Cambodia MSME Policy Workshop
15-16 November 2022, Phnom Penh

Digital Government and MSME resilience for inclusive and sustainable recovery

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UN E-Government Survey 2022

12TH Edition of the UN E-Government Survey

The Survey includes digital government ranking of the 193 UN Member States. The 2022 Survey also marks the first study to incorporate an assessment of e-government in the most populous city in each of UN Member State.

More than 20 years of data – and a vision of the future

The Survey looks at how digital government can facilitate integrated policies and services across 193 UN Member States. It supports countries’ efforts to provide effective, accountable and inclusive digital services to all, bridge the digital divide and leave no one behind.

bit.ly/EGovernmentSurvey | #EGovernmentSurvey
E-Government Survey 2022
The Future of Digital Government
The e-Government Development Index

Data collected by UN DESA for the E-Government Survey

Data from UNESCO

Data from International Telecommunications Union

OSI—Online Service Index
TII—Telecommunication Infrastructure Index
HCI—Human Capital Index
- Methodological framework organized in 5 categories (see right panel)
- New category on Institutional Framework
- Questions on service provision including more life events
- Questions on inclusion - vulnerable groups (women, youth, old people, people with disability, immigrants)
- Questions on e-participation

**OSI: Categories**

<table>
<thead>
<tr>
<th>OSI: Categories</th>
<th>Weight</th>
</tr>
</thead>
<tbody>
<tr>
<td>Institutional Framework</td>
<td>10%</td>
</tr>
<tr>
<td>Technical (access &amp; affordability)</td>
<td>5%</td>
</tr>
<tr>
<td>Content Provision</td>
<td>5%</td>
</tr>
<tr>
<td>Service Provision</td>
<td>45%</td>
</tr>
<tr>
<td>Participation (EPI)</td>
<td>35%</td>
</tr>
</tbody>
</table>
Countries offering online services, 2022

- Register a business
- Apply for business license
- Apply for government vacancies online
- Apply for birth certificate
- File company business tax online
- Apply for death certificate
- Submit income taxes
- Apply for personal identity card
- Apply for marriage certificate
- Pay for utilities (electricity/gas)*
- Apply for driver’s license
- Apply for building permit
- Submit Value Added Tax
- Apply for land title registration
- Submit change of address
- Register a motor vehicle
- Declare to police
- Apply for visa
- Pay fines
- Apply for social protection programmes
- Pay for utilities (water)*
- Apply for environmental permit
- Apply for environmental permit
- Pay for utilities (electricity/gas)*

United Nations Member States (193 countries)
- Very High OSI (54 countries)
- High OSI (50 countries)
- Middle OSI (70 countries)
- Low OSI (19 countries)
Key findings

- E-government development has improved between 2020 and 2022: Global average EGDI value rose from 0.599 to 0.610.
- 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.

<table>
<thead>
<tr>
<th>EGDI Level</th>
<th>Countries</th>
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</thead>
<tbody>
<tr>
<td>Low EGDI</td>
<td>0.0 to 0.25</td>
</tr>
<tr>
<td>Middle EGDI</td>
<td>0.25 to 0.5</td>
</tr>
<tr>
<td>High EGDI</td>
<td>0.5 to 0.75</td>
</tr>
<tr>
<td>Very high EGDI</td>
<td>0.75 to 1.0</td>
</tr>
</tbody>
</table>
E-GOVERNMENT SURVEY 2022
The Future of Digital Government
Cambodia Findings
Cambodia’s E-Government Development Index (EDGI) is 127\textsuperscript{th} this year, three spots down from 2020.

It has advanced 6 places, to be ranked 123\textsuperscript{rd} in the E-Participation Index (EPI) this year, compared to 129th in 2020.
E-Government Development Index (EGDI)

E-Government Development Index

<table>
<thead>
<tr>
<th>Country</th>
<th>2022</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cambodia</td>
<td>0.5056</td>
</tr>
<tr>
<td>World Leader Denmark</td>
<td>0.9717</td>
</tr>
<tr>
<td>Republic of Korea</td>
<td>0.9529</td>
</tr>
<tr>
<td>Singapore</td>
<td>0.9133</td>
</tr>
</tbody>
</table>

E-Government Development Index (Value)

<table>
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<tr>
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</tr>
</thead>
<tbody>
<tr>
<td>Cambodia</td>
<td>0.2636</td>
<td>0.2859</td>
<td>0.2989</td>
<td>0.3198</td>
<td>0.3324</td>
<td>0.3616</td>
<td>0.3789</td>
<td>0.3857</td>
<td>0.4003</td>
<td>0.4149</td>
<td>0.4272</td>
<td>0.4396</td>
<td>0.4498</td>
<td>0.4587</td>
<td>0.4750</td>
<td>0.4850</td>
<td>0.5056</td>
<td>0.51130</td>
<td>0.5152</td>
<td></td>
</tr>
<tr>
<td>(Rank)</td>
<td>134</td>
<td>129</td>
<td>128</td>
<td>129</td>
<td>139</td>
<td>140</td>
<td>139</td>
<td>140</td>
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</table>
Cambodia is one of the leaders in e-government development among the LDCs

- Cambodia has committed to expanding digital development under the **Cambodian Digital Government Policy 2022-2035**, which aligns with the SDGs and the **Digital Economy and Society Policy Framework 2021-2035**.

- The **National Council for Digital Economy and Society** is responsible for implementing the latter strategy and has been selected to lead the e-government innovation process.

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**Table 2.7 Least developed countries with the highest EGDI value**

<table>
<thead>
<tr>
<th>Country</th>
<th>Rating class</th>
<th>EGDI rank</th>
<th>Subregion</th>
<th>OSI value</th>
<th>HCI value</th>
<th>TII value</th>
<th>EGDI (2022)</th>
<th>EGDI (2020)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bangladesh</td>
<td>H2</td>
<td>111</td>
<td>Southern Asia</td>
<td>0.6521</td>
<td>0.5900</td>
<td>0.4469</td>
<td>0.5630</td>
<td>0.5189</td>
</tr>
<tr>
<td>Bhutan</td>
<td>H2</td>
<td>115</td>
<td>Southern Asia</td>
<td>0.5996</td>
<td>0.5305</td>
<td>0.5261</td>
<td>0.5521</td>
<td>0.5777</td>
</tr>
<tr>
<td>Rwanda</td>
<td>H1</td>
<td>119</td>
<td>Eastern Africa</td>
<td>0.7935</td>
<td>0.5322</td>
<td>0.3209</td>
<td>0.5489</td>
<td>0.4789</td>
</tr>
<tr>
<td>Nepal</td>
<td>H1</td>
<td>125</td>
<td>Southern Asia</td>
<td>0.4592</td>
<td>0.5636</td>
<td>0.5123</td>
<td>0.5117</td>
<td>0.4699</td>
</tr>
<tr>
<td>Cambodia</td>
<td>H1</td>
<td>127</td>
<td>South-Eastern Asia</td>
<td>0.4181</td>
<td>0.5380</td>
<td>0.5605</td>
<td>0.5056</td>
<td>0.5113</td>
</tr>
<tr>
<td>Zambia</td>
<td>H1</td>
<td>131</td>
<td>Eastern Africa</td>
<td>0.4414</td>
<td>0.6744</td>
<td>0.3909</td>
<td>0.5022</td>
<td>0.4242</td>
</tr>
<tr>
<td>Myanmar</td>
<td>MH</td>
<td>134</td>
<td>South-Eastern Asia</td>
<td>0.3073</td>
<td>0.5829</td>
<td>0.6082</td>
<td>0.4994</td>
<td>0.4316</td>
</tr>
<tr>
<td>Senegal</td>
<td>MH</td>
<td>143</td>
<td>Western Africa</td>
<td>0.4934</td>
<td>0.3478</td>
<td>0.5025</td>
<td>0.4479</td>
<td>0.4210</td>
</tr>
<tr>
<td>Uganda</td>
<td>MH</td>
<td>144</td>
<td>Eastern Africa</td>
<td>0.5169</td>
<td>0.5631</td>
<td>0.2472</td>
<td>0.4424</td>
<td>0.4499</td>
</tr>
<tr>
<td>Lesotho</td>
<td>MH</td>
<td>145</td>
<td>Southern Africa</td>
<td>0.3456</td>
<td>0.5950</td>
<td>0.3836</td>
<td>0.4414</td>
<td>0.4593</td>
</tr>
</tbody>
</table>

Note: Italized countries are LLDCs in addition to being LDCs.
* Countries that have moved from the middle to the high EGDI group.

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Sources: 2022 Member States Questionnaire for Cambodia
E-Participation Index (EPI)

The E-Participation Index (EPI) is a measure of how well a country is using the Internet to engage citizens in public affairs. The index is calculated based on several indicators such as access to technology, online civic engagement, and government openness. The EPI is calculated for Cambodia, Japan, and Singapore, along with the world average and regional averages.

The graph shows the EPI for 2022, with Cambodia having an index of 0.2841, which is below the global average of 1.0000. Japan, being a regional leader, has a perfect score of 1.0000. Singapore, as a sub-regional leader, has an index of 0.9773.

The table below provides a detailed breakdown of the EPI for Cambodia from 2003 to 2022:

<table>
<thead>
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</tr>
</thead>
<tbody>
<tr>
<td>Cambodia (Rank)</td>
<td>123</td>
<td>129</td>
<td>171</td>
<td>179</td>
<td>137</td>
<td>161</td>
<td>97</td>
<td>55</td>
<td>52</td>
<td>53</td>
<td>61</td>
</tr>
<tr>
<td>Cambodia (Value)</td>
<td>0.2841</td>
<td>0.41670</td>
<td>0.17420</td>
<td>0.06780</td>
<td>0.19607</td>
<td>0.00000</td>
<td>0.1428</td>
<td>0.22727</td>
<td>0.17460</td>
<td>0.14754</td>
<td>0.13790</td>
</tr>
</tbody>
</table>
Cambodia has an OSI value (0.41810) in 2022, slightly down from 0.45290 in 2020.
Cambodia has a higher Telecommunication Infrastructure Index (TII) value (0.56050) compared to 0.54660 in 2020.
Cambodia has a slightly higher Human Capital Index (HCI) value \(0.53800\) compared to 0.53440 in 2020.
In summary:

- Cambodia’s E-Government Development Index (EDGI) is 127th this year, three spots drop from 2020 but it has advanced 6 places, ranked 123rd in the E-Participation Index (EPI), compared to 129th in 2020.

- Cambodia is classified in the high EGDI group.

- Cambodia is at the middle level in the scope and quality of online services (Online Service Index, OSI) and at the high level in the inherent human capital (Human Capital Index, HCI) and in the telecommunication infrastructure (Telecommunication Infrastructure Index, TII).

- Phnom Peh’s Local Online Service Index (LOSI) value is 0.1628 in 2022, slightly improved from 0.1250 in 2020.
Artificial Intelligence | Automation | AR
Blockchain
Cloud | Connectivity
Data | Drones | Digitalization
Experience | Ethics
Leaving no one behind in the hybrid digital society

Key Findings:

Using the global average E-Government Development Index (EGDI) value as a proxy for measuring the digital divide, the 2022 Survey indicates that about 45% of the combined population of the United Nations Member States (3.5 billion people) still lag behind.

In Africa, 95% of the population lags behind.

Digital exclusion persists, leaving significant parts of the world offline.

Find out more in the UN E-Government Survey 2022

bit.ly/EGovernmentSurvey  #EGovernmentSurvey
An integrated framework for e-government: strengthening enablers, addressing barriers
E-Government as an equalizer for inclusion

LNOB should guide policy development and implementation in e-government and the public sector.

Inclusive design has not received sufficient attention. Progress in e-government has benefitted those groups that are easiest to reach, with many of the poorest and most vulnerable being left behind.

Governments should adopt “inclusion by design”, “inclusion by default” or “inclusion first” strategies.

An inclusive, integrated digital/analogue ecosystem is needed to facilitate and sustain inclusive e-government development so that everyone benefits, and no one is left behind.

Targeted, localized and contextual approaches are key, as not all excluded groups are confronted with the same barriers.

Top-down and bottom-up approaches should be combined to better understand and address the e-government needs of the most vulnerable.

The global community can play a part in “leaving no country behind in digital government”, through knowledge exchange, capacity building and partnerships.

[Links and hashtags]

bit.ly/EGovernmentSurvey | #EGovernmentSurvey
The Nexus of Digital Government, Digital Economy, Digital Society and the SDGs

• Need to shift from a technocratic approach to a policy-oriented agenda
• Need for a national data policy/strategy and data governance framework in complement to e-government strategy
• Role of AI-enabled, robotics and other frontier technologies in driving anticipatory, predictive and responsive services
• Shifting trends from digital-by-default, digital-by-design, digital-first, multichannel to agile-by-design, blended/omnichannel, data-once only, cloud-by-default, inclusion by design, etc.
• Changing institutional dimension of e-government, from siloed ICT agency to whole-of-government and integrated strategies covering multiple sectors, multilevel (across local jurisdictions) and multistakeholder and multidisciplinary (with private sector, academia and third sector partners) dimensions
• Role of e-government in responding to crisis and emergencies such as pandemics and conflict, supporting a responsive and resilient government
• Risks and vulnerabilities of ubiquitous digital government, including cybersecurity, misinformation and disinformation
Case Study: Policy Experimentation and Sandboxing for MSMEs in Bangladesh

The CMSME Ecosystem Contributes 25%+ to the GDP, yet Major Barriers Remain in their Access to Resources

In The Last Three Years,

- **~8.1 Mn** CMSMEs 2020
- **~25%** GDP Contribution 2020
- **7.8 Mn** Employment in CMSMEs 2021
- **56%** Service Based CMSMEs 2020

Major Barriers For CMSMEs

- **Access To Finance:** Difficult to obtain formal credit and funding without past credit footprint and personal liaison with FIs. Cost of Funds at double digits.  
  Confidence Index Score (Out of 5): 3.0 (Moderate Confidence)

- **Access To Market:** Absence of proper network in the backward market for sourcing and the forward market for distribution.  
  Confidence Index Score (Out of 5): 2.8 (Low Confidence)

- **Access To Service:** Information asymmetry and digital literacy increase barriers to business establishment and growth.  
  Confidence Index Score (Out of 5): 3.4 (Moderate Confidence)

- **Access To Skills:** Absence of strong vocational and technical training infrastructure hinders CMSMEs to meet the market demands of creating a competent workforce. Additionally business management is an emerging discipline.  
  Confidence Index Score (Out of 5): 2.3 (Low Confidence)

Asia Comparison: CMSME Contribution To GDP

Source: Bangladesh Bank, BBS, World Bank, ADB, SME Foundation, State of the Ecosystem for Youth Entrepreneurship in Bangladesh
E-Government Survey 2022
The Future of Digital Government
 شكرا
谢谢
Thank You
Merci
Спасибо
Gracias