E-GOVERNANCE FOR TRANSPARENCY, ACCOUNTABILITY & EFFECTIVENESS OF THE PUBLIC SERVICE

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What’s New?

- Efficiency
- Accountability and
- Transparency are not new issues!
Why E-Governance?

- Administrative corruption
  - Service is denied unless bribe is paid
  - Service is delayed unless bribe is paid
- Complex rules-need for intermediaries
- Discretion to delay or deny without assigning reasons
- Incentive for collusion-both parties benefit at the expense of government/society
- Decisions and actions are not traceable. citizens have no access to information
Why E-Governance?

- Lack of supervision in remote areas—problems of decentralization
- Large power distance between civil servants and citizens—afraid to assert and complain
- Poor mechanisms of complaint handling. Documentation is weak for any investigation
- Weak investigation, slow judicial system—small chance of punishment
Why E-Governance?

- E-Governance is increasingly becoming a tool for addressing issues of Accountability, Transparency and Efficiency.
E-Government (Defined)

E-Government means the use by Government of web-based Internet applications and other information technologies, combined with processes that implement these technologies, to:

(a) enhance the access to and delivery of Government information and services to the public, other agencies, and other Government entities; or

‘(b) bring about improvements in Government operations that may include effectiveness, efficiency, service quality, or transformation
Governance (defined)

Economic, political and administrative authority to manage a community’s affairs at all levels. It comprises the mechanisms, processes and institutions through which community members and groups articulate their interests, exercise their legal rights, meet their obligations and mediate their differences.
E-Governance (Defined)

• Use of information and communication technologies to support good governance.

• These new connections strengthen existing relationships and build new partnerships within civil society.
Good Governance is among other things participatory, transparent and accountable. It is also effective and equitable and it promotes the rule of law, ensures the political, social and economic priorities are based on broad consensus in society.
E-Governance, Path to Building Trust

- 28% - Government that is more accountable to its citizens
- 19% - More efficient and cost-effective government
- 18% - Greater Public access to information
- 16% - Government that is able to provide for greater security
- 13% - More convenient government services
- 6% - None/Not sure
Transparency, Efficiency, Accountability

• Strengthen Policy Analysis and Decision-making
• Enhance democratic participation and consultation
• Make government decision-making and operations more transparent
• Facilitate access to information
• Increase accountability and reduce corruption
• Reduce government’s operational costs
• Facilitate economic activity and conduct of business
• Budget and financial transparency
• Improve the delivery of services
Strengthen Policy Analysis and Decision-making

- Building trust between citizens and government is fundamental to good governance. E-Governance can help build trust by enabling citizen engagement in the policy process, promoting open and accountable government and helping prevent corruption.
- Conduct policy consultation online.
- Facilitating electronic input into policy development.
- Make government decision-making and operations more transparent.
Budget and Financial Transparency

- Disseminating financial information to promote accountability and promote citizen participation
- Access to actual budget information approved by Parliament.
Facilitate Access To Information

• Rules and procedure governing services
• Public officials responsible for different tasks
• Information about decisions and actions of government functionaries
• Outcome and process e.g. award of contracts and licenses
• Information on performance of economy: Statistical employment, income, trade etc.
• Performance indicator for Government departments
• Disclosure of assets, income, profile of election candidates, elected representatives, ministers and civil servants
Departments going on-line

- Greater departmental ownership: significant re-engineering possible
- Citizen visit many departments, each one may be more efficient
- Could be a first step in the absence of high band width network
Conveniently located Service Centers

- Counters manned by public/private agencies
- Multiple services at each location: payment, licenses, certificates
- Can quickly move traffic from departments to service centers
- Requires significant coordination
Critical Success Factors

- Strong Political and Administrative Leadership, detailed Project Management
- Clearly identified goals and benefits
- Significant Process Reengineering Required
- Start Small, scale up through stages, manage expectations
- Adopt established standards and protocols – minimize customization
- In-source Analysis; Outsource design, software development, data preparation, training, etc.
- Training Expenses should not be minimized
Enablers of E-Governance

- Technology: 20%
- Business Process Reengineering: 35%
- Change Management: 40%
- Luck: 5%

Technology
People
Process
• **THANK YOU**