



# UN Global E-government Readiness Report 2004

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# Conceptual Framework :

## The Millennium Development goals

- UN E-Government Survey focuses on the issue of how **willing** and **ready** are the governments around the world to:
  - improve the access, and quality, of basic economic and social services to the people ;  
and
  - involve them in public policy making via e-participation.

# Objectives of the Survey

- to provide an appraisal of the use of E-government *as a tool* in the delivery of services; and
- to provide a comparative assessment of the willingness and ability of governments to involve the citizen in e-participation.

The E-government Survey 2004 presents a comparative ranking of the 191 member states according to two primary indicators :

- the state of e-government readiness; and
- the extent of e-participation

- The website assessments in the Survey are based upon an ascending five-stage model based on a state's online presence.
- Countries are scored on the basis of whether they provide specific products and social services

# What the web assessments measure

## ■ *Stage I: Emerging Presence*

- *an official website/ national portal / an official home page;*
- *links to government ministries;*
- *regional/local government, non executive branch of the government;*

*Overall information is limited, basic and static.*

# *Stage II Enhanced Presence*

- Online services databases
- sources of current and archived information
- policies, laws and regulation, reports, newsletters,
- downloadable databases.
- search option, help feature ; site map

## *Stage III. Interactive Presence*

- online downloading; security link; electronic signature facility;
- audio and video capability for relevant public information
- government officials can be contacted via email, fax, telephone and post.
- The site is updated with greater regularity.



## *Stage IV: Transactional Presence*

- Two way online transactions
- paying for motor vehicle violation, taxes, fees for postal services through credit, bank or debit card
- online bidding for public contracts
- secure links provided

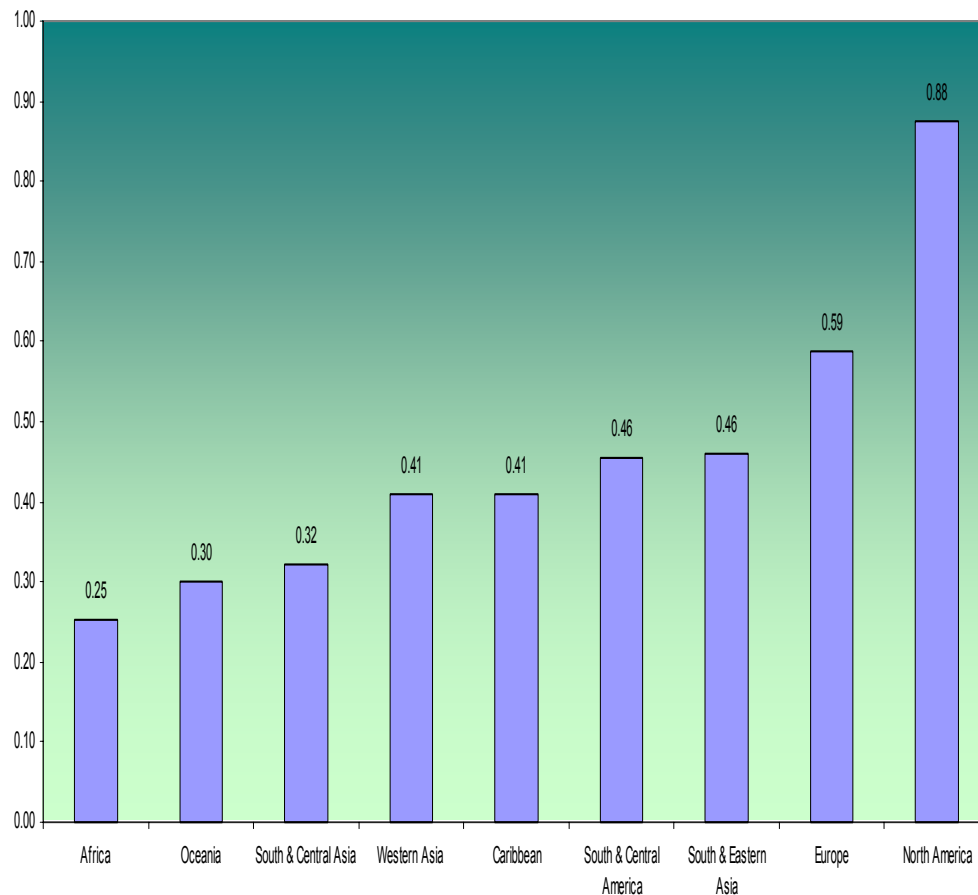
## *Stage V: Networked Presence*

- citizen feedback to the government
- web comment form
- calendar of events
- online polling mechanism /discussion forums
- online consultation facilities.

# What is the e-government Index

- E-Government readiness is a quantitative composite index of website assessment; telecommunication infrastructure and human resource endowment.
- E-Participation index is a qualitative assessment of the quality, relevance and usefulness of government websites in providing online participatory tools to the people.

# RESULTS: E-Government Readiness Index 2004 by region



- **North America (0.875) and Europe (0.587) lead followed by South and Eastern Asia (0.460); South & Central America (0.456); Caribbean (0.410); Western Asia (0.409); and South & Central Asia (0.321).**
- **Oceania (0.300) and Africa (0.253) have the lowest average e-government readiness.**

# E-Readiness Index 2004

## Top 15 countries

Rank	Country	E-Gov Readiness Index
1	United States	0.913
2	Denmark	0.905
3	United Kingdom	0.885
4	Sweden	0.874
5	Republic of Korea	0.858
6	Australia	0.838
7	Canada	0.837
8	Singapore	0.834
9	Finland	0.824
10	Norway	0.818
11	Netherlands	0.803
12	Germany	0.787
13	New Zealand	0.781
14	Iceland	0.770
15	Switzerland	0.754

- US (0.913) is the world leader followed by Denmark (0.905) United Kingdom ( 0.885) and Sweden (0.874)
- Estonia (0.702); Malta (0.688) and Chile (0.684) are among the top 25 countries of the world

# E-participation Index 2004

Country	E-participation Index	Rank
United Kingdom	1.000	1
United States	0.934	2
Canada	0.902	3
Singapore	0.836	4
Netherlands	0.803	5
Mexico	0.770	6 (tie)
New Zealand	0.770	6 (tie)
Republic of Korea	0.770	6 (tie)
Denmark	0.738	7
Australia	0.672	8
Estonia	0.639	9
Colombia	0.623	10
Belgium	0.607	11
Chile	0.607	11 (tie)
Germany	0.590	12
Finland	0.574	13 (tie)
Sweden	0.574	13 (tie)
France	0.459	14 (tie)
Malta	0.459	14 (tie)
Austria	0.443	15

# E-government readiness Index: 2003 and 2004

- KMB has produced two E-government Readiness Surveys in 2003 and 2004
- Allowed for monitoring year on year progress as e-government services have developed in the member states



# Progress in e-government in the last two years

<i>E-government features/services</i>	2004	2003
	percentage of countries	
Integrated single entry portal	35	26
Sources of archived information (laws, policy documents, etc.)	92	90
Databases (e.g., web access to/downloadal	85	79
With online transactions provision	20	17

- For further details on e-services see the UN Global E-government Surveys at <http://www.unpan.org/egovernment4.asp>
- <http://www.unpan.org/egovernment3.asp>

# Conclusions

- Governments are making steady progress worldwide in embracing ICT technologies each year
- However, at present information and services via the e-network reaches only the privileged few in the developing countries.

- There is a real possibility of the digital divide widening between e-haves and e have-notes, in the developing world.
- Inequities between, and among, nations in telecommunication and human capital development pose serious constraints on the use of e-government for knowledge and empowerment of the people.

- The imperative for effective e-government remains a multi-pronged approach based on recognising the centrality of ICTs for development. If effectively utilised, it can push the frontiers of development around the globe.

Thank you