Learning Objectives

➢ To gain critical understanding of e-Government from International Relations perspective

➢ To learn the historical evolution and theoretical assumption of the concept and using ICT in the public governance system.

E-Government Syllabus

- ❑ What is E-Government?
- ❑ Overview of key E-government practice and application (C to G, B to G, G to G)
- ❑ Current Issues and trend in e-government
- ❑ E-government in the economic transitions
- ❑ Roadmap for e-government in the developing countries
- ❑ E-Government in Indonesia
- ❑ E-Government in : USA, United Kingdom, Japan and China (Disscussion)
- ❑ United Nations E-Government
- ❑ E-Government in European Union (EU)
- ❑ OECD E-Government
- ❑ Student Presentations, Critical Review for Gov.Website (Local and abroad)
- ❑ Knowledge Management for E-Government

What is E-Government?

- E- Government is the use of IT in general, and e-commerce in particular, to provide access to government information and delivery of public services to citizens and business partners.

- E-government is normally used to conduct government business transactions with citizens and business and within governments themselves.

E-Commerce

- *E-Commerce* is a type of industry where buying and selling of product or service is conducted over electronic systems such as the Internet and other computer networks.
- *E-Commerce* defined from these perspectives
  - *Communications*
    - EC is the delivery of goods, services, information or payments over computer networks or by other electronic means
  - *Business process*
    - EC is the application of technology towards automation of business transactions and work flow
  - *Service*
    - EC is a tool that addresses the desire of firms, consumers, and management to cut service costs

Internet will be the dominant means of enabling ready access to government information, services and processes
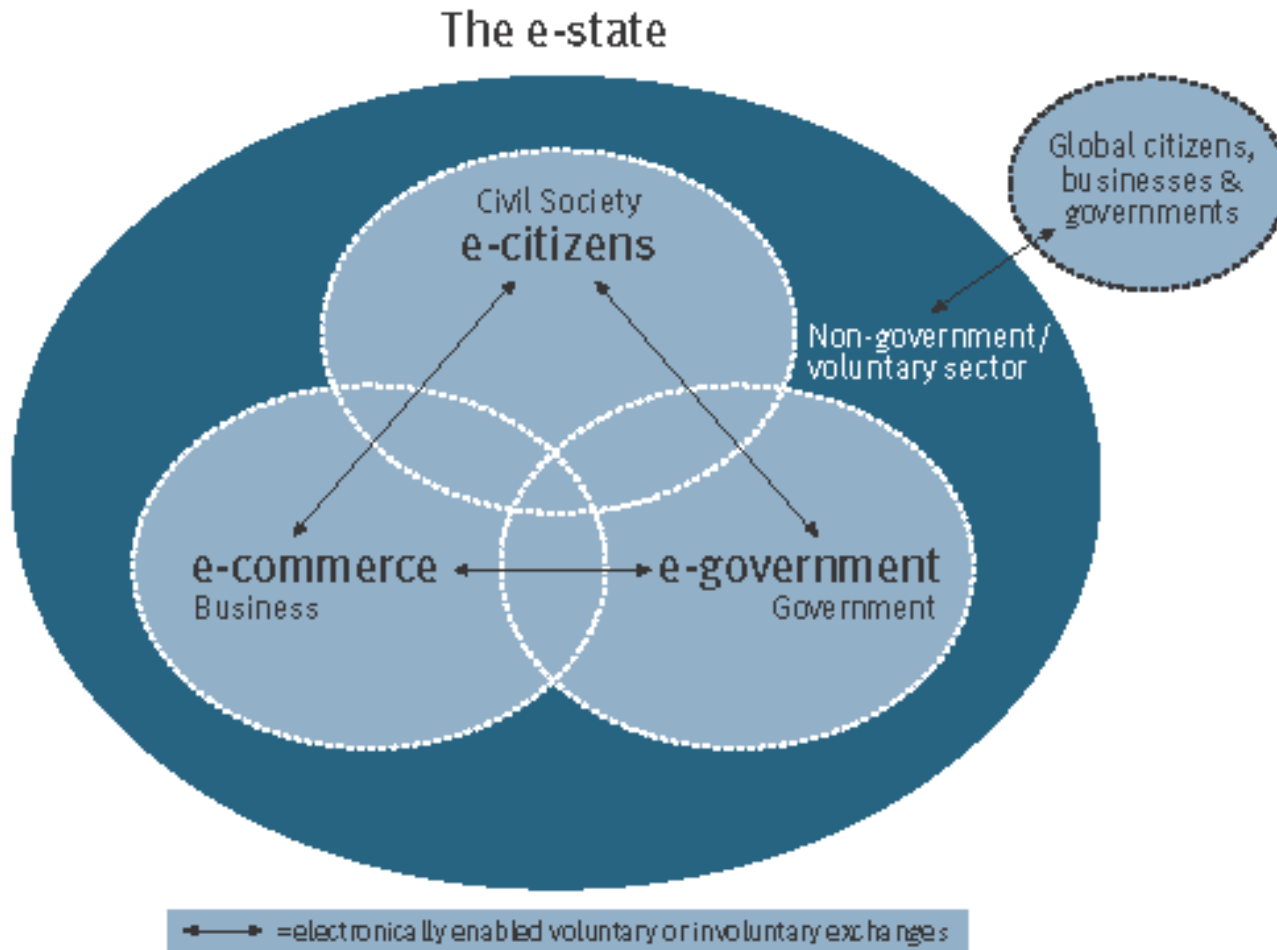
E-commerce can be divided into:

- E-tailing or "virtual storefronts" on websites with online catalogs, sometimes gathered into a "virtual mall"
- The gathering and use of demographic data through Web contacts and social media
- Electronic Data Interchange (EDI), the business-to-business exchange of data
- E-mail and fax and their use as media for reaching prospective and established customers (for example, with newsletters)
- Business to business buying and selling
- The security of business transactions

Government-to-Citizens (G2C):

- *G2C: e*-government category that includes all the interactions between a government and its citizens that can take place electronically.

- Major features of government Web sites (emarketer.com survey):

    phone and address information(96%), links to other sites(71%), publications(93%), databases(57%)

- Major areas of G2C activities:

    tourism and recreation, research and education, downloadable forms, discovery of government services, information about public policy, advice about health and safety issues

Government-to-Business (G2B)

- *G2B: e*-government category that includes interactions between governments and businesses (government selling to businesses and providing them with services and businesses selling products and services to government)

- G2B Areas:

  - E-Procurement

  - Reverse E-Auctions

  - Forward E-Auctions
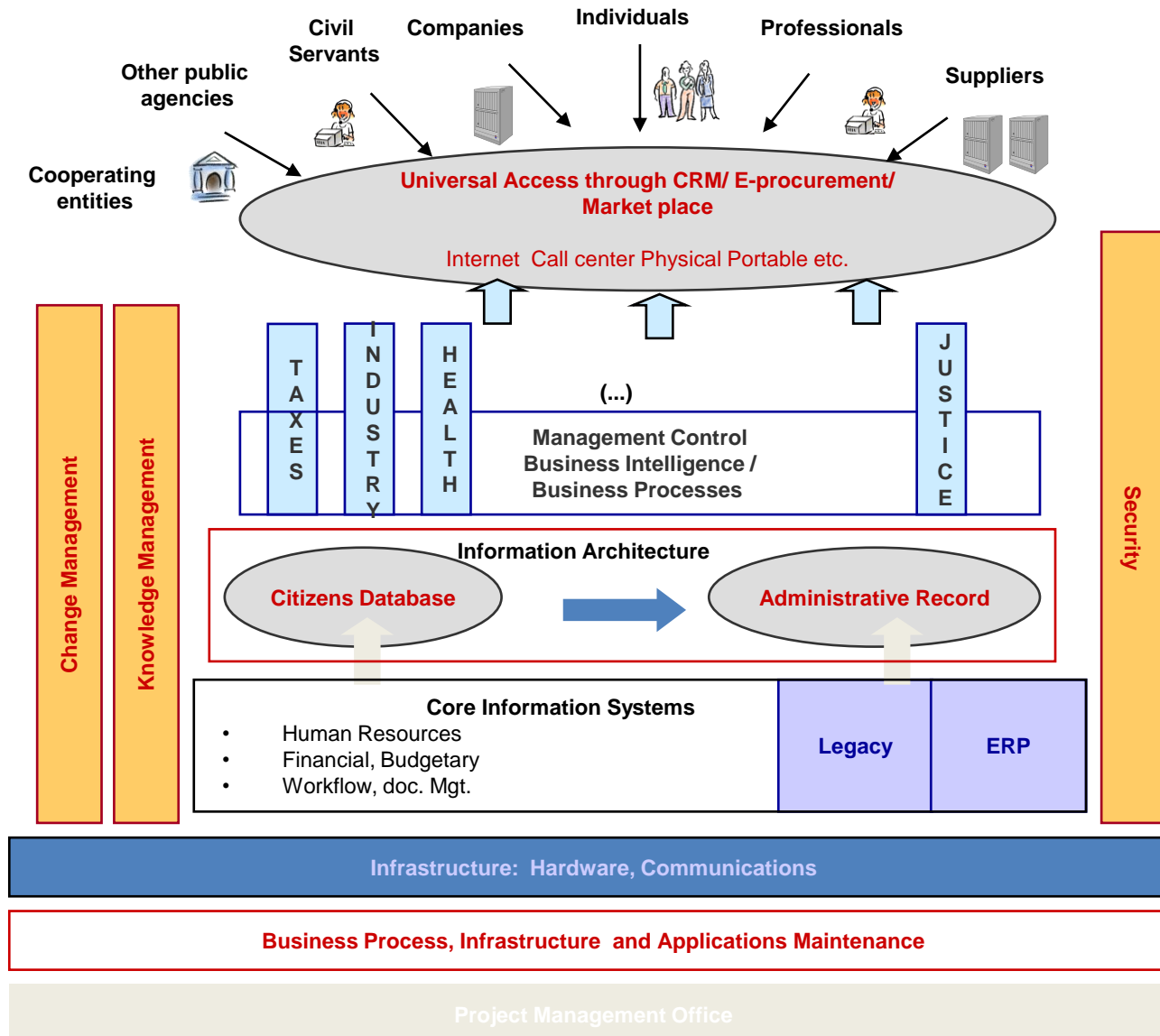
  - Tax Collection and Management

E-Government Architecture

- In general governments, through different modernization processes and technological implementations, are building a new architecture, based upon the following principles:

    - A **unique and shared view** of the clients (citizens) with a focus on providing integral, differentiated and customised public services. Governments want to be organised according to what makes more sense to citizens.

    - An active Public Administration, **able to foresee** and respond in advance to citizens´needs and requirements.

    - An interactive and **accessible** Public Administration, which centralises contact with the citizen into a single point, via any channel convenient to them (phone, e-mail, web, sms, fax…)

– An Administration that can manage **collaborative services**: integration must occur not only between public agencies but also with the private sector, which in many cases is providing, by delegation, services of a public nature.

– A **new way for delivering** public services:

- Services oriented to citizens´ requirements and demands.

- Efficiency and transparency through planning, automated workflows, integrated information, outcome control and cost reduction

- Improvement of civil servants capabilities (knowledge management)

E-Government Architecture (cont.)

Cooperating entities — **Other public agencies** — **Civil Servants** — **Companies** — **Individuals** — **Professionals** — **Suppliers**

Universal Access through CRM/ E-procurement/ Market place

Internet Call center Physical Portable etc.

Change Management

Knowledge Management

Security

T A X E S | **I N D U S T R Y** | **H E A L T H** | (...) | **J U S T I C E**

Management Control Business Intelligence / Business Processes

Information Architecture

Citizens Database → **Administrative Record**

Core Information Systems
- Human Resources
- Financial, Budgetary
- Workflow, doc. Mgt.

Legacy | **ERP**

Infrastructure: Hardware, Communications

Business Process, Infrastructure and Applications Maintenance

Project Management Office

Implementing E-Government

- The transformation from traditional delivery of government services to full implementation of online government services may be a lengthy process

- Transformation process

  Stage 1: Information publishing/dissemination

  Stage 2: "Official" two-way transactions with   one department at a time

  Stage 3: Multipurpose portals

  Stage 4: Portal personalization

  Stage 5: Clustering of common services

  Stage 6: Full integration and enterprise transformation

Transformation Process

- Stage 1: Individual government departments set up their own Web sites. These provide the public with information about the departments, the range of services it offers, and contact for further assistance.

- Stage 2: With the help of legally valid digital signatures and secure Web sites, customers are able to submit personal information to and conduct monetary transactions with government departments

- Stage 3: A portal allows customers to use a single point of entry to send and receive information and to process monetary transactions across multiple departments.

- Stage 4: government put more power into customer's hand by allowing them to customize portals with their desired features. To accomplish this governments require much more sophisticated Web programming that permits interfaces to be manipulated by the users.

- Stage 5: this stage is where the real transformation of government structure takes shape. A customer now view once-disparate services as a unified package through the portal, their perception of departments as distinct entities will begin blur. They will recognize groups of transactions rather than groups of agencies. To make this happen, governments will cluster services along common line to accelerated the delivery of shared service (a business restructuring will take place!)

- Stage 6: this stage offers full-service center, personalized to each customer's need and preference. Old walls defining silos of government services have been turn down, and technology is integrated across the new structure.
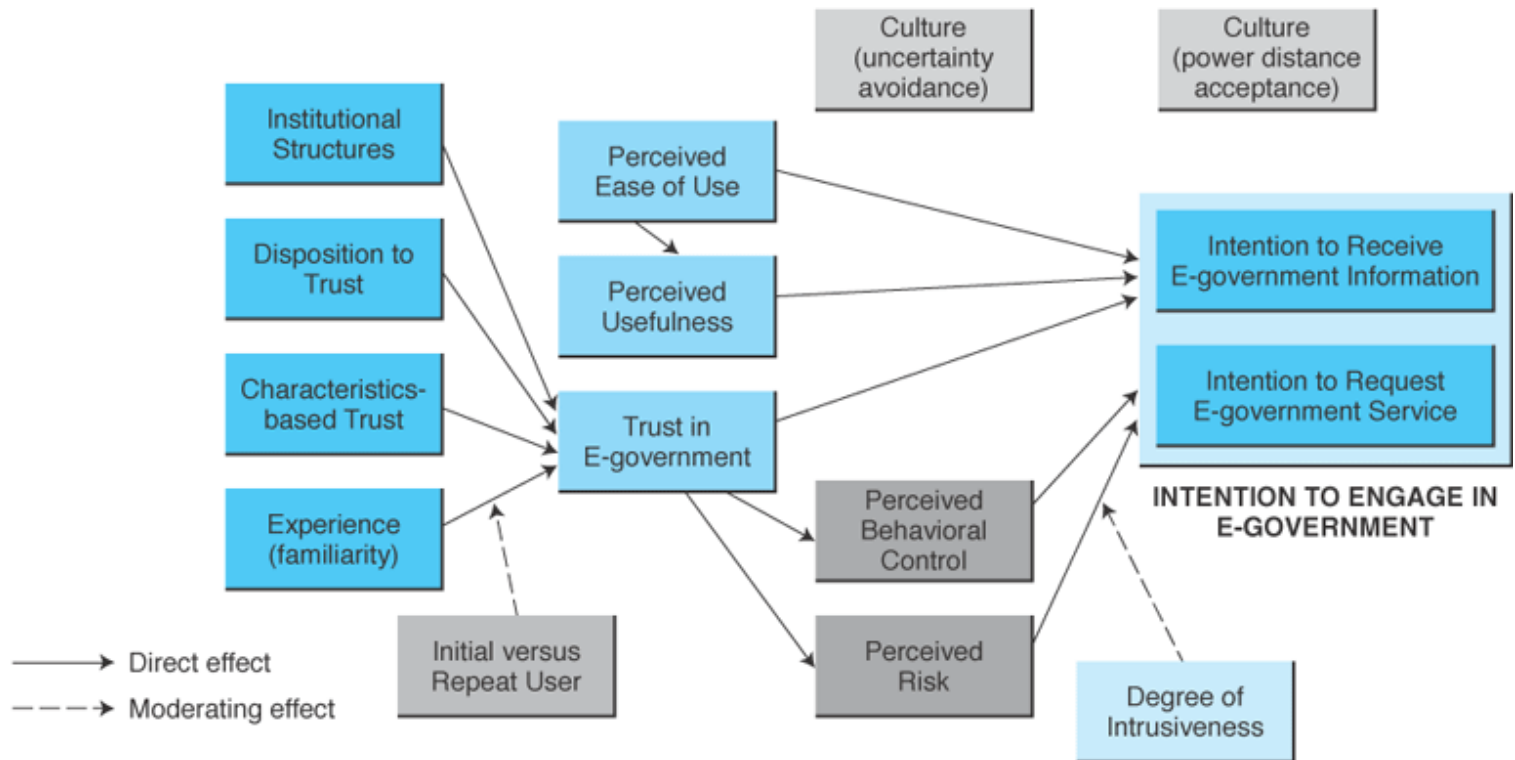
Exhibit 9.1 The Stages of E-Government
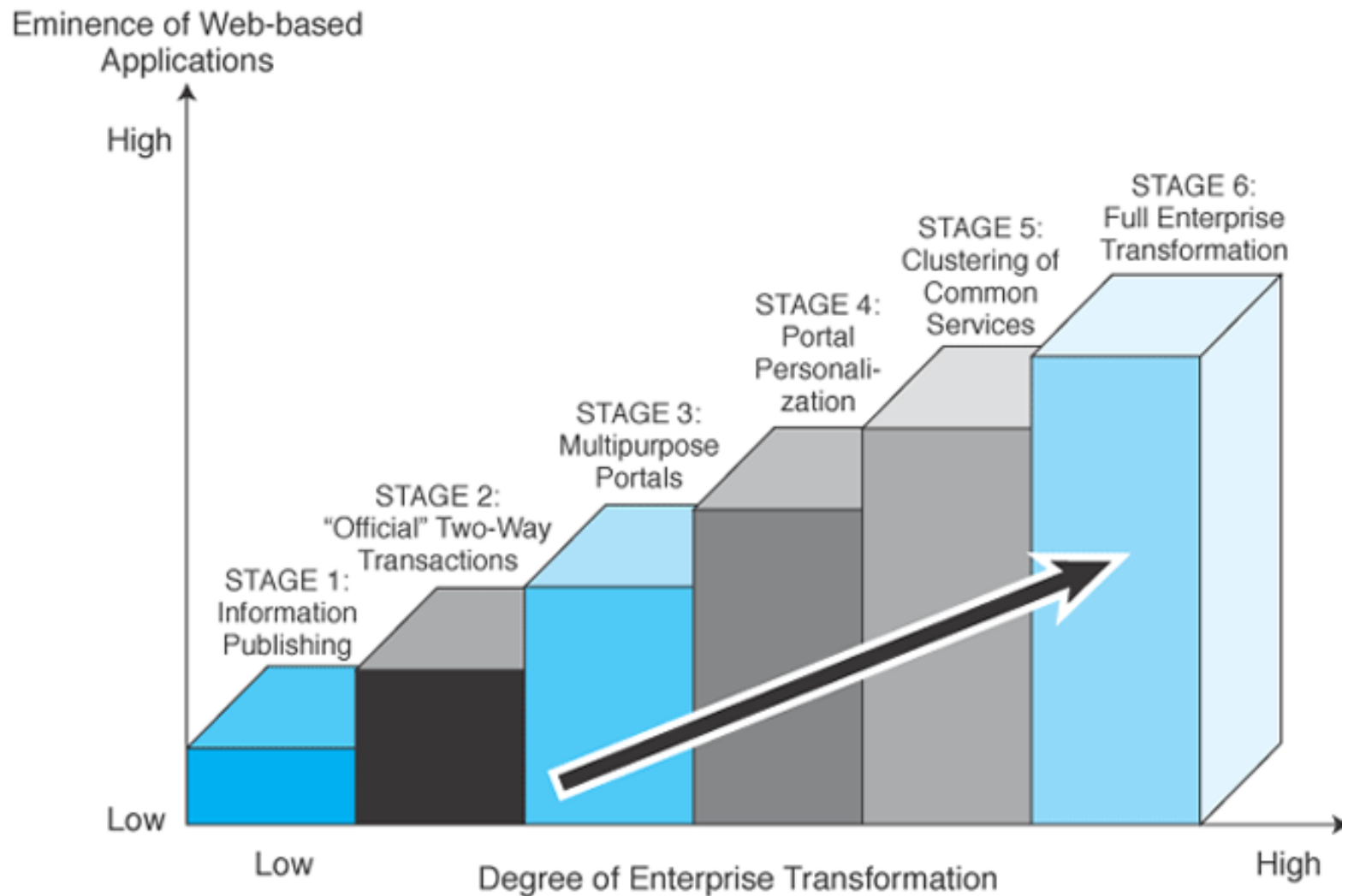
Implementation issues

- Transformation speed – speed at which a government moves from stage 1 to stage 6 is very slow

- G2B implementation – implementation of G2B is easier than implementation of G2C

- Security and privacy issues – Security and privacy of citizens' data

- Wireless applications – some wireless applications are available.

- Managing changes

Citizens adoption of e-government

Exhibit 9.2 E-Government Adoption