



United Nations

Department of
Economic and
Social Affairs



2024 UN E-Government Survey: Local Online Service Index (LOSI)

Digital Government Branch

Division for Public Institutions and Digital Government
United Nations Department of Economic and Social Affairs

United Nations E-Government Survey

- More than 20 years of data, and **a vision of digital transformation for sustainable development**
- Global and regional trends on digital development, including ranking and rating of **193 Member States**
- Local Digital Government Development, including ranking of **193 largest cities**

13TH

Edition of the
UN E-Government Survey





2018
40 cities
60 indicators

2020
100 cities
80 indicators

2022
193 cities
86 indicators

2024
193 cities
95 indicators

The selection process for most populous city relies on data from the most recent **United Nations Demographic Yearbook and The World's Cities Data Booklet**, focusing on the population of the “city proper” as the sole criterion.

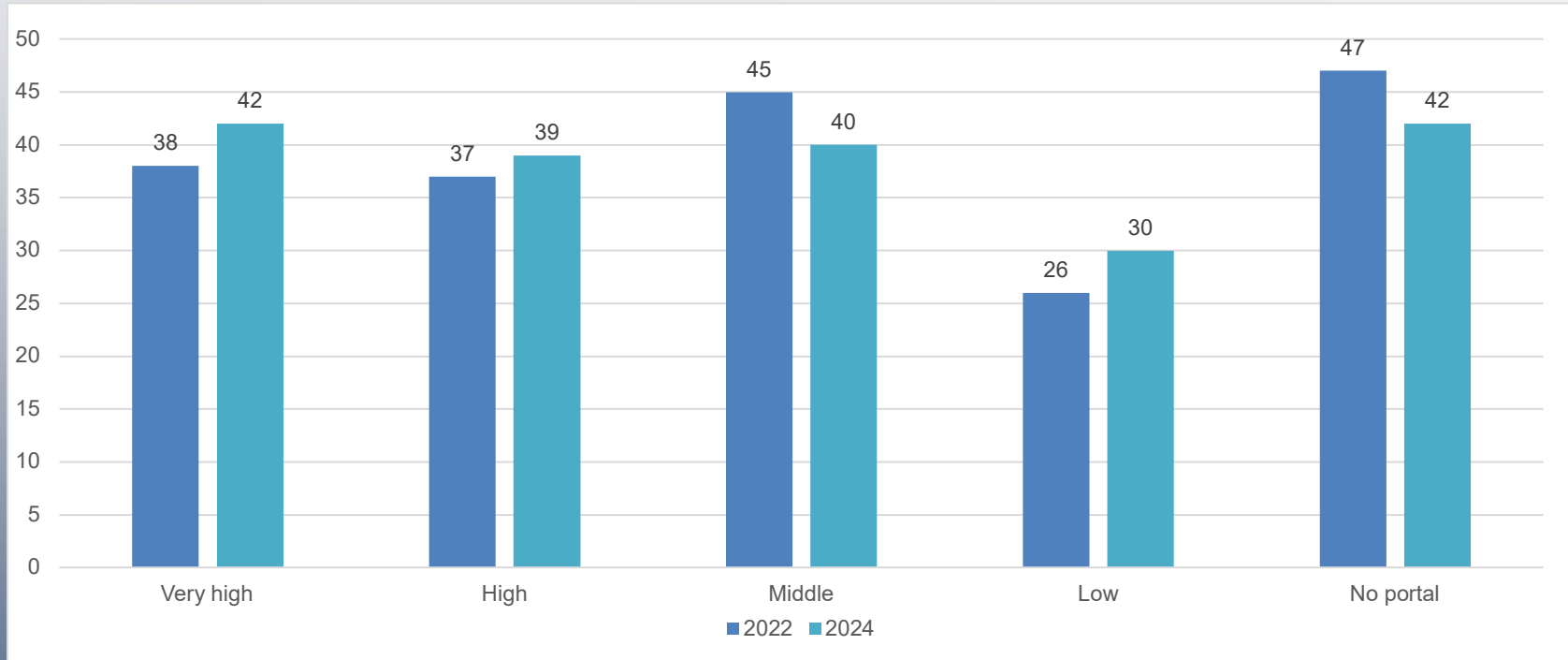


Municipalities are closer to the people



- Today, **56% of the world's population** – 4.4 billion inhabitants – live in cities.
- The total number of people living in cities is expected to grow **from approximately 4.4 billion today to 6.7 billion in 2050**. (UNDESA)
- The rate of urbanization is **expected to be higher in Africa and Asia**
- Urban residents are **twice as likely** as those living in rural areas to use the Internet
 - In Africa, the gap is even greater; **half of the region's urban dwellers are online, compared with just 15 per cent of the rural population**
 - In the least developed countries (LDCs), **urban residents are almost four times as likely as rural residents** to use the Internet (47 versus 13 per cent).

LOCAL E-GOVERNMENT

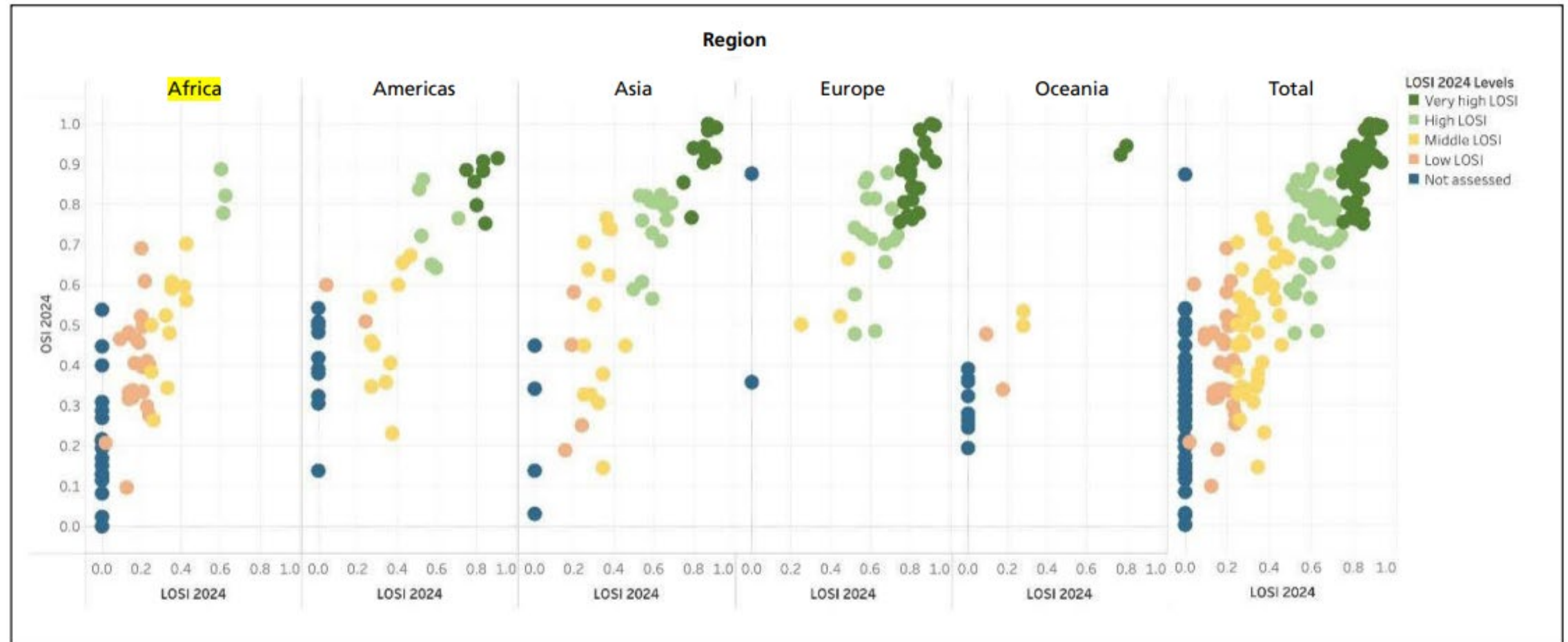


Source: 2024 United Nations E-Government Survey

Local Online Service Index (LOSI) scores have overall improved in 2024. The rise indicates **higher rates of implementation** of LOSI features over the past two years and improvements in **government services provision**.



Figure 4.3 LOSI regional variations, 2024





Why LOSI Matters for Cities?

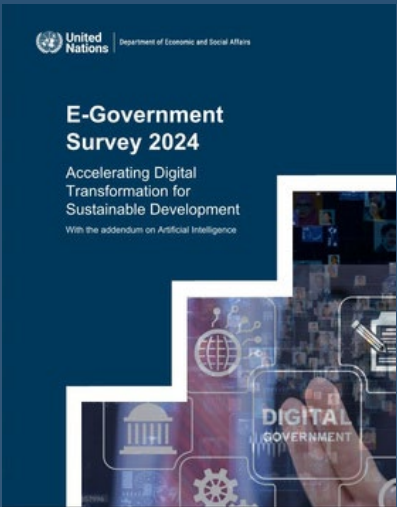
Policy Guidance: It offers insights into areas that require improvement and informs policy decisions to enhance local e-government services.

Benchmarking: Cities can benchmark their digital government performance against global best practices, fostering healthy competition and the exchange of knowledge.

Accountability: The index promotes transparency and accountability by providing a standardized evaluation framework that can be used to monitor progress over time.

International Collaboration: It encourages collaboration among cities and nations to share experiences, expertise, and resources in advancing e-government capabilities at the local level.

United Nations E-Government Survey 2024



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CITIES RANKING (1/4)

Cities in the very high Local Online Services Index (LOSI) category

City	Country	LOSI Score (2024)	City	Country	LOSI Score (2024)
 Tallinn	Estonia	0.9271	 New York	United States of America	0.9063
 Madrid	Spain	0.9271	 Istanbul	Türkiye	0.8958
 Riyadh	Saudi Arabia	0.9167	 Berlin	Germany	0.8854
 Copenhagen	Denmark	0.9063	 Seoul	Republic of Korea	0.8750
 Dubai	United Arab Emirates	0.9063	 Singapore	Singapore	0.8750



See the full ranking in the 2024 E-Government Survey



United Nations E-Government Survey 2024



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CITIES RANKING (2/4)

Cities in the very high Local Online Services Index (LOSI) category

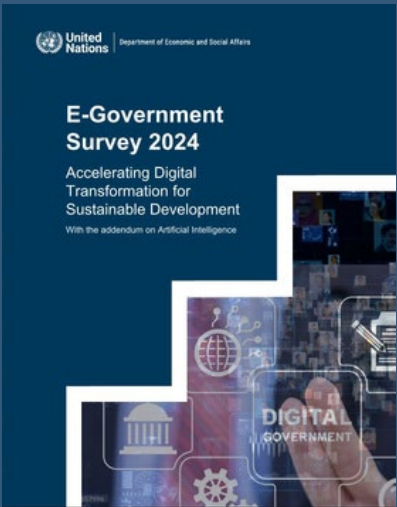
City	Country	LOSI Score (2024)	City	Country	LOSI Score (2024)
 London	United Kingdom of Great Britain and Northern Ireland	0.8750	 Vienna	Austria	0.8438
 Shanghai	China	0.8646	 Bogota	Colombia	0.8438
 Manama	Bahrain	0.8542	 Moscow	Russian Federation	0.8438
 Tokyo	Japan	0.8542	 Sao Paulo	Brazil	0.8333
 Kyiv	Ukraine	0.8542	 Montevideo	Uruguay	0.8333



See the full ranking in the 2024 E-Government Survey



United Nations E-Government Survey 2024



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CITIES RANKING (3/4)

Cities in the very high Local Online Services Index (LOSI) category

City	Country	LOSI Score (2024)	City	Country	LOSI Score (2024)
 Helsinki	Finland	0.8125	 Zurich	Switzerland	0.8125
 Paris	France	0.8125	 Buenos Aires	Argentina	0.8021
 Reykjavik	Iceland	0.8125	 Zagreb	Croatia	0.8021
 Rome	Italy	0.8125	 Almaty	Kazakhstan	0.8021
 Riga	Latvia	0.8125	 Auckland	New Zealand	0.8021



See the full ranking in the 2024 E-Government Survey



United Nations E-Government Survey 2024



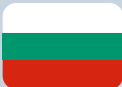
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CITIES RANKING (4/4)

Cities in the very high Local Online Services Index (LOSI) category

City	Country	LOSI Score (2024)	City	Country	LOSI Score (2024)
 Stockholm	Sweden	0.8021	 Sydney	Australia	0.7708
 Sofia	Bulgaria	0.7917	 Warsaw	Poland	0.7708
 Toronto	Canada	0.7917	 Vilnius	Lithuania	0.7604
 Doha	Qatar	0.7917	 Guayaquil	Ecuador	0.7500
 Amsterdam	Netherlands (Kingdom of the)	0.7813	 Tel Aviv	Israel	0.7500
 Oslo	Norway	0.7813	 Luxembourg-Ville	Luxembourg	0.7500



See the full ranking in the 2024 E-Government Survey



Top Cities by Region	
Asia	Jakarta
Africa	Kigali
Americas	Santo Domingo
Europe	Luxembourg-Ville
Oceania	Auckland

Country	City	Sub-Region
Rwanda	Kigali	Eastern Africa
Kenya	Nairobi	Eastern Africa
South Africa	Johannesburg	Southern Africa
Egypt	Cairo	Northern Africa
Morocco	Casablanca	Northern Africa
Tunisia	Tunis	Northern Africa
Uganda	Kampala	Eastern Africa
Mauritius	Port Louis	Eastern Africa
United Republic of Tanzania	Dar Es Salaam	Eastern Africa
Ethiopia	Addis Ababa	Eastern Africa
Côte d'Ivoire	Abidjan	Western Africa
Liberia	Monrovia	Western Africa
Sierra Leone	Freetown	Western Africa
Namibia	Windhoek	Southern Africa

Cities in High and Middle Groups from Africa

Cities with the highest positive movement (25+) in the Ranking				
Region	Mov	Country	City	LOSI Rank
Africa	51	Rwanda	Kigali	55
Asia	36	Qatar	Doha	32
	25	Maldives	Male	92
	25	Azerbaijan	Baku	92
	25	Saudi Arabia	Riyadh	3
Europe	31	United Kingdom of Great Britain and Northern Ireland	London	9

Cities moved from a lower to a higher LOSI group

Region	Country	City	CSS	Ranking	Mov.	Delta
Africa	Rwanda	Kigali	LDC/LLDC	55	M->H	51
	Namibia	Windhoek		116	L->M	6
	Angola	Luanda	LDC	129	Not Assessed -->L	18
	Mali	Bamako	LDC/LLDC	129	Not Assessed-->L	18
	Mozambique	Maputo	LDC	129	Not Assessed-->L	18
	Burkina Faso	Ouagadougou	LDC	141	Not Assessed-->L	6



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Application of LOSI Methodology

**How to apply LOSI
Methodology?**

Application of The Local Online Service Index (LOSI) Methodology in Countries

The objective of this page is to introduce you about the Local Online Service Index (LOSI) and how you can apply LOSI methodology in your own country.

- What is The Local Online Service Index (LOSI) Network?
- What does "Application of LOSI methodology in countries" mean?
- Are there any legal documents?
- What are the expectations from entities applying the LOSI methodology?
- What happens after the LOSI methodology is applied?
- How can I apply LOSI to cities in a/my country?
- Online E-Government Assessment Platform
- LOSI Outcomes



- **LOSI Network** – connect with other cities, exchange ideas, and foster partnerships on best practices
- **Capacity Building** – engage in workshops and digital collaboration with key stakeholders and local governments to further advance knowledge in digital infrastructure and e-governance
- **Strengthen e-government literacy** and **encourage regional cooperation** in the region
- **Local E-Government Toolkit** – use of training materials to educate key stakeholders

How to improve?

The screenshot shows the 'UN E-Government Knowledgebase' header with a navigation bar containing 'ABOUT' and 'DATA'. The main title is 'Local E-Government Toolkit'. Below this, it lists 'Related SDGs: SDG 9, 11, 16, 17' with corresponding icons. The 'Keywords' section includes 'Local Governments, E-Government, LOSI, Digitalization, Capacity Building, SDG 11'. The 'Language' is set to 'English'. The 'Learning Outcomes' section describes the toolkit's purpose in addressing challenges in local e-government and mentions that learners can anticipate outcomes such as gaining a fundamental understanding of Local Government Digitalization (LGD) and the role of Measuring and Evaluating (M&E) at the local level.

UN E-Government Knowledgebase

ABOUT DATA

Local E-Government Toolkit

Related SDGs: SDG 9, 11, 16, 17

Keywords: Local Governments, E-Government, LOSI, Digitalization, Capacity Building, SDG 11

Language: English

Learning Outcomes

The learning outcomes of this training toolkit are crafted to address the frequently voiced challenges associated with implementing or improving government capacities for inclusive and effective local e-government. Consequently, the toolkit is designed to dismantle these barriers, fostering a more effective realization of the various components of the LOSI (Local Online Services Index) and, in turn, contributing to the attainment of SDG 11, for Sustainable Cities and Communities.

Upon successfully completing the training, learners can anticipate the following learning outcomes:

- Gain a Fundamental Understanding on Local Government Digitalization (LGD): LGD principles, threats, opportunities, and the role of Measuring and Evaluating (M&E) at the local level.

LOSI Methodology Application Progress

Ongoing Projects

Year	Flag	Country
2025		Argentina
		Brazil
		India
		Kingdom of Saudi Arabia
		Mozambique
		Republic of Korea
		United Kingdom
		United Republic of Tanzania

2022	2023	2024
 Brazil	 Greece	 Tunisia
 Jordan	 India	 South Africa
 State of Palestine	 Uzbekistan	 Republic of Korea

Thank you!

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