



United Nations

Department of
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E-Government Survey 2022

The Future of
Digital Government



E-GOVERNMENT SURVEY 2022

The Future of Digital Government

Global, Regional and National Trends and Key Findings

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12TH

Edition of the UN E-Government Survey

The Survey includes digital government ranking of the **193 UN Member States**.

The 2022 Survey also marks the first study to incorporate an assessment of e-government in the **most populous city** in each of UN Member State.



More than 20 years of data – and a vision of the future

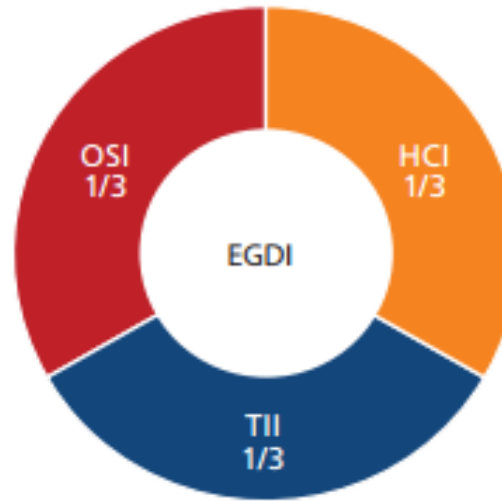
The Survey looks at how digital government can facilitate integrated policies and services across 193 UN Member States. It supports countries' efforts to provide effective, accountable and inclusive digital services to all, bridge the digital divide and leave no one behind.





What Was Changed: OSI Methodology

- ❑ **New Methodological framework** organized in 5 categories (inspired by LOSI)
- ❑ New Category on **Institutional Framework**
- ❑ **More disaggregated Questions** (for better Data analysis)
- ❑ **More Questions on Service Provision** (including more life events subscription; 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—Online Service Index
■ TII—Telecommunication Infrastructure Index
■ HCI—Human Capital Index

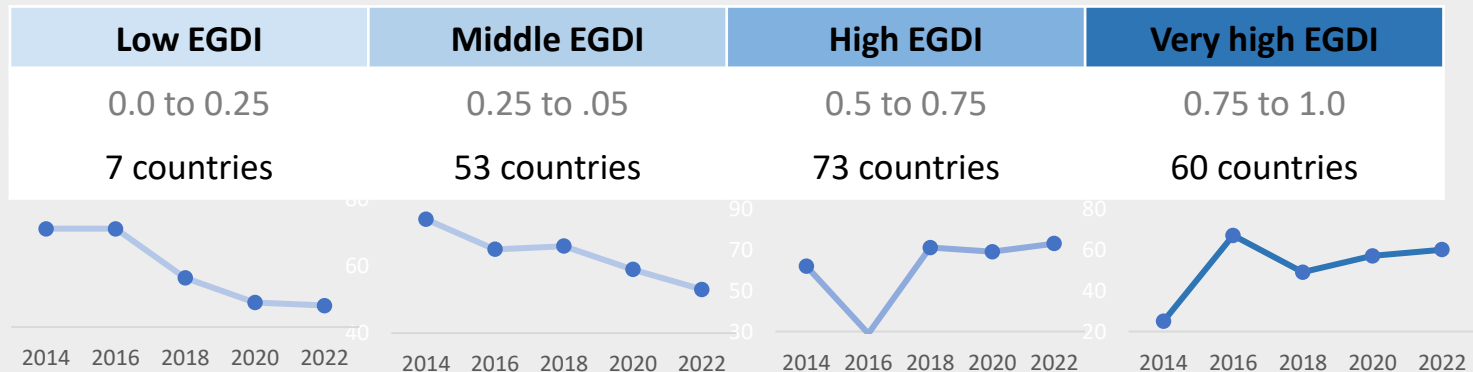
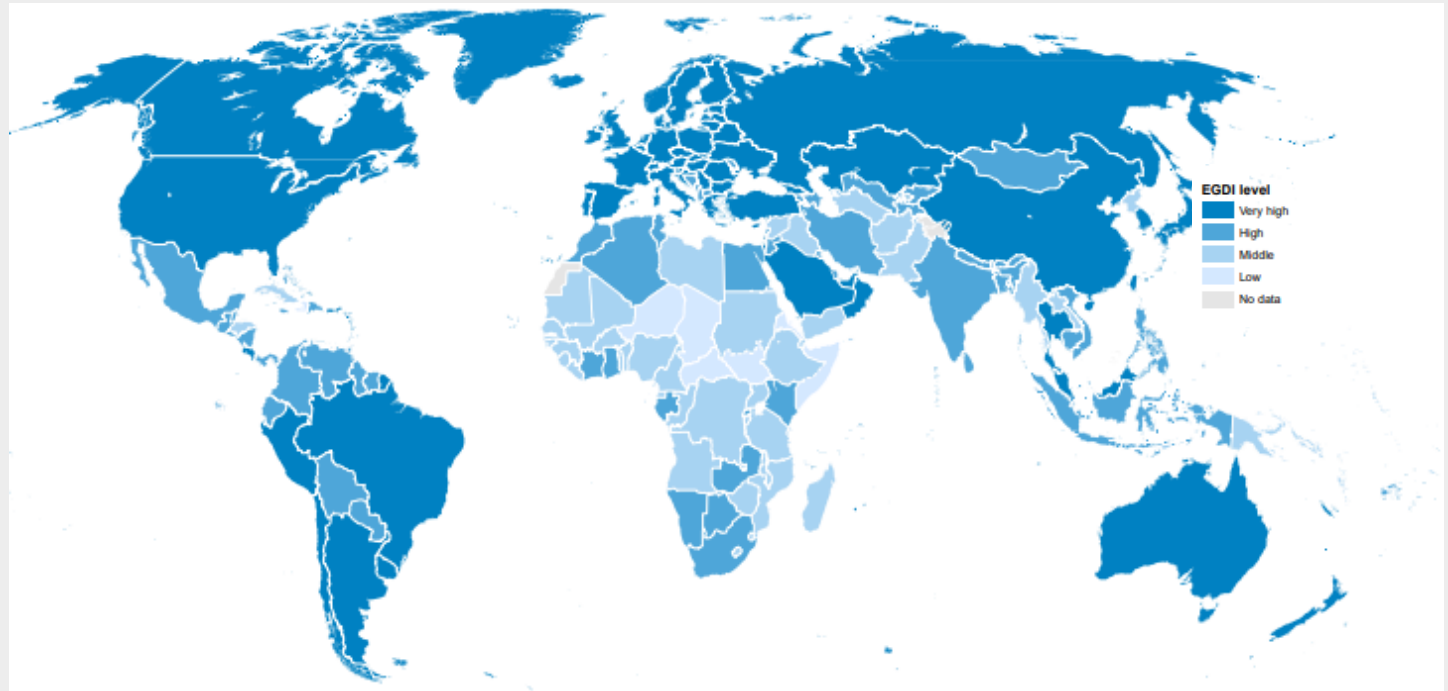
| OSI: Categories | Weight |
|-------------------------|--------|
| Institutional Framework | 10% |
| Technical (Acc. & Aff.) | 5% |
| Content Provision | 5% |
| Service Provision | 45% |
| Participation (EPI) | 35% |

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



Key Findings

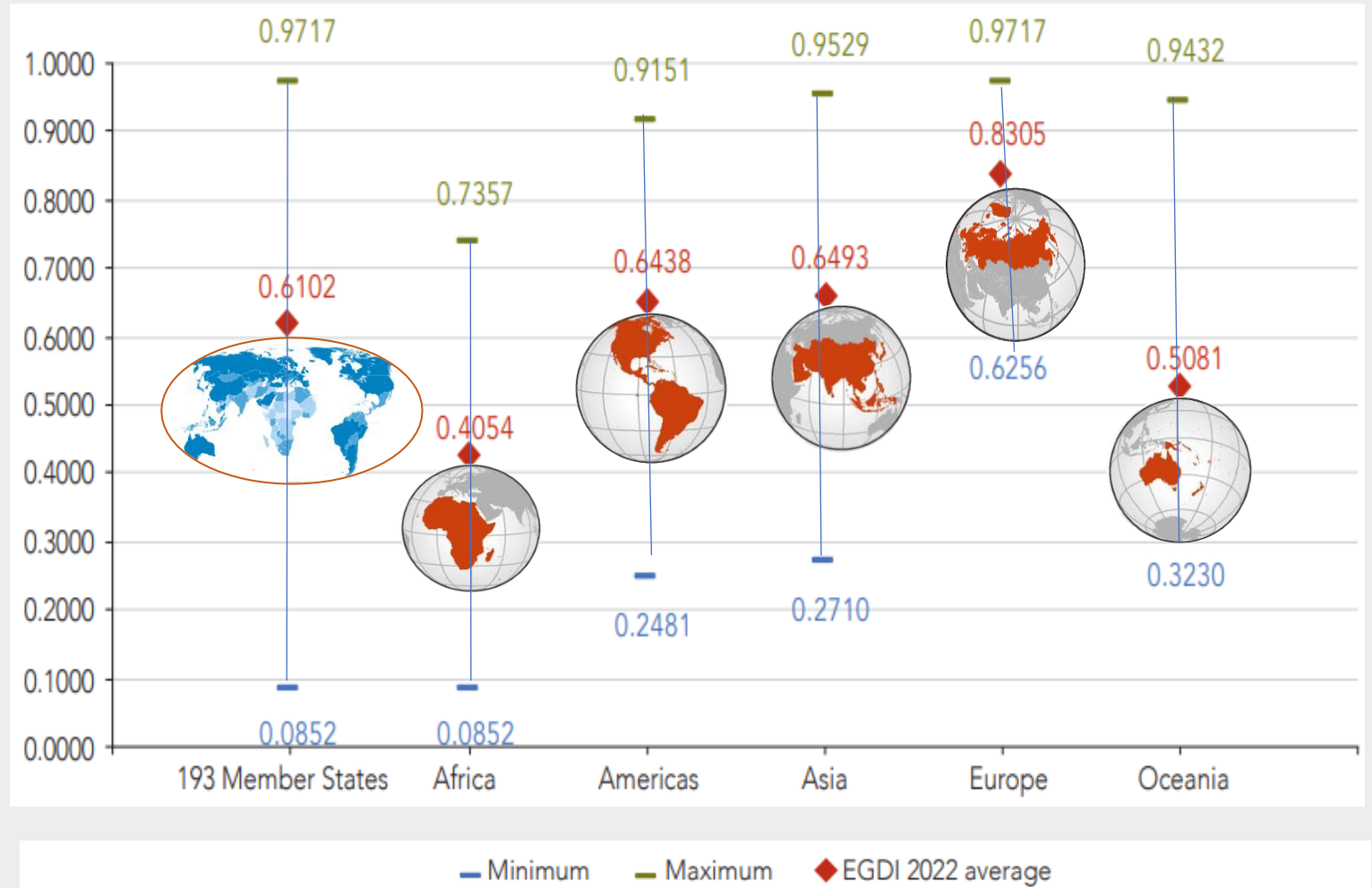
- ✓ E-government development has improved between 2020 and 2022: Global average EGDI value rose from 0.5988 to 0.6102
- ✓ 133 UN Member States (70%) have Very high (60) and High (73) EGDI values : A 5% increase since 2020
- ✓ Only 7 countries have Low-EGDI level: all 7 are LDC/LLDC/SIDSs; 6 in Africa,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



Regional Trends at a glance, 2022

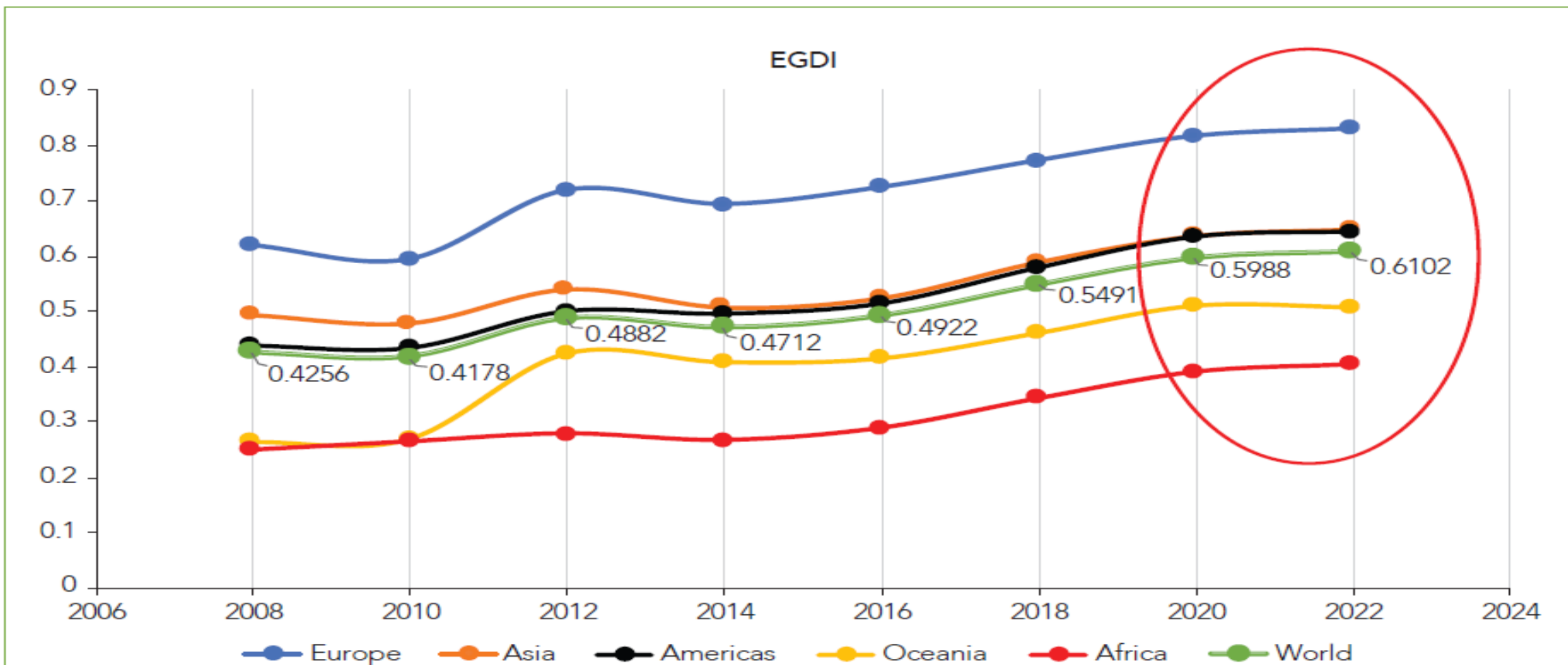
Key Messages:

- ✓ **Europe** has the **highest level** of e-government development
 - avg. EGDI for Europe is 0.8305
- ✓ **Asia** and the **Americas** have comparable level of e-government development:
 - avg. EGDI for Asia is 0.6493
 - avg. EGDI for Americas is 0.6438
- ✓ **Oceania** and **Africa** follow, with avg. EGDI values **below the global EGDI** average of 0.6102
 - avg. EGDI for Oceania is 0.5081
 - avg. EGDI for Africa is 0.4054





EGDI Series (2008-2022)



Source: 2008 - 2022 United Nations E-Government Surveys





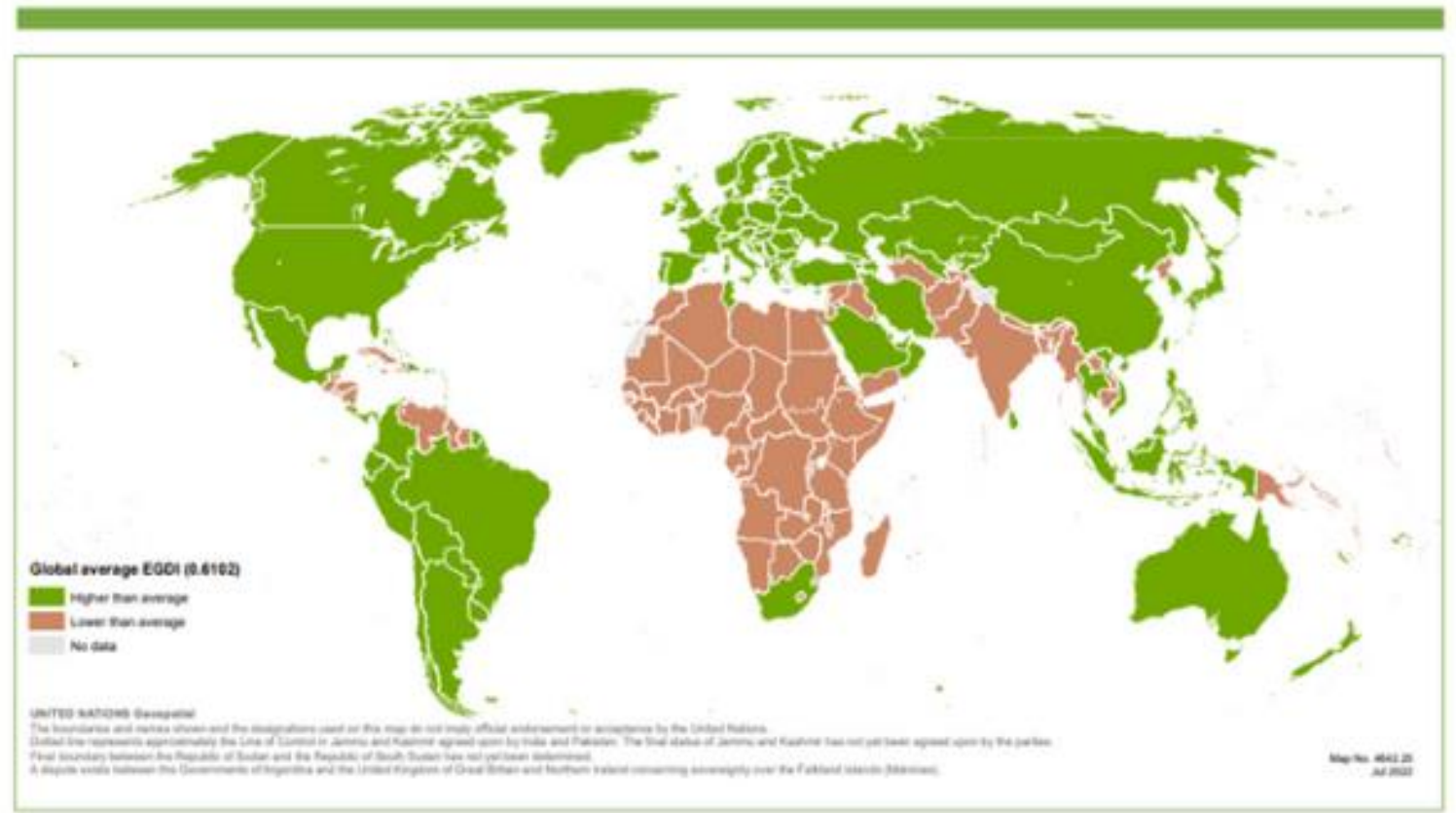
Despite investments in technology and the development gains achieved in many countries, the **digital divide persists.**

“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 EGD values above and below the global average EGD value



Source: 2022 United Nations E-Government Survey;





Global and Regional Digital Divide

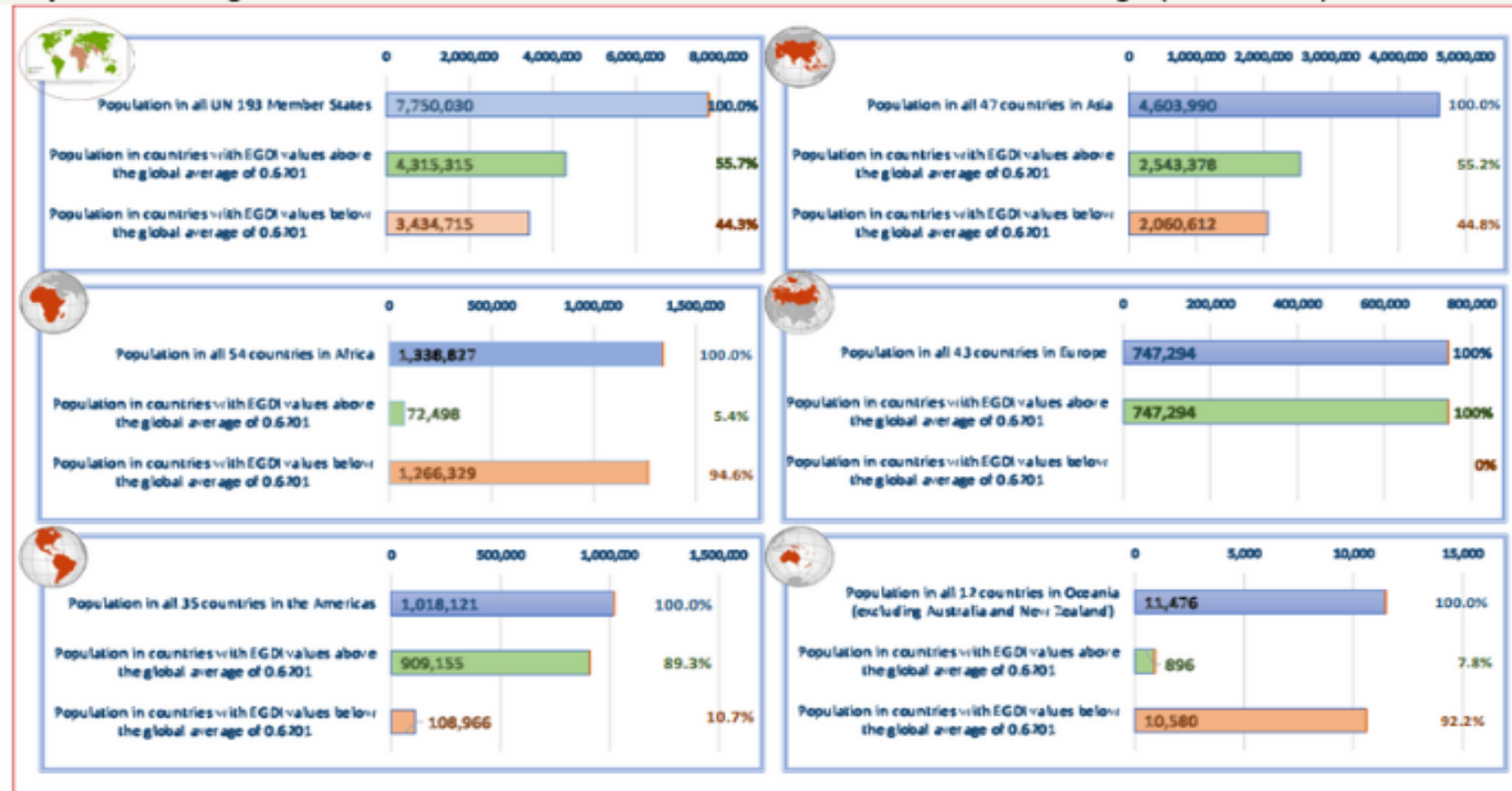
Population Living with EGDl below World Average

Using the global average E-Government Development Index (EGDI) value as a proxy for measuring the **digital divide**, the 2022 Survey indicates that about **45%** of the combined population of the United Nations Member States (**3.5 billion people**) still lag behind.

In Africa, 95% of the population lags behind.



Population living in countries with EGDl values above and below the world average (Thousands)



Source: 2022 United Nations E-Government Survey, United Nations population data



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.



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.



The Future of Digital Government

Innovation Should Focus on Human Development



- 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
- Innovations and the broader digital transformation must aim to be truly inclusive.





To Conclude....

- ❑ **Innovation and digital transformation are the keys** for an agile and active digital governance that must always aim to be truly inclusive.
- ❑ **What is needed now** is a more inclusive approach, more scaled-up, coherent and coordinated strategy among different stakeholders – **moving from whole of government to whole of society approach**
- ❑ **Digital inclusion is one area for improvement** – a more people-centric approaches and applications need to be implemented, looking at e-participation, citizen engagement and co-production.
- ❑ **Open government data (OGD)** can stimulate a more people-centric approach, through use of emerging technologies including artificial intelligence (AI). It is important to enhance awareness of citizens and other relevant stakeholders and implement measures to build societal capacity to utilize OGD.
- ❑ **Developing countries should strengthen the deploy of cutting-edge technologies** such as cloud computing, and continue to invest in broadband (fixed and mobile) and affordability
- ❑ New methods **for exploiting data-driven policy modeling tools, pilot initiatives and sandboxes** to design, validate and scale up innovative solutions, should be adopted , as well as new approaches for strengthening their analytical and anticipatory capabilities for shaping future development scenarios.
- ❑ **Developing Countries should welcome global, regional and north-south, south-south and triangular cooperation**, through the use of knowledge exchange, strategic partnerships and collaborative capacity-building. This cooperation is capable of accelerating cross-border initiatives, human development and business development.



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Thank You

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