

# E- Government and Trend in E- Government

E-Government  
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# Introduction to E-Government

- E-Government is the methodology for using ICT for carrying out the main functions of the government such as providing products and services to the citizens, maintaining law and order, foreign affairs, defence, and welfare more effectively.
- E-Government is about a process of reform in the way governments work, share information and deliver services to external and internal
- E-Government refers to the use by government agencies of information technologies that have the ability to transform relations with citizens, businesses, and other arms of government
- E-Government as the continuous optimization of service delivery, constituency participation, and governance by transforming internal and external relationships through technology, the Internet, and new

# E-Government can be summarized as :

- 1) use of ICT and new social media
- 2) for increasing the participation of clients (citizens and business)
- 3) to provide better services to clients
- 4) to create good governance
- 5) to create a better relationship with clients



# Objectives of E - Government

- Provide more convenient and better services to citizens
- Participation of clients
- Use of Social Media for providing better services
- Better relationships with clients
- Good governance : (A) Efficiency and Effectiveness (B) Transparency (C) Responsibility (D) Inclusion and participation

# **Stakeholder groups of E-Government and benefits to them**

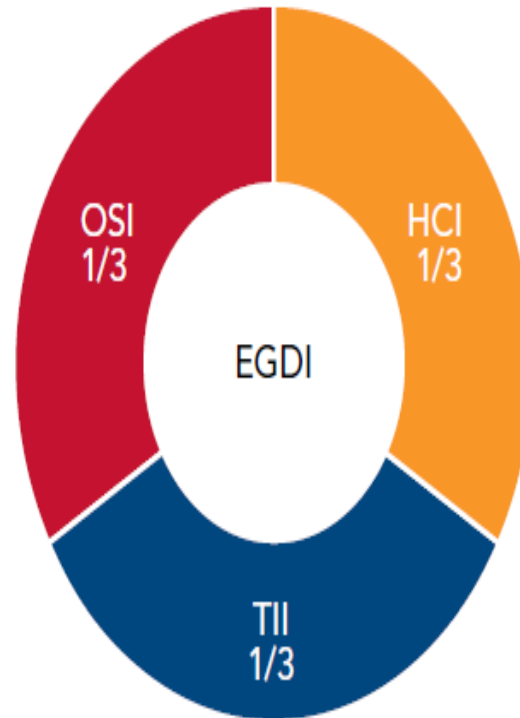
- Government to Citizen services (G2C)
- Government to Business services (G2B)
- Government to Employees services (G2E)
- Government to Government services– (G2G)

# Evolution of E-Government

- *United Nations E-Government Survey* is the product of a collective effort by the Division for Public Administration and Development Management (DPADM) of the United Nations Department of Economic and Social Affairs (DESA)
- Since 2003, the conceptual framework of the *United Nations E-government Survey* has adopted a holistic view of e-government development resting on three important dimensions: (i) the availability of online services, (ii) telecommunication infrastructure and (iii) human capacity.

Figure 1.1. The three components of the E-Government Development Index (EGDI)

- OSI—Online Service Index ■
- TII—Telecommunication Infrastructure Index ■
- HCI—Human Capital Index ■



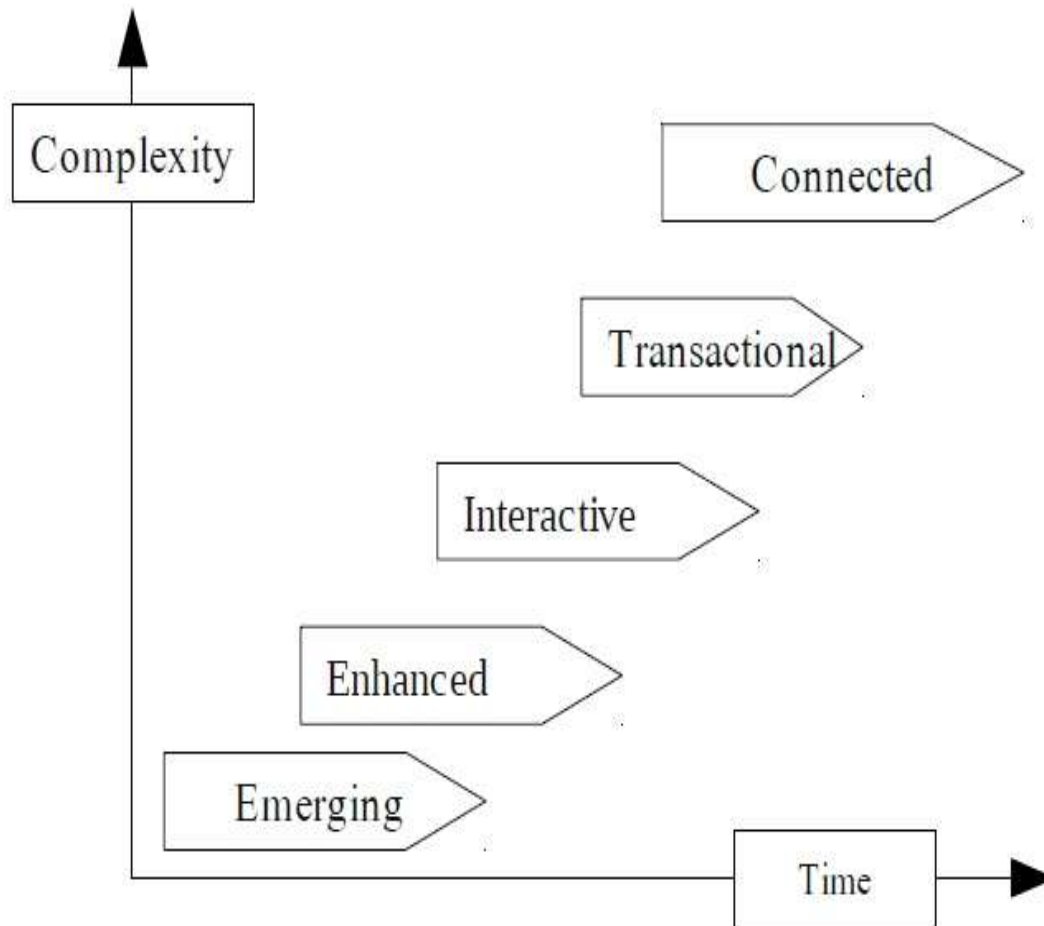
- It serves as a tool for decision-makers to identify their areas of strength and challenges in e-government and to guide e-government policies and strategies
- One clear observation is that the income level of a country is a general indicator of economic capacity and progress, which thus influences its e-government development. Access to ICT infrastructure and the provision of education, including ICT literacy, are related to the income level of a nation. The absence of these factors hinders the implementation of e-government initiatives.



- The Republic of Korea has retained the top spot in 2014 with its continued leadership and focus on e-government innovation. Australia (2nd) and Singapore (3rd) have both increased considerably over their 2012 global rankings. As in previous years, the 2014 *Survey shows that Europe continues to lead with the highest regional E-Government Development Index (EGDI) followed by the Americas led*

# eGovernment Maturity levels

Out of the various eGovernment maturity models which are used to describe the evolution of eGovernment, the UN eGovernment maturity model which has 5 maturity levels is more comprehensive.



## **Emerging**

The web presence of the organization is limited to a static website or a web page of the website of a line ministry or line department. No interaction with clients through the website. Use of ICT for official work is minimum. No dedicated cadre for ICT related work.

## **Enhanced**

Government organizations maintain their own websites and provide government policies and information related to governance of the organization over the web. The website provides application forms, reports, government Acts, regulations and newsletters and make it easy for citizens to access those. The organizations at this maturity level develop ICT systems to carry out the basic functions. There could be dedicated personnel for data entry and operating the system.

## **Interactive**

Government websites at this level provide circulars, legal enactments etc. Moreover application forms are provide for interactive submission for functions such as tax payments and license renewal. Furthermore the website provides complex interactive services such as train journey planning and booking train seats, interactive dictionaries and glossaries and booking government holiday bungalows. Government organizations of this maturity level use ICT systems that handle the main functional activities. An ICT Unit has been set up and ICT staff and a Chief Information Officer have been appointed for managing ICT activities. ICT Unit is mainly engaged in developing in-house solutions and managing the ICT infrastructure.

## **Transactional**

The government organizations initiate a drastic change by introducing two-way interaction. Online services are provided for tax payments, submission of ID applications, obtaining copies of birth certificates, obtaining passports. These services are complete with the facilities for making online payments. At this stage government organizations use complex ICT systems for administrative as well as functional requirements.

Government organizations have ICT units which are comprised of ICT professionals, CIOs directly reports to the head of the organization, ICT plan and a considerable ICT budget. Complex computer networks are maintained. The government organizations of this stage use social media for providing services as well as building better relationships with clients. The main focus of the ICT unit is on ICT project management, outsource management, contract management, ICT security and ICT audits. All activities of the organization conform to e-Government Policy.

## **Connected**

At this stage, all government organizations use a common ICT infrastructure (government network). The government organizations who are involved in providing citizen services virtually re-engineer their business processes and connect those for creating a common virtual back office. Hence citizens can obtain the services at “one stop shop” without going to numerous government organizations.