

The 2008 Waseda University World e-Government Ranking released

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The Waseda University Institute of e-Government has released the results of its recently concluded Waseda University World e-Government Ranking 2008. This research is the 4th year outcome on monitoring and evaluating e-government by Waseda University, Japan. There are a number of new trends seen in the outcome of the research. The emergence of Web 2.0, meaning that the usage of the Internet, as an effective and easy way to increase the interaction and participation of citizens, has been empowered by new technologies and applications such as blogs, Rich Site Summary (RSS), and mobile government. These tools allow the citizens to propose their ideas or comments to their government easily, and, in a similar way get feedback from government.

Historical trends for 4 years by our analysis indicate 3 interesting aspects as the outcome:

1. top 3 countries in ranking .have been the same
2. the scores have been closer among the top 20 countries/economies
3. e-democracy including e-participation and e-Inclusion are growing critical issue

In the public sector, more countries like the United States and Singapore are using various interactive tools to serve as tools to communicate with their citizens in terms of environment protection policy, regional recognition and even political issues with an interactive approach so that both government and citizens could reach a win-win situation.

In order to obtain a comprehensive outcome on the development of e-government worldwide, this year two countries have been added to the research: India and Fiji, making a total of 34 surveyed countries/economies for this project. The top ten countries/economies in the ranking are: **(1) United States of America., (2) Singapore, (3) Canada, (4) Korea, (5) Japan, (6) Hong Kong, (7) Australia, (8) Finland, (9) Sweden, and (10) Taiwan.**

The Waseda University World e-Government Ranking contains comprehensive benchmarking indicators in order to obtain an accurate and precise outcome for the

latest development of e-Government in the world. These include: *network preparedness, required interface-functioning applications, management optimization, homepage situation, introduction of CIO, and the promotion of e-government*. This research does not only analyze the development of websites and ICT deployment in governments, but also look into real operations, online services and the relationship between governments and their stakeholders. From the Asian's point of view, the Waseda University World e-Government Ranking attempts to provide a different perspective from studies carried out by other organizations in the world. This contribution will definitely benefit governments, international organizations, business groups, citizens and academic institutions around the world.

In order to obtain the latest and most accurate information, along with the assessment of relevant data, the Waseda University Institute of e-Government carried out several activities during the year: organized e-government experts' conferences and invited them as researchers. Members of the Institute attended international e-Government conferences, and visited governments and think-tanks in major countries/economies. Finally, discussions with international organizations such as the Asia Pacific Economic Cooperation (APEC), the Organisation for Economic Co-operation and Development (OECD), the International Telecommunications Union (ITU) and the World Bank, were held.

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 continuously been monitoring and researching on the development of e-Government strategies of the member economies since 2004 as part of the activities of the "e-APEC" initiative.

The Waseda University Institute of e-Government will continue to monitor and evaluate the e-Government, initiatives worldwide in order to contribute to their improvement as a tool for promoting the development of the Information Society, reinforcing international competitiveness and strongly supporting citizen's lives worldwide.

Main Trends of e-Government by Indicators

We have prepared 26 indicators in 6 sectors for benchmarking as follows:

1. Network Preparedness

In the area of network preparedness, the major foundation for implementing e-government such as Internet users, Broadband users, Cellular phone users, PC users and Security system have been well established, while an increasing number of countries have already reached the upper level.

2. Required Interface-Functioning Applications

There has been major progress in the development of required interface applications for the promotion of e-Government in many countries. This is reflected in the results obtained by countries/economies such as Japan and Hong Kong, currently in the top four places in the field of interface functions and applications category as compared to last year's ranking for the same category. Based on the obtained ratings, the top three spots in the required interface category for this year are occupied by the United States, Singapore and Canada respectively.

Also, countries ranked in the top two (1) Canada and (2) Australia are now on third and fourth places. It is also important to note that there are more countries catching up to countries that initially led e-government rankings in the past, hence the number of countries that are tied to the same rank. This implies a slowing down of e-government initiatives of these countries (developed countries) and the acceleration of e-government initiatives in more developing countries.

In the area of e-government applications, e-Tax and e-Tender applications seem to be most widely implemented. e-Voting, on the other hand, is encountering legal issues in some countries resulting in the slowing down of initiatives in this field.

3. Management Optimization

A growing number of government organizations have realized the need to continuously review and revise their internal processes so as to capitalize on the advantages of ICT while at the same time deliver quality services to all stakeholders. Competition has been fierce this year and many countries have made vast improvement in their effort of optimizing management within their government and these have been reflected in the results for the Management Optimization indicator.

Half of the countries that were in the top 10 for this indicator last year dropped out from the list. Norway, Canada, Finland, United Kingdom, New Zealand and Italy have

replaced France, Japan, Malaysia, Germany, Taiwan and Thailand as among the top 10 countries/economies for this indicator. Among them, Norway has leapfrogged the countries into the top with its eNorway 2009 plan slowly but surely bearing fruit since its inception in 2005.

Singapore, Hong Kong, USA, Korea and Sweden have maintained their stride and continue to build on what they have achieved in the past year. Newcomers to these e-Government Ranking, for example, India is ranked in the middle group. As a new economic power for the 21st century, Indian government's effort in optimizing and integrating its public sector will be closely monitored.

4. Homepage

In this year's rankings, homepages are again included as one of the indicators. Homepage ranking focuses on four main areas: updating frequency, public disclosure, link navigation system, and multi-language correspondence. The top ten countries in the homepage ranking came from (1) Canada, (1) Hong Kong, (1) USA, (4) Korea, (4) Norway, (4) Sweden, (7) Australia, (7) Finland, (7) Japan, and (7) India.

Most of the countries/economies that occupy the top ten fulfilled the above requirements. However, for multi-language correspondence, some of the countries (for example, New Zealand and Australia) do not have multi-language option in their homepages. As for countries/economies analyzed last year that did not have multi-language homepages (the United Kingdom, the United States, the Philippines, and Singapore), only the United States and the United Kingdom have implemented this option in their homepages. As for the Philippines, the multi-language option has been partially implemented.

As for the newcomers into the top ten homepage rankings, Hong Kong enters the top ten after being ranked 12th from last year in ranking. In addition, Norway and India also made it to the top ten in this field for the first time this year.

5. Introduction of Chief Information Officer (CIO)

The top ranked in the CIO field show a trend towards the top e-Government ranking countries in the report. With the exception of Malaysia and Thailand, the rest of the countries/economies come mainly from the top 10 e-Government countries/economies with the top 4 countries in e-Government also showing in the top 4

CIO countries. In addition countries in Asia seem to place a heavier emphasis on the CIO field with 6 countries at the top 10 coming from Asia while North America provided 2, followed by from Europe and Oceania. One each And also from the data gathered by the researchers, it shows a trend that the promotion of the CIO function comes after the other functions of the e-Government which focuses on implementations like Network Preparedness, Homepage, Interface Functions and Applications and lastly Promotion of e-Government. On the other hand CIO and management functions seem to receive lesser attention

6. Promotion of e-Government

More nations are increasing their efforts in e-government promotional activities. The United States is still in first place for its e-Government Promotion Activities, sharing this position with Canada, Singapore and Japan, which have improved their scores for this field, compared to last year. Korea has dropped from second place to fifth. In a similar way, Finland and Australia have descended from second place to eighth and tenth respectively. Four countries/economies (Sweden, Norway, Hong Kong and Taiwan) have improved from last year to be part of the top ten in this category

Some Recommendations for future action

For legal and public administration reform, many governments need to determine new targets and accelerate the provision of more online applications (setting specific deadlines, for example, before year 2010). However, fields such as e-Voting will take more time to get fully implemented in most countries as there are a number of legal issues that need to be previously solved. In general, the issuance of general laws in the field of e-Government issued by the legislative branch or Congress is going to decrease, to be drastically replaced by technical regulation such as that issued by Ministries and governmental agencies.

Meanwhile, as citizen engagement is considered a major component of a successful e-Government Strategy, the activities to promote the usage of e-Government (C2G, B2G) need to be increased gradually. There are many considerations and potential implications in the continuous implementation of e-Government in various countries. In the development of online interface applications and their deployment, it is necessary to ensure that the citizens are aware of what exactly the applications can deliver in the shortest possible time without the need for them to go on-site or without having to undergo through a complicated process when using the system. For those countries with

advance status in terms of the required interface applications, it is necessary is to focus more on information campaigns to increase the peoples' awareness on the benefit of using online applications like e-Tax systems, e-Payments and others.

Next, with the rise of Web 2.0, governments can have more citizens' involvement than before, therefore it is expected that countries/economies are increasingly going to construct their homepages/portal using Web 2.0 in the near future. Moreover, due to the frequency of interaction between the government and citizens, methods to deal with opinions or comments from citizens will be a topic that will need special attention. In a simple word, the relationship between government and citizens on Internet, or so-called the e-citizenship, is becoming a very interesting issue as citizens have now available channels to voice out their opinions. On this regard, we propose the new concept of "e-community" as comprehensive e-government.

Finally, we would like to recommend the priority of human recourse development for CIO as an engine of implementing e-government all over the world. On this regard, international organizations such as ITU, APEC and major universities should take initiative on formulating the framework of capacity building to meet the huge demand of CIO activities .From my experience as an overseer of the project on CIO training under APEC for many years, it takes some time to materialize the HRD scheme and obtain the effective results by comprehensive evaluation methodology

Annex

Research Name	4th Waseda World e-Government Ranking 2008
Research Organization	Waseda University Institute of e-Government
Objective	To conduct a research on the status and development of e-government in the world, and to rank the surveyed countries based on the various criteria for an ideal e-Government.
Research Method	<p>This research was conducted by the staff of Waseda University Institute of e-Government and researchers of Waseda University Graduate School of Global Information and Telecommunications Studies, under the guidance of Professor Toshio Obi, Director, Institute of e-Government. Along with the assessment of relevant data, the Waseda University Institute of E-Government carried out several activities during the year: organized e-government experts' conferences and invited them as researchers. Members of the Institute attended international e-Government conferences, and visited governments and think-tanks in major countries. Finally, discussions with international organizations such as the Asia Pacific Economic Cooperation (APEC), the Organisation for Economic Co-operation and Development (OECD), the International Telecommunications Union (ITU) and the World Bank, were held.</p> <p>The research was conducted throughout year 2007, in three periods, from April 1 to July 31 for preparation, from August 1 to November 30 for research monitoring/analysis, and whole December for review and finalization.</p>
Research items	6 sectors, 26 indicators
Evaluation	A total of 26 indicators were used to evaluate six fields that constitute an ideal e-Government. Each indicator was measured from 1 to 5 point scale. Each sector has been tested whether its reliability is significant or not, by both quantitative and qualitative measurements.

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4th Waseda University World ranking on e-Government 2008

Rank	Country/Economy	Deviated Score		18	Malaysia	49.4
1	USA	68.3		19	Netherlands	45.4
2	Singapore	67.8		20	Thailand	44.9
3	Canada	66.8		21	Spain	44.3
4	Korea	63.2		22	Indonesia	43.8
5	Japan	62.2		23	China	43.3
6	Hong Kong	61.7		24	Philippines	42.8
7	Australia	59.1		24	Brazil	42.8
8	Finland	58.6		26	Chile	42.3
9	Sweden	56.6		26	South Africa	42.3
9	Taiwan	56.6		26	Mexico	42.3
11	Italy	56.1		29	India	41.8
12	England	55.6		30	Brunei	39.8
13	Norway	55.1		30	Vietnam	39.8
13	Germany	55.1		32	Russia	37.7
15	New Zealand	50.5		33	Peru	36.2
16	France	50.0		34	Fuji	28.0
17	Belgium	50.0				

Table 2: Dimensions and Indicators

Sectors	Items
1. Network Preparedness	1-1 Internet users 1-2 Broadband users 1-3 Digital mobile users 1-4 PC users 1-5 Security system
2. Required Interface-Functioning Applications	2-1 Online applications 2-2 e-tender system 2-3 e-tax system 2-4 e-voting system 2-5 e-payment system
3. Management Optimization	3-1 System optimization 3-2 Integrated network system 3-3 Administrative and budgetary systems 3-4 Public management reform by ICT
4. Homepage/Portal Situation	4-1 Updated Frequency 4-2 Public disclosure 4-3 Link navigation system 4-4 Multi-language correspondence
5. Introduction of CIO	5-1 Introduction of CIO 5-2 HRD for CIO 5-3 Supporting body for CIO 5-4 Role and function of CIO
6. Promotion of e-Government	6-1 Priority of e-gov planning & strategy 6-2 Promotion activities 6-3 Legal framework 6-4 Evaluation system

Table 3: Top 10 Ranking for Each Sector

Network Preparedness	
1	Sweden
1	Netherlands
3	Singapore
4	USA
4	Norway
4	Australia
4	Finland
8	Japan
8	Canada
8	Germany
8	Hong Kong
8	New Zealand
8	Taiwan
8	UK

Interface Function and Applications	
1	USA
1	Singapore
3	Canada
4	Australia
4	Hong Kong
4	Korea
4	Japan
8	Taiwan
9	New Zealand
9	Sweden

Mgt. Optimization	
1	Norway
1	Singapore
3	Canada
3	Hong Kong
3	USA
3	Finland
7	UK
7	Korea
9	Sweden
9	Italy
9	New Zealand

Homepage	
1	Canada
1	Hong Kong
1	USA
4	Korea
4	Norway
4	Sweden
7	Australia
7	Finland
7	Japan
7	India

Introduction of CIO	
1	USA
1	Singapore
3	Canada
3	Japan
5	Korea
6	Australia
6	Germany
8	Hong Kong
8	South Africa
8	Taiwan
8	UK

Promotion of e-Gov	
1	Canada
1	USA
1	Singapore
1	Japan
5	Korea
5	Sweden
7	Italy
8	Norway
8	Finland
10	Australia
10	Hong Kong
10	Taiwan
10	India

Table 4: Comparison on the 1st, 2nd, 3rd, and 4th ranking results

2008		2007		2006		2005	
1	USA	1	USA	1	USA	1	USA
2	Singapore	2	Singapore	2	Canada	2	Canada
3	Canada	3	Canada	3	Singapore	3	Singapore
4	Korea	4	Japan	4	Japan	4	Finland
5	Japan	4	Korea	5	Korea	5	Sweden
6	Hong Kong	6	Australia	6	Germany	6	Australia
7	Australia	7	Finland	7	Taiwan	7	Japan
8	Finland	8	Taiwan	8	Australia	8	Hong Kong
9	Sweden	9	UK	9	UK	9	Malaysia
9	Taiwan	10	Sweden	10	Finland	10	UK