Plenary Session 1 - UN E-Government Survey 2016: Overview of The Preparatory Process

United Nations E-Government Survey

Vincenzo Aquaro
Chief of e-Government Branch
Division for Public Administration and Development Management
United Nations Department of Economic and Social Affairs
1. What is the 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.
1. What is the UN E-Government Survey? (continued)

- It is a UNDESA flagship publication issued every two years since 2003
- It is the only survey that assesses the e-government development status of all 193 UN Member States
- It is used as a benchmark tool to measure e-government development, build governments’ capacity, provide policy recommendations and share good practices around the world
2. Why is the Survey relevant to Member States?

- It guides policies and strategies for innovative public administration enabled by technologies.
- It serves as an incentive for governments to build their capacities and promote e-Government development within their countries.
- It shares knowledge and good practices from around the world aiding countries in all regions to enhance governance and public services through e-government.
- It demonstrates the global progress in e-government development and serves as a barometer of e-government trends through the record of findings over the past 10 years.
- It helps draw attention from the media to issues of e-Government development and institutions working with them.
3. What is the Mandate of the Survey?

- The Survey is mandated by the General Assembly through resolutions 58/231 and 59/55 on public administration and development.
- Relevant ECOSOC resolutions for United Nations E-Government Survey include:
  - E/RES/2005/3
  - E/RES/2006/47
  - E/RES/2007/38
  - E/RES/2008/32
  - E/RES/2009/18
  - E/RES/2011/2
  - E/RES/2011/22
  - E/RES/2012/28
  - E/RES/2013/2
4. Who are the users of the Survey?

- Governments
- Intergovernmental institutions
- International and regional organizations
- Academia, research centers and schools of public administration
- Private sector
- Civil society organizations
- Citizens

<table>
<thead>
<tr>
<th>Timeframe</th>
<th>Downloads</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total download in 2014</td>
<td>&gt; 1 Milion</td>
</tr>
<tr>
<td>2nd Quarter of 2014*</td>
<td>&gt; 650,000</td>
</tr>
<tr>
<td>3rd/4th Quarter of 2014**</td>
<td>&gt; 350,000</td>
</tr>
</tbody>
</table>

*Second most downloaded publication of DESA
**Most downloaded publication of DESA
2014 UN E-Government Survey

“E-Government For The Future We Want”
5. What are the 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
6. How is the Survey disseminated?

Global/Regional Launches

Survey also disseminated through:
- PSA
- Global Forums
- UNPACS-eGOVKB

<table>
<thead>
<tr>
<th>Translations</th>
<th>Partnering Organization</th>
</tr>
</thead>
<tbody>
<tr>
<td>Arabic</td>
<td>eGovernment Authority, Bahrain</td>
</tr>
<tr>
<td>Chinese</td>
<td>Center for e-Governance, China</td>
</tr>
<tr>
<td>English</td>
<td>DPADM /UNDESA</td>
</tr>
<tr>
<td>Russian **</td>
<td>Irkutsk Technical University</td>
</tr>
<tr>
<td>Spanish**</td>
<td>Government of Costa Rica</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>#UNegovsurvey Hashtag Views</th>
<th>3.8 million</th>
</tr>
</thead>
<tbody>
<tr>
<td>Timeline Deliveries</td>
<td>4.5 million</td>
</tr>
<tr>
<td>Tweets</td>
<td>523</td>
</tr>
<tr>
<td>Global Contributors</td>
<td>236</td>
</tr>
</tbody>
</table>

** in progress

During the 30-day period before and after the publication of the Survey
7. How is the Survey disseminated?

UNPACS-eGOVKB

An interactive e-Government Development Database to view, sort, and print information and datasets from the UN E-Government Survey

To visit this site go to: http://unpan3.un.org/egovkb
8. How is the Survey used as a capacity-building tool?

Developing *integrated e-government strategies, policies and guidelines* with an emphasis on:

- Whole of government approach
- Citizen engagement
- Online services
- Social media
- Open government/open data, smart government and m-government

Advisory Missions

Capacity Development

2013-2014 Period
9. What is some of the feedback on the Survey 2014?

From Member States

"President Mr. José Mujica emphasized the fact that e-Government is indeed irreversible, becoming a Key agent for State transformation [...] The Survey has been used by Uruguay as a tool for having access to global e-Government practices as well as concrete policy guidance based on factual indicators for sustainable improvement of the overall performance of the State."

Mr. José Mujica, President of Uruguay

"It is evident that countries from all over the world have capitalized on observing data and finding on the e-Government from the Survey, which have made an effective contribution to the improved delivery of public services and capacity-building by utilizing state-of-art technologies and enhancing the capacities of public institutions, which has made possible to promote all tertiary sectors in line with the adoption of an innovative approach in public administration and improve the quality of public service delivery."

Mr. Mohammed Ali Qaed, Bahrain e-Government CEO

"Prime Minister of Kazakhstan, Mr. Karim Massimov, expressed his great appreciation and congratulated UNDESA for the quality of its publications and work in support of United Nations Member states."

Mr. Karim Massimov, Prime Minister of Kazakhstan

"On behalf of Adi Shamsul Haji Sabli, Deputy Permanent Secretary of the Prime Minister’s Office, Brunei Darussalam, we would like to extend our congratulations on the successful launch of the UN E-Government Survey 2014. Brunei continues to utilize the survey findings to better progress our E-Government initiatives."

Mr. Zuwairi Talib, IT and E-Government Division of the Prime Minister's Office, Brunei Darussalam
10. How does the Survey measure e-government development?

**E-Government Development Index (EGDI)**

It is a composite indicator measuring the willingness and capacity of Public Administration to use ICT to deliver public services

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

- **Online Service Index (OSI)**
  Product of DESA
- **Telecommunication Infrastructure Index (TII)**
  Product of ITU and WB
- **Human Capital Index (HCI)**
  Product of UNESCO and UNDP

*The EGDI rates are relative; NOT absolute measurement*
10. How does the Survey measure e-government development? (continued)

Online Service Index (OSI)

- Based on an independent online assessment and a questionnaire conducted by eGB/DPADM
- It measures the online presence of government and the services provided to citizens online

Stage I
Emerging Presence:
Offering basic information online
...

Stage II
Enhanced Presence:
Greater sources, e-tools, e-services
...

Stage III
Transactional Presence:
Two ways interactive applications, financial and non financial transactions
...

Stage IV
Connected Presence:
...

The four-stage model of OSI
## 10. How does the Survey measure e-government development? (continued)

### Online Service Questionnaire

<table>
<thead>
<tr>
<th>Stages</th>
<th>Nr.</th>
<th>Nr. In</th>
<th>Questions</th>
<th>MC</th>
<th>EP</th>
<th>EU</th>
<th>DDVG</th>
<th>OD</th>
<th>WoG</th>
</tr>
</thead>
<tbody>
<tr>
<td>I</td>
<td>1</td>
<td>1</td>
<td>Is there a National Government site / homepage (yes ONLY if indicated—e.g., National Government, Government of..., National Portal—or if indicated at other National Level site, such as Presidential site)?</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I</td>
<td>2</td>
<td>2</td>
<td>Does the official homepage provide links to sources of archived information (laws, policy documents, etc.) for national policies other than the six sectors?</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>x</td>
<td></td>
</tr>
<tr>
<td>I</td>
<td>3</td>
<td>3</td>
<td>Does the official homepage provide links to sources of archived information (laws, policy documents, etc.) for education information?</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>x</td>
<td></td>
</tr>
<tr>
<td>I</td>
<td>4</td>
<td>4</td>
<td>Does the official homepage provide links to sources of archived information (laws, policy documents, etc.) for health information?</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>x</td>
<td></td>
</tr>
<tr>
<td>II</td>
<td>44</td>
<td>17</td>
<td>Does the national website provide web statistics on citizen usage, such as new visits, total page views, average time on site, etc.? Proposed range</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>x</td>
</tr>
<tr>
<td>II</td>
<td>45</td>
<td>18</td>
<td>Does the government report on citizen website usage in the form of online services</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>x</td>
<td></td>
</tr>
<tr>
<td>II</td>
<td>46</td>
<td>19</td>
<td>Does the government website have any social networking service (e.g. Facebook, Twitter, Sina Weibo (China), Odnoklassniki (Russia), or similar)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>x</td>
<td></td>
</tr>
<tr>
<td>III</td>
<td>75</td>
<td>9</td>
<td>Does the government portal offer mobile apps in regards to the environment?</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>x</td>
<td></td>
</tr>
<tr>
<td>III</td>
<td>76</td>
<td>10</td>
<td>Does the government site explain that payments can be made: Over the counter?</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>x</td>
<td></td>
</tr>
<tr>
<td>IV</td>
<td>128</td>
<td>9</td>
<td>Does the government provide an e-participation policy or mission statement in a downloadable format, e.g. MS Word, PDF, etc.?</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>x</td>
</tr>
</tbody>
</table>

### Meta Data Format

- **4 Stages**
- **6 Themes**
- **144 Questions**
10. How does the Survey measure e-government development? (continued)

E-Participation Index (EPI)

- Based on an independent online assessment and a questionnaire conducted by eGB/DPADM
- It emphasizes citizen’s participation in public decision-making

Enabling Participation

Engaging People

Empowering People

- **E-information**: provision of information
- **E-consultation**: interaction with stakeholders in contributions to and deliberation on public policies and services
- **E-decision making**: engagement in decision making processes; co-creation of service components and delivery modalities

<table>
<thead>
<tr>
<th>Customer Satisfaction Surveys</th>
<th>Discussion Forums</th>
<th>Opinion Poll</th>
<th>Social Networking Websites</th>
</tr>
</thead>
</table>

Primary source: based on an independent online assessment and a questionnaire conducted by eGB/DPADM data
11. How can we better link e-government to SDGs?

E-Government for Sustainable Development

Goal 1: End poverty in all its forms everywhere
Goal 2: End hunger, achieve food security and improved nutrition and promote sustainable agriculture
Goal 3: Ensure healthy lives and promote well-being for all at all ages
Goal 4: Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all
Goal 5: Achieve gender equality and empower all women and girls
Goal 6: Ensure availability and sustainable management of water and sanitation for all
Goal 7: Ensure access to affordable, reliable, sustainable and modern energy for all
Goal 8: Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all
Goal 9: Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation
Goal 10: Reduce inequality within and among countries
Goal 11: Make cities and human settlements inclusive, safe, resilient and sustainable
Goal 12: Ensure sustainable consumption and production patterns
Goal 13: Take urgent action to combat climate change and its impacts*
Goal 14: Conserve and sustainably use the oceans, seas and marine resources for sustainable development
Goal 15: Protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, and halt and reverse land degradation and halt biodiversity loss
Goal 16: Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels
Goal 17: Strengthen the means of implementation and revitalise the global partnership for sustainable development

* Acknowledging that the United Nations Framework Convention on Climate Change is the primary international, intergovernmental forum for negotiating the global response to climate change.
Thank you

aquaro@un.org