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

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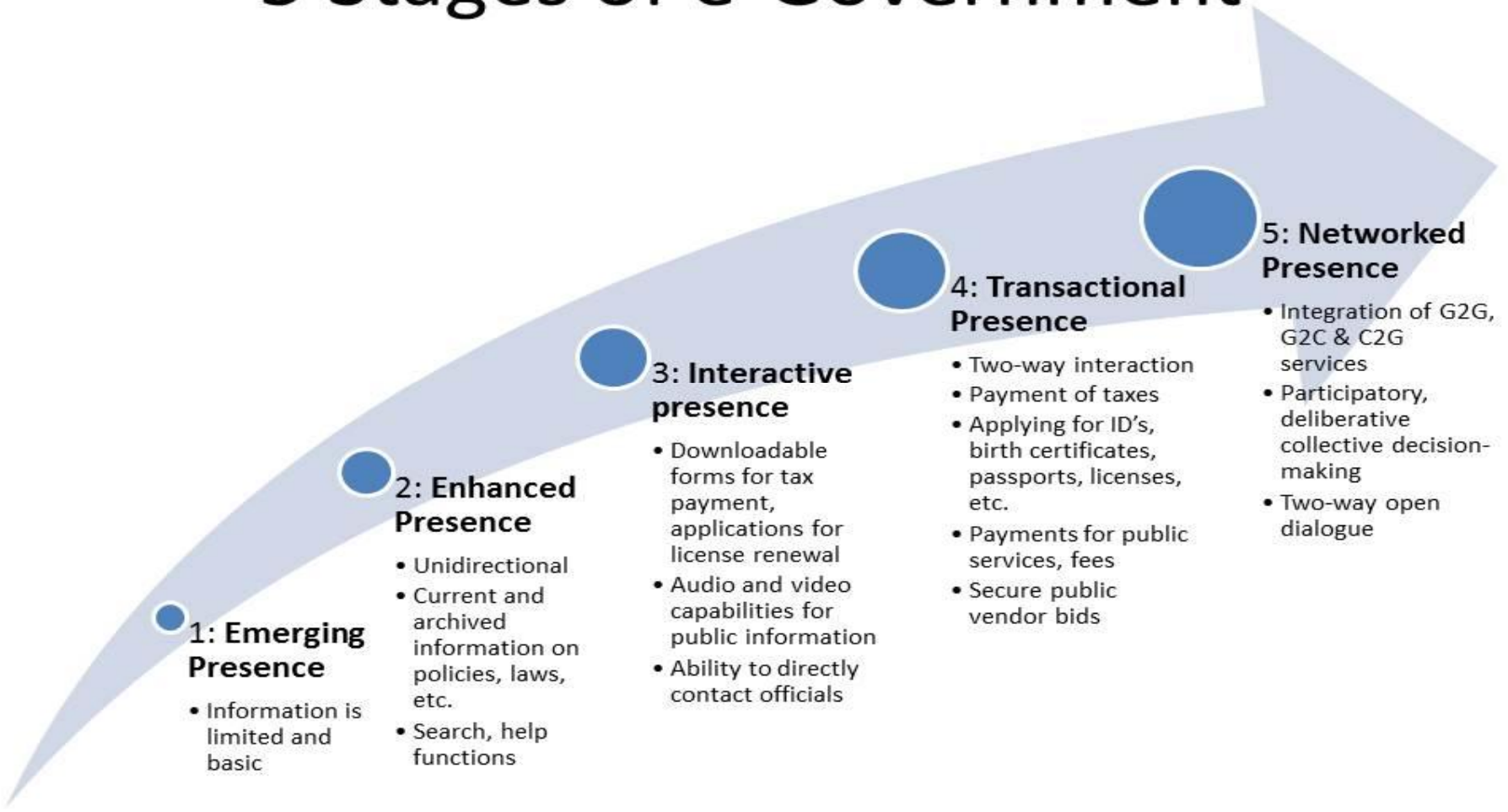
Abstract:

- ***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



TKG Management Consulting. Based on information from Shailendra C. Jain Palvia and Sushil S. Sharma

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.**

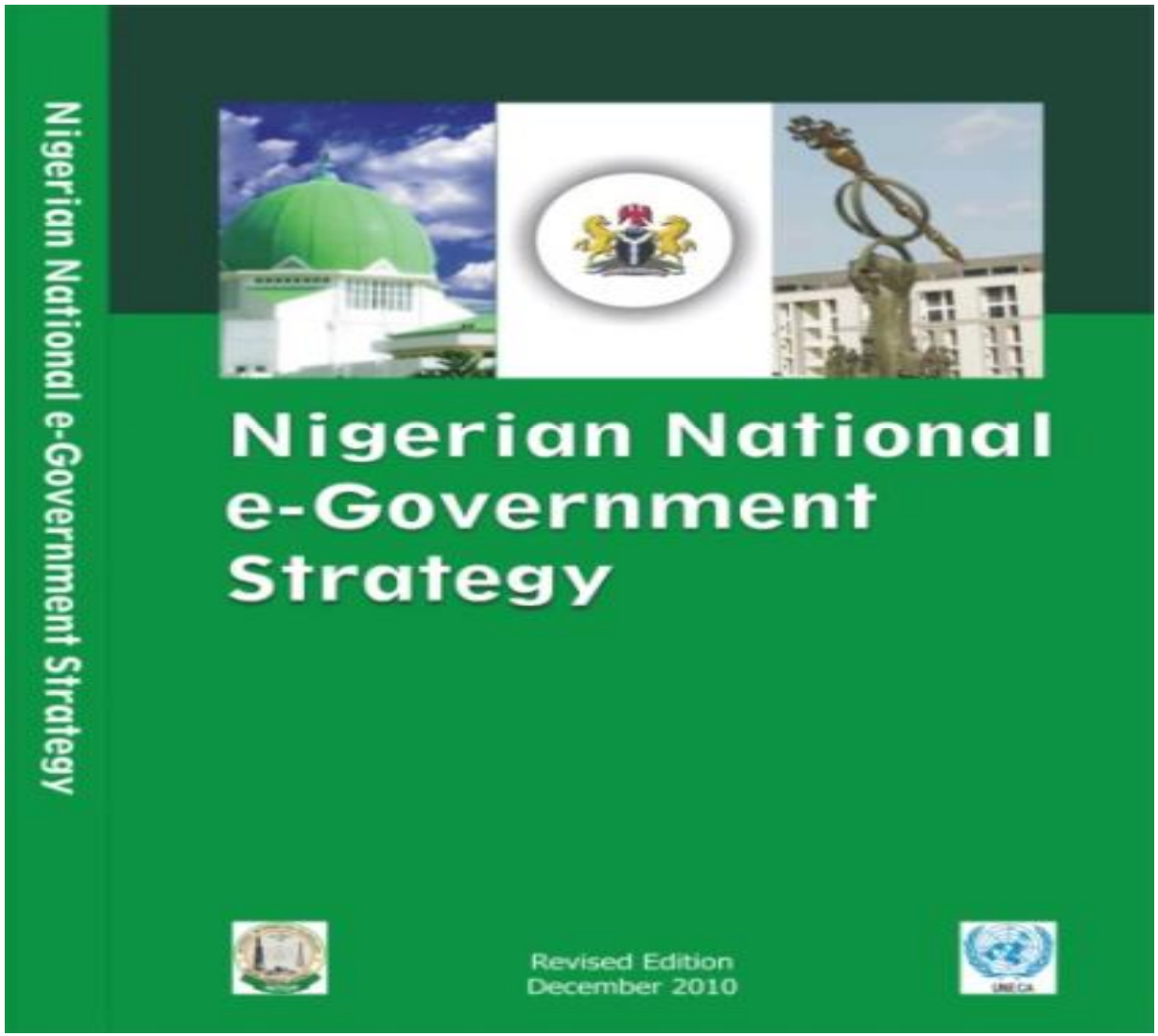
Are we a Wired Country?

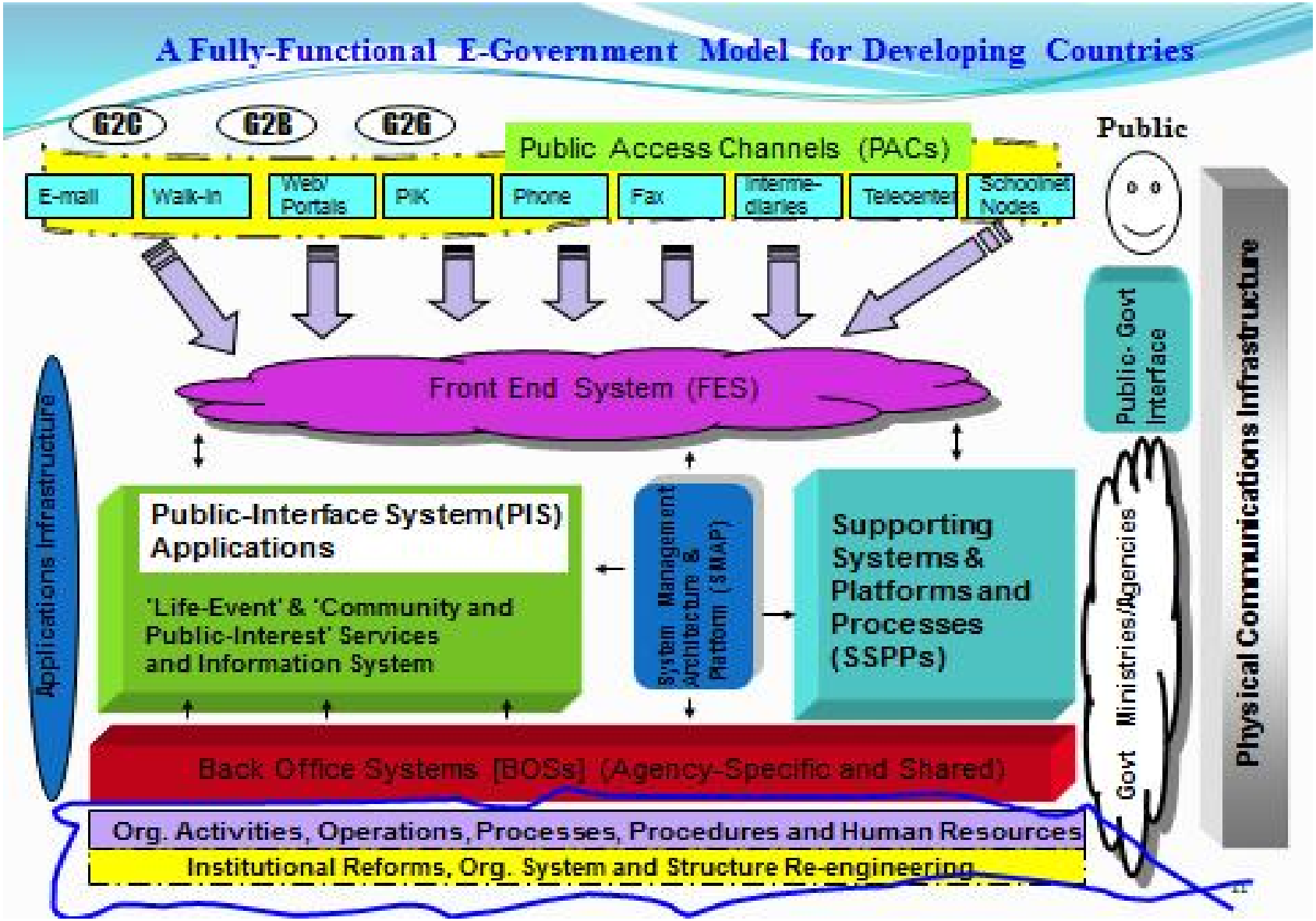
- **This lends credence to the theory that e-Government is a function of the level of development of the country. In fact, one measure of development is how 'wired' a country is.**

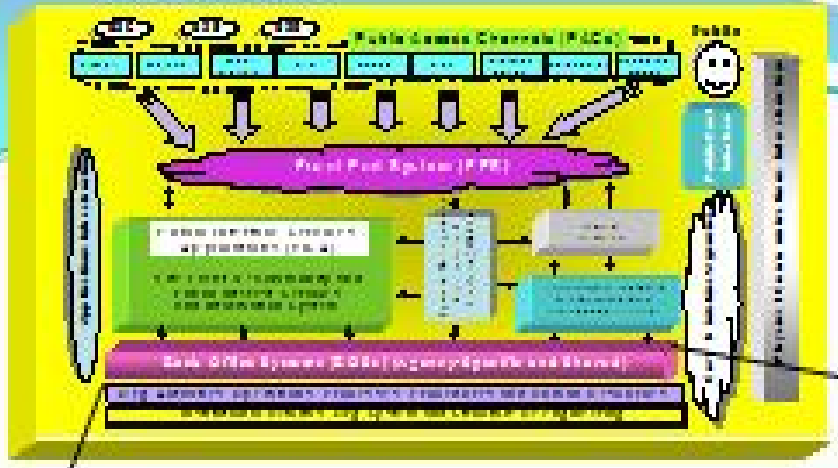
Table 2. E-government development in largest population countries

Country	E-gov. development index		World e-gov. development ranking		Population
	2012	2010	2012	2010	(in millions)
China	0.5359	0.4700	78	72	1,341
India	0.3829	0.3567	125	119	1,225
United States	0.8687	0.8510	5	2	310
Indonesia	0.4949	0.4026	97	109	240
Brazil	0.6167	0.5006	59	61	195
Pakistan	0.2823	0.2755	156	146	174
Nigeria	**0.2676**	**0.2687**	**162**	**150**	**158**
Bangladesh	0.2991	0.3028	150	134	149
Russian	0.7345	0.5136	27	59	143
Japan	0.8019	0.7152	18	17	127
Mexico	0.6240	0.5150	55	56	113

National e-Government Framework

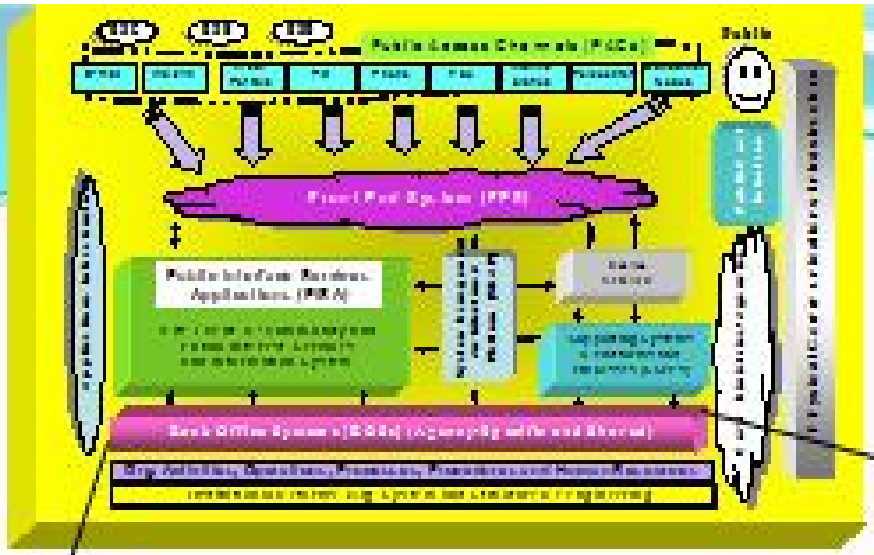



A Fully-Functional E-Government Model for Developing Countries
G2C
G2B
G2G
Public Access Channels (PACs)
E-mail
Walk-in
Web/ Portals
PIK
Phone
Fax
Interme-diaries
Telecenter
Schoolnet Nodes
Public
Public- Govt Interface
Front End System (FES)
Applications Infrastructure
Public-Interface System(PIS) Applications
'Life-Event' & 'Community and Public-Interest' Services and Information System
System Management Architecture & Platform (SMAP)
Supporting Systems & Platforms and Processes (SSPPs)
Govt Ministries/Agencies
Physical Communications Infrastructure
Back Office Systems [BOSs] (Agency-Specific and Shared)
Org. Activities, Operations, Processes, Procedures and Human Resources
Institutional Reforms, Org. System and Structure Re-engineering



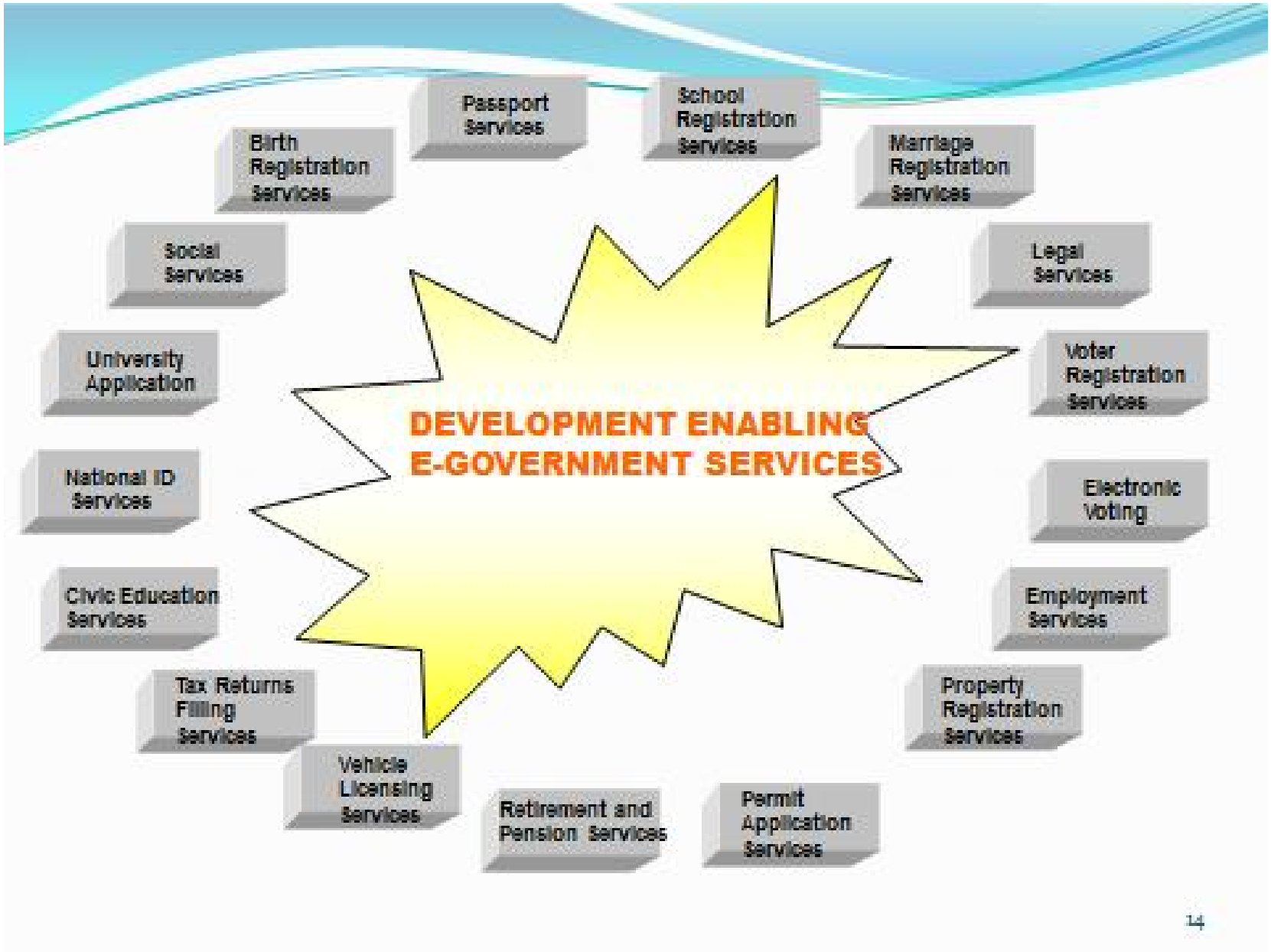
Back Office Systems (BOSs)

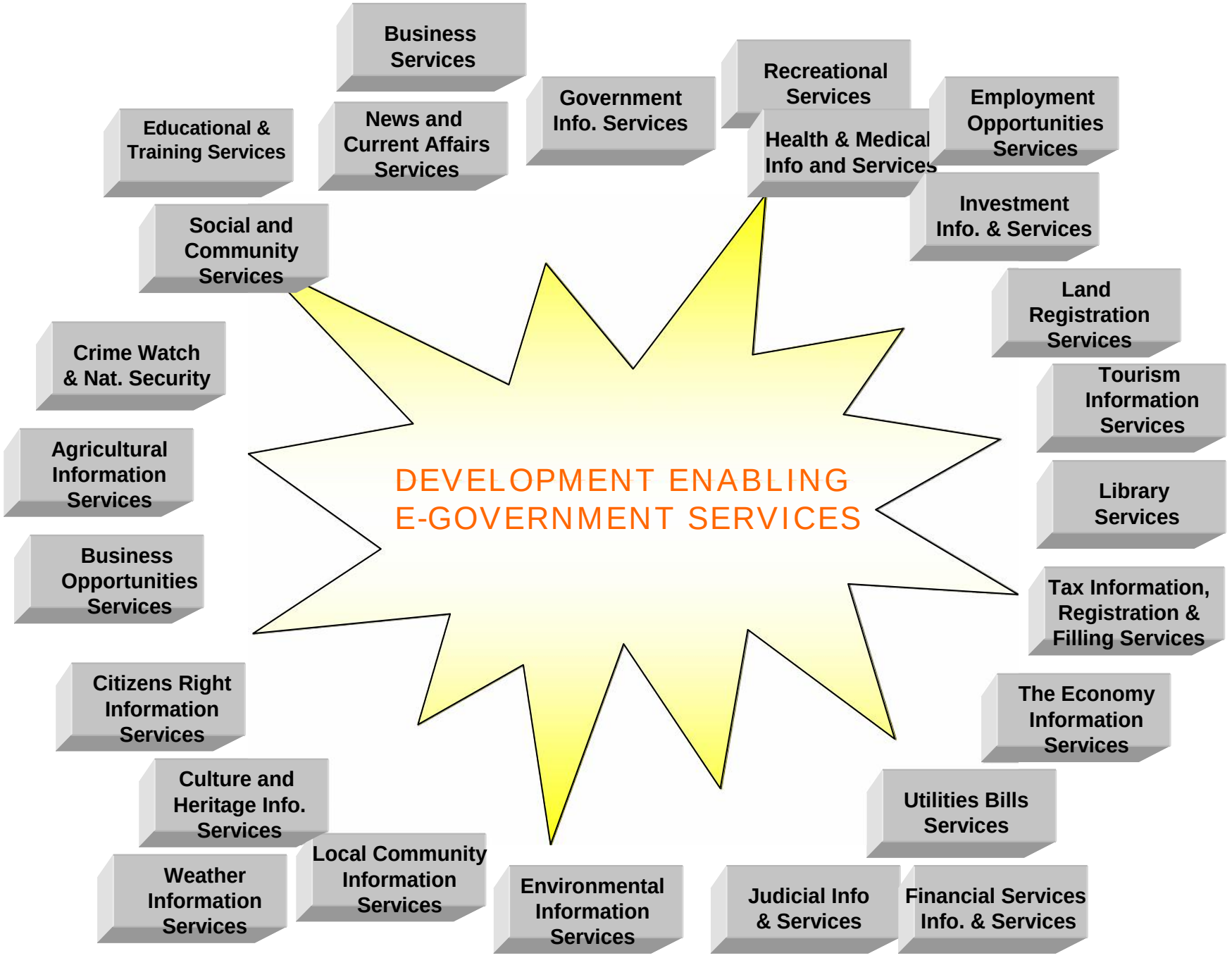
Tax Administration and Info. System	Roads Record Info System	Military Personnel Info System (MIPIS)	National ID Card System
Tourism Promotion Information System	National Vehicle Computerized Registration System	National Police Information System	Govt. Electronic Procurement & Settlement System
National Health Information System	Public Information Kiosk	Nat. Electronic Library & Archive System	Community Electronic Information Kiosks
National Nutritional Surveillance Info. System	Pay-Your-Bills Online System	Pay-Your-Tax Online System	Criminal Justice Information System
National Food Security and Early Warning System	Parliamentary Database Info. System	Cabinet Decision Info System	Social Services Info. System



Back Office Systems (cont.)

- Environmental Monitoring Information System
- Rural Development Information System
- Communal Information System (CDMIS)
- Ethiopia Agricultural Information System
- Land Records Information System
- Nat. Education and Training Opportunities Database
- Disaster Preparedness Information System (DIPIS)
- Personnel Information and Management System
- Payroll Administration and Information System
- National Geographic Information System (GIS)
- Local Government Administration System
- National Security Information System
- National Education Service Information System
- Human Resource Management System
- Physical Asset Management Information System
- Integrated Financial Management System
- HIV/AIDS Public Information System
- National Civic Education System
- National Reconciliation Information and Awareness System
- National Sports Information System


DEVELOPMENT ENABLING
E-GOVERNMENT SERVICES
Passport Services
School Registration Services
Birth Registration Services
Marriage Registration Services
Social Services
Legal Services
University Application
Voter Registration Services
National ID Services
Electronic Voting
Civic Education Services
Employment Services
Tax Returns Filling Services
Property Registration Services
Vehicle Licensing Services
Retirement and Pension Services
Permit Application Services
14


DEVELOPMENT ENABLING
E-GOVERNMENT SERVICES
Business Services
Recreational Services
Government Info. Services
Employment Opportunities Services
Educational & Training Services
News and Current Affairs Services
Health & Medical Info and Services
Investment Info. & Services
Social and Community Services
Land Registration Services
Crime Watch & Nat. Security
Tourism Information Services
Agricultural Information Services
Library Services
Business Opportunities Services
Tax Information, Registration & Filling Services
Citizens Right Information Services
The Economy Information Services
Culture and Heritage Info. Services
Utilities Bills Services
Local Community Information Services
Weather Information Services
Environmental Information Services
Judicial Info & Services
Financial Services Info. & 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

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"