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UNIVERSITY

**UNU-EGOV**

Operating Unit on Policy-Driven  
Electronic Governance

# Evaluating EGOV: potential and impact

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Action Line C7. E-government: Eradicating Poverty and  
Promoting Prosperity through Digital Government

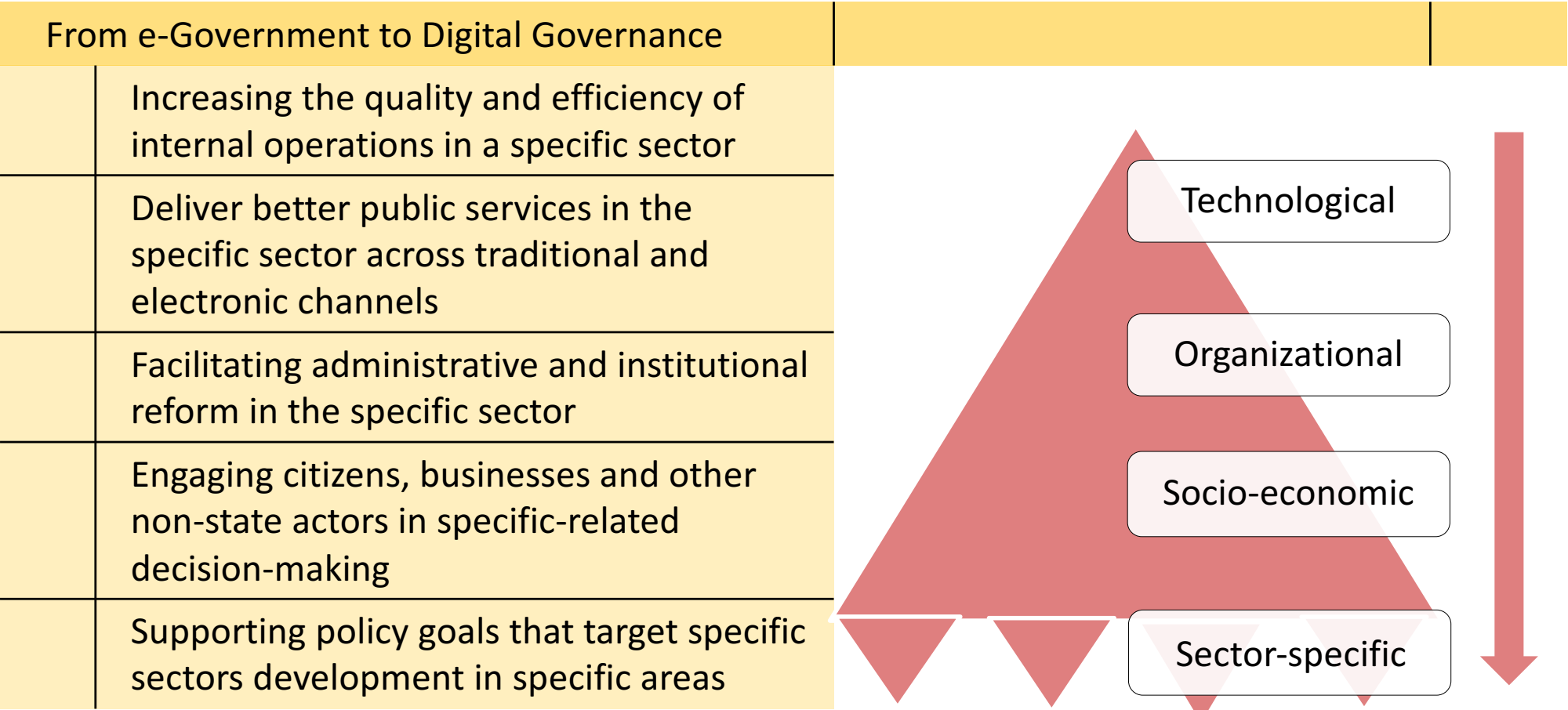
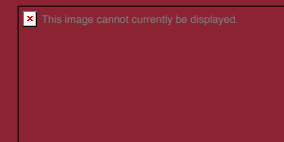
WSIS – 15 June 2017

# PLAN

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- |   |                                    |   |
|---|------------------------------------|---|
| 1 | <b>Context</b>                     | From e-Government to <b>Digital Governance</b>  |
| 2 | <b>Two challenges to EGOV</b>      | From software to <b>everyware</b><br>Commitment to <b>inclusiveness</b>   |
| 3 | <b>Measuring instruments</b>       | What to <b>measure</b>  |
| 4 | <b>Re-thinking EGOV evaluation</b> | From benchmarking to <b>benchlearning</b><br>Impact on <b>sustainable development</b><br>Back to basics: <b>Data</b><br><b>Partnerships</b> for EGOV evaluation |

# CONTEXT



# CHALLENGES

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## A. The rise of **everyware**

- ... removes from the State **the information “monopoly”**
- ... and **changes the nature of the relationships with the State**: from a **hierarchical** structure to a **network**

**Governments as public-service centers** that are evaluated on their abilities to deliver through the most **efficient and individualized** channels.

## B. Commitment to **inclusiveness**


- ... challenges to the way governance is conceptualized.
- EGOV as an instrument for sustainable development  
**Example:** e-platforms for land registration and management

## Measuring: achievements, weaknesses, challenges

### Evaluation Dimensions

- Transformational effects
- Infrastructure investments
- Political and sociological effects
- Economic and sustainability impacts

# RE-THINKING EGOV EVALUATION

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- **From benchmarking to benchlearning: focus on impact**  
(uniformity is not inclusive)
- **Impact on sustainable development**  
(example: e-procurement platforms)
- **Back to basics: Data!**  
(diversification of sources; big data; data from the demand-side)
- **Partnerships for EGOV evaluation:** a multi-stakeholder exercise  
(research institutions; private sector; citizens)

# THANK YOU



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