



## 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<sup>1</sup> 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](mailto:dpidg@un.org).

SAMOA

20/03/2019

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

### I. Institutional Framework

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

www.samoagovt.ws

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

a. E-services<sup>3</sup>:

N/A

b. [E-participation<sup>4</sup>](#):

c. [Open government data](#):

d. Public procurement:

e. Other major portals at the national level:

N/A

N/A

www.mof.gov.ws and other relevant regional and international sites

Click or tap here to enter Links.

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

<sup>1</sup>This questionnaire is conducted by the Division of Public Institutions and Digital Government (DPIDG) of the UNDESA.

<sup>2</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>3</sup>A specific portal where you can see the list of all online services available for the public

<sup>4</sup>**E-Participation** is about fostering civic engagement and open, participatory governance through Information and Communications Technologies (ICTs).

www.mcit.gov.ws is the URL for the Ministry of Communications and Information Technology although with the pending setup of the Digital Transformation Authority all these will come under the auspices of this authority.

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

**Name:**

**Title:**

**Organization:**

**E-mail:**

**Phone:**

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
- b. Education
- c. Health

- d. Social Protection and Welfare

- e. Employment and Decent Work
- f. Environment

- g. Energy/Water

<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)

h. Finance/Taxation

Tofilau Lei Silva www.mof.gov.ws

i. Industry/Trade

Muliufi Nickel www.mcil.gov.ws (industry)

Fiona Lene www.mfat.gov.ws (trade)

## II. Strategy and Implementation

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

Strategy for the Development of Samoa SDS 2016/17 – 2020/21

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

Communications Sector Plan 2017/18 – 2021/22

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<sup>6</sup>

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<sup>7</sup> such as artificial intelligence, blockchain, big data

Long term outcomes (Goals)

- To provide for access to appropriate and affordable ICT for all.

- To develop fundamental ICT development skills that can address local and regional needs.

- To utilize ICT as a means for enhancing the effectiveness, efficiency, inclusiveness, accountability and transparency of state governance.

<sup>6</sup>Poor, immigrants, older persons, persons with disabilities, women, youth, indigenous people

<sup>7</sup>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<sup>8</sup>
  - data interoperability
  - digital government as a right

None that we are aware of

### 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 done

### 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?

Not done

### 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.

<sup>8</sup> Related to SDG Indicator 16.6.1

VII.  
New

Social Media Policy 2017

The Social Media Policy for Government aims to:

- Provide a framework for the use of social media services in Government;
- Support social media use in communicating overall Government matters, providing citizens with better access to Government programs and services and more choice on how, when and where to access those services;
- Enable Government to be more active in its relationships with citizens, partners and stakeholders;
- Encourage the appropriate, creative and effective official and professional use of social media by Government employees for Government purposes;
- Encourage the appropriate personal use of social media by Government employees;
- Ensure the use of social media by Government employees complies with all

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).

16. Does your government have any government body<sup>9</sup> at the national level working specifically related to the new technologies?

Digital Transformation Council chaired by the Prime Minister

VIII. Indicators

17. What is the percentage of the population<sup>10</sup> satisfied with their last experience of online public services?

Percentage: (If necessary, please explain further within 250 words).

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

Percentage: (If necessary, please explain further within 250 words).

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

Percentage: (If necessary, please explain further within 250 words).

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

<sup>9</sup>This can be an agency, cabinet, commission, committee, initiative etc.

<sup>10</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)

the Internet?

I would say about 70% based on internet usage policies of various government organisations

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

Please keep your response within 250 words).

## IX. International and Regional Cooperation<sup>11</sup>

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

Yes as we collaborate at regional level in PITA, and international level with ITU, APT, CTO. etc.

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

Not yet although there are plans to setup Samoa as a backup hub to our neighbouring island countries via the availability of data centres, call centres and innovation park type initiative.

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

At the moment there is a budding multilateral partnership between Samoa, UNDP, Australia DFAT, New Zealand MFAT and Estonia particularly in the areas of digital transformations and cyber security.

## X. Contact and Additional Information

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Title: Manager ICT Secretariat/Secretary Digital Transformation Council

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Organization: Ministry of Communications and Information Technology

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.

<sup>11</sup>WSIS Action Line C.11 - International and regional cooperation - <https://publicadministration.un.org/ws10/WSIS-Action-Lines-and-Facilitators>

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

Other:

Please explain further (Max 250 words).

2. How did you hear about this questionnaire?

Directly from UNDESA

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).

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