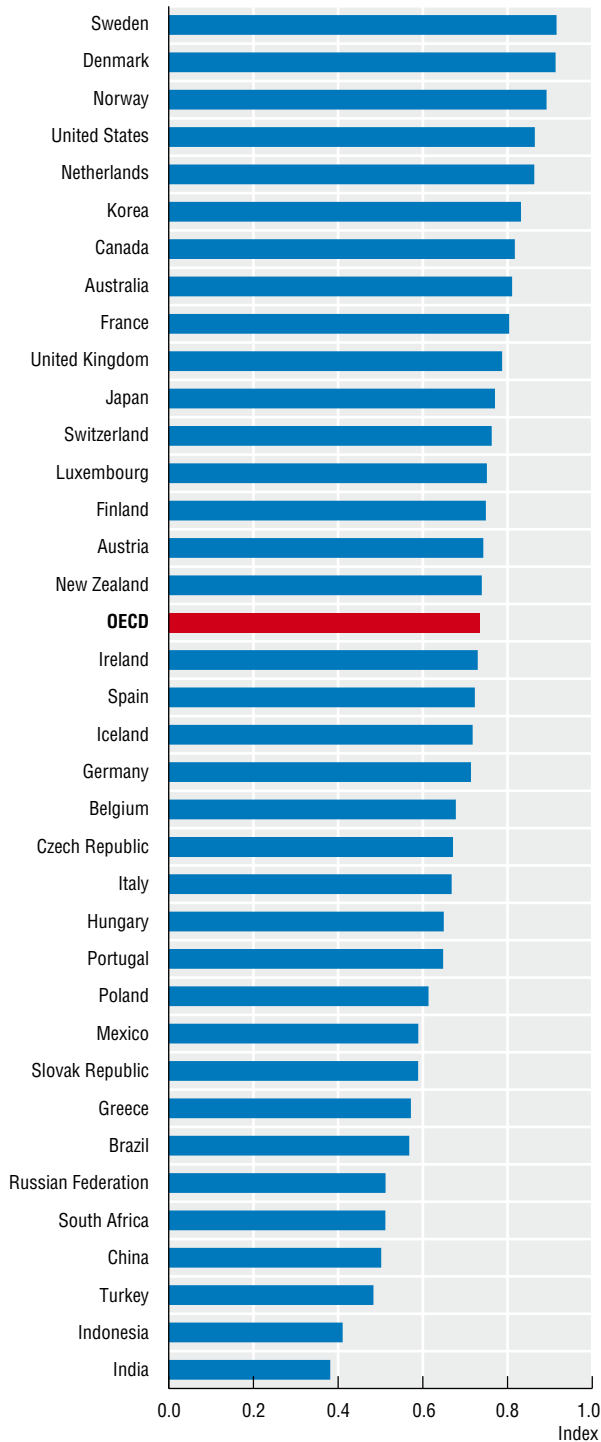


Fostering innovation in the public sector at all levels of government enhances the delivery of public services, improves efficiency, coverage and equity, and creates positive externalities in the rest of the economy.

E-government readiness index, 2008



Source: UN (2008), UN e-Government Survey 2008, From e-Government to Connected Governance, UN, New York.

StatLink <http://dx.doi.org/10.1787/836040668574>

DID YOU KNOW?

380 million people used e-voting machines in India during the 2004 legislative elections. (United Nations Development Programme, 2004.)

A high level of readiness to develop and implement e-government services is a prerequisite for a high-performing, innovative public sector which delivers integrated services for citizens and businesses. E-government readiness is a significant indicator of how prepared a country is to use ICT-enabled public administrations for greater efficiency.

OECD countries' capacity to develop and implement e-government services is generally based on an extensive broadband infrastructure; a repository of electronic information on government laws and policies, including links to archived information and downloadable forms; and a high level of familiarity with ICT among citizens and businesses.

Scandinavian countries lead on the readiness index and generally share similar e-government environments (e.g. accessibility and penetration of the electronic infrastructure) and strategies (e.g. online provision of services).

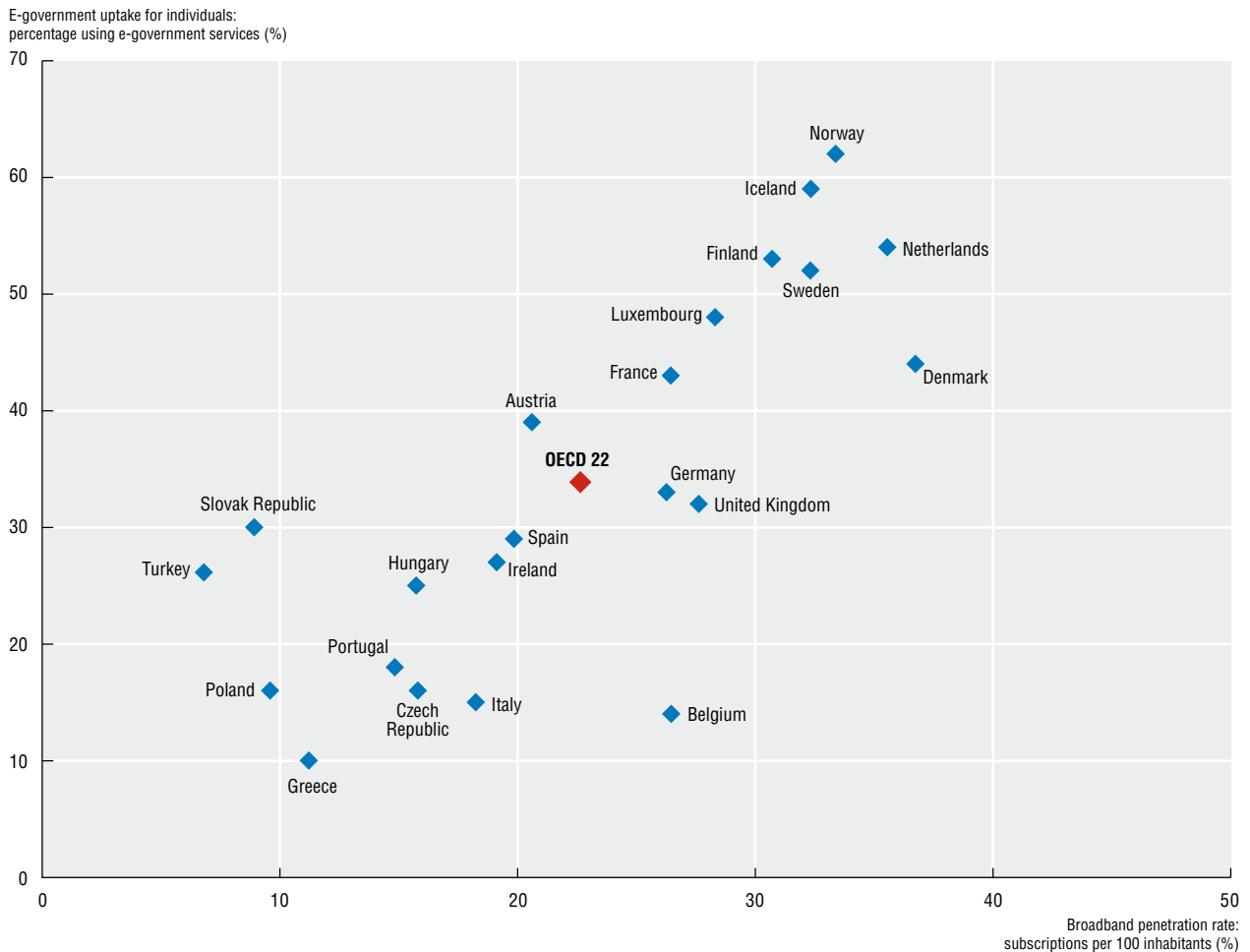
As Internet access is a prerequisite for using e-government services, it is a leading indicator of countries' readiness to harness the potential efficiencies of ICT. One driver for uptake is the penetration of broadband infrastructure in society. The data indicate a strong correlation between the penetration of broadband and the use of e-government services by citizens.

Definitions

The e-government readiness composite index is created by the United Nations and measures the capacity of governments to develop and implement e-government services. The index ranges from 0 (low level of readiness) to 1 (high level). Developed for the UN global e-government survey, the indicator has three sub-indices: web measure, telecommunication infrastructure and human capital.

The e-government take-up by citizens indicator measures the percentage of individuals (aged 16-74) who used the Internet to interact with public authorities in the three months preceding the Eurostat's annual Community Survey on ICT Usage.

Relation between broadband penetration and citizen uptake of e-government services, 2008



Source: OECD (2009d), *Government at a Glance 2009*, OECD, Paris. See chapter notes.

StatLink  <http://dx.doi.org/10.1787/836040668574>

Measurability

OECD countries are transforming government through the use of ICT and ICT-enabled governance structures, new collaboration models (i.e. sharing data, processes and portals), and networked or joined up administrations. Transformation of the public sector and e-government are increasingly seen as closely linked policy areas. OECD e-government studies have shown that ICT is increasingly used to support broader public sector efforts to create a more coherent, user-focused and efficient public sector. ICT can change service delivery approaches by creating personalised, high-quality services, thereby increasing user satisfaction and effective service delivery. It facilitates major changes in work organisation and management through back-office coherence and greater efficiency. It increases the transparency of government activities as well as citizen engagement.

However, there is little empirical evidence on these effects. Traditionally, measurement has been limited to input and output indicators, which do not properly capture transformation processes and the outcomes of transformation. To fill this gap, the OECD Directorate for Public Governance and Territorial Development reviewed existing e-government performance indicators. The results of OECD (2009d), *Government at a Glance 2009*, combined with lessons learned from numerous e-government reviews, today form the basis for developing valid and reliable performance indicators mainly focused on service delivery (e.g. user take-up and satisfaction, administrative simplification) and organisational indicators (e.g. lower administrative burdens, staff satisfaction and skill levels).