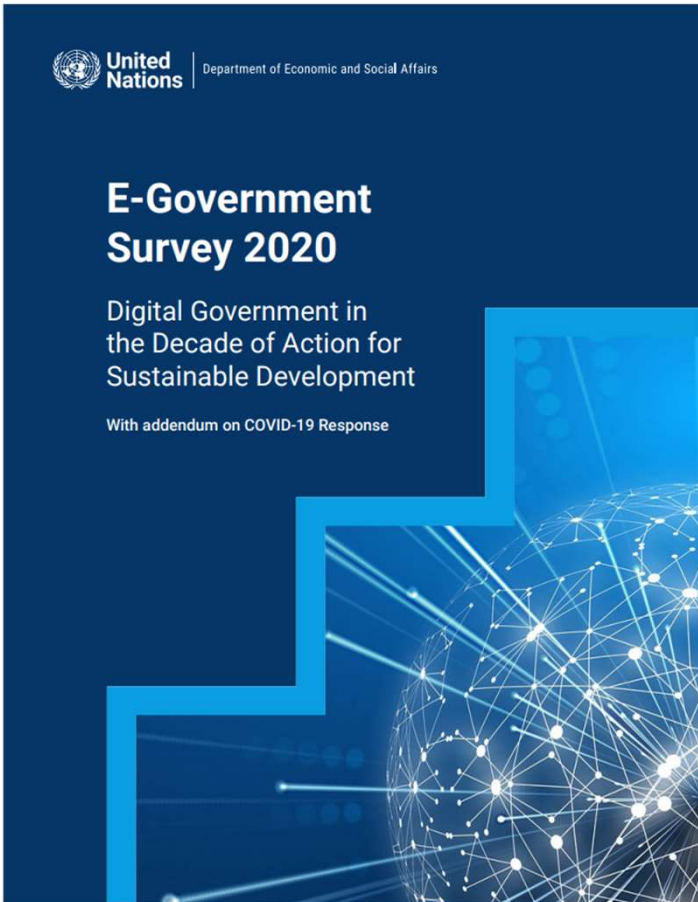




United Nations

Department of
Economic and
Social Affairs



2020 United Nations E-Government Survey

Digital Government in the Decade of Action for Sustainable Development

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Chief Digital Government Branch

Division for Public Institutions and Digital Government

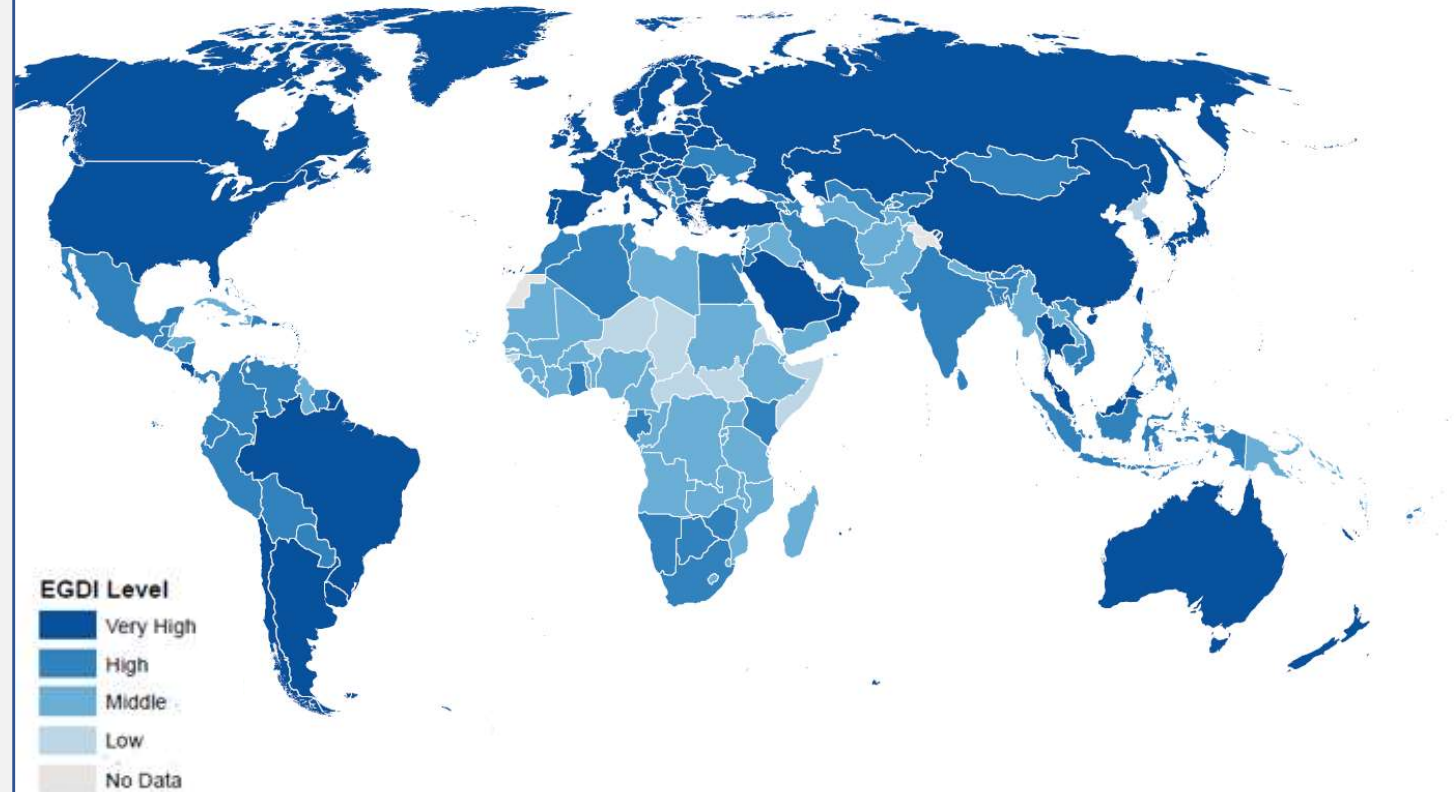
United Nations Department of Economic and Social Affairs

ELISE Webinar Series, 25 August 2020

1. Global E-Government Development at a Glance

Key Messages

- ✓ Globally, e-government development has improved
- ✓ **126 UN Member States** have **High and Very-High EGD** levels
- ✓ **57 countries** have “**Very-High EGD**” compared to 40 countries in 2018
- ✓ Only **8 countries** have “**Low-EGD**” compared to 16 countries in 2018 (7 of them from Africa)
- ✓ **42 MS** transitioned **from lower to higher levels of EGD**

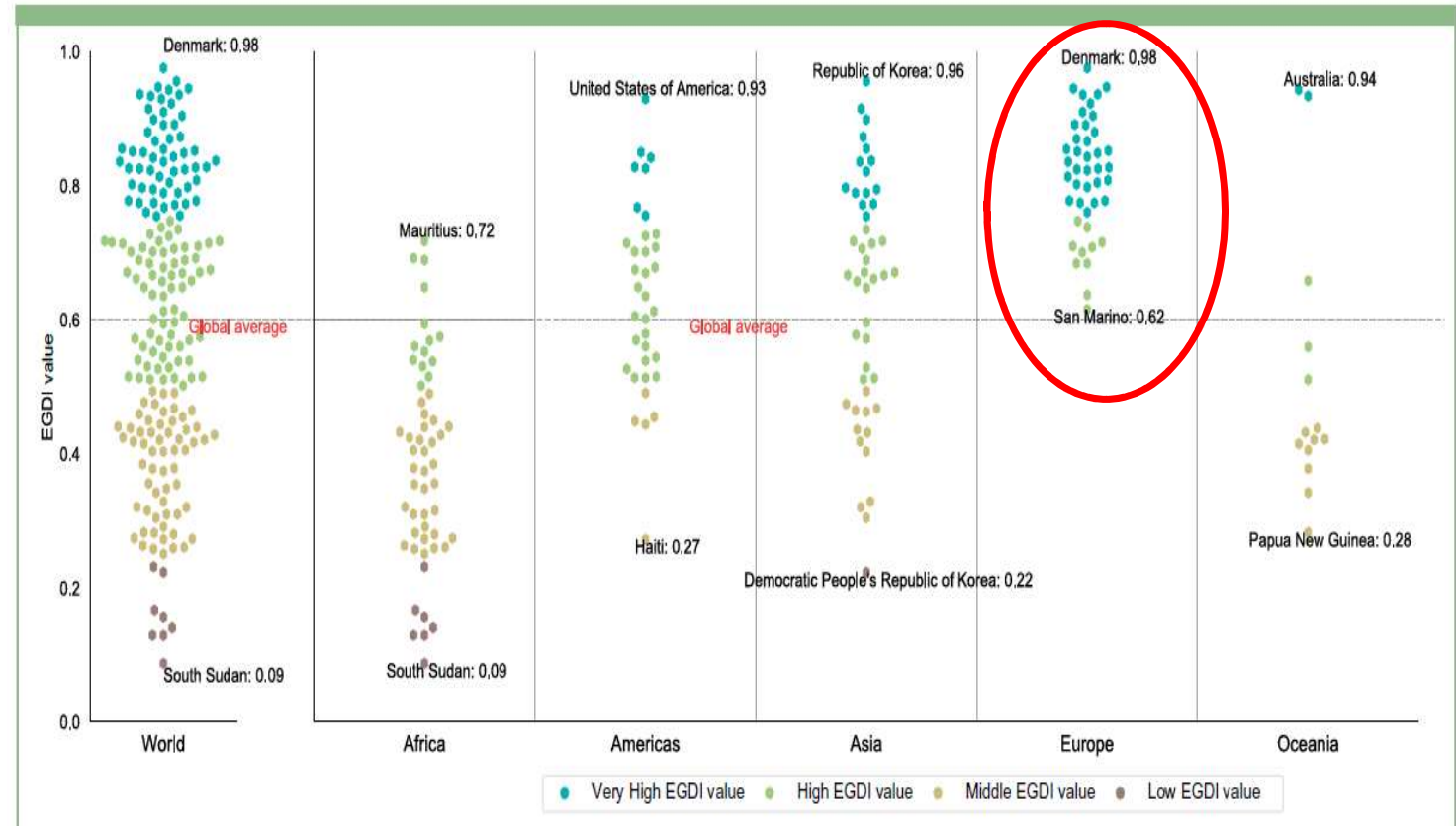


2. Regional E-Government Development and Digital Divides

Key Messages

- ✓ Global average EGDI increased to **0.60** in 2020, from 0.55 in 2018
- ✓ 7 of the 8 countries with the lowest EGDI scores are least developed and/or landlocked countries in Africa
- ✓ Differences in e-government development exist even in highly developed regions
- ✓ As a region, Europe has the most homogeneous e-government development

Figure 2.2 Global and regional distribution of 193 countries according to EGDI level, 2020





Top Global Leading Countries

Key Messages

- ✓ 14 Top World Leaders have the highest Rating Class VH
 - ❑ 8 MS from Europe
 - ❑ 3 MS from Asia
 - ❑ 2 MS from Oceania
 - ❑ 1 MS from Americas
- ✓ **Denmark** is leading the global EGDI Ranking
- ✓ **ROK** is leading in online service provision
- ✓ **Estonia** has the most significant ascend since 2018

Table 1.3 Leading countries in e-government development in 2020

Country	EGDI rating class (subgroup)	Region	OSI value	HCI value	TII value	EGDI value	EGDI value (2018)
Denmark	VH	Europe	0.9706	0.9588	0.9979	0.9758	0.9150
Republic of Korea	VH	Asia	1.0000	0.8997	0.9684	0.9560	0.9010
Estonia	VH	Europe	0.9941	0.9266	0.9212	0.9473	0.8486
Finland	VH	Europe	0.9706	0.9549	0.9101	0.9452	0.8815
Australia	VH	Oceania	0.9471	1.0000	0.8825	0.9432	0.9053
Sweden	VH	Europe	0.9000	0.9471	0.9625	0.9365	0.8882
United Kingdom of Great Britain and Northern Ireland	VH	Europe	0.9588	0.9292	0.9195	0.9358	0.8999
New Zealand	VH	Oceania	0.9294	0.9516	0.9207	0.9339	0.8806
United States of America	VH	Americas	0.9471	0.9239	0.9182	0.9297	0.8769
Netherlands	VH	Europe	0.9059	0.9349	0.9276	0.9228	0.8757
Singapore	VH	Asia	0.9647	0.8904	0.8899	0.9150	0.8812
Iceland	VH	Europe	0.7941	0.9525	0.9838	0.9101	0.8316
Norway	VH	Europe	0.8765	0.9392	0.9034	0.9064	0.8557
Japan	VH	Asia	0.9059	0.8684	0.9223	0.8989	0.8783

Source: 2020 United Nations E-Government Survey.

2. E-Government Development in Europe

Key Messages

- ❑ Europe has topped the global charts since the inception of the E-Government Survey.
- ❑ Most highly developed infrastructure
- ❑ Of the 43 European countries surveyed, 33 are in the very high EGD group

Table 2.5 Countries in Europe with the highest EGD values

Country	Rating class	EGDI Rank	Sub-Region	EU Group	OSI value	HCI value	TII value	EGDI (2020)	EGDI (2018)
Denmark	VH	1	Northern Europe	Yes	0.9706	0.9588	0.9979	0.9758	0.915
Estonia	VH	3	Northern Europe	Yes	0.9941	0.9266	0.9212	0.9473	0.8486
Finland	VH	4	Northern Europe	Yes	0.9706	0.9549	0.9101	0.9452	0.8815
Sweden	VH	6	Northern Europe	Yes	0.9000	0.9471	0.9625	0.9365	0.8882
United Kingdom of Great Britain and Northern Ireland	VH	7	Northern Europe	No (**)	0.9588	0.9292	0.9195	0.9358	0.8999
Netherlands	VH	10	Western Europe	Yes	0.9059	0.9349	0.9276	0.9228	0.8757
Iceland	VH	12	Northern Europe	No	0.7941	0.9525	0.9838	0.9101	0.8316
Norway	VH	13	Northern Europe	No	0.8765	0.9392	0.9034	0.9064	0.8557
Austria	V3	15	Western Europe	Yes	0.9471	0.9032	0.8240	0.8914	0.8301
Switzerland	V3	16	Western Europe	No	0.8294	0.8946	0.9482	0.8907	0.852
Spain	V3	17	Southern Europe	Yes	0.8882	0.8989	0.8531	0.8801	0.8415
France	V3	19	Western Europe	Yes	0.8824	0.8612	0.8719	0.8718	0.879
Lithuania	V3	20	Northern Europe	Yes	0.8529	0.9218	0.8249	0.8665	0.7534
Malta	V3	22	Southern Europe	Yes	0.8118	0.8290	0.9232	0.8547	0.8011
Slovenia	V3	23	Southern Europe	Yes	0.8529	0.9256	0.7853	0.8546	0.7714
Poland	V3	24	Eastern Europe	Yes	0.8588	0.9001	0.8005	0.8531	0.7926
Germany	V3	25	Western Europe	Yes	0.7353	0.9362	0.8856	0.8524	0.8765
Ireland	V3	27	Northern Europe	Yes	0.7706	0.9494	0.8100	0.8433	0.8287

Cyprus	V3	18	Western Asia	0.8706	0.8429	0.9057	0.8731	0.7736
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2. E-Government Development in Europe (continued)

Key Messages (continued)

- ❑ The ten countries in Europe with comparatively lower EGDI values (averaging 0.6957) are mainly Southern European States.

Table 2.5 Countries in Europe

Country	Rating class	EGDI Rank	Sub-Region	EU Group	OSI value	HCI value	TII value	EGDI (2020)	EGDI (2018)
Liechtenstein	V2	31	Western Europe	No	0.6588	0.8489	1.0000	0.8359	0.8204
Luxembourg	V2	33	Western Europe	Yes	0.7647	0.8097	0.9072	0.8272	0.8334
Portugal	V2	35	Southern Europe	Yes	0.8353	0.8463	0.7948	0.8255	0.8031
Russian Federation	V2	36	Eastern Europe	No	0.8176	0.8833	0.7723	0.8244	0.7969
Italy	V2	37	Southern Europe	Yes	0.8294	0.8466	0.7932	0.8231	0.8209
Czech Republic*	V2	39	Eastern Europe	Yes	0.7235	0.9030	0.8140	0.8135	0.7084
Belarus	V2	40	Eastern Europe	No	0.7059	0.8912	0.8281	0.8084	0.7641
Belgium	V2	41	Western Europe	Yes	0.6588	0.9521	0.8033	0.8047	0.808
Greece	V2	42	Southern Europe	Yes	0.7059	0.8905	0.8100	0.8021	0.7833
Bulgaria*	V1	44	Eastern Europe	Yes	0.7706	0.8408	0.7826	0.7980	0.7177
Slovakia*	V1	48	Eastern Europe	Yes	0.7176	0.8286	0.7988	0.7817	0.7155
Latvia*	V1	49	Northern Europe	Yes	0.5824	0.9172	0.8399	0.7798	0.6996
Croatia*	V1	51	Southern Europe	Yes	0.7529	0.8414	0.7293	0.7745	0.7018
Hungary*	V1	52	Eastern Europe	Yes	0.7471	0.8509	0.7255	0.7745	0.7265
Romania*	V1	55	Eastern Europe	Yes	0.7235	0.7995	0.7586	0.7605	0.6671

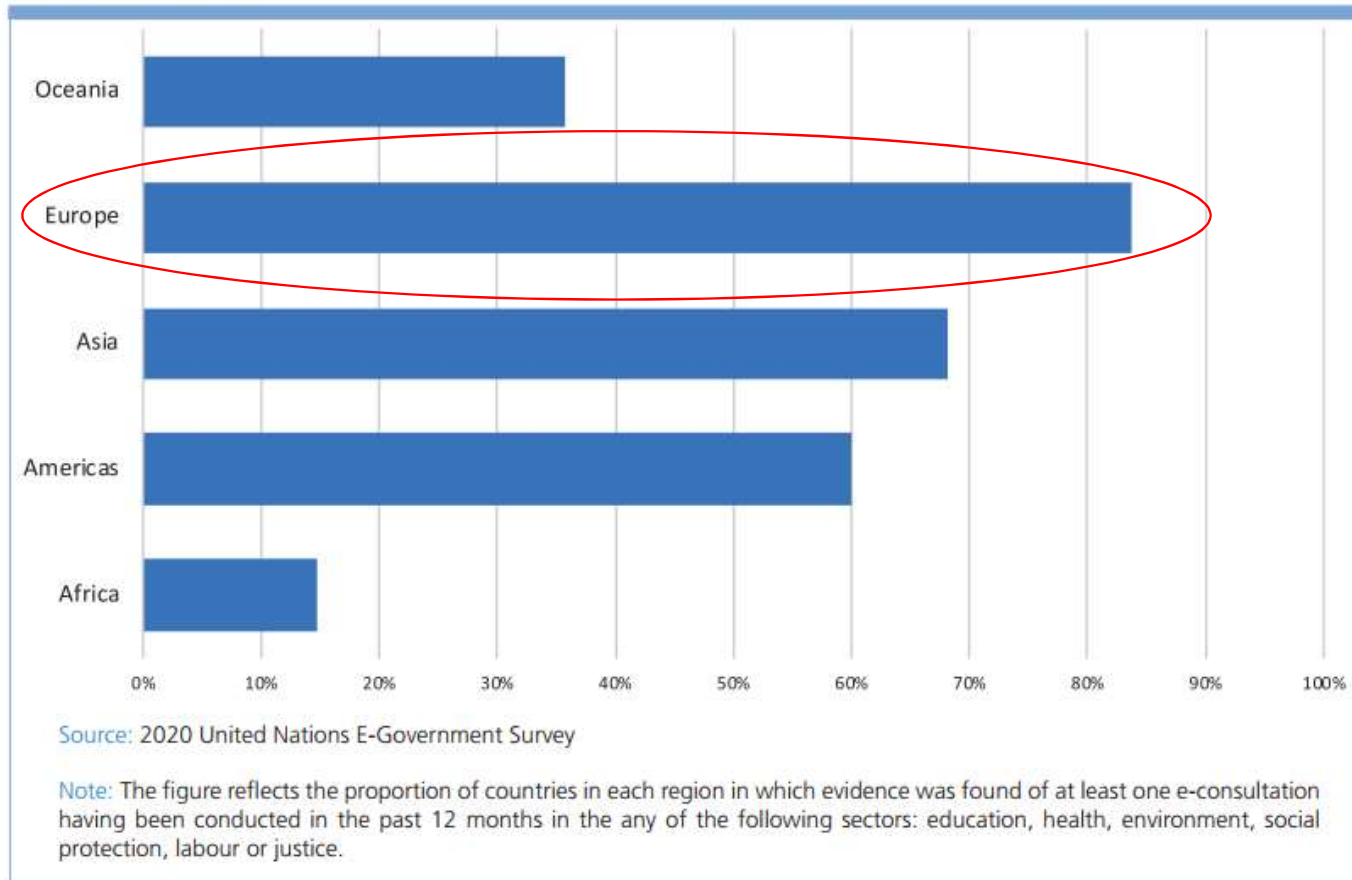
* Countries that moved from the high to the very high EGDI group in 2020.

(**) Seceded from the EU

Source: 2020 United Nations E-Government Survey.

5. E-participation

Percentage of countries with evidence of online consultations held in the past 12 months, by region, 2020

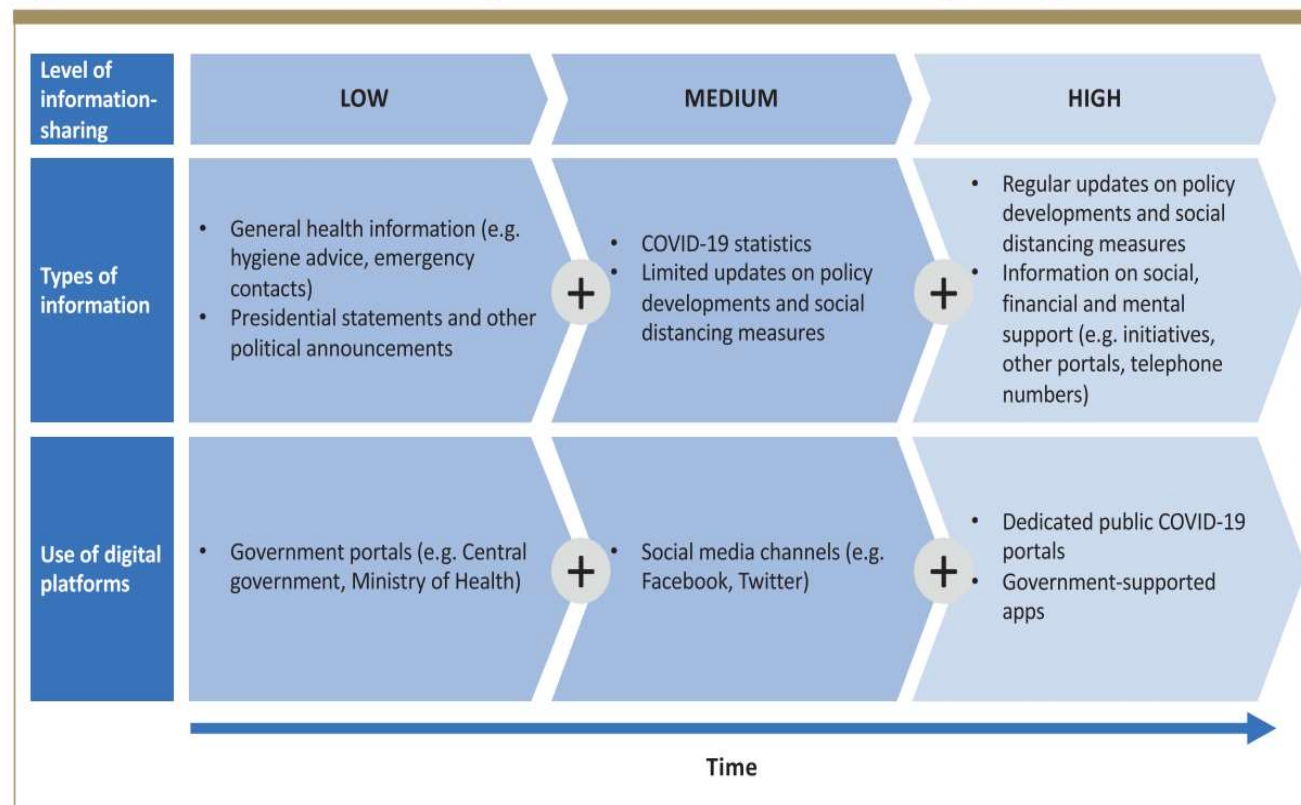


3. E-Government Response to the COVID-19 Pandemic

Key Messages

- ❑ During the pandemic, countries focused on providing basic information related to general health precautions and emergency numbers accompanied by public announcements on national portals (low level).
- ❑ As the crisis intensified, countries began extending their reach and started using more social media channels to report on COVID-19 statistics and provided some limited national policy updates (medium level).
- ❑ At a later stage in the crisis, more countries started providing regular updates on policy developments and information; some Governments started using dedicated COVID-19 portals and apps to centralize both information and services (high level).

Figure 2: Different levels of e-government information-sharing during COVID-19



3. E-Government Response to the COVID-19 Pandemic

Key Messages

- ❑ The pandemic has forced Governments and societies to turn toward digital technologies to respond to the crisis in the short-term, recover from and resolve socio-economic repercussions in the mid-term, and reinvent existing policies and tools in the long-term.
- ❑ With only ten years left to achieve the 2030 Agenda, Governments need to work on strengthening the relationship between technology and sustainable development.
- ❑ Using multi-stakeholder partnerships to share technologies, expertise and tools can support Governments in the recovery process that involves restarting the economy and rebuilding societies.
- ❑ Developing countries cannot mitigate the crisis alone. Therefore, national, regional and local collaborations with private sector, academia, civil society, international organizations and other stakeholders are necessary.

Table 1: Digital government policy response to COVID-19

Time horizon	Policy action	Digital government response
Short-term	React	<ul style="list-style-type: none"> • Use digital platforms (i.e., online portals, social media) for accurate and timely information-sharing • Lead two-way communication with people and foster e-participation (i.e. hackathons, brainstorming events) • Ensure protection of people’s human rights including data privacy and take into consideration unintended consequences of technology
Mid-term	Recover & Resolve	<ul style="list-style-type: none"> • Form effective multi-stakeholder partnerships (i.e. private sector, academia, NGOs and international organizations) on regional, national and local levels • Provide technology education for digital literacy, specifically targeted at public officials, children, women/girls and MSMEs • Offer financial and technical support to local governments in the implementation of digital tools and technologies • Leverage lessons learned and policy ideas from the ongoing crisis
Long-term	Reinvent	<ul style="list-style-type: none"> • Invest in new technologies (i.e., AI, blockchain, robots, drones) and ICT infrastructure to increase the resilience of the health economy and public services delivery • Develop digital infrastructure and engagement tools for the most vulnerable groups in society, particularly for migrants, refugees and ethnic minorities • Revisit data protection and privacy legislation along with lessons learned



E-Government Survey 2020

Digital Government in the Decade of Action for Sustainable Development

With addendum on COVID-19 Response

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4.1 Introduction

Innovation and technology development have disrupted traditional practices and the organization of societies. Information and communications technology (ICT), now widely utilized in all sectors of society, is playing an increasingly important role in interactions between Governments and people. There is a broad consensus that ICT can be used to increase the quality of service delivery, improve the efficiency of public institutions, reach large numbers of people, promote transparency and accountability, facilitate electronic transaction and participation, and mitigate corruption. However, technology evolves so rapidly that it becomes necessary to continuously "tune the digital saw": it is therefore of the utmost importance that research be conducted to generate a better and more thorough understanding of the role of ICT in a globalized world and how Governments and public institutions can better use digital technology to achieve their development objectives.

Governments leverage digital technologies to strengthen public administration at all levels. ICT integration can expand and improve services provision, streamline and optimize internal processes, and allow residents to engage with institutions and public issues in multiple ways both nationally and locally. The importance of local government is sometimes overlooked or underestimated, however, as highlighted in the New Urban Agenda, international organizations are well aware that the contribution of subnational and local governments to policy development and implementation is as important as that of national Governments.¹

Local governments are increasingly embracing digital technologies for a variety of purposes. Many use ICT to disclose and disseminate public information. Municipalities can share details relating to their plans and objectives, daily operations, and service offerings (including mechanisms for interacting with local government). Digital platforms can also be used for outreach. Cities can engage in creative marketing and promote local tourism among wider (and often specifically targeted) audiences. ICT plays an important role in facilitating communication and consultation, enabling a wide range of stakeholders to interact with and participate in local governance and contribute to decision-making either directly or indirectly. Multistakeholderism is gaining a foothold in local contexts as digitalization offers expanded opportunities for a range of different actors to become involved in virtually every aspect of policy deliberation processes. Using ICT for service delivery helps local governments streamline operations and reduce their administrative burden, facilitates remote interaction with the public and more efficient

are dealing with the critical risk sector to effectively deliver development Goals (SDGs). For innovation and digital and applications can provide users with and programmes and can functions that allow people to in the design and delivery of greater government operations of to increase public trust. At signs in government can pose legal divides within and across urban rights, individual privacy

to promote innovation and the accessible, reliable, fast, and empower people through if are not prepared to identify of technologies.

Just about technology. It is, information and innovation as equipment vision and strategy ent transformation is essential, boundaries and institutionalized it entails fundamental changes in the way public institutions

each to digital government development. It does so by including key pillars for digital on the critical role of systems the chapter outlines how to visioning exercise, and devise to develop capacities at the individual levels, it emphasizes the chapter features strategies in work, providing concrete 'enabler' capacity development studies are based on research

or decades, the ways used and shared have impacts in the fields of with data have always re created and e-revolution in data in of different types real-time data, and

as made data a focal line decision-making of data are needed to tangible development imperative is reflected reaching the poorest ng inequalities within developments in the terms of government self-would applicability sector and function of human resources, how data-driven, and possible, to function

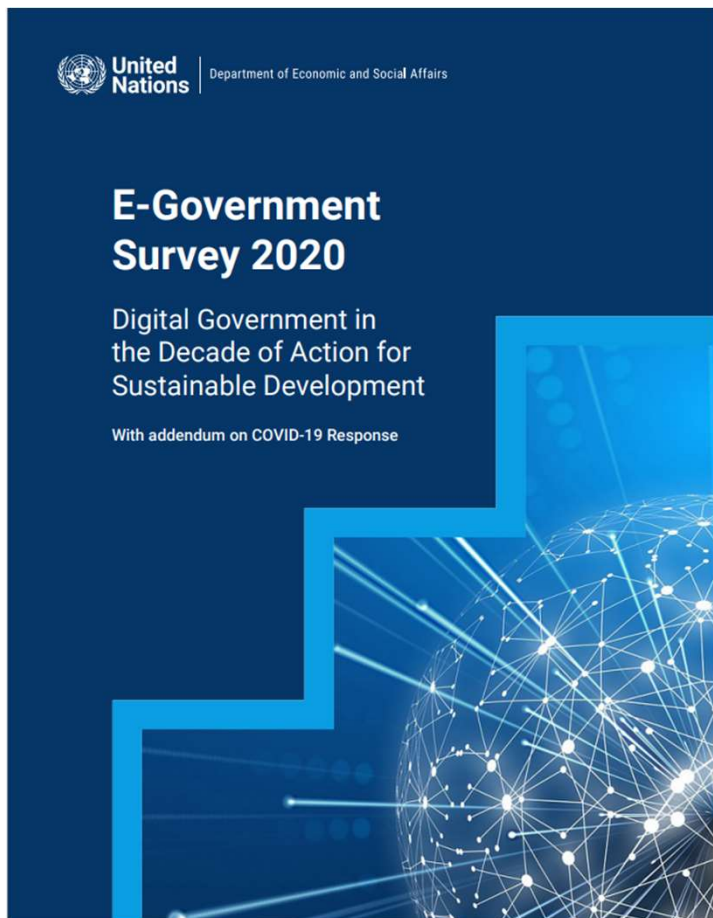
to increase more than eries in 2025, well 49 have estimated that huge (SD) will reach 2025.² These trends, other trend-generation applications in areas geomatized and virtual supply and demand, society.

new digital and data questionably affect data sources include like those have served if unlimited promise. Digital technologies wing policy solutions



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THANK YOU

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Global Launch of E-Government Survey 2020
United Nations - New York, 10 July 2020