



## 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](mailto:dpidg@un.org).

City name

Country name

### I. Institutional Framework

1. What is the official **e-Government**<sup>1</sup> portal of the city/municipality? If more than one exists, please list all.
2. Please provide **URLs** for **portals** providing specific services/features
  - a. E-services<sup>2</sup>:
  - b. E-participation<sup>3</sup>:
  - c. Open government data<sup>4</sup>:
  - d. Public procurement:
  - e. Other major portals at the city/municipality level:
3. Does your city/municipality have a **Chief Information Officer (CIO)**<sup>5</sup> to manage its e-Government programs/strategies?

**Name:** \_\_\_\_\_

**Title:** \_\_\_\_\_

**Organization:** \_\_\_\_\_

<sup>1</sup> **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).

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

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

<sup>4</sup> **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).

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

E-mail: \_\_\_\_\_

Phone: \_\_\_\_\_

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)

## II. Legal Framework

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

1. National level? Yes      No
2. Local level? Yes      No

a. 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?
2. Please check whichever applies to the city/municipal e-Government Strategy or equivalent:
  - 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 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 groups<sup>6</sup>.
  - 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.

Please explain further:

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.

---

<sup>6</sup> 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.
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.
6. Does your city/municipality include partnerships with other national or international cities and/or private sector, civil society? Please explain further and provide links.

#### **IV. Usage of online services**

1. What is the percentage of city/municipality services offered online (municipality website)? Please explain and provide links
2. What is the percentage of city/municipality services offered through dedicated mobile means (mobile applications)? Please explain and provide links.
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.
3. What is the percentage of the population<sup>7</sup> satisfied with their last experience of online public services? Please explain further.

#### **VI. Social Media**

1. How do you use social media at the city/municipality level to interact with and engage people in e-government activities? Please explain further.

---

<sup>7</sup> 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](https://unstats.un.org/sdgs/indicators/Global%20Indicator%20Framework%20after%20refinement_Eng.pdf)

## 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.

## VIII. Smart City and New Technologies

1. Do you have a specific city/municipality strategy on the following new technologies? (e.g., Artificial Intelligence, IoT, Blockchain, Smart City, 5G, Virtual/Augmented Reality, Robotics, 3D Printing)  
Yes      No
  - a. If yes, please explain further and provide links.
2. Does your city/municipality strategy plans for the use of big data analytics or AI in their decision-making processes? Please explain further and provide links.

## IX. Contact and Additional Information

- Name: \_\_\_\_\_
- Title: \_\_\_\_\_
- Email: \_\_\_\_\_
- Organization: \_\_\_\_\_
- Submission Date: \_\_\_\_\_

---

### 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.