



United Nations

Department of
Economic and
Social Affairs



Agency
**Electronic Government and Society of the
Information and Knowledge**



United Nations

Department of Economic and Social Affairs

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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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.

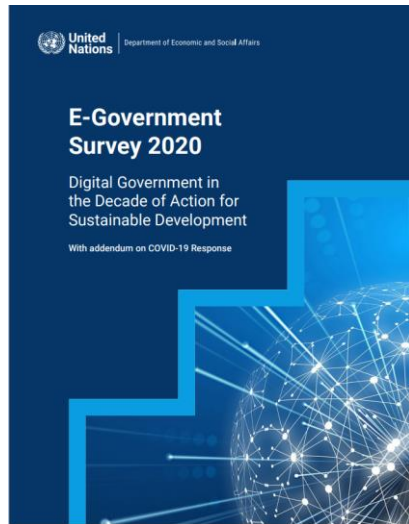




What Was Changed



2020

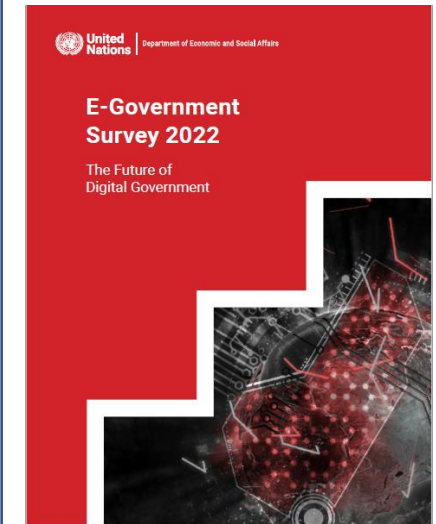


To take into account learned, inputs and feedback received by different stakeholders, by EGM and by latest technological and policy development, a limited number of changes were introduced as the following:

- The Online Services Index (OSI) has been refined. The 2022 OSI has been calculated based on 180 questions (up from 148 in 2020)
- The E-Participation Index (EPI) methodology has been improved to better assess engagement
- The Member State Questionnaire (MSQ) was expanded
- The assessment of city portals has been expanded from 100 cities in 2020 to 193 in 2022
- The annexes have been extended with two pilot initiatives (Complex Network Analysis and the Open Government Data Index)



2022

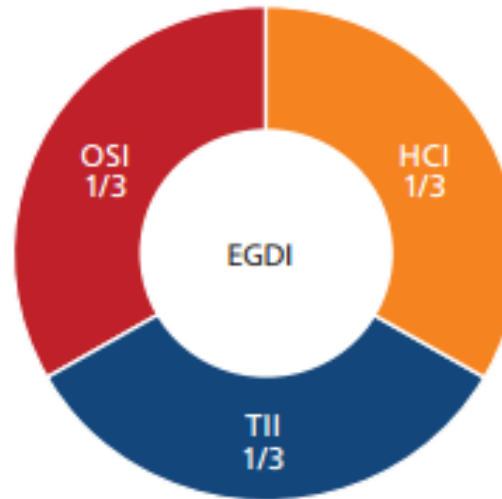




OSI Methodology



- ❑ **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%

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





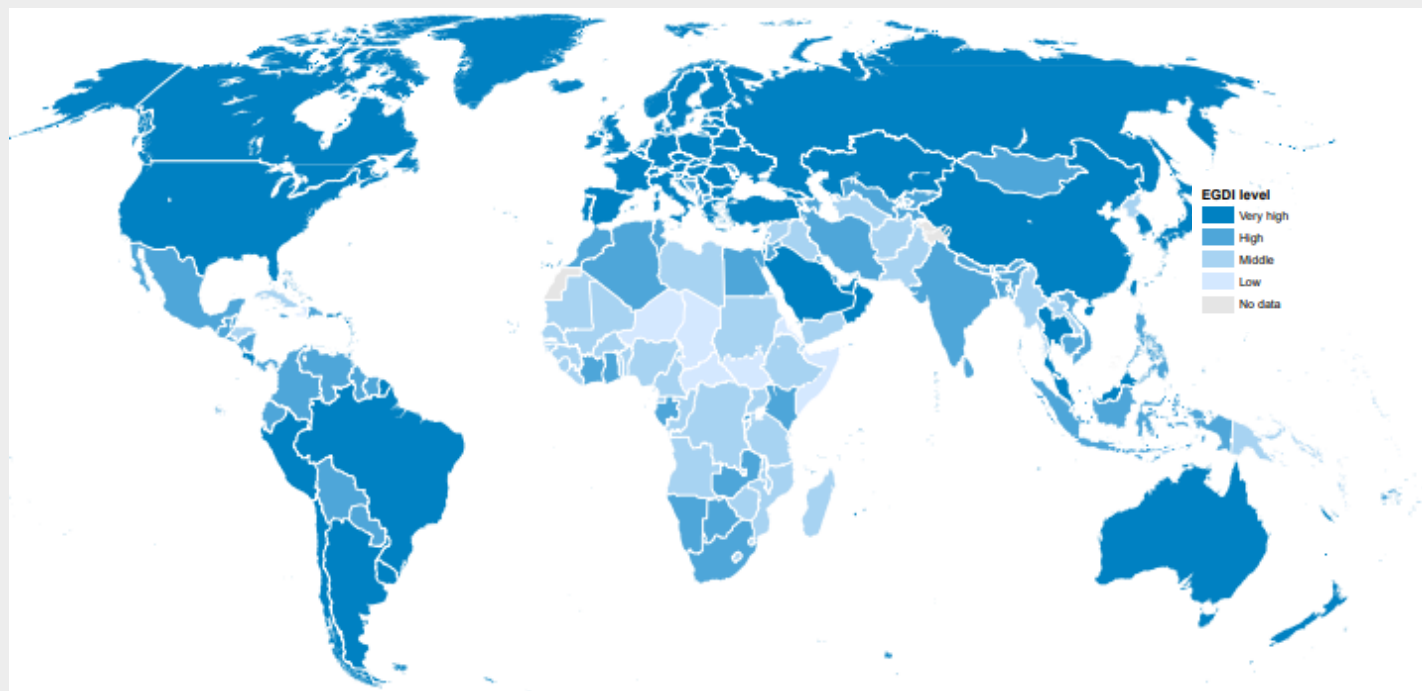
Global and Regional Trends



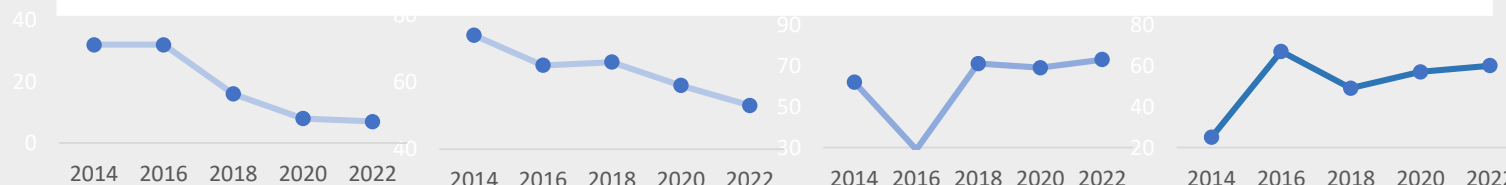


Key Findings

- ✓ 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





Key Findings:

14 countries moved to higher E-Government Development Index (EGDI) groups:

- 2 from the low to the middle group
- 8 from the middle to the high group
- 4 from the high to the very high group

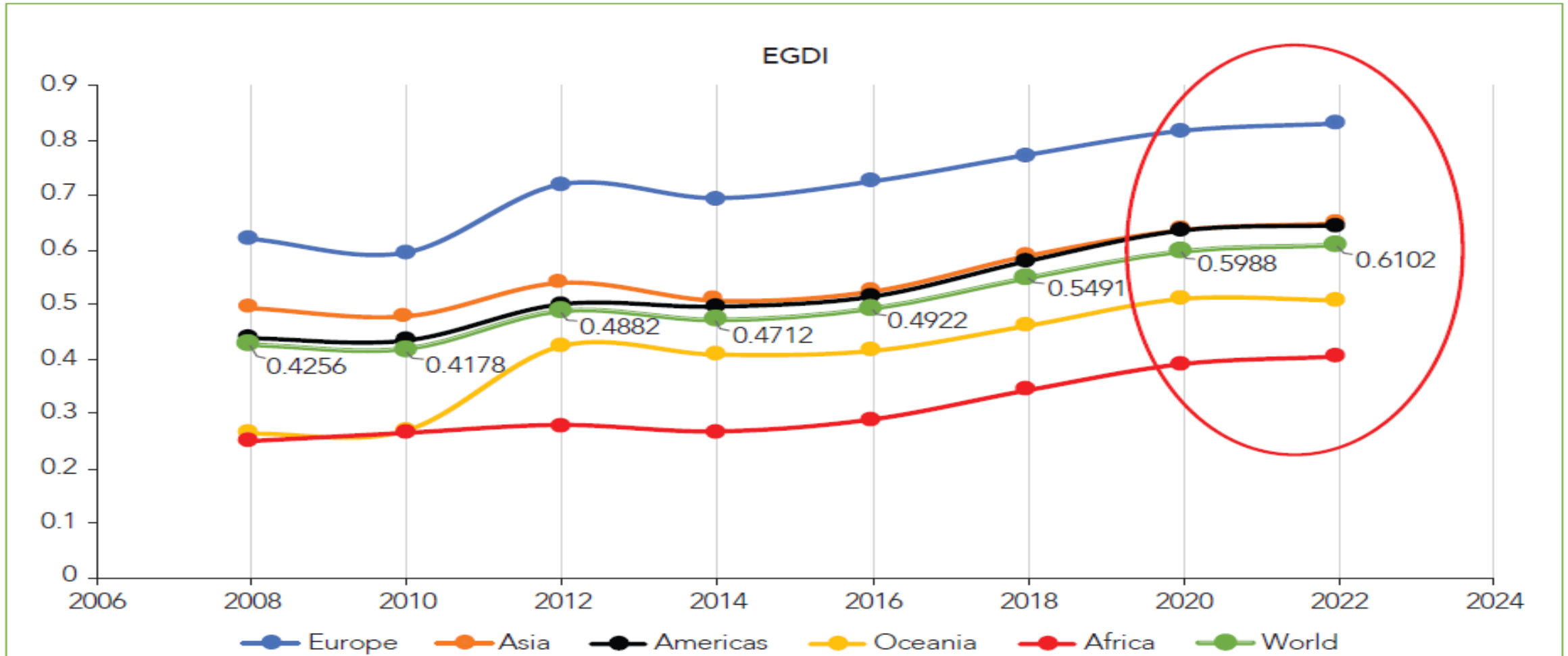
The upward movement of countries between EGDI groups usually involves a shift from the top rating class of one EGDI group to the lowest rating class of the next highest group.

Upward movement between EGDI groups, 2022			
Country	Region	Rating Class 2020	Rating Class 2022
Very high-EGDI			
		V2	V3
		V1	V2
		HV	V1
		HV	V1
		HV	V1
		HV	V1
High-EGDI			
		MH	H1
		MH	H1
		MH	H1
		MH	H1
		MH	H1
		MH	H1
		MH	H1
		M3	H1
Middle-EGDI			
		LM	M1
		LM	M1
Low-EGDI			
		L3	M1
		L2	M1
		L1	M1

Source: 2022 United Nations E-Government Survey



EGDI Series (2008-2022)



Source: 2008 - 2022 United Nations E-Government Surveys





Key Findings:

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



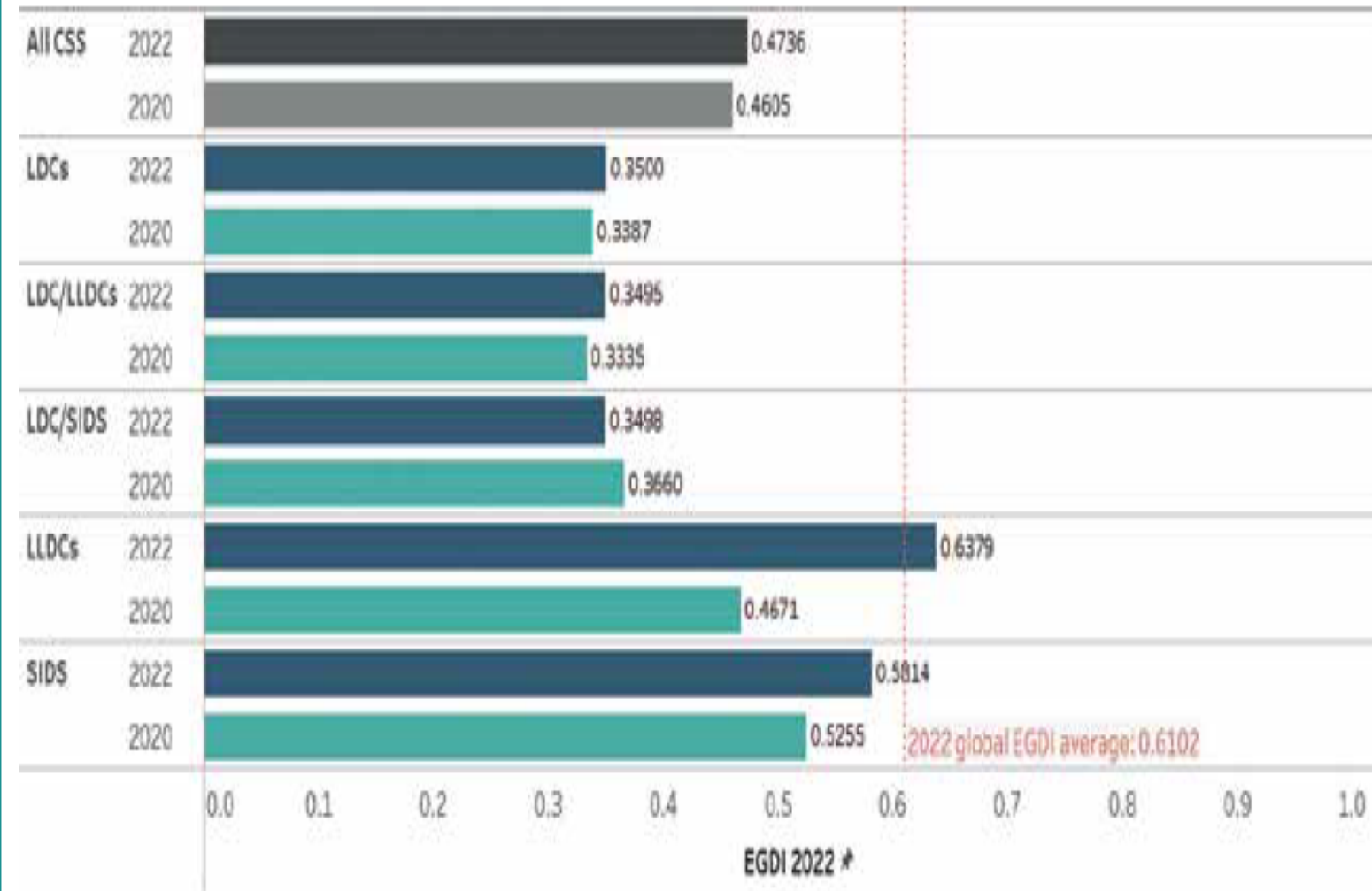


Countries in Special Situation (LDCs, LLDCs, SIDSs)



Key Findings

- ❑ The combined average EGD value for LDCs, LLDCs and SIDS rose by 3% between 2020 and 2022 but remains well below the world average.
- ❑ LDCs have the lowest average EGD value (0.35) among the three special groups.
- ❑ When LDCs are excluded from the analysis of LLDCs and SIDS, the average EGD values for the latter two groups are Higher for SIDS and for LLDCs.
- ❑ LLDCs comprise the only group among MS in special situations that has an average EGD value above the global average.
- ❑ LLDCs also have the highest averages for the EGD subindices (TII, HCI and OSI), followed by SIDS





Global Digital Divide



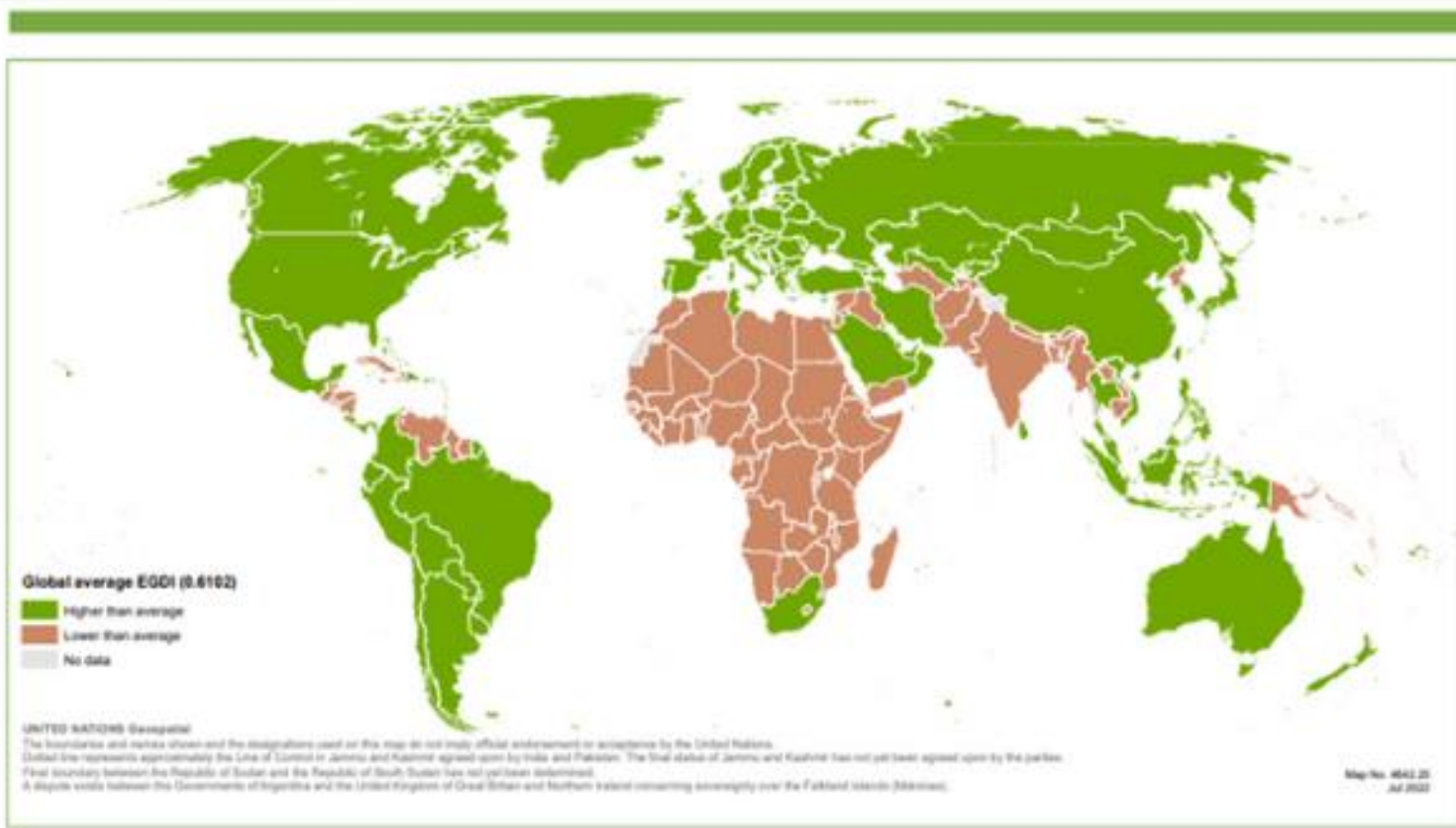
Despite investments in technology and the development gains achieved in many countries, the **digital divide persists.**

“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 EGDl values above and below the global average EGDl value



Source: 2022 United Nations E-Government Survey;





Key Findings:

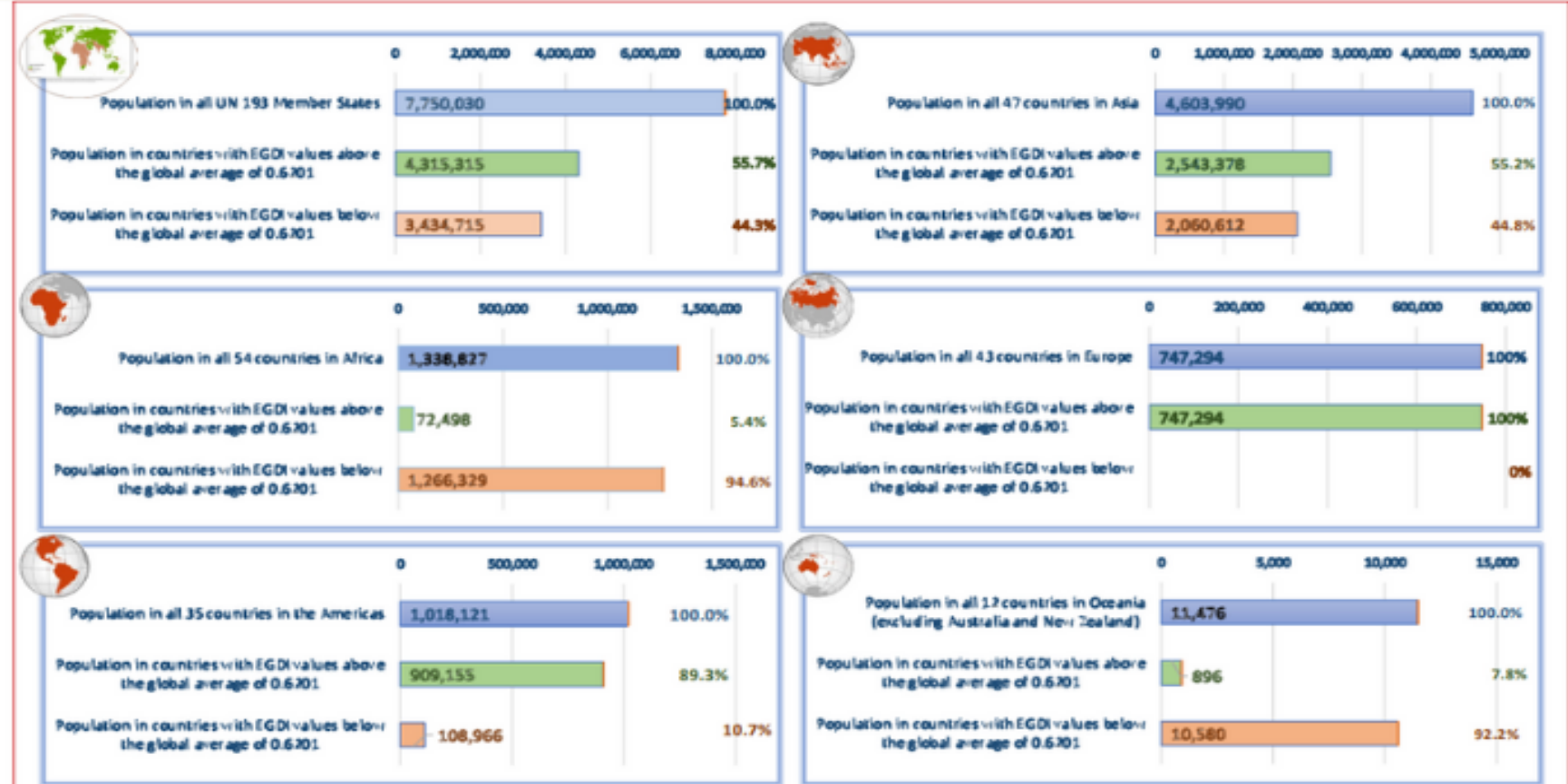
Population Living with EGDl below World Average

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





Leaving No One Behind



CHAPTER 4 • LEAVING NO ONE BEHIND IN THE HYBRID DIGITAL SOCIETY

Chapter 4

4. Leaving no one behind in the hybrid digital society



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4.1 Introduction

The principle of leaving no one behind has its origins in the Latin phrase *nemo restat*, used in warfare to manifest the dependence of people's lives on their ability to function as a single entity—which meant never abandoning anyone injured or incapacitated on the battlefield. This military ethic has since influenced other fields of endeavour. It is no coincidence that the principle of leaving no one behind has emerged as the central axis of the 2030 Agenda for Sustainable Development, cutting across its 17 Sustainable Development Goals (SDGs). The common vision shared by all countries and stakeholders is that sustainable development is for all and that the Goals, indicators and targets will not be considered fulfilled unless they are met for every person on Earth. Sustainable development is therefore not possible if vulnerable segments of society are excluded and left behind.

While the principle of Goals being met only if they are met for everyone is well established in the rhetoric surrounding the SDGs, the reality remains far removed from the ideal, and what leaving no one behind means in practice is still unclear. The world continues to wrestle with translating the pledge of leaving no one behind into pragmatic policies and actions on the ground. An important first step is identifying gaps and areas of need. In the context of the present report, this means exploring the disconnect within the digital government ecosystem — the fact that most of the gains and advancements in e-government target and benefit the higher-income, more literate, and other advantaged segments of society, while efforts to meaningfully serve the lower-income and more vulnerable populations are often limited or futile.

4.1.1 Leaving no one behind is one of the 11 principles of effective governance for sustainable development

Leaving no one behind in the evolving hybrid digital society is a challenge for both developed and developing countries. Although social equity is a considered a priority among public administrators, challenges often arise in finding a balance between social equity, economy and efficiency.¹ For instance, the development objective behind the establishment of a personal identification system is inclusive in nature, but in cases where the approach is not well designed or where the legal framework is weak and fails to take into account factors such as cost and access, discriminatory practices can emerge that will have the greatest impact on the most vulnerable, including those living in poverty, women, older people, and persons with disabilities. Box 4.1 illustrates “leaving no one behind” as one of the 11 principles of effective governance for sustainable development, as endorsed by the United Nations Economic and Social Council.

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Chapter 4



Find out more in the UN E-Government Survey 2022





LEAVING NO ONE BEHIND IN THE HYBRID DIGITAL SOCIETY



"**Leaving no one behind**" as the guiding principle for e-government development.

Digital Government played a crucial role in reaching the most vulnerable during the COVID-19 pandemic – but there are gaps.



The future of digital government is **not digital but hybrid**.

Inclusive design has not received sufficient attention. The most notable progress in e-government has benefitted those groups that are easiest to reach, not the most vulnerable.

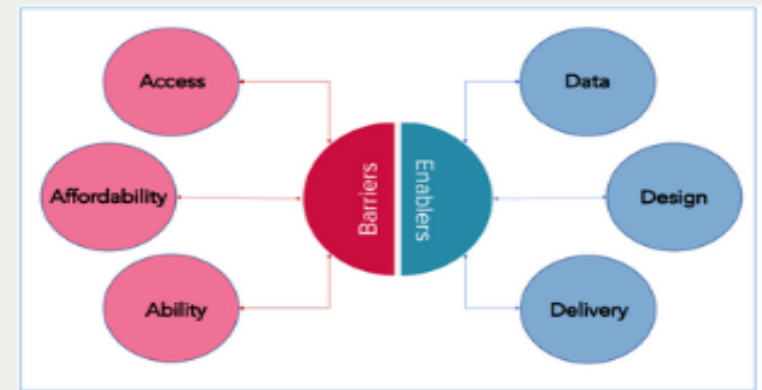


Quotation from UN Secretary-General

“*The pursuit of social justice is at the core of the @UN's mission. It can only be achieved through solidarity, inclusivity and leaving no one behind*” - António Guterres



An integrated inclusive e-government framework: strengthening data, design and delivery as enablers to address barriers relating to access, affordability and ability



Source: 2022 United Nations E-Government Survey

The United Nations can play an important role in "**leaving no country behind in digital government**", through knowledge exchange, capacity building and partnerships.





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



- 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





Global and Regional Performances



- EGDI level**
- Very high
 - High
 - Middle
 - Low
 - No data

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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 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: Africa



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

- ✓ Regional EGD 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
 - ❑ South Africa, Mauritius and Seychelles are the top regional leaders
 - ❑ 3 MS moved from Middle to High-EGDI group (Rwanda, Côte d'Ivoire, Zambia)
 - ❑ 1 country moved from Low to Middle-EGDI group (Guinea-Bissau)
 - ❑ 1 MS moved down from High to Middle-EGDI group (Zimbabwe)
 - ❑ 6 MS are in Low EGD Group (Niger, Chad, Eritrea, Central African Republic, Somalia, South Sudan)

Country	Rating class	EGDI rank	Subregion	OSI value	HCI value	TII value	EGDI (2022)	EGDI (2020)
South Africa	HV	65	Southern Africa	0.7487	0.7733	0.6850	0.7357	0.6891
Mauritius	HV	75	Eastern Africa	0.6282	0.7733	0.7588	0.7201	0.7196
Seychelles	H3	85	Eastern Africa	0.4424	0.7758	0.8198	0.6793	0.6920
Tunisia	H3	88	Northern Africa	0.6031	0.6911	0.6646	0.6530	0.6526
Morocco	H2	101	Northern Africa	0.4721	0.6350	0.6676	0.5915	0.5729
Egypt	H2	103	Northern Africa	0.5730	0.6375	0.5579	0.5895	0.5527
Ghana	H2	106	Western Africa	0.5361	0.6176	0.5934	0.5824	0.5960
Cabo Verde	H2	110	Western Africa	0.4965	0.6507	0.5507	0.5660	0.5604
Algeria	H2	112	Northern Africa	0.3743	0.6956	0.6133	0.5611	0.5173
Kenya	H2	113	Eastern Africa	0.6821	0.5641	0.4305	0.5589	0.5326
Gabon	H2	116	Middle Africa	0.3578	0.6706	0.6279	0.5521	0.5401
Botswana	H1	118	Southern Africa	0.2740	0.6932	0.6814	0.5495	0.5383
Rwanda*	H1	119	Eastern Africa	0.7935	0.5322	0.3209	0.5489	0.4789
Côte d'Ivoire*	H1	120	Western Africa	0.5467	0.5748	0.5186	0.5467	0.4457
Namibia	H1	121	Southern Africa	0.4316	0.6516	0.5133	0.5322	0.5747
Zambia*	H1	131	Eastern Africa	0.4414	0.6744	0.3909	0.5022	0.4242





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

(**) 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





Regional Snapshot: Europe



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 Most homogeneous e-government development with the highest average EGDI and the highest number of MS (35 up to 43) in the Very-high EGDI.
- ❑ Denmark, Finland, Sweden, Iceland, Estonia, Netherlands, UK, and Malta, are leading the region (VH)
- ❑ 2 MS moved from High to Very-High EGDI (Serbia and Ukraine)
- ❑ The lowest variance in EGDI scores among countries
- ❑ 8 MS are in the high EGDI group and have an average EGDI value of 0.7.
- ❑ 2 LLDCs have relatively less developed infrastructure (Republic of Moldova and North Macedonia.)
- ❑ All MS except Ukraine are in the high-income or upper-middle-income group.

Country	Rating class	EGDI rank	Subregion	EU	OSI value	HCI value	TII value	EGDI (2022)	EGDI (2020)
Denmark	VH	1	Northern Europe	Yes	0.9797	0.9559	0.9795	0.9717	0.9758
Finland	VH	2	Northern Europe	Yes	0.9833	0.9640	0.9127	0.9533	0.9452
Sweden	VH	5	Northern Europe	Yes	0.9002	0.9649	0.9580	0.9410	0.9365
Iceland	VH	5	Northern Europe	No	0.8867	0.9657	0.9705	0.9410	0.9101
Estonia	VH	8	Northern Europe	Yes	1.0000	0.9231	0.8949	0.9393	0.9473
Netherlands	VH	9	Western Europe	Yes	0.9026	0.9506	0.9620	0.9384	0.9228
United Kingdom of Great Britain and Northern Ireland	VH	11	Northern Europe	No	0.8859	0.9369	0.9186	0.9138	0.9358
Malta	VH	15	Southern Europe	Yes	0.8849	0.8734	0.9245	0.8943	0.8547
Norway	V3	17	Northern Europe	No	0.8007	0.9528	0.9102	0.8879	0.9064
Spain	V3	18	Southern Europe	Yes	0.8559	0.9072	0.8895	0.8842	0.8801
France	V3	19	Western Europe	Yes	0.8768	0.8784	0.8944	0.8832	0.8718
Austria	V3	20	Western Europe	Yes	0.8827	0.9070	0.8505	0.8801	0.8914
Slovenia	V3	21	Southern Europe	Yes	0.8666	0.9439	0.8239	0.8781	0.8546
Germany	V3	22	Western Europe	Yes	0.7905	0.9446	0.8957	0.8770	0.8524
Switzerland	V3	23	Western Europe	No	0.7677	0.9128	0.9450	0.8752	0.8907
Lithuania	V3	24	Northern Europe	Yes	0.8347	0.9251	0.8636	0.8745	0.8665
Liechtenstein	V3	25	Western Europe	No	0.7329	0.8726	1.0000	0.8685	0.8359
Luxembourg	V3	26	Western Europe	Yes	0.8319	0.8245	0.9462	0.8675	0.8272
Latvia	V3	29	Northern Europe	Yes	0.8135	0.9284	0.8378	0.8599	0.7798
Ireland	V3	30	Northern Europe	Yes	0.7796	0.9618	0.8287	0.8567	0.8433
Greece	V2	33	Southern Europe	Yes	0.7753	0.9405	0.8206	0.8455	0.8021
Poland	V2	34	Eastern Europe	Yes	0.7929	0.9033	0.8348	0.8437	0.8531
Italy	V2	37	Southern Europe	Yes	0.8659	0.8606	0.7860	0.8375	0.8231
Portugal	V2	38	Southern Europe	Yes	0.7954	0.8665	0.8201	0.8273	0.8255
Belgium	V2	39	Western Europe	Yes	0.6899	0.9614	0.8294	0.8269	0.8047
Serbia*	V2	40	Southern Europe	No	0.8514	0.8332	0.7865	0.8237	0.7474
Russian Federation	V2	42	Eastern Europe	No	0.7368	0.9065	0.8053	0.8162	0.8244
Croatia	V2	44	Southern Europe	Yes	0.8108	0.8500	0.7711	0.8106	0.7745
Czech Republic	V2	45	Eastern Europe	Yes	0.6693	0.9114	0.8456	0.8088	0.8135
Ukraine*	V1	46	Eastern Europe	No	0.8148	0.8669	0.7270	0.8029	0.7119
Slovakia	V1	47	Eastern Europe	Yes	0.7260	0.8436	0.8328	0.8008	0.7817
Hungary	V1	51	Eastern Europe	Yes	0.7465	0.8345	0.7671	0.7827	0.7745
Bulgaria	V1	52	Eastern Europe	Yes	0.7092	0.8221	0.7984	0.7766	0.7980
Romania	V1	57	Eastern Europe	Yes	0.6814	0.8090	0.7954	0.7619	0.7605
Belarus	V1	58	Eastern Europe	No	0.5302	0.9011	0.8426	0.7580	0.8084





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





Americas and Uruguay



EGDI level

- Very high
- High
- Middle
- Low
- No data

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Regional Snapshot: Americas



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 vast majority of MS have remained in the same EGDI groups since 2020
- ❑ The average EGDI value has increased from 0.63 to 0.64.
- ❑ **32 out of 35 MS are in the High or Very high EGDI**
- ❑ **United States (VH)** leads the Americas followed by Canada and Uruguay (V2)
- ❑ Uruguay, Chile and Argentina lead LAC with the same rating class V2
- ❑ **Peru, Guyana and Belize** moved from the middle to the high EGDI group in 2022;
- ❑ **Haiti** is the only country that moved down to the low EGDI group.

Country	Rating class	EGDI rank	Subregion	OSI value	HCI value	TII value	EGDI (2022)	EGDI (2020)
United States of America	VH	10	Northern America	0.9304	0.9276	0.8874	0.9151	0.9297
Canada	V2	32	Northern America	0.8504	0.9260	0.7770	0.8511	0.8420
Uruguay	V2	35	South America	0.7641	0.8980	0.8543	0.8388	0.8500
Chile	V2	36	South America	0.8280	0.8853	0.7999	0.8377	0.8259
Argentina	V2	41	South America	0.8089	0.9173	0.7332	0.8198	0.8279
Brazil	V1	49	South America	0.8964	0.7953	0.6814	0.7910	0.7677
Costa Rica	V1	56	Central America	0.6812	0.8593	0.7572	0.7659	0.7576
Peru*	V1	59	South America	0.8099	0.8207	0.6267	0.7524	0.7083
Mexico	HV	62	Central America	0.8245	0.7874	0.6300	0.7473	0.7291
Grenada	HV	66	Caribbean	0.5507	0.8977	0.7348	0.7277	0.5812
Bahamas	HV	66	Caribbean	0.6214	0.7641	0.7976	0.7277	0.7017
Colombia	HV	70	South America	0.7418	0.7867	0.6498	0.7261	0.7164

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

* Countries that moved from the high to the very high EGDI group in 2022.



LAC: EGDI, OSI, TII, HCI, EPI, OGD



Country	E-GOVERNMENT INDEX					ONLINE SERVICES					TELCO INFRASTRUCTURE					HUMAN CAPITAL					E-PARTICIPATION INDEX					OPEN DATA INDEX				
	Score	LAC	Δ	World	Δ	Score	LAC	Δ	W	Δ	Score	LAC	Δ	W	Δ	Score	LAC	Δ	W	Δ	Score	LAC	Δ	World	Δ	Score	LAC	Δ	World	Δ
Uruguay	0,8388	1	0	35	▼9	0,7641	7	▼3	52	▼21	0,8543	1	0	29	▼4	0,8980	2	▲3	33	▲8	0,5909	8	▼5	61	▼32	0,9859	2	▼1	12	▼11
Chile	0,8377	2	▲1	36	▼2	0,8280	2	0	30	▼6	0,7999	3	▼1	49	▲2	0,8853	4	▼2	37	▼1	0,6932	6	▼3	43	▼14	0,7915	10	▲4	58	▲30
Argentina	0,8198	3	▼1	41	▼9	0,8089	5	▼2	38	▼8	0,7332	8	▼3	69	▼11	0,9173	1	0	20	▼2	0,6477	7	▼4	51	▼22	0,8930	8	▼7	43	▼42
Brazil	0,7910	4	0	49	▲5	0,8964	1	0	14	▲6	0,6814	11	▼1	78	▼5	0,7953	12	▼1	72	▼2	0,8977	1	0	11	▲7	0,9493	3	▼2	25	▼24
Costa Rica	0,7659	5	0	56	0	0,6812	9	▲2	71	▲1	0,7572	6	▼2	63	▼9	0,8593	7	▼1	52	▼4	0,5568	9	▲3	66	▲11	0,9437	4	▲7	26	▲52
Peru	0,7524	6	▲3	59	▲12	0,8099	4	▲5	37	▲15	0,6267	16	▼1	94	▲1	0,8207	9	0	63	▲2	0,7614	2	▲7	23	▲32	1,0000	1	▲5	1	▲41
Mexico	0,7473	7	▼1	62	▼1	0,8245	3	▲2	31	▲7	0,6300	15	▼1	92	▼4	0,7874	13	0	77	▼3	0,7273	3	▲3	32	▲9	0,9296	5	▼4	32	▼31
Bahamas	0,7277	8	▲2	66	▲7	0,6214	11	▲1	80	▼4	0,7976	4	▲5	51	▲17	0,7641	16	▼1	88	▼6	0,3977	15	▼2	95	▼10	0,3831	22	▼2	130	▼21
Grenada	0,7277	8	▲12	66	▲36	0,5507	14	▲14	94	▲54	0,7348	7	▲10	67	▲37	0,8977	3	0	34	▲5	0,2045	26	▲2	157	▼9	0,1127	30	▲1	182	▼4
Colombia	0,7261	10	▼2	70	▼3	0,7418	8	▼1	59	▼10	0,6498	14	▼1	88	▼3	0,7867	14	0	78	▼3	0,7159	4	▼2	37	▼10	0,9014	6	▼5	38	▼37
Barbados	0,7117	11	▼4	79	▼17	0,5388	16	0	97	0	0,7318	9	▼6	70	▼17	0,8645	6	▼2	49	▼9	0,3977	16	▼1	95	▼5	0,2563	26	▼4	154	▼25
Panama	0,6956	12	▲2	82	▲2	0,6741	10	▲3	72	▲14	0,6603	13	▼2	86	▼12	0,7525	18	0	95	▼2	0,5114	10	▲7	76	▲17	0,9014	7	0	38	▲16
Ecuador	0,6889	13	▼2	84	▼10	0,7651	6	0	50	▼10	0,5269	25	▼2	115	0	0,7748	15	▼3	82	▼11	0,7045	5	▲2	41	▲8	0,8451	9	▲1	53	▲19
St Kitts and Nevis	0,6775	14	▲2	87	▲8	0,3307	28	▼3	155	▼18	0,8293	2	▲4	38	▲22	0,8724	5	▲3	42	▲20	0,2045	27	▲1	157	▼9	0,2141	28	▲1	165	▲6
Dominican Rep.	0,6429	15	▼2	92	▼10	0,6183	12	▼4	81	▼32	0,5567	23	▼3	111	0	0,7539	17	▲2	93	▲1	0,4545	12	▼4	86	▼35	0,7634	12	▼4	67	▲4
Trinidad and Tobago	0,6339	16	▼4	93	▼12	0,4892	19	▼5	109	▼19	0,6717	12	▼4	81	▼14	0,7409	21	▼4	103	▼13	0,2386	23	▼10	143	▼58	0,5465	16	▼1	101	▼12
Paraguay	0,6332	17	▼2	94	▼1	0,6059	13	▼3	86	▼21	0,5989	17	▲1	98	▲8	0,6947	24	▲1	110	▼1	0,5114	11	▼1	76	▼19	0,6085	15	▼2	94	▼14
Bolivia	0,6165	18	▼1	98	▼1	0,5193	17	▼2	102	▼8	0,5818	19	▲2	103	▲10	0,7483	19	▲1	97	▲1	0,3182	20	▼5	115	▼25	0,5437	17	▼1	102	▼9
Antigua and Barbuda	0,6113	19	▼1	99	▼1	0,4231	25	▼2	128	▲1	0,5981	18	▼6	99	▼16	0,8128	11	▲5	66	▲18	0,4205	13	▲7	91	▲23	0,7859	11	▼2	63	▲9
Jamaica	0,5906	20	▲4	102	▲12	0,4914	18	▲8	107	▲31	0,5658	21	▲1	106	▲8	0,7148	22	▲1	106	0	0,2841	21	▲4	123	▲14	0,3211	24	▼1	140	▼10
St Vincent and the G.	0,5811	21	▲1	107	▲2	0,4526	22	▼2	119	▲2	0,5486	24	▲1	113	▲5	0,7420	20	▲1	102	▲2	0,3864	17	▲5	98	▲20	0,6366	14	▲7	88	▲25
Suriname	0,5809	22	▲5	108	▲14	0,3418	27	▲3	151	▲12	0,7089	10	▲6	73	▲28	0,6921	25	▼1	113	▼6	0,2045	28	▲3	157	▲13	0,2563	27	▼2	154	▼17
Dominica	0,5789	23	▼4	109	▼10	0,2954	30	▼7	166	▼37	0,7604	5	▲2	61	▲5	0,6810	26	▲1	118	▲6	0,0909	33	▼7	183	▼41	0,0282	33	0	188	▲5
St Lucia	0,5580	24	▼1	114	▼2	0,4007	26	▲1	132	▲7	0,5683	20	▼1	105	▲4	0,7049	23	▼1	107	▼2	0,4091	14	▲10	93	▲41	0,7127	13	▲5	79	▲21
El Salvador	0,5519	25	▼4	117	▼10	0,4670	21	▼5	116	▼19	0,5618	22	▲2	108	▲8	0,6268	29	0	134	▼3	0,3523	18	▼7	107	▼32	0,4282	20	▼4	120	▼27
Guyana	0,5233	26	▲3	123	▲6	0,4509	23	▼2	120	▲4	0,4643	26	▲4	127	▲12	0,6546	28	0	126	▲1	0,2159	24	▼1	153	▼31	0,4901	19	▲5	111	▲21
Guatemala	0,5111	27	▼1	126	▼5	0,5409	15	▲4	96	▲15	0,4328	27	▼1	131	▼12	0,5596	32	0	151	▼2	0,3295	19	0	114	▼2	0,5211	18	▼7	107	▼29
Venezuela	0,5053	28	▼3	128	▼10	0,3056	29	0	161	▼6	0,3923	29	▼2	136	▼16	0,8181	10	0	64	▲5	0,1250	30	▲2	178	▼6	0,3380	23	▲4	136	▲12
Nicaragua	0,5032	29	▼1	130	▼7	0,4809	20	▼2	112	▼11	0,4287	28	▲1	133	▲1	0,6000	30	0	137	▼2	0,2500	22	▼4	135	▼32	0,3211	25	▲1	140	▲3
Belize	0,5005	30	0	133	▲3	0,4425	24	▲7	121	▲47	0,3882	30	▼2	139	▼10	0,6707	27	▼1	122	▼11	0,2045	25	▲5	157	▲6	0,4169	21	▲8	123	▲48
Cuba	0,4945	31	▲1	136	▲4	0,2789	31	▲1	170	0	0,3663	31	▲1	144	▲17	0,8384	8	▼1	56	▲2	0,1364	29	▼3	175	▼33	0,1296	29	▲4	177	▲16
Honduras	0,3940	32	▼1	155	▼17	0,2417	32	▼11	176	▼52	0,3501	32	▼1	150	▼1	0,5901	31	0	141	▲5	0,1023	32	▼12	180	▼66	0,0845	32	▼13	185	▼80
Haiti	0,2481	33	0	187	▼7	0,0865	33	0	189	▼9	0,2646	33	0	164	▼1	0,3930	33	0	175	▼1	0,1023	31	▲2	180	▼6	0,0930	31	▼3	184	▼18

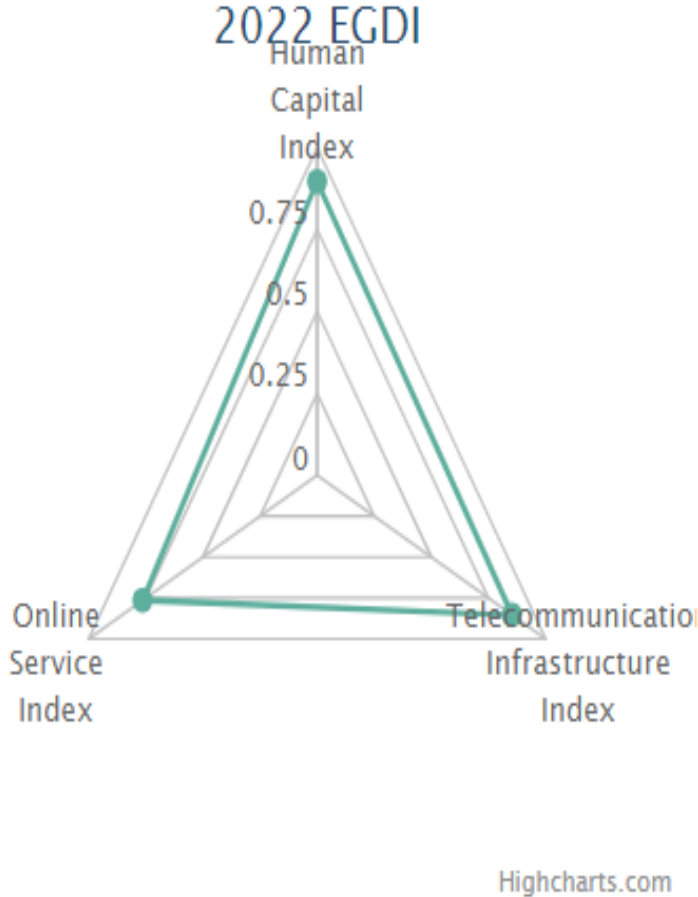


EGDI : Uruguay



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

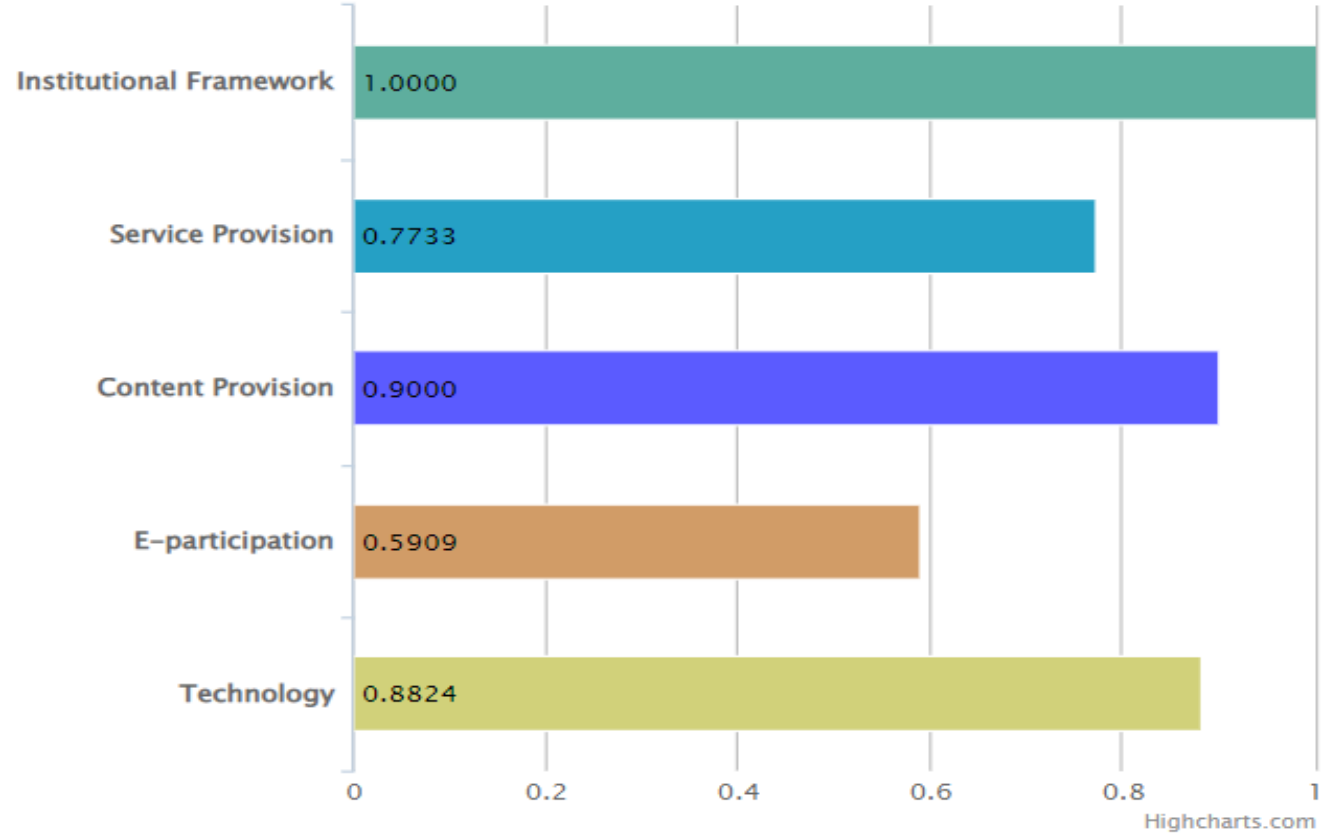
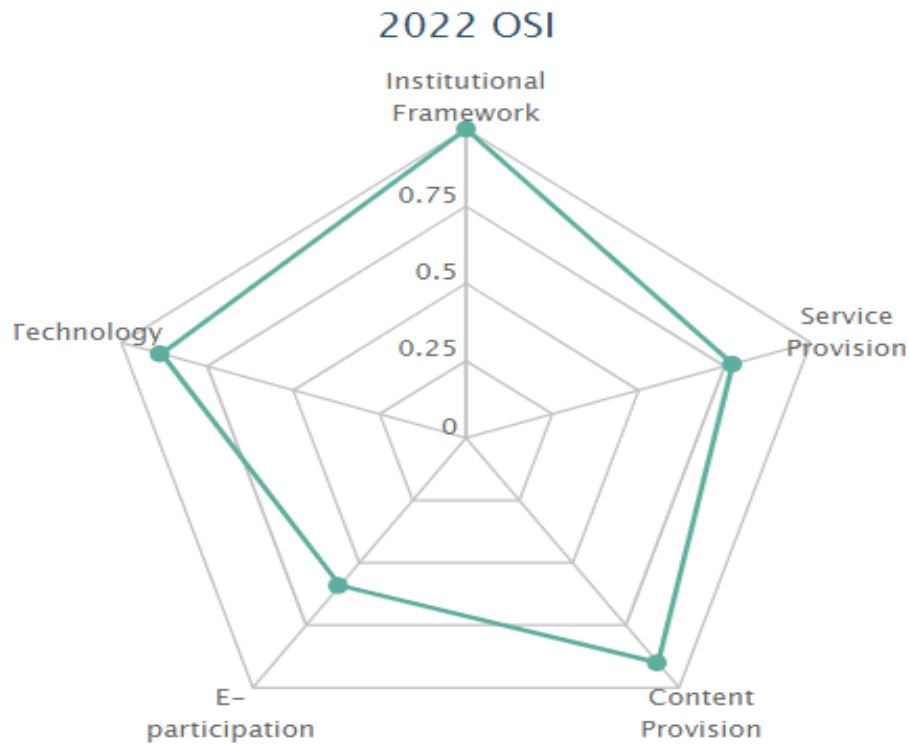
- Uruguay is the LAC regional leader for eight consecutive years
- Uruguay's E-Government Development Index (EGDI) is 35th this year in Very High EGDI and rating class V2
- Uruguay kept the regional leadership due to a significant improvement in the Human Capital
- subindex Ranked 61st * in the E-Participation Index (EPI) **(we change the methodology)*



<u>E-Government (2022 EGDI: 0.8388)</u>	
2022 Rank	35
Group	VHEGDI
Rating Class	V2
2020 Rank	26
Change	+9
<u>E-Participation (2022 EPART: 0.5909)</u>	
2022 Rank	61
2020 Rank	29
Change	+32



OSI : Uruguay

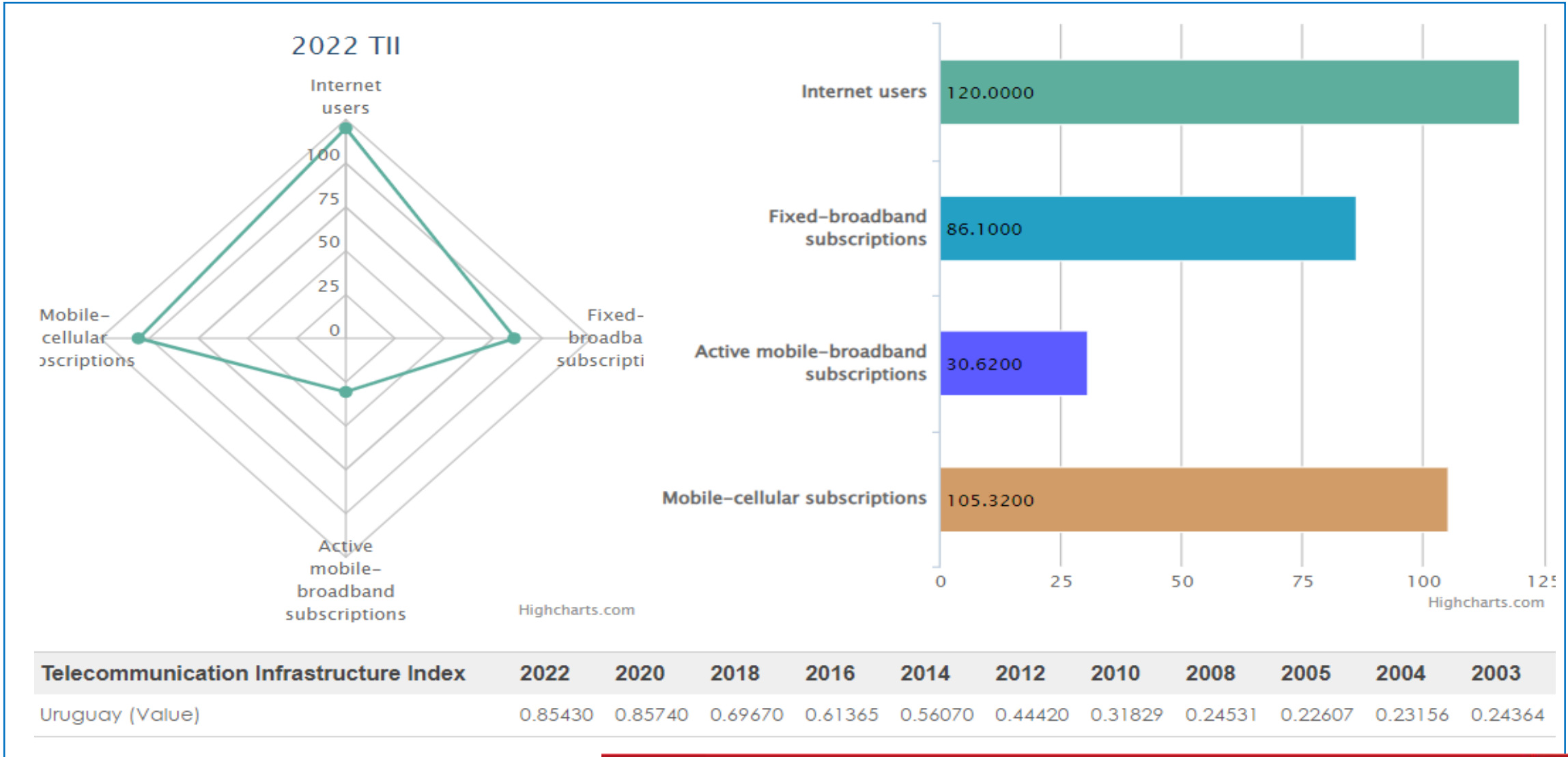


Online Service Index	2022	2020	2018	2016	2014	2012	2010	2008	2005	2004	2003
Uruguay (Value)	0.76410	0.84120	0.88890	0.77536	0.85039	0.54901	0.47936	0.50836	0.45000	0.48262	0.35807





TII: Uruguay





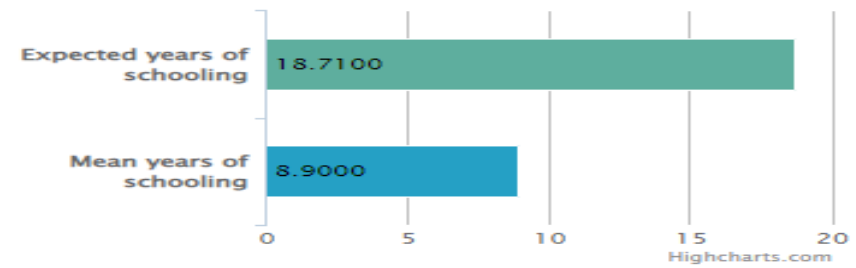
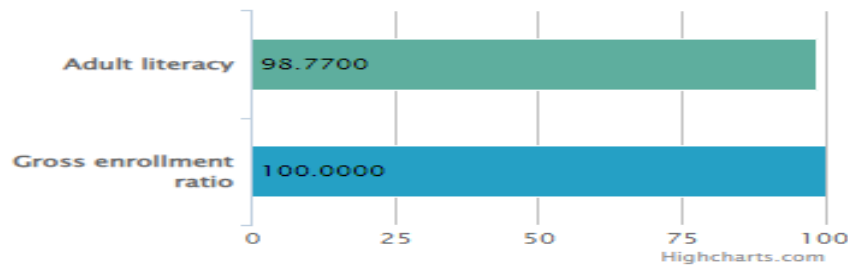
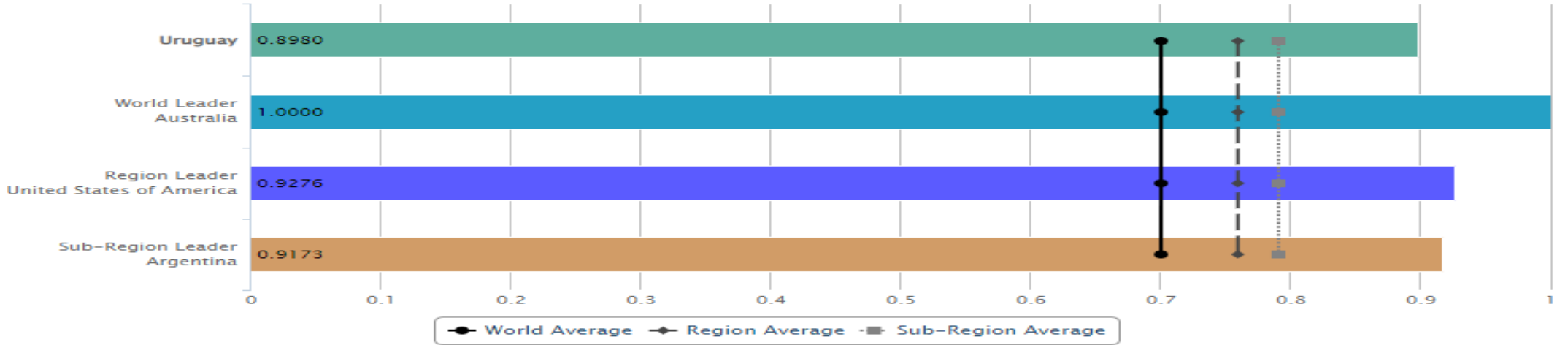
HCI: Uruguay



Uru

Human Capital Index

2022



Human Capital Index	2022	2020	2018	2016	2014	2012	2010	2008	2005	2004	2003
Uruguay (Value)	0.89800	0.85140	0.77190	0.78201	0.81480	0.90131	0.95986	0.94165	0.94000	0.93000	0.92000



EGDI: Complex Network Analysis



- ❑ The analysis resulted in the classification of countries in four clusters.
- ❑ The data set used for the analysis, intended to help identify hidden similarities and differences between the countries, consisted of 305 World Development Indicators (WDIs) and 214 SDG indicators characterizing the general development level of each Member State.
- ❑ Many countries (Top of the class) are capable of advancing their digital development beyond the constraints imposed by their cluster characteristics
- ❑ **Cluster II:** Top of the class: Argentina, Chile, Kazakhstan, Saudi Arabia, United Arab Emirates, **Uruguay**

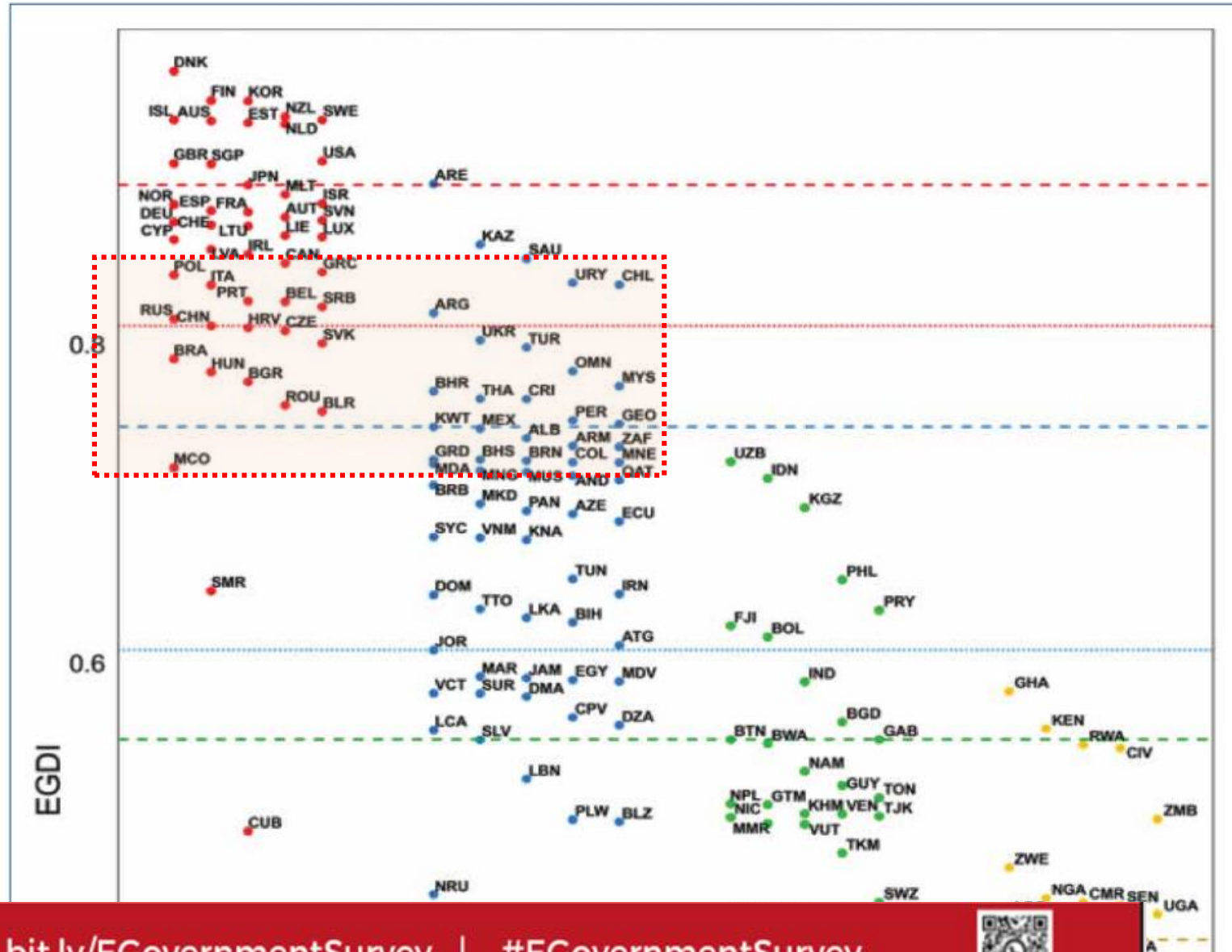




Table 3.3 Leading cities assessed according to each LOSI 2022 criterion

Institutional framework		Content provision		Services provision		Participation and engagement		Technology	
City	Rank	City	Rank	City	Rank	City	Rank	City	Rank
Berlin	1	Berlin	1	Madrid	1	Berlin	1	Madrid	1
Madrid	1	Copenhagen	1	Copenhagen	1	Madrid	1	Tallinn	1
Tallinn	1	Dubai	1	Dubai	1	Paris	1	Tokyo	1
Copenhagen	1	New York	1	Berlin	4	Istanbul	1	Berlin	4
Dubai	1	Reykjavik	1	Moscow	4	Reykjavik	1	Dubai	4
Moscow	1	Tallinn	6	New York	4	Tallinn	6	Paris	4
New York	1	Moscow	6	Singapore	4	Helsinki	6	Shanghai	4
Paris	1	Istanbul	6	Shanghai	4	Kiev	6	Sao Paulo	4
Bogota	1	Tokyo	6	Tallinn	9	Copenhagen	9	Helsinki	4
Buenos Aires	1	Zurich	6	Santo Domingo	9	Singapore	9	Riga	4
Istanbul	1	Sao Paulo	6	Buenos Aires	11	Bogota	9	Stockholm	4
Zurich	1	Auckland	6	Vienna	11	Buenos Aires	9	Riyadh	4
Rome	1	Vilnius	6	Manama	11	Zurich	9	Monaco	4
Sao Paulo	1	Seoul	6	Almaty	11	Sao Paulo	9	Moscow	14
Vienna	1	Tel Aviv	6	Nairobi	11	Vienna	9	New York	14
Auckland	1	Toronto	6	Paris	16	Lisbon	9	Singapore	14
Reykjavik	1	Brussels	6	Bogota	16	Moscow	17	Istanbul	14
Helsinki	1	Madrid	18	Zurich	16	Tokyo	17	Rome	14
Stockholm	1	Paris	18			Rome	17	Lisbon	14
Montevideo	1	Singapore	18			Auckland	17	Amman	14
Seoul	1	Shanghai	18			Luxembourg City	17	Copenhagen	21
Tel Aviv	1	Bogota	18			Seoul	17	Bogota	21
Toronto	1	Rome	18			Toronto	17	Buenos Aires	21
Oslo	1	Vienna	18			Warsaw	17	Auckland	21
Sydney	1	Helsinki	18			London	17	Reykjavik	21
Zagreb	1	Kiev	18			Dublin	17	Manama	21
London	1	Luxembourg City	18			Tripoli	17	Luxembourg City	21
Prague	1	Oslo	18						

City	Country	Region	LOSI Group	Rank	LOSI 2022
Luxembourg City	Luxembourg	Europe	Very High LOSI	26	0.8023
Vilnius	Lithuania	Europe	Very High LOSI	26	0.8023
Montevideo	Uruguay	Americas	Very High LOSI	29	0.7907
Seoul	Republic of Korea	Asia	Very High LOSI	30	0.7674
Tel Aviv	Israel	Asia	Very High LOSI	30	0.7674

- Montevideo, Uruguay participated first time in the Local Online Service Index (LOSI) for the Survey 2022 and is placed in the very high LOSI category.
- Montevideo ranks first in the institutional framework and 21st in the technology category.





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