



# UN Public Administration Programme

Division for Public Administration and Development Management (DPADM)  
UN Department of Economic and Social Affairs (UNDESA)



## E-Governance: emerging issues in development and education

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# Rationale in Transition from Governance to E-Governance



# Rationale in Transition from Governance to E-Governance

- **A new role of the government that relies less on state intervention, and more on market forces brought about by deregulation, decentralization, liberalization and privatization.**
- **Growing importance of the private sector not only in the economic sectors of growth, but also in developmental activities in the social sector.**
- **Civil-society organizations (CSOs), including non-governmental organizations (NGOs) are emerging as active participants in public policy processes during the transition period.**



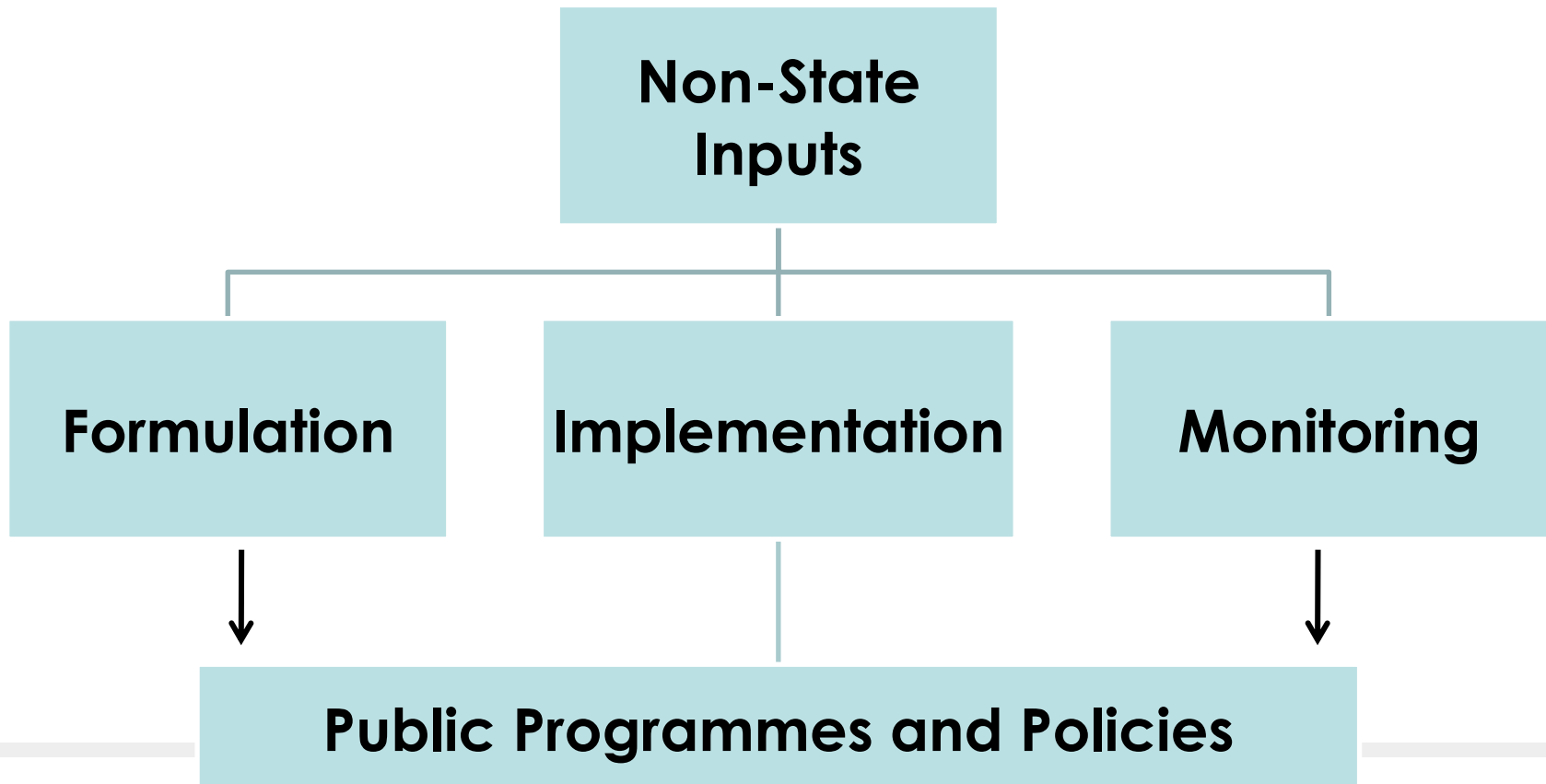
# Rationale in Transition from Governance to E-Governance

- **Economic and financial crisis have changed the role of the public sector, its relations with non-public sectors, and accordingly e-Governance model in new IT era.**
- **Importance of intersectoral/engaged governance (ISG/EG) increased, which encourage the inter-organizational networks of state and non-state sectors by harnessing new ICT tools.**



# Intersectoral Governance (ISG ) Frameworks

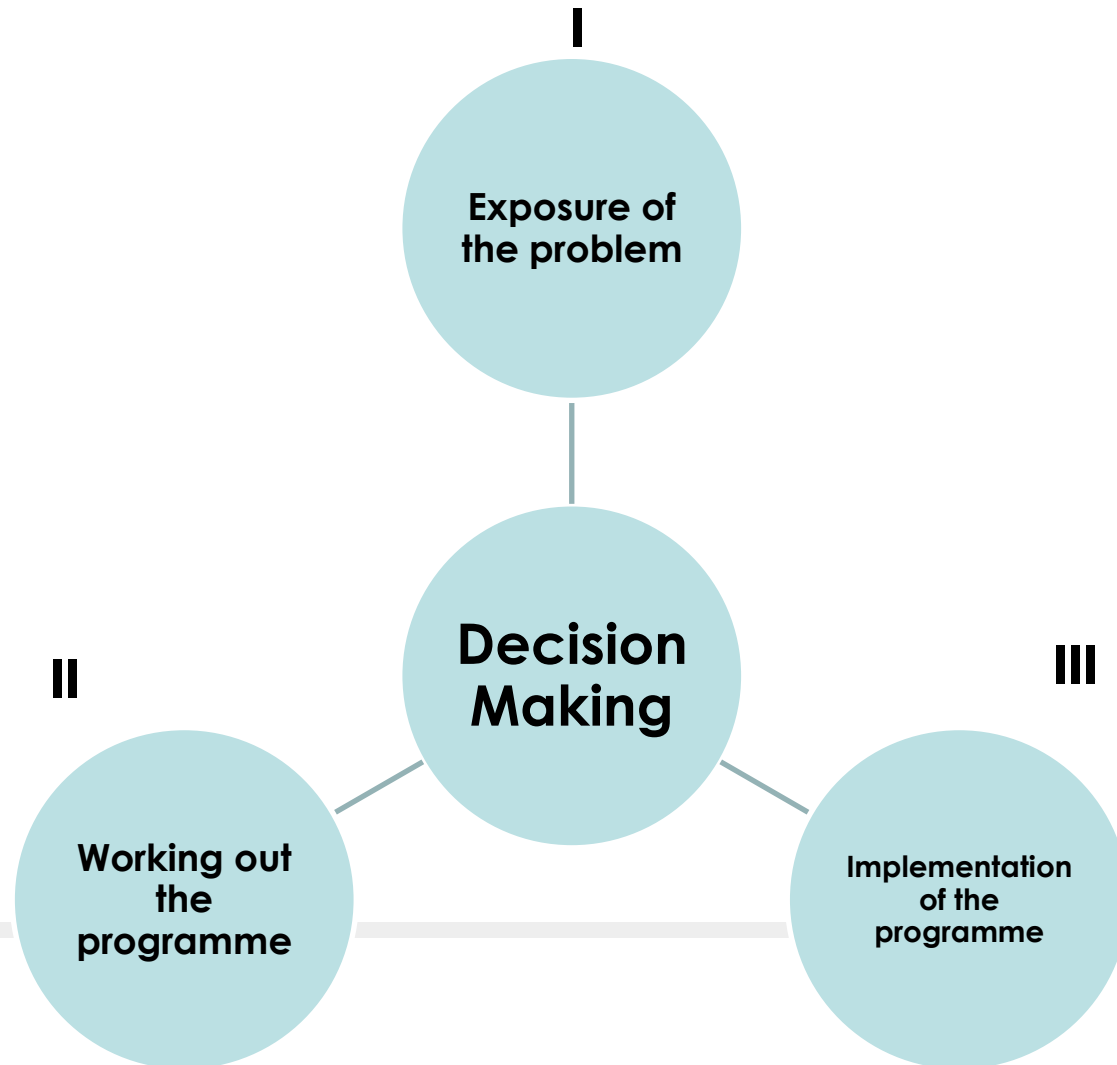
# ISG Arrangements



# Decision Making Process of ISG

Organizations		Decision-Making Stages at the national level									
		Exposing a problem				Working out a program				Realizing a program	
		1	2	3	4	5	6	7	8	9	10
Govt. Sector	Higher governing bodies (President Parliament etc.)	●		●	●				●		●
	Ministries/ Agencies	●	●	●		●	●	●		●	●
	Local (provincial) governing bodies	●	●	●		●	●	●		●	●
Business Sector	Large, Small & Medium Business	●		●		●				●	
Civil Society Sector	CSOs (NGOs, unions, public chambers etc.)	●		●		●				●	

# Technological Aspects of ISG





# Technological Aspects of ISG

- **10 Steps for Successful Programme Fulfillment**

I	<b>Step 1:</b>	<b>Identification/exposure of a problem</b>
	<b>Step 2:</b>	<b>Formation of a special intersectoral commission</b>
	<b>Step 3:</b>	<b>Formulation of major objectives</b>
	<b>Step 4:</b>	<b>Designation of a responsible agency</b>

# Technological Aspects of ISG

- 10 Steps for Successful Programme Fulfillment

II	Step 5:	Working out a program
	Step 6:	Development of a program
	Step 7:	Assessment of a program
	Step 8:	Issuance of a document
III	Step 9:	Implementation of a program
	Step 10:	Review of results



# Suggestions

- **Conceptualizing ISG**
- **Review of the Legal/Regulatory Framework**
- **Market-based Incentives for ISG**
- **Recording Public-Private Partnership**
- **Provisioning Social Services**
- **Strengthening & Capacity Building of NGOs**
- **New mechanisms to address the economic and financial crisis**
- **New e-Governance model**



# Four Stages of Online Service Development & Its Sub-stage

# Structure of e-Governance

## 3 Types of Connections in e-Governance

- E-Government
- E-Business
- E-Citizen

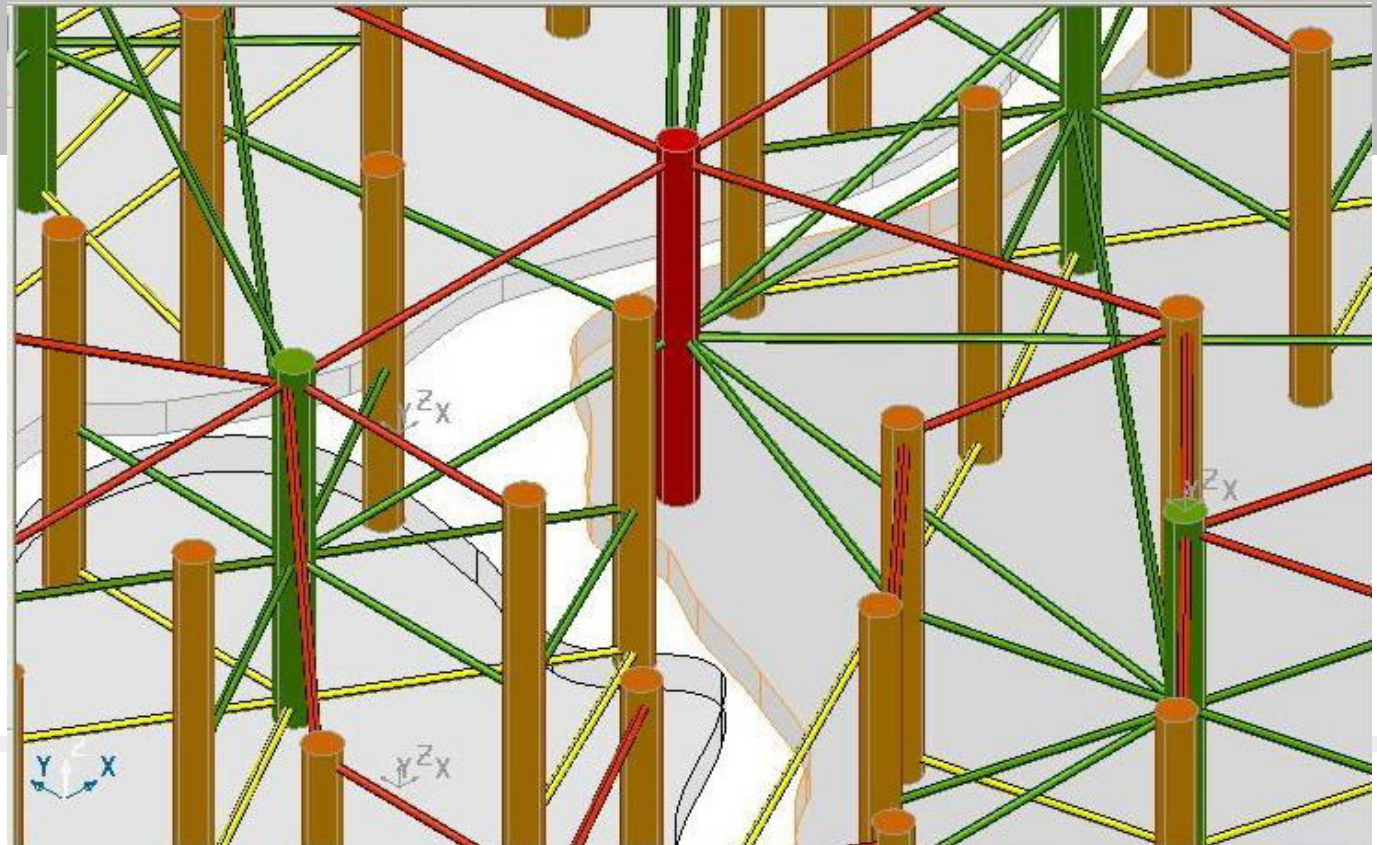
## Four Stages of Online Service Development

- 1. Emerging:** Gov't websites provide information on public policy, governance, laws, regulations, & relevant documentation.
- 2. Enhanced:** Gov't websites deliver enhanced one-way or simple two-way e-communication between gov't and citizen, such as downloadable forms for gov't services and applications.
- 3. Transactional:** Gov't websites engage in two-way communication with their citizens, including requesting and receiving inputs on gov't policies, programmes, regulations, etc.
- 4. Connected:** Gov't websites have changed the way gov't communicate with their citizens by cutting across the departments and ministries in a seamless manner.

# Comprehensive Network Lace Interpretation of Connections in e-Governance

## 3 Types of Connections in e-Governance

- **E-Government**
- **E-Business**
- **E-Citizen**





# **New Sub-stage: Smart Government**

- **Recent trends in development and e-Governance**
  1. **Trends in social environment - aging society, climate change, social polarization**
  2. **Trends in e-Governance - increasing demand in smart, more mobile, personalised care and robust social safety net**
  3. **There is a need to catch up governance strategies from first, second, and third phases to connected and to adapt to a smart IT age**



## New Sub-stage: Smart Government

- **Based on UPACS, UNPAN, and METER, analysing problems such as digital gaps, formulating the smart e-Government strategies, and implementing these strategies are needed.**
- **Necessity to formulate and implement e-Government strategies as a part of socio economic strategies**
- **UNDESA/UNPOG assistance in the above areas**





# Major Findings of 2012 UN e-Government Survey



# Global Trends in e-Government 2012

- **In the current recessionary world climate, governments have been harnessing the power of information and communications technologies (ICT) for delivering much needed sustainability in social and economic services to their citizens.**
- **The 2012 Survey analyzes how governments are using ICT to provide information, services and solutions to their citizens.**



# Global Trends in e-Government 2012

- **Underscoring the importance of technological advancements and the role of the government and sustainable development, it highlights the importance of e-Government and ICT as integral to sustainable development.**
- **Expanding the concept of e-Governance, it points to the need to place it at the centre of development thinking for a coherent, coordinated, and synergistic approach to the public sector solution.**
- **It draws attention to state-of-the art e-Government approaches that are being deployed in vanguard countries as case studies**



# Global Trends in e-Government 2012

- **The steady improvement in all the indicators of the e-Government development index has led to a world average of 0.4877 as compared to 0.4406 in 2010.**
- **This reflects that countries in general have improved their online service delivery to cater to citizen's needs.**
- **But, there still remains an imbalance in the digital divide between developed and the developing countries.**
- **The digital divide is rooted in the lack of e-infrastructure, which has hindered information use and knowledge creation.**



## Major findings of 2012 Survey: Asia

- **In 2012, 3 of the world's top 20 e-leaders are from Asia.**
- **Asia has a higher level of e-government development than the world average.**
- **All countries of Central Asia improved their service offerings, pulling up the sub-regional average by around 17%.**
- **Emerging leaders such as Kazakhstan have begun to catch up with higher-income countries.**



## Major findings of 2012 Survey: Kazakhstan

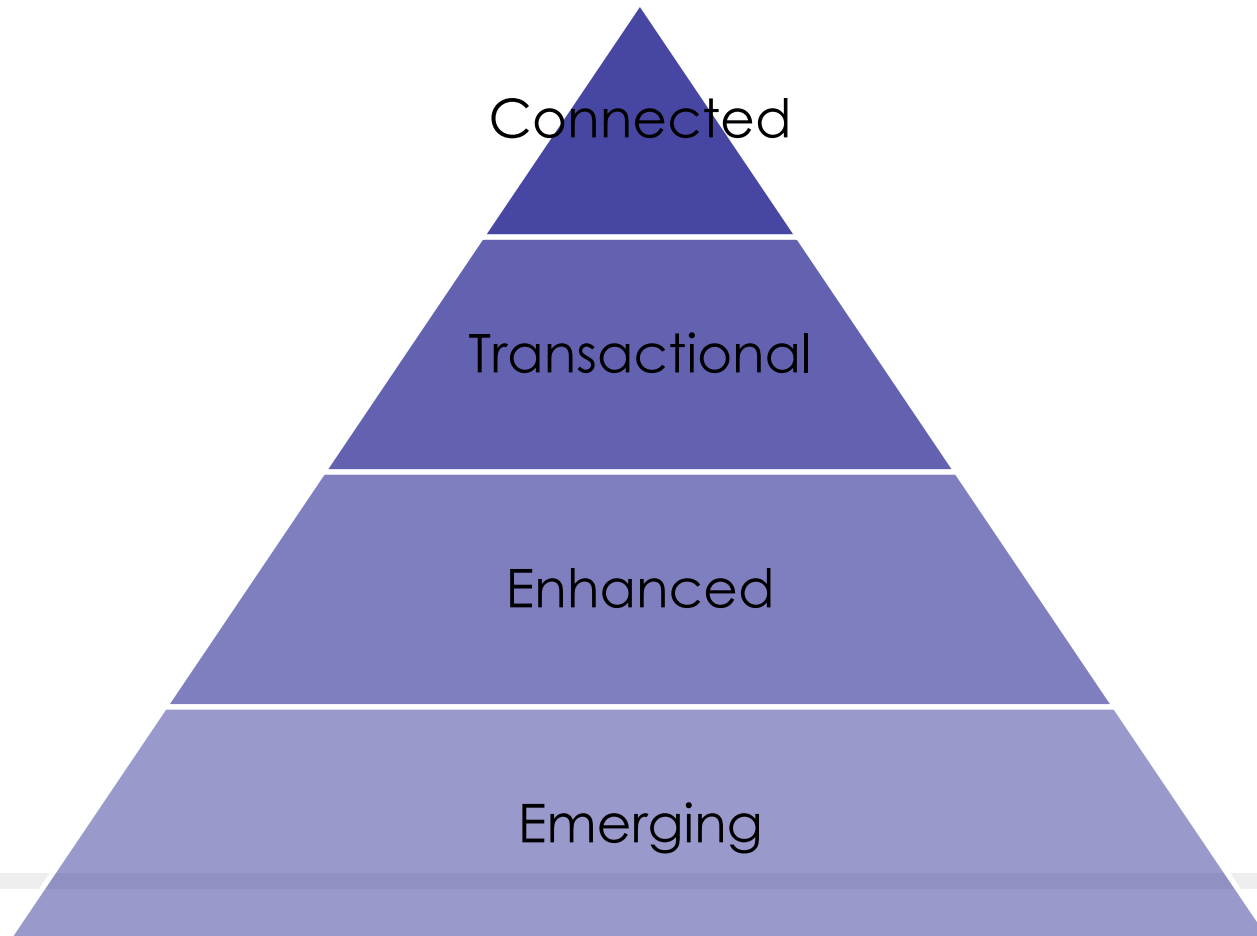
- **Kazakhstan is now the sub-regional leader, improving its global ranking by 8 positions.**
- **Kazakhstan has made efforts to modernize the public sector, including technology-based reform of administrative governance systems.**
- **Kazakhstan was already noted in the 2010 Survey for its commitment to e-participation and moved up 16 places to be ranked 2<sup>nd</sup>.**



# Four Stages of Online Service Development



# Four Stages of Online Service Development







# Four Stages of Online Service Development

## Stage 1 – Emerging information services

**Government websites provide information on public policy, governance, laws, regulations, relevant documentation and government services provided. They have links to ministries, departments and other branches of government. Citizens are easily able to obtain information on what is new in the national government and ministries and have links to archived information.**



# Four Stages of Online Service Development

## Stage 2 – Enhanced information services

**Government websites deliver enhanced one-way or simple two-way e-communication between government and citizen, such as downloadable forms for government services and applications. The sites have audio and video capabilities and are multi-lingual. This also includes some limited e-services where citizens can request non-electronic forms and request for personal information, which will be mailed to their house.**



# Four Stages of Online Service Development

## Stage 3 – Transactional services

**Government websites engage in two-way communication with their citizens, including requesting and receiving inputs on government policies. In this stage, transactions require some form of electronic authentication of the citizen's identity to successfully complete the exchange. This stage includes the processing of non-financial transactions, e.g. downloading and uploading of forms, online completion of electronic tax filing, application for certificates, licenses, permits or e-voting.**



# Four Stages of Online Service Development

## Stage 4 – Connected services

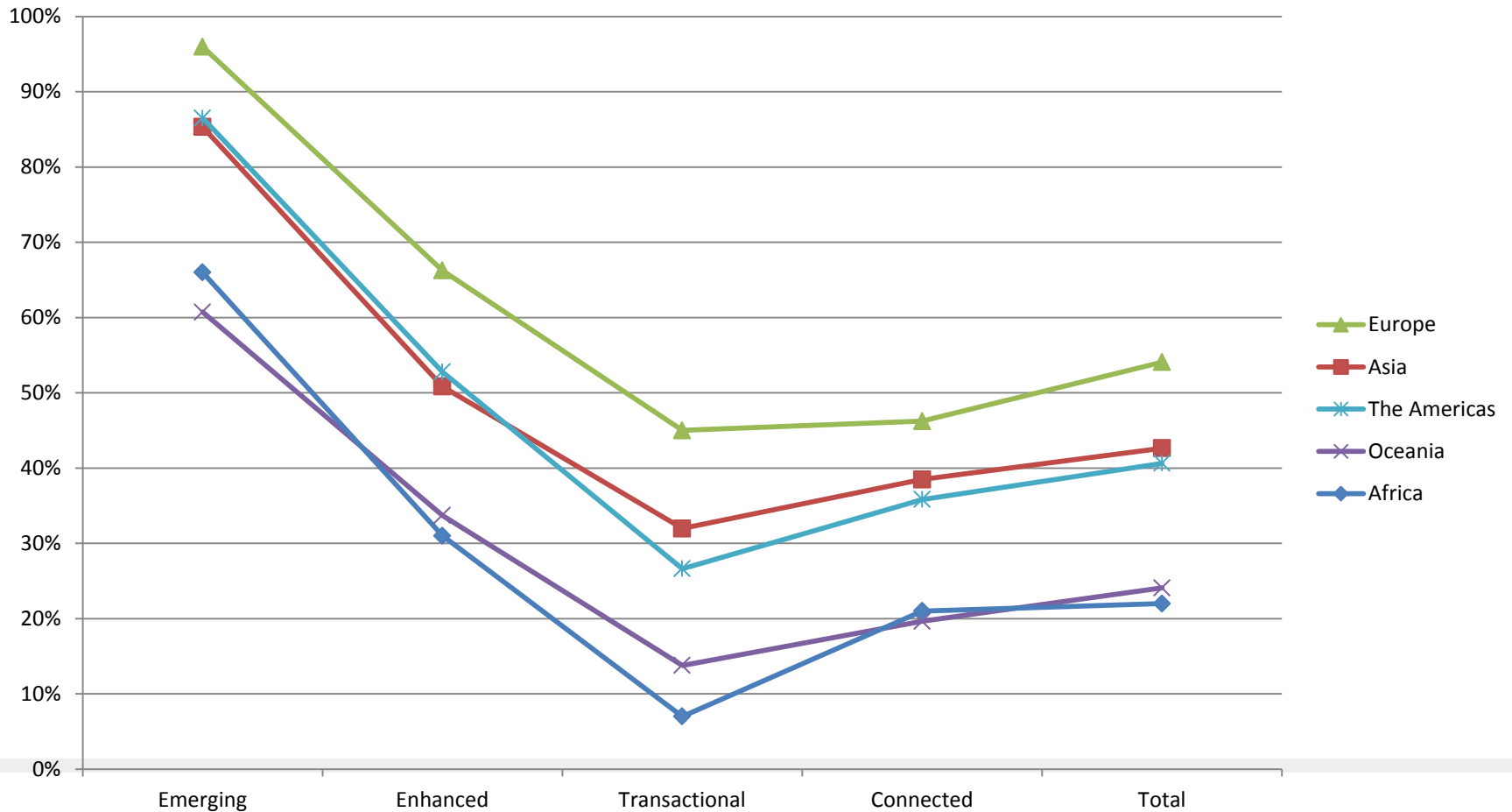
**Government websites have changed the way to communicate with their citizens, and they are proactive in requesting information and opinions from the citizens using Web 2.0 and other interactive tools. The e-services and e-solutions that are available cut across the departments and ministries in a seamless manner. Information, data and knowledge is transferred from government agencies through integrated applications.**



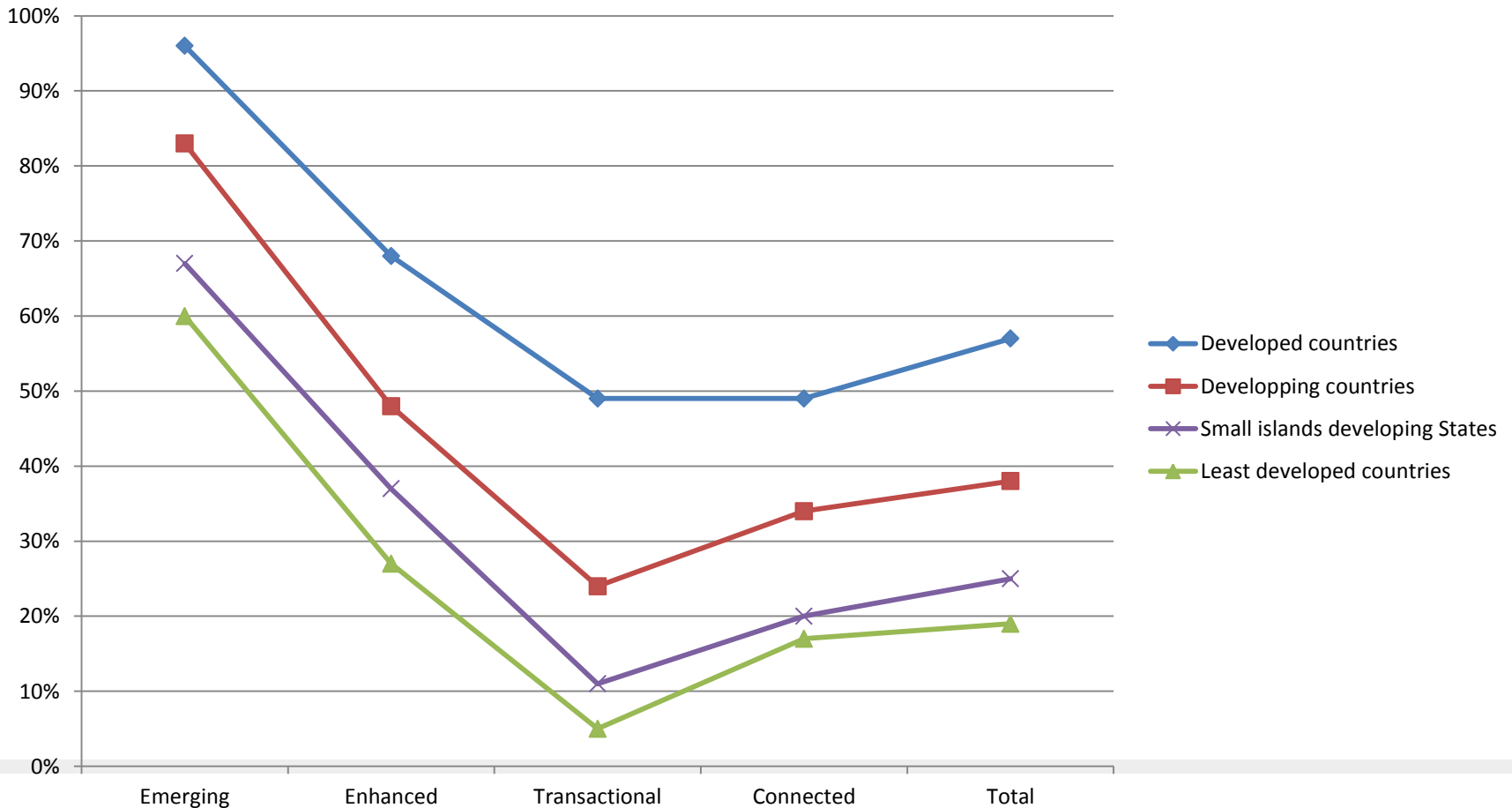
# Asia: Online Service Development



# Online Service Development Stages by Region (2012)

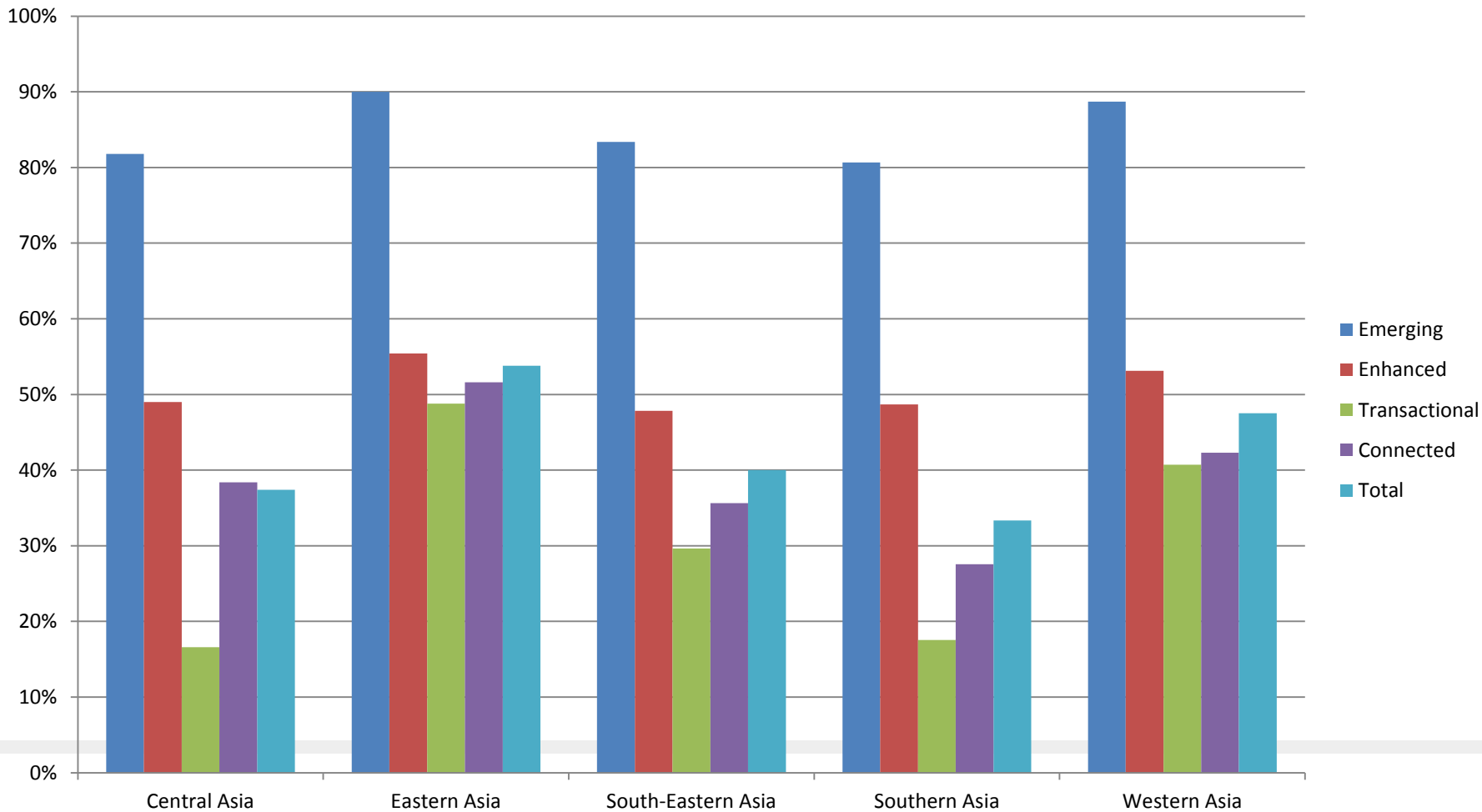


# Online Service Development Stages by Economic Development Level (2012)



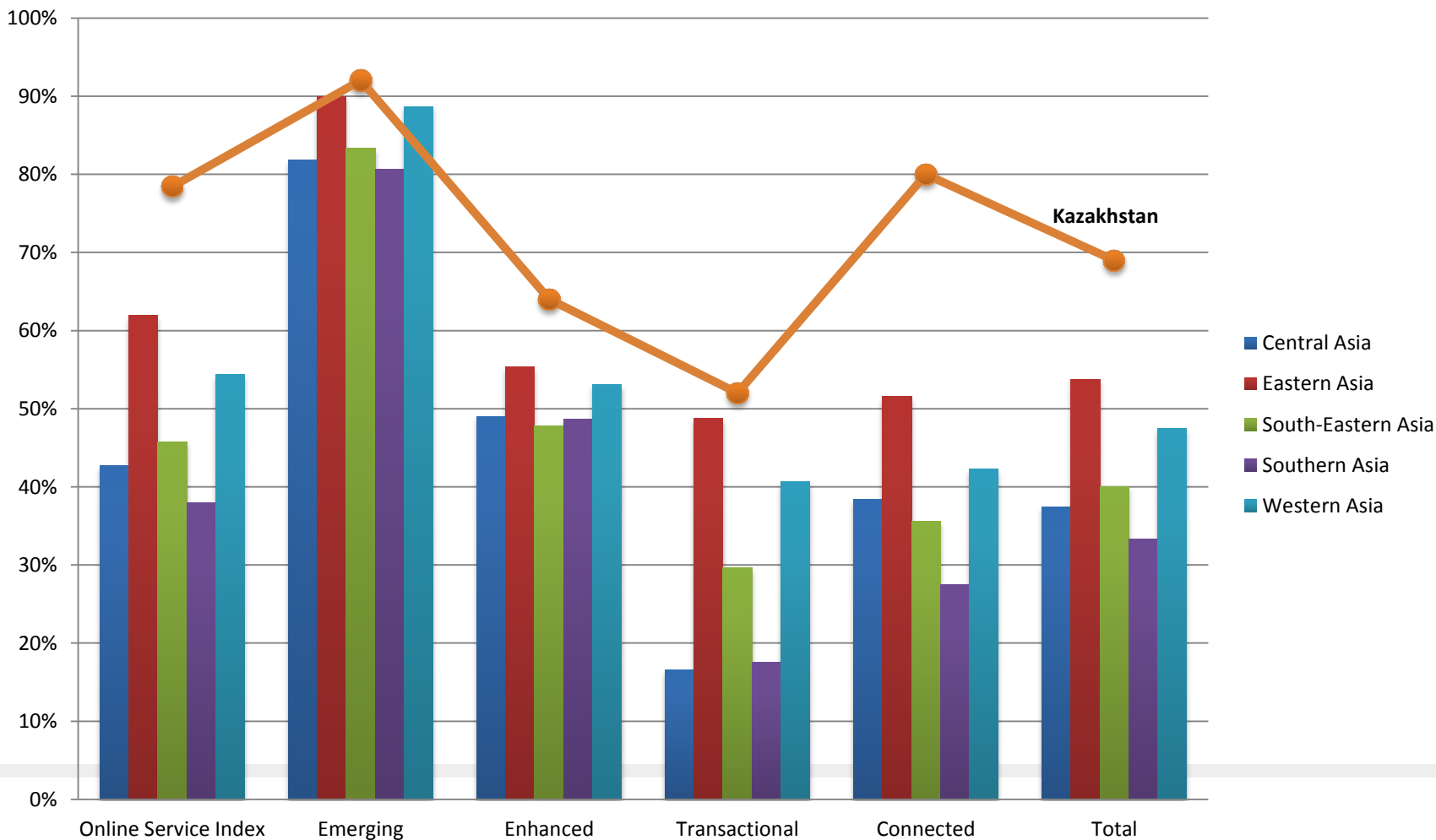


# Asia: 2012 Online Service Development by Sub-region



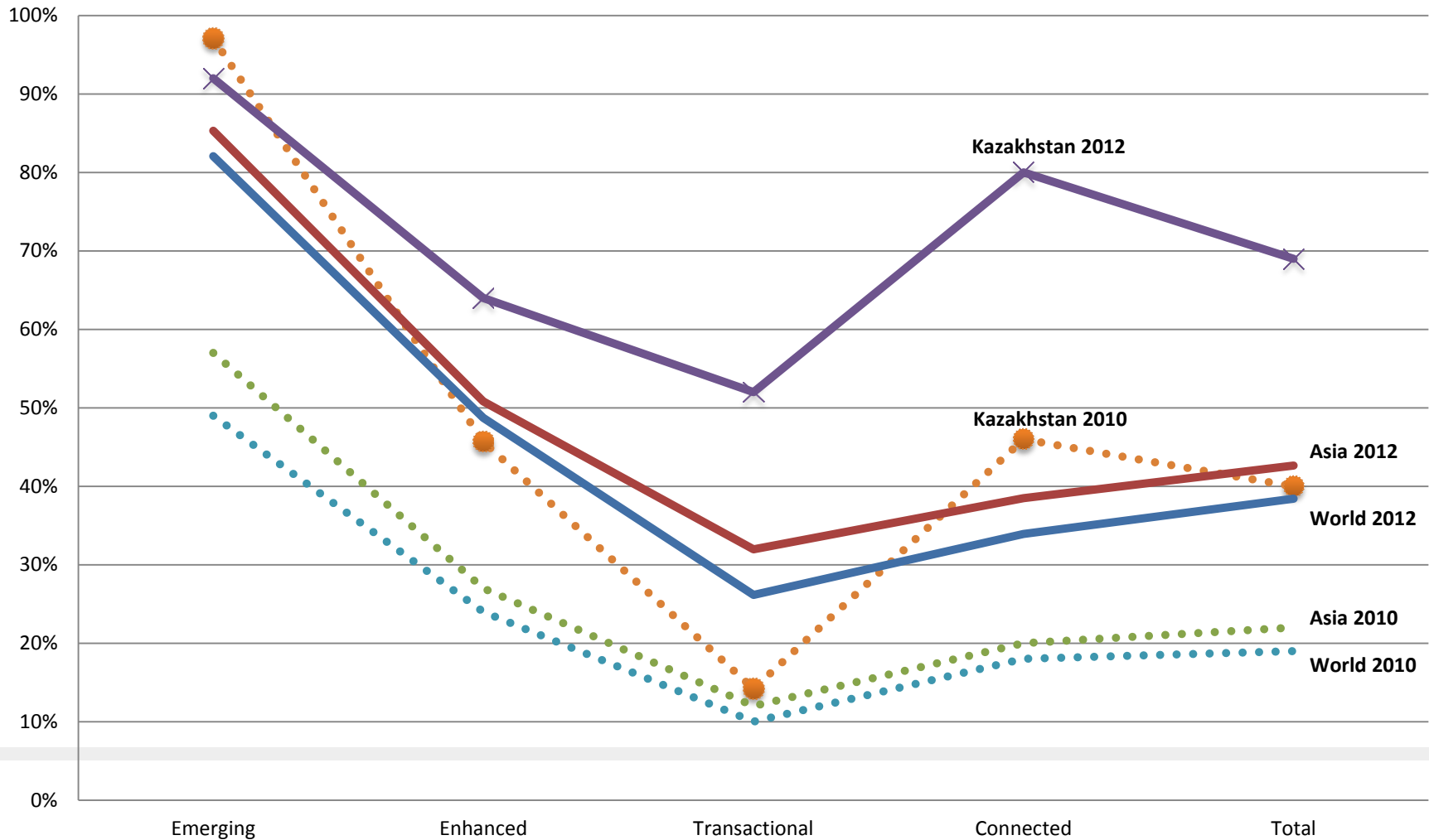


# Asia: 2012 Online Service Development by Sub-region (another way to look at it...)



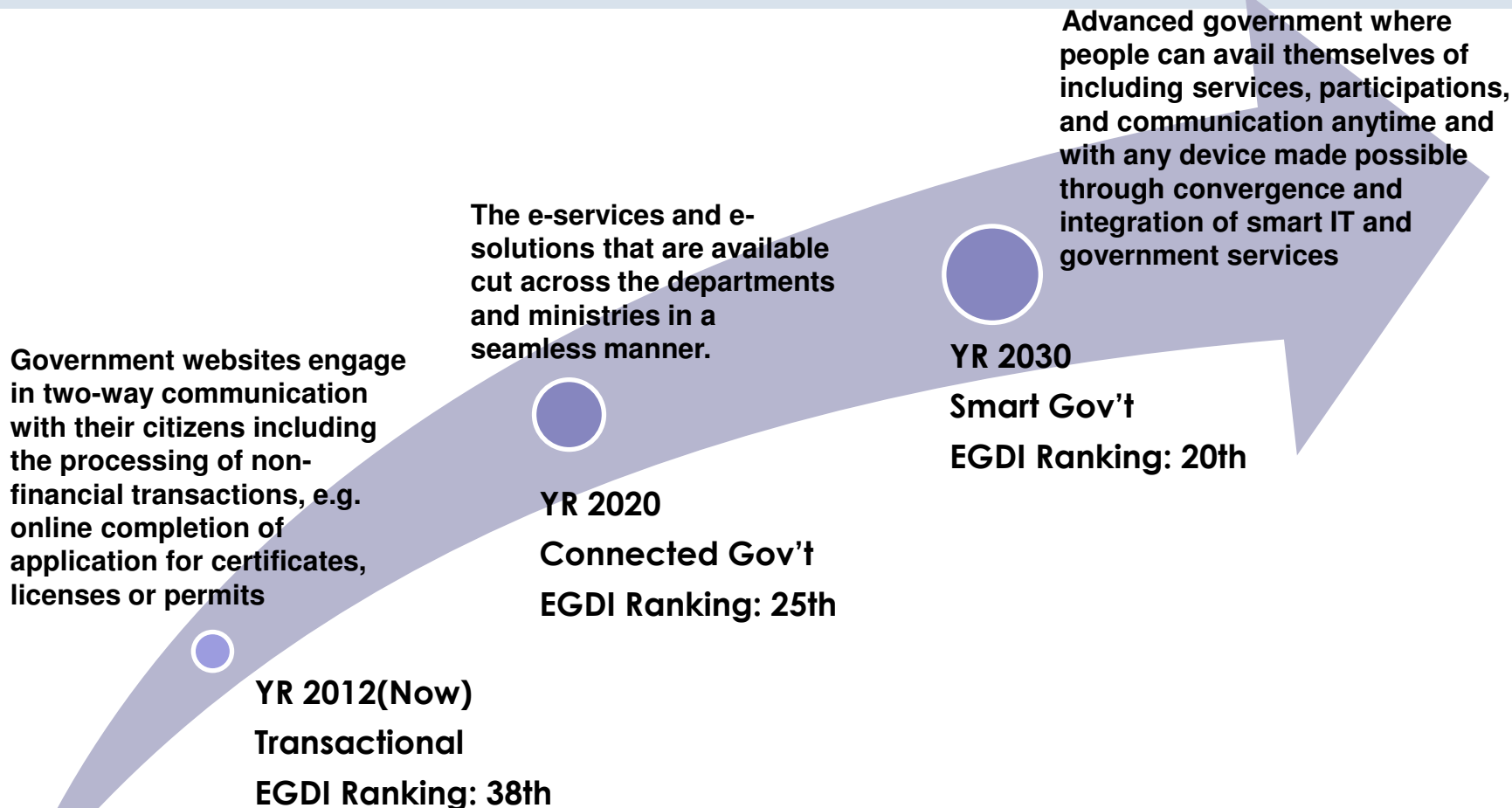


# Asia: Online Service Development Comparison btw 2010 and 2012





# E-Government Development Roadmap for Kazakhstan

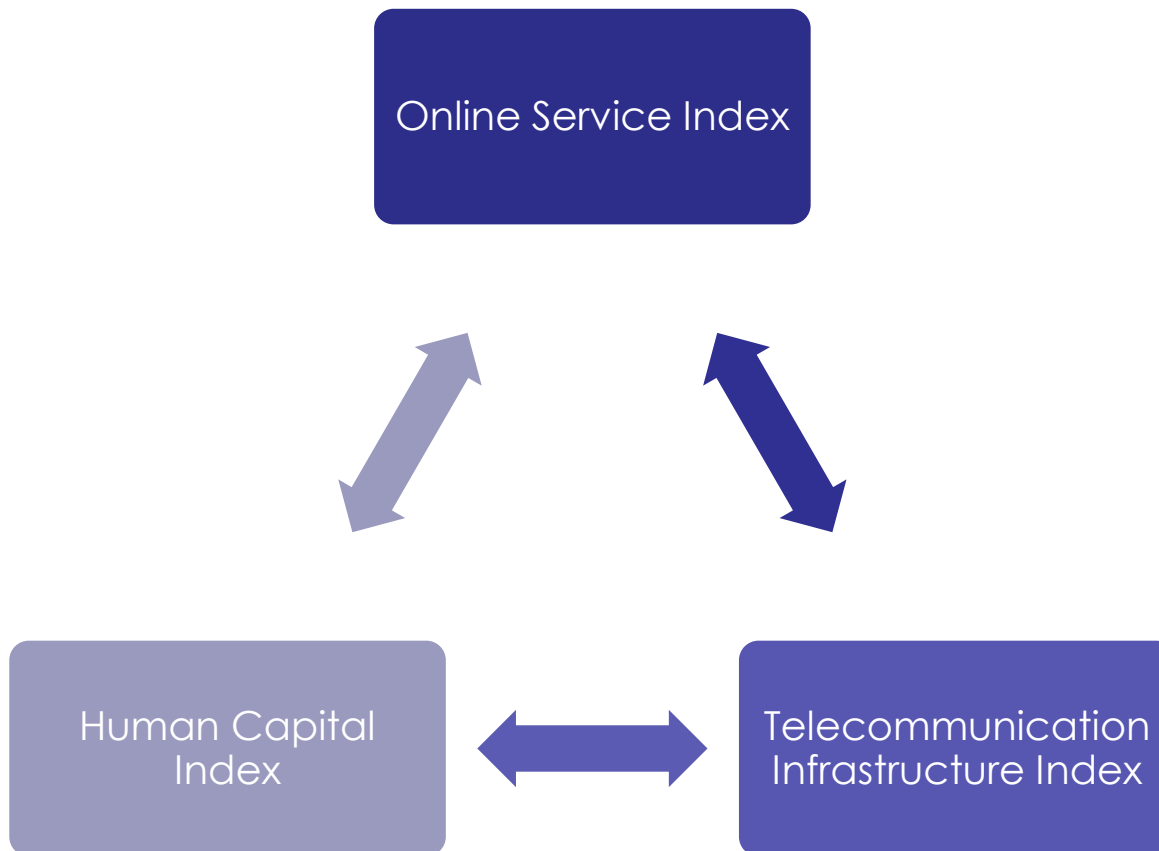




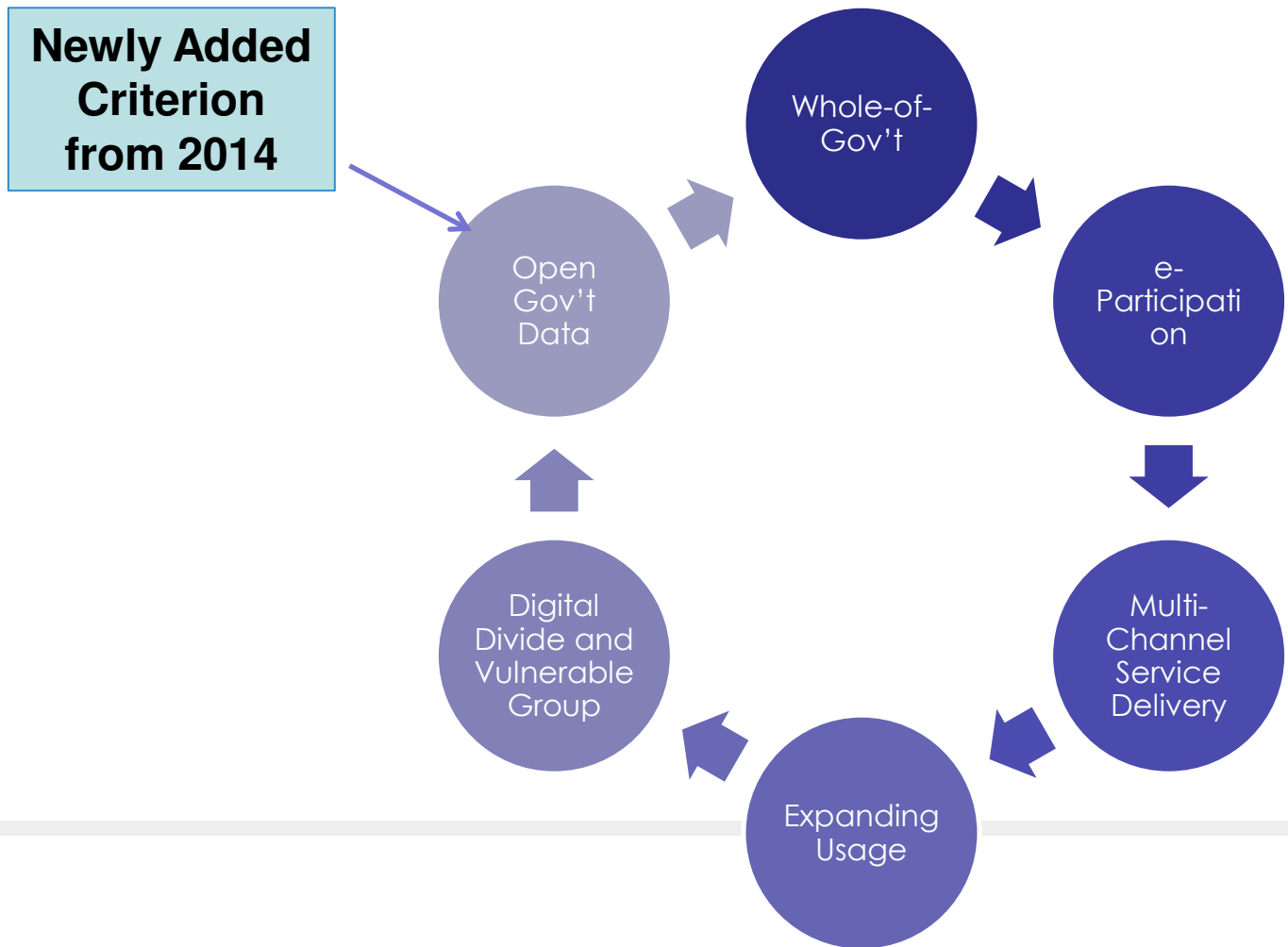
# Outlook of 2014 UN E-Government Survey



# Three Main Criteria are Same



# Open Gov't Data Newly Included in Online Service Index



# Possible Criteria on Open Gov't Data

- **Strategy** – evidence of national open government strategy, policy and relevant legislation and standards; number of sectoral strategies mentioning OGD; OGD in terms of reference of CIO or equivalent; and who does the CIO report to;
- **Value** – links to local gov't data; evidence of consolidation; surveys on feedback from users on the value of published data;
- **Production** – availability of datasets; type of datasets; maturity of datasets; availability of open license; availability of a dedicated portal; and data filtering;
- **Usage** – government promotion; usage statistics; number of applications; APIs; feedback mechanism on usage.



## Things to Note from 2014

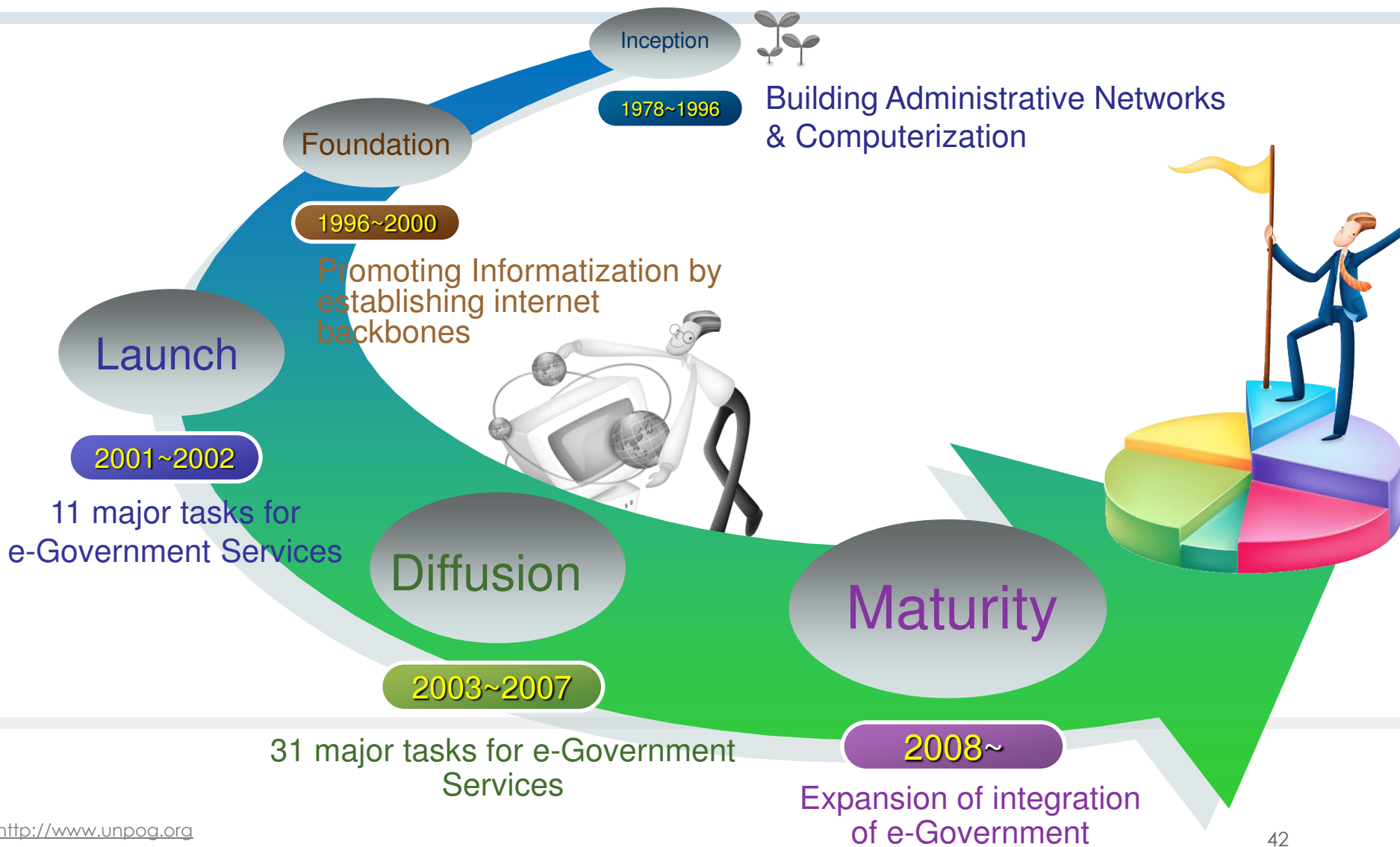
- The measurement on e-Participation would focus on open data, social media, mobility and outreach, and managing resistance of politicians and public administrators
- 2014 E-Government Survey will pay more attention on the demand side and satisfaction of differentiated needs of users, i.e. citizens, businesses and foreigners, versus only measuring from the supply side





# Korea Leading e-Government

# Korea Leading e-Government



# Another Look

## e-Government Infrastructure Development (1987 ~ 2002)

### Road Mapping and Establishing IT Infrastructures

- Digitalization of government business processes (patent, customs, tax, etc.)
- **Establishing high-speed internet network**
- 11 key initiatives launched (G4C, e-Procurement, etc.)

## Full-Fledged Implementation of e-Government (2003 ~ 2007)

### Expansion of e-Government Services

- Enhanced administrative efficiency through e-Gov
- **Linkage and connection among information systems**
- 31 major tasks executed (consolidated logistics & sharing administrative info)

## Further Advancement of e-Government (2008 ~ 2012)

### Seamless Delivery of Public Services

- **Customer-centric citizen services and enhanced public participation**
- Real-time public safety information network
- Strengthening e-Government through enhanced privacy & security



# United Nations e-Government Survey – Republic of Korea

**Korea has ranked 1st place for twice in a row in e-Government survey from 2010 to 2012.**



**This year Korea receives three awards, 1st place in global e-Government ranking and regional e-Government ranking, and global e-participation ranking.**



# 2012 UN PSA Achievements - Republic of Korea

- ❖ **Category 1 – Preventing and combating corruption in the public service**  
**Ranked 1<sup>st</sup> place from Asia and the Pacific**  
**Anti-corruption and Civil Rights Commission**  
**Initiative: Integrity assessment**
  
- ❖ **Category 3 – Fostering participation in policy-making decisions through innovative mechanisms**  
**Ranked 2<sup>nd</sup> place from Asia and the Pacific**  
**Ministry of Gender Equality and Family**  
**Initiative: Youth Participation Committee**
  
- ❖ **Category 4 – Advancing knowledge management in government**  
**Ranked 2<sup>nd</sup> place from Asia and the Pacific**  
**National Science & Technology Commission (NSTC)**  
**Initiative: Providing national science & technology information service**



# Korea Moving forward to SMART Government

## Smart government

Advanced government where people can avail themselves of including services, participations, and communication anytime and with any device made possible through convergence and integration of smart IT and government services



# Korea Moving forward to SMART Government

**S**eamless – Service linkage and integration among departments, and People-oriented, integrated and customised services

**M**OBILE – Mobile e-Gov that provides convenient services at any place and any time

**A**nytime – Services that are available any time that people want them

**R**ead time – A service response system that responds to people's needs in real time

**T**ogether – Advanced service based on mutual prosperity of the enterprises, consideration on the alienated social class, people's participation and communication





# Implementation Strategy Phases of SMART Government

- **Based on user-oriented service integration and multichannel integration (PC, smart phone, and smart TV)**
- **Expand partnerships and information sharing with local authorities, public enterprises and private sector and NGOs**
- **Joint growth among e-Gov. stakeholders, Green IT system, public information and services available to people including response to new people's needs (aging society, birth rate, disaster, safety and welfare system)**





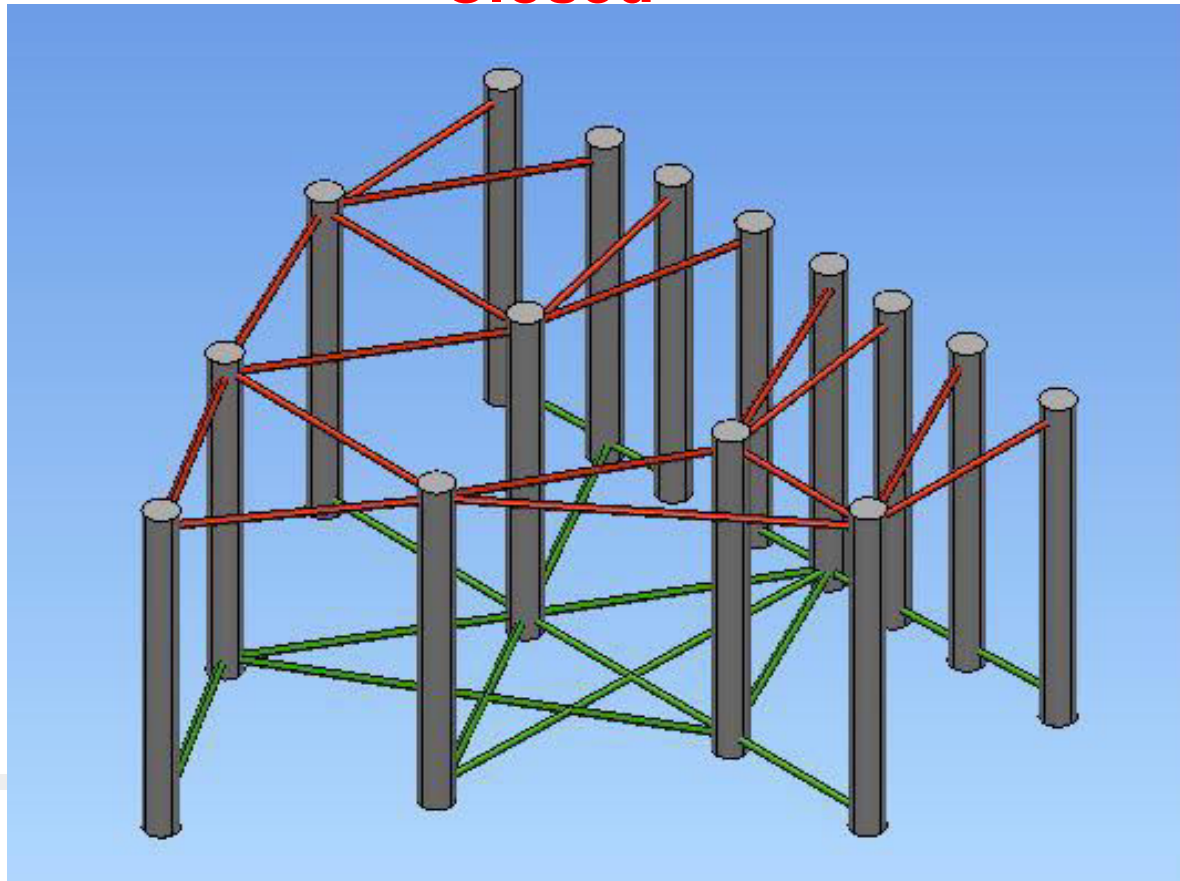
# **Open Government: Open Source Software (OSS) and Open Data Standards (ODS)**

# Open Government Structure

Open Government  
as a Manifold

- **Open**
- **Closed**

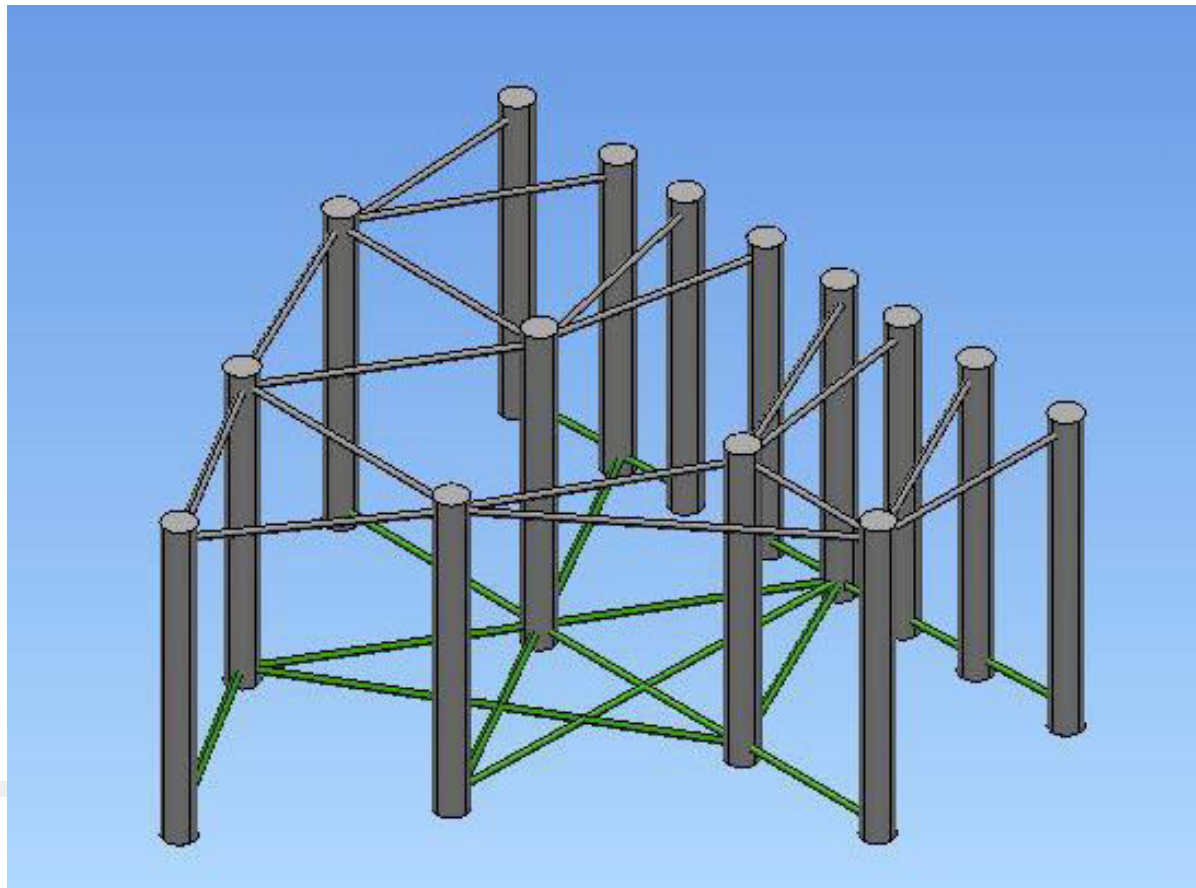
Information  
Flows



# Open Government Structure

- **Open**

## Information Flows





# Open Government Structure

## Open Government as a Manifold

=>

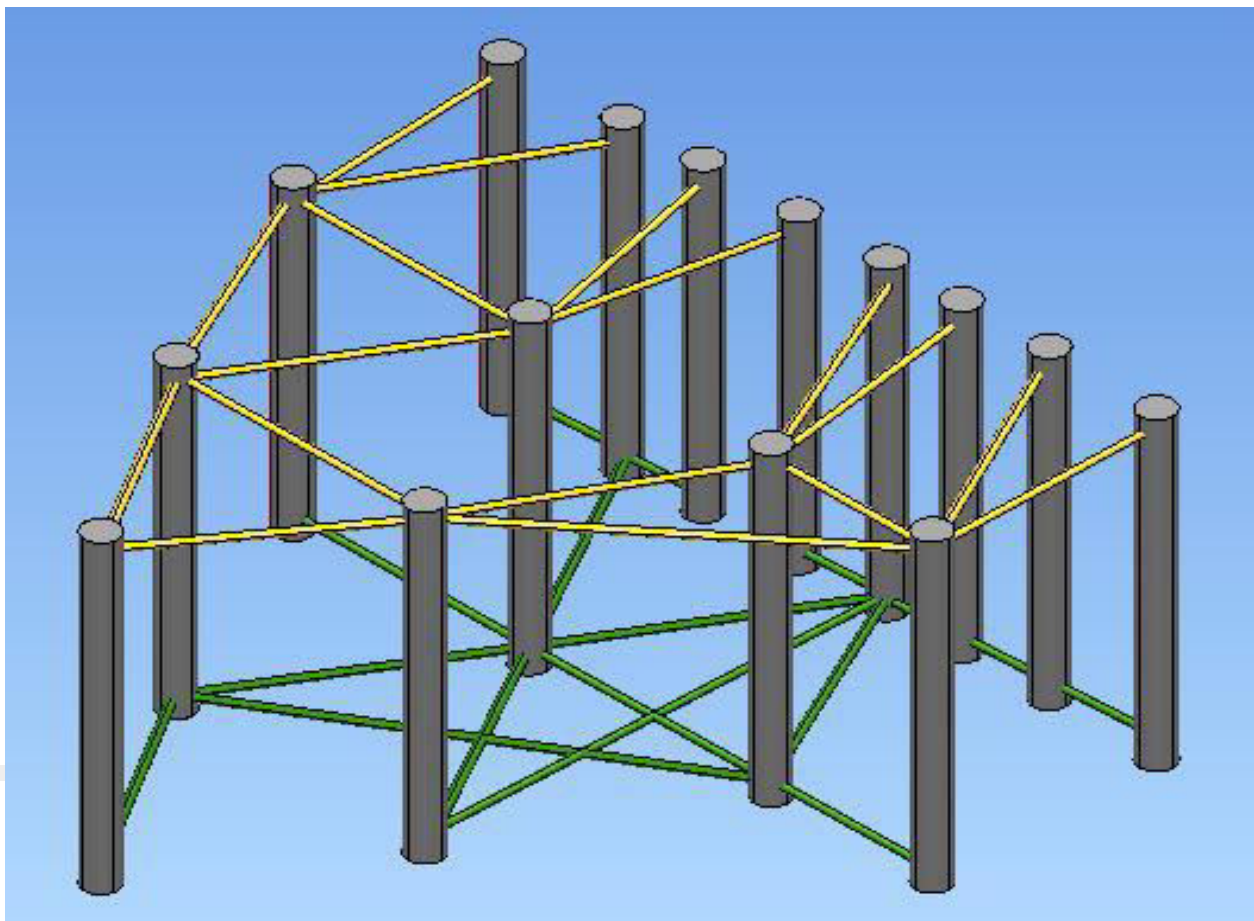
**OSS + ODS**

- **OSS and ODS provide better security**
- **One can do what one wants with the code and with the data**

# Open Government Structure

Open Government needs =>

OSS + ODS





## OSS Aspects

- **Political aspects, concepts related to governmental tasks, goals and responsibilities like freedom and equality, digital endurance, digital heritage and stimulation of innovation;**
- **Economic aspects, related to cost reduction and market health;**
- **Social aspects, in particular for education and team work support;**
- **Managerial and/or technical aspects, in particular quality of the products in terms of stability and reliability, transparency, support and security;**
- **legal aspects, related to licensing and liability.**

IDABC, The Many Aspects of Open Source. Retrieved, 14th January 2007, from <http://ec.europa.eu/idabc/en/document/1744>



## ODS aspects

- **An open standard is accessible to everyone free of charge;**
- **An open standard of necessity remains accessible and free of charge;**
- **An open standard is accessible free of charge and documented in all its details;**

Danish Board of Technology. Definition of open standards. Retrieved, 14th January 2007, from [http://www.oio.dk/files/040622\\_Definition\\_of\\_open\\_standards.pdf](http://www.oio.dk/files/040622_Definition_of_open_standards.pdf)



# Cooperation with Government of Afghanistan



# Overview

- Despite a **severe shortage in experienced administrators** at all levels of government, Afghanistan made a progress in **building stronger governance** and public administration institutions in the last 10 years.
- In the 2012 United Nations e-Government Survey, **Afghanistan rank 184<sup>th</sup>** out of 190 according to the e-Government Development Index.
- There is a **need to design a programme** to develop training and re-training programmes for capacity building in public administration and e-governance through pre-taped lectures, live on-line discussions, and seminars.
- This project is designed to **improve capacity building** efforts in educational and training systems in Afghanistan with a focus on CIOs;
- It will help to utilize the unique educational know-how by delivering training from **Korea, Kazakhstan, the UNPOG, and Columbia University** to Afghanistan;

# Planning Stages

- **Assessment:** the UNPOG will design special tailored programme for effective training of government officials from Afghanistan.
- **Planning and design:** Course topics are grounded in a practical, multi-disciplinary approach (e/m-Governance, Economics, Environment, Management, Policy, Social Studies, etc. )
- **Implementation/timeline:**
  - **Nov – Dec 2012:** Project's preparation stage – The team will develop training programme, programme procedures, and schedule;
  - **Dec 2012:** Workshop will focus on best practices and emerging issues of e-Government by the world's renowned experts
  - **First half of 2013:** Study tour – Visiting advanced IT places in Korea
  - **Dec 2013:** Workshop with project development for new training cycle for next three years.
- **Expected outcomes:**
  - Capacity building in the field of training of CIOs and other government officials in e/m-governance;
  - Strengthening governance based on e/m-governance;
  - Further development of the New Silk Road (supported by U.S.).



## **Education challenges:**

- 1. To develop and formalise a subject “e-governance”.**
- 2. In addition to classic IT and e-governance courses it is necessary to design new courses reflecting the above emerging issues**
- 3. Among them such courses like e-government trends and strategies, global e-governance**
- 4. To improve capacity of education IT institutions including training \retraining of professors**