Government Electronic and Mobile Service (GEMS) maturity index:

Tool for Digital Transformation in the Arab Region

UNITED NATIONS
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Shared Prosperity **Dignified Life**

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The 1st International Digital Transformation Conference

Empowering Digital Future | تمكين المستقبل الرقمي

Outlines

- **ESCWA** Overview
- **Digital Government Transformation** concepts
- **GEMS** index framework
- Regional **findings 2022**
- **Final** words

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Economic and Social Commission for Western Asia (ESCWA)

- Executive arm of UN in the Arab region

Objective

- Enhance socio-economic development by fostering cooperation and integration on regional and sub-regional levels

Headquarter

- 1973-1982: Beirut
- 1982-1991: Baghdad
- 1991-1997: Amman
- 1997-now: Beirut

Technology for Development

Means of Implementing SDGs

Membership: 21 Arab Countries

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Examples of Policies

Palestine

- **Digital Transformation** Strategy**,** Ministry of Telecoms and Information Technology, adopted by Prime Ministry
- **AI Strategy**, Ministry of Telecoms and Information Technology, adopted by Prime Ministry
- **Digital Palestine 2030**, Ministry of Telecoms and Information Technology, submitted
- **Digital Accessibility** Policy, Ministry of Telecoms and Information Technology, submitted

Jordan

- **AI Strategy**, Ministry of Digital Economy and Entrepreneurship, adopted by Prime Ministry

Mauritania

- **Digital Transformation** Agenda, Ministry of Digital Transformation, adopted by Prime Ministry

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Generations of Government Services

- Impact on government services and institutions
- Open – inclusive – secure – efficient – accountable – participatory – resilient – privacy protected - sustainable

Analog Gov
Closed operations – internal focus

e-Gov
Greater transparency – ICT procedures and services

Digital Gov
Open-user driven – operational transformation

Meta Gov?
Presence on metaverse…

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Digital Government Pillars

3 pillars: openness and commitment - governance and coordination - capabilities to support implementation

Openness and Commitment

- Openness, transparency and inclusion
- Commitment and participation in policy making and service delivery
- Building a data-driven culture

Governance and Coordination

- Adoption by senior management
- Use of digital technology in various sectors
- Effective organizational structure and proper governance

Support Capacity

- Institutional Capacity Building
- Digital technology acquisition
- Legal and Regulatory Framework

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Digital Government Transformation: Globally and regionally

Globally

- Many countries are progressing for e-government from 2020 to 2022
- Increased number of countries that obtained a very high or high value according to the E-Government Development Index (EGDI)
- Decreas

Role of ESCWA: promoting government digital transformation in the Arab region providing tools that support decision-making

Regionally

- Average EGDI values are lower than the global average
- The Arab region has not changed its overall ranking
- Slight improvement in the overall value of the indicator

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Government Electronic and Mobile Service (GEMS) Maturity Index - Objectives

Index: important tool to support policy makers in the Arab region to develop and improve digital government services

Focus on:

- Services availability and sophistication (supply)
- Service usage and user satisfaction (demand)
- Public outreach (inclusion)

14 sectors (education, health, transport, …)

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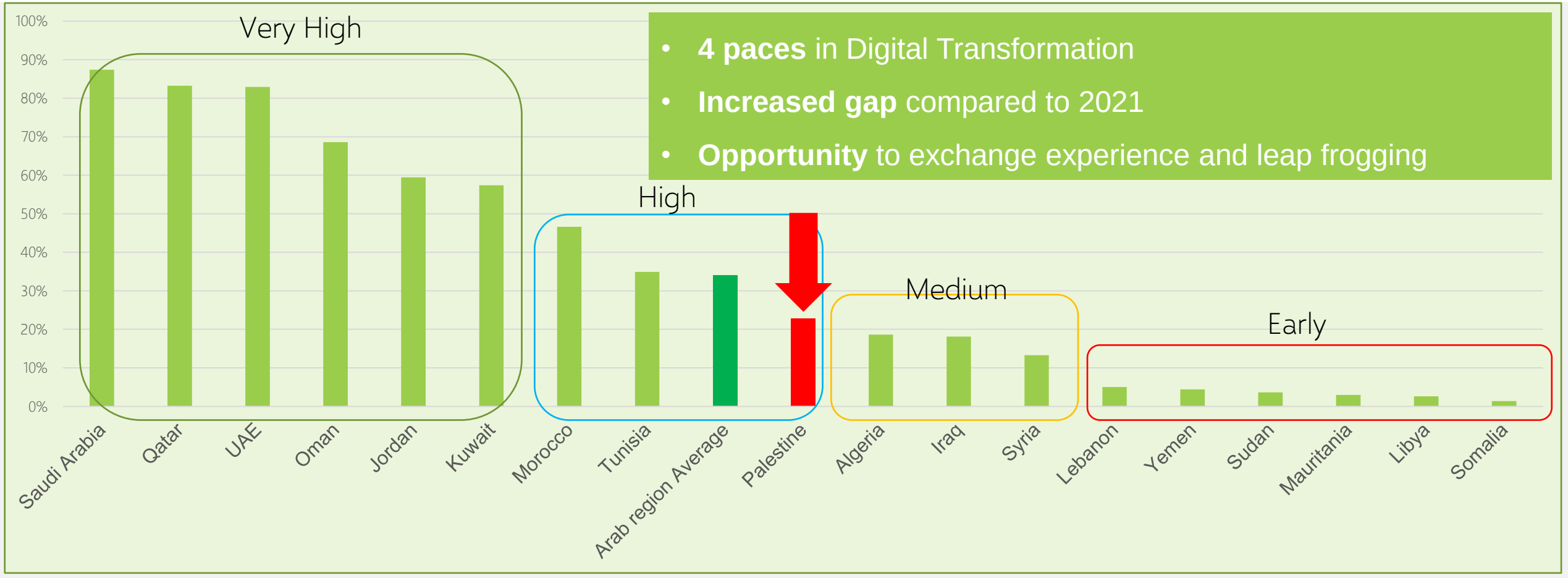
GEMS22: Regional Performance
Overall Scores



- **4 paces** in Digital Transformation
- **Increased gap** compared to 2021
- **Opportunity** to exchange experience and leap frogging

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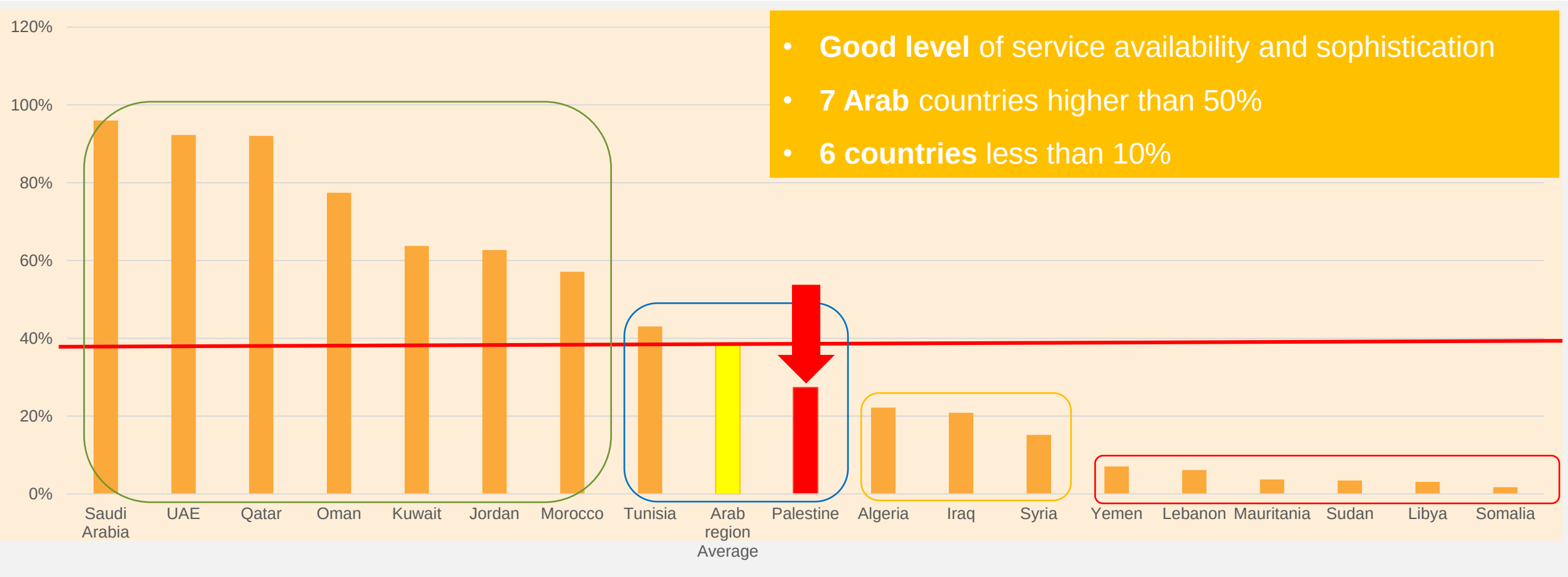
GEMS22: Regional Performance
Service Availability and Sophistication



- **Good level** of service availability and sophistication
- **7 Arab** countries higher than 50%
- **6 countries** less than 10%

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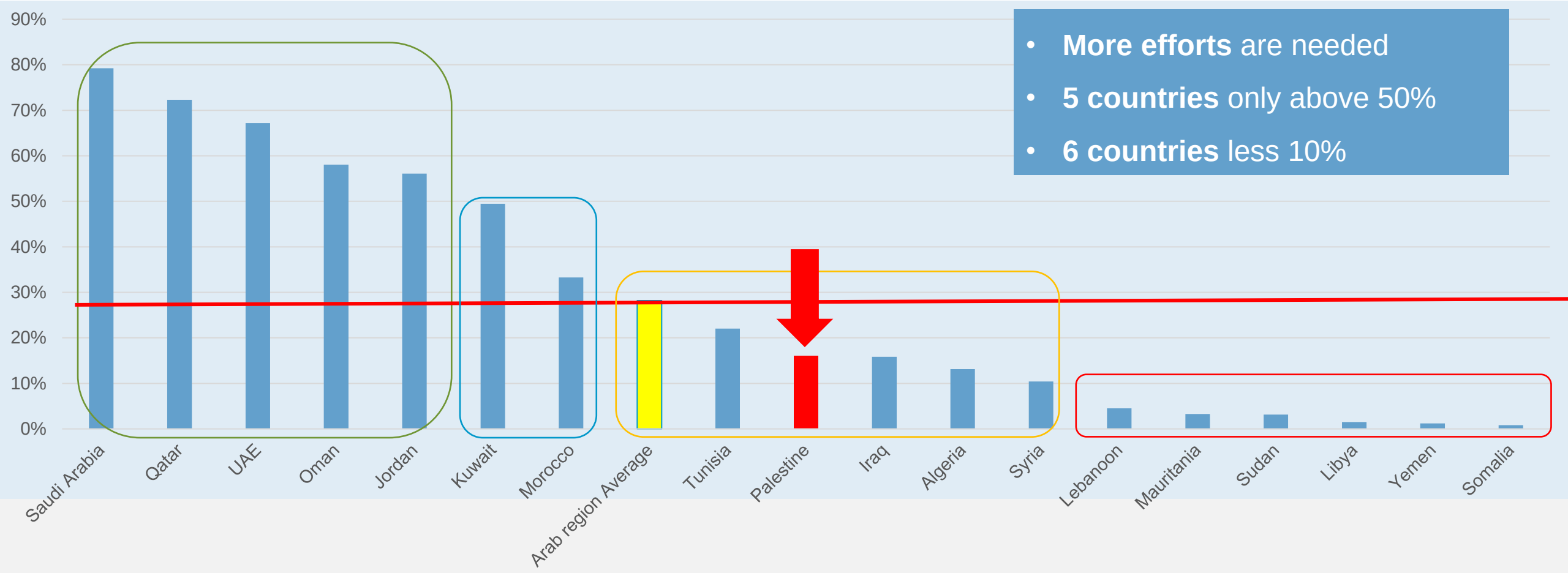
GEMS22: Regional Performance
Service Usage and Satisfaction



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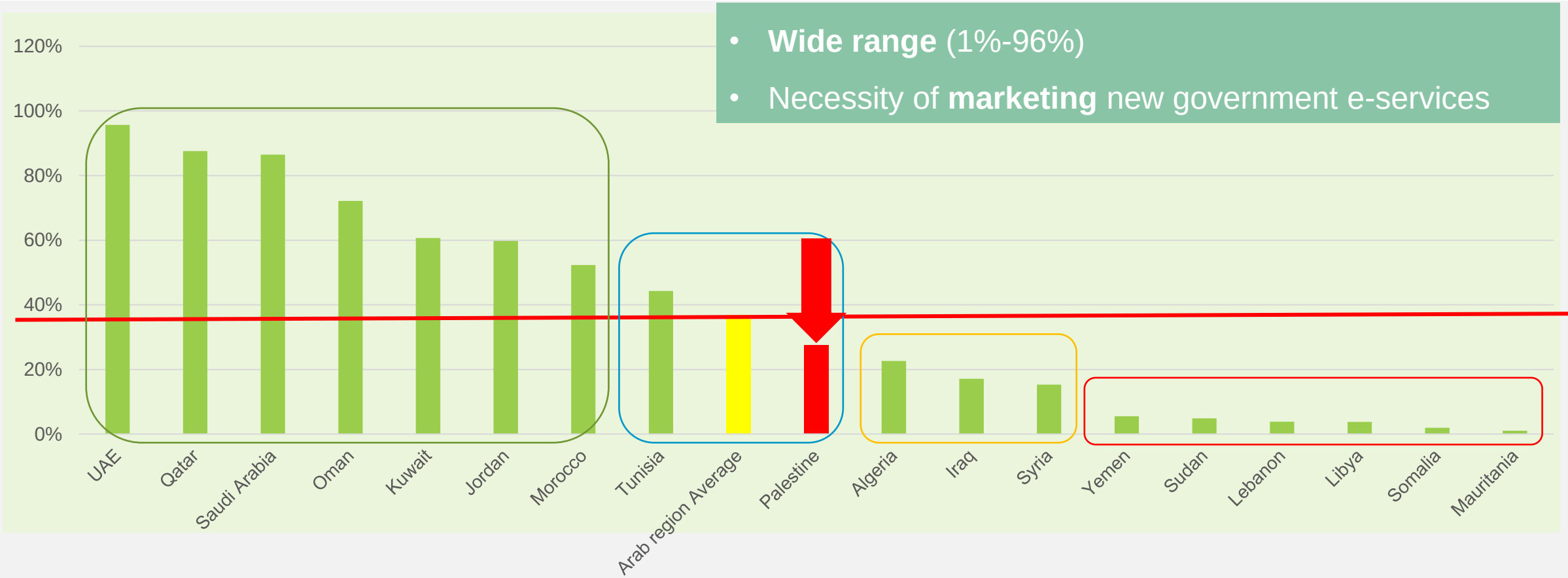
GEMS22: Regional Performance
Public outreach



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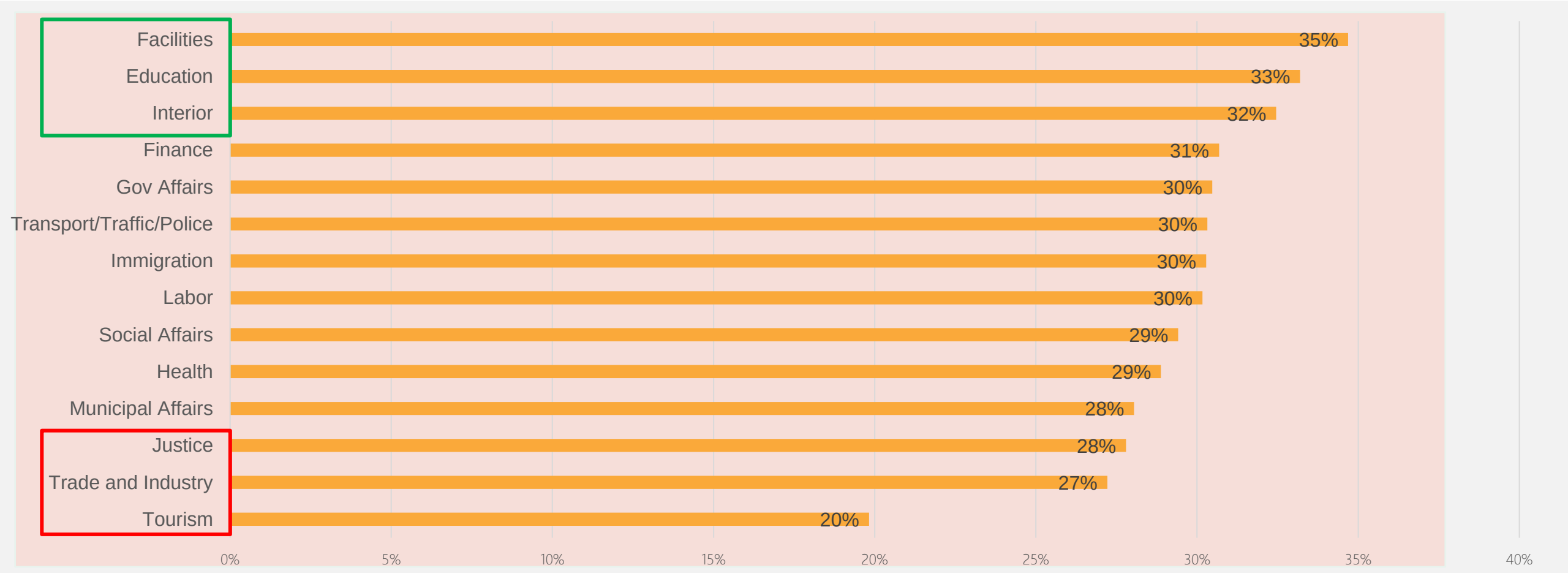
GEMS 2022: Sector Maturity



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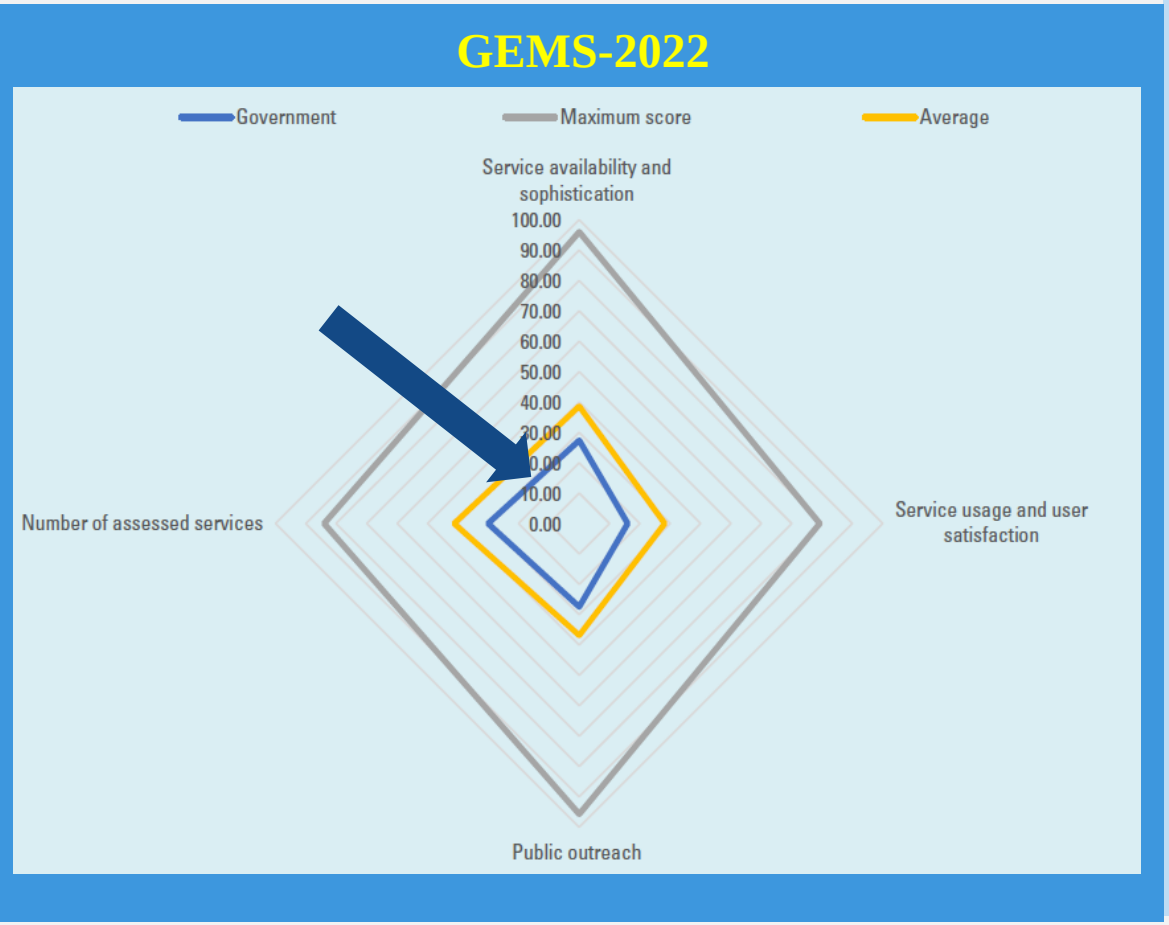
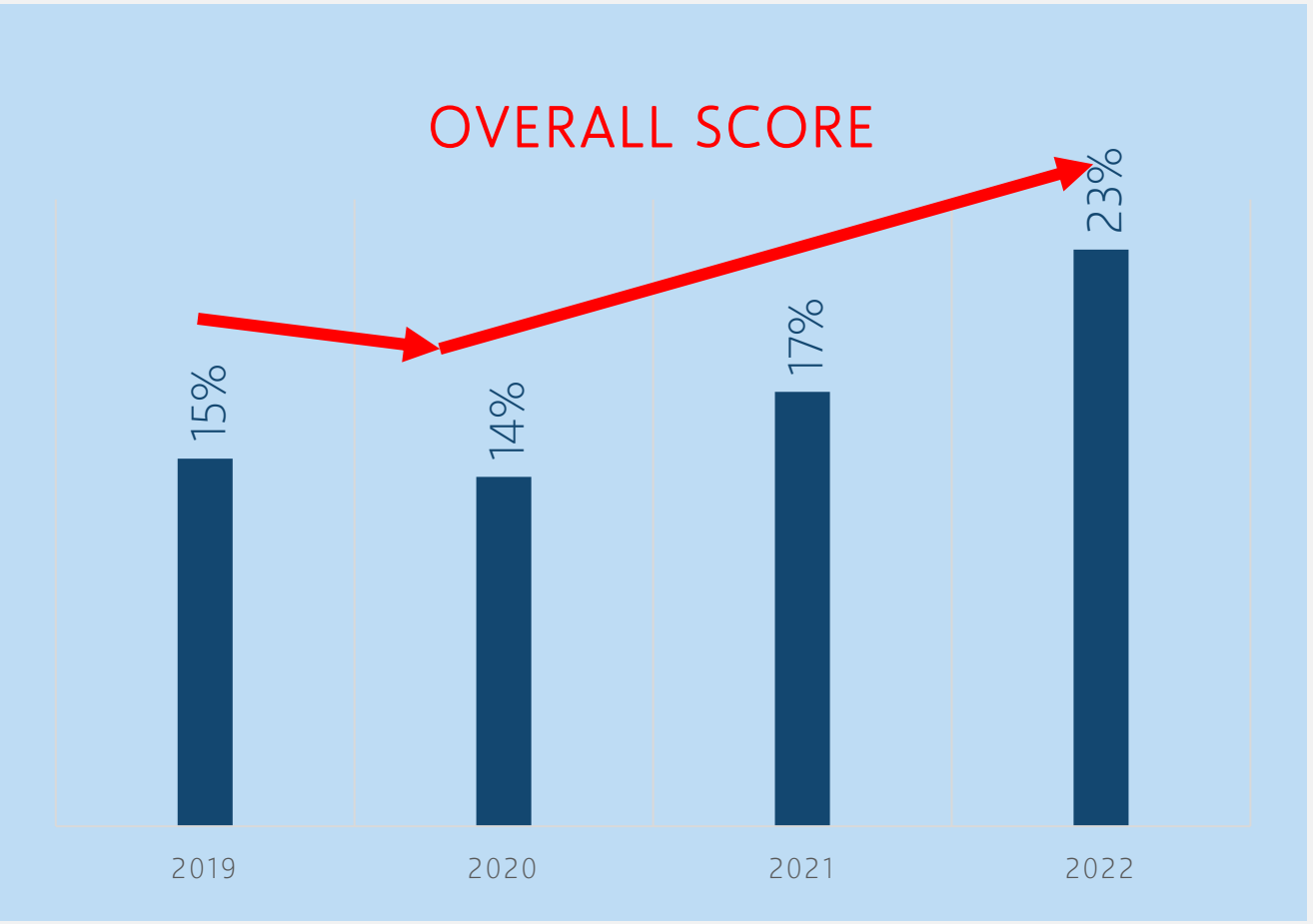
Palestine’s Performance Change





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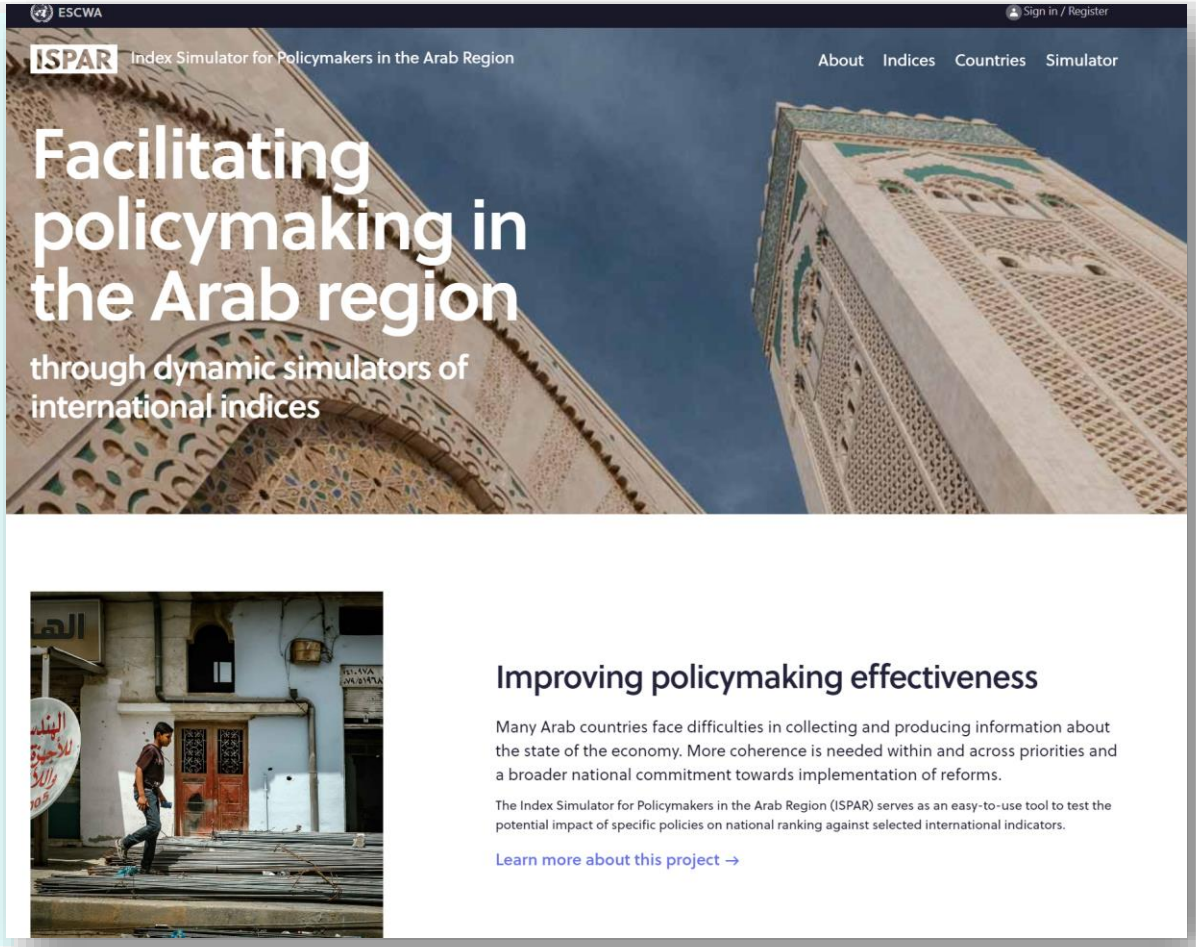
Index Simulator for Policymakers in the Arab Region (ISPAR)

- Provide Information on current performance for a specific country (rank/score)
- Compare national performance with other countries (inside/outside the region)
- Simulate the impact of any change on performance (globally or by theme/sector)
- Tool to prioritize the needed intervention



ispar.unescwa.org

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Final words

Maturity

- 4 maturity groups: VH, H, M, and Early maturity groups
- Need to support countries in early maturity stage by exchanging experiences between Arab countries

Pillars

- Acceptable: Availability of services over portals, channel security
- More efforts are needed for service usage and satisfaction
- Areas to improve: digital accessibility, mobile apps, seamless operations

https://www.unescwa.org/publications/government-electronic-mobile-services-gems-maturity-index-2022

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Thank You!

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