E-Government, E-Governance & Public Sector Modernization

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Caribbean Center for Development Administration (CARICAD) and the
United Nations Department for Economic and Social Affairs (UNDESA)

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Presentation Outline

1. Definition of E-Government
2. Dimensions of E-Government
3. Stages of E-Government
4. E-Government: Implications for the Organization & Management
5. E-Government Policy Formulation Process
1. E-Government...

The use of ICT (Computer Networks, the Internet, mobile devices, etc.) that have the ability to transform relations with citizens, businesses, and other arms of government in order to achieve...

- better delivery of government services to citizens;
- improved interactions with business and industry;
- citizen empowerment through access to information;
- more efficient government management.

- Government to Government - G2G
- Government to Employee - G2E
- Government to Citizen - G2C
- Government to Business - G2B
2. Dimensions of E-Government

• **G2G & G2E**: application of ICT to intragovernmental operations.

• **G2C & G2B**: use of ICT to transform the delivery of public services from ‘standing in line’ to ‘online’, including the use of ICT to facilitate interactions with businesses
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E-Government = E-Governance?

- Governance is the exercise of political, economic and administrative authority in the *management* of a country’s affairs.

- **Including citizens’ articulation** of their interests and exercise of their legal rights & obligations.
E-Government = E-Governance?

- **E-governance** is the performance of this governance **via the electronic medium**
- To facilitate efficient and transparent dissemination of information to the public and other agencies
- Performing public administration activities.
E-Governance

- Generally considered as a wider concept than e-government
- It can bring about a change in the way how citizens relate to governments and to each other.
- Its objective is to engage, enable and empower the citizen.
Why introduce e-governance?

- To enhance **good governance**.

- Good governance is generally characterised by participation, transparency and accountability.

- Modern ICTs provide **opportunities to transform** the relationship between governments and citizens, thus contributing to the achievement of good governance goals.
Characteristics of Good Governance

1. Participatory
2. Consensus Oriented
3. Accountable
4. Transparent
5. Responsive
6. Effective and Efficient
7. Equitable and Inclusive
8. Rule of law.
Characteristics of Good Governance

It assures that corruption is minimized, the views of minorities are taken into account and that the voices of the most vulnerable in society are heard in decision-making.

(OECD, 2001).
E-Governance = Good Governance?

Are there instances where

E-governance \neq Good Governance?
3. The Stages of Electronic Government
3. The Stages of Electronic Government

Use of Web-Based Applications

High
Virtual Information Space (VIS)

New model to display & access company products &
4. E-Government: Implications for the Organization & Management
What good is technology if it takes six seconds to send a message but six months to get someone to act on it?!”
The IT Productivity Paradox
Annual Change in Office, Computing and Accounting Machinery Investment and Output per Worker, US 1965-95

Source: Bureau of Economic Affairs (BEA)
People vs. Process

“85% of all quality problems are a result of the processes that are in place, not because of the people who operate within the processes.”

--Joseph M. Juran
Goal: Doing the Right Things

RIGHT!

“There is nothing so useless as doing efficiently that which should not be done at all.”

Peter F. Drucker
4. Implications...

- Management Support: Awareness & Understanding
- Management of Change and Innovation
- Benchmarking and Performance Management
- Process Analysis & Reengineering
- Overcome Organizational Boundaries - ‘Silos’
5. E-Government Policy Formulation Process
5. Policy Formulation

- Committee Approach
- Consultancy Approach
- Best Practice Approach
- Institutional Framework
- Chicken & Egg Situation…which comes FIRST: Policy or Structure?
The Problem...

“policymakers seem to regard 'research' as the opposite of 'action' rather than the opposite of 'ignorance'.”

• Evidence-based Policy Formulation:

“Whichever part of the public sector one is concerned with, one observation is clear: the current state of research-based knowledge is insufficient to inform many areas of policy and practice”.

Guiding Principle

• Evidence-based Policy Formulation:

“Good government is thinking government… rational thought is impossible without good evidence… social science research is central to the development and evaluation of policy”.

Guiding Principle

• Evidence-based Policy Formulation??

“...there is nothing a government hates more than to be well-informed; for it makes the process of arriving at decisions much more complicated and difficult”

John Maynard Keynes
5. E-Government Policy Formulation

Evidence-based/Empirical Research:

- Public Sector: IT Audit/Survey
- Citizen/ Household Connectivity Data
- Business & NGO IT/Internet Survey
- Education Sector IT Survey

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The Digital Divide within.

Household Data By District

Source: Department of Statistics: CWIQ 2004 Survey
Evidence-based E-Government Policy Formulation for Belize

- G2G?
- G2B?
- G2C?
- Education?
Thank You!

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