Government, Citizens and Innovation: Directions for Research on eGovernance
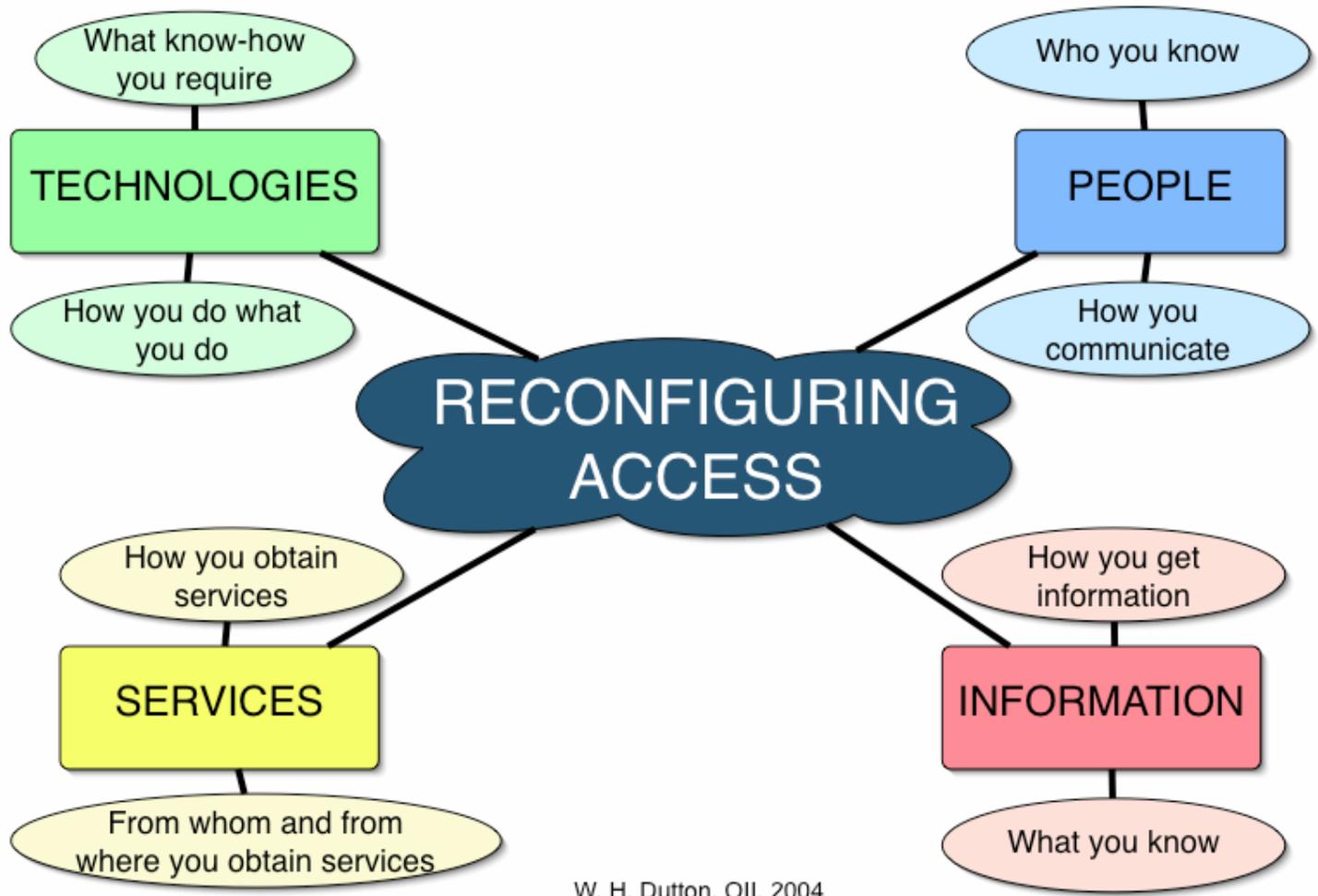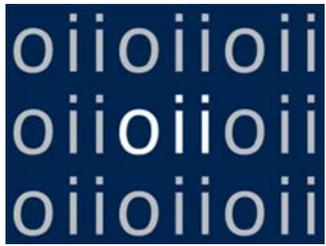
William Dutton

Oxford Internet Institute
www.oii.ox.ac.uk
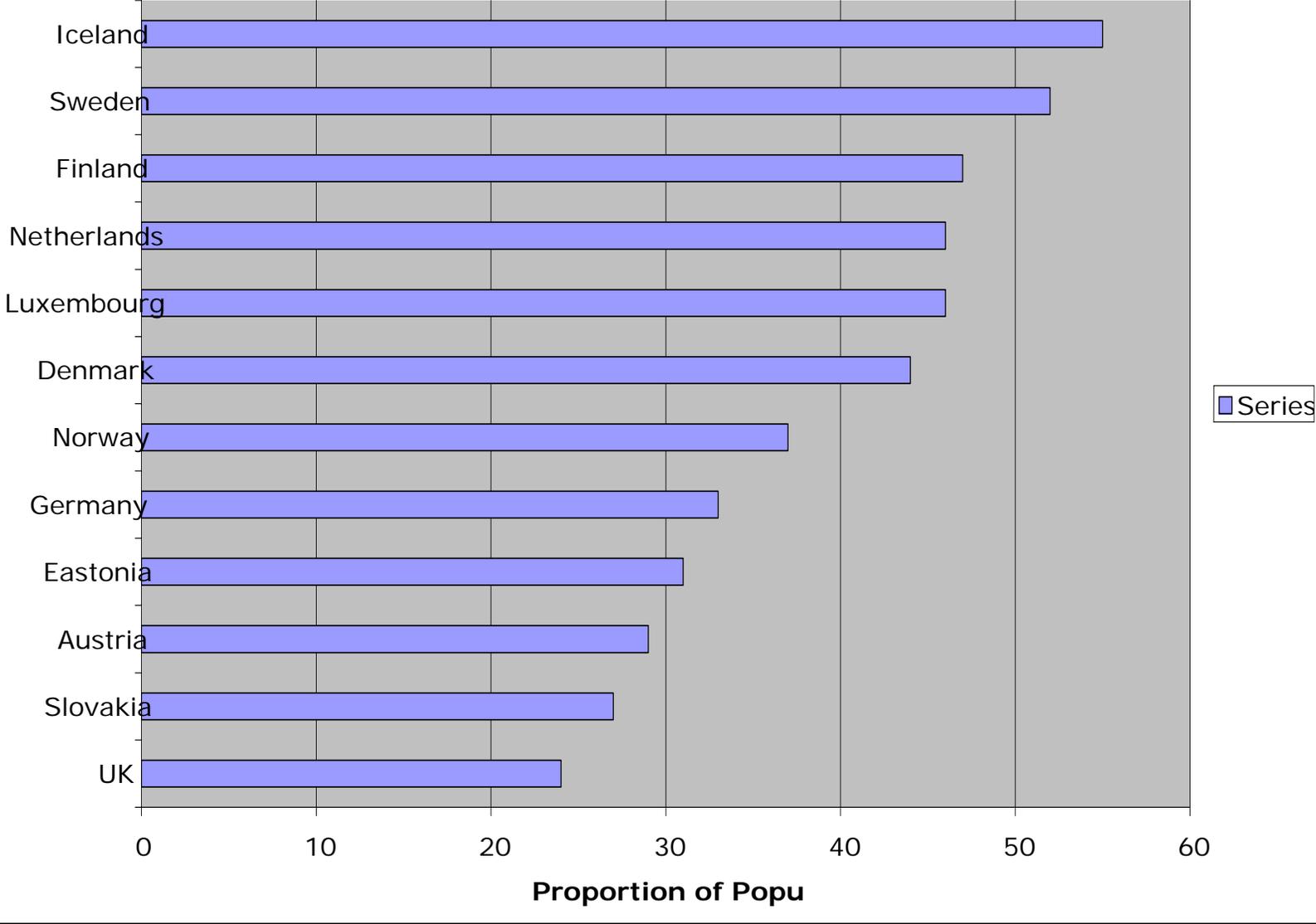
Information Society
and Media

W. H. Dutton, OII, 2004

eGovernance

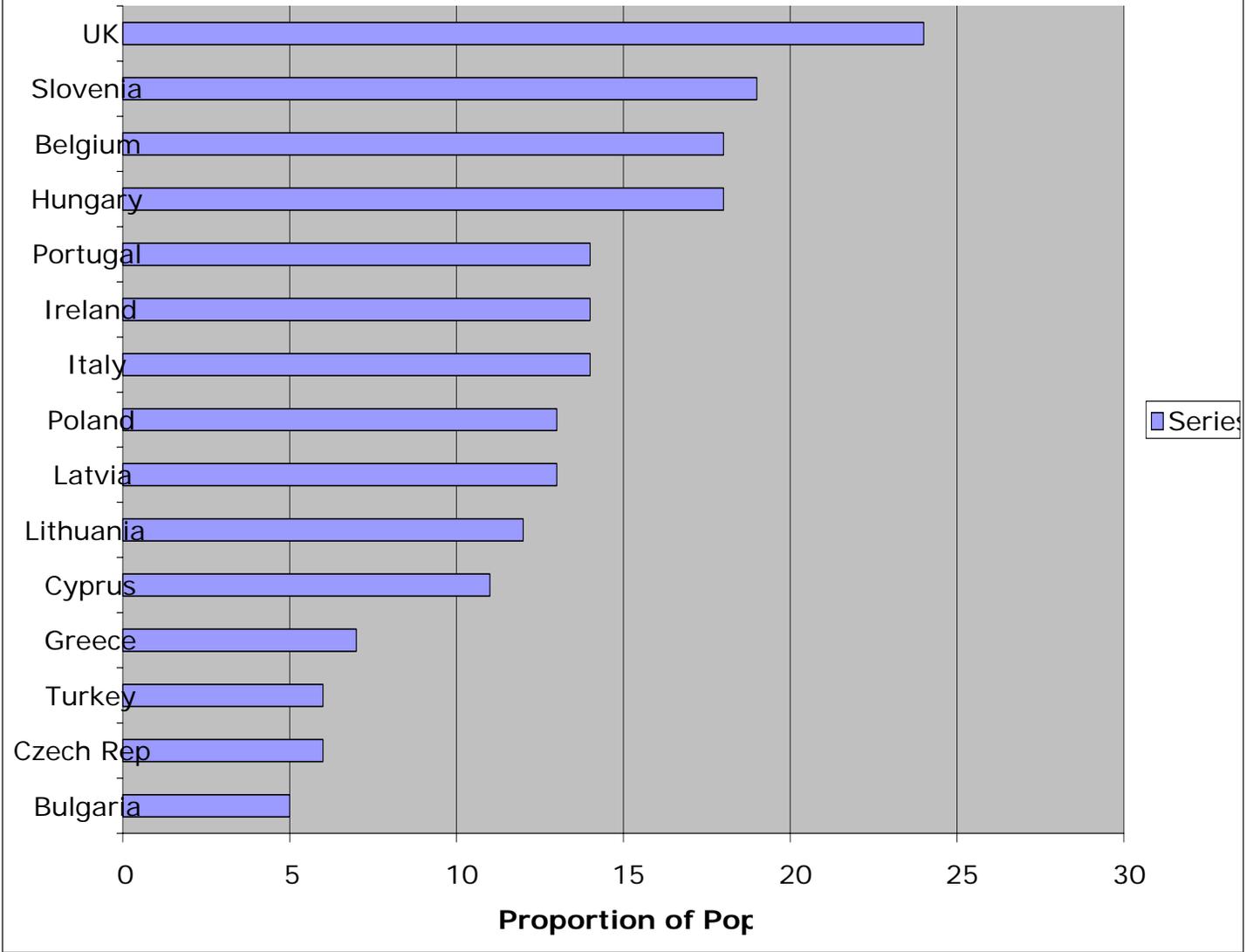- Electronic Government

- eGovernment, eDemocracy

- Government on the Web

- Structure of eGovernment

- Use

eGovernment Take-up,

| Country	Proportion of Popu
Iceland	~55
Sweden	~52
Finland	~47
Netherlands	~46
Luxembourg	~46
Denmark	~44
Norway	~37
Germany	~33
Eastonia	~31
Austria	~29
Slovakia	~27
UK	~24

Series

Source: EU Commission

eGovernment Take-up

Country	Proportion of Population

Source: EU Commission

Internet users interacting with public authorities (obtaining information)

Internet users who used the internet in the last 3 months to obtain information from public authority sites
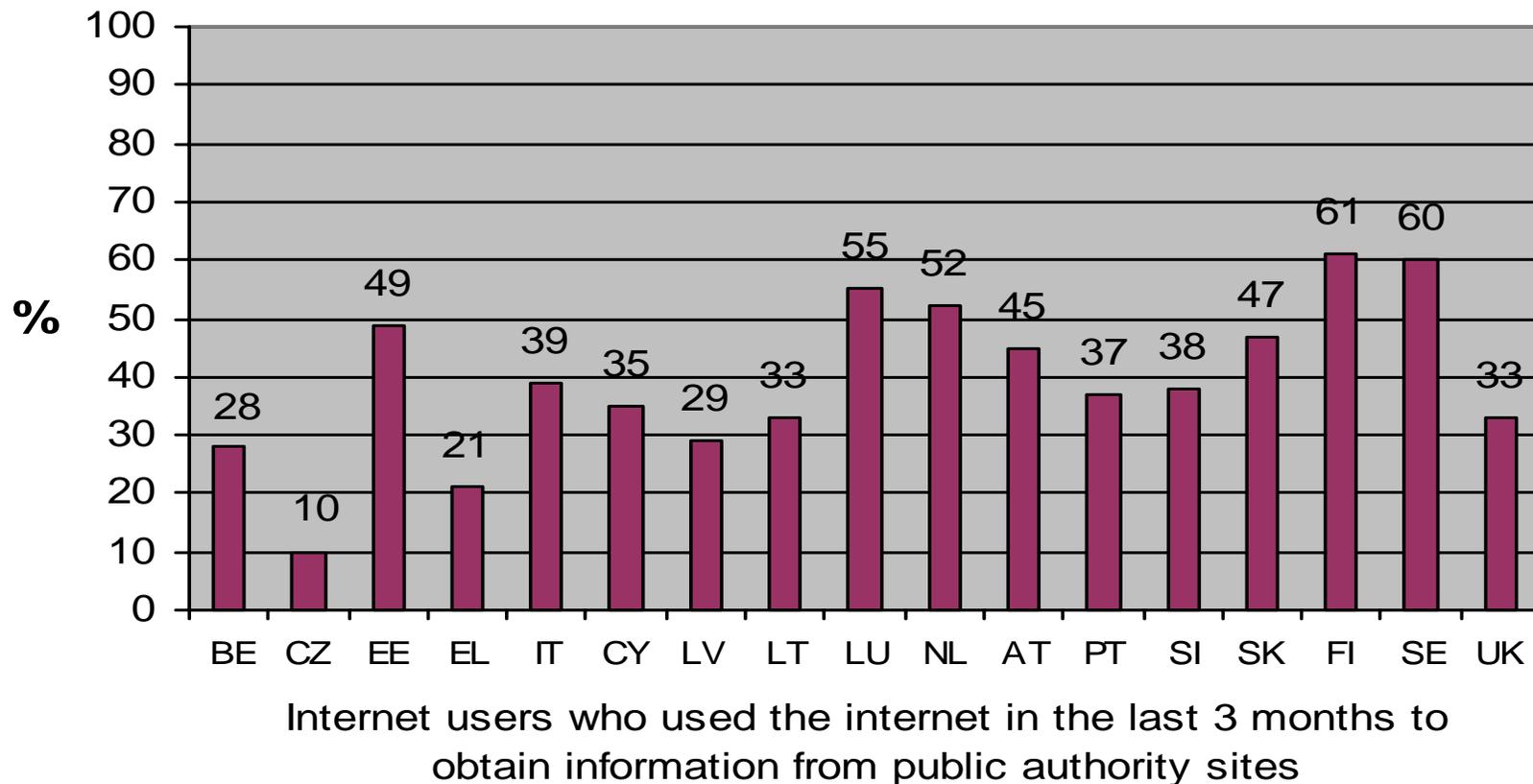
Source: Eurostat 2005

# Internet users interacting with public authorities (downloading official forms)

%

Internet users who used the internet in the last 3 months to download official forms

BE: 13, CZ: 7, EE: 30, EL: 8, IT: 27, CY: 15, LV: 12, LT: 19, LU: 46, NL: 28, AT: 20, PT: 26, SI: 20, SK: 27, FI: 30, SE: 38, UK: 11
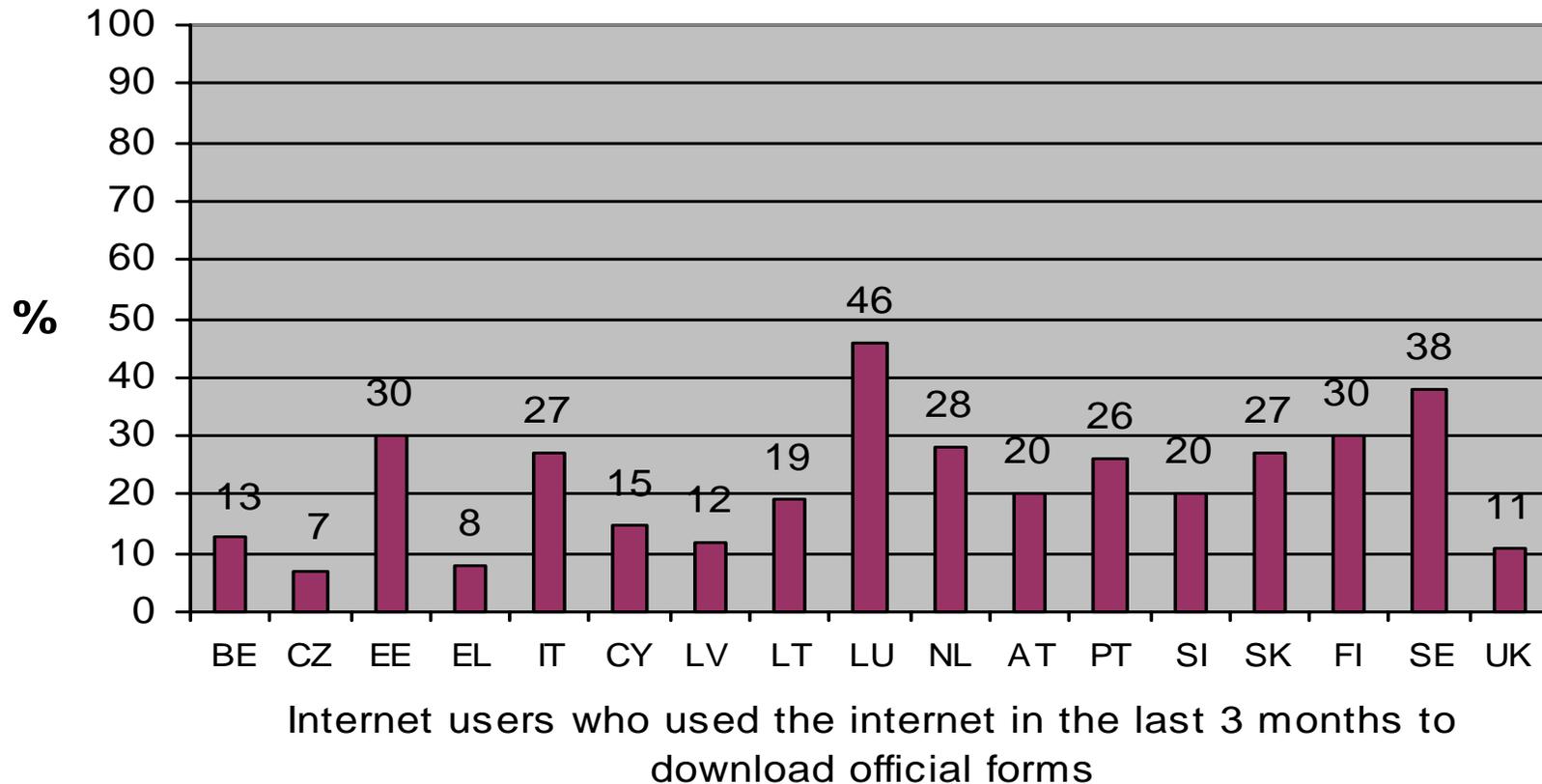
Source: Eurostat 2005

Internet users interacting with public authorities (sending filled forms)

Internet users who used the internet in the last 3 months to send filled forms
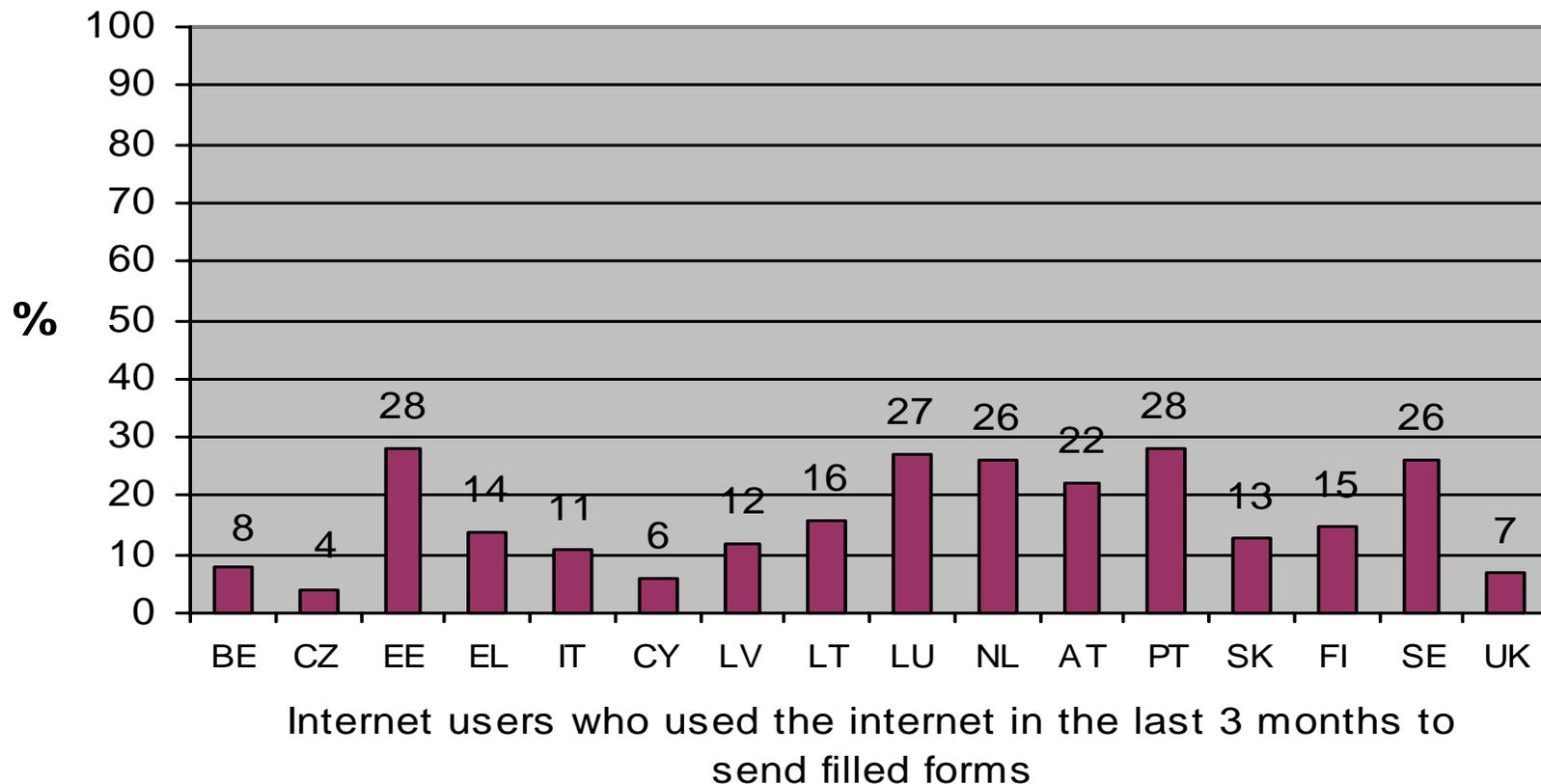
Source: Eurostat 2005
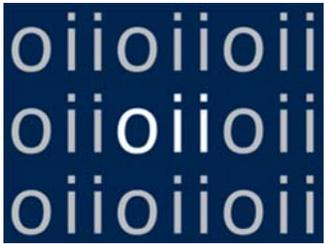
Breaking Barriers to eGovernment: Overcoming Obstacles to Improving European Public Services

A Modinis Study, eGovernment Unit, DG Information Society and Media, European Commission

Information Society and Media

Breaking Barriers Project

- What are the legal, organisational, technological and other barriers to effective e-Government?

- Partners:
  - Oxford Internet Institute, University of Oxford, UK
  - Gov3, London, UK
  - Tilburg Institute for Law, Technology, and Society, University of Tilburg, Netherlands
  - CRID the Research Centre for Computer and Law, University of Namur, Belgium
  - University of Murcia, Spain

Project Approach

- Review and Synthesis of Studies
- Engagement with the Expert Community
- Website, Wiki, Events
- Survey: Online Web-based Survey
- Interviews
- Embedded Case Studies
- Newsletter

Visit: http://www.egovbarriers.org

Status of eGovernment

Good Progress on eGovernment
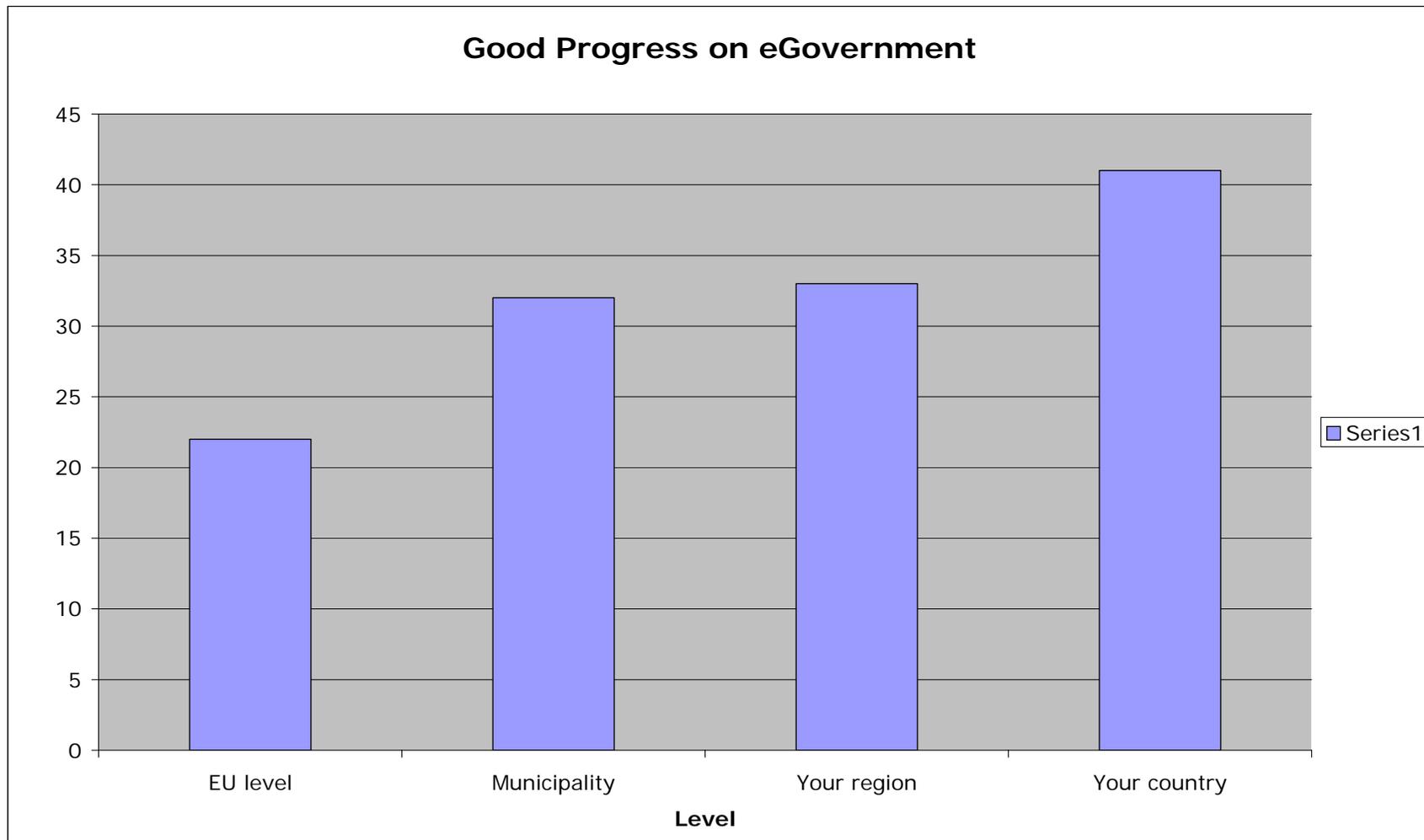
Preliminary results: Early respondents to Web survey, N = 560

Financial, Economic Barriers
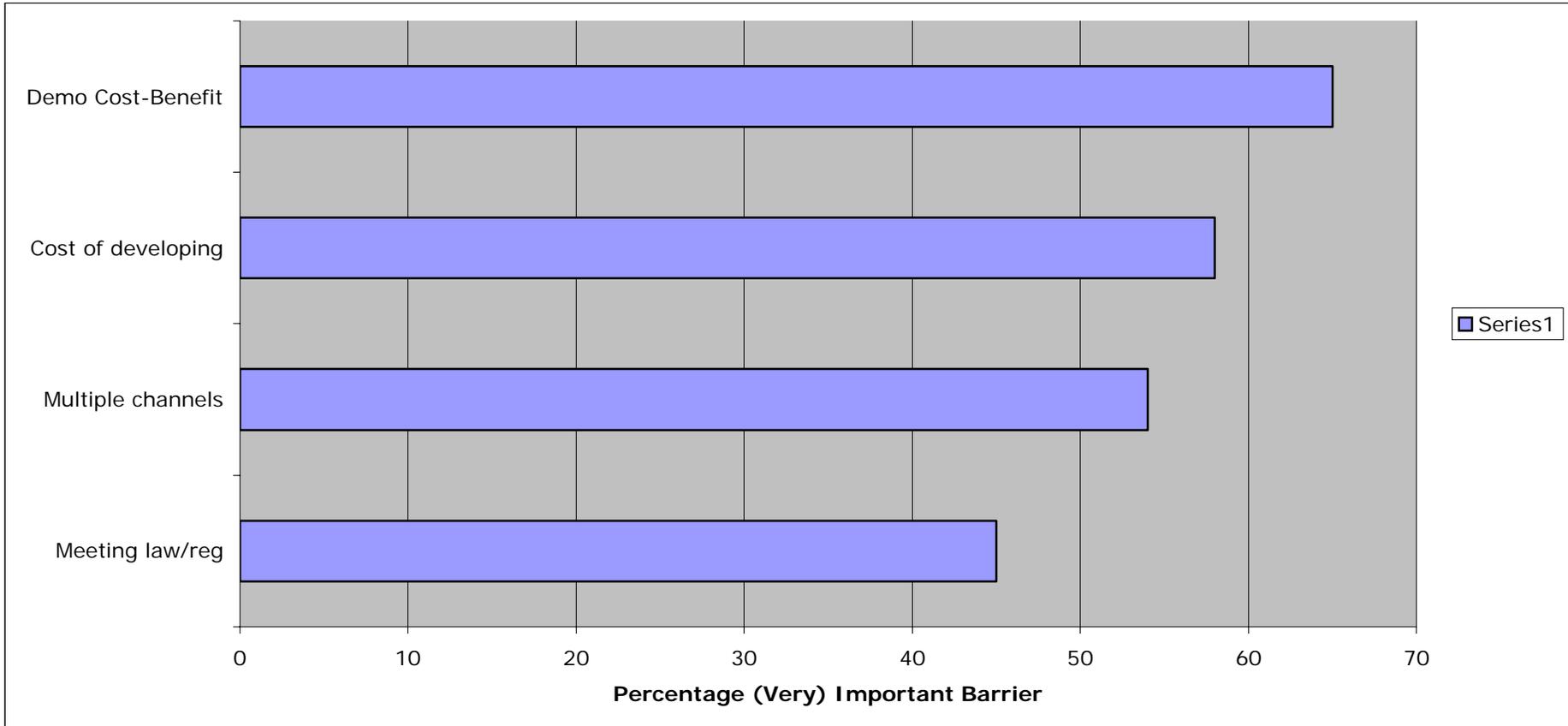
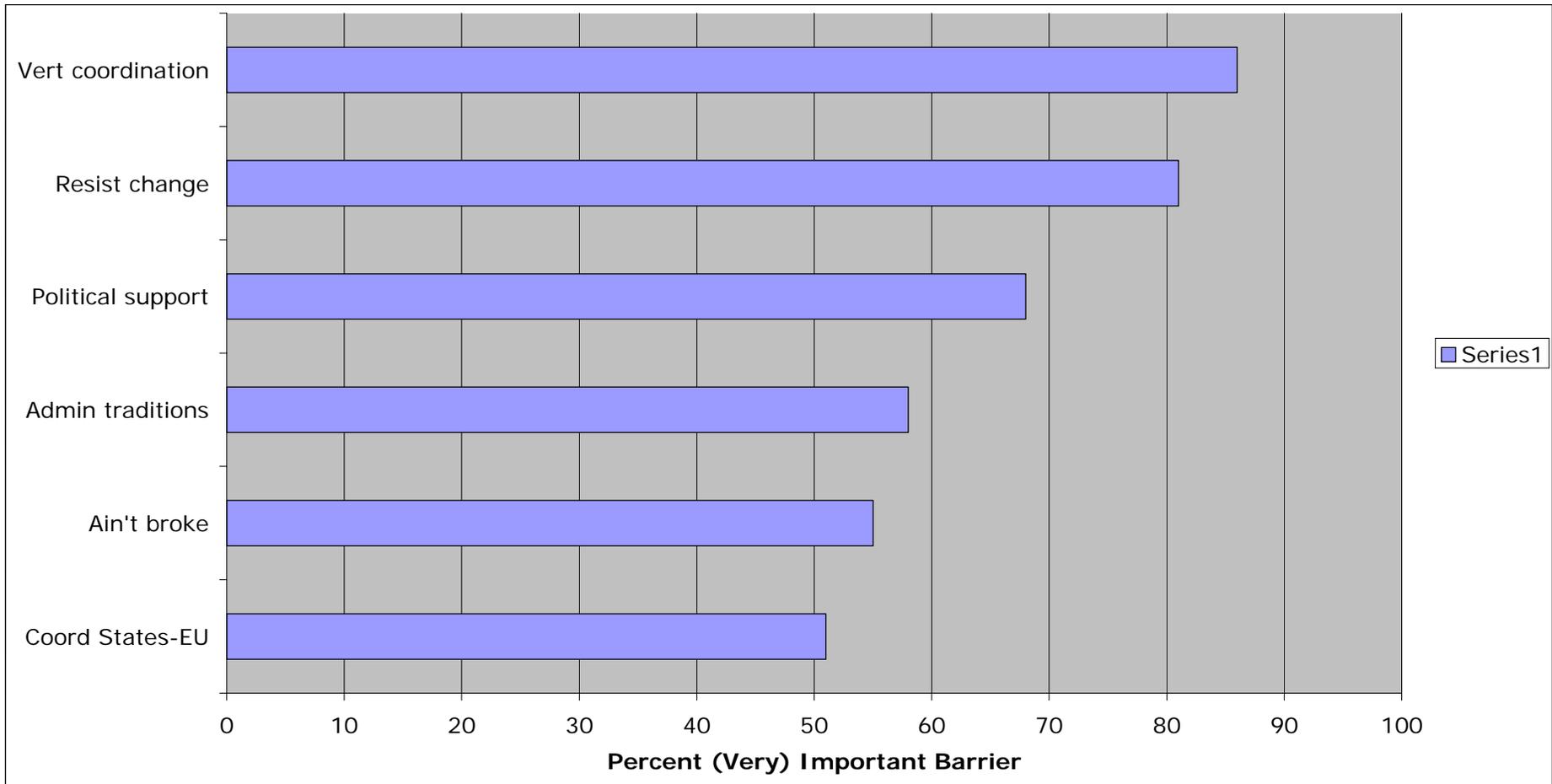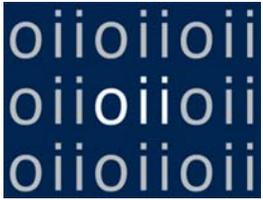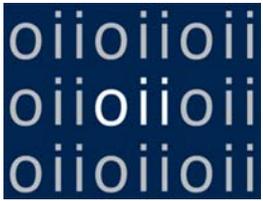Preliminary results: Early respondents to Web survey, N = 560
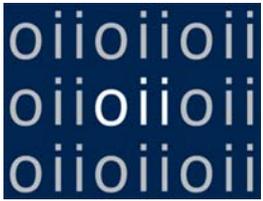
Legal Barriers
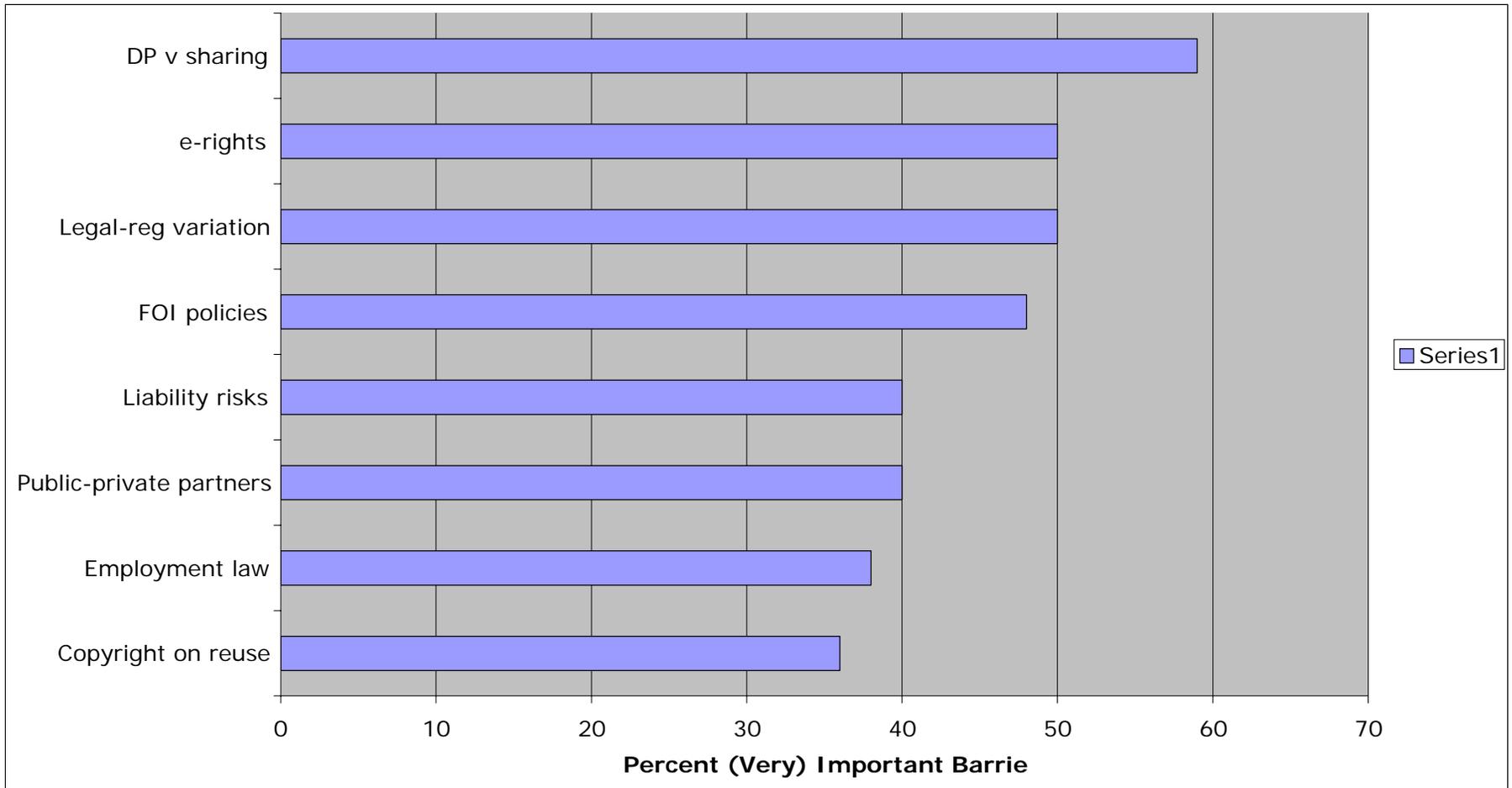
Preliminary results: Early respondents to Web survey, N = 560

Organizational, Administrative

Chart: Percent (Very) Important Barrier

- Vert coordination: ~86
- Resist change: ~81
- Political support: ~68
- Admin traditions: ~58
- Ain't broke: ~55
- Coord States-EU: ~51

Legend: ■ Series1

X-axis: Percent (Very) Important Barrier (0 to 100)

Preliminary results: Early respondents to Web survey, N = 560

Technical and Design Barriers
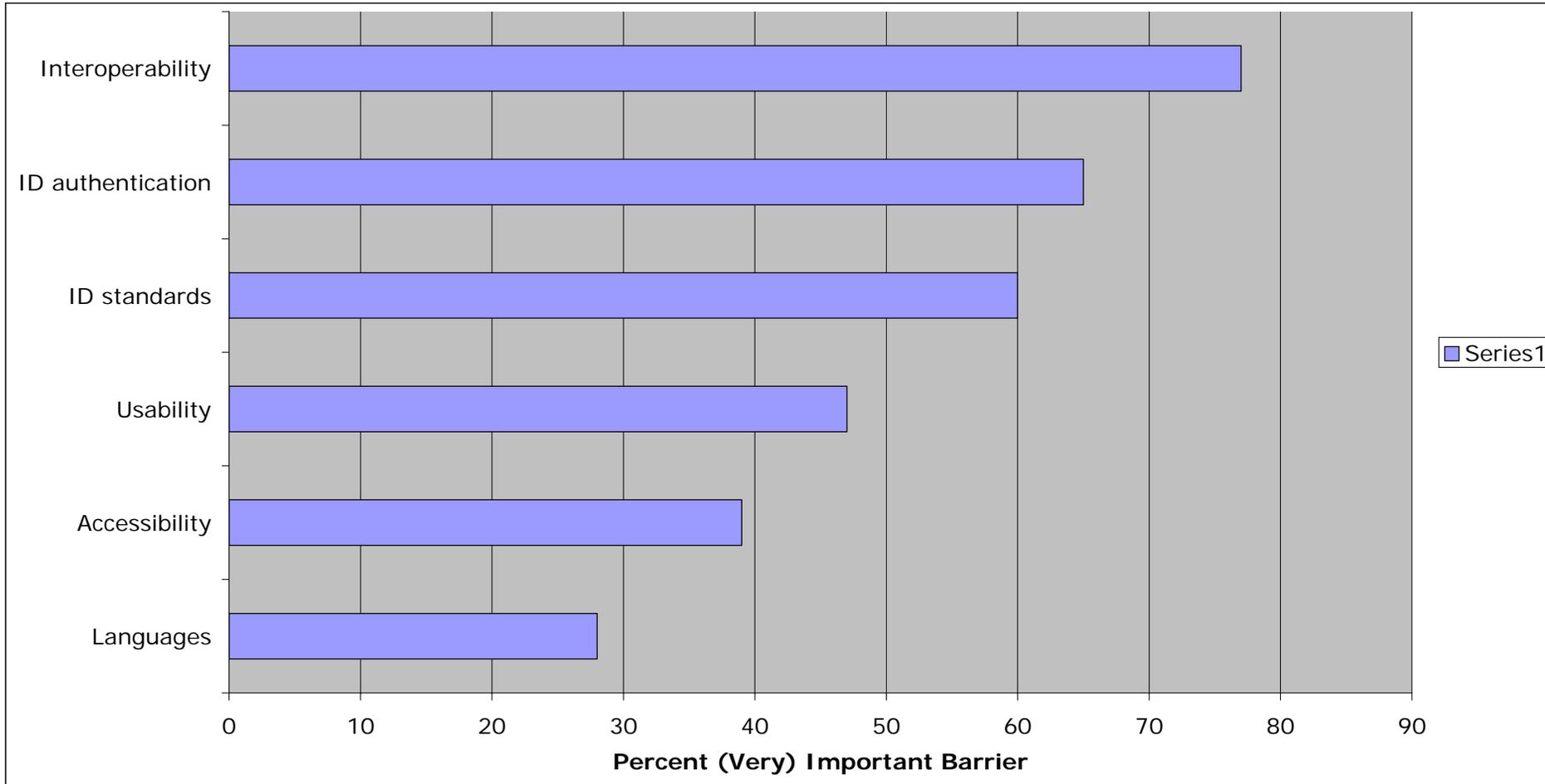
Preliminary results: Early respondents to Web survey, N = 560

Divides: Access, Skills, Usage
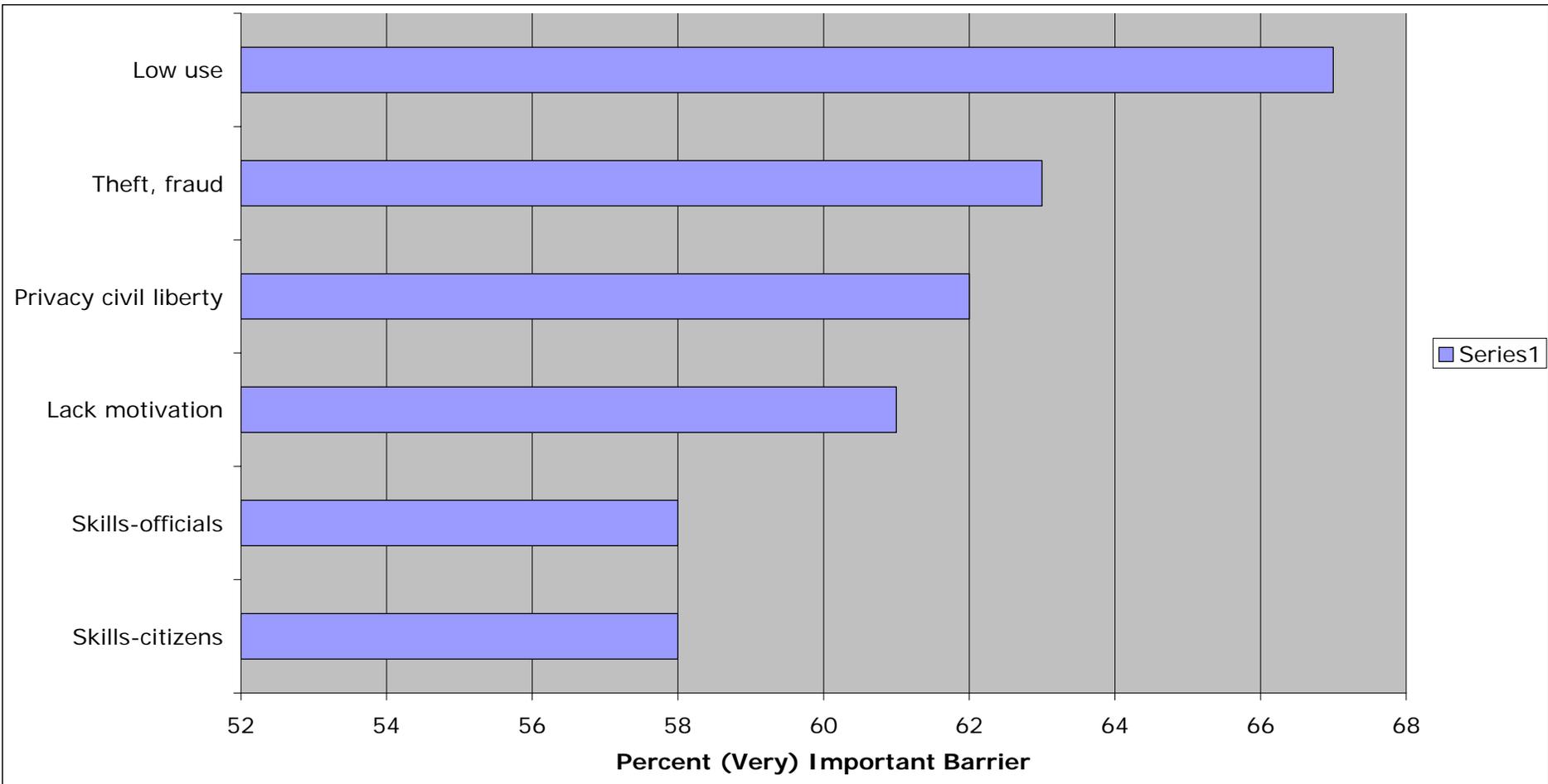
Preliminary results: Early respondents to Web survey, N = 560
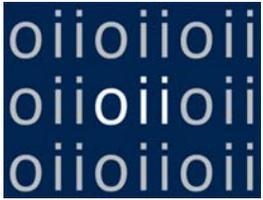
Overcoming Barriers

1. Lack of leadership
2. Financial inhibitors
3. Digital divides
4. Poor coordination
5. Workplace and organizational inflexibility
6. Lack of trust
7. Poor technical design
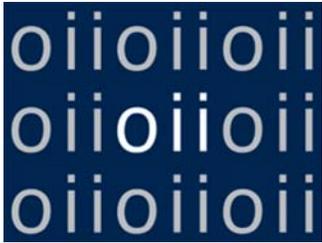
Oxford Internet Surveys (OxIS)

- OxIS: 2003 and 2005
- Cross-sectional surveys
- Probability sample of England, Scotland & Wales
- Respondents: 14 year olds and older
- Face-to-face interviews
- Sponsorship from AOL, BT, Ofcom, and Wanadoo
- Acknowledgements: Corinna di Gennaro, Richard Rose, Adrian Shepherd, Helen Margetts, and others at the OII

Where would you go first if looking for information on… (2005)
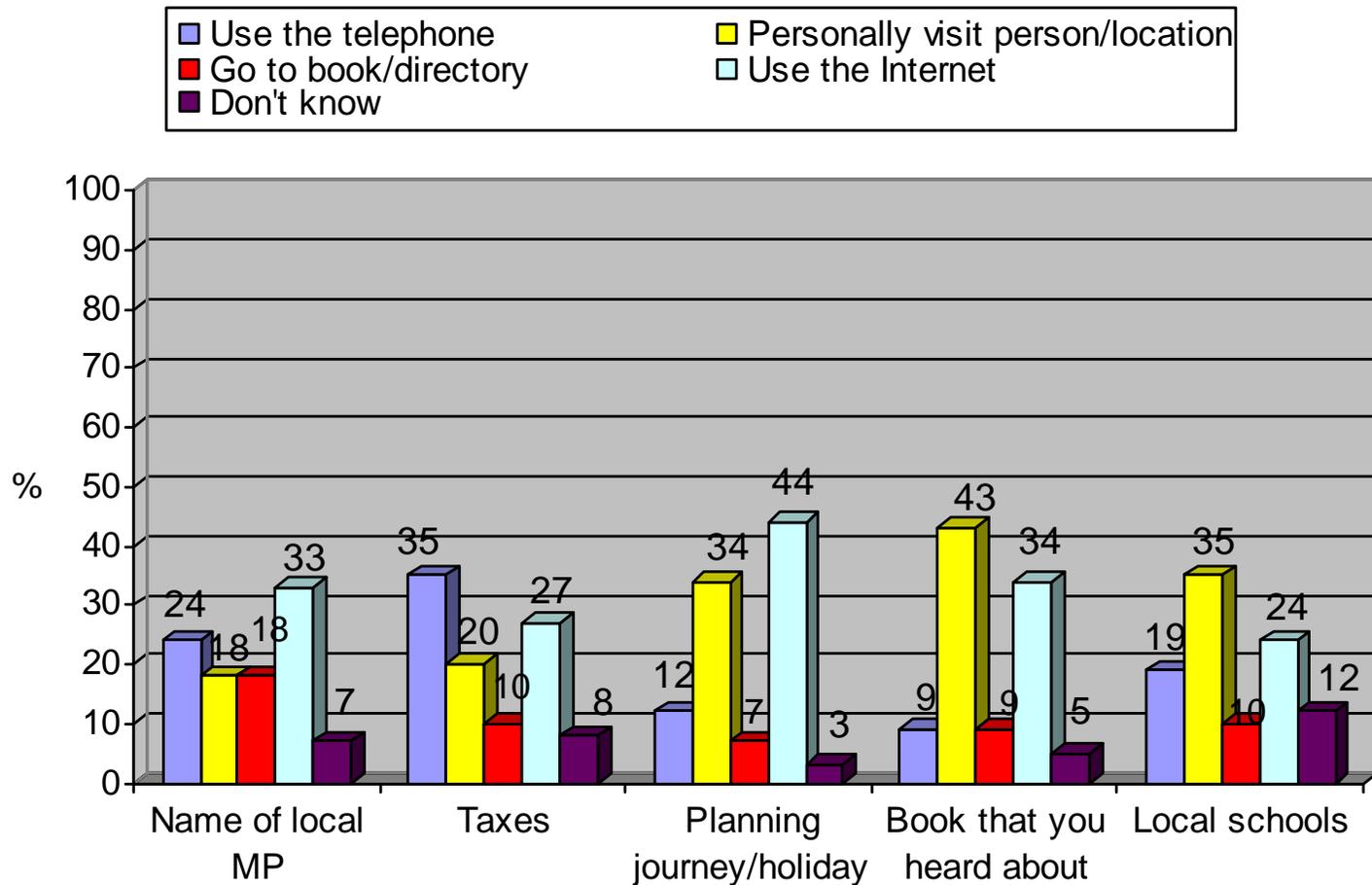
N=2,185 (All respondents)
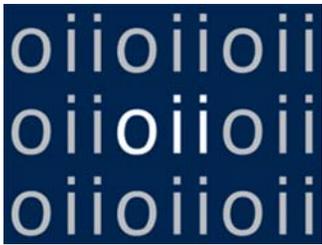
Less than half of Britons online use public information services, 2003

Internet for Public Services, Britain 2003
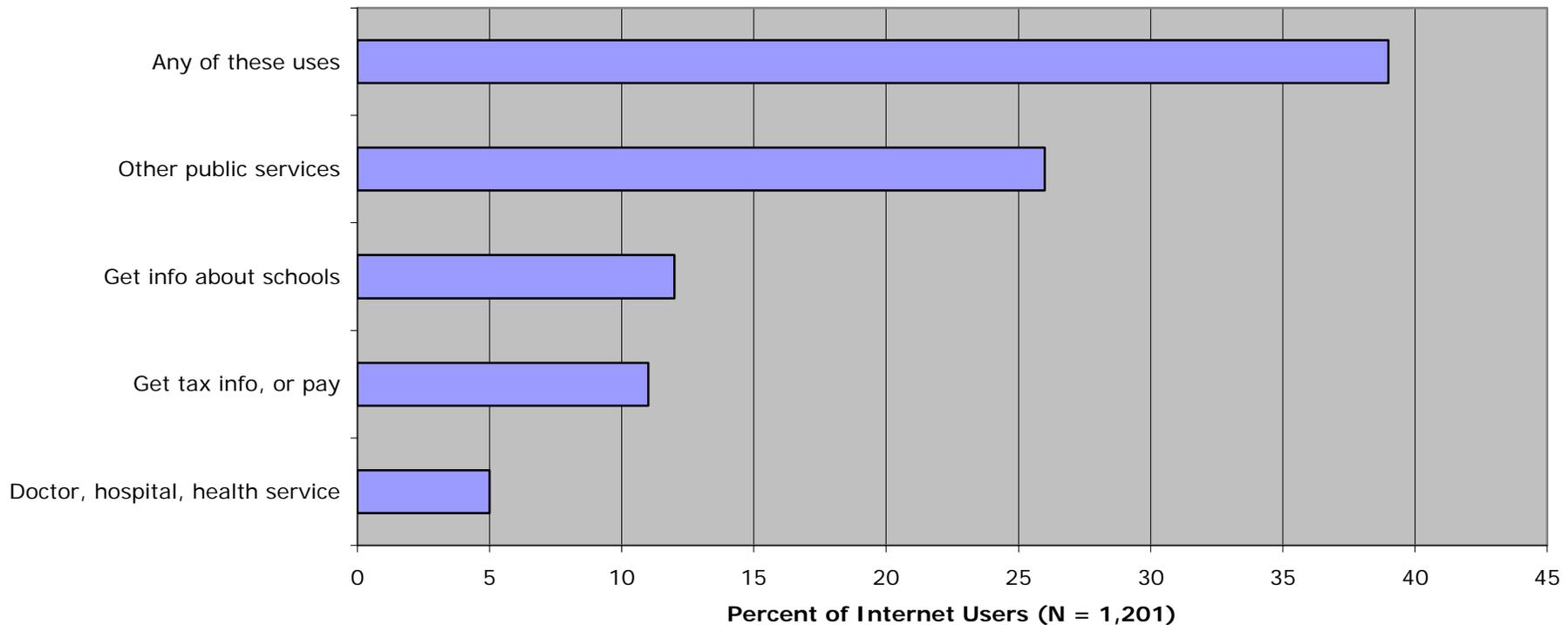
Source: Oxford Internet Survey (OxIS), results of a nationwide representative survey of Britons aged 14 and older, 23 May- 28 June 2003. Number of respondents: 2,030.

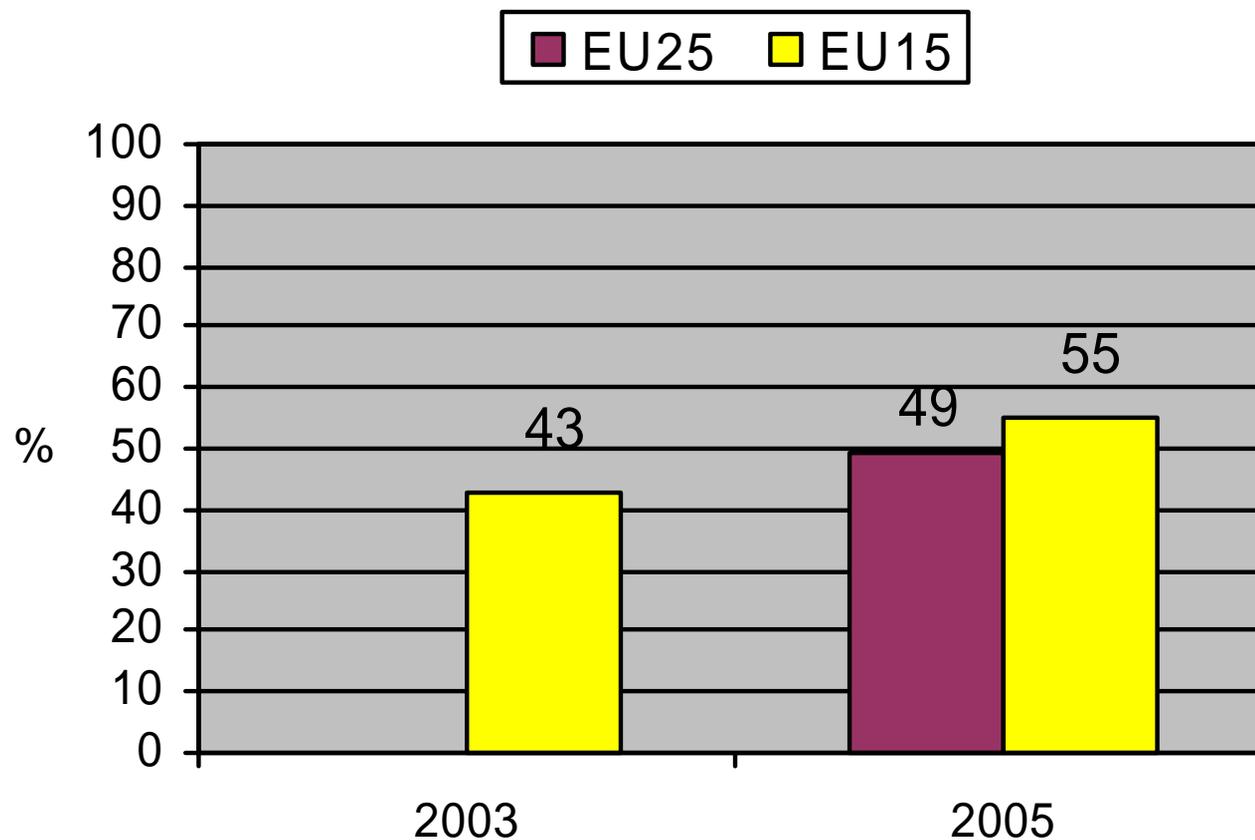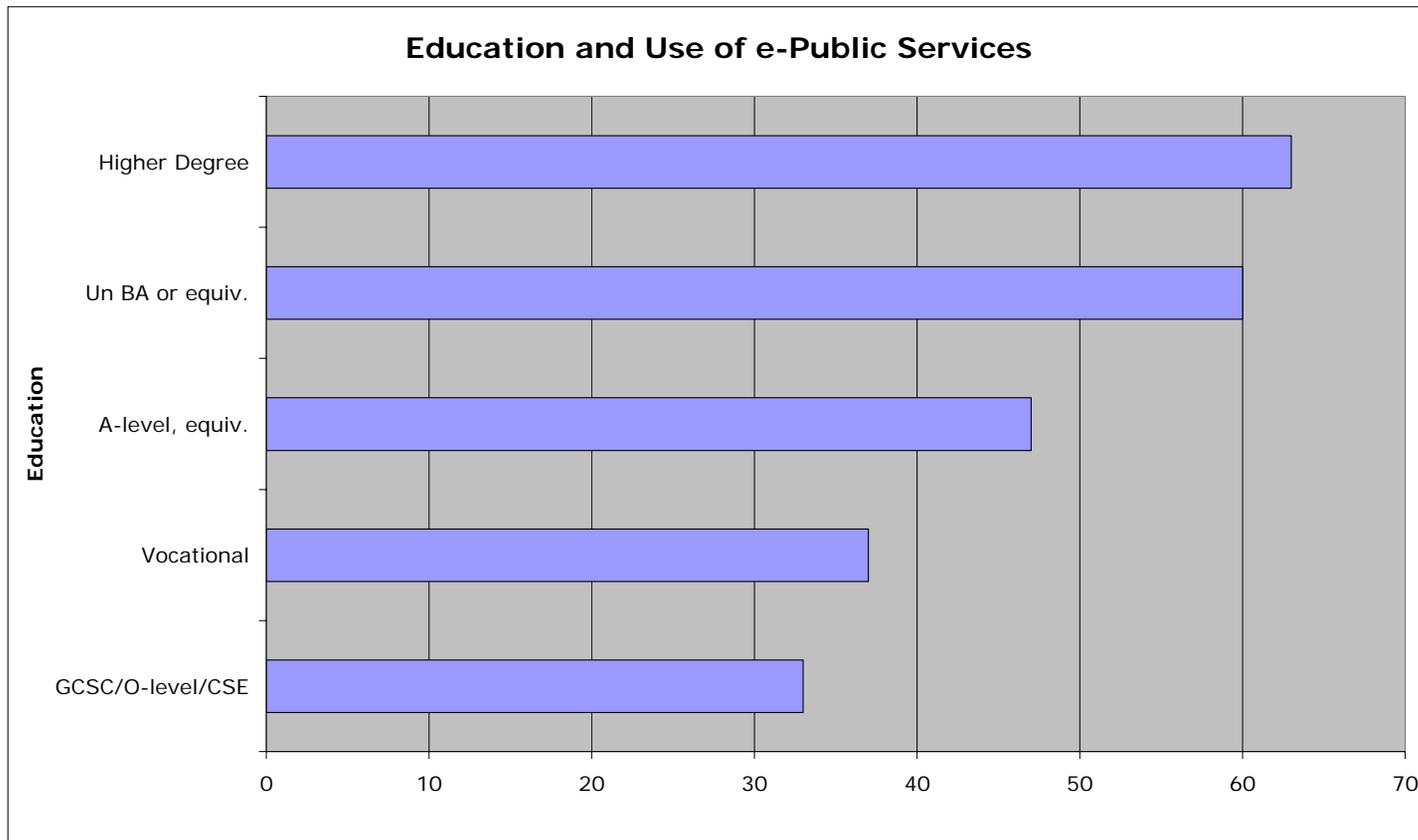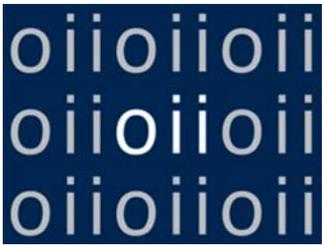# e-Government in the UK, 2005
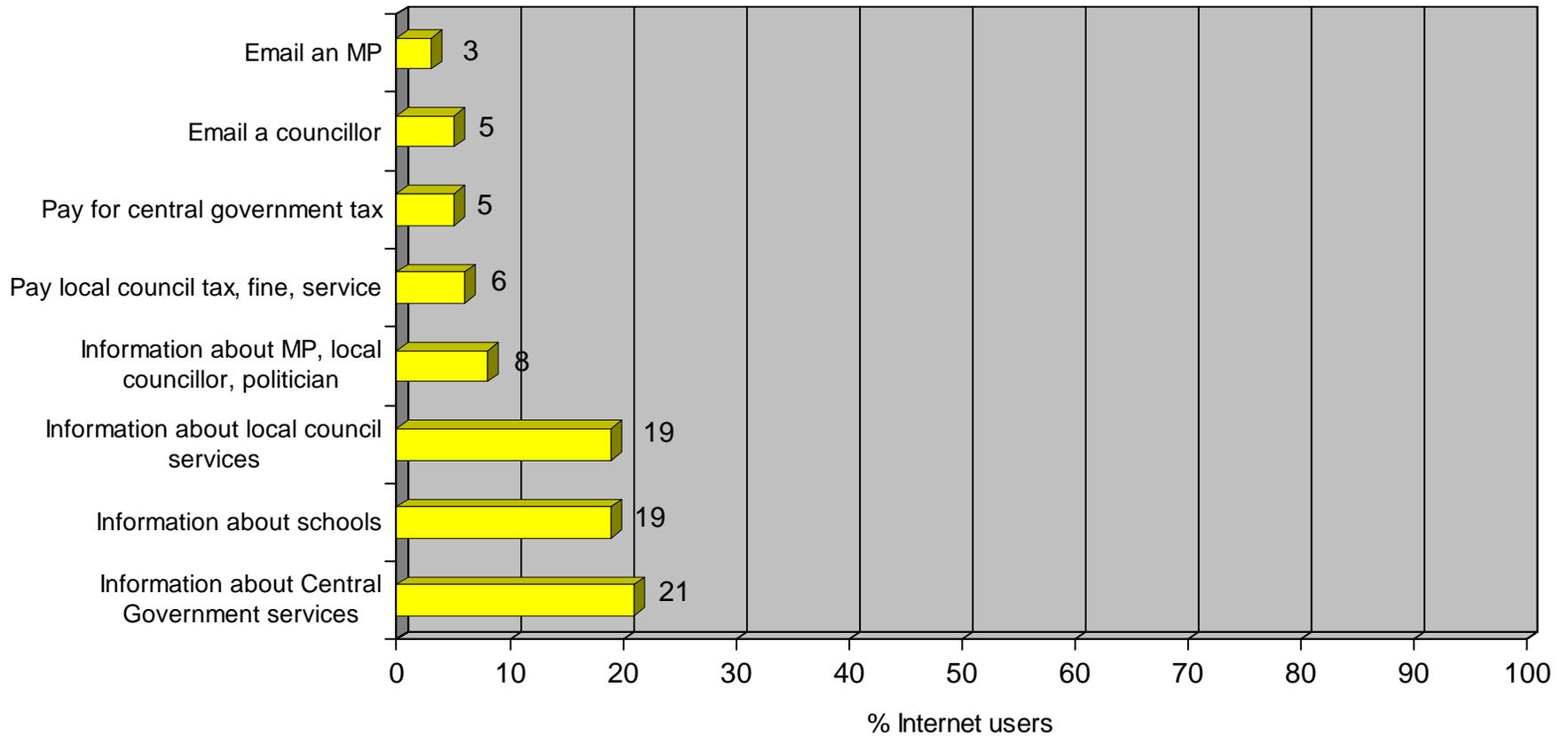
OxIS 2005: N= 1,309 Current Internet users

Has Internet adoption reached a plateau? Adoption in Britain (2003–2005)

Legend: ■ 2003 ■ 2005

Current users: 2003 = 59, 2005 = 60
Lapsed users: 2003 = 6, 2005 = 8
Non-users: 2003 = 35, 2005 = 32

Y-axis: % (0–100)
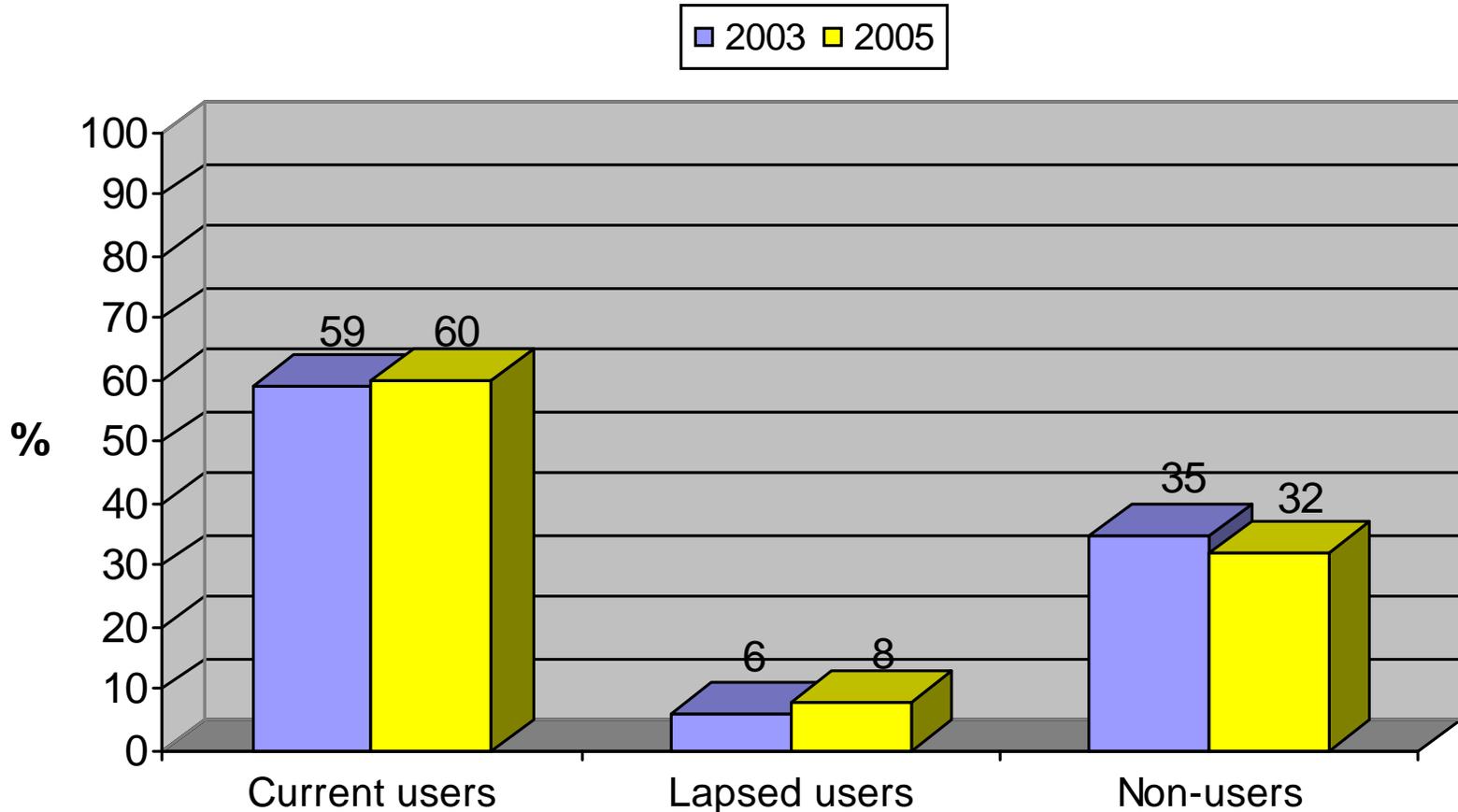
OxIS 2003: N=2,029 (All respondents); OxIS 2005: N=2,185 (All respondents)

Level of Internet access - households

Source: Eurostat 2005

Broadband Use, 2003 – 2005
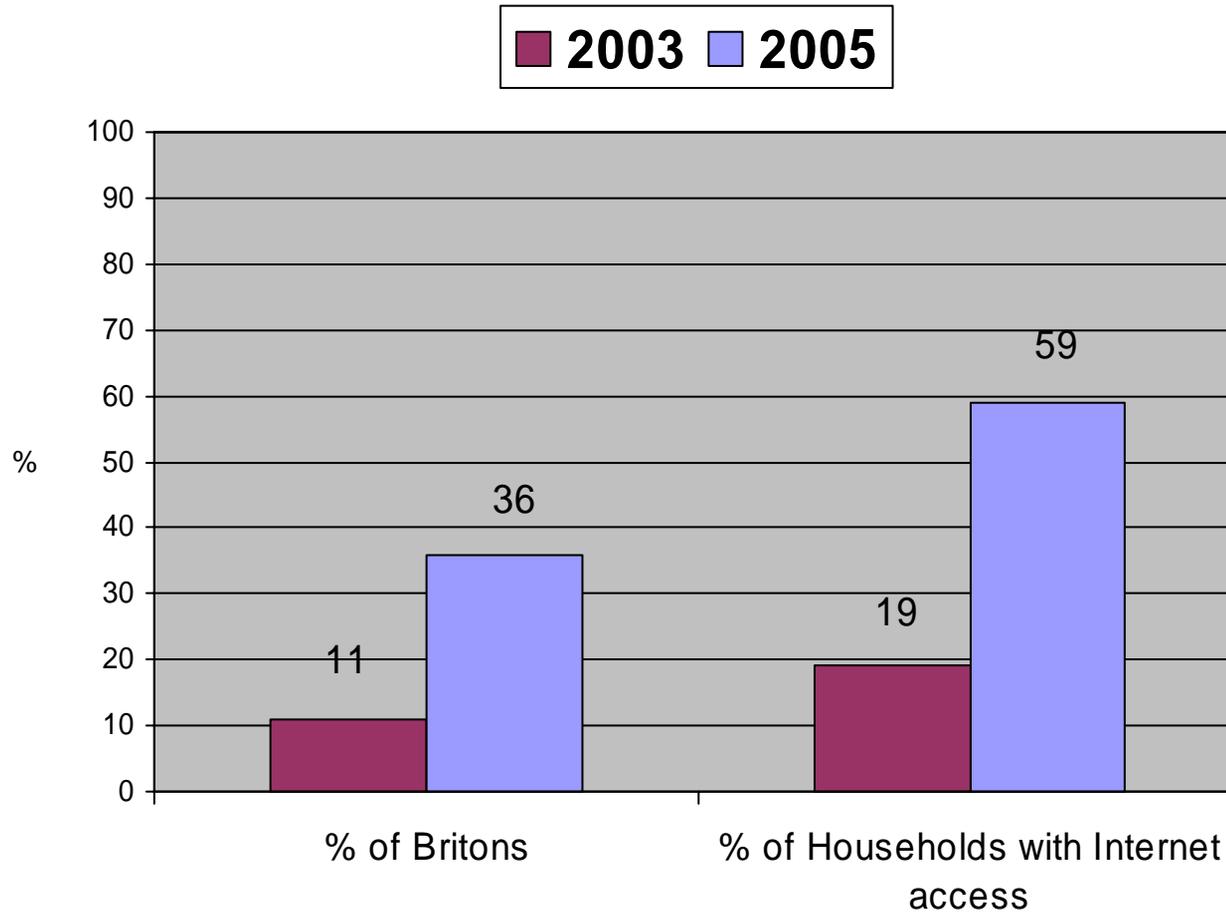
OxIS 2003: N= 2,030 (All respondents) OxIS 2005: N = 2,185 (All respondents)

Social Class Shapes Use of Public Information, 2003
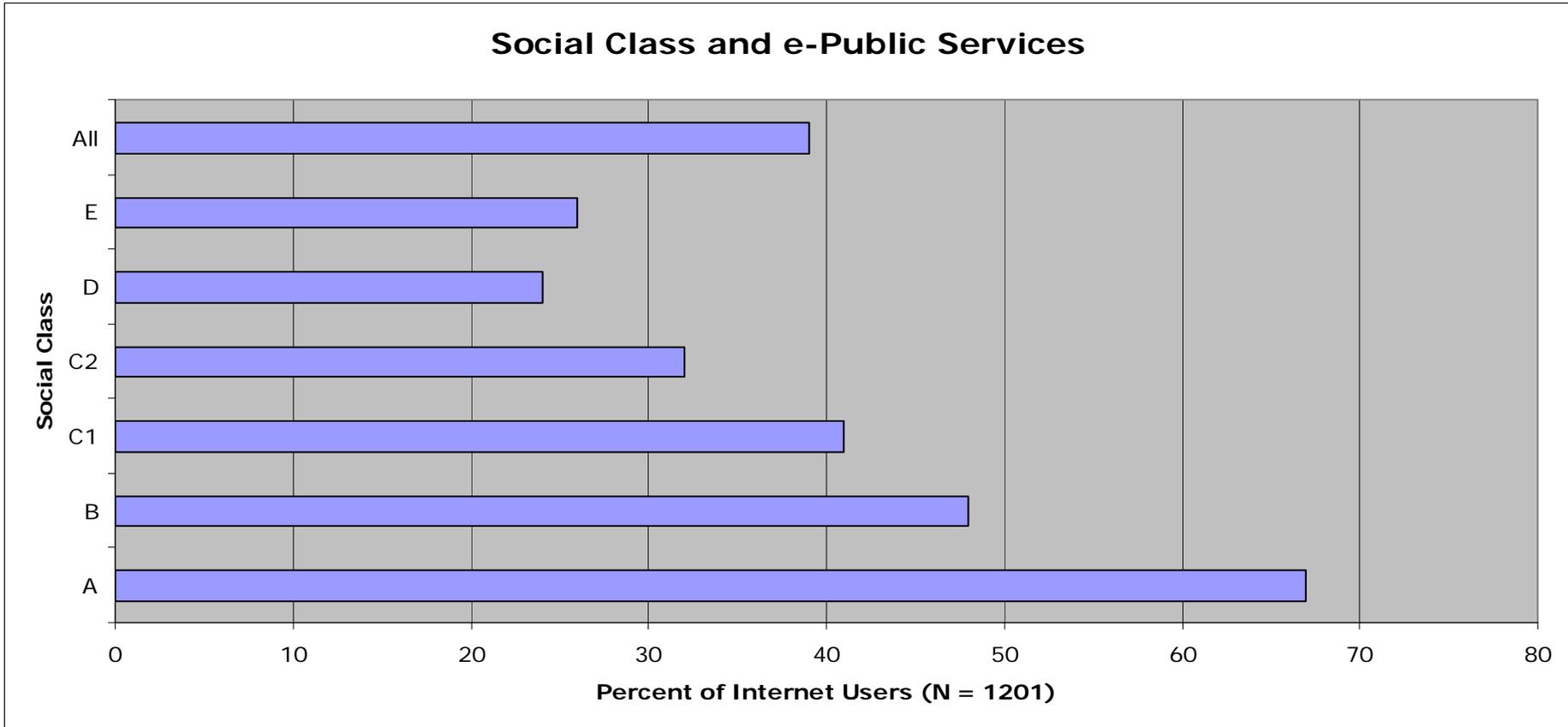
Social Class and e-Public Services

Horizontal axis: Percent of Internet Users (N = 1201)

Vertical axis: Social Class

- All: ~39
- E: ~26
- D: ~24
- C2: ~32
- C1: ~41
- B: ~48
- A: ~67

Source: Oxford Internet Survey (OxIS), results of a nationwide representative survey of Britons aged 14 and older, 23 May- 28 June 2003. Number of respondents: 2,030.
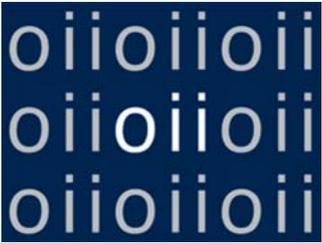
Paying Tax Online and Social Grade
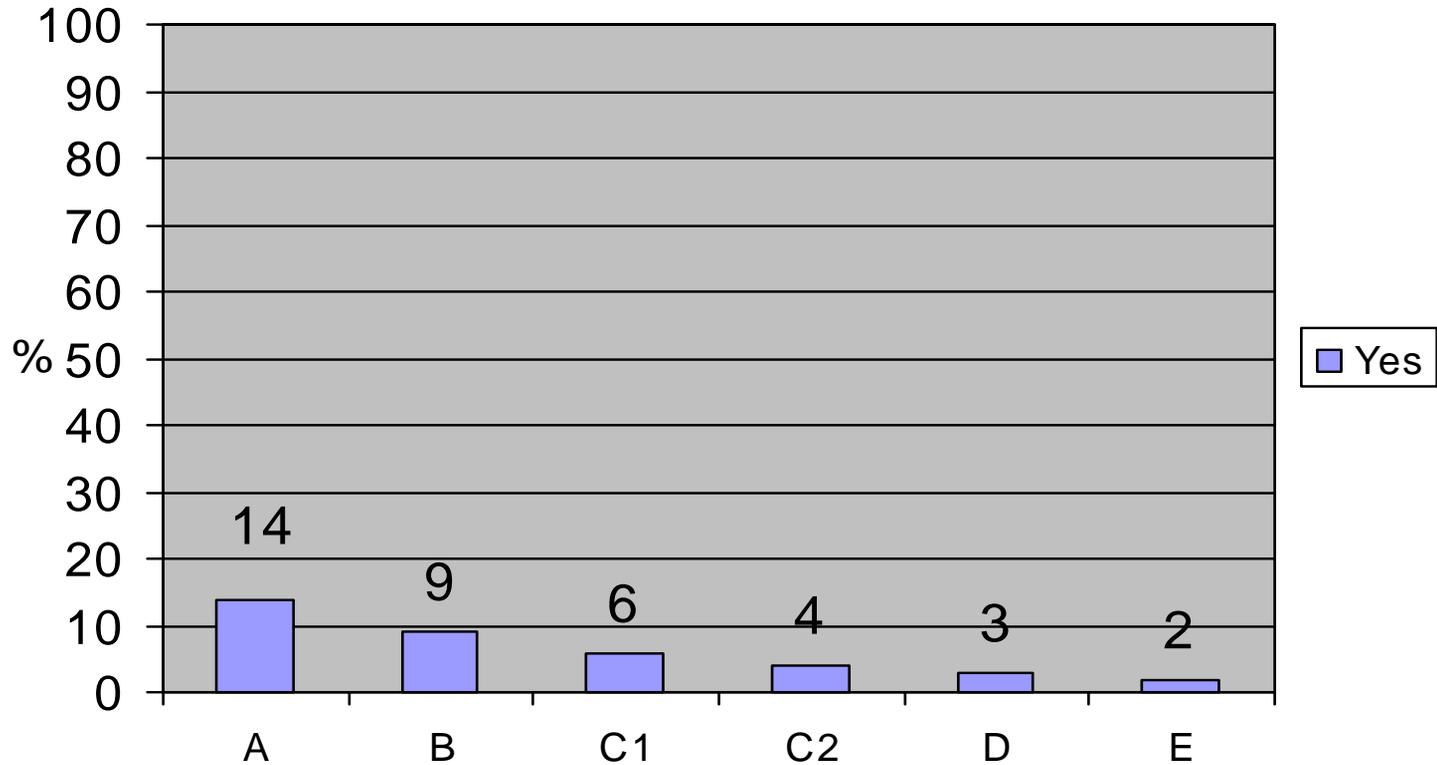
OxIS 2005: N=2,185 (All respondents)
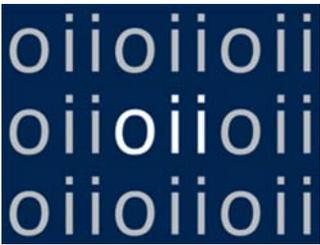
Education is Positively Associated with Use, 2003

Education and Use of e-Public Services

Source: Oxford Internet Survey (OxIS), results of a nationwide representative survey of Britons aged 14 and older, 23 May- 28 June 2003. Number of respondents: 2,030.

e-Government by Education, 2005
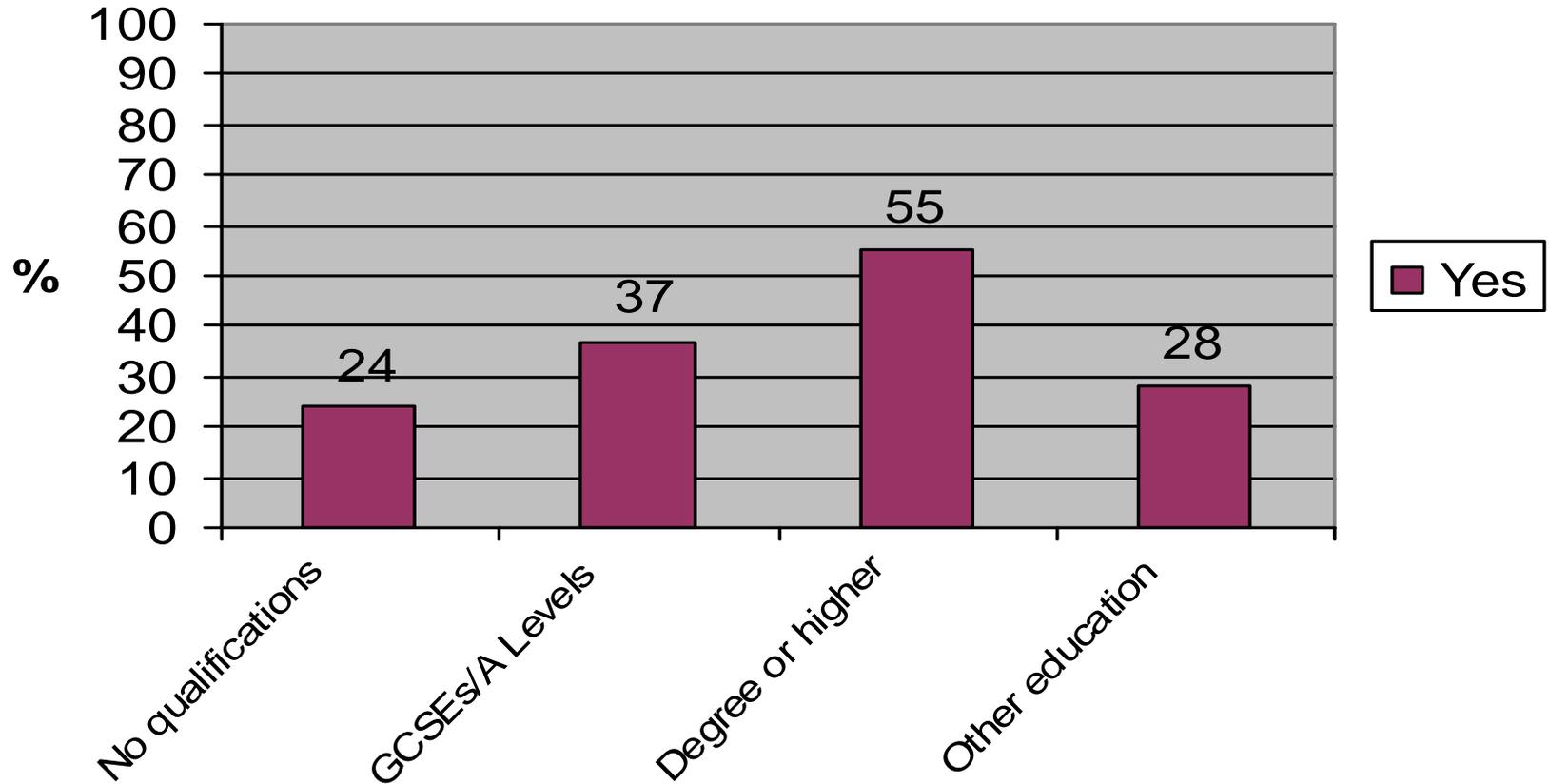
N = 1,309 Current Internet Users

When controlling for other variables, only the effect of 'degree' remains significant

Paying Tax Online and Education
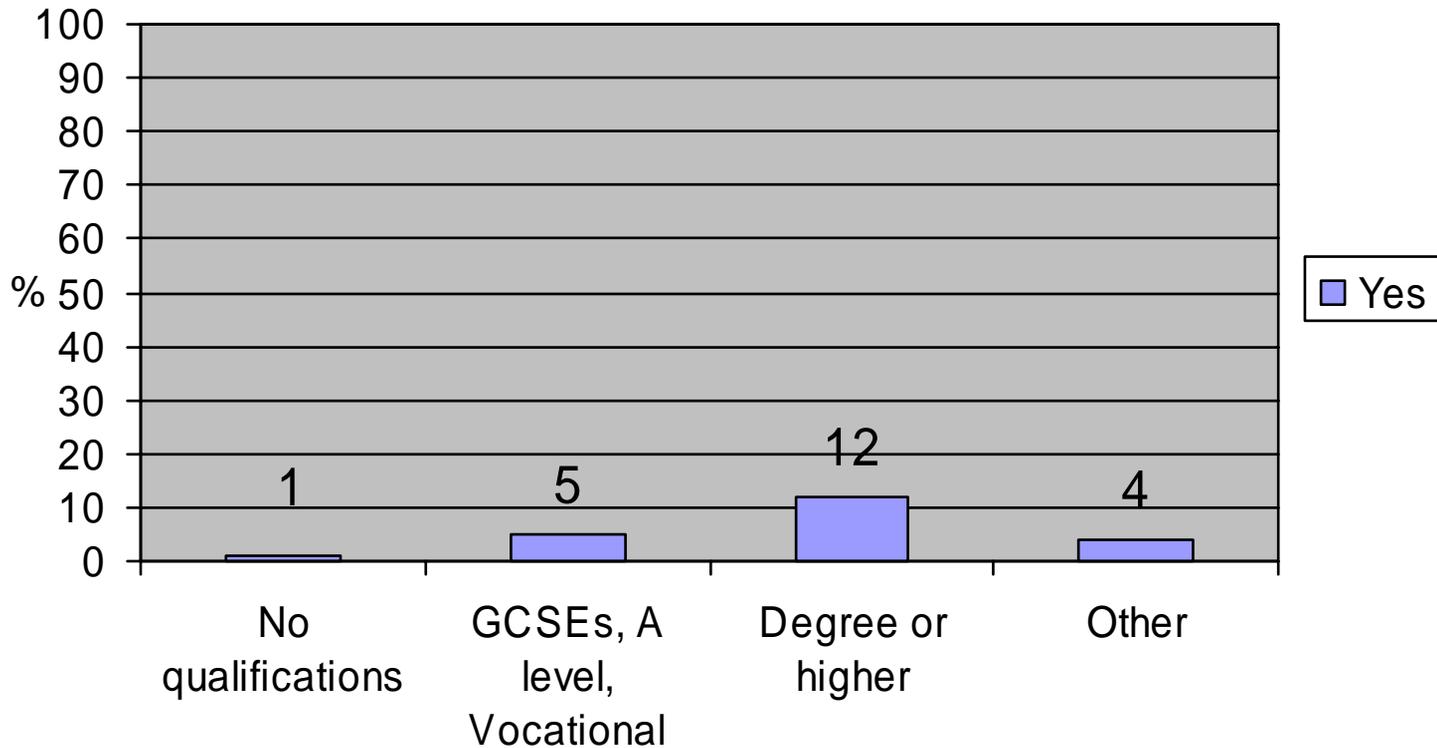
OxIS 2005: N = 2,185 (All respondents)

Internet users interacting with public authorities (obtaining information) and level of education

Legend: ■ Low Education ■ Medium Education □ High Education
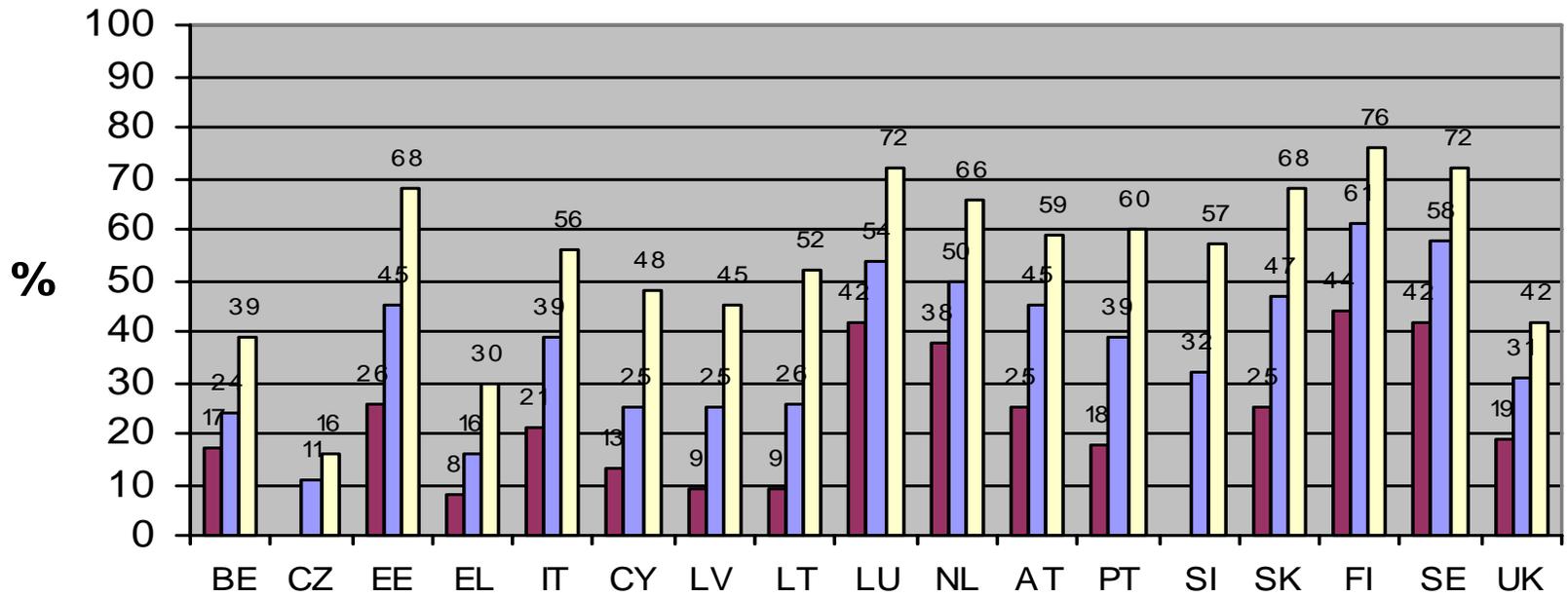
%

Internet users who used the internet in the last 3 months to obtain information from public authority sites

Source: Eurostat 2005

Internet Use by Age, circa 2003

■ 16-24 ■ 35-44 □ 55-64
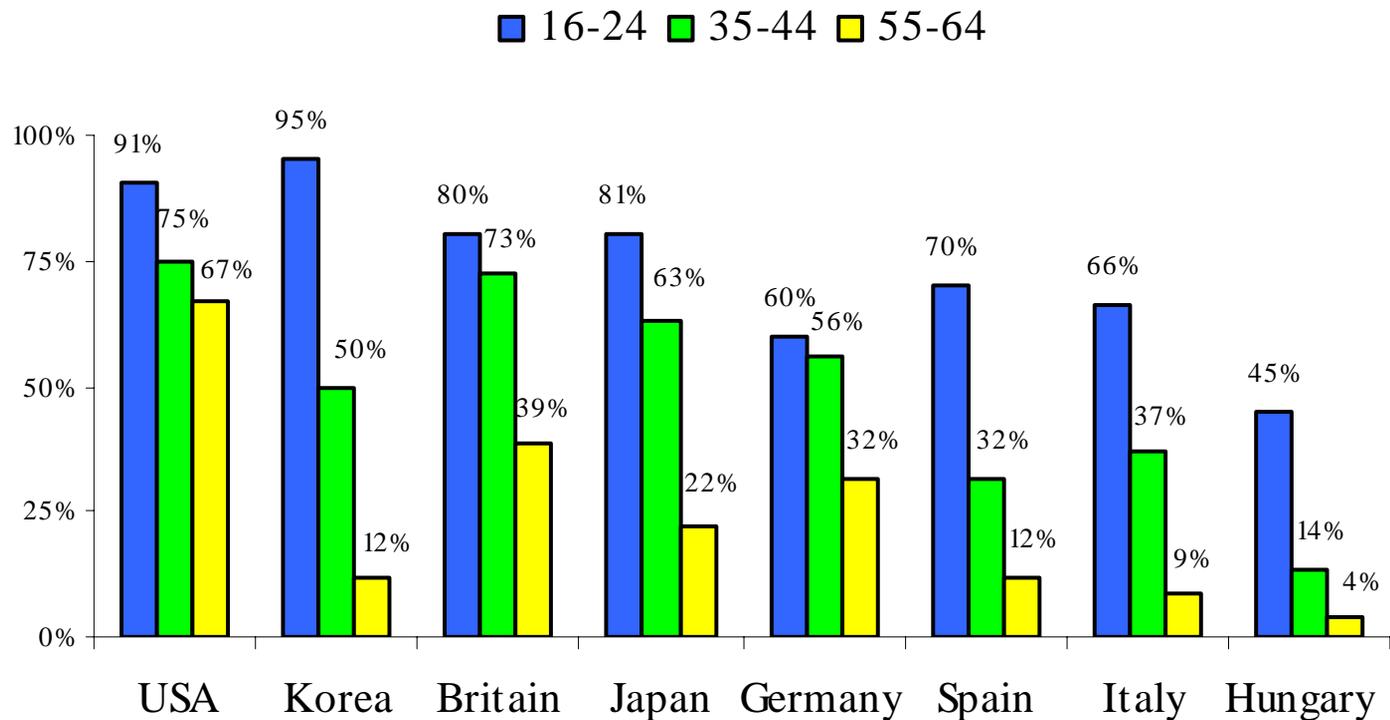
Internet Use by Life Stage, 2003-2005
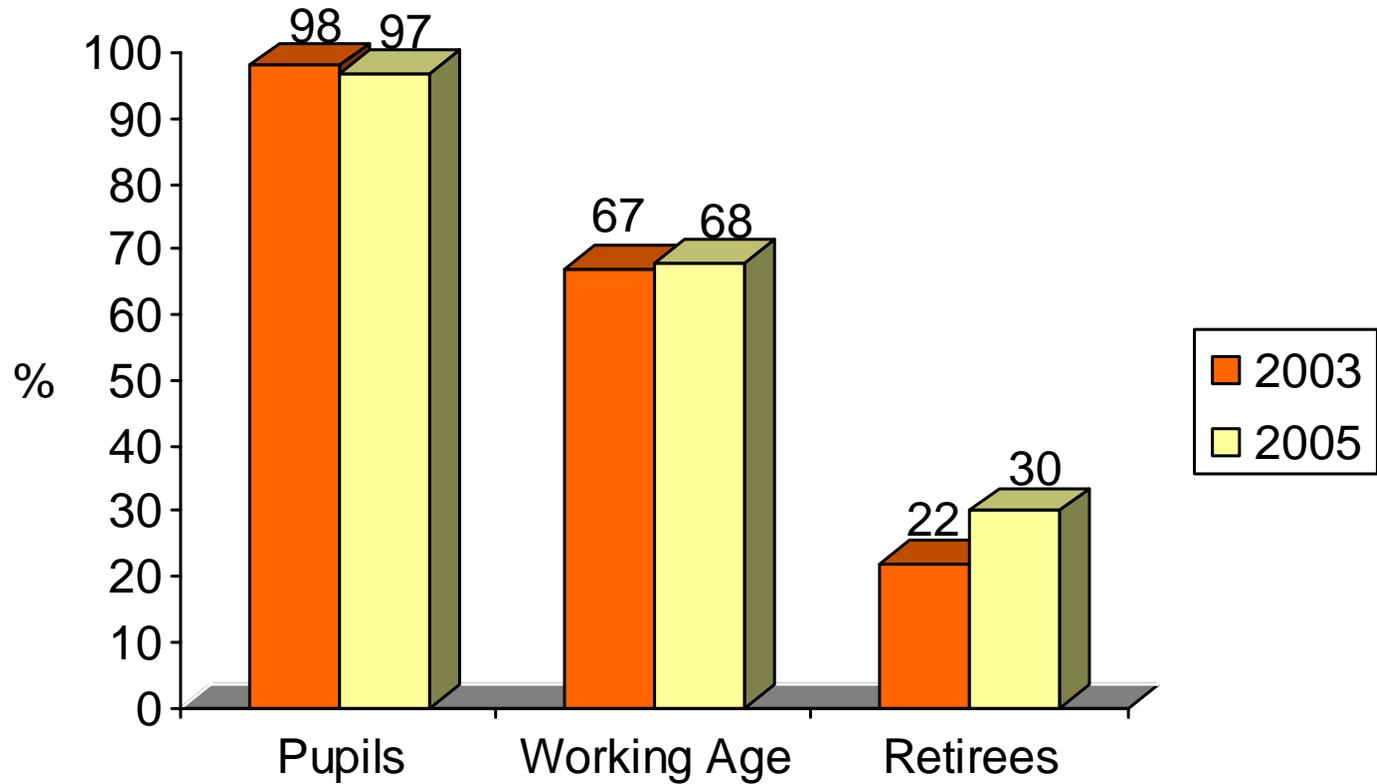
Pupils: age 14-22 years and in full time education.
Working age: employed of any age and all other persons not in employment up to age 55.
Retired: 55 or over and not in employment.
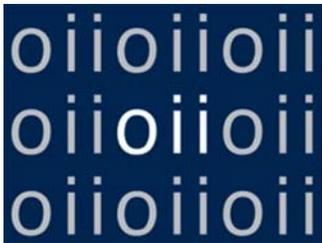
Current Internet Users by Age

Source: Eurostat 2005
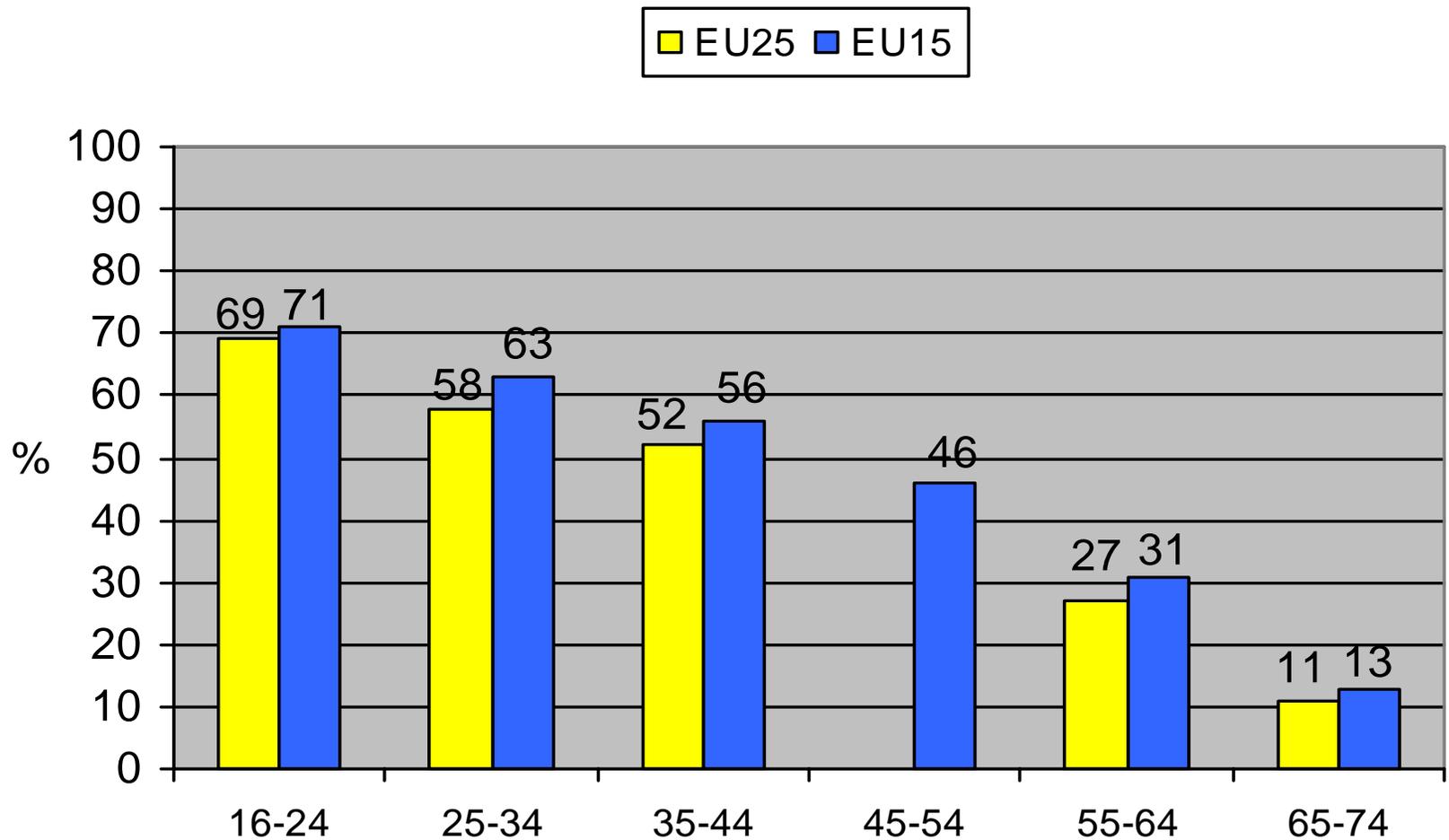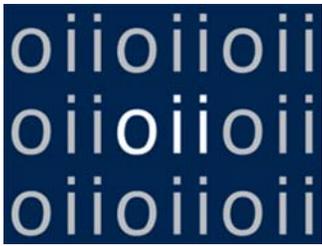
Where would you go first for Information (Name of MP) by Age
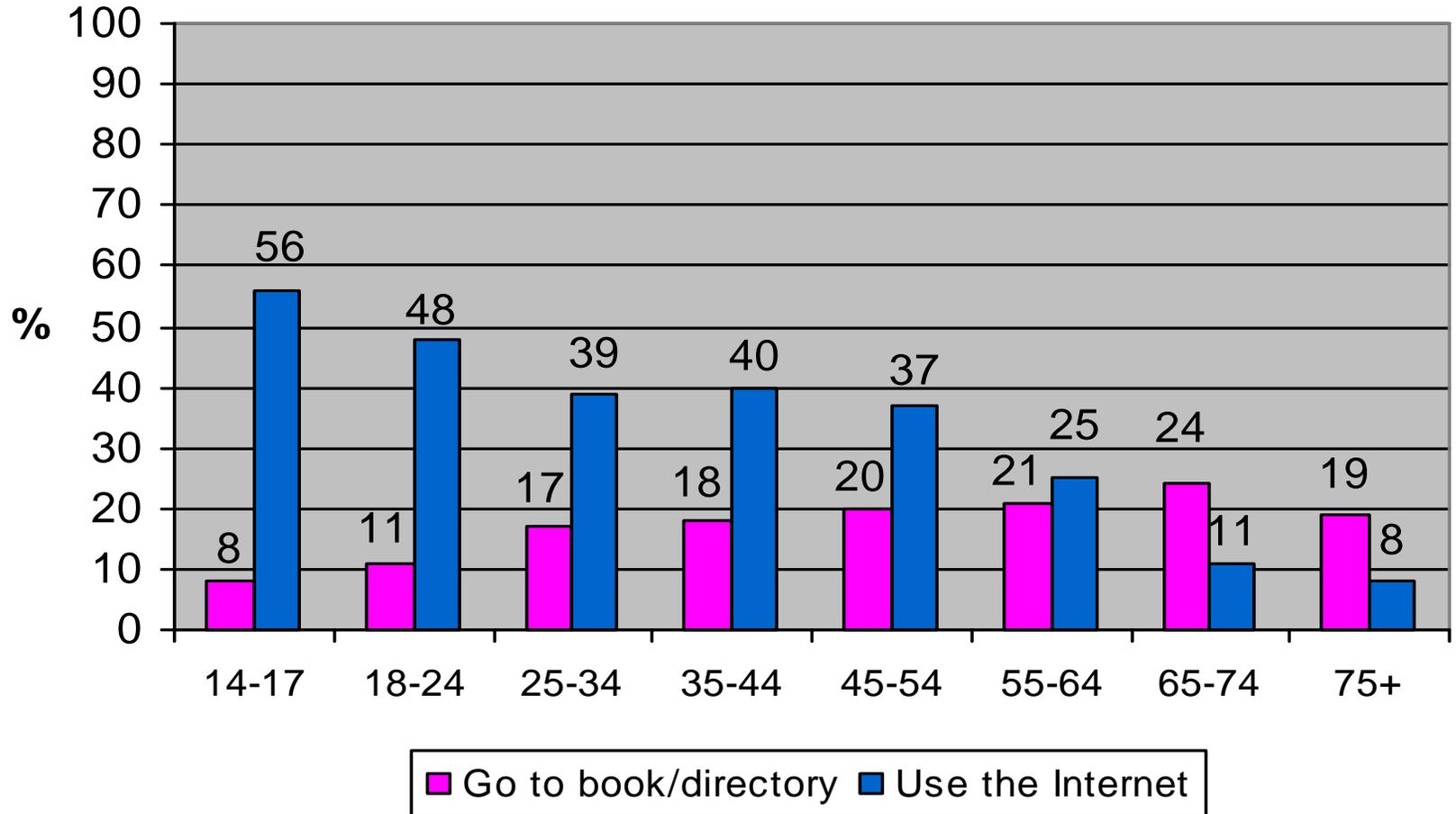
N = 1,309 (Current Internet users)

Think that present use of computers is an actual threat to personal privacy in this country (2005)

Legend:
- Yes
- No
- Don't know

Don't know, 19%

No, 32%

Yes, 49%
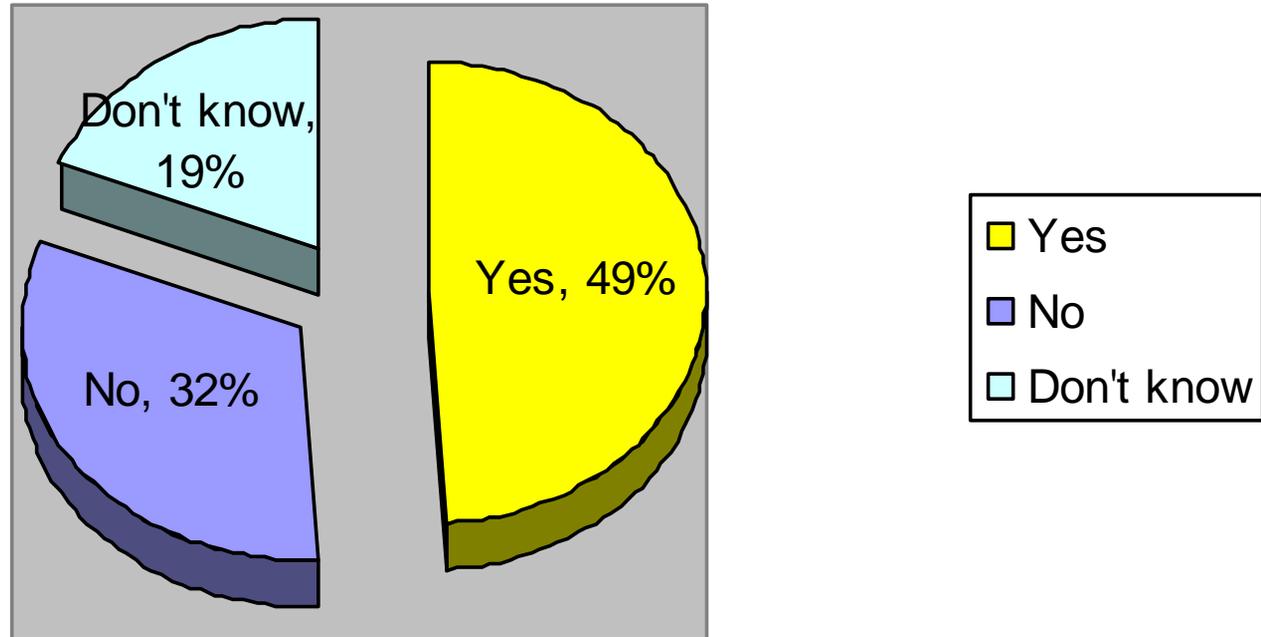
OxIS 2005, N=2,185 (All respondents)

Concern about threats to personal privacy in Britain today (2003-2005)
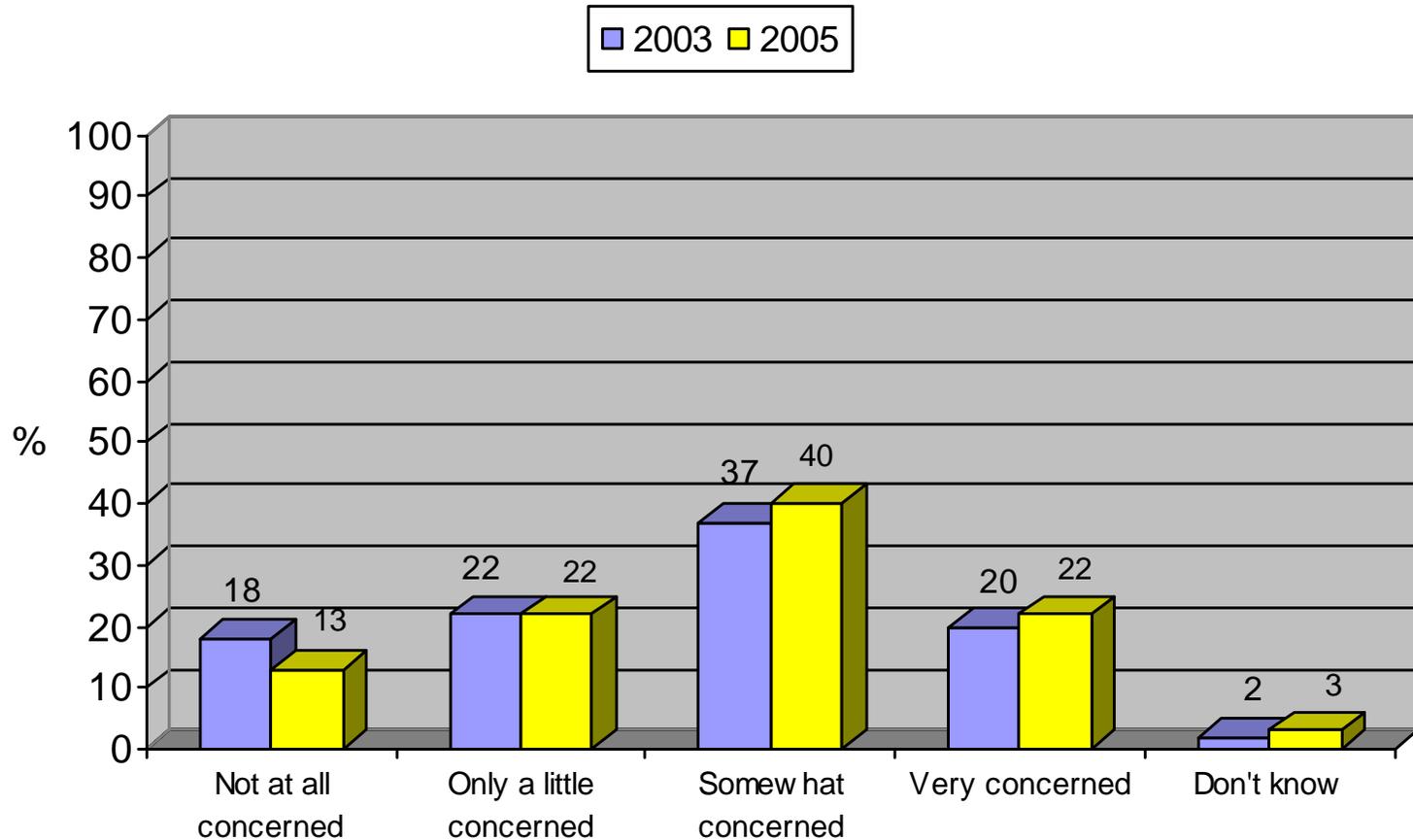
OxIS 2003: N= 2,029 (All respondents); OxIS 2005: N= 2,185 (All respondents)

Think that personal information about yourself is being kept in a file somewhere for purposes not known to you (2003-2005)
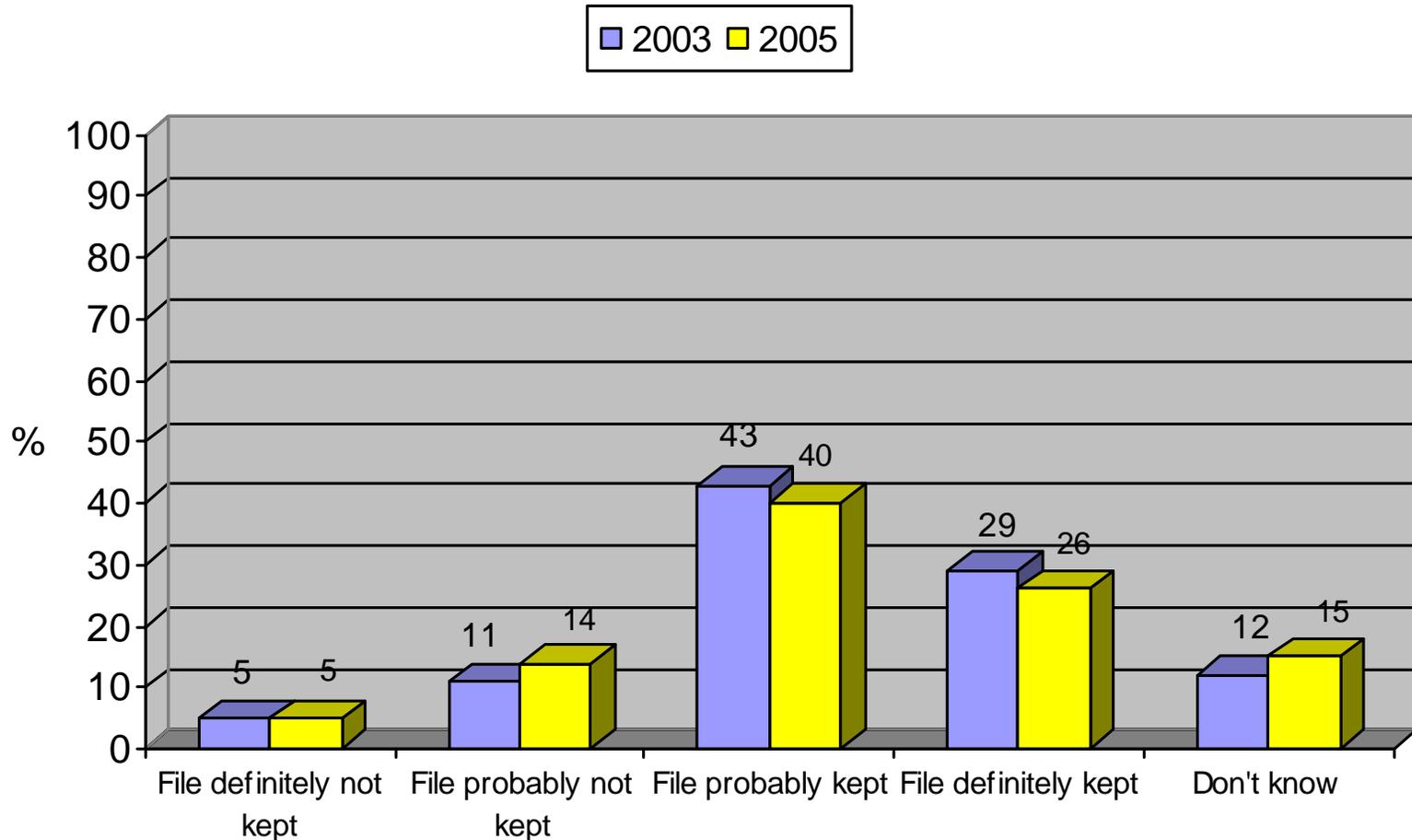
OxIS 2003: N= 2,029 (All respondents); OxIS 2005: N= 2,185 (All respondents)
(e) Perceived consequences

People who go online put their privacy at risk (2003–2005)
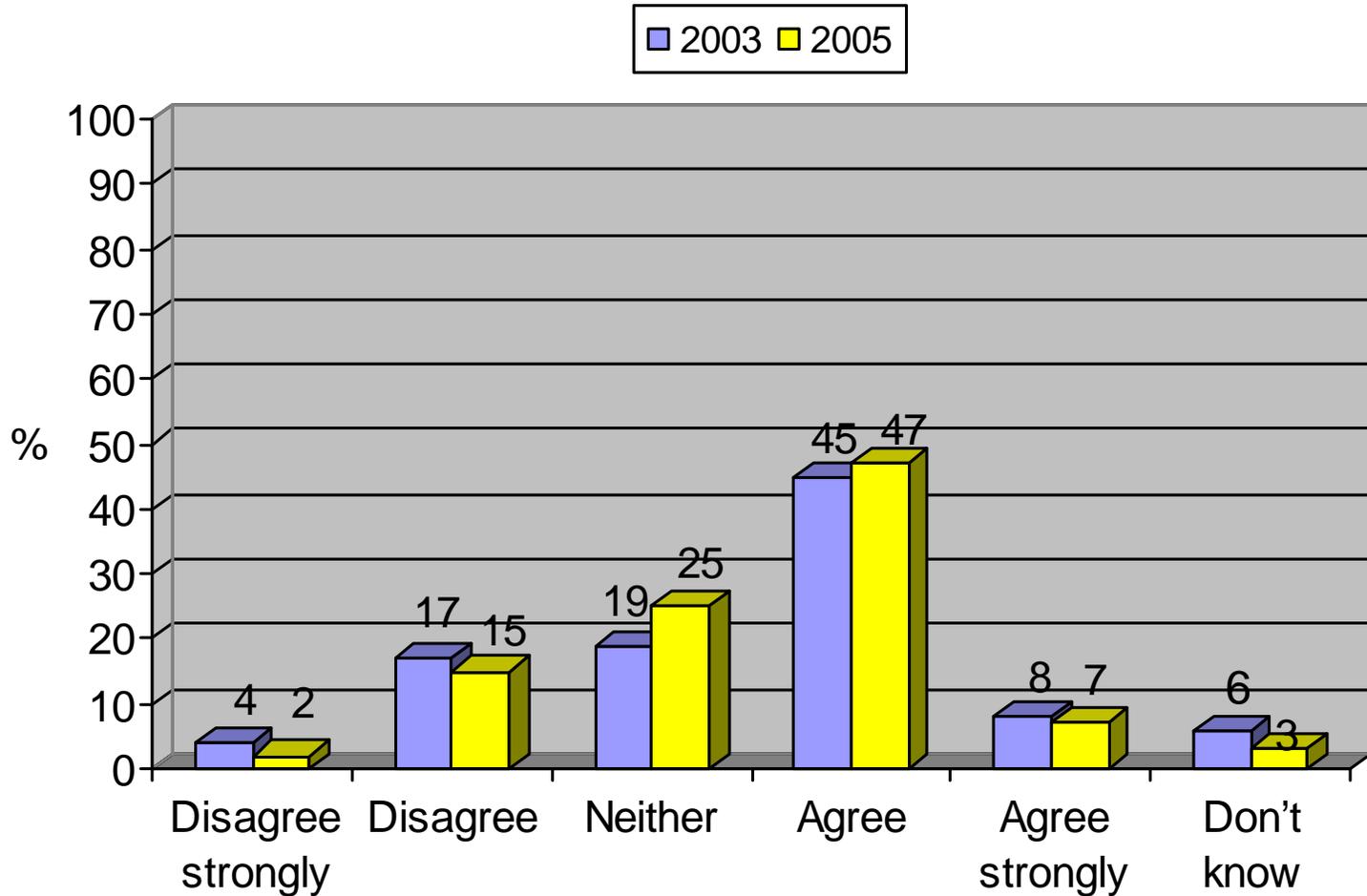
OxIS 2003: N= 1,201 (Current Internet users);
OxIS 2005: N= 1,309 (Current Internet users)
*note 2003 question asked in the context of shopping online

The Internet permits people to get personal information about me without my permission (2003-2005)
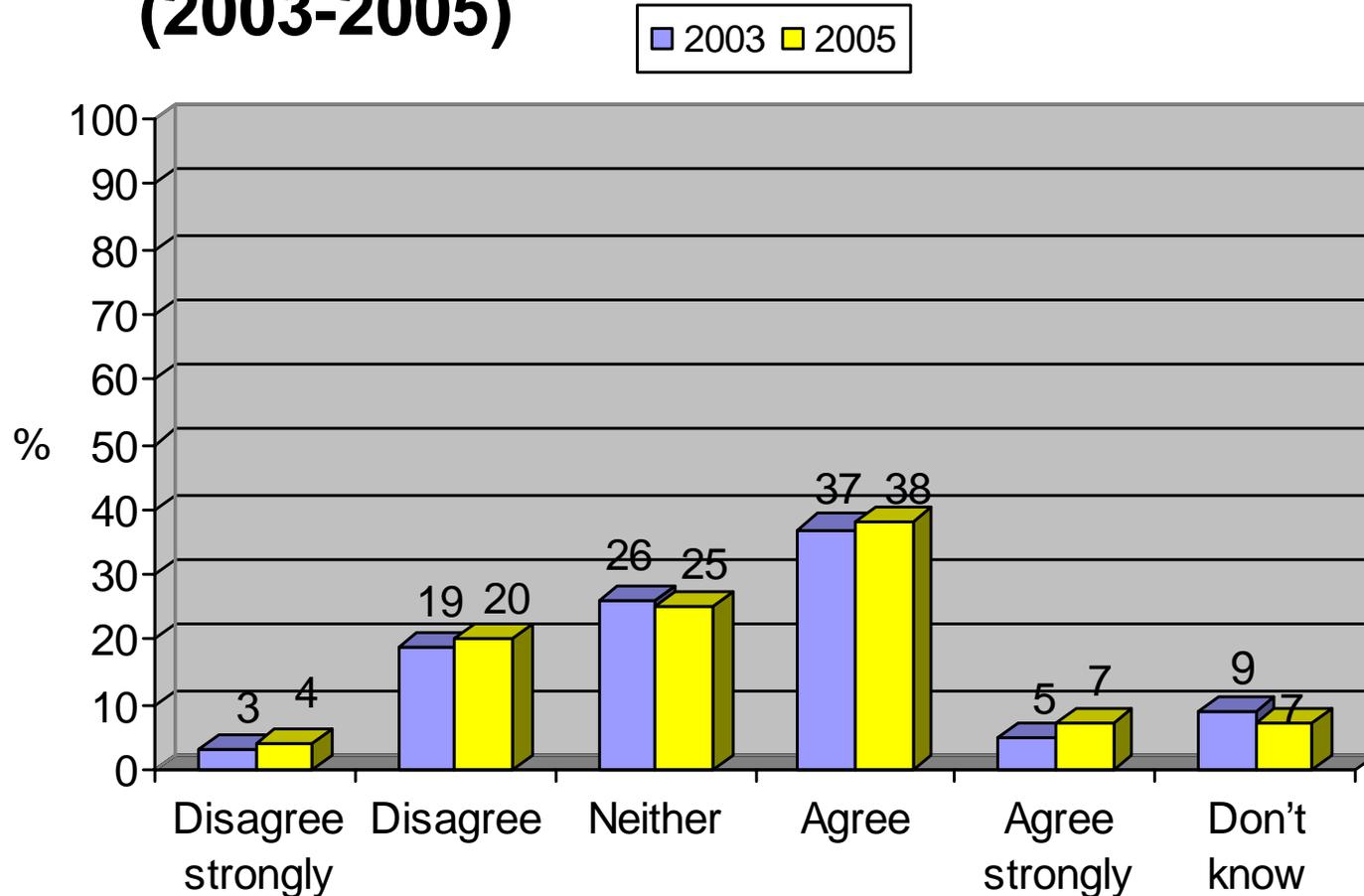
OxIS 2003: N= 1,201 (Current Internet users);
OxIS 2005: N= 1,309 (Current Internet users)
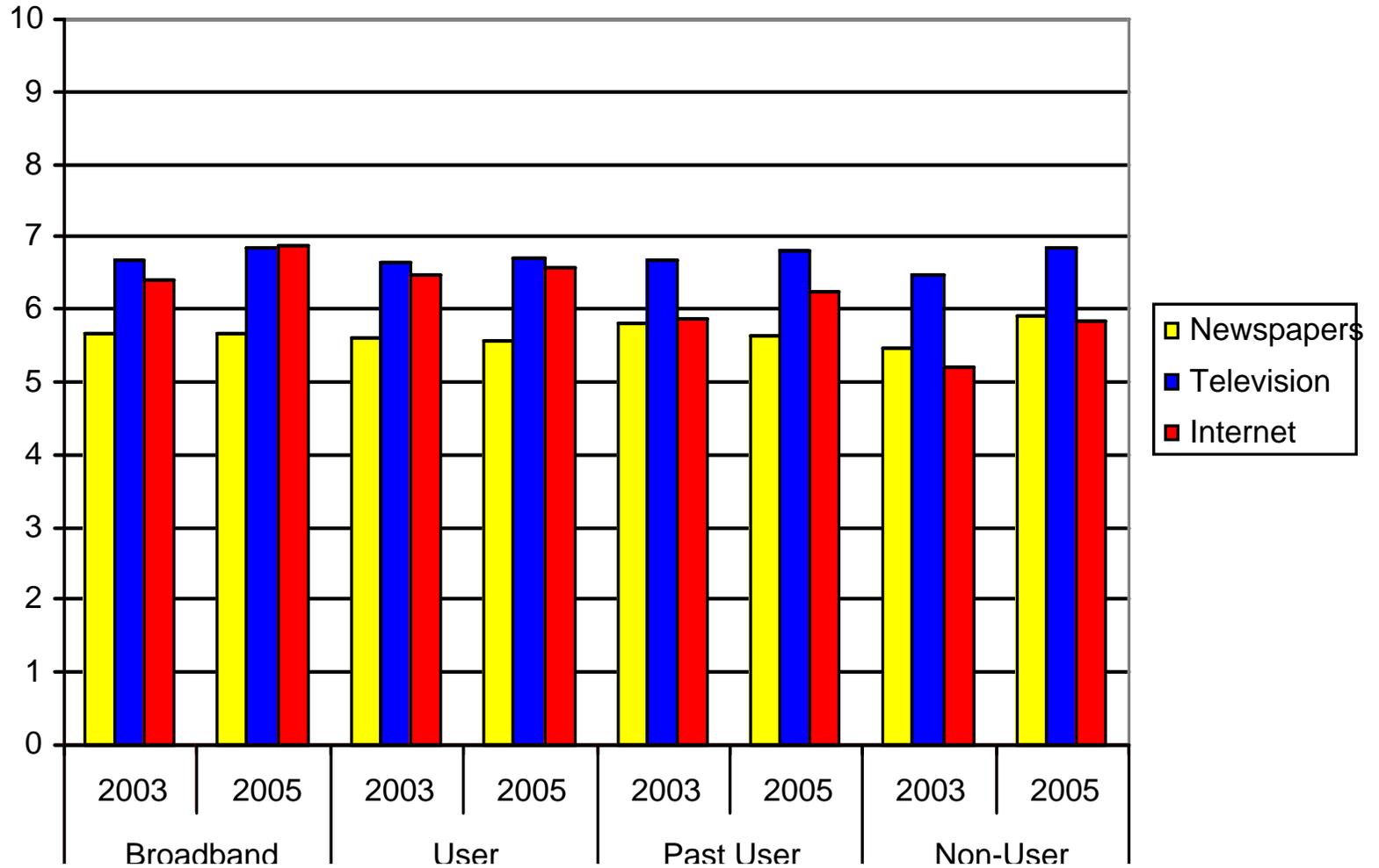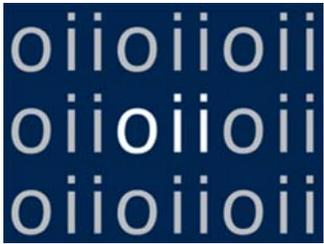*(g) Freedom of expression and norms of use*
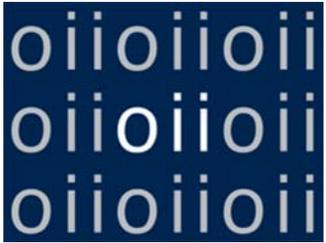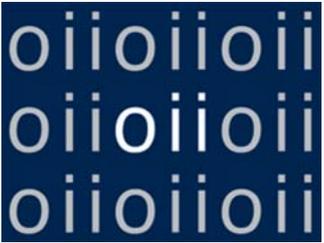
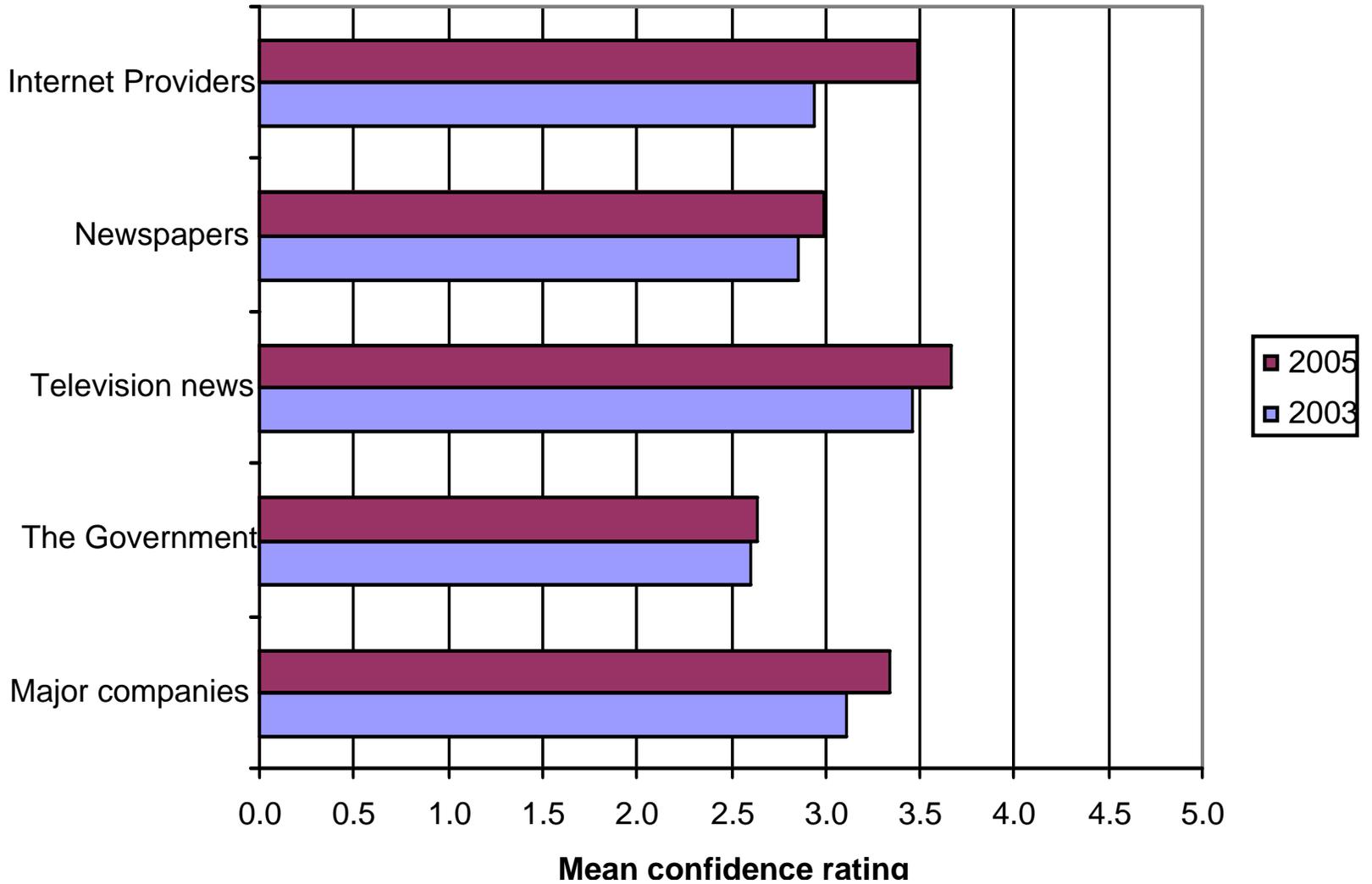# Confidence: Reliability of Information
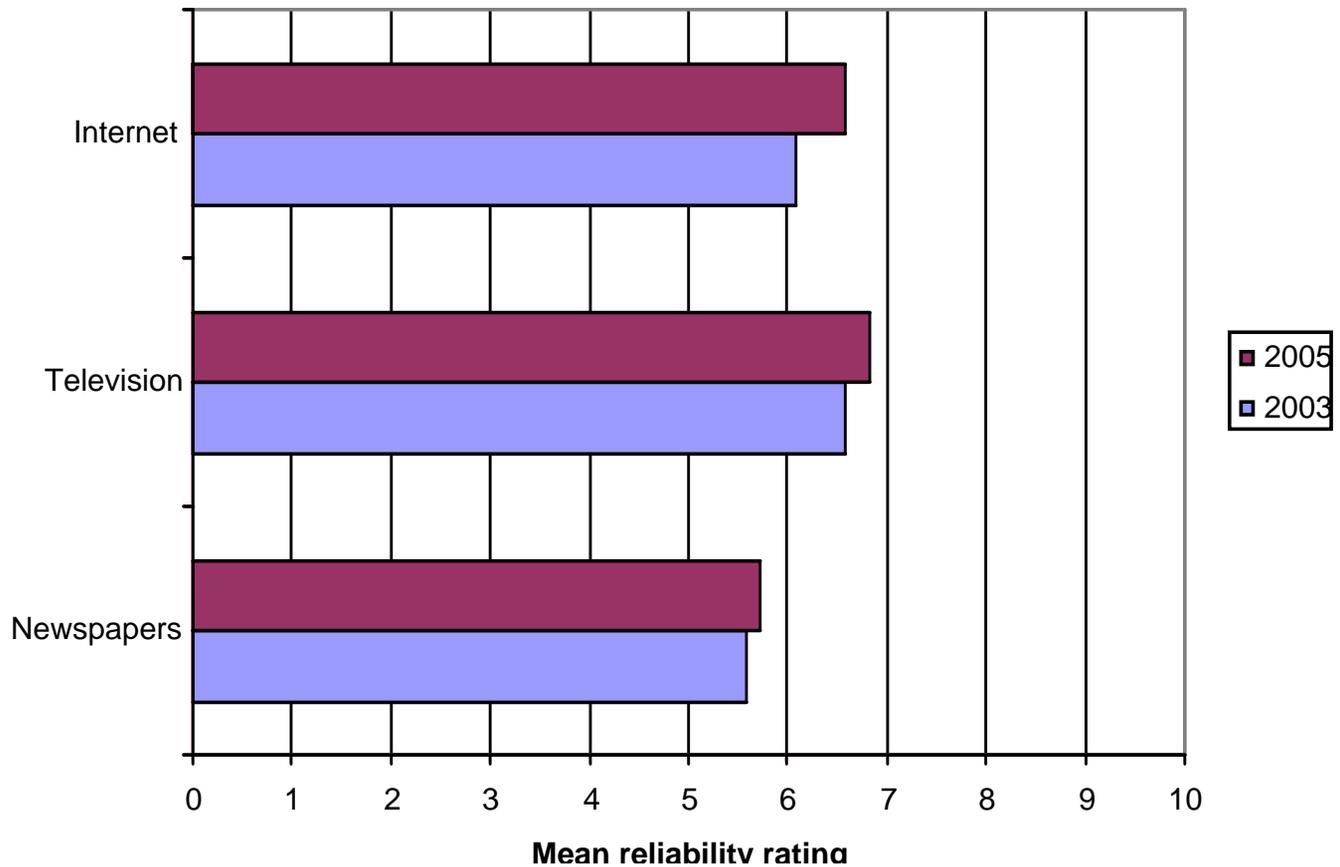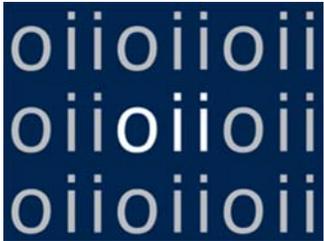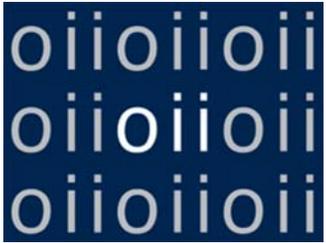
Reliability by Type of User

Uncertainty over Reliability of Information
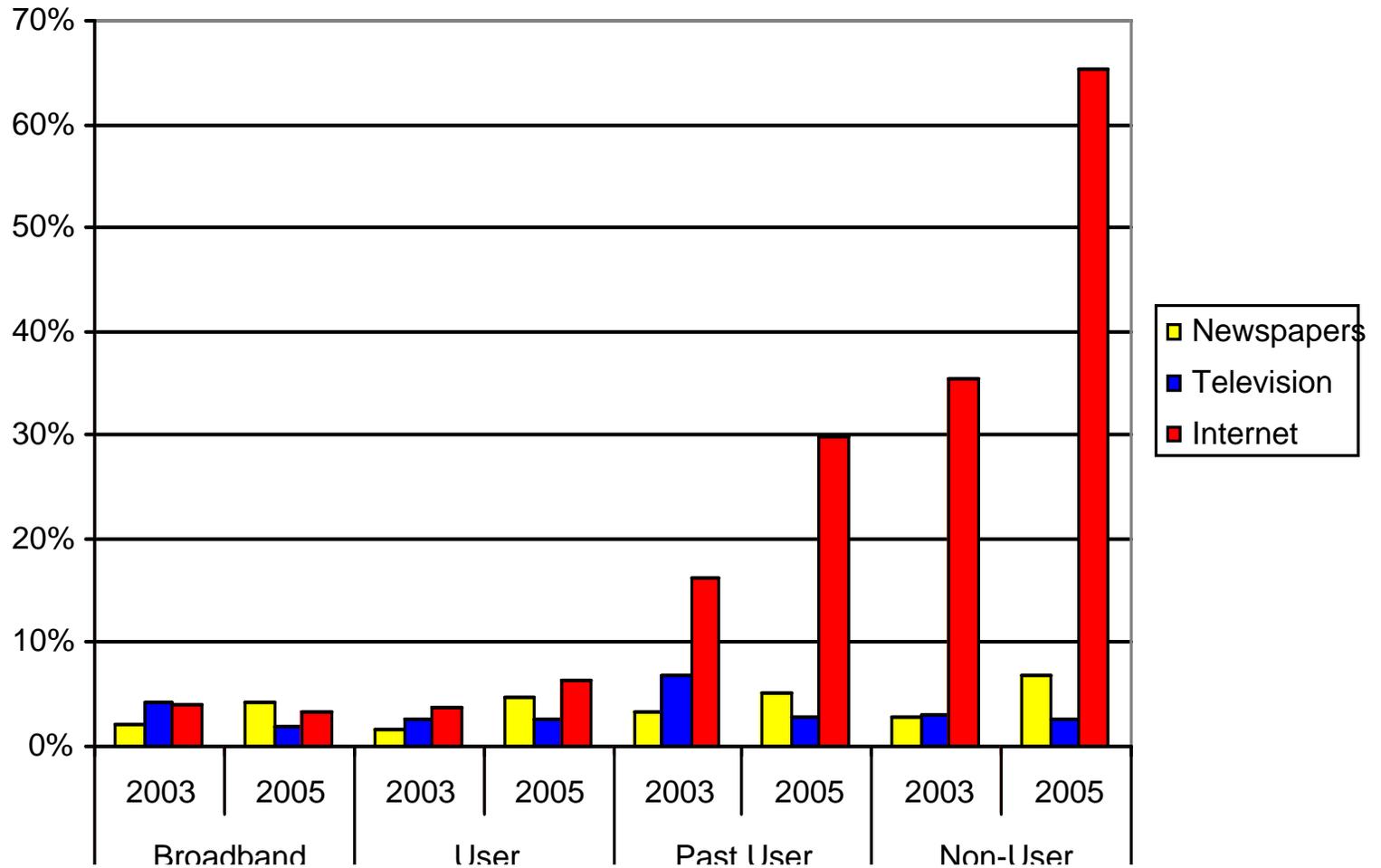
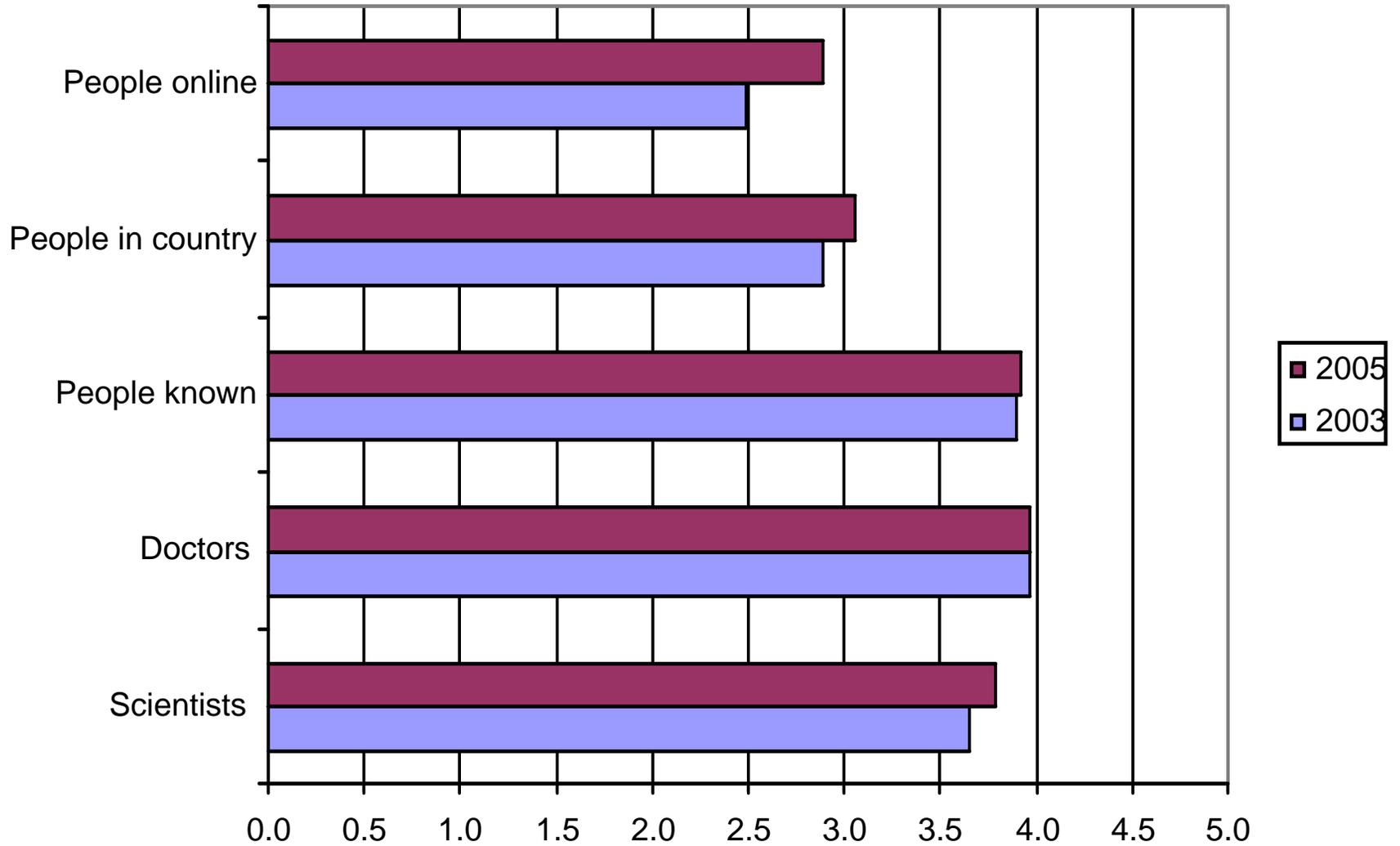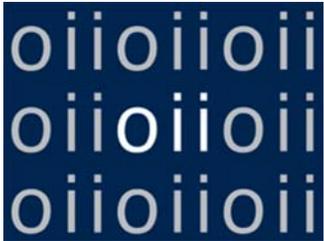# Confidence in Institutions

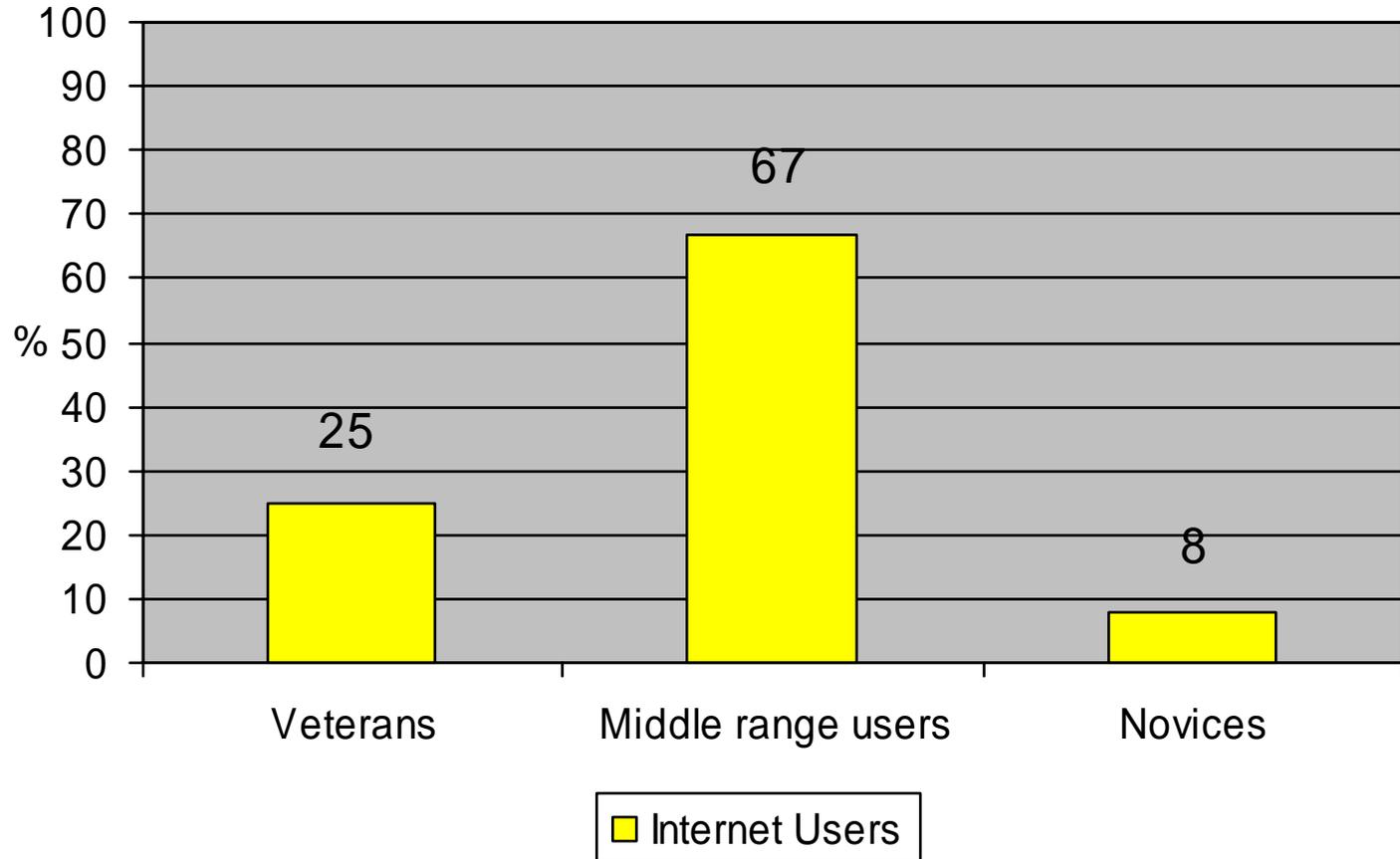**Mean confidence rating**
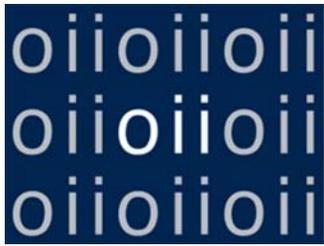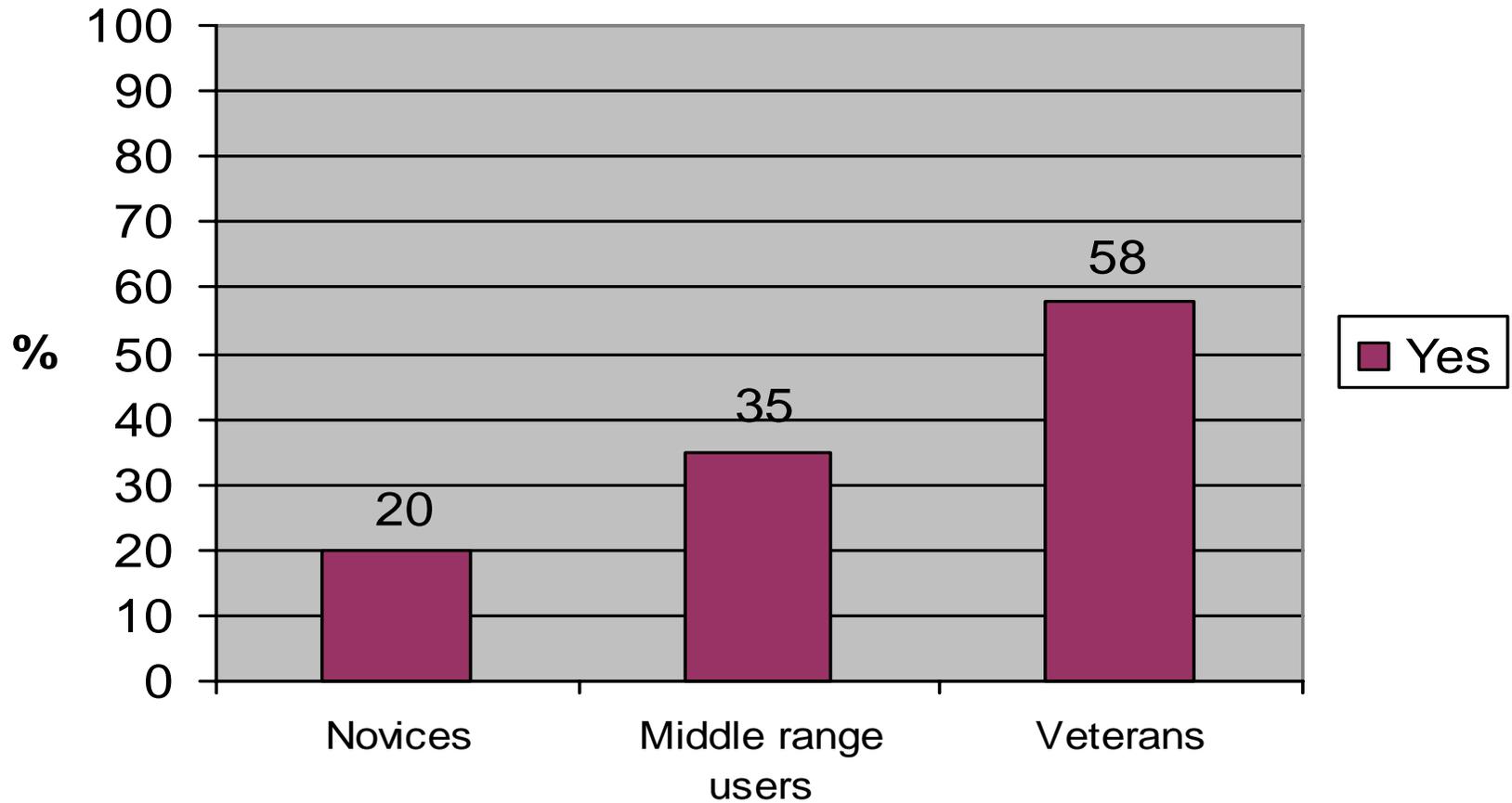
Confidence in People
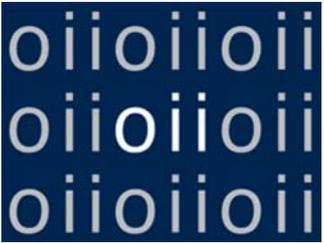
Internet Experience in Britain, 2005
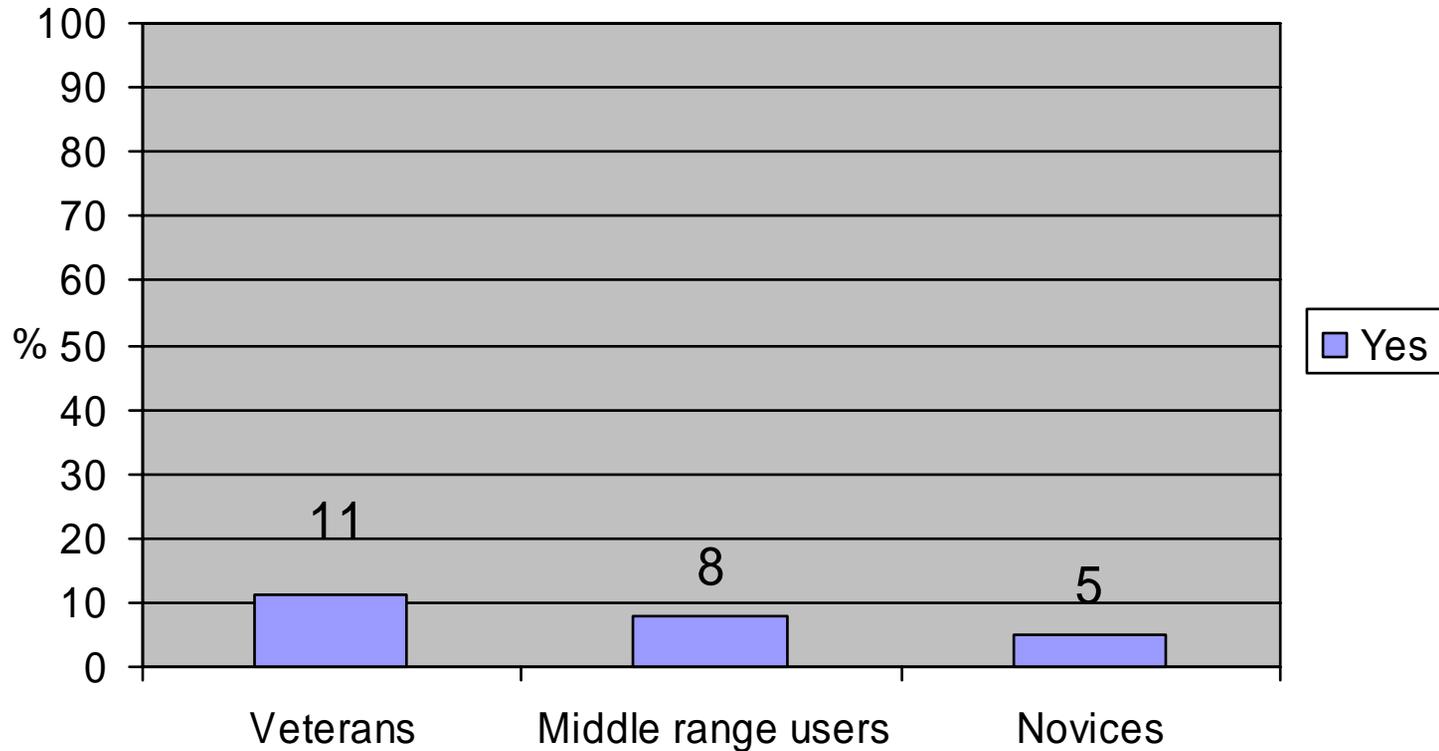

OxIS 2005: N = 1,309 (Current Internet Users)

e-Government Use by Experience

OxIS 2005: N = 1,309 Current Internet Users

Paying Tax Online and Length of Use

OxIS 2005: N = 1,309(Current Internet Users)

Need for Multidisciplinary Research

- Structure and Use of 'e-Government'
- Social, Legal and Institutional Dynamics
- Digital Divides and Choices
- Internet as an Experience Technology
- Trust in the Internet and eGovernment