Waseda University International e-Government Ranking - a uniquely Asian perspective
The Ranking has 40 surveyed countries:

Singapore, United Kingdom, USA, Canada, Australia, Japan, Korea Germany, Sweden, Taiwan, Italy, Finland, Denmark, Estonia, New Zealand, Hong Kong, Spain, Norway, France, Switzerland, Netherland, Belgium, Turkey, Malaysia, Thailand, Philippines, South Africa, India, Mexico, China, Tunisia, Indonesia, Kazakhstan, Vietnam, Brazil, Russia, Chile, Peru, Brunei, Fiji
Issues and Indicators

- Neutrality and Creditability
- Analysis under uncertainty with lack of data, different background and various perception.
- Integration between Qualitative Analysis and Quantitative Analysis
- Accessibility and Usability of indicator data
- Priority selection of Indicators
- Objective vs. Subjective Measures
- Harmonization for e-Government vs. e-Municipality
- Emerging Technologies (SCM, Cloud) vs. ongoing technologies
Goals of the Survey

1. To advance the state of e-government practice.
2. To identify and facilitate policies for the best practice of e-Government developments.
3. To improve the quality of life and sustainable community development as well as e-democracy in Digital Society in the long term goals.
Measurements & Analysis of Outcome

1. Improving global ICT especially in developing states
2. Strengthening user oriented focus in e-gov applications
3. Implementing Govt structure reform with e-govt activities
4. Increasing use of social networking in national portals
5. Consolidating ongoing e-Gov promotion activities
6. Increasing use of Web 2.0 in e-Gov practices (Gov.2.0)
7. Combination between back office and front office
Contribution of the Survey

1. Provides overview of historical trend for last 6 years adding to academic body of knowledge.
2. Policy research into the latest and best e-Government methodologies.
3. Raising the awareness of e-Government with efficiency, productivity as well as transparency in Information Society.
Evaluation Methodology

1. **7 indicators, 32 sub-indicators**
   - sub-indicators factors have not simply been added, rather many of the previous have also been significantly restructured or redefined.

2. **the sub-indicators are composed of (mostly) binary parameters**
   - check list methodology formulated in a point system to assure higher degree of differentiation and the evaluation remains independent of subjective by interpretations of researchers

3. **Each sector has been tested whether its reliability is significant or not, in both quantitative and qualitative measurements based on optimization of criteria**
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Main Trends of e-Government by Indicators (1)

1. Network Preparedness
   - In developing countries, the number of Internet users, broadband users, cellular phone users, and PC users continue to rise
   - Lesser differentiation between one advanced country’s network preparedness from the next.

2. Required Interface-Functioning Applications
   - A number of governments using social networking tools (non-government owned) to enhance the delivery of e-Government services.
   - A clumping of nations, but the countries with the very best e-Government application functions stand out and are able to differentiate themselves.

3. Management Optimization
   - Management optimization is being implemented in many countries to a similar degree of quality
   - Reasons hindering governments from optimizing their productivity: infrastructure and local capacity, fundamental structure of the whole government, wherein individual local governments are very strong compared to the central government.
# Main Trends of e-Government by Indicators (2)

## 4. National Portals
- Web 2.0 to enhance national portals to reach out to citizens
- Continued dominance of the USA national portal usa.gov
- 8 distinct rankings distributed among the top 10 countries for this indicator

## 5. Chief Information Officer (CIO) in Government
- The post of Government CIO is seen to be one of the key factors in the success of an e-Government implementation
- Most of our sample countries have eventually established CIOs
- Out of the 11 countries which top this indicator, 3 countries (USA, Japan, Australia and Thailand) are members of the International Academy of CIO (IAC)

## 6. eGovernment Promotion
- E-government promotional activities include legislative frameworks, public forums, university and technical programs, academic journals
- Canada has now taken first place for its e-Government promotional activities. Interestingly Japan, Korea and USA are all tied in 2nd place.

## 7. e-Participation
- Government 2.0 is on the increase.
- Success factor - a combination of the availability of suitable infrastructure and the national character when citizens are more individualistic in nature, more outspoken in their views, and more demanding of their individual rights from their respective governments.
Keyword on the Development of e-Government

1. Environment and Climate ICT (Green ICT)
2. Government 2.0
3. Disaster Recovery & Business Continuity Planning (BCP)
4. e-Inclusion
5. Digital Divide
6. One Stop Service
7. Central Government and Local Government Linkages
8. Cloud Computing
9. e-Participation
Suggestion for Improvement in e-Government

1. More improvement on basic infrastructure for developing countries needed.
2. Design more mobile friendly applications paradigm shift to M-government.
3. Consolidate e-Gov activities under leadership of CIOs.
4. Address Green ICT issues – to protect the environment and save Resources.

Benchmarking on Infrastructure and Human capital is the key for success.
Premise: e-Gov is part of a solution to bringing about an Information Society for global peace and prosperity from Digital Divide to Digital Opportunity

Based on this premise there is a need for international cooperation:
- To develop international HR competency standards for e-gov.
- To consolidate and share resources for global e-gov research
- To set international best practice e-gov framework and standards.
- All information will be available in publication by IOS Press [e-governance series]
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