



Future directions for Government at a Glance

Zsuzsanna Lonti
OECD , GOV

Goals of *Government at a Glance*

Regarding policy development:

- Help governments to better serve citizens and business
- Support policy makers to deliver on government priorities
- Provide comparative data on
 - governance capacity
 - government performance

Goals of *Government at a Glance*

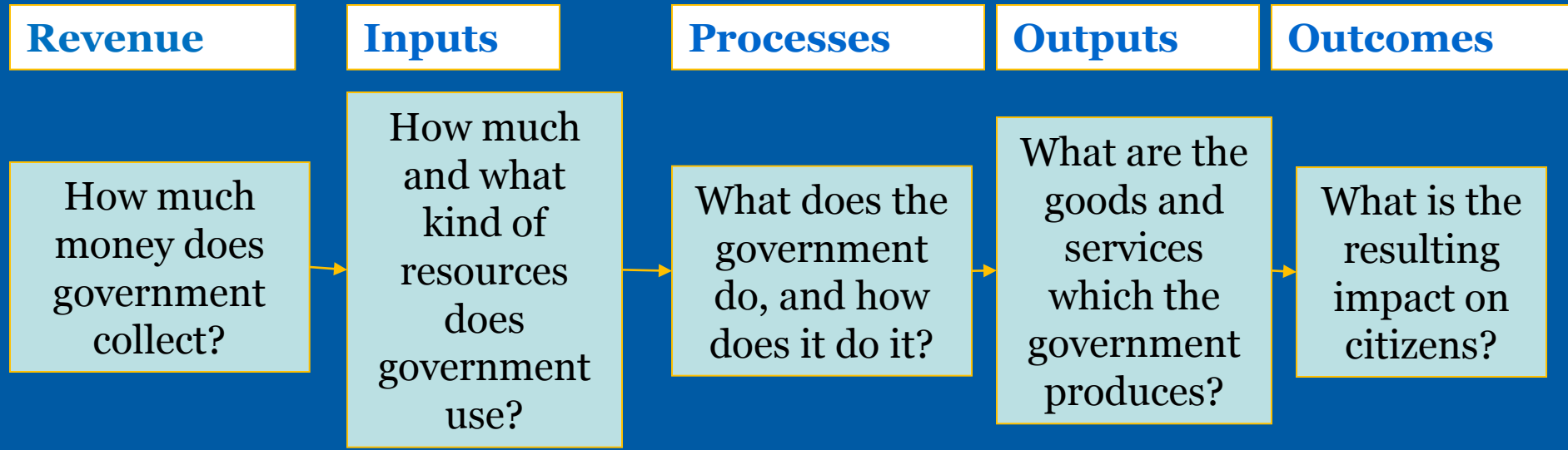
For practitioners

- To better understand their own practices
- Demonstrate their progress
- Benchmark their own achievements through international comparisons
- Learn from the experiences of other countries facing similar challenges
- Over time link practices to performance

Content of first G@G publication

Institutions Structure of government

1. Political and Administrative Context



2. Revenues

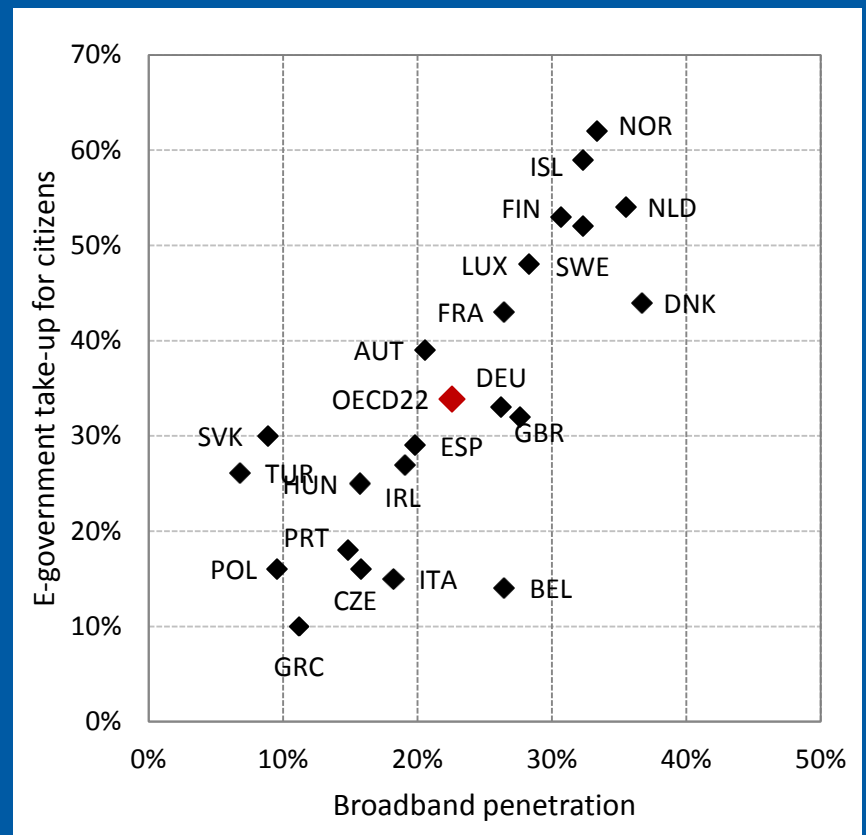
- 3. Expenditures
- 4. Production Costs
- 5. Public sector employment
- 6. Central government workforce characteristics

- 7. HRM
- 8. Budgeting
- 9. Regulatory Management
- 10. Integrity
- 11. E-government
- 12. Open government

E-gov indicators in G@G 2009

- E-government readiness (UN)
- Broadband penetration (OECD)
- Sophistication, online availability and assessment of national portal (EC)
- Uptake by citizens and businesses of e-gov services (Eurostat)

Relationship between broadband penetration and citizen e-Government services (2008)



G@G2: increased focus on performance of governments

- *Whole of government indicators*
 - fiscal stability/sustainability
 - fairness: both procedural and distributional
 - trust in government
- *Policy sector level indicators - road to efficiency measurement*
 - health sector outputs and outcomes
 - education sector outputs and outcomes
- *Process indicators: goal to measure implementation, enforcement, impact*
 - e-gov ; HRM, open government,

How to measure the performance of e-gov?

- What are the resources invested in e-gov by governments?
- How can the impact of e-gov be measured?
 - on citizens
 - on businesses
 - on government itself
- How does e-gov change the nature of work in governments ?