e-Government: Driver for e-Leadership (Regional Overview)

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Regional Advisor - ICTD
Plan

- e-Leadership and e-Government
- e-Government in the Arab region
- Conclusions and recommendations
e-Leadership: Concept

• Definition
  – “social influence process mediated by ICTs to produce a change in attitudes, feelings, thinking, and behavior”.

• e-Leadership goals similar to leadership

• Virtual leadership
  – Leading organizations other than physical
  – Management of distributed work teams using ICTs

• e-Leader
  – implements his goals using ICTs
  – could lead virtual teams, dispersed over space and time
  – may never meet his “employees” physically
e-Leadership: Benefits

• Better **knowledge management**
• Ease of **communication** with employers, customers, and suppliers
• Reduce **costs** for organizations
• Improve organization's **competitive advantage**
• Enable the establishment of **virtual teams** belonging to several organizations
e-Leadership: Open Questions

- How to convey enthusiasm thru ICT
- How to build trust among employees
- How to communicate effectively
e-Leadership: Drivers

- e-Gov programs become mature.
- Start integration of e-Gov into Governance framework
- Countries adopted ICT strategies
- Countries established an ICT agency reporting to high-level management
Our region?

17 Arab countries

Bahrain  Egypt  Iraq  Jordan  KSA  Kuwait  Lebanon
Oman  Palestine  Qatar  Syria  UAE  Yemen  Sudan
Libya  Morroco  Tunisia
Main Features of the region

- **Economies** of different scales
  - Rich/Moderate/Low

- **Population**
  - Small/Medium/Large

- **e-Government services ranking**
  - Hi performance: 28/190
  - Lo performance: 167/190

*Source: UN-DESA e-Government survey 2012*
### e-Gov in the Arab World

- **Policies and strategies**

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# e-Gov in the Arab World

## Portals

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Infrastructure Development (2001-2012)

- Mobile-cellular telephone subscriptions
- Individuals using the Internet
- Fixed-telephone subscriptions
- Active mobile-broadband subscriptions
- Fixed (wired)-broadband subscriptions

Source: ITU World Telecommunication /ICT Indicators database
Infrastructure: Smartphones

- Smartphones sales will outship feature phones in 2013
- Penetration: 40 - 60% in GCC and Levant (80% in 2016)
- Apps development.

**Source:** AAG Research Service, 2011-2012
Infrastructure: Mobile Services

- The most dynamic and competitive sector in the region
e-Gov in the Arab World

Infrastructure: Internet Services

**Individuals using the Internet, 2005-2011**

- **Developed**
- **ESCWA**
- **Developing**

Per 100 inhabitants
Internet services are increasing rapidly, with the popularity of 3G and WiMAX.

Growth rate between (2009-2010) 18% ↔ 13% globally.

Internet Penetration Rates - ESCWA 2010

- UAE
- Qatar
- Oman
- Bahrain
- Saudi Arabia
- Kuwait
- Jordan
- Palestine
- Lebanon
- Egypt
- Syria
- Yemen
- Iraq
- Sudan

Average % 27
Infrastructure: Broadband Services

- Growth rate between (2008-2010) 60% ↔ 25% globally.
e-Gov in the Arab World

Infrastructure: Broadband Services

- Region's penetration rate of 1.93% (world’s 7.6%)
- EMCS try to promote broadband Internet services through free access from public places
Infrastructure: Fixed Lines

- Least competitive when compared to mobile and Internet

**Fixed-telephone subscriptions, 2005-2011**

- **Developed**
- **Developing**
- **ESCWA**
High literacy rates were observed in most EMCs,
Low female adult literacy rates persist (45% in Yemen)
Brains drain: obstacle to local HR development process (Syria, Egypt and Lebanon)
Capacity Building

- R&D is still **not a priority** in the region
- Indicators in 2008: decline in Arab countries’ spending on R&D as a percentage of GDP (0.09% in Kuwait and 0.23% in Egypt vs. 3.46% in Finland)
Building Confidence and Security

- Insufficient initiatives to build confidence in the use e-services (and e-government)
- e-government usage is lower than availability
- Increase in cybercrimes in the region (such as in KSA)
- Only 6 EMCs – Egypt, Oman, Qatar, Saudi Arabia, Sudan and UAE - have established Computer Emergency Response Teams (CERTs)
- Cyber legislation is not well developed in the region especially in the areas related to citizen protection
# e-Gov in the Arab World

## Building Confidence and Security

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- **N**: Not in place
- **Y**: In place
- **Draft**: Drafted
Linguistic Diversity and Local Content

- Digital Arabic Content (DAC) represents 3%
- Mobile applications and social media improve the status of the DAC
- Arabic language had the highest growth rate (2000-2011)

![Top Ten Languages Used on the Internet (Penetration vs. Growth) - 2011](chart.png)
E-Government Development Index scores of selected ESCWA member countries

Source: DESA 2012
Online Government Service Implementation

Source: UN DESA- eGov Survey 2012
### NRI e-government Indicators

<table>
<thead>
<tr>
<th>Country / Ranking</th>
<th>Government prioritization of ICT</th>
<th>Importance of ICT in Government vision</th>
<th>ICT use and Government efficiency</th>
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**Source:** WEF, 2012.
## E-GDI and E-Participation Index

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*Source: DESA, 2012.*
New Trends in e-Government

- Open Data

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Conclusions

- e-Gov is a **driver** for e-Leadership
- e-Gov in the Arab world is available in different positions (**very high** and **low**)
- Cost of Fixed and Mobile **broadband**
- Content and **security** issues
- **Usage** is different from availability
- Incomplete **legal** framework in some EMCs
Recommendations

- Government commitment: political and financial support
- Mobilize resources for implementing e-government initiatives.
- Raise awareness on e-government (citizens)
- Make affordable the access of rural and marginalized areas.
- Provide citizen-centric, interactive e-services using Web 2.0 and social networking tools.
- Promote collaboration among ESCWA member countries for sharing experiences.
Thank you!