

# FN:S RAPPORT OM E- GOVERNANCE

2014

Med lite jämförelser med 2012

# ÖVERGRIPANDE SLUTSATS 2012

- I dagens lågkonjunktur är det viktigt att fortsätta med leverans av tjänster men...
- Regeringarna måste alltmer börja tänka i termer av e-förvaltning
- Man måste lägga större vikt vid institutionella kopplingar mellan de olika statliga strukturerna och försöka skapa synergi för hållbar utveckling.

In 2012 no country had a true single-sign-on integrated portal. The United States, Republic of Korea, Israel, Australia, Norway, Denmark, Bahrain, Qatar, United Arab Emirates and New Zealand are among the few that come close to a pure one-stopshop portal with information, services and participation services integrated on one site.

**Table 1.1 World e-government development leaders 2012**

Rank	Country	E-government development index
1	Republic of Korea	0.9283
2	Netherlands	0.9125
3	United Kingdom	0.8960
4	Denmark	0.8889
5	United States	0.8687
6	France	0.8635
7	Sweden	0.8599
8	Norway	0.8593
9	Finland	0.8505
10	Singapore	0.8474
11	Canada	0.8430
12	Australia	0.8390
13	New Zealand	0.8381
14	Liechtenstein	0.8264
15	Switzerland	0.8134
16	Israel	0.8100
17	Germany	0.8079
18	Japan	0.8019
19	Luxembourg	0.8014
20	Estonia	0.7987

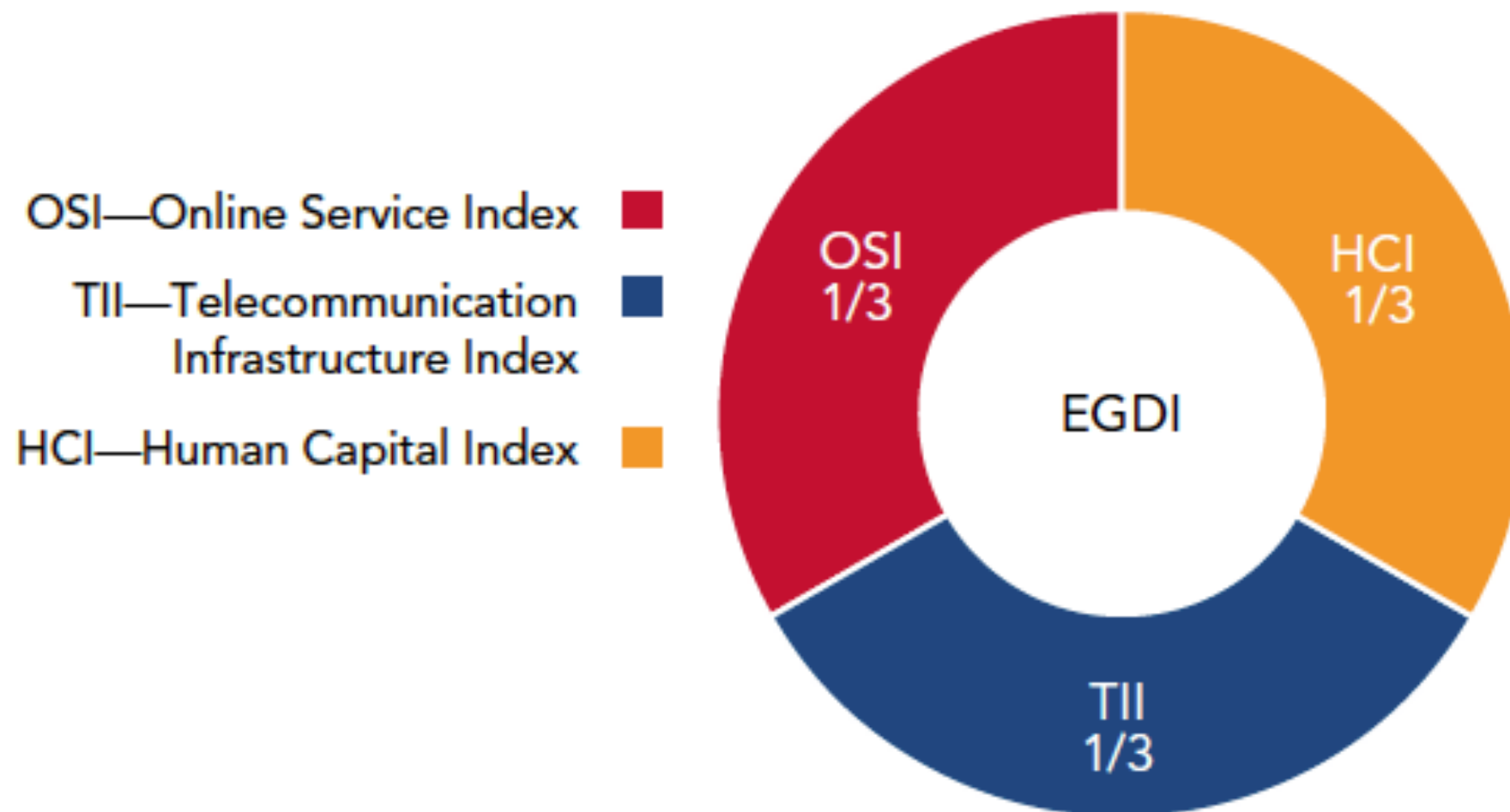
# E-GOVERNMENT DEVELOPMENT INDEX

- Constructing a model for the measurement of digitized services, the Survey assesses the 193 member states of the UN according to a quantitative composite index of e-government readiness based on website assessment; telecommunication infrastructure and human resource endowment



# E-GOVERNMENT DEVELOPMENT INDEX

Figure 1.1. The three components of the E-Government Development Index (EGDI)



# UNDERLYING DEVELOPMENT MODEL

- The Survey instrument assumes a general four-stage model of online service development where stage 1 corresponds to emerging information services, stage 2 to enhanced information services, stage 3 to transactional services and stage 4 to connected services.
- Each stage demands a higher level of sophistication and, often, increased commitment of resources

# 2014 SURVEY

Table ES.1. World and regional e-government leaders

<i>World e-government leaders</i>	<i>Regional e-government leaders</i>	
Republic of Korea	AFRICA	Tunisia
Australia		Mauritius
Singapore	AMERICAS	United States of America
France		Canada
Netherlands	ASIA	Republic of Korea
Japan		Singapore
United States of America	EUROPE	France
United Kingdom		Netherlands
New Zealand	OCEANIA	Australia
Finland		New Zealand

Table 1.1. World e-government leaders (Very High EGDI) in 2014

<i>Country</i>	<i>Region</i>	<i>2014 EGDI</i>	<i>2014 Rank</i>	<i>2012 Rank</i>	<i>Change in Rank (2012–2014)</i>
Republic of Korea	Asia	0.9462	1	1	-
Australia	Oceania	0.9103	2	12	↑ 10
Singapore	Asia	0.9076	3	10	↑ 7
France	Europe	0.8938	4	6	↑ 2
Netherlands	Europe	0.8897	5	2	↓ 3
Japan	Asia	0.8874	6	18	↑ 12
United States of America	Americas	0.8748	7	5	↓ 2
United Kingdom	Europe	0.8695	8	3	↓ 5
New Zealand	Oceania	0.8644	9	13	↑ 4
Finland	Europe	0.8449	10	9	↓ 1
Canada	Americas	0.8418	11	11	-
Spain	Europe	0.8410	12	23	↑ 11
Norway	Europe	0.8357	13	8	↓ 5
Sweden	Europe	0.8225	14	7	↓ 7
Estonia	Europe	0.8180	15	20	↑ 5
Denmark	Europe	0.8162	16	4	↓ 12
Israel	Asia	0.8162	17	16	↓ 1
Bahrain	Asia	0.8089	18	36	↑ 18
Iceland	Europe	0.7970	19	22	↑ 3
Austria	Europe	0.7912	20	21	↑ 1
Germany	Europe	0.7864	21	17	↓ 4
Ireland	Europe	0.7810	22	34	↑ 12
Italy	Europe	0.7593	23	32	↑ 9
Luxembourg	Europe	0.7591	24	19	↓ 5
Belgium	Europe	0.7564	25	24	↓ 1



# CHARACTERISTIC FOR LEADERS

- With an average of 0.8368, the top 25 countries are far ahead of the rest of the world (world average of 0.4721).
- One of the primary factors contributing to a high level of e-government development is concurrent past and present investment in telecommunication, human capital and provision of online services.

# 2014 PROGRESS

- The view of an “e-government maturity model” no longer holds as e-government goals are constantly evolving to meet emerging challenges and increase public value.
- Emphasis is now being placed on deploying a portfolio of e-services that spans functions, business units and geographies, at varying local or municipal levels, thus increasing the value of service offerings to citizens by effectively adopting disruptive technologies in an adaptive and scalable manner.

# DISTRIBUTION

Figure 1.3. Distribution of countries by EGDI, 2014

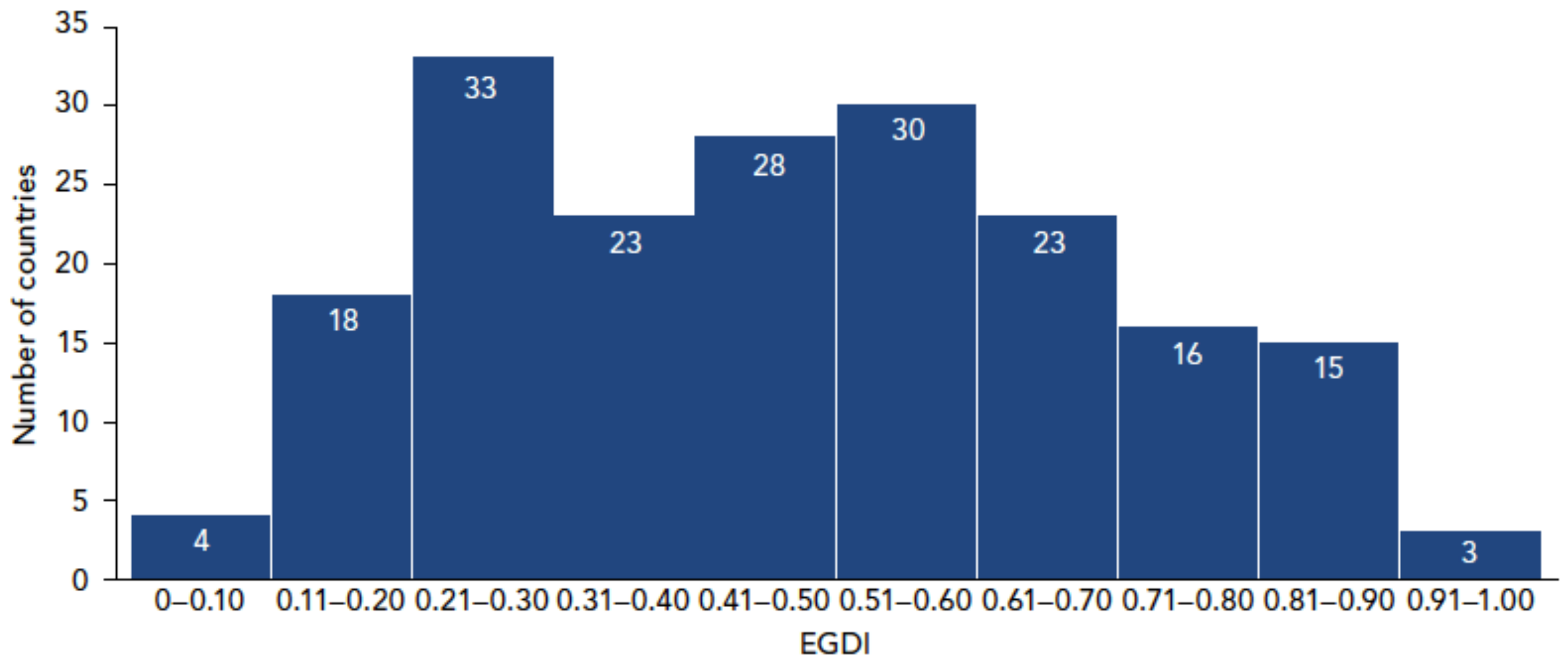


Figure 1.5. Relation between EGDl and national income (GNI per capita)

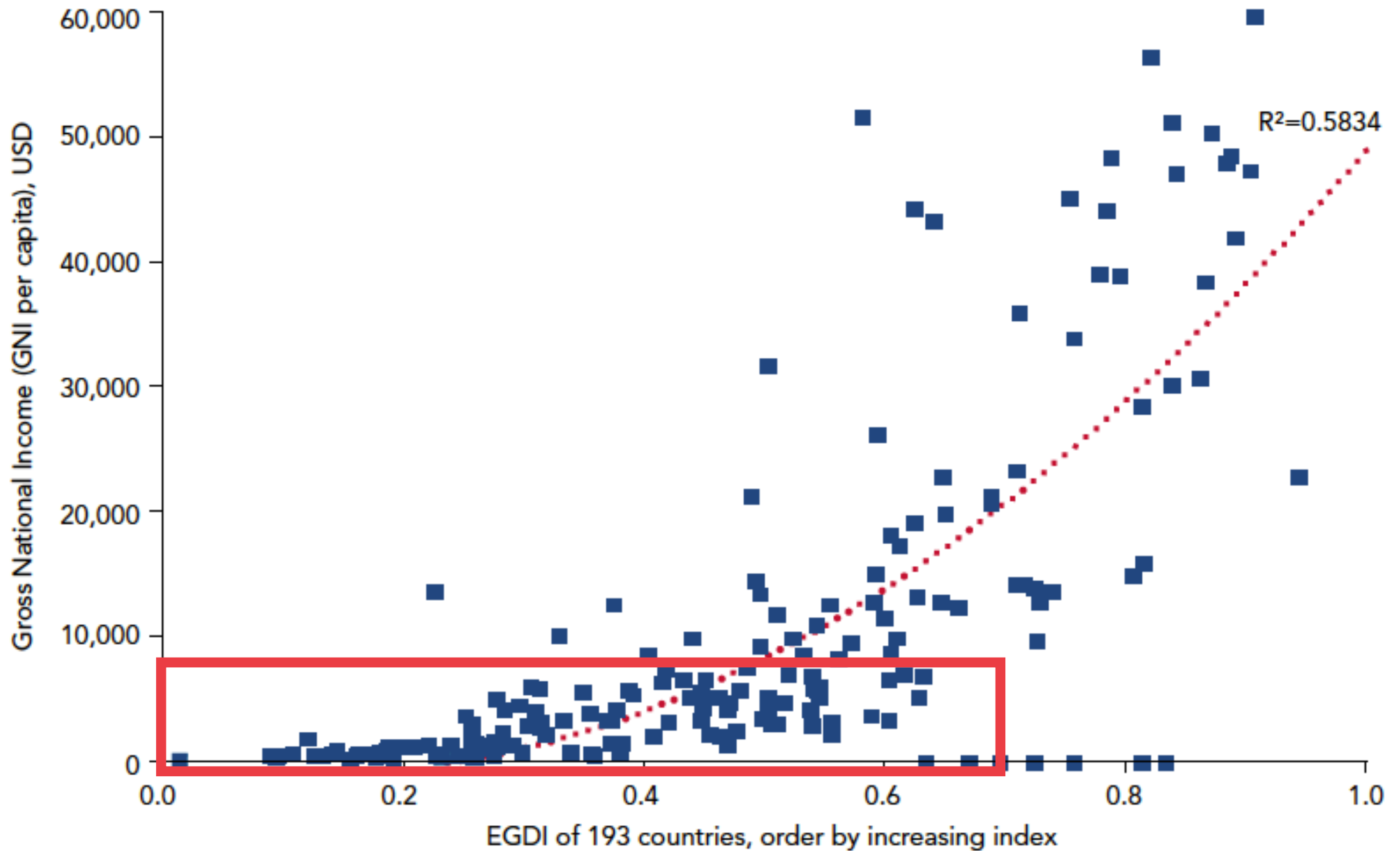




Figure 1.6. Relation between EGDl and national income (GNI per capita), lower-middle income countries

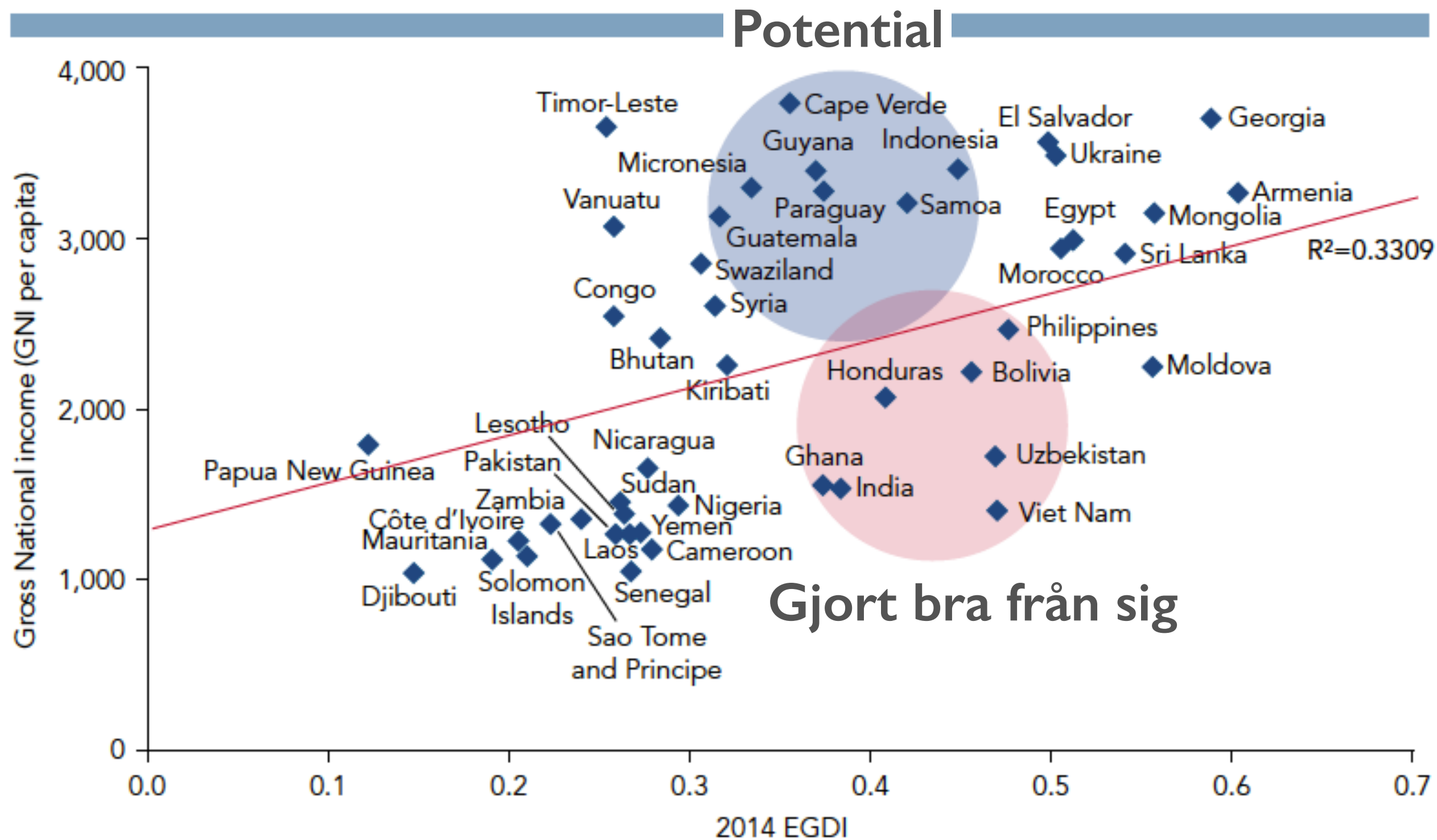


Table 1.7. Top 20 countries in Europe

<i>Country</i>	<i>Level of Income</i>	<i>EGDI</i>	<i>2014 Rank</i>	<i>2012 Rank</i>	<i>Change in Rank</i>
Very High EGDI					
France	High	0.8938	4	6	↑ 2
Netherlands	High	0.8897	5	2	↓ 3
United Kingdom	High	0.8695	8	3	↓ 5
Finland	High	0.8449	10	9	↓ 1
Spain	High	0.8410	12	23	↑ 11
Norway	High	0.8357	13	8	↓ 5
Sweden	High	0.8225	14	7	↓ 7
Estonia	High	0.8180	15	20	↑ 5
Denmark	High	0.8162	16	4	↓ 12
Iceland	High	0.7970	19	22	↑ 3
Austria	High	0.7912	20	21	↑ 1
Germany	High	0.7864	21	17	↓ 4
Ireland	High	0.7810	22	34	↑ 12
Italy	High	0.7593	23	32	↑ 9
Luxembourg	High	0.7591	24	19	↓ 5
Belgium	High	0.7564	25	24	↓ 1
High EGDI					
Russian Federation	High	0.7296	27	27	-
Lithuania	High	0.7271	29	29	-
Switzerland	High	0.7267	30	15	↓ 15
Latvia	High	0.7178	31	42	↑ 11

# E-PARTICIPATION ETC

- Of particular note in this survey round was an increased emphasis on e-participation and evidence of open data initiatives given evolving expectations about transparency and participation in public affairs.
- The provision of environmental e-information was also added to the basket of basic online services assessed alongside education, health, finance, labour and social welfare functions



# ITALIEN

- The demand for transparency in public administration has been growing exponentially in Italy. To date there are 42 types of information that should be present by law on public administration websites
- E.g. balance sheets, consultants, data about executives, performance plans, complete information about the organizational structure and the services provided to citizens.
- Why?



# ON-LINE SERVICE DELIVERY

# ON-LINE SERVICE DELIVERY?

- Is a composite indicator measuring the use of ICT by governments to deliver public services at national level.
- The Survey assesses the technical features of national websites as well as e-government policies and strategies applied in general and by specific sectors for delivery of services.

Table 2.1. Top 20 countries in online service delivery

<i>Country</i>	<i>Online Service Index</i>
France	1.0000
Singapore	0.9921
Republic of Korea	0.9764
Japan	0.9449
Spain	0.9449
United States	0.9449
Bahrain	0.9370
Australia	0.9291
Netherlands	0.9291
Canada	0.9134
United Kingdom	0.8976
United Arab Emirates	0.8819
Israel	0.8740
Uruguay	0.8504
New Zealand	0.8425
Chile	0.8189
Colombia	0.7874
Estonia	0.7717
Finland	0.7717
Saudi Arabia	0.7717

Figure 2.1. Percentage of United Nations Member States with no online presence, 2003–2014

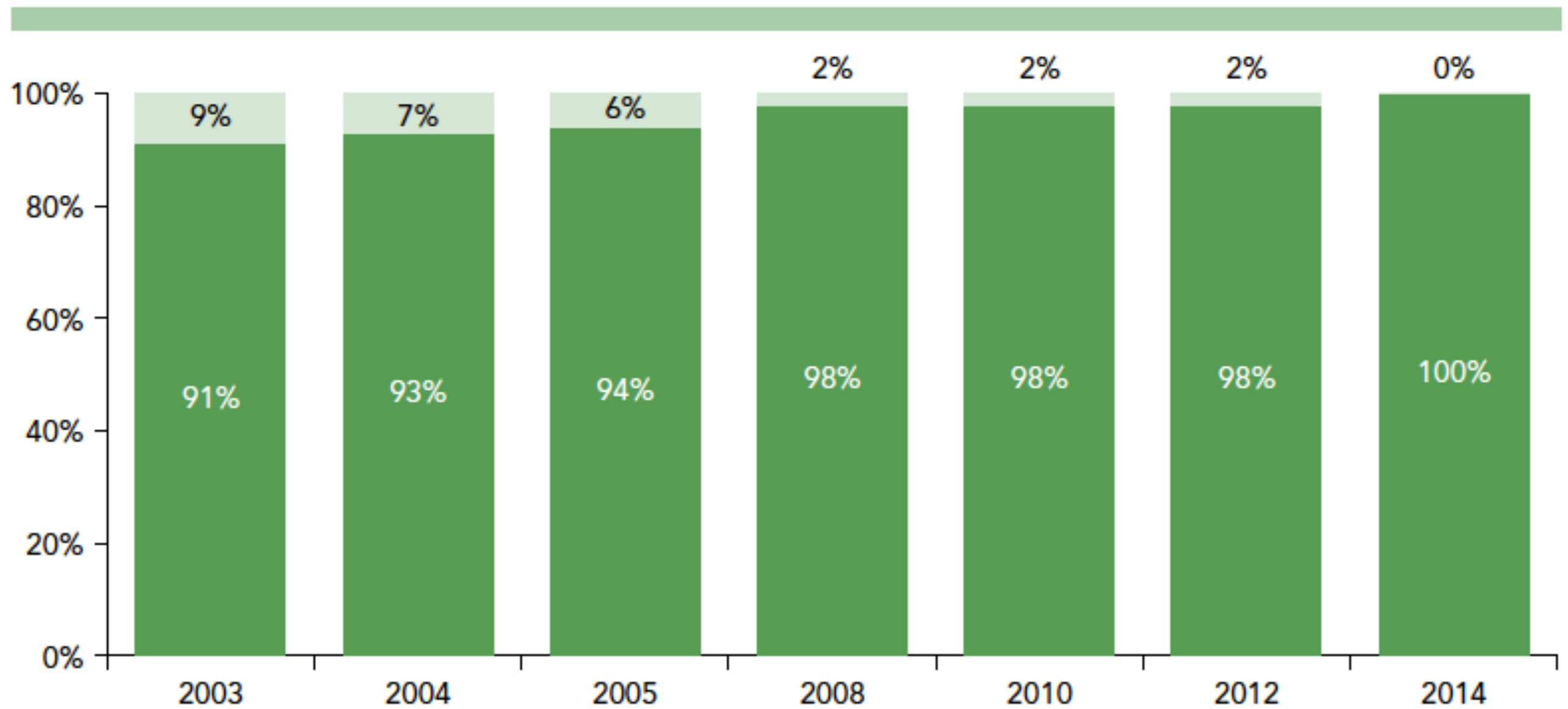
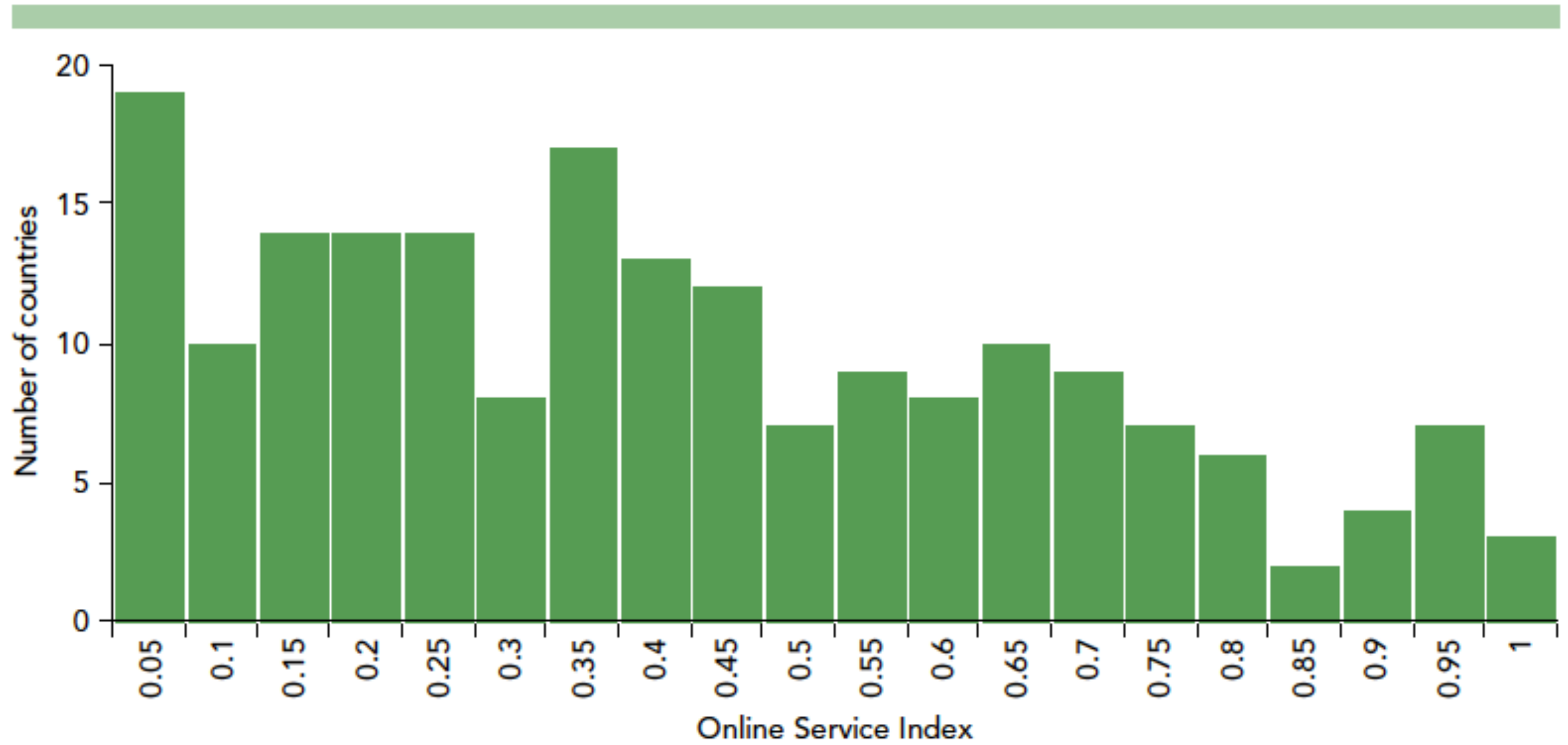




Figure 2.2. Distribution of Online Service Index values



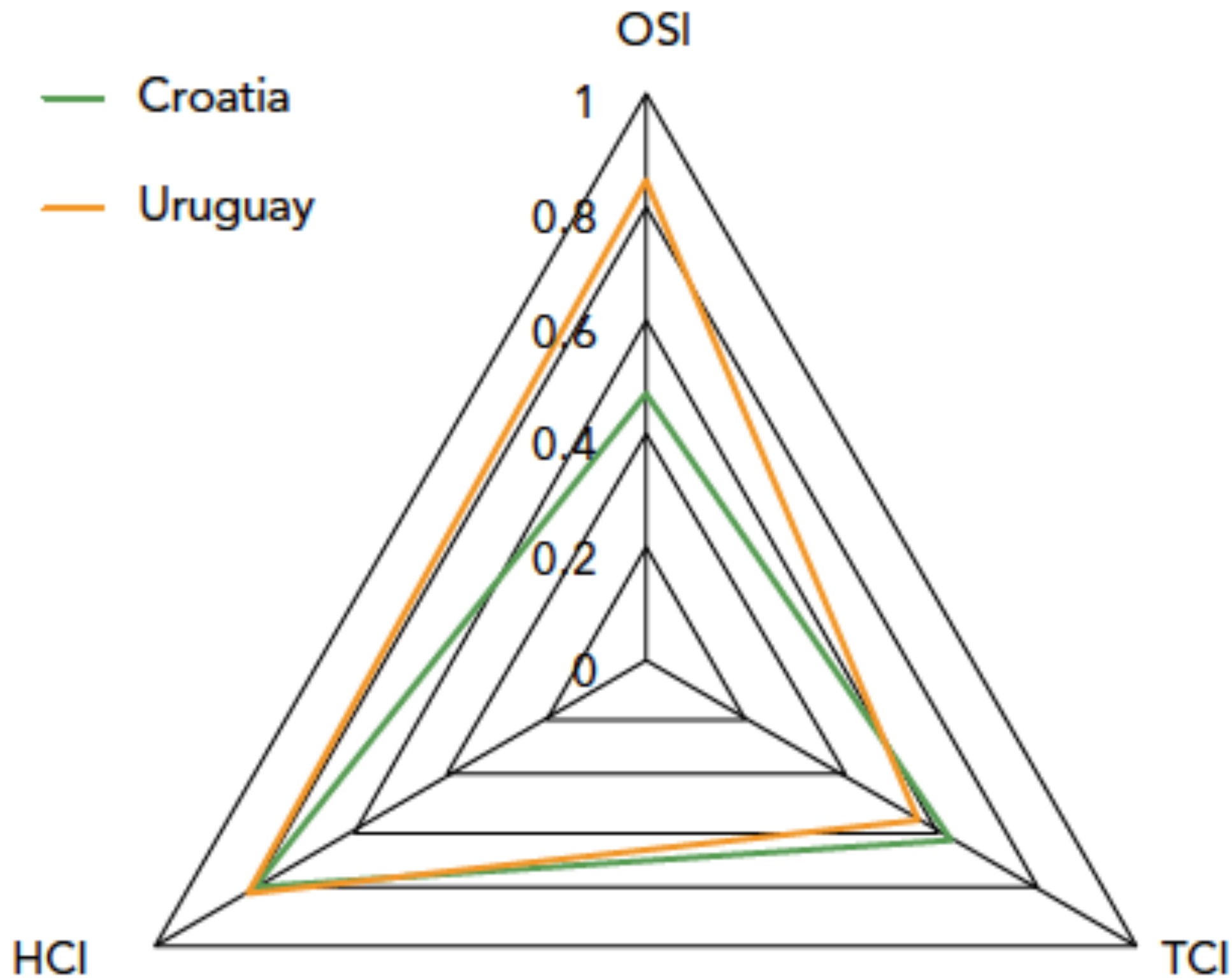


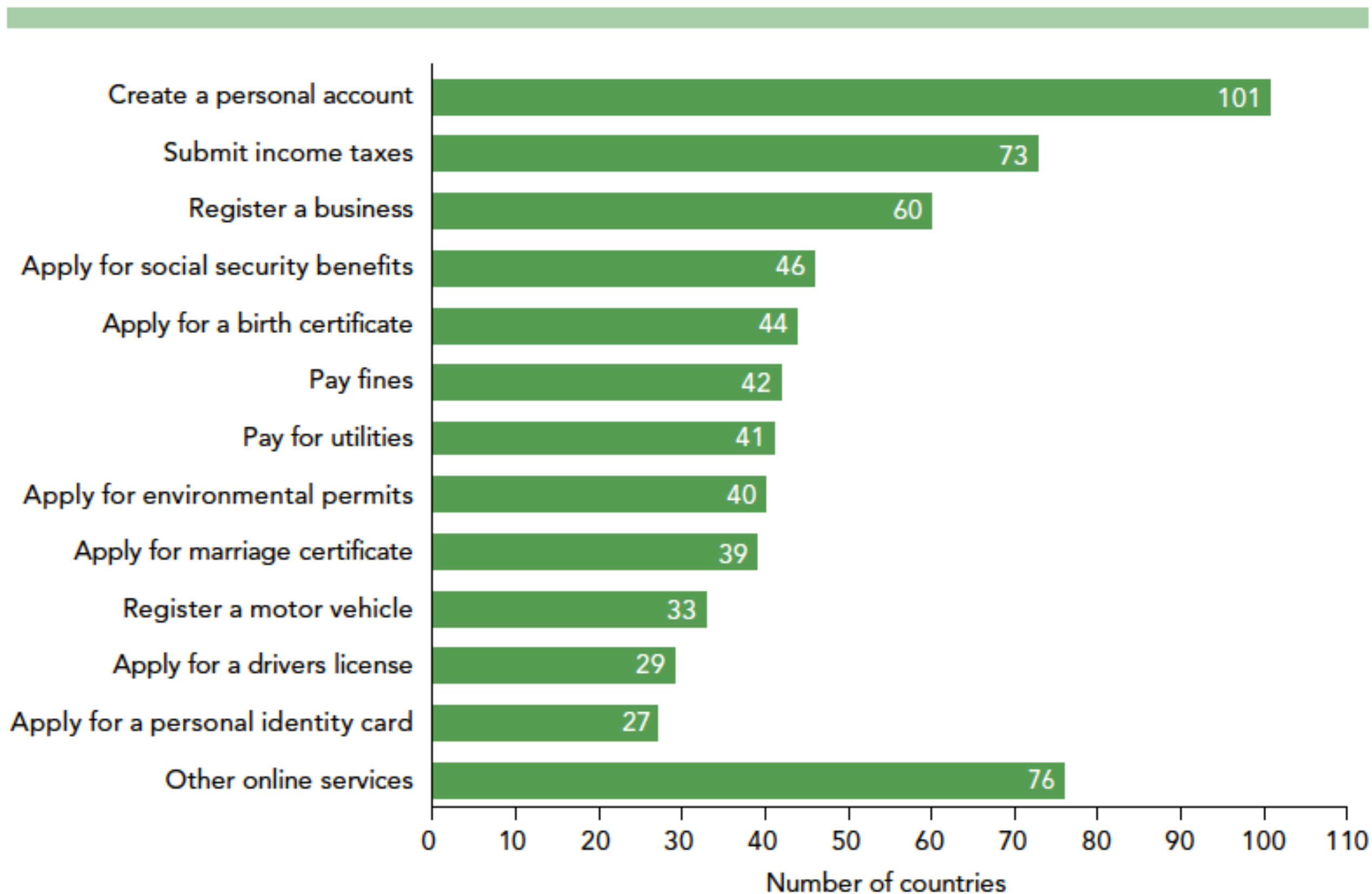
Table 2.3. Availability of selected basic features

	<i>Number of countries</i>	<i>Per centage of countries</i>
Find website using search tools	168	87%
Site updated within past three months	148	77%
Access in more than one language	142	74%
Availability of map/index	131	68%
Help/FAQ feature	89	46%

Table 2.4. Availability of selected enhanced features

	<i>Number of countries</i>	<i>Per centage of countries</i>
Advanced search option	101	52%
Privacy statement	97	50%
Tag cloud or 'hot topics'	80	41%
Secure website	53	27%

Figure 2.4. Transactional services online





# CONCLUSION

- On the whole, there is a substantial variability in the scope of online service delivery.
- Differences between the highest and lowest online service scores and between the four stages of e-service development are considerable, despite progress in a number of areas.
- A large number of countries fall in the bottom third of the OSI. Improved access to telecommunication infrastructure has facilitated e-government development in some cases, but in general the most advanced countries have continued to outpace the less developed in online service delivery.

# E-PARTICIPATION

# PARTICIPATION MODEL

- 1) e-information that enables participation by providing citizens with public information and access to information upon demand
- 2) e-consultation by engaging people in deeper contributions to and deliberation on public policies and services
- 3) e-decision-making by empowering people through co-design of policy options and co-production of service components and delivery modalities.

# FEATURES ASSESSED

- Existence of archived information (policies, budget, legal documents etc.) related to education, health, finance, social welfare, labour information and environment
- Existence of datasets on education, health, finance such as government spending, social welfare, labour information and environment
- Access to government website in more than one official national language
- Availability of social networking features
- Presence of e-consultation mechanisms for the six sectors: education, health, finance, social welfare, labour information and environment
- Availability of tools in order to obtain raw (non-deliberative) public opinion for public policy deliberation such as online forums, media tools, polls, voting tools and petition tools
- Presence of e-decision-making tools for the six sectors: education, health, finance, social welfare, labour information and environment



Table 3.2. Top 50 performers on e-participation

Netherlands	Colombia	Spain	Norway	Belgium
Republic of Korea	Israel	Estonia	Russian Federation	India
Uruguay	United Arab Emirates	Kazakhstan	China	Republic of Moldova
France	Bahrain	Brazil	Ireland	Slovakia
Japan	Canada	Finland	Kenya	El Salvador
United Kingdom	Costa Rica	Germany	Lithuania	Mexico
Australia	Greece	Latvia	Portugal	Qatar
Chile	Morocco	Oman	Sri Lanka	Sweden
United States of America	Italy	Peru	Tunisia	Georgia
Singapore	New Zealand	Mongolia	Austria	Montenegro

Table 3.3. Countries that score more than 66.6 per cent in all three stages of e-participation

<i>Country</i>	<i>E-information (%)</i>	<i>E-consultation (%)</i>	<i>E-decision making (%)</i>	<i>Total (%)</i>	<i>Income level</i>	<i>Region</i>
Netherlands	96.30	86.36	77.78	89.66	High	Europe
Republic of Korea	96.30	81.82	88.89	89.66	High	Asia
Uruguay	88.89	95.45	66.67	87.93	High	Americas
France	96.30	77.27	77.78	86.21	High	Europe
Japan	85.19	86.36	88.89	86.21	High	Asia
United Kingdom	96.30	77.27	77.78	86.21	High	Europe
Australia	92.59	77.27	77.78	84.48	High	Oceania
Colpmbia	74.07	81.82	88.89	79.31	Upper middle	Americas

Figure 3.6. Tools used by governments for e-consultation

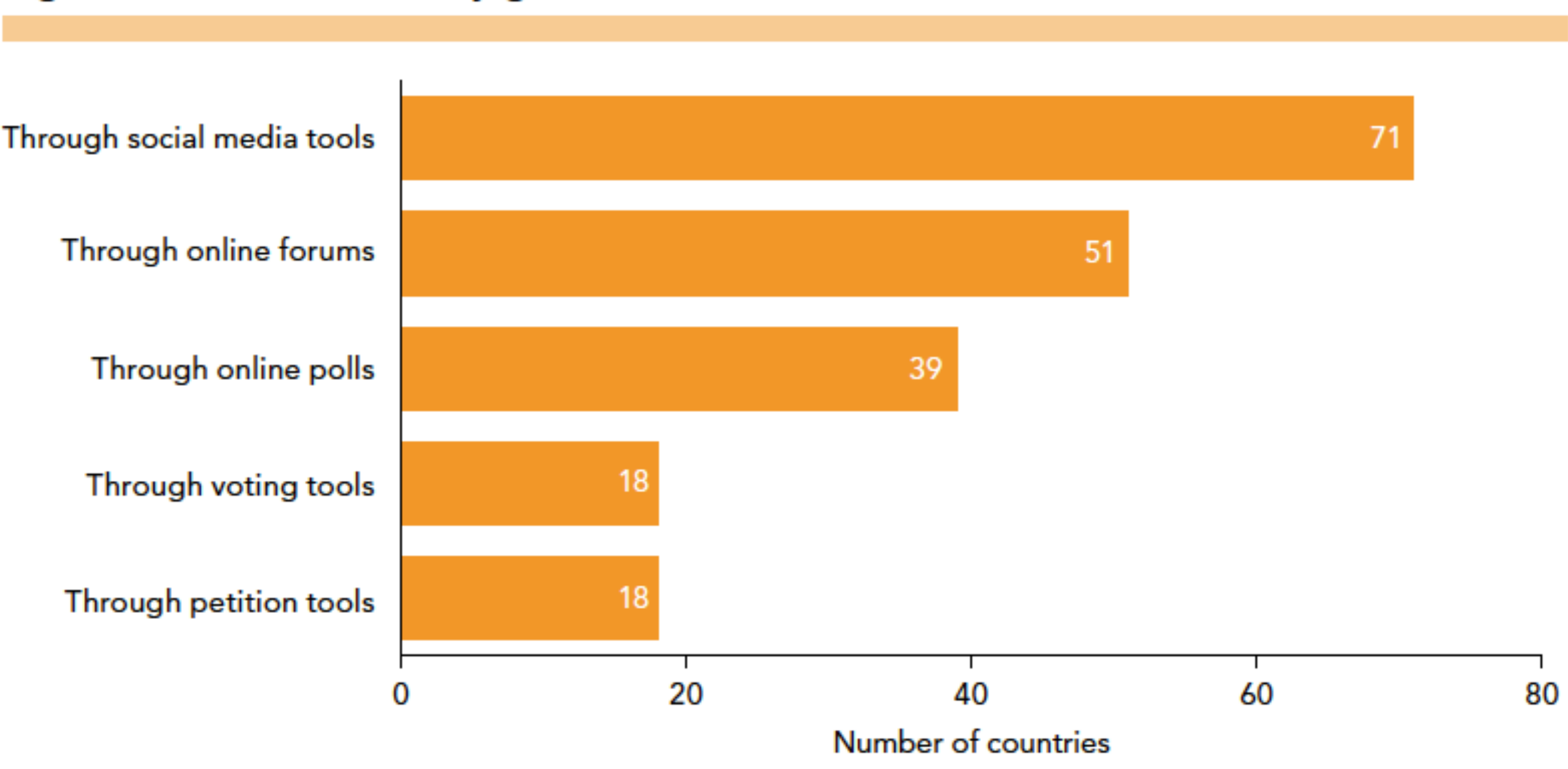


Figure 3.8. E-decision making features in the past 12 months, by sector

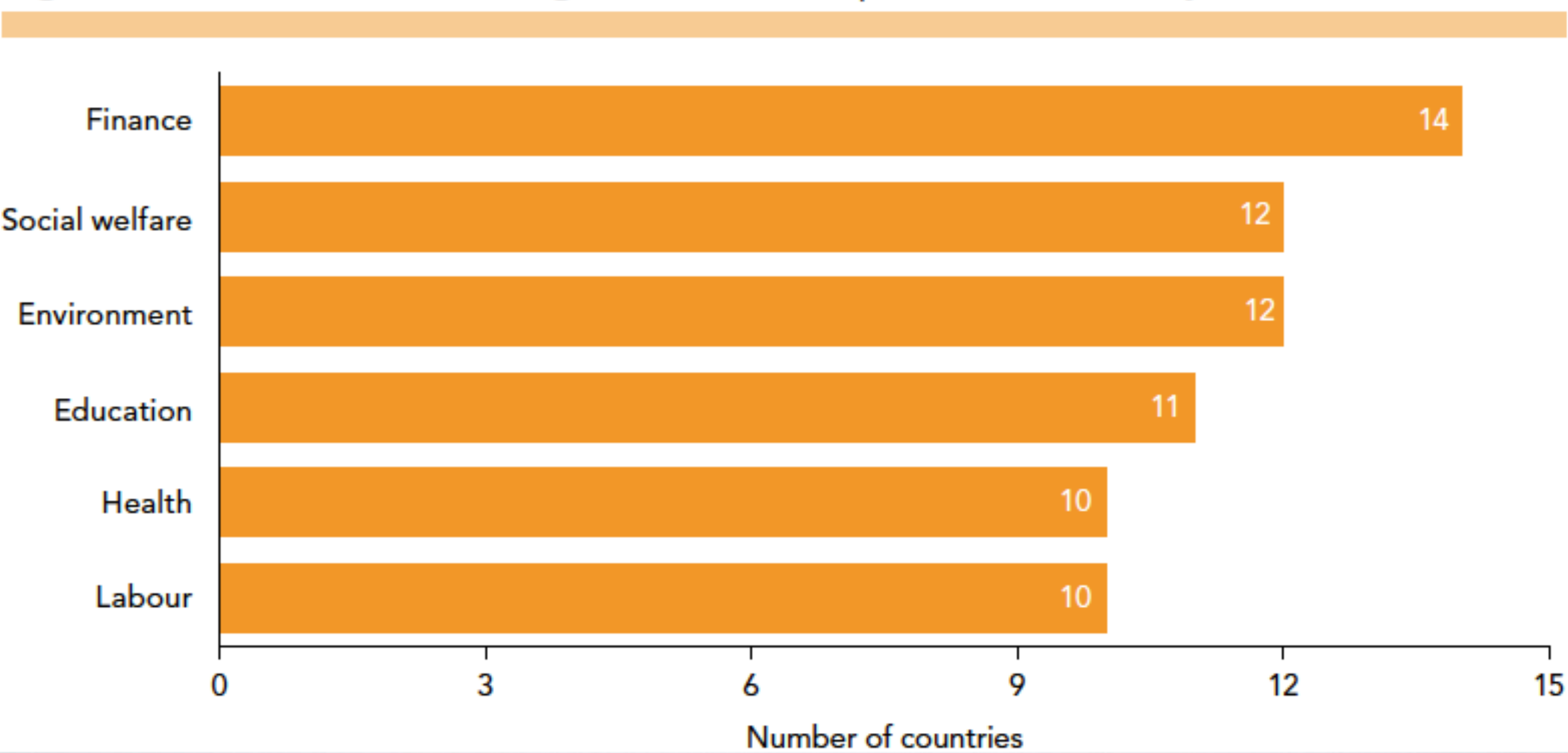
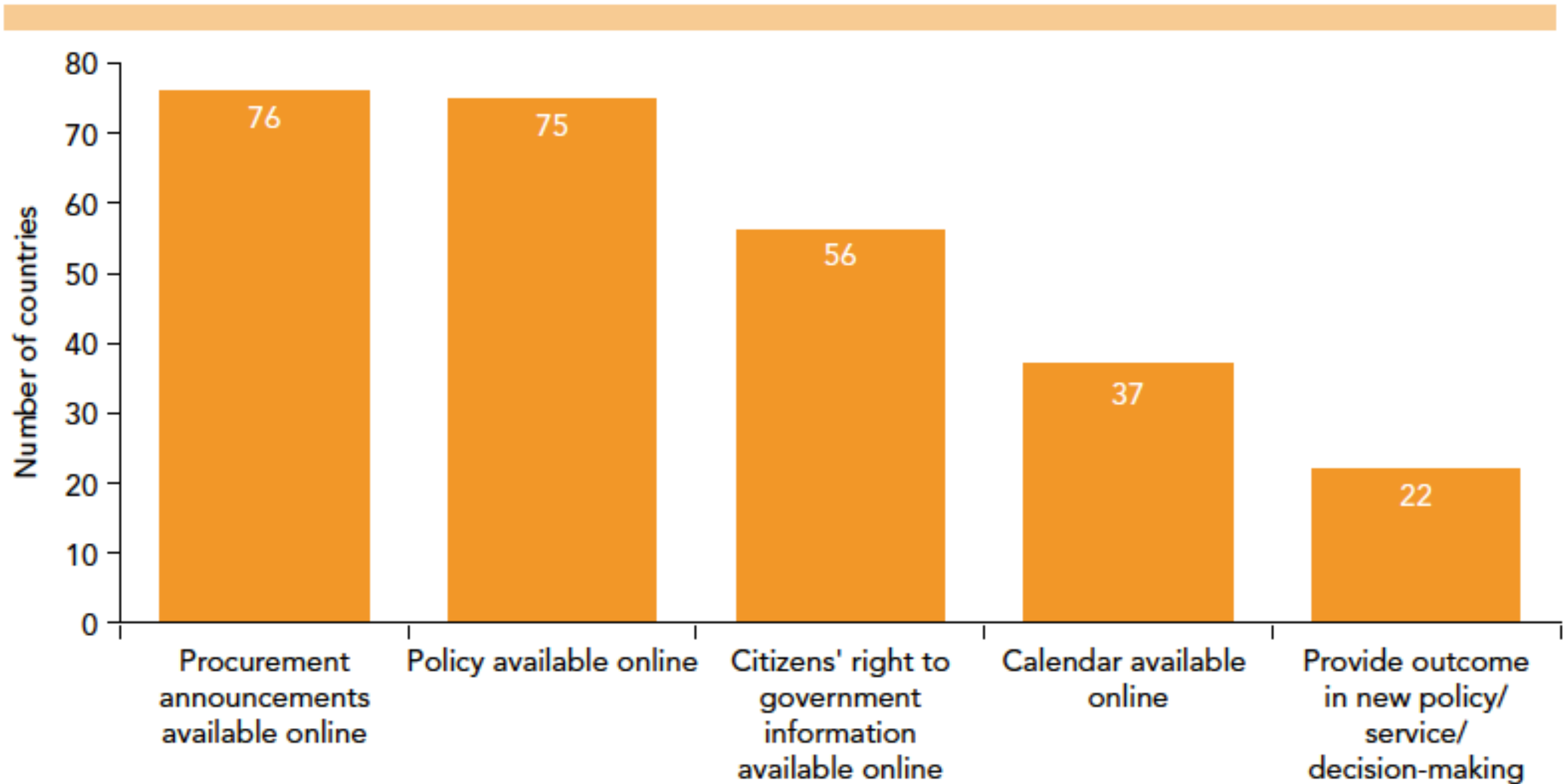




Figure 3.9. Countries with online e-participation policies



LITE ANNAT SMÅTT OCH  
GOTT

# UTMANINGAR

- Mer inkluderande med högre kvalitet men mindre resurser och, helhetsorienterad, ökad förmåga
- Mer öppen, ansvarsfull och effektiv offentlig styrning
- Lyhörd för ökad efterfrågan från medborgarna på ökad delaktighet för att skapa större förtroende för förvaltningen

# FÖRVERKLIGA UTMANINGAR

- Become catalysts for change instead of mere service providers;
- Facilitate networked co-responsibility by empowering communities to take part in the solution of their own problems;
- Become entrepreneurial in generating revenues and promoting partnerships;
- Operate in an integrated and collaborative manner across departments and agencies;
- Become pro-active instead of reactive anticipating problems;
- Make full use of opportunities afforded by the application of ICT in Government in order to bridge the digital divide;
- Transform mind-sets and build a culture of collaboration, transparency and accountability.



# PRINCIPER VID SERVICELEVERANS

- High quality
- Easy Access
- Cost-effective
- Citizen-centric

Figure 5.1. Percentage of countries providing updates via email or feeds

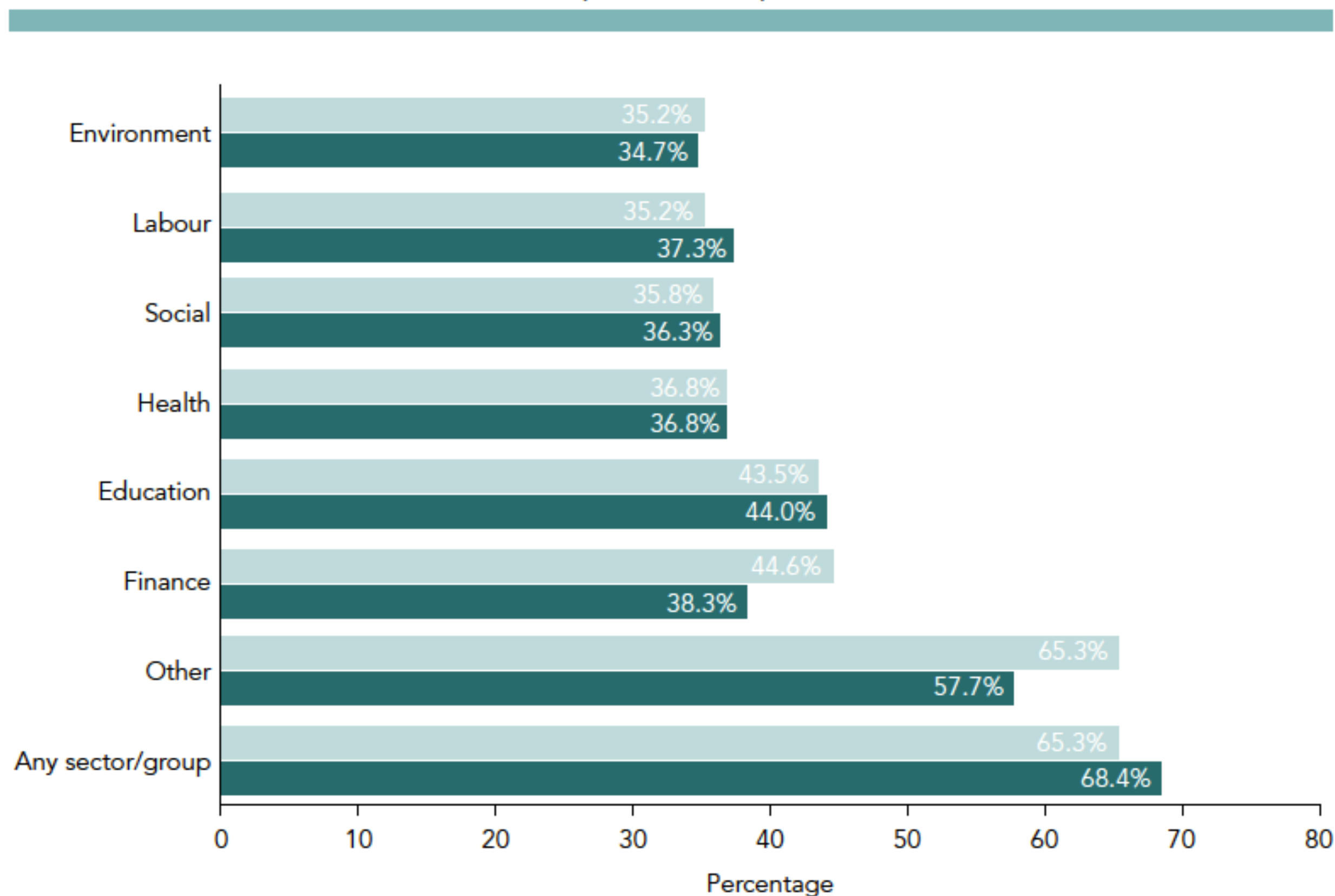
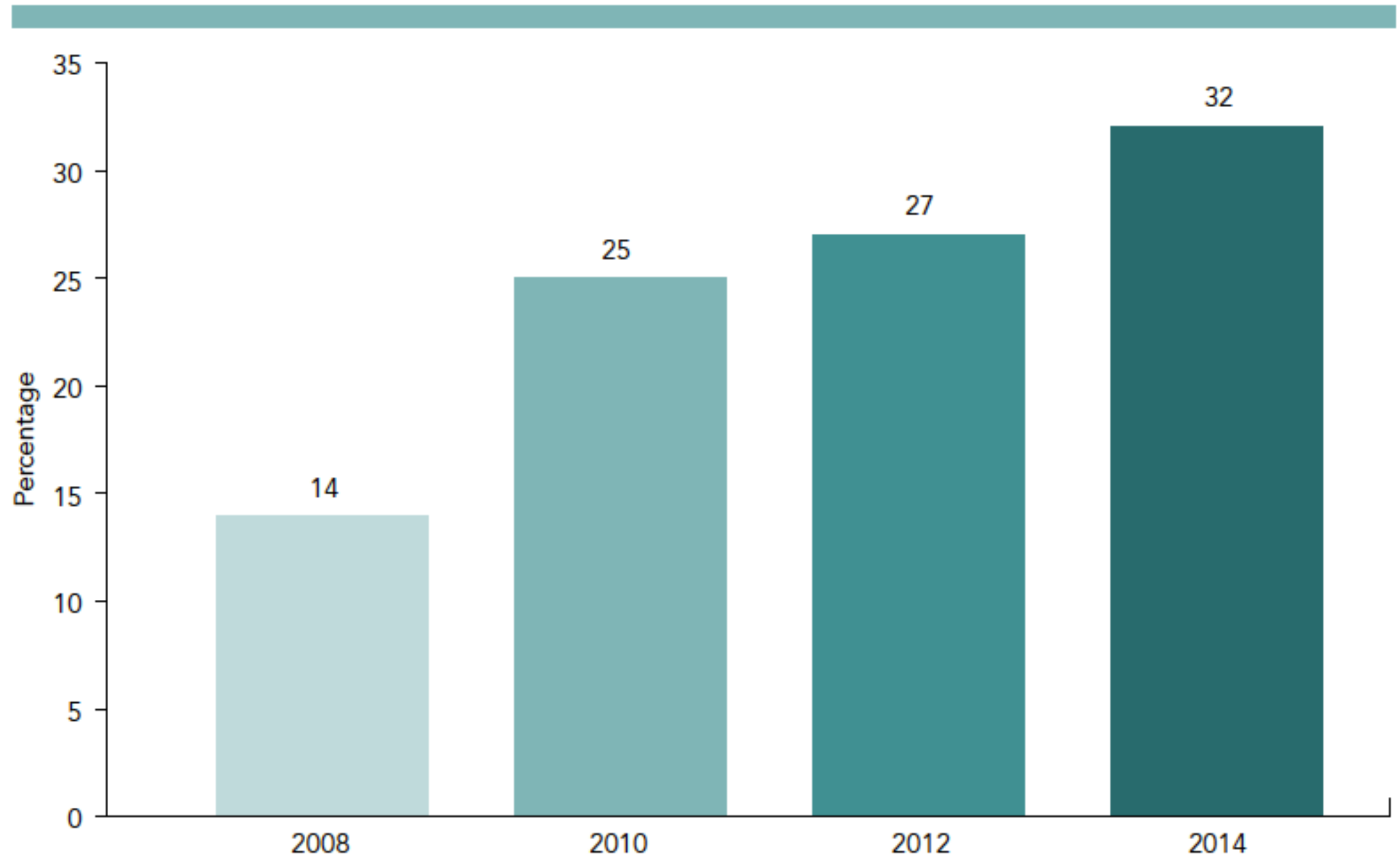


Figure 5.2. Slight growth of the SMS text channel from 2008 to 2014



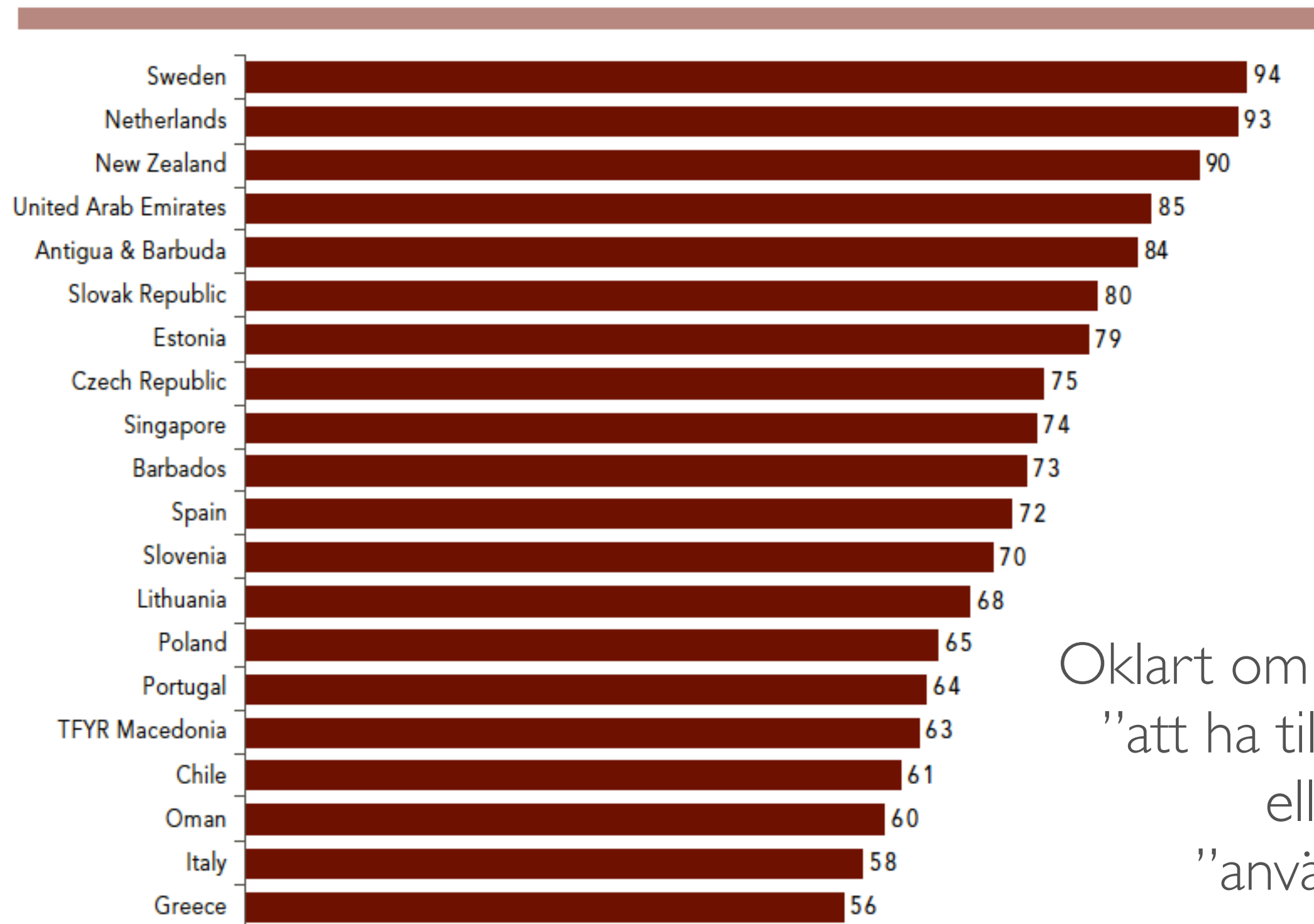
# M-PESA

- M-pesa är en mobilservice som låter användarna betala via mobilen
- Den startade i Kenya och har blivit mycket populär
- Man kan sätta in och ta ut pengar, betala räkningar, göra överföringar (även till/från utlandet)
- Fungerar i områden med låg infrastruktur i form av vägar, affärer, banker etc.



# PROCENT INTERNETANV.

Figure 6.2. Disparity in use of Internet between developed and developing countries, 2013



Oklart om det menas  
"att ha tillgång till"  
eller  
"använda"



MEN NU ÄR DET SLUT!