Strengthening policies and regulatory frameworks of digital public services for small and medium enterprises

in support of the Asia Pacific Information Superhighway Action Plan 2022-2026

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ESCAP

Economic and Social Commission for Asia and the Pacific

ESCAP Project on Digital Public Services for SMEs in North and Central Asia

Project Goal

Strengthening the existing policies and regulatory framework of DPS and platforms for SMEs in North and Central Asian countries

Activity 1

Set up priority and monitoring in three pilot countries

Activity 2

Analysis and assessment of needs, the study of good practices and assessment tools for SMEs

Activity 3

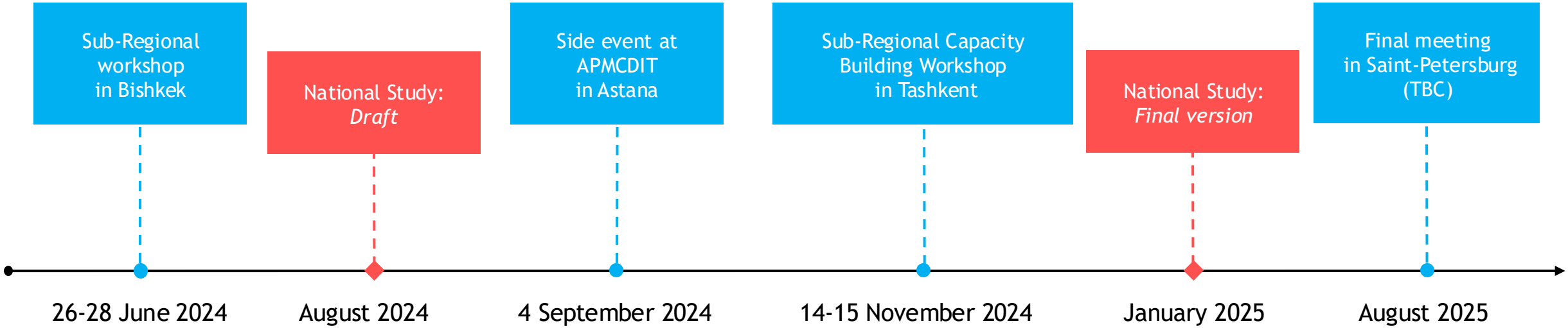
Capacity building through online and offline meetings

Activity 4

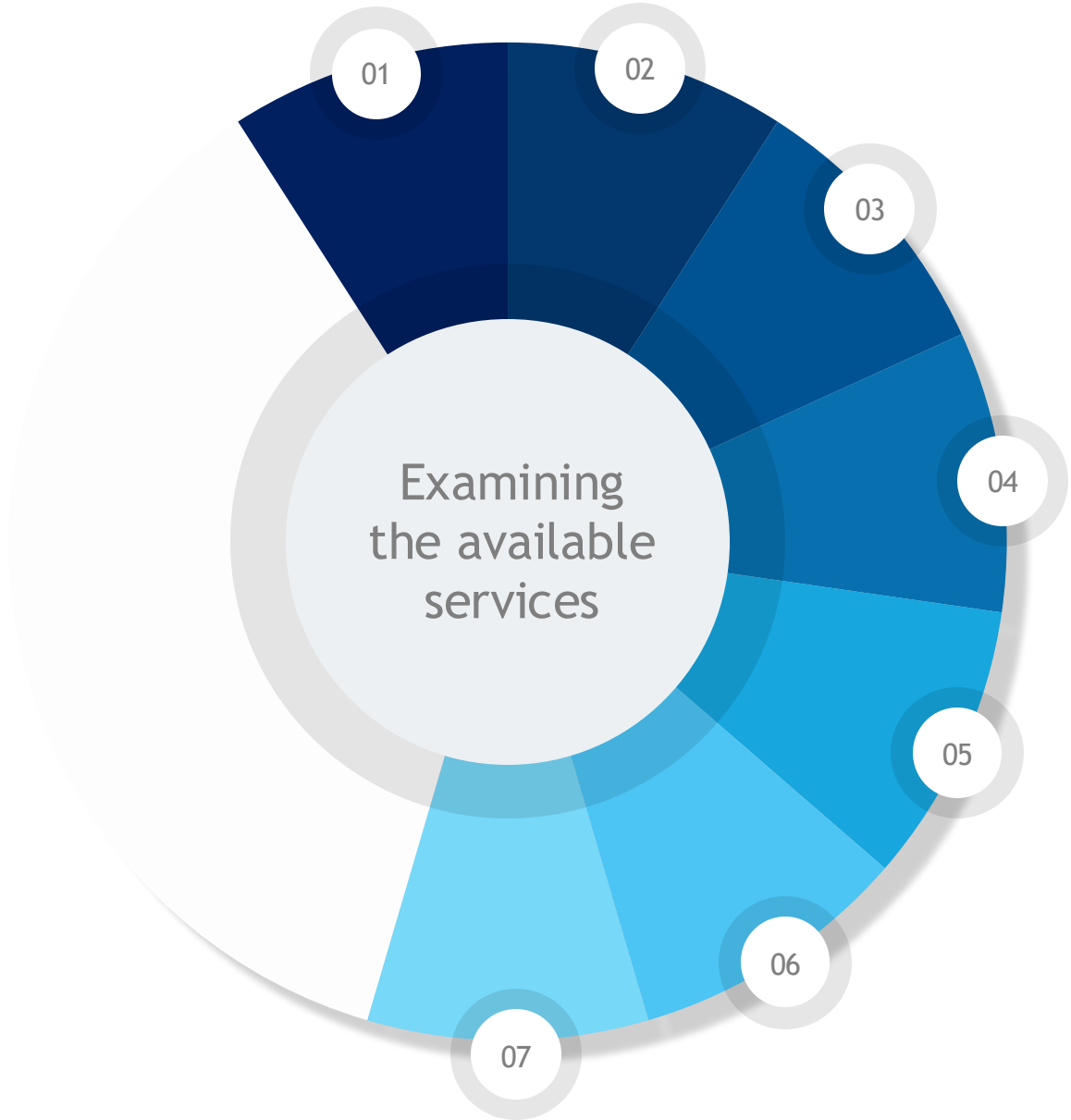
Sharing and promoting digital products and outputs

Project Outcome

Improved existing national policies and regulatory measures on DPS and platforms for the digitalization of SMEs



Examining the available services



01 What services are available on the e-government portal? Can all of them be obtained within this portal?

02 What services can be obtained through individual portals of government departments?

03 Are all services available in a fully digital format?

04 Is there a dedicated digital platform providing services specifically for SMEs? What services are available on it?

05 What "analog" services can be received through specialized business support centers?

06 Are there statistics on the average time, needed to provide services?

07 What services are available in proactive mode?

Methodology of DPS provision system development

Stakeholders

- Civil servants
- IT-teams responsible for deploying/running DPS
- SMEs and Associations of SMEs
- IT companies
- Non-profit advocacy groups for groups with special needs
- Academic organizations and researchers
- International NGOs

Questionnaires

Research of stakeholders' opinion on the DPS of SMEs provision system to identify the needs and priorities of SMEs

Best Practices

Examining the experiences and best practices of other countries to develop the DPS for SMEs provision system

Principles

- Analysis of "analogue" processes
- Completely remote service cycle
- Risk-oriented approach to licensing and permitting
- "Superservices" provision
- Integration with commercial platforms
- Proactive provision of services
- Creation of "digital-by-design" services

Digital Public Services Provision System Improvement

Main Project Insights

Recommendation 1

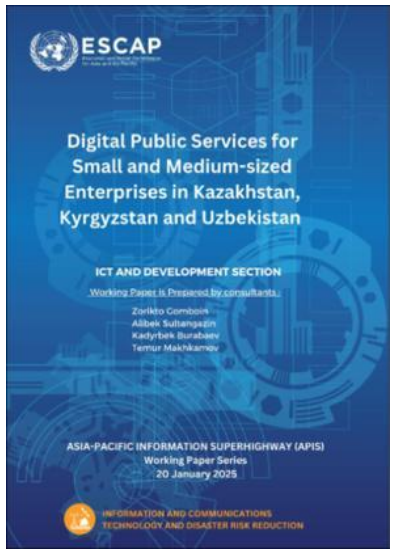
Standardize the terms associated with the provision of digital services for SMEs

Recommendation 2

Conduct an analysis of the business processes of public services to identify bottlenecks of digital services provision

Recommendation 3

Enhance access to digital public services for SMEs for all citizens



Recommendation 4

Establish a mechanism for the continuous improvement of digital public services for SMEs

Recommendation 5

Strengthen regional cooperation in Asia-Pacific on digital public services, including those designed for SMEs

Report

Source: APIS Working Paper Series "Digital public services for small and medium-sized enterprises in Kazakhstan, Kyrgyzstan and Uzbekistan"

Future of Digital Public Services for SMEs



Regulators

Need more streamlined and efficient interaction between the state and businesses

Service Providers

Importance of trust and transparency, envisioning a symbiotic relationship where the state and business entities work together proactively

Report

SMEs

Equitable access to public services for all SMEs, supported by advanced policies and a shared vision through inclusive dialogue

International Partners

Establishment of a cooperative platform to share best practices across the Asia-Pacific region

Source: APIS Working Paper Series “The future of digital public services for small and medium-sized enterprises in North and Central Asia : from vision to reality”

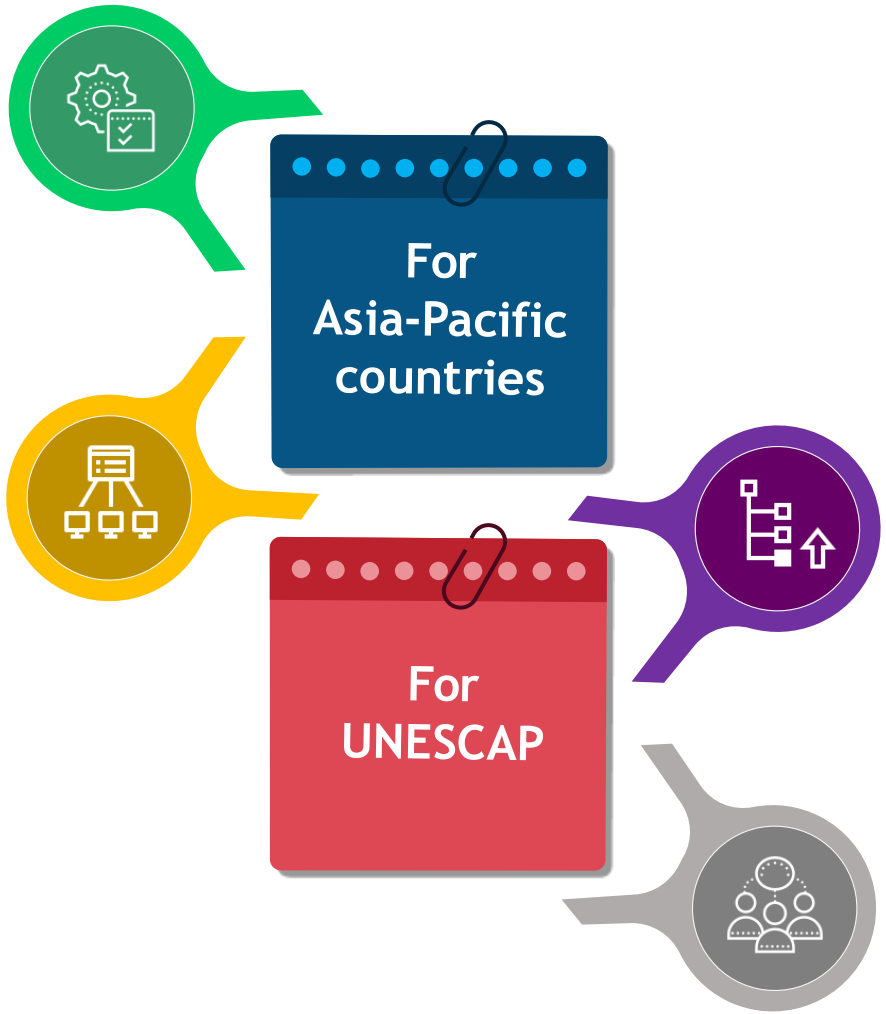
Proposal for National Recommendations

Recommendation 1

Prioritize services for SMEs

Recommendation 2

Build interoperable E-Gov systems



Recommendation 1

Develop a methodology for assessing the quality and efficiency of DPS for SMEs

Recommendation 2

Establish an expert group on the development of DPS

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