Global and Regional E-Government Development

Technical Webinars Series (1 of 6)
Chapters 1 and 2

Authors:
Vincenzo Aquaro Chief of Digital Government Branch,
Arpine Korekyan Government and Public Administration Officer,
Digital Government Branch, Division for Public Institutions and Digital Government, UNDESA

United Nations - New York, 14 July 2020
1. E-Government development: global and regional snapshot

2. Online Services Provision worldwide

3. Key Takeaways
Key Messages

- Global trends in e-government development improved
  - 126 (65%) UN Member States have High and Very-High EGDI levels
  - 57 countries have “Very-High EGDI” compared to 40 countries in 2018
  - Only 8 countries have “Low-EGDI” compared to 16 countries in 2018
Positive Moves within EGDI Groups

Key Messages

- 42 MS transitioned from lower to higher levels of EGDI
  - Africa: 15 countries (28%)
  - Americas: 9 countries (26%)
  - Asia: 11 countries (23%)
  - Europe: 7 countries (16%)
  - Oceania: 0 transitions.
• **126 countries (65%)** of Member States have **High and Very-High EGDI**

• **42 countries (22%)** recorded positive upward movement

Countries Grouped by EGDI level 2020

- **Low EGDI**: 8; 4%
- **Middle EGDI**: 59; 31%
- **High EGDI**: 69; 36%
- **Very High EGDI**: 57; 29%

EGDI 2020 vs 2018

- **2018**: Low EGDI = 40, Middle EGDI = 71, High EGDI = 66, Very High EGDI = 16
- **2020**: Low EGDI = 18, Middle EGDI = 69, High EGDI = 59, Very High EGDI = 8

http://www.unpan.org/dpadm/
Key Messages:

✓ The Global average EGDI increased to **0.60** in 2020, from 0.55 in 2018
✓ All MS in Europe have EGDI scores above the global average of 0.60
✓ Oceania and Africa regions remain below the global average of 0.60

- Europe - Average EGDI: 0.82
- Asia - Average EGDI: 0.64
- Americas - Average EGDI: 0.60
- Oceania - Average EGDI: 0.53
- Africa - Average EGDI: 0.39
Key Messages:

- EGDI levels positively correlate with countries’ income level, but financial resources are not the only critical factor
- OSI level is also important
  ✓ There is significant progress in OSI in many low or lower-middle income countries
  ✓ Fastest improvement of EGDI scores since 2018 in the lower-middle income countries group (15%)

Income levels support, but don’t determine progress
Key Messages:

- Countries in special situation advanced their average EGDI value by 33% since 2016, which is faster than the world average of 22 per cent.
- LDCs have made the most progress since 2016, (EGDI value increased by 44%)

✓ Still, average EGDI values for LDC, LLDC and SIDS remain well below the world average

✓ LDCs have the lowest average score (0.34), followed by SIDS (0.47) and LLDCs (0.53)
Key Messages:

- Important variances in distinct sub-groups:
  - Landlocked LDCs (LDC/LLDC)
  - Small Island LDCs (LDCs/SIDS)

- EGDI values for these subgroups are roughly comparable, **BUT:**
  - LDC/SIDS have higher levels of human capital development and slightly better developed infrastructure
  - LDC/LLDCs have better developed online services provision.
  - When LDCs are excluded from the lists of LLDCs and SIDS, the average EGDI values for the latter two groups are higher:

Compare Average EGDI for:
- LLDCs (0.4671) vs LDC/LLDCs (0.3335)
- SIDS (0.5255) vs LDC/SIDS (0.3660)
1. E-Government development: global and regional snapshot

2. Online Services Provision worldwide

3. Key Takeaways
Key Messages

- 14 Countries have the highest Rating Class VH
  - 8 MS from Europe
  - 3 MS from Asia
  - 2 MS from Oceania
  - 1 MS from Americas

- **Denmark** is leading the global EGDI Ranking
- **ROK** is leading in online service provision
- **Estonia** has the most significant ascend since 2018

---

<table>
<thead>
<tr>
<th>Country</th>
<th>EGDI rating class (subgroup)</th>
<th>Region</th>
<th>OSI value</th>
<th>HCI value</th>
<th>TII value</th>
<th>EGDI value</th>
<th>EGDI value (2018)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Denmark</td>
<td>VH</td>
<td>Europe</td>
<td>0.9706</td>
<td>0.9588</td>
<td>0.9979</td>
<td>0.9758</td>
<td>0.9150</td>
</tr>
<tr>
<td>Republic of Korea</td>
<td>VH</td>
<td>Asia</td>
<td>1.0000</td>
<td>0.8997</td>
<td>0.9684</td>
<td>0.9560</td>
<td>0.9010</td>
</tr>
<tr>
<td>Estonia</td>
<td>VH</td>
<td>Europe</td>
<td>0.9941</td>
<td>0.9266</td>
<td>0.9212</td>
<td>0.9473</td>
<td>0.8486</td>
</tr>
<tr>
<td>Finland</td>
<td>VH</td>
<td>Europe</td>
<td>0.9706</td>
<td>0.9549</td>
<td>0.9101</td>
<td>0.9452</td>
<td>0.8815</td>
</tr>
<tr>
<td>Australia</td>
<td>VH</td>
<td>Oceania</td>
<td>0.9471</td>
<td>1.0000</td>
<td>0.8825</td>
<td>0.9432</td>
<td>0.9053</td>
</tr>
<tr>
<td>Sweden</td>
<td>VH</td>
<td>Europe</td>
<td>0.9000</td>
<td>0.9471</td>
<td>0.9625</td>
<td>0.9365</td>
<td>0.8882</td>
</tr>
<tr>
<td>United Kingdom of Great Britain and Northern Ireland</td>
<td>VH</td>
<td>Europe</td>
<td>0.9588</td>
<td>0.9292</td>
<td>0.9195</td>
<td>0.9358</td>
<td>0.8999</td>
</tr>
<tr>
<td>New Zealand</td>
<td>VH</td>
<td>Oceania</td>
<td>0.9294</td>
<td>0.9516</td>
<td>0.9207</td>
<td>0.9339</td>
<td>0.8806</td>
</tr>
<tr>
<td>United States of America</td>
<td>VH</td>
<td>Americas</td>
<td>0.9471</td>
<td>0.9239</td>
<td>0.9182</td>
<td>0.9297</td>
<td>0.8769</td>
</tr>
<tr>
<td>Netherlands</td>
<td>VH</td>
<td>Europe</td>
<td>0.9059</td>
<td>0.9349</td>
<td>0.9276</td>
<td>0.9228</td>
<td>0.8757</td>
</tr>
<tr>
<td>Singapore</td>
<td>VH</td>
<td>Asia</td>
<td>0.9647</td>
<td>0.8904</td>
<td>0.8899</td>
<td>0.9150</td>
<td>0.8812</td>
</tr>
<tr>
<td>Iceland</td>
<td>VH</td>
<td>Europe</td>
<td>0.7941</td>
<td>0.9525</td>
<td>0.9838</td>
<td>0.9101</td>
<td>0.8316</td>
</tr>
<tr>
<td>Norway</td>
<td>VH</td>
<td>Europe</td>
<td>0.8765</td>
<td>0.9392</td>
<td>0.9034</td>
<td>0.9064</td>
<td>0.8557</td>
</tr>
<tr>
<td>Japan</td>
<td>VH</td>
<td>Asia</td>
<td>0.9059</td>
<td>0.8684</td>
<td>0.9223</td>
<td>0.8989</td>
<td>0.8783</td>
</tr>
</tbody>
</table>

Regional Snapshot: Africa

Key Messages

- Largest share of positive changes (15 countries)
  - 8 countries moved from Middle to High-EDGI group (Namibia, Cabo Verde, Egypt, Gabon, Botswana, Kenya, Algeria, and Zimbabwe)
  - 7 countries moved from Low to Middle-EDGI group (Sudan, Mali, Mauritania, Comoros, Djibouti, Guinea, and Equatorial Guinea)
- Mauritius, Seychelles and South Africa are the top regional leaders
- Yet, Regional EGDI average is the lowest and below the global average
- Majority (7 of the 8) of countries in Low-EGDI group are from Africa

Table: Top countries for e-government in Africa

<table>
<thead>
<tr>
<th>Country</th>
<th>“Rating class”</th>
<th>“EGDI Rank”</th>
<th>Sub-Region</th>
<th>“OSI value”</th>
<th>“HCI value”</th>
<th>“TII value”</th>
<th>“EGDI (2020)”</th>
<th>“EGDI (2018)”</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mauritius</td>
<td>HV</td>
<td>63</td>
<td>Eastern</td>
<td>0.7000</td>
<td>0.7911</td>
<td>0.6677</td>
<td>0.7196</td>
<td>0.6678</td>
</tr>
<tr>
<td>Seychelles</td>
<td>H3</td>
<td>76</td>
<td>Eastern</td>
<td>0.6176</td>
<td>0.7660</td>
<td>0.6925</td>
<td>0.6920</td>
<td>0.6163</td>
</tr>
<tr>
<td>South Africa</td>
<td>H3</td>
<td>78</td>
<td>Southern</td>
<td>0.7471</td>
<td>0.7371</td>
<td>0.5832</td>
<td>0.6891</td>
<td>0.6618</td>
</tr>
<tr>
<td>Tunisia</td>
<td>H3</td>
<td>91</td>
<td>Northern</td>
<td>0.6235</td>
<td>0.6974</td>
<td>0.6369</td>
<td>0.6526</td>
<td>0.6258</td>
</tr>
<tr>
<td>Ghana</td>
<td>H2</td>
<td>101</td>
<td>Western</td>
<td>0.6353</td>
<td>0.5930</td>
<td>0.5596</td>
<td>0.5960</td>
<td>0.5390</td>
</tr>
<tr>
<td>Namibia*</td>
<td>H2</td>
<td>104</td>
<td>Southern</td>
<td>0.5235</td>
<td>0.6558</td>
<td>0.5447</td>
<td>0.5747</td>
<td>0.4554</td>
</tr>
<tr>
<td>Morocco</td>
<td>H2</td>
<td>116</td>
<td>Northern</td>
<td>0.5235</td>
<td>0.6152</td>
<td>0.5800</td>
<td>0.5729</td>
<td>0.5214</td>
</tr>
<tr>
<td>Cabo Verde*</td>
<td>H2</td>
<td>110</td>
<td>Western</td>
<td>0.5000</td>
<td>0.6337</td>
<td>0.5476</td>
<td>0.5604</td>
<td>0.498</td>
</tr>
<tr>
<td>Egypt*</td>
<td>H1</td>
<td>111</td>
<td>Northern</td>
<td>0.5706</td>
<td>0.6192</td>
<td>0.4683</td>
<td>0.5527</td>
<td>0.488</td>
</tr>
<tr>
<td>Gabon*</td>
<td>H1</td>
<td>113</td>
<td>Middle</td>
<td>0.3235</td>
<td>0.6719</td>
<td>0.6250</td>
<td>0.5401</td>
<td>0.4313</td>
</tr>
<tr>
<td>Botswana*</td>
<td>H1</td>
<td>115</td>
<td>Southern</td>
<td>0.3647</td>
<td>0.6911</td>
<td>0.5591</td>
<td>0.5383</td>
<td>0.4253</td>
</tr>
<tr>
<td>Kenya*</td>
<td>H1</td>
<td>116</td>
<td>Eastern</td>
<td>0.6765</td>
<td>0.5812</td>
<td>0.3402</td>
<td>0.5326</td>
<td>0.4541</td>
</tr>
<tr>
<td>Algeria*</td>
<td>H1</td>
<td>120</td>
<td>Northern</td>
<td>0.2765</td>
<td>0.6966</td>
<td>0.5787</td>
<td>0.5173</td>
<td>0.4227</td>
</tr>
<tr>
<td>Zimbabwe*</td>
<td>H1</td>
<td>126</td>
<td>Eastern</td>
<td>0.5235</td>
<td>0.6135</td>
<td>0.3688</td>
<td>0.5019</td>
<td>0.3692</td>
</tr>
</tbody>
</table>

* Countries that moved from the middle to the high EGDI group in 2020.
Regional snapshot: Americas

Key Messages:

- Number of countries in Very-High and High EGDI groups has more than doubled
- 7 countries are in Very-High EGDI group (United States, Uruguay and Canada), of which 4 are new countries of South America (Brazil, Argentina, Chile, and Costa Rica)
- 5 countries moved from Middle to High EGDI group (Saint Lucia, Jamaica, Guatemala, Suriname and Nicaragua)
- 4 MS with the sharpest increase in EGDI (Paraguay, the Dominican Republic, Argentina and Ecuador)
- Haiti continues struggle after having been hit by natural disasters (ranked 180th)

<table>
<thead>
<tr>
<th>Country</th>
<th>“Rating class”</th>
<th>“EGDI Rank”</th>
<th>Sub-Region</th>
<th>“OSI value”</th>
<th>“HCI value”</th>
<th>“TII value”</th>
<th>“EGDI (2020)”</th>
<th>“EGDI (2018)”</th>
</tr>
</thead>
<tbody>
<tr>
<td>United States of America</td>
<td>VH</td>
<td>9</td>
<td>Northern America</td>
<td>0.9471</td>
<td>0.7911</td>
<td>0.9182</td>
<td>0.9297</td>
<td>0.8769</td>
</tr>
<tr>
<td>Uruguay</td>
<td>V3</td>
<td>26</td>
<td>South America</td>
<td>0.8412</td>
<td>0.7660</td>
<td>0.8574</td>
<td>0.8500</td>
<td>0.7858</td>
</tr>
<tr>
<td>Canada</td>
<td>V3</td>
<td>28</td>
<td>Northern America</td>
<td>0.8412</td>
<td>0.7371</td>
<td>0.7818</td>
<td>0.8420</td>
<td>0.8258</td>
</tr>
<tr>
<td>Argentina*</td>
<td>V2</td>
<td>32</td>
<td>South America</td>
<td>0.8471</td>
<td>0.6974</td>
<td>0.7265</td>
<td>0.8279</td>
<td>0.7335</td>
</tr>
<tr>
<td>Chile*</td>
<td>V2</td>
<td>34</td>
<td>South America</td>
<td>0.8529</td>
<td>0.5930</td>
<td>0.7606</td>
<td>0.8259</td>
<td>0.7304</td>
</tr>
<tr>
<td>Brazil*</td>
<td>V1</td>
<td>54</td>
<td>South America</td>
<td>0.8706</td>
<td>0.6558</td>
<td>0.6522</td>
<td>0.7677</td>
<td>0.7327</td>
</tr>
<tr>
<td>Costa Rica*</td>
<td>V1</td>
<td>56</td>
<td>Central America</td>
<td>0.6824</td>
<td>0.6152</td>
<td>0.7475</td>
<td>0.7576</td>
<td>0.7004</td>
</tr>
<tr>
<td>Mexico</td>
<td>HV</td>
<td>61</td>
<td>Central America</td>
<td>0.8235</td>
<td>0.6337</td>
<td>0.5910</td>
<td>0.7291</td>
<td>0.6818</td>
</tr>
<tr>
<td>Barbados</td>
<td>HV</td>
<td>62</td>
<td>Caribbean</td>
<td>0.5765</td>
<td>0.6192</td>
<td>0.7523</td>
<td>0.7279</td>
<td>0.7229</td>
</tr>
<tr>
<td>Colombia</td>
<td>HV</td>
<td>67</td>
<td>South America</td>
<td>0.7647</td>
<td>0.6719</td>
<td>0.6122</td>
<td>0.7164</td>
<td>0.6871</td>
</tr>
<tr>
<td>Peru</td>
<td>HV</td>
<td>71</td>
<td>South America</td>
<td>0.7529</td>
<td>0.6911</td>
<td>0.5780</td>
<td>0.7083</td>
<td>0.6461</td>
</tr>
<tr>
<td>Bahamas</td>
<td>HV</td>
<td>73</td>
<td>Caribbean</td>
<td>0.6765</td>
<td>0.5812</td>
<td>0.6739</td>
<td>0.7017</td>
<td>0.6552</td>
</tr>
<tr>
<td>Ecuador</td>
<td>HV</td>
<td>74</td>
<td>South America</td>
<td>0.8118</td>
<td>0.6966</td>
<td>0.5133</td>
<td>0.7015</td>
<td>0.6129</td>
</tr>
</tbody>
</table>

* Countries that moved from the high to the very high EGDI group or from the middle to the high EGDI group in 2020.
Regional Snapshot: Asia

Key Messages:

Asia increased its average EGDI value from 0.57 in 2018 to 0.64 in 2020, or by 10 per cent becoming the second most advanced region in e-government development.

- **ROK, Singapore** and **Japan** lead in the region (Highest Rating class VH)
- **7 MS** moved from High to Very-High EDGI (Saudi Arabia, China, Kuwait, Malaysia, Oman, Turkey, and Thailand)
- **3 MS** moved from Middle to High (Bhutan, Bangladesh, and Cambodia)
  - **15 MS** are in the Very-High EGDI
  - **19 MS** are in the High EGDI
  - **12 MS** are in the Middle EGDI
  - **1 MS** is in the Low EGDI (the Democratic People’s Republic of Korea)

<table>
<thead>
<tr>
<th>Country</th>
<th>&quot;Rating class&quot;</th>
<th>&quot;EGDI Rank&quot;</th>
<th>Sub-Region</th>
<th>&quot;OSI value&quot;</th>
<th>&quot;HCI value&quot;</th>
<th>&quot;TII value&quot;</th>
<th>&quot;EDGI (2020)&quot;</th>
<th>&quot;EDGI (2018)&quot;</th>
</tr>
</thead>
<tbody>
<tr>
<td>Republic of Korea</td>
<td>VH</td>
<td>2</td>
<td>Eastern Asia</td>
<td>1.0000</td>
<td>0.8997</td>
<td>0.9684</td>
<td>0.9560</td>
<td>0.901</td>
</tr>
<tr>
<td>Singapore</td>
<td>VH</td>
<td>11</td>
<td>South-Eastern Asia</td>
<td>0.9647</td>
<td>0.8904</td>
<td>0.8899</td>
<td>0.9150</td>
<td>0.8812</td>
</tr>
<tr>
<td>Japan</td>
<td>VH</td>
<td>14</td>
<td>Eastern Asia</td>
<td>0.9059</td>
<td>0.8684</td>
<td>0.9223</td>
<td>0.8989</td>
<td>0.8783</td>
</tr>
<tr>
<td>Cyprus</td>
<td>V3</td>
<td>18</td>
<td>Western Asia</td>
<td>0.8706</td>
<td>0.8429</td>
<td>0.9057</td>
<td>0.8731</td>
<td>0.7736</td>
</tr>
<tr>
<td>United Arab Emirates</td>
<td>V3</td>
<td>21</td>
<td>Western Asia</td>
<td>0.9000</td>
<td>0.7320</td>
<td>0.9344</td>
<td>0.8555</td>
<td>0.8295</td>
</tr>
<tr>
<td>Kazakhstan</td>
<td>V3</td>
<td>29</td>
<td>Central Asia</td>
<td>0.9235</td>
<td>0.8866</td>
<td>0.7024</td>
<td>0.8375</td>
<td>0.7597</td>
</tr>
<tr>
<td>Israel</td>
<td>V2</td>
<td>30</td>
<td>Western Asia</td>
<td>0.7471</td>
<td>0.8924</td>
<td>0.8689</td>
<td>0.8361</td>
<td>0.7998</td>
</tr>
<tr>
<td>Bahrain</td>
<td>V2</td>
<td>38</td>
<td>Western Asia</td>
<td>0.7882</td>
<td>0.8439</td>
<td>0.8319</td>
<td>0.8213</td>
<td>0.8116</td>
</tr>
<tr>
<td>Saudi Arabia*</td>
<td>V2</td>
<td>43</td>
<td>Western Asia</td>
<td>0.6882</td>
<td>0.8648</td>
<td>0.8442</td>
<td>0.7991</td>
<td>0.7119</td>
</tr>
<tr>
<td>China*</td>
<td>V1</td>
<td>45</td>
<td>Eastern Asia</td>
<td>0.9059</td>
<td>0.7396</td>
<td>0.7388</td>
<td>0.7948</td>
<td>0.6811</td>
</tr>
<tr>
<td>Kuwait*</td>
<td>V1</td>
<td>46</td>
<td>Western Asia</td>
<td>0.8412</td>
<td>0.7470</td>
<td>0.7858</td>
<td>0.7913</td>
<td>0.7388</td>
</tr>
<tr>
<td>Malaysia*</td>
<td>V1</td>
<td>47</td>
<td>South-Eastern Asia</td>
<td>0.8529</td>
<td>0.7513</td>
<td>0.7634</td>
<td>0.7892</td>
<td>0.7174</td>
</tr>
<tr>
<td>Oman*</td>
<td>V1</td>
<td>50</td>
<td>Western Asia</td>
<td>0.8529</td>
<td>0.7751</td>
<td>0.6967</td>
<td>0.7749</td>
<td>0.6846</td>
</tr>
<tr>
<td>Turkey*</td>
<td>V1</td>
<td>53</td>
<td>Western Asia</td>
<td>0.8588</td>
<td>0.8287</td>
<td>0.6280</td>
<td>0.7718</td>
<td>0.7112</td>
</tr>
<tr>
<td>Thailand*</td>
<td>V1</td>
<td>57</td>
<td>South-Eastern Asia</td>
<td>0.7941</td>
<td>0.7751</td>
<td>0.7004</td>
<td>0.7565</td>
<td>0.6543</td>
</tr>
</tbody>
</table>

* Countries that moved from the high to the very high EGDI group in 2020.
Regional Snapshot: Europe

Key Messages:

- The most homogeneous e-government development with the highest average EGDI (0.82) and the highest number of countries (33) in the Very-high EGDI.

- Denmark, Estonia, Finland, Sweden, UK, Netherlands, Iceland and Norway, are the leaders in the region (Highest Rating class VH).

- 7 countries moved from High to Very-High EGDI (Czech Republic, Bulgaria, Slovakia, Latvia, Croatia, Hungary, and Romania).

- The lowest variance in EGDI scores among countries.

- 10 countries in Europe with comparatively lower EGDI values (averaging 0.69) are mainly Southern European States.
Key Messages:

- **Australia** and **New Zealand** are the leading countries
- The remaining countries have an average EGDI value that is below the global average (0.60).
  - 12 MS are SIDS - 4 of them are also LDCs
  - High variance in EGDI scores (0.90 to 0.28)
  - Average TII value is 0.2991
  - Average HCI value is 0.6884
OUTLINE

1. EDGI Levels – global and regional snapshot

2. Online Services worldwide

3. Key Takeaways
Key Messages:

- Number of countries offering at least one online service increased from 140 to 162 (16%)%
- 84 per cent of the countries offer at least one, and on average 14, out of 20 transactional online services
- The most prevalent e-service globally is registration of a new business, the least prevalent one: submission of VAT
Key Messages:

• 80 percent of Member States offer specific services for youth, women, older persons, persons with disabilities, migrants and people living in poverty

• However, services for people living in poverty and migrants are offered by fewer countries, which highlights a possible neglect of needs of these groups of people.

• European countries continue to lead in online service provision for vulnerable people (93%), followed by Americas (84%), Asia (80%), Oceania (65%) and Africa (55%).
Key Messages:

- Europe is the leader in the number of provided e-services:
  - 70% of countries provide all 20 online services assessed
  - between 88 and 95 per cent of countries offer half of the services assessed
- Expansion of online services is moving fast also in other regions:
  - In Americas and Asia 60% of countries offer 16 out of 20 online services
  - In Africa and Oceania, 50 per cent of countries offer 12 to 14 online services
Progress in Online Service Delivery
(by income groups, 2020)

Key Messages:

• High income MS have higher OSI scores
• For all other income groups, the median OSI scores are below the OSI average of 0.5620
• However, there are exceptions: e.g. Rwanda, Uganda and Tanzania have high OSI values despite being low-income economies; India has VH-OSI value in lower-middle income group
• There are countries that have VH-OSI and are already in the HV quartile of H-EGDI: (Colombia, Mexico, Ecuador, Peru, Albania and Serbia)
• 13 countries have VH-EGDI and H-OSI giving room for OSI improvement

Figure 1.8 Geographical distribution of the four EGDI groups, 2020

Key Messages:

- Updated via SMS or APPs has expanded by an average of 38% due to:
  i. improved accessibility and subscription of fixed (wired) broadband
  ii. increased active-mobile subscriptions
  iii. increased percentage of individuals using the internet.

- Mobile services in **education, employment and health** are the most common (54%), followed by environment (52%) social protection (47%) and justice (41%).

- The fastest improvement since 2018 is recorded for the environment sector (20 per cent).
Key Messages:

- **All Member States** (but one) have national portals
- **90% have advanced features** (one-stop-shop, social networking opportunities, and interactive design with feedback options)
- **Less common are very advanced features** (advanced search options, tutorials, chats and corruption flagging)
Key Messages:

- **161 countries** announce government procurement.
- **138 provide** results of biddings.
- **125 countries** have e-procurement portals.
- **67 countries** provide digital invoices.
- Between 62% and 93% of MS in all regions have e-procurement portals.

Figure 1.17: Number of countries offering tools for e-procurement*

* Among the 193 United Nations Member States surveyed.
Online Recruitment in Public Sector has increased

Key Messages:

- 30% more countries publish government vacancies online
  - 93% of counties in Europe.
  - 36% of countries in Africa

Figure 1.18: Number of countries publishing government vacancies online, 2018 and 2020

More Public Information is Shared online

Key Messages:

- **80-90%** of UN Member States share information online
- **50% increase** in the number of OGD portals providing sector specific information in machine readable formats

✓ A positive shift from non machine-readable formats (such as PDF) to machine-readable formats

![Figure 1.11 Trends in sharing public information online, 2020](image)

Key Messages:

- Mobile broadband subscription (as a percentage of Gross National Income (GNI) per capita) remains significantly higher in Africa (11.8) and Oceania (5.1)
1. E-Government development: global and regional snapshot
2. Online Services Provision worldwide
3. Key Takeaways
Key Takeaways

- E-government levels have improved globally
- Income levels support, but do not determine progress
- Online services provision expanded in all sectors, including for vulnerable groups
- National portal functions improved
- E-Procurement Services Expanded
- Online Requirement in Public Sector is increasing
- Affordability of Mobile Broadband remains an issue
- Digital Divides remain
• Seven of the 8 countries with the lowest EGDI scores are least developed and/or landlocked countries in Africa

• On average 66 per cent of the UN Member States provide online services, HOWEVER
  ✓ most countries offering the full spectrum of 20 services are in the Very-High and High-OSI level groups (93 per cent and 81 per cent respectively)
  ✓ The majority of Low-OSI countries still offer 1 or 2 online services and only 6 provide between 5 to 9 types of services.

• Differences in e-government development exist even in highly developed regions
  ✓ three small European countries (Andorra, Monaco and San Marino) have highly developed infrastructure and human capital, yet online service provision is at middle-OSI levels (OSI scores ranging from 0.2824 to 0.4824)
• Countries with OSI values higher than their respective TII and HCI values can potentially progress more rapidly in e-government development if infrastructure and human capital development are accelerated.

• Africa has made significant progress in e-government development, with only 7 of the region’s 54 countries remaining in the low EGDI group.

• Notwithstanding the impressive advances made in Africa and in e-government development globally, the 2020 Survey findings confirm the persistence of digital divides within and between countries and regions.
A series of technical webinars will follow the global launch:

| Webinar 1: Global and regional e-government development | 14 July 10:00 – 11:00 hrs. EDT | Facebook Live |
| Webinar 2: COVID-19 and e-government | 15 July 10:00 – 11:00 hrs. EDT | Facebook Live |
| Webinar 3: Local e-government | 16 July 10:00 – 11:00 hrs. EDT | Facebook Live |
| Webinar 4: E-participation | 21 July 10:00 – 11:00 hrs. EDT | Facebook Live |
| Webinar 5: Data governance for digital government | 22 July 10:00 – 11:00 hrs. EDT | Facebook Live |
| Webinar 6: Capacities for digital transformation | 23 July 10:00 – 11:00 hrs. EDT | Facebook Live |
THANK YOU

Arpine Korekyan
korekyan@un.org

E-Government Survey 2020
United Nations - New York, 14 July 2020