United Nations | Department of Economic and Social Affairs
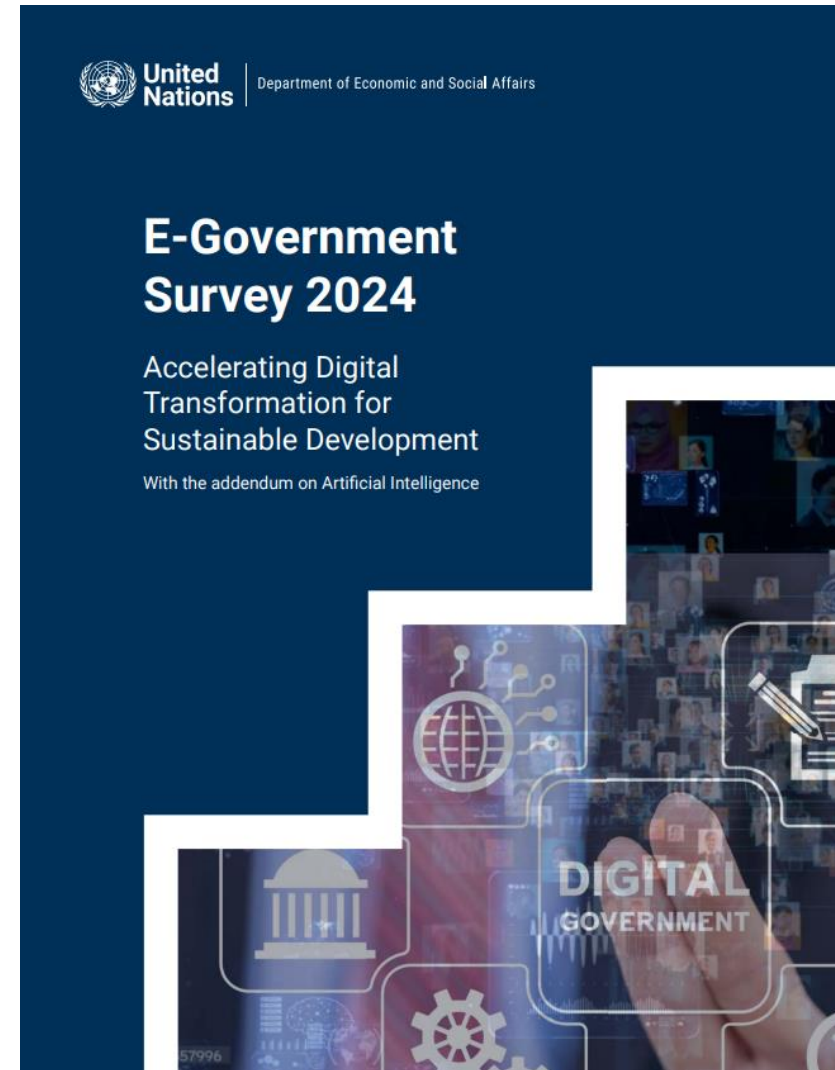

More than 20 years of data – and a vision of the future

The Survey looks at how digital government can facilitate integrated policies and services across 193 UN Member States. It supports countries' efforts to provide effective, accountable and inclusive digital services to all, bridge the digital divide and leave no one behind.

United Nations | Department of Economic and Social Affairs

E-Government Survey 2024

Accelerating Digital Transformation for Sustainable Development

With the addendum on Artificial Intelligence

DIGITAL GOVERNMENT

57996

E-Government Development Index EGDI
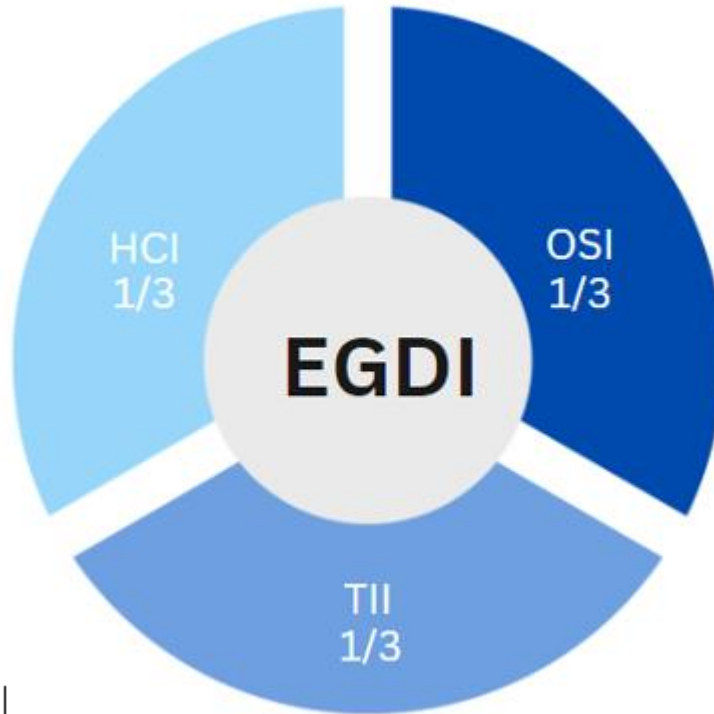
OSI - Online Service Index

TII – Telecommunications Infrastrucutre Index

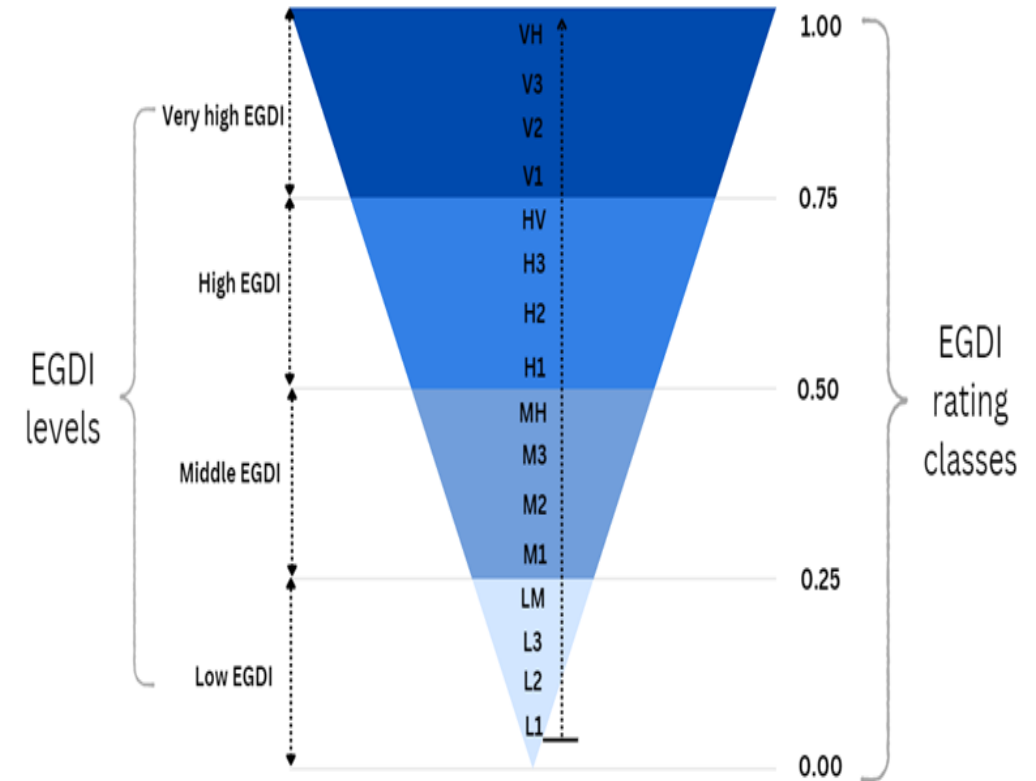**HCI** - Human Capital Index

$$\text{EGDI} = \frac{1}{3} \cdot (OSI_{noramalized} + TII_{normalized} + HCI_{normalized})$$

E-Government Development at a Glance

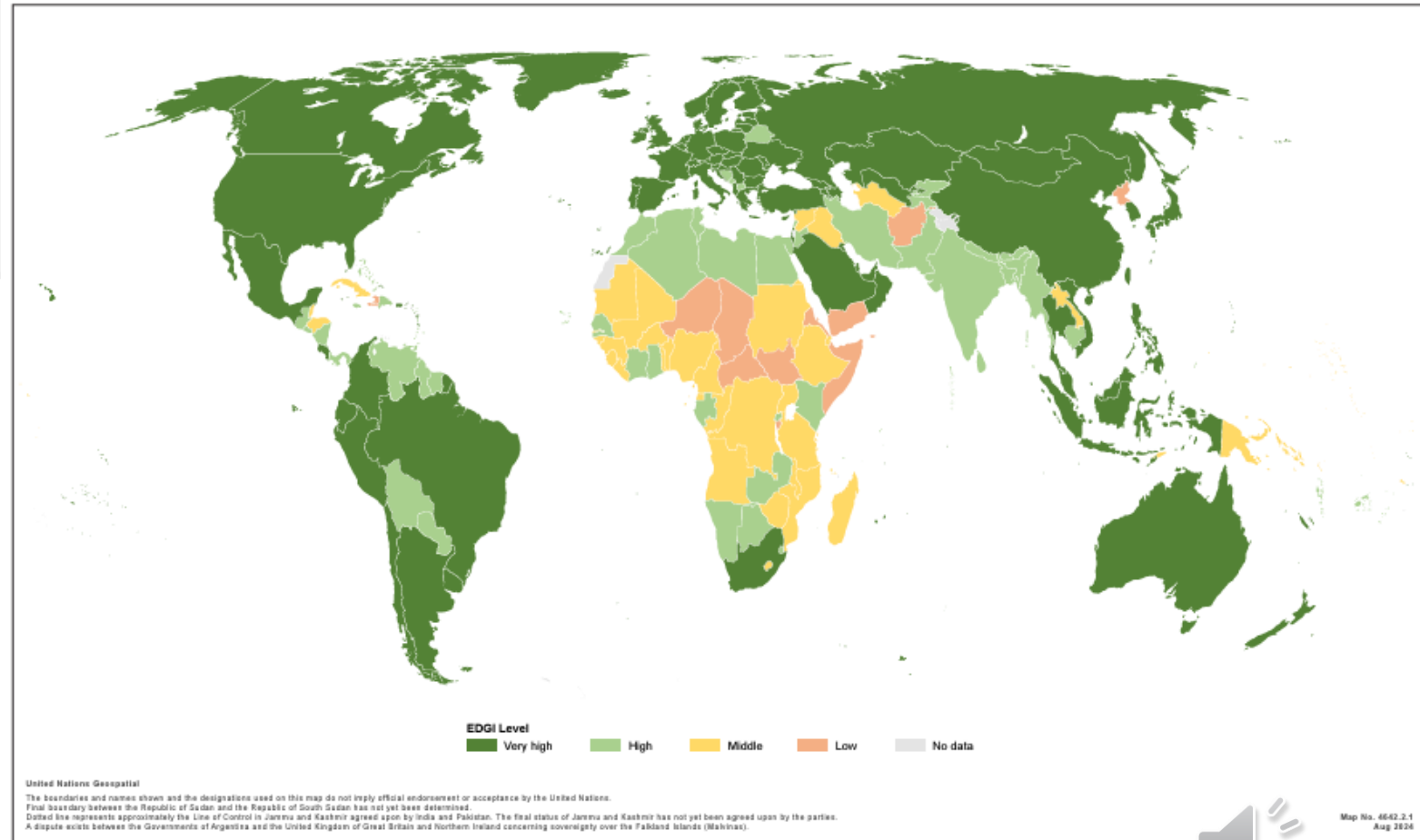United Nations | Department of Economic and Social Affairs

E-government development has improved at the global level, with the average EGDI 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 EGDI values comprise the largest share, accounting for 39% of the total (76 of the 193 MS)

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

EDGI Level

Very high | High | Middle | Low | No data

United Nations Geospatial
The boundaries and names shown and the designations used on this map do not imply official endorsement or acceptance by the United Nations.
Final boundary between the Republic of Sudan and the Republic of South Sudan has not yet been determined.
Dotted line represents approximately the Line of Control in Jammu and Kashmir agreed upon by India and Pakistan. The final status of Jammu and Kashmir has not yet been agreed upon by the parties.
A dispute exists between the Governments of Argentina and the United Kingdom of Great Britain and Northern Ireland concerning sovereignty over the Falkland Islands (Malvinas).
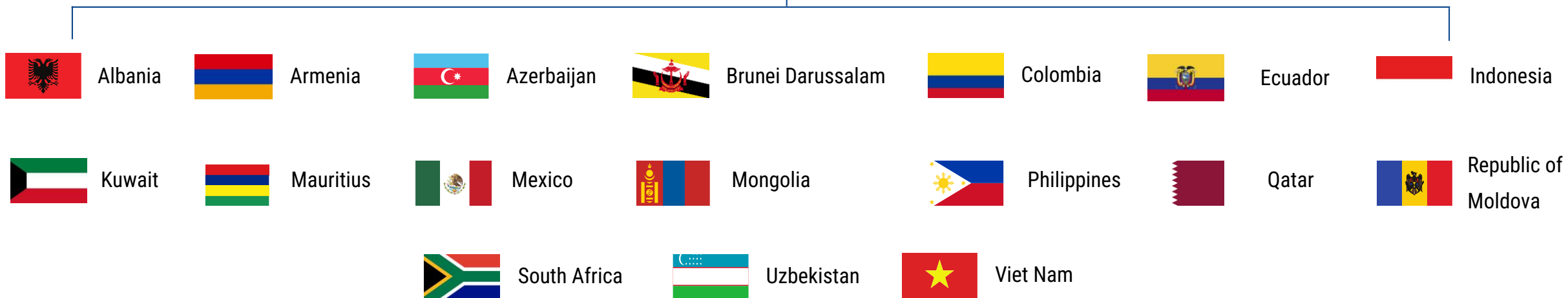
Map No. 4642.2.1
Aug 2024

Source: 2024 United Nations E-Government Survey.

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

EGDI 2024: Countries Improvement

23 Countries moved to **higher** E-Government Development Index (EGDI) groups:

17 countries from the high to the very high group

Albania	Armenia	Azerbaijan	Brunei Darussalam	Colombia	Ecuador	Indonesia
Kuwait	Mauritius	Mexico	Mongolia	Philippines	Qatar	Republic of Moldova
South Africa	Uzbekistan	Viet Nam				

6 countries from the middle to the high group
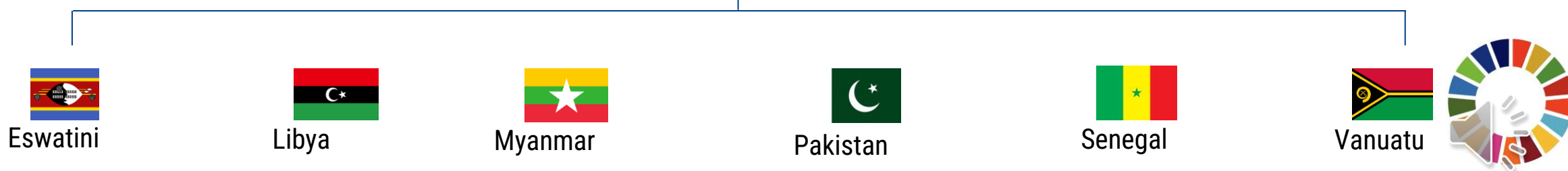
Eswatini   Libya   Myanmar   Pakistan   Senegal   Vanuatu

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 EGDI 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
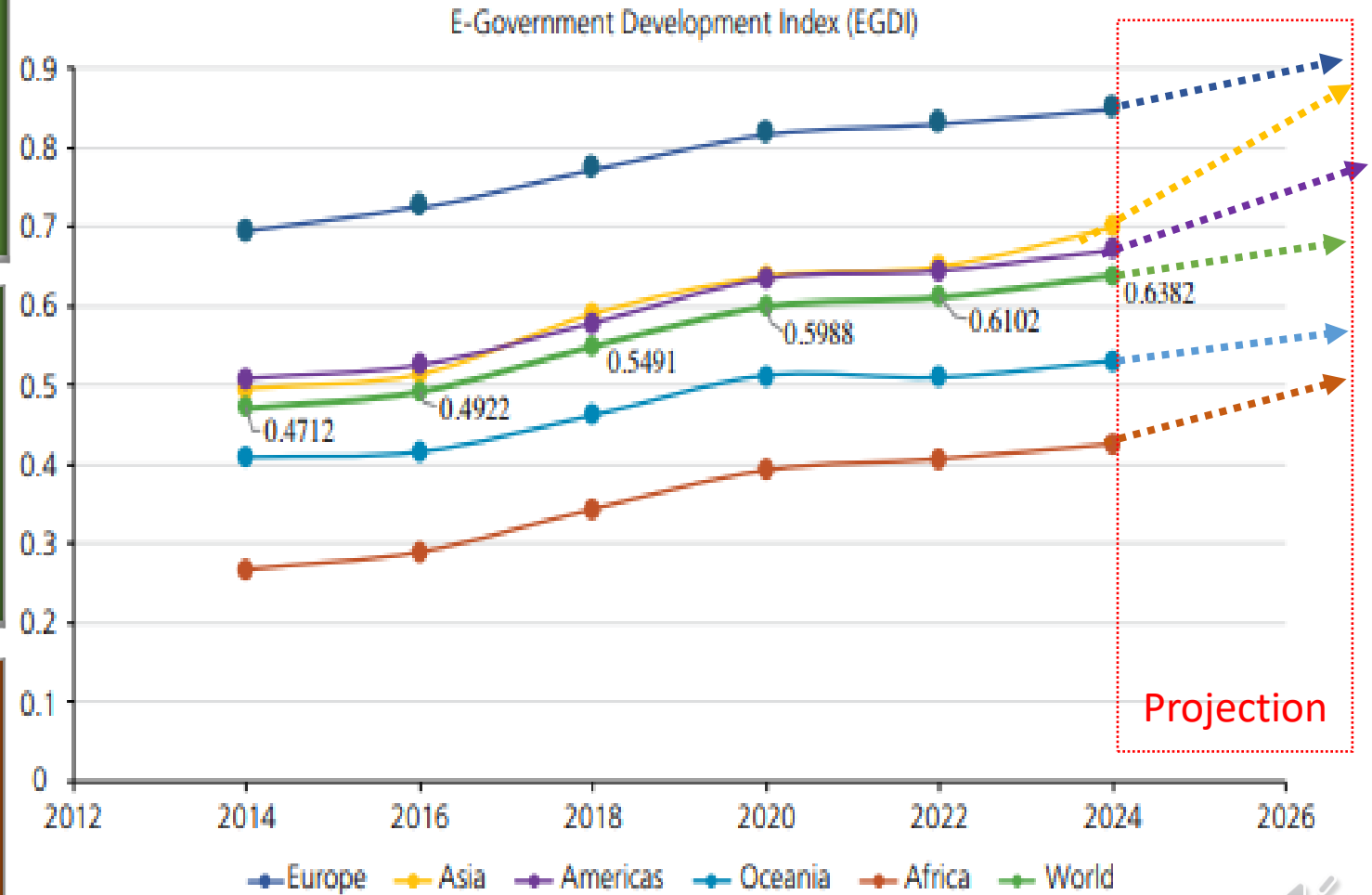
E-Government Development: Regional Trends

Average EGDI 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 EGDI average for these two regions remains below the global average of 0.64

E-Government Development Index (EGDI)

0.4712   0.4922   0.5491   0.5988   0.6102   0.6382

Projection

Europe   Asia   Americas   Oceania   Africa   World

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

Countries Leading E-Government Development in Asia, 2024

Rapid Digital Advancement: Asia has experienced the most significant progress in e-government development globally, with countries like Singapore, the Republic of Korea, and Japan consistently ranking as top performers due to their advanced digital infrastructures and innovative public service solutions.

Emerging Digital Leaders: Countries such as Saudi Arabia, the UAE, Kazakhstan, Türkiye, and China have made impressive strides by investing in digital infrastructure and adopting technologies like AI, blockchain, and IoT, which are revolutionizing public administration and service delivery.

Widespread Improvement in Digital Government: In 2024, 25 Asian countries are now in the "very high" EGDI group, showcasing regional growth in digital governance. Notable advancements include Mongolia, Armenia, and Qatar, which have moved into the very high EGDI category for the first time.

Positive Competitive Environment: The rapid digital transformation across Asia is fostering a competitive environment, encouraging continuous innovation and improvements in digital governance. This regional success serves as a model for other global regions aiming to enhance governance through technology.

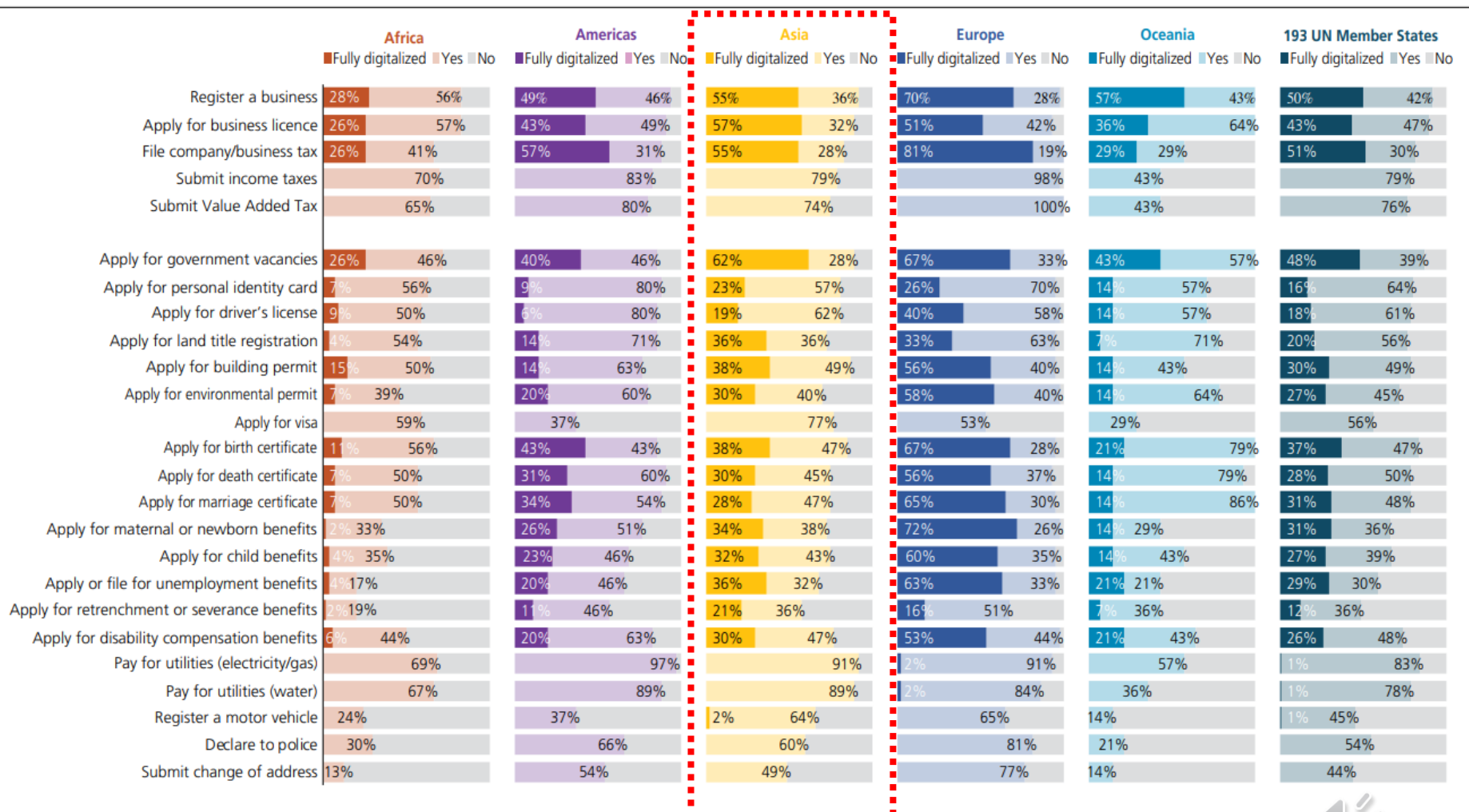| Country	Rating class	EGDI rank	Subregion	OSI	HCI	TII	EGDI (2024)	EGDI (2022)
Singapore	VH	3	South-eastern Asia	0.9831	0.9362	0.9881	0.9691	0.9133
Republic of Korea	VH	4	Eastern Asia	1.0000	0.9120	0.9917	0.9679	0.9529
Saudi Arabia	VH	6	Western Asia	0.9899	0.9067	0.9841	0.9602	0.8539
United Arab Emirates	VH	11	Western Asia	0.9163	0.9436	1.0000	0.9533	0.9010
Japan	VH	13	Eastern Asia	0.9427	0.9117	0.9509	0.9351	0.9002
Bahrain	VH	18	Western Asia	0.9030	0.8680	0.9877	0.9196	0.7707
Israel	V3	23	Western Asia	0.8541	0.8739	0.9763	0.9014	0.8885
Kazakhstan	V3	24	Central Asia	0.9390	0.8403	0.9235	0.9009	0.8628
Türkiye	V3	27	Western Asia	0.9225	0.9192	0.8322	0.8913	0.7983
China	V3	35	Eastern Asia	0.9258	0.7902	0.8995	0.8718	0.8119
Cyprus	V2	38	Western Asia	0.8217	0.8698	0.8941	0.8619	0.8660
Oman	V2	41	Western Asia	0.8077	0.7977	0.9674	0.8576	0.7834
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
Thailand	V2	52	South-eastern Asia	0.7611	0.8032	0.9410	0.8351	0.7660
Qatar*	V2	53	Western Asia	0.7655	0.7114	0.9963	0.8244	0.7149
Malaysia	V1	57	South-eastern Asia	0.7280	0.7192	0.9862	0.8111	0.7740
Uzbekistan*	V1	63	Central Asia	0.7648	0.7580	0.8769	0.7999	0.7265
Indonesia*	V1	64	South-eastern Asia	0.8035	0.7293	0.8645	0.7991	0.7160
Kuwait*	V1	66	Western Asia	0.6365	0.7083	0.9988	0.7812	0.7484
Georgia	V1	69	Western Asia	0.5652	0.8654	0.9071	0.7792	0.7501
Viet Nam*	V1	71	South-eastern Asia	0.7081	0.7267	0.8780	0.7709	0.6787
Philippines*	V1	73	South-eastern Asia	0.8054	0.7256	0.7554	0.7621	0.6523
Azerbaijan*	V1	74	Western Asia	0.7386	0.7233	0.8203	0.7607	0.6937
Brunei Darussalam*	V1	75	South-eastern Asia	0.5802	0.6991	0.9868	0.7554	0.7270

Notes: Italicized countries are least developed countries, landlocked developing countries or small island developing States. An asterisk denotes countries that have moved up from the high to the very high EGDI group in 2024.

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

Online Services Provided globally and in each region in 2024

At the regional level, Europe has the highest degree of full digitalization among the services assessed, followed by Asia, the Americas, Oceania, and Africa. At both the regional and global levels, rates of full digitalization are highest for the types of online services that support business registration, licensing, and paying taxes (around 50 per cent globally) and applying for government vacancies (48 per cent).

Service	Africa Fully digitalized	Africa Yes	Americas Fully digitalized	Americas Yes	Asia Fully digitalized	Asia Yes	Europe Fully digitalized	Europe Yes	Oceania Fully digitalized	Oceania Yes	193 UN Member States Fully digitalized	193 UN Member States Yes
Register a business	28%	56%	49%	46%	55%	36%	70%	28%	57%	43%	50%	42%
Apply for business licence	26%	57%	43%	49%	57%	32%	51%	42%	36%	64%	43%	47%
File company/business tax	26%	41%	57%	31%	55%	28%	81%	19%	29%	29%	51%	30%
Submit income taxes		70%		83%		79%		98%		43%		79%
Submit Value Added Tax		65%		80%		74%		100%		43%		76%
Apply for government vacancies	26%	46%	40%	46%	62%	28%	67%	33%	43%	57%	48%	39%
Apply for personal identity card	7%	56%	9%	80%	23%	57%	26%	70%	14%	57%	16%	64%
Apply for driver's license	9%	50%	6%	80%	19%	62%	40%	58%	14%	57%	18%	61%
Apply for land title registration	4%	54%	14%	71%	36%	36%	33%	63%	7%	71%	20%	56%
Apply for building permit	15%	50%	14%	63%	38%	49%	56%	40%	14%	43%	30%	49%
Apply for environmental permit	7%	39%	20%	60%	30%	40%	58%	40%	14%	64%	27%	45%
Apply for visa		59%		37%		77%		53%		29%		56%
Apply for birth certificate	11%	56%	43%	43%	38%	47%	67%	28%	21%	79%	37%	47%
Apply for death certificate	7%	50%	31%	60%	30%	45%	56%	37%	14%	79%	28%	50%
Apply for marriage certificate	7%	50%	34%	54%	28%	47%	65%	30%	14%	86%	31%	48%
Apply for maternal or newborn benefits	2%	33%	26%	51%	34%	38%	72%	26%	14%	29%	31%	36%
Apply for child benefits	4%	35%	23%	46%	32%	43%	60%	35%	14%	43%	27%	39%
Apply or file for unemployment benefits	4%	17%	20%	46%	36%	32%	63%	33%	21%	21%	29%	30%
Apply for retrenchment or severance benefits	2%	19%	11%	46%	21%	36%	16%	51%	7%	36%	12%	36%
Apply for disability compensation benefits	6%	44%	20%	63%	30%	47%	53%	44%	21%	43%	26%	48%
Pay for utilities (electricity/gas)		69%		97%		91%	2%	91%		57%	1%	83%
Pay for utilities (water)		67%		89%		89%	2%	84%		36%	1%	78%
Register a motor vehicle		24%		37%	2%	64%		65%		14%	1%	45%
Declare to police		30%		66%		60%		81%		21%		54%
Submit change of address	13%			54%		49%		77%		14%		44%

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

UN E-Government Knowledgebase

New Features adding:
- EGDI historical patterns
- Possibility to compare countries for selected editions
- Possibility to compare cities for selected editions

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.

Source: http://fordnn.com/egovkb/en-us/About