



**United  
Nations**

Department of  
Economic and  
Social Affairs



# **UN Expert Group Meeting on eGovernment** ***29-31 March 2021***

## **Towards a re-design of the UN eGovernment Survey**

## **The 2030 Agenda for Sustainable Development: towards a post-COVID digital society**

**Gianluca Misuraca**

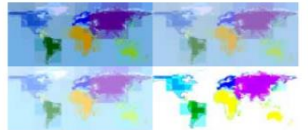
Research Fellow, Danube University Krems and  
Senior Research Associate, Politecnico di Milano

# “The only constant in life is change”

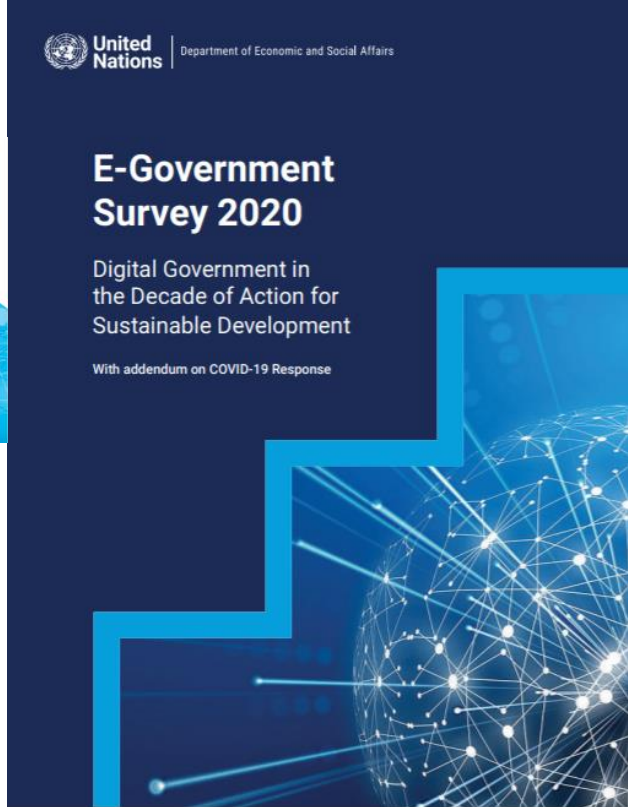
(Heraclitus of Ephesus  
ca.535-475 BCE)



## Benchmarking E-government: A Global Perspective

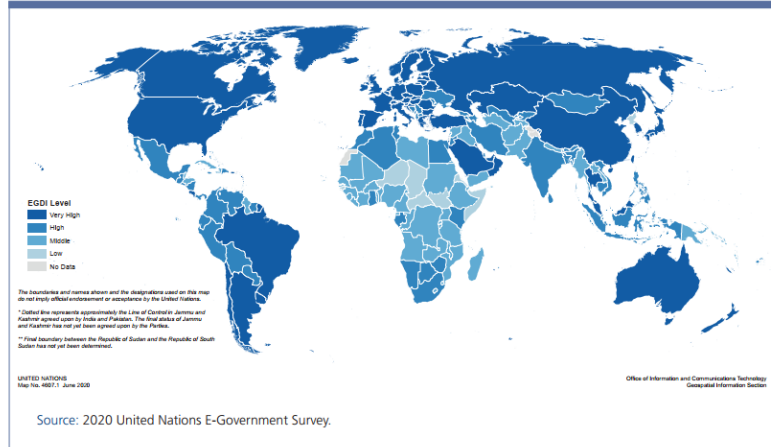


Assessing the Progress of the UN Member States



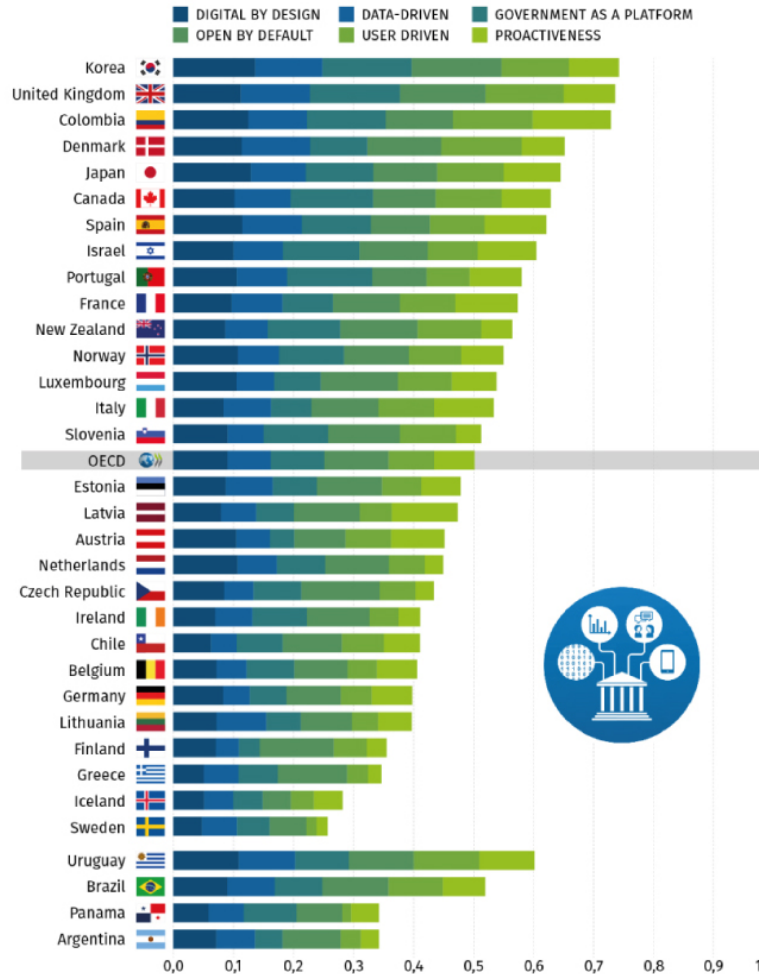
# Benchmarking eGovernment

Figure 1.1 Geographical distribution of the four EGDI groups, 2020

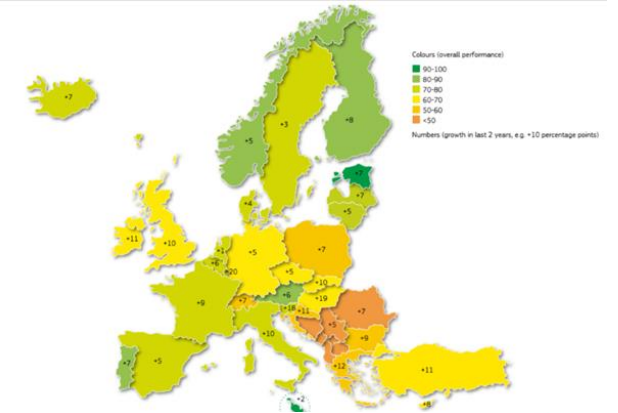


## How are countries progressing towards digital government?

OECD Digital Government Index 2019



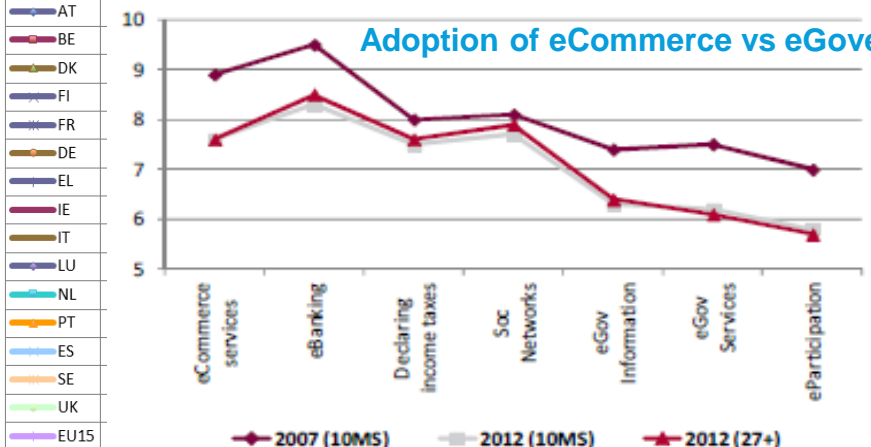
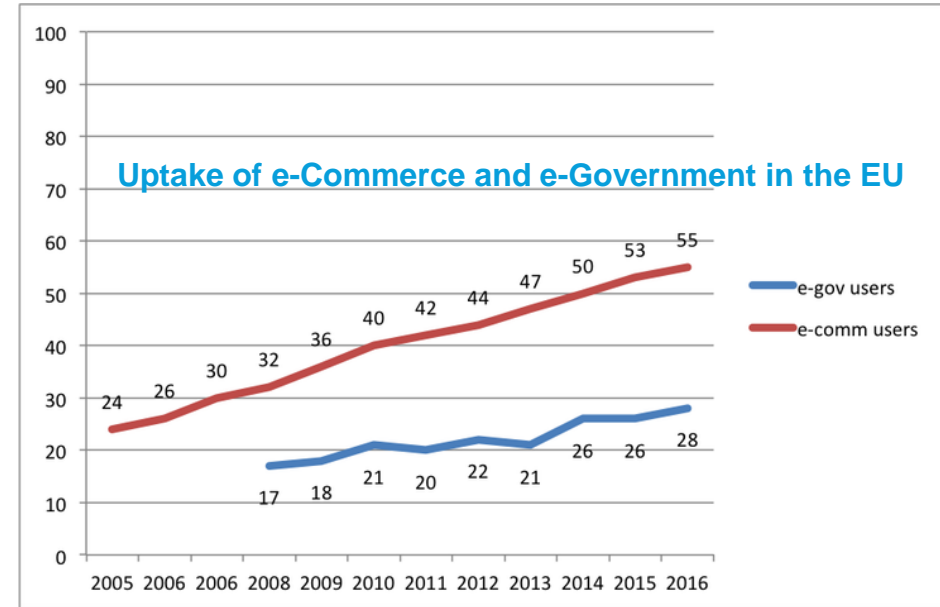
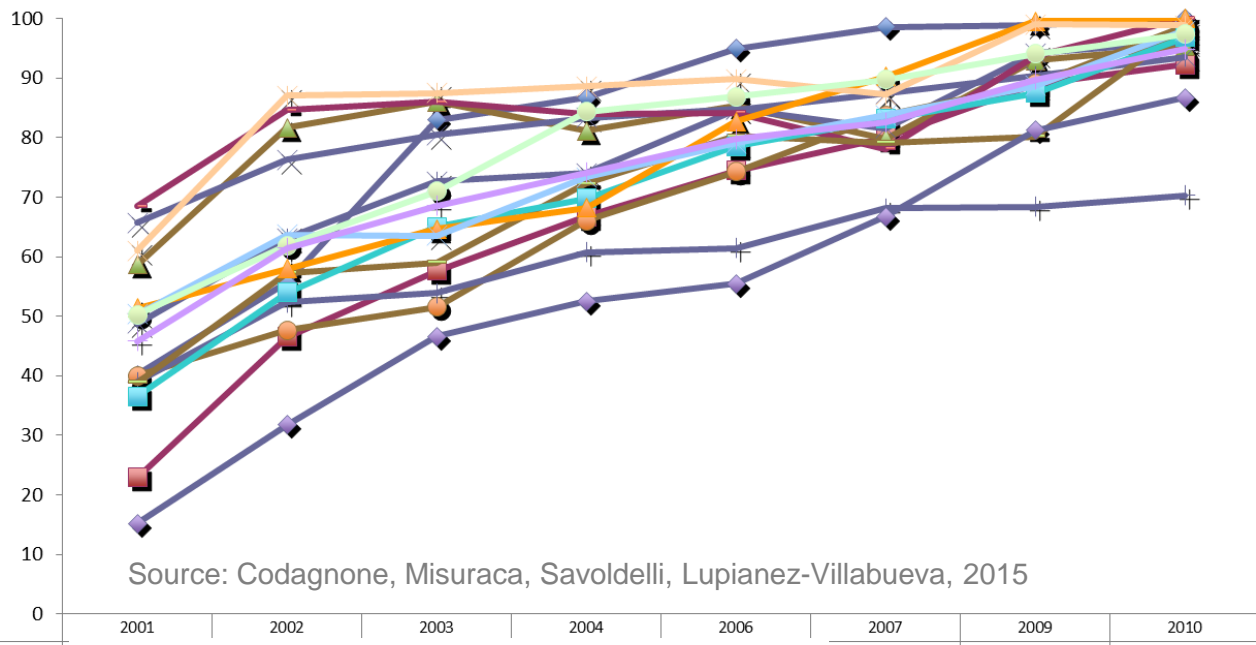
Note: Data are not available for Australia, Hungary, Mexico, Poland, Slovakia, Switzerland, Turkey and the United States of America.  
Source: OECD Digital Government Index 2019 – Policy Paper





# Navigating through the eGov Paradox

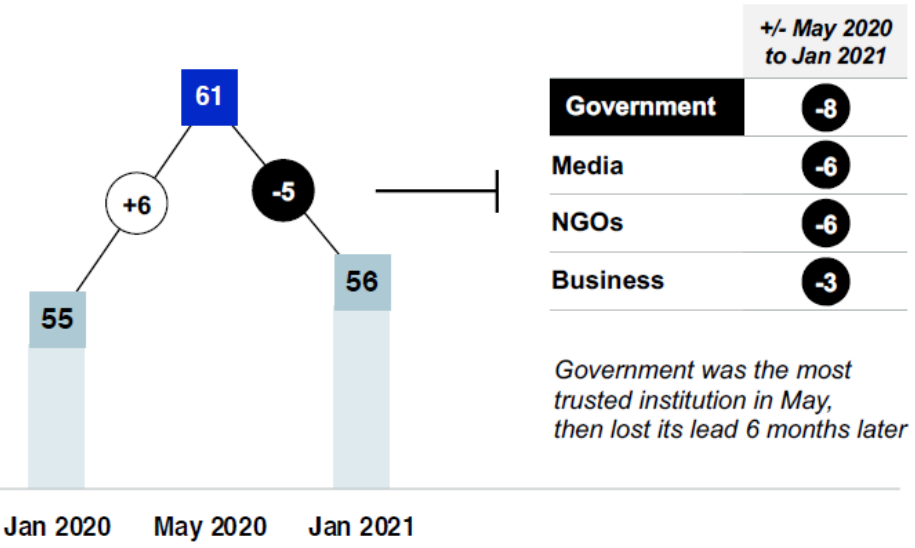
Digital race to eService sophistication in the first generation eGovernment...



- Low uptake and limited impact in terms of user satisfaction, quality of services and even cost-savings
- 'Mirroring effect' (virtual reality not matched by real change)
- Lower adoption and participation than eCommerce
- Continuous decline in trust in government...

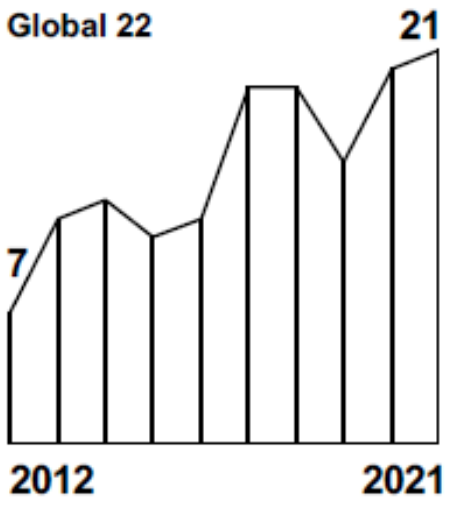
# Pandemic put trust to test!

Trust inequality spreads further... with 16 points less trusting in mass population; and business becomes the only trusted institution



## DOUBLE-DIGIT TRUST INEQUALITY IN RECORD NUMBER OF COUNTRIES

Nr. of countries with double-digit trust inequality



**2021 Informed public**

Trust Score	Country
68	Global 27
86	India
86	Saudi Arabia
83	Indonesia
82	China
79	The Netherlands
79	UAE
78	Malaysia
77	Australia
76	Singapore
75	Thailand
66	Italy
66	Mexico
65	France
65	Kenya
65	S. Africa
64	Canada
63	Ireland
62	Brazil
62	Germany
62	U.S.
59	Colombia
59	S. Korea
59	UK
57	Spain
56	Argentina
52	Japan
52	Nigeria*
41	Russia

**2021 Mass population | Trust gap**

Trust Score	Country	Trust Gap
52	Global 27	16
68	China	14
68	Indonesia	15
67	India	19
67	Saudi Arabia	19
66	Singapore	10
65	UAE	14
63	Malaysia	15
62	The Netherlands	17
58	Kenya	7
56	Mexico	10
56	Thailand	19
55	Australia	22
55	Canada	9
52	Germany	10
51	Italy	15
49	Nigeria*	3
48	Ireland	15
47	Brazil	15
46	Colombia	13
45	France	20
44	Argentina	12
44	S. Africa	21
44	Spain	13
44	U.S.	18
43	S. Korea	16
43	UK	16
39	Japan	13
28	Russia	13

Source: Edelman Trust Barometer, Global Report 2021

# Speaking truth to power...

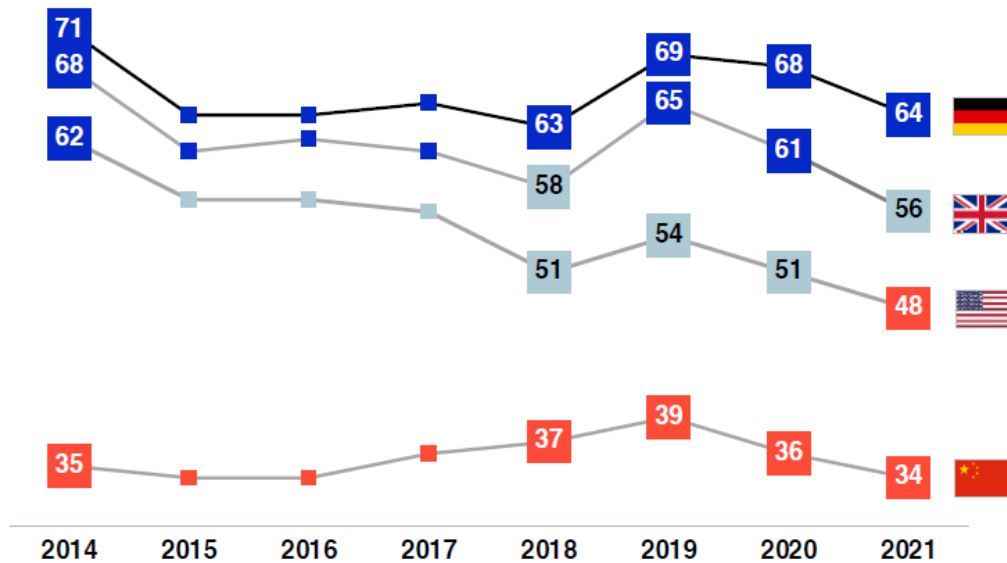


## MOST POWERFUL COUNTRIES LOSE TRUST CAPITAL

■ Distrust (1-49)  
■ Neutral (50-59)  
■ Trust (60-100)

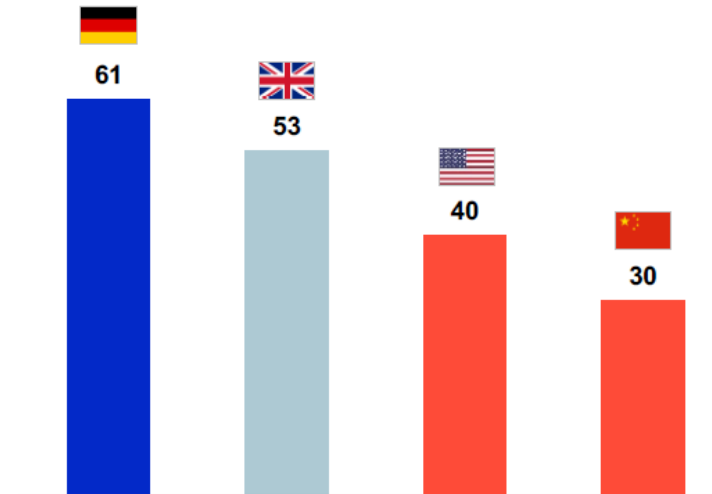
Percent trust in **companies** headquartered in each country

Global 22



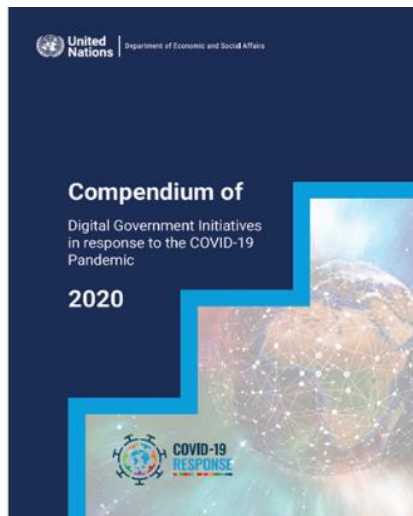
Percent trust in the **national government** of each foreign country

Global 27



Source: Edelman Trust Barometer, Global Report 2021

# ...in the emerging Pandemic Digital Society!



- COVID-19 challenged governments worldwide
  - possible key driver for sparking digital transformation
  - opportunity to rethink how governments can best serve citizens through a proactive and user-centric approach
- 64% of government officials and 44% of citizens believe it changed expectations for how governments should operate;
- 54% of citizens expect services to be offered online and 30% expect processes to be simpler
- 82% of officials believe their organization needs to become more digital

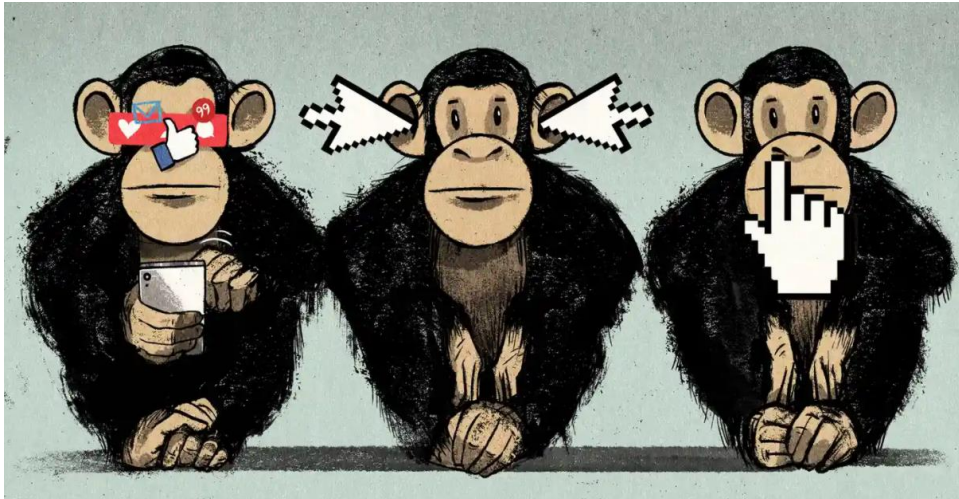


Source: Granicus Survey, 2020



# The need to address the lack of digital resilience for a real transformation of public services

**Solutionists deploy technology to avoid politics:**  
*“Rather than fixing social support structures or true causes of crisis, we explore more and more ways to nudge our behaviour to cope with them”*



The tech ‘solutions’ for coronavirus take the surveillance state to the next level

*Evgeny Morozov*

‘We are all solutionists now.’ Illustration: Ben Jennings, The Guardian, 15/04/2020



Image credit: Stacevicius

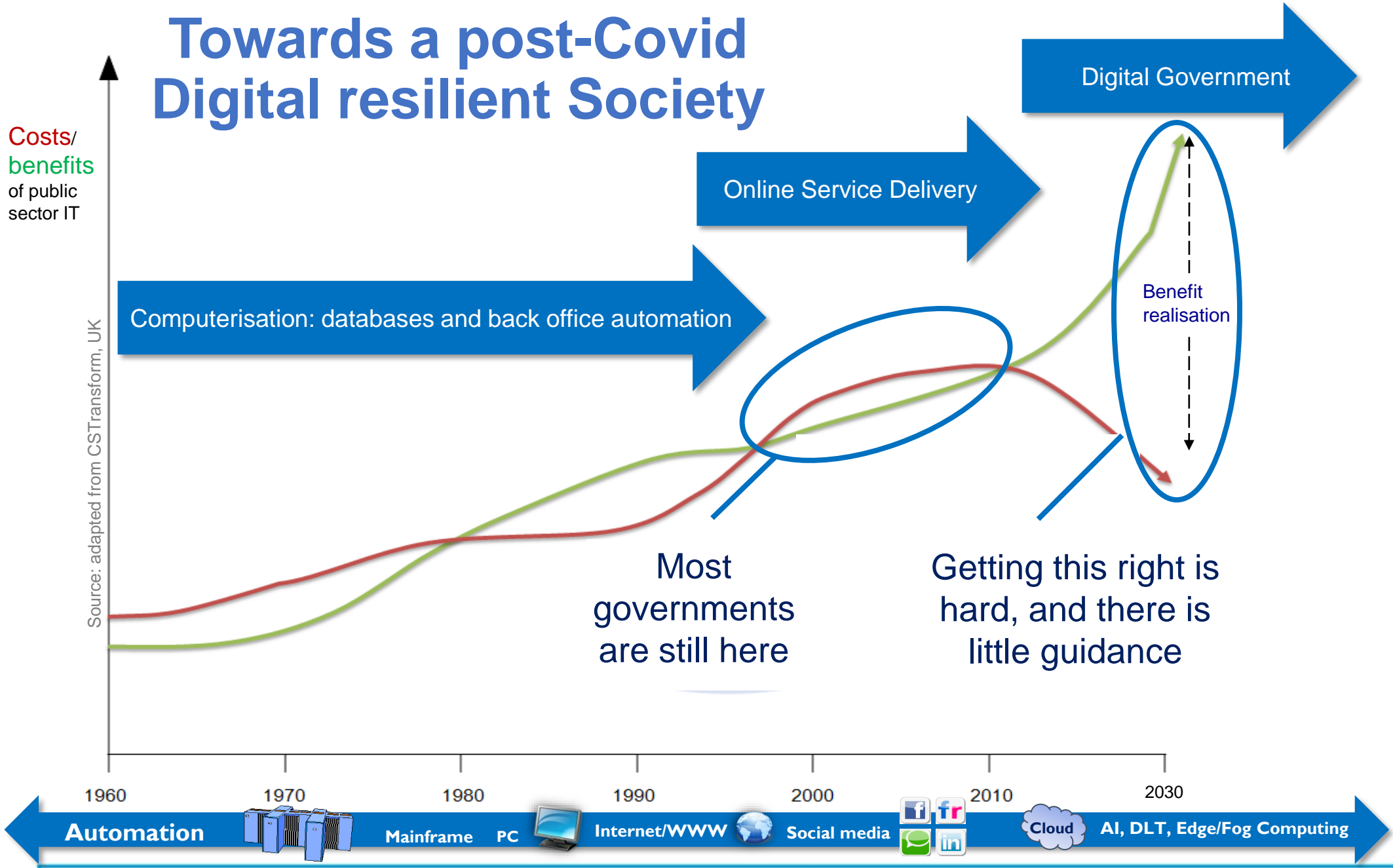
- *“Even most advanced countries were not fully prepared to ensure most critical services such as health and education” (McBride, 2021)*
- *“Risks and potential threats to democratic governance have further increased and must be carefully considered” (Misuraca, 2020)*



# Towards a post-Covid Digital resilient Society

Costs/  
benefits  
of public  
sector IT

Source: adapted from CSTransform, UK



1960 1970 1980 1990 2000 2010 2030

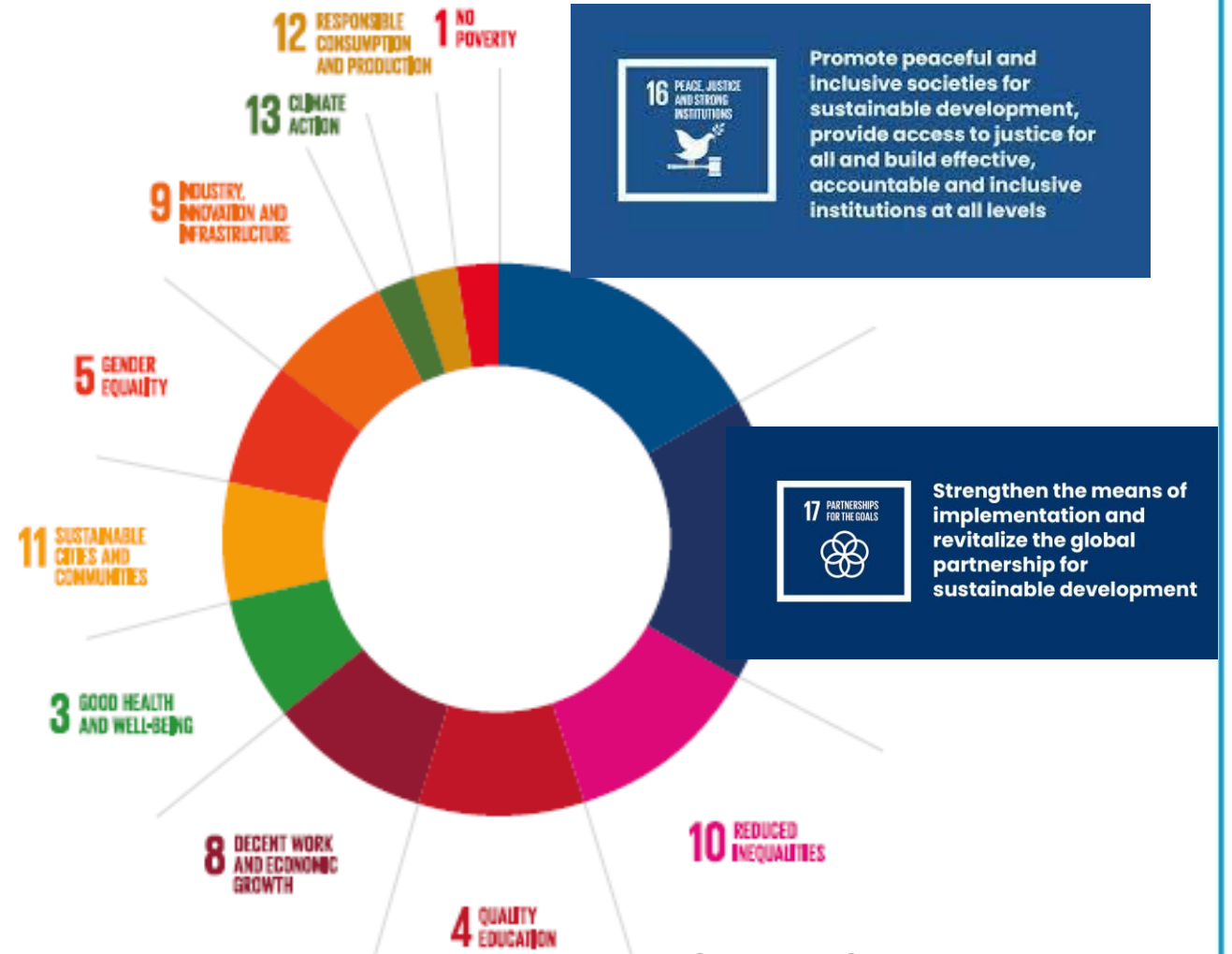
Automation Mainframe PC Internet/WWW Social media Cloud AI, DLT, Edge/Fog Computing

# Digital Government and the Agenda 2030

## SUSTAINABLE DEVELOPMENT GOALS



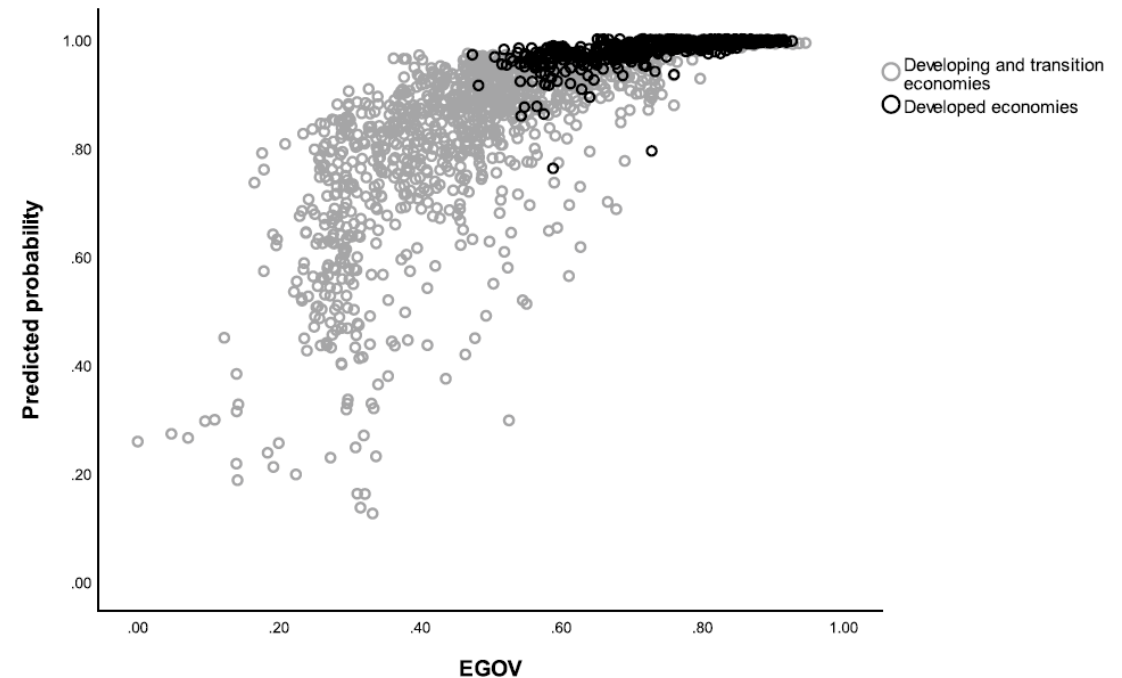
- Digital Government is a powerful agent of change to accelerate (or hinder) the achievement of the entire set of the 17 SDGs



Source: DFS, 2019

# Digital Government and Sustainable Development

- Proxied by adjusted net savings, **eGovernment is a positive determinant** for a country to attain **sustainable development**;
- eGovernment increases the probability to attain sustainable development **mostly in developing and transition economies**;
- **Economic growth & gross national income per capita** have significant positive influence on sustainable development in the whole sample
- Countries with **lower age dependency and natural resource rents** are more likely to achieve sustainable development



Source: Castro & Lopes, 2021

Methodological Note: Review of a sample of 103 countries in the period 2003-2018



# Implications for the UN eGovernment Survey

- *How to redesign the survey to better capture the multi-dimensional aspects and multi-governance characteristics of Digital Government, while preserving the uniqueness of the comparative data series and global spectrum of analysis?*
- **Give more attention to the demand side of Digital Government**, by exploring measures to assess quality of services, adoption and user satisfaction
- **Develop a public value oriented assessment framework** and implementation methodology, based on an holistic conceptual model and system of indicators
- **Establish a network of Digital Government correspondents worldwide**, using common/comparable instruments/indicators for assessing socio-economic impacts
- **Explore the use of policy modelling and data-driven approaches**, embracing complex systems theories and techniques for impact simulation and visualization
- **Conceptualize in a more comprehensive way how Digital government advance the Agenda 2030**, especially targets aimed at ensuring that no one is left behind

# *“The only constant in life is change”*

*(Heraclitus of Ephesus  
ca.535-475 BCE)*





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谢谢

Thank You

Merci

Спасибо

Gracias

