

Local Online Service Index (LOSI) 2024 Pilot study

8 Metropolitan cities, South Korea

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LOSI 2018-2022 (Seoul, South Korea)

2022	40 cities, <i>60 indicators</i>	 Seoul	Republic of Korea	Asia	30	0.7674
2020	100 cities <i>80 indicators</i>	 Seoul	Republic of Korea	Asia	9	0.7750
2018	193 cities <i>86 indicators</i>	 Seoul	Republic of Korea	Asia	8	0.8200

- Differences in government organization structures
- Rules, regulations, authorities, and tasks
- Central government-led e-governments

LOSI 2024

- One senior surveyor / three survey volunteers
- 2 LOSI toolkit seminars
- UN DESA LOSI e-learning tool training certificate

8 Metropolitan cities

- Seoul, Ulsan, Sejong, Busan, Incheon, Daegu, Daejeon, Gwangju

LOSI 2024 results

순위	도시	점수
1	서울	0.979
2	부산	0.968
3	인천	0.947
4	광주	0.937
5	대구	0.916
6	울산	0.905
7	대전	0.895
7	세종	0.895

LOSI 2024 results

순위	도시	Total Deductions	IF Institutional Framework	CP Content Provision	SP Service Provision	EPI Participation& Engagement	ELI E-Government Literacy Index
1	서울		2		1	1	
2	부산		3		1	2	
3	인천		5		1	2	
4	광주		6		1	5	
5	대구		8		2	6	
6	울산		9		3	3	2
7	대전		10	1	1	5	
7	세종		10		3	3	1

LOSI 2024 results

TEC	W3C 보안표준 준수	#208 Is the MGP compliant with the markup validity standards set by the World Wide Web Consortium (W3C)?
TEC	CSS 표준 준수	#209 Is MGP compliant with the CSS style sheet standards set by the World Wide Web Consortium (W3C)?
IF	조직도	#216 Is any information available on the MGP regarding the names and titles of head of departments/functions?
ELI	FAQ존재	#240 Is a 'Help' feature or 'Frequently Asked Questions (FAQs)' section available on the MGP?
ELI	헬프데스크 존재	#241 Does the MGP offer guidance or tutorials to citizens in understanding and using online services?, e.g. Help-Link?
EPI	3영업일내 이메일/온라인폼응답	#250 Does the municipality respond to a question sent by email / online form in less than 3 business days?
EPI	이메일응답수준	#252 Does the municipality provide a useful answer to the above question?
SP	경찰신고기능 탑재	#253 Can users make declarations to the police online?
SP	면허증민원기능 탑재	#254 Can users apply for driver's licenses online?
SP	건설허가민원기능 탑재	#255 Can users apply for building permits online?
SP	환경허가민원기능 탑재	#256 Can users apply for environment-related permits online?
SP	사업자등록관련 기능 탑재	#257 Can users apply for business licenses online?
SP	차량등록관련기능 탑재	#264 Can users register vehicles (car, truck, motorcycle, and others) online?
EPI	차별신고 기능 탑재	#267 Can users report any form of discrimination (e.g. ethnicity, age, or gender) online?
SP	벌금납부기능 탑재	#269b Can users pay online for fines i.e. traffic tickets?
ELI	대인라이브챗 유무	#270a Is there a "live chat" support functionality with a person?
SP	공과금납부기능 탑재	#287 Can users pay online for energy (electricity/gas) utility?
TEC	헬프데스크 유선번호 안내	#288 Is there information on the MGP about a helpdesk call number for supporting people that face difficulties in executing their services online or through any digital channel?
CP	웹사이트 통계 공개여부	#289 Does the MGP provide web statistics on usage, such as new visits, total page views, average time on site, etc.?
CP	고객만족도 조사 탑재	#293 Does the MGP provide mechanisms to measure user satisfaction?
CP	고객만족도 조사 데이터 공개여부	#294 Does the MGP provide data regarding portal user satisfaction?
SP	주거복지관련 컨설팅 서비스	#299 Does the city provide online consultation services for available/affordable housing?

Findings

Better indicator(s) are needed to capture:

- Rules, regulations, authorities, and tasks
- Central government-led e-governments
- Local government online service supplements by central governments
- Rural cities with different contexts and capacities