What is e-government?

What is e-government?

- Use of ICT to enhance access to & delivery of government services to benefit citizens, businesses, employees, agencies & other governments
- Goals
  - Creating a better business environment
  - Customers online, not in line
  - Strengthening good governance & broadcasting public participation
  - Improving productivity & efficiency of government agencies
  - Improving quality of life for disadvantaged communities

New Public Management (NPM)

- A management theory about how to reform government by replacing rigid hierarchical organisational structures with more dynamic networks of small organisational units
- Seeks to replace authoritarian, top-down decision- & policy making
- Introduces a more consensual, bottom-up approach that involves participation of stakeholders (e.g., citizens)
- Adopts customer oriented attitude to public service
- Applies market principles to enhance efficiency & productivity

NPM & e-Government

- E-Government gives NPM fresh blood
- A loosely couples network of governmental units can collaborate effectively
  - Facilitated by infrastructure & software tools enabled by ICT
  - Infiltration of ICT into government agencies tends to lead naturally to institutional reform

Some Desired Outcomes

- Efficient & swift delivery of goods & services
- Equality of access to government information & services
- Convenience & friendly
- Inexpensive & effective
- Effective governance
- Increased transparency
- Better cross-agency coordination & collaboration
  - Appropriate & timely decision-making

Efficient & Swift Delivery of Goods & Services

- Simplification of procedures
- Streamlining of approval process

Equality of Access to Government Info & Services

- Facilitates citizen participation by increasing access channels to government
- Broadens opportunities for citizen participation
- Opens new channels of communications between constituents & their reps
- Brings marginal groups (e.g., women, physically challenged, indigenous peoples) into mainstream participatory channels
- BUT may also create 'divide'
  - Increase distance citizens from government
  - Deepen existing existing disenfranchisement

Effective Governance

- ICT is an enabler of efficient & effective functioning of government

Types of e-Government Transactions

- Government-to-Citizen (G2C)

- Government-to-Business (G2B)

- Government-to-Employee (G2E)

- Government-to-Government (G2G)

Examples of G2C

- Info dissemination
- Basic citizen services include
  - License renewal
  - Ordering of birth/death/marriage certificates
  - Filing of income taxes
  - Citizen assistance
    - Education
    - Health care & hospital info
    - Libraries

Examples of G2B

- Info dissemination
  - Policies, memos, rules & regulations
- Basic business services include
  - Current business info
  - Application forms download
  - Licenses renewal
  - Business registration
  - Permit application
  - Tax payment
  - E-Procurement
    - Online government-supplier exchange for purchase of goods & services
    - Makes bidding process transparent & generates savings for government

Examples of G2E

- Services that cover government employees
  - › Provision of HR training & development
  - › Viewing one's own payroll & tax records

Examples of G2G

- Takes place at 2 levels
  - Local/domestic level
    - Transactions between central/national & local governments
    - Transactions between department-level & attached agencies & bureaus
  - International level
    - Transactions between governments
      - An instrument on international relations & diplomacy
      - A mechanism to share info to cooperate on combating organized crime & illegal trafficking activities (e.g., UN Convention Against Transnational Organized Crime)

Impacts

- New styles of leadership
- New ways of debating & deciding strategies
- New ways of transacting business
- New ways of listening to citizens & communities
- New ways of organizing & delivering info

Who Pays for e-Government?

- Cost of implementation depends on
  - Current infrastructure availability
    - Software, hardware, …
  - Supplier & user capabilities
    - Training
  - Mode of service delivery
    - Internet, radio, telephone, SMS, TV, …?
- Likely to be long-term endeavors
  - Aim to be self-financing or outsourced
  - Consider sustainable approaches
    - Minimal initial investment
    - Revenue generation strategy
    - Partnership with private sectors (e.g., Build-Transfer-Operate, Build-Own-Operate)

Impediments to using e-Government services

- Unfamiliarity with ICT
- Lack of access
- Lack of training
- Concerns about privacy & security of info
  - Security: Protection of IS assets & control of access to info
    - Security policies & strategies are context & info specific
  - Privacy: right for info attributed to an individual to be treated with an appropriate level of protection
    - Info privacy protection laws regulate this aspect

m-Government

- "The strategy, implementation & utilization of all kinds of mobile & wireless technologies, services, applications & devices to obtain benefits for citizens, businesses & all of government units."

  - Ibrahim Kushchu (Director, Mobile Government Consortium, UK)

- "Mobile government (or mGovernment), is the extension of eGovernment to mobile platforms, as well as the strategic use of government services & applications which are only possible using cellular/mobile telephones, laptop computers, personal digital assistants (PDAs) & wireless internet infrastructure."

  - Wikipedia

Case for m-Government

- Mobile devices each day are more varied, have more functionalities & are more affordable

- Mobile device penetration is much higher than fixed broadband, tending to become a universal channel

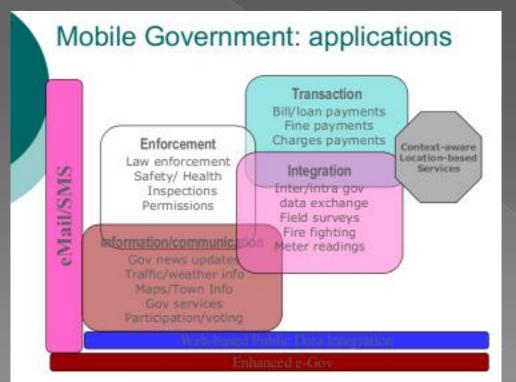- Mobile devices are always on & are personal

m-Government is Inevitable

Driving forces for adoption of this model

- wireless connectivity technological advances

- potential benefits can be obtained from business models based on such advances

- growing demands from citizens for better & simpler services from public administrations

M-Government Implementation

- SMS are pillars of m-government
  - Offers great innovation potential
  - Mainly unidirectional services

Mobile Government: applications

T-Government

- Stands for 'eGovernment' via (interactive) (internet) (digital) television
  › Reach out to non-Internet users

- Against
  › Interactive television is all about leisure & entertainment
    · Factual, dry public service programming is uninteresting
  › Non-Internet users
    · Can get online in public libraries or Internet cafes
    · If someone does not want to access Internet at all, would he want to check social security info via interactive television?

The prospects for e-government on digital television

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Abstract

The UK Government has set targets for its services to be available online by 2005. It is hoped that electronic public services will improve quality and efficiency of delivery, enhance public access to essential services, and achieve cost economies. While attention initially focussed on the Internet as the key platform for online public service delivery, digital television may eventually become the platform of choice. Television's wider penetration and familiarity gives it an edge over the Internet. A number of pilot projects and initiatives have been instigated by Government to explore the potential of digital television (DTV). This paper presents a review of early evidence to emerge about DTV services and public opinion from DTV pilots. While DTV can provide wider access than the Internet in terms of demographic reach, its limited interactivity and the relearning that viewers will need to undergo may limit its initial applications and adoption. Significant problems remain with the usability of basic DTV services, resulting in certain sectors of society being excluded. This exclusion is more pronounced when considering the most complex applications of DTV, such as interactive services. Widespread acceptance of the digital switchover will require a shift in mindset of the television audience as a different

Introduction

The Prime Minister has set targets for the electronic delivery of Government services with an expectation that virtually all UK central and local Government services will be available for remote access by 2005. In this context, electronic service delivery means by telephone and fax, but most of all, via the Internet or digital interactive television. Electronic access may take a number of different forms. It may involve direct access in the form of a live transaction with a public service contact over the telephone. In addition, however, there will be a range of asynchronous forms of communication, such as e-mail or accessing of Web sites, particularly in respect of general enquiries, though also in the case of certain transactions. In addition, more adventurous uses of electronic technology may see the emergence of live two-way video links and the establishment of personalised databanks containing information about all aspects of our lives and personal history. Online government holds the promise of better and more effectively delivered public services, greater public understanding of government, and more transparency and accountability in government, in turn enhancing democracy (Norris, 2001).

Government has identified a number of platforms and delivery mechanisms for the electronic delivery of public services and the electronic enabling of internal government systems. In relation to engagement with members of the public, however, a great deal of emphasis has initially been placed on service provision via the Internet. While Internet adoption in the UK has exhibited marked growth since the mid-1990s, and most especially since the turn of the century, around half of the population do not possess a personal computer at home with Internet access. It

Looking Local in UK

T-Government - Status

- Deployment in some countries
  - UK, Italy, …

- Jury is still out
  - IPTV may pave way for wider deployment & success …

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