

United Nations E-Government Survey: Local Online Service Index (LOSI)

Deniz Susar, Digital Government Branch, UN DESA

ITU Webinars

Digital transformation for cities and communities

Episode 16: Procurement for Smart and Sustainable Cities: Innovative mechanisms for Digital Transformation

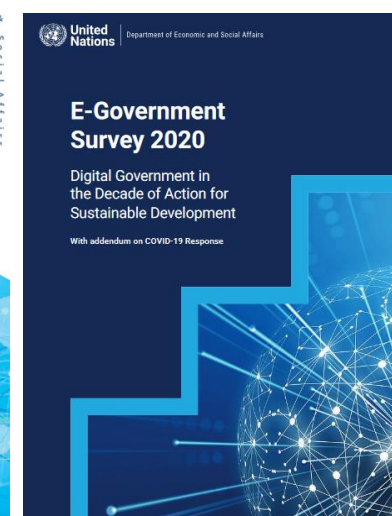
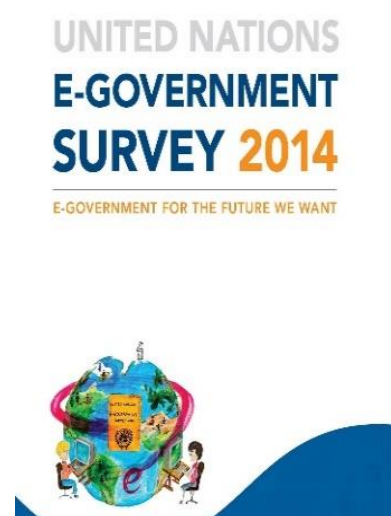
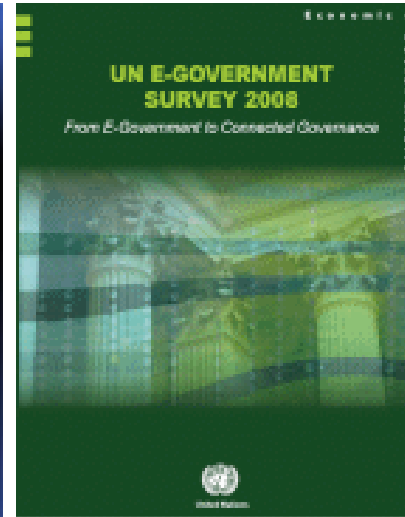
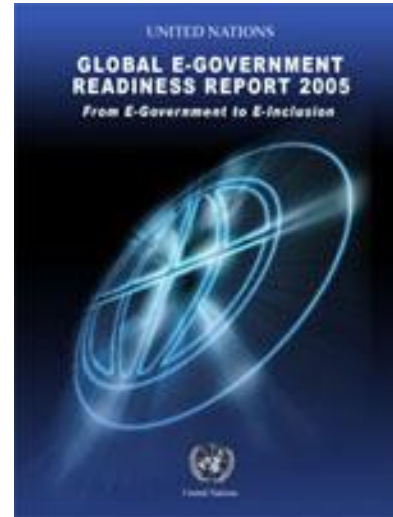
09 September 2022
15:00 - 16:30 CEST

<https://itu.int/go/dt4cc>



Motivation ?

E-government assessment





**Municipalities
are closer to
people**

The instrument

What: Municipality Portal

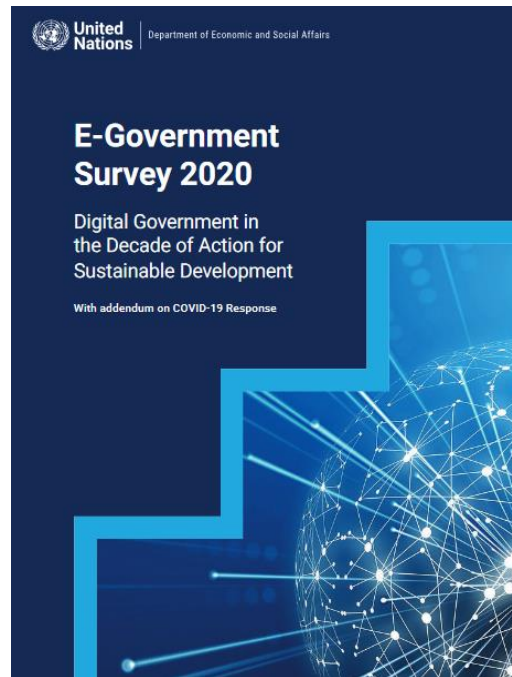
How: 88 indicators allocated in 5 criteria (groups of indicators)

Technical	Content	Services	Participation	Institutional Framework
<ul style="list-style-type: none"> • Compatibility with different web browsers • Search feature availability • ... 	<ul style="list-style-type: none"> • Information about municipality (history, demographics, geographical region, tourism etc.) • Information on environmental matters 	<ul style="list-style-type: none"> • Birth certificate online • Building permit online • ... 	<ul style="list-style-type: none"> • Social networking features • e-voting service to support decision-making • ... 	<ul style="list-style-type: none"> • Availability of municipal e-Government strategy online • Availability of organizational structure or chart • ...

Who: 2 independent volunteer assessors(in portal’s language) for each portal

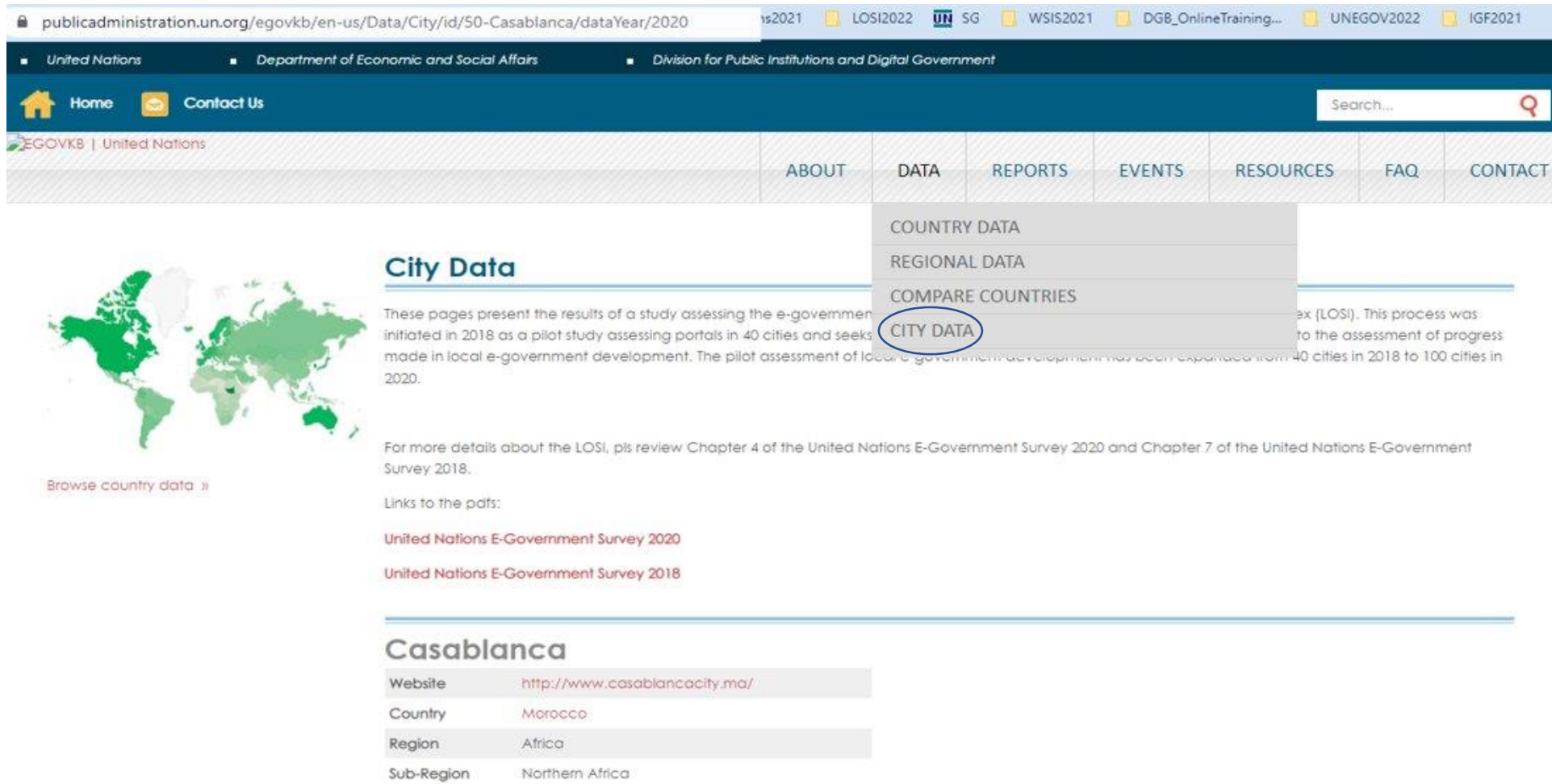
When: Every 2 years

The application



Findings

1. Visit <https://publicadministration.un.org/egovkb>
2. Select city data



The screenshot shows the website interface for the United Nations EGOVKB. The breadcrumb trail indicates the path: United Nations > Department of Economic and Social Affairs > Division for Public Institutions and Digital Government. The main navigation menu includes 'ABOUT', 'DATA', 'REPORTS', 'EVENTS', 'RESOURCES', 'FAQ', and 'CONTACT'. A dropdown menu is open under 'DATA', with 'CITY DATA' circled in blue. Below the navigation, there is a world map with a 'Browse country data >>' link. The 'City Data' section contains introductory text about the Local e-Government Survey (LOGS) and links to the 2020 and 2018 surveys. The 'Casablanca' entry is displayed with the following details:

Website	http://www.casablanca.ma/
Country	Morocco
Region	Africa
Sub-Region	Northern Africa



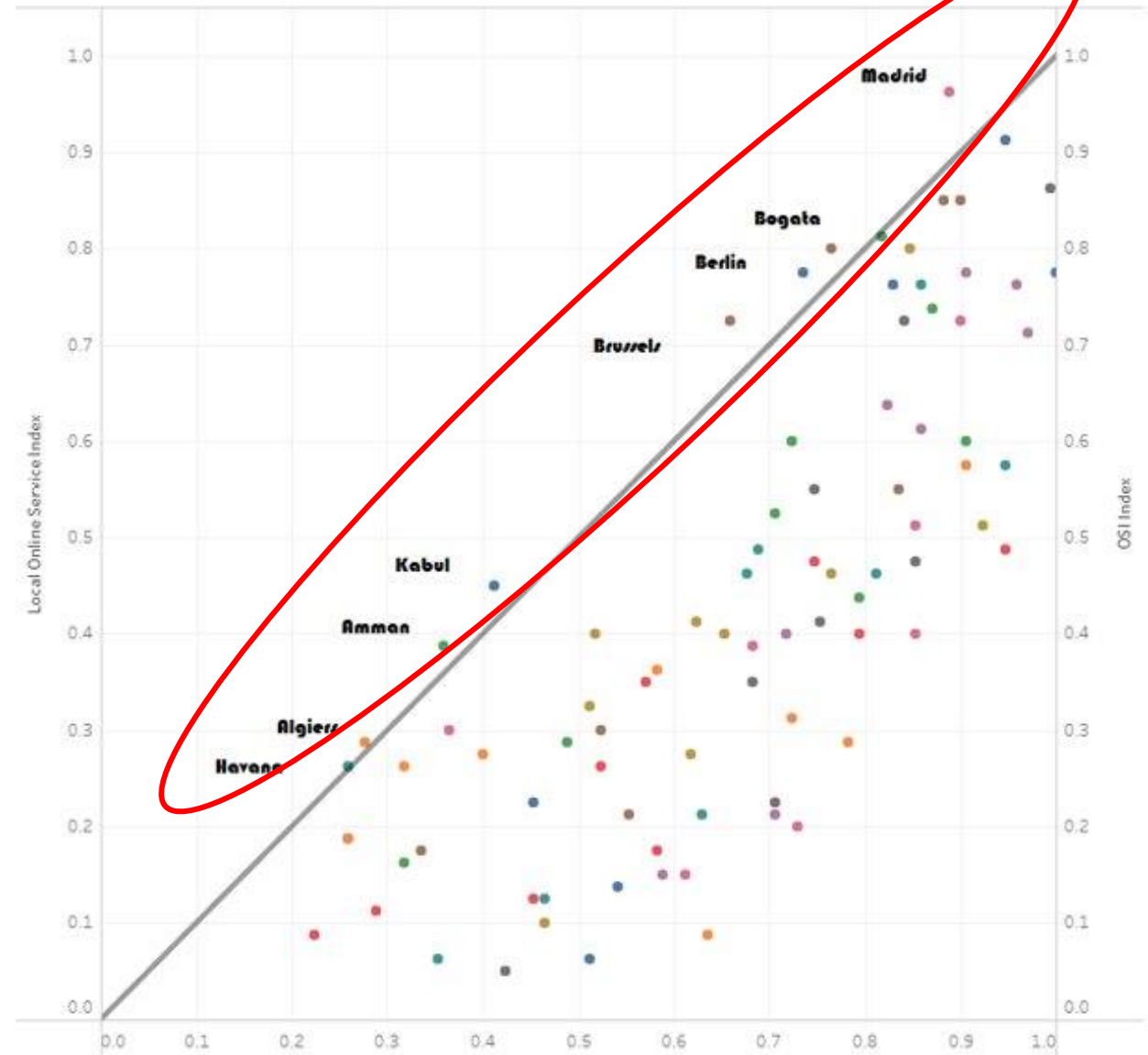
2020 edition top performers

CITY	LOSI Score	LOSI	LOSI Rank	LOSI Level	Country	Region
Madrid	77	0.9625	1	Very High LOSI	Spain	Europe
New York	73	0.9125	2	Very High LOSI	United States of America	Americas
Tallinn	69	0.8625	3	Very High LOSI	Estonia	Europe
Paris	68	0.85	4	Very High LOSI	France	Europe
Stockholm	68	0.85	4	Very High LOSI	Sweden	Europe
Moscow	65	0.8125	6	Very High LOSI	Russian Federation	Europe
Bogota	64	0.8	7	Very High LOSI	Colombia	Americas
Buenos Aires	64	0.8	7	Very High LOSI	Argentina	Americas
Berlin	62	0.775	9	Very High LOSI	Germany	Europe
Seoul	62	0.775	9	Very High LOSI	Republic of Korea	Asia
Shanghai	62	0.775	9	Very High LOSI	China	Asia
Istanbul	61	0.7625	12	Very High LOSI	Turkey	Asia



- **LOSI (2020) average = 0.43**
- **Cities of low income level countries rank low in LOSI**
- **Content provision criterion is the highest addressed**
- **Service provision criterion scores the lowest**
- **Majority does not meet technology standards and guidelines**
- **Nearly all city portals are accessible through mobile devices**
- **Majority of city portals use social media networks to connect with the general public.**
- **Few portals offer online participation mechanisms and tools**

Local Digital Government VS Nation Digital Government



The future



Structure

- Network of entities that support LOSI at the national level
- An entity (e.g. research institution, university) becomes the national representative in applying LOSI in the national context
- Under the supervision and guidance of UNDESA and UNU-EGOV
- Current LOSI Network: Brazil, Jordan, Palestine

Objectives

- Instrument improvement
- Enhance the **local e-Government assessment research**
- Support government officials and researchers in conducting e-Government assessment at the local level
- Collect and make available a significant amount of open **e-Government assessment data**.

Visibility

- Results will be published in national reports
- Establish and expand the **e-Government assessment network**



credits: <http://clipart-library.com/>



United Nations

Department of
Economic and
Social Affairs

United Nations E-Government Survey

Local Online Service Index (LOSI) Webinar Series

Episode 1 – Jordan

Use of Information and Communication Technologies (ICTs) by Cities

7 September 2022, Wednesday; 10.00 - 11.00 EDT

Zoom registration link: bit.ly/LOSI_EPISODE1





**United Nations
E-Government Survey 2022**

**will be launched on 28 Sep
2022
during the UN SG Noon
Briefing**

Follow at UN Web TV





شكرا

谢谢

Thank You

Merci

Спасибо

Gracias

To get in touch please email susar@un.org