

## **Seventh Annual Global E-Government Study**

### **South Korea Continues to Rank First in Global E-Government**

*A study of online government has just completed its seventh year, and finds that many nations are improving services and providing information for users. The United States ranks fourth, behind South Korea, Singapore, and Taiwan.*

Providence, RI—Asian countries once again dominate e-government ratings and take three of the top four spots in a global e-government study undertaken by researchers at Brown University. South Korea earned the top rank, followed by Singapore, Taiwan, the United States, Great Britain, and Canada. The study shows that 28 percent of government agencies around the world are offering online services, about the same as in 2006.

The sixth annual survey conducted by Professor Darrell M. West of the Taubman Center for Public Policy at Brown University and a team of researchers evaluates online government websites of 198 countries around the globe. The researchers evaluated government websites based on two dozen criteria, including disability access, the existence of publications and databases, the presence of privacy policies, security policies, contact information, and the number of online services. Previous studies of global e-government have been released annually since 2001.

This year's study reviews 1,687 government websites in 198 countries during June and July 2007. A variety of different sites were analyzed, including executive, legislative, and judicial offices as well as departments and ministries of the government such as health, education, foreign affairs, interior, finance, natural resources, foreign investment, transportation, military, tourism, and telecommunication.

Researchers found that 96 percent of websites have online publications and 80 percent have links to databases. Twenty-nine percent (up from 26 percent in 2006) show privacy policies and 21 percent present security policies (up from 14 percent in 2006). Software provided by the company Watchfire, Inc. assesses whether websites provide assistance for the vision- or hearing-impaired. According to this software, government websites are still lagging on disability access. Only 23 percent of sites provide disability access, the same as last year.

In addition to analyzing particular features, researchers rated countries for overall e-government performance. By evaluating the aforementioned features as well as others including PDA access, user fees, and foreign language translation, each country is rated on a 0 to 100 point scale. The following table illustrates the rankings of the 198 countries in 2007 and changes from the previous year.

## Seventh Annual Global e-Government Rankings

Rankings from 1 to 50:

Rank	Nation	Rating Out of 100 Pts	Rank	Nation	Rating Out of 100 Pts
1. (1)	South Korea	74.9 (60.3)	2. (3)	Singapore	54.0 (47.5)
3. (2)	Taiwan	51.1 (49.8)	4. (4)	United States	49.4 (47.4)
5. (6)	Great Britain	44.3 (42.6)	6. (5)	Canada	44.1 (43.5)
7. (48)	Portugal	43.8 (31.3)	8. (12)	Australia	43.5 (39.9)
9. (27)	Turkey	43.5 (33.7)	10. (8)	Germany	42.9 (41.5)
11. (7)	Ireland	42.4 (41.9)	12. (16)	Switzerland	42.3 (36.9)
13. (38)	Brazil	41.1 (32.1)	14. (11)	Dominica	41.0 (40.0)
15. (65)	Bahrain	40.3 (29.6)	16. (32)	Liechtenstein	40.0 (33.0)
17. (40)	Equatorial Guinea	40.0 (32.0)	18. (133)	Andorra	39.0 (24.0)
19. (14)	New Zealand	38.4 (37.6)	20. (35)	Italy	38.0 (32.9)
21. (10)	Spain	37.7 (40.6)	22. (20)	Hong Kong	37.5 (35.4)
23. (19)	Finland	37.3 (35.6)	24. (30)	Vatican	37.0 (33.5)
25. (36)	Malaysia	36.9 (32.7)	26. (15)	Netherlands	36.8 (37.4)
27. (46)	Czech Republic	36.7 (31.7)	28. (106)	Brunei	36.5 (26.8)
29. (84)	Cyprus (Republic)	36.4 (28.3)	30. (40)	Liberia	36.0 (24.0)
31. (56)	Austria	36.0 (30.6)	32. (17)	Azerbaijan	36.0 (36.0)
33. (143)	Sierra Leone	36.0 (24.0)	34. (39)	Bhutan	36.0 (32.0)
35. (175)	Costa Rica	36.0 (20.0)	36. (73)	Eritrea	36.0 (29.0)
37. (166)	Ethiopia	36.0 (22.0)	38. (137)	Gabon	36.0 (24.0)
39. (17)	North Korea	36.0 (36.0)	40. (9)	Japan	35.9 (41.5)
41. (28)	Malta	35.8 (33.6)	42. (24)	Qatar	35.6 (34.5)
43. (23)	France	35.6 (34.7)	44. (67)	Israel	35.5 (29.4)
45. (88)	Croatia	35.0 (28.0)	46. (51)	Iceland	34.6 (31.1)
47. (77)	India	34.2 (28.7)	48. (54)	Peru	34.0 (30.8)
49. (150)	Zambia	34.0 (23.5)	50. (68)	Mexico	33.9 (29.3)

Rankings from 51 to 100:

Rank	Nation	Rating Out of 100 Pts	Rank	Nation	Rating Out of 100 Pts
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51. (76)	China (People's Republic)	33.7 (28.8)	52. (66)	Arab Emirates	33.6 (29.5)
53. (58)	Hungary	33.3 (30.5)	54. (119)	Armenia	33.3 (25.3)
55. (112)	Argentina	33.1 (26.1)	56. (104)	Panama	33.1 (27.0)
57. (28)	Kazakhstan	33.0 (33.6)	58. (50)	Syria	32.8 (31.2)
59. (80)	Colombia	32.8 (28.6)	60. (13)	Sweden	32.7 (38.3)
61. (63)	Poland	32.7 (30.1)	62. (49)	Serbia and Montenegro	32.4 (31.2)
63. (21)	Norway	32.4 (35.0)	64. (44)	Denmark	32.1 (31.8)
65. (110)	Jamaica	32.1 (26.4)	66. (55)	Luxembourg	32.1 (30.7)
67. (31)	Libya	32.0 (33.0)	68. (41)	Monaco	32.0 (32.0)
69. (134)	Bahamas	32.0 (24.0)	70. (116)	St. Vincent and the Grenadines	32.0 (26.0)
71. (26)	Swaziland	32.0 (34.0)	72. (97)	Tajikistan	32.0 (28.0)
73. (162)	Botswana	32.0 (22.0)	74. (89)	Cyprus (Turkish Rep.)	32.0 (28.0)
75. (90)	Ghana	32.0 (28.0)	76. (190)	Grenada	32.0 (16.0)
77. (93)	Guinea-Bissau	32.0 (28.0)	78. (139)	Guyana	32.0 (24.0)
79. (81)	Kuwait	31.9 (28.5)	80. (79)	Lebanon	31.5 (28.7)
81. (61)	Egypt	31.3 (30.2)	82. (45)	Slovenia	31.3 (31.8)
83. (101)	East Timor	31.2 (27.4)	84. (100)	Kenya	31.2 (27.5)
85. (161)	Belize	31.0 (22.0)	86. (113)	Bulgaria	31.0 (26.0)
87. (155)	Cambodia	31.0 (23.2)	88. (34)	Chile	31.0 (32.9)
89. (98)	Saudi Arabia	30.9 (27.9)	90. (126)	Vietnam	30.9 (25.0)
91. (85)	Oman	30.9 (28.1)	92. (82)	Belgium	30.8 (28.4)
93. (152)	Trinidad and Tobago	30.8 (23.4)	94. (92)	Guatemala	30.8 (28.0)
95. (102)	Iran	30.7 (27.3)	96. (59)	Philippines	30.5 (30.4)
97. (145)	Saint Kitts and Nevis	30.3 (24.0)	98. (62)	Romania	30.1 (30.2)
99. (188)	Lesotho	30.0 (16.7)	100. (146)	Suriname	30.0 (24.0)

Rankings from 101 to 150:

Rank	Nation	Rating Out of 100 Pts	Rank	Nation	Rating Out of 100 Pts
101. (163)	Cape Verde	30.0 (22.0)	102. (164)	Cook Islands	30.0 (22.0)
103. (37)	Slovakia	29.8 (32.3)	104. (71)	Bosnia and	29.8 (29.1)

				Herzegovina	
105. (148)	Antigua and Barbuda	29.7 (23.7)	106. (74)	Maldives	29.6 (29.0)
107. (78)	Jordan	29.6 (28.7)	108. (60)	Nepal	29.6 (30.3)
109. (129)	San Marino	29.3 (24.3)	110. (57)	Latvia	29.0 (30.6)
111. (53)	Saint Lucia	29.0 (31.0)	112. (183)	Vanuatu	29.0 (20.0)
113. (125)	Congo (Republic)	29.0 (25.0)	114. (83)	Lithuania	28.7 (28.3)
115. (22)	Ukraine	28.4 (35.0)	116. (131)	Uruguay	28.4 (24.2)
117. (52)	Nigeria	28.3 (31.1)	118. (169)	Micronesia	28.0 (21.0)
119. (75)	Mongolia	28.0 (29.0)	120. (142)	Mozambique	28.0 (24.0)
121. (180)	Niue	28.0 (20.0)	122. (167)	Samoa	28.0 (22.0)
123. (173)	Barbados	28.0 (20.0)	124. (96)	Sri Lanka	28.0 (28.0)
125. (132)	Albania	28.0 (24.0)	126. (135)	Congo (Democratic Republic)	28.0 (24.0)
127. (107)	Angola	28.0 (26.7)	128. (25)	Estonia	28.0 (34.0)
129. (138)	Gambia	28.0 (24.0)	130. (94)	Haiti	28.0 (28.0)
131. (130)	Iraq	28.0 (27.0)	132. (159)	Kyrgyzstan	28.0 (22.4)
133. (43)	Russian Federation	27.8 (31.9)	134. (130)	Morocco	27.8 (24.2)
135. (72)	Pakistan	27.7 (29.1)	136. (70)	South Africa	27.7 (29.2)
137. (99)	Ecuador	27.6 (27.5)	138. (91)	Greece	27.1 (28.0)
139. (123)	Paraguay	27.0 (25.3)	140. (47)	Georgia	27.0 (31.4)
141. (121)	Fiji	26.8 (25.3)	142. (107)	Afghanistan	26.7 (26.7)
143. (69)	Sudan	26.7 (29.3)	144. (117)	Zimbabwe	26.7 (26.0)
145. (109)	Benin	26.7 (26.7)	146. (158)	Uganda	26.2 (22.5)
147. (177)	Madagascar	26.0 (20.0)	148. (64)	Belarus	26.0 (30.0)
149. (165)	Dominican Republic	26.0 (22.0)	150. (124)	Senegal	25.7 (25.1)

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Rankings from 151 to 198:

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Rank	Nation	Rating Out of 100 Pts	Rank	Nation	Rating Out of 100 Pts
151. (105)	Uzbekistan	25.7 (27.0)	152. (120)	El Salvador	25.6 (25.3)
153. (115)	Nicaragua	25.2 (26.0)	154. (160)	Djibouti	24.9 (22.1)
155. (149)	Mauritius	24.7 (23.7)	156. (86)	Bangladesh	24.7 (28.0)

157. (118)	Seychelles	24.7 (25.5)	158. (128)	Algeria	24.6 (30.3)
159. (156)	Venezuela	24.3 (23.2)	160. (178)	Mali	24.0 (20.0)
161. (195)	Nauru	24.0 (16.0)	162. (181)	Palau	24.0 (20.0)
163. (185)	Soloman Islands	24.0 (18.0)	164. (144)	Somalia	24.0 (24.0)
165. (193)	Togo	24.0 (16.0)	166. (87)	Bolivia	24.0 (28.0)
167. (198)	Burundi	24.0 (8.0)	168. (136)	Cote d'Ivoire	24.0 (24.0)
169. (157)	Cuba	24.0 (22.7)	170. (176)	Indonesia	24.0 (20.0)
171. (171)	Honduras	23.0 (20.8)	172. (153)	Yemen	22.9 (23.4)
173. (172)	Malawi	22.7 (20.7)	174. (197)	Chad	22.7 (9.0)
175. (111)	Tunisia	22.4 (26.4)	176. (95)	Laos	22.0 (28.0)
177. (154)	Rwanda	21.9 (23.3)	178. (151)	Thailand	21.7 (23.4)
179. (168)	Namibia	21.5 (21.4)	180. (184)	Cameroon	21.3 (19.0)
181. (33)	Macedonia	20.0 (33.0)	182. (126)	Marshall Islands	20.0 (25.0)
183. (141)	Moldova	20.0 (24.0)	184. (122)	Myanmar	20.0 (25.3)
185. (179)	Niger	20.0 (20.0)	186. (170)	Papua New Guinea	20.0 (21.0)
187. (192)	Sao Tome and Principe	20.0 (16.0)	188. (182)	Somaliland	20.0 (20.0)
189. (194)	Tonga	20.0 (16.0)	190. (147)	Turkmanistan	20.0 (24.0)
191. (187)	Burkina Faso	20.0 (17.0)	192. (189)	Central Africa Republic	20.0 (16.0)
193. (187)	Tanzania	18.3 (17.5)	194. (114)	Mauritania	18.0 (26.0)
195. (39)	Tuvalu	16.0 (32.0)	196. (174)	Comoros	12.0 (20.0)
197. (191)	Guinea	12.0 (16.0)	198. (195)	Kiribati	8.0 (12.0)

In order to improve electronic government, the report suggests that governments take several steps to reach their full potential in terms of accessibility and effectiveness. The ultimate goal of e-government is to provide citizens with services, information, and interactive features. To this effect, sites need to be well-designed, easy to navigate, and accessible to a wide variety of users. We suggest the following steps be undertaken: standardize templates with consistent navigation, have accessibility aids, list when pages are updated, organize pages by user type, create “most popular” lists, have an online services menu, and have interactive technological assistance.

For more information on this study, contact Professor Darrell M. West of Brown University at (401) 863-1163 or email [Darrell\\_West@brown.edu](mailto:Darrell_West@brown.edu). The full Global E-Government Study is online at [www.insidepolitics.org](http://www.insidepolitics.org). The Appendix of the report presents detailed profiles of each of the 198 national governments.