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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.

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SCAN ME

The e-Government Development Index
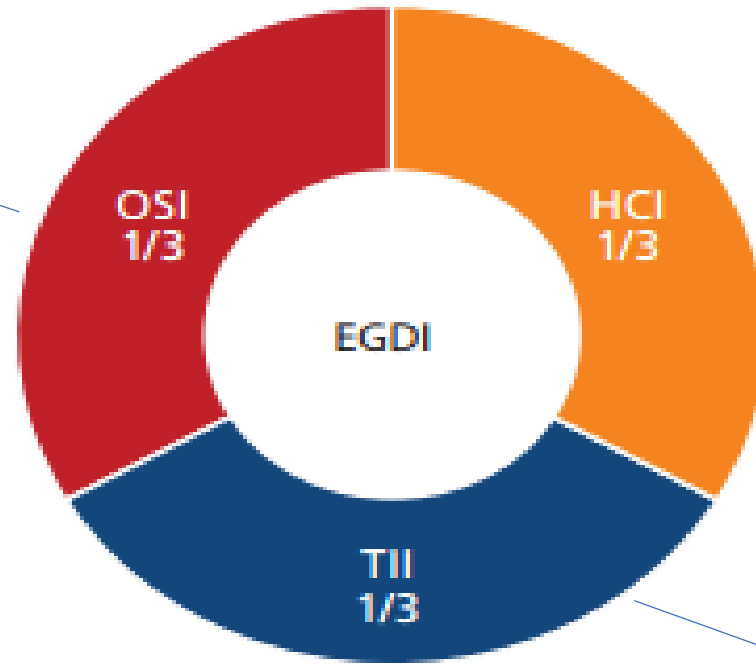
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Data collected by UN DESA for the E-Government Survey

Data from UNESCO

Data from International Telecommunications Union

OSI 1/3

HCI 1/3

TII 1/3

EGDI

OSI—Online Service Index

TII—Telecommunication Infrastructure Index

HCI—Human Capital Index

OSI methodology

- ❑ 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	Weight
Institutional Framework	10%
Technical (access & affordability)	5%
Content Provision	5%
Service Provision	45%
Participation (EPI)	35%

Countries offering online services, 2022

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Register a business

Apply for business license

Apply for government vacancies online

Submit change of address

Register a motor vehicle

Declare to police

Apply for visa

Pay fines

Apply for social protection programmes

Apply for environmental permit

Pay for utilities (water)*

Apply for land title registration

Submit Value Added Tax

Apply for building permit

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

100%, 90%, 80%, 70%, 60%, 50%, 40%, 30%, 20%, 10%, 0%

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

6

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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**

EGDI level
- Very high
- High
- Middle
- Low
- No data
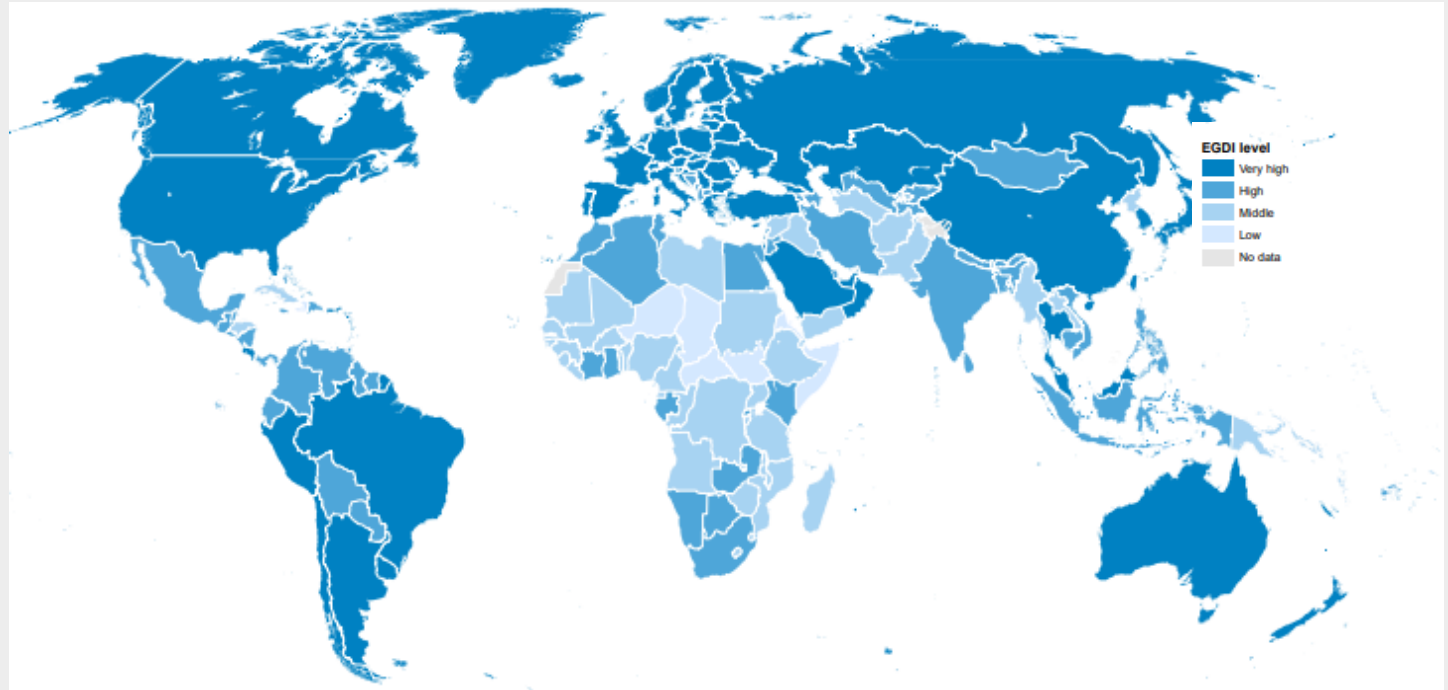
Low EGDI	Middle EGDI	High EGDI	Very high EGDI
0.0 to 0.25	0.25 to .05	0.5 to 0.75	0.75 to 1.0
7 countries	53 countries	73 countries	60 countries

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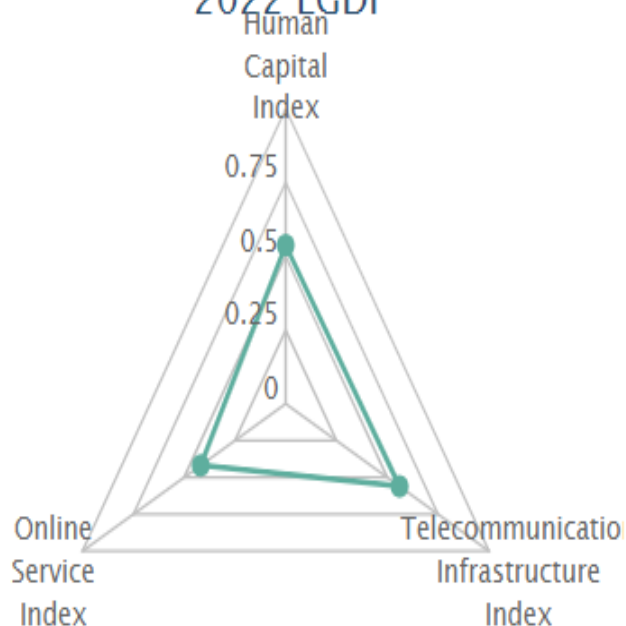
2022 EGDI

Highcharts.com

E-Government (2022 EGDI: 0.5056)

2022 Rank	127
Group	HEGDI
Rating Class	H1
2020 Rank	124
Change	+3

E-Participation (2022 EPART: 0.2841)

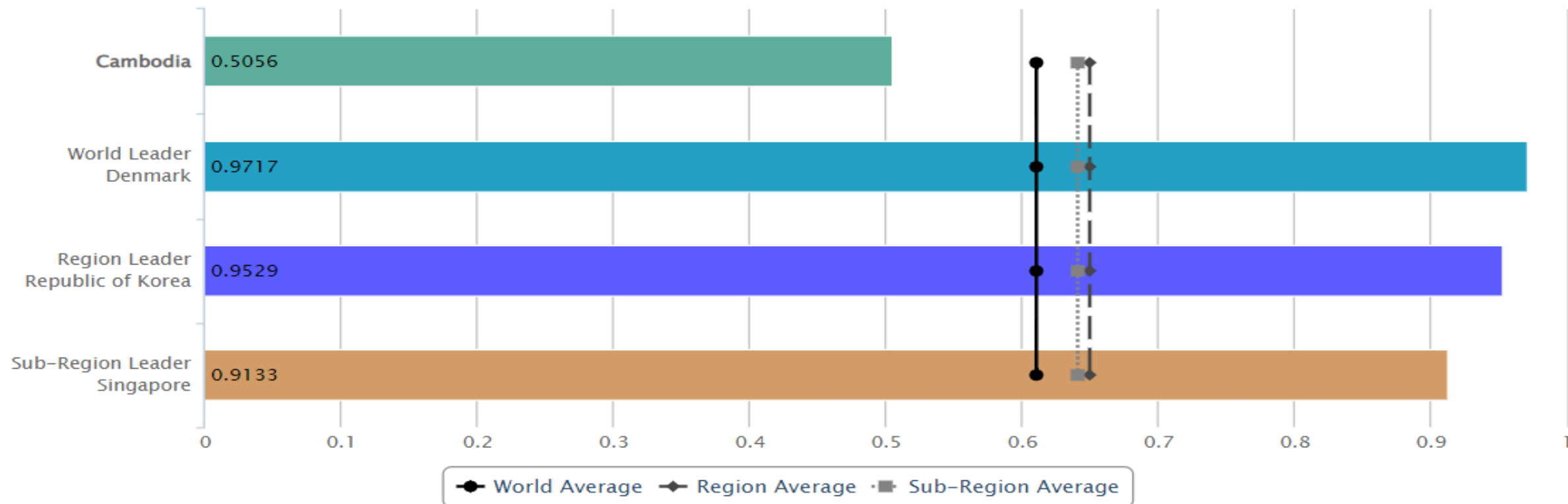|	
2022 Rank	123
2020 Rank	129
Change	-6

- Cambodia's E-Government Development Index (EDGI) is 127th this year, three spots down from 2020.

- It has advanced 6 places, to be ranked 123rd in the E-Participation Index (EPI) this year, compared to 129th in 2020.

E-Government Development Index (EGDI)

E-Government Development Index

2022

Cambodia	0.5056													
World Leader Denmark	0.9717													
Region Leader Republic of Korea	0.9529													
Sub-Region Leader Singapore	0.9133													

0   0.1   0.2   0.3   0.4   0.5   0.6   0.7   0.8   0.9   1

— World Average   — Region Average   ·■· Sub-Region Average

Highcharts.com

E-Government Development Index	2022	2020	2018	2016	2014	2012	2010	2008	2005	2004	2003
Cambodia (Rank)	127	124	145	158	139	155	140	139	128	129	134
Cambodia (Value)	0.50560	0.51130	0.37530	0.25927	0.29986	0.29021	0.28784	0.29890	0.29891	0.28590	0.26369

Regional rankings

Cambodia is one of the leaders in e-government development among the LDCs

Table 2.7   Least developed countries with the highest EGDI value

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

Sources: 2020 and 2022 United Nations E-Government Surveys.

Note: Italicized countries are LLDCs in addition to being LDCs.

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

- 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.
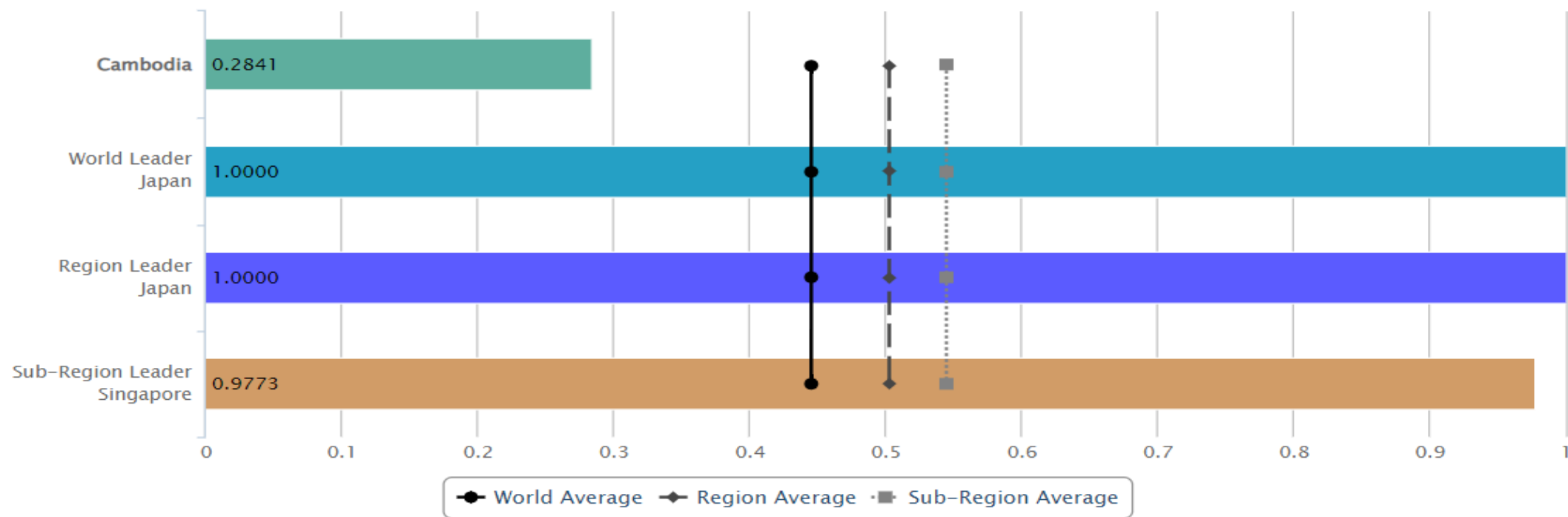
Sources: 2022 Member States Questionnaire for Cambodia

E-Participation Index (EPI)

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E-Participation Index

2022

	Cambodia	0.2841
World Leader Japan	1.0000
Region Leader Japan	1.0000
Sub-Region Leader Singapore	0.9773

Legend: ◆ World Average ◆ Region Average ■ Sub-Region Average

Highcharts.com

E-Participation Index	2022	2020	2018	2016	2014	2012	2010	2008	2005	2004	2003
Cambodia (Rank)	123	129	171	179	137	161	97	55	52	53	61
Cambodia (Value)	0.28410	0.41670	0.17420	0.06780	0.19607	0.00000	0.11428	0.22727	0.17460	0.14754	0.13790

Online Service Index (OSI)

Cambodia has an OSI value **(0.41810)** in 2022, slightly down from 0.45290 in 2020

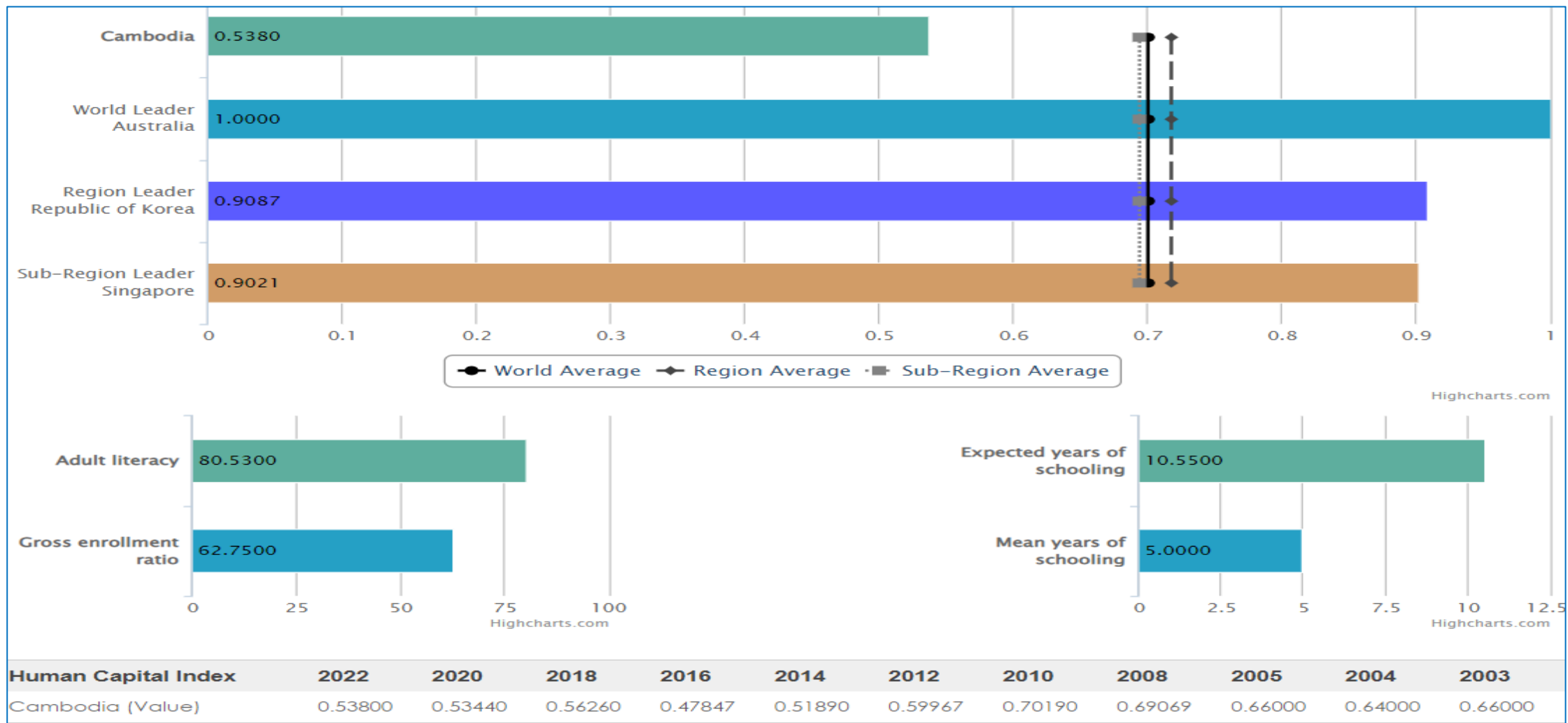| Online Service Index	2022	2020	2018	2016	2014	2012	2010	2008	2005	2004	2003
Cambodia (Value)	0.41810	0.45290	0.25000	0.05072	0.17322	0.18954	0.13650	0.19732	0.23076	0.21235	0.12663
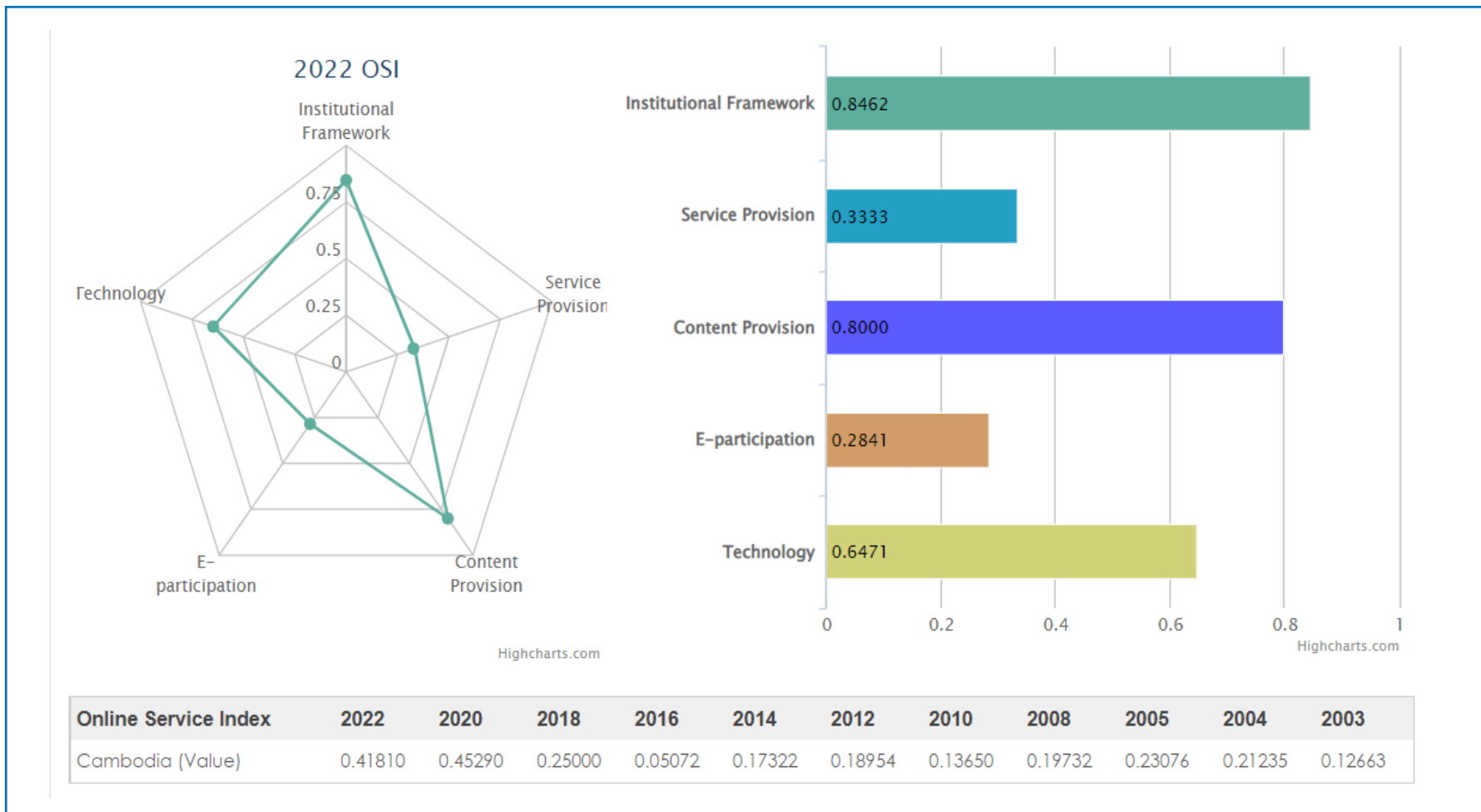
Telecommunication Infrastructure Index (TII)

Cambodia has a higher Telecommunication Infrastructure Index (TII) value **(0.56050)** compared to 0.54660 in 2020


2022 TII

(Radar chart with axes: Internet users, Fixed-broadband subscriptions, Active mobile-broadband subscriptions, Mobile-cellular subscriptions; scale 0, 25, 50, 75)

Highcharts.com

(Bar chart)
- Internet users: 120.0000
- Fixed-broadband subscriptions: 32.9000
- Active mobile-broadband subscriptions: 1.4000
- Mobile-cellular subscriptions: 98.8100

Highcharts.com

Telecommunication Infrastructure Index	2022	2020	2018	2016	2014	2012	2010	2008	2005	2004	2003
Cambodia (Value)	0.56050	0.54660	0.31320	0.24862	0.20745	0.08141	0.02970	0.02032	0.00598	0.00535	0.00443

Human Capital Index (HCI)

Cambodia has a slightly higher Human Capital Index (HCI) value **(0.53800)** compared to 0.53440 in 2020

Cambodia	0.5380
World Leader Australia	1.0000
Region Leader Republic of Korea	0.9087
Sub-Region Leader Singapore	0.9021

Legend: ●— World Average ◆— Region Average ■··· Sub–Region Average

Highcharts.com

Adult literacy	80.5300
Gross enrollment ratio	62.7500

Highcharts.com

Expected years of schooling	10.5500
Mean years of schooling	5.0000

Highcharts.com

Human Capital Index	2022	2020	2018	2016	2014	2012	2010	2008	2005	2004	2003
Cambodia (Value)	0.53800	0.53440	0.56260	0.47847	0.51890	0.59967	0.70190	0.69069	0.66000	0.64000	0.66000

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 <u>high</u> EGDI group.

- Cambodia is at the <u>middle</u> level in the scope and quality of online services (Online Service Index, OSI) and at the <u>high</u> 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.
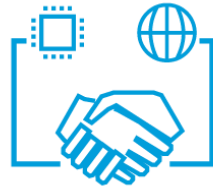
Artificial Intelligence | Automation | AR

Blockchain

Cloud | Connectivity

Data | Drones | Digitalization

Experience | Ethics

DECADE OF >>> ACTION

COVID-19 RESPONSE

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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

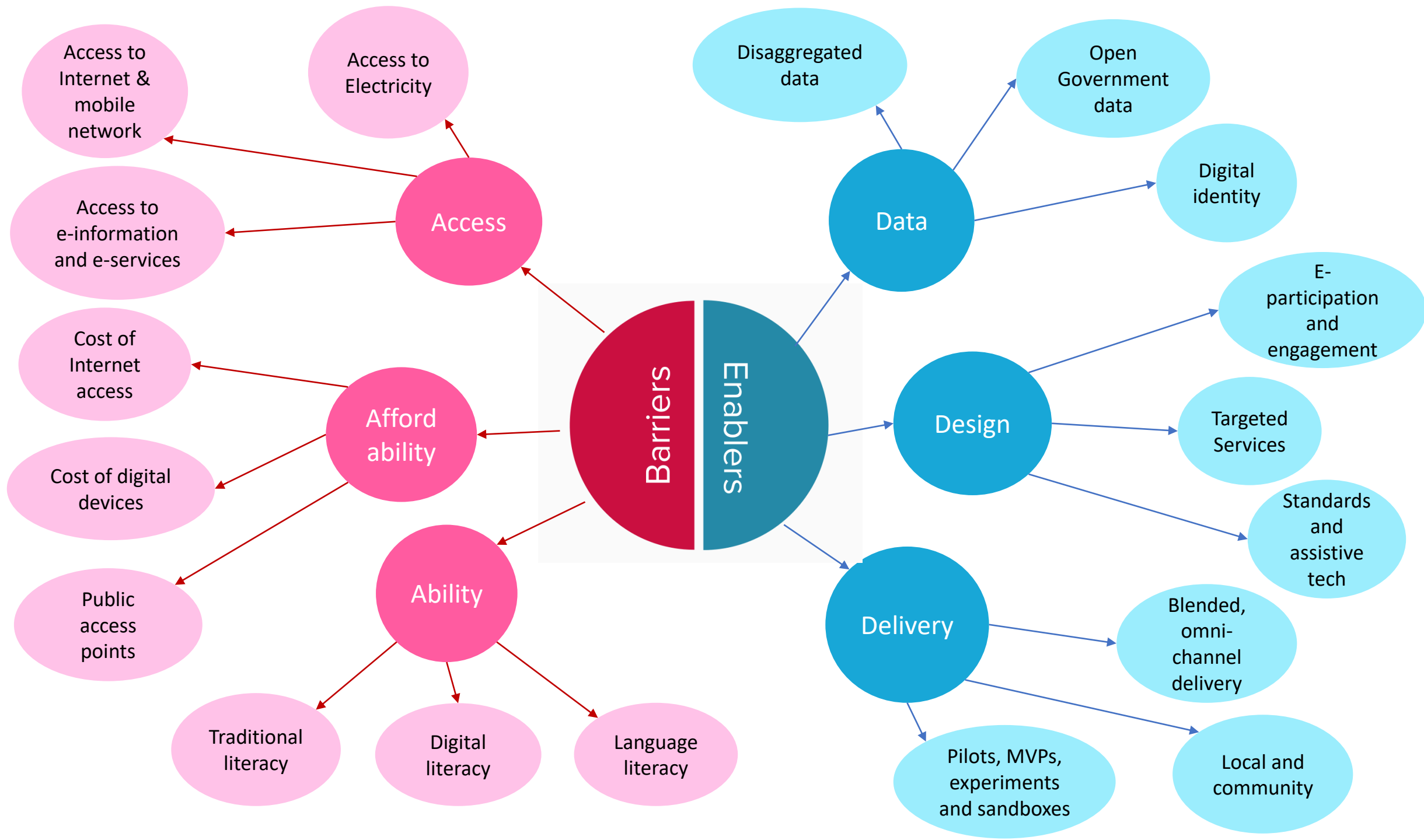United Nations | Department of Economic and Social Affairs

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An integrated framework for e-government: strengthening enablers, addressing barriers

Barriers

Access
- Access to Internet & mobile network
- Access to Electricity
- Access to e-information and e-services

Affordability
- Cost of Internet access
- Cost of digital devices
- Public access points

Ability
- Traditional literacy
- Digital literacy
- Language literacy

Enablers

Data
- Disaggregated data
- Open Government data
- Digital identity

Design
- E-participation and engagement
- Targeted Services
- Standards and assistive tech

Delivery
- Blended, omni-channel delivery
- Local and community
- Pilots, MVPs, experiments and sandboxes

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**LNOB
as an
Operational
Principle**

- ❑ **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

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

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

In The Last Three Years,
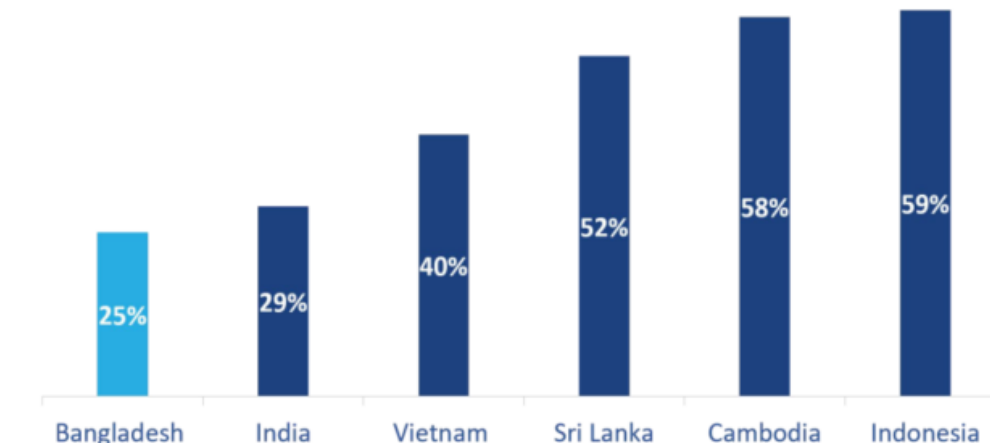
~8.1+ Mn
CMSMEs
2020

~25%
GDP Contribution
2020

7.8 Mn
Employment in CMSMEs
2021

56%
Service Based CMSMEs
2020

Asia Comparison: CMSME Contribution To GDP

Country	Contribution
Bangladesh	25%
India	29%
Vietnam	40%
Sri Lanka	52%
Cambodia	58%
Indonesia	59%

Source: Bangladesh Bank, BBS, World Bank, ADB, SME Foundation, State of the Ecosystem for Youth Entrepreneurship in Bangladesh

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.
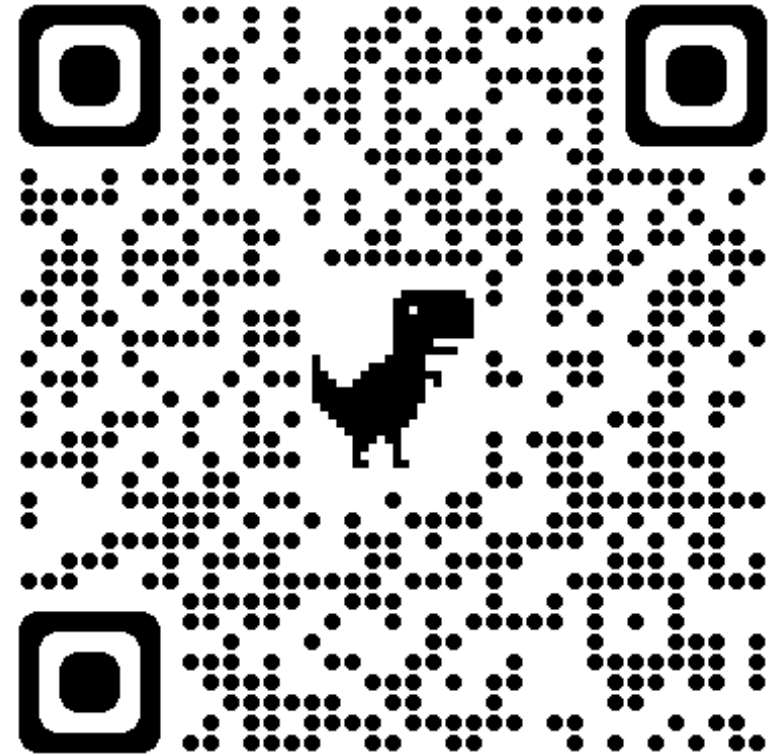 Confidence Index Score (Out of 5): 2.3 (Low Confidence)

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The Future of Digital Government

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SCAN ME

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谢谢

Thank You

Merci

Спасибо

Gracias

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