



LOCAL ONLINE SERVICE INDEX (LOSI)

Why?

- **Municipalities are closer to people** more than national/federal government as it deals with daily activities of citizens
- **Assessment initiatives** designed toward assessing e-Government development **at the local level** still seem to **be at an early stage**
- **Help cities measure their progress**, what they have achieved, and where they stand now against a set of clearly defined criteria
- Shape wide agreement toward consider **LOSI as a common and acceptable base ground** that allows accurate international comparisons among cities as well as easing the process of cities comparability over time.
- A **motivation for cities to improve** and further develop online public services and also a **healthy competition among cities themselves**.



LOCAL ONLINE SERVICE INDEX (LOSI)

methodology

- Composed of **80 indicators** organized into **4 criteria**
- Each **indicator** is a **binary question** in the **Local Government Online Service Questionnaire (LSQ)** – similar to Online Service Index
- Each city portal assessed by **at least two researchers** who conducted the assessment in the country's national language the city belongs to.
- **148 volunteer researchers** from **86 countries** covering **41 languages** assessed each city portal (and other related portals as applicable) in the **native language**





United Nations

Department of
Economic and
Social Affairs

Division For Public Institutions And Digital Government



40 cities
2018 survey

100 cities
2020 survey

193 cities
2022 survey

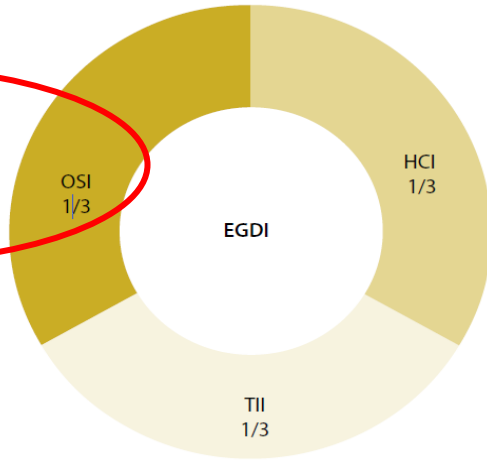


2020 edition top performers

CITY	LOSI Score	LOSI	LOSI Rank	LOSI Level	Country	Region
Madrid	77	0.9625	1	Very High LOSI	Spain	Europe
New York	73	0.9125	2	Very High LOSI	United States of America	Americas
Tallinn	69	0.8625	3	Very High LOSI	Estonia	Europe
Paris	68	0.85	4	Very High LOSI	France	Europe
Stockholm	68	0.85	4	Very High LOSI	Sweden	Europe
Moscow	65	0.8125	6	Very High LOSI	Russian Federation	Europe
Bogota	64	0.8	7	Very High LOSI	Colombia	Americas
Buenos Aires	64	0.8	7	Very High LOSI	Argentina	Americas
Berlin	62	0.775	9	Very High LOSI	Germany	Europe
Seoul	62	0.775	9	Very High LOSI	Republic of Korea	Asia
Shanghai	62	0.775	9	Very High LOSI	China	Asia
Istanbul	61	0.7625	12	Very High LOSI	Turkey	Asia



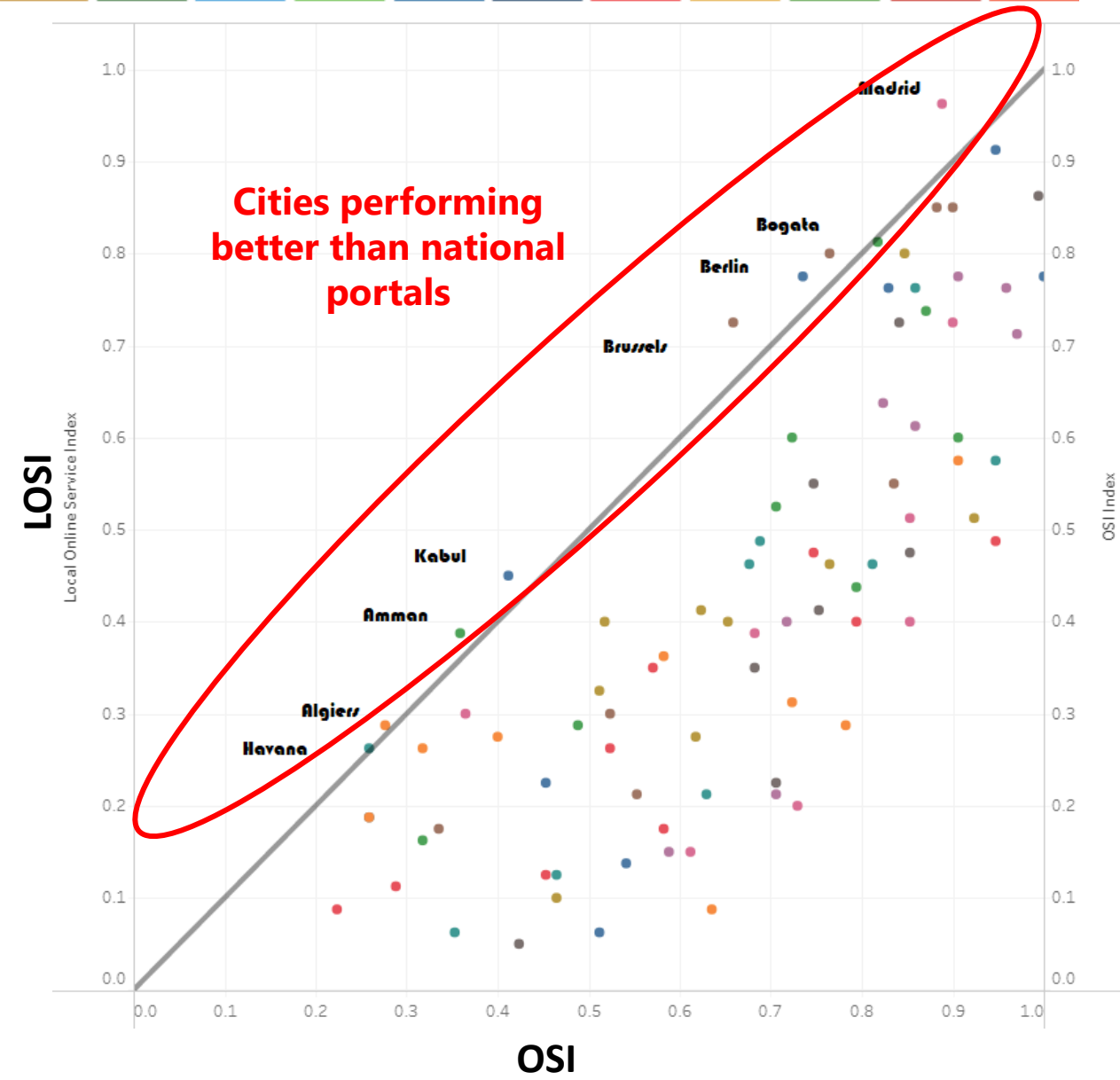
LOSI vs OSI



Around **70 per cent** of the cities surveyed **have LOSI levels that are lower than the OSI levels** for the countries in which they are located

Table 4.1 LOSI and OSI levels: convergence and divergence. (Number and percentage of cities)

	Very high OSI 2020	High OSI 2020	Middle OSI 2020	Low OSI 2020
Very high LOSI 2020	13 (15.1%)	1 (1.2%)	None	None
High LOSI 2020	12 (13.9%)	4 (4.7%)	None	None
Middle LOSI 2020	9 (10.5%)	16 (18.6%)	8 (9.3%)	None
Low LOSI 2020	None	11 (12.8%)	12 (13.9%)	None





Conclusions

- LOSI 2020 findings reinforce findings of LOSI 2018 that **the performance of city/local government portals does not usually match that of its country.**
- The **average LOSI** for all the cities assessed in the current study is **0.43**
 - ↳ the majority of the city portals have **a long way** to implement various features!
- Cities belonging to **low income level countries** also rank low in this pilot assessment!
- The **content provision** criterion is the **highest** addressed by the city portals as the majority of cities have satisfied most of the content provision indicators that cities are focusing on offering adequate content and improving the usability of their websites **with less concentration on providing e-services and boosting citizen participation!**



Conclusions

- **The service provision criterion scored the lowest** (more than half the cities had implemented **only 21 per cent** of the service criterion's 25 indicators)
 - *Even for simple services such as providing an email account to contact government officials (the majority of cities lacked this feature)!*
- Majority of the city portals **do not meet various technology standards and guidelines**, such as *Web Content Accessibility Guidelines (WCAG1.0)* and *World Wide Web Consortium (W3C)*.
 - However, nearly all city portals are **accessible through mobile devices** which confirms the recent spread of mobile technologies and city portals' adoption of such!
- Majority of city portals assessed **depend heavily on various social media networks** to connect with the general public
 - *Very few portals offer online participation mechanisms and tools such as e-polls, e-forums, chats, blogs, and e-petition to support decision-making in local government.*



Conclusions

- The findings **call for the establishment of a shared vision of local e-government projects**, which should involve all the relevant stakeholders including people, private sector, governments, non-government organizations and international organizations!
- Local e-government development needs to be **people-driven instead of technology-driven**.
 - Most importantly, local e-government initiatives, particularly new technologies, must be designed to benefit everyone and **leave no one behind**, especially women, people with disabilities, refugees, visitors and those in the low-income brackets.
- Small-and medium enterprises (SMEs) should be incentivized **to support innovation for local e-government projects** and make them critical partners in developing and delivering smart city projects.
- There is also need to **support more collaboration among cities** especially in the area of new technologies usually labeled as smart city initiatives.
 - Collaboration is needed to reap benefits and share lessons learned from cities that have successfully implemented similar projects with those that are still finding the right solutions to address their own challenges.



Local level e-government

