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E-Government Deployment for the 21st Century

Manual Avitia

Jonathan Lee

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E-Government Deployment for the 21st Century

Manual Avitia & Jonathan Lee
E-Business Society
California Polytechnic & State University
3801 W. Temple Ave., Pomona. CA 91768
moavitia@aol.com & jonlee88@yahoo.com

Abstract

E-Government leverages technology, specifically the Internet, to simplify the delivery of government services. Furthermore, e-Government improves the business of government by making government more efficient and convenient for the customers. Activities performed through e-Government can be in the nature of transactions, information, or education, to name a few.

1. Introduction

Electronic service delivery offers huge opportunities to improve public services for the benefit of citizens; more convenient, more joined-up, more responsive and more personalized. It is going to transform the way the public sector does business, in many cases replacing traditional channels for doing business with more efficient and effective electronic channels.

1.1 Value of E-Government

Government provides many opportunities to improve the quality service to the citizen. Citizens should be able to get service or information in minutes or hours, versus today's standard of days or weeks. Citizens, businesses should be able to file required reports without having to hire accountants and lawyers. Government employees should be able to do their work as easily, efficiently and effectively as their counterparts in the commercial world. An effective strategy will result in significant improvements in the government, including: Simplifying delivery of services to citizens;
Eliminating layers of government management;

Making it possible for citizens, businesses, other levels of government and federal employees to easily find information and get services from the federal government;

Simplifying agencies' business processes and reducing costs through integrating and eliminating redundant systems;

Enabling achievement of the other elements of the President's management Agenda; and

Streamlining government operations to guarantee rapid response to citizen needs.

1.2 Business Case for E-Government

Electronic service delivery offers huge opportunities to improve public services for the benefit of citizens; more convenient, more joined-up, more responsive and more personalized. It is going to transform the way the public sector does business, in many cases replacing traditional channels for doing business with more efficient and effective electronic channels.

2. Benefits of E-Government

Less expensive – e-Government transactions eliminate the vast majority of brick and mortar and labor costs. E-Government transactions can be 65% less compared to OTC transactions. Using e-government leverages technology to reduce the cost of each transaction offered.

More convenient hours – e-Government transactions are available 24 hours a day, 7 days a week. This provides customers the flexibility to process transactions outside standard government office hours.

Reduced travel and waiting– Ubiquitous access is available from any home or off-site computer or from any phone. E-Government removes the travel time to a government office and eliminates the associated wait-time involved as well. An ancillary benefit is reduced wait-times for OTC transactions due to fewer customer visits.

Benefits all customers – e-Government benefits those that use the services and those that do not. As more and more transactions move from in-line to on-line, the customer that does not use e-Government is able to get better service while in a government office due to reduce wait time and ability of staff to focus on more complex transactions.

Reduction in bad check processing - Bad check processing time and expenses will decrease due to the fact that more customers will be utilizing credit cards to pay for their transactions.

Process improvement - e-Government often serves as a catalyst to perform business reengineering. Process improvement must continue when analyzing service for e-government.

2.1 Delivery of Services

Individuals/Citizens: Government-to-Citizens (G2C); Build easy to find, easy to use, one-stop points-of-service that make it easy for citizens to access high-quality government services.

Businesses: Government-to-Business (G2B); Reduce government's burden on businesses by eliminating redundant collection of data and better leveraging E-business technologies for communications.

Intergovernmental: Government-to-Government (G2G); Make it easier for states and localities to meet reporting requirements and participate as full partners with the government in citizen services, while enabling better performance measurement. Other levels of government program delivery because more accurate data is available in a timely fashion.

Intra-governmental: Internal Efficiency and Effectiveness; Make better use of modern technology to reduce costs and improve quality of federal government agency administration, by using industry best practices in areas such as supply-chain management; financial management and knowledge management, Agencies will be able to improve financial management and knowledge management. Agencies will be able to improve effectiveness and efficiency, eliminating delays in processing and improving employee satisfaction and retention.

3. What E-Government should be?

Easy to use, connecting people with governments according to their preferences and needs.

Available to everyone, at home, at work, in schools, in libraries and other convenient community locations.

Private and secure, with the appropriate standards for privacy, security, and authentication generating trust-required for e-government to grow and serve the public.

Innovative and results-oriented, emphasizing speeds and harnessing the latest advances in technology.

Collaborative, with solutions developed collectively and openly among public, private, nonprofit, and research partners, on the basis of their experience and expertise.

Cost-effective, through strategic investments that produce significant long-term efficiencies and savings.

Transformational, harnessing technology through personal and organizational leadership to change the way government works, rather than merely automate existing practices.

3.1 E-Government for the People

The big idea here is e-the-people. E-government links people not just to each other and the e-commerce marketplace, but also to the public marketplace of ideas, debate, priorities, initiatives, innovation, services, transactions, and results. It puts ownership of government truly in the hands of all citizens.

Imagine government truly of, and for the people, where individuals and organizations no longer wait in line between eight and five on weekdays only, but where they can be online at any time or place they wish. A place not only to get information but also to complete transactions with government, get services, talk with elected representatives-even to vote.

Imagine people in government who are excited about using the Internet to make a difference and produce results, answering questions instantly, using secure network that cross organizational boundaries to serve the public. Imagine people in business enjoying fast and easy interactions with government that produce results in the public interest.

Imagine people in all sectors-government, business, non-profits, and the research community working together to make this happen quickly, creatively, and cost effectively. This is e-government- our government of the future, not the government of the past. But don't stop there. E-government is not just about speed, efficiency, or accessing information online. It can also be tailed by individuals according to their preference and needs.

Imagine individual citizens creating customized, one-stop sites for themselves online, where they can choose to get information, conduct transactions, or communicate with their elected representatives. Imagine having your own self-designed, interactive site where you can directly conduct all your business with government whenever you wish. You can pay taxes, check your Social Security earnings, find out whether your building permit has been granted, renew your driver's license after your site has reminded you without being asked that it is coming due.

You can also participate in public hearings, create communities of interest with other online, monitor voting records, and express your views to your representatives. In short, you can choose how and when to connect with government, with the ability to choose appropriate levels of privacy and security.

4. Conclusion

The current pace of technological change means that there are few certainties about future service delivery. But we do know that government has the potential to offer truly citizen-focused services.

Citizens will choose when and where they interact with government. For many services, government will be open 24 hours a day, 7 days a week. Citizens will be able to interact with government from home, at work or on the move.
Services will be delivered through multiple channels. Traditional channels will compete with new electronic channels. As well as the public sector, the voluntary and private sector will offer new interfaces to government services. For example, you may pay tax through your electronic bank or renew your driver's license.

Government will be organized to deliver services that are customer focused. A government gateway will allow the aggregation of data across functions by users of that data in the private and voluntary sectors, and by new aggregators acting as wholesalers in government data and information. New citizen-facing government, voluntary and private sector intermediaries will compete to offer the best combinations of services.