



United Nations
APCICT

APCICT Needs Assessment Survey on e-Government

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APCICT's Academy Programme

Academy of ICT Essentials for Government Leaders

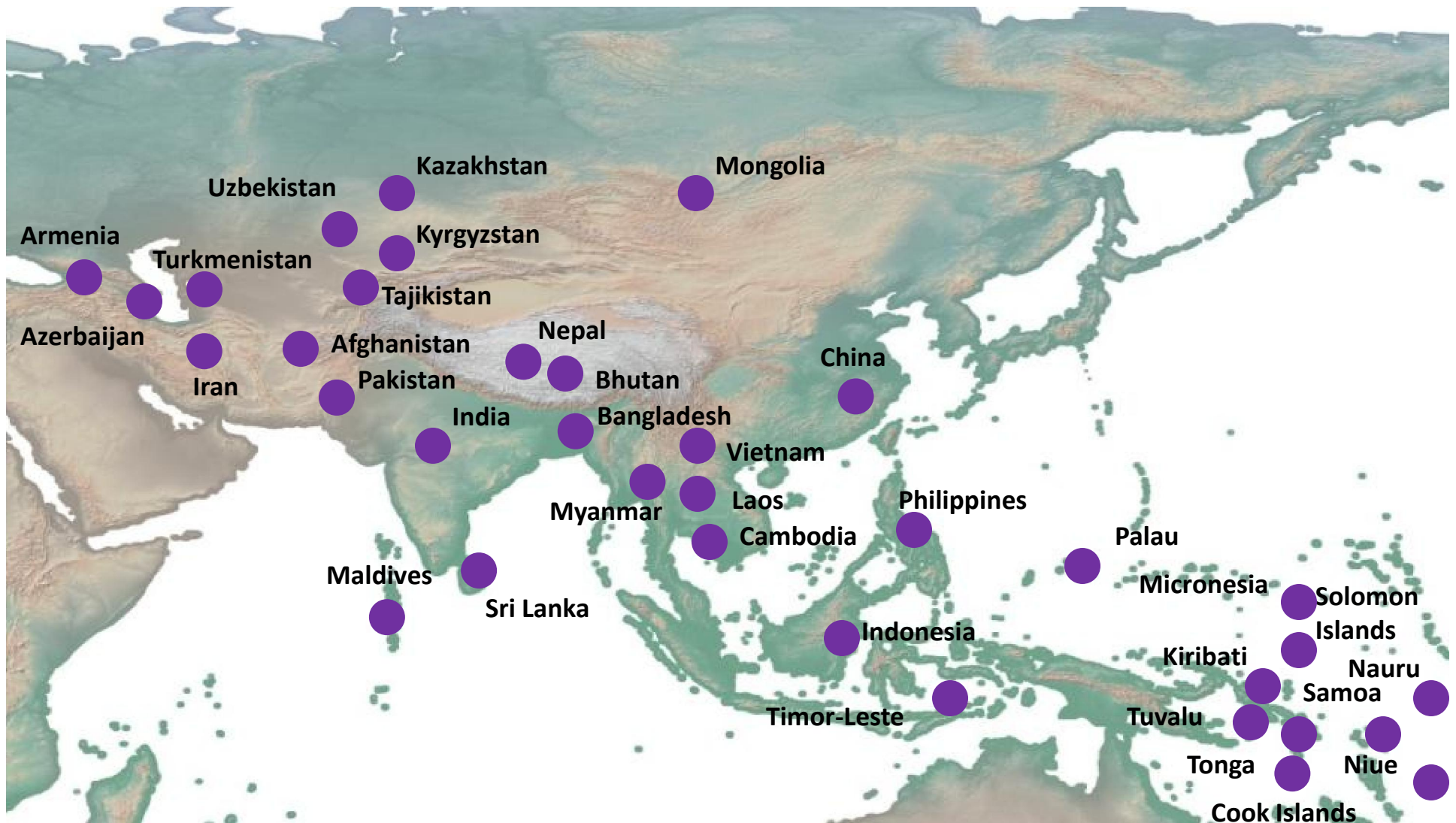
A comprehensive set of capacity building curriculum to equip policymakers and government officers with essential knowledge and skills to utilize ICT for socio-economic development



Status of Academy

- Comprehensive Academy curriculum with 11 Modules available in 16 languages
- Launched in 30 countries; over 30,000 participants reached (face-to-face and online) from 152 countries
- Programme utilization beyond Asia-Pacific, reaching Latin America and the Caribbean, Africa, and Western Asia

Academy in Asia and the Pacific



Map from <http://www.shadedrelief.com>

● Academy utilization (as of 30 November 2015)

Academy Modules

M1 - The Linkage between ICT Applications and Meaningful Development

M2 - ICT for Development Policy, Process and Governance

M3 - e-Government Applications

M4 - ICT Trends for Government Leaders

M5 - Internet Governance

M6 - Network and Information Security and Privacy

M7 - ICT Project Management in Theory and Practice

M8 - Options for Funding ICT for Development

M9 - ICT for Disaster Risk Management

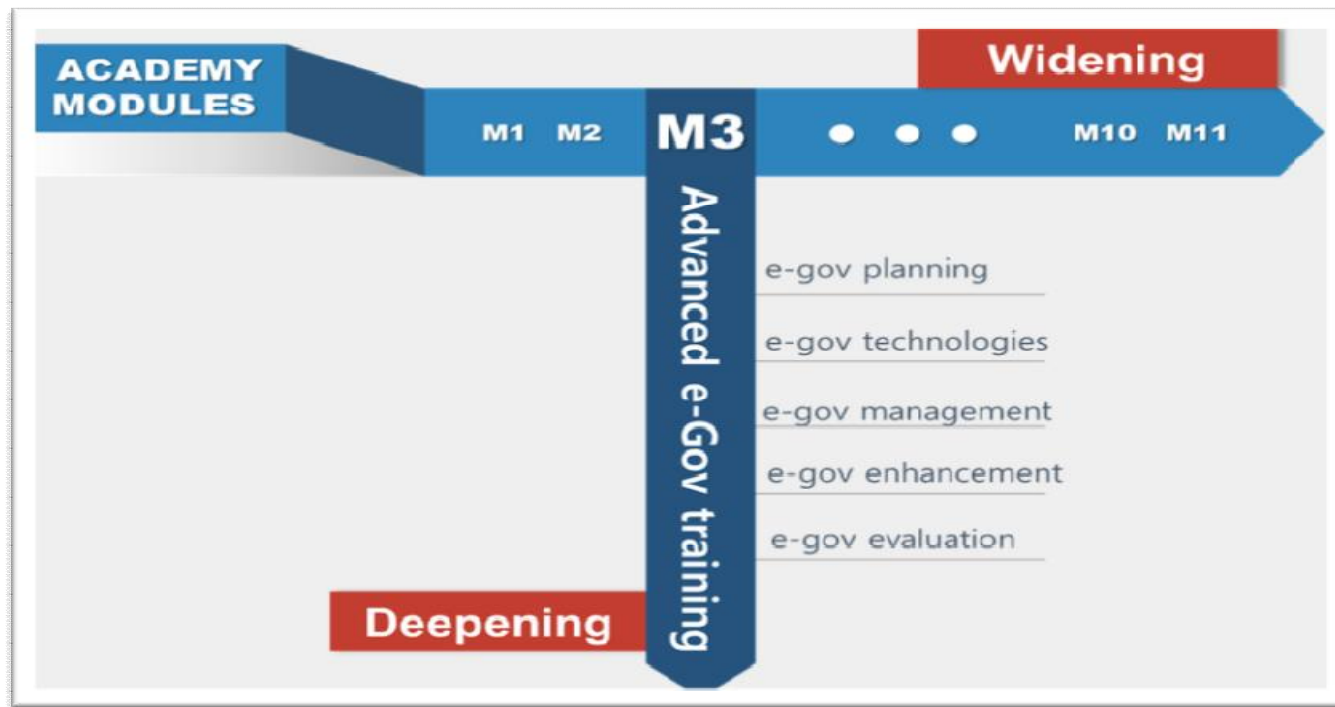
M10 - ICT, Climate Change and Green Growth

M11 - Social Media for Development

Additional Publications: Handbook on Instructional Design; M&E Toolkit,
Technical Guidelines on Social Media for Government

APCICT's T-Strategy Approach

- Broadening the training coverage (through new beneficiary groups and module expansion)
- Deepening the utilization (through in-depth content and increased module utilization) of its capacity-building programmes



Needs Assessment on E-Government

- Growing needs in the region for **deeper, advanced and contextualized training modules on e-government** in the light of the UN's Sustainable Development Goals (SDGs)
- A global survey to assess the needs for e-government capacity building training modules

To identify the specific topics in demand and the coverage of the advanced-level e-government training module of the APCICT's Academy Programmes

Methodology

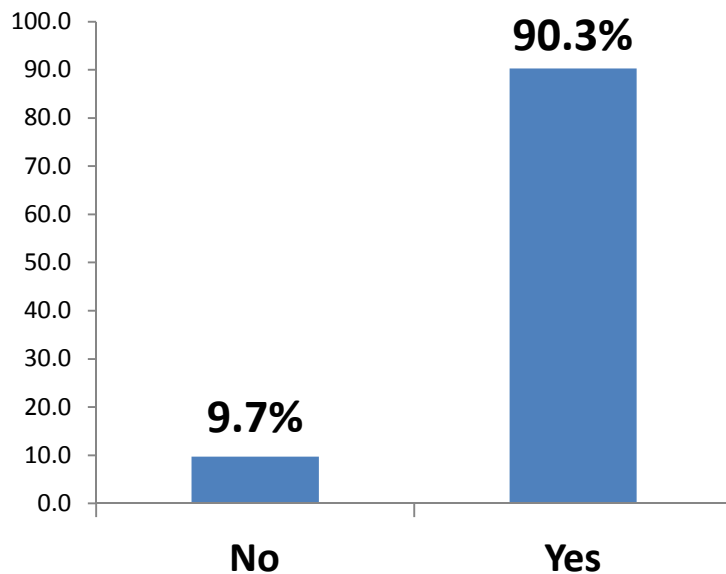
- **Survey Period:** 11 September - 2 October, 2015 (3 weeks)
- **Sample:** Expert survey distributed among the e-Gov experts mostly in developing countries
- **Questionnaire:**
 - ✓ The list of 109 ICT training modules were created by NIA
 - ✓ Selected the 26 e-government-related modules and case study topics on Korean e-government services
 - ✓ Translated in English, French, Spanish and Arabic
- **Responses:** Total 182 responses from global e-gov experts (more to come from ESCWA)

APCICT eGov Needs Assessment Survey 2015

SAMPLE INFORMATION

Experience

- **90% of the respondents** worked or are working **in e-government**
- The **average work experience** is **17.42 years** (i.e. mid-/high-level)
- The average **experience in e-government** is **7.24 years**



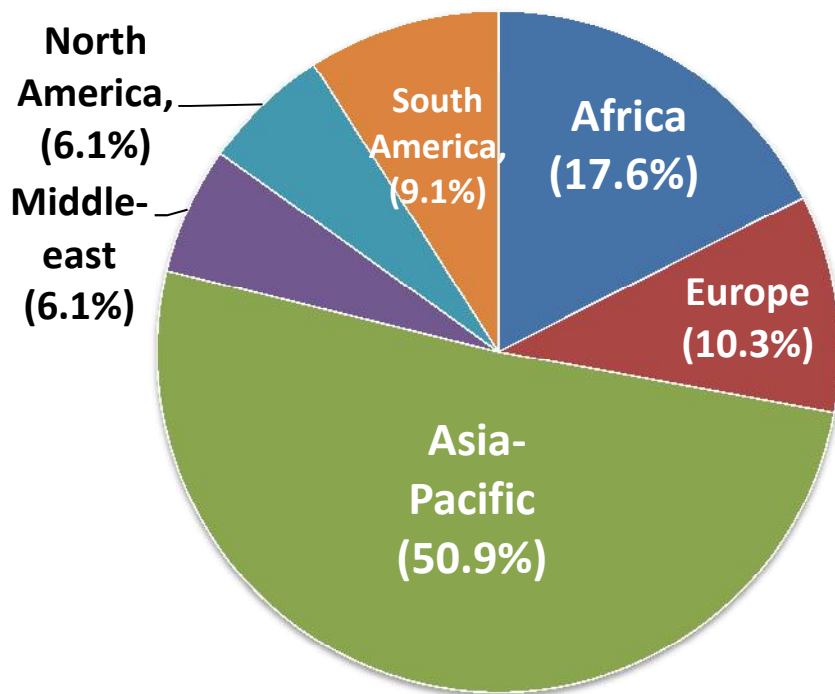
Current or Past Work Experience relating to e-Government

	Mean years
Average work experiences	17.42 years
Average experience in e-government	7.24 years

N=165

Region

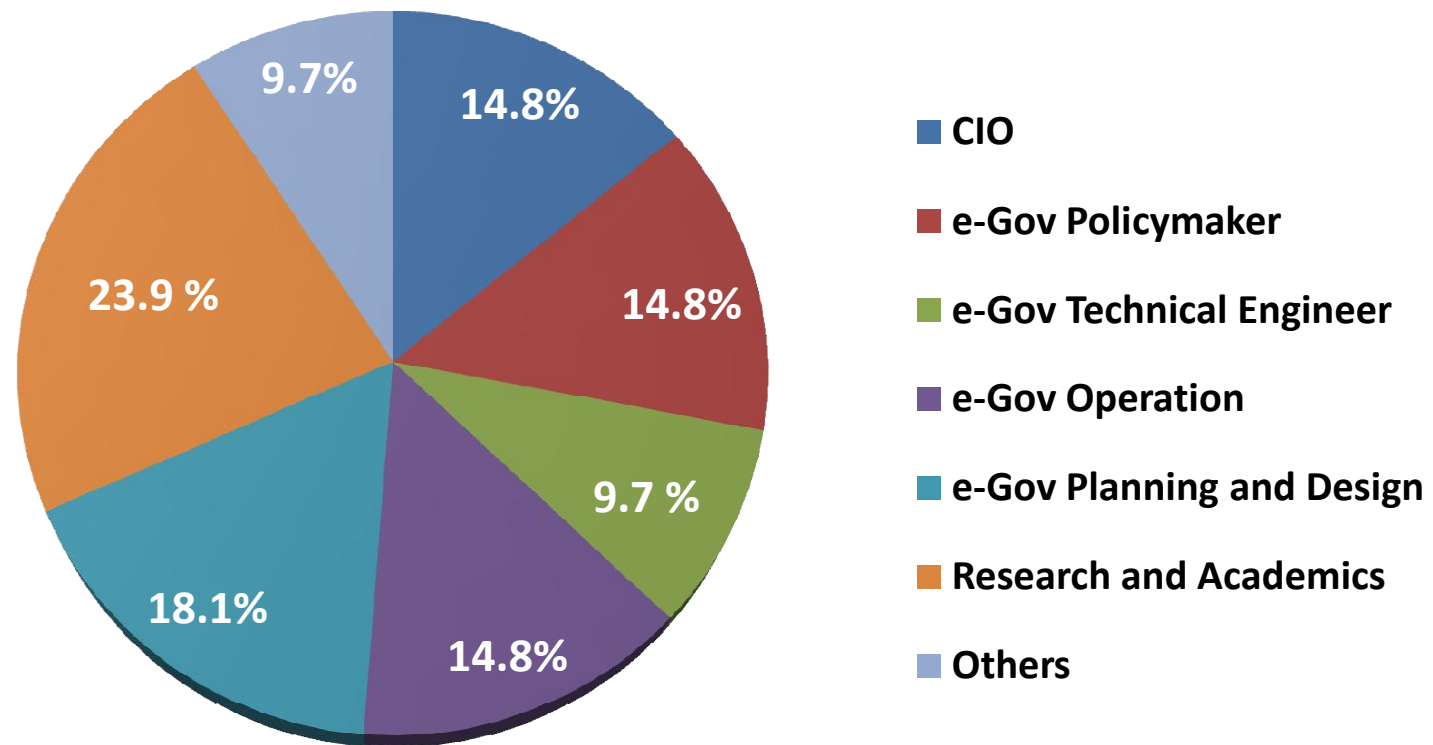
- About **50% of the responses are from Asia Pacific**
- Total **65 countries** participated including **54 developing countries** and 11 developed countries



Region	Number of Countries participated
Asia-Pacific	30
Africa	16
Europe	9
South America	8
North America	1
Middle-East	1*

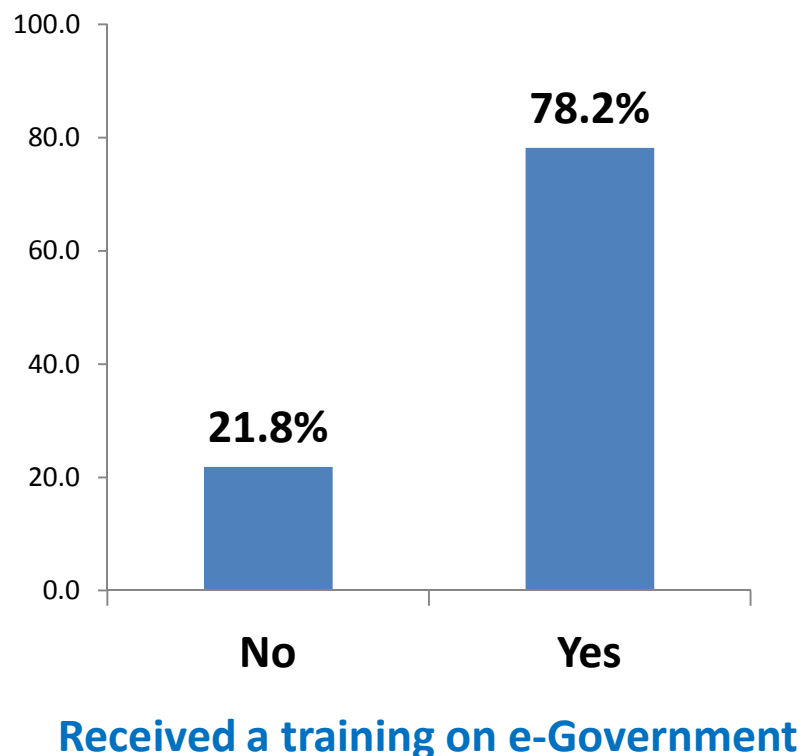
Job Category

- **55% of the respondents are working for government** ministries or national agencies
- 22% are from academic institutions and research organizations



Previous Training Experience

- **78.2%** of the respondents have **participated in e-government trainings** in the past from various organizations



Category	eGov trainings offered by...
International Organizations	APCICT, ITU, UNDP, UNESCO, ESCAP, UNPOG, APT, ASEAN, World Bank, EU, UNDESA, etc.
National gov agencies	Korean agencies (NIA, KOICA, MOPAS, KISA, KADO, etc.), Ministries of Communications (Singapore, India, Bangladesh, Tajikistan etc.) Development agencies (IDRC, etc.)
University or non-profit institutions	Asian Institute of technology, National university of Singapore, IIM Bangalore, etc.
Others	European conference on eGov, ICEGOV, IBM, Huawei, etc.

APCICT eGov Needs Assessment Survey 2015

NEEDS ASSESSMENT

Need Assessment measures

- 26 e-gov topics selected from the NIA's 109 training module list
- Measuring the degree of needs for training with:
 - A. 'Level of Interest'** for each module was measured using 5-item Likert scale (1= No interest; 2= Slight interest; 3= Moderate interest; 4= High interest; 5= Very high interest)
 - B. 'Priority of attending'** a training session was assessed (pick 3 modules you would like to attend)

APCICT/NIA 26 training modules by five categories

	Category	Items
A.	Overview of e-government	<ul style="list-style-type: none"> • Understanding of e-government Policy • e-government Law and Regulation • Planning and Strategies for e-government • Government Enterprise Architecture(EA) • Critical Success Factors of e-government
B.	Managing e-government	<ul style="list-style-type: none"> • Operation and Maintenance of e-government System • Process of e-government Project Development and Budgeting • e-government Resource Management • Methodology of e-government Project Management • e-government Assessment Tool • Evaluation of e-Government
C.	Enhancing e-government	<ul style="list-style-type: none"> • Resident ID Management Policy • Information Security Policy of e-government • Security and Privacy in Residential Information • Sharing and Use of Public Data • Administrative Information and Knowledge Digitization Policy
D.	Transforming to Smart Government	<ul style="list-style-type: none"> • Mobile Government Policy • Geospatial Information Policy • Smart City Service Model • Smart Work and Green IT Policy • e-government Open Source Software • Integrated Government Data Center
E.	Empowering governance	<ul style="list-style-type: none"> • Governance and CIO for National Digitization • Local Government Automation • Digital Divide Policy • Government 3.0

1. Category Ranking

- **‘Overview of e-government’** is the most needed category, indicating that many respondents are still interested in learning introductory modules
- The level of interest on smart/green technologies is ranked the lowest

	Category	Score
1	A. Overview of e-government	4.14
2	B. Managing e-government	4.10
3	E. Empowering governance	4.04
4	C. Enhancing e-government	3.99
5	D. Transforming to Smart Government	3.98

Category Ranking by Region

- Considerable differences between Europe vs. Asia/Africa
- Europe (developed countries) ranked smart technologies and governance issues higher
- Asia/Africa (developing countries) prioritized the overview and management issues

	Category	All	Asia-Pacific	Africa	Europe
A	Overview of e-government	1 (4.14)	1 (4.32)	2 (4.23)	4 (3.41)
B	Managing e-government	2 (4.10)	2 (4.26)	1 (4.30)	5 (3.25)
C	Enhancing e-government	4 (3.99)	3 (4.16)	3 (4.17)	3 (3.54)
D	Transforming to Smart Government	5 (3.98)	5 (4.12)	4 (4.11)	1 (3.57)
E	Empowering governance	3 (4.04)	4 (4.13)	5 (4.10)	2 (3.56)

2. Level of interest for all modules

- **'Planning and Strategies for e-Government'** is the most demanded module
- Several management-related modules (project management, evaluation, assessment tool, recourse management) were ranked high

Please indicate the degree to which you are interested in learning more about the topics. (1 No interest ----- 5 very high interest)			
1	A	Planning and Strategies for e-government	4.3789
2	C	Sharing and Use of Public Data	4.2372
3	A	Critical Success Factors of e-government	4.2125
4	B	Evaluation of e-Government	4.1887
5	B	Methodology of e-government Project Management	4.1698
6	B	e-government Assessment Tool	4.1447
7	B	e-government Resource Management	4.1258
8	D	Mobile Government Policy	4.1203
9	E	Government 3.0	4.1097
10	C	Information Security Policy of e-government	4.1083

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7	B	e-government Resource Management	4.1258
8	D	Mobile Government Policy	4.1203
9	D	Government 3.0	4.1097
10	C	Information Security Policy of e-government	4.1083
11	A	Understanding of e-government Policy	4.1063
12	C	Integrated Government Data Center	4.0696
13	B	Process of e-government Project Development and Budgeting	4.0629
14	A	e-government Law and Regulation	4.0500
15	E	Local Government Automation	4.0449
16	C	Administrative Information and Knowledge Digitization Policy	4.0380
17	E	Digital Divide Policy	4.0255
18	E	Governance and CIO for National Digitization	3.9873
19	D	Smart City Service Model	3.9810
20	D	Smart Work and Green IT Policy	3.9679
21	A	Government Enterprise Architecture(EA)	3.9563
22	C	Security and Privacy in Residential Information	3.9557
23	B	Operation and Maintenance of e-government System	3.9375
24	C	e-government Open Source Software	3.9241
25	D	Geospatial Information Policy	3.7355

AVERAGE

Level of interest by region

- Again, considerable regional differences in the interested modules between Europe and Asia/Africa
- Europeans prioritized the latest ICT issues
- Asia/Africa were interested in management and operation methods (planning, project management, assessment, evaluation, budgeting, etc.)

Region (N)	Asia-Pacific	Africa	Europe
Level of Interests Ranking	1) Planning and Strategies for eGov 2) Method of eGov project management 3) Information Security of eGov 4) Understanding eGov Policy 5) eGov Assessment Tools	1) Planning and Strategies for eGov 2) eGov Resource Management 3) Critical Success Factors of eGov 4) eGov Project Development and Budgeting 5) Evaluation of eGov	1) Sharing and Use of Public Data 2) Government 3.0 3) eGov Open Source SW 4) Integrated Government Data Centre 5) Smart City Service Model

Level of interest by eGov experience

- Divided by average e-gov experience (7.24 years) into two groups
- The low experienced group was more interested in management or new technologies while the high experienced group was in overall planning, assessment and evaluation methods

Low eGov Experience Group	Rank	High eGov Experience Group
Planning and Strategies for e-gov	1	Planning and Strategies for e-gov
Methodology of e-gov Project Management	2	Evaluation of e-Gov
Critical Success Factors of e-gov	3	Sharing and Use of Public Data
Sharing and Use of Public Data	4	e-gov Law and Regulation
Local Government Automation	5	e-gov Assessment Tool
e-gov Resource Management	6	Critical Success Factors of e-gov
Government 3.0	7	Mobile Government Policy
Integrated Government Data Center	8	Government 3.0
Mobile Government Policy	9	Understanding of e-gov Policy
Information Security Policy of e-gov	10	Digital Divide Policy

3. Attending Training

- Another question assessed the priority of attending a training (*Pick 3 modules if you attend an e-government training workshop*)
- The list shows a slightly different ranking order.
- However, six modules appear on both ‘Interest’ and ‘Attend’ measures

	If you have an opportunity to attend a training workshop on e-government, what are the top three topics you would like to participate? (valid N=165)			Ranking in Interest
1	A	Planning and Strategies for e-government	99	1
2	A	Government Enterprise Architecture(EA)	97	21
3	E	Digital Divide Policy	66	17
4	A	Understanding of e-government Policy	65	11
5	A	e-government Law and Regulation	56	14
6	B	Information Security Policy of e-government	52	10
7	B	Critical Success Factors of e-government	50	3
8	D	Evaluation of e-Government	50	4
9	D	Mobile Government Policy	47	8
10	C	Government 3.0	47	9

4. Needs for Korean Case Studies

- Citizen Engagement received the most votes (Yes), followed by Government Administrative Process System and Education/ Culture services

Rank	Interestd eGov Case studies on South Korea	Score
1	Citizen Engagement (online civil service, e-participation portal, public service hotline, etc.)	138.00
2	Government Administrative Process System (Government Integrated Data Center, Government BPS portal, etc.)	131.00
3	Education and Culture (e-learning, national education portal, e-tourism of national cultural heritage, etc.)	129.00
4	Public Service Registration Systems (registration services for residents, businesses, vehicle, real estate etc.)	118.00
5	Rural Community Center (Information Network Village, etc.)	115.00
6	Government Finance Systems (Tax system, e-Procurement, e-Trade etc.)	110.00
7	Health and Social Welfare (transportation card system, vehicle registration system, and real estate registration)	105.00
8	Transport and logistics system (border control, port management, custom clearance, postal services, etc.)	97.00

Summary of the Findings

- ✓ **Clear regional differences** between Europe and Asia/Africa

	Asia/Africa	Europe
Category Ranking	<ol style="list-style-type: none"> 1. Overview of e-government 2. Managing e-government 3. Enhancing e-government 	<ol style="list-style-type: none"> 1. Smart Government 2. Empowering Governance 3. Enhancing e-government
Module Ranking	<i>Planning and Strategies of eGov, Understanding eGov policy, eGov project management, Critical success factors of eGov, eGov assessment tools, Evaluation</i>	<i>Sharing & Use of Public Data, Government 3.0, Smart city, Integrated data center, eGov open source software</i>

- ⇒ **Regional differences in the needs for e-gov training (Asia/Africa have their own training needs specific to their contexts)**
- ⇒ **Needs for providing practical guidelines on how to plan, implement, manage, evaluate e-gov services in the context of developing countries**

Summary of the Findings

- ✓ **'Planning and Strategies for e-government'** is the most demanded module in both 'interest' and 'attend' measures (also in Asia/Africa and for both high/low experienced)
- ✓ **Six modules** identified from the both 'interest' and 'attend' Top 10 measures

- **Planning and Strategies for e-government**
- **Critical Success Factors of e-government**
- **Evaluation of e-government**
- **Mobile government policy**
- **Government 3.0**
- **Information Security Policy for e-government**

THANK YOU



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**We develop human capacity,
We build tomorrow together!**