

## **Consultative Meetings on “E-Government for Sustainable Development”**

### **REPORT**

**Venue:** *Seoul, Republic of Korea*

**Meeting Facilitators:** *Mr. Keping Yao, Ms. Hyun Jung Kim*

**Meeting Rapporteur:** *Mr. Chang Rok Yun*

#### **SESSION 1: E-Government for Sustainable Development: Emerging Issues and Trends**

##### **Focus Question 1: How can e-government contribute to advancing sustainable development?**

###### **Consolidated Key Points**

1. Open data can contribute to economic development by creating numerous job opportunities through utilisation of publically available data.
2. E-government enables more citizens to participate in public decision making, eventually promoting social development.
3. Whole-of-Government makes government to provide public services more efficiently through coordination across government agencies, which in turn increases economic efficiency of governments.
4. E-government also enables government to respond more effectively to disasters, contributing to sustainable development in the environmental context.

##### **Focus Question 2: What are your country’s challenges/obstacles in implementing e-government for sustainable development?**

###### **Consolidated Key Points**

1. Lack of budget is one of key challenges government is facing in implementing e-government for sustainable development. To resolve this challenge, effect of e-government to citizens should be accurately assessed and be assured to government leaders so that they can allocate sufficient amount of budget to their future e-government project.
2. Lack of strong political will also leads to inefficient and incompetent e-government policy.
3. Service providers (government officials) and recipients (citizens) are reluctant to provide and use electronic public services. In addition, government officials and citizens in many cases do not have enough IT capacity to deal with e-government.
4. Many developing countries face lack of basic IT infrastructure as well as basic necessity infrastructure such as electricity and water facility, which become main obstacle for further e-government development.
5. Absence of solid legal frameworks on overall e-government development including on privacy and security related laws inhibits development of e-government of developing countries.

### Focus Question 3: What are your country's approaches and innovative practices in advancing e-government for sustainable development?

#### **Consolidated Key Points**

1. Effective capacity building programme both for government officials and citizens is one of crucial means in advancing e-government for sustainable development. In particular, community centre can serve as a good starting point of citizens for capacity development.
2. Public Private Partnership (PPP) enables government to secure enough funding as well as expertise from private sector. Moreover, collaboration among government organisations will eliminate duplication of works, eventually contributing to budget saving and more efficient back-office management as seen in the example of Enterprise Architecture.
3. Public awareness raising events help citizens to feel more familiar with e-government services, in turn increasing user's uptake.
4. Using cutting-edge technologies such as big data analytics, governments could effectively respond to disasters, as seen in outbreak of dengi in Singapore and effective controlling of the situation by the government.

### Focus Question 4: What emerging innovative e-government approaches and trends should be considered for the Survey 2016?

#### **Consolidated Key Points**

1. Open government should be considered continuously for the Survey 2016 because compared to its importance and effectiveness, a few countries are reflecting this trend into their policy implementation. There is necessity that UN promotes this theme more actively.
2. As disaster prevails around the world whether it is natural or human-resulting, governments are increasingly demanded to respond more effectively to disaster. Therefore, it is suggested for the Survey to include questionnaires how effectively governments are using ICT technology for disaster risk reduction or management.
3. Inclusive multi-channel service delivery should be reflected as an important factor of 2016 Survey as well, because online website alone cannot meet needs of various stakeholders, especially underprivileged people in remote areas which have limited access to internet.
4. Cloud computing and big data which are emerging technologies and at the same time already started to be adopted by leading e-government countries, can be also considered for the Survey 2016 along with data security which inevitably occurs in handling with data.
5. Green government can be also reflected into 2016 Survey, as e-government has been proved to significantly protect environment through saving energy consumption and paper usage.
6. Forming strong partnership among countries or with international organisations is essential for promoting sustainable development, facilitating peer-to-peer learning. So this can be also an important factor for the new Survey.

## **SESSION 2:United Nations E-Government Survey: Methodological Review**

### **Focus Question 5: How can the trends identified earlier be measured by the Survey?**

#### **Consolidated Key Points**

1. Open government can be classified from stage 1 to 4 based on its maturity level.
2. Disaster risk management can be measured with whether countries have a responsible agency, contingency plan, specific systems in place such as early warning system.
3. Under overarching themes of cyber security, various cross-cutting issues could be dealt with as one batch, such as cloud computing, big data, open government and so on.
4. Crowdsourcing or crowdfunding can be measured as a key indicator for partnership for sustainable development.

### **Focus Question 6: What enhancements could be made to the E-Government Development Index (EGDI) and its components?**

#### **Consolidated Key Points**

1. Decrease weight of HCI and instead increase weight of OSI because OSI is more directly relevant with e-government compared to HCI.
2. In TII, increase weight of the number of mobile subscribers because mobile phones are one of the most used e-government means around the world. In addition, combination of number of fixed broadband facilities and wireless broadband should also be considered because they substitute each other.
3. Number of fixed broadband can be calculated not based on inhabitants but households because family members usually share one household broadband.
4. Group classification system can be better than individual country ranking system because there does not lie much difference between countries with small ranking gap.

## **SESSION 3:United Nations E-Government Survey: Advancing the Conceptual Framework**

### **Focus Question 7: How can the Survey take into account specific characteristics of countries (including size, population density, etc.) and different levels of government, particularly big cities?**

#### **Consolidated Key Points**

1. It is good to continue to cluster countries based on their income level or geographic vulnerability, such as Least Developed Countries (LDCs), Landlocked Developing Countries (LLDCs), Small Island Developing States (SIDS) and so on, in order to identify common needs among countries with similarity and collaboratively resolve common issues.
2. It is also good to sustain current classification of regions and sub-regions in the Survey, in order to compare countries' e-government development within the same region and furthermore facilitate replication of best practices from developed countries to developing countries.

3. Ratio of urbanization can be also taken into account to measure e-government development of municipal-level governments.
4. Some countries such as Norway provide specific types of e-government services only at local level, not at national level. In this regard, the Survey which currently assesses state-level e-government development, should not penalize the countries which have prevailing local autonomy systems.

### **Focus Question 8: How can the Survey better capture the usage side of online/mobile information and services?**

#### **Consolidated Key Points**

1. Up to now, the Survey has mainly focused on supply side of e-government service delivery. The new Survey has to capture demand side more importantly, proactively reflecting the number of requested and delivered services including the number of transactions, through online/mobile channel, public kiosk, over the counter and so on.
2. In particular, it is essential to accurately assess satisfaction level of citizens for government-provided e-services. In this respect, government needs to make efforts for collecting quality feedback both offline and online on a continuous basis. Face-to-face interview based on different age and gender groups can be considered to be effective means as seen successful in the case of Korea and Singapore.
3. The number of staff of government who deal with requested services and their corresponding expediency can also capture the usage side.
4. As the mobile channel becomes widely accepted means among countries regardless of their e-government development, the Survey should accurately reflect usage of mobile-delivered services such as SMS.