

The progressive digitalisation of economies and societies is transforming relations between citizens and the public sector, changing how the public sector works and delivers services. Citizens' expectations of public sector efficiency and service quality have increased substantially, influenced by their experience of top private service providers. Governments need to deliver services that are simple, convenient, inclusive, collaborative and tailored to citizens' life conditions or preferences. A factor that can significantly improve government interaction with citizens and businesses is integrated service delivery, via national online portals that combine data, information, systems, processes and services and provide a single point of access to government services.

Nine out of ten SEA countries have established a main national citizens' online portal, the only exception being Lao PDR. Malaysia and Myanmar have the most comprehensive national citizens' portal, though Myanmar's portal is very new. In both countries, portals offer access to: government services provided by the authority responsible for the portal; unique services on behalf of responsible authorities, acting as a service delivery "shell"; services found through specific websites of the responsible authorities; and links to online services provided elsewhere, at responsible authorities' own websites. The national citizens' portal in Brunei Darussalam provides the same services, except unique services on behalf of responsible authorities. In the Philippines, the only service the portal does not offer is access to services provided by the authority in charge of the portal. All other SEA countries with a national online portal only have one or two features of the four listed above.

The national online portals in all SEA countries are faring better than those in OECD countries, according to the survey results, although the OECD data reflect the situation in 2014. For example, 80% of the portals in SEA provide links to other services provided by other websites, which is higher than the OECD average of 72%. Moreover, in SEA countries, 50% of the citizens' portals offer access to services provided by other government authorities in their own websites, compared to 44% in OECD countries. This may, in part, reflect the advantages of a later start (fewer legacy systems, more mature technologies and new ICT tools), but it may also reflect stronger co-ordination ICT mechanisms.

A legally recognised digital identification mechanism provides citizens with access to multiple government online services through the national citizens' portal. While 96% of OECD countries have a legally recognised digital mechanism in place, the figure for SEA countries is lower, at 70%. Cambodia, Lao PDR and Myanmar do not have one. In both OECD and SEA countries, it is most common for the digital identification mechanism to be used for public services provided at the central/national government level. However, across all SEA countries, with the exception of

Malaysia, this digital identification mechanism is not yet fully integrated with the national online portal for public services.

The use of a digital identification mechanisms varies across SEA countries. For example, Singapore's digital identification mechanism, SingPass (Singapore Personal Access) acts as a gateway for citizens to access hundreds of digital services provided by more than 60 government agencies. Singapore Corporate Access (CorpPass) is a corporate digital identity (e.g. for businesses and non-profit organisations), to transact online with government agencies. Taking Korea as an example from the region, the Korean G-FIDO (Government Fast Identity Online) builds on the country's long digital identity experience and aims to introduce common ground for diverse means of verification, including biometrics.

Methodology and definitions

Data were collected through the OECD Digital Government Performance Survey and refer to 2014 for OECD countries and 2018 for SEA countries. Respondents were predominantly chief information officers or their equivalent at central government. The survey was completed in 10 SEA countries and 25 OECD countries.

Digital by design: the extent to which a government embeds the full potential of digital technologies right from the start when formulating policies and designing services, e.g. digitalising internal processes ("zero paper administration"). It has the intent to rethink, reengineer and simplify them and make service delivery efficient, inclusive and sustainable for citizens and businesses regardless of the channel used to interact with the public authorities.

Further reading

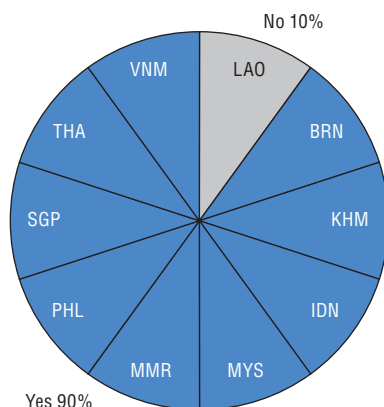
OECD (forthcoming), *The Digital Transformation of the Public Sector: Helping Governments Respond to the Needs of Networked Societies*, OECD Publishing, Paris.

OECD (2014), "Recommendation of the Council on Digital Government Strategies", OECD Publishing, Paris, <https://tinyurl.com/y8q8xpv9>.

Figure notes

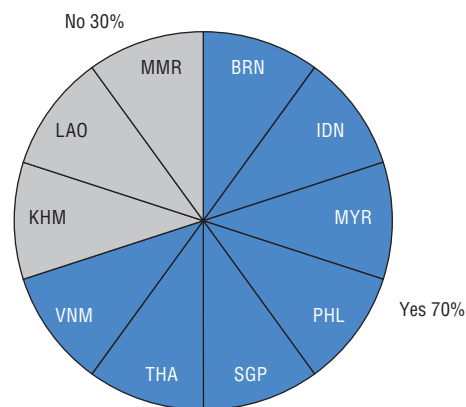
6.11: Lao PDR does not have a national citizens' portal for government services, therefore no data are available. No data are available for services covered by recognised digital identification mechanisms for the Philippines, as the public key infrastructure exists but is not yet implemented.

6.9. Existence of a main national citizens, portal for government services, 2018



Source: OECD (2018) Digital Government Performance Survey.
StatLink <https://doi.org/10.1787/888933841368>

6.10. Existence of a legally recognised digital identification (e.g. digital signature) mechanism, 2018



Source: OECD (2018) Digital Government Performance Survey.
StatLink <https://doi.org/10.1787/888933841387>

6.11. Features of the government services portal and services covered by the recognised digital identification mechanism, 2018

	Features of the citizen portal for government services				Services covered by the recognised digital identification mechanism (e.g. digital signature)		
	Access to services provided by the authority in charge of the portal	Provides unique services on behalf of responsible authorities	Gives access to services also provided through specific websites of the responsible authorities	Links to online services provided elsewhere	Public services provided at the central/national government level	Public services provided by sub-national levels of government	Private sector services
Brunei Darussalam	●	○	●	●	●	○	○
Cambodia	○	●	○	○	x	x	x
Indonesia	○	○	○	●	●	●	●
Lao PDR	x	x	x	x	x	x	x
Malaysia	●	●	●	●	●	●	○
Myanmar	●	●	●	●	x	x	x
Philippines	○	●	●	●	x	x	x
Singapore	○	●	○	●	●	○	○
Thailand	○	○	○	●	●	●	●
Viet Nam	○	○	●	●	●	●	●
SEA total							
Yes ●	3	5	5	8	6	4	3
No ○	6	4	4	1	0	2	3
Not applicable x	1	1	1	1	4	4	4
Australia	○	●	○	○	●	●	○
New Zealand	○	○	●	○	●	●	●
Japan	●	○	○	●	●	●	○
Korea	○	○	○	●	●	●	●
OECD total							
Yes ●	1	1	1	2	4	4	2
No ○	3	3	3	2	0	0	1
Not applicable x	0	0	0	0	0	0	0

Sources: For SEA countries, OECD (2018) Digital Government Performance Survey. For OECD countries, OECD (2014) Digital Government Performance Survey.

StatLink <https://doi.org/10.1787/888933841406>



From:

Government at a Glance Southeast Asia 2019

Access the complete publication at:

<https://doi.org/10.1787/9789264305915-en>

Please cite this chapter as:

OECD/Asian Development Bank (2019), “National online portals and digital recognition mechanisms”, in *Government at a Glance Southeast Asia 2019*, OECD Publishing, Paris.

DOI: <https://doi.org/10.1787/67a338d3-en>

This work is published under the responsibility of the Secretary-General of the OECD. The opinions expressed and arguments employed herein do not necessarily reflect the official views of OECD member countries.

This document and any map included herein are without prejudice to the status of or sovereignty over any territory, to the delimitation of international frontiers and boundaries and to the name of any territory, city or area.

You can copy, download or print OECD content for your own use, and you can include excerpts from OECD publications, databases and multimedia products in your own documents, presentations, blogs, websites and teaching materials, provided that suitable acknowledgment of OECD as source and copyright owner is given. All requests for public or commercial use and translation rights should be submitted to rights@oecd.org. Requests for permission to photocopy portions of this material for public or commercial use shall be addressed directly to the Copyright Clearance Center (CCC) at info@copyright.com or the Centre français d'exploitation du droit de copie (CFC) at contact@cfcopies.com.