

Unit 1 Introduction to E-government and E-governance.

1.1 What is E-government and E-governance?

- E-government is the use of information and communications technologies (ICT) to transform the traditional government by making it accessible, transparent, effective and accountable. (Note: E-government does not mean putting more computers on the desks of government officials)

- E-government will not be successful just only buying more computers and putting up websites. It's not sufficient to automate administrative practices from the paper system to digital system. Rather, e-government is a process of transforming government; it requires planning, political will and a sustained dedication of resources.

E-governance is a broader concept and includes the use of ICT by government and civil society to promote greater participation of citizens in the governance of political institutions, e.g., use of the Internet by politicians and political parties to elicit views from their constituencies in an efficient manner, or the publicizing of views by civil society organizations which are in conflict with the ruling powers.

e-Governance is the public sector's use of information and communication technologies with the aim of improving information and service delivery, encouraging citizen participation in the decision-making process and making government more accountable, transparent and effective.

(BY UNESCO (www.unesco.org))

E-governance refers to the utilization of information and communication technology (ICT) for providing government services, disseminating information, communication operations with the general public.

None overlapping definition: Although E-governance and E-government term looks a like here is non overlapping idea

- e-government's focus is on constituencies and stakeholders outside the organization, whether it is the government or public sector at the city, county, state, national, or international levels. On the other hand, e-governance focuses on administration and management within an organization, whether it is public or private, large or small.

What are differences between E-government and E-governance?

1. Definition with example (better) {E-voting for E-government}
2. Whilst e-government has traditionally been understood as being centered around the operations of government, e-governance is understood to extend the scope by including citizen engagement and participation in governance
3. e-government's focus is on constituencies and stakeholders outside the organization, whether it is the government or public sector at the city, county, state, national, or international levels. On the other hand, e-governance focuses on administration and management within an organization, whether it is public or private, large or small.
4. e-Government is a system while e-Governance is a function.
5. e-Government is a one-way communication protocol. On the contrary, e-Governance is a two-way communication protocol.(government to citizen and vice versa).
6. E-governance is subset of E-government(some says so)

POTENTIAL BENEFITS OF E-GOVERNMENT

The anticipated benefits of e-government include efficiency, improved services, better

accessibility of public services, and more transparency and accountability. Other benefits include the following:

- Democratization process increases
- Environmental bonuses: paperless offices
- Speed, efficiency, and convenience
- Public approval: online discussions, e-voting etc.

LIMITATIONS OF E-GOVERNMENT

There are many considerations and potential implications of implementing and designing e-government as follows:

- Risk of breaching of privacy
- Expensive
- Inaccessibility for the people in country side and illiterates.
- False sense of transparency and accountability (in some cases)