



**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 and Regional Trends and Key Findings

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## 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.



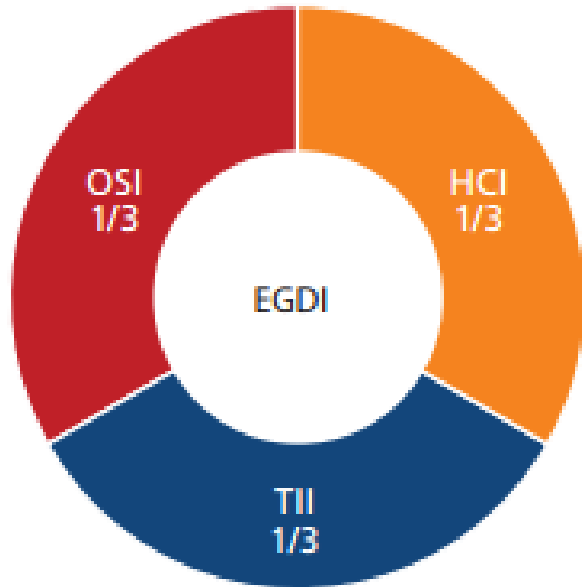
### More than 20 years of data – and a vision of the future

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.





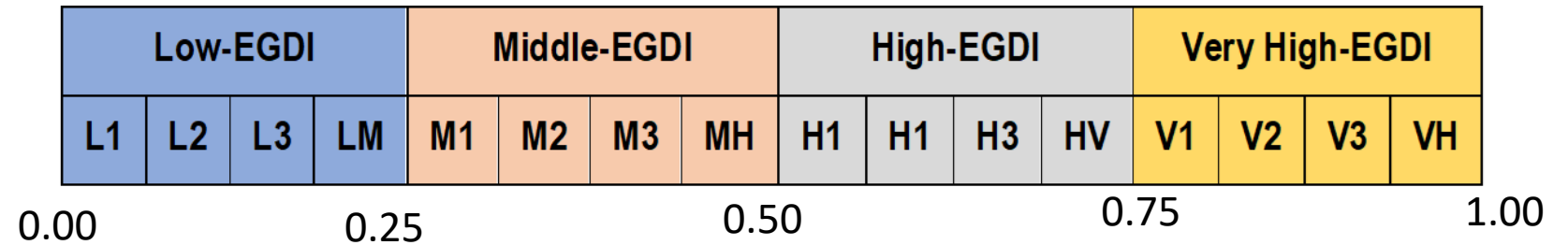
# EGDI Methodology



- OSI—Online Service Index
- TII—Telecommunication Infrastructure Index
- HCI—Human Capital Index

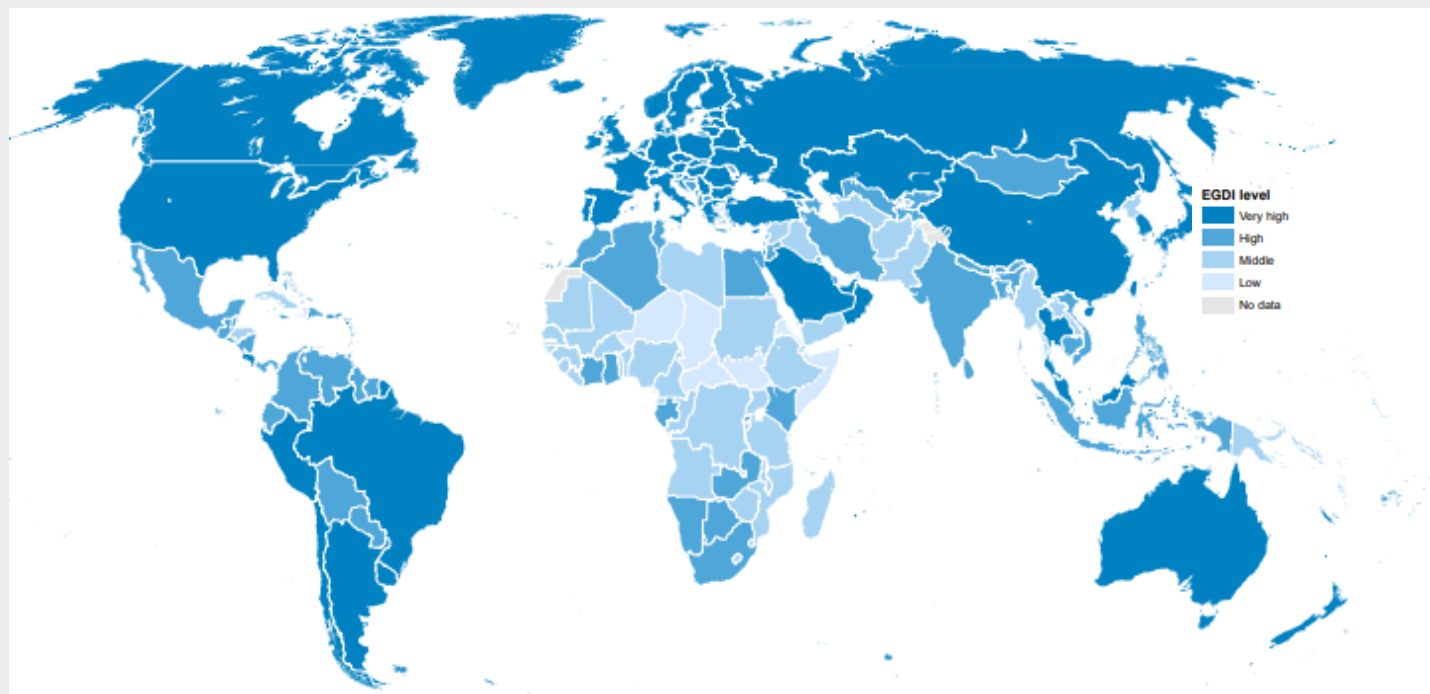
A country’s ranking in the survey is determined by the **EGDI - E-Government Development Index**, the weighted (1/3) average of three normalized scores on

1. Scope and quality of online services : **Online Service Index, OSI**
2. Development status of telecommunication infrastructure: **Telecommunication Infrastructure Index, TII**
3. Inherent human capital: **Human Capital Index, HCI**

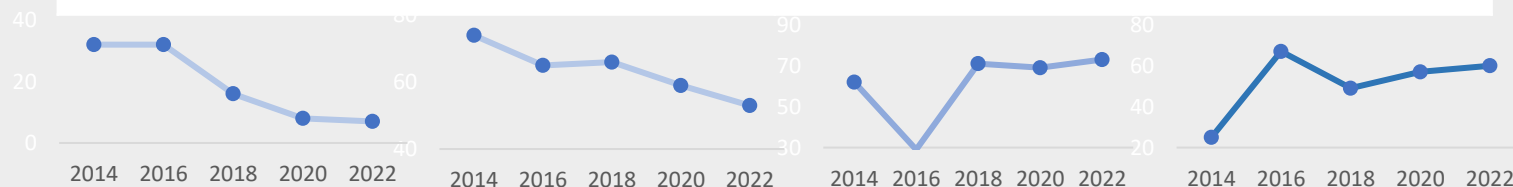


## Key Findings

- ✓ 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

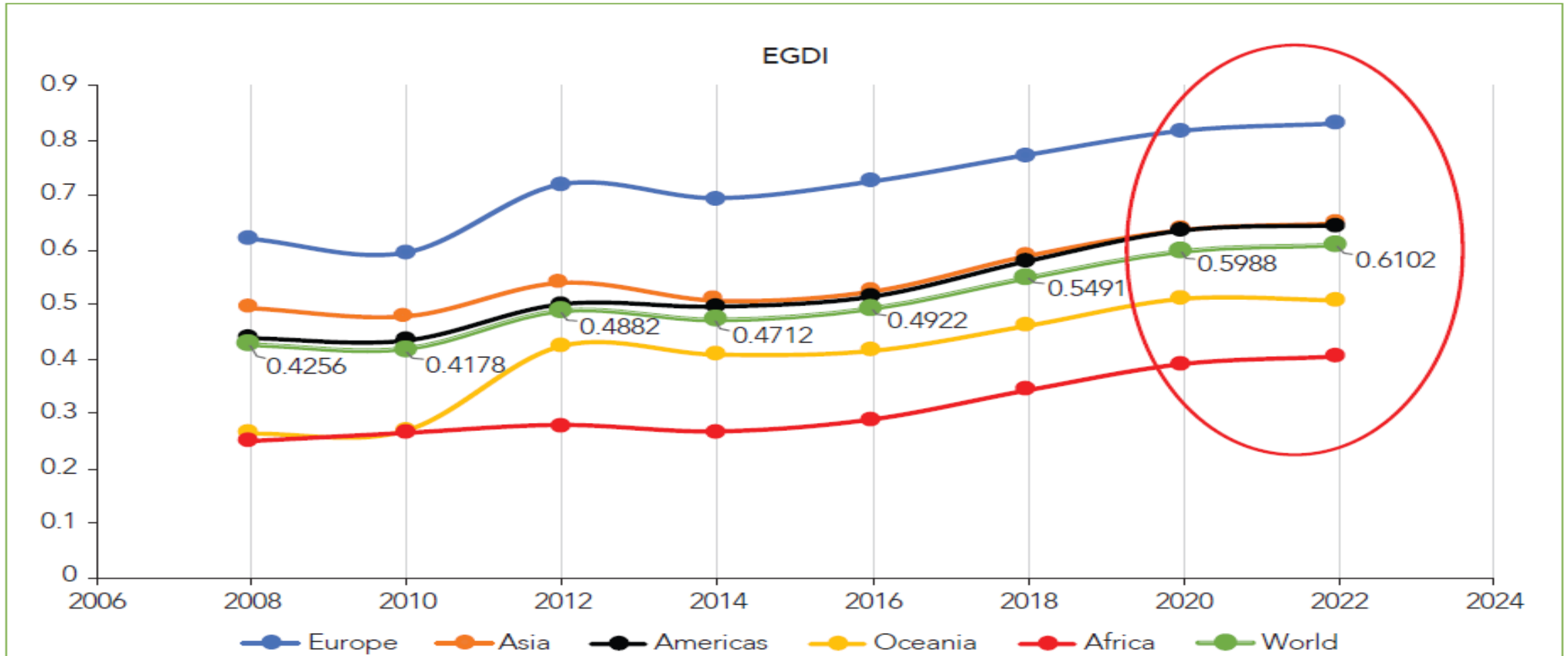


Low EGDI	Middle EGDI	High EGDI	Very high EGDI
0.0 to 0.25	0.25 to .05	0.5 to 0.75	0.75 to 1.0
7 countries	53 countries	73 countries	60 countries





# EGDI Series (2008-2022)



Source: 2008 - 2022 United Nations E-Government Surveys





# 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 EGD 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



# Regional Snapshot: Oceania

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

- ❑ The only regional average EDGI value that slightly declined over the past two years.
- ❑ New Zealand and Australia are the leading countries in the region and in the World (rating class VH). The remaining MS have an average EDGI value that is below the global average.
- ❑ 5 MS are in the Very-High or High EDGI groups
- ❑ 12 MS are SIDS, 3 of them (Kiribati, Solomon Islands and Tuvalu) are also LDCs.
- ❑ Vanuatu graduated from LDC status in 2020.

Country	Rating class	EGDI rank	Subregion	OSI value	HCI value	TII value	EGDI (2022)	EGDI (2020)
New Zealand	VH	4	Australia and New Zealand	0.9579	0.9823	0.8896	0.9432	0.9339
Australia	VH	7	Australia and New Zealand	0.9380	1.0000	0.8836	0.9405	0.9432
Fiji	H3	97	Melanesia	0.4813	0.7957	0.5935	0.6235	0.6585
Tonga	H1	124	Polynesia	0.3296	0.8675	0.3496	0.5155	0.5616
Palau	H1	132	Micronesia	0.2373	0.8946	0.3735	0.5018	0.5109
Vanuatu	MH	135	Melanesia	0.4228	0.6009	0.4727	0.4988	0.4403
Nauru	MH	139	Micronesia	0.2952	0.5925	0.4768	0.4548	0.4150
Kiribati	M3	148	Micronesia	0.3686	0.6785	0.2530	0.4334	0.432
Samoa	M3	152	Polynesia	0.3592	0.7470	0.1558	0.4207	0.4219
Tuvalu	M3	158	Polynesia	0.2265	0.6492	0.2607	0.3788	0.4209
Marshall Islands	M3	160	Micronesia	0.3004	0.6903	0.1236	0.3714	0.4055
Micronesia (Federated States of)	M2	164	Micronesia	0.2703	0.6845	0.1102	0.3550	0.3779
Solomon Islands	M2	164	Melanesia	0.3676	0.4925	0.1988	0.3530	0.3442
Papua New Guinea	M2	170	Melanesia	0.3263	0.4996	0.1430	0.3230	0.2827



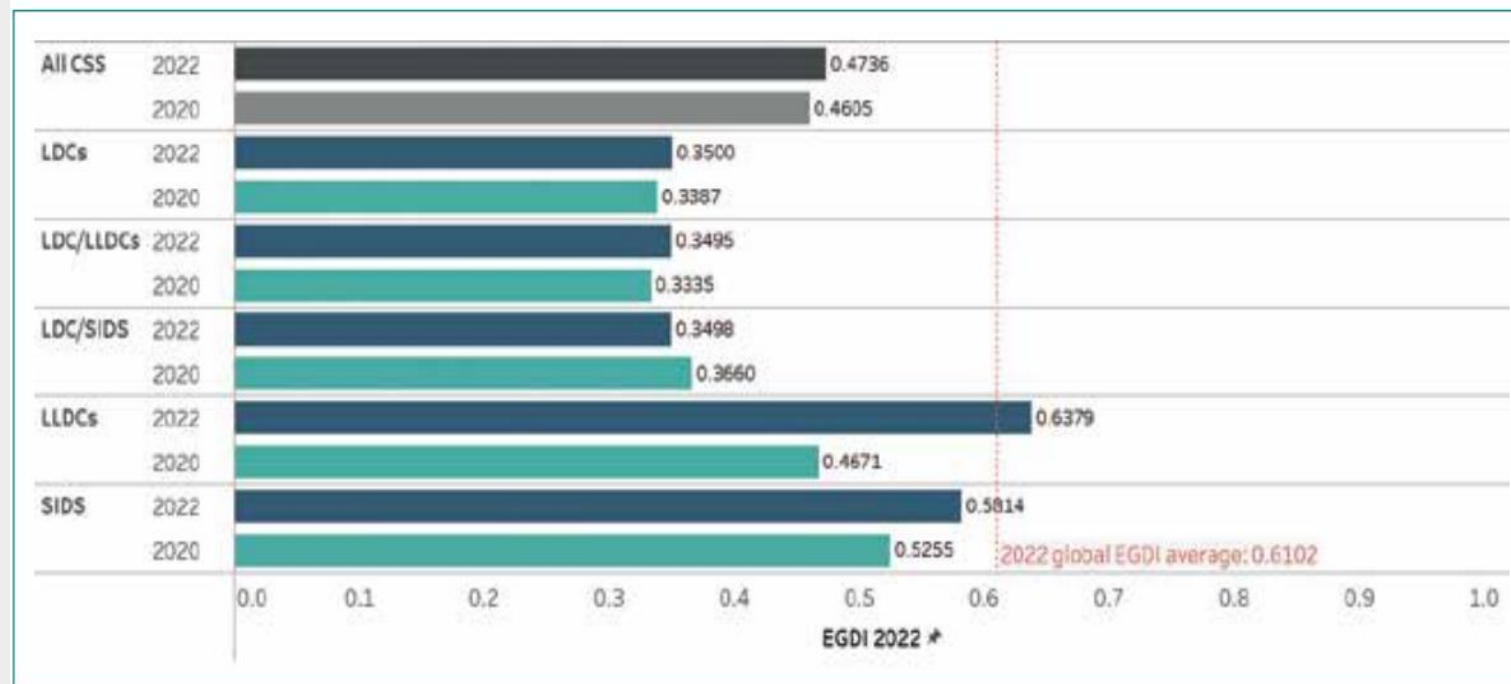
# Countries in Special Situations

## Key Messages:

Countries in special situations, encounter unique challenges in the realm of e-government and digital transformation.

- ✓ Combined avg EGD I for LDCs, LLDCs and SIDS rose by 3 per cent between 2020 and 2022 - from 0.4605 to 0.4736
- ✓ However, it remains well below the world avg of 0.6201
- ✓ LDCs have the lowest average EGD I value (0.3500) among the three special groups.
- ✓ Average EGD I for SIDS is 0.5814
- ✓ Average EGD I for LLDCs is 0.6379

Figure 2.18 Average EGD I values for countries in special situations, 2020 and 2022



Sources: 2020 and 2022 United Nations E-Government Surveys.

Note: Countries in special situations include least developed countries (LDCs), landlocked developing countries (LLDCs), and small island developing States (SIDS).

- 40 per cent of people living in poverty reside in LDCs,
- LDCs account for 13 per cent of the world population but only about 1.3 per cent of global gross domestic product (GDP)







# Digital Divide

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

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.



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





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# Leaving No One Behind

## OUR COMMON AGENDA

Report of the Secretary-General

Digital exclusion persists, leaving significant parts of the world offline.

Find out more in the UN E-Government Survey 2022



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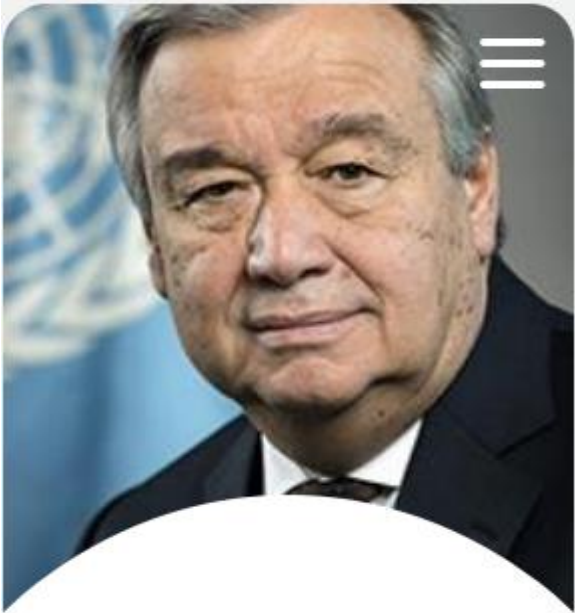




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# The New Face of Inequality is Digital



**António  
Guterres**

United Nations  
Secretary-General  
(SG)

- ❑ There is the need to help governments to strengthen the social contract and restore trust, increase the capacity of the public sector, create decent jobs in the green and digital economies and develop common digital infrastructures.
- ❑ International organizations, governments, private sector, academia, civil society, citizens, should work all together to make the digital future more inclusive so that everyone benefits, and no one is left behind.
- ❑ Digital transformation should work always as an equalizer for inclusion, and a whole-of-society approach needs to be adopted, integrating multilevel, multisectoral and multidisciplinary strategies.
- ❑ the primary objective should always be recognizing human agency and supporting human development through digitalization, as the future will be still human centred and not only digital.



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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



# AI for the Achievement of the SDGs



- ❑ AI holds great potential in contributing to the achievement of the Sustainable Development Goals by offering innovative solutions, optimizing resources, and enhancing decision-making across various sectors.
- ❑ The use for the common good has become a transformative force in the global landscape, with potential to revolutionize various sectors including healthcare, education, transportation, and more.
- ❑ Benefits of AI should be made available to everyone, regardless of their socioeconomic status, geographical location, or any other characteristic, ensuring that marginalized communities, developing countries, and underrepresented groups have equal access to AI and the opportunities they bring.





# Safety AI and The Summit of the Future



- ❑ Unprecedented AI Growth and Governance Gap: AI's rapid advancement requires new governance solutions based on established principles.
- ❑ Immediate Action on Current Threats: Swift responses are needed to address AI threats and ensure public safety.
- ❑ Long-term Negative Consequences: AI's potential harms include job disruption and geopolitical tensions, requiring monitoring and prevention.
- ❑ AI's Role in Addressing Inequalities: Expanding AI access is crucial to reduce global disparities.
- ❑ In response to these concerns, over 100 sets of ethical principles for AI have been developed, with common themes such as reliability, transparency, accountability, human oversight, and the ability to shut down AI applications.





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# Thank You

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