

January 14, 2011

Institute of e-Government released the 2011 World e-Government Ranking

No	Final Rankings	Score
1	Singapore	92.14
2	USA	92.13
3	Sweden	88.32
4	Korea	87.50
5	Finland	86.90
6	Japan	86.85
7	Canada	85.13
8	Estonia	84.10
9	Belgium	83.55
10	UK	82.40
10	Denmark	82.40
12	Italy	81.20
13	Taiwan	79.31
14	Australia	78.50
15	Norway	77.61
16	Spain	75.30

No	Final Rankings	Score
17	Germany	73.15
18	France	72.05
19	Switzerland	71.88
20	Netherlands	70.75
21	New Zealand	70.21
22	Portugal	69.02
23	Thailand	67.67
24	Malaysia	67.37
25	Philippines	65.10
26	HongKong SAR	63.50
27	Tunisia	62.10
28	Mexico	62.05
29	China	60.80
30	India	60.15
31	South Africa	59.71
32	Israel	58.80
33	Turkey	57.50
33	Macau SAR	57.50
35	Russia	57.10
36	Indonesia	56.88

No	Final Rankings	Score
37	Egypt	56.13
38	Vietnam	55.70
39	Czech Republic	51.80
40	Romania	49.15
41	Brazil	48.80
42	Brunei	46.50
43	Chile	42.15
44	Kazakhstan	38.14
45	Peru	35.20
46	Pakistan	32.81
47	Fiji	30.10
48	Iran	26.10
49	Uzbekistan	25.11
50	Georgia	22.46

The Waseda University Institute of e-Government has released the 2011 Waseda University World e-Government Ranking, marking its seventh consecutive year of monitoring the development of e-Government worldwide. Prof. Dr. Toshio Obi, Director of the Institute and Head of the research team submitted this report. Professor Obi observed that ICT can be a powerful tool to current economic issues and in doing so, consolidate an inclusive Information Society. Governments are key actors in this process in building towards a citizen-oriented state.

1. SINGAPORE AND USA KEEP COMPETITIVE DEAD HEAT FOR THE TOP RANKING, FOLLOWED BY SWEDEN

Just a slight advantage allowed Singapore to remain atop the Ranking for the third year in a row, followed by USA which had been placed first during 2005-2008 and second in 2010. Achieving breakthrough performance Sweden was ranked third, followed by Korea and Finland. Estonia having significantly improved its e-government development scores entered top 8 and Belgium became the top 9 for the first time in 2011 survey. The complete list of the top 15 countries (economies) which have the most advanced development in e-government according to the Waseda Survey are: (1) Singapore, (2) USA, (3)Sweden, (4) Korea, (5) Finland, (6) Japan, (7) Canada, (8) Estonia,(9)Belgium,(10)UK/Denmark,.(12)Italy,(13)Taiwan , ,(14)Australia,(15)Norway This latest edition of the Waseda Ranking surveys the e-Government development of 50 countries altogether. New to the 2011 ranking are 10 countries, which were added to the survey for the first time: Czech Republic, Egypt, Georgia, Iran, Israel, Macau SAR, Pakistan, Portugal, Romania, and Uzbekistan. In order to obtain the latest and most accurate information, along with the assessment of relevant web pages and reports as well as interviews members of the Institute attended local and international e-Government conferences, conducted meetings with government officials and research institutions in major countries.

The Waseda University Institute of e-Government is also in charge of the Asia Pacific Economic Cooperation (APEC) e-Government Research Center. In coordination with APEC, the Institute has been continuously monitoring and researching on the development of e-Government strategies of APEC member economies since 2004 as part of the activities of the "e-APEC" initiative.

Table 2 Historical trends of ranking for 2005-2011

	2005	2006	2007	2008	2009	2010	2011
1	USA	USA	USA	USA	Singapore	Singapore	Singapore
2	Canada	Canada	Singapore	Singapore	USA	UK	USA
3	Singapore	Singapore	Canada	Canada	Sweden	USA	Sweden
4	Finland	Japan	Japan	Korea	UK	Canada	Korea
5	Sweden	Korea	Korea	Japan	Japan	Australia	Finland
6	Australia	Germany	Australia	Hong Kong SAR	Korea	Japan	Japan
7	Japan	Taiwan	Finland	Australia	Canada	Korea	Canada

	2005	2006	2007	2008	2009	2010	2011
8	Hong Kong SAR	8 Australia	8 Taiwan	8 Finland	8 Taiwan	8 Germany	8 Estonia
9	Malaysia	9 UK	9 UK	9 Sweden	9 Finland	9 Sweden	9 Belgium
10	UK	10 Finland	10 Sweden	9 Taiwan	10 Germany, Italy	10 Taiwan, Italy	10 UK, Denmark

2. MAIN TRENDS OF E-GOVERNMENT BY INDICATORS

Altogether, there are seven main indicators used to carry out the survey. These indicators are: network preparedness, required interface-functioning applications, management optimization, national portal, CIO in government, e-Government promotion and e-participation. These seven indicators comprise 31 dimensions, which are further broken down into sub indicators.

1. Network Preparedness

Network Preparedness, the basic infrastructural foundation for the implementation of e-government has already been long established in many countries. Internet users indicate Internet access for citizens' results in major opportunities to apply e-Government services. Broadband penetration is considered one of the key market indicators allowing access to the designated online service in high speeds that will stimulate willingness to use such services and development of new services. Mobile phone usage indicates a way of interaction regardless of location. Thus, higher penetration will project likelihood of accessing e-government. The major accessing platform for many e-government services is personal computers. Hence, being in the information age requires computer literacy.

In first place in this indicator is Sweden, the same place last year, followed by Norway and Netherlands tied for second. Both countries are a step forward compared to last year's rankings. Denmark and Korea tied at fourth. Korea has made rapid progress over the previous year, proving that it has very good strategies to develop the infrastructure. Switzerland and UK in the same position, Singapore was ranked first in the total ranking but in this indicator, it only came at 8th.

A few countries in Southeast Asia (Malaysia, Thailand, and Vietnam) have also improved over last year while standing in the near middle of the rankings.

2. Management Optimization

This indicator reflects the usage of ICT for improving internal processes and measures the government's computerization efforts and the level of ICT integration attainment.

The government's efforts in these areas are quantified using the Capability Maturity Model to grade each government based on the level of maturity of their ICT integration.

Standardization of service procedures and information system to achieve the internal effectiveness and efficiency of governmental operations can be constrained by different reasons.

The Management Optimization indicator, the grouping of country rankings is becoming obvious as well. At first place in this indicator are two countries: France, Germany followed by Singapore (3rd) and Estonia (4th). Given that management optimization along with network preparedness constitute foundations for effective implementation of e-Government, it can be quite expected that the countries with mature e-Government have well established interoperability frameworks and administrative systems. While the indicator is still able to separate good management optimization practices as opposed to "best" management optimization practices, the number of countries entering the 'good cluster is expanding. Thus, the indicator requires a further refinement to provide better discrimination among the countries.

3. Required Interface-Functioning Applications

The availability of user-friendly and secure electronic services is the ultimate goal of e-Government initiatives. The indicators measures 9 core e-services such as e-Tender system, e-Tax systems, e-Voting, e-Payment system, Social Security services (involving payment of pensions, social benefits and insurance), Civil Registration services (securing birth, marriage certificates). In addition to the evaluation criteria mentioned above, the ranking is capturing the presence of Cyber Laws (Cyber Security and e-Commerce Laws) and security system features to protect all transactions/activities across the Internet and among government offices and instrumentalities. The most recent trends show a number of governments in developing countries shifted to user-oriented strategies and maintained one-stop-service portals with plans to gradually expand and enhance its service delivery.

The results of the survey have USA at first place followed by Singapore. Australia and Canada are sharing the third position. In fifth place, three countries are tied: Korea, France, and Japan, which improved its performance since last year. While the very best e-Government application functions stand out and are able to differentiate themselves, the rest is making a steady progress and will be soon prepared to challenge the leaders.

4. National Portal/Home page

The national portal is the basic interface for stakeholders to access government in an electronic way. The ranking identifies four factors affecting the portal significantly. The four factors are navigation, interactivity, interface, and technical. Eighteen parameters are adopted to evaluate the interface of a national portal. The layout, text, color, and consistency are the main focus in this aspect, as well as the multi-language provision, print and multimedia functions. As for navigation, 14 parameters are employed to test the basic functions of a portal, such site map, search engine, help function, and so on. Interactivity is measured with 15 parameters, which include a real

contact information provision, e-mail function provision, SNS (social network service) or online community services, online polls etc. There are 12 parameters adopted for technical indicator to test the innovativeness of the portal.

And yet again the results show the continued dominance of the USA national portal USA.gov, which is No. 1 for this indicator for the 3rd year. The USA portal continues to lead the way in terms of design, navigation, and innovative and extensive use of web 2.0 technology.

Missing few accessibility features and some Web 2.0 tools UK is ranked the second, followed by Singapore at third. Japan placed at fourth, then France, Sweden tied at fifth, while Estonia at seventh, Finland and South Africa placed eighth.

Unavailability of enhanced content, such as multimedia shows does not always indicate a lack of government attention to the functionality of the websites. The portal of Finland is designed so that all information can also be accessed without flash, allowing accessing the portal from a mobile device as it is, without designing a separate mobile version. However, Finland along with other countries has some other opportunities for improving its website. Though they might be rich in online services, they demonstrate extensive opportunities in improving their technical specifications, security, and interaction features among others. It is also common that the quality of national portals in those countries is apparently lagging behind those of other governmental authorities and institutions. For instance, websites of the president, prime minister are demonstrating excellent functionality and innovations unlike the national portals.

5. Government CIO

CIO is expected to integrate management strategy with IT investment in order to achieve a balance between the business strategy, organizational reform, and management reform. Thus, the post of Government CIO (Chief Information Officer) is seen by many governments to be one of the key factors in the success of e-Government implementation. In the Waseda survey, the CIO indicator measures firstly for the presence of CIOs in government; secondly, the extent of their mandate; thirdly, existence of organizations which foster CIO development, and finally, special development courses and the degree/quality to which they teach CIO related curricula.

The results of the 2011 Survey for this indicator show USA ranked first, followed by Singapore at second, Korea third. Canada and Japan are tied at fourth followed by Thailand at sixth, Australia at seventh and Norway, UK, Sweden and New Zealand tied at eighth.

The countries leading in this indicator have established GCIOs (or equivalent titles) responsible for e-Government implementation. They also have programs for CIO development, bodies for supporting CIO and a framework for CIO functions.

It is worth mentioning that while many governments have established a special position as well as supporting body, that are in charge of decision making and coordination of e-Government development and implementation they are not always referred to as GCIO.

6. e-Government Promotion

The scope of e-Government promotion includes activities involved in supporting the implementation of e-Government; such as, legal frameworks, promotion activities, organizations/bureaus involved, budgetary distribution system and the existence of third-party committees for over-sight evaluators. The evaluation of e-Government Promotion indicator has been done by using a comprehensive list of evaluation parameters which evaluates a degree of development in each section and a current status of each government's e-Government promotion development.

Singapore has now taken first place for its e-Government promotional activities, followed closely by Korea. Japan is ranking in third place. Canada is ranked fourth respectfully. Australia and Norway are tied at fifth, followed by USA and Portugal. It can be seen that in spite of availability of quality e-government, the leading countries still pay a lot of attention to promotional activities in popularizing of the use of e-services and in development of e-Government at local levels.

Much of the efforts of less developed countries are directed at improvement of ICT literacy among their citizens and employees, they are still struggling with the approval of e-Government legislation, assignment of external over-sight evaluation committees and finding proper e-Government funding a strategies.

7. e-Participation

An e-Participation indicator is used to take into account the "demand" side of e-Government as well as to see to what degree people are using e-government platforms especially in the light of Gov 2.0 mash ups. The Waseda ranking adopts the UN definition and measuring a presence of e-participation through three sub-indicators, i.e. e-information, e-consultation and e-decision making that are dissected in many parameters upon which e-participation is measured.

For this indicator, Australia, Estonia and USA are joint leaders. Denmark and Germany are tied at fourth, followed by the UK. Then there are five countries tied at seventh place; Finland, Korea, Portugal, Canada, and Sweden. Interestingly, the leader of the overall ranking Singapore is sharing the next group with another nine countries (economies): Hong Kong SAR, Netherlands, Chile, Israel, Brazil, Mexico, Malaysia, Japan and Switzerland.

This might suggest that again become more c on.