

September, 14, 2023



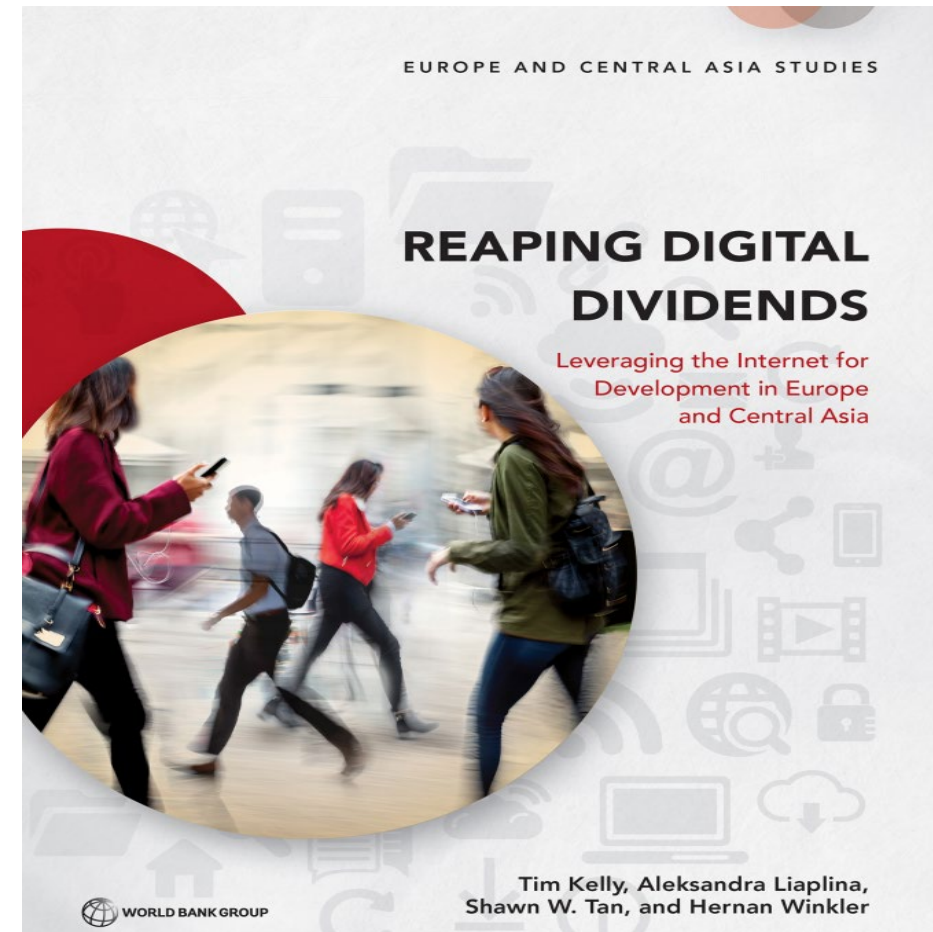
Transforming Public Finance Through GovTech: Discussion Points

JVI Webinar

Dr. Simon Carl O'Meally, Senior Public Sector Management Specialist, the World Bank, Vienna,
someally@worldbank.org

Digital divide must be front and center

“250 million people in Europe and Central Asia are on the wrong side of the digital divide” (World Bank, 2017).



Strong evidence of impact

Definition: GovTech is a whole-of-government approach to public sector modernization. It emphasizes three aspects of public sector modernization: citizen-centric public services that are universally accessible, a whole-of-government approach to digital government transformation, and simple, efficient and transparent government systems.

Impact: Evidence shows GovTech contributes to positive development outcomes: (i) improved service delivery; (ii) accelerated social, economic and human development; (iii) increased public sector efficiency and government effectiveness; (iv) improved business environment, increased economic activity; (v) enhanced transparency, participation and accountability; (vi) enhanced inclusion and accessibility to services (World Bank, 2020).



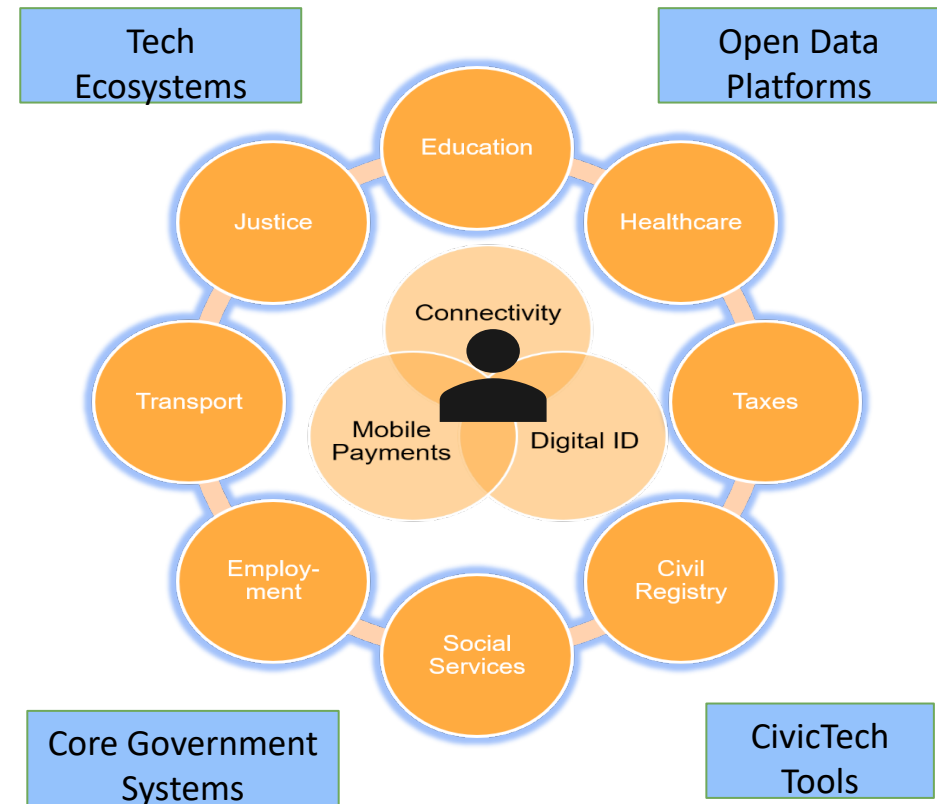
Supported by the GovTech Global Partnership: www.worldbank.org/govtech

Users (most importantly!) benefit

Getting a service today...



Getting a service tomorrow...



Comments

Unpacking the Digital Divide

- Connectivity: last mile.
- Addressing other drivers: digital literacy, disabilities etc.
- Face-to-face/"Omni-Channels", e.g., Denmark.

Optimal role for IMF (and other IFIs)?

- Financing (\$418 billion) in a fiscally-constrained world.
- Leveraging IMF comparative advantage.
- Working across IFIs.



From Recommendations to Five Practical Lessons: What will it take?

Lesson 1: politics and power matter – political/bureaucratic leadership, incentives, and navigating them. Centrality of integrated public sector reforms.

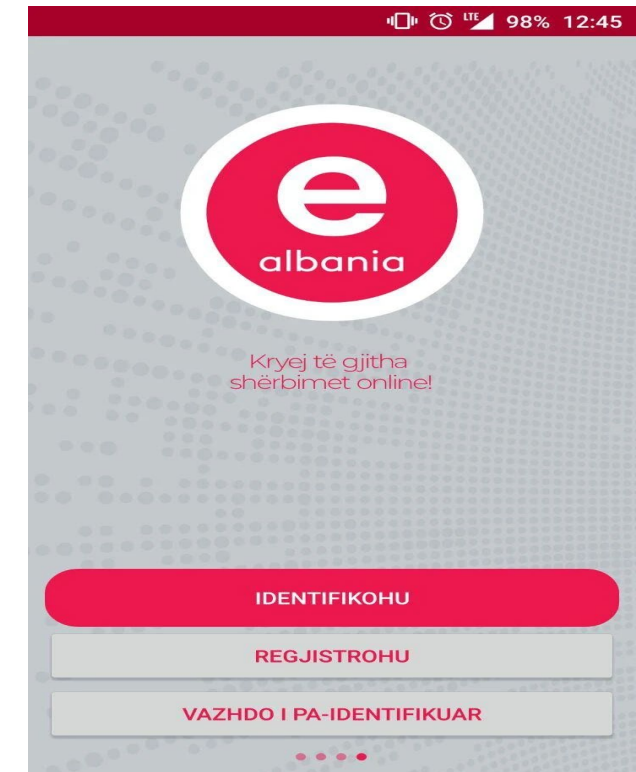
Lesson 2: digital technologies/knowledge necessary but far from sufficient – skills mix, coordination failures... “do not digitize a mess!”

Lesson 3: the “user” must be at the very centre of the process – in design, implementation, monitoring and adjustment. Life events (needs a lot of important work). Access to internet, but are they satisfied?

Lesson 4: addressing the digital divide needs significant dedicated attention – the poorest, disabled and other vulnerable groups can be left behind.

Lesson 5: risks – data/cyber/AI...citizen trust. This all needs careful attention (as noted in the paper).

User Ratings of Digital Services
(Google Play)



3.2★
4.8K reviews