

United Nations E-Government Survey Local Online Service Index (LOSI)

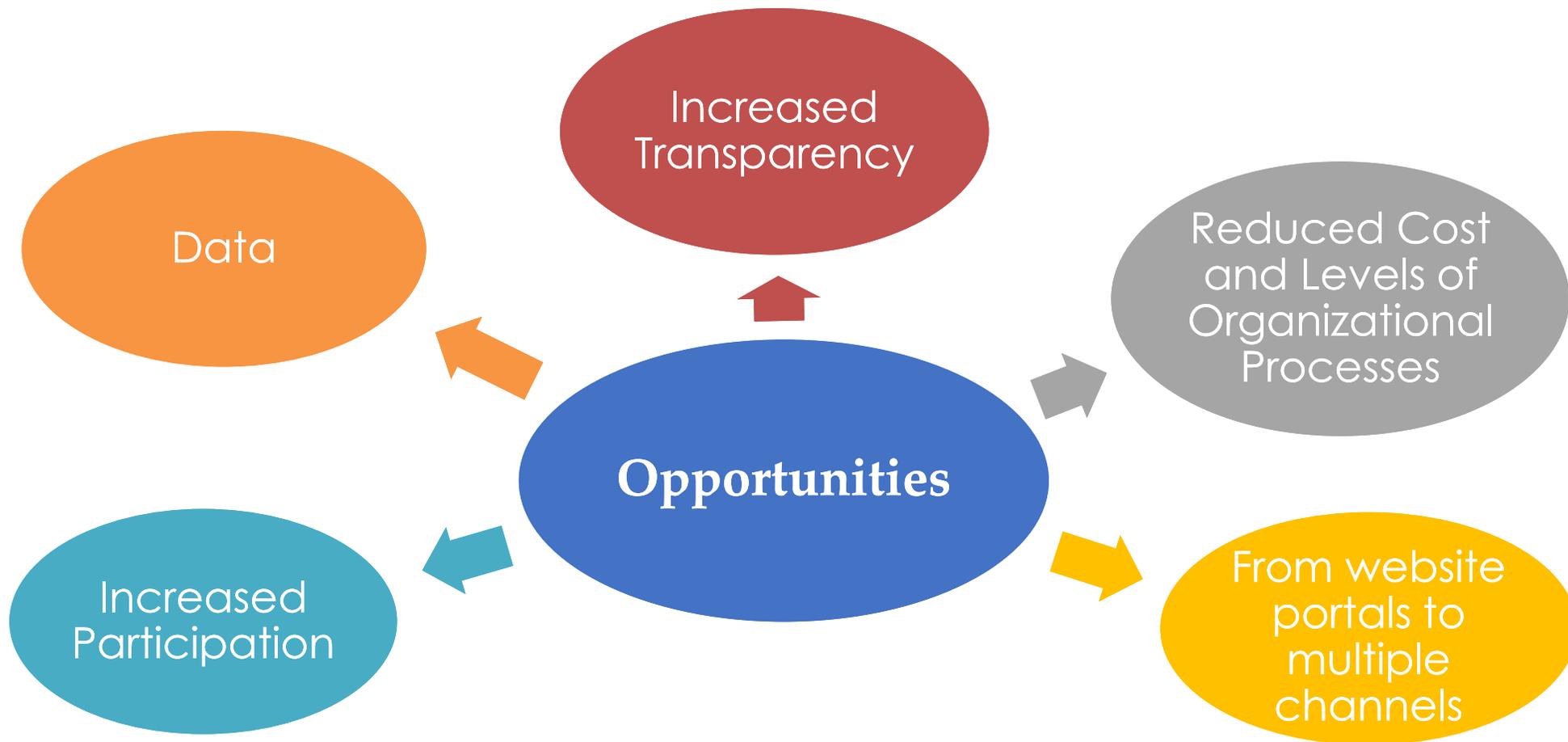
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*UN DESA-KRILA Forum on “Promoting Innovative Local Governance for Accelerating the Implementation of the Sustainable Development Goals & Building an Inclusive and Resilient Society in the Post-COVID-19 Era”
6 September 2022*

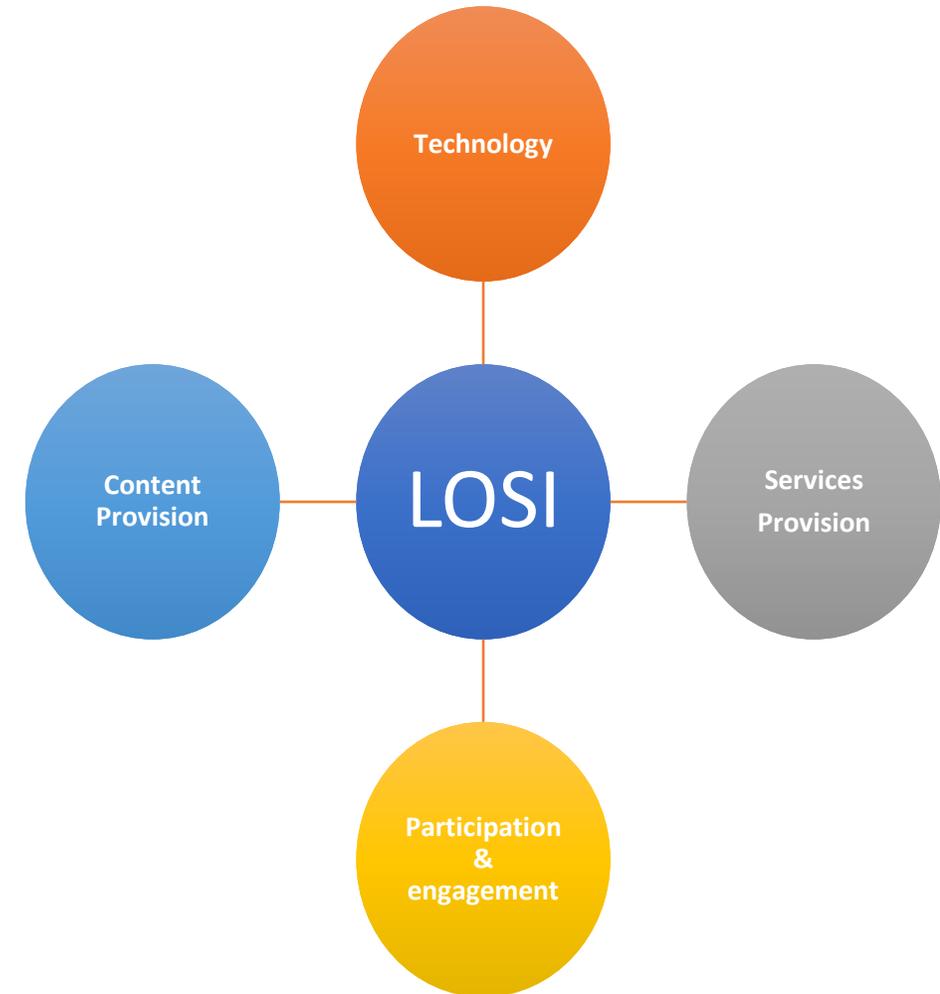


- Digital government development of the **193 United Nations Member States**
- Indispensable **ranking, mapping and measuring development tool for digital ministers,** policymakers and analysts delving into comparative analysis and contemporary research on e-government

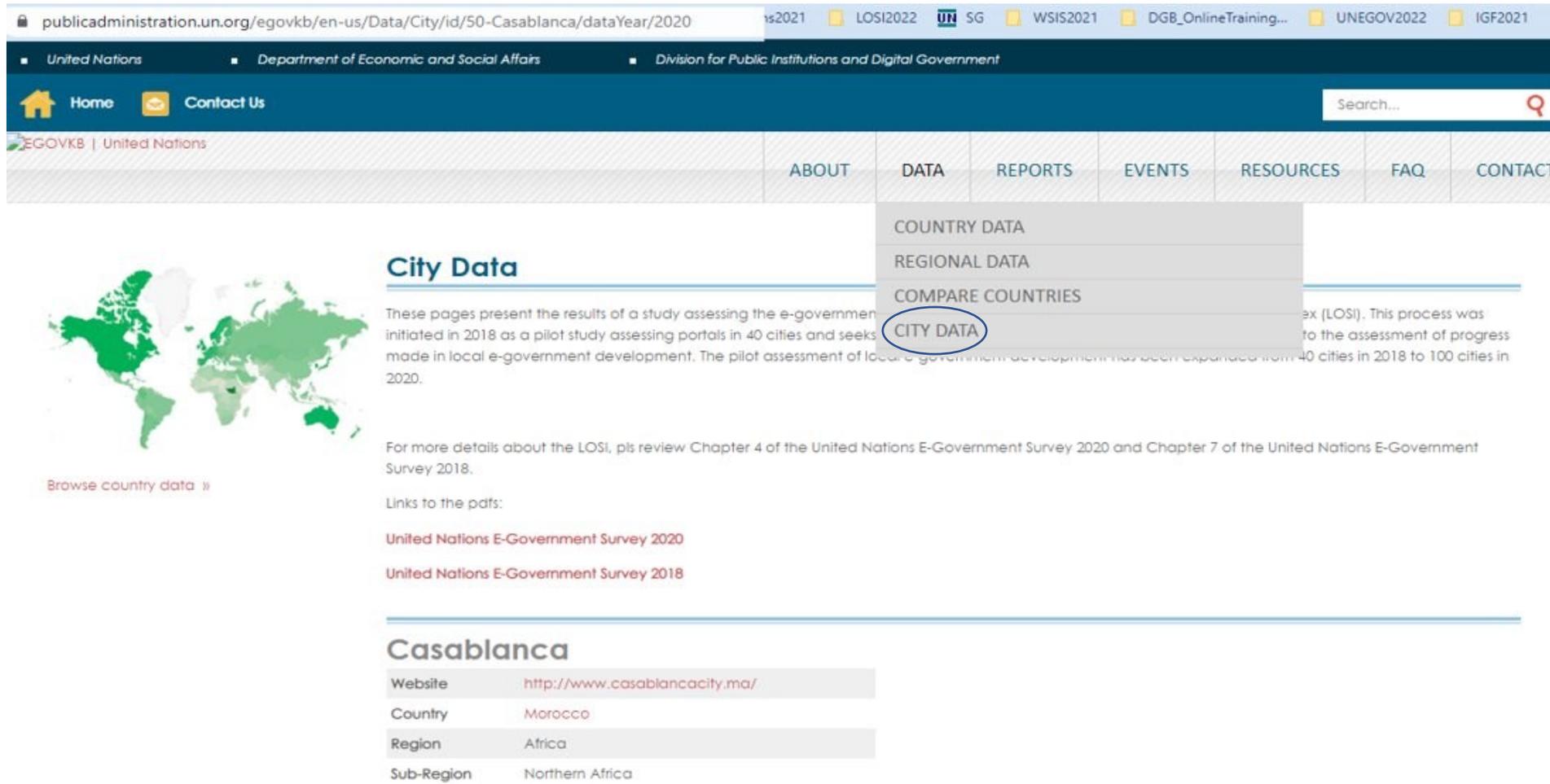
- **Municipalities are closer to people** more than national/federal government as it deals with daily activities of citizens
- **Assessment initiatives** designed toward assessing e-Government development **at the local level** still seem to **be at an early stage**
- **Help cities measure their progress**, 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** and further develop online public services and also a healthy competition among cities themselves.



- Composed of around **80 indicators** organized into **4 categories**
- Each **indicator** is a **binary question** in the **Local Government Online Service Questionnaire (LSQ)** – similar to Online Service Index
- Each city portal assessed by **at least two researchers** who conducted the assessment in the country's national language the city belongs to.



1. Visit <https://publicadministration.un.org/egovkb>
2. Select city data



The screenshot shows the website interface for the United Nations E-Government Knowledge Base (EGOVKB). The URL in the browser is publicadministration.un.org/egovkb/en-us/Data/City/id/50-Casablanca/dataYear/2020. The navigation menu includes 'ABOUT', 'DATA', 'REPORTS', 'EVENTS', 'RESOURCES', 'FAQ', and 'CONTACT'. A dropdown menu is open under 'DATA', with 'CITY DATA' circled in blue. Below the navigation, there is a 'City Data' section with a world map and a link to 'Browse country data'. The 'Casablanca' data table is also visible.

Website	http://www.casablancacity.ma/
Country	Morocco
Region	Africa
Sub-Region	Northern Africa



LOSI

2020

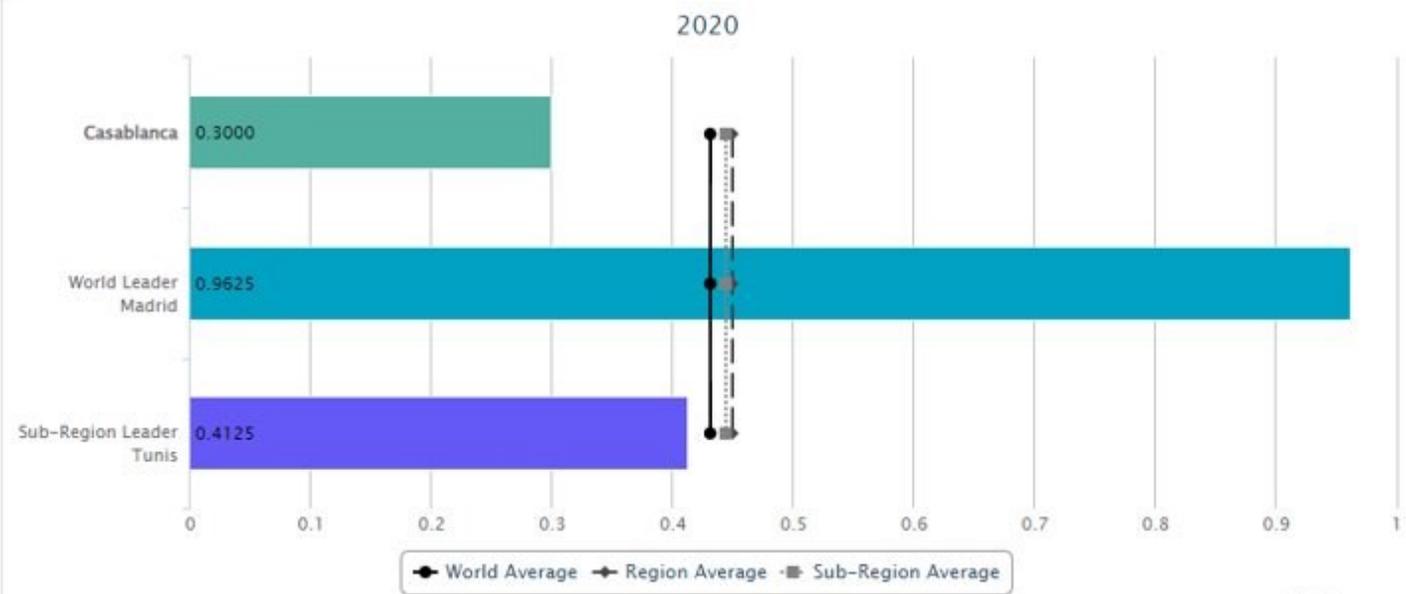
LOSI Overview

E-Government (2020 LOSI: 0.3000)

2020 Rank 54

EGDI Morocco 2020 0.52350

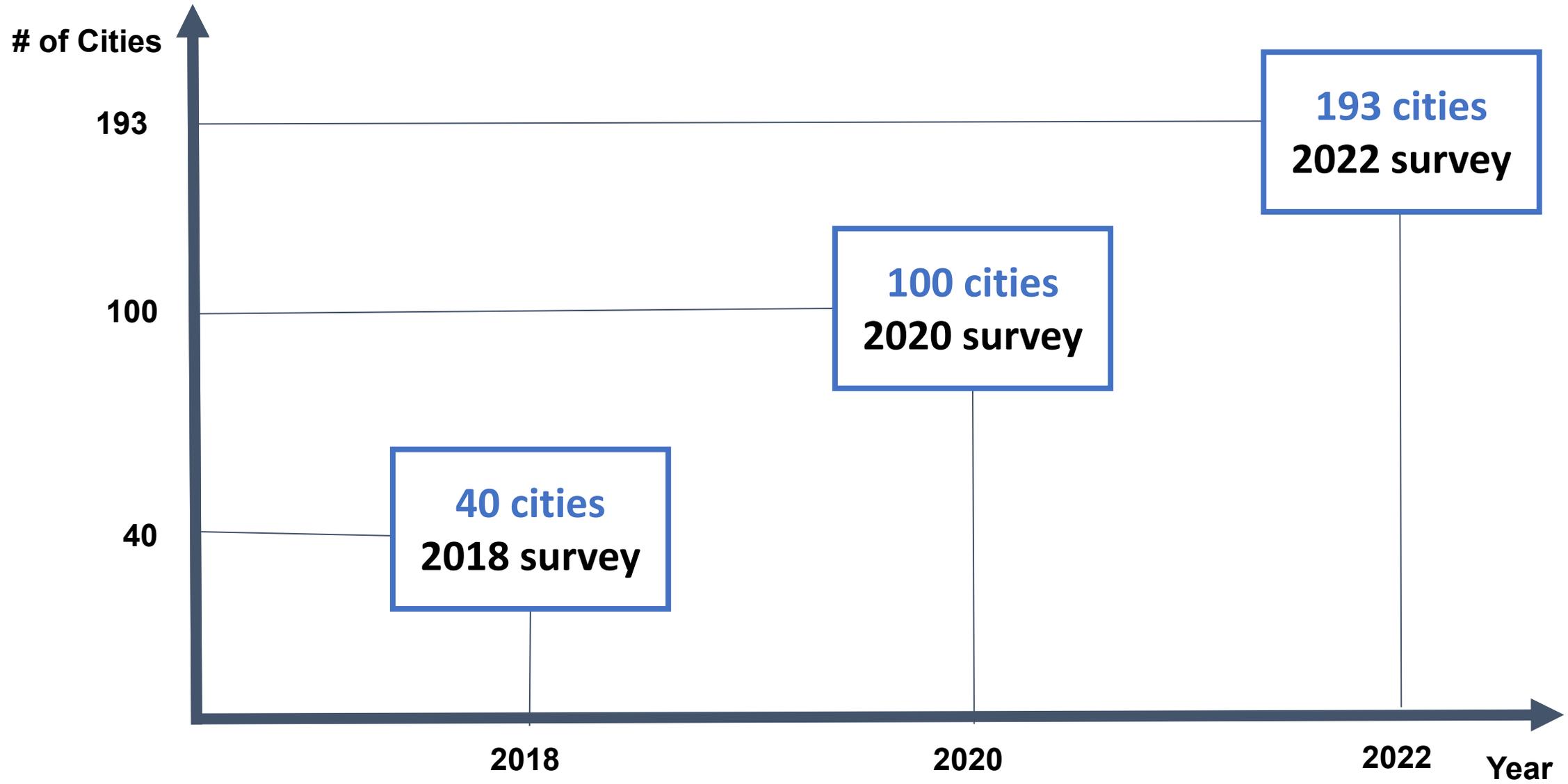
Local Online Service Index



LOSI Rank 2020

Casablanca 54





2020 edition 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
Istanbul	61	0.7625	12	Very High LOSI	Turkey	Asia



City	Country	Region ↑	LOSI 2020	LOSI Value
Johannesburg	South Africa	Africa	26	0.5500
Nairobi	Kenya	Africa	35	0.4625
Tunis	Tunisia	Africa	40	0.4125
Lagos	Nigeria	Africa	42	0.4000
Cairo	Egypt	Africa	50	0.3500
Addis Ababa	Ethiopia	Africa	54	0.3000
Casablanca	Morocco	Africa	54	0.3000
Algiers	Algeria	Africa	56	0.2875
Luanda	Angola	Africa	56	0.2875
Kigali	Rwanda	Africa	59	0.2750
Harare	Zimbabwe	Africa	61	0.2625
Lusaka	Zambia	Africa	61	0.2625
Abidjan	Côte d'Ivoire	Africa	64	0.2250
Dar es Salaam	United Republic of Tanzania	Africa	66	0.2125
Kampala	Uganda	Africa	72	0.1750
Antananarivo	Madagascar	Africa	80	0.1125
Ouagadougou	Burkina Faso	Africa	81	0.1000
Kumasi	Ghana	Africa	82	0.0875
Bujumbura	Burundi	Africa	84	0.0625
Porto Novo	Benin	Africa	84	0.0625
Lilongwe	Malawi	Africa	86	0.0500



Structure

- Network of entities that support LOSI at the national level
- An entity (e.g. research institution, university) becomes the national representative in applying LOSI in the national context
- Under the supervision and guidance of UNDESA and UNU-EGOV
- Current LOSI Network: Brasil, Jordan, Palestine

Objectives

- Instrument improvement
- Enhance the **local e-Government assessment research**
- Support government officials and researchers in conducting e-Government assessment at the local level
- Collect and make available a significant amount of open **e-Government assessment data**.

Visibility

- Results will be published in national reports
- Establish and expand the **e-Government assessment network**



credits: <http://clipart-library.com/>



4. Local E-Government Development in Cities and Human Settlements

4.1 Introduction

Innovation and technology development have disrupted traditional practices and the organization of societies. Information and communications technology (ICT), now widely utilized in all sectors of society, is playing an increasingly important role in interactions between Governments and people. There is a broad consensus that ICT can be used to increase the quality of service delivery, improve the efficiency of public institutions, reach large numbers of people, promote transparency and accountability, facilitate electronic interaction and participation, and mitigate corruption. However, technology evolves so rapidly that it becomes necessary to continuously “chase the digital wave”;¹ it is therefore of the utmost importance that research be conducted to generate a better and more thorough understanding of the role of ICT in a globalized world and how Governments and public institutions can



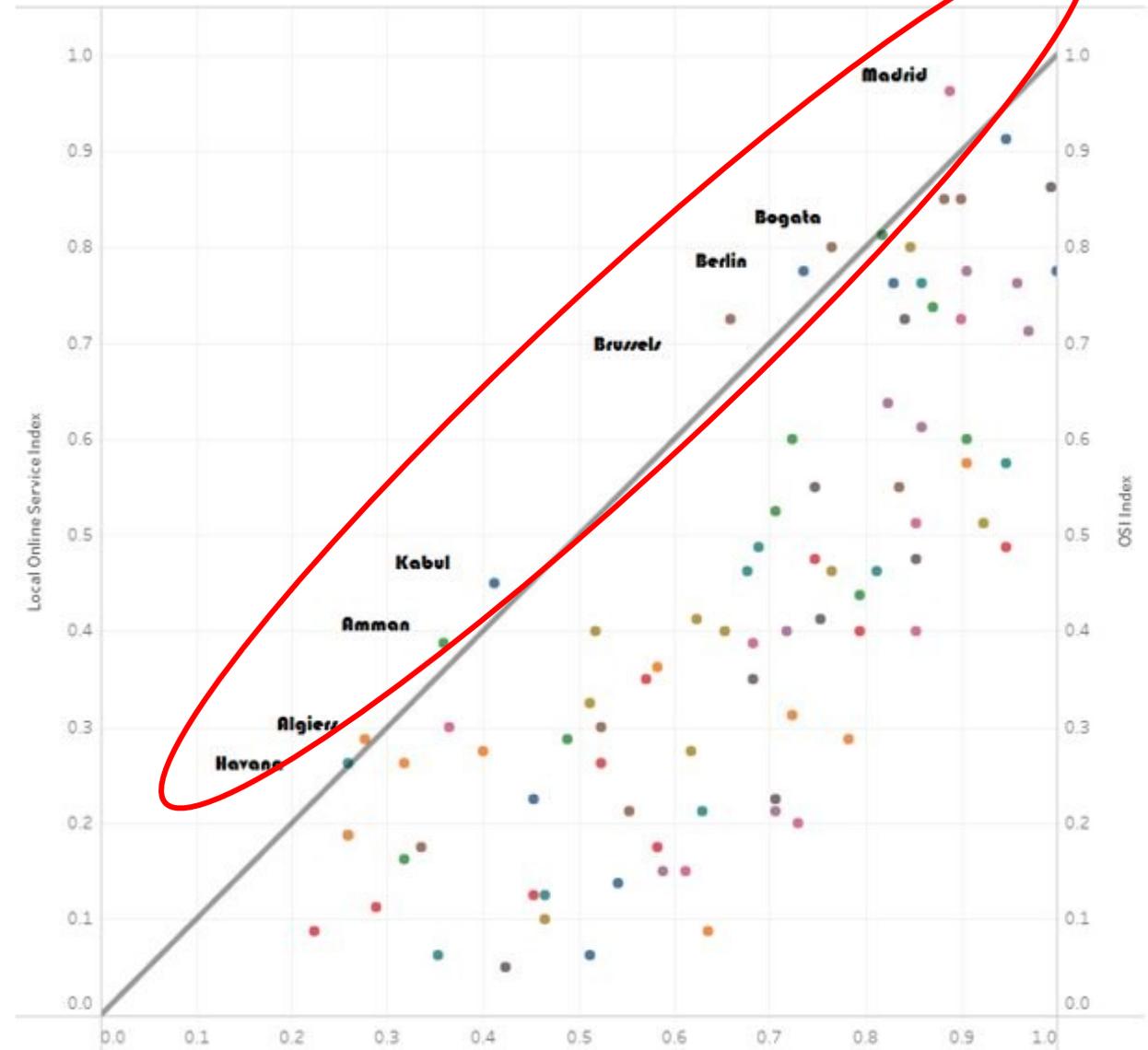
Photo credit: pixabay.com

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Local Digital Government VS Nation Digital Government





- The **average LOSI** for all the cities assessed in the current study is **0.43** - 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** (more than half the cities had implemented **only 21 per cent** of the service criterion's 25 indicators)
- Majority of the city portals **do not meet various technology standards and guidelines**, such as *Web Content Accessibility Guidelines (WCAG1.0)* and *World Wide Web Consortium (W3C)*.
 - However, 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.*

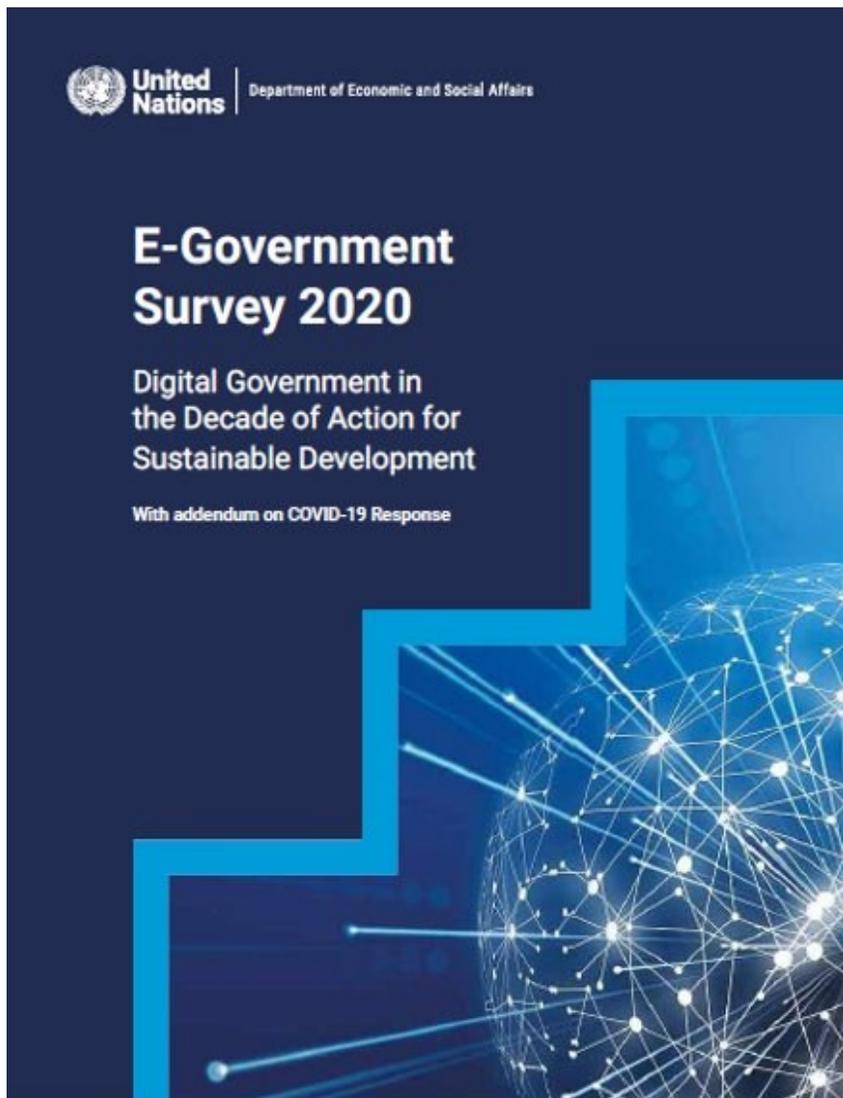


- The findings **call for the establishment of a shared vision of local e-government projects**, which should involve all the relevant stakeholders including people, private sector, governments, non-government organizations and international organizations!
- Local e-government development needs to be **people-driven instead of technology-driven**.
 - Most importantly, local e-government initiatives, particularly new technologies, must be designed to benefit everyone and **leave no one behind**, especially women, people with disabilities, refugees, visitors and those in the low-income brackets.
- Small-and medium enterprises (SMEs) should be incentivized **to support innovation for local e-government projects** and make them critical partners in developing and delivering smart city projects.
- Finally, the need to **support more collaboration among cities** especially in the area of new technologies usually labeled as smart city initiatives.
 - Collaboration is needed to reap benefits and share lessons learned from cities that have successfully implemented similar projects with those that are still finding the right solutions to address their own challenges.



United Nations

Department of
Economic and
Social Affairs



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Thank You

Merci

Спасибо

Gracias

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DESA

Division for Public Institutions and Digital Government