

E-GOVERNMENT AS A TOOL TO MONITOR GOVERNMENT ACCOUNTABILITY

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ABSTRACT

In spite of the existing government accountability measures, there are still many gaps in living transparency in the bureaucracy. This paper evaluates a new tool – E-Government in monitoring government accountability. Using the Governance framework, it employs the tripartite paradigm of government, civil sector, and business sector. The E-government, as defined by the World Bank (2016), refers to the use by government agencies of information technologies that can transform relations with citizens, businesses, and other arms of government. The mediation of technology affords an increased dissemination of information and democratization of government services, and reduces costs in terms of time, distance, and financial expenses. In this manner then E-Government propounds participation, responsiveness, accountability, and thereby, an inclusive national development. The more salient aspects of the study cover the assessment of E-Government practices in the country using the criteria set forth by the United Nations (2001) and by a local matrix suggested by Siar (2005). Lastly, evaluation and recommendations are provided.

Keywords: government accountability, transparency, Governance framework, democratization of government services, criteria for evaluation, inclusive national development