



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). UNDESA¹ 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.

Eswatini

25/03/2019

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

I. Institutional Framework

1. What is the official **e-government² portal** at the national level? If more than one, please list all.

www.gov.sz

2. Please also provide **URLs** for below **specific portals**, if exists:

- a. E-services³:

www.gov.sz, www.online.gov.sz

- b. [E-participation⁴](#):

Click or tap here to enter Links.

- c. [Open government data](#):

<http://mof.swaziland.opendataforafrica.org/uhzofbc/national-summary-data-page-nsdp>

- d. Public procurement:

<http://www.sppra.co.sz/>

- e. Other major portals at the national level:

www.gov.sz, www.snhb.co.sz, www.swade.co.sz, www.sccom.org.sz

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 e-Government Unit (Prime Minister) and Ministry of ICT – www.gov.sz, www.online.gov.sz

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:
- Planning and Development

Ministry of economic Planning and Development – <http://www.gov.sz>, <http://www.microprojects.co.sz>

- Education

Ministry of Education – <http://www.gov.sz/index.php/departments-sp-799263136>,
<https://www.uniswa.sz>, <http://www.scu.ac.sz>

- Health

<https://www.infocenter.nercha.org.sz/home>,

- Social Protection and Welfare

Deputy Prime Minister's office – <http://www.gov.sz/index.php/departments-sp-767085135>

- Employment and Decent Work

Civil Service Commission, Teaching Service Commission – <http://www.gov.sz/index.php/departments-sp-799263136/teaching-service-commission>, <http://www.gov.sz/index.php/ministries-departments/civil-service-commission>

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

f. Environment

www.sea.org.sz

g. Energy/Water

<http://www.eec.co.sz>, <http://www.sera.org.sz/>, <http://www.swsc.co.sz/>

h. Finance/Taxation

<http://www.sra.org.sz>, <http://www.centralbank.org.sz>, <http://www.fsra.co.sz>, <http://www.fincorp.co.sz>

i. Industry/Trade

Ministry of Commerce, Industry and Trade – <http://www.gov.sz/>, <http://www.sipa.org.sz>,
<http://sedco.biz/>

II.

Strategy and Implementation

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

Yes. The Country has various strategies that support the SDGs. These are

1. National Development Strategy (NDS) which has been revised to our Vision 2022
2. Poverty Reduction Strategy and Action Programme (PRSAP);
3. National Information and Communications Infrastructure Policy.

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

Yes. There is an e-government strategy (2013-2017). <http://www.gov.sz/images/edoc.pdf>. The strategy is under review. A new strategy for the next 5 years (2020-2015) will be in place. The Strategy identifies 9 Enablers to be put in place for the successful Implementation of the strategy. These are Legislation, Delivery Channels, Security, Liberilization, Robust ICT Infrastructure, e-/m Applications, e-Participation and Funding. There is also an Operational Framework (2015-2019).The e-/m Government Operational Framework identifies various projects that are deemed fundamental for the implementation of the strategy. We also developed an e-Government Communications Strategy to ensure that all stakeholders are fully aware of the status of the e-government programme and other initiatives being implemented.

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 groups⁶
- 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 technologies⁷ such as artificial intelligence, blockchain, big data

The e-Government strategy (2013-2017) which is now under review is anchored in the National Development strategy (Vision 2022), National Information and Communications Infrastructure Policy. It is also aligned with SDGs.

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 expenditure⁸
 - data interoperability
 - digital government as a right

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

⁷ Also referring to emerging technologies

⁸ Related to SDG Indicator 16.6.1

Personal data protection Bill (2018) to be enacted into an act of Parliament.
E-Government interoperability Framework has been developed.
Public Procurement Act 2011

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?

Not yet, Results are only used by government Heads of departments.

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?

N/A – We are still building our e-services profile.

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.

Our Government is still developing a social media policy to guide the use of social media by government departments. The guidelines will be available once the policy is launched.

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:

The e-Government Strategy 2013-2017 (under review) is also seeking to address all of the above technologies in terms of how the country should embrace and also capitalize in their use for faster development. The Department of Research, Science Technology and Innovation under the Ministry of ICT is the oversight custodian of the National Science, Technology and Innovation Policy. Within its wing is the Royal Science and Technology Park (RSTP) which is currently working on formulating its own strategies that will address them the above emerging technologies. On the other hand, government has other semi-autonomous agencies such as the Central Bank of Eswatini (<http://www.centralbank.org.sz>) and Eswatini Finance (<Http://www.eswatinifinance.org>) who also do address some of these technological aspects in line with their mandates i.e Blockchain technologies.

16. Does your government have any government body⁹ at the national level working specifically related to the new technologies?

Yes the mandate of the Royal Science and Technology Park includes that.
<http://www.rstp.org.sz>.

VIII.

The e-Government unit is also a secretariat and advisory of the e-Government Steering Committee which is comprised of Principal Secretaries from key Ministries who decide on new e-government initiatives to be introduced within government.

Indicators

17. What is the percentage of the population¹⁰ satisfied with their last experience of online public services?

Currently it is estimated at 10% as this is a relatively new way of service delivery to the public.

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

No statistics; However in the 2019/2020 Financial year the budget for the MICT has been increased. In the current year the Ministry of Information, Communications & Technology's budget is estimated at 1.3% of the total budget for the country.

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

Government has approximately 43,441 employees and about 3843 registered on the government central Active directory. This equates to 6% of the total employees. Worth noting is that those employees using computers not connected to the government network or IPAD have been excluded.

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

Out of the 3843 only 1289 routinely using internet again this figure excludes those who are having private internet service providers as well those using their respective mobile gadgets

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

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

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

IX.

Currently we only use estimates based on the number of enrollment to basic services that require literacy and the use of Digital devices such as desktops, Laptops, Ipads, cell-phones etc.. Also the number of student's enrollment to specific basic computer studies from Primary to tertiary level. Going forward we plan to include digital literacy surveys to be conducted by the Eswatini Central Statistics Office as part of all basic and statutory indicators they monitor.

International and Regional Cooperation¹¹

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

Yes: The African Union, International Telecommunication Union (ITU). Others are Mozambique, Republic of South Africa and working on establishing one with Estonia, Singapore to name a few

Yes. We do provide assistance in areas where we are ahead within the Sub Saharan region. i.e In December 2018 we hosted Zambia officials from their e-Government department who had an interest in our e-Health system. However in some areas where we are lagging behind, we seek for assistance from our neighbors' i.e South Africa and Botswana.

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

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

X.

Yes, The Kingdom of Eswatini is involved in a number of multistakeholder partnerships in order to fast-track the delivery of e-Government services to the nation. Other development partners involved include; UNDP Eswatini (Technical and Professional Assistance on the Implementation Program), The European Union (Technical Assistance). The government is in a mission to provide e-services through PPPs. One of the services to be piloted is the e-VISA. After that we will introduce other services using this approach. Other countries such as Estonia and Taiwan have provided technical cooperation in the form of capacity building and provision of services under the cooperation mandate. The country is seeking to forge more partnership with other countries in order to strengthen its e-Government delivery program.

Contact and Additional Information

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

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

Title:

Email:

Organization:

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:

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.