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AFRICAN ASSOCIATION FOR  
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**United Nations**

Department of Economic and Social Affairs

## E-Government Survey 2022

The Future of  
Digital Government



*Strengthening Digital Government Transformation  
to Drive the Implementation of the 2030 Agenda and African  
Union Agenda 2063*

# E-GOVERNMENT SURVEY: Global and Regional Trends and Key Findings

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# E-Government Survey 2022

## 12<sup>TH</sup>

### 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.



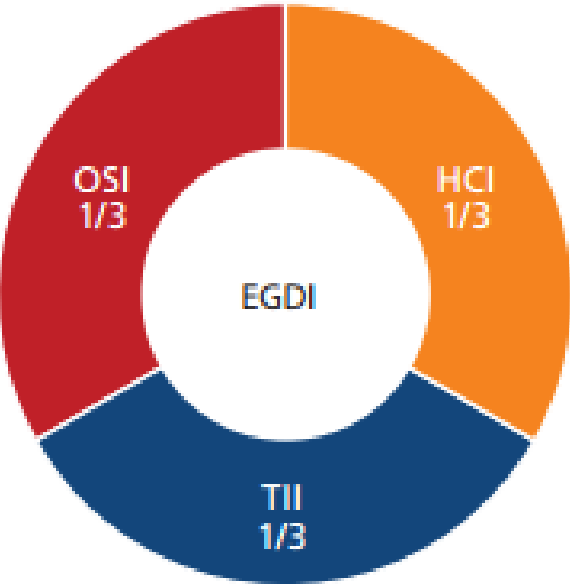
### More than 20 years of data – and a vision of the future

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.

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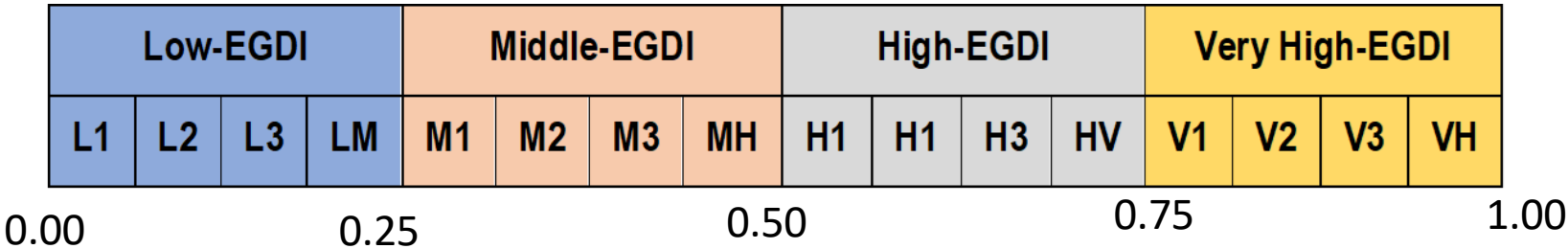
# EGDI Methodology



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**

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

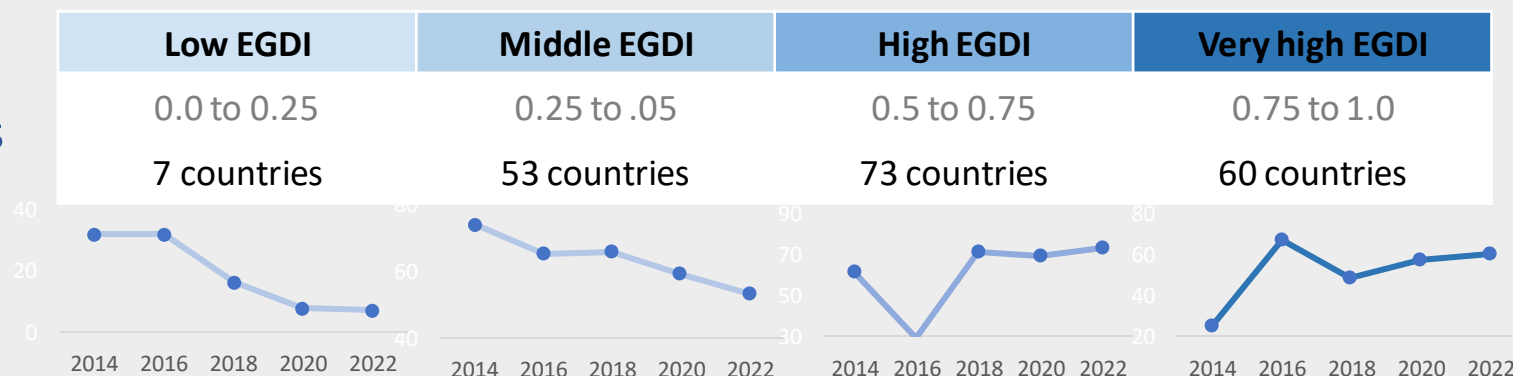
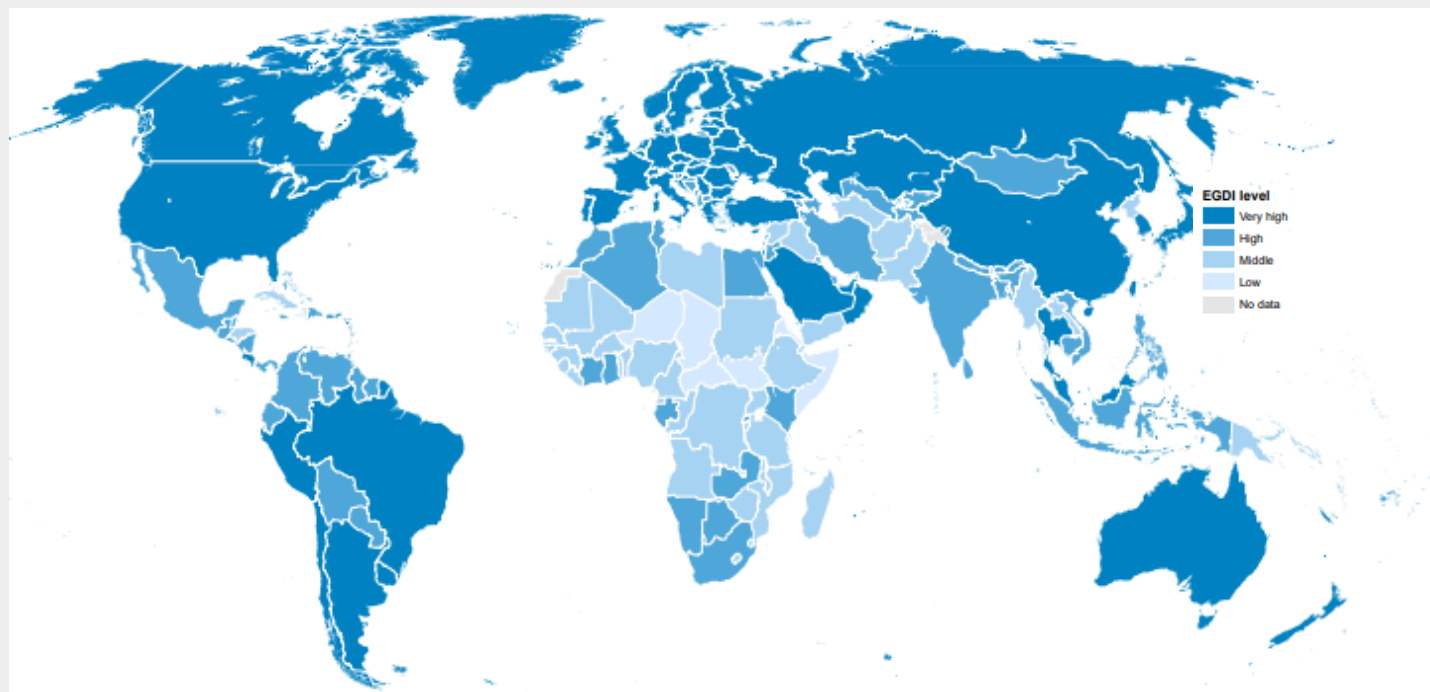




# Global Trends at a Glance

## Key Findings

- ✓ E-government development has improved between 2020 and 2022: Global average EGD value rose from 0.5988 to 0.6102
- ✓ 133 UN Member States (70%) have Very high (60) and High (73) EGD values : A 5% increase since 2020
- ✓ Only 7 countries have Low-EGD 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

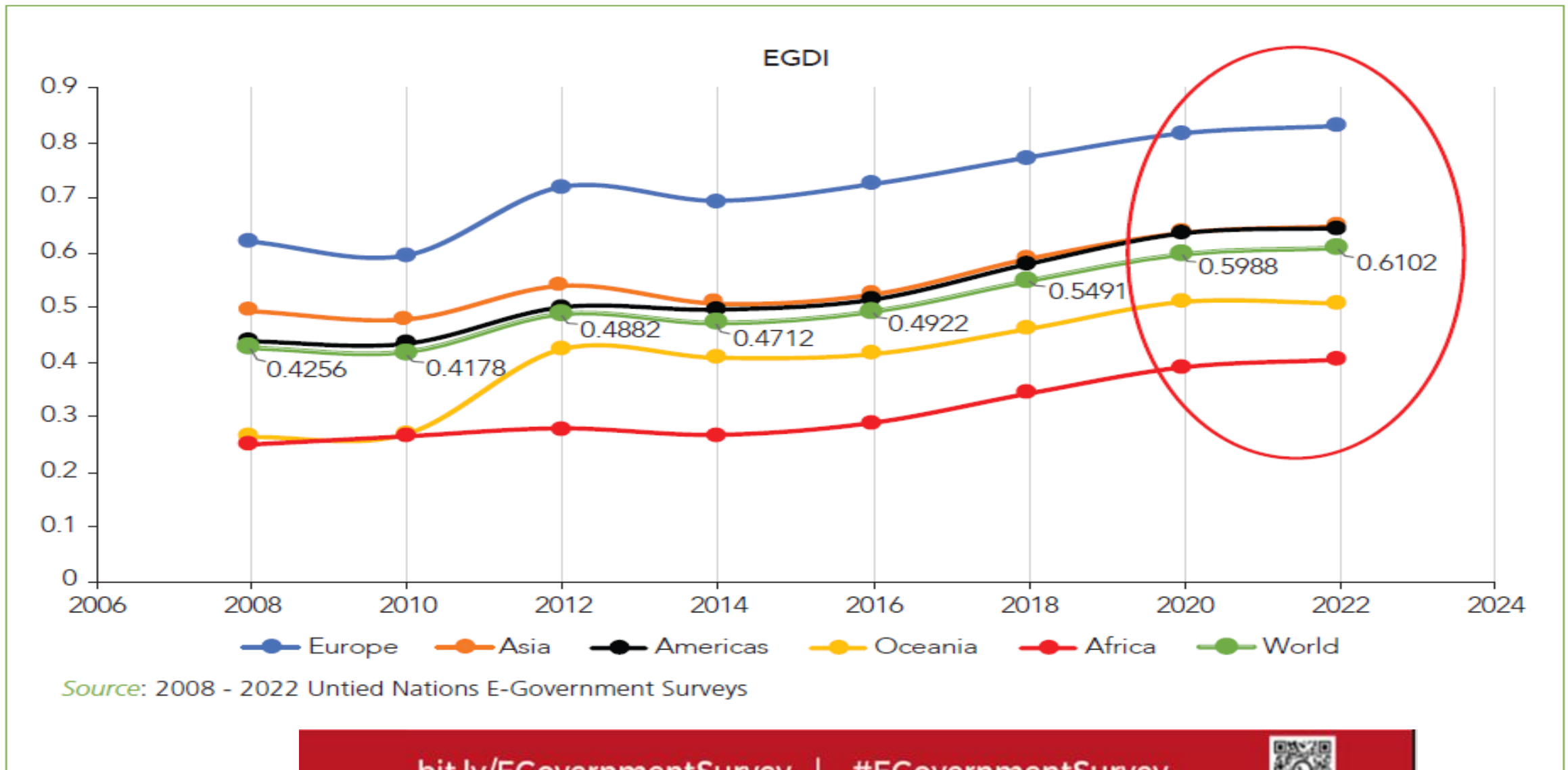




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# EGDI Series (2008-2022)



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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 EGDl average is the lowest and below the global average
- ✓ Largest share of positive changes (15 countries)
- ✓ Majority 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 EGDl 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

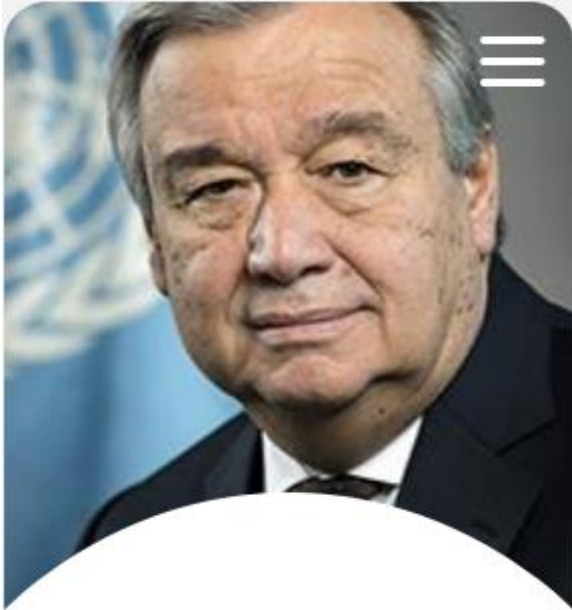




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# The New Face of Inequality is Digital



**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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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.



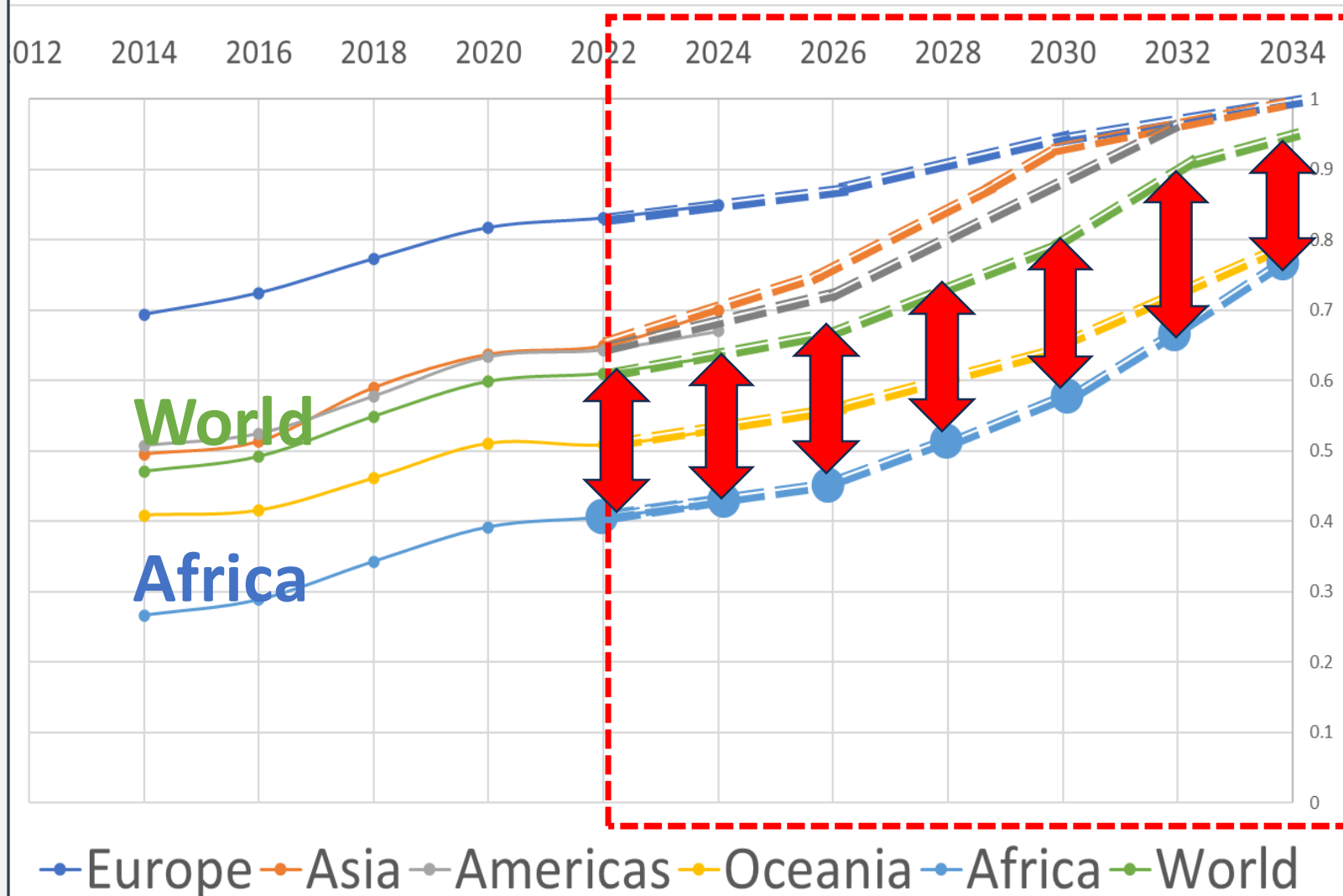
## Geographical distribution of countries with EGDI values above and below the global average EGDI value





# EGDI Projection 2024-2034

- ❑ Even the most optimistic projections of future development trends in Africa will not be sufficient to bridge the gap with regions like Europe, Asia, and the Americas within the next 10 years, **highlighting the urgency for accelerated efforts and innovative solutions to address the digital disparity.**
- ❑ The advancement of artificial intelligence (AI) is expected to widen the gap between Africa and the rest of the world in the near future, **underscoring the critical need for strategic investments and capacity-building initiatives to ensure Africa's meaningful participation in the AI-driven global economy.**





# In Conclusion ...



❑ The challenges of the digital divide in Africa stem from limited access to technology, internet connectivity, and digital skills. Bridging this gap in the next 10 years will require significant investment in infrastructure, affordability, and digital literacy programs to ensure equitable access and participation in the digital economy. However, disparities in funding, education, and regulatory obstacles may hinder efforts to close the divide within this timeframe.

❑ An unprecedented digital compact is crucial to support the African region in bridging the digital divide, emphasizing collaboration among governments, businesses, and international organizations to ensure sustainable progress and inclusive digital development.

❑ Now is the time to act swiftly and decisively to accelerate digital transformation in Africa, fostering a more inclusive and just world where every individual has the opportunity to thrive in the digital age. The urgency of the situation calls for collective action and innovative solutions to ensure that Africa can harness the power of technology for sustainable development and equitable growth.





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# Thank You

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