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.

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

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.
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).

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

**Totals**: 198 Economies, 168 Regions

*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.*
The maturity of digital government transformation based on the GTMI groups
GTMI Components

- Core Government Systems Index (CGSI)
- Public Service Delivery Index (CGSI)
- Citizen Engagement Index (CEI)
- GovTech Enablers Index (GTEI)
• 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

- **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.

**Selected good practices:** Australia, Republic of Korea
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 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.

Selected good practices: Brazil, Austria
GovTech Enablers

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

Selected good practices: Argentina, Switzerland
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


