# INTRODUCING
# 『e-Government Service in Korea』

## 2019. 9

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# Professor/Lecturers



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<Education Background>
- Soongsil University,  Graduate School of Software Engineering  Ph.D.
- Professional Engineer Information Management
- Information System  Chief  Audit
- Project Management Officer

<Career Background>
2010.Dec ~ 2015. Dec.  Director
                    National Information Agency
                    Korea Local Information Research & Development Institute the
                    Ministry of the Interior and safety

1980. Mar ~ 2010. Nov. Manager
                    Ministry of the Interior and safety
                    Ministry of Public Administration and Safety

# Contents

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# 1 Overview e-Gov

Incorporation of administrative and public web sites, distributed services by institutions, and inconveniences for people to find services

* Provides more than **90,000 government services** in **13,900** public administration websites

| Issues | Necessity |
|---|---|
| ▪ Disruption and access discomfort of using the service<br>▪ Web site duplication management by organization<br>▪ Inadequate customized service | ▪ Unification of service window<br>▪ Require service integration manage system<br>▪ Increase efficiency of service utilization |

Build Gov.24 for people can use Public services and government policy information conveniently on one platform

* (Overseas case) Most ICT advanced countries such as UK, Australia, and USA are integrating and linking institutional sites for access to public service

※ In U.K, Operation of the Cabinet Office for a dedicated institution (GDS) about 800 public worker involved

**Gov 24 ? = 'Government connected to one' + 'Meet the Government service with a finger''**

- Integration and linking into a mobile-oriented integrated portal ("Gov 24") so that citizens can use administrative services and policy information which distributed by each department at a single window

- ＊ 2017, we completed the construction of the integrated portal "Gov24"Major services of other organizations, linking policy information will be done by 2019 Finalizing Implement 'One-Gov' from 2020
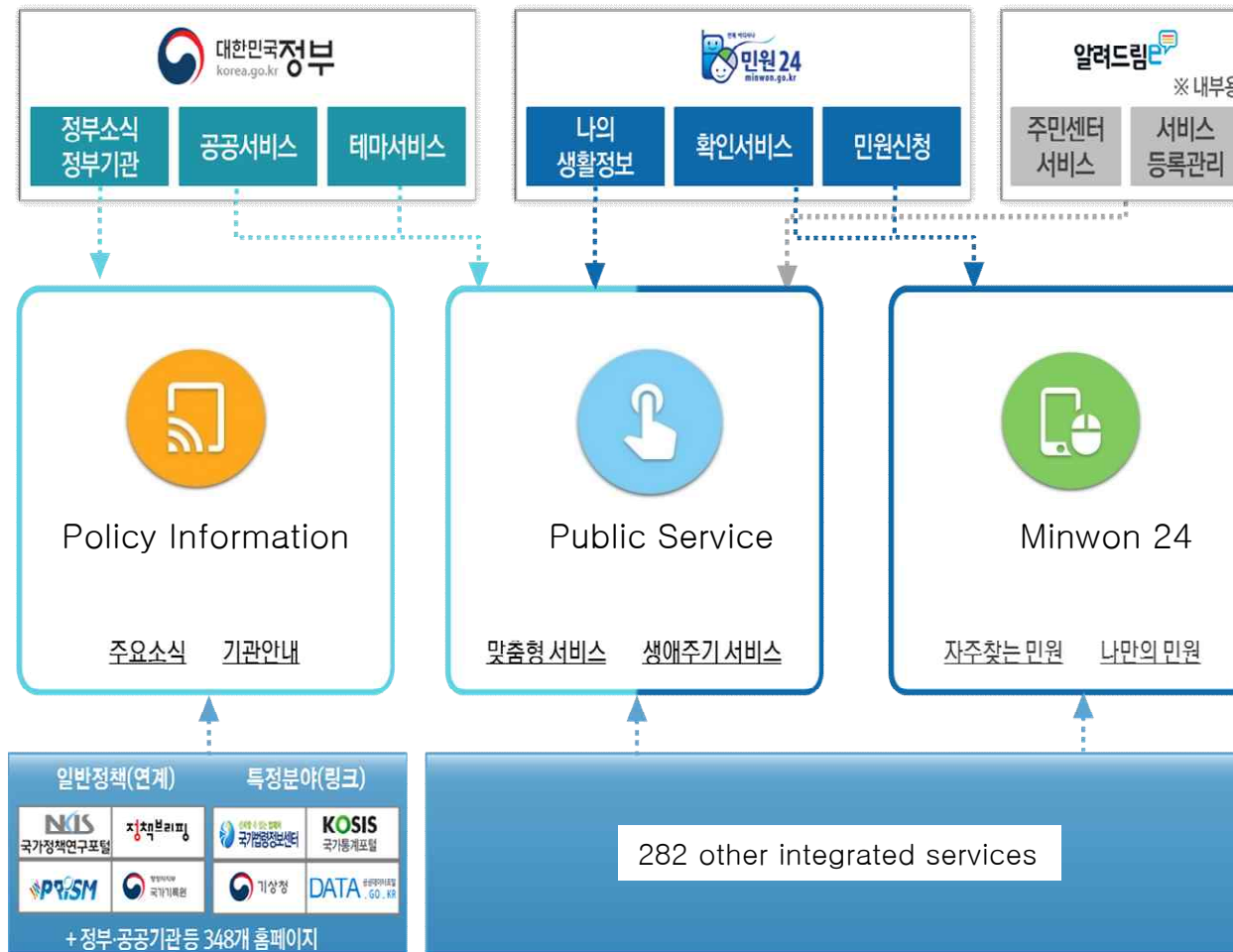
1. Public Service, Minwon 24
- Create Independent menu for Minwon 24 user
- Minwon 24 guidance services are integrated into the "Public Services" menu
- Existing specialized services (customized service, life cycle service) are integrated, but are configured separately.

2. Separately provide government policy and information.
※ Government policy and information will be linked step- by -step

Policy Information

Public Service

Minwon 24

282 other integrated services

## Development

| | |
|---|---|
| **2000~2003** | Initial Integrate E-service Department Construction<br>8 Online Certificates Issue including Resident Register |
| **2004~2008** | Extending up to 20 Online Certificates including Building Register and Land Registration Map<br>Extended Service Arrange to Information Vulnerable Groups |
| **2009~2011** | Appellation Alteration from Government Minwon Portal to Minwon24<br>Mobile Civil Service Launch based on Smart Phone Device |
| **2012~2016** | Minwon24 Members Exceed 10,000,000. ('12.5.)<br>4-Point Daily Living Information for Common Civil Life ('16.3.) |
| **2017~** | Launch "Gov24" integrating Minwon24, Korea Government Portal, and Customized service System. |

## (Civil Service)

- (Service) Guide of 5,307 Civil services in connection with 272 organizations including central and local governments

- (Public Administration) 15 agencies including Ministry of the interior and Safety, Ministry of Land Transport and Traffic, and Police Agency * 18 systems including Wetax, resident system, e-fine system and NEIS

- (Local governments) 243 local governments (17 provinces, 226 cities) * Linked to 5 systems including tax system in Seoul city and Seaol administrative system (226 cities and counties)

- (Public agency) 12 institutions including disease management headquarters, National Health Insurance Corporation

## (Public Service)

- Public Services from 13,900 sites including central and local governments provide in one site.
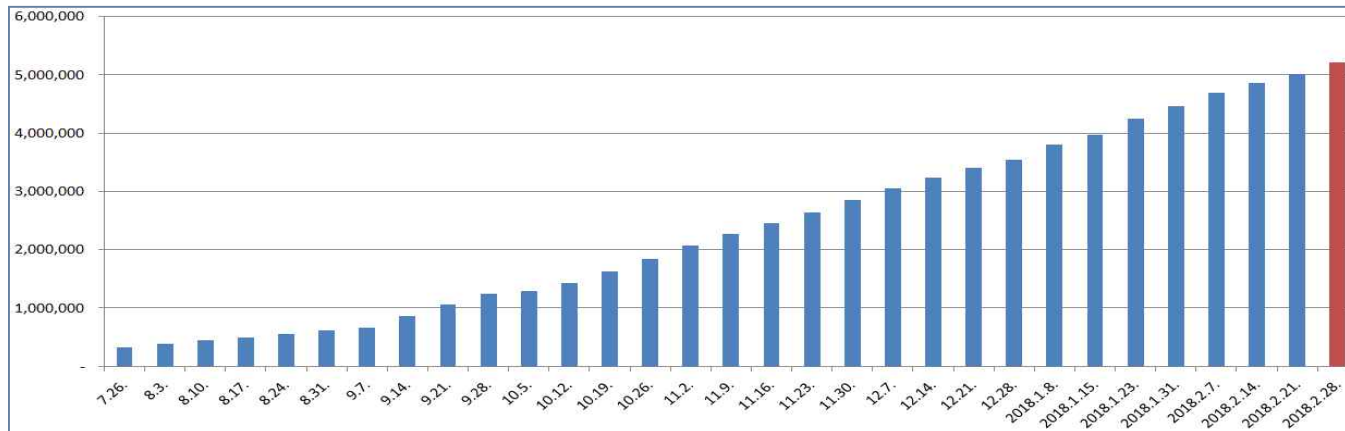
※ Total of over 90,000 services = Beneficial service (80,000) + Legal service (5,000) + Policy information (5,000)

## (Policy Information) Linked 9 major policy portal and provide separate site link of 52 central agencies and 17 local

(Registered members) 5.21 million (as of Feb,28, 2018) * Average 20,000 people register per day



(Visitors) Approximately 12.78 million (average of 460,000 daily)

(Number of applications) 14.89 million (mobile about 990 thousand)

(My living information use status)

(Unit: 10,000 people / case)

|  | 2016 | 2017 | 2018 | accumulate |
|---|---|---|---|---|
| Number of consents | 85 | 159 | 34 | 374 |
| Number of use | 1,009 | 1,029 | 359 | 3,257 |

1부. 「정부24」 정책 소개



Visitor
(Average daily)

**550,000**

Registered Members

**7,000,000**

Number of Applications
(Average daily)

**300,000**



정부**24** 회원현황

('18.5.21) → **680**만 명

**209**만 명

**32**만 명

서비스개시  100일  300일

정부**24** 일 평균 방문자

**27**만 명

**14**만 명

**7**만 명
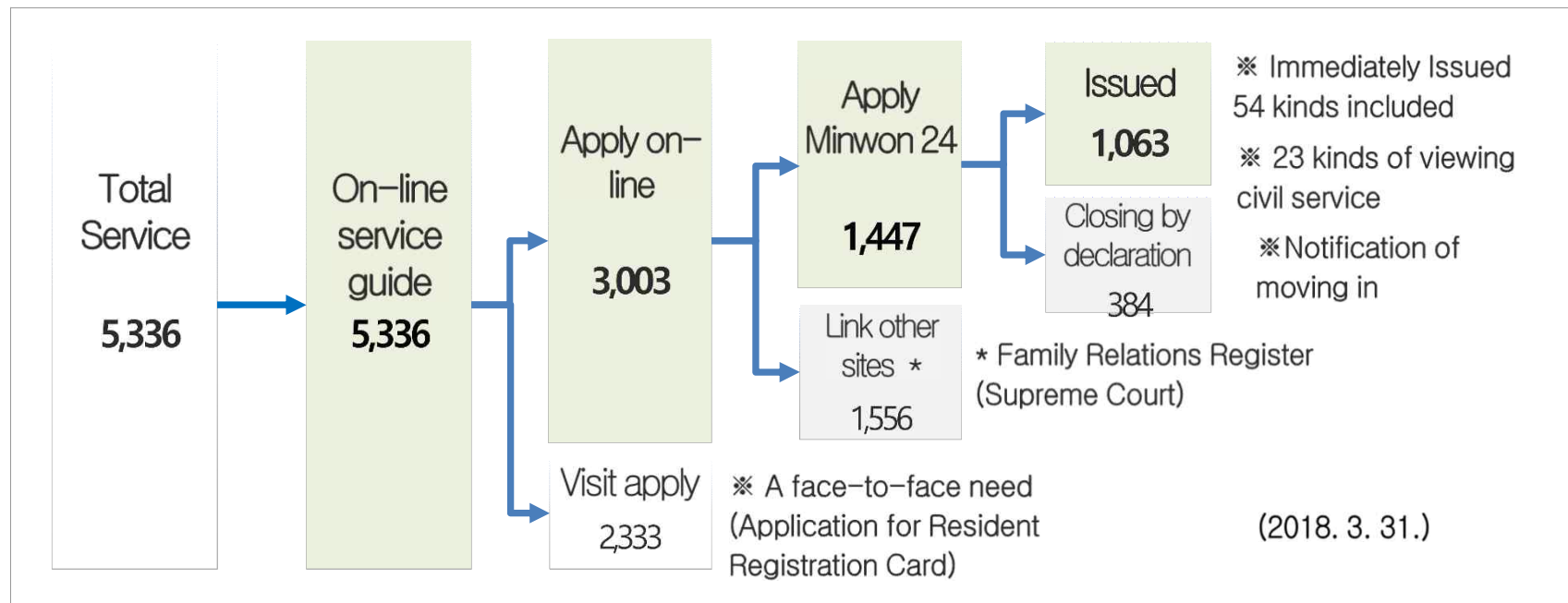
30일  100일  300일

정부**24** 회원 증가(예상)

1,000만

800만

680만

현재  '18.8월  '18.11월

# 1.5 Main Service

(Service) 5,336 kinds of service in connection with 272 organizations including central and local governments

* 1,447 kinds of civil service able to apply and issued from Minwon 24

| Total Service 5,336 | On-line service guide 5,336 | Apply on-line 3,003 | Apply Minwon 24 1,447 | Issued 1,063 | ※ Immediately Issued 54 kinds included<br>※ 23 kinds of viewing civil service<br>※ Notification of moving in |
| | | | | Closing by declaration 384 | * Family Relations Register (Supreme Court) |
| | | | Link other sites * 1,556 | | |
| | | Visit apply 2,333 | ※ A face-to-face need (Application for Resident Registration Card) | | (2018. 3. 31.) |

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More than 90% of the top 10 services such as resident registration cards, etc., are collected over 76,174,207 applications by 2017
* Resident registration card (30.5%), building registration (22.9%), land registration (21.7%)

| Rank | Service Name | Number of application |
|---|---|---|
| 1 | Issue copy of resident registration card | 23,234,681 |
| 2 | Application such as building lot, issuance (reading) | 17,431,459 |
| 3 | Issue Land(forest) registration | 16,548,884 |
| 4 | Proof of local tax payment | 3,358,490 |
| 5 | Issuance and inspection of cadastral map (forest map) | 2,616,492 |
| 6 | Application for confirmation of land use plan | 2,018,231 |
| 7 | Application automobile registration copy issuance, reading application | 1,335,123 |
| 8 | Tax payment certificate | 1,239,549 |
| 9 | Move in report | 1,004,979 |
| 10 | Proof of income amount | 808,831 |

Year 2017

Providing 41 kinds of essential living information service such as dormant deposit, military service, driving, tax, etc.

(Finding my own benefits) services through three levels of inquiry, including age and gender.

(Age / subject search) select age and subject characteristics, desired benefits, recommend



Find My own benefits

Finding benefits by age / subject

# 1.5.3  Public Services

I. Summary

## (Public service registration status by institution)

(Unit: case, based on 17.12.31)

| Institution name | agency (A) | Ave. register (B/A) | Total service (B) | Beneficiary service | Policy Information |
|---|---|---|---|---|---|
| Central administrative agency | 45 | 47.4 | 2,135 | 1,144 | 991 |
| Cities, provinces | 242 | 351.4 | 85,058 | 83,903 | 1,155 |
| Education Department | 17 | 58 | 986 | 981 | 5 |
| Public institutions | 335 | 16.5 | 5,547 | 3,102 | 2,445 |
| Total | 639 | 146.6 | **93,726** | 89,130 | 4,596 |

## (Public service registration status by category)

12 major categories, 73 sub categories, 261 under sub categories

unit : case

| Major Category | case | Major Category | case |
|---|---|---|---|
| Job/Work | 6,492 | Environment · Disaster | 4,627 |
| Start up/ management | 24,538 | Violence, crime, addiction | 2,583 |
| Tax. finance, law | 7,308 | Housing & Real Estate | 6,525 |
| Life, military | 29,724 | Automobile, traffic | 2,194 |
| Health, medical care, death | 26,318 | Public Service | 1,465 |
| Marriage, child care, education | 30,687 | Leisure, culture, immigration | 6,087 |
| Total | | 148,548 case | |

# 1.6 Mobile Services

Given the increasing use of mobile, enhancements to make all major services available on mobile devices     * Mobile services continued to expand: ('16) 32 kinds → (17) 418 kinds → ('19) 700 kinds
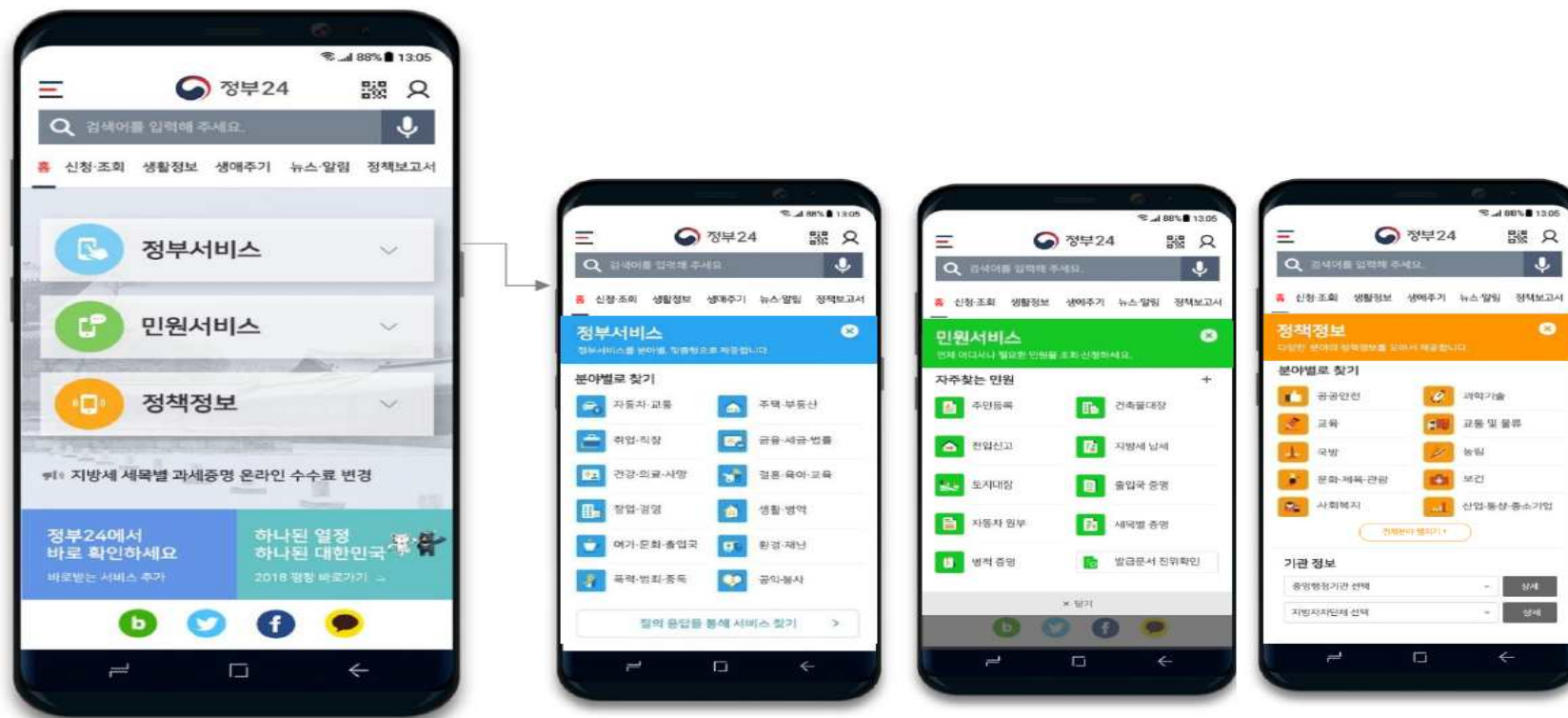
# 2

# Introducing
# MINWON24

# 2.1 Introducing MINWON24

- An internet and mobile enabled civil service solution accessible anytime and anywhere.
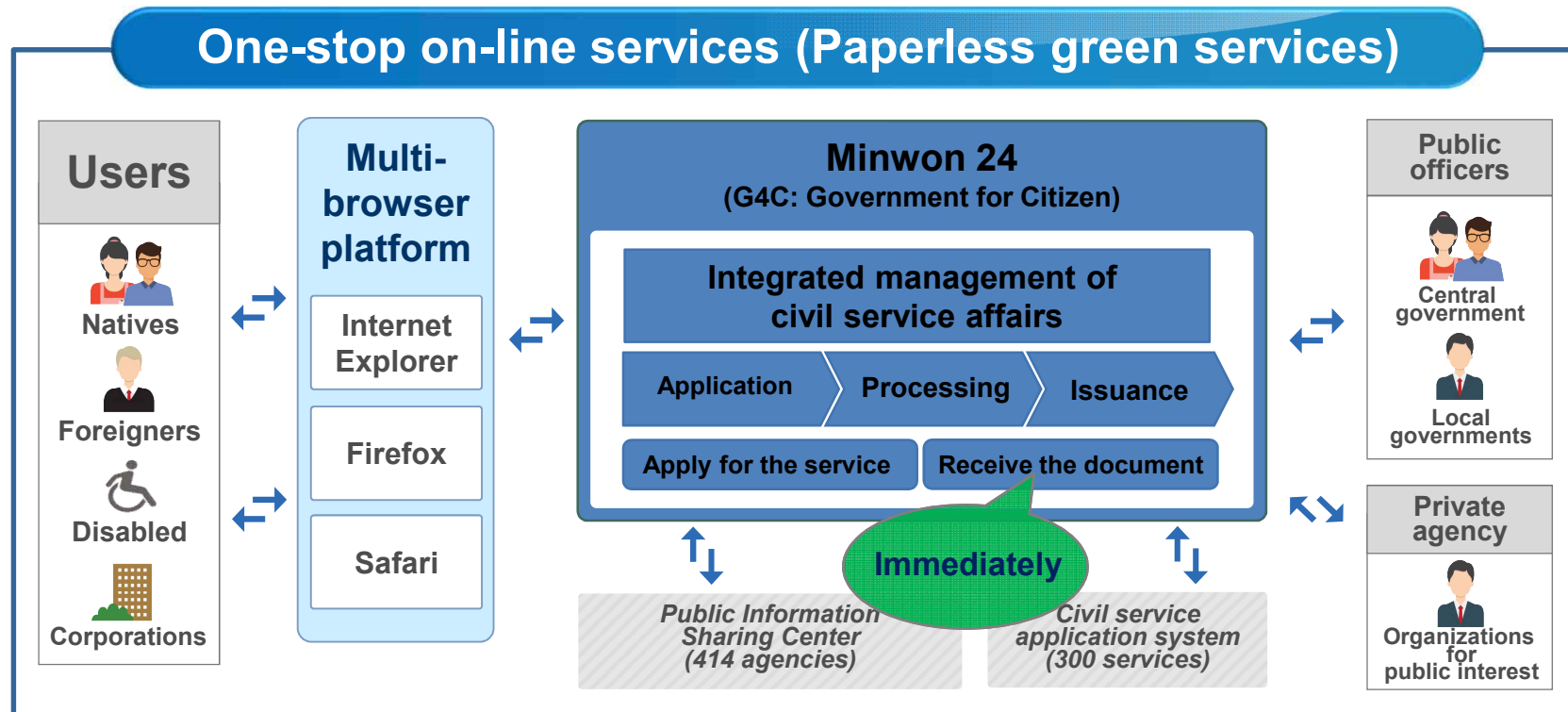


**www.minwon.go.kr**

**Key Services Features**

- Civil Affairs Information Gateway
- Application Submit, Issuance and Reading Document
- Package Service
- Access from Anywhere
- Verification Service
- Change of Address Service

- User access the Minwon24 website through Multi browser platform

- Minwon24 is an integrated management website of civil services

- Users apply for the service and receive the document immediately

## One-stop on-line services (Paperless green services)

**Users**
- Natives
- Foreigners
- Disabled
- Corporations

**Multi-browser platform**
- Internet Explorer
- Firefox
- Safari

**Minwon 24**
(G4C: Government for Citizen)

**Integrated management of civil service affairs**

Application → Processing → Issuance

Apply for the service    Receive the document

**Immediately**

Public Information Sharing Center (414 agencies)

Civil service application system (300 services)

**Public officers**
- Central government
- Local governments

**Private agency**
- Organizations for public interest

# 2.3 Online Civil Service - Example

- **Case of the issuance of a Certificate of Residence**
  (Most frequently issued service, more than 20 million issues every year )
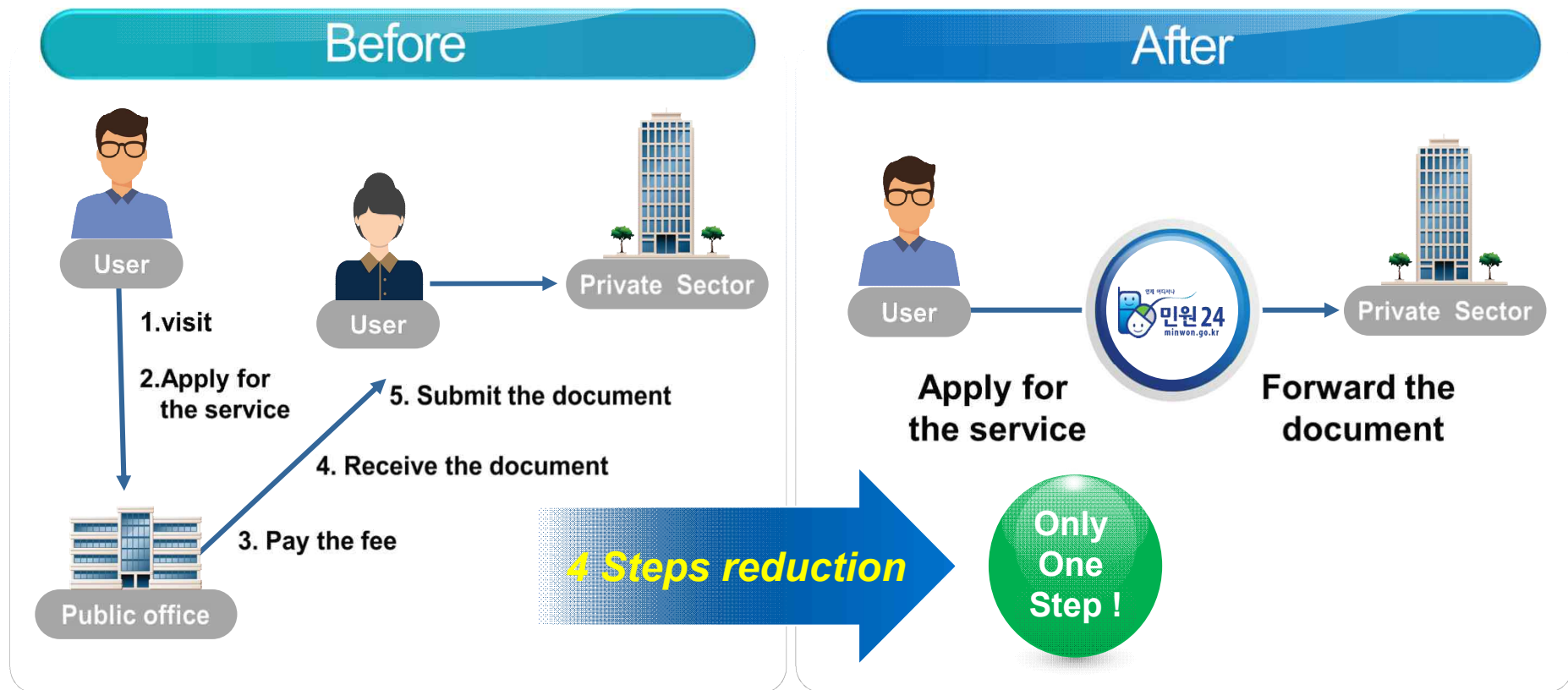
# 2.4 Online Civil Service – Status

## Top 10 list of applications

- More than 90% of applications are in the top 10 types

- Certificate of residence is the most useful application(32.3% of total)

(Dec. 2016)

| Order | Civil affairs | No. of applications |
|---|---|---|
| 1 | Certificate of Residence | 20.17 million |
| 2 | Building Management Register | 15.83 million |
| 3 | Land Register | 8.96 million |
| 4 | Regional tax payment certificate | 2.90 million |
| 5 | Land registration map | 2.33 million |
| 6 | Land Use Regulations Information | 1.97 million |
| 7 | Certificate of Tax Payment | 1.45 million |
| 8 | Certificate of car registration | 1.22 million |
| 9 | Amount of income certificate | 0.85 million |
| 10 | College graduation certificate | 0.67 million |

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# 2.5 History in Brief

- **Progress of Civil Affairs**

**Beginning Period 2000 ~ 2003**
- Build the first integrated electronic civil service counter (G4C)
- Start 8 kinds of On-Line civil services (Certificate of Register, etc)
  ※ Total of Civil Service : 390 Kinds

**Growth Period 2004 ~ 2008**
- On-Line service extended to 20 kinds such as issues building record, cadastral
  ※ Total of Civil Service : 590 Kinds
- Service expansion for information vulnerable group

**Maturity Period 2009 ~ 2011**
- Any possible civil service to be on-line
  ※ Total of Civil Service : 2,900 kinds, Issue Service : 1,100 kinds
- Change the service site name to Minwon24
- 32 kinds of civil service based on smart phone device

**Complete Period 2012 ~**
- Minwon24 user excess 10 million users('12.5)
- 41 kinds of information for life service as people can use everyday ('16.3)
- (Be expected) Establishment of integrated administrative service system.('16.6)

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# 3 Background
## - What was the situation before the initiative

- ## Since 2002, the e-services system G4C was launched

  - Since 2002, the Korean government has offered the e-services system G4C for online delivery of public services as a key task for achieving an e-government.

- ## But, limited number of online public services

  - For several years following the launch of e-services, however, only a limited number of public services were processed online.

  - For Users also experienced inconvenience in having to visit multiple administrative offices to submit a range of complex documents.

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- **Public Institutions managed their own stored data individually**

  - The lack of integration caused applicants to submit the same documents multiple times to different offices, resulting in wasted time and cost.

  - And **such inefficiency also plagued public institutions,** which had to store a massive volume of documents that led to higher space and management expenses.

- **The government set to develop a more advanced e-services system call Minwon24**

  - By adopting fast-changing information and communication technologies (ICT) and promoting data sharing among public institutions

  - In 2008, the government's e-services took a big step forward, with 1,199 (24%) of about 5,000 services made available online.

  - The 24-hour e-services( Minwon24) held the promise of fast and convenient access to public services for every citizen whenever and wherever.

The purpose of modernizing
the 24-hour e-services system(Minwon24)

- To reduce user inconvenience by building a seamless system that makes available online most services and  allows greater data sharing

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- **Securing and maintaining strong momentum from top leadership**

  - The meeting for National Competitiveness chaired by the President in 2009 drew support from the President as head of the administration

- **Overcoming resistance and obstacles by engaging stakeholders**

  - the government raised public awareness of initiative by engaging and consulting with staff at data-holding institutions

  - For security concerns, the Regulation on Data Protection were enacted in 2008 and took effect under a direct order from the Prime Minister

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- Top leader's strong initiative for innovation of civil service

**President's speech**

" The National Informatization project is a new growth engine, which requires early promotion and we have to focus on making it easily accessible for everyone. "

*(December 3, 2008*
*at the National Informatization Vision proclamation ceremony)*

**Reports to President**

- National Competitiveness Meeting
  - March 26, 2009 / October 28, 2009

- **Presentation of a blueprint and setup of an organization of systemic approach**

  - A clear target was set for each implementation stage and reported to the Meeting for National Competitiveness

  - An organization of experts specifically created for this purpose rather than using existing organization and personnel

- **Improvements in both hardware(e-service platform) and software(law and institution)**

  - The legal and institutional basis for e-services was improved for the legal validity of electronic documents, digitalization and standardization of public documents, and exemption or reduction of e-service fees

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- **Difficulty in collaborating with public institutions**

  - Given that public services were offered by various offices, gaining support and cooperation from the institutions was not easy

  - By getting the relevant institutions work together in the initiative, their concerns and needs were promptly identified and resolved

  - A legal basis for shared use of public data was inserted in the eGovernment Act

  - In 2008, the Guidelines for Shared Use of Public Data were enacted

- **Fears over leakage of personal information and other security issues**

    - Overcome by providing complementary legal and technical measures for online submission of documents

    - The revision of the eGovernment Act in 2010 gave validity to documents issued on the Internet

    - And also introduced anti-forgery measures such as the time stamp, authenticity barcode and number

# 4 What are the key benefits ?

After the full-fledged launch of the 24-Hour
e-services system in 2011, we expected that

- Greatly raise public utility and convenience in public services

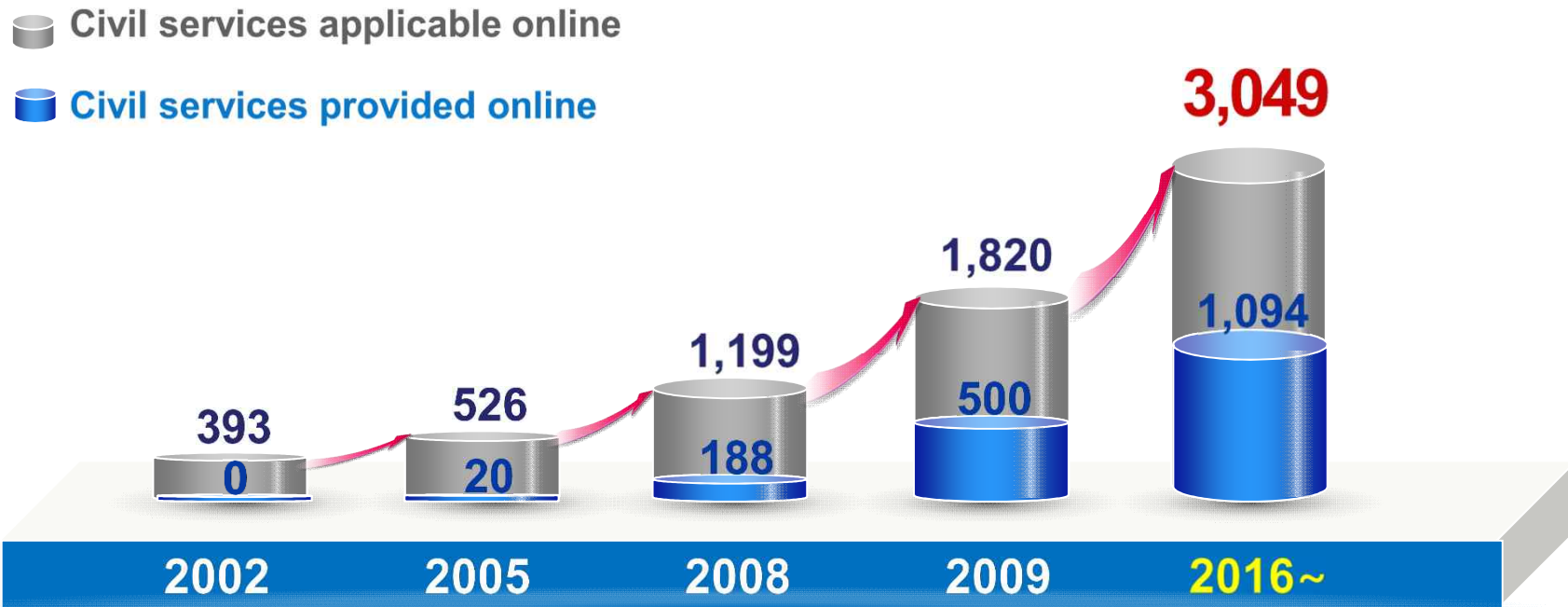- Substantially cut social and economic costs

- **Online public services can be processed entirely on the internet, from application to delivery**

  - As a result, user can apply online for about 3,000(61%) of 5,000 public services, of which 1,094 can be issued online

- **The procedures for using public services have been greatly simplified through e-services**

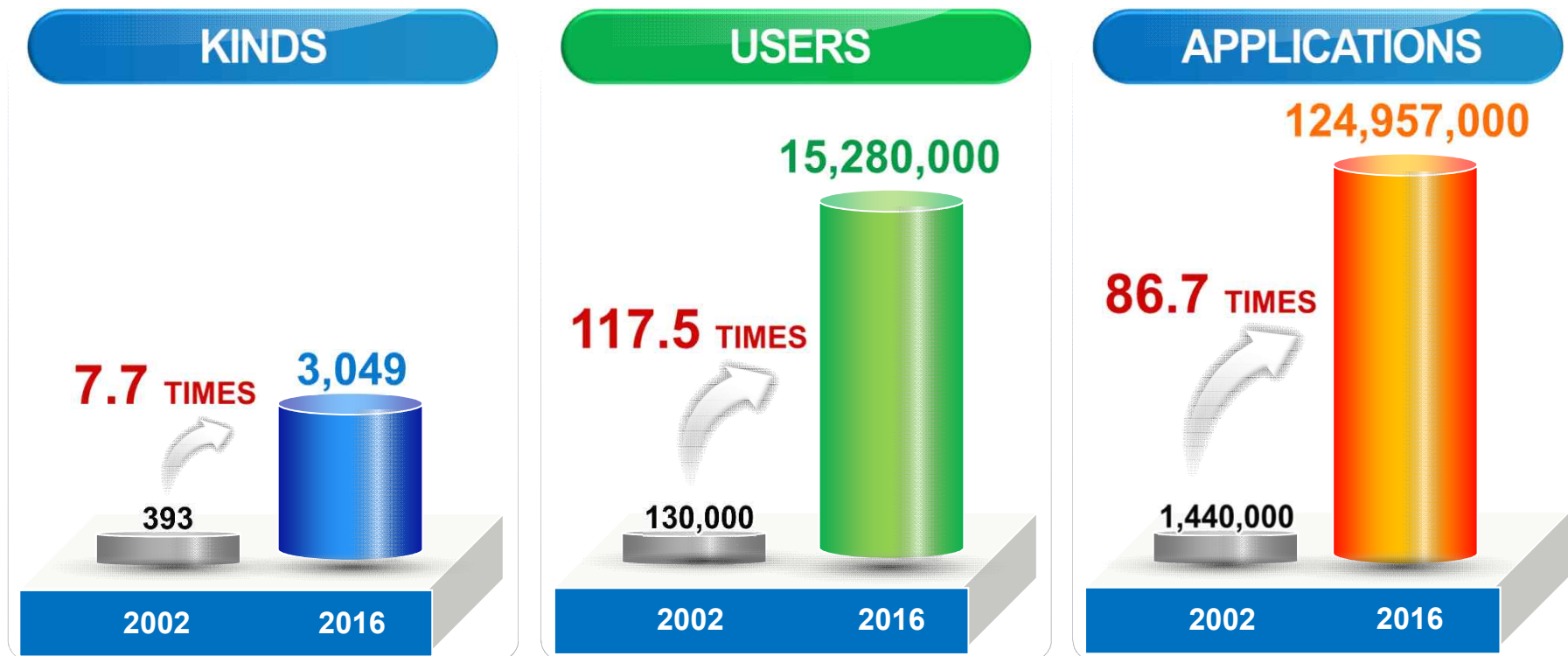| Classification | Key results |
|---|---|
| Shared use of public data | Replaced 30% (110 million sheets) of papers at 390 public institutions per year |
| Reduction of services | Down 14% (From 5,721 to 5,000) |
| Reduction of documents | Down 16% (From 17,251 to 14,470) |

# 4.2 Results from the initiative – Growth Trend 1/4

• In 2002, only 393 kinds of applications apply through online

• Now about 3,000 kinds of applications could be submitted through online



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- Since 2002, the growth rate of kinds of documents, users, applications have been increased significantly



**KINDS**

7.7 TIMES

3,049

393

2002    2016

**USERS**

15,280,000

117.5 TIMES

130,000

2002    2016

**APPLICATIONS**

124,957,000

86.7 TIMES

1,440,000

2002    2016

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- Uses of online civil services have reached 15 million users
- Online applications have reached over 124 million at the end of 2016
- Growth Trend is increasing rapidly and continuously until 2015
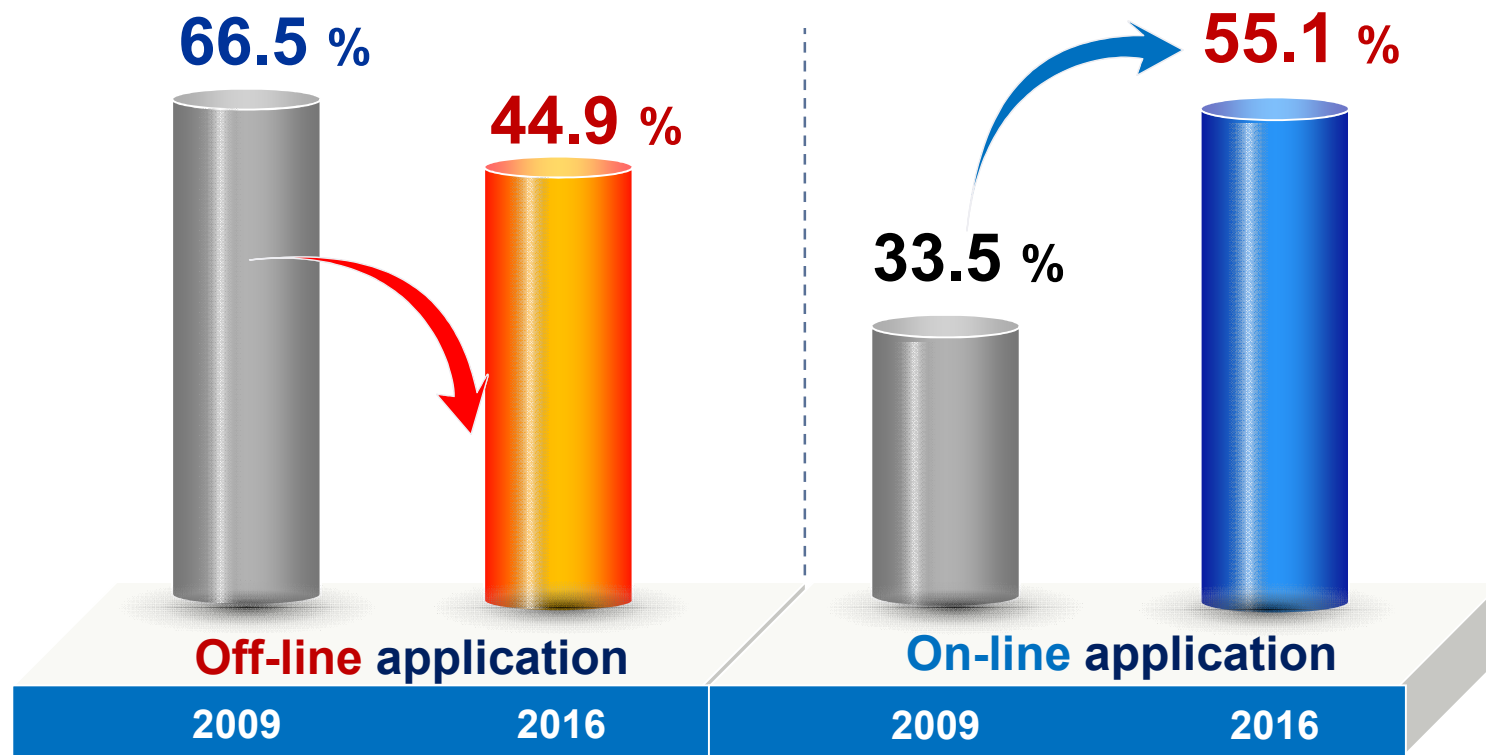


**Users**

(Unit: 1,000 persons)

15,280

12,200

9,210

3,385

1,042

130

YEAR

| 2002 | 2005 | 2008 | 2011 | 2013 | 2016 |



**Online applications**

(Unit: 1,000 apps.)

135,017

124,500

124,957

88,716

66,217

14,189

1,444

YEAR

| 2002 | 2005 | 2008 | 2010 | 2012 | 2015 | 2016 |

# 4.2 Results from the initiative-Membership Analysis

## Age

| | |
|---|---|
| 50's | 16.9% |
| 40's | 28.9% |
| 30's | 31.0% |
| 20's | 14.0% |

## Sex



44% (Female)

56% (Male)

0%
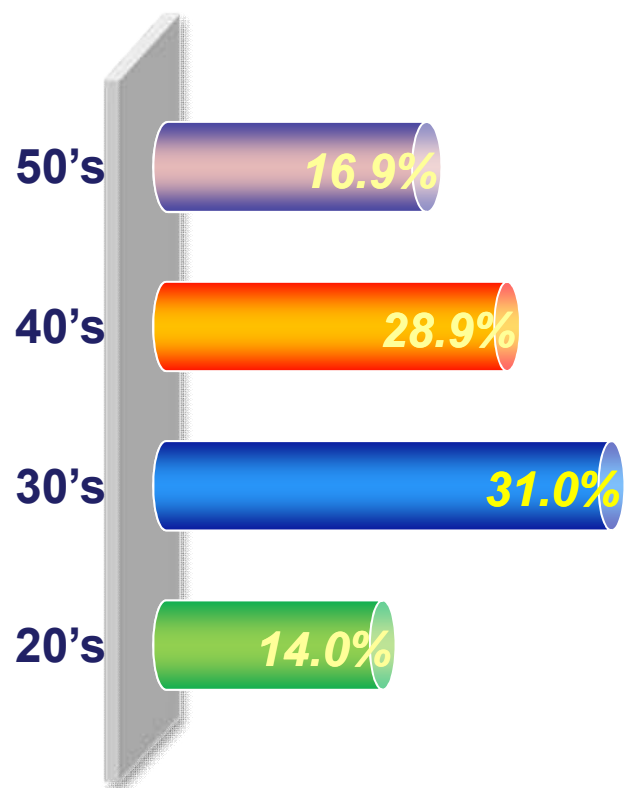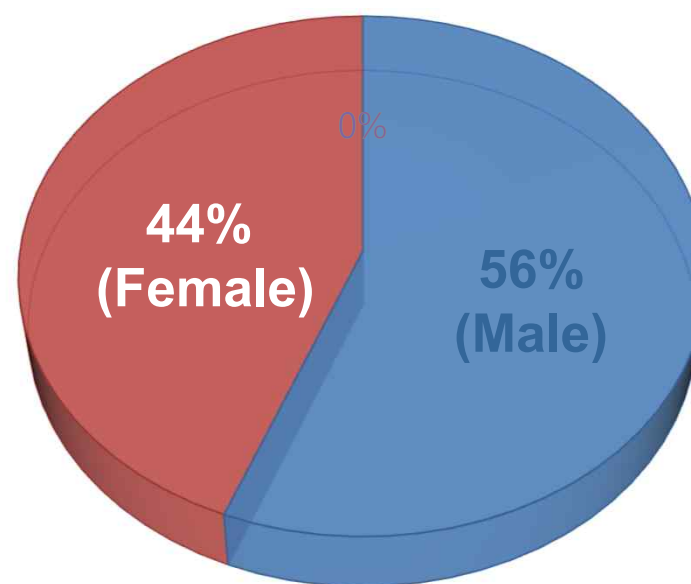
# 5

## New Ideas
### - Customize a shortcut for every lifetime event

# 5.1 Background – Civil Services Related to a Family Move



가구당 평균 4년 8개월

년간 520만
전입신고

통계에 의하면 국민들은
년간 520만건의 전입신고를 하고 있으며,
점점 증가하고 있습니다.

지금까지는 전입신고를 하려면
거주지 읍·면·동사무소를
직접 찾아가야 돼 직장인 등이
불편을 겪어 왔습니다.

**On average, a Korean household moves once every 4 years and 8 months**

**5.2 million moving notifications per year**

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# 5.1 Background – A family move

## Before(When people move )

**Need to visit 8 administrative agencies on average**

**Education Center**

School transfer

**Civil Center**

Address change

**CityHall**

Car registration

**Tax office**

Change the business registration

**Veterans office**

Address change

**Bank**

Address change

**Post Office**

Address change

**Labor office**

Address change

# 5.2 Solution – MINWON24(G4C)

- **Minwon 24** : a brand name of our online service
  **G4C** : Government for Citizen (www.g4c.go.kr)

**www.minwon.go.kr**

· Anywhere, anytime

· One step

· Easier access

· Convenient to use

· Mobile service

**Now**

Automatically forwarded to various agencies

민원24
minwon.go.kr

**Tax office**
Change the business registration

**Education Center**
School transfer

**Veterans office**
Address change

**Civil center**
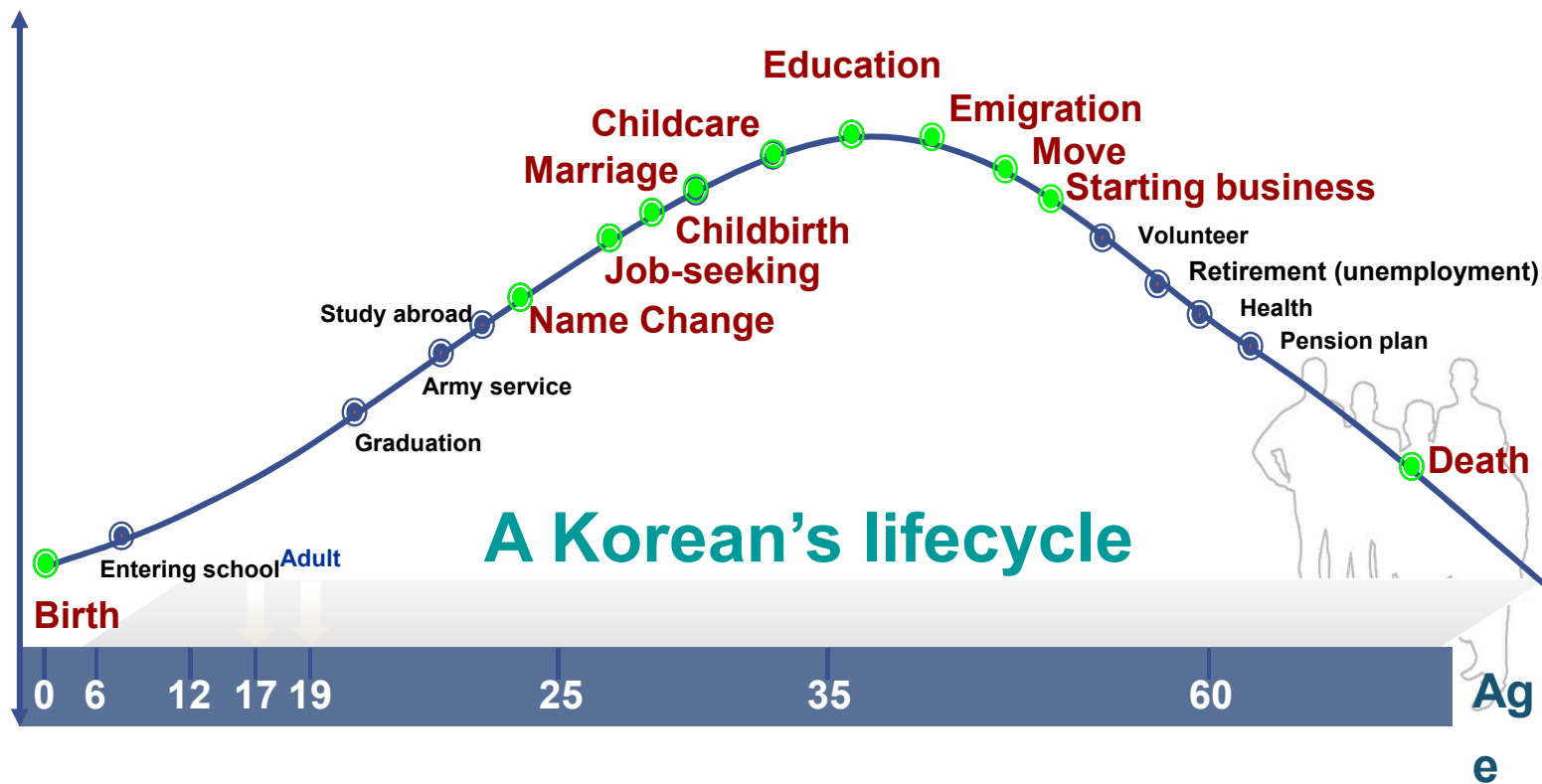Address change

**Bank**
Address change

**Post office**
Address change

All move-related services are now online one-step-package services.

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# 5.3 New and Improved Service

- Provide one-step-package services for various lifetime events

Education

Childcare

Emigration

Marriage

Move

Starting business

Childbirth

Volunteer

Job-seeking

Retirement (unemployment)

Study abroad

Name Change

Health

Pension plan

Army service

Graduation

Death

A Korean's lifecycle

Entering school **Adult**

**Birth**

0  6    12  17  19        25        35            60        **Age**

# 5.3 New and Improved Service – Package services

민원패키지 서비스

**Move** 이사  **Death** 사망  **Car** 자동차  **Real estate** 부동산  **Job** 취업·창업
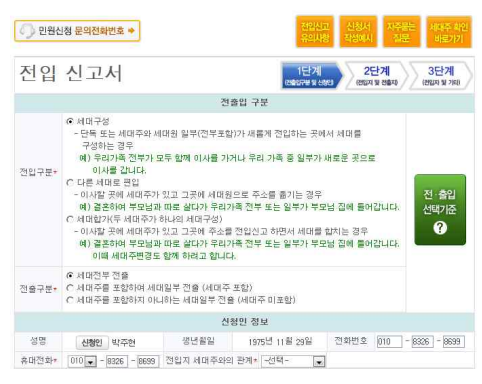
## Major services

- **Move** : 25 services including moving notifications and school assignments.

- **Death** : 17 services including report cremation burial.

- **Car** : 50 services including driving career certificate issued.

- **Real estate** : 48 services including Application for Building Management Register

- **Job** : 48 services including university graduation certificate

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# 5.3 New and Improved Service – A Family Move

• Online procedure for a move

| Step | Screen |
|---|---|
| 1. Access Minwon24 ([www.minwon.go.kr](www.minwon.go.kr)) and select "one-step –package service" | |
| 2. Select "Move" | |

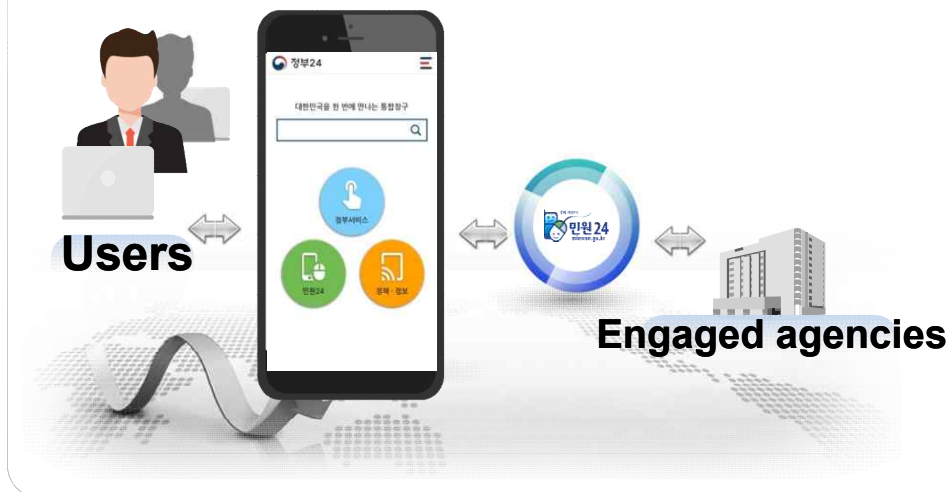| Step | Screen |
|---|---|
| 3. Select the desired service (moving notification, school change etc.) | |
| 4. Fill out an application form And check the result | |

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- 32 services are provided via smart device
- 41 life information services are providing

"Civil services at

the tips of your fingers!"

**Users**

**Engaged agencies**

| O/S | Device | Where to get apps? |
|---|---|---|
| Android | Samsung Galaxy S8 | App Store<br><br>Google Market (Google) |
| | Samsung Galaxy S7 | |
| | LG G6 | |
| | LG G5 | |
| iOS | iPhone 7s | Appstore (Apple) |
| | iPhone 6s | |

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# 6 Equity in Services
## - Cater to every individual's need

# 6.1 Background

- Minwon24 is for every one of those
  who are **underserved by civil services** for social changes
  such as **entering a multi-cultural or aged society**
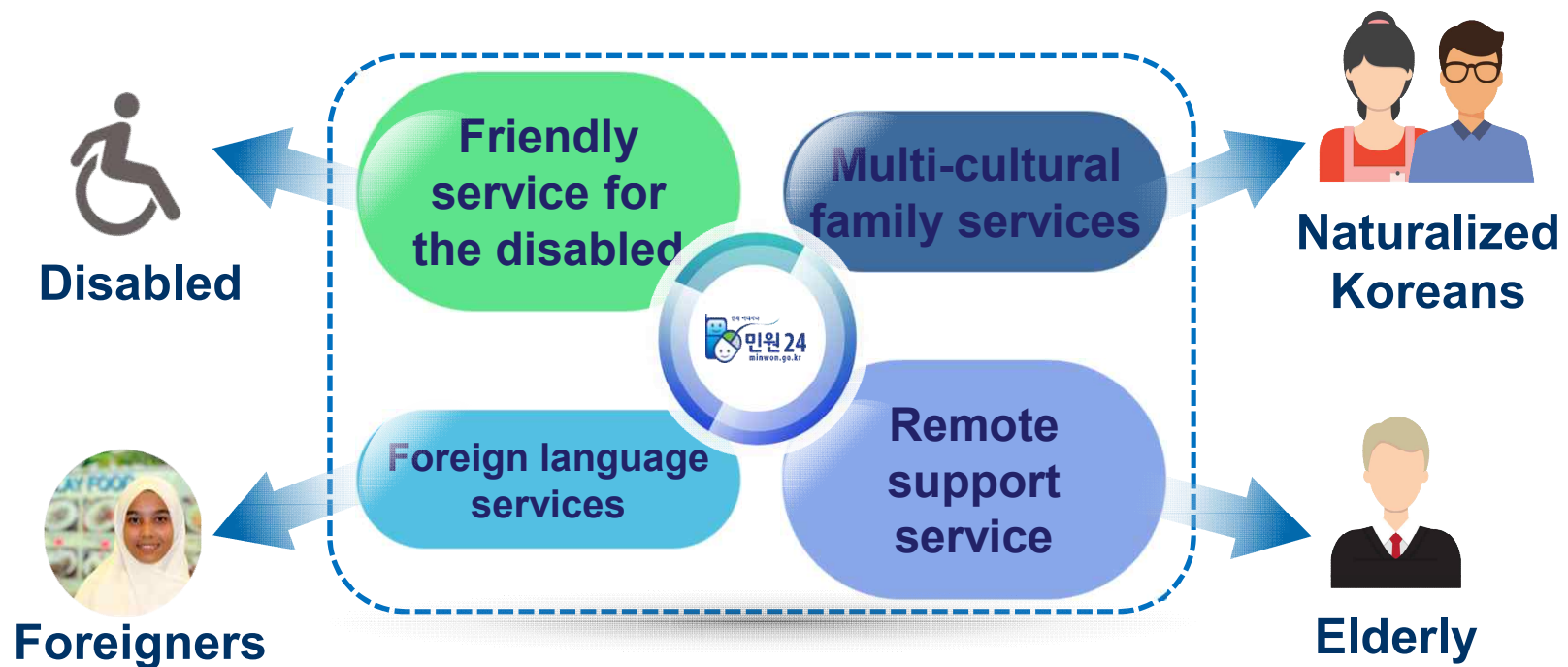
# 6.2 Services for the disabled – "Audio" Services

- Hear the contents of the website access services through **voice recognition (for the visually impaired)**

# 6.3 Services for the disabled – An Exclusive Website

## disabled-friendly website



## Description

1 **Frequently used services**

  – The issuance of disability certificates

2 **Packaged services for various situations in their daily lives**

  – Helping to pay off living expenses

3 **Announcement**

  – Disabled rating change applications

# 6.4 Remote Support Service

- For less-connected groups such as
  the **elderly who have difficulties using the Internet**



USER-SERVICE
REPRESENTATIVE

USER

민원 24
minwon.go.kr

[A user-service representative is helping a user by connecting the user's computer]

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# 7 Results

# 7.1 For Users

• The time required for a civil service has been dramatically reduced
  from 30 minutes or more to 1 minute.

| THE TIME REQUIRED | |
| --- | --- |
| VISITING | **30 minutes** |
| MINWON24 (Online) | **1 minute** |

• The transportation expenses needed for visiting a government
agency
  can be saved

| COST | |
| --- | --- |
| VISITING | **$ 1.2** |
| MINWON24 (Online) | **Free(No Visit)** |

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# 7.2  For Administrative Management

• (Before) 10 minutes to receive, review the application and issue the document
• (Now) with Minwon24, the whole process can be done online

## Time saved
## in administrative work
**( The document is submitted immediately )**

| THE TIME REQUIED | |
|---|---|
| **VISITING** | **10 minutes** (in treatment) |
| **MINWON24** (Online) | **NONE** (The whole process is done online) |

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# 7.3 Other Outcomes

## Benefit

- **Eliminating inconvenience** and **improving user satisfaction**
- **Enhancing national competitiveness** through user-oriented online services
- **Reducing paper documents** and **traffic**

## Economic effect

**Reduce social expenses by**

**72 million USD per year**
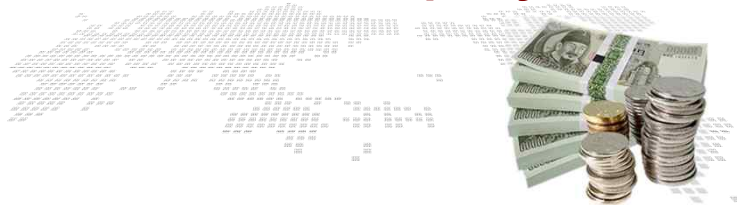
**Reduce $CO_2$ emissions by**

**82,000 tons per year.**

**\* Equivalent to planting 6.84 million trees.**

# Q & A
# (질의 응답)

# Reference(참고문헌)

- KOICA website: www.koica.go.kr
- UN website: www.un.org

- MOIS website: www.mois.go.kr
- E-gov portal: www.gov.kr,

  www.minwon.go.kr

# THANK YOU!