



China Online Government Services Assessment

**E-Government Research Center
National Academy of Governance**

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Part 1



Why are we assessing
online government services?

The background of the assessment

The background of the assessment

01

The assessment is needed as the State Council continues to develop and implement the "Internet+government services" plan

Process

Strategic Headway
and Co-ordinated
Promotion

Path Planning and
Highlighting
Standards

Integrated platform;
"One portal"
transacting

By the end of 2020

Achieved State Council department
data-sharing
Meeting the general needs of
government service
The integrated national government
services platform

Top-Level Design

Regulatory Building

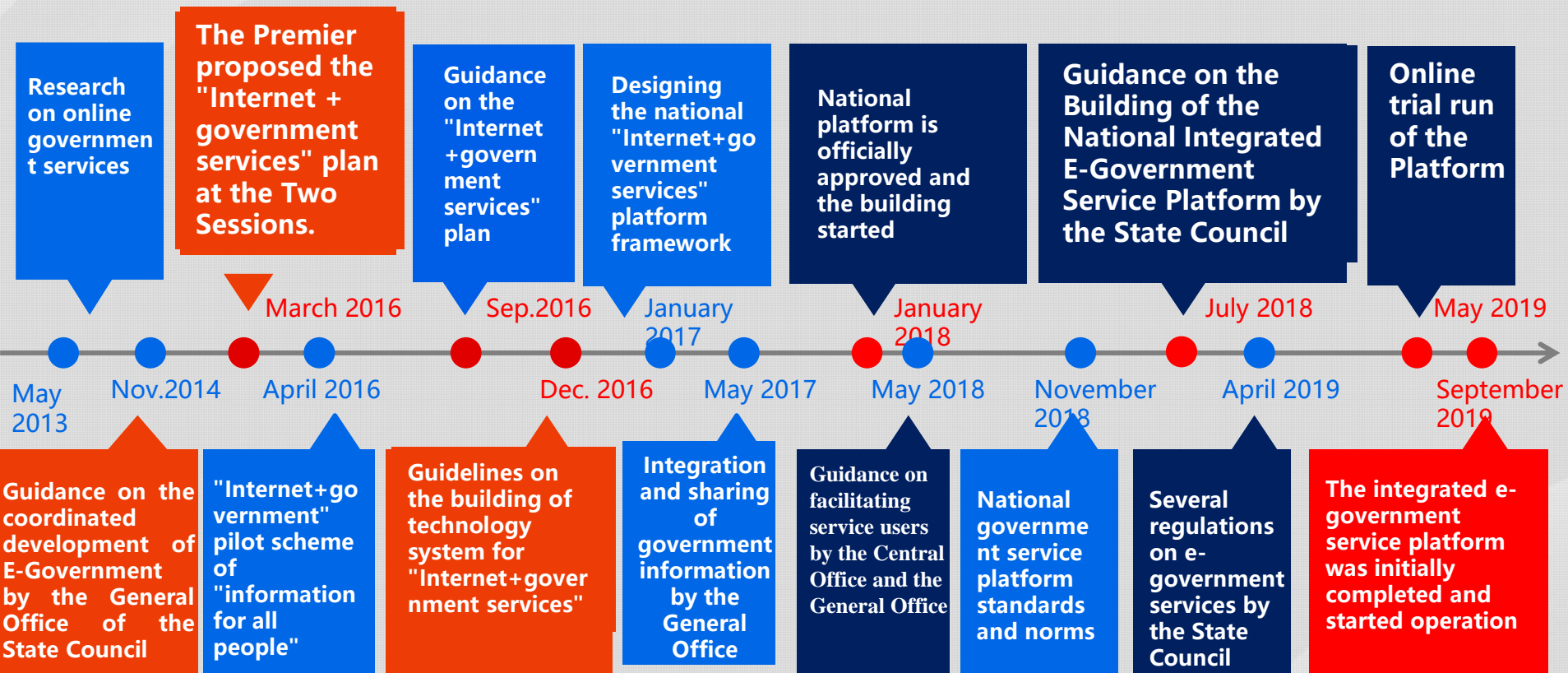
Interconnection

By the end of 2022

Create an all-inclusive service platform
Complete the building of the
"Integrated Online Platform"

Goals

THE DEVELOPMENT OF "INTERNET+GOVERNMENT SERVICES"



The background of the assessment

02

An overview of the current "Internet+government services " Important factors that help decision-making by the leaders

Based on the e-government service data from different region and data collected online, we assess the overall situation, analyse indices, look into issues at hand and recommendations. We also compile a report to provide authoritative and reliable observation of the progress of the "Internet + Government Services" so that local governments understand their progress accurately.



We have been presenting reports for five consecutive years

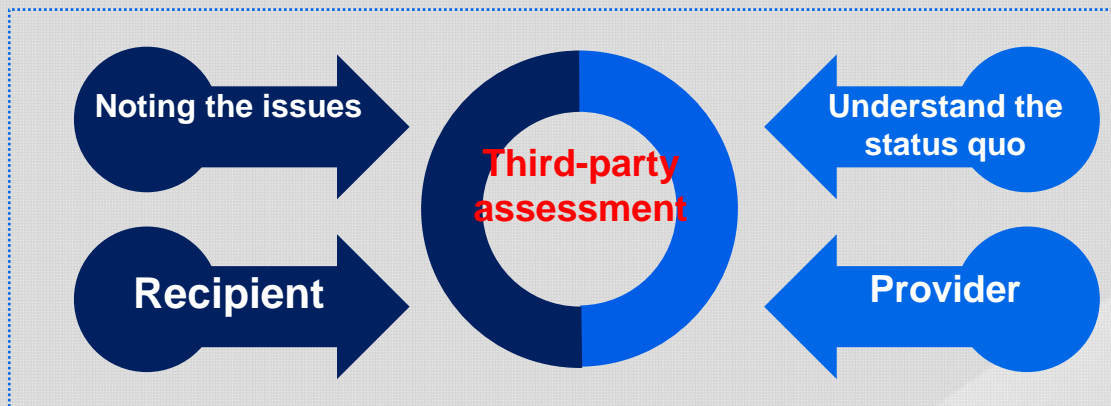


The background of the assessment

03

To guide the "Internet + Government Services" plan, serving as a "baton" in the building process.

The third-party assessment serves as a "baton" in the process, identifying problems in online government services from all aspects and promoting sustainable development of online government services.



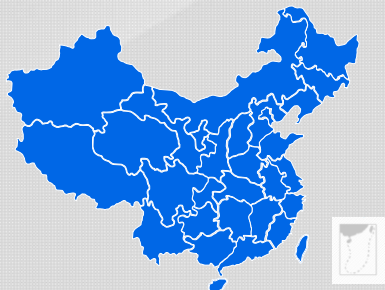
Part 2



How do we assess E-
government services

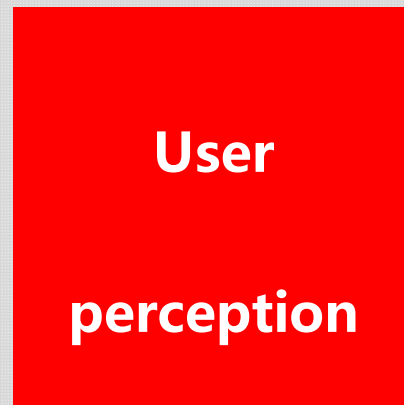
Assessment methodologies

Assessment methodologies



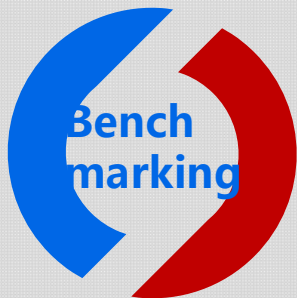
Scope of assessment:

- 32 provincial government
- 32 sub-provincial cities, municipalities with independent planning status and provincial capitals



Assessment methodologies

Guidance on the integrated platform
Article No. 27



Guidelines on the building of technology system
Letter No. 108

Article No. 27

Integration of Government Services

Integrated Public Support

Integrated Assurance

1

2

3

Letter No. 108



Service support System building



Platform technology System building



Key assurance Technology building



Assessment System building

Optimisation and enhancement

Integrated planning

Implementation

Evaluation and diagnosis

Assessment methodologies

Assessment orientation

Online review of performance available

Provides as much as information possible

Integrated Online Platform

Integrated Online Channels

A detailed and practical guide

Assessment orientation: giving full play to the national integrated government service platform; innovative administration and service methods; improving overall services, service providing, innovative services, accurate services and collaborative services; government services should evolve from "can get things done online" to "can easily get things done online"; the Integrated Online Platform should offer more and more services in the future.

Results

Assessment and Analysis Report

3 Focuses



Indicators

Systematic and differentiated

Objectivity and comparability

Operability and orientation

4 key factors



key factors

Building on the efficiency of the integrated platform

Building government service evaluation

transforming online services easily for use

serve people on all matters

5 improvement



Goals

service capacity enhancement

Overall service capability

Service supply capacity

Innovative service capability

Precise service capability

Collaborative service capabilities

Assessment methodologies



Assessment indicator system

Methodologies

- Simplified indicators
- Easy access to data
- Precise calculation

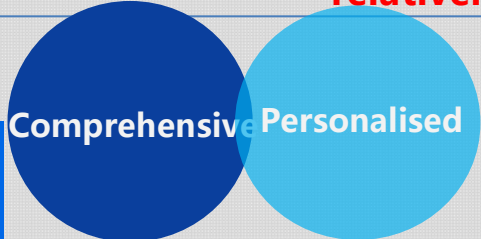


Ensuring the indicator system is relatively stable

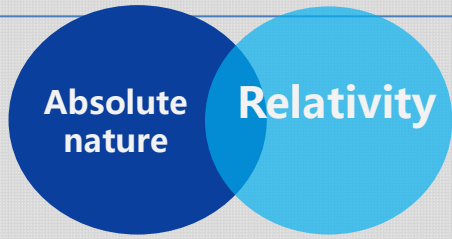
Basis

- Work by the Party Central Committee and the State Council
- Annual key objectives and tasks
- Blockages identified in platform building
- Feedback and suggestions from local governments

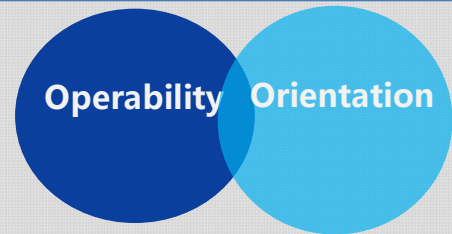
Method



The system provides a comprehensive look at the overall situation of different regions from different aspects. At the same time, it takes into account the diversity and differences of each region, highlighting their strengths and features.

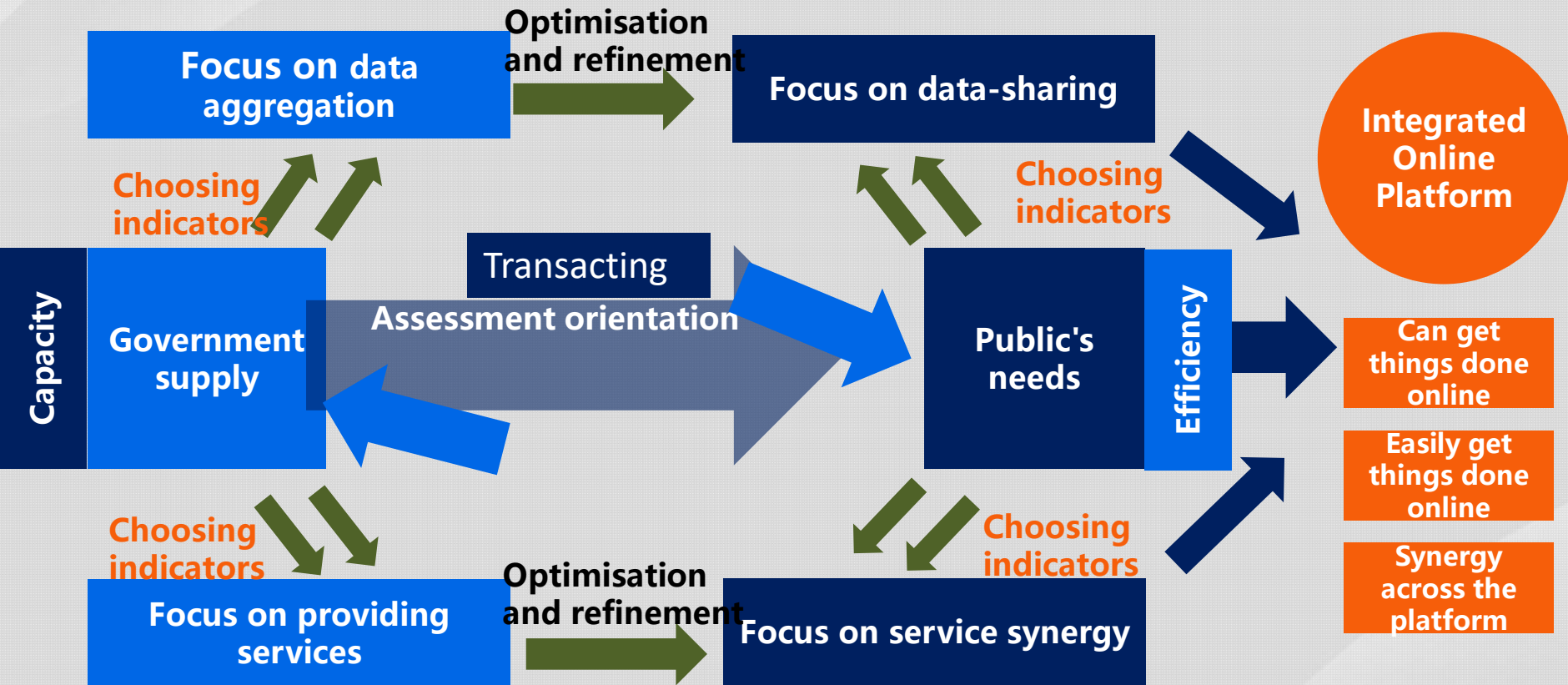


We attach great importance on both the quality and quantity of our work. We try our best to avoid quantitative evaluation of absolute values. We ensure that the calibre, scope and calculation methods of data are stable and consistent, and that they are comparable between regions.



We make sure to select sustainable and oriented indicators. The purpose of assessment is not simply to see the good and the bad, but more importantly to draw lessons and identify issues as the assessment can lead capacity building.

Assessment methodologies



Assessment for this year

Four key points

Assessment methodologies

01

Give full play to the effect of the building of the national integrated government services platform.



Assessment methodologies

02

Promote the building of a management system for the integrated service platform where users can review the services.



The service review system should be available in all government institutions and government service platforms. A integration between online and offline services should be achieved in order to reach full coverage of government services, review subjects and service channels.

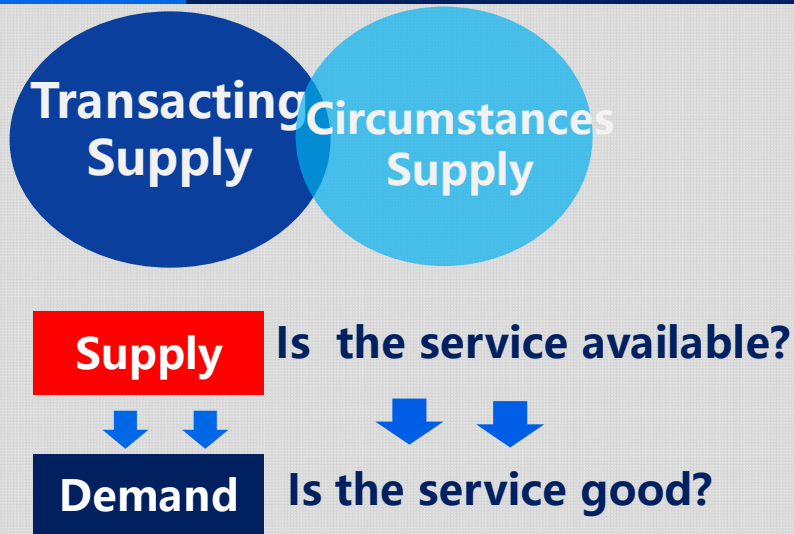
Aiming to finish building the service review system for the integrated online government services platform by the end of 2020

State Office
(2019) No. 51

Assessment methodologies

03

Improving user experience continuously
Promoting the transformation of online services from "offering services" to "serving to solve problems".



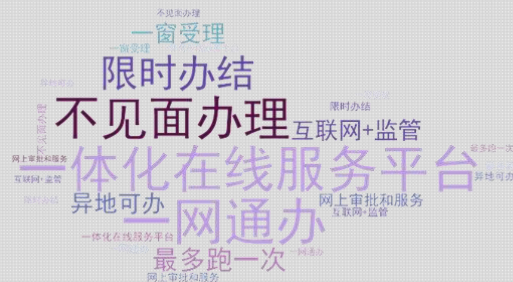
With "accessability" for companies and people as the primary evaluation standard, the evaluation index system focuses on Integrated Online Platform, integrated services, mobile services, etc. By highlighting frequently transacting of business environment and civil services, we promote the service transformation from simply "offering services" to "serving to solve problems" proactively.

Assessment methodologies

04

Improving and developing online services continuously
More and more services should be available on the Integrated Online Platform.

The Government's report for the year 2020 noted that when people use government services, they often have to go back and forth and have to prepare many documents, the processes are long and complicated and the efficiency is low. Therefore, the Report encourages more government services to be available online so that people can use these services wherever they are in the country.



Excessive:

processes visits
charges documents



Less:

time-consuming documents
processes visits

Improving online government services capacity

Five goals

Assessment methodologies

Enhancing the capability and efficiency of online government services across the country

Overall Service

With the help of the national integrated platform, we integrate all types of online government service systems and promote cross-regional, cross-sector and cross-level data-sharing and service synergy.

Service supply

Aiming to "help as much as we can" and "serve online as much as possible", we promote the integration of online and offline government services, and expand the scope of online services.

Innovative services

We encourage different regions to actively explore new management methods, service models. We promote service innovation and the use of Internet innovations in government services.

Precise service

We have an in-depth understanding of the needs of users. We aim to allocate resources precisely so that we can serve the people more precisely.

Collaborative service

Regarding the obstacles, we make use of the national platform to break down information silos and offer better data-sharing in frequently asked matters on the government services platform.

Part

3



What is the focus of the assessment?

Assessment indicator system optimisation and refinement

Assessment indicator system

Online review of performance available

(Service review system building)

Integrated Online Platform

Online services efficiency

Integrated Online Channels

Online service maturity

Service mode integrity

Provides as much as information possible

A detailed and practical guide

Service coverage

Accuracy of the service guidebook

Indicator System

Part 3: Assessment indicator system

Online services efficiency

Effectiveness Accessibility Expansion

Service review
system
building

Unified
Service
review
system

Usage
of platform

Service
convenience

Service
satisfaction

Service
Collaboration

To improve the quality and efficiency of government services by using the service review system.

Part 3: Assessment indicator system

Online service maturity

All-in-one portal, Integrated Online Platform



Part 3: Assessment indicator system

Service mode integrity

Overall collaboration, Provincial coordination
Integrated Online Platform



[The building
of "One net"]



[Mobile-end
service]

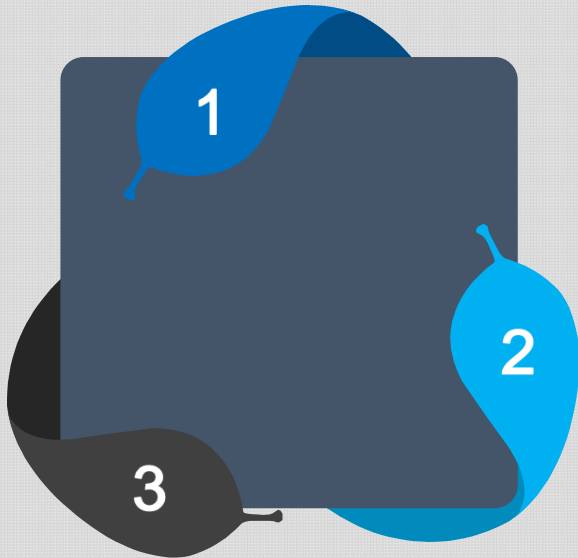


[Same-source
of service]

Part 3: Assessment indicator system

Service coverage

Serving people online as much as possible, Detailed updates
Same government services at the provincial, municipal and county
government levels



Publication of the list of items

Publication of service guides

Standardisation of services

Part 3: Assessment indicator system

Accuracy of the guidebook

Standard Detailed Specific

Basic
information

Documents
required

Transacting
processes

Service
forms

Indicator system optimization and refinement

The provincial government assessment indicator system has a total of 5 primary indicators, 21 secondary indicators (1 fewer than in 2019) and 64 tertiary indicators (15 fewer than in 2019).

The key cities assessment indicator system contains a total of 5 primary indicators, 18 secondary indicators (the same as in 2019) and 52 tertiary indicators (6 fewer than in 2019).



Provincial governments



Key cities

Part

4

The use and visualization of assessment outcome

▶ How can the result help with our work?



Indices disclosure



Data disclosure

Following the release of the assessment results, the assessment team also prepares a specific data analysis report for each region based on the main report in conjunction with the data collected and around the issues identified in the assessment.

In the online government service capacity big data analysis system, data query and comparison is available for each region.



Visual presentation of data

[北京市]

北京市指标指数得分

评估指标	得分	排名
总得分	86.97	8
服务方式完备度	90.65	9
一网服务	87.22	15
一端服务	77.54	17
同源发布	93.75	11
统一入口	97.00	11
服务功能与导引	100.00	1
服务事项覆盖度	91.74	6
事项清单公布情况	95.56	8
办事指南发布情况	85.88	10
事项规范化程度	92.50	8
办事指南准确度	94.38	14
基本信息	90.78	20
申请材料	96.89	19
办理流程	99.21	7
表格及样表下载	86.57	16
收费信息	100.00	1

北京市年度排名

评估指标	2019年 (排名)	2018年 (排名)	2017年 (排名)
总排名	8	6	15
服务方式完备度	9	8	11
服务事项覆盖度	6	4	23
办事指南准确度	14	9	16
在线办理成熟度	10	14	15
在线服务成效度	8	23	—



即办件占比



时限压缩比例



跑动次数

北京市办事指南准确度分析

参数选择

关闭 清空 确定

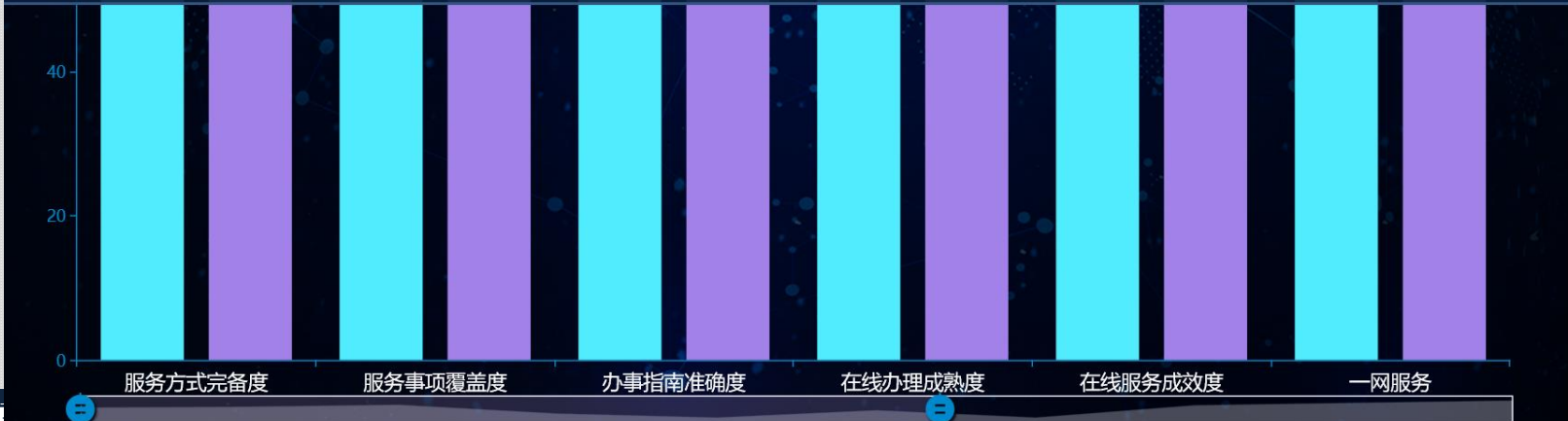
年度选择: 2015 2016 2017 2018 2019

已选指标: 服务方式完备度 X 服务事项覆盖度 X 办事指南准确度 X 在线办理成熟度 X 在线服务成效度 X 展开

一级指标: 服务方式完备度 服务事项覆盖度 办事指南准确度 在线办理成熟度 在线服务成效度

二级指标:

已选地区: 北京市 天津市 河北省 山西省 内蒙古自治区 辽宁省 吉林省 黑龙江省 上海市 江苏省 浙江省
 安徽省 福建省 江西省 山东省 河南省 湖北省 湖南省 广东省 广西壮族自治区 海南省 重庆市 四川省
 贵州省 云南省 西藏自治区 陕西省 甘肃省 青海省 宁夏自治区 新疆自治区 新疆生产建设兵团



Multi-dimensional comparisons among regions

▶ Communication and exchanging



Organising seminars

Seek regional input regarding indicators

Regional feedback and indicator updates

China E-government Forum



Thanks for your attention.