Astana Economic Forum Workshop
Bridging the Digital Divide between People and Countries

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UN E-Government Survey Editions

http://www.UNPAN.org/DPADM/
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What is the Survey?

- 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
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.
Impact of UN E-Government Survey
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.

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

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
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
How does the Survey measure e-government development? (continued)
How does the Survey measure e-government development? (continued)
2016 UN e-Government Survey Trends

Figure 5.1. Number of countries grouped by E-Government Development Index (EGDI) levels in 2014 and 2016

- **2014 Survey**
  - Very High EGDI: 25 countries (13%)
  - Low EGDI: 32 countries (17%)
  - High EGDI: 62 countries (32%)
  - Medium EGDI: 74 countries (38%)

- **2016 Survey**
  - Very High EGDI: 29 countries (15%)
  - Low EGDI: 32 countries (16%)
  - High EGDI: 65 countries (34%)
  - Medium EGDI: 67 countries (35%)

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2016 UN e-Government Survey Trends

Figure 5.4. E-government development index (EGDI) and the three sub-components (OSI, TII, HCI) for the least developed countries in 2016.
2016 UN e-Government Survey Trends
What is the overall theme of the Survey 2016?

The main theme is e-Government for Sustainable Development

E-government enables transparent, effective and accountable institutions that are essential for the achievement of sustainable development.
How e-Government contributes to Sustainable Development?
Sustainable Development Goals

- A plan of action for people, planet and prosperity.
- Focuses on eradicating poverty in all its forms and dimensions,
- Collaborative partnership
- Bold and transformative actions needed to shift the world onto a sustainable and resilient path
- Build on the Millennium Development Goals and complete what these did not achieve.
- Achieve gender equality and the empowerment of all women and girls.
THANK YOU FOR YOUR ATTENTION!

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