



Local Government Questionnaire (LGQ) for the United Nations E-Government Survey

The objective of this questionnaire is to gather information from local governments/municipalities in preparation for the upcoming United Nations E-Government Survey. For the first time in 2018, the United Nations E-Government Survey assessed 40 pilot cities. The 2020 Survey featured 100 cities/local government websites assessment and the upcoming survey of 2022 has increased to 193 cities. The responses will be shared online in the [UN E-Government Survey Knowledgebase](#) unless otherwise requested. For any question about this questionnaire, please contact dpidg@un.org.

Mbabane

Eswatini

I. Institutional Framework

1. What is the official **e-Government**¹ portal of the city/municipality? If more than one exists, please list all. www.mbabane.org.sz
2. Please provide **URLs** for **portals** providing specific services/features
 - a. E-services²: www.mbabane.org.sz
 - b. E-participation³:
 - c. Open government data⁴:
 - d. Public procurement: www.mbabane.org.sz
 - e. Other major portals at the city/municipality level:
3. Does your city/municipality have a **Chief Information Officer (CIO)**⁵ to manage its e-Government programs/strategies? **Yes**

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¹ **E-government or digital government** will be used interchangeably in this Survey and is defined as delivering services online and engaging people by using Information and Communication Technologies (ICTs).

² A specific portal where you can see the list of all online services available to the public.

³ **E-Participation** is about fostering civic engagement and open, participatory governance through Information and Communications Technologies (ICTs).

⁴ **Open Government Data** allows citizens to monitor data streams and thereby improves the accountability and transparency of government. OGD also allows citizens to be aware of important issues and to be part of the decision-making process to address policy issues (e-participation).

⁵ **CIO** or a similar senior official with a leadership role, sometimes referred as Chief Technology Officer (**CTO**) or Chief Digital Officer (**CDO**)

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If yes, is the **city/municipality CIO** linked to any extent to the **national CIO** or with any government agency/department/ministry at the national level in charge of e-government? (by mandate or other type of relation) **No**

II. Legal Framework

1. Is there any **legislation/regulations** on **digital government** such as law on digital service provision or on access to information or data privacy at the:

National level? Yes No

Local level? Yes No

If Yes, how do you adopt these in your organization?

III. Strategy and Implementation

1. Is there a city/municipality **e-Government Strategy** or equivalent? If yes, please provide link and/or further details. **None (under development)**
2. Please check whichever applies to the city/municipal e-Government Strategy or equivalent and provide link, details and/or specific references for the checked area.
 - has an implementation plan.
 - is aligned with the national development strategy.
 - is aligned with the sustainable development goals (SDGs).
 - is aligned with national digital development strategy.
 - indicates the existence of shared solutions/platforms provided at the national/regional level.
 - makes specific reference to SDG 11 (New)
 - makes specific reference to the Sendai Framework for Disaster Risk Reduction 2015-2030, holistic disaster risk management at all levels (New)
 - makes specific reference to e-Participation and/or digital inclusion/engagement.
 - makes specific reference to co-creation mechanisms for citizens.
 - makes specific reference to social media.
 - makes specific reference to a local digital ID.
 - makes specific reference to new technologies such as artificial intelligence, blockchain, big data etc.
 - provides other specific measures to ensure e-Government is used by the most vulnerable groups⁶.
 - provides other specific measures for ICT training and digital literacy by government officials.
 - makes specific reference to cyber security.
 - makes specific reference to mobile government.
3. Does your city/municipality have a dedicated budget for digital government? Please explain by informing on the percentage compared to the total municipality budget. **Yes. Currently 1%**

⁶ Poor, immigrants, older persons, persons with disabilities, women, youth, indigenous people

4. Do you publish the city/municipality budget online on the portal? Please explain further and provide links. **Yes, it is published in the Council's website.**
5. Are there any digital initiatives in place in your city/municipality focused on sustainability issues and/or a green economy? Please explain further and provide links. **Smart City initiative at initial stages.**
6. Are there any digital initiatives in place in your city/municipality focused on affordable, accessible, and sustainable transport systems for all, improving road safety, notably by expanding public transport, with special attention to the needs of those in vulnerable situations, women, children, persons with disabilities and older persons? Please explain further and provide links. **Yes. For now, the focus is on transforming the infrastructure to facilitate access for persons with disabilities and older persons**
7. Are there any digital initiatives in place in your city/municipality focused on affordable housing and basic services to the needs of those in vulnerable situations, women, children, persons with disabilities and older persons? Please explain further and provide links. **None yet.**
8. Are there any digital initiatives in place in your city/municipality focused on universal access to safe, inclusive, and accessible, green and public spaces, in particular for women and children, older persons and persons with disabilities? Please explain further and provide links. **There are a number of initiatives, but non-digital, focused on aiding access for persons with disabilities as well as children. There is no segregation between men and women.**
9. Does your city/municipality include partnerships with other national or international cities and/or private sector, civil society? Please explain further and provide links. **Yes. There are formal relations with the cities of Fort Worth, USA, Taipei, ROC on Taiwan, Mbombela, South Africa and Maputo, Mozambique.**

IV. Usage of online services

1. What is the percentage of city/municipality services offered online (municipality website)? Please explain and provide links. **10%**
2. What is the percentage of city/municipality services offered through dedicated mobile means (mobile applications)? Please explain and provide links. **10%. Payments through mobile banking platforms for major banks.**

3. Do you collect usage statistics of e-Government services?

Yes No

4. If yes, do you publish the results online and share those with the public institutions concerned?

V. User satisfaction

1. Do you measure the satisfaction of citizens with the e-Government services provided?

Yes No

2. If yes, do you publish the results online and share those with the public institutions concerned? Please explain further. **N/A**

3. What is the percentage of the population⁷ satisfied with their last experience of online public services? Please explain further. **N/A**

VI. Social Media

1. Do you use social media at the city/municipality level to interact with and engage people in e-government activities? Please explain further. **Yes. There is extensive use of Facebook and WhatsApp.**

VII. Crisis/Emergency Response and Recovery

1. Is there a specific local government portal or a dedicated section of the city/municipality portal addressing crisis/emergency situations (e.g. natural disasters, pandemics and similar) Please explain further and provide links. **None**

VIII. Smart City and New Technologies

1. Do you have a specific city/municipality strategy on new technologies? (e.g. Artificial Intelligence, IoT, Blockchain, Smart City, 5G, Virtual/Augmented Reality, Robotics, 3D Printing) If yes, please explain further and provide links. **Under development. The Smart City Framework is in place.**

2. Does your city/municipality strategy plans for the use of big data analytics or AI in their decision-making processes?

Yes No

If Yes, please explain further and provide links.

IX. Contact and Additional Information

⁷ Related to SDG Indicator 16.6.2 Proportion of population satisfied with their last experience of public services. See for all indicators: https://unstats.un.org/sdgs/indicators/Global%20Indicator%20Framework%20after%20refinement_Eng.pdf

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- Submission Date: **14th June 2023**

Please select whichever applies:

- I am authorized and fully knowledgeable to respond to this questionnaire.
- I did not have the full information to respond to this questionnaire
- I mostly provided my own opinion/assessment rather than official information.
- Other:

Thank you for taking the time to fill out the Local Government Questionnaire (LGQ) 2022.
We appreciate your participation.