

Editorial

Korea and Singapore Top E-Government Rankings for Citizen Service

The focus of two major e-Government rankings in countries across the world is increasingly on public service delivery and regulatory reforms. Earlier United Nations Global E-Government Surveys, issued by the Public Administration Network (PAN) placed considerable emphasis on infrastructure as a necessary prerequisite for introducing ICT empowered public services. Although “network preparedness” remains a significant indicator of e-Government achievement in the Waseda University 2010 World e-Government Rankings, it is but one of several indicators used to determine national e-Government readiness. These criteria are evident in the results of the 2010 rankings by both UN-PAN and Waseda.

The Republic of Korea and Singapore top the rankings for the first time, taking the spotlight away from the United States and Scandinavian countries for the first time. Much of the weight of the UN rankings was placed on increasing public trust, boosting transparency, speeding public service delivery and regulatory

reform. While the Waseda rankings take into account these as important main trends and indicators, there is more focus put on interface functioning applications, introducing Web 2.0 and Cloud Computing, directing more attention to Green ICT and Disaster Recovery initiatives. There is a significant complementarity between these indexes. However, the fact that the UN rankings include all 190-plus UN members and Waseda examines only 40 countries, no doubt accounts for some of the differences in emphasis.

During 2010 several governments and private research organizations are expected to issue their own e-Government rankings, the two focused on in this issue of the Journal are clearly the benchmarks that officials, executives and researchers can reliably employ to gain insights into the status of e-Governance around the world.

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