



## UN Public Administration Programme

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



# United Nations Conference on e-Government in Asia and the Pacific

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**Richard Kerby**  
**Senior Inter-Regional Adviser**  
**E-Government and Knowledge Management**





# Agenda

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- 1. e-Government Survey**
- 2. What is new in 2012 Survey**
- 3. Results**
- 4. M-Government**
- 5. Conclusion**



# E-Government Survey

**The Survey is a comparative assessment of 192 United Nations Member States' response to the demands of citizens for excellent services and products through Information and Communication Technologies.**

**E-government survey is a composite index comprising the Online Service, the Telecommunication Infrastructure and the Human Capital Indices.**

**E-participation and the empowerment of citizens is still at the development stage in most countries. Although many governments have included polls and feedback forms on their portals or web sites, few governments have sponsored discussion forums, blogs or had information on social networking sites.**



# Methodology

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**Among the objectives of e-government, four are of paramount importance:**

- **Efficient government management of information to the citizen;**
- **Better service delivery to citizens;**
- **Improved access and outreach of information; and**
- **Empowerment of the people through participatory decision making.**



# Web Measure Index

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The Web Measure Index is based upon a four-stage model.

For countries that have established an online presence, the model defines stages of e-readiness according to a scale of progressively sophisticated citizen services:

1. Emerging Presence
  2. Enhanced Presence
  3. Transactional Presence
  4. Networked Presence
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# What is new in 2012 Survey

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## Initiative A: User take-up and training

- User take-up is a key focus in e-government development.
  - Low user take-up may imply the following: 1) user confidence is low, especially with reference to online transactions; 2) governments need to promote e-services more effectively; and 3) user experience needs to improve.
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# What is new in 2012 Survey

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## **Initiative B: Accessibility of Internet or mobile connectivity to all**

- **The Survey will assess: 1) whether governments have shown an interest in Internet penetration by either publishing statistics or providing a policy statement in this regard; 2) whether government sites are correctly displayed on mobile phones and whether separate m-government sites are developed; and 3) whether governments are promoting free Internet access, either in government buildings or through various 'hotspots'.**
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# What is new in 2012 Survey

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## **Initiative C: Accessibility of services to vulnerable groups**

- **E-inclusion, the participation of all in e-government, is fundamental to promoting economic and social empowerment through information and communications technology (ICTs) for all citizens, including vulnerable groups as defined by the United Nations. To improve accessibility for these vulnerable groups means taking a proactive and user centric approach to the design and development of e-government programmes.**
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# What is new in 2012 Survey

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## Initiative D: Multi-channel service provision

- **Multi-channel service provision, i.e. the delivery of government services through a wide variety of online and offline means, is increasingly important as citizens come to see themselves as customers of the government. This approach extends beyond inclusion efforts.**
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# What is new in 2012 Survey

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## Initiative E: Whole-of-government and one-stop service provision

- The concepts of 'whole-of-government' and 'one-stop service provision' focus on back office integration and management. Conceptually they point to the same trend: the transformation of government operations from a traditional departmentalized approach into a modern structure that puts users (citizens) first.
  - With reference to back office integration and management, 'whole of government' requires greater cooperation and connectedness between various government agencies across issues such as cloud computing, open government, horizontal and vertical integration, etc.
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# What is new in 2012 Survey

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## Initiative F: Assessing the environment

- This initiative is a new effort to assess whether governments address environmental concerns by providing either e-environment information (e.g. general statement on sustainability, clean air and water, climate change; environmental regulations and standards) or information on e-environment services (e.g. user interaction through online poll, survey discussion forum or chat on environmental issues; air quality reports and forecast; linkages to local authorities dealing with environment issues).
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# Top 15 Internet Countries

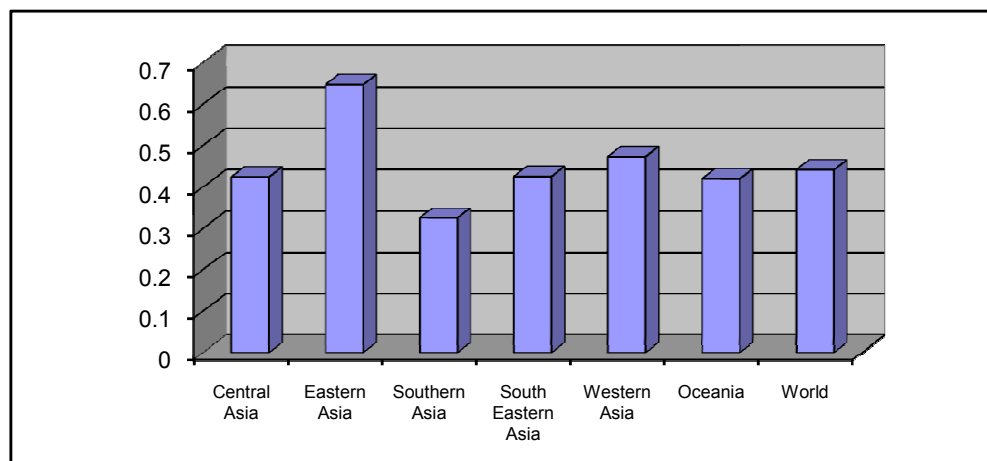
	Country	Internet Users (,000)	Internet Users per 100	Broadband per 100
1	China	480,000	33.00	7.73
2	United States	245,433	78.00	25.79
3	Japan	99,182	78.00	24.94
4	Brazil	75,982	39.22	5.92
5	Germany	65,125	79.26	30.40
6	India	61,337	5.12	0.65
7	United Kingdom	51,444	83.56	29.62
8	France	44,624	71.58	31.58
9	Nigeria	43,989	28.43	0.05
10	Russia	40,853	29.00	9.16
11	Republic of Korea	39,439	81.60	34.82
12	Mexico	31,019	28.30	8.81
13	Italy	29,234	48.83	20.54
14	Spain	28,118	62.62	21.62
15	Turkey	27,232	36.40	8.54



# Asian E-Government Regional Index

**E-government Index in Asia**

Central Asia	0.4239
Eastern Asia	0.6470
Southern Asia	0.3248
South Eastern Asia	
Asia	0.4250
Western Asia	0.4732
Oceania	0.4193
World	0.4406

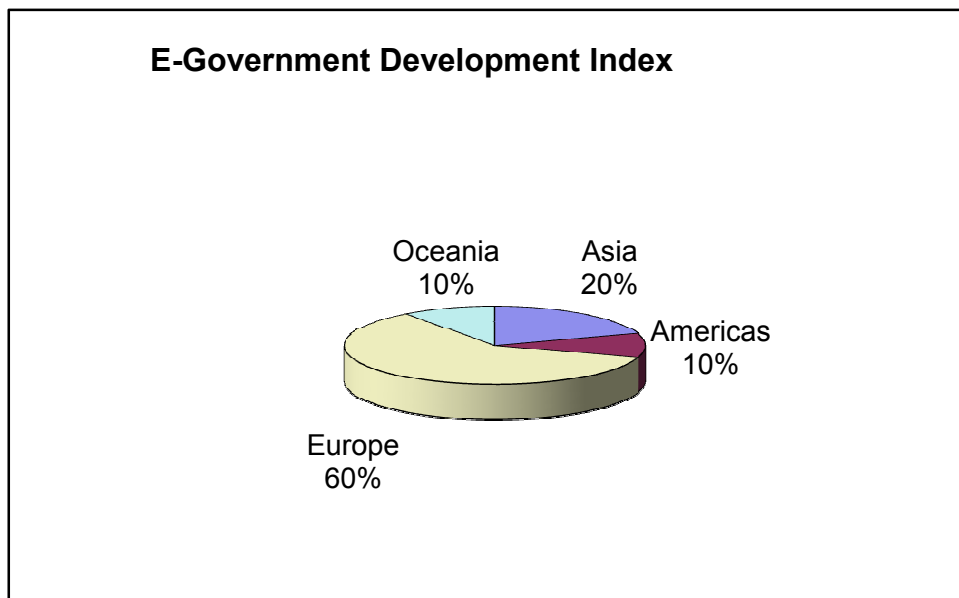




# Top 20 Countries

## E-Government Development Index

Asia	4
Americas	2
Europe	12
Oceania	2





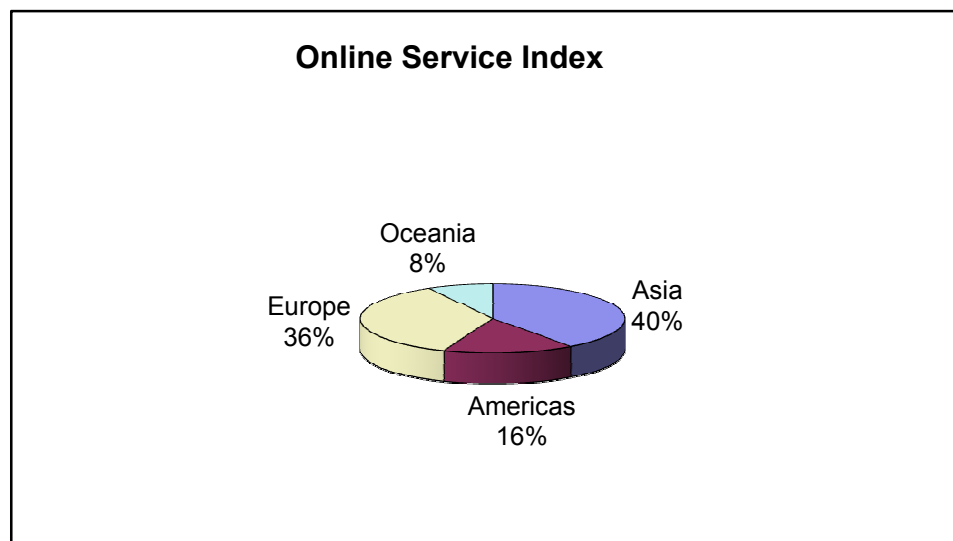
# Top 10 Asian Countries E-Government Development Index

	Country	e-Government Development Index	Global Ranking
1	Republic of Korea	0.8785	1
2	Australia	0.7863	8
3	Singapore	0.7476	11
4	Bahrain	0.7363	13
5	New Zealand	0.7311	14
6	Japan	0.7152	17
7	Israel	0.6552	26
8	Malaysia	0.6101	32
9	Cyprus	0.5705	42
10	Kazakhstan	0.5578	46



# Top 25 Countries – Online Service Index

Asia	10
Americas	4
Europe	9
Oceania	2







# Top 15 Asian Countries Online Service Index

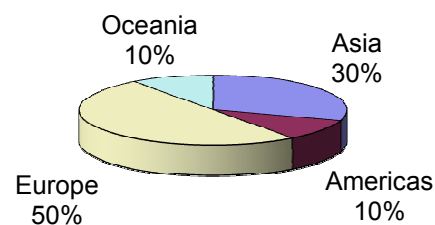
	Country	Online Service Index	Global Ranking
1	Republic of Korea	1.0000	1
2	Australia	0.7651	5
3	Bahrain	0.7302	8
4	Singapore	0.6857	10
5	Japan	0.6730	13
6	New Zealand	0.6381	15
7	Malaysia	0.6317	16
8	Israel	0.5841	19
9	Mongolia	0.5556	20
10	Jordan	0.5333	22
11	Egypt	0.5302	23
12	Kazakhstan	0.5270	24
13	Kuwait	0.4603	36
14	Philippines	0.3937	49
15	Uzbekistan	0.3778	53



# Top 20 Countries e-Participation Index

Asia	6
Americas	2
Europe	10
Oceania	2

E-Participation Index





# Top 10 Asian Countries e-Participation Index

	Country	e-Participation Index	Global Ranking
1	Republic of Korea	1.0000	1
2	Australia	0.9143	2
3	New Zealand	0.7714	4
4	Japan	0.7571	6
5	Singapore	0.6857	9
6	Bahrain	0.6714	11
7	Malaysia	0.6571	12
8	Kazakhstan	0.5571	18
9	Cyprus	0.4857	23
10	Kyrgyzstan	0.4286	28



# Mobile Apps - Asian Government

- **The Busan Metropolitan City has a mobile application development centre as part of the government's drive towards becoming a smart city.**
- **Australia's New South Wales State release a Mobile app on Election 2011 that will provide real-time updates and district finder.**
- **Saudi Arabia Ministry of Higher Education launched a mobile app that allows students abroad to track their entitlements and obtain financial transfers to their account.**
- **Singapore launched mobile apps that enable the public to access the latest government news updates and 300 electronic services.**



# Conclusions

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- **Upward trend of Asian Countries moving up the e-Government Development Index**
  - **There is still a major e-government gap between countries in Asia**
  - **Greater emphasis and resources should be allocated to m-Government**
  - **Broadband is still a major concern for countries with a high population**
  - **Greater user of social networking tools**
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# Thank You

kerby@un.org

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