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Operating Unit on Policy-Driven
Electronic Governance

UNDESA Webinar:
Measuring national and local online public services provision

Local Online Service Index

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Dimitris Sarantis

- Contribution of subnational and local governments to policy definition and implementation.
- Local governments are increasingly embracing digital technologies
- Assess to improve
- 2018 - pilot study assessing portals in 40 cities
- 2020 - scaled up pilot study in 100 cities

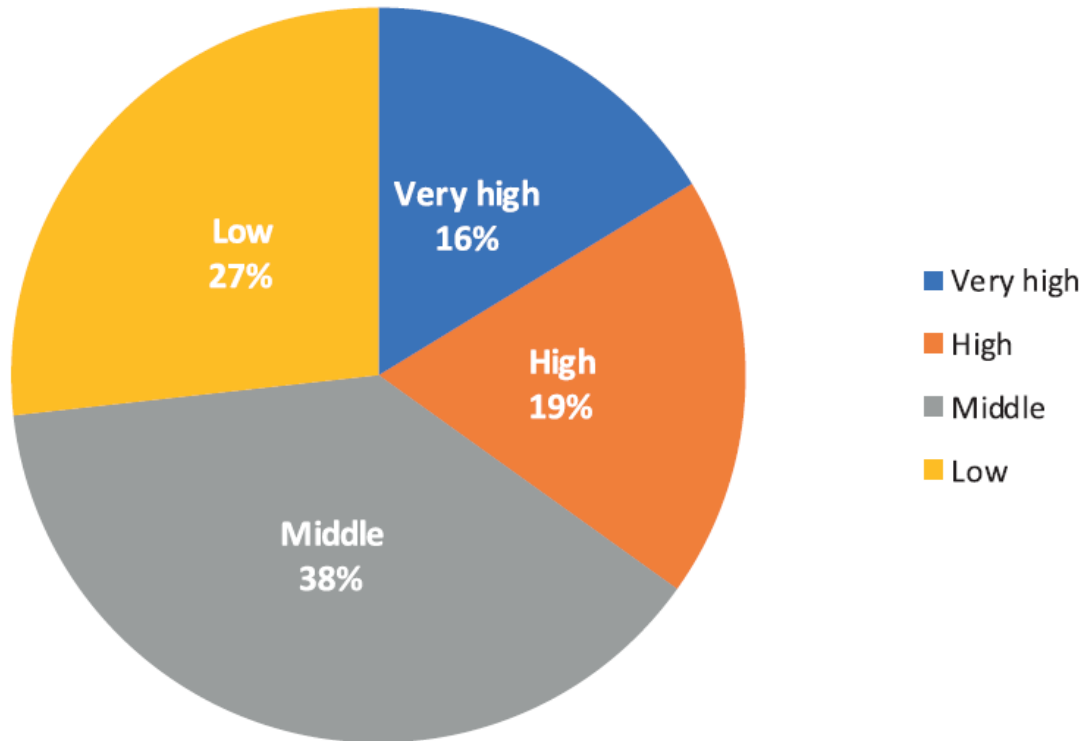
The LOSI comprises 80 indicators relating to four criteria:

- Technology
- Content provision
- Services provision
- Participation and engagement.

Factors informed the selection of the 80 indicators:

- Literature review
- Alignment with the Online Service Index (OSI)

Distribution of the cities assessed based on LOSI level



Africa: 32
Amerika: 16
Asia: 29
Europe: 21
Oceania: 2

- Average LOSI value: 0.43
- Local government portals do not perform as well as the national portals
- Cities in low-income countries rank relatively low in the Local Online Service Index
- City portals performed best in the content provision criterion, but are not focusing as much on providing e-services and boosting participation. 7% of the city portals have implemented more than 75% of the 25 services listed
- Rely on social media networks to connect with the general public
- A need for a shared vision of local e-Government and increased collaboration
- Local e-Government development needs to be people-driven
- Local enterprises have the potential to become critical partners
- More collaboration among cities



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Thank you

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