e-Government for International Development

Nisar Ahmad
Zachary Johnson
Travis Mecum

Definition

"The initiatives of government agencies and departments to **use ICT** tools and applications, Internet and mobile devices to support **good governance**, strengthen existing **relationships** and build new **partnerships** within civil society, are known as e-Government initiatives."

Source: E-government for developing countries: Opportunities and challenges. EJISDC (2004)

e-Government for Developing Countries

15 case studies in 9 developing countries

✦ Tax administration

   ✦ Jamaica, Guatemala

✦ Better services

   ✦ Brazil, India

✦ Transparency and Business Efficiency
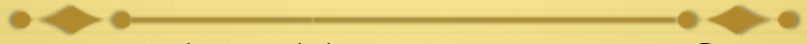
   ✦ Philippines, India, Chile

Quotes from readings

"Public sector tends to **lag behind** in technology adoption and business reinvention."

Source: E-government for developing countries: Opportunities and challenges. EJISDC (2004)

Quotes from readings

"The adaptive challenges of e-Government go far beyond **technology**, they call for **organizational structures** and **skills**, new forms of **leadership**, transformation of public-private **partnerships**."

Source: E-government for developing countries: Opportunities and challenges. EJISDC (2004)

Transformation Areas

1. **Internal**
   - Efficient internal functions
   - Reduced paperwork bottlenecks
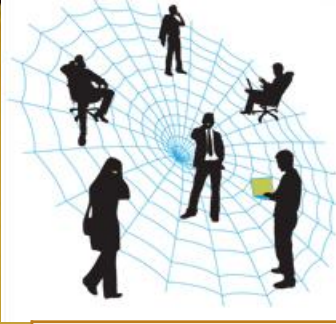   - Improved accuracy and processing speed

2. **External**
   - More transparent and accessible to citizens and businesses
   - Partnership and collaboration

3. **Relational**
   - Seamless services
   - Fundamental changes in relationships
   - "Virtual State" concept

Source: Hirst and Norton, 1998

Web of Interrelationships

G2C Govt. to Citizens	• Accountability, democracy and welfare • Improved public services
G2B Govt. to Business	• Online transactions • Simplified regulatory compliance
G2G Govt. to Govt.	• Coordination among national, regional and local governments • Pooled resources, skills and capabilities
G2E Govt. to Employees	• e-Learning and training • Human Capital Management

Application Domains

e-Administration

e-Government

e-Society

e-Citizens
e-Services
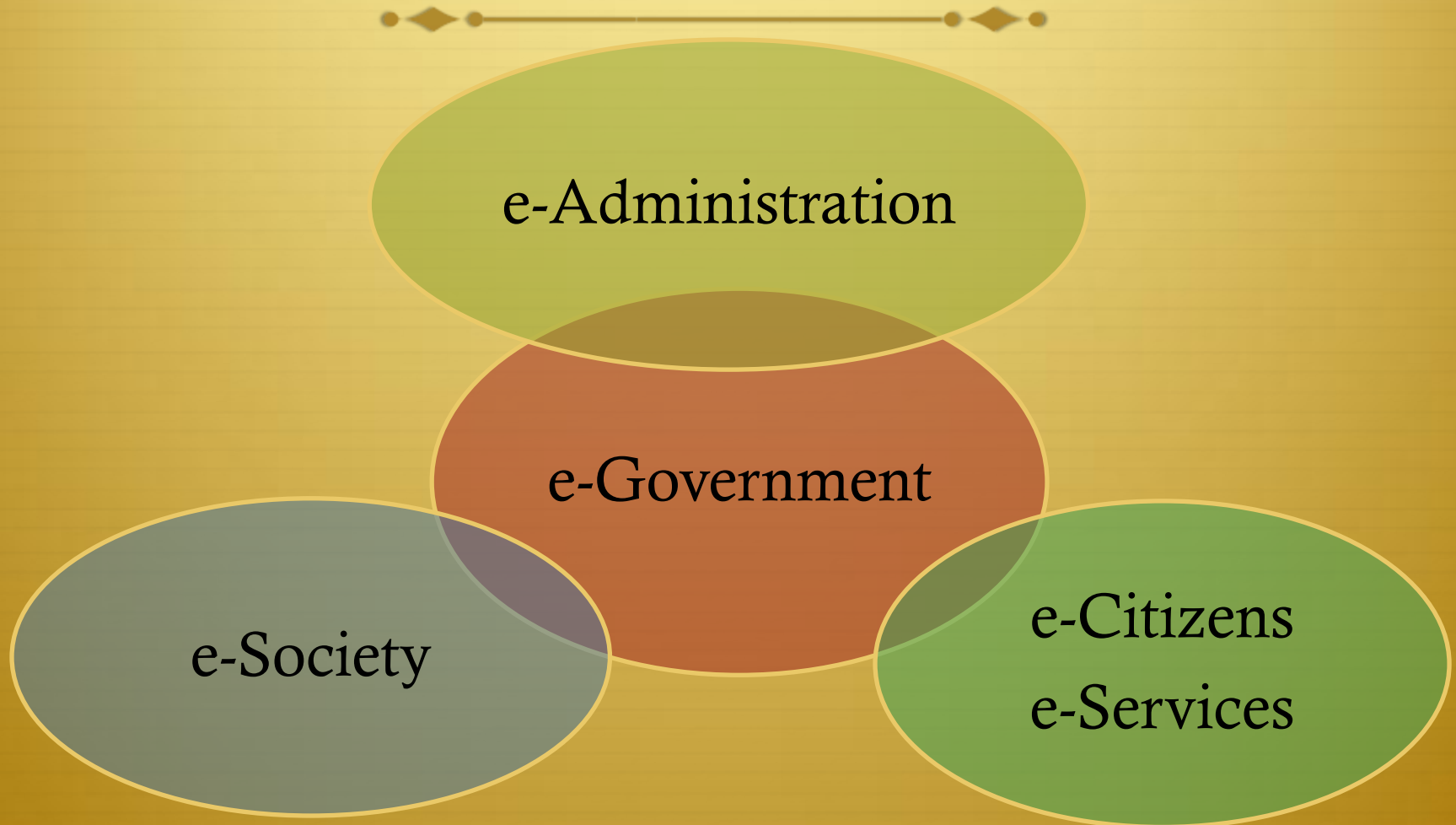
Paradigm Shifts

Governments should

✦ treat citizens as customers

✦ empower rather than serve

✦ shift from hierarchy to participation

✦ focus on prevention rather than cure

✦ be mission oriented

Source: Osborne and Gaebler (1992)

Paradigm Shifts

	Bureaucratic paradigm	e-Government paradigm
Orientation	Cost-efficiency	•User satisfaction •Flexibility
Process organization	•Vertical hierarchy •Departmentalization	•Horizontal hierarchy •Network organization
Management principle	Management by rule and mandate	•Flexible management, •Interdepartmental teamwork
Leadership style	Command and control	•Facilitation and coordination •Innovative entrepreneurship

Source: Reinventing Local Governments and the e-Government Initiative (Ho, 2002)

Paradigm Shifts

	Bureaucratic paradigm	e-Government paradigm
Internal communication	•Top down •Hierarchical	•Multidirectional network •Central coordination •Direct communication
External communication	•Centralized, formal •Limited channels	•Direct and fast feedback •Multiple channels
Mode of service delivery	•Documentary mode •Interpersonal	•Electronic exchange •Minimal face-to-face
Principles of service delivery	•Standardization •Impartiality, equity	•Personalization •User customization

Source: Reinventing Local Governments and the e-Government Initiative (Ho, 2002)

Opportunities

Benefits	Examples
Cost reduction and efficiency gains	Beijing Business e-Park, China
Quality of service delivery	Citizen Assistance Service Centers, Brazil
Transparency, anticorruption	Central Vigilance Commission, India
Increase capacity	Time Saver Centre, Sao Paulo, Brazil
Network and community creation	Columbia government portal
Improve decision making	CRISTAL, Argentina
Promote use of ICT in other sectors	Gyandoot project, India

Challenges

Challenge	Examples
ICT infrastructure, e-readiness	Poor telecom infrastructure in rural India for Gyandoot project
Policy issues, legislation	E-Commerce Law, Philippines
Human capital development	Training for Beijing e-Park, China
Change management	Resistance against VOICE project by public staff, India
Partnership and collaboration	Automation of 1,124 administrative units, State of Andhra Pradesh, India
Strategy	'Connectivity Agenda' and Strategic Action Framework for ICT, Columbia
Leadership role	Lobbying for procurement e-System, Chile

e-Government Transparency

✦ The use of government websites to provide citizens with open and free access to information regarding government services and procedures in a timely manner.

Benefits of e-Government Transparency
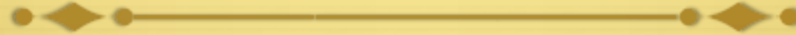
✦ Quick and easy access to information

Benefits of e-Government Transparency

✦ Quick and easy access to information

✦ Citizen participation in online communities

Benefits of e-Government Transparency

- Quick and easy access to information

- Citizen participation in online communities

- Increased government accountability

Benefits of e-Government Transparency

- Quick and easy access to information

- Citizen participation in online communities

- Increased government accountability

- Reduces Corruption

  - Eliminate Information Asymmetry

  - Minimize Bribery

All benefits of e-Government serve to increase Citizen Trust in Government

Challenges of e-Government Transparency
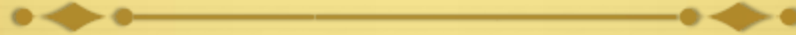
- Communities lacking internet connectivity

  - Gyandoot: Community-Owned Rural Internet Access

Challenges of e-Government Transparency

- Communities lacking internet connectivity

    - Gyandoot: Community-Owned Rural Internet Access

- Gap between literate and illiterate citizens

Challenges of e-Government Transparency

- Communities lacking internet connectivity

    - Gyandoot: Community-Owned Rural Internet Access

- Gap between literate and illiterate citizens

- Transparency without Interactivity

    - One way communication

The use of e-Government as a means of providing Transparency could potentially increase information asymmetry between the haves and the have nots

Examples

- **Central Vigilance Commission (CVC) Website**
  - India
  - Mission is to reduce corruption and increase transparency through disseminating information related to corruption
- **CRISTAL**
  - Argentina
  - Increases the transparency of the flow of public funds
- **Electronic Procurement System**
  - **Philippines**
    - Internet based EPS used to make the government procurement process more efficient and transparent

Case Studies and Brainstorming

UNDP 'Killer Apps' top 5

Which top 5 applications are you most interested in? Do you think CMU can get involved with them or perhaps create a similar program?

Free Rice 2.0

Besides food aid, what other areas of development do you think a web application could address?

Brainstorming Cards
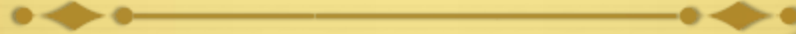
- Take 5 minutes

- Write 5 ideas that address

  your scenario with

  e-Government

Scenario 1 : Egypt Election Violence

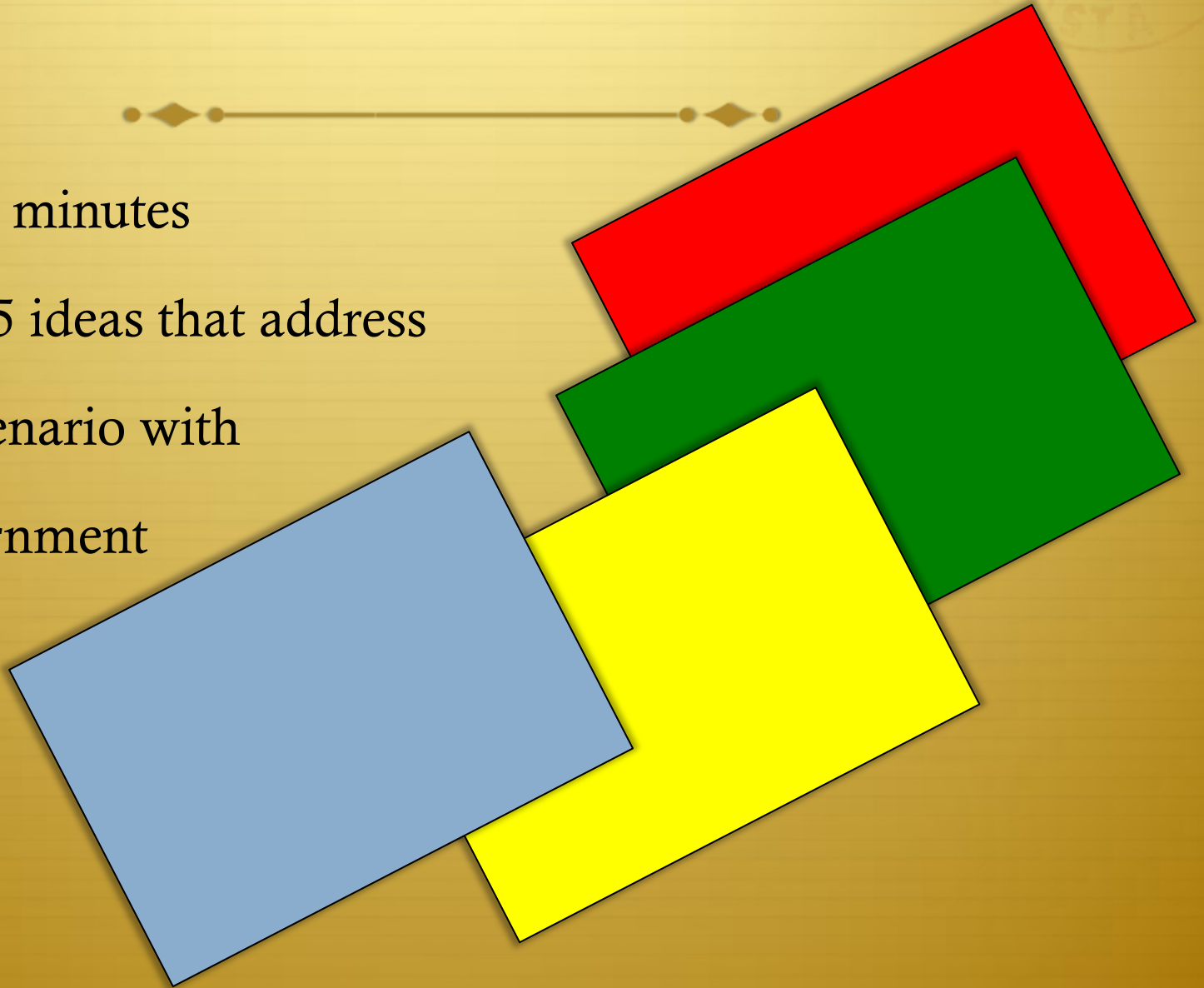**Violence in Egypt run-off voting**

Violence has marred run-off voting in the first round of Egyptian parliamentary elections.

A woman was shot and injured outside a polling station in a working-class area in Cairo, hospital sources said.

Opposition parties have alleged fraud and intimidation in voting

In southern Egypt, a party worker from the ruling National Democratic Party (NDP) is reported to have stabbed a Muslim Brotherhood campaigner.

✦ Write our ideas here:

✦ Website to request security guards, community based forums, report harassment, twitter

✦ Transparent website for sharing info, interaction

Scenario 2 : Haiti Cholera Control

Haiti cholera death toll reaches 544

The death toll from an outbreak of cholera in Haiti has reached 544, the health ministry says.

About 8,000 cholera patients are also in hospitals, with growing concerns that the disease will spread to the capital Port-au-Prince.

An aid organisation told the BBC that it is treating at least 30 suspected cholera cases in the city.

CHRISTIAN AID

Health officials and aid organisations fear that the flooding might lead to a rise in cholera infections

* Write our ideas here:

* To show disease concentration maps, track aid, donations, intranet for agency coordination, G2G, mobilize resources, aid based medicine website

* Health emergency response system, send info to citizen mobiles

Scenario 3 : Sri Lanka Wheat War

Sri Lanka declares war on an unlikely enemy - wheat

By Charles Haviland
BBC News, Colombo

Some 2,000 bakers across Sri Lanka have been forced to close their businesses, the industry says.

The closures come as the government campaigns against the consumption of products based on wheat flour.

Eighteen months after defeating Tamil Tiger militants, the government seems to be intensifying its struggle against an unlikely enemy.

The government is urging people to use rice and wheat flour to make bread

✦ Write our ideas here:

✦ Nutrition info, kiosks, distance learning, Text on price info

Scenario 4 : Delhi Nuisance Monkeys

Delhi ropes in monkeys for Commonwealth Games security

Delhi authorities have deployed a contingent of large black-faced langur monkeys at the Commonwealth Games venues to scare away smaller simians.

At least 10 langurs have been on duty outside some of the venues in the Indian capital, reports say.

Delhi civic authorities have 28 langurs and 10 more have been brought in from the neighbouring Rajasthan state.

Thousands of monkeys roam Delhi, mostly around government offices and are considered a public nuisance.

Delhi has 28 langur monkeys

- ✦ Write our ideas here:

Wrap-up