



**United Nations**

Department of  
Economic and  
Social Affairs



# E-GOVERNMENT SURVEY 2020

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## Global and Regional Trends and Insights



United Nations

Department of Economic and Social Affairs

### E-Government Survey 2020

Digital Government in  
the Decade of Action for  
Sustainable Development

With addendum on COVID-19 Response

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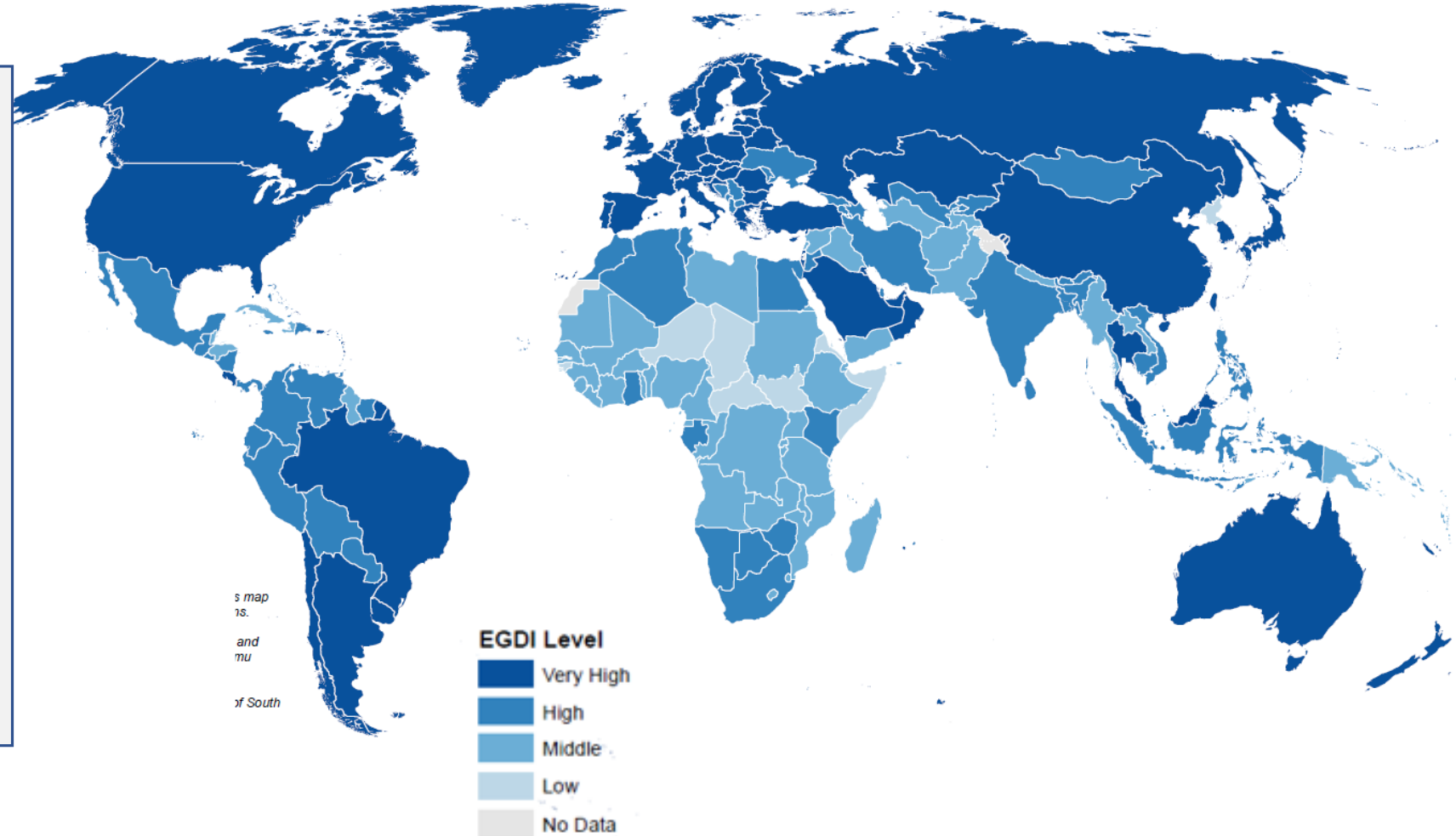
Global Launch of E-Government Survey 2020  
United Nations - New York, 10 July 2020



# E-Government Development at a Glance

## Key Messages

- ✓ Global trends in e-government development 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)

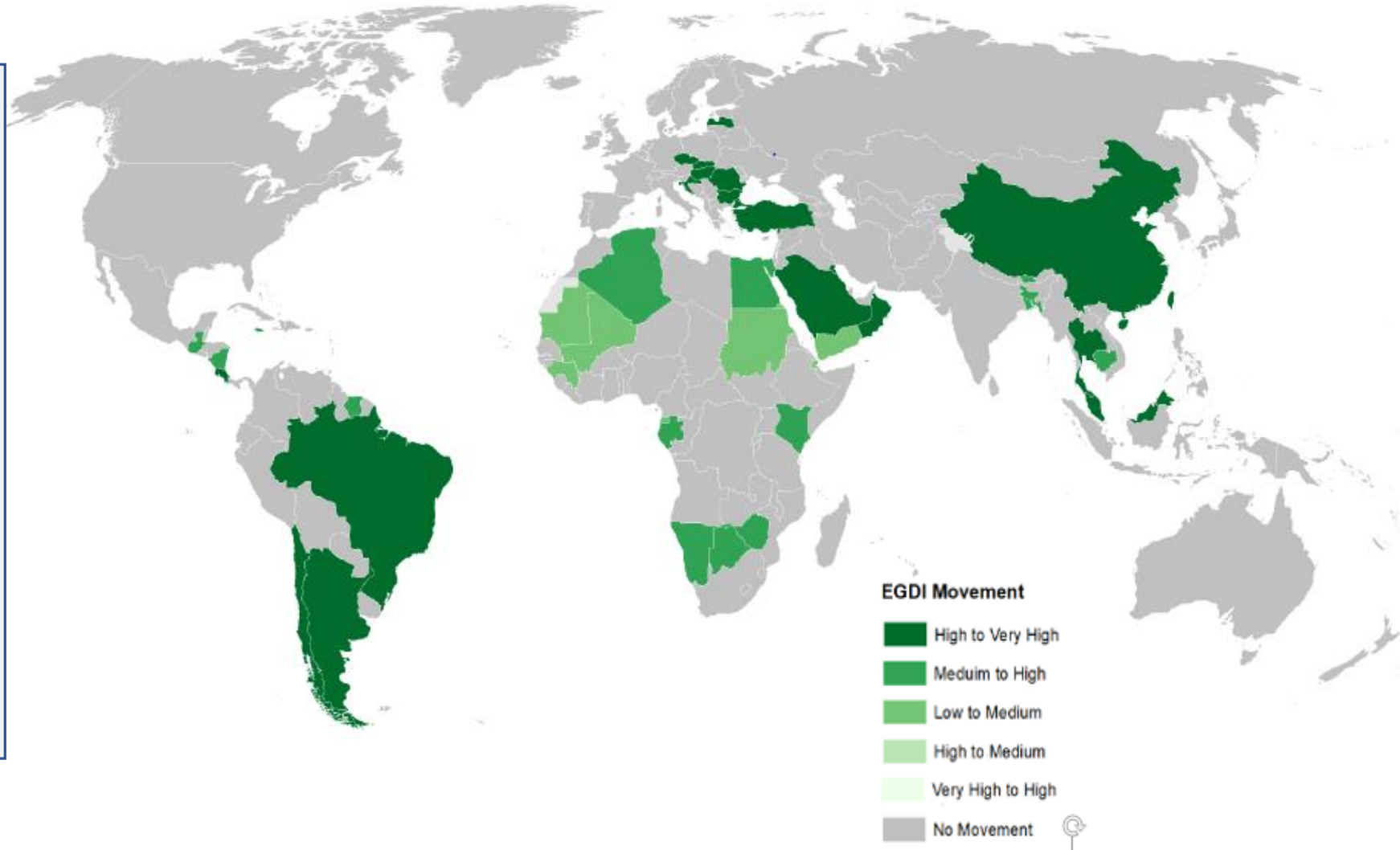




## Key Messages

✓ **42 MS transitioned from lower to higher levels of EGDI**

- Africa:** 15 countries (28%)
- Americas:** 9 countries (26%)
- Asia:** 11 countries (23.%)
- Europe:** 7 countries (16.%)
- Oceania:** 0 transitions.





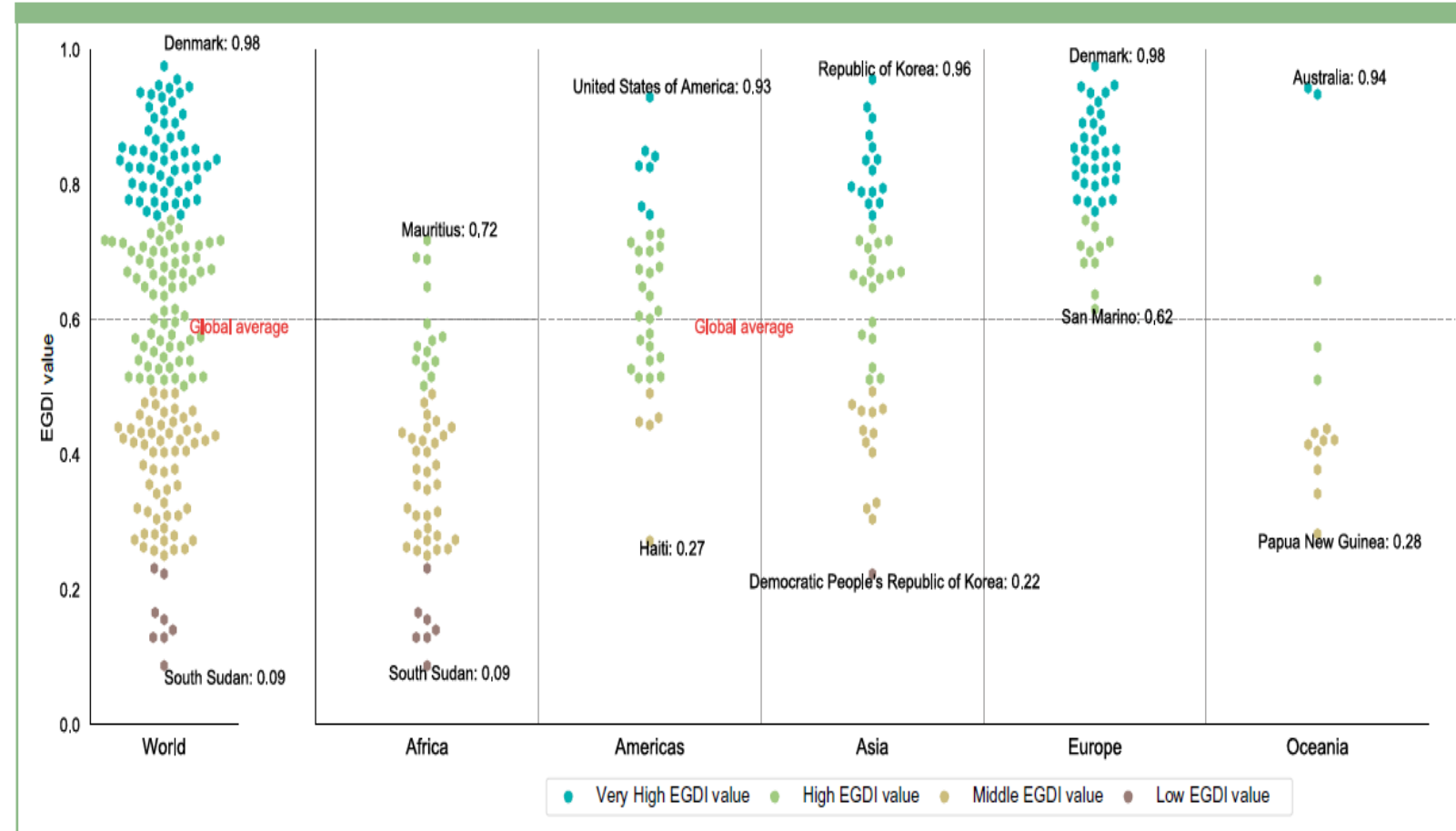
# E-Government levels have improved globally

## Key Messages

- ✓ The Global average EGDI increased to **0.60** in 2020, from 0.55 in 2018
- ✓ All MS in **Europe** have EGDI scores above the global average of 0.60
- ✓ **Oceania and Africa** regions remain below the global average of 0.60

- ❑ Europe - Average EGDI: 0.82
- ❑ Asia - Average EGDI: 0.64
- ❑ Americas – Average EGDI: 0.64
- ❑ Oceania – Average EGDI: 0.53
- ❑ Africa – Average EGDI: 0.39

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





# EGDI Groups – Breakdown

## Key Messages

✓ To provide a more granular cluster analysis of countries with similar performances, each EGDI group has been further broken down into 4 equally defined intervals (rating classes), identified by:

- the 1<sup>st</sup> quartile
- the 2<sup>nd</sup> quartile
- the 3<sup>rd</sup> quartile

The leading countries have the 4 highest Rating Classes V1, V2, V3, VH

Ranking Group	Low-EGDI				Middle-EGDI				High-EGDI				Very High-EGDI			
	L1	L2	L3	LM	M1	M2	M3	MH	H1	H1	H3	HV	V1	V2	V3	VH
Rating Class																
	Quartile 1 <sup>st</sup>	2 <sup>nd</sup>	3 <sup>rd</sup>		Quartile 1 <sup>st</sup>	2 <sup>nd</sup>	3 <sup>rd</sup>		Quartile 1 <sup>st</sup>	2 <sup>nd</sup>	3 <sup>rd</sup>		Quartile 1 <sup>st</sup>	2 <sup>nd</sup>	3 <sup>rd</sup>	

For instance:

Very High- EGDI group has been further sub-divided into four quartiles:

- VH - first top quartile, EGDI scores ranging from 0.8989 to 0.9758
- V3 - second quartile, EGDI scores ranging from 0.8375 to 0.8914
- V2 - third quartile, EGDI scores ranging from 0.7991 to 0.8361
- V1 - forth quartile EGDI scores ranging from 0.7565 to 0.7980





## Key Messages

- ✓ 14 Countries 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 EGD I 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.

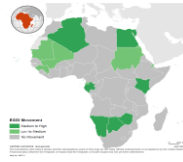


# Key Messages

- ✓ Consistency in strategic digital policy areas and in the implementation of digital public services
- ✓ Providing a one-stop shop through specialized citizen-centric portals
- ✓ Digital by design, Digital ID, Integrated public services delivery, e-procurement
- ✓ Agency/Department/Ministry, CIO in charge of a long-term digital agenda, aligned with national development strategies and SDGs
- ✓ Comprehensive legal and regulatory framework
- ✓ National strategy for new technologies such as AI, 5G and blockchains

Figure 1.6 Member States Questionnaires: key findings for 12 leading countries\*





## Key Messages

- ✓ Regional EGD I average is the lowest and below the global average (\*)
- ✓ Largest share of positive changes (15 countries)
- ✓ Majority (7 of the 8) of countries in Low-EGDI group are from Africa
  - ❑ Mauritius, Seychelles and South Africa are the top regional leaders
  - ❑ 8 countries moved from Middle to High-EGDI group (Namibia, Cabo Verde, Egypt, Gabon, Botswana, Kenya, Algeria, and Zimbabwe)
  - ❑ 7 countries moved from Low to Middle-EGDI group (Sudan, Mali, Mauritania, Comoros, Djibouti, Guinea, and Equatorial Guinea (\*\*))

Table : Top countries for e-government in Africa

Country	"Rating class"	"EGDI Rank"	Sub-Region	"OSI value"	"HCI value"	"TII value"	"EGDI (2020)"	"EGDI (2018)"
Mauritius	HV	63	Eastern Africa	0.7000	0.7911	0.6677	0.7196	0.6678
Seychelles	H3	76	Eastern Africa	0.6176	0.7660	0.6925	0.6920	0.6163
South Africa	H3	78	Southern Africa	0.7471	0.7371	0.5832	0.6891	0.6618
Tunisia	H3	91	Northern Africa	0.6235	0.6974	0.6369	0.6526	0.6254
Ghana	H2	101	Western Africa	0.6353	0.5930	0.5596	0.5960	0.539
Namibia*	H2	104	Southern Africa	0.5235	0.6558	0.5447	0.5747	0.4554
Morocco	H2	106	Northern Africa	0.5235	0.6152	0.5800	0.5729	0.5214
Cabo Verde*	H2	110	Western Africa	0.5000	0.6337	0.5476	0.5604	0.498
Egypt*	H1	111	Northern Africa	0.5706	0.6192	0.4683	0.5527	0.488
Gabon*	H1	113	Middle Africa	0.3235	0.6719	0.6250	0.5401	0.4313
Botswana*	H1	115	Southern Africa	0.3647	0.6911	0.5591	0.5383	0.4253
Kenya*	H1	116	Eastern Africa	0.6765	0.5812	0.3402	0.5326	0.4541
Algeria*	H1	120	Northern Africa	0.2765	0.6966	0.5787	0.5173	0.4227
Zimbabwe*	H1	126	Eastern Africa	0.5235	0.6135	0.3688	0.5019	0.3692

\* Countries that moved from the middle to the high EGD I group in 2020.

(\*\*) See E-Government Survey 2020 Annex





## Key Messages

- ✓ Signifying steady progress since 2018. The average EGD I value has increased from 0.59 to 0.63.
- ❑ **35 MS (85%) are in the high or very high EGD I**
- ❑ **United States** leads the Americas (the only country with VH rating class) and **Uruguay** leads the LAC sub-region (V3 rating class)
- ❑ **22 MS are in Very-High and High EGD I group**
  - ❑ (more than double compared to 2018)
- ❑ **7 MS are in Very-High EGD I group** (United States, Uruguay and Canada) **4 to 7 are new and from Latin America** (Brazil, Argentina, Chile, and Costa Rica)
- ❑ **5 MS moved up from Middle to High EGD I** (Saint Lucia, Jamaica, Guatemala, Suriname and Nicaragua)
- ❑ **4 MS with the sharpest increase in EGD I** (Paraguay, the Dominican Republic, Argentina and Ecuador)
- ❑ **Haiti continues struggle** after having been hit by natural disasters (ranked 180<sup>th</sup>) (\*\*)

Table : Top countries in e-government in the Americas

Country	"Rating class"	"EGDI Rank"	Sub-Region	"OSI value"	"HCI value"	"TII value"	"EGDI (2020)"	"EGDI (2018)"
United States of America	VH	9	Northern America	0.9471	0.7911	0.9182	0.9297	0.8769
Uruguay	V3	26	South America	0.8412	0.7660	0.8574	0.8500	0.7858
Canada	V3	28	Northern America	0.8412	0.7371	0.7818	0.8420	0.8258
Argentina*	V2	32	South America	0.8471	0.6974	0.7265	0.8279	0.7335
Chile*	V2	34	South America	0.8529	0.5930	0.7606	0.8259	0.735
Brazil*	V1	54	South America	0.8706	0.6558	0.6522	0.7677	0.7327
Costa Rica*	V1	56	Central America	0.6824	0.6152	0.7475	0.7576	0.7004
Mexico	HV	61	Central America	0.8235	0.6337	0.5910	0.7291	0.6818
Barbados	HV	62	Caribbean	0.5765	0.6192	0.7523	0.7279	0.7229
Colombia	HV	67	South America	0.7647	0.6719	0.6122	0.7164	0.6871
Peru	HV	71	South America	0.7529	0.6911	0.5780	0.7083	0.6461
Bahamas	HV	73	Caribbean	0.6765	0.5812	0.6739	0.7017	0.6552
Ecuador	HV	74	South America	0.8118	0.6966	0.5133	0.7015	0.6129

\* Countries that moved from the high to the very high EGD I group or from the middle to the high EGD I group in 2020.



# Regional Snapshot: Asia

## Key Messages

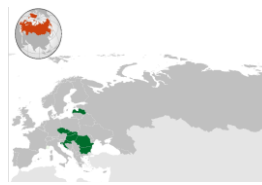
Asia increased its average EGD I value from 0.57 in 2018 to 0.64 in 2020, or by 10 per cent becoming the second most advanced region in e-government development.

- ROK , Singapore and Japan lead in the region** (Highest Rating class VH)
- 15 MS are in the Very-High EGD I**
- 7 MS moved from High to Very-High EGD I** (Saudi Arabia, China, Kuwait, Malaysia, Oman, Turkey, and Thailand)
- 19 MS are in the High EGD I**
- 3 MS moved from Middle to High** (Bhutan, Bangladesh, and Cambodia)
- 12 MS are in the Middle EGD I**
- 1 MS is in the Low EGD I** (the Democratic People's Republic of Korea) ) (\*\*)

(\*\*) See E-Government Survey 2020 Annex

Country	"Rating class"	"EGDI Rank"	Sub-Region	"OSI value"	"HCI value"	"TII value"	"EGDI (2020)"	"EGDI (2018)"
Republic of Korea	VH	2	Eastern Asia	1.0000	0.8997	0.9684	0.9560	0.901
Singapore	VH	11	South-Eastern Asia	0.9647	0.8904	0.8899	0.9150	0.8812
Japan	VH	14	Eastern Asia	0.9059	0.8684	0.9223	0.8989	0.8783
Cyprus	V3	18	Western Asia	0.8706	0.8429	0.9057	0.8731	0.7736
United Arab Emirates	V3	21	Western Asia	0.9000	0.7320	0.9344	0.8555	0.8295
Kazakhstan	V3	29	Central Asia	0.9235	0.8866	0.7024	0.8375	0.7597
Israel	V2	30	Western Asia	0.7471	0.8924	0.8689	0.8361	0.7998
Bahrain	V2	38	Western Asia	0.7882	0.8439	0.8319	0.8213	0.8116
Saudi Arabia*	V2	43	Western Asia	0.6882	0.8648	0.8442	0.7991	0.7119
China*	V1	45	Eastern Asia	0.9059	0.7396	0.7388	0.7948	0.6811
Kuwait*	V1	46	Western Asia	0.8412	0.7470	0.7858	0.7913	0.7388
Malaysia*	V1	47	South-Eastern Asia	0.8529	0.7513	0.7634	0.7892	0.7174
Oman*	V1	50	Western Asia	0.8529	0.7751	0.6967	0.7749	0.6846
Turkey*	V1	53	Western Asia	0.8588	0.8287	0.6280	0.7718	0.7112
Thailand*	V1	57	South-Eastern Asia	0.7941	0.7751	0.7004	0.7565	0.6543

\* Countries that moved from the high to the very high EGD I group in 2020.



# Regional Snapshot: Europe

## Key Messages

- ✓ The most homogeneous e-government development with the highest average EGDI (0.82) and the highest number of countries (33) in the Very-high EGDI
  - ❑ Denmark, Estonia, Finland, Sweden, UK, Netherlands, Iceland and Norway, are the leaders in the region (Highest Rating class VH)
  - ❑ 7 countries moved from High to Very-High EGDI (Czech Republic, Bulgaria, Slovakia, Latvia, Croatia, Hungary, and Romania)
  - ❑ The lowest variance in EGDI scores among countries
  - ❑ 10 countries in Europe with comparatively lower EGDI values (averaging 0.69) are mainly Southern European States. (\*\*\*)

(\*\*\*) See E-Government Survey 2020 Annex

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
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.

(\*\*) Succeeded from the EU



# Regional Snapshot: Oceania

## Key Messages

- ✓ **Australia and New Zealand** are the leading countries (rating class VH)
- ✓ **The remaining countries** have an average EGD value that is **below the global average** (0.60).
  - ❑ **12 MS** are SIDS - 4 of them are also LDCs
  - ❑ **5 MS** are in the Very-High or High EGD groups
  - ❑ **3 MS** moved up from the Middle to the **High EGD**
  - ❑ **2 MS** moved up from the **Low to the Middle EGD**
  - ❑ **High variance** in EGD scores (0.90 to 0.28)

Country	"Rating class"	"EGDI Rank"	Sub-Region	"OSI value"	"HCI value"	"TII value"	"EGDI (2020)"	"EGDI (2018)"
Australia	VH	5	Australia and New Zealand	0.9471	1.0000	0.8825	0.9432	0.9053
New Zealand	VH	8	Australia and New Zealand	0.9294	0.9516	0.9207	0.9339	0.8806
Fiji	H3	90	Melanesia	0.5059	0.8227	0.6468	0.6585	0.5348
Tonga*	H2	108	Polynesia	0.3765	0.8283	0.4800	0.5616	0.5237
Palau*	H1	125	Micronesia	0.2765	0.8816	0.3745	0.5109	0.5024
Vanuatu*	M3	142	Melanesia	0.3353	0.6012	0.3845	0.4403	0.3990
Kiribati	M3	145	Micronesia	0.4941	0.6778	0.1241	0.4320	0.3450
Samoa	M3	149	Polynesia	0.2647	0.7414	0.2596	0.4219	0.4236
Tuvalu*	M3	151	Polynesia	0.3000	0.6821	0.2807	0.4209	0.3779
Nauru	M3	154	Micronesia	0.1706	0.6006	0.4738	0.4150	0.3324
Marshall Islands*	M3	156	Micronesia	0.3412	0.7506	0.1247	0.4055	0.3543
Micronesia (Federated States of)*	M2	161	Micronesia	0.3529	0.6747	0.1061	0.3779	0.3155
Solomon Islands*	M2	166	Melanesia	0.3235	0.4985	0.2106	0.3442	0.2816
Papua New Guinea*	M1	175	Melanesia	0.2235	0.5013	0.1233	0.2827	0.2787

\* Countries that moved from the middle to the high EGD group or from the low to the middle EGD group in 2020.





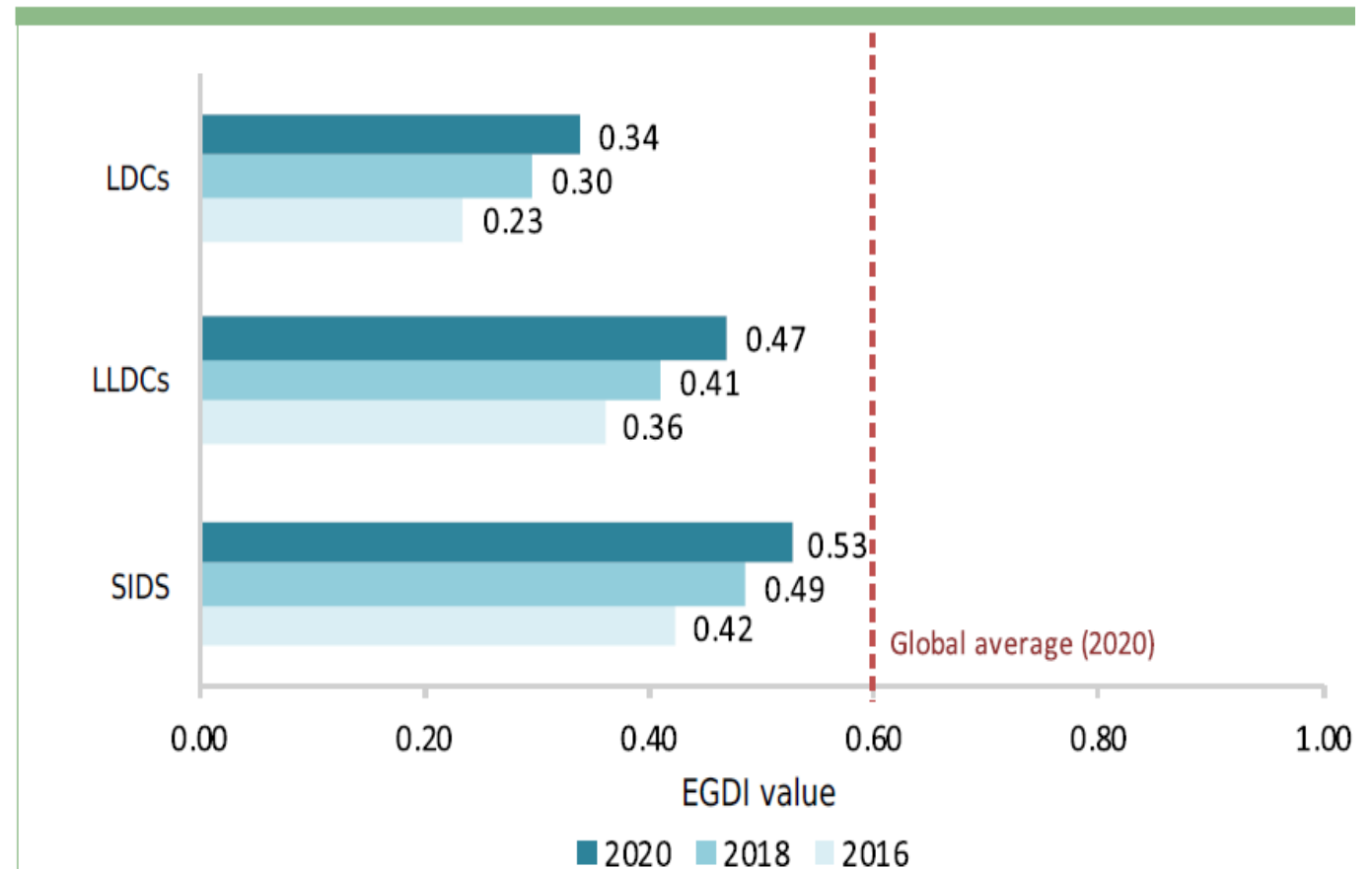
# LDCs, LLDCs and SIDSs

## Key Messages:

- ❑ Average EGD values for LDC, LLDC and SIDS remain well below the world average
- ❑ LDCs have made the most progress since 2016, (EGDI value increased by 44%)
- ❑ LDCs have the lowest average score (0.34), followed by SIDS (0.47) and LLDCs (0.53)
- ❑ LDC leading countries: Bhutan, Bangladesh and Cambodia (HEGDI). Cambodia and Lesotho improved EGD by more than 20 positions \*
- ❑ LLDCs leading countries: Kazakhstan (VHEGDI - V3), followed by Armenia, Azerbaijan and Macedonia ( HEGDI - HV) \*
- ❑ SIDS leading countries: Singapore (VHEGDI- VH) and Bahrain (VHEGDI- V2), followed by Barbados, Mauritius and the Bahamas (HEGDI – HV) \*

(\*) See E-Government Survey 2020 Annex

Figure 2.8 Average EGD values for countries in special situations, 2020



Source: 2016, 2018 and 2020 United Nations E-Government Surveys.



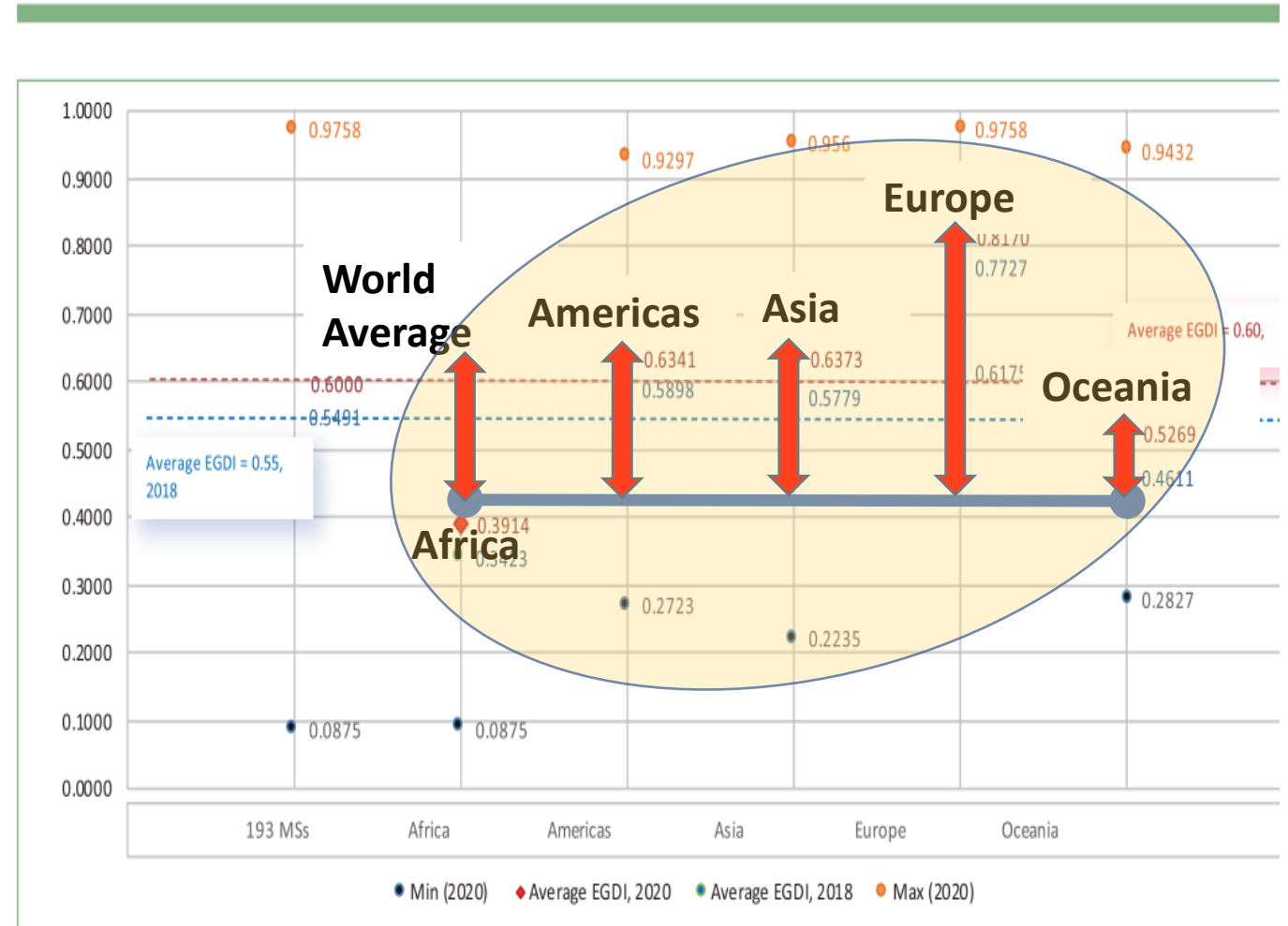


# Digital Divide

## Key Messages

- On average, 66 % of the UN Member States provide online services, however countries offering the full spectrum of services are in the Very-High and High-OSI level groups (93 % and 81 per % respectively)
- 7 of the 8 countries with the lowest EGDl scores are least developed and/or landlocked countries in Africa
- While Africa has made significant progress in e-government development, with only 7 of the region's 54 countries remaining in the low EGDl group, there is still the persistence of digital divides within and between countries and regions.
- Differences in e-government development exist even in highly developed regions

Figure 2.1 Global and regional average EGDl values, 2020



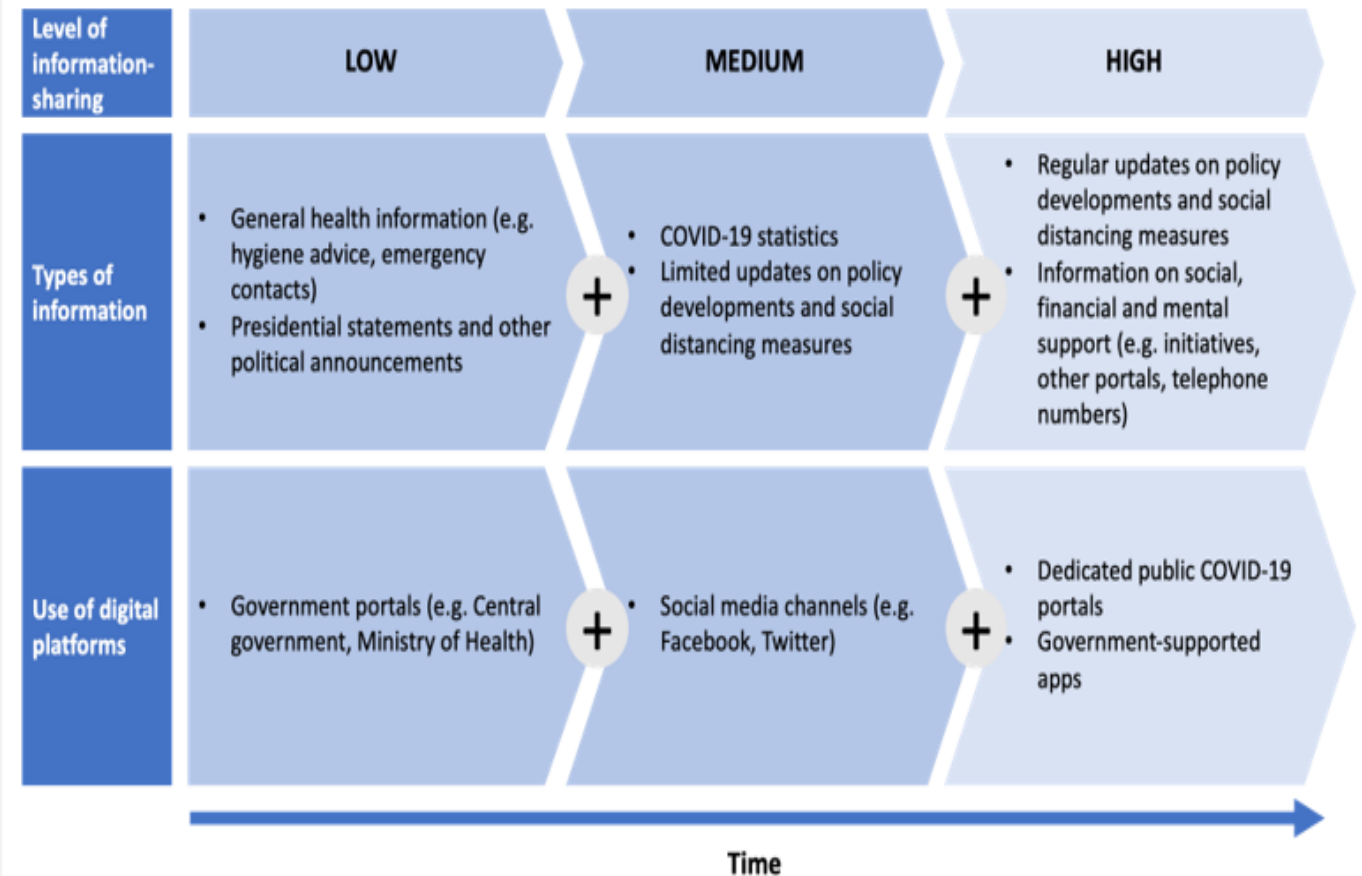


# E-Government during the COVID-19 (1/2)

## Key Messages

- During the crisis, 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, MS 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 MS started providing regular updates on policy developments and information. Some Governments started using dedicated COVID-19 portals to centralize the information (high level).

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



Source: UNDESA/DPIDG



# E-Government during the COVID-19 (2/2)

## Key Messages

- ❑ The COVID-19 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 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"> <li>● Use digital platforms (i.e. online portals, social media) for accurate and timely information-sharing</li> <li>● Lead two-way communication with people and foster e-participation (i.e. hackathons, brainstorming events)</li> <li>● Ensure protection of people’s human rights including data privacy and take into consideration unintended consequences of technology</li> </ul>
Mid-term	Recover & Resolve	<ul style="list-style-type: none"> <li>● Form effective multi-stakeholder partnerships (i.e. private sector, academia, NGOs and international organizations) on regional, national and local levels</li> <li>● Provide technology education for digital literacy, specifically targeted at public officials, children, women/girls and MSMEs</li> <li>● Offer financial and technical support local governments in the implementation of digital tools and technologies</li> <li>● Leverage lessons learned and policy ideas from the ongoing crisis</li> </ul>
Long-term	Reinvent	<ul style="list-style-type: none"> <li>● Invest in new technologies (i.e. AI, blockchain, robots, drones) and ICT infrastructure to increase resilience of health economy and public services delivery</li> <li>● Develop digital infrastructure and engagement tools for the most vulnerable groups in society, particularly for migrants, refugees and ethnic minorities</li> <li>● Revisit data protection and privacy legislation along with lessons learned</li> </ul>



## Key Messages

- E-government development is a rising priority in political agendas, also at local level. As part of the 2020 Survey process, e-government development were assessed for 100 cities (LOSI). **More in Chapter 4 .**
- Participation is a key dimension of governance and one of the pillars of 2030 Agenda. In the Survey, e-participation was assessed and ranked (EPI). **More in Chapter 5.**
- With the growing technological capacities to process ever-larger and more complex data sets, the potential to a more data-centric e-Government is rapidly moving towards. **More in Chapter 6.**
- Many countries still lack the capacity to leverage digital technologies. Developing capacities for e-government is essential, as digital government transformation involves far more than the integration of technology in governance. **More in Chapter 7.**

The collage features several overlapping book covers from the United Nations Department of Economic and Social Affairs. The central focus is the 'E-Government Survey 2020' series, which includes:

- Chapter 4: Local E-Government Development in Cities and Human Settlements** (Introduction, 4.1)
- Chapter 5: E-participation** (Introduction, 5.1)
- Chapter 6: Towards Data-Centric e-Government** (Introduction, 6.1)
- Chapter 7: Capacities for Digital Government Transformation** (Introduction, 7.1)

Each cover displays a table of contents with page numbers. The covers are set against a background of a network diagram with glowing nodes and connecting lines, symbolizing digital connectivity and data flow.





**United Nations**

Department of Economic and Social Affairs



**COVID-19 RESPONSE**

# Technical Webinars



Department of Economic and Social Affairs

## E-Government Survey 2020

Digital Government in the Decade of Action for Sustainable Development

With addendum on COVID-19 Response

### 4. Local E-Government Development in Cities and Human Settlements

#### 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 interaction and participation, and mitigate corruption. However, technology evolves so rapidly that it becomes necessary to continuously "chase the digital wave"; 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 to communities overlooked or understudied, however, is highlighted in the

### 5. E-participation

and is one of the pillars of agenda 21, the outcome of the World Summit on the Environment and Development (the Sustainable Development Goals), and target 16.7, which calls for more participatory processes, more open, more representative and more accountable decision-making.

The use of information and communications technology (ICT) in public decision-making, e-participation, is defined as "the process of engaging citizens in the design and delivery of public services, and the use of ICT to facilitate this process." This definition highlights the role of ICT in the process of engaging citizens in the design and delivery of public services, and the use of ICT to facilitate this process.

It is seen to have both a value based on the desirable goal because it is based on the need for increased civic engagement, and the need for improved quality of public services. The technology perspective as a forward-looking society.

### 6. Towards Data-Centric E-Government



Photo credit: infographic by DMOG

In this chapter:

- 6.1 Introduction 115
- 6.2 Major trends in e-participation as captured by the 2020 E-Government Survey 117
  - 6.2.1 E-Participation Index: country groupings 118
  - 6.2.2 Trends relating to specific features of e-participation 123
- 6.3 An analysis of e-participation: putting the trends identified from the Survey in perspective 131
  - 6.3.1 The low uptake of e-participation opportunities 131
  - 6.3.2 Technology factors 131
  - 6.3.3 Strategic factors at the level of individual internet users 132
  - 6.3.4 Institutional factors 136
  - 6.3.5 Societal factors 137
- 6.4 Issues for the attention of policy makers 138
  - 6.4.1 Project-level aspects 139
  - 6.4.2 Institutional aspects 139
  - 6.4.3 Social aspects 140

For decades, the ways used and shared have been in the fields of data have always been different types of real-time data, and as made data a focal point of decision-making. Data are needed to facilitate development and to reach the poorest and most vulnerable. Data-driven and data-centric e-government is a key driver of digital government development. It is essential to institutionalize data-driven and data-centric e-government in the terms of government policy, strategy, and function. It is essential to institutionalize data-driven and data-centric e-government in the terms of government policy, strategy, and function. It is essential to institutionalize data-driven and data-centric e-government in the terms of government policy, strategy, and function.

To increase more than 49 years in 2025, with 49 have estimated that things (IoT) will reach 2025. These trends, other next-generation applications in areas of digital and data governance, and virtual supply and demand, society.

New digital and data governance, and virtual supply and demand, society.

### 7. Capacities for Digital Government Transformation



Photo credit: iStockphoto.com

In this chapter:

- 7.1 Introduction 179
- 7.2 A holistic approach to digital government transformation in pursuit of sustainable development 180
- 7.3 Conducting a situation analysis to assess digital transformation capacity gaps and opportunities across all government levels and society 182
- 7.4 Envisioning how digital government transformation can facilitate progress towards the Sustainable Development Goals 186
  - 7.4.1 Capacities at the institutional level 190
    - 7.4.1.1 Capacities at the organizational level 192
    - 7.4.1.2 Capacities at the individual level 195
  - 7.4.2 Developing the capacities of citizens 199
    - 7.4.2.1 Strengthening digital capacities at the societal level to ensure that no one is left behind 200
    - 7.4.2.2 ICT infrastructure, affordability, security and access 206
- 7.5 Capacities for continuous monitoring, evaluation and improvement 208
- 7.6 Conclusions 209

Each digital government development. It does so by including key pillars for digital government transformation in the critical role of systems. The chapter outlines how to visioning exercise, and device to develop capacities at the individual levels. It emphasizes the chapter features strategies in world, providing concrete interim's capacity development strategies are based on research

## Chapter 7

### A series of technical webinars will follow the global launch:

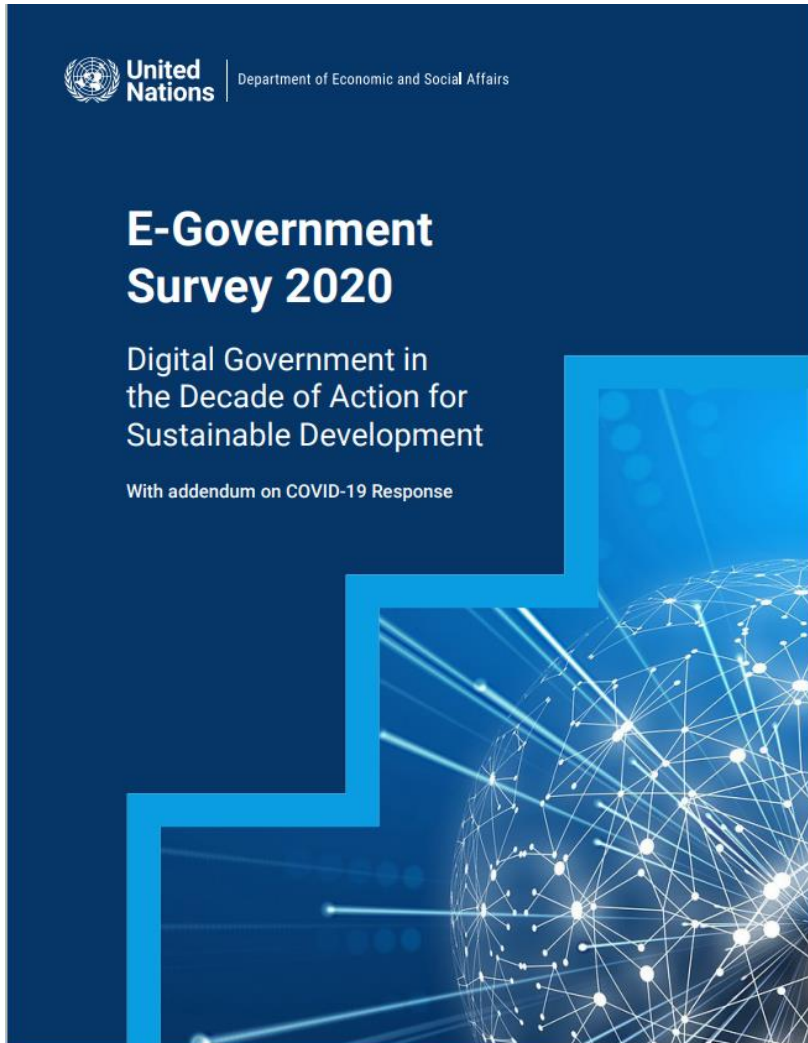
Webinar 1:	Global and regional e-government development	14 July 10:00 – 11:00 hrs. EDT	Facebook Live
Webinar 2:	COVID-19 and e-government	15 July 10:00 – 11:00 hrs. EDT	Facebook Live
Webinar 3:	Local e-government	16 July 10:00 – 11:00 hrs. EDT	Facebook Live
Webinar 4:	E-participation	21 July 10:00 – 11:00 hrs. EDT	Facebook Live
Webinar 5:	Data governance for digital government	22 July 10:00 – 11:00 hrs. EDT	Facebook Live
Webinar 6:	Capacities for digital transformation	23 July 10:00 – 11:00 hrs. EDT	Facebook Live





**United Nations**

Department of Economic and Social Affairs



# THANK YOU

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