



United Nations

Department of
Economic and
Social Affairs

Press Briefing

17 September 2024 Tuesday, 11:00 am to 11:30 am

Venue: SG Spokesperson's Briefing Room



United Nations

Department of Economic and Social Affairs

E-Government Survey 2024

Accelerating Digital Transformation for Sustainable Development

With addendum on Artificial Intelligence



Launch of the United Nations E-Government Survey 2024:

Global and regional trends and key insights of the report

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United Nations

Department of Economic and Social Affairs

13th Edition of the Report

Accelerating Digital Transformation for Sustainable Development



The United Nations E-Government Survey is a biennial project and report published by the United Nations Department of Economic and Social Affairs (UN DESA) starting in 2001



It evaluates the e-government development status of all 193 United Nations Member States and aims to facilitate the global achievement of the 2030 Agenda for Sustainable Development and the vision of leaving no one behind in the digital age



Over more than two decades, it has accumulated a rich body of data sets, analysis, and insights regarding the e-government performance of governments all over the world, becoming a global benchmarking tool that evaluates the digital development of all 193 UN Member States, offering comparative rankings and ratings to guide governments in shaping policies and strategies for digital transformation



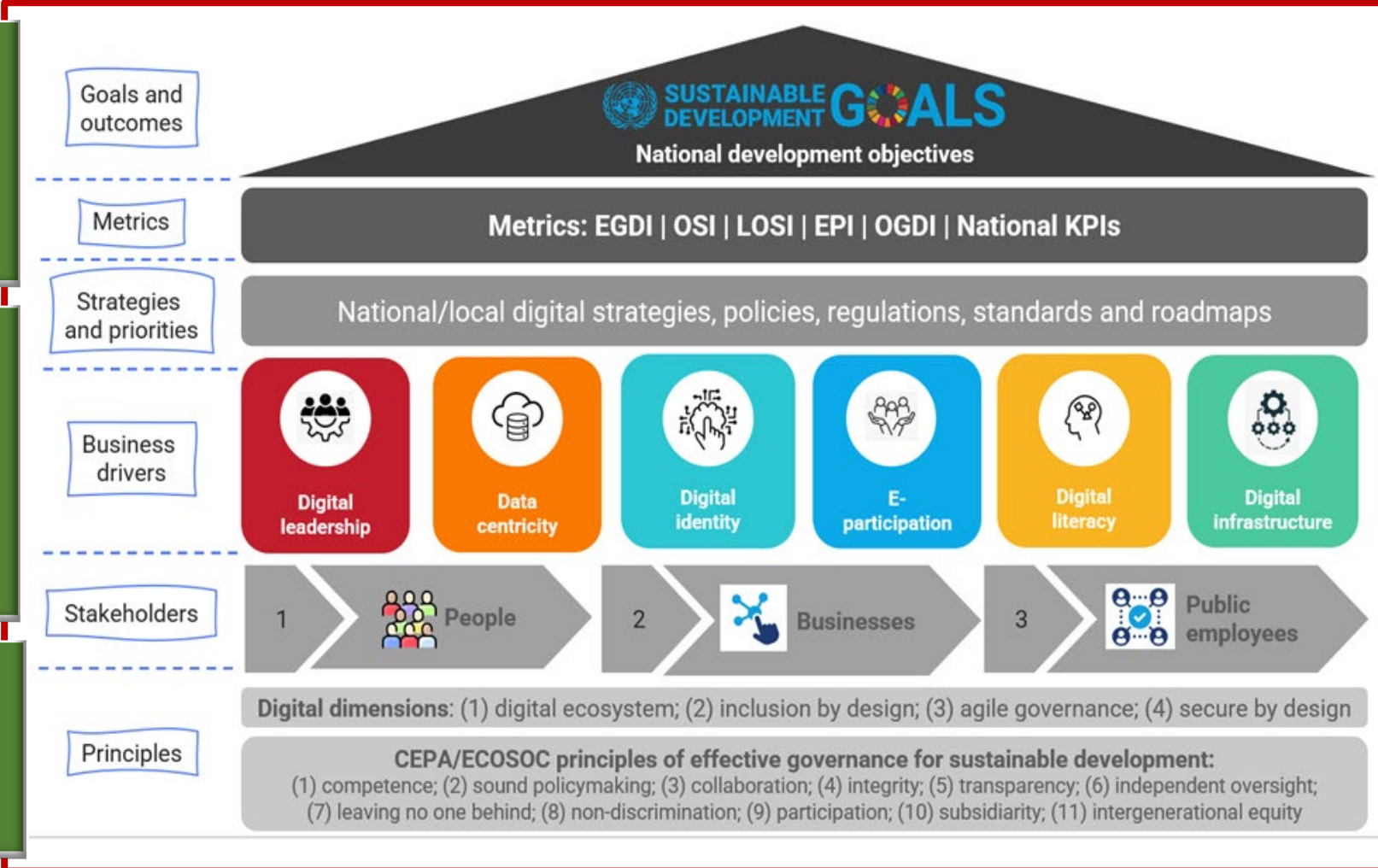
A New Digital Government Model Framework (DGMF)

- 

It emphasizes the importance of leveraging digital technologies to enhance public services delivery, promote inclusivity, and achieve the SDGs
- 

It provides countries with a comprehensive methodological road map for the effective planning, development and assessment of digital government initiatives
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It embodies the ecosystem approach, focusing on principles of effective governance, inclusivity, and security.



Source: E-Gov 2024, Chapter 1 - A Digital Government Model Framework for Sustainable Development

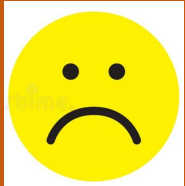
E-Government Development at a Glance



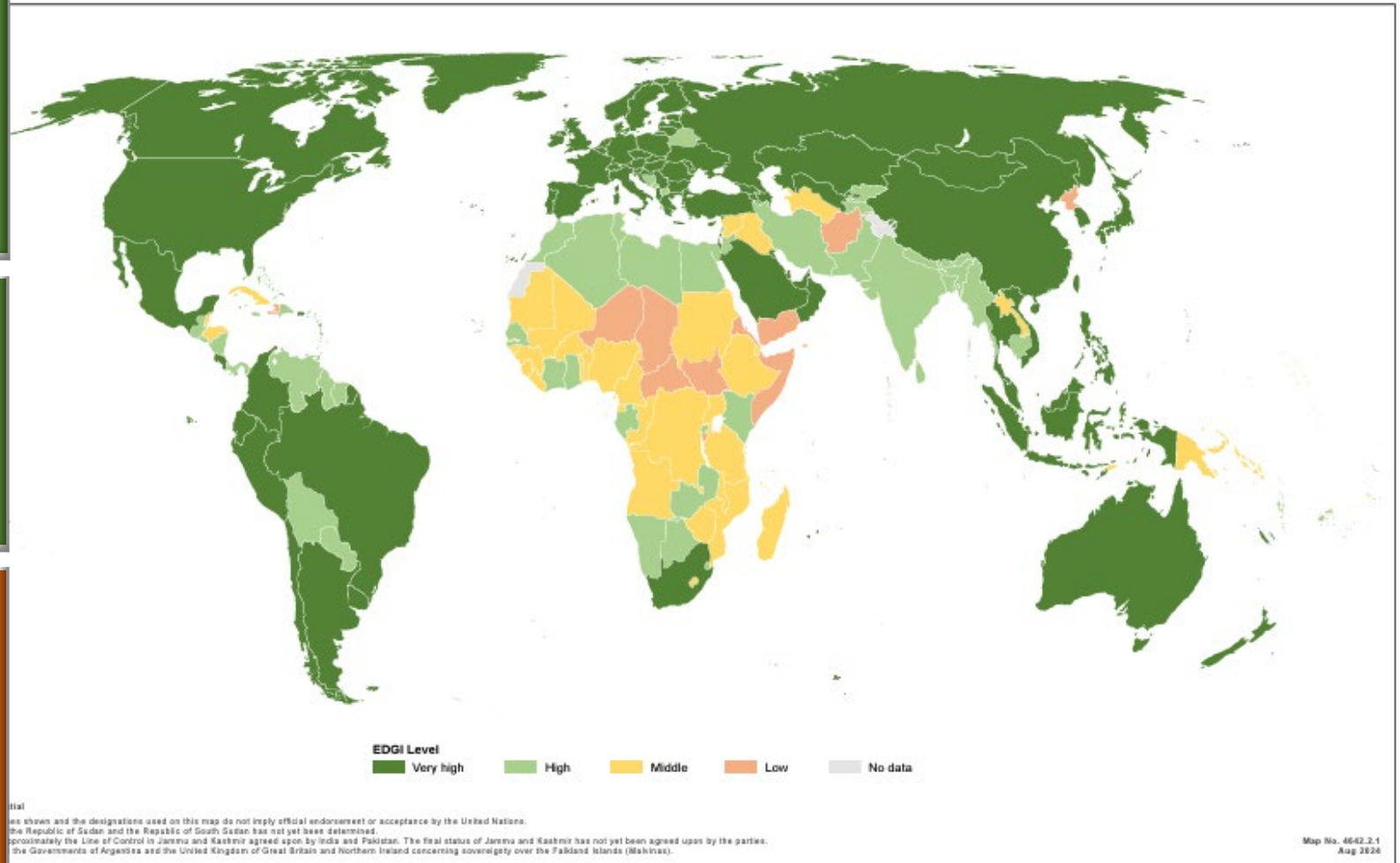
E-government development has improved at the global level, with the average EGD value reaching 0.64 on a scale of 0 to 1, up from 0.61 in 2022



For the first time, Member States with very high EGD values comprise the largest share, accounting for 39% of the total (76 of the 193 MS)




However, the number of countries with low EGD values has increased from 7 to 11 since 2022, primarily due to geopolitical conflicts and post-conflict situations.




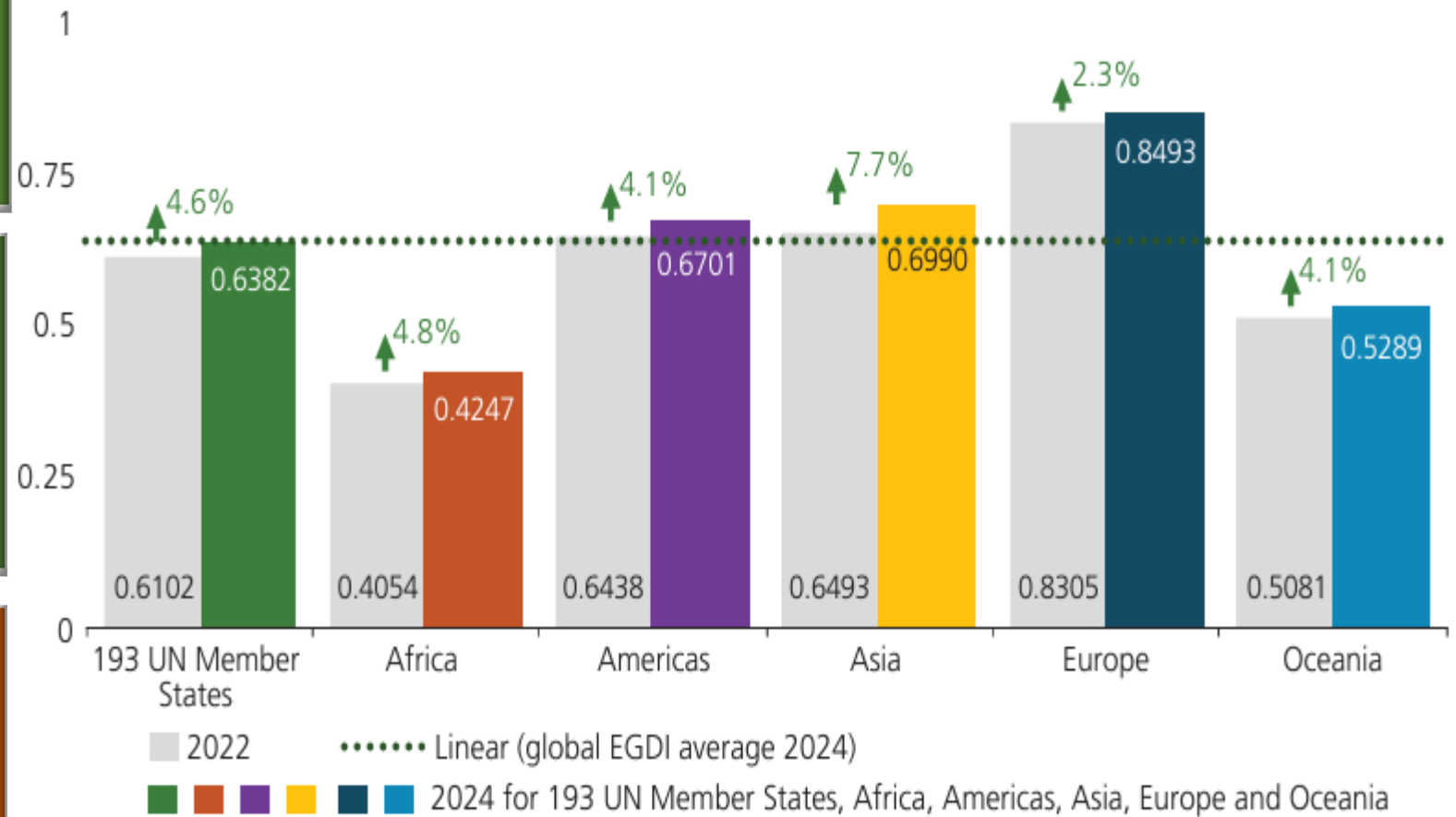
Source: E-Gov 2024, Chapter 2 - Global Trends in E-Government

E-Government Development: Regional Trends

 Average EGD values have improved in all regions since 2022. Europe remains the leader, followed by Asia, the Americas, Oceania and Africa

 Asia has made the most notable progress, with a 7.7% increase, followed by Africa (4.8%), Oceania and the Americas (4.1%) and Europe (2.3%)

 However, despite the significant progress achieved in Oceania and Africa, the EGD average for these two regions remains below the global average of 0.64



Source: E-Gov 2024, Chapter 2 - Global Trends in E-Government

E-Government Development: Digital Divide



The proportion of the population lagging behind fell from 45.0 % in 2022 to 23.7 % in 2024. This improved ratio primarily derives from the positive performance of Asia followed by Americas



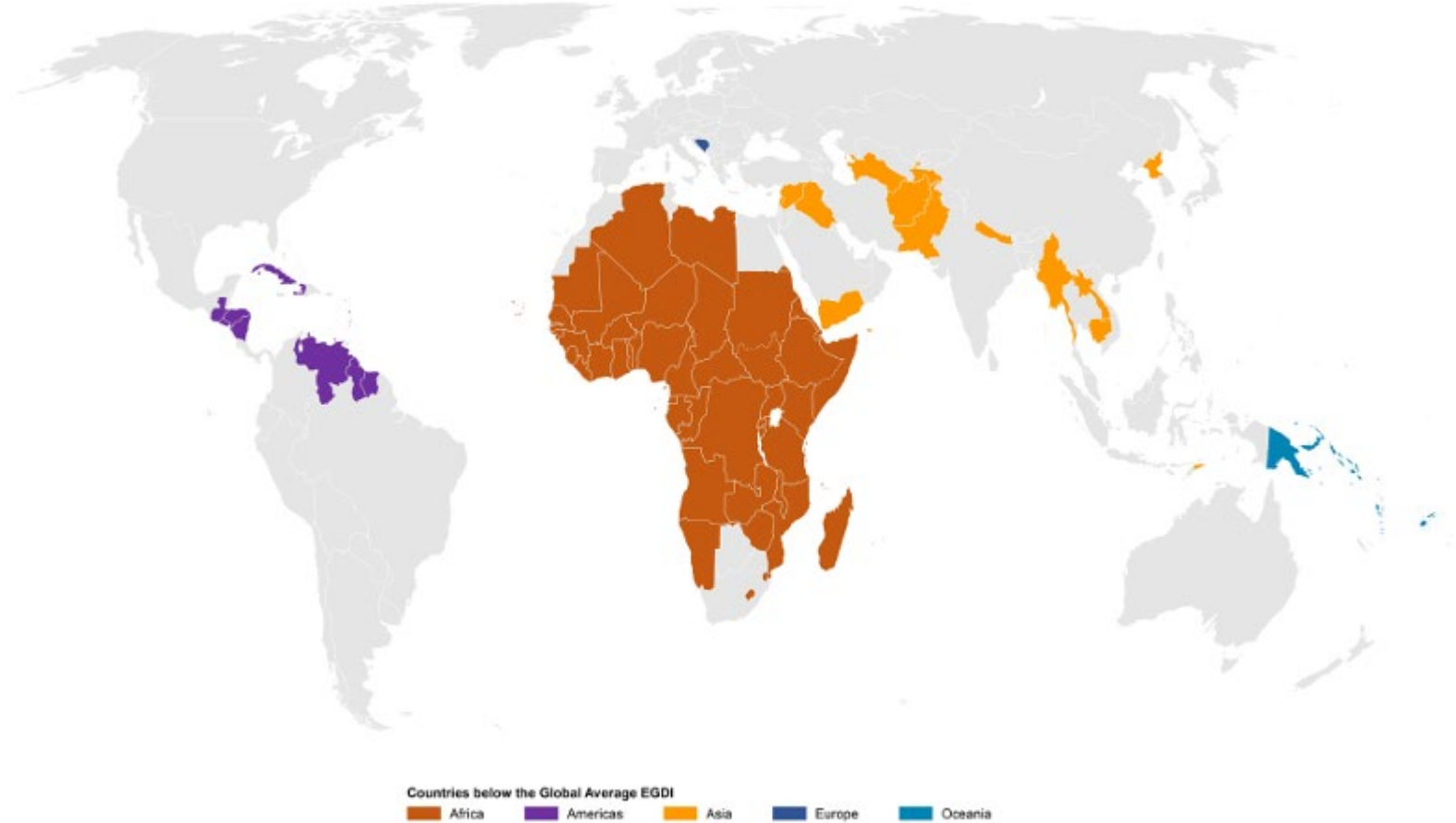
In Africa, 84.4 % of the population lag behind, down from 94.6 % in 2022, as 6 (4 in 2022) of 54 countries now have EGDI above the world average



While urban areas benefit from advanced digital infrastructure, rural and remote areas and villages often lag behind.



However, the path to digital inclusion and sustainable development in Africa and in SIDS remains fraught with obstacles and uncertainties highlighting the urgent need for accelerated efforts and innovative solutions to address digital disparities.



Source: E-Gov 2024, Chapter 3 - Regional E-Government Development and the Performance of Country Groupings

Countries Leading E-Government Development, 2024



The 2024 VH rating class includes 18 countries, 10 from Europe, 6 from Asia, and 2 from Oceania, marking a net increase of three countries from the previous edition



Denmark remains the top global EGD I performer, leading Europe, which accounts for 56% of VH-rated countries



Germany, Norway, and Spain joined the VH group in Europe, while Bahrain and Saudi Arabia moved into the VH rating class from Asia




In Oceania, Australia and New Zealand continue to lead in e-government development, as they have for the past four editions

Country	Rating class	Region	OSI	HCI	TII	EGDI (2024)	EGDI (2022)
Denmark	VH	Europe	0.9992	0.9584	0.9966	0.9847	0.9717
Estonia	VH	Europe	0.9954	0.9497	0.9731	0.9727	0.9393
Singapore	VH	Asia	0.9831	0.9362	0.9881	0.9691	0.9133
Republic of Korea	VH	Asia	1.0000	0.9120	0.9917	0.9679	0.9529
Iceland	VH	Europe	0.9076	0.9953	0.9983	0.9671	0.9410
Saudi Arabia	VH	Asia	0.9899	0.9067	0.9841	0.9602	0.8539
United Kingdom of Great Britain and Northern Ireland	VH	Europe	0.9535	0.9450	0.9747	0.9577	0.9138
Australia	VH	Oceania	0.9222	1.0000	0.9509	0.9577	0.9405
Finland	VH	Europe	0.9097	0.9836	0.9791	0.9575	0.9533
Netherlands (Kingdom of the)	VH	Europe	0.9212	0.9688	0.9715	0.9538	0.9384
United Arab Emirates	VH	Asia	0.9163	0.9436	1.0000	0.9533	0.9010
Germany	VH	Europe	0.9238	0.9672	0.9236	0.9382	0.8770
Japan	VH	Asia	0.9427	0.9117	0.9509	0.9351	0.9002
Sweden	VH	Europe	0.8836	0.9275	0.9868	0.9326	0.9410
Norway	VH	Europe	0.9117	0.9175	0.9654	0.9315	0.8879
New Zealand	VH	Oceania	0.9453	0.9615	0.8728	0.9265	0.9432
Spain	VH	Europe	0.9054	0.8961	0.9603	0.9206	0.8842
Bahrain	VH	Asia	0.9030	0.8680	0.9877	0.9196	0.7707


Source: E-Gov 2024, Chapter 2 - Global Trends in E-Government

Least Developed Countries (LDC) Top Leaders, 2024


Bangladesh, Bhutan, Rwanda, Nepal, Cambodia, and Zambia continue to lead digital development among LDCs, with Senegal and Myanmar joining as high performers in 2024


Rwanda, the only low-income country in this group, raised its Online Service Index (OSI) value, surpassing Bangladesh to lead online services provision among LDCs


Most LDCs in this group have seen significant rises in their Telecommunication Infrastructure Index (TII), unlocking potential for future digital advancement


The eight LDCs have achieved placement in the H1, H2, or H3 rating class within the high EGD group, showcasing promising digital development

Country	Rating class	EGDI Rank	Sub-Region	OSI value	HCI value	TII value	EGDI (2024)	EGDI (2022)
Bangladesh	H3	100	Southern Asia	0.7374	0.5834	0.6501	0.6570	0.5630
Bhutan	H3	103	Southern Asia	0.5886	0.5478	0.8169	0.6511	0.5521
Rwanda	H2	118	Eastern Africa	0.8207	0.5467	0.3724	0.5799	0.5489
Nepal	H2	119	Southern Asia	0.4481	0.5210	0.7653	0.5781	0.5117
Cambodia	H2	120	South-Eastern Asia	0.4503	0.5149	0.7609	0.5754	0.5056
Zambia	H1	130	Eastern Africa	0.4958	0.6225	0.5088	0.5424	0.5022
Senegal*	H1	135	Western Africa	0.4779	0.3380	0.7328	0.5162	0.4479
Myanmar*	H1	138	South-Eastern Asia	0.3259	0.5081	0.6662	0.5001	0.4994

Note: Italicized countries are LLDCs in addition to being LDCs.
 * Countries that have moved from the middle to the high EGD group.


All the LDCs are below Top 100 in EGD ranking. There are still gaps between LDC average OSI values and the corresponding global average (43%). Within the LDCs, landlocked LDCs have a sizeable gap of 37%, but LDCs that are also SIDS have the largest gap (58%) relative to the global OSI average.

Source: E-Gov 2024, Chapter 2 - Global Trends in E-Government

Landlocked Developing Countries (LLDC) Top Leaders, 2024



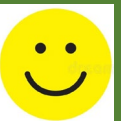
Kazakhstan continues to hold the highest EGD value among LLDC



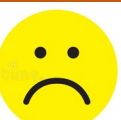
New Entrants to Very High Group: Mongolia, Armenia, Uzbekistan, the Republic of Moldova, and Azerbaijan joined the very high EGD group for the first time in 2024



Significant Improvements: Mongolia and Armenia saw the most notable ranking improvements, moving up 28 and 16 positions, respectively



Eswatini (not in this group) experienced a 29-position leap, transitioning from the middle to the high EGD group



Online services provision for LDC/LLDC has stalled. Need for focused collective efforts to accelerate digital development in least developed landlocked countries

Country	Rating class	EGDI Rank	Sub-Region	OSI value	HCI value	TII value	EGDI (2024)	EGDI (2022)
Kazakhstan	V3	24	Central Asia	0.9390	0.8403	0.9235	0.9009	0.8628
Mongolia*	V2	46	Eastern Asia	0.8222	0.7775	0.9374	0.8457	0.7209
Armenia*	V2	48	Western Asia	0.7922	0.8561	0.8782	0.8422	0.7364
Uzbekistan*	V1	63	Central Asia	0.7648	0.7580	0.8769	0.7999	0.7265
Republic of Moldova*	V1	70	Eastern Europe	0.7264	0.7776	0.8118	0.7719	0.7251
Azerbaijan*	V1	74	Western Asia	0.7386	0.7233	0.8203	0.7607	0.6937
Kyrgyzstan	HV	78	Central Asia	0.6072	0.7061	0.8815	0.7316	0.6977
Paraguay	HV	80	South America	0.6712	0.7093	0.7947	0.7251	0.6332
North Macedonia	HV	84	Southern Europe	0.6642	0.7023	0.7546	0.7070	0.7000
Bolivia	H3	99	South America	0.5987	0.6876	0.7089	0.6651	0.6165
Bhutan	H3	103	Southern Asia	0.5886	0.5478	0.8169	0.6511	0.5521
Botswana	H2	112	Southern Africa	0.3985	0.5719	0.8649	0.6118	0.5495
Eswatini*	H2	113	Southern Africa	0.4557	0.5836	0.7851	0.6081	0.4498
Rwanda	H2	118	Eastern Africa	0.8207	0.5467	0.3724	0.5799	0.5489
Nepal	H2	119	Southern Asia	0.4481	0.5210	0.7653	0.5781	0.5117
Tajikistan	H1	123	Central Asia	0.4476	0.6531	0.5810	0.5606	0.5039
Zambia	H1	130	Eastern Africa	0.4958	0.6225	0.5088	0.5424	0.5022

Note: Italicized countries are LDCs in addition to being LLDCs.

* Countries that have moved from the middle to the high EGD group.

Source: E-Gov 2024, Chapter 2 - Global Trends in E-Government

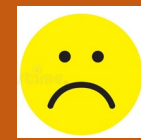
Small Island Developing States (SIDS) Top Leaders, 2024



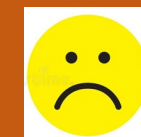
The overall distribution of SIDS across the different EGD I levels has remained relatively stable. The majority of SIDS (54%) are in the high EGD I group, 38% are in the middle group, 5% are in the very high group, and 3% are in the low group



The average EGD I value for SIDS has increased by 3%, reflecting steady progress in digital government development. The LDC/ SIDS have shown significant improvement, particularly in online services provision, increased by 8%



Among the countries in special situations, the SIDS group has the highest variance in EGD I values. Singapore and Mauritius are the only SIDS with very high EGD I values. Only 12 of the 37 SIDS have EGD I values above the global average



A similar high dispersion and diversity situation prevails in SIDS highlights substantive gaps in e-government development and an alarming digital divide

Country	Rating class	EGDI Rank	Sub-Region	OSI value	HCI value	TII value	EGDI (2024)	EGDI (2022)
Singapore	VH	3	South-Eastern Asia	0.9831	0.9362	0.9881	0.9691	0.9133
Mauritius*	V1	76	Eastern Africa	0.5903	0.7456	0.9159	0.7506	0.7201
Bahamas	HV	83	Caribbean	0.5402	0.7376	0.8652	0.7143	0.7277
Dominican Republic	HV	85	Caribbean	0.6405	0.7189	0.7444	0.7013	0.6429
Trinidad and Tobago	HV	86	Caribbean	0.5999	0.7174	0.7745	0.6973	0.6339
Barbados	H3	91	Caribbean	0.4976	0.7845	0.7624	0.6815	0.7117
Seychelles	H3	92	Eastern Africa	0.4638	0.6769	0.8913	0.6773	0.6793
Fiji	H3	93	Melanesia	0.5343	0.7413	0.7507	0.6754	0.6235
Maldives	H3	94	Southern Asia	0.6220	0.6130	0.7886	0.6745	0.5885
Jamaica	H3	96	Caribbean	0.5677	0.7060	0.7296	0.6678	0.5906
Grenada	H3	104	Caribbean	0.5056	0.7550	0.6767	0.6458	0.7277
Antigua and Barbuda	H3	105	Caribbean	0.4166	0.7176	0.7943	0.6428	0.6113
Suriname	H3	106	South America	0.4814	0.5568	0.8714	0.6365	0.5809
Saint Kitts and Nevis	H2	110	Caribbean	0.3039	0.7202	0.8675	0.6305	0.6775
Cabo Verde	H2	111	Western Africa	0.6892	0.5694	0.6128	0.6238	0.5660
Saint Vincent and the Grenadines	H2	117	Caribbean	0.3906	0.6956	0.6767	0.5876	0.5811
Dominica	H1	127	Caribbean	0.3798	0.5781	0.6757	0.5445	0.5789
Guyana	H1	128	South America	0.3455	0.5933	0.6942	0.5443	0.5233
Vanuatu*	H1	129	Melanesia	0.4769	0.5347	0.6165	0.5427	0.4988
Saint Lucia	H1	133	Caribbean	0.3229	0.6037	0.6498	0.5255	0.5580
Tonga	H1	134	Polynesia	0.3220	0.7488	0.4784	0.5164	0.5155
Palau	H1	137	Micronesia	0.2787	0.7520	0.4910	0.5072	0.5018

* Countries that have moved from the middle to the high EGD I group.

Source: E-Gov 2024, Chapter 2 - Global Trends in E-Government

Local E-Government Development Top Leading Cities, 2024



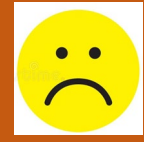
Madrid and Tallinn rank first in the 2024 LOSI study, providing nearly 93% of assessed features, followed by Riyadh, Copenhagen, and Dubai



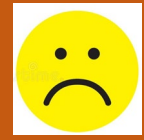
Among these 42 cities in the very high LOSI group, 22 are in Europe, 11 in Asia, 7 in the Americas, and 2 in Oceania, highlighting regional disparities



This pattern underscores a persistent disparity between regions, with European cities leading in the adoption of advanced online services. Asia and the Americas also demonstrate strong performance



No African cities reached the very high LOSI category, underscoring persistent regional and highlights the need for collective targeted efforts to enhance digital development in that region



A comparative analysis of EGDI and LOSI results indicates that national portals continue to outperform city portals

City	Country	LOSI value	City	Country	LOSI value
Tallinn	Estonia	0.9271	Paris	France	0.8125
Madrid	Spain	0.9271	Reykjavik	Iceland	0.8125
Riyadh	Saudi Arabia	0.9167	Rome	Italy	0.8125
Copenhagen	Denmark	0.9063	Riga	Latvia	0.8125
Dubai	United Arab Emirates	0.9063	Zurich	Switzerland	0.8125
New York	United States of America	0.9063	Buenos Aires	Argentina	0.8021
Istanbul	Türkiye	0.8958	Zagreb	Croatia	0.8021
Berlin	Germany	0.8854	Almaty	Kazakhstan	0.8021
Seoul	Republic of Korea	0.8750	Auckland	New Zealand	0.8021
Singapore	Singapore	0.8750	Stockholm	Sweden	0.8021
London	United Kingdom of Great Britain and Northern Ireland	0.8750	Sofia	Bulgaria	0.7917
Shanghai	China	0.8646	Toronto	Canada	0.7917
Manama	Bahrain	0.8542	Doha	Qatar	0.7917
Tokyo	Japan	0.8542	Amsterdam	Netherlands (Kingdom of the)	0.7813
Kyiv	Ukraine	0.8542	Oslo	Norway	0.7813
Vienna	Austria	0.8438	Sydney	Australia	0.7708
Bogota	Colombia	0.8438	Warsaw	Poland	0.7708
Moscow	Russian Federation	0.8438	Vilnius	Lithuania	0.7604
Sao Paulo	Brazil	0.8333	Guayaquil	Ecuador	0.7500
Montevideo	Uruguay	0.8333	Tel Aviv	Israel	0.7500
Helsinki	Finland	0.8125	Luxembourg-Ville	Luxembourg	0.7500

Source: E-Gov 2024, Chapter 4 – Local E-Government Development



Artificial Intelligence and Digital Government



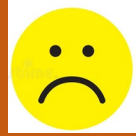
About half (44 out of 93) of the countries that responded have already adopted legislation or regulations on the ethical/responsible use of AI in public administration.



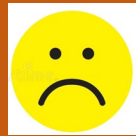
90 out of 142 of the countries surveyed reported having legislation or regulations on the use of new/emerging technologies such as AI, robotics, blockchain, 5G, and the Internet of Things.



Countries, as well as international institutions, are quickly introducing regulations and mechanisms to regulate the development of AI.

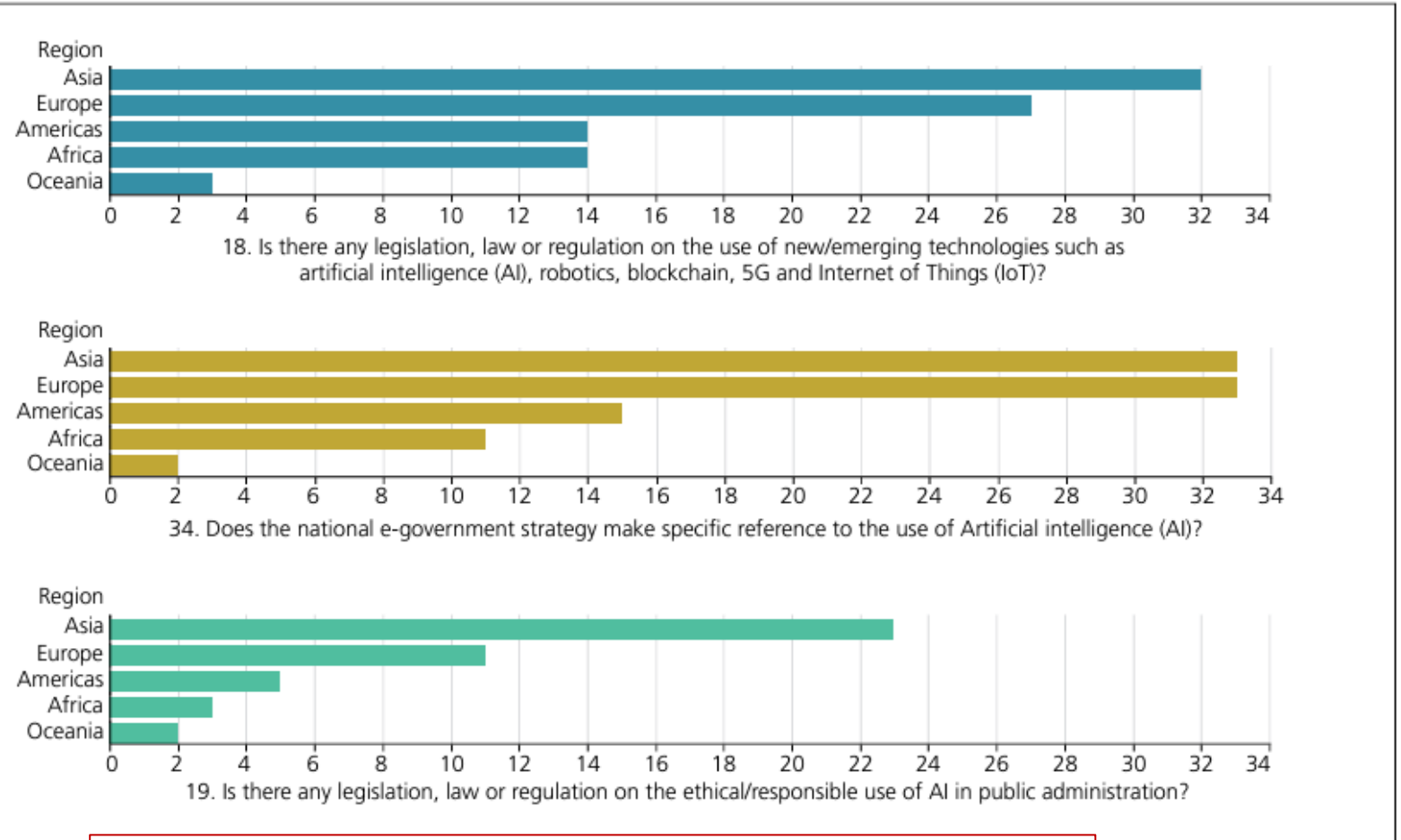


While the number of countries that adopted AI legislation represents solid progress, the number remains well below the number of countries that have established e-government strategies or the equivalent.



Countries and international communities are developing regulations and mechanisms for AI technology independently of the established digital government framework.

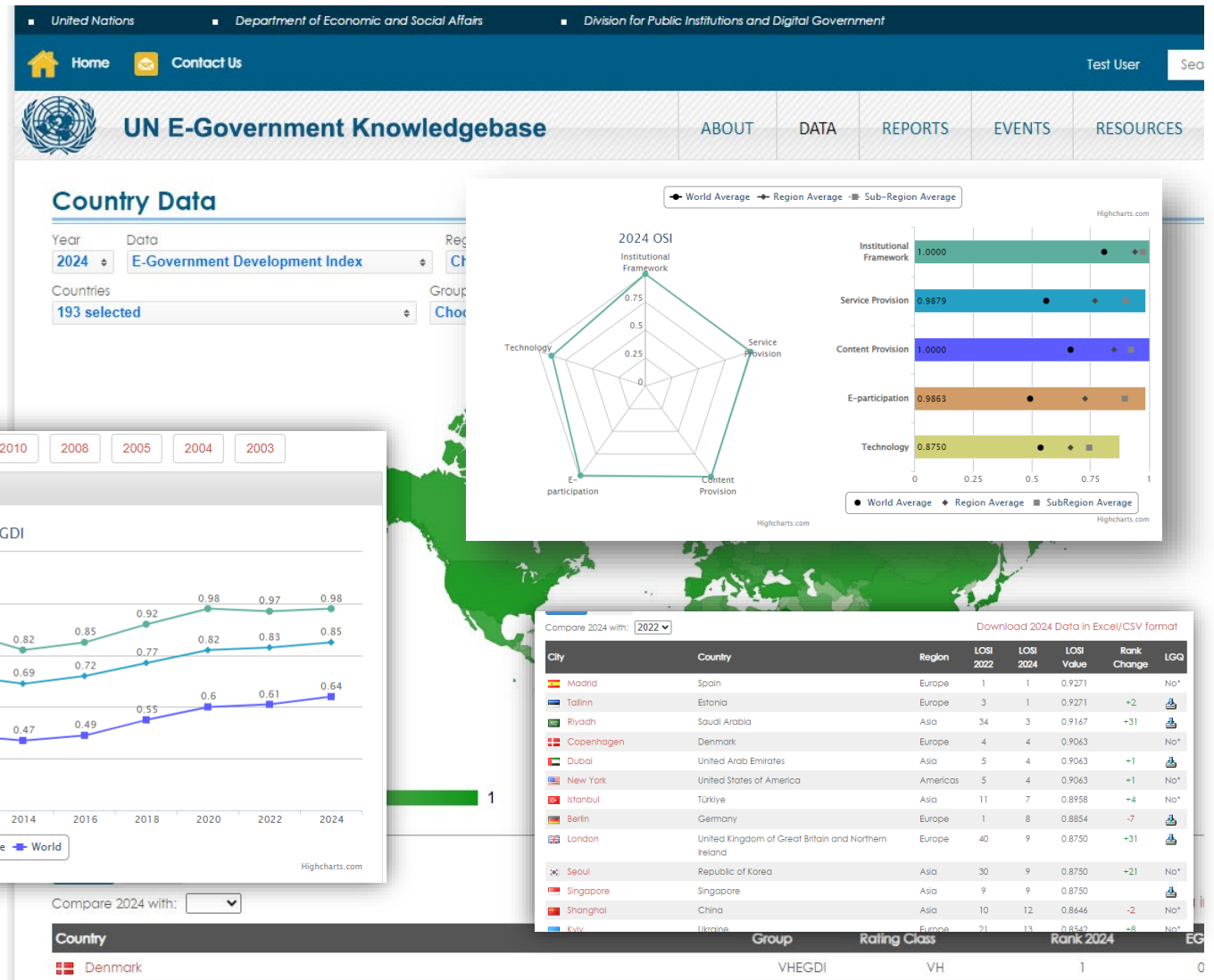
Numbers/Percentages of countries responding affirmatively to MSQ questions on AI regulation, 2022 and 2024 cumulative total



Source: E-Gov 2024, Addendum on Artificial Intelligence

New Features adding:

- EGD historical patterns
- Possibility to compare countries for selected editions
- Possibility to compare cities for selected editions

The screenshot displays the UN E-Government Knowledgebase interface. At the top, it shows navigation links for Home, Contact Us, and Test User. The main header includes the UN logo and the title 'UN E-Government Knowledgebase', along with menu items for ABOUT, DATA, REPORTS, EVENTS, and RESOURCES.

The 'Country Data' section shows filters for Year (2024), Data (E-Government Development Index), and Countries (193 selected). Below this, there are three main visualizations:

- 2024 OSI Radar Chart:** A five-axis radar chart comparing World, Region, and Sub-Region averages across five categories: Institutional Framework, Service Provision, Content Provision, E-participation, and Technology. The values are: Institutional Framework (1.0000), Service Provision (0.9879), Content Provision (1.0000), E-participation (0.9863), and Technology (0.8750).
- EGDI Historical Chart:** A line chart titled 'Denmark, EGD' showing EGD values from 2003 to 2024 for Denmark, Europe, and the World. Denmark's values range from 0.82 to 0.98, Europe from 0.55 to 0.85, and the World from 0.36 to 0.64.
- City Comparison Table:** A table comparing 2024 data with 2022 data for various cities. The table includes columns for City, Country, Region, LOSI 2022, LOSI 2024, LOSI Value, Rank Change, and LGQ. Cities listed include Madrid, Tallinn, Riyadh, Copenhagen, Dubai, New York, Istanbul, Berlin, London, Seoul, Singapore, Shanghai, and Kyiv.

The United Nations E-Government Knowledgebase is a benchmarking tool that provides a comparative assessment of the e-government development of UN Member States and 193 municipalities. It offers an interactive snapshot of each country's national and local e-government development from a regional and global perspective.



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Thank You

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