



## UN Public Administration Programme

Division for Public Administration and Development Management (DPADM)  
UN Department of Economic and Social Affairs (UNDESA)



# ESCAP/UNDESA Round Table on ICT access and e-Government for achieving the MDGs

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# 2010 E-Government Survey

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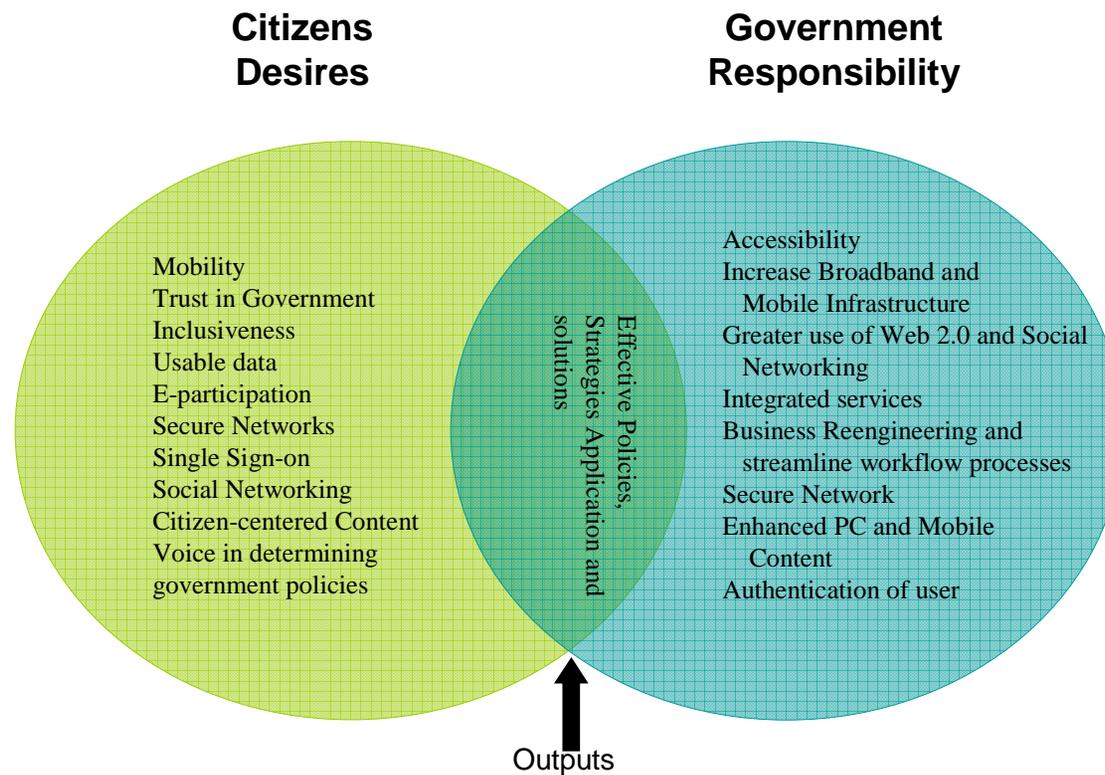
# Rational of 2010 Survey

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**The 2010 Survey is a comparative assessment of 192 United Nations Member States' response to the demands of citizens for excellent services and products through Information and Communication Technologies.**



# Government - Citizen Relationship in e-Government





# Findings

**Many Middle Income countries have revamped their national and ministry sites into tightly integrated portals that provides citizens with a window to government e-services.**

**Middle Income countries have surpassed many developed countries in their e-government readiness index, especially in the web measure index.**

**Developed countries still maintain a significant edge in the infrastructure and human capital indexes.**

**Integrated e-services especially at the ministry levels, is still a major issue for most countries.**



# Findings

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**E-participation and the empowerment of citizens is still at the development stage in most countries. Although many governments have included polls and feedback forms on their portals or web sites, few governments have sponsored discussion forums, blogs or had information on social networking sites.**

**Citizens continue to be more Internet savvy and are demanding more e-products from their governments, governments are still trying to catch up to this demand.**



# Methodology

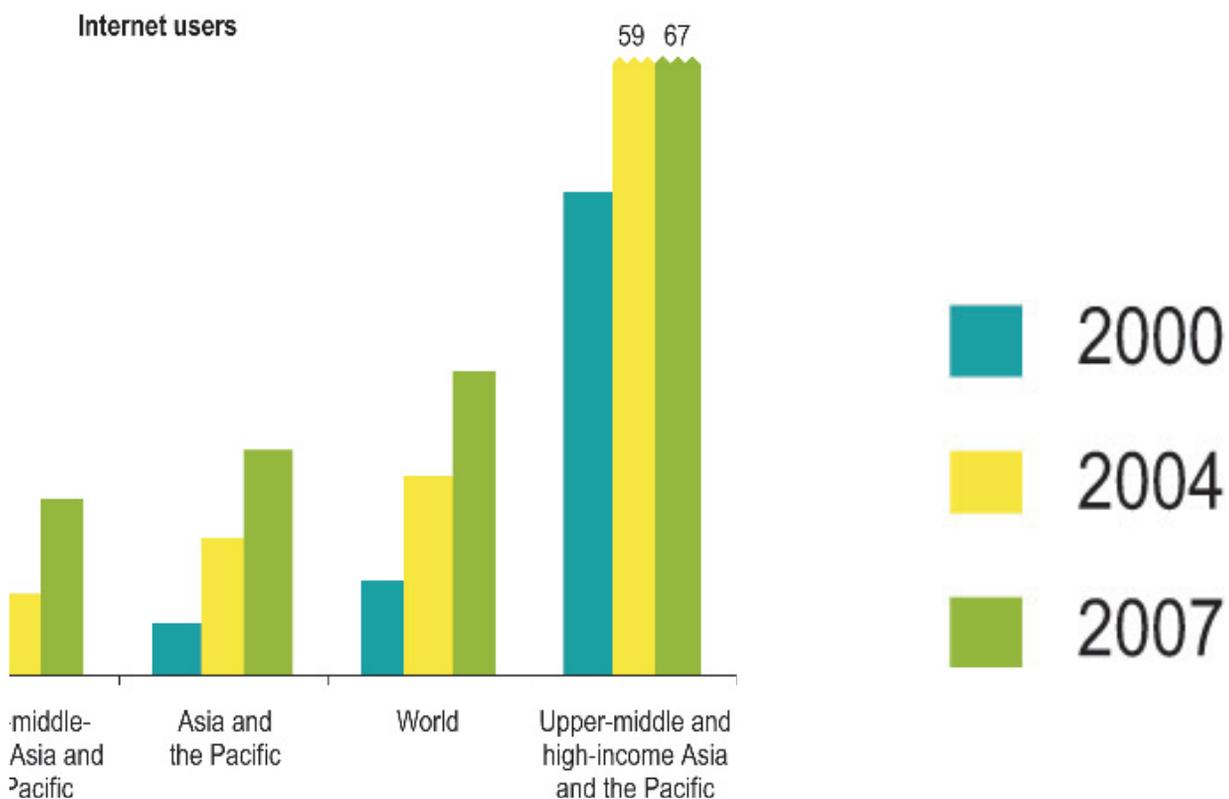
## Telecommunications Infrastructure Index

The telecommunications infrastructure index 2010 is a composite index of five primary indices relating to a country's telecommunications infrastructure development as they relate to the delivery of e-government services. These are:

- Internet Users /100 persons
- PCs /100 persons
- Main Telephone Lines /100 persons
- Mobile Telephones /100 persons
- Broadband /100 persons

Each index represents 20 per cent weight of the overall telecommunications infrastructure index.

## Internet users in Asia



Source: UNDP Information and Development Management (DPADM) and Social Affairs (UNDESA) database. Income groupings correspond to the World Bank.

[https://www.yunbaogao.cn/report/index/report?reportId=5\\_8060](https://www.yunbaogao.cn/report/index/report?reportId=5_8060)

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