# FACT SHEET

ON THE PUBLICATION
"RETHINKING E-GOVERNMENT SERVICES: USER-CENTRED APPROACHES"

OECD PRESS BRIEFING AT
THE EU E-GOVERNMENT MINISTERIAL CONFERENCE 2009

19 NOVEMBER 2009

Why is user take-up of e-government services lagging?

One of the answers is that the electronic infrastructure is not always in place and accessible for citizens and businesses as seen in the figure below.
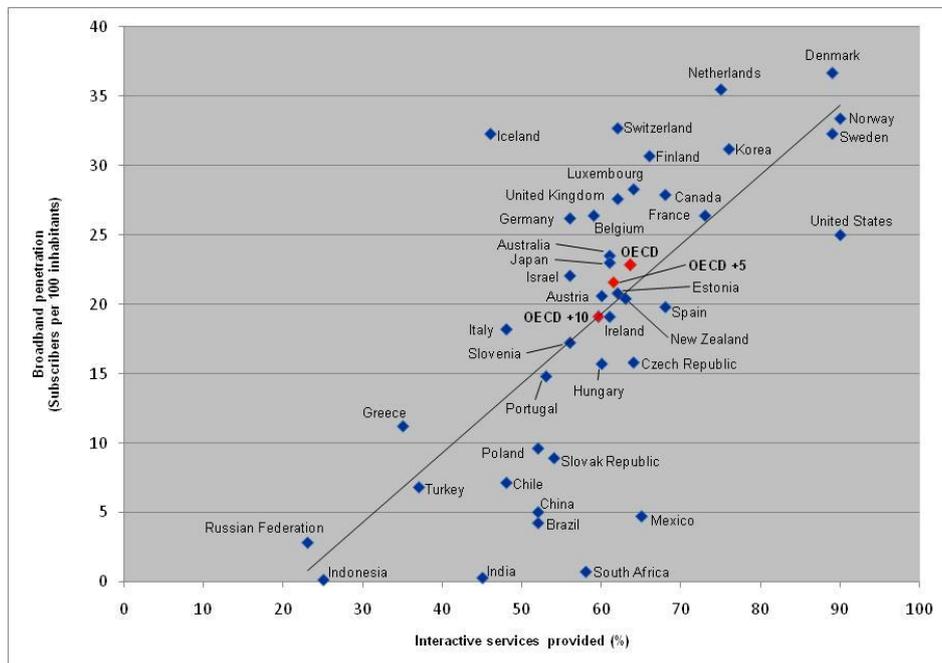
Source: OECD compilation, 2008, based on United Nations (2008), *UN E-Government Survey 2008 – From E-Government to Connected Governance*, United Nations, New York; Table 7, Service Delivery by Stages 2008 (% Utilisation); OECD Broadband Statistics: Broadband Subscribers per 100 Inhabitants, June 2007. For Brazil, Chile, China, Estonia, India, Indonesia, Israel, Russian Federation, and Slovenia the data are ITU (International Telecommunication Union) data on (total fixed) broadband penetration (subscribers per 100 inhabitants) and from 2007; for South Africa the broadband penetration data are from 2006.

Note: "OECD" shows the OECD average. "OECD +5" shows the OECD and the five accession countries to the OECD (Chile, Estonia, Israel, the Russian Federation, and Slovenia) average. "OECD +10" shows the "OECD +5" and the five enhanced engagement countries to the OECD (Brazil, China, India, Indonesia, and South Africa) average.

Besides **access**, other factors weigh in, such as:

- **provision** of e-government services;

- **awareness** of their existence;

- **organisation** of the services with regards to the degree of integration and personalisation of services, collaboration and co-operation between public authorities, standardisation, interoperability, etc.;

- **Outcomes** of their implementation such as the actual use and whether expectations regarding the quality of services, internal efficiencies, and external effectivess are met; and

- **Trust** by users in governments and their management of often sensitive and personal information, data and digital identities.

Background

The financial and economic crisis in the fall 2008 has forced governments to focus strongly on how to maximise savings and at the same time ensure improved public services. OECD countries have already over the last 10-15 years invested substantially in the development of e-government services as a means to improve public services. They have done so assuming that by equipping public sector administrations with information and communication technology (ICT) and rendering business processes and procedures more efficient and effective, they could generate substantial benefits to both users and governments. However, experiences across peer-reviewed OECD countries show that this is not always the case. E-Government projects do not always deliver the full promised benefits, and users do not automatically use available e-government services. The dilemma between the promises of e-government lagging user take-up and lack of satisfaction with e-government services is the focus of this report.

The report aims to:

- provide deeper insight into the complex and diverse reasons behind the lagging user take-up of e-government services;

- describe and analyse the different obstacles to user take-up;

- describe and analyse country approaches on how to increase user take-up;

- describe and analyse different international approaches and practices with regard to monitoring and evaluating user take-up;

- identify from country practices a number of cross-cutting trends for better user take-up.

Further information

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To receive a copy of *Rethinking e-government services,* journalists are invited to contact news.contact@oecd.org.

The publication can otherwise be obtained through the OECD website: www.oecd.org/gov/egov/services.