



**United  
Nations**

Department of  
Economic and  
Social Affairs

Division For Public Institutions And Digital Government



---

# **Expert Group Meeting In Preparation for the United Nations E-Government Survey 2022**

## **LOCAL ONLINE SERVICE INDEX (LOSI)**

*A pilot project of UNDESA & UNU-EGOV*



**United Nations**

Department of  
Economic and  
Social Affairs

## Expert Group Meeting

In Preparation for the United Nations E-Government Survey 2022



## Our motivation

- Municipalities are **closer to people** more than national/federal government as it deals with daily activities of citizens.
- Assessment initiatives specifically designed toward assessing e-Government development at the local level (assessment of municipality portals) still seem to be **at an early stage**.



**United Nations**

Department of  
Economic and  
Social Affairs

## Expert Group Meeting

In Preparation for the United Nations E-Government Survey 2022



# Research Questions

- What is the current status of municipalities/cities worldwide in terms of offering online services?
- Is there a growing interest in building high quality and more interactive local e-government portals compared to the similar efforts devoted at the national level?
- Do some people living in certain municipalities/cities have more opportunities compared to other cities in the same country when it comes to accessing online services?



## Importance

- Help cities to **truly 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 their profile and to further develop online public services and also a healthy competition among cities themselves.



- **One step ahead**



100 cities  
in 2020  
Survey

40 cities  
2018  
Survey



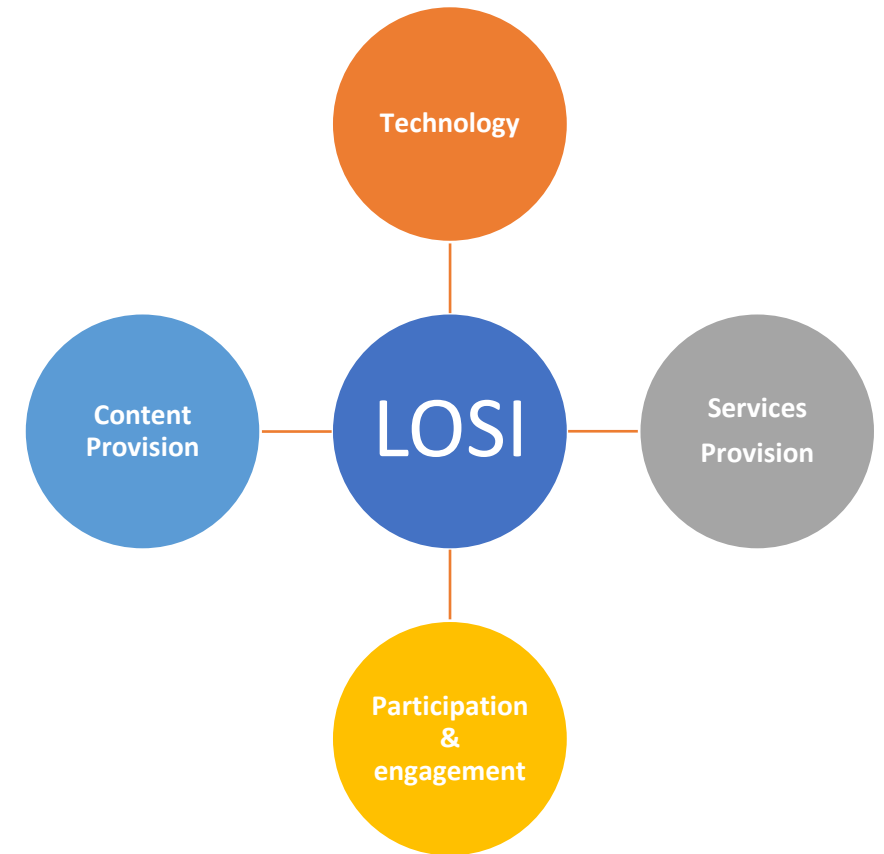
## Methodology

The [Local Online Service Index](#) (LOSI) is composed of 80 indicators

Each [indicator](#) is a [binary question](#) in the [Local Government Online Service Questionnaire](#) (LSQ) – Same like Online Service Index

A total of [148 volunteer researchers](#) from 86 countries covering 41 languages, assessed each city portal (and other related portals as applicable) in the native language.

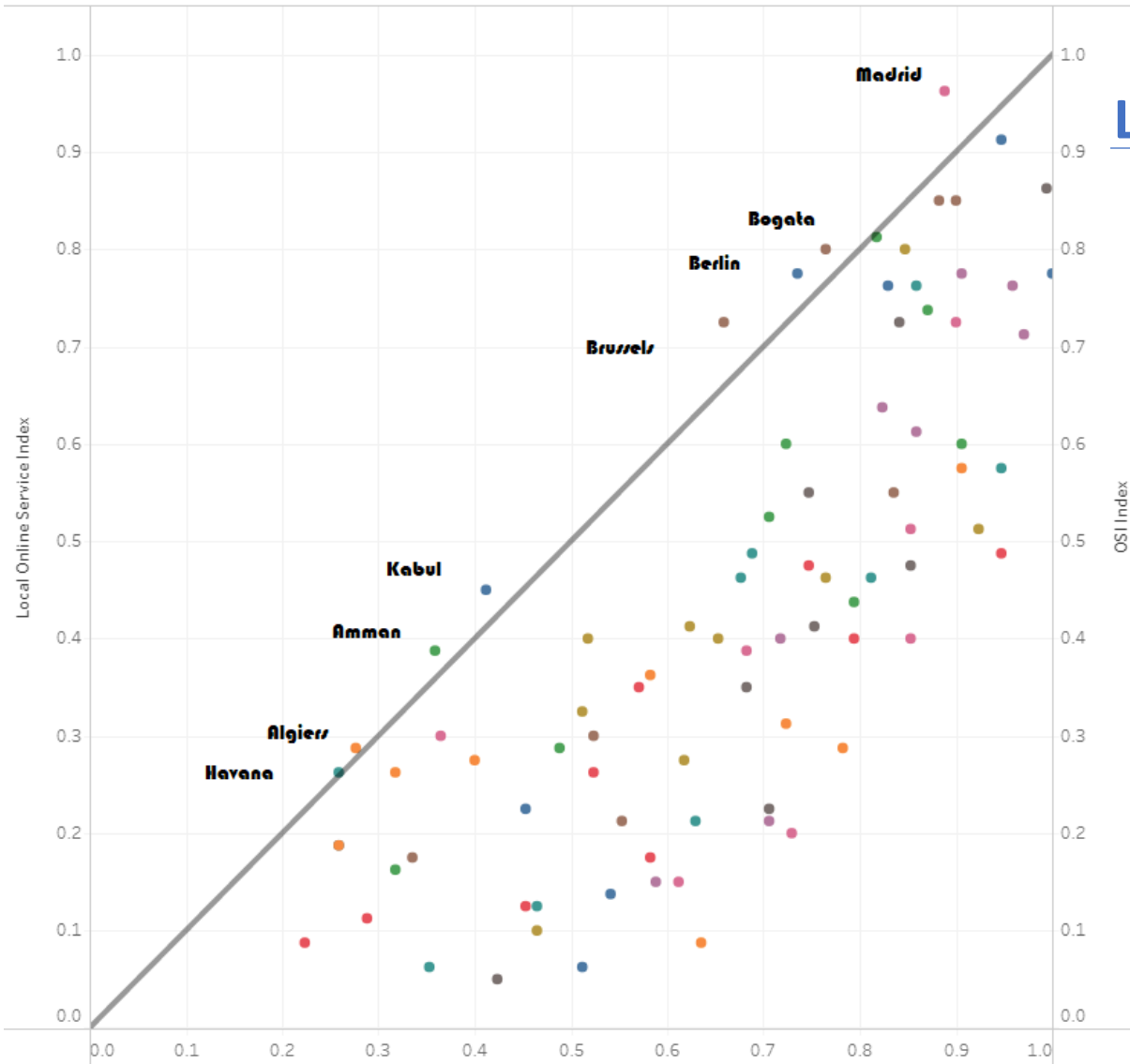
Each city portal was assessed by [at least two researchers](#) who conducted the assessment in the country's national language the city belongs to.





## 2020 – LOSI 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



## LOSI vs Online Service Index

**Human Capital Index**  
**Technical Infrastructure Index**



EGDI





- ❑ The 2020 findings reinforce the previous findings of the 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** → that 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**



❑ **The service provision criterion scored the lowest** as more than half the cities studied 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*, it is noted that the majority of cities lacked this feature.

❑ Majority of the city portals assessed **do not meet various technology standards** and guidelines, *such as Web Content Accessibility Guidelines (WCAG1.0) and World Wide Web Consortium (W3C)*.

➤ However, it is noted that 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.



# Expert Group Meeting

In Preparation for the United Nations E-Government Survey 2022



Technology	Content Provision
Browser compatibility	e-Government/Digital Government strategy
Ease of portal finding	Contact details
Portal loading speed	Organizational structure
Mobile device accessibility	Names and contacts about heads of departments
Navigability	Municipality information
Internal search mechanism	Notifications about weather and natural disaster alerts
Alignment with markup validity standards	Budget related information
Alignment with display standards	Information about procurement announcements
Alignment with accessibility standards	Information about procurement results
Customization of display features	Information about provided services
Foreign language support	Information about municipality partnership with third parties
	Information on rights to access government information
	Facilitation of free internet access
	Health information
	Environmental information
	Education information
	Social welfare information
	Leisure, culture and sports information
	Information relevant to vulnerable groups
	Information about justice issues
	Information about labor issues
	Privacy policy
	Open data policy
	Open data provision
	Open data metadata
	Smart cities initiatives
	Use of emergent technologies
	Online user support
	Guiding information on online services use
	Links for government agencies
	Statistical data and studies provision
	Evidence of portal content update



# Expert Group Meeting

In Preparation for the United Nations E-Government Survey 2022



Service Provision	Participation
Portal authentication	Real time communication
Personal data accessibility	Feedback/complaint submission
Personal data updating	Online public opinion collection
Business data accessibility	Social networking features
Business data updating	Reporting of occurrences in public spaces
Municipality responsiveness emails	Participatory budgeting
Delay of email response	Participation in revision of territorial organization processes
Quality of email response	Announcement of upcoming e-participation activities
Police online declaration	Feedback about e-consultation processes
Online driver's license	e-Voting
Online environment-related permit	Information on the public meetings of the municipality council
Online business license	
Online residency	
Online birth certificate	
Online death certificate	
Online marriage certificate	
Address change notification	
Online land title registration	
Online vehicle registration	
Online building permit	
e-Procurement service	
Online vacancies	
Report of any form of discrimination	
Online business tax	
Online fees payment	

Division For Public Institutions And Digital Government



## Day 2 Breakout Group – Guiding Questions

1. Is there a need to assess **a new set of e-services and features** to reflect the current/changing trends in digital government in addition to existing 20 services covered in the OSQ?
2. Based on discussions of Day 1, are there **any key areas and features important to assess that are currently not captured** by the OSI and LOSI?
3. Should both the OSI and LOSI analytical framework be organized around **4 areas: Technology, Content, Services, and Participation?**
4. What are **methodological implications of assessing the new suggested features, areas and services?** Are the new suggested features, areas and services assessable for all 193 UN Member States?
5. What are the **alternative ways of capturing the advancement of e-government development** at national and local levels?