



## 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).

Uganda

22/3/2019

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.

<http://www.ecitizen.go.ug/>

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

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

<http://www.ecitizen.go.ug/>

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

<https://www.gou.go.ug>

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

<https://www.ubos.org/data-portals-2>

- d. Public procurement:

<https://gpp.ppda.go.ug/>

- e. Other major portals at the national level:

<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).

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

National Information Technology Authority Uganda; [www.nita.go.ug](http://www.nita.go.ug)

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

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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:
- Planning and Development

<http://www.finance.go.ug/>

- Education

<http://www.education.go.ug/>

- Health

<http://health.go.ug/mohweb/>

- Social Protection and Welfare

<http://www.mglsd.go.ug/>

- Employment and Decent Work

<http://www.mglsd.go.ug/>

- Environment

<http://www.mwe.go.ug/>

- Energy/Water

<http://www.energyandminerals.go.ug/>

- Finance/Taxation

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<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**)

<http://www.finance.go.ug/> and <https://www.ura.go.ug/>

i. Industry/Trade

<http://www.mtic.go.ug/>

## II. Strategy and Implementation

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

Yes, the Government has in place the Uganda Vision 2040, (<http://npa.ug/wp-content/themes/npatheme/documents/vision2040.pdf>) and the National Development Plan (2016-2021) (<http://npa.ug/development-plans/national-development-plan-ndp/>) where the SDG targets are integrated. Furthermore, the Vision 2040 highlights ICT as one of the key pillars for socio economic development of the country. ICT is a catalyst to support the achievement of the SDGs.

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

Yes, there is a national e-government master plan in place. (<https://www.nita.go.ug/publication/uganda-e-government-master-plan>) This plan is updated by the National Information Technology Authority every two years following its regular nation-wide IT surveys. The National IT Authority as the e-government implementation agency also carried out a feasibility study for the integration of national databases and has a strategy to implement a whole-of-government data integration and interoperability platform as well as Government enterprise architecture.

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

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

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

- . The National E-government Masterplan is aligned to one of the National Development Plan key objective which is to Enhance the Usage and application of ICT services in Business and Service Delivery.
- 2. The E-government Master plan is aligned to SDG goal 9,10, 17and 5.
- 3. It also gives a unified direction for ICT development in the country. It also takes into account emerging trends, Fourth Industrial Revolution (4IR), globalization and economic integration, amongst others.
- 4. One of the pillars in the digital strategy is Digital Inclusion and Empowerment which seeks to Identify

### 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

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

- 1. Access to information such as Freedom of Information Act**  
**Access to Information Act, 2005**  
<http://judiciary.go.ug/files/downloads/access%20to%20informatioinformation%20Act2005.pdf>
- 2. Personal Data Protection including Digital Security**  
**Data Protection and Privacy Bill, 2015**  
[https://www.nita.go.ug/sites/default/files/publications/Data%20Protection%20and%20Privacy%20Bill%202015%20-published\\_0.pdf](https://www.nita.go.ug/sites/default/files/publications/Data%20Protection%20and%20Privacy%20Bill%202015%20-published_0.pdf)
- 3. Open Government Data**  
**Open Data Policy Draft (May 2017)**  
<https://ict.go.ug/2018/06/17/open-data-policy-draft-may-2017/>
- 4. Digital Identity**
  - Registration of Persons Act, 2015  
<https://www.nira.go.ug/wp-content/uploads/Publish/Registration%20of%20Person%20Act%202015.pdf>
  - Electronic Signatures Act, 2011  
<https://www.nita.go.ug/publication/electronic-signatures-act-2011-act-no-7-2011>
- 5. Digital Certification/Signature**  
**Electronic Signatures Act**  
<https://www.nita.go.ug/publication/electronic-signatures-act-2011-act-no-7-2011>
- 6. e-Procurement**
  - Electronic Transactions Act, 2011  
<https://www.nita.go.ug/publication/electronic-transactions-act-2011-act-no-8-2011>
  - Electronic Signatures Act, 2011  
<https://www.nita.go.ug/publication/electronic-signatures-act-2011-act-no-7-2011>
  - The Public Procurement and Disposal of Public Assets Act, 2003  
<https://www.ppda.go.ug/download-reports/legal/regulations/>
  - Computer Misuse Act, 2011  
<https://www.nita.go.ug/publication/computer-misuse-act-2011-act-no-2-2011>
- 7. Digitally publishing government expenditure**  
NITA-U (e-Government Regulations) 2015  
<https://www.nita.go.ug/publication/nita-u-e-government-regulations-2015-si-no-27-2015>
- 8. Data interoperability**  
Draft NITA-U (National Data Bank Management) Regulations, 2015  
<https://www.nita.go.ug/media/nita-u-national-data-bank-management-regulations-2015>

#### 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?

The results are published online and shared with those public institutions concerned; For example, the national IT survey conducted in 2017/18 whose objective was to assess availability, access and usage, affordability and satisfaction of ICT infrastructure, equipment and services among government Ministries, Departments and Agencies (MDAs), Local Governments, as well as households and individuals included a section usage of e-government services by the citizens (section 7.3.1) and the results are on the link; <https://www.nita.go.ug/publication/national-it-survey-2018-final-report>

Baseline study on access and usage of ICTs by PWDs in Uganda.

[https://www.ucc.co.ug/wp-content/uploads/2017/09/Final-Report-on-Access-and-Usage-of-ICTs-by-PWDs\\_Public-Dissemination.pdf](https://www.ucc.co.ug/wp-content/uploads/2017/09/Final-Report-on-Access-and-Usage-of-ICTs-by-PWDs_Public-Dissemination.pdf)

#### 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 results are normally published online and are shared with the public institutions concerned. The National Information Technology Authority conducted an E-government survey in 2017/18 that among others assessed citizen satisfaction of e-Government services (section 7.3.4). The report can be accessed on the link; <https://www.nita.go.ug/publication/national-it-survey-2018-final-report>

In addition, different public institutions that provide e-Government services also do their own assessments of the services they provide to different stakeholders to measure their satisfaction with the services.

#### 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.

It is mandatory according to the Uganda e-government regulations 2015, that every government entity establish an official web portal in order to provide access to information for citizens. It is also a requirement for these websites to be integrated with social media channels. According to the National IT survey 17/18, 79.8% of all Government websites are integrated with official social media accounts. The National IT survey 17/18 also show that 92.2% of government entities have social media accounts. 55.7% publish information on face book and 88.9% publish on whatsapp daily. The prominence of Facebook and Twitter is not surprising given that Cabinet directed all MDAs to create accounts back in 2013.

Government of Uganda also established a Government Citizens interaction centre which interacts with citizens through emails, SMS messages, phone calls, social media and a case ticketing tool. The purpose of this centre is offer citizens a free channel to communicate with Government and hold them accountable.

## 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:

The National digital vision which has been developed among the National IT Authority, Ministry of ICT and National Guidance as well as the National Planning Authority encompasses various emerging technologies as a core focus for Uganda's Government over the next 10 years.

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

The National information technology authority Uganda is mandated to work on e-government services including emerging technologies.

## VIII. Indicators

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

<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 National Information Technology Authority conducted an E-government survey in 2017/18 that among others assessed citizen satisfaction mainly focused on satisfaction with interaction channels used by individuals that interacted with government and barriers to accessing e-government services (section 7.3.4). The report can be accessed on the link; <https://www.nita.go.ug/publication/national-it-survey-2018-final-report>

The higher levels of satisfaction were on the use of; facebook/twitter 51.2%, website 44.3% and email 40.9%.

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

0.55 percent of Uganda's national budget for FY18/19 was allocated for ICT investment in the public sector.

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

The of persons employed in central government organizations routinely using computers at work stood at 37 percent in 2018. The report can be accessed on the link; <https://www.nita.go.ug/publication/national-it-survey-2018-final-report>

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

The proportion of government central government organizations routinely using routinely using the Internet at work stood at 22.7 percent in 2018.  
<https://www.nita.go.ug/publication/national-it-survey-2018-final-report>

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

- Proportion of the population that own/use of mobile phones
- Proportion of the population with ICT skills
- Proportion of the population that use the internet
- Social media subscriptions

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

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

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

Uganda is a part of the East African Northern Corridor Integration Project which addresses; ICT policy, infrastructure implementation and broadband connectivity, e-services and Digital migration.

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

Yes, the National IT Authority does carry out capacity building activities and hosts benchmarking visits from foreign countries such as Malawi. Plans are underway to build a regional centre of excellence under the Ministry of ICT which will provide more detailed support to other countries in the area of e-government.

government?

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:

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

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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.