



Member States Questionnaire (MSQ) for the United Nations E-Government Survey 2020

The objective of this questionnaire is to gather information from the Member States in preparation of the United Nations E-Government Survey 2020. Please note that these responses do not directly affect the UN E-Government Development Index (EGDI), which is a composite index of Online Service Index (OSI), Telecommunications Infrastructure Index (TII) and Human Capital Index (HCI). UNDESA¹ assesses national portals with the assistance of independent researchers to construct OSI, requests data from the International Telecommunications Union (ITU) and the United Nations Educational, Scientific and Cultural Organization (UNESCO) to construct TII and HCI respectively. For any questions about this questionnaire, please contact dpidg@un.org.

Japan

29/03/2019

I/We hereby authorize UNDESA to publish my/our responses as deemed necessary.

I. Institutional Framework

1. What is the official **e-government² portal** at the national level? If more than one, please list all.

◇ e-government portal site
<https://www.e-gov.go.jp/>

2. Please also provide **URLs** for below **specific portals**, if exists:

- a. E-services³:

◇ Eservices portal for citizens
<https://myna.go.jp/>

- b. E-participation⁴:

◇ Public Comment (e-Testimony)
<https://search.e-gov.go.jp/servlet/Public>

- c. Open government data:

◇ Data Catalog site
<https://www.data.go.jp/>

- d. Public procurement:

◇ Government Online Procurement
<https://www.geps.go.jp/>

¹ This questionnaire is conducted by the Division of Public Institutions and Digital Government (DPIDG) of the UNDESA.

² **E-government or digital government** will be used interchangeably in this survey and is defined as delivering services online and engaging people by using Information and Communication Technologies (ICTs)

³ A specific portal where you can see the list of all online services available for the public

⁴ **E-Participation** is about fostering civic engagement and open, participatory governance through Information and Communications Technologies (ICTs).

e. Other major portals at the national level:

◇Online Government Public Relations
<https://www.gov-online.go.jp/>

3. Please provide **name(s) and URL(s)** of the government agency/department/ministry at the national level in charge of e-government.

◇IT strategic headquarter
<http://www.kantei.go.jp/jp/singi/it2/>
 ◇Ministry of Internal Affairs and Communications
<http://www.soumu.go.jp/>

4. Does your country have a **Chief Information Officer (CIO)**⁵ to manage national cross-agency e-government programs/strategies?

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5. Please provide **names and URLs** of the government agencies/ministries/departments at the national level in charge of the following:

a. Planning and Development

◇Cabinet Office
<https://www.cao.go.jp/>
 ◇Cabinet Secretariat
<http://www.cas.go.jp/>

b. Education

◇Ministry of Education, Culture, Sports, Science and Technology
<http://www.mext.go.jp/>

c. Health

◇Ministry of Health, Labor and Welfare
<https://www.mhlw.go.jp/index.html>

⁵ CIO or a similar senior official with a leadership role, sometimes referred as Chief Technology Officer (CTO) or Chief Digital Officer (CDO)

d. Social Protection and Welfare

◇Ministry of Health, Labor and Welfare
<https://www.mhlw.go.jp/index.html>

e. Employment and Decent Work

◇Ministry of Health, Labor and Welfare
<https://www.mhlw.go.jp/index.html>

f. Environment

◇Ministry of Environment
<http://www.env.go.jp/>

g. Energy/Water

◇Ministry of Economy, Trade and Industry
<http://www.meti.go.jp>
◇Ministry of Land, Infrastructure and Transport
<http://www.mlit.go.jp/>

h. Finance/Taxation

◇Ministry of Finance
<https://www.mof.go.jp/>
◇National Tax agency
<http://www.nta.go.jp>

i. Industry/Trade

◇Ministry of Economy, Trade and Industry
<http://www.meti.go.jp/>

II. Strategy and Implementation

6. Is there a **national development strategy** incorporating the [Sustainable Development Goals \(SDGs\)](#)?
(Maximum 250 words)

◇SDGs Action Plan 2019
① Promotion of "Society 5.0" cited public and private sector linked with SDGs
② Regional creation driven by SDGs
③ To promote SDGs on domestic implementation and international cooperation in line with the empowerment of next generation and women who are the carriers of SDGs

※Reference URL
<http://www.kantei.go.jp/jp/singi/sdgs/>

7. Is there a **national e-government strategy/digital readiness strategy** or equivalent? (Maximum 250 words)

◇ Government Digital Transformation Plan

In this policy, it is stated that the aim is to realize the digital governance which focuses on improving the convenience of citizens and operators in full scale, and reexamines the way of administration itself with digital premise.

※Reference URL

<https://cio.go.jp/node/2422>

◇ The Digital Procedure Bill

was decided by the Cabinet on March 15, 2019 and submitted to the Diet.

※Reference URL

<https://a.msip.securewg.jp/docview/viewer/docNACB32D7387031d2c70ae63ff206c01d4f0af5d375c44536f3b556b17333245c870b5b6b8b2c5>

8. Please check whichever applies.

National e-government strategy or equivalent:

- has an implementation plan.
- is aligned with the national development strategy
- is aligned with the Sustainable Development Goals (SDGs).
- is aligned with sub-national/local digital development strategy.
- has an emphasis on digital-first principle
- has an emphasis on digital by default; digital by design; mobile-first principle
- has an emphasis on once-only (data) principle
- has an emphasis to 'leave no one offline' or to 'leave no one behind'; or other specific measures to ensure e-government is accessible by the most vulnerable groups⁶
- makes specific reference to e-participation, digital inclusion and/or engagement.
 - makes specific reference to the use of social media in the government.
 - makes specific reference to the use of new technologies⁷ such as artificial intelligence, blockchain, big data

(If any checked, please explain further. Maximum 250 words)

The Government Digital Transformation Plan aims to create a new administrative image in the digital age. In order to conduct user-centered service reform, while showing the service design principle of Article 12, we aim at construction of platform based administrative service.

In addition to working on new technologies and human resource development, we are also working on strengthening governance by reviewing IT investment and procurement reform.

In addition, we aim at the realization of digital government in the whole country united with municipality.

※Reference URL

<https://cio.go.jp/node/2422>

III. Legal Framework

9. Is there any legal framework on:

- access to information such as Freedom of Information Act
- personal data protection including digital security

⁶ Poor, immigrants, older persons, persons with disabilities, women, youth, indigenous people

⁷ Also referring to emerging technologies

- open government data
 - digital identity
 - digital certification/signature
- e-procurement
 - digitally publishing government expenditure⁸
 - data interoperability
- digital government as a right

(If any checked, please provide name of the legislation and links. Maximum 250 words)

◇Personal Information Protection Law
https://elaws.e-gov.go.jp/search/elawsSearch/elaws_search/lsg0500/detail?lawId=415AC0000000057

◇Information disclosure law
Act on Access to Information Held by Administrative Organization
https://elaws.e-gov.go.jp/search/elawsSearch/elaws_search/lsg0500/detail?lawId=411AC0000000042

Act on Access to Information Held by Incorporated Administrative Agencies, etc.
https://elaws.e-gov.go.jp/search/elawsSearch/elaws_search/lsg0500/detail?lawId=413AC0000000140

◇Public-private data utilization promotion basic law
https://elaws.e-gov.go.jp/search/elawsSearch/elaws_search/lsg0500/detail?lawId=428AC1000000103

◇Electronic signature law
https://elaws.e-gov.go.jp/search/elawsSearch/elaws_search/lsg0500/detail?lawId=412AC0000000102

IV. Usage of online services

10. Do you collect usage statistics of e-government services?
 Yes No
11. If yes, do you publish results online and share those with the public institutions concerned? (Max. 250 words)

The statistics is only use for our management.

◇Promotion of public relations and extension activities concerning e-government
<https://www.e-gov.go.jp/doc/pr/index.html>

V. User satisfaction

12. Do you measure satisfaction of citizens on e-government services?
 Yes No
13. If yes, do you publish results online and share those with the public institutions concerned? (Max. 250 words)

※Example.

The Ministry of Health, Labor and Welfare conducted a questionnaire survey on electronic applications in 2017

◇Promotion of online use, Ministry of Health, Labor and Welfare
https://www.mhlw.go.jp/shinsei_boshu/denshiseihu/online.html

⁸ Related to SDG Indicator 16.6.1

VI. Social Media

14. How does your government use social media at the national level to interact with and engage people in e-government activities? Please also explain if there were any guidelines for government officials on the use of social media. (Max. 250 words)

There is no guideline for social medias. But There are some rules in the web guideline and security guideline .

VII. New Technologies

15. Does your government have a **specific national strategy** on one or more of following new technologies?

- Artificial Intelligence (AI) Blockchain Big data Smart cities
 Robotics Internet of Things (IOT) Quantum computing Virtual reality
 Augmented reality Other:

(Please explain further including relevant links. Maximum 250 words)

◇Artificial Intelligence Technology Strategy Committee
<https://www8.cao.go.jp/cstp/tyousakai/jinkochino/index.html>

◇New Strategy of Robot
<https://a.msip.securewg.jp/docview/viewer/docN768831E9985Edbaa4022fa5916616d978e4836d61b4396eef1dbb8be4674672b3380cc1d1b43>

◇Connected Industries and society
http://www.meti.go.jp/policy/mono_info_service/connected_industries/index.html

16. Does your government have any government body⁹ at the national level working specifically related to the new technologies? (Please explain further including relevant links. Maximum 250 words)

◇Secretariat of the Council for Science, Technology and Innovation (CSTI)
CSTI is in charge of science and technology and innovation.
88 staff members are promoting a wide range of technology projects from space and ocean to autonomous driving.

◇CSTI, Cabinet Office
<https://www8.cao.go.jp/cstp/>

⁹ This can be an agency, cabinet, commission, committee, initiative etc.

VIII. Indicators

17. What is the percentage of the population¹⁰ satisfied with their last experience of online public services?
(Max. 250 words)

We don't have any related data.

18. What percentage of your GDP is allocated for ICT investment in the public sector? (Max. 250 words)

The amount of ICT investment of Central government in 2017 was about 0.78 trillion yen.
The ratio of about 546 trillion yen of real GDP in the same year is 0.14%.

◇Government information system investment plan
<https://www.itdashboard.go.jp/Statistics/investment>

19. What is the proportion of persons employed in central government organizations routinely using ICTs?
(Max. 250 words)

Almost 100% of the staff are working in an environment where the ICT can be used, and they actually use it.

20. What is the proportion of persons employed in central government organizations routinely using the Internet? (Max. 250 words)

Almost 100% of the staff are working in an environment where the Internet can be used, and they actually use it.

21. If any, what kind of indicators do you collect/use to track digital literacy at the national level? (Max. 250 words)

Usage of the smartphone is one of the indicator of user literacy. Household ownership rate of smartphone exceeded PC in 2017. Recently, many aging persons use smartphone in their life.

◇Usage Trends of ICT Services
<http://www.soumu.go.jp/johotsusintokei/whitepaper/ja/h30/html/nd252110.html>

IX. International and Regional Cooperation¹¹

22. Is your government part of any sub-regional, regional or international cooperation on e-government?
(Max. 250 words)

We participate in OECD digital government meetings and surveys, as well as in government CIO communities such as ICA to exchange information. Also, we have a meeting with EC's digital government team to ensure the interoperability for digital government.

◇International Strategy on e-Government
<https://a.msip.securewg.jp/docview/viewer/docN0326AB2610FD43cdffaa25a352f2a9ff831a3211bc3b4f28cb89ef977c55f3f81bc50e7dcd7c>

◇Former CIO gave a speech at the ICA Annual General Meeting.
<https://cio.go.jp/node/2364>

¹⁰ Related to SDG Indicator 16.6.2 Proportion of population satisfied with their last experience of public services. See for all indicators: https://unstats.un.org/sdgs/indicators/Global%20Indicator%20Framework%20after%20refinement_Eng.pdf

¹¹ WSIS Action Line C.11 - International and regional cooperation - <https://publicadministration.un.org/ws10/WSIS-Action-Lines-and-Facilitators>

23. Is your government offering (or planning to offer) support to other countries in the area of e-government? (Max. 250 words)

Accepting training from Asia, the Middle East, etc., and providing various information. We also provide information on Japan's experiences through dispatching lecturers to international conferences.

◇International Strategy on e-Government
<https://a.msip.securewg.jp/docview/viewer/docND913B23525B0fb247799b36d0a05b297cbad36a9f8ef3ebd731e76d20e8433e499a65e0c71d>

24. Are there any ongoing public-private partnerships and multistakeholder partnerships, focusing on e-government? (Max. 250 words)

We are working closely with the domestic CIVIC TECH organization. In particular, public-private workshops are popular.

◇A workshop was held to consider new electronic administration policies in 2016
<https://cio.go.jp/node/2335>

X. Contact and Additional Information

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1. Please select whichever applies:

- A group of government agencies responded to the questionnaire collectively.
- I am authorized and fully knowledgeable to respond to this questionnaire.
- I did not have the full information to respond to this questionnaire
- I mostly provided my own opinion/assessment rather than official information.
- Other: (Max. 250 words)

2. How did you hear about this questionnaire?

- Directly from UN DESA
- From the Mission of my country to the United Nations
- United Nations E-Government Survey website
- LinkedIn
- Facebook
- Other: (Max. 250 words)

Thank you for taking the time to fill out the Member States Questionnaire (MSQ) 2020.
We appreciate your participation.