



UN Public Administration Programme

Division for Public Administration and Development Management (DPADM)
UN Department of Economic and Social Affairs (UNDESA)



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





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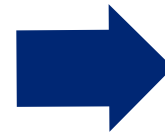


Establishment

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**



Vision and Mission

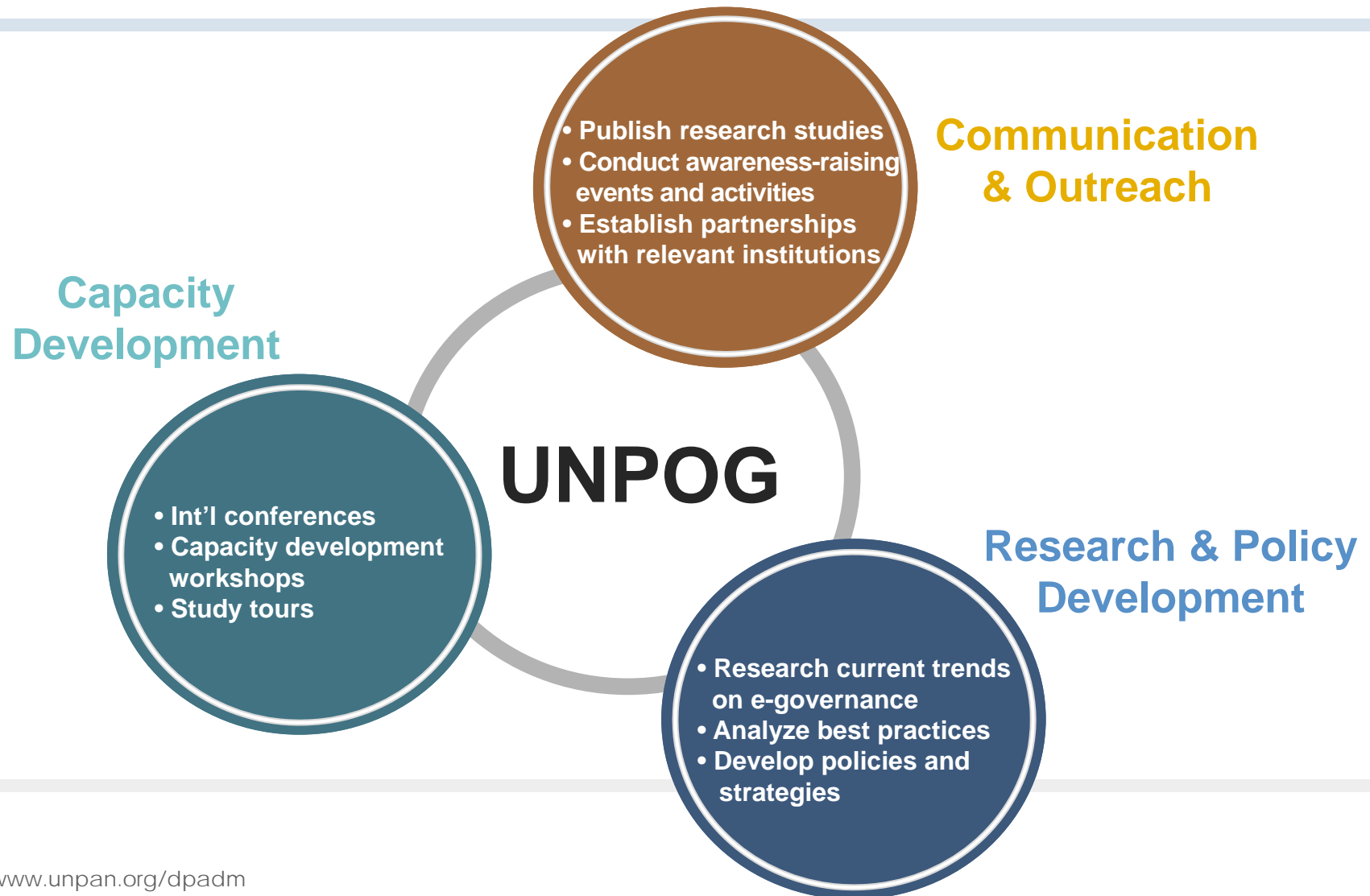
A faint, light gray world map is centered in the background of the slide, serving as a backdrop for the main text.

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



Three Pillars of Activities





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 2nd Committee as a Special Side Event)

E-Government for Promoting Gender Equality and Women Empowerment (ongoing, in cooperation with UNESCAP)

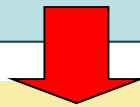


Overview of UNDESA's Work on E-GOVERNMENT

Division for Public Administration and Development Management

EGB/DPADM's Vision and Mission

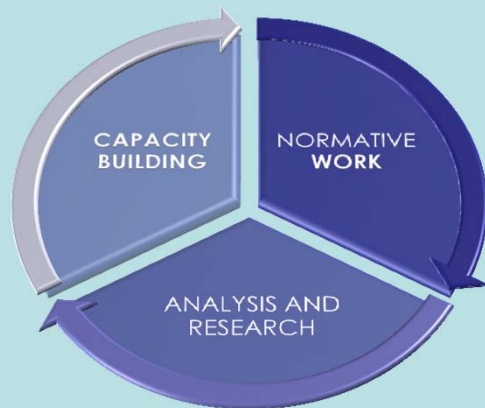
Provide support to Member States to build capacity in the area of innovation, e/m-governance and transformation of government to foster sustainable development.



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**



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.

<http://unpan3.un.org/egovkb/en-us/Data-Center>



UNDESA's E-Government Development Database

United Nations | Department of Economic and Social Affairs | Division for Public Administration and Development Management

Home | Contact Us | Register | Login | Search...

UNPACS United Nations Public Administration Country Studies

ABOUT | DATA | REPORTS | RESOURCES | CONTACT

- > Country Data
- > Regional Data
- > Compare Countries

View Country Data
Select a country to view its data profile.

Select Country

Data Center

Year: 2014 | Data: E-Government Development Index

Regions: Choose Regions | Country Groups: Choose Country Groups

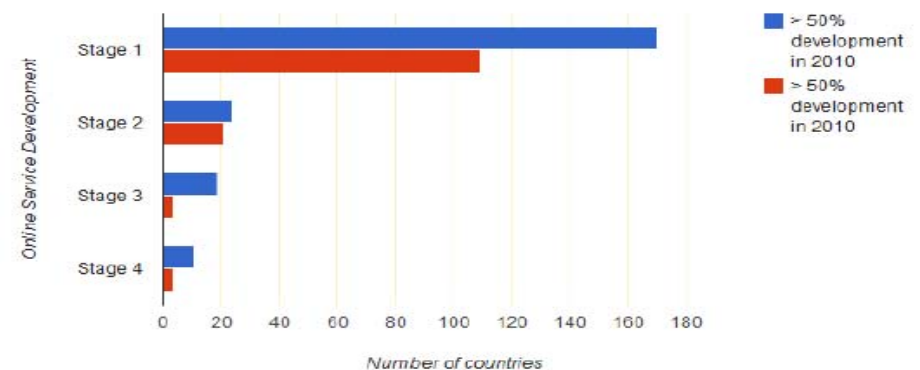
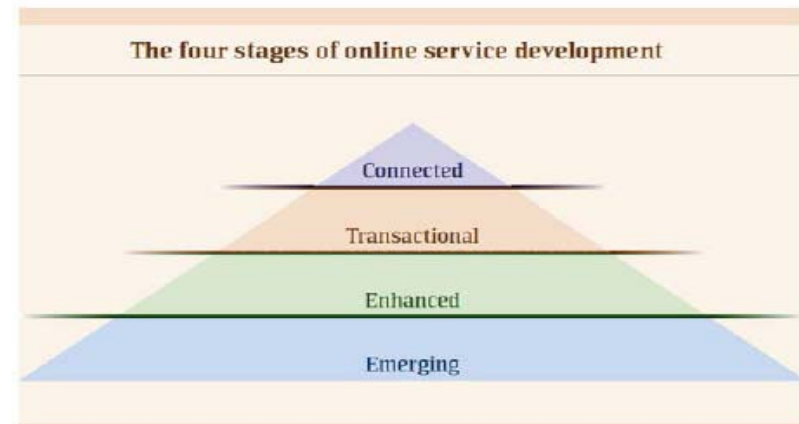
Countries: 193 selected | Update | Clear

Canada
2014 E-Government Development Index
Rank: 11
Value: 0.8418



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**





UN E-Government Survey

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





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.**



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)

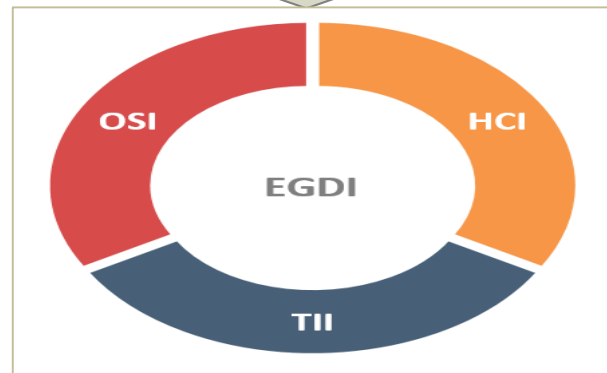


- The EGDI rates the e-government performance of countries **relative** to one another, it is NOT an absolute measurement.



E-GOVERNMENT DEVELOPMENT INDEX (EGDI)

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



$$\text{EGDI} = \left(\frac{1}{3} \text{OSI} + \frac{1}{3} \text{TII} + \frac{1}{3} \text{HCI} \right)$$

OSI = Online Service Index (DESA)

TII = Telecommunication Infrastructure Index (ITU)

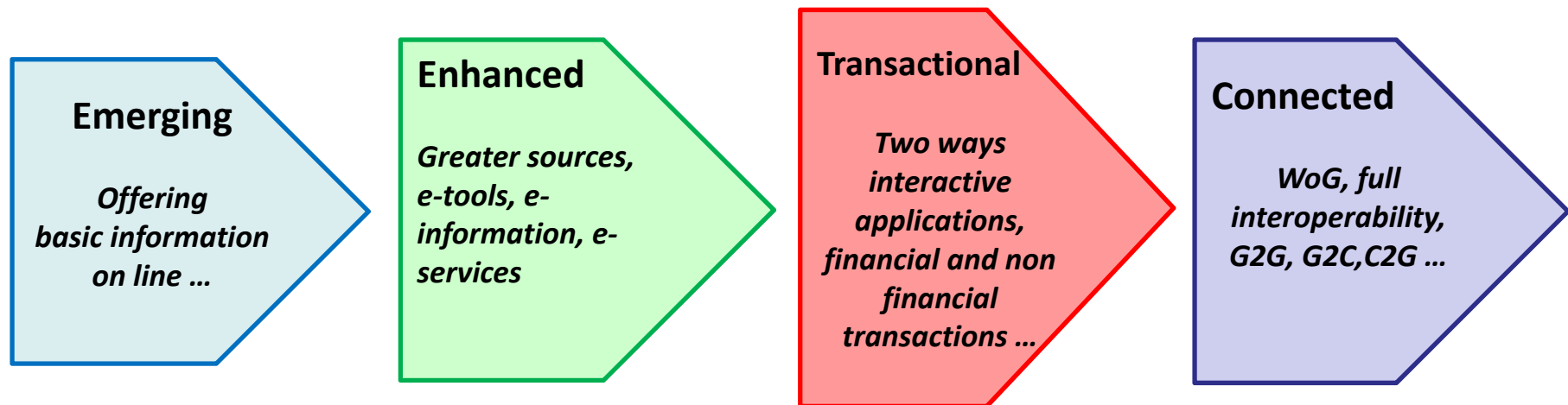
HCI = Human Capital Index (UNESCO-UNDP)



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.





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.



Telecommunication Infrastructure Index (TII)

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.



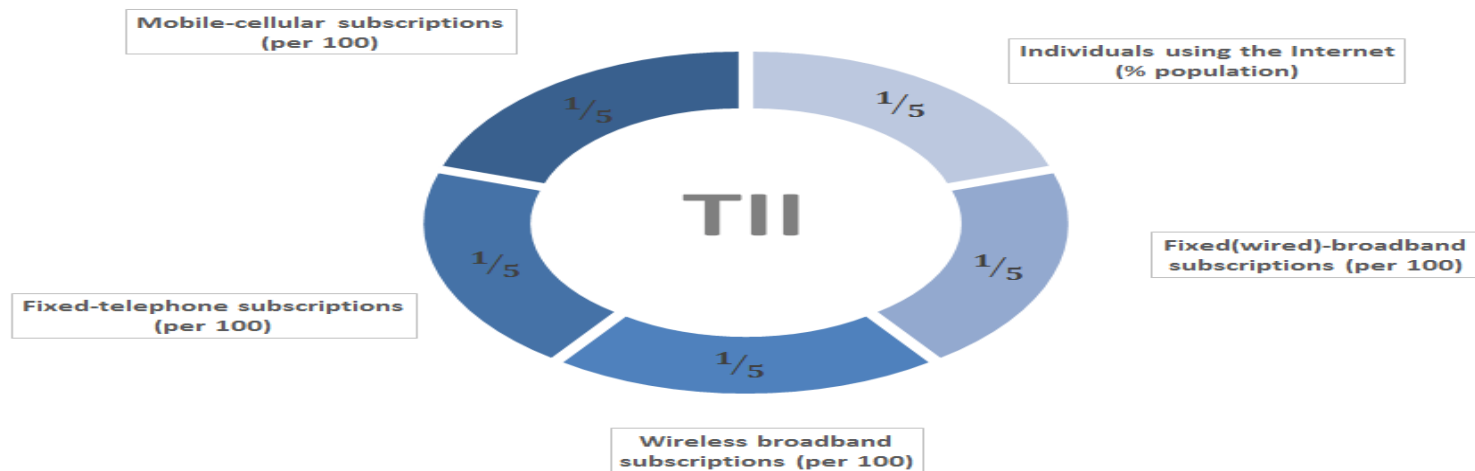
Telecommunication Infrastructure Index (TII)

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)**

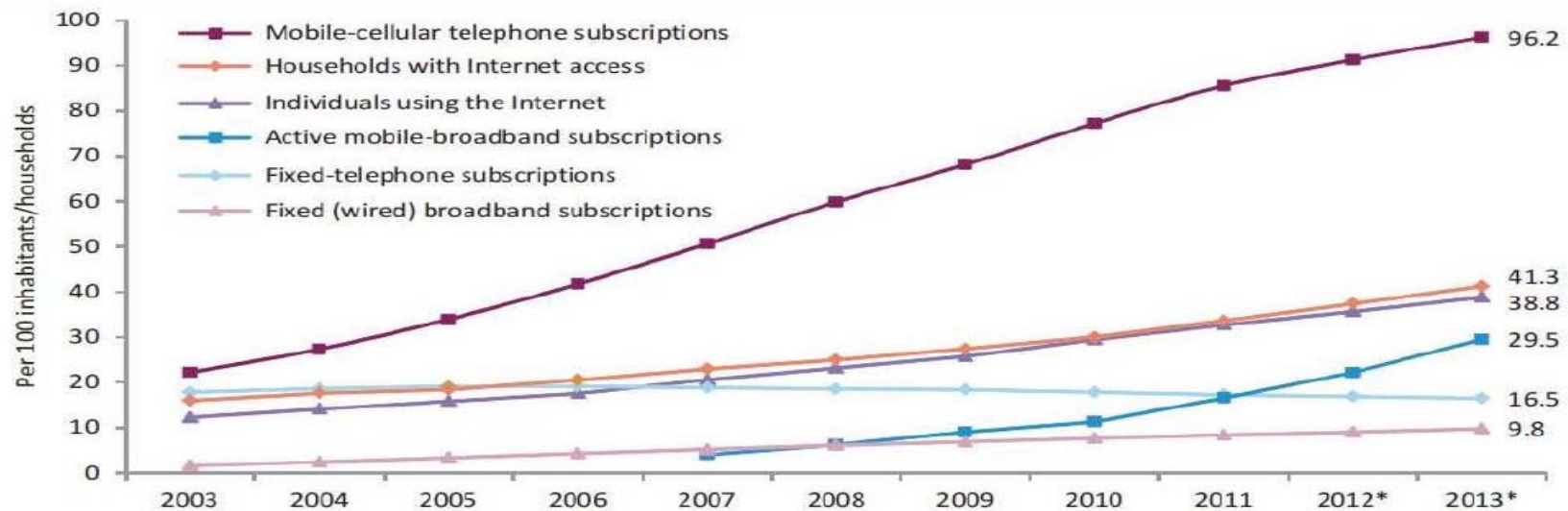




Telecommunication Infrastructure Index (TII)

ITU Measuring the Information Society 2013

Chart 1.1: Global ICT developments, 2003-2013*



Note: * Estimate.

Source: ITU World Telecommunication/ICT Indicators database.

The International Telecommunication Union is the primary source of data in each case.



Human Capital Index (HCI)

An average composite of four indicators



Adult literacy



Mean years of schooling



Gross enrolment ratio (Primary, Secondary, Tertiary)



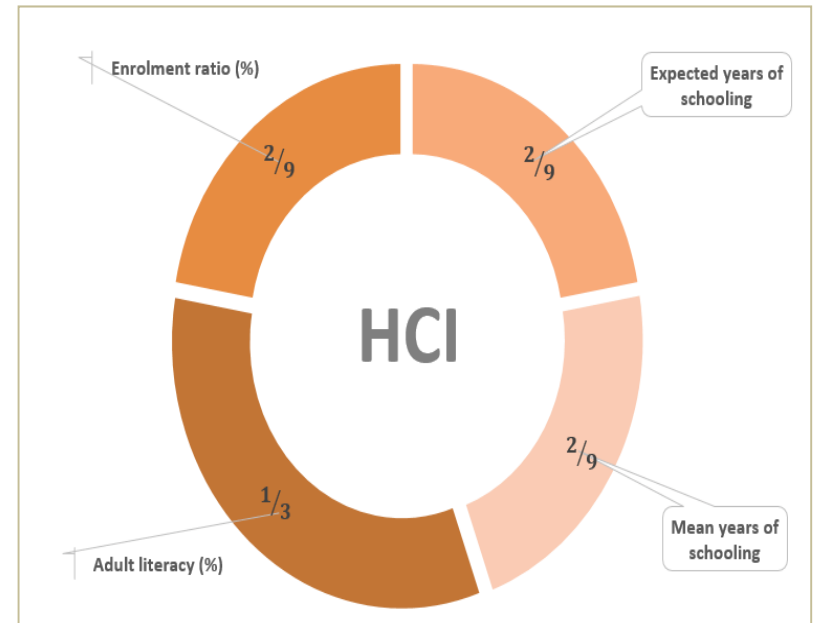
Estimated years of schooling

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)**

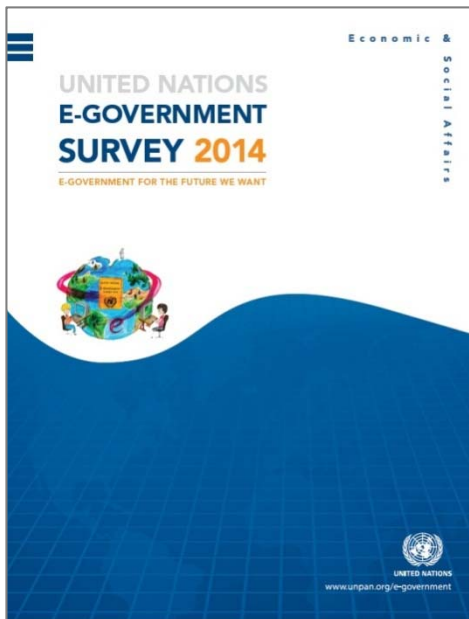


Expected years of schooling is the number of years of schooling that a child of school entrance age can expect to receive if prevailing patterns of age-specific enrolment rates persist throughout the child's life.

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



E-Government Development at a Glance



Global and Regional Trends



Highlights of 2014 E-government Rankings (EGDI)



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

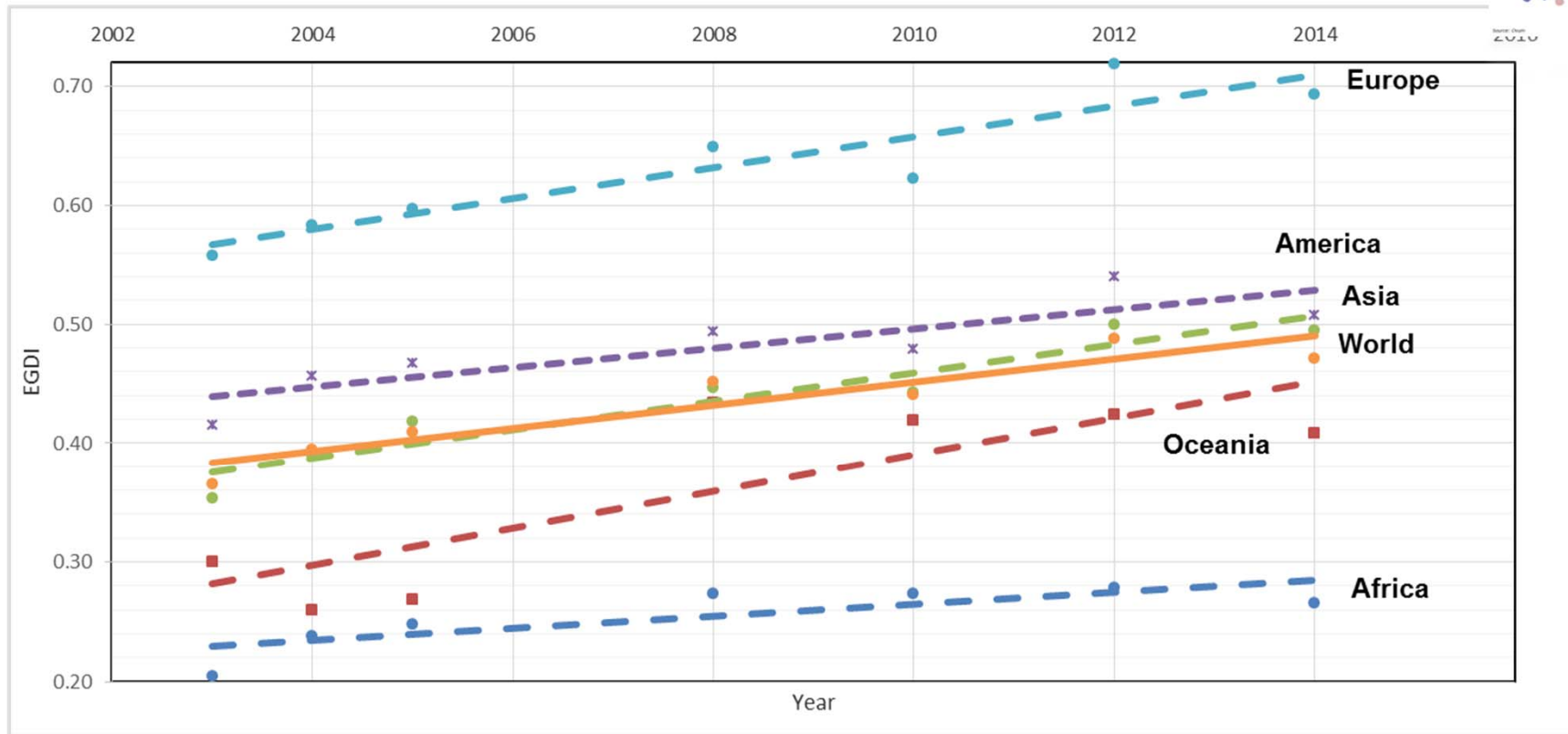
1) World e-Government Leaders in 2014

- 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

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

Last 15 Member States

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

Regional Ranking 2014

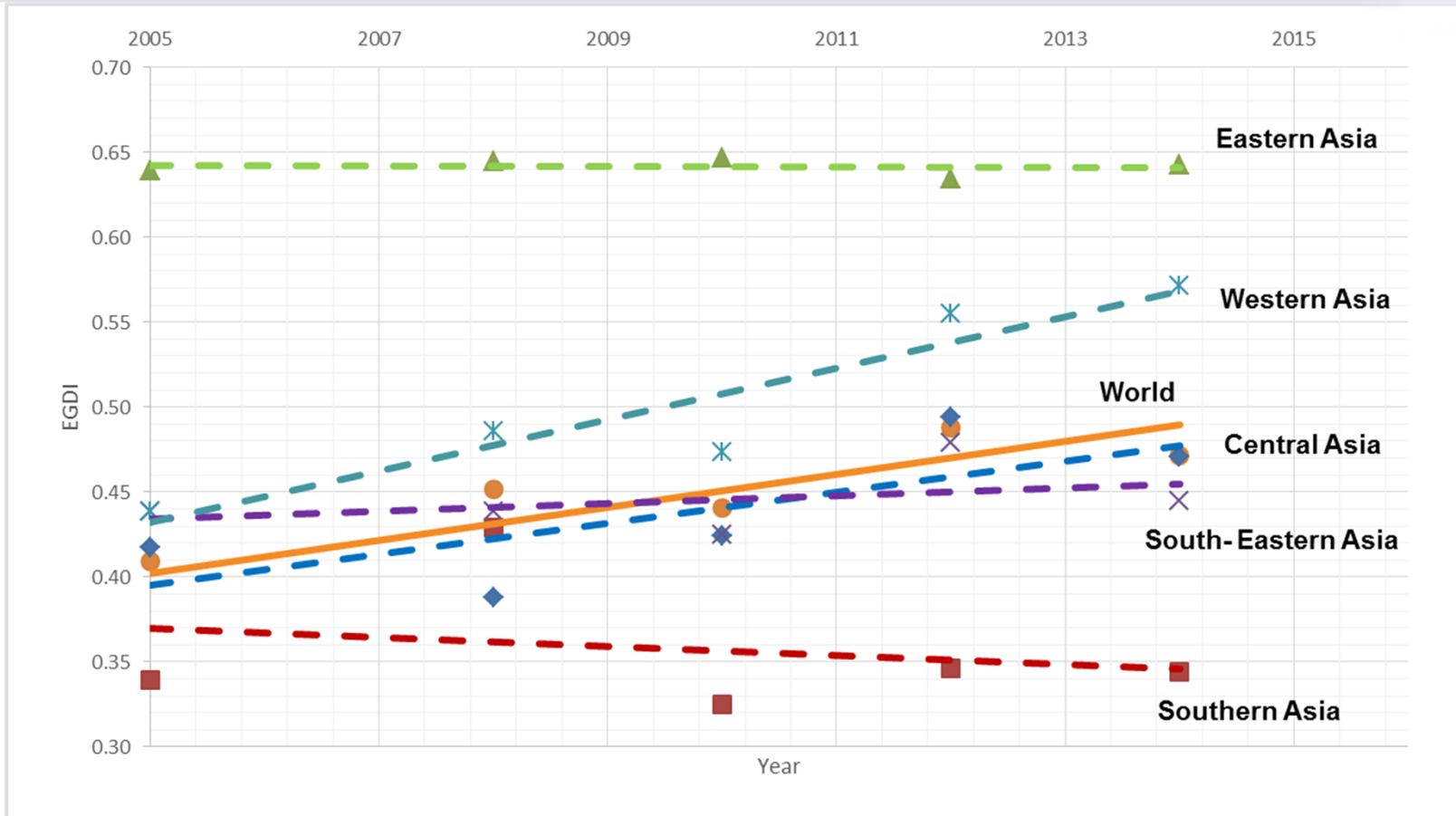
- Republic of Korea is leading the world ranking at number one in the 2014 UN e-Government Survey, followed by Singapore in the 3rd position in the world.
- 6 out of the top 10 countries in the Asian region itself are in Western Asia where most of improvements have been witnessed; 2 of the top 10 countries 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 EGD I 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.**



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)

e-People
www.epeople.go.kr

No voice left unheard
e-People is the single online service made for the concerns of the people.

HOME | SITEMAP | KOREAN

① Purpose
② What's New?
③ Keynote of Service
④ Multilingual Petition Service

• Online Application
• My Petition
• How to file petition

English
중국어
日本語
Türkçe
Filipino
Bahasa Indonesia
ภาษาไทย
ಕನ್ನಡ
हिन्दी
မြန်မာ
မြန်မာစာ
Core Services
Operational Outcomes
Location Map

Home > Keynote of Service

e-People: The People's Online Petition & Discussion Portal
"Visit www.epeople.go.kr: For innovation."

Visit www.epeople.go.kr, the online portal system that integrates petition, proposal, and policy discussion services operated by 303 governmental organizations including central administrative organizations, local autonomous bodies and public institutions.

Central Administrative Institutions
47 Institutions

Overseas Diplomatic Missions
144 Institutions

Education Offices
199 Institutions

Local Governments
244 Institutions

Major Public Institutions
35 Institutions

Judiciary
(Office of Court Administration)

People → Filing → e-People → Policy discussion → Reports → Integration and Connection → Filing → People

[Civil Petition Service]
Do you have some complaints about administrative organizations?
Do you wonder where to resolve your complaints?
Do you want to know how long you should wait?
You no longer need to wander from place to place to file petitions.

[Civil Proposal Service]
Do you have a good idea about an unreasonable custom or system?

Launching ceremony of Second Atti 2.0 Reporter Group



Reporter groups' nurturing benefit application to the Ministry of Health and Welfare

story Studio

ung Kim
book
[아띠2.0] 복지로, 보육료 신청은 어떻게 하나요?
2019/02/05 22:16 |

ung Kim
@ate.com

복지로, 보육료 신청은 어떻게 하나요?
[아띠2.0]

대한민국정부
korea.go.kr 정부

안녕하세요. 대한민국 정부포털 아띠2.0의 김근영입니다.
제가 벌써 삼촌이 되었는데, 아이를 보니 정말 귀엽다는 생각을 했습니다.

복지로, 보육료 신청은 어떻게 하나요?

my / Story (119)
SOP (8)
한남 홍보대사 (12)
홍남훈네 (4)
아띠 2.0 (30)
한국성장민선생 (1)



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)

status



Civil Service Center



Web site

Number of Services by Service Type (2013)

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

Service use # of application (thousands)

Service use	2007	2008	2009	2010	2011	2012
	30,124	53,503	63,131	62,347	68,261	68,736

※ 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

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