



**Expert Group Meeting
1-2 April 2019, Conference Room 8
UN Secretariat Building, New York,
NY 10017**

Session 2: Regional Perspectives

United Nations Economic Commission for Europe



Key e-government trends – 34 UNECE countries

- EU e-Government Benchmark Report 2018 (data as of 2016-2017)
- 34 countries: EU-28 + Switzerland, Norway, Iceland, Turkey, Montenegro, Serbia
- **User centricity, Transparency of government services, Cross-border mobility, Key enablers**
- **8 life events:** Regular business operations, Moving, Owning and driving a car, Starting a small claims procedure, Business start-up, Losing and finding a job, Family life, Studying

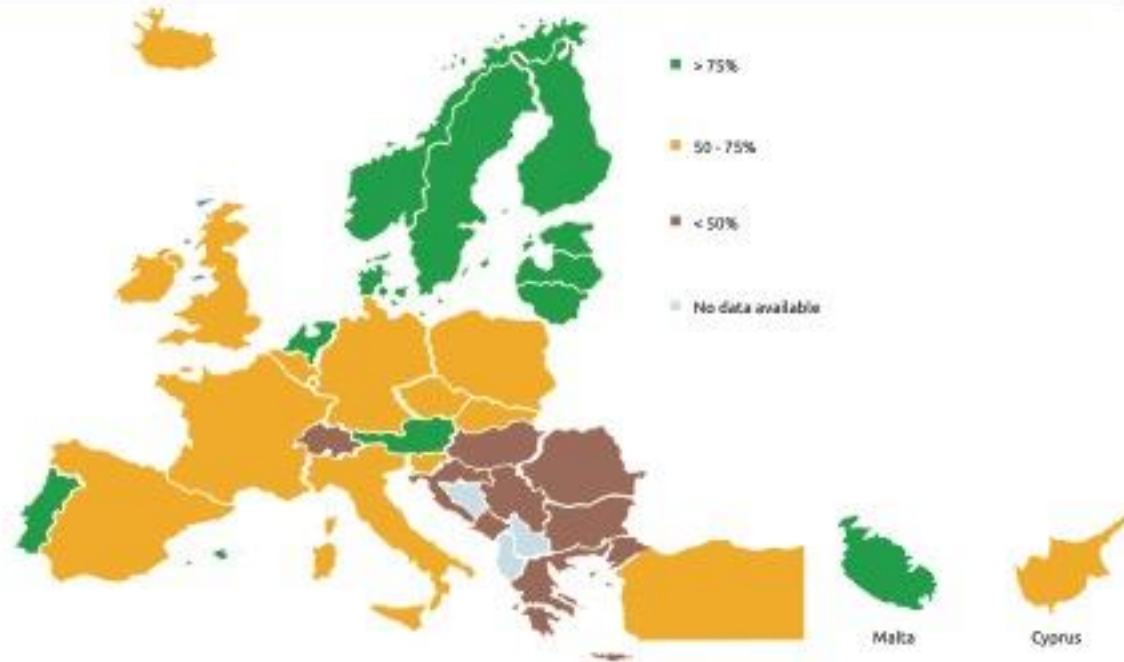


Figure 1.1: Overall eGovernment performance in Europe on the top-level benchmarks (biennial 2016+2017 averages)

Source: European Union e-Government Benchmark Report 2018



Figure 3.2: Top-level benchmark results (average per 2016 and 2017 life events, Cross-border mobility not measured for Family life & Losing and finding a job)

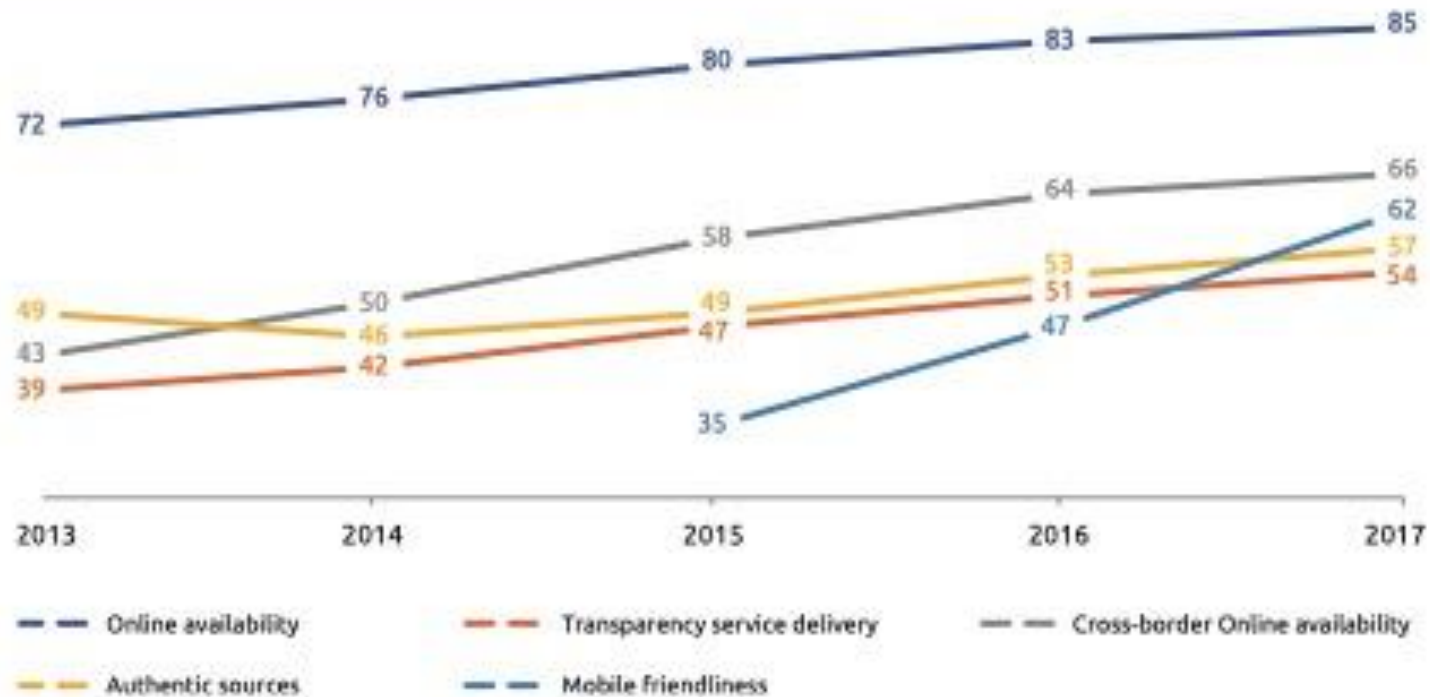


Figure 3.3: historical development of key indicators (rolling biennial averages of historical sub-indicators)

Source: European Union e-Government Benchmark Report 2018

Key e-gov trends – closing the gap

How do the countries compare over time? Top 5 countries (Malta, Estonia, Austria, Latvia and Denmark) vs lowest 5 (

Averaging the five indicators, the gap narrowed from 54 p.p. in 2012+2013 to 44 p.p. in 2016+2017

Catch-up was fastest in Online availability, cross-border and national, from 44 p.p. and 64 p.p. to only 11 and 10 p.p. respectively.

The gaps remain larger on Transparency of service delivery and the Authentic sources, at 65 p.p. and 78 p.p.. These gaps also shrink more slowly with 5 and 4 p.p. between 2012+2013 and 2016+2017 respectively.

E-Participation

- The overall EU+6 level of e-Government penetration is 53%
- but with a wide spread between different countries: some scoring above 75% (Sweden, Finland, Estonia, Denmark, Netherland and United Kingdom) and some scoring below 30% (Italy, Greece and Czech Republic)
- Penetration is positively correlated with users characteristics and with overall perceived government quality

Digitization of Public Services

Digitisation level of the back and front offices of public administrations across the four eGovernment top-level benchmarks stands at 63% for the EU+6, with countries obtaining more similar scores than for Penetration.

Best performer Malta (95%). Only five countries registered a score lower than 50% (Bulgaria, Greece, Hungary, Croatia as well as Romania).

Digitisation is positively correlated with Connectivity and quality of government.

Challenges I: cyber security

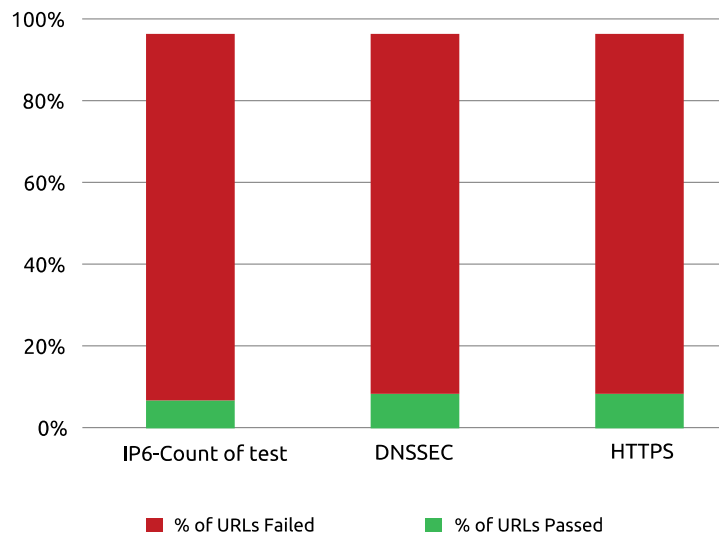


Figure 8.1 Percentage of public websites passing the three tests on cybersecurity on internet.nl

Challenges II: slow progress on transparency

- Particularly for personal data
- Benchmark would be that citizens can monitor which public entity consulted their data when and for what purpose
- This benchmark is met in only 1.6 pct of cases assessed
- Transparency is also the area where the gap between best and worst performers is highest and narrows least

Challenges III: penetration

- Overall penetration still only 53 pct
- And in some countries as low as 30 pct

Connectivity – major infrastructure investments in the UNECE region

EU 5G for Europe Action Plan, multi-stakeholder initiative for coordinated 5G deployment across all EU Member states by 2020

Connectivity – major infrastructure investments

Broadband connectivity gap Europe – CIS 2018 (source: ITU)

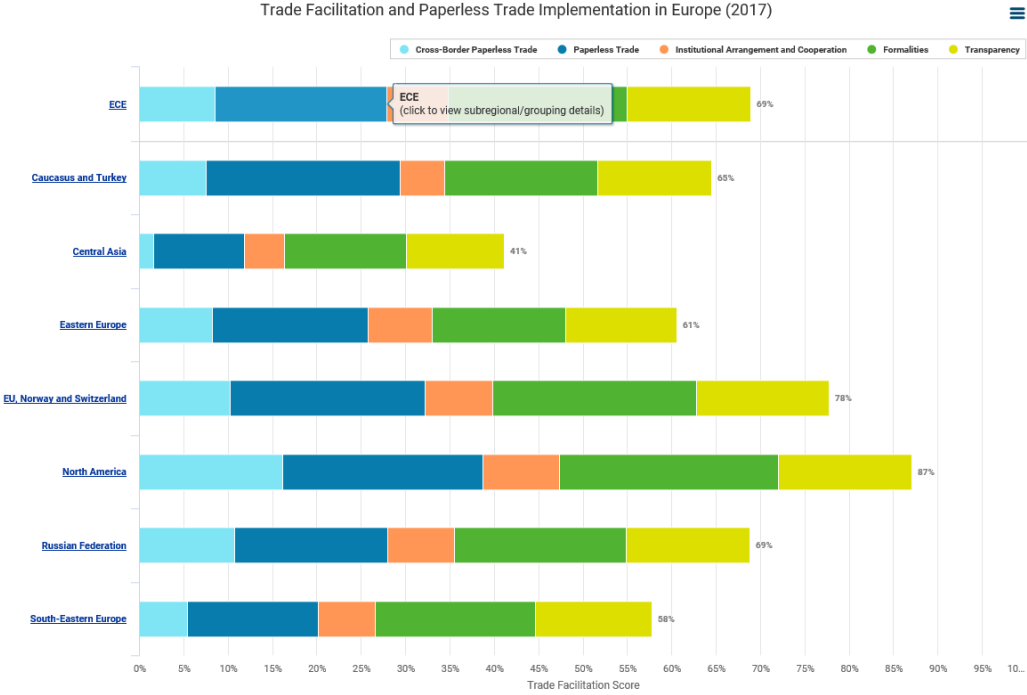
	Europe	CIS
Per 100 inhabitants		
Active mobile-broadband subscriptions	93.6	79.2
Fixed broadband subscriptions	31.3	19.0

China One-Belt-One-Road initiative includes plans for a Digital Silk Road which could counteract the connectivity divide

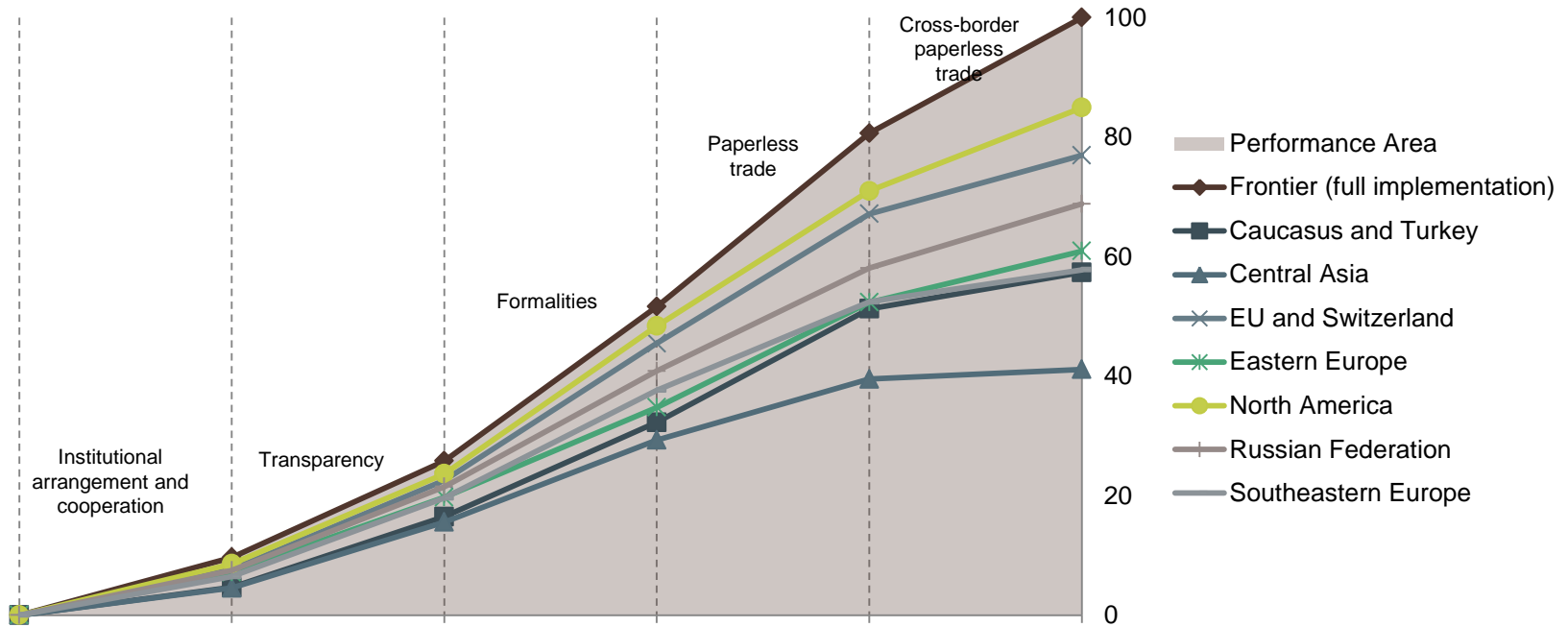
UN Global Survey on Digital and Sustainable Trade Facilitation (SDG 17.7)

- Since 2015
- UNECE jointly with the other Regional Commissions
- measures progress in facilitating international trade, including paperless trade,
- and measures for more inclusive trade, with a focus on women and SMEs,
- in support of relevant targets of the 2030 Agenda.
- currently covers 120 countries

E-Trade facilitation in the UNECE region



Trade Facilitation Ladder – UNECE Region



Key Recommendations from the Global Trade Facilitation Survey

- Systematically implement 'Institutional Arrangement' measures followed by 'Transparency' and 'Formalities' measures.
- Then implement the paperless or digital measures, starting with the easier ones to implement and then the more-advanced 'cross-border paperless trade' ones.
- UNECE National Trade Facilitaiton Roadmap tool is useful for this purpose.
- UNECE Trade Facilitation Implementation Guide (www.tfig.unece.org) and UN/CEFACT Policy Recommendations and e-business Standards are useful to implement digital trade measures.

United for Smart Sustainable Cities

Initiative of 16 UN agencies

Key Performance Indicators developed to provide cities with a consistent and standardised method to collect data and measure performance and progress to:

- achieving the Sustainable Development Goals (SDGs)
- becoming a smarter city
- becoming a more sustainable city

Include indicators on

- Household internet access
- Fixed and wireless broadband subscriptions and coverage
- Availability of WIFI in public areas
- E-Government and public e-procurement

U4SSC KPIs on e-government

- Percentage of public sector procurement activities that are conducted electronically
- Number of public services delivered through electronic means (taken from the UN e-gov survey and the OECD)

ONLINE Capacity Building on e-Gov't

- Electronic trade facilitation
 - EurAsEU/ Russian Federation: electronic customs data exchange
 - Albania: Single window
 - Ukraine: digitization of transport documents at Odessa port
- Smart sustainable cities
 - Collection methodology for Key Performance Indicators
 - Cooperation with Astana, Kazakhstan to become a model smart, sustainable city
- Case studies on innovation in the public sector, including co-creation of services and citizen e-participation (Moldova, Netherlands)

Recommendations

- E-Government often seen as a way to reduce the costs of delivering a given public service to citizens, e.g. by enabling online transactions and obviating the need to visit government agencies, or by eliminating paper documents
- But it can be or become much more: a way for citizens and public officials to interact and to co-create the public services of the future
- So: can the e-Government Survey capture this? Can we measure digitally enabled public sector innovation, in addition to digitally enabled efficiency gains?

THANK YOU

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