

Road Map for E-Government in The Developing World



E-Government

International Relations, UNIKOM

2017

1. Why Are Pursuing E-Government ?

- E-government is not a shortcut to economic development, budget savings or clean, efficient government; it is a tool for achieving these goals. ***Realize it won't be simple.***
- ***Warning: Computers ≠ Reform !***
- Treating e-government as a reform process will contribute to building an “information society” in which the lives of citizens are empowered and enriched by access to information and the social, economic and political opportunities that it offers.

China's "Government Online Project", launched in 1999, illustrates the ambition of the Chinese Communist Party (CCP) to set up e-government. The following goals have been realized: first streamlining 40 ministries to 29; second, the rejuvenation of state workers, with more than 50% of state workers in the ministries are now younger than 40 years old; third, a more rational calculation of expenditures, including the ongoing plan to abandon administrative cars for upper level officials; and finally the intensification of anti-corruption campaigns by suing high-ranking corrupt state workers.

Due to the advantages of the Internet, an online presence has become the Chinese government's favored means of improving its image. It is no surprise for observers of China that the central government decided by the middle of the year 2000 to invest 1 billion RMB Yuan to set up five new internet-based propaganda agencies. Costs Scale of administration Space of interest Traditional Governance E-government 3 which have their own portals.



2. Do We Have A Clear Vision and Priorities for E-Government?

- **Define a vision and priority areas.** The purpose of government is to further the shared goals of a society. Therefore, begin the planning process by establishing a broad vision of e-government that is shared by all stakeholders (citizens, businesses, officials, civil society groups and others).
- **Make the vision citizen-centered.** Ultimately, e-government must be about meeting the needs of citizens and improving quality of life. Borrowing a lesson from the private sector, e-government must be customer-driven and serviceoriented.
- **Communicate the vision.**
- **Corruption considered.**
- **Warning: Saving money should not be the broad vision that motivates e-government.**

3. WHAT KIND OF E-GOVERNMENT ARE WE READY FOR?

- *Readiness for e-government is not only a governmental issue*
- *Readiness starts with political will.*
- *Readiness also rests on information policy.*
- *Other key factors for readiness :*
Telecommunications infrastructure, Current connectivity and ICT usage by government, Human capital within government, Existing and expected budgetary resources, E-business climate, Officials' readiness for change.

4. IS THERE ENOUGH POLITICAL WILL TO LEAD THE E-GOVERNMENT EFFORT?

- Political will exists when senior decision-makers have the resolve to exercise leadership in the face of opposition and setbacks.
- ***Find where e-leaders are emerging.***
- ***Expect opposition and setbacks.***
- ***Motivate political leaders.***
- ***Sustain leadership.***
- ***Persevere***
- ***Promote***

5. ARE WE SELECTING E-GOVERNMENT PROJECTS IN THE BEST WAY?

Picking the right e-government projects, especially the very first ones, is critical.

- ***Do a diagnosis.***
- ***Shop around.***
- ***Match the project to the vision.***
- ***Warning: The goals and target audiences must match the available technology and reflect the earlier diagnosis.***
- ***See e-government from the user's perspective.***
- ***Pick winners.***
- ***Think ambitiously, but implement discreetly.***
- ***Clarify existing procedures.***
- ***Ask your customers.***

6. HOW SHOULD WE PLAN AND MANAGE E-GOVERNMENT PROJECTS?

Effective management is vital for the success of e-government, as it is for all government or business operations.

- ***Consider establishing e-government teams within government***
- ***Ensure the project management team has sufficient authority.***
- ***Develop a work plan to implement the priority e-government projects.***
- ***Establish mechanisms for the continuing involvement of key stakeholders.***
- ***E-government management is more than implementing projects; it means planning for capacity-building.***

7. HOW WILL WE OVERCOME RESISTANCE FROM WITHIN THE GOVERNMENT?

Civil servants may resist e-government projects, and may refuse to adopt new procedures. This problem may be more severe in developing countries where human resources may be less robust, the economy less stable and other job opportunities less plentiful.

- **Understand**
- **Seek “buy-in.”**
- **Explain**
- **Train**
- **Evaluate**
- **Force**
- **Solicit**
- **Reward**
- **Warning: While inclusion is important, leaders must be careful that planning does not delay the process to the point where momentum for the project dissipates.**

8 . HOW WILL WE MEASURE AND COMMUNICATE PROGRESS? HOW WILL WE KNOW IF WE ARE FAILING?

- *Performance is the key.*
- *Set overall performance criteria.*
- *Set benchmarks to measure progress.*
- ***Warning: Creating a Web site ≠ e-government performance.***
- *Plan and publicize “quick wins” for e-government.*

9. WHAT SHOULD OUR RELATIONSHIP BE WITH THE PRIVATE SECTOR?

- *Treat the private sector as a partner.*
- *Everyone needs “return on investment.”*
- *Minimizing “brain drain” requires planning.*
- *Create realistic business models for e-government projects.*
- *Find each partner’s strengths.*
- *Develop formal policies on outsourcing.*
- *Local or multinational?*
- ***Warning: The private sector does not own the data.***

10. HOW CAN E-GOVERNMENT IMPROVE CITIZEN PARTICIPATION IN PUBLIC AFFAIRS?

- ***Learn as you go.*** When it comes to e-government and public participation, all countries are developing countries. All countries, even the most advanced, are learning how to encourage, organize and manage public participation.
- ***Click-and-collaborate.***
- ***Citizens are the e-government experts.***
- ***Make public input easy.***
- ***E-government is evaluated through public participation.***
- ***Warning: Be prepared for the flood.***

Conclusion

- E-government is a process that requires a sustained commitment of political will, resources and engagement among the government, private and public sectors. However, if e-government practitioners ask and answer the ten questions outlined in the Roadmap, they potentially can develop a system of e-government that not only makes current government practices more efficient, but also transforms the very relationship between the public, the private sector and government.
- By promoting the larger goals of society and making government more responsive to its citizens—creating a citizen-centered, “user-friendly” government—e-government can be a powerful tool in improving a nation’s quality of life.
- The power and promise of e-government are open to all, in both the developing and industrialized world.

Reference : Roadmap for E-government in the Developing World

<http://unpan1.un.org/intradoc/groups/public/documents/apcity/unpan005030.pdf>