



United Nations

Department of Economic and Social Affairs

E-Government Survey 2020

Digital Government in the Decade of Action for Sustainable Development

With addendum on COVID-19 Response


UN E-GOVERNMENT SURVEY 2020

Mauritian Perspective

Central Informatics Bureau

21 June 2020

E-GOVERNMENT DEVELOPMENT INDEX 2020 (EGDI)

- ✓ The EGDI ranks 193 United Nations Member States in terms of e-Government development
- ✓ Captures three most important dimensions of e-Government:
 - ❑ Scope and quality of **online services** (Online Service Index),
 - ❑ Status of **telecommunication** infrastructure (Telecommunication infrastructure Index) and
 - ❑ Existing **human capacity** (Human Capital Index)
- ✓ The Republic of Mauritius  has been recognised by the report as a **front-runner** in the African region in terms of e-Government
- ✓ **Digital Government Transformation Strategy** (by CIB) cited as an example for its comprehensive situation analysis, Public engagement and awareness approaches in the UN e-Government Survey Report

Components of EGDI

E-GOVERNMENT DEVELOPMENT INDEX 2020

Online Service Index

- Independent Assessment of around 120 online Services by UN
- Includes health, education, social protection, gender equality, decent work, employment and SDGs

Source: Links from each Country (2019) followed by Assessment by UN

Telecommunication Infrastructure Index

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

Source: International Telecommunication Union (2019)

Human Capital Index

- Adult literacy rate
- Primary, secondary and tertiary gross enrolment ratio
- Expected years of schooling
- Average years of schooling

Source: UNESCO (2019)

Dashboard - Mauritius

1st

IN AFRICA



**GAINED 3 PLACES
GLOBALLY (66th IN 2018)**

4th

**AMONG SMALL ISLAND
DEVELOPMENT STATES**

MODEL

**DIGITAL GOVERNMENT
TRANSFORMATION
STRATEGY MENTIONED AS
AN EXAMPLE TO FOLLOW**

63rd

**GLOBALLY AMONG 193
COUNTRIES**

45th

**GLOBALLY IN OPEN
DATA INDEX**



Key Messages

- ✓ Regional EGD I 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

❑ Mauritius, Seychelles and South Africa are the top regional leaders

❑ 8 countries moved from Middle to High-EDGI group (Namibia, Cabo Verde, Egypt, Gabon, Botswana, Kenya, Algeria, and Zimbabwe)

❑ 7 countries moved from Low to Middle-EDGI group (Sudan, Mali, Mauritania, Comoros, Djibouti, Guinea, and Equatorial Guinea (**))

Table : Top countries for e-government in Africa

Country	"Rating class"	"EGDI Rank"	Sub-Region	"OSI value"	"HCI value"	"TII value"	"EGDI (2020)"	"EGDI (2018)"
Mauritius	HV	63	Eastern Africa	0.7000	0.7911	0.6677	0.7196	0.6678
Seychelles	H3	76	Eastern Africa	0.6176	0.7660	0.6925	0.6920	0.6163
South Africa	H3	78	Southern Africa	0.7471	0.7371	0.5832	0.6891	0.6618
Tunisia	H3	91	Northern Africa	0.6235	0.6974	0.6369	0.6526	0.6254
Ghana	H2	101	Western Africa	0.6353	0.5930	0.5596	0.5960	0.539
Namibia*	H2	104	Southern Africa	0.5235	0.6558	0.5447	0.5747	0.4554
Morocco	H2	106	Northern Africa	0.5235	0.6152	0.5800	0.5729	0.5214
Cabo Verde*	H2	110	Western Africa	0.5000	0.6337	0.5476	0.5604	0.498
Egypt*	H1	111	Northern Africa	0.5706	0.6192	0.4683	0.5527	0.488
Gabon*	H1	113	Middle Africa	0.3235	0.6719	0.6250	0.5401	0.4313
Botswana*	H1	115	Southern Africa	0.3647	0.6911	0.5591	0.5383	0.4253
Kenya*	H1	116	Eastern Africa	0.6765	0.5812	0.3402	0.5326	0.4541
Algeria*	H1	120	Northern Africa	0.2765	0.6966	0.5787	0.5173	0.4227
Zimbabwe*	H1	126	Eastern Africa	0.5235	0.6135	0.3688	0.5019	0.3692

* Countries that moved from the middle to the high EGD I group in 2020.

(**) See E-Government Survey 2020 Annex

Small Island Development States

- ✓ Mauritius is **fourth** among SIDS
- ✓ Report acknowledges that:
 - ❑ SIDS have capacity constraints such as small size and remoteness
 - ❑ **These constraints impact the quality of the public sector.**

Table 2.9 Small island developing States with the highest EGDl values

Country	Rating class	EGDI Rank	Sub-Region	OSI value	HCI value	TII value	EGDI (2020)	EGDI (2018)
Singapore	VH	11	South-Eastern Asia	0.9647	0.8904	0.8899	0.9150	0.8812
Bahrain	V2	38	Western Asia	0.7882	0.8439	0.8319	0.8213	0.8116
Barbados	HV	62	Caribbean	0.5765	0.8549	0.7523	0.7279	0.7229
Mauritius	HV	63	Eastern Africa	0.7000	0.7911	0.6677	0.7196	0.6678
Bahamas	HV	73	Caribbean	0.6765	0.7546	0.6739	0.7017	0.6552
Seychelles	H3	76	Eastern Africa	0.6176	0.7660	0.6925	0.6920	0.6163
Trinidad and Tobago	H3	81	Caribbean	0.6118	0.7434	0.6803	0.6785	0.6440
Dominican Republic	H3	82	Caribbean	0.7647	0.7419	0.5279	0.6782	0.5726
Fiji	H3	90	Melanesia	0.5059	0.8227	0.6468	0.6585	0.5348
Saint Kitts and Nevis	H2	95	Caribbean	0.3941	0.8035	0.7080	0.6352	0.6554
Antigua and Barbuda	H2	98	Caribbean	0.4471	0.7518	0.6176	0.6055	0.5906
Dominica	H2	99	Caribbean	0.4471	0.6698	0.6871	0.6013	0.5794
Grenada	H2	102	Caribbean	0.3412	0.8576	0.5449	0.5812	0.5930
Maldives	H2	105	Southern Asia	0.4353	0.6886	0.5981	0.5740	0.5615
Tonga	H2	108	Polynesia	0.3765	0.8283	0.4800	0.5616	0.5237
Saint Vincent and the Grenadines	H2	109	Caribbean	0.4706	0.7214	0.4894	0.5605	0.5306
Cabo Verde*	H2	110	Western Africa	0.5000	0.6337	0.5476	0.5604	0.4980
Saint Lucia*	H1	112	Caribbean	0.3824	0.7205	0.5302	0.5444	0.4660
Jamaica*	H1	114	Caribbean	0.3882	0.7142	0.5151	0.5392	0.4697
Suriname*	H1	122	South America	0.2882	0.7098	0.5482	0.5154	0.4773
Palau	H1	125	Micronesia	0.2765	0.8816	0.3745	0.5109	0.5024

* Countries that have moved from the middle to the high EGDl group.

Source: 2020 United Nations E-Government Survey.

Mauritius Cited As Example in the Report (1)

Chapter 7.2 A holistic approach to digital government transformation in pursuit of sustainable development

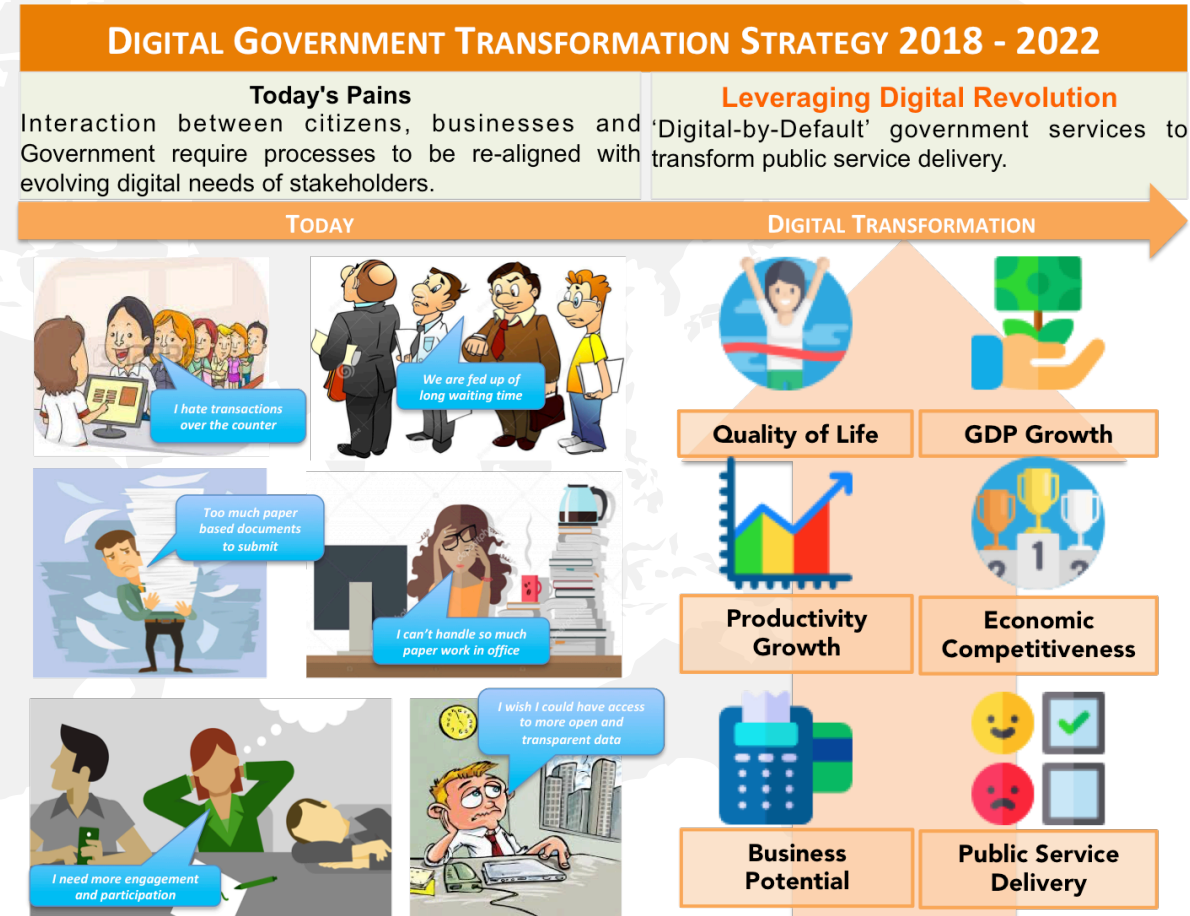
*“There are multiple modalities available for situation analysis. For example, data can be collected through an online government survey administered to all government agencies, businesses, and individuals. Participatory workshops and focused working groups organized by government entities at different levels, preceded by multistakeholder mapping, can also be useful tools. **Mauritius conducted a comprehensive situation analysis that engaged people through surveys, focus groups and other means to inform its Digital Government Transformation Strategy 2018-2022.**”*



Mauritius Cited As Example in the Report (2)

Chapter 7.5 Developing a strategy and road map for digital government transformation and capacity development

*“It is essential to raise awareness through effective public communication campaigns both to inform people of the benefits of digital services and to ensure more widespread use of online platforms. If people are not aware that government services are provided online, they will not use them. As part of its digital government transformation strategy, **Mauritius** has made an infographic available to help people better understand the value of digital government and how it can benefit them.”*



Mauritius Cited As Example in the Report (3)

- Chapter 8. E-Government during the COVID-19 pandemic: Policy insights and the way forward

“For example, in Mauritius, the Ministry of Health and Wellness has partnered with the private sector to bring in video conferencing solutions to help hospital staff communicate medical supply needs and other crisis-related issues to the Government.”



COVID-19
RESPONSE

A light gray world map is centered in the background of the slide. The map shows the outlines of all continents: North America, South America, Europe, Africa, Asia, and Australia. The text "THANK YOU" is overlaid on the map in a dark blue, bold, sans-serif font.

THANK YOU