

Lecture 7

Present Global Trends of Growth In E-Governance

- According to press reports during the end of 2002
 - Indicate a trend of global growth in e-governance utilization
 - Adults using internet world wide increase by 15% according to the findings of Second Government Online Study published by Taylor and Nelson.
 - 3 out of 10 citizens (30%) access government services online compared with only a quarter (26%) in 2001
- Government online services mostly used for
 - Search Information (24%)
 - Download Information (11%)
 - Increase in % to search info – 20% to 24% from Sep 2001 to Sep 2002
- Globally, online government transactions increased from just 6% to 7% during 2001 and 2002 and the percentage of those providing personal details to government increased from 7% to 8%
- E governance usage in different countries (between 2001- 2002)
 - Australia – significant increase from 31% to 46%
 - Turkey – 3% to 13%
 - Netherlands – 32% 41%
 - US – 34% to 43%
 - Japan – decrement by 4% - 17% to 13%
- In 2001, security issue was the main concern which improved globally in 2002.
- 2001 – 14% felt secured with credit card and bank account numbers
- 2002 – this increased to 23%
- Highest levels of safety was seen in the Scandinavian Market (Denmark, Finland, Norway and Sweden) together with some South East Asian markets (Singapore and Hong Kong)--- around 1/3 of users felt safe.
- In contrast- 90% of Japanese felt accessing online services unsafe

Other Key Findings

- Governance online service is more prevalent to men (33%) than women (26%)
- 2001 – 2002 - Subsequent rise in government online usage among
 - 35-44 years old (22% to 36%)
 - 55-64 years old (2% to 18%)
 - 65 years and above (7% in 2001 and 5% in 2002)
- Globally, no. of people making government transaction online = people making online shopping transaction
- 15% of internet users have made online government transactions and in addition 15% have made an online purchase at least during that year.
- Only 16% users in Hungary access government online services while its 81% in Norway
- In countries like Singapore, Norway and Sweden – high usage of online government services as the citizens feel comfortable with this approach of dealing with the government

- In Britain, New Zealand and South Korea – usage of government online services lags behind the normal internet usage
- All the above statistics on usage of e-governance services is time bound. Over the years, there has been a definite rise in the usage of e-governance all over the world