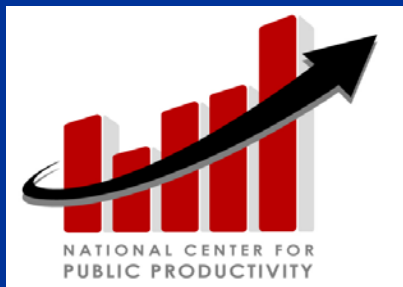# Trends in E-Governance
A Global Perspective

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NATIONAL CENTER FOR PUBLIC PRODUCTIVITY

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The E-Governance Institute

Transformation to E-Government

E-Government - the online delivery of public services and information to citizens and businesses

- E-government is the application of ICTs in the public sector to optimize its internal and external functions, and provide government and business with a set of tools that can potentially transform the way in which interactions take place and services are delivered (UNDESA, 2003).

- E-government is the use of ICTs in public administration, combined with organizational change, in order to improve public services and democratic processes and strengthen support for public policies (Liikaanen, 2003).

ICTs, unlike televisions and radios, can enable citizens to demand and obtain desired information when online.

Transformation to E-Government

■ **Benefits of E-Government:**

✓ increased government accountability to citizens

✓ greater public access to information

✓ more efficient and effective government

■ **Potential of E-Government:**

✓ A major transformation of the way the government conducts business

✓ Reversal of long-term loss of social capital
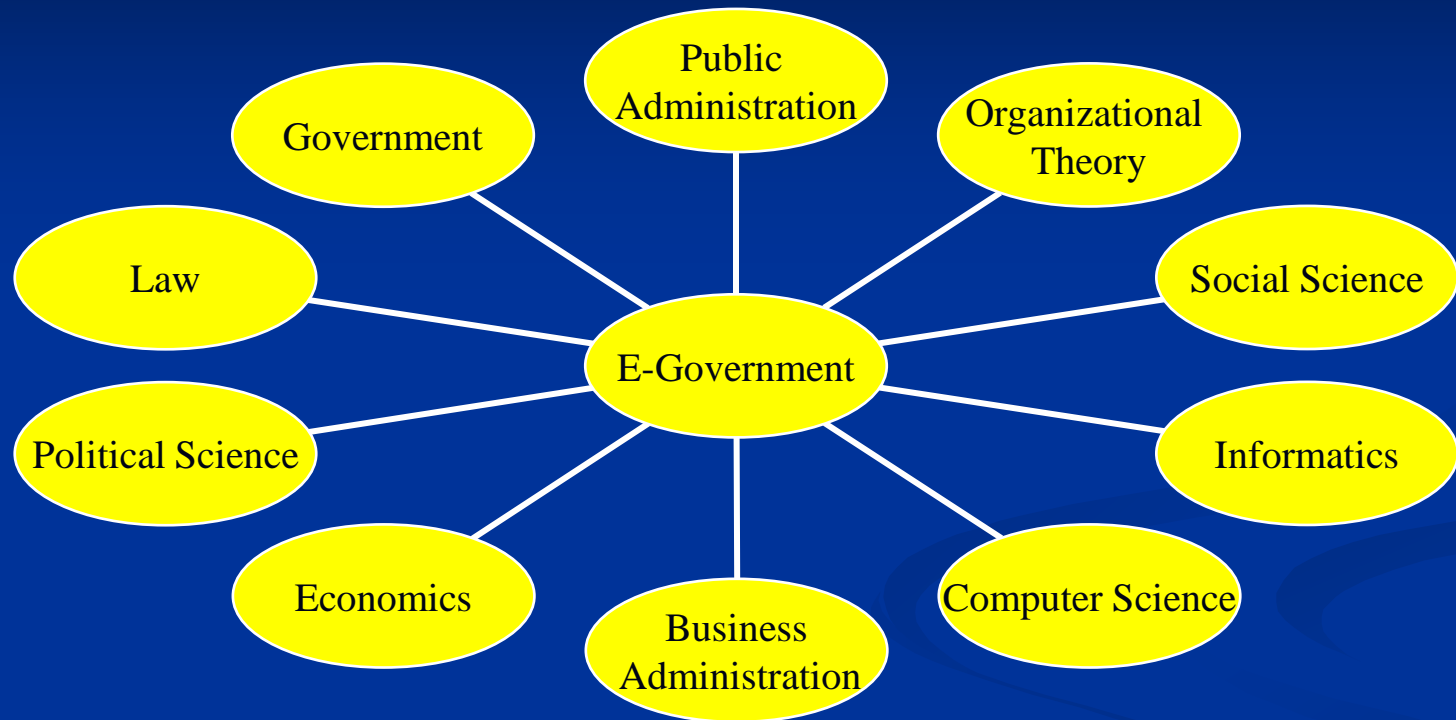
Traditional Bureaucratic Paradigm
- standardization
- departmentalization
- operational cost-efficiency

E-Government Paradigm
- coordinated network building
- external collaboration
- customer services

E-Government – an intersection of multidisciplinary areas

Knowledge and understanding of the factors related to more extensive use of e-government would help administrators make maximum use of technology in government in the most appropriate manner.

Stages of E-Government Growth

- Growth of e-government in terms of various stages

  Information ⟶ Transactions ⟶ Participation

  Each stage offers progressive levels of technical sophistication

- "One-stop government" for citizens, which is
  a state where all public agencies are inter-connected,
  and the citizen is able to access services from any
  public agency at a single location.
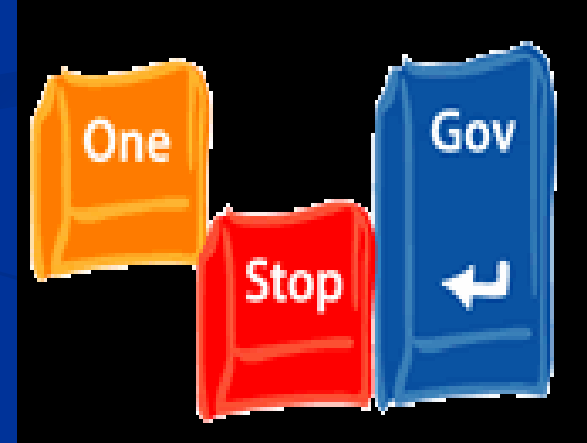
e-Government (Information)

- Citizen Access to Information

- Government Functions and Services

- Directory & Directions to Parks and Community Centers

- Calendar of City-Sponsored Events & Activities

- Property Information

- Citizen Services

- Job Postings

- Phone & Staff Directories

- Meeting Notices

- City Statistics

- Tourist Information

e-Government (Transaction)

- License Renewal & Payment

- Payment of Parking Tickets, Fines

- Registration for Functions

- Interactive Job Applications

- Online Permits, Business Licenses, Court Documents

- Online Purchase Orders, Bid Documents

- Sales Tax Collection

- Distance Learning

- Webcasting of City/County Meetings

- Communications with Local Leaders

e-Government (Participation)

- **Digital Democracy**
  - Open Policy Forum
  - Bulletin Boards
  - E-Meetings
  - E-Petitions, E-Jurisdiction, E-Referenda
  - E-Newsletters

Features of e-Government

1. Always Open (24 Hour City Hall)

2. Locality Neutral

3. Faster Transactions

4. No Lines

5. Saves Government Money

Features of e-Government

6. Citizen Satisfaction

7. Business Satisfaction

8. Improved Security Applications

9. Language Options

10. Greater Citizen Participation

What is Web 2.0?

- Second generation Internet-based services
- Social networking sites
- Wikis
- Communication tools
- Folksonomics
- Mobile Internet/Devices
  - Cameras
  - Text messaging

■ Mission:

To explore how the internet and other information technologies (IT) have and will continue to impact on the productivity and performance of the public sector and how e-government fosters new and deeper citizen involvement within the governing process.

The Institute is committed through its work to supporting the gathering and sharing of knowledge, information and data in order to increase the understanding of how e-governance can strengthen the fundamental partnership between the public sector and the private citizen.

The E-Governance Institute
National Center for Public Performance
Rutgers University-Newark

Our most notable projects:

- Global E-Governance Survey

- U.S. States/Cities E-Governance Survey

- Public Performance Measurement Certification Program

Our most recent publications:

- Building Good Governance: Reforms in Seoul

- Restoring Trust in Government: The Potential of Digital Citizen Participation

- Public Performance Worldwide International Case Study

Rutgers E-Governance Performance Index

The instrument consists of five components-

- Security and Privacy
- Usability
- Content
- Services
- Citizen Participation

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- **Privacy**

  Privacy policies, authentication, encryption, data management, cookies

- **Usability**

  User-friendly design, branding, length of homepage, targeted audience links or channels, and site search capabilities

- **Content**

  Access to current accurate information, public documents, reports, publications, and multimedia materials

- **Service**

  Transactional services involving purchase or register, interaction between citizens, businesses and government

- **Citizen Participation**

  Online civic engagement, online policy deliberation, performance measures

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Scale	Description
0	Information about a given topic does not exist on the website
1	Information about a given topic exists on the website (including links to other information and e-mail addresses)
2	Downloadable items are available on the website (forms, audio, video, and other one-way transactions, popup boxes)
3	Services, transactions, or interactions can take place completely online (credit card transactions, applications for permits, searchable databases, use of cookies, digital signatures, restricted access)

For each of those five components, our research applied 18-20 measures, and each measure was coded on a scale of four-points
(0, 1, 2, 3) or a dichotomy of two-points (0, 3 or 0, 1).

Overall Rankings of Municipalities
Global E-Governance Survey

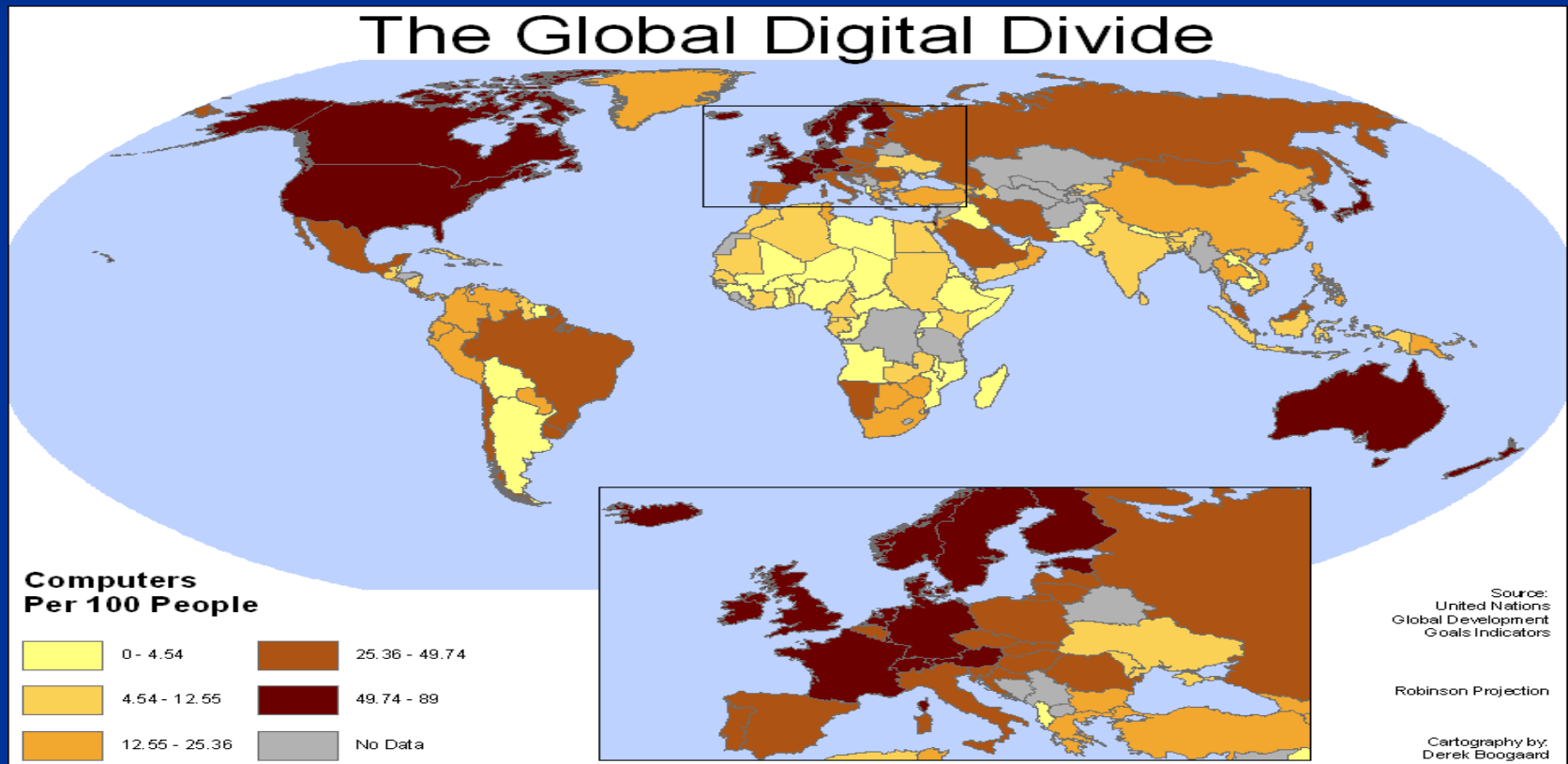|	2007		2005		2003	
Ranking	City	Score	City	Score	City	Score
1	Seoul	87.74	Seoul	81.70	Seoul	73.48
2	Hong Kong	78.20	New York	72.71	Hong Kong	66.57
3	Helsinki	71.51	Shanghai	63.93	Singapore	62.97
4	Singapore	70.32	Hong Kong	61.51	New York	61.35
5	Madrid	67.98	Sydney	60.82	Shanghai	58.00

Global E-Governance Survey

Average Score by E-Governance Categories 2003 -2007

	Average	Usability	Content	Service	Privacy & Security	Citizen Participation
2007	34.37	12.53	7.70	5.99	4.57	3.58
2005	33.11	12.42	7.63	5.32	4.17	3.57
2003	28.49	11.45	6.43	4.82	2.53	3.26

Digital Divide

Digital gap between individuals, households, businesses and geographic areas
with regard to their opportunities
to access information and communication technologies

Digital Governance in Municipalities Worldwide (2007)
A Longitudinal Assessment of Municipal Websites Worldwide

Average Score of Cities in OECD Member and Non-Member Countries for 2003 - 2007

	2003	2005	2007
OECD	36.34	44.35	45
Non-OECD	24.26	26.50	27.46
Difference	12.08	17.85	17.54

Recent slight decrease in the digital divide between OECD and non-OECD nations
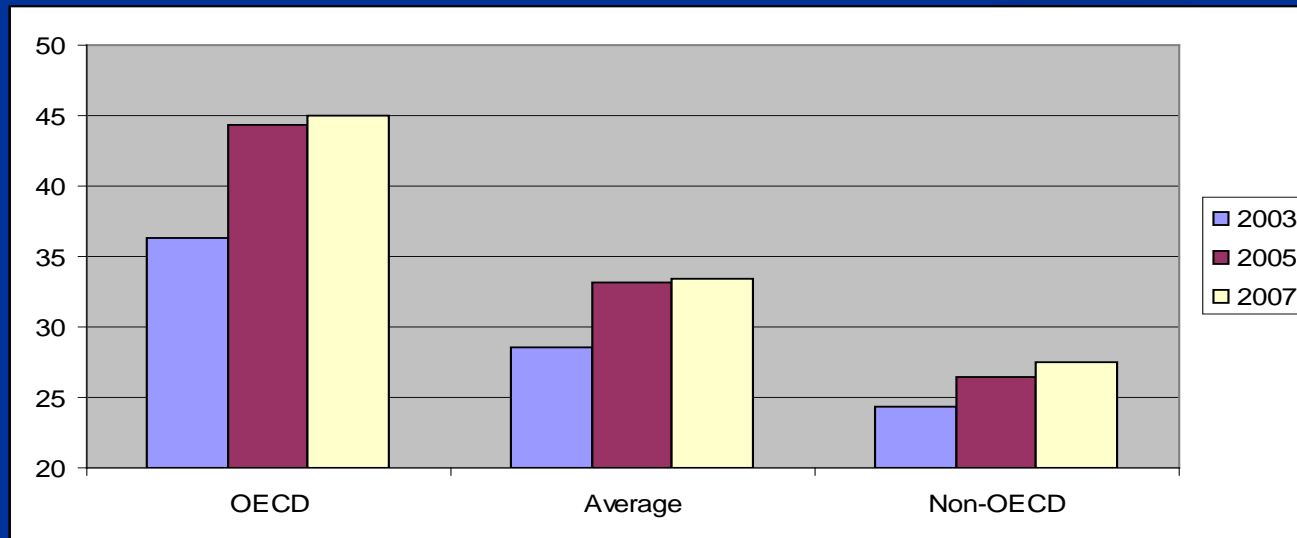

OECD nations improving at a faster rate than non-OECD nations

Global Trends in Municipal E-Governance

	Oceania	Europe	South America	Asia	Average	North America	Africa
2007	**100%**	**100%**	**100%**	**89%**	**86%**	70%	50%
2005	**100%**	**100%**	**100%**	**78%**	**81%**	80%	29%
2003	**100%**	97%	**100%**	**87%**	**84%**	75%	33%

Percentage of Cities with Official Websites by Continent 2003 - 2007

Average Score of Cities in OECD Member and Non-Member Countries for 2003 - 2007
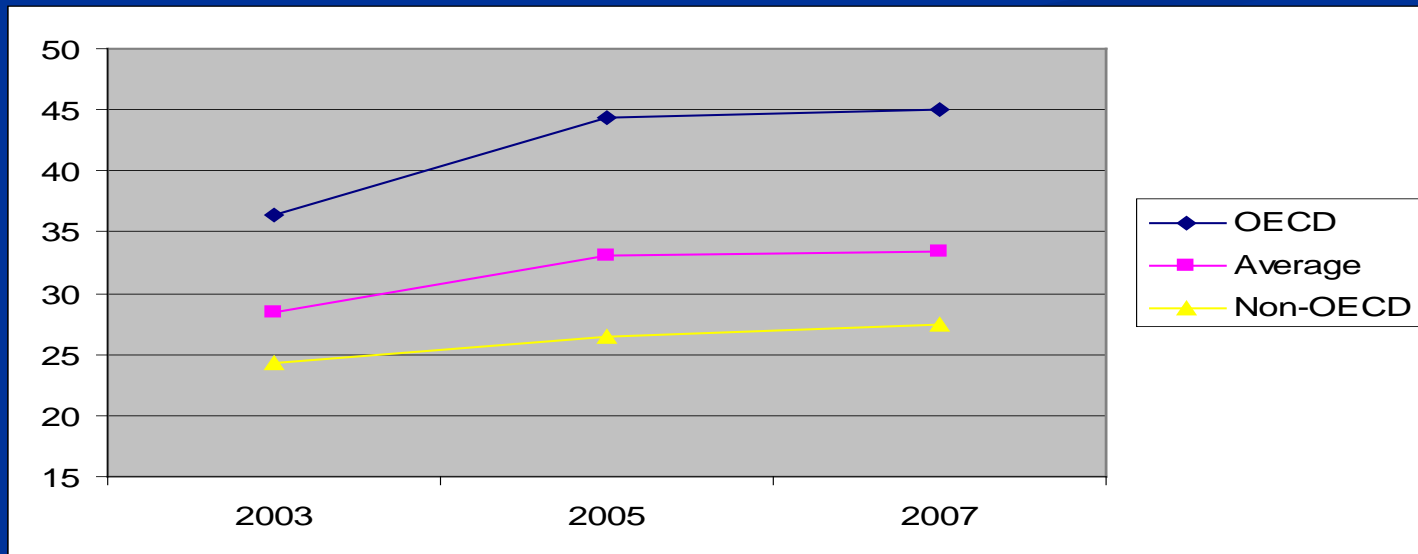
Future Trends in E-Government

1. E-Government definition requires expansion

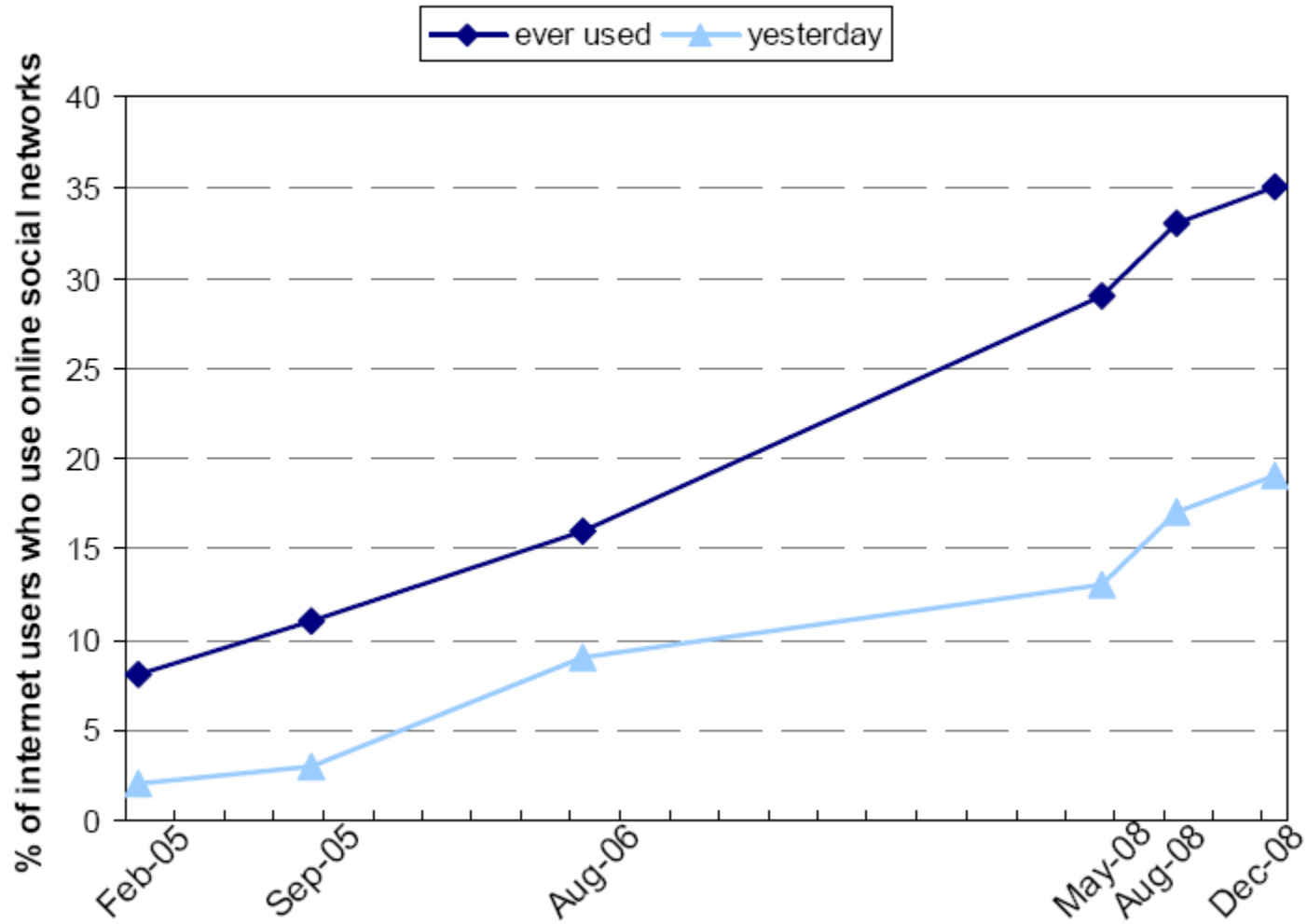   E-Government ⟶ E-Governance

2. Realization – One Portal strategy is no longer enough
    (Web 2.0 – 3.0)

    - ■ Twitter
    - ■ Facebook
    - ■ YouTube
    - ■ Hi5

Get News. Get Information.
Get Fairfax County.

Source: Pew Internet & Family Life Project, 2009

Social Networking Stats

- 75% of online adults 18-24 have a profile on a social network site
- 57% of online adults 25-34 have a profile on a social network

- 30% of online adults 35-44 have one
- 19% of online 45 to 54 year olds have a profile
- 10% of online 55 to 64 year olds have a profile
- 7% of online adults 65 and older have a profile

- 50% of adult social network users have a profile on MySpace
- 22% have a profile on Facebook
- 6% have a profile on LinkedIn

Source: Pew Internet & Family Life Project, 2009 24

Social Networks

Future Trends in E-Government

2. Realization – One Portal strategy is no longer enough (Web 2.0 – 3.0)

- Blogs

- • Can be more issue oriented
- • Usually in greater depth
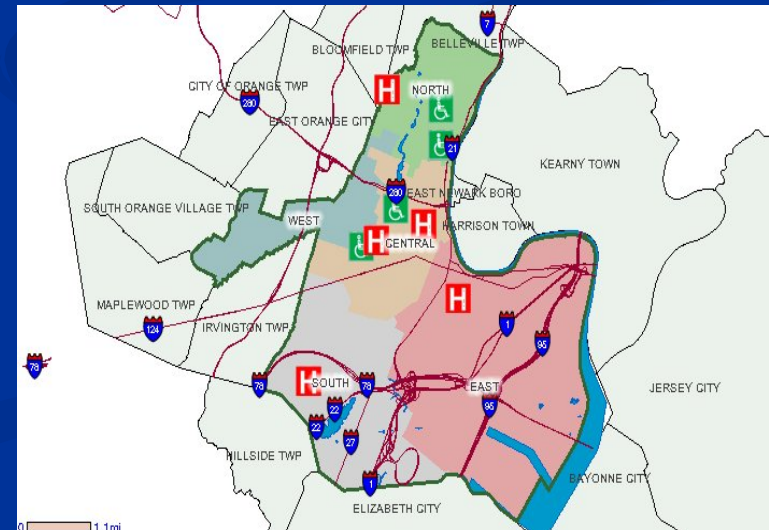- • Can be random thoughts

- Second Life

Future Trends in E-Government

3. Performance measurement must embrace & include IT metrics

4. Implementation of GIS

Future Trends in E-Government

6. Regionalism/Shared Services as a Necessity
    - not a Luxury

- Pressure to Work with Other Jurisdictions
- Regional Datacenters
- Regional Communication Systems
- Regional Budgets
- Regional IT Staffing

Future Trends in E-Government

7. Networking Beyond E-Government

Greater Public Interface

- 311
- Web 3.0
- On-line Voting

Web 3.0

- **Web 1.0:** Anyone can Transact

- **Web 2.0:** Anyone can Participate

- **Web 3.0:** Anyone can Innovate

E-Politics/E-Voting

- Each election cycle sees growth in share of people saying internet is a <u>main</u> source for political news

- Each election cycle sees a new tool that influences campaigns
  - Blogs in 2004
  - Video in 2006
  - In 2006, 8% of online users were active in managing user-generated political content, i.e., creating or forwarding video or blog posts

- Social networking sites, along with online video, central part of 2008 politics online story

Pew Internet & American Life Project

MuniGov2.0

- Focused on exploring the use and principles of Web 2.0 to improve services and communication via technology

- Currently has over 350 members representing over 160 local, state and federal agencies, in 8 countries

- 100% Peer Volunteers

Global Comparisons

Download Speed

Top Countries by Download Speed
1. 17.83 Mb/s Korea, Republic of
2. 16.07 Mb/s Japan
3. 11.55 Mb/s Sweden
4. 11.28 Mb/s Lithuania
5. 10.33 Mb/s Romania
6. 10.11 Mb/s Latvia
7. 9.40 Mb/s Bulgaria
8. 8.97 Mb/s Netherlands
9. 7.59 Mb/s Germany
10. 7.39 Mb/s Russian Federation
11. 7.26 Mb/s Moldova, Republic of
12. 7.23 Mb/s Slovakia
13. 7.15 Mb/s Switzerland
14. 7.04 Mb/s Finland
22. 6.22 Mb/s United States

Upload Speed

Top Countries by Upload Speed
1. 8.08 Mb/s Lithuania
2. 7.49 Mb/s Japan
3. 4.43 Mb/s Bulgaria
4. 4.32 Mb/s Romania
5. 4.28 Mb/s Russian Federation
6. 4.10 Mb/s Sweden
7. 3.86 Mb/s Slovenia
8. 3.86 Mb/s Latvia
9. 3.35 Mb/s Moldova, Republic of
10. 3.32 Mb/s Andorra
11. 2.95 Mb/s Korea, Republic of
12. 2.79 Mb/s Asia/Pacific Region
13. 2.77 Mb/s Hong Kong
14. 2.72 Mb/s Netherlands
27. 1.34 Mb/s United States

Source: Ookla Net Metrics

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Excellence in Public Management, Technology and Performance Measurement

Thank You

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