Guidance Note on 2022 GovTech Maturity Index Online Survey

# Introduction

The [GovTech Maturity Index](https://www.worldbank.org/en/programs/govtech/gtmi) (GTMI) measures the key aspects of four GovTech focus areas in 198 economies: supporting core government systems, enhancing service delivery, mainstreaming citizen engagement, and fostering GovTech enablers. The index assists practitioners in the design of new digital transformation projects. The 2020 [GTMI Report](https://openknowledge.worldbank.org/handle/10986/36233) details out the methodology, findings, and good practices.

The construction of the GTMI is primarily based on the World Bank’s [GovTech dataset.](https://datacatalog.worldbank.org/search/dataset/0037889/govtech-dataset) For the 2022 GTMI update of the dataset, this online survey will be used to provide secure access to relevant country officials for reflecting the latest implementation status and outcomes of their GovTech platforms and activities.

The GTMI is the simple average of the normalized scores of four components:

* CGSI: The core government systems index (17 indicators) captures the key aspects of a whole- of-government approach, including government cloud, enterprise architecture and other platforms.
* PSDI: The public service delivery index (9 indicators) uses existing data from the UN Online Service Index as well as new indicators on online portals, e-filing services, e-payment capabilities and more.
* CEI: The citizen engagement index (6 indicators) measures aspects of public participation platforms, citizen feedback mechanisms, open data and open government portals.
* GTEI: The GovTech enablers index (16 indicators) captures strategy, institutions, laws, and regulations, as well as digital skills, and innovation policies and programs, to foster GovTech.

The GTMI survey includes 40 updated/expanded GovTech indicators measuring the maturity of four GovTech focus areas. Additionally, 8 highly relevant external indicators measured by other relevant indexes, including all three components of the United Nations (UN) [e-Government Development](https://www.un.org/development/desa/publications/publication/2020-united-nations-e-government-survey) [Index](https://www.un.org/development/desa/publications/publication/2020-united-nations-e-government-survey) (EGDI), the UN e-Participation Index (EPI), the ITU’s [Global Cybersecurity Index](https://www.itu.int/en/ITU-D/Cybersecurity/Pages/global-cybersecurity-index.aspx) (GCI) and three relevant indicators from the [Identification for Development](https://datacatalog.worldbank.org/dataset/identification-development-global-dataset) (ID4D) dataset, are used in

the calculation of GTMI. The results of 2022 UN, ITU and ID4D index and dataset updates will be included later while calculating the GTMI groups.

The objective of this questionnaire is to gather information on 40 key GovTech indicators from 198 economies in preparation of the GTMI 2022 update for central government entities. Respondents will be able to see the 2020 GTMI indicators while entering 2022 data for all existing/new indicators. The

WBG will review all inputs and conduct interviews with country officials, if needed, before updating the GTMI scores.

This online survey form will be available for updates on the GTMI indicators until April 30, 2022. For a glossary (list of abbreviations and definitions): [GovTech Glossary](https://thedocs.worldbank.org/en/doc/f829445034f5f493da4d1a0b33e1b734-0350052022/original/GovTech-Glossary-022822.pdf)

For a Guidance Note on the 2022 GTMI Survey: Guidance Note For a privacy notice: [Privacy Notice](https://thedocs.worldbank.org/en/doc/48eef76b4233295d9765f0aa9bb52d1e-0350052022/original/2022-GTMI-Online-Survey-Privacy-Notice.pdf)

A quick [GTMI explainer video](https://www.worldbank.org/en/news/video/2021/06/14/gtmi-explainer-video) is available to learn more about how to navigate the global dataset. For any questions about this questionnaire, please send a message to: gtmi@worldbank.org

# Guidance on Navigation and Data Entry

The GTMI online survey has a user friendly and easy to navigate interface providing various options to minimize the data entry effort and ensure the consistency of updates provided by the respondents.

**Navigation**

* Main menu of the GTMI survey is displayed on the left of the browser window.
* You can open any page to review the contents and enter data independently.
* Multiple respondents can work at the same time to review their 2020 GTMI data and enter 2022 updates by coordinating their efforts.
* You can use the “Attachments” tab to submit additional supporting documents in various forms as email attachments or include additional web links to relevant sources (with a brief explanation about the source of the link).
* You can save your data any time using “Save Progress” button or navigate through different tabs using “Previous” and “Next” buttons placed at the bottom of each form.
* A progress indicator is displayed on the bottom right corner to indicate the level of completion as a percentage. The survey is marked as complete when the indicator displays 100 %.
* Once completed, the survey results can be submitted by one of the country team members using

the “Submit” tab.

* The home page of the 2022 GTMI online survey includes an introduction, together with the links to and this Guidance Note and other resources (e.g., [GovTech Glossary,](https://thedocs.worldbank.org/en/doc/f829445034f5f493da4d1a0b33e1b734-0350052022/original/GovTech-Glossary-022822.pdf) [Privacy Notice](https://thedocs.worldbank.org/en/doc/48eef76b4233295d9765f0aa9bb52d1e-0350052022/original/2022-GTMI-Online-Survey-Privacy-Notice.pdf)).

**Data Entry**

* Four components of the GTMI index are displayed through eight separate tabs.
* 40 key GTMI indicators and 8 external indicators (no data entry for external indicators) are displayed with unique numbering under each component, together with the sub-indicator questions.
* Respondents can see the previously collected “2020 GTMI Data”, together with the “2022 GTMI Update” data fields to be used for the updates on all 40 key indicators.
* Most of the 2022 data entry fields are pull down lists presenting predefined multiple response options, and one of these will be selected by the respondents to update relevant indicators.
* In two sub-indicators (I-17.4 and I-33.6), there are multiple response options to choose from.
* The remaining sub-indicators include text boxes to enter the name of a document/institution or the web link (URL).
* It is possible to copy and paste the contents of the “2020 GTMI Data” text fields to the “2022 GTMI Update” fields by using standard shortcuts (Ctrl-A to Select All; Ctrl-C to Copy; Ctrl-V to Paste), and edit further as necessary.
* All dates are expected to be entered in Year (YYYY) format. There is a pull down list to select the relevant year within the range of 1950 to 2030.
* In order to reset the 2022 response, the respondents can simply click the “X” mark on the top right

corner of the data entry box.

* The size of the “2022 GTMI Update” data fields will be adjusted dynamically to display the full

response based on the selected option or entered text.

* When the response to a question is “No”, there is no need to enter data for the related sub- indicator. For example, if the response to a question (e.g., I-17.7) is “No”, the respondent can skip the next sub-question (“I-17.7.1”), which is only relevant if the answer is “Yes”.
* Some of the indicator questions include a “help icon”  to open a small window and display

explanations about a specific keyword or expand the abbreviations used.

* The respondents can refer to the [GovTech Glossary](https://thedocs.worldbank.org/en/doc/f829445034f5f493da4d1a0b33e1b734-0350052022/original/GovTech-Glossary-022822.pdf) on all technical terms and abbreviations used in the survey forms.

**2022 GTMI Indicators**

| **Ind #** | **2022 GTMI Indicators & Sub-indicators** | **Response options & Data format** | **Information Box contents** | **New** | **หน่วยงาน** | **คำตอบ** |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Treasury Single Account (TSA) Operations** |  |  |  | กรมบัญชีกลาง |  |
| **I-6** | **Is there a TSA supported by FMIS to automate payments and bank reconciliation?** | 0= No, 1= Implementation in progress, 2= Yes (in use) |  | - | กรมบัญชีกลาง | 2 |
| I-6.1 | Treasury home page URL | URL |  | - | กรมบัญชีกลาง | https://www.mof.go.th/en/home |
| I-6.2 | Treasury was established / will be established in (year) | YYYY |  | - | กรมบัญชีกลาง | 1875 |
| I-6.3 | TSA regulation / introduction website URL | URL |  | - | กรมบัญชีกลาง | https://www.cgd.go.th |
| I-6.4 | TSA was launched / will be launched in (year) | YYYY |  | - | กรมบัญชีกลาง | 2004 |
| I-6.5 | Scope of TSA operations | 0= Unknown, 1= Partially used by the MDAs, 2= Extensively used by all MDAs | MDAs: Ministries, Departments, Agencies | X | กรมบัญชีกลาง | 1 |
| I-6.6 | Type of electronic payment systems in place | 0= Unknown, 1= RTGS, 2= ACH, 3= Both RTGS & ACH | RTGS: Real Time Gross Settlements, ACH: Automated Clearing House | X | กรมบัญชีกลาง | 3 |
| I-6.7 | Is there a TSA interface linking FMIS with the Central Bank systems? | 0= No, 1= Implementation in progress, 2= Yes (in use) |  | X | กรมบัญชีกลาง | 2 |
| I-6.8 | Governance of TSA operations (compliance, security, audit trails, etc.)? | 0= No, 1= Yes |  | X | กรมบัญชีกลาง | 1 |
| I-6.8.1 | If Yes > Supporting document (report / URL) | Enter URL (public link) or Attach relevant report |  | X | กรมบัญชีกลาง | - http://www.tratcity.go.th/ITA/2562/(%E0%B8%95%E0%B8%A3%E0%B8%A7%E0%B8%88%E0%B9%81%E0%B8%A5%E0%B9%89%E0%B8%A7)%20O6%20%E0%B8%81%E0%B8%8E%E0%B8%AB%E0%B8%A1%E0%B8%B2%E0%B8%A2%E0%B8%97%E0%B8%B5%E0%B9%88%E0%B9%80%E0%B8%81%E0%B8%B5%E0%B9%88%E0%B8%A2%E0%B8%A7%E0%B8%82%E0%B9%89%E0%B8%AD%E0%B8%87%20%E0%B9%80%E0%B8%8A%E0%B9%88%E0%B8%99%E0%B8%9E%E0%B8%A3%E0%B8%B0%E0%B8%A3%E0%B8%B2%E0%B8%8A%E0%B8%9A%E0%B8%B1%E0%B8%8D%E0%B8%8D%E0%B8%B1%E0%B8%95%E0%B8%B4/%E0%B8%9E%E0%B8%A3%E0%B8%B0%E0%B8%A3%E0%B8%B2%E0%B8%8A%E0%B8%9A%E0%B8%B1%E0%B8%8D%E0%B8%8D%E0%B8%B1%E0%B8%95%E0%B8%B4%E0%B9%80%E0%B8%87%E0%B8%B4%E0%B8%99%E0%B8%84%E0%B8%87%E0%B8%84%E0%B8%A5%E0%B8%B1%E0%B8%87%20%E0%B8%9E.%E0%B8%A8.2491%20%E0%B9%81%E0%B8%81%E0%B9%89%E0%B9%84%E0%B8%82%E0%B9%80%E0%B8%9E%E0%B8%B4%E0%B9%88%E0%B8%A1%E0%B9%80%E0%B8%95.pdf- https://www.bot.or.th/English/PaymentSystems/OversightOfPaymentSystems/Pages/default.aspx- https://www.bot.or.th/English/PaymentSystems/PSServices/bahtnet/Pages/default.aspx |