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
- Filippino 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


- 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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