E-GOVERNMENT READINESS
THE PERFORMANCE OF THE OIC MEMBER COUNTRIES

SESRIC

Research | Statistics | Training

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INTRODUCTION

Introduction

- No uniform definition for e-government

- Different e-government definitions by various relevant international organisations

- In short, e-government is one aspect of digital government which includes the broad use of all information and communication technology (ICT) tools in delivering services of the public sector

E-GOVERNMENT READINESS

E-Government Readiness

□ Measure of the quality of a country's ICT infrastructure and the ability of its consumers, businesses and governments to use ICT to their benefit

□ Three main data providers for benchmarking
  ▫ UN Public Administration Network (UNPAN)
  ▫ IBM Institute for Business Value in cooperation with the Economist Intelligence Unit (EIU), and
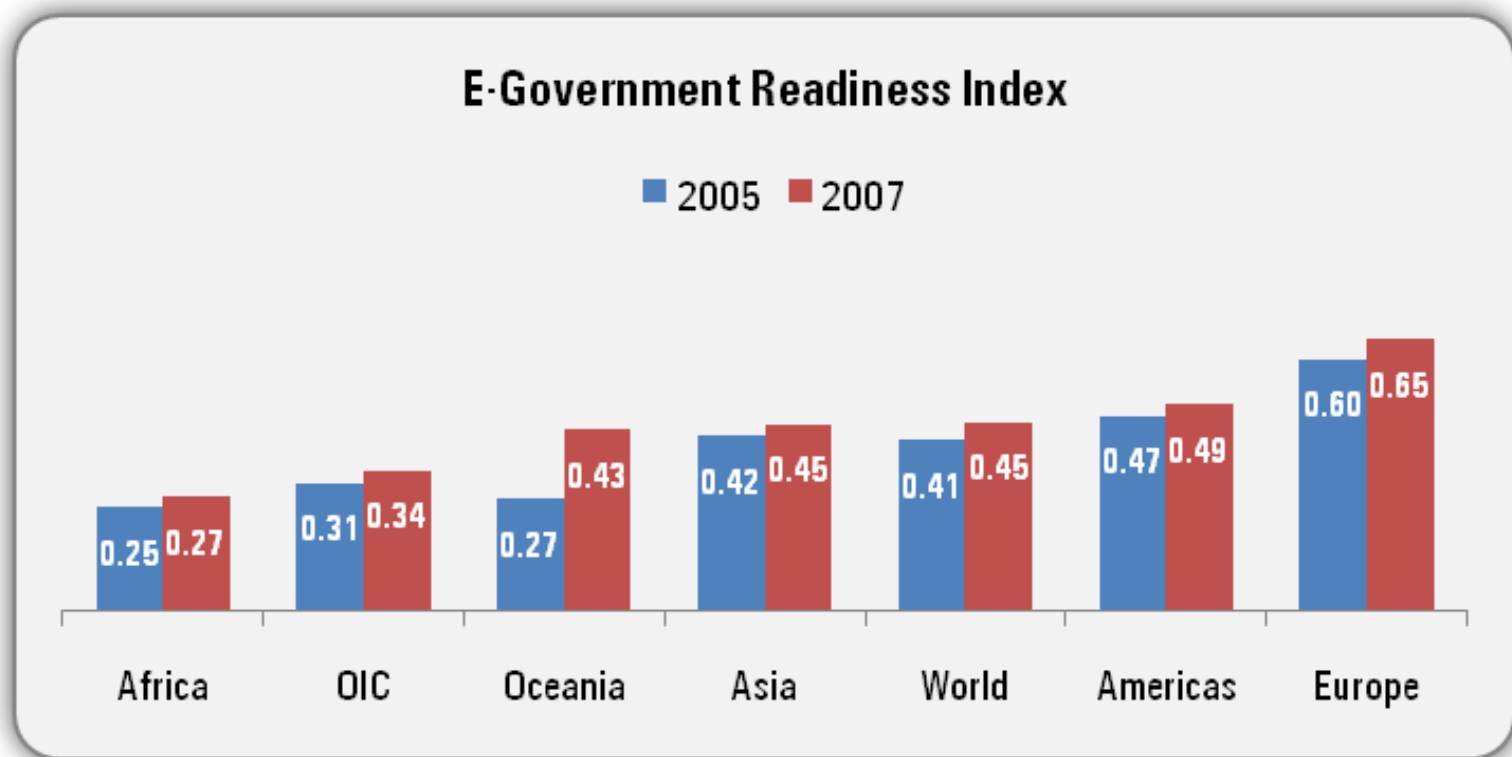 ▫ Brookings Institution
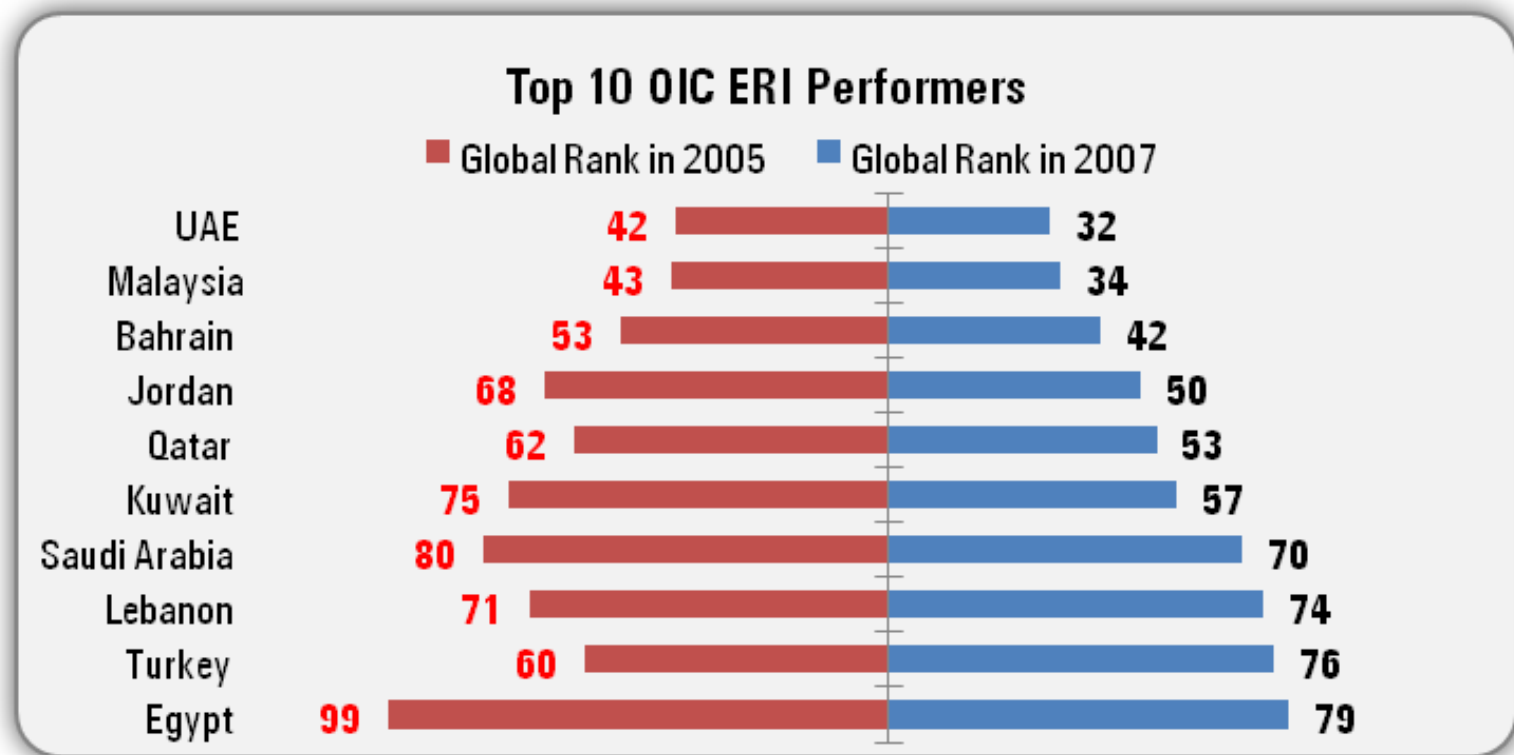
E-GOVERNMENT READINESS INDEX (ERI)

E-Government Readiness Index (ERI)

- A composite index comprising three sub-indices:
  - Web Measurement Index (WMI)
  - Telecommunication Infrastructure Index (TII), and
  - Human Capital Index (HCI)

E-Government Readiness Index (ERI)

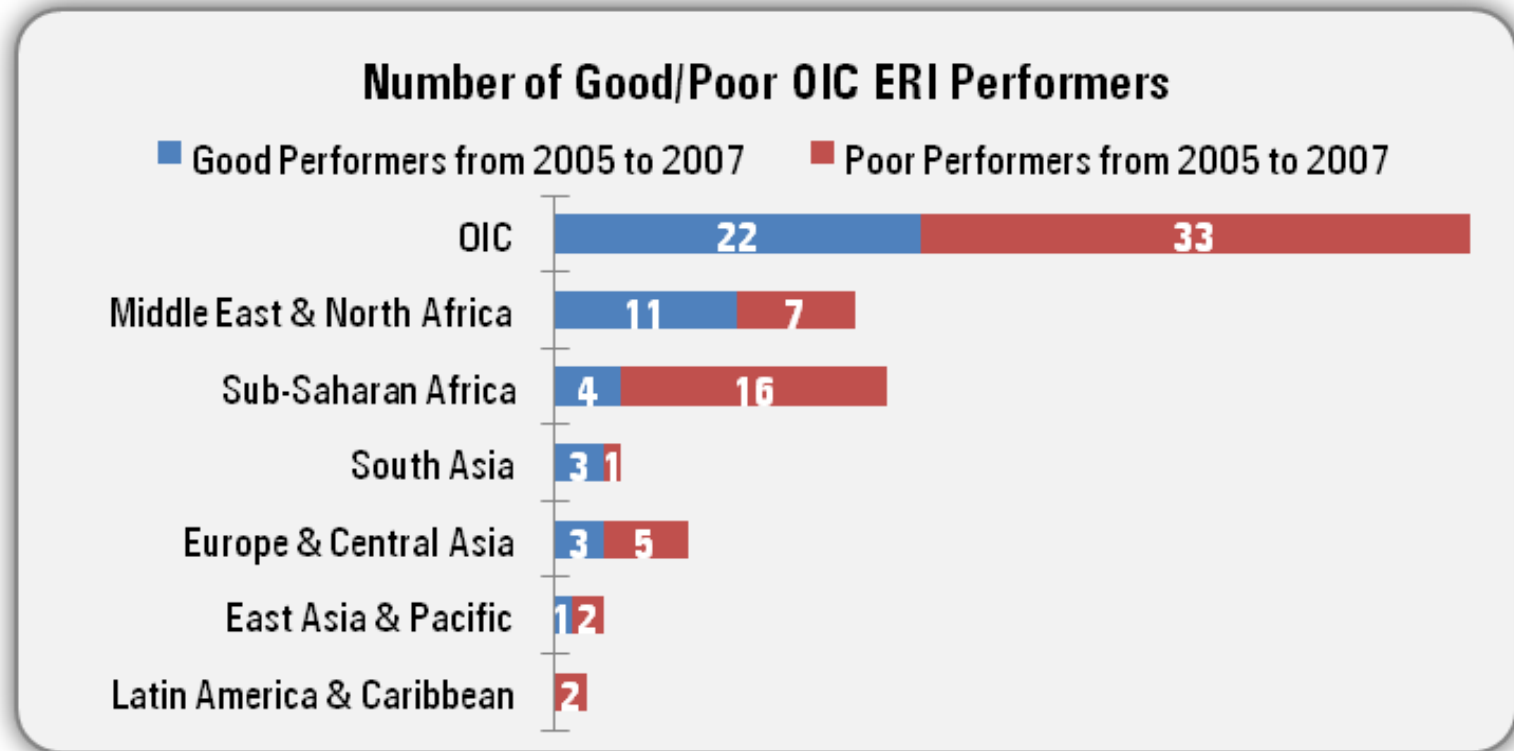**E-Government Readiness Index**

■ 2005　■ 2007

	Africa	OIC	Oceania	Asia	World	Americas	Europe
2005	0.25	0.31	0.27	0.42	0.41	0.47	0.60
2007	0.27	0.34	0.43	0.45	0.45	0.49	0.65

E-Government Readiness Index (ERI)

Top 10 OIC ERI Performers

Global Rank in 2005 — Global Rank in 2007

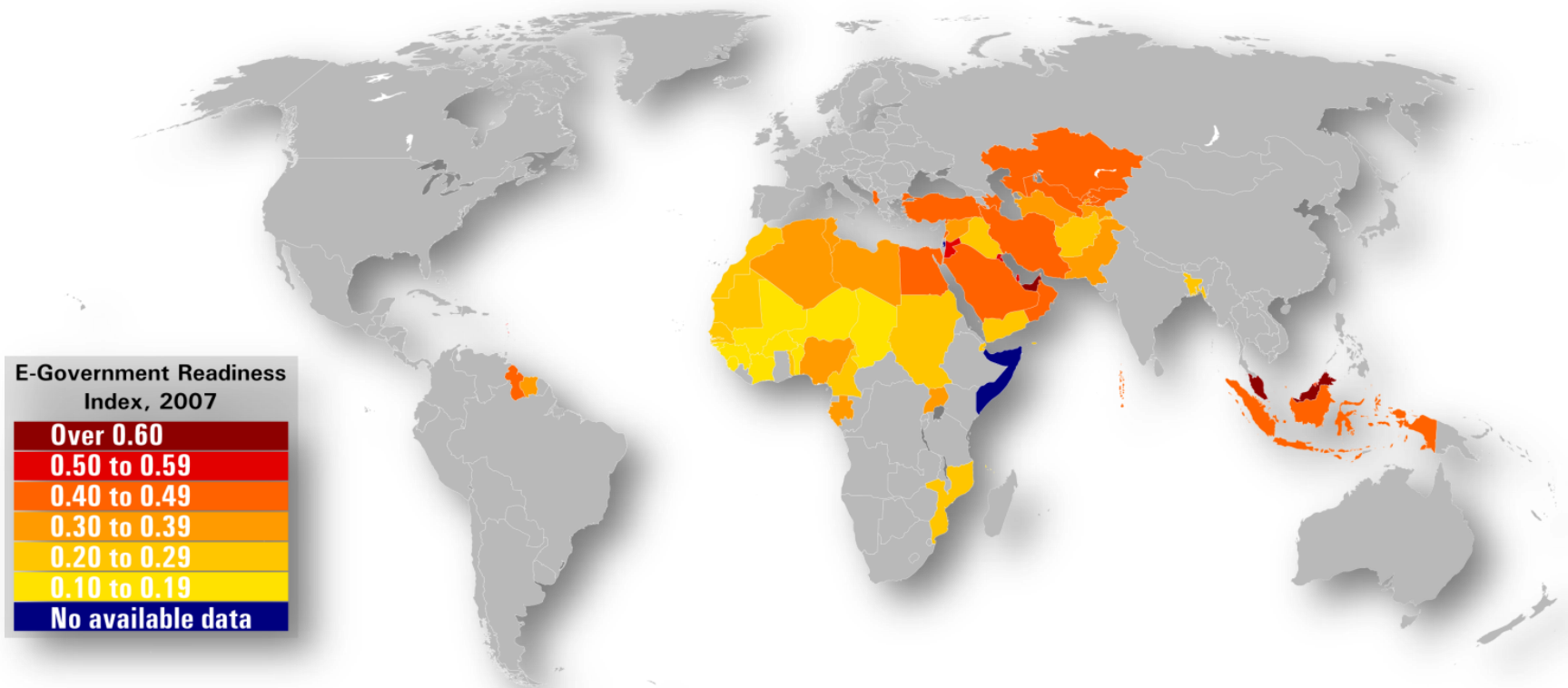| Country	Global Rank in 2005	Global Rank in 2007
UAE	42	32
Malaysia	43	34
Bahrain	53	42
Jordan	68	50
Qatar	62	53
Kuwait	75	57
Saudi Arabia	80	70
Lebanon	71	74
Turkey	60	76
Egypt	99	79

E-Government Readiness Index (ERI)

□ Good Performers are the countries that improved their rank from 2005 to 2007. Poor Performers are the ones whose ranks were degraded from 2005 to 2007.

Number of Good/Poor OIC ERI Performers

■ Good Performers from 2005 to 2007   ■ Poor Performers from 2005 to 2007

Region	Good	Poor
OIC	22	33
Middle East & North Africa	11	7
Sub-Saharan Africa	4	16
South Asia	3	1
Europe & Central Asia	3	5
East Asia & Pacific	1	2
Latin America & Caribbean		2

E-Government Readiness Index (ERI)

E-Government Readiness Index, 2007

- Over 0.60
- 0.50 to 0.59
- 0.40 to 0.49
- 0.30 to 0.39
- 0.20 to 0.29
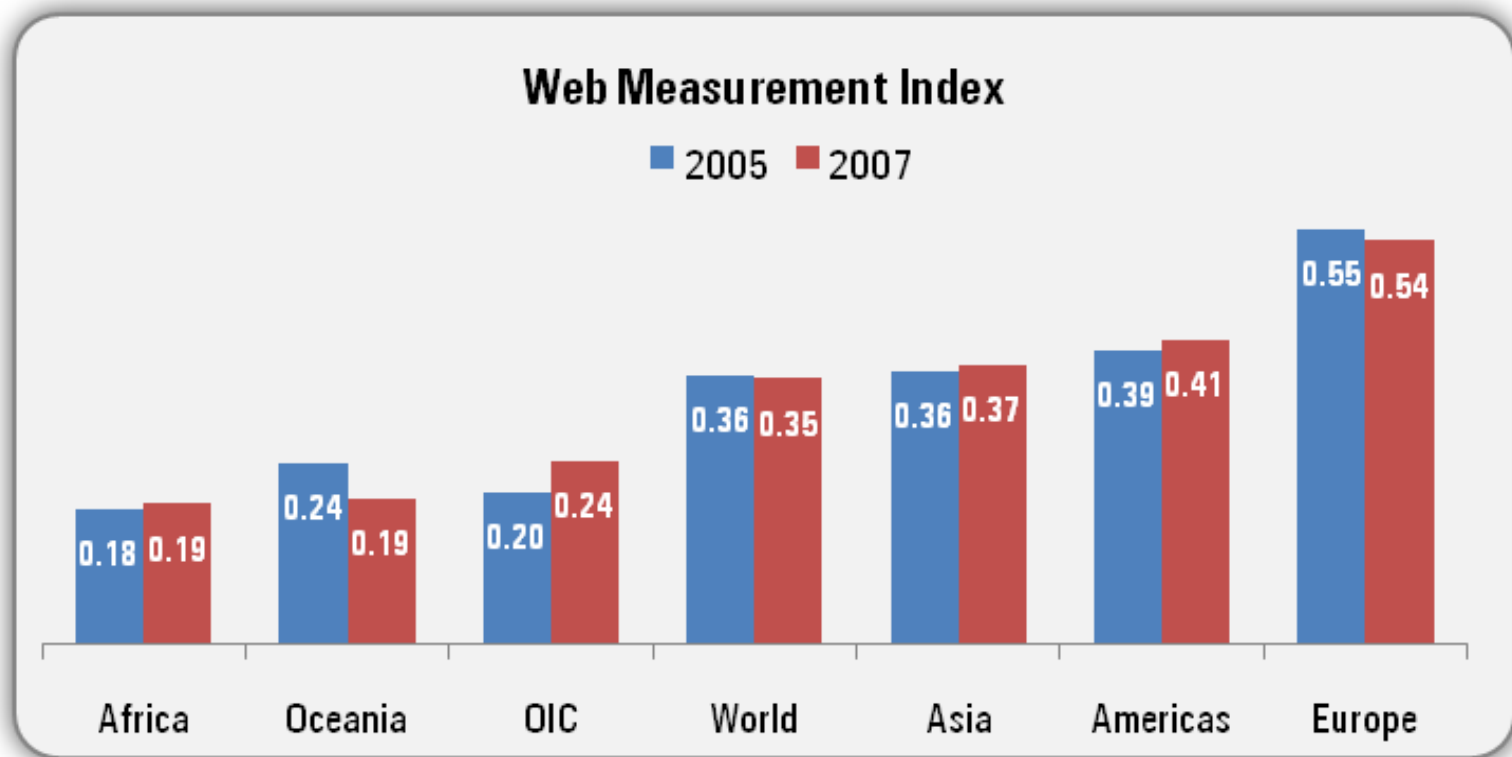- 0.10 to 0.19
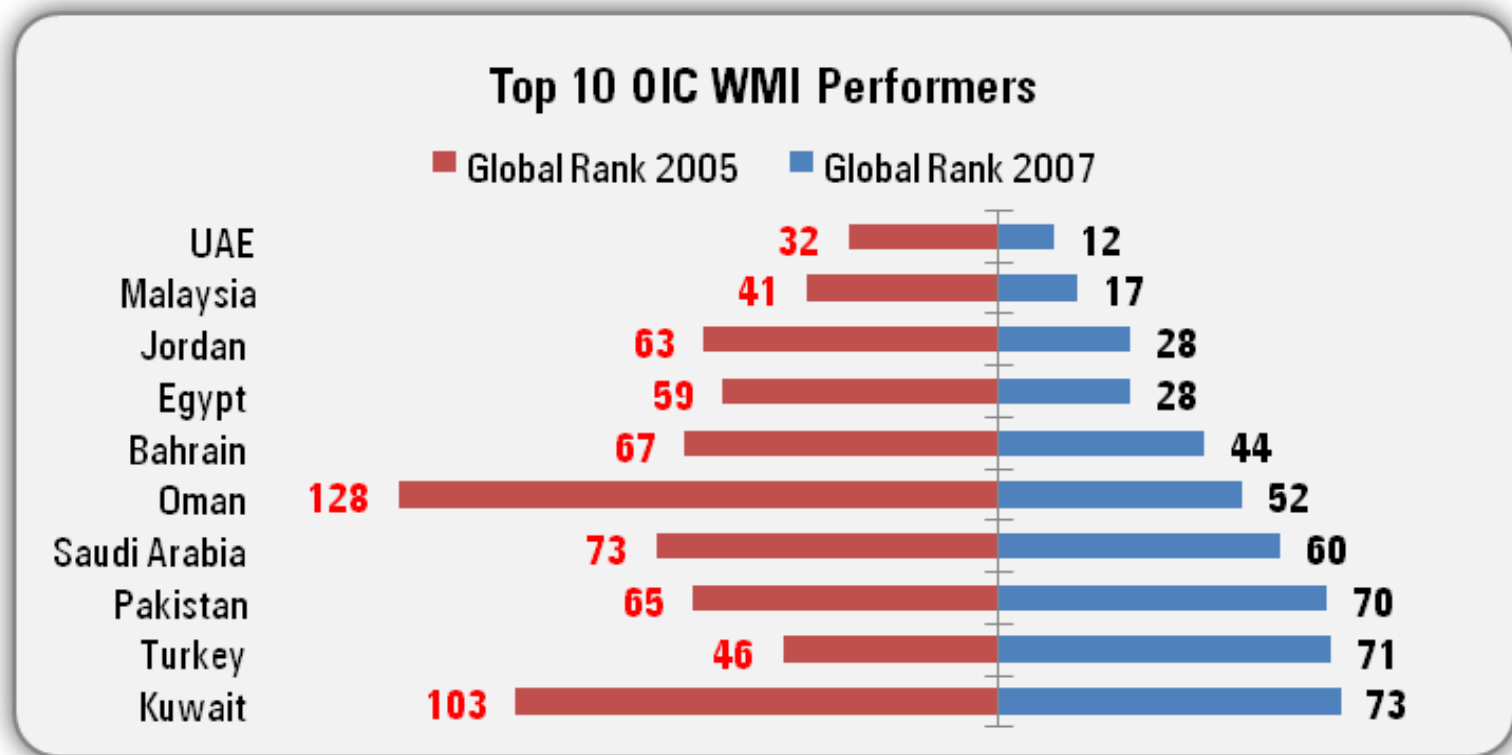- No available data

WEB MEASUREMENT INDEX (WMI)

Web Measurement Index (WMI)

- Ability and capacity of governments to deliver online services to their citizens by assessing the websites of ministries of health, education, welfare, labour and finance of the country by considering a five-stage model:

  - Stage I – Emerging, Stage II – Enhanced, Stage III – Interactive, Stage IV – Transactional, Stage V – Connected
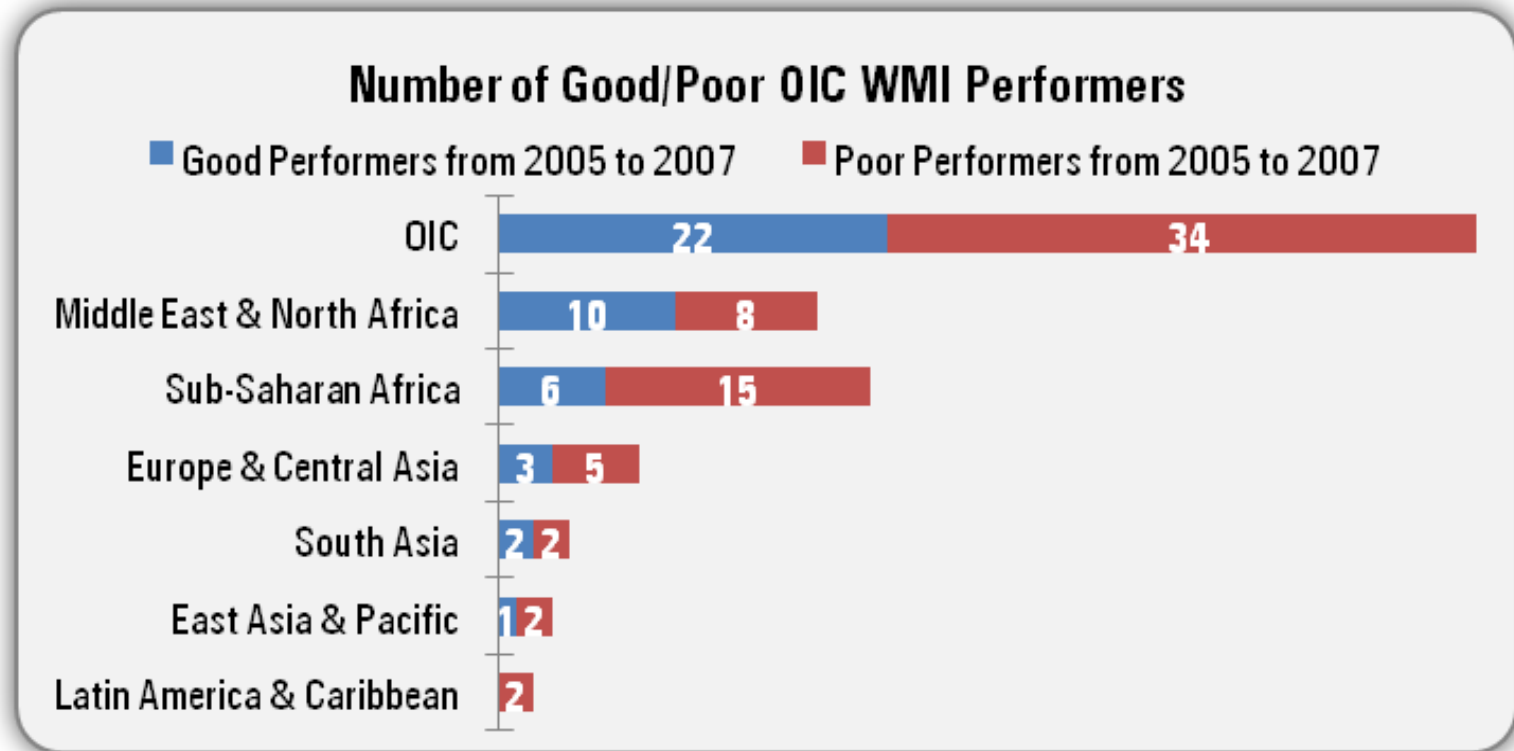
Web Measurement Index (WMI)

Web Measurement Index (WMI)

Top 10 OIC WMI Performers

Global Rank 2005   Global Rank 2007

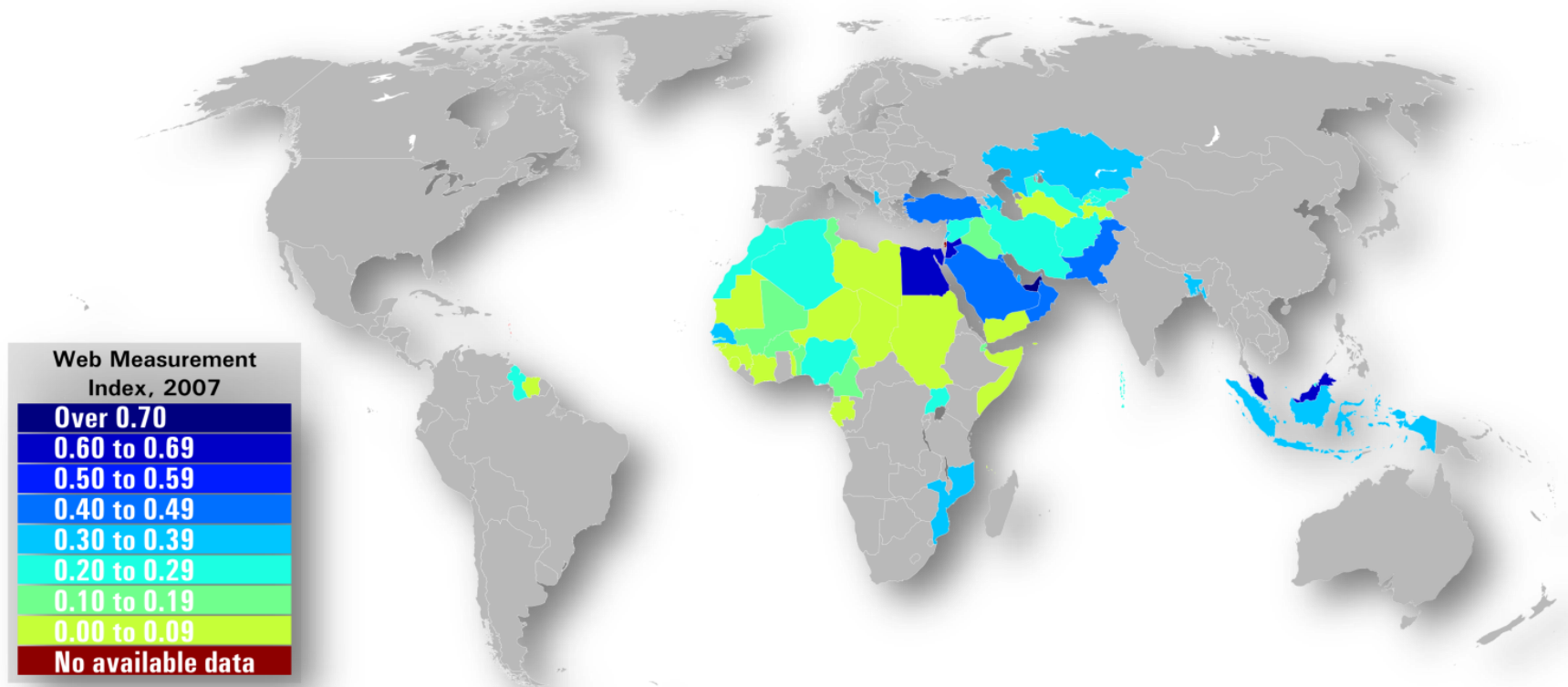| Country	Global Rank 2005	Global Rank 2007
UAE	32	12
Malaysia	41	17
Jordan	63	28
Egypt	59	28
Bahrain	67	44
Oman	128	52
Saudi Arabia	73	60
Pakistan	65	70
Turkey	46	71
Kuwait	103	73

Web Measurement Index (WMI)

☐ Good Performers are the countries that improved their rank from 2005 to 2007. Poor Performers are the ones whose ranks were degraded from 2005 to 2007.

Number of Good/Poor OIC WMI Performers

■ Good Performers from 2005 to 2007   ■ Poor Performers from 2005 to 2007

Region	Good Performers	Poor Performers
OIC	22	34
Middle East & North Africa	10	8
Sub-Saharan Africa	6	15
Europe & Central Asia	3	5
South Asia	2	2
East Asia & Pacific	1	2
Latin America & Caribbean		2

Web Measurement Index (WMI)

Web Measurement Index, 2007

Over 0.70
0.60 to 0.69
0.50 to 0.59
0.40 to 0.49
0.30 to 0.39
0.20 to 0.29
0.10 to 0.19
0.00 to 0.09
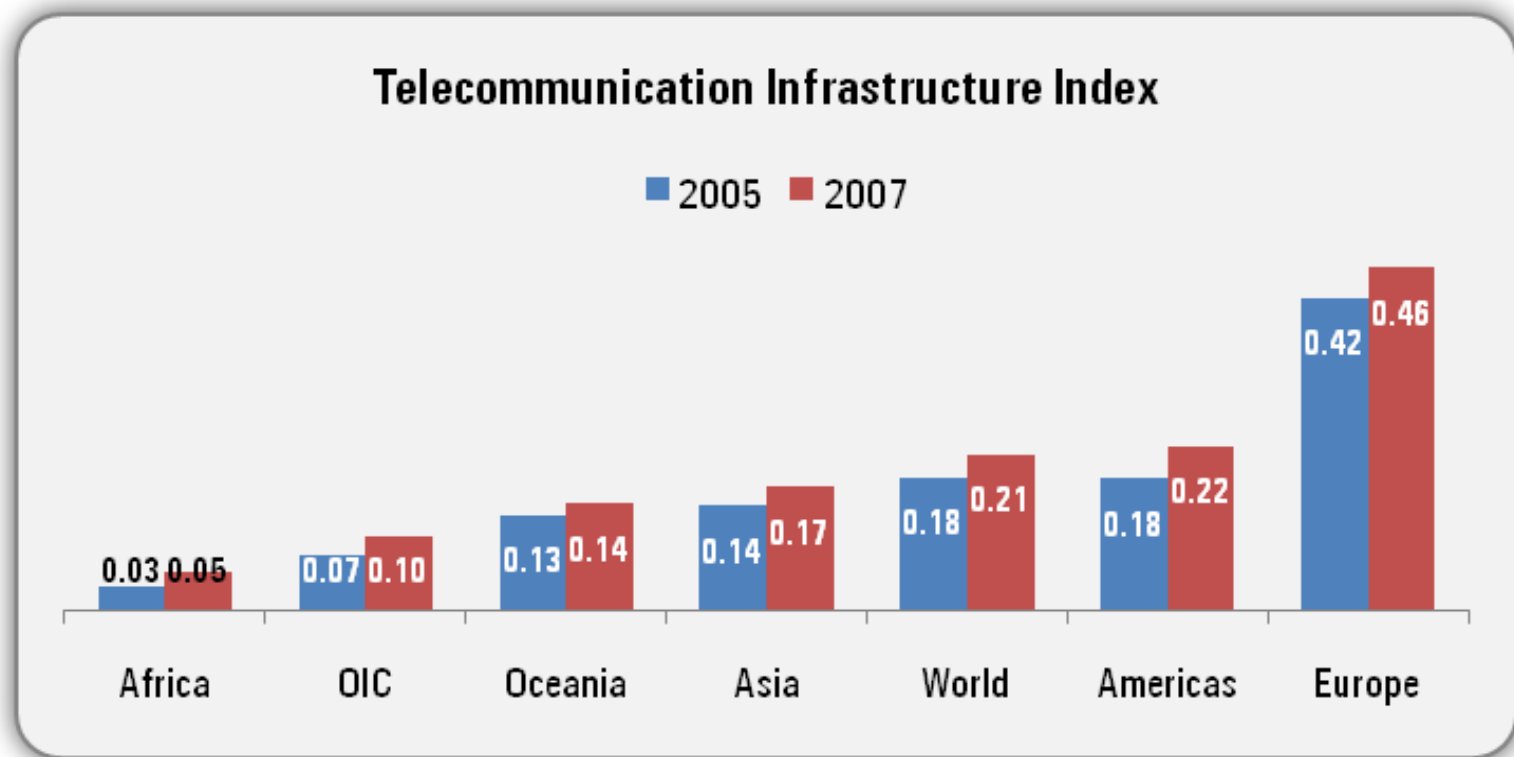No available data

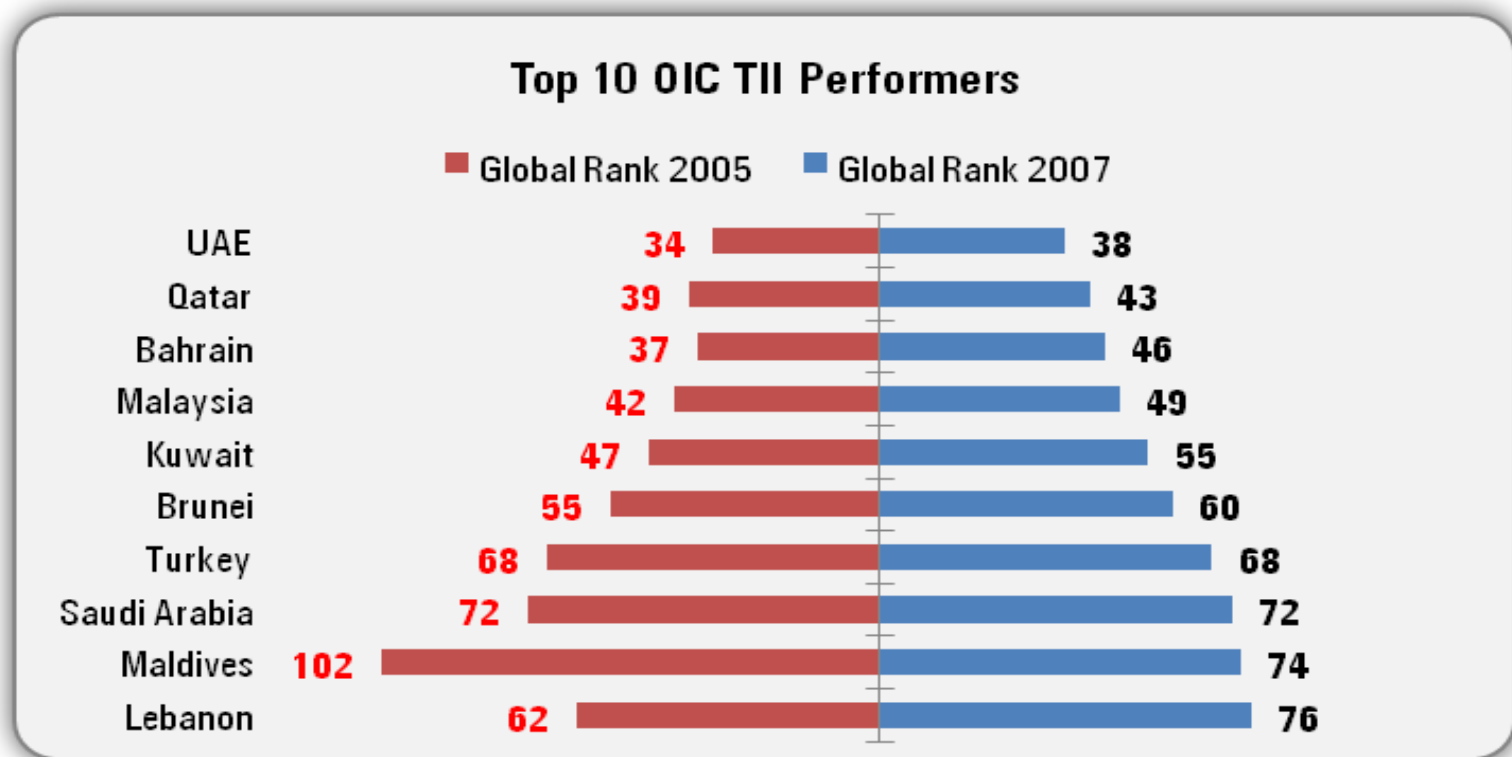# TELECOMMUNICATION INFRASTRUCTURE INDEX (TII)

Telecommunication Infrastructure Index (TII)

- A composite measure
  - PCs
  - Internet users
  - Telephone lines
  - Cellular subscribers and
  - Broadband per 100
- Relates them to a country's infrastructure capacity as they relate to the delivery of e-government services
- Assigns each variable a 20% weight

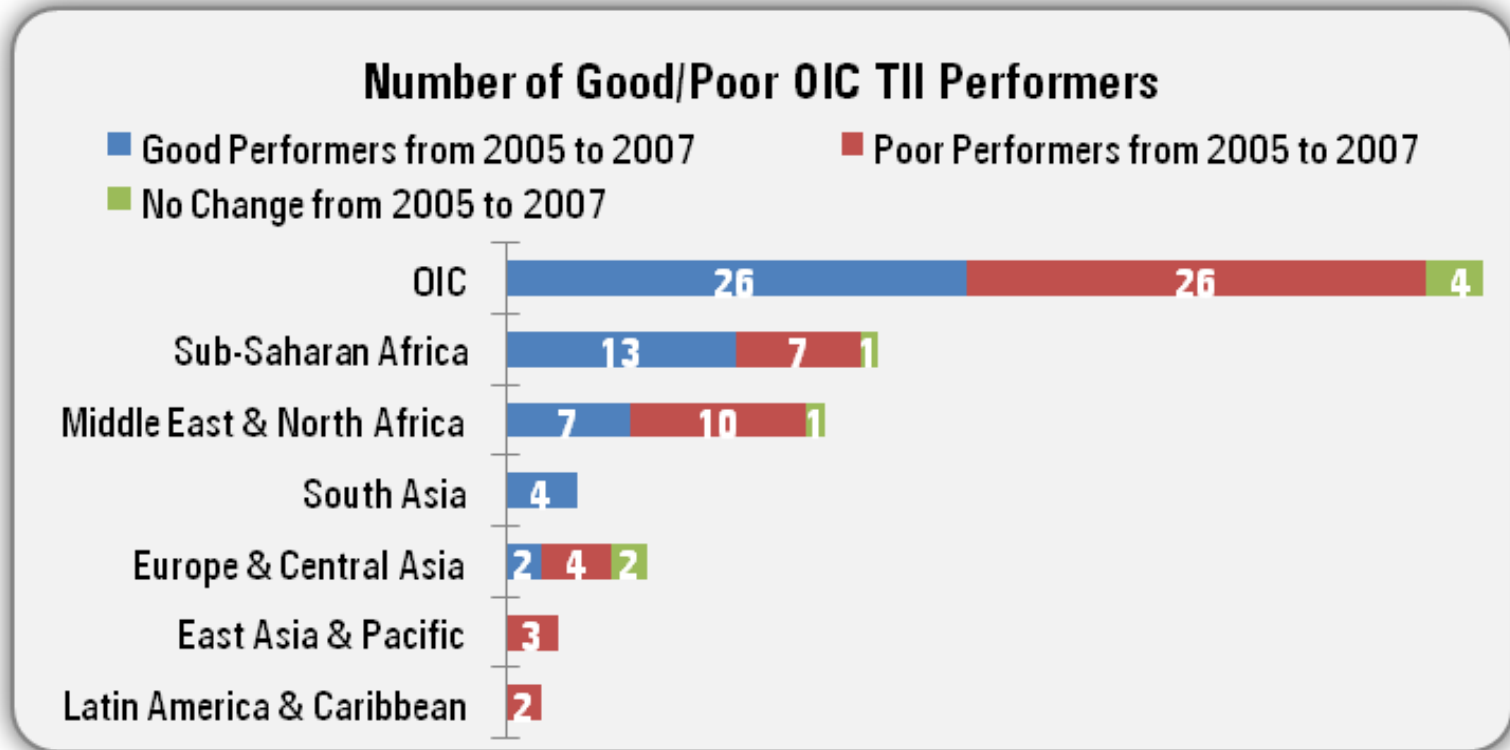# Telecommunication Infrastructure Index (TII)

Telecommunication Infrastructure Index (TII)
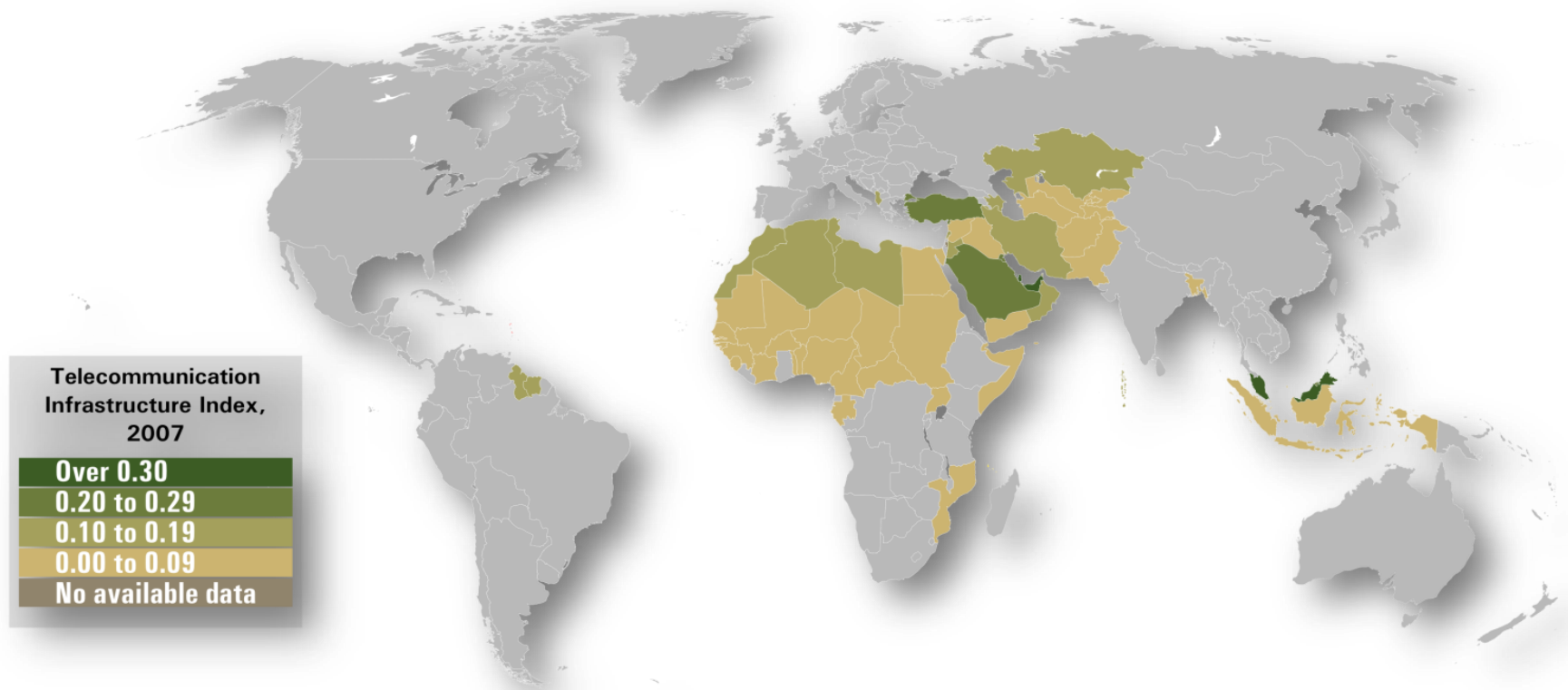

Top 10 OIC TII Performers

Telecommunication Infrastructure Index (TII)

- Good Performers are the countries that improved their rank from 2005 to 2007. Poor Performers are the ones whose ranks were degraded from 2005 to 2007.

Number of Good/Poor OIC TII Performers

- Good Performers from 2005 to 2007
- Poor Performers from 2005 to 2007
- No Change from 2005 to 2007

Region	Good	Poor	No Change
OIC	26	26	4
Sub-Saharan Africa	13	7	1
Middle East & North Africa	7	10	1
South Asia	4		
Europe & Central Asia	2	4	2
East Asia & Pacific		3	
Latin America & Caribbean		2	

Telecommunication Infrastructure Index (TII)

Telecommunication Infrastructure Index, 2007

- Over 0.30
- 0.20 to 0.29
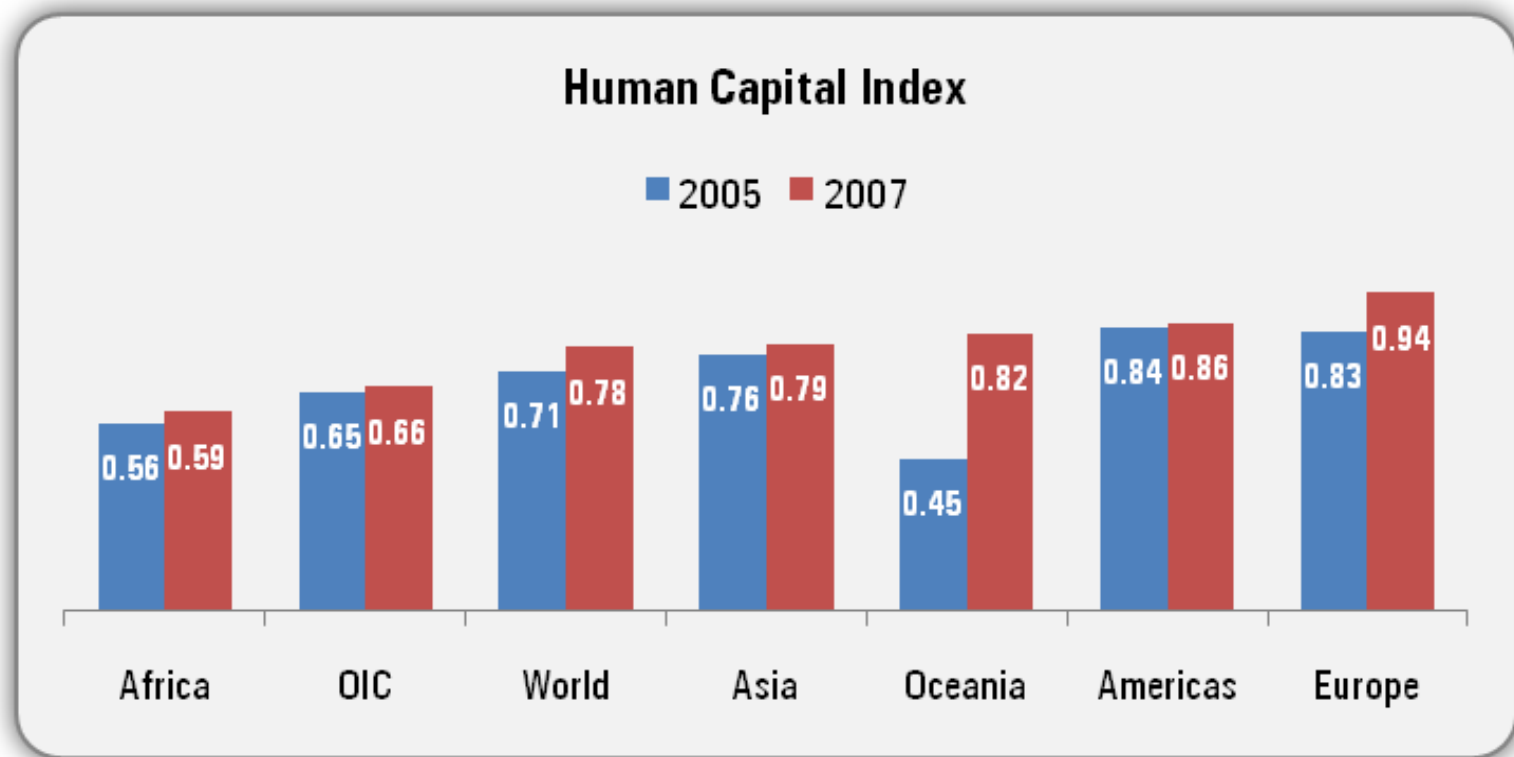- 0.10 to 0.19
- 0.00 to 0.09
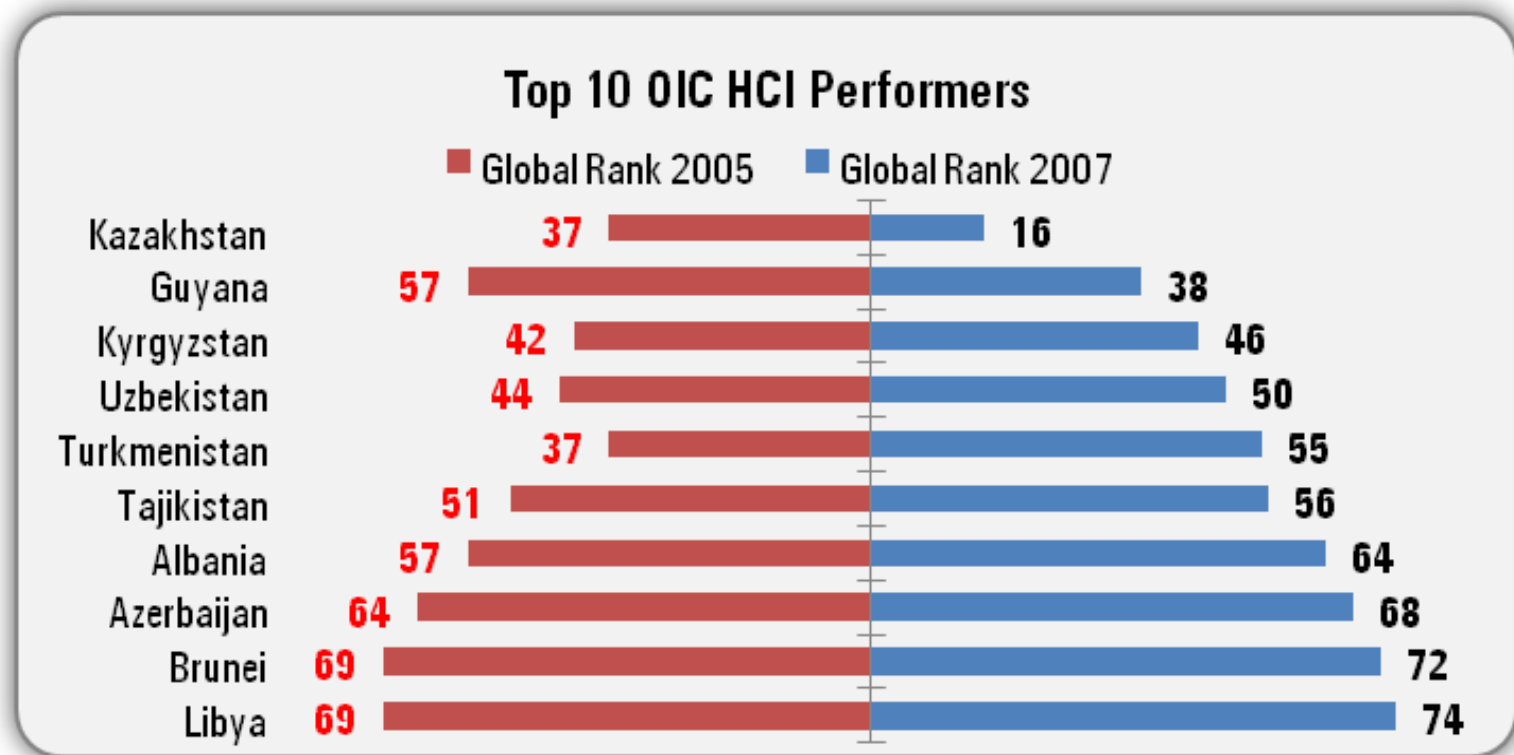- No available data

HUMAN CAPITAL INDEX (HCI)

Human Capital Index (HCI)

- A composite of
  - The adult literacy rate (2/3 weight given) and
  - The combined primary, secondary and tertiary gross enrolment ratio (1/3 weight given)
- Shows to what extent the citizens of the OIC Member Countries are ready for e-transformation as a result of the OIC Member Countries' investments in the education of their citizens to embrace the e-government transformation process
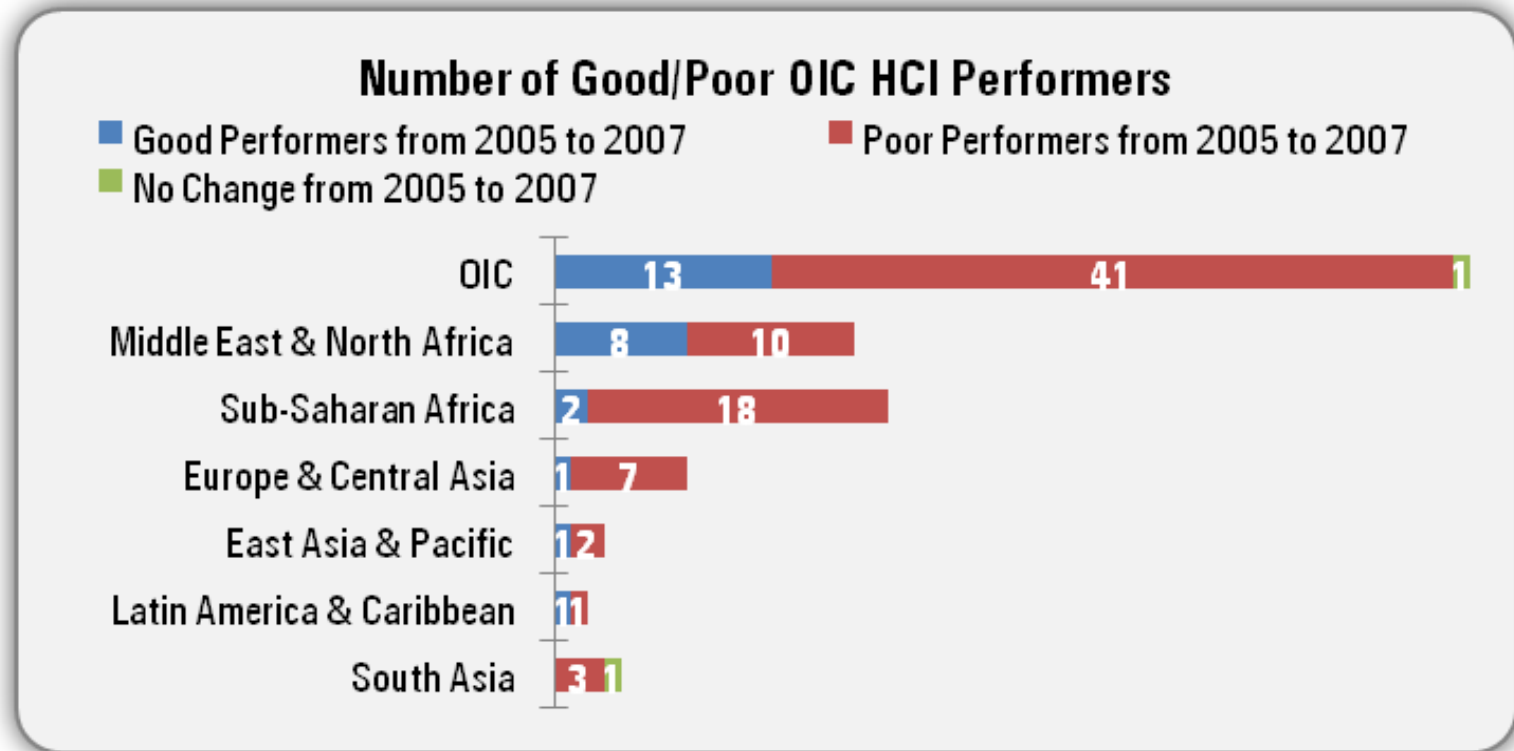
Human Capital Index (HCI)

Human Capital Index (HCI)

Top 10 OIC HCI Performers

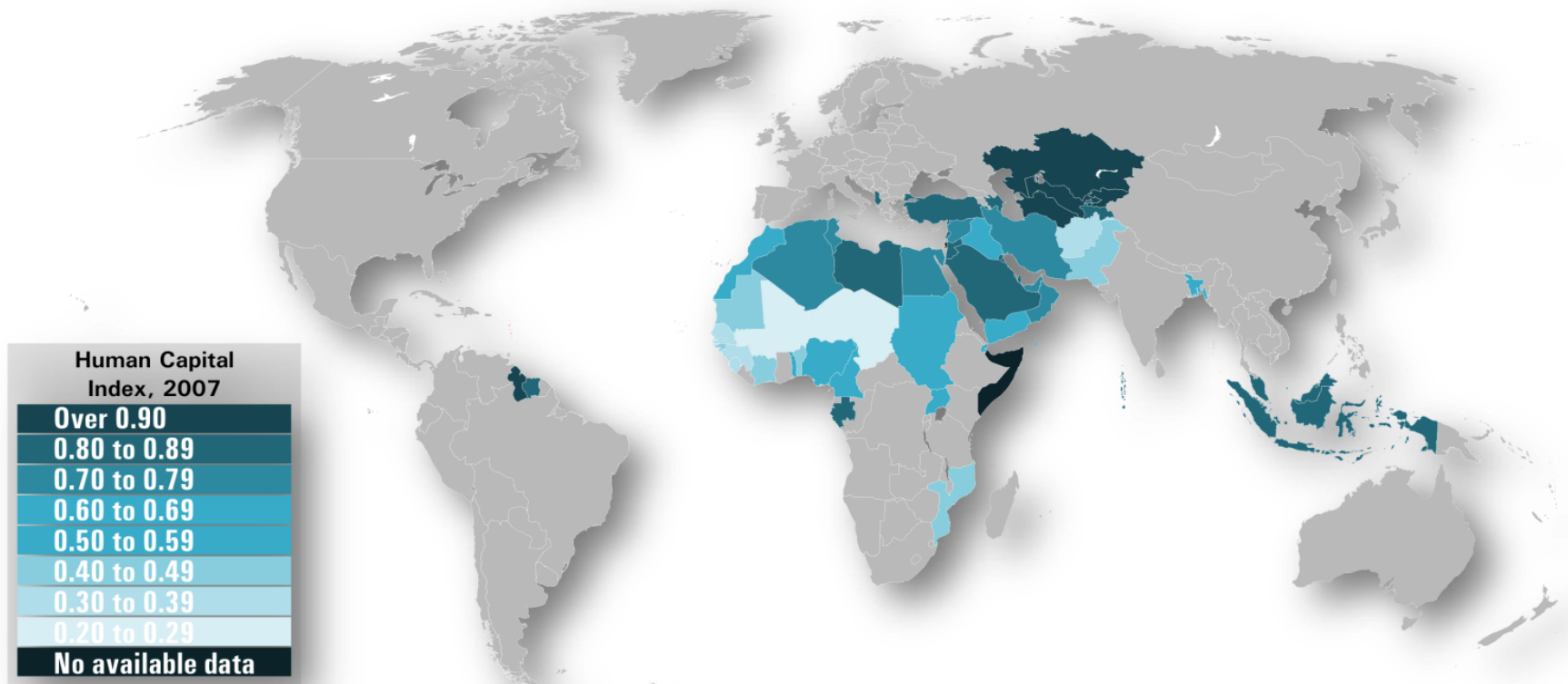| Country	Global Rank 2005	Global Rank 2007
Kazakhstan	37	16
Guyana	57	38
Kyrgyzstan	42	46
Uzbekistan	44	50
Turkmenistan	37	55
Tajikistan	51	56
Albania	57	64
Azerbaijan	64	68
Brunei	69	72
Libya	69	74

Human Capital Index (HCI)

- Good Performers are the countries that improved their rank from 2005 to 2007. Poor Performers are the ones whose ranks were degraded from 2005 to 2007.

Number of Good/Poor OIC HCI Performers

- Good Performers from 2005 to 2007
- Poor Performers from 2005 to 2007
- No Change from 2005 to 2007

Region	Good	Poor	No Change
OIC	13	41	1
Middle East & North Africa	8	10	
Sub-Saharan Africa	2	18	
Europe & Central Asia	1	7	
East Asia & Pacific	1	2	
Latin America & Caribbean	1	1	
South Asia		3	1

Human Capital Index (HCI)

Human Capital Index, 2007

Over 0.90
0.80 to 0.89
0.70 to 0.79
0.60 to 0.69
0.50 to 0.59
0.40 to 0.49
0.30 to 0.39
0.20 to 0.29
No available data

CONCLUSION AND RECOMMENDATIONS

Recommendations

- Three set of recommendations suggested for making e-government initiatives successful at the OIC level
  - The first set of recommendations deal with setting the foundation for the e-government transformation, act as guidelines for the OIC Member Countries that lack human capital and technologic infrastructure and/or whose e-government programs are still in an early phase
  - The second set of recommendations focus on the efforts for shaping an effective and sustainable e-government environment in the public sector of the OIC Member Countries that are relatively more experienced in e-government applications
  - The third set of recommendations express the cooperation methods at the OIC level to enhance the capacity building of the Member Countries in e-government applications, and increase the productivity and quality of the e-government applications in the OIC Member Countries

Recommendations

- The Recommendations for Setting the Foundation for the E-Government Transformation

  - Human capital emerges as a priority area for development in most OIC Member Countries to prepare their nations for e-government transformation. Therefore, a legal and regulatory framework should exist to ensure that education attainment in schools include teachings on ICT use to ensure that future generations are adept with technological advancements.

Recommendations

- The Recommendations for Setting the Foundation for the E-Government Transformation (cont.)
  - The OIC Member Countries should enhance their efforts to increase computer penetration rates to bridge the gap in digital divide. For the Member Countries without regular supply of electricity needed to operate those computer systems, alternative energy sources should be taken into consideration. Furthermore, Internet service providers should be supported with subsidies so that they can invest in the ICT infrastructure to offer high speed Internet connection at competitive prices.

Recommendations

- The Recommendations for Setting the Foundation for the E-Government Transformation (cont.)
  - Careful and comprehensive studies should be carried out for the technology selection for the nation. It should be kept in mind that the computers are not the only factors to be considered but also the people need to be equipped with adequate training and at the same time have a broad vision to complete the process of e-government transformation.

Recommendations

- The Recommendations for an Effective and Sustainable E-Government Environment
  - The OIC Member Countries should have a strategic plan which will be accepted as a roadmap to lead their efforts in making their e-government programs successful and serve as a clear methodology for the current and prospective e-government programs. With a developed strategic plan, the decision makers in charge of carrying out e-government projects can track their progress on carrying the current applications to the digital platform. Staff with high technical aptitudes should take part in the development of the strategic plan. In addition, e-government system development should also involve employees in all levels as this will set the foundation for a more productive and innovative e-government structure as the employees can contribute to the e-government strategic plan development with their own experiences which stem as a result of their interaction with the citizens for the provision of government services.

Recommendations

- The Recommendations for an Effective and Sustainable E-Government Environment (cont.)
  - The requests of the citizens, businesses and civil servants should be taken into consideration when an e-government system is being developed. The e-government applications developed should embrace citizens from various educational backgrounds by providing user friendly applications. The local cultural context should also be observed during the development of e-government applications. In this regard, before putting an e-government application on-line several tests including the look and feel of the user interface, and user experiences from various computer literacy levels should be conducted.

Recommendations

- The Recommendations for an Effective and Sustainable E-Government Environment (cont.)
    - The public institutions which want to provide their services through an e-government channel need to have an understanding of each administrative process on a step by step basis in order to maintain transparency. The process steps should be documented in Business Understanding Documents (BUD) which will inform the decision makers about the administrative context and give them the ability to make informed choices while transforming paper-based processes into digital and online applications. The civil servants should also be informed about the BUDs to have a shared understanding of all processes. This can also be a jumping point for the new innovations.

Recommendations

- The Recommendations for an Effective and Sustainable E-Government Environment (cont.)
  - Life-long learning should be an integral part of the sustainable e-government environment. As technology develops, it will affect people and processes. To overcome the uncertainties which come with this change, the decision makers should create a learning environment where all the staff shares their experiences and contributes to the creation of a knowledgebase or a common memory to sustain the e-government environment.

Recommendations

- The Recommendations for an Effective and Sustainable E-Government Environment (cont.)
  - Policy makers should also formulate and implement an ICT strategy in line with the e-government strategy of the government. The ICT strategic plan requires the ICT department in each public institution to play an active role in the formulation of e-government planning and get involved in the decision making process. The ICT strategy should include the rules and procedures to manage ICT planning, capacity allotment, software development, competitive remuneration scheme for the key IT staff, the education and service rendering for e-government initiatives.

Recommendations

- The Recommendations for an Effective and Sustainable E-Government Environment (cont.)
  - The OIC Member Countries should build a capacity to control resources and IT abilities to develop and carry out e-government services based on the needs of related stakeholders. As a result, both technical and managerial/organisational expertise together with high-calibre IT staff is needed to provide e-government services.

Recommendations

□ The Recommendations for an Effective and Sustainable E-Government Environment (cont.)

□ Policy makers should take the necessary measures to provide a secure e-government experience for the end users. The IT security of the e-government systems should be recorded in a "Digital Security and Business Continuity Document". From the end user side, security should be provided with affordable authentication technologies of electronic and/or mobile signatures for making online transactions more reliable in e-government portals.

Recommendations

- The Recommendations for an Effective and Sustainable E-Government Environment (cont.)
  - The OIC Member Countries should calculate the total cost of ownership of both the proprietary and open source based technologies for the e-government environment. The systems offering long term inexpensive total cost of ownership should be considered for being acquired.
  - To promote the use of e-government services, citizens should be provided with incentives to carry out their transactions online.

Recommendations

- The Recommendations for Cooperation and Sharing of Experiences at the OIC Level
  - The OIC Member Countries need to apply performance measures to ensure that e-government services are implemented effectively and overcome challenges in e-government through establishing both real and virtual dialogue environments among stakeholders at the national, regional and OIC levels.

Recommendations

- The Recommendations for Cooperation and Sharing of Experiences at the OIC Level

  - The e-government experiences of the Member Countries should be shared on a common platform on a regular basis which will pave the way for successful and effective e-government applications among the OIC Member Countries and establishing a dialogue environment between e-government experts of the OIC Member Countries. On this platform, the OIC Member Countries should be able to discover answers for their problems and any other arising issues in their e-government initiatives.

Recommendations

- The Recommendations for Cooperation and Sharing of Experiences at the OIC Level
  - In addition to the aforementioned common platform for sharing e-government experiences among the OIC Member Countries, an electronic network should be established to assist the exchange of information, technologies, and experiences on e-government strategies and initiatives.

Recommendations

- The Recommendations for Cooperation and Sharing of Experiences at the OIC Level

  - To foster overall capacity-building of the OIC Member Countries in their e-government initiatives, a review at the OIC level should be made to bring out the training needs for the technical and non-technical public sector staff. In this respect, the Training and Technical Cooperation Department of the SESRIC can organise activities oriented towards e-Government Capacity Building through its Capacity Building Programme (CBP) based on the aforementioned review.