

DIGITAL GOVERNMENT

A measure of the utilization of digital technologies in state governments.<sup>26</sup>

**Why Is This Important?** State governments that fully embrace the potential of networked information technologies will not only increase the quality and cut the costs of government services, but also help to foster broader use of information technologies among residents and businesses. In the last few years, state governments have made considerable progress, first putting up Web sites, then using the Internet to allow individuals to interact with government — from paying taxes to renewing drivers’ licenses. But the next phase of e-government — breaking down bureaucratic barriers to create functionally oriented, citizen-centered government Web presences designed to give citizens a self-service government — has only just begun.<sup>27</sup>

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**The Rankings:** States with a tradition of “good government,” such as Michigan, Utah, and Washington, appear to have gone farther along the path toward digital government than states without this tradition. But this relationship is not completely predictive. In part, this may be because digital government efforts appear to be driven by the efforts of particular individuals — governors, secretaries of state, legislative committee chairmen — who believe that their states should move in this direction. In addition, because making the transformation to a digital government is expensive, more populous states with bigger budgets also tend to score higher.

The top five		Total score
1	Michigan	4.49
2	Washington	4.38
3	Texas	4.34
4	Indiana	4.29
5	Ohio	3.85
<b>U.S. average</b>		<b>3.00</b>

Sources: Progress & Freedom Foundation, 2001 data; Darrell West, Brown University, 2001 data.

