



Member States Questionnaire (MSQ) for the United Nations E-Government Survey 2024

The objective of this questionnaire is to gather information from Member States in preparation of the United Nations E-Government Survey 2024. Please note that these responses do not directly affect the UN E-Government Development Index (EGDI), which is a composite index of the Online Service Index (OSI), Telecommunications Infrastructure Index (TII) and Human Capital Index (HCI). The United Nations Department of Economic and Social Affairs (UN DESA) assesses national portals with the assistance of independent researchers to construct the OSI, and requests data from the International Telecommunications Union (ITU) and the United Nations Educational, Scientific and Cultural Organization (UNESCO) to construct TII and HCI respectively. Inputs to the MSQ will be used by the United Nations E-Government Survey 2024 team for more in-depth country analysis, fact-checking and data quality assurance.

Refer here for a glossary of terminologies: <https://publicadministration.un.org/egovkb>

More information about the UN E-Government Survey: <https://publicadministration.un.org/en/Research/UN-e-Government-Surveys>

For any questions about this questionnaire, please contact Madeleine Losch (email: loschm@un.org), Saae Kwon (email saae.kwon@un.org) and Enkel Daljani (email daljani@un.org)

COUNTRY NAME*

ESWATINI

Contact information

Your name*

Bonga Ndlangamandla

Title*

Mr

Organization*

Ministry of ICT – Eswatini Government

Email*

ndlangamandlabo@gov.sz

Please select whichever applies*

- I am authorized and fully knowledgeable to respond to this questionnaire.
- A group of government agencies responded to the questionnaire collectively.
- I did not have the full information to respond to this questionnaire.

- I mostly provided my own opinion/assessment rather than official information.
- Other _____

A. Institutional / Organizational Framework

1. What is the official e-government portal at the national level? If more than one exists, please list all. *

Note: E-government and digital government are used interchangeably in this Questionnaire.

<https://www.gov.sz/>

2. Please provide links (Links) for portals providing specific services/features*

E-services or similar

<http://www.gov.sz> ; www.online.gov.sz;
 Taxation: <http://www.sra.org.sz>
 Energy : <http://www.sera.org.sz> ,
 Electricity : <https://www.eec.co.sz/>
 Water : <https://www.swsc.co.sz/>

E-participation or similar

Elections & Boundaries Commission:
<https://www.elections.org.sz/online/>

Open government data

Public procurement

Eswatini Public Procurement Regulatory Authority
<https://esppra.co.sz/sppra/>
 Eswatini Government Tender Board

Others (if any)

3. Please provide the name and link of the government agency/department/ministry at the national level in charge of e-government. If more than one exists, please list all. *

E-Government department (Ministry of ICT) : <https://www.gov.sz/index.php/e-services/e-gov>
 Royal Science and Technology Park : <https://rstp.org.sz>

4. Does your country have a national Chief Information Officer (CIO) or equivalent to manage its national e-government strategies/programmes? *

Yes No

If yes, please provide contact information of national Chief Information Officer (CIO) or equivalent:

Name*

Bonga Ndlangamandla

Title*

Mr

Organization*

Ministry of ICT

Email*

ndlangamandlabo@gov.sz
bonga.ndlangamandla@gmail.com

5. Are there sectoral/line-ministry/local CIOs or equivalent positions across Government agencies/departments/ministries/jurisdictions? *

Yes No

If yes, please provide links and details on the above, including coordination/integration among national and sub-national levels on e-government strategies/programmes.

Not all Government Ministries have CIOs but key Government Ministries such as Health, Agriculture, Finance, Judiciary, Parliament etc. do have CIOs position within. Otherwise e-Government support to all Ministries is provided by the Royal Science and Technology Park which is a government Agency which has been mandated to provide first line support and development of all e-Government Systems. The Ministry of ICT (e-Government department) drives the e-Government Policy and Strategy.

Eswatini Parliament: <https://www.parliament.gov.sz>

Royal Science and Technology Park : <https://rstp.org.sz> (MAIN CLUSTER)

Sectoral agencies/departments/ministries

6. Please provide names and portals (links) of the government agencies/departments/ministries at the national level in charge of the following*

Planning/development

<https://www.gov.sz/index.php/ministries-departments/ministry-of-economic-planning>

Education

1. Ministry of Education
<https://www.gov.sz/index.php/ministries-departments/search-and-menus-setup>
2. Eswatini Higher Education Council
<http://www.eshec.org.sz>

Health

	<p>Ministry of Health - https://www.gov.sz/index.php/ministries-departments/ministry-of-health</p>
<p>Social Welfare (inclusion, social protection, etc.)</p>	<p>1. Deputy Prime Minister’s Office https://www.gov.sz/index.php/ministries-departments/the-deputy-prime-minister-s-office 2. Center for Financial Inclusion : https://www.cfi.org.sz 3.</p>
<p>Employment and Labour</p>	<p>1. Ministry of Labour and Social Security - https://www.gov.sz/index.php/ministries-departments/ministry-of-labour-a-social 2.</p>
<p>Environment</p>	<p>1. Ministry of Tourism & Environmental Affairs : https://www.gov.sz/index.php/ministries-departments/ministry-of-tourims-environments-a-communications 2. Environmental Protection: http://www.sea.org.sz</p>
<p>Justice</p>	<p>1. Ministry of Justice and Constitutional Affairs : https://www.gov.sz/index.php/ministries-departments/ministry-of-justice 2.</p>
<p>Economy/finance</p>	<p>Ministry of Finance : https://www.gov.sz/index.php/ministries-departments/ministry-of-finance Eswatini Central Bank : http://www.centralbank.org.sz</p>
<p>Industry/trade</p>	<p>1. Ministry of Commerce, Industry and trade : https://www.gov.sz/index.php/ministries-departments/minnistry-of-commerce 2. Small Enterprises Development Company : https://www.sedco.co.sz/ 3. Eswatini Investment Promotion Authority : https://investeswatini.org.sz/ 4.</p>
<p>Sustainable Development Goals (SDGs) [NEW]</p>	

Ministry of Economic Planning and Development

Climate Change [NEW]

Others (Please specify)

Ministry of Tourism and Environmental Affairs
<https://www.gov.sz/index.php/ministries-departments/ministry-of-tourims-environments-a-communications>

Environmental Protection: <http://www.sea.org.sz>

B. Crisis/Emergency Response and Recovery [NEW]

7. Is there a dedicated specific digital strategy for crisis/emergency response and recovery (e.g. through digital transformation and digital inclusion)? Please provide links and details.[NEW]

Yes No

Under Development

8. Is there a specific national portal addressing crisis/emergency*? [NEW]

Yes No

If yes, please provide a link and more information about the specific national portal or dedicated section addressing crisis/emergency?

C. Legal Framework

9. Is there any legislation, law or regulation on access to information, such as a Freedom of Information Act? *

Yes No

If yes, please provide link and detail.

We currently have a social media policy.

10. Is there any legislation, law or regulation on data privacy and/or protection? *

Yes No

If yes, please provide link and detail.

1. <https://www.esccom.org.sz/legislation/DATA%20PROTECTION%20ACT.pdf>

2. <https://www.esccom.org.sz/legislation/ELECTRONIC%20COMMUNICATIONS%20TRANSACTION%20ACT.pdf>
- 3.

11. Is there any legislation, law or regulation on cybersecurity or similar? *

Yes No

If yes, please provide link and detail.

1. <https://www.esccom.org.sz/legislation/COMPUTER%20CRIME%20&%20CYBERCRIME%20ACT.pdf>
2. <https://www.gov.sz/images/ICT/Eswatini-National-Cybersecurity-Strategy-NCS-2025.pdf>

12. Is there any legislation, law or regulation on digital identity? *

Yes No

If yes, please provide link and detail.

13. Is there any legislation, law or regulation on digital signature? *

Yes No

If yes, please provide link and detail.

14. Is there any legislation, law or regulation on e-procurement? *

Yes No

If yes, please provide link and detail.

<https://esppra.co.sz/sppra/egp.php>

Central Government does not have e-Procurement yet but system is under implementation under the Integrated Financial Management System (IFMIS) Project.

15. Is there any legislation, law or regulation on digitally publishing government expenditure? *

Note: This is related to SDG Indicator 16.6.1

Yes No

If yes, please provide link and detail.

16. Is there any legislation, law or regulation on national data governance, including data sharing/exchange/interoperability across government agencies? *

Yes No

If yes, please provide link and detail.

There is an interoperability framework and other open data policies under development

17. Is there any legislation, law or regulation on open government data? *

Yes No

If yes, please provide link and detail.

Open government data policy under development

18. Is there any legislation, law or regulation on the use of new/emerging technologies such as artificial intelligence (AI), robotics, blockchains, 5G and Internet of Things (IoT)? *

Yes No

If yes, please provide link and detail.

Digital Eswatini Strategy and ICT Master Plan to be launched soon.

19. Is there any legislation, law or regulation on the ethical/responsible use of AI in public administration? [NEW]

Yes No

If yes, please provide link and detail.

D. Strategy and Implementation

20. Is there a national e-government strategy or equivalent? *

Yes No

If yes, please provide link and detail.

1. <https://www.gov.sz/images/eGov/e-Government-Strategy.pdf>
2. <https://www.gov.sz/images/eGov/e-Government-Operational-Framework-2015--2019.pdf>

21. How long is the period/cycle of the national e-government strategy or equivalent? *

Two-year

Three-year

Five-year

Ten-year

Other _____

22. Is there a dedicated budget for digital government development? Please explain by informing on the percentage compared to national government expenditure. [NEW]

Yes No

However, we are sure percentage is less than 1%

23. Is the national e-government strategy guided by or aligned with the national development strategy? Please provide link and detail, including specific reference to an implementation roadmap.

Yes No

1. <https://www.gov.sz/images/CabinetMinisters/STRATEGIC-ROADMAP-2018-2023---MAY-2019.pdf>

24. Is the national e-government strategy guided by or aligned with the Sustainable Development Goals (SDGs)? Please provide link and detail.

Yes No

1. <https://www.gov.sz/images/CabinetMinisters/NDP-2019-20-to-2021-22-final.pdf>

25. Does the national e-government strategy make specific reference to or is aligned with sub-national/local e-government development strategy? Please provide link and detail.

Yes No

26. Does the national e-government strategy make specific reference to e-participation, engagement and/or digital inclusion? Please provide link and detail.

Yes No

1. <https://www.gov.sz/images/eGov/e-Government-Strategy.pdf>

27. Does the national e-government strategy make specific reference to a national data governance framework or similar? Please provide link and detail.

Yes No

28. Does the national e-government strategy make specific reference to national digital identity? Please provide link and detail.

Yes No

29. Does the national e-government strategy make specific reference to digital-by-design/digital-first¹ principle or similar? Please provide link and detail.

Yes No

30. Does the national e-government strategy make specific reference to data-once-only principle, **single-source-of-truth (SSoT)**, or similar? Please provide link and detail.

Yes No

¹ To provide link or description

31. Does the national e-government strategy make specific reference to a life-cycle approach? Please provide link and detail. [NEW]

Yes No

32. Does the national e-government strategy make specific reference to inclusion-by-default, inclusion-by-design² or similar? Please provide link and detail. [NEW]

Yes No

33. Does the national e-government strategy make specific reference to digitalizing a specific percentage of public services? [NEW]

Yes No

If yes, please provide link and detail.

34. Does the national e-government strategy make specific reference to the use of new/emerging technologies/practices such as artificial Intelligence (AI), robotics, blockchains, 5G and Internet of Things (IoT), anticipatory, proactive services? Please provide link and detail.;

Artificial intelligence (AI); link/detail: _____

Robotics; link/detail: _____

Blockchains; link/detail: _____

5G; link/detail: _____

Internet of Things (IoT); link/detail: _____

Invisible/anticipatory/proactive/seamless services³ [NEW]: _____

Others; link/detail: _____

35. Is the national e-government strategy aligned to any regional or global guidelines, recommendations or goals (e.g. United Nations, African Union, European Union, OECD)? Please provide link and detail.

Yes No

36. Does the Government use any foresight tools, such as scenario planning, in visioning the future of digital government? Please provide link and detail.

Yes No

37. Does the Government have any measure in policy experimentation and/or regulatory sandboxes in using digital technologies? Please provide link and detail.

Yes No

² To provide link or description

³ To explain

38. Does the Government have any official tool/mechanism to monitor the progress of the implementation of its e-government strategies? Please provide link and/or details [NEW]

Yes No

E. Digital Inclusion and E-Participation

Note: Vulnerable groups include women, older people, youth, people with disabilities, migrants, minorities and others

39. Is there a national policy/strategy or similar in ensuring digital inclusion and leaving no one behind?*

Yes No

If yes, please provide link and detail.

40. Is there a national e-participation policy/strategy or similar? *

Yes No

If yes, please provide link and detail.

41. Does the Government provide any specific measure(s) to ensure meaningful connectivity/access to e-government services by women and/or other vulnerable groups? *

Yes No

If yes, please provide link and detail.

This happens under initiatives of the Universal Services Fund managed by the Eswatini Communications Commission
<http://www.esccom.org.sz>

42. Does the Government provide any specific e-service(s) for women and/or other vulnerable groups?

Yes No

If yes, please provide link and detail.

This is work under progress

43. Does the Government provide any specific e-participation measure(s) for women and/or other vulnerable groups? *

Yes No

If yes, please provide link and detail.

This is work under progress

44. Does the Government provide any specific measure(s) to build digital literacy/skills for women and/or other vulnerable groups? *

Yes No

If yes, please provide link and detail.

45. Does the Government use social media platform(s)? *

Yes No

If yes, please provide link and detail if social media is used for (i) e-information; (ii) e-consultation; and/or (iii) e-decision-making

1. <https://www.facebook.com/EswatiniGov>
 2. <https://www.parliament.gov.sz/>
 3. <https://www.elections.org.sz/online/>
 - 4.

If yes, please include any guidelines for government officials/institutions on the use of social media.

[Social Media Policy - Govt of Eswatini.pdf](#)

46. Does the Government publish information on how people's voices, including those among women and/or vulnerable groups, are included in policy decision-making? *

Yes No

If yes, please provide link and detail.

- The Government does include women, and vulnerable groups in policy decision making through the Deputy Prime Minister's Office as it is a mandate falling within their portfolio responsibility.

 1. <https://www.gov.sz/index.php/ministries-departments/the-deputy-prime-minister-s-office>
 2. <https://www.elections.org.sz/online/>

F. Usage, User Satisfaction and Evaluation

47. Does the Government monitor/collect usage statistics of e-government services? *

Yes No

If yes, please provide link and detail.

The collection is done through different systems and the reports are shared to the e-Government office.

48. Does the Government measure usage data with dis-aggregation by gender?*

Not yet

49. Does the Government measure user satisfaction of e-government services? *

Yes No

If yes, please provide link and detail.

There is not official tool to measure user satisfaction but the e-Government takes comments made by users in its public platforms such as the National Broadcasting stations and social media platforms.

Does the Government collect user satisfaction data with dis-aggregation by gender?*

Not yet

G. Partnership and International Cooperation

50. Please provide information about any ongoing global/regional partnership and/or digital cooperation, with United Nations (such as UNDESA, Regional commissions, UNDP, UNICEF ...) focusing on e-government and digital technologies (e.g. enhance North-South, South-South, triangular, regional, and international cooperation)

* [NEW]

UNICEF – support to the Deputy Prime Ministers’ office development of registration portal for people living with disability.

UNDP –

WORLD BANK – Social Protection Registry – Deputy Prime Minister’s Office

IOM – National Migration Policy and Information System.

51. Please provide information about any other ongoing global/regional partnership and/or digital cooperation, with other non-UN-bodies. [NEW]

1. Partnership with Morocco (Joint Cooperation Commission) on digital development
2. Partnership (Memorandum of Understanding to provide technical expertise on the Implementation of the Integrated Financial Management Information System) with Rwanda
3. COMESA – implementation of the COMESA trade single window
4. SADC Corporate ICT Committee (SADC-CITC)

THANK YOU

Please provide any other information that will help us in understanding e-government development in your country.

1. E-Government policy, strategy and coordination done at Ministry of ICT (e-Government Unit)
2. Implementation of all e-Government systems done by the Royal Science and Technology Park which is a government agency
3. Eswatini Communications Commission, a telecoms regulatory authority also support e-Government initiatives through the Universal Access Fund.

Consent to publish this Questionnaire

I/We authorize UN DESA to publish my/our responses as deemed necessary. *

Yes No

Thank you for taking time to complete this important questionnaire. We very much appreciate your participation.