

# Road Map of E- Government in Developed Countries Case Study : South Korea



E-Government

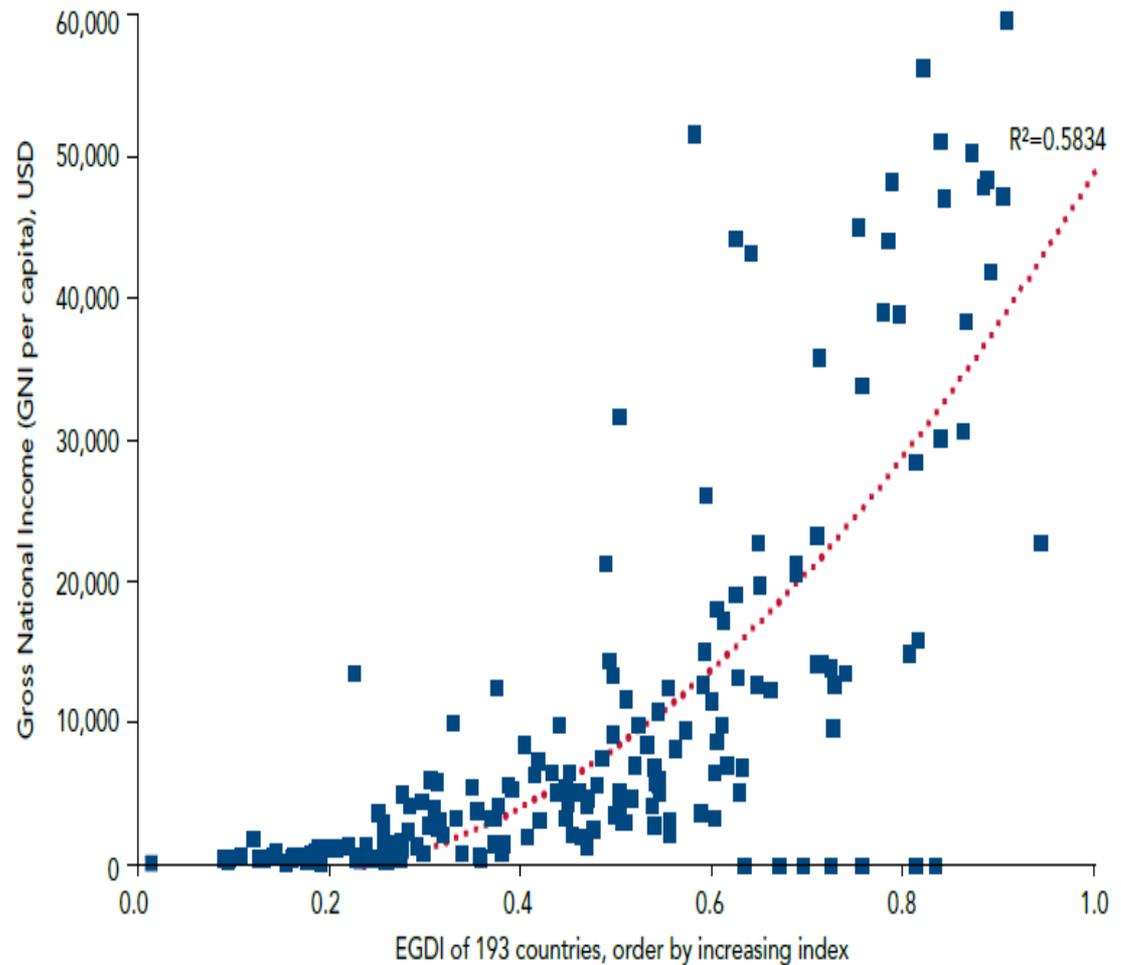
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# National income and e-government development

- The income level of a country is a general indicator of economic capacity and progress, and thus has a strong influence on national e-government development.
- Access to ICT infrastructure and the provision of education, including ICT literacy, are highly related to the income level of a nation. The lack of these enabling factors places strong constraints on implementing e-government initiatives, even if sound policies and national strategies are in place.

Figure 1.5. Relation between EGD and national income (GNI per capita)



- national income certainly does not, by itself, constitute or guarantee advanced e-government development

Table 1.2. Countries grouped by EGDl in alphabetical order

Very High EGDl (More than 0.75)	High EGDl (Between 0.50 and 0.75)		Middle EGDl (Between 0.25 and 0.50)		Low EGDl (Less than 0.25)
Australia	Albania	Malaysia	Algeria	Marshall Islands	Afghanistan
Austria	Andorra	Malta	Angola	Micronesia	Benin
Bahrain	Antigua and Barbuda	Mauritius	Bahamas	Namibia	Burkina Faso
Belgium	Argentina	Mexico	Bangladesh	Nauru	Burundi
Canada	Armenia	Monaco	Belze	Nicaragua	Central African Republic
Denmark	Azerbaijan	Mongolia	Bhutan	Nigeria	Chad
Estonia	Barbados	Montenegro	Bolivia	Pakistan	Comoros
Finland	Belarus	Morocco	Bosnia and Herzegovina	Palau	Côte d'Ivoire
France	Brazil	Oman	Botswana	Paraguay	Congo
Germany	Brunei	Panama	Cambodia	Philippines	Djibouti
Iceland	Bulgaria	Peru	Cameroon	Rwanda	Equatorial Guinea
Ireland	Chile	Poland	Cape Verde	Saint Kitts and Nevis	Eritrea
Israel	China	Portugal	Congo	Saint Lucia	Gambia
Italy	Colombia	Qatar	Cuba	St Vincent and the Grenadines	Guinea
Japan	Costa Rica	Romania	DPR of Korea	Samoa	Guinea-Bissau
Luxembourg	Croatia	Russian Federation	Dominica	Senegal	Haiti
Netherlands	Cyprus	San Marino	Dominican Republic	South Africa	Liberia
New Zealand	Czech Republic	Saudi Arabia	El Salvador	Sudan	Malawi
Norway	Ecuador	Serbia	Ethiopia	Suriname	Mali
Republic of Korea	Egypt	Seychelles	Gabon	Swaziland	Mauritania
Singapore	Fiji	Slovakia	Ghana	Syria	Mozambique
Spain	Georgia	Slovenia	Guatemala	Tajikistan	Myanmar
Sweden	Greece	Sri Lanka	Guyana	Thailand	Nepal
United Kingdom	Grenada	Switzerland	Honduras	TFYR of Macedonia	Niger
United States of America	Hungary	Tunisia	India	Timor-Leste	Papua New Guinea
	Jordan	Turkey	Indonesia	Tonga	Sao Tome and Principe
	Kazakhstan	Ukraine	Iran	Trinidad and Tobago	Sierra Leone
	Kuwait	United Arab Emirates	Iraq	Turkmenistan	Solomon Islands
	Latvia	Uruguay	Jamaica	Tuvalu	Somalia
	Liechtenstein	Venezuela	Kenya	Uganda	South Sudan
	Lithuania		Kiribati	Tanzania	Togo
			Kyrgyzstan	Uzbekistan	Zambia
			Laos	Vanuatu	
			Lebanon	Viet Nam	
			Lesotho	Yemen	
			Libya	Zimbabwe	
			Madagascar		
			Maldives		

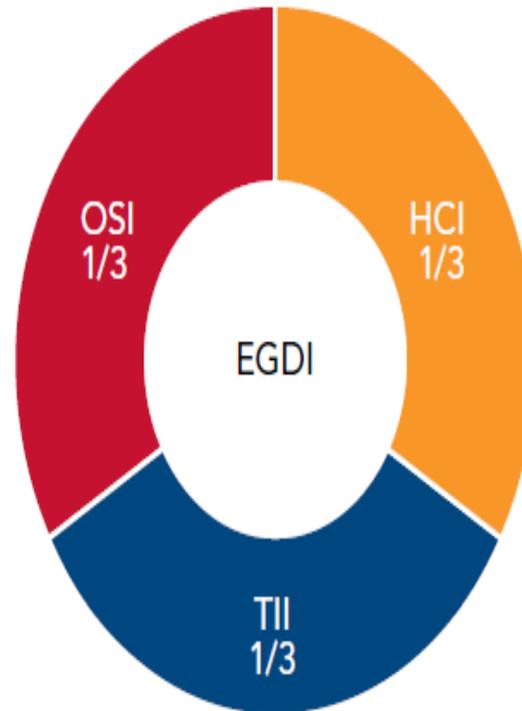
Twenty-five countries have a “very high EGDI” with index values in the range of 0.75 to 1.00 (see Table 1.1) With an average of 0.8368, the top 25 countries are far ahead of the rest of the world (world average of 0.4721). One of the primary factors contributing to a high level of e-government development is concurrent past and present investment in telecommunication, human capital and provision of online services

Table 1.1. World e-government leaders (Very High EGDI) in 2014

Country	Region	2014 EGDI	2014 Rank	2012 Rank	Change in Rank (2012–2014)
Republic of Korea	Asia	0.9462	1	1	-
Australia	Oceania	0.9103	2	12	↑ 10
Singapore	Asia	0.9076	3	10	↑ 7
France	Europe	0.8938	4	6	↑ 2
Netherlands	Europe	0.8897	5	2	↓ 3
Japan	Asia	0.8874	6	18	↑ 12
United States of America	Americas	0.8748	7	5	↓ 2
United Kingdom	Europe	0.8695	8	3	↓ 5
New Zealand	Oceania	0.8644	9	13	↑ 4
Finland	Europe	0.8449	10	9	↓ 1
Canada	Americas	0.8418	11	11	-
Spain	Europe	0.8410	12	23	↑ 11
Norway	Europe	0.8357	13	8	↓ 5
Sweden	Europe	0.8225	14	7	↓ 7
Estonia	Europe	0.8180	15	20	↑ 5
Denmark	Europe	0.8162	16	4	↓ 12
Israel	Asia	0.8162	17	16	↓ 1
Bahrain	Asia	0.8089	18	36	↑ 18
Iceland	Europe	0.7970	19	22	↑ 3
Austria	Europe	0.7912	20	21	↑ 1
Germany	Europe	0.7864	21	17	↓ 4
Ireland	Europe	0.7810	22	34	↑ 12
Italy	Europe	0.7593	23	32	↑ 9
Luxembourg	Europe	0.7591	24	19	↓ 5
Belgium	Europe	0.7564	25	24	↓ 1
Very High EGDI Average		0.8368			
World Average		0.4712			

Figure 1.1. The three components of the E-Government Development Index (EGDI)

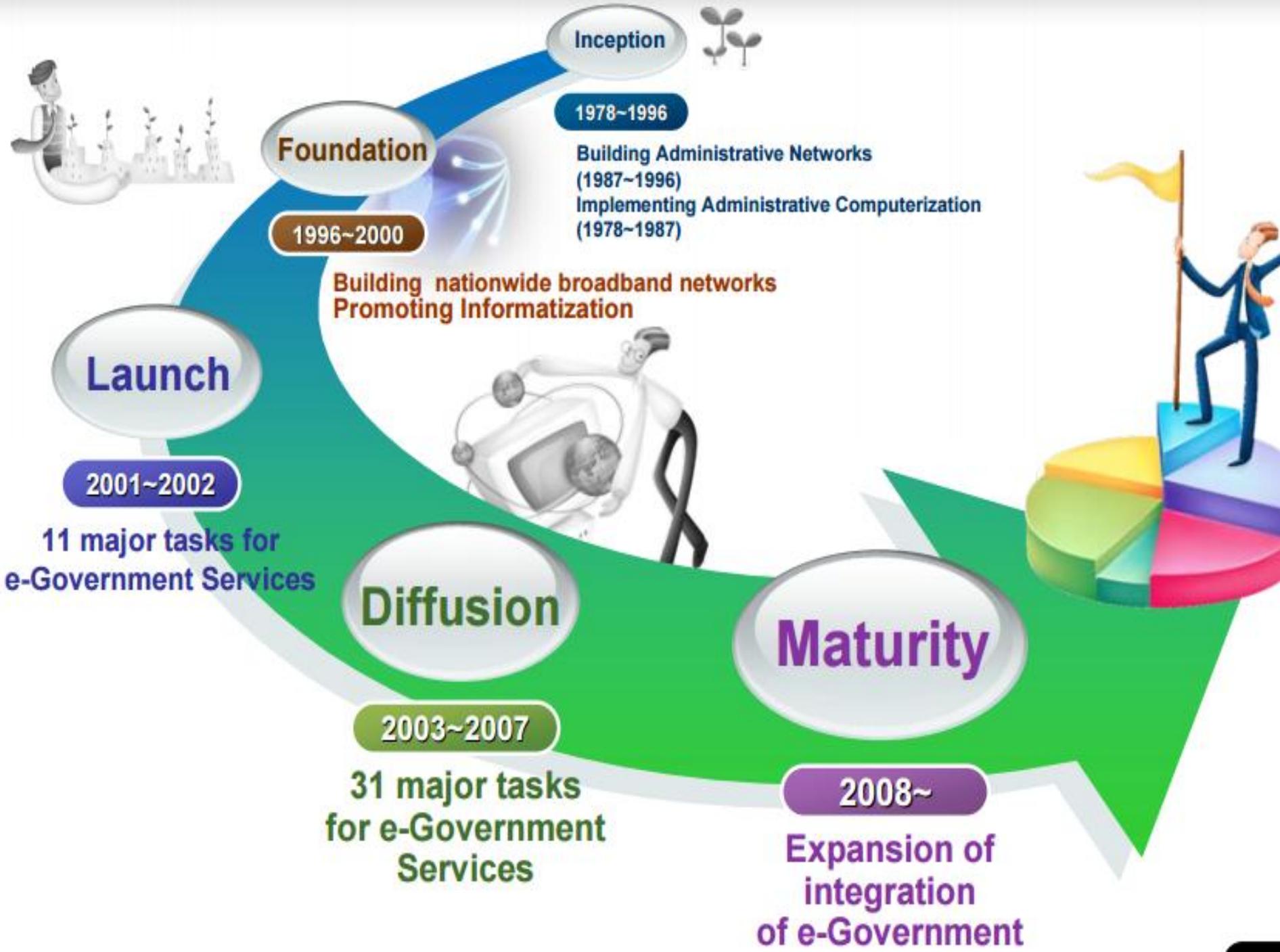
- OSI—Online Service Index ■
- TII—Telecommunication Infrastructure Index ■
- HCI—Human Capital Index ■



# Case Study : South Korea



- The Korean government has pursued and established the e-Government as a core vehicle to sharpen its competitive edge, based on the global-leading IT infrastructure of the nation such as broadband internet network



# Achievement...(1)

- **Improvements in both efficiency and transparency of administrative work**

Use of electronic documents has become a standard practice, and most administrative businesses such as personnel management, finance, and procurement are being handled electronically, thereby greatly and innovatively enhancing the efficiency of government administration.

All central administrative institutions have introduced a standardized Business Process System(On-nara BPS) to record all decision-making procedures of the government, significantly increasing transparency in administration work processes.

- **Provision of people-focused and company-focused administrative services**

With the establishment of the Civil Service Portal (Minwon24), the era of civil service requests from home has been fully ushered in by implementing integrated online civil service channels and enabling notification, filing, and payment of taxes via the Internet.

Various corporate activities are supported efficiently by means of a single window for businesses (One-stop Business Support Service, G4B) together with online processing of logistics, customs clearance, and trading.

# Achievement...(2)

- **Strengthening of communication with the citizens regarding government policies**

People can now participate in the government decision-making process more easily through a single window called ePeople, connected to all administrative institutions to provide comprehensive civil services and receive public suggestions.

People can easily request and check online for a wide range of administrative information and inquire about national records anytime and anywhere through the system for shared use of administrative information (e-Hanarominwon).

- **Increased efficiency of information resource management**

The Government Integrated Data Center (GIDC) manages all information systems of the government comprehensively, improving its capability to respond to system errors and security threats.

Enterprise Architecture (EA), a comprehensive informatization blueprint, enables design and systematic management of e-Government at the government-wide level.

# Best Practice

- Government Integrated Data Center - GIDC : <http://www.ncia.go.kr>
- Electronic Customs Clearance System - UNI-PASS : <http://portal.customs.go.kr>
- Online Patent System - KIPOnet : <http://www.patent.go.kr>
- Digital Budget & Accounting System - dBrain : <http://www.digitalbrain.go.kr>
- National Disaster Management System – NDMS
- Immigration Control System
- Korea Online e-Procurement System - KONEPS : <http://www.g2b.go.kr>
- Comprehensive Tax System - Hometax : <http://www.hometax.go.kr>
- Postal Logistics Information System - PostNet : <http://www.epost.go.kr>
- SOS Public Relief Service
- e-Government Standard Framework - eGovFrame Portal : <http://www.egovframe.go.kr>
- Civil Service Portal - Minwon24 : <http://www.minwon.go.kr>
- Information Network Villages - Invil : <http://www.invil.org>
- e-Participation Portal - ePeople : <http://www.epeople.go.kr>
- Business Process System - On-nara BPSOne-stop Business Support Service - G4B : <http://www.g4b.go.kr>
- Employment Portal - WORKNET : <http://www.work.go.kr>
- Intelligent Transportation System – ITS
- Shared Use of Administrative Information - e-hanarominwon : <http://www.pisc.go.kr>
- Resident Registration Data System



# Achieving the World's Best e-Government

## International Awards



- **KISS** (Immigration)  
**UN Public Service Award ('07)**



- **Invil** (Village)  
**UN Public Service Awards ('11)**



- **KONEPS** (Procurement)  
**WCIT Global Award ('06)**

## Model Case Selection



- **HTS** (Tax)  
**OECD e-Tax Best Practice ('06)**



- **e-People** (Petition)  
**'Online Politics Trophy Top10' ('06)**



- **uTradeHub**  
**'World Advanced' in APEC Report ('05)**

## International Certifications



- **KIPOnet** (Patent)  
**WIPO IT Standard ('06)**



- **UNIPASS** (Customs)  
**ISO 9001, 20000 ('06)**



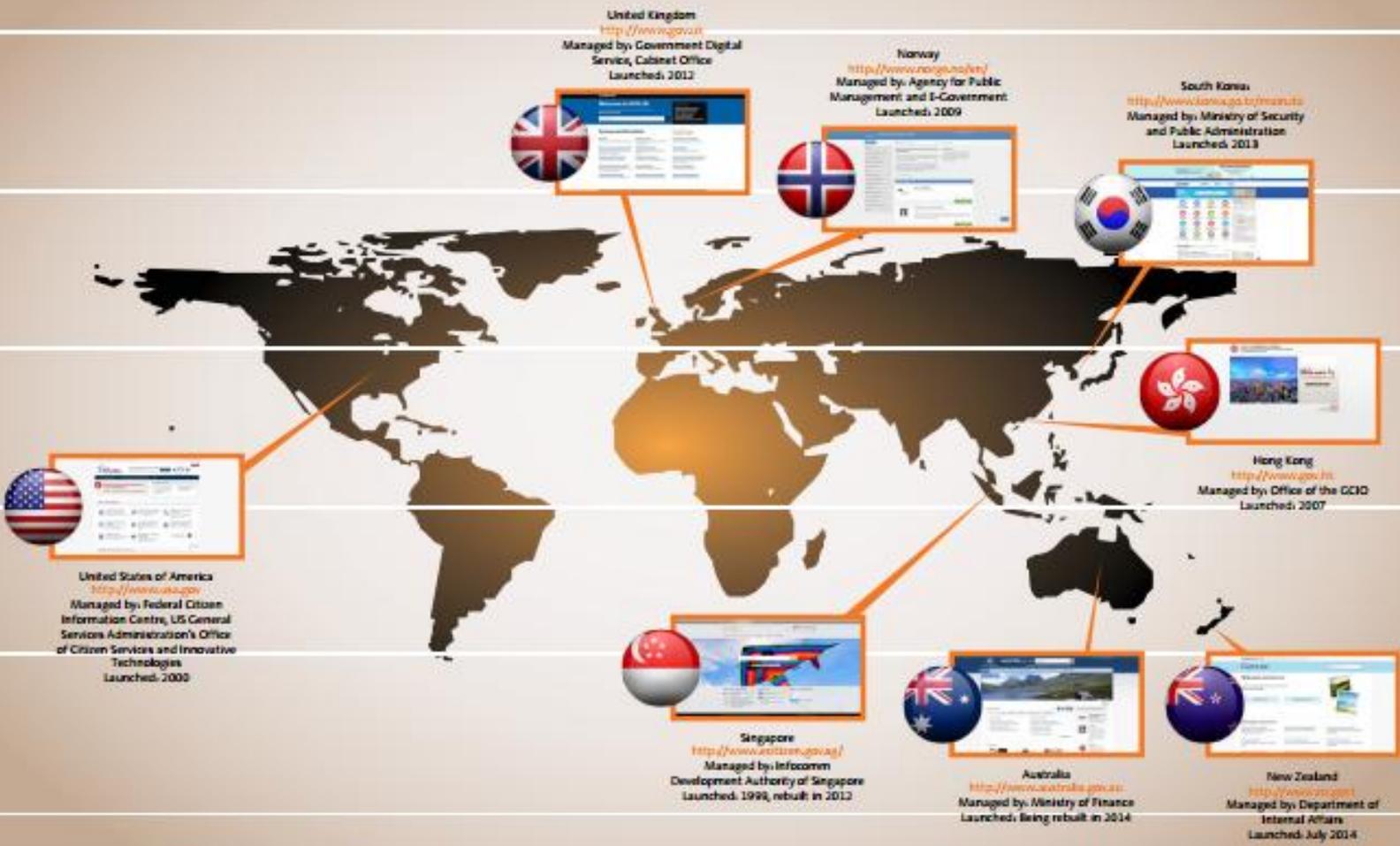
- **KONEPS** (Procurement)  
**UN/CEFACT Int'l Standard ('05)**



## **Technology brings changes to voting Electronic authentication system boosts balloting efficiency**

the database stored information of eligible voters, constituents were able to quickly and comfortably cast their ballots anywhere by either showing identification cards or having their fingerprints scanned.

- South Korea e-Participation was assessed in three ways: provision of information online and upon demand; consultation of citizens before designing public policies and services; and empowerment of people through co-design of policy options and co-production of public services
- Prisons in South Korea adopt telemedicine
- South Korea to open cyber warfare school



- *Roadmap for E-Government in the Developing World, 10 Questions E-Government Leaders Should Ask Themselves*

1. Why we are pursuing E-Government
2. Do we have a clear vision and priorities for E-Government
3. What kind of e-government are we ready for
4. Is there enough political will to lead the e-government effort
5. Are we selecting e-government projects in the best way
6. How should we plan and manage e-government projects
7. How will we overcome resistance from within the government
8. How will we measure and communicate progress? How will we know if we are failing
9. What should our relationship be with the private sector
10. How can e-government improve citizen participation in public affairs

