Joint Research Centre

e-Government
a window of opportunity for EU NMS

By: J. Berce
IPTS, DG JRC, European Commission
http://fiste.jrc.es
http://www.jrc.cec.eu.int

Joint Research Centre

e-Government is …

- "…the use of information and communication technologies in public administration – combined with organizational changes and new skills – to improve public sector services processes and to strengthen support to public policies…"

> … a route to better governance

Source: Linking European Policies -- EC-DG Information society and Media

Why focusing on Public Services ?

- Governments spend an equivalent of 45% of EU's GDP

- Consensus on e-Government as a key application contributing to achieve Lisbon objectives[1][2][3]

- Public services concern <u>all</u> citizens

- Governments have a strong potential role on stimulating demand and can pull innovation (to overcome slowdown in the e-paradigm?)

- Role of governments is to deliver public value

(1)FISTERA project, http://fistera.jrc.es
(2)High Level Group Report, chaired by Wim Kok, Nov 2004
(3)i2010, EC, June 2005

eGovernment value added

VAT				
	Transactions			**Money saved**
Country	**Total**	**On-line**	**On-line %**	**on time saved**
Austria	3,000,000	1,500,000	50%	15,500,669 €
Denmark	1,010,000	454,500	45%	4,696,703 €
Norway	1,184,000	236,800	20%	2,447,039 €
Finland	3,000,000	480,000	16%	4,960,214 €
Belgium	2,982,055	157,751	5%	1,630,161 €
Sweden	440,000	13,200	3%	136,406 €
Total	11,616,055	2,842,251		29,371,191 €

Business registration				
	Transactions			**Money saved**
Country	**Total**	**On-line**	**On-line %**	**on time saved**
Spain	?	?	40%	
Austria	15,900	4,134	26%	82,719 €
Italy	412,000	82,400	20%	1,648,771 €
Sweden	39,705	7,941	20%	158,894 €
Norway	24,000	720	3%	14,407 €
Finland	25,000	16,250	65%	325,152 €
The Netherlands	100,300	?	?	
Total	616,905	111,445		2,229,943 €

Source (2004): **top of the web** (is the European Commission's benchmark)

i2010: Inclusion, better public services and quality of life

Joint Research Centre

- An Information Society that is inclusive provides high quality public services and promotes quality of life:

  – Issue guidance on e-accessibility and coverage of broadband (2005)

  – Propose a European Initiative on e-Inclusion (2008)

  → – Adopt an Action Plan on e-Government and strategic orientations on ICT- enabled public services (2006)

  → – Launch demonstrator projects to test, at an operational scale, technological, legal and organisational solutions to bringing public services on-line (2007)

  – Set-up three 'quality of life' ICT flagship initiatives as initial steps (2007)

eGovernment eServices
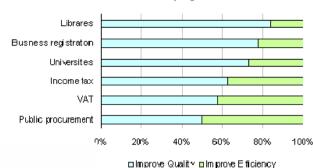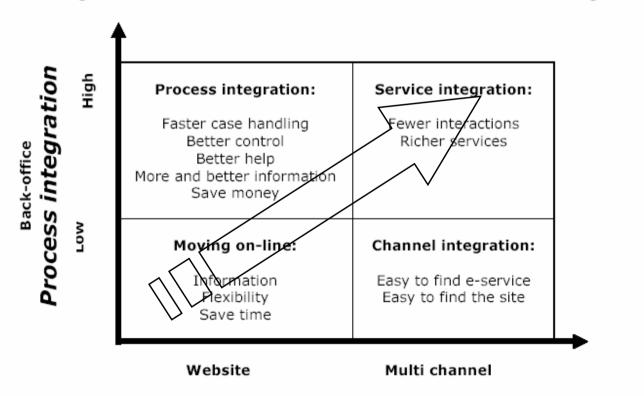
Main reason for developing on-line service

Libraries
Business registration
Universities
Income tax
VAT
Public procurement

0% 20% 40% 60% 80% 100%

☐ Improve Quality ☐ Improve Efficiency

Figure 2-1: Possible demand side benefits of the two strategies

Process integration — Back-office

High

Process integration:
Faster case handling
Better control
Better help
More and better information
Save money

Service integration:
Fewer interactions
Richer services

Low

Moving on-line:
Information
Flexibility
Save time

Channel integration:
Easy to find e-service
Easy to find the site

Website   Multi channel

Service delivery — Front-office

Source (2004): **top of the web** - http://admin.topoftheweb.net/results?file=2004/mainreasons

Joint Research Centre

The vision for eGovernment in EU in the next decade[1]

> **eGovernment as an enabler for better government**

- User-centric
- Knowledge-based
- Networked e-Government:
- Distributed e-Government

(1) Experts Workshop, Seville, 3-4th March 2004, http://fiste.jrc.es

Some e-Government - specific research challenges

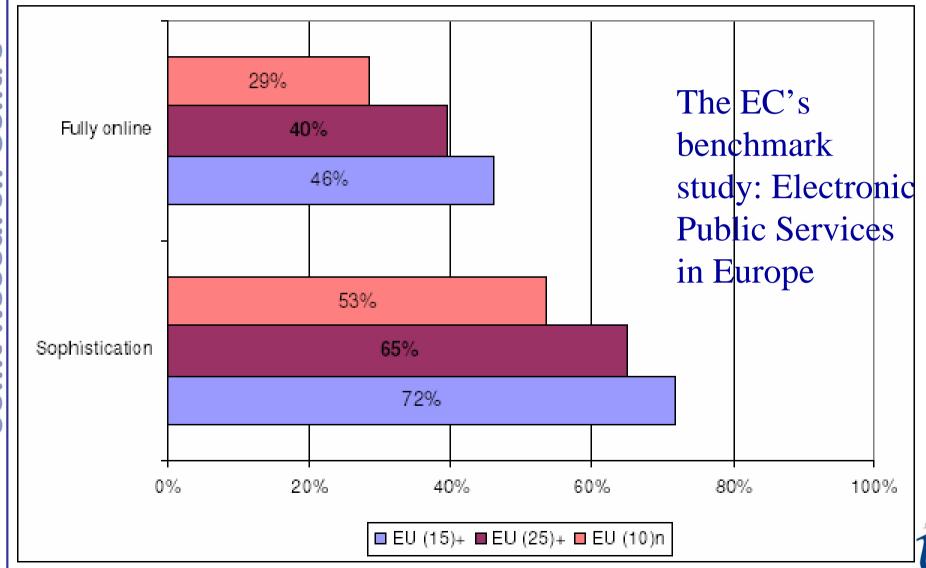| Techno-logical	• Access technologies to ensure e-Government for all • Specific technologies for a knowledge-based networked e-Government • New models for interoperability • Open source tools for e-Government applications development • Quality monitoring tools
Socio-economic	• New models for e-Government service provision and delivery and governance • The role of intermediaries in e-Government service delivery and governance • Understanding individual user needs • Tools and methods for ensuring trust and security • Resistance to change in the public sector
EU level	• e-Government at the EU level • e-Government and the creation of public value

Joint Research Centre

Some e-Government - specific research challenges

Techno-logical	• Access technologies to ensure e-Government for all • Specific technologies for a knowledge-based networked e-Government • New models for interoperability • Open source tools for e-Government applications development • Quality monitoring tools
Socio-economic	• New models for e-Government service provision and delivery and governance • The role of intermediaries in e-Government service delivery and governance • Understanding individual user needs • Tools and methods for ensuring trust and security • Resistance to change in the public sector
EU level	• e-Government at the EU level • e-Government and the creation of public value

Joint Research Centre

Services are increasingly available but …

The EC's benchmark study: Electronic Public Services in Europe

Chart legend: EU (15)+ ■ EU (25)+ ■ EU (10)n

Fully online: 29%, 40%, 46%
Sophistication: 53%, 65%, 72%

10

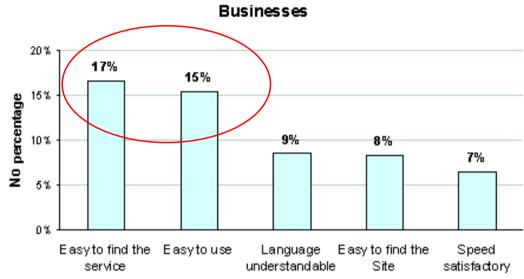# ... usage is lagging behind

- ## Citizens
  - Obtaining information 22%
  - Submitting forms 6%

- ## Business
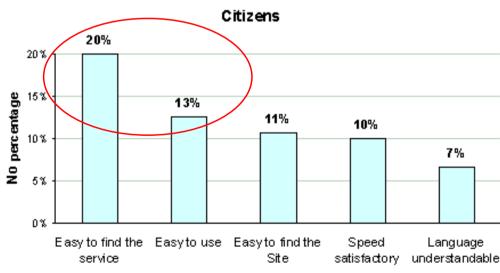 - Obtaining information 45%
  - Submitting forms 29%

Source: EUROSTAT 2005

Problems in using e-Government

Businesses

Easy to find the service: 17%
Easy to use: 15%
Language understandable: 9%
Easy to find the Site: 8%
Speed satisfactory: 7%

Citizens

Easy to find the service: 20%
Easy to use: 13%
Easy to find the Site: 11%
Speed satisfactory: 10%
Language understandable: 7%

Source (2004): **top of the web** - http://admin.topoftheweb.net/results?file=2004/mainreasons

Window of Opportunities

Proactive role of (e)Government

Guide:

- Showing a dynamic innovation path
- Achieve flexible inter-operational, respecting diversity

- Coordinate:
  - IS innovation effort of PA

- Reduce burden for citizens/companies
  - Modernize itself (procedures, administration burden,…)

- Promote:
  - Capacity building and skills

- Transfer:
  - Experience, knowledge, … and imitate - learn from success stories

Joint Research Centre

Thank you !

Website: http://fiste.jrc.es/