



# GovTech Maturity Index

## The State of Public Sector Digital Transformation

Cem Dener, Hubert Nii-Aponsah, Love E. Ghunney, and Kimberly D. Johns

Supported by the GovTech Global Partnership: [www.worldbank.org/govtech](http://www.worldbank.org/govtech)





# What is GovTech Maturity Index?

GovTech is a whole-of-government approach to public sector modernization that promotes simple, efficient and transparent government, with the citizens at the center of reforms

**The GTMI measures the state of four GovTech focus areas using 48 key indicators defined to collect data from 198 economies**



Core Government Systems Index (CGSI): 15 indicators



Public Service Delivery Index (PSDI): 6 indicators



Citizen Engagement Index (CEI): 12 indicators



GovTech Enablers Index (GTEI): 15 indicators

**The target audience** of the GTMI report is government officials, World Bank teams, and other specialists involved in the delivery of GovTech solutions



# Why the GTMI?

**The aim of the GovTech Maturity Index is to better measure GovTech maturity in WBG client countries and identify entry points for future interventions.**

Although existing digital government indices are useful to monitor progress in digital government initiatives and good practices, there is no index which captures progress in GovTech foundations based on a reliable global dataset.

The GovTech Maturity Index addresses this gap.

#	Digital Government Surveys and Indices	# of economies	Launched	Last update
	<b>WBG <u>GovTech</u> Maturity Index (new)</b>	198	2020	2020
1	UN e-Government Development Index (EGDI)	193	2003	2020
2	Global Innovation Index (GII)/a	131	2007	2020
3	EU e-Government Benchmark	36	2012	2020
4	WBG Identification for Development (ID4D) Index	198	2015	2018
5	WBG Digital Adoption Index (DAI)	180	2016	2018
6	CAF <u>GovTech</u> Index (new)	16	2020	2020
7	OECD Digital Government Index (new)	33	2020	2020

Source: World Bank data.

Note: CAF = Development Bank of Latin America; EU = European Union; OECD = Organization for Economic Co-operation and Development; UN = United Nations; a/ Developed by Cornell University, INSEAD and the World Intellectual Property Organization (WIPO), a specialized agency of the United Nations.



# GTMI Groups

Based on the GTMI scores that reflect the state of four GovTech focus areas, the 198 economies included were grouped under four categories (A to D).

Group	GTMI	Economies in each Group	Economies %E	Regions %R
<b>A</b>	Very High 0.75 – 1.00	GovTech Leaders GovTech leaders demonstrating advanced/innovative solutions and good practices in all four foundational blocks.	<b>43</b> 21 %	<b>23</b> 14 %
<b>B</b>	High 0.50 – 0.74	Significant focus on GovTech Governments with significant GovTech investments and good practices in most of the foundational blocks.	<b>59</b> 30 %	<b>56</b> 33 %
<b>C</b>	Medium 0.25 – 0.49	Some focus on GovTech Governments with ongoing activities to improve some of the GovTech foundational blocks.	<b>63</b> 32 %	<b>58</b> 34 %
<b>D</b>	Low 0 – 0.24	Minimal focus on GovTech Governments with minimal focus on GovTech initiatives.	<b>33</b> 17 %	<b>31</b> 19 %
<b>Totals</b>			<b>198</b>	<b>168</b>

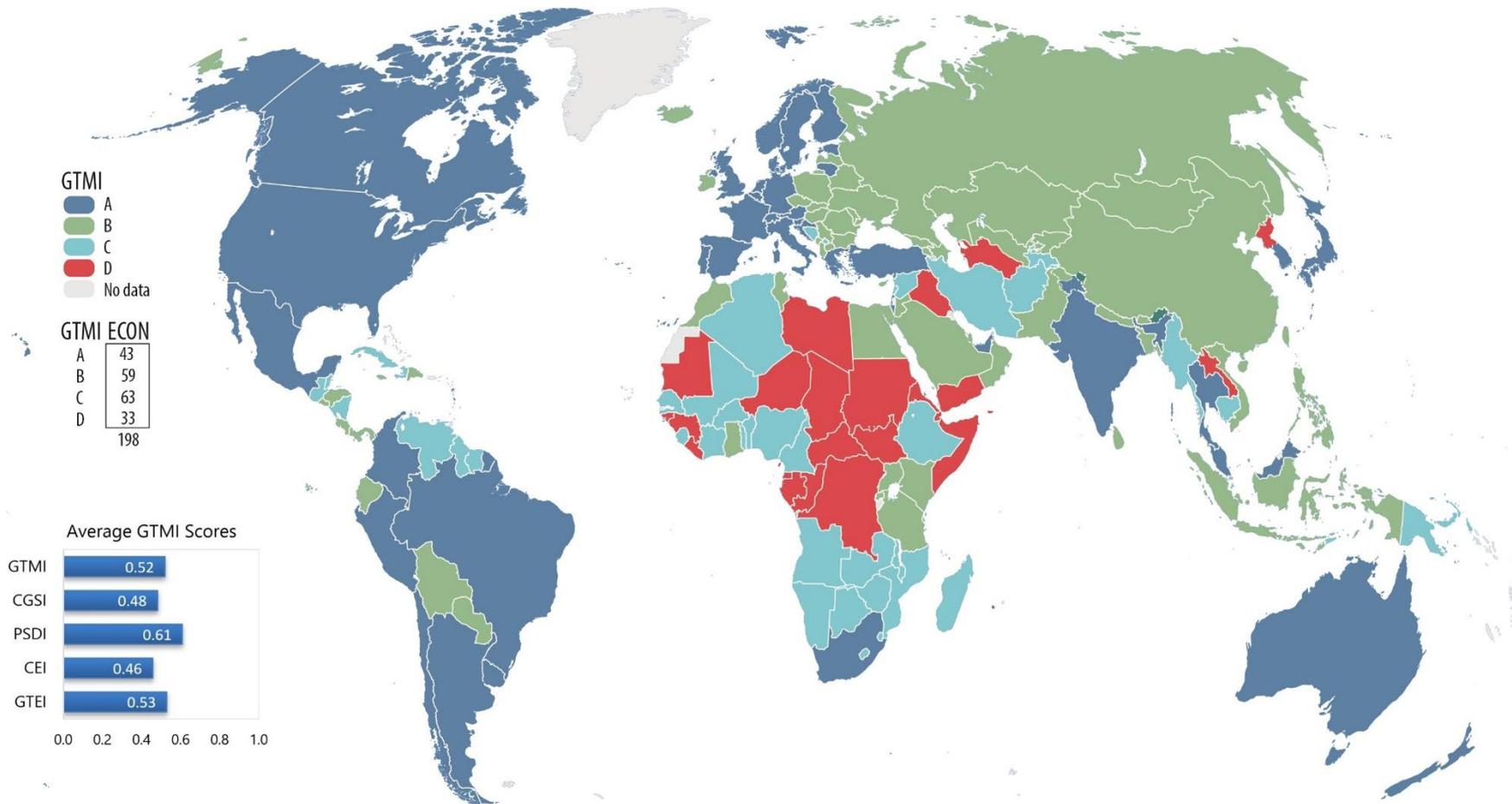
Source: World Bank data.

Note: The 198 “Economies” include all 188 of the World Bank member countries, plus some of the large economies (from European Union [EU], Organization for Economic Co-operation and Development [OECD], and Asia-Pacific Economic Co-operation [APEC] members). The “Regions” include 168 World Bank client countries that are receiving advisory and financial support to implement public sector modernization projects.



# GTMI: International Outlook

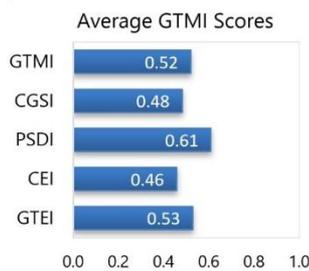
## The maturity of digital government transformation based on the GTMI groups



GTMI  
A  
B  
C  
D  
No data

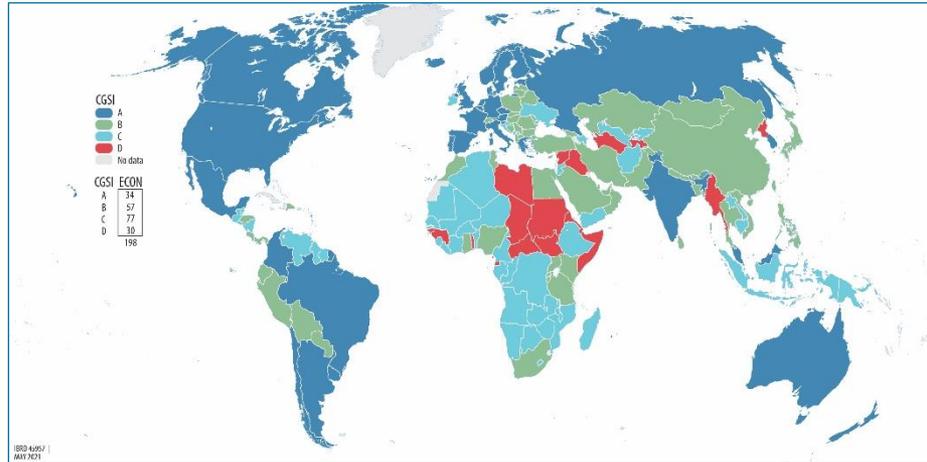
GTMI ECON

A	43
B	59
C	63
D	33
	198

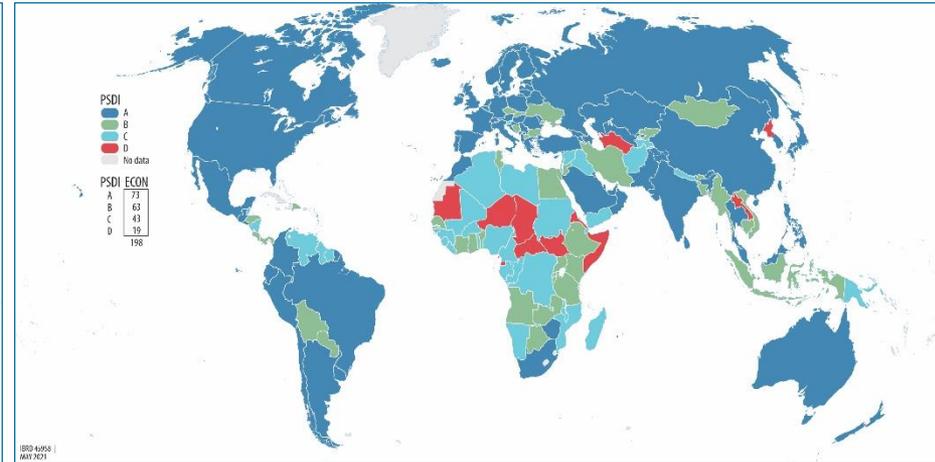




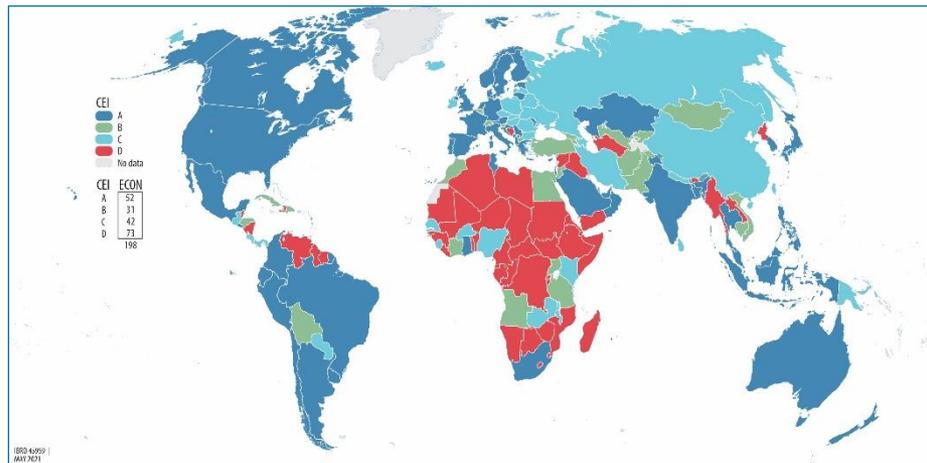
# GTMI Components



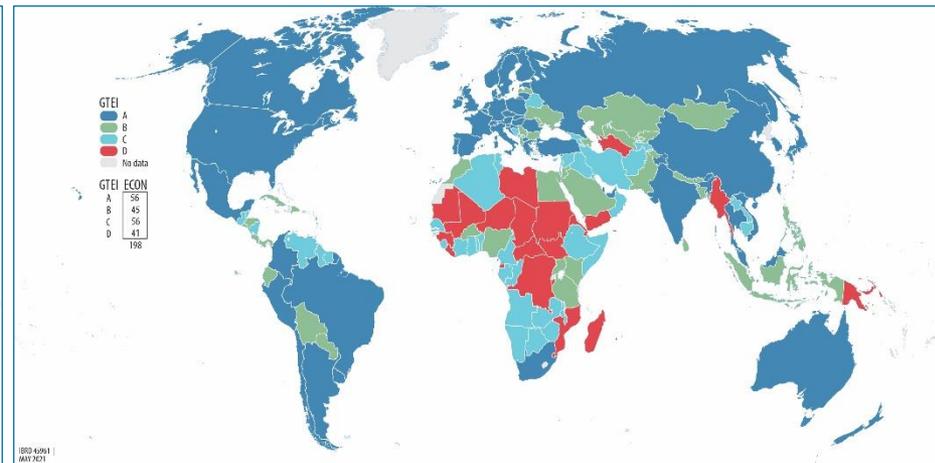
Core Government Systems Index (CGSI)



Public Service Delivery Index (CGSI)



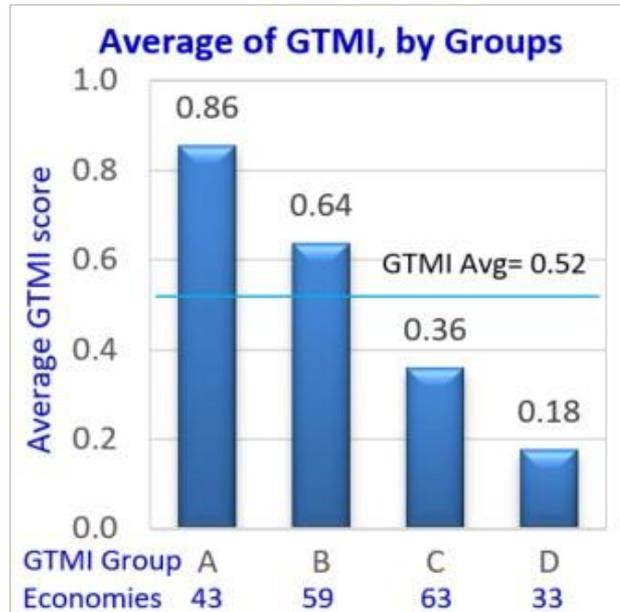
Citizen Engagement Index (CEI)



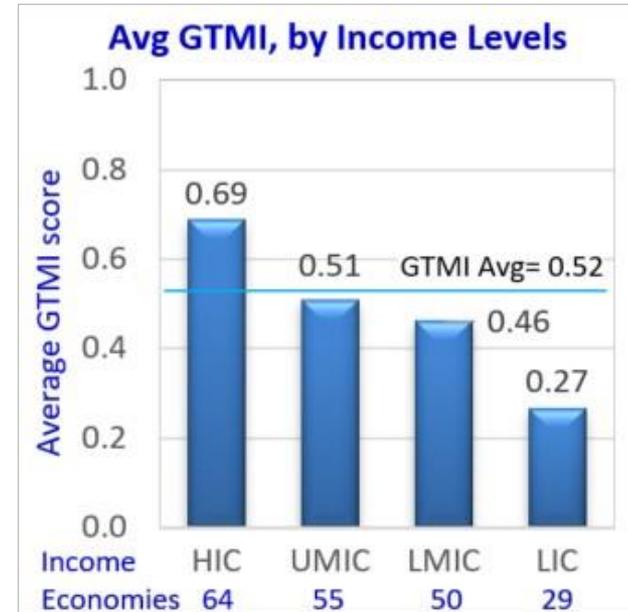
GovTech Enablers Index (GTEI)



# Average GTMI Scores



- Countries in group A have the highest index score, as expected
- The gap between A and D is wide



- Gap between the average GTMI scores of high- and low-income countries
- Average scores for upper- and lower-middle income countries are close to each other



## Core Government Systems

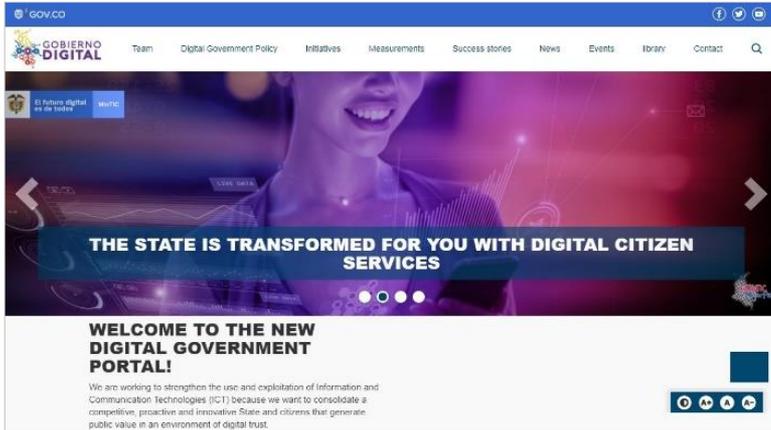


Selected good practices: Australia, Republic of Korea

- ▶ **Whole-of-government approach** promoting systems thinking and integrated approaches to policymaking and service delivery for accessible, transparent and efficient gov.
- ▶ **Government Cloud** as a shared digital government platform (PaaS, IaaS, SaaS).
- ▶ **Interoperability of government systems** to generate data for more informed decision making, compliance, and monitoring.
- ▶ Improving the **interconnectivity of government systems** based on Government Service Bus and web services / Application Program Interfaces.



## Human-Centric Universally Accessible Services



▶ **Human-centered services** to interact, communicate, interact, emphasize and stimulate the people involved, obtaining an understanding of their needs, desires and experiences.

▶ **Universal accessibility** that enables people with disabilities to gain access to all services and participate fully in all aspects of life in an inclusive society.

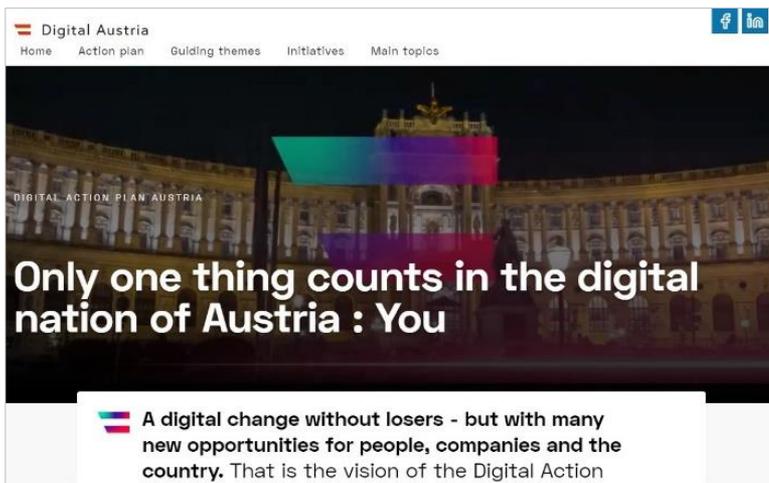
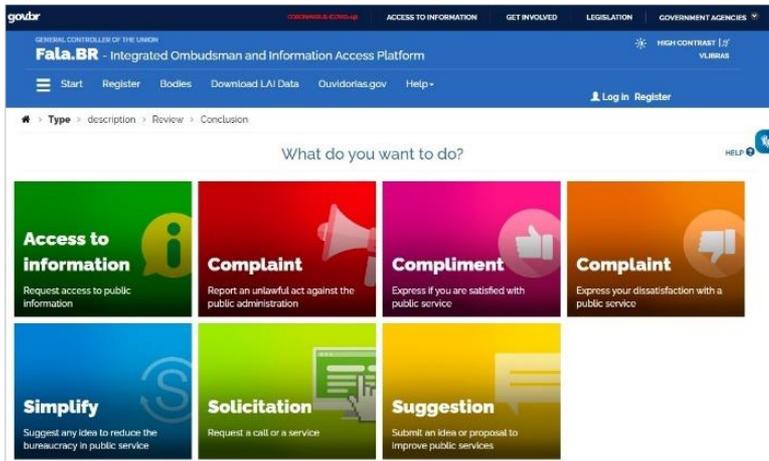
▶ **Services that are accessible by low-cost digital solutions**, such as mobile phones and free open-source applications, tailored to digital literacy and reaching all intended beneficiaries and users.



Selected good practices: Colombia, India, Singapore



## Digital Citizen Engagement

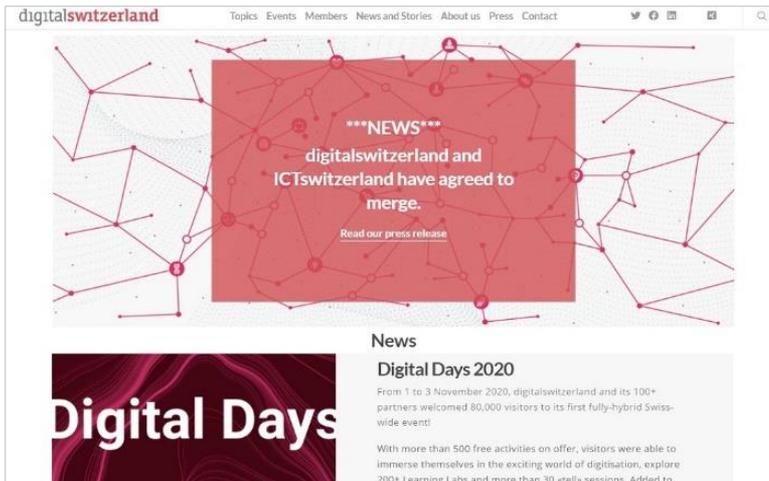


Selected good practices: Brazil, Austria

- ▶ **Digital Citizen Engagement or CivicTech:** Use of new media/digital information and communication technologies to create or enhance the communication channels that facilitate the interaction between citizens and governments.
- ▶ **Open Government / Open Data Portals**
- ▶ **Multifunctional citizen participation portals** providing capabilities to submit a petition, or publish citizen's inputs, or allow the provision of anonymous feedback, or post the government's response.



## GovTech Enablers



Selected good practices: Argentina, Switzerland

Cross-cutting drivers of digital transformation agenda

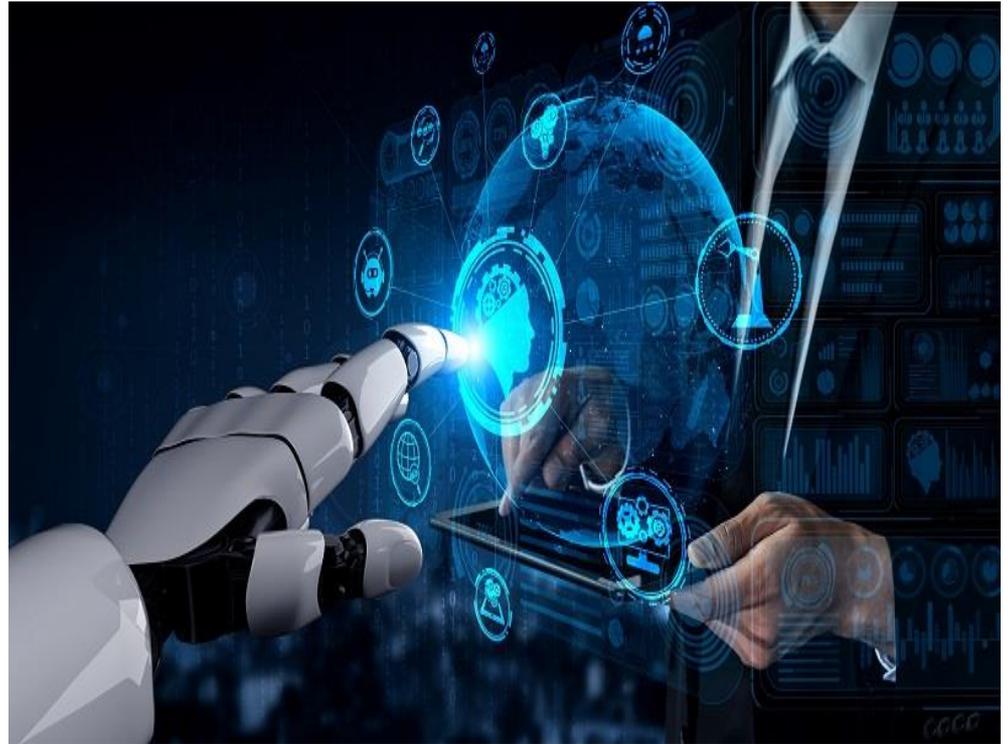
- ▶ An appropriate and conducive **legal and regulatory regime** with a focus on a whole-of-government approach.
- ▶ Strong enabling and safeguarding **institutions**.
- ▶ **Digital skills** in the public sector.
- ▶ An environment that fosters **innovation in the public sector**.
- ▶ **Private sector involvement** to address public sector challenges.
- ▶ **Data-driven public sector**.
- ▶ Use of **frontier/disruptive digital technologies**



## Key Messages

### Key messages for policy makers and practitioners

- High-level commitment and allocation of resources
- Interconnectivity and interoperability
- Transactional services
- Multifunctional citizen participation platforms
- Digital skill development and innovation
- Use of open data
- Development of local GovTech ecosystems
- Frontier / disruptive digital technologies





# Thank you

GTMI report (OKR): <https://openknowledge.worldbank.org/handle/10986/36233>

GTMI web page: <https://www.worldbank.org/en/programs/govtech/gtmi>

GovTech dataset: <https://datacatalog.worldbank.org/search/dataset/0037889/GovTech-Dataset>

Blog: <https://blogs.worldbank.org/governance/govtech-age-covid-urgent-need-and-uneven-progress>