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## E-Government

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## What is e-government

E-government has been employed to mean everything from 'online government services' to 'exchange of information and service: businesses, and other arms of government'. Traditionally, e-government has been considered as the use of ICTs for improving the agencies and providing government services online. Later, the framework of e-government has broadened to include use of ICT by a wide range of interactions with citizens and businesses as well as open government data and use of ICTs to enable innovation in government.

E-government can thus be defined as the use of ICTs to more effectively and efficiently deliver government services to citizens and by use of ICT in government operations, achieving public ends by digital means. The underlying principle of e-government, supported by institutional framework, is to improve the internal workings of the public sector by reducing financial costs and transaction times so as to improve processes and enable effective resource utilization across the various public sector agencies aiming for sustainable solutions. government, governments around the world can be more efficient, provide better services, respond to the demands of citizens, be more accountable, be more inclusive and thus restore the trust of citizens in their governments.

## E-government nomenclature

Government-to-Government (G2G) involves sharing data and conducting electronic exchanges between governmental actors. This includes agency exchanges at the national level, as well as exchanges between the national, provincial, and local levels.

Government-to-Business (G2B) involves business-specific transactions (e.g. payments, sale and purchase of goods and services) as business-focussed services.

Government-to-Consumer / Citizen (G2C) involves initiatives designed to facilitate people's interaction with government as consumers. This includes interactions related to delivery of public services as well as to participation in the consultation and decision-making.

## Regional groupings

Regional groupings are taken from the classification of the United Nations Statistics Division.

See <http://unstats.un.org/unsd/methods/m49/m49regin.htm>

## Income classifications

The World Bank classifications and data are grouped by low-income, middle-income economies. According to the World Bank '...low-income economies are sometimes referred to as developing economies. The use of the term is convenient; it is not intended to imply that all are experiencing similar development or that other economies have reached a preferred or final stage of development. Classification by income reflects development status...'.  
 See <http://www.worldbank.org/data/countryclass/countryclass.html>

## Government website URLs

The latest assessment of UN member websites was carried out during April-August 2013. It should be noted that since websites are being assessed, countries were under construction or not available during that time. Whereas the sites were checked several times during that period, features on a website may have come online in the time that followed. Government website URLs will likely be updated at the time of the next assessment.

See <https://publicadministration.un.org/egovkb/en-us/Resources/Country-URLs>

## Population data

The population data for the Country Profiles are taken from the United Nations Population and Vital Statistics Report: Series A. Table 2: census and estimates, latest available data.

See <http://unstats.un.org/unsd/demographic/products/vitstats/seriesa2.htm>

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