Evaluation on Waseda University e-Government International Ranking

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Abstract

E-Government is increasingly becominganimportant conceptin the application ofICTinadministration andmanagementofgovernment. E-Government may be applied by the legislature, judiciary, or administration, in order to improve internal efficiency, the delivery of public services, or processes of democratic governance. E-Government implementation was done in most countries, through this research we would like to evaluate and determine of e-Government implementation in some countries (55) and also take out the lessons for e-Government development in developing countries.

Keyword: e-Government, Ranking, e-Services

1. Introduction

1-1. Purpose of research

The purpose of this research is to examine, evaluate and determine the ranking in implementing on e-Government service in some countries (55) as well as the application of ICT in management and administration in the public sector. The study also reviews and analyzes the models which some countries in the top of ranking using in order to take out the lessons on e-Government development in developing countries.

1-2. Indicators of survey

The Waseda University Institute of e-Government is pleased to introduce the ***2012Waseda University International e-Government Ranking***. This is the eighth consecutive year of monitoring and surveying the development of e-Government worldwide. The survey is based on seven main indicators and thirty sub-indicators. Each indicator is based on the development trends of each year. Seven indicators are:

Network Preparedness: this is the basic infrastructural foundation for effective e-Government implementation and now, it became an important tool to connect the citizens and enterprises to government. Network preparedness is determined by the number of Internet users, Broadband subscribers, PC users and Mobile cellular subscribers in each country.

Management Optimization: this indicator show the usage of ICT for improving internalprocesses and measuring the government's computerization efforts and the level of ICT integration

Required Interface: this indicator refers to the laws of cyber security and e-Transaction as well as e-Services that government provides to citizens and enterprises.

National Portal: this is the basic interface for stakeholders to contact government electronically and it also is the one-stop-shop services for citizen's access

and got information from government.

Government Chief Information Officer (GCIO): Government CIO became very important concept for implementing e-Government in one country. GovernmentCIO has important role to align management strategy with ICT investment in order to achieve a balance between the business strategy, organizational reform, and management reform. Regarding the e-Government issue, Government CIO is considering a chief architect in planning and implementing e-Government strategy to be successful.

E-Government Promotion is the Government is issuingsupporting the implementation of e-Government legal frameworks as well as mechanisms (law, legislations, plans, policies and strategies) in other words, that is the all activities from Government supporting to promote e-Services to citizens and businesses.

E-Participation is the newest indicator on Waseda e-Government ranking. It was a term referring to ICT-supported participation ingovernment and governance processes. Processes may concern administration, service delivery, decision making and policy making

2. Methodology

2-1. Methodology background

The methodology which is applied in the survey is combination between analysis information and survey through indicator and sub-indicator. All data from ITU, OECD, UNPAN are also collected and reviewed. The one-stop-shop services of all countries in this survey are also accessed and analyzed. The model that we applied is following the diagram below.

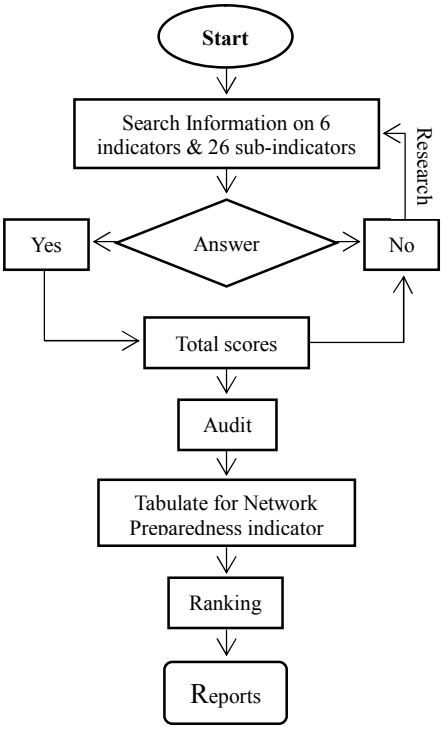

Figure 1: Flowchart of evaluation

2-2. Step of evaluation

In the first step, we will find out the information on each indicator and sub-indicator and then we have to collect ICT data, e-Government data and CIO data in ITU, WB and OECD.

Step 2: Put information and data into score card by answering all the questions, each indicator and sub-indicator we have one or some questions and then scoring for all indicator and sub-indicator.

Step 3: Collect data from ITU and doing tabulated calculations for network preparedness

Step 4: Calculate all raw score by summary for all indicators and then determine weights for all indicators.

Step 5: Tabulate the weighted and based on this table to calculate the final score for each indicator and then summary all scores

Step 6: all the table score and information will be double checked by other person and

then make the final report for one country.

3. Outcomes

3-1. Top ranking in 2012

After the collection all information, data and making the survey by following the steps above, we received the final ranking for e-Government in 2012 and the table below is the top ten countries in the ranking.

No	Final Rankings	Score
1	Singapore	93.8
1	USA	93.8
3	Korea	91.5
4	Finland	88.7
5	Denmark	86.5
6	Sweden	84.1
7	Australia	82.8
8	Japan	81.5
9	UK	81.0
10	Taiwan	80.1

Table 1: Top e-Government ranking 2012

3-2. Lesson from Singapore and USA

Singapore has implemented e-Government very successful and effectively. This is a special case and the best practice for other countries to learn and apply. Singapore, a city-state, has no local government divisions. In orderto monitor and manage its e-governmentdevelopmentbetter, the Singapore government chose thecentralized approach.The government also owns all the central ICT infrastructure, services, and policiesinthe public service.Thanks to the centralized infrastructure, all e-Services provided bythe government canutilizethe same security,electronic payment, and data exchange mechanisms. Therefore many countries withsmall populations can apply this model to implement e-Government rapidly.

United States, they have two levels of government above the local level: the governments of the fifty states and the federal national government whose relations are governed by the constitution of the United States. Local government in the United States originated in the colonial period and has been modified since then the highest level of local government is at county level.Thanks to dividing into two levels, local government and center government make the deployment ofe-Government servicesbecome more flexibleand efficient. This model makes the countries have a big population or have a large area can be applied and implementing e-Government and deliver e-services to the citizens and businesses.

4. New trends of e-Government development

Through the survey and analysis of the ranking in every year, we draw the trends in e-Government development which is effected to the planning and e-Government implementing as well as the ICT application in management and operating of Government. The trends are briefly described below:

Cloud Computing:with the broadband network is increased in development and with a high efficiency that it brings, plus the maximum on hardware, software investment and the backup capabilities as well as recovery quickly, Cloud Computing isthe most effectivesolutiontoapply on

e-Government for the countries that they would like be successful quickly.

Social Media: Inrecent years, social networking is the trend and hasincreasinglyto spread development.Social media has substantially changed the way that organizations, communities, and individuals communicate. Social media provides a powerful platform to help government communicate directly with constituents and be more visible on the Web.

Big data:is the relative concept new and similar to the centralized database. Today, with thestrong developmentofMobile technology, Social media, andCloudComputing, they require a consolidation of distributed database into data warehouse in whichthe serviceswillbe shared withadata warehouse. Thiswill increasethe ability to connect, interact, and exchange informationandcentralized management.

BCP for disaster management: Recently the world is faced with the challenges from natural disasters, such as the earthquake in Japan on 11th March, 2011 and flooding in Bangkok in October, 2011,the government and businesses haverecognized more than ever the need of preparedness for disasters.A Business Continuity Plan/Disaster Recovery Plan aims to ensure that an organization's critical business functions can continue to be executed in the event of a major disruption or disaster. Thereforeplanningto dealwith natural disastersis trulyimportantto avoidany lossat the highest level

Digital Inclusion: Regarding the e-Government concept, Digital Inclusion means both inclusive ICT and the use of ICT to achieve wider inclusion objectives. It focuses on the participation of all individuals and communities in all aspects of the information society.

Cyber Security: are seriously concerned with e-Government security in any countries. To take advantageandfully exploitthee-servicesas well asapplicableCloudComputing, the investment insecurityto preventany access outsideas well as provideserviceswithgreater reliability, that isthe top of targetin the deployment ofe-Government.

Mobile Government:with the explosionofMobile communicationservices, as well as smart phonesare beingwidely used, making the ability to connectandwirelesstransmit informationto become anew trend, peoplecanconnectedanywhere,anytime it has brought the benefits to customers. Linkinge-Governmentservicesthroughmobile (m-Government) also allowsthe deployment ofe-Governmentachievehigher efficiency.

ICT applications for Ageing Society: One of the problems that many countries are facing today is the aging population i.e. increase in the proportion of older people (Japan is a typical example) which requires bigger funds for social welfare and the support of government. In this regard, ICT can be applied to solvethe issues caused by a rapidly ageing population even in the global context.

5. References

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