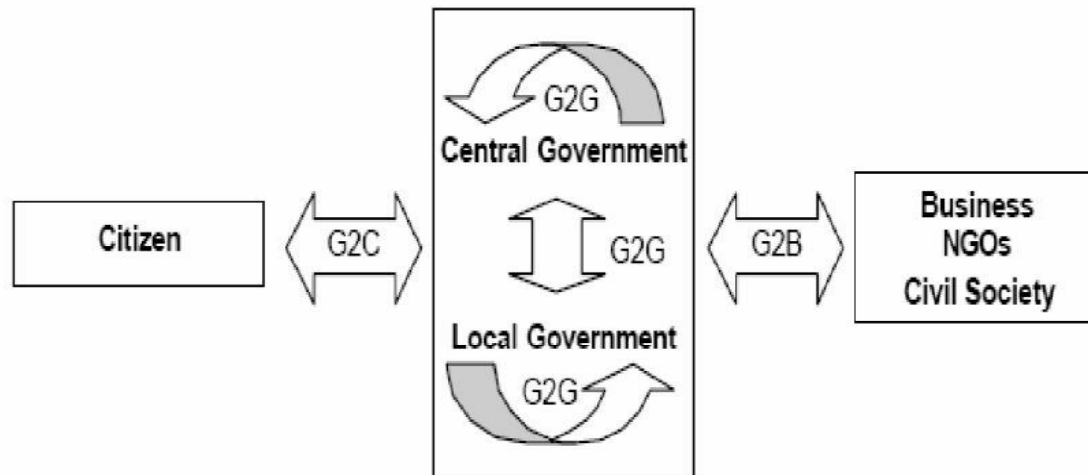# Governance

Governance is "the process of decision-making and the process by which decisions are implemented (or not implemented)". The term *governance* can apply to corporate, international, national, local governance or to the interactions between other sectors of society.

# E-governance

- Electronic governance or e-governance is the application of ICT for delivering government services, exchange of information communication transactions, integration of various stand-alone systems and services between
  - government-to-customer (G2C),
  - government-to-business (G2B),
  - government-to-government (G2G) as well as
  - back office processes and interactions within the entire government framework.

# E-governance contd..

- E –Governance is form of e-business in governance comprising of processes and structures involved in deliverance of electronic services to the citizens.

- It also involves collaborating with business partners of the government by conducting electronic transactions with them.

# E-governance contd..

- E-Governance implies e-democracy, where in all forms of interaction between the electorate and the elected are performed electronically using IT tools as:
  - E-mail
  - Internet websites publishing
  - SMS connectivity
  - Internet development and uses
  - Promotion of citizen access.

# Why e-governance?

- To bridge the gap between government and citizens.

- To provide productivity and to extend other benefits to its citizens.

- To enhance participation of people on choice and provision of governance products and services.

- To bring new sections of society under the governance sphere.

# Citizen needs for e-Governance

- Greater government accountability

- Easy to access information

- Convenient services

- Quick response to requests

- Fast delivery of services

- Data security and confidentiality

- Citizen centric government

# Government's goals through e-Governance

- Becoming more proactive
- Increase internal efficiency and service levels to constituents
- Greater transparency
- More service oriented
- Reduced operating expenses
- Change citizens view of their governments as bloated, wasteful, and unresponsive to their most pressing needs
- Developing new sources of growth and a way to reduce vulnerability
- Better public services and quality of life
- Electronic communication between government agencies
- Citizens can conduct important/frequent/complex - administrative procedures with government agencies electronically
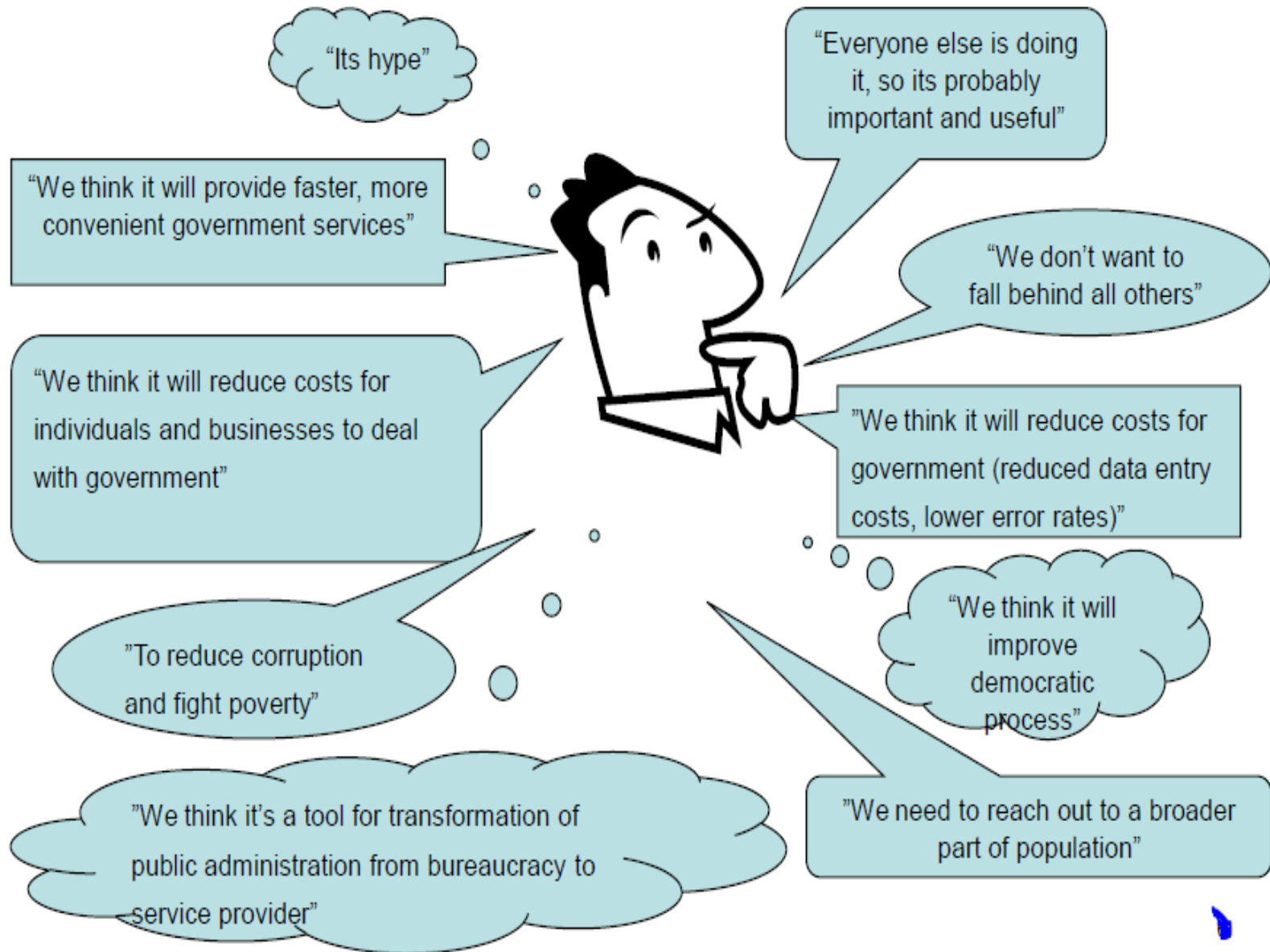
# Advantage of e-governance

- It greatly simplifies the process of information accumulation for citizens and businesses.
- It empowers people to gather information regarding any department of government and get involved in the process of decision making.
- Introduction of e-governance brings governments closer to citizens.
- Successful implementation of e-governance practices offer better delivery of services to citizens, improves interactions with business and industry, citizens empowerment through access to information , better management , greater convenience,  Revenue growth and cost reduction etc.
- E governance leads to automation of services.

# E-government

- e-Government is a narrower discipline dealing with the development of online government services to the citizen and businesses such as e-tax, e transportation, e-procurement, e-participation amongst others

- E-government will not be successful just only buying more computers and putting up websites and 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.

- Success of e-government will not be guaranteed with the mere purchase of advanced technology or the direct automation of complex procedures until it can increase the rate of citizen participation there by bringing about the greater effectiveness in government.

- Technology introduction can not change the mentality of bureaucrats who do not view the citizen as valued customer of government or an important participant in decision making.

# Why E-government

# TRADITIONAL VS E–GOVERNMENT

| Use of Resources | |
|---|---|
| Low | High |

⬇

| Infrastructure | |
|---|---|
| Fragmented | Integrated |

⬇

| Cost of Service | |
|---|---|
| High | Low |

⬇

| Speed of Service | |
|---|---|
| Weeks/Days | Hours/Minutes |

⬇

| Return on Investment | |
|---|---|
| Low | High |

⬇

| Transparency | |
|---|---|
| Low | High |

⬇

| Participation | |
|---|---|
| Low | High |

# Strategic Objectives of e-Governance

- The strategic objective of e-governance is to support and simplify governance for all parties - government, citizens, businesses and its employees.

- The use of ICTs can connect all three parties and support processes and activities.

# Major objectives of e-governance

*1. Service to the Public:*

- *This objective of e-governance is to satisfactorily fulfill the* public's needs and expectations on the front-office side, by simplifying their interaction with various online services.

- The use of ICTs in government operations facilitates speedy, transparent, accountable, efficient and effective interaction with the public, citizens, business and other agencies.

# Major objectives of e-governance contd..

2. Efficient Government:

- In the back-office, the objective of e-government in government operations is to facilitate a speedy, transparent, accountable, efficient and effective process for performing government administration activities.

- Significant cost savings (per transaction) in government operations can be the result.

# Major objectives of e-governance contd..

3. Good Governance:

- 	As e-governance is transparent, there is less chance of corruption at all level.

- It provides the service to the people in very easy manner and with less cost which makes the governance good governance.

# Issues in the implementation of e-governance

1. Ready for transformation
2. Awareness and education
3. Issue of security
4. Privacy
5. Expose of public ICTs infrastructure to crime
6. Digital divide

# Digital divide

- The term Digital divide describes a gap between those who have ready access to information and communication technology and the skills to make use of those technology and those who do not have the access or skills to use those same technologies within a geographic area, society or community.

- It is an economic and social inequality between groups of persons.

# IMPLEMENTATION BARRIERS OF E-GOVERNMENT

**Policy Barrier**
- Political will and Leadership
- Policy Strategies and Action plan
- Law and regulation
- Coordination and Collaboration

**Technological Barrier**
- Connectivity and Infrastructure
- Content, Database and application
- Accessibility and Security

**Socio- Cultural and Financial Barrier**
- Funding Issue
- Awareness and Education
- ICT Capacity and Expertise

Implementation Barriers of e-Government

# Conceptualization of the digital divide

- Subjects who have connectivity, or who connects: individuals, organizations, enterprises, schools, hospitals, countries, etc.

- Characteristics of connectivity, or which attributes: demographic and socio-economic variables, such as income, education, age, geographic location, etc.

- Means of connectivity, or connectivity to what: fixed or mobile, Internet or telephony, digital TV, etc.

- Intensity of connectivity, or how sophisticated the usage: mere access, retrieval, interactivity, innovative contributions.

- Purpose of connectivity, or why individuals and their cohorts are (not) connecting: reasons individuals are and are not online and uses of the Internet and information and communications technologies ("ICTs").

- **Assignment 1 :**
- Prepare a report on the basis of following terms: E-governance, its evolution, need and scope, challenge, issue in the implementation of E governance and present trend of e-governance in Nepal.
-  **Reference: see the paper by Tek Nath Dhakal, a professor of public administration in Nepal.**