

Seminar on ICT Measurement and Indicators

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 PARTNERSHIP ON
MEASURING ICT
FOR DEVELOPMENT

Measuring eGovernment

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This presentation

- Overview
- Government use indicators
- Supply side indicators
- Demand side indicators
- Challenges
- Partnership work on eGovernment

Overview:

Three types of indicators

1. Use of ICTs by public entities
(Government use indicators)
2. Availability of online public services
(supply side indicators)
3. Use of online public services by
individuals and businesses (demand
side indicators)

1. Use of ICTs by public entities

- Through surveys of public entities/ staff
- Covering different administrative levels (state, regions, municipalities)
- Use of computers, Internet, LAN, broadband, websites etc.
- Indicators related to security, skills, expenditure, public Internet access
- Breakdowns: geographic region, administrative level, size of municipality, gender, website language

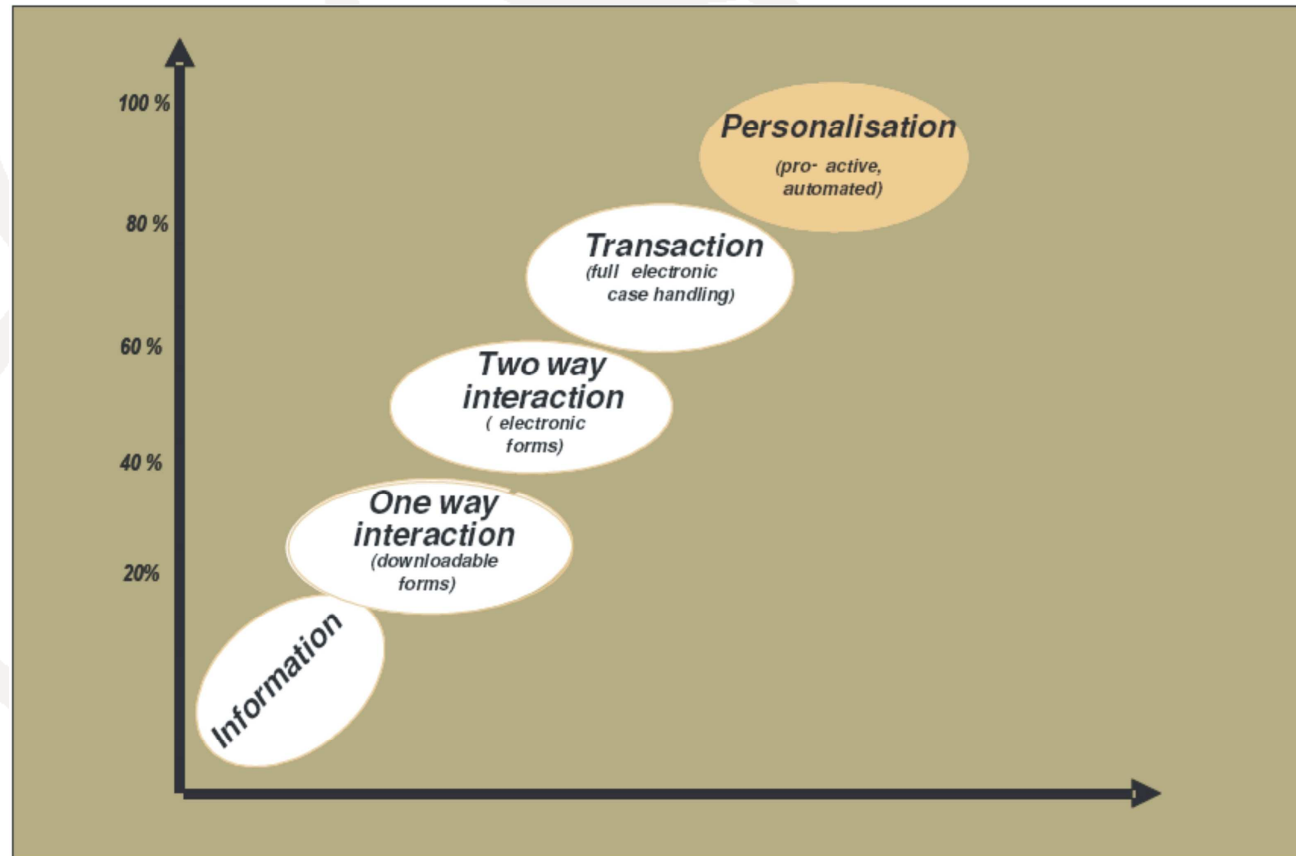
Use of ICTs by public entities: examples of indicators

- % public entities with broadband Internet
- % municipalities with a website (by language, type of service)
- % staff using a computer (by gender)
- % public entities offering Internet access to the public

2. Supply side indicators

- Availability of online public services
- Collection through web-based surveys
- UNDESA – UNPAN eGovernment Survey: assessment of website public services; Global E-government Readiness Reports
- Important: degree of sophistication - from simple (information only) to complex (complete case handling)
- EU i2010 – 5 levels of sophistication

Supply side indicators: five levels of sophistication



Source: European Commission/
Cap Gemini, 2007

Supply side indicators: EU example

■ Citizens

- Income taxes
- Job search
- Social security benefits
- Personal documents
- Car registration
- Application for building permission
- Declaration to the police
- Public libraries
- Birth/marriage certificates
- Enrolment in higher education
- Announcement of moving
- Health-related services

■ Businesses

- Social contribution for employees
- Corporate tax
- VAT
- Registration of a new company
- Submission of data to the statistical office
- Custom declaration
- Environment-related permits
- Public procurement

Source: EUROSTAT, 2009

3. Demand side indicators

- **Use** of online government services by
 - individuals (household surveys)
 - businesses (business surveys)

Demand side indicators: individual use

- Collected through ICT household/
individual use surveys
- Included in Partnership core list of
indicators on ICT access and use by
households and individuals

Demand side indicators: individual use

Partnership core list of indicators

- **HH8 Location of individual use of the Internet in the last 12 months**
 - Community Internet access facility (public libraries, publicly provided Internet kiosks, non-commercial telecentres, digital community centres, post offices, other government agencies; access is typically free and is available to the general public)

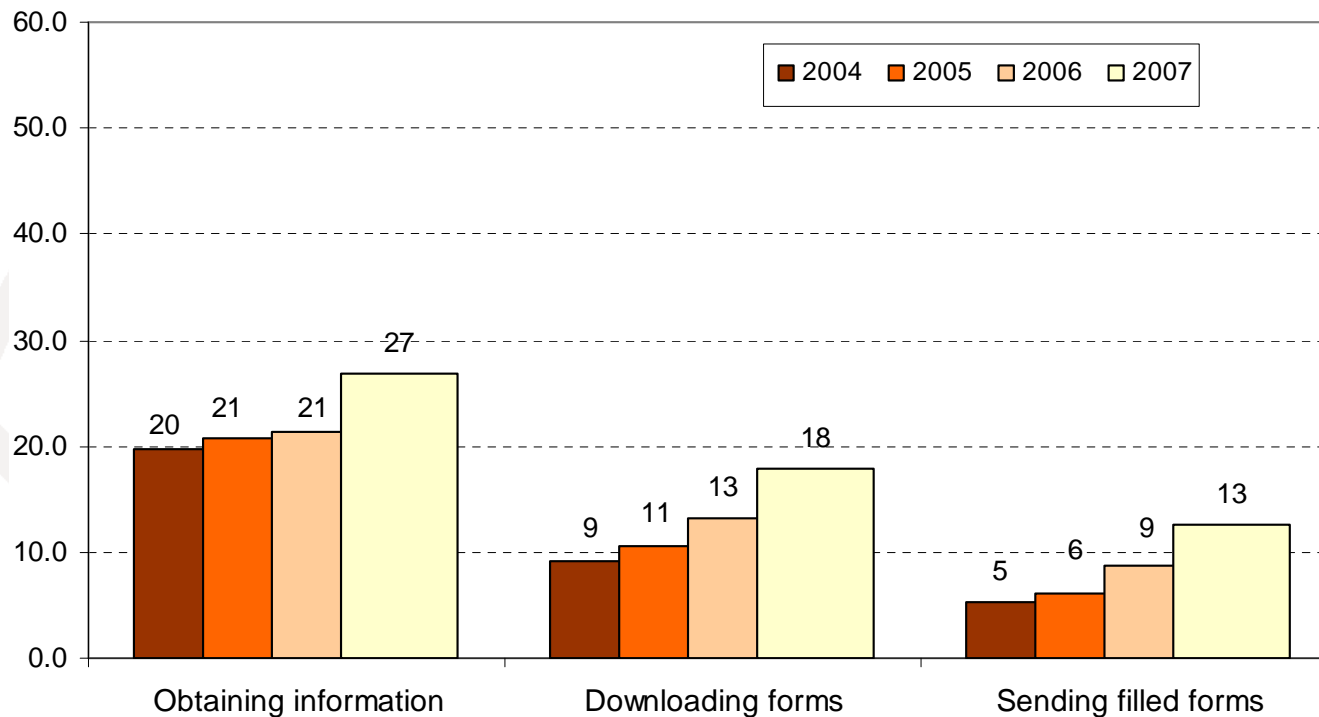
Demand side indicators: individual use

Partnership core list of indicators

- **HH9 Internet activities undertaken by individuals in the last 12 months (from any location)**
 - Getting information from general government organizations
 - Interacting with general government organizations (Includes downloading/requesting forms, completing/lodging forms on line, making on-line payments and purchasing from government organizations. Excludes getting information from government organizations)

Demand side indicators: EU example

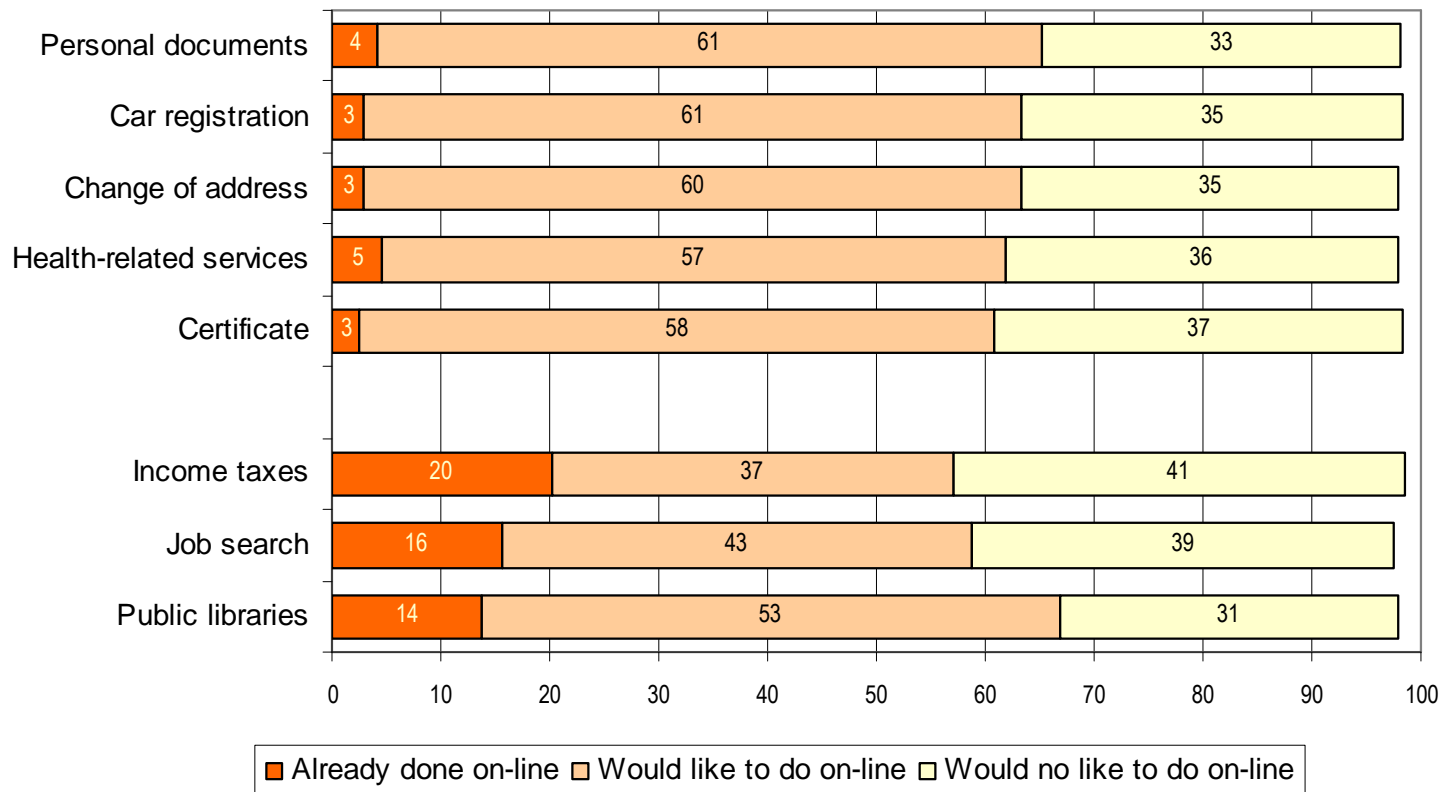
- Individual use of online public services, EU-27, 2004-06



Source: EUROSTAT, 2009

Demand side indicators: EU example

- Individual use of public online services, EU-27, 2006



Source: EUROSTAT, 2009

Demand side indicators: business use

- Collected through ICT business use surveys
- Included in Partnership core list of indicators on ICT use by businesses

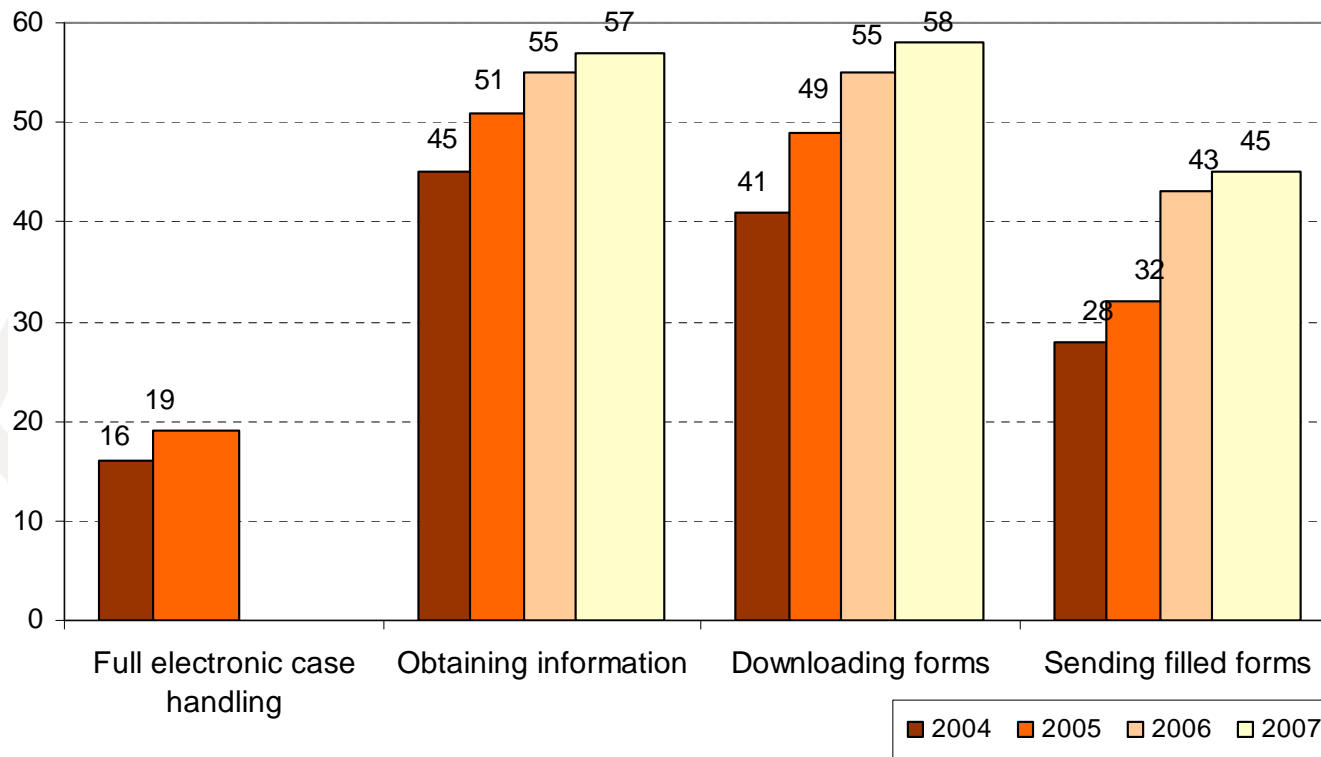
Demand side indicators: business use

Partnership core list of indicators

- **B12 Proportion of businesses using the Internet by type of activity**
 - Getting information from general government organizations
 - Interacting with general government organizations (Includes downloading/requesting forms, completing/lodging forms on line, making on-line payments and purchasing from, or selling to, government organizations. Excludes getting information from general government organizations)

Demand side indicators: EU example

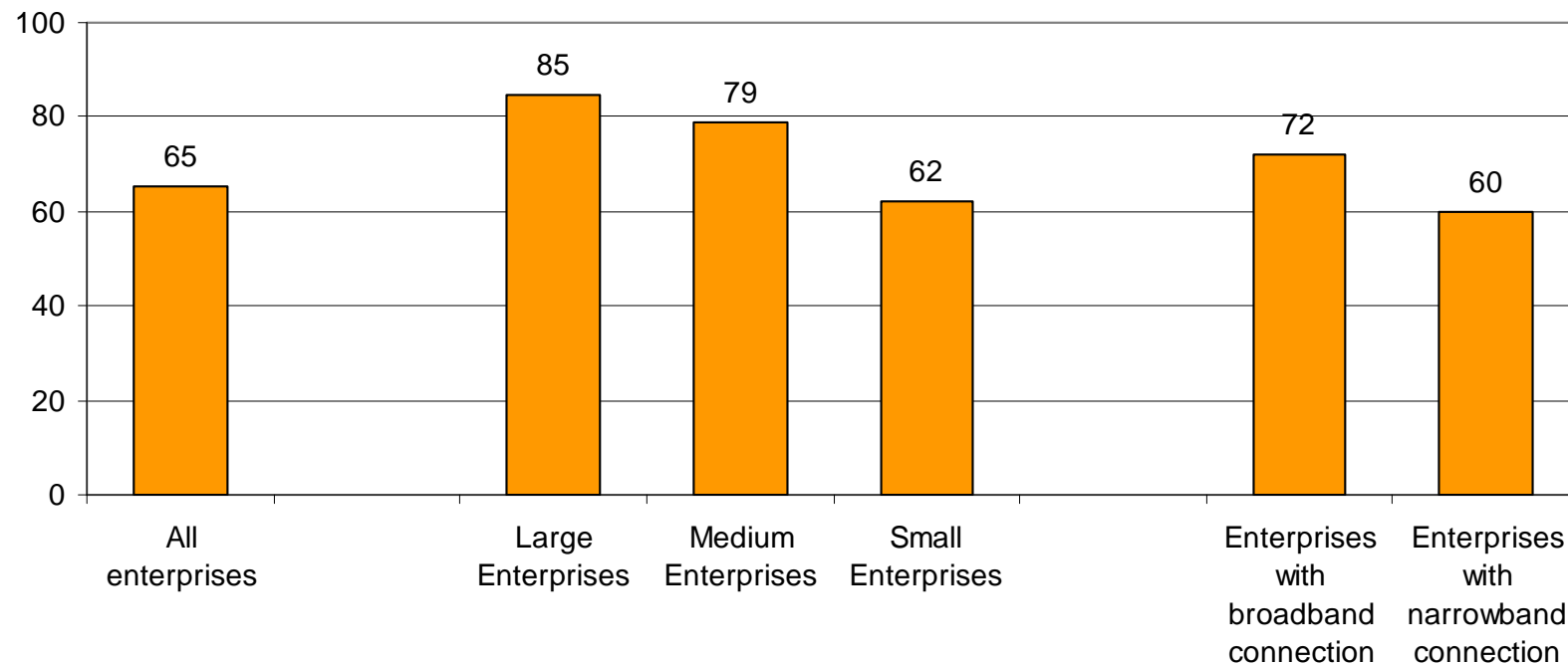
- Business use of public online services, EU-27, 2004-06



Source: EUROSTAT, 2009

Demand side indicators: EU example

- Business use of online public services by size, type of connection, EU-27, 2007



Challenges of measuring eGovernment

- Definition of scope and government units
- Heterogeneity of government units
- Measuring the intensity of activities, such as online services
- Issue of outsourced government functions

Problem: comparability between countries

Developing core indicators on eGovernment

- Key Partnership activity: expand the core list of 50 indicators adding government, health, labour, ... indicators
- No internationally agreed indicators on eGovernment available at this stage
- Experience from EU and some developing countries
- Partnership Task Group on eGovernment indicators (TGEG)

Task Group on eGovernment: work programme 2009

- Propose list of indicators
- Conduct regional and global consultations
- Develop measurable definitions for indicators
- Present final list at Partnership Global Event 2010
- Present agreed list of indicators to UN Statistical Commission (2011)



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For further information:

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