United Nations

E-Government Survey 2012

E-Government for the People

www.unpan.org/e-government
The United Nations global survey of e-government presents a systematic assessment of the use and potential of information and communication technologies to transform the public sector by enhancing efficiency, effectiveness, transparency, accountability, access to public services and citizen participation in the 193 Member States of the United Nations, and at all levels of development. By studying broad patterns of e-government around the world, the report identifies leading countries in e-government development. It also suggests a way forward for those that have yet to take advantage of its tremendous power.

The 2012 edition of the survey was prepared in a context of multiple challenges of an open, responsive and collaborative government for the people. The report examines the institutional framework for e-government and finds that the presence of a national coordinating authority can help overcome internal barriers and focus minds on integrated responses to citizen concerns – an important lesson for sustainable development actors. The Survey also argues that e-government provides administrators with powerful tools for grappling with problems of social equity and the digital divide. The caveat is that governments must find effective channels of communication that fit national circumstances while also taking steps to increase usage of online and mobile services in order to realize their full benefit to citizens. This Survey, the sixth in the series, sheds light on the global state of e-government development and provides options on how best to move forward.

The United Nations E-Government Survey is a product of the United Nations Department of Economic and Social Affairs. The Department, through its Division for Public Administration and Development Management, has published this world report on e-government since 2003 and is regularly called upon to advise national administrations in all regions on ways to expand use of information and communication technologies in government to advance the internationally-agreed development goals, including the Millennium Development Goals.

For more information, please visit:

United Nations Department of Economic and Social Affairs
http://www.un.org/desa

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United Nations E-Government Development Database
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