



EU-GCC Dialogue on Economic Diversification

A Project funded by the European Union

GCC countries – E-Government Development Index 2020 Rankings



A project implemented by
GFA Consulting Group GmbH
Centre for European Policy studies
DMI Associates



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E-Government Development Index:

Role in policymaking

- The United Nations E-Government Survey is produced every two years by the Department of Economic and Social Affairs. It is the only report in the world that assesses the e-government development status of all 193 United Nations Member States.
- As a composite indicator, the EGDI is used to measure the readiness and capacity of national institutions to use ICTs to deliver public services. This measure is useful for government officials, policy makers, researchers and representatives of civil society and the private sector to gain a deeper understanding of the relative position of a country in utilizing e-government for the delivery of public services.
- It serves as a tool for decision-makers to identify their areas of strength and challenges in e-government and to guide e-government policies and strategies. The publication also highlights emerging e-government trends, issues and innovative practices, as well as challenges and opportunities of e-government development.

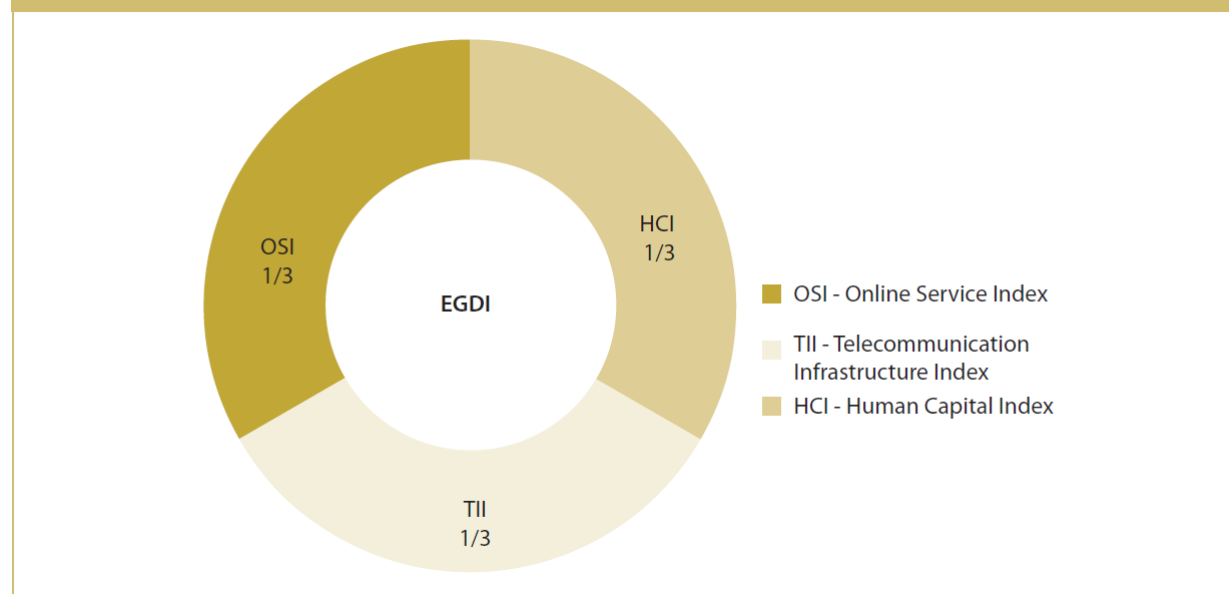
Source: https://www.un-ilibrary.org/democracy-and-governance/united-nations-e-government-survey_237d52b2-en

Methodology and framework of the E-Government Development Index 2020

EGDI is a composite index based on the weighted average of three normalized indices, each counting for one third of the EGDI:

1. Telecommunications Infrastructure Index (TII) assesses the status of the development of telecommunication infrastructure, based on data provided by the International Telecommunications Union (ITU)
2. Human Capital Index (HCI) based on data mainly provided by the United Nations Educational, Scientific and Cultural Organization (UNESCO)
3. Online Service Index (OSI) assesses the scope and quality of online services, based on data collected from an independent Online Service Questionnaire (OSQ), which assesses the national online presence of all 193 United Nations Member States, complemented by a Member State Questionnaire (MSQ). 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 and digital divides, as well as innovative partnerships through the use of ICTs.

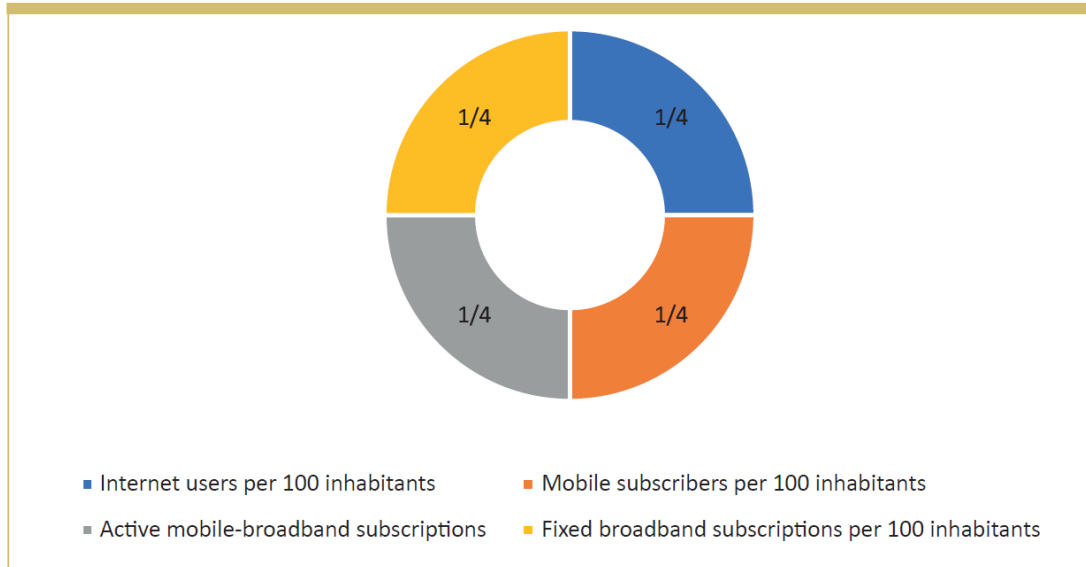
Figure 1. The three components of the E-Government Development Index (EGDI)



Source: E-Government Survey 2020

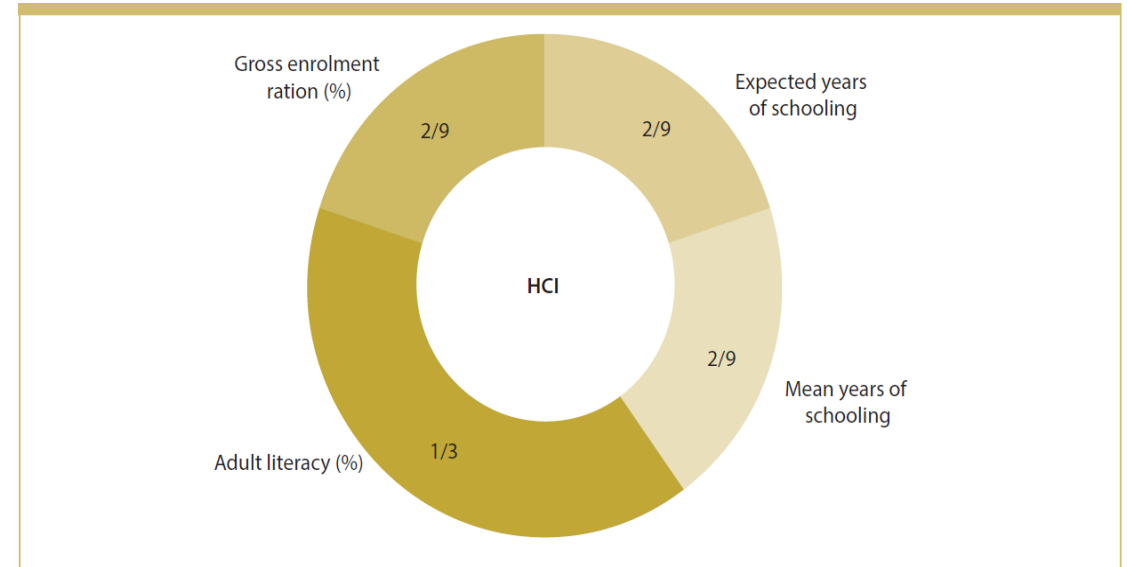
Indicators of the Telecommunication Infrastructure Index and Human Capital Index

Figure 2. Telecommunication Infrastructure Index (TII) and its components



Source: E-Government Survey 2020

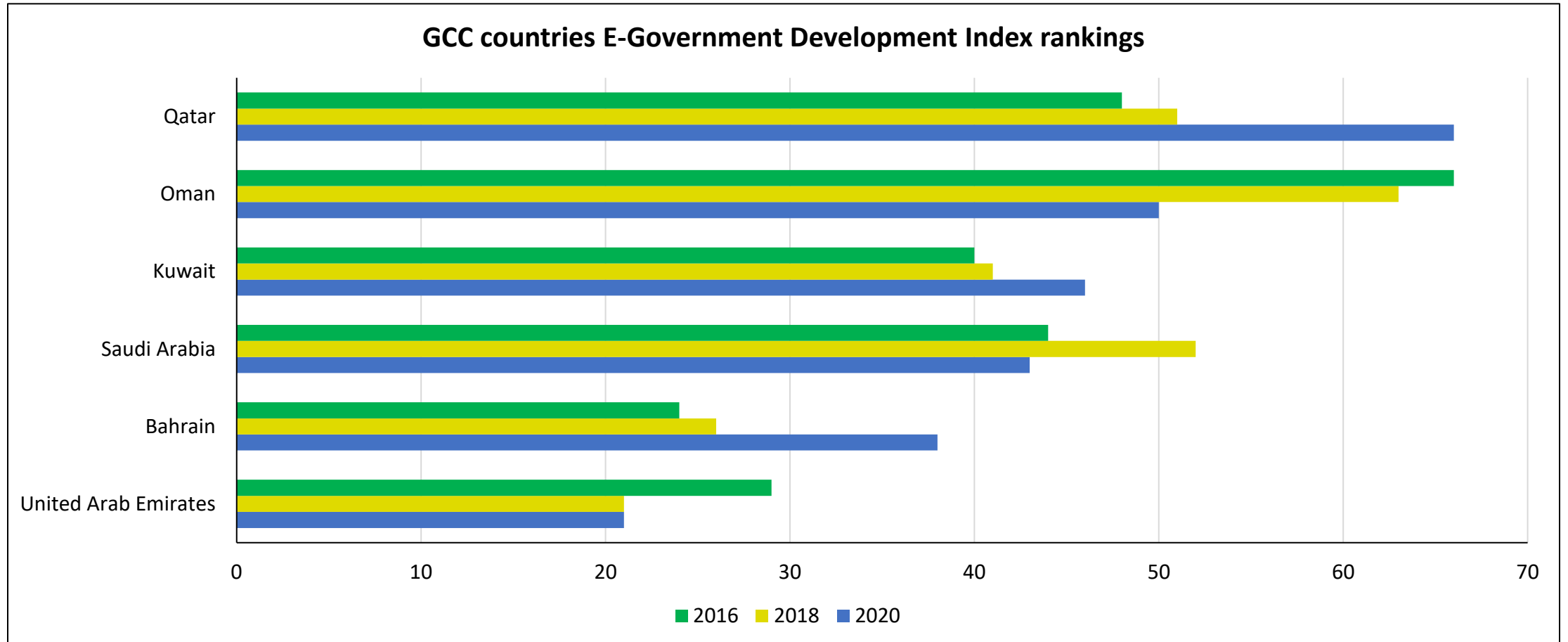
Figure 3. Human Capital Index (HCI) and its components



Source: E-Government Survey 2020

GCC ranking trends

Figure 4. GCC countries E-Government Development Index ranking trends



Source: E-Government Survey 2020 data

2020 E-Government Development ranking comparison across GCC countries

Highlighted in green are the highest rankings across GCC countries.

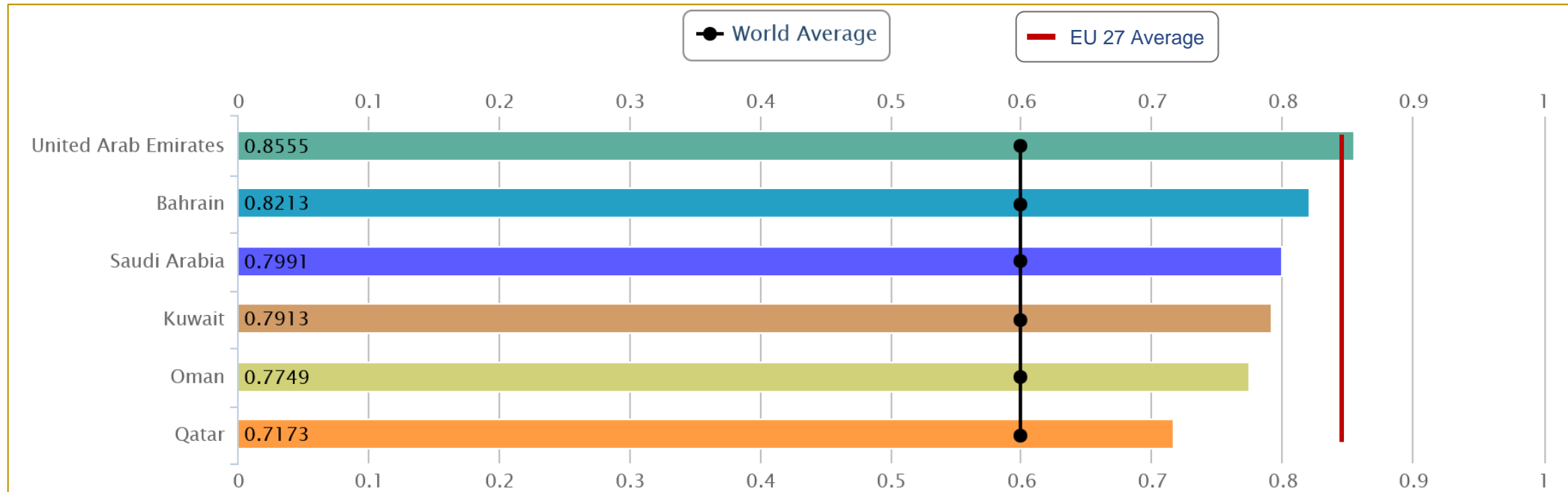
EGDI and components	Bahrain	Kuwait	Oman	Qatar	Saudi Arabia	United Arab Emirates
EGDI rank	38	46	50	66	43	21
EGDI	0.8213	0.7913	0.7749	0.7173	0.7991	0.8555
Online Service Index	0.7882	0.8412	0.8529	0.6588	0.6882	0.9
Human Capital Index	0.8439	0.747	0.7751	0.6698	0.8648	0.732
Telecommunication Infrastructure Index	0.8319	0.7858	0.6967	0.8233	0.8442	0.9344

Source: E-Government Survey 2020 data

GCC Countries rankings and world average

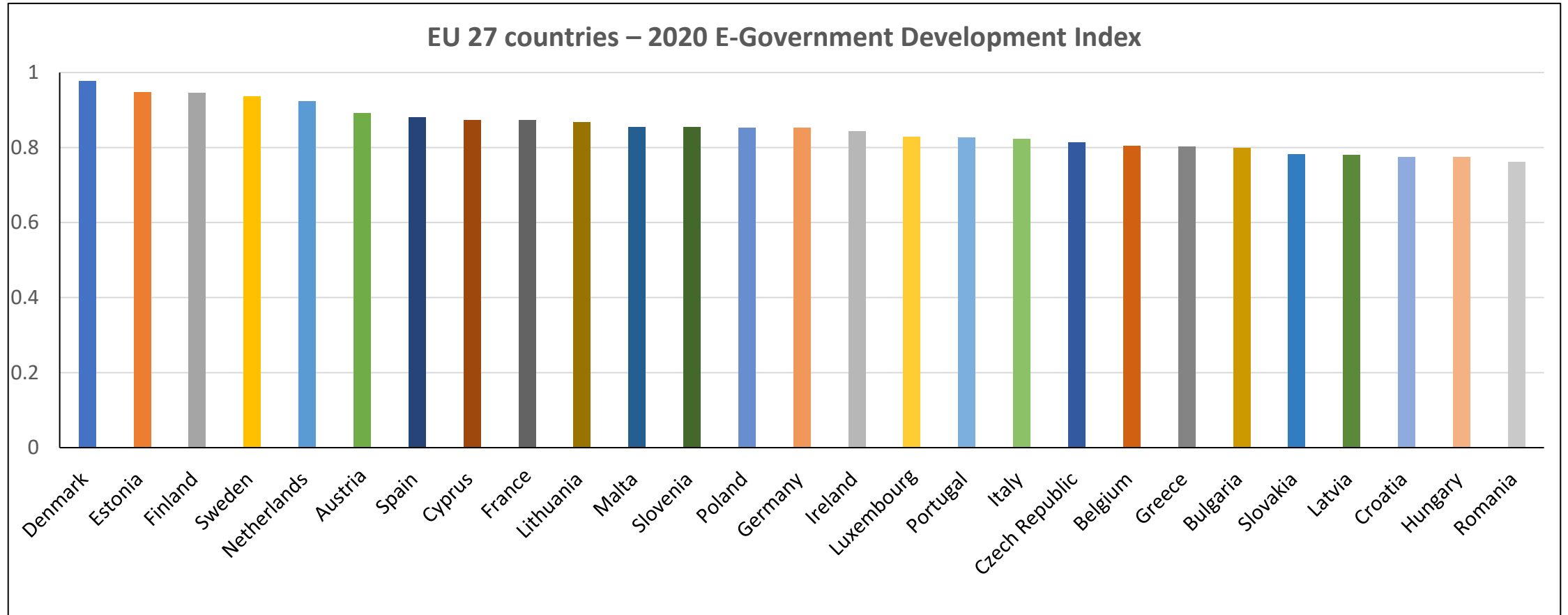
The United Arab Emirates E-Government Development Index (EGDI) is higher than the average of the EU 27 of 0.8494. Bahrain's EGDI is the closest to the EU 27 average, followed by Saudi Arabia, Kuwait, Oman, and Qatar.

Figure 5. GCC countries 2020 E-Government Development Index



Source: E-Government Survey 2020 and data.

EU 27 E-Government Development Index



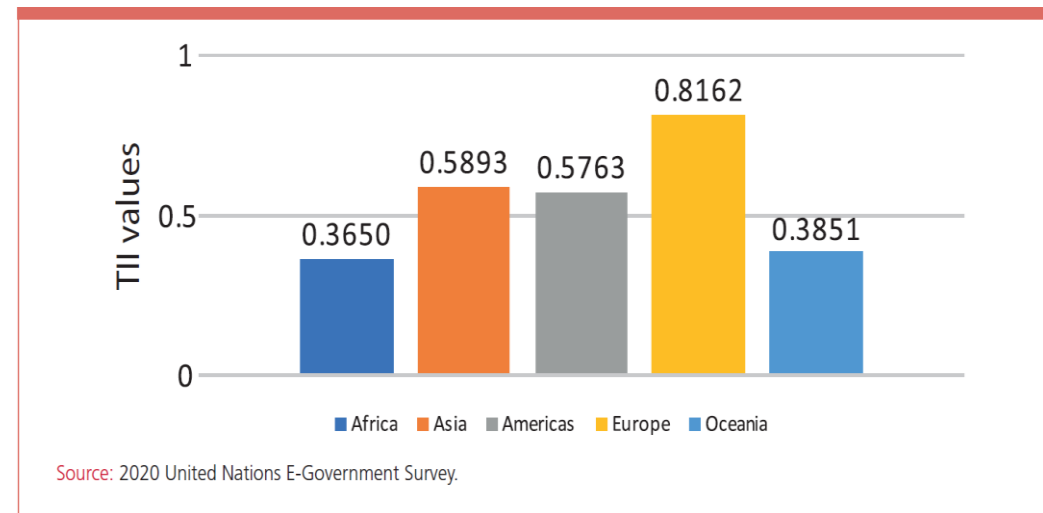
Source: E-Government Survey 2020 data

Telecommunication Infrastructure Index indicators – GCC countries score above average in Asia region and most have scores above European average

Country	Telecommunication Infrastructure Index (TII)	Mobile cellular telephone subscriptions per 100 inhabitants	Percentage of Individuals using the Internet	Fixed (wired) broadband subscriptions per 100 inhabitants	Active mobile broadband subscriptions per 100 inhabitants
United Arab Emirates	0.9344	120	98.45	31.4	120
Saudi Arabia	0.8442	120	93.31	20.24	111.09
Bahrain	0.8319	120	98.64	11.76	120
Qatar	0.8233	120	99.65	9.63	120
Kuwait	0.7858	120	99.6	2.51	120
Oman	0.6967	120	80.19	8.74	85.17

Source: E-Government Survey 2020 data

Figure 6. Average Telecommunication Infrastructure Index values, by region

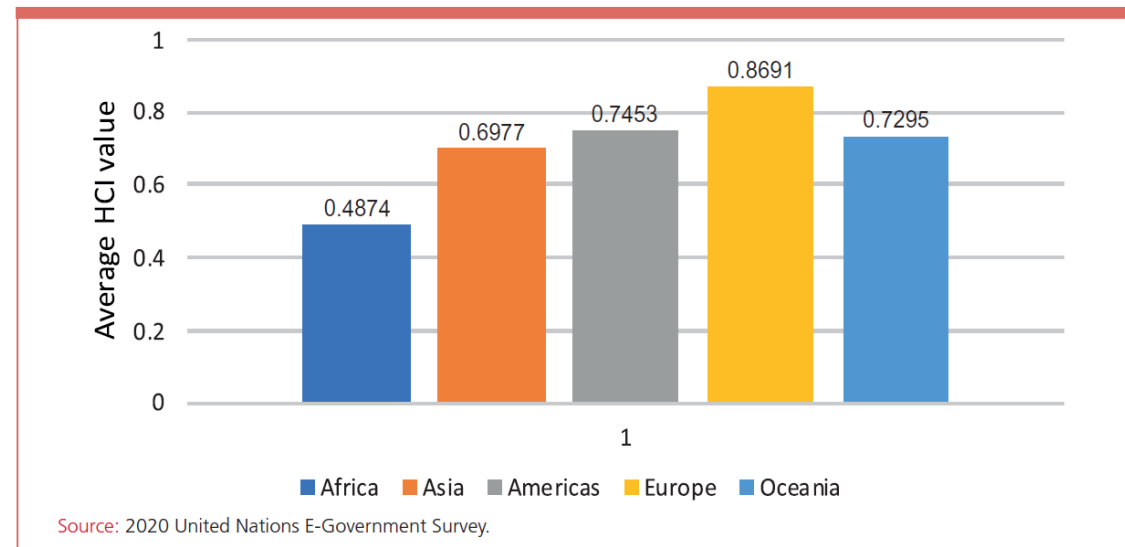


Human Development Index (HCI) indicators – GCC countries score above average in Asia, but lower than the average HCI for the European countries.

Country	Human Capital Index (HCI)	Adult Literacy (%)	Gross Enrollment Ratio	Expected Year of Schooling	Mean Year of Schooling
Saudi Arabia	0.8648	95.33	100	17	9.7
Bahrain	0.8439	97.46	89.71	16.25	10.48
Oman	0.7751	95.65	97.67	15.6	12.4
Kuwait	0.747	96.06	88.11	13.8	7.21
United Arab Emirates	0.732	93.8	67	13.6	11
Qatar	0.6698	93.46	60.02	12.2	9.7

Source: E-Government Survey 2020 data

Figure 7. Average Human Capital Index values, by region





Local Online Services Index (LOSI) – Dubai and Riyadh rank among High and Middle LOSI municipalities

- The Local Online Service Index (LOSI) is a multi-criteria index that captures e-government development at the local level, by assessing information and services provided by local governments through official websites.
- It comprises 80 indicators organized into four criteria:
 - (i) Technology focuses on technical features of the websites with the aim of verifying how the website is made available for users.
 - (ii) Content Provision assesses the quality availability, relevance, and concise presentation of specific information provided on the website.
 - (iii) Services Provision indicators assess the delivery of fundamental electronic services made available by cities through their websites.
 - (iv) Participation and Engagement category focus on the existence of relevant online participation mechanisms and initiatives, namely forums, complaint forms and online surveys.
- The 100 cities surveyed for the 2020 LOSI were selected based on geographical location and population distribution. All of the world regions were equitably represented; the number of countries selected from each region was based on the share of that region's population in the global population. Among the 100 cities chosen, 29 were in Asia, 32 were in Africa, 21 were in Europe, 16 were in the Americas, and 2 were in Oceania.
- In 2020, from the GCC countries' cities, Dubai and Riyadh city portals have been assessed:
 - Dubai has achieved a High LOSI score of 0.725 and ranks 16th out of 100 municipalities.
 - Riyadh's city portal has been assessed as Middle LOSI score of 0.4875 and ranks 31st in this year LOSI.

Key areas where EU can support the GCC economic diversification processes

	Bahrain	Kuwait	Oman	Qatar	Saudi Arabia	United Arab Emirates
Online services				Online service delivery: whole-of-government approaches, open government data, e-participation, multi-channel service delivery, mobile services.	Online service delivery: whole-of-government approaches, open government data, e-participation, multi-channel service delivery, mobile services.	
Telecommunication infrastructure		Fixed broadband subscription per 100 inhabitants – ensure infrastructure and service availability	Fixed broadband subscription per 100 inhabitants – ensure infrastructure and service availability			
Human Capital	Adult literacy	Adult literacy and Gross Enrollment Ratio	Adult literacy	Adult literacy and Gross Enrollment Ratio	Adult literacy	Adult literacy and Gross Enrollment Ratio



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

Report and data available at:

<https://www.un.org/development/desa/publications/publication/2020-united-nations-e-government-survey>



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