United Nations | Department of Economic and Social Affairs

Capacity Development Webinar on Implementing a Multi-Pronged Strategy for Digital Transformation: Lessons from Asia

Final Report

July 2022

United Nations Department of Economic and Social Affairs

The Department of Economic and Social Affairs of the United Nations Secretariat is a vital interface between global policies in the economic, social, and environmental spheres and national action. The Department works in three main interlinked areas: (i) it compiles, generates, and analyses a wide range of economic, social, and environmental data and information on which States Members of the United Nations draw to review common problems and to take stock of policy options; (ii) it facilitates the negotiations of Member States in many intergovernmental bodies on joint course of action to address ongoing or emerging global challenges; and (iii) it advises interested Governments on the ways and means of translating policy frameworks developed in United Nations conferences and summits into programs at the country level and, through technical assistance, helps build national capacities.

The Division for Public Institutions and Digital Government

The Division for Public Institutions and Digital Government (DPIDG) focuses on analyzing and supporting efforts to make institutions inclusive, effective, accountable and well-equipped to achieve the Sustainable Development Goals (SDGs), as reflected in SDG 16. By focusing on building strong institutions and governance for the 2030 Agenda, the Division assists UN intergovernmental bodies in reflecting on the role of institutions as an integral part of their examination of the SDGs and supports the Committee of Experts on Public Administration (CEPA).

The Division nurtures a multi-stakeholder dialogue on transforming institutions and building people's trust in them at the annual UN Public Service Forum during which the UN Public Service Awards are given. Its analysis and capacity development activities help governments reflect on how to organize, mobilize and equip all parts of national and local government and public servants for implementing the SDGs, placing a special focus on policy integration, coherence and innovation. The Division supports the efforts of Supreme Audit Institutions (SAIs) to audit the implementation of the SDGs.

The Division also focuses on information and communication technologies (ICTs) whose transformative role is highlighted in the 2030 Agenda. It supports the work of the Internet Governance Forum (IGF) and facilitates the follow-up to the World Summit on the Information Society (WSIS). The biennial UN E-Government Survey examines global trends and their impact on sustainable development and people.

Disclaimers

The designations employed and the presentation of the material in this publication do not imply the expression of any opinion whatsoever on the part of the Secretariat of the United Nations concerning the legal status of any country, territory, city or area, or of its authorities, or concerning the delimitation of its frontiers or boundaries. The designations “developed” and “developing” economics are intended for statistical convenience and do not necessarily imply a judgment about the state reached by a particular country or area in the development process. The term “country” as used in the text of this publication also refers, as appropriate, to territories or areas. The term “dollar” normally refers to the United States dollar ($). The views expressed are those of the individual authors and do not imply any expression of opinion on the part of the United Nations.

Copyright © United Nations, July 2022

All rights reserved. No part of this publication may be reproduced, stored in retrieval system or transmitted, in any form or by any means, electronic, mechanical, photocopying, recording or otherwise, without prior permission.

Websites: publicadministration.un.org and unpan.un.org

Acknowledgments

The capacity development webinar on digital transformation, which was held on 7 July 2022, was jointly organized by the United Nations Department of Economic and Social Affairs, the China National Academy of Governance, and the Shanghai Academy of Social Sciences, under the 2030 Agenda Sub-Fund of the UN Peace and Development Fund. It was held under the responsibility of Mr. Juwang Zhu, Director, Division for Public Institutions and Digital Government (DPIDG), UN Department of Economic and Social Affairs (UN DESA). Mr. Vincenzo Aquaro, Chief, Digital Government Branch (DGB) moderated the first session of the webinar and provided final comments while Ms. Adriana Alberti, Chief, Programme Management and Capacity Development Unit (PMCDU), guided and moderated the second session of the webinar. UN DESA's team also comprised Cristina A. Rodriguez-Acosta, Anni Haataja-Beeri, Nosipho Dhladhla, Yusuf Ekrem Eren, Rosanne Greco, Huiwen Tan, Ariel Xiao, Jennifer Goldman, and Anna Golikova. This report was prepared by Cristina A. Rodriguez-Acosta, Anna Golikova, and Jennifer Goldman. The layout was designed and formatted by Huiwen Tan.

Opening remarks were delivered by Mr. Liu Zhenmin, Under-Secretary-General, United Nations Department of Economic and Social Affairs (UN DESA), Mr. Weibin Gong, Vice President of China National Academy of Governance (CNAG), and Mr. Zhen Wang, Vice President of Shanghai Academy of Social Sciences (SASS), Director of Institute of Information Sciences. Speakers of the webinar included Mr. Jung, Hyun Kwan, Senior Deputy Director, Regional Digital Service Division at the Ministry of the Interior and Safety (MOIS); Mr. Yimin Wang, Director of Centre for E-Government Studies; Mr. Anir Chowdhury, Policy Advisor, Aspire to Innovate (a2i), ICT Division & Cabinet Division, Bangladesh; Prof. Fuchun Zhao, Shanghai Academy of Social Sciences (SASS); Mr. Wai Min Kwok, Senior Governance and Public Administration Officer, DPIDG/ UN DESA, and Mr. Deniz Susar, Governance and Public Administration Officer, DPIDG/UN DESA.

The team wishes to thank all speakers for their insightful interventions, sharing experiences and inspiration from their respective institutions.

Table of Contents

Acknowledgments 4
Introduction 6
1. Background and Key Messages 8
2. Good Practices on Digital Transformation from Country Experiences 10
2.1 Republic of Korea - Digital Government of Korea 10
2.2 Bangladesh – Journey of Digital Bangladesh: Repurpose, Collaborate and Hack 11
2.3 People's Republic of China – China's Experience in Developing Digital Government and Digital Economy 12
3. Data Governance and the Local Online Service Index (LOSI) 13
Annex I - Agenda 16
Annex II - Number of Participants per Country via Zoom 17
Annex III – Online Zoom Poll Results 18
Annex IV - Feedback Survey Results 20
Annex V – Presentations 26

Introduction

The COVID-19 pandemic has shone a spotlight on both opportunities and challenges presented by digital transformation. Digital innovations have allowed people to remain connected, schools open virtually, businesses moving online, and governments providing essential public services through e-tools. But the pandemic has also accentuated and exacerbated the challenges of digital divides, leaving hundreds of millions of people offline, without access to basic services. Many micro, small and medium-sized enterprises remain locked out of markets, with deleterious impacts on local job- and income generation.

Digital transformation has become essential to sustainable development. It is no longer an add-on policy objective. In his report on Our Common Future, the United Nations Secretary-General called for further investing in innovation and digital transformation to reshape our way of working, helping us to reach more people in need and better serve them[1].

Digital tools, whether applied in digital government, digital economy, digital data, are important drivers of sustainable development at all levels. In many countries, digital government has empowered citizens to benefit from lifelong public services, while improving service efficiency, inclusion, e-participation, and transparency. Digital government services also facilitate business startups and increasingly underpin dynamic digital economy, which has proven to be an important engine for economic growth and sustainable development.

An early study by the World Bank found that a 10% increase in fixed broadband penetration correlates to a 1.38% increase in GDP in developing countries[2]. Areas with Internet connectivity experienced more job creation and higher economic growth. Stimulating digital government and digital economy has become a strategic objective of many municipal and local governments. It is therefore critical that developing countries are enabled to utilize digital tools for advancing the implementation of the 2030 Agenda for Sustainable Development at national, local and community levels.

With presentations from Bangladesh, China, and the Republic of Korea, the webinar showcased the importance of discussing the challenges at the country and municipal levels on how to accelerate digital transformation by developing a funding partnership for investing in digital infrastructure, by improving digital government services and digital economy, and by strengthening data governance, while highlighting the need for changing mindsets to create a culture of innovation both within government and in society in general. The exchange of lessons learned, and innovative practices pointed to the way forward and contributed to peer-to-peer learning among attendees. The thematic questions of the Webinar on Digital Transformation included the following:

[1] https://www.un.org/en/content/common-agenda-report/assets/pdf/Common_Agenda_Report_English.pdf, p76.
[2] World Bank Document – Exploring the Relationship Between Broadband and Economic Growth. Page 3

- What are the current trends in financing for digital infrastructure and what are the financing requirements and gaps? How do we meet the growing investment needs of developing countries for digital infrastructure?

- What measures and steps do national and local governments need to take to develop and improve digital government services? How do we ensure that vulnerable groups are not left behind and offline, without access to such services?

- What measures and steps do national and local governments need to take to stimulate digital economy growth that is broad-based, dynamic and inclusive?

- What regulatory frameworks are suitable for the changing digital data landscape to ensure that data governance addresses the human rights online and protection of privacy and data security, while encouraging and facilitating investments in and development of digital government and digital economy? How can governments in developing countries, both at the national and local levels, foster the growth of a diverse and versatile digital workforce? What are some of the innovative and effective approaches to build digital capacities?

- How can the United Nations system support developing countries in harnessing the growing potentials of digital transformation toward the achievement of the Sustainable Development Goals?

The target audience of the webinar included government officials in charge of leading and coordinating national and local efforts to advance digital transformation, develop digital government and digital economy and strengthen data governance. Business leaders, academics and researchers were also encouraged to attend to share their perspectives through panel discussions and written contributions. The webinar also aimed to engage civil society organizations, the scientific and technical community, and regional/international organizations engaged in advancing digital transformation for the achievement of the Sustainable Development Goals. The online webinar was attended by 343 people via Facebook Live and 215 via zoom representing over 50 countries from all regions of the world.

Mr. Liu Zhenmin, United Nations Under-Secretary-General for Economic and Social Affairs, opened the webinar, stressing the importance of digital transformation and its role in the implementation of the 2030 Agenda for Sustainable Development. Mr. Liu thanked Bangladesh, China, and the Republic of Korea for sharing their successes, challenges and experiences in their digital transformation journey. Mr. Weibin Gong, Vice President of the China National Academy of Governance (CNAG), highlighted the importance of cooperation in achieving digital transformation, and Mr. Zhen Wang, Vice President of the Shanghai Academy of Social Sciences (SASS), Director of Institute of Information Sciences, pointed out that "*The whole world has reached the common view that we should promote the digital transformation to create its value.*

The digital economy era has brought new chances to developing countries and meanwhile, it offers brand new solutions to achieve the 2030 Agenda".

1. Background and Key Messages

In July 2018, the Secretary-General convened a High-level Panel on Digital Cooperation to advance proposals to strengthen cooperation in the digital space among governments, the private sector, civil society, international organizations, academic institutions, the technical community and other relevant stakeholders. The report, entitled "The age of digital interdependence", included five sets of recommendations on how the international community could work together to optimize the use of digital technologies and mitigate the risks[3]. They included:

(a) Build an inclusive digital economy and society

(b) Develop human and institutional capacity

(c) Protect human rights and human agency

(d) Promote digital trust, security, and stability

(e) Foster global digital cooperation

With the outbreak of the COVID-19 pandemic, the Report also emphasized the importance of digital technologies which allowed people in countries with high connectivity to continue working and studying from home while, at the same time, noting that such a privilege was not enjoyed by all. Great inequalities in access and use remain in many parts of the world, where an estimated 3.6 billion people of the world's population do not have access to the internet.

As the Report correctly notes, "*Digital technology does not exist in a vacuum – it has enormous potential for positive change but can also reinforce and magnify existing fault lines and worsen economic and other inequalities. In 2019, close to 87 per cent of individuals in developed countries used the Internet, compared with only 19 per cent in the least developed countries*."[4]

In 2021, the UN Secretary-General António Guterres emphasized the digital transformation to be, along with the climate crisis, one of the "*two seismic shifts that will shape the 21st century*."[5] Digital tools, whether applied in digital government, digital economy, digital data, are important drivers of sustainable development at all levels. In many countries, digital government has empowered citizens to benefit from lifelong public services, while improving service efficiency, inclusion, e-participation, and transparency.

[3] Road map for digital cooperation: implementation of the recommendations of the High-level Panel on Digital Cooperation. Report of the Secretary General, May 2020

[4] Ibid page 4

[5] https://www.un.org/development/desa/un-desa-voice/sdg-blog/2021/12/2934.html

The key takeaways from the presentations shared during the webinar are summarized below:

- When designing and implementing digital transformation processes, **people-centered approaches** are essential to ensuring the principle of not leaving anyone behind. Reducing inequalities and the digital gap continue to be a challenge and should be a continuous effort. Digital transformation is not a tool for digital exclusion but of inclusion.

- Digital transformation requires a **holistic approach** and long-term vision as it entails a paradigm shift for inclusive governance reform. Flexibility in government processes and procedures, agile practices in governments, and willingness to accept failures (and the opportunity to learn from them) are key aspects of this new paradigm. It requires a new approach to governance, breaking government silos and emphasizing multilevel cooperation and collaboration.

- Promoting and developing a culture of innovation and digitalization where data driven decision-making plays a fundamental role, requires a **change in mindsets** not only in the public sector but in society as well. In this regards the development and support for **capacity building through training and upskilling** (building the digital workforce) is essential to the success of the digitalization process.

- **Involving all stakeholders** in the process of digital transformation can not be overlooked. Collaboration and cooperation with the private sector, civil society, and academic institutions, among others, was noted by all presenters as a key element of any digital transformation. Public-private partnerships with the input and involvement of citizens is then key to the digital transformation.

- Digital transformation brings challenges in terms of data protection and privacy, data use, and data governance, directly impacting peoples' trust in the process. Thus, **regulatory frameworks** need to be adjusted, reformed and/or improved as needed to ensure that those concerns are addressed. In this area as well, the cooperation and collaboration with all stakeholders is essential.

2. Good Practices on Digital Transformation from Country Experiences[6]

2.1 Republic of Korea - Digital Government of Korea

The Republic of Korea started its digital transformation fifty years ago and its success accelerated greatly during the recent pandemic. In recent decades, the country has received global attention for its culture of innovation achieved notably through strong leadership and large investments in infrastructure.

The vision of providing an effective and efficient government in the Republic of Korea came with the idea that local governments and specialized agencies should be included. Therefore, a standard information system for nation-wide local governments' administrative work was implemented together with a multilevel support system favorizing collaboration among all governmental actors.

The launch of GOV.KR in 2017, a single service window for all citizens, illustrates how the Korean government became even more service oriented, improving the availability, convenience, and agility of services where all services are available on the website 24/7, services and information are personalized for each citizen, the services are categorized by life cycle, and one-stop services packages are available.

It was noted that the creation of a digital platform connecting all data is not without risks and it is important to highlight that data management reforms must include policies and procedures for data collection where public trust and privacy concerns are considered.

Several success factors in the case of the Republic of Korea were mentioned including promoting a culture of innovation and early adaptation, decisive and sustained investment in infrastructure, promoting the growth of the ICT industry and high-speed internet connectivity, promoting civil registration, and strong leadership and visionary long-term plans.

The examples presented on digital services showed the great advances achieved in digital transformation by the Republic of Korea.

[6] Presentations can be found in Annex V.

2.2 Bangladesh – Journey of Digital Bangladesh: Repurpose, Collaborate and Hack

In 2008 Bangladesh experienced high levels of poverty. Internet penetration accounted for less than 1%, and digital services were less than 10%. But in the last 14 years because of the new approach due to the adoption of the digital agenda by the Bangladesh government and a "leapfrogging mindset" that required moving from "business as usual", the country was able to make significant progress in digitalization. By 2022, internet penetration has grown 100 times reaching now 65%, mobile penetration has risen 9 times, and the number of digital services has grown by more than 75%.

The government of Bangladesh started this policy in 2007 with the beginning of the e-government Project a2i at the Prime Minister's Office (PMO). Before the adoption of this Project only 10% of the civil servants had computers on their desks. The process of transformation started by preparing vision documents from different services or ministries. In the process, they learned that the visioning process was more useful than the documents themselves and that implementing the "Quick Wins mentality", allowed for civil servants to rapidly see the improvements digitalization offered, making the processes more efficient. Several examples of this process were presented.

Similarly, to other countries, the concern for bridging the digital divide has been a priority in Bangladesh, including the gap between digital services and analog citizens. To address some of these issues, public-private initiatives have been supported and encouraged, as well as establishing gender parity among entrepreneurs.

Key to the success of Bangladesh in advancing digital transformation has been a willingness to take risks and that has required a great emphasis on changing mindsets (for example with empathy training) and promoting a culture of innovation through sandboxes and gamification to increase transparency, accountability, and effectiveness. Civil society is encouraged to participate through service innovation funds. Promoting and developing a culture of data-driven decision-making has been key to the country's progress as well where open data fosters of creativity, innovation, and ingenuity.

The country's digital transformational experience offers several lessons learned towards a paradigm shift for more inclusive governance including: a. role reversal (services must go to citizens); b. no big bang approach (bottom up and iterative approach is better); c. breaking silos (with a whole-of-government and whole-of-society approach); d. develop different business models (PPPs, end subsidies); e. "Govpreneurs" (let government officials experiment, promote autonomy and competition, failing is Ok); f. unleashing data (analytics for decision-making).

2.3 People's Republic of China – China's Experience in Developing Digital Government and Digital Economy

Two presentations highlighted China's challenges and accomplishments on its journey towards digital transformation.

China has witnessed remarkable progress in the digital transformation in recent years. A key component of its digital transformation has been – as in previous cases – the importance of a strategic long-term vision of the process which in the case of China it includes Five-Year plans for National and Social Development and the Long-Range Objectives through the year 2035, the development of a rural development strategy (to help alleviate gaps and inequalities), and guidance to promote information accessibility especially for the elderly, people with disabilities, residents of remote areas, and people with cultural differences.

Online service improvements have been supported by government service platforms where the scope of services continue to expand, and integrating services are becoming more effective and reach a broader audience where all 31 provinces (and local governments) have developed online government service platforms. Services have become more personalized, and the digital divide has narrowed.

In its digital transformation pathway China, has prioritized work in four key areas: overall planning is fundamental; design and implementation; evaluation and diagnosis; and optimization and promotion. Establishing the legal frameworks for data governance to strengthen the development and utilization of data resources is key to the success of the process as is the transformation of the public sector to serve the purpose of delivering better public services. A holistic view is necessary for the process to be sustainable.

Digital transformation poses challenges in coordination and collaboration among (and within) different levels of government, as well as with technology companies, thus a systemic approach with both a top down and a bottom-up policy is needed to optimize the use of resources and foster innovation. Government-enterprise cooperation to promote the building of a digital government has been an important characteristic of the country's approach where a unique cooperation and collaboration model have been built, including at the local level (internal management model, service delivery model, and hybrid organizational supply).

China has made remarkable progress in the digital economy. However, China is still a developing country, and its domestic digital development is still very uneven. The data divide continues to be a challenge. OECD (2021) has recognized the importance of the data divide and groups digital divides into three layers: the network or connectivity layer; the application interfaces and data layer; and the end-user layer.

During the presentation, the data divide was defined as the difference in digital services due to the different opportunities and capabilities of data access, processing and utilization of different groups of people, enterprises, governments or territories in the process of accessing and using digital technology.

Methods for measuring China's digital divide were explained as well as several policies and projects aimed at bridging that divide including the "ZhiDuoMei" Smart Agriculture Model, where farmers started using smart agricultural technologies greatly improving their economic outlook. Some suggestions for dealing with the digital divide were also offered including to establish and promote the concept of leapfrog development, investing in digital infrastructure ahead of time. Secondly, governments should set aside more space for the market and private enterprises to encourage them to make full use of the infrastructure. Thirdly, promoting digital technology and planting technology in rural areas to promote agricultural intelligence is the fundamental way to bridge the data gap. Lastly, governments should pay more attention to the release and disclosure of public data, including geographic data, meteorological data, population data for the benefit of citizens.

3. Data Governance and the Local Online Service Index (LOSI)

A final set of presentations discussed the importance of adopting data governance framework for sustainable development, and the Local Online Service Index (LOSI) developed by UN DESA.

Regarding data governance, it was pointed that data is at the center of the digital transformation. E-government platforms are centered around data, and it is important to take into account the e-government eco-system, thus the importance of discussing data governance frameworks.

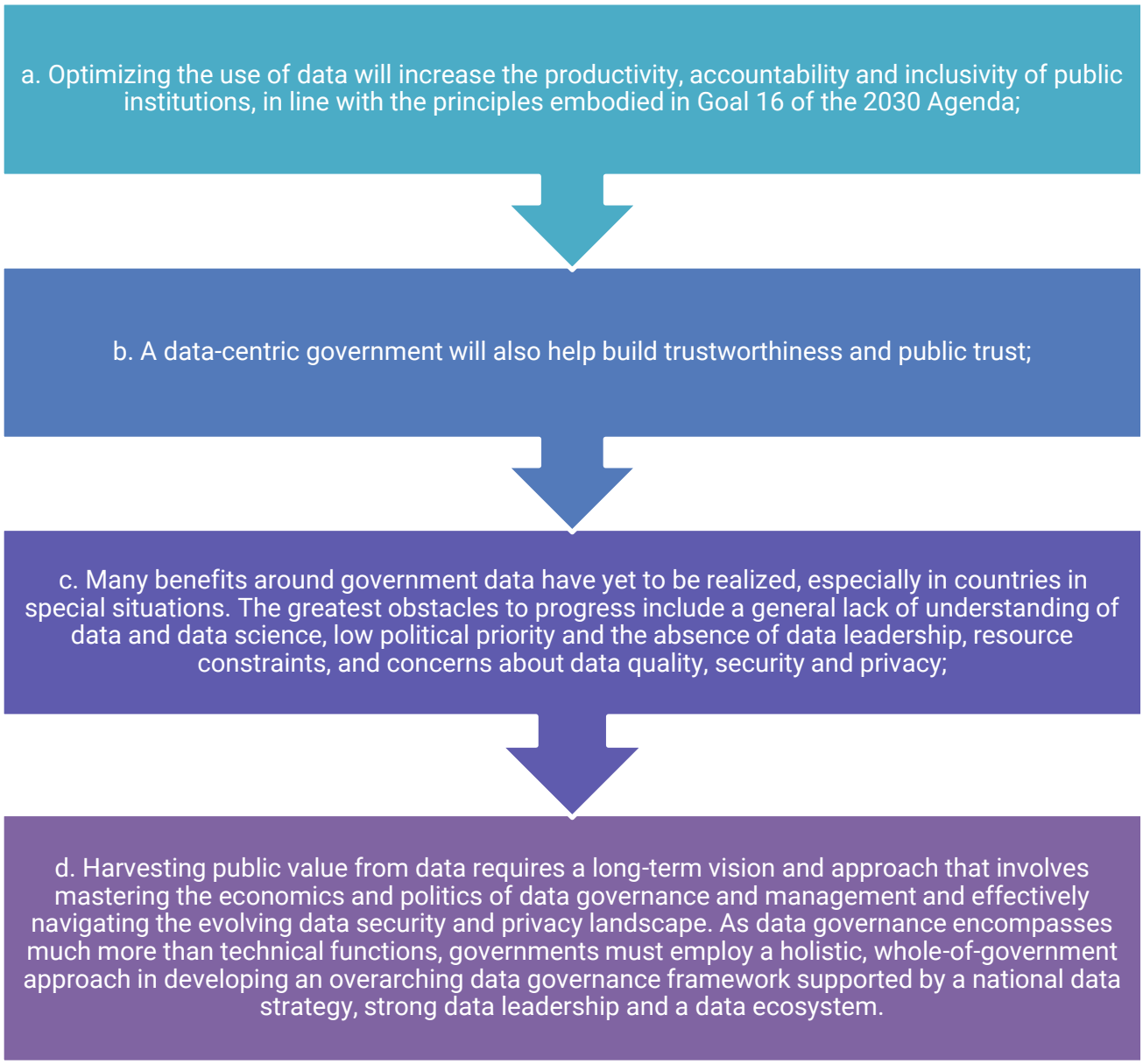
Digital data is "a reinterpretable representation of information in a formalized manner, suitable for communication, interpretation or processing", which is authored by people or generated by machines/sensors, often as a by-product (UN DESA, 2018). Data grows increasingly rapidly, and it has been referred as the "new oil".

There are several paradoxes around government data including that data is not only an input but also and output of e-government. Also, data is used in both the front-and back-office of e-government. Furthermore, some data is used but many are not, including those generated through e-services. Data is not used optimally in many instances some are misused. Finally, while there is a lack of data, there is also data and information overload. Governments have a triple role when it comes to data: they are a producer, a consumer and a regulator of data.

A national data governance framework is the organization and implementation of policies & regulations, institutions and processes, and people (roles and responsibilities) which outlines and

enforces rules of engagement, decision rights, and accountabilities for the effective management and governance of data assets.

Four global data governance trends were presented:



The role of cities in digital transformation was discussed in the final presentation of the webinar where UN DESA's Local Online Service Index (LOSI) methodology was presented. LOSI is a benchmark tool that measures e-government development, helps to build primarily local governments' capacity, provides policy recommendations, and share good practices around the world. It helps cities to truly measure their progress in digital transformation, what they have been able to achieve, and where they stand against a set of clearly defined criteria.

Some aspects of the methodology were explained, as well as the standing of several cities around the world. The 2020 LOSI results were presented noting that around 70% of cities around the world have LOSI levels that are lower than the Online Service Index (OSI) levels for the countries in which they are located.

Three main conclusions of the 2020 LOSI report were presented including firstly, that all stakeholders, including 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. Secondly, new technologies have enormous potential for improving public service 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. And finally, there is a need to support more collaboration among cities, especially in leveraging new technologies for smart city initiatives.

Finally, the presenters speaking at the event expressed their gratitude towards UN DESA and recognized UN DESA's collaboration and coordination in developing training projects to support developing countries in their digital transformation. The Asian countries represented reiterated their willingness to cooperate with different countries in the future to achieve the 2030 Agenda and to improve digital governance all around the world.

Annex I - Agenda

Time (EDT)	ITEM
8:00- 8: 20 am	**Moderator**: **Mr. Vincenzo Aquaro**, Chief of Digital Government Branch, DPIDG/DESA **Opening Remarks** • **Mr. Zhenmin LIU**, Under-Secretary-General, UN Department of Economic and Social Affairs (UN DESA) • **Mr. Weibin GONG**, Vice President of China National Academy of Governance (CNAG) • **Mr. Zhen WANG,** Vice President of Shanghai Academy of Social Sciences (SASS), Director of Institute of Information Sciences
8:20-9:20 am	**PANEL PRESENTATIONS** **Moderator**: **Ms. Adriana ALBERTI**, Chief of Programme Management and Capacity Development Unit, DPIDG/DESA Developing a coherent and multi-pronged strategy for harnessing the potentials of digital transformation for SDGs: country experiences • **Mr. JUNG, Hyun Kwan**, Senior Deputy Director, Regional Digital Service Division at the Ministry of the Interior and Safety (MOIS): Korea's experience in digital government at the national and local levels • **Mr. Yimin WANG**, Director of Centre for E-Government Studies: China's experience in developing digital government at the national and local levels • **Mr. Anir CHOWDHURY**, Policy Advisor, Aspire to Innovate (a2i), ICT Division & Cabinet Division, Bangladesh: Bangladesh's experience in digital transformation and digital government at the national and local levels • **Prof. Fuchun ZHAO, SASS**: China's experience in developing digital economy • **Mr. Wai Min KWOK**, DPIDG/DESA: Adopting National Data Governance Framework for Sustainable Development • **Mr. Deniz SUSAR**, DPIDG/DESA: The Role of Cities in Digital Transformation
9:20–9:55 am	**Open Discussion** • **Q&A from audience** • **Panelists**
9:55–10:00 am	**Closing Remarks** • Wrap up by **Mr. Vincenzo Aquaro**, Chief of Digital Government Branch, DPIDG/DESA

Annex II - Number of Participants per Country via Zoom

Country/Region Name		Country/Region Name	
Philippines	24	Mongolia	1
China	23	Vietnam	1
United States	16	Italy	1
South Africa	15	Malta	1
Cameroon	12	Croatia	1
Sri Lanka	11	Argentina	1
Peru	8	Germany	1
Trinidad and Tobago	7	Kuwait	1
Mauritius	7	Zambia	1
Thailand	7	Fiji	1
Korea, Republic of	7	Australia	1
Seychelles	6	Iraq	1
Grenada	5	Canada	1
Tunisia	5	Saint Lucia	1
Saudi Arabia	5	Uzbekistan	1
Antigua and Barbuda	4		
Indonesia	3		
Cambodia	3		
Dominican Republic	3		
Morocco	3		
Nigeria	2		
Uganda	2		
Ethiopia	2		
Bhutan	2		
Rwanda	2		
Pakistan	2		
United Kingdom	2		
Armenia	2		
Bangladesh	2		
India	2		
Latvia	1		
Bahamas	1		
Lebanon	1		
Barbados	1		
Honduras	1		

Annex III – Online Zoom Poll Results

During the webinar participants were asked to answer two questions (via Zoom Poll), what the greatest obstacles for digital transformation were, and what they considered were some of the key important features of digital government.

To the first question, lack of financial resources (60%) and appropriate infrastructure (55%), closely followed by lack of strategic foresight and leadership (50%) were identified as the major impediments to digital transformation.

To the second question, efficiency and quality of service delivery was considered a key feature (76%), as well as expanding coverage to everyone (69%), highlighting the importance given to the principle of leaving no one behind.

The results of both online zoom polls are found below.

Key Important Features of Digital Government

Poll ended | 1 question | 54 of 69 (78%) participated

1. What are in your opinion some of the key Important Features of Digital Government? (select as many as you want) (Multiple Choice) *

54/54 (100%) answered

Annex IV - Feedback Survey Results

After the webinar, a short online feedback survey was conducted among the participants between 7 - 18 July, 2022.

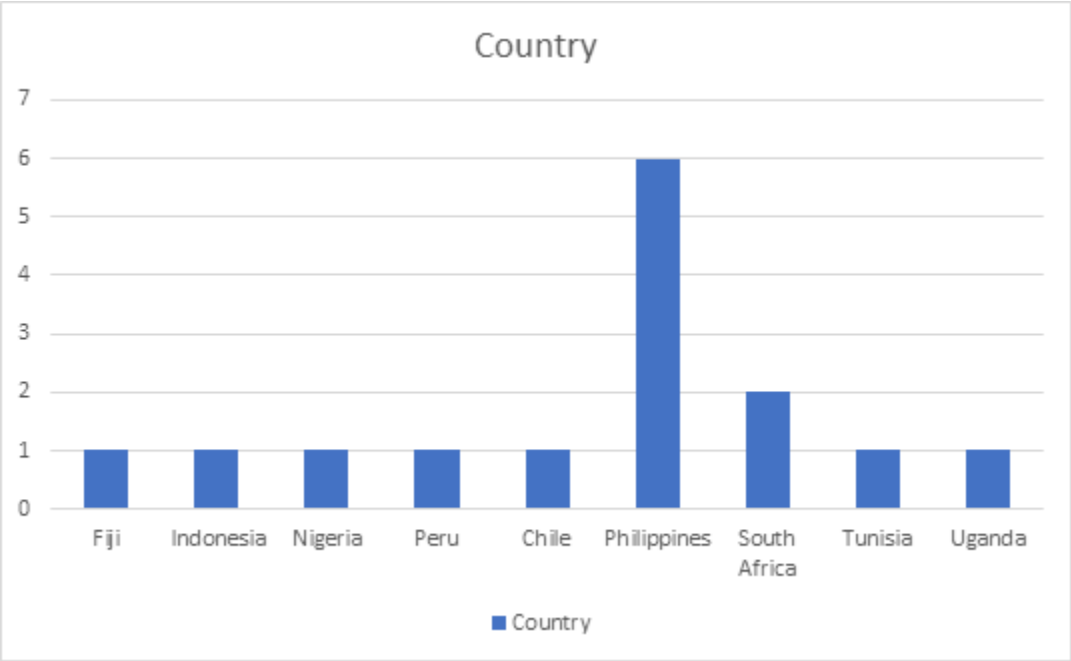
Fourteen participants responded to the feedback survey — 36% of respondents were female, 64% were male.

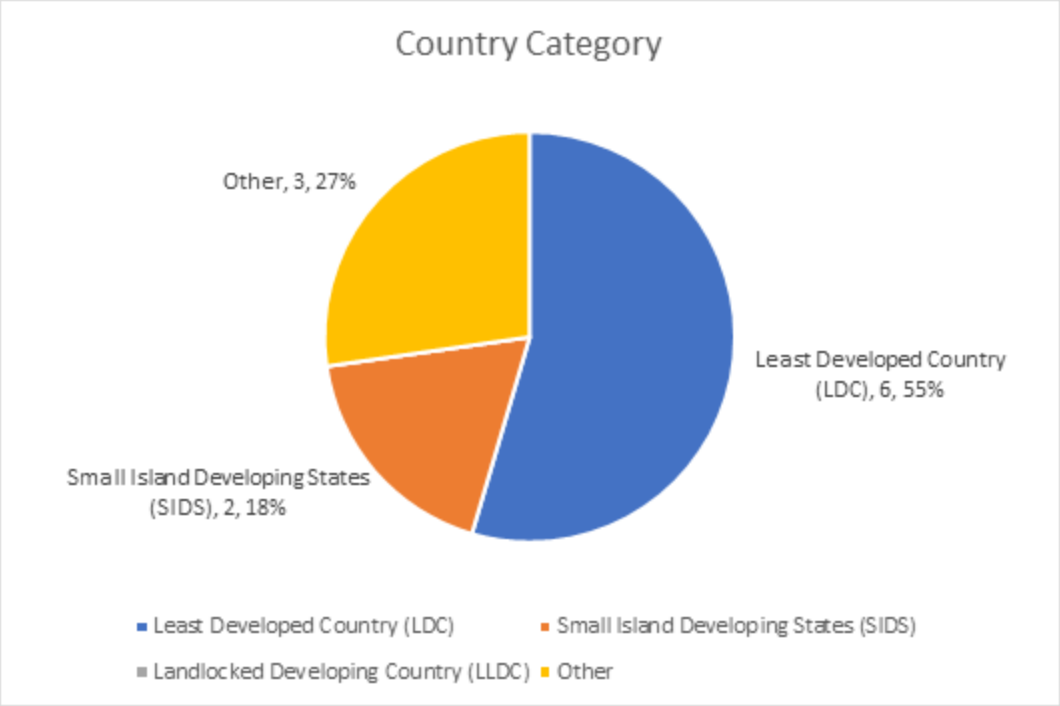
Respondents represented mainly academic institutions (36), followed by private sector or philanthropic organizations (21), national governments (22), civil society organizations (14) and local or regional governments (7).

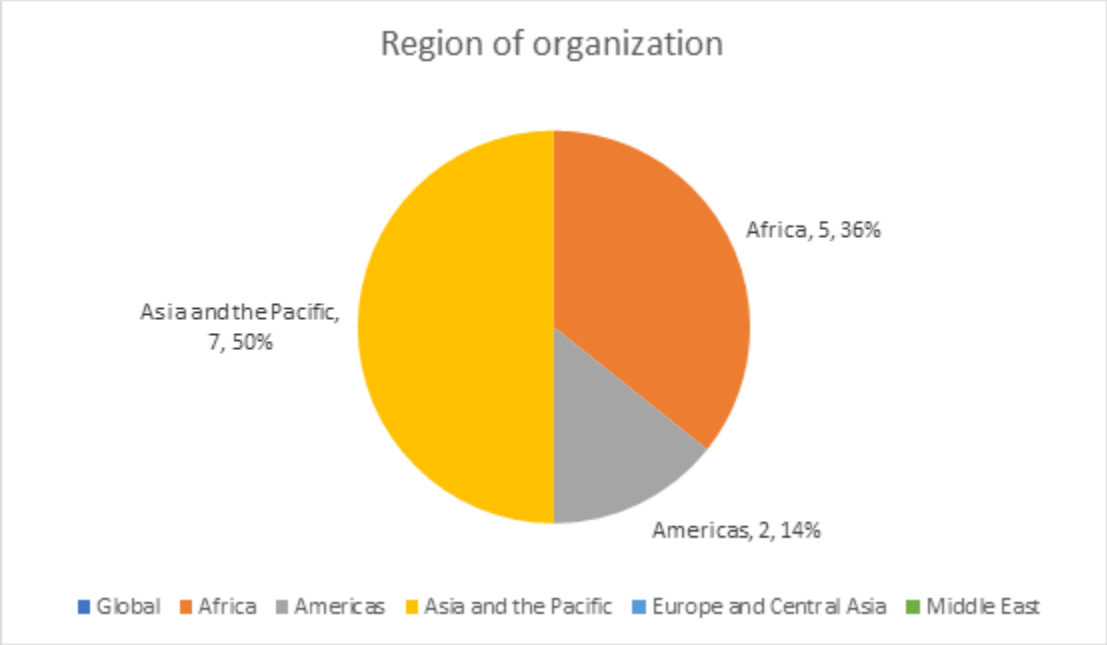
Participants were mainly from the Philippines (6), followed by South Africa (2), Fiji, Indonesia, Nigeria, Peru, Chile, Tunisia and Uganda (one respondent each).

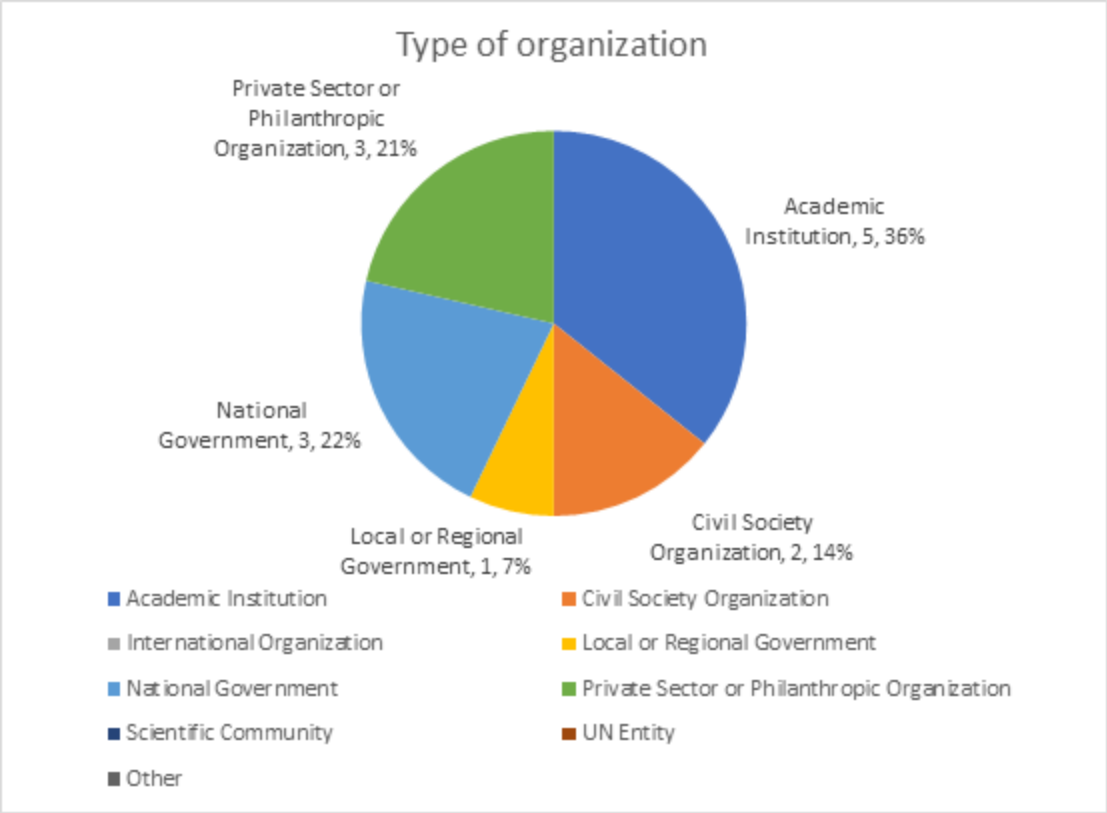
Overall, 100 percent of the respondents stated that they were very satisfied with the Webinar.

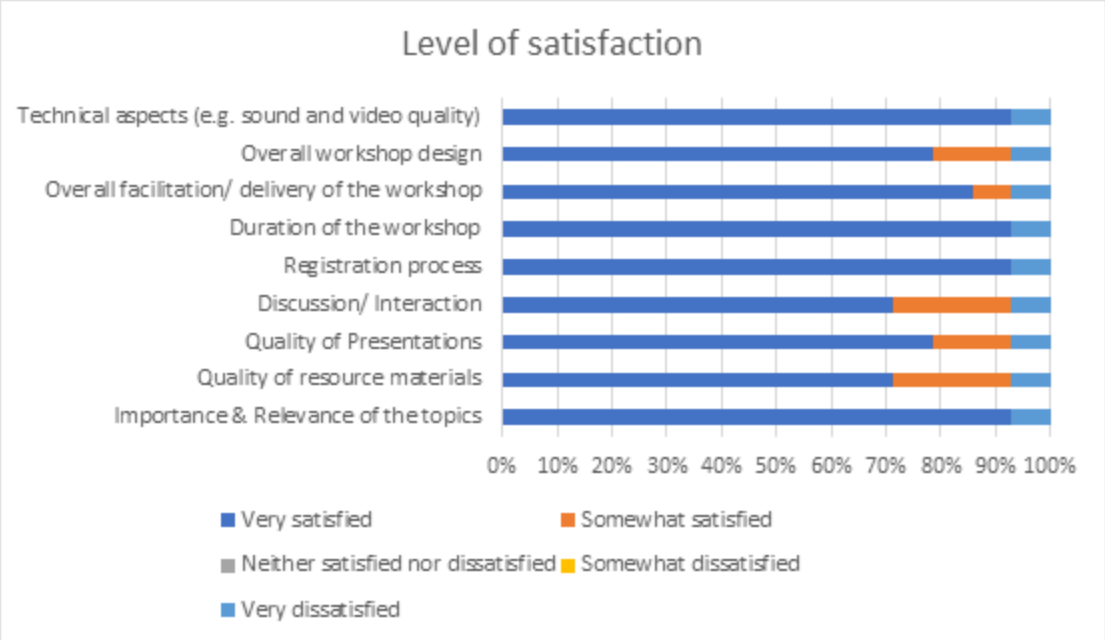
The quantitative and qualitative results from this feedback survey are presented below under the specific evaluation questions that were asked.




Country Category
Other, 3, 27%
Least Developed Country (LDC), 6, 55%
Small Island Developing States (SIDS), 2, 18%
Least Developed Country (LDC)
Small Island Developing States (SIDS)
Landlocked Developing Country (LLDC)
Other


Region of organization
Africa, 5, 36%
Asia and the Pacific, 7, 50%
Americas, 2, 14%
Global
Africa
Americas
Asia and the Pacific
Europe and Central Asia
Middle East


Type of organization
Private Sector or Philanthropic Organization, 3, 21%
Academic Institution, 5, 36%
National Government, 3, 22%
Local or Regional Government, 1, 7%
Civil Society Organization, 2, 14%
Academic Institution
Civil Society Organization
International Organization
Local or Regional Government
National Government
Private Sector or Philanthropic Organization
Scientific Community
UN Entity
Other


Level of satisfaction
Technical aspects (e.g. sound and video quality)
Overall workshop design
Overall facilitation/ delivery of the workshop
Duration of the workshop
Registration process
Discussion/ Interaction
Quality of Presentations
Quality of resource materials
Importance & Relevance of the topics
0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%
Very satisfied
Somewhat satisfied
Neither satisfied nor dissatisfied
Somewhat dissatisfied
Very dissatisfied

What did you like most and least about the Webinar, and how can it be improved?

- "Great sessions"
- "Good presenter"
- "The webinar is satisfactory"
- "I like the resource materials"
- "Excellent learning, translate in Spanish"
- "All is well"
- "I like the way other countries maximized the use of technology"
- "Like: the breadth of the conversation, and strategies that can be widely applied

Least like: only the flaky transmission, but that is not within the control of webinar organizer"

- "The learnings are what I like the most…"
- "I was mostly attracted with Korea presentation, I did like also the Bangladesh approach of e-gov agricultural inclusive in their e-gov strategy."
- "The presentations from both the panelist from China and Bangladesh. Great case studies on how to implement strategy and the lessons derived from the respective countries."
- "Quality of presentations"

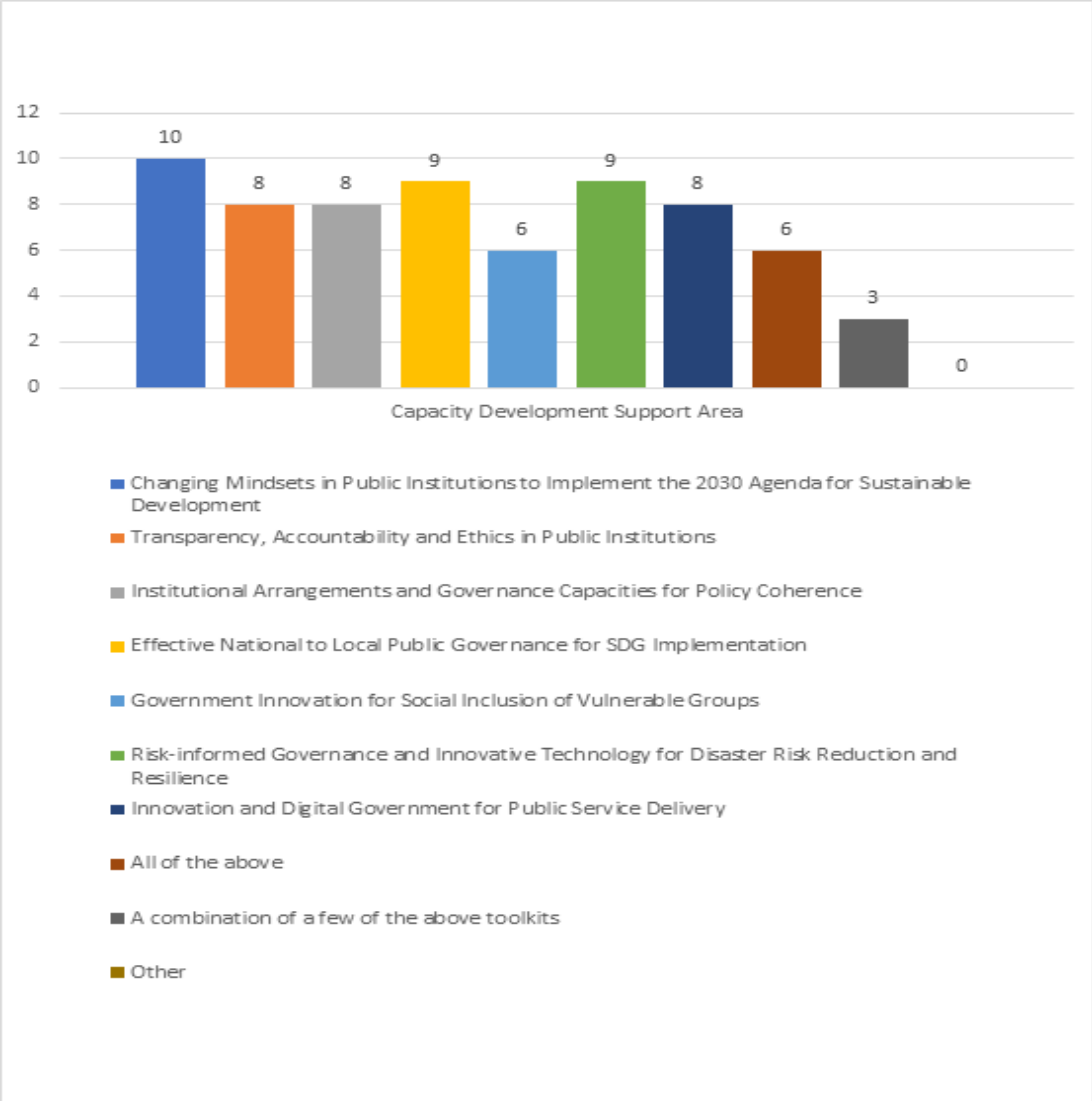
93 percent of the participants announced that they are "**very likely"** going to apply what they have learned in the Webinar, while 7 percent are "**somewhat likely**" to do so.

What follow-up actions will you take to implement the knowledge gained?

- "Best practices"
- "Input in learning material"
- "Sharing the knowledge gained at the grassroots"
- "To study"
- "Learning in education for sustainable development"
- "None"
- "Probably encourage my students thru discussions"
- "Develop business case to digitalize operations in my sphere of work, aligning and/or applying the principles learned from the webinar"
- "Discuss the topic at hand to the top management of the school"
- "The involvement of top management and support is key to me. The buy in for all stakeholders when implementing the strategy."
- "Share with team for alignment purposes."
- "More of such engagements are needed"

12 respondents out of the 14 noted that they are interested in **further follow up on capacity building activities at national level** on digital transformation highlighting the following: the inspiration they get from knowing the digital transformation of other countries; the importance to be part of the processes; their will to import the lessons learned to their own institutions and countries; the need to accentuate the involvement of the private sector in implementing these approaches; to enrich their knowledge as Public Administrators; and to improve national strategies regarding cybersecurity.

I would be interested in capacity development support in the following areas.



Participants noted that they would like to receive more information on the following: future webinars; sustainable development in digital transformation learning resources; opportunities to join future endeavors; cybersecurity; and the work of UN DESA in general and in other parts of the world such as African regions. They also highlighted that they would like to receive further capacity development support in the areas of changing mindsets, effective national to local governance as well as risk-informed governance and innovative technologies for disaster risk reduction and resilience, among others.

Annex V – Presentations

- Digital Government of Korea_Mr. Jung Hyun Kwan
- Experience in developing digital government at the national and local levels in China_Mr. Yimin Wang
- Journey of Digital Bangladesh: Repurpose, Collaborate and Hack_Mr. Anir Chowdhury
- From Digital Divide to Data Divide: A New Development Stage and Bridging Strategies of China's Territorial Digital Divide_ Prof. Fuchun Zhao
- Adopting National Data Governance Framework for Sustainable Development_Mr. Wai Min Kwok
- United Nations E-government Survey Methodology and Global Trends_Mr. Deniz Susar

All presentations are available on the DPIDG website and UNPAN website.

To request capacity development support and training, please submit a written request to Mr. Juwang Zhu, Director, DPIDG, UN DESA at unpan@un.org.