



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.

Singapore

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-government² portal** at the national level? If more than one, please list all.

www.gov.sg

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

- a. E-services³:

www.citizenconnectcentre.sg

- b. [E-participation⁴](#):

www.reach.gov.sg

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

www.data.gov.sg

- d. Public procurement:

www.gebiz.gov.sg

- e. Other major portals at the national level:

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).

For Citizens

1) www.oneservice.sg

OneService is a one-stop portal that integrates various municipal matters for citizens to provide feedback on or report, so that they can be resolved by the respective Government agency or Town Council responsible in a timely manner. Citizens can even submit photos via the app for convenient reporting of issues on the go. The app also provides useful municipal-level information such as traffic incidents, estate cleaning schedules, and dengue clusters to citizens.

2) www.cpf.gov.sg

The Central Provident Fund (CPF) portal allows all citizens to access information, perform transactions, and make calculations pertaining to their mandatory social security savings (i.e. for retirement, healthcare, education, and housing needs).

3) Moments of Life (web-based app)

Moments of Life – Families (MOL Families) is a web-based app where useful services and information needed by parents and caregivers of young children are provided on a single digital platform, for greater convenience for citizens.

For Businesses and Developers

1) www.smeportal.sg

The SME Portal is the first stop for Singapore SME owners and aspiring entrepreneurs looking for information, tools and services that can help them build sustainable and competitive businesses.

2) www.businessgrants.gov.sg

The Business Grants Portal (BGP) is a centralised portal integrating more than 40 business grant application processes across multiple Government agencies into just 7 application processes, which makes it more convenient and time-efficient for businesses.

3) <https://licence1.business.gov.sg/>

LicenceOne is a government one-stop portal on business licensing, where business communities across various domains can transact, enquire on, manage, and apply for multiple licenses.

4) www.data.gov.sg/developer

A portal for developers and analysts to access real-time government open data APIs from different agencies.

5) <https://www.ndi-api.gov.sg>

The National Digital Identity (NDI) Developer and Partner Portal gives developers and businesses access to the information and tools to experiment, build, and test their solutions securely. The portal comprises an extensive API library.

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

Government Technology Agency of Singapore (GovTech) (www.tech.gov.sg)

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

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

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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 National Development (www.mnd.gov.sg) Urban Redevelopment Authority (www.ura.gov.sg)

b. Education

Ministry of Education (www.moe.gov.sg) SkillsFuture Singapore (www.skillsfuture.sg)

c. Health

Ministry of Health (www.moh.gov.sg) Health Promotion Board (www.hpb.gov.sg)
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d. Social Protection and Welfare

Ministry of Social and Family Development (www.msf.gov.sg) National Council of Social Service (www.ncss.gov.sg)

e. Employment and Decent Work

Ministry of Manpower (www.mom.gov.sg) Tripartite Alliance for Fair & Progressive Employment Practices (www.tafep.sg)

f. Environment

Ministry of The Environment and Water Resources (www.mewr.gov.sg) National Environment Agency (www.nea.gov.sg)
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g. Energy/Water

Energy Market Authority (www.ema.gov.sg) PUB, Singapore's National Water Agency (www.pub.gov.sg)

h. Finance/Taxation

Ministry of Finance (www.mof.gov.sg) Inland Revenue Authority of Singapore (www.iras.gov.sg) Monetary Authority of Singapore (www.mas.gov.sg)
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i. Industry/Trade

Ministry of Trade and Industry (www.mti.gov.sg) Singapore Customs (www.customs.gov.sg)

II. Strategy and Implementation

6. Is there a **national development strategy** incorporating the [Sustainable Development Goals \(SDGs\)](#)?
(Maximum 250 words)

Singapore supports the 2030 Agenda for Sustainable Development (2030 Agenda). As a small country with limited land and no natural resources, we understand well the challenges of sustainable development. Our policies have always been designed with long-term sustainability in mind, and are broadly in-line with the SDGs. An Inter-Ministry Committee on the Sustainable Development Goals (IMC-SDGs) was established in 2013 to monitor progress on SDG implementation and facilitate Whole-of-Government coordination on future sustainable development efforts. The IMC-SDGs ensures a coherent Whole-of-Nation, bottom-up approach to develop creative, sustainable solutions. Through consultation and collaboration with multiple stakeholders, including the private sector and civil society, we are able to secure greater buy-in and commitment to action by all segments of society, and make progress on the SDGs.

To review our progress and show our commitment to the 2030 Agenda, Singapore undertook our first Voluntary National Review (VNR) of the SDGs at the 2018 High-Level Political Forum (HLPF) in New York in July 2018. We appreciate the opportunity to take stock of Singapore's progress on sustainable development, to learn from other countries' experiences, and to establish contact with like-minded partners for future collaboration. We are currently following up on the feedback received from our 2018 VNR and enhancing our stakeholder engagement strategy. We will continue to participate actively in regional and international efforts to make progress on the SDGs, including by sharing our sustainable development experiences with fellow developing countries.

See <https://sustainabledevelopment.un.org/memberstates/singapore>

7. Is there a **national e-government strategy/digital readiness strategy** or equivalent? (Maximum 250 words)

Singapore views its Smart Nation initiative as an entire nation's effort. This means every citizen, business and Government agency stepping up to accelerate digitalisation to build a nation where people will be more empowered to live meaningful and fulfilled lives, enabled seamlessly by technology, that offers exciting opportunities for all. (www.smartnation.sg/docs/default-source/default-document-library/smart-nation-strategy_nov2018.pdf)

To do so, we laid out 3 mutually-reinforcing plans to build a:

- digital economy (www.imda.gov.sg/sgdigital/digital-economy-framework-for-action);
- digital government (www.tech.gov.sg/digital-government-blueprint/); and
- digital society (www.mci.gov.sg/en/portfolios/digital-readiness/digital-readiness-blueprint).

Executive summary of the Digital Government Blueprint and the Digital Readiness Blueprint:

The Digital Government Blueprint is a statement of the Government's ambition to better leverage data and harness new technologies. Our vision is to create a Government that is "Digital to the Core" – re-engineering business processes and transforming services using infocomm technology, and "Serves with Heart" – automating processes where possible so we can better serve citizens with a personal touch.

The Digital Readiness Blueprint signifies the commitment of the Singapore Government and our partners in the private and people sectors to ensure that people are at the centre of Singapore's Smart Nation efforts, and that everyone can experience the benefits of technology. It contains recommendations around

providing widespread access to technology, driving digital literacy, encouraging everyone to play a part in strengthening digital readiness, and hardcoding digital inclusion into the design of all processes and services.

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

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

1) Implementation plan - The Digital Government Blueprint lays out 14 key performance indicators (KPIs) for all agencies across Government to achieve by 2023. A Digitalisation Guide was introduced to suggest approaches and resources to help agencies carry out their implementation plans.

2) Alignment - The Digital Government Blueprint is one of three pillars of Singapore's Smart Nation Strategy, and every government agency will have to achieve improvements in areas covered by the SDGs.

3) Digital-first principle – The Digital Government Blueprint comprises the following KPIs:

(i) 100% of Government services to offer e-payment options

(ii) 100% of Government services to offer digital options for wet ink signatures

(iii) 90-95% of G2B and G2C businesses to be completed digitally from end-to-end.

4) Digital by default and design – The vision of the Digital Government Blueprint is to be 'digital to the core', and one of the strategy is to digitally integrate and design Government services around the needs of citizens and businesses.

5) Once-only principle – Our "Tell Us Once" policy is intended to improve public service delivery and productivity by furnishing Government-verified data of individuals to pre-fill Digital Service forms in online transactions with the Government (which meets the KPI that 100% of digital services will be pre-filled with Government-verified data by 2023).

6) Leaving no one behind - Both the Digital Readiness Blueprint and Digital Government Blueprint emphasize the Government's intention to improve support for people at greatest risk of being left behind

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

⁷ Also referring to emerging technologies

(e.g. through user-friendly and accessible services, community engagement programs to improve digital literacy and awareness, etc.)

7) Use of new technologies - One of the KPIs of the Digital Government Blueprint is for every Ministry to have at least one AI project for service delivery or policy making by 2023. The blueprint also mentions that the Government will establish a Centre of Excellence for ICT and smart systems, which houses capability centres such as Data Science and AI, and which may expand into areas like blockchain.

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

(If any checked, please provide name of the legislation and links. Maximum 250 words)

1) Personal data protection – The Personal Data Protection Act (PDPA)⁹ is the overarching legislation governing data protection obligations. (www.pdpc.gov.sg/Legislation-and-Guidelines/Personal-Data-Protection-Act-Overview)

Separately, the Cybersecurity Act sets out various obligations on owners of systems to ensure appropriate measures are put in place to prevent, manage and respond to cybersecurity threats and incidents. (www.sso.agc.gov.sg/Acts-Supp/9-2018/Published/20180312?DocDate=20180312)

2) Open Government data - The Singapore Government regularly releases datasets for public dissemination via data.gov.sg, which is the Singapore Government’s one-stop portal and is guided by the following data-sharing principles:

1. Data shall be made easily accessible
2. Data shall be made available for co-creation
3. Data shall be released in a timely manner
4. Data shall be shared in a machine-readable format
5. Data shall be as raw as possible

Separately, the Public Sector Governance Act may also be relevant (“PSGA”). (www.sso.agc.gov.sg/Act/PSGA2018)

3) Digital Identity: The legal framework is in the process of being established.

⁸ Related to SDG Indicator 16.6.1

⁹ For avoidance of doubt, the PDPA does not spell out detailed obligations on digital security but contains a general obligation on organisations to ensure that reasonable security measures (both physical and digital) are taken to protect the personal data in their possession or under their control.

4) Digital Signature: This is set out in the Electronic Transactions Act¹⁰ (the “ETA”).
(www.sso.agc.gov.sg/Act/ETA2010)

5) e-Procurement: Singapore does not have an existing legal framework regarding e-procurement. Nonetheless, the primary means of procurement by the Singapore Government is electronic, via its e-procurement portal (GeBiz). Invoicing and payments for such procurement projects are also done electronically via the vendors@gov electronic portal.

6) Government expenditure: Singapore does not have an existing legal framework regarding digitally publishing government expenditure. Nonetheless, information regarding government expenditure are made available electronically via data.gov.sg.

7) Data interoperability: Singapore does not have an existing legal framework regarding data interoperability. Nonetheless, various public sector agencies have joined the OpenPEPPOL¹¹, and are undertaking efforts to implement its standards regarding invoicing and the underlying infrastructure.
(www.peppol.eu)

8) Digital Government as a right: Although Singapore does not have an overarching legislation on digital government as a right, the ETA (as seen in the response to (e) above) does set out a legal framework for the use of electronic applications for the public sector to facilitate the use of electronic transactions within the public sector¹².

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? (*Max. 250 words*)

Yes, we have a system known as WOGAA (Whole of Government Analytics Application) which monitors the performance of Government websites and digital services in real-time in a convenient and cost-effective way. It brings key information together into a single dashboard for more data-driven decision-making. By providing this as a central service, the government is not only able to reap economies of scale, but can also provide additional cross-agency features such as allowing agencies to perform comparisons across government, sectors and users. Agencies will be able to monitor the performance of their digital services in real-time, identify gaps in digital service delivery and proactively improve their services.

¹⁰ The Electronic Transactions Act (the “ETA”) sets out the framework for (1) the validity of electronic signatures and electronic contracting; (2) a rebuttable presumption of authenticity for secured electronic signatures (for example, digital signatures with PKI certification; and (3) the framework for the certification of such digital signatures. In this regard, Singapore was one of the first countries in the world to enact a law that addresses issues that arise in the context of electronic contracts and digital signatures, and was amongst the first to implement the UN Convention on the Use of Electronic Communications in International Contracts. The ETA is also modeled very closely after the UN Convention, which is an update to the UNCITRAL Model Law on Electronic Commerce.

¹¹ The Pan-European Public Procurement On-Line (PEPPOL) is a set of open standards and specifications which enables the exchange of standardized machine-readable documents between business partners, and was established to fulfil the need for greater cross-border interoperability in public procurement processes.

¹² The ETA contains omnibus provisions which enable government departments and statutory boards to accept electronic filings and electronic versions of documents, as well as to issue permits and licenses electronically.

We have strategies to develop, integrate and leverage all the new technologies cited to meet national priorities, raise productivity, support key services and create sustainable economic opportunities and high quality jobs. Reports detailing the findings of our studies done on the new technologies and recommendations on how we can take advantage of the potential future opportunities for the specific technologies can be found here.

- IoT (www.imda.gov.sg/-/media/imda/files/industry-development/infrastructure/technology/technology-roadmap/annexes-a-1-future-communications-and-iot_full-report.pdf)

- AI, Big Data and Blockchain (www.imda.gov.sg/-/media/imda/files/industry-development/infrastructure/technology/technology-roadmap/wg4-artificial-intelligence-and-data-and-blockchain-full-report.pdf)

- Smart City (www.smartnation.sg/docs/default-source/default-document-library/smart-nation-strategy_nov2018.pdf)

- Virtual Reality and Augmented Reality (www.imda.gov.sg/-/media/imda/files/industry-development/infrastructure/technology/technology-roadmap/wg2-immersive-media-and-advanced-interfaces-full-report.pdf)

- Quantum Computing and Robotics: The National Research Foundation had funded the Centre for Quantum Technologies (CQT) hosted at the National University of Singapore since 2007, and launched a Quantum Engineering Programme in 2018. The National Robotics Programme (NRP) was also established to coordinate government efforts to drive the end-to-end development, test-bedding and deployment of robotics technology.

- Other new technologies with specific national strategies include smart urban mobility (e.g. autonomous vehicles, intelligent fleet management systems, vehicle-to-vehicle communications), and geospatial and 3D technologies. For information on smart urban mobility strategies, see: (<https://www.lta.gov.sg/content/dam/ltaweb/corp/RoadsMotoring/files/SmartMobility2030.pdf>)

16. Does your government have any government body¹³ at the national level working specifically related to the new technologies? *(Please explain further including relevant links. Maximum 250 words)*

There are various specialist agencies responsible for the development and implementation of strategies related to the new technologies. These include, but not limited to:

- National Research Foundation Singapore, which sets the national direction for research and development by developing policies, plans and strategies for research, innovation and enterprise. (<https://www.nrf.gov.sg>)

- Government Technology Agency of Singapore (GovTech), which is the Centre of Excellence for information and communication technology and smart systems in Singapore. Within it, five Capability Centres have been established to function as a hothouse for top experts within the Government in specific technology domains, namely:

- 1) Application Design, Development and Deployment
- 2) Data Science and Artificial Intelligence
- 3) Government Cybersecurity
- 4) ICT Infrastructure
- 5) Sensors and Internet of Things

Capability Centres in other new technologies are in the pipeline to be established over the next few years.

¹³ This can be an agency, cabinet, commission, committee, initiative etc.

(<https://www.tech.gov.sg>)

- The Smart Nation and Digital Government Office works with agencies to establish WOG technology masterplans and oversee the development of technology roadmaps. It will also establish tech leadership by pushing cloud and its associated use of software as a service, and AI in the coming 2-3 years, as well as explore other frontier technologies such as blockchain, augmented reality/virtual reality and quantum computing in order to identify tech push opportunities for whitespace development.

(<https://www.smartnation.sg/why-Smart-Nation/sndgg>)

- The Info-communications Media Development Authority of Singapore engages industry, academia, end-users and other stakeholders in the infocomm ecosystem to identify significant trends in the infocomm landscape and develop an Infocomm Technology Roadmap. (<https://www.imda.gov.sg>)

VIII. Indicators

17. What is the percentage of the population¹⁴ satisfied with their last experience of online public services? (Max. 250 words)

In 2018, 98% of citizens and 97% of businesses were satisfied (rating of 4 and above, out of a scale of 6) with the overall quality of online public services.

The data is based on an annual e-Government Perception Survey carried out by the Singapore Government to determine the level of receptivity, adoption and satisfaction that the general public has with e-Government initiatives.

18. What percentage of your GDP is allocated for ICT investment in the public sector? (Max. 250 words)

1%

19. What is the proportion of persons employed in central government organizations routinely using ICTs? (Max. 250 words)

97%

20. What is the proportion of persons employed in central government organizations routinely using the Internet? (Max. 250 words)

97%

21. If any, what kind of indicators do you collect/use to track digital literacy at the national level? (Max. 250 words)

To gauge digital literacy at the national level, the Info-communications Media Development Authority of Singapore conducts an annual survey on infocomm usage in households and by individuals. Some of the indicators tracked by the survey include:

- 1) Computer, internet and broadband access within households;
- 2) Recent computer and internet usage by individuals;
- 3) Use of portable infocomm equipment connected to the internet wirelessly;

¹⁴ 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

- 4) Smart phone usage; and
- 5) Level of confidence in making online transactions.

More details of the survey can be found here: www.imda.gov.sg/industry-development/facts-and-figures/survey-reports

The Ministry of Communications and Information is also running a baseline perception survey to assess citizens' level of readiness in terms of using digital technology. A Digital Readiness Index to measure readiness of citizens is expected to be developed by FY2020.

IX. International and Regional Cooperation¹⁵

22. Is your government part of any sub-regional, regional or international cooperation on e-government?
(Max. 250 words)

International Cooperation

Singapore organizes an annual **Smart Nation Innovation Week (SNIW)** which contains a series of events that brings together almost 20,000 local and international guests across Government, industry and the public from more than 50 countries. Guests share and learn about digital transformation across nations and cities, look into the future impact of technology and celebrate the success of young innovators. See www.sniweek.com.

We also organize an annual **Digital Government Exchange (DGX)**, which is a closed-door dialogue among a group of leading international Government CIOs and public sector leaders for mutual learning and sharing. In 2018, leaders from the following 14 countries and international organizations attended the DGX – Amsterdam, Australia, Denmark, Estonia, Finland, Israel, Japan, Moscow, New Zealand, Republic of Korea, United Kingdom, Lee Kuan Yew Centre for Innovative Cities, United Nations and the World Economic Forum.

Regional Cooperation

During Singapore's chairmanship of ASEAN in 2018, we established the ASEAN Smart Cities Network (ASCN). The ASCN is a collaborative platform where member cities exchange best practices and urban solutions, and catalyze bankable smart city projects. It seeks to harness the opportunities presented by rapid urbanization, while building resilience against its increasingly complex strategic challenges, like cyber-threats and trade friction. The goal is to improve the lives of people in this region, using technology as an enabler. (www.asean2018.sg/newsroom/ascn)

Bilateral Cooperation

To further increase international cooperation on e-Government, Singapore has signed a bilateral Memorandum of Understanding (MOU) with Austria in 2018.

23. Is your government offering (or planning to offer) support to other countries in the area of e-government? (Max. 250 words)

The Singapore Government, in collaboration with the United Nations Project on Governance and the United Nations Development Programme, organized an Executive Development Course on 'Digital

¹⁵ WSIS Action Line C.11 - International and regional cooperation - <https://publicadministration.un.org/ws10/WSIS-Action-Lines-and-Facilitators>

Government for Transformation towards Sustainable and Resilient Societies—the Singapore Experience’ from 2-6 April 2018. The course aimed to enhance the capabilities of the Small Island Developing States, Least Developed Countries and Land-Locked Developing Countries in leveraging ICTs and digital government to address the special vulnerabilities they face and assist them in building sustainable and resilient societies. It also sought to introduce the advanced experience of Singapore and provide a good benchmark on how digital technologies can be utilized by governments in fostering transformation towards a sustainable and resilient society, and ultimately how digital government can be an enabler for achieving the Sustainable Development Goals. In total, the course attracted 27 participants from 19 countries (Afghanistan, Bangladesh, Bhutan, Cambodia, Fiji, Indonesia, Kiribati, Lao PDR, Mauritius, Myanmar, Palau, Panama, the Philippines, Samoa, Seychelles, Solomon Islands, Sri Lanka, Tonga, and Tuvalu), with over 92% of participants rating the course as “Very Good” or “Excellent”.

The Civil Service College organises regular executive programmes for other countries’ public service leadership, and the Smart Nation and Digital Government Group regularly hosts these leaders to sessions on our Smart Nation and Digital Government efforts.

Through the ASEAN Smart Cities Network, we share information with ASEAN leaders about digital government where relevant.

24. Are there any ongoing public-private partnerships and multistakeholder partnerships, focusing on e-government? (*Max. 250 words*)

The Singapore Government actively works with the private sector to:

- (i) deepen and sustain ICT engineering capabilities in the local workforce;
- (ii) leverage new approaches and capabilities in the private sector for creative solutioning of Government agencies’ problem statements;
- (iii) accelerate implementation of e-government initiatives; and
- (iv) complement the Government’s in-house capabilities.

Some of the ongoing initiatives include:

1) Developer’s portal and data.gov.sg: The developer’s portal and open data portal seek to create an ecosystem for the developer community in co-leading the development and support of each other in delivering better government products. Raw datasets and APIs are published and can be used to develop new digital services. As of March 2019, the portal provides the public with access to more than 1,600 high quality data sets and APIs from 70 public agencies. More than 300,000 page views and 13 million API calls for real-time data are made each month.

2) MyInfo: MyInfo was created to enable citizens to authorise government and businesses to access their government-verified personal data sitting across many different government agencies. As a result, businesses are able to receive personal data of a citizen covering identity, education and other identifying factors necessary for the digital transaction. As of Feb 2019, over 150 private sector digital services have been integrated with MyInfo.

3) MyInfo Business, validated through CorpPass and user consent, includes core entity details such as the corporate profile and ownership information of a business to facilitate financial institutions’ credit assessment process of Small and Medium Enterprises. Banks have reported time savings of 60-70 per cent on average for successful account openings and loan applications.

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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: *(Max. 250 words)*

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: *(Max. 250 words)*

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