



## 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).

Spain

Date Submitted (DD/MM/YYYY)

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.

e-government Portal: <http://administracion.gob.es/>

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

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

e-services Portal: <http://administracion.gob.es/>

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

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

- d. Public procurement:

- e. Other major portals at the national level:

f. e-participation:

[http://transparencia.gob.es/transparencia/transparencia\\_Home/index/ParticipacionCiudadana.html](http://transparencia.gob.es/transparencia/transparencia_Home/index/ParticipacionCiudadana.html)

Open Government data: <https://datos.gob.es/>

Public procurement: <https://contrataciondelestado.es/wps/portal/plataforma>

e-Administration Portal (all information about digital Administration):

<https://administracionelectronica.gob.es/>

<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).

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.

The General Secretariat of Digital Administration, under the Ministry of Territorial Policy and Public Function is responsible to promote Digital Government Strategy and global e-service .  
<https://administracionelectronica.gob.es/>

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

**Name:**

Sectorial Commission of Electronic Administration, included central, regional and local public administration, also public universities

**Title:**

The Sectorial Commission Electronic Administration (CSAE)

**Organization:**

The General State Administration has a governance structure with the participation of all ministries and plays a key role in the work of those two cooperation and governance structures.

**E-mail:**

[secretaria.sgad@correo.gob.es](mailto:secretaria.sgad@correo.gob.es)

**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

<https://administracionelectronica.gob.es/>

- b. Education

- c. Health

<https://www.mecd.gob.es>

<https://www.mssi.gob.es> and some regional government health services

- d. Social Protection and Welfare

[http://www.seg-social.es/;](http://www.seg-social.es/)

- e. Employment and Decent Work

<http://www.empleo.gob.es>; <https://www.sepe.es/>

<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)

f. Environment

<https://www.mapama.gob.es/>

g. Energy/Water

<https://energia.gob.es/>; <https://www.embalses.net>

h. Finance/Taxation

<http://www.hacienda.gob.es>; <https://www.agenciatributaria.es>

i. Industry/Trade

<https://www.mincotur.gob.es/>

## II. Strategy and Implementation

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

No. Please keep your response with max 250 words.

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

Yes, the Digital Transformation Plan for the General Administration and Public Agencies.  
[https://administracionelectronica.gob.es/pae\\_Home/dam/jcr:0d4cfaad-3df4-46a1-8b87-aa3dc602e90b/Plan\\_de\\_trans\\_Estrategia-TIC\\_ingles.pdf](https://administracionelectronica.gob.es/pae_Home/dam/jcr:0d4cfaad-3df4-46a1-8b87-aa3dc602e90b/Plan_de_trans_Estrategia-TIC_ingles.pdf)

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

Spain is aligned with the eGovernment Action Plan 2016-2020 and as part of this Action Plan should observe the following underlying principles: digital by default, once-only principle Inclusiveness and accessibility, Openness & transparency, interoperability by default. These principles are reflected in the national Digital Transformation Plan for the General Administration and Public Agencies. Spain is also signatory of the Tallin Declaration on eGovernment, signed by 32 European countries.

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

<sup>7</sup> Also referring to emerging technologies

data

### 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

The Law 39/2015, of October 1, on the Common Administrative Procedure of Public Administrations ensures digital government as a right. The Organic Law 3/2018, of December 5, on Protection of Personal Data and guarantee of digital rights. The Law 19/2013, of December 9, on Transparency, Access to Public Information and Good Governance. The REGULATION (EU) No. 910/2014 of the European Parliament and the Council, concerning electronic identification and trust services for electronic transactions in the internal market. The Law 37/2007, of November 16 on reuse of Public Sector information. The Law 25/2013 establishing the obligation of the electronic invoicing and the creation of the entry registration

### 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?

DataObsae publishes a set of indicators that allows analyzing the use of electronic services in Public Administrations. [https://www.administracionelectronica.gob.es/pae\\_Home/pae\\_OBSAE/](https://www.administracionelectronica.gob.es/pae_Home/pae_OBSAE/)

### 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?

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

Official e-government portal and many official pages provides feedback tools to gather opinions form citizens about the services provided.

## 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 Digital Communication Guide for the State Administration provides several recommendations to drive the Departments for web and social media content [https://www.administracionelectronica.gob.es/pae\\_Home/pae\\_Documentacion/pae\\_Metodolog/pae\\_Guia\\_de\\_Comunicacion\\_Digital\\_para\\_la\\_Administracion\\_General\\_del\\_Estado.html](https://www.administracionelectronica.gob.es/pae_Home/pae_Documentacion/pae_Metodolog/pae_Guia_de_Comunicacion_Digital_para_la_Administracion_General_del_Estado.html)

## 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:

Red.es is one of the public entities that promotes the implementation of the smartcity concept in our country , perform the National cities Plan <https://www.red.es/redes/es/que-hacemos/ciudades-inteligentes>

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

NO

## VIII. Indicators

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

65.4% of Internet users have interacted with public services through the internet in the last 12 months. A 75% considere75% of users consider their experience with e-government services satisfactory

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

In 2017, ICT expenditure in the State Administration amounted to €1,439 million

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

<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 global number of employees doing ICT-related tasks in the State Administration was 10,322. 95% of them were career civil servants.

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

There aren't indicators

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

National statistics of household equipment in technological products, use of the internet, use of electronic commerce, participation en social networks, ...

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

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

Actively participate in the plans and working groups of the European Commission in digital Public Service. Spain ranks 4th out of the 28 EU Member States in the DESI Index of 2018. Spain al collaborates in the field of eGovernment with the OECD and with the Inter American Development Bank

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

Usually the Spanish government offers support to European, Ibero-American and North African countries for the development of the e-government

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

No

## X. Contact and Additional Information

Name:

Title:

Email:

Organization:

1. Please select whichever applies:

<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)*

- 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:

Please explain further (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:

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.