E-Government
"Welcome to Future"

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What is e-government?

- **E-Government is the use of information and communication technologies (ICTs) to improve the activities of public sector organizations.**

  – E-Government harnesses information technologies such as Wide Area Networks (WAN), Internet , World Wide Web, and mobile computing by government agencies to reach out to citizens, business, and other arms of the government to:

  Improve delivery of services to citizens

  Improve interface with business and industry
 Empower citizens through access to knowledge and information and
  Make the working of the government more efficient and effective

  The resulting benefits could be more transparency, greater convenience, less corruption, revenue growth, and cost reduction

(e-)Government involves 3 entities

- **What Does eGovernment Cover?**
  - Improving government processes: **eAdministration**
    - **Cutting Process Costs**
    - **Managing Process Performance**
    - **Making Strategic Connections in government**
  - Connecting citizens: **eCitizens and eServices**
    - **Talking to citizens**
    - **Listening to citizens**
    - **Improving public services**
  - Building external interactions: **eSociety**
    - **Working better with business**
    - **Developing communities**
    - **Building partnerships**
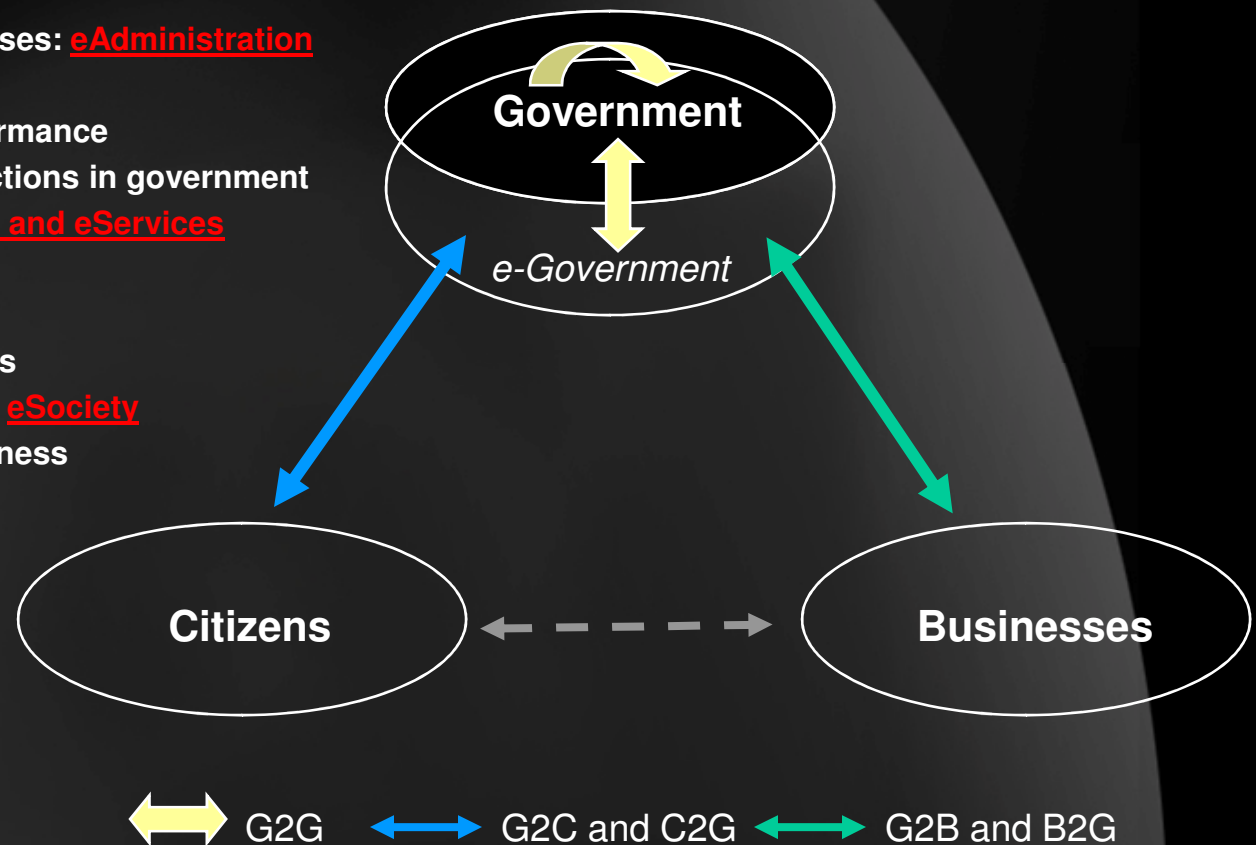
Government

e-Government

Citizens

Businesses

G2G   G2C and C2G   G2B and B2G
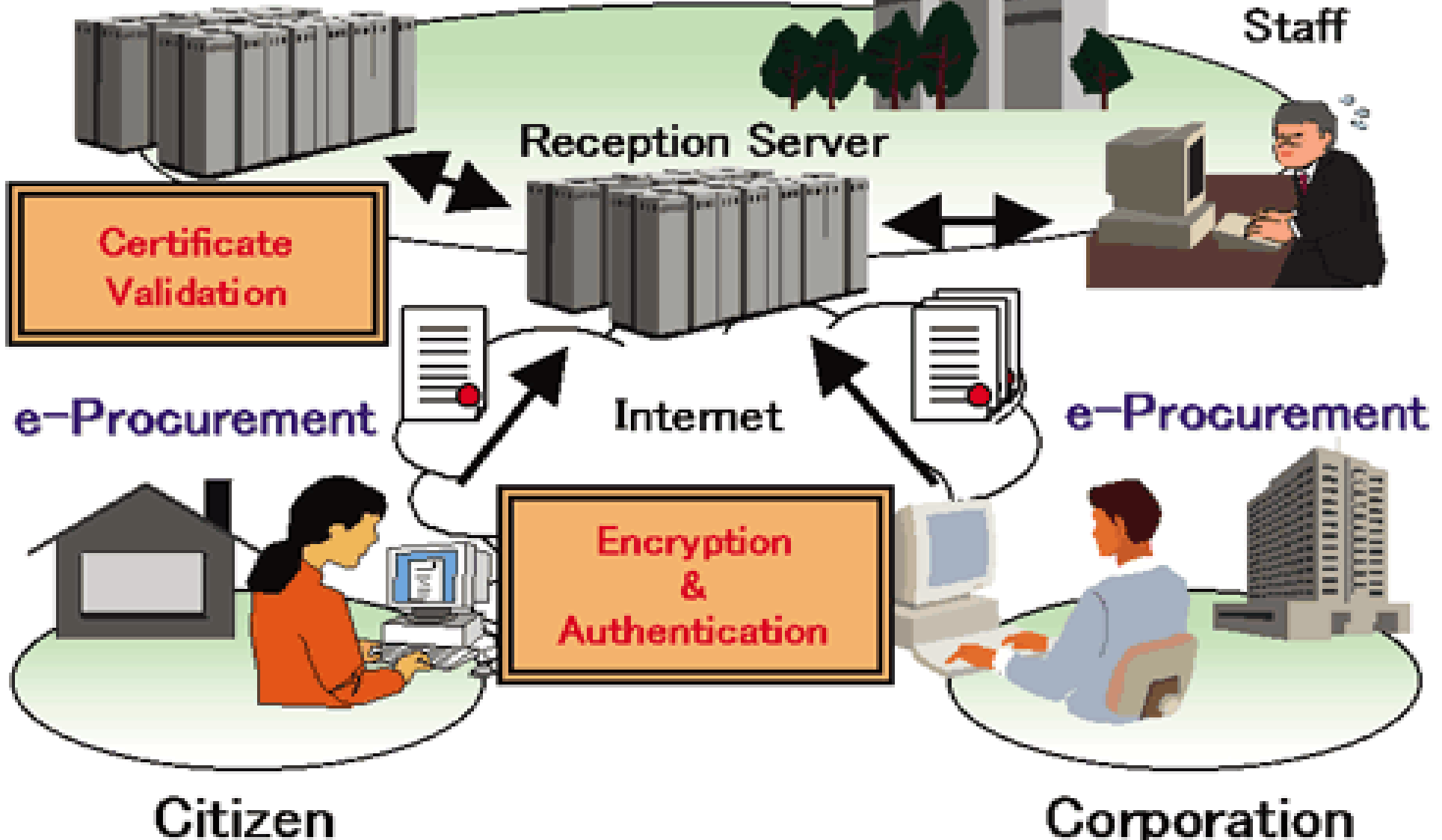
e-Government services

- **The government services included:**
  - **Tax declaration or filing of income tax return**
  - **Use of job search services of public employment service**
  - **Request for passport, driver's license, birth certificates or other personal documents**
  - **Car registration**
  - **Declaration to the police, e.g. in case of reporting theft**
  - **Searches for books in public libraries**
  - **Announcement of change of address**

Benefits

➢**Provides lower cost channels for communicating with citizens and businesses** - *e-business channels have offered an additional way of communicating with people which often costs far less, per inquiry, than other forms of service delivery; and*

➢**increased resource efficiency** - *one of the earliest benefits for agencies has been their ability to share information with other agencies via electronic means.*

Benefits

➢**Faster turn-around of information requests** – *individuals and businesses can now access information directly from agencies' web sites or lodge an electronic request for information;*

➢**Faster access to documents and forms** - *online service delivery channels speeding up turnaround of documents and forms is seen as extremely beneficial.*

Benefits

➢ **24-hour service delivery** - *people are able to seek information outside of business hours.*

➢ **Wider reach of information to the community** - *The penetration of ICT based capability is increasing the reach of government to citizens and business and from the community to government.*

➢ **Better communication with rural and remote communities** - *Broadband infrastructure improves the possibility for regional and rural communities to have access to information and government transactions.*

➢ **New markets and new businesses**

➢ **Job and demand creation within ICT sector**

Challenges

➢ Labour market and human capacity
➢ Infrastructure development
   1. *Basics (Power, backbone, bandwidth, etc)*
   2. *Supplies and material*
➢ Law and public policy
➢ Digital divide
   1. *E-literacy*
   2. *Accessibility*
➢ Trust
   1. *Privacy*
   2. *Security*

e-Government consists of 2 (mostly) independent elements

(1) Vision of e-government

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(2) Acceptance and adoption of e-government by its intended users

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Successful e-government

Thank You!