Division for Public Institutions &
Digital Government, United Nations

Department of Economic and Social Affairs

UN E-GOV Survey 2018

GEARING E-GOVERNMENT TO SUPPORT TRANSFORMATION TOWARDS SUSTAINABLE AND RESILIENT SOCIETIES

Vincenzo Aquaro
Chief, Digital Government Branch
DPIDG, UN DESA

FUDAN UNIVERSITY,
17 September 2018
UNDESA: Intergovernmental Support

- Facilitating and/or convening intergovernmental meetings and follow-ups:
  - United Nations Committee of Experts in Public Administrations
  - Action Lines of the World Summit of the Information Society
  - Global E-Government Forum
  - Internet Governance Forum
  - Regional Forums on digital government development
UN DESA: Research and Analysis

- Goal 16 – effective, inclusive and accountable institutions
- United Nations E-Government Survey
- Digital Governments & frontier/new/fast-evolving technologies
  - Artificial intelligence
  - Blockchains
  - Big data, open data, data science
  - Leaving no one behind (leaving no one offline)
  - Smart nations & smart cities
UN DESA: Capacity Development

- Advisory services
  - Country assessment
  - Policy advice and strategy development
- Regional and national seminars, workshops
- Online training course
  (at no cost; with UN certification)
- Online toolkit on Digital Government
- Online toolkit on ICT4SDGs (in progress)
The United Nations E-Government Survey is mandated by the General Assembly through resolutions 69/327; 58/231 and 59/55 on Public Administration and Development.

Relevant ECOSOC resolutions for the United Nations E-Government Survey include:

- E/RES/2005/3
- E/RES/2006/47
- E/RES/2007/38
- E/RES/2008/32
- E/RES/2009/18
- E/RES/2011/2
- E/RES/2011/22
- E/RES/2012/28
- E/RES/2013/2
- E/RES/2014/38
- E/RES/2015/28
What is the United Nations E-Government Survey

- It is the only e-government survey that assesses the state of e-government development of all 193 UN Member States.
- It is used as a benchmark tool to measure e-government development, build governments’ capacity, provide policy recommendations and share good practices from around the world.
- It is a UNDESA flagship publication issued every two years since 2003.

- Governments
- Intergovernmental institutions
- International and regional organizations
- Academia, research centers and schools of public administration
- Private sector
- Civil society organizations
- Citizens
Relevant Numbers and References

**Outstanding International and National Media Coverage**

In 2017 >75,000 ref. Citation analysis of scholarly references to the United Nations e-Government Survey reveals a rapidly expanding level of attention and inherent credibility of the product.***

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**Citation Analysis**

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*Second most downloaded publication of DESA
**Most downloaded publication of DESA

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*** UN E-Gov External Evaluation Results 2017
The United Nations E-Government Survey presents a systematic assessment of the use of ICT to transform and reform the public sector by enhancing efficiency, effectiveness, transparency, accountability, access to public services and citizen participation in 193 Countries.
The United Nations e-Government Survey has been a remarkable success and has become one of the flagship publications of the United Nations. Although there are uncertainties in the precise measurement of the national rankings, the readiness index has served as an invaluable tool for governments and policymakers. The Index has been continually updated over the years, and has recently been linked to the attainment of the sustainable development goals (SDGs) of the 2030 Agenda. There is no reason to imagine that going forward, the Index will not remain a crucial element in determining how governments will formulate their ICT strategies.
Preparatory process of 2018 UN E-Government Survey

- **20 Months of Work**
- **A Taskforce of 308 Researchers**
- **206 UN-Volunteers**

- Partnership with **UNU-EGOV, ITU, ESCAP**
- Contribution from **ECLAC, UNECA, UNECE, ESCWA, UNOOSA**

- **2 Expert Group Meetings**
- **1 Informal Advisory Working Group**

- Open Consultation with **193 MS** (MSQ)
- **100 MSQ Returned**
- **3x193 MS Assessments in 66 Languages**

- **57 New Case Studies**
What is new in the 2018 United Nations E-Government Survey

GEARING E-GOVERNMENT TO SUPPORT TRANSFORMATION TOWARDS SUSTAINABLE AND RESILIENT SOCIETIES

Core principles and linkages with 2030 Agenda and 2018 HLPF themes

Five Dimensions of SDG16

11 SUSTAINABLE CITIES AND COMMUNITIES

Local Component Cities

2018 Theme: Transformation Forward Resilience Society

Fast evolving technologies and Artificial Intelligence

HIGH-LEVEL POLITICAL FORUM ON SUSTAINABLE DEVELOPMENT
What is new in the 2018 United Nations E-Government Survey 2/3

- Online Service Questionnaire (OSQ), was expanded to include the sustainable development goals (SDGs) of the 2030 Agenda and the principle of Leaving No One Behind, with a particular focus on **Goal 16**

- An updated and detailed Member States Questionnaire (MSQ) was launched in 2017 to Member States to gather detailed information about the efforts of governments in e-government development

- For the first time, the list of the OSQ areas assessed in this edition of the United Nations E-Government Survey was added in the Annexes.
What is new in the 2018 United Nations E-Government Survey 3/3

- A pilot Local Online Service Index (LOSI) including analysis and ranking of 40 cities covered worldwide, was added (Chapter 7)

- The list of the LOSI indicators assessed in this edition was added in the Annexes.
New technologies have expanded policy options that literally did not exist as recently as few decades back.
E-GOV
METHODOLOGY
A country’s ranking in the survey is determined by the **EGDI - E-Government Development Index**, the weighted average of three normalized scores on:

1. Scope and quality of online services
   **Online Service Index, OSI**

2. Development status of telecommunication infrastructure
   **Telecommunication Infrastructure Index, TII**

3. Inherent human capital
   **Human Capital Index, HCI**
How the Telecommunication Infrastructure Index (TII) is measured

Telecommunication Infrastructure Index (TII)

2016 Subcomponents

- Estimated internet users per 100 inhabitants
- Number of main fixed telephone lines per 100 inhabitants
- Number of mobile subscribers per 100 inhabitants
- Number of fixed broadband facilities per 100 inhabitants
- Number of wireless broadband subscriptions per 100 inhabitants

2018 Subcomponents

- Estimated internet users per 100 inhabitants
- Number of main fixed telephone lines per 100 inhabitants
- Number of mobile subscribers per 100 inhabitants
- Number of fixed broadband facilities per 100 inhabitants
- Number active mobile broadband subscriptions per 100 inhabitants

Primary source: based on the ITU data
How the Human Capacity Index (HCI) is measured

The HCI is measured through the average of the following indicators that will allow citizens to access online government services:

- Adult literacy
- Mean years of schooling
- Gross enrollment ratio (Primary, Secondary, Tertiary)
- Estimated years of schooling

*Primary source: based on the UNESCO data*
How the Online Service Index (OSI) is measured

Member States Questionnaire (MSQ) for the United Nations E-Government Survey 2018

Please provide the most recent information on your country, as this information will be used in preparation of the United Nations E-Government Survey 2018.

Strategy/Implementation Plan/Policy (where available, please attach evidence)

- Is there a national sustainable development strategy or equivalent?
- Is there a national e-Government/Digital Government strategy or equivalent?
- If yes, is there an implementation plan for the e-Government/Digital Government Strategy?
- Is the national development strategy aligned with the e-Government/Digital Governance Strategy under the framework of the Sustainable Development Goals (SDGs)?

Legal Framework (where available, please attach evidence)

- Is there any e-government related legislation?
- Is there an access to information law such as the Freedom of Information Act?
- Is there a personal data protection law such as the Data Protection Act?
- Is there a digital security law such as the Cybersecurity Act?
- Is there any legislation on open government and open government data?
- Is there a national policy on open participation and/or inclusion in Digital Government?
- Is there any legal framework promoting the accessibility of telecommunication services such as the expansion of mobile broadband frequency?
- Is there legislation governing the use of government software and systems?
- Is there legislation in place to promote or enforce interoperability?
- Is there legislation in place to promote transparency and accountability?

Portals (National level) (where available, please attach evidence)

- Is there an official e-government portal? Please name all portals if there is more than one national portal.
- Is there an official open data portal?
- Please provide the URL(s) for the ministries of education, health, social protection, labor employment and decent work, environment protection, or any institutions performing the equivalent functions of these ministries.
- Is there a one-stop shop portal available for services such as taxation, education, health,

Online Service Questionnaire (OSQ) for the United Nations E-Government Survey 2018

- Is there a search feature easily available on the portal?
- Does the search feature provide advanced search options?
- Is a Help Center or FAQ available on the portal?
- Is information available on the organizational structure and chart, the name and title of the head of the organization/department?
How the E-Participation Index (EOI) is measured

E-Participation Index (EPI)

Based on an independent online assessment and a questionnaire conducted by DGB/DPIDG. It emphasizes citizen’s participation in public decision-making.

Enabling Participation
- **E-information**: provision of information

Engaging People
- **E-consultation**: interaction with stakeholders in contributions to and deliberation on public policies and services

Empowering People
- **E-decision making**: engagement in decision making processes; co-creation of service components and delivery modalities

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How the E-Participation Index (EOI) is measured
How the Local Online Service Index (LOSI) is measured

National Component

OSI

- Accountability
- Inclusion
- Effectiveness
- Trustworthy
- Openness

Local Component

- Technology
- Content Provision
- Service Provision
- Participation Engagement
2018: Digital Government Framework

Data Framework

Internal
- Pilots 2018 (new)
- Pilots 2020-2030

OSQ
Data Collected
UNDESA 2017 (researchers + automated)

External
- MSQ
Member States (new)
- UNESCO
- ITU
- 3rd Parties (new)

OPEN DATA
E-PARTICIPATION
M-GOVERNMENT
DIGITAL DIVIDE
USAGE
WOG INTEGRATION
PEOPLE-CENTRIC
Questions covering these DOMAINS

- Health
- Education
- Social Protection
- Economic Growth
- Employment & Decent Work
- Environmental Protection
- Public Security

SUSTAINABLE DEVELOPMENT GOAL 16
Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels.

Division for Public Institutions and Digital Government, United Nations Department of Economic and Social Affairs
TRENDS AND INSIGHTS
E-Government Development Index (EGDI)

TRENDS (IN NUMBER OF COUNTRIES)

- Low EGDI (L-EGDI): 16 countries, 32
- Middle EGDI (M-EGDI): 66 countries, 67
- High EGDI (H-EGDI): 71 countries, 65
- Very High EGDI (VH-EGDI): 40 countries, 29

Comparison between 2016 and 2018:

- Low EGDI: 32, 16%
- Middle EGDI: 65, 34%
- High EGDI: 71, 37%
- Very High EGDI: 29, 15%

Comparison between 2016 and 2018:

- Low EGDI: 16, 8%
- Middle EGDI: 66, 34%
- High EGDI: 71, 37%
- Very High EGDI: 40, 21%
E-government has grown rapidly over the past 17 years, since the first attempt of the United Nations to benchmark e-government in 2001.

In the 2018 Survey, 40 countries score “very high”, with e-government development index (EGDI) values in the range of 0.75 to 1.00, as compared to only 29 countries in 2016.

Since 2014, all 193 Member States of the UN have delivered some form of online presence.

Countries in the Low-EGDI level have dropped by a significant 50 per cent or 16 countries compared to 32 countries in 2016.

Regional trends have remained largely unchanged over the past 15 years: in 2016, there is a huge gap between African countries, with a low EGDI average of 0.3432, and European countries, with EGDI average of 0.7727.

Oceania countries, with an average EGDI of 0.4611, are also below the global average of 0.55. Asia and the Americas are very close, with average EGDI values of 0.5132 and 0.5245 respectively.
EGDI: Regional and Global Averages

- **World Average**: 0.55
- **Africa**
  - Min: 0.0566 (2016)
  - Max: 0.6678
  - Average: 0.3423
- **Americas**
  - Min: 0.2154
  - Max: 0.9010
  - Average: 0.5898
- **Asia**
  - Min: 0.2154
  - Max: 0.9150
  - Average: 0.5779
- **Europe**
  - Min: 0.2787
  - Max: 0.9053
  - Average: 0.7727
- **Oceania**
  - Min: 0.4154
  - Max: 0.7241
  - Average: 0.4611
Despite ongoing development gains and investments in technology in several countries, e-government divide and digital divide continue to persist. Only 4 countries out of 54 in Africa score higher than the world average EGDI of 0.55, while 14 least developed countries have very low EGDI scores below 0.25.
2018 E-Government Survey: Regional Trends

Percentage of countries grouped by EDGI levels in each region

- **Africa** (54 countries)
  - Low EDGI: 43%
  - Medium EDGI: 19%
  - High EDGI: 38%
  - Very High EDGI: 10%

- **Americas** (35 countries)
  - Low EDGI: 6%
  - Medium EDGI: 63%
  - High EDGI: 1%
  - Very High EDGI: 1%

- **Asia** (47 countries)
  - Low EDGI: 7%
  - Medium EDGI: 51%
  - High EDGI: 1%
  - Very High EDGI: 3%

- **Europe** (43 countries)
  - Low EDGI: 1%
  - Medium EDGI: 63%
  - High EDGI: 1%
  - Very High EDGI: 2%

- **Oceania** (14 countries)
  - Low EDGI: 1%
  - Medium EDGI: 64%
  - High EDGI: 1%
  - Very High EDGI: 1%
### EGDI Global Rankings

#### Top Leading Countries in E-Government Development

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Source: 2018 UN E-Government Survey
## Very High OSI

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<td>Portugal</td>
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<td>0.9306</td>
<td>17</td>
<td>29</td>
</tr>
</tbody>
</table>

Source: 2018 UN E-Government Survey
## Very High OSI

<table>
<thead>
<tr>
<th>#</th>
<th>Country</th>
<th>Region</th>
<th>OSI Score 2018</th>
<th>OSI Rank 2018</th>
<th>EGDI Rank 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>22</td>
<td>Brazil</td>
<td>Americas</td>
<td>0.9236</td>
<td>22</td>
<td>44</td>
</tr>
<tr>
<td>23</td>
<td>Luxembourg</td>
<td>Europe</td>
<td>0.9236</td>
<td>22</td>
<td>18</td>
</tr>
<tr>
<td>24</td>
<td>Mexico</td>
<td>Americas</td>
<td>0.9236</td>
<td>22</td>
<td>64</td>
</tr>
<tr>
<td>25</td>
<td>Russian Federation</td>
<td>Europe</td>
<td>0.9167</td>
<td>25</td>
<td>32</td>
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<td>26</td>
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<td>Europe</td>
<td>0.9028</td>
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<td>16</td>
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<tr>
<td>27</td>
<td>Malaysia</td>
<td>Asia</td>
<td>0.8889</td>
<td>27</td>
<td>48</td>
</tr>
<tr>
<td>28</td>
<td>Turkey</td>
<td>Asia</td>
<td>0.8889</td>
<td>27</td>
<td>53</td>
</tr>
<tr>
<td>29</td>
<td>Uruguay</td>
<td>Americas</td>
<td>0.8889</td>
<td>27</td>
<td>34</td>
</tr>
<tr>
<td>30</td>
<td>Colombia</td>
<td>Americas</td>
<td>0.8819</td>
<td>30</td>
<td>61</td>
</tr>
<tr>
<td>31</td>
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<td>Asia</td>
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<td>30</td>
<td>75</td>
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<tr>
<td>32</td>
<td>Austria</td>
<td>Europe</td>
<td>0.8681</td>
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<td>20</td>
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<td>Kazakhstan</td>
<td>Asia</td>
<td>0.8681</td>
<td>32</td>
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</tr>
<tr>
<td>34</td>
<td>China</td>
<td>Asia</td>
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<td>65</td>
</tr>
<tr>
<td>35</td>
<td>Switzterland</td>
<td>Europe</td>
<td>0.8472</td>
<td>35</td>
<td>15</td>
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<td>Malta</td>
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<td>Chile</td>
<td>Americas</td>
<td>0.8333</td>
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<tr>
<td>38</td>
<td>South Africa</td>
<td>Africa</td>
<td>0.8333</td>
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<tr>
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<td>Ireland</td>
<td>Europe</td>
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<tr>
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<td>Israel</td>
<td>Asia</td>
<td>0.8264</td>
<td>39</td>
<td>31</td>
</tr>
</tbody>
</table>

Source: 2018 UN E-Government Survey
## China’s EGDI

<table>
<thead>
<tr>
<th>Rank Category</th>
<th>Rank Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Global Rank</td>
<td>65th / 193 countries</td>
</tr>
<tr>
<td>Regional Rank (Asia Pacific)</td>
<td>17th / 47 countries</td>
</tr>
<tr>
<td>Sub-regional Rank (Eastern Asia)</td>
<td>3rd / 5 countries</td>
</tr>
</tbody>
</table>

### EGDI Levels

- **High EGDI**: 0.6811
- **Very High OSI**: 0.8611
- **High HCI**: 0.7088
- **Middle TII**: 0.4735
- **Very High EPI**: 0.9045

### Note:
- EGDI – E-Government Development Index
- OSI - Online Service Index
- TII - Telecommunication Infrastructure Index
- HCI - Human Capital Index
- EPI – E-Participation Index
China’s TII

<table>
<thead>
<tr>
<th>Service</th>
<th>Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mobile subscriptions</td>
<td>Very High</td>
</tr>
<tr>
<td>wireless broadband subscriptions</td>
<td>High</td>
</tr>
<tr>
<td>Internet Users</td>
<td>High</td>
</tr>
<tr>
<td>fixed broadband subscriptions</td>
<td>Low</td>
</tr>
<tr>
<td>fixed telephone line subscriptions</td>
<td>Low</td>
</tr>
</tbody>
</table>
China’s OSI & EPI

- China has unique challenges to deploy digital government, considering its land mass and large population.

- China has made special efforts to leverage the Internet and online services for public service delivery, bearing in mind that China also has the largest number of Internet users in the world.
E-Participation in China

- Innovative measures in China underscore the prominence of ICT as a national priority, including the government’s goal of growing e-commerce and the use of social media in citizen engagement.

- For example, the “WeChat” tool was quoted as an effective means for anti-corruption or whistle-blowing purposes, while microblogging for social inclusion has become increasingly sophisticated.

**Box 3.3. People’s Republic of China: Electronic participation in environmental governance**

On the Chinese government’s Ministry of Environmental Protection website, people can participate in public affairs by providing opinions on government document drafts. Among all issues, the government seeks the most opinions on “the environmental protection of cities,” which reflects the government’s commitment to encouraging more people to participate in decision-making about such priority items.

*Source:* http://english.mep.gov.cn
Leaving no one offline

Technology offers an opportunity to Leave no one behind by extending the reach and access of information and services to those who need them the most.

UNITED NATIONS E-GOVERNMENT SURVEY 2018

GEARING E-GOVERNMENT TO SUPPORT TRANSFORMATION TOWARDS SUSTAINABLE AND RESILIENT SOCIETIES

#UNEgov2018 bit.ly/UNEgov2018
Table 2.1. A selection of digital divides – from access to useful usage

<table>
<thead>
<tr>
<th>Divide</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Access</td>
<td>It starts with access or the lack thereof: although Internet penetration has increased, it continues to be a key barrier as more people globally remain offline rather than online</td>
</tr>
<tr>
<td>Affordability</td>
<td>The gap between rich and poor affects affordability of ICTs and serves as an important difference in adoption within countries as much as between them</td>
</tr>
<tr>
<td>Age</td>
<td>Older people are generally using ICTs to a lesser extent than younger populations, despite the notion that they could benefit from online social and health services</td>
</tr>
<tr>
<td>Bandwidth</td>
<td>International bandwidth and the capacity to transmit and receive information over networks varies greatly between countries but also within them, limiting potential useful endeavours</td>
</tr>
<tr>
<td>Content</td>
<td>Relevant content in local language(s) is important to stimulate adoption</td>
</tr>
<tr>
<td>Disability</td>
<td>Those with disabilities face additional hurdles to use ICTs if websites are not compliant with web accessibility guidelines</td>
</tr>
<tr>
<td>Education</td>
<td>Like social divides, education and literacy rates are fundamental challenges to bridge digital divides</td>
</tr>
<tr>
<td>Gender</td>
<td>There is a small but persistent difference in online usage between men and women</td>
</tr>
<tr>
<td>Migration</td>
<td>Migrants may not possess the same levels of digital skills as the population in their new country and if they do, may be subject to content and language divides</td>
</tr>
<tr>
<td>Location</td>
<td>Rural and remote areas are often at a disadvantage in terms of speed and quality of services as compared to their urban counterparts</td>
</tr>
<tr>
<td>Mobile</td>
<td>Mobile devices provide opportunities to bridge the access gap but can also introduce new forms of divides in terms of technology, speed and usage</td>
</tr>
<tr>
<td>Speed</td>
<td>The gap between basic and broadband access is creating a new divide as speed is important to reap the full benefits of a digital society</td>
</tr>
<tr>
<td>Useful usage</td>
<td>What people do with their access is a key difference in whether users take full advantage of ICTs, such as e-government services</td>
</tr>
</tbody>
</table>

Note: The above table is intended to be illustrative and not exhaustive.
E-Gov for leaving no one behind

Figure 5.13  Online services provided for vulnerable groups, 2016 and 2018

<table>
<thead>
<tr>
<th>Group</th>
<th>2016</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Poor</td>
<td>120</td>
<td>47</td>
</tr>
<tr>
<td>Immigrants</td>
<td>125</td>
<td>76</td>
</tr>
<tr>
<td>Older persons</td>
<td>128</td>
<td>64</td>
</tr>
<tr>
<td>Persons with disabilities</td>
<td>128</td>
<td>66</td>
</tr>
<tr>
<td>Women</td>
<td>135</td>
<td>61</td>
</tr>
<tr>
<td>Youth</td>
<td>144</td>
<td>88</td>
</tr>
</tbody>
</table>

Source: 2018 UN E-Government Survey
E-Gov for leaving no one behind

- Digital divides exist in **all countries**
- Digital progress can create **new divides**
- Extending digital services **from citizens to non-citizens**
- **Differentiated and targeted approaches** to different divides
- Strong correlation between **digital exclusion and social exclusion**
- Shift from “digital by default” to “digital first”
- Combining high-tech innovation with **low-tech accessibility**
- Ensure digital inclusion through **e-participation**
- Understanding the **perceived “lack of benefits”**; raise awareness
- Balancing efficacy with **inclusion and respect for privacy**

Source: 2018 UN E-Government Survey
E-Government Knowledge Base (link)
شكرا
谢谢
Thank You
Merci
Спасибо
Gracias