

20. E-government strategies

In the aftermath of the crisis, tough austerity initiatives have spurred many OECD governments to rethink their e-government priorities and boost e-government's strategic role in supporting the recovery. E-government is seen more than ever as at the core of public sector reforms, and policy makers consider it as a pivotal policy tool to enable governments to do more with less. As such, national e-government strategies aim to exploit new efficiencies, create more effective ways of working and improve productivity within the public sector. The implementation of e-government initiatives can be a reflection of a government's capacity for strategic foresight and leadership, as successful execution of these large-scale initiatives requires that the public administration co-ordinate various stakeholders across a wide breadth of administrative silos.

The 2010 OECD e-Government Survey asked member countries about the expected results of national e-government initiatives to better understand how governments are adapting e-government strategic objectives in the current economic context. Responses show that e-government initiatives are designed to contribute to wider economic objectives: they are seen as a means to achieve cost savings and promote growth by fostering a business-friendly environment. The main priorities of e-government initiatives of member countries are indeed reducing administrative burdens (96%) and cutting costs (86%) followed by spurring innovation (74%) and improving effectiveness and responsiveness (67%).

A complex, incomplete or obsolete legal and regulatory environment, however, may hinder the provision of integrated and responsive e-government services or their uptake by users. Countries reported that while they are fairly advanced in tackling issues like privacy and digital signature (all respondents regulate these areas), promoting e-business (92%), regulating electronic filing and preventing cybercrime (88%), they are not as prepared in managing public and private partnerships in e-government initiatives (67%).

Lastly, e-government can also be used as an internal management tool for increasing governments' capacities for decision making and forward planning. OECD countries

are increasingly exploring the use of new technologies (e.g. web 2.0, cloud computing, mobile technology) to change how the public sector works and interacts with citizens and businesses. However, survey results show that more efforts are needed in this regard; for instance, only 25% of responding OECD countries have ongoing initiatives to promote better knowledge management in the public sector. This is important to facilitate information sharing across government silos, and to breakdown interoperability barriers.

Methodology and definitions

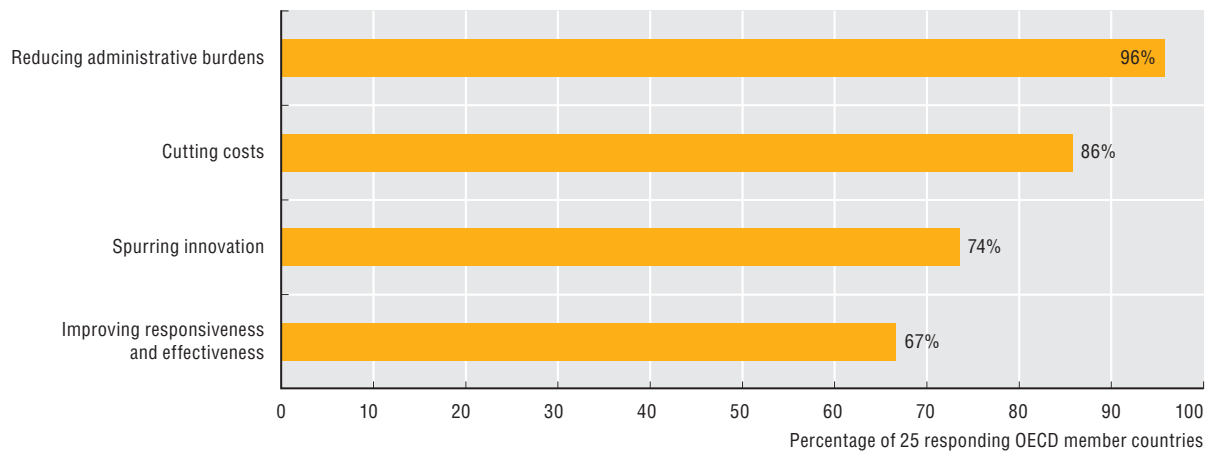
Data are drawn from the 2010 OECD Survey on e-Government Structural and Economic Data. Respondents were government officials in the central level of government responsible for national e-government strategies. The survey was completed by 25 OECD member countries and Egypt. Data are not available for Belgium, Canada, the Czech Republic, Germany, Ireland, Israel, Korea, Norway and the United States. Additional country-specific data on e-government objectives are available on line at: <http://dx.doi.org/10.1787/888932391982>. Additional country-specific data on enabling laws or policies are available on line at: <http://dx.doi.org/10.1787/888932392001>.

Further reading


OECD (2009), *Rethinking e-Government Services: User-Centred Approaches*, OECD Publishing, Paris.

OECD (2010), *Denmark: Efficient e-Government for Smarter Public Service Delivery*, OECD Publishing, Paris.

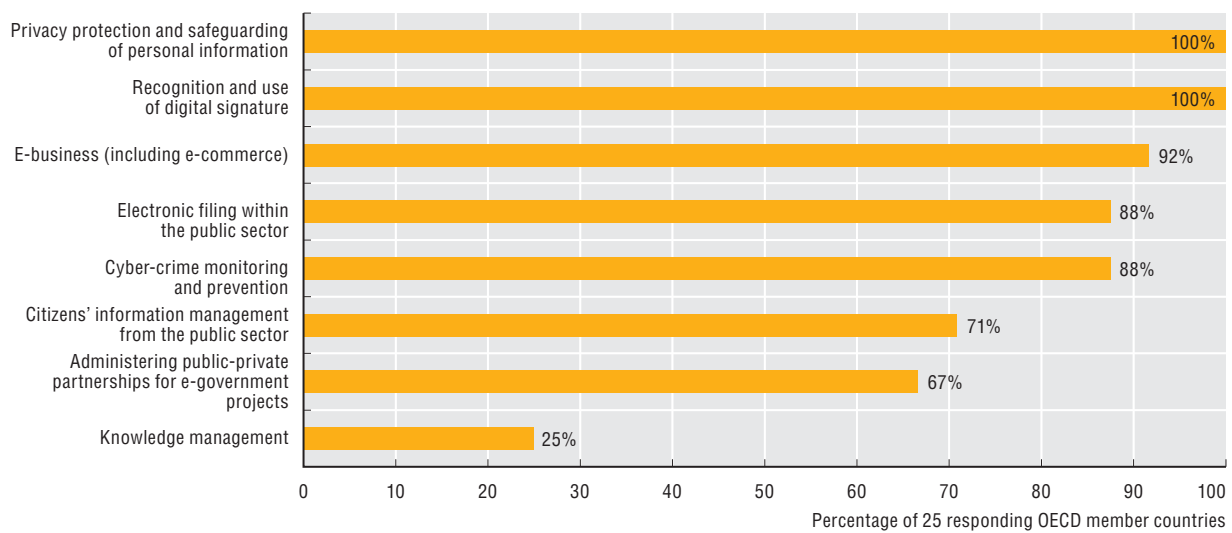
20.1 Top e-government objectives identified in central government (2010)




Source: OECD 2010 Survey on e-Government Structural and Economic Data.

StatLink  <http://dx.doi.org/10.1787/888932390500>

20.2 Central government laws or policies enabling e-government (2010)



Source: OECD 2010 Survey on e-Government Structural and Economic Data.

StatLink  <http://dx.doi.org/10.1787/888932390519>



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