

United Nations E-Government Survey

Methodology and Global Trends



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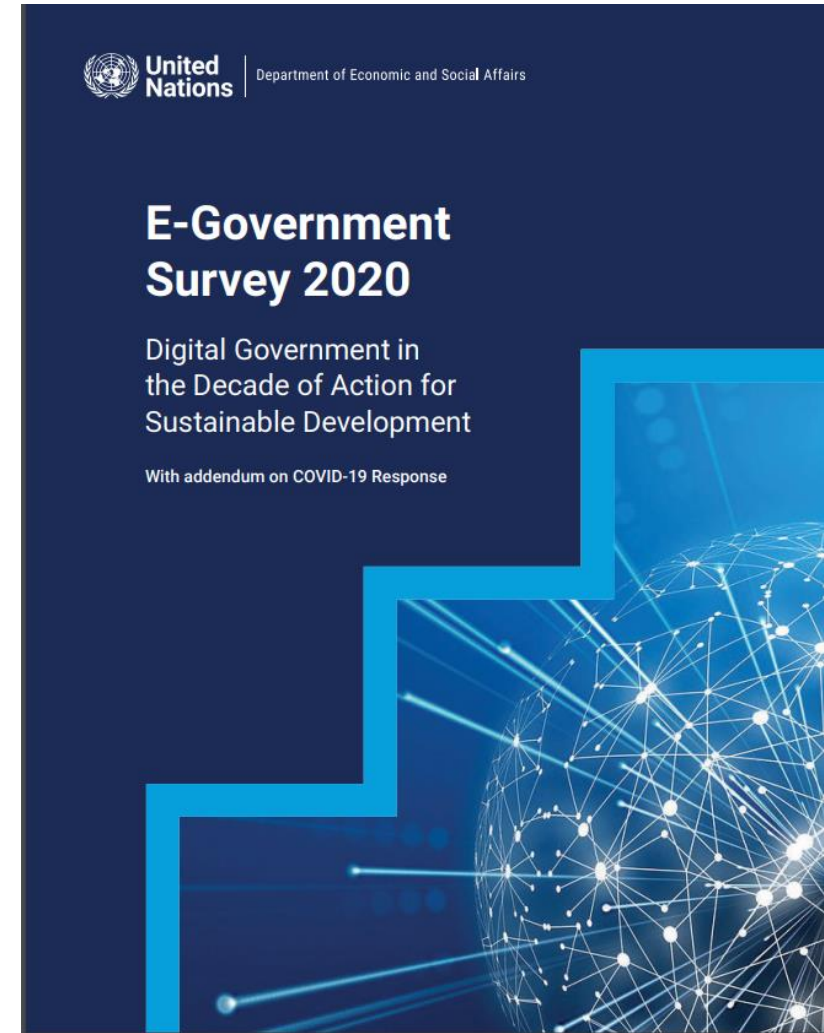
Digital Government Branch

Capacity Development Webinar

“Implementing a Multi-Pronged Strategy for Digital Transformation: Lessons from Asia”

Thursday, 7 July 2022

- ✓ **Biannual publication** - once every 2 years, since 2003
- ✓ Only survey that **assesses e-government** development of all **193 UN Member States**
- ✓ A **benchmark tool** to measure e-government development, build governments' capacity, provide policy recommendations and share good practices around the world.
- ✓ <http://publicadministration.un.org/egovkb>



2018 - 40 cities

2020 - 100 cities

2022 - 193 cities
(the most populous city in every UN member country)

Local Online Services Index (LOSI)

- **Municipalities are closer to people** more than national/federal government as it deals with daily activities of citizens.
- **Help cities to truly 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** their profile and to further develop online public services and also a healthy competition among cities themselves.



- ❑ **New Methodological framework for OSI and LOSI organized in 5 categories**
- ❑ **More Questions on Service Provision**
- ❑ **More questions on inclusion - vulnerable groups** (women, youth, old people, people with disability, immigrants)
- ❑ **More questions on citizen participation (decision-making)**
- ❑ **LOSI Pilots** for Assessment of municipalities at country level (Brazil, Jordan, Palestine)

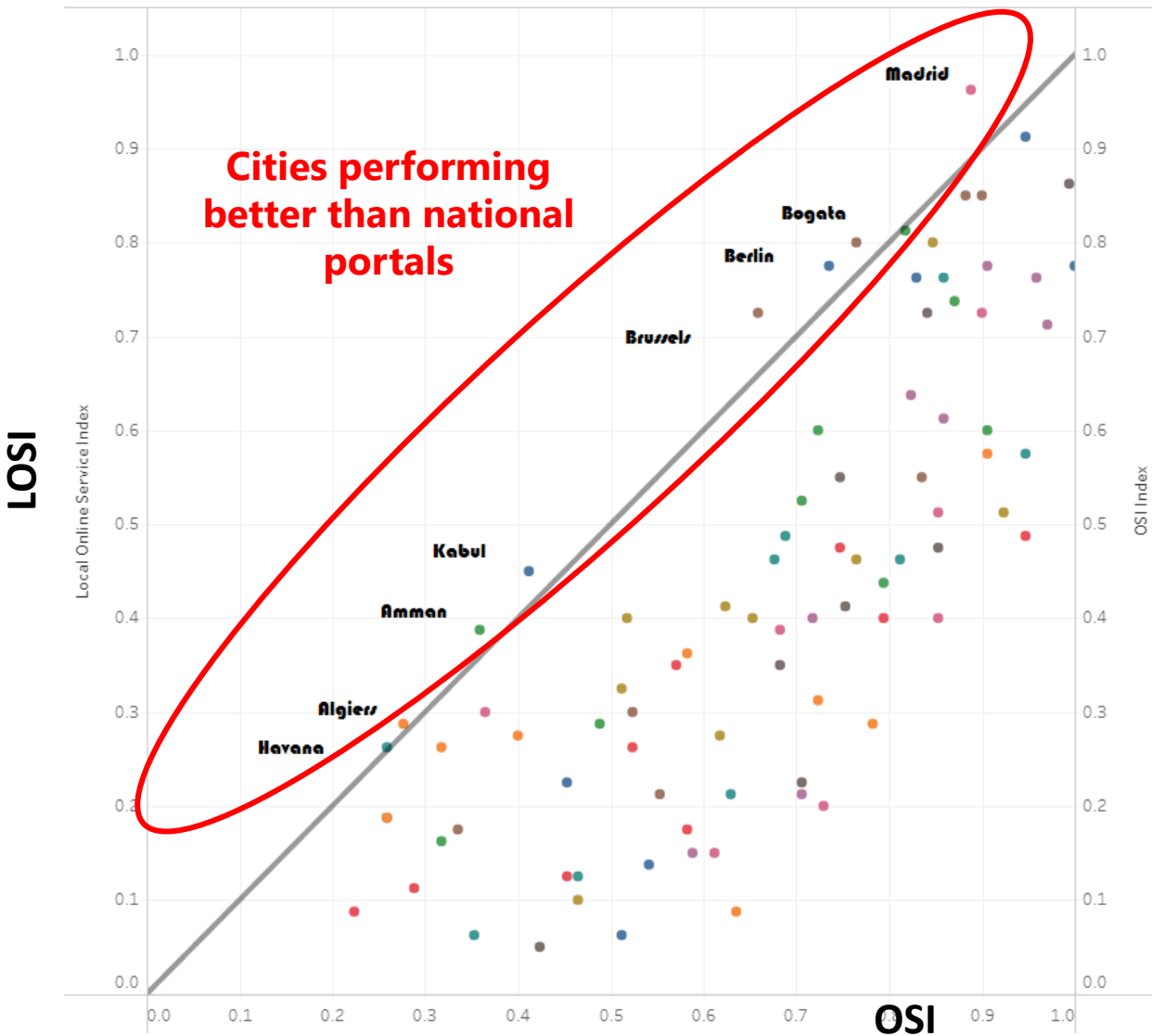
2020 - 80 indicators

2022 - 86 indicators

2020 - 4 criteria
(Technology, Content Provision, Services Provision and Participation)

2022 - 5 criteria
(newly added criterion - Institutional Framework)

Local Online Service Index (LOSI) 2020



Around 70 per cent of the cities surveyed have **LOSI levels that are lower than the OSI** levels for the countries in which they are located

Table 4.1 LOSI and OSI levels: convergence and divergence. (Number and percentage of cities)

	Very high OSI 2020	High OSI 2020	Middle OSI 2020	Low OSI 2020
Very high LOSI 2020	13 (15.1%)	1 (1.2%)	None	None
High LOSI 2020	12 (13.9%)	4 (4.7%)	None	None
Middle LOSI 2020	9 (10.5%)	16 (18.6%)	8 (9.3%)	None
Low LOSI 2020	None	11 (12.8%)	12 (13.9%)	None

Table 4.2 Leading cities in each LOSI subgroup

Technology		Content provision		Services provision		Participation and engagement	
City	Rank	City	Rank	City	Rank	City	Rank
Tokyo	1	Madrid	1	Madrid	1	Madrid	1
Madrid	2	New York	1	New York	2	Paris	1
New York	2	Paris	1	Tallinn	2	Helsinki	1
Seoul	2	Seoul	1	Stockholm	4	Bogota	4
Shanghai	2	London	1	Buenos Aires	5	Moscow	4
London	2	Stockholm	6	Dubai	6	Berlin	4
Toronto	2	Buenos Aires	6	Bogota	7	Warsaw	4
Kuala Lumpur	2	Berlin	6	Paris	8	Toronto	4
Kabul	2	São Paulo	6	Moscow	8	Lisbon	4
Tallinn	10	Tallinn	10	Shanghai	10	Rome	10
Paris	10	Moscow	10	Rome	10	Istanbul	10
Moscow	10	Bogota	12	Brussels	10	Mexico City	10
Istanbul	10	Shanghai	12	Berlin	13	Seoul	10
Rome	10	Istanbul	12	Istanbul	13	São Paulo	10
São Paulo	10	Toronto	12	Mexico City	15	New York	15
Brussels	10	Rome	16	Warsaw	15	Stockholm	15
Dubai	10	Brussels	16	Helsinki	17	Shanghai	15
Amsterdam	10	Dubai	16	Riyadh	17	Brussels	15
Lisbon	10	Helsinki	16	Seoul	19	London	15
Almaty	10	Prague	16	London	19	Sydney	15
Riyadh	10	Johannesburg	16	Amsterdam	19	Kiev	15
Bangkok	10	Tokyo	16	Athens	19	Tallinn	22
Belgrade	10	Sydney	16	Guayaquil	19		
				Santo Domingo	19		



A Best Practice in China

- In UN E-Government Survey 2020, China enjoys **very high OSI level**, which corresponds to the **very high LOSI level** of its most populous city – Shanghai. As an upper-middle income country with very high LOSI level, China proves that effective local e-government development may require not only **sufficient financial resources** but also an **enabling environment and targeted support mechanisms** such as a comprehensive local e-government vision and strategy.
- The country's e-government achievement can be attributed in part to the implementation of **comprehensive digital government policies and initiatives at both the national and subnational levels**.
- Simultaneously, China is actively **incorporating frontier technologies** such as big data, AI and 5G into digital government to enhance the efficiency of public sector management and service delivery.
- **Social media applications** have also been smartly utilized as digital tools to connect people, businesses and the Government.

2020 Survey findings (LOSI)

- ❑ Performance of city/local government portals **does not usually match that of its country**
- ❑ The **average** LOSI is at **0.43**: cities have **a long way** to implement various features
- ❑ The **content provision** criterion is the **highest**: cities offer adequate content and improve usability of their websites
- ❑ **Provision of e-services** and **advancing people participation** are of lesser concern for city portals
- ❑ **The service provision criterion scored the lowest**
- ❑ Majority of the city portals assessed **do not meet various technology standards** and guidelines (*Web Content Accessibility Guidelines (WCAG1.0)* and *World Wide Web Consortium (W3C)*).
- ❑ However, nearly all **city portals are accessible through mobile devices**

2020 Survey findings (LOSI)

- ❑ **All stakeholders**—including local residents, the private sector, the government, non-governmental organizations and international organizations—**should help guide the evolution of e-government for the good of all.**
- ❑ **New technologies have enormous potential for improving public services delivery**, but ultimately they are just a means to an end. As with national e-government initiatives, local e-government development needs to be **people-driven** rather than technology-driven.
- ❑ There is a need to **support more collaboration among cities**, especially in leveraging new technologies for smart city initiatives.



Application of Local Online Service Index Methodology in Jordan

LOSI Application in Irbid, Mafraq, Jerash, Amman, As-salt, Zarqa, Madaba, Karak, Ma'an, AlFuhays, Naour, AlDolail, Sahab, AlQuweera, AlHashmiyyeh, AlJeeza, Ainalbasha, AlRussifah, and Deiralla.

Under the Methodology of
UN DESA & UNU-EGOV

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- UN DESA welcomes collaboration in applying LOSI methodology in different countries. Interested parties are encouraged to **visit the LOSI Projects Page on UN E-Government Knowledgebase at <https://publicadministration.un.org/egovkb/en-us/About/LOSI-PILOTS> or send an email at dpidg@un.org.**

Thank You
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