E-Government, E-Governance & Public Sector Modernization
Government of Belize

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

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1. Definition of E-Government
2. Dimensions of E-Government
3. Stages of E-Government
4. E-Government: Implications for the Organization & Staff
5. Knowledge into Action…
Everything these days is DOT-COM this and DOT-COM that! I Just Can’t Stand it anymore!!!!

I know a Web-Site that can help you…
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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<th>Government</th>
<th>Business</th>
<th>Consumer</th>
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<td><strong>Govt.</strong></td>
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<td><strong>Consumer</strong></td>
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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.
3. The Stages of Electronic Government
Stages of Electronic Government

Use of Web-Based Applications

High
4. E-Government: Implications for the Organization & Staff
"I just found a place on the Internet where I can download all your work for free. You're fired."
What good is technology if it takes **six seconds** to send a message but **six months** to get someone to act on it?!”
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
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)
“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
Organizational Change is like…. Organizational Change is like….

AS IS ORGANIZATION

CHANGE

INFORMATION FLOW

TO BE ORGANIZATION

TRANSITION ORGANIZATION

WORKERS

CHANGE TEAM

LEADERSHIP

PROCESS

CULTURE
5. E-Government Policy
Formulation Process
Thank You!

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