E-governance

Introduction to E-government and E-governance
| |
body institution   activities power

E-government

E-government (electronic government) is the application of information and communication technology (ICTs) to government functions and procedures with the purpose of increasing efficiency, transparency and citizen participation.

Thus, E-government is the use of ICTs to transform traditional government by making it accessible, transparent, effective and accountable. E-government doesn't mean putting more computers on the desk of government officials. And E-government is more than just a government websites on the internet. E-government is a process of transforming government. it requires planning, political will and a sustain dedication of resources. Success of E-government will'nt be guaranteed with the mare purchase of advanced technology or direct automation of complex procedure, until it can increase the rate of citizen participation, there by bringing about the greater effectiveness in government.

E-governance ✓

E-governance or Electronic governance can be defined as the usage of ICTs by the government to provide and facilited government services, exchange of information, communication transactions and integration of various standalone system and services between government-to-citizen (G2C), Government-to-business (G2B), Government-to-Government (G2G), Government-to-Employees (G2E) as well as back office processes and interaction within the entire government frome work.

✓ E-governance as Information System ✓

The main objective of E-government is to improve the public services, reinforce, democratic processes and support public policies.

Benefits of E-government ✓

1. Speed
2. Saving cost
3. Transparency
4. Acccountability

Disadvantage of E-government ✓

1. Loss of inter-personal communication.
2. High setup cost and technical difficulties.
3. Illiteracy
4. Cyber crime / Leakage of personal information.

Lifecycle of E-government

Typically, E-government project lifecycle consist of six phases which are given below :-

ⓐ E-governance strategy development (phase-I)
ⓑ Current state Assessment. (phase-II)
ⓒ Definition (phase-III)
ⓓ Implementation and procurement (phase-IV)
ⓔ Develop and Implement IT system (phase-V)
ⓕ Operate and sustain (phase VI)

Electronic Service Delivery and Online Service Delivery

Electronic Service Delivery (ESD) refers to providing government services through the internet or other electronic means.

Online service Delivery (OSD) refers to any information and services provided over the internet. These services not only allow suscribers to communicate with each

others but also they provide unlimited access to desired information.

Evolution of E-governance, It's Scope and Content ✗✓

↳ Initiatives for E-governance were taken in early 1972 by Chile. Professiora Stafford Beer implemented the first government software that would help the government to servive the severe crisis.

↳ During 1980s and 1990s government of all over the world lagged behind the commercial world in accepting and implementing ICT

↳ Visible success cases use of ICT includes:

- ATM services
- 24 hrs call center
- E-shopping

↳ Initial affords in E-governance includes:

- Partial automation of existing paper based manual process.
- Didn't result in significant business reengineering process compared to private sector.
- No big changes seen in government enterprises.
- Major issues that has become highly relevant for large scale implementation of ICT in governance are :-

(i) Issue of Security
(ii) Privacy
(iii) Vulnerability (exposure) of public ICT infrastructure to crime.
(iv) Potential to abuse, terrorism and general crime.
(v) Problems in social cohesion (unity)
(vi) Social exclusion (Digital divide)

Present Global Trends of growth in E-governance 4

(i) According to the press reports 2001,
↳ Indicate a trend of global growth in E-governance utilization.
↳ Adults using Internet world wide increased by 15% according to the findings of secant government onlin study published by Teller and Nelson.
↳ 3 out of 10 citizens (30%) access government services online compared with only a quater (26%) in 2001.

(ii) Government online service mostly used for

↳ Search Information (24%)
↳ Download Information (11%)
↳ Increase in percentage to search information. 20
to 24% from sep 2001 to Sep 2002.

(iii) E-governance uses in different countries between 2001 to 2002.

⤷ Australia — significant increases from 31% to 46%.
⤷ Turkey — 3% to 13%.
⤷ Netherland — 32% to 41%.
⤷ US — 34% to 43%.