E-Government for Leadership and Policy Makers-
Imperative for Nation Building

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Abstract:

- *E-Government investments are needed to improve governance and deliver services to the people whose increasing sophistication like customers in the private sector now demand increasing efficiency from government. Government needs to embrace the potential improvements offered by emerging technologies, that are transforming the ways in which we access information and services. E-Governance demands a close collaboration between government, private sector and civil society, built around a shared vision, with appropriate tools to deliver efficient and effective governance in the 21st century.*
The Gartner Group

• “the continuous optimization of service delivery, constituency participation, and governance by transforming internal and external relationships through technology, the Internet, and new media.”
5 Stages of e-Government

1: Emerging Presence
- Information is limited and basic

2: Enhanced Presence
- Unidirectional
- Current and archived information on policies, laws, etc.
- Search, help functions

3: Interactive Presence
- Downloadable forms for tax payment, applications for license renewal
- Audio and video capabilities for public information
- Ability to directly contact officials

4: Transactional Presence
- Two-way interaction
- Payment of taxes
- Applying for ID’s, birth certificates, passports, licenses, etc.
- Payments for public services, fees
- Secure public vendor bids

5: Networked Presence
- Integration of G2G, G2C & C2G services
- Participatory, deliberative collective decision-making
- Two-way open dialogue
GLOBAL Top 20

1. Republic of Korea 0.9283
2. Netherlands 0.9125
3. United Kingdom 0.8960
4. Denmark 0.8889
5. United States 0.8687
6. France 0.8635
7. Sweden 0.8599
8. Norway 0.8593
9. Finland 0.8505
10. Singapore 0.8474
11. Canada 0.8430
12. Australia 0.8390
13. New Zealand 0.8381
14. Liechtenstein 0.8264
15. Switzerland 0.8134
16. Israel 0.8100
17. Germany 0.8079
18. Japan 0.8019
19. Luxembourg 0.8014
20. Estonia 0.7987

Table 1. World e-government development leaders 2012.
Are we a Wired Country?

• This lends credence to the theory that e-Government is a function of the level of development of the country. In fact, one measure of development is how ‘wired’ a country is.
Table 2. E-government development in largest population countries

<table>
<thead>
<tr>
<th>Country</th>
<th>E-gov. development index</th>
<th>World e-gov. development ranking</th>
<th>Population (in millions)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2012</td>
<td>2010</td>
<td>2012</td>
</tr>
<tr>
<td>China</td>
<td>0.5359</td>
<td>0.4700</td>
<td>78</td>
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<tr>
<td>India</td>
<td>0.3829</td>
<td>0.3567</td>
<td>125</td>
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<tr>
<td>United States</td>
<td>0.8687</td>
<td>0.8510</td>
<td>5</td>
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<tr>
<td>Indonesia</td>
<td>0.4949</td>
<td>0.4026</td>
<td>97</td>
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<td>Brazil</td>
<td>0.6167</td>
<td>0.5006</td>
<td>59</td>
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<tr>
<td>Pakistan</td>
<td>0.2823</td>
<td>0.2755</td>
<td>156</td>
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<tr>
<td>Nigeria</td>
<td>0.2676</td>
<td>0.2687</td>
<td>162</td>
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<tr>
<td>Bangladesh</td>
<td>0.2991</td>
<td>0.3028</td>
<td>150</td>
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<tr>
<td>Russian</td>
<td>0.7345</td>
<td>0.5136</td>
<td>27</td>
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<tr>
<td>Japan</td>
<td>0.8019</td>
<td>0.7152</td>
<td>18</td>
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<tr>
<td>Mexico</td>
<td>0.6240</td>
<td>0.5150</td>
<td>55</td>
</tr>
</tbody>
</table>
A Fully-Functional E-Government Model for Developing Countries

Public Access Channels (PACs)
- E-mail
- Walk-in
- Web/Portals
- PIK
- Phone
- Fax
- Intermediaries
- Telecenter
- Schoolnet Nodes

Front End System (FES)

Public-Interface System (PIS) Applications
- ‘Life-Event’ & ‘Community and Public-Interest’ Services and Information System

Back Office Systems [BOSs] (Agency-Specific and Shared)

Org. Activities, Operations, Processes, Procedures and Human Resources
- Institutional Reforms, Org. System and Structure Re-engineering

Supporting Systems & Platforms and Processes (SSPPs)

Physical Communications Infrastructure

Public-Govt Interface

Govt. Ministries/Agencies

Applications Infrastructure
Back Office Systems (BOSs)

- Tax Administration and Info. System
- Roads Record Info System
- Military Personnel Info System (MIPI 8)
- National ID Card System
- Tourism Promotion Information System
- National Vehicle Computerized Registration System
- National Police Information System
- Govt. Electronic Procurement & Settlement System
- National Health Information System
- Public Information Kiosk
- National Electronic Library & Archive System
- Community Electronic Information Kiosks
- National Nutritional Surveillance Info. System
- Pay-Your-Bills Online System
- Nat. Electronic Library & Archive System
- Criminal Justice Information System
- National Food Security and Early Warning System
- Parliamentary Database Info. System
- Pay-Your-Tax Online System
- Cabinet Decision Info System
- Social Services Info. System
<table>
<thead>
<tr>
<th>Environmental Monitoring Information System</th>
<th>Rural Development Information System</th>
<th>Communal Information System (COI 8)</th>
<th>Ethiopia Agricultural Information System</th>
</tr>
</thead>
<tbody>
<tr>
<td>Land Records Information System</td>
<td>Nat. Education and Training Opportunities Database</td>
<td>Disaster Preparedness Information System (DIPIS)</td>
<td>Personnel Information and Management System</td>
</tr>
<tr>
<td>Payroll Administration and Information System</td>
<td>National Geographic Information System (GIS)</td>
<td>Local Government Administration System</td>
<td>National Security Information System</td>
</tr>
<tr>
<td>HIV/AIDS Public Information System</td>
<td>National Civico Education System</td>
<td>National Reconciliation Information and Awareness System</td>
<td>National Sports Information System</td>
</tr>
</tbody>
</table>
DEVELOPMENT ENABLING
E-GOVERNMENT SERVICES
E-Government has Implication for Federalism

• E-government initiatives could have implications for federalism. One of the hallmarks of a federal system of governance is the emphasis on vertical divisions of power. In contrast, e-government initiatives utilize information technologies that emphasize a horizontal, or networked, model of communication and interaction. While e-government is designed, in part, to dissolve the barriers separating different agencies, it could also have a similar effect on the boundaries of federal governance.
Challenges for Leadership

- The National e-Government Strategy document identified the following strategic challenges:
  - Security – *No Cybersecurity legislation!*
  - Legal Status of Electronic Record
  - Human Resources and Capacity
  - Finance for Implementation
  - Lack of Inter-Agency Coordination
  - Incompatible Development Agendas across levels of Government in Nigeria
A New Public Policy Space

LEADERSHIP

Globalization, International Finance, & Market Liberalization

Government e-Government

ICT Revolution

Governance e-Governance

Civil Society e-Community

Market e-Commerce

Democracy and Social Challenges
Cooperative Governance

• “Globalization, democracy, and IT revolution have been changing human society by closely interacting with each other. With such major trend, the concept of governing has also been transformed from one-way ruling by power to cooperative governance by partnership between government, market and civil society. It is e-governance with which public problems can be solved by IT based partnership which releases limitations in time and space and cognitive restrictions human beings have. As the industrial revolution in the 19th century was inescapable, so people in the 21st century will not be able to avoid such a huge change”