



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.

Republic of Korea

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.

www.gov.kr/

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

- a. E-services³:

www.gov.kr/

One-stop e-Government service portal managed by the Ministry of the Interior and Safety

- b. E-participation⁴:

www.epeople.go.kr

Online petition and discussion portal managed by Anti-Corruption and Civil Rights Commission

www.open.go.kr

Public information disclosure portal managed by the Ministry of the Interior and Safety

www.gwanghwamoon1st.go.kr

Citizen engagement platform managed by the Ministry of the Interior and Safety

www1.president.go.kr/petitions

Official online petition channel managed by the Office of the President

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).

(A petition with more than 200,000 digital signatures within 30 days gets an answer from a relevant and high-level government official.)

<https://www.mybudget.go.kr/>

A portal for citizen participation and engagement on the national budget managed by the Ministry of Economy and Finance

Best Practices of Local Governments

<https://democracy.seoul.go.kr/front/index.do>

Online civil petition and suggestion portal managed by the Seoul Metropolitan Government (2009 UNPSA finalist, Formerly known as 'oasis')

mvoting.seoul.go.kr

Mobile voting system operated by the Seoul Metropolitan Government

http://www.chungnam.go.kr/cnnet/content.do?mnu_cd=CNMMENU02294

Transparent, real-time financial system of the *Chungnam* Provincial Government (2018 UNPSA winner)

c. [Open government data:](#)

www.data.go.kr

A single portal managed by the Ministry of the Interior and Safety for citizens to access all public data generated, acquired and managed by all public institutions

d. Public procurement:

www.g2b.go.kr

Korea ON-Line E-Procurement System(KONEPS) managed by the Public Procurement Service (2003 UNPSA winner)

e. Other major portals at the national level:

Public Safety

- Disaster Management: www.safekorea.go.kr
- Food Safety: www.foodsafetykorea.go.kr

Sustainable Development: <http://ncsd.go.kr>

Foreigners: www.hikorea.go.kr

Finance

- Electronic National Tax System: www.hometax.go.kr
- Electronic Local Tax System: www.wetax.go.kr
- UNI-PASS(Electronic Customs Clearance System): unipass.customs.go.kr

Welfare: www.bokjiro.go.kr

Employment

- Job Portal: www.worknet.go.kr
- Government Job Portal: www.gojobs.go.kr

Education: www.neis.go.kr

National Education Information System managed by the Korean Education and Research Information Service and used by the Ministry of Education, local government divisions on education, public and private schools, and parents

Health

- National Health Insurance Service: <http://www.nhis.or.kr>
- Health Insurance Review and Assessment Service (provide information on health services): www.hira.or.kr

Business: www.g4b.go.kr

A portal that provides integrated services for businesses managed by the Ministry of Science and ICT

Law: www.law.go.kr

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

Ministry of the Interior and Safety (www.mois.go.kr)

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

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

a. Planning and Development

Ministry of Economy and Finance: www.moef.go.kr

b. Education

Ministry of Education: www.moe.go.kr

c. Health

Ministry of Health and Welfare: www.mohw.go.kr

d. Social Protection and Welfare

Ministry of Health and Welfare: www.mohw.go.kr

e. Employment and Decent Work

Ministry of Employment and Labor: www.moel.go.kr

f. Environment

Ministry of Environment: www.me.go.kr

g. Energy/Water

- Energy : Ministry of Trade, Industry and Energy (www.motie.go.kr)
- Water : Ministry of Environment (www.me.go.kr)

h. Finance/Taxation

- Ministry of Economy and Finance : www.moef.go.kr
 - ✓ Financial Service Committee : www.fsc.go.kr
 - ✓ National Tax Service : www.nts.go.kr
 - ✓ National Customs Service : www.customs.go.kr

i. Industry/Trade

Ministry of Trade, Industry and Energy : <http://www.motie.go.kr>

II. Strategy and Implementation

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

Yes. The Korean government has the following national development strategies incorporating the SDGs:

1. **The 3rd Master Plan for Sustainable Development (2016-2035)** was established in line with the “Framework Act on Low Carbon, Green Growth”, which incorporates the SDGs adapted to the country context of the Republic of Korea. With policy focus on improving green and inclusive growth after identifying the weaknesses and imbalances in pursuing the national

sustainable development, the plan sets out the vision of achieving the well-balanced development in all three dimensions, environment protection, inclusive society, and economic development, which mainly covers 4 development goals - a healthy environment, a safe society, an inclusive and innovative economy, and a great country with global responsibilities. ([Link](#))

2. **5-year Policy Agenda of President Moon Administration**, announced in 2017, incorporates the SDGs has been implemented as the primary policy guideline. ([Link](#))

3. **National Strategy for Innovative Economy Platform** was announced in August 2018 with policy objectives to increase efficiency and productivity, as well as to create more added-value and employment through unprecedented innovative measures. In January 2019, the government made it public of the detailed strategy which includes: 1) Data and AI Economy Facilitation; 2) Hydrogen Economy Facilitation; and 3) detailed action plans on eight emerging technologies (Smart factory, Fintech, Bio-health, Future cars, Smart cities, Smart farms, New energy industry, and Drones) for industrial innovation. ([Link](#))

For further information, regarding the SDGs and Korean development strategies, click the following link([Link](#)).

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

Yes.

1. The Korean government develops the e-government strategy every five years, as specified in the Article 5 of the “Electronic Government Act”. Currently, there is the “E-Government 2020 Master Plan”, which was developed in 2016. ([Link](#))

2. The “Intelligent Government Master Plan”, which was developed by the Ministry of the Interior and Safety in March 2017, sets out the vision of the Korean government to i) utilize AI and data to innovate public administration and proactively provide citizen-driven services, ii) achieve an “intelligent safety net” based on the context awareness technology, and iii) deliver services that accommodate specific needs of citizens especially the vulnerable groups. ([Link](#))

3. Article 6 of the “Framework Act on National Informatization” requires that the central and local governments and public institutions develop a basic plan every five years to promote informatization in each area of the society. In this regard, the 6th “Basic Plan for National Informatization (2018-2022)” was developed in January 2019 with the goals of maximizing opportunities of the 4th Industrial Revolution and ensuring all citizens enjoy the benefits of the digital transformation. ([Link](#))

4. In January 2019, the Korean government released the “Data and AI Economy Facilitation Plan”, a mid-term plan focused on nurturing the data and AI industries that are keys to the era of the 4th

Industrial Revolution. ([Link](#))

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)*

“E-Government 2020 Action Plan” ([Link](#))

Aligned with the national development strategy

It is aligned with the 8th task of the policy agenda of the current administration, “achieve an open, innovative government for citizens”. This task is aimed at engaging people to proactively participate in policy-making and solving social problems, and achieving an intelligent, data-driven scientific administration.

Aligned with local government digital strategies

The central government must share the e-government master plan with local governments within 14 days of its development in accordance with the E-Government Act.

Emphasis on “Digital first”, “digital by default”, “digital by design”, “mobile first”, and “once only”

To achieve the “All digital, Zero-stop” government services, the Korean government has been working on the all-digital procedures, digital one-pass (a single ID/PW for all services), and mobile one-stop services.

Specific reference to e-participation, digital inclusion and engagement

With the aim of achieving do-it-yourself (DIY) public services, the Korean government has established the Open DIYard, where citizens propose, develop and assess government services and freely distribute and share such services with the government. This way, the government promotes e-democracy from the stage of planning to design, delivery, assessment and feedback. The digitally vulnerable groups can also participate and access digital services using emerging technologies including AI speakers.

Specific reference to the use of new technologies

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

⁷ Also referring to emerging technologies

The government plans to use AI in various services such as crime prediction and tracking, public service consultation and help desk operation. Also using the mobile cloud will promote a virtually integrated public administration.

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
- 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)

Access to information such as Freedom of Information Act

- Official Information Disclosure Act (enacted in 1996, last amended 2017) ([Link](#))
- Act on Promotion of the Provision and Use of Public Data (enacted in 2013, last amended in 2017) ([Link](#))

Personal data protection including digital security

- Personal Information Protection Act (enacted in 2011, last amended in 2017) ([Link](#))
- Enforcement Decree of the Personal Information Protection Act (enacted in 2011, last amended in 2017) ([Link](#))
- Standard Guidelines for Personal Information Protection (established in 2011, last amended in 2017) ([Link](#))
- Standard Safety Measures for Personal Information (established in 2011, last amended in 2017) ([Link](#))
- Notification on Certification of Personal Information Protection and Management Schemes (established in 2013, last amended in 2018) ([Link](#))
- Regulations on Designation of Self-regulatory Groups for Personal Information Protection (established in 2016, last amended in 2019) ([Link](#))
- Notification on Personal Information Impact Assessment (established in 2011, last amended in 2019) ([Link](#))

Open government data

- Act on Promotion of the Provision and Use of Public Data (enacted in 2013, last amended in 2017) ([Link](#))
- Public Data Management Guidelines (established in 2011, last enacted in 2016) ([Link](#))

⁸ Related to SDG Indicator 16.6.1

Digital identity

- Digital Signature Act (enacted in 1999, last amended in 2017) ([Link](#))

Digital certification/signature

- Digital Signature Act (enacted in 1999, last amended in 2017) ([Link](#))

e-Procurement

- Electronic Procurement Utilization and Promotion Act (enacted in 2013, last amended in 2019) ([Link](#))

Digitally publishing government expenditure (related to SDG Indicator 16.6.1)

- Article 5 of the National Finance Act (enacted in 2006, last amended in 2016) ([Link](#))

Data interoperability

- Guidelines for Database Standardization in Public Institutions (established in 2009, last amended in 2019) ([Link](#))
- Guidelines for IT Architecture Deployment and Operation (enforced in 2018) ([Link](#))
- Guidelines for E-government Service Compatibility Compliance (established in 2009, last amended in 2016) ([Link](#))
- Act on the Development of Cloud Computing and Protection of Its Users (enacted in 2015, last amended in 2017) ([Link](#))
- Regulations on Efficient Operation of Administrative Affairs (established in 1991, last amended in 2018) ([Link](#))
- Notification on Government's E-document Distribution Standards (established in 1999, last amended in 2014) ([Link](#))

Digital government as a right

- Electronic Government Act (enacted in 2010, last amended 2017) ([Link](#))
- Article 20 of the Act on the Prohibition of Discrimination Against Persons with Disabilities, Remedy Against Infringement of Their Rights, etc. (enacted in 2007, last amended in 2017) ([Link](#))

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)

GOV.KR, Korea's one-stop e-government portal, collects usage statistics of the portal and publishes the results on its website. Some of the main categories published are service provision (number of services, types of services provided by each local government), service usage (service rankings, certificate and other document issuance rankings), service users (number of visitors, members and Gov24 app downloads), and access device (PC, mobile, tablet). ([Link](#))

The screenshot shows the '데이터로 보는 정부24' (Data from GOV24) section. It includes a search bar for years and months, and a list of service categories with their respective counts:

- 96,769 전체 (Total)
- 964 교육청 (Education)
- 2,222 중앙행정기관 (Central Government)
- 5,455 공공기관 (Public Institutions)
- 5,814 민원 (Citizens)
- 82,314 지자체 (Local Governments)

Regional services for Seoul are highlighted with 5,774 services. A list of top services includes health certificate issuance, land registration, and various certificates.

Usage statistics for 2019 are shown as follows:

- 방문수 (Visits): 9,809,606
- 회원수 (Members): 10,381,754
- 앱다운로드수 (App Downloads): 172,576

Device usage percentages are: PC (81%), 모바일 (18%), and 태블릿 (1%).

In addition, the Korean government publishes the e-government service usage statistics as the official national statistics on annual basis. Some of the main categories include e-government service usage rate, awareness level, and satisfaction level could be accessed at: Korean Statistical Information Service (KOSIS) ([Link](#))

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)

The Korean government measures user satisfaction on e-government services by carrying out the Status Survey on E-government Service Usage. The results are published on the website and provided to the press.

- Survey target: Korean nationals aged from 16 to 74
- Survey methodology: face-to-face household interviews on a sample of 4,000 persons
- Survey categories of questions: awareness of e-government services, usage rate, satisfaction level, purpose of service use, usage area, etc.

Survey results are available on the following sites:

- Korean Statistical Information Service (KOSIS) Portal ([Link](#))
- Ministry of the Interior and Safety ([Link](#))

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)

1. Korean government actively uses the social media at the national level to interact with and engage people in e-government activities:

On information and real-time service provision, all government ministries have designated social media managers, who publicize the policies through different social media platforms (Facebook, Twitter, Instagram, YouTube and blogs) and provide social media links on the ministries' official websites for easier access. People can also friend a ministry on the Korean mobile messenger called "KakaoTalk". On this nationally used SNS platform, they can receive messages on the ministry's activities and communicate or consult via Live Chat if the ministry has a chat agent.

On consulting and engaging people in policy-making, a poll or survey on policies are conducted on social media to collect opinions of citizens. In addition, all citizens could leave comments regarding the government's activities and policies on the government's social media. The people can also use "like", RT (re-tweet), "scrap" features of the social media to express their opinions for the reference of future policy-making.

2. Guidelines have been developed for the government officials to remain politically neutral, build citizen trust in government, and facilitate transparent communications with the public while using SNS.
- Public Officials' Guide to SNS Use ([Link](#))
 - Development of Public Relations System for Building Trust in Government and Improving Communication - Government PR System Development Measures Using the Social Media ([Link](#))

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 ([Smart factory, Fintech, Bio-health, Future cars, Smart cities, Smart farms, New energy industry, Drones, Electric self-driving cars, Semiconductors, Displays, IoT home appliances, New energy industry](#));

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

Artificial Intelligence (AI)

- Intelligent Government Master Plan ([Link](#))
- Data and AI Economy Facilitation Plan ([Link](#))
- AI R&D Strategy for Achieving I-Korea 4.0 ([Link](#))

Blockchain

- Master Plan for Blockchain Industry Development ([Link](#))

Big data

- Data and AI Economy Facilitation Plan ([Link](#))

Smart cities

- Smart City Implementation Strategy ([Link](#))

Robotics

- Measures for Supporting Market Creation for Robotic Products to Achieve Smart Lives of People ([Link](#))

Internet of Things (IoT)

- New Industry and Technology Roadmap ([Link](#))

Quantum computing

- Comprehensive Plan for Quantum Computing Promotion ([Link](#))

Virtual/ Augmented Reality

- Culture and Technology R&D Plan ([Link](#))

Others

- Measures for Building Foundation for Drone Industry ([Link](#))
- Plan for the 4th Industrial Revolution ([Link](#))
- Plan for Implementation of the 8 Key Lead Projects (Smart factory, Fintech, Bio-health, Future cars, Smart cities, Smart farms, New energy industry, Drones) ([Link](#))
- New Industry and Technology Roadmap (Electric self-driving cars, Semiconductors, Displays, IOT home appliances, Bio-health, New energy industry) ([Link](#))

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)*

1. The Ministry of the Interior and Safety takes the leading role in leveraging new technologies such as AI, smart cities, blockchain, IoT, big data and government cloud for the public sector which is coordinated by the Government CIO.
2. The Ministry of Science and ICT conducts R&D related to new technologies. The Ministry is in charge of establishing the technology development strategy for the 4th industrial revolution, building the intelligent information technology infrastructure, and developing more ICT convergence technologies and services.
3. The Ministry of Trade, Industry and Energy creates an enabling ecosystem for the growth of new technology industries.
4. The Presidential Committee on the Fourth Industrial Revolution (<http://www.4th-ir.go.kr>) was also established to deliberate upon and coordinates policy measures on new technologies submitted by various ministries.
5. The National Assembly Special Committee on Industrial Revolution has also organized the Special Committee on Industrial Revolution, which consists of 3 sub-committees on blockchain, AI and big data. The Committee reviews work of each ministry and provides support on a regular basis.

VIII. Indicators

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

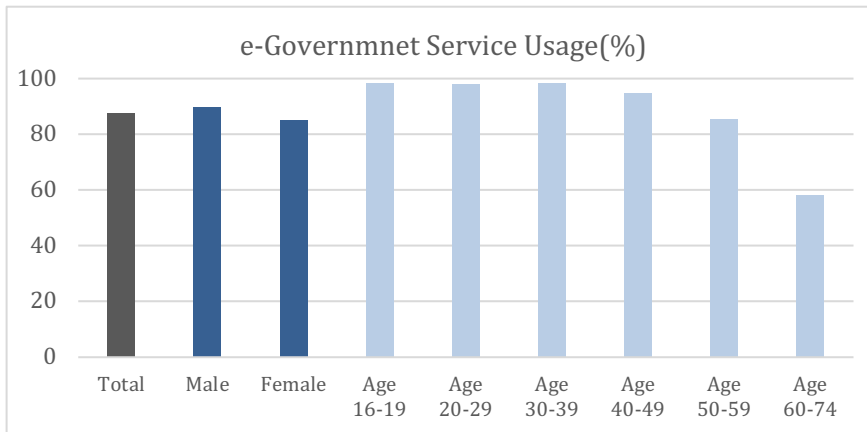
The 2018 satisfaction survey on e-government services indicated that 97.2% of the population were satisfied with the services, 1.8% found services average, and 0.9% were dissatisfied. ([Link](#))

As for the e-government service usage statistics, 87.5% of the population aged 16 to 74 (36,106,376

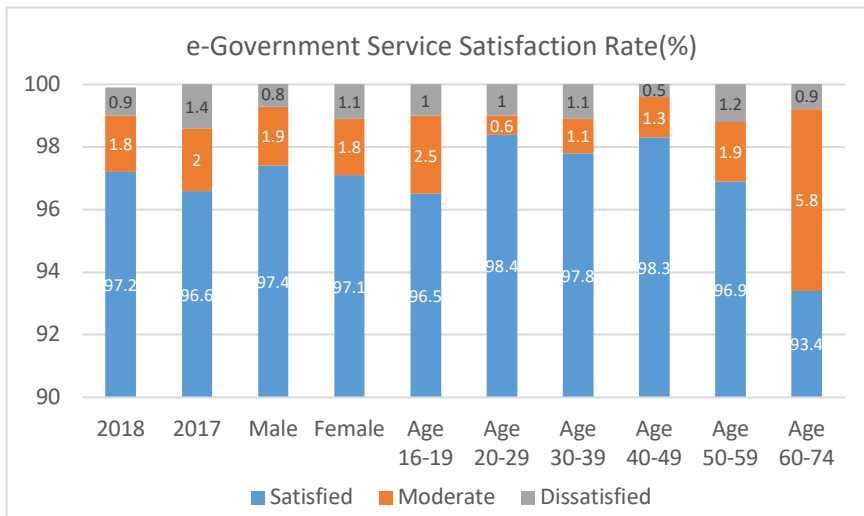
⁹ This can be an agency, cabinet, commission, committee, initiative etc.

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

people) have used e-government services over last year, which is a 0.8 percentage point increase from the previous year (86.7%).



97.2% of the e-government service users were “satisfied” with the services.



Particularly in 2018, among the channels of accessing public services, using e-government services (56.6%) surpassed visits in person (40.0%), proving that the e-government services have become more preferable channels to access government services. ([Link](#))

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

Roughly, 4.4%(78.48 trillion KRW) of National GDP (1,782 trillion KRW) in 2018 was allocated for ICT investment in public sector in total.

- National budget : The amount of national ICT budget invested in the public sector was 5.23 trillion KRW (1.11% of 469.6 trillion KRW, the national budget for 2018) in 2018 according to the Ministry of Science and ICT ([Link](#)).
- Private sector investment: The amount of ICT investment made by private sector was 73.25 trillion KRW (40.35% of 181.52 trillion KRW, the total private sector investment) in 2018 according to the estimates by Korea Development Bank ([Link](#)).

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

All government employees are mandated to use ICTs so this proportion is 100%.

The Korean government has introduced the *On-nara* Business Process System (BPS) that processes tasks online in real time to improve administrative efficiency and reduce costs so that the decision-making process, such as document drafting, approval and transfer, is made within the system. Regarding the HR management, including applications for work trips and personal vacation days, all have to be also processed online. Thus, all public officials must be computer-proficient to carry out their daily work.

More recently, the government has established the mobile government accessible through mobile devices, allowing public officials to work seamlessly anywhere and anytime.

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

100%.

Each public official is provided with a minimum of two computers, one for the intranet and the other for the internet. They use the intranet-based computers to fulfill general administrative responsibilities and the internet-based computers to communicate with the public and gather information.

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

The following indicators are used to track the digital literacy at the national level:

- number of internet users and internet usage rate;
- number of mobile internet and smart phone users and the usage rate;
- internet usage status by gender, age, educational background, occupation and area of residence;
- internet usage types, including the amount of time spent for internet use, frequency, place and purpose;
- internet usage environment, such as whether a household has ICT devices and internet access;
- status of economic activities made on the internet, such as email use and internet banking;
- status of economic activities made on the internet, such as internet shopping and banking;
- usage status of online media, such as TV, news, radio, magazines and books; and
- reasons of using or not using the internet and willingness to use the internet in the future.

These indicators are measured in "Internet Usage Status Survey."

The results of the 2018 survey showed the internet usage rate was 91.5%, wireless internet access rate 99.7% and wired internet access rate 69.4%. (Internet Usage Status Survey) ([Link](#))

Additionally, the Digital Divide Status Survey is conducted on annual basis for the digitally vulnerable (disabled, low-income, rural residents, North Korean refugees and marriage immigrants) in order to evaluate the impact of digital divide policies and use the results as the benchmark data for developing future policies and strategies. (Digital Divide Status Survey) ([Result](#)) ([Link](#))

IX. International and Regional Cooperation¹¹

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

The Korean government is actively engaged in regional and international cooperation on e-government:

1. **United Nations Department of Economic and Social Affairs:** Korea has been working closely with the UNDESA on developing capacity of the member countries on e-Government through study visits from 2014 to 2019.
2. **Digital-9:** As one of the founding members of D9, a group of world's leading digital governments- Korea, UK, Israel, New Zealand, Uruguay, Canada, Mexico, Portugal and Estonia, Korea has been proactively discussing and cooperating on emerging digital issues.
3. **OECD:** Since 2008, Korea has been a member of the E-Leaders group, where CIOs of the OECD member countries gather to actively discuss digital government issues. After hosting the 2018 meeting in Seoul, Korea plans to carry out projects to support non-member countries in cooperation with the OECD Secretariat.
4. **RedGealc (Network of e-Government of Latin America and the Caribbean):** The Korean government participates in the annual meeting of RedGealc, a regional organization aim to promote e-government cooperation, knowledge generation and sharing, and jointly organizes a special session with IDB that introduces Korea's best e-government practices.
5. **Cooperation with multilateral development banks (WB, IDB, AfDB and ADB):** Korea cooperates with multilateral development banks and carries out projects specifically designed to serve the demand from each region for instance, e-government capacity-building project for public officials of the LAC region with IDB and a smart city project with WB/WEGO.

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

Yes, the Korean government offers capacity development support to other countries in the area of e-Government through consultation, establishment of e-Government Cooperation Centers, capacity-building programmes for foreign officials and ODA.

1. **e-Government consultation:** Since 2006, Korea has offered e-government consultation, shares best practices, and organizes workshops in cooperation with international organizations (66 consultations for 36 countries as of December 2018).
2. **e-Government Cooperation Center:** Korea is carrying out joint e-Government projects with a partner country within a budget of USD 1 million over the period of three years. Currently,

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

Centers are in operation in Indonesia, Peru, and Kenya (Uzbekistan Center closed in 2015 after three years of operation).

3. **e-Government capacity-building programmes:** Korea invites government officials from around the world to take part in the e-Government capacity-building programmes and learn about Korea's experience in this field. The Korean government covers all expenses for the invited participants (as of Feb. 2019, total of 8,051 officials from 149 countries have participated).
4. **e-Government ODA programmes:** In 2017, 101.71 billion KRW was provided for improving public administration, including e-Government, in developing countries. This is 16.7% of the total ODA from Korea. Some of the programmes are "Building Informatization Systems of the Constitutional Court of Mongolia (2017-2019, 4 million USD)" and "e-Capacity Building for Public Officials in Nigeria (2013-2017, 8.56 million USD)".
5. **Information Access Centers:** Korea is helping developing countries build Information Access Centers by providing infrastructure for ICT education, such as PCs, projectors, ICT devices and contents to improve their ICT educational environment (56 Centers have been established in 48 countries as of Feb. 2019).
6. **World Friends ICT Volunteers:** Korea annually dispatches around 450 ICT volunteers from a university student to ICT expert to developing countries to support their advancement in the area of informatization (7,722 volunteers dispatched to 74 countries as of Feb. 2019).

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

Yes.

1. **E-government Promotion Committee**, co-chaired by the Minister of the Interior and Safety and an expert from the private sector, makes policy decisions and deliberates, reviews and coordinates execution of such decisions. It provides a framework that further promotes cooperation between the government providing policies and the private sector providing technologies.
2. **E-government Public-Private Partnership Forum**, consisting of experts from the government, industries and academia, supports e-government policy implementation. It is co-chaired by the Vice Minister of the Interior and Safety and a senior representative from the academia. The 9 sub-groups of the forum include intelligent information technologies, open government, digital services, information security, personal information protection, etc.
3. **Gonggam e-Gaduk (meaning "sympathy")** is an online platform where residents could identify community issues and support activities for improving and solving such issues in 5 areas (e-participation, safety and environment improvement, rights for the disable, low birthrate and aging, and community support). ([Link](#))

4. **Private sector-led e-government** is a new paradigm where private sector takes the lead in e-government project and allows the government to take advantage of their innovative creation in a timely manner. The government does not directly engage itself in development. Instead, it purchases private sector's available services or those proposed and developed by the private sector.
5. **Other cases (partnerships with the private sector)**: The government recently collaborated with a telecom company (SKT) to utilize its big data (on geospatial data, floating population, fine dust, etc.) for improving administrative services and creating social values. ([Link](#))

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.