

United Nations Conference on e-Government in Asia and the Pacific

Millennium Seoul Hilton Hotel, Seoul, Republic of Korea

11-13 May 2011

**Evaluation of the Conference
on e-Government in Asia and the Pacific**

#	Topic	Average of rating	Number of respondents
1	Relevance of the overall theme	4.42	53
2	Your interest in Session 1	4.33	52
3	Usefulness of the theme and topics in Session 1 to your work	4.21	53
4	Your interest in Session 2	4.23	53
5	Usefulness of the theme and topics in Session 2 to your work	4.15	53
6	Your interest in Session 3	4.06	53
7	Usefulness of the theme and topics in Session 3 to your work	3.94	53
8	Your interest in Session 4	4.25	51
9	Usefulness of the theme and topics in Session 4 to your work	4.10	50
10	Your interest in Session 5	4.18	51
11	Usefulness of the theme and topics in Session 5 to your work	3.96	52
12	Quality of speakers	3.92	49
13	Relevance and usefulness of presentations	4.15	52
14	Quality of discussions	3.94	52
15	Usefulness of the working groups	3.98	46
16	Quality of overall information received	4.10	51
17	Quality of organization	4.46	52
18	The extent to which your expectations were met	4.04	49

Written Answer

- # 12 (Quality of speakers): different from 5 to 2

Notes:

1. Some participants seemed confused on the topic 15 and did not respond to.
2. The spectrum consisted of 1 to 5 with 5 meaning the best.

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**Evaluation of the Conference on e-Government in Asia and the Pacific
(Written Answers)**

1. What were the most significant strengths of the Conference on E-Government in Asia and the Pacific?

- Organization (venue, logistic)
Speakers (from perspective of experience and knowledge)
- Bringing together member nations to a single forum
Focused on e-government
- To invite developing countries officials
- More cooperation within regional countries for e-government policy issue and legal framework
- Diversity of speakers and penalists
- The presentations of different country scenarios
- Case studies
- Good range of perspectives
- Its ability to attract a considerable number of different nationals
- Bringing everyone together to share their experience
- Well organized sessions
- Contributions from participants and questions were answered by the guest speakers
- Presentations of different types of countries and an attempt to develop a brief
- Offering a chance to share ideas and experiences in a different perspectives and building up a network between CIOs and other related professionals
- E-government development methods and the sharing of e-government experiences from e-government leaders
- Experience at different levels of country presentation in the Asia-Pacific Region
- Presentations and sessions of day one were wonderful
- The process of sharing experiences especially between developing and developed countries
- Legal and regulatory framework of Asian and the Pacific experiences
- ① Open discussion regarding e-government status in different countries in Asia and the Pacific, ② How to improve e-governance services, ③ Overall strategy and plan
- Sharing experience and practices among the countries
- The quality (very good) of speakers and the relevance of the topics discussed.
- The management of this conference is highly commendable due to its very organized undertaking.
- Getting the most important stakeholders to one place/ Teaming up of UN & S. Korea to organize this.
- It was a wonderful conference for sharing information and ideas.
- ① More focused on the regional issues which are useful to find some common challenges in the region, ② Presentation of some e-gov expert and intellectual was important to challenge the core issues, ③ sharing of development experiences and opportunities & challenging factors in different countries useful for future plan.
- ① Organization of structure of conference – very logical, interlinked, ② Topics were very important
- Countries e-government introduction and information were very interesting in different cases

including land-locked, small islands, developed and developing, big and small countries.

- Appropriation of the speakers, participants, etc/ the amount of effort that was put into organizing this conference.
- Contributes towards the development of e-government in all public administration.
- It brings the e-government issues from different perspectives at a very comprehensive level.
- Eminent personalities of different parts of the world especially from Asia and the Pacific region delivering their experiences in this conference on e-government. It helps the participants to understand about the current trends of e-government, practical implications in developing countries and how to apply to improve e-governance in their own country perspective.
- Important information on different experiences on e-government in Asian and the Pacific countries

2. What would you like improved for future conferences?

- Timing of each sessions and allocated time each day of conference
- You need to collect the presentations and then select the topic, after selection of best presentations you can give it comment to presenters.
- Better time management of speakers by the chairman and moderator
- Knowledge sharing to solve the challenges.
- Make sure that the sessions start and finish on time
- Questioning and discussions should be more organized
- More round table discussions needed
- Need more participants from the developing countries in ASEAN
- Advertising, speakers should learn to interact with the audience
- More information about country's best projects
- Various issues on e-government
- More effective contacts to CIO's or in general participants to be aware of exact need and opinions
- Guest speakers should be more familiar with the theme and topics.
- The role of general participants should be specified and time and information should be provided for focused presentation
- Technical problems; selection of speakers
- Improvement in the areas of active support and participation for small island nations
- Researchers are highly recommended to make presentations than bureaucrats
- In the case study, it is also important that speakers share the bad experiences and show how they were overcoming those problems and challenges.
- Everything during the presentation and conference was excellent.
- All lecture and presentation should be uploaded in website (system to collect content of the conference)
- Quality of speakers should be improved.
- The conference should be held immediately after the Index is published, giving participating countries enough time to get their action together to climb the Index.
- I liked the most parts of the conference. However, I was surprised of not finding a single "Indian name (participant)" either as discussant, presenter, etc.
- Most of the issues discussed were the important one, but the discussion was much focused on IT application and technical barriers rather than in other challenges like organizational, leadership, policy & regulatory factors for e-gov development. Governance issues must be emphasized for future discussion.
- Consideration for inclusion of representatives from different sectors – such as education, culture, health, agriculture, etc (may be sessions).
- Provide more information about e-government roadmap in each country.
- Extend conference beyond Asia and the Pacific, also should do world e-government conference

including EU, North and South American countries.

- Increasing the duration and have more workshops to address specific areas in more depth. It would give countries the opportunity to choose topic of interest and get more detail from the smaller workshops.
- To invite other developed countries, such as USA, Finland, and so forth to evaluate in detail the successful of e-government in their experiences.
- I hope there will be a forum in the future and also the workshop if possible.
- In future conference up, possible group discussion with eminent personalities & mentors and brain storming session can be included.
- More academic and researched information on the subject of IT and e-government

3. **Are there any particular themes or issues that you would like a future Conference on E-Governance in Asia and the Pacific to address?**

- Change management – how to overcome this issue
Human resource capacity and capability strategy for implementing e-governance
Sustainability of e-governance
- After this high-level forum, specific workshops on lower level e-government components would be helpful for building capacity and as a follow up to this conference
- E-marketing
- Best practices on country use of e-government by the people
- E-government on promoting nation or region
- Manipulation of e-information by public offices
- How to take advantage of advanced technology in e-government services
- Maybe if the next conference is held in developing country, it would be useful for those countries to catch up with other developed countries.
- Disadvantage of e-government regarding failures or expertises in countries
- Because the sustainability of any project and programme depend on the participation of people at the grass root level. Future themes should address how to involve the community with experiences from success stories and also issues of e-agricultures.
- Another session for networking
- Funding and financial assistance on e-government issues
- Human resources and sustainability
- UN should provided a guideline for future developing countries
- To promote awareness of public officials, UNDP should arrange this type of conference each country
- Country e-government briefs as a contribution
- The UN should develop a matrix (?) which could be used by developing countries to identify what areas that they should be working. Eg. GIF, mobile, etc.
- The conference was really good. It should also focus on how to address, or how to resolve the problem of several government's approach to control or filter internet. To have a proper e-government there must be right to information, etc.
- Governance issues like transparency, narrowing down the various type of digital divide, access to e-gov services, etc to be addressed.
- Issues related to content, capacity building, institutional reorganization of government organizations in light of introduction of ICT
- Inclusion of session on e-government projects in specific sectors, such as education, health.
- Interoperability, citizen centricity, and the future of e-government for countries on the fore-front of e-government.
- E-services
- E-government cooperation project and e-government research and education.
- How politics and e-governance would work together avoiding conflicts, improving situations,

this kind of issues can be discussed in the future conference.

- Researched information on the development progress and prospect of the e-government across the world including economic benefits.

4. Other Comments

- As a general participant, I would like to express my most sincere gratitude to the organizers for a wonderful session as this. I do believe that it would be a source of great wisdom and inspiration for future leaders like myself.
- The output of the conference was excellent
- ① Arrange refreshment, ② High-speed internet connection in lobby
- I suggest that the DSA provided to the participants be enough to cover the stay of the participants in the hotel venue for the ENTIRE duration of the conference. For this conference, the DSA should be enough to cover 4 nights stay in the Hilton Hotel.
- UN should not limit itself to be a monitor! It should promote the leader in eGov to develop solution which can be deployed more easily with less cost. In other words, UN should maintain a “gov-forge” similar to “source-forge”
- ① Discussion in regional level is important to find the typical challenges in the region and develop the possible cooperation among countries in the region, ② Experience sharing of best practices in the region is important so it should be focused.
- E-government is not only about government ICT infrastructure, policies, human resources, etc. E-government is about delivering public services to citizens through ICT, therefore its focus needs to be more on impact, affect of services delivered, that would be very important.
- Thanks so much for the conference. it was very useful for me.
- Extremely well organized, and affectively arranged. Very helpful staffs and volunteers.
- In some cases the participants from developing countries do not deliver their presentation up to the most. The authority should be much more cautious about the standard and practical issues delivered by them to uphold the importance of the conference.
- In the next themes, components of practical, economic, technological and cultural dimensions should be included. Legally harmonized on basis of internationally acceptable to all standard should equally be considered.