TRUSTWORTHY DIGITAL SOCIETY HUB

Measuring Digital Government Maturity

The Case for a Global Trust Index

Measuring Digital Government Maturity

Digital government maturity refers to the level of capability and effectiveness with which governments utilize digital technologies. Frameworks for measuring digital government (e-Gov or GovTech) maturity typically aiming to compare countries across multiple dimensions by assigning numeric scores or tiers.

These measurement frameworks serve several purposes:

Comparative Assessment

Enabling governments to objectively evaluate their digital capabilities against international standards and peers

Strategic Planning

Highlighting capability gaps to inform evidence-based decision-making for transformation initiatives

Progress Monitoring

Establishing transparent metrics to track digital evolution over time and demonstrate the impact of technology investments

Digital Government Maturity Frameworks

The first index for measuring digital government maturity was published by the United Nations in 2001, becoming the biennial UN E-Government Development Index. Numerous frameworks have since been developed, employing a range of methodologies to evaluate various aspects of digital government.

Framework	Source	Published	Coverage	Methodology
United Nations E-Government Development Index (EGDI)	United Nations Department of Economic and Social Affairs	Biennially since 2001	All 193 United Nations member states	Composite index based on three subindices
World Bank GovTech Maturity Index (GTMI)	World Bank Group	2020, 2022	198 economies	Tier system (A-D) based on four subindices
OECD Digital Government Index (DGI)	Organisation for Economic Co-operation and Development	2020, 2023	38 OECD member countries	Composite index based on six subindices
EU Digital Economy and Society Index (DESI)	European Commission	Annually since 2014	EU member states	Composite index based on five subindices (economic and social)
European Commission eGovernment Benchmark	European Commission	Annually since 2012	EU member states + Iceland, Norway, Switzerland, Turkiye, UK	Comparative qualitative assessment across four e-Gov dimensions
Waseda-IAC International Digital Government Rankings	Waseda University (Japan) and International Academy of CIO (AIC)	Annually since 2014	66 countries and regions	Composite index based on ten subindices
McKinsey Government Digitization Index	McKinsey & Company	Various reports since 2014	G20 and OECD economies (20-30)	Scoring system for three dimensions of government digitization
World Economic Forum Network Readiness Index (NRI)	World Economic Forum (published by Portulans Institute since 2019)	Annually since 2002	130+ economies	Composite index based on four subindices (economic and social)

United Nations E-Government Development Index   **EDGI**

The UN **EGDI** is is based on a comprehensive Survey of all 193 UN member states. It is a **comparative** framework, giving the e-government performance of countries relative to one another, using three equally-weighted, normalized subindices:

Online Services Index

Capability and willingness to provide services and communicate with citizens electronically.

Telecommunication Infrastructure Index

Existing infrastructure required for citizens to participate in e-government.

Human Capital Index

TII

OSI

HCI

World Bank GovTech Maturity Index

GTMI

The World Bank GovTech maturity index t, equally-weighted subindices:

Online Services Index
OSI

Online Services Index OSI

OECD Digital Government Index
DGI

The UN E-Government Development Index is based on three independent, equally-weighted subindices:

Online Services Index
OSI

Online Services Index OSI

EU Digital Economy & Society Index
DESI

The UN E-Government Development Index is based on three independent, equally-weighted subindices:

Online Services Index
OSI

Online Services Index OSI

European Commission eGovernment Benchmark

The UN E-Government Development Index is based on three independent, equally-weighted subindices:

Online Services Index
OSI

Online Services Index OSI

Wasada-AIC International Digital Government Rankings

The UN E-Government Development Index is based on three independent, equally-weighted subindices:

Online Services Index
OSI

Online Services Index OSI

McKinsey Government Digitization Index

The UN E-Government Development Index is based on three independent, equally-weighted subindices:

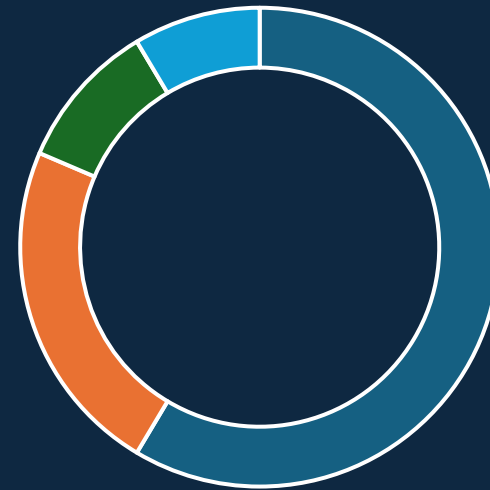**Online Services Index**
OSI

Online Services Index OSI

United Nations E-Government Development Index

EGDI

The UN E-Government Development Index is based
on three equally-weighted subindices:
1.
2.
3.
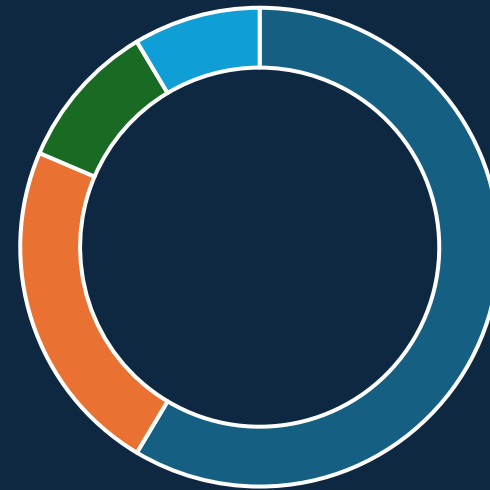Each of these subindicies is scored from a number of
components

□ 1st Qtr   □ 2nd Qtr   □ 3rd Qtr   □ 4th Qtr

United Nations E-Government Development Index
EGDI

The UN E-Government Development spans xxx countries and is an input into numerous other indices produced by UN and other bodies.

□ 1st Qtr   ■ 2nd Qtr   ■ 3rd Qtr   ■ 4th Qtr

Related Frameworks

The first index for measuring digital government maturity was published by the United Nations in 2001, becoming the biennial UN E-Government Development Index. Numerous frameworks have since been developed, employing a range of methodologies to evaluate various aspects of digital government.

Other Frameworks and Models

Other frameworks Numerous frameworks have since been developed, employing a range of methodologies to evaluate various aspects of digital government.

UN E-Government Survey 2024

Full Report and Annex
Technical Appendix