local situation in each country (e.g. distance and availability / quality of medical services)**
- **Lack of capacity and awareness of people necessary to reap the potential benefits**

What are countries' challenges in implementing e-government for sustainable development?

Infrastructure and IT challenges

- Technical interoperability between systems of different government agencies or even inside the same government remains an issue
- Having a nation-wide digital ID tools for end-users
- Not enough use of open standards
- Balancing outsourcing with in-house ICT-development
- Digital divide arising from demographic or geographic factors
- Lack of basic IT infrastructure
- Access to internet facilities
- Lack of electricity and water facility in developing countries

Interoperability



IT Infrastructure





Thank you!

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