



ORGANISATION FOR ECONOMIC
CO-OPERATION AND DEVELOPMENT



International Trends: E-Government in OECD countries

International seminar

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Acting Project Leader

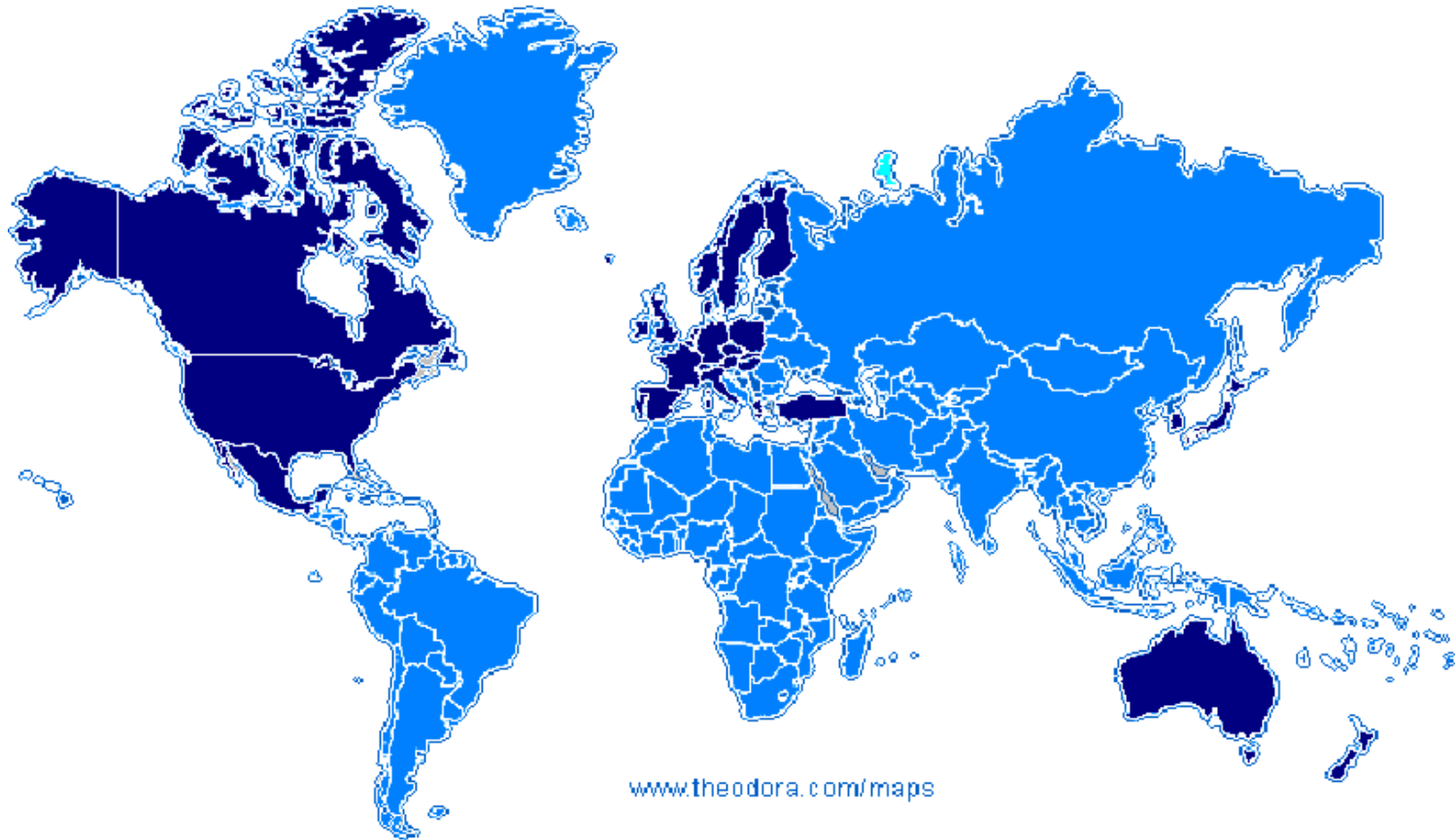
OECD E-Government Project

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Overview of presentation

1. OECD work on e-government.
2. Lessons learned the last 10 years.
3. Where is e-government heading?

OECD's e-government projekt



The E-Government Project

- Project launched in September 2001.
- How governments can best exploit ICT to embed good governance principles and achieve public policy goals.
- Help member countries identify, analyse and respond to the key challenges posed by the introduction of ICT.
- Focus on long term and attention to good governance and public administration reform.

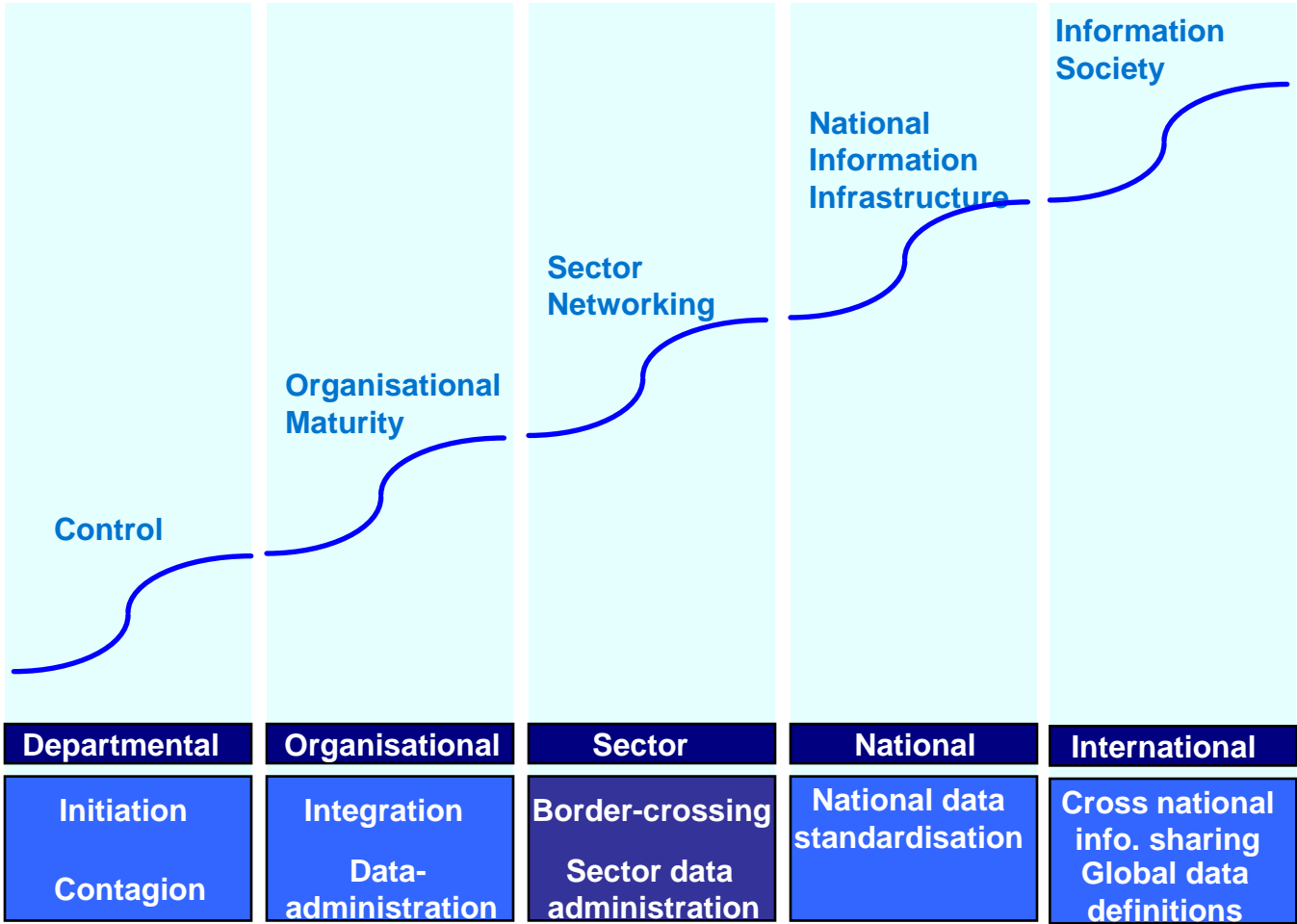
OECD Work on E-Government

- Framework for E-Government Studies
 - *e-Government for Better Government*, OECD 2004
 - *The e-Government Imperative*, OECD 2003
- Policy Briefs
 - The e-Government Imperative: Main Findings
 - E-Government in Finland: An Assessment
 - The Hidden Threat to E-Government
 - Checklist for E-Government Leaders
 - Engaging Citizens Online for Better Policy-Making
- Country Studies – Peer Reviews
 - 2003 – 2006:
Finland (2003), Mexico (2004), Norway (2005), Denmark (2005), Hungary (2006), Netherlands (2006), Turkey (2006)
 - 2007: Belgium, Ireland (public service), Portugal (adm.simpl. and e-gov.)
- Thematic Studies
 - *Benefits Realisation Management*, OECD 2007. Upcoming Web publ.
 - *E-Government as a Tool for Transformation*, OECD 2007. Upcoming Web publ.
 - User Takeup of E-Government Services (2008)
 - E-Government and Levels of Government (2008)

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E-Government “maturity”



Source: *e-Government for Better Government*, OECD 2005. Figure 5.1

Key transformational goals

Focus of goals	Key transformational policy goals	Countries
Internal	Efficiency and/or effectiveness of the public sector.	Austria, Belgium, Denmark, Finland, France, Japan, Luxemburg, Mexico, Netherlands, New Zealand, Portugal, Turkey, USA.
	Structural and/or organisational change.	Finland, Hungary, Japan, Netherlands, Switzerland, Turkey.
	Regulatory reform/ Administrative simplification.	Belgium, Denmark, Finland, France, Japan, Luxemburg, Netherlands, Portugal, Spain, Switzerland.
External	User-focused (citizens and/or businesses) public sector development.	Austria, Finland, Hungary, New Zealand, Portugal, Switzerland, USA.
	Improving quality of services.	Austria, Denmark, Finland, France, Hungary, Luxemburg, Mexico, Portugal, Switzerland, USA.
	Increasing openness and transparency.	Luxemburg, Mexico, Spain, USA.

Source: Based on answers to the OECD questionnaire on e-government as a tool for transformation, 2007.

Internationale benchmarkings

Indicator	Ranking Institution/Author	Year	World nations	EU-27+ ^[1]
E-Government readiness	United Nations	2008	31/192	23/31
E- Participation Indicator	United Nations	2008	53/192	17/31
Full-online availability	European Commission*	2007	<i>n.a.</i>	3/31
Online availability – businesses	European Commission*	2007	<i>n.a.</i>	4/31
Online sophistication	European Commission*	2007	<i>n.a.</i>	4/31
Online sophistication – businesses	European Commission*	2007	<i>n.a.</i>	2/31
Proactive sophistication	European Commission*	2007	<i>n.a.</i>	8/31
User-centricity indicator	European Commission*	2007	<i>n.a.</i>	11/31

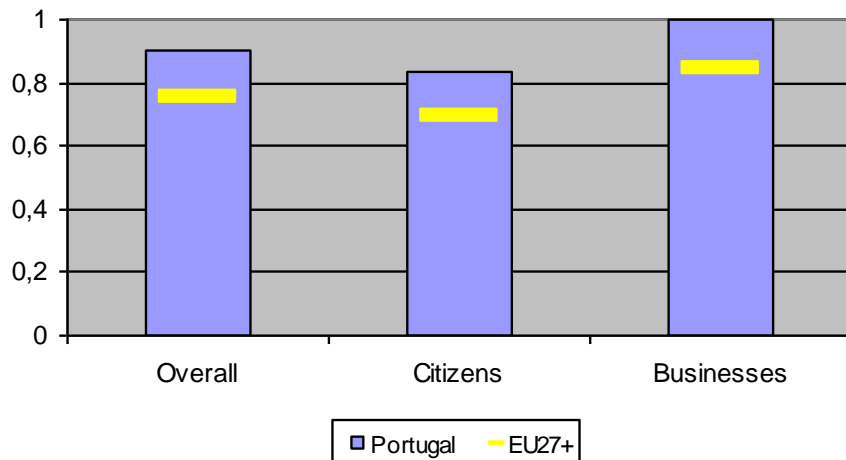
^[1] The EU 27+ includes the EU Member States and Iceland, Norway, Turkey and Switzerland.

* Benchmarks prepared by Capgemini for the European Commission.

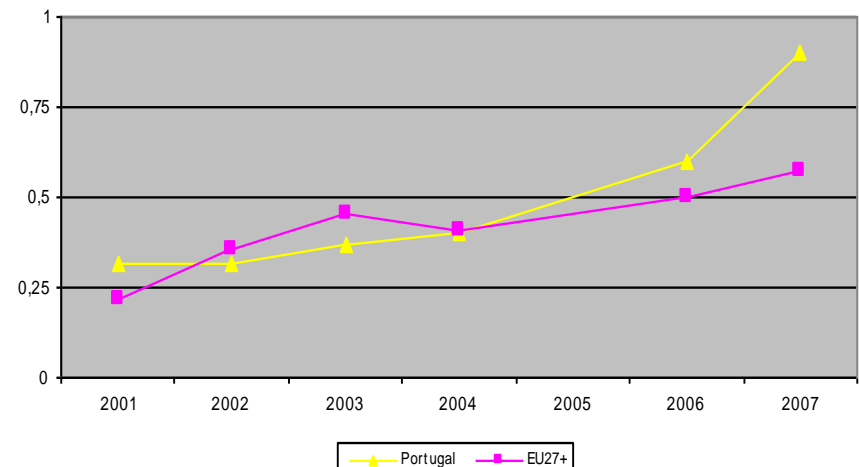
Source: OECD compilation 2008.

EU benchmarking - Portugal

Portugal - Online Sophistication

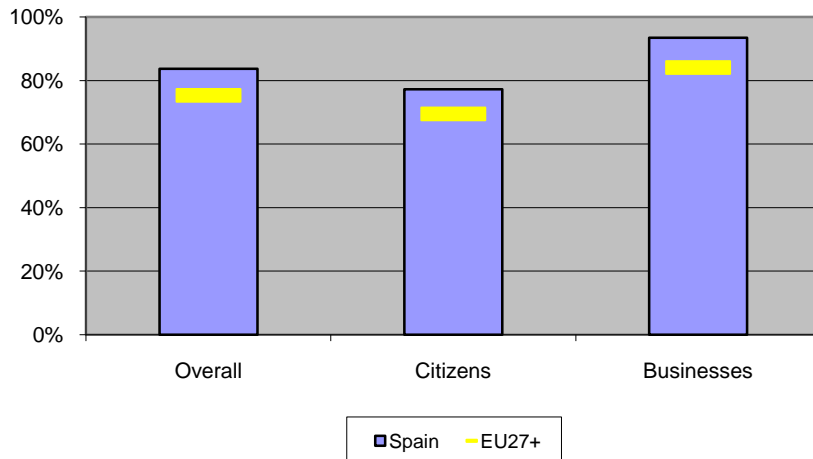


Portugal - Fully Online Availability

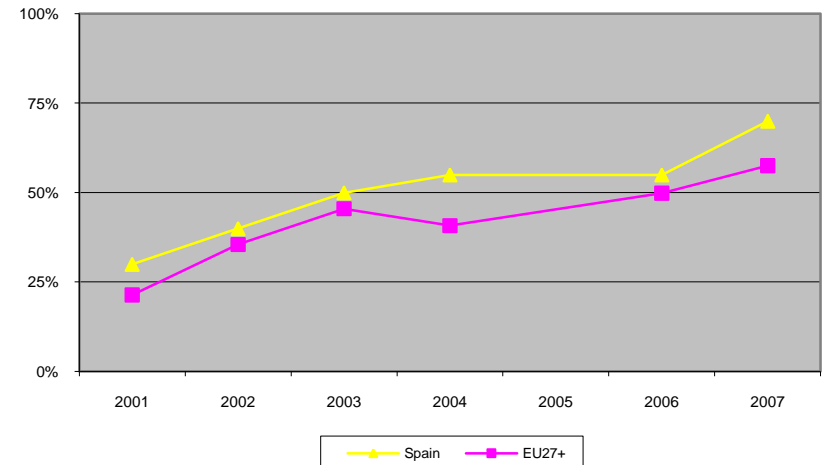


EU benchmarking – Spain

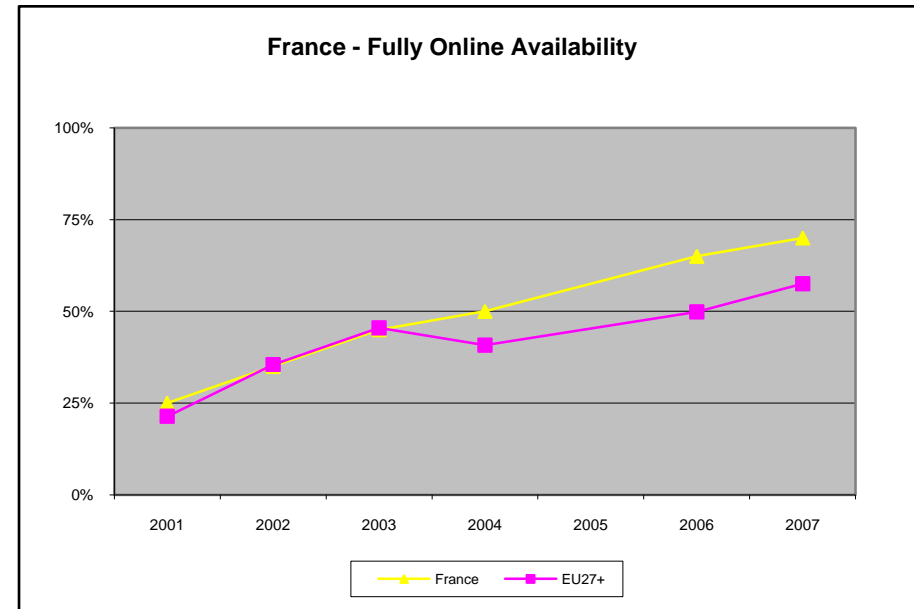
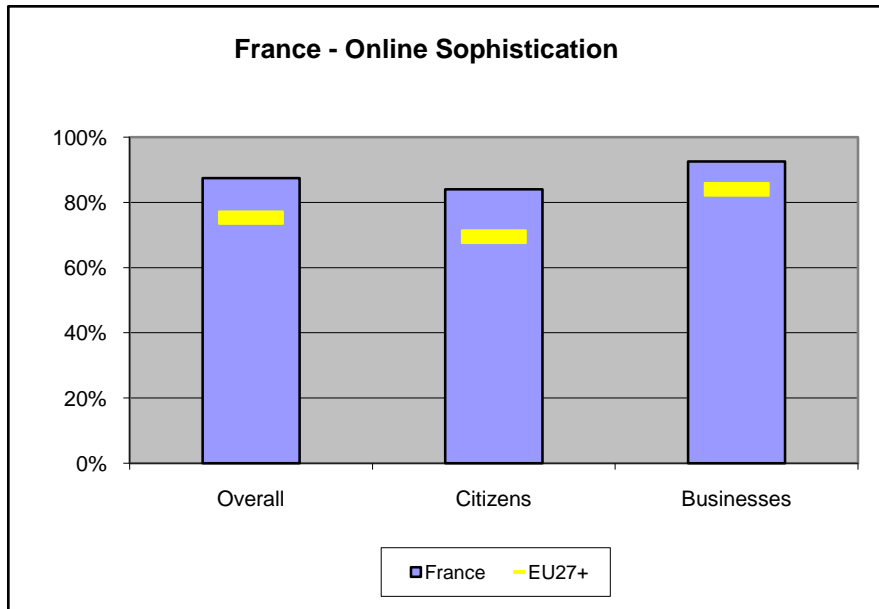
Spain - Online Sophistication



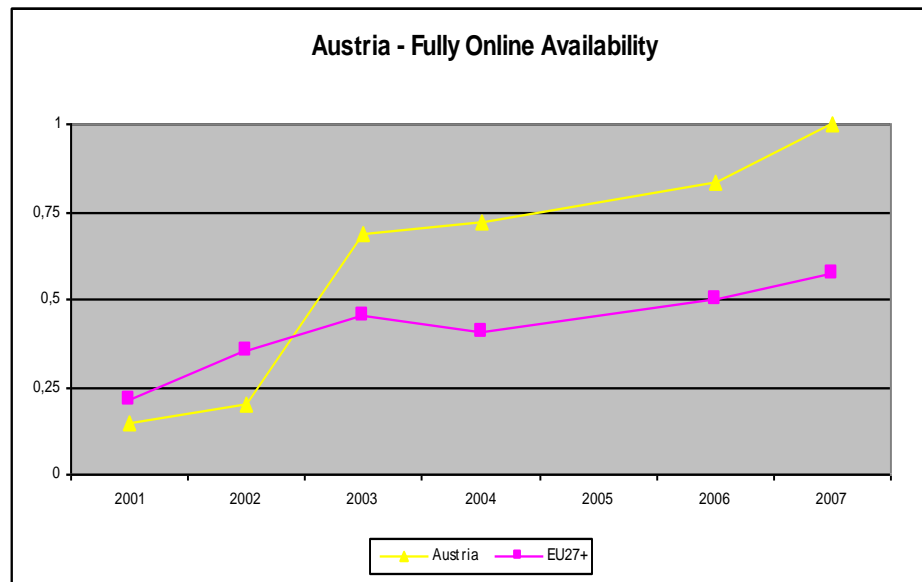
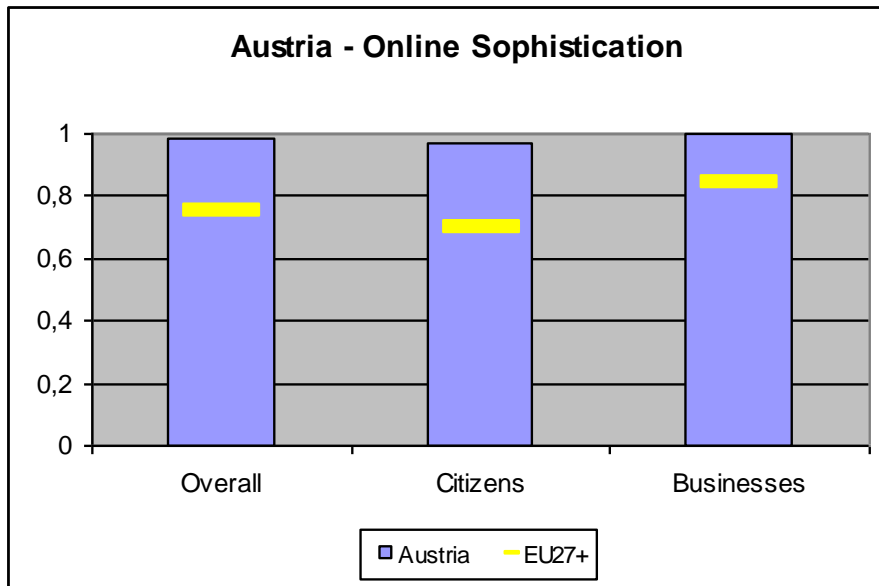
Spain - Fully Online Availability



EU benchmarking - France



EU benchmarking - Austria



Lessons learned...

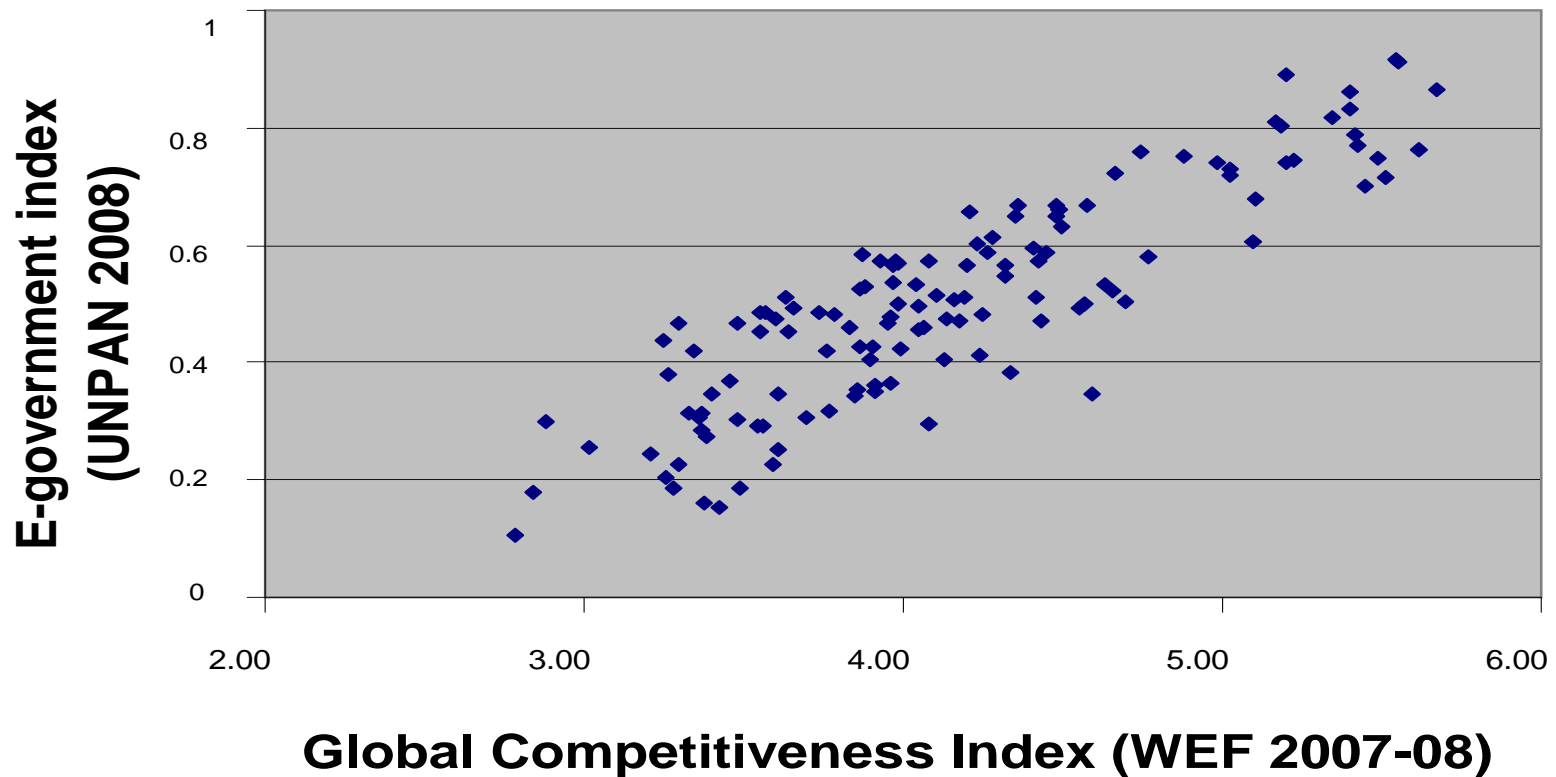
- E-Government has become a powerful generic tool for overall policy implementation.
- E-Government has been driving improvements in efficiency and effectiveness of government functions.
- E-Government has forced unprecedented standardisation throughout the public sector.
- The digital divide is still a significant challenge for countries.

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Impact on economic growth?

E-government performance vs global competitiveness



Source: Discussion document on e-government's impact on economic development prepared by Mr. Bruno Lanvin, INSEAD, for the OECD for the OECD E-Leaders Conference 2008, 6-7 March 2008

Indirect economic impact examples

Country	Best Practice	Measurable effects	Development Impact ?
Singapore	Leadership	Business climate, trade efficiency	Competitiveness, global hub for investment
Sri Lanka	Integrated approach, ministerial coordination	Public Sector Reform, fighting corruption	Yet to be assessed
India	Sub-national initiatives	Poverty reduction and entrepreneurship at local level	Yet to be assessed
Turkey	Public procurement On-line tax declaration	Fighting corruption Government efficiency 'EU alignment'	Yet to be assessed
Chile	Public procurement Innovation in the public sector (competitive subsidies)	Regional development PPPs	Relative FDI attractiveness in Latin America
Morocco	e-government strategy based on shared vision (government/business)	Yet to be assessed	Yet to be assessed
GCC (Dubai, Bahrain)	Targeted e-government services and portals	Ease of doing business	Global hubs for finance
Estonia	e-government as tool to establish a new national identity and stimulate local energies	Capacity building (EGA)	International image of innovator (Skype)

The future e-government agenda?

- Increasing coherency and integration of the public sector through innovation and change.
- Putting users at the steering wheel of the public sector.
- Local service delivery – strengthened co-ordination and management.
- Globalisation of public services.

