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Meeting (WTIM-10)**  
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National Institute of Statistics - Romania

## E-Government statistics

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8th ITU World Telecommunication/ICT Indicators Meeting (WTIM)



National Institute of Statistics -Romania

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## General framework

*"E-Government" refers to the use by government agencies of information technologies (such as Wide Area Networks, the Internet, and mobile computing) that have the ability to transform relations with citizens, businesses, and other arms of government. These technologies can serve a variety of different ends: better delivery of government services to citizens, improved interactions with business and industry, citizen empowerment through access to information, or more efficient government management. (World Bank)*

Bridging this digital divide can help members of disadvantaged social groups to participate on a more equal footing in digital society (including services of direct interest to them such as eLearning, eGovernment, eHealth) and to tackle their disadvantage through increased employability. Digital competence is thus one of the eight key competences which are fundamental for individuals in a knowledge-based society<sup>40</sup>. It is also key for all to understand how to be safe online. **(Digital agenda)**

eGovernment services offer a cost-effective route to better service for every citizen and business and participatory open and transparent government. eGovernment services can reduce costs and save time for public administrations, citizens and businesses.



## General framework

### eRomania

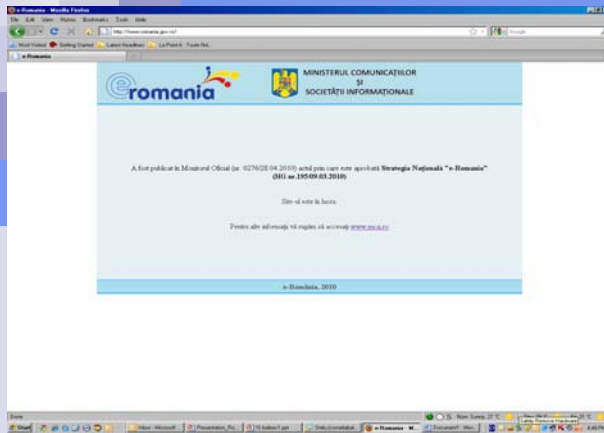
Ministry of Communication and Information Society promotes a national strategy, together with an action plan that will drive the entire public sector to the information society and knowledge-based society; the main action tool is the eGovernment system.

The project eRomania is strengthening national system in providing online public services to citizens, companies or administration.

The project eRomania is designed to provide a consistent and friendly interface between government and citizens and between the government and the business community.



## General framework



## 20 Basic Services

- Income taxes
- Job search
- Social security benefits
- Personal document
- Car registration
- Building permission
- Declaration to police
- Public libraries
- Certificates
- Enrolment in higher education
- Announcement of moving
- Health-related services

- Social contributions
- Corporate tax
- VAT
- Company registration
- Statistical data
- Customs declaration
- Environment-related permits
- Public procurement

Governments' services are described according to the following stages:

- (i) information,
- (ii) one-way interaction,
- (iii) two-way interaction,
- (iv) transaction and
- (v) targetisation /automation.



## *Legal framework*

**European** – Commission Regulation (EC) No 1023/2009 of 29 October 2009 implementing Regulation (EC) No 808/2004 of the European Parliament and of the Council concerning Community statistics on the information society.

**National** – Annual Statistical Program



## e-government statistics

- Public administration, education and health services
- Enterprises - enterprises over 10 employees; activities covered: industry, construction, trade and services
- Households and individuals



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### Public administration data collection (regular survey)

- Annual survey to measure the e-government
- Coverage:
  - central administration authorities – ministries, agencies and similar
  - local administration authorities – local agencies and municipalities
  - public education institutions – tertiary education
  - public health services – large hospitals
- Number of units: about 500 entities classified under section O NACE Rev.2
- Indicators: access and usage of ICT systems, Internet access and usage, personnel involved in ICT activities, ICT expenditures and investments (all addressable to central administration)



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### Public administration data collection – 2005 extra-ordinary survey

- Annual survey
- Coverage:
  - central administration authorities – ministries, agencies and similar
  - local administration authorities – local agencies, municipalities, towns administration
  - public education institutions – primary, secondary and tertiary education entities
  - public health services – hospitals, clinics etc
- Number of units: about 1000 public administration authorities, about 2000 education institutions and about 1500 providing health services
- **Indicators:** access and usage of ICT systems, Internet access and usage, personnel involved in ICT activities, public services available online for business, public services available online for citizens, benefits for public institution by offering online services (all addressable to central administration)



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**Q1: Did your unit provide online services to citizens or businesses via Internet in 2005?** Yes  No

**Q2: Please select the online services provided to citizens by your unit via Internet in 2005:**

Public Services	Select
Income taxes: declaration, notification of assessment	<input type="checkbox"/>
Job search services by labour offices	<input type="checkbox"/>
Unemployment benefits	<input type="checkbox"/>
Child allowances	<input type="checkbox"/>
Medical costs (reimbursement or direct settlement)	<input type="checkbox"/>
Student grants / scholarships	<input type="checkbox"/>
Personal documents (passport, driver's licence)	<input type="checkbox"/>
Application for building permission	<input type="checkbox"/>
Declarations to the police (e.g. in case of theft)	<input type="checkbox"/>
Access in the public libraries	<input type="checkbox"/>
Certificates (birth, marriage)	<input type="checkbox"/>
Announcement of moving (change of address)	<input type="checkbox"/>
Other (Please specify .....)	



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**Q3: Please select online services provided by your unit to business via internet in 2005**

Public Services	Select
Social contribution for employees	<input type="checkbox"/>
Corporation tax: declaration, notification	<input type="checkbox"/>
VAT: declaration, notification	<input type="checkbox"/>
Registration of a new company	<input type="checkbox"/>
Submission of data to statistical offices	<input type="checkbox"/>
Customs declarations	<input type="checkbox"/>
Environment-related permits (incl. reporting)	<input type="checkbox"/>
Public procurement	<input type="checkbox"/>
Other (Please specify .....)	



**Q4: When providing public services via Internet, how important were in your opinion the benefits obtained in the areas below? Please indicate by a tick the importance.**

	Most important	Very important	Important	Not important
Improving your public image/perception	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reducing transaction time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Speeding up public administration services, bureaucracy reduction	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Improving quality of services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Launching new services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Targeting citizens individually	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Increasing usage of public administration unit services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



**Enterprises data collection – module on public authorities interaction**

<b>Q1</b>	<b>Did your enterprise use the Internet for interaction with public authorities, during 2009?</b> (Filter question)	Yes	No
<b>Q2</b>	<b>Did your enterprise use the Internet to interact with public authorities in the following ways, during 2009?</b>	Yes	No
	a) For obtaining information		
	b) For obtaining forms, e.g. tax forms		
	c) For returning filled in forms, e.g. provision of statistical information to public authorities		
	d) For treating an administrative procedure (e.g. declaration, registration, authorisation request) completely electronically without the need for additional paper work (including payment if required)		
	e) For submitting a proposal in a public electronic tender system (e-procurement) (in the system itself and <b>not by e-mail</b> )		





## Households and individuals data collection – module on public authorities interaction

C6 For which of the following activities relating to interaction with public services or administrations and during which period did you use the Internet for private purpose?

(tick all that apply)

	in the last 3 months	in the last 12 months
a) Obtaining information from public authorities' web sites .....	<input type="checkbox"/>	<input type="checkbox"/>
b) Downloading official forms .....	<input type="checkbox"/>	<input type="checkbox"/>
c) Sending filled in forms .....	<input type="checkbox"/>	<input type="checkbox"/>



## Results

Romania is one of the best performers for the eProcurement ranking. Romania has a national eProcurement platform, which is mandatory only for publications.

Pursuant to the public procurement legislation (2006) all Romanian contracting authorities must publish, on the platform, their notices within the framework of public procurement procedures, and all companies wanting to sell products or services to a public authority have to access to the platform. (Smarter, Faster, Better eGovernment 8th Benchmark Measurement - November 2009)

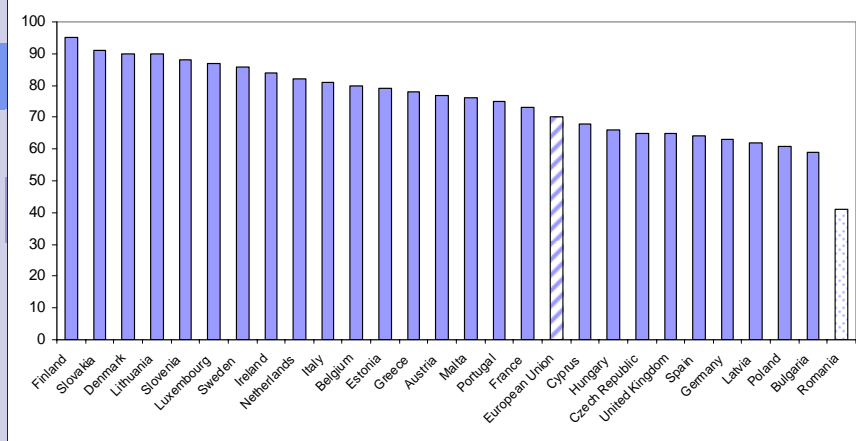
In 2008, regarding Individuals who have used Internet in the last 3 months prior to survey for interaction with public authorities, their weight almost tripled compared to 2006, being still very low, only 8%; in the EU27 the level is 26%.

In 2009 the percentage of the enterprises using the Internet for interaction with public authorities increased by 2 percentage points and reached the level of 41% (72% for EU27).



**e-government usage by enterprises (demand side)**

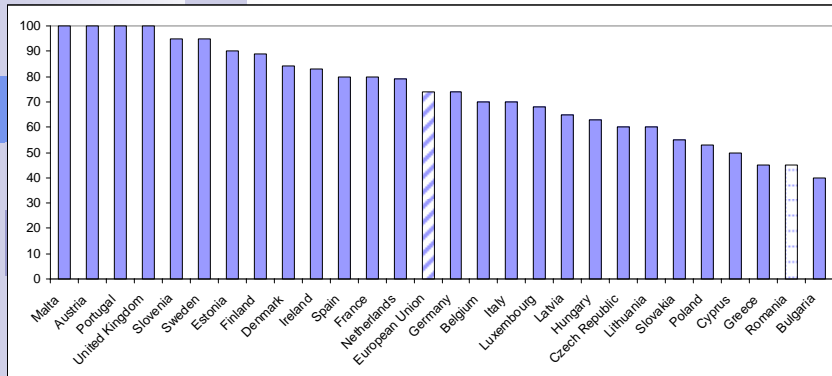
Enterprises which use the Internet for interaction with public authorities, 2009 (Eurostat New Cronos)



Percentage of enterprises using the Internet to interact with public authorities (obtaining information, downloading forms, filling-in web-forms, full electronic case handling)



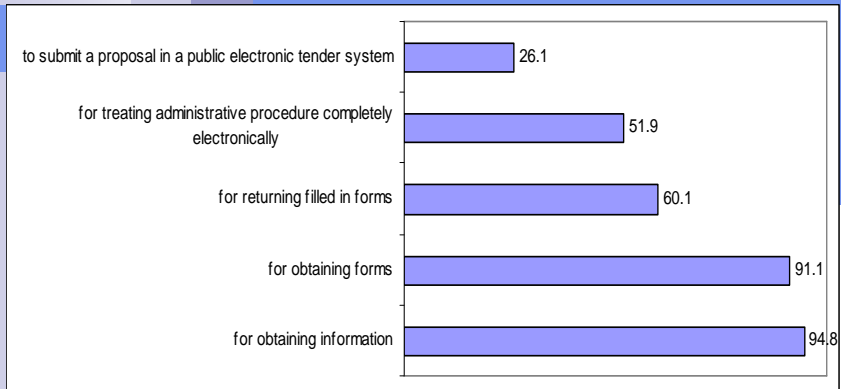
**e-government availability (supply side) Eurostat NewCronos)**



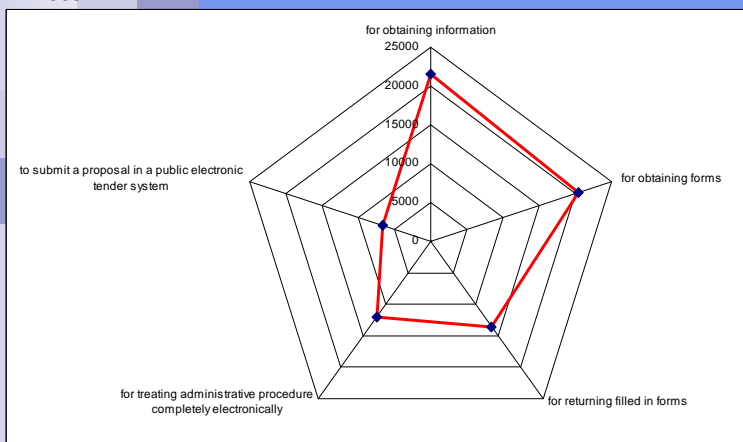
This indicator measures the on-line availability of 20 basic public services. Measurement is based on a sample of URLs agreed with Member States as relevant for each service.



**Percentage of enterprises which used Internet for interaction with public authorities by purpose of usage, in 2009**



**Use of the Internet by the enterprises to interact with public authorities, in 2009**





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Statistical Institute – provider of online services to business

Web portal for data online collection ESOP

In 2011 data for 20 surveys will be collected mainly online



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**Thank you for your attention !!!**