



## UN Public Administration Programme

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



### **GROUP II**






1. Telecommunication Infrastructure Index (TII)
  2. Human Capital Index (HCI)
  3. Other external indicators
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# Telecom Infrastructure Indicators

SNo	Description	of population	Weightage
1	Individuals using the Internet	%	20%
2	Mobile-cellular subscriptions	Per 100	20%
3	Fixed (wired)-broadband subscriptions	Per 100	20%
4	Wireless broadband subscriptions	Per 100	20%
5	Fixed-telephone subscriptions	Per 100	20%



# Telecom Infrastructure Indicators

SNo	Description	of population	Weightage	Relevance
1	Individuals using the Internet	%	20%	
2	Mobile-cellular subscriptions	Per 100	20%	
3	Fixed (wired)-broadband subscriptions	Per 100	20%	
4	Wireless broadband subscriptions	Per 100	20%	
5	Fixed-telephone subscriptions	Per 100	20%	



# TII : Land-line Telephones

- **Is it still a relevant indicator for eGov progress/ readiness?**
  - **Some countries use it as one-stop Government Service Hotline, e.g 311**
    - Regional relevance?
  - **Can we enhance the question to establish its usage for eGov?**



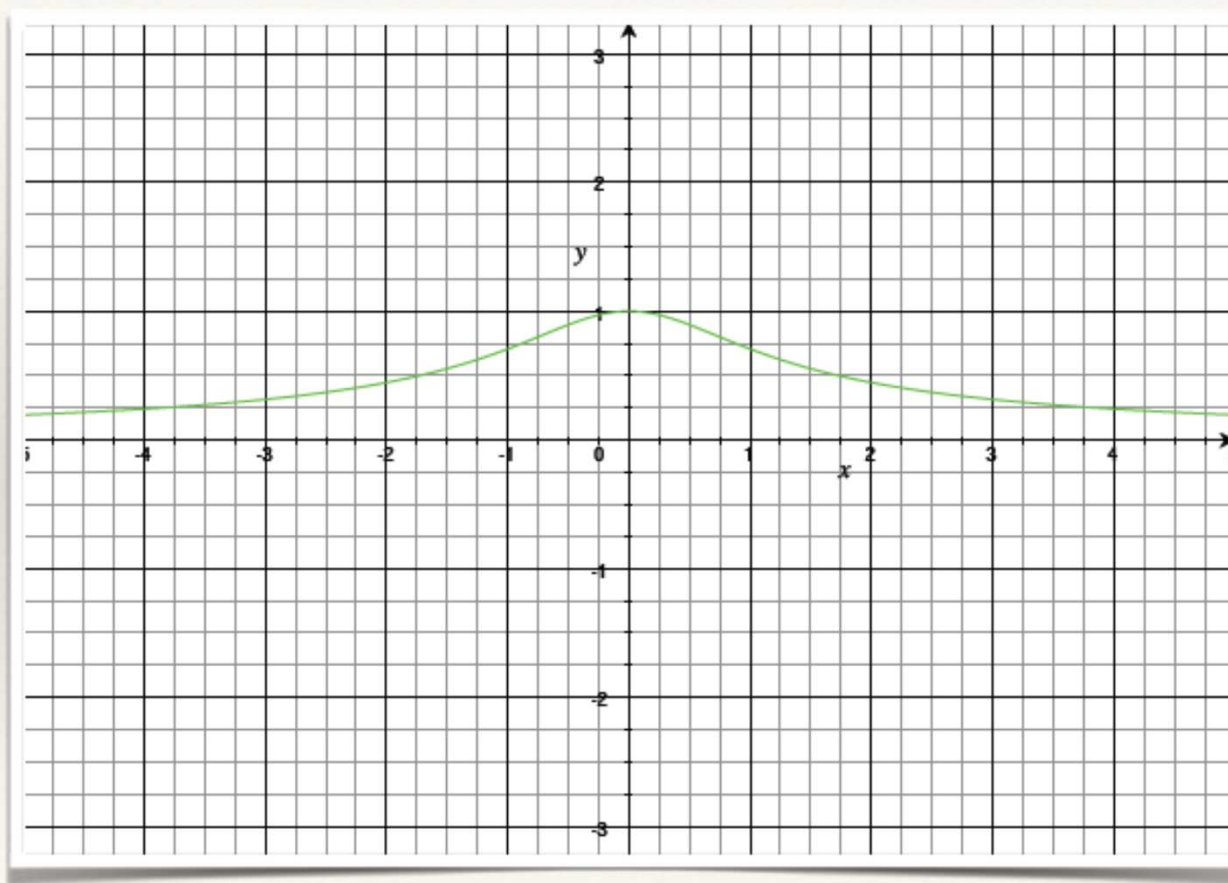
# TII: Other Indicators

- **IoT Devices** [Source: UNEP, other authoritative sources]
  - number & type (sectorial – Environment, Transport, Energy)
- **SWIFT Codes** [Source: Monetary Authority]
  - presence of number of banks in a country represents state of economic activity, stability of network infrastructure
- **Consider cap for mobile subscriptions**
  - cap at 100%?
    - Would higher % indicate any further insights to eGov readiness/ maturity/ adoption or usage?
- **Speed of Internet & affordability**
- **Government Data Centers (Optimum #, bell-curve)**
- **Domain Registrations (Public and Private)** [Source: ICANN]
- **IPV4 Vs IPV6 addresses** [Source: ITU]



# Bell-curve Analysis

We also considered the notion that some measures should be discounted as a basic threshold is reached, this would stop an unnecessary bias upwards for developed



# Human Capital Indicators

SNo	Description	UOM	Weightage
1	Adult literacy rate	%	33.1%
2	Gross enrolment ratio	%	22.3%
3	Expected years of schooling	N	22.3%
4	Mean Years of schooling	N	22.3%



# Human Capital Indicators

- **Traditional Adult Literacy**
  - Farmer or Fisherman should be able to use a well designed eService
    - Graphical, Voice based
- **Digital Literacy would be more relevant?**
  - UNESCO working on it?
- **Drop/ Reconsider**
  - Expected years of schooling  
(UNESCO: use same underlying data as gross enrolment ratio)
  - Mean years of schooling (?)





# HCI: Others

- **Knowledge Workforce?**
  - **Develop indicators**
    - vocational skills, professionals, patents [WIPO] , scientific publications [Citation Analysis]
  - **Number of individuals Professional Qualifications/ Certifications**
    - Appropriate measure - as a ratio or %
- **Ratios/ Numbers of eGov/ Digital Gov Officers in Public Service**

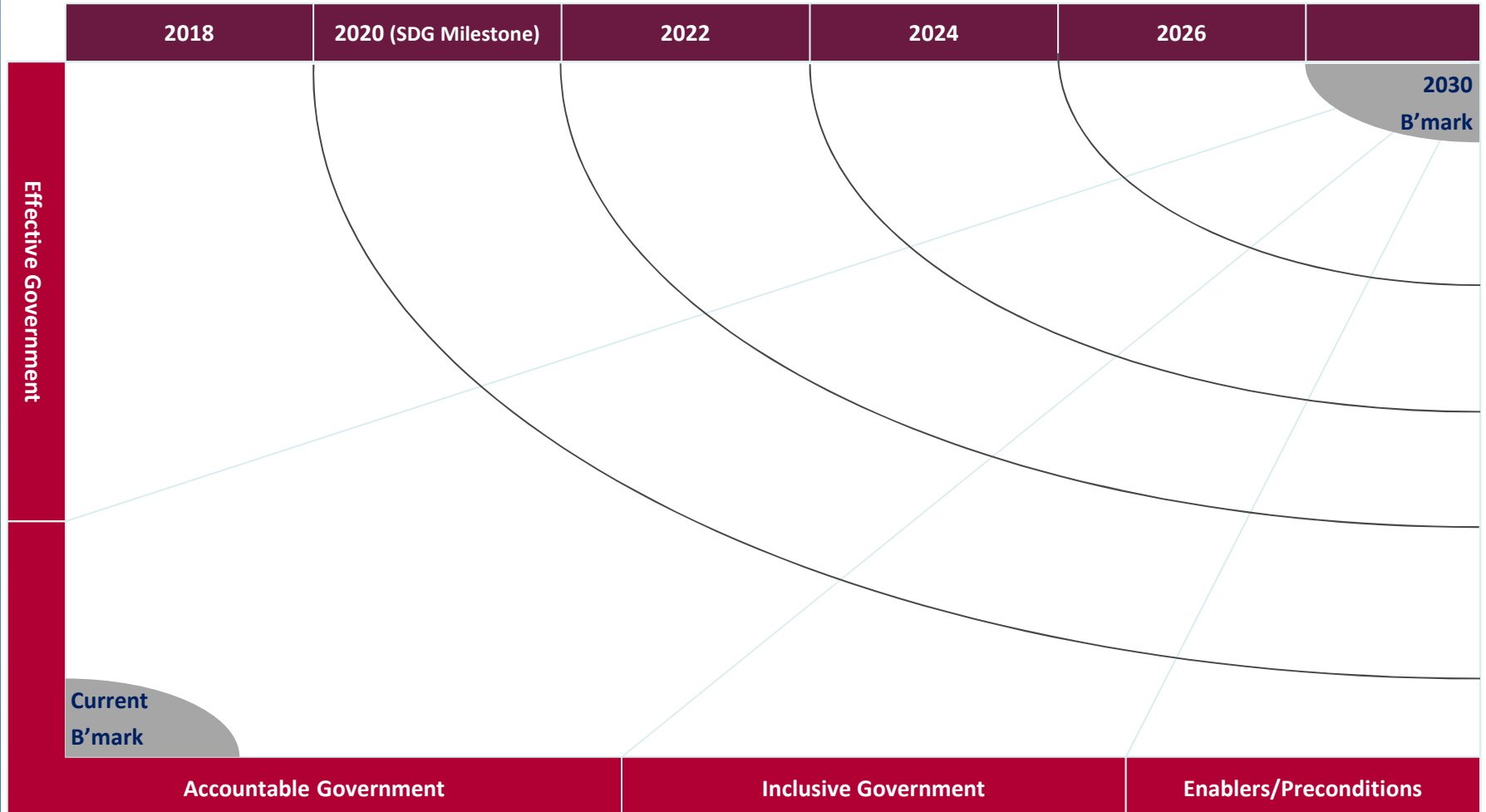


# Other Indicators/ Data Collection

- **Corruption Perception Index**
- **Innovation Index**
- **Investment, Eco-system Enabling, Proactive steps**
  - Research Funds, Start-up/ Entrepreneurship Support
- **Data Governance**
  - Confidentiality, Anonymization
- **Social Media Indices**
- **Citizen polling/ validation for some of these indicators**
  - Especially emerging ones such as smart city



# For each breakout group, make your own Transformation Map

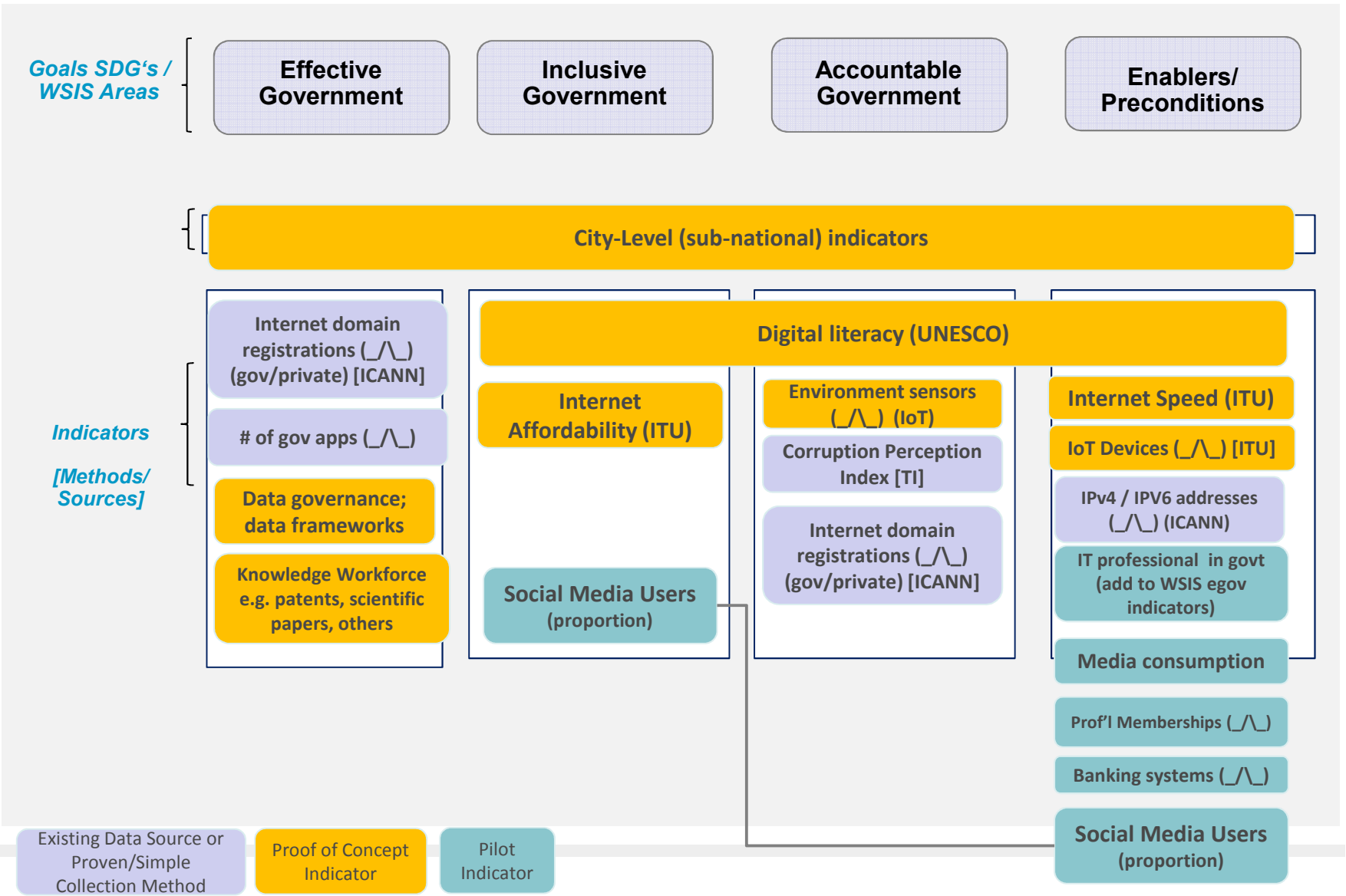


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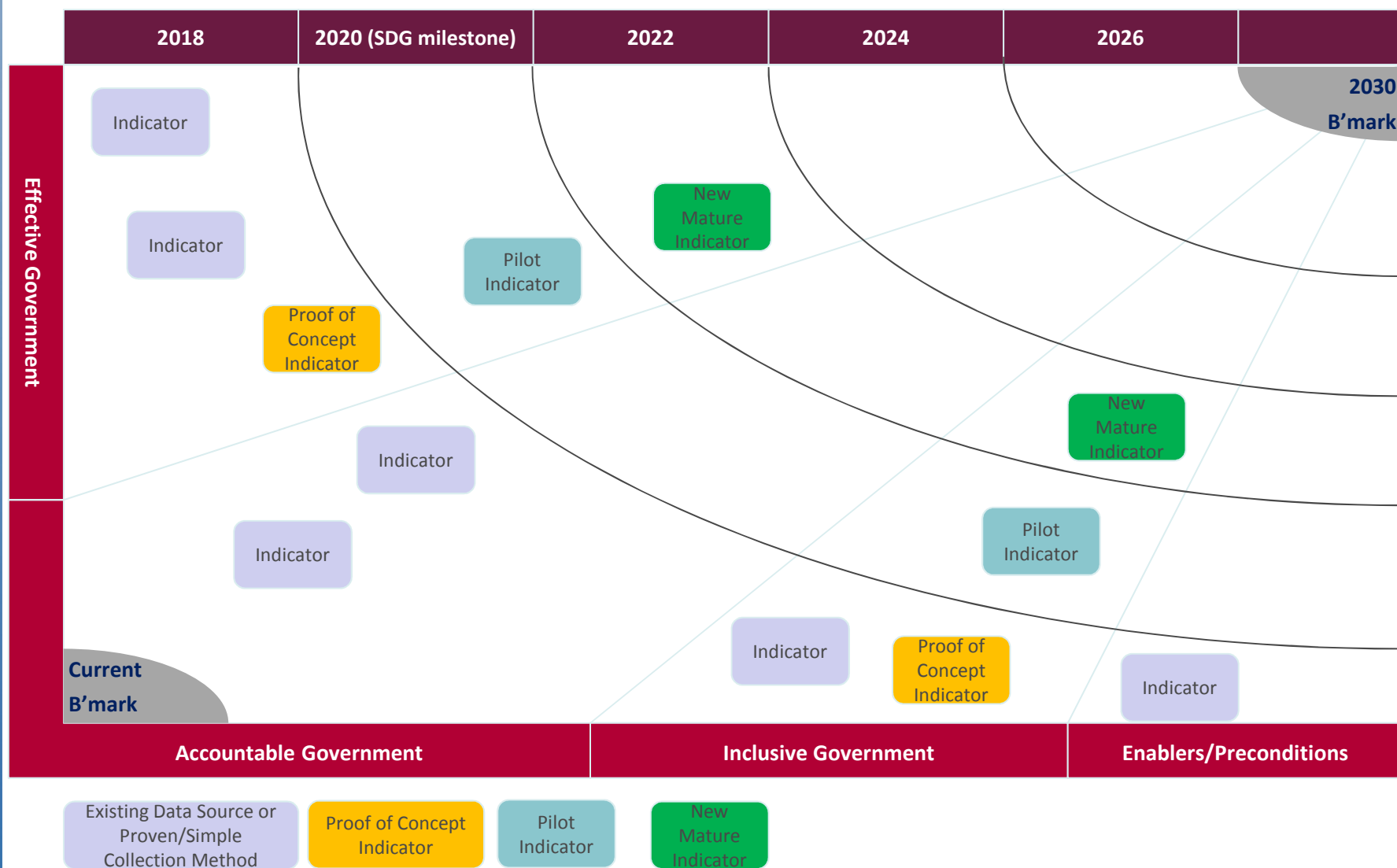


- Existing Data Source or Proven/Simple Collection Method
- Proof of Concept Indicator
- Pilot Indicator
- New Mature Indicator

# Measurement Framework Template



# How do we want the E-Government Survey to Evolve over time?





**Thank You**