



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.

Tunisia

30/03/2019

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.

The official e-government portal at the national level is : <https://www.tunisie.gov.tn/>

2. Please also provide **URLs** for below **specific portals**, if exists:
- a. E-services³:

<https://www.tunisie.gov.tn/>

- b. **E-participation⁴**: <http://fr.e-participation.tn/> and www.e-people.gov.tn/
c. **Open government data**: <http://www.data.gov.tn/>
d. **Public procurement**: <https://www.tuneps.tn/index.do>
e. Other major portals at the national level: <http://www.ogptunisie.gov.tn/en>

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).

b. e-participation portal :
National e-participation portal
link: <http://fr.e-participation.tn/>
National system of petition
link : www.e-people.gov.tn/
c. Open government data portal
link: <http://www.data.gov.tn/>
d- Public procurement portal : link: <https://www.tuneps.tn/index.do>
e- Tunisian open government partnership portal
Link: <http://www.ogptunisie.gov.tn/en/>

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

The name of the department in charge of the e-government is : e-government unit at ministry of the civil servant, modernization of the administration and public policy
link :
<https://www.tunisie.gov.tn/>

4. Does your country have a **Chief Information Officer (CIO)**⁵ 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

Ministry of the development, investment and international cooperation
link: <http://www.mdici.gov.tn/>

b. Education

~~b. Ministry of education~~
~~<http://www.education.gov.tn> and <http://www.edunet.tn>~~
c. Ministry of health
Link
<http://www.santetunisie.rns.tn/fr/>

⁵ CIO or a similar position such as Chief Information Officer (CIO) or Chief Information Technology Officer (CTO) or Chief Digital Officer (CDO)

c. Health

<http://www.santetunisie.rns.tn/fr/>

d. Social Protection and Welfare

-Ministry of social affairs

Link : <http://www.social.gov.tn>

-Social protection portals :

Links: <http://www.cnam.nat.tn/>, <http://www.cnss.tn/> and <http://www.cnrps.nat.tn/>

e. Employment and Decent Work

Ministry of employment

Link: <http://www.emploi.gov.tn/fr/>

National Agency of employment

Link <http://www.emploi.nat.tn/fo/Fr/global.php>

f. Environment

Ministry of local affairs and environment

Link : <http://www.environnement.gov.tn/index.php?id=3>

g. Energy/Water

Agency of petroleum activities

link <http://www.etap.com.tn> ;

open data portal of natural resources (Ministry of industry and energy)

link: <http://data.industrie.gov.tn/>

open data portal the agriculture (water) (ministry of agriculture)

Link : <http://www.agridata.tn/>

h. Finance/Taxation

Ministry of finance

<http://www.finances.gov.tn/>

i. Industry/Trade

Ministry of industry and energy

<http://www.tunisieindustrie.gov.tn/>

Ministry of Trade

Link : http://www.commerce.gov.tn/Fr/accueil_46_50

II. Strategy and Implementation

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

Yes, we have a national development strategy incorporating the Sustainable Development Goals (SDGs) it is called the national orientation plan 2017-2020

Links:

http://www.tunisie.gov.tn/uploads/Document/02/978_445_Plan-developpement_2016_2020.pptx

http://www.mdici.gov.tn/wp-content/uploads/2017/06/Volume_Global.pdf

<http://www.tunisia2020.com/en/plan-2016-2020/>

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

The national e-Government Strategy. It is called Smartgov 2020 : National strategy in e-government and open government

Link: <http://fr.tunisie.gov.tn/101-pr%C3%A9sentation-g%C3%A9n%C3%A9rale-de-l-e-strat%C3%A9gie.htm>

The National Digital Strategy is Digital Tunisia 2020. Link :

<https://www.mtcen.gov.tn/index.php?id=14>

The smartgov 2020 action plan is part of the Digital Tunisia 2020 action plan.

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

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

⁷ Also referring to emerging technologies

-There is an implementation plan for the Strategy Smartgov 2020 and it is aligned with: the national development strategy, the sustainable development Goals (SDGs) and with sub-national/local digital development strategy.

Link : www.tunisie.gov.tn

2- Also, in the context of democracy, social and economic transformation, the key issues in Tunisia are:

-Employment job creation and reduce unemployment ratio

-Ensure the regional development and social equity

-Creating Wealth and Sustainable Economic Growth

-Maintain the national security

-Manage spending and macroeconomic balances and improve productivity

the ministry of telecommunication and digital economy has developed a global ICT strategy called Digital Tunisia 2020 ICT for development strategy, the mains objectives are :

Becoming an international digital reference and make ICTs as important driver for socio-economic development.

In this strategy they develop 7 Strategic axes :

-Ensure social inclusion and reduce the digital gap via a best information and knowledge access with use of equipment generalization and broadband access.

-Implement digital culture with generalization of TIC uses in the education and in the digital contents

-Developing towards a digital government in the service of the citizen, equity, transparence, agility, and efficiency.

-reduce unemployment ratio and growing employment job creation in digital and offshoring sector and creation of national champion

-Support the creation of added value with supporting entrepreneurship and the stimulation of innovation.

- Improve the competitiveness of the company and all sectors combined with investment in ICT and positioning in the digital economy.

-Ensure the transition of Tunisia in the All-digital through the setting up of a framework regulatory, governance and security environment

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

⁸ Related to SDG Indicator 16.6.1

1-There is a law on access to information. Law No. 2016-22 of 24 march 2016
Link : http://www.legislation.tn/fr/detailtexte/Loi-num-2016-22-du-24-03-2016-jort-2016-026__2016026000221?shorten=TGoz

2- There is a personal data protection law N° 2004 -63 of 27 July 2004.

http://www.inpdp.nat.tn/ressources/loi_2004.pdf

3-There is a Digital certification/signature decree :

Link

http://www.tuntrust.tn/sites/default/files/reglementations/Arrete_2_fr%2019%20juillet%202001.pdf

4- there is a e-procurement decree n° 2014-1039 of 13 May 2014

Link : www.tuneps.t

5- digital government as a right :

article 32 in the Tunisian constitution

link : <http://www.legislation.tn/sites/default/files/news/constitution-b-a-t.pdf>

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, we conduct surveys to measure satisfaction of e-Government services.

1- We publish the report about the public web site and services and we conducted surveys every 2 years. Actually we conduct a survey to measure satisfaction of e-Government services it will be publish in May at the Tunisian government portal.

2- Conducted in cooperation between the court of auditors and e-government unit a report was published with public institutions and with internet user at the below website. The audit mission was to evaluate the e-government program and especially to measure satisfaction of e-government services and give recommendation to involve e-services.

3- Actually we are in phase to develop a barometer of online service to measure e-government services.

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?

Actually, we are in phase to develop an online service barometer to measure satisfaction of citizens on e-government services, the results of the survey about citizen satisfaction will be publish in May 2019

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.

Yes, we have in the smartgov 2020 strategy a communication plan about interaction and engagement people in e-gouvernement activities using social media :

Governmental Facebook pages with community management in order to :

- Share activities about e-gouvernement and open gouvernement
- Collect suggestions and comments from people
- interact with people

links :

- <https://www.facebook.com/UAE.Tunisie>
- <https://www.facebook.com/ogptunisie>
- <https://www.facebook.com/data.gov.tn>

The Presidency of the Republic maintains a Face book page:

<https://www.facebook.com/Presidence.tn/>

The Presidency of the Government maintains a Face book page:

<https://www.facebook.com/Presidencedugouvernementtunisien/>

Most ministries in Tunisia have a Face book page.

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:

-Blockchain :

Tunisian post publish the first wallet based on blockchain technology called digicash

Tunisian central bank conduct a study about using the crypto-currency

-Internet of Things (IOT)

Municipality of "la Marsa" conduct a project based on IOT

-Smart Cities

Technopole Ghazela conduct a project of smart Cities

-Big Data

INS conduct a project for Big Data

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

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

the new technologies?

Digital Economy Strategic Council
Tunisian Telecom Study and Research Center CERT
Tunisia post
Technopark Ghazela
Universities

VIII. Indicators

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

We are in progress to conduct survey about online service satisfaction; this survey will measure the percentage of the population satisfaction with their last experience of online public services. The result of the survey will be publish in May 2019 at the Tunisia government portal

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

Total budget for digital development in Tunisia is 546,583 MDT /year (total annual budget of the digital economy found) with 14 M.Euro (from African development bank)

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

Proportion of persons employed in central government organizations routinely using computers:
48% (year 2014)

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

Proportion of persons employed in central government organizations routinely using the Internet
31% (year 2014)

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 Cooperation¹¹

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

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/xis10/WSIS-Action-Lines-and-Facilitators>

Yes, our government is part of international cooperation on e-government such as:

- Cooperation with the government of Korea through the Korean international cooperation agency KOICA for the development and implementation of the e-people system in Tunisia, also to upgrade Tuneps online e-procurement system in Tunisia.
- Cooperation with the world bank bureau in Tunisia about the OGP program aiming to ensure the implementation of a number of OGP action plans commitments.
- Cooperation with OECD, French agency for development (AFD) in some open government action plan commitments.
- Cooperation with BAD to finance and implement the Tunisia digital strategy.
- Cooperation with GIZ to implement local online services and improve citizen participation using ICT.
- Cooperation with World Health Organization to implement e-health

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

Yes; our government offers support to other countries especially the African francophone countries in the area of e-government and open government this support is component of the open government plan.

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

Please keep your response with max 250 words.

X. Contact and Additional Information

Name:

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:

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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).

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