UNITED NATIONS UNIVERSITY

UNU-EGOV

Operating Unit on Policy-Driven Electronic Governance

Local Online Service Index (LOSI)

United Nations Department of Economic and Social Affairs (**UNDESA**) & United Nations University Operating Unit on Policy-Driven Electronic Governance (**UNU-EGOV**)

The motivation

e-Government Assessment

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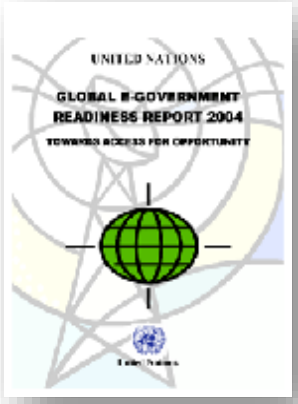

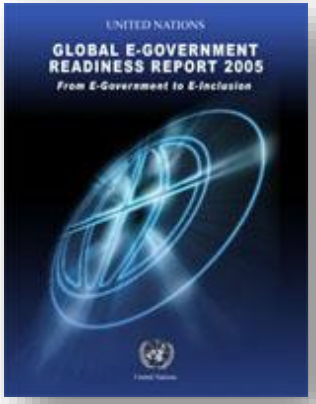

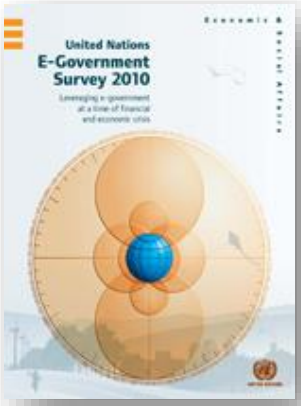

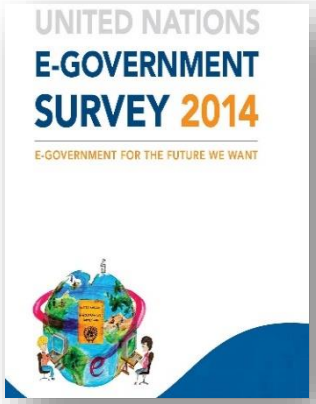

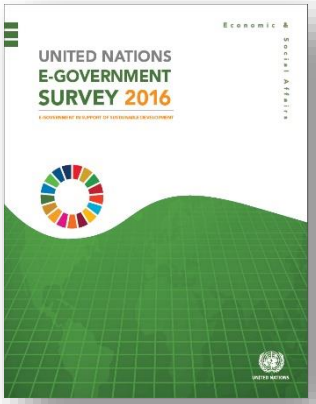

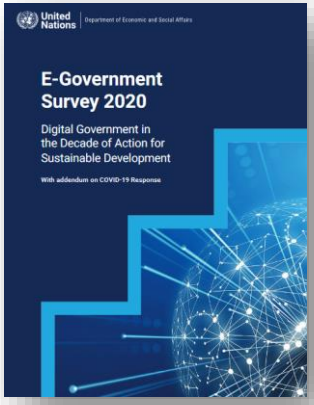

Municipalities are closer to people

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credits: https://encc.eu/resources/database/10-people-centred-smart-city-initiatives

The instrument

Methodology

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What: Municipality Portal

How: 88 indicators allocated in 5 criteria (groups of indicators)

Technical	Content	Services	Participation	Institutional Framework
• Compatibility with different web browsers • Search feature availability • …	• Information about municipality (history, demographics, geographical region, tourism etc.) • Information on environmental matters	• Birth certificate online • Building permit online • …	• Social networking features • e-voting service to support decision-making • …	• Availability of municipal e-Government strategy online • Availability of organizational structure or chart • …

Who: 2 independent volunteer assessors(in portal's language) for each portal

When: Every 2 years

The application

Evolution

2018
40 cities
60 indicators
2020
100 cities
80 indicators
2022
193 cities
86 indicators

Top performers: 2018(60) & 2020(80)

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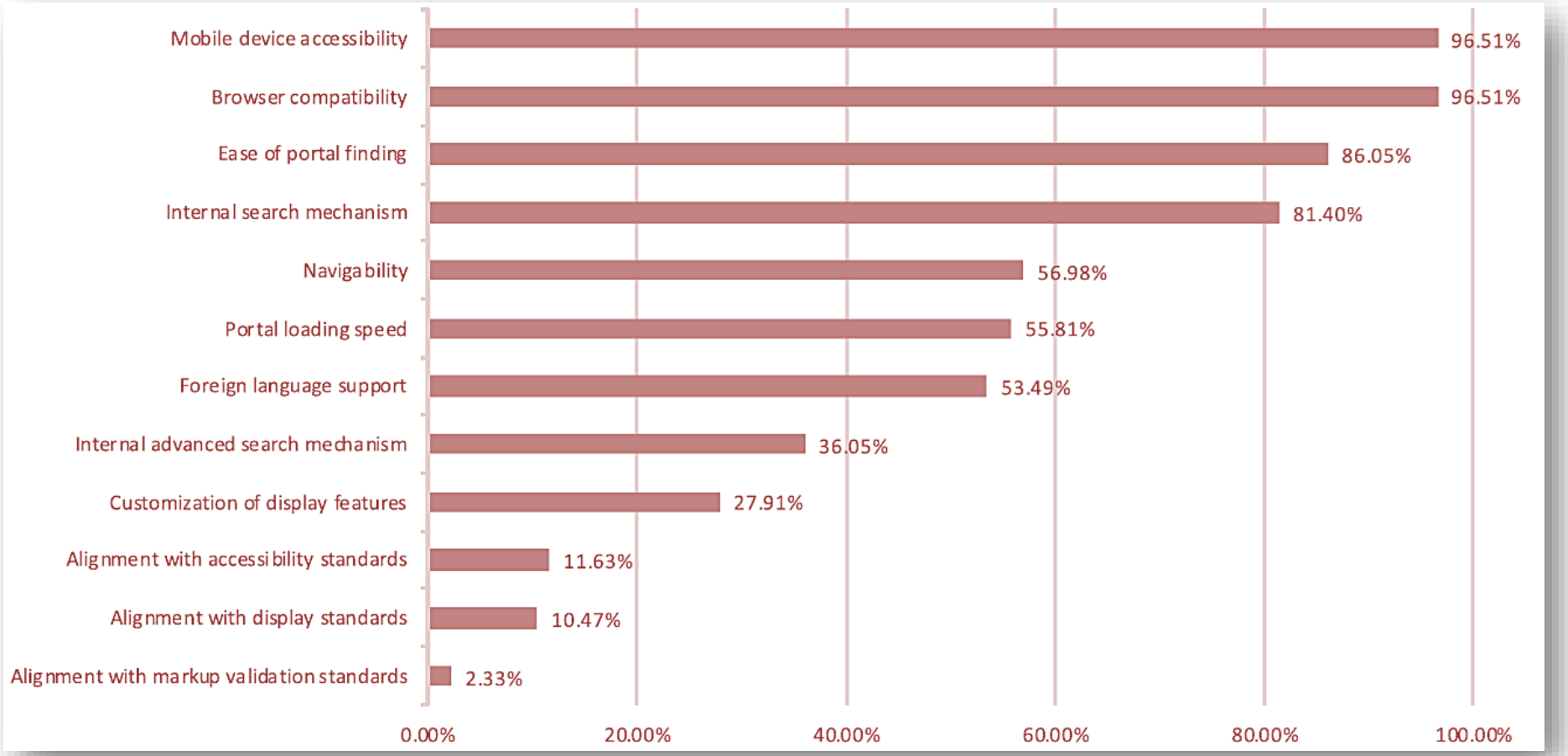
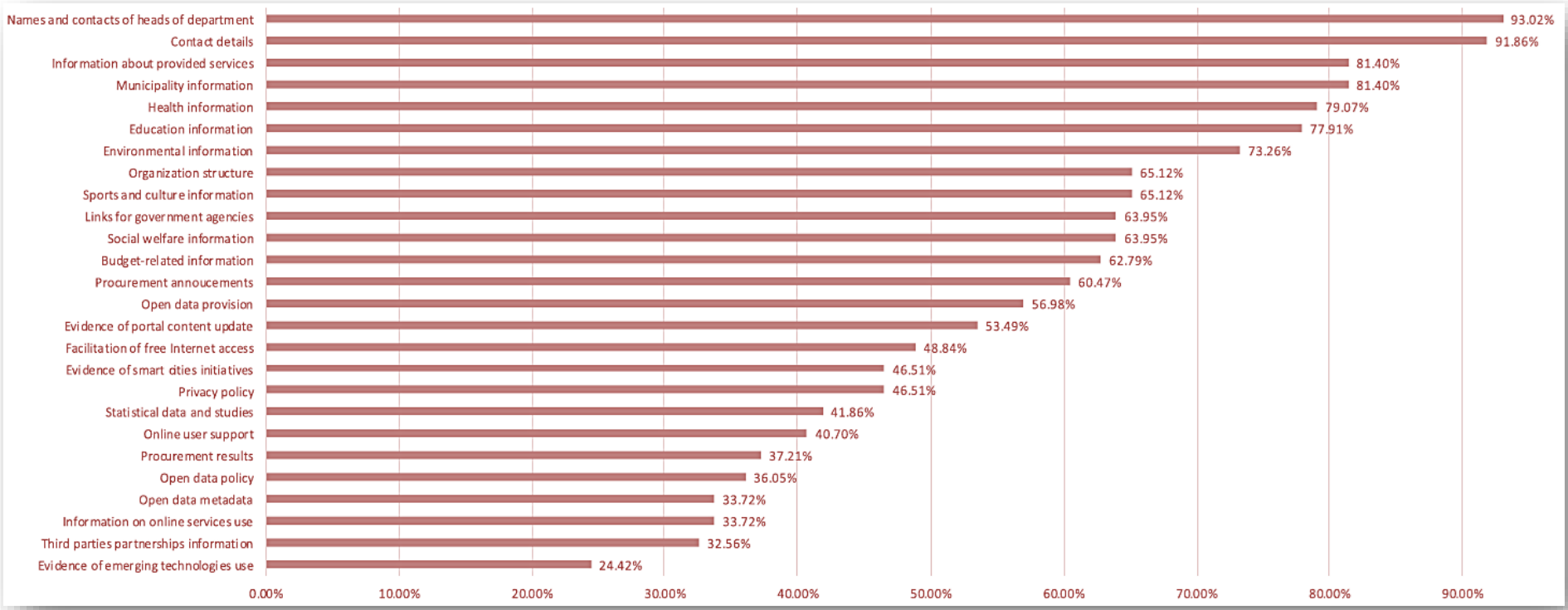
City	Total indicators
Moscow	55
Cape Town	53
Tallinn	53
London	51
Paris	51
Sydney	50
Amsterdam	49
Seoul	49
Rome	48
Warsaw	48

CITY	LOSI Score	LOSI
Madrid	77	0.9625
New York	73	0.9125
Tallinn	69	0.8625
Paris	68	0.85
Stockholm	68	0.85
Moscow	65	0.8125
Bogota	64	0.8
Buenos Aires	64	0.8
Berlin	62	0.775
Seoul	62	0.775
Shanghai	62	0.775

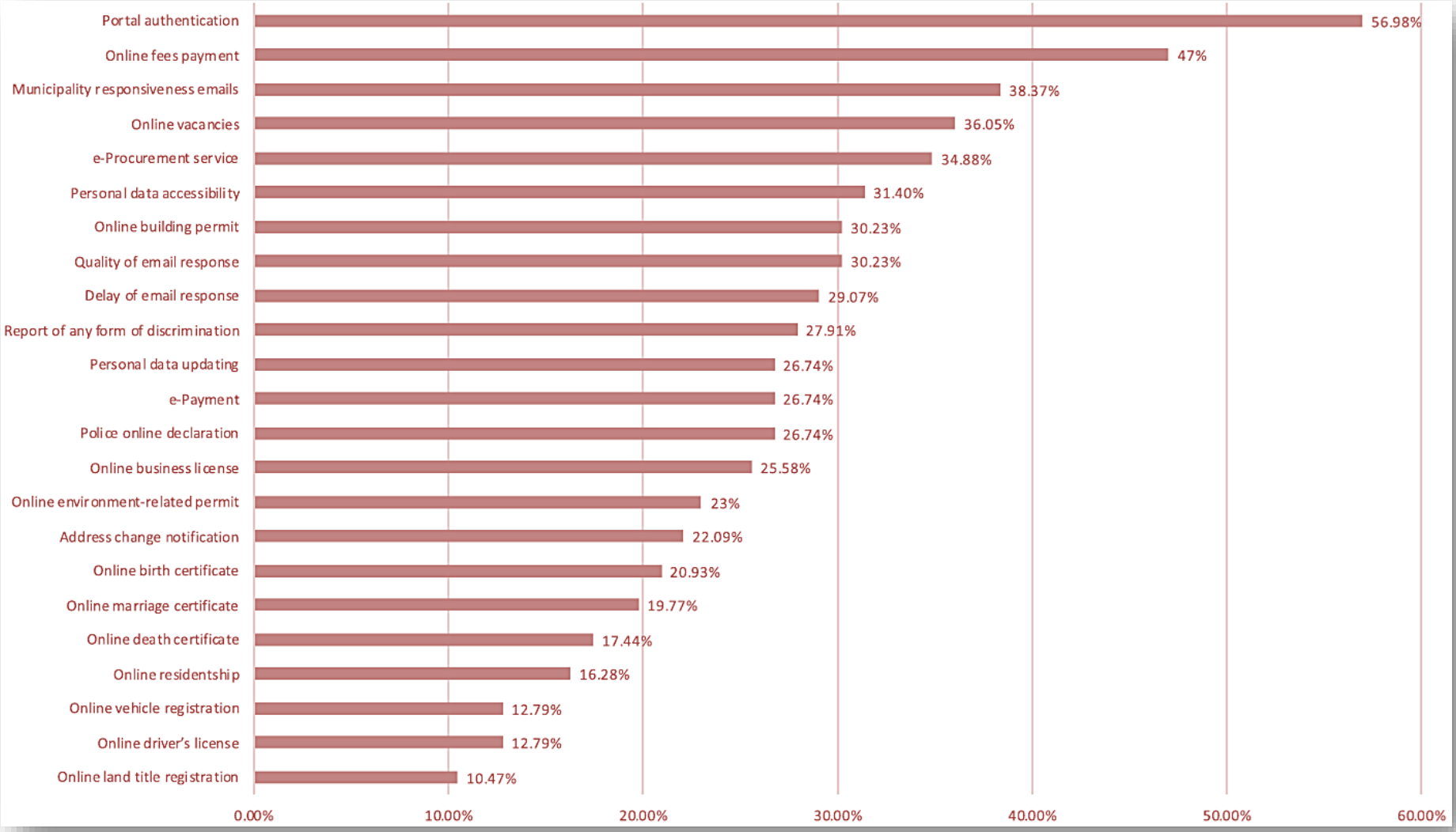
Implementation of technology indicators



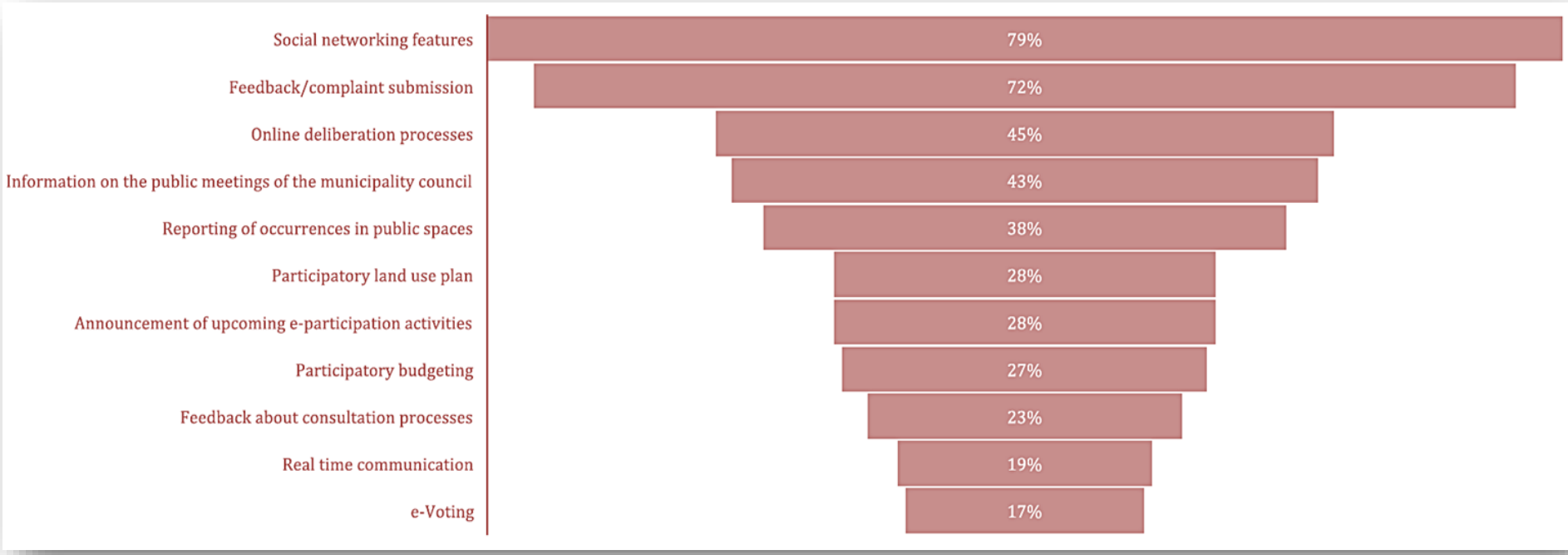
Implementation of content provision indicators



Implementation of services provision indicators



Implementation of participation and engagement indicators



Findings

- LOSI (2020) average = 0.43
- Cities of low income level countries rank low in LOSI
- Content provision criterion is the highest addressed
- Service provision criterion scores the lowest
- Majority does not meet technology standards and guidelines
- Nearly all city portals are accessible through mobile devices
- Majority of city portals use social media networks to connect with the general public.
- Few portals offer online participation mechanisms and tools

The future

Improve Collaboration

credits: http://clipart-library.com/

LOSI Network

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- Structure
  - Network of entities that support LOSI at the national level
  - An entity (e.g. research institution, university) becomes the national representative in applying LOSI in the national context
  - Under the supervision and guidance of UNDESA and UNU-EGOV
  - Current LOSI Network: Brasil, Jordan, Palestine
- Objectives
  - Instrument improvement
  - Enhance the local e-Government assessment research
  - Support government officials and researchers in conducting e-Government assessment at the local level
  - Collect and make available a significant amount of open e-Government assessment data.
- Visibility
  - Results will be published in national reports
  - Establish and expand the e-Government assessment network

Improvement Perspective

- Key areas and features important to assess that are currently not captured by LOSI
- Additional indicators (e.g. new e-services) to reflect the current trends in digital government
- Should LOSI be organized around 5 criteria (Technology, Content, Services, Participation, Institutional Framework)?
- Alternative ways of capturing the advancement of e-government development at local level
- Suggestions to improve the methodology.

THANK YOU.
any questions or comments?

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