

**E-GOVERNMENT READINESS**  
THE PERFORMANCE OF THE  
OIC MEMBER COUNTRIES

**SESRIC**

**Eng. Huseyin Hakan ERYETLI**

# Overview



- Introduction
  - eGovernment Readiness
- eGovernment Indicators
  - eGovernment Readiness Index (ERI)
  - Web Measurement Index (WMI)
  - Telecommunication Infrastructure Index (TII)
  - Human Capital Index (HCI)
- Recommendations

# Introduction

- No uniform definition for e-government
- Different e-government definitions by various relevant international organisations
- In short, e-government is one aspect of digital government which includes the broad use of all information and communication technology (ICT) tools in delivering services of the public sector

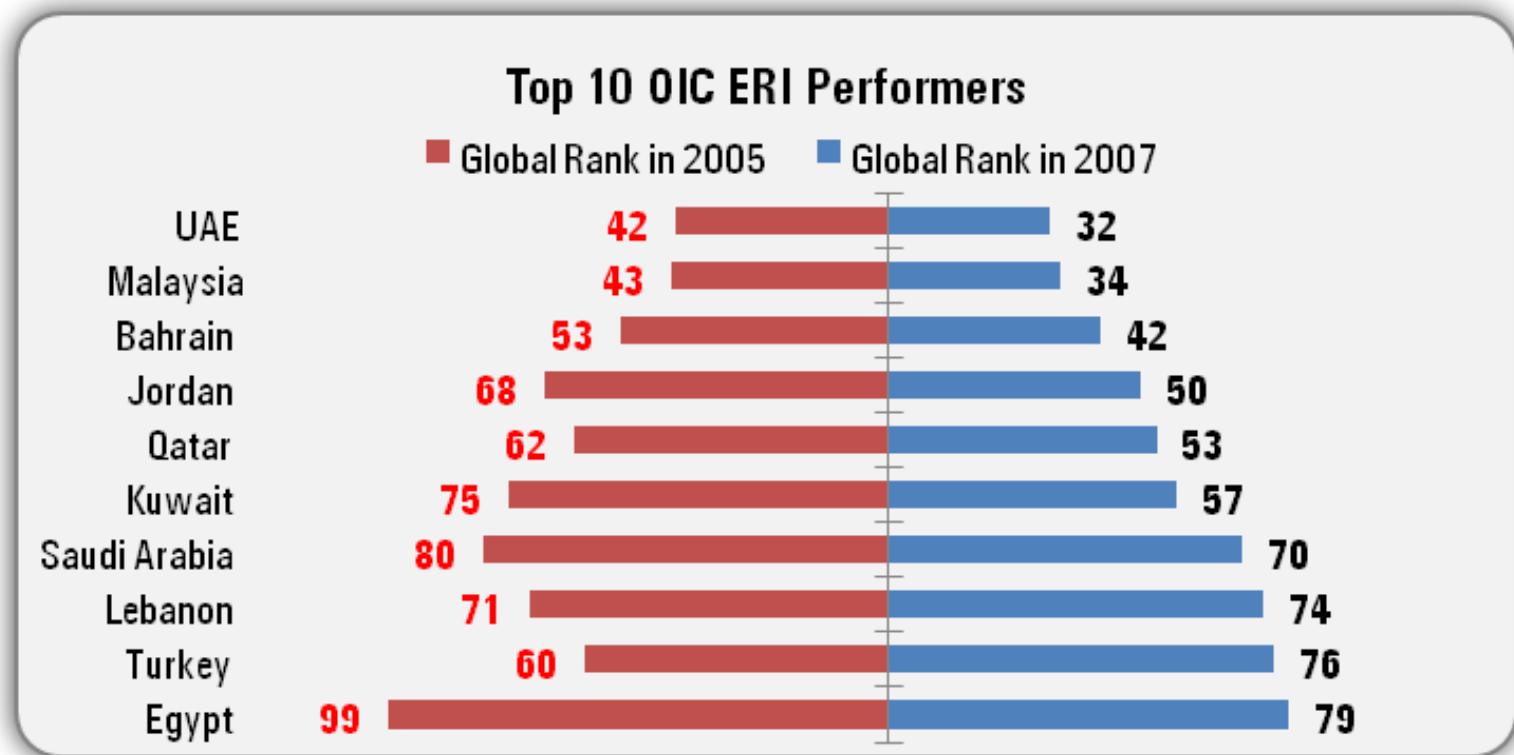
# E-Government Readiness

- Measure of the quality of a country's ICT infrastructure and the ability of its consumers, businesses and governments to use ICT to their benefit
- Three main data providers for benchmarking
  - ▣ UN Public Administration Network (UNPAN)
  - ▣ IBM Institute for Business Value in cooperation with the Economist Intelligence Unit (EIU), and
  - ▣ Brookings Institution

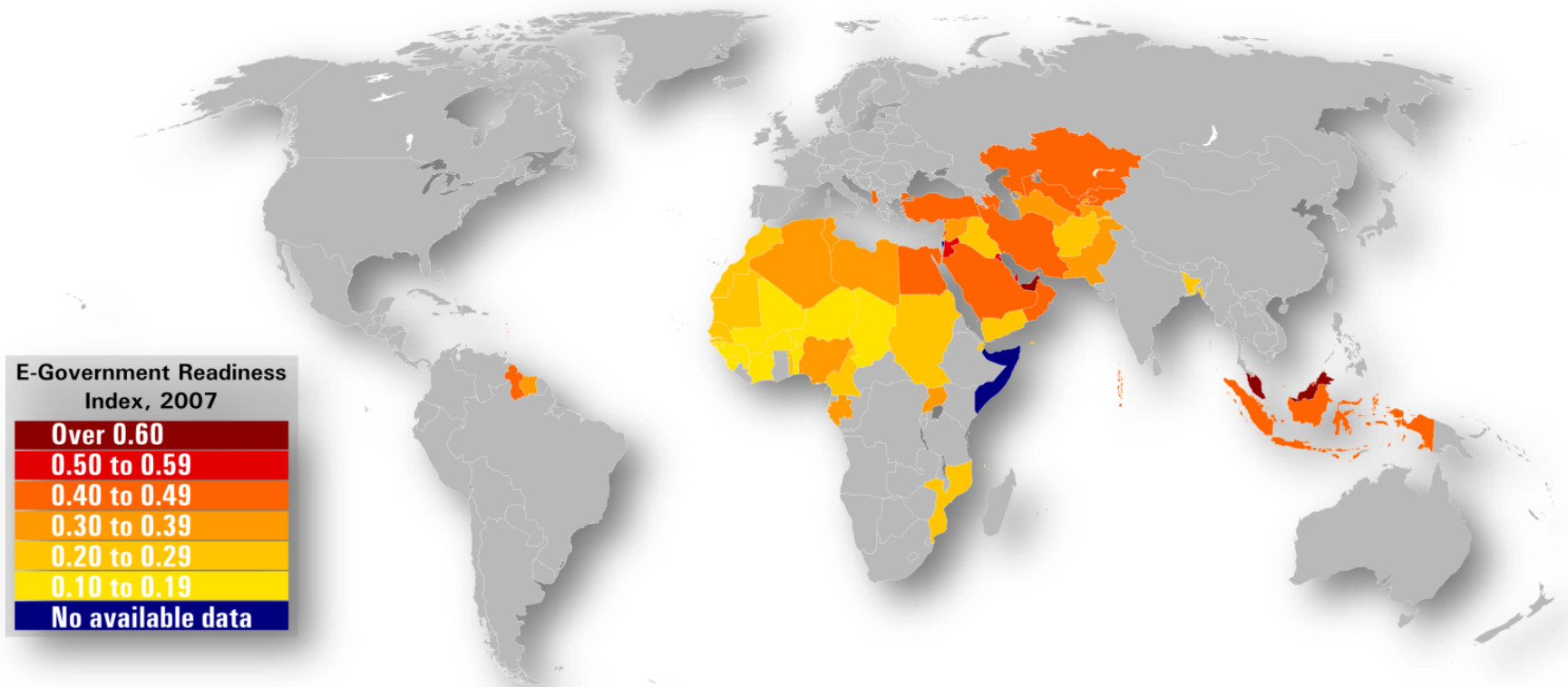
# E-Government Readiness Index (ERI)

- A composite index comprising three sub-indices:
  - ▣ Web Measurement Index (WMI)
  - ▣ Telecommunication Infrastructure Index (TII), and
  - ▣ Human Capital Index (HCI)

# E-Government Readiness Index (ERI)



# E-Government Readiness Index (ERI)

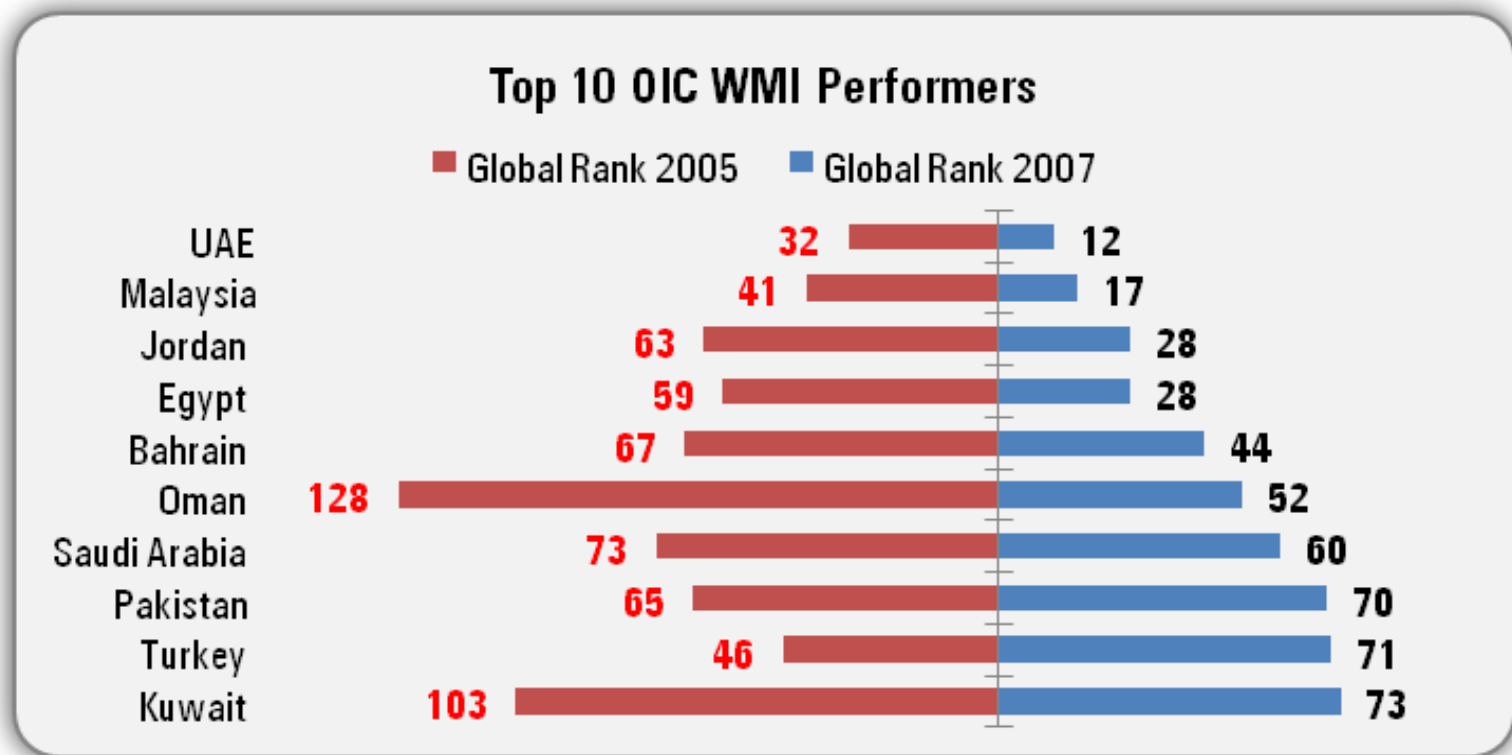


# Web Measurement Index (WMI)

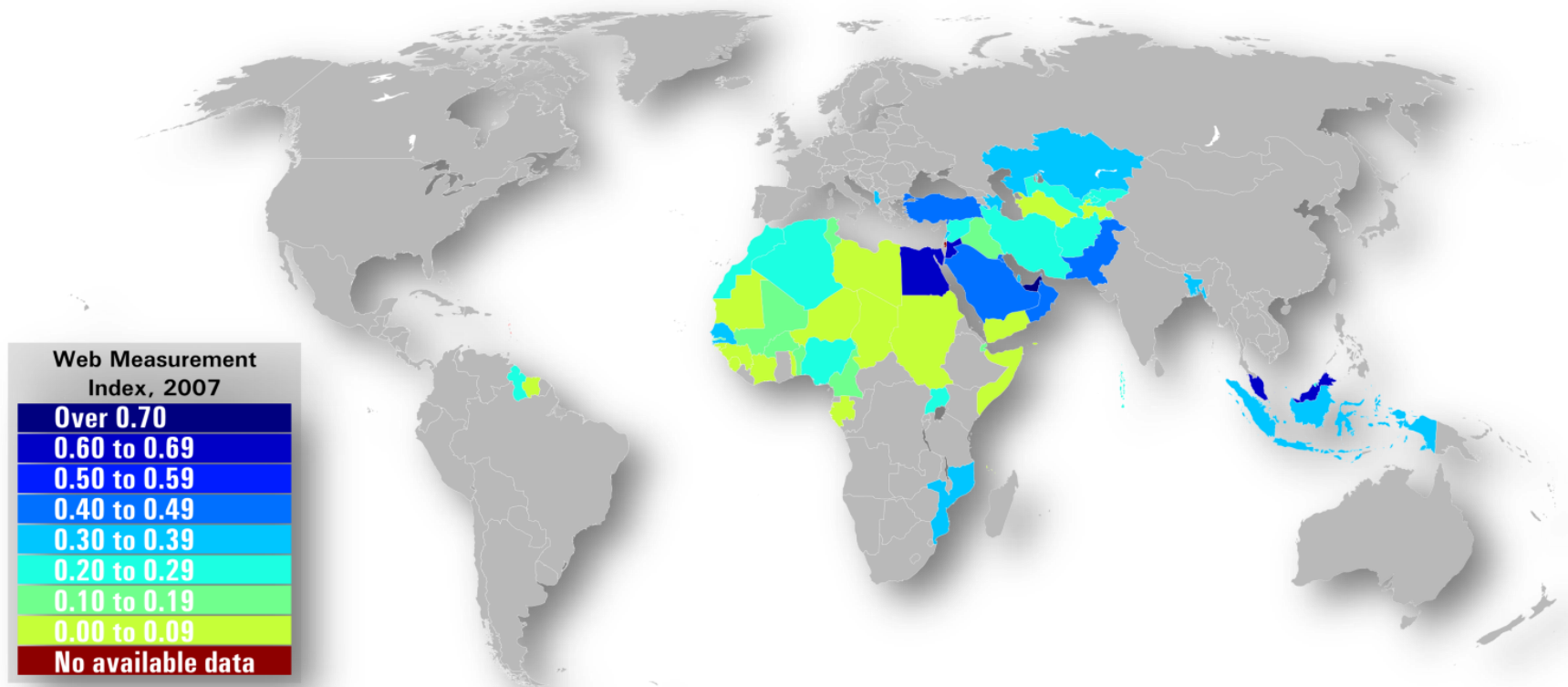
- Ability and capacity of governments to deliver online services to their citizens by assessing the websites of ministries of health, education, welfare, labour and finance of the country by considering a five-stage model:
  - ▣ Stage I – Emerging, Stage II – Enhanced, Stage III – Interactive, Stage IV – Transactional, Stage V – Connected



# Web Measurement Index (WMI)



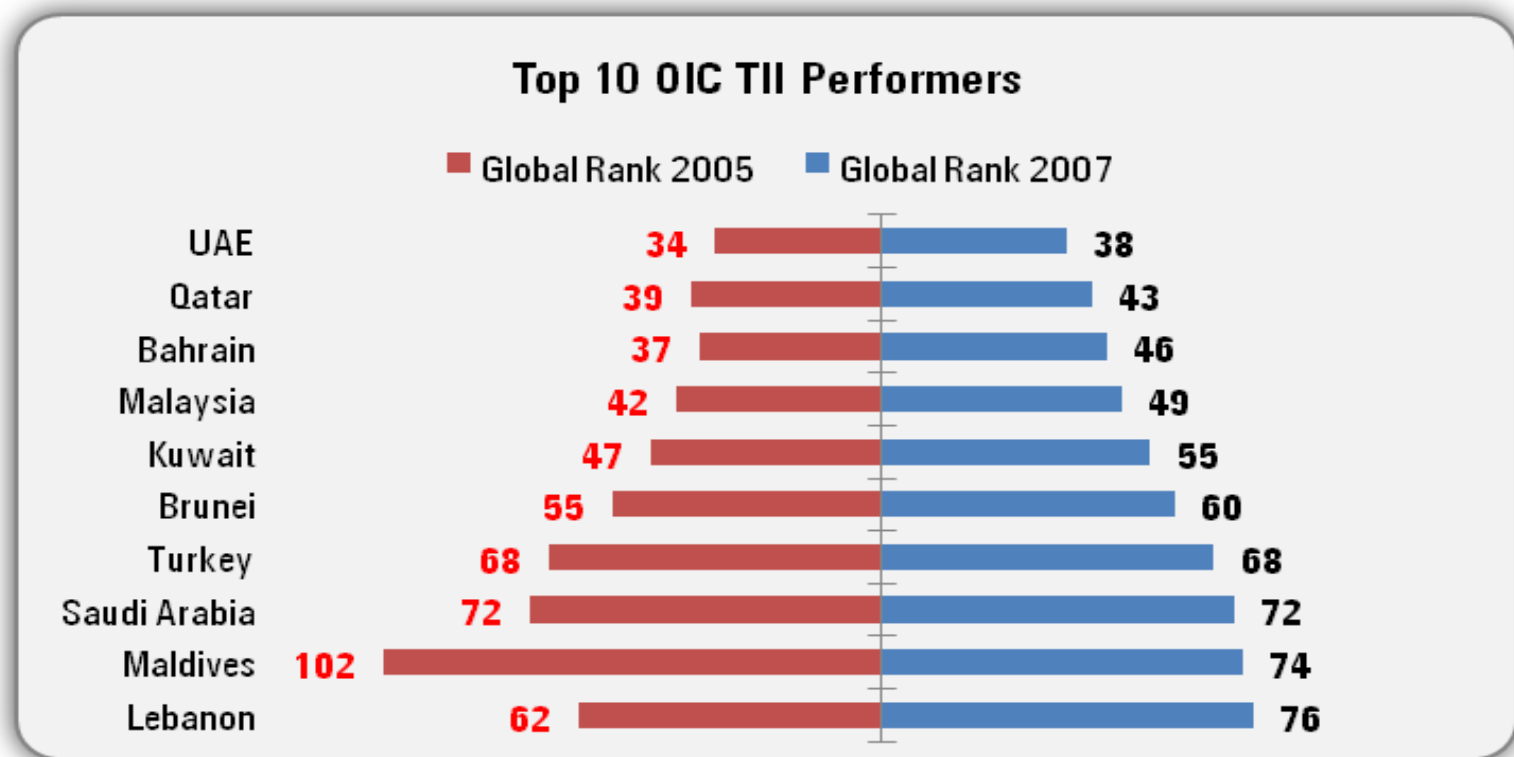
# Web Measurement Index (WMI)



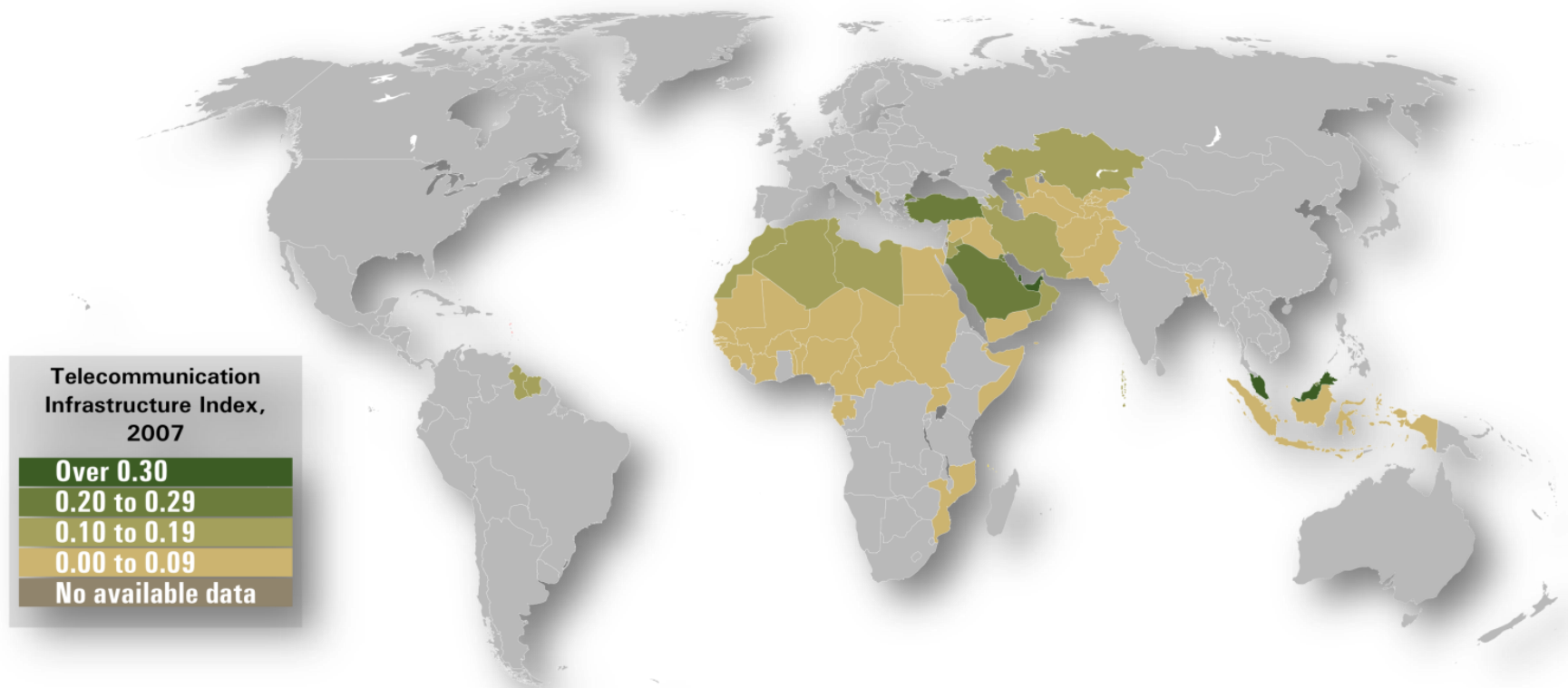
# Telecommunication Infrastructure Index (TII)

- A composite measure
  - PCs
  - Internet users
  - Telephone lines
  - Cellular subscribers and
  - Broadband per 100
- Relates them to a country's infrastructure capacity as they relate to the delivery of e-government services
- Assigns each variable a 20% weight

# Telecommunication Infrastructure Index (TII)



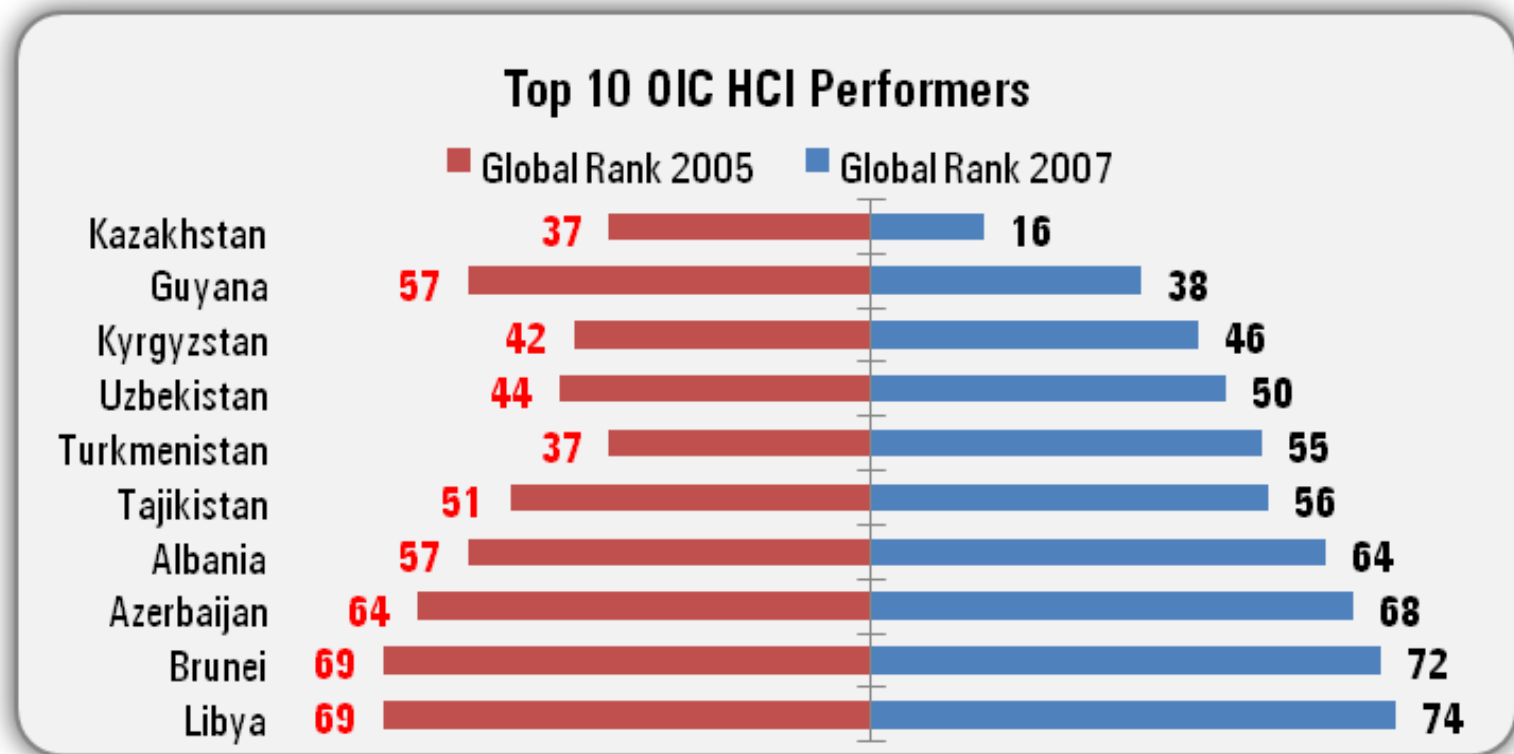
# Telecommunication Infrastructure Index (TII)



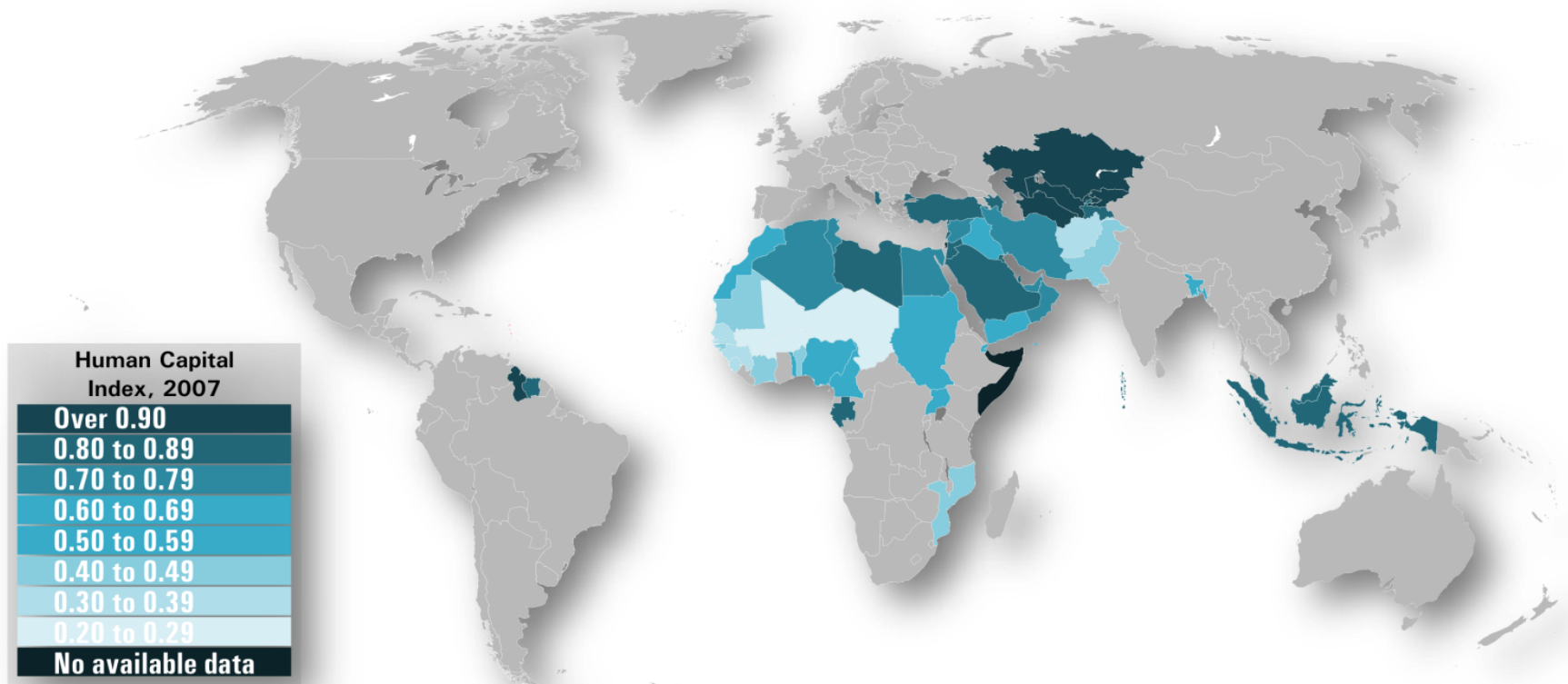
# Human Capital Index (HCI)

- A composite of
  - ▣ The adult literacy rate (2/3 weight given) and
  - ▣ The combined primary, secondary and tertiary gross enrolment ratio (1/3 weight given)
- Shows to what extent the citizens of the OIC Member Countries are ready for e-transformation as a result of the OIC Member Countries' investments in the education of their citizens to embrace the e-government transformation process

# Human Capital Index (HCI)



# Human Capital Index (HCI)





# Recommendations

- Three set of recommendations suggested for making e-government initiatives successful at the OIC level
  - ▣ OIC Member Countries that lack human capital and technologic infrastructure and/or whose e-government programs are still in an **early phase**
  - ▣ The second set of recommendations focus on the efforts for shaping an **effective and sustainable e-government environment** in the public sector of the OIC Member Countries that are relatively **more experienced in e-government applications**
  - ▣ **The third set of recommendations express the cooperation methods at the OIC level** to enhance the capacity building of the Member Countries in e-government applications, and increase the productivity and quality of the e-government applications in the OIC Member Countries

# Recommendations (early phase)

- ▣ Human Capital Development
  - (Education emphasizing ICT use)
- ▣ Increasing computer penetration rates
  - Solving the energy (electricity) problem
  - Encourage ICT infrastructure development (by subsidizing ISPs for example)
- ▣ Careful technology selection
- ▣ ePolicy and eStrategy Development

# Recommendations

(Effective and Sustainable eGovernment)

- ❑ Have a strategic plan
- ❑ Take the requests of the stakeholders into consideration
  - Listen to citizens, businesses, civil servants etc.
  - It will contribute to developing user-friendly eGovernment applications
- ❑ Conducting careful analyses of the administrative process
- ❑ Make life-long learning an integral part of the sustainable e-government environment
- ❑ Formulate and implement an ICT strategy in line with the e-government strategy of the government
  - the ICT departments in each public institution should be consulted
- ❑ Provide a secure e-government experience
  - affordable authentication technologies of electronic and/or mobile signatures
- ❑ Calculate Total Cost of Ownership (TCO) carefully for the technology (open source/proprietary) to be chosen
- ❑ Promote e-government services by offering incentives to citizens

# Recommendations (Cooperation at International Level)

- Establish a common platform to meet regularly for sharing e-government experiences
- Forming an OIC eGovernment Working Group
- Implementation of an eGovernment Web Portal: Form an electronic network to exchange information on e-government strategies and initiatives
- Carry out a survey at the OIC level to bring out the training needs to foster overall capacity-building of the OIC Member Countries in their e-government initiatives



# THANK YOU

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