Member States Questionnaire (MSQ) for the
United Nations E-Government Survey 2020

The objective of this questionnaire is to gather information from the Member States in preparation of the United Nations E-Government Survey 2020. Please note that these responses do not directly affect the UN E-Government Development Index (EGDI), which is a composite index of Online Service Index (OSI), Telecommunications Infrastructure Index (TII) and Human Capital Index (HCI). UNDESA[1] assesses national portals with the assistance of independent researchers to construct OSI, requests data from the International Telecommunications Union (ITU) and the United Nations Educational, Scientific and Cultural Organization (UNESCO) to construct TII and HCI respectively. For any questions about this questionnaire, please contact *dpidg@un.org.*

| Kingdom of Bahrain | 31/03/2019 |

☒ **I/We hereby authorize UNDESA to publish my/our responses as deemed necessary.**

I. Institutional Framework

1. What is the official **e-government**[2] **portal** at the national level? If more than one, please list all.

   www.bahrain.bh

2. Please also provide **URLs** for below **specific portals**, if exists:
   a. E-services[3]:

   www.bahrain.bh & www.bahrain.bh/apps

   b. E-participation[4]:

   www.bahrain.bh/eparticipation

   c. Open government data:

   www.data.gov.bh & www.bahrain.bh/opendata

   d. Public procurement:

   www.tenderboard.gov.bh

   e. Other major portals at the national level:

   https://bahrainedb.com, www.bna.bh, www.bahrain.bh/govdirectory, www.sijilat.bh & www.benayat.bh

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[1] This questionnaire is conducted by the Division of Public Institutions and Digital Government (DPIDG) of the UNDESA.

[2] **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)

[3] A specific portal where you can see the list of all online services available for the public

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

3. Please provide **name(s) and URL(s)** of the government agency/department/ministry at the national level in charge of e-government.

> The Information & eGovernment Authority (iGA) is in charge of eGovernment: www.iga.gov.bh

4. Does your country have a **Chief Information Officer (CIO)**[5] to manage national cross-agency e-government programs/strategies?

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5. Please provide **names and URLs** of the government agencies/ministries/departments at the national level in charge of the following:

   a. Planning and Development

> Ministry of Cabinet Affairs: www.gsc.gov.bh, First Deputy Prime Minister: www.fdpm.gov.bh,
> Ministry of Finance and National Economy: www.mofne.gov.bh and Economic Development Board:
> https://bahrainedb.com
> For more details you can refer to: www.bahrain.bh/govplan

   b. Education

> Ministry of Education: www.moe.gov.bh & www.edunet.bh ,
> & Education and Training Quality Authority: www.bqa.gov.bh

   c. Health

> Supreme Council of Health: www.sch.org.bh and Ministry of Health: www.moh.gov.bh &
> National Health Regulatory Authority: www.nhra.bh

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

d.   Social Protection and Welfare

> Ministry of Labour and Social Development: www.mlsd.gov.bh,
> Social Insurance Organization: www.sio.gov.bh,
> Royal Charity Organization: www.rco.gov.bh,
> Supreme Council of Women: www.scw.bh,
> Labour Fund Tamkeen: www.tamkeen.bh &
> Bahrain Development Bank: www.bdb-bh.com

e.   Employment and Decent Work

> Ministry of Labour and Social Development: www.mlsd.gov.bh,
> Labour Market Regulatory Authority: www.lmra.bh,
> Civil Service Bureau: www.csb.gov.bh &
> Labour Fund Tamkeen: www.tamkeen.bh

f.   Environment

> Supreme Council of Environment: www.sce.gov.bh

g.   Energy/Water

> Electricity and Water Authority: www.ewa.bh, National Oil and Gas Authority: www.noga.gov.bh and
> Oil and Gas holding company: www.nogaholding.com

h.   Finance/Taxation

> Ministry of Finance and National Economy: www.mofne.gov.bh
> National Bureau of Revenue: www.nbr.gov.bh

i.   Industry/Trade

> Ministry of Industry, Commerce and Tourism: www.moic.gov.bh & Bahrain Chamber of Commerce
> and Industry: www.bcci.bh

II.
Strategy and Implementation

6.   Is there a **national development strategy** incorporating the Sustainable Development Goals (SDGs)?

> Yes, the Kingdom of Bahrain has a National Development Vision 2030 that incorporates the SDGs.
> The Kingdom's government regularly involve the National Parliament in defining its action plan
> towards achieving the 2030 vision. The latest Action Plan (2019-2022) is designed to fully cater the
> SDGs as a national priority while achieving the defined Goals. For more details, please refer to:
> www.bahrain.bh/bahrain2030 , www.bahrain.bh/sdgs, & https://bahrainedb.com/about-us/national-development-strategy

7.   Is there a **national e-government strategy/digital readiness strategy** or equivalent?

Yes, both exists as the eGovernment and digital transformation is mandated by the government of Bahrain. The National Development Vision aims to transform Bahrain to a technology-driven economy. Bahrain's Digitalization Strategy was developed to enable this transformation and aims to accommodate the transformative power of digital technologies across key vertical sectors and enablers. Vertical sectors include financial services, healthcare, manufacturing, logistics & transport, sustainable energy and oil & gas. Enablers include ICT, innovation, SMEs & startups and human capital. The strategy was prepared in close collaboration with key players within public and private sectors through consultation workshops, best-practice assessments, working groups and one-on-one meetings. This strategy is aligned with the Government Action Plan (2019-2022) under the digital technology pillar.

In the meantime, the current national eGovernment strategy focuses on consolidating the Kingdom's achievements made in the field of eGovernment and further improve the experiences of public servants and the efficiency of public service delivery utilizing the right mix of matured and emerging technologies, thus providing new opportunities for innovation, business creation and economic development. For more details, please refer to: www.bahrain.bh/egovernment

8. Please check whichever applies.

National 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 sub-national/local digital development strategy.

☒ has an emphasis on digital-first principle

☒ has an emphasis on digital by default; digital by design; mobile-first principle

☒ has an emphasis on once-only (data) principle

☒ has an emphasis to 'leave no one offline' or to 'leave no one behind'; or other specific measures to ensure e-government is accessible by the most vulnerable groups[6]

☒ makes specific reference to e-participation, digital inclusion and/or engagement.

☒ makes specific reference to the use of social media in the government.

☒ makes specific reference to the use of new technologies[7] such as artificial intelligence, blockchain, big data

The strategy is measured against the pillars covered in the National Development Vision 2030 which focuses on the sustainability of economy, environment, & social welfare. It has been designed to institutionalize the digital first, digital by default & once data principles while utilizing the digital engagement means to ensure the inclusion of all community segments in decision making & online service offering. The strategy also ensures the adoption of new & emerging technologies to improve the public services & the government readiness. For more details, please refer to: www.bahrain.bh/egovernment

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

[7] Also referring to emerging technologies

III. Legal Framework

9. Is there any legal framework on:
   - ☒ access to information such as Freedom of Information Act
   - ☒ personal data protection including digital security
   - ☒ open government data
   - ☒ digital identity
   - ☒ digital certification/signature
   - ☒ e-procurement
   - ☒ digitally publishing government expenditure[8]
   - ☒ data interoperability
   - ☒ digital government as a right

> The Kingdom of Bahrain has an enabling legal framework that support and drive the National Digitalization Strategy.
> All related laws and legislations related to Bahrain digital government has been classified and published on www.bahrain.bh\legislations.

IV. Usage of online services

10. Do you collect usage statistics of e-government services?
    ☒Yes ☐No

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

> Yes, information about usage is analyzed and statistics are reported quarterly to the ministerial committee responsible of the eGovernment Program for improvement opportunities. Actions are defined and executed in collaboration with concerned public institutions. For more details, please refer to: www.bahrain.bh/statistics.

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[8] Related to SDG Indicator 16.6.1

V. User satisfaction

12. Do you measure satisfaction of citizens on e-government services?

    ☒Yes   ☐No

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

> Yes, as part of the digital government strategy, Bahrain has valued its customer feedback and is concerned about their satisfaction with its eGovernment Services. The satisfaction measurement is done through different methods as explained below:
>
> 1. A rating question to evaluate the user experience after each interaction with the eGovernment services.
> 2. The National Platform for Complains and Suggestions "Tawasul" which is considered as a crowdsourcing mean for improving the public services and capturing public feedback. It also includes a mechanism to capture the customers feedback/experience on their interaction with the government physical channels.
> 3. A social media tool used by the government entities to monitor the social media interactions and track the sentiments of constituent's feedback.
> 4. A scientific model to measure the Customer Satisfaction Index (CSI) for the eGovernment program through an empirical research in collaboration with UOB. The research has adopted the American CSI model based on Cause & Effect relationship to create the Bahrain CSI model named as BHCSI. The BHCSI measures the customer experience in all eGov channels. It started as semi-annual measure and since it became matured it was turned to an annual measure. The findings are announced to the public through media channels (online & offline) and on the national portal. Consequently, improvement plans are developed, and corrective actions are taken by concerned entities.
>
> For more details, please refer to www.bahrain.bh/satisfaction.

VI. Social Media

14. How does your government use social media at the national level to interact with and engage people in e-government activities? Please also explain if there were any guidelines for government officials on the use of social media.

> The digitalization strategy has an emphasize on utilizing the social media by the public institutions. It regulated the availability of the institutions on the most popular tools as well as their frequency of interaction. The government has applied a social media monitoring tool that help with enhancing social engagement with constituents through understanding the sentiments of constituent's feedback. On the other hand, the Social Media has been used as an enabler to engage constituents in key Government initiatives and activities. They are consulted and involved in framing the key pillars and success factors for couple of Government initiatives whereby public are consulted via blogs and poll questions in combination with the national platform for complains and suggestions "Tawasul". Moreover, the government has already defined and circulated a set of guidelines for the government officials to use the social media. For more details, please refer to: www.bahrain.bh/eparticipation.

VII.New Technologies

15. Does your government have a **specific national strategy** on one or more of following new technologies?

☒ Artificial Intelligence (AI) ☒ Blockchain   ☒ Big data   ☒ Smart cities

☒ Robotics   ☒ Internet of Things (IOT) ☐ Quantum computing ☒ Virtual reality

☒ Augmented reality   ☒ Other:

> Bahrain is encouraging digital transformation at all levels as well as the value added through the new and emerging technologies. Bahrain established a leading Fintech Hub in Middle East and Africa, issued a Cloud-First policy, launched a Regional Cloud Services, and launched an "IOT and connected hardware" accelerator called Brinc. The government was the first to issue standards for IOT connectivity and is working on sending Bahrain's first Satellite that will be utilized in improving the Big Data, IOT, AI, and Smart cities applications. The Government Sector has progressed with adopting the Blockchain technology to issue certificates and register vehicles anytime, anywhere. Virtual and Augmented Reality were applied in Tourism and Cultural activities as well as within the Education as some courses are being provided through virtual dry labs. Robotics are being implemented to perform couple of services provided by MOFNE and Bahrain got its first Robotic employee in one if its Banks. In the meantime, couple of national committees have been formed to steer and guide the national wide implementation of these technologies; i.e. Smart Cities and GIS. As an enabling factor, there are major achievements within the educational sector to build the required capabilities within the younger generations as well as through professional trainings provided to the government employees as part of their career progression.
>
> Innovation and Entrepreneurship equipped with funds, acceleration and incubation programs that covers facilities, professional trainings, business consultations, technologies and systems, as well as viable communities of practice.
>
> The supportive legal framework is updated to ensure that development is achieved, and risks are minimized. For details, www.bahrain.bh/tech

16. Does your government have any government body[9] at the national level working specifically related to the new technologies?

> Yes, it is a collaboration among various entities that are working on enabling the supportive ecosystem. These entities are: Information & eGovernment Authority (iGA), Economic Development Board (EDB), Central Bank of Bahrain (CBB), Telecommunication Regulatory Authority (TRA), Labor Fund (Tamkeen), Higher Education Council, University of Bahrain (UOB), & Bahrain Polytechnic University. For more details, please refer to www.bahrain.bh/tech

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[9] This can be an agency, cabinet, commission, committee, initiative etc.

VIII. Indicators

17. What is the percentage of the population[10] satisfied with their last experience of online public services?

> Based on the latest BHCSI for 2018, the satisfaction level of online public services is 80%.

18. What percentage of your GDP is allocated for ICT investment in the public sector?

> Around 0.31% of GDP is allocated for public sector ICT.

19. What is the proportion of persons employed in central government organizations routinely using ICTs?

> Almost 100% of persons employed in central government organizations routinely using ICT.
> Since 1998, Bahrain started to use the ICT in its public services and ensured the government connectivity through the Government Data Network.

20. What is the proportion of persons employed in central government organizations routinely using the Internet?

> Almost 100% of persons employed in central government organizations routinely using the Internet.
> Since 1998, Bahrain started to use the ICT in its public services and ensured the government connectivity through the Government Data Network.

21. If any, what kind of indicators do you collect/use to track digital literacy at the national level?

> The Kingdom is using the following indicators to track the digital literacy:
> 1. Proportion of individuals using the Internet
> 2. Proportion of individuals using the Internet, by type of activity
> 3. Individuals with ICT skills, by type of skills
>
> In the meantime, Bahrain has an advanced educational system that mandated the ICT related courses in all its public schools starting from the first grade; it engaged its tutors with students and parents throughout the educational system (www.edunet.bh).
> The business community digital literacy is already advanced through the Commercial Registration System and Employment Services that is mandated for all types of businesses. The physical service centers are requested to improve their customers skills through guiding them on how to utilize these channels and start performing the service by themselves. Free training and courses are available through Tamkeen as well that covers the basic ICT skills as well as the advanced eCommerce subjects.
> The infrastructure for the digital society is well established in a way that enabled the Blue Color workers to communicate back home through video calls and make their money transfer instantly.

IX. International and Regional Cooperation[11]

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[10] 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

[11] WSIS Action Line C.11 - International and regional cooperation - https://publicadministration.un.org/wsis10/WSIS-Action-Lines-and-Facilitators

22. Is your government part of any sub-regional, regional or international cooperation on e-government?

> Yes, the Kingdom of Bahrain is in collaboration with the Gulf Cooperation Council members and defined an eGovernment Strategy with an implementation plan that is being monitored regularly. Internationally, there have been several cooperation for knowledge sharing and capacity building. The cooperation with UNDESA has resulted in offering study tours for other countries in the field of eGovernment development as well as conducting couple of consultation workshops for the regional, small and least developing countries. The cooperation with European Union (EU) was established for research and development in the field of science and technologies. The cooperation with Korea Trade Investment Promotion Agency (KOTRA) was formed to attract financial capitals and investments in the Kingdom through the exchange of experiences, examining available opportunities and enabling ICT national initiatives. Manama- Bahrain has been selected as the Capital of innovation and Arab Entrepreneurs for the year 2014 in collaboration with UNIDO; which was fully supporting the achievement of the national eGovernment objectives. For more details, please refer to: www.bahrain.bh\cooperation.

23. Is your government offering (or planning to offer) support to other countries in the area of e-government?

> Yes, the Kingdom of Bahrain is offering support to regional countries for Cloud Service and Infrastructure. Moreover, the Kingdom is continuously offering support to other countries throughout their eGovernment journey through site visits conducted by Neighbor and other Countries; for example, Moroccan, Malaysia and Palestine. Recently an MOU has been signed with Turkmenistan to conduct a site visit to Bahrain and get in deep insights about Bahrain's experience with around 20+ areas concerning the eGovernment development. Two UN study tours were already conducted for the emerging and least developing countries in cooperation with UNDESA. The attendees represented 15 Nations during the first tour and 20 Nations during the second one. For more details, please refer to: www.bahrain.bh\cooperation.

24. Are there any ongoing public-private partnerships and multistakeholder partnerships, focusing on e-government?

> Yes, the Kingdom's Economic Vision 2030 and the National Digital strategy has laid special emphasis in building partnerships with industry players and Non-Government Organizations to conceptualize, develop and implement a national digital ecosystem that augment efficiency in public administration, optimize the cost of Government operations, foster economic prosperity and facilitate the welfare of the society. The Kingdom has succeeded in building PPPs in major areas; for example, upgrading the ICT infrastructure through partnership with Amazon Web Services (AWS), delivering government services via self-service machines "kiosks" through partnership with CrediMax, authenticating users of financial e-transactions "Know Your Customer" through partnership with Benefit Company, among others. For more details, please refer to www.bahrain.bh/partnerships.

X.Contact and Additional Information

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Title: | Director of Strategic Planning & Projects

Email: | ahmed.aseeri@iga.gov.bh

Organization: | Information & eGovernment Authority

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1. Please select whichever applies:

☒ A group of government agencies responded to the questionnaire collectively.

☒ 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:

> iGA collaborated with all concerned entities about areas under assessment to complete this survey. The key entities that were engaged are: Economic Development Board, Telecommunications Regulatory Authority and Ministry of Education.

2. How did you hear about this questionnaire?

☒ Directly from UN DESA

☐ From the Mission of my country to the United Nations

☒ United Nations E-Government Survey website

☒ LinkedIn

☒ Facebook

☐ Other:

Thank you for taking the time to fill out the Member States Questionnaire (MSQ) 2020.
We appreciate your participation.