

e-Gov in Developing Countries: An Update

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Overview

- **Definitions**
- **Quick Look: e-Gov in the Developed World**

Developing Countries:

- **What's different for Developing Countries?**
- **Why consider e-Gov?**
- **Biggest challenges**
- **How e-Gov is being done**
- **Some Examples**
- **Some critical success factors**
- **A few good resources**

Definitions

E-Government: governments using ICT to deliver information and services to citizens and businesses

E-Government includes:

- **Access to information (forms, instructions, more)**
- **Promoting civic engagement**
- **Transacting business**
 - One-way
 - Two-way
- **Usually means web-based but doesn't have to be...**
 - Phones, radio, CD-ROM

Quick Look: e-Government in Developed World

Pervasive, Web-based (many phone apps too)

Why: part of IT enhancements; savings; keeping up...

Types of e-government:

- **Information dissemination (and collection): for sure**
- **Service delivery: growing strong**
 - Reservations, tickets, much more
 - One-stop shops for businesses
 - Taxation
- **The business of government**
 - Procurement (catalogs, sourcing, auctions...)
 - G2G applications (law enforcement, immigration...)

Quick Look: e-Government in Developed World (Cont'd.)

Biggest Challenges for Gov'ts in Developed Countries:

- Many, complex legacy automated systems requiring interfaces, integration
- Changing business processes – fundamentally
- Finding funds to do it and ensuring savings realized
- Sorting out the many software choices
- Having cohesive approach across departments
- Security

What's Different for Developing Countries?

Different

- Few if any legacy automated systems
- Can actually mean automating back-end systems with web-interface
 - Sometimes no direct citizen interface but only for civil servants
- Key motivator (inhibitor): **resulting transparency**
 - Takes much more political will than in developed world
- Can citizens, businesses even reach e-gov outlets?
- Priorities: Is this a good use of very scarce resources?

Same

- Fundamental changes in business processes
- Often a priority: using e-gov to improve interface to businesses

Quick Overview: What's Going on in Developing Countries?

Lots of planning going on

- **Vision 2020's..., e-Russia, e-Sri Lanka, e-Mexico...**

Why are governments moving to e-government?

- **Transparency**
- **Better service (especially to businesses)**
- **Back-office automation**
 - **Customs, taxation, license fees**

Open Source? Appears no one trying open source software (yet) but much talk and some strong arguments.

Applications – examples follow

Phases of e-Government

- I. Publish: access to government information**
- II. Interact: two-way communication, feedback forms, comments -- especially citizen participation**
- III. Transact: e-procurement, more**

Phase I: Publish Examples

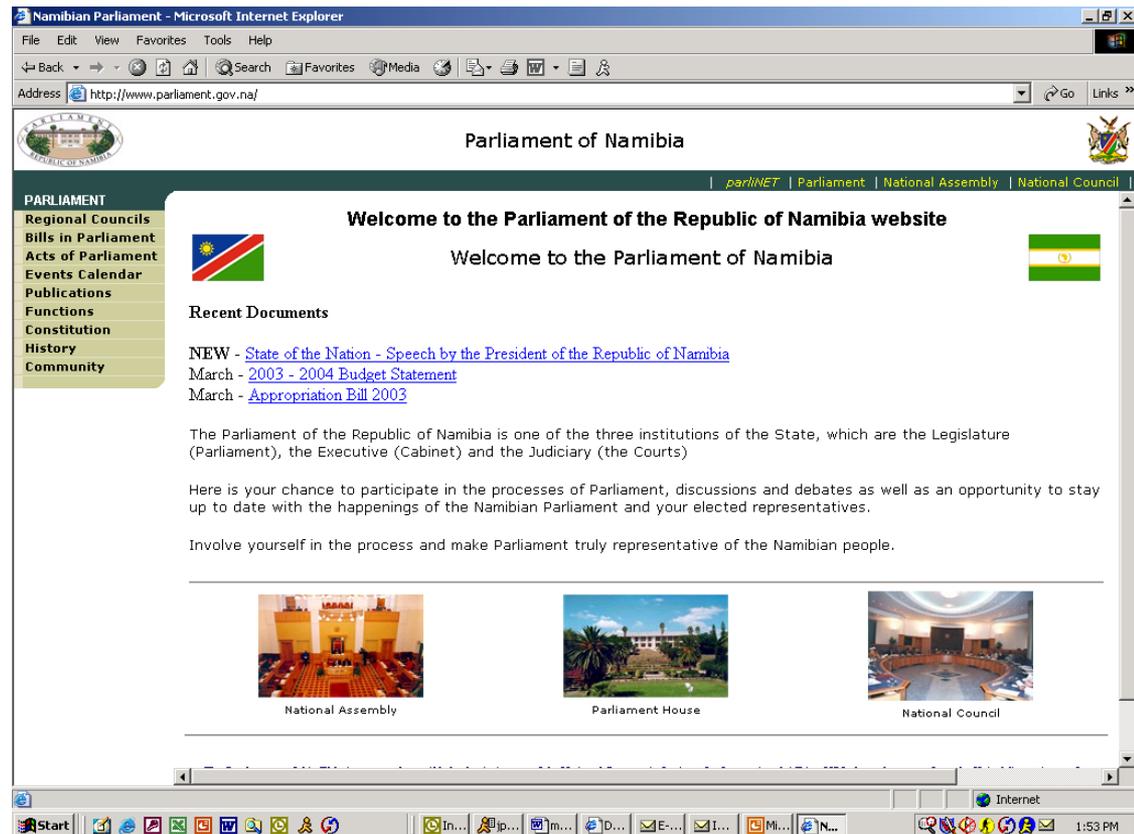
Colombia's one-stop portal to government information



TaniNet in Malaysia:
Agricultural community posts prices, biotech info and e-commerce distribution channels. Serves farmers in Malaysia, to expand to serve region.

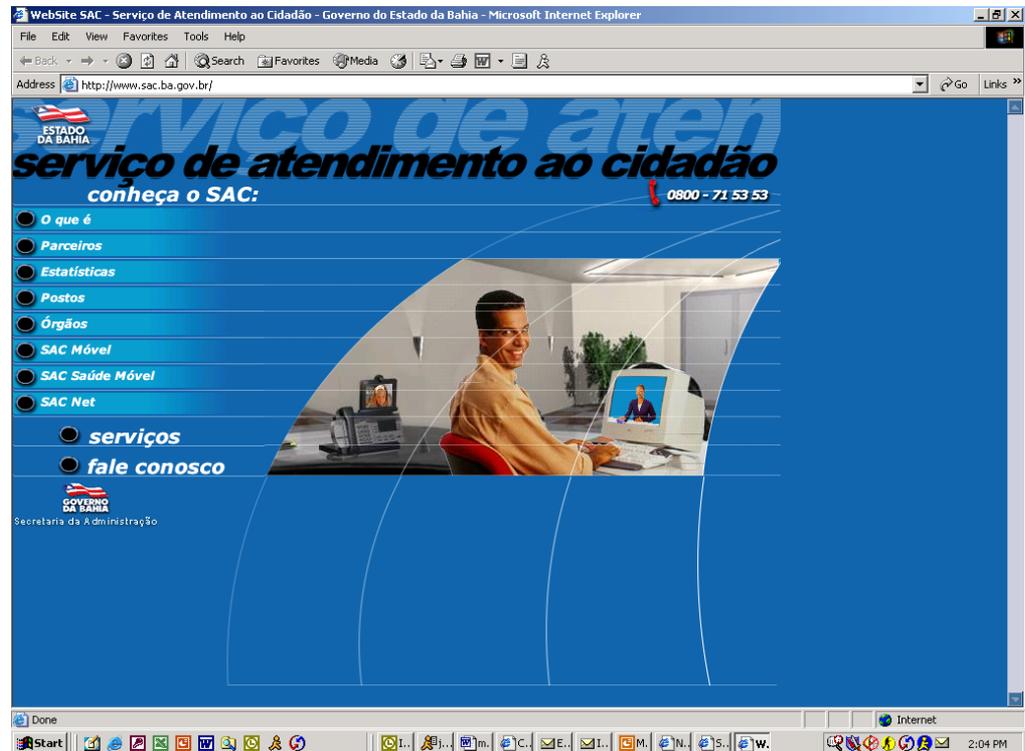
Phase II: Interact: Broaden Citizen Participation: Namibian Parliament Website

Namibian Parliament Website: citizens participate in on-line discussions, follow legislative activities, comment on bills



Phase III: Transact

- Dairy farmers in India receive services via kiosks...
- Citizens in Bahia, Brazil receive services via one-stop locations supported by ICT -- across gov't agencies (fed, state, local)
- Andhra Pradesh (Indian State): land title registration, changes in gov't offices
- Jamaica: several business services available to improve business environment



Phase III: Transact -- to reduce Corruption

- Seoul, South Korea: OPEN System to attack corruption head-on in municipal services
- Filipino Customs: off-the-shelf ASYCUDA system takes cash out of Customs' hands



Phase III: Transact -- e-procurement

- Full blown e-procurement not widespread in developing world for obvious reasons
- Chile and the Philippines and more
- Many countries post tenders – and winners

Designing e-Government Initiatives

Process re-engineering (workforce changes)

E-Literacy

Accessibility

Privacy and Security

Transparency

Interoperability

Benchmarking

Law and public policy

Infrastructure

Some Critical Success Factors

Strong support from senior executive(s)

Strong champion, have focal point

Plan carefully

- **Prioritize**
- **Be clear on goals, measures of success**
- **Avoid technology-push...**

Examine incentives, disincentives to support

- **Address disincentives**

Consider multi-tech approach

- **Phone, kiosk, Internet centers**

Monitor and show success early, then move forward

A Few Great Resources

- **The eGovernment Handbook: A Toolkit for Developing Nations of the World (InfoDev)**
<http://www.cdt.org/egov/handbook/2002-11-14egovhandbook.pdf>
- **Global e-Government, 2002 (overview)**
<http://www.insidepolitics.org/egovt02int.PDF>
- **World Bank's e-gov site (good cases):**
<http://www1.worldbank.org/publicsector/egov/>
- **For much more: Development Gateway Knowledge Area on e-Gov** <http://www.developmentgateway.org> (select e-gov)

Questions, Discussion

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