

# Workshop “Digital Government Measurement for Research and Public Policies”

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**Abstract.** Based on the Regional Center for Studies on the Development of the Information Society (Cetic.br) 20 years’ experience on measuring information and communication technologies (ICT) in Brazil and its participation in various international indicators standards working groups, the workshop aims to familiarize the participants with digital government indicators and strategies to use them in research and public policies. To achieve this purpose, participants will be informed about the availability of secondary data related to digital transformation and digital government from both demand- and supply-side, including international databases. The organizers also intend to present showcases using datasets of national surveys in Brazil relating to the adoption of technologies by governments and individuals.

**Keywords.** Digital government, measurement, indicators.

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## 1. Introduction

Digital government initiatives have been considered essential to facilitate access to public information and services by the population and support the achievement of the Sustainable Development Goals (SDGs), among other national and international commitments. However, both progress between countries and the adoption of these initiatives by individuals can vary around the world. In this context, measuring digital government becomes essential to identify not only inequalities in the inclusion of technologies in the daily activities of public organizations, but also to help define government actions to advance in this area. In addition, the need to investigate the enablers and barriers to society’s access to digital public services has been highlighted by academia, governments and international organizations, especially among the most vulnerable population. Therefore, it is also necessary to monitor how society is using digital government to ensure that people have access to the services and information they need.

Based on this scenario, this workshop aims to explore the use of secondary data in research and practice related to digital transformation and digital government. It seeks to provide insights into key international digital transformation indicators and discuss how researchers, practitioners and students can leverage these datasets to analyse government digital initiatives in Brazil and worldwide. The organizers intend to present databases on digital transformation and digital government, such as from International Telecommunication Union (ITU) data hub and microdata from Cetic.br surveys, highlighting potential usage for analysing and improving public policies.

The purpose of the workshop is to provide participants with practical knowledge on how to use these datasets—supported by the indicators and studies developed by the Regional Center for Studies on the Development of the Information Society (Cetic.br), a department of the Brazilian Network Information Center (NIC.br) and a UNESCO Category 2 Center in Brazil—to enhance research in digital government. The workshop is designed for researchers, students, and professionals interested in leveraging data for digital transformation and public sector research.

The key topics of the workshop include:

- Secondary Data Analysis in Digital Transformation and Digital Government: Understanding the role of existing datasets in research and practice.
- Measuring Connectivity Across Countries in the Digital Era: Assessing the impact of connectivity on data usage by researchers, from more conservative to less conservative approaches.
- International Indicators of Digital Transformation: Exploring global datasets and methodologies for measuring digital transformation.

## 2. About the organizers

Since 2005, the Regional Center for Studies on the Development of the Information Society (Cetic.br), a department of the Brazilian Network Information Center (NIC.br), executive branch of the the Brazilian Internet Steering Committee (CGI.br), has been dedicated to monitor access, usage, and adoption of information and communication technologies (ICT) in Brazil. It accomplishes this by producing key indicators on ICT access, usage, and appropriation across different sectors of society. These insights support policymaking, research and the evaluation of public policies aimed at fostering Internet development in the country

In 2012, Cetic.br was designated as a Category 2 Center of UNESCO, becoming the first center focused on the advancement of information and knowledge societies. Affiliated with UNESCO's Communication and Information Sector, it plays a strategic role in supporting the institution's goals, contributing to the global effort to monitor and promote the development of information and knowledge societies, especially among Latin America and Portuguese-speaking African countries. Cetic.br's initiatives include efforts to highlight the importance of ICT measurement for public policy, facilitate discussions on the intersection of society and technology, and promote the exchange of experiences among key stakeholders involved in shaping knowledge societies.

## 3. Objectives for the participants

The Digital Government Measurement for Research and Public Policies workshop aims to familiarize participants with the knowledge and tools necessary to leverage digital government indicators and datasets for research and policymaking. By the end of the workshop, participants have a better understanding of:

- Role of Digital Government Indicators
  - Gain insights into the importance of measuring digital transformation in the public sector.
  - Identify key international and national indicators that track digital government progress.
- Explore Secondary Data Sources for Research and Public Policies
  - Learn about available secondary data sources, including demand- and supply-side datasets, to analyse digital transformation indicators.
  - Understand how international databases, such as those from the International Telecommunication Union (ITU) and Cetic.br/NIC.br, can contribute to research and policies.
- Apply Data and Indicators to Research and Public Policy
  - Explore practical examples of how datasets have been used to shape public policies in Brazil and other countries.
  - Develop strategies to integrate digital government indicators into academic research and public policies.

## 4. Format

The workshop is structured as an interactive session and lasts for 1 hour and 30 minutes. The format consists of a plenary session with short presentations by the organizers and continuous Q&A with the audience. The proposed schedule is as follows:

- Session introduction (up to 10 minutes);
- Short presentations by the organizers on each workshop theme (up to 10 minutes per theme);
- Q&A with the audience during the session;
- Closing comments and session summary (10 minutes).

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- **Contributor Statement\***: Manuella Maia Ribeiro was responsible for conceptualization, and writing - original draft.
- **Use of AI\***: During the preparation of this work, the author used Grammarly in order to correct grammatical errors. After using this tool/service, the author reviewed, edited, made the content their own and validated the outcome as needed, and takes full responsibility for the content of the publication.
- **Conflict Of Interest (COI)\***: There is no conflict of interest.

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