



**10<sup>th</sup> Anniversary**  
**United Nations Public Service Day**  
United Nations, New York

**PARTICIPANTS EVALUATION**

**of the**

**Workshop on**  
**“E-Government: From Policy to Practice”**

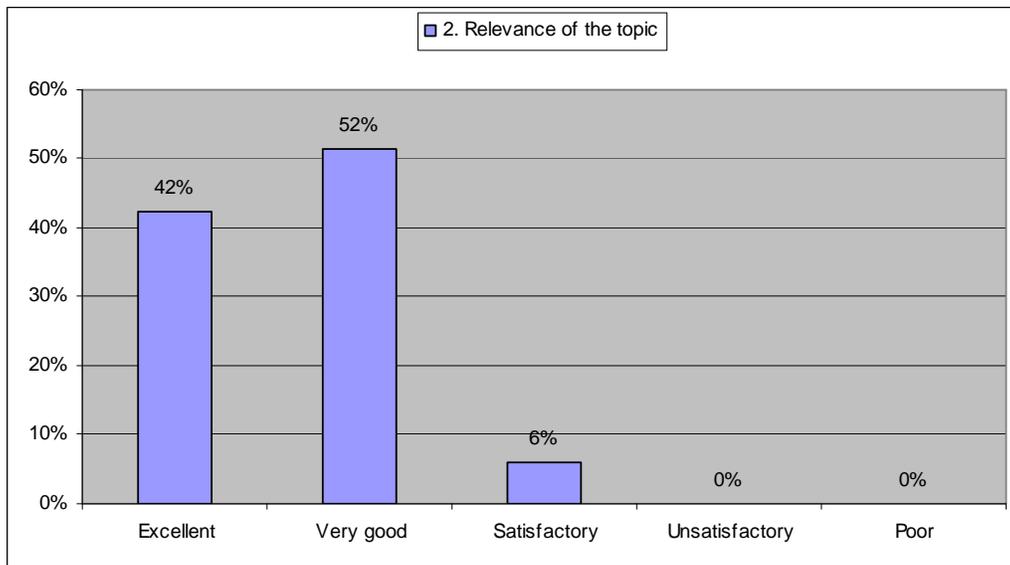
**26-27 June 2012**  
**Crowne Plaza Hotel, Times Square**  
**1605 Broadway between 48<sup>th</sup> & 49<sup>th</sup> Sts.**

## I. Overall Impression of the Workshop



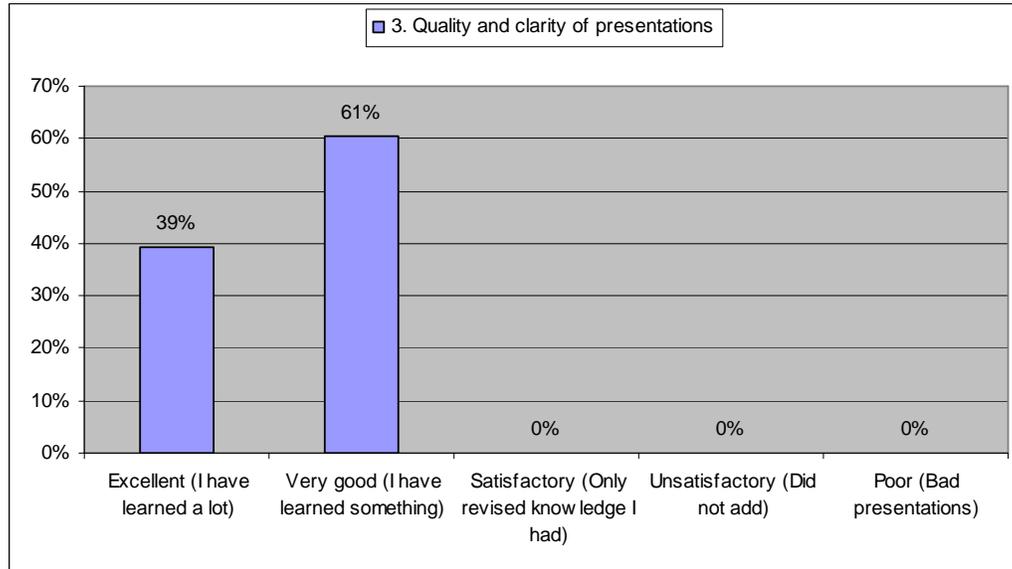
- 33% of the participants found the workshop to be “**Excellent**” and 52% found it to be “**Very good**”. There were no unsatisfied participants.

## II. Relevance of the Topic



- 42% of the participants found the **relevance of the topic** to be “**Excellent**” and more than half (52%) rated it to be “**Very good**”. 6% marked it as “**Satisfactory**”.

### III. Quality and Clarity of Presentations



- 39% of the participants said that the **quality and clarity of presentations** were “**Excellent**”. Majority (61%) of them evaluated the presentations as “**Very good**”.

### IV. What was the most useful element of the session?

Participants found the sharing of experiences on e-Government as the most useful element of the workshop. They learned how e-Government is implemented in other countries, including the best practices of e-Government leaders, challenges in implementation, and lessons learned.

Another useful element is the table discussion format, which allowed for an interactive and open conversation and encouraged all participants, not just the speakers/presenters, to share their insights and perspectives on the workshop themes. Participants also said that the discussion sessions provided valuable networking opportunities and helped them connect and develop contacts with e-Government leaders and practitioners from around the world.

The participants found most of the presentations to be excellent, particularly the “The United Nations E-Government Survey: Findings and Trends”, the e-Government of the Republic of Korea, and the open-data and whole-of-government approach in Singapore. The presentations on public-private partnerships and e-Procurement were also commended.

*See Annex 1 for compilation of individual responses.*

## **V. What was the least useful element of the session?**

With regard to the limitations of the workshop, some participants noted the lack of opportunity to ask questions to workshop speakers/presenters.

Participants also suggested reducing the number of discussion sessions, avoiding overlaps in discussion topics, providing concrete cases/examples to guide the discussions, and rotating participants to join other tables.

*See Annex 2 for compilation of individual responses.*

## **VI. Additional comments and suggestions**

Participants provided the following overall comments and suggestions:

### On the presentations and sharing of experiences and lessons learned

Workshop speakers/presenters and participants should go beyond showcasing the successes of their e-Government initiatives. They should be encouraged to speak more about limitations and weaknesses and how their challenges / obstacles in e-Government implementation are overcome. Also, practical country experiences and real case study analyses will provide valuable lessons to take home.

### On the United Nations and e-Government

The United Nations E-Government Survey should be publicized more widely. Innovations in public service deserve more attention. These best practices may be packaged into multi-media formats (e.g. CDs) and shared with Member States. The UN should also develop a mechanism to evaluate the winners continuously and examine the overall impact and outcome of their initiatives. The UN should also develop initiatives on promoting open-data and open-government among Member States.

### On the conduct of similar workshops in the future

Participants recognized the value of the workshop, with one suggesting that it be conducted on an annual basis. In the future, country presentations must follow a common outline or structure for easier comparison. A regional focus, including the value of regional partnerships, should also be considered. e-Government officials from other countries must be encouraged to participate in these meetings. There should be better time-keeping and participants should be provided internet access.

*See Annex 3 for compilation of individual responses.*

## Annex 1

### What was the most useful element of the session?

- Presentation of Korea
- Experience in e-Government development
- Discussion sessions
- Sharing experience, if others can do it, then we can also
- Variety of experience
- Opportunity to establish contacts with colleagues responsible for e-Government, discussions
- Open discussion
- Networking, best practice
- The discussions and sharing of e-Government experiences
- Session 1
- Co-creation and the experience of Singapore in this topic
- Formality (Facilitator): we can share opinions among general participants.
- The presentations were excellent but even more the model used to get group discussions going was most outstanding
- Roundtable discussions / brainstorming
- Insights from different countries plus roundtable discussions
- Country presentations
- Singapore/South Korea
- To learn from high level existing practices unknown to me before
- Best practical presentations from e-Government world leaders
- Countries' e-Government development cases, challenges and discussion feedbacks
- Ideas of how things are evolving
- Listening / learning from countries' experience (presentations); interaction at table discussion
- UN E-Government Survey: Finding and Trends
- Focusing on particular elements (PPP, e-Procurement)
- Sharing experiences
- Countries' challenges on e-Government
- Experience from different governments in implementation of e-Government + best practices
- The open discussion gives opportunity for everybody to participate
- The discussions within tables and among them; the possibility to share experience and feedbacks each other; create confidence relations with other mentors
- Learning about the experience of different countries in a positive spine
- The access to innovative idea from all over the world
- The lessons learned that all countries have shared

## Annex 2

### What was the least useful element of the session?

- The very last session
- Korea Smart government program
- Details about single project
- Long afternoon sessions
- Singapore experience in open-data program
- Private sector presentations did not add a lot of value
- After presentation, there should be Q&A opportunities to presenters
- There are too many discussion sessions. When we talk, sounds to repeat the same points. Perhaps 1 discussion for every 3-4 session, i.e., 1 in the morning and 1 in the afternoon.
- All was good, sometimes discussions appeared too similar and unclear (but tables interpreted in own way)
- Too long table discussions with the same people
- 1st day before China performance it takes a lot of time for waiting
- Questions that repeated
- Whole of Government: Institutional Coordination
- None
- The explanation of the Survey measurement, which is already included in the contents of the report
- Discussing without addressing concrete ground level (situations) in some cases

## Annex 3

### Additional comments and suggestions

- It might not be interesting what people are doing back home, of course good examples and practices are needed. But more interesting would be HOW people/governments overcome challenges/obstacles they face in implementation of e-Government practices.
- Sharing of experience
- This workshop should be conducted on annual basis
- Sharing experience from different part of the world
- To make demo for projects, to discuss methodology of ranking more deeply
- Providing internet as Richard Kerby asked us to tweet!
- Promote UN initiatives in open government and etc. among Member States
- Logistics not so good / better time-keeping
- Innovation in Public Service needs more attention. Promoting the impact of e-Government survey for the benefit of the countries under development
- Country experience, especially very practical ones are valuable. Great lessons to take home.
- Survey needs more publicity
- May country presentations could use a common structure for easier comparison
- Discussion groups should be reformed for each discussion
- A forum on e-Government must be more technological
- Excellent: having a rapporteur from each table, giving voice to each individual participant in the audience
- Maybe presentations should have a format then it all be easy to understand
- Want more e-Government officials to participate in the next workshops and trainings
- An event that is interesting enough for participants to stay interact and not leave the meeting. You may want to consider light snacks for people to stay in and mingle.
- Verify e-Government Survey with Member States (with proofs). Package best practices in CD and forward to Member States Missions
- If we can share content of different annexes for all groups
- Develop a mechanism to evaluate the winners continuously to really look at the impact and outcome and other enhancement introduced for sustainability.
- Some presentations seem more like a showcase of “good examples”; there seems to be a lack of confidence to talk about weaknesses and real case study analysis
- Have a few case studies for presentations
- Try to make regional partnerships and analyze the regional situations; try to focus on difficulties.