

## Definitions

E-government is, above all, a process of change in the way government shares information and delivers services to achieve greater transparency and convenience in transacting with citizens and businesses.

E-government refers to the use of information and communications technologies (ICT) to improve the efficiency, effectiveness, transparency and accountability of government.

E-government usually describes relationships across 3 modalities:

1. Government to Citizen (G2C): deals with the relationship between government and citizens. G2C allows citizens to access government information and services instantly, conveniently, from everywhere, by use of multiple channels.

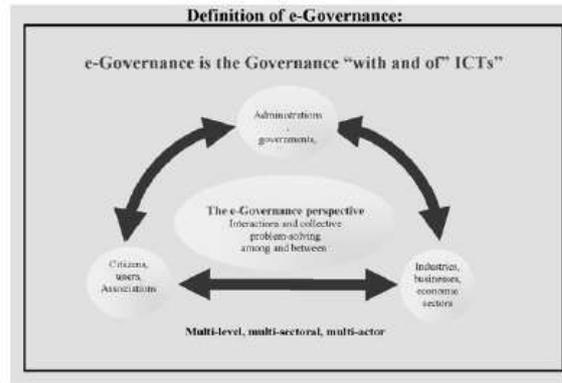
2. Government to Business (G2B): consists of e-interactions between government and the private sector. The opportunity to conduct online transactions with government reduces red tape and simplifies regulatory processes, therefore helping businesses to become more competitive.

3. Government to Government (G2G): Governments depend on other levels of government within the state to effectively deliver services and allocate responsibilities. G2G facilitates the sharing of databases, resources and capabilities, enhancing the efficiency and effectiveness of processes.

### Examples of e-government Services:

Government to Government: G2G	Government to Business: G2B	Government to Citizens: G2C
Computerizing core businesses of government	Customs declaration (e-Tax)	National Revenue on line
Integrated billing systems	E-Procurement	Land Registration
Land registration	National Revenue on line	Safety and Security
Integrated Planning	Social contribution for employees (NSSF)	Telemedicine
Information and Knowledge Management	Information and Knowledge sharing facility of doing business in the country	Employment opportunities
Learning Networks(E-learning)	Access to socio-demographic and other government databases	Social Security contributions
E –Procurement in Government	Land registration online	E-voting, polling and referenda
Decentralized data processing with integrated access to virtual data warehouse (national databank)	Vehicle registration	New shapes and forms of democracy (e-voting)
	Virtual job market	E- citizens
		Virtual Job market

**E-governance** is generally considered as a wider concept than e-government, since it can bring about a change in the way citizens relate to governments and to each other.



The emphasis is laid on a two-way system of communication among the players, i.e. Government to Citizens, Citizens to Government; Government to Business and Business to Government; Citizens to Business and Business to Citizens). Citizens' interaction with the business community is sometimes facilitated by the government by providing the latter's hyperlinks on the government websites. The hyperlinks may include those pointing the citizens to jobs available in the industry, business tenders and contracts, contact addresses of companies operating in a given country, etc. Citizens can therefore access the business community via the e-governments' Websites.

In this sense, accessibility, transparency, evaluation and accountability are features intrinsically marking a robust e-governance process, where e-government is only an instrument for better service delivery. E-governance is also a knowledge creation and management process, but at the same time it is a learning process and, as such, it must be concerned with measurement, evaluation and also foresight.

Complementary to the concept of e-governance, are the concepts of e-participation and e-democracy, which deal with how the citizen interacts with government and influences the legislative or public sector process.

## Objective

The objective of e-government is to improve service delivery to citizens and in so doing improve the efficiency of the government's activities.

E-government can be seen simply as moving citizen services online, but in its broadest sense it refers to the technology-enabled transformation of government - governments' best hope to reduce costs, whilst promoting economic development, increasing transparency in government, improving service delivery and public administration, and facilitating the advancement of an information society.

The aim is to promote inclusive societies where everyone can benefit from basic services and participate actively in the political, economic and cultural life. This is strongly in line with the principle of 'leaving no one behind' from Agenda 2030.

Various entry points can be identified

- Access to information;
- Service provision that facilitates greater transparency and effectiveness;
- Public sector reform, local governance and decentralization;
- Dialogue between government and non-governmental stakeholders;
- Sharing knowledge and training.

<p><b>Context</b></p>	<p>Rapid and revolutionary changes in technology have created an increasingly information-centric global economy, where knowledge has become a key factor in competitiveness. The explosion of more accessible mobile technologies, such as telephony, opens the door for new ideas. The challenge for many governments today is to provide opportunities for citizens and businesses to actively participate in the global knowledge-based economy. E-governance is believed to play a fundamental role towards this end.</p> <p>E-governance initiatives can be implemented at the federal/central or local government level. In general, coordination will be required to help in the identification of crosscutting issues and the creation of appropriate strategies to address them.</p> <p>In some countries e-government applications have been built bottom up through the initiatives of political leadership or civil servants. Centrally coordinated programs are then set up to scale up such applications and work towards interoperability and integration of digital service delivery. Other countries have had a more planned and coordinated approach to the development of e-government, starting with a vision, strategy and an implementation plan. However, experience has also shown that e-government cannot be introduced through a single major initiative but rather through small, achievable components which can build success and credibility. This is what is increasingly be used as the “<i>Think-big, Start-small, Scale fast</i>” approach used in many success stories (or claimed to be so).</p> <p>@ BTC : The use of ICT also facilitates and strengthens citizen participation in various fields, despite the huge challenges faced in our partner countries. Information and consultation initiatives are currently being implemented. The possibility of genuine dialogue with governments and influence on public policies is yet to be achieved.</p>
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<p><b>Impact</b></p>	<p><b>Reducing Costs:</b> Putting services online substantially decreases the processing costs of many activities compared with the manual way of handling operations. Efficiency is also attained by streamlining internal processes and by enabling faster and more informed decision making.</p> <p><b><u>Example: Integrated information system in Ethiopia</u></b></p> <p>E-government project in Ethiopia conducted under the Ministry of Capacity Building and implemented by the ICT Development Agency. The project aimed to build terrestrial and satellite-based network connecting lowest levels of government. The long term objectives included the following: providing all levels of government with accurate and timely information, building organizational capacity at all levels of the government, providing knowledge and information to citizens, bridging the digital divide between urban and rural communities.</p> <p><b>Promoting Economic development:</b> In order to grow and prosper, all private enterprises, but especially SMEs, need a suitable legal and regulatory environment, a reliable infrastructure as well as different financial and business services. The use of ICTs in government and in its interaction with the business community and citizens can create new businesses, attract investments and generate employment.</p> <p><b><u>Example: Single point tax payments in Mauritius</u></b></p> <p>The Contributions Network Project (CNP) is a public—private partnership initiative that provides a single channel for all payments Mauritian firms need to make to various government departments. The scheme has reduced time and labour requirements for both firms and government departments. Firms can now pay closer to the deadline, and cash flow for government has been improved with a reduction in payment arrears.</p> <p><b>Enhancing Transparency and Accountability:</b> E-governance helps to increase the transparency of decision-making processes by making information accessible – publishing government debates and minutes, budgets and expenditure statements, outcomes and rationales for key decisions, and in some cases, allowing the online tracking of applications on the web by the public and press.</p> <p><b><u>Example: Citizen Monitoring System in Rwanda</u></b></p> <p>The Rwandan Decentralization Support Programme (RDSP) funded by the Belgian Development Cooperation (BTC) is contributing to digitization in several ways: The implementing partner of RDSP, the Local Administrative Entities Development Agency (LODA) is in the process of implementing the Citizen Monitoring System (CMS). This is a digital system to seek feedback from citizens related to issues they could have with infrastructure development and social protection. RDSP is supporting training on the use of the CMS system for LODA and District staff.</p>
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	<p><b>Improving Service Delivery:</b> Government service delivery, in the traditional process, is time consuming, lacks transparency, and leads to citizen and business dissatisfaction. By putting government services online, e-governance reduces bureaucracy and enhances the quality of services in terms of time, content and accessibility.</p> <p><b>Example: online visa application in Rwanda</b></p> <p>The Online visa application in Rwanda (<a href="http://www.migration.gov.rw">http://www.migration.gov.rw</a>) is serving the majority of applicants. The application procedure is entirely digital with a work flow between the various government agencies (Immigration and Emigration Department) and the Kigali International Airport sites. A tourist fills an online e-form to apply for a visa, which is transmitted via secured e-mail to the appropriate department for approval. Upon approval of the visa delivery, an e-notification is sent to the applicant informing him he/she can pick up the visa at the Kigali Airport on arrival. This service not only improves the efficiency of visa delivery but also potentially stimulates tourism, foreign investors and business in the country</p>
	<p><b>Improving Public Administration:</b> E-government administrative components, such as a computerized treasury, integrated financial management information systems, and human resource management systems, lead to greater efficiency in public administration. Features include the integration of expenditure and receipt data, control of expenditure, human resources management, intelligent audit through data analysis and the publishing of financial data.</p> <p><b>Example: E-procurement</b></p> <p>E-procurement has proven itself to be one of the more effective and efficient tools for bringing good governance to the procurement process. In order to improve public sector governance and move beyond traditional, paper-based procurement, many countries in Africa are adopting e-procurement systems.</p>
	<p><b>Facilitating an e-society:</b> One of the main benefits of an e-government initiative consists of the promotion of ICT use in other sectors. The technological and management capacities required for e-government administration encourage, in turn, the development of new training courses and modules in schools and universities trying to supply the required skills and capabilities to the market.</p> <p><b>Example: One-stop portal in Botswana</b></p> <p>Large e-service reforms have been recently undertaken by the government of Botswana in order to improve the delivery of public services. It has developed a portal which aims at being transparent and citizen-centric. On the portal, citizens can easily download forms such as applications for industrial license, import permits, or work permits. Citizens as well as firms can pay their taxes online and information on health (nutrition, AIDS, etc.) and other fields are delivered. Moreover, the government of Botswana embraced the one-stop-shop system, which strongly facilitates researches. The website also includes a search tool and is divided into categories (citizens, business, visitors, etc), knocking down the last access difficulties.</p>

<p><b>Points of attention for formulation &amp; implementation</b></p>	<p>Just like any other ICT project in the private or public sector, e-government projects also carry a risk of implementation failure. Overly ambitious project scale and scope, lack of political will to transform Government functioning, and inadequate capacity to design and implement solutions, are some of the main reasons for failure. If processes are simply automated without appropriate reforms and safeguards, applications will fail to deliver the intended benefits, and can provide opportunities for electronic fraud. It is therefore important to assess the ICT infrastructure, human capacity, administrative maturity and motivation for reform in a country in order to define the scope of e-governance projects/programs.</p> <p>In order to enhance opportunities of e-governance, awareness of the implications and specific challenges need to be more widespread, particularly at the:</p> <ul style="list-style-type: none"> <li>- Political and legislative level: the laws and rules relating to citizens' access to public information, the legal framework governing universal service delivery;</li> <li>- Economic level: the cost of access, the impact of the increasing influence of telecommunications initiatives over economic development and the impact on the environment;</li> <li>- Social and technical level: learning technical skills, adopting them and adopting innovations in usage;</li> <li>- Organizational level: promoting a culture of collaboration and dialogue, improving decision making processes, searching for collective efficiency and effectiveness;</li> </ul>
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	<ul style="list-style-type: none"> <li>- Access level: promoting universal access, particularly taking into account solutions and options adapted for the most disadvantaged members of society and rural areas;</li> <li>- Public information level: raising awareness about the use of ICT to improve the management and coordination of government activities and of all institutions linked to the state;</li> <li>- Public media level: supporting the commitment of the media and of civil society to the use of ICT in general, and to the channels of participation in particular.</li> </ul> <p>The development of e-government and e-governance takes place in a very specific environment and contextual pressure which we must understand and learn from, in order to steer at best.</p>
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<b>Partners</b>	<ul style="list-style-type: none"> <li>- BOSA, <a href="http://www.bosa.belgium.be">www.bosa.belgium.be</a></li> <li>- UNCDF digital team, Brussels</li> </ul>
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<b>Documents &amp; tools</b>	E-governance, from excitement to effectiveness, World Bank, 2005
	Acropolis, Opportunities and challenges of E-governance tools in the digitalisation agenda, Policy Briefs Series n°2016/001
	E-governance and Citizen Participation in West Africa: Challenges and Opportunities, Panos Institute West Africa, UNDP, 2009
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	E-governance in Africa: from theory to Action: a ICT handbook for local governance, Giunluca Misuraca, 2007
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<b>More references</b>	E-Governance Academy, Tallinn, Estonia, <a href="http://www.ega.ee">www.ega.ee</a>
	<a href="http://2017.tallinnconference.ee/">http://2017.tallinnconference.ee/</a>