

E-Government Benchmarking: A Regional Experience

by

Enrico Ferro

Istituto Superiore Mario Boella

Regional IST

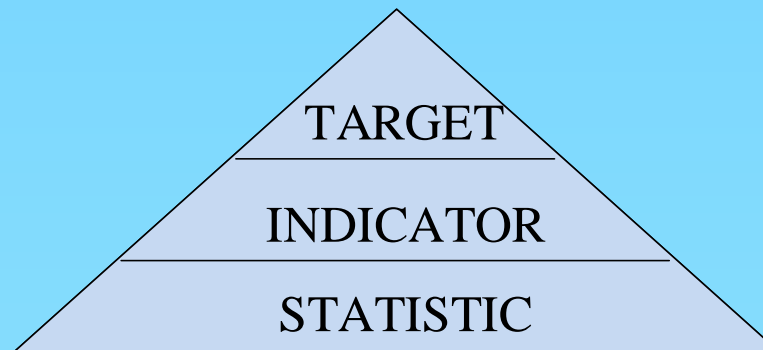
(www.regional-ist.org)

- ☑ A two year project financed by the European Commission in the context of the Fifth Framework Program of Research and Technological Development
- ☑ 5 Partners: Piedmont, Catalonia, Baden-Württemberg, Portugal and Hungary
- ☑ Project objective: Creating an international network of regional official observatories dealing with the development of the Information Society.

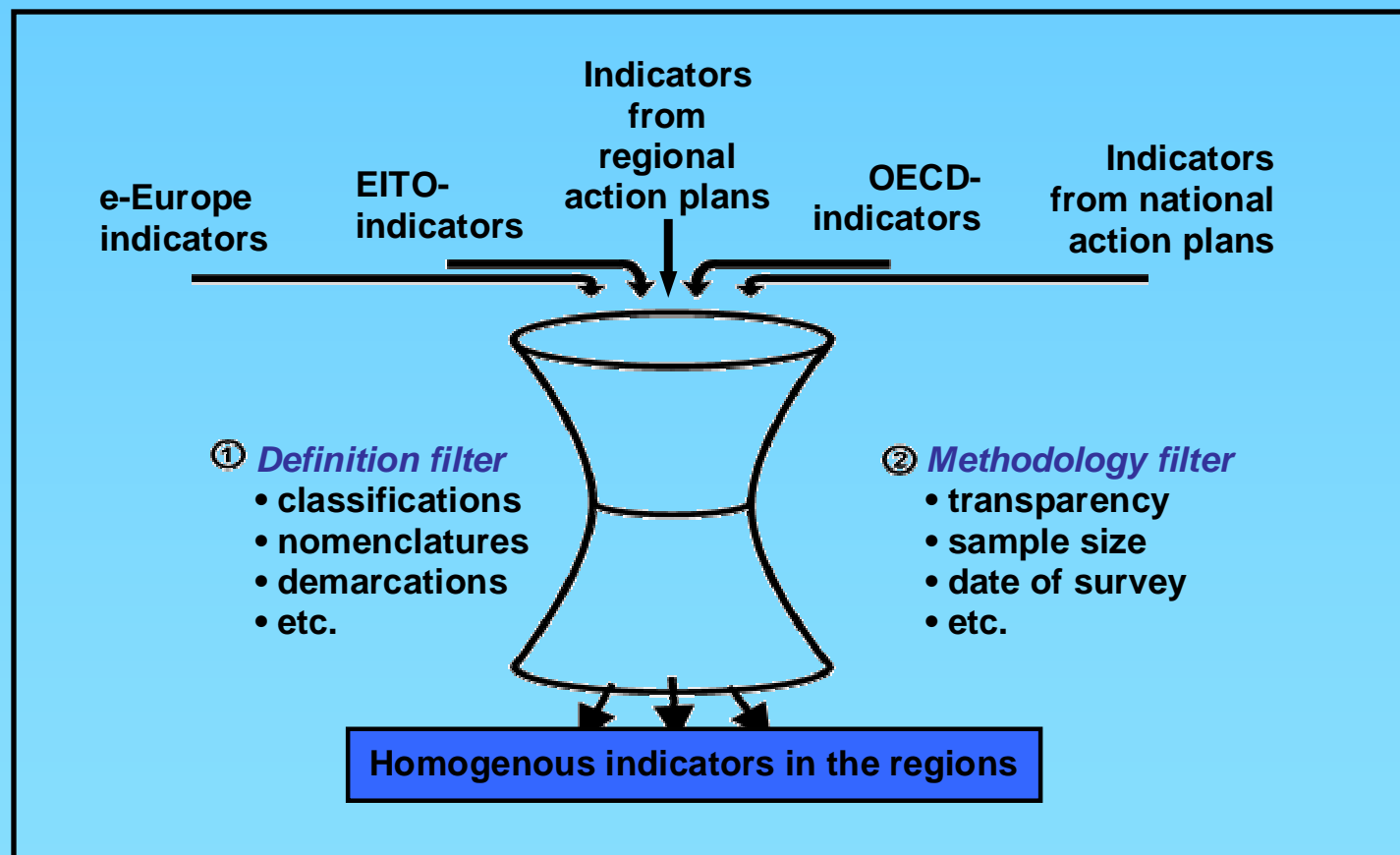
Benchmarking Methodology

(Correspondence Table)

- ✓ Hierarchical structure: we created a correspondence table linking targets with indicators and statistics. This allowed us to act coherently with e-Europe

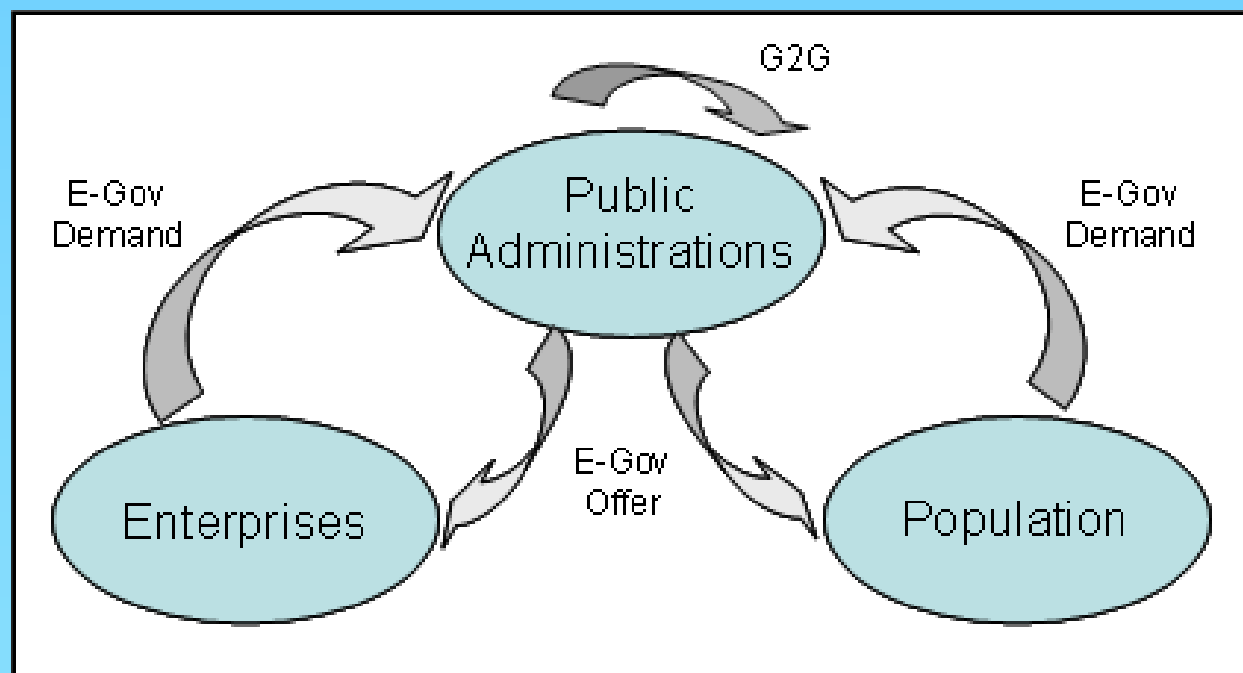


Benchmarking Methodology (II): Indicators Harmonization

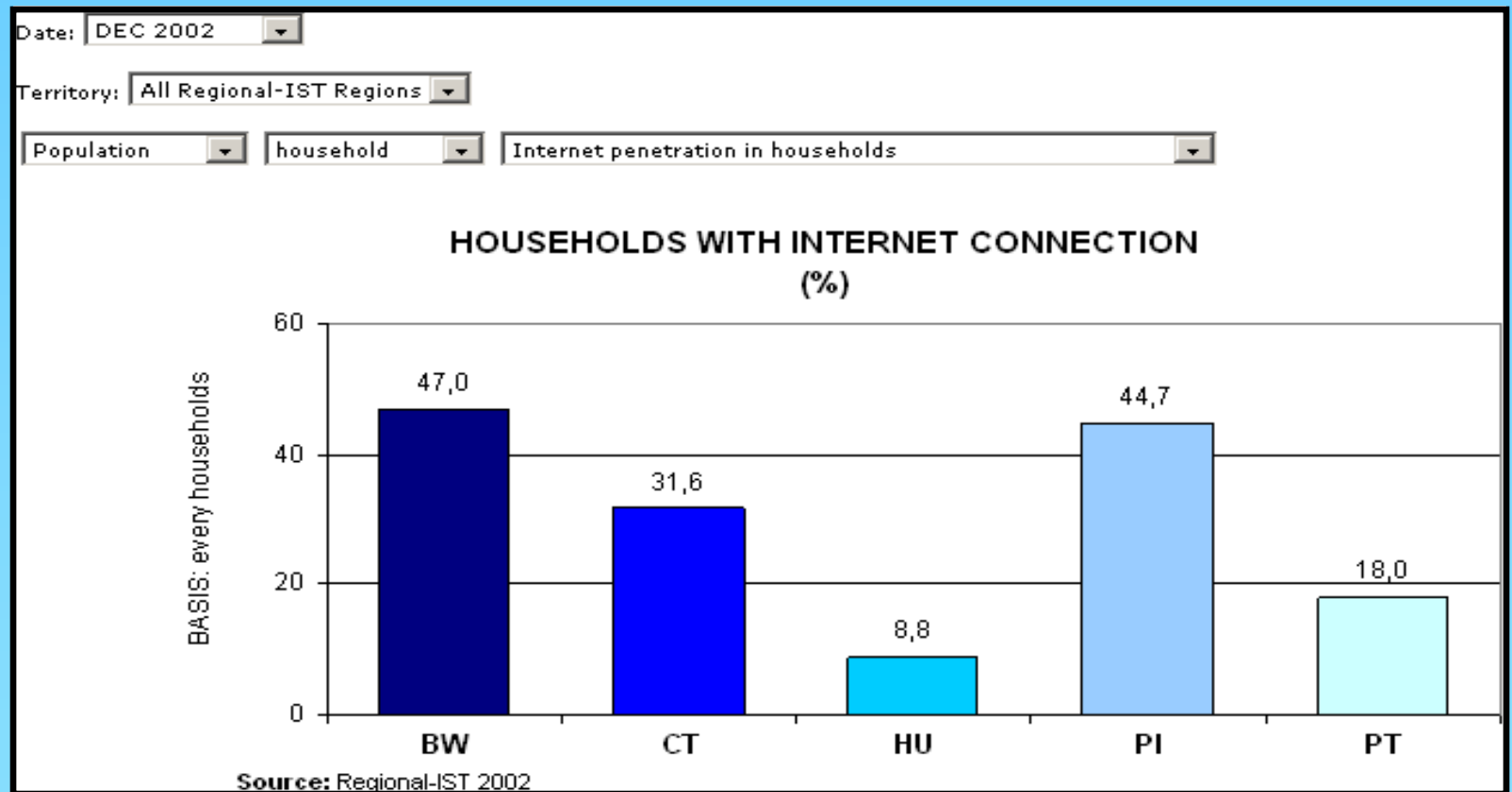


Benchmarking Methodology (III): Data Collection

- ☑ We used three sources of information in order to capture all the aspects of e-government.



Output: Benchmarking Platform



Analysis of Results: Supply

☑ Infrastructure:

- ☑ 99.2% of Municipalities in Piedmont are connected to the Internet, but over 90% of them are still using narrow band connections.
- ☑ In Catalonia and Baden-Württemberg more aggressive broad band policies have resulted in a higher adoption of broadband connections (respectively 36.6% and 49.3%)

Analysis of Results: Supply

- ☑ Websites: 43% of Municipalities in Piedmont and 32.8% in Catalonia, but in both regions about 77% of the population lives in a municipality with a website.
- ☑ But 70% of the websites are static (updated sporadically) and only 25% of them allow some form of interaction with users. (a similar situation may be reported also in Hungary and Catalonia).

Analysis of Results: Supply

- ☑ Service provisioning:
 - ☑ 13 Services identified as of competence of local Municipalities in all the partner regions
 - ☑ 4 level of sophistication (level 1 less sophisticated)
 - ☑ 21% of services are on average available online, mainly rendered at level 1 and level 2. The situation looks similar in all the other regions apart from Baden-Württemberg in which a higher level of sophistication may be found.

Analysis of Results: Demand

Population:

- Potential users' base 44.7% of households have an I/net connection, but only 27% of the population uses the I/net regularly (at least once a week).
- High level of interest 71.9% of individuals have accessed PA websites for information and 50.9% for procedures.

Analysis of Results: Demand

Enterprises:

- Internet penetration reaches 99.6% in Piedmont, similar situations may be found in the other partner regions.
- High level of interest: the percentage of firms accessing Governmental websites for information, procedures and payment of taxes is respectively 71.5%, 64.3% and 9.6%.

Conclusions

- ☑ Benchmarking E-gov activities at regional level is possible and above all useful
- ☑ Methodologies adopted should meet two main criteria:
 - ☑ Compliance with Eurostat & e-Europe Framework
 - ☑ Representation of local idiosyncrasies
- ☑ E-government initiatives in the regions surveyed are still in their infancy: a significant distance still to be covered both in terms of sophistication and penetration.

Conclusions (II)

- ☑ A cost/benefit analysis on e-Government is still difficult to carry out, nevertheless:
 - ☑ The high level of interest shown could lead us to think that there may be significant benefits to be enjoyed by end users.
 - ☑ The e-Government call for projects has resulted in the creation of large consortia that should guarantee a wider exploitation of the knowledge assets generated.

- ☑ Future research should focus on classifying the e-Gov activities according to their aim, in order to allow the creation of context specific indicators.

Thank you for your attention!

Enrico Ferro

E-mail: ferro@ismb.it

Website: www.enricoferro.com