

E-Governance

- ❖ Unit 1. Introduction
- ❖ E-Governance:
 - ❖ Needs of E-Governance,
 - ❖ Issues in E-Governance applications and the Digital Divide;
 - ❖ Evolution of E-Governance,
 - ❖ Its scope and content;
 - ❖ Present global trends of growth in E-Governance
 - ❖ Other issues.

Governance

- Governance comprises the traditions, institutions and processes that determine how power is exercised, how citizens are given a voice, and how decisions are made issues of public concern.
- Governance is the “action or manner of governing”- Oxford Dict.
- Governance is “the manner in which power is exercised in the management of country’s economic and social resources. (World Bank, 1997)
- “Governance is the process through which ... institutions, businesses and citizens’ groups articulate their interests, exercise their rights and obligations and mediate their differences.” (Louise Fréchette, 1997)
- Governance is the sum of the many ways individuals and institutions, public and private, manage their common affairs. (Commission on Global Governance, 1995)

Forms of Governance

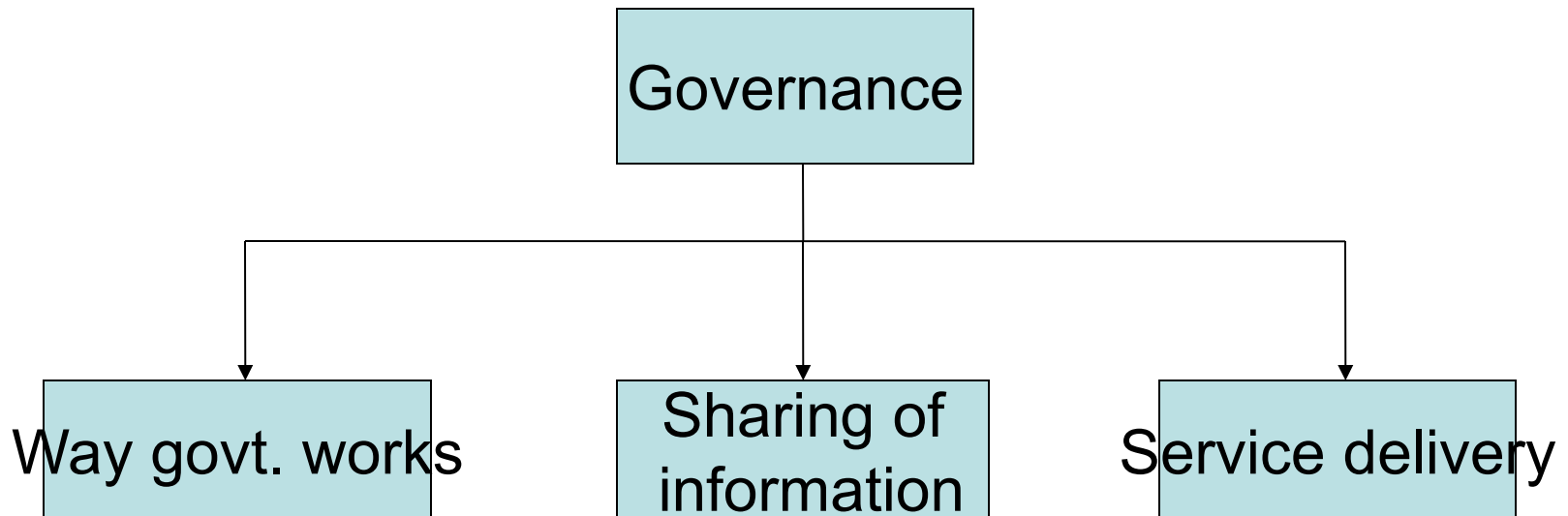
- Governance need not necessarily be conducted by governments. Private firms, associations of firms, nongovernmental organizations (NGOs), and associations of NGOs all engage in it, often in association with governmental bodies, to create governance; sometimes without governmental authority.” (Keohane and Nye, 2000)
- The different forms of governance can be:
 - corporate governance,
 - national governance,
 - international governance,
 - local governance,
 - administrative governance,
 - governance of the NGOs, etc.

Actors of Governance

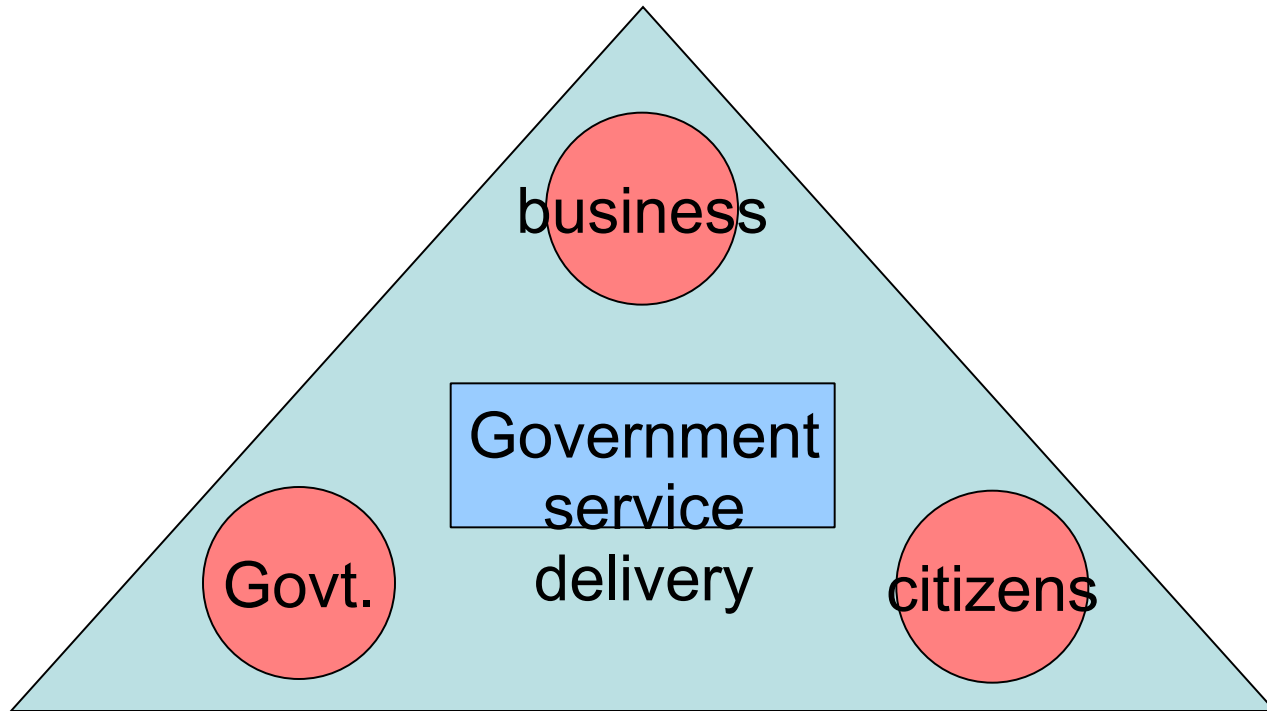
- Government is one of the actors in governance. Other actors involved in governance vary depending on the level of government. These actors including:
 - corporations, businesses, enterprises, cooperatives, and financial institutions
 - civil societies, NGOs, associations of different professionals & groups, research institutes, religious institutions & their leaders
 - political parties and their leaders, mafias, military, and media,
 - international donors, multi-national corporations, etc.
- They may play a role in decision-making or in influencing the decision-making process.

Governance

- In broad terms, governance is about the institutional environment in which citizens, business sector and government agencies/officials interact among themselves and with each other.
- "Governance" is a way of describing the links between government and its broader environment - political, social, and administrative." (Kettl, 2002)



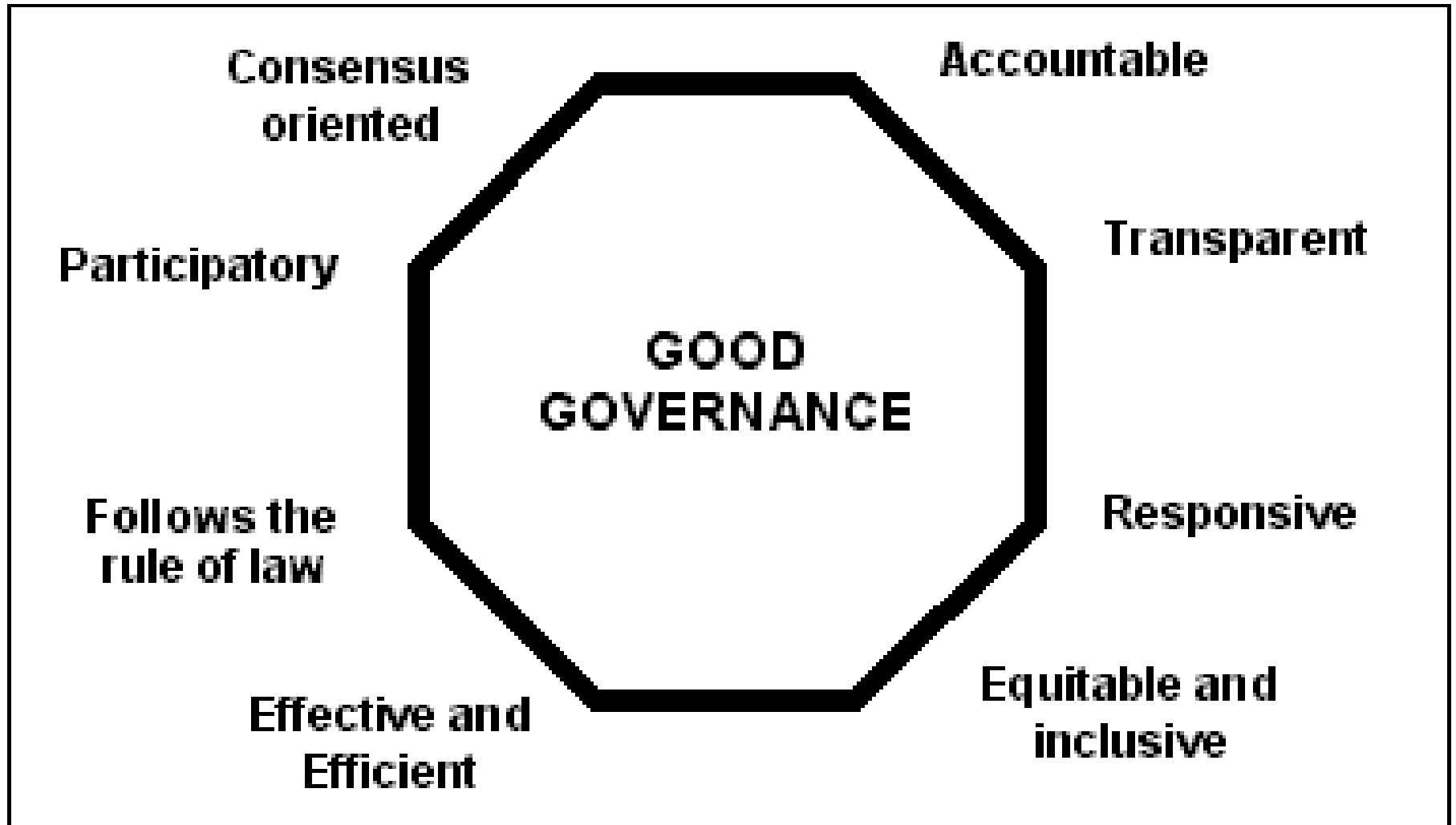
Actors of Governance



Good Governance

- “Good governance is perhaps the single most important factor in eradicating poverty and promoting development. Good Governance comprises the rule of law, effective state institutions, transparency and accountability in the management of public affairs, respect for human rights and the participation of all citizens in the decisions that affect their lives. While there may be debates about the most appropriate forms they should take, there can be no disputing the importance of these principles.” (UN - Secretary General, Kofi Annan)

Elements of Good Governance



Participation

Participation refers to the degree of involvement of all stakeholders; Participation by both men and women is a key cornerstone of good governance. All men and women should have a voice in decision-making. Participation could be either direct or through legitimate intermediate institutions that represent their interests, or the representatives. It is important to point out that representative democracy does not necessarily mean that the concerns of the most vulnerable in society would be taken into consideration in decision making. Participation needs to be informed and organized. This means freedom of association and expression on the one hand and an organized civil society on the other hand. That is, such broad participation is built on freedom of association and speech, as well as capacities to participate constructively.

Rule of law

Rule of law refers to the decency i.e. the degree to which the formation and stewardship of the rules is undertaken without harming or causing grievance to people. Hence Good Governance requires fair legal frameworks that are enforced impartially. It also requires full protection of human rights, particularly those of minorities. Impartial enforcement of laws requires an independent judiciary and an impartial and incorruptible police force.

Transparency

Transparency is the degree of clarity and openness with which decisions are made. Transparency is built on the free flow of information. Processes, institutions and information are directly accessible to those concerned with them, and enough information is provided to understand and monitor. Hence, transparency means that decisions taken and their enforcement are done in a manner that follows rules and regulations. It also means that information is freely available and directly accessible to those who will be affected by such decisions and their enforcement. It also means that enough information is provided and that it is provided in easily understandable forms and media.

Responsiveness & Consensus oriented

Responsiveness

Good governance requires that institutions and processes try to serve all stakeholders within a reasonable timeframe.

Consensus oriented

There are several actors and as many view points in a given society. Good governance requires mediation of the different interests in society to reach a broad consensus in society on what is in the best interest of the whole community and how this can be achieved. It also requires a broad and long-term perspective on what is needed for sustainable human development and how to achieve the goals of such development. This can only result from an understanding of the historical, cultural and social contexts of a given society or community.

Equity and inclusiveness

All men and women have the equal opportunities to improve or maintain their wellbeing. A society's well being depends on ensuring that all its members feel that they have a stake in it and do not feel excluded from the mainstream of society. This requires all groups, but particularly the most vulnerable, have opportunities to improve or maintain their well being. This also requires to the fairness i.e. the degree to which rules apply equally to everyone in society

Effectiveness and efficiency

It refers to the extent to which limited human and financial resources are applied without waste, delay or corruption or without prejudicing future generations. Good governance means that processes and institutions produce results that meet the needs of society while making the best use of resources at their disposal. The concept of efficiency in the context of good governance also covers the sustainable use of natural resources and the protection of the environment.

Accountability

Accountability is a key requirement of good governance. It refers to the extent to which political actors are responsible to society for what they say and do. Not only the decision-makers in government or governmental institutions but also the private sector and civil society organizations must be accountable to the public and to their institutional stakeholders. This accountability differs depending on the organization and whether the decisions or actions taken are internal or external to an organization or institution. In general an organization or an institution is accountable to those who will be affected by its decisions or actions. Accountability cannot be enforced without transparency and the rule of law.

Strategic vision

- UNDP has acknowledged strategic vision also as the core characteristics of the good governance. Strategic vision requires that the Leaders and the public should have a broad and long-term perspective on good governance and human development, along with a sense of what is needed for such development. There is also an understanding of the historical, cultural and social complexities in which that perspective is grounded. (UNDP, 1997)

Barriers to good governance

- There are various barriers including corruption, change resistance, infrastructure, inadequate resources and HR, creating the obstacle for the successful implementation of good governance; among which corruption is the major one.
- **Corruption** means the abuse of entrusted authority for private gain. It represents a major hurdle on the road to social and economic development. The donor states of the Financial Mechanisms are strongly opposed to all forms of corruption including bribery, embezzlement, fraud, extortion, favoritism, and nepotism.

E-governance

- E-governance is defined as the application of electronic means in (1) the interaction between government and citizens and government and businesses, as well as (2) in internal government operations to simplify and improve democratic, government and business aspects of Governance. (Backus, 2001)
- E-governance is the application of information & communication technologies to transform the efficiency, effectiveness, transparency and accountability of informational & transactional exchanges within government, between govt. & govt. agencies of National, State, Municipal & Local levels, citizen & businesses, and to empower citizens through access & use of information. (Vikas Kanungo)

E-governance

- E-governance is a form of e-business in governance comprising of processes and structures involved in deliverance of electronic services to the public viz citizens. (Prabhu, 2004).
- E-governance, meaning 'electronic governance' is using information and communication technologies (ICTs) at various levels of the government and the public sector and beyond, for the purpose of enhancing governance (Bedi, Singh and Srivastava, 2001; Holmes, 2001; Okot-Uma, 2000).

Needs of e-governance

- **Reduce poverty** by creating a more skilled workforce and increasing the penetration of aid and subsidies to the underserved
- **Provide basic needs** by improving the quality of healthcare, providing educational opportunities, planning for basic service delivery, and helping to improve agricultural productivity and commerce
- **Enhance democratization and citizen empowerment** by establishing an "open" online government, enhancing interactions between government and citizens, revitalizing civic institutions and public debate, and promoting equity and empowering minorities.

Needs of e-governance

- **Improve public administration** by facilitating informed decision-making, managing the burden of foreign debt, revitalizing local economies, improving policing and public safety, improving public administration and efficiency, facilitating regional, national, and sub national coordination and communication, improving the quality of public services, and facilitating better post-conflict reconstruction and administration

Benefits of e-governance

- E-governance offers many benefits and advantages for the government, corporate sector and society. The following benefits can be achieved through e-governance:
- Cost efficiency and reliable services
- Procedural convenience and flexibility
- Effective linkages between citizens and government
- Transparency and accountability
- Revenue growth and
- reduce corruption
- Some of the major benefits that e-governance provide are:
- facilitate better delivery of government services to citizens
- Improved interactions with business and industry

Benefits of e-governance

- Citizen empowerment through access to information, or more efficient government management.
- Simplifies internal operations and improves performance of government departments while helping all sections of society to avail government services at lower cost with maximum ease of use.
- Some specific benefits of e-governance are:
 - By employing online transactions, government processes become more streamlined, efficient and less dependent on human interaction. Also the cost of processing transactions is reduced online, resulting in grate savings.
 - Interconnecting various ministries and government departments electronically to share information helps them provide better governance.

Benefits of e-governance

- Through one integrated e-government portal, citizens and businesses can avail various government services, conduct online transactions, access information and interact with various government bodies without standing in long queues, waiting for office hours or handling lot of paperwork, and thus save time and money.
- Some general benefits of e-governance are:
 - access to the public documents
 - file the complaints, grievances and suggestions of citizens online
 - making online payments of various bills and dues
 - the online facility can be used to enter into partnership
 - Increased transparency so that corruption will be reduced
 - Greater convenience

Benefits of e-governance

- The resulting benefits of e-governance can be outlined, in general, as:
- less corruption,
- increased transparency,
- greater convenience,
- revenue growth,
- and/or cost reductions ultimately achieving good governance

Outcomes of e-Governance

- The following outcomes can be outlined with the use of e-governance:
 - better delivery of government services to citizens,
 - improved interactions with business and industry,
 - citizen empowerment through access to information,
 - more efficient government management
 - Political/government legitimacy

Objectives of E-Governance

- The main objective of the e-governance is to support and simplify government's activities for all parties: government, citizens and businesses.
- The objective of e-governance is to support and stimulate good governance by the implementation and use of ICT solutions.
 - Improve efficiency and effectiveness of government's service delivery.
 - Improve financial management and efficiency of administration.
 - Dissemination of information
 - To bring transparency in government operations.

Objectives of E-Governance

The basic objectives of e-governance identified are as follows:

- To provide citizen access to information and knowledge about the political process, services and choices available and
- To enable the transition from passive information access to active between government and citizen.
- With a strategic objective to support and simplify governance for all parties, government, citizens and businesses, by using ICT for attaining good governance, following broad objectives of the e-governance can be identified:
- improve connections between citizens and government and encourage their participation in governance

Objectives of E-Governance

The basic objectives of e-governance identified are as follows:

- make government administration more transparent, speedy and accountable, while addressing the society's needs and expectations
- open up avenues for direct participation of women in government policy making process
- reduce poverty
- enhance democratization and citizen empowerment

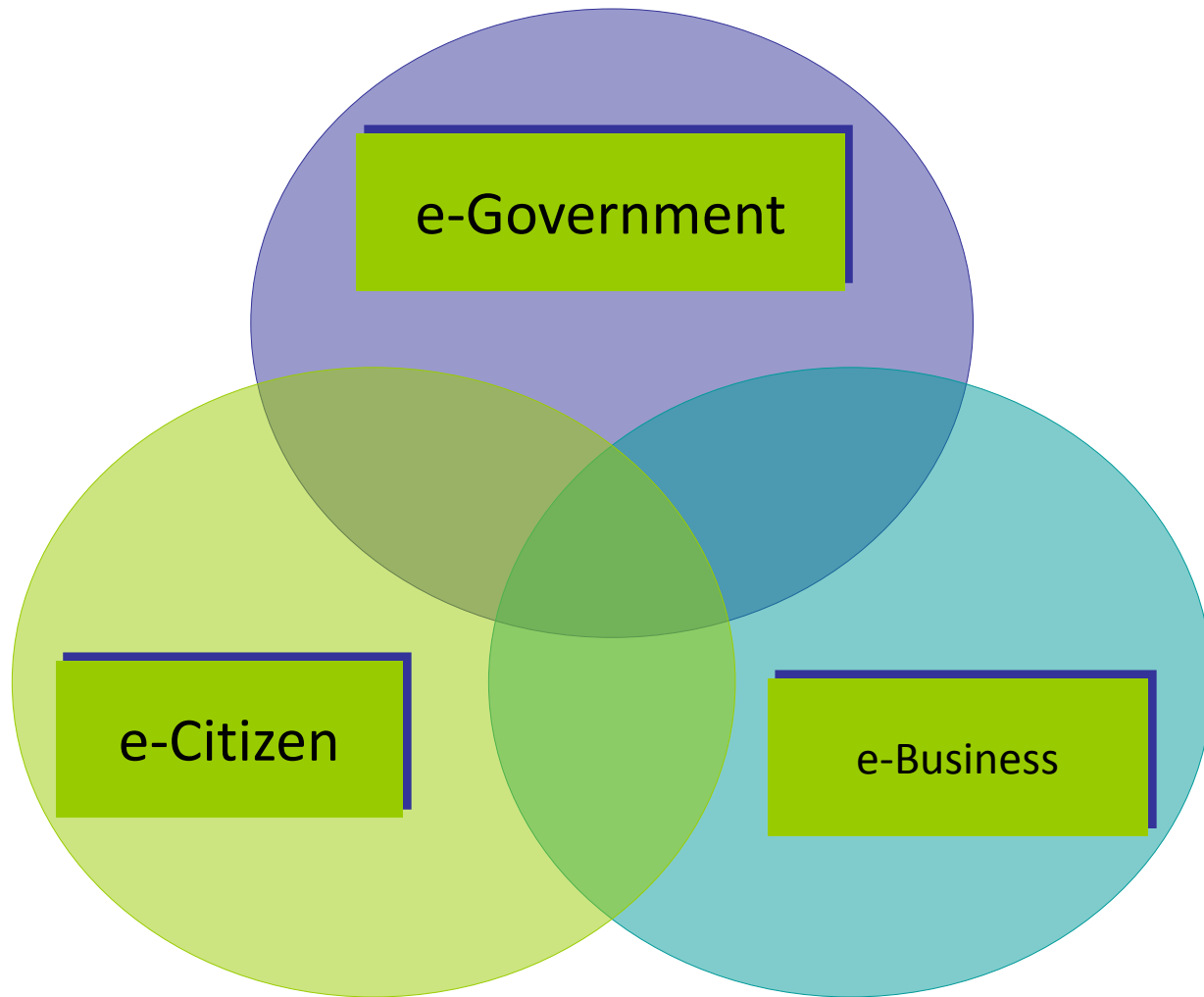
Goals of e-government

- The goals of e-government are broad and they may vary according to different factors including government policies: social, economic, environmental, as well as technical.
- The aim, ultimately, is to simplify and improve governance and enable people's participation in governance through mail and internet.
- The major goals that generally are expected from e-government are as follows:
 - use of sophisticated technology & creating it a better technology
 - customers online, not in line
 - strengthening good governance & broadening public participation
 - improving the productivity & efficiency of government agencies
 - improving the quality of life for disadvantaged communities
 - setting a new control mechanism for corruption control

Components of E-governance

- As, it offers potential to reshape the public sector and build relationship among business, citizens and the government with collective efforts for social, economic, political development and nation building process, it can be perceived through:
 - e-participation or e-democracy,
 - e-government and
 - e-business or e-commerce

Components of E-governance



Components of E-governance

E-participation

- E-participation or e-democracy refers to the processes and structures that encompass all forms of electronic interaction between government (elected) and the citizen (electorate).
- “E-democracy builds on e-governance and focuses on the actions and innovations enabled by ICTs combined with higher levels of democratic motivation and intent”. E-Democracy can be characterized by the active citizen participation in the democratic activities. Active citizen participation can be achieved by:
 - informing the citizen
 - representing the citizen
 - encouraging the citizen to vote
 - consulting and involving the citizen

Components of E-governance

E-business

- In short, e-business enables electronic communication between two or more participants in a business relationship. E-Business refers to a broader definition of e-commerce which is not just buying and selling things through electronic means but also customer care, collaboration with business partners and conducting electronic transactions within organizational entities.

Components of E-governance

E-Government

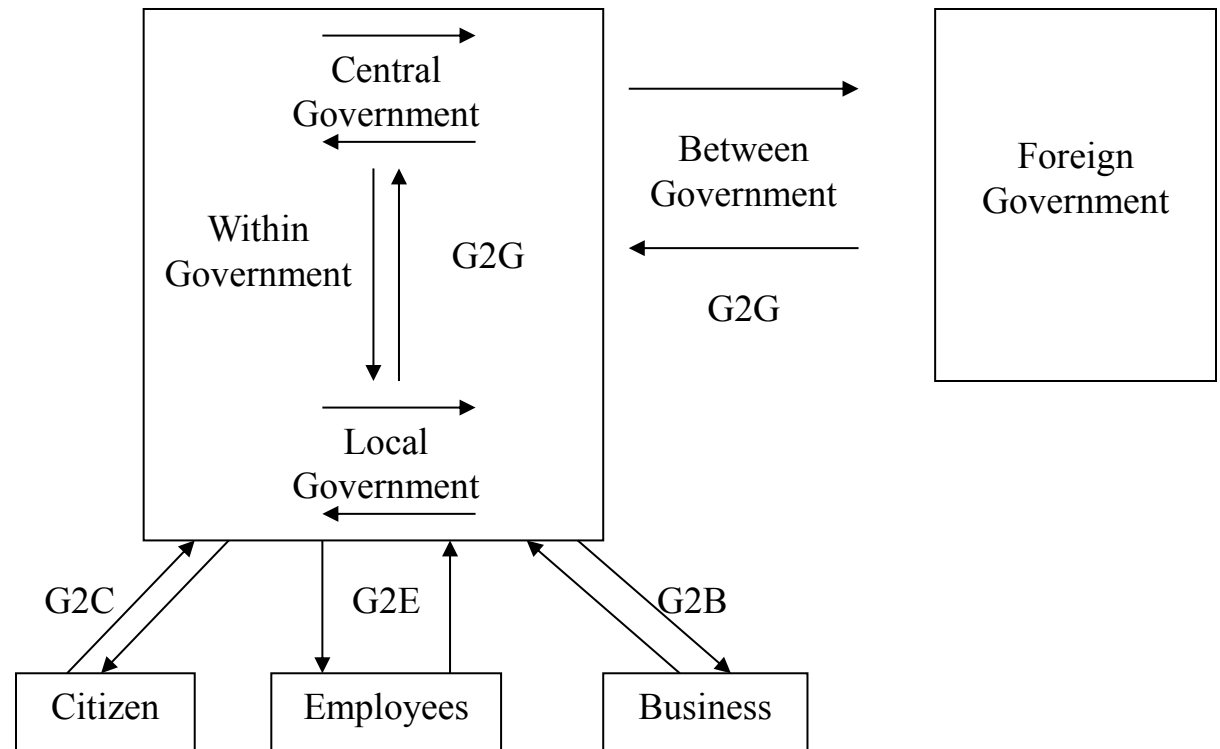
- Among all other components, e-government is the most important factor for successful implementation of e-governance. E-Government refers to the processes and structures pertinent to the electronic delivery of government services to the public. E-government is a form of e-business in governance and refers to the processes and structures pertinent to the delivery of services to the public (citizens and businesses), collaborating with business partners and conducting electronic transactions within an organizational entity.

E-Government

- E-Government refers to the use of information and communications technologies to improve the efficiency, effectiveness, transparency and accountability of government. (World Bank available at www.worldbank.org)
- “E-government is defined as utilizing the Internet and the world-wide-web for delivering government information and services to citizens.” (United Nations available at www.unpan.org)

E-Government Model

- The e-government model will be only a part of the e-governance model. The model differs from e-governance through the way the actors of the e-governance interact with each other. Hence the model is further expanded to the actors of the e-government.



E-governance Services

- Any interaction through information systems with external organizational entities – customers, suppliers, partners – fall within the domain of inter-organizational systems. Under this category, we will have G2G (intra governmental coordination), G2B (e-procurement), B2B (e-procurement, e-CRM, e-MarketPlace, e-Learning), B2C (e-tailing, e-banking, e-insurance, e-Grocery, e-ticketing), and even C2C – primary examples being Craig's list and e-Bay.

E-governance Services

Actors	Government	Business	Consumer
Government	G2G (Coordination Information)	G2B (Procurement Information)	G2C (Information Service)
Business	B2G (Procurement Information)	B2B Net Business	B2C Net Business
Citizen	C2G (Consumer Self Service)	C2B Price Comparison	C2C Auction Markets

Impact of E-governance on Good Governance

Elements	How e-governance can help
Increasing transparency	<ul style="list-style-type: none">• dissemination of government rules and procedures, citizen charters, government performance data to wider audience• making decisions of civil servants available to public• disclosure of public assets, government budget, procurement information
Reducing corruption	<ul style="list-style-type: none">• putting procedures online so that transactions can be easily monitored• reducing the gatekeeper role of civil servants through automated procedures that limit discretionary powers• eliminating the need for intermediaries

Impact of E-gov on Good Gov.

Elements	How e-governance can help
Improving service delivery	<ul style="list-style-type: none">• less time in completing transactions• reduction of costs associated with travel for citizens to interact with government• improving government's ability to deliver service to larger segment of population
Improving civil service performance	<ul style="list-style-type: none">• increasing ability of managers to monitor task completion rates of civil servants• improving efficiency of civil servants by automating tedious work• increasing speed and efficiency of inter and intra agency workflow and data exchange• eliminating redundancy of staff

Impact of E-governance on Good Governance

Elements	How e-governance can help
Empowerment	<ul style="list-style-type: none">• providing communities with limited or no access to government with a new channel to receive government services and information• reducing the brokerage power of intermediaries
Improving government finances	<ul style="list-style-type: none">• reducing cost of transactions for government processes• increasing revenue by improving audit functions to better track defaulters and plug leakages by reducing corruption• providing better control of expenditure

The Challenges of E-governance

Government system faces many challenges in adapting to a knowledge-based society. The institutions and structures of the past are ill prepared for this new environment. In this context, any govt. for e-governance has to face the following challenges:

- **Infrastructure of data:** Quality and security of data condition is often very poor and limited mechanism to convert from hard to soft/digital data.
- **Legal support:** Law and regulations required permitting and supporting the e-governance process but often law cannot be recommended even digital signature.
- **Institutional infrastructure:** Institutional structures are ill prepared to support and stimulate the functional activity for e-governance. So, there are no institutions to co-ordinate, lead and drive e-governance.

The Challenges of E-governance

- **Technological infrastructure:** Most countries are a long way behind in computerization, infrastructures development and distribution to all parties - government, business & citizen and also lacking for proper computing and telecommunications infrastructure. The ICT infrastructures, if they exist, are under-utilized as in government offices the computers are mostly used for the word processing & email-internet purpose only.
- **Human resources:** In many countries, key gaps relate to system analysis, project design, system design and privacy, accountability, freedom of information and ownership. There are also 'mindset' gaps: general resistance to change, lack of customer orientation and resistance to data sharing. There is also the lack of awareness regarding benefits of e-governance in general and as well as the process involved in implementing successful G2C, G2G and G2B projects.

The Challenges of E-governance

- **Leadership and strategic vision:** Difficult to raise awareness and appreciation of the potential of e-governance for service delivery, policy formulation, citizen involvement, economical development and international relations. And it is difficult to act an independent source of advice, vision, support and access to promising international practice for those seeking to operate effectively in the new governance structures of the information age.
- **Government Process Reengineering:** Effective implementation of e-governance requires a lot of restructuring in processes, redefining of policies and procedures. There is a general resistance in almost everywhere at all levels in the process reengineering.

Issues in e-gov and digital divide

- E-gov activity starts with websites providing information to the public - Aim , Objectives, Citizen charters, organizational details, facilities available and services provided etc
- As the role of IT increases, they provide more advanced services like dynamic info. & also specific transactions like utility pmt.
- Gradually this e-interaction leads to the organizational transformation, transparency of public services, speed of service performance, increased citizen participation, and thereby participative democracy.
- As e-governance is implemented, the citizens are enabled access to govt. docs., pay taxes and utility bills, obtain and renew licenses and permits, make bookings and reservations for public services, lodge complaints or file applications for various benefits such as pension, social security allowances and even employments.

Issues in e-gov and digital divide

- This creates **digital divide** between the poor, not well qualified and the privileged.
- So the policy makers need to device policies like IT Policy that would address issues of universal access and educational needs of citizens.
- In addition the issues that need to be focused are:
 - performance of govt. depts. be improved by e-gov initiatives
 - Organizational effects of e-gov. and IT
 - Strategies for success in e-gov projects.
 - Skills required by the govt. employees in an e-gov environment.
- Moreover, e-gov requires BPR, and Legal changes

Homework

- IT strategy
 - 2057 BS (2000) AD
 - 2067 BS (2010)
 - 2072 BS – ICT Policy

Evolution of e-gov, its scope and content

- Chile, 1970
- Information superhighway – us vice president Al Gore in early 1990s
- During 1980s and 90s the world lagged behind the commercial world in accepting and implementing ICT
- 1990s - ATM, call centers, data entry etc
- and 2000 onwards – BPR, Supply chain mgt. Just In time (JIT)

Evolution of e-gov, its scope and content

- Scope and content
 - Improvement of efficiency and effectiveness in execution of govt functions and public service delivery
 - Grater transparency
 - Improving democratic process, participatory decision making
 - Better relationship among govt depts, local govt., international govt.
- E-gov activity involves:
 - Hardware and system s/w
 - n/w
 - Application s/w