



The Commonwealth

# DIGITAL GOVERNANCE ANALYSIS

ZAMBIA

Report Created For:  
The Secretary General of The Commonwealth of Nations

**ZAMBIA**



**2024**  
EDITION



Report Created For:  
The Secretary General of The Commonwealth of Nations



[www.eforumsd.com](http://www.eforumsd.com)

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1

**Active Mobile  
Broadband  
Subscriptions**

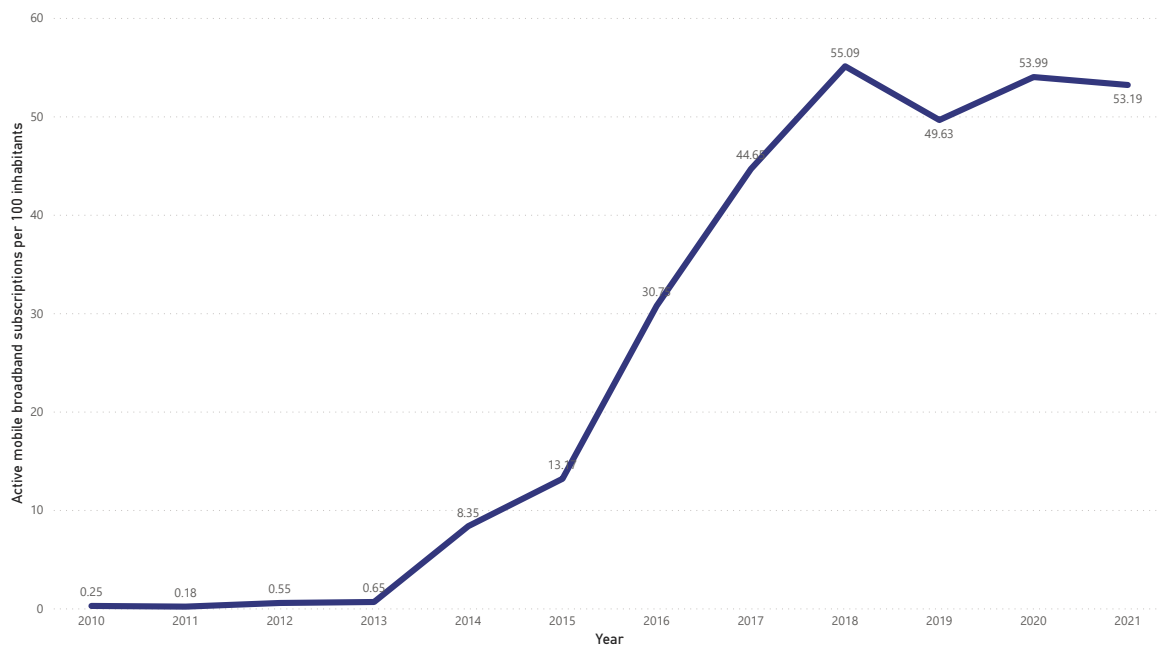
# Active Mobile-Broadband subscriptions

Chart 1.1

Number of active mobile broadband subscriptions per 100 inhabitants in Zambia in 2021

53.19

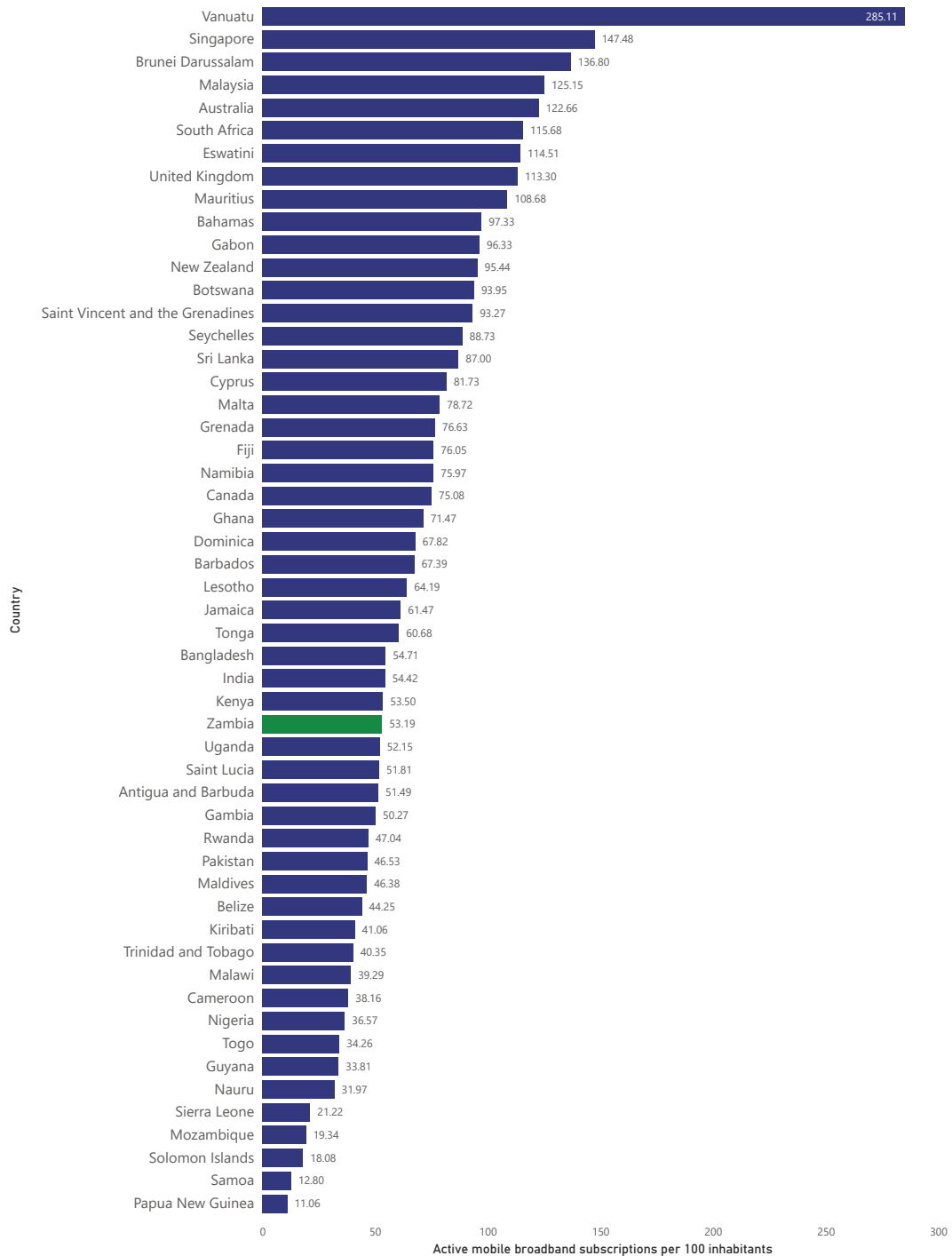
Chart 1.2  
Number of active mobile broadband subscriptions per 100 inhabitants in Zambia from year 2010 to 2021.



Measure: Ratio

Source: ITU (<https://www.itu.int/en/ITU-D/Statistics/Dashboards/Pages/Digital-Development.aspx>)

**Chart 1.3**  
**Number of active mobile broadband subscription per 100 inhabitants of Commonwealth Countries in 2021.**



Measure: Ratio  
 Source: ITU (<https://www.itu.int/en/ITU-D/Statistics/Dashboards/Pages/Digital-Development.aspx>)

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2

**E-Government  
Development  
Index**

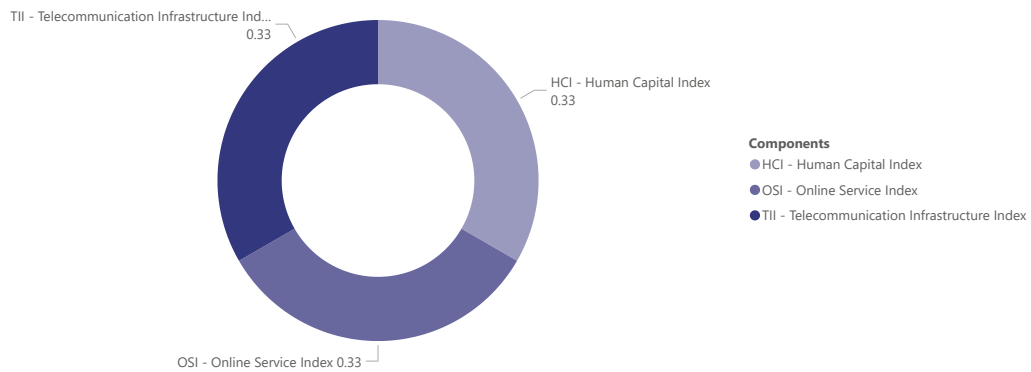
# E-Government Development Index

The E-Government Development Index presents the state of E-Government Development of the United Nations Member States. Along with an assessment of the website development patterns in a country, the E-Government Development index incorporates the access characteristics, such as the infrastructure and educational levels, to reflect how a country is using information technologies to promote access and inclusion of its people.

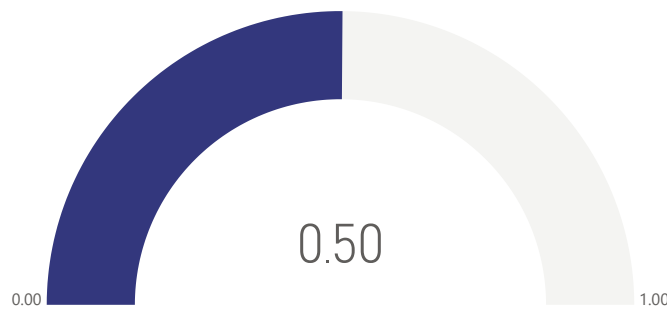
The EGDI is a composite measure of three important dimensions of e-government

- Provision of online services.
- Telecommunication connectivity .
- Human capacity.

**Chart 2.1**  
**EDGI Composition**



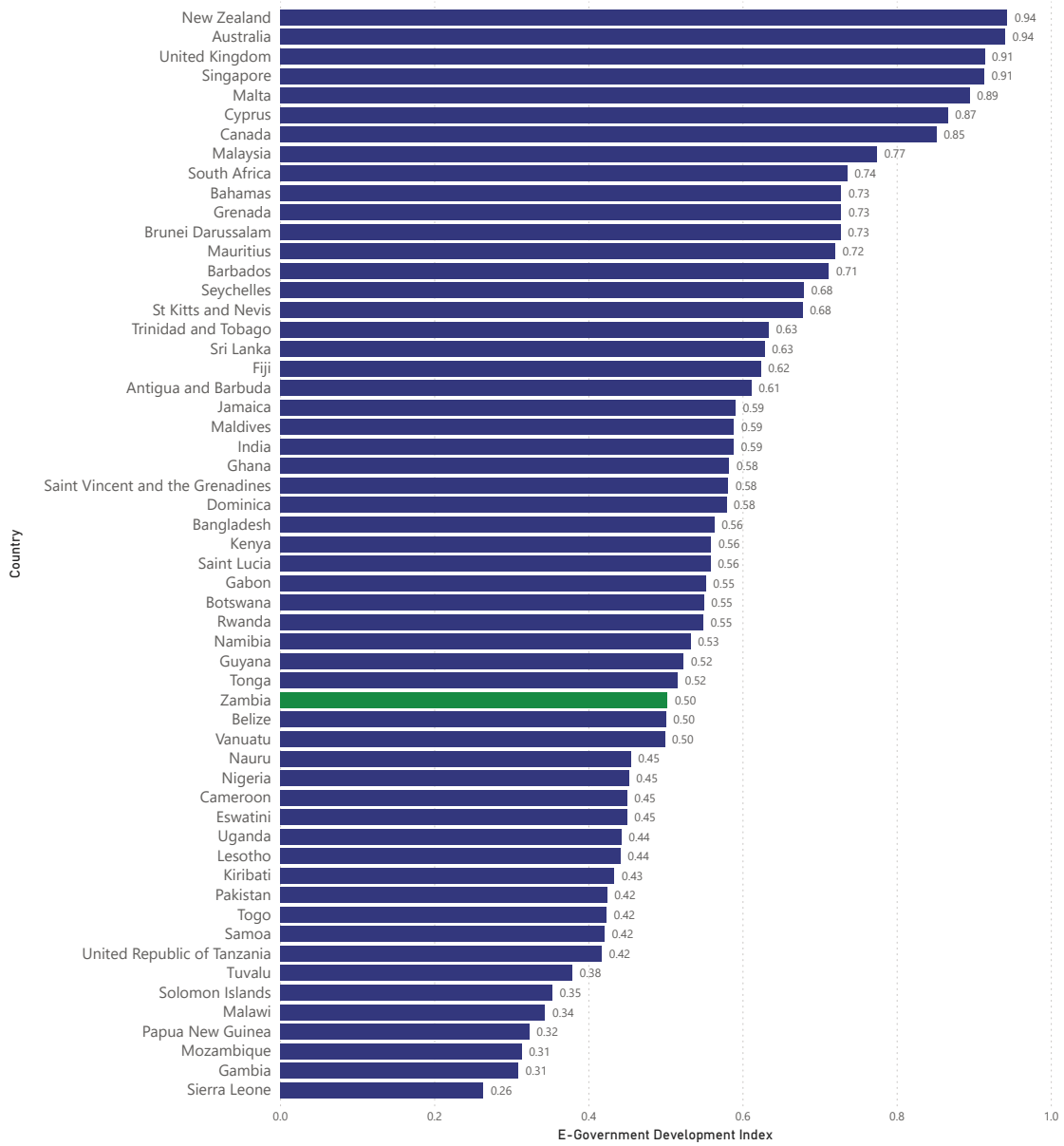
**Chart 2.2**  
**E-Government Development Index Score of Zambia in 2022**



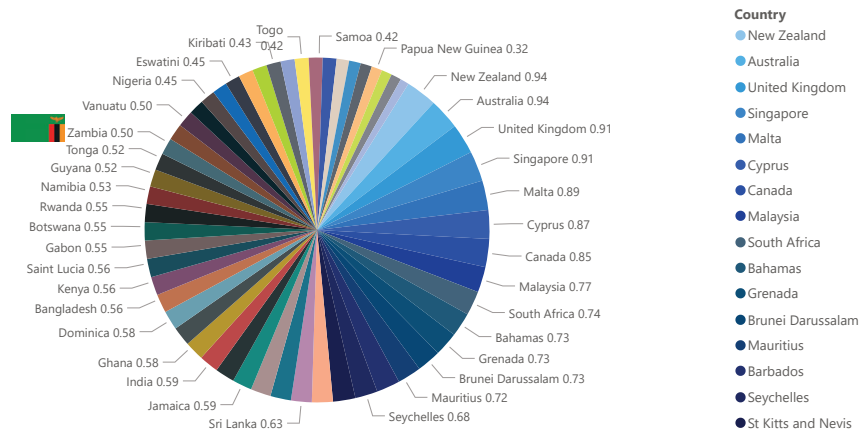
Measure: Index

Source: UN Public Administration (<https://publicadministration.un.org/egovkb/Data-Center>)

**Chart 2.3**  
**E-government Development Index Score of Commonwealth Countries in 2022**



**Chart 2.4**  
**Proportion of E - Government Development Index of Commonwealth Countries in 2022**



Measure: Index Score  
 Source: UN Public Administration (<https://publicadministration.un.org/egovkb/Data-Center>)

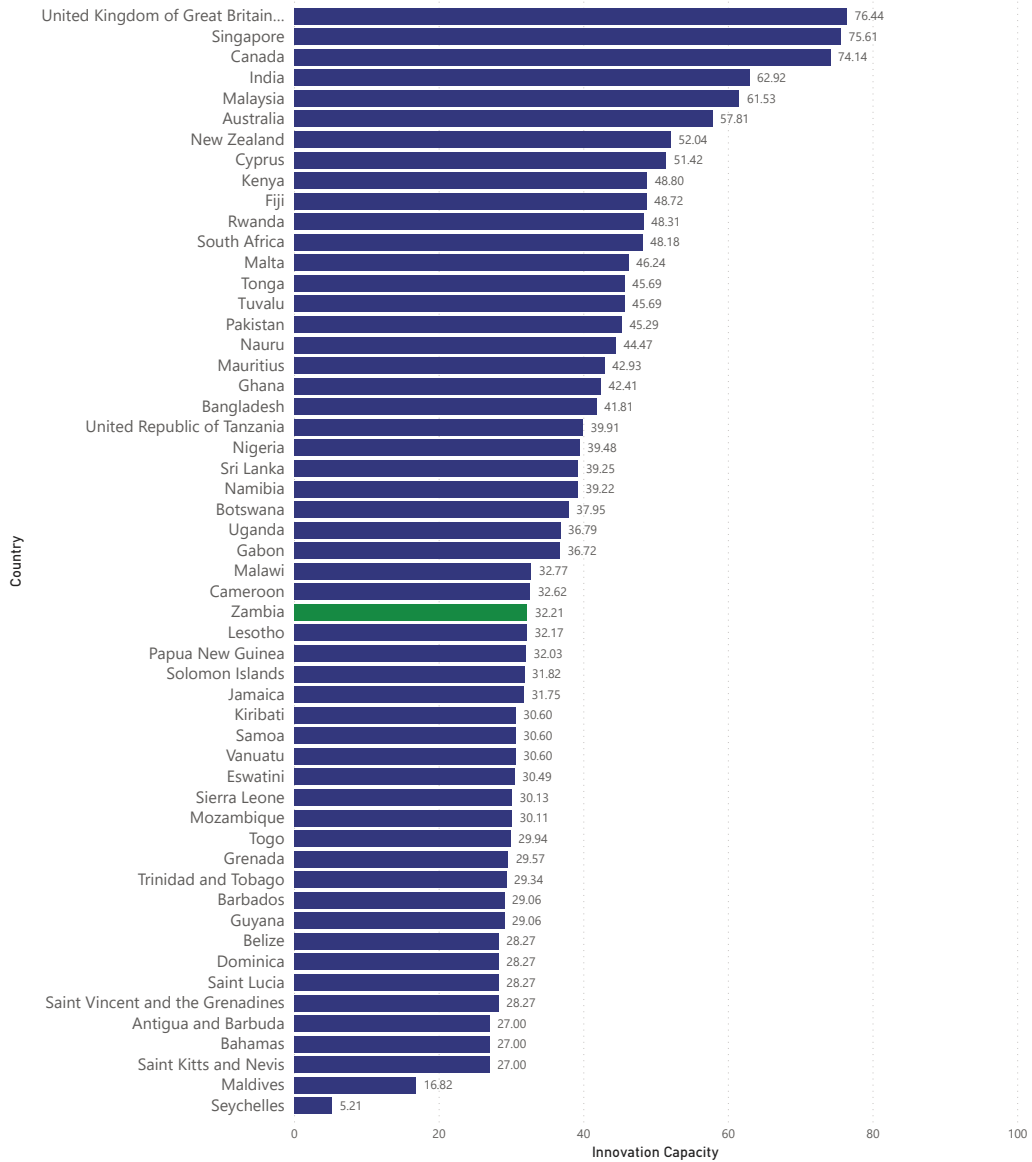


3

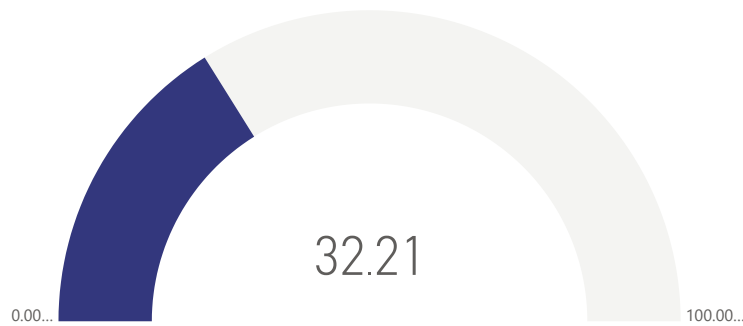
**Innovation  
Capacity  
Index**

# Innovation Capacity

**Chart 3.1**  
The Innovation Capacity Index of Commonwealth Countries in 2023



**Chart 3.2**  
The Innovation Capacity Index of Zambia in 2023



Measure: Index score  
Source: Oxford Insights <https://oxfordinsights.com/ai-readiness/ai-readiness-index/>



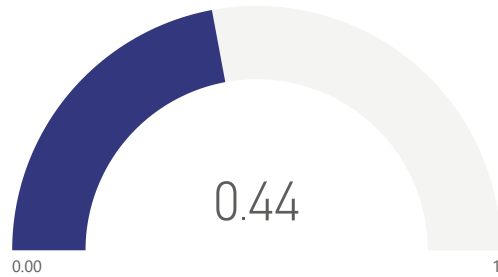
4

**Online  
Service  
Index**

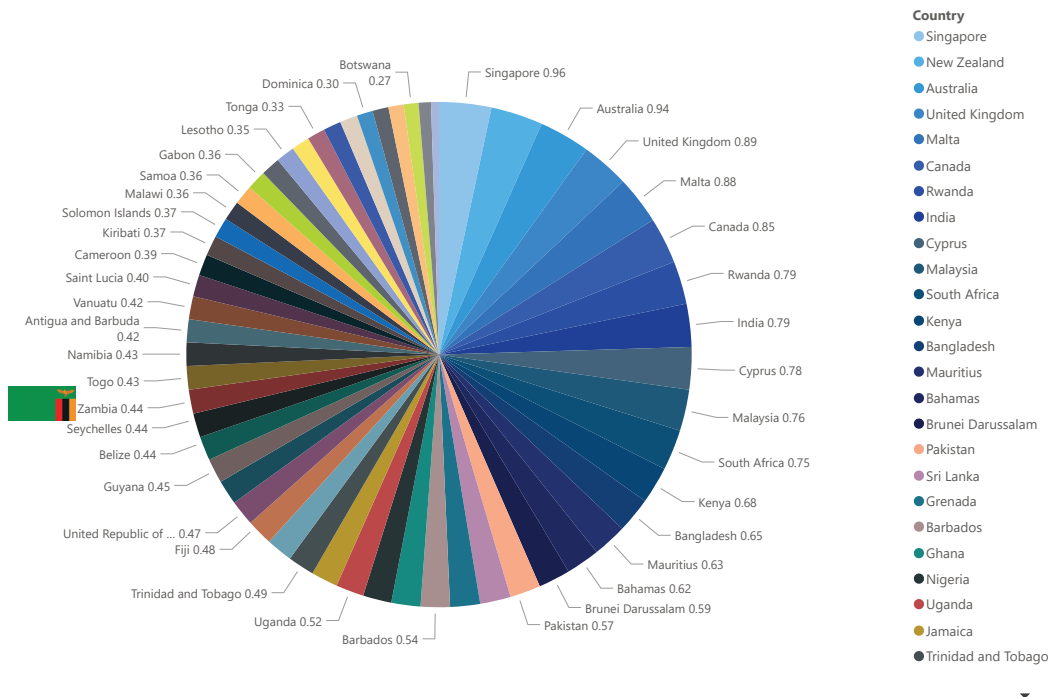
## Online Service Index (OSI)

The Online Service Index (OSI) of countries are assessed from each country's national website in the native language, including the national portal, e services portal and e-participation portal, as well as the websites of the related ministries of education, labour, social services, health, finance and environment as applicable. The outcome is an enhanced quantitative Survey with a wider range of point distributions reflecting differences in levels of e-government development among countries.

**Chart 4.1**  
OSI index score of Zambia in 2022.

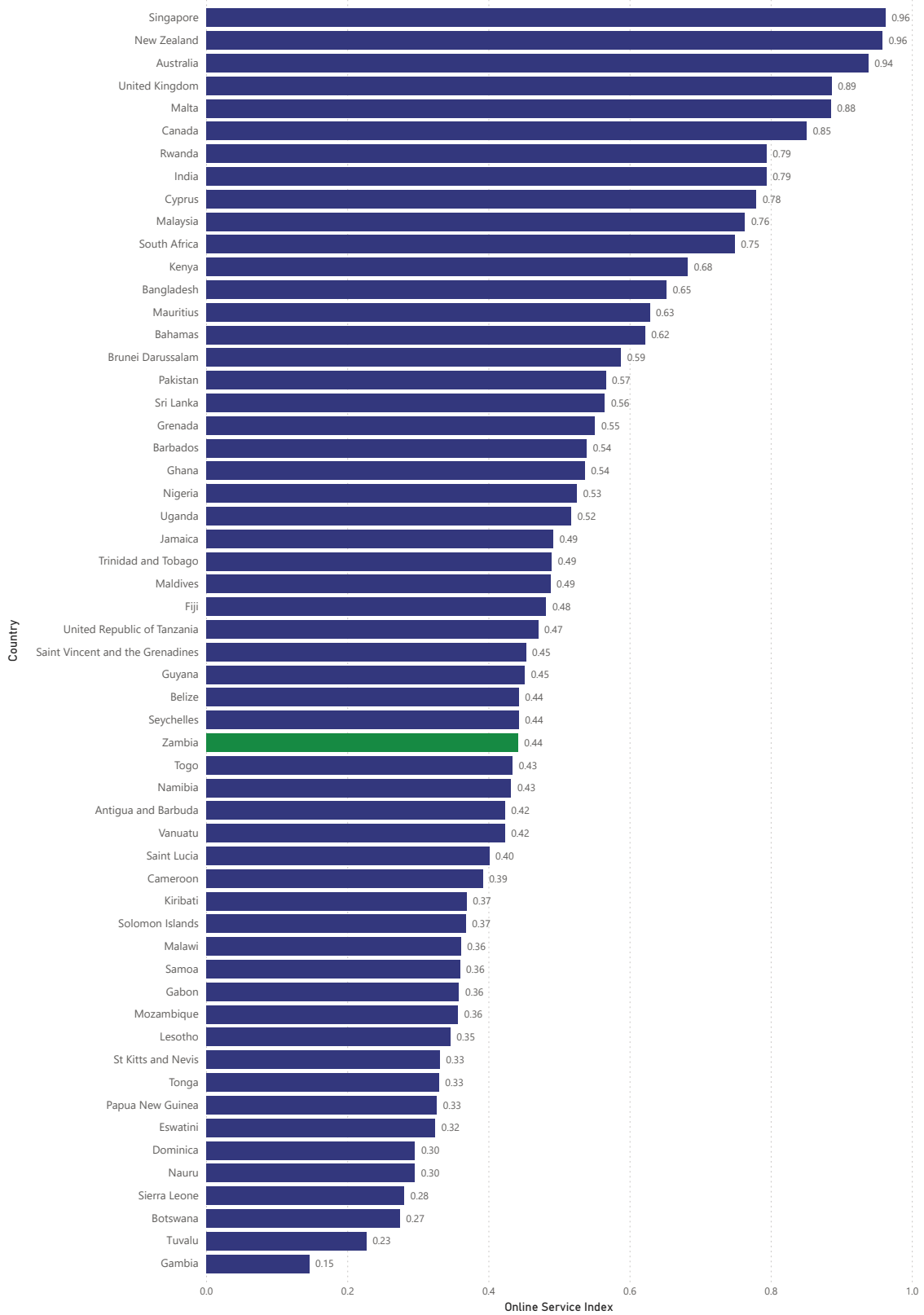


**Chart 4.2**  
Online Service Index of Commonwealth Countries in 2022



Measure: Index Score  
Source: UN Public Administration (<https://publicadministration.un.org/egovkb/Data-Center>)

**Chart 4.3**  
**Online Service Index of Commonwealth**  
**Countries in 2022**



Measure: Index Score

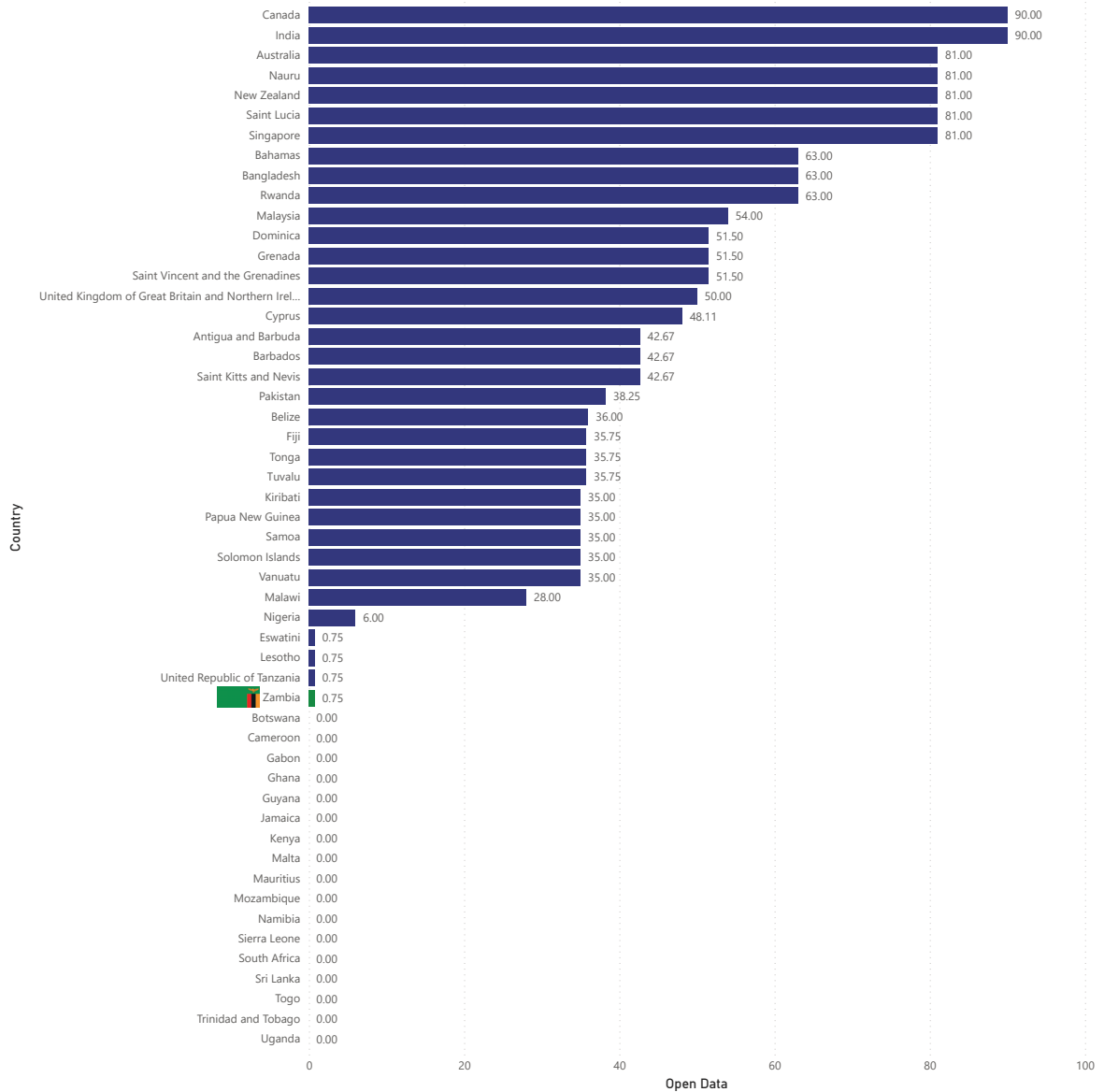
Source: UN Public Administration (<https://publicadministration.un.org/egovkb/Data-Center>)

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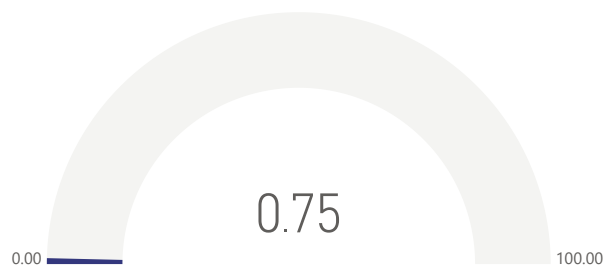
# 5 | Open Data

## Open Data

**Chart 5.1**  
Index score of Open data and Government effectiveness in 2023.



**Chart 5.2**  
Index score of Open data and Government effectiveness of Zambia in 2023.



**Measure:** Index score  
**Source:** Oxford Insights <https://oxfordinsights.com/ai-readiness/ai-readiness-index/>



6

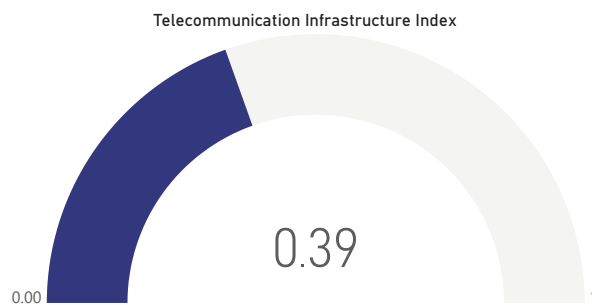
**Telecommunication  
Infrastructure  
Index**

# Telecommunication Infrastructure Index (TII)

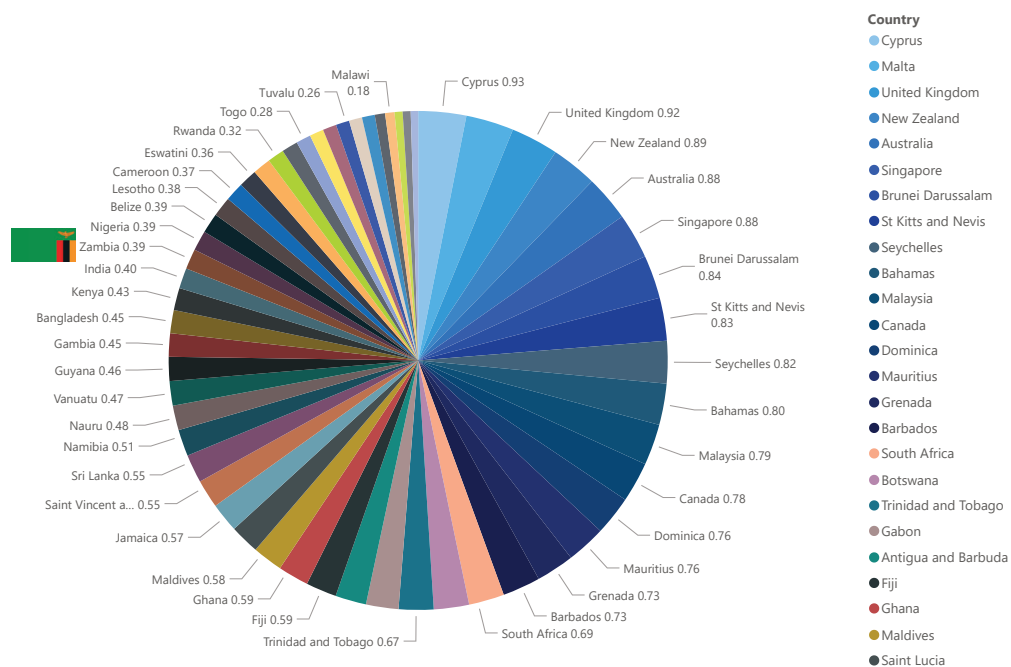
The Telecommunication Infrastructure Index (TII) is an arithmetic average composite of five indicators:

- (i) Estimated internet users per 100 inhabitants
- (ii) Number of main fixed telephone lines per 100 inhabitants
- (iii) Number of mobile subscribers per 100 inhabitants
- (iv) Number of wireless broadband subscriptions per 100 inhabitants
- (v) Number of fixed broadband subscriptions per 100 inhabitants.

**Chart 6.1**  
**Telecommunication Index Score of Zambia in 2022.**



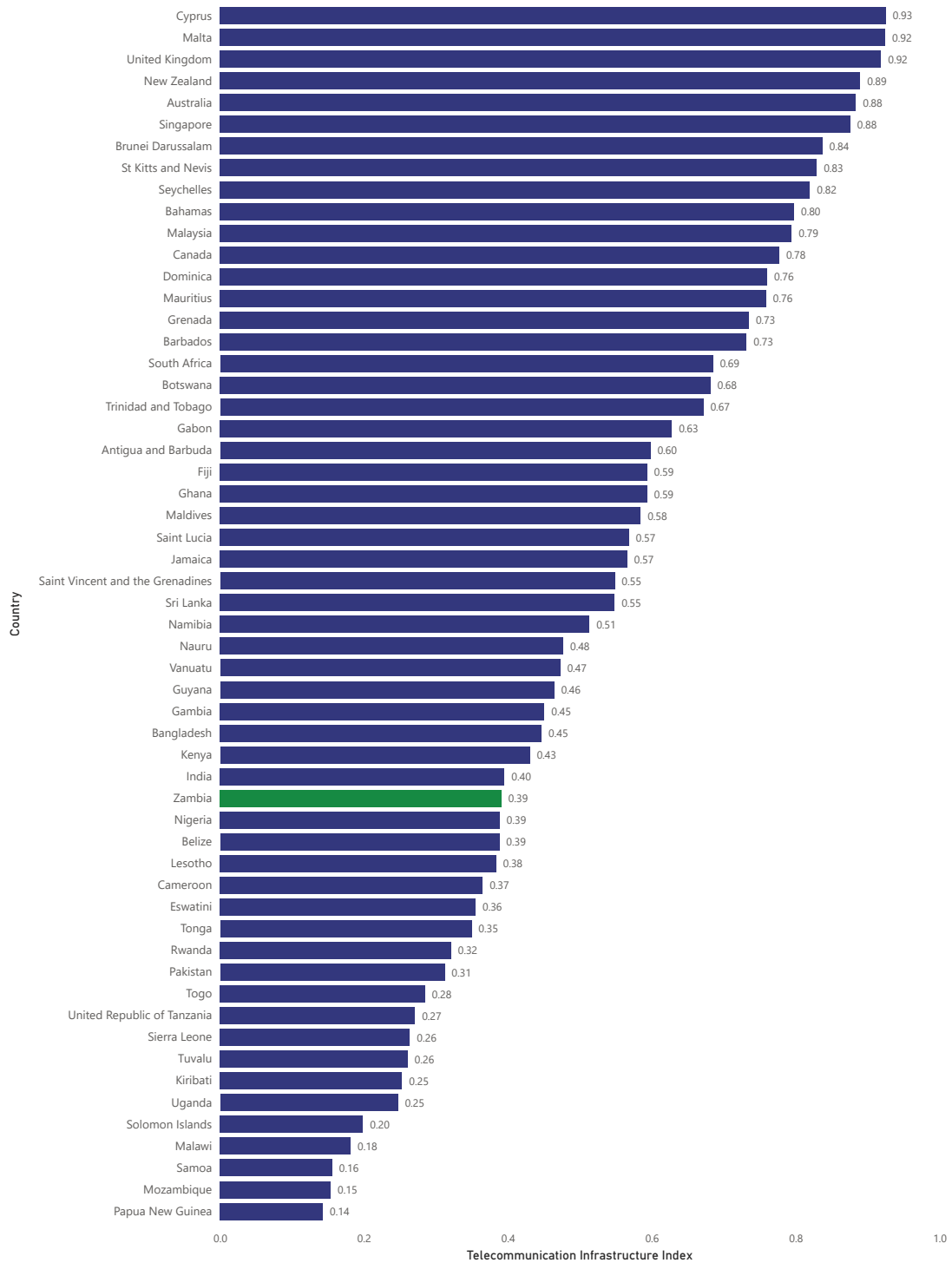
**Chart 6.2**  
**Proportion of Telecommunication Infrastructure Index of Commonwealth Countries in 2022**



Measure: Index Score

Source: UN Public Administration (<https://publicadministration.un.org/egovkb/Data-Center>)

**Chart 6.3**  
**Telecommunication Infrastructure Index of Commonwealth**  
**Countries in 2022**



**Measure:** Index Score  
**Source:** UN Public Administration (<https://publicadministration.un.org/egovkb/Data-Center>)

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7

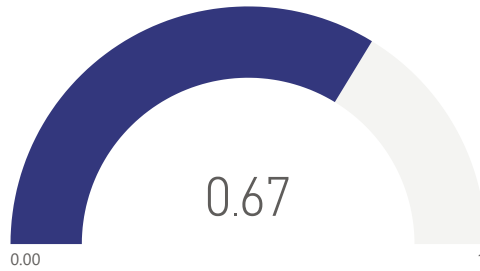
**Human  
Capital  
Index**

# Human Capital Index

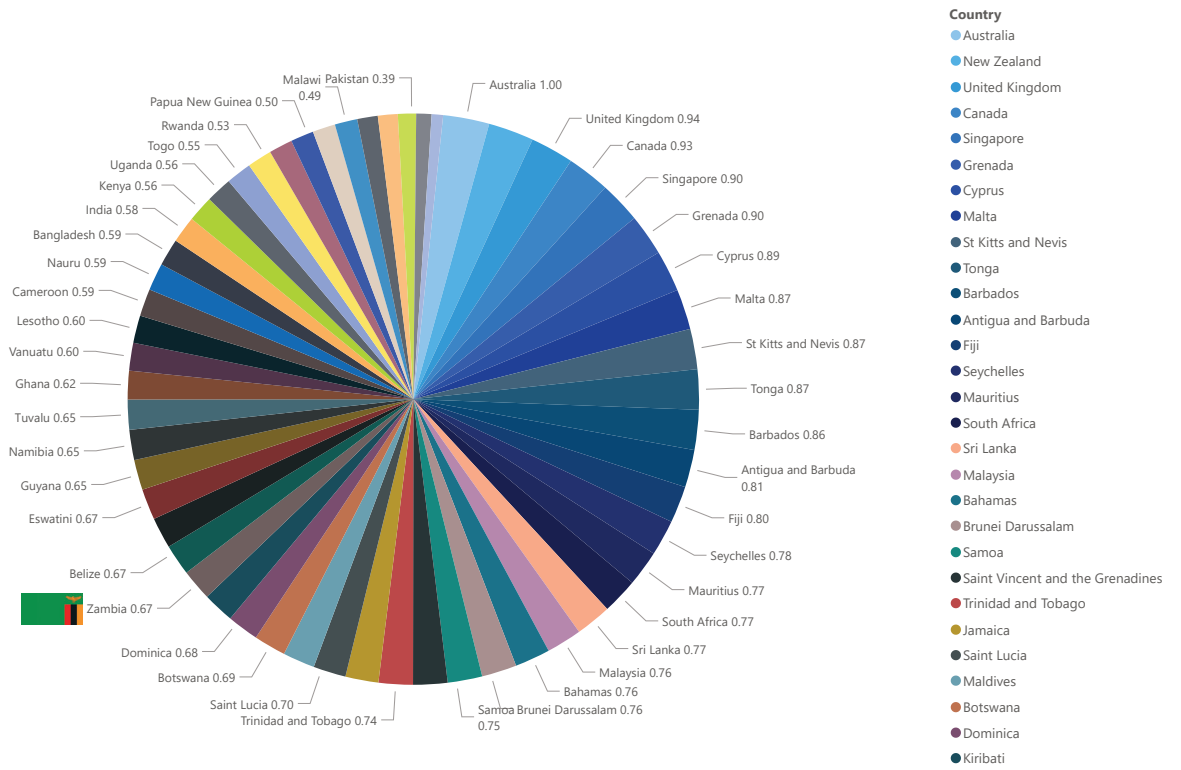
The Human Capital Index (HCI) consists of four components:

- (i) Adult literacy rate
- (ii) The combined primary, secondary and tertiary gross enrolment ratio
- (iii) Expected years of schooling
- (iv) Average years of schooling.

**Chart 7.1**  
Human Capital Index score of Zambia in 2022.

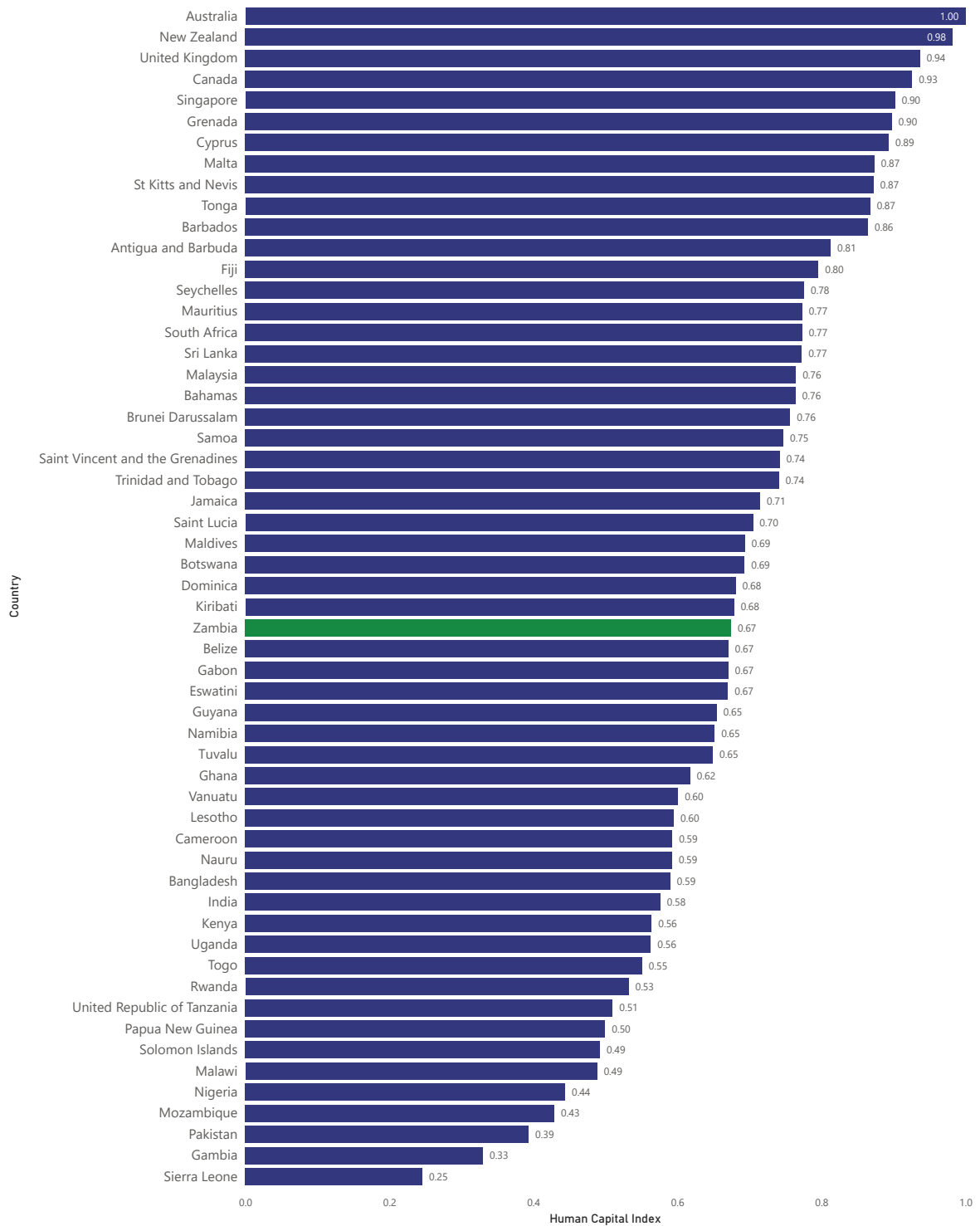


**Chart 7.2**  
Proportion of Human Capital Index of Commonwealth in 2022



Measure: Index Score  
Source: UN Public Administration (<https://publicadministration.un.org/egovkb/Data-Center/>)

**Chart 7.3**  
**The Human Capital Index of Commonwealth Countries in 2022**



Measure: Index Score  
 Source: UN Public Administration (<https://publicadministration.un.org/egovkb/Data-Center>)



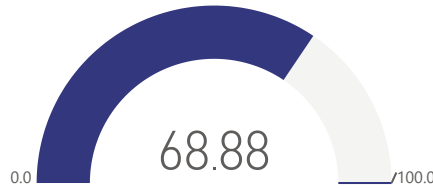
8

**Global  
Cybersecurity  
Index**

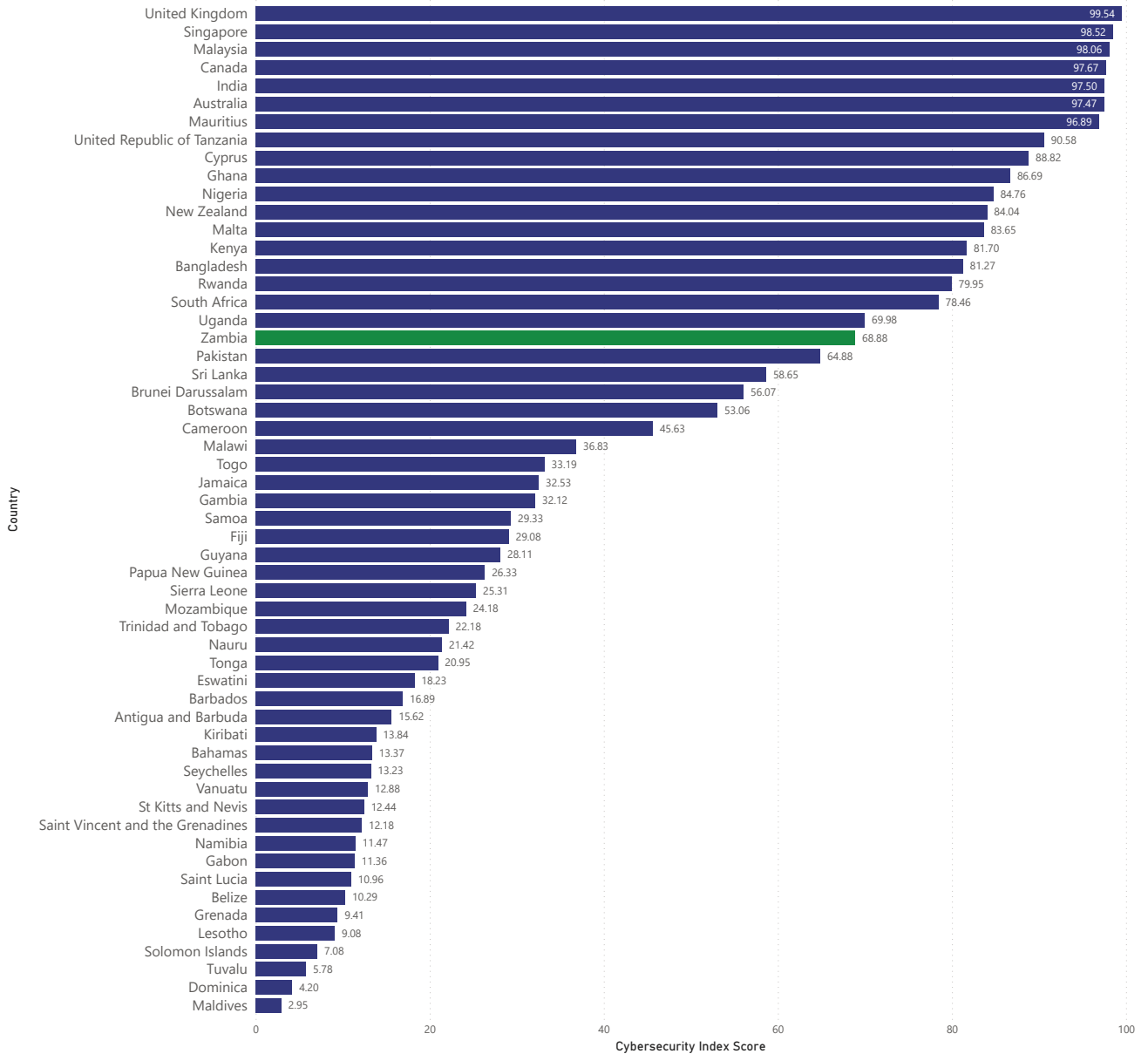
# Global Cybersecurity Index

The Global Cybersecurity Index (GCI) is a trusted reference that measures the commitment of countries to cybersecurity at a global level – to raise awareness of the importance and different dimensions of the issue.

**Chart 8.1**  
**Cybersecurity Index of Zambia in 2022**



**Chart 8.2**  
**The Cybersecurity Index of Commonwealth Countries in 2022.**



**Measure:** Index score  
**Source:** ITU (<https://www.itu.int/en/ITU-D/Cybersecurity/Pages/global-cybersecurity-index.aspx>)

**Chart 8.1**  
**Global ranking of the Commonwealth Countries on the**  
**Cybersecurity Index score in 2022**

Country	Global Cybersecurity Rank
United Kingdom	2
Singapore	4
Malaysia	5
Canada	8
India	10
Australia	12
Mauritius	17
United Republic of Tanzania	37
Cyprus	41
Ghana	43
Nigeria	47
New Zealand	48
Malta	49
Kenya	51
Bangladesh	53
Rwanda	57
South Africa	59
Uganda	72
Zambia	73
Pakistan	79
Sri Lanka	83
Brunei Darussalam	85
Botswana	88
Cameroon	93
Malawi	97
Togo	105
Jamaica	106
Gambia	107
Samoa	111
Fiji	112
Guyana	114
Papua New Guinea	118
Sierra Leone	121
Mozambique	123
Trinidad and Tobago	125
Nauru	127
Tonga	128
Eswatini	135
Barbados	139
Antigua and Barbuda	142
Kiribati	145
Bahamas	147
Seychelles	149
Vanuatu	152
St Kitts and Nevis	153
Saint Vincent and the Grenadines	154
Namibia	155
Gabon	157
Saint Lucia	158
Belize	159
Grenada	163
Lesotho	164
Solomon Islands	166
Tuvalu	168
Dominica	174
Maldives	177

Measure: Index Score

Source: ITU (<https://www.itu.int/en/ITU-D/Cybersecurity/Pages/global-cybersecurity-index.aspx>)

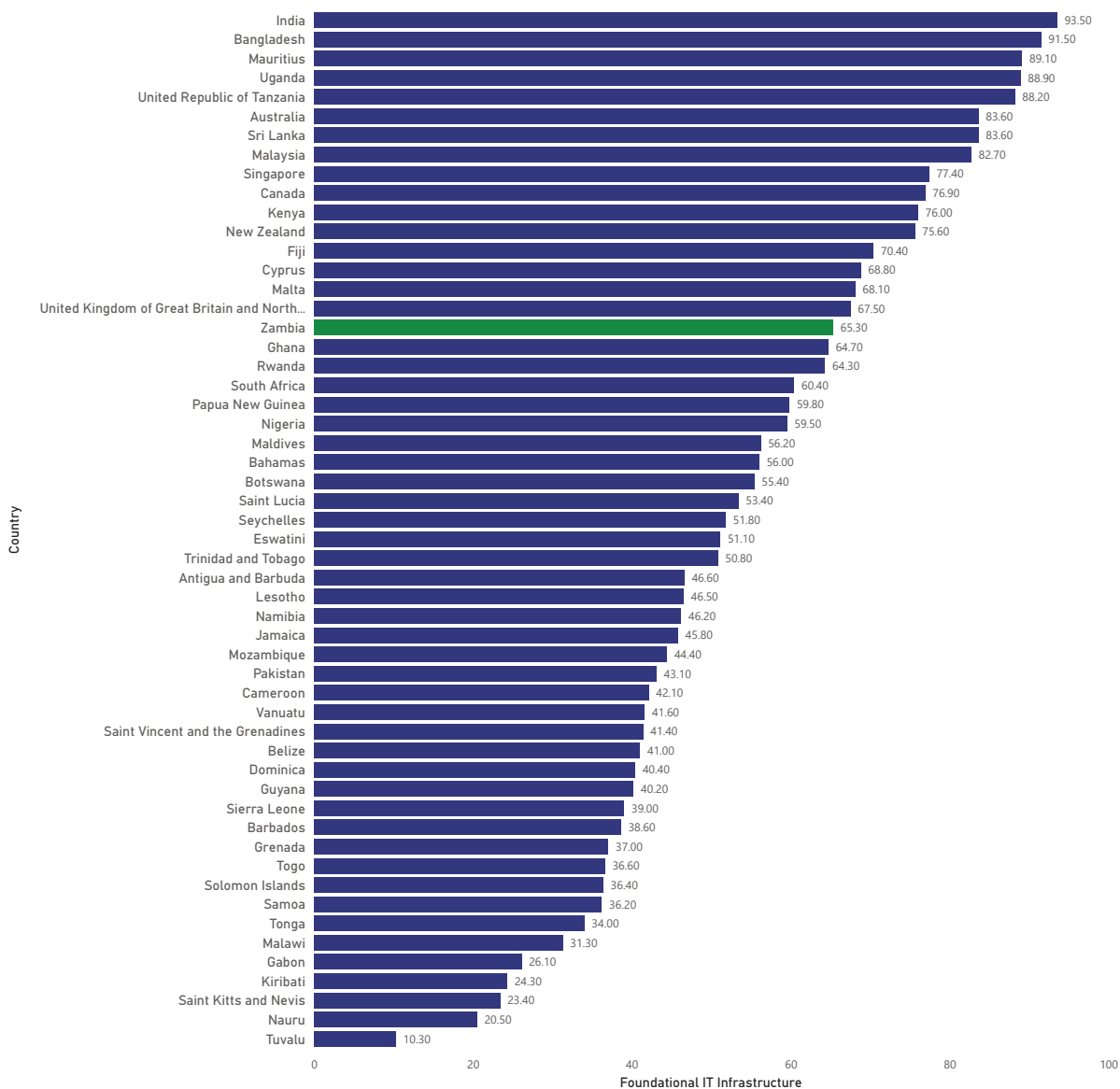
# 9

## Foundational IT Infrastructure

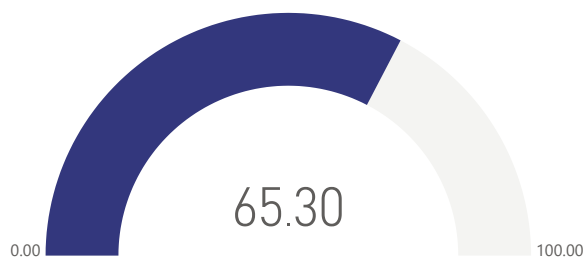


# Foundational IT Infrastructure

**Chart 9.1**  
**Index score on Foundational IT Infrastructure by commonwealth countries in 2023**



**Chart 9.2**  
**Index score on Foundational IT Infrastructure of Zambia in 2023**



*Measure:* Index score  
*Source:* Oxford Insights <https://oxfordinsights.com/ai-readiness/ai-readiness-index/>

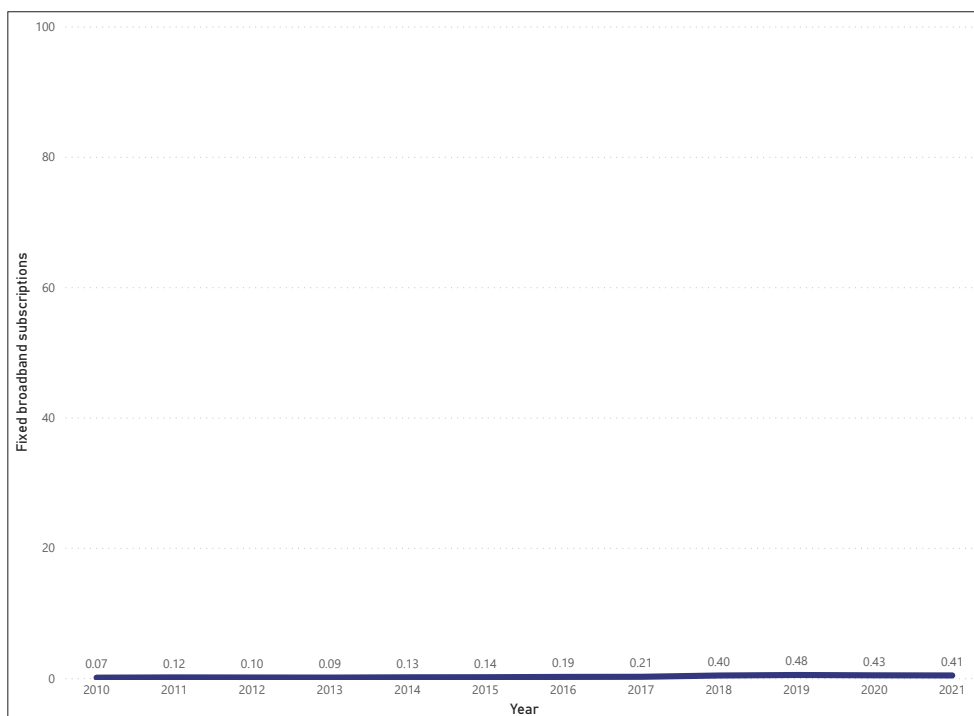
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10

**Fixed  
Broadband  
Subscriptions**

# Fixed Broadband Subscriptions

**Chart 10.1**  
Fixed broadband subscriptions per 100 inhabitants of Zambia from 2010 to most recently available data.



**Chart 10.2**

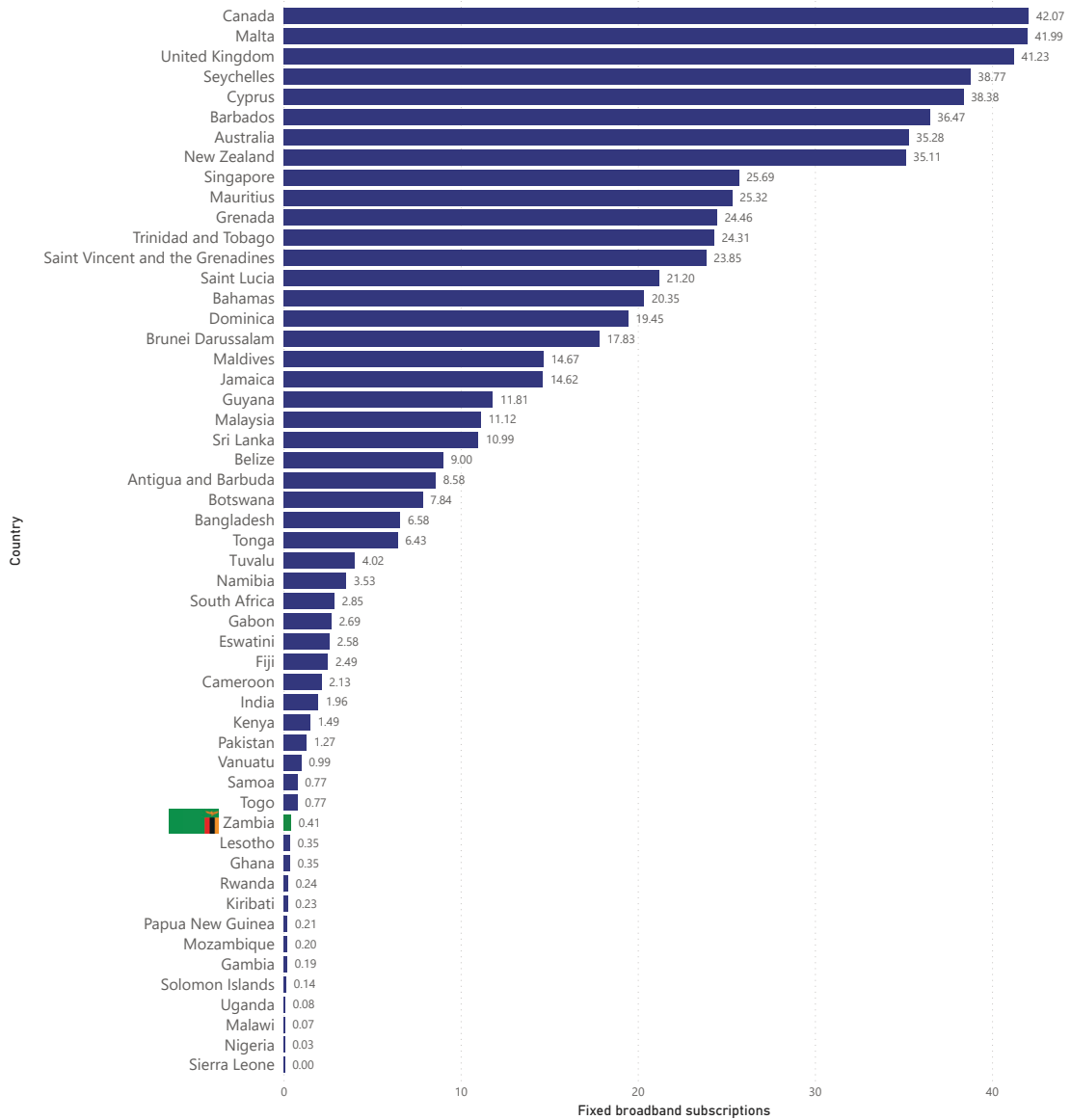
**Fixed  
broadband  
subscriptions  
per 100  
inhabitants of  
Zambia in  
2021**



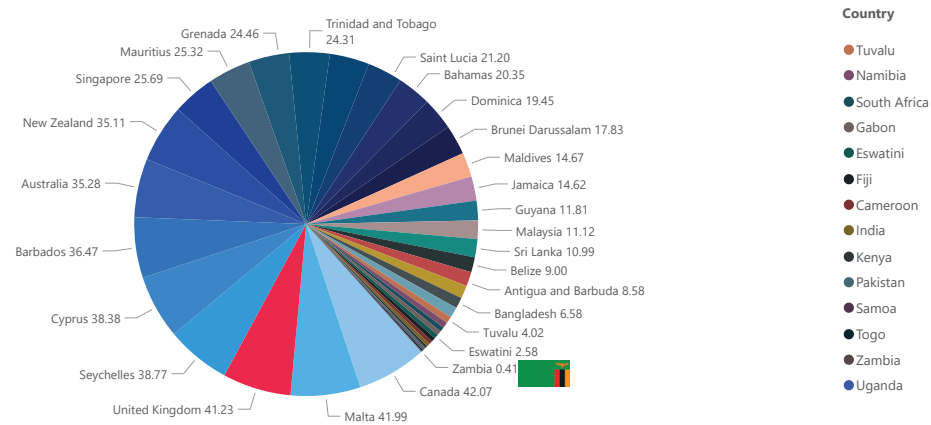
**Measure:** Ratio

**Source:** ITU (<https://www.itu.int/en/ITU-D/Statistics/Dashboards/Pages/Digital-Development.aspx>)

**Chart 10.3**  
**Fixed broadband subscriptions per 100 inhabitants of Commonwealth Countries in 2021**



**Chart 10.4**  
**Proportion of Fixed broadband subscriptions per 100 inhabitants of Commonwealth Countries in 2022**



Measure: Ratio  
 Source: ITU (<https://www.itu.int/en/ITU-D/Statistics/Dashboards/Pages/Digital-Development.aspx>)

11

E-Participation  
Index



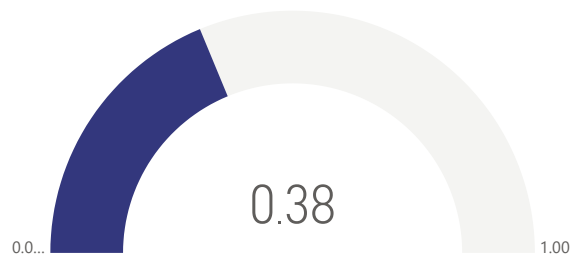
## E-Participation Index (EPI)

E-Participation Index (EPI) extends the dimension of the Survey by focusing on the use of online services to facilitate provision of information by governments to citizens ("e-information sharing"), interaction with stakeholders ("e-consultation") and engagement in decision-making processes ("e-decision-making").

### E-Participation Index (EPI) - Framework

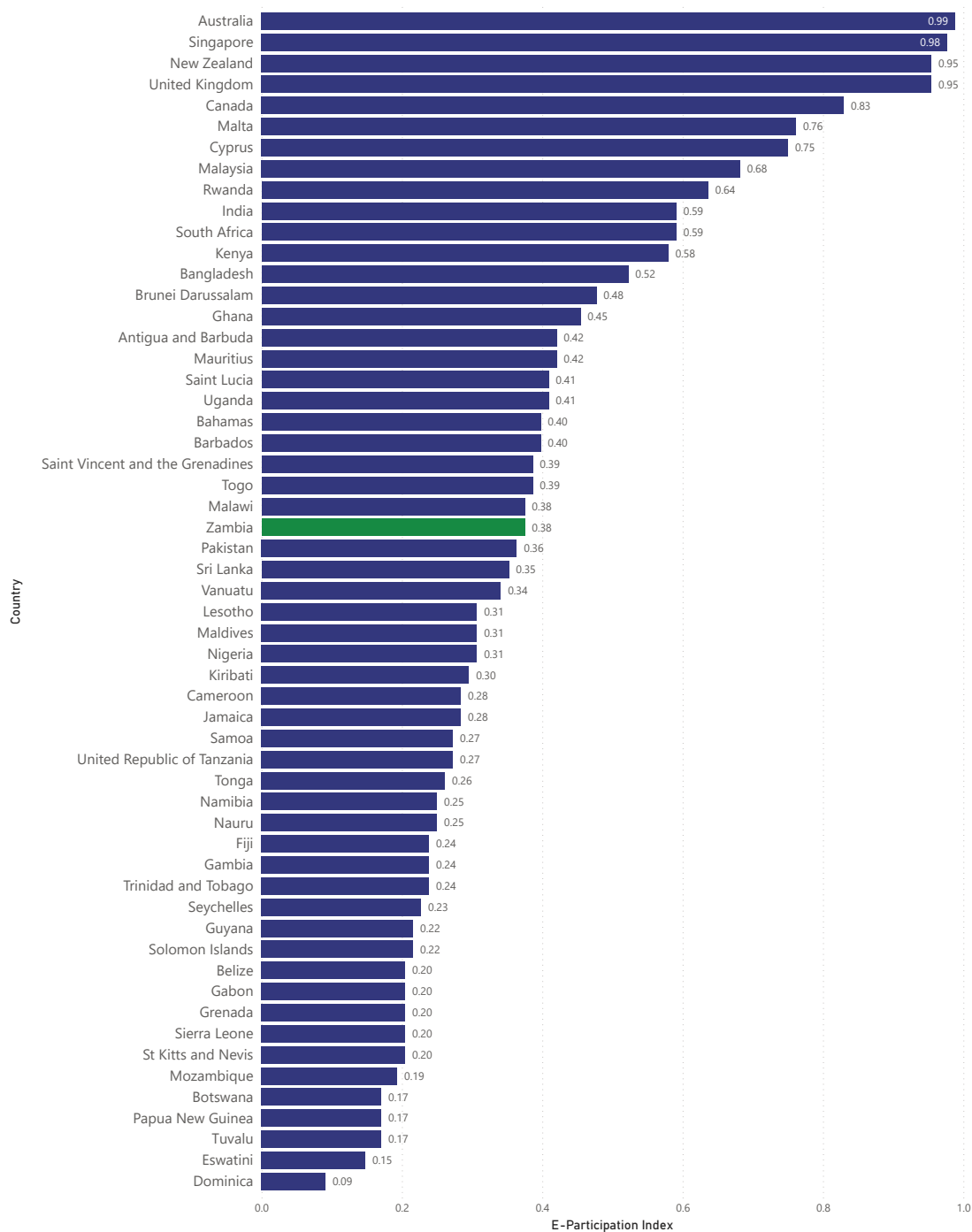


Chart 11.1  
EPI index score of Zambia in 2022



Measure: Index Score  
Source: UN Public Administration (<https://publicadministration.un.org/egovkb/Data-Center>)

**Chart 11.2**  
**The E-Participation Index of Commonwealth**  
**Countries in 2022**



Measure: Index Score

Source: UN Public Administration (<https://publicadministration.un.org/egovkb/Data-Center>)

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**12** | **Digital  
Capacity**

# Digital Capacity

Digital Capacity of a country is determined by the following factors-

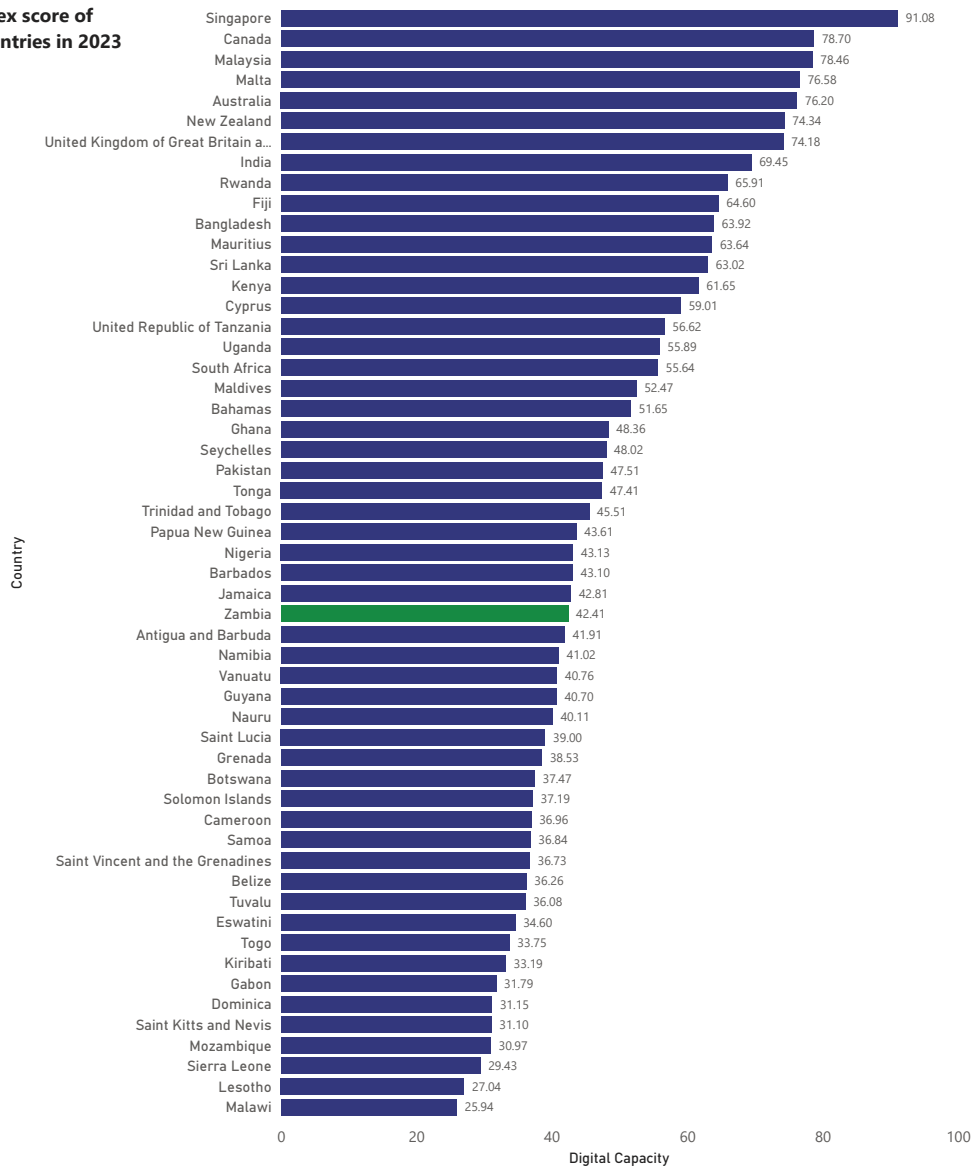
- Online services
- Foundational IT Infrastructure
- Government promotion of investment in emerging technologies.

Chart 12.1

**Digital Capacity Index Score of Zambia in 2023**



**Chart 12.2**  
Digital capacity index score of commonwealth countries in 2023

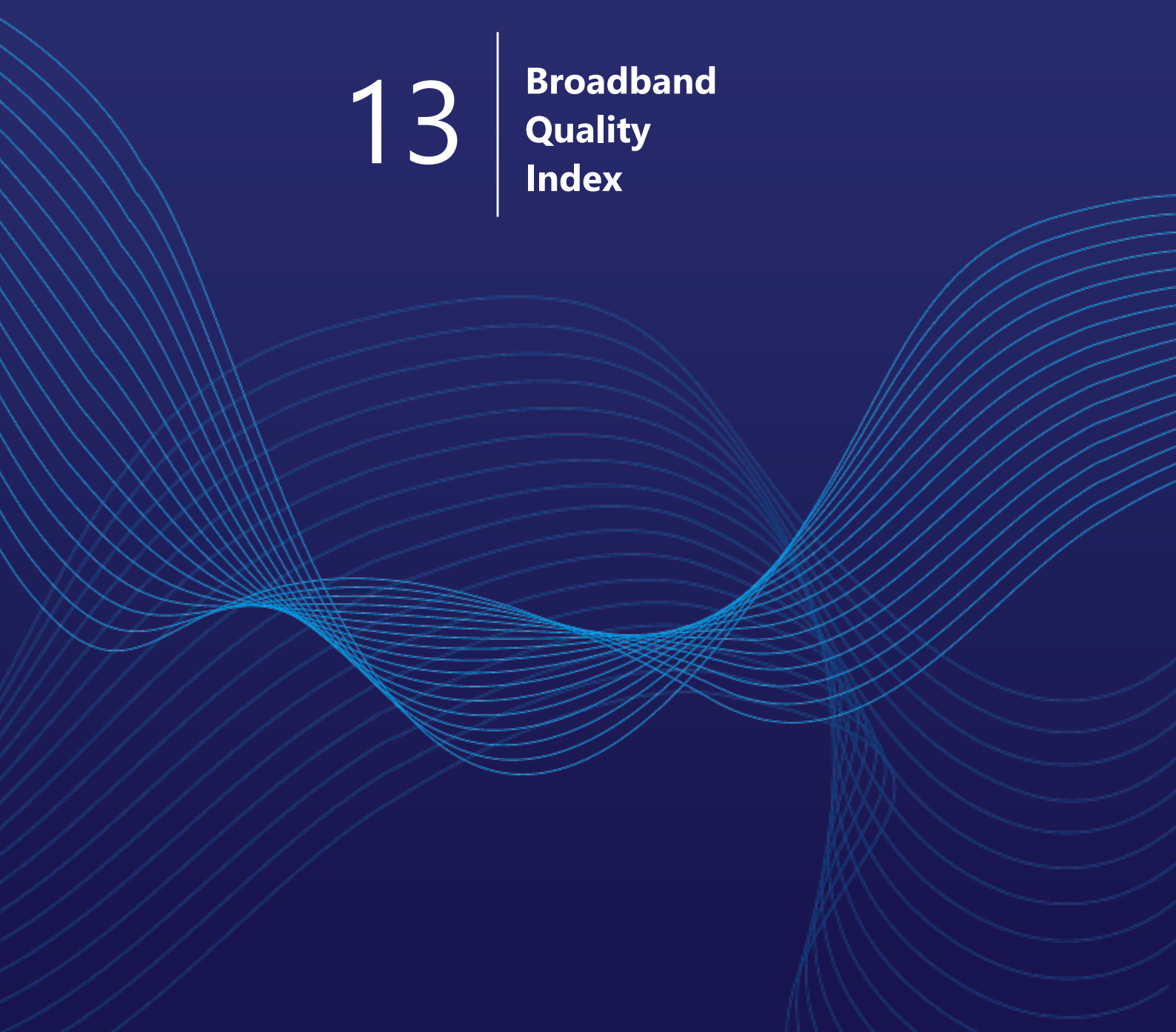


Measure: Index score

Source: Oxford Insights <https://oxfordinsights.com/ai-readiness/ai-readiness-index/>

13

**Broadband  
Quality  
Index**



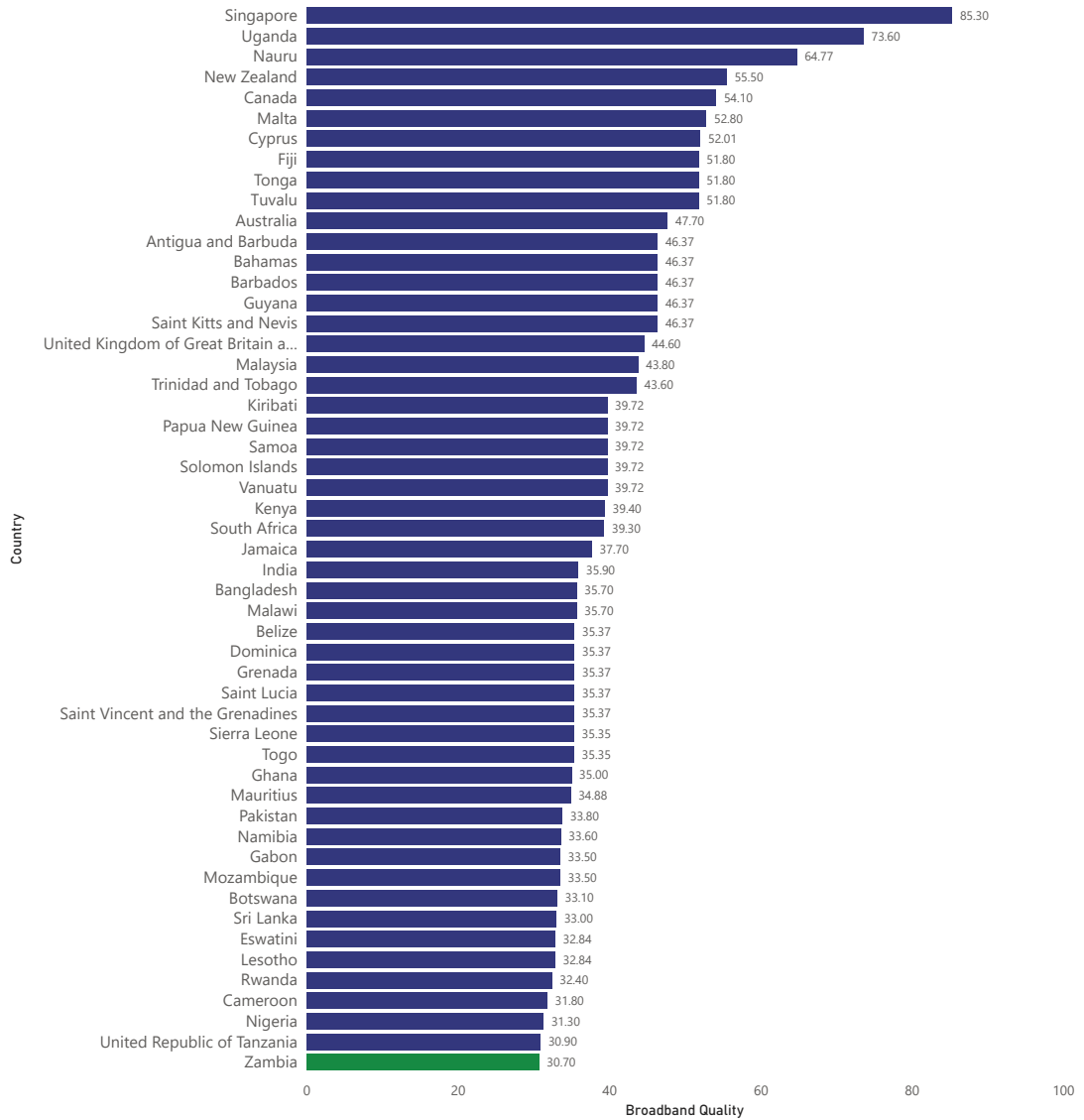
# Broadband Quality

Chart 13.1

**Broadband  
Quality Index  
Score of  
Zambia in  
2023**



**Chart 13.2**  
Index score of broadband quality by Commonwealth countries in 2023.



Measure: Index score

Source: Oxford Insights <https://oxfordinsights.com/ai-readiness/ai-readiness-index/>

14

**Adoption of  
Emerging  
Technologies**



# Adoption of Emerging Technologies

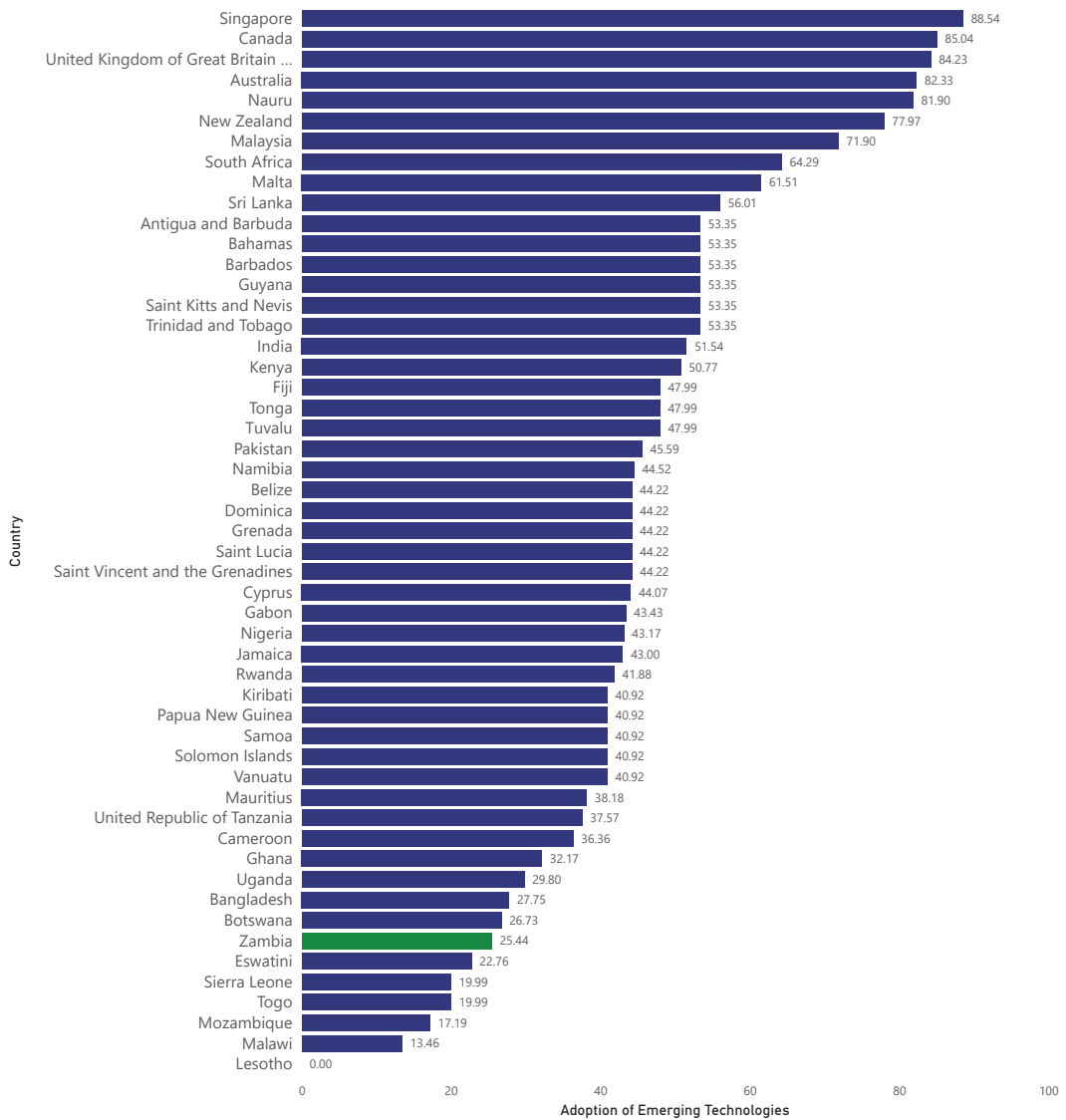
Chart 14.1

**Adoption of Emerging Technologies Index Score of Zambia in 2023**



Chart 14.2

**Index score on adoption of emerging technologies in commonwealth countries in 2023.**



Measure: Index score

Source: Oxford Insights <https://oxfordinsights.com/ai-readiness/ai-readiness-index/>



15





















































Cloud  
Providers



# Cloud Providers

**Chart 15.1**  
Commonwealth countries in  
2022 that

- Are Cloud Providers 
- Not Cloud Providers 

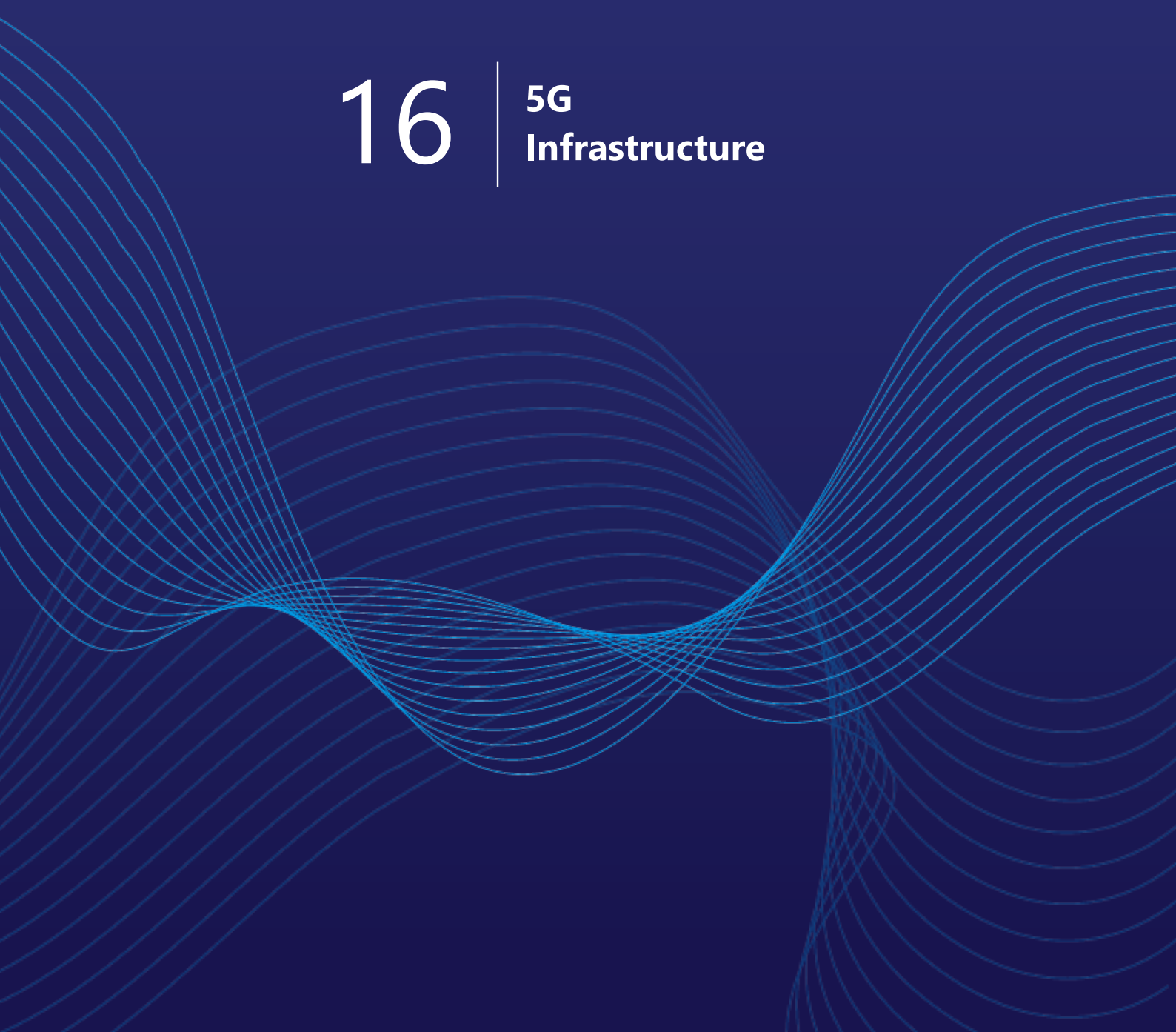
Country	Cloud Providers
Antigua and Barbuda	
Australia	
Bahamas	
Bangladesh	
Barbados	
Belize	
Botswana	
Brunei Darussalam	
Cameroon	
Canada	
Cyprus	
Eswatini	
Fiji	
Gabon	
Gambia	
Ghana	
Grenada	
Guyana	
India	
Jamaica	
Kenya	
Kiribati	
Lesotho	
Malawi	
Malaysia	
Maldives	
Malta	
Mauritius	
Mozambique	
Namibia	
New Zealand	
Nigeria	
Pakistan	
Papua New Guinea	
Rwanda	
Saint Lucia	
Saint Vincent and the Grenadines	
Samoa	
Seychelles	
Sierra Leone	
Singapore	
Solomon Islands	
South Africa	
Sri Lanka	
Togo	
Tonga	
Trinidad and Tobago	
Uganda	
United Kingdom	
United Republic of Tanzania	
Vanuatu	
Zambia	

Measure: Index score  
Source: Oxford Insights <https://oxfordinsights.com/ai-readiness/ai-readiness-index/>

16

5G



Infrastructure




















































## 5G Infrastructure

Chart 16.1

Commonwealth countries  
in 2023

- With a 5G Infrastructure 
- Without a 5G Infrastructure 

Country	5G Infrastructure
Antigua and Barbuda	
Australia	
Bahamas	
Bangladesh	
Barbados	
Belize	
Botswana	
Cameroon	
Canada	
Cyprus	
Dominica	
Eswatini	
Fiji	
Gabon	
Ghana	
Grenada	
Guyana	
India	
Jamaica	
Kenya	
Kiribati	
Lesotho	
Malawi	
Malaysia	
Maldives	
Malta	
Mauritius	
Mozambique	
Namibia	
Nauru	
New Zealand	
Nigeria	
Pakistan	
Papua New Guinea	
Rwanda	
Saint Kitts and Nevis	
Saint Lucia	
Saint Vincent and the Grenadines	
Samoa	
Seychelles	
Sierra Leone	
Singapore	
Solomon Islands	
South Africa	
Sri Lanka	
Togo	
Tonga	
Trinidad and Tobago	
Tuvalu	
Uganda	
United Kingdom of Great Britain and Northern Ireland	
United Republic of Tanzania	
Vanuatu	
Zambia	

Measure: Yes/No

Source: Oxford Insights <https://oxfordinsights.com/ai-readiness/ai-readiness-index/>

## Appendix: Data Sources

All data included in this report are collected up to February 2024, representing the latest available information from the specified sources. It is essential to note that, due to varying update frequencies, some countries may not have the most recent data reflected in this report. Consequently, the information for these countries is subject to updates post-submission of the report.

The data featured on the page of key findings are compiled using the latest available data from reputable open sources for the countries, along with a comparative analysis of the indicator among Commonwealth nations.

The extensive task included aggregating data from the sources and conducting analysis utilizing one of the most powerful analytical tool.

For a detailed overview of the sources and references used in this report, kindly refer to the references as below:

- ITU (<https://www.itu.int/en/ITU-D/Statistics/Dashboards/Pages/Digital-Development.aspx>)
- UN Public Administration (<https://publicadministration.un.org/egovkb/Data-Center>)
- Oxford Insights (<https://oxfordinsights.com/ai-readiness/ai-readiness-index/>)



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