LOSI

A study assessing the e-government portals of selected cities using the Local Online Service Index (LOSI).

Research Questions:
1) What is the current status of cities' online presence worldwide?

2) What is the current level of maturity of cities' online portals in terms of technological features, content and services provision, and mechanisms for local participation and engagement?

Brazil LOSI Pilot Project – LOSI.br

In collaboration with:

LOSI.br – Research coordinators

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Brazil

- **Inhabitants**
  - ➤ **207,75 million (IBGE/2022)**
- **GDP**
  - ➤ **US$1.894 trillion (IMF/2022)**
- **Inequality**
  - ➤ **Gini 48,9 (The World Bank/2020)**
- **Federation**
  - ➤ **26 States**
  - ➤ **1 Federal District - Brasília**
  - ➤ **5570 municipalities (cities)**
- **Brazilian eGov initiatives**
  - ➤ **Sites – 90´s**
  - ➤ **Egov projects - 2000**

LOSI.br Methodology

LOSI Global

87 Indicators

4 Dimensions:
- Technology
- Content Provision
- Services Provision
- Participation and Engagement

LOSI.br

74 Indicators evaluated in Brazil

13 Services are not a municipality responsibility

+ Local Government Questionnaire (Online) Covid-19 study

Data collection period: **June to September 2021** UNDESA platform

Research assistants (double blind assessment): **19 undergraduate students / 1 Ph.D. student**

Reviewers: **1 Ph.D. student / 1 Senior researcher** Weekly meetings

Collaboration: **3 Senior researchers from CGI/NIC.br/Cetic.BR**

![FGV]

LOSI.br Methodology

53 Sample of municipalities (+500.000 inhabitants)

69 Million people (1/3 of the Brazilian population)

26 State capitals (all)

01 Federal District – Brasília/DF (Brazil's Capital)

01 Portal not assessed (Uberlândia/MG)

52 Municipalities evaluated

LOSI.br Results

Technology
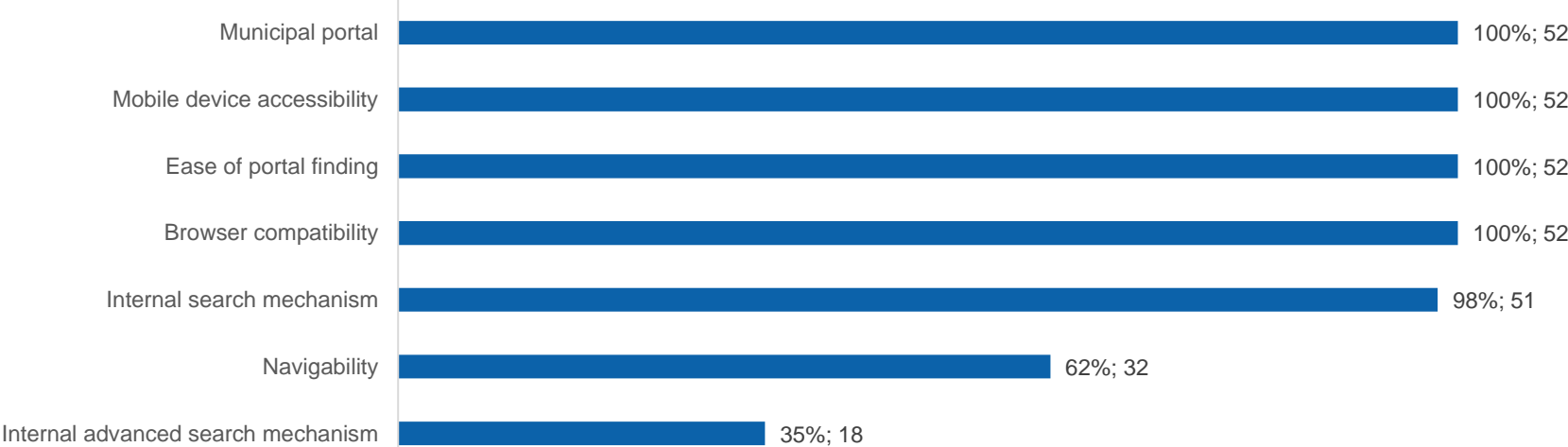
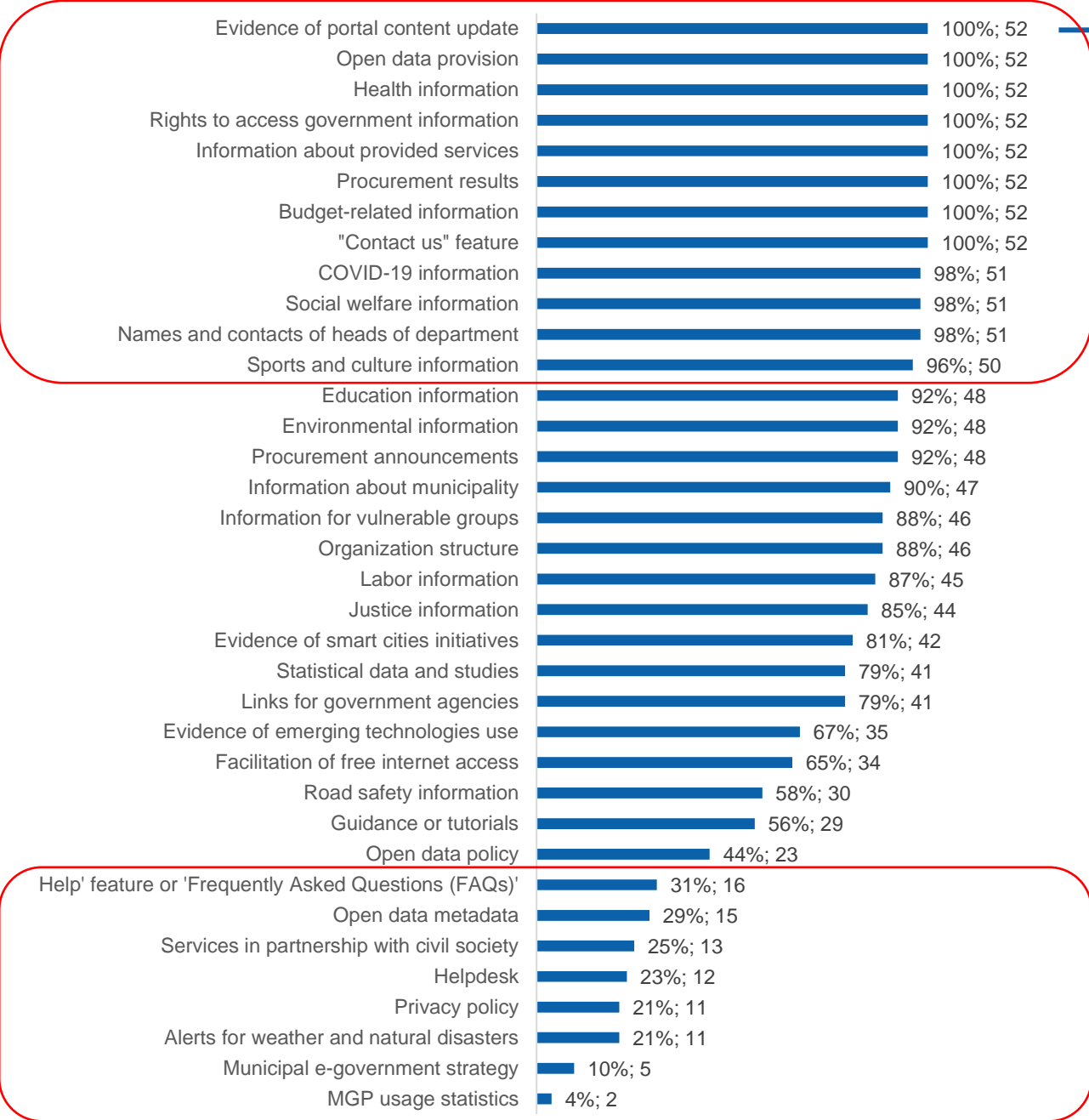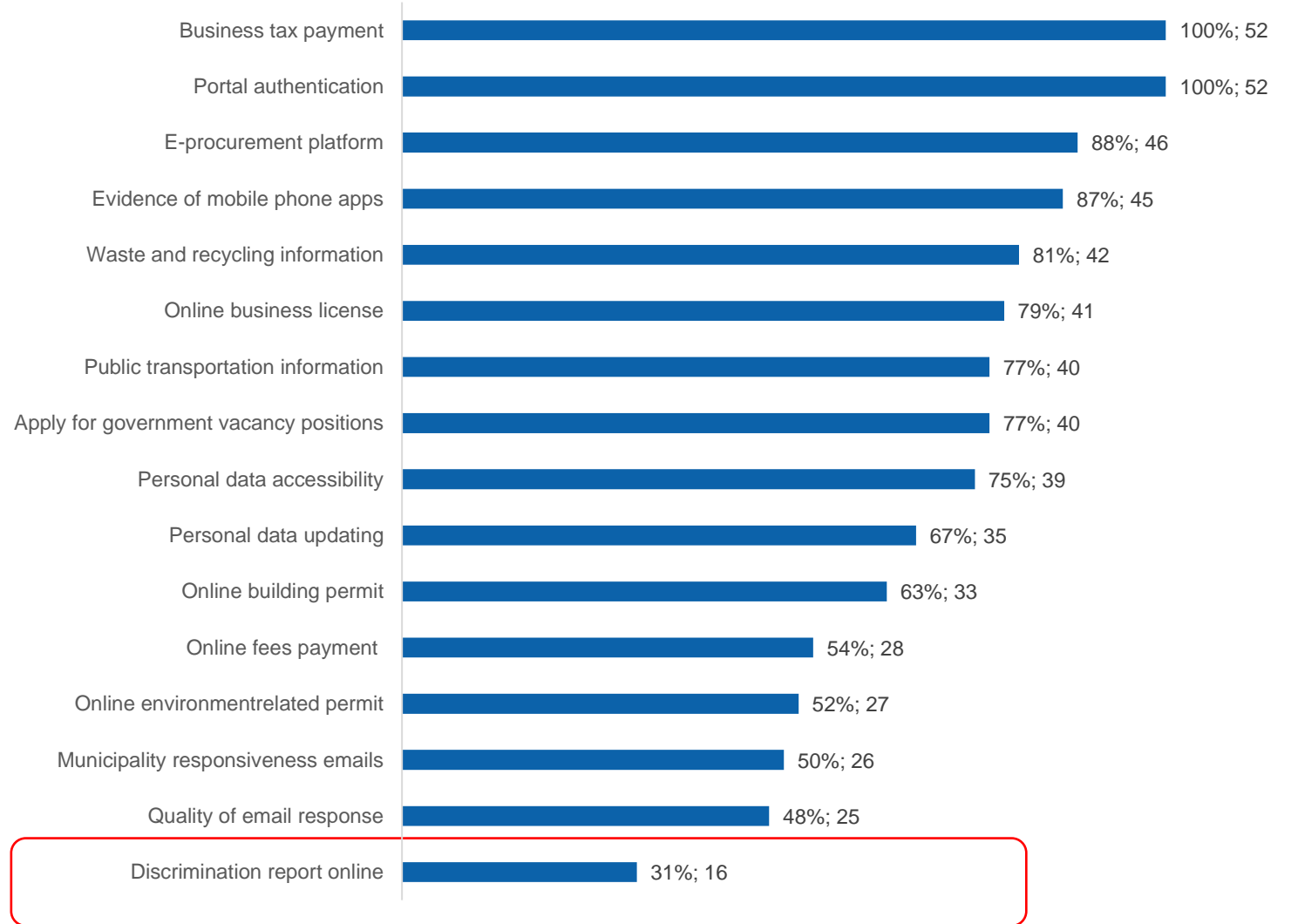|	
Municipal portal	100%; 52
Mobile device accessibility	100%; 52
Ease of portal finding	100%; 52
Browser compatibility	100%; 52
Internal search mechanism	98%; 51
Navigability	62%; 32
Internal advanced search mechanism	35%; 18
Foreign language support	6%; 3
Alignment with display standards	6%; 3
Alignment with accessibility standards	0%; 0
Alignment with markup validation standards	0%; 0

Content Provision

Category	Value
Evidence of portal content update	100%; 52
Open data provision	100%; 52
Health information	100%; 52
Rights to access government information	100%; 52
Information about provided services	100%; 52
Procurement results	100%; 52
Budget-related information	100%; 52
"Contact us" feature	100%; 52
COVID-19 information	98%; 51
Social welfare information	98%; 51
Names and contacts of heads of department	98%; 51
Sports and culture information	96%; 50
Education information	92%; 48
Environmental information	92%; 48
Procurement announcements	92%; 48
Information about municipality	90%; 47
Information for vulnerable groups	88%; 46
Organization structure	88%; 46
Labor information	87%; 45
Justice information	85%; 44
Evidence of smart cities initiatives	81%; 42
Statistical data and studies	79%; 41
Links for government agencies	79%; 41
Evidence of emerging technologies use	67%; 35
Facilitation of free internet access	65%; 34
Road safety information	58%; 30
Guidance or tutorials	56%; 29
Open data policy	44%; 23
Help' feature or 'Frequently Asked Questions (FAQs)'	31%; 16
Open data metadata	29%; 15
Services in partnership with civil society	25%; 13
Helpdesk	23%; 12
Privacy policy	21%; 11
Alerts for weather and natural disasters	21%; 11
Municipal e-government strategy	10%; 5
MGP usage statistics	4%; 2

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Services Provision

Service	Value
Business tax payment	100%; 52
Portal authentication	100%; 52
E-procurement platform	88%; 46
Evidence of mobile phone apps	87%; 45
Waste and recycling information	81%; 42
Online business license	79%; 41
Public transportation information	77%; 40
Apply for government vacancy positions	77%; 40
Personal data accessibility	75%; 39
Personal data updating	67%; 35
Online building permit	63%; 33
Online fees payment	54%; 28
Online environmentrelated permit	52%; 27
Municipality responsiveness emails	50%; 26
Quality of email response	48%; 25
Discrimination report online	31%; 16

Participation and Engagement

Category	Value
Feedback/complaint submission	100%; 52
Social networking features	96%; 50
Information on the public meetings of the municipal council	73%; 38
Reporting of incidents in public spaces	63%; 33
Participatory budgeting	56%; 29
Announcement of upcoming e-participation activities	44%; 23
Online deliberation processes	44%; 23
Participatory land use plan	29%; 15
e-Voting	27%; 14
Feedback about consultation processes	21%; 11
Real time communication	10%; 5

Maturity level	N. Indicators	Range
Very High	56 or more	Between 0.75 to 1.00
High	37 to 55	Between 0.50 to 0.75
Middle	19 to 36	Between 0.25 to 0.50
Low	18 or less	Between 0.00 to 0,25
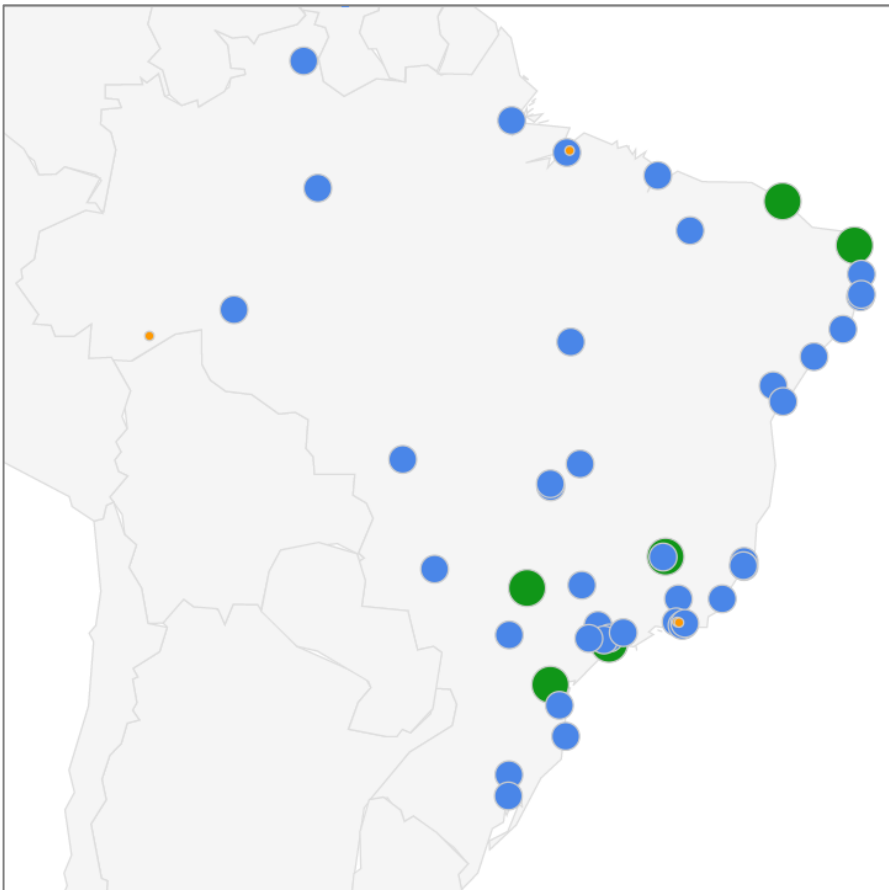
Distribution of municipalities assessed based on LOSI indicators

- 4; Middle; 8%
- 7; Very High; 13%
- 41; High; 79%
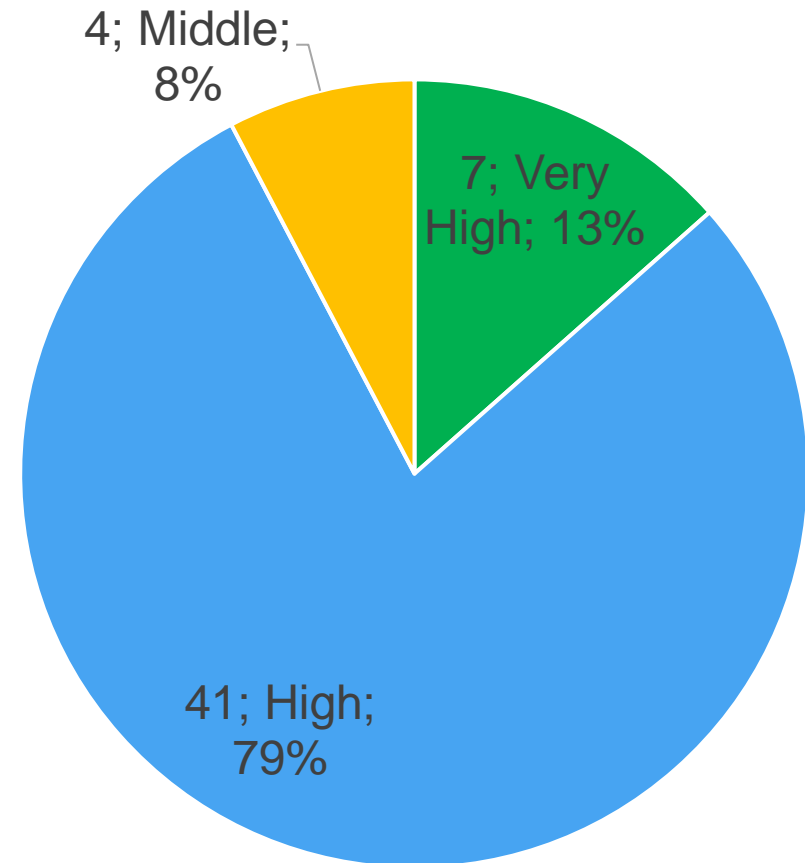
Number of cities achieving targeted compliance indicators per dimension

	Low (0,00 a 0,25)	Middle (0,25 a 0,50)	High (0,50 a 0,75)	Very High (0,75 a 1,00)
Participation and engagement	4	20	23	5
Services	2	1	23	26
Content	0	2	23	27
Technology	0	15	37	0
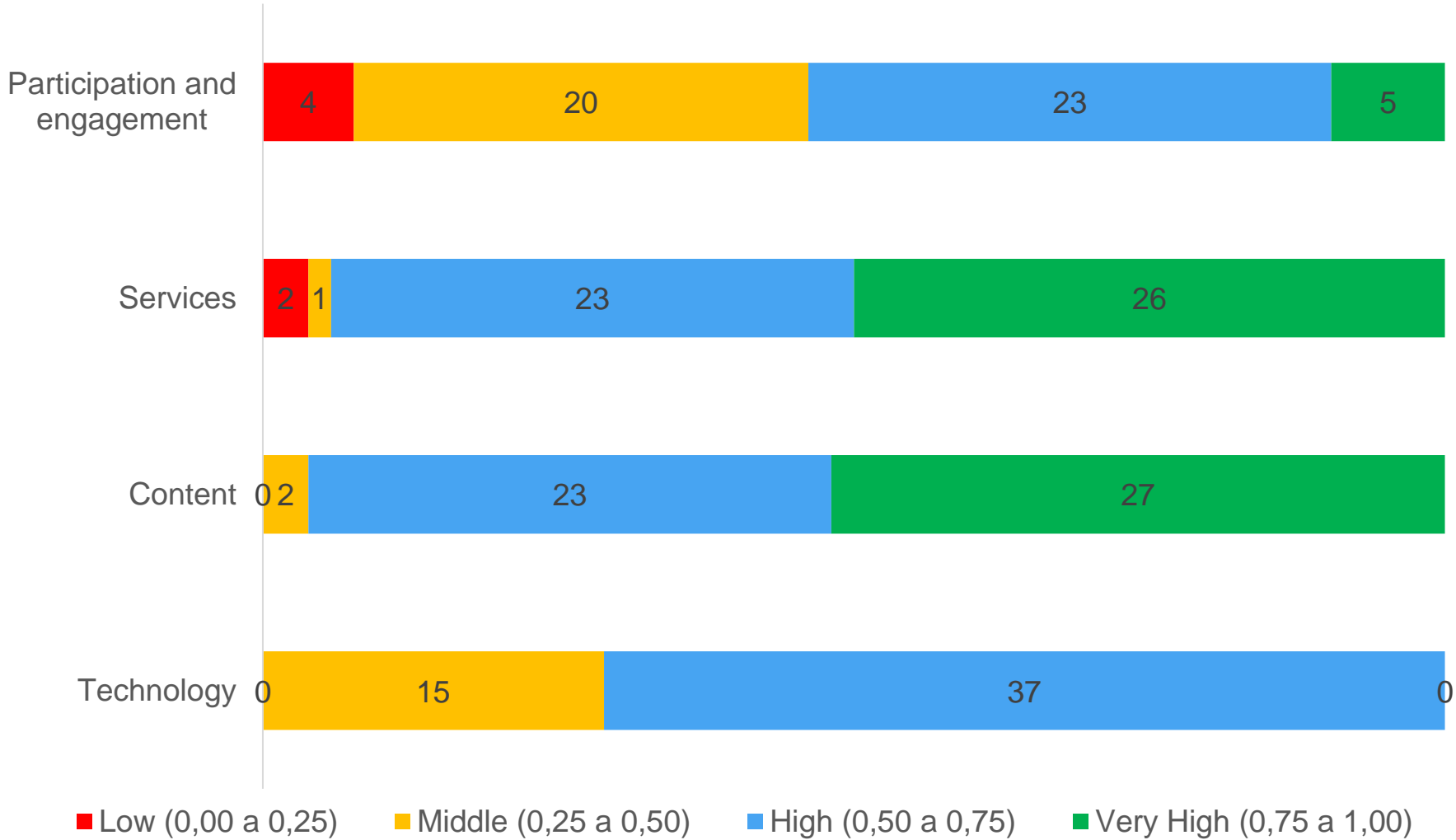
Cluster analysis

	Technology	Content	Services	Participation and engagement
Group 1 - Presence	0,515	0,551	0,396	0,242
Group 2 - Focus on technology	0,566	0,63	0,708	0,384
Group 3 – Focus on participation and content	0,505	0,75	0,667	0,616
Group 4 - Transactional	0,582	0,804	0,846	0,709
Group 5 – Focus on services and content	0,552	0,75	0,712	0,427

Recommendations

1. **Expand online participation and engagement tools;**
2. **Adhere to World Wide Web Consortium (W3C) standards**;
3. **Regulate the General Data Protection Law (LGDP);**
4. Implement regional integrated e-government solutions and systems;
5. Regulate the Digital Government Law;
6. Use the Brazilian Charter for Smart Cities as a guide to develop smart strategies;
7. **Appropriate best practices and lessons learned in the use of ICT during the pandemic for the management of other areas of public health;**
8. Expand policies for digital inclusion, internet access and digital literacy;
9. **Implement concrete e-government actions to put the plan into practice;**
10. Improve data flow.

Thank you!

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