Global Perspectives on E-Government

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Nature of E-Government:

- Existing traditional government structure is the outcomes of the industrial society.
- By means of ICT, government can be reconstructed to adapt to the information age, i.e., constructing government of the information society.
- E-Government is a must to every government. The only question is sooner, later, and via what approaches.
1. Model of Government Business
2. Global Development of E-Government
4. Critical Success Factors for E-Government Development
1. Model of Government Business
Three Bodies within a Society
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Mapping from Physical World to Digital World
## Five Areas of E-Government

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<th>Business</th>
<th>Citizens</th>
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1. G2G - Government to Government

Including:

- Interactions between central and local governments;
- Interactions between departments and agencies of a government;
- Interactions between government and its employees.
2. G2B - Government to Business

Including:

- Information services: policies, orders, decrees, rules and regulations, etc.;
- Business services: various licenses, inspections, certifications, etc.;
- Assistance in business development, in particular, minor enterprises.
3. G2C - Government to Citizens

Including:

- Information services: policies, rules and regulations, guidelines, etc.;
- Registration services: birth & death, marriage & divorce, drivers licenses, cars, etc.;
- Public schools, hospitals, libraries, parks, etc.

Including:

- Various taxes, forms and statistics;
- Tendering for government projects and procurement, goods and services, etc.;
- Public private partnership building.
5. C2G - Citizens to Government

Including:

- Taxes, fees, forms, census information, penalties, etc.;
- Participation into government policy formulation & decision-making processes, etc.;
- Alarm (thief, robber, fire, ambulance, etc.).
Modeling Government Business (1)

- Define all government businesses: internal and external (to business and to citizens).
- Find out how to use ICT to better do government business.
- What should be done first, what can be done later.
Modeling Government Business (2)

- Modeling government business is the first step in e-government development.
- Model of government business are different between central and local governments, and between departments and agencies.
- But there do exist some commonness.
Constructing E-Government

E-Government is being developed around the five areas above-mentioned. By means of ICT and other technologies, the ultimate goal of e-government is to continuously improve the interactions of the three bodies: government, business and citizens, so as to stimulate political, economic and social progress of the society.
2. Global Development of E-Government
Basic Characteristics in Current E-Government Development

- To Use the Internet as the infrastructure of e-government.
- To put more emphasis on public service delivery, including both to business and to citizens.
E-Government Development in 22 Countries in the Year 2000*

- Innovative Leaders: Canada, Singapore and the United States
- Visionary Followers: Norway, Australia, Finland, the Netherlands and the United Kingdom
- Steady Achievers: New Zealand, Hong Kong (China), France, Spain, Ireland, Portugal, Germany and Belgium
- Platform Builders: Japan, Brazil, Malaysia, South Africa, Italy, and Mexico

* Accenture: Rhetoric vs Reality - Closing the Gap
Click here to view the inventory

Attachment to:
Global Perspectives on E-Government

A Comprehensive Inventory of
Specific Initiatives, Experiences and Applications on ICT for Development
(November 2001, New York)

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Phases of E-Government Development

- **1. Startup**
  - Low Complexity of E-Government
  - Low Benefit

- **2. One-way Interaction**
  - Low Complexity of E-Government
  - High Benefit

- **3. Two-way Interaction**
  - High Complexity of E-Government
  - High Benefit

- **4. Transaction (Mature)**
  - High Complexity of E-Government
  - High Benefit

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Phase 1 - Startup

- Static government information published on the web: such as laws and rules, guidelines, handbooks, organizations, directories, etc.
- An early stage in e-government development.
Phase 2 – One-Way Interaction

- Active/Passive relationship: government active, users passive.
- To some extent, government services are available, such as download government forms (e.g., income tax).
- Users can send e-mail to government, but government may not necessarily respond in e-way.

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Phase 3 – Two-Way Interaction

- Active/Active relationship: interactions between government and users complete on the web.
- For example, users obtain tax form on the web, fill it in on the web, and send it back to Revenue Authority through the web.
- Government and users can communicate each other through the web.
Phase 4 - Transactions on the Web

E-Government matures at this phase:

- Complete a business transaction (e.g., tax) on the web.

- Restructuring government becomes imperative, the ways that government operates are also changed.

- E-government is not merely computerizing existing government. Instead, it is to transform the existing government.
Characteristics of E-Government Leaders*

- Vision *and* implementation
- Citizen-centric - an intentions based approach
- Introducing customer relationship management
- Volume *and* complexity
- Portals - single interaction points

* Accenture: Rhetoric vs Reality - Closing the Gap
Portals of US Federal Government

- FirstGov: Entering 20,000 websites of Federal Government agencies, searching 30 millions web-pages
- Federal Commons: Providing users (state, local and minority government) with information on various federal grants
- FedBizOps: Providing users (enterprises) with information on business opportunities with federal government
- FedForms: Providing the public with top 500 forms of the Federal Government
Priority Areas in E-Government Development

1. Commission of the European Communities suggests that the following two indicators are the basis for benchmarking:
   - Percentage of basic public services available online;
   - Use of online public services by the public.
Priority Areas in E-Government Development

2. To make these indicators operational, member states have agreed to a common list of 20 basic public services: 12 for citizens and 8 for business.
Public Services for Citizens (1)

1. Income taxes: declaration, notification of assessment
2. Job search services by labor offices
3. Social security contributions (3 out of the following 4):
   - Unemployment benefits
   - Family allowances
   - Medical costs (reimbursement or direct settlement)
   - Student grants

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Public Services for Citizens (2)

4. Personal documents (passport and driver's license)
5. Car registration (new, used and imported cars)
6. Application for building permission
7. Declaration to the police (e.g., in case of theft)
8. Public libraries (availability of catalogues, search tools)
Public Services for Citizens (3)

9. Certificates (birth, marriage): request and delivery
10. Enrolment in higher education / university
11. Announcement of moving (change of address)
12. Health related services (e.g. interactive advice on the availability of services in different hospitals; appointments for hospitals.)
Public Services for Business

1. Social contribution for employees
2. Corporation tax: declaration, notification
3. VAT: declaration, notification
4. Registration of a new company
5. Submission of data to statistical offices
6. Customs declarations
7. Environment-related permits (incl. reporting)
8. public procurement
Evolution Course of E-Government: How Developed World Achieved Today?

- **Architecture:**
  - Mainframe ➔ PCs+LAN ➔ Internet

- **Business:**
  - Data Processing ➔ Information Management ➔ Knowledge Management
Situation in Developing World (1)

Architecture:
Mainframe → PCs+LAN → Internet

- Some are still in mainframe stage, some do not have well-functioning LANs
Situation in Developing World (2)

Business:
- Data Processing
- Information Management
- Knowledge Management

- Many do not have management information systems for government business
Situation in Developing World (3)

Culture:
Social resistance to computerization has not been touched yet

- Lack of a conducive environment and culture for developing e-government
Strategy of Developing Countries For E-Government Development

- Understand the global trends of e-government and the potential of ICT for good governance.
- Based on its own situation, identify its own opportunities for e-government development.
- Define its own priority areas and develop its own strategy for e-government development.
General Principle for E-Government Development*

1. Think Big
2. Start Small
3. Scale Fast

* Accenture
E-Government Development: Where to Start with?

- With Economic Benefit
- With Social Benefit
- With Government Itself
Start with Economic Benefit

- Revenue collection
- Better financial management
- Improving planning and resource management
- Creating a better environment for investment
Start with Social Benefit

- Services to citizens
- Police and public safety
- Education and culture
- Health and medical services
- Environment protection
Start with Government

- Improving effectiveness and efficiency of core government businesses
- Transparency and anti-corruption
- Development of government information
4. Critical Success Factors of E-Government Development
1. Leadership (a)

- There must be visible and committed leadership within both political and administrative arms of government, i.e., a commitment to development of e-government must begin with top management of government.

- Top management can create momentum; establish goals, objectives and priorities; provide funding; designate project managers; and carry out other development activities.
1. Leadership (b)

- The interests conflicts taking place in developing e-government between different departments and agencies can only be coordinated at the highest level of government.

- The resistance to the changes brought by e-government development must be overcome with the leadership of top management.
2. Institutional Arrangement

- Structure, in the form of an accountable agency to deliver e-government initiatives, is vital.
- Creating new implementation structures, such as new positions and agencies attached to the highest level of office, rather than delegating implementation to individual agencies.
- Ability to coordinate cross agency co-operation is critical.
3. Effective Management

- Appropriate policies on e-government
- Strategic and planning
- Timely legislation and regulation
- Standardization and normalization
- Training of top government officers
Key Word in E-Government

- The key word in “E-Government” is not Electronic but Government. E-Government is still government, not electronics.
- Implementation of E-Government is not a technical issue. Instead, it is a politic issue.
Thank You!