

# Digital government survey ODDEA

1. Please specify the name of your agency in English

2. Location (city, country)

3. Government level

- Central
- Regional

4. Size of the agency (number of employees)

- Small business: less than 50 employees
- Medium business: 50-249 employees
- More than 250 employees

5. If you wish to be informed about the results of the survey, please provide your email address

## ICT strategy

The existence of and the scope of national strategies provides important indication on the level of formalisation of policies as well as their coherence across sectors and levels of government. The funding of the strategies provides an overall indication of the policy framework within which the country leads its strategies.

6. Does your government have a national strategy for digital government or E government?

- Yes
- No

7. If you have a national strategy for digital government or egovernment, please select all levels of government that it applies to?

- Central government
- Regional government
- Local government

8. If you have a national strategy for digital government or egovernment, which public policy areas does it cover?

- General public services
- Defence
- Public order and safety
- Economic affairs
- Environmental protection
- Housing and community amenities Health
- Recreation, culture and religion Education
- Social protection

9. If you have a national strategy for digital government or egovernment, what are the three main sources of funding?

**Please select the three largest sources**

- The ministry (or ministries) charged with coordinating the strategy
- The ministries and authorities covered by the strategy (responsible for the sector areas covered)  
Separate earmarked central government fund
- Regional levels of government
- Local levels of government
- Private funding
- Varying sources depending on the specific ICT projects in the strategy

- No separate source of funding (main projects in the strategy relies on existing budgets)

10. Please provide any additional information as needed, including for example a link to the strategy.

11. Do you use performance indicators to monitor any progress on digital government or e-government? (For example key performance indicators monitoring progress on strategies)

- Yes
- No
- Other

### **Digital rights and obligations**

Countries have taken different approaches to the digitisation of the public sector. A number of countries are beginning to adapt legal approaches, granting legal rights and introducing obligations to drive forward the digitisation of government. Rights and obligations related to digital communication and interaction with and inside the public sector are important indicators for the policy choices countries have made and are making to improve their digital government performance.

12. Is it a formally recognised right for citizens not having to provide the same data or information (e.g. address data) to the public sector more than once? If sometimes, please specify under "other"

- Yes
- No
- Other

13. Is it a formally recognised business' right not to provide the same information to the public sector more than once? If sometimes, please specify under "other"

- Yes
- No
- Other

14. Is it a citizen's right to require digital communication with the public sector? If sometimes, please specify under "other"

- Yes
- No
- Other

15. Is it a business right to require digital communication with the public sector? If sometimes, please specify under "other"

- Yes
- No
- Other

16. Is it a public authority right to require digital communication from other parts of the public sector? If sometimes, please specify under "other"

- Yes
- No
- Other

### **Financial benefits of the central government**

The realisation of financial benefits is a very important indicator of the extent to which ICT support public sector productivity and increased efficiency. The approach to the appraisal of realised financial benefits of ICT projects indicates policy orientations and perceived challenges of getting value for money. The use of financial project management and prioritisation tools provides information on how systematically financial benefits are realised.

17. In general, what share of the full potential direct financial benefits (monetary value) of your current ICT projects do you estimate is actually being measured and followed up upon centrally? (Please provide your best estimate for example based on general experience with benefits of previous ICT projects)

- 0-25%
- 25-50%
- 50-75%
- 75-100%

18. How do you estimate that direct financial benefits of ICT projects are realised by the relevant authorities?

**Increase in service quality in concerned authorities**

- Always
- Often
- Rarely
- Never
- Other

19. How do you estimate that direct financial benefits of ICT projects are realised by the relevant authorities?

**Increase in output in concerned authorities**

- Always
- Often
- Rarely
- Never
- Other

20. How do you estimate that direct financial benefits of ICT projects are realised by the relevant authorities?

**Budget reductions in concerned authorities**

- Always
- Often
- Rarely
- Never
- Other

21. How do you estimate that direct financial benefits of ICT projects are realised by the relevant authorities?

**Staff reductions in concerned entities**

- Always
- Often
- Rarely
- Never
- Other

22. How do you estimate that direct financial benefits of ICT projects are realised by the relevant authorities?

**Staff reductions in concerned entities**

- Always
- Often
- Rarely
- Never

- Other

23. How do you estimate that direct financial benefits of ICT projects are realised by the relevant authorities?

**Staff reallocation across the government agencies**

- Always
- Often
- Rarely
- Never
- Other

24. How do you estimate that direct financial benefits of ICT projects are realised by the relevant authorities?

**Realised financial benefits can be used at the discretion of the concerned entities**

- Always
- Often
- Rarely
- Never
- Other

25. How do you estimate that direct financial benefits of ICT projects are realised by the relevant authorities?

If other, please specify

26. If relevant, please, elaborate further on how you ensure the realisation of the direct financial benefits of using the ICT in the government and other public sector agencies.

**Financial benefits outside the public sector**

Quality improvements and time savings outside the public sector can typically not be directly reflected in national budget improvements; however, there are often considerable indirect financial effects in both the short and mid-long term. The time savings by national businesses and citizens on specific transactions (e.g. administrative burden reductions), can be attributed a monetary value, providing an indicator of added social/financial value of using ICT in the public sector.

27. Does your country measure the financial benefits for businesses of public ICT projects?

- Yes
- No
- Other

28. If you measure the financial benefits for businesses of public ICT projects, please provide or link to an example that demonstrates and explains the methodology used

29. Does your country measure financial benefits of public ICT projects for citizens?

- Yes
- No
- Other

30. If your country measures financial benefits of public ICT projects for citizens, please, provide or link to an example that demonstrates and explains the methodology used.

31. Does your institution have a dedicated strategy to attract, develop or retain ICT-skilled civil servants?

- Yes

- No
- Other

32. Please, provide more information and reference documents regarding strategies or initiatives to attract, develop, or retain ICT-skilled public servants.

### **Online service delivery and transaction costs**

The increasing online service delivery leads to a focus on the potentials of using ICT to reduce transaction costs. Looking into service transactions and service transaction costs across different public service delivery channels can provide important indicators for the added value of using ICT, grounding the priorities of the national multichannel strategies. Adding information on the time spent for the users in the different service delivery channels is an important indicator for the social value added in specific transactions across channels.

33. Does your country have centrally available list (e.g. a database, repository or a framework) defining all services provided in the public sector?

- Yes
- No
- Other

34. If yes, please provide the link

35. Are any public services or procedures mandatory to use online?

Yes

No

Other

36. If any public services or procedures aimed at citizens are mandatory to use online, please indicate the number of services together with other relevant information (such as the kind of services, user groups, etc.)

37. If any public services or procedures aimed at businesses are mandatory to use online, please indicate the number of services together with other relevant information (such as the kind of services, user groups, etc.)

38. Is it a government priority to increase the number of mandatory online services aimed at citizens?

- Yes
- No
- Other

39. Is it a government priority to increase the number of mandatory online services aimed at businesses?

- Yes
- No
- Other

40. What are the main barrier(s) for increasing the number of mandatory online services? Please select all that apply and at least one option.

- Channel choice is a right
- Channel choice is a political priority
- Some citizens prefer personal contact
- Encouragement (pull) is preferred to force (push)
- Internet access and usage is not yet high enough
- Not all users have yet adequate ICT skills
- Online service delivery is not yet mature/of sufficient quality
- Other

41-49. Please rank the following public service delivery channels according to how cost-effective you estimate they are today in 2023/2024 (that is, given your current national information society context). Number 1 reflecting the most cost-effective service delivery channels, and 6 the least cost-effective channels. (Likert scale)

- **Online national public service portal**
- **Authority or topic specific portal or webpage**
- **Mobile platforms (e.g. applications, SMS, MMS or online service designed for mobile devices)**
- **Physical meetup in shared service centre**
- **Physical meetup in case handling office**
- **Telephone interaction with the office responsible for the specific service**
- **Telephone interaction call centres**
- **By emails**
- **By traditional, printed letters or forms**

50. Do you measure the transactions costs of public services according to the different costs of the different service delivery channels?

- Yes, always
- Yes, sometimes, but it is at the discretion of the responsible authorities No, estimating transactions costs is not relevant
- No, it is difficult to obtain valid numbers
- No, for another reason. Please indicate:
- Other

51. Do you measure the time users spend on completing a transaction via different service delivery channels?

- Yes, always
- Yes, sometimes, but it is at the discretion of the responsible authorities
- No, estimating completion times is not relevant No, it is difficult to obtain valid numbers

Using national online portals

National portals have been implemented as ways of providing user oriented online services in most OECD countries. While the more precise strategies vary, national portals have become important parts of channel strategies and hence for the performance in the online public service delivery. The following section aims to clarify what role the national portals are playing.

52. Do you have a main national citizen portal for government services?

- Yes
- No
- Other

53. If yes, please select the option(s) that best characterises your national citizens portal. Please check all that apply.

- The portal provides access to the services provided uniquely by the authority in charge of the portal
- The portal provides unique services on behalf of responsible authorities (the portal provides a service delivery "shell")
- The portal provides services also provided through specific websites of the responsible authorities (central duplication of entry points also existing elsewhere)
- The portal links to online services provided elsewhere, at specific websites of responsible authorities (centralisation of information without duplication of services)
- Other

54. Do you have a main national business portal for government services?

- Yes
- No
- Other

55.If yes, please select the option(s) that best characterises your national business portal. Please check all that apply.

- The portal provides access to the services provided uniquely by the authority in charge of the portal
- The portal provides unique services on behalf of responsible authorities (the portal provides a service delivery "shell")
- The portal provides services also provided through specific websites of the responsible authorities (central duplication of entry points also existing elsewhere)
- The portal links to online services provided elsewhere, at specific websites of responsible authorities (centralisation of information without duplication of services)
- Other

56.If yes, please provide the links to the main national portals for governments services. In case of several portals or entry points, or where parts of the same national portal are dedicated to businesses and/or associations and/or individuals, please specify.

57.Do you have a legally recognised digital identification mechanism in your country (e.g. digital signature)?

- Yes
- No
- Other

58.If yes, please provide more information as relevant, e.g. whether there are several different mechanisms in place, their scope and functioning.

59.If yes, please indicate what services the digital identification mechanism(s) can be used for. Please check all that apply.

- Public services provided at the central/national government level
- Public services provided by subnational levels of government
- Private sector services

60.Please provide any additional relevant information regarding the use of digital identification mechanisms for public and private services