

UNITED NATIONS E - GOVERNMENT SURVEY 2018

GEARING E-GOVERNMENT TO SUPPORT TRANSFORMATION TOWARDS SUSTAINABLE AND RESILIENT SOCIETIES



Preliminary Report Prepared by Policies and Strategies Directorate – 22-July-2018

Introduction

The Survey (300 pages) **measures e-government effectiveness in the delivery of public services at the National Level (digital transformation at the National Level)**

The E-Government Development Index (EGDI) assesses is a composite index based on the weighted average of three normalized indices.

1. Telecommunications Infrastructure Index (TII) based on data provided by the International Telecommunications Union (ITU)

Index	Index components	Index value	Sources	Report Year
Telecommunication Infrastructure Index (TII) 0.4406	Internet user	62.3	ITU	2016
	Fixed telephone subscription	4.27	ITU	2016
	Mobile/Cellular telephone subscription	103.84	ITU	2016
	Active mobile broadband subscription	103.84	ITU	2016
	Fixed broadband	4.83	ITU	2016

2. Human Capital Index (HCI) based on data provided by the United Nations Educational, Scientific and Cultural Organization (UNESCO)

Index	Index components	Index value	Sources	Report Year
Human Capital Index (HCI) 0.7387	Adult Literacy (%)	96.7	UNDP (HDI)	2015
	Gross Enrollment Ratio	80.17	UNESCO	2012
	Expected Year of Schooling	13.1	UNDP (HDI)	2015
	Mean Year of Schooling	10.1	UNDP (HDI)	2015

3. Online Service Index (OSI) based on data collected from an independent survey questionnaire, conducted by UNDESA, which assesses the 193 United Nations Member States. The survey questionnaire assesses a number of features related to **online service delivery**, including **whole-of-government approaches, open government data, e-participation, multi-channel service delivery, mobile services, usage uptake, digital divide** as well as innovative partnerships through the **use of ICTs**.

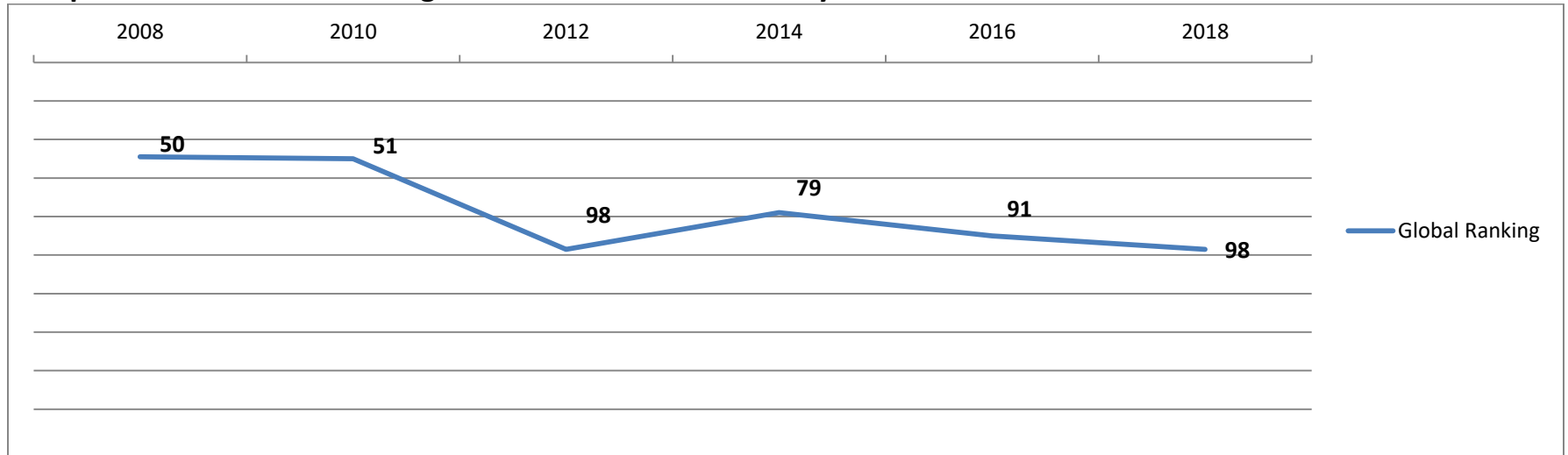
“Gearing e-government to support transformation towards sustainable and resilient societies”

Basic services like education, health, water and sanitation, as well as infrastructure and other utilities, are essential to sustaining e- development and improving quality of life and prosperity. To ensure resilience and sustainability, those services need to be delivered universally

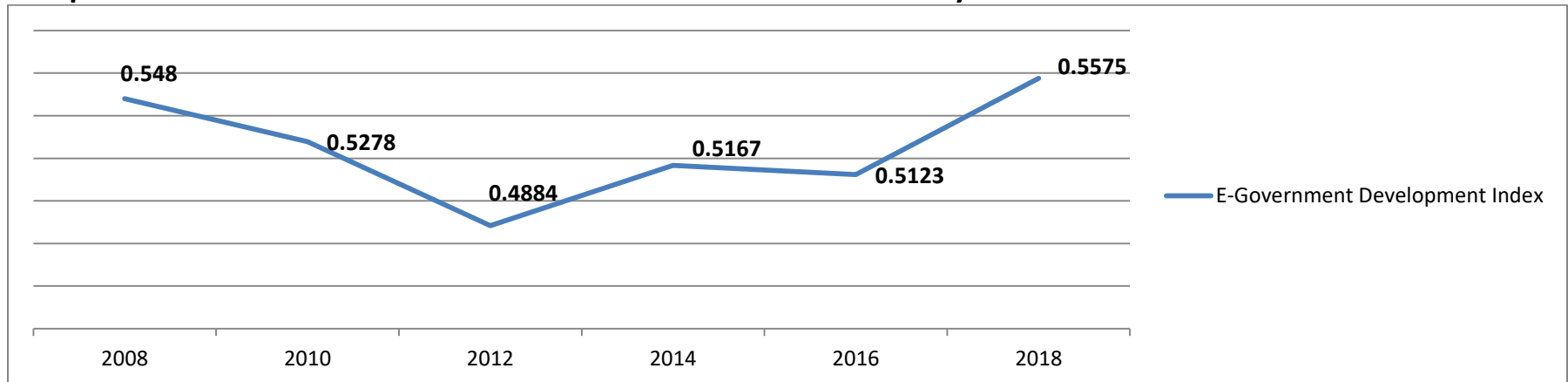
Main Pillars

1. Mobilizing e-government to build resilient societies: preconditions and enabling environment
 - Political commitment / public trust in e-government / National policy alignment, SDGs ...etc.
2. E-government for leaving no one behind (inclusion)
 - Internet / mobile / Telephone / Post / E-service delivery / websites / handicap / digital ID / E-participation / digital divide ...etc.
3. E-government: A tool to better anticipate and respond to disasters
 - Deaths / disasters / cyber security / recover / responding / readiness / outages ...etc.
4. Building the resilience of e-government
 - GCI / CERTs / legal framework /
5. Global and regional trends in e-government
 - EDGI / OSI / OGD / Mobile Service Delivery - Apps / BB / E-participation
6. Transforming cities to increase resilience and sustainability
 - Public service delivery at a local level / Local Level e-Government /
7. Fast-evolving technologies affecting e-government and possible applications for the SDGs
 - Data / intelligent apps / analytics / AI / Quantum Computing / public service as a platform

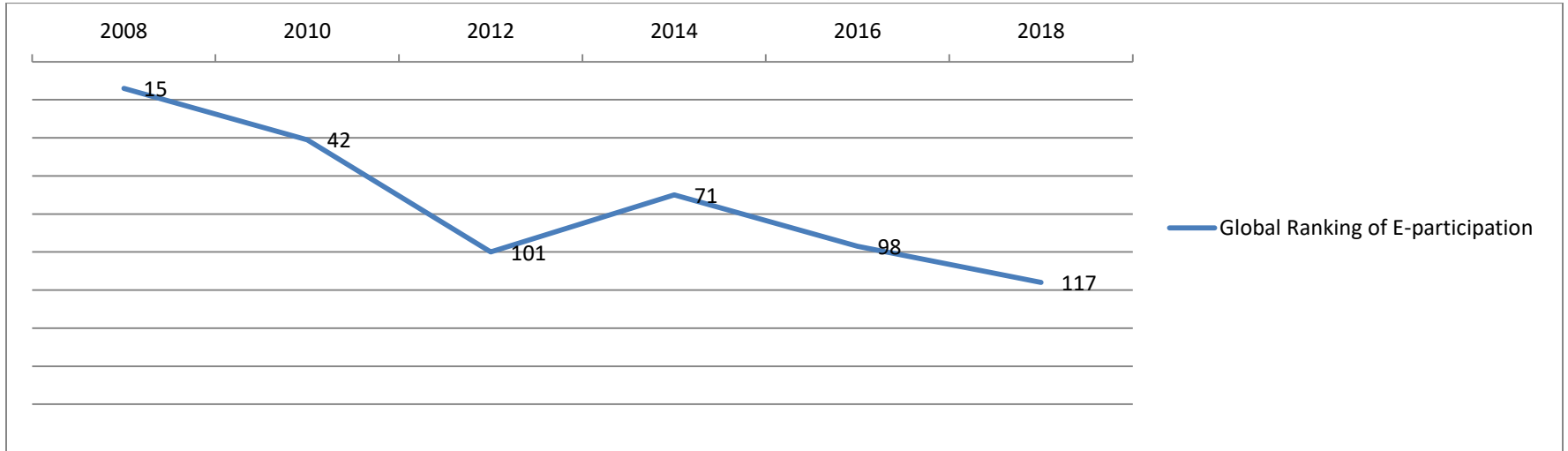
Comparison of Jordan's ranking for E-Government over the years



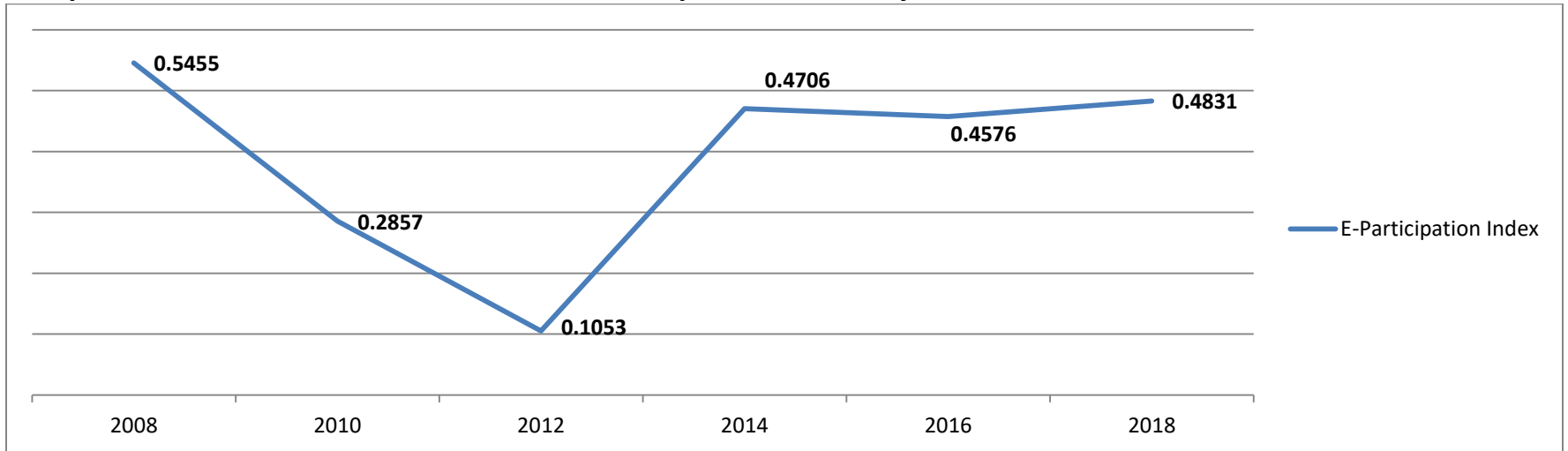
Comparison of Jordan's Performance in E-Government Index over the years



Comparison of Jordan's ranking for E-Participation over the years



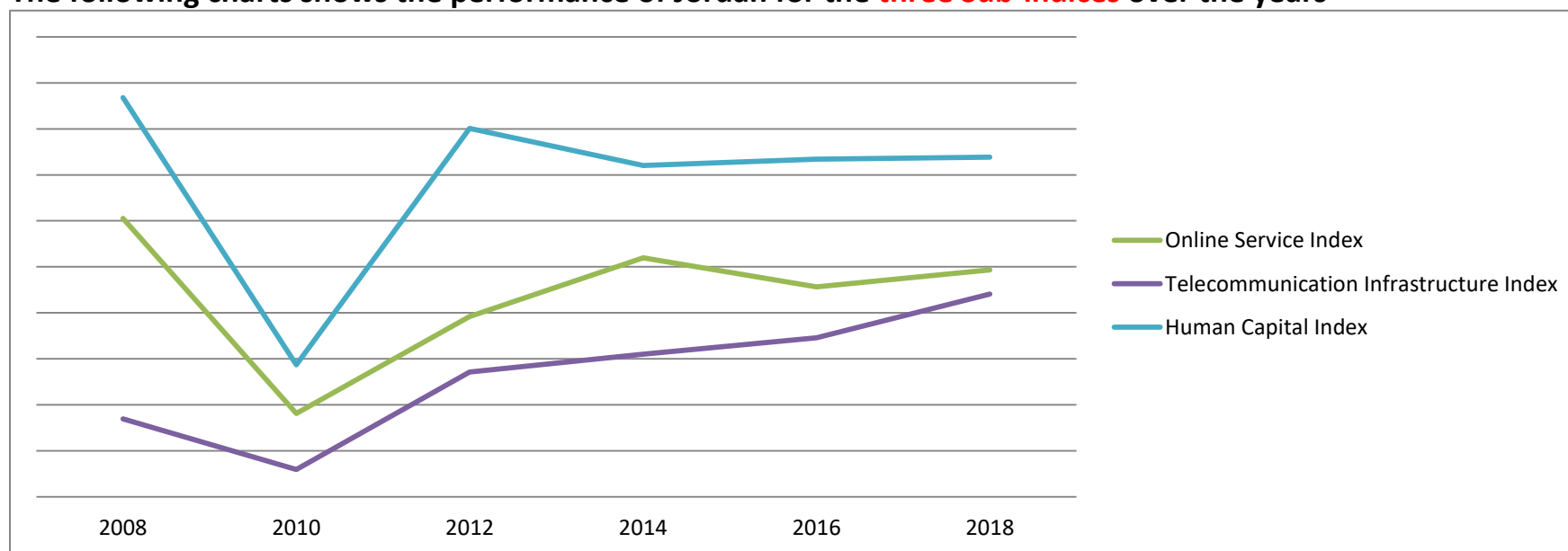
Comparison of Jordan's Performance for E-Participation over the years



Comparison of Jordan's performance over the years In the United Nations e-Government Survey

Year	No. of Countries	Global Ranking	EGDI	Comparing last year	OSI	Comparing last year	TII	Comparing last year	HCI	Comparing last year
2018	193	98	0.5575	↑	0.4931	↑	0.4406	↑	0.7387	↑
2016	193	91	0.5123	↓	0.4565	↓	0.3458	↑	0.7344	↑
2014	193	79	0.5167	↑	0.5197	↑	0.3104	↑	0.7202	↓
2012	190	98	0.4884	↓	0.3922	↑	0.2717	↑	0.8013	↑
2010	192	51	0.5278	↓	0.1813	↓	0.0596	↓	0.2869	↓
2008	192	50	0.548	-	0.6054	-	0.1693	-	0.8677	-

The following charts shows the performance of Jordan for the **three Sub-indices** over the years



Comparison of Jordan's ranking based on income “Lower & Middle Income”

If we compared Jordan Ranking based on income, Jordan’s ranking is 13 comparing to 51 countries which have the lower middle income.

#	Country	Rank 2018
1	Georgia	60
2	Republic of Moldova	69
3	Philippines	75
4	Tunisia	80
5	Uzbekistan	81
6	Ukraine	82
7	Armenia	87
8	Viet Nam	88
9	Kyrgyzstan	91
10	Mongolia	92
11	Sri Lanka	94
12	India	96
13	Jordan	98
14	El Salvador	100
15	Ghana	101
16	Bolivia	103
17	Indonesia	107
18	Morocco	110
19	Cabo Verde	112
20	Guatemala	113

Comparison of Jordan's Arab Ranking

Country Name	E-Government Rank 2016	E-Government Rank 2018	2016	2018
United Arab Emirates	29	21	2	1
Bahrain	24	26	1	2
Kuwait	40	41	3	3
Qatar	48	51	5	4
Saudi Arabia	44	52	4	5
Oman	66	63	6	6
Tunisia	72	80	7	7
Jordan	91	98	10	8
Lebanon	73	99	8	9
Morocco	85	110	9	10
Egypt	108	114	11	11
Algeria	150	130	15	12

Libya	118	140	12	13
Syrian Arab Republic	137	152	13	14
Iraq	141	155	14	15
Djibouti	187	179	19	16
Sudan	161	180	16	17
Mauritania	184	183	18	18
Yemen	174	186	17	19
Somalia	193	193	20	20

Success Story from Jordan

The report mentioned success story from Jordan, using innovative technology in solving a global humanitarian and social problems abound. The partnership between the government of Jordan, The World Food Programme (WFP), the United Nations High Commissioner for Refugees (UNHCR), Cairo Amman Bank and IrisGuard Inc., has introduced an **innovative iris scan payment system in Jordan's Zaatari and Azraq refugee camps** allowing 1.5 million Syrian refugees and migrants to use digital money deposited on e-cards to access food and basic services using a scan of their eye instead of cash or vouchers.

Conclusions

- The report does not only address e-services but rather covers digital transformation across all sectors at the national level
- Jordan has made improvements in all indices (EDGI, OSI, TII, HCI, E-Participation) but
- Overall global ranking has dropped by 7 places **for the following potential reasons:**
 1. Level of improvement/enhancement achieved is not as tangible as when compared to other countries
 2. Absence of clear national direction and unifies methodology
 3. Fragmented Approach in e-transformation at the national level (e.g. Missing of Unified Standards for policies and technologies of digital transformation; “Unified Enterprise Architecture”)
 4. Complexity of procurement & recruitment processes
 5. Lack of accountability and responsibility
 6. Missing Single Sign On (Identity Management)
 7. Lack of skilled human resources at the governmental entities
 8. Limited Financial Resources
 9. Inefficient public-private partnership
 10. Data used in the report goes back to years 2012, 2014, 2015 and 2016. This is a reflection that individual entities do not update the data with international organizations such as ITU, UNDP, and UNESCO...etc.
 11. Missing Online presence for local communities and municipalities (10 out of 100)
 12. Resistance to change for improvement from governmental entities