**Indexing Government Service Performance**

* **digital government units in the co-ordination of service-improvement strategies (data sharing)**
* **combinations of measures used in monitoring systems**
* **two types of performance indicator, parallel monitoring**
* **dimensions of user trust in the general case (Praia)**
* ***Access: affordability, proximity, accessibility***
* ***Responsiveness: courtesy, appropriateness, timeliness***
* ***Quality: effectiveness, consistency, security***
* **Measurement frameworks and schedules**
* **Structured v unstructured feedback**
* **South Korea & Estonia Examples**
* **summary index statistics, targets, information loss in diverse data sets**
* **critical dimensions for digital trustworthiness & governance; relative importance**
* **aggregating over different metrics**
* **Relative importance of government responsibilities (COFOG)**
* **Individual & collective services**

**From G3 to G4**

* **Elements of G3**
* **New elements: LLMs, IoT, blockchain, AR**
* **Examples; UK, Korea, Italy, Netherlands**
* **AI & Personalisation**
* **Whole-population panels**
* **Digital twins and agents**
* **Cloud platforms and trust**
* **OECD Observatory of Public Sector Innovation**

Feedback Collection Platform

* Not gamed by bot

If you have a trustworthy digital society you will have an improvement to your gdp+

Audience: ratings agencies

They need to accept the proposition…

Ceo of Qualtrics Moodys

Correlations

Nrma : improve tramsport , reduce congestion, productivity

Debt…

Tony blair institute: digital ID… productivity gains of 2Bn pounds

Trustworthy public digital infrastructure – digital ID

User / customer experience…. Trust in public transport …

Correlation with trust and with use

Transport as a service