EU-GCC Dialogue on Economic Diversification
A Project funded by the European Union

GCC countries – E-Government Development Index 2020 Rankings
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• Key areas where EU can support the GCC economic diversification processes
• 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.

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)](image)

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.

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

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

EU 27 countries – 2020 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

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

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.

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

Source: E-Government Survey 2020 data
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

<table>
<thead>
<tr>
<th></th>
<th>Bahrain</th>
<th>Kuwait</th>
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<th>United Arab Emirates</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Online services</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Telecommunication infrastructure</strong></td>
<td>Fixed broadband subscription per 100 inhabitants – ensure infrastructure and service availability</td>
<td>Fixed broadband subscription per 100 inhabitants – ensure infrastructure and service availability</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Human Capital</strong></td>
<td>Adult literacy</td>
<td>Adult literacy and Gross Enrollment Ratio</td>
<td>Adult literacy</td>
<td>Adult literacy and Gross Enrollment Ratio</td>
<td>Adult literacy</td>
<td>Adult literacy and Gross Enrollment Ratio</td>
</tr>
</tbody>
</table>
Report and data available at:
