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E-Government Survey 2020

Digital Government in
the Decade of Action for
Sustainable Development

With addendum on COVID-19 Response

E-GOVERNMENT SURVEY 2020

Developing Institutional Capacities in Digital Transformation for a More Inclusive and Equitable Recovery

Capacity Development Webinar

Arpine Korekyan

Governance and Public Administration Officer, DGB

Division for Public Institutions and Digital Government

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**COVID-19
RESPONSE**

Outline

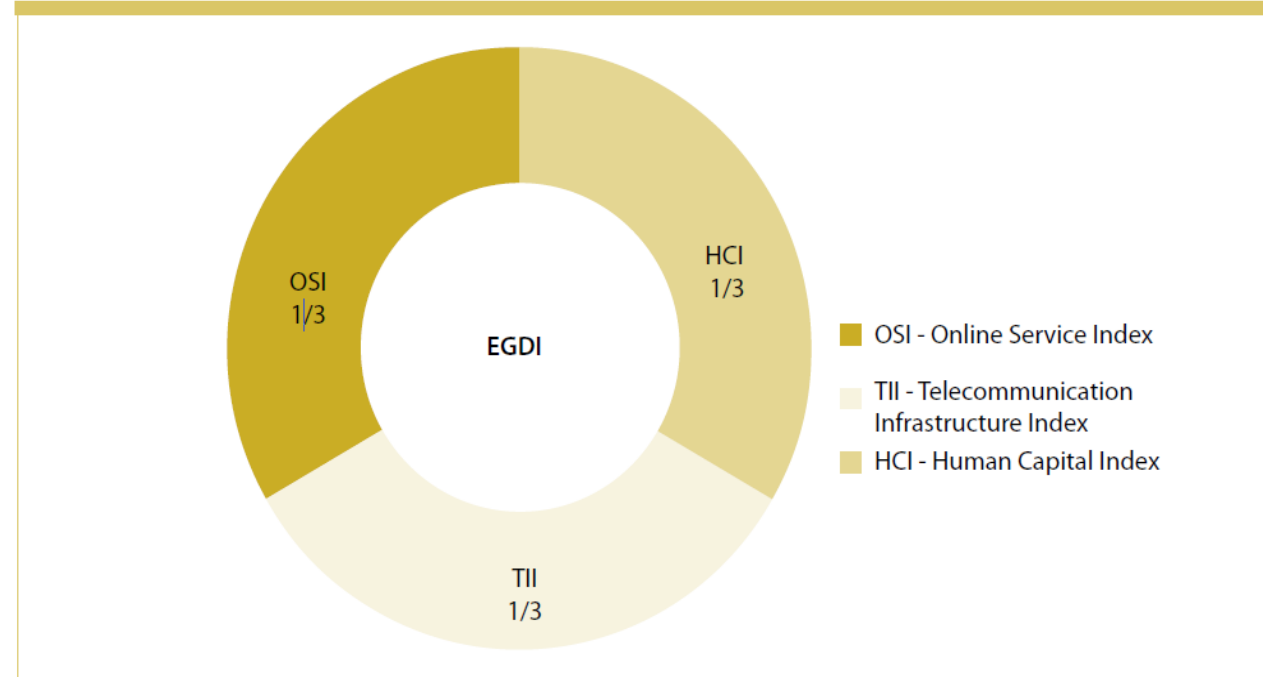
1. EGDl and its components

2. Online Services Delivery



EGDI components

Figure A.1. The three components of the E-Government Development Index (EGDI)



- (i) the scope and quality of online services quantified as the Online Service Index (OSI);
- (ii) the status of the development of telecommunication infrastructure or the Telecommunication Infrastructure Index (TII); and
- (iii) the inherent human capital or the Human Capital Index (HCI). Each of these indices is a composite measure that can be extracted and analyzed independently.

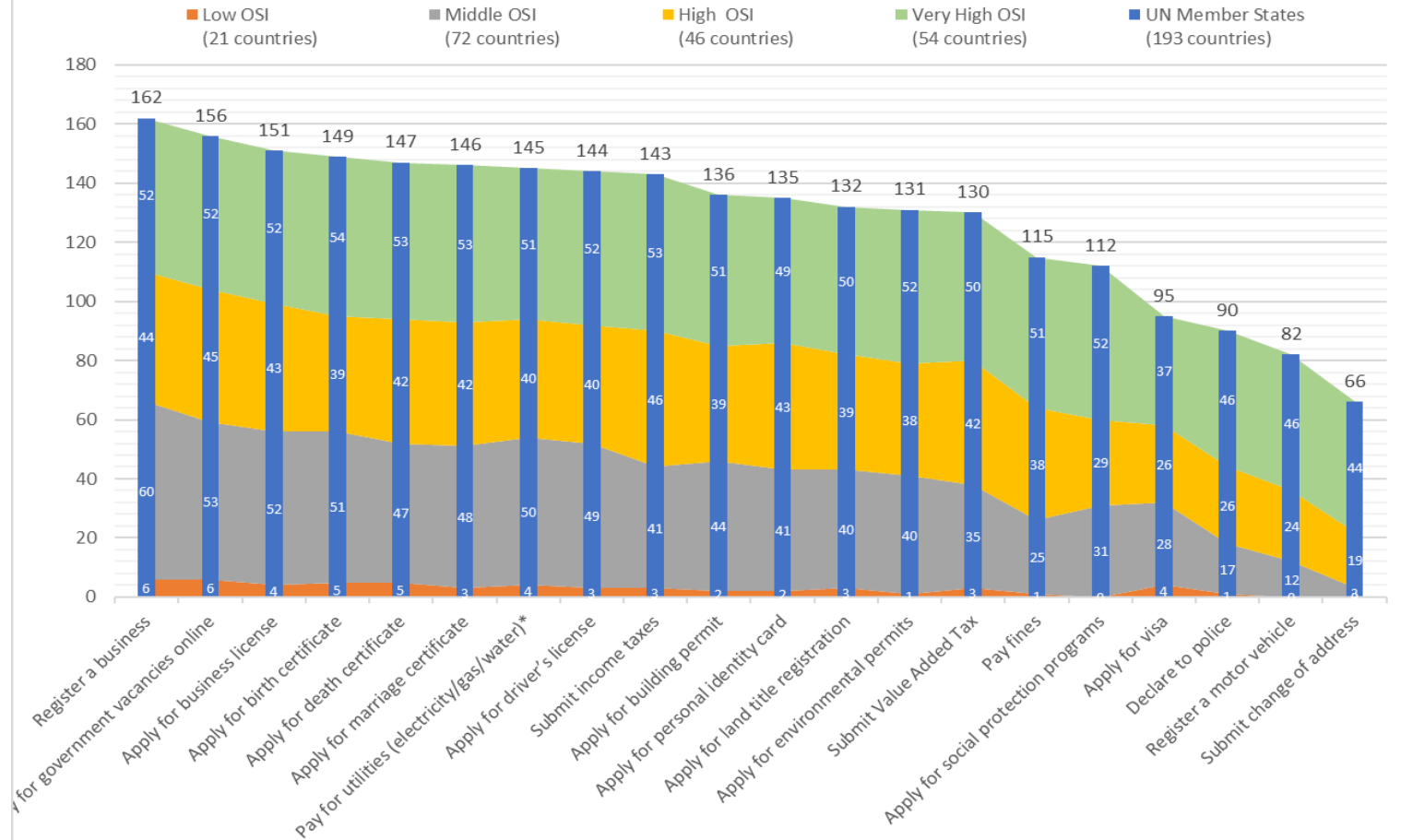
$$EGDI = \frac{1}{3} (OSI_{normalized} + TII_{normalized} + HCI_{normalized})$$

Online services provision expanded

Key Messages:

- Number of countries offering at least one online service **increased from 140 to 162 (16%)**
- 84 per cent of the countries offer at least one, and on average 14, out of 20 transactional online services
- The most prevalent e-service globally is registration of a new business, the least prevalent one: submission of VAT

Transactional online services by OSI-level groups, 2020



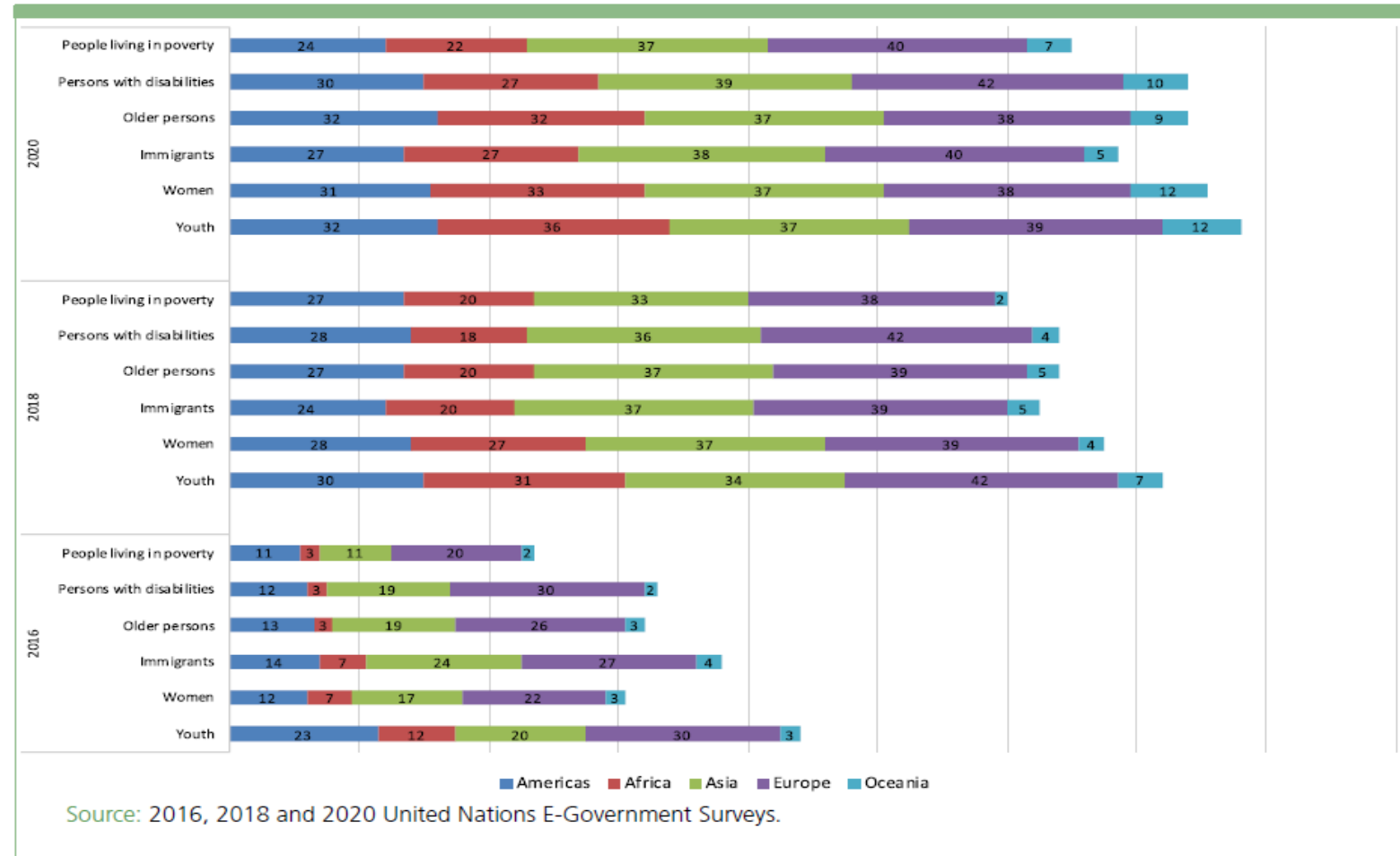


Provision of Online Services to vulnerable groups, (by year and by region)

Key Messages:

- 80 percent of Member States offer specific services for youth, women, older persons, persons with disabilities, migrants and people living in poverty
- **However**, services for people living in poverty and migrants are offered by fewer countries, which highlights a possible neglect of needs of these groups of people.
- European countries continue to lead in online service provision for vulnerable people (93%), followed by Americas (84%), Asia (80%), Oceania (65%) and Africa (55%).

Figure 2.7 Number of countries providing online services for vulnerable groups, 2016, 2018 and 2020

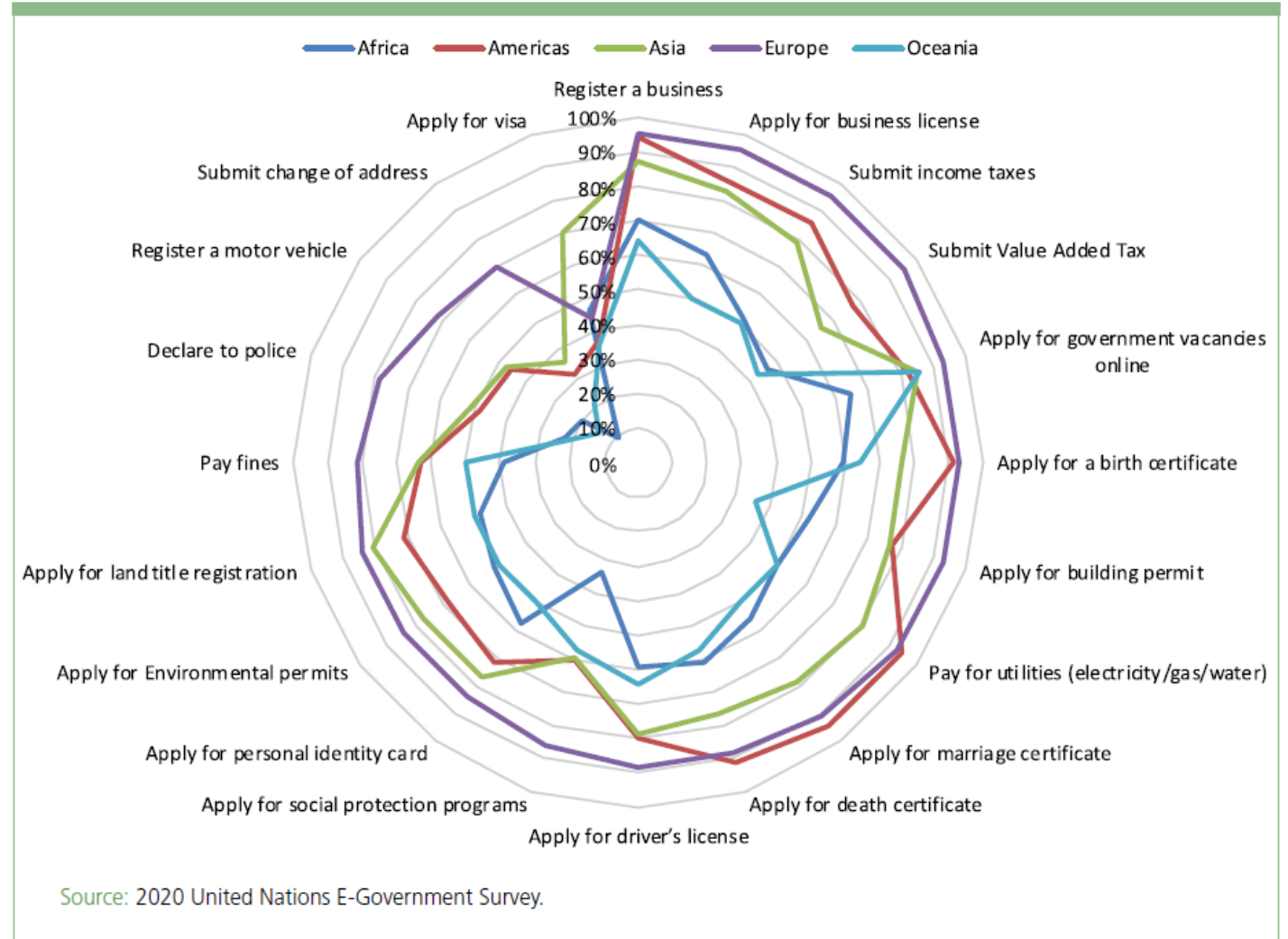


Trends in Transactional Online Services

Key Messages:

- Europe is the leader in the number of provided e-services :
 - ✓ 70% of countries provide all 20 online services assessed
 - ✓ between 88 and 95 per cent of countries offer half of the services assessed
- Expansion of online services is moving fast also in other regions:
 - ✓ In Americas and Asia 60% of countries offer 16 out of 20 online services
 - ✓ In Africa and Oceania, 50 per cent of countries offer 12 to 14 online services

Figure 2.6 Percentage of countries in each region offering online services, 2020





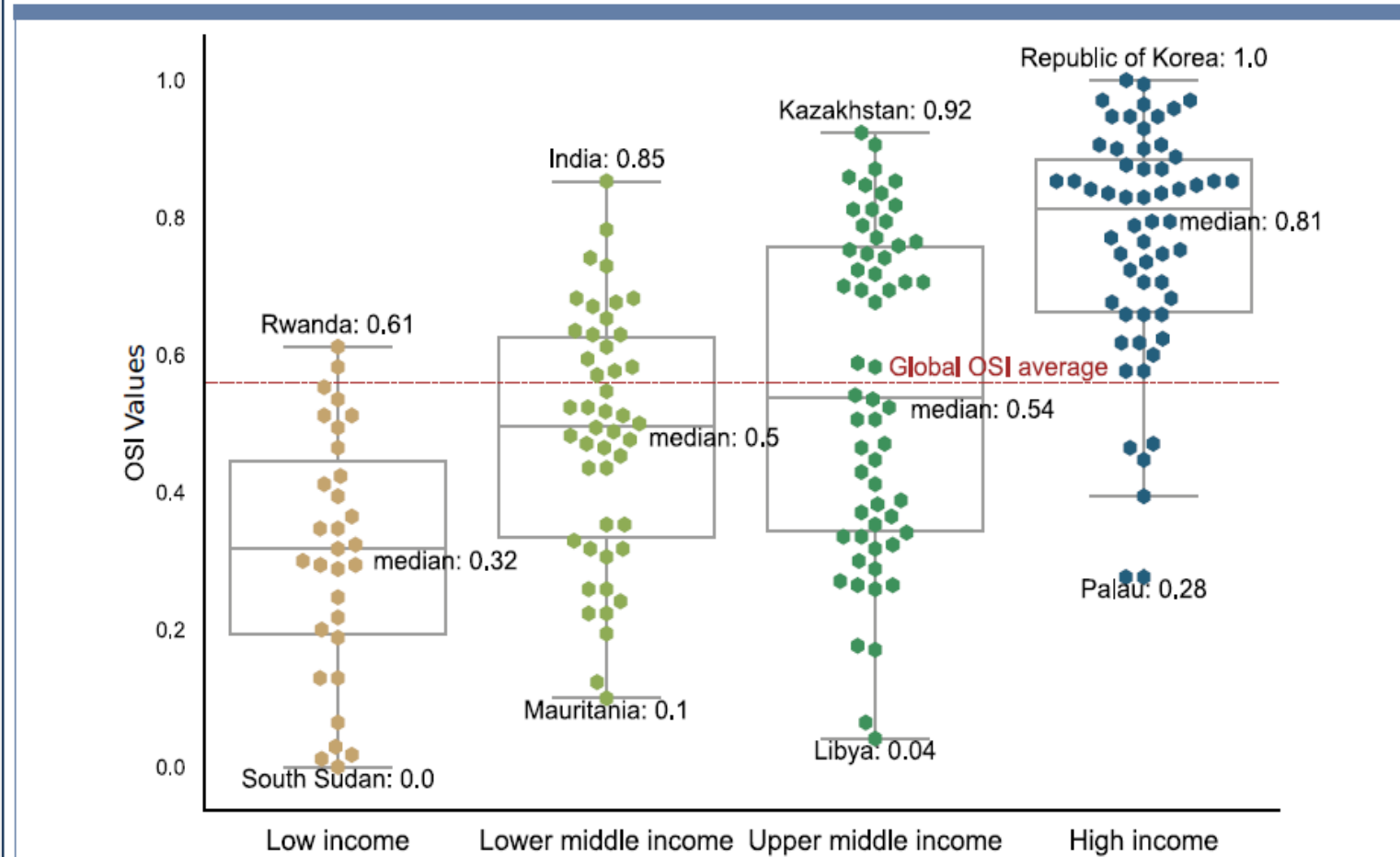
Progress in Online Service Delivery

(by income groups, 2020)

Key Messages:

- High income MS have higher OSI scores
- For all other income groups, the median OSI scores are below the OSI average of 0.5620
- **However**, there are exceptions: e.g. Rwanda, Uganda and Tanzania have **high OSI values** despite being low-income economies; India has VH-OSI value in lower-middle income group
- There are countries that have VH-OSI and are already in the HV quartile of H-EGDI: (Colombia, Mexico, Ecuador, Peru, Albania and Serbia)
- 13 countries have VH-EGDI and H-OSI giving room for OSI improvement

Figure 1.8 Geographical distribution of the four EGD I groups, 2020



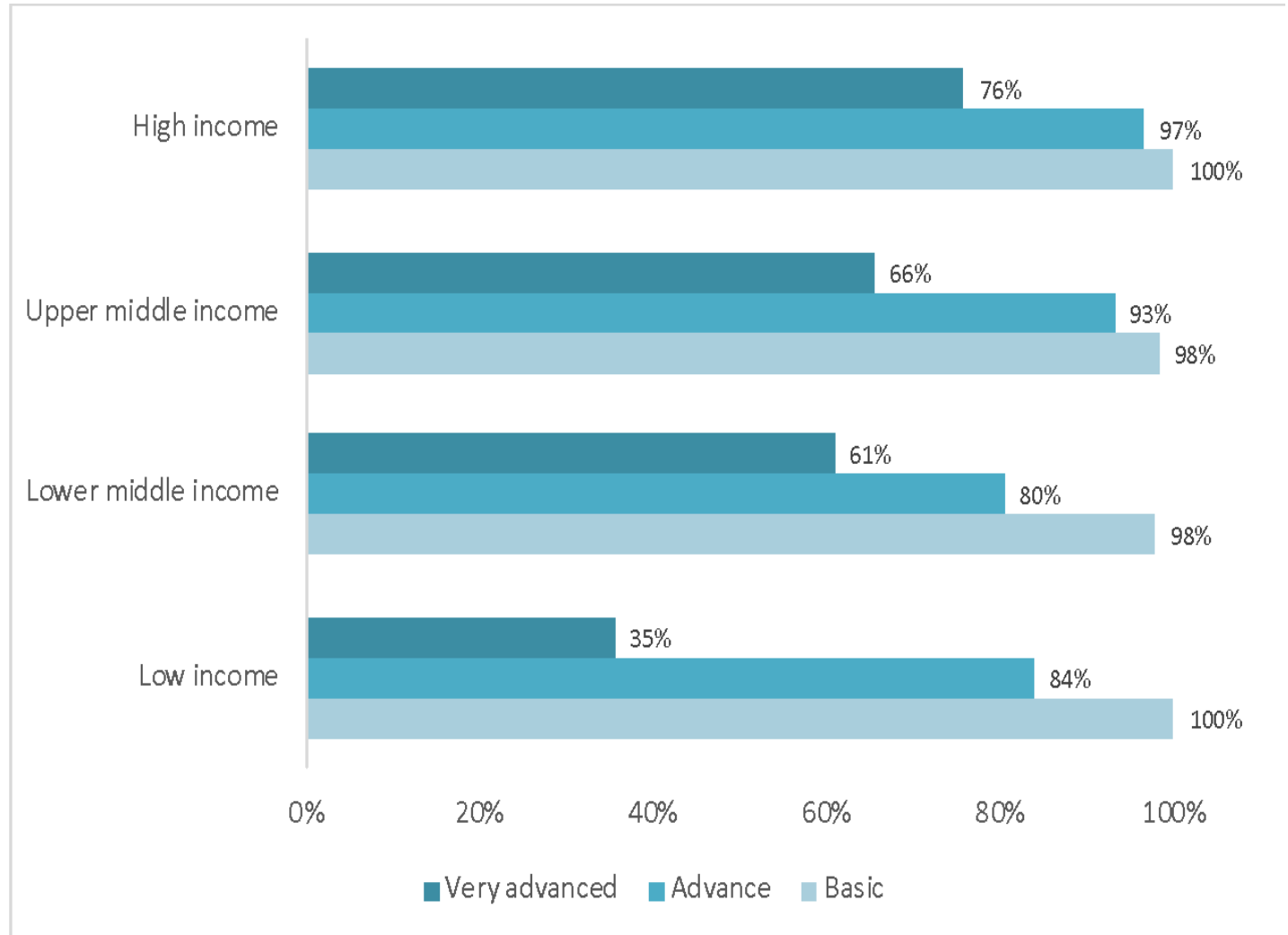
Source: 2020 United Nations E-Government Survey.



National portal functions improved

Key Messages:

- **All Member States (but one) have national portals**
- **90% have advanced features** (one-stop-shop, social networking opportunities, and interactive design with feedback options)
- **Less common are very advanced features** (advanced search options, tutorials, chats and corruption flagging)

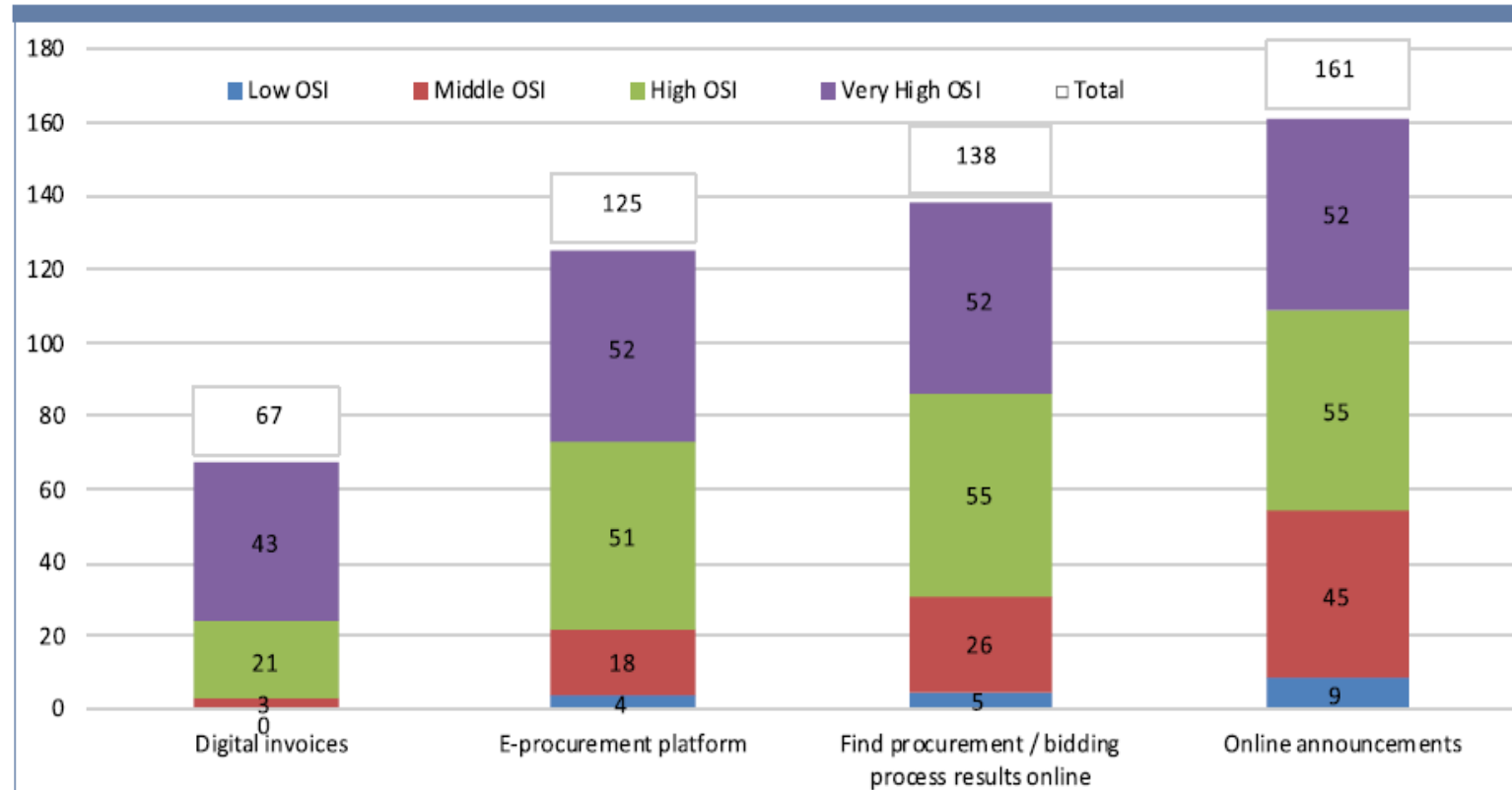


E-Procurement Services Expanded

Key Messages:

- **161 countries** announce gov. procurement
- **138 provide** results of biddings
- **125 countries** have e-procurement portals
- **67 countries** provide digital invoices
- Between 62% and 93% of MS in all region have e-procurement portals.

Figure 1.17 Number of countries offering tools for e-procurement*



Source: 2020 United Nations E-Government Survey.

* Among the 193 United Nations Member States surveyed.

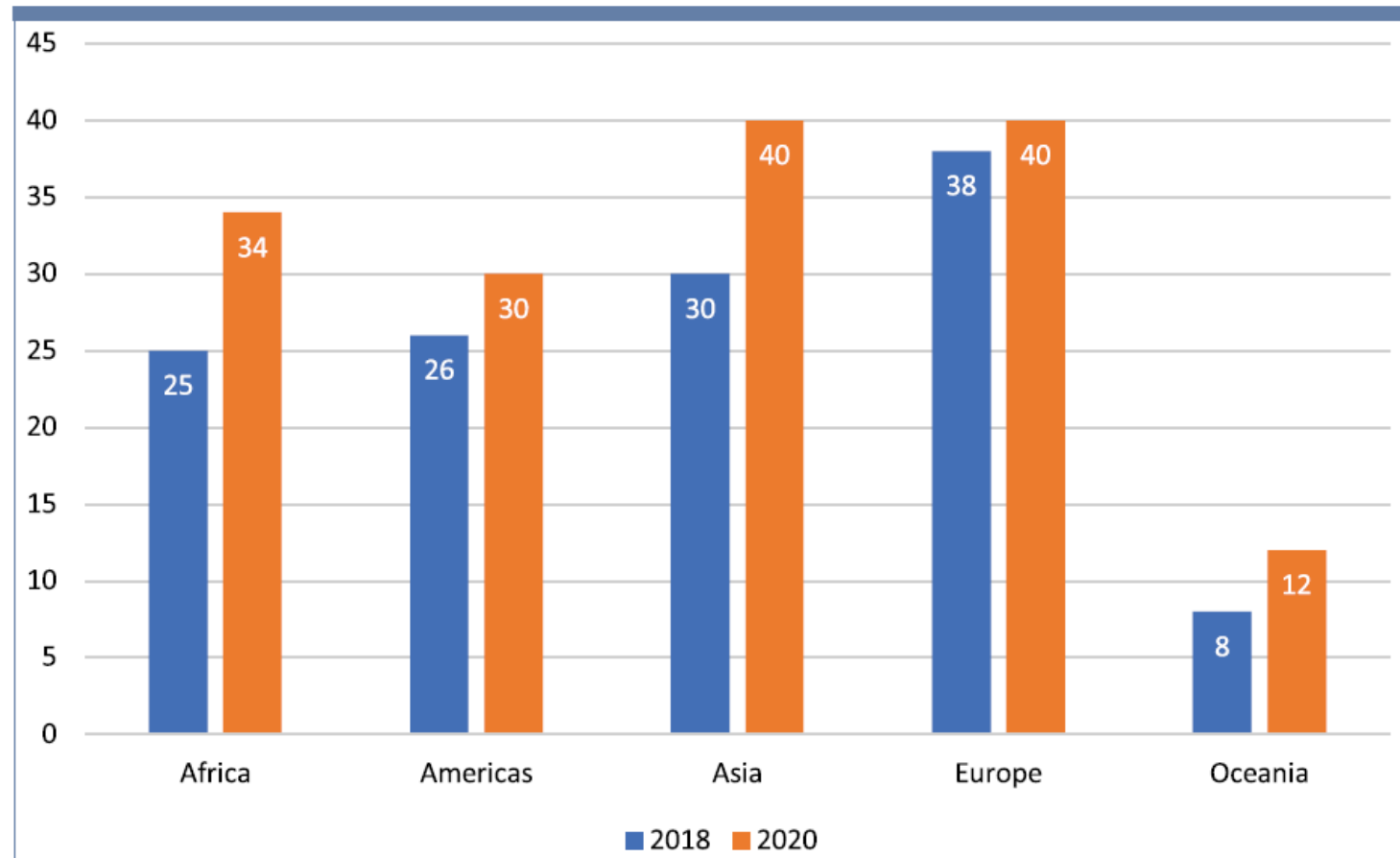


Online Recruitment in Public Sector has increased

Key Messages:

- **30% more countries publish government vacancies online**
 - ✓ 93 % of counties in Europe.
 - ✓ 36 % of countries in Africa

Figure 1.18 Number of countries publishing government vacancies online, 2018 and 2020



Source: 2018 and 2020 United Nations E-Government Surveys.

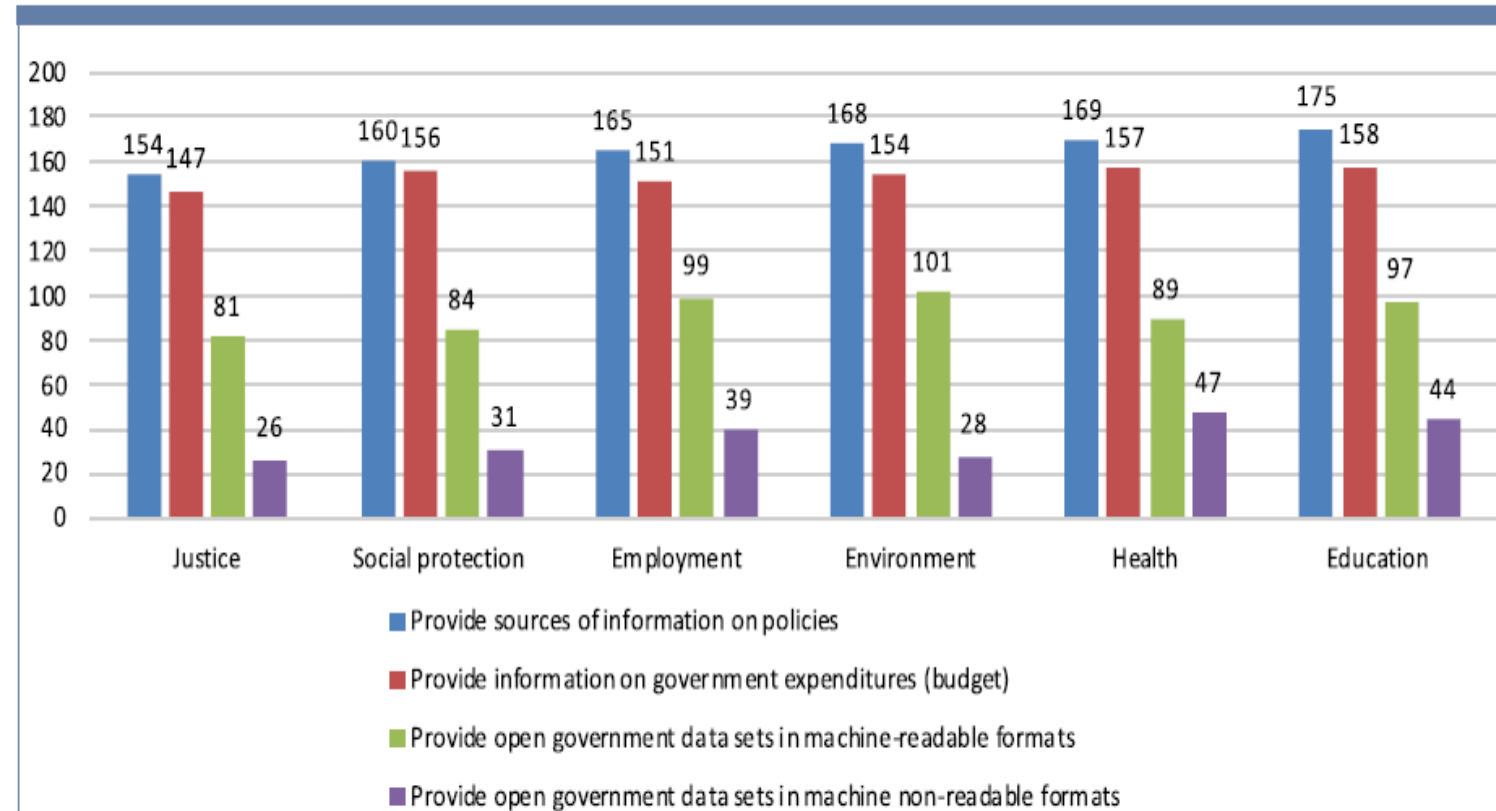


More Public Information is Shared online

Key Messages:

- 80-90% of UN Member States share information online
- 50% increase in the number of OGD portals providing sector specific information in machine readable formats
 - ✓ A positive shift from non machine-readable formats (such as PDF) to machine-readable formats

Figure 1.11 Trends in sharing public information online, 2020



Source: 2020 United Nations E-Government Survey.

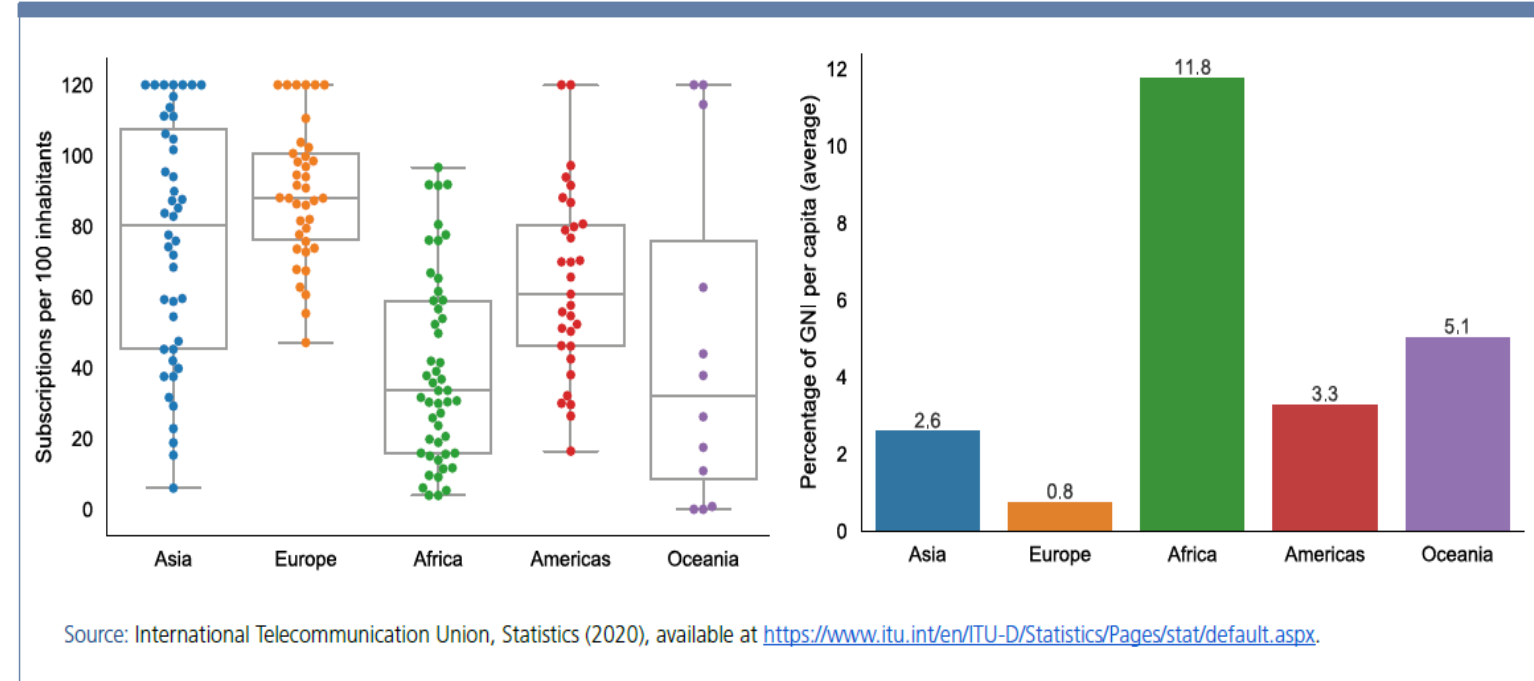


Affordability of Mobile Broadband remains an issue

Key Messages:

- Mobile broadband subscription (as a percentage of Gross National Income (GNI) per capita) remains significantly higher in Africa (11.8) and Oceania (5.1)

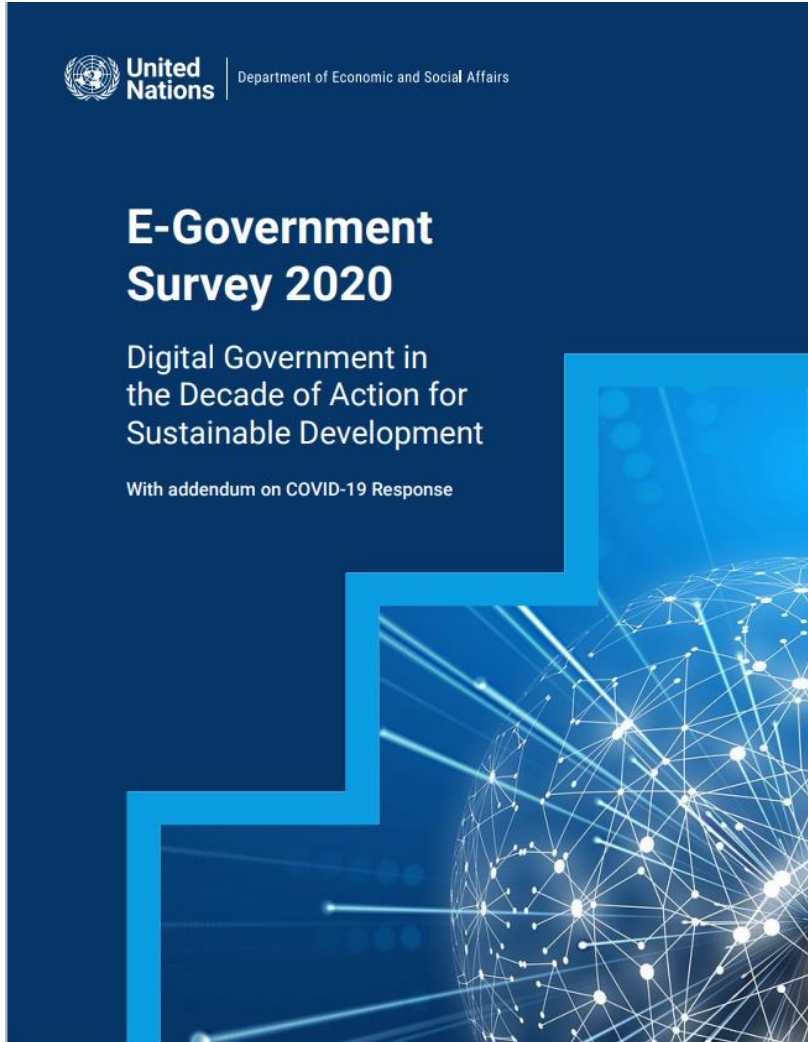
Figure 1.15 The cost of active mobile broadband subscriptions as a percentage of gross national income, by region, 2020





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THANK YOU

Vincenzo Aquaro
aquaro@un.org

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