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Department of Economic and Social Affairs



Latin America and the Caribbean e-Government Network



# United Nations E-Government Survey 2024

## Methodology, Key finding and introduction of E-gov toolkit

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United Nations



# 13<sup>th</sup> Edition of the Report



## 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.



# Empowering Digital Transformation through the UN E-Government Survey



- ❑ **Global Benchmarking Tool:** Provides comparative rankings for 193 UN Member States, guiding digital progress.
- ❑ **Policy Shaping & Stakeholder Engagement:** Assists governments in policy-making and engages diverse stakeholders in advancing digital government.
- ❑ **Supports the 2030 Agenda:** Aligns with the SDGs to ensure inclusive digital transformation, leaving no one behind.
- ❑ **Capacity Development:** Identifies gaps and strengths, enabling tailored capacity-building programs that enhance national digital infrastructure and services.
- ❑ **Investment Stimulation:** Highlights benefits of digital government, encouraging public and private investment in digital transformation.
- ❑ **Global Alignment & Competitiveness:** Helps countries align with international standards, enhancing competitiveness and attractiveness for investment.
- ❑ **Catalyst for Partnerships:** Showcases benefits like improved services and transparency, driving public-private partnerships for sustainable development.



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## E-Gov Survey: a Catalyst for Digital Transformation

- ❑ **Global Benchmarking Tool:** It evaluates the e-government development status of all 193 UN Member States, offering a comparative ranking and rating that helps countries understand their relative performance in the digital domain.
- ❑ **Policy-Shaping Instrument:** It serves as a tool for governments to benchmark their digital progress, identify areas of strength and improvement, and shape future policies and strategies.
- ❑ **Multi-Stakeholder Engagement:** It is designed for a broad audience, including policymakers, government officials, academia, civil society, and the private sector, facilitating a multi-stakeholder approach to digital government development.
- ❑ **Supports Intergovernmental Discussions:** The Survey informs discussions in key UN bodies, including the General Assembly, ECOSOC, and the High-Level Political Forum, thereby influencing global e-government standards and practices.
- ❑ **Facilitating the 2030 Agenda:** The Survey aligns with the global push to achieve the Sustainable Development Goals (SDGs), particularly the vision of leaving no one behind in the digital transformation.

## E-Gov Survey: an Enabler for Capacity Development

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- ❑ **Capacity Development Enabler:** by identifying gaps and strengths in e-government, the process highlights specific areas where countries can improve, stimulating demand-driven initiatives. This drives the development of tailored capacity-building programs that address unique national challenges, enabling countries to enhance their digital infrastructure and services.
- ❑ **Stimulates Investments:** the Survey highlights the benefits of robust digital government systems, encouraging both public and private sector investments in digital transformation.
- ❑ **Global Alignment and Competitiveness:** It helps countries align their digital strategies with international standards, making them more competitive and attractive for investment in the global market.
- ❑ **Catalyst for public-private partnerships:** by showcasing the benefits of robust digital government systems, such as improved service delivery, increased transparency, and greater citizen engagement, the Survey acts as a catalyst for broader public-private partnerships and investments that drive sustainable development and digital inclusion.



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# The E-Government Survey 2024



## Accelerating Digital Transformation for Sustainable Development

### Structure of the document:

- Four main Chapters
- One Addendum on AI for Public administration
- Technical Appendix

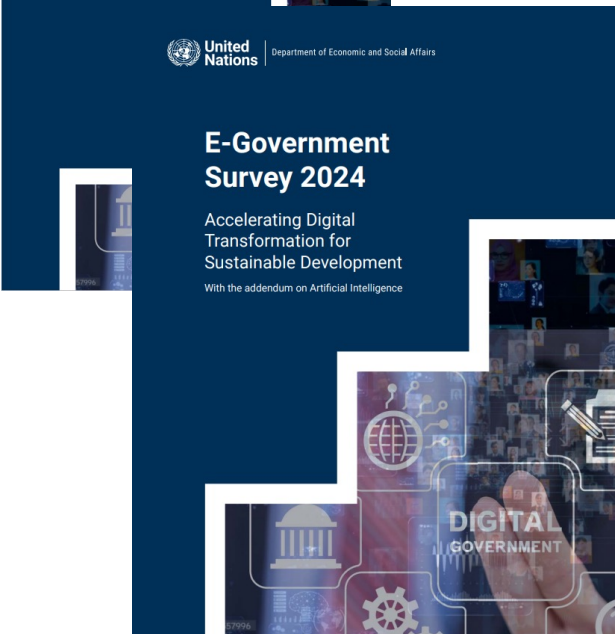
### Sources and Supporting tools:

- MSQ & LGQ
- UNDESA DPIDG Data collections
- UN-Research Volunteer Platform
- DPIDG - E-Gov Knowledge Base platform
- EGMs, UN Resolutions, Reports, Policy Briefs
- ITU, UNESCO, Regional Commissions, Others



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# E-gov Survey 2024

## A New Methodological Framework



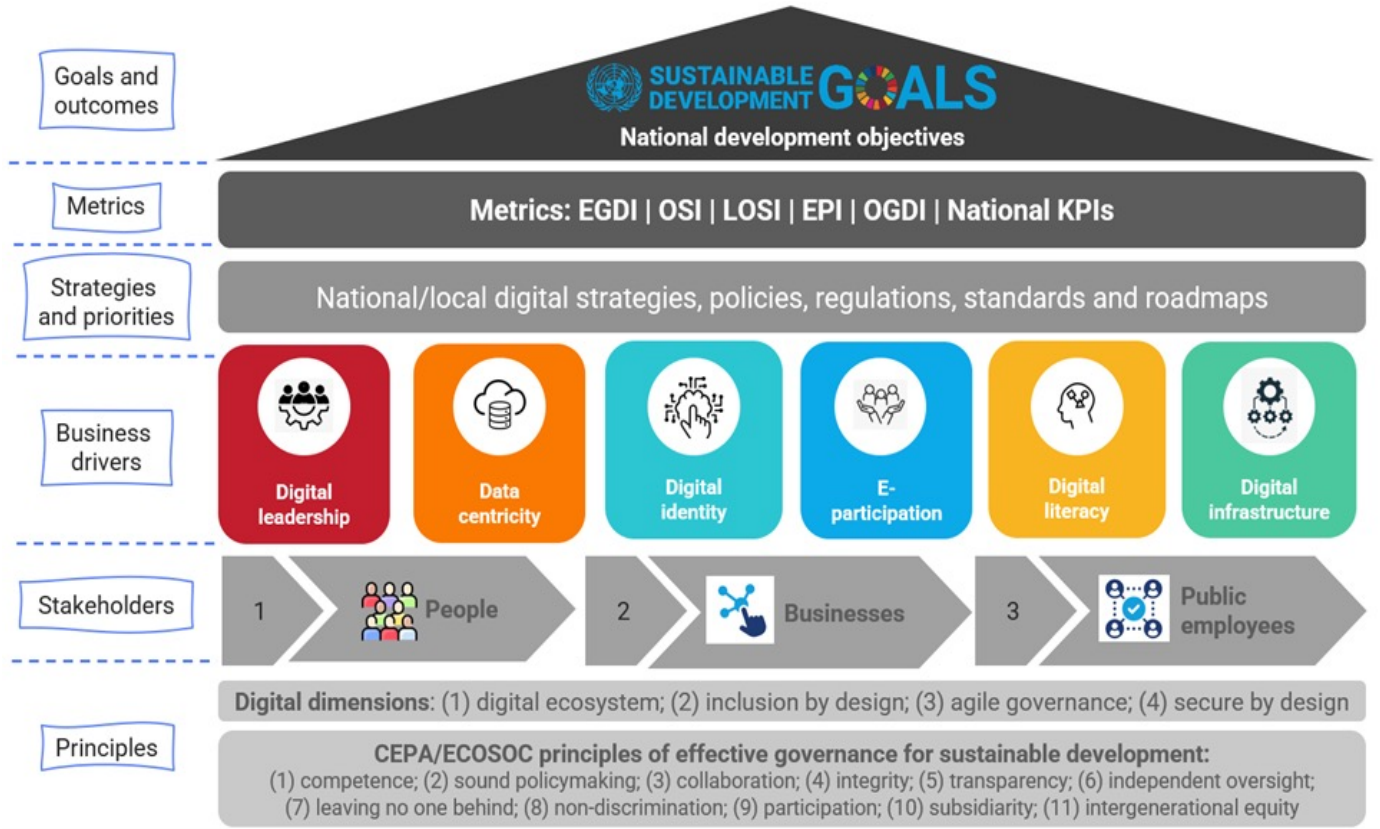


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# Chapter.1: A new Digital Government Model Framework (DGMF)

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



- ✓ The Digital Government Model Framework provides countries with a comprehensive methodological road map for the effective planning, implementation and assessment of digital government initiatives.
- ✓ It embodies the ecosystem approach, focusing on principles of good governance, inclusivity, and security.





# DGMF: Digital Dimensions and Effective Governance in Digital Transformation

## Principles of Effective Governance for Sustainable Development

### Effectiveness

- Competence
- Sound policy making
- Collaboration

### Accountability

- Integrity
- Transparency
- Independent oversight

### Inclusiveness

- Leaving no one behind
- Non-discrimination
- Participation
- Subsidiarity
- Integrational equity



## Digital Dimension 1: Digital Ecosystem

- **Paradigm Shift**- Transition from siloed, top-down models to networked, collaborative, and adaptive systems.
- **Whole-of-Government Approach**: Emphasizes interoperability, multi-stakeholder partnerships, and "single front door" strategies for public service access.

## Digital Dimension 2: Inclusion by Design

- **Prioritizing Inclusivity**- Ensuring that digital transformation leaves no one behind, especially the most vulnerable.
- **Accessibility Mandates**- Public sector websites must be fully accessible by 2025 - 24/7
- **Integrated Framework**- Focus on optimizing data, design, and delivery to ensure services are accessible and user-friendly for all.

## Digital Dimension 3: Agile Governance

- **Agile Methodologies** - Shift from traditional waterfall models to more flexible, iterative development processes that can adapt to changing needs.
- **Innovation through Sandboxing**- Safe experimentation in controlled environments, allowing iterative learning and rapid digital transformation.

## Digital Dimension 4: Secure by Design

- **Zero Trust Architecture**- Integration of security measures into all phases of digital service development to protect against cyberthreats.



# DGMF : Business Drivers

## Digital Leadership

- Effective digital leadership drives a country's success in e-government, emphasizing a common vision, holistic strategies, and strong digital ecosystems.
- Countries at the top of the EGD I rankings showcase strong digital leadership, which is crucial in adapting to technological disruptions like AI.
- Digital leadership must be inclusive, merging digital and development policymaking at both national and local levels, with responsibility often centered in top government offices.

## Data Centricity

- Data-centric approaches position data as a core strategic asset, optimizing government productivity, accountability, and inclusivity.
- Implementing a "single source of truth" (SSOT) ensures centralized, consistent, and high-quality data management, enhancing efficiency and reducing redundancy.
- Countries adopting SSOT, like Singapore and South Africa, demonstrate improved data governance and public trust.

## Legal Digital Identity

- Digital identity is essential for accessing government services and enabling digital trade, key for inclusive digital transformation.
- Millions still lack legal digital identity, particularly in least developed countries, underscoring the importance of SDG target 16.9 (legal identity for all).
- Effective digital identity systems, like India's, significantly enhance the efficiency and cost-effectiveness of public service delivery.

## Effective E-Participation

- E-participation, a pillar of sustainable development, links public engagement with formal government processes.
- Institutionalizing e-participation fosters continuous public involvement in decision-making and strengthens trust in digital governance.
- Addressing digital literacy and trust challenges is crucial for broader public engagement in e-participation initiatives.

## Enhancing Digital Literacy

- Digital literacy is vital for inclusive digital government, particularly for vulnerable and marginalized communities.
- Building digital awareness and capacity through targeted programs ensures that no one is left behind in the digital age.
- The E-Government Survey 2024 introduces e-government literacy as a new area of assessment, emphasizing the need for digital skills across all population segments.

## Digital Infrastructure

- A shared digital infrastructure enhances efficiency, security, and collaboration across government institutions.
- Modular, open-source digital public infrastructure allows for next-generation, interoperable systems, enabling countries to leapfrog in digital development.
- Examples include Singapore's Government on Commercial Cloud (GCC) platform, which enhances digital service deployment and monitoring capabilities.

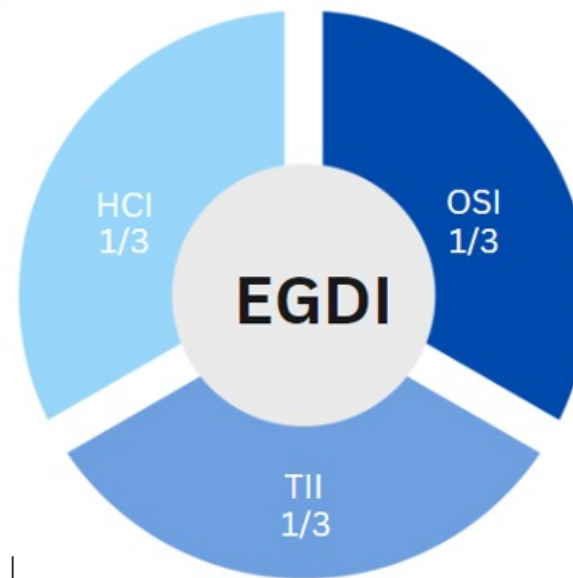


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## E-Government Development Index (EGDI)

- ❑ The **EGDI** is a composite measure that assesses a country's readiness, capacity and progress in using e-government for the provision of public services.
- ❑ The EGDI incorporates three key components, each represented by its own index; the **Online Services Index (OSI)** evaluates the scope and quality of online services; the **Telecommunications Infrastructure Index (TII)** quantifies the development status of the telecommunications infrastructure, and the **Human Capital Index (HCI)** measures the development of human capital.
- ❑ The EGDI is calculated as the **equally weighted average of the normalized values** of these three indices. Before the three component indicators are normalized, each one undergoes a Z-score standardization procedure.



**OSI** - Online Service Index

**TII** – Telecommunications Infrastructure Index

**HCI** - Human Capital Index

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



## EGDI Groups and Rating Classes

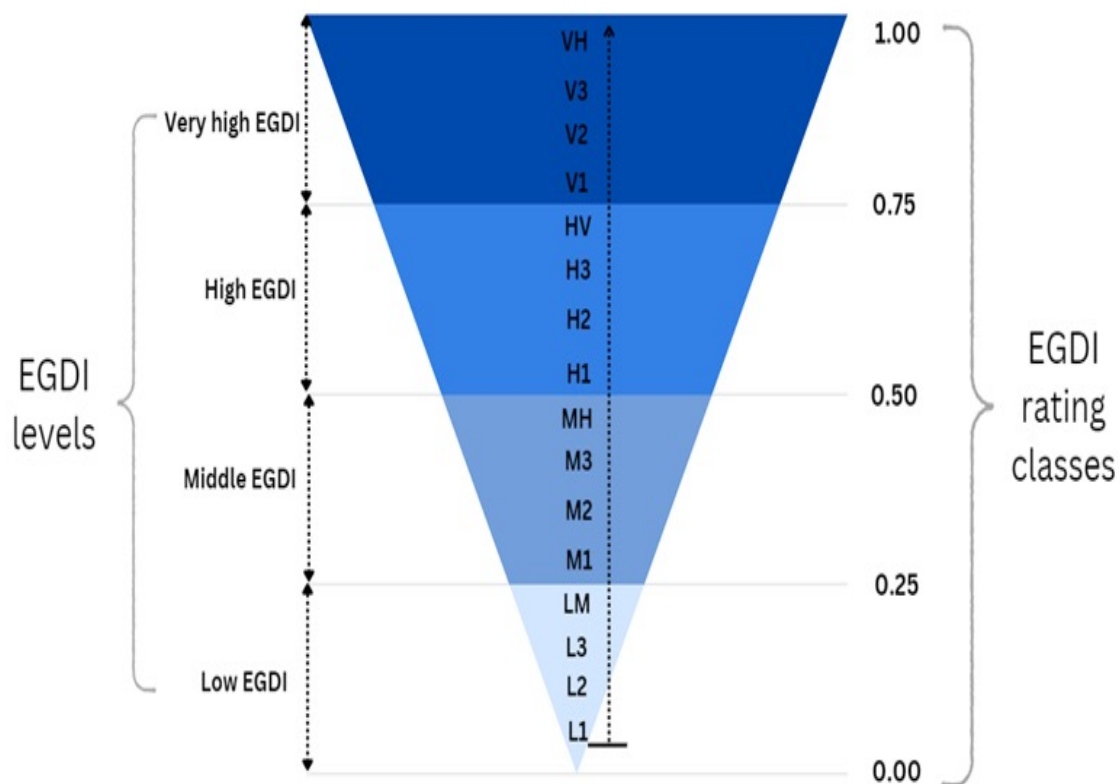
❑ Countries are grouped into four groups based on their EGDI values:

- very high EGDI values range from 0.7500 to 1.000 (**VH-EGDI**)
- high EGDI values range from 0.5000 to 0.7499 (**H-EGDI**)
- middle EGDI values range from 0.2500 to 0.4999 (**M-EGDI**)
- low EGDI values range from 0.0000 to 0.2499 (**L-EGDI**)

❑ these groups are further divided into **four** distinct **rating classes**.

❑ The rating classes within the respective EGDI levels are sequentially classified in descending order, as follows:

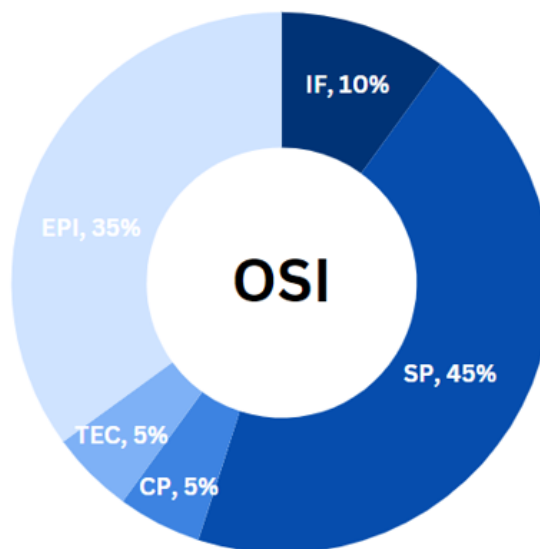
- VH,V3,V2,V1 for VH-EGDI:
- HV, H3, H2, H1 for H-EGDI
- MH, M3, M2, M1 for M-EGDI
- LM, L3, L2, L1 for L-EGDI





# Online Services Index (OSI)

- ❑ The **OSI, a proprietary quantitative index developed by UN DESA**, evaluates e-government services provision across the 193 Member States.
- ❑ Based on responses to a **comprehensive OSI questionnaire** about each country's national government portal and key ministerial websites, this vital metric assesses how Governments leverage digital technologies to enhance e-governance and public engagement.
- ❑ The OSI assessment questions are categorized into **five thematic areas**:
  - Institutional framework (IF),
  - Services provision (SP)
  - Content provision (CP)
  - Technology (TEC),
  - E-participation (EPI)



IF – Institutional Framework

SP – Services Provision

CP – Content Provision

TEC – Technology

EPI – E-Participation

$$Online\ Services\ Index\ (Country\ X) = \frac{Actual\ total\ score - Lowest\ total\ score}{(Range\ of\ total\ scores\ for\ all\ countries)}$$

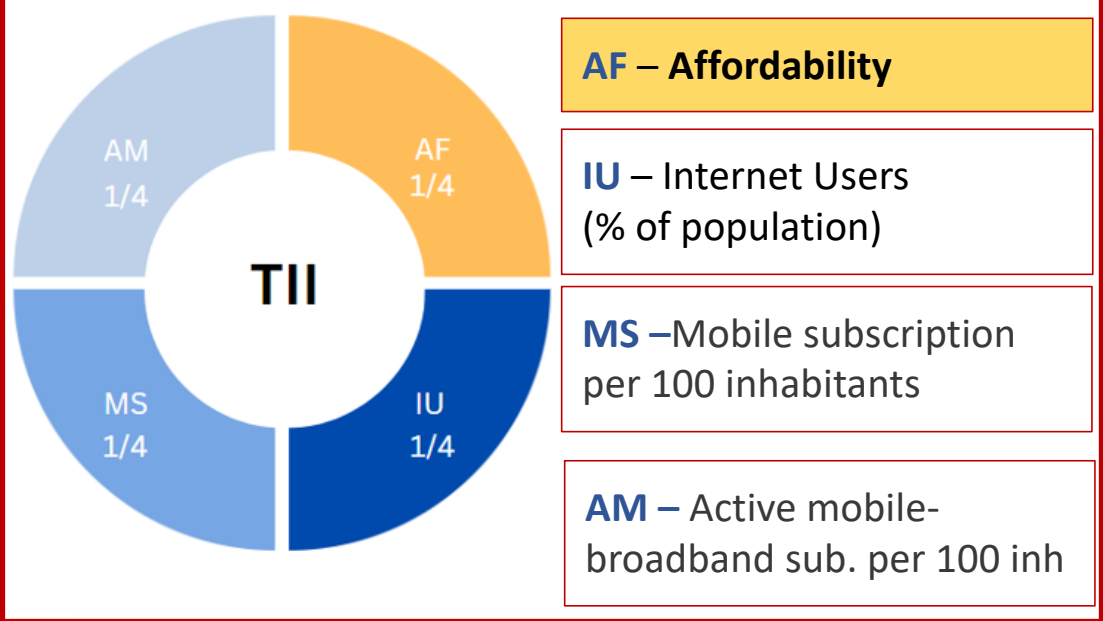
$$OSI_{country(i)total\ score} = (CP_{Z-score} * CP_{weight}) + (EPI_{Z-score} * EPI_{weight}) + (IF_{Z-score} * IF_{weight}) + (SP_{Z-score} * SP_{weight}) + (TEC_{Z-score} * TEC_{weight}) + (CP_{Z-score} * CP_{weight}) \cdot \uparrow$$



# Telecommunications Infrastructure Index (TII)

- ❑ The 2024 E-Government Survey has introduced a significant enhancement to the TII, replacing the fixed broadband subscriptions indicator with a new affordability indicator to complement the three existing subindices.
- ❑ Affordability:
  - Mobile broadband data and voice high-consumption basket price as a percentage of gross national income (GNI) per capita. This basket refers to the cheapest mobile broadband plan (and add-on) providing at least 2 GB of monthly data using at least 3G technology, 140 minutes of voice, and 70 SMS messages.
  - Fixed-broadband Internet basket price as a percentage of GNI per capita. Fixed-broadband (wired) Internet traffic is traffic generated by fixed-broadband subscribers and measured at the end-user access point. The indicator is calculated by dividing fixed-broadband Internet traffic by total fixed-broadband subscriptions.

Source: ITU, Measuring Digital Development: ICT Development Index 2024 (Geneva, 2024).



$$TII (\text{Country } X) = \frac{\text{Composite value (Country } X) - \text{Lowest composite value}}{\text{Highest composite value} - \text{Lowest composite value}}$$

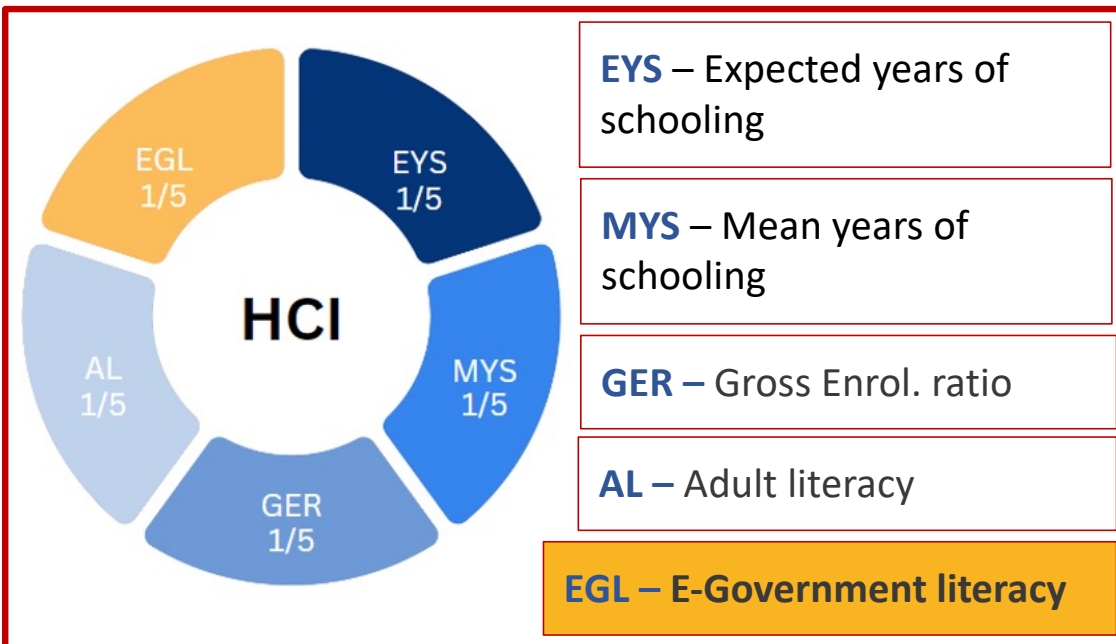
Telecommunications Infrastructure Index composite value =  
 Average (Internet users  $Z_{score}$  + mobile or cellular telephone subscriptions  $Z_{score}$  + active mobile broadband subscriptions  $Z_{score}$  + affordability  $Z_{score}$ )





# Human Capital Index (HCI)

- ❑ For the 2024 Survey, the HCI has been significantly enhanced by the addition of a new subindex – e-government literacy (EGL) – to complement the four existing subindices.
- ❑ The EGL subindex, developed in-house using data from national portal assessments, measures digital literacy skills, which play a crucial role in the effective implementation and utilization of e-government services. As Governments continue to digitalize their operations, the ability people to engage with digital platforms has become increasingly important.
- ❑ **E-government literacy**
  - As a subindex of the HCI, the **EGL measures the ability of all segments of the population, especially vulnerable groups**, to take full advantage of available e-government services and e-participation opportunities.
  - The **EGL measures the level of e-government literacy within a country** by assessing key features on government portals.



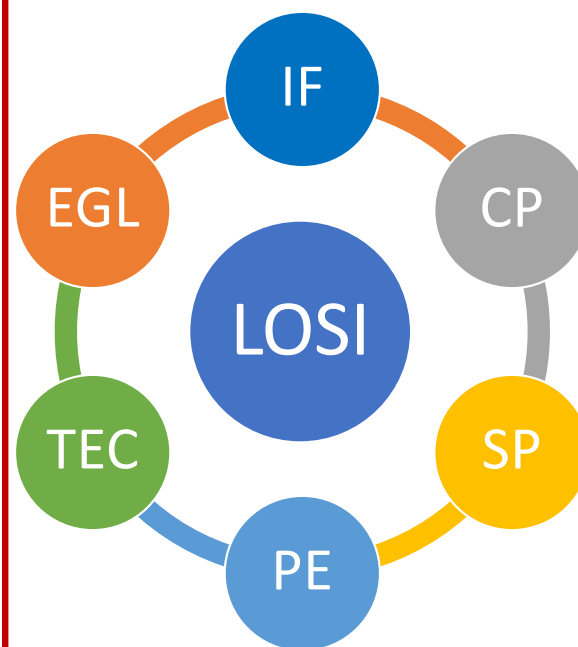
$$\text{Human Capital Index (Country X)} = \frac{\text{Composite value (Country X)} - \text{Lowest composite value}}{\text{Highest composite value} - \text{Lowest composite value}}$$

$$\begin{aligned} &\text{Human Capital Index composite value} \\ &= 1/5 \times \text{Adult literacy rate } Z\_score \\ &+ 1/5 \times \text{Gross enrollment ratio } Z\_score \\ &+ 1/5 \times \text{Estimated years of schooling } Z\_score \\ &+ 1/5 \times \text{Mean years of schooling } Z\_score \\ &+ 1/5 \times \text{E-government literacy } Z\_score \end{aligned}$$



# Local Online Services Index (LOSI)

- ❑ The **Local Online Services Index (LOSI)** methodology, developed by UN DESA and UNU-EGOV, is **designed to assess** the effectiveness of local government portals in **the most populous cities of 193 UN Member States**.
- ❑ The methodology aims to provide a comprehensive understanding of local e-government status, support policy development, and improve e-government services at the local government level. **LOSI offers a detailed analysis of how cities are leveraging digital tools to engage citizens and deliver public services.**
- ❑ The 13th edition, **featuring 95 indicators**, revisits the cities assessed in 2022 after a two-year interval, representing the first Survey capable of providing insight into the progress of all 193 cities over time.

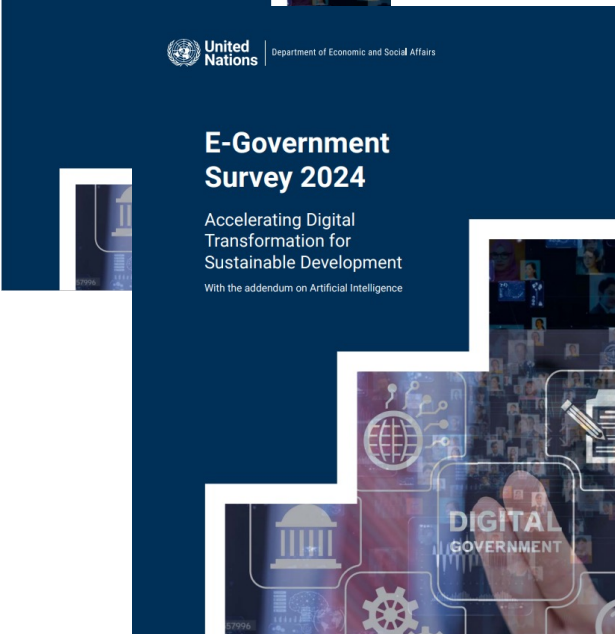


Components	Indicators
IF - Institutional framework	5
CP - Content provision	30
SP - Services provision	30
PE - Participation and engagement	10
TEC –Technology	10
EGL - E-government literacy	10
<b>TOTAL</b>	<b>95</b>



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# E-gov Survey 2024

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# Global and Regional Trends

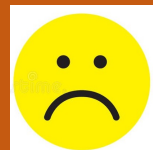
# E-Government Development at a Glance



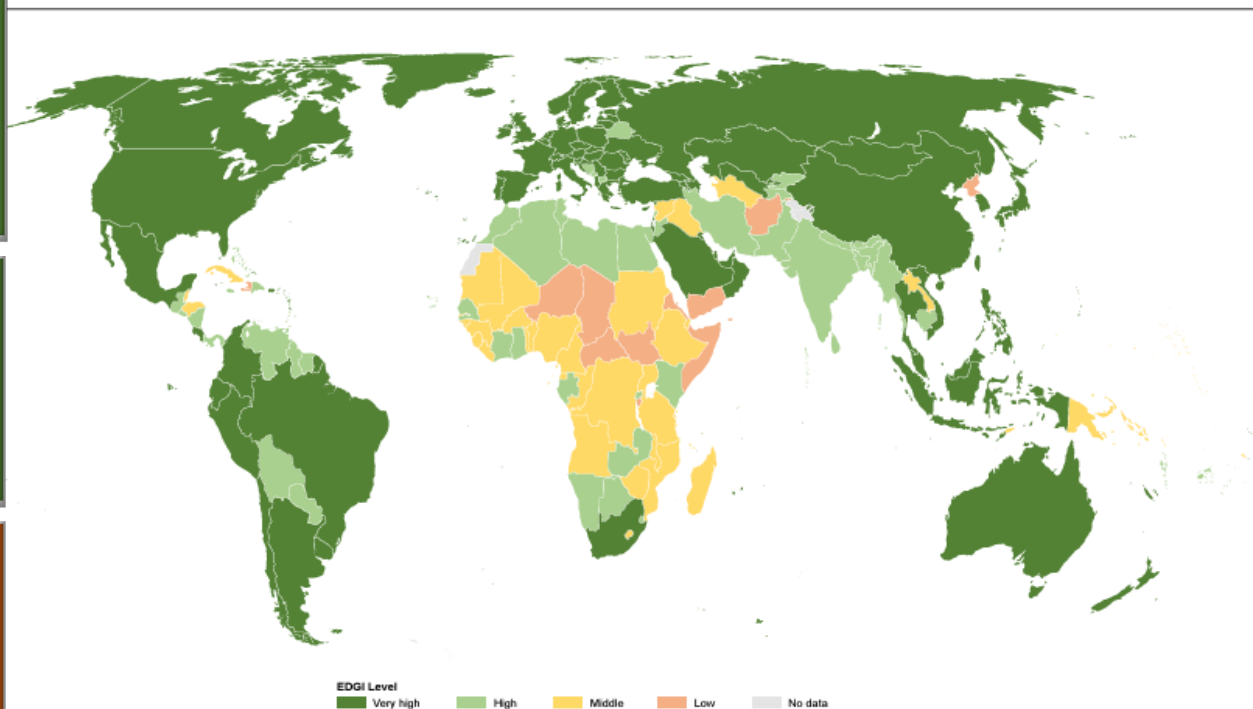
E-government development has improved at the global level, with the average EGDI value reaching 0.64 on a scale of 0 to 1, up from 0.61 in 2022



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.



Map shows the designations used on this map do not imply official endorsement or acceptance by the United Nations. The Republic of Sudan and the Republic of South Sudan has not yet been determined. The final status of Jammu and Kashmir has not yet been agreed upon by the parties. 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

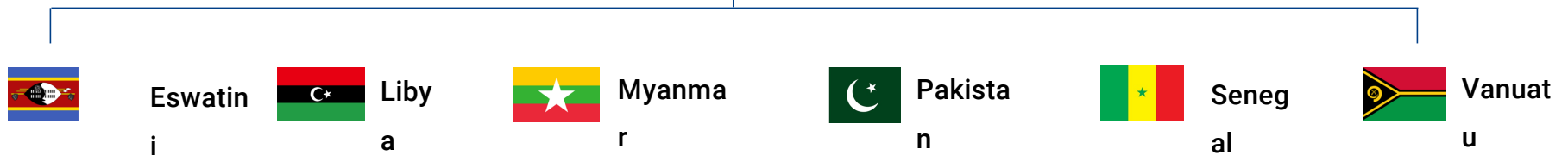
Source: E-Gov 2024, Chapter 2 - Global Trends in E-Government

# Upward Movement Between EGDI Groups

**23** countries moved to higher E-Government Development Index (EGDI)  
**17** countries from the middle to the very high group



**6** countries from the middle to the high group



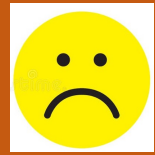
# E-Government: Regional Performances



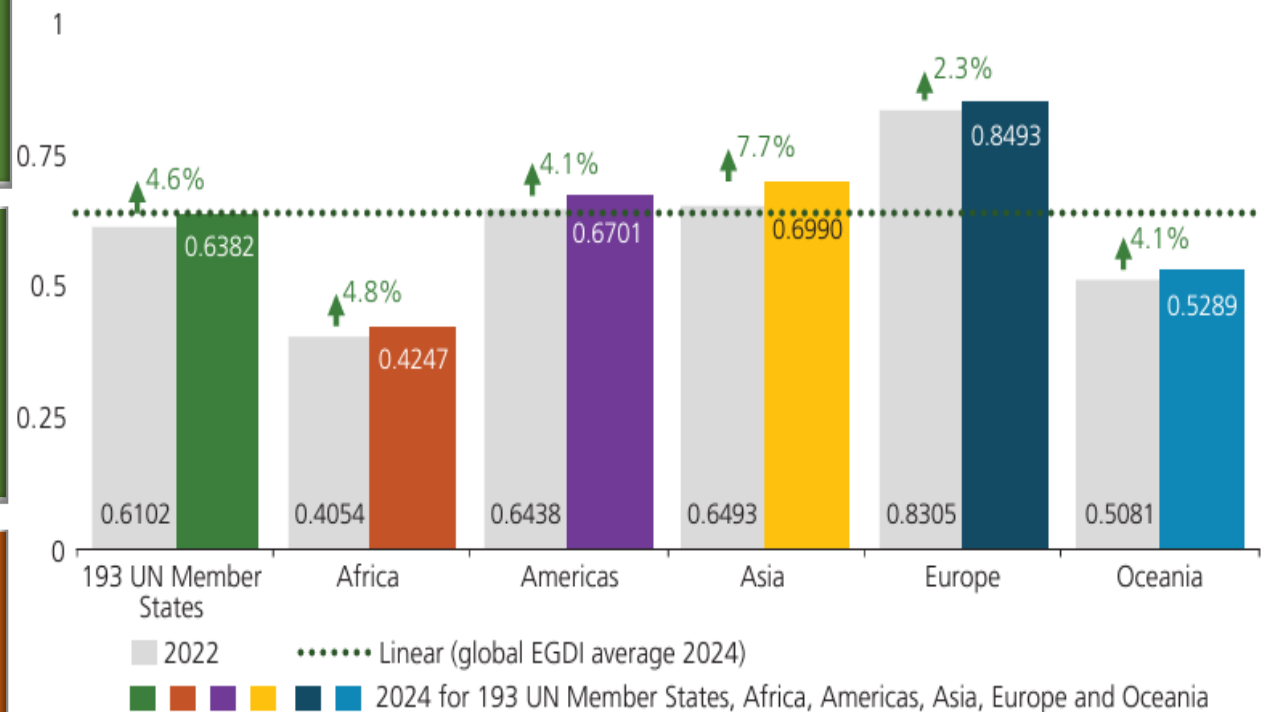
Average EGD values have improved in all regions since 2022. Europe remains the leader, followed by Asia, the Americas, Oceania and Africa



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



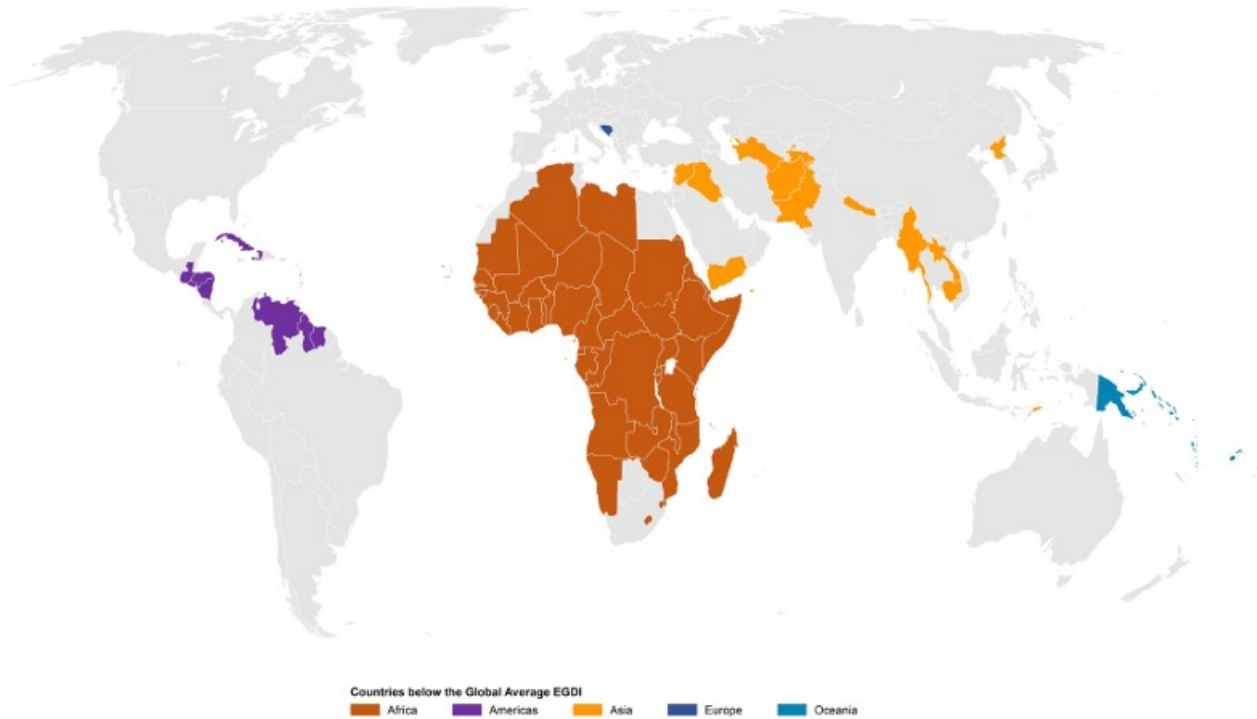
In Africa, 84.4 % of the population lag behind, down from 94.6 % in 2022, as 6 (4 in 2022) of 54 countries now have EGD above the world average



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.

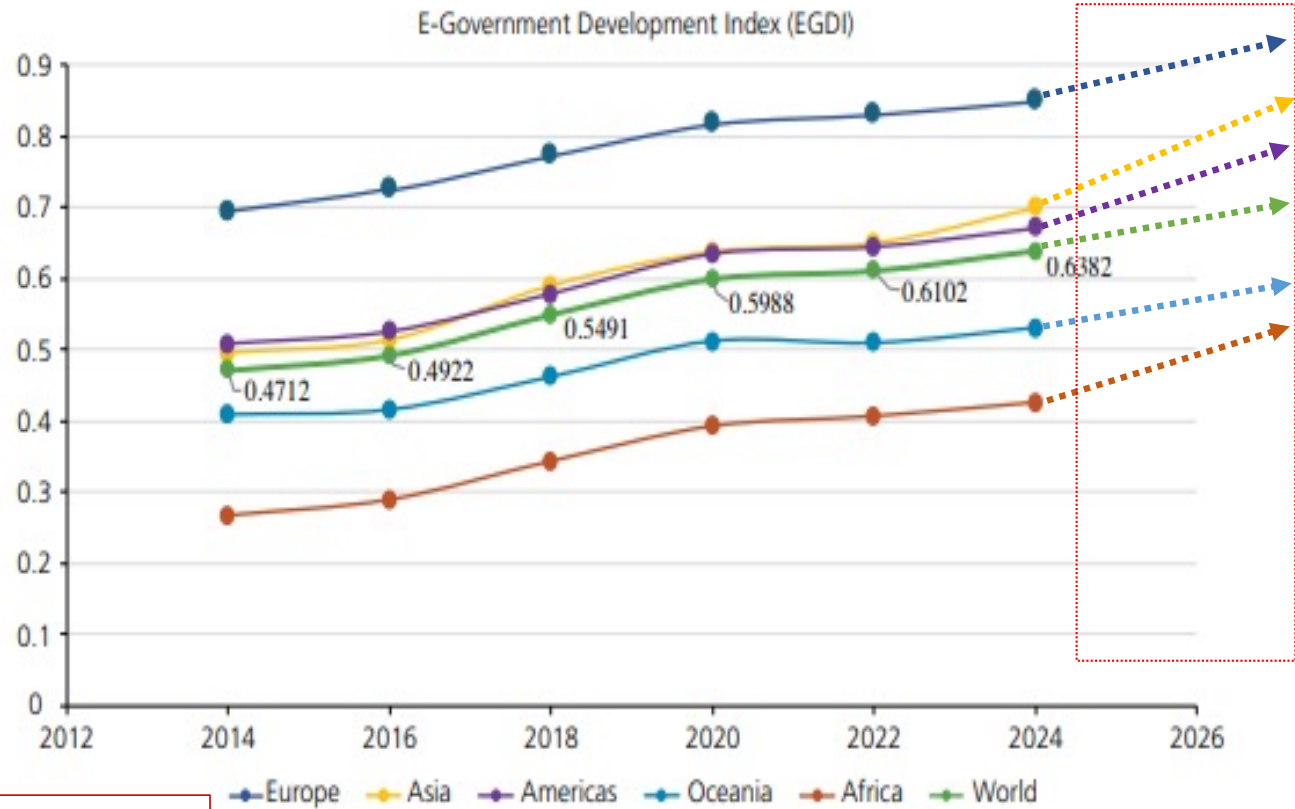


**Source:** E-Gov 2024, Chapter 3 - Regional E-Government Development and the Performance of Country Groupings

# E-Government Development: Regional Trends




Despite the significant progress achieved in Oceania and Africa, the EGD average for these two regions remains below the global average. Even with the most optimistic projections on future trends, Africa will not be able to bridge the gap with other regions over the next years to achieve the SDGs




**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

# Americas: Top Leading Countries, 2024



**Leadership in Digital Government:** The United States, Canada, Uruguay, Chile, Argentina, and Brazil are leading the region in digital government development, demonstrating strong advancements in infrastructure, service delivery, and citizen engagement.



**Progress in EGD Ratings:** Ecuador, Mexico, and Colombia have moved into the "very high" EGD group for the first time in 2024, signaling significant progress in their digital government capabilities.



**Steady Growth in Digital Integration:** Most countries in the Americas (20 in total) are in the middle EGD category, showing continuous growth in digital integration despite various challenges.

Country	Rating class	EGDI rank	Subregion	OSI	HCI	TII	EGDI 2024)	EGDI (2022)
United States of America	V3	19	Northern America	0.9136	0.8842	0.9605	0.9194	0.9151
Uruguay	V3	25	South America	0.8832	0.8749	0.9437	0.9006	0.8388
Chile	V3	31	South America	0.8612	0.8413	0.9455	0.8827	0.8377
Argentina	V2	42	South America	0.7965	0.9330	0.8425	0.8573	0.8198
Canada	V2	47	Northern America	0.8552	0.8725	0.8078	0.8452	0.8511
Brazil	V2	50	South America	0.9063	0.8077	0.8068	0.8403	0.7910
Peru	V1	58	South America	0.8377	0.7469	0.8364	0.8070	0.7524
Costa Rica	V1	61	Central America	0.7217	0.7877	0.8933	0.8009	0.7659
Mexico*	V1	65	Central America	0.7637	0.7603	0.8310	0.7850	0.7473
Ecuador*	V1	67	South America	0.8851	0.7715	0.6833	0.7800	0.6889
Colombia*	V1	68	South America	0.7521	0.7793	0.8065	0.7793	0.7261

Note: An asterisk denotes countries that have moved from the high to the very high EGD group in 2024.



**Ongoing Challenges in Digital Infrastructure:** Countries like Belize, Cuba, and Honduras face significant gaps in digital infrastructure and human capital, and Haiti remains at the lowest EGD level, struggling with political crises and conflicts that hinder digital progress.

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

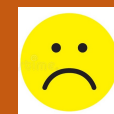
## Small Island Developing States (SIDS) Top Leaders, 2024



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



The average EGDI 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 EGDI values. Singapore and Mauritius are the only SIDS with very high EGDI values. Only 12 of the 37 SIDS have EGDI 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

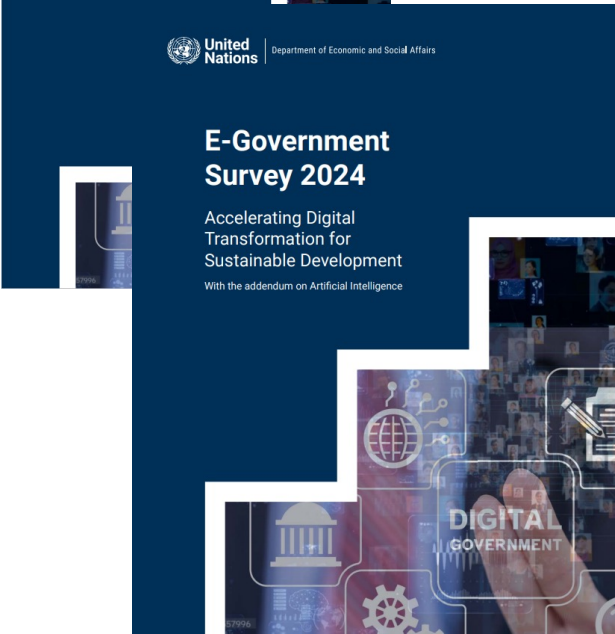
\* Countries that have moved from the middle to the high EGDI group.

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



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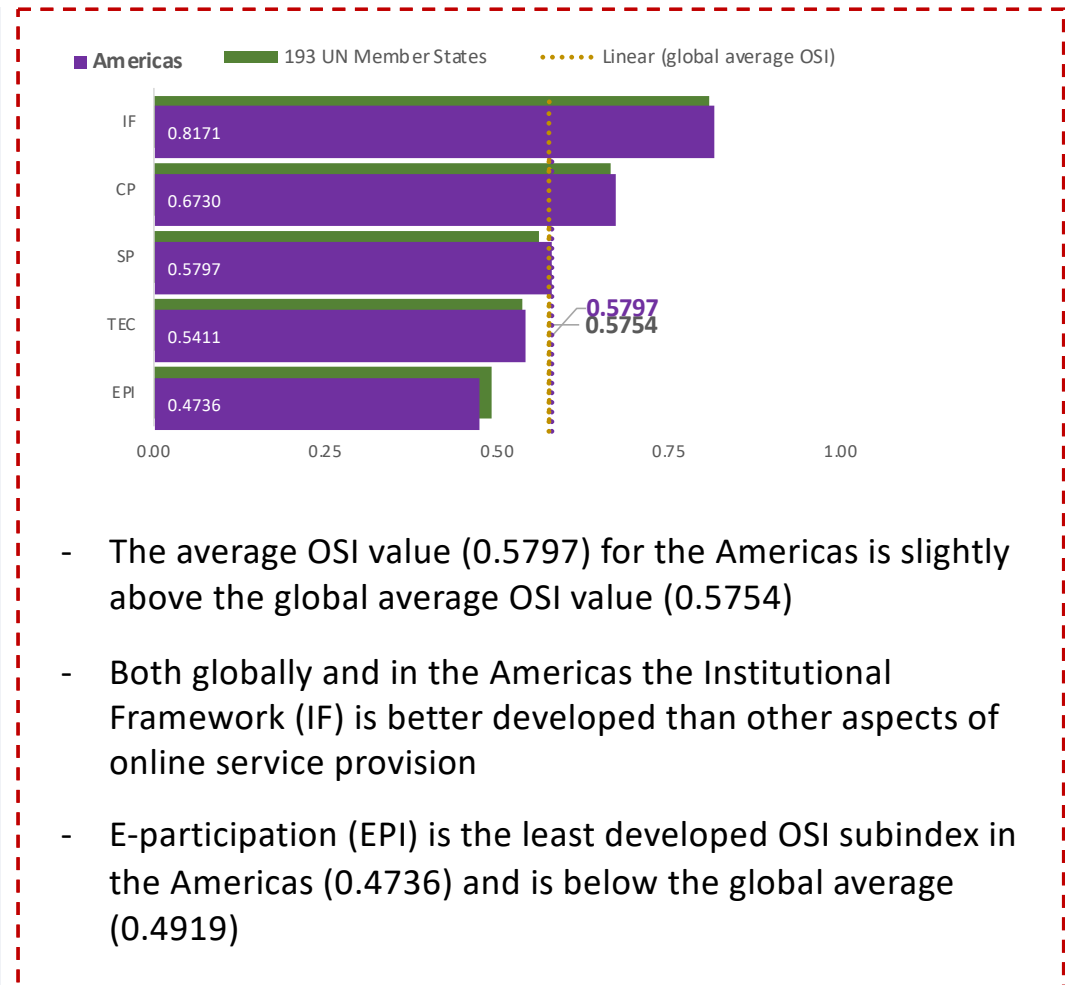
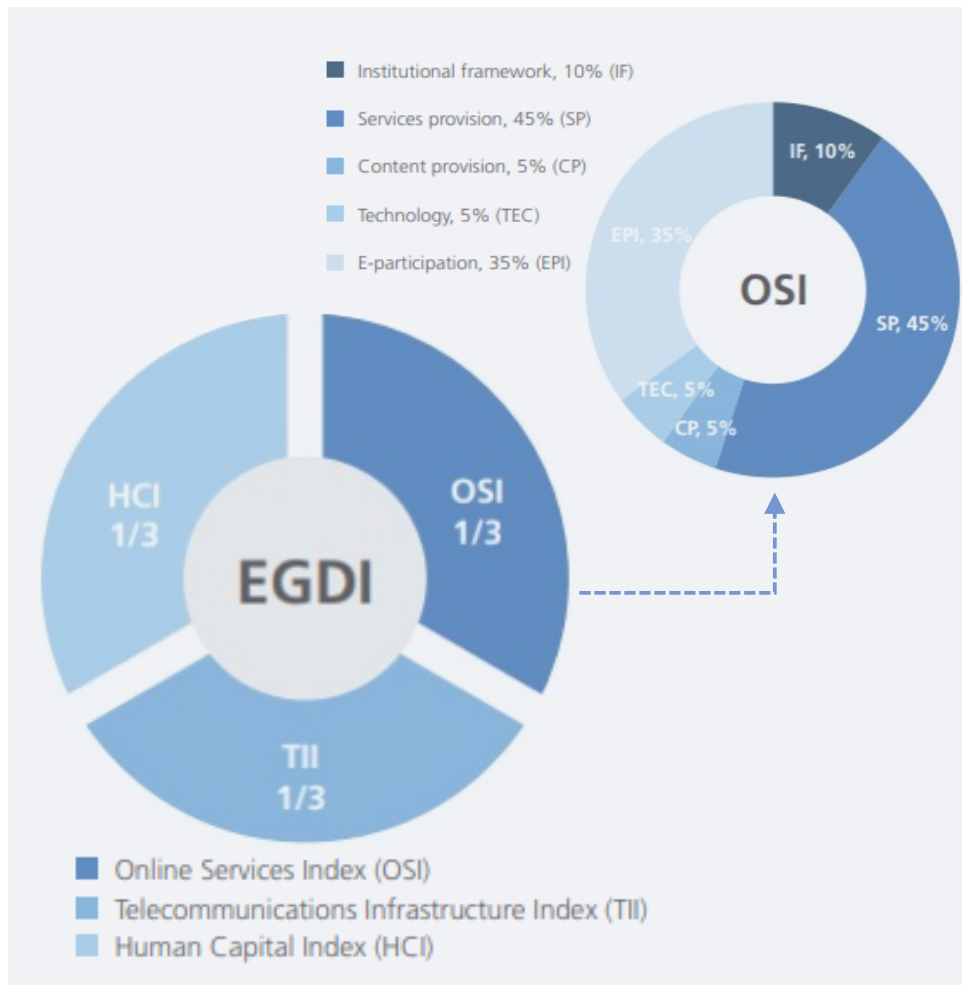


# E-gov Survey 2024

## Insights on Services Provisions



# OSI five subindices

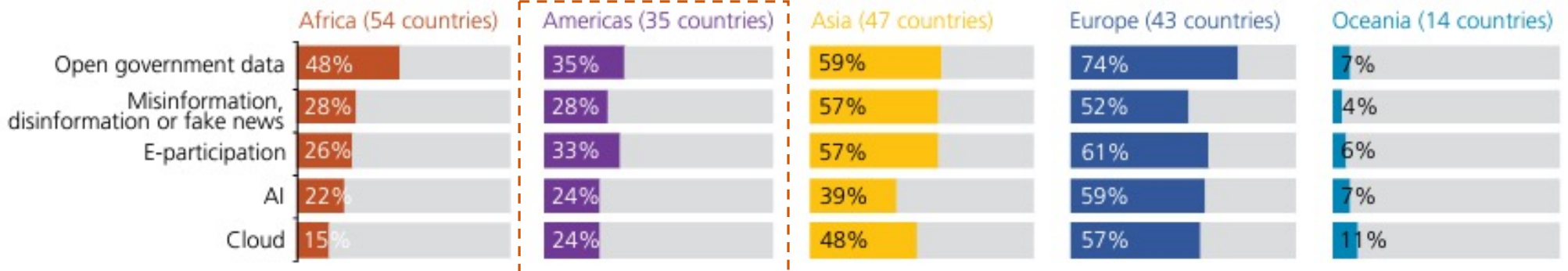
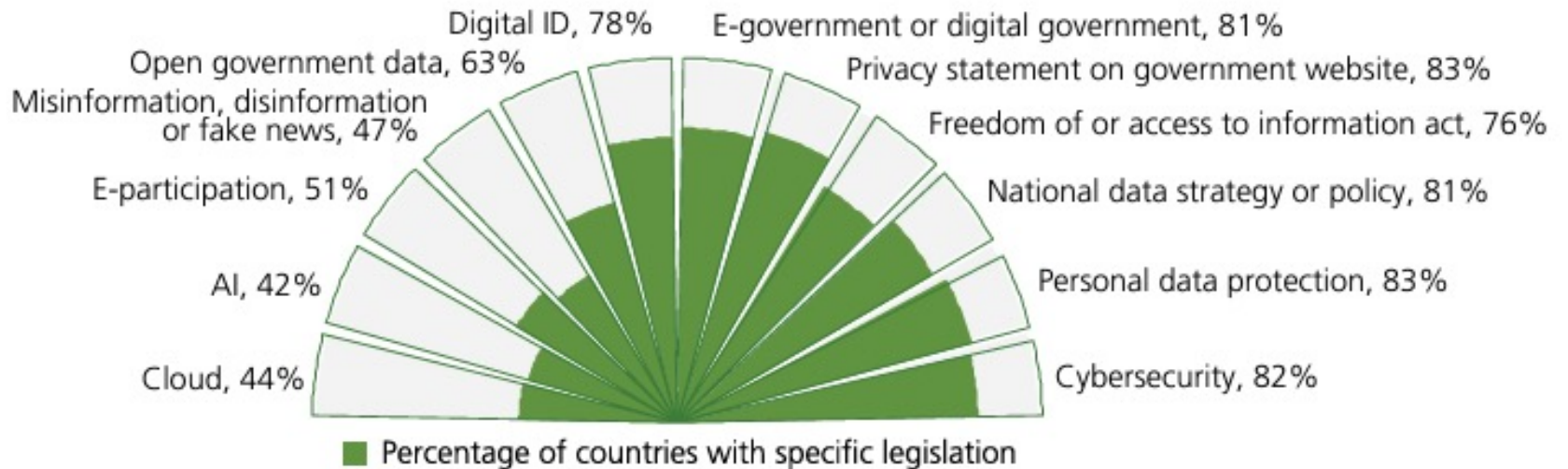


- The average OSI value (0.5797) for the Americas is slightly above the global average OSI value (0.5754)
- Both globally and in the Americas the Institutional Framework (IF) is better developed than other aspects of online service provision
- E-participation (EPI) is the least developed OSI subindex in the Americas (0.4736) and is below the global average (0.4919)

# OSI: Institutional Framework (IF)

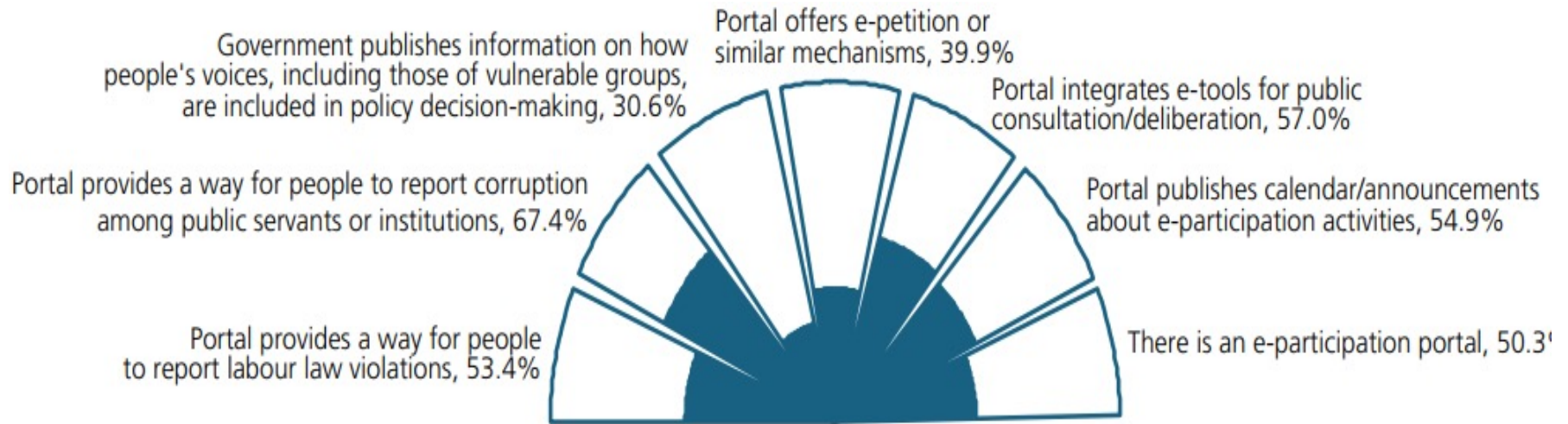
Availability of legislation, policy or strategy document on:

193 UN Member States



# OSI: E-participation (EPI)

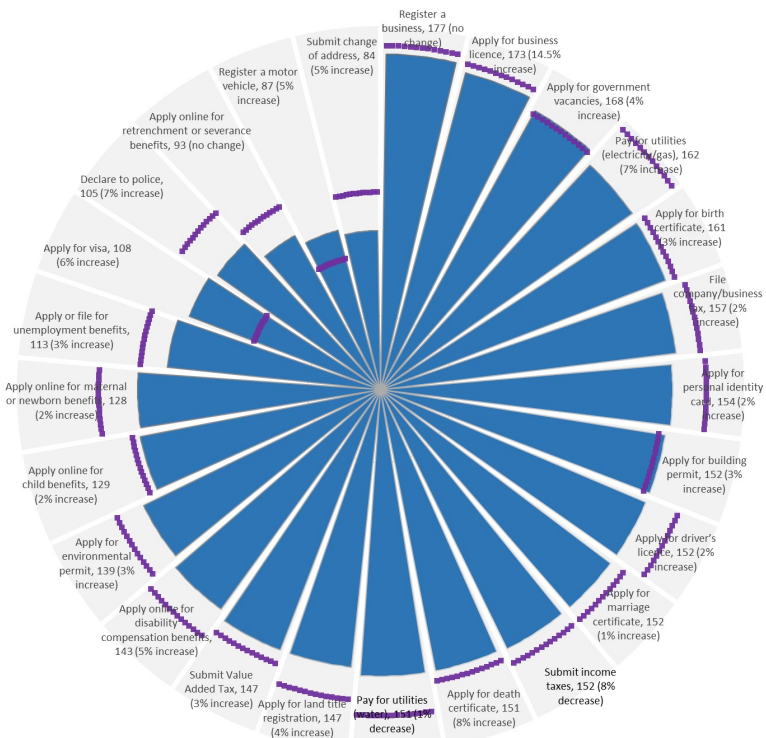
193 UN Member States



	Africa	Americas	Asia	Europe	Oceania
There is an e-participation portal	31%	40%	57%	86%	14%
Portal integrates e-tools for public consultation/deliberation	30%	49%	72%	88%	36%
Portal publishes calendar/announcements about e-participation activities	30%	51%	68%	79%	43%
Portal offers e-petition or similar mechanisms	19%	34%	45%	74%	14%
Government publishes information on how people's voices, including those of vulnerable groups, are included in policy decision-making	9%	29%	38%	49%	36%
Portal provides a way for people to report labour law violations	24%	46%	72%	84%	29%
Portal provides a way for people to report corruption among public servants or institutions	48%	57%	81%	88%	57%

# OSI: Service provision (SP)

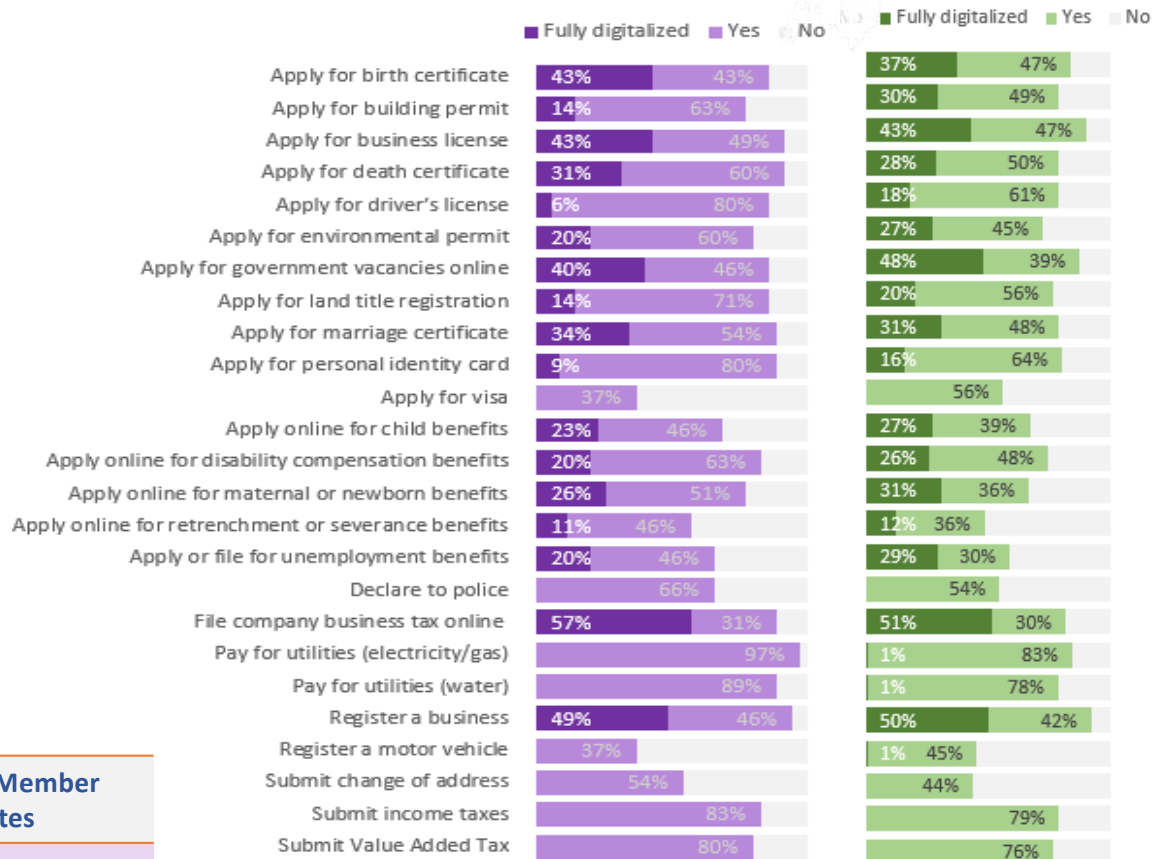
■ 2024 UN Member States    ■ 2024 the Americas



Average number of online services provided in 2024 <i>(out of 25 assessed)</i>	Americas	193 UN Member States
	19	18

Americas

194 UN Member States





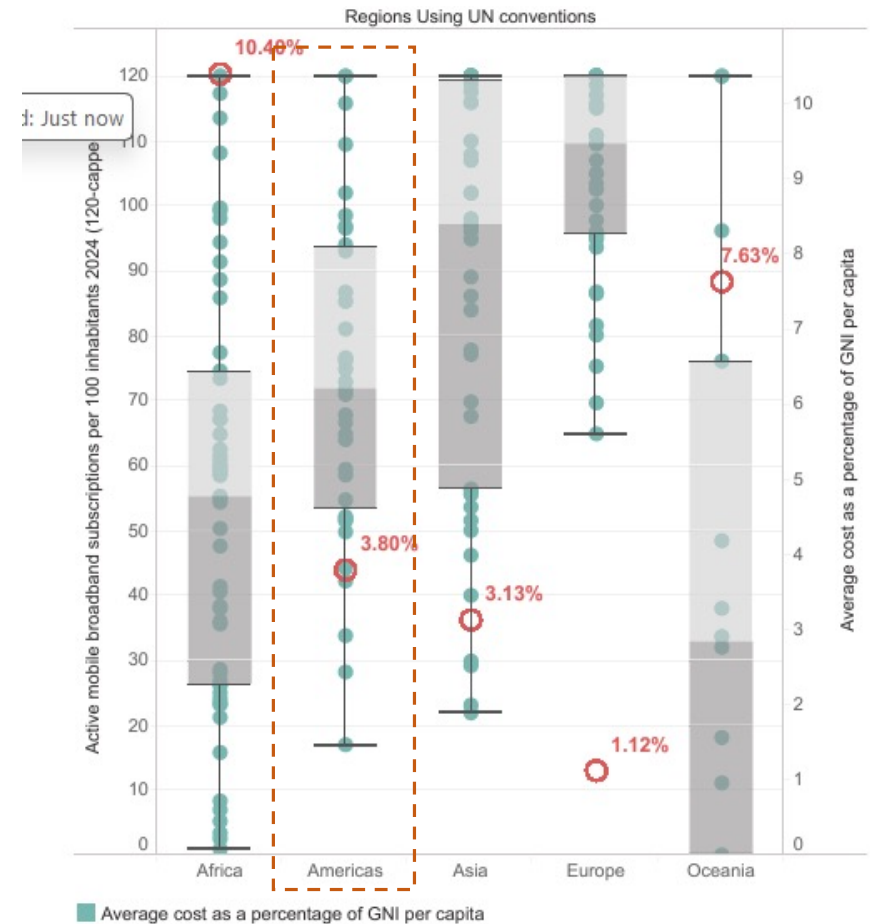
**Affordability of mobile data and voice services, mobile broadband and cellular subscriptions per 100 inhabitants, and percentage of individuals using the Internet, by region, 2022 and 2024**

	Affordability		Active mobile broadband subscriptions per 100 inhabitants		Mobile cellular telephone subscriptions per 100 inhabitants		Percentage of individuals using the Internet	
	2024	2022	2024	2022	2024	2022	2024	2022
Africa	10.4	-	54.4	42.77	88.95	83.68	43.4	33.01
Americas	3.8	-	72.8	65.96	102.83	101.92	77.1	67.81
Asia	2.8	-	88.5	80.5	106.05	105.93	71.9	63.21
Europe	1.1	-	105.2	97.9	116.75	113.86	89.5	85.52
Oceania	7.6	-	42.4	43.15	73.76	72.53	65.0	43.59
193 UN Member States	5.2	-	76.5	68.47	100.73	98.32	68.3	59.14

Sources: ITU, Statistics for individuals using the Internet (2022 and 2024), available at <https://www.itu.int/en/ITU-D/Statistics/Pages/stat/default.aspx>; ITU, "Mobile data and voice high-consumption basket", DataHub, available at <https://datahub.itu.int/data/?i=34619>.

# Affordability

**The cost of active mobile broadband subscriptions as a percentage of gross national income per capita, by region, 2024**



## Asia: Challenges in its Digital Transformation Journey

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**Digital Divide** - While urban areas benefit from advanced digital infrastructure, rural and remote areas and villages often lag behind

**Cybersecurity** - As digital services expand; the risk of cyber threats increases

**Talent Development** - Building a skilled digital workforce is vital for sustaining digital transformation.

**Competition Instead of Cooperation Among Countries** - A possible challenge within the Asian region is to stress more the competition rather than cooperation among members.

### **Responsible Use of AI**

It is crucial to use AI as a public good, ensuring it benefits society at large, rather than just a select few. There is a risk of AI contributing to job displacement, particularly among white-collar workers. Policymakers must proactively address these concerns by promoting responsible AI use, providing re-skilling programs, and creating regulatory frameworks that protect workers' rights while fostering innovation.



# Conclusions

*The journey towards digital transformation is both challenging and rewarding.*

*As we navigate this path, it is essential to foster a comprehensive and inclusive approach that addresses the diverse needs of our societies.*

*By leveraging global best practices, strengthening regional cooperation, and implementing targeted strategies, LACs countries can achieve their vision of becoming leading digital economies.*

*The United Nations remains committed to supporting LACs countries in their digital transformation efforts.*

*Together, we can harness the power of digital technologies to drive sustainable development, enhance public service delivery, and create a more inclusive and prosperous future for all.*



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**E-Government Survey 2024**  
Technical Appendix

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**E-Government Survey 2024**  
Accelerating Digital Transformation for Sustainable Development  
With the addendum on Artificial Intelligence

DIGITAL GOVERNMENT

**Thank You**