Tokyo, January 2 9 , 2007

MEDIA ADVISORY

The ***Waseda University Institute of E-Government*** has released its ***2007 World E-Government Ranking***. For three consecutive years, the Institute has ranked the development of E-Government in 32 selected countries.

The Waseda University E-Government Ranking is the first of its kind the world to make a comprehensive research covering not only Home Page, but also substantial activities to achieve the goal of E-Government. A multidisciplinary team formed by researchers from 14 different countries was in charge of the administration of the ranking.

A set of comprehensive indicators and parameters were defined and used by the Institute to measure E-Government development in these countries. These parameters are not only focused on the provision of services to the citizen, but also with the effective degree of commitment of a given country with the implementation of successful E-Government strategies.

Among the primary indicators used -- promotion of E-Government and the establishment of Chief Information Officers (CIO) -- are measured in order to show the development of E-Government as a tool for strategies as well as effective and efficient delivery of services to the citizens.

Hoping that this research will prove to be worthy of media coverage.

Truly yours,

Toshio Obi

Director, Waseda University Institute of E-Government
Professor, Graduate School of Global Information
and Telecommunication Studies (GITS). Waseda University

PRESS RELEASE

The 2007 Waseda University e-Government Ranking released

The Waseda University Institute of e-Government has released the result of its recently concluded *2007 Waseda University e-Government Ranking.* In order to distinguish from previous rankings, the keyword for this year is "New Role of CIO and Online Services Applications".

Director of the Institute, Professor Obi, noted that even though the digital divide of the world still remains, the gap between developed countries and some developing countries is getting close. More and more developing countries are able to apply ICT in terms of e-government initiatives based upon the best practice and lessons learned from developed countries.

A total of 32 countries were surveyed for this project. The top ten in the ranking are: *(1) U.S.A., (2) Singapore, (3) Canada, (4) Japan and Korea, (6) Australia, (7) Finland, (8) Taiwan, (9) U.K., and (10) Sweden(Table1)* Sectors taken in the e-government included *network preparedness, required interface-functioning applications, management optimization, homepage situation, introduction of CIO, and the promotion of e-government(Table2)*

Compared with other similar researches and rankings, the Waseda University e-Government Ranking contains more relatively comprehensive indicators for benchmarking in order to obtain a more accurate and precise outcome for the latest development of E-Government in the world. Meanwhile, it did not only check websites and ICT deployment in governments, but also the relationship between governments and their stakeholders. From the Asian's point of view, the Waseda University E-Government Ranking attempts to provide a different perspective from the study of other organizations in the world. This contribution would definitely be beneficial for governments, international organizations, business groups, and academic professional institutions around the world.

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 researching on e-governments of the member economies since 2004 as one of the strategic evaluations on "e-APEC".

As a related activity, Waseda University organized the International Conference on Global E-Governance last June in Tokyo with about 300 experts from many countries and international organizations such as ITU, UNESCO and APEC, to evaluate E-Government activities.

In addition, researchers have visited 25 countries to evaluate the targeted activities.

In the future, the Institute will continuously dedicate to observe and evaluate the development of e-government in the world. By releasing the index annually, the Waseda e-Government Ranking expects to serve as a tool for promoting the development of information society, decreasing the digital divide as well as achieving the ultimate goal of e-Democracy.

Main Trends of e-Governments in the World

1. Network Preparedness

As the foundations to support the implementation of e-government, some statistical data shown such as internet users, broadband users, cellular phone users, pc users and security system factors were used to show that the gap between the developed countries and developing countries have decreased. Concerning the infrastructure of information technology, developed countries such as United States, Canada, Finland, Korea, Singapore, Japan and Taiwan are in advanced level of their network infrastructure. The newest technology and the statistics of users in terms of preparedness are spread across the whole of each of the countries mentioned above with almost similar percentage in all items used in the evaluation, while developing countries have increased the number of cell phone users. As for security systems, it is regarded as one of the top priority issues to implement E-Government in developed countries/economies.

2. Required Interface-Functioning Applications

For the required Interface functioning applications - online applications, e-tender system, e-tax system, e-voting system, and e-payment system were examined. As a result, each country introduces a variety of online applications with aggressive approach as interactive as they can, while other countries that do not have such systems yet will introduce it in the near future as described in their e-government plan. In terms of e-voting, most countries have not shown any application, possibly because to have an election it takes about 4–5 years. As for e-procurement (tender), most of governments have much improved the systems' effectivity.

3. Management Optimization

Many government organizations make a great effort with their e-government implementations getting caught up with how to manage their day by day operation and at the same time improve their internal processes. To systematically and effectively implement the practical purposes of e-government to the whole bureaucracy, it is required for government services to be available for all stakeholders and to deliver immediate and continuous gains. For the past few years, evidences of optimized management and implementation of E-Government initiatives have been observed mostly from countries like Singapore, United States, France, Japan and Korea as they continue to climb up the rankings with more electronic transactions and processes now made available for the citizens.

4. Homepage

This year homepages were again analyzed as one of the indicators in this ranking. This indicator enables not only for dissemination of information about the government's policies but also as a tool for online-based applications, while encouraging public participation. Government portals should act as catalysts to create demand on e-government applications. A sharp trend for every government is the growing popularity and sophistication of their homepages and websites.

In order to promote e-services to the people, quality and appropriateness of the website features are crucial. It includes reliability of systems, availability of e-services, updated information, cross functional inter-agencies and interactiveness. We used five sub-indicators in assessing the homepage situations. These are updating frequency, public disclosure, link navigation system and multi-language correspondence. On the multi-language correspondence, not all countries translate their homepage from their national language to other main languages as identified by United Nations such as Spanish, Chinese, Arabic, Russian, and French. In certain countries which their native language is English such as United Kingdom and United States and countries where English has been spoken widely such as Singapore and the Philippines tend to apply only this language in their government's websites. It is necessary to have at least two languages use in the websites.

5. CIO

Chief information officers (CIOs) play important role in the success of e-government since the designation of CIOs in the government is seen as a very vital strategy to bridge the gap between management and technology. The same position with the same capacity can be named differently. However, the title CIO is becoming very important since there are growing international collaboration to support CIO human resource development. In this area, the evaluated indicators were: the introduction of CIOs, Human Resource Development for CIOs, Supporting Body for CIO and Role and Function of CIOs.

6. Promotion of e-Government

For the measurement of the Promotion of E-Government the following indicators were used: a) Prioritization of e-Government Planning and Strategies; b) Promotional Activities on e-Government; c) Legal Framework and; d) the Evaluation System. Promotion of e-Government is one area that is useful in measuring e-government

presence in a country or state. It looked into strategies involved in prioritizing e-government as part of a country's national strategy; activities pertaining to the promotion of E-Government; passage of bills or amendments of laws providing legal mandates and, the country's assessment efforts.   Results of this research showed that the majority of the countries include E-Government at the core of their national strategy. However, some have yet to create a legal framework for E-Government.

Annex

Research Name	3rd Waseda World e-Government Ranking 2007
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	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. Latest data of the International Telecommunication (ITU), Organization for Economic Co-Operation and Development (OECD), Asia-Pacific Economic Cooperation (APEC), and other international organizations served as major reference for the study. Likewise, statistics, interviews local research, an international conference in June 2006, workshops in July and September 2006, and information from authorized organizations of each country, were used as critical materials. A total of 32 countries or economies served as the sampling for this researches in 25 countries, which include: Japan, the United States, Canada, Thailand, Philippines, Malaysia, Vietnam, Korea, Brunei, Indonesia, Australia, Singapore, Chile, Mexico, Peru, Brazil, New Zealand, Taiwan, Hong Kong, Russia, China, Finland, Sweden, Norway, United Kingdom, Belgium, France, Germany, Netherlands, Italy, Spain, South Africa. The research was conducted throughout year 2006, in three periods, from April 1 to July 31 for preparation, from August 1 to November 30 for research proceedings, and whole December for review and finalization.
Evaluation	A total of 26 indicators were used to evaluate six sectors 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, in both

	quantitative and qualitative measurement.
Research items	6 sectors, 26 indicators

Table 1 The 3rd Waseda University World ranking on E-Government 2007

Rank	Country	Standard Score	Rank	Country	Standard Score
1	U.S.A.	67.18	17	Thailand	49.96
2	Singapore	66.60	18	Netherlands	49.39
3	Canada	62.59	18	Norway	49.39
4	Japan	61.44	20	Belgium	45.95
4	Korea	61.44	21	Spain	45.37
6	Australia	60.86	22	Chile	43.65
7	Finland	59.72	23	Philippines	43.08
8	Taiwan	58.00	24	Mexico	42.51
9	U.K.	56.85	25	Brazil	41.93
10	Sweden	55.70	26	China	40.78
11	Germany	55.13	27	Brunei	40.21
12	France	54.55	28	South Africa	37.84
12	Hong Kong	54.55	29	Peru	34.47
14	Italy	53.98	29	Indonesia	34.47
15	Malaysia	53.41	31	Vietnam	33.33
15	New Zealand	53.41	32	Russia	32.75

Table 2: Sectors 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. 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	Singapore
1	Netherlands
3	United States
3	Sweden
5	Japan
5	Finland
5	New Zealand
5	Korea
5	Hong Kong
5	United Kingdom
5	Australia

CIO	
1	United States
2	Singapore
2	Canada
4	Japan
4	Korea
4	Taiwan
7	Australia
7	Malaysia
9	United Kingdom
10	Thailand

Homepage	
1	Singapore
1	Finland
3	Japan
4	United States
4	Canada
6	Italy
6	Taiwan
6	Sweden
9	France
9	New Zealand
9	Hong Kong
9	Germany
9	Australia

Management Optimization	
1	Singapore
2	United States
2	France
2	Japan
2	Korea
2	Sweden
7	Malaysia
8	Germany
8	Hong Kong
8	Taiwan
8	Thailand

Interface Functions and Applications	
1	Canada
2	Singapore
2	United States
2	Australia
5	Korea
5	Malaysia
5	United Kingdom
5	Italy
9	Germany
9	Taiwan

Promotion of E-Government	
1	United States
2	Finland
2	Korea
2	Australia
5	Japan
5	Singapore
5	Canada
5	France
9	Germany
9	New Zealand
9	Taiwan
9	United Kingdom
9	Italy

Table 4: Comparison on the 1st （２０05）, 2nd and 3rd (2007)Ranking results

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