

Government Electronic and Mobile Service (GEMS) maturity index: Oman's performance



Shared Prosperity **Dignified Life**



Technical Workshop on

**“Tools and best Practices in Logistics and Supply Chains
Facilitations”**

Muscat, 27-28 Feb 2023

Outlines

- **GEMS** index overview
- Regional **findings**
- **Oman's** Performance
- **Final** words



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, ...)

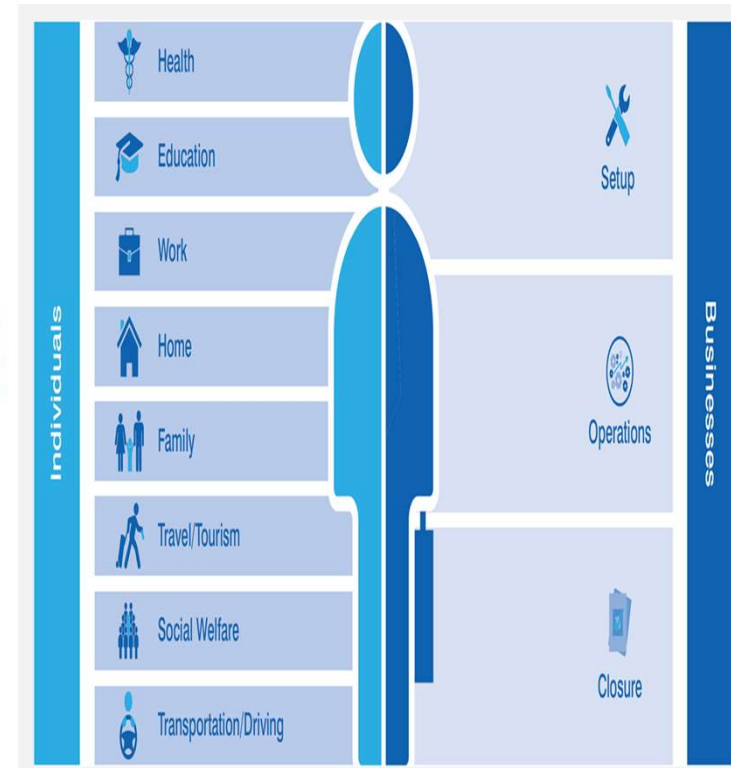
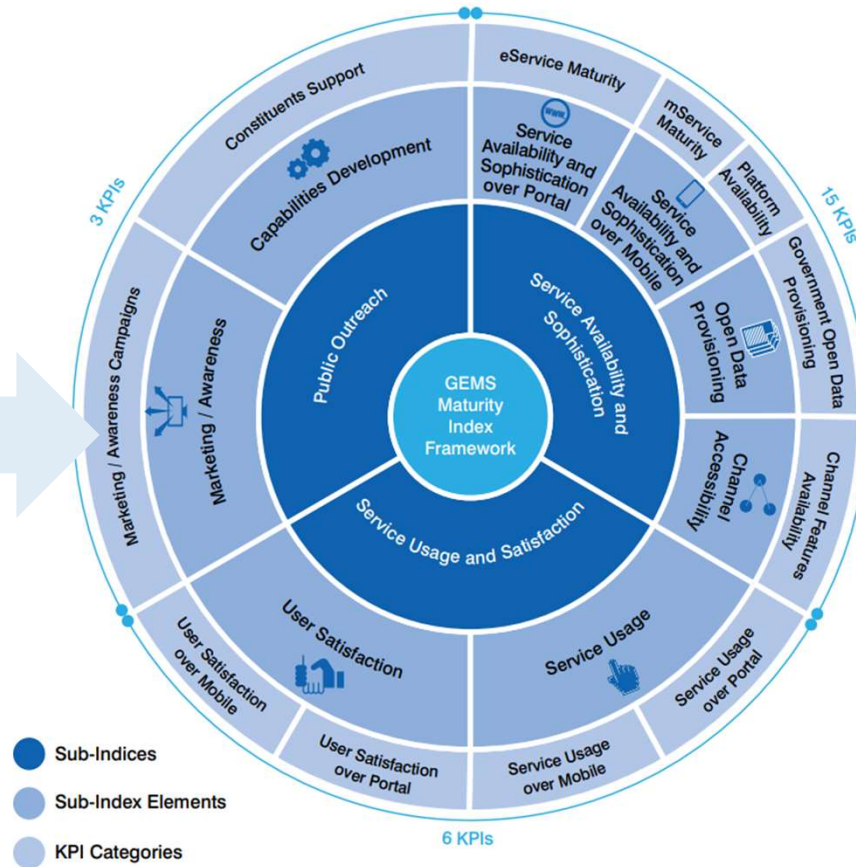


GEMS Structure



- 1** Index
- 3** Pillars
- 24** KPIs
- 84** Services

2022:
Assessment of
18 Arab
countries



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GEMS platform



Facilitate the work of the **national coordinators** and national institutions involved in filling out the questionnaires

3 different **interfaces**:

- Interface to representatives of **national institutions**
- Interface for **national coordinators**
- Interface to the **ESCWA** team



gems.unescwa.org

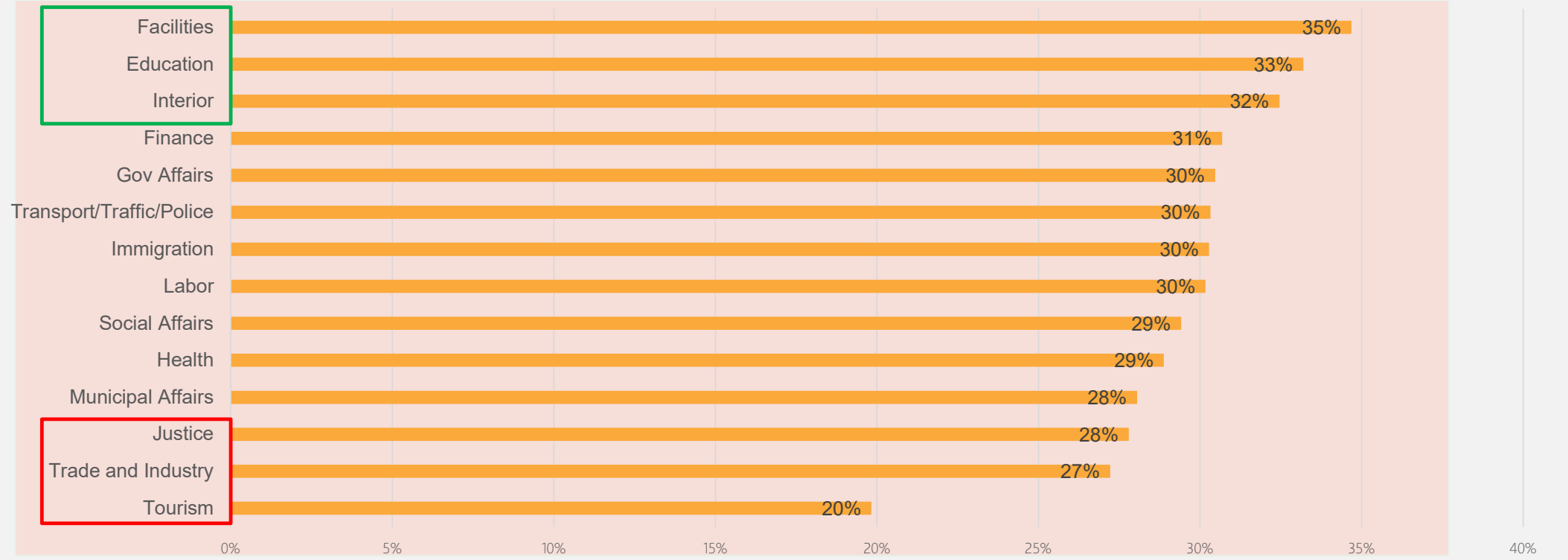


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Regional Findings

GEMS 2022: Sector Maturity

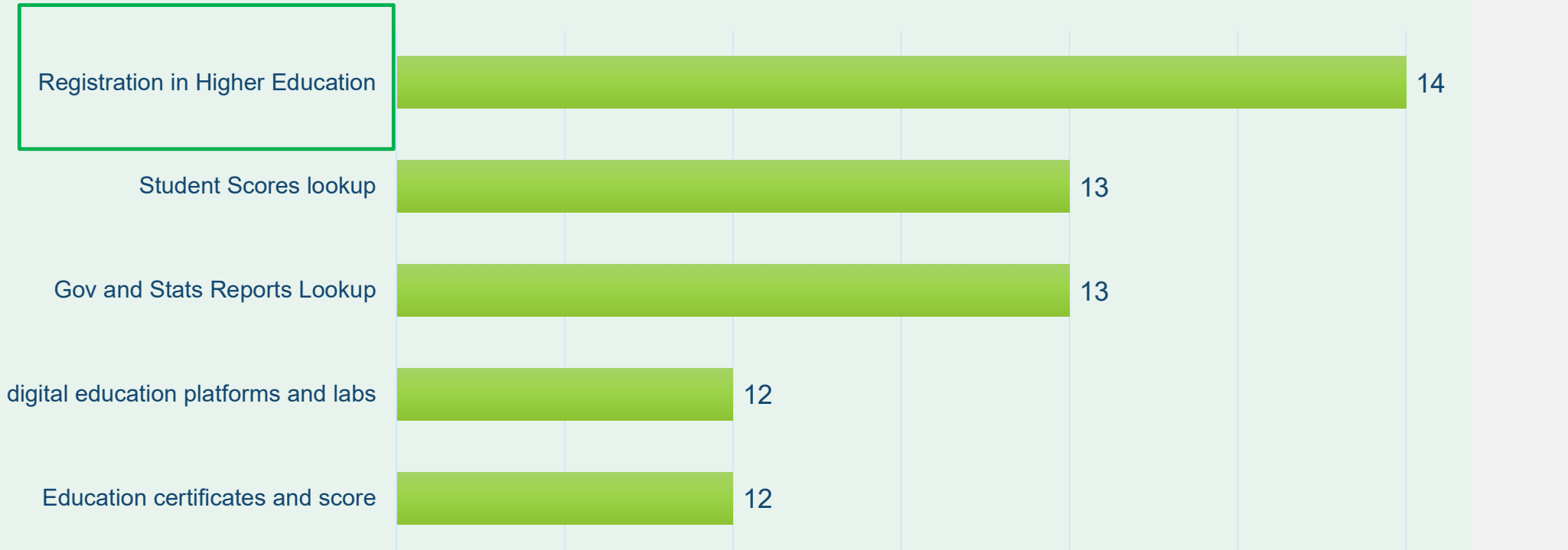


GEMS 2022: Top Services



Impact of Covid-19 on **education** in top 5 assessed services

مؤشر تطور الخدمات الحكومية الإلكترونية
والقائمة GEMS 2022
المنظمة العربية للتربية والثقافة والعلوم
UNESCO

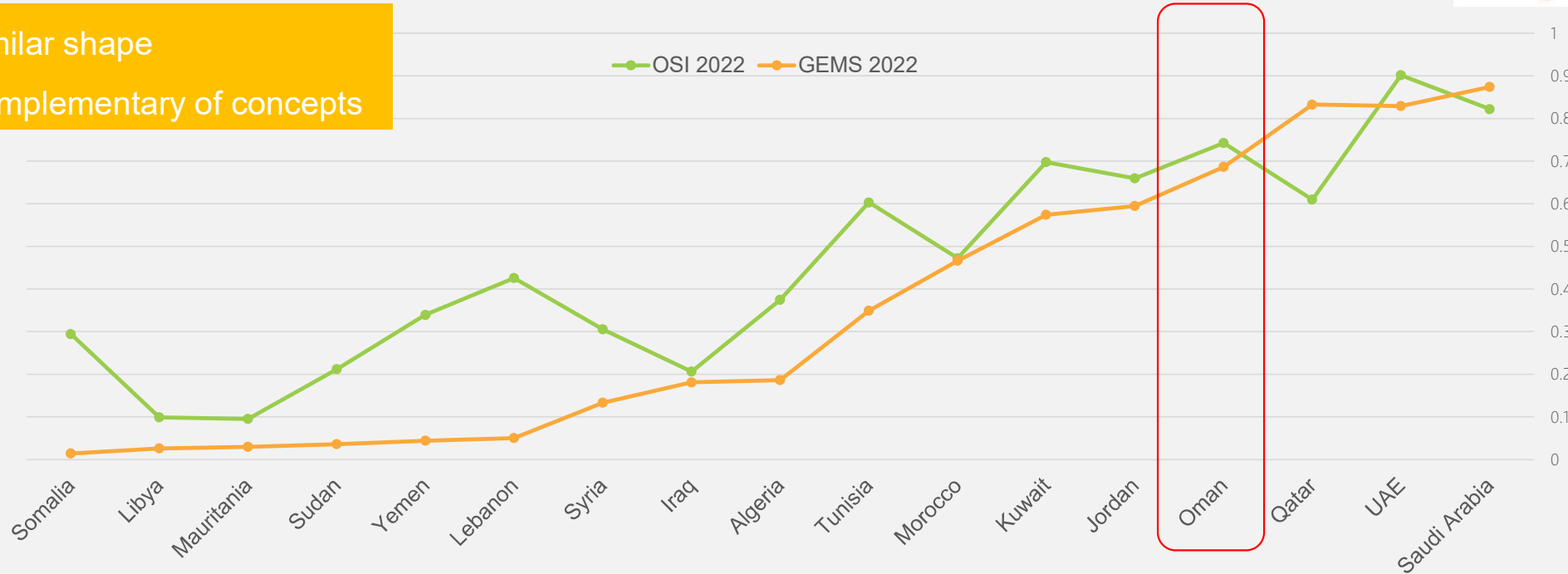


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Online Service Index (OSI)-2022 and GEMS-2022

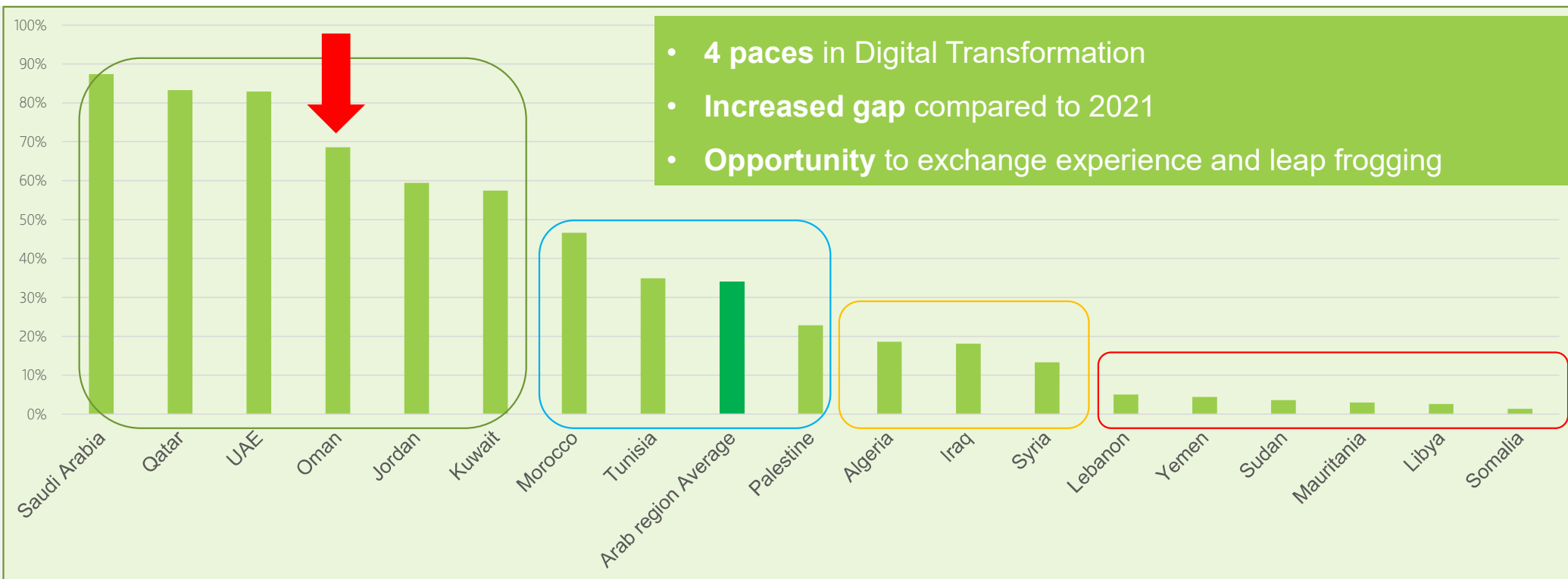


- Similar shape
- Complementary of concepts



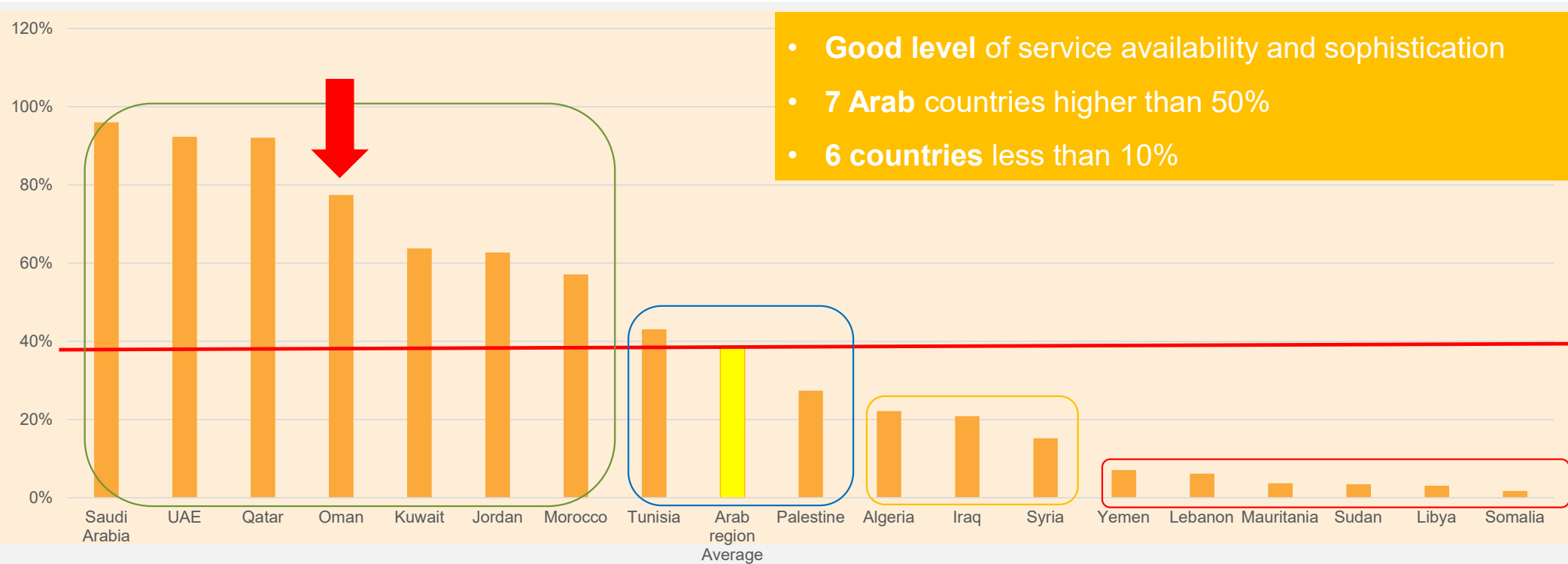
GEMS22: Regional Performance

Overall Scores



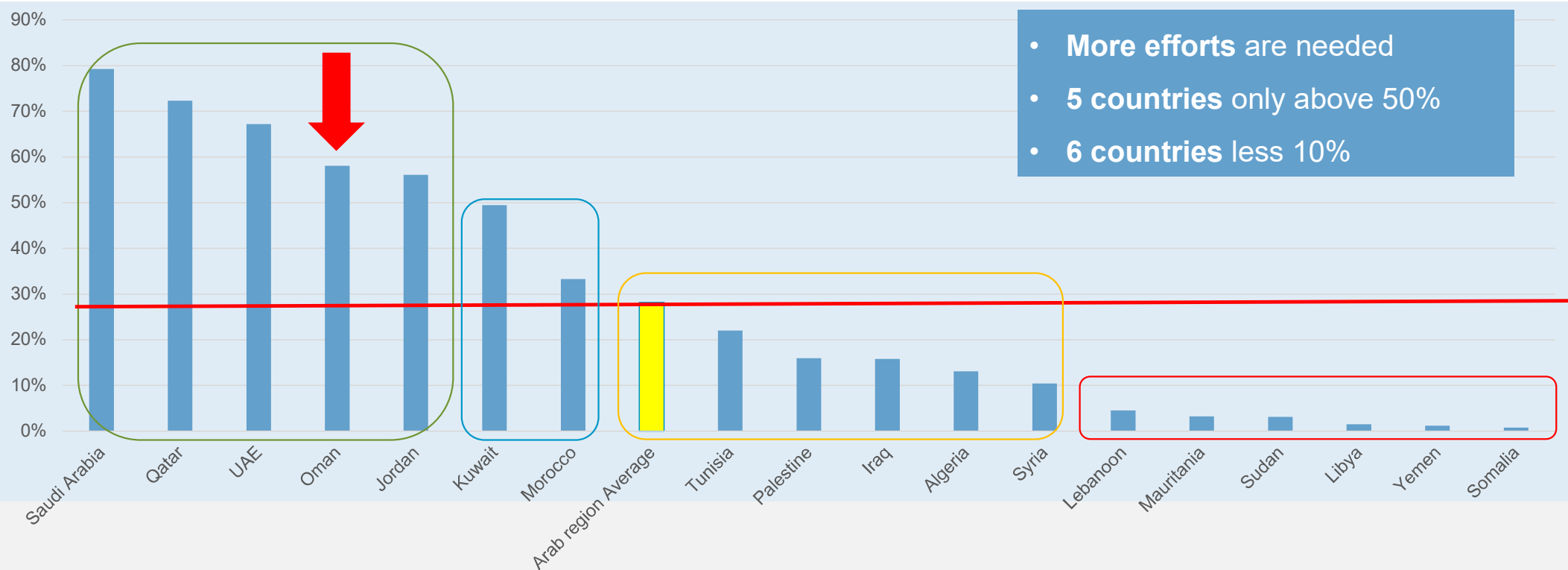
GEMS22: Regional Performance

Service Availability and Sophistication



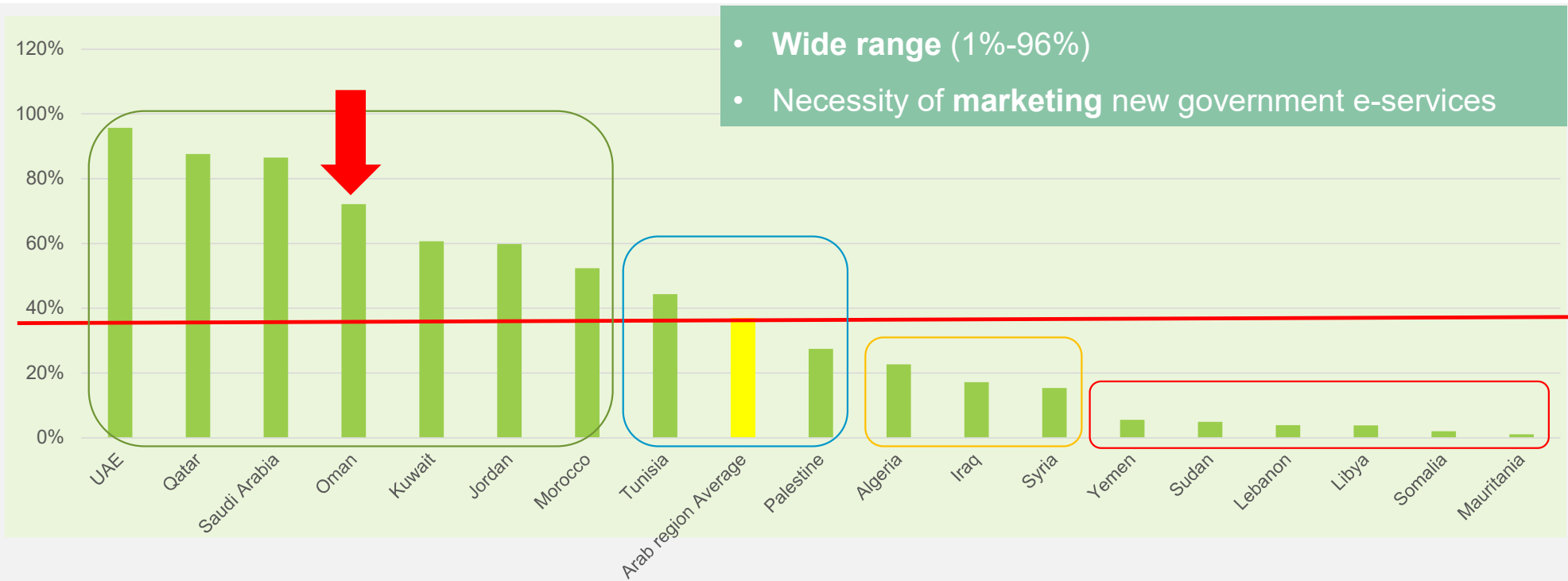
GEMS22: Regional Performance

Service Usage and Satisfaction



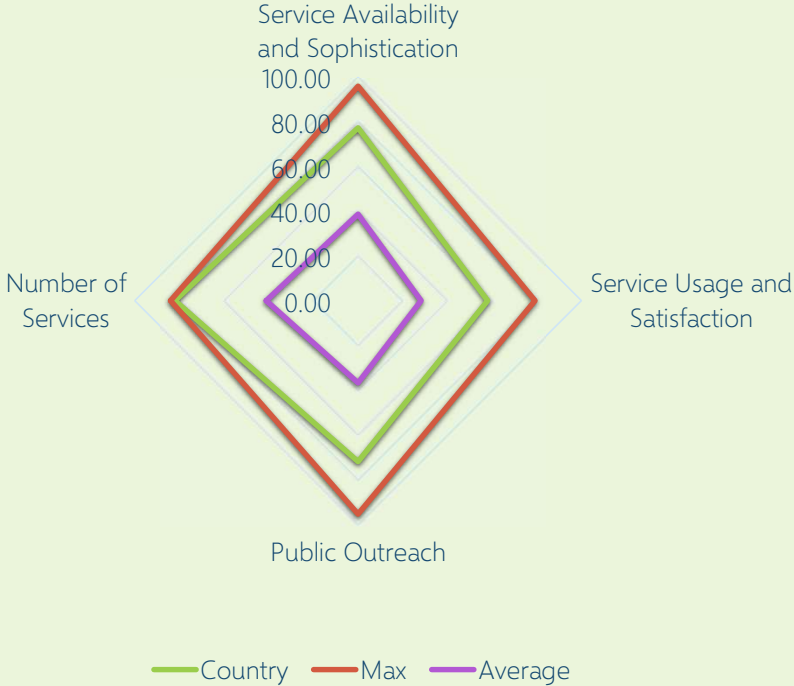
GEMS22: Regional Performance

Public outreach

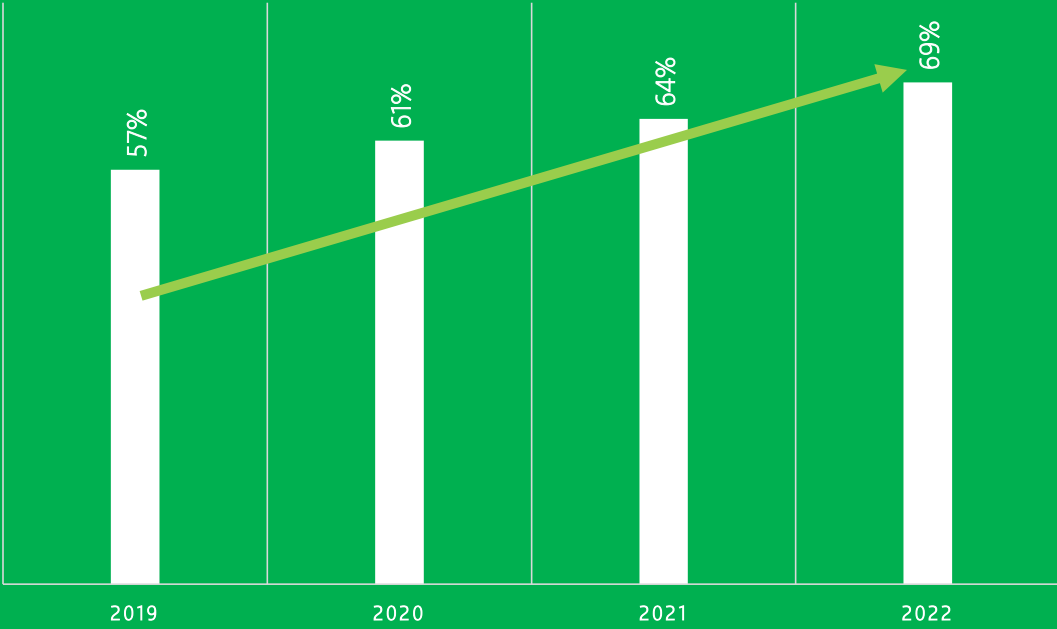


Oman's Performance Change

GEMS-2022



OVER THE YEARS 2019-2022



Trade and Industry

Sector Results (0-1)	2021	2022
Immigration	0.66	0.85
Utilities	0.83	0.83
Transport / Traffic / Police	0.68	0.83
Health	0.67	0.83
Municipal Affairs	0.63	0.75
Social Affairs	0.67	0.75
Education	0.80	0.74
Interior	0.54	0.73
Trade & Industry	0.64	0.72
Cross Government Affairs	0.59	0.69
Justice	0.62	0.65
Labor	0.56	0.64
Tourism	0.50	0.39
Finance	0.24	0.33

1	Commercial entities information lookup
2	General commercial license issuance , renewal, and amendment
3	General commercial license cancellation
4	Professional service business regulatory approval, renewal, and amendment
5	Business ownership transfer/change
6	Industrial/manufacturing business regulatory approval, renewal, and amendment
7	Food & beverage business regulatory approval, renewal, and amendment
8	Tourism business regulatory approval, renewal, and amendment
9	Customs clearance
10	Agricultural consignments import permit
11	Certificate of origin issuance
12	Logistics business regulatory approval, renewal, and amendment
13	Pre-closure financial clearance submission
14	Industrial equipment import permit

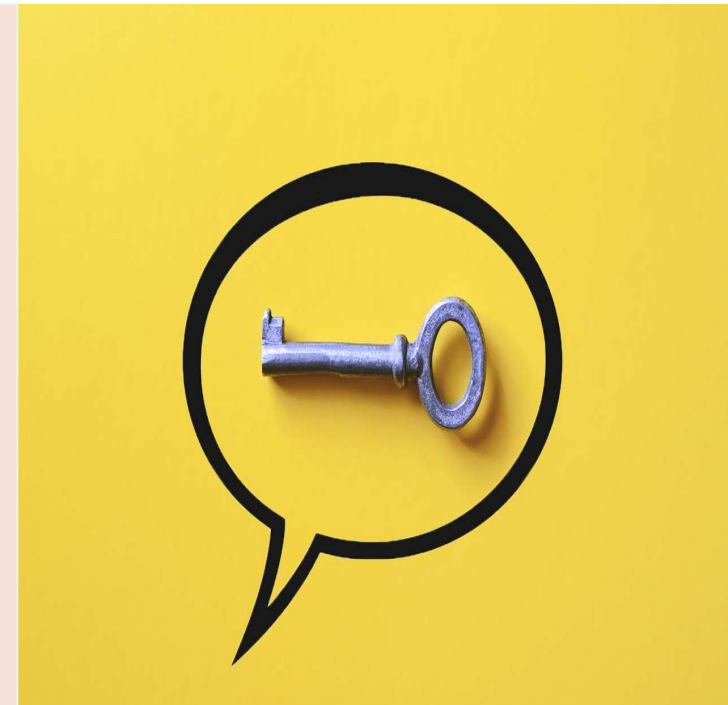
Final words

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: mobile apps, seamless operations



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



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Thank you :)