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.

| MONTENEGRO | 28.03.2019 |

☒ **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.euprava.me; www.gov.me

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

   http://www.euprava.me/

   b. E-participation[4]:

   http://www.euprava.me/eparticipacije

   c. Open government data:

   https://www.data.gov.me/

   d. Public procurement:

   http://portal.ujn.gov.me/delta2015/login.jsp

   e. Other major portals at the national level:

   www.dokumenta.me; www.eprijava.tax.gov.me; http://www.ezdravlje.me/;
   ~~http://www.nekretnine.co.me/me/katastarski_podaci.aspx; http://www.euprava.me/eliconse1~~

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

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

---

[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).

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

> http://www.mju.gov.me/ministarstvo
> http://www.mek.gov.me/ministarstvo

government programs/strategies?

> MSc Dejan Abazovic

Name:

Title:

> State Secretary

Organization:

> Ministry of public administration

E-mail:

> Dejan.abazovic@mju.gov.me

Phone:

> (+382) 20 237 218

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

    > http://www.mrt.gov.me/ministarstvo

    b. Education
    c. Health

    > http://www.mps.gov.me/ministarstvo

    d. Social Protection and Welfare

    > http://www.mrs.gov.me/ministarstvo

    e. Employment and Decent Work

    > http://www.mrs.gov.me/ministarstvo; http://www.zzzcg.me/; http://www.uzk.gov.me/direktor

    f. Environment

    > http://www.mrt.gov.me/ministarstvo

    g. Energy/Water

    > http://www.mek.gov.me/ministarstvo; http://www.mpr.gov.me/ministarstvo

    h. Finance/Taxation

    > http://www.mif.gov.me/ministarstvo; http://www.poreskauprava.gov.me/uprava

    i. Industry/Trade

    > http://www.mek.gov.me/ministarstvo

II. Strategy and Implementation

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

> National Strategy for Sustainable Development of Montenegro until 2030

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

> There is a Strategy of Information Society Development until 2020 which includes

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

> If any checked, please explain further (Max 250 words).

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

---

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

[7] Also referring to emerging technologies

☐ e-procurement

    ☐ digitally publishing government expenditure[8]

    ☒ data interoperability

☐ digital government as a right

> http://www.sluzbenilist.me/pregled-dokumenta-2/?id={4E05F2A9-6EF6-43F9-B168-396AF8619892}
> http://www.sluzbenilist.me/content/?oblast=propisi&unazivu=za%C5%A1titi+podataka&vakta=-1&submit=
> http://www.sluzbenilist.me/content/?str=1&oblast=propisi&unazivu=informacionoj%20bezbjedn&vakta=-1&submit
> http://www.sluzbenilist.me/content/?str=1&oblast=propisi&unazivu=elektronskom%20potpisu&vakta=-

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

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?

> The survey aims to help the collected information to identify potential shortcomings, problems,

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.

> Almost all web sites of institutions have social media as facebook profiles, twitter, youtube etc.

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:

> Please explain further including relevant **links** (Max 250 words).

---

[8] Related to SDG Indicator 16.6.1

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

> No

VIII. Indicators

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

> From 95respondents, 60% are satisfied with the experience of using public services throught eGov Portal

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

> The percentage of GDP allocated for ICT investment for 2016. is 3,9 and for 2017. is 3,7

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

> We don't have analysis that would show this informations, but on the eGov network there are 11.000

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

> We don't have analysis that would show this data, there is information that 8.000 users on eGow

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

> Statistical Office of Montenegro is in charge of survey for Digital Skills at national level, which includes

IX. International and Regional Cooperation[11]

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

> Open Government Partnership – OGP (https://www.otvorenauprava.me/) ; DSM Strategic working

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

> No

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

> No

---

[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

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

X. Contact and Additional Information

Name: Milica Vucinic

Title: Advisor

Email: Milica.vucinic@mju.gov.me

Organization: Ministry of public administration, Government of Montenegro

---

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:

    Please explain further (Max 250 words).

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