



**WSIS**  
**FORUM 2023**  
13-17 March 2023  
Virtual Workshops in April & May

# Future of e-Government Assessment in the era of Artificial Intelligence

9:15-10:15 CET | 16 March 2023 | **Room E, CICG, 3<sup>rd</sup> Floor**

## UN DESA Action Lines Facilitation Meeting

C1: Public governance

C7: e-Government

C11: International cooperation

### ***AI, e-government assessment and the role of human expertise***

For more information, visit [http://bit.ly/WSIS\\_UNDESA](http://bit.ly/WSIS_UNDESA)



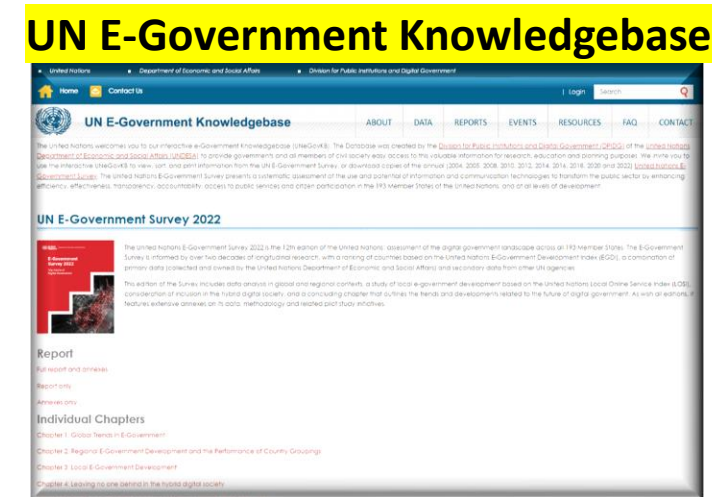
**United  
Nations**

Department of  
Economic and  
Social Affairs

- We would like to get your views on promotion of ICTs (WSIS Action Line C1) and partnerships (C11) via the assessment of e-government portals (C7-egov) at national and city levels
- Before the session, please be familiar with the UN E-Government Survey and its [Methodology](#)
- Please also check the [UN E-Government Knowledgebase](#) – i.e. visit your country page
- The next few slides will give you an overview of the United Nations E-Government Survey.
- **Remote participation** is available following this link [Session 192— Future of e-government assessment in the era of AI: Opportunities and... | WSIS Forum 2023 \(itu.int\)](#)



- ✓ **Biannual publication** - once every 2 years, since 2003
- ✓ Only survey that **assesses e-government** development of all **193 UN Member States**
- ✓ Assesses also **the most populous city in each country** starting from 2022 edition
- ✓ A **benchmark tool** to measure e-government development, build governments' capacity, provide policy recommendations and share good practices around the world.



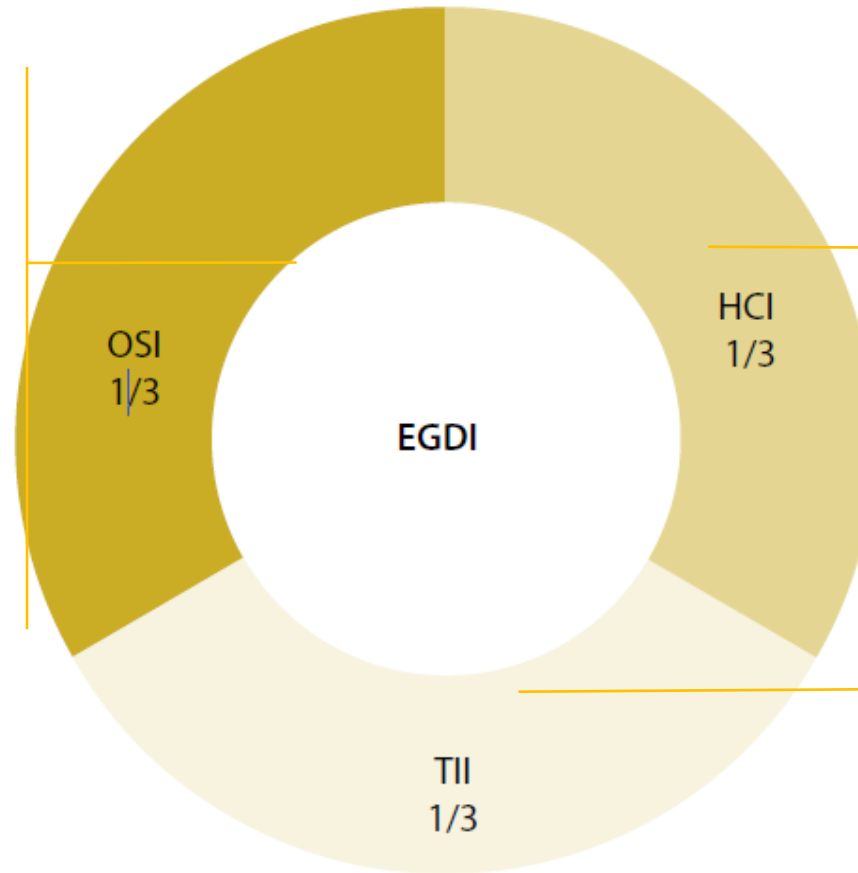
# E-Government Development Index (EGDI)

## OSI - Online Service Index

Based on web features under five categories:

- ✓ Institutional framework
- ✓ Content provision
- ✓ Service provision
- ✓ Participation
- ✓ Technology

(UN DESA)



## HCI - Human Capital Index

- ✓ Adult literacy
- ✓ Gross enrollment ratio
- ✓ Expected years of schooling
- ✓ Mean years of schooling

(UNESCO, UNDP)

## TII - Telecommunication Infrastructure Index

- ✓ Mobile subscribers per 100 inhabitant
- ✓ Fixed broadband subscriptions per 100 inhabitants
- ✓ Internet users per 100 inhabitants
- ✓ Active mobile-broadband subscriptions

(ITU)

$$EGDI = \frac{1}{3} OSI + \frac{1}{3} TII + \frac{1}{3} HCI$$

## 86 indicators relating to five criteria assessing city portals

### Institutional framework (8)

Focuses on **municipal e-government strategy, organizational structure, legislation governing access to information and privacy, and open data policy.**

### Content provision (25)

Aims to identify **the extent to which essential public information and resources are available online.**

### Services provision (18)

Focuses on the **availability and delivery of targeted government services.**

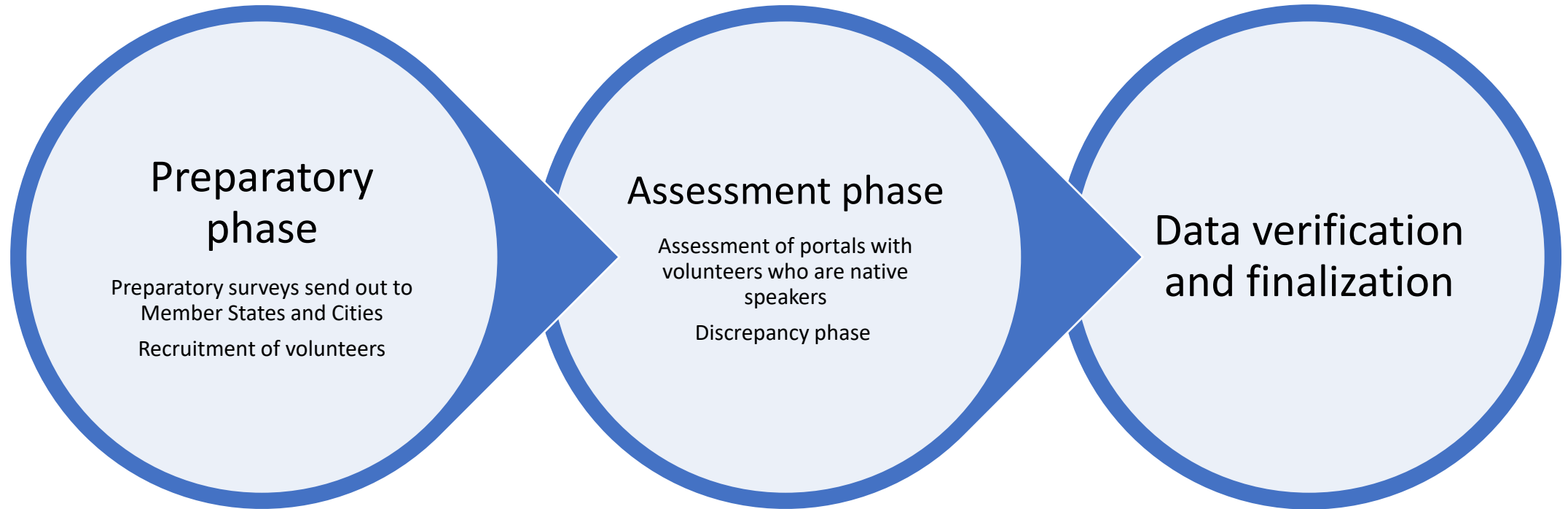
### Technology (18)

Focuses on **technical features of the portals** to specify how the site and content are made available for users.

### Participation and engagement (17)

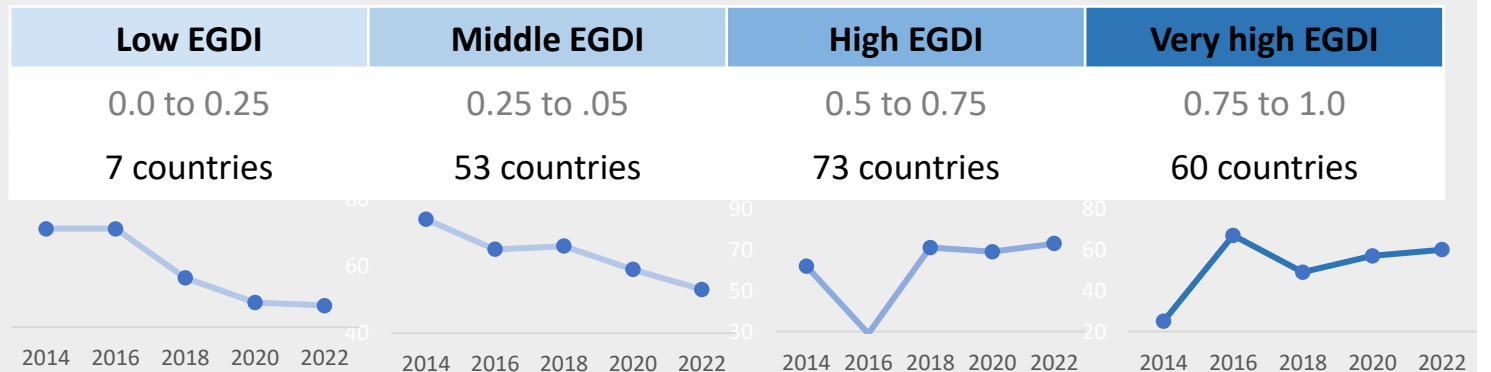
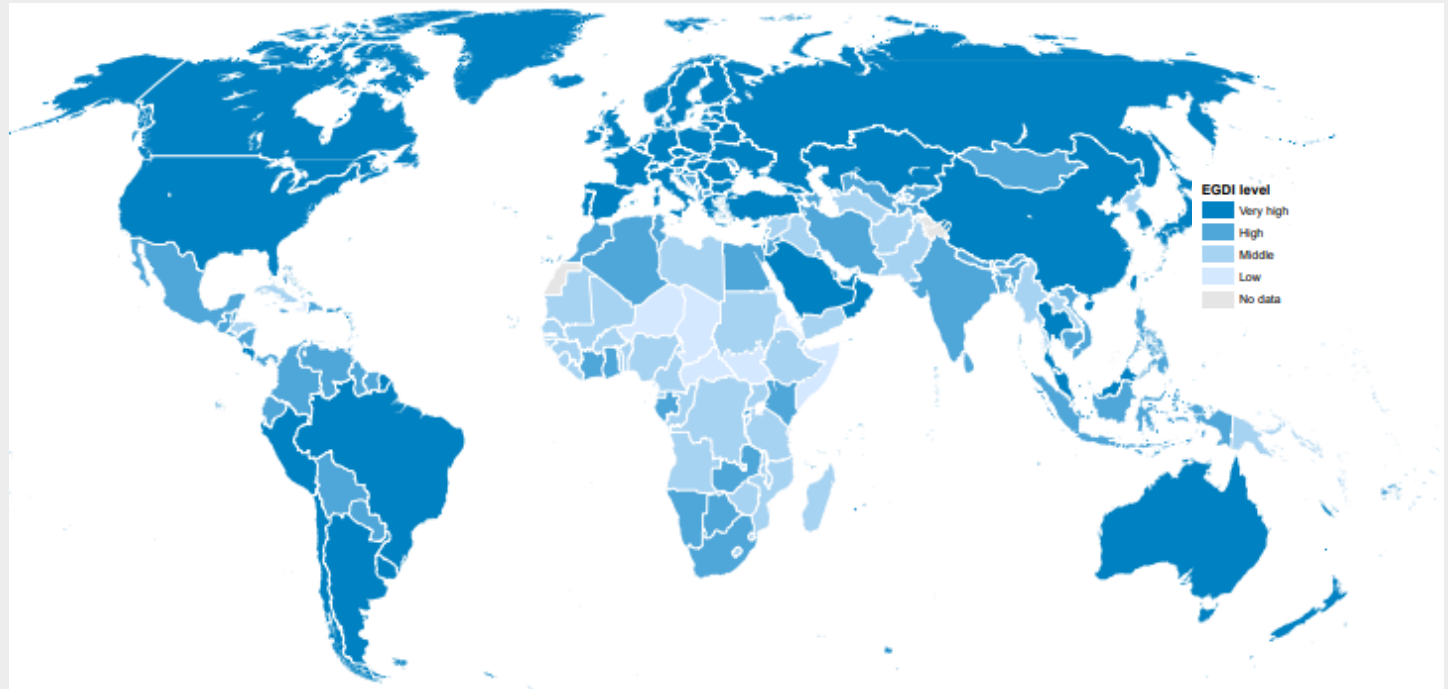
Assesses the **availability of mechanisms and initiatives for interaction** and opportunities for **public participation** in local governance structures.

# UN E-Government Survey Process



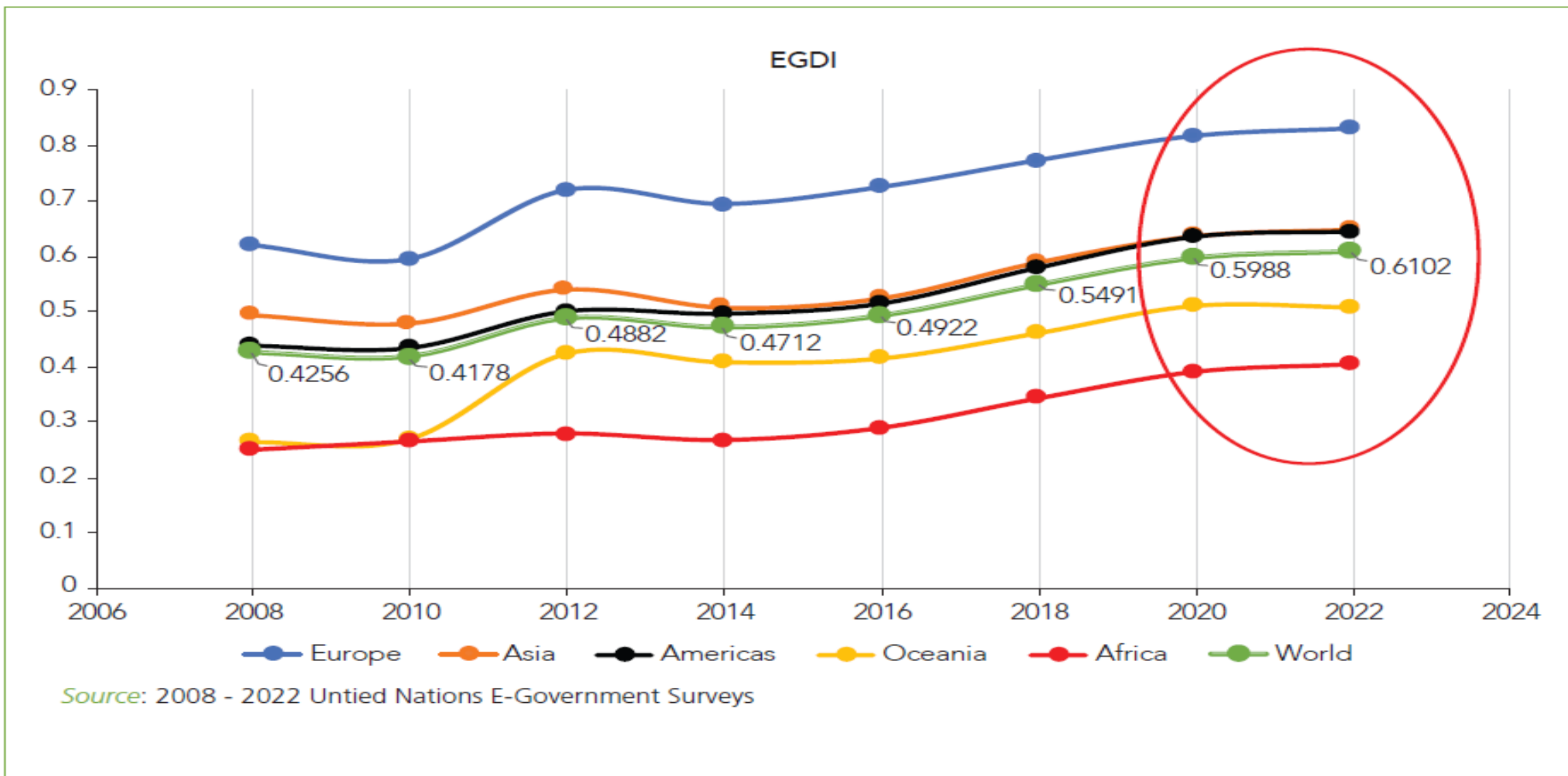
## Key Findings

- ✓ 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



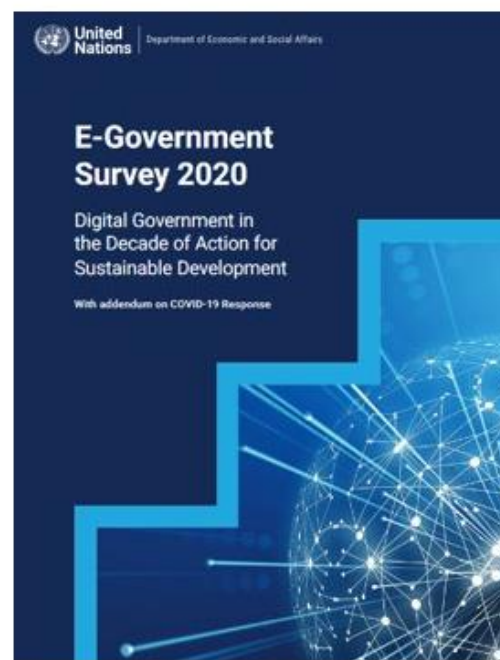


# EGDI Series (2008-2022)





# Local Online Service Index (LOSI)?



# Current Status of Local E-government

## Cities in the **VERY HIGH LOSI** group

City	Country	LOSI score	City	Country	LOSI score
Berlin	Germany	0.9767	Reykjavik	Iceland	0.8372
Madrid	Spain	0.9767	Helsinki	Finland	0.8256
Tallinn	Estonia	0.9535	Kiev	Ukraine	0.8256
Copenhagen	Denmark	0.9419	Riga	Latvia	0.8256
Dubai	United Arab Emirates	0.9186	Stockholm	Sweden	0.8256
Moscow	Russian Federation	0.9186	Manama	Bahrain	0.8140
New York	United States of America	0.9186	Almaty	Kazakhstan	0.8023
Paris	France	0.9186	Luxembourg City	Luxembourg	0.8023
Singapore	Singapore	0.9070	Vilnius	Lithuania	0.8023
Shanghai	China	0.8837	Montevideo	Uruguay	0.7907
Bogota	Colombia	0.8721	Seoul	Republic of Korea	0.7674
Buenos Aires	Argentina	0.8721	Tel Aviv	Israel	0.7674
Istanbul	Turkiye	0.8721	Toronto	Canada	0.7674
Tokyo	Japan	0.8605	Warsaw	Poland	0.7674
Zurich	Switzerland	0.8605	Brussels	Belgium	0.7558
Rome	Italy	0.8488	Oslo	Norway	0.7558
Sao Paulo	Brazil	0.8488	Riyadh	Saudi Arabia	0.7558
Vienna	Austria	0.8488	Sydney	Australia	0.7558
Auckland	New Zealand	0.8372	Zagreb	Croatia	0.7558

- Kiev and Riyadh moved from **the MIDDLE** to the **VERY HIGH LOSI** group
- Minsk moved from **the LOW** to **the HIGH LOSI** group

# Insights



- **Inequalities** between **local and national portals performances**
- The **average LOSI** value increased from **0.43** to **0.51** between 2020 and 2022
- **More populous cities** tend to have **higher LOSI value**
- **Service provision** criterion has the **lowest rate of compliance**
- Most city portals have a dedicated **COVID-19 page** or section serving as a **hub for pandemic related information**, contributing to **recovery efforts**
- Local governments should **consider the opinions of the residents** both **for service provision** and **in decision-making processes**.
- **Broadening the LOSI coverage** would allow to **identify needs** and **develop targeted solutions** in line with local priorities and budgets
- **Collaboration** between **cities of similar size** and **with similar needs**

*Please pick one question and share your comments within 3 minutes so everyone in the room can get a chance to respond.*

1. What kind of online public services are waiting for us in the future?
2. What will be the key trends in e-government technologies, how public officials will interact with people, how will people conduct business with governments in the coming years?
3. How can UN DESA advance the UN E-Government Survey methodology to improve data collection and assessment of e-government development at national level in line with mega trends such as AI, blockchain and big data?
4. How can UN DESA utilize AI and new technologies to assess e-government portals?



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谢谢

Thank You

Merci

Спасибо

Gracias

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