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Measuring eGovernment

Susan Teltscher
Head, Market Information and Statistics Division
International Telecommunication Union
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 online, making online 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

![Bar chart showing the percentage of individual use of online public services in EU-27 for the years 2004 to 2007 for obtaining information, downloading forms, and sending filled forms. The bars are color-coded for each year.

Source: EUROSTAT, 2009
Demand side indicators: EU example

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

- Personal documents
  - Already done on-line: 4
  - Would like to do on-line: 61
  - Would no like to do on-line: 33

- Car registration
  - Already done on-line: 3
  - Would like to do on-line: 61
  - Would no like to do on-line: 35

- Change of address
  - Already done on-line: 3
  - Would like to do on-line: 60
  - Would no like to do on-line: 35

- Health-related services
  - Already done on-line: 5
  - Would like to do on-line: 57
  - Would no like to do on-line: 36

- Certificate
  - Already done on-line: 3
  - Would like to do on-line: 58
  - Would no like to do on-line: 37

- Income taxes
  - Already done on-line: 20
  - Would like to do on-line: 37
  - Would no like to do on-line: 41

- Job search
  - Already done on-line: 16
  - Would like to do on-line: 43
  - Would no like to do on-line: 39

- Public libraries
  - Already done on-line: 14
  - Would like to do on-line: 53
  - Would no like to do on-line: 31

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 online, making online 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

![Diagram showing demand side indicators for EU-27 from 2004 to 2007. The indicators include full electronic case handling, obtaining information, downloading forms, and sending filled forms. The sources are EUROSTAT, 2009.]
Demand side indicators: EU example

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

![Bar Chart]

Source: EUROSTAT, 2009
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)
For further information:

indicators[at]itu.int

www.itu.int/ict