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ICTA ideas actioned
Information and Communication Technology Agency of Sri Lanka

Global and Regional Trends and Key Findings

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E-Government Survey 2022

12TH

Edition of the UN E-Government Survey

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.

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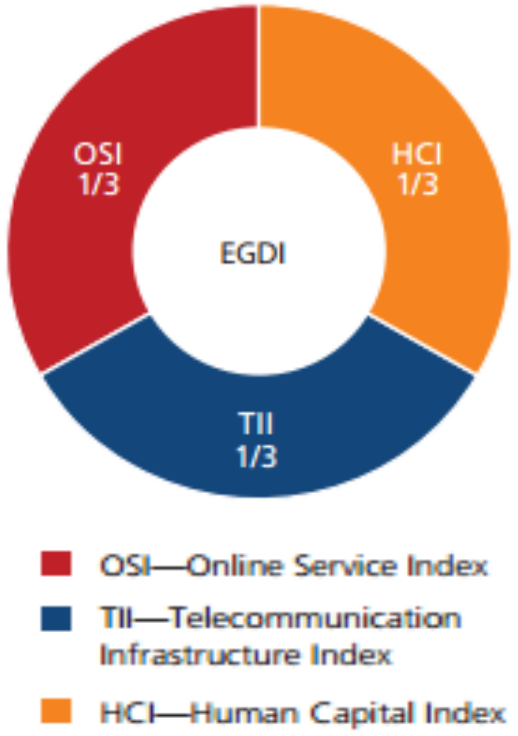
OSI Methodology

- **New Methodological framework** organized in 5 categories (inspired by LOSI)
- New Category on **Institutional Framework**
- **More disagreggated Questions** (for better Data analysis)
- **More Questions on Service Provision** (including more life events) substription; 3 = Full Online Provision
- **More questions on Inclusion** - **vulnerable groups** (women, youth, old people, people with disability, immigrants)
- **More Questions on e-participation** (decision-making)



OSI: Categories	Weight
Institutional Framework	10%
Technical (Acc. & Aff.)	5%
Content Provision	5%
Service Provision	45%
Participation (EPI)	35%

OSI ={ 10% [IF], 5% [T], 5% [CP], 45% [SP] 35% [EP] }

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Global and Regional Performances: Key Findings

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Map No. 4642.1
Jul 2022

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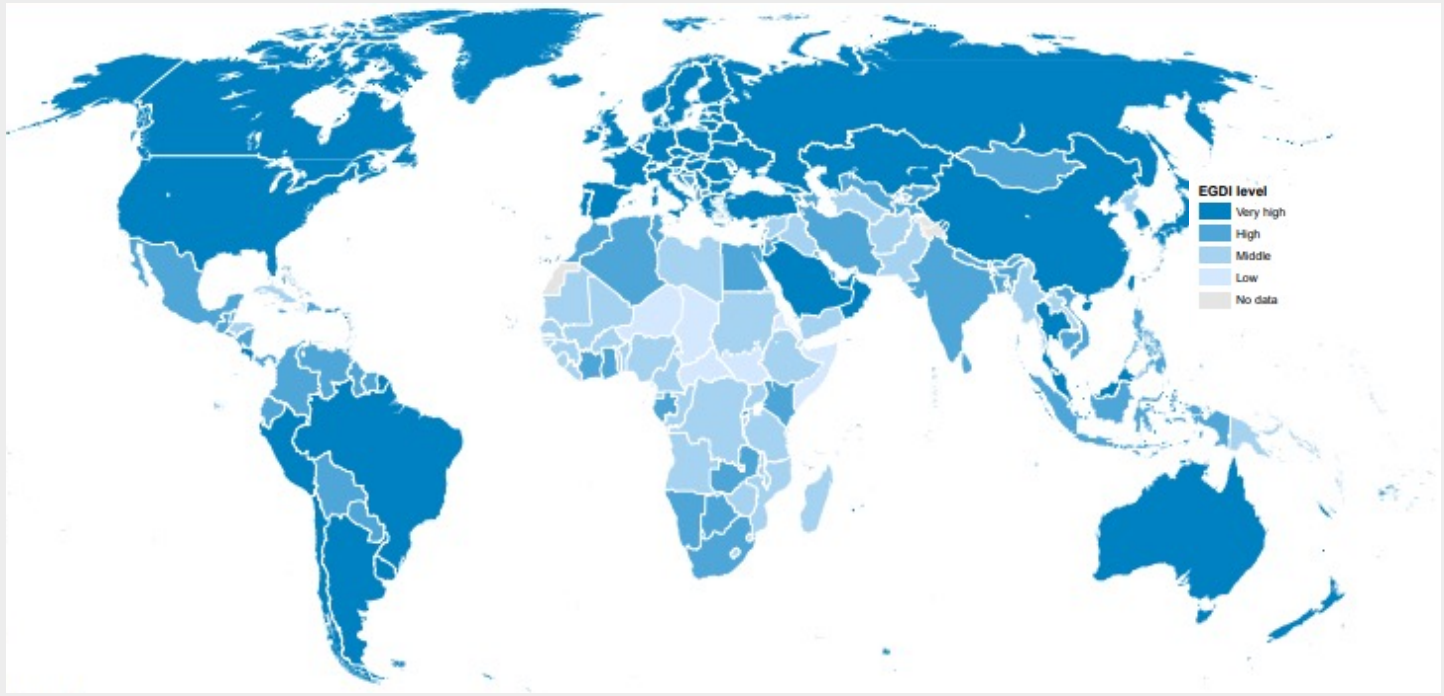
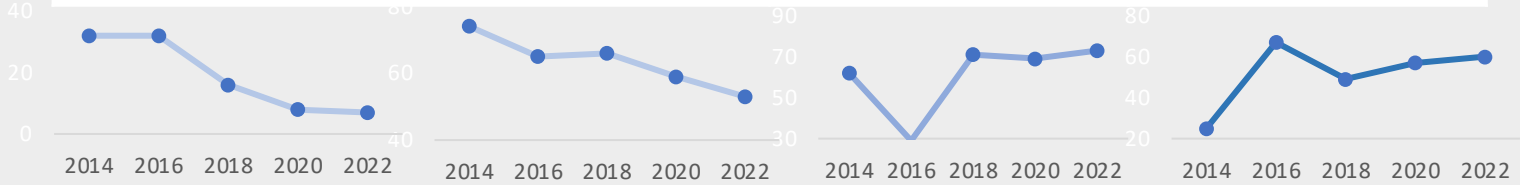
2022 EGDI: Global Trends at a Glance

Key Findings

- ✓ E-government development has improved between 2020 and 2022: Global average EGDI value rose from 0.5988 to 0.6102
- ✓ 133 UN Member States (70%) have Very high (60) and High (73) EGDI values : A 5% increase since 2020
- ✓ Only 7 countries have Low-EGDI level: all 7 are LDC/LLDC/SIDSs; 6 in Africa, 1 in the Americas
- ✓ The trend for the last 8 years suggests increasing number of countries improving e-government development



Low EGDI	Middle EGDI	High EGDI	Very high EGDI
0.0 to 0.25	0.25 to .05	0.5 to 0.75	0.75 to 1.0
7 countries	53 countries	73 countries	60 countries



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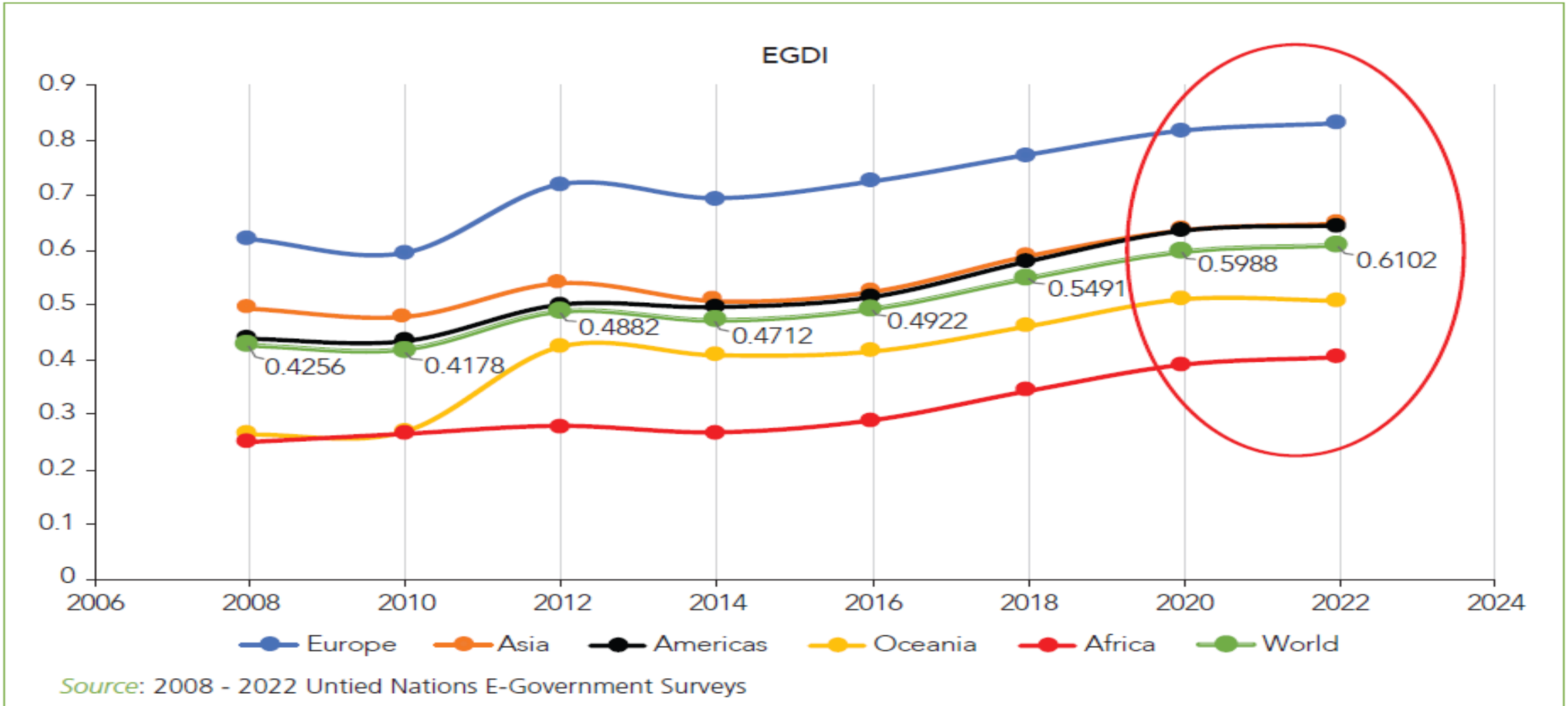
EGDI Series (2008-2022)



Source: 2008 - 2022 Untied Nations E-Government Surveys

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Global Leading Countries

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

- 15 Countries have the highest Rating Class VH
  - 8 MS from Europe
  - 4 MS from Asia
  - 2 MS from Oceania
  - 1 MS from Americas
- **Denmark** is leading the global EGDI Ranking for the third time
- **Estonia** is leading in online service provision
- **UAE and Malta** new entry in the group of leading countries

Country name	Rating class	Region	OSI	HCI	TII	EGDI (2022)
Denmark	VH	Europe	0.9797	0.9559	0.9795	0.9717
Finland	VH	Europe	0.9833	0.9640	0.9127	0.9533
Republic of Korea	VH	Asia	0.9826	0.9087	0.9674	0.9529
New Zealand	VH	Oceania	0.9579	0.9823	0.8896	0.9432
Sweden	VH	Europe	0.9002	0.9649	0.9580	0.9410
Iceland	VH	Europe	0.8867	0.9657	0.9705	0.9410
Australia	VH	Oceania	0.9380	1.0000	0.8836	0.9405
Estonia	VH	Europe	1.0000	0.9231	0.8949	0.9393
Netherlands	VH	Europe	0.9026	0.9506	0.9620	0.9384
United States of America	VH	Americas	0.9304	0.9276	0.8874	0.9151
United Kingdom of Great Britain and Northern Ireland	VH	Europe	0.8859	0.9369	0.9186	0.9138
Singapore	VH	Asia	0.9620	0.9021	0.8758	0.9133
United Arab Emirates	VH	Asia	0.9014	0.8711	0.9306	0.9010
Japan	VH	Asia	0.9094	0.8765	0.9147	0.9002
Malta	VH	Europe	0.8849	0.8734	0.9245	0.8943

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Global Digital Divide

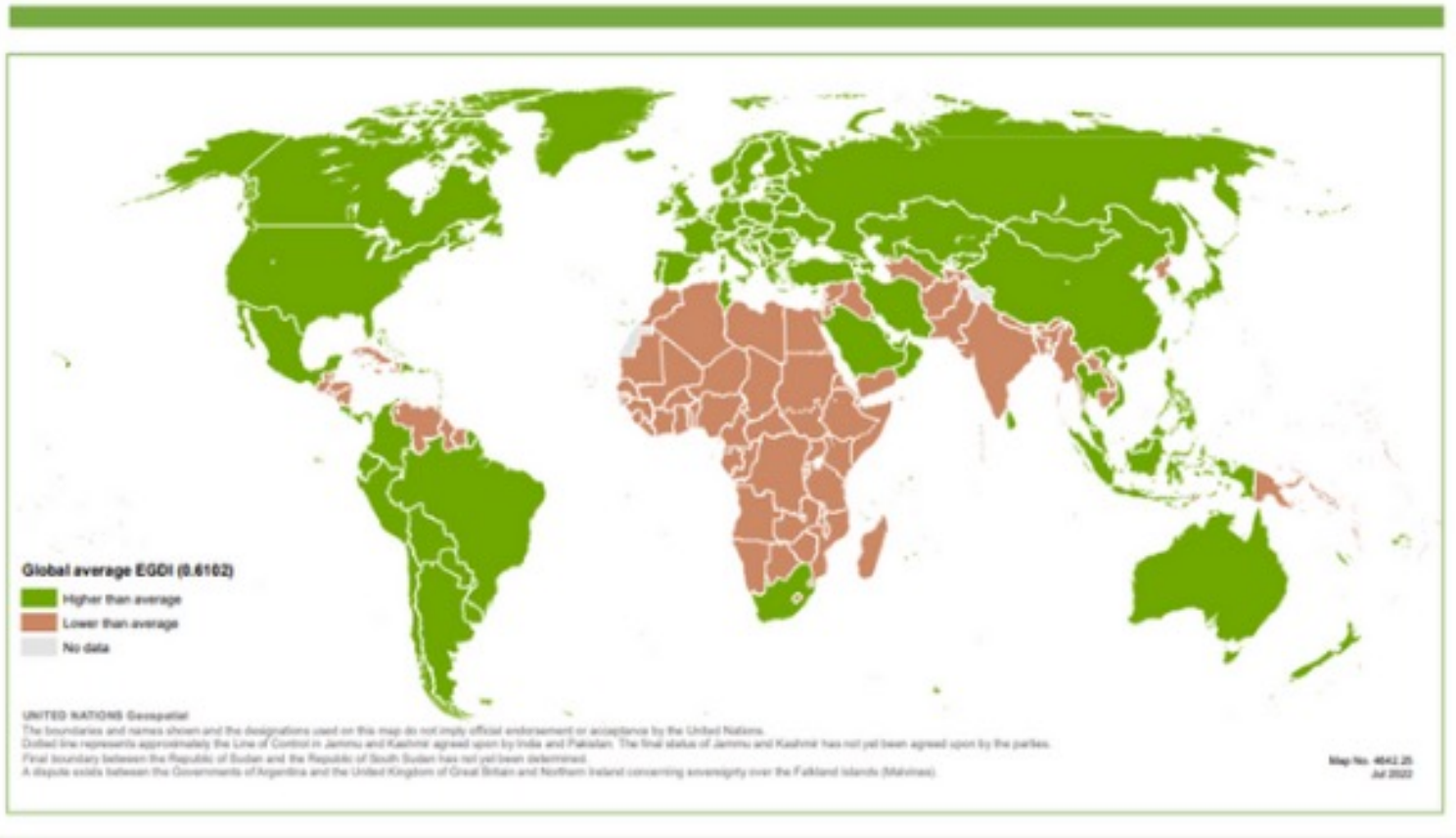
Despite investments in technology and the development gains achieved in many countries, the **digital divide persists**.

> *"The digital divide will become "the new face of inequality" unless decisive action is taken by the international community.*

-- United Nations Deputy Secretary-General
Amina Mohammed

The path to digital inclusion and sustainable development remains fraught with obstacles and uncertainties, especially in **Africa** and among **Least Developed Countries (LDCs)** and **small island developing States (SIDS).**

Geographical distribution of countries with EGDI values above and below the global average EGDI value



Source: 2022 United Nations E-Government Survey;

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Digital Government is Hybrid

The New Face of Inequality is Digital

- **The future of digital government is not digital but hybrid.** The primary objective is not digital development but rather recognizing human agency and supporting human development through digitalization.
- **Digital divides are not static**; vulnerability is a dynamic and shifting state, and a list of risk factors is not always sufficient to identify those who need different ways to access and utilize services.
- There is **diversity and intersectionality for different vulnerable groups** (women and girls, older people, persons with disabilities, youth, migrants, refugees, minorities, and other marginalized groups).
- **An inclusive, integrated digital/analogue ecosystem is needed** to facilitate and sustain inclusive e-government development so that everyone benefits, and no one is left behind.
- **Inclusive design has not received sufficient attention.** The most notable progress in e-government has benefitted those groups that are easiest to reach, with many of the poorest and most vulnerable being left behind.

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E-Government as an Equalizer for Inclusion

LNOB as an Operational Principle

- **LNOB should** guide policy development and implementation in e-government and the public sector.
- **Governments should adopt "inclusion by design", "inclusion by default" or "inclusion first" strategies,.**
- **Targeted,** localized **and contextual approaches** are key, as not all excluded groups are confronted with the same barriers.
- **A whole-of-government approach that integrates multilevel, multisectoral and multidisciplinary** strategies and partnerships is needed for the implementation of inclusive digital government.
- **Top-down and bottom-up approaches** should be combined to better understand and address the e-government needs of the most vulnerable.
- The global community can play a part in **"leaving no country behind in digital government",** through knowledge exchange, capacity building and partnerships.

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The Future of Digital Government

Innovation Should Focus on Human Development

- ❑ Innovations and the broader digital transformation must aim to be truly inclusive.
- ❑ More MS are deploying cutting-edge technologies such as cloud computing, artificial intelligence and blockchain.
- ❑ Some have developed new methods for exploiting data-driven policy modelling tools and have created pilot initiatives and sandboxes to design, validate and scale up innovative solutions.
- ❑ New approaches are strengthening MS analytical and anticipatory capabilities and are shaping future development scenarios.
- ❑ MS are moving towards seamless, invisible government in which fully automated services are made accessible to anyone anytime from anywhere.
- ❑ Cognitive government, agile and adaptive government, and the development of predictive capabilities, can better anticipate and respond to the needs of all members of society

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EGDI: E-Government Survey 2022

Asia and Sri Lanka Performances

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Regional Snapshot: Asia

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

Asia increased its average **EGDI** 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 , UAE** and **Japan** lead in the region (Highest Rating class VH)
- **15 MS** are in the **Very-High EGDI**
- **1 MS (Georgia)** moved **from High to Very-High EDGI**
- **1 MS moved down from Very High to High EGDI** (Kuwait)
- **22 MS** are in the **High EGDI**
- **3 MS** moved **from Middle to High (Lebanon, Nepal, Tajikistan)**
- **10 MS** are in the **Middle EGDI**
- No MS in low EGDI

(**) See E-Government Survey 2020 Annex

Country	Rating class	EGDI rank	Subregion	OSI value	HCI value	TII value	EGDI (2022)	EGDI (2020)
Republic of Korea	VH	3	Eastern Asia	0.9826	0.9087	0.9674	0.9529	0.9560
Singapore	VH	12	South-Eastern Asia	0.9620	0.9021	0.8758	0.9133	0.915
United Arab Emirates	VH	13	Western Asia	0.9014	0.8711	0.9306	0.9010	0.8555
Japan	VH	14	Eastern Asia	0.9094	0.8765	0.9147	0.9002	0.8989
Israel	V3	16	Western Asia	0.8745	0.8994	0.8915	0.8885	0.8361
Cyprus	V3	27	Western Asia	0.7792	0.8934	0.9253	0.8660	0.8731
Kazakhstan	V3	28	Central Asia	0.9344	0.9021	0.7520	0.8628	0.8375
Saudi Arabia	V2	31	Western Asia	0.8220	0.8662	0.8735	0.8539	0.7991
China	V2	43	Eastern Asia	0.8876	0.7429	0.8050	0.8119	0.7948
Turkey	V1	48	Western Asia	0.8600	0.8722	0.6626	0.7983	0.7718
Oman	V1	50	Western Asia	0.7423	0.8067	0.8012	0.7834	0.7749
Malaysia	V1	53	South-Eastern Asia	0.7630	0.7645	0.7945	0.7740	0.7892
Bahrain	V1	54	Western Asia	0.7523	0.8154	0.7444	0.7707	0.8213
Thailand	V1	55	South-Eastern Asia	0.7763	0.7879	0.7338	0.7660	0.7565
Georgia*	V1	60	Western Asia	0.6111	0.8984	0.7409	0.7501	0.7174

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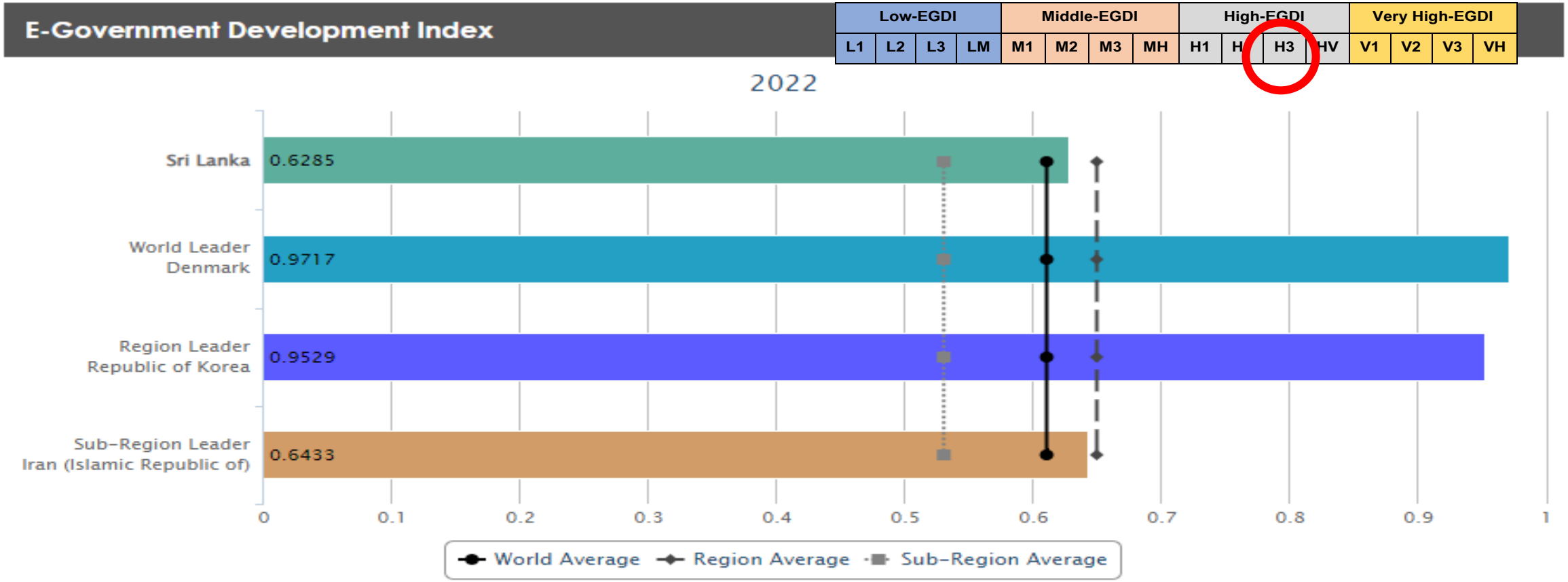
Country Snapshot: EGDI's Sri Lanka



E-Government Development Index	2022	2020	2018	2016	2014	2012	2010	2008	2005	2004	2003
Sri Lanka (Rank)	95	85	94	79	74	115	111	101	94	96	84
Sri Lanka (Value)	0.62850	0.67080	0.57510	0.54454	0.54176	0.43566	0.39949	0.42440	0.39504	0.37484	0.38529

(**) See E-Government Survey 2020 Annex

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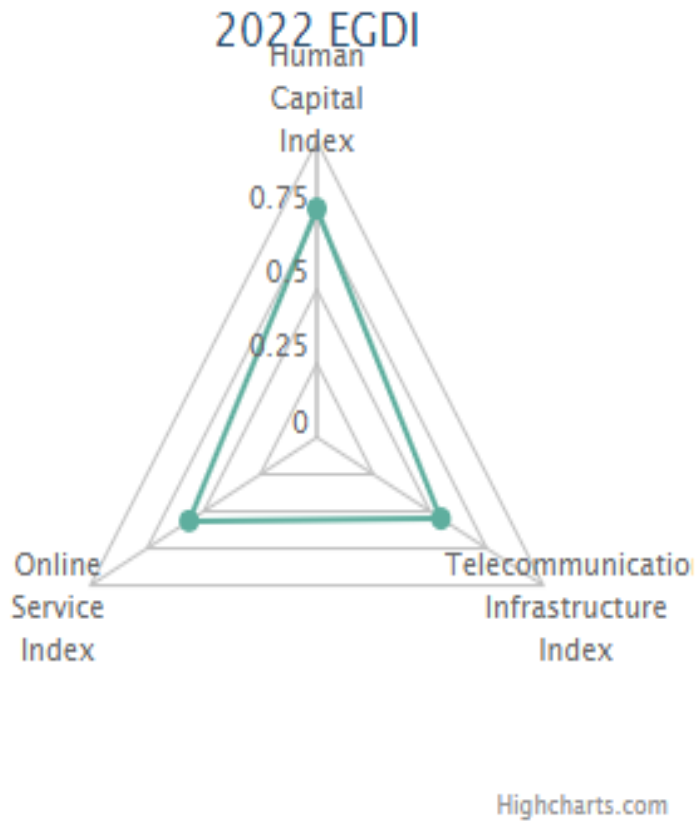
EGDI breakdown : Sri Lanka

Low-EGDI				Middle-EGDI				High-EGDI				Very High-EGDI			
L1	L2	L3	LM	M1	M2	M3	MH	H1	H1	H3	H	V1	V2	V3	VH

- Sri Lanka 's E-Government Development Index (EDGI) is 95th this year in Very High EGDI and rating class H3
- Subindex Ranked 107th * in the E-Participation Index (EPI) *(we change the methodology
- Sri Lanka dropped on EGDI and EPI in 2022.
- The drop due to the e-participation component, followed by Content provision and Service Provision.



E-Government (2022 EGDI: 0.6285)	
2022 Rank	95
Group	HEGDI
Rating Class	H3
2020 Rank	85
Change	+10

E-Participation (2022 EPART: 0.3523)	
2022 Rank	107
2020 Rank	66
Change	+41

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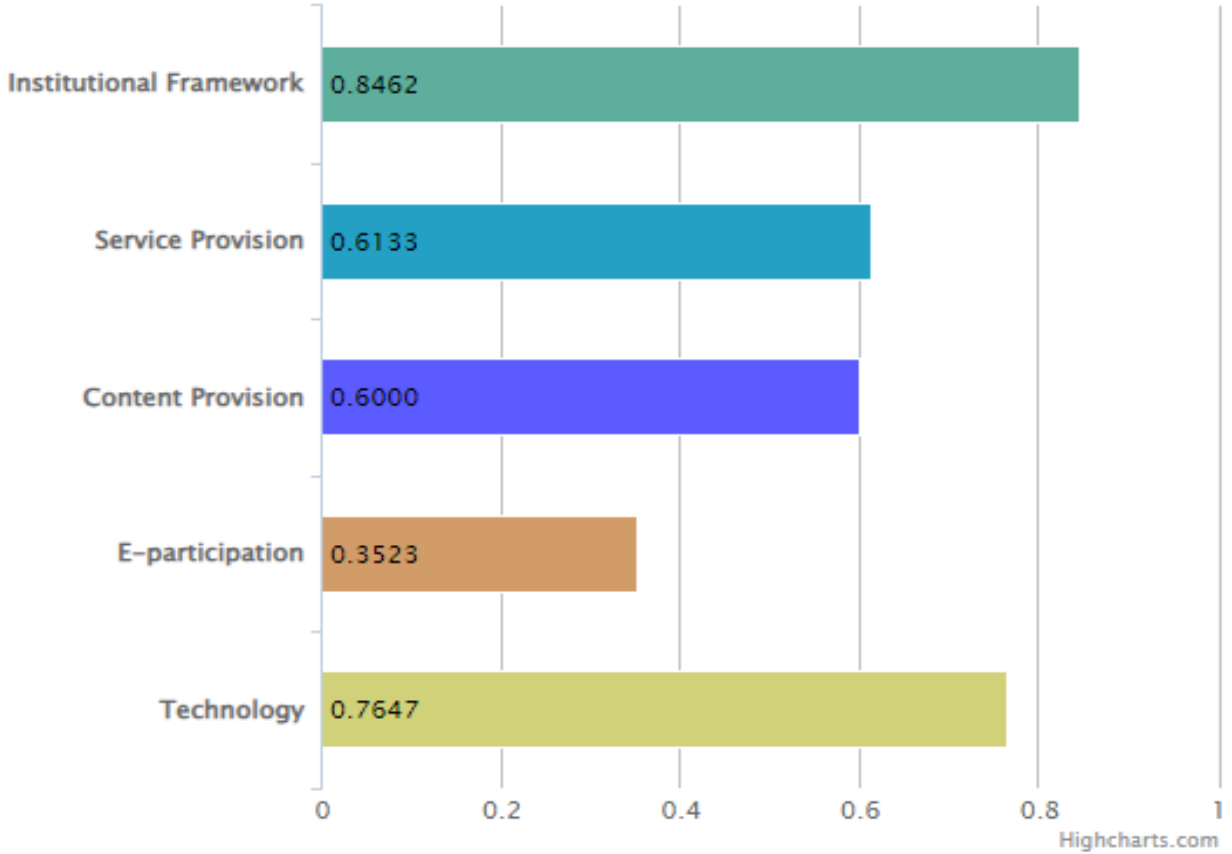
OSI Breakdown : Sri Lanka



Online Service Index	2022	2020	2018	2016	2014	2012	2010	2008	2005	2004	2003
Sri Lanka (Value)	0.56440	0.71760	0.66670	0.65217	0.65354	0.37908	0.26031	0.39464	0.31923	0.27027	0.27947

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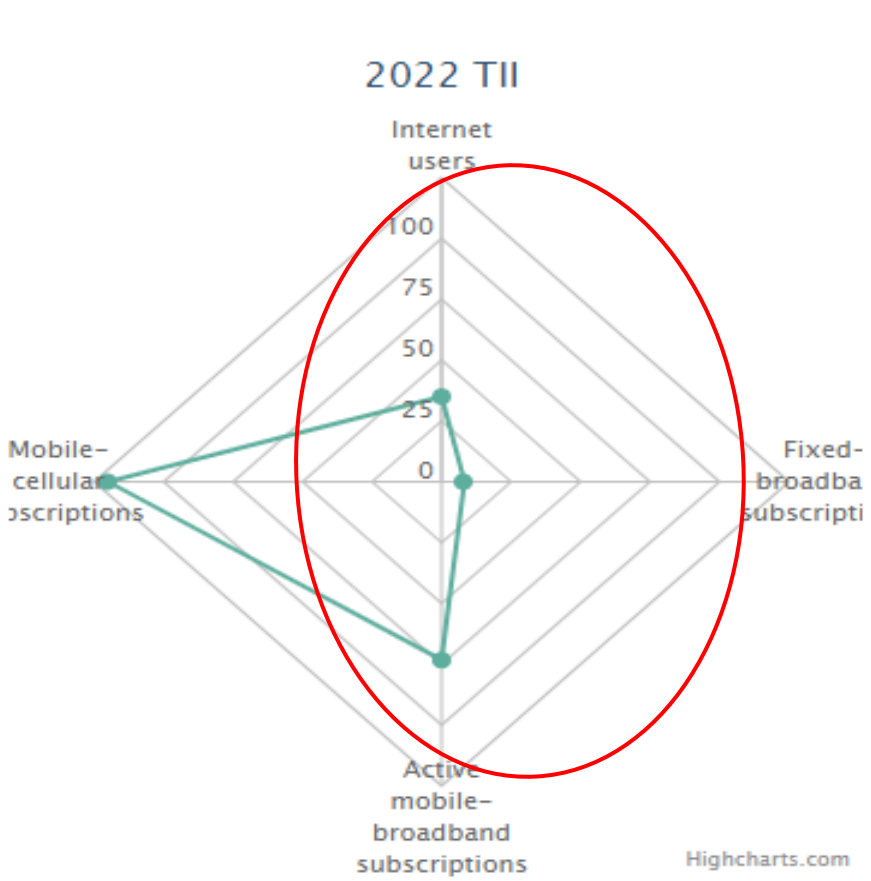
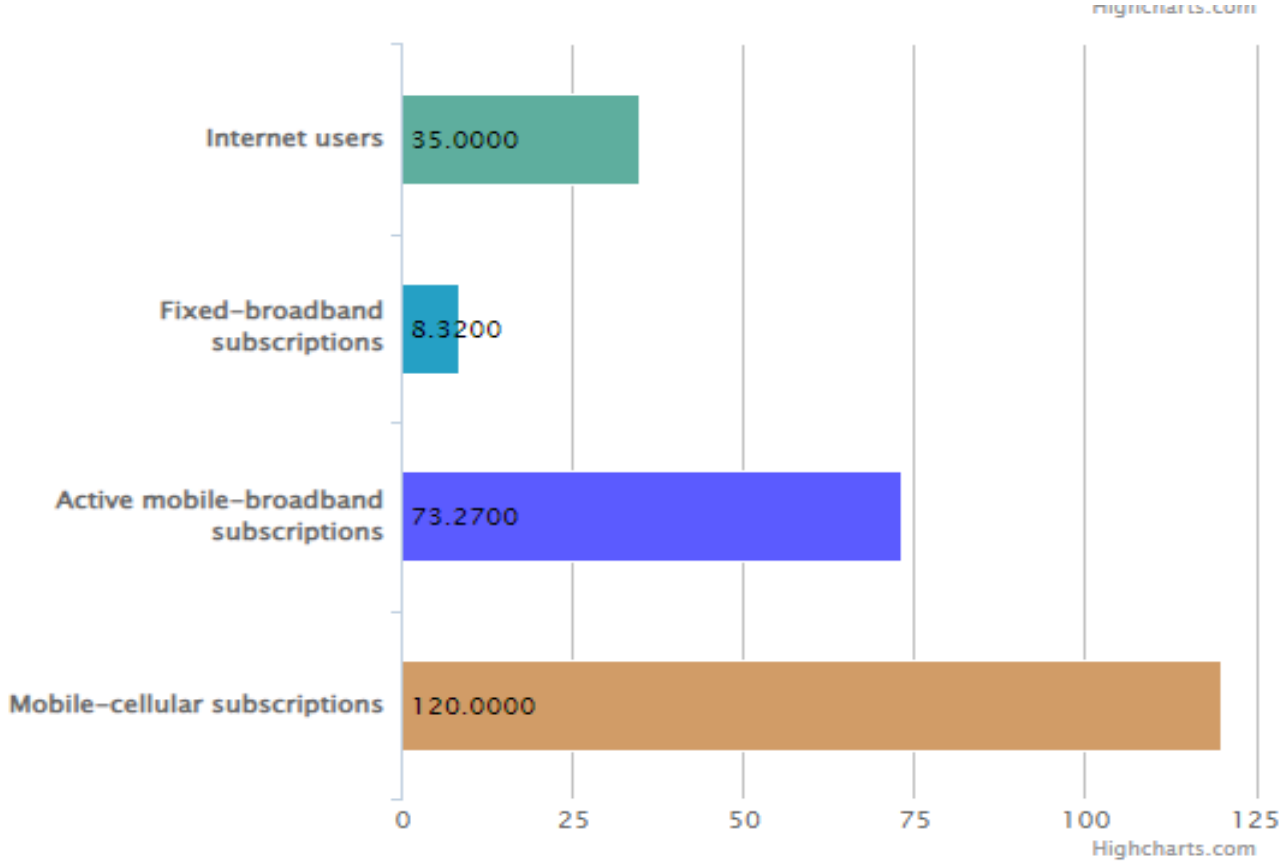
TII Breakdown : Sri Lanka





Telecommunication Infrastructure Index	2022	2020	2018	2016	2014	2012	2010	2008	2005	2004	2003
Sri Lanka (Value)	0.54830	0.52890	0.31360	0.24453	0.23412	0.19223	0.10812	0.06562	0.03589	0.03426	0.03641

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Thank You

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