

The policy relevance of ICT statistics

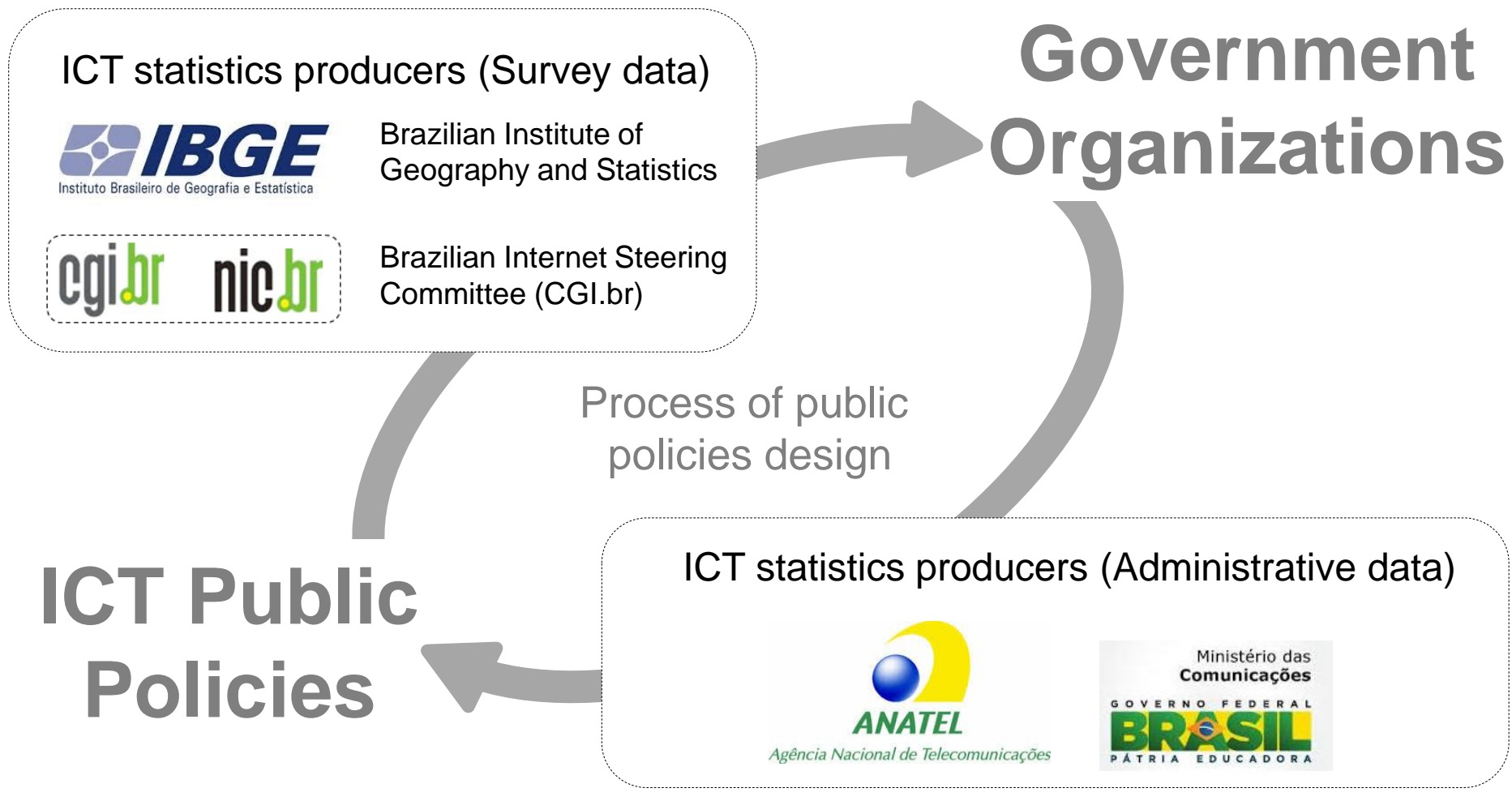
A perspective from the Brazilian Federal Government

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Ministry of Planning, Budget and Administration

UN General Assembly High-level meeting on the WSIS+10 Review
Partnership on Measuring ICT for Development

New York, December 2015

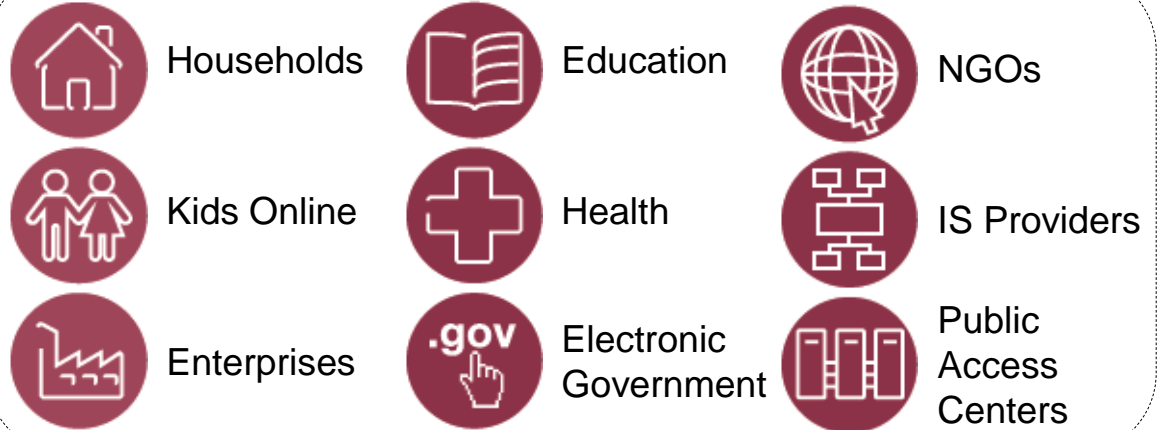
ICT-related statistics in Brazil for policymaking (Survey data and Administrative data)



CGI.br Contribution to ICT Policy Design: ICT Surveys



ICT SURVEYS: Measuring access to and use of ICTs in various segments of society



COMPLIANCE:
Internationally agreed
methodological frameworks

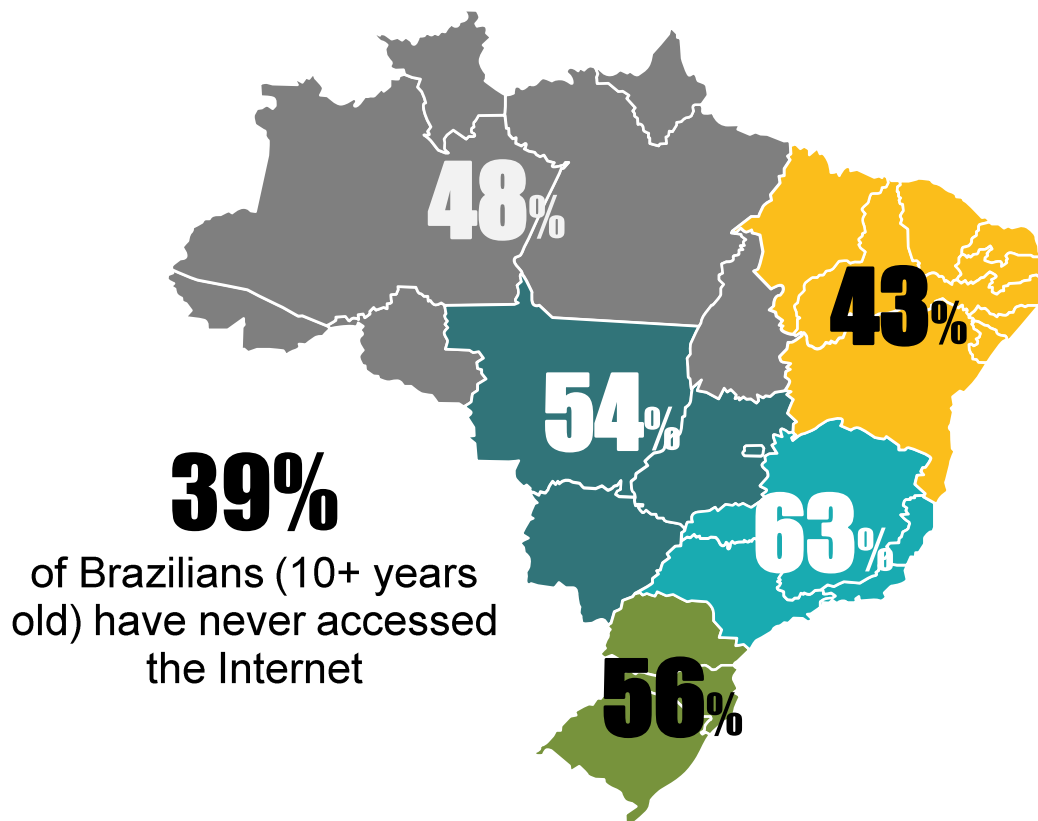
- ❑ National ICT Public policies
- ❑ eLAC 2018 goals
- ❑ SDGs & WSIS Agenda

MONITORING: ICT
policies and internationally
agreed goals and targets.



Electronic Government Indicators: demand side statistics

Internet users by region (2014)



E-GOV USERS (2014)

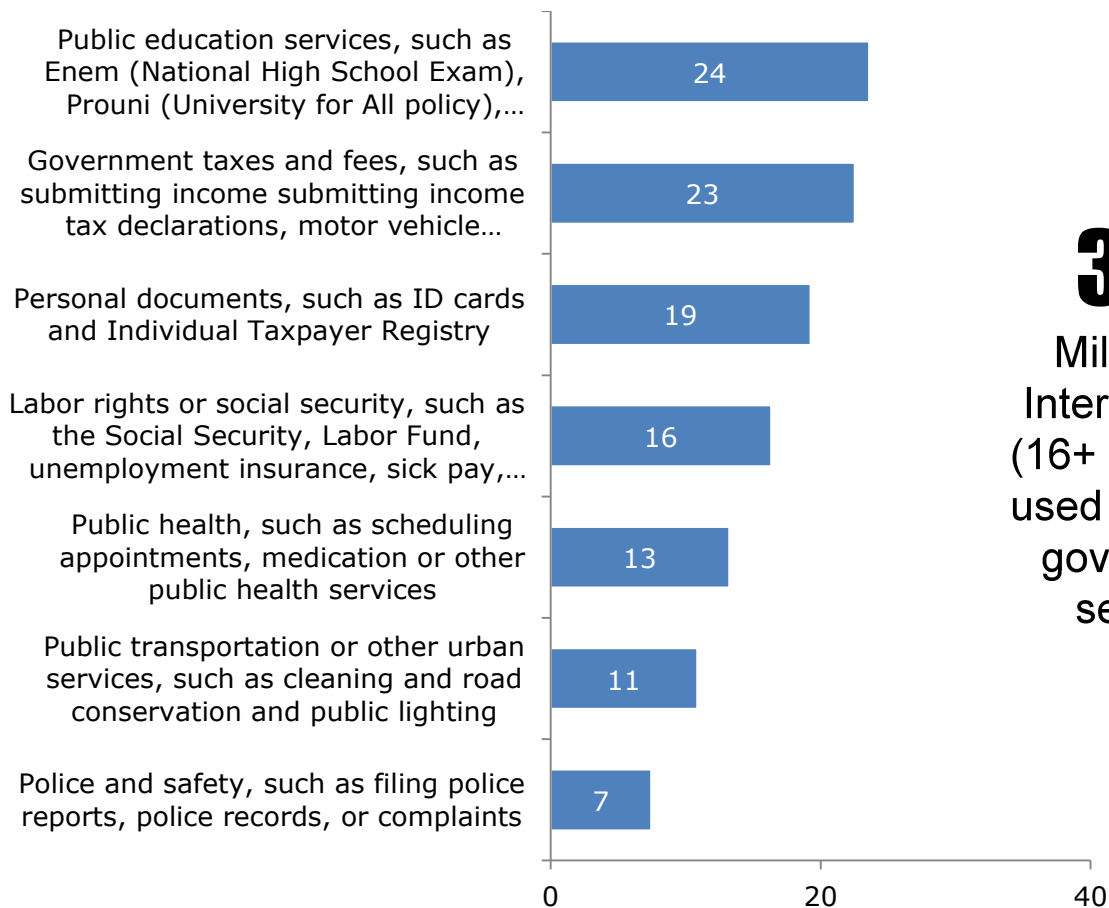
93%
of enterprises with 10 or more employed persons who accessed the Internet

82%
of nonprofit organizations that accessed the Internet

50%
of Internet users 16 years old or older

Electronic Government Indicators: demand side statistics

PROPORTION OF INTERNET USERS AGED 16 YEARS OR OLDER WHO HAVE SEARCHED FOR INFORMATION OR CARRIED OUT PUBLIC SERVICES ON THE INTERNET (2014)

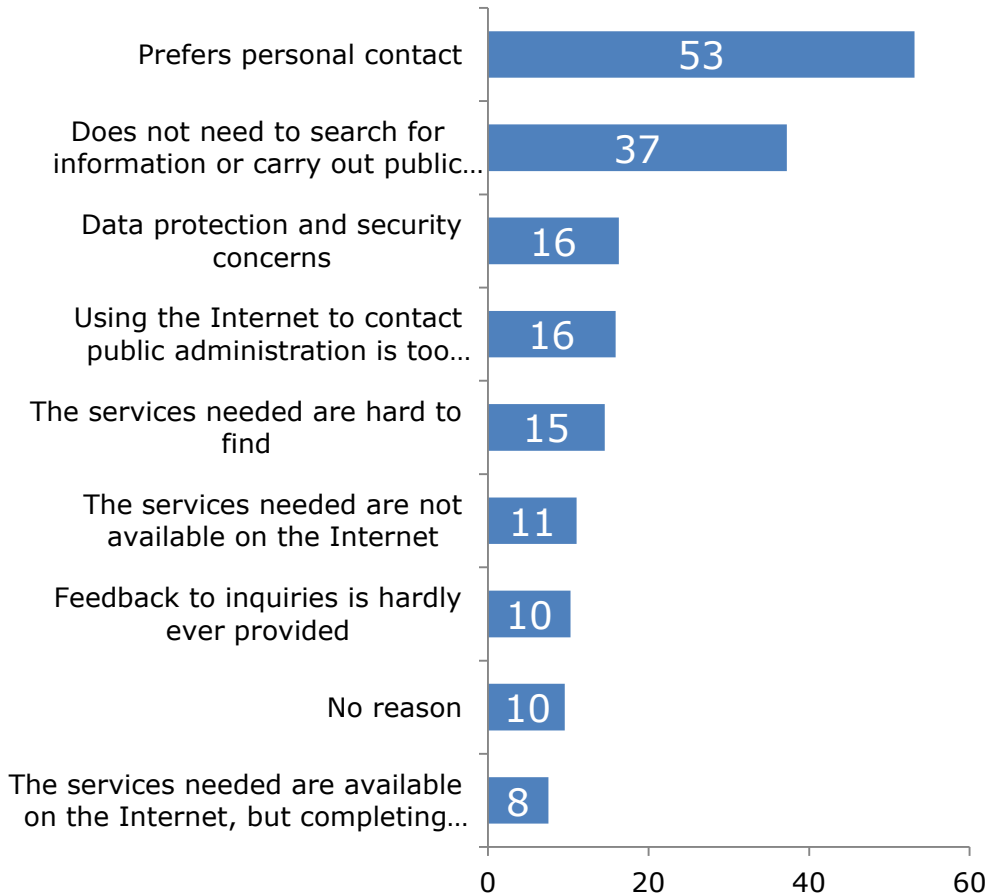


38.7
Millions of
Internet users
(16+ years old)
used electronic
government
services

Tertiary
Education
71%
Between 5 and
10 Minimum
Wages
70%
Class A
82%

Electronic Government Indicators: barriers to use

PROPORTION OF INTERNET USERS WHO HAD NOT USED E-GOV IN THE 12 MONTHS PRIOR TO THE SURVEY, BY REASON FOR NOT USING (2014)



Being an Internet user does not mean being an e-Gov user

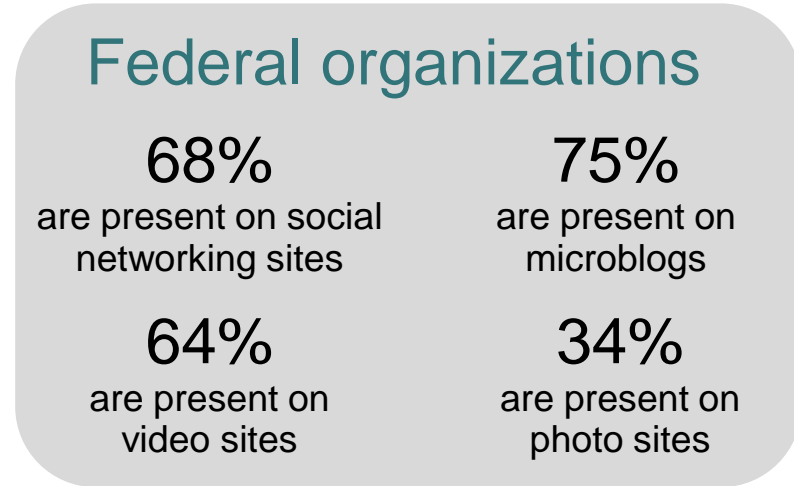
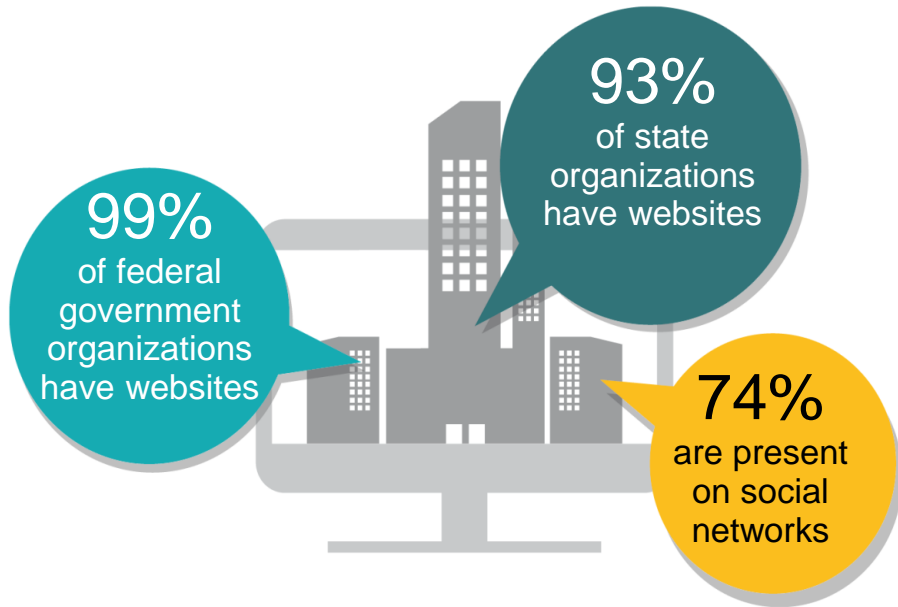
78%

of the population of the *European Union* are Internet users (Eurostat, 2014)

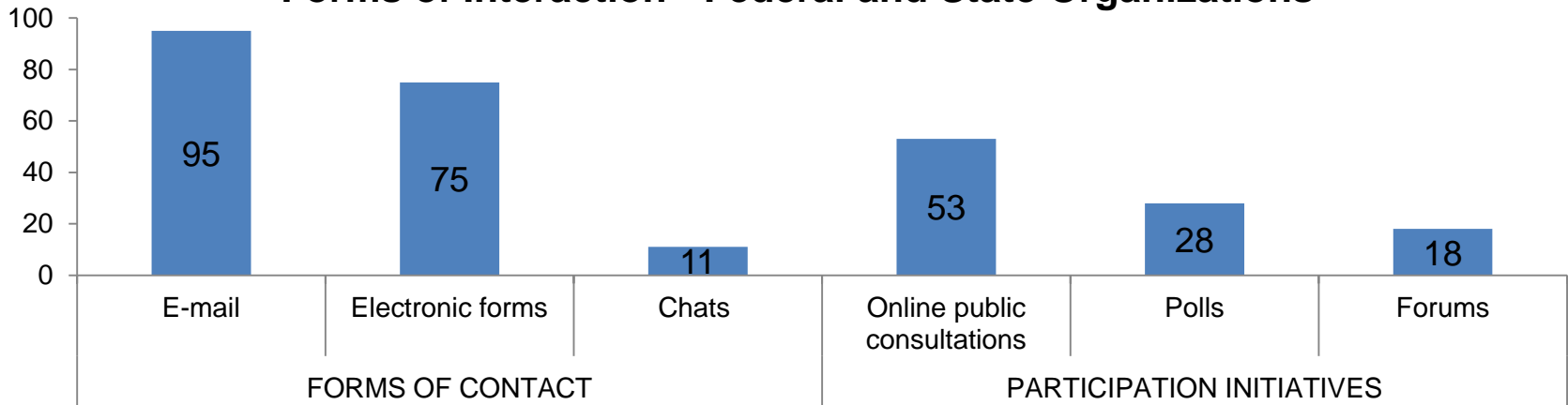
41%

of Internet users in *European Union* countries prefers personal contact when using government services (Eurostat, 2013)

Electronic Government Indicators: supply side statistics



Forms of Interaction - Federal and State Organizations



Electronic Government: Interaction Indicators

ICT HOUSEHOLDS 2014		Electronic channels	ICT ELECTRONIC GOVERNMENT 2013			
Individuals who contacted public organizations			Public organizations that provide contact channels for citizens			
FORM OF CONTACT			Federal	State	Local Government	FORM OF CONTACT
Contacted government or public institutions via e-mail	8%	<i>E-mail</i>	94%	96%	91%	Provided e-mail as a form of online contact with citizens
Contacted government or public institutions on their websites, such as through electronic forms or chats.	8%	Electronic forms	84%	74%	58%	Offered electronic forms as a form of online contact with citizens
		Chats	9%	11%	10%	Offered real-time online services, such as chats, as a form of online contact with citizens
Contacted government or public institutions via official social networking profiles, such as on Facebook or Twitter	8%	Social networks	88%	73%	56%	Present on social networks

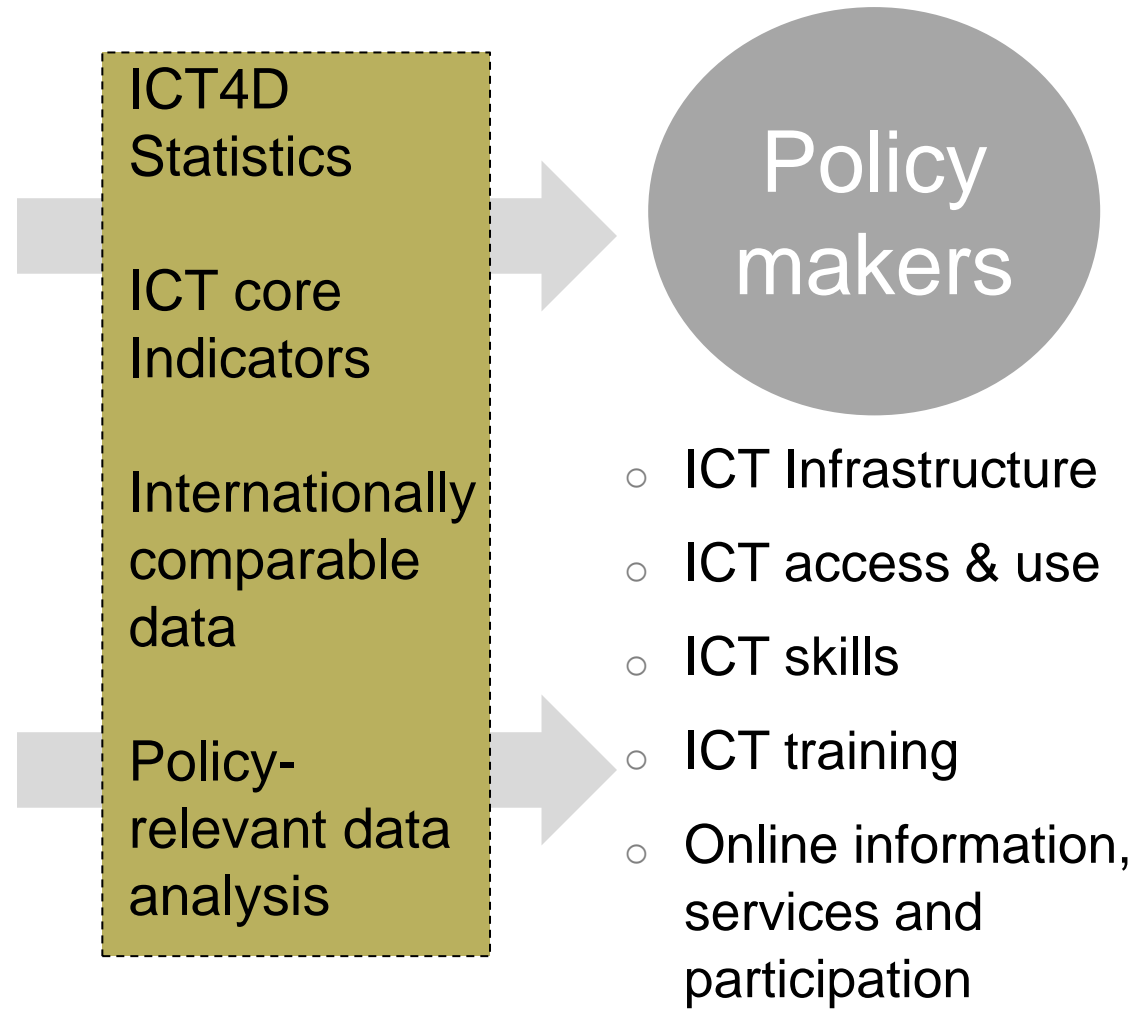
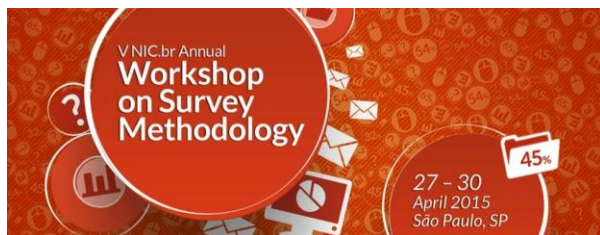
76% Of Internet users take part in social networking sites such as Facebook and Google+ (2014)

Relevance of survey data for policymaking

PRODUCTION OF ICT-STATISTICS

- Sample design
- Data collection
- Data processing
- Data dissemination

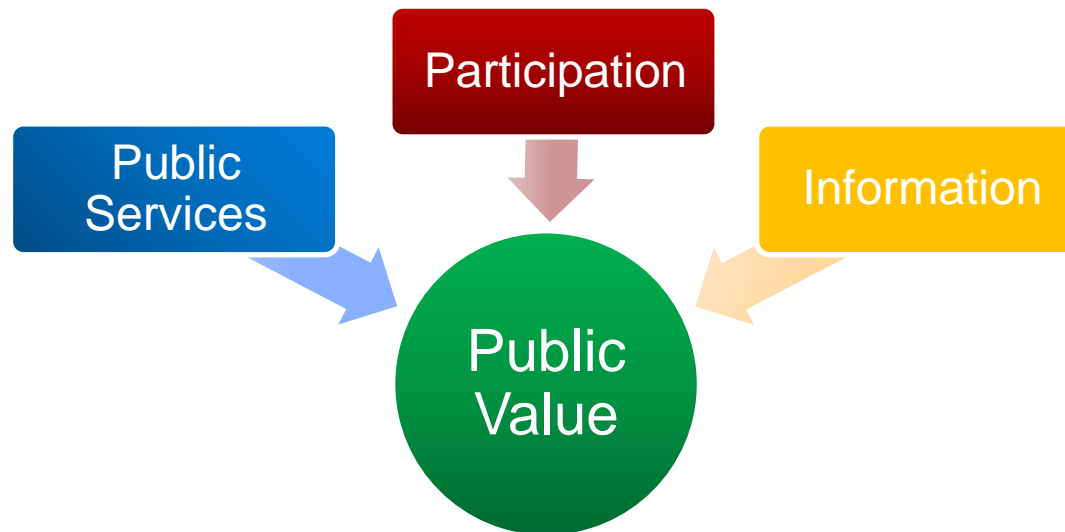
CAPACITY-BUILDING ON THE USE OF SURVEY DATA FOR POLICYMAKERS

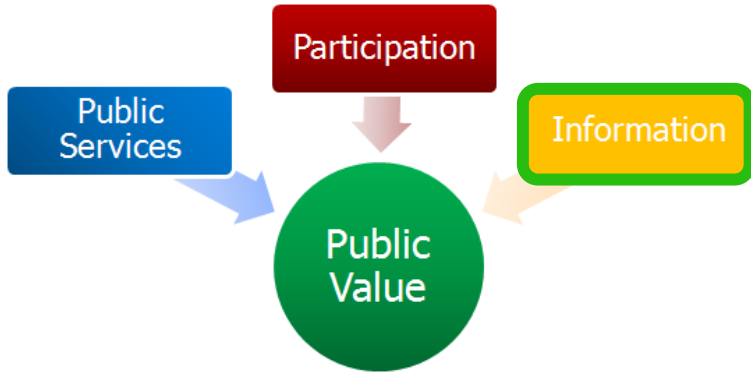


Digital Governance Strategy 2016-2019

“The use of **information and communication technologies** (ICTs) by the **public sector** in order to **improve information and service delivery**, encouraging **citizen participation** in the decision-making process and promoting a government more **accountable, transparent and effective.**”

(Verma et al., National Informatics Centre of India, 2005)



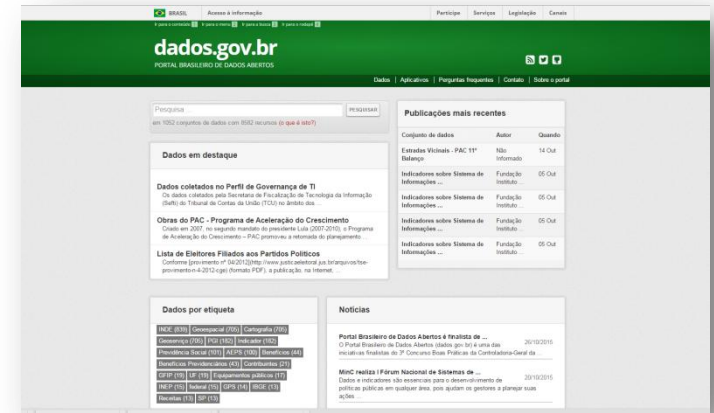


Open Data Portal

<http://dados.gov.br/>

Single entry point to search and access public data

- 1052 datasets
- 8582 data resources

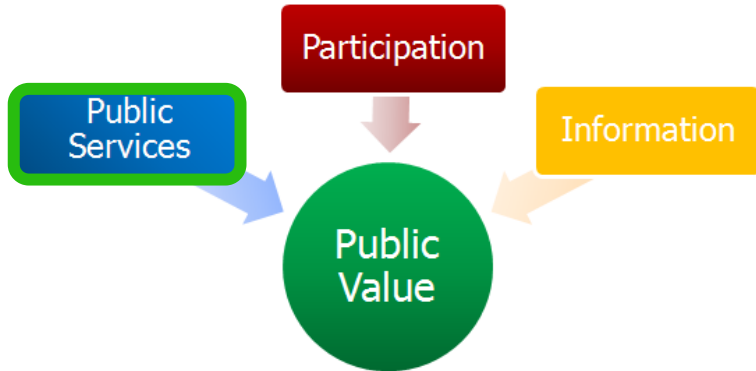


Open Government Partnership (OGP)

International multilateral initiative that aims to secure concrete commitments from governments to promote transparency, access to information, social participation, fight corruption, and harness new technologies to strengthen governance.



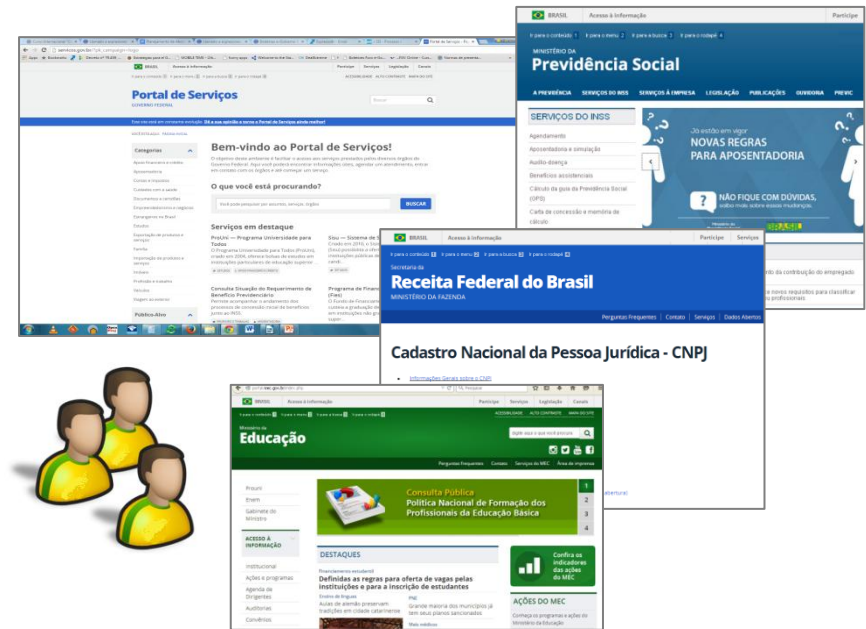
MINISTÉRIO DO PLANEJAMENTO



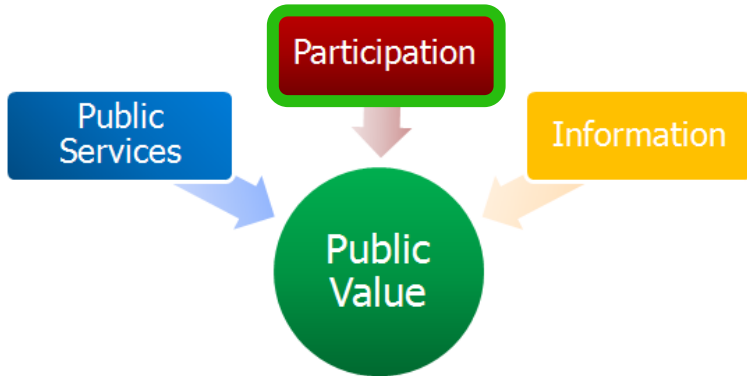
Public Services Portal

<http://servicos.gov.br/>

- ❑ More than 600 registered public services
- ❑ Average of 1,300,000 visits/month
- ❑ 140% access growth (2014 – 2015)



MINISTÉRIO DO PLANEJAMENTO

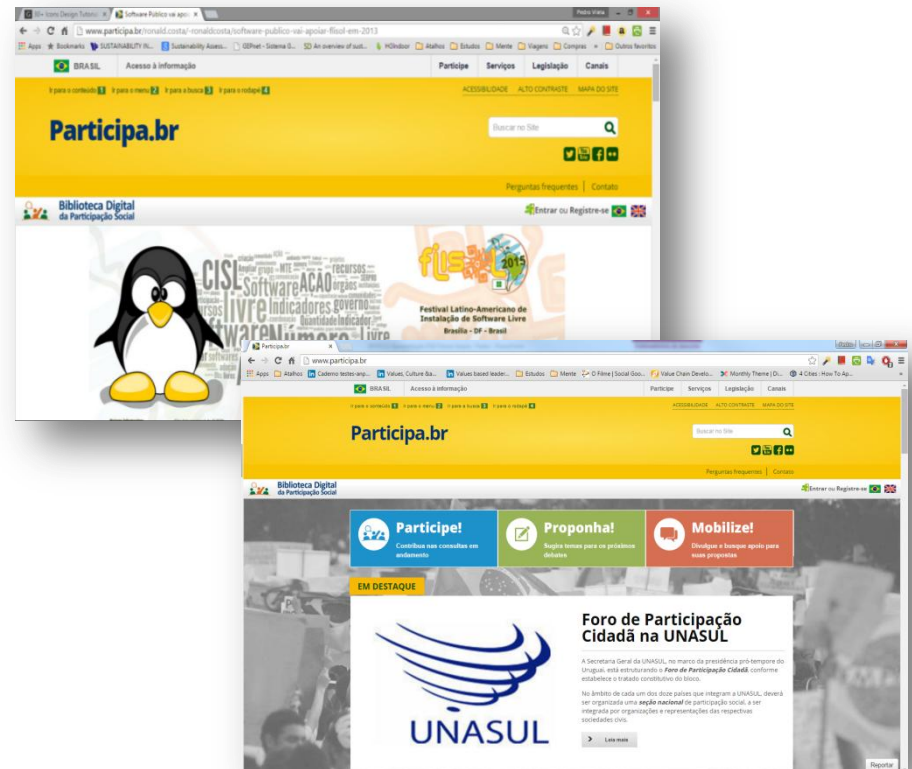


Social Participation Portal

<http://www.participa.br/>

Results:

- ❑ 14,423 users
- ❑ 1,418 tags
- ❑ 401,996 received comments
- ❑ 6,519,958 visits



THANK YOU!

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