

TAL TECH

DIGITALISATION IN THE PUBLIC SECTOR

**ERASMUS+ 'CHALLENGES TO DEMOCRACY AND SOCIAL LIFE
IN EUROPEAN SMALL STATES'**

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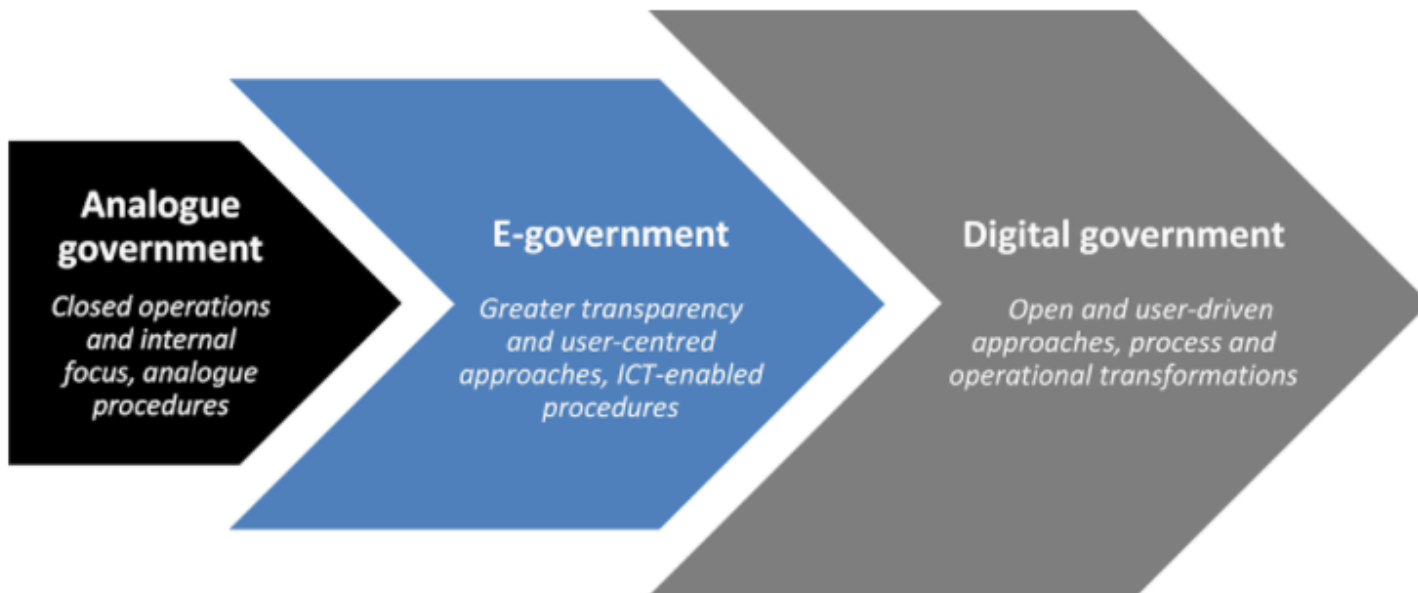
Tallinn University of Technology

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DIGITALISATION IN THE PUBLIC SECTOR

Figure 1.1. The OECD Digital Government Policy Framework

Figure 1.1. From analogue to digital government



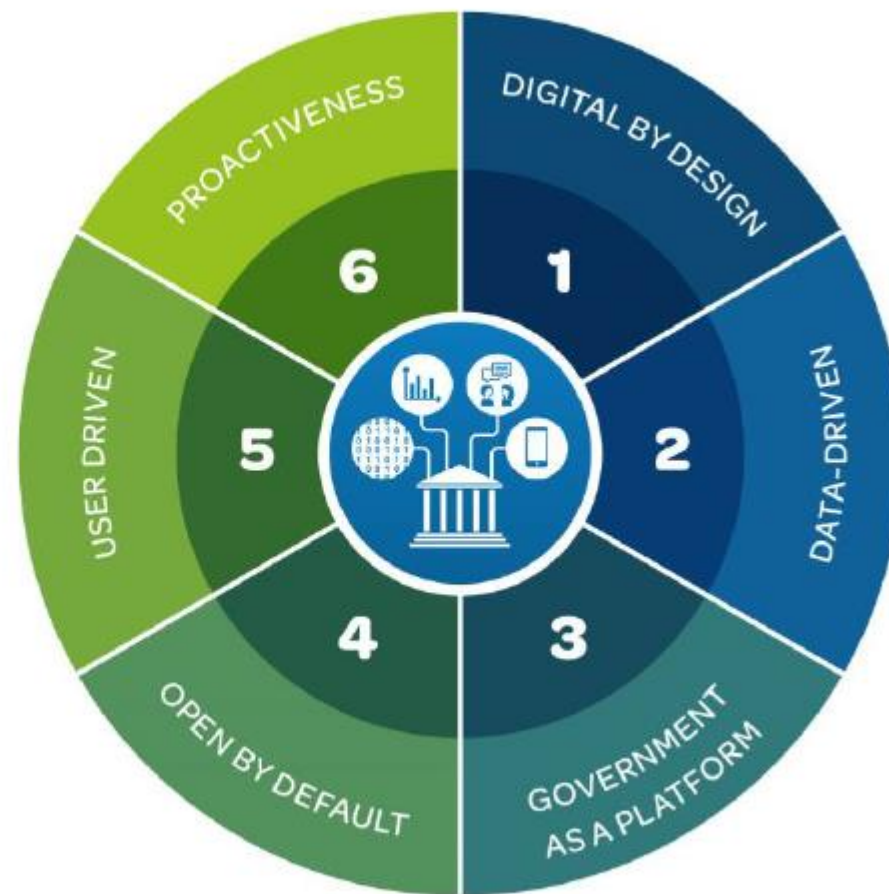
Source: Based on OECD (2014[10]), Recommendation of the Council on Digital Government Strategies

OECD, Digital Government in Chile – Improving Public Service Design and Delivery

<https://www.oecd-ilibrary.org/sites/c3ded9c1-en/index.html?itemId=/content/component/c3ded9c1-en>







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Source: Based on the OECD Recommendation of the Council on Digital Government Strategies (OECD, 2014[7]).

SOURCE: THE OECD DIGITAL GOVERNMENT POLICY FRAMEWORK © OECD 2020

C2ESS countries according to the UN E-Government Development Index 2020

Country	Group	Quartile	Rank 2010	Rank 2020	EGDI 2020	Rank Change
 Estonia	VHEGDI	VH	20	3	0.9473	+17
 Iceland	VHEGDI	VH	22	12	0.9101	+10
 Cyprus	VHEGDI	V3	42	18	0.8731	+24
 Malta	VHEGDI	V3	30	22	0.8547	+8
 Liechtenstein	VHEGDI	V2	23	31	0.8359	-8
 Luxembourg	VHEGDI	V2	25	33	0.8272	-8
 Montenegro	HEGDI	H3	60	75	0.7006	-15
 Andorra	HEGDI	H3	57	80	0.6881	-23
 San Marino	HEGDI	H2	184	96	0.6175	+88

Source: <https://publicadministration.un.org/egovkb/en-us/Data-Center>

PARTICIPATION AND SERVICES

Andorra	Estonia	Iceland	Liechtenstein	Malta	Montenegro	San Marino
<p>No e-voting</p> <p>No digital ID</p> <p>No digital possibility to participate in public sector decision-making</p> <p>Participatory budgeting in town halls</p>	<p>E-voting since 2005</p> <p>Digital ID</p> <p>Digital signature</p> <p>Digital access to almost all public services</p> <p>Government portal www.eesti.ee</p> <p>Digital consultation of draft legislation</p> <p>Participation web: osale.ee</p> <p>Petitions to the Parliament and local governments through rahvaalgatus.ee</p>	<p>Electronic voting in municipalities</p> <p>Digital ID</p> <p>Digital signature</p> <p>Digital access to almost all public services</p> <p>Government portal government.is</p> <p>National portal for services and information island.is</p>	<p>No e-voting</p> <p>Digital ID launched in spring 2020</p> <p>All the bills and draft acts can be accessed through gesetze.li</p> <p>The Landtag's meetings can be followed landtag.li</p> <p>"National Point of Single Contact" for business</p>	<p>No e-voting</p> <p>Digital ID</p> <p>Aim to digitalise all public services</p> <p>Government information portal gov.mt</p> <p>Digital consultation of draft legislation and white papers: konsultazzjoni.gov.mt</p> <p>Portal for government services: servizz.gov</p> <p>One-stop-shop for business: <i>Business First</i></p> <p>mDemocracy: piloting mPetitions, mConsultation, mBudgeting -</p>	<p>No e-voting (?)</p> <p>Digital ID</p> <p>Digital services are listed and offered through the e-Government portal euprava.me</p> <p>Digital consultation of draft legislation and strategic documents in eGovernment portal: euprava.me/eparticipacija</p> <p>Petitions through the portal "Voice of Citizens ePetition" epeticije.gov.me</p>	<p>No e-voting</p> <p>No digital ID</p> <p>Digital signature since 2005, but authentication issues explored</p> <p>Some public services can be accessed through a central government website gov.sm</p> <p>Legislation and deliberations of the Congress of state can be accessed through centralized portals</p>

DIGITALISATION AND COVID-19

Andorra	Estonia	Iceland	Liechtenstein	Malta	Montenegro	San Marino
<p>Boost to digitalization</p> <p>New digital initiatives: website to inscribe to participate on COVID-19 screening, SMS received to schedule the day and hour to go, SMS received with the test results</p> <p>Since February 2021, a new website for registration to vaccination</p> <p>The government is working strongly on an immunity passport</p> <p>No app (?)</p>	<p>High societal expectations towards digital government and services</p> <p>Challenges of data gathering, analysis, publication and security</p> <p>Active media interest and public criticism on digital weaknesses</p> <p>Contract tracing based on national HOIA ('take care') application since August 2020.</p> <p>Widely downloaded, but little impact</p>	<p>COVID-19 website covid.is</p> <p>Information on statistics, rules, self-isolation information, travel information, ordering tests, economic measures etc.</p> <p>App for test appointments and results</p> <p>Digital registration, consultation, notification of results on official website for all health related issues heilsuvera.is</p> <p>Mandatory national contact tracing app Rakning C-19, widely used by citizens</p>	<p>Registration for vaccination done digitally at impfung.li</p> <p>A bracelet to test whether it might detect corona infections before even the first symptoms appear, extended to the Netherlands in 2021</p> <p>No national app for tracing, other national apps used – SwissCovid app or the Austrian variant German Corona app was launched in Liechtenstein before being introduced in Germany (not successfully)</p>	<p>The importance of technology proved again</p> <p>Bringing services closer to people on a 24/7 basis</p> <p>Strong digital infrastructure assuring uninterrupted public services</p> <p>Public service often better prepared than the private sector</p> <p>COVID Alert Malta, a national app introduced in September 2020. By January, 2021 19% of the population downloaded the app</p>	<p>Increase in the use of existing digital services, significantly higher number of requests submitted digitally and new services in the field of health and education, services getting their real use during the pandemic</p> <p>Development of the information portal covidodgovor.me</p> <p>Health portal www.ezdravlje.me</p> <p>- ePharmacy, eRecipe, eOrdering, eAppointment etc</p> <p>No app for tracking</p>	<p>Acceleration of some digitization processes</p> <p>Remote access to services enhanced in emergency management (civil protection, law enforcement, hospital, state secretariats, etc.)</p> <p>Health services implemented on the website gov.sm</p> <p>No national application because of population size and cross-border mobility</p> <p>Possibility to use the Italian "Immuni" application</p>

(SMALL STATE) CHALLENGES

Andorra	Estonia	Iceland	Liechtenstein	Malta	Montenegro	San Marino
<p>Since 2018, determination to digitize the country</p> <p>The need to increase the trust of the society towards digital solutions and communication</p> <p>Public administration has to work to imply firms on the digitalization process</p>	<p>High public trust towards digital solutions</p> <p>Citizen engagement, public participation, digitalisation of industry lag behind</p> <p>Funding solution is not sustainable</p> <p>Limited resources and in-house competence of public organisations</p> <p>Strong public-private networks with close personal contacts that can be promptly activated in times of urgency</p> <p>Digital advantage has been used for international status seeking</p>	<p>Rather high public trust in digital services</p> <p>More modest development of public participation and citizen engagement</p> <p>The limited capacity of small administration has resulted in increased cooperation with the private sector - e.g. digital ID owned and operated by private companies</p> <p>Unique partnership with <u>deCODE</u> Genetics on testing, mapping the contamination and tracing www.decode.com</p>	<p>A leading digital business location with digitally advanced public service</p> <p>E-voting (or e-collecting) is still at the very beginning</p> <p>While postal voting is widespread and highly functional, no immediate need for e-voting</p> <p>Covid-19 pandemic has shown some digital limitations (also depending on quite outdated Swiss reporting system)</p>	<p>Heavy investment in the digitalization of public services, economy and society</p> <p>The challenge of 24/7 accessible service as an opportunity</p> <p>Cannot run alongside static and traditional departments</p> <p>Redesigning work practices, process re-engineering and continuous restructuring are essential</p> <p>Sustainability of public funding needed</p> <p>E-voting not explored due to political scepticism</p>	<p>The importance of digitalization recognized both by the state and the private sector</p> <p>Covid-19 pandemic as a factor uniting business and government for digital change</p> <p>IT staff in short supply, insufficient investment in the education of employees, quality staff difficult to maintain due to the lack of rewards</p> <p>Insufficient promotion of digital services, insufficient level of digital literacy</p> <p>A clear vision and strategy at the highest level is needed</p>	<p>Increase in the level of digitization expected</p> <p>Limited territorial dimension as an opportunity and a challenge</p> <p>Low average propensity of the population to use digital services</p> <p>Limited availability of human and economic resources</p> <p>Current level of digitization not sufficient to attract high-tech companies</p> <p>Need for a strong policy to support digitalization processes</p> <p>The possibility of e-voting discussed</p>

DISCUSSION

- **Comparison**

- Considerable differences between the countries
- Digital services tend to be more developed than participation
- E-government vs. digital transformation

- **Digitalisation as a dependent variable:** the impact of small size?

- Constrained human and material resources, limits to specialization
- vs. relative simplicity, public-private networks, more room for experimentation

- **Digitalisation as an independent variable:** opportunities and risks for small states?

- Cutting costs, seeking international status, increasing the economic scale
- vs. sustainability, lacking economies of scale, cyber security