



UN Public Administration Programme

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



e-Government Benchmarks Assessment

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Expert Group Meeting 10-11 May 2017

UN E-Government Survey

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



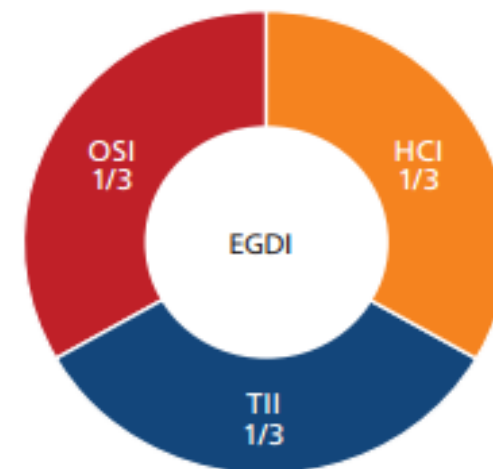
9th Edition: UN E-Government Survey 2016
“ E-Government in Support of Sustainable Development ”



Methodology: E-Government Development Index

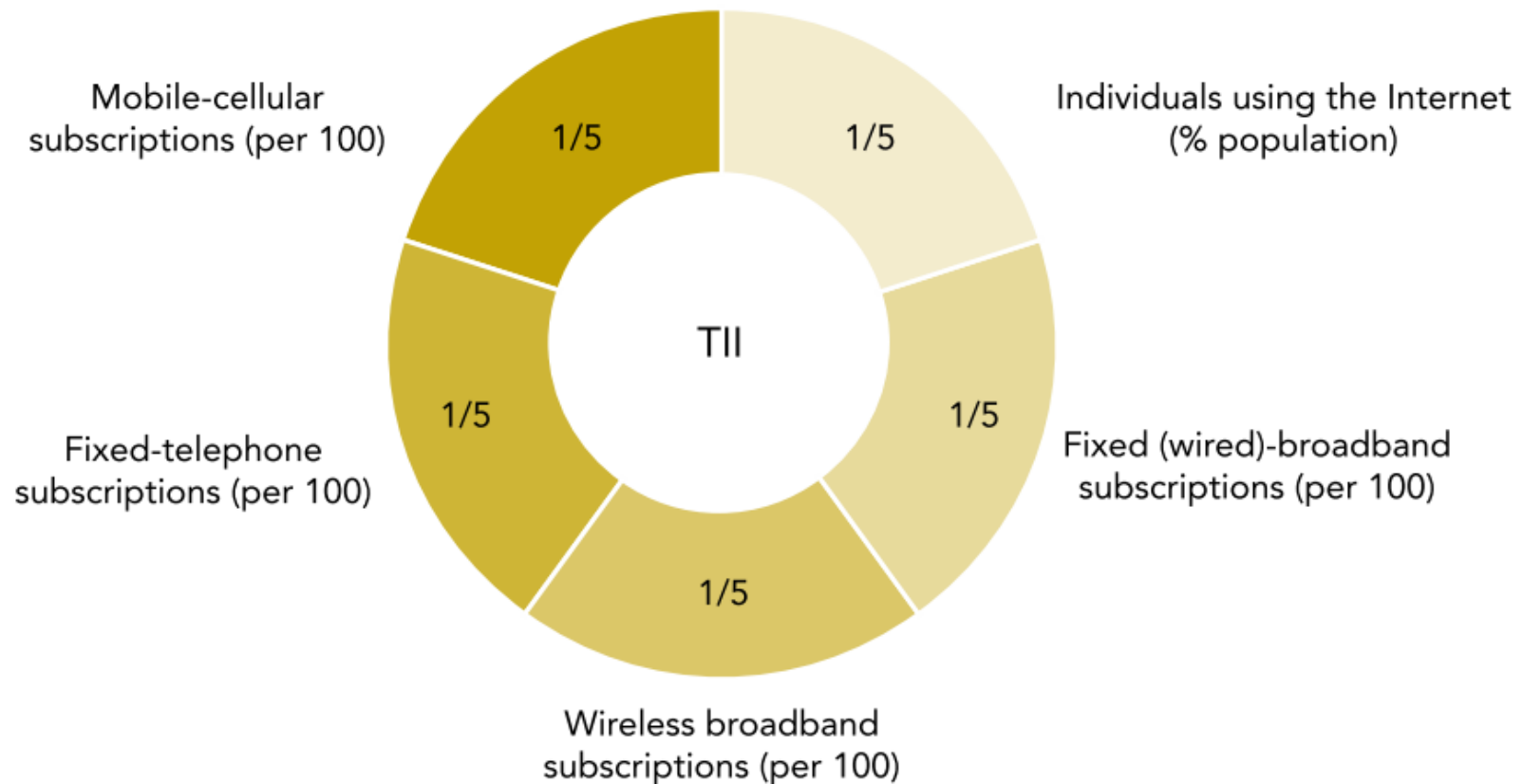
✓ A country's ranking in the survey is determined by the **EGDI** E-Government Development Index, which is a weighted average of three normalized scores on;

1. Scope and quality of online services
Online Service Index, OSI
2. Development status of telecommunication infrastructure
Telecommunication Infrastructure Index, TII
3. Inherent human capital
Human Capital Index, HCI

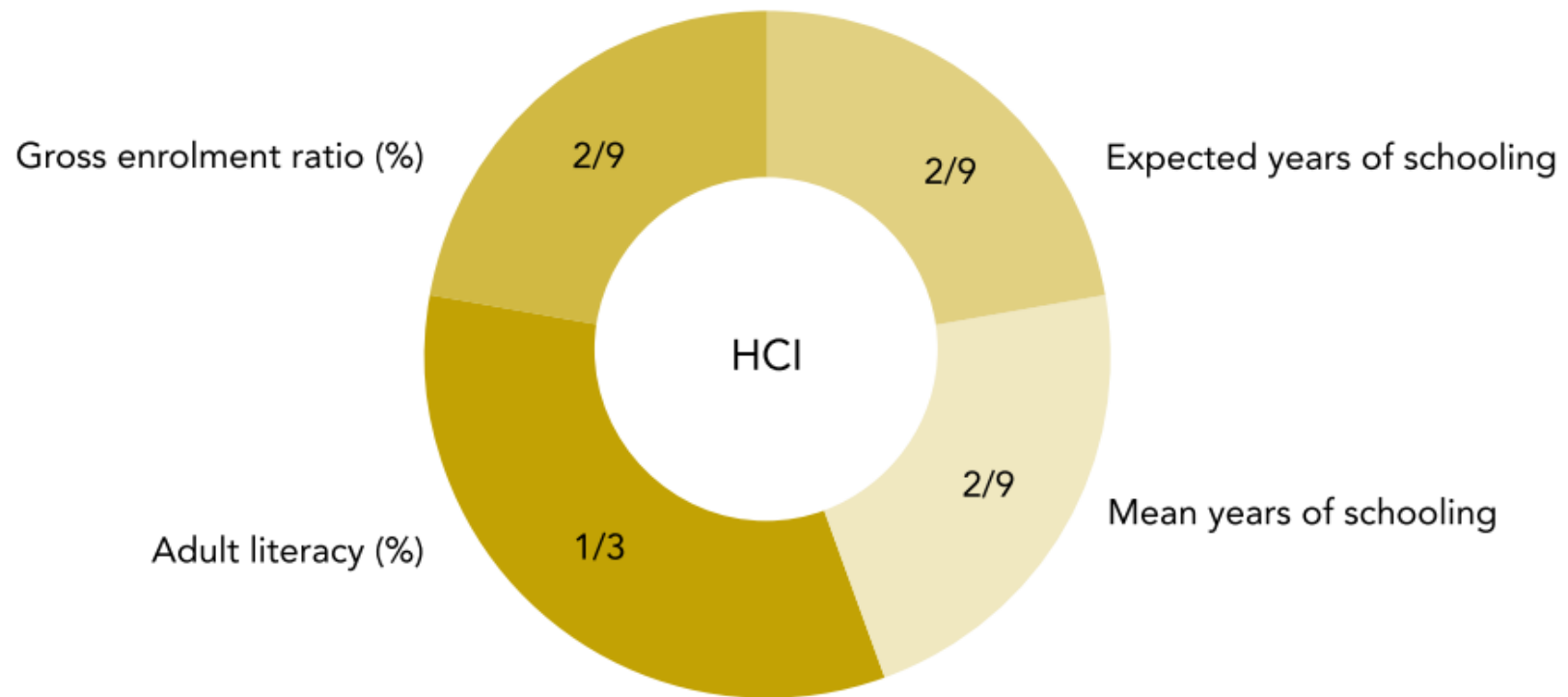


- OSI—Online Service Index
- TII—Telecommunication Infrastructure Index
- HCI—Human Capital Index

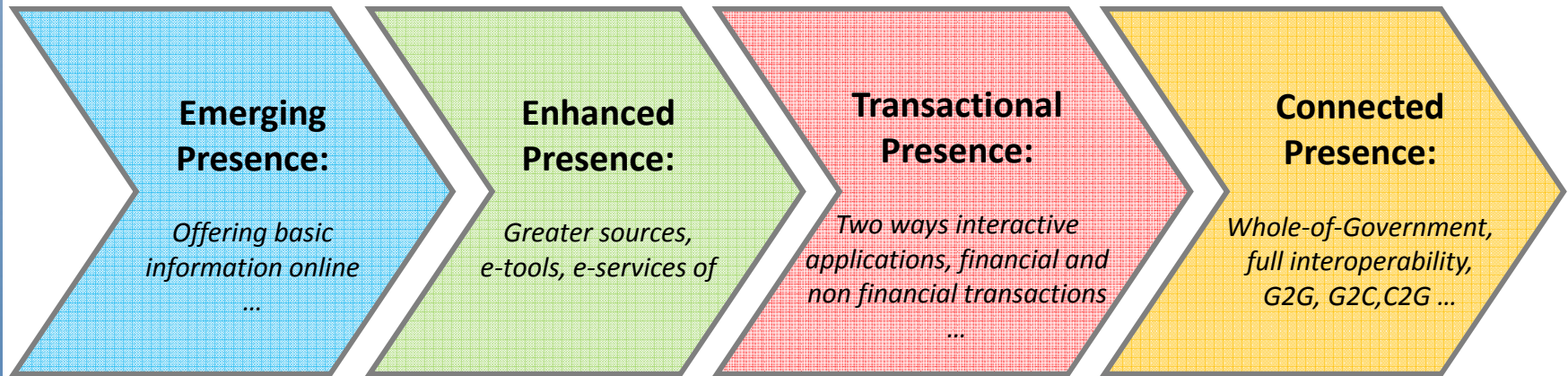
Telecommunication Infrastructure Index (TII)



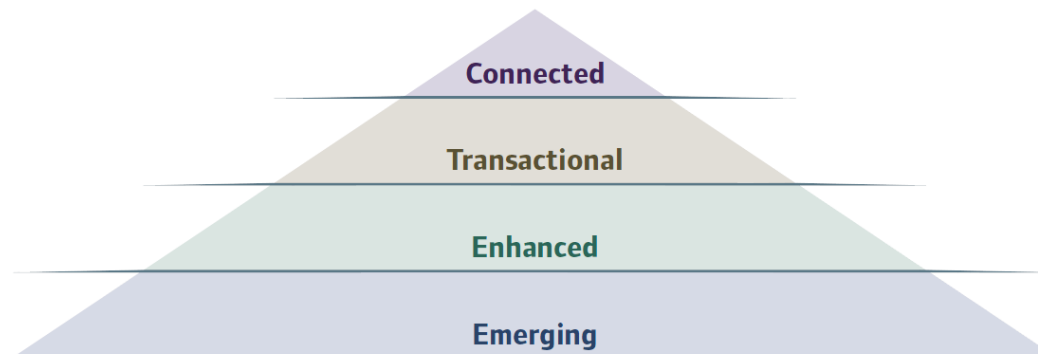
Human Capital Index (HCI)



Online Service Index (OCI)



The four-stage model of OSI



How does the Survey measure OSI?

Online Service Questionnaire

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

Meta Data Format

143 Questions

6 Themes

4 Stages



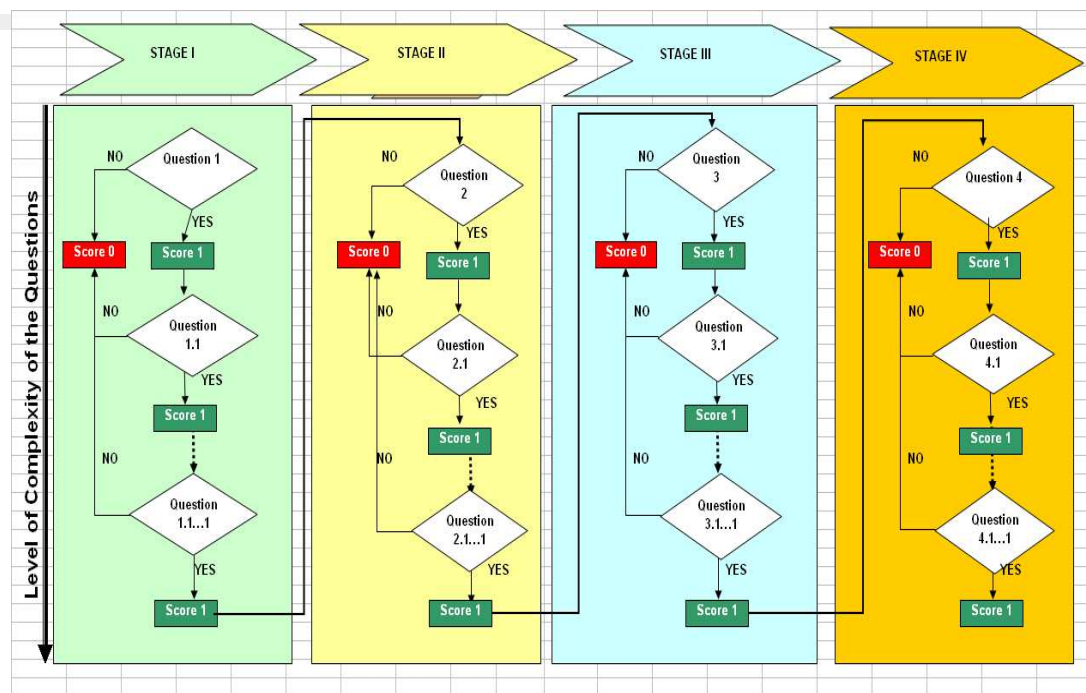
OSI: the Logical Flow

I-1: Is there a National Government site / homepage ?

I-2: Does the official homepage provide links to sources of archived information for national policies other than the six sectors?

I-3: Does the official homepage provide links to sources of archived information for education information?

I-9: Does the site have evidence showing that it was updated in the past three months?



II-1: Does the official homepage provide or link to downloadable sources of archived information in a downloadable format, e.g. MS Word, PDF in regards to national policies/information other than the six sectors?

III-4: Is it possible to make payments online in regards to national services other than the six sectors?

III-46: Does the website offer a service to read the content of pages aloud via a speaker or headphones?

VI-16: Does the website indicate whether there is a government-wide Chief Information Officer (CIO) or an equivalent post for coordinating national e-government policy?



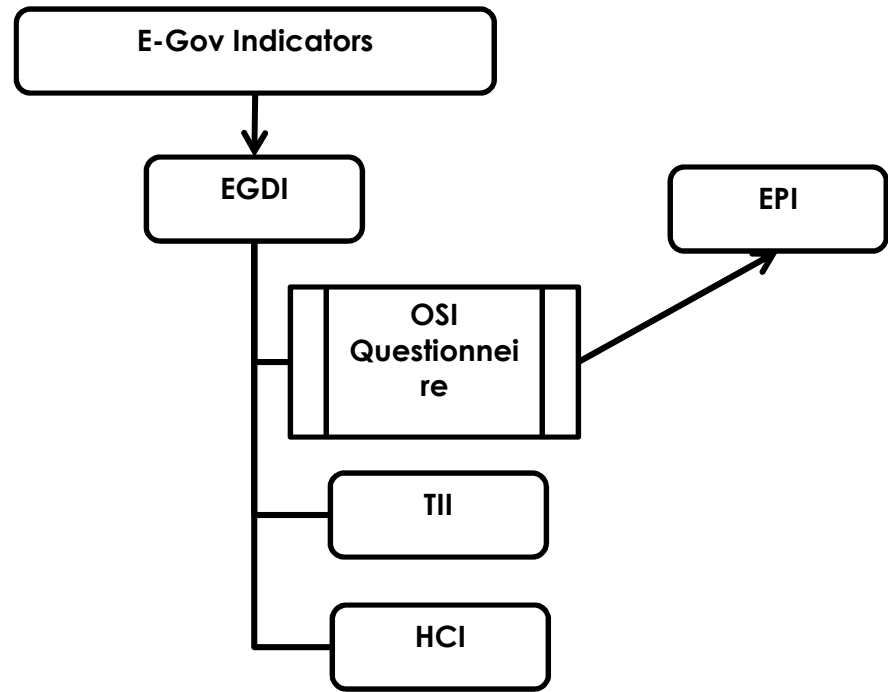
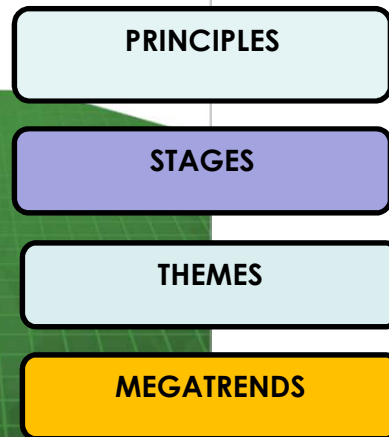
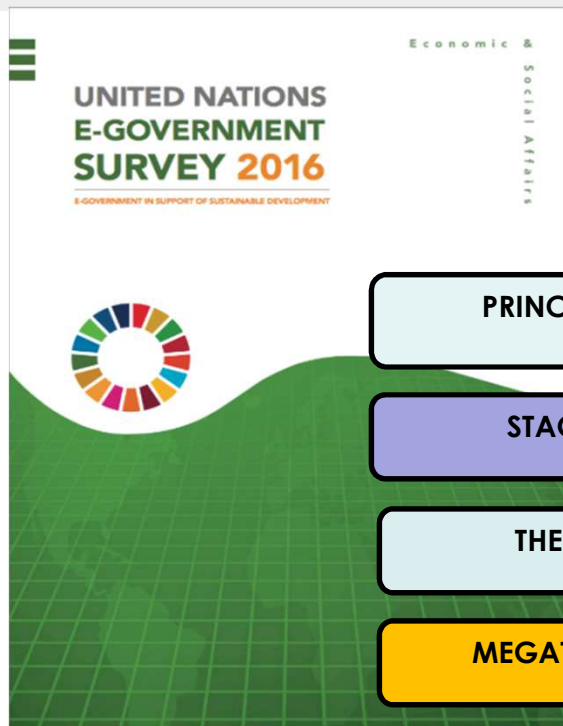
E-Participation Index (EPI) : A Derivative of EGDI (Subset of OSI)

A.1. E-Participation Framework

- E-information: Enabling participation by providing citizens with public information and access to information without or upon demand
- E-consultation: Engaging citizens in contributions to and deliberation on public policies and services
- E-decision-making: Empowering citizens through co-design of policy options and co-production of service components and delivery modalities.



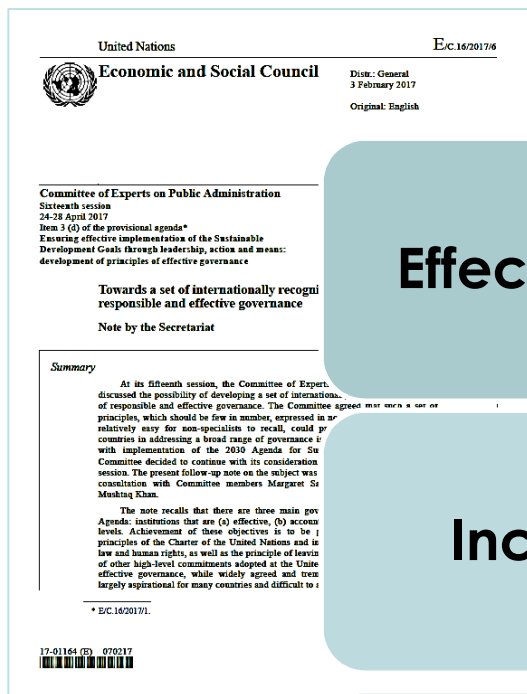
The UN E-Government Survey has been around for 16 years...



“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”



Principles of effective governance (2030 Agenda)



Effectiveness

- Efficiency in delivery of public services
- Sound public management
- Policy coherence
- ...

Inclusion

- Access to public service (equality)
- Participation and engagement
- Representation
- ...

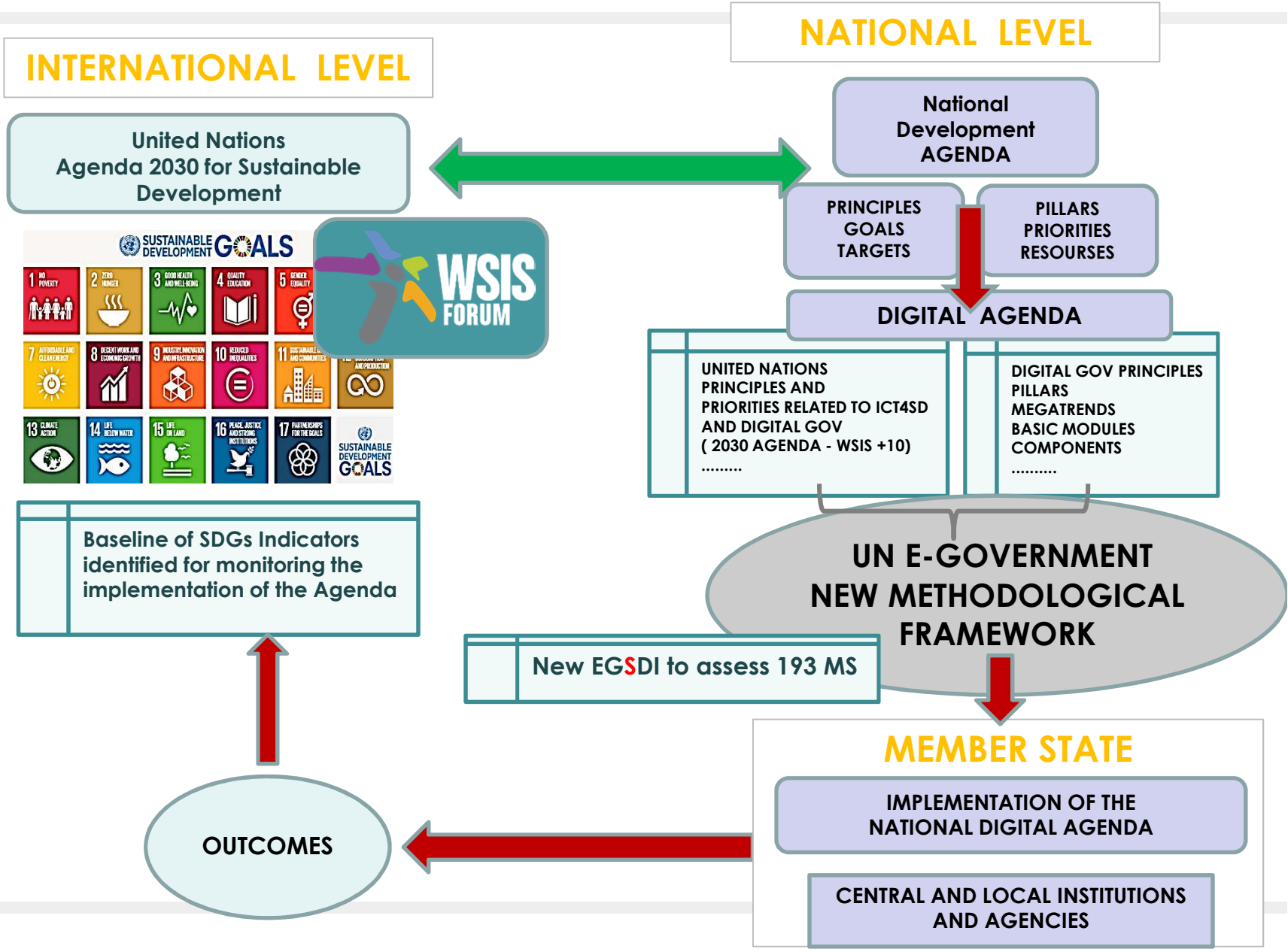
Accountability

- Access to information
- Open government
- Corruption controls
- ...

Source: 16th Session of Committee of Experts on Public Administration (CEPA), 24-28 April 2017, Towards a set of internationally recognized principles of responsible and effective governance (Note by the Secretariat)



E-government Survey as an Enabler for Sustainable Development



OUTCOMES