



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 5 – Advancing the Survey’s Conceptual Framework

Key Highlights from Consultations

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Question 7: How can the Survey take into account specific characteristics of countries (including size, population density, etc.) and different levels of government, particularly big cities?

- Cluster countries based on their income level or common vulnerabilities in pursuing sustainable development, such as LDCs, LLDCs, SIDS in order to identify common challenges and make comparisons among countries
- Considering the global trend of urbanization, the ratio of urbanization plus the population density should be taken into account, as service delivery at city and local level are not part of current e-government assessment - set up separate analysis for big cities?
- Integration of income level and size of countries is suggested as an effective module to evaluate e-government stages
- Not to rank the cities but to identify a set of questions (no more than 20) to assess the core services that belong to the cities
- To group the city states all together
- Classify the countries based on their political/governance model and apply the questionnaire differently for each category could be a valid approach; or grouping countries with similar models
- Start from a set of “universal” government services and check if and how they are digitized
- Link 3 sets of data: citizens, administration and e-government services
- Service delivery may not be government sector



Question 8: How can the Survey better capture the usage side of online/mobile information and services?

- Capture the usage side by measuring: No. of visitors, apps downloaded, services offered through mobile apps, services used, proportion of m-services vis-à-vis e-Services
- Request each country's authorized Government body to publish the usage data – country self-assessment
- Dashboards, basic statistics automated by website, customer Satisfaction survey by UNDESA or outsourced agency
- Country conducting perception survey or satisfaction poll, either online or offline, on a regular basis. Face-to-face interviews targeting different age groups and gender have been proved very effective means in the Republic of Korea and Singapore.
- DESA identify a group of specific/basic e-services: e-procurement, tax, e-visa
- Measured by No. of requested and delivered services, i.e. total number of transactions
- No. of government staff dealing with requested services by citizens and the corresponding expediency for citizens to resolve their requests
- Partner with Facebook or Google etc. to ask for usage data



Thank you!

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