



# What is the focus of the forthcoming survey?

## United Nations E-Government Survey 2012: E-GOVERNMENT FOR SUSTAINABLE DEVELOPMENT

The United Nations e-Government Survey was initiated in 2001 by the Division for Public Administration and Development Management to support Member States' efforts in e-government and information communications technologies (ICTs) for socio-economic development. The United Nations e-Government Survey assesses the e-government development of the 192 Member States of the United Nations according to a quantitative composite index comprising (i) e-information and e-services, (ii) telecommunication infrastructure, and (iii) human capital endowment. In addition, the United Nations e-Government Survey assesses the capability and capacity of governments around the world to encourage e-participation for effective public policy decision making.

While providing a comparative assessment of global e-government development, the United Nations e-Government Survey highlights the strategies, tools and best practices developed and practiced by pioneering countries, and taps on the collective wisdom of global strategists and practitio-

ners in how they leverage e-government to better serve the public. As such, it suggests a way forward for governments to move towards greater innovation, consolidate their e-government strategies and develop evidence-based policies that will facilitate the adoption of emerging technologies and effectively respond to the emerging needs of citizens.

In the last few years, the growing recognition of the United Nations e-Government Survey has allowed its message to be accepted worldwide. The data is used extensively and cited in publications by renowned research organizations, including the World Bank, the Organization for Economic Co-operation and Development (OECD), the Economist Intelligence Unit (EIU), the European Union (EU), the World Economic Forum and the International Telecommunication Union (ITU).

In this context, the United Nations e-Government Survey 2012 will focus on the role of e-government in sustainable development, including the promotion of social equity, economic growth and environmental protection.

Based on the findings and trends of previous surveys, the United Nations e-Government Survey 2012 will review, among other areas, the following:

**1** The rising importance of a whole-of-government approach and integrated online service delivery. To ensure the long-term sustainability of online services along with increased usage and sophistication, there is a global shift towards the integration and creation of one-stop-shops and national portals, with integrated solutions such as single sign-on and identity management. These initiatives have in turn, allowed for greater cost savings and efficiency in back-end government operations while delivering more effective and convenient public services. What is important is not how many government websites there are, but how citizens can access with ease a wide range of relevant online services, without the need to understand the government organization.

**2** The use of e-government to provide information and services to citizens on environment related issues. In 2012, the Rio +20 – United Nations Conference on Sustainable Development – will deliberate upon the issues of environment and sustainable development as the world community is continuing its onward journey to the Millennium Development Goals target date of 2015. Accordingly, a special focus of the United Nations e-Government Survey 2012 will be on assessing the contribution of e-government to environmental sustainability. It will focus on building an understanding of the role of e-government in providing information and services for promoting awareness and advocacy of environmental resource management and climate change, especially as it relates to the delivery of such services to citizens. For instance, citizens look to the government for the provision of critical information and services in times of natural disasters such as earthquakes, tsunamis, typhoons, floods, and volcanic eruptions.

**3** Effective online services for the inclusion of vulnerable groups. To support equitable participation in socio-economic development, there is a need to ensure that e-government services are also geared towards addressing

the needs and concerns of the disabled and the vulnerable. The United Nations e-Government Survey 2012 will look at accessibility issues so that the vulnerable groups are not only included in accessing online public services, but are also active partners engaged in interacting with the government.

**4** E-infrastructure and its increasing role in bridging the digital divide. Bridging the digital divide for sustainable development remains a top priority for the United Nations. The United Nations e-Government Survey 2012 will access how emerging technologies such as broadband are leveraged to better deliver online services and mitigate the adverse impact of digital divide.

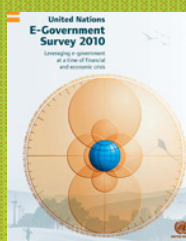
**5** The increasing emphasis on service usage and citizen satisfaction. Even with the most superb online services deployed, the widespread adoption and use of e-government cannot be assured. The United Nations e-Government Survey 2012 will, therefore, focus more closely on how government shares information on service usage and feedback given by citizens concerning online services and e-participation initiatives, as well as how the public's awareness to e-services provided by the government is increased.

**6** Multi-channel service delivery. Within the purview of socio-economic sustainable development, the United Nations e-Government Survey 2012 will assess e-government approaches and development through the effective use of multi-channel service delivery, in particular the availability of mobile services; the provision of free connectivity through public kiosks and other facilities; and how these approaches will help advance economic efficiency and effectiveness in government service delivery, including social networking services. In particular, a special focus will underline the growing need for providing mobile web-based and text-based services, as mobile devices now have a much higher penetration in developing countries.

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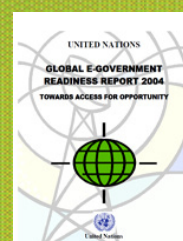
**2010 Global E-Government Survey**  
Leveraging E-Government at a Time of Financial and Economic Crisis



**2008 Global E-Government Survey**  
From E-Government to Connected Governance



**2005 Global E-Government Readiness Report**  
From E-Government to E-Inclusion



**2004 Global E-Government Readiness Report**  
Towards Access to Opportunity



**2003 Global E-Government Survey**  
E-Government at the Crossroads