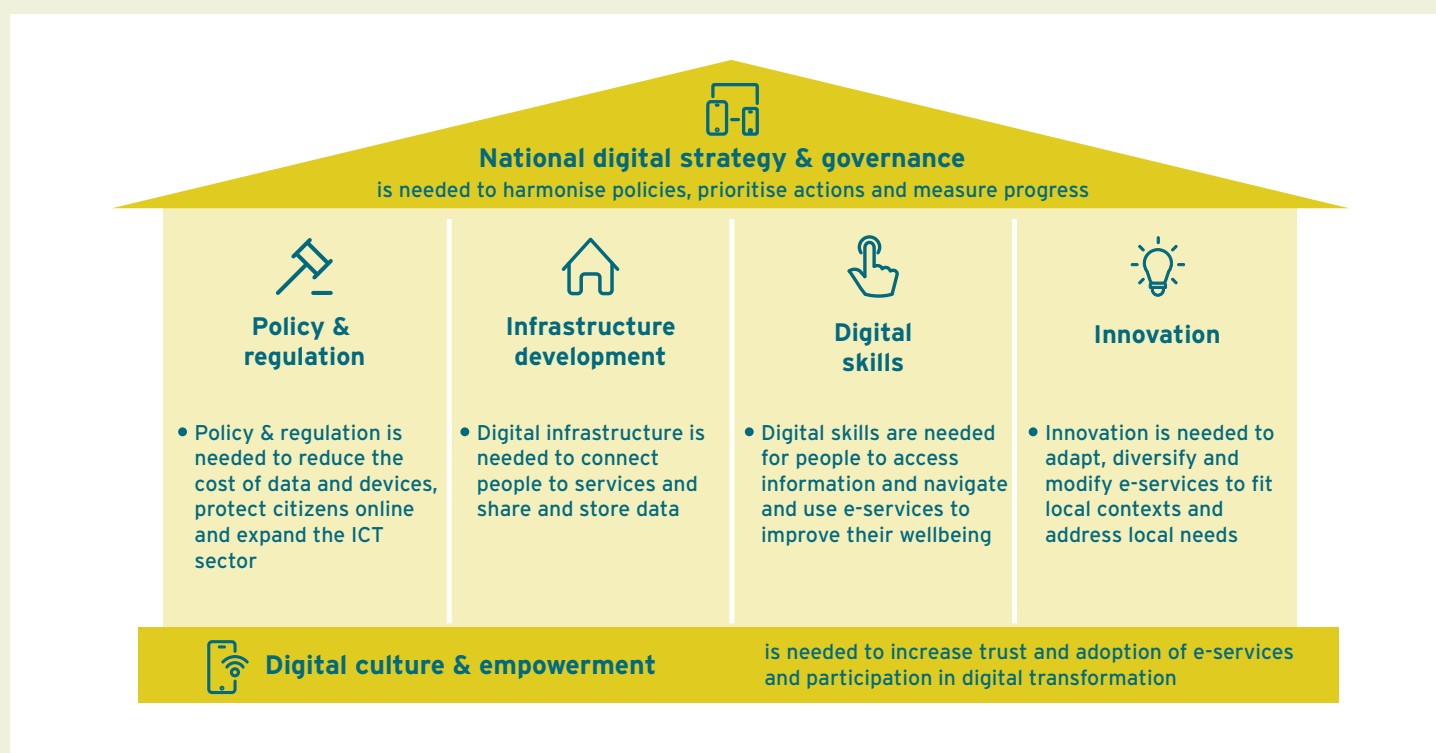


E-governance successes and challenges in Africa

To what extent are the fundamental conditions for inclusive digital transformation being met in African countries? What e-services are available for African citizens, and are they accessible and usable for all? What are the major gaps for investment and policy, as well as the major barriers to inclusion? These are the key questions from [INCLUDE's research programme](#) on the digitalisation of government services in Africa. Below are some of the key findings of the research.

Conditions for inclusive digital transformation



Who are the most excluded groups and what are the main obstacles they face to accessing and using digital services?

There is limited information, support or alternatives for people with disabilities



Rural populations lack reliable and secure connections to electricity grids and internet networks



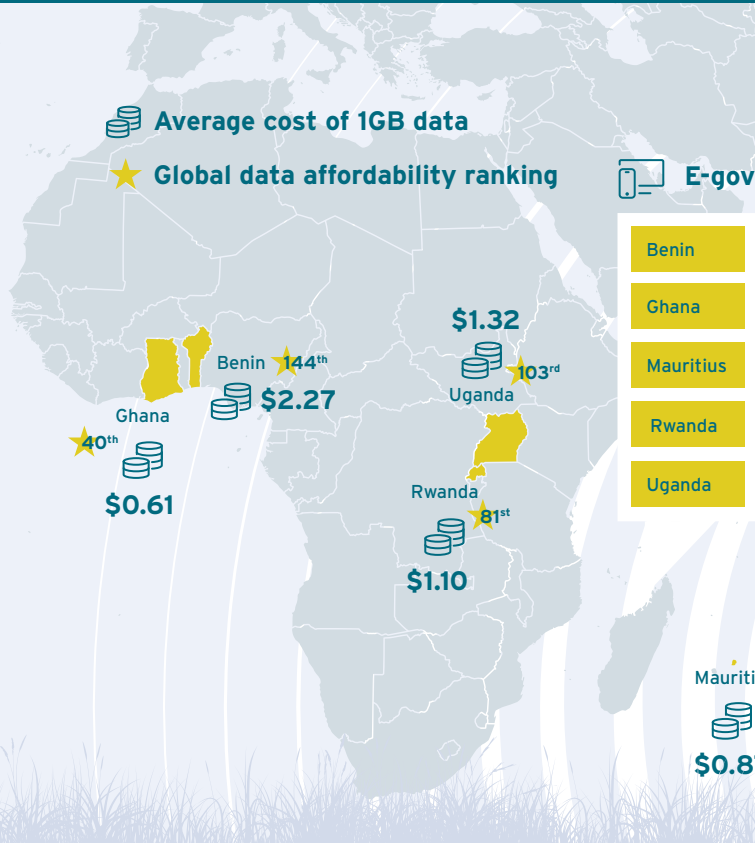
People with low income, especially women, often cannot afford the cost of data



Children lack access to affordable devices for learning

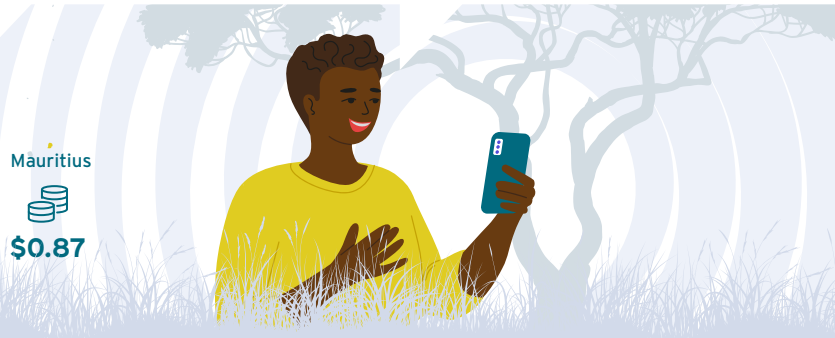
Many people with low income and education lack the digital skills to use and benefit from e-services



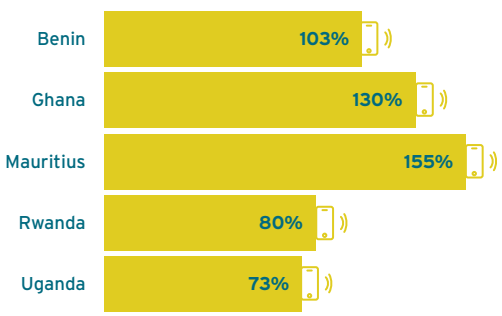


E-government platforms and services available

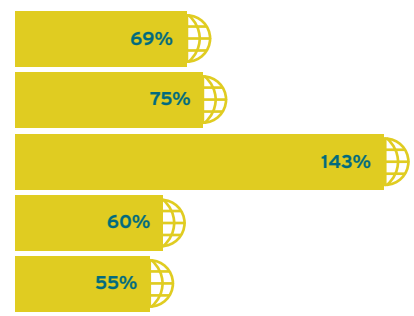
Benin	560 e-services, of which 132 fully digitalised) service-public.bj
Ghana	Ghana.GOV platform (all central and local e-services) ghana.gov.gh
Mauritius	85 centralised e-services, and 557 supported by the InfoHighway.govmu.org
Rwanda	Irembo platform (104 e-services) irembo.gov.rw
Uganda	eCitizen portal (directory of e-government platforms) eCitizen.go.ug



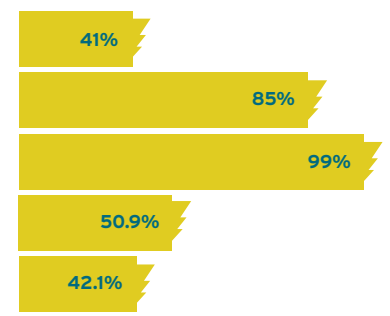
Telephone penetration



Internet penetration



Access to electricity



Performance on ICT Indices

Country	E-Government Development Index (EGDI) (2022)		Global Cybersecurity Index (GCI) (2020)		Network Readiness Index (NRI) (2022)
	Global Ranking	Regional Ranking	Global Ranking	Regional Ranking	Global Ranking
Benin	149	24	56	6	110
Ghana	106	7	43	3	103
Mauritius	75	2	17	1	72
Rwanda	119	13	57	7	101
Uganda	144	22	72	9	116