



United Nations

Department of
Economic and
Social Affairs

Innovation and Digital Government for Public Service Delivery

Toolkit for the Achievement of the Sustainable Development Goals





Module 1.4

Innovation, Digital Transformation and Digital Government



Innovation

- An idea or behavior perceived as new to the individual or adopting organization. (Rogers, 1972, Kanter, 1983, Damanpour, 1996)
- The generation, acceptance, and implementation of new ideas, processes, products, or services. (Kanter, 1983)

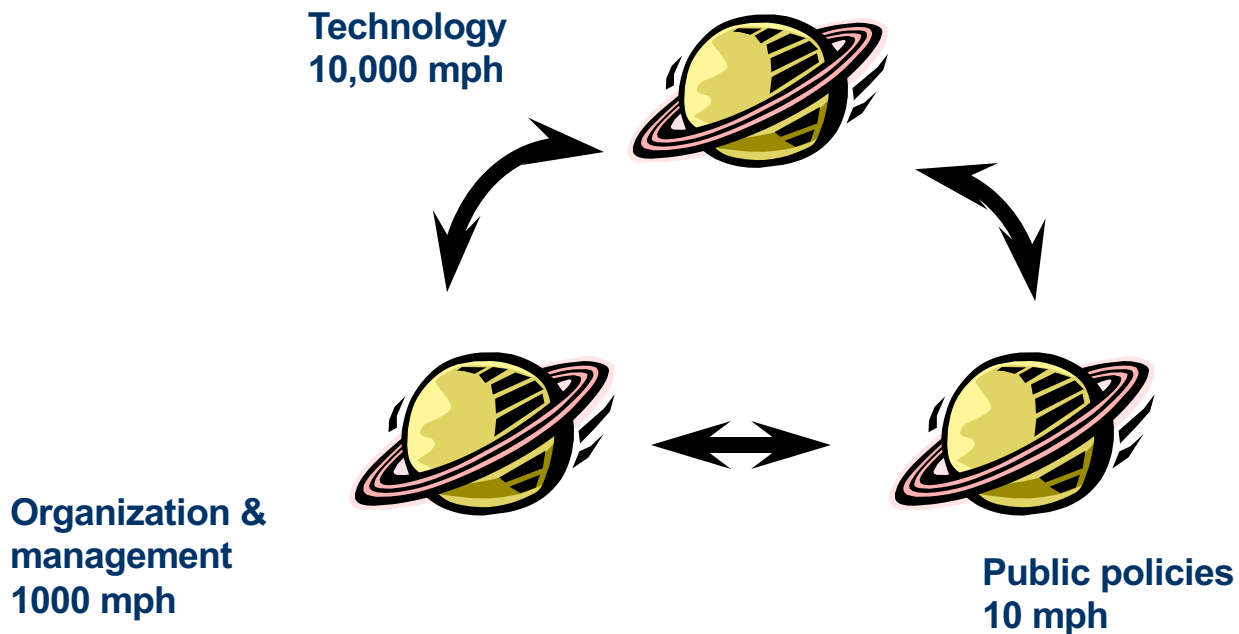


Innovation and Risk

- Innovation characteristics interact with context characteristics
- Uncertainty results from the lack of adequate knowledge about the interaction
- Risk results from uncertainties about the consequences of change efforts



The Government Innovation Context





Capability to Innovate Varies

- Governments around the world are using digital technologies to innovate the way they operate, share information, make decisions and delivery services, as well as to engage and partner with people to solve policy challenges of public concern.
- Yet, many countries remain ill-equipped to effectively leverage digital technologies and provide accessible, reliable, fast, personalized, secure and inclusive services and empower people through open and participatory mechanisms.

Source: UN e-Government 2020 Survey Report



Capacities for Digital Transformation

- Digital transformation is fundamentally about governance transformation and cultural change in support of a country's overall national development vision and strategy in line with the SDGs.
- Digital government transformation requires a holistic approach that is value-driven and institutionalize across all government levels an society.
- Digital government transformation should aim at promising digital inclusion and ensuring that all people, including vulnerable groups, can access new technologies to improve their well-being. It should put people first and revolve around their needs.

Source: UN e-Government 2020 Survey Report



Digital Government

- Digital government is not an end, but a means to improving public service delivery, increasing people's engagement, enhancing transparency, accountability and inclusion and, ultimately to making life better for all.

Source: UN e-Government 2020 Survey Report



To Achieve the SDGs

- Public sector capacity must be bolstered at the national and local levels
- This requires:
 - Institutional innovations
 - Organizational innovations
 - Process innovations
 - Conceptual innovations

Source: UN DPIDG Interim Policy Brief Capacity Development Unit



Success is not a Mystery

- Often overlooked lesson is the relevance of capacity/capability to undertake reform
- Key Lessons Learned:
 - Proper institutional coordination
 - Policy coherence
 - Context-specific adaptation
 - Engagement of beneficiaries in a collaborative manner,
 - Appropriate consideration of digital and technological options
 - Transparency in budgeting and expenditures
 - Public private partnerships
 - Accountability towards customer-centric models
 - Effective linkages between local and national levels of government
- Source: UN DPIDG Interim Policy Brief Capacity Development Unit



Nor is it a Myth...

- Accessible Health Care Services
 - The Republic of Korea Seongdong District's (Seoul) "HYO Policy" programme makes health care services more accessible, including through home visits, to older persons suffering from poverty, health issues and social isolation.
- Access to Energy Reduction Tariff
 - The Automatic Social Energy Tariff (ASET) in Portugal automates the application process for an energy reduction tariff to low-income customers. The initiative greatly increased the uptake of the entitlement among low-income households.
- Reducing Truancy
 - In Brazil, the Jaboatão Prepara Programme encourages middle school students' attendance in secondary level technical schools by offering professional guidance and a free preparatory course for low-income students, greatly increasing the acceptance rates of students.
- Facilitating Land Transfer
 - In Bangladesh, the e-Mutation initiative established a digital application mechanism to make land transfer applications easier and more accessible, efficient and transparent. The purpose is to better serve the most vulnerable populations and those facing discrimination, including the illiterate, women, older persons and the poor.



Plenary Discussion



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Thank You!

