



**GOOD GOVERNANCE FOR DEVELOPMENT (GFD) IN ARAB COUNTRIES
INITIATIVE**

QUESTIONNAIRE

**SHARING REFORM EXPERIENCES AND GOOD PRACTICES IN THE FOCUS
AREAS OF E-GOVERNMENT AND ADMINISTRATIVE SIMPLIFICATION 2008-
2010**

**WORKING GROUP ON E-GOVERNMENT AND ADMINISTRATIVE
SIMPLIFICATION**

MAY 2008

OBJECTIVES OF THE QUESTIONNAIRE

This questionnaire is addressed to the delegates of the Working Group on E-Government and Administrative Simplification of the Good Governance for Development (GfD) in Arab Countries Initiative participating **at the 4th Regional Working Group Meeting on E-Government and Administrative Simplification in Tunis, Tunisia on 29 May 2008**.

The key objective and expected outcome of the 4th Regional Working Group Meeting on E-Government and administrative Simplification is to narrow down the Programme of Work for 2008-10 that sets the global strategic framework for the implementation of the Working Group activities. In particular, the Working Group Meeting aims at defining concrete activities to be implemented during the next three years and to provide guidance for elaborating action-orientated Terms of Reference for the Working Group, as suggested by the Steering Group at its meeting on 10 September 2007 in Cairo (Egypt). The Terms of Reference will be then be discussed and approved by the Steering Group at its next meeting in July 2008 (to be confirmed).

To prepare the terms of reference, the OECD Secretariat has developed this questionnaire that aims at gathering information on reform experiences and good practices in the area of e-government and administrative simplification that emerged since the last working group meeting in March 2007. The questionnaire's goal is to complete and update the information obtained in 2007 through a survey on countries' work priorities for 2008-10. This information will serve to better identify possible activities in each of the thematic priority areas on e-government and administrative simplification which can feed in the terms of reference for this Working Group

We would appreciate if you use the attached questionnaire on e-government and administrative simplification as mind-mapping tool for preparing your participation in the Working Group Meeting. **We would appreciate if you return the completed questionnaire during the meeting to OECD staff or after the meeting before 5 June 2008 to Ms. Melanie Fassbender** (melanie.fassbender@oecd.org; Fax: +33 1 44 30 63 86; Phone: + 33 1 45 24 13 59).

QUESTIONNAIRE

Please complete the table below :

COUNTRY	
RESPONSIBLE FOR	NAME, TITLE, CONTACT DETAILS
Focus area: E-Government	
Focus area: Administrative Simplification	

Please indicate in a precise and synthetic manner your country's reform experiences and good practices that you would like to share with other Arab or OECD countries.

FOCUS AREA E-GOVERNMENT

<p>What initiatives have been implemented since the last working group meeting (March 2007) or are planned to be implemented in the following reform priority areas? Please summarise them in the column at the right side.</p>	<p>REFORM EXPERIENCES AND GOOD PRACTICES</p>
<p>1. Institutional Arrangements for E-Government</p>	

2. E-services, sectoral initiatives, shared applications	
3. E-government strategy formulation and implementation	
4. Technical infrastructure for e-governmnet	
5. E-government for administrative simplification	
6. E-government training and capacity building	
7. Legislative infrastructure for e-government	
8. Measurement and Evaluation of e-government	

FOCUS AREA ADMINISTRATIVE SIMPLIFICATION

What initiatives have been implemented since the last working group meeting (March 2007) or are planned to be implemented in the following reform priority areas? Please summarise them in the column at the right side.	REFORM EXPERIENCES AND GOOD PRACTICES
1. Policies for administrative simplification	
2. Institutional arrangements for administrative simplification	
3. Policy tools for administrative simplification	
4. Simplification of the legal system	
5. Simplification of administrative procedures for citizens and businesses	
6. Administrative simplification inside government	

INFORMATION GATHERED IN THE 2007 SURVEY

In the 2007 survey, Arab National Co-ordination teams have been kindly requested to prioritise for each focus area a list of suggested themes for future GfD activities according to the importance of the themes for their national reform agenda. Arab countries were invited to add additional suggestions of particular relevance for their country to the list of suggested themes. A point-system has been proposed for prioritising the themes. Countries have allocated a specified total amount of points to the proposed themes of each focus area. Countries indicated a high priority theme by allocating a high number of points to the respective theme, and a low priority theme by allocating few or no points to the respective theme. Countries were free to allocate the points between the themes, but could not exceed the defined overall maximum amount of points for each focus area. The answers received by Arab countries have been evaluated by adding up the points allocated to each theme. Please see below the evaluation of the results obtained in the two focus areas.

