ESCAP Workshop
“Facilitating policymakers’ access to data for evidence-based policy”
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Since 2001, the UN E-Government Survey has presented a systematic assessment of the use and potential of information and communication technologies (ICTs) to transform the public sector by enhancing effectiveness, inclusiveness, accountability, access to public services and public participation, and at all levels of development.

The E-Government Survey is informed by over two decades of longitudinal research, with a ranking of countries based on the United Nations E-Government Development Index (EGDI), a combination of primary data (collected and owned by the UN DESA) and secondary data from other UN agencies (ITU, UNESCO and UNDP).

Recent editions:

2020  Digital Government in the Decade of Action for Sustainable Development

2022  The Future of Digital Government

2024  TO BE LAUNCHED IN OCTOBER 2024
Themes of Past Surveys

2024 Edition [TO BE LAUNCHED IN OCTOBER 2024]

2022 The Future of Digital Government
2020 Digital Government in the Decade of Action for Sustainable Development
2018 Gearing E-Government to support transformation towards sustainable and resilient societies
2016 E-Government for Sustainable Development
2014 E-Government for the Future We Want
2012 E-Government for the People
2010 Leveraging E-Government at a Time of Financial and Economic Crisis
2008 From E-Government to Connected Governance
2005 From E-Government to E-Inclusion
2004 Towards Access for Opportunity
2003 World Public Sector Report: E-Government at the Crossroads
2001 Benchmarking E-Government: A Global Perspective
E-Government Development Index (EGDI)

Data from International Telecommunications Union (ITU)

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

Data collected by UN DESA

Data from UNESCO
- Methodological framework organized in 5 categories (see right panel)
- New category on Institutional Framework
- Questions on service provision including more life events
- Questions on inclusion - vulnerable groups (women, youth, old people, people with disability, immigrants)
- Questions on e-participation

<table>
<thead>
<tr>
<th>OSI: Categories</th>
<th>Weight</th>
</tr>
</thead>
<tbody>
<tr>
<td>Institutional Framework</td>
<td>10%</td>
</tr>
<tr>
<td>Technical (access &amp; affordability)</td>
<td>5%</td>
</tr>
<tr>
<td>Content Provision</td>
<td>5%</td>
</tr>
<tr>
<td>Service Provision</td>
<td>45%</td>
</tr>
<tr>
<td>Participation (EPI)</td>
<td>35%</td>
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</tbody>
</table>
The future of digital government is not digital but **hybrid-digital**

- **Nexus** of digital government, digital economy, digital society and sustainable development

- Changing institutional dimension of government, from silos to **whole-of-government, whole-of-society, and integrated strategies** covering multiple sectors, multilevel (across local jurisdictions) and multistakeholder (with private sector, academia and civil society)

- Role of data and digital government in **responding to crisis and emergencies** such as pandemics and conflict, supporting a responsive and resilient government

- Central role of **data, AI and other emerging technologies** in driving anticipatory, predictive and responsive services

- Need for a **national data governance framework** in supporting to digital government strategy
E-Gov Product/Service/App

E-Gov Platforms

E-Gov Eco-system
E-Government Survey 2024
Accelerating Digital Transformation for Sustainable Development
With the addendum on Artificial Intelligence

Спасибо
شكرا
谢谢
Thank You
Merci
Gracias