2014 UN E-Government Survey and E-Government Indicators

UN Project Office on Governance
DPADM, UN Department of Economic and Social Affairs

ICT Regional Forum on Telecommunications/ICT Indicators
13-16 October 2014, Bangkok, Thailand
Contents

1. UNPOG’s Mission and Mandates
2. UNDESA’s Work on E-government
2. Overview of the 2014 UN E-government Survey
3. Key Findings
4. E-government Development Index
5. 2014 Asian E-Gov. Trends

http://www.UNPAN.org/DPADM/
Establishment

May 2005 - **Seoul Declaration**
adopted by
the 6th Global Forum on Reinventing Government

June 2006 - **Technical Cooperation & Trust Fund Agreement**
with Ministry of Security & Public Administration (MOSPA), ROK

**UNited Nations Project Office On Governance**

Officially launched in September 2006

http://www.unpan.org/dpadm
Vision and Mission

VISION & MISSION:
GLOBAL HUB FOR GOOD GOVERNANCE
(focused on the Asia Pacific Region)

Assist Member States in developing and least developed countries to improve their governance capacity through innovation, e-governance and ICT for sustainable development.

http://www.unpan.org/dpadm
Three Pillars of Activities

Capacity Development
- Int’l conferences
- Capacity development workshops
- Study tours

Communication & Outreach
- Publish research studies
- Conduct awareness-raising events and activities
- Establish partnerships with relevant institutions

Research & Policy Development
- Research current trends on e-governance
- Analyze best practices
- Develop policies and strategies

http://www.unpan.org/dpadm
UNPOG’s Thematic Research in 2014

E-Government for Promoting Sustainable Development in SIDS (completed, presented to 2014 GeGF, and to be presented to UNGA 2\textsuperscript{nd} Committee as a Special Side Event)

E-Government for Promoting Gender Equality and Women Empowerment (ongoing, in cooperation with UNESCAP)
EGB/DPADM’s Vision and Mission
Provide support to Member States to build capacity in the area of innovation, e/m-governance and transformation of government to foster sustainable development.

DPADM’s Strategy
Our strategy is based on an integrated approach among our three main pillars of work:
1. Normative work/ Support for intergovernmental processes
2. Research and Policy Analysis
3. Capacity-building and advisory services
UNDESA’s E-Government Capacity Building

1. UN E-Government Survey
2. UN E-Government Knowledge Base - UNPACS
3. Self-Assessment E-Government Tool-Kit
4. Workshops/ Trainings
5. Peer-to-peer knowledge transfers
6. Technical cooperation projects

http://www.UNPAN.org/DPADM/
UNDESA’s E-Government Development Database

The interactive Database (UNeGovDD) was created by the Division for Public Administration and Development Management (DPADM) of the United Nations Department of Economic and Social Affairs (UNDESA) to provide governments and all members of civil society easy access to this valuable information for research, education and planning purposes.

E-Government Self-Assessment Toolkit

- Interactive toolkit for countries to perform self-assessment based on the UN E-Government framework and methodology

- To enable countries to collect and analyze data to gain deeper understanding on their current e-government development and impact; and to identify areas of improvement

http://www.UNPAN.org/DPADM/
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.
Overview of Thematic Areas of the 2014 Survey

- E-Participation
- Whole-of-Government
- Multi-channel Service Delivery
- Expanding Usage
- Bridging the Digital Divide and vulnerable Groups
- Open Government Data

http://www.UNPAN.org/DPADM/
Key Findings

• Governments across the globe are undertaking a process of transformative change. E-Government is becoming a holistic process to transform government towards sustainable development.

• 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.

• E-Government development can contribute towards the post-2015 development agenda: strengthening national capabilities, regional and national networks and stronger voice of citizens.

http://www.UNPAN.org/DPADM/
Key Findings

• **e-Consultation**: 49% of countries provide a facility for feedback regarding the improvement of their online services.

• **e-Decision Making**: 75 Member States place their e-participation policy online.

• Almost 43% of United Nations Member States today provide information about their CIO for e-government.

• 73 Countries offered a “One-Stop-Shop” portal in 2014.
Key Findings

- In 2014, for the first time, all 193 UN Member States had national websites.

- At the regional level, Europe continued to lead followed by the Americas, Asia, Oceania and Africa.

- Effective regional cooperation will help support change programs and advance e-government development, e.g. European Union, African Union’s Programme for Infrastructure Development, UNPOG’s forthcoming CIO Conference in Shanghai November 2014)
2014 Findings

• Between 2012 and 2014, the number of countries offering mobile apps and mobile portals doubled to nearly 50 countries.

• Today 118 countries use some form of social media.

• Digital divide: in 2014, 40% of national portals allow for flexible font size.

• An estimated 1.1 billion households worldwide are still not yet connected to the Internet.

• Only 46 countries have taken the next step and established dedicated Open Government Portals. At the same time, 130 countries publish Gov. expenditures online.
E-Government Development Index (EGDI)

- The EGDI rates the e-government performance of countries relative to one another, it is NOT an absolute measurement.
E-GOVERNMENT DEVELOPMENT INDEX (EGDI)

A composite indicator measuring the willingness and capacity of member states to use ICTs to deliver public services.

EGDI = ( 1/3 OSI + 1/3 TII + 1/3 HCI)

OSI = Online Service Index (DESA)
TII = Telecommunication Infrastructure Index (ITU)
HCl = Human Capital Index (UNESCO-UNDP)

http://www.UNPAN.org/DPADM/
Online Service Index (OSI)

The Online Service Index is based upon a **four-stage model**, which builds upon the levels of development of a state’s online presence.

- **Emerging**
  - Offering basic information online ...

- **Enhanced**
  - Greater sources, e-tools, e-information, e-services

- **Transactional**
  - Two ways interactive applications, financial and non financial transactions ...

- **Connected**
  - WoG, full interoperability, G2G, G2C, C2G ...
E-Participation Index (EPI)

The E-participation questions, as part of the e-government questionnaire, extend the dimension of the Survey by emphasizing citizen’s participation in public decision making.

This questions focus on:
- E-information: use of the Internet to facilitate provision of information;
- E-consultation: interaction with stakeholders;
- E-decision making: engagement in decision making processes.
An average composite of the following indicators

- estimated internet users per 100 inhabitants
- number of main fixed telephone lines per 100 inhabitants
- number of mobile subscribers per 100 inhabitants
- number of fixed broadband facilities per 100 inhabitants
- number of wireless broadband subscriptions per 100 inhabitants

The International Telecommunication Union is the primary source of data in each case.
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)
The International Telecommunication Union is the primary source of data in each case.
Human Capital Index (HCl)

An average composite of four indicators

- Adult literacy
- Mean years of schooling
- Gross enrolment ratio (Primary, Secondary, Tertiary)
- Estimated years of schooling

UNESCO is the primary source of data in each case.
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.

http://www.UNPAN.org/DPADM/
### Highlights of 2014 E-government Rankings (EGDI)

<table>
<thead>
<tr>
<th>2014 Rank</th>
<th>Country</th>
<th>Region</th>
<th>2014 EGDI</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Republic of Korea</td>
<td>Asia</td>
<td>0.9462</td>
</tr>
<tr>
<td>2</td>
<td>Australia</td>
<td>Oceania</td>
<td>0.9103</td>
</tr>
<tr>
<td>3</td>
<td>Singapore</td>
<td>Asia</td>
<td>0.9076</td>
</tr>
<tr>
<td>4</td>
<td>France</td>
<td>Europe</td>
<td>0.8938</td>
</tr>
<tr>
<td>5</td>
<td>Netherlands</td>
<td>Europe</td>
<td>0.8897</td>
</tr>
<tr>
<td>6</td>
<td>Japan</td>
<td>Asia</td>
<td>0.8874</td>
</tr>
<tr>
<td>7</td>
<td>United States of America</td>
<td>Americas</td>
<td>0.8748</td>
</tr>
<tr>
<td>8</td>
<td>United Kingdom</td>
<td>Europe</td>
<td>0.8695</td>
</tr>
<tr>
<td>9</td>
<td>New Zealand</td>
<td>Oceania</td>
<td>0.8644</td>
</tr>
<tr>
<td>10</td>
<td>Finland</td>
<td>Europe</td>
<td>0.8449</td>
</tr>
<tr>
<td>11</td>
<td>Canada</td>
<td>Americas</td>
<td>0.8418</td>
</tr>
<tr>
<td>12</td>
<td>Spain</td>
<td>Europe</td>
<td>0.8410</td>
</tr>
<tr>
<td>13</td>
<td>Norway</td>
<td>Europe</td>
<td>0.8357</td>
</tr>
<tr>
<td>14</td>
<td>Sweden</td>
<td>Europe</td>
<td>0.8225</td>
</tr>
<tr>
<td>15</td>
<td>Estonia</td>
<td>Europe</td>
<td>0.8180</td>
</tr>
<tr>
<td>16</td>
<td>Denmark</td>
<td>Europe</td>
<td>0.8162</td>
</tr>
<tr>
<td>17</td>
<td>Israel</td>
<td>Asia</td>
<td>0.8162</td>
</tr>
<tr>
<td>18</td>
<td>Bahrain</td>
<td>Asia</td>
<td>0.8089</td>
</tr>
<tr>
<td>19</td>
<td>Iceland</td>
<td>Europe</td>
<td>0.7970</td>
</tr>
<tr>
<td>20</td>
<td>Austria</td>
<td>Europe</td>
<td>0.7912</td>
</tr>
<tr>
<td>21</td>
<td>Germany</td>
<td>Europe</td>
<td>0.7864</td>
</tr>
<tr>
<td>22</td>
<td>Ireland</td>
<td>Europe</td>
<td>0.7810</td>
</tr>
<tr>
<td>23</td>
<td>Italy</td>
<td>Europe</td>
<td>0.7593</td>
</tr>
<tr>
<td>24</td>
<td>Luxembourg</td>
<td>Europe</td>
<td>0.7591</td>
</tr>
<tr>
<td>25</td>
<td>Belgium</td>
<td>Europe</td>
<td>0.7564</td>
</tr>
<tr>
<td></td>
<td>World Average</td>
<td></td>
<td>0.4712</td>
</tr>
</tbody>
</table>

1) **World e-Government Leaders in 2014**

- The Republic of Korea has retained the top spot in 2014 with its continued leadership and focus in e-government innovation. Australia (2) and Singapore (3) have both increased considerably over their 2012 performance.

- Europe is the region leading the ranking with 16 countries in the top 25. USA and Canada lead Americas
Highlights of 2014 E-government Rankings (EGDI)

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

- There remains a wide disparity among regions in their states of e-government development.
- Africa faces the greatest challenge, the less steep slope shows the slowest progression and underlines its lagging position.
## SNAPSHOT – Asia

### Top 15 Leaders

<table>
<thead>
<tr>
<th>2014 Rank</th>
<th>Sub-regional Position</th>
<th>Country</th>
<th>2014 EGDI</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Republic of Korea</td>
<td>0.9462</td>
</tr>
<tr>
<td>1</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>2</td>
<td>Singapore</td>
<td>0.9076</td>
</tr>
<tr>
<td>6</td>
<td>3</td>
<td>Japan</td>
<td>0.8874</td>
</tr>
<tr>
<td>17</td>
<td>4</td>
<td>Israel</td>
<td>0.8162</td>
</tr>
<tr>
<td>18</td>
<td>5</td>
<td>Bahrain</td>
<td>0.8089</td>
</tr>
<tr>
<td>28</td>
<td>6</td>
<td>Kazakhstan</td>
<td>0.7283</td>
</tr>
<tr>
<td>32</td>
<td>7</td>
<td>United Arab Emirates</td>
<td>0.7136</td>
</tr>
<tr>
<td>36</td>
<td>8</td>
<td>Saudi Arabia</td>
<td>0.6900</td>
</tr>
<tr>
<td>44</td>
<td>9</td>
<td>Qatar</td>
<td>0.6362</td>
</tr>
<tr>
<td>48</td>
<td>10</td>
<td>Oman</td>
<td>0.6273</td>
</tr>
<tr>
<td>49</td>
<td>11</td>
<td>Kuwait</td>
<td>0.6268</td>
</tr>
<tr>
<td>52</td>
<td>12</td>
<td>Malaysia</td>
<td>0.6115</td>
</tr>
<tr>
<td>56</td>
<td>13</td>
<td>Georgia</td>
<td>0.6047</td>
</tr>
<tr>
<td>58</td>
<td>14</td>
<td>Cyprus</td>
<td>0.5958</td>
</tr>
<tr>
<td>61</td>
<td>15</td>
<td>Armenia</td>
<td>0.5897</td>
</tr>
<tr>
<td></td>
<td></td>
<td>World Average</td>
<td>0.4712</td>
</tr>
</tbody>
</table>

### Last 15 Member States

<table>
<thead>
<tr>
<th>2014 Rank</th>
<th>Sub-regional Position</th>
<th>Country</th>
<th>2014 EGDI</th>
</tr>
</thead>
<tbody>
<tr>
<td>175</td>
<td>33</td>
<td>Myanmar</td>
<td>0.1869</td>
</tr>
<tr>
<td>173</td>
<td>34</td>
<td>Afghanistan</td>
<td>0.1900</td>
</tr>
<tr>
<td>165</td>
<td>35</td>
<td>Nepal</td>
<td>0.2344</td>
</tr>
<tr>
<td>161</td>
<td>36</td>
<td>Timor-Leste</td>
<td>0.2528</td>
</tr>
<tr>
<td>158</td>
<td>37</td>
<td>Pakistan</td>
<td>0.2580</td>
</tr>
<tr>
<td>152</td>
<td>38</td>
<td>Lao People's Democratic Republic</td>
<td>0.2659</td>
</tr>
<tr>
<td>150</td>
<td>39</td>
<td>Yemen</td>
<td>0.2720</td>
</tr>
<tr>
<td>149</td>
<td>40</td>
<td>Democratic People's Republic of Korea</td>
<td>0.2753</td>
</tr>
<tr>
<td>148</td>
<td>41</td>
<td>Bangladesh</td>
<td>0.2757</td>
</tr>
<tr>
<td>143</td>
<td>42</td>
<td>Bhutan</td>
<td>0.2829</td>
</tr>
<tr>
<td>139</td>
<td>43</td>
<td>Cambodia</td>
<td>0.2999</td>
</tr>
<tr>
<td>135</td>
<td>44</td>
<td>Syrian Arab Republic</td>
<td>0.3134</td>
</tr>
<tr>
<td>134</td>
<td>45</td>
<td>Iraq</td>
<td>0.3141</td>
</tr>
<tr>
<td>129</td>
<td>46</td>
<td>Tajikistan</td>
<td>0.3395</td>
</tr>
<tr>
<td>128</td>
<td>47</td>
<td>Turkmenistan</td>
<td>0.3511</td>
</tr>
<tr>
<td></td>
<td></td>
<td>World Average</td>
<td>0.4712</td>
</tr>
</tbody>
</table>

### Regional Ranking 2014

- Republic of Korea is leading the world ranking at number one in the 2014 UN e-Government Survey, followed by Singapore in the 3rd position in the world.

- 6 out of the top 10 countries in the Asian region itself are in Western Asia where most of improvements have been witnessed; 2 of the top 10 countries are in Eastern Asia, 1 in South-Eastern Asia, and 1 in Central Asia.
SNAPSHOT – Asia

2) Trend lines of Sub-Regional e-Gov Development, 2005 - 2014

The EGDI is particularly low in Southern Asia with a negative slope indicating an opposite growth in e-government with respect of the rest of the world.
E-Government Development in Asia and the Pacific

1. Varying levels of online presence and development

2. Eastern Asian countries: generally performing better than world average for various reasons such as excellence in e-government leadership, inclusive e-participation policies, broad-ranging e-services and extensive open government data portals, e.g. Republic of Korea and Japan

3. Western Asian/Gulf Cooperation Council countries: notable improvements in 6 countries --- Israel, Bahrain, UAE, Saudi Arabia, Qatar and Oman. And, GCC countries --- extensive and in-depth cooperation and coordination in terms of e-government and online service delivery, i.e. GCC e-government committee and GCC e-Government Conference

4. Southern Asian countries: making efforts to develop e-government, heralded by Sri Lanka and Maldives. Governments committed to develop e-government and designing e-government master plan, e.g. Afghanistan, Nepal and Pakistan

5. South-Eastern Asian: uneven development, with Singapore leading and other countries starting to embrace e-government in its development agenda, e.g. Brunei, Indonesia, Timor-Leste, Philippines, Viet Nam

6. Central Asia: insufficient development of ICT infrastructure, online presence and e-services, with the exception of Kazakhstan.

http://www.unpan.org/dpadm
Oceania and Pacific Islands

- Australia and New Zealand leading the region with the rest of the islands at the bottom of the global ranking, except Fiji

- Australian e-government portal --- an extensive A to Z list of e-services and forms.e-government investments.

- Australian unifying its services for a holistic approach --- MyGov website.

- New Zealand one-stop-shop portal offering connected services, moving ahead with an “all-of-government” approach that includes cloud computing, sometimes labelled the g-cloud (for government cloud).
Asian Case Studies

- **Sri Lanka**: One for All --- e-government to serve all segments of the population and offering services to everyone (mobile penetration rates exceeding 100%)

- **UAE**: adopting Smart Technology

- **Oman**: Open government data for all citizens
Good practice of e-participation in Korea

- Increasing the opportunity of participating in the policy proposal and decision-making process.
- Communication and collaboration are possible (e.g., information sharing between the government and people, complaint reporting, proposal) using the web and SNS.
- (e.g.,) Operating the citizen's e-Government monitoring or reporter group

Citizen’s participation portal (e-People.go.kr)

Launching ceremony of Second Atti 2.0 Reporter Group

Reporter groups’ nurturing benefit application to the Ministry of Health and Welfare
**Case of expanding usage in Korea**

- Improve users' convenience
- Gradual expansion of the online civil service information, application, and issuance.
- Utilization of various media to access and use expanded civil services (providing the multi-channel service)

### (Example) Minwon 24 (online Civil Service)

<table>
<thead>
<tr>
<th>Civil Service Center</th>
<th>Web site</th>
</tr>
</thead>
</table>

### Number of Services by Service Type (2013)

- Information provision: 5,012
- Application of civil services: 3,020
- Online Issuances: 1,200

### Service use

<table>
<thead>
<tr>
<th>Year</th>
<th># of application (thousands)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2007</td>
<td>30,124</td>
</tr>
<tr>
<td>2008</td>
<td>53,503</td>
</tr>
<tr>
<td>2009</td>
<td>63,131</td>
</tr>
<tr>
<td>2010</td>
<td>62,347</td>
</tr>
<tr>
<td>2011</td>
<td>68,261</td>
</tr>
<tr>
<td>2012</td>
<td>68,736</td>
</tr>
</tbody>
</table>

※ Resident registration, online business registration, tax payment and its certificates, factory registration, services for foreigners etc.
Conclusion

Building national and local capacity in a holistic and integrated manner is central to addressing the multi-facted, highly complex and interdependent challenges our societies face today.

To improve e-government, the survey suggests countries establish a clear national vision, supported by committed leadership, appropriate policies and collaborative governance frameworks, and greater investment in telecommunication infrastructure, human capital and provision of online services.
Work together with UNPOG

Thank You

www.unpog.org

Keping Yao

yaok@un.org