

Catalog of indicators for evaluating e-government policies (paper outline, to be revised by the end of April)

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Abstract

The early efforts in the e-government research, about two decades ago, were focused on identifying opportunities and developing solutions based on information-communication technology in the public administration and public sector domains. More recently, the focus of researchers shifted from the development itself to measurement, evaluation, and benchmarking the development of e-government.

Researchers and practitioners have established a number of indicators and have integrated them in various benchmarks that can be used to assess the success of the process of e-government implementation. Note however, that due to the focus of early e-government efforts on rapid achievement of visible results, the evaluation and benchmarking studies are mostly supply oriented. Most frequently, they deal with the availability and maturity of e-government services and front-office aspects of e-government. Many indicators have been introduced with a narrow focus on measuring e-government output, i.e., the front-office implementations of services for citizens and businesses. More ambitious studies introduce indicators of e-government impact on the public administration and public sector domains.

However, despite the introduction of numerous indicators and benchmarks, recent studies show that the narrow focus of e-government evaluation might lead to a slowdown of the development in many countries, especially in cases when indicators for evaluating e-government policies are poorly designed. In such cases, they increase the risk of distorting government policies as countries may chase the benchmark rather than looking at the real local and national needs.

One way to address the issue of the complex and incomprehensible landscape of numerous indicators for e-government evaluation is to develop a unified catalog of indicators for evaluating e-government. The catalog will present an important resource for researchers and practitioners in the e-government field providing a clear comparative overview of different indicators, so they can select ones that are most appropriate for their research efforts or practical needs. The aim of this paper is to introduce the structure of such a catalog, show examples of entries in the catalog, and illustrate its potential use in various evaluation scenarios.

1. Introduction

Evaluation in e-government (and public administration in general) - many frameworks and indicators proposed in literature. However, only few efforts have been made so far to organize them in a coherent and systematic way.

Introduce the necessity to build a catalog as an effort to organize large number of heterogeneous indicators in a systematic way.

In this paper, we illustrate the usability of the catalog of indicators for evaluating e-government efforts in projects in different phases.

Organization of the paper by sections.

2. Catalog of indicators

Introduction of the catalog as a list of *entries*, each corresponding to an indicator.

Detailed Description of the entry structure (on two-three examples): definition and (tabular representation of the structure) other attributes.

Structure of the catalogue: different classification schemes, references to our previous papers.

3. e-Welfare project in Slovenia

Brief description of the project: temporal overview, different phases.

4. e-Welfare project and the catalog of indicators

The content in this central section is organized around the following table.

Three columns: Project cycle phase | Catalogue use | Example of Indicators

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Row 1: Project Planning and Feasibility Study |

Looking for general welfare (social-economic) indicators in various countries, comparing countries with implemented e-Welfare projects and those that have not implemented one yet |

Example indicators?

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Row 2: State-of-the-art Analysis |

Readiness analysis in centers (PA bodies) for social welfare |

Different readiness (infrastructure) indicators

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Row 3: Design and Development |
Looking for general project management indicators |
Costs, Resources usage (Tina's indicators)

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Row 4: Introduction/Implementation of the e-Welfare |
Organization changes evaluation |
Janja can enumerate indicators here

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Row 5: e-Welfare Impact (or Quality/Impact Assesment performed throughout all
the project phases) |
Back to social-economic indicators |
Examples?

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Illustrate the use of the catalogue queries for identification of appropriate indicators
in each of the phases in the project implementation phases.

Enumerate clearly the benefits of the catalogue in each of the phases first and then
in general. Identify limitations of the current implementation of the catalogue and its
entry structure.

5. Conclusion

Summary: illustration of the catalog usage in a particular scenario of an e-welfare
project in Slovenia.

Furter work: addressing the limitations identified in Section 4; more general usage
scenarios - from projects to policies and more complex policy evaluation and RIA
(regulatory impact assessment) scenarios.

References