

Regional comparative eGov study

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ReSPA Activities are
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Agenda

- Introduction
- Comparative analysis
- Summary status of eGov in Western Balkan
- Country proposal
- Main recommendations and conclusion



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Introduction

Enhance the level and quality of eGovernment in the ReSPA member taking account of:

- their specific and different needs;
- the need to align them as closely as possible to European developments and standards



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Introduction - Objectives

Capacity building - support regional training organizations

- e.g. training, mobility schemes, study visits, cooperation, best practices, etc.

Identify regional project opportunities

- beneficial public eServices for citizens
- available European and other international funding and support programs

Contribute to medium- and longer-term strategic eGovernment development

- e.g. recommendations



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Comparative analysis (1)

Un overall scores	2010	2012	Point change 2010-12	% point change 2010-12
Albania	45	52	+7	+15%
Bosnia & Herzegovina	47	53	+6	+12%
Croatia	59	73	+14	+24%
Macedonia	53	56	+3	+1%
Montenegro	51	62	+11	+21%
Serbia	46	63	+17	+37%

UN global eGovernment benchmarking points (supply side)



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Comparative analysis (2)

		Albania (2010)	Bosnia & Herzegovina (2010)	Croatia (2010)	Macedonia (2010)	Montenegro (2010)	Serbia (2010)
ICT Access	Fixed-telephone subscriptions per 100 inhabitants						
	Mobile-cellular subscriptions per 100 inhabitants						
	International Internet bandwidth Bit/s per user						
	Percentage of households with a computer						
ICT Use	Percentage of individuals using the Internet						
	Fixed (wired)-broadband Internet subscriptions per 100 inhabitants						
	Active mobile broadband subscriptions per 100 inhabitants*						
Skills	Adult literacy rate	95.9	97.8	98.8	97.1	97	97.8
	Gross enrolment ratio Secondary education	72.4	91.2	95.5	83.6	88.1	91.5
	Gross enrolment ratio Tertiary education	36.7	37	54	45.9	29.8	49.8
	ICT Price Basket	4.3	3.3	1.5	4.4	2.6	2.1
	Fixed-telephone sub-basket as a % of GNI per capita	1.9	2.4	1.5	3.3	1.4	1.1
	Mobile-cellular sub-basket as a % of GNI per capita	7.7	3.9	1.5	6.4	3	2.3
ICT Price	Fixed-broadband sub-basket as a % of GNI per capita	3.2	3.7	1.6	3.5	3.3	3.1
	GNI per capita, USD, 2009	4'000	4'700	13'720	4'400	6'650	6'000

ICT profile in Western Balkans: access and use / skills and price

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Benefits and barriers of eGovernment

Institutional benefits

- cost savings in time, money, staff;
- greater productivity;
- simplification/re-engineering of procedures;
- better working conditions;
- better decisions;
- more effective services;
- greater innovation and change;
- help in tackling the financial/economic crisis.

Institutional barriers

- lack of administrative will;
- too costly;
- lack of demand from citizens or businesses;
- lack of staff skills;
- management/staff resistance;
- lack of awareness.

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Main recommendations (1)

- The level of support across the countries;
- Feasibility of the initiative;
- The costs involved;
- The time required;
- The expertise needed;
- Other resources required;
- Likely donors and other external financial sources;
- Make informed long-term choices and adjustments;
- Maximize synergies with other activities.

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Main recommendations (2)

- An institution-centric approach to eGovernment is a thing of the past;
- Capacity building not just within government, but also for citizens and businesses are required;
- Government interaction with society must not just be one-way communication, it is about collaboration;
- Modern government requires a complete change of the mindset at all levels; political, management, civil servant and societal

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Conclusion

This Study was done by follow-up and from this study ReSPA make another study : “***Abuse of IT for Corruption***”

All ReSPA studies, documents and researches can be downloaded from:

<http://www.respaweb.eu/11/library#respa-publications-and-research-18>

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THANK YOU

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