



# UN Public Administration Programme

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



## Trends on the 2014 UN e-Government Survey

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# UN E-Government Survey Editions



**8<sup>th</sup> Edition: UN E-Government Survey 2014**  
**E-Government For The future We Want**

**Launched mid 2014**

# UN E-Government Survey

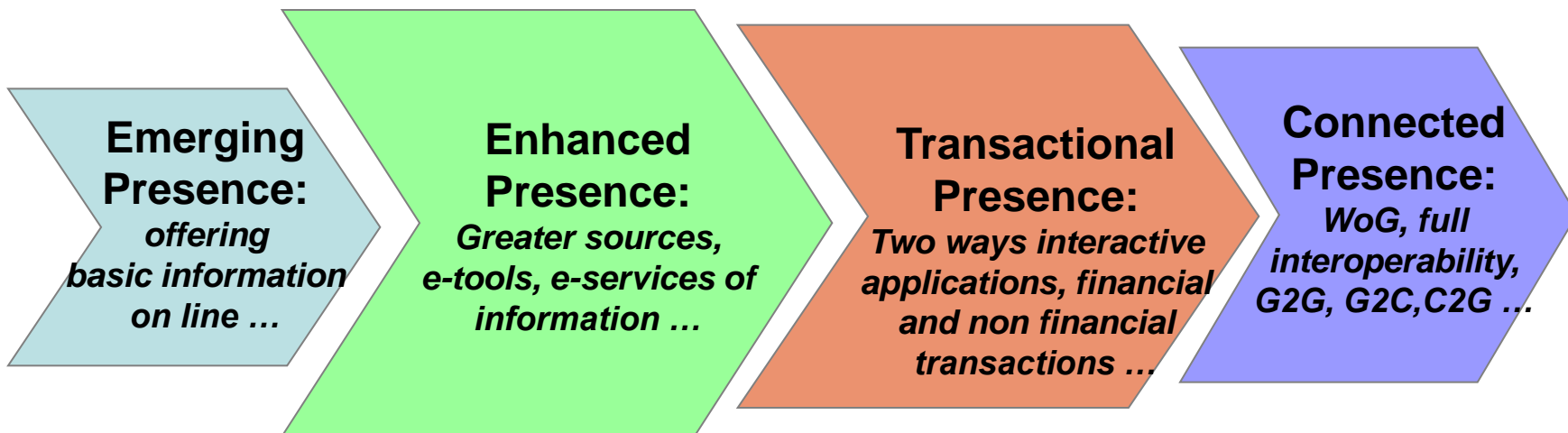
**The E-Gov Survey presents a systematic assessment of the use of ICT to transform and reform the public sector by enhancing efficiency, effectiveness, transparency, accountability, access to public services and citizen participation in 193 Countries.**



- **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.**

# The 4 Stages of Online Service Development

The Assessment Questionnaire consists of 4 sections corresponding to the 4 stages of e-Government development



Most questions call for a binary response

# Methodology: EGDI

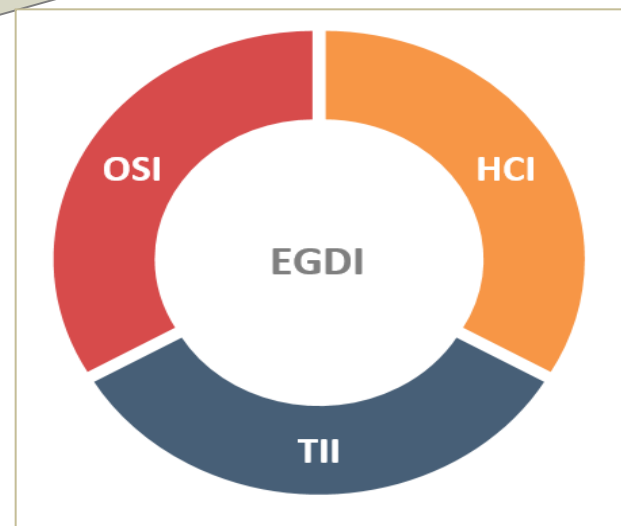
The UN E-Government Development Index is a composite indicator measuring the willingness and capacity of PA to use ICT to deliver public services.

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

OSI = Online Service Index (DESA)

TII = Telecommunication Infrastructure Index (ITU+WB)

HCI = Human Capital Index (UNESCO+UNDP)



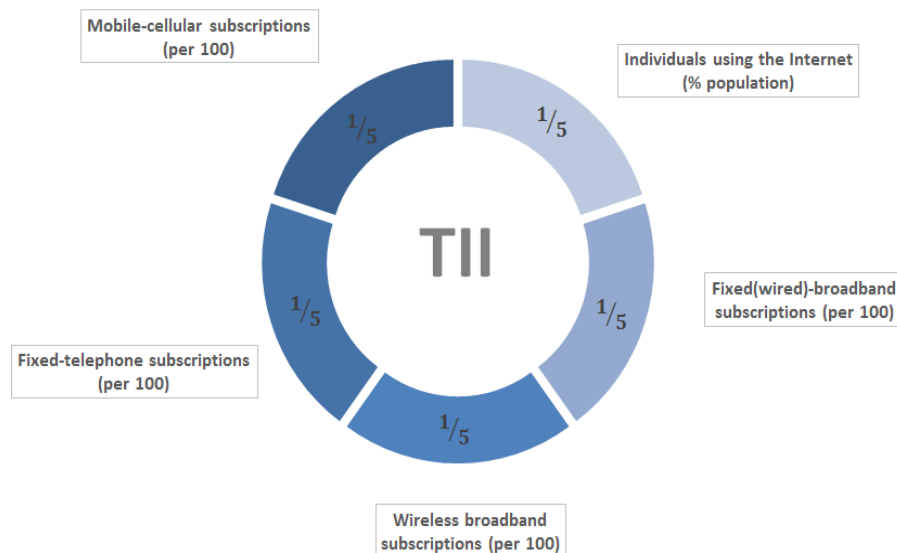
# Telecommunication Infrastructure Index (TII)

## 2012 TII

- Estimated Internet users
- Main fixed phone lines
- Mobile subscribers
- Fixed broadband
- **Fixed Internet subscriptions**

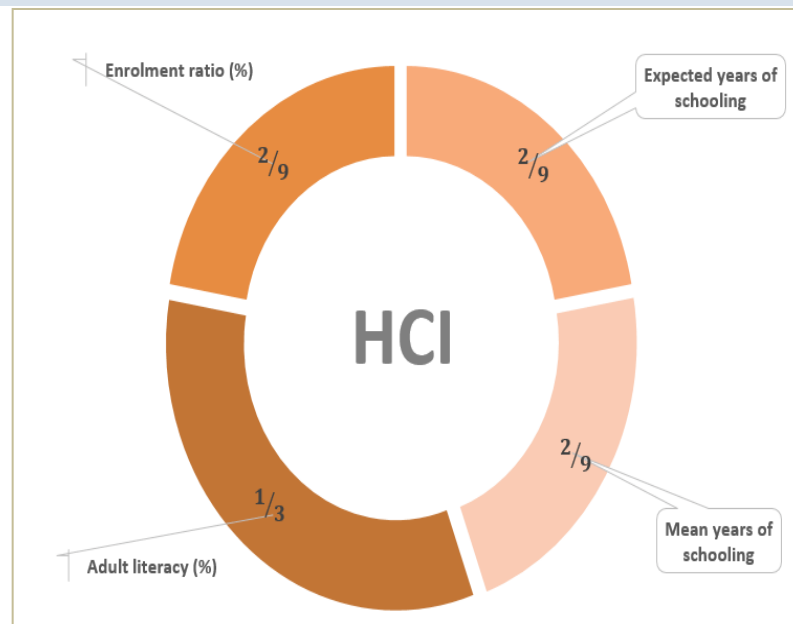
## 2014 TII

- Estimated Internet users
- Main fixed phone lines
- Mobile subscribers
- Fixed broadband
- **Wireless broadband (new)**



# Human Capital Index (HCI)

- Adult literacy rate
- Gross enrolment (except primary)
- **Expected years of schooling (new)**
- **Mean years of schooling (new)**



Expected years of schooling is the number of years of schooling that a child of school entrance age can expect to receive if prevailing patterns of age-specific enrolment rates persist throughout the child's life.

Average number of years of education is the number of years of schooling received by people ages 25 and older, converted from actual education attainment levels using official durations of each level





## 6 Themes of the 2014 Survey

**E-Participation**

**Whole-of-Government**

**Multi-channel Service Delivery**

**Expanding Usage**

**Digital Divide and vulnerable Groups**

**Open Government Data**



# E-Participation

## ■ E-Information

Does the national portal have a specific section for sharing any raw data (or datasets) or a link to national open data initiative?

....

## ■ E-consultation

Does the national portal provide any announcements of forthcoming procurement/ bidding processes?

....

## ■ E-Decision-making

Have there been any e-decision-making regarding education issues in the past 12 months?

.....



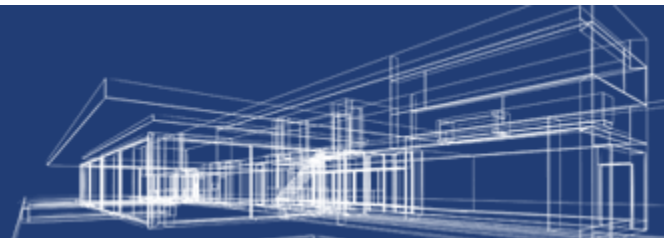


# Whole-of-Government

**The Whole-of-Government Approach is that government agencies and organizations share objectives across organizational boundaries, as opposed to working solely within an organization.**

*United Nations E-Government Survey 2008*

## Integrated Government Services



- Integrated procurement services
- Linkage between national portal & ministry websites
- Identity management feature (Single Sign On)
- Services through identity management feature
- Government wide CIO

# Multi-channel Service Delivery

**Multichannel service delivery is the provision of public services by various means in an integrated and coordinated way. Citizens can make selections according to their needs and circumstances and receive consistent information and services across channels resulting in an increase in their satisfaction and trust in government.**

- Mobile apps in regards to different sectors
- Verification of m-government site through smart phones
- SMS subscription
- Payment methods (over the counter/ phone)



## Expanding Usage

**Expanding Usage is how governments encourage their citizens to use online public services.**

- Still an issue to measure – Indirect way via supply side
- Does the government promote free access to government services via the Internet, such as through kiosks, community centers, post offices, libraries, public spaces or WiFi



# Bridging Digital Divide

- Extended Qs to assess services for vulnerable groups
  - Poor
  - Illiterate
  - Disabled
  - Elderly
  - Immigrants
  - Women
  - Youth



# Open Government Data

- Presence of links to national open data portal
- Datasets in non-proprietary formats (e.g. CSV instead of excel)
- Sectoral datasets
- Can public propose for new datasets







# Open Government Data

- A vast majority of European Countries have Open Data on their National Portals
- Few European countries have datasets available in open standards from W3C such as Resource Description Framework (RDF) and SPARQL (Query Language for RDF)
- Some countries allow the public propose new datasets – **Still a top down approach to providing Open Data**
- Some countries provide support on how to use their data – **Citizen Developers/Data Entrepreneurs are left on their own.**





# Open Government Data

## Open Data Elements

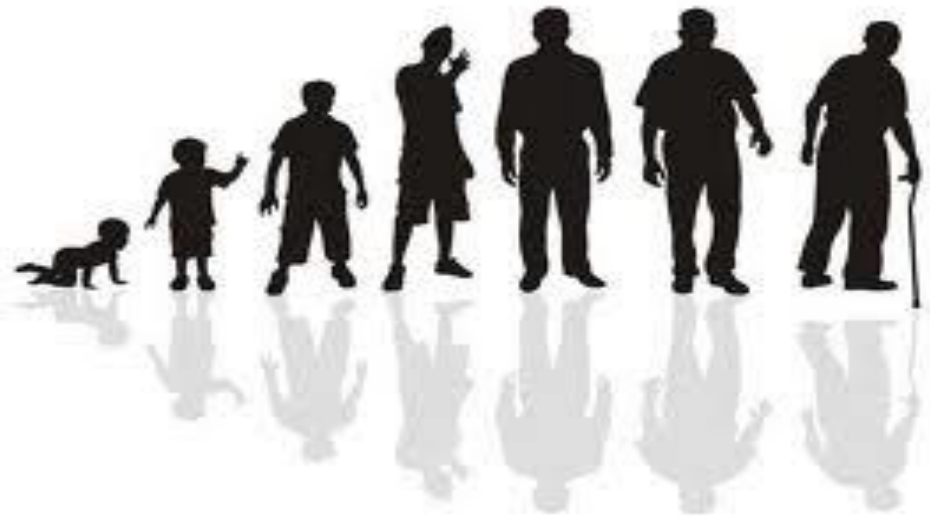
- Transportation
  - Weather
  - Stock Market
- ➔ **Real time Data**

## Statistical Data Elements

- Education
- Health
- Social Services
- Housing
- Etc.

## Other areas

- Social Security Benefits
- Marriage Certificates
- Birth Certificates
- Income Taxes
- Car Registration
- Registration of a new company/business/entity
- Personal Identity Cards
- Drivers Licenses
- Fines Payment
- Utility Payment



# E-Government as enable for Government Transformation

**We recognize the power of communications technologies, including connection technologies and innovative applications, to promote knowledge exchange, technical cooperation and capacity-building for sustainable development. These technologies and applications can build capacity and enable the sharing of experiences and knowledge in the different areas of sustainable development in an open and transparent manner.**



**RIO+20**  
United Nations  
Conference on  
Sustainable  
Development

*Resolution adopted by the General Assembly  
- 66/288. The future we want (11 September 2012)*



# E-Government as enable for Government Transformation

## *1) Empowering citizens through expanding e-participation facilities:*

### TRENDS

- Citizens are becoming **co-creators** of public value;
- The challenges of sustainable development require the concerted action of all governance partners.

### STRATEGIES

- Conducive legal and institutional frameworks;
- Capacity development for digital media literacy for citizens;
- Integration of online and offline features for enabling public participation.



# E-Government as enable for Government Transformation

## 2) *Need for whole-of-government and collaborative governance approaches*

### TRENDS

- Effective collaboration among agencies across all levels of government is essential;
- Global and national challenges are interlinked and highly complex, **NO** single actor can effectively deal with them on their own.

### STRATEGIES

- New forms of collaborative leadership and shared organizational cultures;
- Innovative coordination processes and mechanisms for service delivery, citizen engagement and empowerment;
- Co-creation and crowdsourcing through decentralized governance systems.



# E-Government as enable for Government Transformation

## 3) *Reaching out through mobile, social media and inclusive multichannel service strategies*

### TRENDS

- Increasing expectations from citizens for easier access to more public information (**from anywhere, anytime, through multiple channels**);

### STRATEGIES

- A multichannel approach to service delivery is akin to a whole-of-government roadmap;
- Smart blend of channel mix: optimizing the channels characteristics with the citizen's profile ;
- Social and mobile channels do not require high investment costs but they need a **strong commitment** in the public administration.



# E-Government as enable for Government Transformation

## 4) *The challenge of digital divide*

- Digital divide comprise 4 levels:
  1. Physical and financial access to technology;
  2. Socio-demographics, education and ICT skills;
  3. Cognitive aspects related to the effective and efficient use of ICT;
  4. Capability to appropriately use information and e-services to improve life chances.
- The lack of appropriate digital content and e-services in terms of language and relevance is also imperative for social inclusion.
- The challenges are prevalent in both developed and developing countries. It is specially accentuated in vulnerable groups.





# E-Government as enable for Government Transformation

## 3) *Promoting usage is KEY to delivering development impacts*

### TRENDS

- E-Government generates important benefits for sustainable development: new employment, better health and education, improve wellbeing and prosperity.
- Leveraging e-government depends on effective uptake by citizens.

### STRATEGIES

- Usability features such as simplicity and personalization;
- User feedback and promotion;
- Usage monitoring and tracking;
- E-government policy must focus on the **demand side** of the equation.



# E-Government as enable for Government Transformation

## 3) *Open government data as a new development resource*

OGD is recognized for meeting the rights of citizens, businesses and civil organizations to:

1. access and use information,
2. engage in policy making,
3. Improve existing public services
4. Co-create/create new public services.

## STRATEGIES

- Need to develop conducive policy, legal and institutional frameworks to ensure that basic rights to information are available;
- Strong cooperation between government agencies;
- Strong political and top level vision and management;
- Involving stakeholders and focusing on developing sustainable ecosystems for users.



# E-Government as enable for Government Transformation

## 3) *Open government data as a new development resource*

### Develop a Business Case

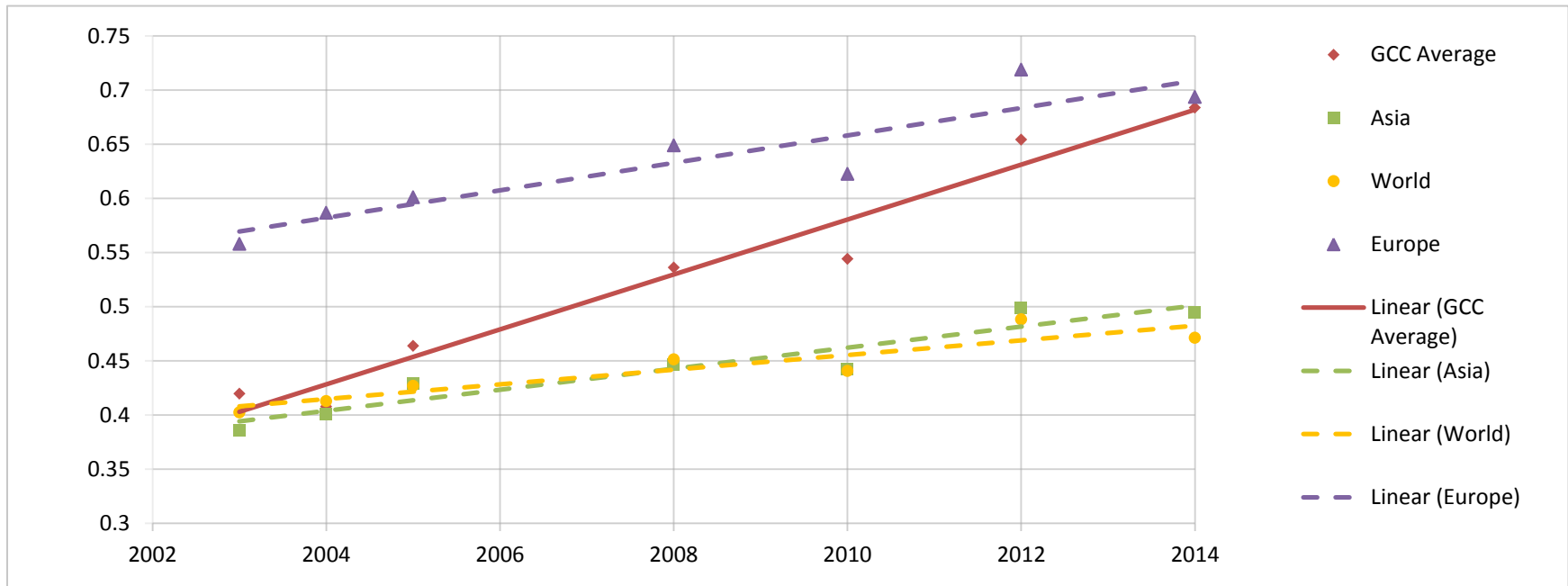
- » Financial
- » Informational
- » Content
- » Use of Social Media

## STRATEGIES

- Understanding what the customer is willing to use free of charge and what they are willing to pay for;
- Work with Government entities to get a better understanding of the data;
- What is the value added that you are providing to the data;
- Determine the financial stability of your product.

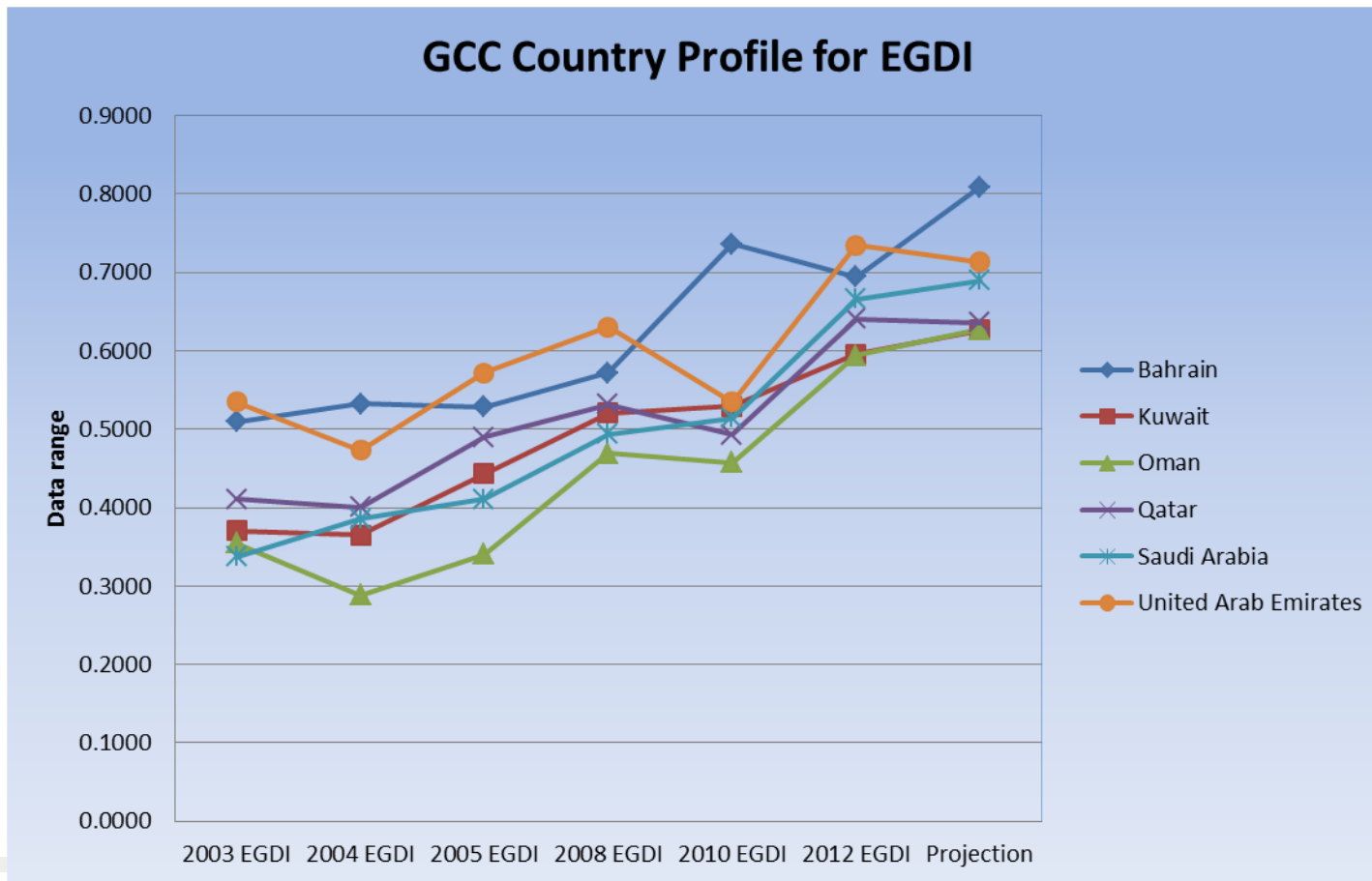
# SNAPSHOT – Gulf Cooperation Council Members (GCC)

## 2) Trend lines of e-government development, 2003 - 2014



- GCC countries show an extremely fast growth in their E-Government Index; rapidly catching up with Europe.
- Since 2003, GCC has surpassed Asia and the World EGDI mean.

## History of the GCC Region





# New Elements for the Future

- **Results of the Survey will be in Open Data**
- **E-Government Tool Kit**
- **Use of Crowdsourcing for future surveys**
- **Open Government and Citizen Engagement will be strengthened**
- **Innovation will be an asset.**



# Oman Profile

- **Continues to enhance its position in the E-Government Development Index**
- **Continues to enhance its position in the online index.**
- **Vision and Leadership are moving Oman in the right direction in terms of e-Government**
- **ITA will continue to play the leadership role**





# Oman Profile

- **Greater emphasis on Open Government**
- **Greater partnership with Data Entrepreneurs**
- **Continue to strengthen is citizen engagement activities**
- **Stay active on social media, especially with the new trends in the youth market**



## Recommendations and Remarks

1. E-Government development can strengthen national capabilities, support regional and national networks and provide stronger voice of citizens in global, regional and local negotiations and policy making.
2. Open Data offers an **effective platforms** to facilitate knowledge sharing, skills development and capacity-building for sustainable development.
3. **Partnership** with Citizen Developers/Data Entrepreneurs and the private sector will help support change programs and advance e-government development.



## Recommendations and Remarks

4. **Customer centric** approach should be used by Governments when implementing e-Government products
5. Governments across the globe need to undertake a process of transformative change. **E-Government should be seen as a holistic process to transform government.**
6. The transformative changes entail not only the design and implementation of innovative practices, but more fundamentally a **transformation of government's role, functions, institutional frameworks and processes.**



# Conclusions

Governments need to undertake a process of transformative change for the future that requires to:

- Become catalysts for change instead of mere service providers;
- Become facilitators in promoting networked co-responsibility among all stakeholders by engaging and empowering communities to take part in the solution of their own problems;
- Allow for a competitive rather than monopolistic approach to provision of public goods and services;
- Become entrepreneurial in generating revenues and promoting partnerships;
- Results-oriented and customer-driven;
- Pro-active instead of reactive, i.e. anticipating problems and acting preventively;
- Learn and enhance capacity building through increased knowledge sharing



**THANK YOU FOR YOUR ATTENTION!**

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