The Power of Change - ICT-Enabled EoDB in Chinese Taipei

Submitted by: Chinese Taipei
The Power of Change
- ICT-enabled EoDB in Chinese Taipei

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ICTs Industry Propel Economic Growth

- Major global OEM procurement and supply center for ICT products
- LCD monitor industry
- Semiconductor industry
ICTs Accelerate Administrative Reforms

- Make changes easier, cheaper and more effective
- Alter the way citizens and businesses interact with the government
- Improve performance and deliver better services in terms of time, cost, predictability, accessibility and availability

Indicators of Ease of Doing Business

- Starting a business
- Dealing with construction permits
- Employing workers
- Registering property
- Establishing credit
- Protecting investors
- Paying taxes
- Trading across borders
- Enforcing contracts
- Closing a business

Source: Doing Business 2010, World Bank
Subindicators of Starting a Business

- Time: 25%
- Cost: 25%
- Procedures: 25%
- Paid-in minimum capital: 25%

Source: Doing Business 2010, World Bank

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Popular e-Services for Starting a Business

- Name verification
- Tax/VAT registration
- Company registration
- Fee payment
- Social security registration
- Labor registration

Source: Doing Business 2010, World Bank
Chinese Taipei Was the Runner-up Reformer

- Abolished the minimum capital requirement
- Did away with the business license, streamlined company and tax registrations
- Introduced time limits for incorporations and filings with labor authorities
- Shortened start-up time

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Economic and Financial Deregulation

Chinese Taipei’s goals of deregulation

- Modernize business regulations
- Simplify administrative procedures and bureaucratic formalities
Assistance for New Business Start-up

- Reducing the digital divide in SME
- Organizing the SME e-enablement service teams
- Building an environment conductive to knowledge sharing between SME
- Providing female-owned businesses with guidance information and resources

Head for e-Governance

Chinese Taipei’s e-Government Journey

- i-Government (2008 ~2010)
- Integrated e-Services (2005 ~2007)
Major Characteristics of Good Governance

Consensus oriented
Participatory
Follows the rule of law
Effective and Efficient
Accountable
Transparent
Responsive
Equitable and inclusive

GOOD GOVERNANCE

Source: What is good governance? ESCAP, UN

Vision of e-Gov

Create Public Values and Establish a Trusted and Connected society

Goals

Provide Multi-Channel Services; Enrich Quality Lifestyle

Preval Informative Services; Enhance Social Care

Strengthen Citizen Interaction; Broaden e-Participation
Main Strategies for e-Gov

- Conduct ICT-enabled reform
- Implement high-impact key services
- Build the capacity for collaboration
- Create equal digital opportunities

Towards Service 2.0

- Proactive
- Interactive
- Channel-neutral
- Trustworthy
- Green
- Social networking
- Public & private partnership
**Ultimate e-Services Guiding Principles**

Less is more. There is no page 2.

- Simplification
- Standardization
- Modularization
- Virtualization
- Integration

**Connectivity is the Key to Success**
- Cooperation, Collaboration and Communication

Government as a Whole
Service as a Team
Government Service Platform

Front-end | Shared service platform | Back office
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Multi-channel message | Infrastructure cross-agency exchange | Agency service
Participation | | Local government services

Information security

PKI-enabled e-Services

Number of digital certificates issued:
- GCA: 2,109,177
- MOICA: 978,301
- GTestCA: 62,000
- XCA: 43,000
Long-term Vision: Paperwork Reduction

Horizontal and Vertical Integration - Employment Services

Employment Resource Map
What can I get if I lose my job?

1. Social Insurance
   - Unemployment Benefit (CLA): 100% of monthly insured salary for 6 months
   - Premium Subsidy of National Health Insurance for Unemployed Workers and Their Dependents (CLA): 6 months
   - Premium Subsidy of National Pension Insurance for Middle and Low Income Earners and the Disabled (CLA): subsidy of 80%–100% of contribution

2. Employment Service
   - "Getting to Work Immediately Program" (CLA): NT$15,000 per month
   - 2009-2010 Short-term Employment Promotion Measures (Occupations and enterprises) - Total 73,000 job opportunities
   - 2009-2012 Employment Promotion Program

3. Vocational Training
   - Training Expense Subsidy (CLA): 80%–100% of expenses
   - Training Living Allowance (CLA): 90% of insured monthly salary (50% of stipulated group)

4. Business Start-up Guidance
   - Low-interest Loans
   - Business Start-up Counseling (CLA)
   - Business Start-up Training Courses (CLA)
e-Housekeeper for Citizen (G2C)

- Property tax
- Water bill
- Electricity bill
- Land Tax
- Phone bill
- Transportation-related information
- Getting a vaccination

E-Housekeeper: Bring round-the-clock service to your home.

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e-Helper for Business (G2B)

- Knowledge sharing
- Information service
- Documents exchange

Government

Business

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**e-Secretary for Gov Employee (G2E)**

1. RSS feeds
2. In-progress notices
3. Instant messages

- Each department adopting trusted authentication systems
- Removing interdepartmental information barriers

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**Invest in Chinese Taipei**

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Rise to the Challenge

- Engage leadership and political support
- Continually push forward and stay proactive
- Develop a new set of core competencies
  - Big-picture thinking
  - Team building and collaboration skills
  - Ability to tackle unconventional problems
- Reallocate responsibility & accountability
- Tie incentives to results
- Measure and monitor performance
Towards Better Governance

**Target Users**
- Citizen
- Business
- Government Employee

**e-Gov DNA**
- D (Device)
  - Portable devices: smart phone, PDA phone, etc.
- N (Network)
  - Wireless Network: Wi-Fi, WiMAX
- A (Application)
  - Web 2.0 Proactive services

**Better Governance**
- Information Reform
- Innovative Service
- Performance Management
- Sector Service
- Proactive Service
- Seamless Service
- Citizen-centered Service

Put on a Pair of Wings

- Passion
- Determination
- Imagination
We Want to Learn and Share with You

Welcome to Chinese Taipei